



Job Aid for:
Secure File Transfer Service (SFTS)

Version: 2.0

Date: 19/05/2021

Status: DRAFT

Document Reference: Job Aid - Secure File Transfer Service v2.0

| Document Updates | | |
|-------------------------|---|----------------|
| Date | Description | Version |
| 11.10.2011 | Job Aid Secure File Transfer | 1.0 |
| 04.12.2015 | Revised Version – Incorporates changes related to MCR 1150 | 1.1 |
| 05.08.2016 | Revised Version – Incorporates changes related to MCR 1111 and MCR 1133 | 1.2 |
| 19.05.2021 | Revised version – incorporates migration to new SFTS application | 2.0 |

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1 Relevant Market Change Requests

1.1 General Information

- The Secure File Transfer Service is used for both inbound files (from ESB) and outbound files (to ESB) between Market Participants and ESB Networks.
- The Secure File Transfer Service is currently used for the following services:
 - MCR 179 – Downloadable Files (inbound only)
 - MCR 1133 – Working Practice 23 Group Unmetered Debt Flagging (inbound & outbound)
 - MCR 1064 – Working Practice 19 Prepayment Meters (inbound & outbound)
 - MCR 1150 – Providing DUoS Billing Information (inbound only)
 - MPD 04 – Supplier of Last Resort (inbound & outbound)
- The details of individual MCRs and the Working Practices can be found on the RMDS website.

MCRs [here](http://rmdservice.com/market-change-requests/) – (http://rmdservice.com/market-change-requests/)

Working Practices [here](http://rmdservice.com/working-practices-2/) – (http://rmdservice.com/working-practices-2/)

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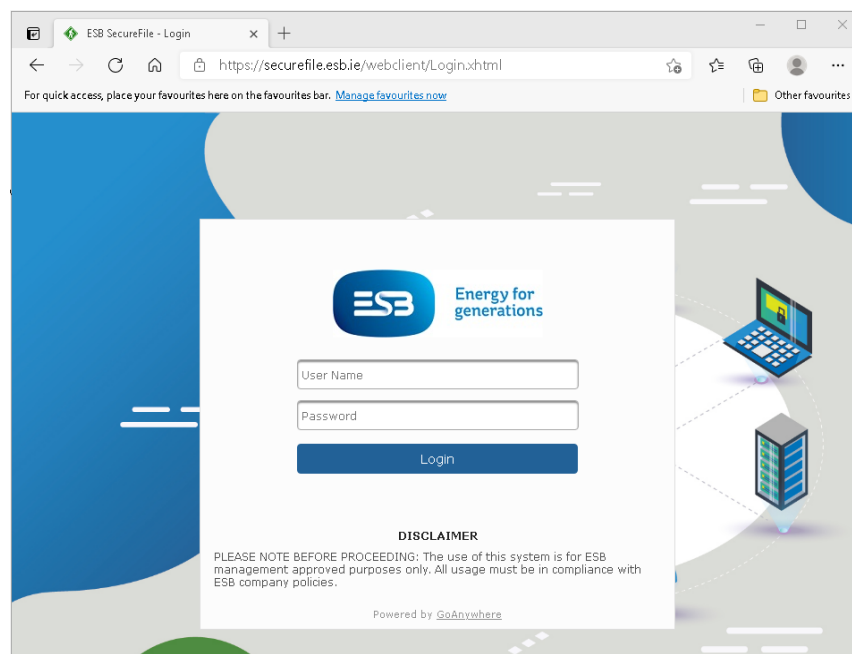
2 File Access

2.1 Requesting Access to the Secure File Transfer Service

- Access to the Secure File Transfer Service can be requested by Market Participants by contacting RMDS at rmds@esb.ie
- Requests to access the Secure File Transfer Service require the following:
 - A completed Access Agreement
 - A valid email address for each user account
 - A list of which services need to be accessible for each user account
 - The public IP address from which they will be accessing the Secure File Transfer Service
- Once registration is complete the requester will receive correspondence advising that their account has been set up along with credentials for initial login and a link to the Secure File Transfer Service.

2.2 Initial Access

- User shall navigate to <https://securefile.esb.ie> where they will be able to enter User Name and Password



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- Upon entering these credentials correctly, you will be asked to change your password to a new one. The login requires a strong password containing upper case, lower case and numeric characters.
- Please note, if multiple email addresses have been supplied by a Market Participant, you will require multiple usernames and passwords. That is, each email account requires an individual username and password.

2.3 Ongoing Access

- Once you have set up your account for the first time (see 2.2), you will use these credentials for all subsequent access to files.

2.4 File Naming Convention for uploads

- Debt Flagging naming convention for file must be " UMNDEBTFLAG_yyyymmdd.csv".
- Prepayment naming convention for file is suggested to be "ppxxx -yyymmdd.csv". where
 - pp = Supplier prefix [e.g. AT, BG, EI, PW]
 - xxx = file number [e.g. 0001]
 - yyymmdd = year month day [e.g. 20111003]

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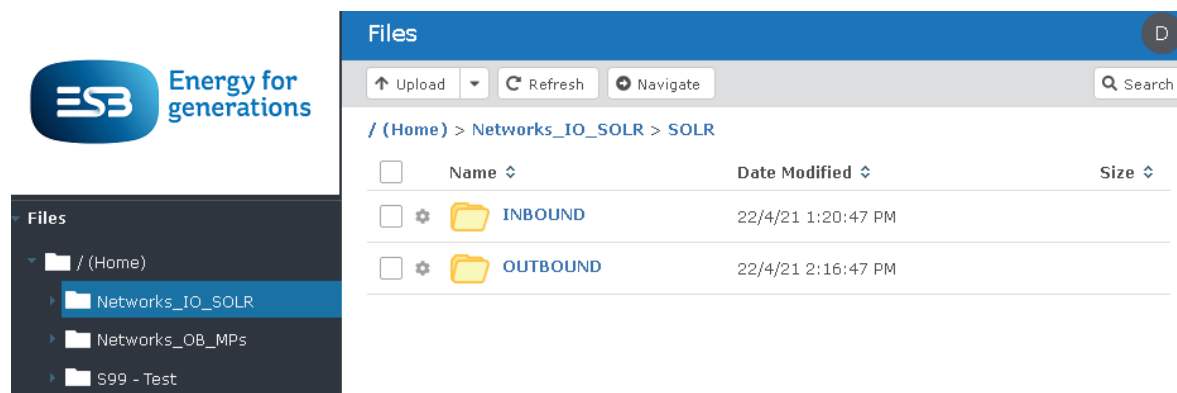
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3 Instructions for using Secure File Transfer Service

3.1 Uploading Files to Secure File Transfer Service

1. Navigate to <https://securefile.esb.ie>
2. You will be asked to enter and confirm your username and password.
3. The layout of the screen shows a folder for each service. Users will only see the services they are registered for – see list of possible services below:
 - Downloadable Meter Point file service is labelled “Networks_OB_MPs”
 - Debt Flagging service is labelled “Networks_IO_DebtFlag”
 - Prepayment service is labelled “Networks_IO_PrePay”
 - DUoS Billing service is labelled “SXX – <Supplier Name>”
 - Supplier of Last Resort service is labelled “Networks_IO_SOLR”
 - Please note the Supplier of Last Resort SFTS is only available to the SOLR Market Participant



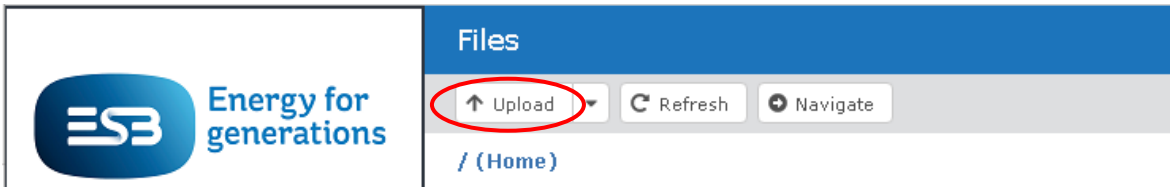
4. Select the appropriate service from the left-hand side menu. Select the relevant folder (e.g. Outbound) within the service and then select 'Upload'.

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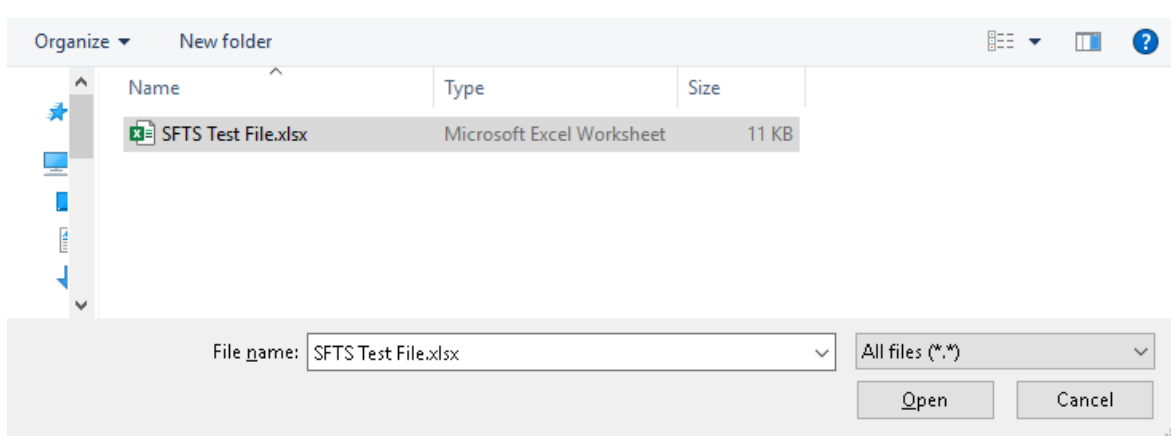
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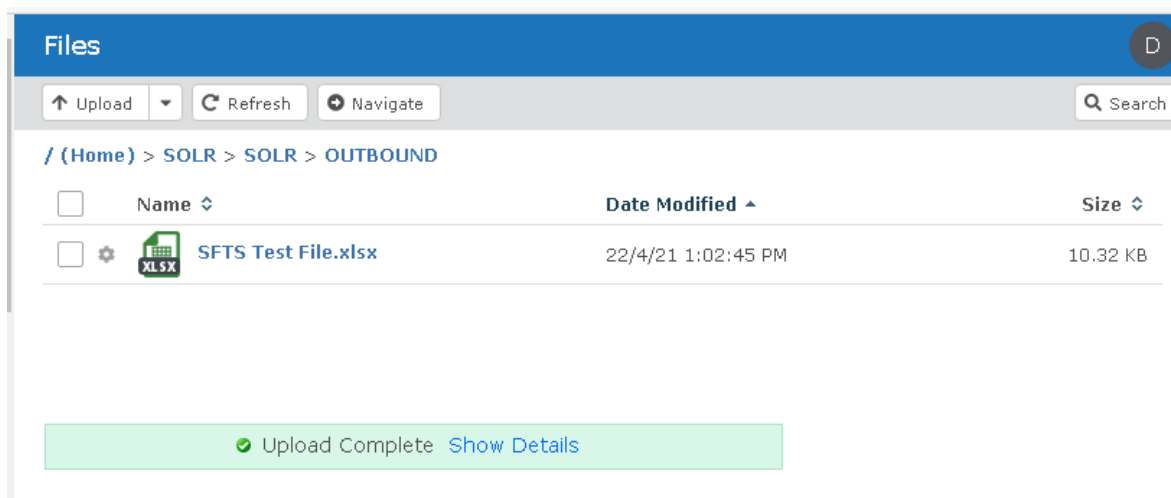
Please note:

- naming convention for file suggestions in previous section

5. Select file to be uploaded from your local storage and select 'Open'.



6. Once the file has been uploaded successfully, an 'Upload Complete' message will be displayed and the file will appear in the selected folder.



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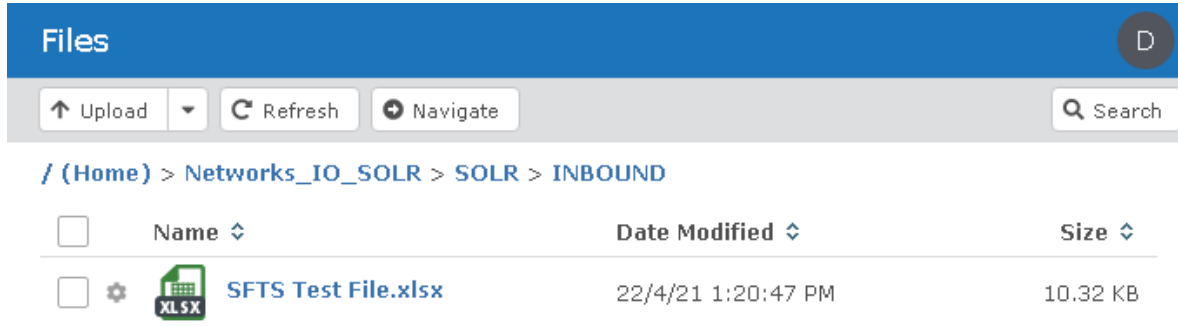
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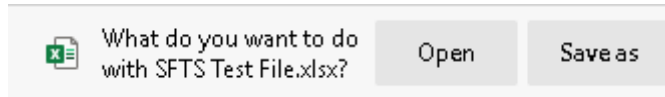
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3.2 Accessing Files from Secure File Transfer Service

1. Navigate to <https://securefile.esb.ie> and login as described above. Select the appropriate service from the left-hand side menu. Select the relevant folder (e.g. Inbound). Click on the file you wish to download.



2. Once you click on the relevant file, it will be downloaded to your device and your browser will prompt you to 'Open' or 'Save As'.



3. Open the file or Save into your designated destination folder.

3.3 Accessing Files from DUoS Billing & Income

Refer to SFTS Supplier Login User Guide which can be requested from DUoS Billing & Income ESB Networks - duosbilling.esbnetworks@esb.ie

4 Management of Files

- Market Participants are advised to move all files into their local drive for file storage and management. File retention periods are as follows:
 - Downloadable Meter Points – current months files and previous months files
 - Debt Flagging – minimum of 14 days
 - Prepayment – minimum of 14 days
 - DUoS Billing – minimum of 14 days
 - Supplier of Last Resort – minimum of 14 days

5 Support for File Access and Download

Downloadable Meter Points:

- If you encounter any issues with accessing files, please contact RMDS at RMDS@esb.ie
- If you have forgotten password or username, please contact RMDS at RMDS@esb.ie

Debt Flagging:

- If you encounter any issues with uploading or accessing files please contact MRSO at mrso@esb.ie
- If you have forgotten password or username, please contact RMDS at RMDS@esb.ie

Prepayment:

- If you encounter any issues with uploading or accessing files please contact KMS at keypadmanagement@esb.ie
- If you have forgotten password or username, please contact KMS at keypadmanagement@esb.ie

DUoS Billing Information:

- If you encounter any issues with accessing files please contact duosbilling.esbnetworks@esb.ie
- If you have forgotten password or username, please contact duosbilling.esbnetworks@esb.ie

Supplier of Last Resort:

- If you encounter any issues with uploading or accessing files please contact MRSO at mrso@esb.ie
- If you have forgotten password or username, please contact RMDS at RMDS@esb.ie

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