

# Frequently Asked Questions

## Ad-Hoc File Transfer (AFT) Service

### **Q: How does a JHA user get access to log in?**

A: Access the Ad-Hoc File Transfer service from a browser session using the URL <https://aft.jhahosted.com> . From the log in screen, JHA employees click on the “Try Single Signon with SAML” button on the login page. This will log you in using your JHA corporate credentials.

### **Q: How does a non-JHA user get access to log in?**

A: A JHA employee must “invite” any external user. JHA employees will need to use the “Send Package” button to send a message to the external user. The message will contain instructions for the external user to create their own unique account. Now the external user and the JHA employee can send and receive packages between each other.

### **Q: Is this a secure method to exchange files?**

A: Yes, the Ad-Hoc File Transfer service utilizes secure network protocols during transport and files at rest in the system are encrypted.

### **Q: What’s a package?**

A: A package is a message (think of it like an email) that may contain one or more files.

### **Q: Is there a limit to the size or number of files I can send/receive?**

A: Yes. Each package may be no larger than 10 GB but may contain any number of files. Each user may send a maximum of 100 GB within an 8-day cycle. Exceptions to these limits may be granted on a per-case basis by the Enterprise File Integration team.

### **Q: How long will packages be available to download?**

A: All packages are deleted after 7 days.

### **Q: Will my account expire?**

A: Accounts expire after 100 days of inactivity. To keep your account active, just log in at least once every 100 days.

### **Q: Will my password change?**

A: External users are required to change their password every 90 days. JHA employees are using corporate credentials to log in so it’s automatically updated on this site when you change it.

### **Q: Where can I find detailed information about how to use this service?**

A: We recommend the following help pages but please note, not all features mentioned in the administrator guide have been implemented:

- [Work with Packages](#)

**Q: Is the Ad-Hoc File Transfer service PCI certified?**

A: No. AFT does not meet the requirements for transferring data in scope for PCI compliance.

**Q: Who do I contact if I still need assistance or have more questions?**

A: JHA customers please open a case by calling 1-800-299-4222- and request it be directed to Enterprise File Integration Support. JHA employees please open a case and direct it to Enterprise File Integration Support.