

BankNet

Instructions for Large File Transfer

July 14, 2016

Version 2.1

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1 Introduction

This document is a guide for using the secure large file transfer tool available on BankNet. This guide explains how to:

- Access the Secure Large File Transfer Tool
- Set Your Email Address for Confirmation Notifications
- Install the Upload/Download Wizard (optional - see last bullet below)
- Upload a File Using the Upload/Download Wizard
- Upload a File without Using the Upload/Download Wizard
- Delete a File
- View a Log of Your Upload History

This tool has been made available to enhance your ability to communicate with the OCC. In order to facilitate this, additional OCC departments/folders will continually be added to the tool. All information uploaded to this tool is automatically encrypted and securely delivered to the OCC. You may upload files of any size if you use the LFT Wizard.

Here are a few helpful tips before you begin uploading files:

- Please double check your selection for the destination folder (i.e., the folder you are submitting to) before *each* submission. Files cannot be forwarded by OCC personnel in the event you place the file in an incorrect folder. If this occurs, you must resubmit to the correct destination.
- If you have a *new* or *reenabled* BankNet account, you may not be able to access the tool until the tool's user base updates. The user base updates at 12:30 p.m. EST, 5:30 p.m. EST, and 10:30 p.m. EST. Please plan accordingly.
- If you are not using the wizard:
 - and are submitting multiple documents to the same folder, especially if submitting ten or more, we recommend that you zip your files together prior to uploading them. This will save you time by requiring only one upload rather than uploading each document.
 - once you submit the file(s) the tool is working even though the screen may appear frozen. If you often upload files larger than 24MB, you should install the upload/download wizard, which will permit you to visually see the file upload progress. The wizard will also eliminate "time-out" errors that might otherwise occur with larger files. Note: The upload/download wizard is required to upload files that are 2 GB or greater.

If you have any questions about this guide or questions about using the secure large file transfer tool, please contact the BankNet Help Desk at 1-800-641-5925 or BankNet@occ.treas.gov.

2 Accessing the Secure Large File Transfer Tool

All active BankNet users have access to the secure large file transfer tool. You will need your BankNet username and password. If you have forgotten your BankNet username or password, or if you do not have a BankNet account, please contact the BankNet Help Desk at 1-800-641-5925 or BankNet@occ.treas.gov. You can also retrieve your user name and reset your password by going to www.banknet.gov and clicking member log-in.

Note: If you have a *new* or *re-enabled* BankNet account, you may not be able to access the tool until the tool's user base updates. The user base updates at 12:30 pm EST, 5:30 pm EST, and 10:30 pm EST. Please plan accordingly.

1. To begin, access BankNet at <http://www.banknet.gov>. Click the *Member Log In* link.

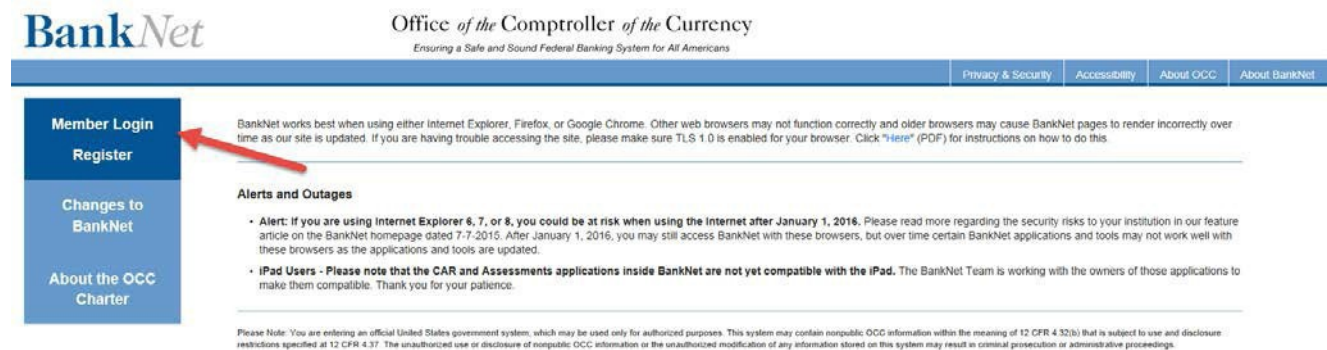
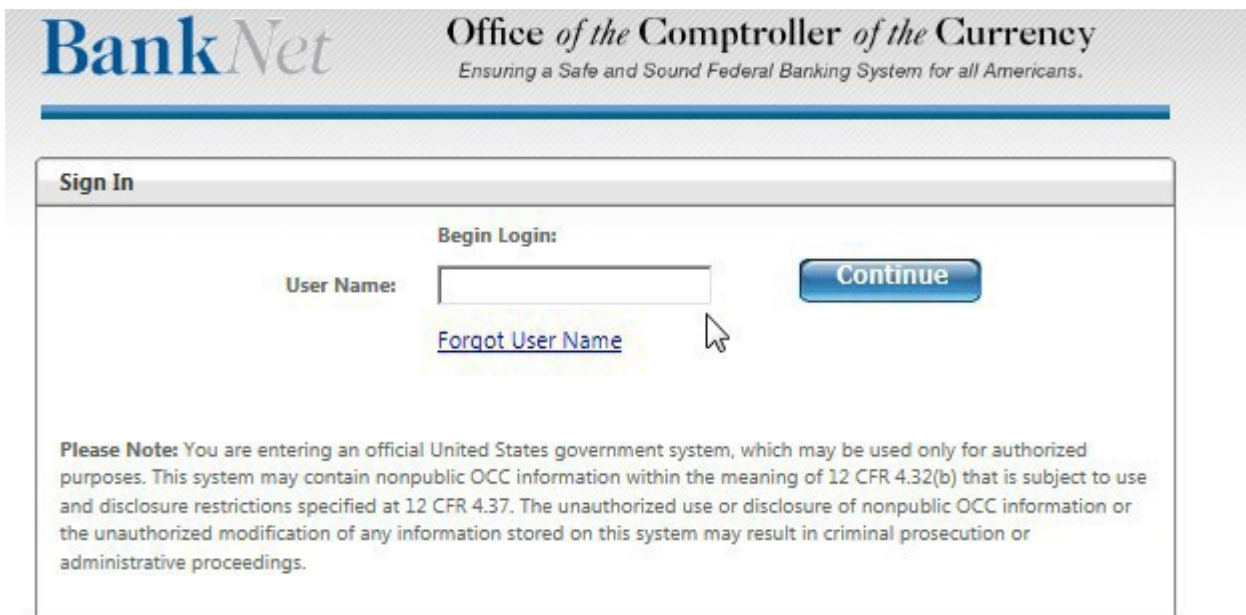


Figure 2-1 BankNet Entrance Page

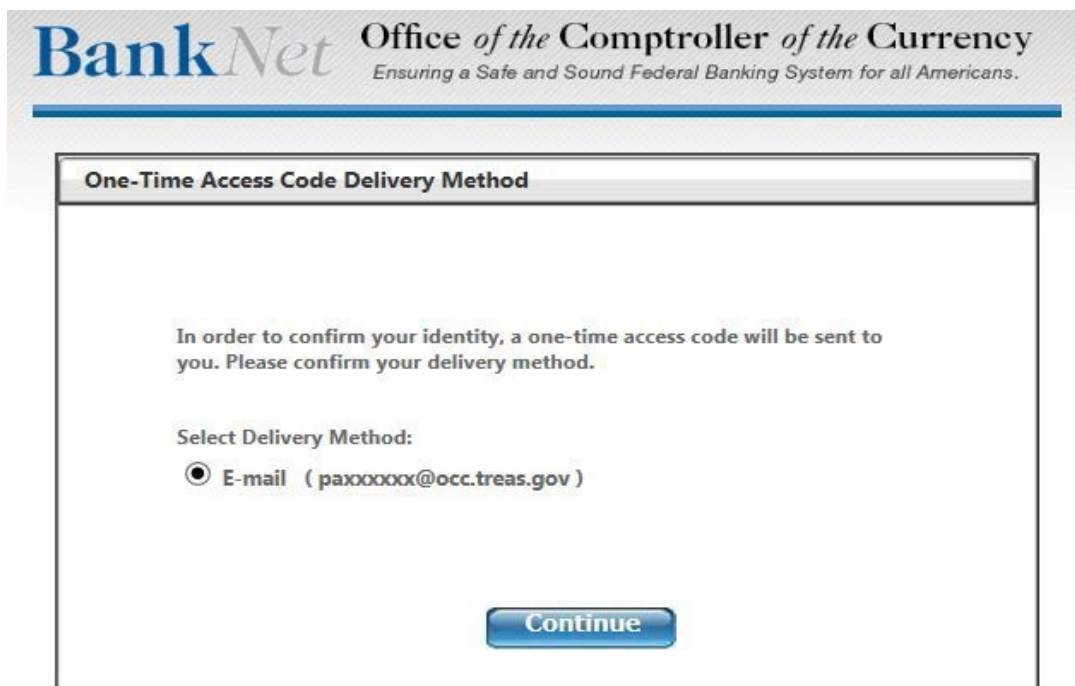
2. Enter your BankNet *Username*



The screenshot shows the BankNet sign-in interface. At the top left is the BankNet logo. To the right is the text "Office of the Comptroller of the Currency" and "Ensuring a Safe and Sound Federal Banking System for all Americans." Below this is a "Sign In" header. The main area contains a "Begin Login:" section with a "User Name:" label, a text input field, and a "Continue" button. A link for "Forgot User Name" is positioned below the input field. A "Please Note" section at the bottom provides a disclaimer about the system's security and potential legal consequences.

For more information or for assistance, call (800) 641-5925.

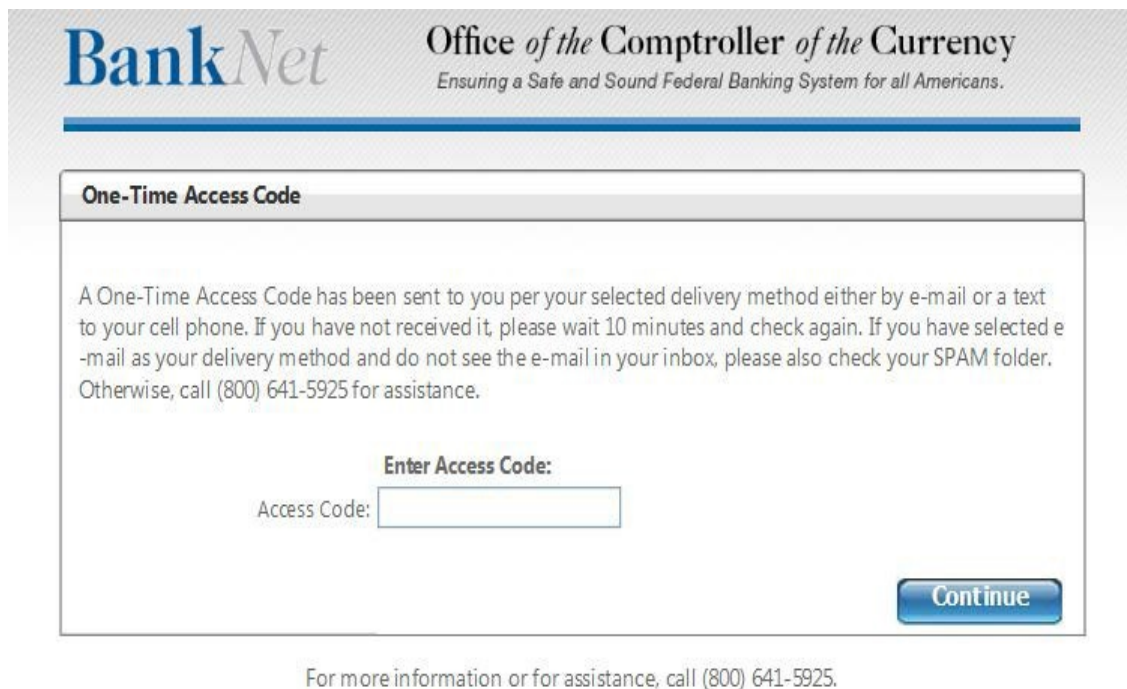
3. Click the *Continue* button.



The screenshot shows the "One-Time Access Code Delivery Method" screen. It features the BankNet logo and the Office of the Comptroller of the Currency header. The main content area has a title "One-Time Access Code Delivery Method" and a message: "In order to confirm your identity, a one-time access code will be sent to you. Please confirm your delivery method." Below this is a "Select Delivery Method:" section with a radio button selected for "E-mail (paxxxxxx@occ.treas.gov)". A "Continue" button is located at the bottom of the form.

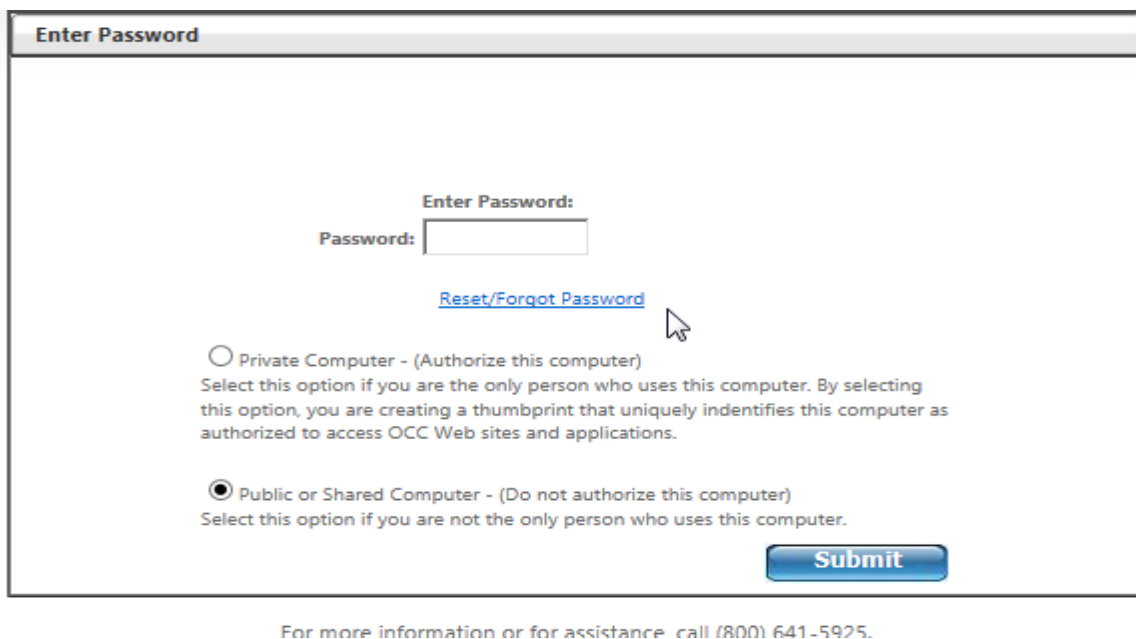
For more information or for assistance, call (800) 641-5925.

4. Enter the one-time access code sent to your email and click *Continue*.



The screenshot shows the 'One-Time Access Code' screen of the BankNet login process. At the top left is the 'BankNet' logo. To the right is the text 'Office of the Comptroller of the Currency' and 'Ensuring a Safe and Sound Federal Banking System for all Americans.' Below this is a blue horizontal line. The main content area has a title bar 'One-Time Access Code'. Inside, there is a paragraph of text: 'A One-Time Access Code has been sent to you per your selected delivery method either by e-mail or a text to your cell phone. If you have not received it, please wait 10 minutes and check again. If you have selected e-mail as your delivery method and do not see the e-mail in your inbox, please also check your SPAM folder. Otherwise, call (800) 641-5925 for assistance.' Below the text is a label 'Enter Access Code:' followed by a text input field. To the right of the input field is a blue button labeled 'Continue'. At the bottom of the screen, there is a note: 'For more information or for assistance, call (800) 641-5925.'

5. Enter your BankNet *Password*.
6. Click the *Submit* button.



The screenshot shows the 'Enter Password' screen of the BankNet login process. The title bar at the top says 'Enter Password'. The main content area has a label 'Enter Password:' followed by a text input field. Below the input field is a blue link labeled 'Reset/Forgot Password'. There are two radio button options: 'Private Computer - (Authorize this computer)' and 'Public or Shared Computer - (Do not authorize this computer)'. The 'Public or Shared Computer' option is selected. Below the radio buttons is a blue button labeled 'Submit'. At the bottom of the screen, there is a note: 'For more information or for assistance call (800) 641-5925.'

Figure 2-2 BankNet Login Page

7. Hover over the *Communications Center* tab at the top of the BankNet home page.

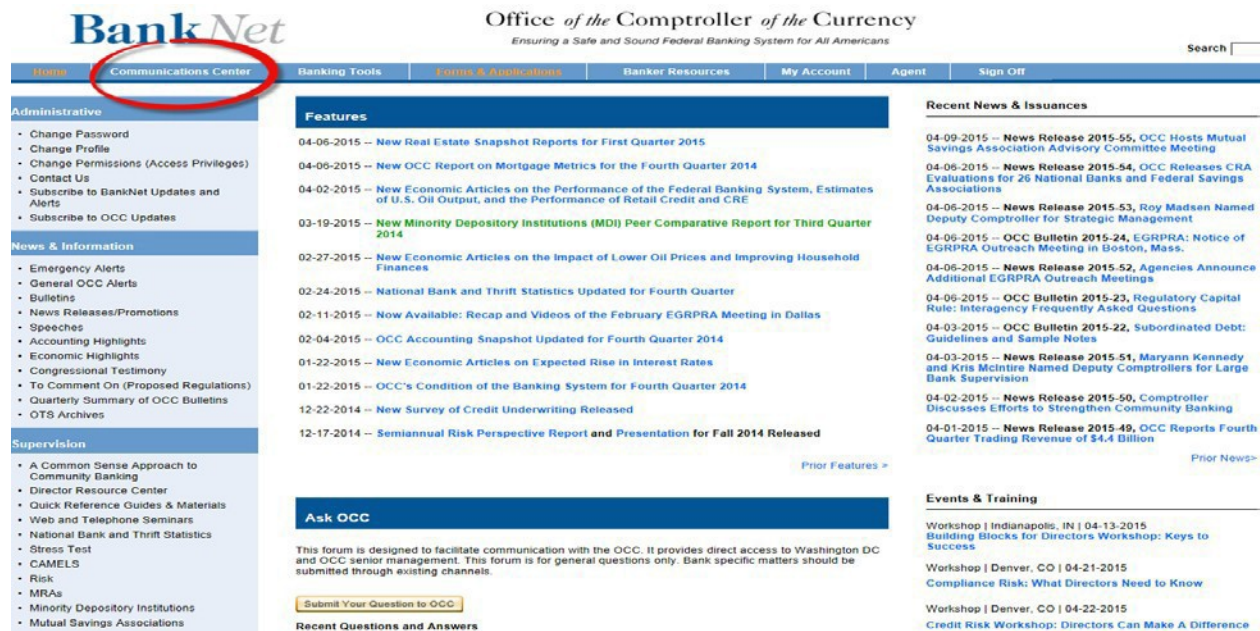
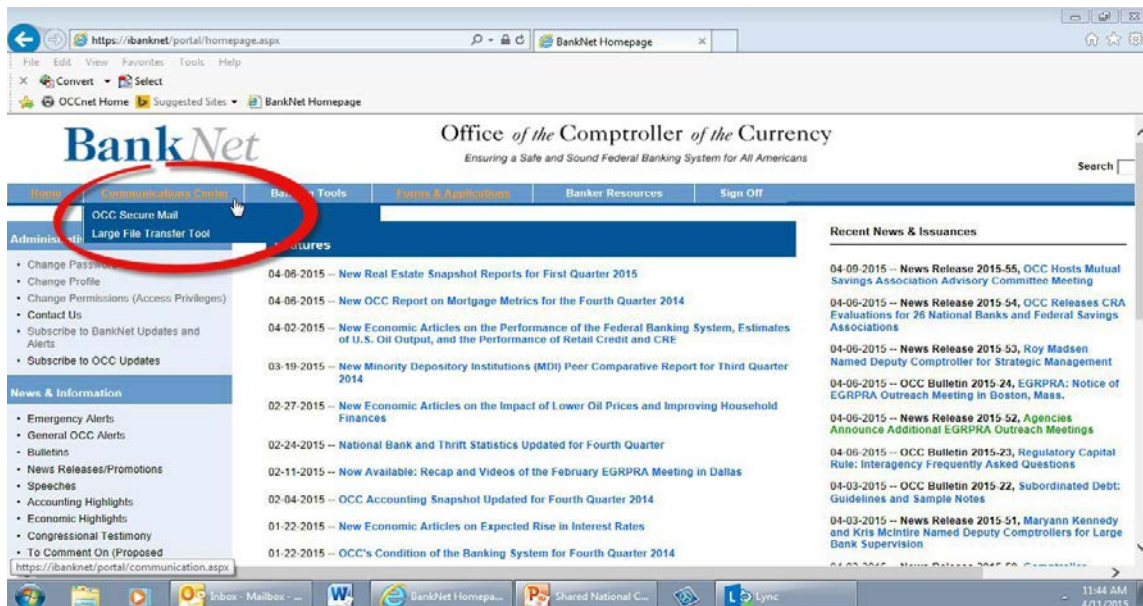
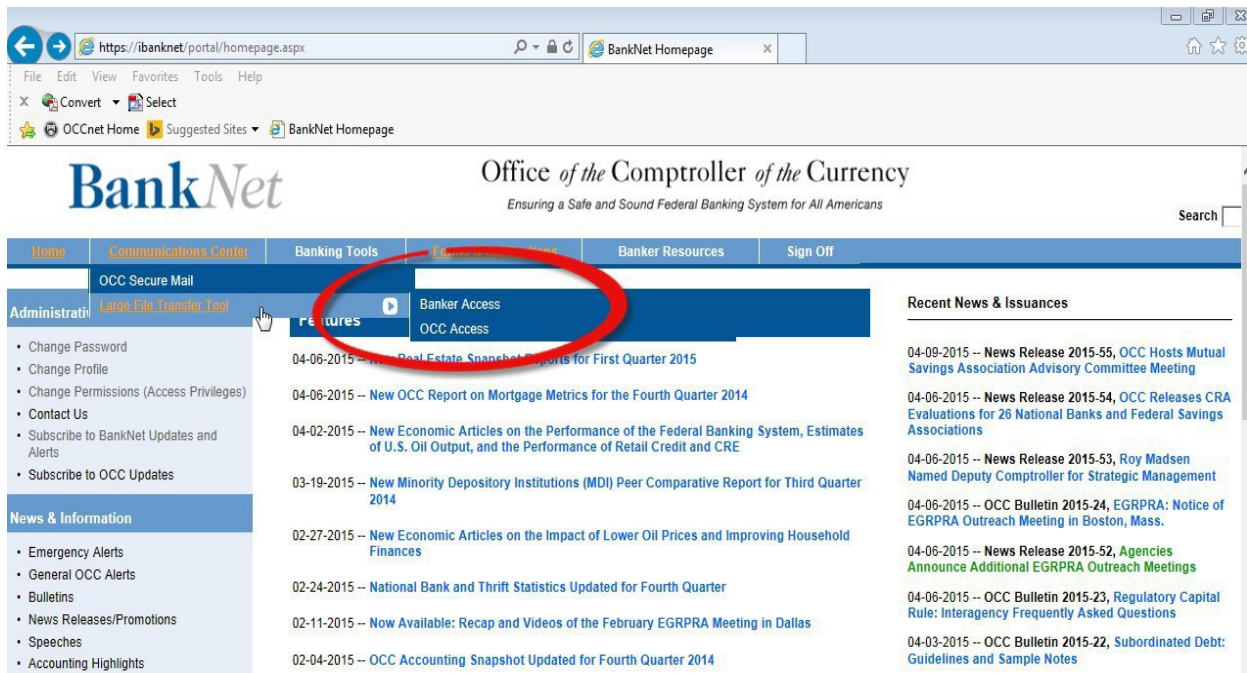


Figure 2-3 BankNet Home Page

8. Slide your cursor down to Large File Transfer



9. Slide your cursor to the right and click on Banker Access



10. Click the *Launch Large File Transfer* link.

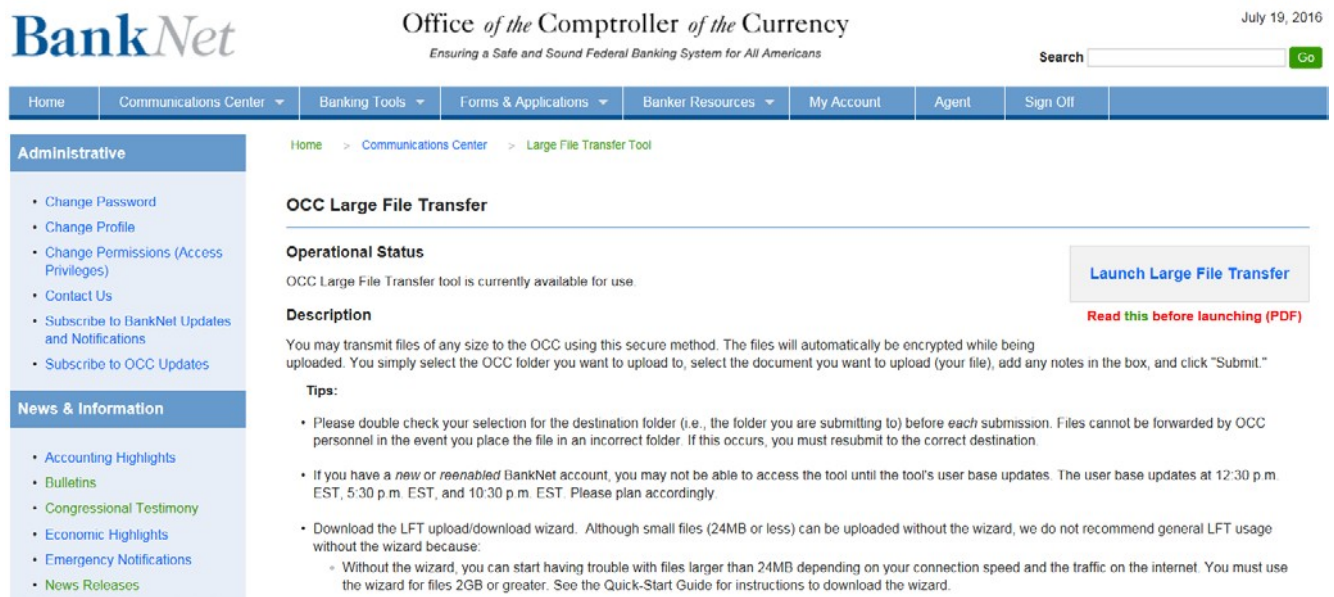


Figure 2-4 BankNet OCC Large File Transfer Page

11. Enter your BankNet *Username* and *Password* again to sign in to the tool.
12. Click the *Sign On* button.

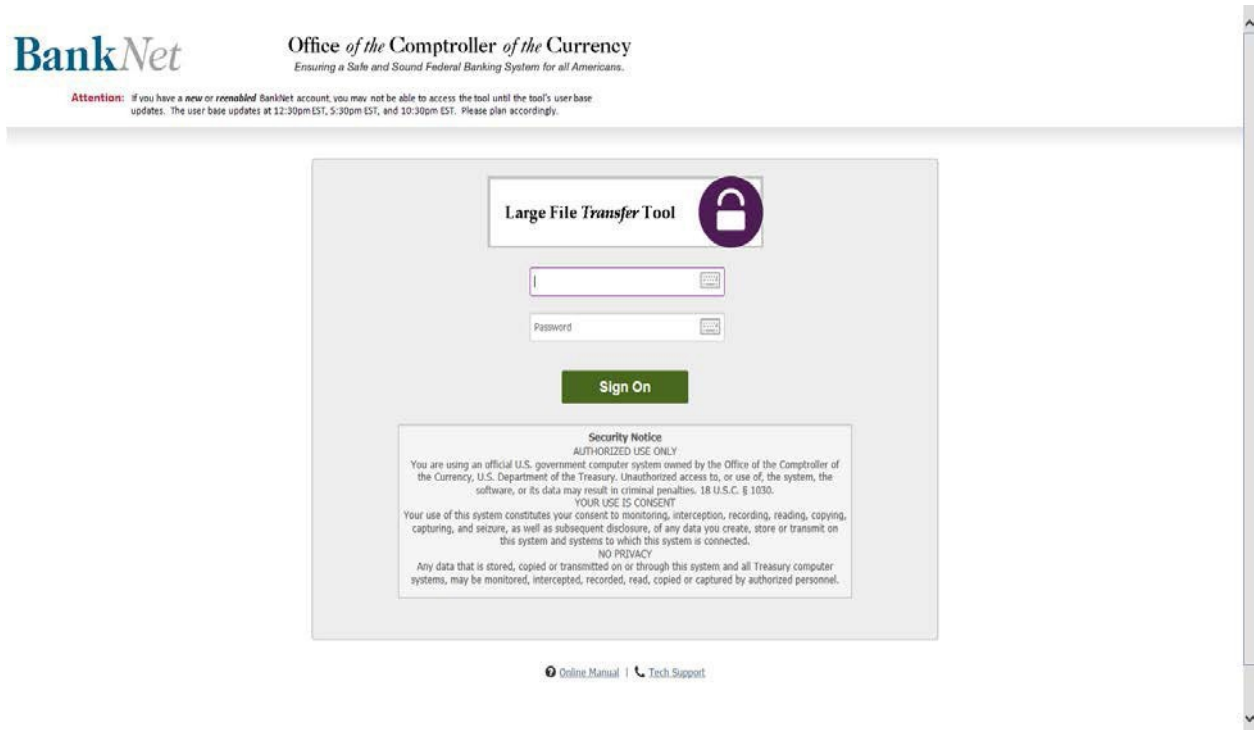


Figure 2-5 BankNet Secure Large File Transfer Sign On Page

13. Use the tool (see section 4, 5, or 6 of this document).
14. When you are finished using the secure large file transfer tool, click the *Sign Outlink*.



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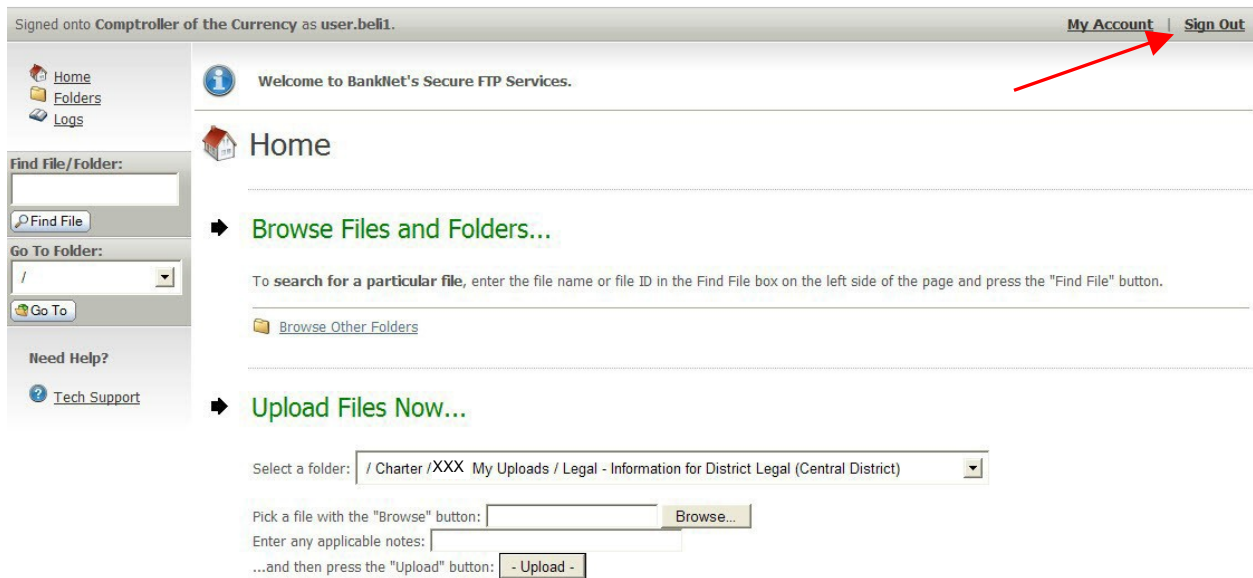


Figure 2-6 BankNet Secure Large File Transfer Home Page

3 Setting Your Email Address for Confirmation Notifications

The secure large file transfer tool automatically sends you an email confirmation when you successfully upload a file. You will want to confirm and set the email address that is on file with us to be sure you receive these email notifications.

1. Log in to BankNet. Refer to steps 1-4 in section 2 of this document for detailed instructions for logging in to BankNet.
2. Click the *Change Profile* link. You can either click the link under the *Administrative* header on the left side of the page or hover over the *My Account* tab and click *Change Profile*.

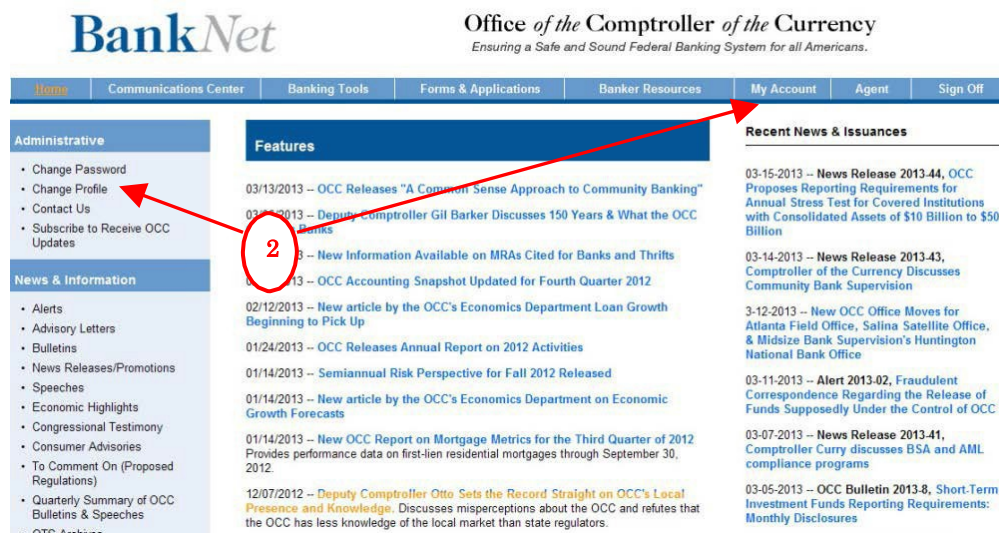
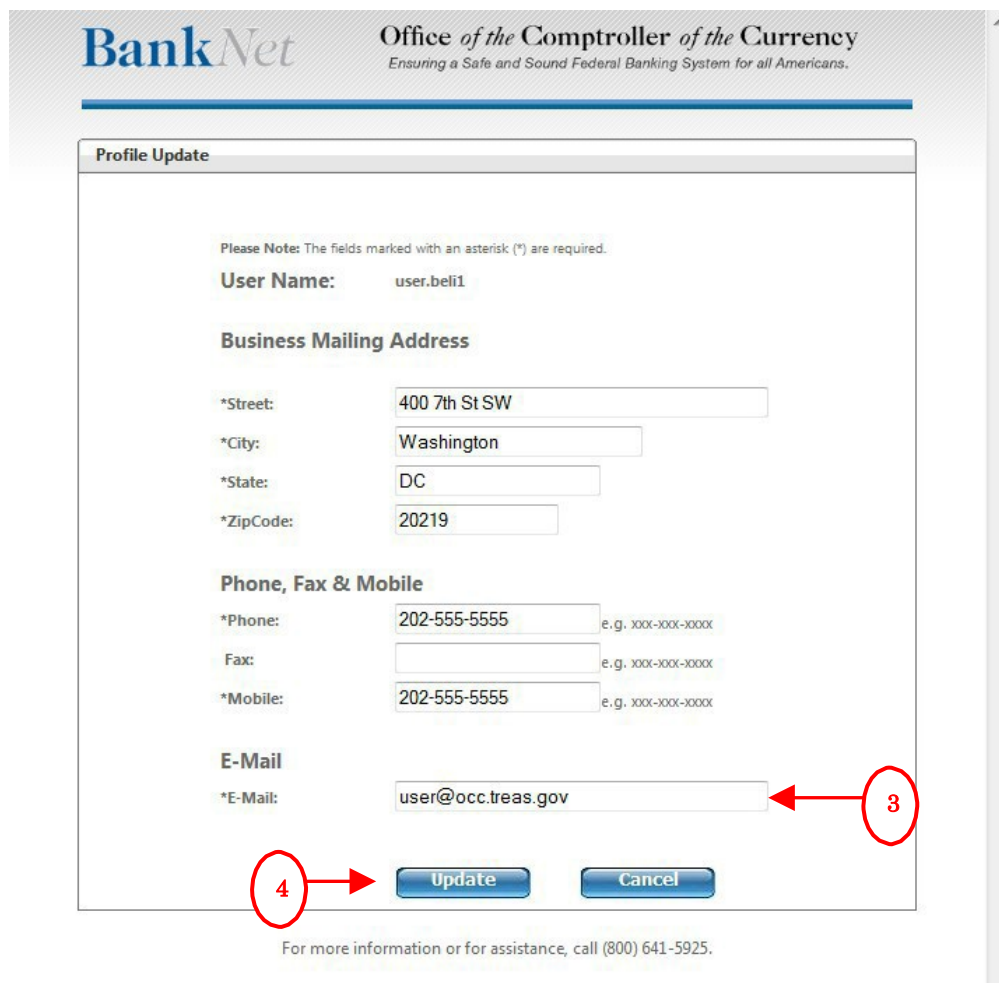


Figure 3-1 BankNet Home Page

3. Confirm or edit the email address that is stored in the *E-Mail* field. This field contains the email address where your confirmation notifications will be sent.
4. Click the *Update* button.



BankNet Office of the Comptroller of the Currency
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Profile Update

Please Note: The fields marked with an asterisk (*) are required.

User Name: user.bel1

Business Mailing Address

*Street: 400 7th St SW
*City: Washington
*State: DC
*ZipCode: 20219

Phone, Fax & Mobile

*Phone: 202-555-5555 e.g. xxx-xxx-xxxx
Fax: e.g. xxx-xxx-xxxx
*Mobile: 202-555-5555 e.g. xxx-xxx-xxxx

E-Mail

*E-Mail: user@occ.treas.gov

4 Update Cancel

For more information or for assistance, call (800) 641-5925.

Figure 3-2 BankNet Change Profile Page

4 Installing the Upload/Download Wizard

The Upload/Download Wizard is a browser add-on that allows you to:

- Transfer files faster
- Transfer files greater than 2 GB
- Transfer multiple files at once
- Transfer folders or directories
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/un-compress data on the fly
- Add files via drag-and-drop
- Eliminate “time-out” errors that can occur with large files
- Zip files together using the wizard

The upload/download wizard is optional, but suggested for files greater than 24 MB. The wizard is required if you want to upload files that are 2 GB or greater. It is also required if you want to upload an entire folder or directory at one time.

There are two versions of the upload/download wizard (i.e., ActiveX and Java). Typically, you should install the ActiveX version if you use the Internet Explorer browser and install the Java version if you use other browsers (e.g., Chrome or Firefox). If you need to install the ActiveX version, you can use either *Installation Method 1* or *Installation Method 2* below. If you need to install the Java version, you must use *Installation Method 2*.

If you have problems downloading the wizard, please refer to section 9 for technical and troubleshooting information related to the wizard.

4.1 Installation Method 1

If you use the “Internet Explorer” browser, you can install the ActiveX version directly from the link below:

https://fdx.banknet.gov/secureftp/DMZWiz_ActiveX_80.msi

After clicking this link, follow the prompts to install the wizard. This link does not work to install the Java version of the wizard.

Note: For those banks that limit what bank employees may install on their systems, your IT department may prefer you use Method 1 rather than Method 2.

After the wizard has been successfully installed, you **must enable** its use. To do this:

1. Click the *MyAccount* link on the Large File Transfer Tool's home page.

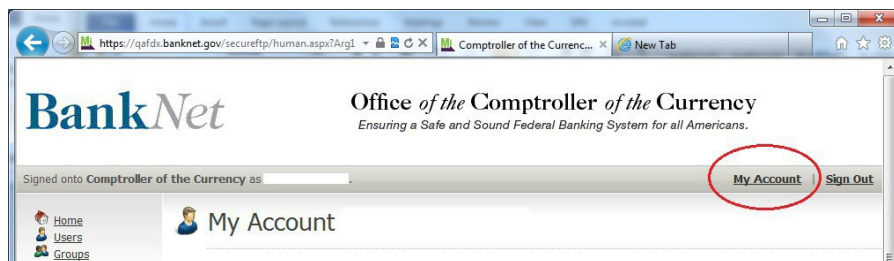


Figure 4-1 BankNet Secure Large File Transfer Home Page

2. Click the *Change Upload/Download Wizard Status* link (ActiveX).

► [Edit Your Upload/Download Wizard Settings...](#)

Upload/Download Wizard Status:

The ActiveX Upload/Download Wizard is **Installed and Disabled** ←

► [Change Upload/Download Wizard Status \(ActiveX Version\)](#)

The Java Upload/Download Wizard is Disabled

► [Change Upload/Download Wizard Status \(Java Version\)](#)

Figure 4-2 BankNet Secure Large File Transfer My Account Page

3. Click the *Enable the Wizard* link.

The ActiveX Upload/Download Wizard is Installed and Disabled
Version 8.0.0.0 is installed; this is the latest

► [Enable the Wizard](#) ←
► [Enable the Wizard \(for this session only\)](#)

~ OR ~ [Return to My Account](#)

Figure 4-3 BankNet Secure Large File Transfer Upload/Download Wizard Status Page

4. The wizard installation is complete and enabled.

4.2 Installation Method 2

You can use this method to install either the ActiveX version or the Java version.

1. Click the *MyAccount* link from the Large File Transfer Tool's home page.

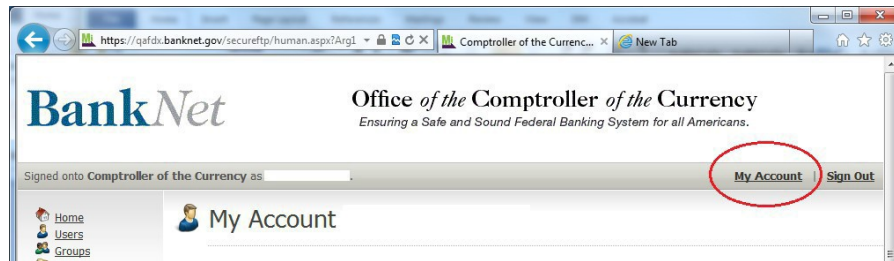


Figure 4-4 BankNet Secure Large File Transfer Home Page

2. Under the *Edit Your Upload\Download Wizard Settings* section, click the *Change Upload/Download Wizard Status* link for the version of the wizard you want to install. Use the Active X version if you use an Internet Explorer browser. Use the Java version if you use other browsers (e.g., Chrome or Firefox).

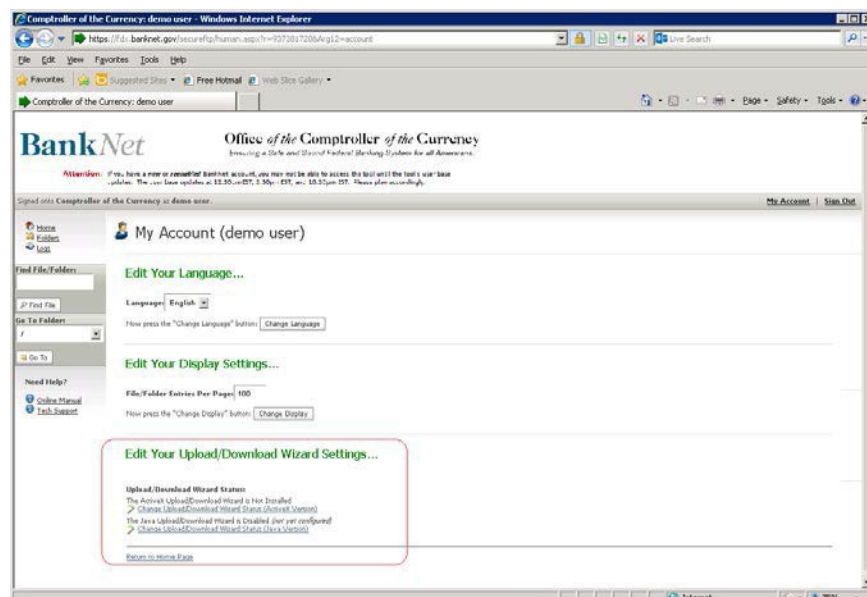


Figure 4-5 BankNet Secure Large File Transfer My Account Page

3. Click the *Install and Enable the Upload/Download Wizard* link.

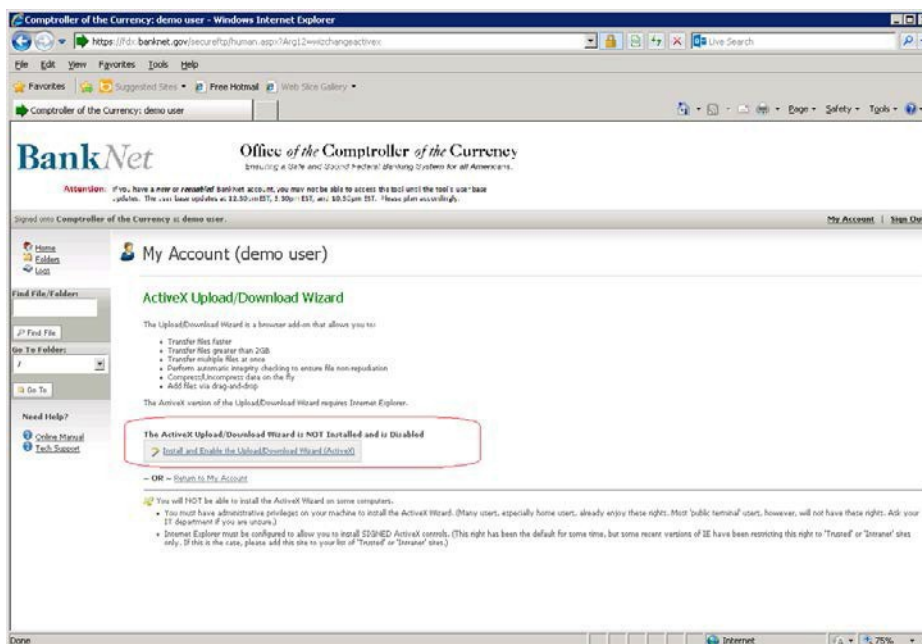


Figure 4-6 BankNet Secure Large File Transfer Upload/Download Wizard Status Page

4. If prompted by the browser toolbar to confirm the installation, do so.

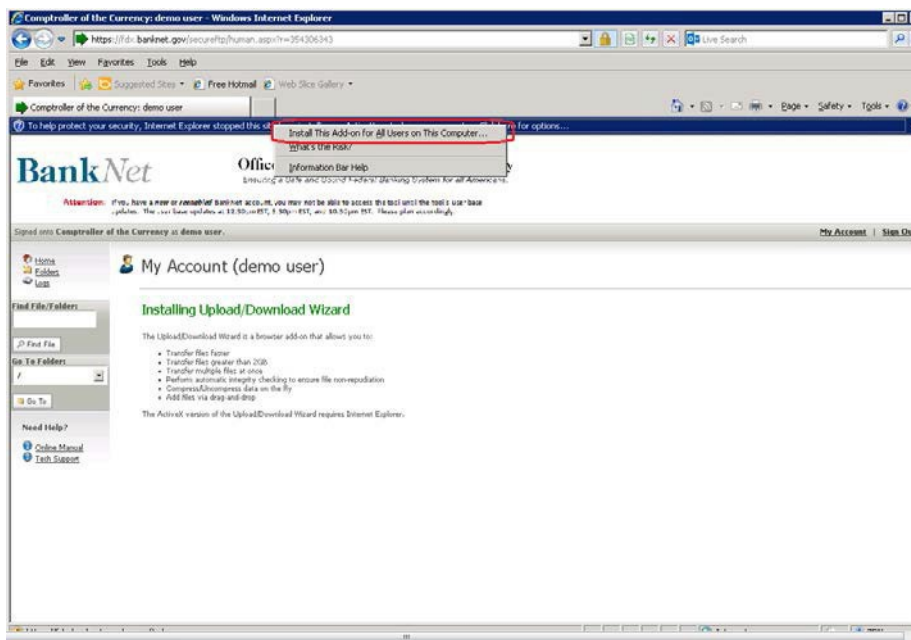


Figure 4-7 Upload/Download Wizard Installation Confirmation

5. If prompted by the browser status bar to confirm add-on execution, do so.

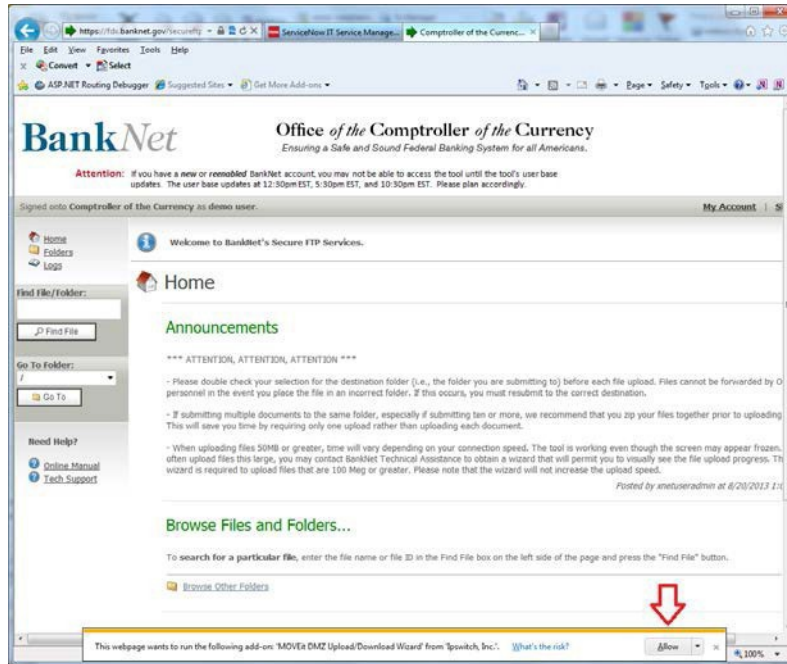


Figure 4-8 Upload/Download Wizard Add-On Execution Confirmation

6. After the wizard is installed and enabled, the account settings will be updated to reflect the status of the wizard. The installation is complete.

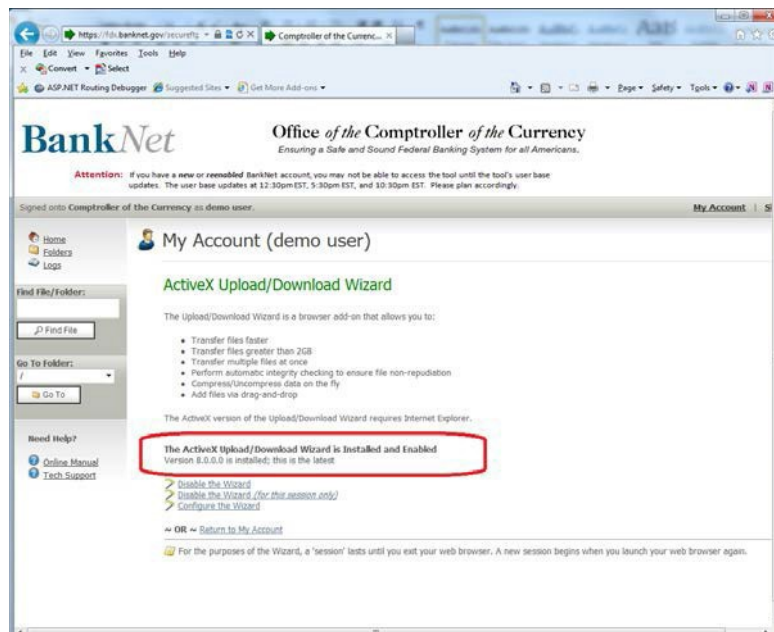


Figure 4-9 BankNet Secure Large File Transfer My Account Page

5 Uploading a File Using the Upload/Download Wizard

The wizard installation is optional, but recommended in some cases (see Section 4). If you have ***not installed*** the wizard, follow the instructions in section 6 (next section) to upload a file without using the wizard. If you ***have installed*** the wizard, follow the instructions below to upload a file using the upload/download wizard.

1. Access the Secure Large File Transfer Tool. Refer to section 2 of this document for detailed instructions for accessing the tool.
2. Under the “Upload Files Now” section, select a destination folder (the folder you want to upload to) from the *Select a folder* drop-down menu. This drop-down box contains a listing of available folders that you have permission to use. **If you have access to multiple charters in BankNet, please ensure that the destination folder you select has the appropriate charter number listed in the folder name.**
3. Click the *CLICK HERE to Launch Upload/Download Wizard...* link.

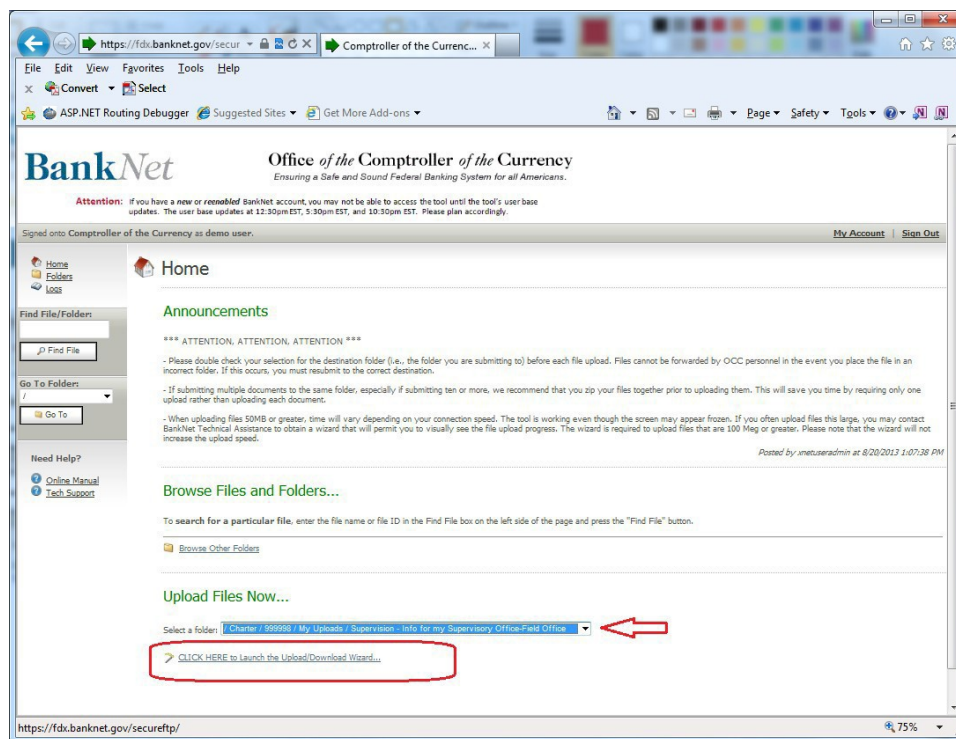


Figure 5-1 BankNet Secure Large File Transfer Home Page

The upload/download wizard will open in a separate dialog box window.

4. Click the *Add File* or *Add Folder* buttons as needed to upload either an individual file or an entire folder.
5. Click *Next >* to proceed with the upload process.

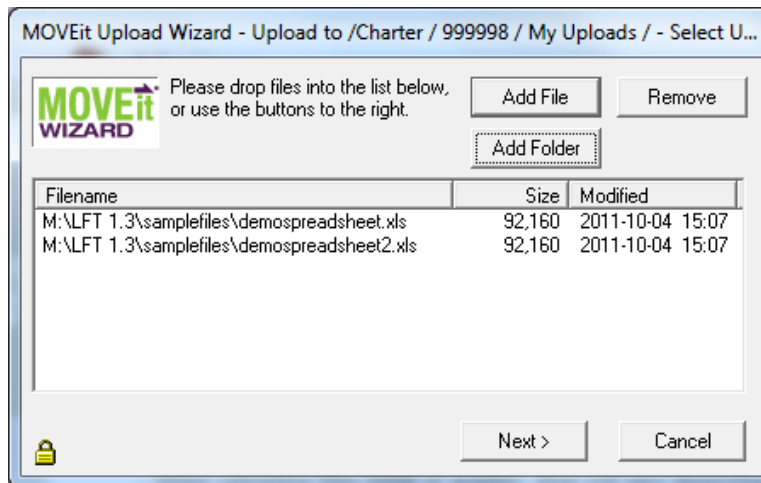


Figure 5-2 Upload/Download Wizard File/Folder Selection

6. We recommend that you select the *Upload all files as one .zip* option if more than one file is being uploaded at the same time.
7. Provide additional notes and instructions in the *Notes* field.
8. Click the *Next >* button to proceed with the upload process.

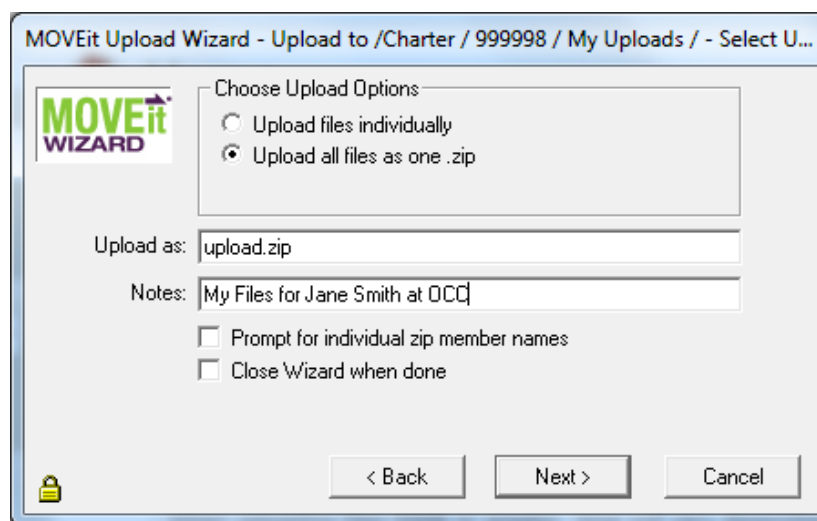


Figure 5-3 Upload/Download Wizard Upload Options

9. Click the *OK* button after the upload process has completed. You will receive a separate email confirmation once the file has been received by the OCC.

Note: In some cases the confirmation email may be delayed if we are doing maintenance on our system or if there are documents in front of yours in the queue.

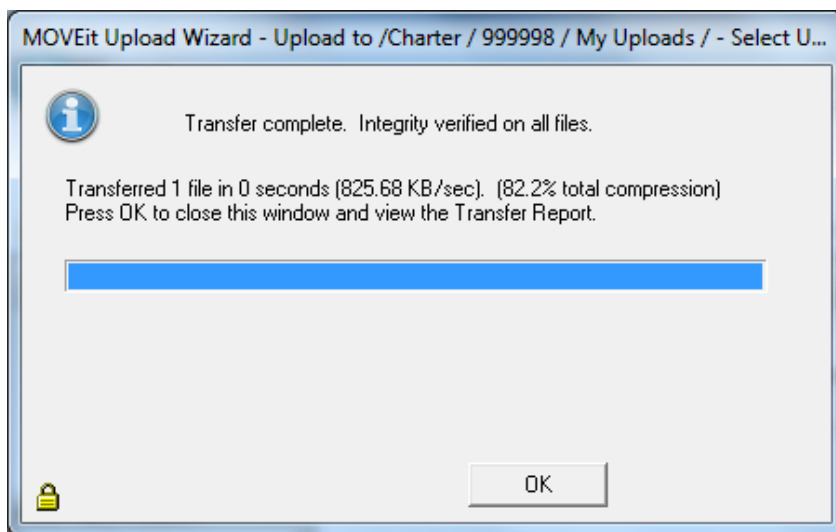


Figure 5-4 Upload/Download Wizard Successful Upload Message

6 Uploading a File without Using the Upload/Download Wizard

Follow the instructions below to upload a file without using the upload/download wizard. Here are a few helpful tips before you begin:

- Upload time will vary depending on your connection speed and the size of your file.
- Please double check your selection for the destination folder (i.e., the folder you are submitting to) before *each* submission. Files cannot be forwarded by OCC personnel in the event you place the file in an incorrect folder. If this occurs, you must resubmit to the correct destination.
- If you are not using the wizard:
 - and are submitting multiple documents to the same folder, especially if submitting ten or more, we recommend that you zip your files together prior to uploading them. This will save you time by requiring only one upload rather than uploading each document.
 - once you submit the file(s) the tool is working even though the screen may appear frozen. If you often upload files larger than 24MB, you should install the up-load/download wizard, which will permit you to visually see the file upload progress. Refer to section 4 for installation instructions and section 5 for upload instructions if you have installed the wizard. The wizard will also eliminate "time-out" errors that might otherwise occur with larger files. Note: The upload/download wizard is required to upload files that are 2 GB or greater.

1. Access the Secure Large File Transfer Tool. Refer to section 2 of this document for detailed instructions for accessing the tool.
2. Under the “Upload Files Now” section (see figure below), select a destination folder (the folder you want to upload to) from the *Select a folder* drop-down menu. This drop-down box contains a listing of available folders that you have permission to upload to. In the figure below, the *Legal – Information for District Legal (Central District)* folder is selected for charter *XXX*. **If you have access to multiple charters in BankNet, please ensure that the destination folder you select has the appropriate charter number listed in the folder name (see 2b in the figure below).**
3. Click the *Browse* button to browse your local drives and select the file to upload. When you click the *Browse* button, a new window will pop up that allows you to select your file from your computer.
4. Enter any notes about the file you are uploading (ex: the subject or a specific intended recipient). The notes you enter in this field will be transmitted to the OCC.
5. Click the *Upload* button. When you click this button, your file will be uploaded.

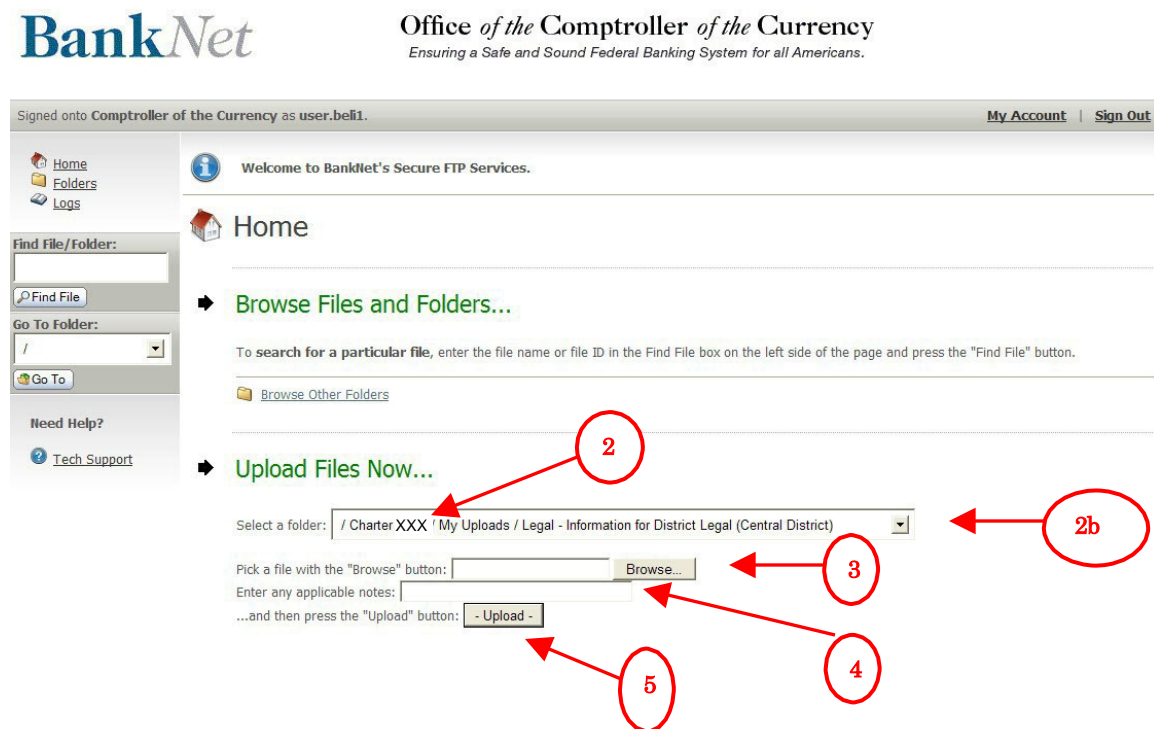


Figure 6-1 BankNet Secure Large File Transfer Home Page

6. You can verify that the file was successfully uploaded (see figure below).

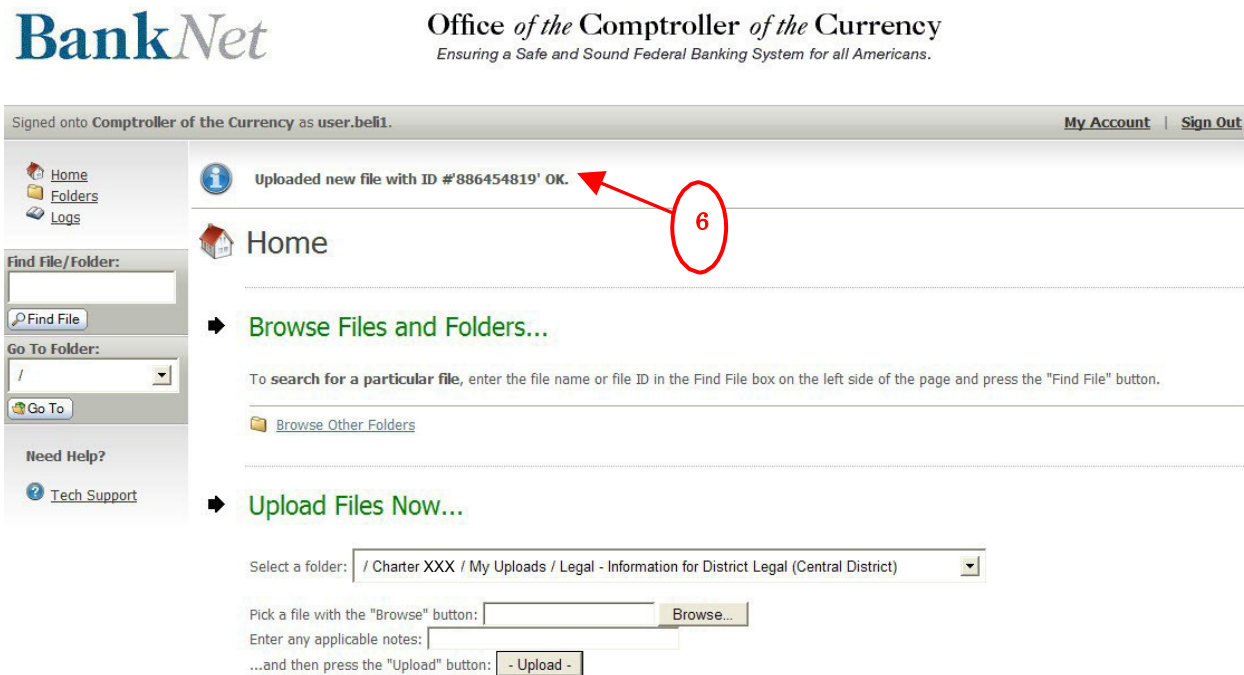


Figure 6-2 Successful Upload Notification

7. You will also receive an upload confirmation email at the email address you have on file once the OCC receives your submission (see section 3 of this document to set your email address). If you do not see the email in your inbox within 10 minutes, check your spam and junk mail folders. If you do not receive the email, follow the instructions in section 8 to check the system log to verify that we received your file. If the file is listed in the log, it was received by the OCC.

Note: In some cases the confirmation email may be delayed if we are doing maintenance on our system or if there are documents in front of yours in the queue.

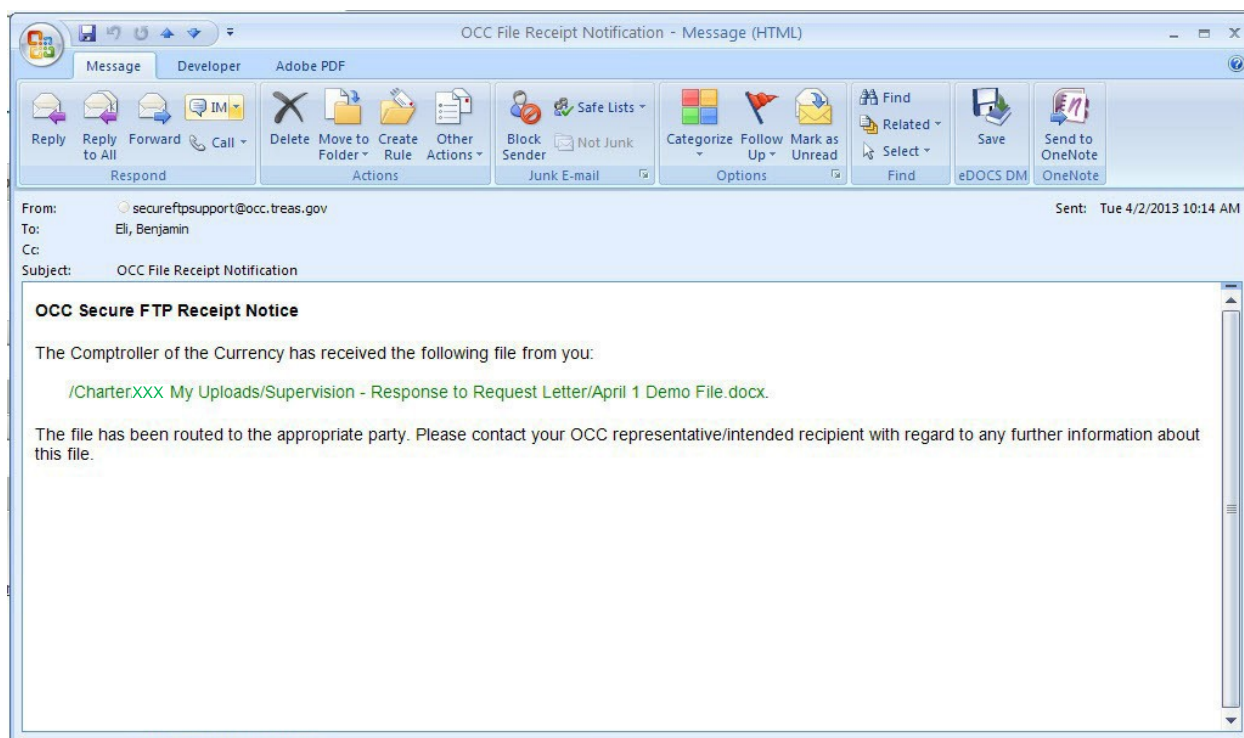


Figure 6-3 File Upload Email Confirmation

7 Deleting a File

The secure large file transfer tool provides limited access to delete a file that you uploaded in error. **Important: If you need to delete a file, you must do it immediately after you upload it.** The secure large file transfer tool will transfer your uploaded file to the OCC within a matter of minutes of the time you uploaded it. You do not have the ability to delete a file once it has been transferred to the OCC.

1. Access the Secure Large File Transfer Tool. Refer to section 2 of this document for detailed instructions for accessing the tool.
2. Click the *Folders* link to browse your folders on the secure large file transfer tool.



Figure 7-1 BankNet Secure Large File Transfer Home Page

3. Click the applicable folder links in the *Folders and Files* section to navigate to the destination folder that contains the file you wish to delete.

For example, to navigate to the Supervision – Info for my Supervisory Office-Field Office folder for Charter XXX:

- i. Click the *Browse Other Folders* link. (This step may not be necessary depending on the screen you are on. See figure above.)
- ii. Click the *Charter* folder.
- iii. Click the *XXX* folder. (where XXX is the charter number)
- iv. Click the *Supervision – Info for my Supervisory Office-Field Office* folder.

Note: At any time, click on *Parent Folder* if you want to navigate up a folder level (see 3d in Figure 7-3 on the next page).



Figure 7-2 BankNet Secure Large File Transfer Folders and Files

4. Click the *Delete* link next to the file you wish to delete. **If you do not see your file in the destination folder, the secure file transfer tool has already transferred the file to the OCC and the file cannot be deleted.**



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Signed onto Comptroller of the Currency as user.beli1. [My Account](#) | [Sign Out](#)

Home
Folders
Logs

Find File/Folder:

Find File

Go To Folder:
/
Go To

Need Help?
Tech Support

/ Charter/xxx / My Uploads/ Supervision - Info for my Supervisory Office-Field Office/

Go To Folder: /

➔ Folders and Files

Name	Created	Size/Contents	Creator	#	Actions
Parent Folder					
<input type="checkbox"/> Directions to OCC at Constitution Center.docx	3/22/2013 7:54:26 AM	61.9 KB	user.beli1	-	Delete

Select Files: [All](#) - [New](#) - [Old](#) - [None](#)

Selected File/Folder Actions:
Perform Action:

➔ Upload Files Now...

Select a folder: / CharterXXX / My Uploads / Supervision - Info for my Supervisory Office-Field Office

Pick a file with the "Browse" button:

Enter any applicable notes:

...and then press the "Upload" button:

Figure 7-3 BankNet Secure Large File Transfer File Deletion

5. Click *YES* to confirm the file deletion.



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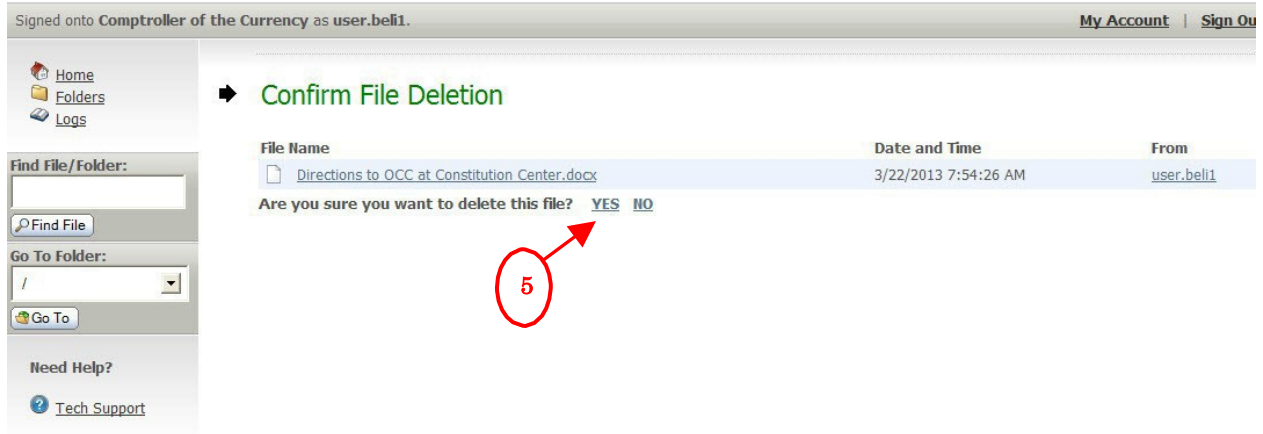


Figure 7-4 BankNet Secure Large File Transfer File Deletion Confirmation

6. You can verify that the file was successfully deleted (see figure below).



Figure 7-5 BankNet Secure Large File Transfer File Deletion Status

8 Viewing a Log of Your Upload History

You can access a detailed log that shows all of the transactions you have performed using the secure large file transfer tool.

1. Access the Secure Large File Transfer Tool. Refer to section 2 of this document for detailed instructions for accessing the tool.
2. Click the *Log*slink.



Figure 8-1 BankNet Secure Large File Transfer Home Page

3. Review the *Log Entries* section.

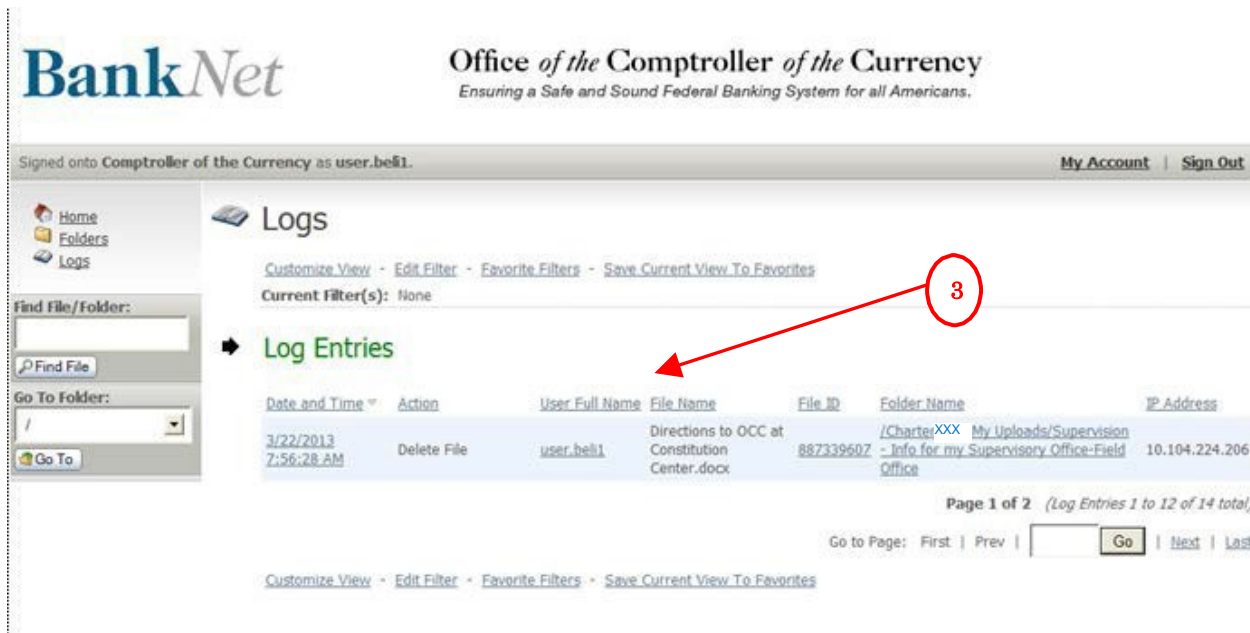


Figure 8-2 BankNet Secure Large File Transfer Log Page

9 Technical Information/Troubleshooting for the Upload/Download Wizard

This section contains additional technical information related to the upload/download wizard. If you have any difficulty downloading the wizard, you should review this section. Your first line of defense in solving these technical upload issues should be your bank IT department because often bank firewalls, policies, or settings can cause temporary issues with the download. If they are unable to help or if they have questions, please contact our BankNet help desk at 1-800-641-5925 or email BankNet@occ.treas.gov.

As a reminder, section 4 contains the wizard installation instructions and section 5 contains instructions for uploading files using the wizard.

9.1 Two Versions of the Upload/Download Wizard

There are two versions of the upload/download wizard (i.e., ActiveX and Java). Typically, you should install the ActiveX version if you use the Internet Explorer browser and install the Java version if you use other browsers (e.g., Chrome or Firefox).

9.2 Important Information about Supported Web Browsers

The upload/download wizard has been tested against, and fully supports, the following web browsers:

- Microsoft Internet Explorer (IE):
 - Versions 9.0, 10.0, 11.0
 - Windows operating systems only
 - When using Upload/Download Wizard (ActiveX or Java)
- Mozilla Firefox (FF):
 - Latest version
 - Windows, Macintosh, and RedHat Linux operating systems
 - When using Upload/Download Wizard (Java – Windows/*nix/Mac OS X)
- Google Chrome:
 - Latest version
 - Windows operating systems only
 - When using Upload/Download Wizard (Java – Windows/*nix/Mac OS X)
- Apple Safari:
 - Latest version
 - Macintosh operating systems only
 - When using Upload/Download Wizard (Java only)

Note: Use of the Java upload/download wizard on the Macintosh version of Firefox requires that you use the Java Preferences applet to select Java 6 or 7.

9.3 Important Information about Older Versions of IE on 64 bit Version of Windows

If you use a 64 bit version of Windows and are using a version of Internet Explorer earlier than version 10.0, with the ActiveX version of the upload/download wizard, you **MUST** use the 32 bit version of Internet Explorer to run the upload/download wizard.

9.4 Additional Privileges and Browser Policy Considerations

- You must have the ability to install downloads on your computer (administrative privileges) to install the ActiveX version of the upload/download wizard. If you do not have administrative privileges, or are unsure if you do, you should contact your bank IT support department for assistance.
- Internet Explorer must be configured to allow you to install *signed* ActiveX controls. This right has been the default for some time, but some recent versions of IE have been restricting this right to *Trusted* or *Intranet* sites only. If this is the case, please add this site to your list of *Trusted* or *Intranet* sites.
- If you encounter an ActiveX installation failure notice and cannot resolve the issue following the guidance in this document, please contact your bank IT support department for assistance with ActiveX installations.

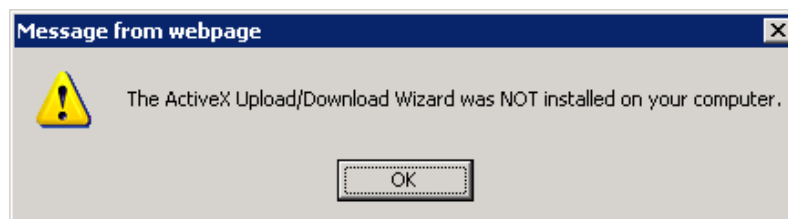


Figure 9-1 ActiveX Installation Failure Notice