

SPRING 2009 WESTEST 2

SECURE FILE SHARING USER GUIDE

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Welcome to Secure File Sharing

Secure File Sharing is one application which is a part of our suite of eBusiness services called Navigator.™ With Secure File Sharing, you can easily view and download your reports or files online. The system will be available for you to access your reports for the Spring 2009 WESTEST 2 Assessment in July 2009.

This User Guide offers instructions and best practices for using Secure File Sharing to achieve your goal.

Before You Begin

Make sure you have Adobe Acrobat Reader installed and can open PDF files in your web browser.

For security, best practice is to always close your browser when you have finished downloading files. This prevents an unauthorized user from using your browser back button to access Secure File Sharing.

Please note that you will time-out after 20 minutes of inactivity.

Contacting the WESTEST 2 Help Desk

For help, please contact CTB's WESTEST 2 Help Desk during the following hours:

Monday through Friday, 7:00 AM to 5:00 PM, Pacific Standard Time

For help by...	Contact...
Phone	800-282-6259
Fax	800-282-0266

Getting Started

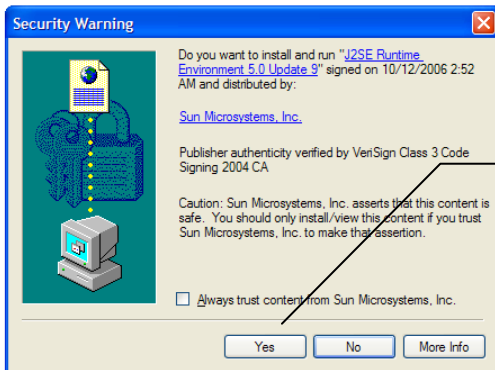
You can access Secure File Sharing in July 2009 (date to be announced).

During this time, you can view and download your 2009 Reports.

Connecting to Secure File Sharing

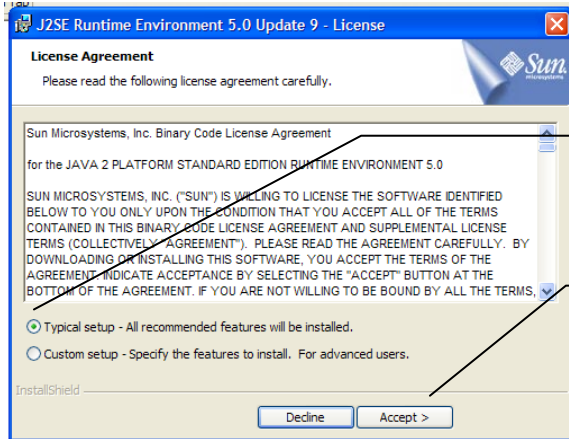
1. Use your browser to navigate to <http://www.ctb.com/>.
2. Enter your username and password to enter the Navigator system.
3. Click on the Download WESTEST 2 Report Files link under the Secure File Sharing heading.
4. While there is no special software required to run Secure File Sharing, the first time you access the system you will be prompted to install the Java plug-in.

1.



Click "Yes"

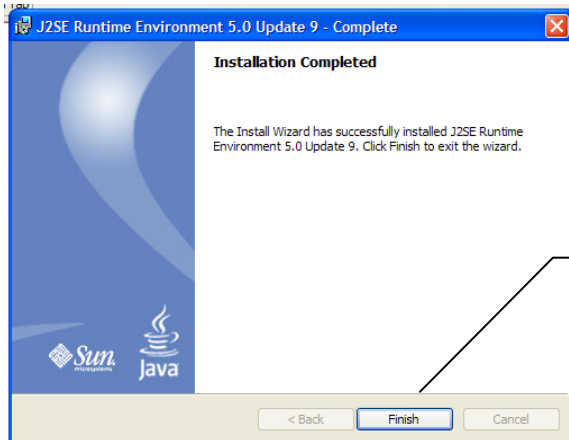
2.



Select "Typical setup"

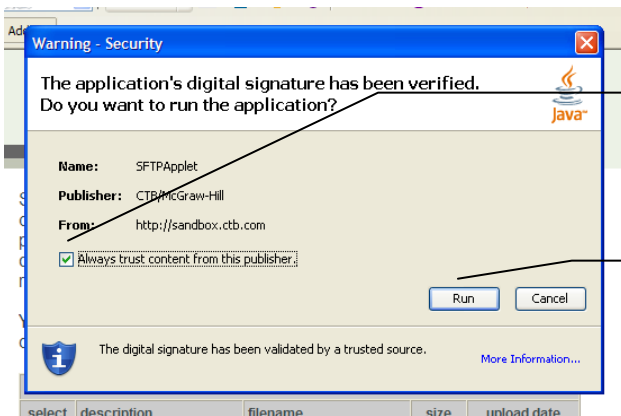
Click "Accept"

3.



When installation is complete, click "Finish"

4.



Confirm the "Always trust content from this publisher" box is checked

Click "Run"

Your file sharing home page will appear and you are now ready to share files with Secure File Sharing.

Downloading Files

The Secure File Sharing home page has two main components: an account hierarchy; and the Files Uploaded table(s), which shows the files available to you for downloading. The file tables are categorized by administration for ease of use.

Secure File Sharing

Sample Program Account - Primary Organization / Sample District #1

Welcome to Secure File Sharing for the Sample Program Account!

The files on this page are either PDF documents or General Reference Tape (GRT) data files containing district-specific program information. If there are questions or concerns regarding the contents of the files, please contact your CTB Scoring Department representative.

Your files are listed below. Please click on the filename to view or download your files. Click the "+" next to the additional administration names below the table to expand and view additional files.

Files Uploaded

Spring 2009 Files - Sample [Active]

	description	filename	size (KB)	date available	delete date	URL
<input type="checkbox"/>	School Sample File	School Sample File.doc	24	03-20-2009 12:00 AM	08-31-2009 12:00 AM	
<input type="checkbox"/>	Spring 09 Sample Program District PDFs	Sample 09spring_district_0001_rms_reports.pdf	22192	03-19-2009 12:00 AM	03-31-2010 12:00 AM	
<input type="checkbox"/>	ISOFT User Guide	ISOFT User Guide Template-Customer.doc	1649	03-19-2009 12:00 AM	03-31-2010 12:00 AM	

Fall 2008 Files - Sample [Active]

First, let's look at the features of the Files Uploaded table in more detail. The Files Uploaded table includes columns for file description, file name, file size (in KB), the date each file was uploaded, the date the file will be deleted and a URL column that could be associated with a particular file. An example of having a URL associated with a file would be having a website link to a survey application that would need to be filled out after viewing a file.

To view and download files from previous administrations select the administration header and click "+" to expand the table.

To download a file,

- Click on the filename, or click on the check box next to the file(s) you wish to download, then click "Download". You can download more than one file at a time. If you would like to download all files, click the download box next to "description" at the top of the Files Uploaded table.
- Browse to the location on your hard drive where you would like to save the document
- Click "Save."

1.

- ⌵ [\(0001\)](#)
- ⌵ [Oak High School \(0003\)](#)
- ⌵ [Oak Middle School \(0002\)](#)

Files Uploaded

Spring 2009 Files - Sample [Active]

<input checked="" type="checkbox"/>	description	filename	size (KB)	date available ↓	delete date ↓	URL ↓
<input checked="" type="checkbox"/>	Spring 09 Sample Program District PDFs	Sample_09spring_district_0001_rms_reports.pdf	22192	03-19-2009 12:00 AM	03-31-2010 12:00 AM	
<input checked="" type="checkbox"/>	A sample file	SSLSocketClientWithClientAuth.java	4	03-19-2009 12:00 AM	03-21-2009 12:00 AM	
<input checked="" type="checkbox"/>	Another sample file	CTB_CalculateShipping.java	3	03-19-2009 12:00 AM	03-21-2009 12:00 AM	
<input checked="" type="checkbox"/>	ISOFT User Guide	ISOFT User Guide Template-Customer.doc	1649	03-19-2009 12:00 AM	03-31-2010 12:00 AM	

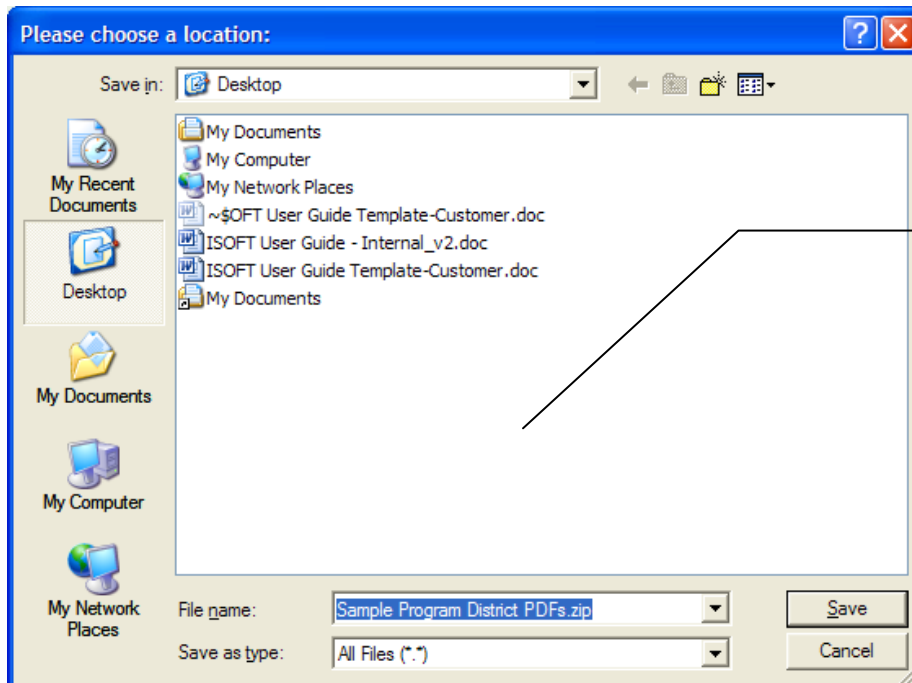
Fall 2008 Files - Sample [Active]

<input type="checkbox"/>	description	filename	size (KB)	date available ↓	delete date ↓	URL ↓
<input type="checkbox"/>	Sample District file	Sample District file.doc	24	03-19-2009 12:00 AM	05-31-2009 12:00 AM	

Files available for download

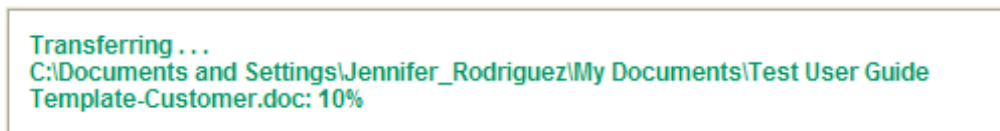


2.



Navigate to the location on your computer you'd like to save your file and click "Save"

A message similar to the one below will appear indicating the file transfer status. If the file you are downloading is very small, this message will only be displayed momentarily.



Best Practice: **Do not** close your browser or navigate to another site while file transfer (upload or download) is in process, or your connection will be lost.

When the document has finished downloading, you will be taken to a confirmation screen with an 'OK' button to return to the Secure File Sharing home page. You can minimize or close your browser and navigate to the location on your computer where you saved the file to open and view it.

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Download Confirmation

Your files have been downloaded.

Sorting Files in the Files Uploaded Table:

If you have several files available for downloading, you can locate files by sorting the columns in the Files Uploaded table alphabetically. Click on any of the column headings to sort A-Z; click the column heading again to sort Z-A. By using this sort feature you can easily find all “Spring 2009...” files, all files posted as of a certain date, or all files of a certain size in KB.

Spring 2009 Files - Sample [Active]

<input type="checkbox"/>	<u>description</u>	<u>filename</u>	<u>size (KB)</u>	<u>date available</u> ↓	<u>delete date</u> ↓	<u>URL</u> ↓
<input type="checkbox"/>	Spring 09 Sample Program District PDFs	Sample_09spring_district_0001_rms_reports.pdf	22192	03-19-2009 12:00 AM	03-31-2010 12:00 AM	
<input type="checkbox"/>	A sample file	SSLSocketClientWithClientAuth.java	4	03-19-2009 12:00 AM	03-21-2009 12:00 AM	
<input type="checkbox"/>	Another sample file	CTB_CalculateShipping.java	3	03-19-2009 12:00 AM	03-21-2009 12:00 AM	
<input type="checkbox"/>	ISOFT User Guide	ISOFT User Guide Template-Customer.doc	1649	03-19-2009 12:00 AM	03-31-2010 12:00 AM	

Click column heading to sort files alphabetically by that column

Fall 2008 Files - Sample [Active]

Viewing School Files

Your organizational hierarchy is displayed on the left of your screen. You can “drill down” to view all files posted by users beneath you on the hierarchy. Since we are currently logged in as a district, a list of the schools in that district is shown. You can access files for organizations below you in the hierarchy by clicking on a sub-organization name. A new page will open which contains only the files that the sub-organization is able to view.

The screenshot shows the 'Secure File Sharing' interface. On the left, a navigation pane lists various schools under 'Sample Program Account - Primary Organization'. A red circle highlights this list, and an arrow points from a text box to it. The main content area shows a welcome message and a table of files uploaded for 'Spring 2009 Files - Sample [Active]'. A second arrow points from a text box to the table.

Files Uploaded

	description	filename	size (KB)	date available	delete date	URL
<input type="checkbox"/>	School Sample File	School Sample File.doc	24	03-20-2009 12:00 AM	08-31-2009 12:00 AM	
<input type="checkbox"/>	Spring 09 Sample Program District PDFs	Sample_09spring_district_0001_rms_reports.pdf	22192	03-19-2009 12:00 AM	03-31-2010 12:00 AM	
<input type="checkbox"/>	ISOFT User Guide	ISOFT User Guide Template-Customer.doc	1649	03-19-2009 12:00 AM	03-31-2010 12:00 AM	

Click individual school name to access files for that school

Jump to a specific school by selecting the first letter of the school name from the “Alpha jump” dropdown

You are brought to the school page. You can access school files the same way you accessed district files, described on page 6. If school users are to access Secure File Sharing directly, they would be brought immediately to this school home page when they log in.

Again, a “Transferring...” message will be displayed while the download is in process. When download is complete, you will be brought back to the school page after clicking the ‘OK’ button on the download confirmation screen.

Sub-organization (School) view:

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your path: [Home](#) > > [My Programs](#) > > Secure File Sharing [Logout](#)

My Home

Secure File Sharing
FAQ

My Sites

[Sample District #1](#)

Secure File Sharing

[Sample District #1/Carmel High School](#)

Welcome to Secure File Sharing for the Sample Program Account!

The files on this page are either PDF documents or General Reference Tape (GRT) data files containing district-specific program information. If there are questions or concerns regarding the contents of the files, please contact your CTB Scoring Department representative.

Your files are listed below. Please click on the filename to view or download your files. Click the "+" next to the additional administration names below the table to expand and view additional files.

Files Uploaded

Spring 2009 Files - Sample[Active]

[DOWNLOAD](#) [CANCEL DOWNLOAD](#)

<input type="checkbox"/>	description	filename	size (KB)	date available ↓	delete date ↓	URL ↓
<input type="checkbox"/>	School Sample File	School Sample File.doc	24	03-19-2009 12:00 AM	05-31-2009 12:00 AM	

[DOWNLOAD](#) [CANCEL DOWNLOAD](#)

Go to: [CTB home](#)

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School files available for download

To navigate back up to the district view, click on the district name on the left side of the screen. Notice that since you are currently at the school level and there are no sub-organizations below you in the hierarchy, that there are no sub-orgs listed.

Secure File Sharing

Sample Program Account - Primary Organization / Sample District #1

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<input type="checkbox"/>	Spring 09 Sample Program District PDFs	Sample 09spring_district_0001_rms_reports.pdf	22192	03-19-2009 12:00 AM	03-31-2010 12:00 AM	
<input type="checkbox"/>	ISOFT User Guide	ISOFT User Guide Template-Customer.doc	1649	03-19-2009 12:00 AM	03-31-2010 12:00 AM	

Fall 2008 Files - Sample [Active]

Go to: [CTB home](#)

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Applet SFTPApplet started Local intranet

From your district Secure File Sharing page you can download another district file, click Go to [CTB Home](#) at the bottom left of your screen to go back to the CTB.com home page, or close your browser to exit your session.

Hierarchy-Based Security

Access to Secure File Sharing is hierarchy-based, and you cannot view files that belong to an organization that is above you in the hierarchy. This is a security feature of Secure File Sharing. In the case of a three-level hierarchy, schools are only able to view files at the school level, and districts can view all school files, plus those made available to them at the district level. State-level users see their state-level files when they log into Secure File Sharing, and can drill down to also view all district and all school files. State level files will remain secure and viewable only to other state-level users (or CTB admin users.)

Frequently Asked Questions (FAQs)

Q: Is any special software required to run Secure File Sharing?

A: When a user logs into Secure File Sharing for the first time, they will be prompted to download the Java Applet which is required to run the system. The steps for this are outlined above. This is a one-time download which will be required for all users prior to accessing files with Secure File Sharing, regardless if they have download rights, upload rights, or both. It will be required even if you used the previous version of Secure File Sharing.

Q: Who do I contact if I have trouble accessing Secure File Sharing or downloading files?

A: Contact the CTB WESTEST 2 helpdesk with any questions about Secure File Sharing at 800-282-6259.

Q: My district has a firewall and I am not able to access Secure File Sharing. What do I do?

A: First, contact the IT support person for your district. If your district has a firewall, your IT support person will need to open **port 12007** and set the IP address to ftp.ctb.com in order for you to be able to access Secure File Sharing. This is a security feature of the system.

Q: I don't know if my district has a firewall or not. How do I find out?

A: Contact your district IT support person.

Q: My IT person opened port 12007 and I still can't access Secure File Sharing. What do I do now?

A: You may not have the recent version of Java installed on your computer. To check, see the next FAQ.

Q: It mentions Java in the User Guide. How do I know if I have Java installed on my computer?

A: You will need Java in order to run Secure File Sharing v.2. To check to see if you have Java installed, go to (on a PC) **Start>Settings>Control Panel**. (On Mac: **Open Finder>Applications>Utilities**) If you have Java installed, you should see it on your list of items. If you don't see Java listed, it's safe to assume you don't have it installed and you will need to follow the instructions at the end of this document to download it onto your computer.

Q: I have an older version of Java installed. What version of Java do I need?

A: Version 1.5.0_04 or higher is required to access files on Secure File Sharing.

Q: I downloaded a PDF file to my desktop, but the icon on my desktop does not look right.

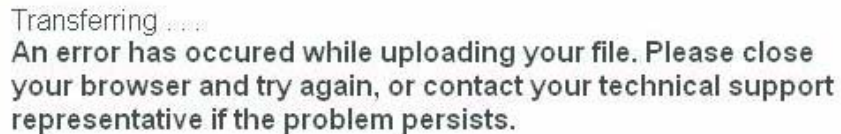
A: Even if the file icon does not look as you expect, you should still be able to open the file with the appropriate program. If you downloaded a PDF, open the file with Adobe Acrobat and it should be viewable on your screen.

Q: I am still having issues. Who should I contact?

A: If you have confirmed that the correct port is open on your firewall, and that you have the correct version of Java installed, but are still having trouble accessing files on Secure File Sharing, please contact the CTB/McGraw-Hill Customer Services helpdesk.

Instructions for downloading Java Runtime Environment (JRE):

You should be prompted to download the most current version of Java the first time you access Secure File Sharing v.2. There are instructions for doing this in the user guide. Occasionally if you already have an older version of Java or if your settings are not configured properly, you will not be able to download files. You may get a Transferring error that looks like this:

A screenshot of a browser error message. The text is as follows:

Transferring
An error has occurred while uploading your file. Please close your browser and try again, or contact your technical support representative if the problem persists.

If you are not prompted to update your JRE and are unable to download files, please follow the instructions below to install an updated version of Java:

1. Go to <http://www.java.com/en/download/manual.jsp>
 2. For PC users, click on the second link: [Windows XP/Vista/2000/2003 Offline *](#)
- For Mac users, click on the bottom link: [Download Java from Apple site](#) (Macintosh OS X)