



Maricopa County
Ryan White Part A Program
Policy and Procedures

Secure File Transfer Policy

Effective Date: 03/01/2016

Revised Date: NA

Reviewed Date: NA

PURPOSE:

To securely and efficiently save client level data related to billing or personal health information.

POLICIES AND PROCEDURES:

This policy provides Ryan White Part A (RWPA) Program a standardized system to receive client service and billing data that is maintained in a provider's software program other than the Central CAREware so that it can be imported into the central CAREWare domain. This also takes the place of sending emails, encrypted or not, by allowing providers to upload client personal health information (PHI) securely.

Client service and billing data saved in the FTP provider folder will be imported by the RWPA Consultant.

Ryan White Part A program will no longer accept client level documents, billing import files, etc to be sent through email of any type, including the Ryan White Part A portal. All client level data and billing imports will be saved in the respective FTP folder.

A. PROCEDURES for Logging in

1. Login to the website <https://cloud.maricopa.gov>

A screenshot of a web login page. At the top left, it says "Log in". Below that are two input fields: "Username:" and "Password:". To the right of the "Username:" field is a blue link that says "Forgot Username". To the right of the "Password:" field is a purple link that says "Forgot Password". At the bottom center of the form is a grey button with the text "Log in".

2. The username is your email address (if you do not have an account, see below for details on requesting a new user for your agency FTP folder)
3. An email would have been sent to you indicating your initial password



Maricopa County
Ryan White Part A Program
Policy and Procedures

Secure File Transfer Policy

4. If you are unable to locate this email, go ahead and choose the option Forgot password. You will be emailed a link to reset the password.
5. Reset your password – using the Account Link in the Upper Right Corner

A. PROCEDURES for a Secure File Transfer

1. Upload Files
 - a. Drag and drop the file(s) into the window or use the Buttons to Upload, create folders.
 - b. Send an email into ryanwhiteparta@mail.maricopa.gov to notify the office you have uploaded files. Do not attach the files to the email.
2. Download Files
 - a. Select the file and you will be prompted to Download.
3. Delete Files
 - a. Select the file using the check box to the left of the file to activate the Delete button on the bar above the list of files. Use this button to remove the file from the site.

B. PROCEDURES for Adding or Removing Users from FTP Account

1. If your agency needs to add a user to your FTP account, submit a request to the RWPA email portal at RyanWhitePartA@mail.maricopa.gov. In your request, provide the new user full name, email address, contact number and what rights the new user will need, i.e. read only, upload, etc
2. The AAs office will submit the request to the Maricopa County IT department and the user will receive an email confirmation once they have been granted access to the FTP account.
3. If a user needs to be removed from the FTP account, submit the request to remove the user to the RWPA email portal at RyanWhitePartA@mail.maricopa.gov with the user name, email and reason for removing access (i.e. user no longer is employed at agency, etc.)
4. The AAs office will remove this user's access from the FTP account.