



U.S. Census Bureau's Managed File Transfer (MFT) User's Guide

Hello data provider!

The U.S. Census Bureau has implemented a new secure file transfer process, Managed File Transfer (MFT)! MFT enhances file transfer security and upgrades our technology to the modern era in both look and feel.

It is no longer necessary for you to encrypt, password-protect, compress, zip, or otherwise secure your files to ensure they are safely transmitted, as MFT automatically encrypts all transfers and can handle much larger file sizes!

MFT includes many ease-of-use enhancements, such as:

- Large capacity for file transfers (5GB for a single file, 10 GB for a single transfer).
- The ability to submit multiple files within a single transfer.
- The ability to reset your password yourself.
- The ability to receive an email reminder of your username.
- An email reminder when your password is about to expire.
- An online form where you can Request Help with your transfer.
- An embedded User's Guide!

To continue to submit your data to the U.S. Census Bureau, you will need to establish a new account with MFT. You may do this by navigating to <https://mft.econ.census.gov/> and clicking "Need Help?" below the Sign On button. You can then use the Account Request form to establish your account. This link will lead you to our MFT User's Guide which is designed to provide you more information and instruction, should you desire it: https://mft.econ.census.gov/cfcc/login/USCB_MFT_User_Guide.pdf

Note: If you are having trouble navigating to the MFT site, please try using the browser Firefox or Chrome.

Note: MFT was designed to replace all previously used systems, such as the Send-A-File Utility, Accellion, and Kiteworks by Accellion.

Please feel free to let us know if you have any questions. You can contact us, the Data Quality Branch, through our email address at erd.all.dqb.list@census.gov or by calling us at (301)-763-2095. Our office hours are Monday through Friday 9am to 5pm EST.

Thank you for your data!

The Data Quality Branch (DQB), Economic Reimbursable Surveys Division (ERD)

U.S. Census Bureau

email address: erd.all.dqb.list@census.gov

branch phone: 301-763-2095

census.gov | [@uscensusbureau](https://twitter.com/uscensusbureau)

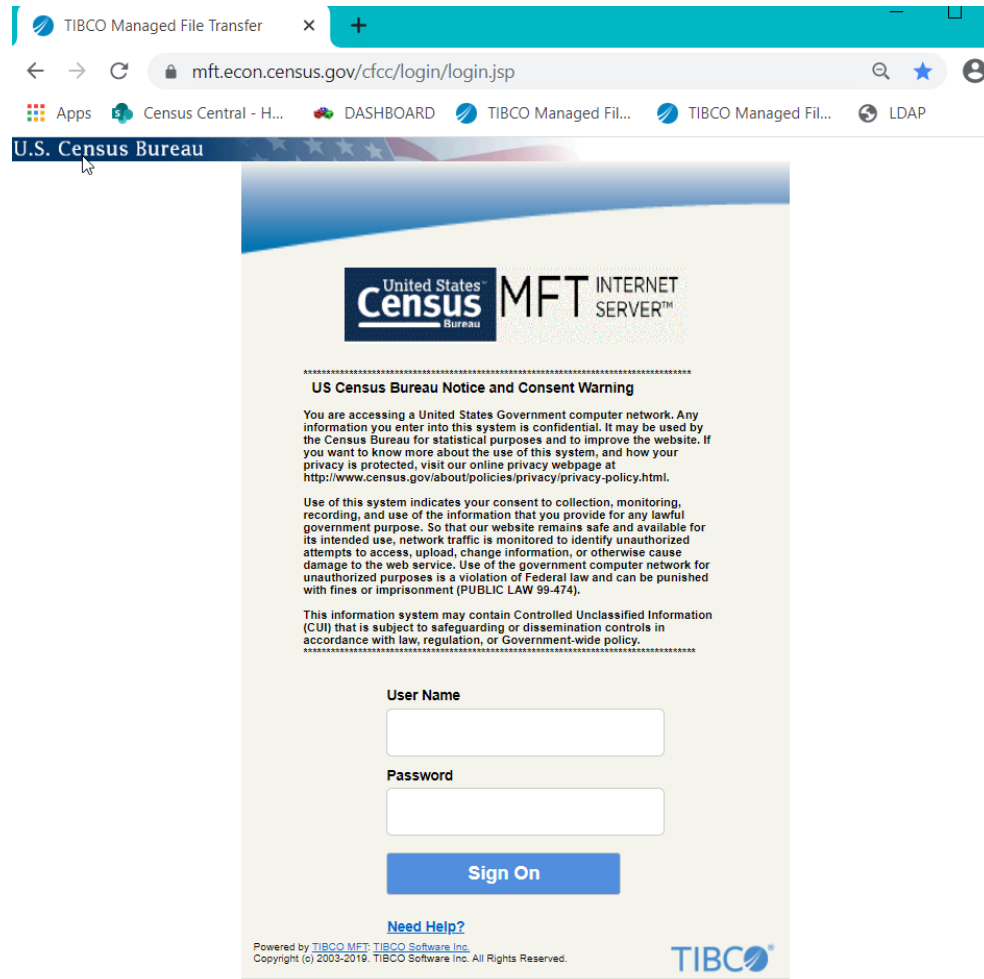
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1. The MFT Login Page

The MFT Login Page is where you will log into the U.S. Census Bureau’s secure file transfer site to transfer your administrative records.

Figure 1: The MFT Login Page

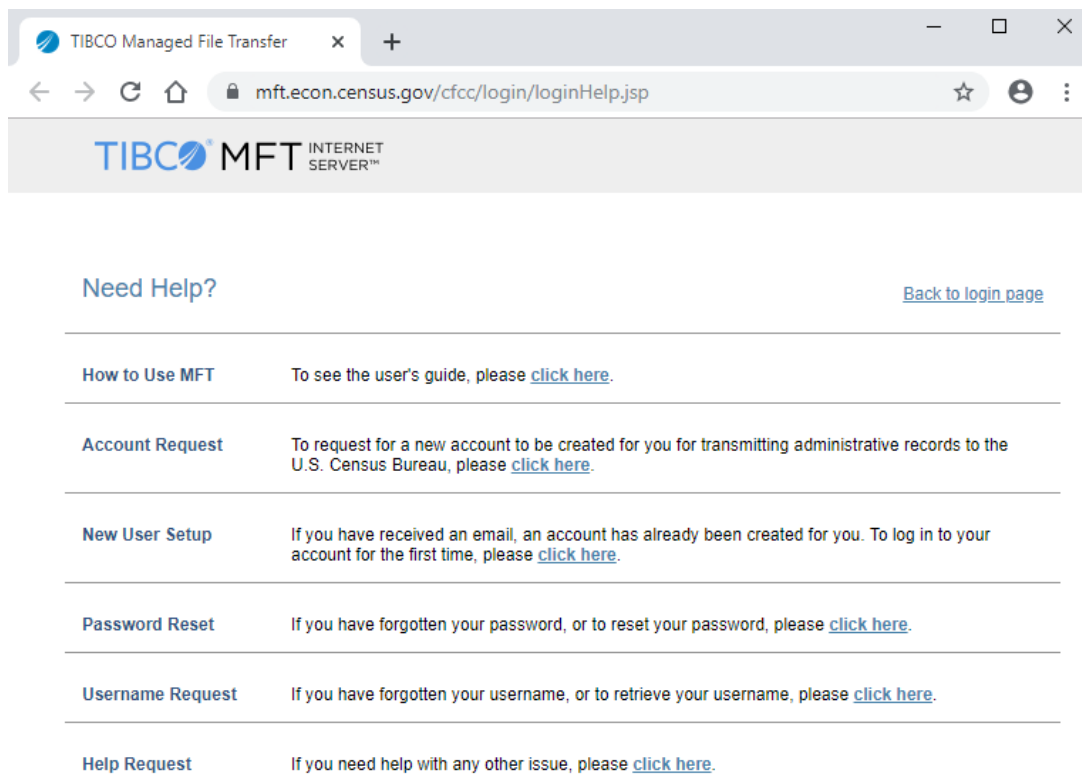


1. Navigate to the following URL either by typing the following address in a web browser address line or clicking the link: <https://mft.econ.census.gov/cfcc/login/login.jsp>. The MFT Login Page will appear, as shown in Figure 1.
2. If you have already established an account in MFT for transferring administrative records to the U.S. Census Bureau, then you may enter your credentials directly on the screen.
3. If you do not have an account in MFT, or you have any issues logging in, click on “Need Help?” or navigate to <https://mft.econ.census.gov/cfcc/login/loginHelp.jsp>. Instructions for this page are shown in section 2.

2. The MFT Help Page

The MFT Help Page is where you can get help using MFT.

Figure 2: The MFT Help Page



There are several links on this page, as shown in Figure 2. Simply select the “[click here](#)” link for the option most relevant to your question.

A. How to Use MFT

This first “[click here](#)” link will lead you directly to this user’s guide.

B. Account Request

This second “[click here](#)” link will lead you to a form you can use to request a new account in MFT. Please fill out all required information as completely as you can, and then click “Submit.”

The fields are self-explanatory. Please use your first and last name. Your agreement number may be listed in the email invitation to create an account, in the Data Transfer Meeting Worksheet used in the meeting between your agency and Census, or near the top of the Agreement itself. If you do not know your agreement number, please email DQB at erd.all.dqb.list@census.gov or your census contact. Alternatively, fill in “unknown”. However, if we see “unknown”, it might take extra time to process the request.

You will also be prompted to acknowledge the Rules of Behavior for MFT before your request will be submitted.

See Figure 3, Figure 4, and Figure 5 below for screenshots of the emails and confirmation screens you will receive.

Figure 3: MFT Account Request Form

Access Request x

To request for an account to be created for transmitting administrative records to the U.S. Census Bureau, please fill out the form below.

Do you have a data agreement with the U.S Census Bureau?
If not, please call (301) 763-2095 before filling out this form!

Your Name*

Your Agency Name*

Your Email Address*

Agency Agreement Number*

State or other Geography

Program or Project Name

Phone Number*

Additional Information



Figure 4: Rules of Behavior you must Accept before Account Request is Submitted

Rules of Behavior

You are accountable for your actions and responsible for the security of MFT account. Failure to follow these rules will result in disabling of the MFT account and notification of the respective agency of a misconduct.

Annual Federal Information Systems Security Awareness and Privacy and Records Management courses provide the guidance needed for users to fully understand these rules and their responsibilities.

RULES OF BEHAVIOR:

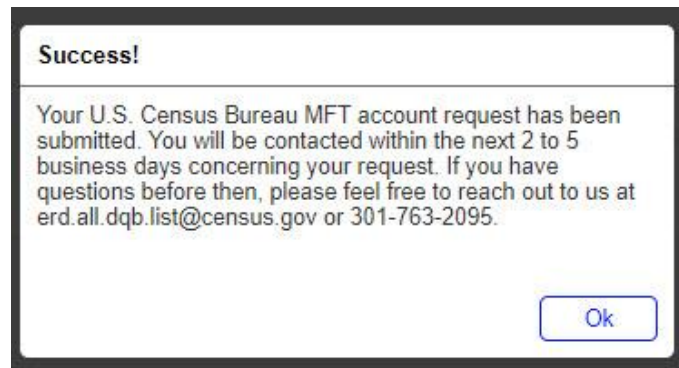
As a MFT user, I will:

1. Handle and retain all system outputs in accordance with information classifications and records management requirements.
2. Not attempt to access information or information systems for which access has not been authorized.
3. Not share username or passwords of my MFT account with other users.
4. Not use Government information, equipment, keys and/or my MFT access for activities that are illegal and/or inappropriate.
5. Not attempt to alter and/or disable configurations and security settings without prior appropriate authorization.
6. Immediately report suspected MFT security incidents and provide full cooperation in accordance with your Department, Bureau or Office incident response procedures.

Cancel Request

I Accept

Figure 5: MFT Account Request Successful Confirmation Message



C. New User Setup

This third “[click here](#)” link will allow you to log in to your new account for the first time, if you have received a confirmation email that your account has already been established.

See Figure 6, Figure 7, Figure 8, Figure 9, and Figure 10 below for screenshots of the emails and confirmation screens you will receive.



Figure 6: MFT Account Created Notification Email

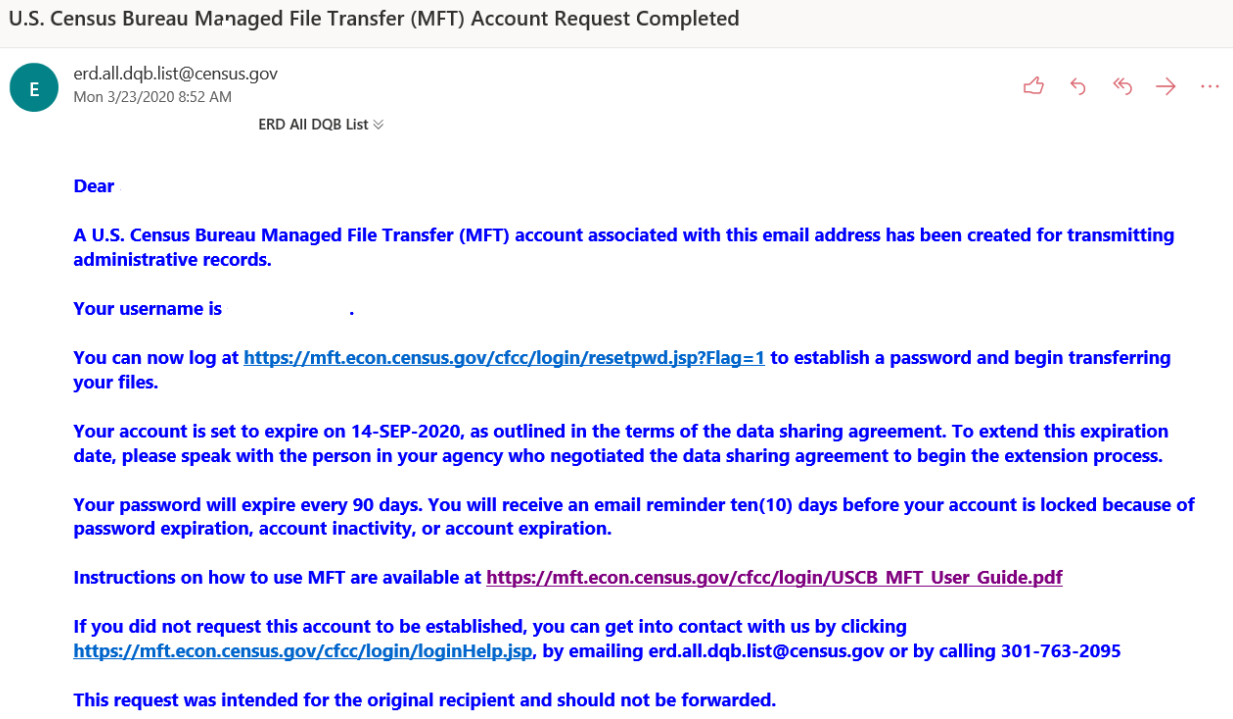


Figure 7: New User Setup Page

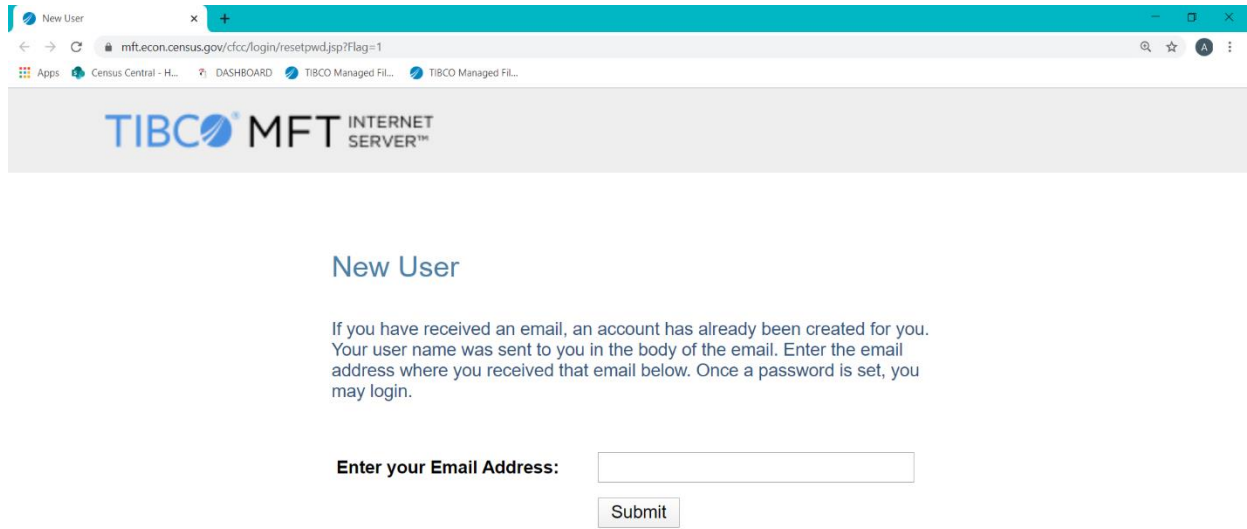
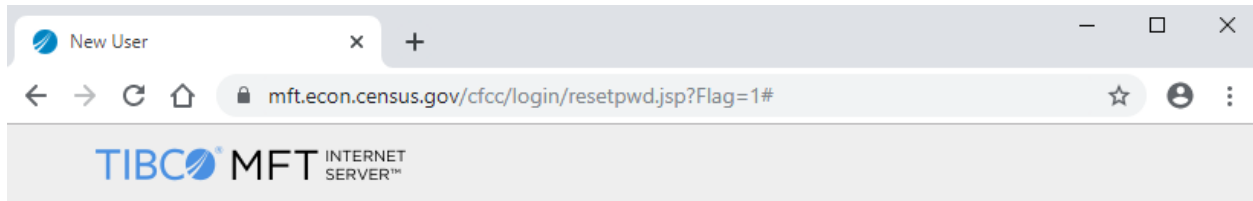




Figure 8: New User Setup Page - Verifying Your Email



An email has been sent to you

In order to verify that the email address is correct we have sent an email message to you.

Please access this email message and click on the link provided to complete the password reset process.

If you don't see the email in your Inbox, please also check your Spam folder.

Figure 9: New User Password Setup Request Email

U.S. Census Bureau Managed File Transfer (MFT) Account Password Reset

erd.all.dqb.list@census.gov <erd.all.dqb.list@census.gov>

Tue 1/14/2020 2:01 PM

To:

A change password request has been received for the U.S. Census Bureau Managed File Transfer (MFT) account associated with this email address. This change password request will expire in one (1) hour.

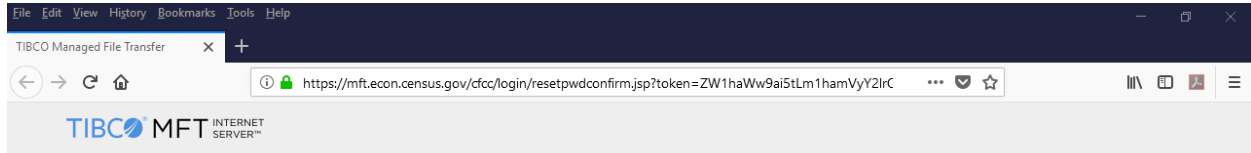
Click [here](#) to change your password.

If you did not request this password reset, you can get into contact with us by clicking <https://mft.econ.census.gov/cfcc/login/loginHelp.jsp>, by emailing erd.all.dqb.list@census.gov, or by calling 301-763-2095.

This request was intended for the original recipient and should not be forwarded.



Figure 10: New User Password Setup Page



D. Password Reset

This fourth [“click here”](#) link will allow you to reset your password.

Note: Passwords expire every 90 days. This link allows you to reset your password if it is not over the 90 days. This link can also be used if you forgot your password and need to create a new one.

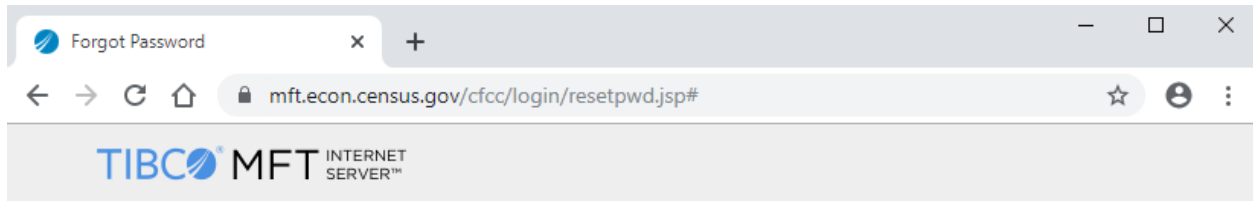
See Figure 11, Figure 12, Figure 13, and Figure 14 below for screenshots of the emails and confirmation screens you will receive.

Figure 11: Change Password Page





Figure 12: Change Password Page - Verifying Your Email



An email has been sent to you

In order to verify that the email address is correct we have sent an email message to you.

Please access this email message and click on the link provided to complete the password reset process.

If you don't see the email in your Inbox, please also check your Spam folder.

Figure 13: Change Password Request Email

U.S. Census Bureau Managed File Transfer (MFT) Account Password Reset

erd.all.dqb.list@census.gov <erd.all.dqb.list@census.gov>

Tue 1/14/2020 2:01 PM

To:

A change password request has been received for the U.S. Census Bureau Managed File Transfer (MFT) account associated with this email address. This change password request will expire in one (1) hour.

Click [here](#) to change your password.

If you did not request this password reset, you can get into contact with us by clicking <https://mft.econ.census.gov/cfcc/login/loginHelp.jsp>, by emailing erd.all.dqb.list@census.gov, or by calling 301-763-2095.

This request was intended for the original recipient and should not be forwarded.

Figure 14: Create New Password Page

Set Password

- Password requirements:
 - At least 12 characters
 - All four (4) of the following::
 - English upper-case characters (A-Z);
 - English lower-case characters (a-z);
 - Numeric (0-9);
 - Non-Alphanumeric (ex.,!, \$, #)

NOTE: Passwords should not contain portions of your email address, your first name, or your last name

User:

Password:

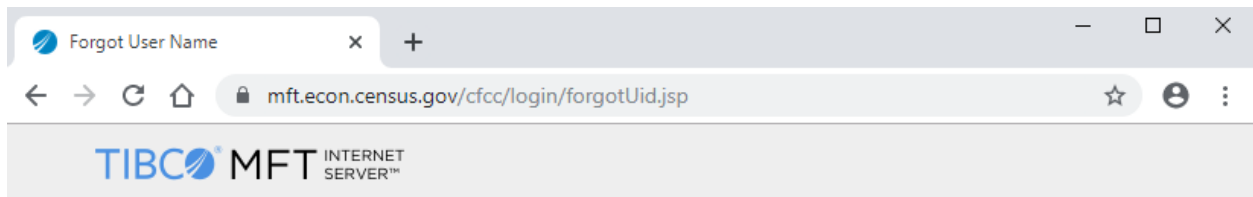
Confirm Password:

E. Username Request

This fifth “[click here](#)” link will allow you to retrieve your username.

See Figure 15, Figure 16, and Figure 17 below for screenshots of the emails and confirmation screens you will receive.

Figure 15: Username Request Page



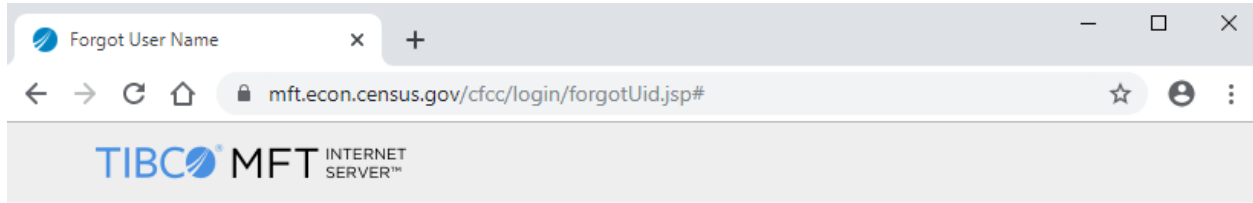
Forgot User Name

If you have forgotten your user name, please enter your email address below and we will send you an email with information.

Enter your Email Address:



Figure 16: Username Request Page - Verifying Your Email



An email has been sent to you

Your user name has been emailed to the address you provided.

If you don't see the email in your Inbox, please also check your Spam folder.

Figure 17: Username Request Email

U.S. Census Bureau Managed File Transfer (MFT) Account Username Reminder

erd.all.dqb.list@census.gov <erd.all.dqb.list@census.gov>

Tue 1/14/2020 3:21 PM

To:

A username reminder has been received for the U.S. Census Bureau Managed File Transfer (MFT) account associated with this email address.

Your username is

If you did not request this username reminder, you can get into contact with us by clicking <https://mft.econ.census.gov/cfcc/login/loginHelp.jsp>, by emailing erd.all.dqb.list@census.gov, or by calling 301-763-2095.

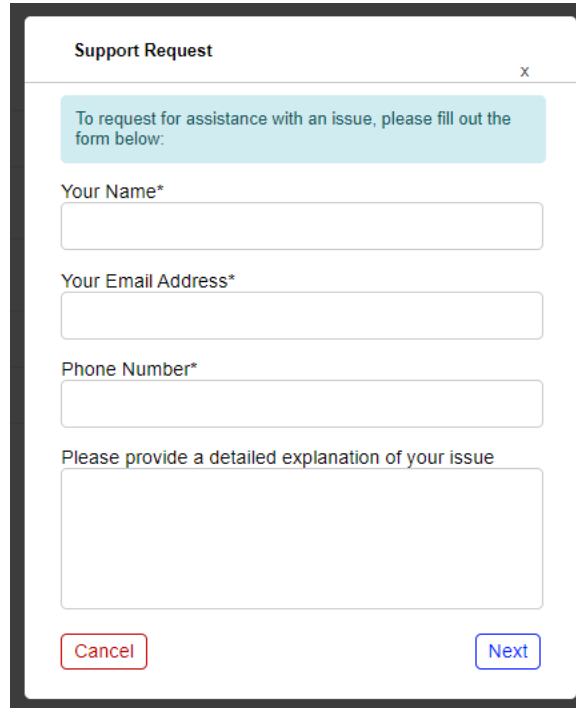
This request was intended for the original recipient and should not be forwarded.

F. Help Request

This sixth “[click here](#)” link will lead you to a form you can use to directly contact us if you have any other issues using MFT. Please fill out all required information as completely as you can, and then click “Submit.”

See Figure 18 and Figure 19 below for screenshots of the confirmation screens you will receive.

Figure 18: Help Request Form



Support Request x

To request for assistance with an issue, please fill out the form below:

Your Name*

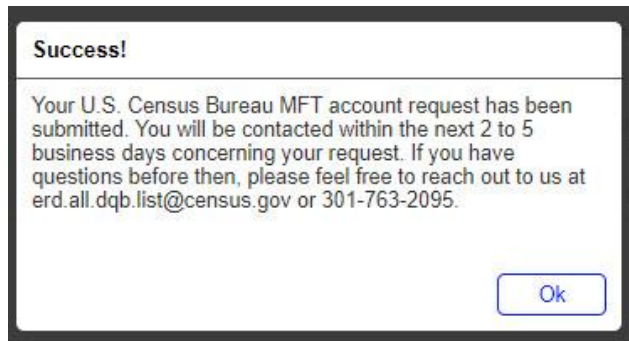
Your Email Address*

Phone Number*

Please provide a detailed explanation of your issue

Cancel Next

Figure 19: Help Request Successful Confirmation Message



Success!

Your U.S. Census Bureau MFT account request has been submitted. You will be contacted within the next 2 to 5 business days concerning your request. If you have questions before then, please feel free to reach out to us at erd.all.dqb.list@census.gov or 301-763-2095.

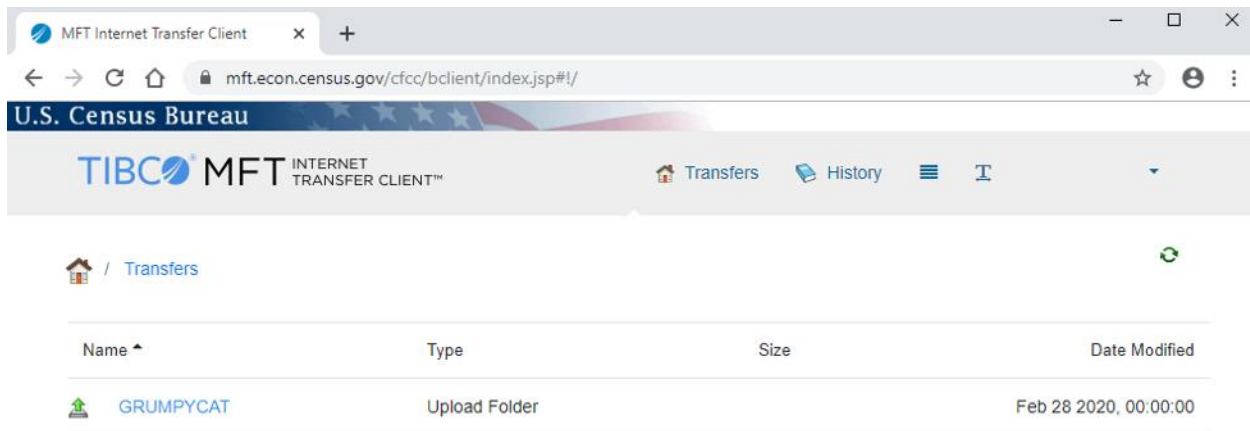
Ok



3. The MFT Transfer Page

The MFT Transfer Page is where you will transfer your data to the U.S. Census Bureau.

Figure 20: MFT Transfer Page



In most situations, you will have only one folder within this page to select. See Figure 20, and the example folder named GRUMPYCAT. The folder is associated directly with the Agreement your agency has with the U.S. Census Bureau to provide data.

Click on the folder. The Individual Transfer Folder screen will appear (**Error! Reference source not found.**Figure 21). Use the “click here to upload” to open a navigation window (Figure 22) where you can select files on your PC to transfer using the “Add files” button.

Note: The MFT system works better if you name your files without spaces. Please keep this in mind as you upload data.

Figure 21: Individual Transfer Folder

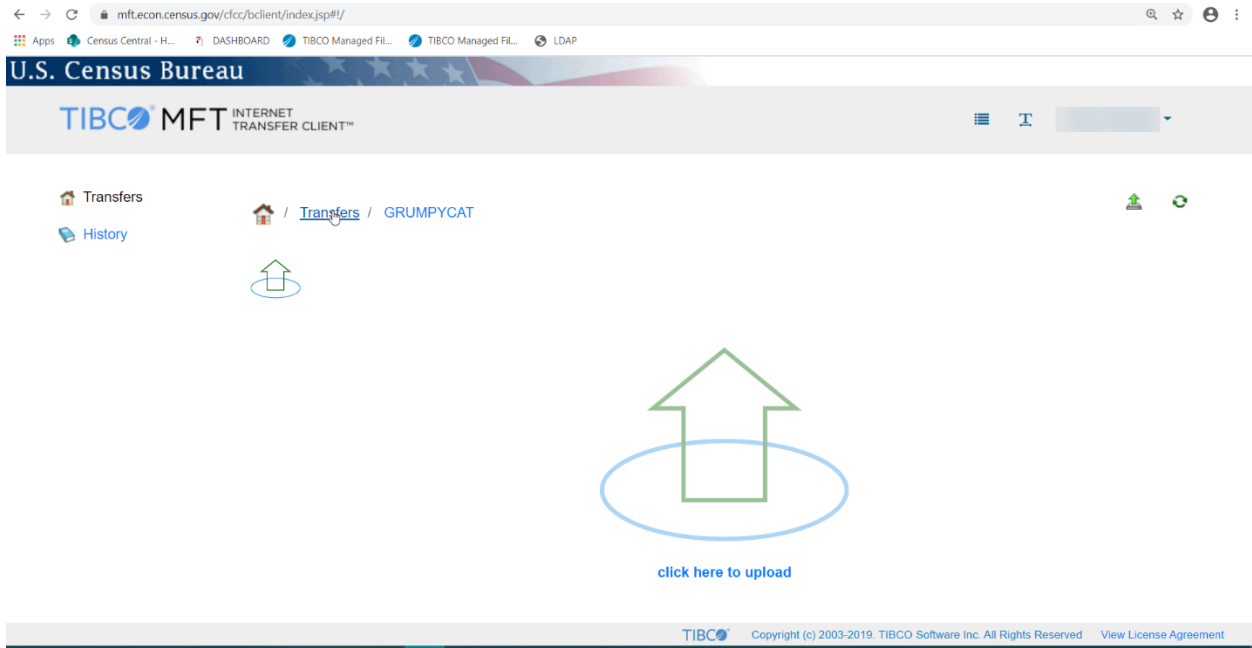
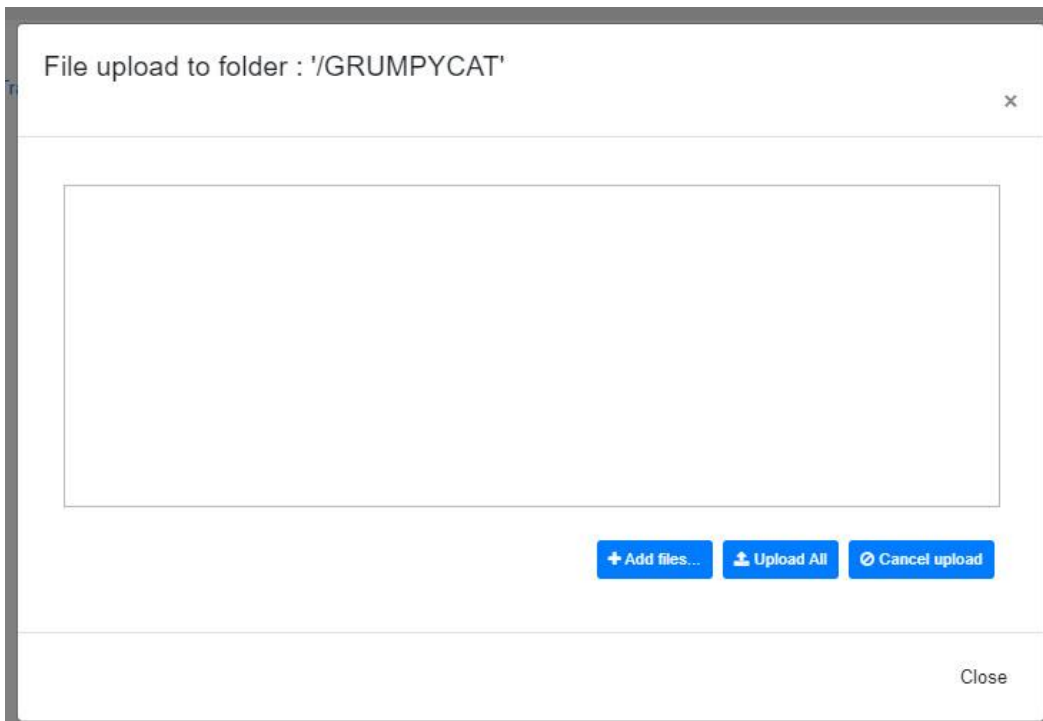


Figure 22: File Transfer Screen



Once you have selected an individual file or group of files to transfer, you must then click the “Upload All” button to have them begin transferring. You can either wait for files to finish transferring or close




the File Transfer Screen and the files will continue to transfer in the background. **Please do not close the browser window or log out of MFT until all files have been successfully transferred.**

You will receive one email per file once the transfer is complete. See Figure 23. Take note of the STATUS field. This will inform you if the transfer was successful or failed. If the STATUS field indicates “Failure”, please upload the file again. Sometimes the files don’t go through the first time for a multiple of reasons. If you continue to receive “Failure” emails, then please contact DQB at erd.all.dqb.list@census.gov or your census data contact.

Figure 23: File Upload Email Notification

U.S. Census Bureau Managed File Transfer (MFT) Transfer Completed

 erd.all.dqb.list@census.gov
 Fri 2/28/2020 12:06 PM

Dear

Your upload of administrative records to the U.S. Census Bureau has been received. Thank you!

AUDITID	
USERID	
NAME	
GROUP	grumpycat
FILE NAME	grumpycat.jpg
FILE SIZE	.01MB
START TIME	02/28/2020 01:01:28 PM
END TIME	02/28/2020 01:01:29 PM
STATUS	SUCCESS
CLIENT IP	

If you have any questions, you can get into contact with us by clicking <https://mft.econ.census.gov/cfcc/login/loginHelp.jsp>, by emailing erd.all.dqb.list@census.gov or by calling 301-763-2095.

This request was intended for the original recipient and should not be forwarded.

4. The MFT History Page

The MFT History Page is where you can see a list of all your previous file transfers using MFT (Figure 24). You will only see a history of the files uploaded using your account, and not a history of all files uploaded to this folder.

Figure 24: MFT History Page

AuditId	Status	File Name	Direction	Date and Time	Bytes Transferred
A228K00003F1	Success	grumpycat.jpg	UPLOAD	Feb 28 2020, 13:01:29	5883

5. The MFT Settings Page

The MFT Settings Page is an alternative location where you can change your password in MFT (Figure 25). You must login to MFT first, then navigate to the Settings page by clicking on your name in the upper right-hand corner and then clicking “Settings”. You can also change your password in MFT from the MFT Login Page by clicking “[Need Help?](#)”. In this case, you do NOT need to login to MFT first.

Figure 25: MFT Settings Page

The screenshot shows the MFT Settings Page. At the top right, there is a user profile section with a menu icon, a pencil icon, and the name "Amber Albright". Below this is a breadcrumb trail: "Home / Settings". The main content area has two tabs: "Change Password" (active) and "PGP Public Key". A "Back To Home" button is located in the top right corner of the content area. Under the "Change Password" tab, there is a section for "Password requirements:" with the following items:

- At least 12 characters
- All four (4) of the following:
 - English upper-case characters (A-Z);
 - English lower-case characters (a-z);
 - Numeric (0-9);
 - Non-Alphanumeric (ex., !, \$, #)

Below the requirements is a note: "NOTE: Passwords should not contain portions of your email address, your first name, or your last name". There are three input fields: "Current Password :", "New Password :", and "Confirm New Password :". At the bottom of the form are two buttons: "Change Password" and "Clear".

6. Troubleshooting

A. Password Expiring

Passwords expire every 90 days. MFT sends out an email 10 days before your password is set to expire as a warning that your password needs to be changed. If you do not change your password within the 90 days, then your account locks. If this occurs, you will NOT be able to



change your password on your own until Census unlocks your account. Please contact DQB at erd.all.dqb.list@census.gov or your census contact to get your account unlocked.

B. Blank Screens

If you encounter blank screens, please try using an alternative browser. MFT works best with Mozilla Firefox and Chrome. Internet Explorer and Microsoft Edge should be your last choice browsers. Please try ALL browsers when experiencing an issue. Please try clearing your cache and browsing history as well if experiencing this type of issue.

C. URL was Rejected

If you encounter the message regarding “The requested URL was rejected. Please consult with your administrator.”, then your account may be locked due to password expiration, account expiration, or inactivity. If this is the case, please contact DQB at erd.all.dqb.list@census.gov or your census contact to get your account unlocked. If your account is NOT locked, then you may need to close MFT, clear your cache and browsing history, and then renavigate to MFT once again.

D. Failure Emails

After you upload a file, you will receive an email. Within the email, there will be a status of “Success” or “Failure”. If you receive a status of “Failure”, please try uploading the file again. Usually this solves the issue. However, there could be multiple reasons for the file failing to go through, so if you continue to receive a “Failure” status, please contact DQB at erd.all.dqb.list@census.gov or you census contact.

E. Tips

If you are receiving errors while trying to log into MFT or are getting errors while uploading a file, make sure you only have one browser open at once and only have one tab of MFT within a browser open at once.