

# Florida Atlantic University & TranscribeMe SFTP Walkthrough

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## TranscribeMe SFTP Walkthrough

Last Updated: August 20th, 2018 11:00 PM EST

TranscribeMe is pleased to be able to provide a simple and convenient way to upload your files for transcription on our Secure File Transfer Protocol (SFTP) system. The SFTP allows you to safely and securely share your audio content with TranscribeMe in a method that is compliant with HIPAA required processes. Below is a guide that will show you a step-by-step process to successfully upload your content and download completed transcripts.

Speak with your IT administrator or TranscribeMe directly and we will be able to assist you in setting up an SFTP account for you. Once a TranscribeMe representative informs you that the SFTP account has been created, follow these simple steps to take advantage of this quick and efficient method of seamlessly uploading your audio files for transcription.

**Users who wish to request transcription services must pay TranscribeMe directly for the services. For any question related to payments, please contact [nathan@transcribeme.com](mailto:nathan@transcribeme.com)**

# Key Points of Contact:

FAU IT: Jony Singh - [jsingh@health.fau.edu](mailto:jsingh@health.fau.edu)

TranscribeMe Technical Questions: Joshua Rumsey - [joshua@transcribeme.com](mailto:joshua@transcribeme.com)

TranscribeMe Transcription Questions: [support@transcribeme.com](mailto:support@transcribeme.com)

Payment related Question: [nathan@transcribeme.com](mailto:nathan@transcribeme.com)

## 1. Logging in

Go to the SFTP TranscribeMe login page at <https://sftp.transcribeme.com/login>.



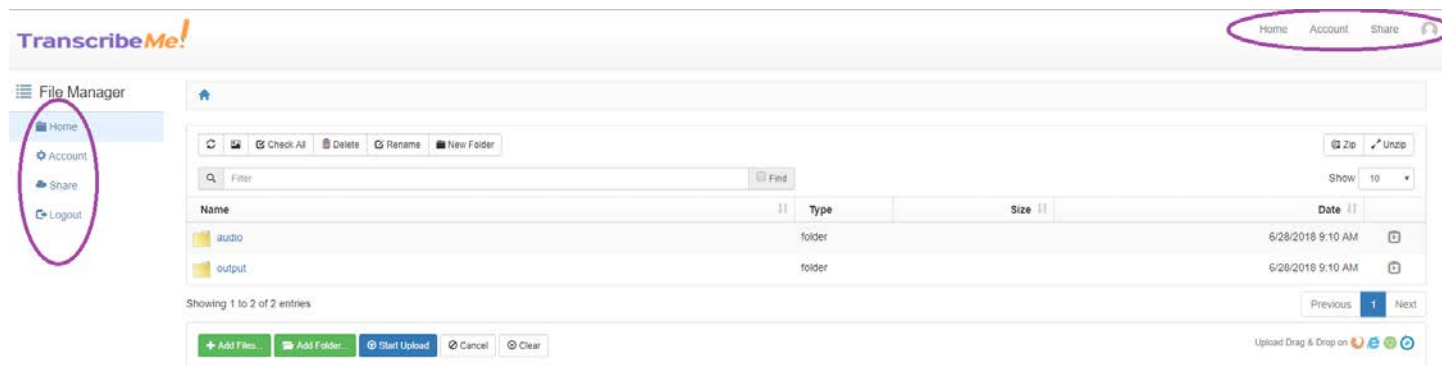
If you have an account setup, enter your username and password to log in.

If you do not have an account setup, skip ahead to **Step 5 - Request an account.**

A screenshot of the "Client Login" form. At the top left is a blue circular icon with a white padlock. To its right is the text "Client Login". Below this are two input fields: the first is for the username, containing "test\_account", and the second is for the password, containing a series of dots. To the right of the password field is a blue "Sign in" button, which is highlighted with a red rectangular border. At the bottom of the form is a link that says "Request an Account".

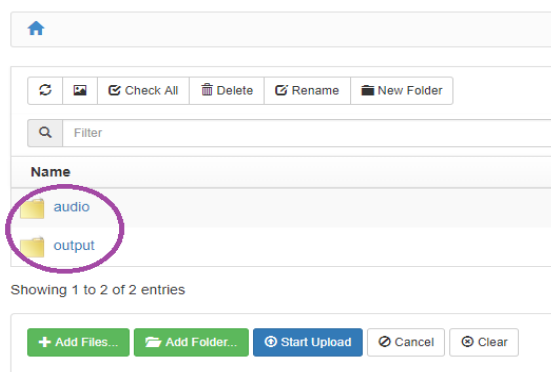
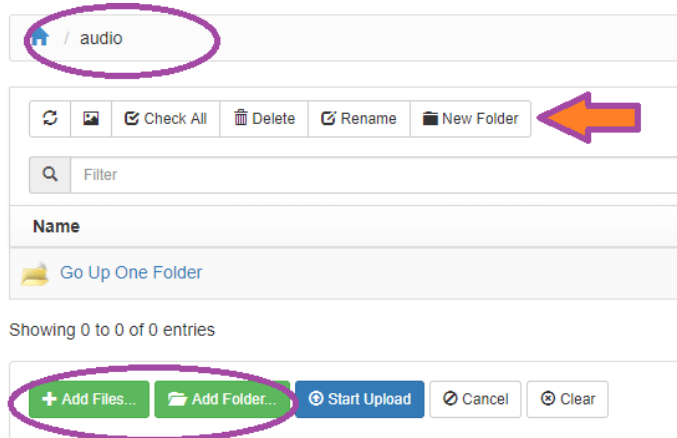
## 2. Navigating the website

Once your account is active and you have signed in to your account, you will see several options on your home page. The menu options can be seen listed under the File Manager heading on the left side of your screen, or in the top right-hand corner. For information on updating your “Account” information, please go to step 6.



## 3. Upload content

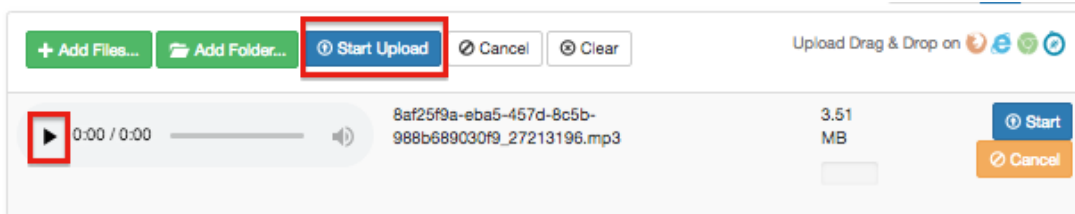
To Upload your audio files for transcription, from your Home page you will see 2 folders. One is labeled ‘audio’ and one is labeled ‘output’. **Digital audio files should be uploaded to the ‘audio’ folder.** Click on the audio



folder, and then choose how you would like to upload your audio files. You can drag and drop your files into the folder, or you select ‘Add Files’ to use the navigation window on your computer to select the files you wish to upload. If you have multiple files in folders on your device, you can select ‘Add folder’ to upload the entire folder at one time.

If you wish to divide your uploads into multiple folders, you can add sub-folders to your 'audio' folder, and then upload your audio files into your subfolders.

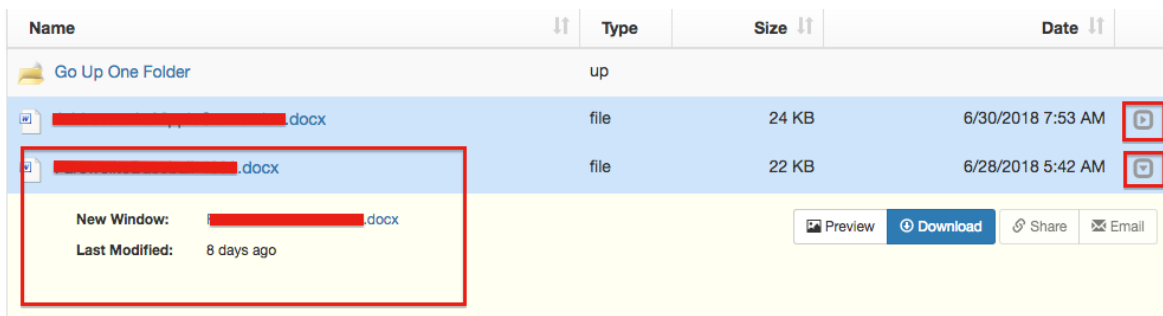
When you have selected your files to upload, you have the ability to preview the audio by clicking the **Play** arrow. Once you are ready to upload, **click the 'Start Upload' button**. This button must be clicked to complete the upload process. After the files have been uploaded, a notification will be sent to the TranscribeMe team to let them know there are files ready to be transcribed.



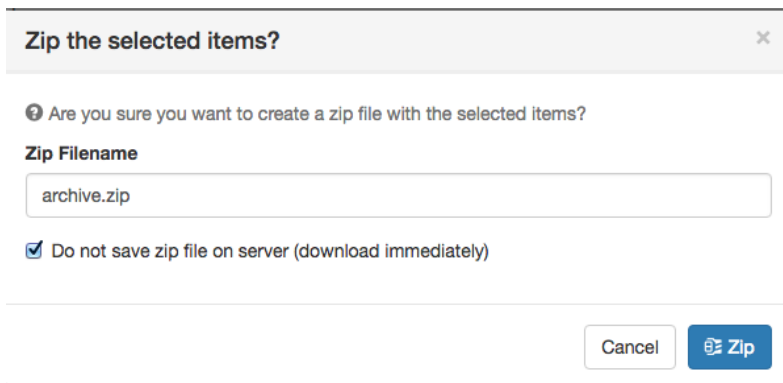
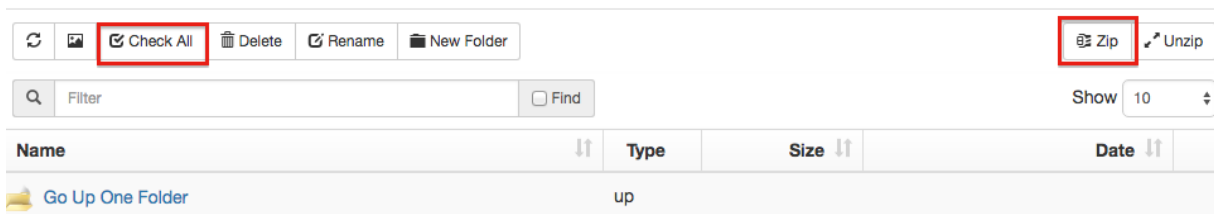
## 4. Download files

Once your files have been transcribed, TranscribeMe will place the completed transcripts to your '**Output**' folder. You will receive an email notification that new transcripts have been placed to your account. You can then click on your output folder and see the transcripts available to download. From this interface, you can also rename your files, delete them or create new folders to organize the transcript files as you wish.

To view the information for each file, click on the right-pointing arrow on the row of the file. It will open a tab with the file details. To download one file, either click the Download button in the details tab or else simply click on the individual file name.

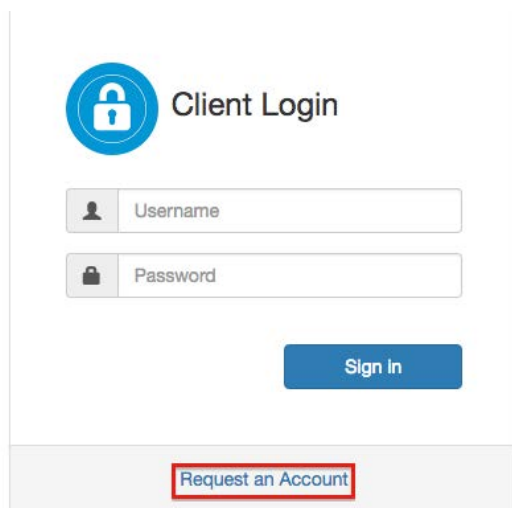


To download multiple files, select the transcripts you wish to download either by clicking on the individual rows or the '**Check All**' button. Then click on the Zip button on the right side. This will pop-up a new window where you can edit the name of the zip file. Check the box if you wish to only save the zip file on your device. Click "**Zip**" when ready.



## 5. Request an account

If you do not already have an account **or** if you wish to have multiple users for your SFTP account, these can be obtained separately by clicking on the 'Request an Account' link on the login page.



This will open an Account Request form that needs to be completed.

You can request a new account using this form. All account requests will be reviewed by an administrator before approval.

**Account Request Sign-up Form**

**Confirm Password:**  Re-enter your password

**Password:**  Subject to policy

**Justification:**  The reason you are requesting the account

**Mobile:**  A mobile phone number

**Telephone:**

**Email:**  A valid email address

**Last Name:**  Your last name

**First Name:**  Your first name

**User Name:**  Request a user name

**Password Requirements:**

- At least 8 characters
- At least 0 numbers
- At least 0 letters
- Minimum length: 8

**Submit Request**

Once the required information has been filled in, click the Submit Request button in the bottom right-hand corner. The request will be sent to a TranscribeMe administrator for approval. Once approval is granted, the user will receive an email notification that their SFTP account is now active and ready to use.

## 6. Account settings

By clicking on the **'Account'** option, you can change several options on your account. This screen allows you to change your name, the way the date and time is displayed, the format of your files, the theme of your account, and the type of authentication required for your account.

TranscribeMe Web Client

Secure | https://stf.transcribeme.com/account/action-display

**TranscribeMe!**

Account Settings

You should set your security questions and answers to allow the option of resetting your password in case you forget it.

User Account for *michelle\_moll\_test*

You can update your account settings from this page.

User Name: michelle\_moll\_test

Email: michelle@transcribeme.com

First Name: Michelle

Last Name: Moll

Telephone:

Mobile:

Password:

Change Password

Two Factor Authentication: Disabled

Enable 2 Factor

Theme: Default

Display Local DateTime

Display Relative DateTime

Display File Table Condensed

Display File Table Striped

Security Question #1

Security Question #2

Addresses

Update

You can also change your password:

Change Password

All form fields are required.

Old Password:

New Password:

Confirm New Password:

Cancel Change Password

Add security questions to your account to increase the security of your account:

Security Question #1

Please select and answer two security questions for your account. You will be asked these questions if you ever need to reset your account password.

Question #1

Answer #1

Security Question #2

What is the name of your favorite childhood friend?

What street did you live on in third grade?

What is your oldest sibling's birthday month and year? (e.g., January 1900)

What is the middle name of your oldest child?

What is your oldest sibling's middle name?

What school did you attend for sixth grade?

What was your childhood phone number including area code? (e.g., 000-000-0000)

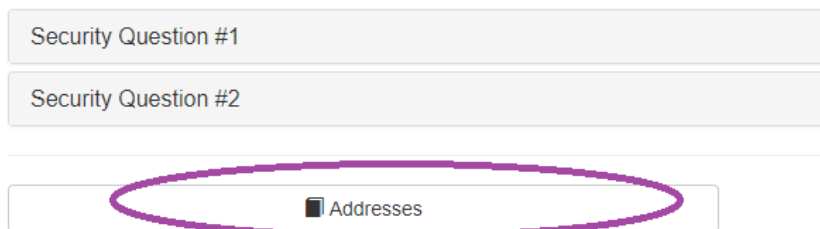
What is your oldest cousin's first and last name?

What was the name of your first stuffed animal?

In what city or town did your mother and father meet?

Where were you when you had your first kiss?

And add contact emails to your address book to allow for easier sharing of files and transcripts by clicking on the **'Addresses'** option:

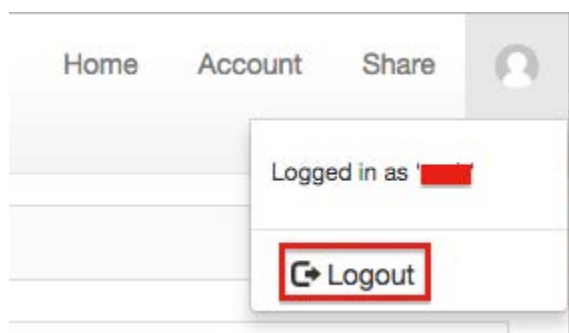
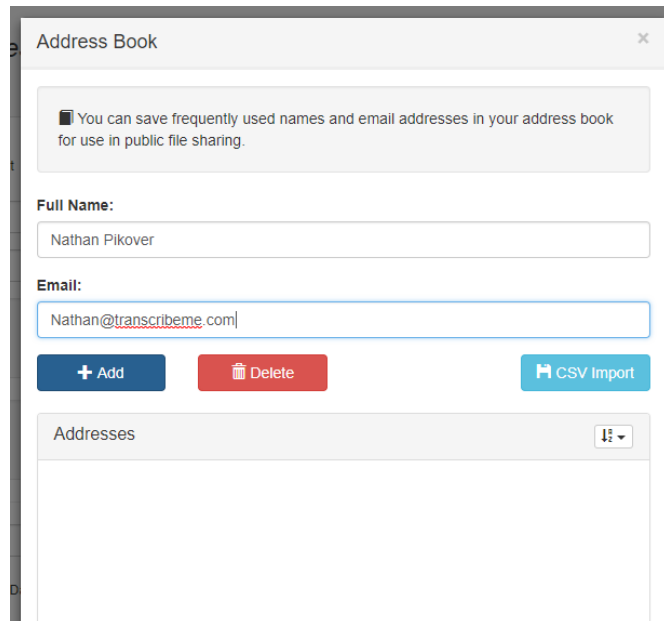


And entering your contacts:

Just remember to hit the blue 'Update' button in the bottom right-hand corner of the screen when you are done.

## 7. Logging out

When you are done, you can log out of your SFTP account by clicking on the small person icon in the upper right-hand corner of the screen or by selecting the logout option below the File Manager on the left-hand side of the screen.





And that's it for SFTP Accounts! Thank you for choosing TranscribeMe to meet your transcription needs.

For any additional questions, please contact one of the Key Contacts listed on page 2.