



AVCO AnyComms Plus

Guidance for Transport Operators

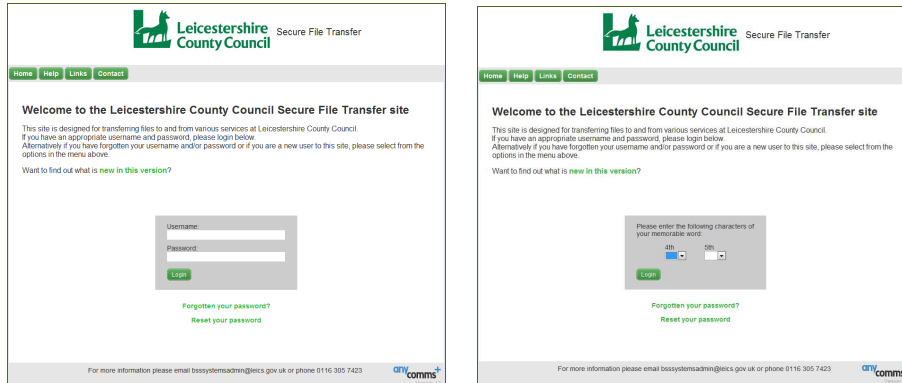
Secure File Transfer Application

Quick Start guide

January 2016

1. Access to AnyComms Plus

Obtaining a Login, Assistance with queries and Reporting errors: If you require Login credentials (usernames, passwords and memorable words), or if you have a query or encounter an error when using the application, then please contact BSS Systems Admin: Email: bssystemsadmin@leics.gov.uk Telephone: 0116 305 7423



Open your internet browser and click on the link <https://filetransfer.leics.gov.uk/> or enter in the address bar. Enter your user name and password, click the **Login** button. When you logged on to Anycomms Plus for the first time you will have had to choose a new memorable word. Enter the required two characters from your memorable word.

- **Main Menu**

Once logged in you are presented with a Main Menu. From here you are able to upload and download files to Transport Operations.



- **Upload a File to the Local Authority** - Allows you to upload files to Transport Operations
- **Upload a File to an Organisation** – **Not applicable for Transport Providers.**
- **Download a File** - Allows you to download file(s) from Transport Operations
- **View File Transfer Records** - Allows you view all files that have been uploaded and downloaded over the last 12 months. You also have the facility to re-download files that you have previously downloaded.
- **Change Password** - Allows you to change your existing password
- **Pre-Populated Forms** – **Not applicable for Transport Providers.**
- **Log Out** Exit the Leicestershire County Council AnyComms Plus site.

2. Uploading and Downloading Files via AVCO AnyComms

- **Uploading Files to the Local Authority**

- From the **Main Menu** select **Upload a File to the Local Authority**
A screen will be displayed for you to select the file you wish to upload.
- Click on the **Browse** button and navigate to the file required
- Once located click on the file required and click on **Open**
- Once the file has been selected it will appear in the File Name column as per example below:

Select what type of file you are sending, and select which service you are sending this file to.

File Name	Remove File	File Type	Service	Description
Route 1 Info.xls	<input type="button" value="Remove"/>	Transport File	Transport Operations	Route info from Op. A

- Using the Drop Down Arrow in the **File Type** column, select **“Transport File”**
- Using the Drop Down Arrow select in the **Service** column, select **“Transport Operations”**.
- Enter a Description in the **Description** column, this is free text eg: name of person uploading file
- If you have selected an incorrect file click on the **Remove** button and reselect the correct file as required
- Once you are satisfied with your selection click on **Upload All Files**
- A screen will be displayed whilst your files are uploaded, depending on the size of the file this may take some time.
- Once completed a confirmation screen will be displayed confirming the name of the file uploaded, file type, Service that the file was sent to and the Date and Time sent.

Thank you, you have sent the following file(s):

File Name	File Type	Sent To	Date/Time Sent
Route 1 Info.xls	Transport File	Transport Operations	11/06/2015 15:54:30

What would you like to do now?

- **Downloading Files from the Local Authority**

- From the **Main Menu** select **Download a File**
A screen will be displayed displaying all files that are waiting to be downloaded

You have selected the option to download a file

There are 2 new files available for you to download. To download a file tick on the box next to it and then click on 'Download Selected'. Alternatively, click the 'Download All' button.

Search: Items per page: Sort by:

New Files		Previously Downloaded Files	
File Name	From	Date/Time Uploaded	Download
Route 2 Info.xls	Transport Operations	11/06/2015 16:21:22	<input checked="" type="checkbox"/> <input type="button" value="Download"/>
Route 3 Timetable.pdf	Transport Operations	11/06/2015 16:14:39	<input type="checkbox"/> <input type="button" value="Download"/>

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- Select the file you wish to download by placing a tick in the box to the right of the screen.
- Once satisfied with your selection, click on the **Download Selected** button
- A **Confirm Download** screen will be displayed click on the '**Click here to confirm you wish to download this file**' button
- Depending upon the file type you are downloading you are given the option to **Open, Save or Cancel**.
- Once completed click on the **Return to Main Menu** button

- **View File Transfer Records**

This routine displays a list of all files which have been uploaded or downloaded over the last 12 months.

- From the **Main Menu** select **View File Transfer Records**
- By clicking on any files in the list additional information about the file is displayed
- Once completed click on the **Return to Main Menu** button

- **Change Password**

Once logged into the site a user has the ability to change the password for their account. To change an account password you perform the following steps:-

- From the **Main Menu** select **Change Password**
- The **Change Security Details** screen will be displayed
- Enter your **Existing Password** in the 1st box
- Enter your **New Password** in the 2nd box
- Enter you new password again in the **Confirm Password** box

3. Email Confirmations

You will receive an email from the mailbox LCCAnyCommsPlus@leics.gov.uk into your usual email application when:

- a file has been sent to you and is ready to download
- you have uploaded a file to AnyComms Plus

As these emails are automatically generated by the application your email system may initially identify the emails as 'Junk' or 'Spam', therefore please remember to check these folders and change your settings to allow emails from LCCAnyCommsPlus@leics.gov.uk.

4. Security and Data Protection

The Council and its partners have a responsibility to protect its customers as well as safeguarding individuals from the possibility of information and systems misuse or infringement of personal privacy. Therefore the **confidentiality, integrity, availability** and **accountability** of this information need to be protected from harm in a way that is proportionate to the risks to the information.

Leicestershire County Council has an Information Security Policy that provides the overall framework to help everyone play his or her part in protecting information in Leicestershire. You can find the policy document and guidance on the Councils website here: <http://www.leics.gov.uk/>.

Ownership of files

The Council has ownership of files that are held in the AVCO AnyComms Plus database. This means that when you have uploaded a file and have received confirmation via the 'Files Sent' email, ownership of that file has been transferred to the Council. However, when the Council uploads a file to the database and you receive a 'Files Waiting' email, the Council will still own the file as it is in the database at County Hall. Only when you download the file does the ownership of the file and its data transfer to you.

Downloading files outside the office

One of the benefits of this application is that you can login from any computer that has internet access and an internet browser. This means that you are not tied to a specific computer in the office. However, you should consider the security guidelines above when downloading files outside the office network:

- If you are storing the files locally on your computer (PC/laptop/tablet) then you need to ensure it is secure and the files are transferred to your organisation's network at the first available opportunity.
- If you are using a public wi-fi network then **you should strongly consider whether it is secure** and whether you should be downloading/uploading files across a potentially unsecure network. Public wi-fi networks are easy to access and other users can potentially see what you see.
- If you are using your home wi-fi, consider your security arrangements.

Wherever possible, you should try to download/upload files from your organisation's network.

5. Support

Support for all aspects of the application will be BSS Systems Admin using the details below.

BSS Systems Admin Team
County Hall
Glenfield, Leicester
LE3 8RA

Email: bssystemadmin@leics.gov.uk Phone: 0116 3057423

Common reasons for contacting the BSS Systems Admin team will be:

- Request for new user account
- Reporting a locked account
- Reporting problems with the application
- Reporting problems with files uploading
- Reporting problems with files downloading
- Reporting problems with viewing transferred files

If you have any suggestions for how the application looks, extra functionality or changes to existing functionality, please also contact BSS Systems Admin.

6. Frequently Asked Questions (FAQs)

a) **What is the terminology used in AVCO AnyComms Plus?**

Some key terms are different than those in common use in Leicestershire, here is a list of terms:

Term	Meaning
Lead Organisation	Leicestershire County Council
Partner Organisation	A partner of Leicestershire County Council, such as a transport provider.
Service	A service team within Leicestershire County Council, such as Transport Operations.
User	A person with an AVCO AnyComms Plus account.
Upload	Sending a single file to a recipient.
Download	Saving a single file to your network.
File Transfer Records	A list of files that you have sent and received.

b) **How do I reset my password?**

You can reset your password yourself. On the home page of the website, underneath the login data fields there is a link for you to click to reset your password...

c) **I am not receiving emails?**

The emails may be being stored in your Junk or Spam folder. Check those folders to see if the emails are present. If they are, follow the instructions in Section 3 of this guide. If they are not there, please contact BSS Systems Admin.