



STATE HEALTH REPOSITORY TOOL (SHRT) JOB AID

CONTENTS

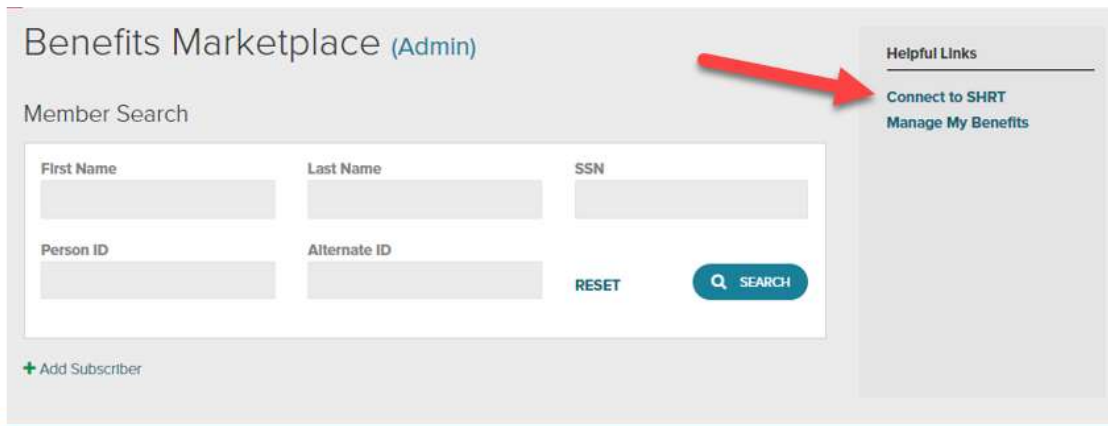
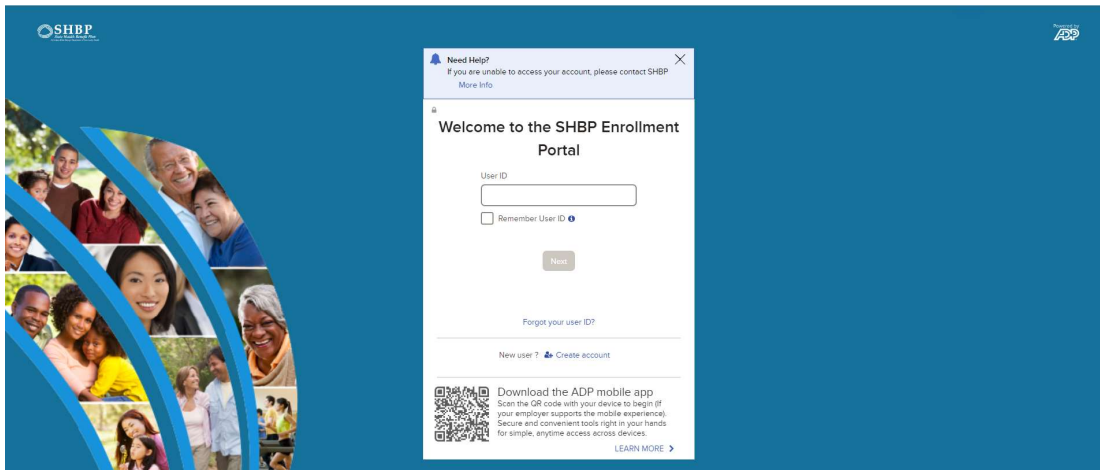
Table of Contents.....	1
State Health Repository Tool (SHRT)	3
Accessing SHRT	3
Accepting SHRT Access Terms and Conditions	4
First-time Access	4
File Sharing by Payroll Location Type	6
Contact(s).....	8
Uploaded Files.....	9
Downloaded Files.....	9
Uploading Files.....	11
Downloading Files.....	13
File Management/Archiving	14
Additional SHRT Instructions	15
State Health Repository Tool (SHRT) Troubleshooting Tips	18
Want to change the location where your downloaded reports are posted?	18
Do not see all folders for the agency(ies) you support?	19
Do not see a file that you recently uploaded?	19
Do not see a file/report that was once found in your FROM_ADP folder but is now gone?	19
See a 'User not found. Please contact your administrator' error message?	19
Do not have the appropriate upload/download access needed for the processes you support?	20
Error Code 11, 12, or 47	20
Error Code 5, 15, and 34	22
Error Code 19	22

STATE HEALTH REPOSITORY TOOL (SHRT)

The State Health Repository Tool (SHRT) is a web-based application that allows payroll locations to share data with SHBP.

Accessing SHRT

SHRT is accessed through the SHBP Enrollment Portal (mySHBPga.adp.com) and clicking the **Connect to SHRT** link in the right-hand menu.



If a user requires access to SHRT or different access rights, they should contact their designated SHBP Employer Services representative.

NOTE: If you are using Internet Explorer make sure client either had pop-up blocker turned off or that a pop-up blocker exception is in place. If this is not done then the Connect to SHRT link may not function properly.

Accepting SHRT Access Terms and Conditions

Once you select the Connect to SHRT link you will be routed to the Terms and Conditions page shown below. Once your review is complete, click on the **Accept** button. If you do not click on the Accept button you will not be able to access SHRT.

You will be required to accept these Terms and Conditions each time you attempt to access SHRT.

State Health Benefit Plan

Terms and Conditions

EMPLOYER ACKNOWLEDGEMENT OF USE OF DEPENDENT DATA PROVIDED BY THE DEPARTMENT OF COMMUNITY HEALTH STATE HEALTH BENEFIT PLAN FOR AFFORDABLE CARE ACT REPORTING

The purpose of this Employer Acknowledgement form is to assist Employer with meeting its reporting obligations under Internal Revenue Code §§ 6055 and 6056, enacted by the Patient Protection and Affordable Care Act (ACA). The State Health Benefit Plan (SHBP) Division of the Department of Community Health (DCH) has agreed to share necessary Protected Health Information (PHI) of enrolled Dependents of SHBP Members employed by Employer. Employer agrees, as follows:

I. Affordable Care Act (ACA)

Employer shall comply with all applicable provisions of the ACA, including but not limited to the applicable employer information reporting provisions under Internal Revenue Code §§ 6055 and 6056 enacted by the ACA and related regulations. Any penalties incurred by Employer under ACA by the IRS for failure to meet reporting obligations are the sole responsibility of the Employer.

II. Health Insurance Portability and Accountability Act (HIPAA)

In accordance with applicable HIPAA regulations, Employer shall safeguard all PHI provided by SHBP to assist Employer with meeting its reporting obligations under Internal Revenue Code §§ 6055 and 6056, and may use this information only for the purpose of fulfilling its reporting responsibilities. Employer also agrees to comply with the following provisions of this section for so long as Employer maintains any Dependent data obtained for the purpose stated herein (even if such information is obtained inadvertently), regardless of whether its relationship with SHBP or ADP (or the relationship between these entities) is terminated.

Employer Shall:

- A. Not request, create, receive, use or disclose Dependent data other than as permitted or required for the purpose provided herein or as required by law.
- B. Establish, maintain and use appropriate administrative, physical and technical safeguards to prevent use or disclosure of Dependent data other than as provided for the purpose herein.
- C. Implement and use administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of Dependent data that it receives from or on behalf of the SHBP or ADP.
- D. Mitigate, to the extent practicable, any harmful effect that may be known to Employer from the use or disclosure of Dependent data by Employer in violation of the purpose herein or applicable regulations.
- E. Ensure that its authorized agents or subcontractors are subject to at least the same obligations that apply to Employer for the purpose stated herein and ensure that such agents or subcontractors comply with the conditions, restrictions, prohibitions and other limitations regarding the request for, creation, receipt, use or disclosure of Dependent data that are applicable to Employer as provided herein.
- F. Ensure that its authorized agents and subcontractors to whom it provides Dependent data implement reasonable and appropriate safeguards to protect the information.
- G. Report to DCH any use or disclosure of Dependent data of which it becomes aware that is not provided for herein. Employer agrees to make such report to DCH in writing in such form as DCH may require within three (3) Business Days of Employer becoming aware of the unauthorized use or disclosure by contacting the DCH HIPAA Privacy and Security Specialist, Office of General Counsel, hipaa@dch.gi.gov.

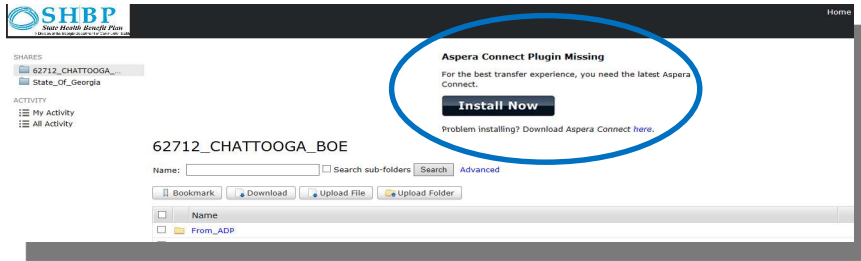
By accessing, reviewing, receiving, downloading or requesting Dependent data, Employer affirms on its behalf and its authorized agents and subcontractors: (1) the Dependent data is for the sole purpose of meeting Employer's reporting obligations under Internal Revenue Code §§ 6055 and 6056, (2) the Dependent data will not be used for any other purpose and Employer will take all necessary and appropriate actions to ensure that the data is used only for this purpose, and (3) appropriate safeguards have been established to prevent the unauthorized access, use or disclosure of Dependent data.

First-time Access

First-time users to SHRT as well as existing users that use a new/different computer to SHRT are required to install a plug-in the first time SHRT is accessed on that computer. Follow the steps below to install the plug-in.

Please note that existing users may be prompted to download the plug-in again since it could be modified and/or if you are attempting to access SHRT for the first time using a new or different computer. When/if prompted to do so, follow the instructions below to install it.

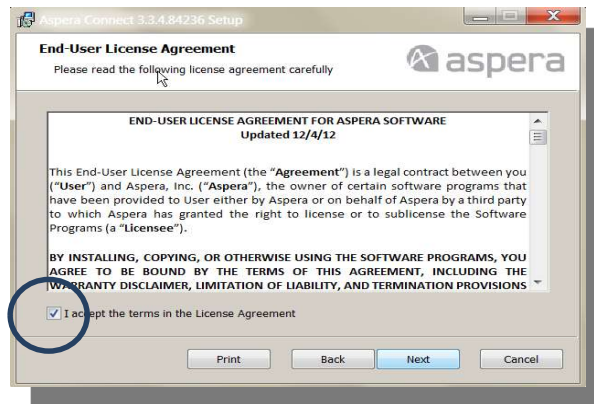
1. When you click on a folder for the first time, you'll see the following at the top of the page. Click the **Install Now** button located in the center of the top of the home page.



A window will open, and the plug-in will begin installing automatically. If your browser displays a security prompt/warning, click **Allow**, **Continue** or **Install** to proceed.

TIP: Once complete, the window showing "Installing Plugin" may still appear at the top of the screen. No action is required.

2. Accept the License Agreement by checking the box, and then click **Next**.



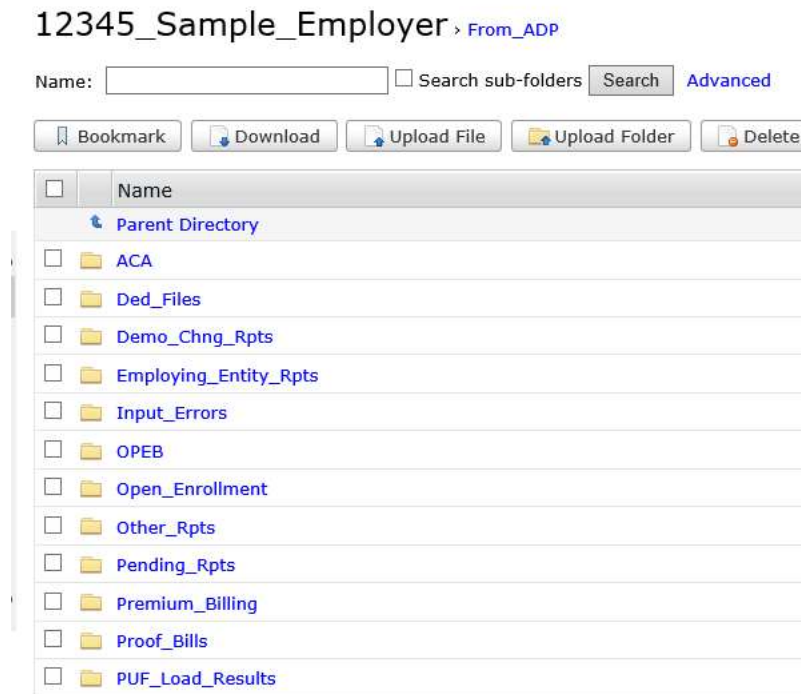
If you are unable to install the plug-in and receive Error Code 11, 12 or 47, please provide the information **Troubleshooting** information to your IT Department in order to continue.

File Sharing by Payroll Location Type

The items appearing on the list can be found in each location's folders as described below:

Agency Type	To_ADP	Frequency	From_ADP	Frequency
Automated/EASI Employers	AUF File	Daily	Payroll Error Report	Daily
			Payroll Reject Report	Daily
	PUF File	Monthly	Payroll Deduction File (Change File)	Daily
			Proof Bill Report (Cumulative, Print Ready, and Change File)	Daily
			Payroll Deduction File (Full File)	Monthly
			Payroll Comparison Report	Monthly
			Premium Billing Report(s)	Monthly
			Employing Entity Report(s)	Monthly
			ACA Data Extracts	Monthly
			Demographic Change Report	Weekly
			Pending Dependent Report	Weekly
			OE No Action	Daily (OE Only)
			Weekly BOE Cov Date	Weekly
			Peoplesoft	PUF File
Payroll Reject Report	Daily			
Proof Bill Report (Cumulative, Print Ready, and Change File)	Daily			
Payroll Comparison Report	Monthly			
Premium Billing Report(s)	Monthly			
Employing Entity Report(s)	Monthly			
Demographic Change Report	Weekly			
Pending Dependents Report	Weekly			
OE No Action	Daily (OE Only)			
Weekly BOE Cov Date	Weekly			

There are also various sub-folders found within the **From_ADP** folder and appear in the screenshot below:



- **ACA** → Contains the files produced each month that allow you to produce 1095 forms for your employees (select SHBP Employers only)
- **ACA Corrections** → Contains any files produced during a prior month for the 1095 forms to be produced; however, these files are those that required updating. Files in this folder should replace the files for the same month/year within the ACA folder
- **Ded_Files** → Contains both the monthly full deduction file as well as any deduction change files created throughout the month due to member benefit coverage changes. It also contains the full deduction files produced for Open Enrollment.

Note: This folder will only be populated for non-Peoplesoft Employers)

- **Demo_Chng_Reports** → Contains demographic changes identified during the input file load process (i.e. address changes)
- **Employing_Entity_Rpts** → Contains a full roster of all members associated with the specific location.
- **Input_Errors** → Contains any errors identified during the data load process that either were considered fatal load errors or records that were rejected from the load process.

Any member appearing on this report did not have any updates made to their information within the Enrollment Portal and must be corrected and then retransmitted.

- **OPEB** → Contains annual reporting provided by DCH Finance
- **Open_Enrollment** → Contains Open Enrollment specific items including the Deduction file for 1/1/19 along with the Open Enrollment No Action Report
- **Other_Rpts** → Contains any special reports needed to communicate member(s) impacted by a specific administration-related situation. An example would be the Weekly BOE Cov Date for the BOE Employers.
- **Pending_Rpts** → Contains reports identifying any pending dependent that still requires evidence submission and/or approval along with any pending event(s) that also requires evidence submission and/or approval.
- **Premium Billing** → Contains the three reports produced each month including the voucher, Billing Detail report; and Billing Summary.
- **Proof_Bills** → Contains all versions of Proof Bills that can be used by employers to identify if retroactive charges or credits are needed due to benefit coverage changes.
- **PUF_Load_Results** → Contains comparison results identified through the loading of any PUF files received from the Employer.

The items appearing in the CMS folder can contain:

- **To_ADP** → Contains each location's data match responses
- **From_ADP** → Contains any output related to the CMS data match process

Contact(s)

All questions or concerns regarding any report **except** the reports within the Premium_Billing folder should be directed to your assigned EST representative at State Health Benefit Plan.

You may contact them via the Employer Xchange System <https://shbp.georgia.gov/xchange> or at 800-610-1863; when prompted, select 'SHBP Employer Services', Monday through Friday 8:30 a.m. to 5:00 p.m.

All questions or concerns regarding the Monthly Premium Billing/Distribution process should be directed to the SHBP.PremiumBilling@adp.com email address. **Note:** This email address should

only be used for questions specific to the Premium Billing process that begins on the 28th of each month.

Uploaded Files

- **Demographic Data File (AUF)** – uploaded daily or, for locations that do not have demographic changes on a daily basis, then these files will be uploaded on a less frequent basis. This will result in a Payroll Error Report IF errors have been identified.
- **Payroll Update File (PUF)** – Receipt and processing of this file will result in a Payroll Comparison Report being produced by the end of the following business day.

Be sure that your AUF and PUF files follow the naming convention below and have been uploaded to your **To_ADP** folder for your location(s):

- AUF_(payroll location)_(agency name)_(date).txt
- PUF_(payroll location)_(agency name)_(date).txt

If multiple locations are sent on an AUF or PUF file then the payroll location in the file name must reflect just one 5-digit location that is included in the file.

Downloaded Files

- **Payroll Error Report** – received daily only if input has been sent **and only when errors are identified during the data load process.**

Reports will be named '*Error*.*'

- **Payroll Reject Report** – received daily only if input has been sent **and only when rejected records have been identified during the data load process.**

Reports will be named '*Reject*.*'

- **Payroll Deduction (Change & Full)** – The daily version contains payroll deduction updates that have occurred since the prior day's file was produced. The monthly version is a full file containing all deductions for the employees in your location(s).

Reports will be named 'SHDAUPDT*.*' if daily change file and 'SHSHBPIN*.*' if monthly full file.

- **Payroll Comparison Report** – Identifies any variances that exist between your payroll system's extract (PUF) and the enrollment portal's benefit elections and the corresponding

deductions.

Reports will be named '*Payroll*Recon*.*'

- **Pending Dependent Report** → Identifies any pending dependent that still requires evidence submission and/or approval along with any pending event(s) that also requires evidence submission and/or approval.

Reports will be named '*Pending*.*'

- **Proof Bill Report** – Identifies any changes that have been processed in the enrollment portal that have impacted costs for the participant's benefits since the last Proof Bill was produced.

Reports will be named '*Proof*.*'

- **Premium Billing Reports and Vouchers** – All reports needed to submit the premiums for your location(s).

Reports will be named:

- SHBP*Payment Voucher.pdf
- SHBP*BRP*.CSV
- SHBP*Custom*Pay*Sum*by*Div*.PDF

- **Address Change Report** – Identifies on a weekly report all updates made to existing addresses. It does not include new hires – just those records that were previously loaded into the enrollment portal.

Reports will be named: '*Demographic*Change*.*'

- **Employing Entity Report** - Contains every employee in their Payroll Location(s) – regardless of whether or not the person is enrolled in or even eligible for SHBP benefits and can be used in conjunction with the Premium Billing Detail report to reconcile member information.

Reports will be named: '*Employing_Entity_Report*.*'

- **ACA Data Extracts** – Contains raw data from the Benefits Enrollment portal that can be merged with your payroll and/or HR systems' data to produce required ACA reporting and/or 1095 forms.

Reports will be named: ‘*ACA*(Location Code)*SHBP*BenefitsImport*(Year)-(Month)-(Day).csv’

- **OE_No_Action** – Contains a list of those members that did not make an Open Enrollment/ROCP election. This can be used by Employers to follow-up with their members regarding making an election. It can also be used for troubleshooting should a Member indicate that their Open Enrollment elections do not seem to be correct.

Reports will be named: ‘OE_No_Action*.csv’

*****Note:** This report is only produced during the Open Enrollment election window.

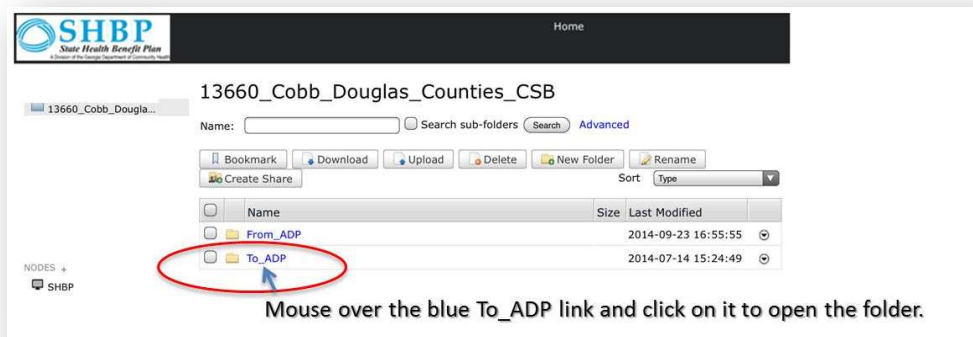
- **Weekly BOE Cov Date** – Contains a list of those members that were sent with BOE Coverage End date and how this information resulted in a coverage end date for the member. If the result was no coverage end date then a new record must be sent with the correct termination date.

Reports will be named: ‘*Weekly_BOE_Cov_Date_Report*.csv’

Uploading Files

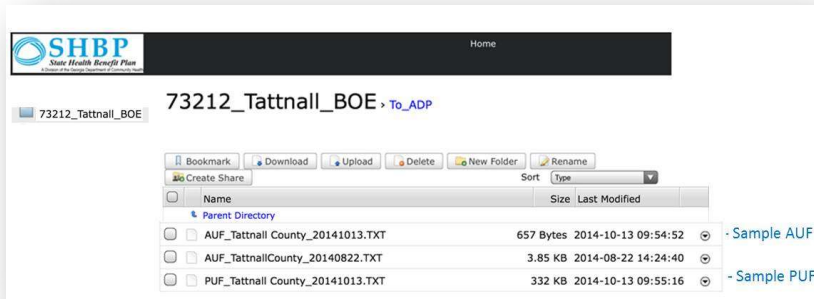
Upload your file to the **To_ADP** folder within your payroll location folder in the SHRT.

1. Click on one of your payroll locations (on the left of your screen).
2. Mouse-over the **To_ADP** link (in blue) and click on it to open the folder. See the sample screen shot below. **Your actual screen will vary based upon your access rights.**



3. Once the folder is open, click the **Upload** button and browse for your file. See the sample screen shot below. **Your actual screen will vary based on your access rights.**
4. *Note: If you support multiple locations, you can submit a consolidated file into any one of your payroll location **To_ADP** folders.*

Once the folder is open, click the **Upload** button and browse for your file. See the sample screen shot

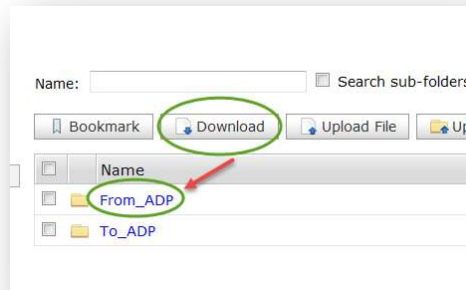


5. To verify that your file was successfully uploaded, press your F5 button – which should refresh your screen and display the file successfully uploaded.

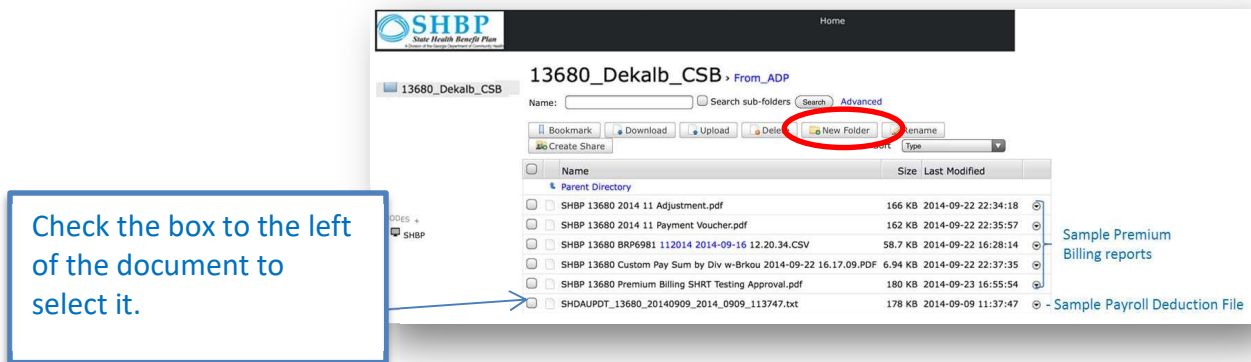
Downloading Files

Download your file(s) from the **From_ADP** folder within your payroll location folder in the SHRT.

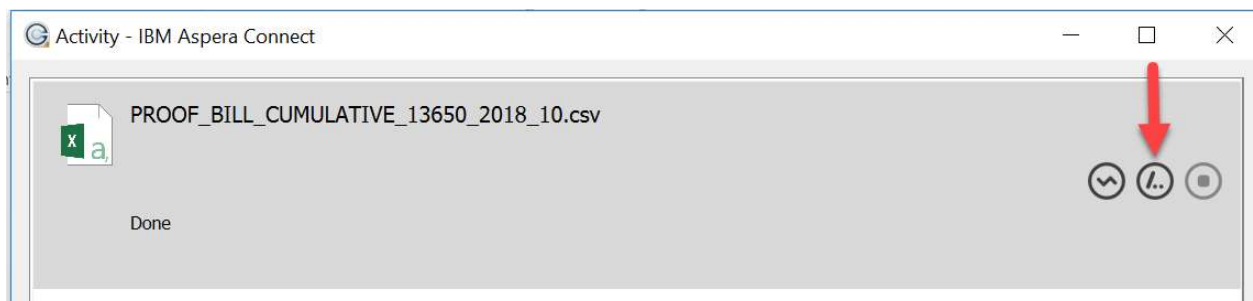
1. Mouse-over the **From_ADP** link (in blue), and click on it to open the folder.



2. Check the box to the left of the document(s) to download and click the **Download** button. The screen below is a sample only. **Your actual screen will vary based on your access rights.**



3. A Transfers window (below) will appear showing the status of the download. When the file has downloaded successfully, the status appears as **DONE**. To quickly access the file that was downloaded click on the icon shown here. Clicking on it will automatically bring you to the location on your computer where the file(s) were downloaded.



4. Do not close the window until you see the word **DONE**. Prior to closing the window, be sure to select the Clear List option appearing at the bottom of the pop-up window.



File Management/Archiving

The daily files downloaded by ADP to the SHRT tool will be removed from the SHRT tool after 30 days; the weekly files will be removed after 45 days; and the monthly files will be removed after 90 days.

Files uploaded to ADP will be removed immediately after they have been processed and files uploaded to the upper level location folder will be removed after 7 days.

Additional SHRT Instructions

The Additional SHRT Instructions folder contains the most up-to-date reference documents to assist with tasks associated with SHRT. This will be a repository of documents that will be growing over time so check it regularly for updates to existing documents as well as new documents.

As of the writing of this document, the following documents exist within this repository:

Additional_SHRT_Instructions

Name: Search sub-folders

Sort

<input type="checkbox"/>	Name	Size	Last Modified	
<input type="checkbox"/>	📁 OPEB Memos and Disclosures		2022-05-20 09:08:26	⊗
<input type="checkbox"/>	📄 2019 State Health Benefit Plan - BenPro - Session Materials_Digital Version - 08202019_FINAL.pdf	15.2 MB	2019-12-11 13:26:49	⊗
<input type="checkbox"/>	📄 Employing_Entity_Report_Key.pdf	405 KB	2019-01-18 16:50:43	⊗
<input type="checkbox"/>	📄 Importing Files Into Excel.pdf	433 KB	2018-11-06 17:20:35	⊗
<input type="checkbox"/>	📄 Input File Error Support Reference Tool.pdf	228 KB	2020-09-23 05:59:48	⊗
<input type="checkbox"/>	📄 Payroll_Recon_Error_Instructions 013015.pdf	486 KB	2019-11-01 12:52:11	⊗
<input type="checkbox"/>	📄 Proof_Bill_Instructions.xlsx	14 KB	2020-12-09 07:39:21	⊗
<input type="checkbox"/>	📄 SHBP 12345 - Discrepancies for Month 2017.xls	57 KB	2019-06-13 08:10:56	⊗
<input type="checkbox"/>	📄 SHBP 49100 Blank Payment Voucher.pdf	32 KB	2022-05-26 08:12:26	⊗
<input type="checkbox"/>	📄 SHBP 49110_49130_49160 Blank Payment Voucher.pdf	31.4 KB	2022-05-26 08:12:15	⊗
<input type="checkbox"/>	📄 SHBP 49140_49150 Blank Payment Voucher.pdf	31 KB	2022-05-26 08:12:05	⊗
<input type="checkbox"/>	📄 SHBP AUF File Layout BOE.pdf	544 KB	2020-08-28 10:36:16	⊗
<input type="checkbox"/>	📄 SHBP AUF File Layout Non-BOE.pdf	540 KB	2020-08-28 10:36:16	⊗
<input type="checkbox"/>	📄 SHBP Deduction File Layout.pdf	130 KB	2021-04-23 09:14:04	⊗
<input type="checkbox"/>	📄 SHBP is removing the Weekly Hours reporting requirement for all members effective June 11 2018.pdf	184 KB	2018-11-06 17:20:36	⊗
<input type="checkbox"/>	📄 SHBP Peoplesoft SAO Reject Report Error Resolution.pdf	532 KB	2020-01-29 14:25:57	⊗
<input type="checkbox"/>	📄 SHBP Premium Billing Job Aid Final 08102020.pdf	1.31 MB	2020-08-17 09:45:46	⊗
<input type="checkbox"/>	📄 SHBP Premium Billing Plan Codes Options and Tiers.pdf	104 KB	2021-04-23 09:11:20	⊗
<input type="checkbox"/>	📄 SHBP Reject Report Error Resolution FINAL.pdf	541 KB	2020-03-20 18:50:20	⊗
<input type="checkbox"/>	📄 SHBP Technical Guidance For ACA Files Rev.5.18.22.pdf	285 KB	2022-05-23 04:56:25	⊗
<input type="checkbox"/>	📄 SHRT Terminology Glossary.pdf	196 KB	2018-11-06 17:20:36	⊗

A description of each appears below:

- **2019 State Health Benefit Plan – BenPro – Session Materials_Digital Version - 08202019 –** Contains the materials shared during the 2018 Benpro conference.
- **Employing Entity Report Key** – Contains a key describing each data element appearing on the Employing Entity Report.
- **Importing Files Into Excel** – Contains instructions regarding how to import information found in TXT files into Excel. Examples of files you may want to import into Excel are the payroll files.

- **Input File Error Support Reference Tool** – Contains information regarding the various errors that can be encountered when processing your location’s demographic change file and what action(s) are required to address the error(s).
- **Payroll Recon Error Instructions 013015** – Contains each of the various types of discrepancies identified on the Payroll Comparison Report and the action(s) that need to be taken to research and/or resolve these discrepancies.
- **Proof Bill Instructions** – Contains a generic report along with a description of each field appearing on the report so that you can determine when/how to make updates to the participant’s deduction amounts in your payroll system.
- **SHBP 12345 – Discrepancies for Month 2017** – Template for premium billing member discrepancies to be emailed to shbp.premiumbilling@adp.com. Change the ‘12345’ to your location number(s) and the ‘Month Year’ to the reporting month (i.e. Jan 2015) prior to submitting it. **Note:** *There should only be one discrepancy spreadsheet submitted by the 20th of each month.*
- **SHBP 49100 Blank Payment Voucher** – Contains a blank voucher for Employers aligned with Group # 49100 should it be needed to submit a premium payment.
- **SHBP 49110 49130 Blank Payment Voucher** – Contains a blank voucher for Employers aligned with Group # 49110 or 49130 should it be needed to submit a premium payment.
- **SHBP 49140 49150 Blank Payment Voucher** – Contains a blank voucher for Employers aligned with Group # 49140 or 49150 should it be needed to submit a premium payment.
- **SHBP AUF File Layout BOE.pdf** – Contains the layout for the AUF files sent to ADP by the BOEs.
- **SHBP AUF File Layout Non-BOE.pdf** - Contains the layout for the AUF files sent to ADP by the non-BOEs.
- **SHBP_Deduction_File_Layout.pdf** – Contains the layout for the deduction files sent to AUF employers along with the various deduction codes that will be included on this file.
- **SHBP is removing the Weekly Hours reporting requirement for all members effective June 11 2018.pdf** – Describes an update made to the demographic change files that Employers send to ADP so that eligibility would no longer be based upon hours worked but instead based upon an eligibility flag calculated by the Employer.
- **SHBP Peoplesoft SAO Reject Report Error Resolution.pdf** – Describes how records rejected by from the SAO file and the action(s) that are required to resolve the record rejection.

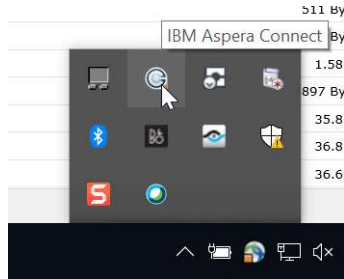
- **SHBP Premium Billing Job Aid Final 08102020.pdf** – Is a guide for the end-to-end premium billing process.
- **SHBP Premium Billing Plan Codes Options and Tiers.pdf** - Describes the various plan codes and coverage tiers that appear on the various files posted to SHRT.
- **SHBP Reject Report Error Resolution.pdf** – This is a guide for how to research and resolve records appearing on the Reject report.
- **SHBP Technical Guidance for ACA Files Final 03212018.PDF** – Contains an overview of the ACA files provided by ADP along with some frequently asked questions regarding the process.
- **SHRT Terminology Glossary** – defines words associated with SHRT.

Check this folder regularly since the existing documents will be modified and new documents will be added, as needed.

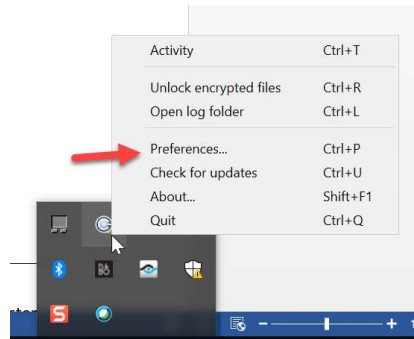
State Health Repository Tool (SHRT) Troubleshooting Tips

WANT TO CHANGE THE LOCATION WHERE YOUR DOWNLOADED REPORTS ARE POSTED?

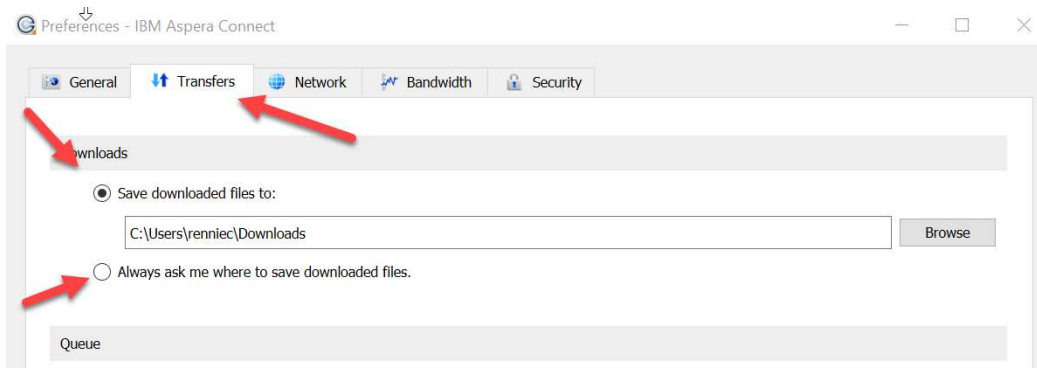
If you'd like to change the default location where your downloaded reports from SHRT are posted, within your system tray, hover over the icon for IBM Aspera Connect and then right click on it.



Next, hover over the Preferences option and left click on it.



Once on the next screen, click on the Transfers tab and either update the location where all downloaded reports will be saved to or select the option to be prompted for the location where the files must be downloaded each time a report download has been initiated.



DO NOT SEE ALL FOLDERS FOR THE AGENCY(IES) YOU SUPPORT?

Send an email to the SHBP Employer Support Team (EST) via the Employer Xchange System <https://shbp.georgia.gov/xchange> so your access privileges can be reviewed and updated, if required. If you expected to have access to certain agencies and do not see them listed, please include the names of the missing agencies.

DO NOT SEE A FILE THAT YOU RECENTLY UPLOADED?

For the AUF files, these files are retrieved every 15 minutes from the TO_ADP folder so if you file was uploaded it more than 15 minutes ago then your file has already been picked up and removed from the SHRT.

For the PUF files, these files are retrieved once per day from the TO_ADP folder so if you file was uploaded it before today then your file has already been picked up and removed from the SHRT.

DO NOT SEE A FILE/REPORT THAT WAS ONCE FOUND IN YOUR FROM_ADP FOLDER BUT IS NOW GONE?

Files and reports posted to SHRT based upon the following schedule:

- Daily reports – deleted after 30 days
 - Weekly reports – deleted after 45 days
 - Monthly reports – deleted at 90 days
-

SEE A 'USER NOT FOUND. PLEASE CONTACT YOUR ADMINISTRATOR' ERROR MESSAGE?


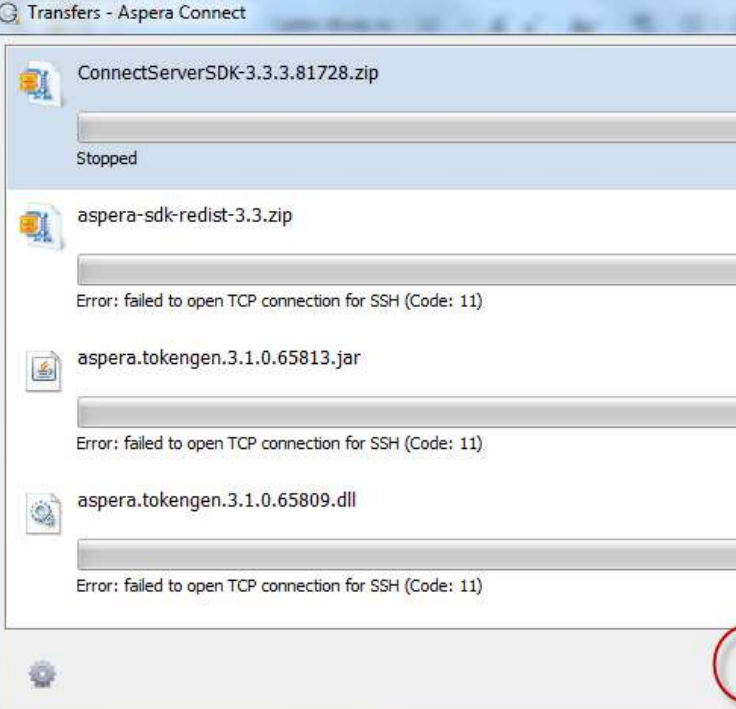
This indicates that your access to see the Connect to SHRT link on the left navigation bar is still active; however, you access privileges within SHRT are not active.

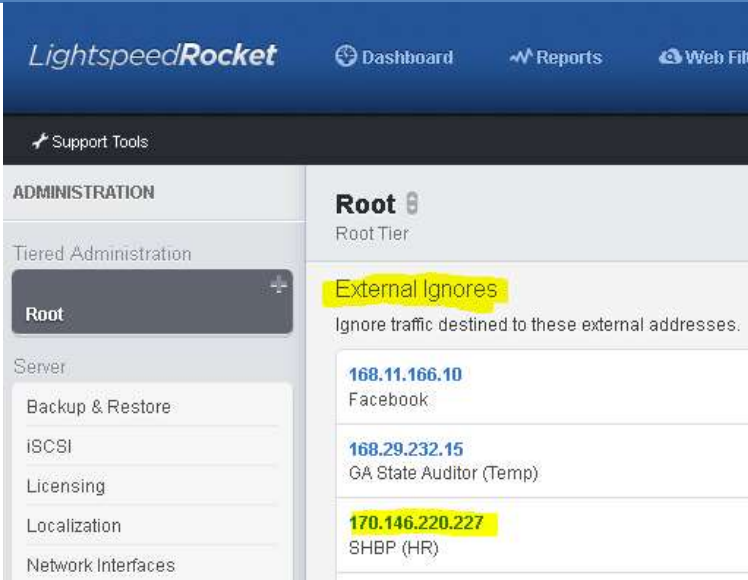
Send an email to the SHBP Employer Support Team (EST) via the Employer Xchange System <https://shbp.georgia.gov/xchange> so your access privileges can be reviewed and updated, if required.

DO NOT HAVE THE APPROPRIATE UPLOAD/DOWNLOAD ACCESS NEEDED FOR THE PROCESSES YOU SUPPORT?
 Please send a request through Xchange - <https://shbp.georgia.gov/xchange> - so that your access privileges can be reviewed and updated, if required. Please provide detailed information so ADP can take action on your access privileges.

ERROR CODE 11, 12, OR 47

To resolve Error Codes 11, 12 and 47, settings with your internal system must be changed to allow the download. These internal settings must be changed by your local Network Analyst and Information Technology Department. Please forward this information and troubleshooting steps below to your local Information Department.

Step	Process Flow Instructions	Screen Shot
1	During a transfer if the user encounters error codes 11, 12, 47, the following steps should be taken:	 <p>The screenshot shows a file named 'aspera.tokengen.3.1.0.65809.dll' with a progress bar that is empty. Below the progress bar, the text reads: 'Error: failed to open TCP connection for SSH (Code: 11)'.</p>
2	With the transfer list still open, the user should click on Clear List in order to remove any failed transfers.	 <p>The screenshot shows the 'Transfers - Aspera Connect' window. It lists several transfers, all of which are in a 'Stopped' state with error messages: <ul style="list-style-type: none"> ConnectServerSDK-3.3.3.81728.zip: Stopped aspera-sdk-redist-3.3.zip: Error: failed to open TCP connection for SSH (Code: 11) aspera.tokengen.3.1.0.65813.jar: Error: failed to open TCP connection for SSH (Code: 11) aspera.tokengen.3.1.0.65809.dll: Error: failed to open TCP connection for SSH (Code: 11) </p>

Step	Process Flow Instructions	Screen Shot																		
3	The network management team for the user's location will need to confirm and/or enable outbound access to the following IP's and ports on their firewall.	Site: shrt.adp.com IP: 170.146.220.227 IP: 170.146.221.226 Protocol: TCP Ports: 80, 443, 33001, 4180, 4543 Protocol: UDP Port: 33001																		
4	If the user's location utilizes a content filter, the following IP's should be listed as ignored.	IP: 170.146.220.227 IP: 170.146.221.226																		
5	Below is an example of what a content filter will look like; however, the view may vary by site depending on what filtering product is in use.																			
<table border="1"> <tr> <td data-bbox="267 1402 295 1438">⚙</td> <td data-bbox="337 1402 477 1438">10.10.10.1 (TECH)</td> <td data-bbox="651 1402 834 1438">170.146.220.227:33001</td> <td data-bbox="899 1402 976 1438">Unknown</td> <td data-bbox="1101 1402 1177 1438">Blocked</td> <td data-bbox="1208 1402 1317 1438">Peer-to-Peer</td> </tr> <tr> <td data-bbox="267 1451 295 1486">⚙</td> <td data-bbox="337 1451 477 1486">10.10.10.1 (TECH)</td> <td data-bbox="651 1451 834 1486">170.146.220.227:33001</td> <td data-bbox="899 1451 976 1486">Unknown</td> <td data-bbox="1101 1451 1177 1486">Blocked</td> <td data-bbox="1208 1451 1317 1486">Peer-to-Peer</td> </tr> <tr> <td data-bbox="267 1499 295 1535">⚙</td> <td data-bbox="337 1499 477 1535">10.10.10.1 (TECH)</td> <td data-bbox="651 1499 834 1535">170.146.220.227:33001</td> <td data-bbox="899 1499 976 1535">Unknown</td> <td data-bbox="1101 1499 1177 1535">Blocked</td> <td data-bbox="1208 1499 1317 1535">Peer-to-Peer</td> </tr> </table>	⚙	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer	⚙	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer	⚙	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer		
⚙	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer															
⚙	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer															
⚙	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer															
6	Once confirmed, the content filter and firewall rules are completed. The user should try to upload and download a file again.																			

ERROR CODE 5, 15, AND 34

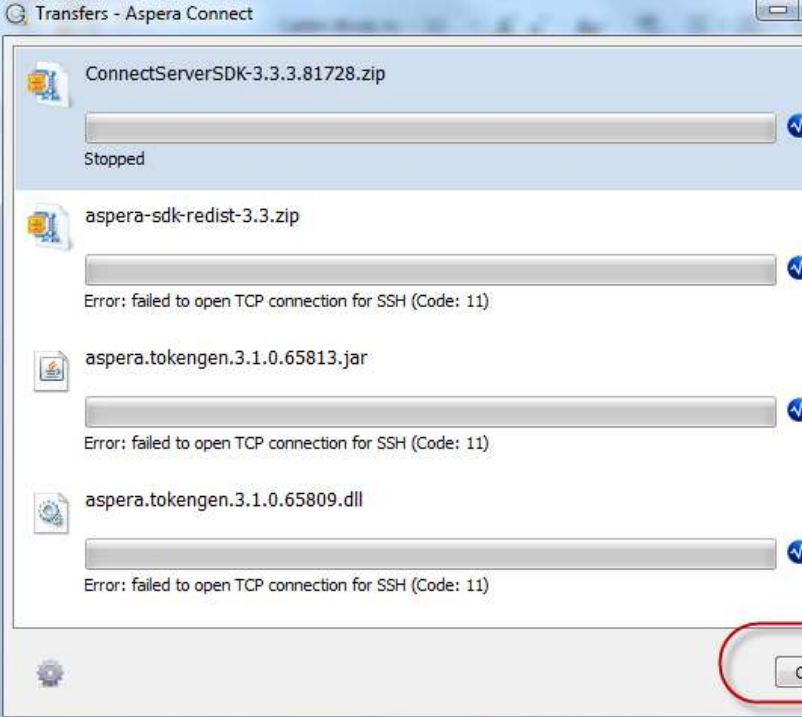
To resolve these errors then your IT group must be contacted to adjust your firewall settings.

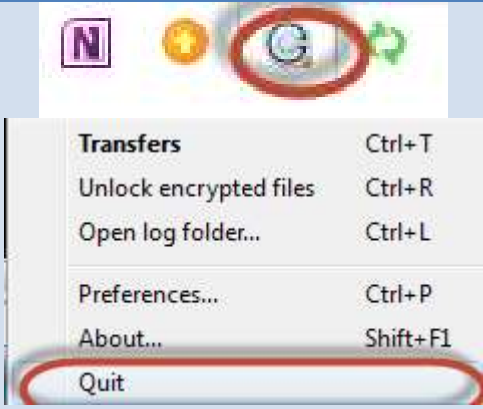
ERROR CODE 19

To resolve Error Code 19, the following actions should be taken to resolve it.

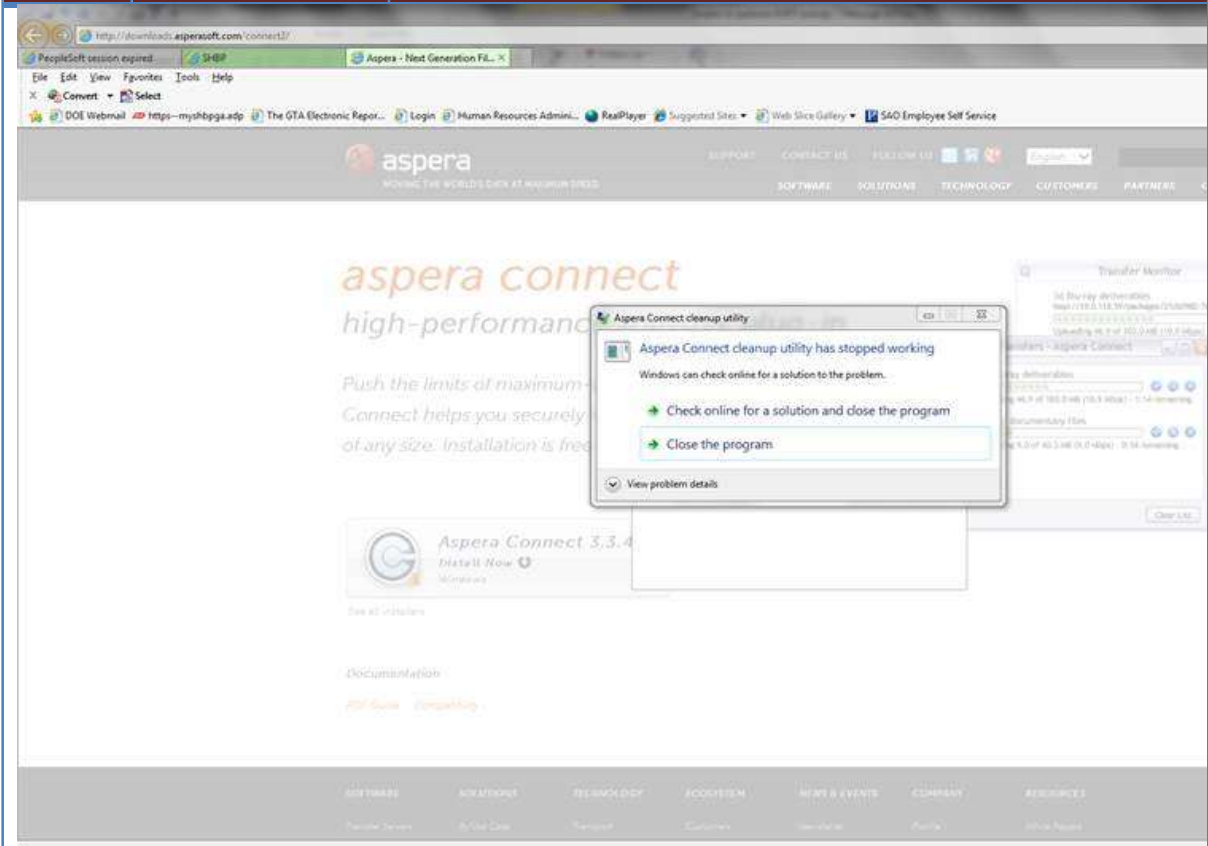
- 1- Clear and delete all cookies, cache and passwords from your internet history inside your browsers settings.
- 2- Clear and delete all plug-ins, downloads and applications from your browsers active download option.
- 3- Close all internet browsers and windows and begin the SHRT Instructions once again.

If the problems continue, please follow the instructions below. If you're unsure of any steps on the instructions, please reach out to your local Information Technology Department.

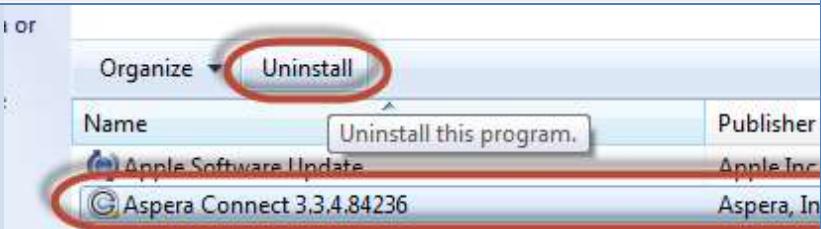
Step	Process Flow Instructions	Screen Shot
1	During a transfer, if you encounter Error Code 19, take the following steps shown below:	
2	With the transfer list still open, click on Clear List in order to remove any failed transfers.	 The screenshot shows the Aspera Connect interface with a list of transfers. The window title is "Transfers - Aspera Connect". There are four entries in the list: <ul style="list-style-type: none">ConnectServerSDK-3.3.3.81728.zip: Stoppedaspera-sdk-redis-3.3.zip: Error: failed to open TCP connection for SSH (Code: 11)aspera.tokengen.3.1.0.65813.jar: Error: failed to open TCP connection for SSH (Code: 11)aspera.tokengen.3.1.0.65809.dll: Error: failed to open TCP connection for SSH (Code: 11) Each entry has a progress bar and a checkmark icon on the right. A red circle highlights the "Clear List" button at the bottom right of the window.

Step	Process Flow Instructions	Screen Shot
3	<p>If the transfer list has been closed, Please download another file to populate the transfer / download list.</p>	
4	<p>-The Aspera plug-in utility should be closed. -In the windows taskbar (<u>bottom right box near the clock</u>), click on the up arrow to show all icons. -Look for the Aspera Connect Icon (<u>shown in the screenshot</u>), and right click on the Aspera Connect Icon. -When the menu opens, select <u>Quit</u>. -Try to upload or download a file after these steps.</p>	 <p>The screenshot shows a Windows taskbar with several icons. The Aspera Connect icon, which is a blue circle with a white 'G' and a green refresh symbol, is circled in red. A context menu is open over this icon, listing several options with their respective keyboard shortcuts: Transfers (Ctrl+T), Unlock encrypted files (Ctrl+R), Open log folder... (Ctrl+L), Preferences... (Ctrl+P), About... (Shift+F1), and Quit. The 'Quit' option at the bottom of the menu is highlighted with a red border.</p>
5	<p>If the previous step is not successful, complete Step 2 again. Then reboot your PC to ensure web browsers and utilities are not retaining any bad information.</p>	
6	<p>The error below is a bug in the Aspera plug-in which was corrected in the latest available version.</p>	

Step	Process Flow Instructions	Screen Shot
------	---------------------------	-------------

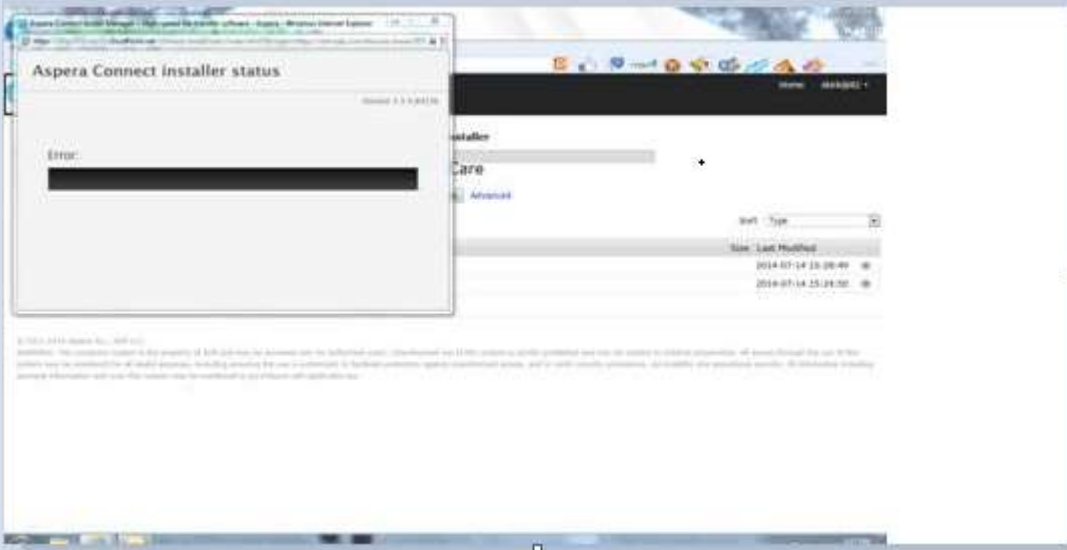


7 If you encounter the error above, close any open web browsers and uninstall the plugin. Once removed, login to site SHRT site again and you will be prompted to install the latest version.



8 For the following, the user should provide any Aspera logs for further review to your assigned EST representative at State Health.

On desktop navigate to C: drive > Users > <User Folder> > AppData > Local > Aspera > Aspera Connect > var > log
 Capture the “aspera-scp-transfer.log”, “aspera-connect.log”, and lastly the “aspera-connect-browser-plugin.log”.

Step	Process Flow Instructions	Screen Shot
	<p>Please contact your local Information Technology Department for assistance in recovering Aspera Logs. The internal link to these logs is shown to the right.</p>	
 <p>The screenshot shows two windows. On the left is the 'Aspera Connect installer status' window, which displays an error message in a black box. On the right is a file explorer window showing a directory structure with files and folders, including a 'Logs' folder. The file explorer shows columns for 'Name', 'Type', 'Size', and 'Last Modified'.</p>		