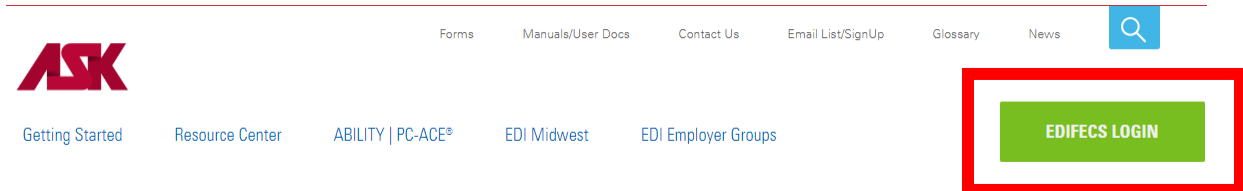


# ASK

## Quick Start Guide

### Secure FTP Server Instructions

1. Go to <https://edisftp.bcbsks.com> to log in or choose the Edifecs Login button from [www.ask-edi.com](http://www.ask-edi.com)



2. Log in with your Trading Partner number as the Username and the password received in the confirmation e-mail. Users logging in for the first time will be forced to update their password.

A screenshot of the ASK login form. It features two input fields: 'Username' and 'Password', each with a small icon for password visibility. Below the fields is a 'Security Notice' section with a scroll bar, containing text about accessing a secured resource. At the bottom is an orange 'Sign On' button.

### Password Change Requirements

To change your current password, you must enter and confirm your new password. We encourage you to make your passwords as strong as possible. You must follow these criteria:

- Passwords must be a minimum of 8 characters in length
- Passwords must include both alpha and numeric characters
- Special characters (such as # \$ % ' \* ; @) must be included in your password
- A password cannot be used again for at least six generations. In other words, you must create at least six new passwords before you can use the first one again in the future
- Your password must be changed every 90 days

**NOTE: Passwords are case sensitive.**

**SSH Key** – Trading partners may use SSH authentication instead of a password after the first time logging in. Trading partners should work with IT staff on this option.

# ASK

## Quick Start Guide

### Instructions for Changing Password (after logging in for the first time)

1. Log into ASK SFTP Server
2. Click on **My Account** in the upper right corner of the screen



3. In the **Change Your Password** Section enter your old password
  - a. Choose **Use Suggested Password**
  - b. Choose **Type Custom Password**

#### Change Your Password...

Enter Your Old Password:

Suggested Password: c } 6qS : Fo

New Password:  Use Suggested Password  
 Type Custom Password

#### Change Your Password...

Enter Your Old Password:

Suggested Password: c } 6qS : Fo

New Password:  Use Suggested Password  
 Type Custom Password

Requirements:

- Must be at least 8 characters.
- Must not contain or resemble Username.
- Must contain at least one letter and one number.
- Must not contain dictionary words.
- Must contain both upper- and lower-case letters.
- Must contain at least one non-alphanumeric character.
- Must not match any of the previous 8 passwords.

Enter Your New Password:

Enter Your New Password Again:

4. Click on **Change Password** to save new password.

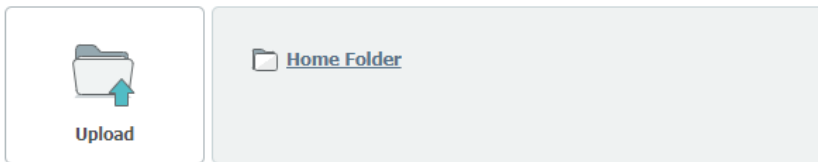
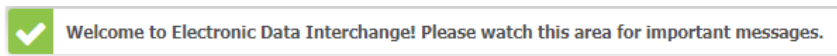
# ASK

## Quick Start Guide

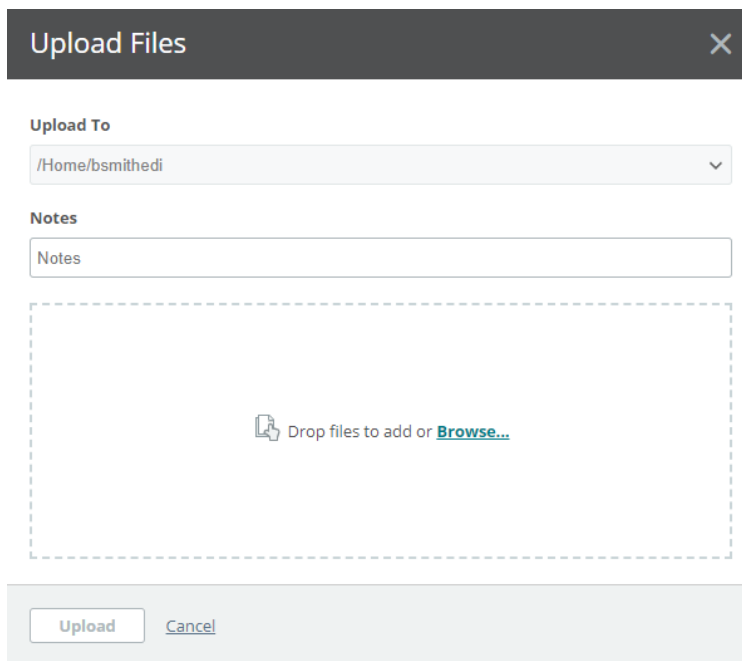
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### Uploading Files to ASK

1. Select the Upload button located toward the top of the Home page. **NOTE: Files will only be processed when uploaded to the HOME/EDI/Trading Partner Number path**



2. Browse to your claims file and select Upload.





3. Close the Upload Files window once the file has finished uploading


# ASK


## Quick Start Guide

### Downloading Files from ASK







New files available for download will show on your Home page. Click the download  button to the right of file to begin download. **NOTE: The download experience will be different depending on the browser you are using**

 Welcome to Electronic Data Interchange! Please watch this area for important messages.


  
Upload


 [Home Folder](#)

▼ New Files (2) [View all new](#)

Name	Folder	Size	Creator	Date
 <a href="#">277CA_056703000_BSTRANS_555730819.DAT_190226-114855057</a>	 <a href="#">Outbound</a>	1 KB	<a href="#">edifecs</a>	2/26/2019 11:48:55 AM 
 <a href="#">999_BSTRANS_555730819.DAT_190226-114848057</a>	 <a href="#">Outbound</a>	1 KB	<a href="#">edifecs</a>	2/26/2019 11:48:48 AM 

Trading partners can view all of their 277CA and 999 acknowledgements in their Outbound folder by choosing the Home Folder from the Home page

  
Upload

 [Home Folder](#)

From the Folders page, select the Outbound folder

**Folders**

[Home](#) > [EDI](#) > [0012000](#)

Go To Folder...

[Name](#)

[Parent Folder](#)

[Outbound](#)

Please refer to [Acknowledgements Manuals](#) for further information regarding your 277CA and 999 acknowledgements.