



TIBCO® USER GUIDE

TIBCO® is a secure file transfer method, where files sent by the Florida Department of Education (FLDOE) are temporarily stored in the local enterprise-supported location of choice. Access to TIBCO® is managed locally by the agency's Single Sign-On (SSO) administrator.

Secure File Transfer Options

You can connect to TIBCO® using the following information:

Host Name: xfiles.fldoe.org

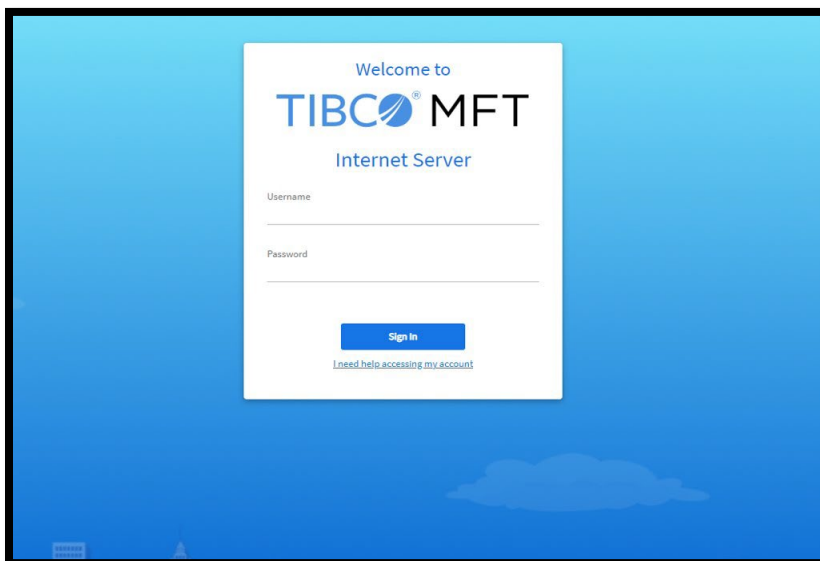
HTTPS: <https://xfiles.fldoe.org>

SFTP (SSH): xfiles.fldoe.org port 22

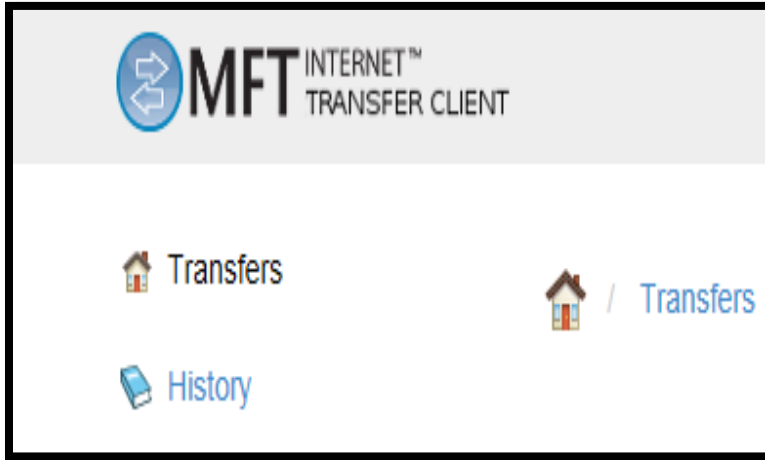
Each organization's SSO Administrator is provided a username and password that allows them to securely upload, and download FTPs to and from the Florida Department of Education, and the provided username can be used for both HTTPS and SFTP (SSH) options.


HTTPS Web Browser

- a. Open Web Browser to address <https://xfiles.fldoe.org>.



b. When you log into TIBCO®, you will see the following:



- i. **Transfers:** This section will contain all of the transfers (Upload or Download) that the logged in user has permission to execute.
 -  Transfers
- ii. **Menu Bar:** The Menu bar section has items with different purposes. For the purposes of this guide, only one will be of assistance.
 - **History:** The History button will show the logged-in user all of the files that have been uploaded or downloaded with the specified Account FTP.



TIBCO® Access

- The following individuals within your agency play a crucial role in managing access to TIBCO®:

Functional Lead: Coordinates communications and policies related to SSO accounts.

Technical Lead: Maintains the accuracy of SSO accounts and connectivity.

Local Helpdesk: Provides assistance with SSO accounts and handles requests for new accounts and authorizations for resources.

To determine your agency's contact person for TIBCO® access, select the “SUPPORT” option available on the [Single Sign-On site](#).



In the event that the person(s) listed as SSO administrators are unavailable or incorrect, please reach out to your local helpdesk to inquire about reassigning access to another individual.

IP Safelist

The DOE restricts access to xfiles.fldoe.org using an IP Filter (Safelist).

To add your IP address to the Safelist, the SSO LEA Admin must send an email to FLDOE_SSO@fldoe.org, including the Outside (NAT) IP Address or IP Address Range.

To verify that your IP is allowed, try to connect to the Login Page using the <https://xfiles.fldoe.org> Web Browser. If successful, your IP address is allowed.

Note that each agency is provided only one username and password, and even with the correct login credentials, access will be denied if the IP address is not on the Safelist.

Support

To receive assistance with accessing, logging in, or transferring files, please contact the Service Center at the contact information provided below.

Contact information:

Toll-free 1-855-814-2876

IENHELP@fldoe.org

Weekdays 7:00 AM to 6:00 PM (EST)