



SECURE FILE TRANSFER QUESTIONS AND ANSWERS

June 2025

BACKGROUND

The Workforce Development Agreement (WDA) is the agreement between the province and the federal government for employment funding. Employment service providers are required to collect mandatory information about how employment funding is used four times a year, via the Periodic Report for Employment template. The WDA agreement has mandatory data categories that include: Social Insurance Number, first and last name, birth date and address.

CLBC has developed a Secure File Transfer Service (SFTS) for employment service providers to use to send PRE reports to, which ensures personal and identifying information is safeguarded and secure.

These FAQs are for employment service providers to use, alongside the SFTS Practice Guidance and training video posted to the CLBC website here – [PRE Toolkit](#).

Question

How can my organization be prepared to successfully use the Secure File Transfer Service (SFTS)?

Answer

- ✓ Do not password protect your PRE report. If your report is password protected, we will send the PRE report back to you. The SFTS provides safety and security for information in the PRE you submit.
- ✓ Regularly check your dedicated employment email inbox. This is the email CLBC sends your quarterly invitation to the SFTS. We also use this email to send you important information about employment updates and any reporting changes.
- ✓ Put in your calendar the dates the SFTS file request will be sent to your dedicated employment email. It may take time to re-activate your account, if you don't log in to the SFTS within the first 7 days. WDA report deadlines are very tight and not flexible. See Important Dates table further along in this document.



Question

How do I access the Secure File Transfer Service (SFTS)?

Answer

Please review the resources in the Toolkit which is located on the CLBC website which provides the information needed to use the SFTS: [PRE Toolkit](#):

- ✓ CLBC will send a SFTS file request or link each quarter, to your organization's dedicated employment email.
- ✓ The SFTS link will give your organization access to the SFTS for 7 days. If you do not access the link within 7 days it will disappear and you will need to request a new link from the Provincial Employment Team.
- ✓ If you can't find the information you need to access the SFTS, or if you are locked out of SFTS, please direct your questions to the CLBC Service Centre at 604-733-2655, toll free at 1-866-780-2655 or by e-mail at CLBCServiceCentre@gov.bc.ca

Question

Why did my organization need to create a dedicated employment email address?

Answer

Staff come and go in organizations. CLBC requires service providers to create one consistent and reliable dedicated email address that is not linked to a specific person in your organization. The dedicated employment email address for your organization ensures your team receives the link each quarter for the SFTS and important news as it distributed.

Question

Why are we required to use the SFTS?

Answer

SFTS protects individuals' personal and identifying information that employment providers are required to collect, and send to CLBC, as part of the mandatory reporting requirements of the Workforce Development Agreement (WDA).

Question

When our organization gets an invitation to the SFTS, can we use it anytime during the quarter?



Answer

No. Your organization will be invited to the SFTS each quarter; you will use the following process, each time:

- ✓ Your organization will receive a new request to access the SFTS in your dedicated employment email.
- ✓ You will have 7 days to log into the SFTS. Failure to do so will require a new request be sent by CLBC.
- ✓ You will need to create a new password, and then you will have 35 days to access your SFTS account for the quarter.
- ✓ * This process cannot be changed as it is part of the SFTS security features.

Question

Why do we need to change our SFTS password every quarter?

Answer

The requirement to renew password every 80 days is part of the SFTS security features. Passwords for the SFTS expire every 80 days; your organization will need to choose a new password for each quarter.

Question

Do I need to send my PRE report by email to my Liaison Analyst?

Answer

No, under no circumstances should you ever send PRE reports by email. Email is not a secure way to send the personal and identifying information that is included in the PRE. Liaison analysts will have internal (CLBC) access to PRE reports for the providers they work with.

Question

Our organization has multiple employment contracts? Do we need to send our PRE reports separately?

Answer

The SFTS is set up to make report submission as easy as possible for your organization. If you have more than one employment contract, you can attach multiple reports to one package



and send them in all at once. Refer to the [SFTS Practice Guide](#) and [SFTS video](#), located on the CLBC website.

Question

What are the dates the SFTS link will be sent?

Answer

Reporting timelines, stipulated in the Workforce Development Agreement, are very tight. CLBC does not have any flexibility in our requirement to submit PRE data (quarterly) to the province. Use the following table (below) to submit reports for each quarter.

* Reports received after the due date may not be included in the consolidated data submitted to governments. CLBC suggests you put them into your organizational calendar as a reminder.

This table is also accessible in the Toolkit to print a larger version.

Periodic Report for Employment: Important Dates

Quarter	Reporting Period	SFTS PRE request link sent to service providers **	Report Due Date *
Q1	Apr 1 - June 30	5 business days prior to PRE Due date.	Jun 15
Q2	Jul 1 – Sep 30		Sep 15
Q3	Oct 1 – Dec 31		Dec 15
Q4	Jan 1 – Mar 31		Mar 15

* Data from due date to the end of the reporting period will be reflected in the next report.

** Date the SFTS PRE link request is sent may vary, due to staffing and hours of operation.

Service providers have 7 days to open the SFTS link invitation, change password, and submit report by the noted due date.



Question

What if I am away when the link to the SFTS is sent?

Answer

If you are going to be away, when the link to the SFTS is sent for the quarter, please make sure you talk to your manager, prepare, and plan to submit your organization's report by deadline. As noted above, there is no flexibility when reports are due or when the data is required to be sent to provincial / federal government(s).

Question

What if I need help with the SFTS?

Answer

Please refer to the Employment Toolkit for all resources relating to the PRE report and SFTS. There are two additional places to ask for help:

- ✓ If you still can't find the information you need for the Periodic Report for Employment due dates, or employment related questions, please contact the Provincial Employment Team. CLBC.employmentHELP@gov.bc.ca
- ✓ If you still can't find the information you need to access the Secure File Transfer Service (SFTS) or if you are locked out of SFTS, please direct your questions to the CLBC Service Centre.
 - a) 604-733-2655
 - b) Toll free at 1-866-780-2655 or by
 - c) E-mail at CLBCServiceCentre@gov.bc.ca.
- ✓ When you access the SFTS, there is also content on its home page about where to ask for help.