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**TO:** All Network Providers  
**FROM:** Information Services Division  
**DATE:** Feb. 5, 2026  
**RE:** Upcoming Changes to Vaya Health's Managed File Transfer Platform

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Effective Feb. 27, 2026, Vaya Health (Vaya) will update our secure file transfer platform. The update will provide users with a faster, modernized experience when uploading or downloading files securely. The website link will not change.

### What's changing?

Users will notice a new layout and design, as well as changes to the way certain tools appear. **The images on the following page show the new user interface compared to the current interface. Please note the color scheme, font, and menu options are subject to change.**

The update improves both file transfer performance and security. You may notice:

- Faster access to folders and files
- A cleaner look, with less clutter
- A day/night mode toggle for easier viewing
- Folder sorting and layout options (grid or list)
- File counts at the bottom the page bottom (instead of the top)



Please note the buttons previously at the page top, such as User Options, Search, or Logout, will be relocated. Features such as "Search" or "Show Basket" also may look different.

### What do I need to do?

No action is required from providers. Your login information and folders will remain the same.

If you have questions or need help, email the Information Services Division at [ServiceDesk@vayahealth.com](mailto:ServiceDesk@vayahealth.com) or call 1-800-893-6246, ext. 1500.

## Current User Interface



Secure FTP

demo11

User Options
Search
Show Basket
Logout

Filter: 
[Clear](#)
Select
Show 100 items on page
Thumbnail View
Tree View




4 Items (3 Folders, 1 Files)

<input type="checkbox"/>	Name	Size	Modified	Keywords
<input type="checkbox"/>	📁 In		07/10/25	
<input type="checkbox"/>	▶ 📁 ClaimSupportDocuments		07/10/25	
<input type="checkbox"/>	📄 TextEmpty.txt	0.0 bytes	01/03/25	
<input type="checkbox"/>	▶ 📁 Out		07/10/25	

(Total file size in list 2.0 bytes)

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## New User Interface




Demo11

User Options
Search
Show Basket
Logout

demo11

Filter: 
Select
☒ Keep directories on top while sorting

<input type="checkbox"/>	NAME	SIZE	LAST MODIFIED	KEYWORDS
<input type="checkbox"/>	📁 In (1 Items)		07/10/2025 16:38:44.335	
<input type="checkbox"/>	📁 ClaimSupportDocuments (1 Items)		07/10/2025 15:23:57.489	
<input type="checkbox"/>	📄 TextEmpty.txt 0.0 B		01/03/2025 15:15:02.469	
<input type="checkbox"/>	📁 Out (1 Items)		07/10/2025 15:23:49.520	

4 (3 Folders, 1 Files) (Session timeout in 27min, 53secs.) © 2025 Copyright: CrushFTP