

Connecting to the CalState S4 Gateway

Student Success
Staff Support
Site Safety
Smart Statistics



Once your SIS data (CSV files) are ready to import into S4, contact your CalState S4 support staff to set up a gateway account for your campus and begin SFTPing files to the S4 Gateway. Once set up, follow these steps to support the syncing of your user and course data:

1. Log in to app.calstates4.com using your campus credentials.* Click the **Campus Settings** link in the upper right hand corner of the page. Then click the **Add/Manage SSH Keys** link.
**If this is your first time logging in to the website, you will need to contact S4 support (s4help@calstate.edu) and have them give you Keymaster access.*
2. Generate an SSH Key from the host (or hosts) that will be uploading your files. If you need help generating a key, check out the “Generating an SSH Key” section in either of the following tutorials: [Mac/Linux](#) or [Windows](#).
3. Click the **Add your first key/Add an SSH Key** link and paste the **public** key from your host. If you have multiple hosts, repeat the process of adding a key.
4. Contact S4 support (s4help@calstate.edu) to let us know that you have added the key. We will refresh the Gateway so that it identifies your new key.
5. Using your Command Line Interface of choice, you should be able to connect to the S4 Gateway via your username (can be found in the SSH Key interface on the S4 site) and your private SSH key at **jenkins.calstates4.com** | Example:

```
sftp -i ~/path/to/keyfile.pem campus@jenkins.calstates4.com
```
6. Your account will, by default, have a **test** and **live** directory. The **test** directory is not connected to anything but good to use when first starting out. The **live** directory is synced with your campus instances of S4 for nightly imports and should be the main directory you upload files.
7. Once your data is loaded, contact S4 support (s4help@calstate.edu) one more time. We will confirm that we see the files. We will check the files, and run a test import on the S4 test site, and check for errors.
8. After confirming success, we will automate S4 to sync with the Gateway at regular intervals, while you are responsible for updating the files in the Gateway at regular intervals.
NOTE: We recommend a nightly export and SFTP upload to the S4 Gateway to ensure the most accurate data for users.

Helpful Tips and Troubleshooting:

- Make sure your SIS files are UTF-8 encoded.
- You can see if your data is coming over by clicking the **View SIS Files** link on the **Campus Settings** page. It can take up to two hours before S4 starts to sync your files.
- Don't use dates or dashes or unusual characters in your filenames. Keep them simple.

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- Automate the process by setting up a nightly update, where new files of the same name replace old files.

Data Import Flow Chart

