Welcome to Secure File Transfer

We have setup your account in GoAnywhere so that you can send and receive files in a secure and reliable manner.

Contents

How to access secure file transfer

Please open your web browser to the link listed below and let us know if you need any assistance.

Web URL: https://filetransfer.csus.edu

User Name: <your saclink id>
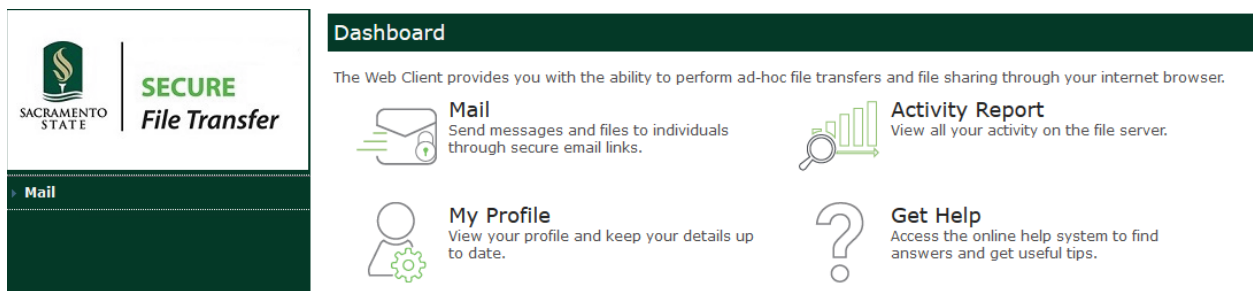**Password:** <your saclink password>

For help please email your questions to servicedesk@csus.edu.
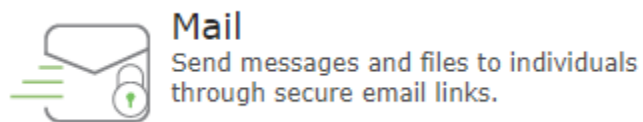
How to send secure mail

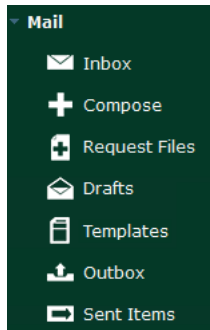**Click on Web Client Icon at upper left-hand corner**

Now you should see your dashboard

Click on "Mail" icon for secure mail

Optionally you can expand the icon to gain access to secure mail.

Secure Mail

Secure Mail works like traditional email software, except your messages are sent/received encrypted. Also, Secure Mail can accommodate files larger than most email providers allow.

Compose
Click "**Compose**" to send new message.
You can attach files to your message.

Request Files
Clicking "**Request Files**" will allow recipient to send you a secure file.
This allows someone who does not have an account in Sac State FileTransfer to upload a file to you securely. The recipient will get two emails. First email will include a hyperlink that recipient will use to upload a file(s) to you. Second email will provide the password to be used that will activate the link in the first email.

Sending Secure Mail

Click on "Compose" menu
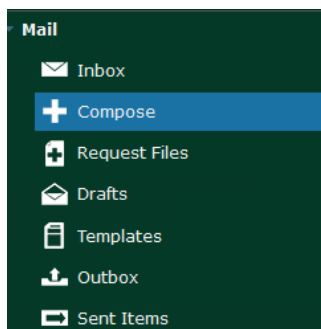
Enter recipient email address on the "**To**" line.
Enter the secure mail subject on the "**Subject**" line.
Enter your message in the "**Message**" box.
Messages expire, by default, in 3 days. You can change that number.

Check the "**Read Receipt**" box if you want recipient to let you know the message was received.

Attaching files either by dragging files in the over box or by clicking on "browse to attach files" link.

Click "**Send**" button to send your message.

<u>Now you are prompted for a few options</u>

It is best practice to send password in a separate email.

Recipient

Recipient will receive two email that will be used together in order to get the secure message. The recipient will not have access to this message after the message expires.

FROM	SUBJECT
Evan Todd	Password for: Secure Mail - My Test
Evan Todd	Secure Mail - My Test

1. Click on email with "Password" in the subject line to get message password.

Secure Delivery

The password for a secure message has been sent to you from ewtodd@csus.edu

Your password is: **79yw8q3byy**

2. Click on secure message and enter your password to access secure mail message

Click on "**Download Files**" button – If button doesn't work then click on hyperlink at bottom

Secure Delivery

The following file(s) have been sent to you from ewtodd@csus.edu

ODA.pdf   5.16 MB

Download Files

The secure message expires on 10/31/19 12:02:14 PM

If the link above does not open, please copy and paste the following URL into your browser:
https://filenest.csus.edu/pkg?token=f3c034f3-954b-46ab-9cdb-010d5118f04d

Enter your password and then click on "Submit" button
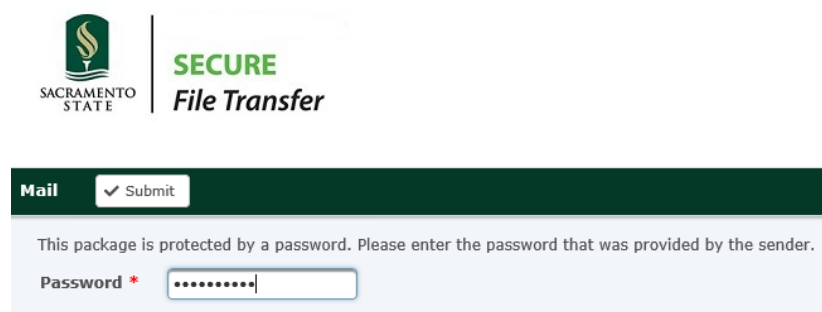
Now you can download the attached file(s) by clicking on the file name(s).
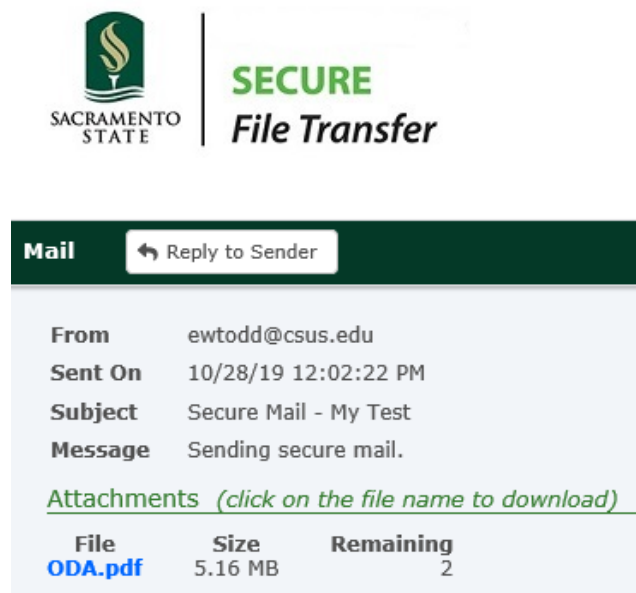
Recipient Response (optional)

The recipient can respond to the message by simply clicking on "Reply to Sender" button. Files can be attached to the response as well.

SECURE File Transfer

Reply to Sender | ✉ Send | ✗ Cancel

To	ewtodd@csus.edu
Subject	RE: Secure Mail - My Test
Message	This was so easy to do.

From: ewtodd@csus.edu
Sent: 10/28/19 12:02:22 PM
To: ewtodd@csus.edu
Subject: Secure Mail - My Test

Sending secure mail. |

Attachments

Drop files here, or browse to attach files

Mail | ↩ Reply to Sender

ⓘ Package is being sent

Secure Mail – response in Inbox

Mail
- ✉ Inbox (1)
- ➕ Compose
- ➕ Request Files
- ✉ Drafts
- 🗐 Templates
- ⬆ Outbox
- 📧 Sent Items

Mail > Inbox

	From ⇕	Subject ⇕
⚙	ewtodd@csus.edu	RE: Secure Mail - My Test

Showing 1 - 1 of 1 | ◄ ◄◄ | 1 | ►► ►| | Rows 10 ▾

Click on gear icon

Mail > Inbox

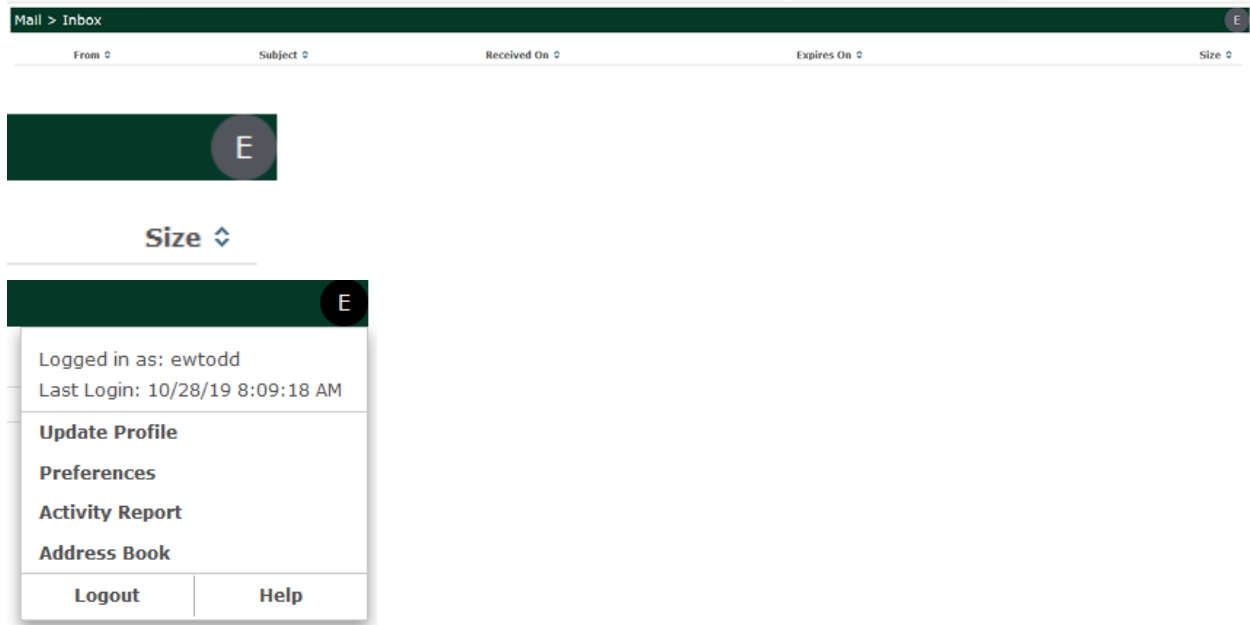|	From ⇕
⚙	ewtodd@csus.edu

View
Reply
Forward
Delete

Next click on "View" menu
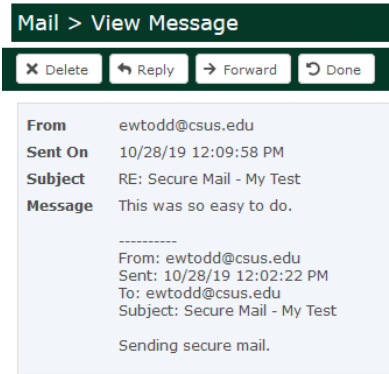
How use address book

Click on circle icon in the upper right-hand corner of page.

Click on "Address Book" menu
You can create a contact or group.
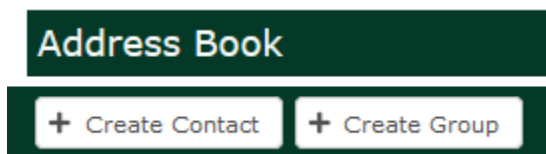
Now you will see three tabs.
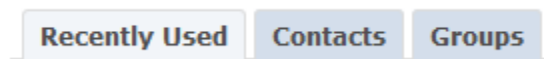
How to request files
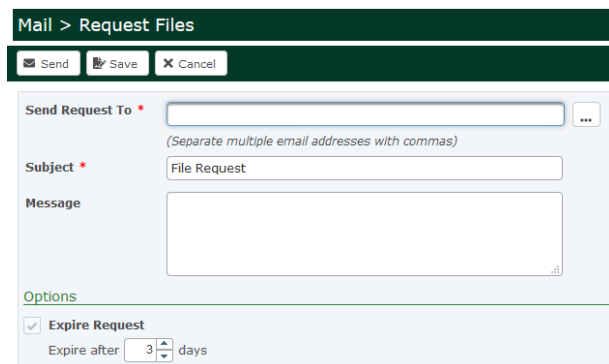
Clicking "**Request Files**" will allow recipient to send you a secure file.
This allows someone who does not have an account in Sac State File Transfer to upload a file to you securely. The recipient will get two emails. First email will include a hyperlink that recipient will use to upload a file(s) to you. Second email will provide the password to be used that will activate the link in the first email.

Requestor:
Click on "**Request Files**" link
Next, complete the message components
Next, click on "Send"
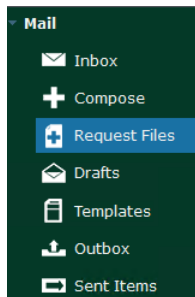
Mail > Request Files

Send | Save | Cancel

Send Request To *	ewtodd@csus.edu ✕	...
	(Separate multiple email addresses with commas)	
Subject *	File Request -asking recipient to send files	
Message	Please use link in this message to upload files in a secure way.	

Options

☑ Expire Request
Expire after [3] days

Mail > Inbox

ⓘ Password was set to: 9h9c7kps2e
Request is being sent

Recipient gets the request

All Unread

! ☆ ▢ ◊	FROM	SUBJECT
	Evan Todd	Password for: File Request -asking recipient to send files
	Evan Todd	File Request -asking recipient to send files

1. Click on email with "Password" in the subject line to get message password.

Secure Delivery

The password for a secure message has been sent to you from ewtodd@csus.edu

Your password is: **9h9c7kps2e**

2. Click on secure message and enter your password to access secure mail message

Click on "**Download Files**" button – If button doesn't work then click on hyperlink at bottom

Secure Delivery

A new message has been sent to you from ewtodd@csus.edu

View Message

The secure message expires on 10/28/19 8:09:08 AM

If the link above does not open, please copy and paste the following URL into your browser:
https://filenest.csus.edu/pkg?token=2092df7f-b53f-446b-92c3-8f64200c8e4d

Enter password and click on "Submit" button

Mail   ✓ Submit

This package is protected by a password. Please enter the password that was provided by the sender.

Password *   ••••••••••

Now you can easily attach files here by doing a drag and drop or by clicking on the "browse to attach files" link.

File Request   ✉ Send Files

From   ewtodd@csus.edu
Sent On   10/25/19 8:09:18 AM
Subject   File Request -asking recipient to send files
Message   Please use link in this message to upload files in a secure way.

Add a message

Files to Upload

Drop files here, or browse to attach files

Click "Send Files" button

Now requestor receives the requested file(s)

How to see sent items

Click on "Sent Items" menu
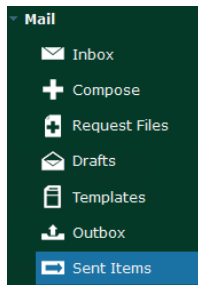
You can manage these items by clicking on the gear icon.
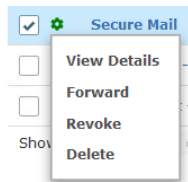
You can manage one or more messages by clicking the checkboxes to the left of each message or you can click the checkbox to the left of the "Subject" heading to select all messages.
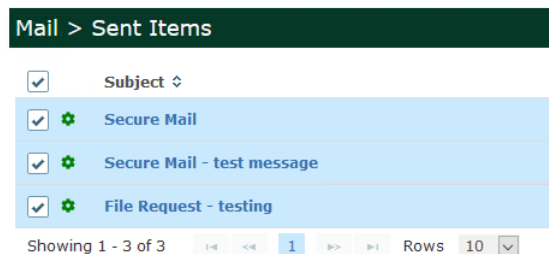
At bottom of page you will see:
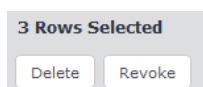
How to revoke or delete a message

Q: **What do I do if message was sent to wrong email address?**
A:
If message was not accessed by an unauthorized recipient, then just delete the message.
If message was accessed by an unauthorized recipient then revoke the message, notify your manager and the ISO group.

Q: Did recipient act on message yet?
A:
Go to "Outbox" and if message is in "Pending" state then recipient has not accessed message yet.

Click on "Sent Items"
Locate the message you sent out.

Click on gear icon
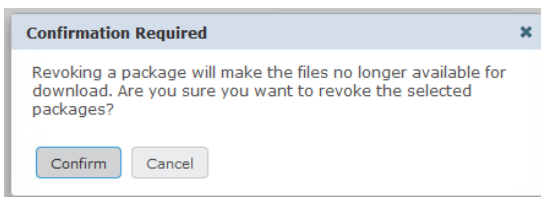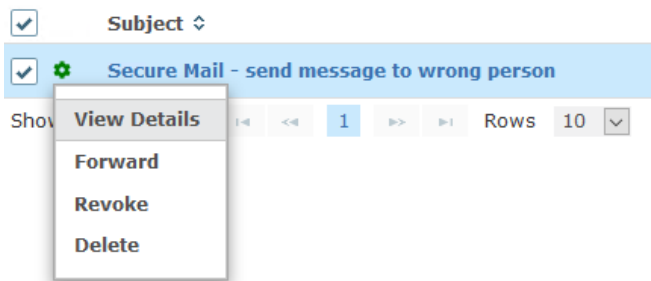
OR
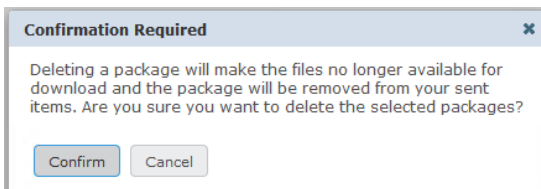
Recipient Experience – can't access message

! ☆ ◻ @	FROM	SUBJECT
	Evan Todd	Password for: Secure Mail - send message to wrong person
	Evan Todd	Secure Mail - send message to wrong person

Mail

❌ **The package you are trying to access is not available.**

Was message accessed?
NO

General | Activity

Click on a recipient or file in the left panel to filter the results.

▾ Recipients	Logs		
✉ ewtodd@csus.edu	**Status**	**Date**	**Event**
	✅	10/25/19 8:57:35 AM	Recipient Email Successful
	✅	10/25/19 8:57:35 AM	Package Create Successful

YES – "Package Create Successful"

General | Activity

Click on a recipient or file in the left panel to filter the results.

| ▾ Recipients	Logs		
✉ ewtodd@csus.edu	**Status**	**Date**	**Event**
	✅	10/25/19 8:59:36 AM	Package Read Successful
	✅	10/25/19 8:57:35 AM	Recipient Email Successful
	✅	10/25/19 8:57:35 AM	Package Create Successful

Files "Not Allowed" will be blocked

Some files will be blocked based on file types and this can change from time to time. If your files are being blocked due to the file type, (i.e., file extension), then you can compress your file(s) and upload that.

Summary

You now know how to send/receive secure mail and files using Sac State Filetransfer. If you have any questions, please send an email to servicedesk@csus.edu .

FAQ

Q: What is Secure Mail?
A: Secure Mail is a program that enables messages or files that contain sensitive data to be sent to one or more recipients in a secure manner. In addition you can use Secure Mail to request that sensitive information or files to be securely sent to you from one or more people.

Q: What is a Secure Mail Package?
A: A Secure Mail package contains the email and any attached files.

Q: Why should I use Secure Mail?
A: Secure Mail is a tool that allows you to send messages or files that contain sensitive data. You should *always* use Secure Mail to exchange Level 1 data and we encourage you to use Secure Mail to exchange Level 2 data.

Q: How do I know if the data I need to exchange is Level 1 or Level 2 data?
A:
Examples of Level 1 data include:
- Social Security number and name
- Birth date (full: mm-dd-yy or partial: mm-dd only) combined with last four of Social Security number and name (any combination or part of first, middle and last)
- Passwords or credentials
- Driver's license number, state identification card, and other forms of national or international identification in combination with name
- Credit card numbers with cardholder name
- Bank account or debt card information
- Medical records related to an individual
- Psychological Counseling records related to an individual
- PINs (Personal Identification Numbers)
- Tax ID with name
- Vulnerability/security information related to the campus or a system

Examples of Level 2 data include:
- Birth date (full: mm-dd-yy or partial: mm-dd only) and name (any combination or part of first, middle and last)
- Mother's maiden name
- Educational records (Excludes directory information), including grades, courses taken, schedule, test scores, advising records, educational services received and disciplinary actions
- Employee personal information including birth date (full: mm-dd-yy or partial: mm-dd only), birthplace (City, State, Country), ethnicity, gender, marital status,

home address, personal phone numbers, personal email addresses, parents and other family members' names, personal characteristics, physical description, biometric information and photograph

- Employment history including net salary, payment history, employee evaluations and background investigations
- Electronic or digitized signatures
- Legal investigations conducted by the University
- Sealed Bids
- Trade secrets or intellectual property such as research activities
- Locations of assets
- Linking a person with the specific subject about which the library user has requested information or materials

For further information on Data Classification you can visit the following sites:

ISO Home page
http://www.csus.edu/irt/is/index.html

Detailed Information on Data Classification Levels
https://csus.service-now.com/service/kb?kb=KB0011372&sysparm_search=&sysparm_category=Information_Security

Q: What do you do if package was sent to wrong recipient?
A: TBD
Revoke package
Report incident to ISO.
Q: How do I know that my files or messages are being handled in a Secure Manner?
A: Both senders and receivers always connect to Secure Mail using their browser over a secure, encrypted (https) connection. Messages and files are uploaded and stored on the Secure Mail in an encrypted package. A package becomes inactive when it is revoked or deleted by the user, reaches the maximum download limit, or the download/upload timeframe expires. For maximum security, expired packages are automatically deleted from the server after 7 days.

Q: Can I resend an expired package?
A: Yes, you can resend an expired package by finding it in your Sent Items then forwarding it to the original recipient. You must forward the package within 7 days from the package expiration date.

Q: Can Secure Mail be used to send/receive messages or files from on/off-campus users?
A: Yes as long as the initiator is a campus user that is provisioned into Secure Mail with a valid Saclink account.

Q: How do I get access to Secure Mail?
A: Contact the IRT Service Desk and request that your Saclink account be granted access to Secure Mail. You can email your access request to servicedesk@csus.edu.

Q: What is the URL for Secure Mail?
A: https://filetransfer.csus.edu

Q: When will a package expire?
A: Default is 3 days.
You can set this to any number between 1 and 5 days.
Recipients will not have access to the message after the package expires.

Q: How long will active packages be retained on GoAnywhere server?
A: 30 days

Q: How long can a draft messages stay on the system?
A: 30 days.

Q: How do I manage my contacts in Secure Mail?
A: There is an address book in Secure Mail where you can manage your contacts.
You can create distribution groups.

Q: Can I upload my Outlook contacts to Secure Mail address book?
A: No

Q: What browsers can I use to access Secure Mail?
A: Secure Mail supports the most popular browsers including Microsoft Edge, Internet Explorer, Chrome, Firefox, and Safari

File Attachments

Q: How many days will file attachments be kept on GoAnywhere server?
A: The attachment will be purged 7 days after the expiration date. Recipients will not have access to the files once the specified timeframe has been reached, even if they have not downloaded the files or viewed the message.

Q: How large can a file attachment be?
A: Each file can be a maximum of 2 GB.

Q: How many files can I attach to a Secure Mail message?
A: You can attach up to 20 files per message.

Q: How many times can a secure mail file attachment be downloaded?

A: Default is 2 times. Can be set between 1 and 10 times per recipient. Recipients will not have access to the files once the specified download limit has been reached.

Request Files

Q: What's the difference between sending and requesting files?
A: Sending files allows you to securely send files to other people. A File Request allows you to request files to be sent to you in a secure manner.

Q: How long will a file request stay valid (active)?
A: Default value is 3 days. This can be set to any value between 1 and 5 days. The requestee will not be able to send files to you once the specified timeframe has been reached, even if they have not uploaded files or viewed the message.

Passwords

Q: Should Secure Mail passwords be sent in a separate message?
A: Yes. This option is checked by default. As a best practice, you should always leave this option checked and send the password in a separate email.

Q: Can I set a custom password for my secure mail recipients?
A: Secure passwords are automatically generated by Secure Mail.

For further assistance, please contact the IRT Service Desk at servicedesk@csus.edu.