U.S. REPATRIATION PROGRAM TRAINING BRINGING U.S. CITIZENS BACK HOME:

Using ShareFile Encryption

AGENDA

TODAY YOU WILL:

1. Learn how to activate your account

2. Learn how to view encrypted emails and attachments

3. Learn how to send encrypted emails and attachments

4. Learn how to upload and download secure files

5. Learn how to securely submit electronic files for repatriation reimbursement

WHAT IS SHAREFILE?

- ShareFile is a tool for sending, receiving, and organizing your business files online. It can be used as a password-protected area for sharing information with clients and partners, and it's an easy way to send files that are too large to e-mail.

- ShareFile is a secure way of sending and receiving encrypted emails and documents.

INITIAL EMAIL

- To start you will receive an email notification from International Social Service indicating encrypted files or documents have been sent to you using ShareFile with the subject header <u>ShareFile Login Information</u>.

- Open the 1st email and click on the link provided within the email notification to activate your user account.

Citrix ShareFile

Joe Brown has sent you files using ShareFile.

You will receive another email shortly with a download link that will require you to log in. To receive your login credentials, you must first activate your account and set your personal password. **This link is unique to you and must be used within the next 30 days.**

> **Click here** to activate your user account

ShareFile is a tool for sending, receiving, and organizing your business files online. It can be used as a password-protected area for sharing information with clients and partners, and it's an easy way to send files that are too large to e-mail.

Trouble with the above link? You can copy and paste the following URL into your web browser:
https://iss-usa.sharefile.com/?a=743101cdbfdffc16&cmd=ee&id=2b60e3fd-e0ed-4fb8-9ca1-8df48214aa8d

Powered By Citrix ShareFile 2016

ACTIVATE YOUR ACCOUNT

- Once you click on the link, follow the guided instructions to begin the process of activating your user account.

- You will also be instructed to create your personal password.

ShareFile

Welcome! Update password to continue

Username: jdoe35@anywhere.org

New Password: *   New Password

Confirm Password: *   Confirm Password

Sign In URL: https://iss-usa.sharefile.com/

Continue

ACTIVATE YOUR ACCOUNT CONT.

- Your user name will be your email address. It is suggested for those vendors who will be submitting reimbursement requests, have one designated email address from which your request will be sent. Using multiple email accounts will require a separate password for each email user.

- ShareFile passwords must have at least 8 characters including at least 1 uppercase letter, at least 1 lowercased letter, and at least 1 number.

- Click Continue after you have created your password.

- Follow the guided instructions to begin the process of activating your user account.

- Once you have completed the process of creating your account, you will now be able to open encrypted files through ShareFile.

Welcome! Update password to continue

Username: jdoe35@anywhere.org

New Password: *   New Password

Confirm Password: *   Confirm Password

Sign In URL: https://iss-usa.sharefile.com/

Continue

TO ENSURE YOU RECEIVE EMAIL NOTIFICATIONS

- ShareFile notifications arrive from the email addresses listed below. It is recommended that you whitelist emails received from the domain sf-notifications.com
    - noreply@sf-notifications.com
    - mail@sf-notifications.com

Click here for additional information on configuring your firewall to work with Citrix products (https://support.citrix.com/article/CTX208318)

- Each time you open an encrypted email from ISS you will receive a notification indicating the email recipient has viewed the email and any attachments.
- Each time you reply to an encrypted email you will receive a ShareFile notifications indicating that ISS has read your reply and/or opened an attachment.

International Social Service USA

VIEWING ENCRYPTED EMAILS & ATTACHMENTS

- Once you have created your password, you should now be able to view the encrypted email along with any attachments sent by ISS.
- Open the 2nd email notification to view the encrypted message.
- Click on the link <u>View Encrypted Message</u> to view the email and/or download any attachments sent through ShareFile.

Email Notification 2

ShareFile Encrypted Email Service

Joe Brown has sent you an encrypted message.

Subject: Email Sent
From: Joe Brown   jbrown@iss-usa.org
Expires: 3/23/2017

View Encrypted Message

New to ShareFile? Watch your email for instructions to activate your account before logging in.

This message is protected by state-of-the art AES 256 bit encryption technology.

International Social Service USA

VIEWING ENCRYPTED EMAILS & ATTACHMENTS CONT.

- Once you click on the link, <u>View Encrypted Message</u>, you will need to login to ShareFile using your email address and the password you just created.
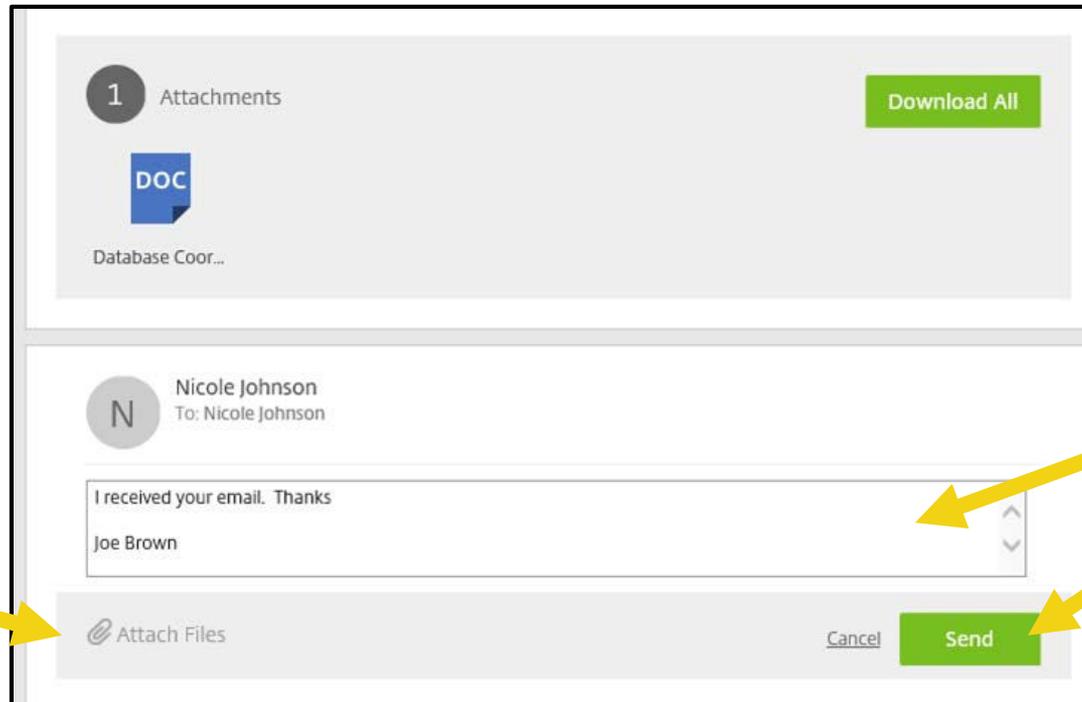
VIEWING ENCRYPTED EMAILS & ATTACHMENTS CONT.

- You should now be able to view the encrypted email message.
- Scroll to the bottom of the screen to see any attachments that were sent in the email.
- Click on the link <u>Download All</u> to open and/or save the documents to your computer.

REPLYING TO ENCRYPTED EMAILS

- You can send an encrypted reply along with attachments by selecting Click here to Reply located at the bottom of the email.
- Type your reply in the message box and attach any documents you wish to send.
- Click Send.

REPLYING/SENDING ENCRYPTED EMAILS

- You will receive the following notification that your email reply message and any attachments were sent encrypted.

"Encrypted Message sent successfully"

REPLYING/SENDING ENCRYPTED EMAILS CONT.

- The original email will open and you will be able to view the message.
- Scroll to the bottom of the email message and select <u>Click here to Reply</u>.

REPLYING/SENDING ENCRYPTED EMAILS CONT.

- You can now send an encrypted reply and attachments.

- Type your reply message and attach any documents you wish to send securely.
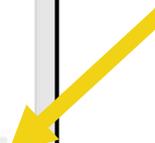
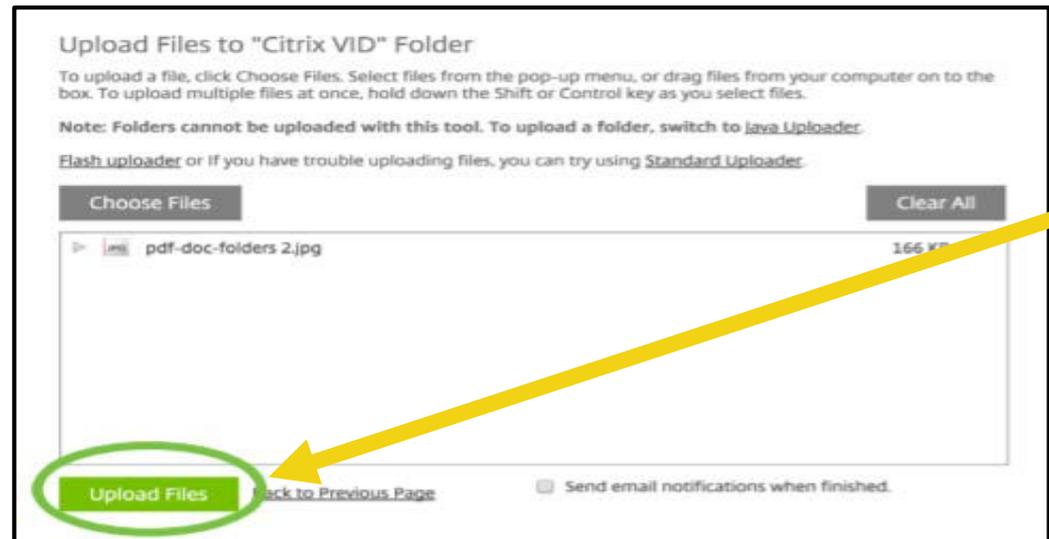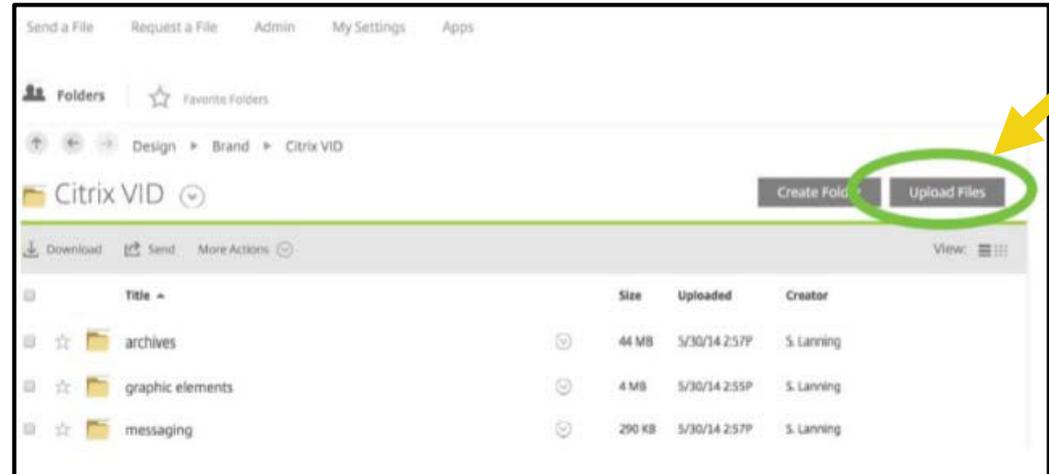- Click Send.

UPLOADING FILES TO FOLDERS

- Navigate to the folder in your account which you'd like to upload a file to.

- Click Upload Files.

- On the next screen, drag and drop the files you wish to upload from your computer folder/desktop to the box on the screen.

- Once all desired files are placed in the box, click Upload Files.

UPLOADING FILES TO FOLDERS CONT.

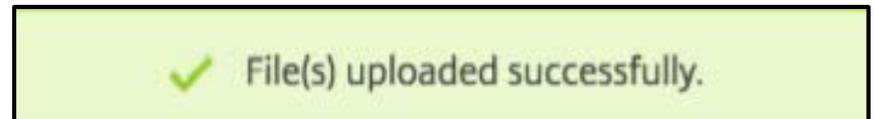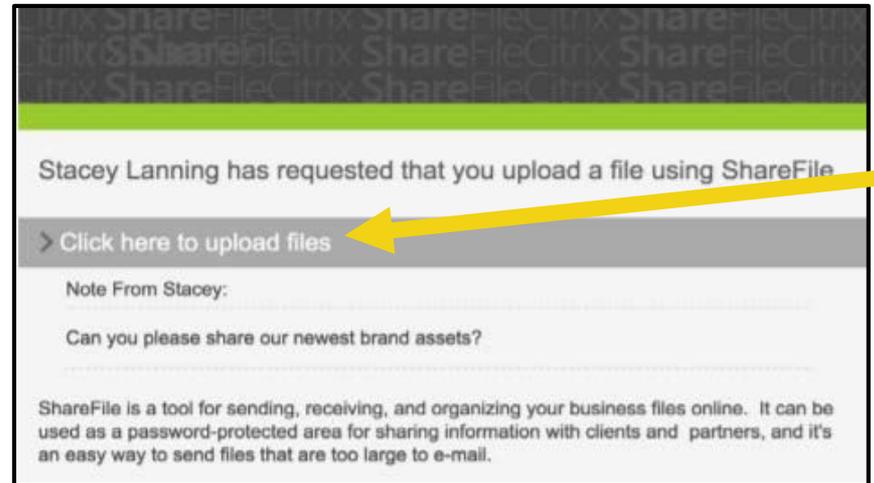- If successful, a green box will appear on the screen that says "File(s) uploaded successfully."

Uploading 'sharefile-cloud-file-sharing-101-031015.pdf'   31%

6.31 MB of 19.74 MB transferred   Less than a minute remaining

pause   Cancel

UPLOADING FILES TO LINKS

- Click on the link located in the email from the person requesting files. It may appear as a ShareFile URL or as "Click here to upload files".

- On the next screen, drag and drop the files you wish to upload from your computer folder/desktop to the box on the screen.

- Note: If the requester has selected the files for tracking purposes, you'll be required to enter your email address and name before you can upload any files.

- Once all desired files are placed in the box, click Upload Files.

- If successful, the screen will say "File(s) uploaded successfully."

Stacey Lanning has requested that you upload a file using ShareFile

> Click here to upload files

Note From Stacey:

Can you please share our newest brand assets?

ShareFile is a tool for sending, receiving, and organizing your business files online. It can be used as a password-protected area for sharing information with clients and partners, and it's an easy way to send files that are too large to e-mail.

✓ File(s) uploaded successfully.

DOWNLOADING FILES FROM LINKS

- Click on the link located in the email from the person requesting files. It may appear as a ShareFile URL, as "Click here to download [file name]", or "Click here to download these items".

- On the next screen, click Download.

- The files will then download to your computer. If you'd like, you can open the file and save it to any local folder.

citrix-x-graphic-cmyk.zip
1.81 MB

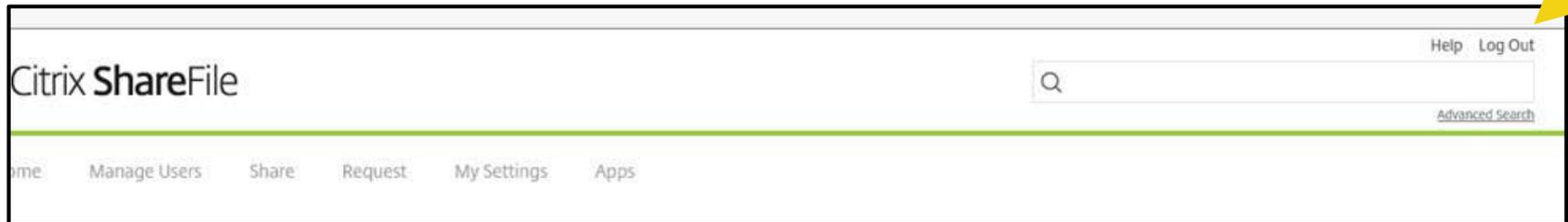Download

DOWNLOADING FILES FROM FOLDERS

- Navigate to the folder in your ShareFile account that contains the file you wish to download.

- In the drop-down menu located next to the file name, select <u>Download</u>.

- Note: You can select and download multiple files at once by checking the boxes next to the files you wish to download first and then clicking Download.

- The files will then download to your computer. If you'd like, you can open the file and save it to any local folder.
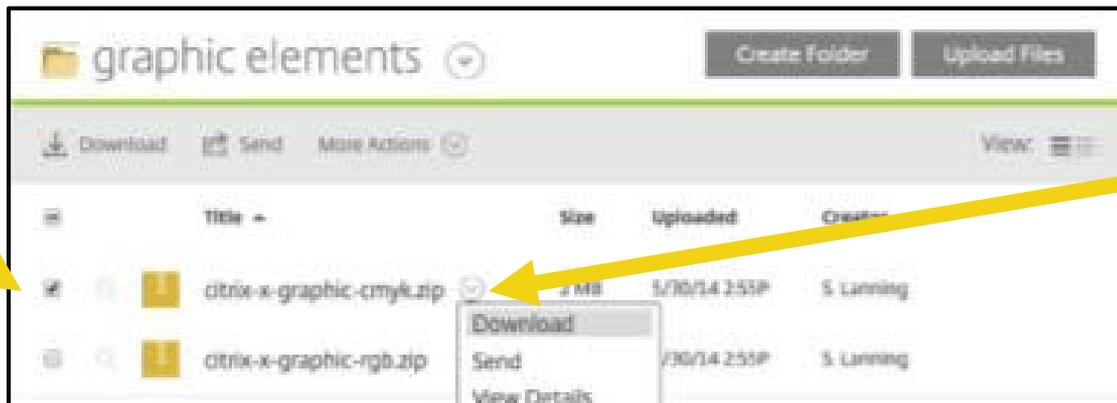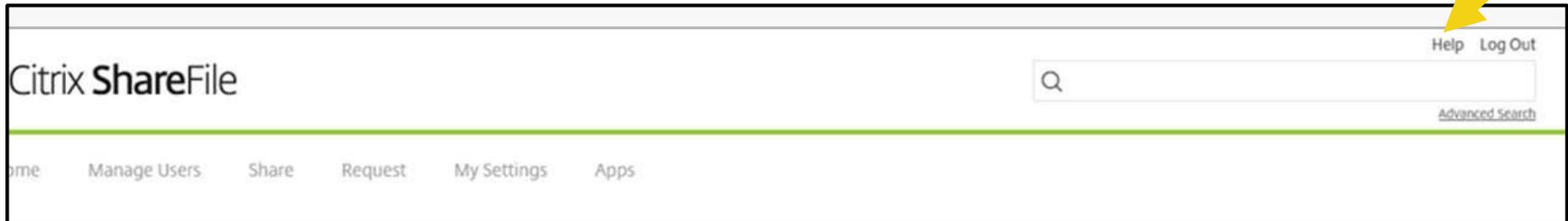
LOGGING OFF

- When you are finished working in ShareFile you must remember to close the browser window.

- To close out the browser simply click the Log Out button located in the top right hand corner of the screen.

Citrix **Share**File

Help   Log Out

Advanced Search

me   Manage Users   Share   Request   My Settings   Apps

HELP MENU

- You can access the Help Menu anytime by clicking on the <u>Help</u> button.

- Click on the link located in the top right hand corner of the screen.

Citrix **Share**File

Help   Log Out

Advanced Search

ome   Manage Users   Share   Request   My Settings   Apps

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HELP MENU CONT.

- The <u>Help</u> button will take you to the Help Menu to find an answer to any question you may have. You can view the <u>Getting Started Guide</u> simply by clicking the Help button. You can access the key word search feature, training videos, and ask the community links.
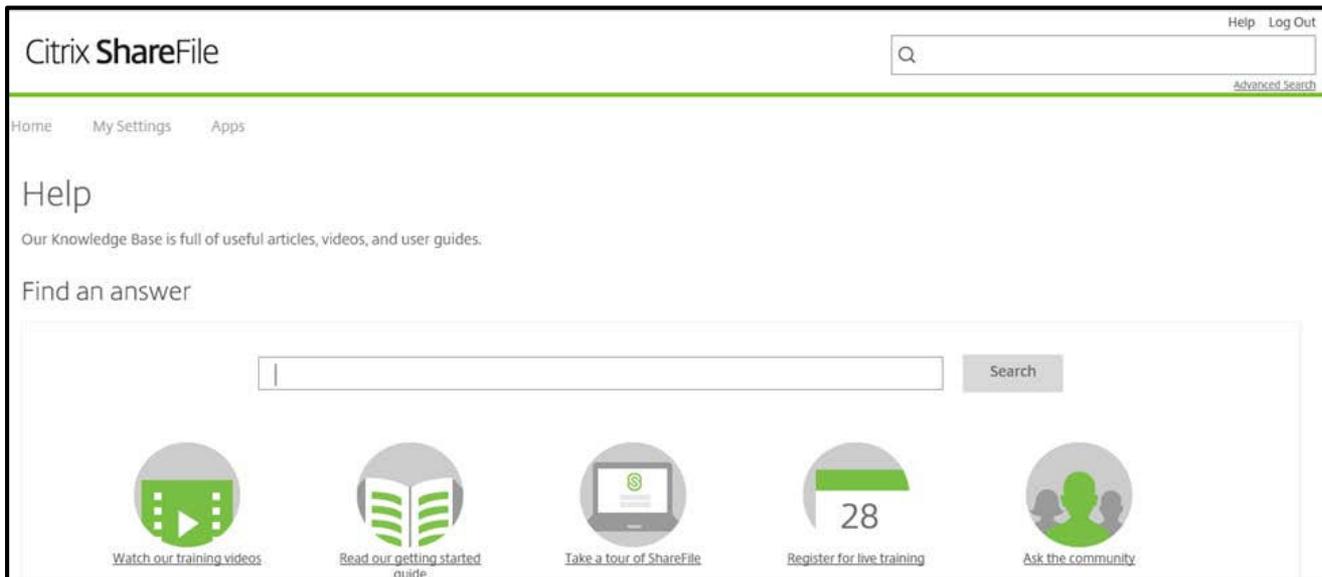
- You can also contact your ISS ShareFile Administrator with any questions.

SECURE ELECTRONIC FILE SUBMISSION FOR REPATRIATION REIMBURSEMENT

To facilitate secure electronic file submission to ISS-USA for repatriation reimbursement via Sharefile.com, you must:

1. Notify ISS by email to Abigail Ayele that you are submitting a reimbursement.
   - AAyele@ISS-USA.org

2. Provide the State or NGO entity name.

3. Provide information of all staff in your organization (email addresses) that you would like to have access and the ability to upload the file to ISS.
   - Provide the level of access for each staff person as Upload, Download Alerts, Delete, or Administrative (ability to perform all of the above).

SECURE ELECTRONIC FILE SUBMISSION FOR REPATRIATION REIMBURSEMENT CONT.

4. Once the information is received, ISS-USA will:
   - Create your entity folder
   - Assign staff you provided with the access levels specified
   - Create an automatic email from the secure file software
   - Send an email from Sharefile.com to participants inviting them to sign into ShareFile and perform tasks.
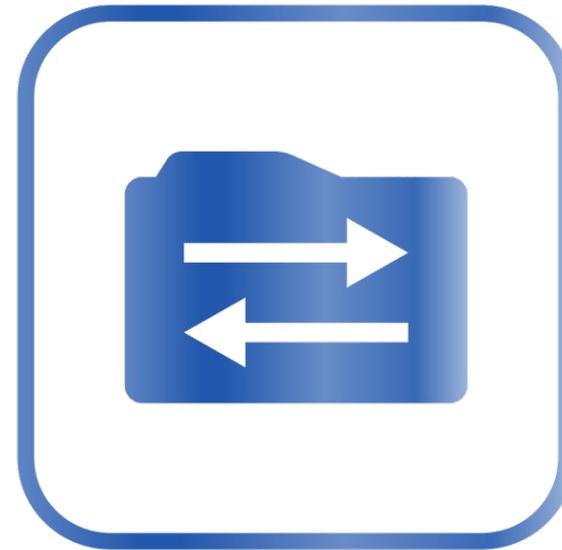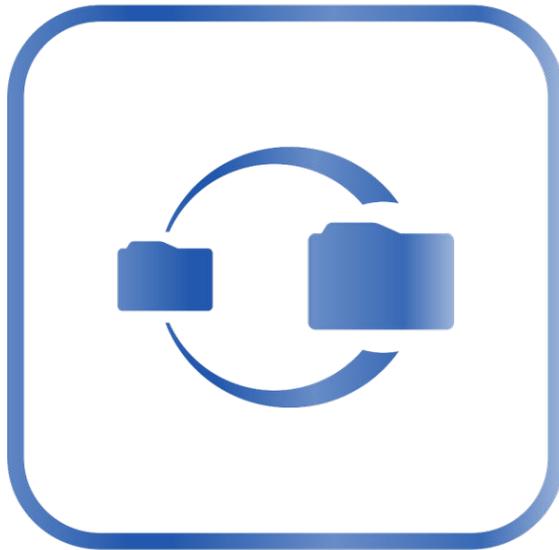
SECURE ELECTRONIC FILE SUBMISSION FOR REPATRIATION REIMBURSEMENT CONT.

5. State and NGO process:
   - <u>DO NOT</u> partially upload files.
   - Please follow standard guidelines on how to submit a reimbursement (to include cover letter, signed RR-04, and all supportive documents including receipts and RR-05/06 form).
     - Acceptable upload formats (PDF, Word, Excel, Jpeg)
   - Only begin the process when you are ready to submit all documents.
     - ISS receives automatic notification when files are submitted and will attempt to download files soon after they are uploaded (unless it is a holiday or after hours)
   - You can always verify that ISS staff have retrieved your requests simply by signing into your upload folder. The folder should be empty if ISS has downloaded and begun processing the request.

International Social Service USA

FOR MORE INFORMATION

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Thank you!

With your help we are making a huge difference in the life of our repatriates.