
SecureSend™ File Transfer Portal Usage Guide

**Recommended Usage Instructions and Frequently
Asked Questions**

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Executive Summary

SecureSend™ is a web based file transfer system that allows a user to transfer and receive files through a simple and secure web based interface. SecureSend™ utilizes the Accellion secure file sharing engine and provides users with powerful mobile file sharing solutions that enable secure access to information on smartphones, tablets, laptops and desktops while ensuring data security and compliance.

Description

SecureSend™ enables users to send files quickly, easily, and securely. Files and folders up to 100GB can be sent to internal and external recipients. With comprehensive file tracking and reporting, **SecureSend™** provides the necessary data required to meet industry and government regulations.

This enterprise solution is designed to address key requirements for on-demand, multi-site secure file transfers. It includes a number of components that work together to create a robust system to securely send and receive large and important files.

SecureSend Features

- File-transfer via secure links
- Web based interface
- LDAP/AD integration
- Virus scanning of uploaded and downloaded files
- Multi-site deployment
- Failover and redundancy
- Provides on-demand and automated secure file transfer capabilities to users
- Improves email performance and reduces email storage by offloading files from email system
- Increases data security through data encryption
- Uploaded file confidentiality
- Replaces unsecure FTP and reduces IT support

- Reduces risk of data breaches
- Provides secure file transfer tracking and reporting tools to demonstrate compliance with HIPAA, SOX, FDA, and GLBA regulations

Usage Instructions

Logging In

To log into **SecureSend™**, open a web browser and enter the website URL, *https://secure.send.miami.edu*. For the **User Login**, the user must enter a valid *@miami.edu* account as the E-mail. In the **Password** field, the user must enter the CaneID password associated with the email account and click the **Login** button.

Sending a File

To send a file using **SecureSend™**, click on the “**Send File**” tab

- In the “**To:**” field, enter the recipient’s email address
- In the “**Subject:**” field, enter a subject for the message.
- To upload the specific file or folder, click the “**Choose File/Folder**” button which should display the current file system contents. Browse to the specific location where the file/folder is located and click **Attach**.
- Once uploaded, the user has the option to enter a message to the recipient in the message box are below the file selection area.
- Click **Send** to complete the send process.
- The recipient should receive an email notification stating that a file has been received. From there, the recipient should be able to click the download link within the email to retrieve the sent file.
 - If sent to an external user (i.e. users who do not use an *@miami.edu* address) who has not registered an account on SecureSend™ or had not used the system in the last 15 days, the system will initiate a verification process.

- The system will prompt the external user to enter their email address.
- A verification e-mail will be sent to the user's account with a link.
- They click on the link which allow the user to create a new password and access to the sent file.
- Future file retrievals will only ask for the email and password if the user account has not expired.

Requesting a File

To request a file from a sender, click the “**Send File**” tab and choose the “**Request File**” button to the right.

- In the “**To:**” field, enter the sender's email address
- You have the option to enter a **Subject** and **Note** to the sender if needed.
- The sender should receive a message from the SecureSend system with a link that will redirect to the SecureSend™ website and allow for the file upload.
 - In the “**From:**” field, it should already display the file sender's email address.
 - In the “**To:**” field, it should already display the Recipient's address.
 - To upload the specific file or folder, click the “**Choose File/Folder**” button which should display the user's current file system. Browse to the specific location where the file/folder is located and click **Attach**.
 - Once uploaded, the user has the option to send a message to the recipient in the message box are below the file selection area.
 - Click **Send** to complete the send process.
- The recipient should receive an email notification stating that a file has been received and should be able to click a download link to retrieve the file sent.

Frequently Asked Questions

Q: What operating systems are supported?

A: All Windows, Mac OSX, IOS, and Linux operations systems with a current web browser

Q: Is there any protection against viruses or other infected files?

A: Yes, all files are scanned upon upload and delivery utilizing F-Secure.

Q: Is my uploaded data secure on the SecureSend™ Appliance?

A: Yes, uploaded sits securely on the appliance using AES 128-bit encryption.

Q: Can I send files from my mobile device?

A: Yes.

Q: Who do I contact for assistance sending or receiving a file?

A: Please contact the Help Desk at 305-284-6565 with questions or concerns regarding the system's usage.

Q: How are files secured when delivered from sender to recipient ?

A: Yes. The system uses the 2048-bit SSL encryption when transferring and receiving files.

Q: What is the Accellion Outlook Plug-in ?

A: The Outlook Plug-in is a software application that allows for file transfer using the Outlook email client rather than the standard SecureSend™ web interface.

Q: How is secure transport of attachments achieved when using the Outlook Plug-in ?

A: If a file attached to an email meets predetermined criteria for secure transfer, it will be sent to the recipient using the SecureSend™ appliance. The recipient should receive an email to retrieve the file from a secured link.

Q: Do administrators have access to the files?

A: No. Administrators of the SecureSend™ system are not able to see the contents of the files transferred.

Q: Is SecureSend™ FIPS 140-2 Certified ?

A: Yes.

Q: Is SecureSend™ HIPAA/SOX/PCI compliant?

A: Yes.

Q: Is there a cost to use the SecureSend™ service?

A: No. However, usage is limited to UM staff and faculty use only.

Q: Who is eligible to use the SecureSend™ service ?

A: Usage is limited to UM staff and faculty use only with an *@miami.edu* email address. Anyone with a non-miami.edu email will not be able to utilize the service.

Q: Can I send a file to someone outside the University?

A: Yes, files can be sent to others not affiliated with the University.

Q: How large a file can I send?

A: A transfer file size limit is not imposed. However, the device is limited to 100GB on any single upload instance.

Q: Is there a transfer quota for the SecureSend™ service?

A: No, a user is not limited to the amount and size of files that can be transferred.

Q: What is the file retention policy?

A: In general, the link to uploaded files expire after 14 days; however, files greater than 2048 MB (2 GB) in size will expire and are deleted after 7 days.

Q: Can a non-university entity/ external user utilize the SecureSend™ service?

A: Yes. The request for a file will need to be initiated by a University user to an external user.

Q: Can I send an FTP job using SecureSend?

A: No, we are limited to SSL HTTPS web transfers at this time.

Q: How long will my file take to upload?

A: A file upload time will depend on network connection and line speed. We do not rate limit your transfers.

Q: Can I upload more than one file at a time?

A: Yes. Multiple files or folders can be uploaded at once.

Q: Can I delete the file from the system after I send it?

A: Yes, through the File Manager menu

Q: Can I recall a sent file?

A: No.

Q: Can a received file notification be forwarded to another user?

A: Yes, however, the new recipient will not be able to access the file.

Q: Can I transfer a file that was already encrypted by another program or application?

A: Yes.

Q: If my email link expires, how would I receive the file again?

A: A request can be made to the sender to resend the file as long as the link has not passed the retention period.

Q: How do I confirm my files were opened?

A: A report can be requested from the SecureSend interface under the sender's account and will display whether or not the file was opened.

Q: Will the sender be notified if the message is forwarded?

A: The system does not allow for forwarding of files.

For Additional Help

- Additional assistance can be obtained by contacting the UM IT Support Desk at 305.284.6565, Option 3.

- Online FAQ and Instructions: <http://www.miami.edu/security/securesend>