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U.S. REPATRIATION PROGRAM

Emailing Using Share File Encryption

- **Overview of Share File, Initial Email, Activating Your Account, Receiving & Sending Encrypted Emails**

May 19, 2017

- **Presenter: Stephney Allen, Director**



Meeting agenda:

- ❖ Opening Remarks (Housekeeping)
- ❖ Initial Email
- ❖ Activating Your Account
- ❖ Ensuring You Receive Email Notifications
- ❖ Viewing Encrypted Emails & Attachments
- ❖ Replying to Encrypted Emails
- ❖ Sending Emails
- ❖ Logging Off
- ❖ Help Menu
- ❖ Q & A Session
- ❖ Closing Remarks

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

What is Share File?



- ❖ 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.

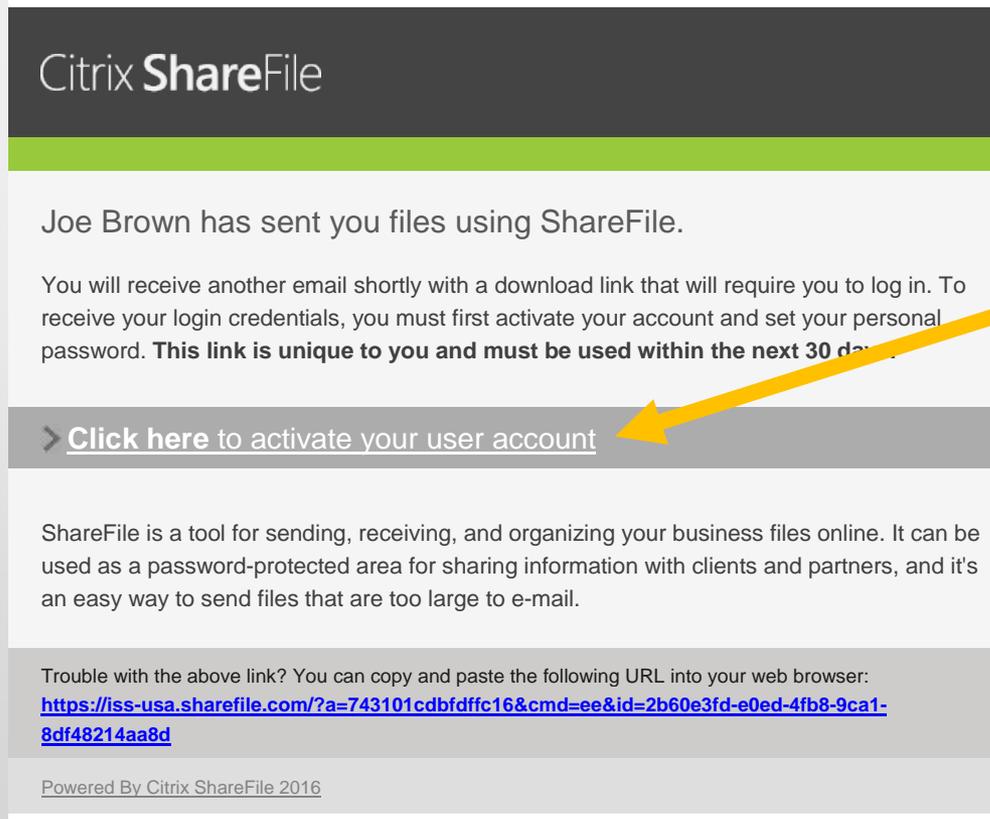
Initial Email

- ❖ To start you will receive an email notification from an ISS staff member indicating encrypted files or documents have been sent to you using ShareFile with the subject header ShareFile Login Information.
- ❖ Open the 1st email and click on the link provided within the email notification to activate your user account.

Initial Email

- ❖ 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.

Email Notification 1



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

- ❖ Your user name will be your email address.
- ❖ 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.



The image shows a screenshot of the ShareFile account activation interface. At the top, the ShareFile logo is displayed. Below the logo, the text reads "Welcome! Update password to continue". A black bar contains the text "Username: jdoe35@anywhere.org". Below this, there are two input fields: "New Password: *" and "Confirm Password: *", each with a corresponding text box. At the bottom, the "Sign In URL: <https://iss-usa.sharefile.com/>" is shown. A green bar at the very bottom contains the "Continue" button.

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

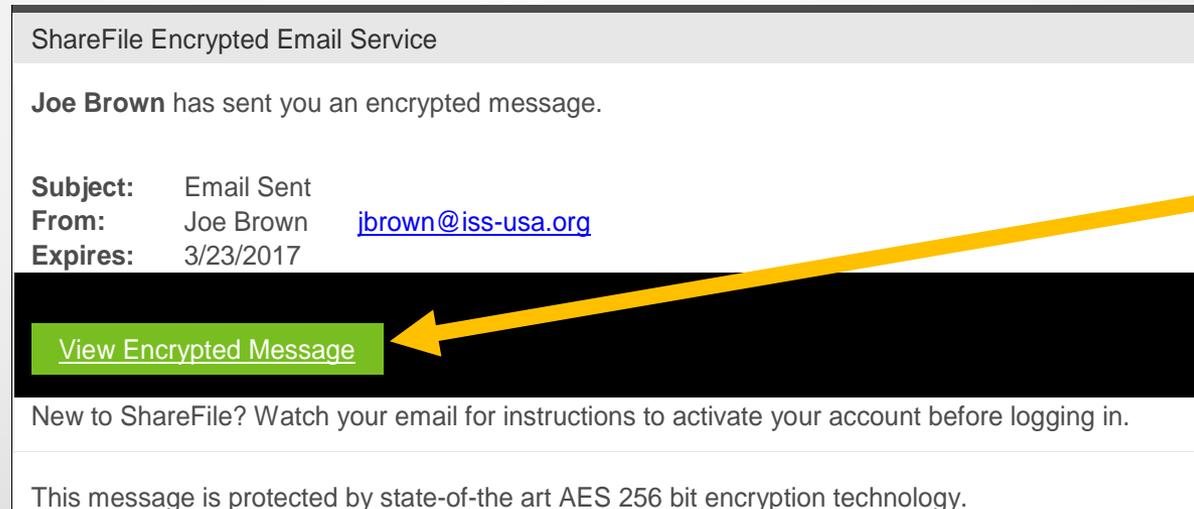
[Click here for additional information on configuring your firewall to work with Citrix products.](#)

- ❖ Each time you open an encrypted email from an ISS staff member they 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 the ISS staff member read your reply and/or opened an attachment.

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 an ISS staff.

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.

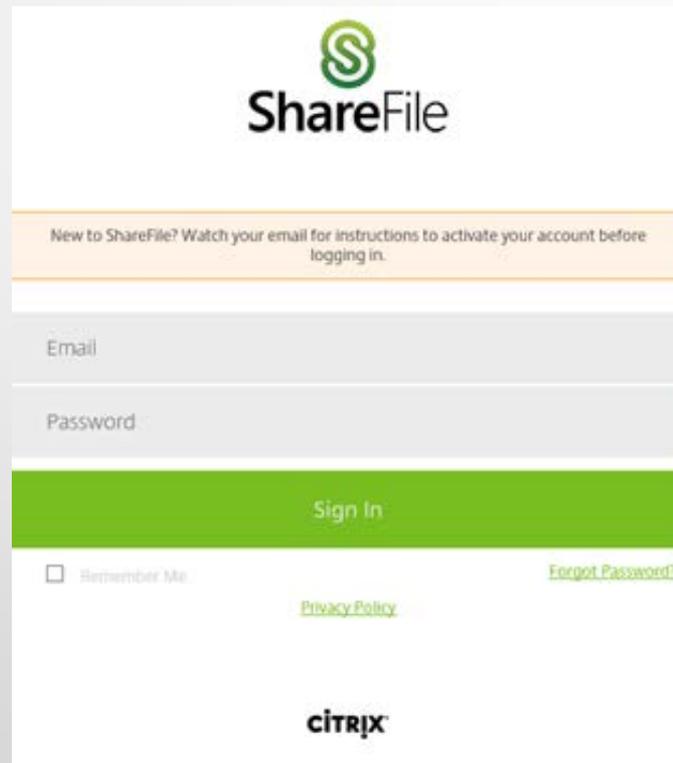
This message is protected by state-of-the art AES 256 bit encryption technology.

- ❖ Open the 2nd email notification to view the encrypted message.

- ❖ Click on the link View Encrypted Message to view the email and/or download any attachments sent through ShareFile.

Viewing Encrypted Emails & Attachments

- ❖ Once you click on the link View Encrypted Message you will need to login to ShareFile using your email address and the password you just created.



The image shows the ShareFile login page. At the top is the ShareFile logo, which consists of a green 'S' icon above the text 'ShareFile'. Below the logo is a message: 'New to ShareFile? Watch your email for instructions to activate your account before logging in.' This message is enclosed in an orange-bordered box. Underneath is a form with two input fields: 'Email' and 'Password'. Below the form is a green 'Sign In' button. At the bottom of the form, there is a checkbox labeled 'Remember Me' and a link for 'Forgot Password?'. Below the form is a link for 'Privacy Policy'. At the very bottom of the page is the Citrix logo.



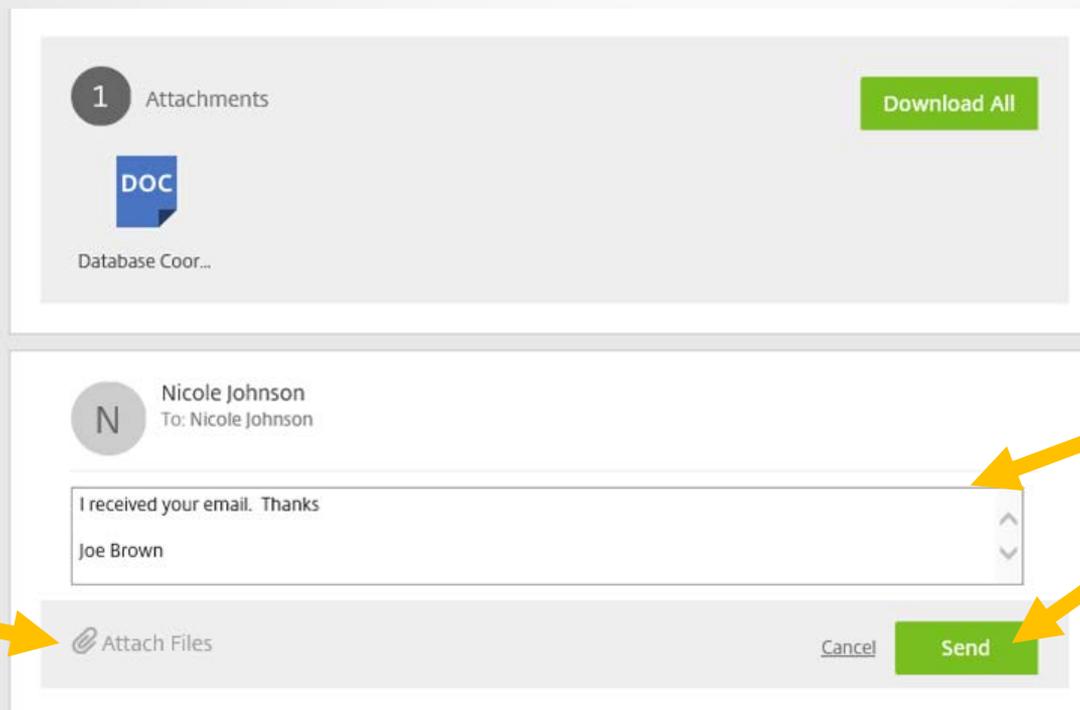
Viewing Encrypted Emails & Attachments

- ❖ 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 Download All to open and/or save the documents to your computer.



Replying to Encrypted Emails

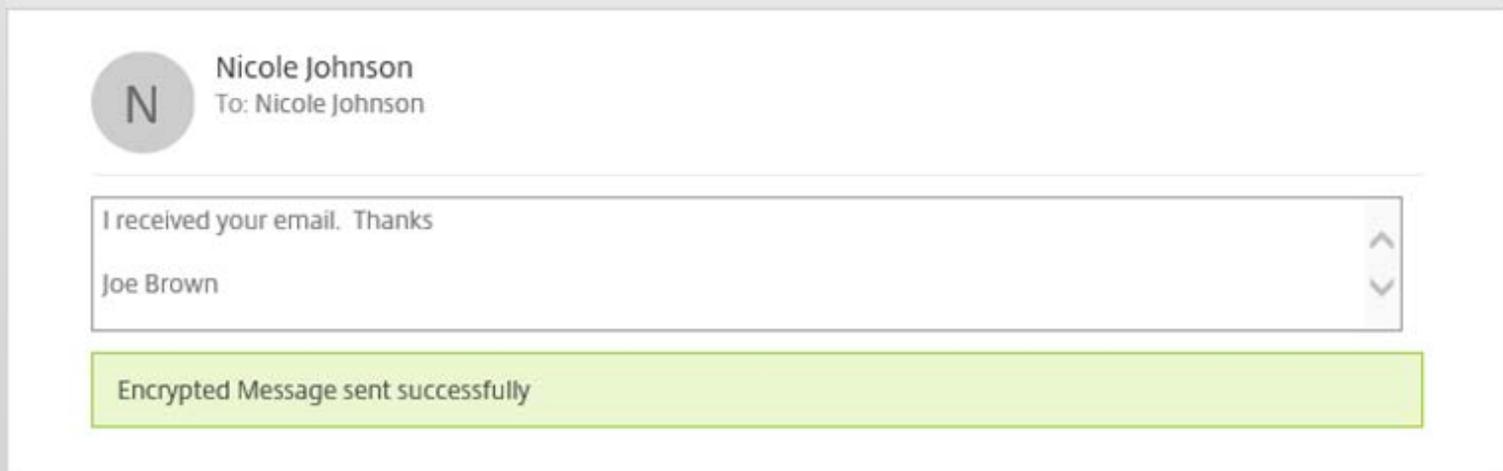
- ❖ You can send an encrypted reply along with attachments by selecting Click here to Reply located at the bottom of the email.
- ❖ Type your reply in the message box and attach any documents you wish to send and click Send.



Replying to Encrypted Emails

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

Encrypted Message sent successfully



Sending Emails

There are two ways to send emails to ISS staff.

Option 1

You can continue to send emails to ISS staff as you would normally do from your preferred email address.

Option 2

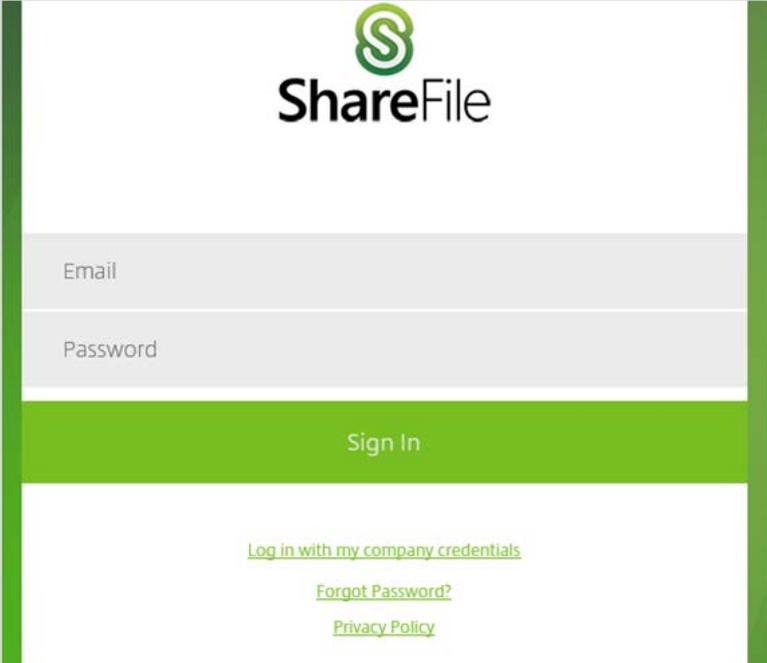
You can send an encrypted email by replying to any encrypted email sent to you by an ISS staff member.

Sending Emails – Option 2

- ❖ To send an encrypted reply to a previously sent encrypted email you must log into the ShareFile web application. Sign into ShareFile by using one of the following urls:

<http://iss-usa.sharefile.com>

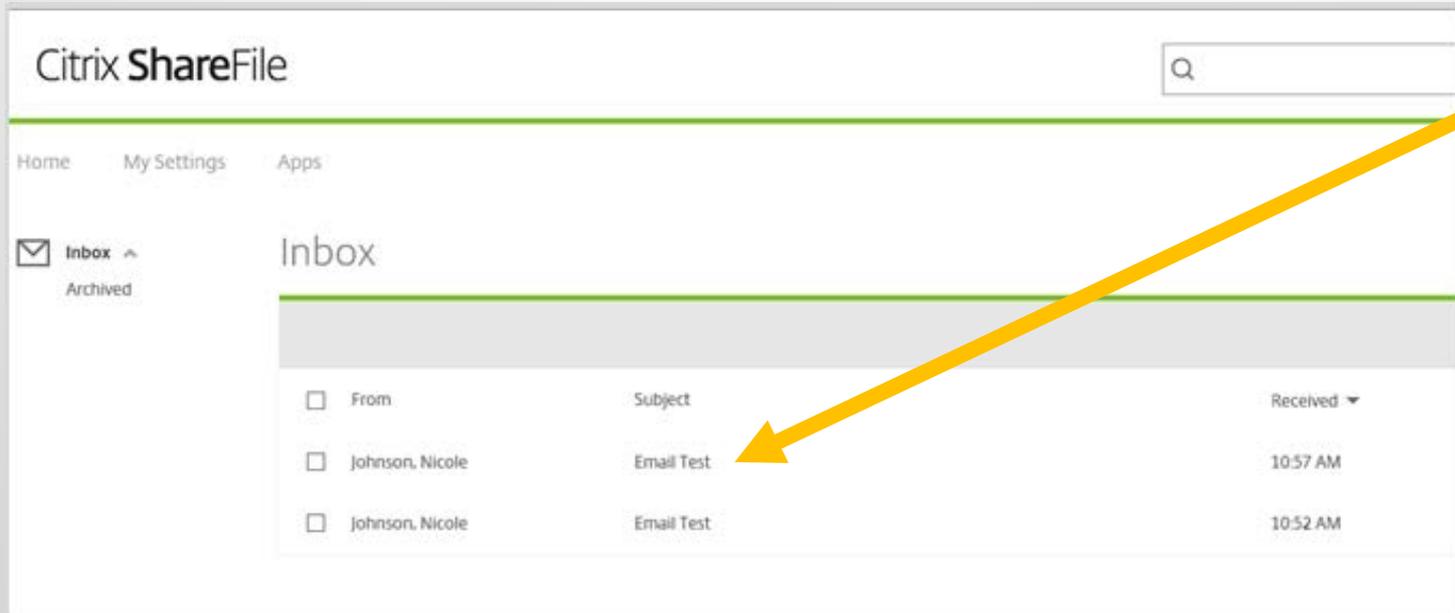
<http://sharefile.com>



The image shows a screenshot of the ShareFile login interface. At the top center is the ShareFile logo, which consists of a green stylized 'S' icon above the text 'ShareFile'. Below the logo are two input fields: the first is labeled 'Email' and the second is labeled 'Password'. Below these fields is a prominent green button with the text 'Sign In'. At the bottom of the form, there are three links: 'Log in with my company credentials', 'Forgot Password?', and 'Privacy Policy'.

Sending Emails – Option 2

- ❖ Once you have logged in you should now be able to see any encrypted emails that were previously sent to you.
- ❖ Click on the subject header of the email you wish to respond to.



Sending Emails – Option 2

- ❖ The original email will open and you will be able to view the message.
- ❖ Scroll to the bottom of the email message and select [Click here to Reply](#).



Sending Emails – Option 2

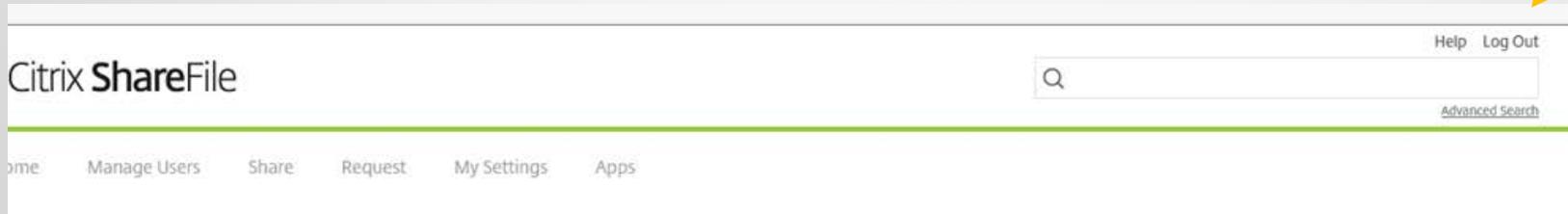
- ❖ You can now send an encrypted reply and attachments.
- ❖ Type your reply message and attach any documents you wish to send securely.
- ❖ Click Send.

View Encrypted Message

The screenshot displays an email client interface for viewing an encrypted message. At the top, the title "View Encrypted Message" is shown. Below this, there is a section for attachments. A circular icon with the number "1" is next to the word "Attachments". To the right of this section is a green button labeled "Download All". Below the "Attachments" header is a document icon labeled "DOC" with the text "Database Co..." underneath it. The main body of the email is a text input field with a vertical scrollbar on the right side. At the bottom of the interface, there is a grey bar containing an "Attach Files" button on the left, a "Cancel" button in the middle, and a green "Send" button on the right.

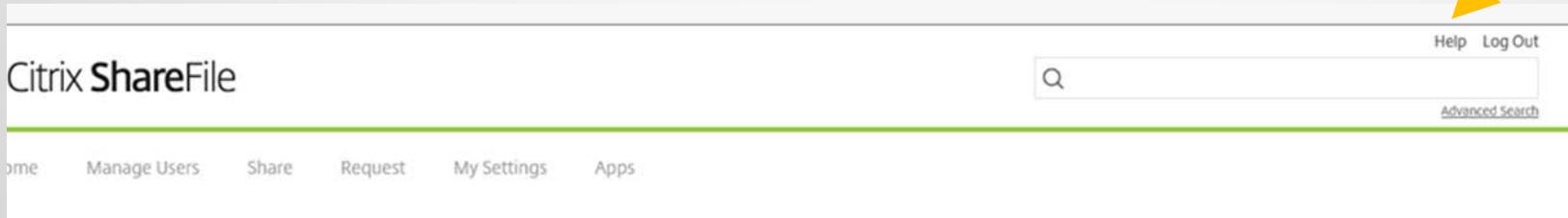
Logging Off

- ❖ 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.



Help Menu

- ❖ You can access the Help Menu anytime by clicking on the Help button
- ❖ Click on the link located in the top right hand corner of the screen

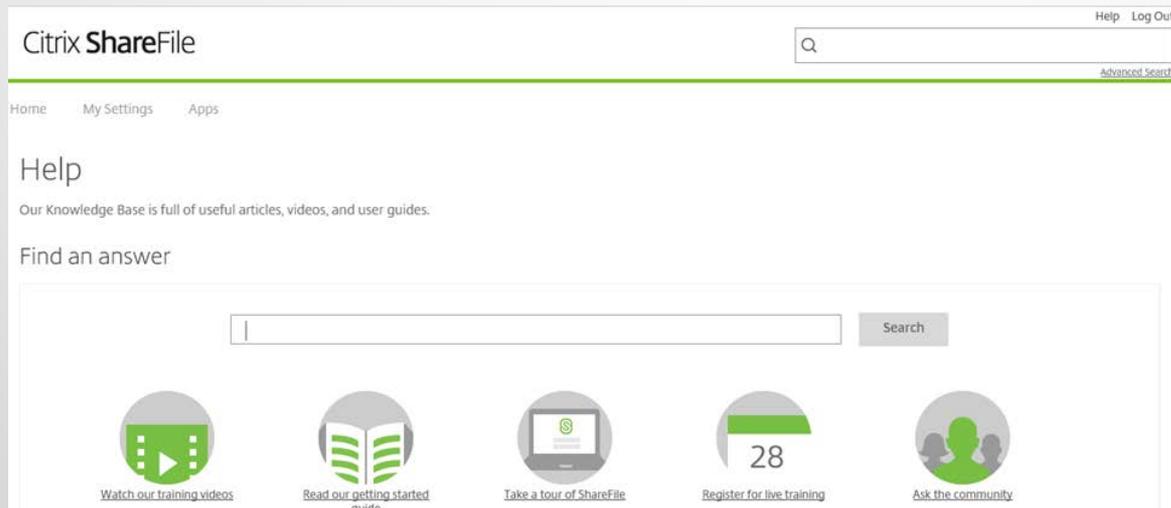


Help Menu

- ❖ The Help button will take you to the Help Menu to find an answer to any question you may have. You can access the Basic Client User Guide or the Getting Started Guide by clicking on the link provided below.

[Basic Client User Guide](#)

[Getting Started Guide](#)



- ❖ You can also contact your ISS ShareFile Administrator with any questions.

Question & Answer Session



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For more information:

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**“Bringing resolution across borders
Trayendo resoluciones entre fronteras”**






Thank you!

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