

Secure File Sharing (SFS) Using SharePoint Online

> DIVISION OF INFORMATION SYSTEMS & TELECOMMUNICATIONS
(DIST)

IT Operations Service

End-User Guide

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Table of Contents

- 1. Introduction 3
 - 1.1 Pre-requisites3
- 2. Logging in to SharePoint Online..... 4
- 3. Using Secure File Sharing online 5
- 4. Using Secure File Sharing from your desktop 9
 - 4.1 Setting up SFS on your desktop9
 - 4.2 Sharing files from your Desktop12

1. Introduction

The work of UNHCR relies on the collection, processing and exchange of highly-sensitive information, including the personal data of Persons of Concern. In line with UNHCR's [Data Protection Policy](#), this information is deemed confidential in nature, and should be "transferred through the use of protected means of communication".

The Secure File Sharing (SFS) service is an online tool based on Microsoft SharePoint. It allows you to safely and securely share sensitive data and files with individuals outside of UNHCR, including implementing partners.

The following features of SFS make this service much more secure for sharing sensitive information with external users in comparison with other channels, such as email and OneDrive:

- Files shared through SFS are encrypted at rest (when stored in the cloud) and in transit
- Only recipients specifically authorized by the document owner can access the file
- Files are only available until the expiration date set by the document owner and are then automatically deleted.

The purpose of this document is to provide a step-by-step guidance on sharing files with external users through SFS service.

1.1 Pre-requisites

To use Secure File Sharing [online](#) you need:

- An internet browser, e.g. Microsoft Edge, Internet Explorer 11, Mozilla Firefox or Google Chrome
- Secure File Sharing Site link <https://unhcr365.sharepoint.com/sites/dist-sfs>

To use Secure File Sharing from your [desktop](#) you need:

- UNHCR provided computer
- Your corporate account credentials (i.e. username and password)
- Secure File Sharing Site link <https://unhcr365.sharepoint.com/sites/dist-sfs>
- One Drive for Business installed

IMPORTANT:

- This service is for sharing files with external parties. It cannot be used to receive files.
- You cannot upload an empty file to the SFS site
- You can upload a file with a maximum size of 15GB
- You can upload maximum 750 files per user every month ([FAQ](#))

2. Logging in to SharePoint Online

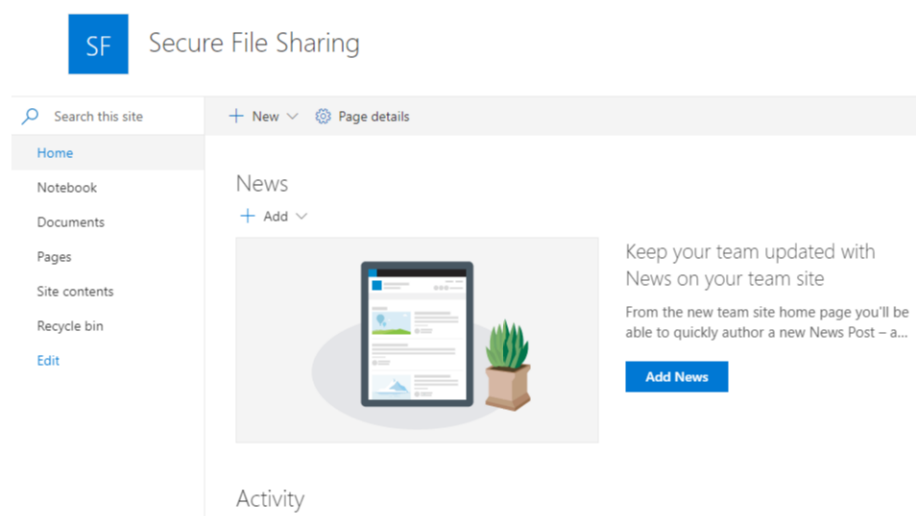
- Click on the **Secure File Sharing (SFS)** Site link:
<https://unhcr365.sharepoint.com/sites/dist-sfs>
- Login with your corporate account credentials:



- If you get a pop-up as shown below, Check **Don't show this again** and Click **Yes**



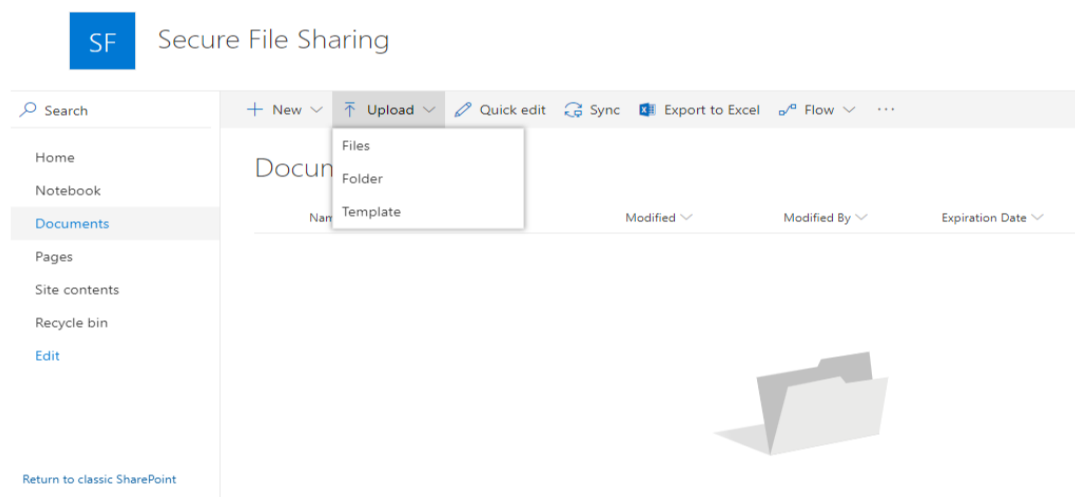
- Once you are logged in, you will see the SFS site dashboard, where you will upload files for sharing with the external users.



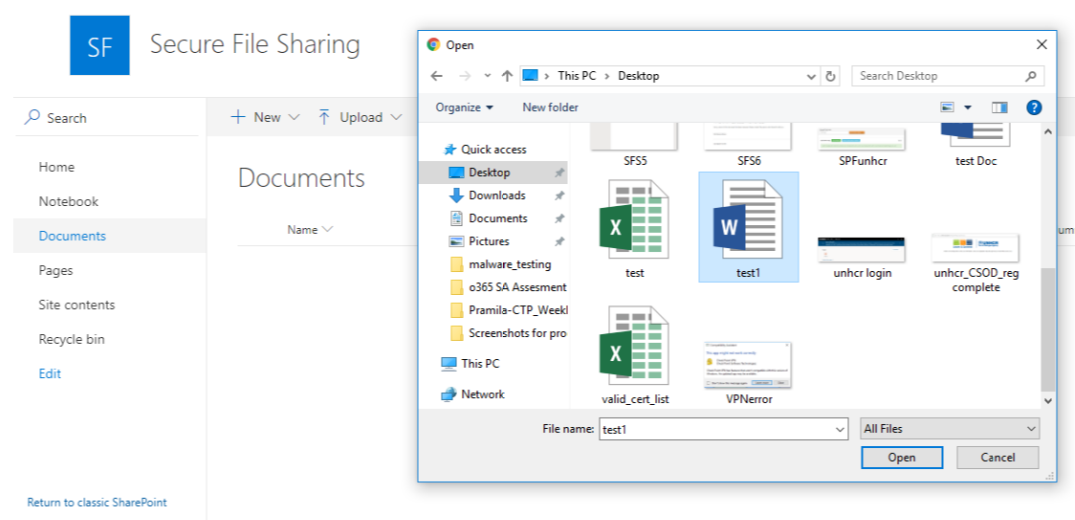
3. Using Secure File Sharing online

To use SFS online, no additional setup is needed. Follow the instructions below to start instantly sharing files:

- Access the SFS site dashboard as per instructions in Section 2 “[Logging in to SharePoint online](#)”
- Go to **Documents** and click on **Upload**. Click **Files**.



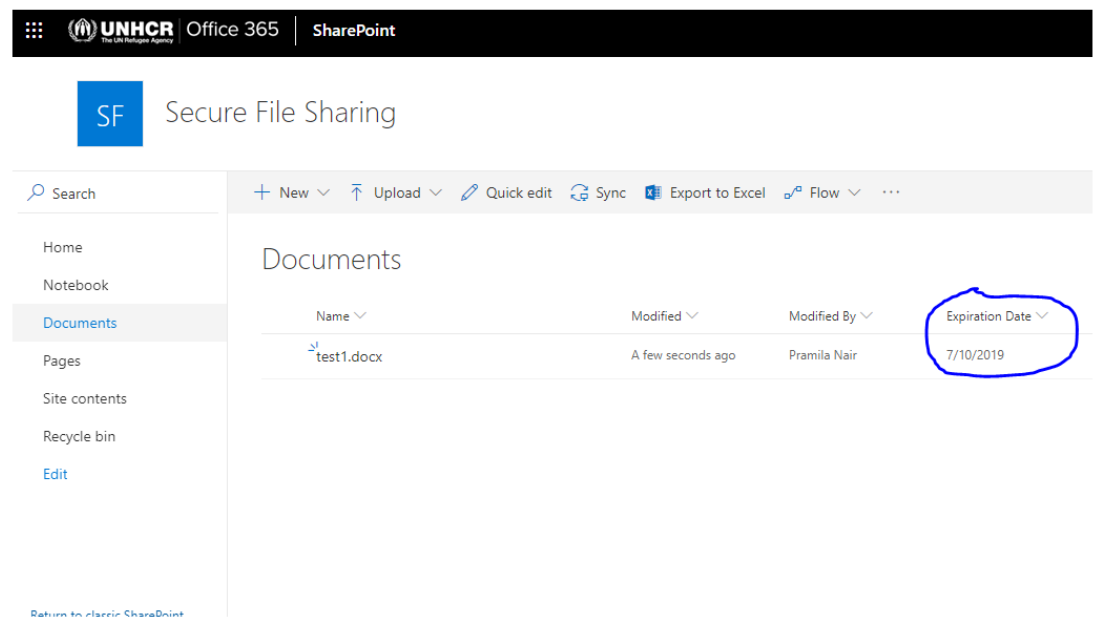
- Select a file you want to share from your desktop or from another SharePoint online site. You can upload several files at once if you wish. In the example below, we have selected the test file “**test1.docx**”. Click **Open**.



- Once your document is uploaded, you will see a message “**test1.docx**” is now available.

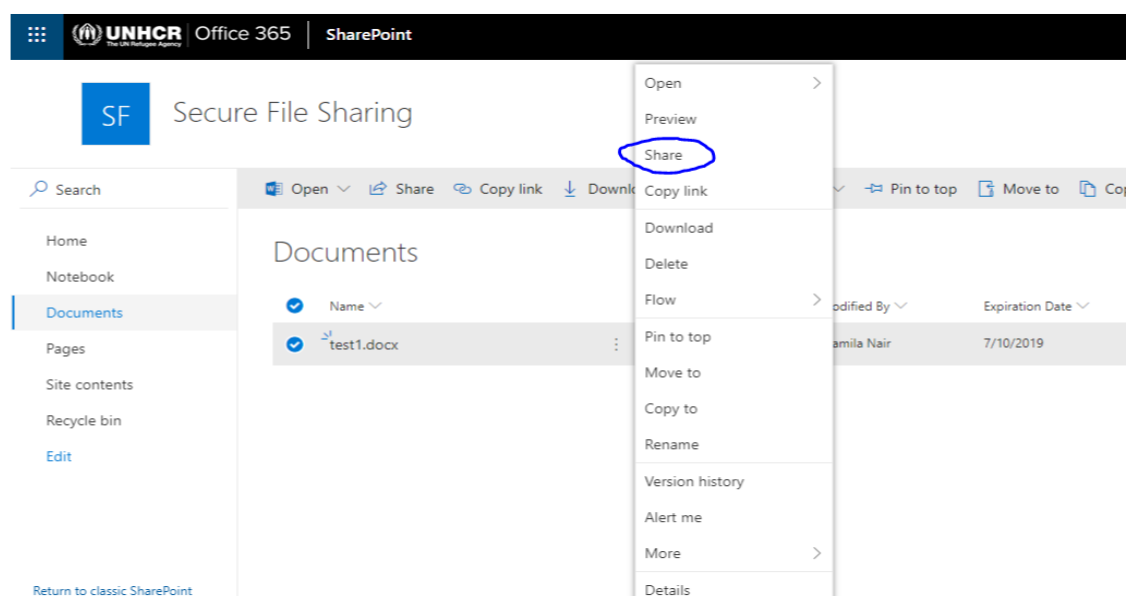
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- Make a note of the **Expiration Date** encircled in the screen below. By default, the shared file will be available for a period of ten days, after which it will be automatically deleted.



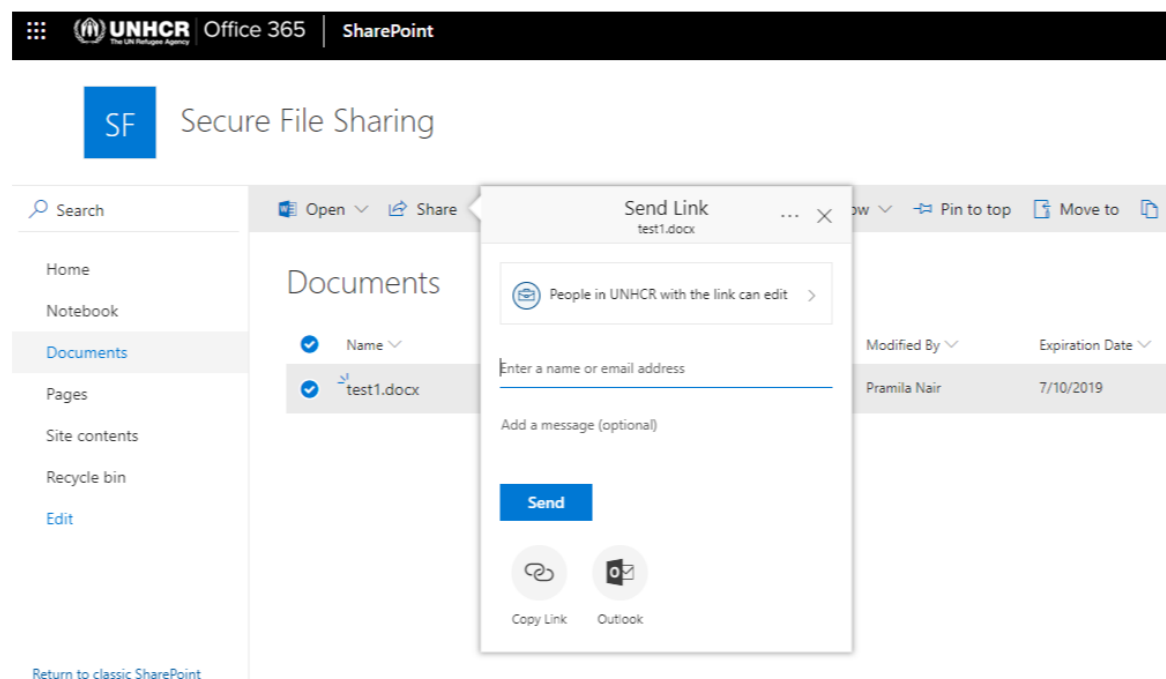
Neither you, nor the external recipient with whom you shared the file, will be able to access the file once the **Expiration Date** passes. If needed, you can change the expiration date by clicking **Quick Edit** in the Menu Ribbon in the SFS online dashboard. We do not recommend extending the expiration date to more than 30 days. Do not leave the expiration date field empty.

- To share the file “**test1.docx**” with an external user, click on the 3 dots next to the file to bring up the Option menu. Click on **Share** as seen below.

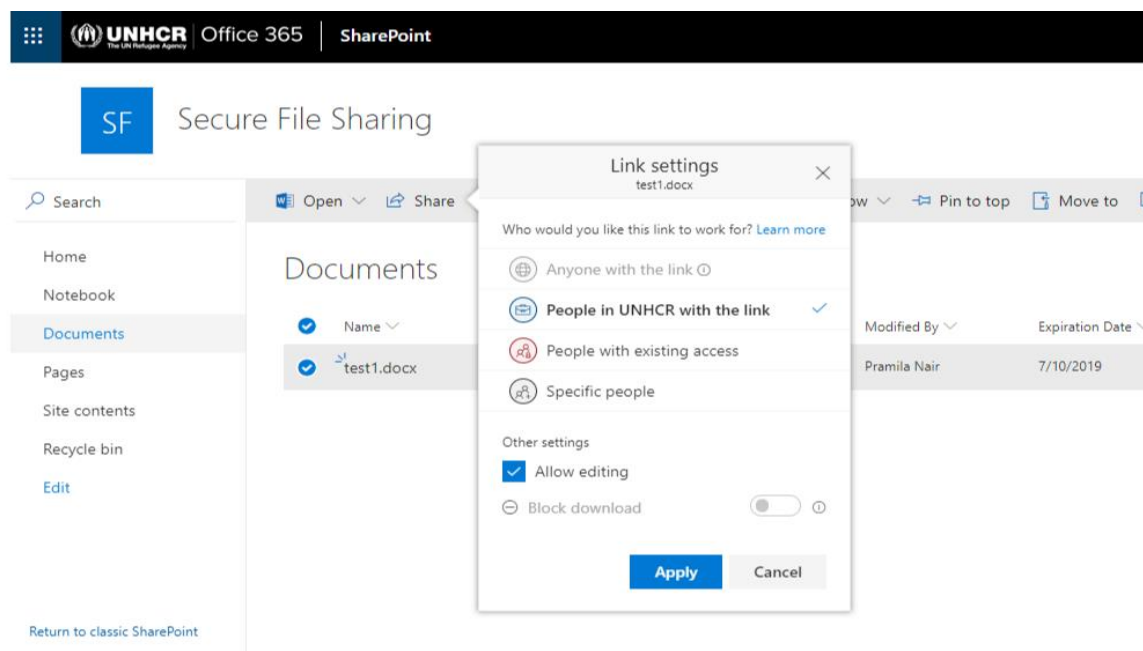


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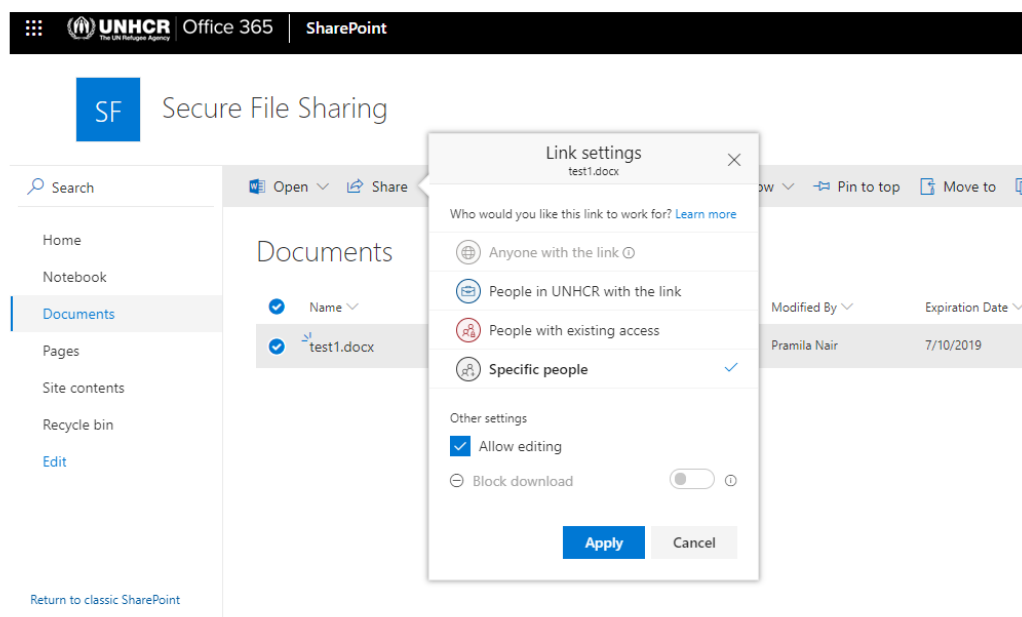
- On the **Send Link** screen, click on the ">" next to "**People in UNHCR with the link can edit**".



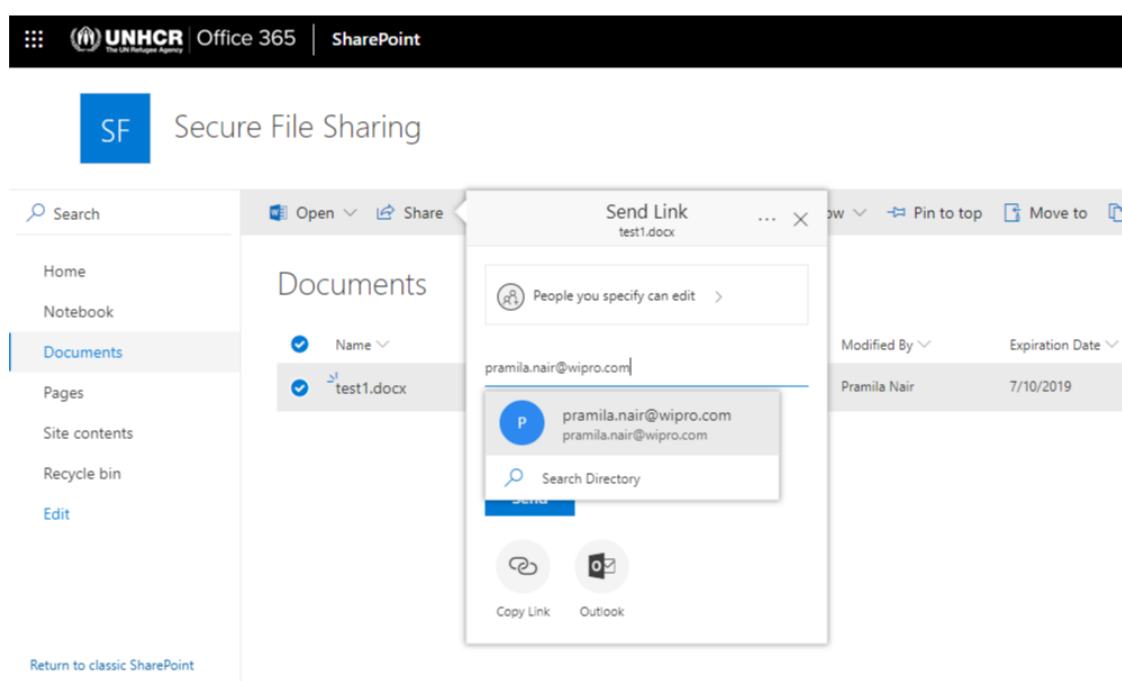
- You will see different categories of users, with whom you can share the file.



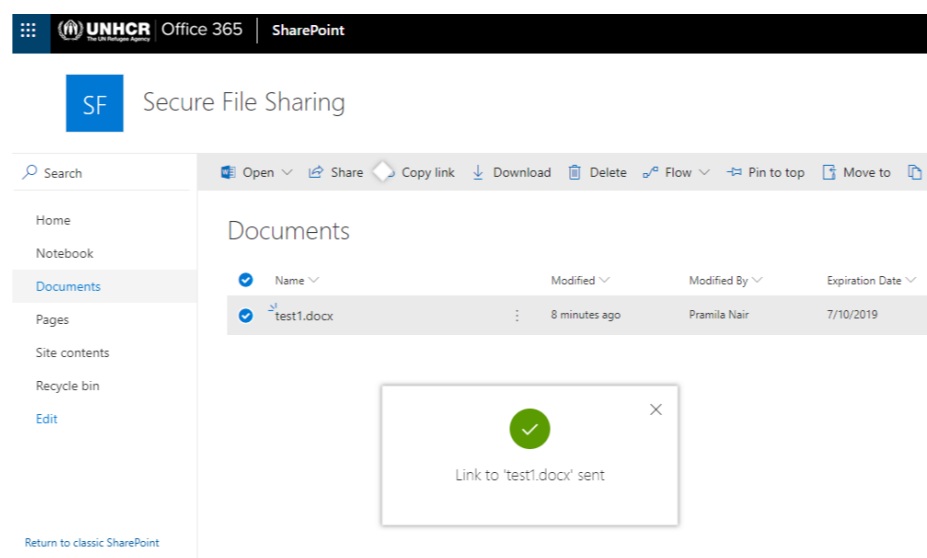
- To share with an external user, choose the option “**Specific People**”. If you wish to send the file in ‘read only’ mode, uncheck the box “**Allow editing**” as an additional step before clicking **Apply**.



- Enter an email address of the external recipient, click on the contact that will show below and click **Send**.



- Once the document is shared, you will receive the message as shown below. The external user will receive an email with a secure link, allowing the user to access this file.



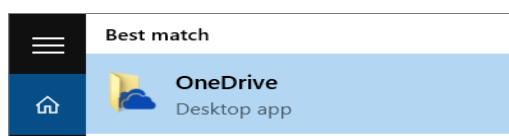
- External users may need assistance the first time they receive a file through the SFS service. Share with them a [step-by-step guide](#) with instructions on how to open a document sent via SFS.

4. Using Secure File Sharing from your desktop

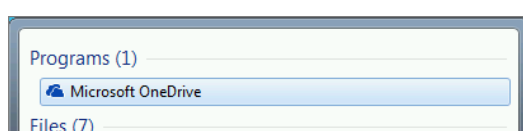
4.1 Setting up SFS on your desktop

Follow the instructions below to synchronize File Explorer in your computer with the SFS site. Once the synchronization is complete, you will be able to share files with external users from your desktop.

- First, check if you have OneDrive application installed by selecting the **Start** button on your computer and searching for “OneDrive”.
 - In Windows 10, select the **OneDrive** desktop app



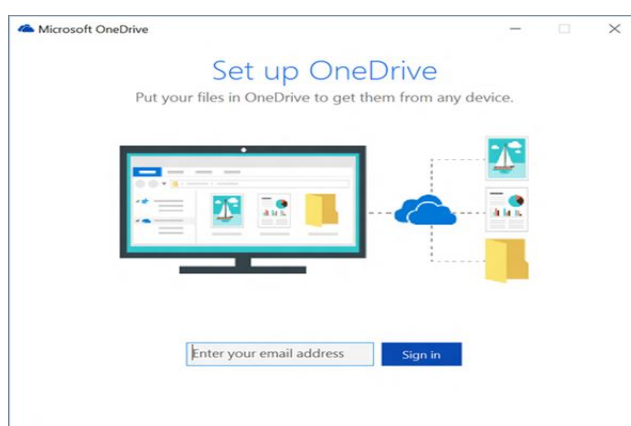
- In Windows 7, under **Programs**, select **Microsoft OneDrive**



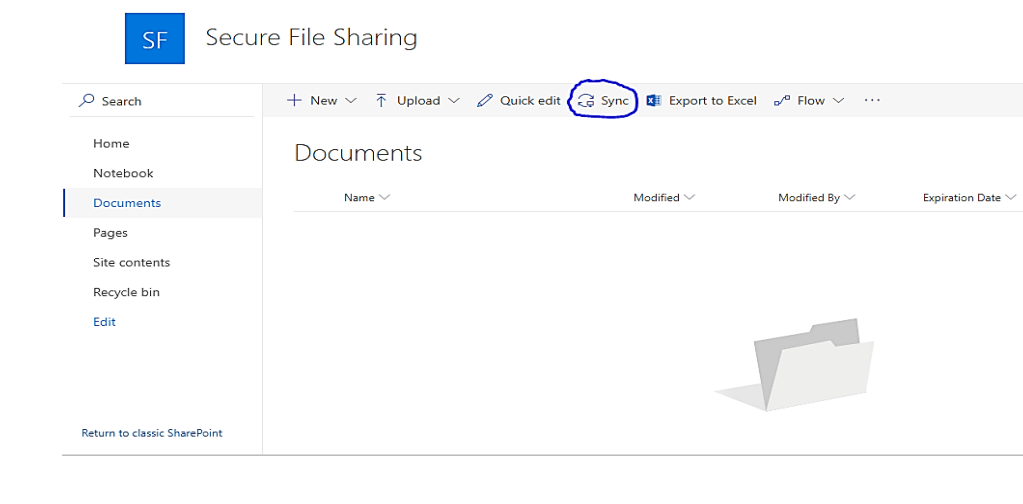
- In Windows 8.1, search for **OneDrive for Business**, and then select the **OneDrive for Business** app.

If you do not have this application installed, please contact Global Service Desk (**GSD**) at globalsd@unhcr.org to request installation of [One Drive for Business](#) on your computer.

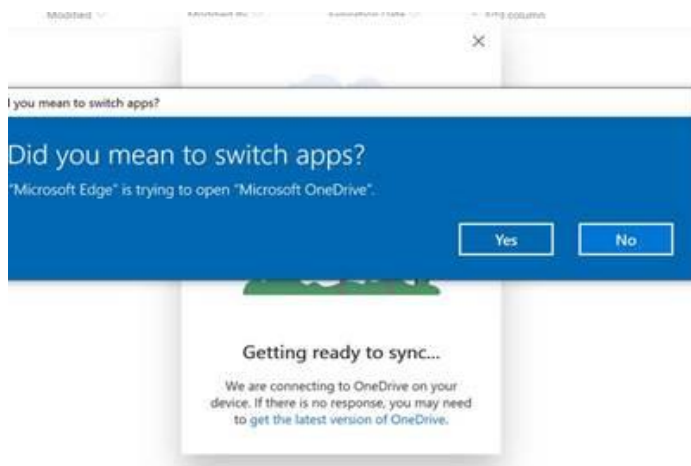
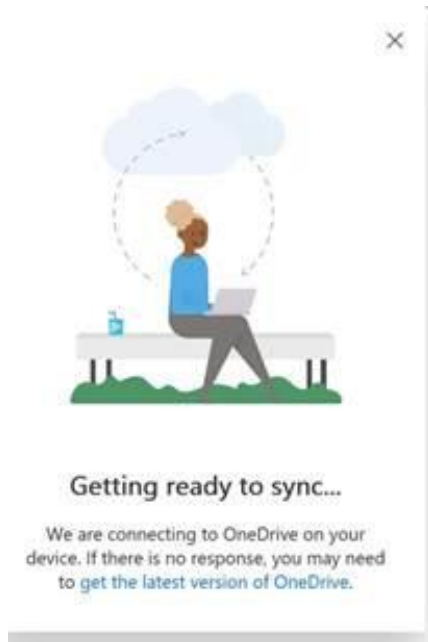
- Once the application is set up, use your corporate account (For example: user@unhcr.org) to **Sign in**.



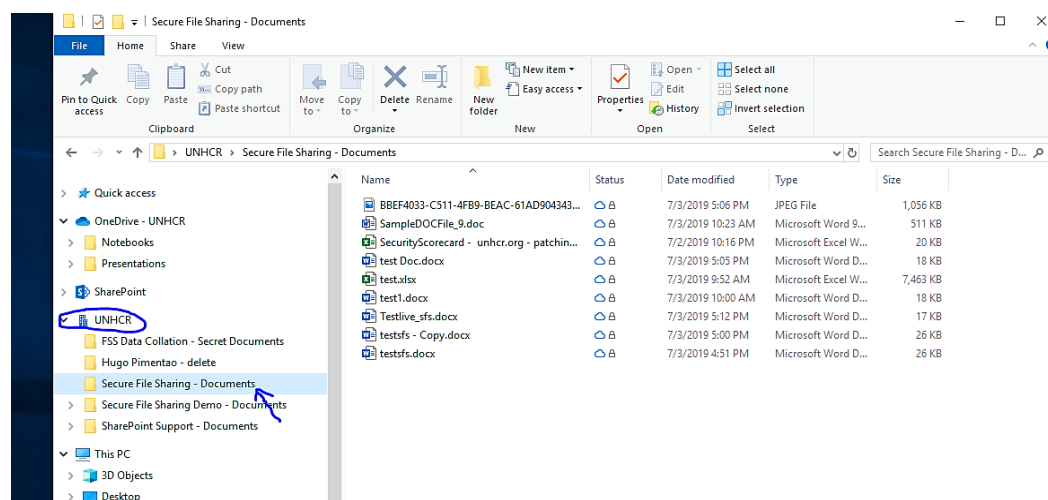
- Open your internet browser and go to the **Secure File Sharing** Site by clicking on the link: <https://unhcr365.sharepoint.com/sites/dist-sfs>
- Click **Documents**
- Click on **Sync**, as shown below.



- Close the pop-up message “Getting Ready to Sync”. If you get a pop-up message “**Did you mean to switch apps?**”, Click **Yes**. The setup is now complete.



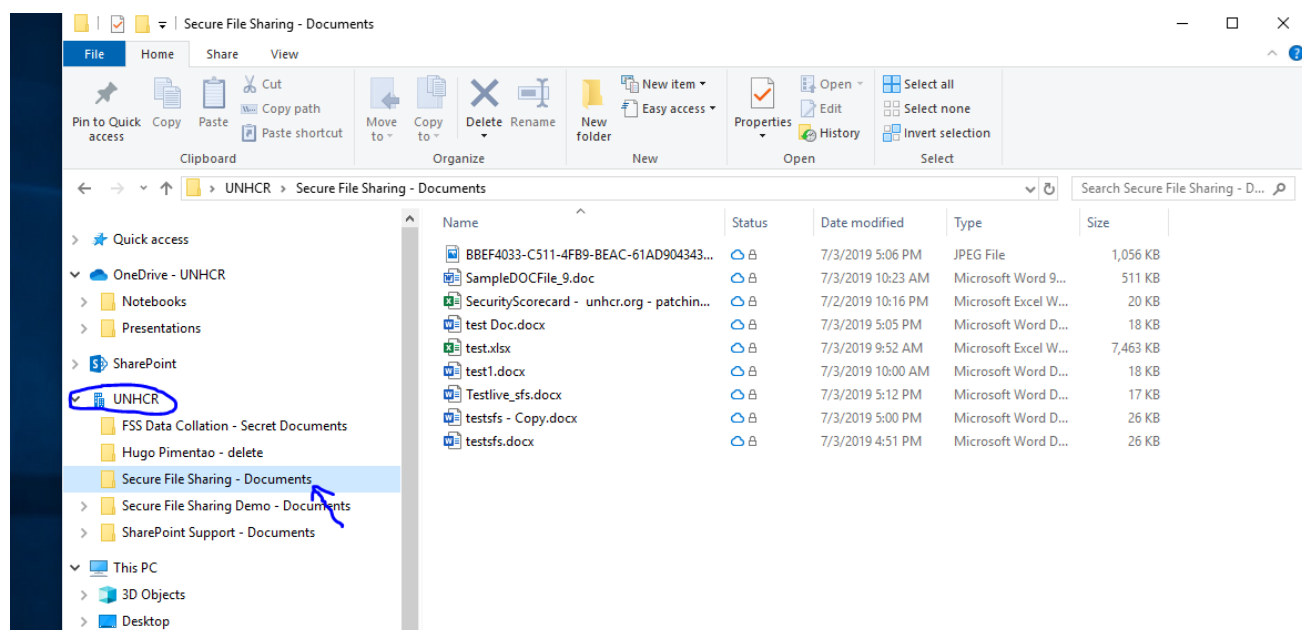
- Go to File Explorer on your computer. On the left pane, under the folder **UNHCR** (circled in blue below) you will see a newly created folder **Secure File Sharing** (shown with an arrow). Generally, there should be **no files in this folder** at this point.



4.2 Sharing files from your Desktop

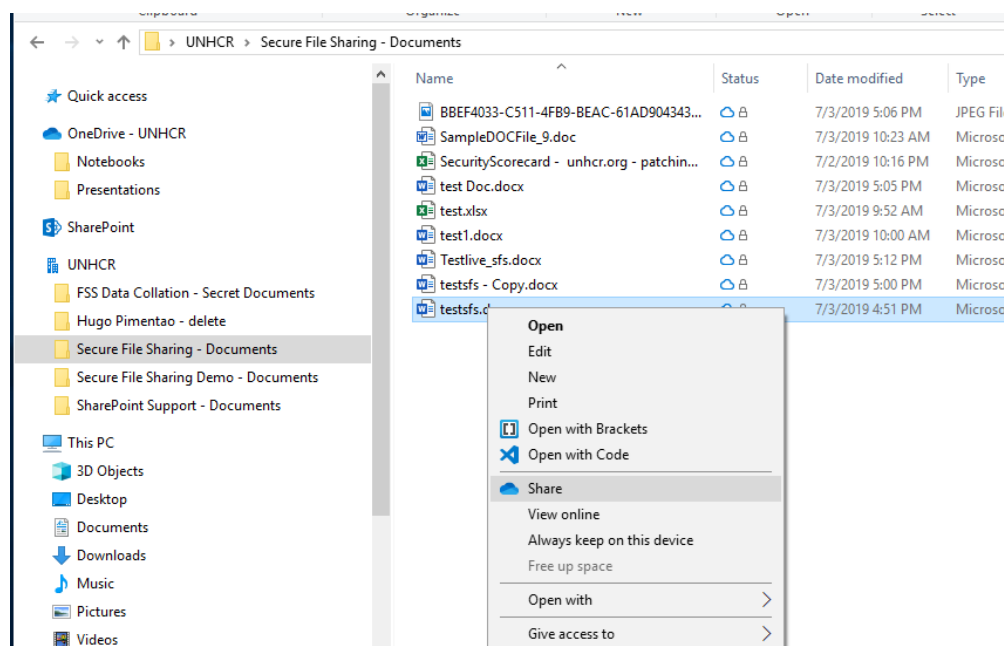
Once you have synchronized File Explorer with SFS site, you can securely share files with external users from your desktop by following the instructions below.

- Copy and paste the file you want to share with an external user (**Note:** File must not be empty) into the **Secure File Sharing** folder in File Explorer, as marked with an arrow below. Since, you have setup your File Explorer to synchronize with SFS site in [section 4.1.](#), this file will automatically be uploaded to the SFS site.

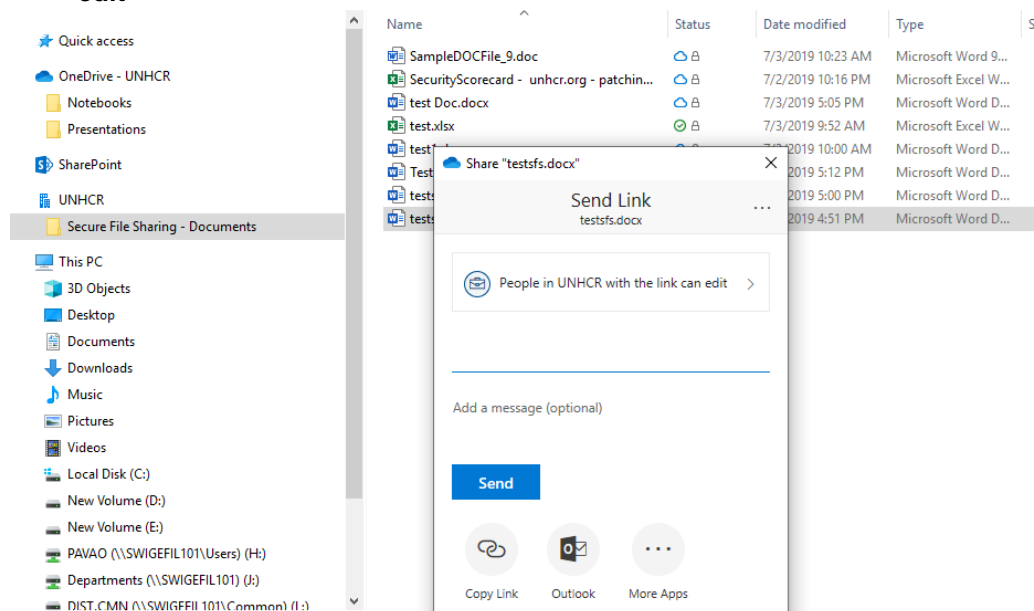


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- Right click the file in File Explorer (as shown on the example of “**testsfs.docx**” below) and Click on **Share**.

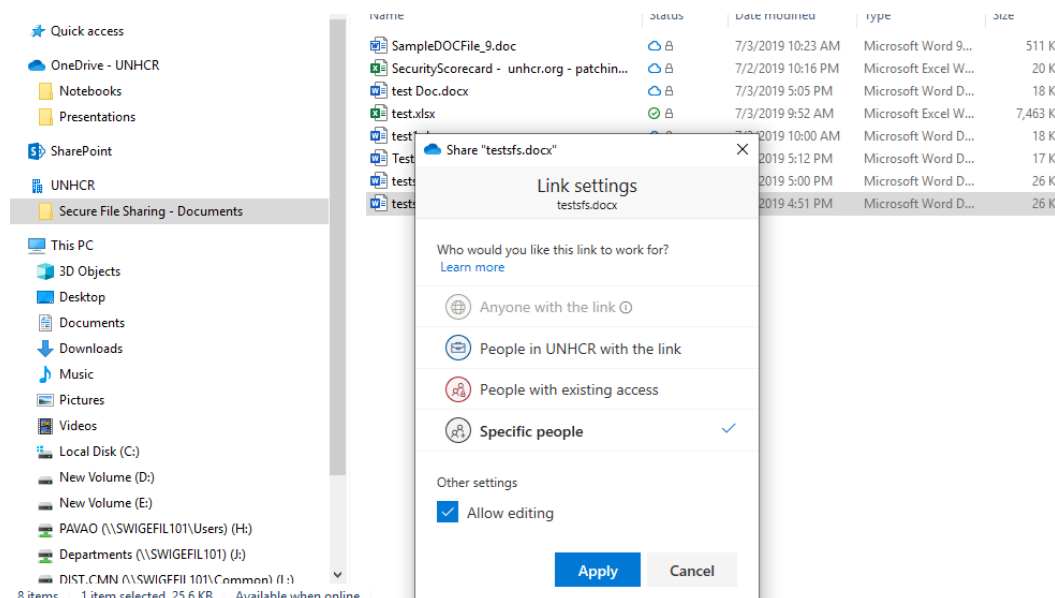


- On the **Send Link** screen, click on “>” next to “**People in UNHCR with the link can edit**”

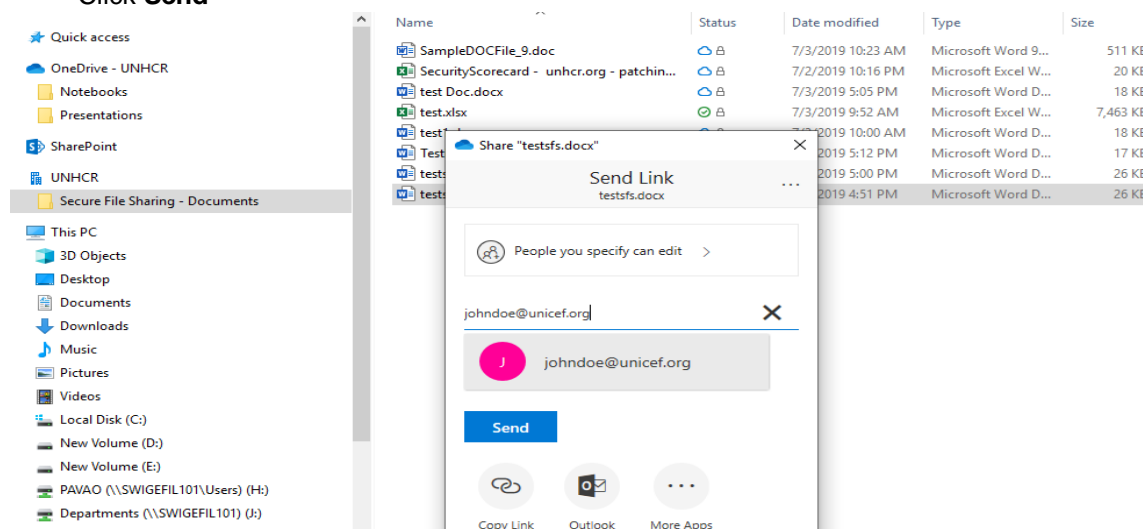


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- You will see different categories of users, with whom you can share the file. To share with an external user, choose the option “**Specific People**”. If you wish to send the file in ‘read only’ mode, uncheck the box “**Allow editing**” as an additional step before clicking **Apply**.



- Enter the email address of the external recipient, select the contact in the list below and Click **Send**



- By default, the shared file will be available for a period of ten days, after which it will be automatically deleted. The expiration period can only be changed directly on the SFS site ([See Section 3](#)).
- External users may need assistance the first time they receive a file through the SFS service. Share with them a [step-by-step guide](#) with instructions on how to open a document sent via SFS.