



FISLink-EMEA-PFT

FIS Employee User Guide

FIS Corporate Systems Administration

FIS Employee User Guide

This document will cover the basic usage of the FISLink-EMEA-PFT application, including sending/receiving files.

Contents

Overview	3
Login Process	3
FIS Employees/Contractors	3
Clients/Customers	3
Sending Messages or Files	4
File Attachments and Limits	4
Express Delivery	4
Express Delivery Advanced Options	6
Completing the Express Delivery	7
Sending files via a Reply	8
Packages	9
Receiving Files	9
Contacts	10
User Preferences	11
Appendix:	12
FAQ	12
File Security.....	12

Overview

FISLink-EMEA-PFT is an application used to securely send files and messages to those inside and outside of FIS.

Files and messages sent through FISLink-EMEA-PFT are available for up to 14 days. Files and messages older than 14 days are automatically removed from the system. This is based on FIS Policy.

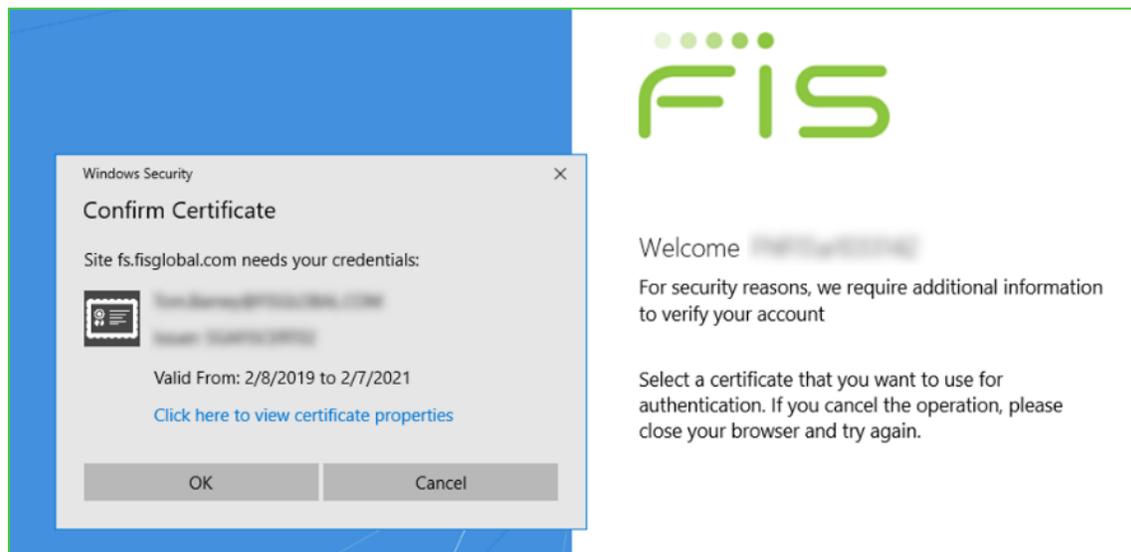
The primary use for FISLink-EMEA-PFT should be sending secure files to Customers/Clients that are too large to be attached to email. It should **NOT** be used to move files between security zones such as corporate and production.

Login Process

FIS Employees/Contractors

FIS Employees and Contractors are automatically registered within FISLink-EMEA-PFT. However, you might need to request additional access to send files. How to request access is covered in the Express Delivery section below. Employees must login using the [Login](#) link from the main page of <https://FISLink-EMEA-PFT.fisglobal.com>.

You may be prompted to confirm a certificate from your machine. Click OK and you should be authenticated to FISLink-EMEA-PFT and taken to your Inbox. This login will not work from a server or your personal computer.



Clients/Customers

New users will not be able to register for an account until they have been added as the recipient of a delivery.

Clients/Customers will need to register for an account using the “register here” link from <https://FISLink-EMEA-PFT.fisglobal.com> after they have been sent a delivery.

Registration steps are documented in the Appendix of this document.

Passwords are valid for up to 90 days. Additionally, client accounts are removed after 90 days of inactivity. The client must re-register after that time to use FISLink-EMEA-PFT. They are treated as a new user so they will not be able to re-register until they are sent a new delivery from FISLink-EMEA-PFT.

Sending Messages or Files

File Attachments and Limits

- You can send a secure message without attaching a file.
- The quota per sender is 4GB. You can send a single 4GB file, or multiple files. Once your total file sizes reach 4GB you will receive the error “upload failed due to insufficient quota”
- When files are attached to a delivery/message they are considered Packages and can be resent or deleted if you have reached your quota. (See Packages area for additional information)
- Packages and Messages are deleted after 14 days, even if the recipient has not opened the message.
- There are no file type restrictions
- Multiple files can be attached to a single delivery

Express Delivery

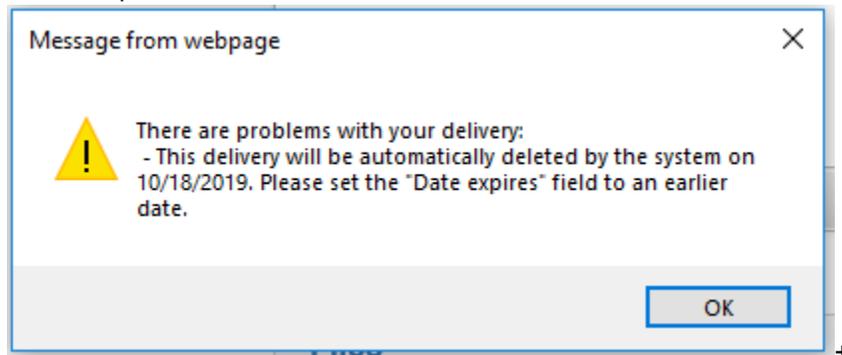
The process of sending files in FISLink-EMEA-PFT is referred to in the app as a “Delivery”. To send a new file you click the Compose Delivery button:



Are you missing the Compose Delivery button? The Compose Delivery button shown above is only available for FIS Employees. If you do not have the “Compose Delivery” button, an FIS Employee can request access to send files using the process below:

1. Open [this](#) form in Service Now
2. Enter your Preferred Contact Number
3. In the “Select Application you need access to” dropdown box, select Corporate Systems Application
4. In the “Select the specific application” dropdown, select FISLink-EMEA-PFT
5. In the “Access Type” dropdown select Add
6. Fill in your Business Justification to use FISLink-EMEA-PFT, then click the Order Now button.
7. The ticket will be routed to your manager for approval. After the request is approved you will be granted access.

- Once you have clicked Compose Delivery, An Express Delivery screen will be shown.
1. Fill in the email address or addresses in the To field. If you are sending to multiple email addresses, separate them with a comma.
 2. Enter a subject and message to provide a brief description of the file.
 3. If you want the delivery to expire soon, select an expiration date within the next 14 days.
 - a. Note: **Files are automatically removed/expired after 14 days** and the system will not let you send a delivery that is more than 14 days in the future. If you select a date beyond 14 days, you will receive an error when completing the delivery. For example:



Express Delivery

Create a package and deliver it in one step

Attach files Cc/Bcc Email notification message Advanced options Send

To joeuser@somecompany.com x

Subject The information we discussed

Secure message

Joe,

Attached is the file we discussed.

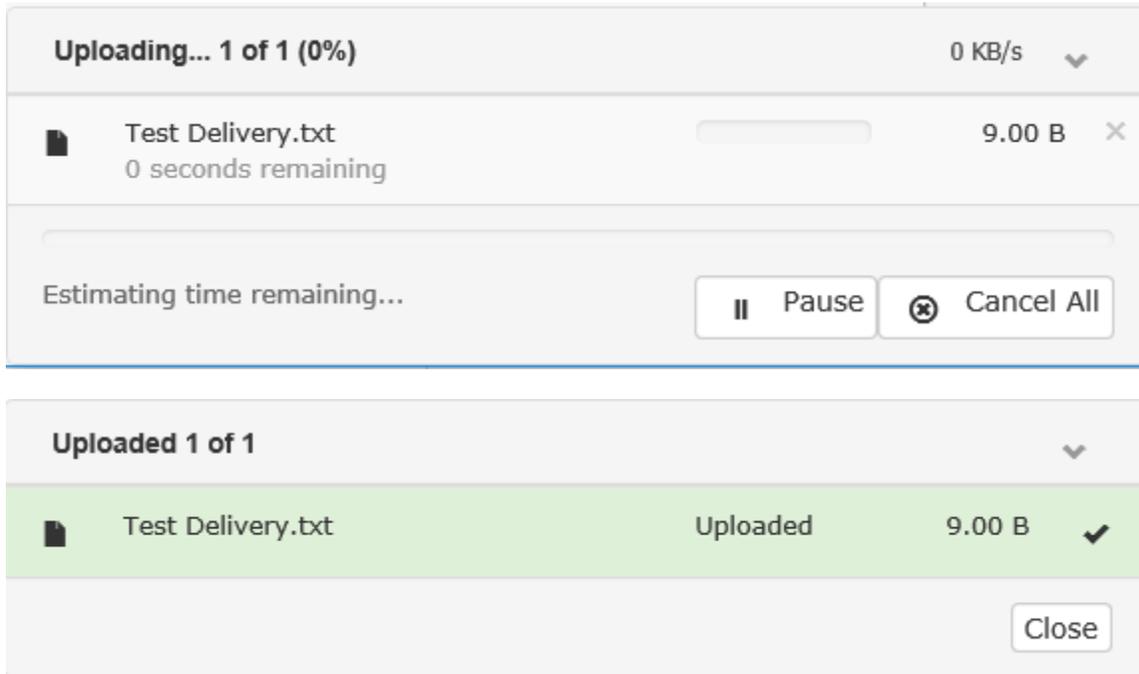
Thank you

Date expires 11/29/2019

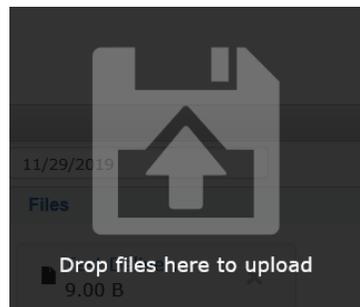
Files

Attach files Cc/Bcc Email notification message Advanced options Send

Click the Attach files button to browse for the file(s) you would like to attach. After selecting 1+ files you will see the progress of them being attached to the message.



Alternatively, you can drag the files over the Express Delivery window, where you will be allowed to attach them. The screen will change to an upload symbol. Drop the files here to attach them:



Express Delivery Advanced Options

While creating an Express Delivery you have the option to configure multiple Advanced Settings using the Advanced Options button in the lower right. These options include the date the file becomes available for download, a password to further secure the file, and notification settings for the delivery.

Advanced options

Date available

Password

Confirm password

Send me delivery access details

1 day after sending the delivery

1 day before the delivery expires

Notify me when recipients delete this delivery

Notify when recipients access this delivery

Notify when recipients download files

Email addresses to notify

Ok

Completing the Express Delivery

When you have configured all Express Delivery and Advanced Options, click Send.

If creation of the delivery was successful, you will receive a message similar to the following:

Delivery created!

The package was delivered successfully.

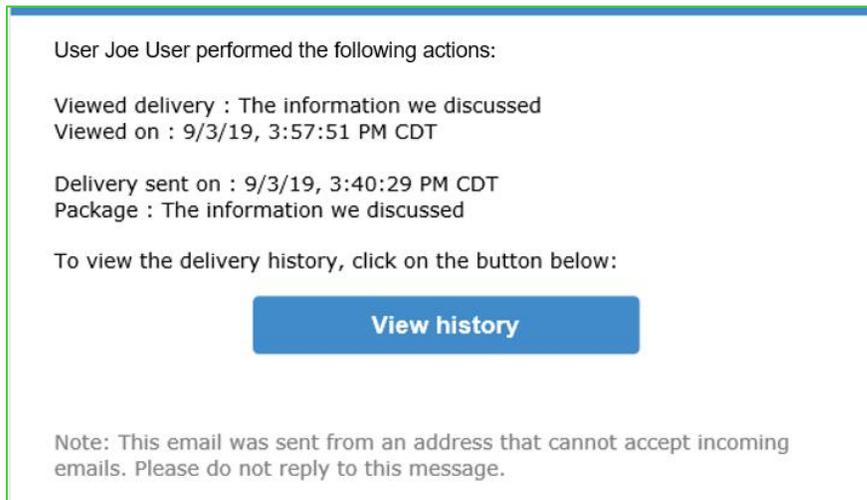
The following recipients have been added to your list of contacts. You can optionally add additional details below.

<input checked="" type="checkbox"/>	Email address	First name	Last name	Company
<input checked="" type="checkbox"/>	joeuser@somecompany.com	Joe	User	somecompany

Update contacts

The confirmation includes the option to update name and company information. This can be edited later under Contacts.

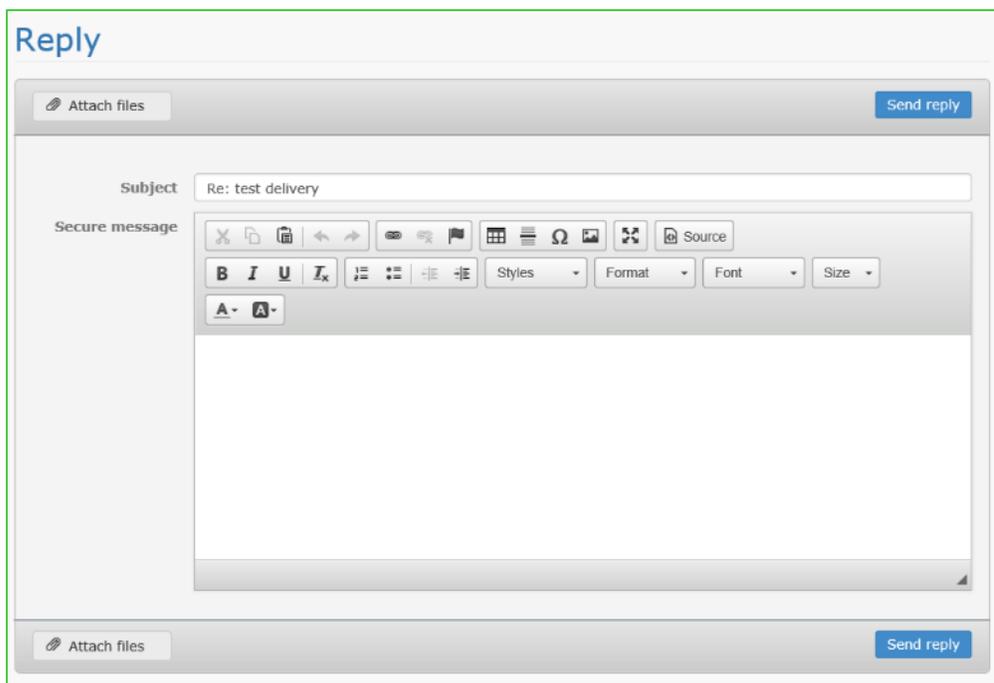
When the recipient views the delivery, you will receive an email similar to the following:



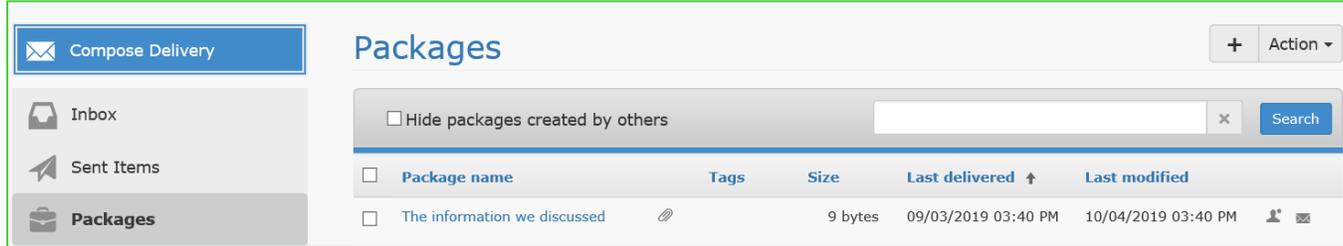
Sending files via a Reply

Note: For users who were familiar with an “Upload Slot” in Filelink, that feature does not exist in FISLink-EMEA-PFT. Instead you will send a message to the client through FISLink-EMEA-PFT and they will be allowed to attach files during the reply process.

Open a message from your inbox and scroll to the bottom of the window. Click Reply to open the Reply window. Enter a follow-up message and/or attach additional files, then click the Send reply button



Packages



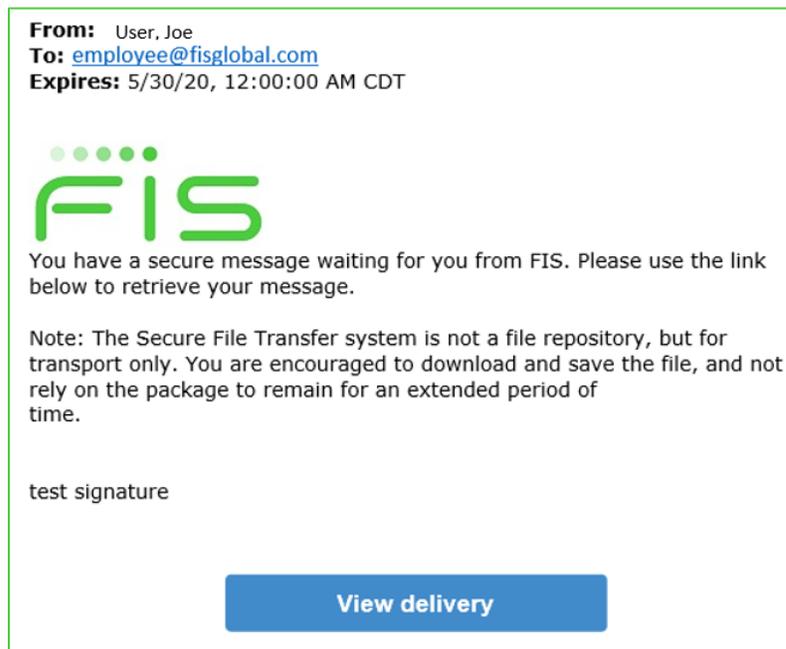
Packages is a list of files and messages that have been sent. Selecting a package name will allow you to view additional information about the package such as the date it was delivered and the date when it will be automatically deleted from the system.

When viewing Packages, you have the option to sort by multiple items including Package name, Size, and Last modified date. Sorting by Size is helpful if you are approaching your user quota and you want to remove files/packages that are no longer needed.

Note: If you send a delivery but modify the package before it is viewed by the recipient, they will see the updated contents. Meaning, file additions or removals will replace the files in the original delivery.

Receiving Files

The recipient of the file will receive an email similar to the following:



Clicking the View delivery button will open your browser to the login page for FISLink-EMEA-PFT. Login to view the Your Delivery screen.

Your Delivery [Action]

Delivery Information

Package name	The information we discussed
To	Joe User
Subject	The information we discussed
From	FIS Employee
Date	09/03/2019 03:40 PM

Secure message Joe,
Attached is the file we discussed.

Email notification message Thank you
You have a secure message waiting for you from FIS. Please use the link below to retrieve your message.
Note: The Secure File Transfer system is not a file repository, but for transport only. You are encouraged to download and save the file, and not rely on the package to remain for an extended period of time.

Files

<input type="checkbox"/>	File name	Date created	Size
<input type="checkbox"/>	Test Delivery.txt	09/03/2019 03:40 PM	9 bytes

[Download as zip](#)

[Reply](#)

Click the file name, or select the checkbox for multiple files (if multiple files were sent) and click the Download as zip button

Contacts

- [Compose Delivery](#)
- [Inbox](#)
- [Sent Items](#)
- [Packages](#)
- [Workspaces](#)
- [Contacts](#)**

When you send a delivery to a new user, you will have the option to enter the recipient's Name and save it to your contact list.

Contacts are useful if you create deliveries for the same users on a regular basis. In a new delivery the system will attempt to match contact names to the letters that you type in the To or CC/BCC fields.

You can edit your contacts by selecting Contacts from the left menu.

From here you can view and sort contacts by name, email address, and Company name. You can also click on a contact to add additional information such as phone number and street address.

Appendix:

FAQ

Q. How do I create an upload slot?

A. FISLink-EMEA-PFT does not support upload slots. Please see the section “Sending files via a Reply” earlier in this document for an alternative.

Q. I am experiencing timeout issues while uploading a large file to a new delivery. How can I finish the upload of a large file?

A. To meet FIS security requirements your session to FISLink-EMEA-PFT will logoff after 15 minutes of inactivity. As an alternative to attaching the files to a new delivery, consider using a Package. Create and save an empty package, then edit the package and attach your file. Your session should remain active while the file is being attached and it will be saved to your package even if your session times out.

Q. My client is unable to login and receive the file I sent. How do they get support with their account?

A. The FIS Employee should open a ticket via Global Support Center.

Q. How do I get access to send files/Compose Delivery button?

A. Only Employee and FIS Contractors are allowed the Compose Delivery button. All other users must reply to messages in FISLink-EMEA-PFT in order to send files. The process to request access is as follows:

1. Open [this](#) form in Service Now
2. Enter your Preferred Contact Number
3. In the “Select Application you need access to” dropdown box, select Corporate Systems Application
4. In the “Select the specific application” dropdown, select FISLink-EMEA-PFT
5. In the “Access Type” dropdown select Add
6. Fill in your Business Justification to use FISLink-EMEA-PFT, then click the Order Now button.
7. The ticket will be routed to your manager for approval. After the request is approved you will be granted access.

Q. I used FISLink-EMEA-PFT to send a delivery to my personal email, but it won't let me register the account. How can I register and receive the message?

A. Personal email addresses are blocked from registration in FISLink-EMEA-PFT.

File Security

Files in FISLink-EMEA-PFT are encrypted while at rest. The encryption solution meets FIPS 140-2 Level 1 requirements. Additional information on the FIPS designation is available here:

<https://csrc.nist.gov/groups/STM/cmvp/documents/140-1/140sp/140sp1906.pdf>