

Guides for Secure Online Transfer of Files

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Welcome to YouSendIt[®]

YouSendIt[®] is software OYA uses for secure online transfer of files. With YouSendIt[®], you can send, receive, and track large or multiple confidential files.

OYA has a limited number of YouSendIt[®] software licenses that have been distributed to specific OYA staff around the state. These individuals can send or receive files on your behalf. If you need to send a confidential file, contact the person listed for your site.

- If you need to send a secure file, refer to the YouSendIt Sending Instructions
- If you have received a secure file, refer to the YouSendIt Receiving Instructions
- If you are a YouSendIt[®] license holder, refer to the YouSendIt File Transfer Instructions

If you need assistance or have questions about YouSendIt[®], please contact the Help Desk at 503-378-4333.

OYA YouSendIt[®] License Holders

OYA Community Services

- | | |
|------------------|----------------------|
| • OYA Central | Heidi Lung |
| • Clackamas OYA | Andrea Switzer |
| • Coos OYA | Gina Brown |
| • Douglas OYA | Laura Hampton |
| • Deschutes OYA | Diana Sandwell-Meyer |
| • Jackson OYA | Jill Hayes |
| • Klamath OYA | Corky Buffington |
| • Lane OYA | Mary Hunter |
| • Linn OYA | Donna Carsner |
| • Malheur OYA | Pearre Bones |
| • Marion OYA | Angie Denning |
| • Multnomah OYA | Janie Richards |
| • Wasco OYA | Angie Druliner |
| • Washington OYA | Kendra Cathey |
| • Washington OYA | Jan Seiler |

OYA Facilities

- | | |
|----------------------------------|------------------|
| • Hillcrest YCF | Grace Klewitz |
| • MacLaren YCF | Cindy Wadsworth |
| • Tillamook YCF / Camp Tillamook | Sharon Kaszycki |
| • North Coast YCF | April Johnson |
| • Rogue Valley YCF | Debbie Winn |
| • RiverBend | Sidney Turner |
| • OYA Medical Director | Dr. Marcia Adams |
| • OYA Nurse Manager | Teresa Griffin |

OYA Physical Plant Operations

- Rex Emery
- Mark Connors

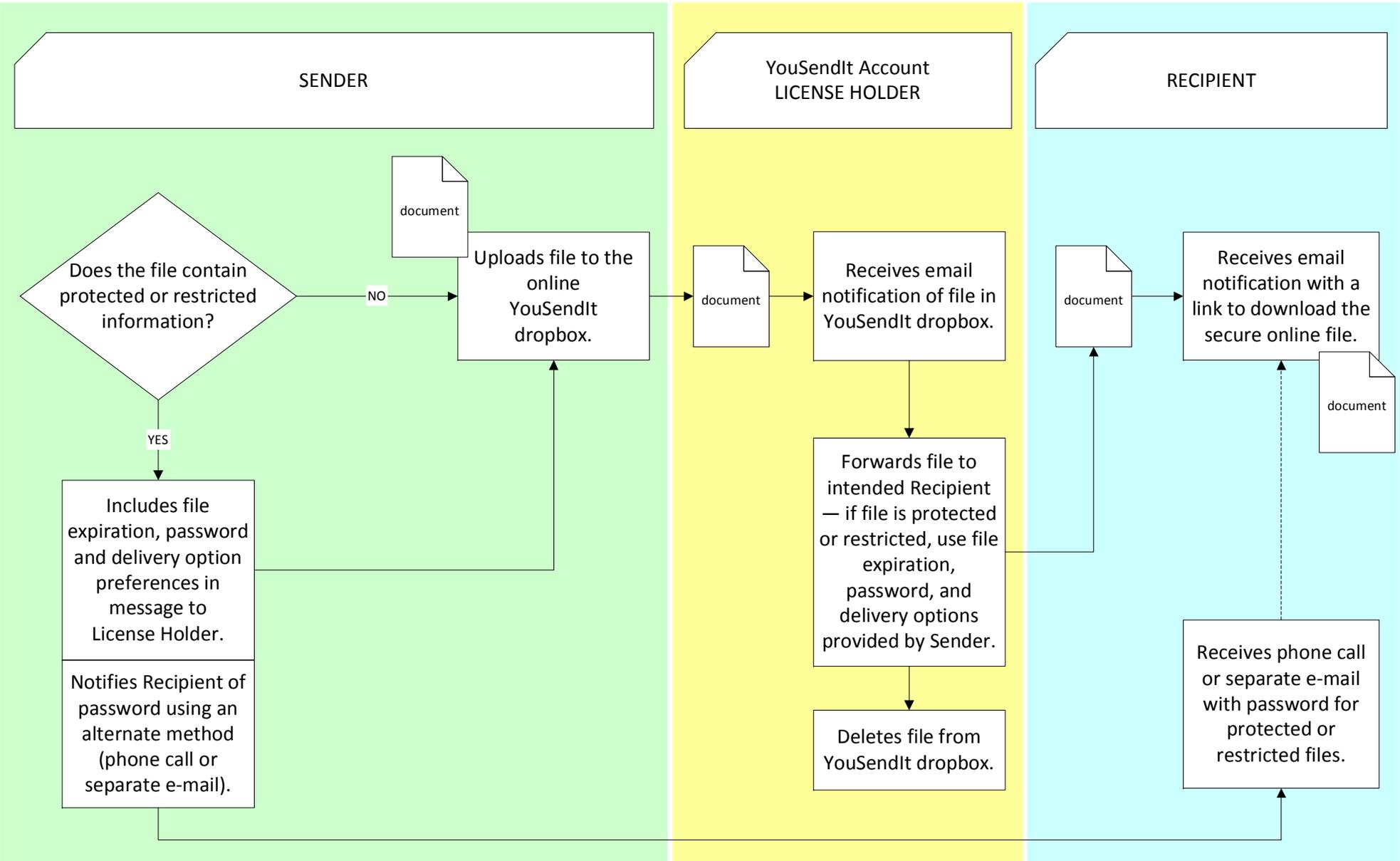
OYA Professional Standards Office

- Ken Jeske
- Annette Hilton

OYA / JJIS Help Desk

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YouSendIt[®] Workflow Process for Secure File Transfer



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YouSendIt[®] File Transfer Instructions for License Holders

A Secure File Transfer requires an authorized license holder to transfer the file from the sender to the recipient.

1. Open your internet browser and open the YouSendIt[®] website - <http://www.yousendit.com/>

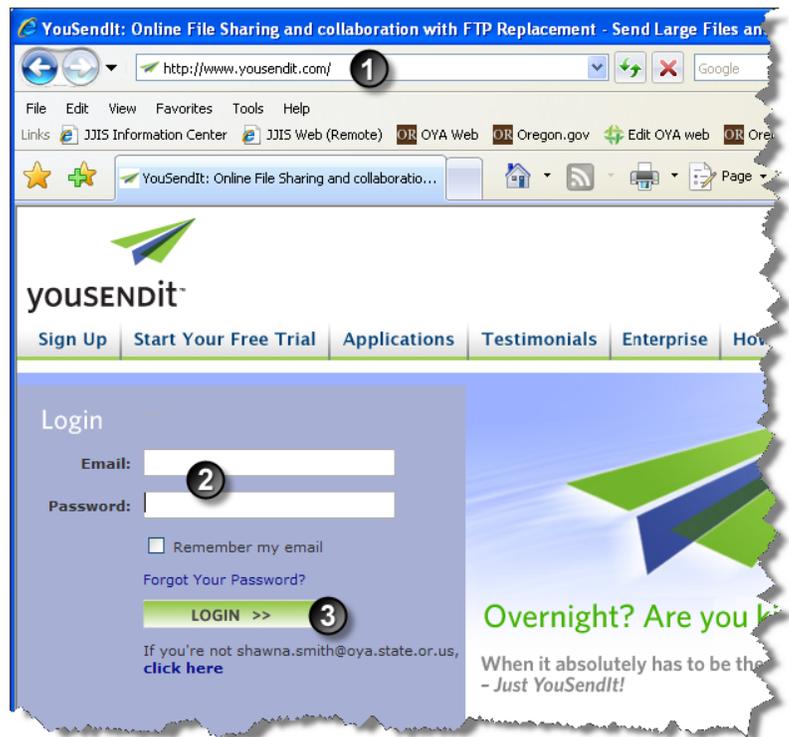
The browser opens to a log-on screen.

2. Login to YouSendIt[®] —

Enter your **Email Address**.

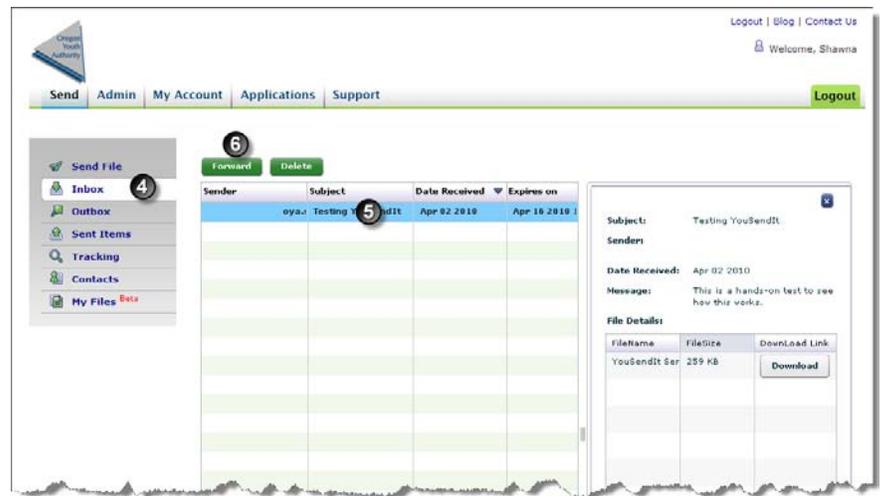
Enter your **Password**.

3. Click **LOGIN**.



The YouSendIt[®] welcome screen opens.

4. Select the **Inbox**.
5. Select the message to be forwarded to a recipient(s).
6. Click **Forward**.



YouSendIt[®] File Transfer Instructions for License Holders

The message from the sender should have included the email address of whom the file is to be sent and a message.

7. Enter the email address of the recipient.
8. Edit the message deleting any specific instructions to you from the sender.

Indicate that the message is being "Sent on behalf of . . ."

9. Click **SEND IT**.

The screenshot shows the 'Send File' interface. At the top, there is a navigation bar with 'Send', 'Admin', 'My Account', 'Applications', and 'Support'. On the left, a sidebar contains 'Send File', 'Inbox', 'Outbox', 'Sent Items', 'Tracking', 'Contacts', and 'My Files Beta'. The main form has a 'To:' field with a red circle '7' around it. Below it is a 'Select contacts' section. The 'Subject (optional)' field has a red circle '8' around it. The 'Enter message (optional)' field contains the text 'YouSendIt Sending Instructions.docx (259 KB) Remove'. Below the message field, it says 'forward 1 files'. There is a 'Select a file (Max 2 GB)' field with a 'Browse...' button. Underneath, there is an 'Add another file' section with four checkboxes: 'File Expiration Options [+]' (Default: 14 days), 'Password-Protected Secure Delivery [+]', 'Certified Delivery with Tracking [+]', and 'Return Receipt [+]'. At the bottom, there is a green 'SEND IT' button with a red circle '9' around it. Below the button, it says 'By clicking on the "Send It" button, you agree to YouSendIt's Terms of Service. Files will be uploaded securely. Need normal transfers?'.

A confirmation screen appears indicating that an email has been sent to the recipient containing the link they can use to download the file from the YouSendIt[®] website.

The screenshot shows the 'Success!' confirmation screen. At the top, there is a navigation bar with 'Send', 'Admin', 'My Account', 'Applications', and 'Support'. On the left, a sidebar contains 'Send File', 'Inbox', 'Outbox', 'Sent Items', 'Tracking', 'Contacts', and 'My Files Beta'. The main content area has a green 'Success!' heading. Below it, there is a message: 'Thanks for using YouSendIt. We have sent your recipient(s) an email with a link to download the file. Spam filters can occasionally catch this email notification; click here to send the message using your own email system.' Below this, there is a link to the file: 'Here is the link for your file, which will be available for 14 Days or Unlimited downloads. https://www.yousendit.com/download/bFFPb3BITkFVVGxGfQIE9PQ'.

NOTE: There are options to place file expiration timelines, password protection, delivery tracking, and return receipt requests on the file transfer.

The File Expiration and Password Protection options are mandatory when sending files that contain protected or restricted information and require additional communication to the recipient in an alternate method (e.g., phone call or separate e-mail).

Sending Files Containing Protected or Restricted Information

Information that is protected or restricted must be transmitted using OYA's YouSendIt® dropbox:

- Protected information is confidential information (e.g., health) or information that identifies — or can be used to identify — an individual.
- Restricted information is information that only specific individuals are authorized to access.

Files containing protected or restricted information must include file expiration, download, and password options.

To begin, open OYA's secure dropbox on the YouSendIt® website: <http://dropbox.yousendit.com/oregonyouthauthority>

1. File Expiration Options

- Set the File Expiration Date when the file should be removed from YouSendIt®
- Set the File Expiration Option to **1** Download

2. Password-Protected Secure Delivery

- Requires password to open message and document. The initiating Sender may use the Message field in the dropbox to include instructions for a password or the License Holder may set the password. (YouSendIt® License Holders are already required to log on to access files in the dropbox.)
- YouSendIt® requires passwords to be between 5 and 12 characters — OYA encourages the use of strong passwords applying a combination of lowercase and uppercase letters, numbers, and symbols.
- NOTE: The password must be communicated to the receiver using an alternate method (via phone call or separate email).

3. Certified Delivery with Tracking

- See who downloaded the file and when.

4. Return Receipt

- Receive an e-mail notification when the file is downloaded.

The screenshot displays the YouSendIt web interface for sending a file. The top navigation bar includes 'Send', 'Admin', 'My Account', 'Applications', and 'Support'. A sidebar on the left contains 'Send File', 'Inbox', 'Outbox', 'Sent Items', 'Tracking', 'Contacts', and 'My Files Beta'. The main content area is titled 'Add another file' and contains several options, each with a circled number:

- 1** **File Expiration Options [-]** (Default: 14 days)
Choose your file expiration time and define the number of downloads.
Expire files in days
Expire files after download(s)
- 2** **Password-Protected Secure Delivery [-]**
Protect the download of your file by password.
Password:
Confirm password:
- 3** **Certified Delivery with Tracking [-]**
Recipients must login to download. See who downloaded your file and when.
- 4** **Return Receipt [-]**
Get an email notification informing you when your file is downloaded.

At the bottom of the form is a green 'SEND IT' button. Below the button, it states: 'By clicking on the "Send It" button, you agree to YouSendIt's Terms of Service. Files will be uploaded securely. Need normal transfers?'

Sending Files Via YouSendIt[®]

You can send large and/or confidential files to others through a YouSendIt[®] dropbox to one of OYA's authorized license holders. The license holder will then forward your file to your intended recipient.

To begin, open OYA's secure dropbox on the YouSendIt[®] website: <http://dropbox.yousendit.com/oregonyouthauthority>

The YouSendIt[®] dropbox screen appears:

1. Select the name of the YouSendIt[®] license holder who will process the file for you from the list in the dropbox.
2. Add a subject.
3. Enter a transmittal message to the license holder — in your message to the license holder, be sure to include the following information:
 - Recipient address(es)
 - Message you want relayed to the recipient
 - Any other necessary information (e.g., file expiration, download options, and password for files containing protected or restricted information, timeline for sending the file, etc.)

Sample Message Initiator to License Holder

Please send the attached file to john.doe@mail.com and password-protect the file with strongP@ssw0rd.

4. Enter your email address.
5. Click **Browse** to open a Choose File screen.

In the Choose File screen, navigate to the appropriate folder and select the file you want to send.

Click **Open**.

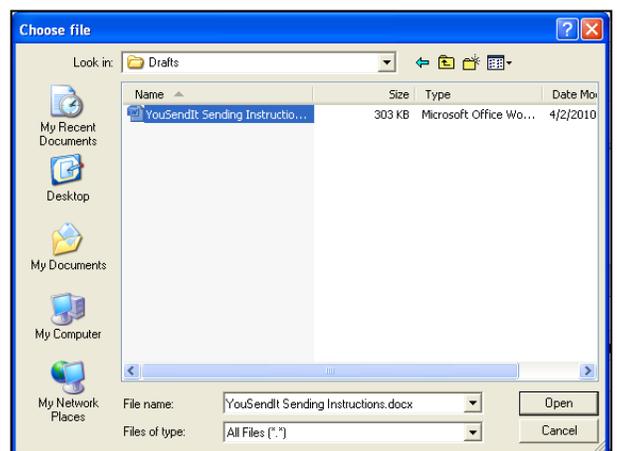
If you don't see the file that you are looking for in the appropriate folder, make sure that **All files (*.*)** is selected in the **Files of type** box.

The path and name of the file is returned to the YouSendIt[®] screen.

6. Click the **SEND IT** button.

NOTE: Up to five files can be sent, but they must be selected individually – click the Add another file link to open the Choose File screen to add additional files.

The screenshot shows the 'Send a File to Dropbox' interface. It features a dropdown menu for 'Dropbox Recipient(s)' with a list of license holders (Clackamas, Clatsop/Col, Switzer, Seller). Below this is a 'Subject' field, an 'Enter Message' text area, and a 'Your Email' field. A 'Browse...' button is next to the email field. A red circle highlights the 'Add another file' link below the file selection area. A green 'SEND IT' button is at the bottom. A note at the bottom states: 'Items marked with an asterisk (*) are required. By clicking on the "Send It" button, you agree to Terms of Service.'

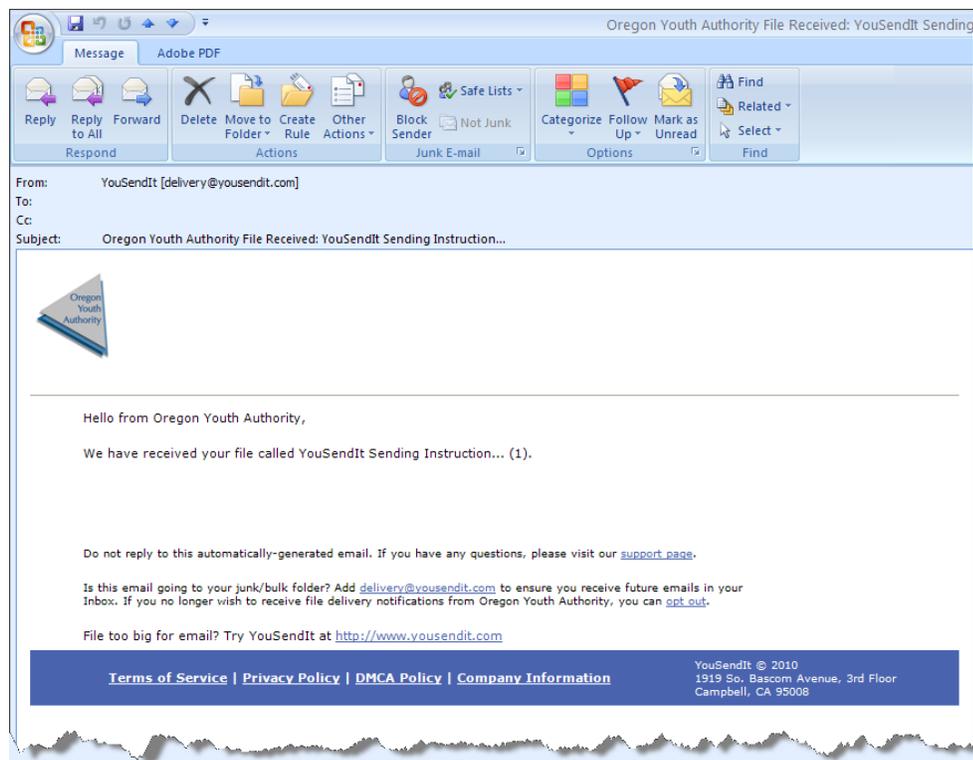


Sending Files Via YouSendIt[®]

When the file is sent, YouSendIt[®] displays a confirmation screen that the file was successfully sent to the dropbox.



You will also receive an e-mail from YouSendIt[®] confirming that your file has been received and scanned – indicating that it has been delivered to the license holder.

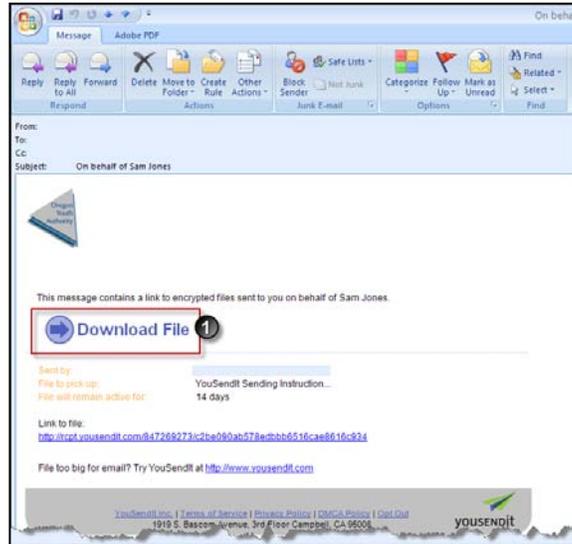


Receiving Files Via YouSendIt[®]

When secure files are sent to you through YouSendIt[®], you receive an email notice. The email will include a link to download the file from the YouSendIt[®] website.

If the files contain protected or restricted information, they will be password protected and you may be limited as to how many times you can download the document and within a certain time period. You will receive notification of the password via phone call or a separate e-mail from either the Initiator or the YouSendIt[®] license holder.

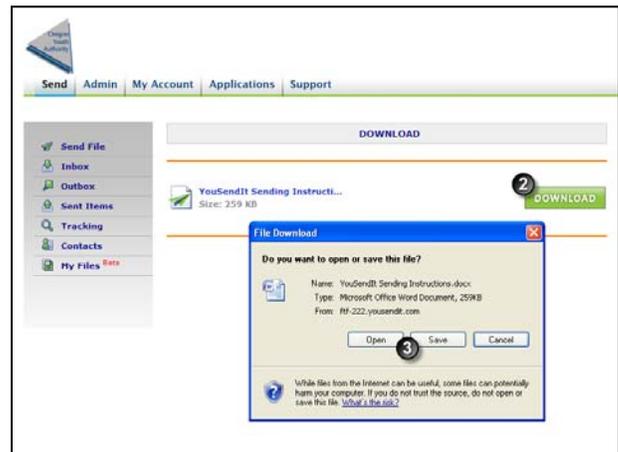
1. Click the **Download File** link in the email.



The YouSendIt[®] website opens to a Download screen.

2. Click **Download**.
3. A File Download dialog screen opens prompting you to either Open the file or Save the file.

Click **Open** to open the file – you may save the file later; or



Click **Save** to open a Save As screen.

4. Navigate to the location on your computer or local server where you wish to save the file and click **Save**.

The file can then be opened from its saved location.

