My File Transfer (MyFT) User Guide

What is MyFT?

MyFT allows you to send or share files securely with recipients both inside and outside of the Department of Health WA network.

Why do we use it?

Sending or taking confidential or patient sensitive information outside of the WA Health network is prohibited. See examples below of methods that are not secure:

1.) Emailing documents from your work email to your home email address.

2.) Using services such as Hotmail or Gmail to communicate with colleagues and exchange patient files.

3.) Copying files onto a personal USB device to take home and work on.

Standard email communication to external addresses is not secure and there is no guarantee that the information being transmitted is not being intercepted in transit to its destination. Health approved USBs are only designed to transfer small abouts of information.

MyFT provides comprehensive enterprise security of Health data that is sent or shared

Logging into MyFT Website

Log into the MyFT web interface using your email address or 'HE' number and your MyFT password.

https://myft.health.wa.gov.au

'Health' staff getting access to MyFT

1.) Visit the Online Computer Access Form and log in with your Windows password.

2.) Select the appropriate request type

    a. Change My Access

    b. Change Others Access (Used when submitting requests on behalf of someone else)

3.) From the applications drop-down list select "MyFT" then click "Add to List"

4.) Submit the form for approval by your nominated supervisor/manager.

5.) On approval a User Provisioning Officer will action the request and send a MyFT invitation email with your username and password.

By default, Health staff accounts are configured to login to MyFT using their 'HE' number and Windows password.

'Non-Health' staff getting access to MyFT

1. On the MyFT login page, click "I don't have an account yet."

2. Enter your email address. You will receive a verification email to register your account at the email address you specified.

3. Click the verification link in the email. You will be taken to the login screen where you will be prompted to specify a new password for your account.

*** Please note:** Creating an account this way only provides limited functionality. You would only be permitted to communicate with staff already setup within MyFT that have a 'Health' email address. This functionality is typically assigned to external users required to send or share files with Health staff.*

User Types

There are three types of MyFT accounts:

Restricted Sender – Can download, and upload files. Can send files only to Standard or Expert users of MyFT. Typically external contractors/vendors are given this level of access.

Standard User – Can download, upload, and send files to anyone. Typically a 'Health' employee.
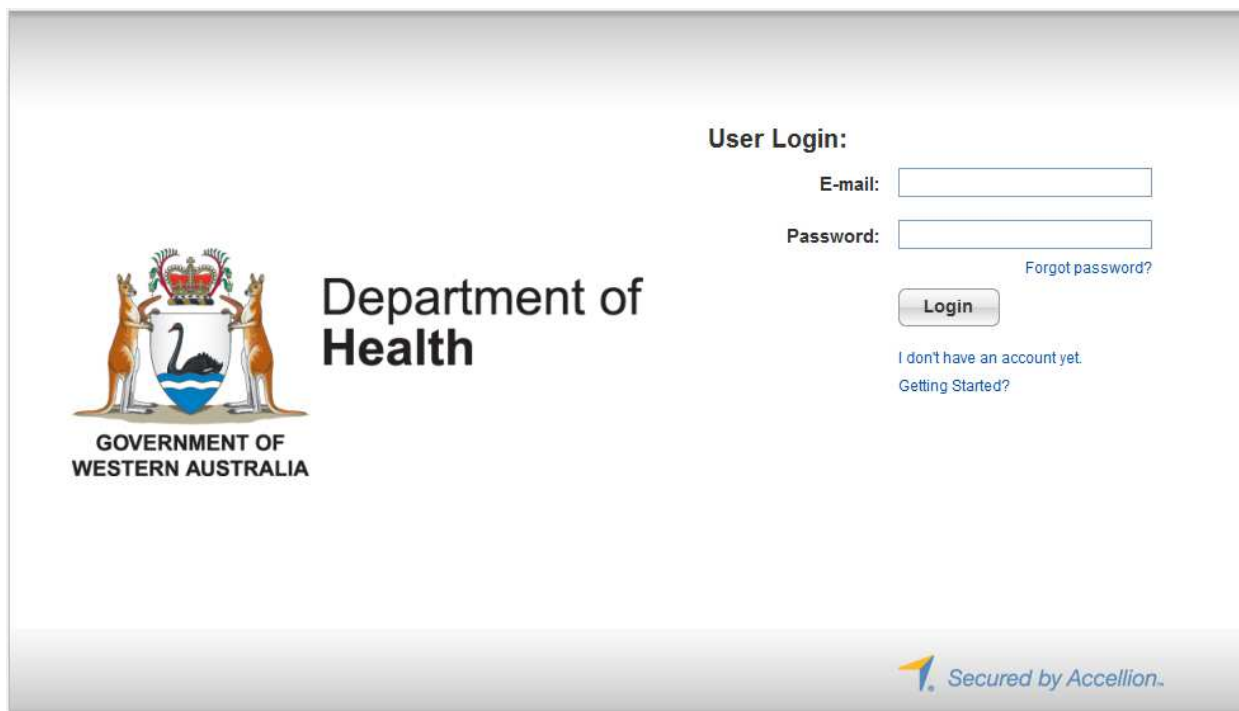
Expert User – Can download, upload, and send files to anyone. They have more control over settings, and can send files that require no authentication. Expert Users can only be created by the administrator of MyFT. Typically a 'Health' employee with special business requirements.

Overview of MyFT

This section will familiarise you with the basic layout of the MyFT web user interface. This represents the view a typical Standard User would see. Depending on what options the administrator has enabled, not all options and buttons covered here will be available.

Logging In

The login screen is where you enter your email address/'HE' number and password to log in and use MyFT.

The login screen has the following options:

- **Forgot password?**

   Click on this link if you can't remember your password. You'll be asked for your email address, and a new password will be emailed to you. If you are using a Health email address or your 'HE' number then the system will remind you to use your 'Health' Windows password.

- **I don't have an account yet**

    This option will walk you through the account creation process as outlined above. The account created will be configured as a "Restricted Sender". This type of account is only permitted to communicate with staff already setup within MyFT that have a 'Health' email address. This functionality is typically assigned to external users requiring to send or share files with Health staff.

- **Getting Started?**

    Provides a link to this document.

File Manager Tab

The File Manager tab will show all files currently accessible via your MyFT account.

Inbox – Shows messages and files you have received.

Sent Items – Shows emails and files you have sent. Files and messages can also be resent from here.

My Files – Shows all files you have sent through Secure File Transfer or uploaded directly. Files can be deleted or resent from here.

Workspaces – Shows all secure workspaces you have created or been given access to. Please note Workspaces are only provided to staff based on their business requirements. By default this option is not provided.

Send File Tab

From the Send tab you can compose emails and attach uploaded files to be sent. These files will be sent as secure links. You can also create draft emails, which can be sent later.
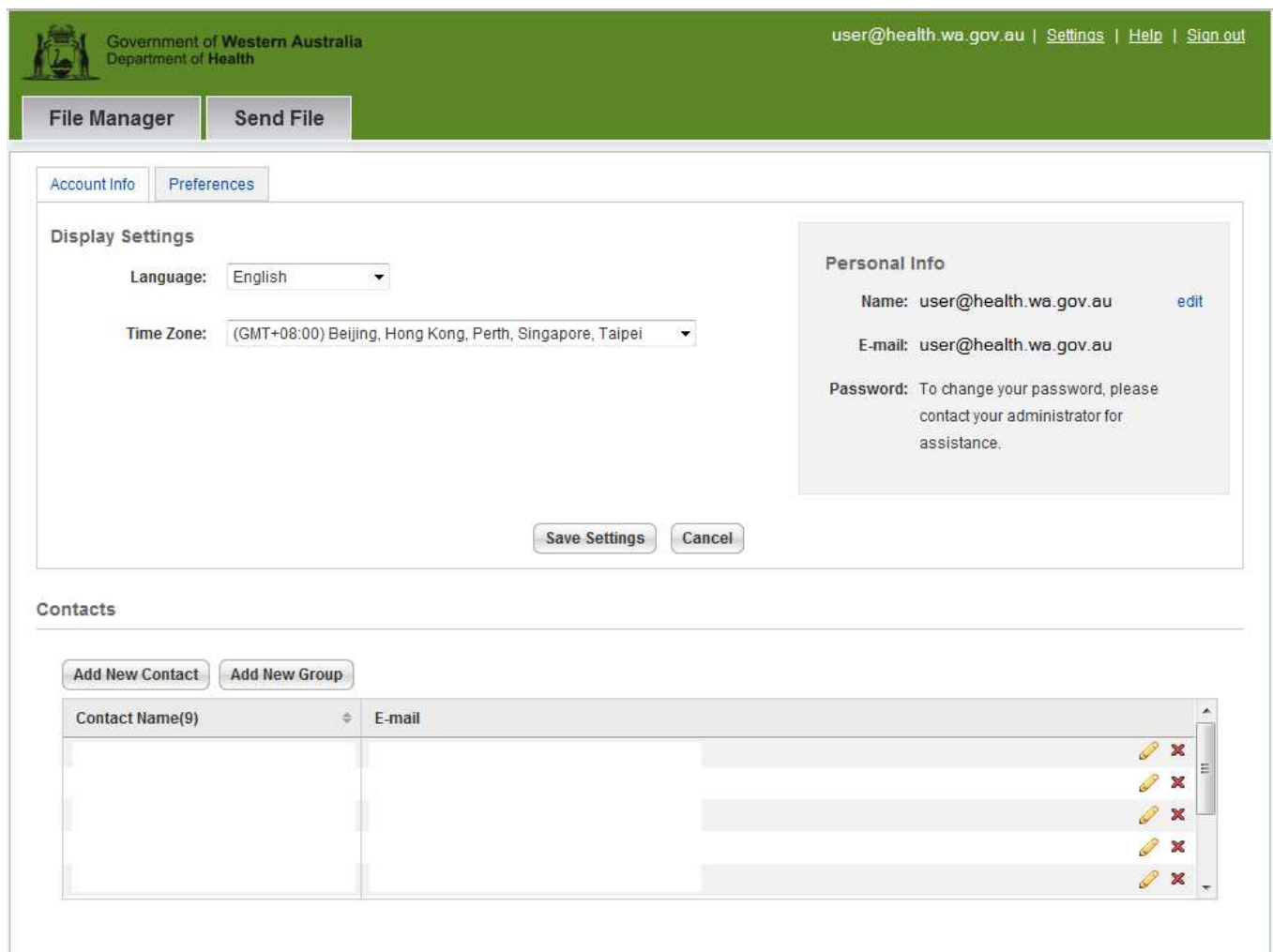

Delivering a **Healthy WA**

Account Info Link

The 'Settings' link at the top of each page will take you to the Account Info page. From here you can modify your account settings and information.

Language – Change your default language. If none is selected, it will default to the language the web-browser uses.

Time Zone – Select your local time zone. If you observe Daylight Savings, check the box so the time will be updated automatically.

Personal Info – From here you can edit your password.

NOTE: You will not be able to edit your password if you are logging into MyFT using your 'Health' Windows password.

Preferences Tab

Folder/Large File Applet – This allows you to upload files greater than 2 GB and/or to upload entire folders, and if enabled, to encrypt files.

Editor Formatting – Allows you to switch between Plain and Rich Text formatting.

Message Signature – Allows you to create a signature to be automatically added to sent emails.

Contacts

Contact Name – Shows the list of stored email addresses. These can be edited by clicking the 🖊 button or removed by clicking the ✖ button

Add New Contact – From here you can add commonly used email addresses.

Add New Group – You can create a list of email addresses called a Group. When you type the name of the group in the To: box on the Send File tab, it will automatically populate all the email addresses in the group.

Using MyFT

This section will cover using the MyFT web interface to share files securely, including creation of secure workspaces, uploading of files, commenting on files, sending files, uploading files, and other features.

Inbox

The Inbox shows the files you have received.

By checking the box next to a file, it can be forwarded or downloaded by clicking on the appropriate button. If the checkbox next to the email subject is selected, and then the "**Forward**" button clicked, all of the files associated with this email will be loaded into the Send File page. The email message itself is not displayed.

Sent Items

Sent Items shows which files you have previously sent via the MyFT web user interface.

Re-Send File – Previously sent files can be resent by checking the box next to the file and clicking on "Re-Send File". This will load the files into the Send File page.

Withdraw File – If enabled by the administrator of the appliance, this option allows you to withdraw a previously sent file. This will invalidate the link the recipient sent, preventing them from downloading the file. This only withdraws the files sent in this particular email.
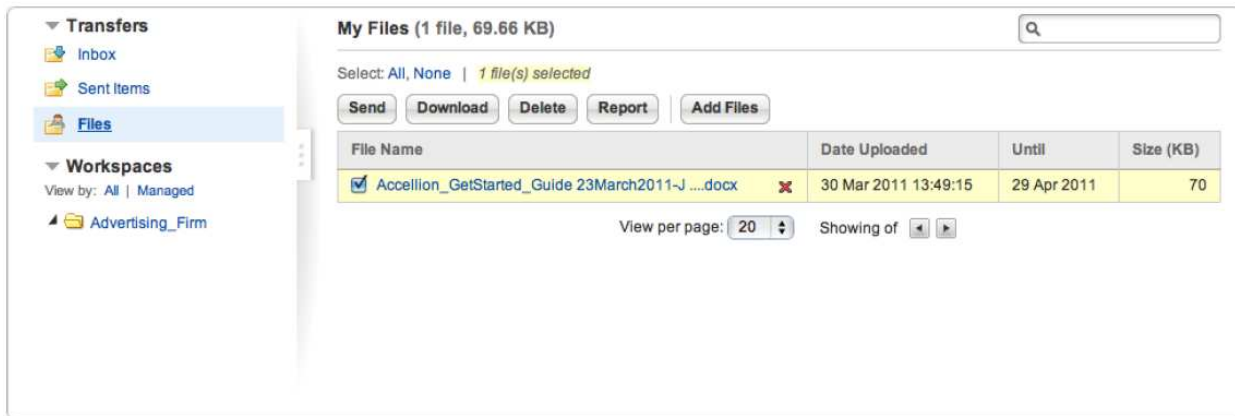
Re-Send Message – To resend the email message with all attachments, click the radio button next to the email icon, then "**Re-Send Message**". This loads the email message and the files into the Send File page.

Sent Items Report – Click on the next to the email subject to view a report of the recipient activity – who has and has not downloaded the files you sent in this email message.

Files

The Files section shows all the files you have sent through Secure File Transfer or uploaded directly.

Send – To send a file, check the box next to the file name and click "**Send**".

Download – To download a file, either click the name of the file (for a single file), or check the box next to multiple files and click "**Download**" to use the Multiple File Download (if enabled by the administrator).

Delete – If enabled by the administrator of the appliance, this option allows you to delete a file by either clicking the ✖ or checking the box next to multiple files and clicking "**Delete**".

Report – Select a file or files. A report shows the file, recipient, transfer time, and date downloaded for each file selected.

Add Files – By clicking the "**Add Files**" button you can upload files directly to the MyFT server.
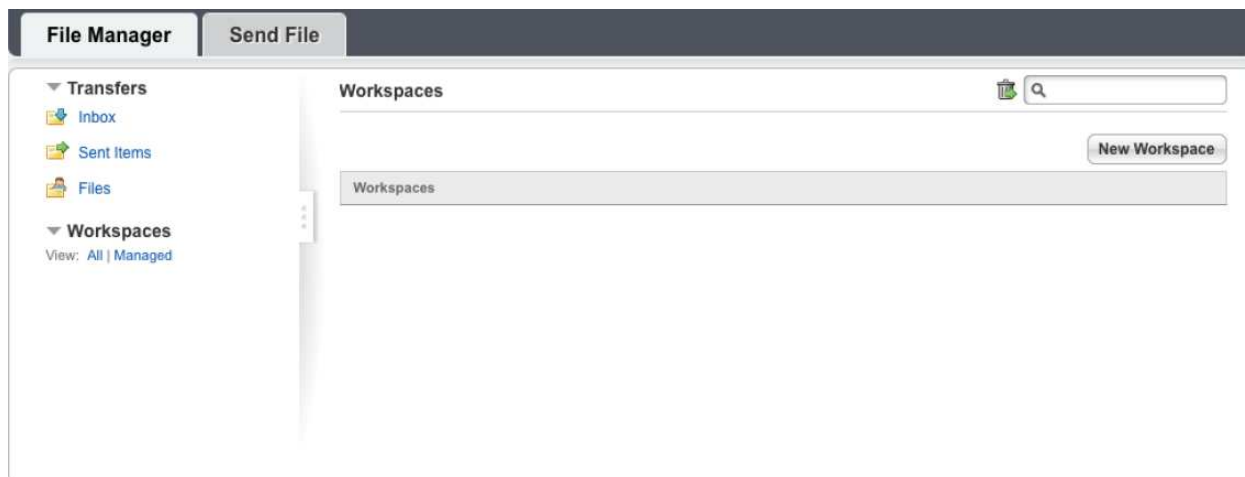
Workspaces

Workspaces allow you to create a space to securely share files in a collaborative environment. They support the use of nested workspaces, comments, notification of changes, and other features useful for collaborating on group projects.
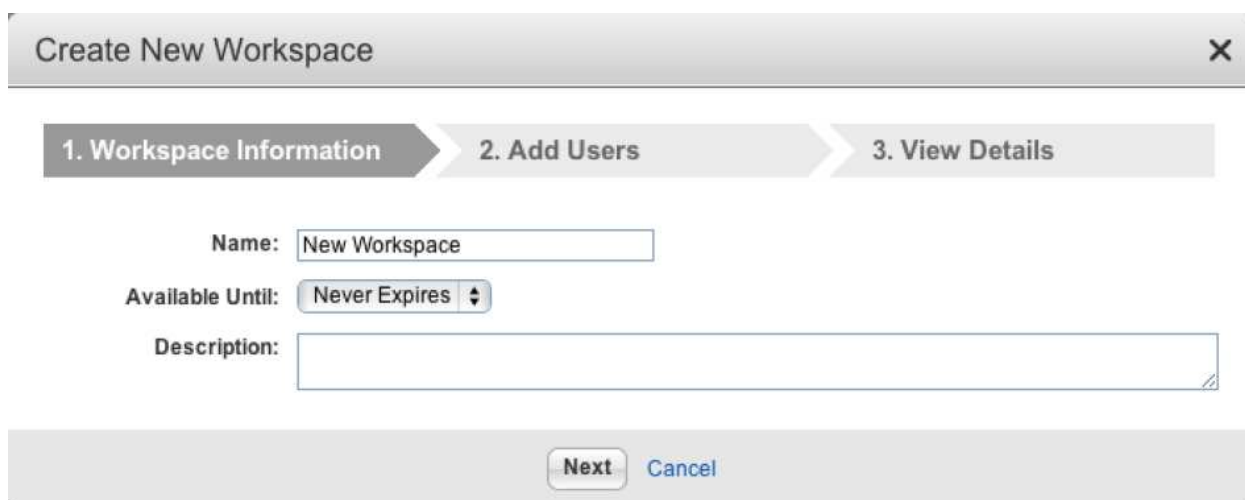
Workspaces by default are not enabled due to licensing restrictions. If you do not see the options listed in this guide and have a valid business case for workspace functionality then please contact the HIN Service Desk on 1300 1700 89.

Creating a Workspace

Workspaces are accessible via the MyFT web user interface. To begin, log in to your web user account and it will open to the workspace page.

You can create workspaces if you have been assigned workspace creation rights by the administrator. To create a workspace, click on the "**New Workspace**" button. This will bring up the "Create New Workspace" dialog

Workspace Information

Name – Give your new workspace a name to make it easy to identify from other workspaces. It may only contain letters (A-Z, a-z), numbers (0-9), underscore (_), and hyphen. (-). Each workspace must have a unique name within the MyFT system.

NOTE: Nested workspaces can have the same name as their parent workspace, or other nested workspaces.

Expiration Date – Determines when the workspace will expire.

Description – Will be visible under the workspace title when viewing the workspace.

Add Users

Specify Users – Enter email addresses of people who should have access to the workspace you are creating, then click "Add Users" to add them. You can set them as:

Viewer – Can only view uploaded files.

Uploader – Can only upload files, and can only view files uploaded by Managers and Contributors (not by other Upload accounts).

Contributor – Can view, upload and comment on files.

Manager – Can view, upload, comment and delete files. Manager can also add/remove users.

NOTE: When you add a user, you'll need to specify which type you want them set as. If you add several email addresses at once, they will be set to the same user type. You can add multiple users by using a comma, semi-colon, or enter after each email address.

Users List – At the bottom of the Add Users dialog is a list of all current users of that workspace.

Resources

If you have questions that were not answered by this guide, please call the HIN Service Desk on 1300 1700 89.

Or send us a service call at: https://logitrequest.hdwa.health.wa.gov.au