



Secure File Exchange

FAQ

avco SFX

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Introduction

What is Avco SFX?

Avco SFX stands for “Avco Secure File eXchange”. The software allows employees to be able to send messages and files to other employees and to people external to the organisation in the knowledge that all transfers are safe and protected.

What are the benefits over email?

There are 3 main benefits of using Avco SFX. It makes it easier to

1. Send and Receive electronic files and messages securely to people not employed by your organisation. You are not required to consciously apply encryption to the data before you send it externally. The system does that for you.
2. Send and Receive large electronic files that exceed the current email limits.
3. Send and Receive electronic files to external agencies irrespective of the specific mail and internet connectivity they use.

Can the software be branded?

The software can be branded for any organisation that wishes to use the system.

How do I know my files are being sent securely?

If the words [https://] are in the address bar, and you can see a locked padlock at the end of the address bar window, then this site is secure. All SFX files and messages are sent this way.

Who can use the system?

I am a company employee, how do I get Avco SFX?

Avco SFX is a self-registration utility for your company staff. Once your organisation has been approved to use SFX for its email domain, there is no need for you to submit a formal request to use the system.

Simply visit the site address [<https://avcosfx.co.uk>] <example address>, and register with the details requested. To register you'll need to have a valid company email address, and you will need to create a password and a four digit PIN (Personal Identification Number). Passwords must be at least ten alphanumeric characters long.

Please remember these details for future entries or password resets.

Once you've registered, an email will be sent to the email address you registered with asking you to verify your email address. Once you've clicked on the link with-in the email you'll be taken back to the SFX web site where you'll be able to logon.

Note: Once registered please add the site to your favourites or create a desktop shortcut.

Registration

I am NOT a company employee, how do I access Avco SFX?

You CAN ONLY USE Avco SFX by invitation from a registered company employee. If you receive an invitation follow the instructions in the invitation to register and verify your email address. Once registered, please add the site to your favourites or create a desktop shortcut.

Why do I need to supply a PIN (Personal Identification Number) for registration?

Avco SFX is a self-help and self-administered utility and as such there is no help desk function for resetting your password. The 4 digit PIN number you identify at registration is the **ONLY** online identifier that will allow you to reset your password if you forget it. For security reasons you cannot change this PIN at a later date.

What happens if I type in the wrong email address while registering?

If you accidentally type in the wrong email address while registering, the system will send a confirmation email to the entered email address. If this fails you will not be able to confirm registration and you'll have to start again.

How do I confirm registration?

You will receive an email from the system. Just click the link to confirm and you'll be taken back to the login page.

Registration Emails

What happens when I reply to the registration email? Does this reach you?

When you click on the link in the email this will take you back to the web site and we don't receive a copy of the email.

Once you have verified your email address you will be able to log on and use the site.

Log On

What happens if I type in the wrong email address & password while logging on?

If you have entered the wrong email address, but the right password you get a message saying **Authentication failed**. For security reasons there's no indication of what is wrong, please enter the correct email address.

If you have entered the right email address but the wrong password you get a message saying **Authentication failed**. For security reasons there's no indication of what is wrong.

You will have 3 attempts only to enter your password correctly after which you will be asked to reset your password. Please enter the correct email address and password.

What happens if I forget my Password?

Simply click on the Forgot my Password link on the front page, you'll then be asked to enter your email address and PIN. Click on the RESET button and you'll be sent an email to your registered email address.

The front page will display a message saying "We've now processed your password reset request and have sent you an email with further instructions".

The email will ask you to click on a link in the email which will take you back to the login page. A new message will now be displayed on the login screen saying "In order to change your password, simply enter your desired password twice and click on the reset button".

Using the System

Who can I send files to?

With Avco SFX, Company Staff can initiate a Secure File Exchange with anyone who has access to the internet and has a valid email address. However anyone external to the company has to register before they can access the sent information. It is your responsibility to ensure that you are sending the files to the correct recipient(s).

What can I send?

You can send a Message, Files or both with Avco SFX and currently there is NO restriction on the type of files you may transmit.

Files can then be downloaded by the recipient to a folder of their choice. Messages can currently only be cut, copied and pasted into other documents.

Can I send multiple lot of files at one time and what is the size limit of files?

The maximum size limit for a single Avco SFX transfer is 1GB. This limit can be spread over a maximum of 255 files.

I'm sending a sensitive file to several people and I do not want any recipient to know that I have sent the file to anyone else. How do I this?

You do not have to do anything. Avco SFX is built to establish a one to one relationship between the sender and each recipient. This means that each person receiving your file can never see who else is receiving the file.

I've sent the wrong file to someone and it contains sensitive information, is there any way I can get it back?

You are able to revoke a file at any time as long as the file has NOT been downloaded by the recipient. If the file has been downloaded by the recipient then that document cannot be revoked. However the revocation will prevent the file from being downloaded from this point onwards.

How do I know I have received a file? Do I need to keep checking my account?

No you don't need to keep checking your Avco SFX account. If you have been sent a file on Avco SFX an email notification will be sent to your registered email address.

How do I download my files?

Once you've logged in click on the MY FILES tab then on the INBOX button and a list of file(s) will be displayed. Expand the row from the desired recipient, then click on *download all* and save the file to a safe location.

How do I view my messages?

Once you've logged in click on the MY FILES tab then on the INBOX button and a list of file(s) will be displayed. Expand the row from the desired recipient and the message will become visible. Messages can currently only be cut, copied and pasted into other documents.

I am expecting an important file to be sent through over the weekend but do not have access to my work computer. Is there any way I can view the file?

Yes, Avco SFX allows you to access your files anywhere and at any time providing you have internet access. However as a registered user it's your responsibility for the security of the data contained in that file once it's downloaded.

I'm working remotely in an area with NO internet connection. Can I still use the system?

No, you cannot use the system without an internet connection. Avco SFX is a cloud based system, so without an internet connection you will not be able to access the system.

Your Account

Can I change my Password?

Yes this is done under the Account tab, once you've logged in.

Can I change my email address?

No you can't change your registered email address. If you wish to use a different email address then you will need to re-register with your new email address and ask your company Administrator to delete your old account. However once your account has been deleted you will lose all data associated with the deleted account.

What happens if I've forgotten my PIN (Personal Identification Number), how do I reset my Password?

If you forget your 4 digit PIN number the only available option is to request for your account to be deleted so that you can re-register. Please do this by sending an email to (example email address AvcoSFX@avcosystems.com) from your registered address with the word [DELETE REQUEST] in the subject line and your daytime contact number in the body of the email. A system administrator will verify your request by calling you on the phone number provided and upon verification delete your account. Once the account is deleted you may re-register. Note, once an account is deleted, all files and associated data with the deleted account are no longer accessible. However an audit trail of the account activity is kept for 6 calendar months. We are looking to automate this PIN reset. If you are external to the organisation, you can only re-register if sent an invitation by an employee.

Who do I contact to delete my account?

Using your registered email address send an email to (an example email address AvcoSFX@avcosystems.com) and with the word [DELETE REQUEST] in the subject line and your daytime contact number in the body of the email. A system administrator will verify your request by calling you on the phone number provided and upon verification delete your account.

Who do I contact if I need help regarding my Avco SFX account?

The system Administrator.

I have just re-registered after having my account deleted; will my old account data still be available to me?

NO, the newly registered Avco SFX account will not have any groups or contacts defined. You will have to set these groups up again.

Note: All data associated with deleted accounts cannot be recovered. For compliance purposes, logs are kept for 6 months.

Email Domains

Can I add other email domains?

Only an administrator can add additional email domains. The initial licence agreement allows your company to use one domain only. If you wish to add other domains you'll need to review your company will need to review the licence agreement with Avco Systems Ltd.

Contacts

Can I create a group of contacts?

Yes as a Company user you're able to do this under your Account setting tab. Click on the Edit button, click on "add a new contact group" then add the contacts you wish to be in the group. External users do not have this option.

Can I Import a list of Contacts?

Yes providing the list is in a CSV format.

Can I Export a list of my Contacts so a colleague can import the list?

Yes simply go to the "Account" tab and click on the Export button.

Reports

How do I know what files I've sent?

Under the 'My Files' tab there is a 'Sent Items' button. Simply click on this button and a list of files you have sent will appear. Click on a row in the list a report will be displayed.

Is there a list of files I've received?

Yes under the 'My Files' Tab is an 'Inbox' button. Click on this button to display a list of files you've received. Click on a row in this list and a report will be displayed. This is also the place where you can download any files sent to you.

File Deletion

I have accidentally deleted the file I was sent. Can I download it again?

The file will be available on Avco SFX for a number of calendar days after it was first sent. (This value can be changed in the System). After this period the file is automatically deleted from the system. You have to ask the sender to re-send the file if you need it after this period.

Am I able to store the files I send or receive on Avco SFX?

Avco SFX is a file transfer system; it is NOT a file storage system. All files in the system are automatically deleted after 14 calendar days. (This value can be changed in the System).