



*Commonwealth of Massachusetts
Information Technology Division*

Secure File and E-mail Delivery Application (SFED)

Web Interface Demonstration

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Introduction

The Secure File and E-mail Delivery Application (SFED - *pronounced 'ess-fed'*) is an enterprise solution for secured exchange of both e-mail and files using web technologies. SFED is a Commonwealth shared service available to all its agencies and departments for use between themselves and their business partners.

Using a common platform for both services, this solution provides a consistent model for the secure exchange of information between the Commonwealth and its business partners and includes a centralized source for tracking data delivery and access. Workflows that currently use tape exchange, file transfer protocol, sneaker-net or other methods to deliver and receive sensitive information can now use a single method to transfer this data and automate the delivery in a secure and monitored fashion.

Key Features

Some of the more prominent features of the SFED Application include:

- All information is encrypted for storage and transfer to ensure security & privacy.
- Automated e-mail notification sent to all recipients when messages/files are available to be picked up.
- Reduced manual intervention in the delivery of information files to Commonwealth applications
- If application server is already using CommBridge (Commonwealth server-to-server data transfer standard), there is no additional software necessary to use SFED for either the sender or recipient.

Getting Started with the SFED Application

Minimum System Requirements:

- Microsoft Internet Explorer version 5.5 or higher browser or a Netscape Navigator version 4.7.9 or 6.2.2.
- A valid email address.
- A Username and Password. (See the “How to Register to use the SFED Application” section.)

How to retrieve a file from the SFED Application

Notification:

1. When a message is sent using the SFED Application, a notification is sent (see example below) that includes a link to the message posted on the SFED servers.

From: User, Authorized Q. (ITD)

Sent: Friday, January 16, 2004 8:06 AM

To: Recipient, Authorized L.

Subject: Commonwealth Of Massachusetts Secure E-Mail RE: Secure Message

You have received a message or file containing protected information sent through the Commonwealth of Massachusetts' Secure File and Email Delivery System. Please enter your Commonwealth Secure File and Email Delivery System Password and I.D. in order to retrieve this message. Please note that this message has been sent through the Secure File and Email Delivery System because it is confidential information, improper use or disclosure of which may subject you to civil or criminal fines or imprisonment. Do not use the Password/ID of another person to access the waiting message or messages. They are intended only for the person who owns the email address on this message." [Click here](#) to view it. If you do not have a Commonwealth Secure File and Email Delivery System Password and I.D. please register for one. If you can not see the link, please copy and paste the following URL into your Web browser:

https://securefile.state.ma.us/inbox/get_message.jsp?eid=8910111213aabbccddeeff

It is suggested that your password be at least 8 characters in length, include upper+lower case characters, and at least one number. Do not pick a password that could be easily guessed by a third party who is familiar with you, such as your street address, or the names and ages of your children.

Authentication:

2. Selecting the “[Click here](#)” link in the notification brings the user to the Secure File login page, which will look as follows:

The screenshot shows the login page for the Commonwealth of Massachusetts Secure File and Email Delivery System. The page has a blue header with the Mass.gov logo and navigation links. Below the header, there is a welcome message and a prompt to enter a username and password. A section titled "I'm a registered user" contains input fields for "Username:" and "Password:". Below these fields is an "Attention" note about the Terms of Use. A "Log In" button is located below the password field. On the right side, there are links for "Need Technical Support?" and "Forgot your password?".

Mass.gov | Mass.Gov Home Page | State Government | State Online Services

Commonwealth of Mass. Secure File and Email Delivery System

Welcome to Commonwealth of Massachusetts Secure File and Email Delivery System.

To begin using Secure File and Email System, enter your user name and password

I'm a registered user

Username:

Password:

Attention: By logging in you are acknowledging that you have read and agree with the [Terms of Use](#) governing your Commonwealth Secure File and Email Delivery Account. Click on the link to view these terms now. (Last Updated October 18, 2003)

[Log In](#)

[Need Technical Support?](#)
[Forgot your password?](#)

3. A ID/Username are entered to access the system:

This screenshot is identical to the previous one, but the "Username:" field is populated with the text "AuthorizedUser" and the "Password:" field is filled with ten dots, representing a masked password.

Mass.gov | Mass.Gov Home Page | State Government | State Online Services

Commonwealth of Mass. Secure File and Email Delivery System

Welcome to Commonwealth of Massachusetts Secure File and Email Delivery System.

To begin using Secure File and Email System, enter your user name and password

I'm a registered user

Username:

Password:

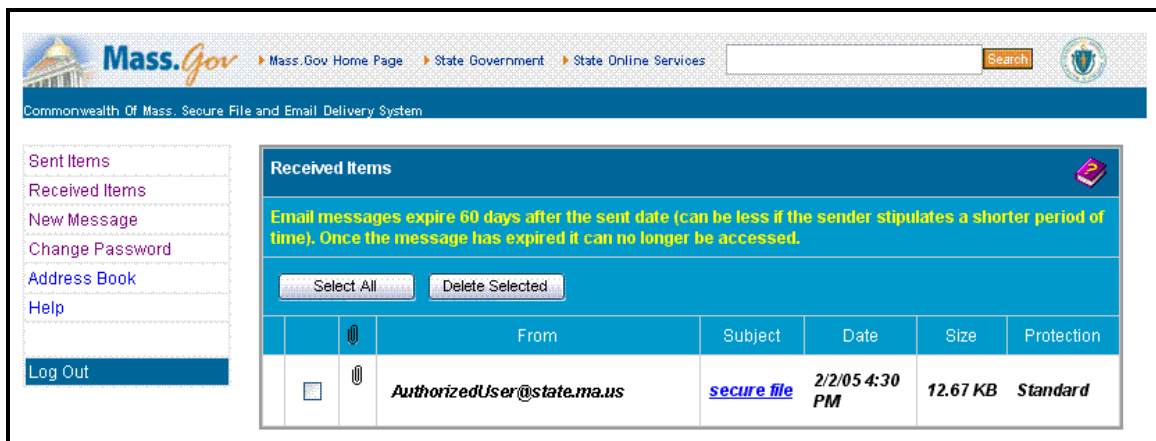
Attention: By logging in you are acknowledging that you have read and agree with the [Terms of Use](#) governing your Commonwealth Secure File and Email Delivery Account. Click on the link to view these terms now. (Last Updated October 18, 2003)

[Log In](#)

[Need Technical Support?](#)
[Forgot your password?](#)

Message Access:

4. The “Received Items” screen appears when first logged in to the Content Security Server. It displays a list of all the messages sent to the account authenticated at login.



The Received Items page contains details on the e-mail address of the sender, message subject, date and time sent, size of the file, and protection level used (Standard). Unread messages appear in bold on this page.

Message listings contain the following information:

Attachment indicator – Should a file attachment be included in the message, a ‘paper clip’ icon will appear in this field.

From- the e-mail address of the account (user or application) that sent you the message (also known as the “owner”).

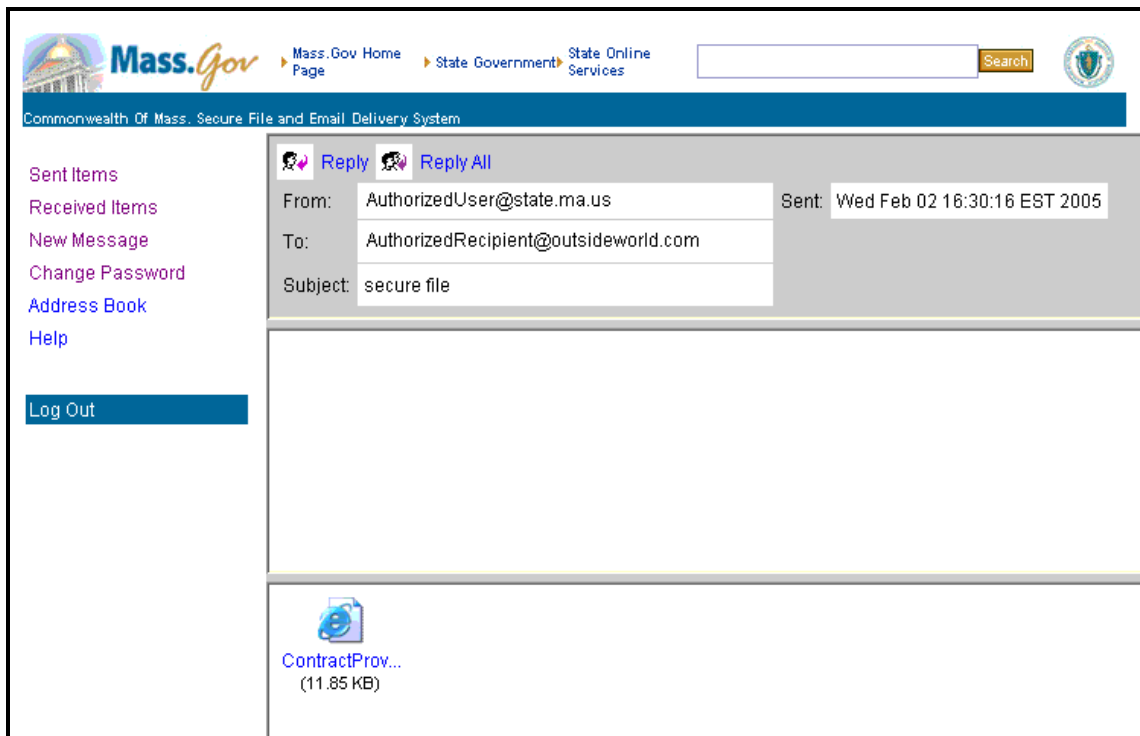
Subject- Lists the subject entered for message in the format of a hyperlink. Clicking on the message subject opens the message.

Date- Lists the date and time you received the message.

Size- Indicates the size of the message.

Protection- Lists the protection level used for the message. The protection that senders can use depends on how their Content Security Server administrator set up their system. The *standard* level protects the message and any attachments through delivery.

5. Selecting the hyperlinked “Subject” field in a message will open the message in a message page and will appear similar to this:



Should the message have an enclosed attachment, a file icon will appear in the bottom frame of the page, similar to the example shown.

6. Before attempting to access a file’s contents, it is important to save the file to a local machine. To do this, right click on the file name and choose “Save Target As...”, then select a location on a local PC for the file and click the “Save” button.

Sending a file from the SFED Application

New Message Link:

The screenshot shows the 'New Message' interface of the Mass.gov Secure File and Email Delivery System. The page has a blue header with the Mass.gov logo and navigation links. A left sidebar contains links for 'Sent Items', 'Received Items', 'New Message', 'Change Password', 'Address Book', 'Help', and 'Log Out'. The main content area is titled 'New Message' and includes fields for 'From' (AuthorizedSender@outsideworld.com), 'To' (AuthorizeRecipient@state.ma.us), 'CC', 'BCC', and 'Subject' (secure information for you). The message body contains the text 'Here is the information that you require.' and 'Regards, AU'. Below the body is an 'Attachments' button and a large text area. At the bottom are 'Next' and 'Cancel' buttons.

The “New Message” page contains this information:

To – address(es) of the intended message recipient(s) in the form of *user@domain*. Multiple recipients may be indicated in this field using a comma to separate the addresses.

CC/BCC – address(es) of other recipient message recipient(s) in the form of *user@domain*. Multiple CC/BCC recipients may be indicated in this field using a comma to separate the addresses.

Subject - the subject entered for message

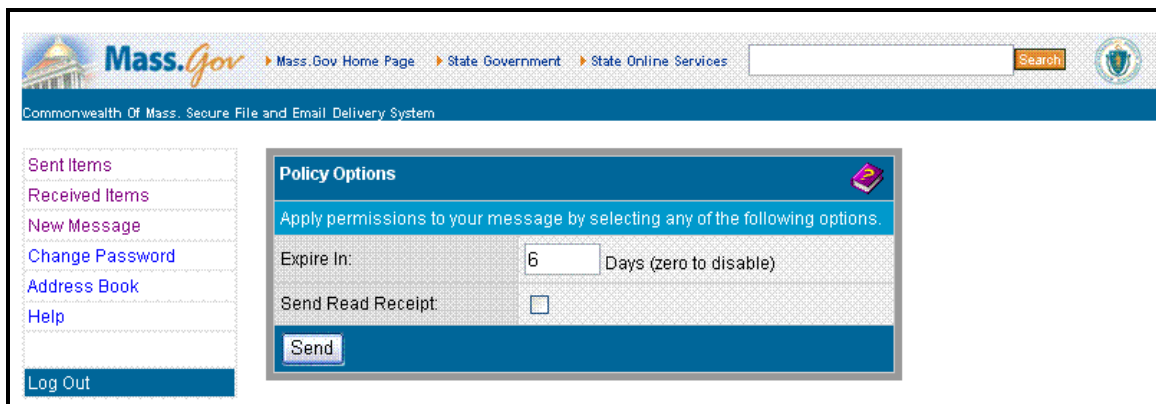
Message body (unlabelled) – this is where the sender types the body of a message to be sent.

Attachments – Clicking on this button allows the user to include a file with the message that will be delivered as an attachment. This is the method that is used when delivering inbound files to users and/or applications.

Next – when all fields have been completed and files attached, click this button to move to the next step in sending the message. Doing so invokes the POLICY OPTIONS screen.

Cancel – cancels delivery of the message and returns user to the “Received Items” screen.

New Message / Policy Options Screen:



The screenshot shows the 'Policy Options' screen within the Mass.gov secure file and email delivery system. The page has a blue header with the Mass.gov logo and navigation links. A left sidebar contains links for 'Sent Items', 'Received Items', 'New Message', 'Change Password', 'Address Book', 'Help', and 'Log Out'. The main content area is titled 'Policy Options' and includes a sub-header 'Apply permissions to your message by selecting any of the following options.' Below this, there is a field for 'Expire In:' set to '6' days, a 'Send Read Receipt' checkbox which is currently unchecked, and a 'Send' button at the bottom.

The “Policy Options” screen appears when the “Next” button in the “New Message” page is selected. It is here that the user may enter an interval of days for which the message should be available. After the indicated number of days have passed, the message will expire, be removed from the SFED Content Server and the message (and any enclosed files) will no longer be available for recipients to retrieve.

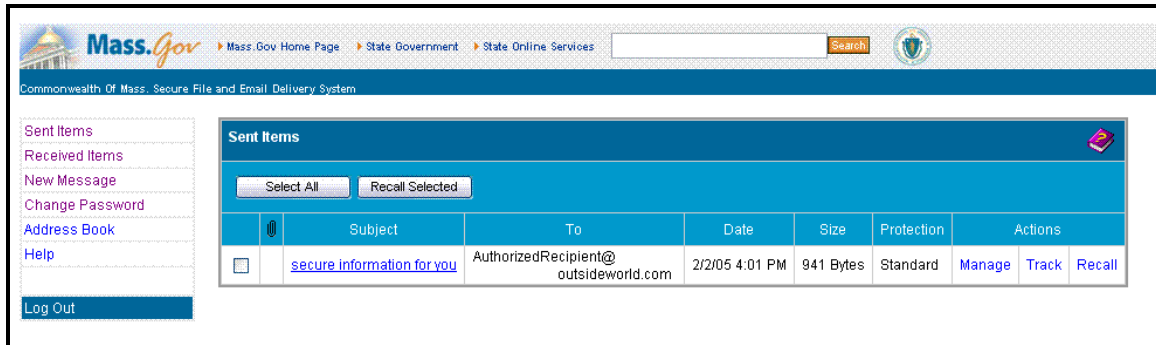
The “Policy Options” page contains this information:

Expiration – enter the number of days which the message should be available for retrieval.

Send Read Receipt – selecting this check box will provide the sender with a message notifying them when the recipient has accessed the message.

Send – selecting this button will complete the process, post the message to the Content Server, and send the information to the intended recipients.

Sent Items Link:



Displays a list of all the messages sent by account authenticated at login. User may open messages and recall (delete) them when necessary. The Received Items page contains details on the e-mail address of the recipient, message subject, date and time sent, size of the file, and protection level used (Standard). You can determine if the message contains an attachment since those messages appear with a paperclip icon in the item row. The “Sent Items” page contains this information:

Select All/Deselect All- Select this button to select or deselect all the messages on the Received Items page. A check appears in the box next to each selected message.

Recall Selected- Clicking this button will delete the selected messages from the “Sent Items” folder. As the owner of the message, deleting it from the “Sent Items” folder will also delete it from the SFED Content Server. At the point that the message is recalled, access to the message will be ceased.

Attachment indicator – Should a file attachment be included in the message, a ‘paper clip’ icon will appear in this field.

Subject- Lists the subject entered for message in the format of a hyperlink. Clicking on the message subject opens the message.

To - the e-mail address of the accounts (user or application) to which you sent the message.

Date- Lists the date and time you sent the message.

Size- Indicates the size of the message.

Actions – *Manage* gives the user the ability to modify policies associated to the message; *Track* is used to view users that have accessed the message; *Recall* performs the same function as the “Recall Selected” button mentioned above, but only on the relevant message.