



WorkSpace

Secure File Transfer System

User Guide

Secure File Transfer System via Email

Virginia Community College System (VCCS) faculty and staff have a new method for sending and receiving files containing sensitive information or for sending and receiving files regardless of size or format. VCCS policy 6.0.10.4 requires colleges use a secure site and login procedures to send legally required, personally identifiable, or FERPA-protected information. Workspace should be used instead of email any time you need to send sensitive data to another VCCS faculty staff, and external recipients. Workspace is a secure file transfer system for person-to-person email communication. The Workspace is accessible online.

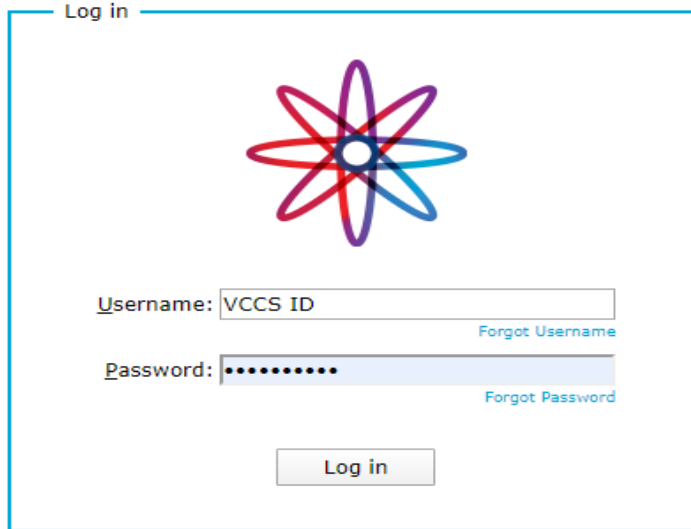
Workspace offers a simple, secure, and central file sharing method between the employees of VCCS 23 community colleges, Shared Services Center, and the System Office. Workspace allows employees to invite VCCS and 23 community college users to share folders and their content. The Workspace includes multiple secure protocols, flexible authentication, leveraging the highest levels of security, regulatory compliance, authentication, and data encryption aspects of the Electronic File Transfer platform.

Key Results:

- Share folders and their files securely between employees.
- Send secure messages and attachments without file type or size limitations, in a secure drop-off portal.
- Send files securely from your browser with just an email address
- Generate reports of Workspaces activity to gain immediate visibility into who shared what with whom.

Accessing Workspace Online

1. From the myVCCS portal click the WorkSpaces icon
2. Or navigate to the URL: workspace.vccs.edu
3. myVCCS username and password are required. Employees and faculty members will use their same credentials when they login to the college website.

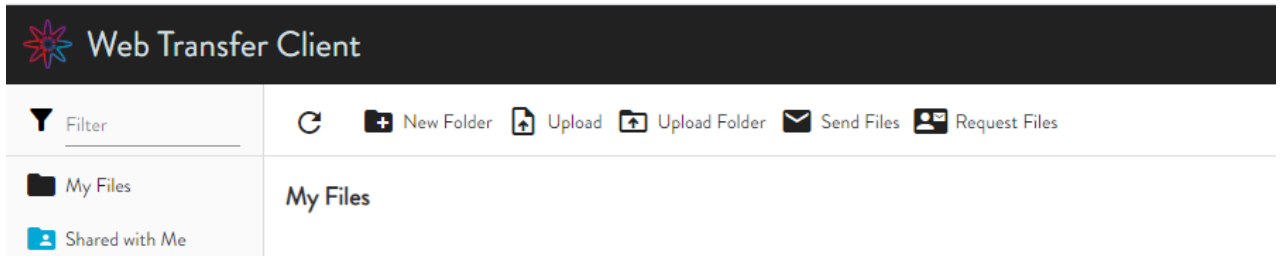


The screenshot shows a login interface for VCCS Workspace Online. At the top left, there is a "Log in" link. In the center is a stylized logo consisting of a blue circle with eight overlapping, multi-colored (red, orange, yellow, green, blue, purple) petal-like shapes. Below the logo are two input fields: "Username:" with the text "VCCS ID" and a "Forgot Username" link; and "Password:" with a masked password "*****" and a "Forgot Password" link. At the bottom center is a "Log in" button.

4. Users have the following options for sending and sharing files:
 - Sending files to VCCS and non-VCCS recipient(s). **See page 4.**
 - Sharing a folder allows a sender and VCCS recipients to share, add, edit, and upload files to the same folder. **See page 5.**
 - External recipients may send files to VCCS employees. **See page 10.**

Sending files to VCCS and non-VCCS recipient(s).

1. To send files to recipient(s), click on “**Send Files.**”



Input the following information:

- Recipient(s) email address
- Enter a Subject line
- Compose Message
- Drag and drop files
- Select a message Delivery Options such the expiration date
- Once complete, **Send Message.**

Compose your message and attach your file:

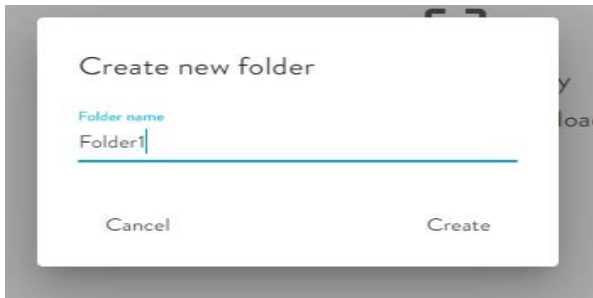
mchaoul@vccs.edu To: Add CC Add BCC Subject: Sending files securely Message: ☒ Send message body securely	Drag & Drop Files Here or Browse Computer
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Message Delivery Options

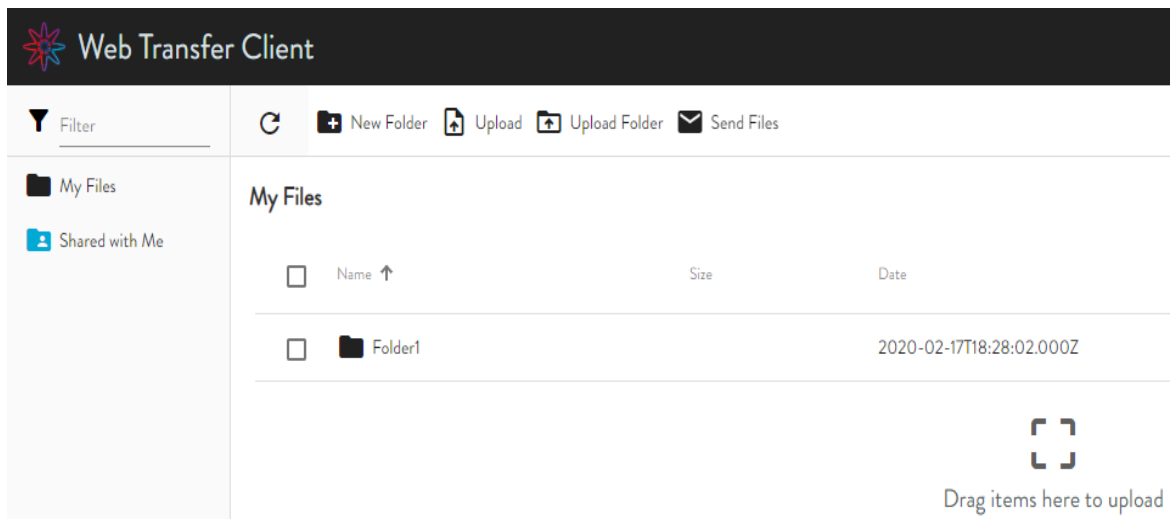
Send Message

To share a folder

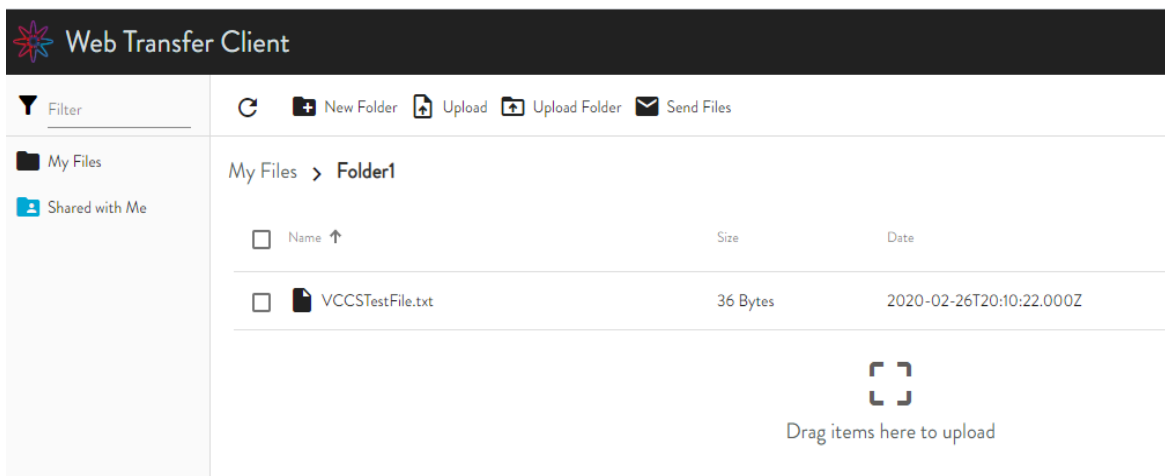
1. Under folder name, type the name of the new folder, then **click "Create."**



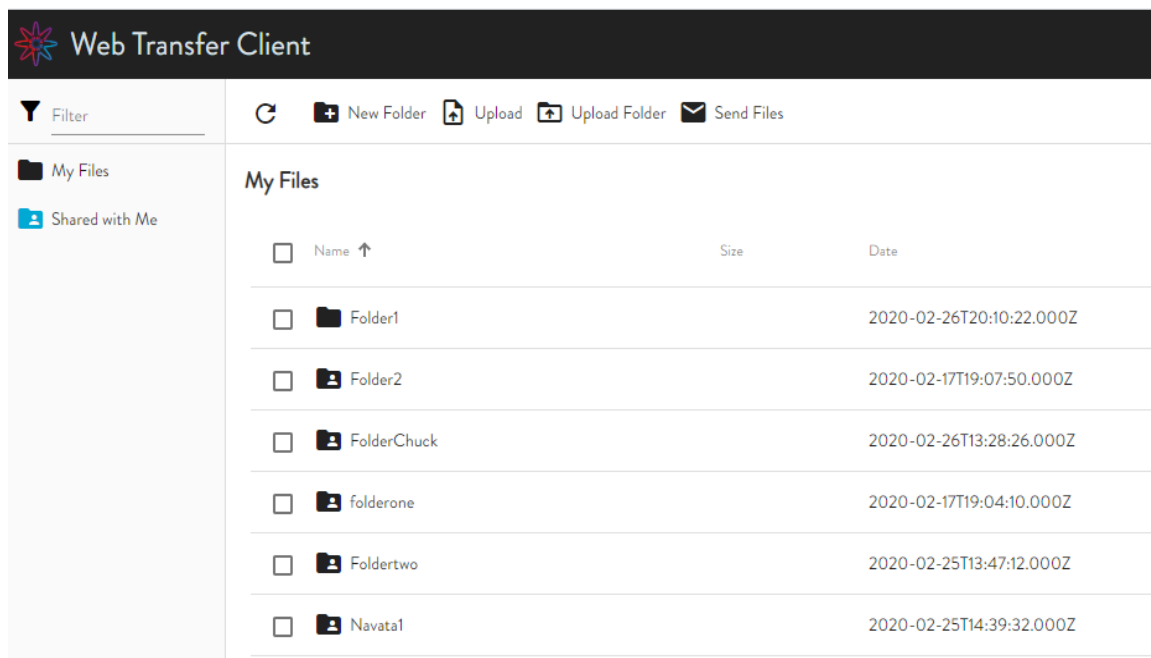
2. A new folder "Folder1" will appear in the list.



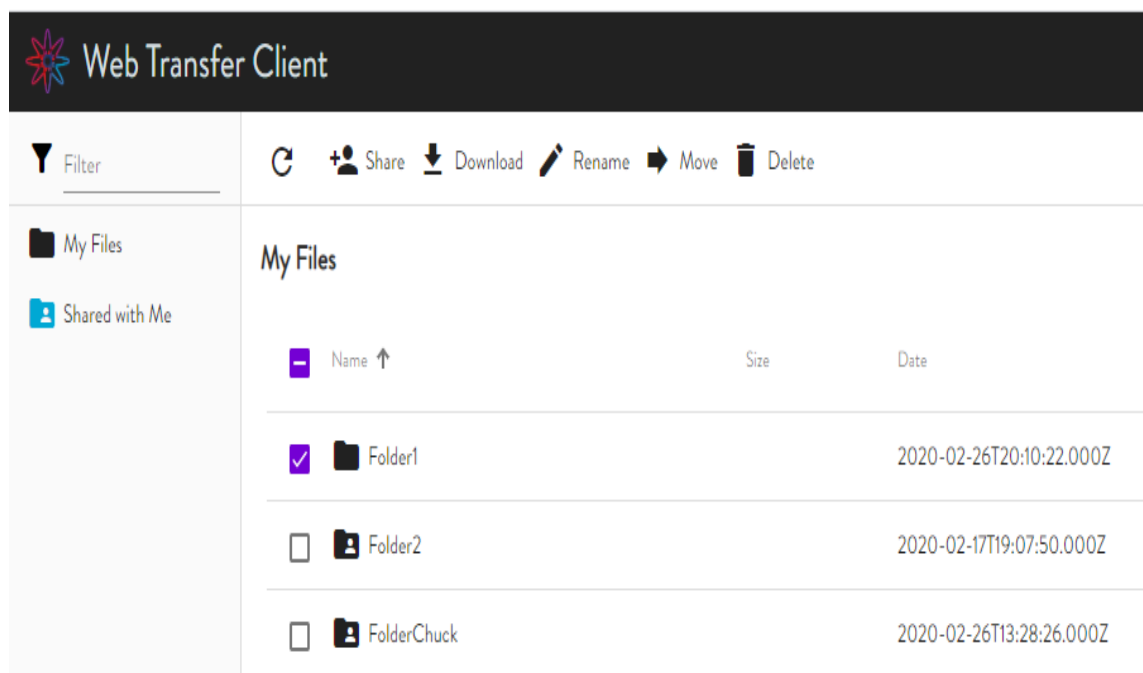
3. **Add Files**, Drag, and drop file(s) into the folder you plan to share.



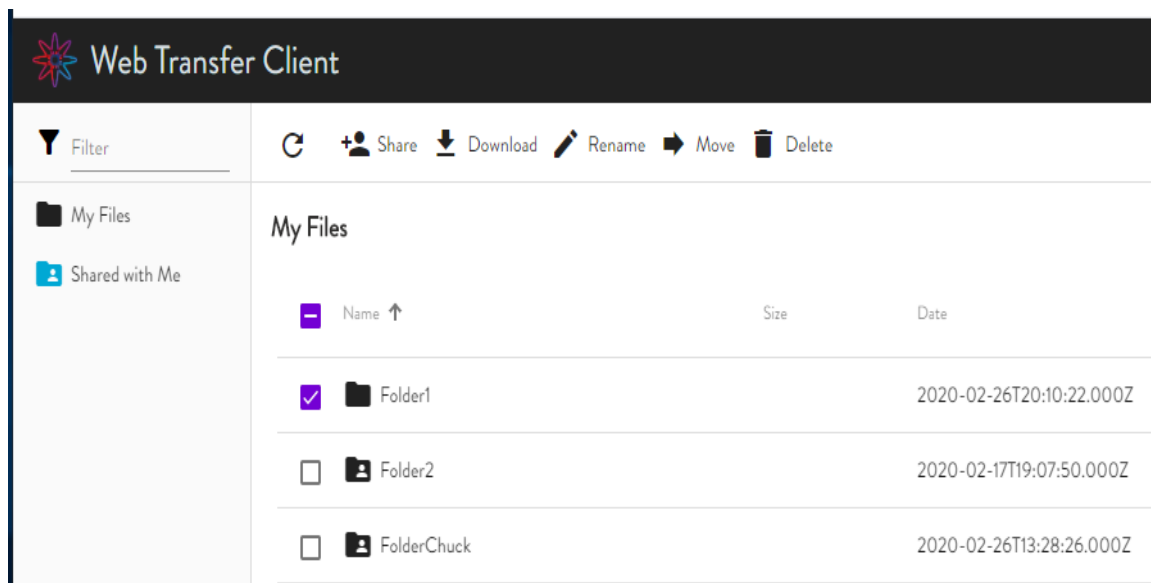
4. Once all files are uploaded, click on the **"My Files"** to see all folders created.



5. Select the folder to share by clicking on the folder's name.



6. Select the Share Icon at the top of the page.



7. Under **Recipients**, type the email address of the receiving person(s).

Note: Workspace uses the preferred email address as specified in the employee's SIS record.

Recommendations-confirm with recipient(s) preferred email address to ensure receipt of file(s).

The screenshot shows the 'Recipients' form. It has a text input field for 'Email' containing 'EMPLOYEE@VCCS.EDU'. Below the input field is a checkbox labeled 'Bcc participants and make all interactions private'. At the bottom of the form are four expandable sections: 'Permissions', 'Comment History', 'Notifications', and 'Expiration'. The 'Share' button is visible at the bottom right.

The navigation to verify this in SIS is Self Service > Student Center. On the bottom left of the page, change the drop-down from Other Personal to Email Address and click >> the preferred email is noted here. This can be changed, but changes will not go into effect in the Workspace until the overnight update process runs.

8. **Permissions:** Select the access level by checking the Permission boxes to choose what access the recipients should have when receiving the file(s). *By default, all permissions checked.*

Note: Choosing option “Upload” allows any recipient to add more files to the received folder which could be shared with all parties (sender and recipients).

Recipients

Permissions

☒ Download ☒ Upload ☒ Delete ☒ Rename files

☒ Create subfolder ☒ Delete subfolder

Comment History

Notifications

Expiration

Cancel Share

9. Compose Message.

Share "FileMichelChaoul"

Recipients

Permissions

Comment History

Leave your comments, instructions, notes...etc

Notifications

Expiration

Cancel Share

10. **Notifications:** Sender may select the kinds of updates, progress, and status of files sending. You can get notifications when the files were downloaded, uploaded, deleted, ...etc.

Permissions

Comment History

Notifications

Notify me

☐ Immediately
☒ Daily
☐ Never

when participants

☒ Download files
☒ Upload files
☒ Delete files
☒ Replace files

☒ Rename files
☒ Add file comments

Expiration

Cancel

Share

11. **Expiration:** by default, the expiration date is one month from the date file(s) are sent. The sender may change the expiration date for up to 5 years.

Share "FileMichelChaoul"

Recipients

Permissions

Comment History

Notifications

Expiration

Workspace expiration

3/10/2025

Cancel

Share

12. When ready, click **Share**.

Edit "Folder2"

Recipients

Email

employee@vccs.edu

Comment History

Notifications

Expiration

Cancel

Update

III. External recipients to send files to VCCS employees

Vendors and external recipients will be able to send files to VCCS employees. This process starts by VCCS employees sending a **Request** to external and non-VCCS recipients. Recipient would receive an invitation to a URL to drop off the files.

1. Logon to workspace.vccs.edu and click on the **"Request Files"** button.
2. Fill in the required fields and click on **"Send Request"**

Request File(s)

michaoul@vccs.edu

To:
employee@anycompany.com

Subject:
Send your files

Message:
Please drop off the files to this URL

☒ Send message body securely

Request Options

Send Request

3. The recipient will receive an invitation to drop off the files, as shown below:

From: employee@vccs.edu <employee@vccs.edu>

Sent: Tuesday, March 17, 2020 9:29 PM

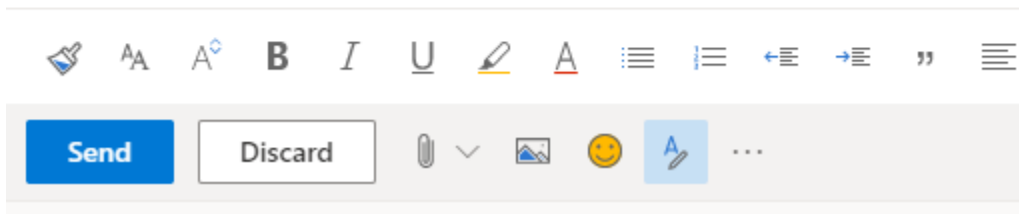
To: employee@anycompany.com

Subject: Test

John Doe has requested a file from you.

To view and reply to this request [click here](#).

This link will expire on 3/25/2020 1:29:34 AM.



How Recipients Retrieve Files

VCCS Recipient(s) receive an email note when files are shared with them. They must use their myVCCS username and password to access the Message.

From: VCCS MFT Server (PROD) <noreply@vccs.edu>
Sent: Wednesday, February 26, 2020 8:29 AM
To: Employee2 <Names@vccs.edu>
Subject: You've been added to a workspace



Hi User2@vccs.edu,
Employee1|invited you to a shared folder
called FolderChuck.

[View folder](#)

As a sender, you will receive a receipt when your recipients accessed secured files or downloads any of the shared files.

-----Original Message-----

From: VCCS MFT Server (PROD) <noreply@vccs.edu>
Sent: Thursday, February 27, 2020 9:09 AM
To: Employee1 <Employee1|@vccs.edu>
Subject: File Action Notification

FolderSM: VCCSTest.txt was downloaded by ABC909
from 10.50.60.254 on 2/27/2020 at 9:08:41 AM.

Frequently Asked Questions

Q: Who can use Workspace?

A: Any active employee or faculty who exists in the VCCS active directory and has a VCCS email address. VCCS active directory contains the emails of all VCCS, Shared Services, and 23 colleges employees and faculties.

Q: What email account is used with Workspace?

A: Workspace uses your preferred email that is set in SIS. To check this, log in to SIS. Navigate to Self Service > Student Center at the bottom left of the page where the drop down shows other personal... Change this to Email Addresses, then click >> The preferred email is what Workspace uses. If you change this it will not take effect until the overnight process runs.

Q: What credentials do I use to log in to Workspace?

A: Use your college, myVCCS username and password, the same credentials you would use to log in to your college website.

Q: Can I store files using Workspace?

A: Workspace's Secure File Transfer is used to send and receive files; however, it is not a file storage service. Files are automatically removed from the server when the links expire.

Q: How do I forward my VCCS Student Gmail to Work Email?

A: View as a web page.

For support contact VCCS ITS at: <https://vccs.teamdynamix.com/TDClient>