

Secure File Transfer Service Procedures Recipient (IGB/IA) Guide

Introduction:

The Secure File Transfer Service (SFTS) is the primary system that the Information Policy and Disclosure (IPaD) team uses to send/disclose records. This system functions similarly to regular email, with some minor exceptions – mainly the ability to classify records being sent based on their level of confidentiality or sensitivity. This is the tool that is used to disclose files for IGB/IAs once they are ready.

First Time User Set Up:

File packages will be sent directly to the IGB/IA identified recipient by IPaD. All that is needed to send records is the email address of the recipient, which is included as part of the online request form. This can be a designated individual's email, or a shared office inbox. The very first time a package is sent; the recipient will receive two separate emails.

1. The first email will be a “New Package Notification” to alert the recipient that records are available to download.

New Package Notification

Welcome to the BC Secure File Transfer Service! A new package has been posted for you.

You will be required to supply credentials in order to login and access this package. These credentials will be provided to you either by the original sender or by another email notification.

If site policy requires it, at sign on you will be guided through additional steps to secure your account.

Please use the following URL and your username/password to login and view this package. You will also be given the opportunity to compose a secure reply to this package.

(<https://filetransfer.gov.bc.ca/human.aspx?OrgID=9585&Arg12=message&Arg06=226439348&Arg08=blq7m7q1g44g8lo>)

Regards,

BC Secure File Transfer Notification Service

2. You will also receive a second email with an account username and temporary password.



BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
to me ▾

Welcome to the BC Secure File Transfer Service!

An account has been created for you with the username
Your new credentials are:

Username:

Password:

If site policy requires it, at sign on you will be guided through additional steps to secure your account.

Please use the following URL to sign on to the system.

(<https://filetransfer.gov.bc.ca/human.aspx?InstID=9585>)

Indigenous Jurisdiction

- Once both emails have been received, the recipient must click the URL in the first “New Package Notification” email. Clicking this link will bring the recipient to a log in page. Please enter the credentials given in the second “Welcome” email. You must enter the provided username and password from the second email.

Username
Username

Password
Password

[Forgot Password?](#)

Security Notice
You are about to access a secured resource. The Province of British Columbia reserves the right to monitor and/or limit access to this resource at

Sign On

- The first time a recipient enters the provided username and password; they will be prompted to create a new password they will continue to use going forward. New recipients must create a new account within 7 days.
- Your new selected password will be used for any subsequent log-ins as the file recipient through SFTS.

Receiving Records:

Once the recipient receives a new package, they click the URL, details from the sender, and the attached files will appear.

✓ Welcome to the BC Secure File Transfer Service

[Go to Mailbox](#) [Reply](#) [Delete](#) [Move to](#) [...](#)

test
2/10/2025 2:07:18 PM

From: Stephen, Valerie MCF:EX
To:
Expires: in 35 days
Testing

File attachments (1) Total size: 359.8 KB

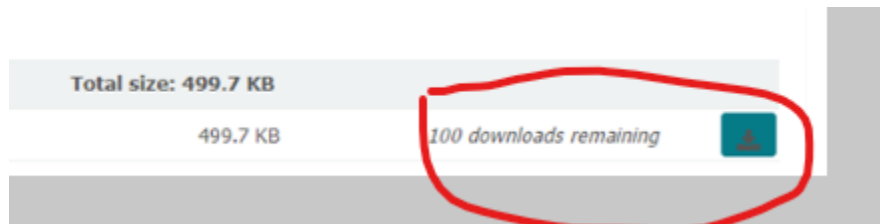
TGB_GL_BEN1.pdf 359.8 KB 100 downloads remaining

Indigenous Jurisdiction

Time Limitations

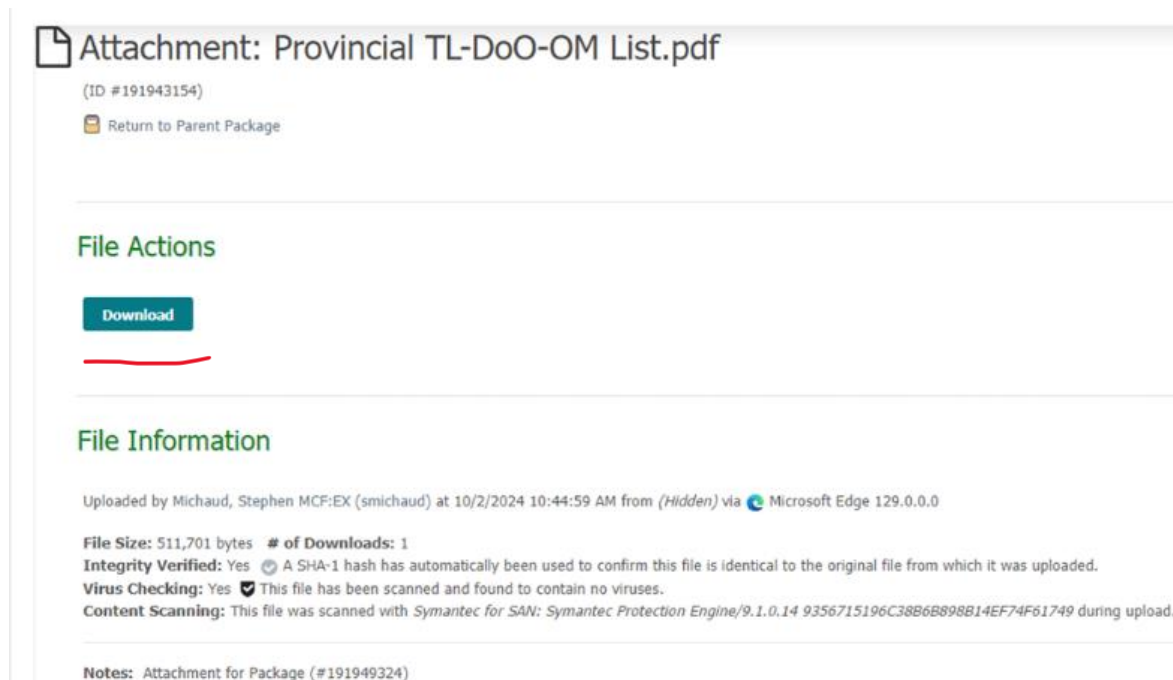
After 35 days, the records and emails will no longer be accessible. Recipients must download and save the records within this time frame.

Each file can be downloaded up to 100 times within the 35 days if necessary. It is recommended to download and save the files to a new secure location.



Downloading Records

To download the records, directly select each file under the “file attachments” section. Once that is selected, a new page will appear:



Select download and the files should begin downloading immediately. This will have to be done for each individual record that is sent.

If there are any issues with opening the package, recipients should contact

IAInfoRequests@gov.bc.ca as soon as possible for assistance.