Secure Data Transfer

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Due to the sensitive nature of UF Health data, data transfers between the IDR and research teams must occur via secure channels. A secure channel provides additional levels of security to protect data in transmission. The IDR uses two methods for transferring data securely:

- Encrypted email
- Globalscape SFTP web portal

Note that a password protected file send via regular email is **<u>NOT</u>** considered a secure channel.

Sending Data Securely

If a research team needs to send PHI or sensitive data to IDR, an IDR analyst will contact the research team to provide the email address to which to send data.

If less than 20MB of data is being sent to the IDR, data may be sent via an encrypted email or via SFTP. If more than 20MB of data is being sent to the IDR, data must be sent via SFTP.

Transmitting data to the IDR via an encrypted email

To ensure encryption of an email, add the below text to the **end** of the subject line:
[encrypt]
Note that the **brackets** must be included. See Figure 1 for an example of properly formatted subject line.
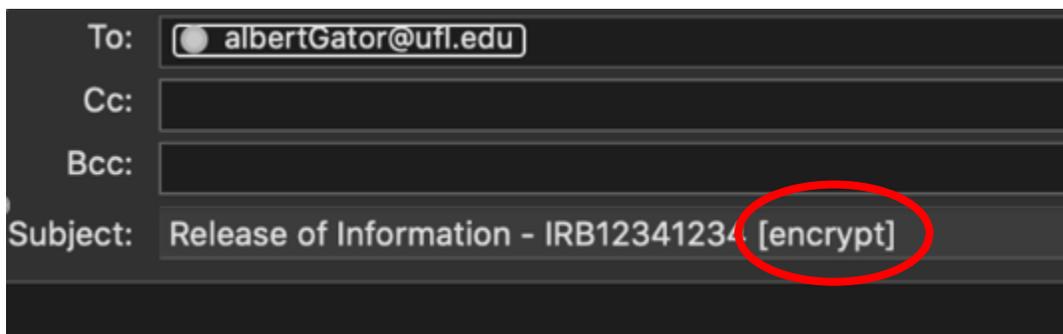

Figure 1

Transmitting data to the IDR via SFTP

Globalscape is the only approved SFTP web portal for transmitting data securely to the IDR. Follow steps below to send data via this channel.

1. Login to one of the following portals:
    - Users with GatorLink logins:
        - https://fileportal-uf.ahc.ufl.edu/EFTClient/Account/Login.htm
    - Users with Shands logins:
        - https://fileportal-shands.ahc.ufl.edu/EFTClient/Account/Login.htm
    - All other users:
        - https://dropoff.ahc.ufl.edu/messageportal#/dropoff

2. Enter the subject, message, recipient(s), and add file(s). See Figure 2 for guidance.
    Note that it might take long time to upload large files. You must send the message within moments of uploading all files; otherwise, the session might time out and you would need to start uploading files all over.
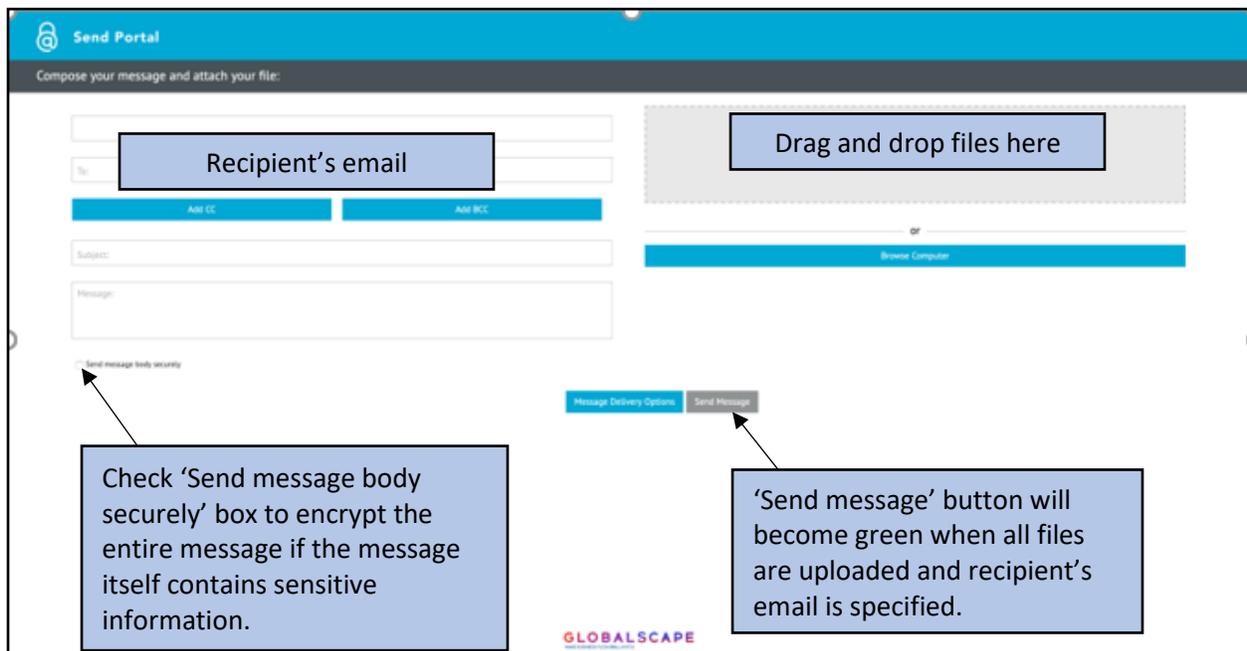

Figure 2

3. Click "Send message" button to send the message and data.

Receiving Data Securely

The IDR will release data either via an encrypted email or via Globalscape SFTP web portal.

Receiving data from the IDR via an encrypted email

When receiving data from the IDR via an encrypted email, the research teams can expect the following:

1. The IDR will release data from a Shands email account.

    e.g., albertGator@shands.ufl.edu

2. The email will be encrypted.

3. Depending on the email address domain of the recipient, the received message content will be one of the following:

    - If the recipient's email is a non-Shands email, the recipient will receive an email with content looking like Figure 3.
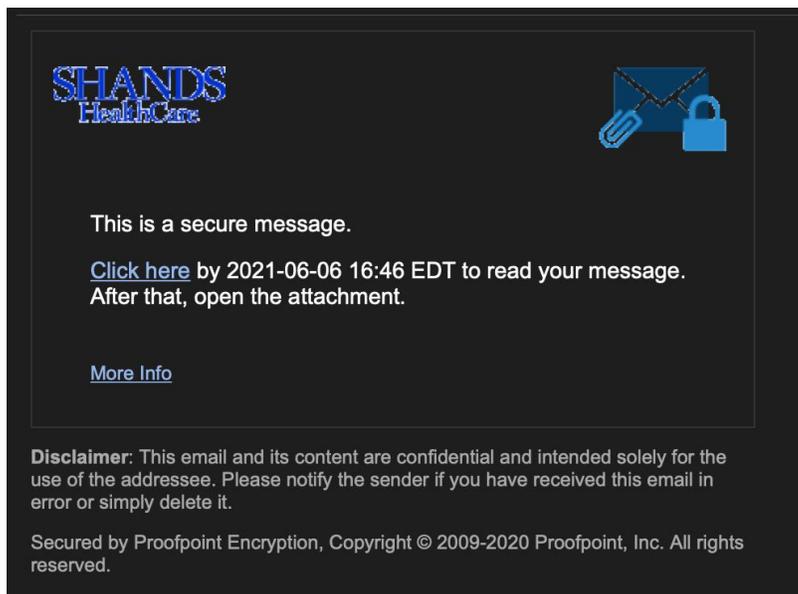

Figure 3

    - If the recipient's email is a Shands email, the email will appear as a regular email. See Figure 4.

    Though the email will not look like Figure 3, the email would still have been encrypted while moving from one computer to the next on the Shands network.
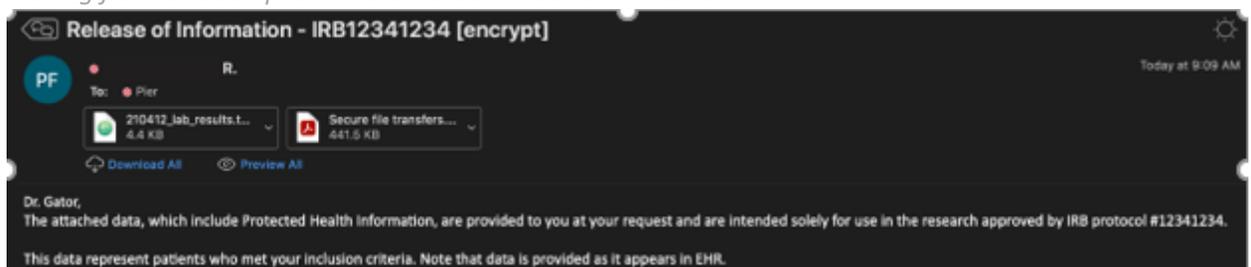

Figure 4

4. The recipient wills receive a separate non-encrypted email from the IDR analyst to let the recipient know to expect the Shands encrypted email.
5. If the received email looks like Figure 3, the recipient should click on 'Click here' link and enter their secure email password. If the recipient never used the secure email service before, the recipient will need first to create a password by clicking on the 'Forgot Password' link. This password is not related to the Gatorlink or Shands account. This password will be needed to retrieve future documents sent via this channel.

Receiving data from the IDR via SFTP

When receiving data from the IDR via SFTP, the research teams can expect the following:

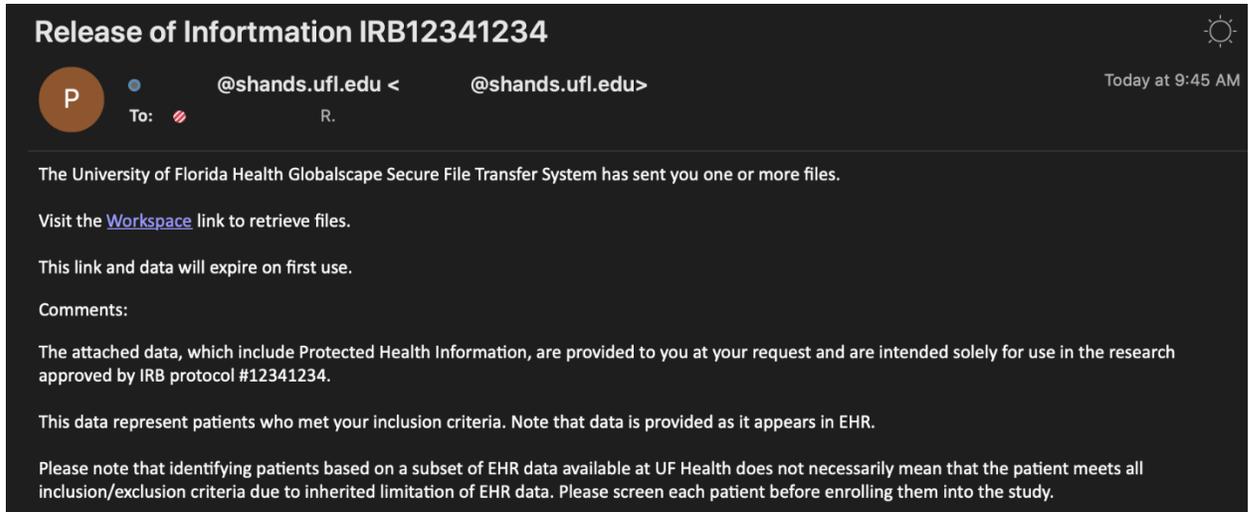1. The research team will receive an email with the content that looks like Figure 5.

Figure 5

Note: In the above example, the 'Send message body securely' option displayed in Figure 2 was not selected prior to sending the email. As such, the Globalscape email has the attachments secured through the available Workspace link, but any text that was included in the message is unencrypted and displayed under the 'Comments' section.

2. The recipient will receive a separate email from the IDR analyst to let them know to expect the email with link to Globalscape to download data.
3. The recipient should click on 'Workspace' link. The link will transfer the recipient to portal to download files.