My File Transfer (MyFT) User Guide

What is MyFT?

The My File Transfer (MyFT) system is WA Health's secure file transfer system available to staff and external providers to download secure files, email/send* files securely or share files securely in a collaborative environment with each other for ongoing business requirements.

MyFT can be accessed internally and outside of the WA Heath network via the https://myft.health.wa.gov.au website.

**Please note that when sending files via MyFT, the body/content of the email will not be sent securely - only the files attached to the email will be sent securely.*

What can MyFT be used for?

MyFT can provide secure collaboration based file sharing services between internal and external working groups whilst retaining all files on the WA Health network. The following examples are common scenarios where MyFT can be used:

- Where an external provider needs to send and receive large and/or confidential files to/from WA Health, MyFT can be used to send and receive the files securely. Examples of files include commercially sensitive documents, personnel records, documents relating to tender evaluations or partnership grants, and large graphical files etc.
- Setting up a collaboration space between WA Health staff internally or together with external providers using MyFT folders (*previously known as workspaces*) to share files for a specific project, program, review or research study where appropriate.

MyFT User Types

The following outlines the key functions of the various MyFT user types available:

For WA Health staff and external providers:

- **Recipient User**: Able to download a file sent by a WA Health staff member who has a licensed MyFT account (i.e. a Standard User or Expert User account).
- **Restricted User**: Able to download and upload files. Able to only send files to a WA Health staff member with a Standard User or Expert User account.

For WA Health staff only:

- **Standard User** *(licensed account):* Able to download, upload, and send files to anyone. This user type is the minimum level of access required for staff who need to *manage* folders. Please refer to the *Managing Folders* section from *page 5* for further information.
- **Expert User** *(licensed account):* Able to download, upload, and send files to anyone. This user type is required for staff who need to create top level folders. Please refer to the *Managing Folders* section from *page 5* for further information.

In relation to MyFT folders (*previously known as workspaces*), please refer to the *Adding Members to a Folder* section from *page 8* for the list of folder member roles available.

How do I obtain access to MyFT?

WA Health staff

- **Recipient User accounts**

  If you only need to view and/or download a file sent by a WA Health staff member who has a licensed MyFT account (i.e. a Standard User or Expert User account), then a Recipient User account will automatically be created the first time you download the file.

- **Restricted User, Standard User or Expert User accounts**

  If you need additional access to email/send files securely or share files in a collaborative environment securely using folders (*previously known as workspaces*) with other WA Health staff members or external providers via MyFT, then please log a request via the internal *eHFN-030 Access Request System (*once logged in, select *Change My Access* button > in the *Applications / Computing Resources* section, select *Application Group: Core* and *Application Name: MyFT)* to have a Restricted User, Standard User or Expert User account created depending on your business requirements.

  Please refer to the *Adding Members to a Folder* section from *page 8* for the list of folder member roles available.

External providers

- **Recipient User accounts**

  If you only need to receive files from WA Health staff, a Recipient User account will automatically be created the first time you receive a file via MyFT from a WA Health staff member with a licensed MyFT account. You will be prompted to create a MyFT password and activate your account the first time you receive a file via MyFT.

- **Restricted User accounts**

  If you need additional access to send* files to WA Health staff, then please ask your WA Health representative to log a request with the HSS Service Desk to have your account updated. Self-registration will be available at a later stage.

  **Please note that you will only be able to send to a WA Health staff member with a Standard User or Expert User MyFT account.*

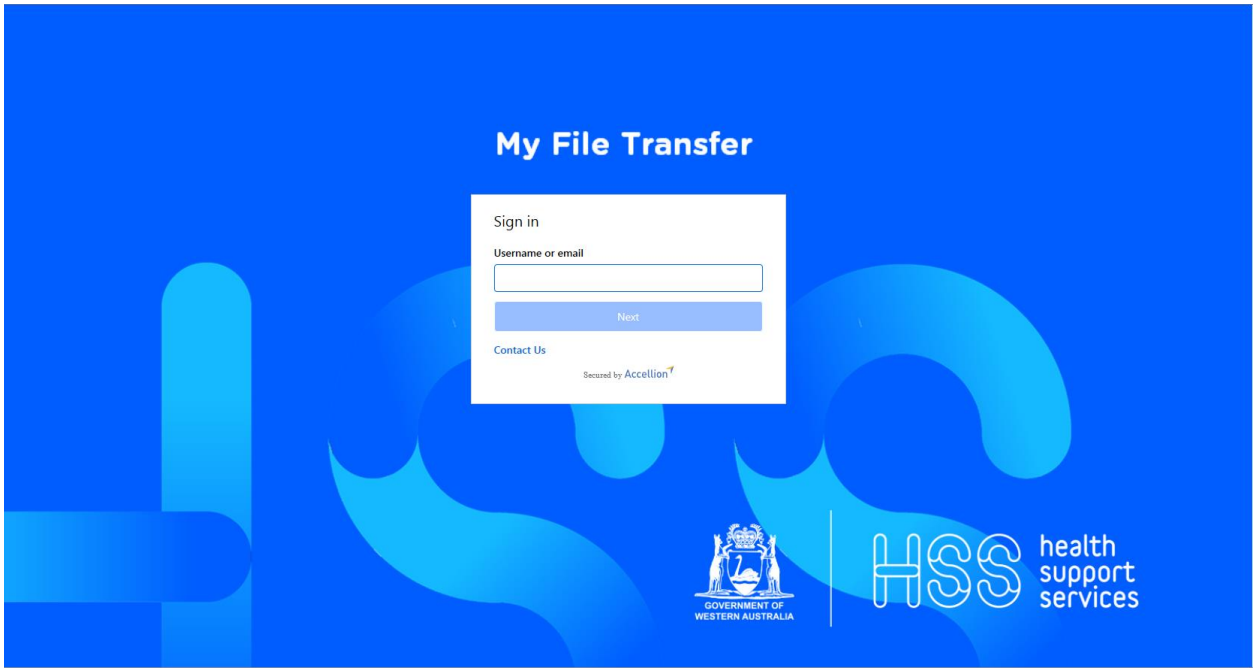
- **Access to folders** (*previously known as workspaces*)

  An external provider can be invited to be a member of a folder by a WA Health staff member who is a manager of the folder. Please refer to the *Managing Folders* section from *page 5* for further information.

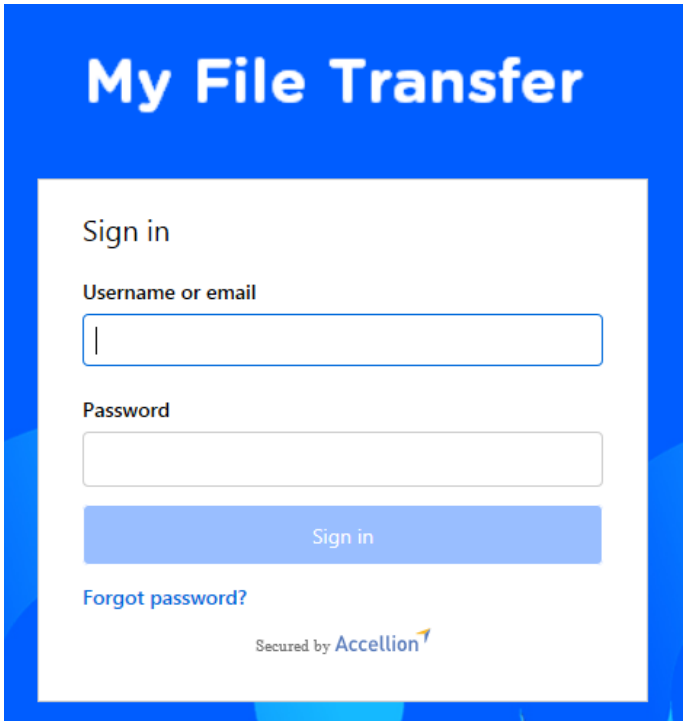
Logging In

1) Log in via the MyFT website https://myft.health.wa.gov.au
2) For **WA Health staff**, enter your WA Health email address or HE number, and your HE password.

   For **external providers**, enter your email address and your MyFT password.



The **Forgot password?** link is only for use by external providers to reset their password:



Sending a File

This section applies to WA Health staff and external providers who have a Restricted User account or above only (i.e. all accounts except the Recipient User account)

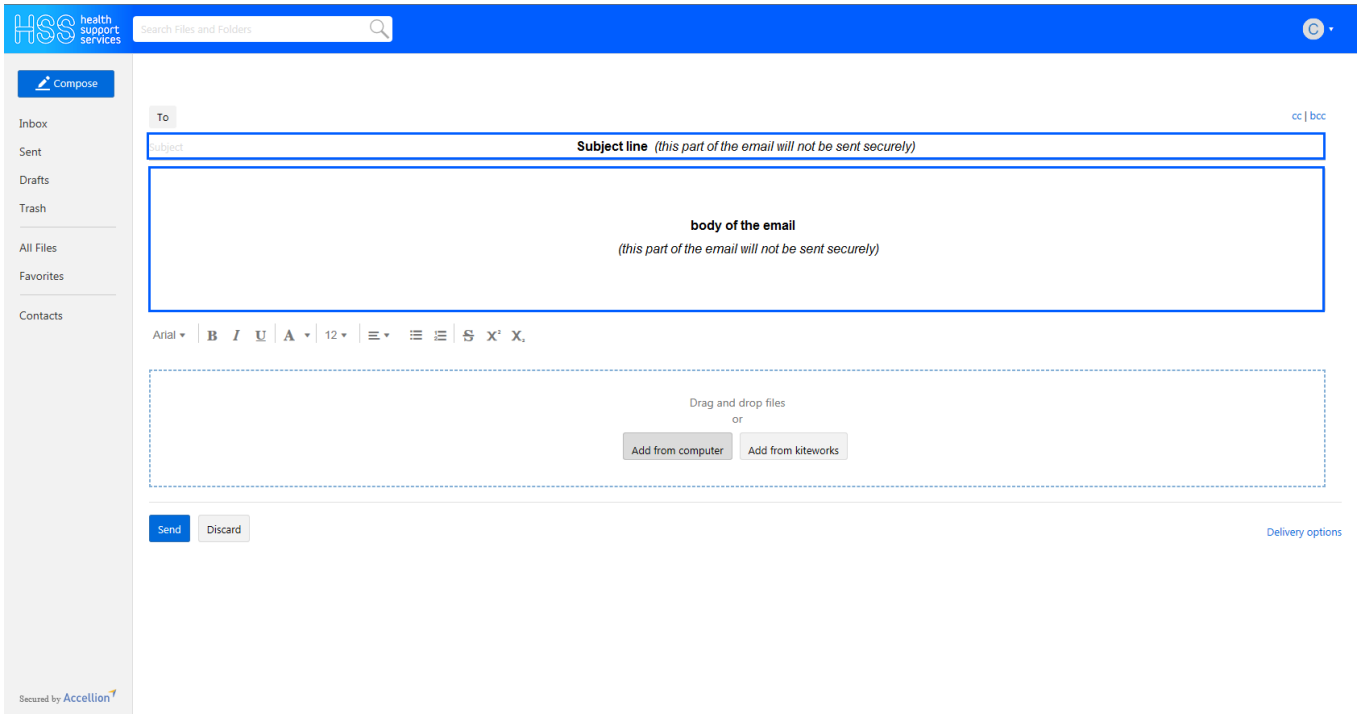
1) Once logged into the MyFT system, on the top left hand corner of the Navigation pane, click the **Compose** button. Enter the recipient's full email address in the **To** field.

2) Type in the **Subject** line *(please note that this part of the email will not be sent securely).*

3) **Drag and drop files** or click the **Add from computer** button to select the file/s you need to email. The file/s will be sent as secure links.

4) In the large text box, type in the body of the email if required *(please note that this part of the email will not be sent securely).*

5) Click the **Send** button to send the email.



Receiving a File

1) In the email you have received, click the **Access files** button.

2) The **My File Transfer** Sign in page is displayed in a new window in your web browser.

3) Enter your **Email** and click the **Next** button.

   For **WA Health staff**, enter your HE password when prompted, and click the **Sign in** button. For **external providers**, after you have entered your email address, you will be prompted to create a password for your account for the first time, and activate your account via an activation email.

4) Your Inbox is displayed with the file/s to download. Click the filename or **Download** button to open the file/s.

Managing Folders

Folders in MyFT (*previously known as workspaces*) enable files to be shared securely in a collaborative environment between WA Health staff and external providers without the need to send individual emails to distribute files. Top level folders and subfolders can be created to share the files.

- A folder is 'owned' and fully 'managed' by WA Health where the WA Health staff member who is the creator/owner of a top level folder is automatically assigned as the 'owner' and 'manager' of the folder. A folder can be managed by one or more managers.

- WA Health staff and external providers can be invited to be a member of a folder

- Different folder member roles can be assigned to each folder member depending on their business requirements.

Please note: A folder is intended for temporary storage only, and should not be considered as the only source of your files. Therefore, it is highly recommended that an original copy of all the files and folder structure created within the top level MyFT folder need to be retained in a more permanent location for backup purposes.

WA Health staff

- The 'owner' and 'manager/s' of a folder are limited to WA Health staff with licensed MyFT accounts only.

- The manager/s of the folder would need to have a Standard User account as a minimum; however only staff members with Expert User accounts are able to create top level folders.

- Manager/s of a folder can add and remove members, and assign access levels for each folder member.

- Manager/s of a folder can invite any WA Health staff member to access the folder; however the staff member being invited would also need to have a Standard User account as a minimum if they will be assigned with a *Collaborator* or *Manager* folder member role. Please refer to the *Adding Members to a Folder* section on *page 8* for a description of the folder member roles available.

- Depending on the folder member role assigned, the level of access can range from being able to view, download, upload, and delete files, as well as create and delete folders.

External providers

- An external provider can be invited to be a member of a folder by a WA Health staff member who is a manager of the folder. At this stage, for new folder members, there is a minimum requirement for an external provider to have an existing *Restricted User* MyFT account.

- The level of folder access depends on what folder member role is assigned. This includes being able to view, download, upload files, and create subfolders.

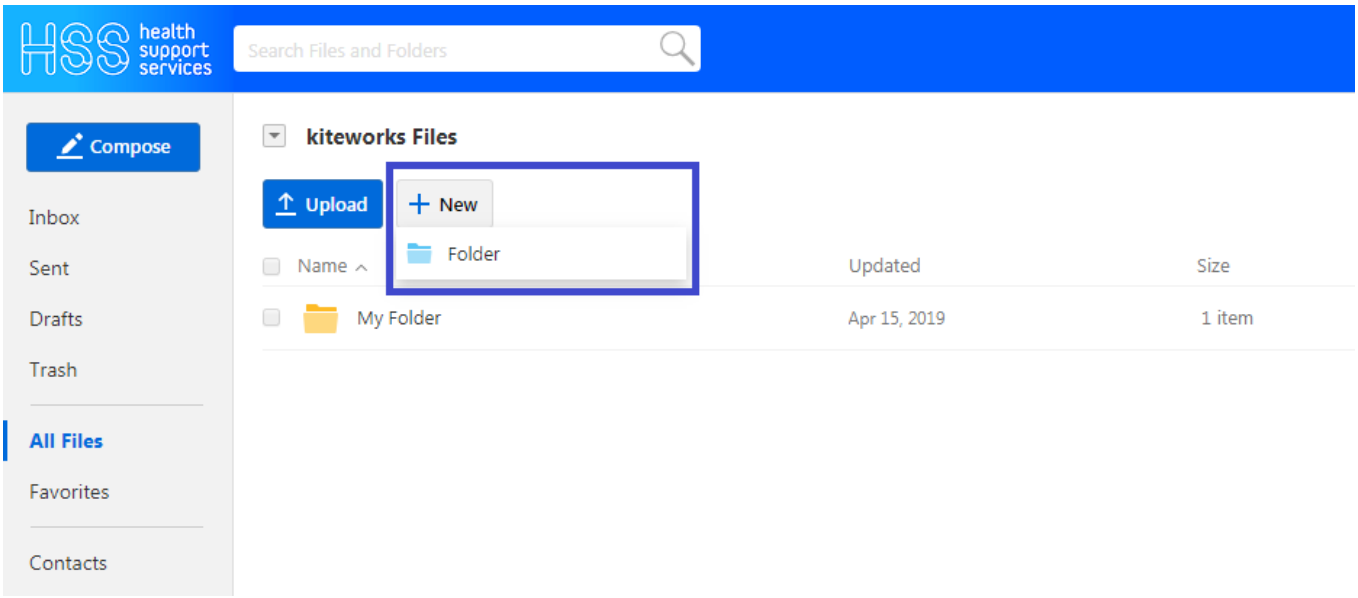
WA Health staff and external providers

- If folder access levels need to be upgraded at a later stage for existing folder members, then a manager of the folder will need to ensure that the members have an existing MyFT account, i.e. a *Restricted User* account for external providers, or a licensed MyFT account for WA Health staff. Please refer to the *How do I obtain access to MyFT?* section on *page 2* for further details.

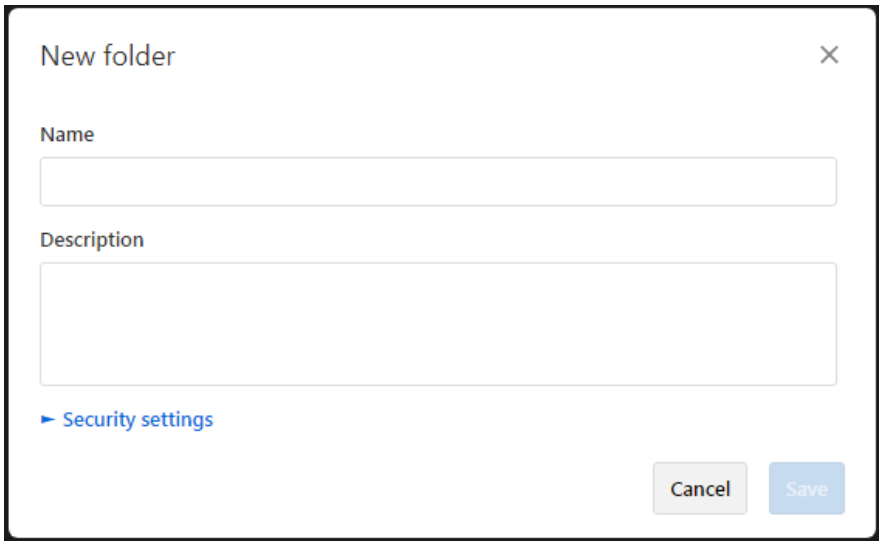
Creating a Top Level Folder

This section applies to WA Health staff with an Expert User account only

1) Navigate to **All Files**. Click the **New** button and select **Folder**.



2) The **New folder** window is displayed. Specify the following fields, and click the **Save** button:
   - **Name**: Enter a unique folder name for the display name
   - **Description**: Purpose of the folder

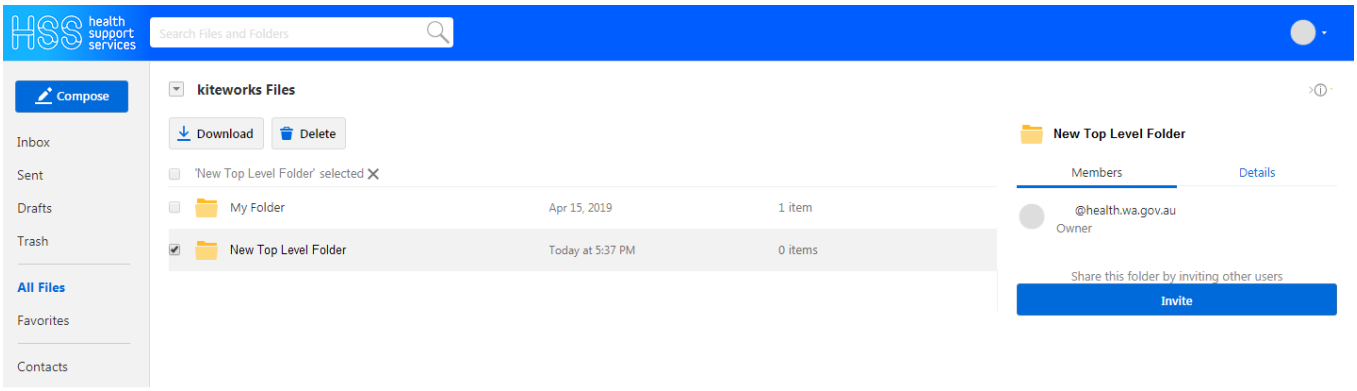


   Folders expire after 12 months by default, and files in the folder follow the same expiry date as the folder by default; however the expiry date may be set for a shorter period of time.

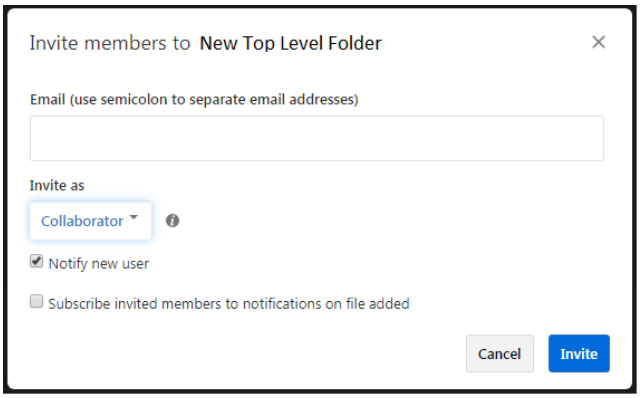
3) The new yellow top level folder you have created is displayed in your **All Files** list.

Adding Members to a Folder

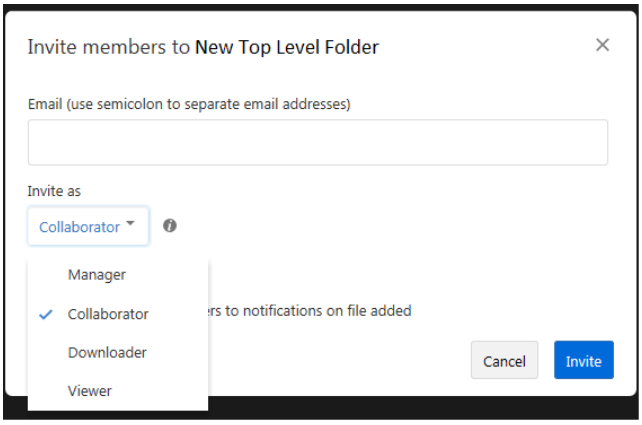
1) Under **All Files**, tick the checkbox corresponding to the relevant folder. Click the **Invite** button.



2) In the **Email** field, enter the email address/es of WA Health staff member/s or external provider/s that will need access to the folder.



3) In the **Invite as** drop down menu, select the relevant **folder member role**, and then click the **Invite** button.



- **Manager** (*This role is reserved for WA Health staff only*):
  - Full access to all files within a folder
  - Share folders with folder members
  - Change others access level to a folder
  - Subscribe to folder notifications

- **Collaborator**:
  - View and download files in the folder
  - Upload files to the folder
  - Subscribe to folder notifications

- **Downloader** (*previously View and Download*):
  - View and download files in the folder
  - Send view-only version of the file
  - Subscribe to folder notifications

- **Viewer**:
  - View files in the folder

4) A pop-up message briefly appears at the top of the screen stating that you have added the folder member successfully. The member will be listed in the **Members** section of the folder. When you have added at least one other member to the folder, the folder will change to a blue colour indicating that you have shared the folder.

Managing Subfolders

This section applies to folder members with a Collaborator or Manager role only

- A subfolder can be created under **All Files** similar to the steps outlined in *Creating a Top Level Folder* on *page 7*, except that you will only be able to create a folder under an existing top level folder.

- The members and their corresponding folder member roles set on the top level folder will be inherited by the subfolders by default.

Further support

If you require further assistance, please contact the HSS Service Desk on 1300 1700 89.