



FISLink-PFT

FIS Employee User Guide

FIS Corporate Systems Administration

FIS Employee User Guide

This document will cover the basic usage of the FISLink-PFT application, including sending/receiving files, and the use of workspaces.

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Overview

FISLink-PFT is an application that can be used to securely send files and messages containing FULL PCI/PAN account numbers to those inside and outside of FIS. There are three separate FISLink environments. For guidance on which specific FISLink environment to use, please refer to the table below:

Data type allowed per FISLink environment	FISLink	FISLink-EMEA	FISLink-PFT
Public Information	Allowed	Allowed	Not recommended
Marketing & Sales Information	Allowed	Allowed	Not recommended
Legal Contracts	Allowed	Allowed	Not recommended
Sensitive Data including Name, Address, SSN, NIN, Driver's license, passport, DOB	Allowed	Allowed	Not recommended
Patches, Services Packs, and compiled software updates	Allowed	Allowed	Not recommended
Data bound by GDPR Requirements	NOT ALLOWED	Allowed	Not recommended
PCI / PAN Data (masked, i.e. Full account or Full card number NOT shown)	Allowed	Allowed	Not recommended
PCI / PAN Data (unmasked)	NOT ALLOWED	NOT ALLOWED	Allowed

Regardless of the Data being transmitted, all transmissions are required to follow FIS security and privacy controls and be handled in accordance with the FIS Acceptable Use (11.03), Data Protection(04.02), Encryption (11.07), and Records Management (04.01) Policies. Any file transmission must follow the principle of “least privilege” , only sharing what is absolutely necessary.

In addition, FIS Policy does not allow PCI/PAN Data to exist on corporate workstations.

Files and messages sent through FISLink-PFT are available for up to 14 days. Files and messages older than 14 days are automatically removed from the system.

The primary use for FISLink-PFT should be sending or receiving PCI/PAN data. FISLink-PFT should not be used to move files between security zones such as corporate and production.

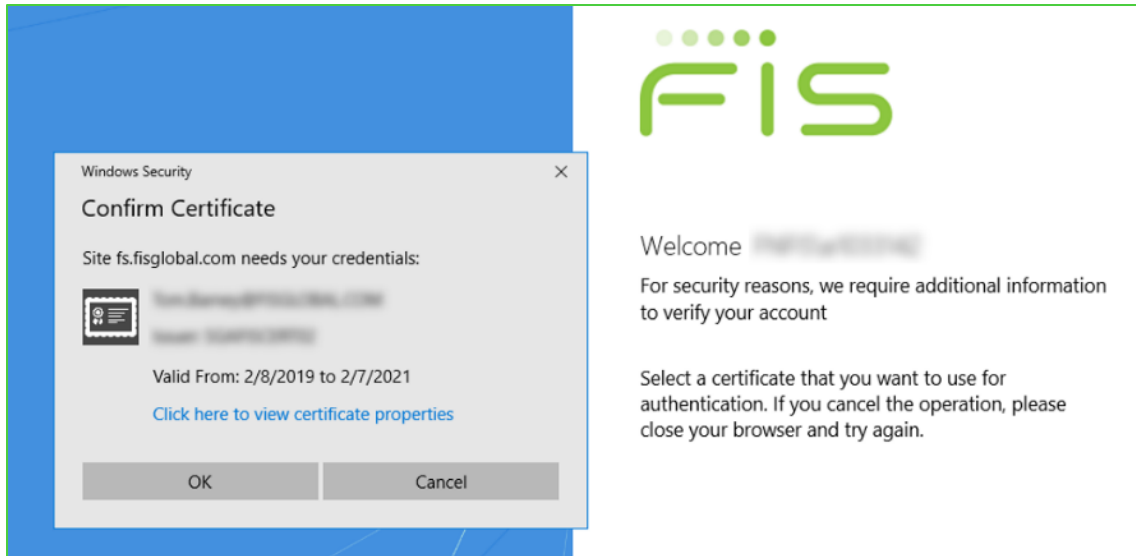
Login Process

FIS Employees/Contractors

FIS Employees and Contractors are automatically registered within FISLink. However, you might need to request additional access to send files. How to request access is covered in the Express Delivery section below.

Employees must login using the [FIS Employee Login](#) link from the main page of <https://fislink-pft.fisglobal.com>.

You may be prompted to confirm a certificate from your machine. Click OK and you should be authenticated to FISLink-PFT and taken to your Inbox.



Clients/Customers

New Client/Customer users will not be able to register for an account until they have been added as the recipient of a package.

Clients/Customers will need to register for an account using the “register here” link from <https://fislink.fisglobal.com> after they have been sent a package.

Registration steps are documented in the Appendix of this document.

Passwords are valid for up to 90 days. Additionally, client accounts are removed after 90 days of inactivity. The client must re-register after that time to use FISLink-PFT. They are treated as a new user so they will not be able to re-register until they are sent a new delivery from FISLink-PFT.

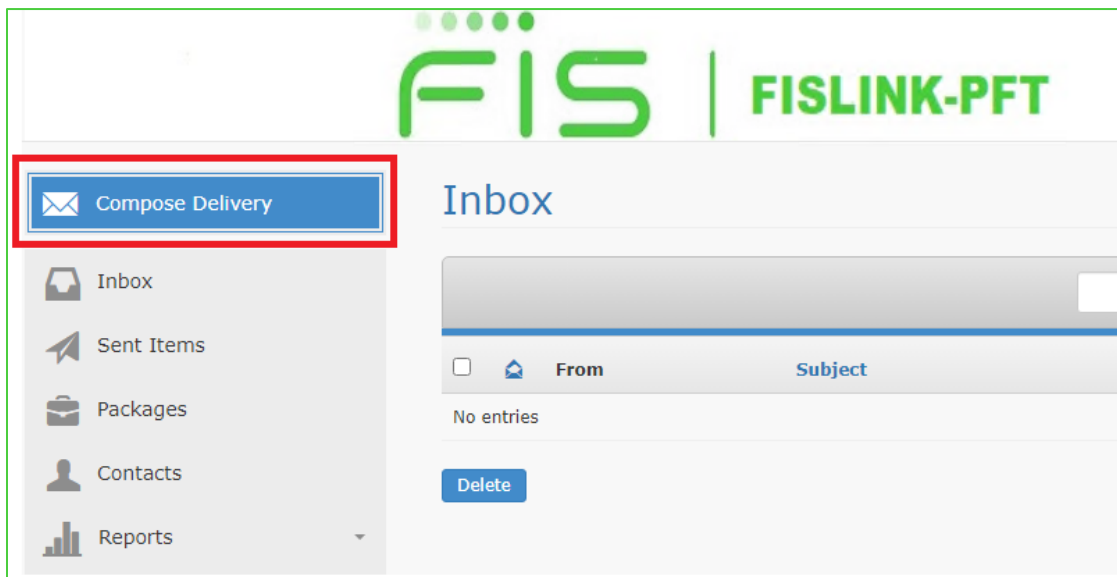
Sending Messages or Files

File Attachments and Limits

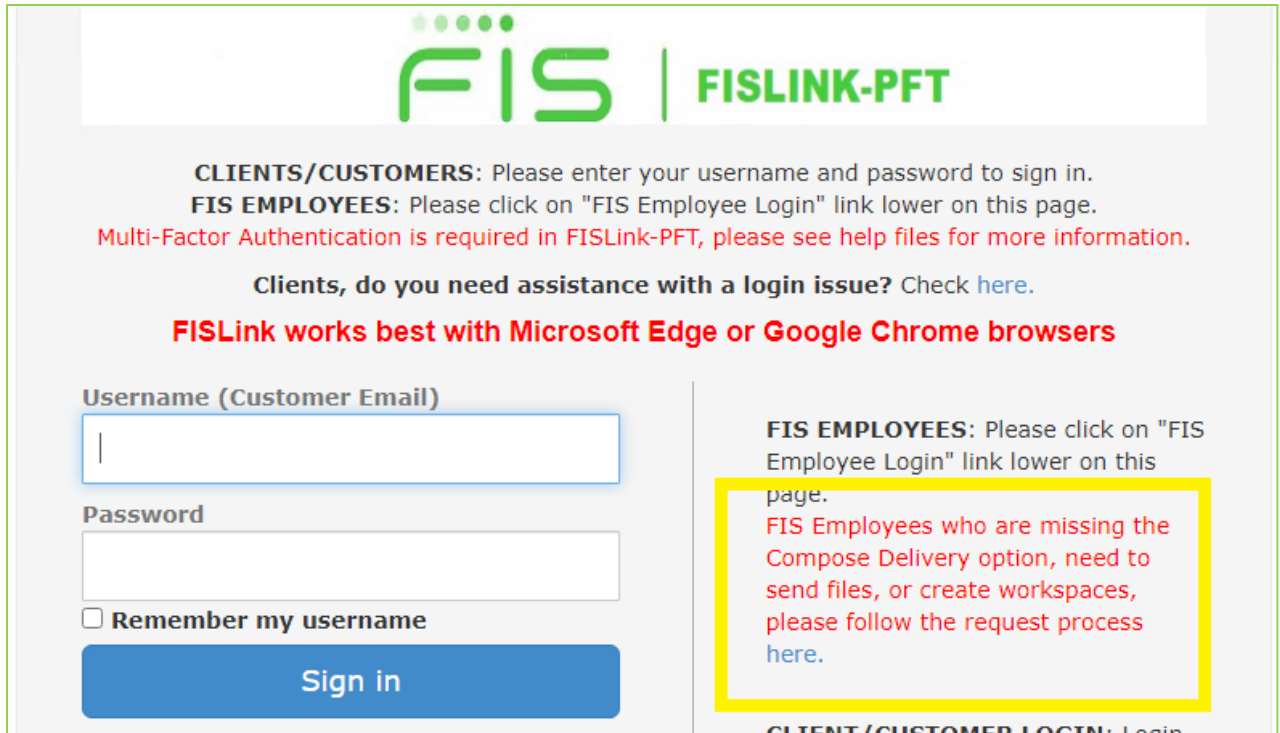
- You can send a secure message without attaching a file.
- The quota per sender is 4GB. You can send a single 4GB file, or multiple files. Once your total file sizes reach 4GB you will receive the error “upload failed due to insufficient quota”
- When files are attached to a delivery/message they are considered Packages and can be resent or deleted if you have reached your quota. (See Packages area for additional information)
- Packages and Messages are deleted after 14 days, even if the recipient has not opened the message.
- There are no file type restrictions
- Multiple files can be attached to a single delivery

Express Delivery

The process of sending files in FISLink-PFT is referred to in the app as a “Delivery”. To send a new file you click the Compose Delivery button:

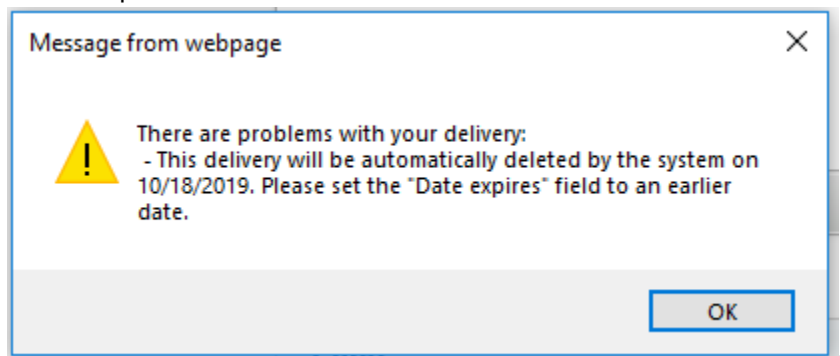


Are you missing the Compose Delivery button? The Compose Delivery button shown above is only available for FIS Employees. If you do not have the “Compose Delivery” button, an FIS Employee can request access to send files using the process show on the front page of FISLink-PFT.fisglobal.com, as highlighted below.



Once you have clicked Compose Delivery, An Express Delivery screen will be shown.

1. Fill in the email address or addresses in the To field. If you are sending to multiple email addresses, press enter after entering each email address.
2. Enter a subject and message to provide a brief description of the file.
3. If you want the delivery to expire quickly, select an expiration date within the next 14 days.
 - a. Note: **Files are automatically removed/expired after 14 days** and the system will not let you send a delivery that is more than 14 days in the future. If you select a date beyond 14 days, you will receive an error when completing the delivery. For example:



Express Delivery

Create a package and deliver it in one step

Attach files Cc/Bcc Email notification message Advanced options Send

To joeuser@somecompany.com x

Subject The information we discussed

Secure message

✂️ 📄 📎 ↶ ↷ 🔒 🔗 🚩 📅 📄 Ω 🖼️ 🔄 📄 Source

B **I** **U** **I_x** ☰ ☷ ☰ ☷ Styles Format Font Size A- A+

Joe,
Attached is the file we discussed.
Thank you

Date expires 11/29/2019

Files

Attach files Cc/Bcc Email notification message Advanced options Send

4. Click the Attach files button to browse for the file(s) you would like to attach. After selecting 1+ files you will see the progress of them being attached to the message.

Uploading... 1 of 1 (0%) 0 KB/s ▾

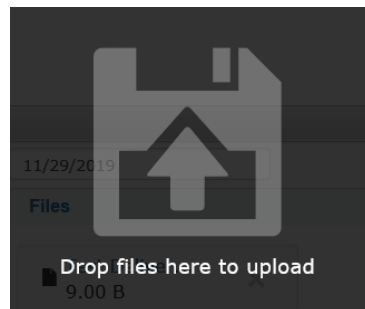
📄 Test Delivery.txt 9.00 B x
0 seconds remaining

Estimating time remaining...

⏸ Pause ⌛ Cancel All



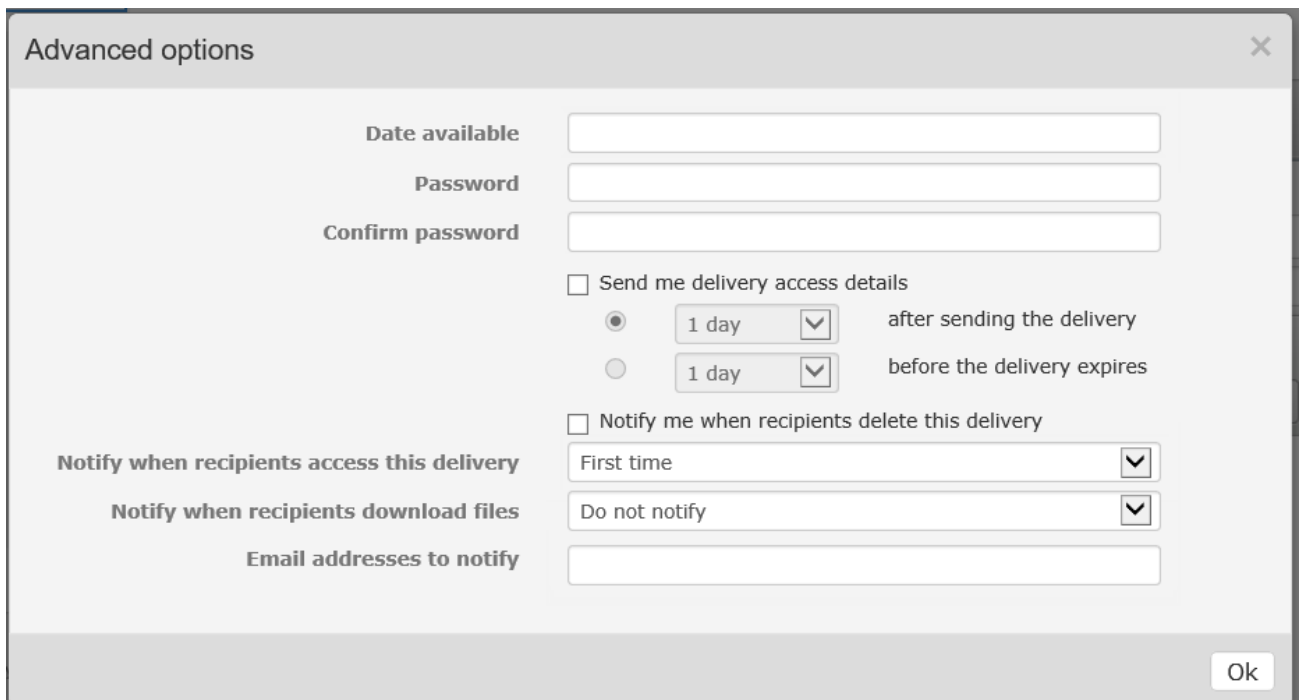
Alternatively, you can drag the files over the Express Delivery window, where you will be allowed to attach them. The screen will change to an upload symbol. Drop the files here to attach them:



5. Click Send to complete the delivery. Alternatively, you can set advanced options for the delivery.

Express Delivery Advanced Options

While creating an Express Delivery you have the option to configure multiple Advanced Settings using the Advanced Options button in the lower right. These options include the date the file becomes available for download, a password to further secure the file, and notification settings for the delivery.



Completing the Express Delivery

When you have configured all Express Delivery and Advanced Options, click Send.

If creation of the delivery was successful, you will receive a message similar to the following:

Delivery created!

The package was delivered successfully.

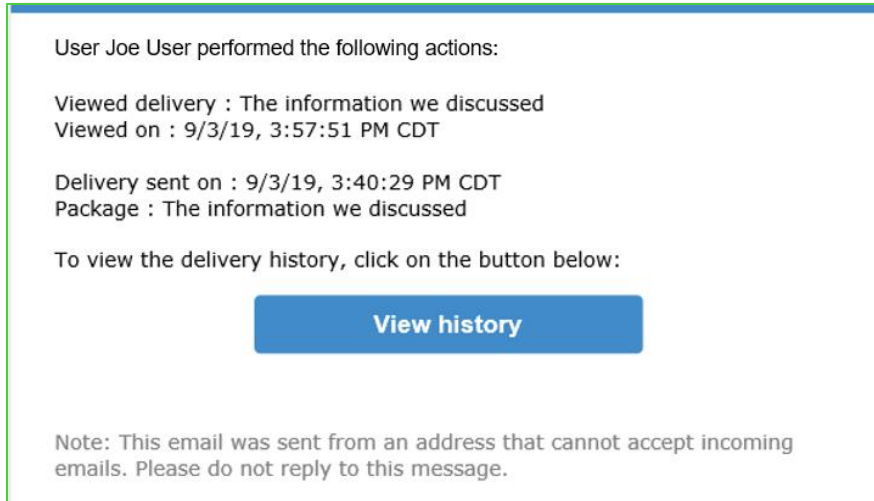
The following recipients have been added to your list of contacts. You can optionally add additional details below.

<input checked="" type="checkbox"/> Email address	First name	Last name	Company
<input checked="" type="checkbox"/> joeuser@somecompany.com	<input type="text" value="Joe"/>	<input type="text" value="User"/>	<input type="text" value="somecompany"/> x

[Update contacts](#)

The confirmation includes the option to update name and company information. This can be edited later under Contacts.

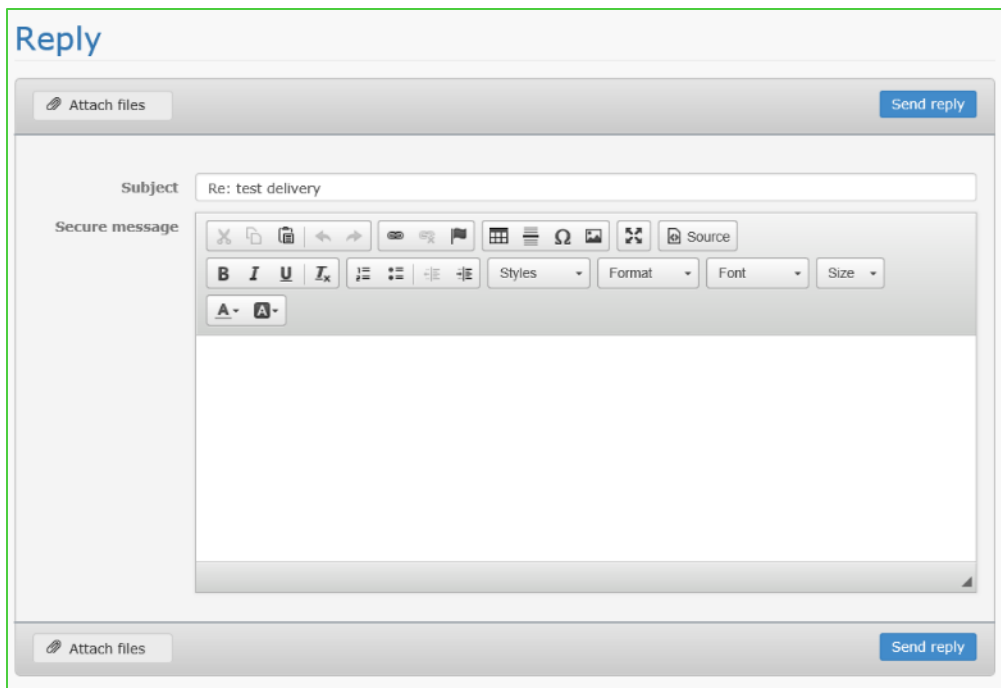
When the recipient views the delivery, you will receive an email similar to the following:



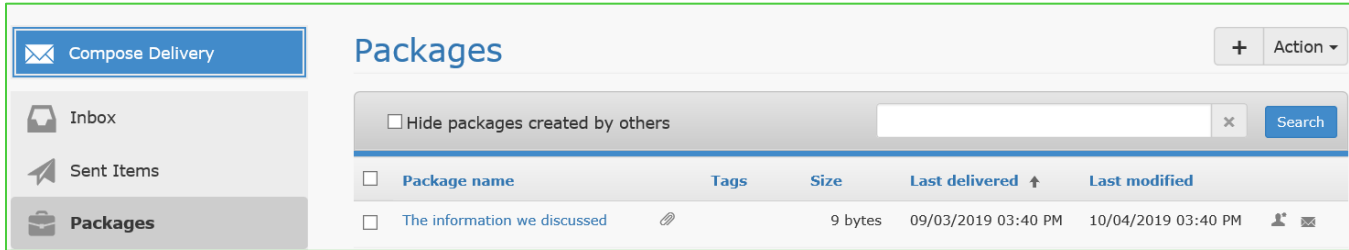
Sending files via a Reply

Note: To receive files or secure messages from a client, first send them a message using FISLink-PFT. When the client views the message in FISLink-PFT they will have an option to reply and can attach files during the reply process.

Open a message from your inbox and scroll to the bottom of the window. Click Reply to open the Reply window. Enter a follow-up message and/or attach additional files, then click the Send reply button



Packages



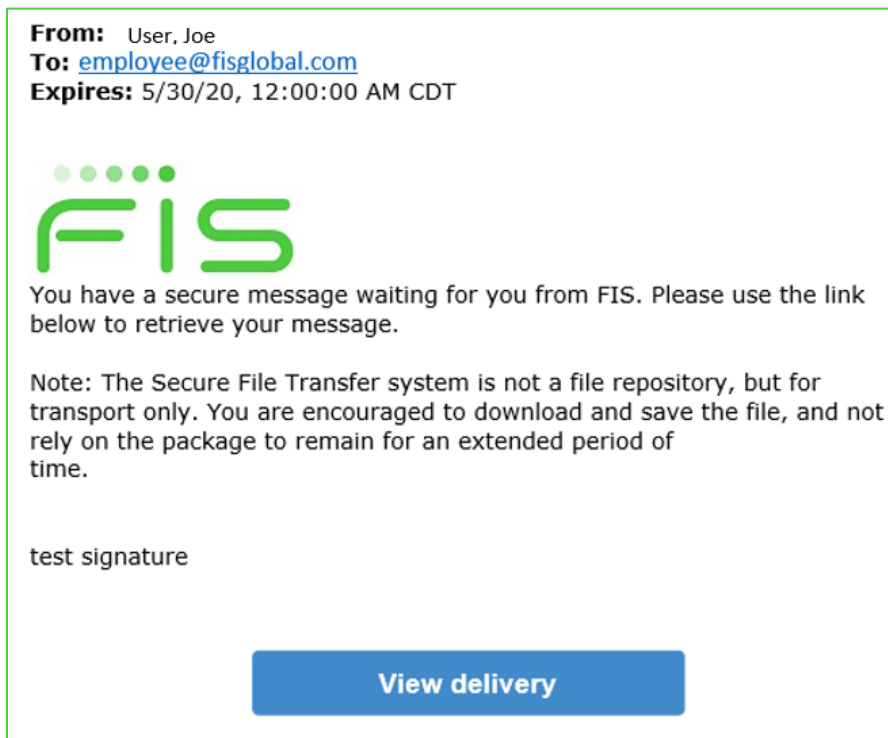
Packages is a list of files and messages that have been sent. Selecting a package name will allow you to view additional information about the package such as the date it was delivered and the date when it will be automatically deleted from the system.

When viewing Packages, you have the option to sort by multiple items including Package name, Size, and Last modified date. Sorting by Size is helpful if you are approaching your user quota and you want to remove files/packages that are no longer needed.

Note: If you send a delivery but modify the package before it is viewed by the recipient, they will see the updated contents. Meaning, file additions or removals will replace the files in the original delivery.

Receiving Files

The recipient of the file will receive an email similar to the following:



Clicking the View delivery button will open your browser to the login page for FISLink. Login to view the Your Delivery screen.

Your Delivery → Action ▾

Delivery Information

Package name	The information we discussed
To	Joe User
Subject	The information we discussed
From	FIS Employee
Date	09/03/2019 03:40 PM

Secure message Joe,

Attached is the file we discussed.

Thank you

Email notification message You have a secure message waiting for you from FIS. Please use the link below to retrieve your message.

Note: The Secure File Transfer system is not a file repository, but for transport only. You are encouraged to download and save the file, and not rely on the package to remain for an extended period of time.

Files

	File name	Date created	Size
<input type="checkbox"/>	Test Delivery.txt	09/03/2019 03:40 PM	9 bytes

[Download as zip](#)

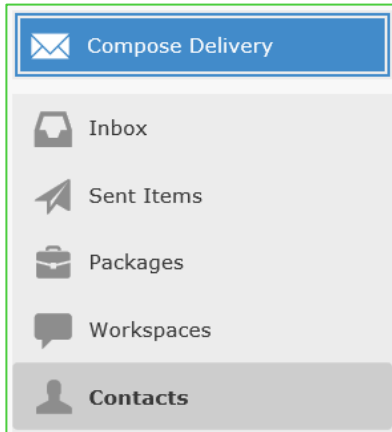
[Reply](#)

Click the file name, or select the checkbox for multiple files (if multiple files were sent) and click the Download as zip button

Workspaces

Workspaces are not available in FISLink-PFT.

Contacts



When you send a delivery to a new user, you will have the option to enter the recipient’s name and save it to your contact list.

Contacts are useful if you create deliveries for the same users on a regular basis. In a new delivery the system will attempt to match contact names to the letters that you type in the To or CC/BCC fields.

You can edit your contacts by selecting Contacts from the left menu.

From here you can view and sort contacts by name, email address, and Company name. You can also click on a contact to add additional information such as phone number and street address.

User Preferences

FIS Employees have options to change the appearance and some response options within FISLink. To access the Preferences section, click the dropdown arrow next to your name in the upper right corner, then select Set Preferences.

Sorting options are available for your Inbox, Packages, and Contacts sections:

Sorting		
List	Sort by	Sort order
Inbox & Sent Items	Sent/Received date	Descending
Packages	Package name	Ascending
Contacts	Name	Ascending

In the Preferences subsection you can select your default Homepage and edit your email signature.

You will not see your signature when creating new deliveries. It will automatically be added to the bottom of the message that is sent to the recipient.

Preferences

Homepage

Listing items per page

Default value for overwrite files checkbox Overwrite Do not overwrite

Email signature

Source

You also have the option to set delivery options such as receiving notifications when a recipient accesses the delivery.

Delivery Option Defaults

Expires (in days)

Notify me when recipients delete a delivery Yes No

Notify when recipients access a delivery

Notify when recipients download files

Email addresses to notify

Configure the preferences as desired and click Update at the bottom to save the settings.

Appendix:

FAQ

Q. I am experiencing timeout issues while uploading a large file to a new delivery. How can I finish the upload of a large file?

A. To meet FIS security requirements your session to FISLink-PFT will logoff after 15 minutes of inactivity. As an alternative to attaching the files to a new delivery, consider using a Package. Create and save an empty package, then edit the package and attach your file. Your session should remain active while the file is being attached and it will be saved to your package even if your session times out.

Q. My client is unable to login and receive the file I sent. How do they get support with their account?

A. The FIS Employee should open a ticket via Global Support Center. The process is available here: https://fislink-pft.fisglobal.com/Help/FISLink-support_process_for_client_accounts.pdf

Q. How do I get access to send files/Compose Delivery button?

A. Only Employee and FIS Contractors are allowed the Compose Delivery button. All other users must reply to messages in FISLink-PFT to send files. The process to request access is shown on the front page of <https://fislink-pft.fisglobal.com>, as shown below:

FIS | FISLINK-PFT

CLIENTS/CUSTOMERS: Please enter your username and password to sign in.
FIS EMPLOYEES: Please click on "FIS Employee Login" link lower on this page.
 Multi-Factor Authentication is required in FISLink-PFT, please see help files for more information.

Clients, do you need assistance with a login issue? Check [here](#).

FISLink works best with Microsoft Edge or Google Chrome browsers

Username (Customer Email)

FIS EMPLOYEES: Please click on "FIS Employee Login" link lower on this page.
FIS Employees who are missing the Compose Delivery option, need to send files, or create workspaces, please follow the request process [here](#).

Password

Q. I used FISLink-PFT to send a delivery to my personal email, but it won't let me register the account. How can I register and receive the message?

A. Personal email addresses are blocked from registration in FISLink-PFT. Employees must login using the employee login link.

File Security

Files in FISLink-PFT are encrypted while at rest. The encryption solution meets FIPS 140-2 Level 1 requirements. Additional information on the FIPS designation is available here:

<https://csrc.nist.gov/groups/STM/cmvp/documents/140-1/140sp/140sp1906.pdf>

Customer Registration Process

**Registration is only available to accounts that have been sent an email through the FISLink-PFT system. FIS Employees do not need to register **

1. Browse to <https://fislink.fisglobal.com>
2. Locate the CLIENT/CUSTOMER Registration section of the page and click the “register here” link.
3. Fill the form including email address (2x), First Name, Last Name, and Password.
4. Password rules will appear as your password is being entered.
 - a. You must have at least 1 Upper Case, 1 Lower Case, 1 Number, and one non-alphanumeric character in your password. In addition, your password must be between 15 and 50 characters.

The screenshot shows a registration form with the following fields: Email address*, Confirm email address*, Name (First, Middle name, Last), Display as*, Password*, and Confirm password*. A blue 'Register' button is visible. A password strength indicator on the right shows a green bar and the text 'Your password must have:' followed by five criteria: At least one uppercase letter, At least one lowercase letter, At least one number, At least one non-alphanumeric character, and Between 15 and 50 characters long. The indicator shows 'Password Strength: Strong' with a full green bar.

5. The system will validate that your confirmed password matches. If so, you can click Register.

This screenshot shows the password fields with the text 'Passwords match' displayed in a green box next to the confirm password field. The 'Register' button is still present.

6. After the form is submitted you should receive the following confirmation:

The screenshot shows an email header 'User Registration' and the body text: 'Thank you for registering! A message has been sent to your email. Please follow the instructions in the email to activate your account.'

Note: If you receive the following error while registering, it means that you have not been invited to use the system:

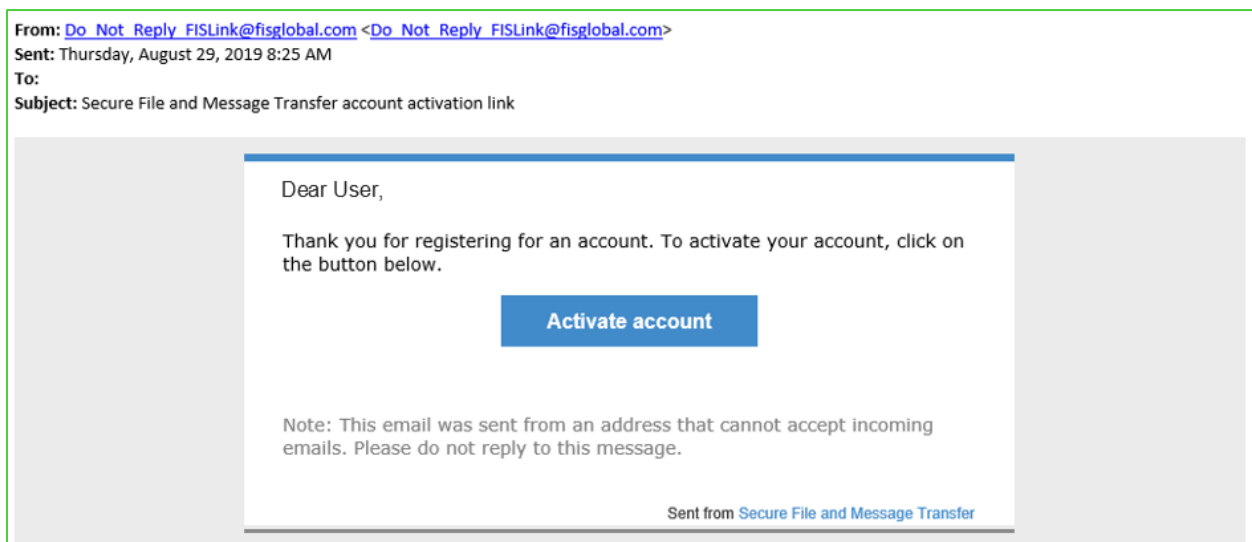
Registration not allowed for the email address specified.

Email address*

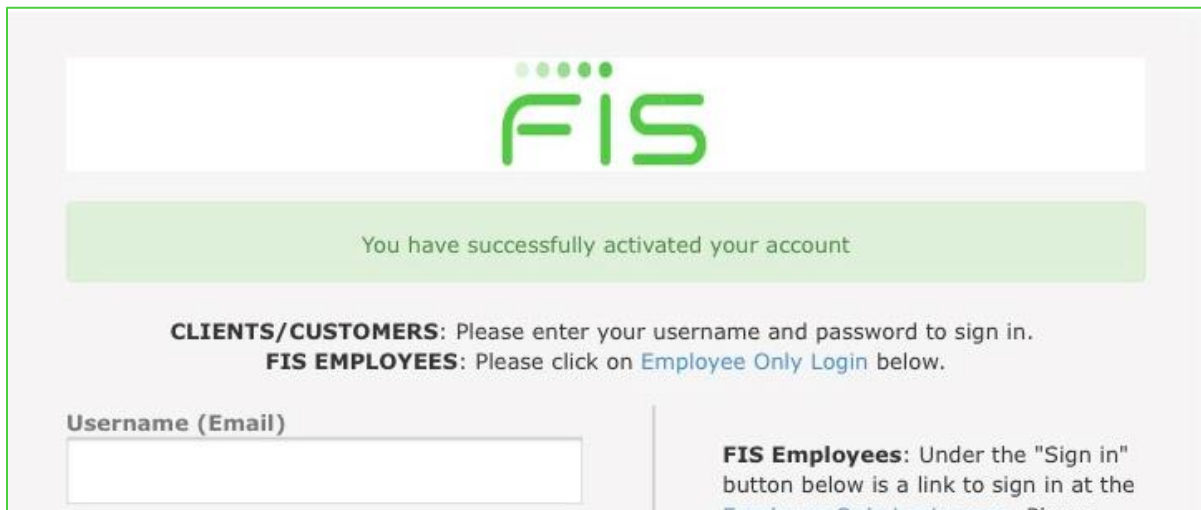
Confirm email address*

You must receive an email from the system, by having an FIS employee send you a message, before you'll be able to create an account.

7. Within a few minutes you should receive an activation email. Click the Activate account button.



8. This will open your browser to FISLink. You should receive a message that the account was activated.



9. Enter your password to login to the system.