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Originator: M. Anderson	DATE: 8/5/2020
Engineering: E. Smith 7/28/20 M.Anthony	DATE: 7/29/20
Manufacturing: N.HICKS, 5/19/20 L.Macias	DATE: 5/21/20
Quality Assurance: Susan Zandonella	DATE: 5/15/20
Materials: B. Schmidt	DATE: 5/18/20
Administration: Sandi Renden	DATE: 6/1/20
President: Matt Eiting	DATE: 8/4/20

EMRESEARCH
FULL SPECTRUM INNOVATION

External Reference_EM Research Secure Portal for File Transfer

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EM Research, Inc.
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External Reference_EM Research Secure Portal for File Transfer

1 INTRODUCTION

1.1 Purpose

The purpose of this document is to provide an explanation and guide for how external contacts communicating with EM Research team members can use the EM Research Secure Portal for the purposes of secure file transfer.

1.2 Responsibility

It is the responsibility of the IT department under the Information Security Management System, ISMS, to ensure that both this document and the processes it outlines are up to date and address external contact needs.

2 REFERENCES

2.1 EM Research Documents

Information Security Management System Policy   ADMN-0500011
Information Protection and Cyber Security Logs   ADMN-0500012
CMMC/POAM   ADMN-0500005

2.2 External Documents

DoD Cybersecurity Maturity Model Certification, CMMC (current released version)

3   GENERAL DISCUSSION

It is EM Research's goal to tighten company cybersecurity and make steps toward becoming and maintaining compliance to the Cybersecurity Maturity Model Certification, developed and implemented by the U.S.A. Department of Defense.

A step toward accomplishing more secure communication between our company and yours is to end the transfer of files via email attachments coming from EM Research. Instead EM Research will be using the EM Research Secure Portal powered by GoAnywhere.

If your company has already established a method of file sharing via some secure transfer, EM Research will continue to communicate and share information as already established.

3.1 What is the EM Research Secure Portal?

The EM Research Secure Portal is a secure transfer service that allows users to upload files for recipients to download. Think 'Dropbox' if there was no long term storage or folders. Unlike Dropbox – the EM Research Secure Portal encrypts anything uploaded to the repository so that all files remain encrypted at rest. This ensures that any data exchanged is secured until decrypted by an authorized recipient.

3.2 How will I be affected by this change?

The only change you should expect to see is in how files are sent from EM Research to your company. EM Research will no longer send files via email attachment and will instead use the EM Research Secure Portal. The method for receiving files sent via the Secure Portal is discussed further in this document.

You will still be able to send files via email attachment to EM Research and will not have to use the Secure Portal. Should you desire to send a file to EM Research in a secure manner, ask the person you are in correspondence with for a 'Request for File'.

4   RECEIVING FILES SENT VIA THE SECURE PORTAL

1. You will receive two emails from the EMR team member you're communicating with; one containing a link to the portal, and one containing a password that will allow you to enter the portal. You will be unable to access the files within the portal without the password.

    Each time you receive a secure file from EMR, the password will be different. Additionally, the password will always come in a second message.
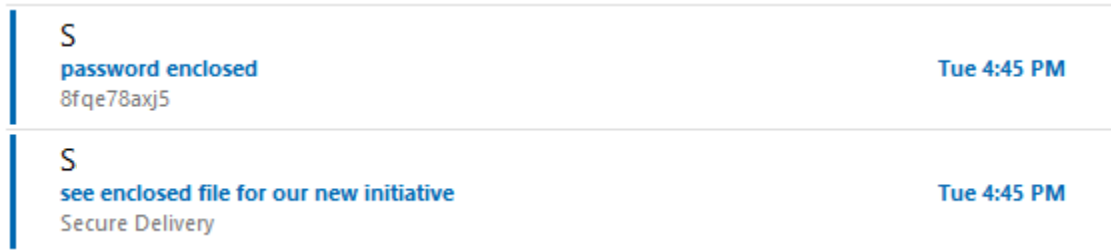
2. Upon opening the email containing the link to the portal, you will be greeted with the 'Secure Delivery' banner. Press 'Download Files' to be brought to the Secure Portal. Notice that the bottom of the message indicates that the message will expire in a certain amount of time.
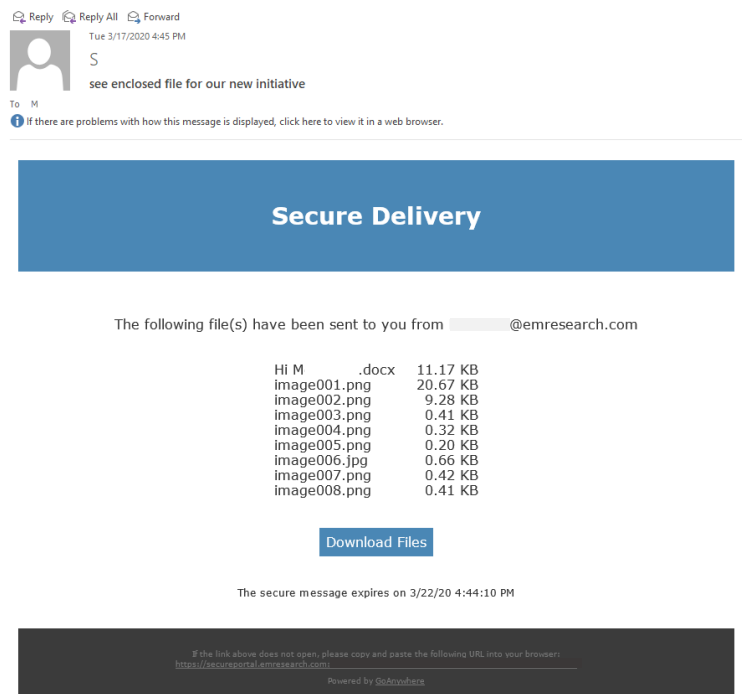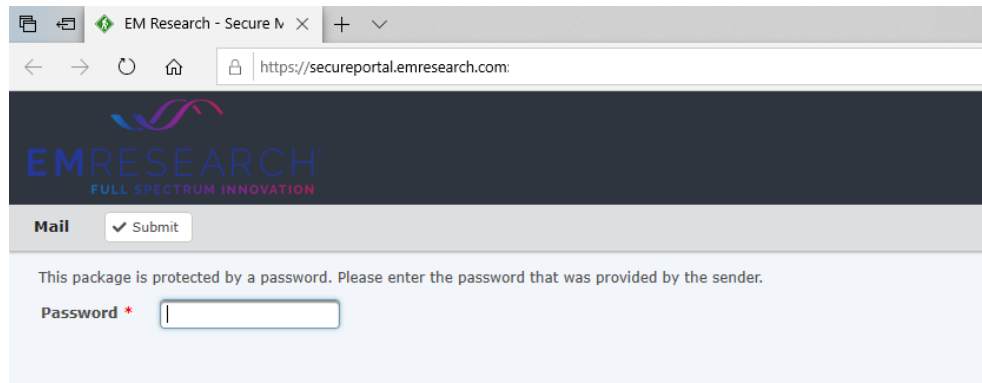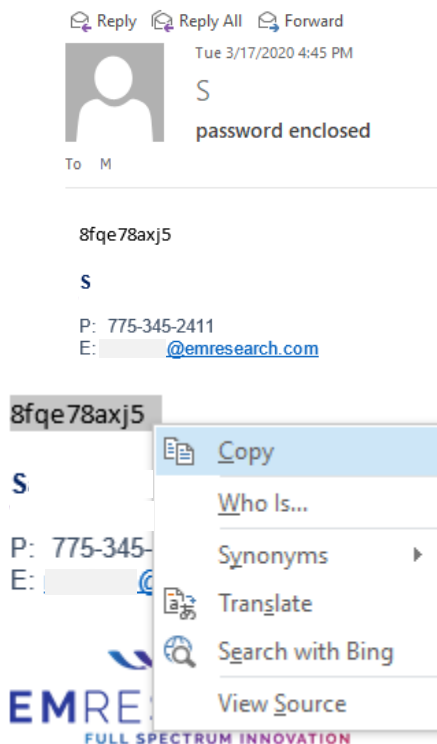
3. The Secure Portal will require a password before allowing you to see any of the files that have been sent to you.

4. Go to the second email that you received. It should contain a password. Copy and paste the password into the Secure Portal.
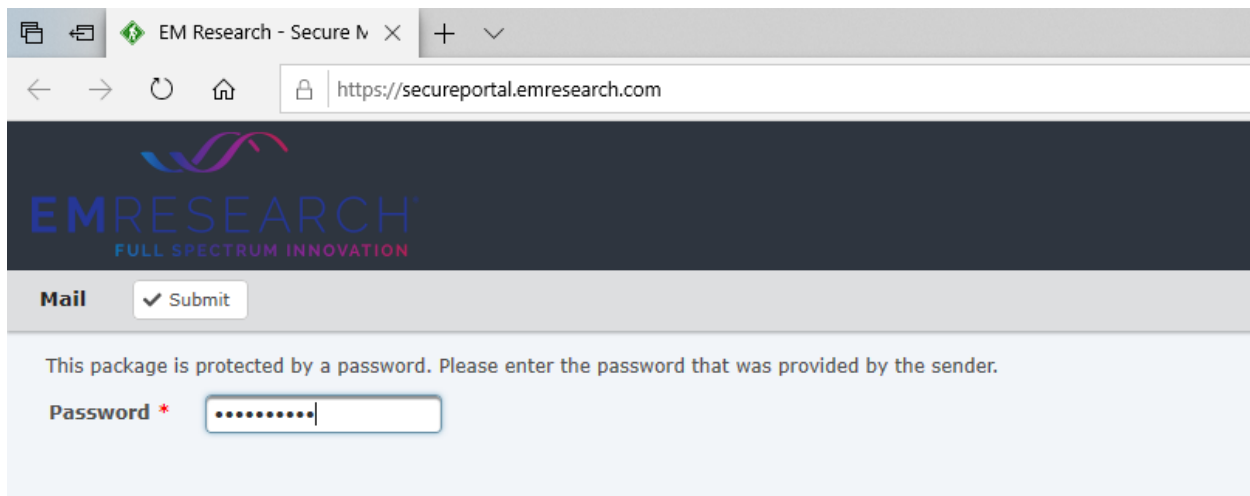
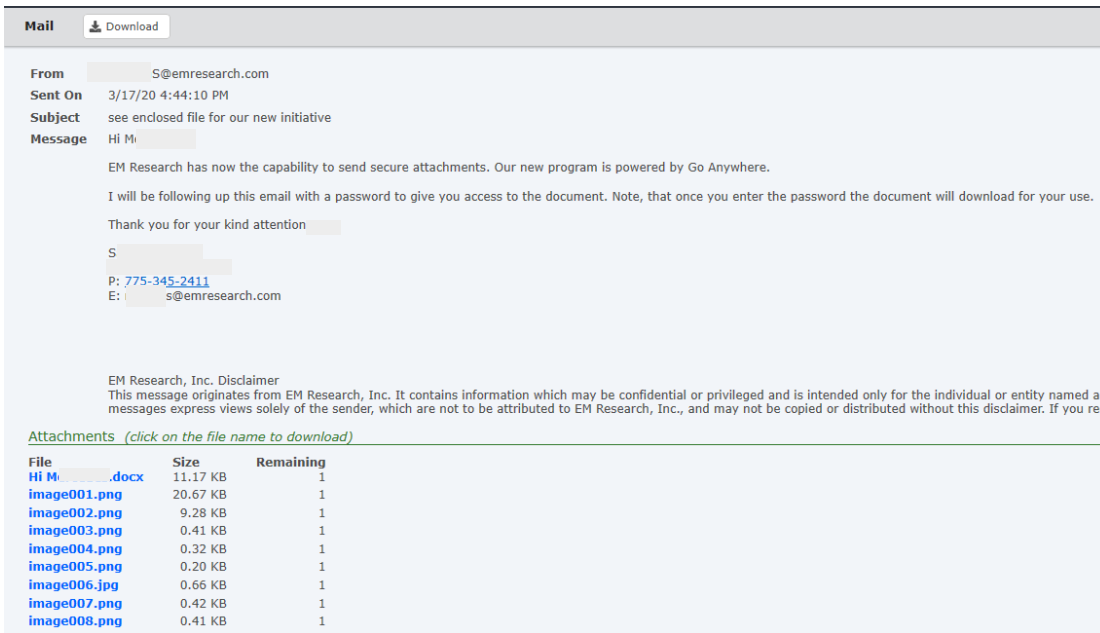**EM Research, Inc.**

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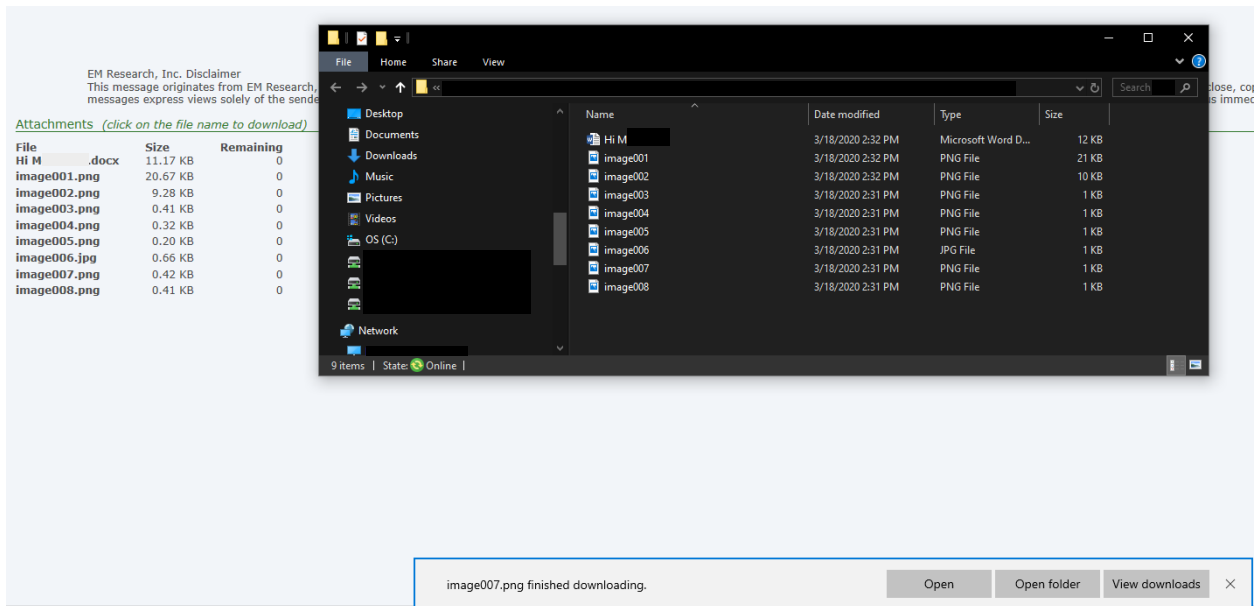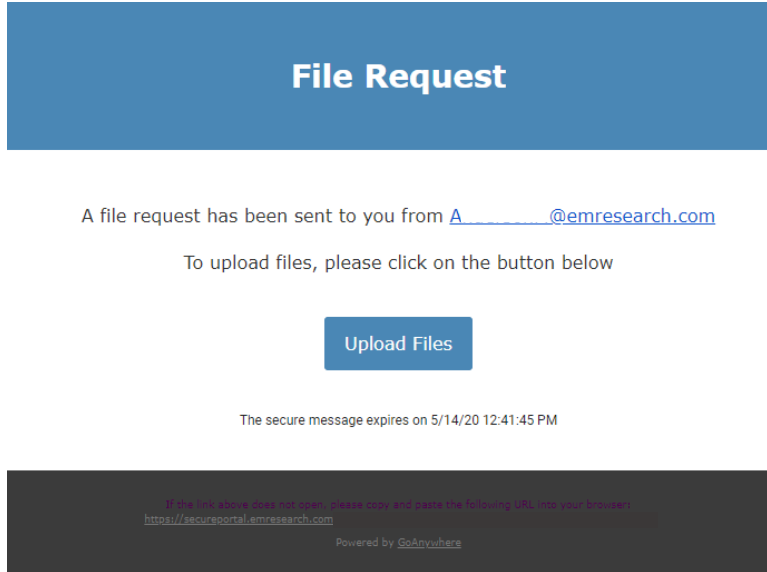
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5. Now that you have gained access to the Secure Portal, the attachments will be available for download. The team member you were in correspondence with may have included a message with the attachments, it will be displayed above the download links.

   Take note that the attachments, listed under the 'Attachments' heading, will have a 'Remaining' amount. This is the amount of times that the attachment is available for download. Generally, the amount of attachment download times will be equal to the number of people receiving the attachment. Be sure to only download the attachments once to allow all recipients a chance to receive the files.

   Also note that the images from an EMR team member's email signature may also become attached securely (seen below as images image001-image008.png).

   To download the attachments, press on the blue links under the 'Attachments' header. The download will cause your web browser to prompt you to choose between the following operations once the file is downloaded: 'open', 'save', or 'save as'. It is suggested you 'save as', as this option will allow you to choose where to save the file so you will not misplace it.

   Additionally, selecting the 'Download' button located at the top of the screen will download all of the files into one zip folder.

Once the attachment has been downloaded the amount remaining will decrease. When the amount of remaining downloads is decreased to zero, the attachment will no longer be available for download.

6. The attachment is now retrieved.

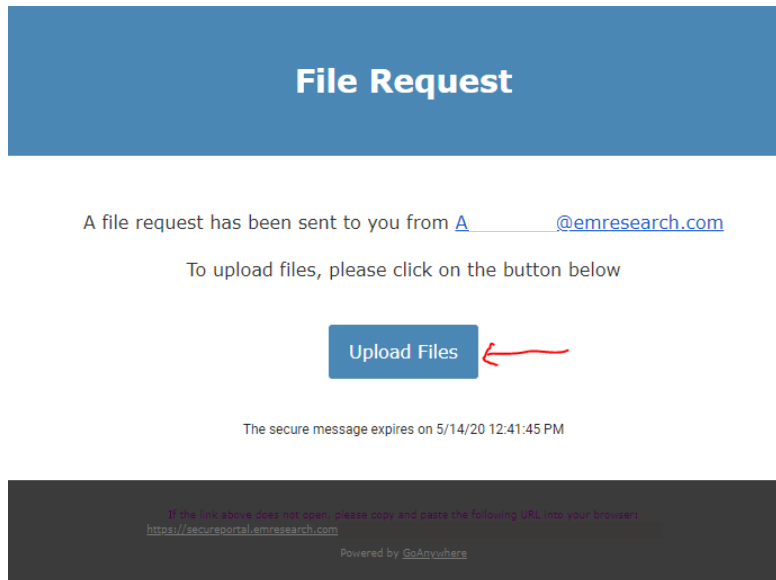| SIZE	DOCUMENT NO	REV	SHEET
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5   RESPONDING TO A 'REQUEST FOR FILE(S)'

1. Open the email containing the request for file(s).

2. Press the 'Upload Files' button.

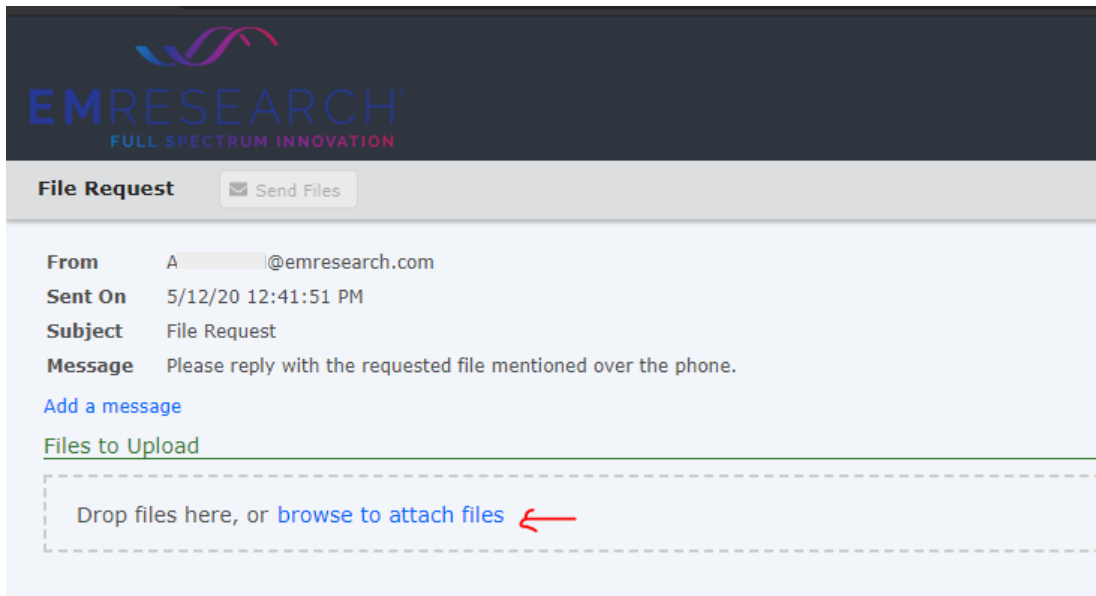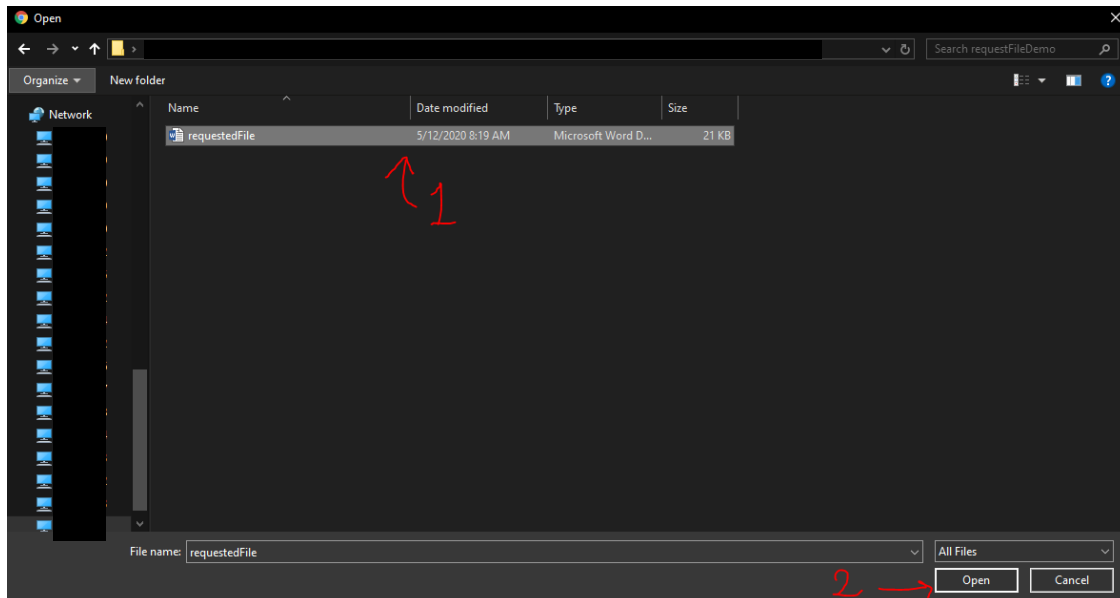|	DOCUMENT		
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3. A webpage will open prompting for files to be uploaded.

4. Browse for the required file(s) within the newly opened file explorer and press 'Open'.

5. In the webpage, press the 'send' button. The member of EM Research who originally requested the file(s) will be able to collect them.