FISLink-EMEA

FIS Employee User Guide

FIS Corporate Systems Administration

FIS Employee User Guide

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

Contents

Overview

FISLink-EMEA is an application used to securely send files and messages to those inside and outside of FIS.

Files and messages sent through FISLink-EMEA are available for up to 30 days. Files and messages older than 30 days are automatically removed from the system. This is based on FIS Policy.

The primary use for FISLink-EMEA should be sending secure files to Customers/Clients that are too large to be attached to email. It 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-EMEA. 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-EMEA.fisglobal.com.

You may be prompted to confirm a certificate from your machine. Click OK and you should be authenticated to FISLink-EMEA and taken to your Inbox. This login will not work from a server or your personal computer.
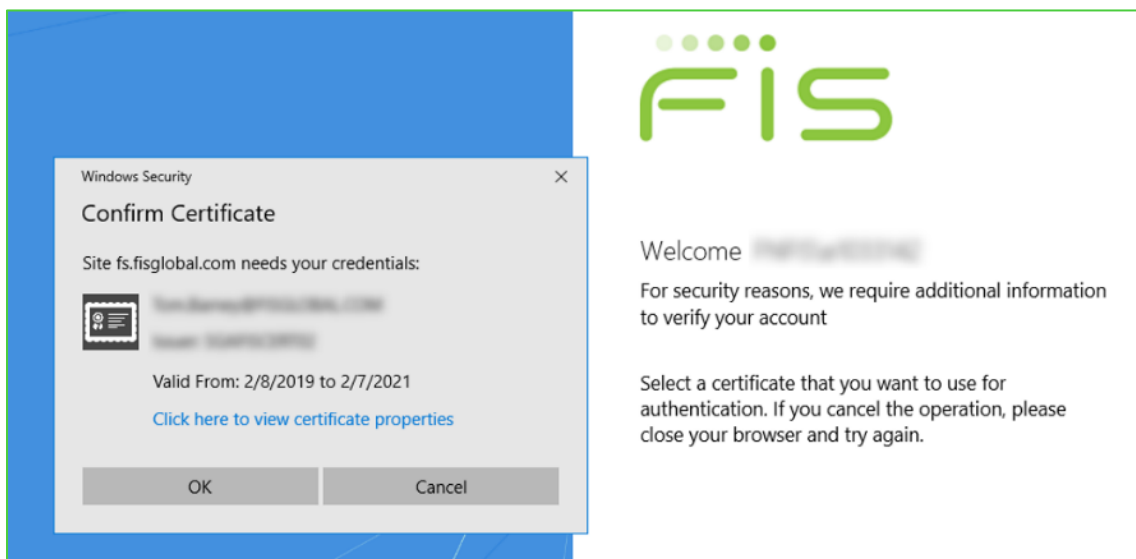
Clients/Customers

New users will not be able to register for an account until they have been added as the recipient of a package or until they have been added as a member of a workspace.

Clients/Customers will need to register for an account using the "register here" link from https://FISLink-EMEA.fisglobal.com after they have been sent a package or added to a workspace.

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-EMEA. 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-EMEA.

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 30 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-EMEA 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 below:

1. Open this form in Service Now
2. Enter your Preferred Contact Number
3. In the "Select Application you need access to" dropdown box, select Corporate Systems Application
4. In the "Select the specific application" dropdown, select FISLink-EMEA
5. In the "Access Type" dropdown select Add
6. Fill in your Business Justification to use FISLink-EMEA, then click the Order Now button.
7. The ticket will be routed to your manager for approval. After the request is approved you will be granted access.

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, separate them with a comma.
2. Enter a subject and message to provide a brief description of the file.
3. If you want the delivery to expire soon, select an expiration date within the next 30 days.
   a. Note: **Files are automatically removed/expired after 30 days** and the system will not let you send a delivery that is more than 30 days in the future. If you select a date beyond 30 days, you will receive an error when completing the delivery. For example:

+
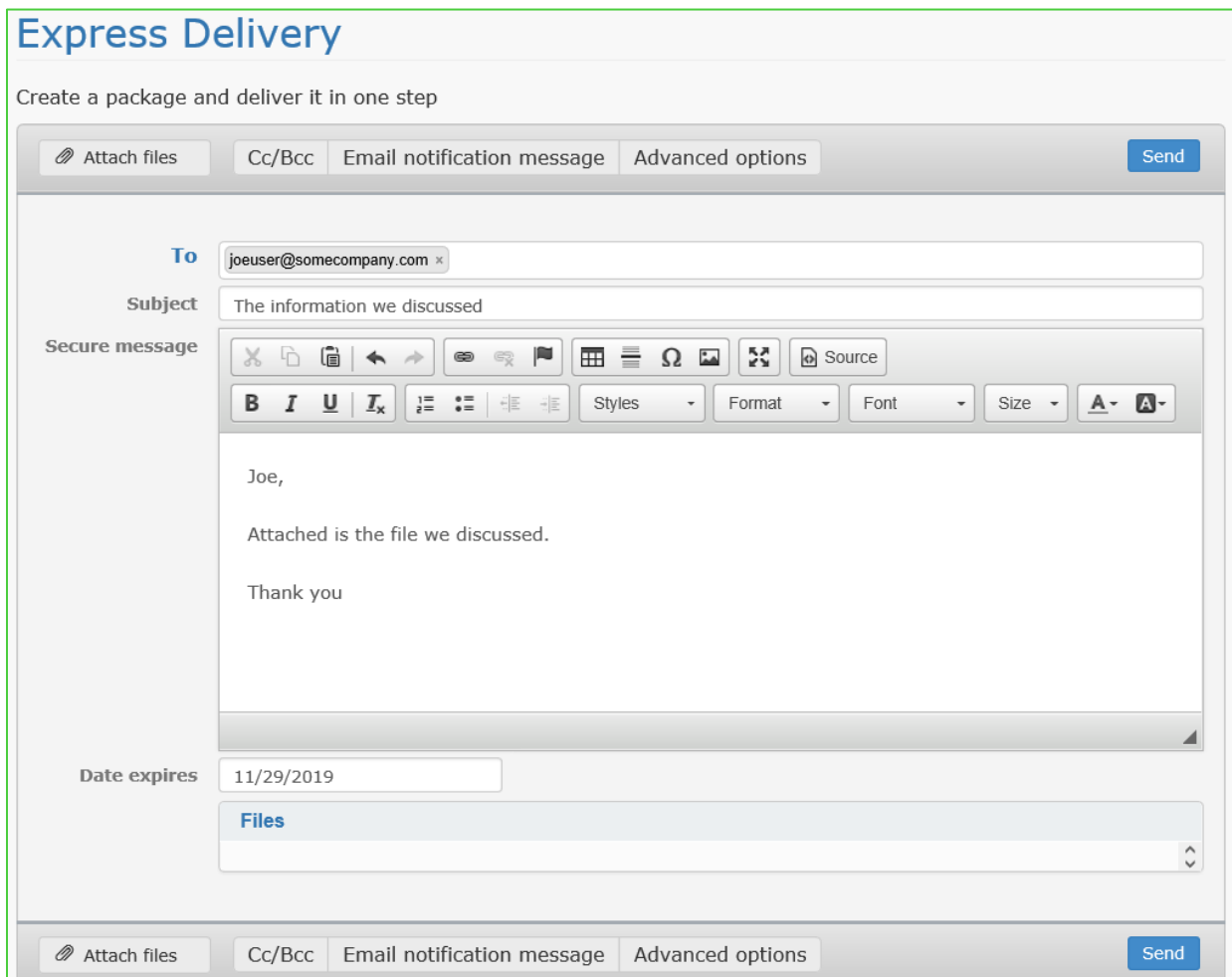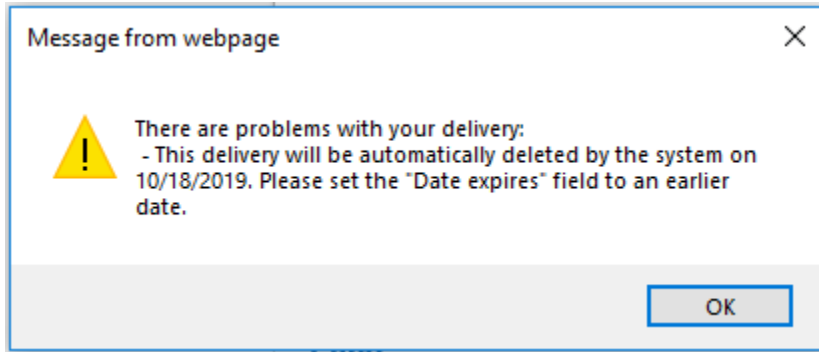
Click the Attach files button to browse for the file(s) you would like to attach. After selecting 1+ files you will see the progress of them being attached to the message.
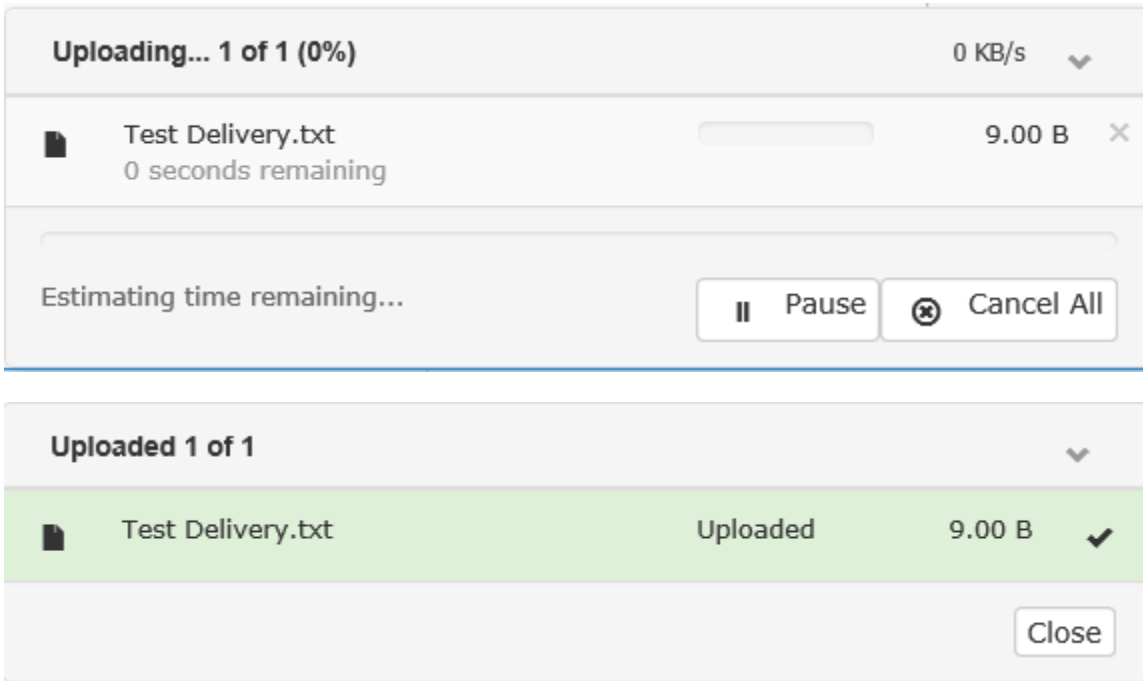
Alternatively, you can drag the files over the Express Delivery window, where you will be allowed to attach them. The screen will change to an upload symbol. Drop the files here to attach them:
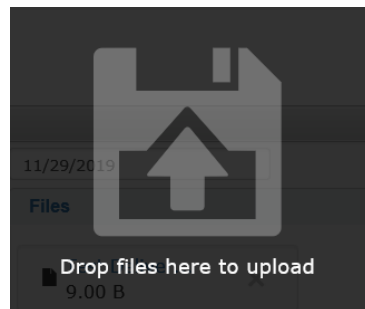
Express Delivery Advanced Options

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:

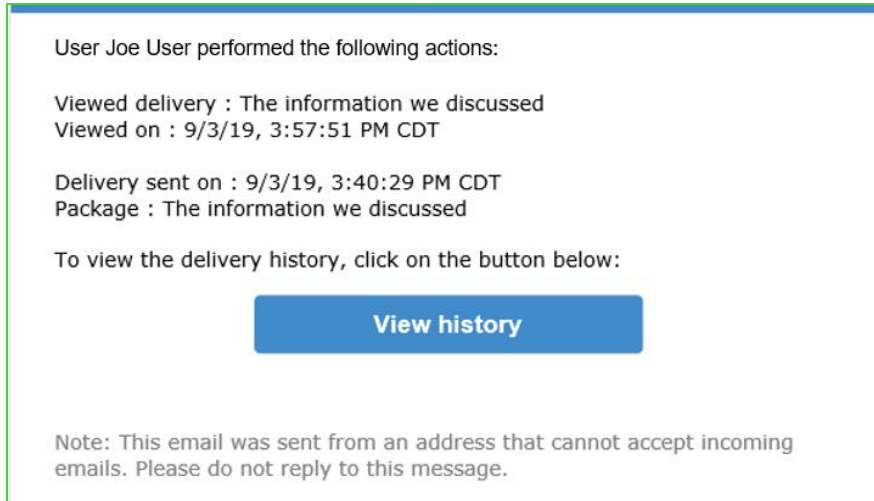The confirmation includes the option to update name and company information. This can be edited later under Contacts.

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

Sending files via a Reply

Note: For users who were familiar with an "Upload Slot" in Filelink, that feature does not exist in FISLink-EMEA. Instead you will send a message to the client through FISLink-EMEA and they will be allowed to 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
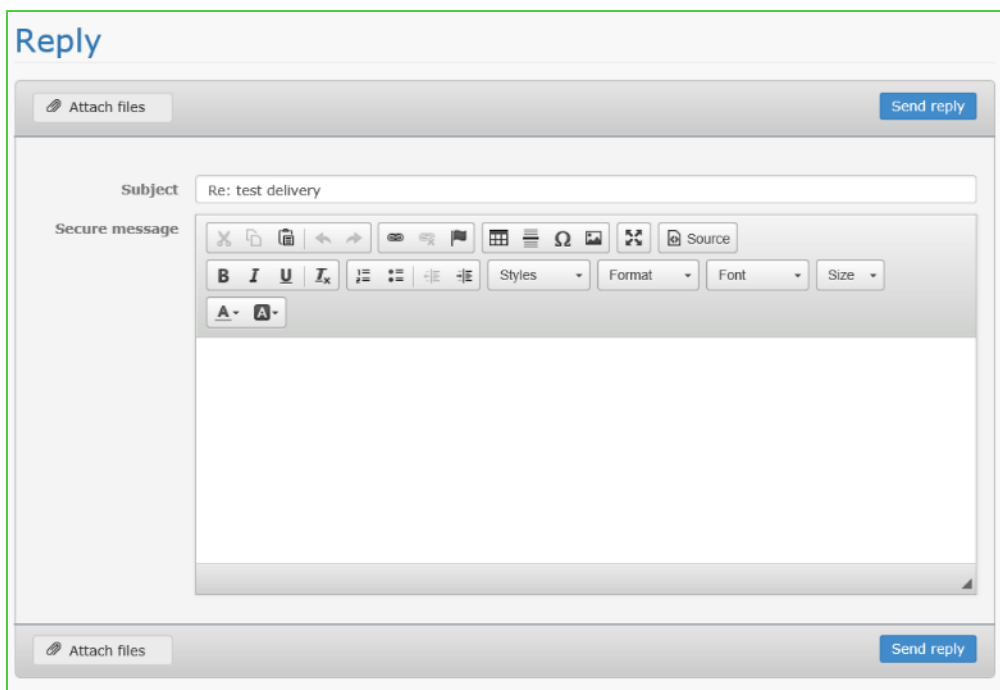
Packages
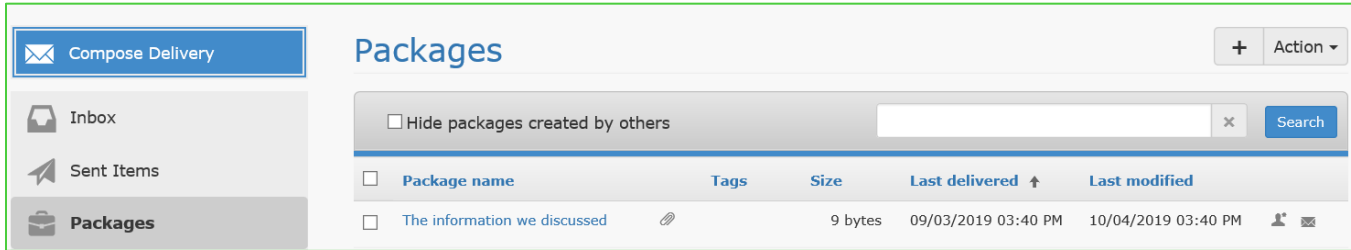

Packages is a list of files and messages that have been sent. Selecting a package name will allow you to view additional information about the package such as the date it was delivered and the date when it will be automatically deleted from the system.

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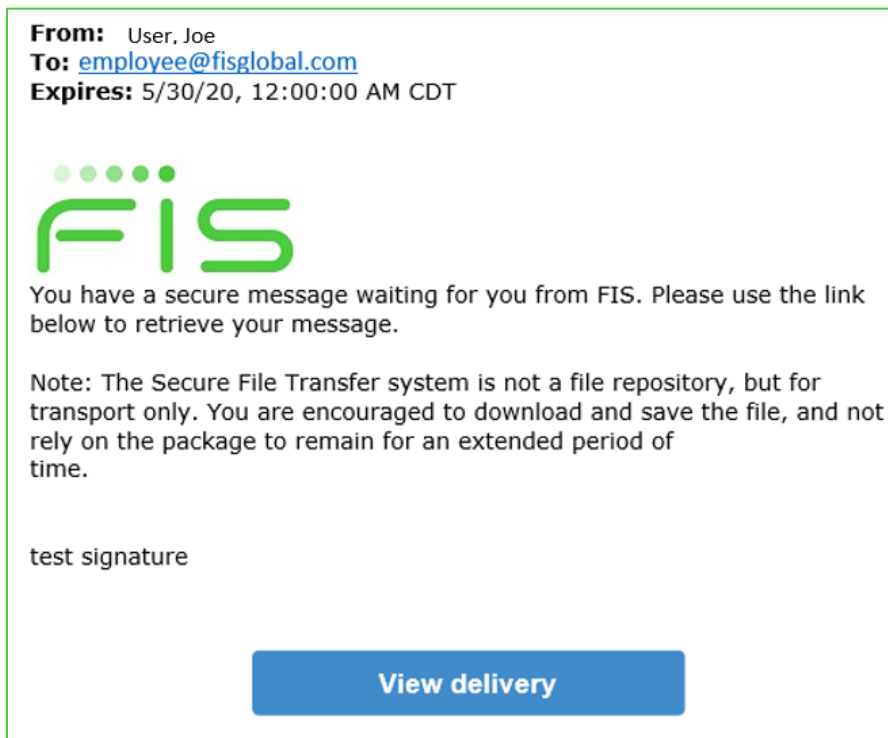
Clicking the View delivery button will open your browser to the login page for FISLink-EMEA. Login to view the Your Delivery screen.

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

Workspaces

Overview

A workspace is an area where multiple users can share files with one another. This might be useful if you have a group of users that need to review and comment on files in a secure manner over a short period of time.

FIS Employees can create a workspace and add other employees or clients/customers as viewers and/or collaborators of the content that is stored in the workspace.

Note: FIS employees who need to create, manage or collaborate on a workspace must have Sender access (Compose delivery) permissions.

> **Managers** can invite users to be collaborators.
>> Each Employee (as the Workspace manager, can designate up to 10 total collaborators across all workspaces.
> **Collaborators** can upload and download files, leave comments, and view reports
> **Viewers** can view files and comments but cannot leave their own comments or upload files.

Workspaces are designed for short-term use, not long-term storage.

Workspaces will be removed after 30 days. This is based on FIS Policy.

Email notifications will be sent to workspace managers beginning 7 days before the scheduled removal.

Creating a Workspace

In the left navigation menu, select Workspaces

Click the + button in the upper right corner. If you hover over the button it will show "Create Workspace".
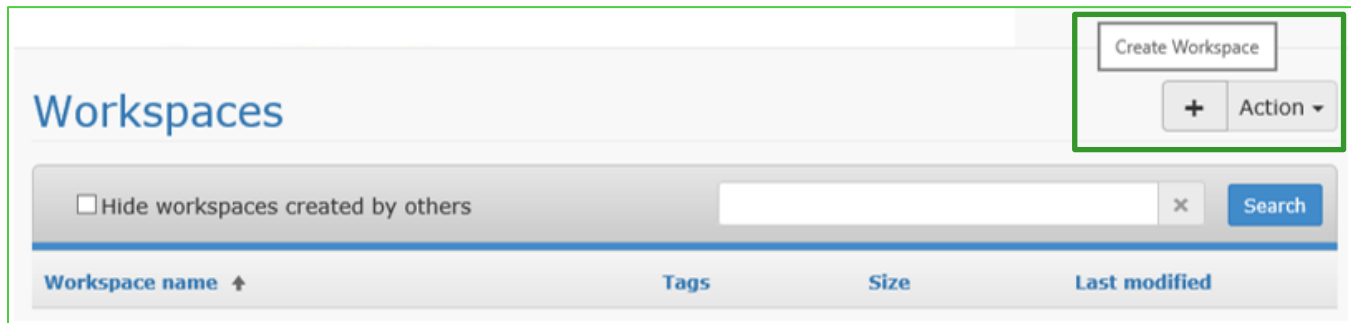
Fill in the form including Name, Description, Managers, Collaborators, and Viewers, as well as the notification settings you want for the workspace.

Add any files that you want in the workspace from the start

Click Save.

An example is shown below.

Adding files to a workspace

Select Workspaces from the left-hand navigation, then select the desired workspace

Locate the Add Files section near the bottom of the window

Click Choose files. A file selection window will open. From here you can select a single file, then click the Open button. You can also select multiple files by selecting the proper directory on your PC, then hold the Control key on your keyboard and use your mouse to click the desired files.

The files will upload and will be shown in your workspace
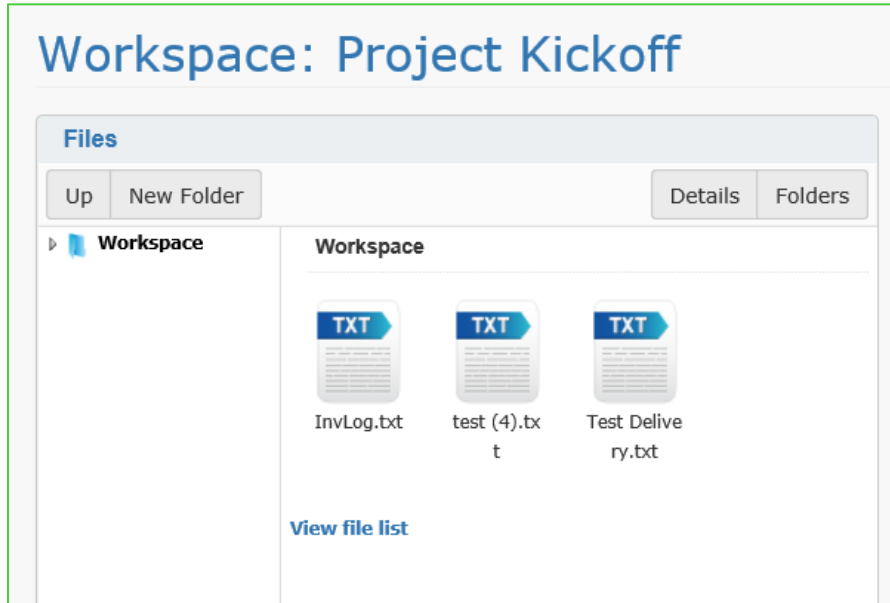
As you are viewing the files in your Workspace you can click "View file list" to see additional information about the files such as the date created and size. You can also delete or download files from this view.

To the right of the Size column will be an Edit button for each file. This will allow you to edit the name or description of individual files in the workspace.
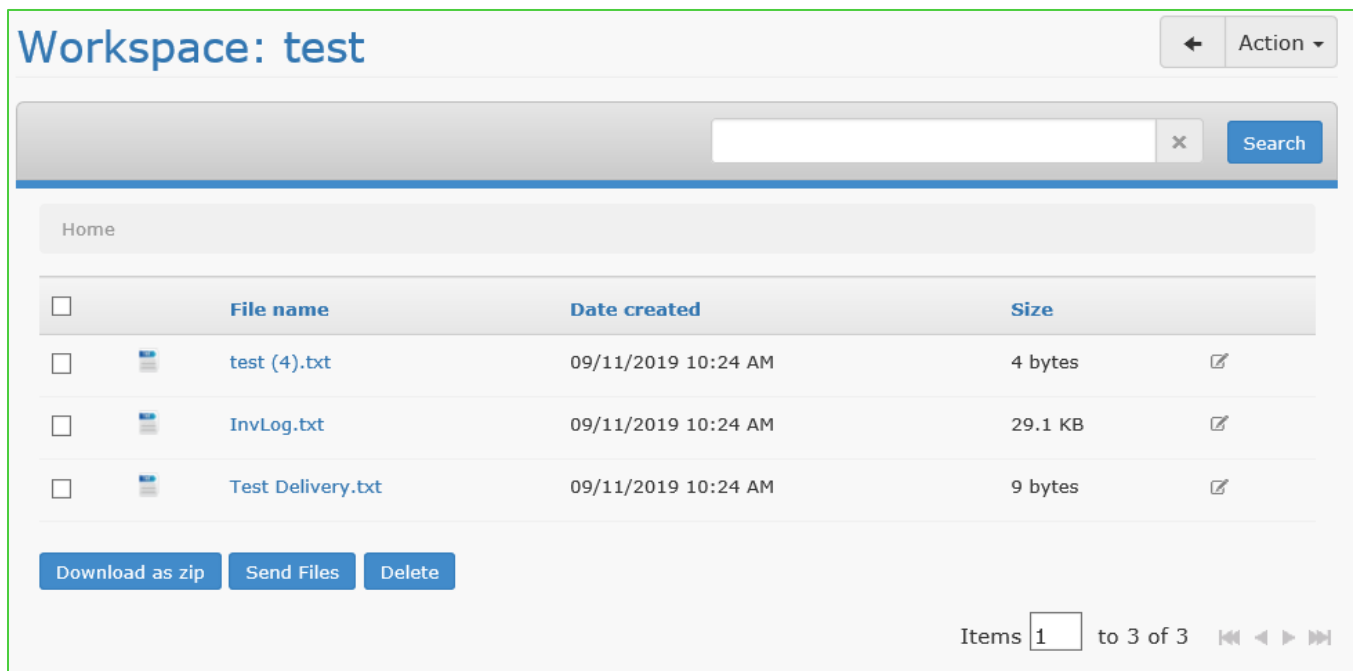
Deleting a workspace

When the files and messages of a workspace are no longer needed, you can manually delete the workspace.

While inside a workspace, click the Action dropdown menu in the upper right, then select Delete

You will then see a Confirm Workspace Deletion page. Click Delete to remove the workspace.
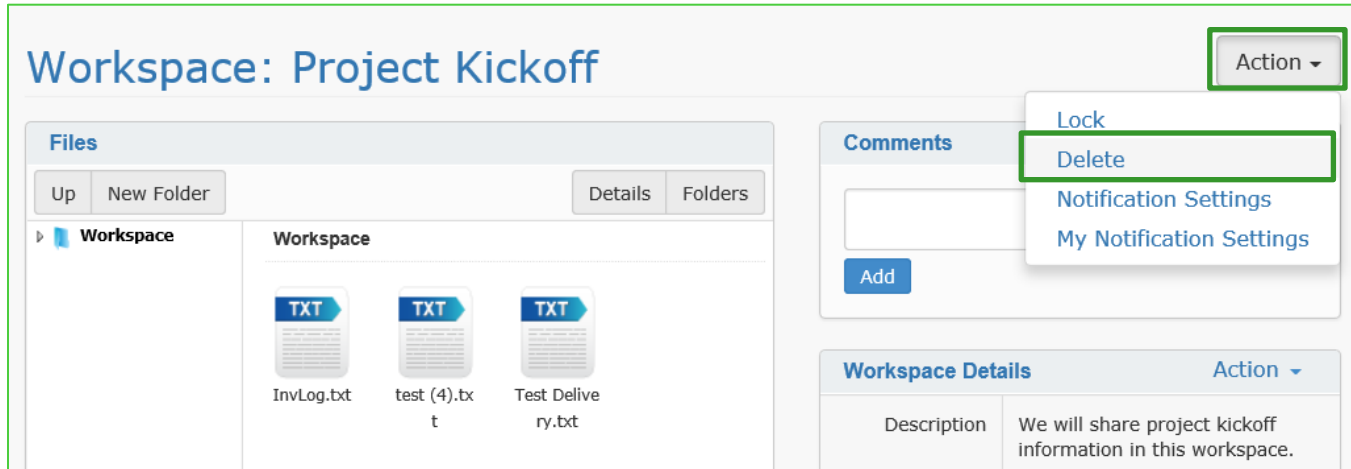
Contacts
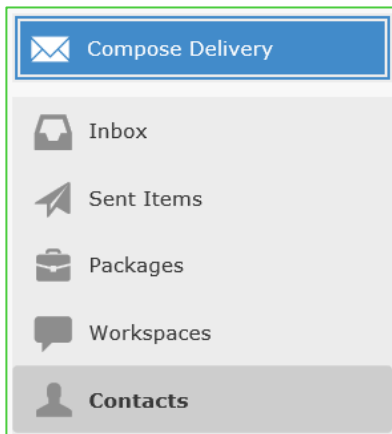
When you send a delivery to a new user, you will have the option to enter the recipient's Name and save it to your contact list.

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-EMEA. 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	Default
Listing items per page	20
Default value for overwrite files checkbox	○ Overwrite ⦿ Do not overwrite
Email signature	

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)	14
Notify me when recipients delete a delivery	○ Yes ⦿ No
Notify when recipients access a delivery	First time
Notify when recipients download files	Do not notify
Email addresses to notify	FIS Employee email address

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

Appendix:

FAQ

Q. How do I create an upload slot?
A. FISLink-EMEA does not support upload slots. Please see the section "Sending files via a Reply" earlier in this document for an alternative.

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-EMEA 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 an ticket via Global Support Center.

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-EMEA in order to send files. The process to request access is as follows:
1. Open this form in Service Now
2. Enter your Preferred Contact Number
3. In the "Select Application you need access to" dropdown box, select Corporate Systems Application
4. In the "Select the specific application" dropdown, select FISLink-EMEA
5. In the "Access Type" dropdown select Add
6. Fill in your Business Justification to use FISLink-EMEA, then click the Order Now button.
7. The ticket will be routed to your manager for approval. After the request is approved you will be granted access.

Q. I used FISLink-EMEA 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-EMEA.

Q. FISLink-EMEA previously allowed me to keep files/packages only for 14 days. I see it is now set to 30 days. When did this change?
A. FISLink-EMEA file retention was changed to 30 days on 04/22/2023 complying with FIS Policy.

Q. I was added as Collaborator to a Workspace but I cannot see the Workspace when I log in.
A. FIS employees can only collaborate on a workspace if they have Sender access (Compose delivery) permissions.

File Security

Files in FISLink-EMEA 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.rip/groups/STM/cmvp/documents/140-1/140sp/140sp1906.pdf