

SENDING FILES SECURELY

A Quick Primer



Southern University

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Shreveport, LA 71107

318-670-9900
SupportDesk@susla.edu

SecureDrop @ SUSLA

Getting Started

To get started, open your web browser and the web address <https://securedrop.susla.edu> and press enter. The web browsers Microsoft Edge, Mozilla Firefox, and Google Chrome are the only web browsers supported at this time. Before continuing, you must agree to the privacy consent terms & conditions in the gold box at the bottom of the webpage.

The screenshot shows the ZendTo interface in a browser window. At the top, there are navigation tabs for 'Home' and 'Login', and a language selector for 'English (US)'. The main content area features a login form with the following elements:

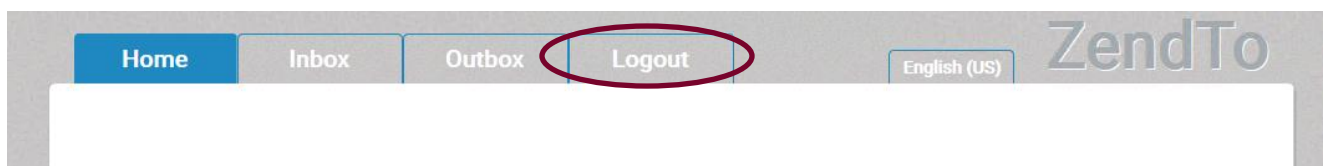
- Form Fields:** 'Southern University at Shreveport, LA Username:' and 'Password:'.
- Action:** A blue 'Login' button.
- Instructions:** 'If you are a Southern University at Shreveport, LA user, you should login above to avoid having to verify your email address, and be able to drop-off files to non-Southern University at Shreveport, LA users.'
- Activities:** A section titled 'Anyone may perform the following activities:' containing:
 - Drop-off:** A blue button labeled 'Drop-off' with the description 'Drop-off (*upload*) a file for a Southern University at Shreveport, LA user (**email verification required**).'.
 - Pick-up:** A blue button labeled 'Pick-up' with the description 'Pick-up (*download*) a file dropped off for you.'
- Help/FAQ:** A section with a question mark icon and the text 'How secure is ZendTo?'. Below it, a yellow box contains the information: 'Files are automatically deleted from ZendTo 7 days after you upload them.'
- Footer:** 'Version 5.17-4 | Copyright © 2018 ZendTo | About ZendTo' and 'This service is powered by a copy of ZendTo'.
- Cookie Consent:** A yellow bar at the bottom with the text 'This website uses a cookie & has to use your name & email address to function. [About ZendTo](#)' and two buttons: 'I do not agree' and 'I agree'.

Logging In

To log into SecureDrop, enter your SUSLA username (e.g. jdoe) in the box labeled username. Next, enter your SUSLA password (the same as email, Office 365, etc.) in the box labeled password.

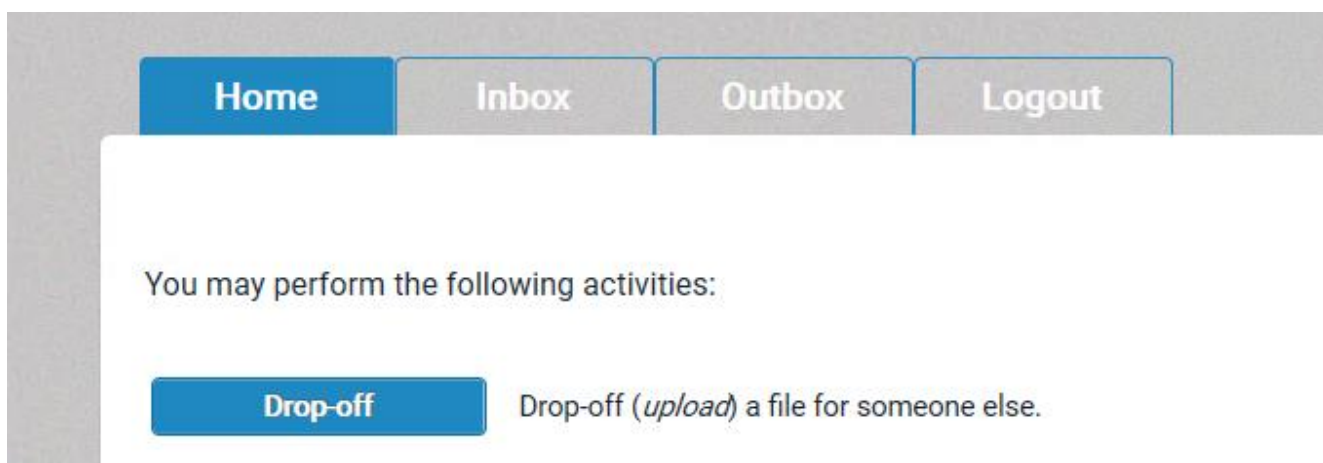


Once you are logged in, you will see several tabs along with a “Logout” button.



Dropping Off A File

Dropping off a file for pickup by an external user is the main focus of this service. To do this, simply click on the “Drop-off” button after logging into the system.



You will then be asked if you have been given a “Request Code”. In this case, click the button labeled “No”. Your name, organization, and email address will be automatically populated from the server. You should click next.

Home Inbox Outbox Logout English (US)

Information about the Sender

Have you been given a "Request Code"? Yes No

Your name: Robert Silvie

Your organization:

Your email address: rsilvie@susla.edu

Next

You will be presented with a box to add recipients of your secure file transfer. In the first text box, type the name of the person you are attempting to send a file. In the second box, type the individual's email address. You can then click "Add" if you want to add a second party to the message, or "Add & Close" if you are finished.

Outbox Logout English (US)

Add Recipients

Add One Add Many

Name:

Email:

Add Add & Close

Calculate SHA-256 che

You are then given the option of adding a short note to the recipient of your message. Finally, click the button at the bottom of the webpage labeled “Click to Add Files or Drag Them Here” in order to add files.

PLEASE NOTE

Files uploaded to ZendTo are scanned for viruses. But still exercise the same degree of caution as you would with any other file you download. Users are also **strongly encouraged** to encrypt every file if any contain sensitive information (e.g. personal private information)!

This web page will allow you to drop-off (upload) one or more files for anyone (either a Southern University at Shreveport, LA user or others). The recipient will receive an automated email containing the information you enter below and instructions for downloading the file. Your IP address will also be logged and sent to the recipient for identity confirmation purposes.

From:
Robert Silvie <rsilvie@susla.edu> SUSLA

To:
Carolyn Miller <cmiller@susla.edu>

Short note to the Recipients:

Hi, here is that file I was telling you about.

4050 / 4096 left

Calculate SHA-256 checksum of each file
 Send me an email when each recipient picks up the files
 Send e-mail message to recipients
 which includes Passcode as well as Claim ID

[Click to Add Files or Drag Them Here](#)

Filename	Size	Description
1: SUSLA_ADComputers_20190315091831.csv	998.2 KB	<input type="text"/>

998.2 KB / 4096 MB

[Drop-off Files](#)



Attention: Do not put any sensitive information or passwords in the note to your recipients. These will be sent in cleartext via email.

Once you are done, click on the button labeled “Drop-off Files” to send your files to your external (or internal) recipient. After doing so, you will be presented with two textboxes to create a passphrase needed to access the files. This passphrase will accompany a Claim ID and Claim Passcode. All three will be required to successfully access the file that has been dropped off to your recipients.

Encryption Passphrase

This passphrase will not be sent to the recipients. You need to do this yourself.

Passphrase:

And again:

Hide characters

OK

PLEASE NOTE
Files uploaded to ZendTo are scanned for malware. Users are also **strongly encouraged** to ensure that files are free of malware before uploading. Files would with any other file you download. (This information is not private information!).


This web page will allow you to drop-off (upload) files. The recipient will receive an automated email with a link to download the file. Your IP address will also be logged and sent to the recipient for their records.

From:
Robert Silvie <rsilvie@susla.edu> SUSLA

To:
Carolyn Miller <cmiller@susla.edu>

Short note to the Recipients:
Hi, here is that file I was telling you about.

Calculate SHA-256 checksum of each file
 Send me an email when each recipient picks up the files


 **Attention:** Although you can certainly send the passphrase via email, it is recommended that you convey the passphrase using an alternate mode of communication, such as phone call or instant message (if available).

Once the process is complete, you will receive a confirmation email from the server.

Drop-Off Summary

Your files have been sent successfully.


This drop-off is encrypted with a passphrase known only to the sender.

Filename	Size	SHA-256 Checksum	Description
 SUSLA_ADComputers_20190315091831.csv	998.2 KB	A0473CF129C37E2606C17978993BB506 3C12E97D70A2CEE4BA1F018513026106	List of AD Computers
1 file			

From:
Robert Silvie <rsilvie@susla.edu> SUSLA from 172.16 on 2019-03-20 17:51

To:
Carolyn Miller <cmiller@susla.edu>

Comments:
Hi, here is that file I was telling you about.

To send the files to someone else, send them this link , or else the Claim ID & Passcode:

<https://securedrop.susla.edu/pickup.php?claimID=t6WRXZdk2SNvex4q>
Claim ID: t6WRXZdk2SNvex4q

None of the files has been picked-up yet.

Requesting A File

Requesting a file is as easy as dropping off a file. To do this, simply click on the button labeled “Request a Drop-off”. You will be presented with this screen.

You may perform the following activities:

Drop-off

Drop-off (*upload*) a file for someone else.

Request a Drop-off

Ask another person to send you some files.

Enter the individual’s name and email address on the second line. On the third line, enter the subject. In the textbox labeled “Note” send any instructions or other relevant information to the person that will be sending you the requested file and click the button labeled “Send the Request”.

Request a Drop-off

This web page will allow you to send a request to one of more other people requesting that they send (upload) a file. The recipient will receive an automated email containing the information you enter below and instructions for upload.

The request created will be valid for 7 days.

From:

Robert Silvie <rsilvie@susla.edu> **Organization:** SUSLA

To:

Name: Annquinette King **Email(s):** aking@susla.edu

Subject:

SUSLA logo

Note: This will be sent to the recipient. It will also be included in the resulting drop-off sent to you.

Can you send me the latest SUSLA logo that will be used on the website?

4025 / 4096 left

Send the Request

Once the request has been successfully sent, your recipient will receive an email from the DoIT SupportDesk (supportdesk@susla.edu) with instructions for uploading a file.

From: SupportDesk <supportdesk@susla.edu>
Sent: Thursday, March 21, 2019 1:07 PM
To: Annquinette S. King <aking@susla.edu>
Subject: [SecureDrop] SUSLA logo

Annquinette King,

This is a request from Robert Silvie of SUSLA.

Please click on the link below and drop off the file or files I have requested.
The link is only valid for 7 days from the time of this email.
More information is in the note below.

<https://securedrop.susla.edu/req.php?req=592519865>

If you wish to contact Robert Silvie, just reply to this email.

— Note —

Can you send me the latest SUSLA logo that will be used on the website?

--

Robert Silvie
rsilvie@susla.edu
SUSLA

After clicking the link and entering the system, the user will be presented with a webpage that allows them to upload all of the files that were requested from them. Afterwards, you will receive a notification when your request has been fulfilled.



Attention: The upload quotas are the same for sending and receiving files.

Picking Up A File

When there is a file available for you to pick up, typically there will be an email notification in your inbox from the SupportDesk (supportdesk@susla.edu) email account.

This is an automated message sent to you by the SecureDrop service.

Robert Silvie <rsilvie@outlook.com> has dropped off a file for you.

IF YOU TRUST THE SENDER and are expecting to receive a file from them, you may choose to retrieve the drop-off by clicking the following link (or copying and pasting it into your web browser):

<https://securedrop.susla.edu/pickup.php?claimID=vCWDgkXpF9KmR7oX&claimPasscode=o2z8AMpFTGAFMtkc&emailAddr=rsilvie%40susla.edu>

This drop-off is encrypted. To download any files you must have the correct passphrase, which you can only get from the sender.

You have 7 days to retrieve the drop-off; after that the link above will expire.

If you wish to contact the sender, just reply to this email.

The sender has left you a note:

Uploading a PDF too big to email.

Full information about the drop-off:

Claim ID: vCWDgkXpF9KmR7oX

Claim Passcode: o2z8AMpFTGAFMtkc

Date of Drop-off: 2019-03-21 16:49:50

— Sender —

Name: Robert Silvie

Organization: -

Email Address: rsilvie@outlook.com

IP Address: 172.16. (172.16.)

— File —

Name: 12-2_database-concepts.pdf

Size: 12.9 MB

SHA-256 Checksum: 6610558ED45D11291C

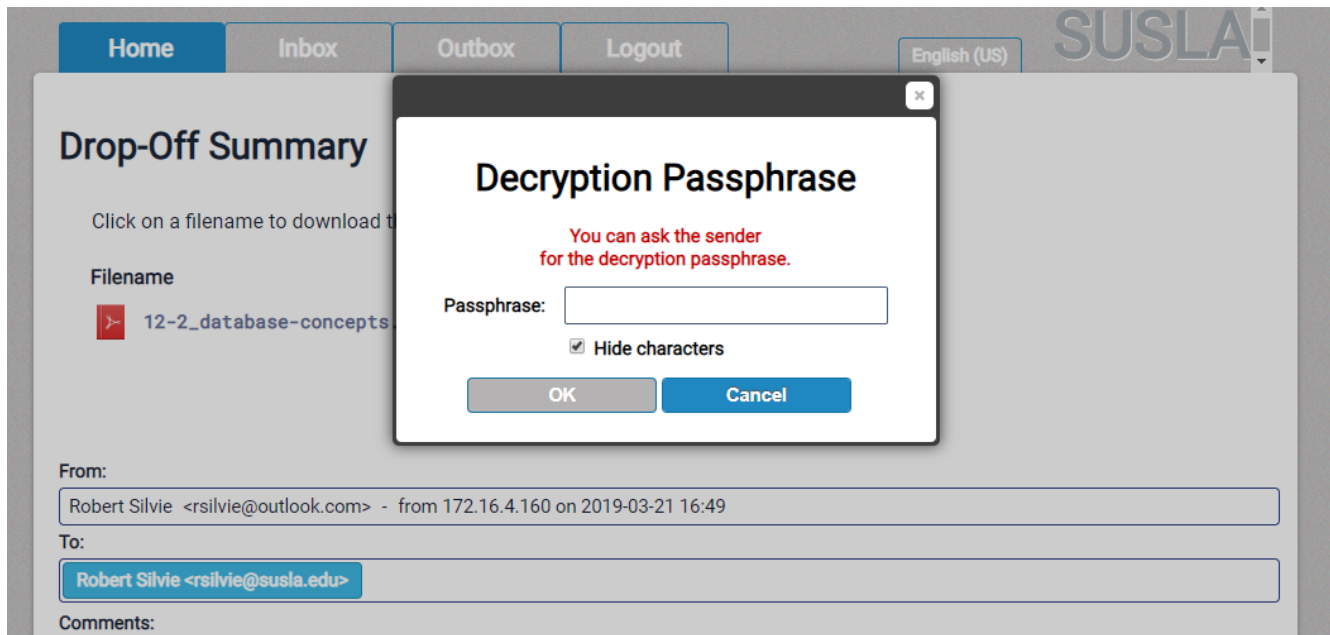
Content Type: application/pdf

You can either log directly into SecureDrop or you can click the link included in the email notification.

If you use the link, you will not be asked to enter the Claim ID and Claim Passcode. If you log into SecureDrop without using the link, you will need click on the tab labeled “Inbox”, select the entry you wish to download, click on the button labeled “Download All Files”, and then enter the passphrase that the sender shared with you to obtain the files.



Attention: The Claim ID and Claim Passcode are necessary to uniquely identify a file drop-off and/or pick-up. The Passphrase is needed to decrypt the files before downloading them from the server.



Inbox

The Inbox tab shows you which files have been dropped off and are available for download from the server.

Outbox

The Outbox tab shows you which files you have made available for other individuals to download from the server.



Attention: All items in the Inbox and Outbox are only available for seven days. Afterwards, they will be deleted.



Attention: Once you have entered a decryption passphrase, it CANNOT be retrieved.