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Introduction

We are pleased to notify you that we have implemented an additional layer of security, Multi Factor Authentication (MFA), to our Secure File Transfer service.

Secure File Transfer is a website owned and managed by Canandaigua National Bank & Trust (CNC). It is used to send and receive confidential information between CNC representatives and our customers.

MFA has become an industry standard enhancement for protecting personal and confidential information. It is a security system that requires more than one method of authentication to verify the user's identity for a login or other transaction. MFA is an email step when logging in that verifies your identity to the system.

This document reflects the latest changes to the site including how to complete the one time setup and use MFA.

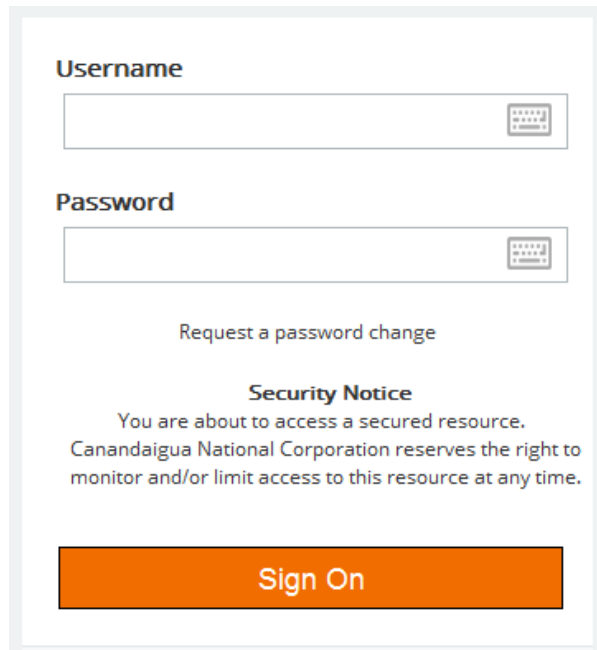***Please note that new accounts will be automatically disabled after 14 days of no Activity.***

First Time Setting up your account with MFA

What you will need

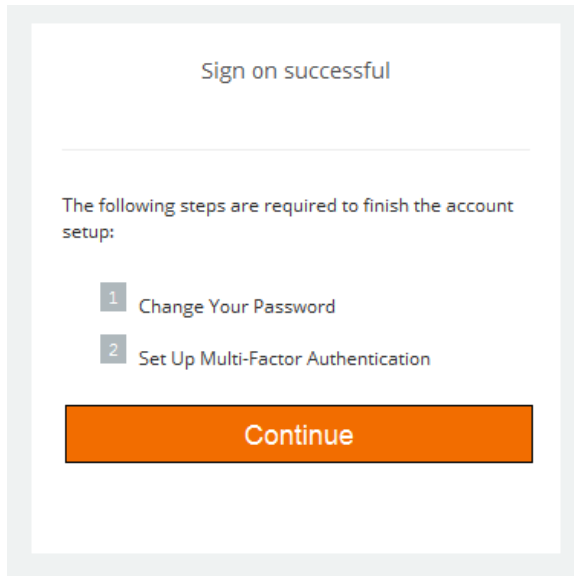**Web Browser:** The secure file transfer service runs on a website that is accessible from the Internet.

Link to Secure File Transfer: https://secureft.cnbank.com/

1. If this is your first time logging into the site, you will have received two emails from Canandaigua National Corporation. One will contain a link to our Secure File Transfer system, the other will contain a User name and temporary password. Click on the link in the first email and use the username and password from the second email to log into the site. These steps also will apply to you if you have logged into the site previously and this is your first time with MFA.

Username

Password

Request a password change

Security Notice
You are about to access a secured resource.
Canandaigua National Corporation reserves the right to
monitor and/or limit access to this resource at any time.

Sign On

The site will then show you this box to let you know you have logged in successfully and that you must complete the process to set up your account. Click on the Continue button.
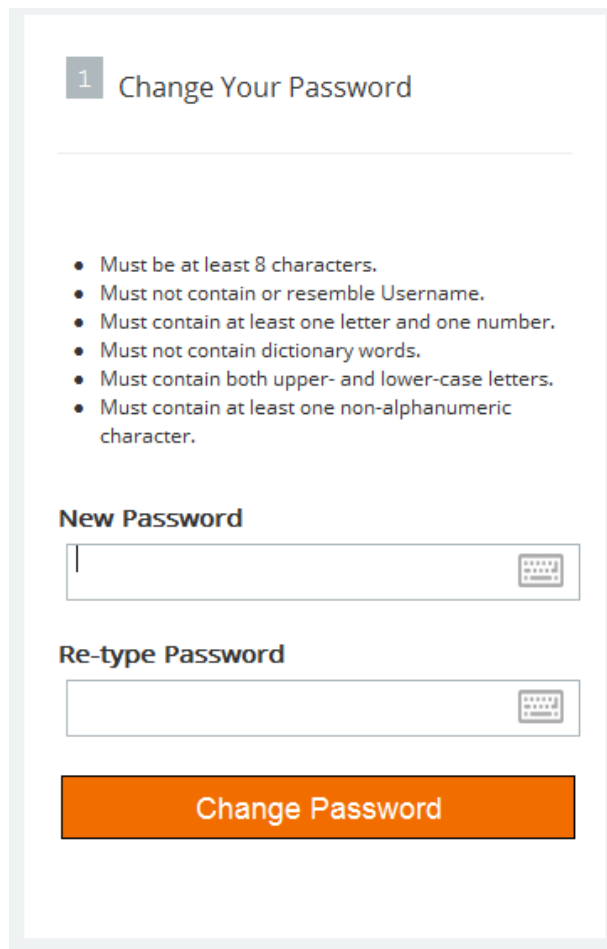
> Sign on successful
>
> The following steps are required to finish the account setup:
>
> 1 Change Your Password
>
> 2 Set Up Multi-Factor Authentication
>
> Continue

2. After clicking Continue you will see this box. Enter a new password and click Continue

> 1 Change Your Password
>
> - Must be at least 8 characters.
> - Must not contain or resemble Username.
> - Must contain at least one letter and one number.
> - Must not contain dictionary words.
> - Must contain both upper- and lower-case letters.
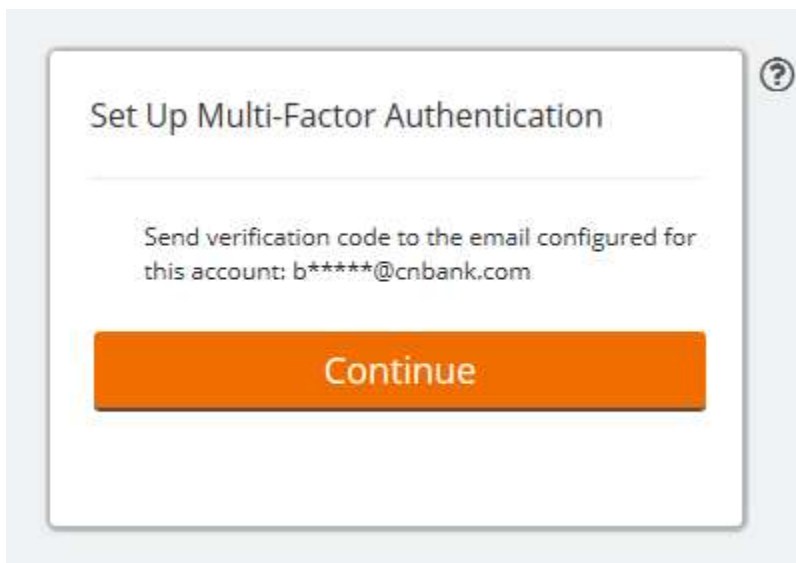> - Must contain at least one non-alphanumeric character.
>
> **New Password**
>
> **Re-type Password**
>
> Change Password

3.   The next step will show you this box.

Password change successful

Next, set up multi-factor authentication.

Click **Continue** to complete this one-time setup.
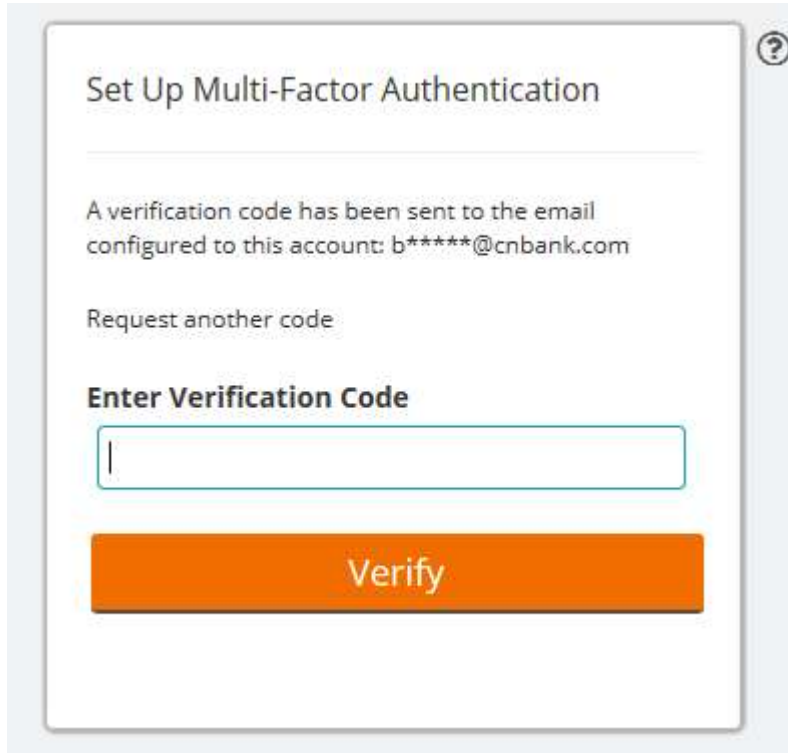
Learn more
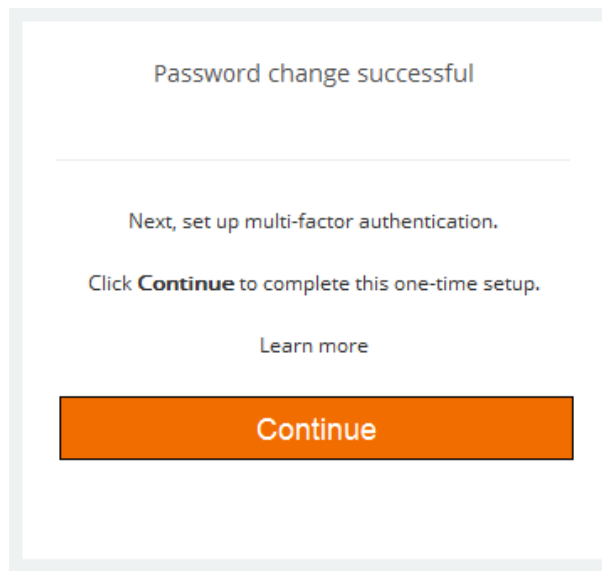
Continue

4.   After clicking the Continue button, the website will show you this window. Click on the
     Continue button and the server will send you a confirmation email to you registered email
     account.

Set Up Multi-Factor Authentication

Send verification code to the email configured for
this account: b*****@cnbank.com

Continue

*** Note that your email will be partially hidden for security reasons*

5. Click the continue button again and an email will be sent to the address you have registered with SecureFT. When this window pops up, go to your email and look for a new message from Canandaigua National Corporation.

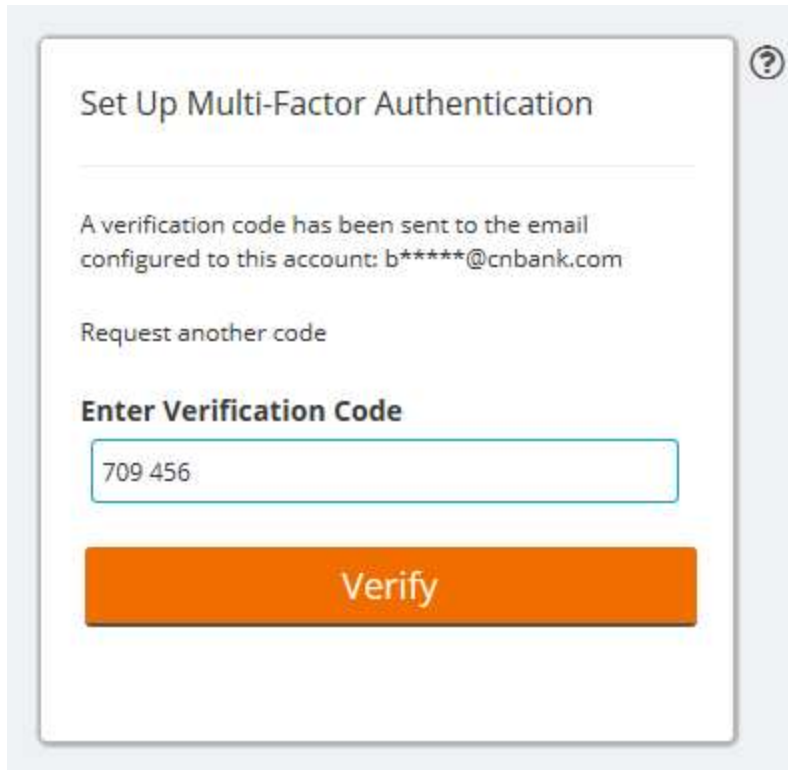The email you need will look like this:

6. Use the code, "**709 456**" and type it into the pop up where it says **Enter Verification Code.** Please Note: You can enter the code with or without the "space" character between the two numbers. For example: 709453

7. Click the Verify button above and you will be logged into the system.

Each login after the initial set-up, you will automatically receive an email with a new verification code. Type in the code and you log directly into the Secure File Transfer website[MC1].
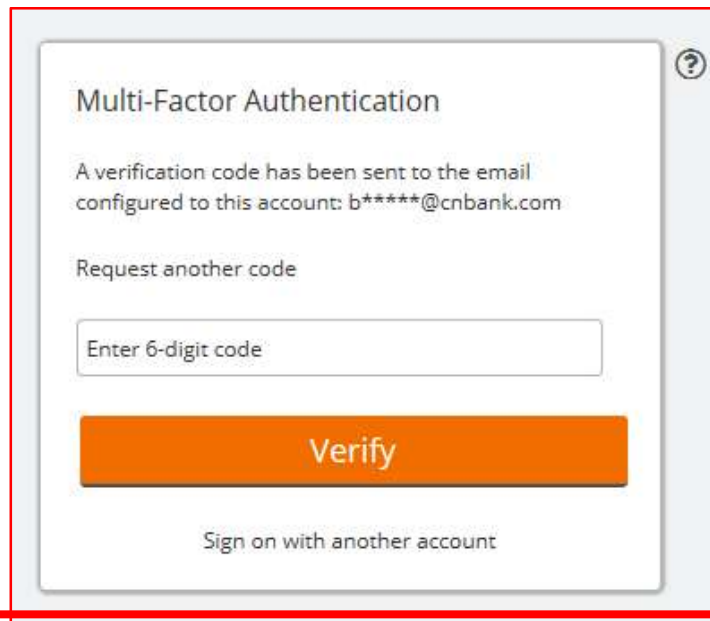
Sending and Receiving Files Using Secure File Transfer

What you will need

Web Browser: The secure file transfer service runs on a website that is accessible internally and externally from the same address.
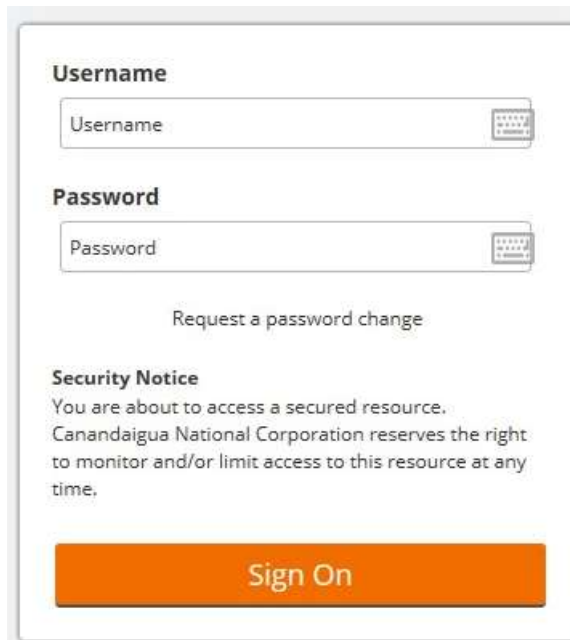
Link to Secure File Transfer: https://secureft.cnbank.com/

File to Transfer: This is any file that is too sensitive or confidential to be sent through email. The Secure File Transfer application adds a layer of protection by using a separate and protected transfer mechanism.
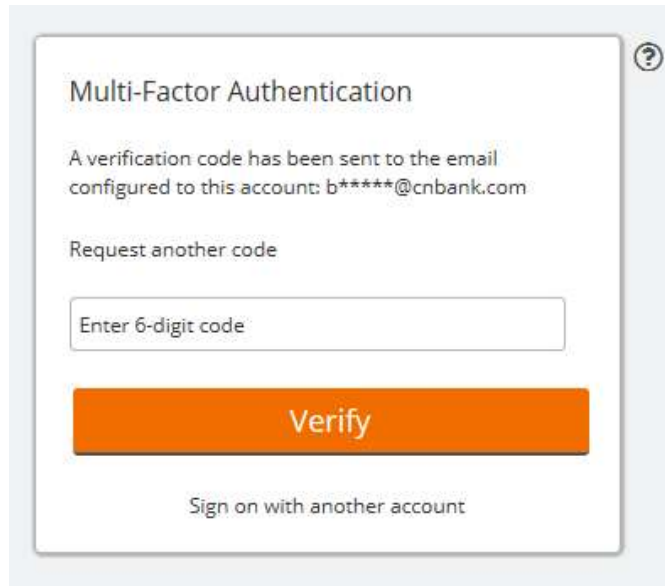
Sending a File

Secure File Transfer is very similar to using email. You are sending a message through a website that is controlled by CNC.

1. Open up your web browser and navigate to…
   https://secureft.cnbank.com/

2. Log onto Secure file transfer using your active directory credentials (The same ones that you use to log into the computer). Look for the email with your Verification Code and enter that into the login box.

Username

| Username |

Password

| Password |

Request a password change

Security Notice
You are about to access a secured resource. Canandaigua National Corporation reserves the right to monitor and/or limit access to this resource at any time.

Sign On

3. You will land on the new Home page

4. Click on **Packages** on the upper left menu.

5. Click on **Send package**

6. Fill out the necessary information in these fields such as recipient, subject, and a brief note to whomever you are sending the file to.

7. Next, add a file to the New Package. You do this by dragging the file into the window below or clicking on the **Upload Files** link to browse to your file.

Clicking the **Upload Files** link pops up the next window where you can again drag your file to or click the **Browse** link to search your computer for the file. When complete, you click the **Upload** button and your file will be uploaded and attached to your email.

8. Next, you can add options to your email. It is strongly suggested to check the boxes next to Delivery Receipt(s) and Prevent "Reply All".

9. When you are satisfied the all settings are correct, click **Send** at the bottom of the page.

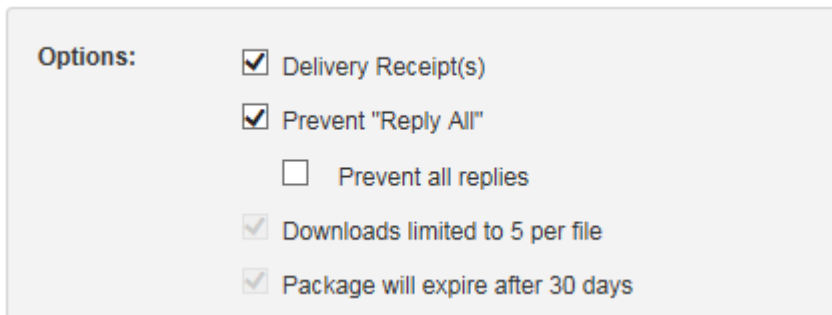**Receiving a file**

If you receive a Secure File Transfer notification in your email, you can click on the link within the message and it will take you to the site to log in.

Note: If you are not expecting a notification, contact IT Support before opening the link

1. The Secure File Transfer notification will look like this and have a link for you to **click** and follow to the site:

New Package Notification

A new package has been posted for you.

Subject: Test

Please use the following URL and your username/password to view this package over a secure connection. After viewing this package, you may also download any associated attachments or compose a reply using your favorite web browser.

(https://secureft.cnbank.com/human.aspx?OrgID=7313&Arg12=message&Arg06=520466954&Arg08=weq1zqvxki3q86ef)

Regards,
Canandaigua National Corporation Secure FileTransfer Service

2. Clicking on this link will bring you to the message itself after logging into the website. If you would like to download the file, click on **Download.**

Package from AdminWN

Trash	Reply	Forward	Mark As Not New

To: William Noren
From: AdminWN at 10/15/2018 2:50:18 PM
Subject: Test
     Mailbox:
My Mailboxes ▸ 📁 Inbox
     Will Expire: in 30 days

This is a test email

Files:
📄 SecureFT Test.txt ✅ (49 B)   [Download]
Total: 49 B

Trash	Reply	Forward	Mark As Not New	Move to: /Sent ∨	Move

[MC2][KS3]