Secure File Transfer with MFA

How to use CNC's Secure File Transfer Service with Multi Factor Authentication (MFA)

Table of Contents

Introduction	1
Logging into SecureFT with MFA	2
Sending a File	7
Receiving a File	12

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.

Password	
	1.1.1.1 1.1.1.1 1.1.1.1
Req	uest a password change
You are at Canandaigua N monitor and/or	Security Notice yout to access a secured resource, ational Corporation reserves the rig limit access to this resource at any t
	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:
Change Your Password Set Up Multi-Factor Authentication
Continue

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

•	Must be at least 8 characters.
•	Must not contain or resemble Username.
	Must not contain dictionary words.
•	Must contain both upper- and lower-case letters.
•	Must contain at least one per alphacuments
	wust contain at least one non-alphanumeric
	character.
e	w Password
e-	w Password
e-	w Password
e-	w Password -type Password
e-	•type Password Change Password

3. The next step will show you this box.



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.



** 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.

	Verify	
[
Enter Vei	rification Code	
configured	to this account: b*****@cnbank.com	
A verificatio	on code has been sent to the email	

The email you need will look like this:

Multi-Factor Authentication Setup Code

User abcxyz is attempting to set up multi-factor authentication and has requested a verification code via email. Enter the following code into the browser and click Verify to complete the setup of multi-factor authentication:

709 456

Regards, Canandaigua National Corporation Secure FileTransfer Service

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.

Multi-Factor Authentication	3
A verification code has been sent to the email configured to this account: b*****@cnbank.com	
Request another code	
Enter 6-digit code	
Verify	
	Multi-Factor Authentication A verification code has been sent to the email configured to this account: b*****@cnbank.com Request another code Enter 6-digit code

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: <u>https://secureft.cnbank.com/</u>

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.

- Open up your web browser and navigate to... <u>https://secureft.cnbank.com/</u>
- 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	1
Password	
Password	10000 m
You are about to access a	secured resource.
You are about to access a Canandaigua National Co	rporation reserves the right
to monitor and/or limit ac	ccess to this resource at any
contra-	

	Sign on with another acc	count
	Verify	
Enter 6-o	ligit code	
Request a	nother code	
A verificat configure	ion code has been sent to t d to this account: b*****@	:he ema <mark>il</mark> cnbank.com
Multi-F	actor Authentication	

3. You will land on the new Home page

Canandaiguu Canandaigua Natio CNB Insurance Agency	a National nal Bank & Trust • CNE • Canandaigua Nationa	Corporatio	<u>on</u>	Secu	re File 1	rans	fer
		Signed onto Canai	ndaigua National Corpora	tion as William Noren (wnore	n). My Account	Sign Out	Help
🏦 Home		1					
D Folders		-	-	Home Folder	Dinbox		
Packages	Upload	Send Package	Request Files	Contacts			
🗐 Logs							
🔍 Search	✓ New Files (0)						
Find File/Folder Q	My Packages						
	🖾 Inbox (1 Total)						
	🛄 📴 test (from Admi	nWN at 10/11/2018 9:45:02	AM)				
	🖾 Sent (0 Total)						
	Templates (0 Tot	al)					
	📋 Trash (O Total)						
	Package Mailboxe	25					

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

😭 Home		
D Folders		
Packages		
E Logs		
Q Search		
Find File/Folder	Q	
	~	

5. Click on Send package

Canandaigua National Corporation Canandaigua National Bank & Trust • CNB Mortgage Company Secure File Transfer

Canandaigua National Bank & Trust • CNB Mortgage Company CNB Insurance Agency • Canandaigua National Trust Company of Florida

	Signed onto Canandaigua	National Corporation as William Noren (w	noren). My Account	Sign Out Help
😭 Home	Packages			
Folders	My Mailboxes	(
📒 Packages		(I	Send Package Reques	Add Mail Folder
	Mailbox	New Packages	All Packages	Actions
E Logs	🖾 Inbox	-	1	
Q Search	Drafts		-	
Find File/Folder Q	🖾 Sent		-	
~	Templates			
	Trash	-	-	Ó

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.

	age					
Send Pre	view	Check Recipients	Cancel	Save As Draft	Save As Template	
👩 То	use	rname@domain.com				
	Sho	w Cc/Bcc				
Subject:	Sub	oject here				
Note:	Mess	/ ∐ ≣ ≣ age here			······································	

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.

Files: (Optional)	
	Drop files to upload or use Upload Files dialog.
	Total: 0 B of 10 GB used (0%)

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.

CNC Upload Wizard	×
Drop files to add or Browse	
Send package immediately after upload	
Upload Cancel	

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".

Options:	Delivery Receipt(s)
	Prevent "Reply All"
	Prevent all replies
	Ownloads limited to 5 per file
	Package will expire after 30 days
	 Prevent all replies Downloads limited to 5 per file Package will expire after 30 days

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

				2		
o: Willia	m Noren					
rom: Ad	minwn at 1	0/15/2018 2:50	218 PM			
ubject: Mailt	rest					
Av Mai	lbovoc 🕨					
Will	Expire: in 3) davs				
This is a te	est email					
iles:						
- Secur	PAFT Test ty	(40 B)	Dowpload		-	
	er rescut	(43 0)	Dominouu		-	
fotal: 49 l	В					
				n .		
			The second se	la management and the second sec		

[MC2][KS3]