IDHS – Welcome Pack for Secure Data Handling

1. Document Information

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<th>IDHS-Welcome-Pack-for-Secure-Data-Handling-v2.2.docx</th>
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<tbody>
<tr>
<td>Service</td>
<td>Identifiable Data Handling Solution (IDHS)</td>
</tr>
<tr>
<td>Author</td>
<td>Bhavesh Varsani (BV)</td>
</tr>
<tr>
<td>Contributors</td>
<td></td>
</tr>
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2. Document History

<table>
<thead>
<tr>
<th>Version</th>
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<td>1.0</td>
<td>09/03/2013</td>
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<td>30/08/2013</td>
<td>ICE Steps updated for password forget/expired (BV)</td>
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<td>18/10/2013</td>
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<td>Password Policy Updates (BV)</td>
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</table>
Contents
1. Document Information .............................................................................................. 1
2. Document History ..................................................................................................... 1
3. Introduction ............................................................................................................... 4
4. Apply for IDHS Service .......................................................................................... 4
5. Register with UCL IDHS ....................................................................................... 4
   5.1 Password Policy – Data and Apps Portal ......................................................... 4
      5.1.1 Password Strength .................................................................................. 4
      5.1.2 Password Age ......................................................................................... 4
      5.1.3 Password History .................................................................................... 4
      5.1.4 Password Expiry Notification .................................................................. 4
   5.2 Password Policy – File Transfer Portal ............................................................ 4
      5.2.1 Username Policy – Applies only to external users to UCL who can only send data in ......................................................................................... 4
      5.2.2 General password policies ....................................................................... 4
      5.2.3 Password Strength .................................................................................. 5
      5.2.4 Password Age ......................................................................................... 5
      5.2.5 Password History .................................................................................... 5
      5.2.6 Password Expiry Notification .................................................................. 5
6. General Overview ................................................................................................... 5
7. IDHS Data Handling ............................................................................................... 6
   7.1 Setting up and use of UCL Dual Factor Self Service Console ......................... 6
      7.1.1 First time logon with soft token (software) ............................................. 6
      7.1.2 First time logon with hard token ............................................................. 7
      7.1.3 Download and Install Token Auto Generator software ......................... 8
      7.1.4 First time logon to the Self-service Portal ............................................. 12
      7.1.5 Configure Question and Answers (Q&As) for ICE logon ...................... 13
      7.1.6 Changing your IDHS Password ............................................................ 13
      7.1.7 Changing your PIN for your Token ....................................................... 14
      7.1.8 Downloading a software Token ............................................................ 14
   7.2 In case of Emergency (ICE) Logon ................................................................. 16
      7.2.1 Logon to the UCL Dual Factor Self Service Portal using ICE Logon .... 16
      7.2.2 Report a lost token ............................................................................... 18
      7.2.3 Generate an Emergency Token ............................................................. 19
7.3 Accessing the IDHS Data Handling Gateway................................. 19
7.4 Accessing Data within the IDHS Environment............................... 20
  7.4.1 Using Remote Apps................................................................. 20
  7.4.2 Using Virtual Desktops .......................................................... 21
7.5 Research Shared Folder area.......................................................... 22
  7.5.1 Launching Research Shared folder area .................................... 22
  7.5.2 Research Shared Folder usage ............................................... 23
  7.5.3 When sending Data out ......................................................... 23
8 Secure Data out ................................................................................. 24
  8.1 Via File Transfer .......................................................................... 24
  8.2 Via FTP ....................................................................................... 26
9 Secure Printing from IDHS ................................................................. 27
  9.1 Pre-requisites .............................................................................. 27
  9.2 Applying for Print Service ........................................................... 27
  9.3 Printing ....................................................................................... 27
    9.3.1 Print from application ........................................................... 27
    9.3.2 Release print jobs ................................................................. 27
10 Registering an external user ............................................................... 28
  10.1 Step 1: Send invite by UCL IDHS Research space owner ............ 28
  10.2 Step 2: Register by External collaborator ................................... 29
3 **Introduction**
Welcome to the UCL IDHS service, maintained by the IT for SLMS Infrastructure Team. This welcome pack will guide you on how to access the IDHS system and handle data.

4 **Apply for IDHS Service**
Before accessing the system, you will need to apply to register with the UCL IDHS system information available at [https://www.ucl.ac.uk/aisc/services/handling-sens-data/tech-soln](https://www.ucl.ac.uk/aisc/services/handling-sens-data/tech-soln) (use Mozilla Browser).

5 **Register with UCL IDHS**
A user name will be created for you, complying with the “Username” and “Password” policies as shown below

5.1 **Password Policy – Data and Apps Portal**
The Policy below applies only to the Data and Apps portal

5.1.1 **Password Strength**
Minimum Password Length: 7
Password must meet complexity requirements, i.e mixture or Upper case, lower case, numbers and special characters.

5.1.2 **Password Age**
Password has to be changed every 90 days

5.1.3 **Password History**
You are not allowed to re-use any of your last 24 passwords

5.1.4 **Password Expiry Notification**
Password expiry notification emails are sent 20 days, 10 days, 5 days and each day less than 5 days before expiry. If password is not changed then passwords are automatically reset by the system, locking user out of the system.

5.2 **Password Policy – File Transfer Portal**
The Policy below applies only to the File transfer portal

5.2.1 **Username Policy – Applies only to external users to UCL who can only send data in**
Minimum User Name Length: 6
Maximum User Name Length: 64
Prohibited Characters: /\:*"<>|@!#'

5.2.2 **General password policies**
Disable File Transfer account after:
3 Invalid login attempts
90 Days of inactivity

5.2.3 Password Strength
- Minimum Password Length: 7
- Minimum Number of Upper Case Letters: 1
- Minimum Number of Lower Case Letters: 1
- Minimum Number of Digits: 1
- Minimum Number of Special Characters: 1
- Allowable Special Characters: ~@#$%^&*()-_=+<>?/\[:]{}.,

5.2.4 Password Age
- Password has to be changed every 60 days

5.2.5 Password History
- You are not allowed to re-use any of your last 24 passwords

5.2.6 Password Expiry Notification
- Password expiry notification emails are sent 10 days, 5 days and 1 day before expiry. If password is not changed then passwords are automatically reset by the system, locking user out of the system.

6 General Overview
IDHS provides three key functions as:

1. Data transfer in via https://filetransfer.idhs.ucl.ac.uk (File Transfer Portal). File transfer in can be done in two ways as described in the “Data Transfer In welcome pack”:
   a. Secure web for up to 5 individual files
   b. Secure FTP using for bulk file transfers
2. Data handling via https://accessgateway.idhs.ucl.ac.uk (Data and Apps Portal)
   a. User your IDHS username
   b. Use authentication combination as:
      i. Password for the IDHS account
      ii. Combination of PIN and Auto Generated Token
3. Dual Factor – Self service console: Portal to self-register, install auto token generating system and managing via https://registration.idhs.ucl.ac.uk/dss
4. Secure data transfer out via “File Transfer App” via the portal https://accessgateway.idhs.ucl.ac.uk
## 7 IDHS Data Handling

### 7.1 Setting up and use of UCL Dual Factor Self Service Console

#### 7.1.1 First time logon with soft token (software)

1. Navigate to the Dual Factor – Self Service Portal
   ```Markdown
   https://registration.idhs.ucl.ac.uk/dss/
   ```

2. Enter your IDHS user account and click on continue.

3. Click on **Channels** and select your pre-registered email address.

4. Click continue.

   ![Login Screen](https://example.com/login-screen.png)

5. Your email account should get two emails with subject lines:
   - Your activation code
   - Your token
Firstly, open the email with the subject line “Your activation code”.

By doing this step, we are activating your token for use.

Use the activation code provided in the email.

Go back to the Dual Factor Self-service Portal and enter it there.

Click on Continue.

You will see a message that the token has successfully been activated.

**NEXT Steps**

To download, install and configure the associated software that auto generates your token

Section 7.14 of this document

### 7.1.2 First time logon with hard token

You have already been provided with a hard token as a new user.

Carry on with [section 7.1.3: First time logon to the Self-service Portal](#)
7.1.3 Download and Install Token Auto Generator software

7.1.3.1 Mobile App Instructions

7.1.3.1.1 iPhone, iPod touch and iPad

Using your iPhone, iPod touch or iPad, Open the email with the subject line “Your token”

By doing this step you are downloading & installing the application that auto generates the token and installing the token on your device

Click on the link in the email

A browser within your device will open up as shown in the screenshot.

Complete Step 1 by clicking on “Install Software”

This will launch the Apple Store where you can download and install the free app

[Image of iPhone screen showing email and browser]
Click on Install.

Note: If you have a password for your Apple App Store, please enter your own credentials to allow the installation of the software.

Wait for the “MobileID for DualShield” app to install on your device.

Once successfully installed, carry on with the next step.

Once your App has installed, go back to the browser page and you will notice Step 1 as complete.

Carry on with Step 2 to Install Token on your device.

Click on Install Token.
Enter your **IDHS username** and **IDHS password**

Click on **continue**

---

The token is now available on your device.

The token refreshes every 60 seconds. To generate the latest token, before using the token, click on **generate OTP** button.

**Next Step**

**Carry on with section 7.1.3 First time logon to the Self-service Portal** of this document.

---

**7.1.3.2 Desktop PC Instructions**

Open the email with the subject line “Your token”

By doing this step you are downloading and installing the application that auto generates the token

Click on the link and enter your **IDHS credentials**
Download the PC Desktop and install the software.

This is a PC option. For Mobile devices, you will be presented with suitable options.

Click on Next → Agree T&Cs and finish installing.
<table>
<thead>
<tr>
<th><strong>Next Step</strong></th>
<th><strong>Launch the installed software “Deepnet MobileID” from your PC</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Start → All Programs → Deepnet security → MobileID</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Enter your PIN: Default is 1234</strong></td>
</tr>
<tr>
<td></td>
<td><strong>You will get an Auto generated Token that changes every 60 Seconds.</strong></td>
</tr>
</tbody>
</table>

**7.1.4 First time logon to the Self-service Portal**

**URL:** [https://registration.idhs.ucl.ac.uk/dss/](https://registration.idhs.ucl.ac.uk/dss/)

**Go to the self-service portal**

**Enter your One-Time password**

If your pin were 1111 and Auto generated token is 290541

One-Time Password = 1111290541

**This step only occurs the first time you log in.**

**Change your pin here**
Welcome to your self-service console

7.1.5 Configure Question and Answers (Q&As) for ICE logon

Click on My Account and navigate to the “Question and Answers” Tab

This set up is required to be configured to access the system “In Case of and Emergency” (ICE Logon)

Create at least 3 Q&As

These questions will be used to access the system and generate emergency tokens

1. What is my mother’s maiden name?
2. Where is my birthplace?
3. What is the title of my favourite game?

7.1.6 Changing your IDHS Password

Click on Password tab to change your IDHS account password

Click on EDIT to enable the fields

Then enter the passwords as prompted and click on save
7.1.7 Changing your PIN for your Token

On the Security and Token Portal, click on “My Tokens”

MobileID/Time-Based = Soft Tokens
SafeID/Time-Based = Hard Tokens

Click on the ▼ next to the token
Click on Reset PIN

Enter the NEW 4 digit PIN
Note: you can only use a PIN once.

7.1.8 Downloading a software Token

On the Security and Token Portal, click on “My Tokens”

Click on Create
Ensure Product is: MobileID/Time-Based

Click on submit

Activate Token by clicking on email you have been sent to your IDHS registered email with subject line **Your Activation Code**

Once yoken is activates, the status will be ACTIVE

Click on the ▼ next to the token

Click on push

Click on email

Next Steps

Carry on with steps as per section 7.1.3 Download and Install Token Auto Generator software
7.2 In case of Emergency (ICE) Logon
This is a three step process as follows:

7.2.1 Logon to the UCL Dual Factor Self Service Portal using ICE Logon
This process can only be used if you have set up the Q&As as per section 7.1.4 Configure Question and Answers (Q&As) of this document.

7.2.1.1 Password Forgotten / Expired process
**** For this method you will require setting up a remote session with IT for SLMS Infrastructure team so they can view you go this stage and help you reset your password. They will need to enter your old password for you****

Logging into self service to generate emergency tokens. Go to the Self service portal

Note: This will only work if you have created these Q&As during the self service set up as defined in

Click on “Use ICE logon steps” on top of the login name on the right

Enter your IDHS username

Select the Authenticator as One-Time Password

Enter the One-Time Password (PIN+Token)
Enter the **answers to the Questions** previously set up

Click one **Continue**

---

**Change Password**

Click **Myaccount → Password**

Click on **EDIT** to enable the fields

Then enter the passwords as prompted and click on **save**

---

### 7.2.1.2 Token Lost / not working

[https://registration.idhs.ucl.ac.uk/dss](https://registration.idhs.ucl.ac.uk/dss)

Logging into self service to generate emergency tokens. Go to the Self service portal

**Note:** This will only work if you have created these Q&As during the self service set up as defined in

Click on **“Use ICE logon steps”** on top of the login name on the right

Enter your IDHS username
Select the **Authenticator** as **Static Password**

Enter the IDHS Password

Enter the answers to the questions previously set up

Click one Continue

Continue with section 7.2.2 Report a lost token of this document

7.2.2 Report a lost token

Click on **Report** or **Report Lost Token**

This will notify the IDHS Service service desk with the problem you have occurred by logging a Service Desk Ticket on your behalf.

Continue with section 7.2.3 Generate an Emergency Token of this document
### 7.2.3 Generate an Emergency Token

<table>
<thead>
<tr>
<th>Request Emergency Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count: 1</td>
</tr>
<tr>
<td>Submit</td>
</tr>
</tbody>
</table>

Click on Emergency to create emergency tokens → select number and click on **submit**

The emergency tokens are used to access the IDHS service when you don’t have access to the DeepNet Auto token generator or lost your token.

**You can ONLY use this token ONCE**

You can then use this token to login to the IDHS access gateway service (for data handling) and the Dual factor self service portal with your IDHS credentials.

**Generate emergency token**

**Select the Token** by ticking the check box

You can either **EMAIL** it to your IDHS registered email address OR **use it to access the gateway**

You can ONLY use this token ONCE

Use this Emergency token as a one time login to access the UCL IDHS Secure Data Handling Gateway

**Next Steps**

| Section 7.3 Access the IDHS Data Handling Gateway |

---

### 7.3 Accessing the IDHS Data Handling Gateway

**URL =**

`https://accessgateway.idhs.ucl.ac.uk`
Login using registered IDHS Username.

With dual authentication as:

IDHS Password AND

TOKEN (PIN+TOKEN)
If your pin were 1111 and Auto generated token is 29054, then your token will be 111129054

If using emergency token then TOKEN= the emergency token by itself (without the PIN)

7.4 Accessing Data within the IDHS Environment

7.4.1 Using Remote Apps

Once successfully logging in, you will receive “app” options as shown.

If options not available as screenshot, click on “Apps”

Word – is to launch the word app
Excel – is to launch the excel app
Access – is to launch the access app.
File Transfer – is the link to the IDHS transfer in portal as https://filetransfer.idhs.ucl.ac.uk
Click this link to send data out securely.

Click on app. Word as shown in this example.

Once the app launches, click on open other documents
Open

1. Click on Computer → Browse → Computer.

Next Step

Section 7.5.1 “Launching Research Shared Folder area” of this document

7.4.2 Using Virtual Desktops

Once logged in, to use a Desktop to access the data, click on “Desktops”

Then click on Desktop icon as squared on the screenshot on the left.

This will launch a virtual desktop.

A new window Citrix session will open.

To view the data click on the Windows Explorer icon as shown

Next Step

Section 7.5.1 “Launching Research Shared Folder area” of this document
7.5 Research Shared Folder area

7.5.1 Launching Research Shared folder area

Click on Computer on the left hand Menu

There are three possible locations where data exists:
MFT arrivals, Group Data and MFT Outbound

Both MFT arrivals and Group Data will have a folder within it for each Research space that a user will have access to.

MFT Arrivals* is where the encrypted data arrives when sent in.

Group Data is where data needs to be decrypted and stored. This is the location where the data should be transferred too.

MFT Outbound is where data you want to send out should be copied to before sending the data out. Then follow section 8 "sending data out" of this document.

All three folders except MFT Arrivals* should have the same Research space name.

MFT Arrivals* will have the usernames of the sender as the folder name.

*Data that a user sends into the IDHS system will be under their own username within the MFT Arrivals
### 7.5.2 Research Shared Folder usage

#### 7.5.2.1 When receiving data

Transfer data from the **Username** of the sender within **MFT Arrivals**:

Data should be transferred from **MFT arrivals** to the relevant **Group Data** folder then decrypt the data to complete the process.

MFT arrivals should NOT be used for storing data.

**MFT arrivals folder should have encrypted documents sent in. Once you move the data to Group Data folder Decrypt the data. The password for decryption should be provided to you by the sender of the data**

As a guide please view the IDHS encryption document On how to decrypt the data.

https://www.ucl.ac.uk/isd/iforslms/services/handling-sens-data/tech-soln/IDHS-Service-Quick-Links

To the same **research space** within **Group Data**

For the purpose of this document, the sender of data is **sfaabva**

#### 7.5.3 When sending Data out

Transfer data from the **Research space** within **Group Data**:

Data should be transferred from **MFT outbound** to the relevant **Research Group Name** folder.

MFT Outbound should NOT be used for storing data.

**MFT Outbound folder should have encrypted documents ready to send out. Once you move the data to MFT Outbound folder, follow section 8 “Send Data out” of this document**

To the same **research space** within **MFT Outbound**

For the purpose of this document, Research space name is “DPIM”

<table>
<thead>
<tr>
<th>Computer</th>
<th>Group Data (5)</th>
<th>DPIM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8 Secure Data out
Before using this section, ensure that you have copied the data you want to send out to the folder for your relevant research group name under MFT Outbound using the Data and applications portal https://accessgateway.idhs.ucl.ac.uk

8.1 Via File Transfer

<table>
<thead>
<tr>
<th><strong><a href="https://filetransfer.idhs.ucl.ac.uk">https://filetransfer.idhs.ucl.ac.uk</a></strong></th>
<th><strong>File Transfer Portal</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Login</strong></td>
<td></td>
</tr>
<tr>
<td><strong>User Name</strong></td>
<td>sfaaabc</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>6963325</td>
</tr>
<tr>
<td><strong>Login</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Click on secure mail</strong></td>
<td></td>
</tr>
</tbody>
</table>

Identifiable Data Transfer

Identifiable Data Transfer

<table>
<thead>
<tr>
<th><strong>New Message</strong></th>
<th><strong>Drafts</strong></th>
<th><strong>Outbox</strong></th>
<th><strong>Sent Items</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Click on new message</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

COMPOSE

From: i.contoso@ucl.ac.uk
To: joe.bloggs@externalmail.com
Subject: (Separate multiple email addresses with commas)
Message: Dear Joe,
Please find attached an amended document.
Under options, note a password for the secure email is ticked. **This password will be auto generated and Encrypts the data**

When you send the package this password will be displayed to you

Enter days of expiry

Enter download limits

---

Attach file or files you want to send out.

Click on Attach a file from my workspace

Browse to Location (Research Group Folder) under the MFT Outbound folder

Select the file to send

Click attach file

View successful attached message and click on close

Click on send.

**Note the password “auto generated” by system**

This password will be required by end user to download the package

---

Notify user the password to download package.
### 8.2 Via FTP

<table>
<thead>
<tr>
<th>Encrypt the folder first. Using the “Desktop” version of IDHS</th>
<th>Locate the files to be transferred from the “Group Data” Drive and respective research folder.</th>
</tr>
</thead>
<tbody>
<tr>
<td>In this case from research folder “DPIM”</td>
<td>Folder to transfer is the encrypted folder as “Data_Transfer_OUT”</td>
</tr>
<tr>
<td>Copy the folder to send out to location as shown</td>
<td>Browse to Copy the folder to the respective Research folder (DPIM in this case) under “MFT OutBound”</td>
</tr>
<tr>
<td>Ask user to make an FTP connection and download the files from the MFT Outbound Folder.</td>
<td>Provide the receiver the password to decrypt.</td>
</tr>
</tbody>
</table>
9 Secure Printing from IDHS

9.1 Pre-requisites
- Completed physical risk assessment and part of an audit programme. If studies have a current successful IG Toolkit submission (via the UCL Information Governance Advisory service) then the Information Asset Owner (usually the PI) can apply for secure printing service

Note: if studies have NOT completed a physical risk assessment and not part of an Information Governance Audit programme, then the Information Asset Owner should request a physical risk assessment by emailing slms.pid@ucl.ac.uk

9.2 Applying for Print Service
- Complete the form as http://www.ucl.ac.uk/isd/itforslms/services/handling-sens-data/tech-soln/docs/using-IDHS/application-forms/IDHS-New-Service-Request-Form.
  - Service name – state as “Secure Print Service”
  - Project Name – Your study name (same name as the share already on IDHS)
  - Notes / Further info: Printer Make, Model and IP address
  - Add members to access the “Services”: Add users name, username and service that they require access to
  - Where it asks for the Information Asset Owners signature, this is the data owners signature (usually the PI)
  - Send a completed and signed form as below to your usual IDHS route channels. If not sure visit http://www.ucl.ac.uk/isd/itforslms/about/contact

9.3 Printing
Once secure printing has been set up, log on to the “Data Safe Heaven” (aka IDHS) https://accessgateway.idhs.ucl.ac.uk and open your document that you would like to print.

Printing is a two stage process as below:

9.3.1 Print from application
Print the document to the preferred printer. If you have rights to print to more than one printer, ensure you are selecting the printer that you want to print to.

9.3.2 Release print jobs
This feature has been added as a queue management allowing users to queue up jobs till they are ready to release them and collect them.
Launch “Secure Printing” Application
Either as an “app” or within “Secure Desktop”

Login using your UCL IDHS credentials

Release Print job to printer

10 Registering an external user

10.1 Step 1: Send invite by UCL IDHS Research space owner

https://filetransfer.idhs.ucl.ac.uk

Browse to the filetransfer portal

Login using your UCL IDHS credentials

Click on Invite Users from the menu

Note: This will only show on the menu if you have specific permissions to invite users
10.2 Step 2: Register by External collaborator

The external collaborator now registers by clicking on the email they receive.

**Note:** This link expires after 24 hours

External user will register with fields as shown.

Click on Submit

External users can now automatically log in.

Please provide them with the “Welcome Pack for Data Transfer IN”

Available at: https://www.ucl.ac.uk/isd/itforslms/services/handling-sens-data/tech-soln/welcome-packs

End of Document