DoD SAFE

Logged on as user: *REVIS.JOA*

🏠 Home   📦 Drop-Off   ✉ Request a Drop-Off   ⬇ Pick-up   ✉ Outbox   ❓ Help   ⇥ Logout

Using the DoD SAFE (Secure Access File Exchange) Service...

Email messages with large attachments can wreak havoc on email servers and end-users' computers. Downloading such email messages can take hours on a slow Internet connection and block any sending or receiving of messages during that time. In some cases, the download will fail repeatedly, breaking the recipient's ability to receive mail at all. Also, Internet email clients add considerably to the size of the file being sent. For example, saving an Outlook message with an attachment adds up to 40% to the size of the file. To share files larger than 1MB, use DoD SAFE to temporarily make a file (or files) available to another user across the Internet, in a secure and efficient manner. Only unclassified data is permitted. Any sensitive or FOUO information must be encrypted. PII/PHI data is authorized to be transferred as long as sender and recipient follow all necessary transfer requirements.

There are two distinct kinds of users that will be accessing the DoD SAFE system: *inside* users, who are associated with the DoD and have a CAC (Common Access Card), and *outside* users, which encompasses the rest of the Internet.

An *inside* (CAC authenticated) user is allowed to send a drop-off to anyone, whether they are an *inside* or *outside* user. An *outside* (unauthenticated) user is only allowed to send a drop-off after receiving a drop-off request from that user. That prompts the question: what is a drop-off?

drop-off: one or more files uploaded to DoD SAFE as a single item for delivery to a person or people

There are several ways in which a user can drop-off multiple files at once:

- Drag-and-drop multiple files at once onto the drop-off page
- Click on the "Add Files" button on the drop-off page, and select 1 or more files at once using combinations of click, Shift+click and Ctrl+click (Cmd+click on a Mac)
- Archive and compress the files into a single package and attach the resulting archive file on the drop-off page. There are many ways to archive and compress files:
  - Mac users can select the files in the Finder and "Compress" (see the File menu)
  - Windows users can create a "compressed folder" or use 7-Zip or WinZip
  - Linux/Unix users can use zip, gzip, bzip2, or tar

Creating a Drop-off (inside or CAC authenticated users)

When a user creates a drop-off, they enter some identifying information about the recipient(s) (name and email address) and choose what files should be uploaded to make the drop-off. If the files are successfully uploaded, an email is sent to the recipient(s) explaining that a drop-off has been made. This email also provides a link to access the drop-off. Other information is retained, to help the recipient(s) check the identity of the sender.

Retrieval of a drop-off by a recipient can only be done with both the drop-off's Claim ID and Passcode. When dropping off files, you can choose *not* to send either or both of these to the recipient automatically: you would then need to send that information by hand yourself.

Creating a Drop-off (outside or unauthenticated users)

In order for an outside user to create a drop-off, they must receive a drop-off request from an inside user. When the inside user generates a drop-off request for you, you will receive an email with a link to submit your drop-off. Optionally, the recipient may provide you with a request code. In that case, click the Drop-off button on the SAFE home page and enter the Request code.

Requesting a Drop-off (inside or CAC authenticated users)

To allow an outside user to send you files, you must send them a Drop-off Request. From the SAFE home page, click on the "Request a Drop-off" button and fill in the form. The outside user will receive an email with a link to submit the drop-off. If they do not have access to their email or did not receive the email, you can provide them with the Request code that is displayed and they can enter it manually following the above directions. A drop-off request is valid for 14 days.

Encrypting a Drop-off

Automatic encryption of uploaded files is supported for DoD SAFE. From the SAFE drop-off step 2, click on the "Encrypt every file" checkbox and provide a passphrase. DoD SAFE does not store the passphrase nor send a copy of the passphrase to the recipients due to security reasons. The sender is responsible for sharing the encryption passphrase with the recipients through a secure channel such as encrypted email or secure phone conversation.

Making a Pick-up

There are two ways to pick-up files that have been dropped off (*Note: if encryption was used in the drop-off, you will be prompted to enter a passphrase. Please contact the sender to share the passphrase securely.):

- All users can click on the link provided in the notification email they were sent.
- All users can click on the Pick-up link and manually enter the Claim ID and Claim Passcode provided to them through email or other means.

When viewing a drop-off, the user will see quite a few things:

- The list of files that were uploaded
- The sender and recipient information that the sender entered when the drop-off was created
- A list of pick-ups that have been made if the drop-off was created by the logged-in user

The recipient has 7 days to pick-up the files. Each night, drop-offs that are older than 7 days are removed from the system.

Please note that the uploaded files are scanned for viruses, but the recipient should still exercise as much caution in downloading and opening them as is appropriate. This can be as easy as verifying with the sender mentioned in the notification email that he or she indeed made the drop-off.

Most web browsers support *resumable downloads*. Imagine this scenario: you're sitting at your desk, downloading a 100 MByte PDF that a colleague uploaded to DoD SAFE for you. Suddenly, your connection drops — you were 95MB into the download and now you have to start over! Not so, if your browser supports *resumable downloads*; in which case, the browser requests only the remaining 5MB of the file.

DoD SAFE features support for the server-side components of *resumable download* technology under the HTTP 1.1 standard. Note that this does not apply to downloading encrypted files which must be downloaded in a single download session and can not be resumed for security purposes (an encrypted download must be completely restarted).

Size Limitations on Uploads

Being able to upload files larger than 2 GB depends on the browser being used.

If at all possible, use a modern 64-bit browser on a 64-bit operating system. If you only have a 32-bit system (the most common cause is Windows 7), then use a modern version of Google Chrome or Firefox. Older versions of Microsoft Internet Explorer are particularly bad at this. If updating your browser is not an option and the combined size of all files being uploaded exceeds 2 GB, split the files into multiple drop-offs. If a single file exceeds 2 GB, split the file into smaller pieces (e.g. using the Split option in WinZip or "Split to volumes" option in 7-Zip) and upload them in separate drop-offs.

The DoD SAFE software itself has configurable limits on the amount of data that can be uploaded in a single drop-off. Even for browsers that support uploads larger than 2 GB, drop-off may not exceed 8.0 GB per file, or 8.0 GB total for the entire drop-off.

If you are having the following issues when dropping off or picking up a large file:

• Your browser reports a bad or broken connection after downloading a significant portion of the file
• An error page is displayed that indicates you dropped off no files

then you are most likely connected to the Internet via a connection too slow to move the amount of data in a timely fashion. Your computer normally has at most 2 hours to fully send or receive a drop-off.

Problems accessing the site

Problems accessing the DoD SAFE site by external (non-CAC) users are typically due to SSL and/or client certificate issues. If the user receives a warning about a problem with the website's security certificate, this is because their browser is not configured to trust the DoD certificate authorities. The user can either import the DoD certificate authorities by following the instructions found here or they can accept the risk and click on the option to continue to the website.

Also on non-CAC system - if the browser pops up a window prompting for a certificate to use for authentication, clicking on Cancel should allow unauthenticated access to the site.

For technical problems with the site, please contact DoD SAFE Support.

Security | About DoD SAFE | Accessibility

WARNING! This Department of Defense interest computer system is subject to monitoring at all times.
Unauthorized access is prohibited by Public Law 99-474 (The Computer Fraud and Abuse Act of 1986). Users are advised to read and agree to the Security Notice.
Server: WEB02 -- Version: 1.0-59

https://safe.apps.mil/about.php   10/1/2019