

USER GUIDE FOR SECURE MESSAGE CENTER (SMC) AT GOLDER

Welcome to Secure Message Center (SMC) at Golder. This service is designed to facilitate the secure sending and receiving of emails and data which is too large for most company email systems. Whether you are a Golder consultant or one of our valued clients, this guide will help you to effectively send and receive data with larger attachments.

For support and further questions, the Golder Help desk is available in all global regions.

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GOLDER HELP DESK

North America: [+1] 877 246 5337 | **Australasia / Asia:** [+61] (3) 8862 3588 | **South America:** [+56] (2) 2616-2222 (Chile) [+51] 1 610 1702 (Peru) | **Europe:** [+44] (0) 115 7180 683 | **Africa:** [+27] (87) 5518343 | **World Wide:** [+1] 403 299 5603

GOLDER SECURE MESSAGE CENTER (SMC) INFORMATION FOR CLIENTS

Secure Message Center (SMC) is a Golder service which provides functionality to securely send and receive data which is too large to transmit via most company email systems. For support and information, the Golder Help desk is available in all global regions.

RECEIVING DATA FROM YOUR GOLDER CONSULTANT

You can receive files up to 100 Gb in size through Secure Message Center (SMC) from your Golder consultant. If you wish to have the ability to forward the data you receive from your Golder consultant to others within your company or to other entities, please provide the additional contact email addresses to your Golder consultant. Your Golder consultant can add these recipients to the message to ensure the data is distributed as necessary. You, and other recipients, will receive an email with the data link – simply click on this link to download your data.

In the event an error occurs, and an email was not generated by SMC, please contact the Golder Help Desk. The Golder Help Desk can provide a transfer ID and optional password for the specific message. You can then download your data by accessing smc.golder.com, clicking the Transfer button and entering the necessary information. Your message will be deleted if not picked up in 30 days.

SENDING DATA TO YOUR GOLDER CONSULTANT

To send data securely to your Golder consultant, simply follow these steps:

- Access the SMC portal at <https://smc.golder.com>. If this is your first attempt to access the SMC portal, you will need to first enter your contact information and accept the terms of use. You will then receive an email from Secure Message Center (SMC) which will include the verification code you need to complete the registration process. Help is available online by clicking on the Help link.
- Once verified, click on the Provide button, where you will be able to create a message, attach data and send it to your Golder consultant. You should enter their Golder email address in the “To:” field, where you can also choose to CC or BCC to other email addresses. You can then attach files with notification and delivery options including adding a password for additional security. If you elect to require a password, you must provide it to your Golder consultant separately. Your message will be deleted if not picked up in 30 days.
- Need to send a secure email to Golder? SMC can be used in the same way to encrypt the subject and body of an email.



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INFORMATION FOR GOLDER STAFF

1. HOW CAN I SEND DATA USING OUR SMC?

To send data to one or a number of users (colleagues or Third Parties), follow these quick steps:

Using Outlook

- The first time you use the Outlook client the system will verify your email address with the SMC server – this may take about a minute to complete and will not be required thereafter.
- Create a new email and add recipients and the Subject line in the normal way, then click on the Send with Cryptshare button in the upper left corner. A separate Cryptshare window will then open up next to your email.
- To attach files, click on the ADD FILE button within the Cryptshare window. Browse to the files you need to attach and click open. This will attach them to your secure mail. Alternatively you can drag and drop files in the Cryptshare window.
- Click the Send button, and a TRANSFER DIALOG window will appear. Select the options you want to use for the transfer, then click the START TRANSFER button. If the file contains confidential information, you should choose a password, which can be sent to the client via a separate email, text or given over the phone.

NOTE: Please ensure the RECIPIENT LANGUAGE is set to the desired language. The selected language will become a default setting going forward.

- You will receive an email notification when the recipient downloads the data.

Using a Browser

- Access the SMC portal at <https://smc.golder.com>. If this is your first attempt to access the SMC portal, you will need to first enter your contact information and accept the terms of use. You will then receive an email from Secure Message Center (SMC) which will include the verification code you need to complete the registration process. Help is available online by clicking on the Help link.
- Type or paste the recipient email address in the “To” field, where you can also choose to CC or BCC to other email addresses. Our SMC will learn these addresses for future use.
- To attach files, click on the Add files button. Browse to the files you need to attach click open. This will attach them to your SMC mail.
- Click on the Next button. Select the options you want to use for the transfer, then click on the Next button. If you want to encrypt the body and subject of the email, as well as the attachments this can be done here. If the file or message contains confidential information, you should choose a password, which can be sent to the client via a separate email, text or given over the phone.
- Verify the information is correct in the Recipient Notification preview window, then click on the START TRANSFER button. A progress window will be displayed while the message is being sent, then a transfer completion page will provide details of the transaction.

Please note that all messages will be deleted if not picked up in 30 days.



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2. DO I NEED TO LOG IN TO OUR SMC TO RECEIVE DATA?

- Receiving data does not require a log on – you just need to click on the link on the email you receive and download the data from there. You don't need to be connected to the Golder domain – this will work from most Internet connections.
- When accessing the SMC portal, you should use the version of your email address that you normally use and only use this version for all SMC activity. For example, if you normally use `firstname_lastname@golder.com`, you should only use this version when using our SMC, and ensure your clients are aware that they should use this version when sending data to you at Golder.

3. CAN CLIENTS SEND DATA TO ME OR MY TEAM USING OUR SMC?

Yes, the service is bidirectional, and clients can use our SMC to send us data. First, clients will need to access the SMC portal at <https://smc.golder.com> and then click on the Provide button. Clients will then be required to verify their authenticity as a one-time process before being able to send data. After verification, clients can send files and zipped folders to Golder users.

It's worth spending a few minutes with your client to explain how to get SMC set up and how to get the most out of the service.

You will receive an email notification once the client has sent the file. Which can then be downloaded by using the transfer manager in Outlook or by visiting <https://smc.golder.com> in your browser and selecting Retrieve.

4. CAN CLIENTS FORWARD MY SMC LINK TO OTHER RECIPIENTS?

No, all required recipients must be entered when the message is created. Clients can forward the data to others after it is downloaded. If you don't enter all required email addresses, only the listed recipient(s) will be able to access the data.

5. ARE THERE SIZE AND QUANTITY RESTRICTIONS WHEN USING OUR SMC?

There is no limit on the number of files you can send, the number of times you use the system or the number of external users. For performance reasons we have limited the file size to 100 Gigabytes (100 Gb) per email. If you need to send a file larger than this, please contact the Golder Help Desk.

However, you can compress multiple files and send zipped files or folders. Compressing files or folders is easy. Right click on the file or folder, select Send To, then click on Compressed file. A zip file which you can send using our SMC, will then be created. This compression functionality is native to most versions of Microsoft Windows, so clients will be able to do the same when sending or receiving.

6. WILL OUR SMC KEEP A COPY OF MY DATA?

A copy of all data sent or received will be available for 30 days and can be accessed using the Transfer Manager feature in Outlook. It will be deleted after 30 days so you will need to save data to your local network if you need access for longer periods.

7. CAN I STORE MY FILES ON OUR SMC?

No, SMC can be used only for sending and receiving data.

8. CAN I STORE CLIENT EMAIL ADDRESSES ON OUR SMC?

SMC will remember the addresses of clients you send data to.

9. HOW CAN I DELETE FILES?

All the files are stored securely on the SMC server until they are automatically deleted by the system. If you have accidentally sent the wrong file, or need to delete the file for some other reason please contact the Golder Help Desk.

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10. HOW CAN I CHANGE THE WAY MY SMC EMAILS LOOK TO RECIPIENTS?

In Outlook – SMC will apply your normal email signature and the message can be changed directly in the email.

Using a Browser – before the message is sent you will be given the opportunity to change/add to the text of the email and append your signature.

11. CAN I USE OUTLOOK TO SHARE DATA WITH MY CLIENTS?

You can use Outlook to send attachments using the Send with CryptShare Feature.

12. HOW CAN I CREATE AND EXTRACT COMPRESSED (ZIPPED) DATA?

Most versions of Microsoft Windows have built in compression (zipping) functionality. To make it quicker and easier to send large numbers of files or folders using Secure Message Center (SMC), use the zipping functionality in your Windows operating system. If you are using a Microsoft Windows operating system, you will not need to purchase any third party utilities to zip or unzip data.

To compress (zip) files or folders before sending, right click the files or folders you want to zip and select “Send to”. Click on “Compressed File” and you’ll be able to zip your data into one manageable file for upload.

To extract files or folders from a compressed (zip) file, right click the compressed (zip) file and select “Extract to” or “Extract all”. You will then be prompted for a location to extract the files to, and this will enable you to save them to a location of your choosing.

SMC provides the recipient with the option to download the data as a single zip file or separate files automatically.

QUESTIONS? GOLDER HELP DESK

Instant Message: [Help Desk – Instant Message Support](#)
Skype for Business Call: [Help Desk – Skype for Business Call Support](#)
Email: helpdesk@golder.com

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