File: 292-45/[REQUESTNUMBER]

Your File: [CUSTOMFIELD60]

[TODAYDATE]

Select method used:

Sent via email: [RQREMAIL]

Sent via fax: [RQRFAX]

[ADDRESS]

Dear [RFNAME] [RLNAME]:

**Re: Response to Consultation**

***Freedom of Information and Protection of Privacy Act* (FOIPPA)**

Thank you for consulting with the Ministry of Agriculture and Food on the release of records relating to:

*[REQUESTDESCRIPTION]*

Option 1:

The Ministry recommends partial disclosure pursuant to section(s) 14 (Legal advice), 14 (Legal advice), 14 (Legal advice), 14 (Legal advice), and 14 (Legal advice) of FOIPPA. This information is shown on the records boxed in red. A complete copy of FOIPPA is available online at:

<http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00>

Option 2:

The Ministry recommends the records be released in their entirety.

Option 3:

The Ministry recommends the records be withheld in their entirety pursuant to section(s) 14 (Legal advice), 14 (Legal advice), 14 (Legal advice), 14 (Legal advice), and 14 (Legal advice) of FOIPPA. A complete copy of FOIPPA is available online at:

<http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00>

Option 4:

Page(s) X to X was/were not created by the Government of British Columbia, and therefore the Ministry offers no comment on the release of these records.

The consultation records will be delivered through the BC Secure File Transfer Service. Separate emails will follow from the BC SFT Notification Service directing you how to set up an account and where to obtain your records.

Due to the sensitive nature of the records, they have been encrypted with a password for an extra level of protection. Please save this letter with the password for your records for future reference. Once you have downloaded the records from the Secure File Transfer Service, you will need to enter the following password to open them:

**Use this password to open the records: Password**

If you have any questions regarding your request, please contact [PRIMARYUSERNAME], the analyst assigned to your request, at [PRIMARYUSERPHONE]. This number can also be reached toll-free at 1 833 283-8200.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations

**BC Government Secure File Transfer Service**

Information Access Operations Ad-Hoc User Guide

**Returning Users**

If you are a returning user, please use your existing username and password. Passwords expire after 90 days. You can update your password at anytime.

**New Users**

Your records are provided to you via the Secure File Transfer Service (SFTS). You will need to setup a User Account to access to the STFS site.

You must log in to your temporary SFTS account within 7 days. After 7 days, your temporary SFTS account will expire and will no longer be accessible. If you are no longer able to access your account or records, please contact the FOI Analyst identified in your Response Letter for assistance.

**Email Communication**

1. The first email has your Response Letter attached.
   1. This email is from the FOI Analyst at Information Access Operations who processed your file.
   2. If your records are password protected, the response letter will contain your **password to open your records.**

1. The second email is the *New Package is Waiting* notification email.
   1. This email will be received at the same time as the third email.
   2. A hyperlink to the SFTS is contained in this email.

1. The third email is the *New User Account for the BC Secure File Transfer Service*
   1. This email is sent only to users who are required to setup a STFS User Account.
   2. If you are an existing user and your account is still active, you will not receive this email.
   3. This email contains the following:
      1. a **Hyperlink** to the SFTS site
      2. a **Username** to access the SFTS site
      3. a **temporary Password** to access the SFTS site
   4. If you are unable to locate this email, please check your junk/spam folder. It is from BC Secure File Transfer Notification Service <DONOTREPLY>@gov.bc.ca.

**Accessing Your Records**

1. Setup your SFTS account.
   1. Click on the URL hyperlink provided in your third email.
   2. You will be redirected to the SFTS site.
   3. If you are not redirected to SFTS site, it is accessible at: filetransfer.gov.bc.ca.
2. Enter your *Username* and *Password*.
   1. These are provided in your third email.
3. Change your SFTS account password.
   1. You will be required to do this as soon as you login.
   2. Follow the instructions provided to you after you login to SFTS for the first time.
   3. After you change your password, select "Finish." This will redirect you to your STFS Inbox.
4. Your records are now accessible.
   1. Records will be available in SFTS for 35 days.
   2. You can download your records up to 5 times.
   3. To download your records:
      1. Click on the records package
      2. Click on the *Download* button beside the file(s)
   4. If your records are password protected, you will require a password to open the pdf document.
      1. *The password to open the pdf is located in your first email's Response Letter.*
   5. It is recommended that you download and save your records so you do not have to return to the SFTS each time to view.
5. If your records are password protected, please consult your .pdf software's user manual on how to remove the password/encryption.
6. If your records are contained within a zipped file, you may need to download a zip program onto your computer in order to open and extract the records. There are free zip programs available to download, such as 7-Zip for Windows, or BetterZip for Mac.

**Troubleshooting**

* If the hyperlink to the SFTS site does not open, try to access the site on a different web browser such as Chrome, or Firefox or Safari.
* Your temporary SFTS account expires after 7 days unless the account is logged into again or receives a new package. Your account will be deleted 7 days after it has been marked as expired. Once it is deleted, you will need to have a new ad-hoc account created - contact the FOI Analyst identified in the response letter.
* If you have forgotten your password but your account is still active:
  + You can use the “Request a password change” link on the Login page.
  + An email will be sent to you providing you the URL to confirm the password change.
  + Passwords expire after 90 days.
* If you encounter technical issues, please call the technical support line at 250-387-7000 and select option 3. You will need to advise the representative that you are requesting assistance as an ad-hoc user of the BC Secure File Transfer Service.