File: 292-40/[REQUESTNUMBER]

Your file: [CUSTOMFIELD60]

[TODAYDATE]

Sent via email: [RQREMAIL]

[RFNAME] [RLNAME]

[COMPANY]

[STREET1]

[STREET2]

[CITY] [STATE/PROVINCESHORT] [ZIP/POSTALCODE]

Dear [RFNAME] [RLNAME]:

# Re: Request for Access to Records

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

**Client: [ONBEHALFOF]**

The BC Public Service Agency received your request for access to personal information of [ONBEHALFOF] on [REQUESTEDDATE]. Clarification/ documentation established your eligibility as of [RECEIVEDDATE]. We understand your request to be for:

*[REQUESTDESCRIPTION]*

FOIPPA allows 30 business days for public bodies to respond unless the nature of the request requires an extension per section 10 of FOIPPA. We will make every effort to respond to your request by **[DUEDATE]**. We will notify you as soon as possible if there is a need to extend the time limit for responding to your request.

Records located in response to your request(s) will be delivered through the BC Secure File Transfer Service (SFTS) (subject to limited exemptions). This service provides a quick, easy and secure way of delivering and accessing records. A guide for using the SFTS is enclosed for your convenience.

You submitted your request outside of our online process. For future reference, you can submit both personal and general requests at: <https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information>. Using the online process is a fast, easy and secure way to submit your Freedom of Information (FOI) request. It also ensures that we receive the information required to open your request. The webpage also includes frequently asked questions, additional information regarding the FOI process, and links to previously completed FOI requests and proactively released government records.

If you have any questions, please contact me at [PRIMARYUSERPHONE]. This number can also be reached toll-free at 1 833 283-8200. Please provide the FOI request number, [REQUESTNUMBER], in any communications. Also, if you find you no longer require the records, please advise us as soon as possible.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations

Enclosure

**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.

**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.