



# CoT SFT Recipient Guide

City of Toronto  
V1.1 August 2021

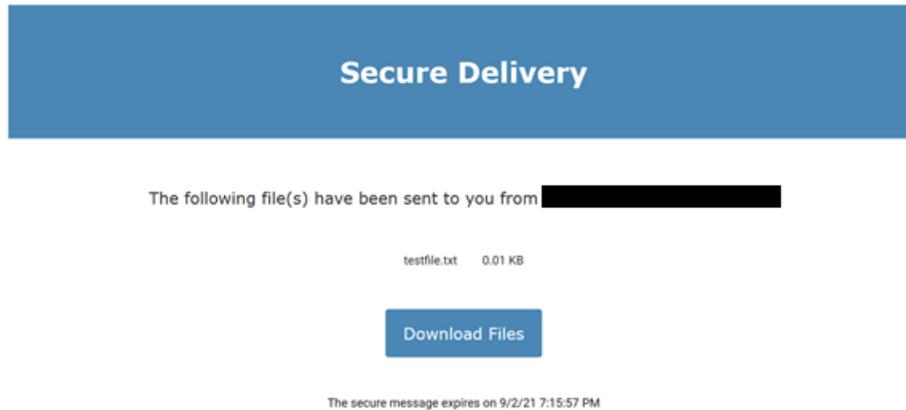
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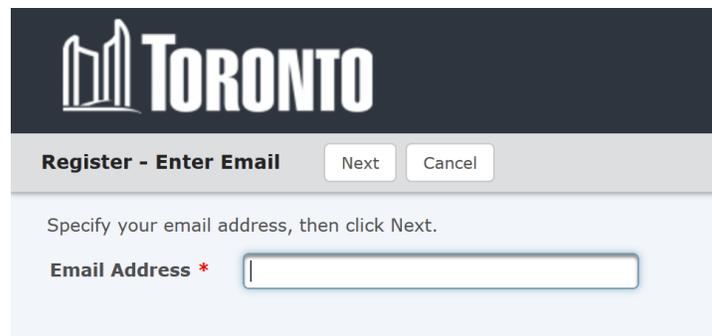
# Account Creation

(First Time User)

1. If you have received a file from the service you will receive an email from "CoT SFT Service [sftservice@sft.toronto.ca](mailto:sftservice@sft.toronto.ca)" with a link to download files. The names of the files will be listed as well as any message the sender may have entered.



2. Click on the link labelled "Download Files". This will open a web browser to the service and will prompt you to enter your email address. Enter the email address the file was sent to.



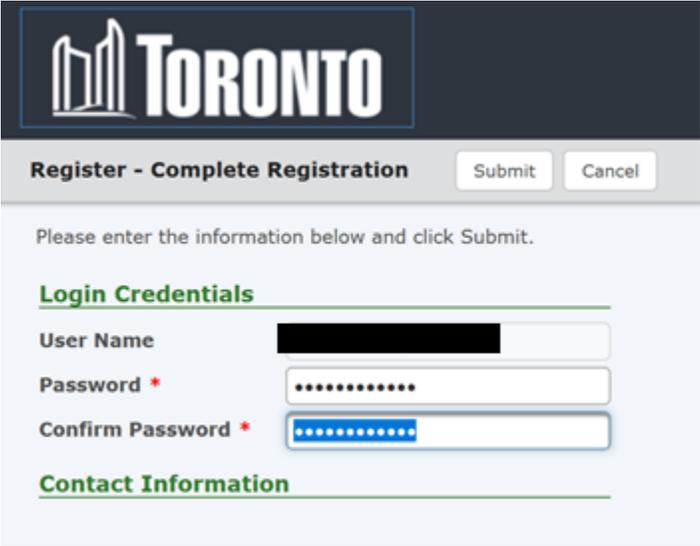
3. Once you have entered your email address you will be prompted with a message to enter your verification code which will have been sent to your email address in separate email. Either enter the verification code from your email into the webpage or click the verification link in the email.



To continue registering, please copy the verification code below into your browser

Verification Code:

4. Once the verification code has been properly entered, you will be prompted to create a password. This password must contain: Minimum Password Length of 12 characters, at least 1Upper Case Letter, at least 1 Lower Case Letter, at least 1 Digit and at least 1 Special Character "~@#%&\*()-\_+=<>?/;:[]{}.,". Click Submit once entered.



**TORONTO**

**Register - Complete Registration**

Please enter the information below and click Submit.

**Login Credentials**

User Name

Password \*

Confirm Password \*

**Contact Information**

5. You will now return to the login page with a message "Your registration is complete. Please login to continue". In the username field enter your email address.



 Your registration is complete. Please login to continue.

[Forgot Password?](#)

**TERMS OF USE FOR CITY OF TORONTO SECURE FILE TRANSFER**

This is a restricted access server for authorized use only

6. On the following screen enter your password and click "Login" or the Enter key.

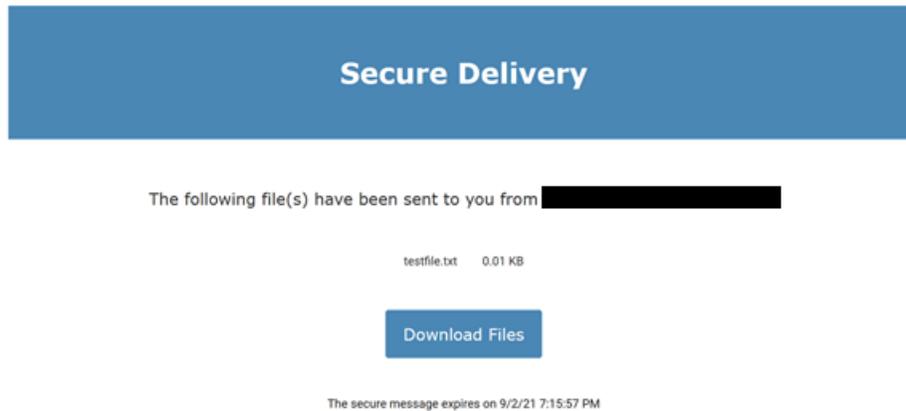
[Forgot Password?](#)

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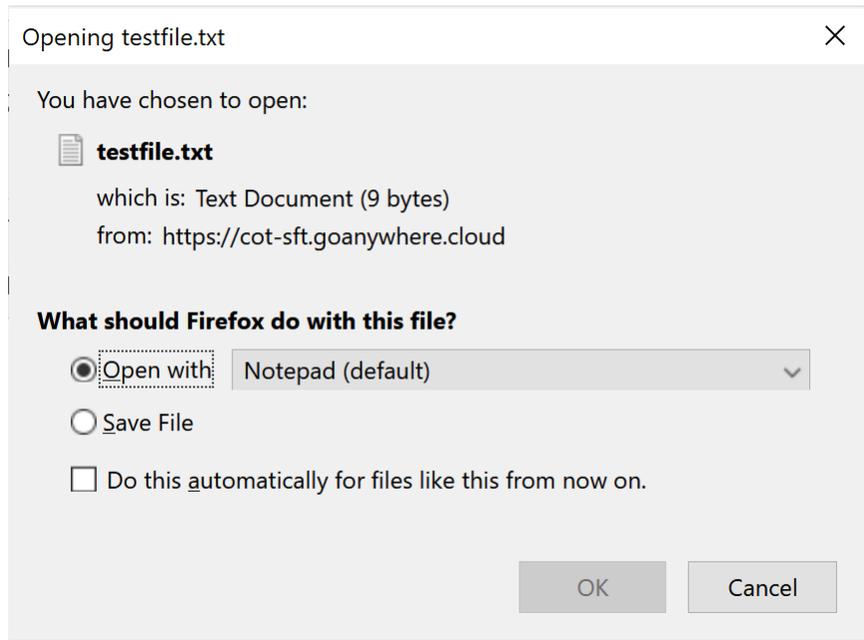
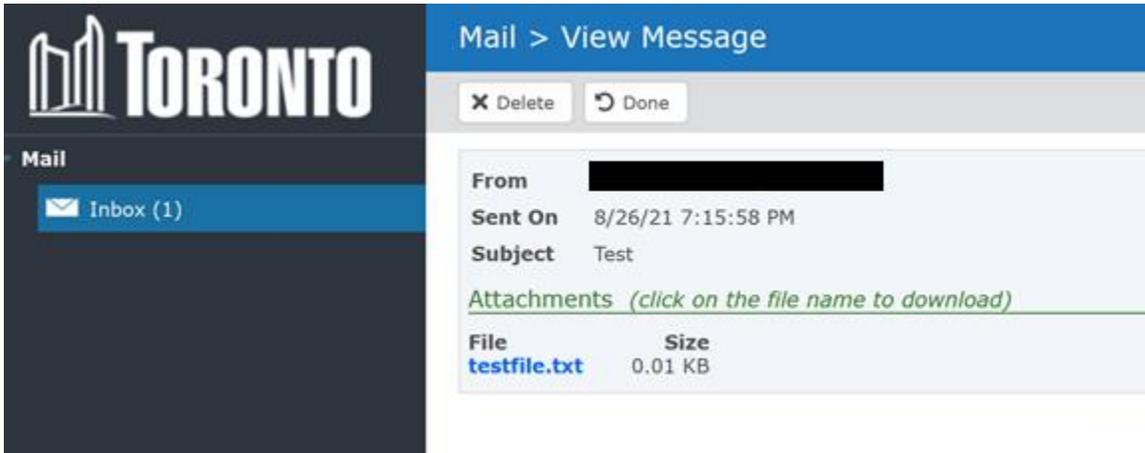
## Receiving a File

1. If you have received a file from the service you will receive an email from "CoT SFT Service [sftservice@sft.toronto.ca](mailto:sftservice@sft.toronto.ca)" with a link to download files. The names of the files will be listed as well as any message the sender may have entered.



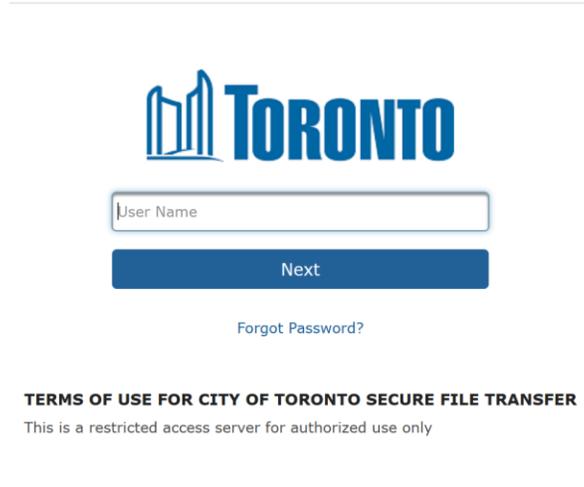
2. Click on the link labelled "Download Files". This will open a web browser to the service and will prompt you to enter your userid. Your userid will be your email address. If you have not used the service before you will have to undergo a registration process which is outlined in the first section of this guide.

3. Once you have logged in you will be taken to your inbox to download the file. Simply open the message and click on the file to begin the download.



# Forgot password

1. If you have an existing account but has forgotten your password then you can use the "Forgot Password?" link on the landing page of <https://cot-sft.goanywhere.cloud/>. Click the link to begin the process.

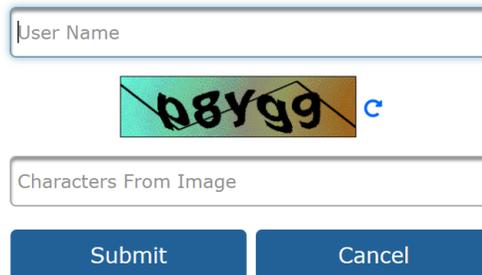


The screenshot shows the City of Toronto logo at the top. Below it is a text input field labeled "User Name". Underneath the input field is a blue button labeled "Next". Below the button is a link labeled "Forgot Password?". At the bottom of the page, there is a section titled "TERMS OF USE FOR CITY OF TORONTO SECURE FILE TRANSFER" with the text "This is a restricted access server for authorized use only" below it.

2. On the next page you will be prompted to enter your username which will be your email address. You will also require to enter the characters on the image displayed. If you are having trouble reading the characters you can use the refresh button beside the image to create a new set.



Specify your user name and the characters shown in the image, then click Submit. A message will be sent to the email address associated with your account which will contain a link to reset your password. Please contact your account representative if you do not remember your user name.



The form contains a "User Name" input field. Below it is a CAPTCHA image showing the characters "p8Yg9" and a small blue "c" logo. Underneath the image is a "Characters From Image" input field. At the bottom are two blue buttons: "Submit" and "Cancel".

3. Once completed successfully the web page will prompt you with a message that the request has been submitted.



**Request has been successfully submitted.**

**Further Instructions**

Please follow the instructions in the email to create a new password.

If you don't receive this email, please check your junk folder or contact your Account Representative.

Done

4. Check your email for a password reset request from the service and click the "Reset Password" link.

**Reset Password Request**

A reset password request has been received for the account associated with this email address.

Please click the link below to continue with the password reset process.

Reset Password

5. A web browser will open a page. Enter your email address in the User Name field.



**Confirm your user name**  
Specify your user name, then click Next.

6. On the next screen type a new password. You will require to type it twice to ensure you entered the password correctly.

This password must contain: Minimum Password Length of 12 characters, at least 1Upper Case Letter, at least 1 Lower Case Letter, at least 1 Digit and at least 1 Special Character "~@#\$\$%^&\*()-\_+=<>?/;:[]{}.,". Click Submit once entered.



**Create your new password**  
Specify and confirm your new password, then click Save.

7. If successful, you will be directed to the login screen with a message notifying you that the password has been reset. You now follow the normal login instructions.



**Your password has been successfully reset.**

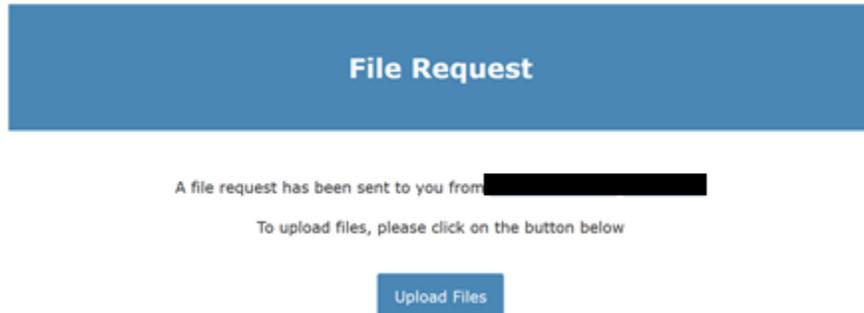
**Next**

[Forgot Password?](#)

**TERMS OF USE FOR CITY OF TORONTO SECURE FILE TRANSFER**  
This is a restricted access server for authorized use only

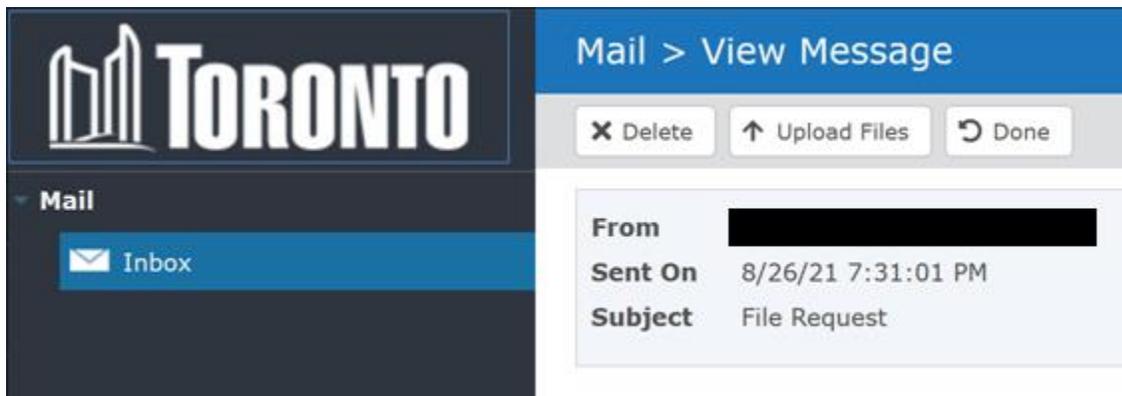
# File Request

1. A user may send you a file request to receive files from you rather than be sent to you. You will receive an email for a file request. Click the "Upload Files" link to begin the process.

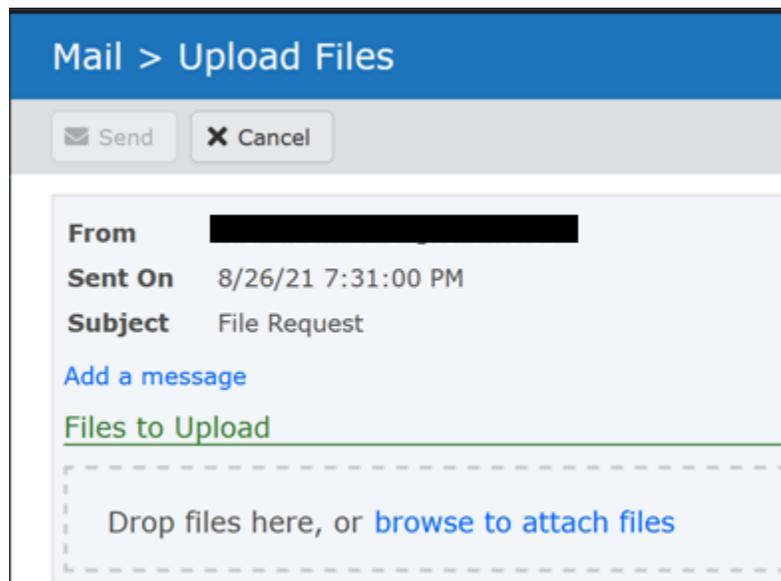


2. You will be prompted to login. Login to the website using your email address and password. If this is your first time using the service you must go through the account creation process which is outlined in the first section of this guide.

3. Once you login you will see the message for the file request. Click the "Upload Files" button.



4. On the next page you can either drag and drop files from your computer to the indicated area or click the "browse to attach files" link to bring up a window to select the files on your computer.



5. The files will start uploading. Once the files have completed uploading be sure to click the "Send" button or else the recipient will not receive the file.

