# What is Kiteworks?

Kiteworks is a secure file transfer tool that enables you to send and receive encrypted information to and from NIGC personnel via a secure electronic file sharing platform. The functionalities covered in this guide are:

- Setting up a Kiteworks Account:
    - How to register for an account so that you can send and receive information securely to/from the NIGC

- System Access:
    - How to sign in and access the system

- Two Factor Authentication
    - Two-factor authentication is a second method for verification of user identity.

- Receiving Files:
    - How to receive files from NIGC personnel

- Sending a File(s):
    - How to send files to NIGC personnel

Setting up a Kiteworks Account

To register for a Kiteworks account, an NIGC employee must first send you an invitational email from their Kiteworks account. This email may either be a regular email message or it can be a file share notification email. In either case, the email you receive will contain a link prompting you to access content stored on Kiteworks as shown below.
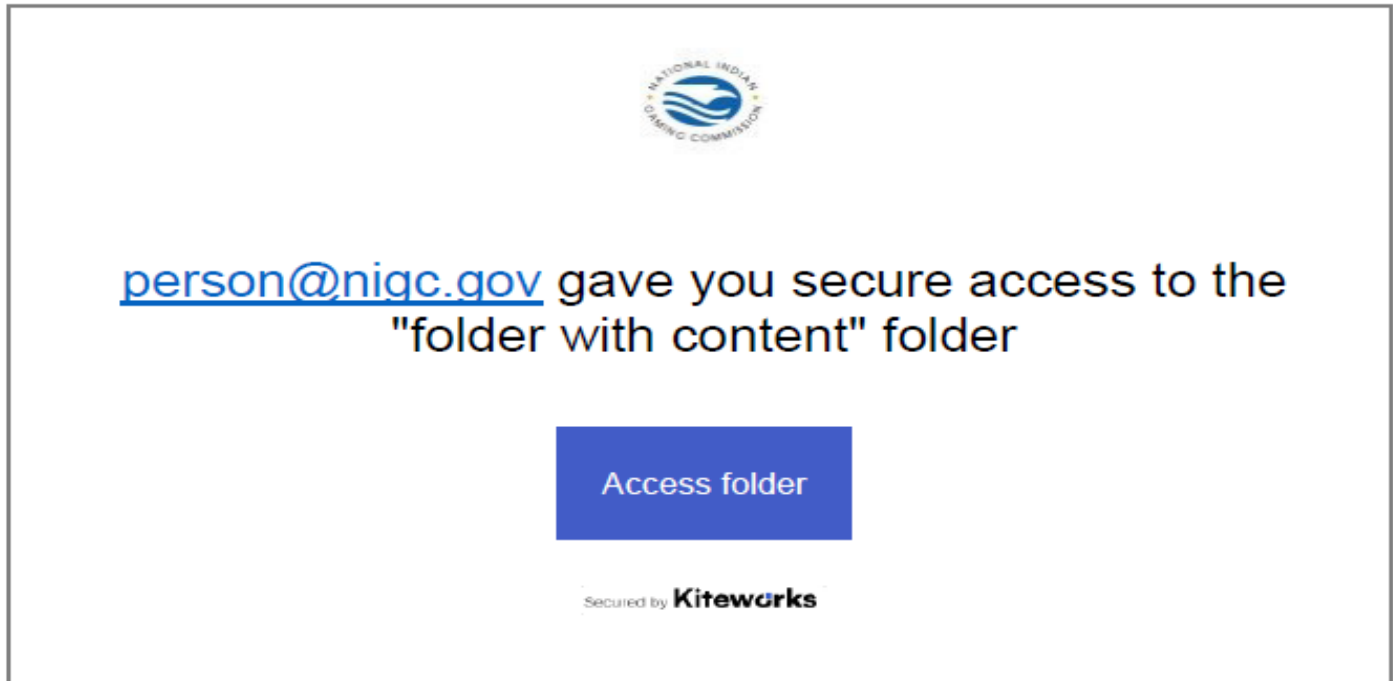
The regular email message will look something like this:

person@nigc.gov sent you a secure message

Access message

Secured by **Kiteworks**
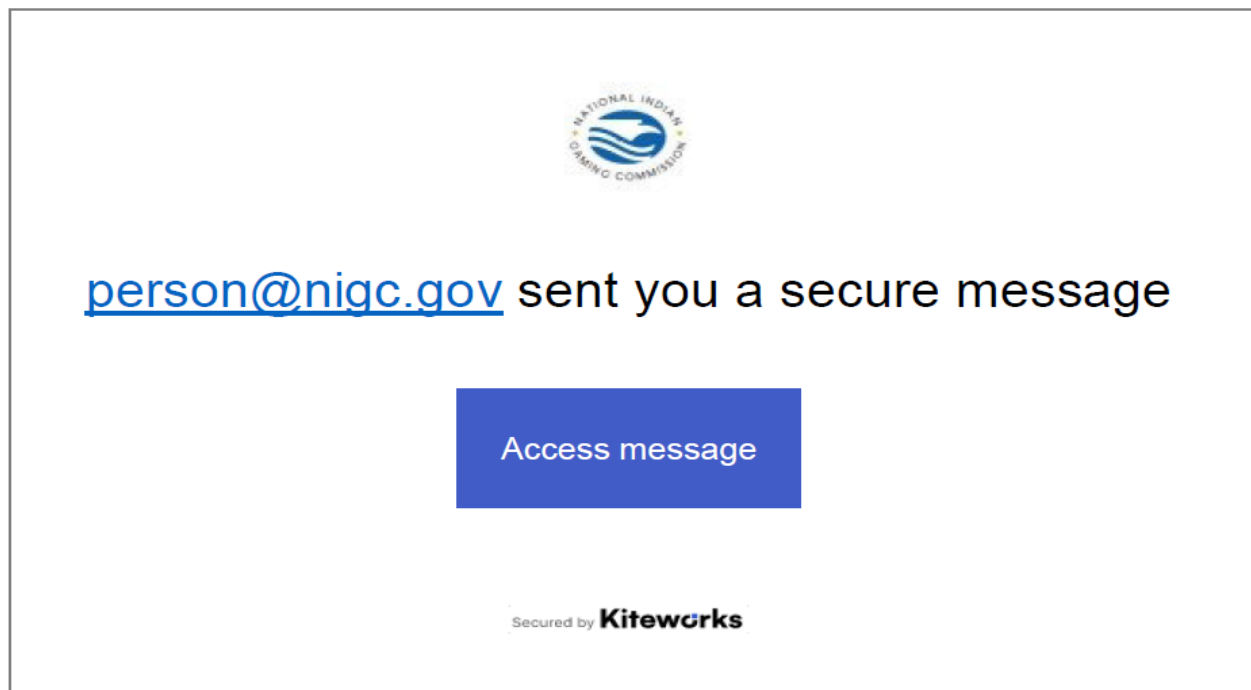
This message requires that you sign in to access the message and any file attachments.

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The file share notification email message will look similar to this:

This message requires that you sign in to access the folder and any files in it.

Please Note: *Upon receiving your first email message from Kiteworks and following the link, you will need to register for a new account using your email address as your username along with a password that you create.*

In either case, after clicking the blue Access folder button, you will be able to enter your email as your username as shown below:
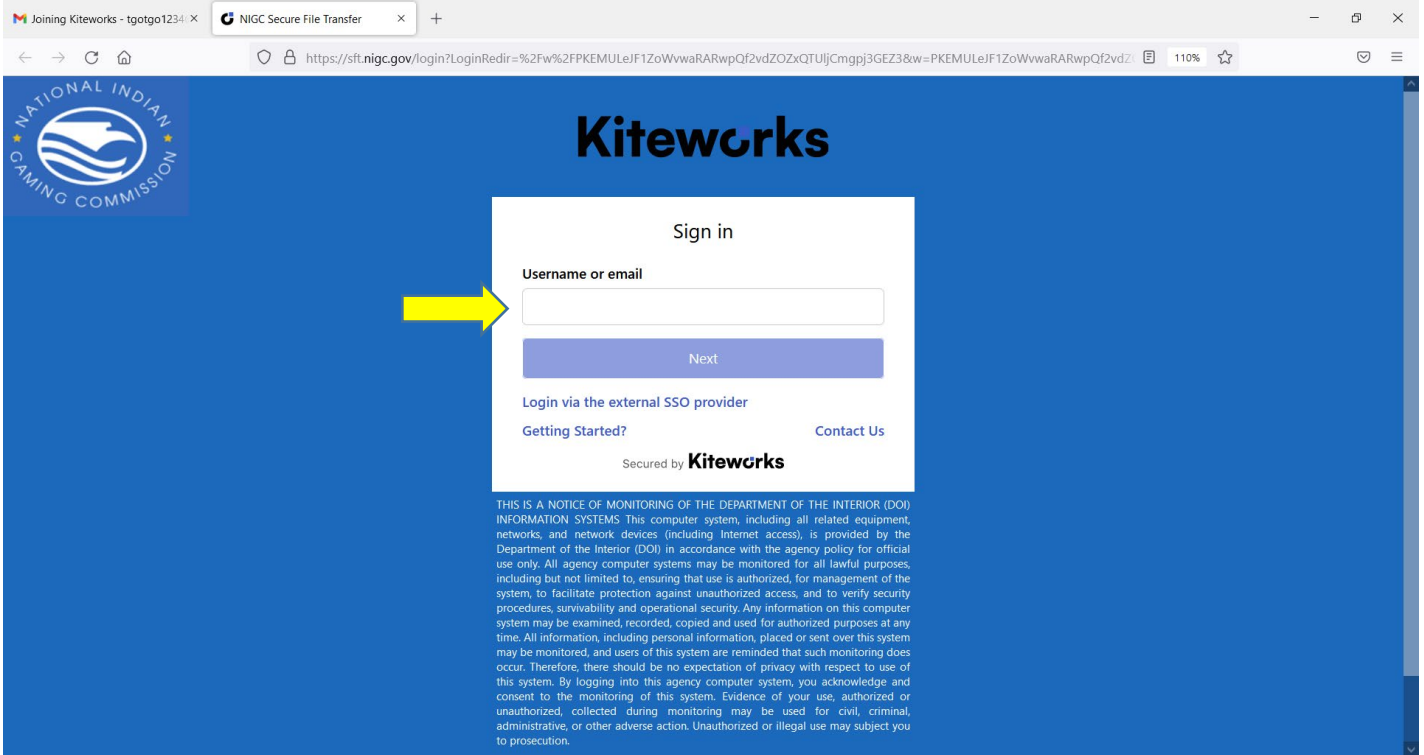
Next, you will create and confirm a new password using the criteria noted.
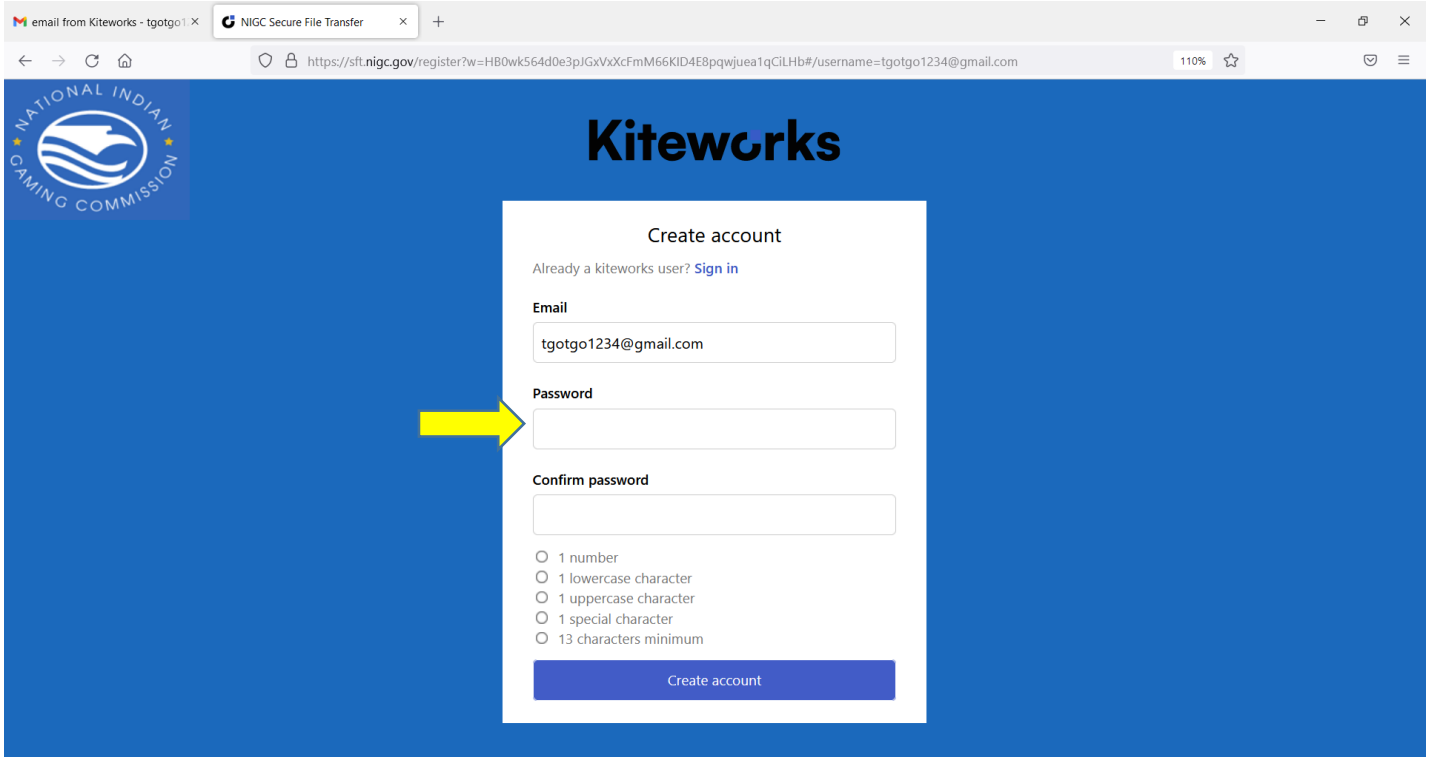
Then, you will receive a confirmation email. In this email, click on Activate Account.

Welcome to "NIGC Secure File Transfer"

Your account has been created.

To start using the system, please activate your account.

Activate account

Secured by **Kiteworks**

If you do not wish to create an account or have received this message in error, please disregard this message.

Signing In

On this sign-in page, you can enter your new username and password.

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Two-Factor Authentication

To sign in, Kiteworks will email you a 7-digit email token to enter at the authentication prompt. Enter this token in the space as shown below.
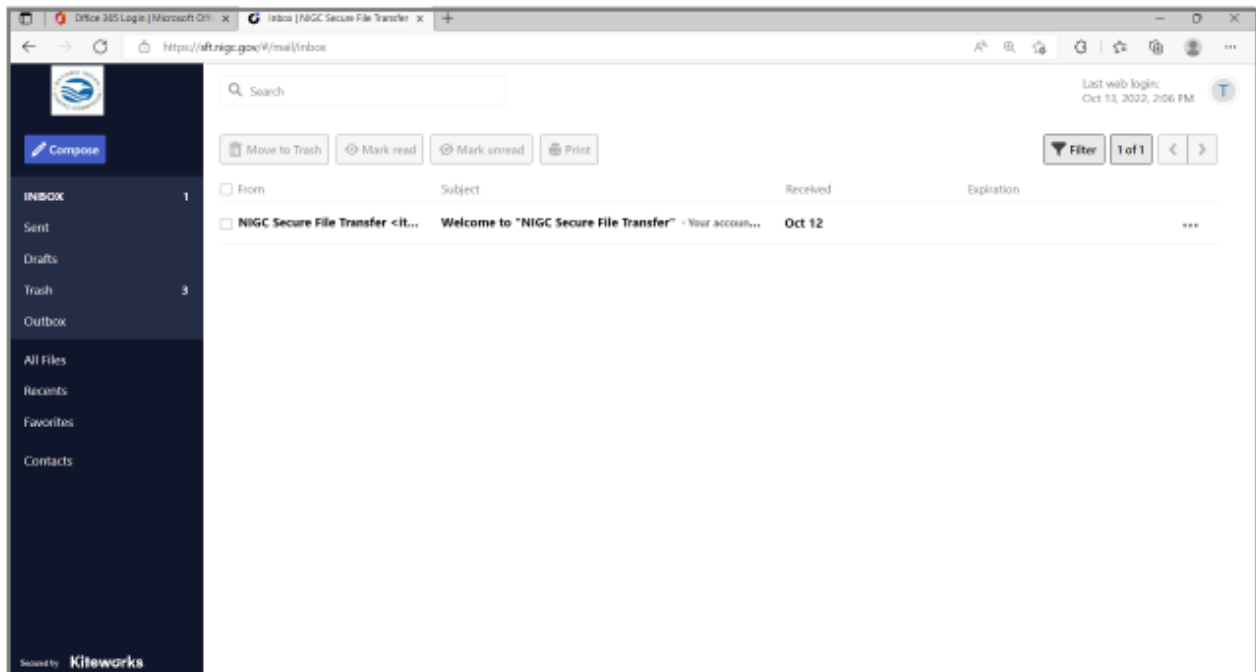

Next, read and accept the terms of service.
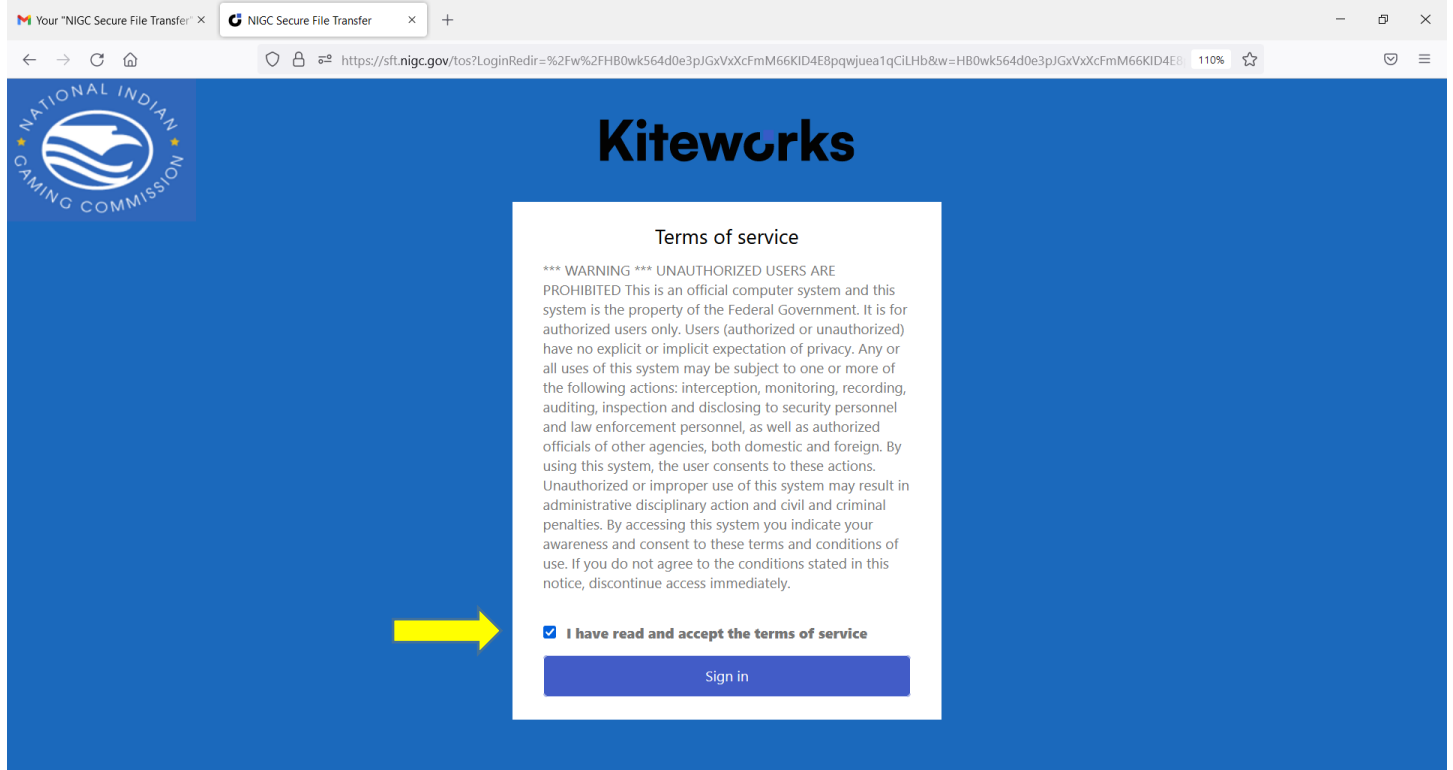
After accepting the terms, you will then be able to sign in, access content, and move among the emails folders and shared document folders within your user console.

Example: User Console

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Receiving Files

When using Kiteworks, NIGC partners can send you files by attaching the files to a Kiteworks email or by emailing you a link to a secured Kiteworks shared folder. In either case, you will receive a notification of this NIGC Kiteworks communication in your regular email with a link to directly access the Kiteworks email/shared folder. Examples of these screenshots notifications are on page 2 above.

Sending Files

There are many different ways for you to send files to your NIGC partner using Kiteworks. One way is to reply to an email from your NIGC partner when using Kiteworks and you can attach files to this reply. You can also compose a new email in Kiteworks to your NIGC partner and attach a file(s) to this email. (Please note, you will not be able to use Kiteworks to send emails to non-NIGC persons). Another way to send files is for your NIGC partner to provide you with a link to a shared folder where you will be able to upload or drag files into. When uploading, you will notice that Kiteworks provides you with the options of uploading files or entire folders.

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Logging Off

Click the circle in the top right corner of the user interface and select "Sign out" from the drop down menu

NIGC Kiteworks Location

Although you will often access Kiteworks by clicking on notification links (as described above), you can also always directly sign into the Kiteworks and engage your user interface by going to central sign in page at https://sft.nigc.gov.

For Assistance

Please contact your NIGC partner who can escalate any issues as needed.

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