

IAO Secure File Transfer Process for Encrypting Records

Delivery Process

April 24, 2020

5:31 PM

This process can be used for the following situations only:

- a. All non-publishable general records, with the exception of calendars, which can use the publishable process
- b. Personal requests where a law firm, advocate, business is acting on behalf of an individual
- c. Any individual personal requests where you would not normally request in-person ID verification prior to delivery of the records.

This process **cannot** be used for **individual applicants** of MCFD Personals, MSD Personals, requests from inmates in a correctional centre, or any other applicants who do not have an email address.

Please see the Individual Personal Delivery tab for the steps required to deliver records to individual applicants where in-person ID verification would normally be required.

Step 1 - Encrypt the Records:

1. Complete the document delivery process for the responsive records in AXIS as normal but select "Secure File Transfer" as the delivery mode (same thing as delivery via post or CD).
2. Click on the link to download the records. Save the records to your desktop and then complete a quick QA check to confirm that the records are ok to be delivered to the applicant.
3. Within the PDF, complete the following steps to encrypt the records (please see the section 'Encrypting Other Records' to the right for info on how to encrypt all other records that are not PDFs, or if you have a combination of PDF and other records):
 - a. Select Tools
 - b. Select Protect
 - c. Click on Encrypt
 - d. Select Encrypt with password
 - e. Click yes to 'Are you sure you want to change the security of this document?'
 - f. Tick box 'Require a password to open the document'
 - g. In the Options section, click on the Compatibility drop-down and select Acrobat X and later
 - h. Ensure that 'Encrypt all document contents' is selected
 - i. Enter a secure password that is a minimum of 10 characters and does not contain actual words. You can use this website <https://passwordsgenerator.net/> to generate a password, ensuring that the below options are selected:

Password Length:	<input type="text" value="10"/>
Include Symbols:	<input checked="" type="checkbox"/> (e.g. @\$%)
Include Numbers:	<input checked="" type="checkbox"/> (e.g. 123456)
Include Lowercase Characters:	<input checked="" type="checkbox"/> (e.g. abcdefgh)
Include Uppercase Characters:	<input checked="" type="checkbox"/> (e.g. ABCDEFGH)
Exclude Similar Characters:	<input checked="" type="checkbox"/> (e.g. i, l, 1, L, o, 0, O)
Exclude Ambiguous Characters:	<input checked="" type="checkbox"/> ({ } [] () / \ ' " ~ , ; : . < >)
Generate On Your Device:	<input checked="" type="checkbox"/> (do NOT send across the Internet)
Auto-Select:	<input checked="" type="checkbox"/> (select the password automatically)
Save My Preference:	<input checked="" type="checkbox"/> (save all the settings above for later use)
Load My Settings Anywhere:	URL to load my settings on other computers quickly

Your New Password:	<input type="text" value="&DTz3q!82E"/>
Remember your password:	<input type="checkbox"/> & DRIP TOKYO zip 3 queen ! 8 2 EGG

- j. Copy and paste the password into the Document Open Password field, ensuring that you do not copy spaces and click OK
- k. Re-enter the password to verify the Document Open Password and click OK
- l. Save the PDF to apply the password and then close it
- m. In AXIS, paste the password in the Comments field within the request and save it
- n. Test the encryption by re-opening the document and entering the password

Step 2 - Prepare and Send the Response Letter


1. In AXIS, go to the main Request Information screen of your request and copy the password from the comments field.
2. Go to Correspondence and edit your response letter, or create a new one if you haven't already.
3. Within the response letter, paste the password overtop of the word Password
4. If the letter does not contain the wording for the encrypted records, copy the following blurb and paste it in above where you pasted the password:

Due to the sensitive nature of the information contained within 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:

5. Continue to edit the response letter as you normally would, add it to the list and email it to the applicant.

Step 3 - Send the Records

1. Navigate to the SFT service and log in.
2. On the left side of the home screen, select Packages.
3. Click on Templates and then click on the edit (pen) icon on the right side:



Subject	Files	Size To	Date/Time	Actions
<input type="checkbox"/> Your FOI Request [insert file number]		- 1.3 KB -	8/29/2019 10:01:36 AM	

4. Enter the applicant's email address, insert the file number into the subject field and then drag and drop the records from your desktop into the Files section. You can also choose to click on "Upload Files" then "Browse" to navigate to your records and attach them that way.
 - **Note:** do not CC or BCC yourself when sending the package, as this will not be sent to your Outlook email. If you want to check on the status of a sent package, go to your Sent items within the Packages section where you can view what was sent, who it was sent to and whether or not they have viewed it.
5. Click on Send and then click Sign Out in the top right corner to exit SFTS. Proceed to close the file in AXIS as usual.

ID Verification Process

May 14, 2020

4:16 PM

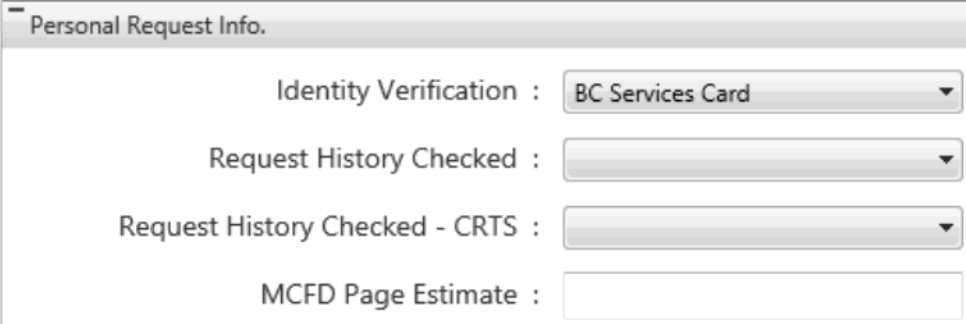
This process is for all individual applicants of personal requests where you would normally require in-person ID verification prior to releasing the records, such as the applicant attending a district office, or having to show ID and sign for a Purolator package.

You cannot use this process for:

- Requests from Inmates within a correctional facility
- Applicants who do not have an email address
- Any applicant who does not have a BC Services Card

Scenario 1 - New Request with ID Verified Through BC Services Card

1. On the main Request Information screen within AXIS, scroll down to the Personal Request Info section.
2. Check to see if "BC Services Card" is showing in the Identity Verification field, confirming that the applicant's ID has been verified through the BC Services Card process:



Personal Request Info.

Identity Verification : BC Services Card

Request History Checked :

Request History Checked - CRTS :

MCFD Page Estimate :

3. If the applicant's ID has been verified, proceed with the delivery process outlined in the Non-Publishable and Personal Delivery tab.

Scenario 2 - Existing Request Without ID Verification

1. Contact the applicant and advise them that they now have the ability to receive their records electronically through the BC Secure File Transfer Service if they have a BC Services Card with a photo (this includes a BC Driver's Licence if it says at the top "Driver's Licence and Services Card") **and** have an email address.
2. If the applicant has both of these and would like to receive the records electronically, advise that they can have their ID verified through the BC Services Card verification process by going to the BC Government website and submitting their identity verification information through our personal FOI request form: <https://www2.gov.bc.ca/gov/content/governments/about-the-bc->

3. The applicant will complete the ID verification process (either as a first time user or by logging in to BC Services Card, seen on the right) and then continue to submit a new request.
*In the request description for the new request, they MUST enter the following:
"ID verification for FOI Request [enter their existing request #]"
4. Once the request is submitted, Intake will receive it, update the subject line of the request email to "BCSC Verification for XXX-XXXX-XXXXX" and forward the email to the team inbox that the request belongs to.
5. Each IAO team is responsible for:
 - a. Loading the ID verified request email to the Correspondence Log of the existing request
 - b. Going to the Request Information tab of the request in AXIS, and updating the Identity Verification field (under Personal Request Info.) to "BC Services Card"
 - c. Taking any other action necessary prior to delivering the records.It is up to each team to determine whether this will be completed by a designated Analyst for the team, or the primary Analyst assigned to the request.
6. As soon as this has been completed, you can proceed to the electronic delivery of records process outlined in the Non-Publishable and Personal Delivery tab.



File: 292-40/MSD-2020-02015

Your File: s.22

July 27, 2020

Sent via email:

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested a copy of,

all Employment and Assistance Case Records, Monthly Amounts Assistance Case Records, & Health Assistance Case Records from files in your client's name (Date Range for Record Search: From 10/15/2016 To 6/19/2020).

Some information has been withheld pursuant to section(s) 15 (Disclosure harmful to law enforcement) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

We have provided you with the best available copy, although you may find that some pages are in poor condition. Your request is now closed.

The records located in response to your request 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. A guide for using the SFTS is enclosed for your convenience.

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

.../2

reference. Once you have downloaded the records from the Secure File Transfer Service, you will need to enter the following password to open them:

s.15; s.22

If you have any questions, please contact me at 250 952-0518. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 952-0518. Please provide the file number at the top right of the first page of this letter in any communications.

You have the right to ask the Information and Privacy Commissioner to review the Ministry's response to your request. I have enclosed information on the review and complaint process.

Sincerely,

Marion Ashton

Marion Ashton, Senior FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

Introduction

The purpose of this document is to provide the basics skills required to use the Secure File Transfer Service (SFTS) as a temporary user (also known as ad-hoc). Your account has limited functionality and can only be used to receive files from an authorized BC Government user.

How to Log on to the Service

As a temporary user of the SFTS, you must be invited to use this service by being a recipient of a sent package from an authorized user. The first time a BC Government user has sent a package to you, you will receive a welcome email notification with a temporary password to set up your account and a link to the service.

Note that your temporary account's username is your email address. The password is a temporary one and will need to be changed upon the first login.

Home Screen

Once you are successfully logged in, you will see the Home screen with your records package in your Inbox. To download your records, simply click on the records package and then click on the Download button beside the file(s). You will be able to download the package up to five times and all packages will expire 35 days after being received.

Troubleshooting

Your temporary SFTS account has an expiration timer of 7 days, unless the account is logged into again or receives a new package. After a further 7 days after your account has been marked as expired, it will be deleted. You will need to have a new ad-hoc account created by being re-invited to the service.

Passwords expire after 90 days. 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.

If you encounter technical issues with the service, 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.

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.



File: 292-40/MSD-2020-02051

August 5, 2020

Sent via email: s.22

s.22

Dear s.22 :

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested a copy of *all electronic records from income assistance files in your name within the date range of January 1, 2005 to June 30, 2020.*

Some information has been withheld pursuant to section(s) 15 (Disclosure harmful to law enforcement) and 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

We have provided you with the best available copy, although you may find that some pages are in poor condition. Your request is now closed.

The records located in response to your request 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. A guide for using the SFTS is enclosed for your convenience.

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s.15; s.22

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If you have any questions, please contact me via email or at 250 356-2583. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 356-2583. Please provide the file number at the top right of the first page of this letter in any communications.

You have the right to ask the Information and Privacy Commissioner to review the Ministry's response to your request. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to be 'Janice Alexander', with a stylized flourish at the end.

Janice Alexander, Senior FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

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Note that your temporary account's username is your email address. The password is a temporary one and will need to be changed upon the first login.

Home Screen

Once you are successfully logged in, you will see the Home screen with your records package in your Inbox. To download your records, simply click on the records package and then click on the Download button beside the file(s). You will be able to download the package up to five times and all packages will expire 35 days after being received.

Troubleshooting

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1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.



File: 292-40/MSD-2020-02054

July 31, 2020

Sent via email: s.22

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested a copy of,

any and all Health Assistance Case Records in your client's name.

Some information has been withheld pursuant to section 15 (Disclosure harmful to law enforcement) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

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The records located in response to your request 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. A guide for using the SFTS is enclosed for your convenience.

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s.15; s.22

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If you have any questions, please contact me at 250 952-0518. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 952-0518. Please provide the file number at the top right of the first page of this letter in any communications.

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Marion Ashton

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On behalf of Jamie Onciul, Manager
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Victoria BC V8W 9A4
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3. The reasons or grounds upon which you are requesting the review.



File: 292-40/MSD-2020-02055
Your File: s.22

July 28, 2020

Sent via email: s.22

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested,

a copy of the Employment and Assistance Case Records, Monthly Amounts of Assistance, Health Assistance Case Records in your client's name (Date Range for Record Search: From 8/7/2013 To 6/22/2020).

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Marion Ashton

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File: 292-40/MSD-2020-02081

Your File: s.22

July 28, 2020

Sent via email: s.22

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested,

A complete copy of your client's income/social assistance file, including any applications for and approval to pay benefits, as well as Persons with Disabilities Benefits, if applicable. (Date Range for Record Search: From 11/20/2019 To 6/24/2020).

Some information has been withheld pursuant to section 15 (Disclosure harmful to law enforcement) of FOIPPA. A complete copy of FOIPPA is available online at:

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On behalf of Jamie Onciul, Manager
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If you encounter technical issues with the service, 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.

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.



File: 292-40/MSD-2020-02110

Your File: s.22

August 4, 2020

Sent via email: s.22

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested a copy of: *All Employment and Assistance Case Records, including: Monthly Amounts of Assistance and Debt and Repayment Information, from files in your client's name. (Date Range for Record Search: From 6/3/2015 To 6/29/2020).*

Some information has been withheld pursuant to sections 15 (Disclosure harmful to law enforcement), and 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

We have provided you with the best available copy, although you may find that some pages are in poor condition. Your request is now closed.

The records located in response to your request 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. A guide for using the SFTS is enclosed for your convenience.

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: s.15; s.22

.../2

If you have any questions, please contact me at 250 356-0875. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 356-0875. Please provide the file number at the top right of the first page of this letter in any communications.

You have the right to ask the Information and Privacy Commissioner to review the Ministry's response to your request. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lise Mino', with a stylized flourish at the end.

Lise Mino, FOI Specialist
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

Introduction

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Note that your temporary account's username is your email address. The password is a temporary one and will need to be changed upon the first login.

Home Screen

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Troubleshooting

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2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.



File: 292-40/MSD-2020-02134

Your File: s.22

August 5, 2020

Sent via email: s.22

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested a copy of your client's,

all income assistance records in the client's name (Date Range for Record Search: From 3/31/2015 To 3/2/2020).

Some information has been withheld pursuant to section 15 (Disclosure harmful to law enforcement) of FOIPPA. A complete copy of FOIPPA is available online at:

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.../2

s.15; s.22

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Sincerely,

A handwritten signature in black ink, appearing to read 'Jason Bertucci', with a stylized flourish at the end.

Jason Bertucci, FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

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File: 292-40/MSD-2020-02162

Your File: s.22

August 11, 2020

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested a copy of your client's,

all income assistance records in your clients name (Date Range for Record Search: From 5/21/2013 To 7/2/2020).

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http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

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.../2

s.15; s.22

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Sincerely,

A handwritten signature in black ink, appearing to read 'Jason Bertucci', with a stylized flourish at the end.

Jason Bertucci, FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

Introduction

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3. The reasons or grounds upon which you are requesting the review.



File: 292-40/MSD-2020-02238

August 11, 2020

Sent via email: s.22

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. The opposing council at ICBC requested a copy of your client's:

Employment and Assistance Case Records, Monthly Amounts of Assistance, Debt and Repayment Information, Health Assistance Case Records, Prevention Loss Management Case Records, Employment and Labour Market Service Division "Employment Program" Case Records, excluding physical records.

After looking at the records it has been determined that it is in the best interest of the client that the opposing council drop out as the applicant for this FOI request and you become the applicant of this request so that IAO can deliver this package to you. Since you are the applicant's representing lawyer you can determine what can be given to the opposing council after discussing with the applicant

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s.15; s.22

If you have any questions, please contact me at 778 974-5251. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 778 974-5251. Please provide the file number at the top right of the first page of this letter in any communications.

You have the right to ask the Information and Privacy Commissioner to review the Ministry's response to your request. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thejus', with a long horizontal stroke extending to the right.

Thejus Sebastian, FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

Introduction

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File: 292-40/MSD-2020-02289

August 7, 2020

Sent via email: s.22

s.22

Dear s.22

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

Client: s.22

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested a copy of your client's,

all income assistance records in your client's name (Date Range for Record Search: From 2/13/2013 To 7/13/2020).

These records are provided to you in their entirety.

Your request is now closed.

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Jason Bertucci, FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

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