



STORMSHIELD



GUIDE

**STORMSHIELD DATA SECURITY FOR
CLOUD & MOBILITY**

SDS ENCRYPTION PORTAL USER GUIDE

Version 3.3

Document last updated: December 30, 2022

Reference: [sds-en-sds_for_cloud-agentless_guide-v3.3](#)



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In the documentation, Stormshield Data Security for Cloud & Mobility is referred to in its short form: SDS for C&M, and the Stormshield Data Management Center in the form SDMC.

This document is not exhaustive and more fixes may have been included in this version.



1. Getting started

Welcome to the user guide [SDS Encryption Portal](#). On this web portal, users can read and protect confidential files in a browser without the need for an SDS for C&M license their workstations or mobile devices.

It also allows the security administrator to assign helpdesk and recovery roles, and to delete users.

In this document, Stormshield Data Security for Cloud & Mobility is referred to in its short form: SDS for C&M.

1.1 Usage modes

SDS Encryption Portal offers two modes:

- **Free mode**, which enables access to protected confidential files if the sender has allowed you to do so. The e-mail address you provide will be your identifier, and you will receive a one-time access code for each connection at this address. You will need this code to authenticate and open protected files. You can also protect three files per month and share them with other users.
- **Full security mode**, which enables access to protected confidential files if the sender has allowed you to do so. You can also protect access to your confidential files so that only you and the people you allow can access them. You need an SDS for C&M account in this mode, but not the SDS for C&M client or application.

1.2 Requirements

- You need a web browser, an Internet connection and an e-mail address. The browser must support TLS 1.2 or higher.
- Traffic to <https://sds.stormshieldcs.eu> must be allowed.
- JavaScript must be allowed to run for the server <https://sds.stormshieldcs.eu> or the domain [stormshieldcs.eu](https://sds.stormshieldcs.eu).
- To use the Full security mode, an administrator must create an SDS for C&M corporate account beforehand on <https://sds.stormshieldcs.eu>.
- Shared files must not exceed 20 MB. To view or protect larger files, users must install the SDS for C&M client or application.
- You will be receiving e-mails from the address noreply@stormshieldcs.eu. Allow this address in your mail account so that these e-mails will not be considered spam.



2. Creating an SDS for C&M account

- When you wish to use SDS Encryption Portal for the first time in **Full security mode** to protect files or view protected files.
- When you receive an automatic e-mail from your administrator asking you to create an SDS for C&M account.

2.1 Creating an SDS for C&M account

1. Go to [SDS Encryption Portal](#) and click on **Create your account**.
3. Enter your first and last names and work e-mail address, then accept the conditions of use and click on **Next**.
4. In the **Password** window, enter and confirm your password, which must meet the given criteria, then click on **Next**.
5. You will receive an e-mail at the e-mail address that you have specified. Check your mailbox to confirm your email address and activate your SDS for C&M account. If you did not receive the e-mail, please check your spam mailbox. The confirmation link expires within 48 hours, but you can always request a new one from your administrator if necessary.
6. Once you have created your account, [log in to SDS Encryption Portal](#). You must log in at least once so that other users can share protected files with you.



3. Logging in to SDS Encryption Portal

- When you do not have the SDS for C&M client on your workstation. When you wish to read confidential files that were protected for you, or you wish to protect your own files.
- When you are using SDS Encryption Portal in **Full security mode** or you have already used it at least once in free mode to read a protected confidential file.
- You are a security administrator and you want to delete users or assign helpdesk and recovery roles to other users. Log in in **Full security mode**.

3.1 Logging in to SDS Encryption Portal in free mode

1. Go to [SDS Encryption Portal](#).
2. Enter your e-mail address and click on **Next** to obtain your one-time access code.
3. Check your e-mails. You should have received an e-mail from Stormshield (noreply@stormshieldcs.eu) containing the code. If you do not see such an e-mail in your inbox, check your spam folder. Click on **Enter code**.
4. Enter the code in the relevant field, then click on **Sign in**.
The file selection page appears.
The code can only be used once, and is valid for two hours. If your code has expired, request a new code by repeating the procedure from step 2. Ensure that you enter the latest code received, because the latest code generated renders all previous codes invalid.
5. Once you are logged in to SDS Encryption Portal, you can [Reading protected files](#) or [Protecting access to files](#).

3.2 Logging in to SDS Encryption Portal in Full security mode

1. Go to [SDS Encryption Portal](#).
2. Enter the e-mail address of your SDS for C&M account, then click on **Next**.
3. Enter your password and click on **Sign in**.
You can now [Reading protected files](#) or [Protecting access to files](#).

3.3 Logging out of SDS Encryption Portal

- On the **Your secured space** page, click on the  icon at the top on the right and select **Log out**.



4. Reading protected files

- When you have been given a protected confidential file in *.sdsx* format. You wish to read or modify the file, but you do not have the SDS for C&M client on your workstation or mobile device.
- When you have protected confidential files and wish to read or modify them, but you do not have the SDS for C&M client on your workstation or mobile device. You are using SDS Encryption Portal in **Full security mode**.

4.1 Viewing files protected for you

1. Log in to SDS Encryption Portal. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
The file selection page appears.
2. Click on the frame at the center of the page to select the protected file on your disk. This file must be in *.sdsx*.
- or -
Drag and drop the protected file to the frame at the center of the page.
The file will be decrypted and saved in your default download folder.
3. If your browser prevents you from saving the file, click on **Save the file**.
4. If you wish to view another protected file, click on **New file** and repeat the process from step 2.



5. Protecting access to files

- When files are stored on your workstation unprotected. They contain confidential information and you wish to protect access to them so that only you and the people you allow can read them.
- When you do not have the SDS for C&M client on your workstation.
- You are using SDS Encryption Portal in **Full security mode**.
- or -
You are using SDS Encryption Portal in **Free mode**, but you have already used the service at least once to read a protected file.

5.1 Protecting access to confidential files

1. Log in to SDS Encryption Portal. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
The file selection page appears.
2. Click on the frame at the center of the page to select the file on your disk that you wish to protect.
- or -
Drag and drop the file you wish to protect to the frame at the center of the page.
3. If you wish to allow other users to read this file, enter their e-mail addresses in the **Emails** field. You can enter up to 30 addresses; recipients do not have to be in your company.
4. Click on **Protect**.
The protected file is saved as an `.sdsx` file in your default download folder, and only you and the people you allow can read the file by logging in with your e-mail addresses.
5. If your browser prevents you from saving the file, click on **Save the file**.
6. The unprotected version of the file can still be found at its initial location. You are advised to delete it so that you have only the protected version on your disk. Remember to delete the file from the recycle bin for more security.
7. Make the protected file available to authorized recipients, for example by sharing them in a shared space or sending them by e-mail. These recipients will be able to read the file via SDS Encryption Portal. See [Reading protected files](#).
8. If you wish to protect another confidential file, click on **New file** and repeat the process from step 2.




6. Managing passwords

If you are using SDS Encryption Portal in **Full security** mode, this means that you have a password-protected SDS for C&M account. If you forget your password, you can ask the helpdesk service to **reset** it.

You can also **change your password** as often as you wish, by entering the former password and the new one.

6.1 Changing passwords

- When you are using SDS Encryption Portal in **Full security** mode and you have an SDS for C&M account.
 - When you think that your password is no longer secure enough and wish to change it.
1. Log in to SDS Encryption Portal. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
 2. Click on the  icon at the top on the right, and select **Change password**.
 3. Fill in the fields **Old password**, **Password**, and **Confirm password**. Comply with the criteria given for the new password.
 4. Click on **Change**.
Your password has been changed.

6.2 Resetting passwords

- When you are using SDS Encryption Portal in **Full security** mode and you have an SDS for C&M account.
 - When you have forgotten your SDS for C&M password.
1. Contact your SDS for C&M Helpdesk. You will be given a temporary password.
 2. Log in to SDS Encryption Portal using this temporary password. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
The **Expired password** page appears.
 3. In the **Old password** field, enter the temporary password.
 4. In the **Password** and **Confirm password** fields, enter a new password that meets the security criteria listed.
 5. Click on **Change**.
Your password has been changed and you are automatically logged in to SDS Encryption Portal.




7. Performing administration tasks

If you are a security administrator, you can use SDS Encryption Portal to perform the following administration tasks:

- Assigning administration permissions to other users: helpdesk, recovery, user deletion,
- Granting access to all the protected files of one user to another user (Recovery) and assigning a new password to a user (Helpdesk),
- Deleting users.

7.1 Assigning administration permissions

1. Log in to SDS Encryption Portal as a security administrator. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
2. Click on the  icon at the top on the right, and select **Manage users**.
3. In the **Users** menu, click on the user to whom you wish to assign permissions.
4. In the **Security administration permissions** area, enable or disable the various permissions as needed:
 - **Give a user's access to another user (Recovery role)**. this role makes it possible to grant access to all the protected files of one user to another user, for example if the former user has left the company.
 - **Change users' passwords (Helpdesk role)**. this role makes it possible assign a new password to a user who has forgotten the password associated with his SDS for C&M account.
 - **Delete user**
5. Click on **Apply**.

An icon appears on the user's page indicating that he holds the *Helpdesk* and/or *Recovery* role (s).

After logging back on to SDS for C&M, the user can now perform the operations that his role allows.

However, this user is not allowed to assign these roles to other users.

7.2 Assigning a new password to a user

1. Log in to SDS Encryption Portal with the account of the user with the *Helpdesk* role. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
2. Select the **Users** menu on the left. The list of users whose accounts have been created appears.
3. Click on the user whose password you would like to change. The user's page appears.
4. Click on **Change password**.
5. Enter the new password and confirm it, then click on **Change password**.
6. Communicate the new password to the user through a secure channel and encourage the user to change it.



7.3 Give a user access to another user's data



EXAMPLE

If Paul resigns from the company, this operation would allow his colleague Alice to access all of Paul's protected files after he has left. Alice will keep her own access privileges while holding those belonging to Paul. However, Alice will not be able to access Paul's shared spaces (e.g., Dropbox). A request must be made to the provider.

1. Log in to SDS Encryption Portal with the account of the user with the *Recovery* role. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
2. Select the **Users** menu on the left. The list of users whose accounts have been created appears.
3. Click on the user whose account you wish to recover (Paul in our example). The information regarding this user appears.
4. Click on **Give access**.
5. Enter the full or partial name of the user to whom you wish to grant access (Alice in our example). The list of matches appears.
6. Select your user, then click on **Give access**.

After having logged on to SDS for C&M, the second user can now access all protected files belonging to the first user and inherit his privileges.

7.4 Deleting users

1. Log in to SDS Encryption Portal as a security administrator. For more information, refer to the section [Logging in to SDS Encryption Portal](#).
2. Click on the  icon at the top on the right, and select **Manage users**.
3. In the **Users** menu, click on the icon  of the user to delete, and select **Delete permanently**.
4. Confirm the deletion.



8. Further reading

Additional information and responses to questions you may have about SDS for C&M are available in the [Stormshield knowledge base](#) (authentication required).



9. Contact

To contact our Stormshield Technical Assistance Center (TAC):

- <https://mystormshield.eu/>

All requests to technical support must be submitted through the incident manager in the private-access area https://mystormshield.eu, under **Technical support > Manage cases**.

- +33 (0) 9 69 329 129

In order for us to provide high-quality service, you are advised to use this communication method only to follow up on incidents that have been created earlier on https://mystormshield.eu.



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