

Secure File Transfer

Instructions for use

Allianz 

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1 Introduction

The Allianz web-application "Secure File Transfer" enables employees and external partners to exchange data on the Internet by using a safe connection. The data are encrypted by TLS (Transport Layer Security) – a well-known technology that is also used in home banking, etc.. You can access the application via the address <https://secfile.allianz.de>.

If you have any problems or questions, just write a mail to the following address DATAU.WebFiletransfer@allianz.de or to the employee responsible for the type of data concerned.

All pictures shown in this manual have been made with the Microsoft IE browser. Using other browser software may cause image deviation.

You may change the language of the application from English to German using the flags. This changes the buttons and masks, but no text values, i.e. addresses, filetypes, filenames and tracking texts may contain german words.

Note: All graphics in this manual are in German.

2 Requirements

2.1 Recommended browsers

The application works with older browsers too.

We recommend keeping your browser up-to-date for security reasons.

2.2 JavaScript

*For the unrestricted use of Secure File Transfer your **JavaScript must be enabled on your web browser**. You may have to activate the JavaScript capabilities of your browser software.*

2.3 Cookies

Cookies are short text files in which information about Internet sites you have visited are stored on your local hard disk. They enable the browser to retain information.

Check whether cookies are enabled on your browser. If not, the following error message will appear on your screen:



2.4 Length of session

Use of the service has a time limit, after which you are automatically logged out. If you try to access the service after the time limit the following message appears:

Anmeldung

Anmeldename (Emailadresse)

Kennwort

Erstanmeldung

Bitte geben Sie bei der **Erstanmeldung** oder **Kennwort vergessen** zusätzlich die per Email zugesandte Identifikationsnummer ein.

Anmelden

Anmelden

Sie haben Ihr Kennwort vergessen?

Falls Sie Ihr Kennwort vergessen haben, können Sie dieses Formular verwenden, und ein neues Kennwort beantragen

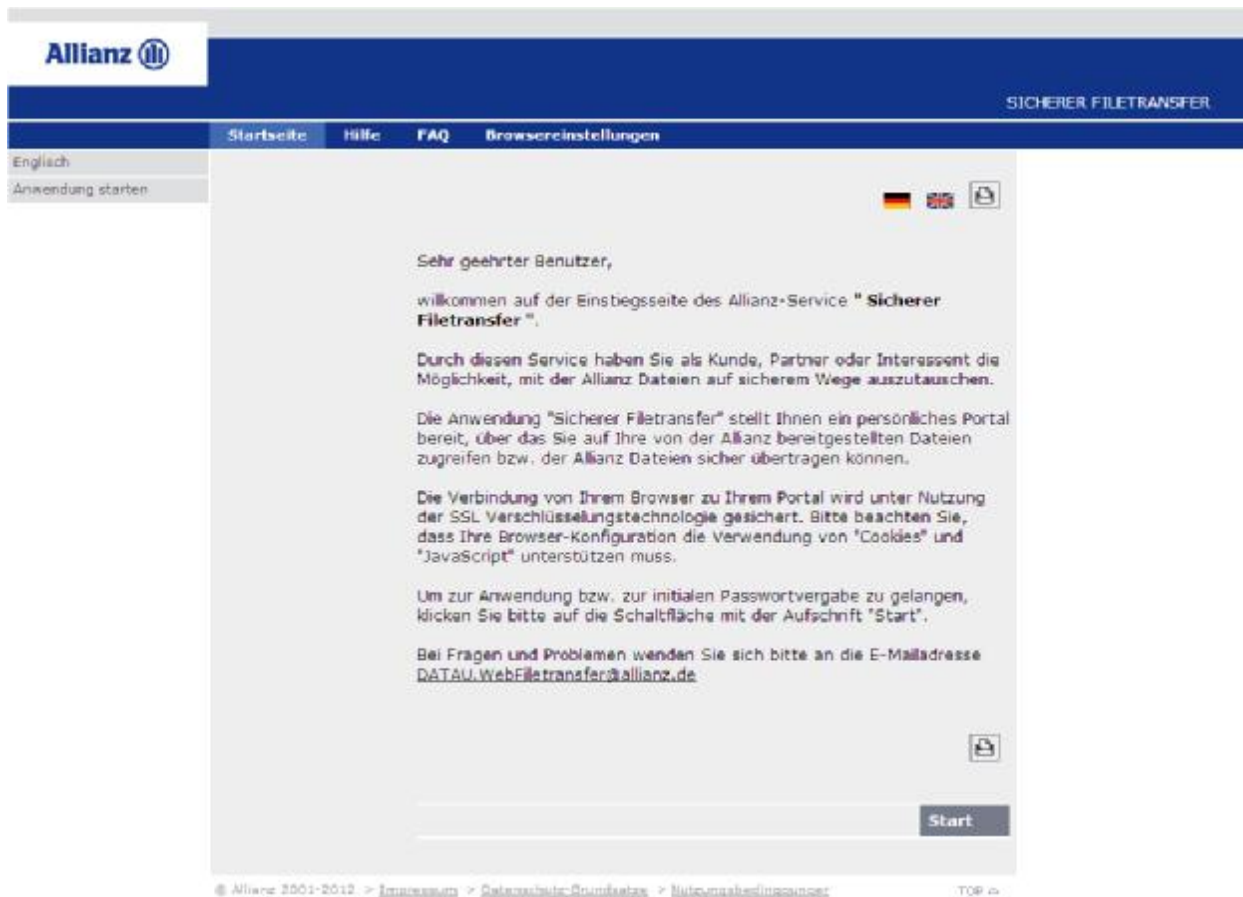
Kennwort vergessen

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After this please log in again.

3 Log-in – password process

After entering the Internet address <https://secfile.allianz.de> in your browser's address window, start window appears on your screen.



All the application's dialogs are self-explanatory. For additional information read the detailed passages.

To start the log-in process, click on Start. The process is divided into the log-in of existing users, the initial registration of new users as well as "forgotten password". You can change your password in your profile in the application.

3.1 Log-in by registered users

To log-in click on the login (Anmelden) button at center right of the window.

Your log-in user name is the e-mail address under which you have been registered by an Allianz employee. You chose **your password** in your profile yourself after your initial registration.

Anmeldung

Anmeldename (Emailadresse)

Kennwort

Erstanmeldung

Bitte geben Sie bei der **Erstanmeldung** oder **Kennwort vergessen** zusätzlich die per Email zugesandte Identifikationsnummer ein.

Anmelden

Anmelden

Sie haben Ihr Kennwort vergessen?

Falls Sie Ihr Kennwort vergessen haben, können Sie dieses Formular verwenden, und ein neues Kennwort beantragen

Kennwort vergessen

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If your user data has already been stored, you will be directed straight to your mail inbox, if not, you will first be taken to the user data dialog.

3.2 Initial log-in

First enter your e-mail address. You will receive **your password (Kennwort)** by phone (**not** in writing) from the contact person wishing to use Secure File Transfer with you. **Your identification number (Identifikationsnummer)** will be generated automatically by the system and sent to your mail address.

Anmeldung

Anmeldename (Emailadresse)

Kennwort

Erstanmeldung

Bitte geben Sie bei der **Erstanmeldung** oder **Kennwort vergessen** zusätzlich die per Email zugesandte Identifikationsnummer ein.

Anmelden

Anmelden

Sie haben Ihr Kennwort vergessen?

Falls Sie Ihr Kennwort vergessen haben, können Sie dieses Formular verwenden, und ein neues Kennwort beantragen

Kennwort vergessen

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Click on the login (Anmelden) button when you have completed all the fields. You will be automatically directed to the profile (Benutzerdaten) dialog, where you should change the password (at least six alphanumerical characters, e.g. aBc123) and select a security question (Sicherheitsfrage).

Persönliche Angaben ändern

Bitte geben Sie Ihr neues Passwort zweimal ein

Kennwort

Wiederholung

Sicherheitsfrage

Für den neuen Kennwortvergabeprozess benötigen Sie eine Sicherheitsfrage.
 1. Bitte klicken Sie in das Feld 'Sicherheitsfrage' und wählen Sie eine Frage, deren Antwort Sie sich sicher und leicht merken können.
 2. Geben Sie im Feld 'Antwort' die richtige Antwort ein. (Beachten Sie die Groß- und Kleinschreibung!)

Sicherheitsfrage

Antwort

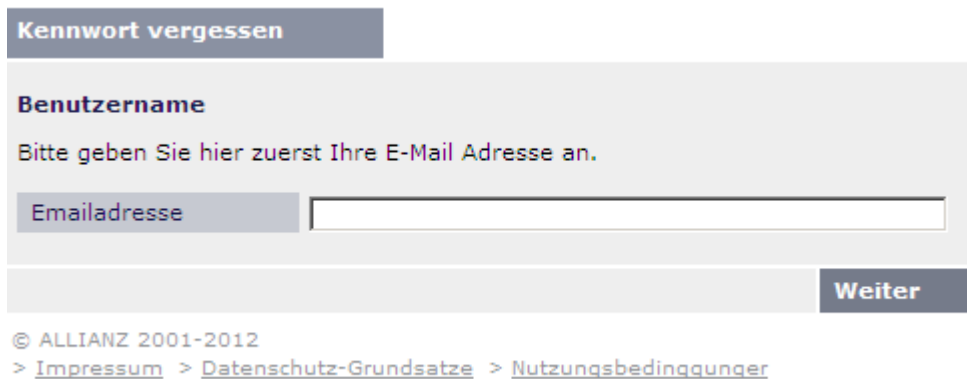
Zurück **Ändern**

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Clicking on change (Ändern) will take you back to the inbox overview.

3.3 Forgotten your password?

If you have forgotten your password, click on forgotten Password (Kennwort vergessen). A window appears in which you can enter your e-mail address (see next page).



Kennwort vergessen

Benutzername
Bitte geben Sie hier zuerst Ihre E-Mail Adresse an.

Emailadresse

Weiter

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Click on continue (Weiter), which will take you to your security questions to verify your identity.



Kennwort vergessen

Benutzername
Bitte geben Sie hier zuerst Ihre E-Mail Adresse an.

Emailadresse

Sicherheitsabfrage
Bitte beantworten Sie Ihre Sicherheitsfrage.
(Beachten Sie ggf. Groß- und Kleinschreibung)

Frage

Antwort

Weiter

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When you have answered the security question (using upper or lower case, as applicable) you will receive a new temporary password (see next page). Jot it down or copy it and then click on continue (Weiter).

Kennwort vergessen

Benutzername

Bitte geben Sie hier zuerst Ihre E-Mail Adresse an.

Emailadresse

Neues Kennwort

Bitte notieren Sie Ihr neues Kennwort und verwahren Sie es an einem sicheren Ort. Eine neue Identifikationsnummer wurde erzeugt und Ihnen per E-Mail Übermittelt. Nach dem Klicken auf "Weiter" werden Sie zur Eingabe von E-Mail Adresse, neuem Kennwort und neuer Identifikationsnummer aufgefordert.

Ihr neues Kennwort

Weiter

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The following log-in dialog is the same as that of the initial log-in that you carried out before using Secure Communication for the first time. You will have received a new identification number in the meantime by e-mail.

3.4 Profile

This function takes you to the dialog where you can set a new password and choose a security question. This is the same form as the one you have already used for the initial log-in or "Forgotten your password?"

3.5 Language setting

You may change the language of the application from English to German using the flags. This changes the buttons and masks, but no text values, i.e. addresses, filetypes, filenames and tracking texts may contain german words. This works independent from your account for the public pages too. There is a second language setting for mails sent to you by the application. This setting is stored in the profile of your account every time you define a security question.

3.6 Log-out

Use this function to log out of Secure File Transfer. The browser window closes down. Note: irrespective of this, the start screen remains open unless you have already closed it manually, so that you can log in again at your convenience.

Important: *always close Secure File Transfer with the logout button, otherwise it is possible that your user session will remain active when you*

switch to another Internet site and someone else can access your data. Merely switching to a different site does not necessarily terminate your user session.

The cookie generated in order for you to use the application has a lifetime of 60 minutes. This can mean that your session will remain active for the maximum lifetime.

3.7 Disabled account

Your account will be disabled after to many attempts with wrong password. Then no log-in is allowed even with your correct password.

Anmeldung

 **Achtung!**
 Ihr Konto wurde gesperrt. Bitte setzen Sie sich mit Ihrem Ansprechpartner in der Allianz in Verbindung oder nutzen Sie die E-Mail Adresse DATAU.WebFiletransfer@allianz.de

Anmeldename (Emailadresse)	vorname.name@mail.de
Kennwort	

Erstanmeldung

Bitte geben Sie bei der **Erstanmeldung** oder **Kennwort vergessen** zusätzlich die per Email zugesandte Identifikationsnummer ein.

Identifikationsnummer	
-----------------------	--

Anmelden

Sie haben Ihr Kennwort vergessen?

Falls Sie Ihr Kennwort vergessen haben, können Sie dieses Formular verwenden, und ein neues Kennwort beantragen

Kennwort vergessen

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In that case please contact your Allianz partner.

4 File Transfer

4.1 Inbox overview

After logging in you will automatically go to the inbox overview. This gives you an overview of all data files you have received.

The screenshot shows the Allianz file transfer interface. At the top left is the Allianz logo. To the right, it says "SICHERER FILETRANSFER". Below this are flags for Germany and the UK. The main heading is "Übersicht Eingang für [redacted]@allianz.de Letzte Anmeldung: 08.11.2012 17:03:14". A paragraph explains that the list shows incoming files in chronological order, with a lightbulb icon for new files. Below is a table of 7 entries:

Checkbox	Date	Description	File Name	Status	Size
<input type="checkbox"/>	09.11.2012	Datenaustausch	Testdaten Kombination		1kb
<input type="checkbox"/>	09.11.2012	Datenaustausch	Testdaten Kombination		1kb
<input type="checkbox"/>	08.11.2012	Datenaustausch	Testdaten Kombination		1kb
<input type="checkbox"/>	08.11.2012	Datenaustausch	Testdaten Kombination		1kb
<input type="checkbox"/>	17.10.2012	Datenaustausch	Testdaten Kombination		0kb
<input type="checkbox"/>	17.10.2012	Datenaustausch	Testdaten Kombination		0kb
<input type="checkbox"/>	10.10.2012	Datenaustausch	Testdaten Kombination		0kb

At the bottom right of the list is a "Löschen" button. Below the list, it states "51% von 20MB Speicherplatz belegt." At the bottom are navigation buttons: "Neue Datei", "Aktualisieren", "Historie", "Ausgang", "Benutzerdaten", and "Logout". The footer contains copyright information and links to "Impressum", "Datenschutz-Grundsätze", and "Nutzungsbedingungen".

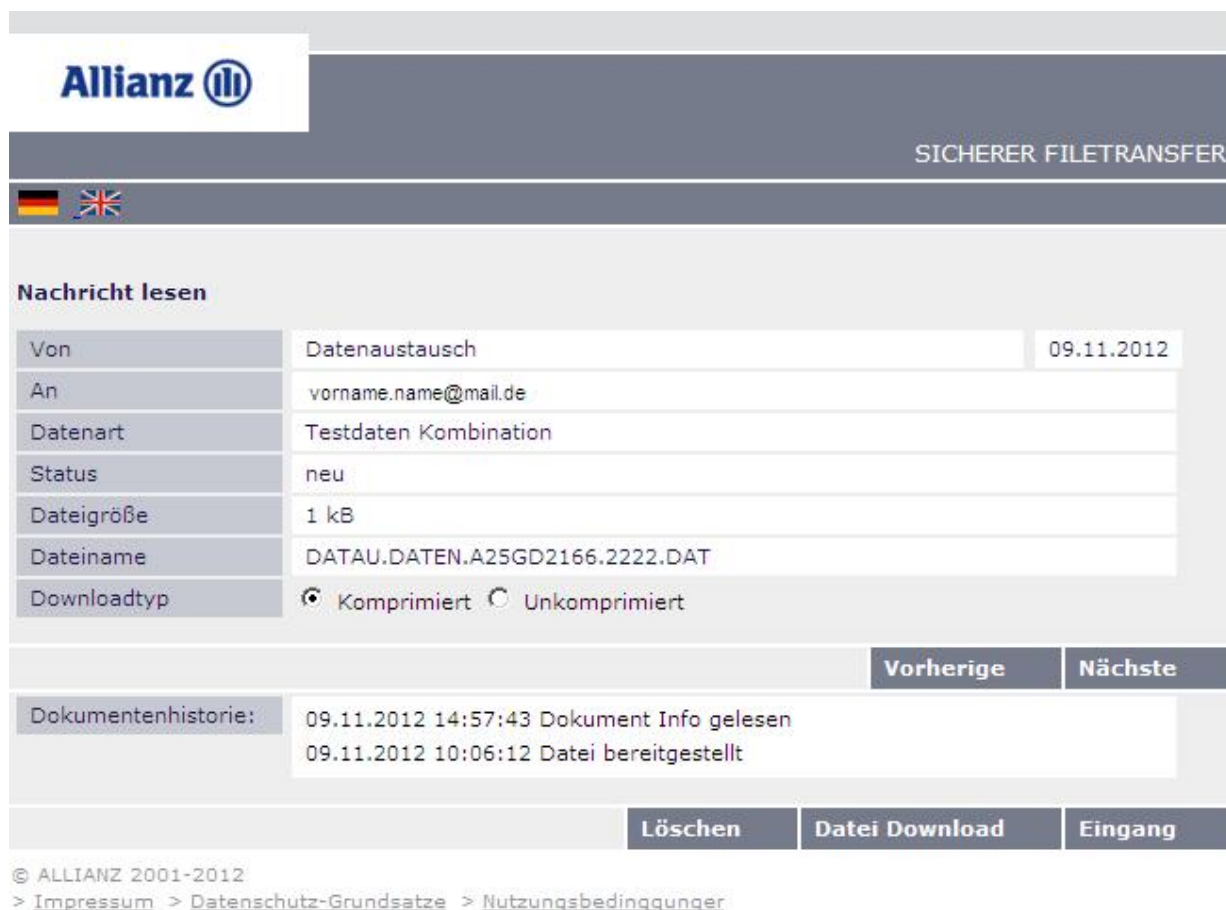
The light bulb , indicating new files, does not disappear until the file has been downloaded.

The percentage of your account's allotted memory capacity used up by your files (in and out-box) is shown between the file list and the navigation bar.

The navigation bar at the bottom of the window enables you to carry out **various actions** from your in-box.

4.2 Receiving a file

Click once on the date of the data transfer to open the Read message window.



The screenshot shows the Allianz 'SICHERER FILETRANSFER' interface. At the top left is the Allianz logo. The header area contains the text 'SICHERER FILETRANSFER' and flags for Germany and the UK. Below this is a section titled 'Nachricht lesen' (Read message) with a table of message details:

Von	Datenaustausch	09.11.2012
An	vorname.name@mail.de	
Datenart	Testdaten Kombination	
Status	neu	
Dateigröße	1 kB	
Dateiname	DATAU.DATEN.A25GD2166.2222.DAT	
Downloadtyp	<input checked="" type="radio"/> Komprimiert <input type="radio"/> Unkomprimiert	

Navigation buttons 'Vorherige' and 'Nächste' are located to the right of the details table. Below the details is a 'Dokumentenhistorie:' (Document history) section with a list of actions:

- 09.11.2012 14:57:43 Dokument Info gelesen
- 09.11.2012 10:06:12 Datei bereitgestellt

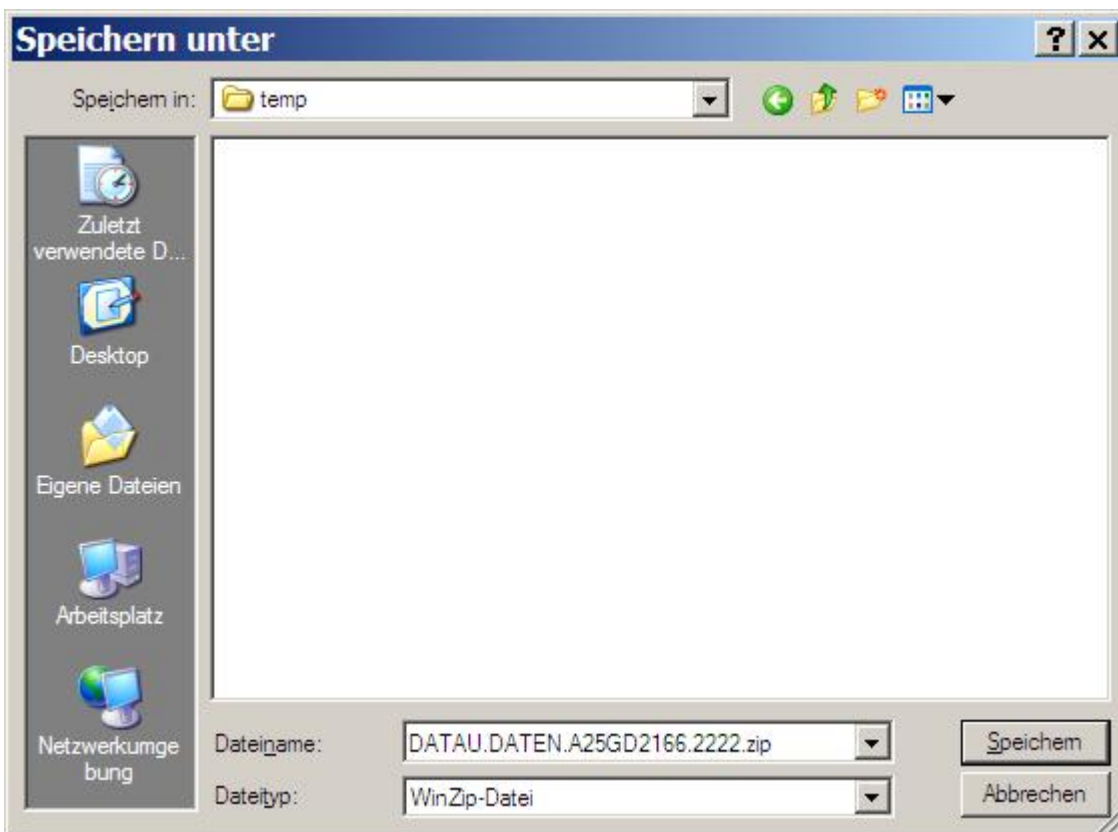
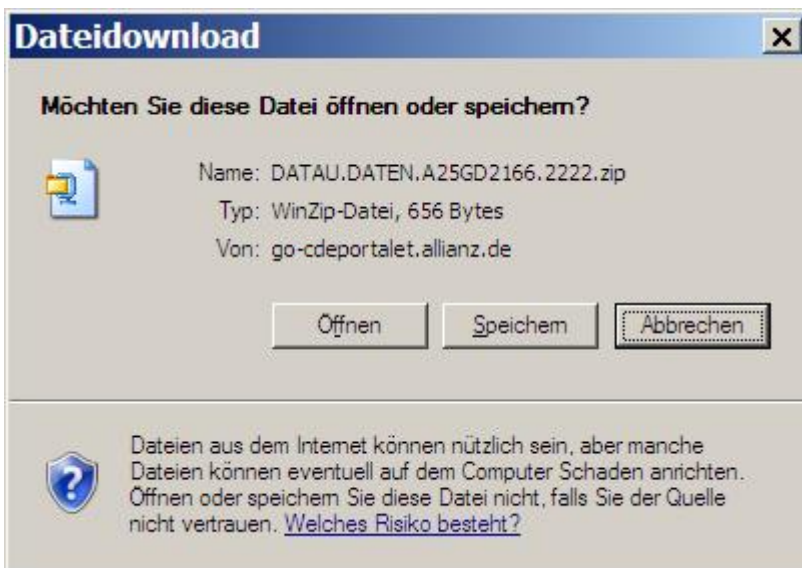
At the bottom of the interface are buttons for 'Löschen', 'Datei Download', and 'Eingang'. The footer contains copyright information: '© ALLIANZ 2001-2012' and links to 'Impressum', 'Datenschutz-Grundsätze', and 'Nutzungsbedingungen'.

In Type of download select whether you want to transmit the file compressed i.e. zipped (Komprimiert) or uncompressed (Unkomprimiert). A compressed transmission saves download time, but requires a program to decompress the zip-file. The way the file is created is always pre-allocated.

For example, if the file is created in uncompressed form, uncompressed is pre-allocated. If the file is downloaded in compressed form, it is compressed on the server prior to transmission. The fastest transmission is the compressed transmission of a file created in compressed form. Only the Allianz employee responsible can determine the form in which the file is created.

The document tracking function shows what action has been taken with a given data transfer in the past.


After you have selected File download the system lets you choose whether you want to save the file and under which name. One form the dialog could take is:



If you choose a compressed transmission, use .zip as your file name extension.

4.3 Outbox overview

In the outbox the file transfers that you have sent to Allianz are listed. Here you have the same functions as in the inbox overview. The only difference is that the light bulb indicating new files does not appear.




SICHERER FILETRANSFER




Übersicht Ausgang für @allianz.de **Letzte Anmeldung: 09.11.2012 14:54:21**

In dieser Übersicht sehen Sie die Einträge in Ihrem Ausgang in chronologischer Reihenfolge. Bei mehr als zehn Einträgen können Sie mit den Buttons 'Weiter' und 'Zurück' in der Liste blättern.

Einträge 1 - 4 von 4

<input type="checkbox"/>	07.11.2012	Datenaustausch	Testdaten		2kb
<input type="checkbox"/>	05.11.2012	Datenaustausch	Testdaten		10kb
<input type="checkbox"/>	23.10.2012	Datenaustausch	Testdaten Kombination		5315kb
<input type="checkbox"/>	18.10.2012	Datenaustausch	Testdaten Kombination		10kb

[Löschen](#)

27% von 20MB Speicherplatz belegt.

Neue Datei

Aktualisieren

Historie

Eingang

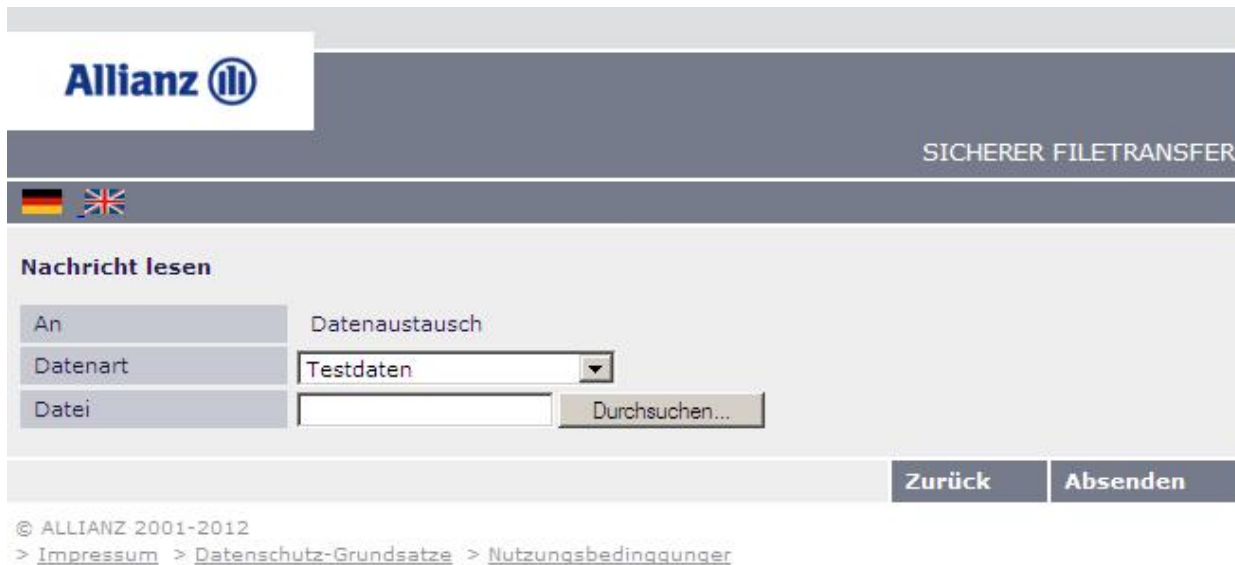
Benutzerdaten

Logout

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4.4 Sending a file

With the New file (Neue Datei) button you can transfer data to Allianz. If you only have authorization for data transfers from Allianz, you are not permitted to send any files.



The screenshot shows the Allianz web interface for file transfer. At the top left is the Allianz logo. The page title is "SICHERER FILETRANSFER". Below the title are flags for Germany and the UK. The main section is titled "Nachricht lesen" and contains a form with the following fields:

An	Datenaustausch
Datenart	Testdaten
Datei	<input type="text"/> <input type="button" value="Durchsuchen..."/>

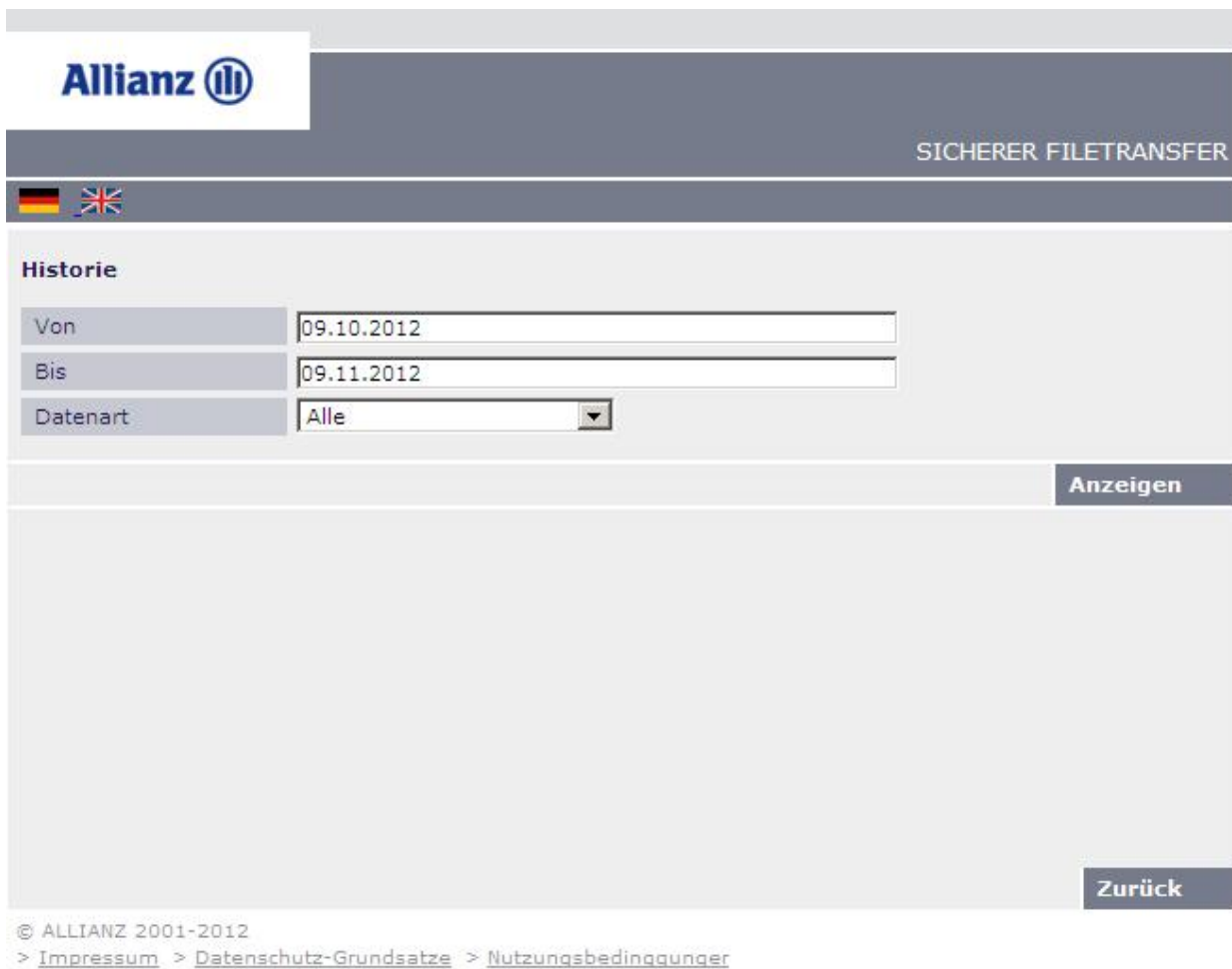
At the bottom right of the form area are two buttons: "Zurück" and "Absenden".


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Under Data type (Datenart) select the type of file you wish to send. The list only contains data types that you are authorized to send. The search (Durchsuchen) button enables you to enter the name of the file you want to send from your system. You can opt to send the file in uncompressed form or compressed as a zip file. In the latter case the data in the file will be automatically extracted after transmission.



4.5 History

History or Task tracking allows you to trace any action you have taken with regard to data exchange. Even after deletion of the file transfer in your overview you can still see whether and when you have received, downloaded, deleted or sent a given file. After clicking on the History (Historie) button in the inbox or outbox overview a query template will appear on your screen.



Allianz 

SICHERER FILETRANSFER

Historie

Von

Bis

Datenart

Anzeigen

Zurück

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The search is programmed to show you all transfers received during the previous month. Prior to a search you can set the query criteria as you wish. In the Data type list you can choose to view all outgoing or incoming data transfers or only certain types of file. This list contains only those types of file for which tracking entries exist. Click once on Display (Anzeigen) to start the search and you will receive a list of all the files found. The link after the date of a data transfer in this list will take you to a detailed view of that file transfer.

4.6 Refresh

With the Refresh (Aktualisieren) function you can restructure your overview. This may be necessary if your browser has had no contact with the server over a prolonged period. This is why newly received files do not (yet) appear in the overview. The browser's contents is not automatically updated.

4.7 Navigating

The next (Nächste) function takes you to the document listed directly after your currently opened file. As of the second opened file you will see, in addition, the button previous (Vorherige), which takes you back to files further up the list.

4.8 Deleting

Pressing the delete (Löschen) button deletes the opened file or the marked files of your overview. This will delete your copy of the file completely. You are therefore asked to confirm that you really want to delete the file. You are deleting just your copy. Even if you delete a file immediately after sending you can't avoid the processing of that file.

4.9 Mail messages

It's your decision to be informed on incoming files by mail. This setting may be changed by your Allianz partner.

5 Dictionary

<i>Alle</i>	-	<i>all</i>
<i>Ausgang</i>	-	<i>outbound messages</i>
<i>bereitgestellt</i>	-	<i>made available</i>
<i>Datenaustausch</i>	-	<i>data exchange</i>
<i>Datei</i>	-	<i>file</i>
<i>Eingang</i>	-	<i>inbound messages</i>
<i>gelesen</i>	-	<i>read</i>
<i>gelöscht</i>	-	<i>deleted</i>
<i>heruntergeladen</i>	-	<i>downloaded</i>
<i>Hinweismail</i>	-	<i>notification mail</i>
<i>hochgeladen</i>	-	<i>uploaded</i>
<i>komprimiert</i>	-	<i>compressed</i>
<i>Testdaten</i>	-	<i>test data</i>
<i>unkomprimiert</i>	-	<i>uncompressed</i>
<i>verschickt</i>	-	<i>sent</i>