

## Instructions for using MiShare: [send packages](#), [receive packages](#) and [reset password](#)

**MiShare** is a secure collaborative file transfer system provided by MCIT at the University of Michigan Health System (UMHS). The MiShare infrastructure provides a method approved by the UMHS Compliance Office for UMHS personnel, non-UMHS business partners, patients and researchers to securely transfer files, including files that contain electronic Protected Health Information (ePHI), protected research data, or other sensitive information. Files are encrypted while being uploaded or downloaded, and are encrypted while they are on the MiShare server.

### Sending a Package to UMHS personnel

1. With a web browser, go to the following link: <https://mishare.med.umich.edu>
2. The *MiShare* page will appear. Note the **Security Notice** on the right side of the screen before proceeding.
3. Business partners should locate and click the **Register and Send Files** link as shown below.
4. Once the *Register and Send Files* screen appears, fill in the appropriate fields. In the *Recipient Email(s)* field, type the full (med.umich.edu) email address of each recipient, separating multiple recipient UMHS email addresses with commas. Be sure to type in the text presented in the Captcha box. If you are having trouble with the Captcha displayed, you can hit the refresh button to get a new Captch image. Once the fields are filled, click the **Register and Send Files** button.



The screenshot shows the MiShare Sign On page. At the top left is the MiShare logo with the tagline "secure collaborative file exchange". At the top right is the University of Michigan Health System logo. Below the logo is a "Sign On" section with fields for "Username:" and "Password:", and a "Sign On" button. To the right of the sign on fields is a "Security Notice" box containing text about the system's ownership and usage policies. At the bottom left, there are links for "Need Help? Tech Support", "Forget your password? Request a password change", and "Don't have an account? Register and Send Files". The "Register and Send Files" link is circled in red.

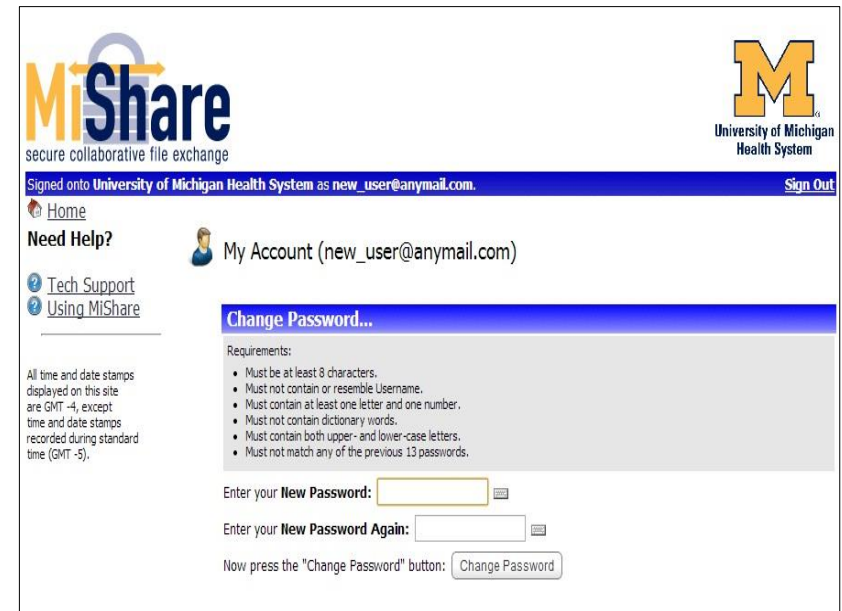


The screenshot shows the MiShare Register and Send Files page. At the top left is the MiShare logo with the tagline "secure collaborative file exchange". At the top right is the University of Michigan Health System logo. Below the logo is a blue header bar with the text "Register and Send Files". Below the header bar are three input fields: "Recipient Email(s):", "Your Email:", and "Answer Question:". Below the "Answer Question:" field is a Captcha image showing the number "3229332" and "1231". Below the Captcha image is a "Type the text" input field and a "Register and Send Files" button. At the bottom left, there is a link "Return to the sign on page". On the right side of the page, there is a "Security Notice" box containing text about the system's ownership and usage policies.

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5. Once the Captcha has been verified the user will be prompted to choose a password as shown below:

6. The first time a business partner sends files, a screen will appear recommending the installation of the Upload/Download Wizard applet. Using the Wizard has a number of advantages over not using it, including the ability to drag and drop files, the ability to send large files, and to enable error-checking on the file uploads and downloads. The Wizard only needs to be installed once in the browser. Once the Wizard is installed, it will automatically be used for all future transfers.
- To install the Wizard, click the **Install the Upload/Download Wizard** link and follow the provided instructions. Internet Explorer users should install the ActiveX applet; other browsers will install the Java applet. Once the Wizard installs, proceed to the next step.
  - To elect to never use the Wizard permanently, click the **Disable the Wizard** link.
  - To avoid using the Wizard for a single session, click the **Disable the Wizard for this session only** link.



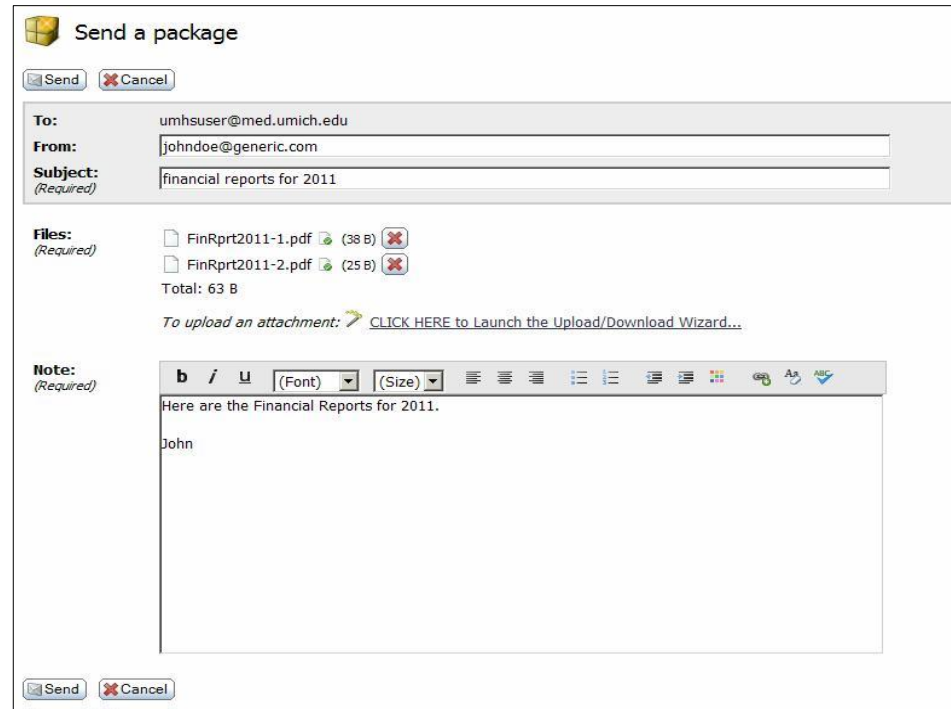
The screenshot shows the MiShare user interface. At the top left is the MiShare logo with the tagline 'secure collaborative file exchange'. At the top right is the University of Michigan Health System logo. Below the logo, it says 'Signed onto University of Michigan Health System as new\_user@anymail.com' with a 'Sign Out' link. The main content area has a 'Home' link, a 'Need Help?' section with links for 'Tech Support' and 'Using MiShare', and a 'My Account (new\_user@anymail.com)' section. The 'Change Password...' form is highlighted. It lists requirements: 'Must be at least 8 characters', 'Must not contain or resemble Username', 'Must contain at least one letter and one number', 'Must not contain dictionary words', 'Must contain both upper- and lower-case letters', and 'Must not match any of the previous 13 passwords'. There are input fields for 'Enter your New Password:' and 'Enter your New Password Again:', and a 'Change Password' button.

✓ Even if disabled, the Wizard can always be installed at a later date from the *Send a Package* screen.

7. Once the *Send a Package* screen loads, provide a Subject and Note to accompany the link for the package. This information allows the recipient to identify the package contents. Then, upload the files to the package.
- Using the Upload/Download Wizard
  - If the Wizard is disabled:
    - i. In the *Files* section, click the **Browse (Windows) or Choose File (Macintosh)** button.
    - ii. In the new window, locate the file to attach and click the **Choose (Macintosh) or Open (Windows)** button. Click the Upload button. The file will upload and appear in the list.
    - iii. To add additional files, click the **Add another file** link and then select a file and Upload for each additional file.



The screenshot shows a dialog box titled 'Install the Upload/Download Wizard'. It contains the text: 'It is recommended that you install the Upload/Download Wizard, a Java Applet that allows you to:'. Below this are four bullet points: 'Transfer files greater than 2GB', 'Transfer multiple files by drag-and-drop', 'Perform automatic integrity checking', and 'Compress data during transfer'. There is a button labeled 'Install the Upload/Download Wizard (Java)'. Below the button, it says '~ OR ~' and provides two links: 'Disable the Wizard' and 'Disable the Wizard for this session only'.



8. Once the files have been added to the package, click the **Send** button.
9. When the package is sent, the screen will reappear with a message at the top indicating "Sent package with ID '#####' OK." The ID number is unique for each package.

The designated recipient(s) will receive an email message from the MiShare system with a Subject of "A new MiShare package has been sent to you." Within the message, the recipient will see a link to access it.

### New Package Notification

A new package has been posted for you.

## Receiving a Package

When UMHS personnel send a package to a business partner, the business partner will receive at least one email from the MiShare system.

A designated recipient will always receive an email message from the "UMHS individual via MiShare..." with a Subject of "A New Package Is Waiting." Within the message, the Subject provided for the package will be displayed with a link to access the package using any existing sign on credentials associated with the recipient's email address.



A new package has been posted for you.

If the designated recipient has not recently been sent a package, the recipient will also receive an email indicating a **New User Account for MiShare** was created using the recipient's email address. The email contains the sign on credentials to use to access the MiShare system and the package.

1. Click the link in the "New Package" email. A web browser will open and load the *MiShare* page. The recipient's email address will automatically be entered into the *Username* field of the Level-2 Sign On area.
2. In the *Password* field, enter the password associated with the email address. (This password is initially provided in a separate email; you will be required to change the password when signing on for the first time.)
3. Click the **Sign On** button.
4. The browser window will display the package information. Click the **Download** button to download the file to the local machine. Some file types, especially PDF files, may open directly in the browser; in these cases, return to the previous screen, right-click the **Download** button, and select the option to save the linked file.

A screenshot of an email client interface. At the top, there is a yellow cube icon followed by the text "Package from User,UMHS (umhsuser)". Below this are four buttons: "Trash", "Reply", "Reply All", and "Forward". The email header shows "To: johndoe@generic.com", "From: User,UMHS (umhsuser) at 2/10/2012 4:48:13 PM", and "Subject: Financial Reports for 2011". Below the subject, it says "Mailbox: / Inbox/" and "Will Expire: in 4 days". The main body of the email contains the text "Here you go...". Below this is a "Files:" section with a document icon, the filename "FinRprt2011-1.pdf (49.9 KB)", and a "Download" button. Below the filename, it says "Total: 49.9 KB". At the bottom of the email view, there are four buttons: "Trash", "Reply", "Reply All", and "Forward". Below these buttons are two links: "View Package History" and "View Print Friendly".


## Resetting your Password

If you have been sent a file from a UMHS person, your account password can be reset by the UMHS person responsible for your relationship if you can't remember it.

1. In your browser, go to <https://mishare.med.umich.edu>
2. At the bottom of the page there is a link **Request a password change**. Select that and you will be taken to a page where you can enter your username. That will be the email address that the package was sent to.
3. Click the **Request Password Change** button.
4. The person responsible for the account will receive an email with a link that can be used to reset the password. Note that the request is only good for 30 minutes; you must complete the password change within that time.

### External Users - non-UMHS Personnel who have been sent a package

1. If you have locked the account guessing the wrong password, wait at least 15 minutes before attempting again.
2. You have been sent an email with the information about how to login to the system. Remember that upon your first login you will be requested to change your password. Your username will be the email address that the package was sent to. Remember to use the new password that you set.
3. Your account will remain active for at least two weeks after you last used it. After that, if you receive another package from a UMHS person, a new account may be created with a new password, and you will receive another email with the login credentials. As before, you will be required to reset the password when you first login.
4. You can send packages to any UMHS person using MiShare. From the MiShare main page at <http://mishare.med.umich.edu>, click on the link under the second blue banner that reads "Send files to UMHS personnel" and use the recipient's unqname to send them a package.
5. Call the MCIT Service Desk at 734-936-8000 if you need further assistance.



**MiShare**  
secure collaborative file exchange

**HEALTH SYSTEM**  
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### Sign On

Username:

Password:

Sign On

**Information Assurance Notice:**

By your use of these resources, you agree to abide by <http://spg.umich.edu/policy/601.07>, in addition to all relevant state and federal laws.

[Need Help? Tech Support - Using MiShare](#)

[Forget your password? Request a password change](#)

Don't have an account? [Register and Send Files](#)



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### Forget Your Password?

**\*\*\*NOTE: If you have locked your account by guessing the wrong password multiple times, you MUST wait 20 minutes after your last attempt before requesting a password change from this page. During the lockout duration your account cannot receive email so your password change request will not be able to email your new password.**

### Password Change Request

Please enter your username below and then click the "Request Password Change" button. An email message with more information about the password reset process will be sent to your registered email address. This message may ask you to click on a link to reset your password. If it does, you have 30 minutes to do so before the link expires. If no link is provided in the message, or if you do not receive a message within 15 minutes, you will need to contact your administrator to reset your password.

Username:

Request Password Change

## Additional help

If you require assistance, please call the MCIT Service Desk at 734-936-8000.