



kfmc
HEALTH IMPROVEMENT PARTNERS



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User Guide for Kiteworks

Secure File and Document Exchange

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Overview

KFMC Health Improvement Partners offers secure electronic exchange of documents and files using Kiteworks, a HIPAA and HITECH compliant, SOC2 + HITRUST certified, managed file transfer (MFT) system whose features include

- Self-service password resets for user convenience
- Automated email notifications to ensure you never miss important communications
- Time-stamped uploads to confirm timely document submissions.

If you experience any difficulties with Kiteworks, please email is-helpdesk@kfmc.org and we will be happy to assist you!

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Logging in

If you receive an email from KFMC asking you to upload a file or notifying you that files have been shared with you, click the link in the email. If you want to log into the Kiteworks portal directly, without an email link, you can log on at <https://kfmc.kiteworks.com/>.

1. Enter your username. Your username is the email address used to receive Kiteworks notifications.
2. Click **Next**. Do NOT click *Login via the external SSO provider*.

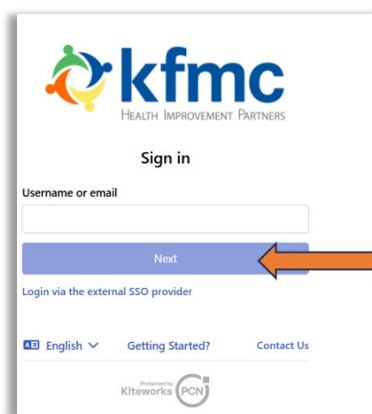


Figure 1. Log In

3. Enter your password on the next screen. If you have forgotten your password, you can click **Forgot password?** and reset it.

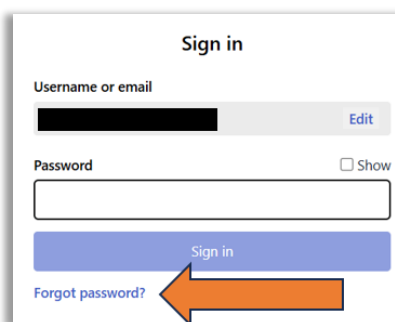
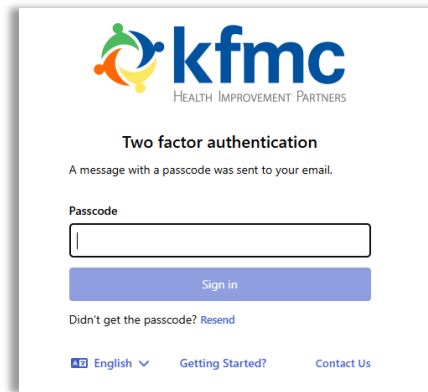


Figure 2. Forgot Password

4. Once you enter your password, the authentication screen will appear and you will receive an email from is-helpdesk@kfmc.org with your one-time passcode. A one-time passcode will be provided every time you log into your KFMC Kiteworks account. Enter the passcode.



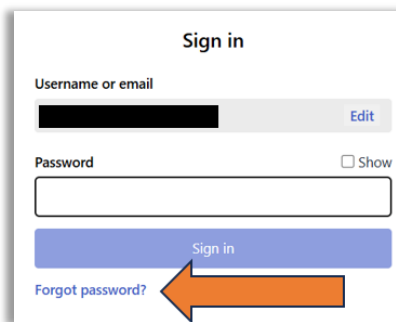
The image shows a web page for KFMC Health Improvement Partners. At the top is the logo, which consists of three stylized human figures in green, orange, and blue forming a circle, followed by the text "kfmc" in blue and "HEALTH IMPROVEMENT PARTNERS" in smaller blue capital letters below it. The main heading is "Two factor authentication" in bold. Below this is a message: "A message with a passcode was sent to your email." There is a label "Passcode" above a text input field. Below the input field is a blue button with the text "Sign in". Underneath the button is a link: "Didn't get the passcode? [Resend](#)". At the bottom of the page are three links: "English" with a dropdown arrow, "Getting Started?", and "Contact Us".

Figure 3. Two Factor Authentication

5. Click **Sign In**.

Changing Your Password

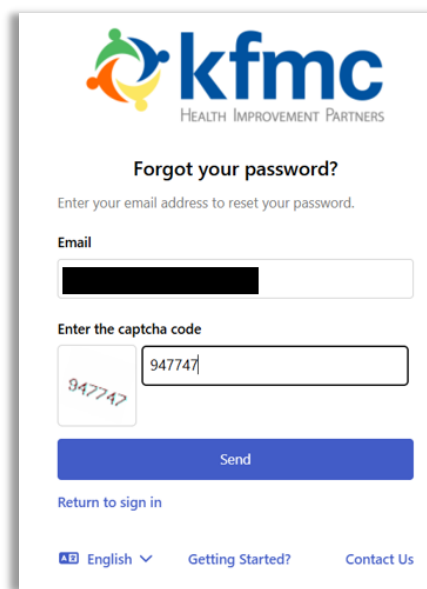
1. Open the Kiteworks application and enter your username/email address.
2. Click **Next**.



The image shows a 'Sign in' form. At the top is the title 'Sign in'. Below it is a field for 'Username or email' with a red 'Edit' button to its right. Underneath is a 'Password' field with a 'Show' checkbox to its right. A large blue 'Sign in' button is centered below these fields. At the bottom left of the form is a link that says 'Forgot password?'. A large red arrow points from this link towards the right.

Figure 4. Forgot Password link

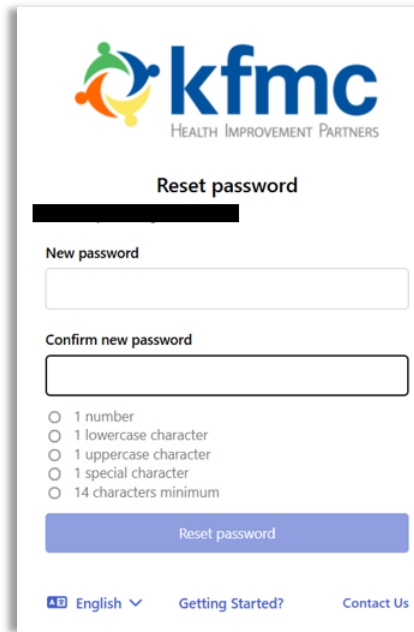
3. Click the **Forgot password** link.
4. Enter your **Email** address, type the **captcha code**, and click **Send**.



The image shows a 'Forgot your password?' form. At the top is the KPMC logo and the text 'HEALTH IMPROVEMENT PARTNERS'. Below the logo is the title 'Forgot your password?'. Underneath is the instruction 'Enter your email address to reset your password.' followed by an 'Email' field. Below the email field is the instruction 'Enter the captcha code' followed by a captcha image showing the number '947747' and a text input field containing '947747'. A large blue 'Send' button is centered below the captcha. At the bottom left is a link that says 'Return to sign in'. At the very bottom are three links: 'English' with a dropdown arrow, 'Getting Started?', and 'Contact Us'.

Figure 5. Captcha Code

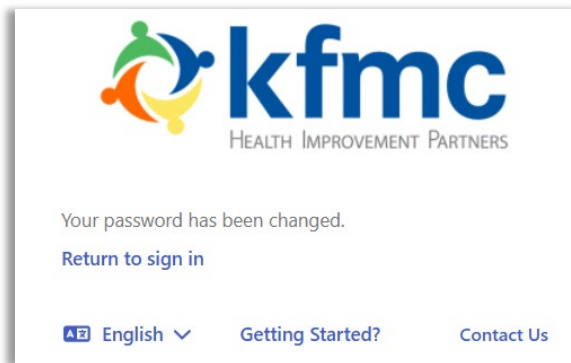
5. You will receive an email with a link. Click the link to open the **Reset Password** form.



The image shows a web form for resetting a password. At the top is the KFMC logo with the text 'HEALTH IMPROVEMENT PARTNERS'. Below the logo is the heading 'Reset password'. There is a blacked-out field for the current password. Below that are two input fields: 'New password' and 'Confirm new password'. Under the 'Confirm new password' field is a list of requirements: 1 number, 1 lowercase character, 1 uppercase character, 1 special character, and 14 characters minimum. At the bottom of the form is a blue button labeled 'Reset password'. The footer contains a language dropdown set to 'English', and links for 'Getting Started?' and 'Contact Us'.

Figure 6. Reset Password

6. Enter your [New password](#) ensuring it meets the listed requirements. Re-enter the password in [Confirm new password](#).
7. Click [Reset password](#).



The image shows a confirmation message on the KFMC website. At the top is the KFMC logo with the text 'HEALTH IMPROVEMENT PARTNERS'. Below the logo is the message 'Your password has been changed.' followed by a blue link 'Return to sign in'. The footer contains a language dropdown set to 'English', and links for 'Getting Started?' and 'Contact Us'.

Figure 7. Confirmation of Password Change

If your password values matched, you will receive a message that the password was changed. If the values did not match, re-enter your new password in both fields.

8. Click [Return to sign in](#) to log in to the application.

Navigating to folders

1. Log in to the application.
2. To see your folders, select **All Files** on the left hand pane once you have logged into your account.

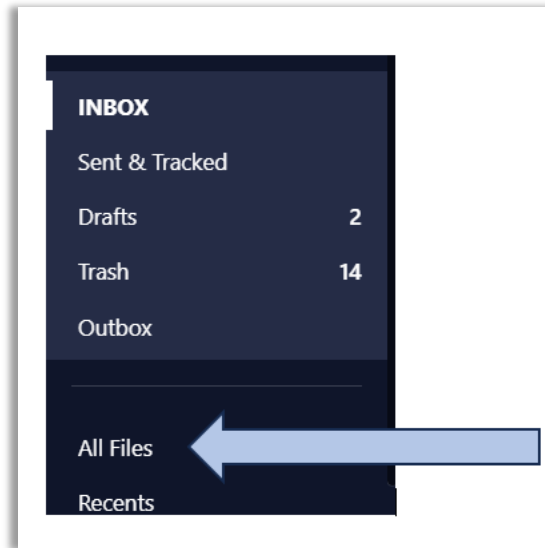


Figure 8. Folder Navigation

You will see a folder with your organization's or your name.

3. Click on the folder to open it and see the subfolders.

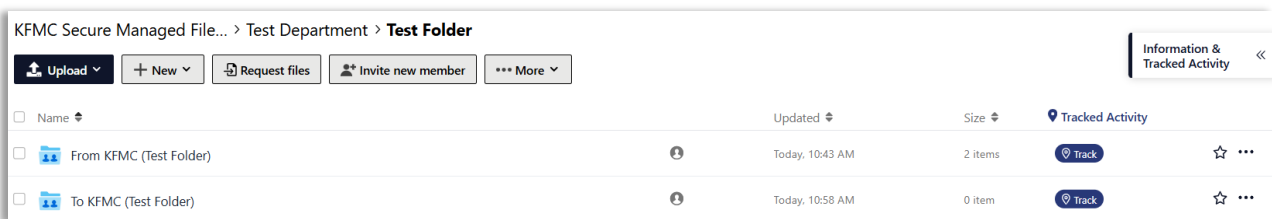



Figure 9. User Folders

Files that KPMC has shared with you will be in the **From KPMC** folder for you to download. The only files you can see in the **To KPMC** folder will be files that you have uploaded. If others in your organization have uploaded files to the same folder, you will be unable to see them.

Downloading files

1. Log in to the application.
2. Navigate to your directory and double-click the *From KFMC* folder.
3. Click the  icon on the tool bar located to the far right of the file name to download a single file.

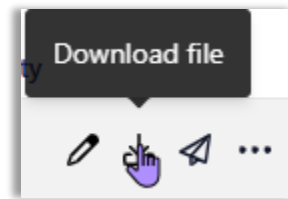


Figure 10. Toolbar - Download

To download multiple files at once, click the checkbox to the left of each file you want to download, and then click **Download** at the top of the file list. You can also use the checkbox to download a single file.

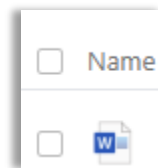


Figure 11. Checkbox to Select Files to Download

4. A **Save As** window will open so you can navigate to the location you wish to save the file. Navigate to the directory and click **Save**.

Uploading files

Files should be uploaded to the **To KFMC** folder. You can upload one or multiple files or a folder and its contents.

1. Log in to the application.
2. Navigate to your folder and double-click on the **To KFMC** folder.
3. Upload documents by browsing your computer for files, clicking the **Upload** button, and selecting **Upload files** or **Upload a folder** from the drop down.

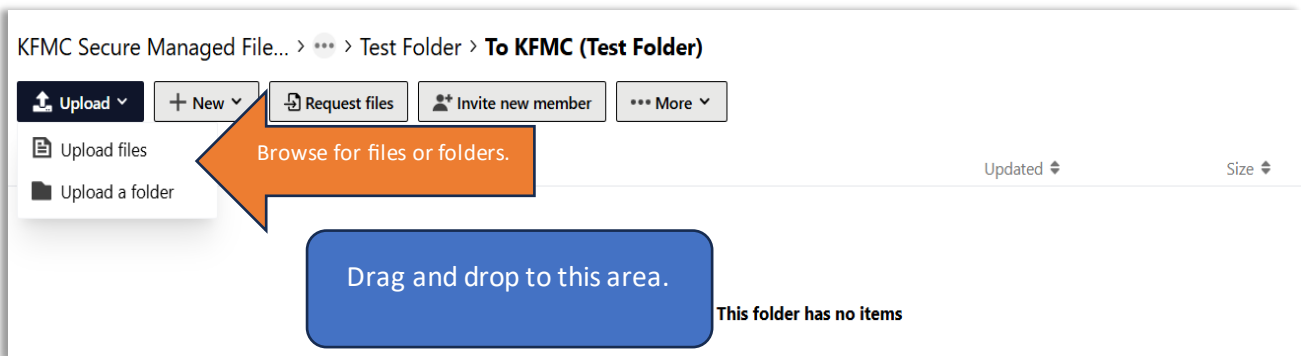


Figure 12. Upload File(s) or Folder

Alternatively, navigate to the location of the files or folder you wish to upload, select the files (multiple selections allowed) or folder on your system, and drag and drop them directly into the opened **To KFMC** folder.