Roche Sterling myFileGateway for External Collaborators

User Guide v2.2

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Introduction

Roche Sterling File Gateway is a software platform that enables secure file transfers between Genentech-Roche and its business partner organizations

File transfers between Genentech-Roche and partner organizations can be manually processed via the Sterling myFileGateway web portal, SFTP connections or automated via customized configurations

This guide will describe how to perform file transfers via the myFileGateway web portal

Confidentiality Agreement

I acknowledge that I am bound by confidentiality obligations imposed through my employment or contractual agreement with Genentech or Roche in connection with my access to confidential information, including the Sterling platform and its contents. By accessing the Sterling platform or Sterling myFileGateway, I confirm that I understand that my activities within the system may be monitored consistent with local law, and all contents and passwords are confidential information, and that unauthorized disclosure or use of such confidential information may result in disciplinary action including termination of my employment or services and / or legal action based on local law.

Intended use of the system

- The system is to be used only by authorized Genentech-Roche personnel or external collaborators from business partner organizations

- The system is **approved for processing data with classification level C1 to C3**

  It is not intended for processing C4 data

- Files containing **personal or sensitive information should always be encrypted** before uploading to the system

- Files are automatically **deleted 30 days after the upload date**

  The system is **not** a file archiving or storage solution.

Access to Genentech-Roche Applications

- External collaborators need to be onboarded to the Roche External Partner Portal (EPP) and receive their individual Roche UserID for access to Sterling myFileGateway

- A Roche Responsible Person (RRP) for the external collaborator is responsible for the initial onboarding step

- Once the external collaborator has been onboarded, a welcome email from Roche will be sent to the collaborator's email address with the Roche UserID and instructions to set up their initial password Refer to this material: Password Management for External Partners without IT hardware (starting on page 5)

> ⓘ The email for the initial password set up is time sensitive. If the recipient does not take action **within 1 week (168 hours) upon receipt of the email,** the link expires and the Roche IT Support needs to be contacted for a new link to be sent

- After the initial password is set, the external collaborator needs to **register for Roche Multi Factor Authentication (PingID)**. Click here to start the 3 minutes PingID registration process

- In case of issues, please contact **Roche IT Support** via the following numbers: Hotline Support

Access to Sterling myFileGateway

An external collaborator will need two type of access:

1. **Access to an instance of Sterling myFileGateway:**
   - One-time request per environment that creates a user account in Sterling and grant access to myFileGateway web portal. This access also enables connection via SFTP protocol
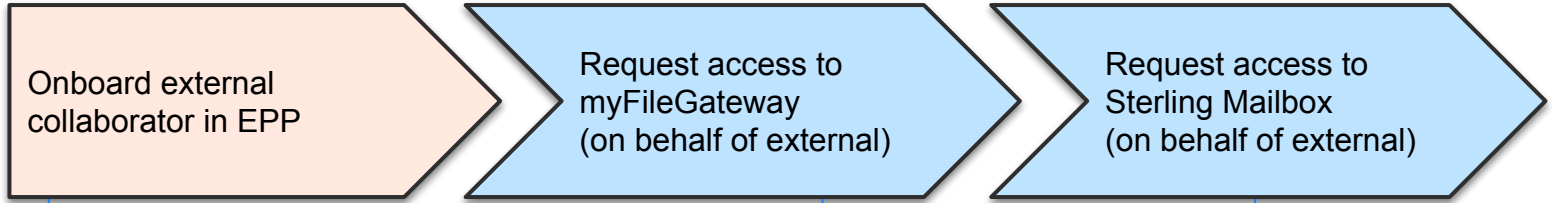
2. **Access to Sterling Mailboxes:**
   - Mailboxes are logical structures within the system similar to a file repository (folders)
   - An external collaborator may have access to more than one mailbox if required

The above requests are submitted on behalf of the external collaborator by the Roche Responsible Person (RRP).

Please contact your RRP in case you are missing access to an environment or mailbox

External Collaborator onboarding process overview

Roche Responsible Person

- Onboard external collaborator in EPP
- Request access to myFileGateway (on behalf of external)
- Request access to Sterling Mailbox (on behalf of external)

Welcome email from Roche sent to external email address with their Roche UserID and instructions to set up initial password

External Collaborator

1. Set initial password in Roche CIDM (within 7 days)
2. Register for Roche MFA (PingID)
3. Login to myFileGateway
- Access Sterling Mailbox
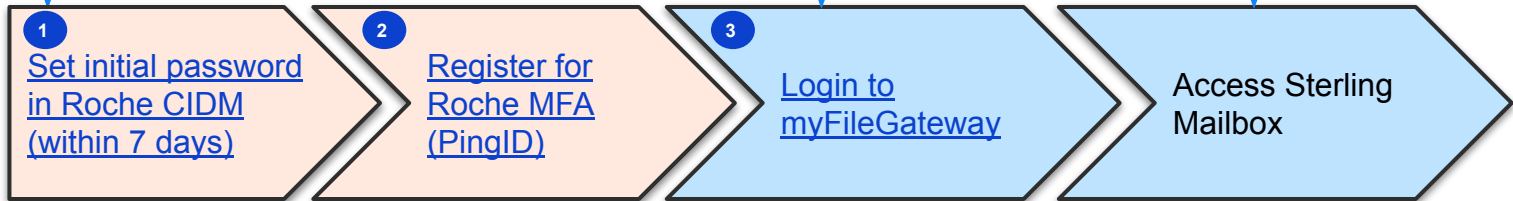
Onboarding to Genentech-Roche

Onboarding to Sterling application

Support materials for External Collaborators: Partner Access Support page

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Sterling environments - North America region

Once a user has been granted access to Sterling and the required mailboxes, they can connect to the Sterling environments hosted in North America region via the URLs below

Environment [NA region]	myFileGateway Portal URL	SFTP connection URL (port 22)
Production (live)	https://mft-nala.roche.com/myfilegateway	mft-nala.roche.com
VAL - Validation or UAT (non-production)	https://mft-nala-val.roche.com/myfilegateway	mft-nala-val.roche.com
IT - Testing (non-production)	https://mft-nala-it.roche.com/myfilegateway	mft-nala-it.roche.com

(!) Please consult with your Roche Responsible Person about what region and environment you need to use for file transfers to Roche

Sterling environments - Europe region

Once a user has been granted access to Sterling and the required mailboxes, they can connect to the Sterling environments hosted in Europe region via the URLs below
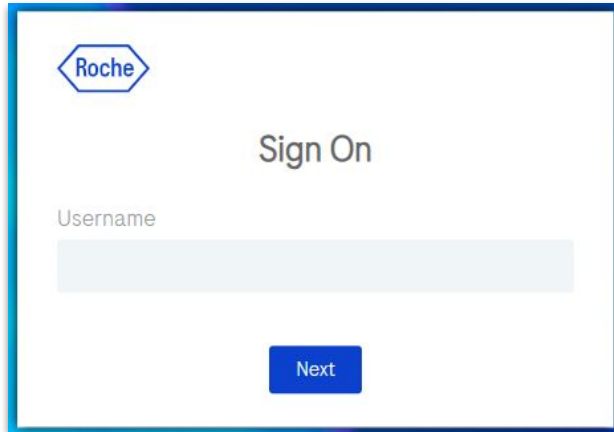
Environment [Europe region]	myFileGateway Portal URL	SFTP connection URL (port 22)
Production (live)	https://mft-emea.roche.com/myfilegateway	mft-emea.roche.com
VAL - Validation or UAT (non-production)	https://mft-emea-val.roche.com/myfilegateway	mft-emea-val.roche.com
IT - Testing (non-production)	https://mft-emea-it.roche.com/myfilegateway	mft-emea-it.roche.com
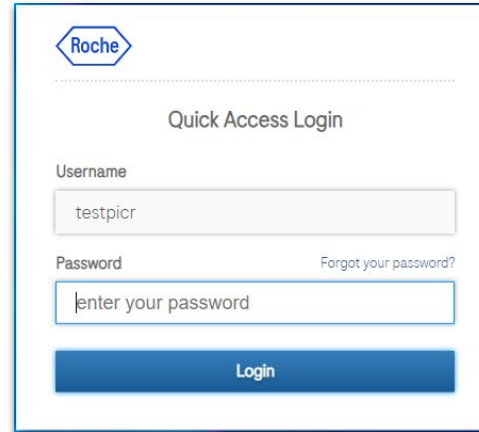
❗ Please consult with your Roche Responsible Person about what region and environment you need to use for file transfers to Roche

myFileGateway portal login

A user needs to enter their Roche account username and password on the Sign On page

Users outside of the Roche network or connecting via a non-Roche laptop might be prompted for a second-factor authentication via PingID

myFileGateway portal home page

Upon successful login, a user will see the following page

myFileGateway portal home page (slide 2)
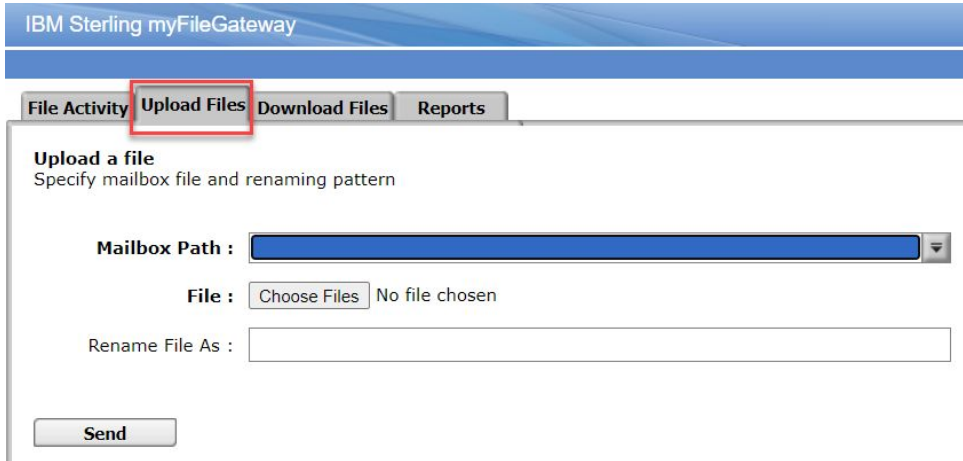
The commonly used functionalities are under the **Upload Files** and **Download Files** menu options

- In most cases, the **File Activity** and **Reports** will not show any items

- These functionalities will only show information for mailboxes which have been configured with routing rules for automatic data transfer of the files

- Configuration of automatic routing rules for users will be enabled in future releases

myFileGateway File Upload

1. Select **Upload Files**

2. Select the **Mailbox Path** (destination folder) which the file should be uploaded to (required)

- ■ A user needs to be granted access to the required mailbox structure (file destination) before uploading a file
- ■ Only mailboxes for which the user has access to are shown for selection

myFileGateway File Upload (slide 2)

3. Click **Choose Files** button and select a file from your local computer

File : [Choose Files] No file chosen

> ■ Only **one file can be uploaded at a time**. If you select multiple files, only one will be uploaded
>
> ■ For uploading multiple files, consider connecting via a SFTP client application

4. You may define a new file name in the **Rename File As** field (optional)

Rename File As : [new file name.txt]

myFileGateway File Upload (slide 3)

5. Click **Send** button to upload the file. The system will provide a confirmation of the file upload

Note

File upload succeeded
Bytes written: 20
MessageId: 4684447.

OK

Confirm

This mailbox is unmonitored. Files uploaded to this mailbox will not be processed.

OK   Cancel
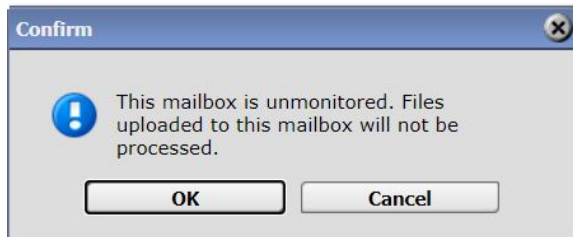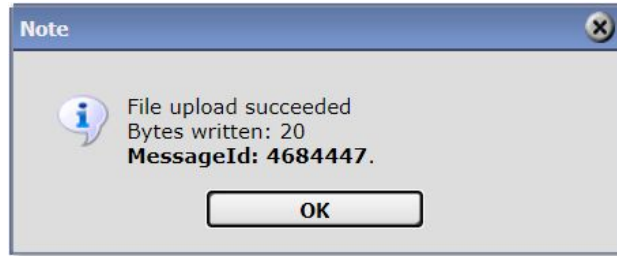
- In some situations, the system shows a message informing that the mailbox is unmonitored and ask for confirmation

- This message appears when uploading file to mailboxes which have not been configured with routing rules for automatic transfer of the files

- For these mailboxes it is expected that the Genentech-Roche or trading partner will connect to Sterling for retrieving the file

myFileGateway File Download

1. Select **Download Files** menu

ℹ️ Click on **Refresh** button at the bottom of the window to update the list of files if needed

myFileGateway File Download (slide 2)

2. Click on the file that you would like to download to your computer

■ Only **one file can be downloaded at a time**

■ For downloading multiple files at once, consider connecting via a SFTP client application

3. The system will ask for your confirmation of the file to be downloaded
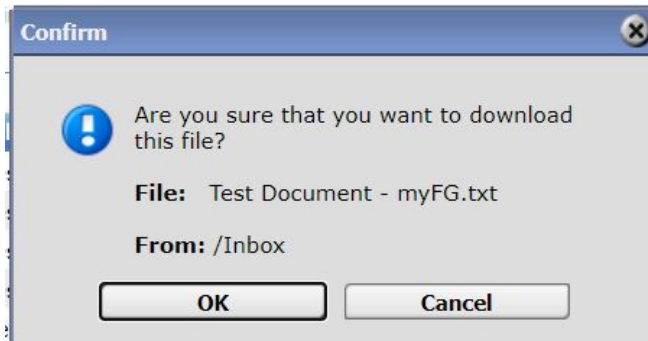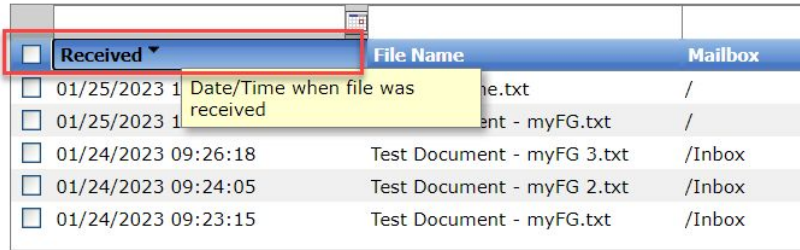
Click **OK** to download the file to your computer

myFileGateway File Download - Sorting / Filtering

Sorting the file list
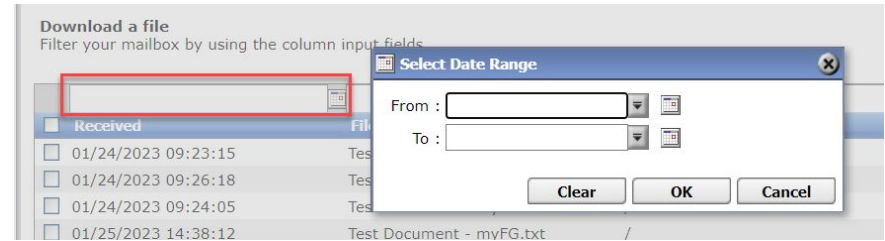
Click on a column header to order files

Filtering files by date received

Click on the box above the Received column header to open a date range filter
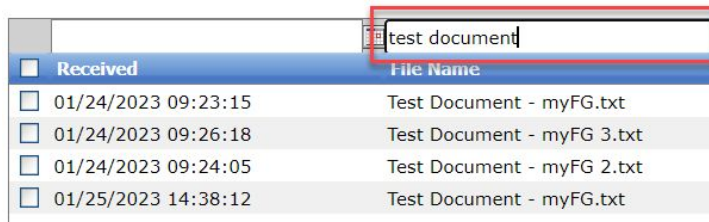
Filtering files by name
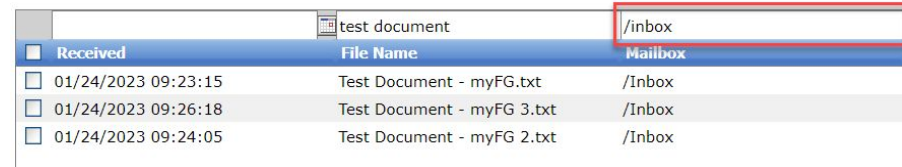
Enter a filename on the filter box and hit enter

Filtering files by Mailbox

Enter a Mailbox Path on the filter box and hit enter

myFileGateway File Deletion

1. Select **Download Files** menu

2. Click on **Refresh** button at the bottom of the window (if needed)
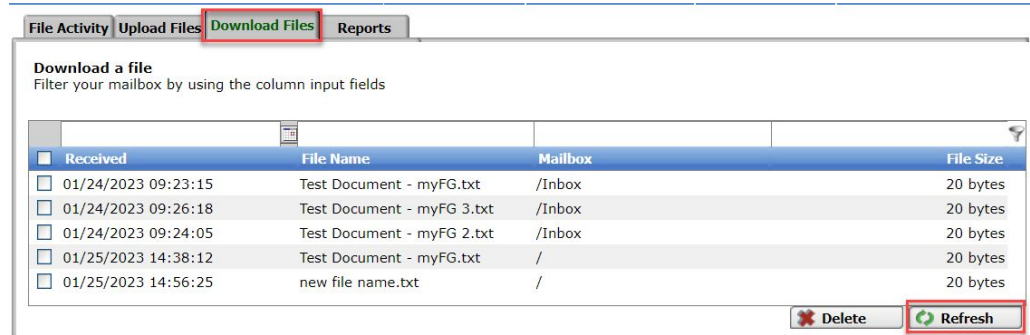
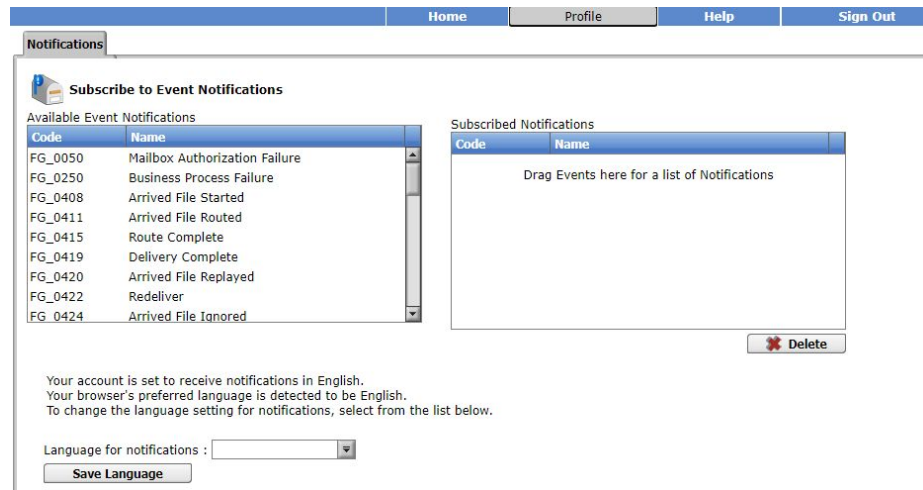3. Select the file(s) that you would like to delete by clicking on the check-box, then **Delete** button
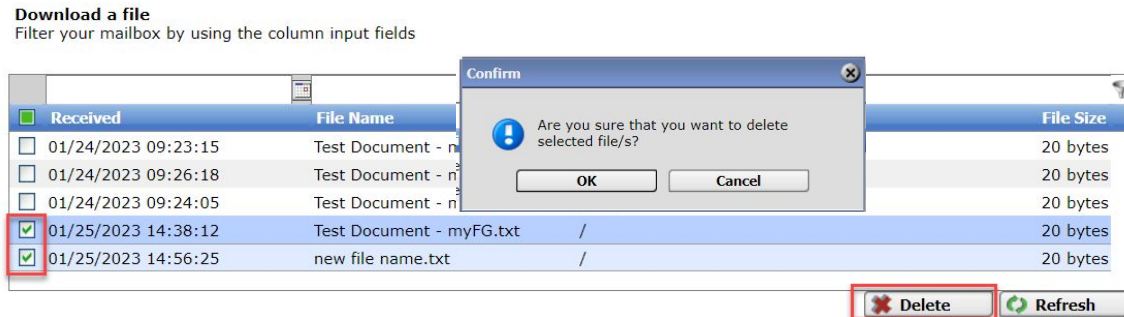
Files deleted from the system cannot be restored

The system will ask for your confirmation for deleting selected files

myFileGateway Profile - Notifications setting

- Users may notice the Notifications option under the Profile menu

- These notifications only work for mailboxes which have been configured with routing rules for automatic processing of the files

- Notifications will not work for simple mailboxes without routing rules configured

How to get support

In case of any technical issues with your Roche UserID or accessing Sterling myFileGateway:

Please contact **Roche IT Support** in the following numbers: Hotline Support

Please find additional support materials at Roche's Partner Access Support page