



Roche Sterling myFileGateway for External Collaborators

User Guide v2.2

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Roche

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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

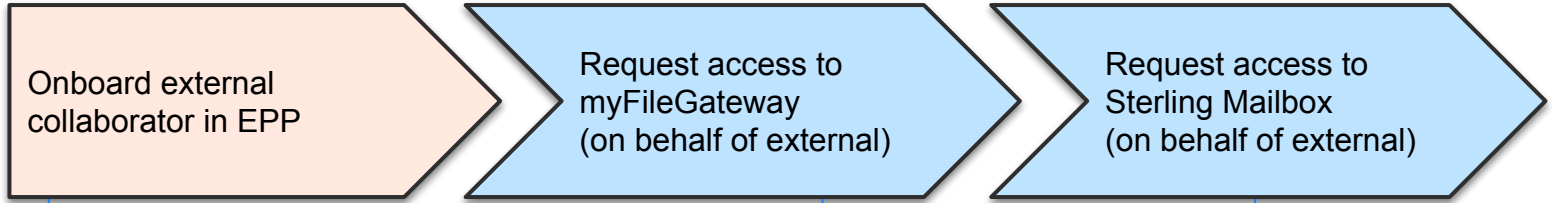
2. **Access to Sterling Mailboxes:**

- 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

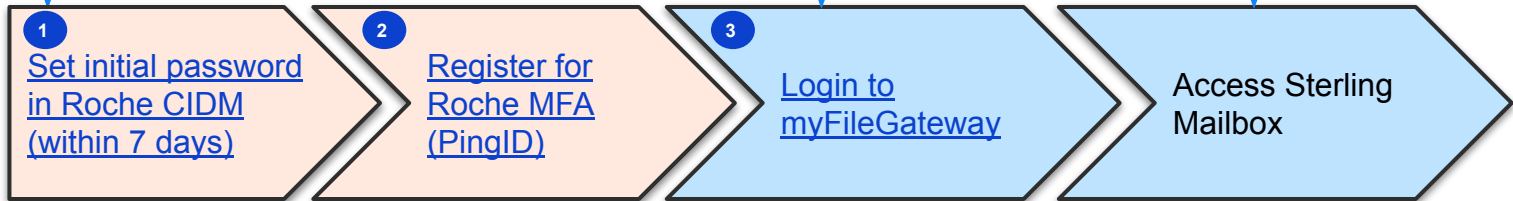
The above requests are submitted on behalf of the external collaborator by the Roche Responsible Person (RRP).

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

External Collaborator onboarding process overview



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




Onboarding to Genentech-Roche

Onboarding to Sterling application

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

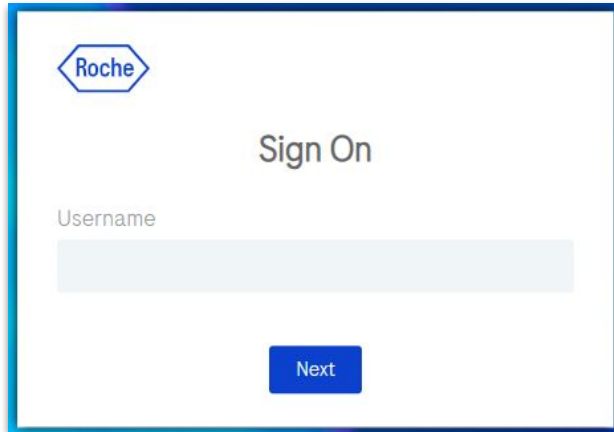
Environment [Europe region]	myFileGateway Portal URL	SFTP connection URL (port 22)
Production (live)	https://mft-emea.roche.com/myfilegateway	mft-emea.roche.com
VAL - Validation or UAT (non-production)	https://mft-emea-val.roche.com/myfilegateway	mft-emea-val.roche.com
IT - Testing (non-production)	https://mft-emea-it.roche.com/myfilegateway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



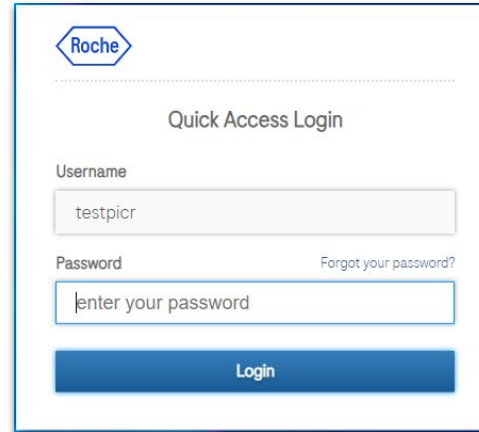
Please consult with your Roche Responsible Person about what region and environment you need to use for file transfers to Roche

myFileGateway portal login

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



The image shows the Roche Sign On page. It features the Roche logo in the top left corner. The main heading is "Sign On". Below the heading is a text input field labeled "Username". At the bottom center, there is a blue button labeled "Next".




The image shows the Roche Quick Access Login page. It features the Roche logo in the top left corner. The main heading is "Quick Access Login". Below the heading are two text input fields: "Username" (containing the text "testpicr") and "Password" (containing the text "enter your password"). To the right of the Password field is a link that says "Forgot your password?". At the bottom center, there is a blue button labeled "Login".



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


IBM Sterling myFileGateway
Welcome picinatr 

Home
Profile
Help
Sign Out


File Activity
Upload Files
Download Files
Reports

Search for file activities
To search for all activities simply leave all fields blank and select Find

Search Criteria

Times shown in local time zone  [Change to server time zone](#)

Find
Clear

Basic Search
 Enter search criteria below and select Find
To display all activity leave query fields blank


Producer :

Consumer :


Original File Name :

Status :

Protocol :

Date (From) :  mm/dd/yyyy

Time (From) : : (0-23 hours, 0-59 minutes)

Date (To) :  mm/dd/yyyy

Time (To) : : (0-23 hours, 0-59 minutes)

myFileGateway portal home page (slide 2)

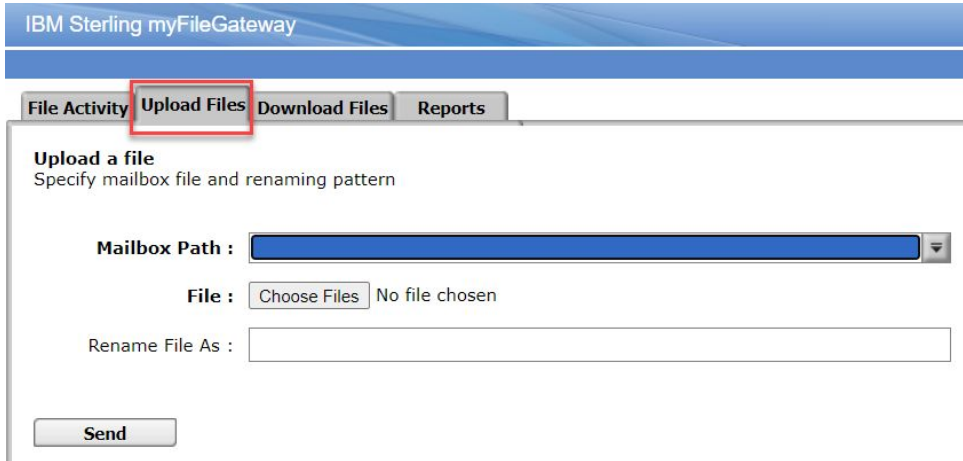
The commonly used functionalities are under the **Upload Files** and **Download Files** menu options



- 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**



IBM Sterling myFileGateway

File Activity **Upload Files** Download Files Reports

Upload a file
Specify mailbox file and renaming pattern

Mailbox Path :

File : No file chosen

Rename File As :

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 : No file chosen



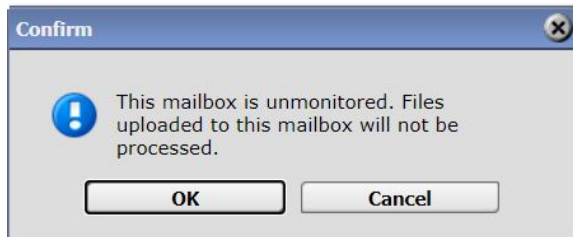
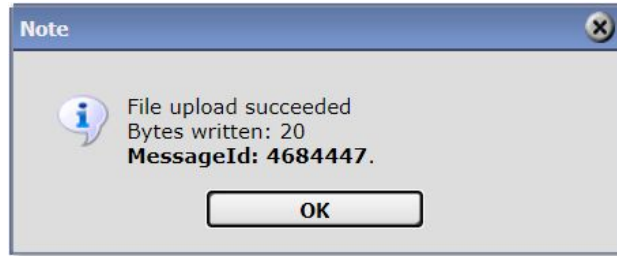
- Only **one file can be uploaded at a time**. If you select multiple files, only one will be uploaded
- For uploading multiple files, consider connecting via a SFTP client application

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

Rename File As :

myFileGateway File Upload (slide 3)

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



- 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

File Activity Upload Files **Download Files** Reports

Download a file
Filter your mailbox by using the column input fields

<input type="checkbox"/>	Received	File Name	Mailbox	File Size
<input type="checkbox"/>	01/24/2023 09:23:15	Test Document - myFG.txt	/Inbox	20 bytes
<input type="checkbox"/>	01/24/2023 09:26:18	Test Document - myFG 3.txt	/Inbox	20 bytes
<input type="checkbox"/>	01/24/2023 09:24:05	Test Document - myFG 2.txt	/Inbox	20 bytes
<input type="checkbox"/>	01/25/2023 14:38:12	Test Document - myFG.txt	/	20 bytes
<input type="checkbox"/>	01/25/2023 14:56:25	new file name.txt	/	20 bytes



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

Download a file

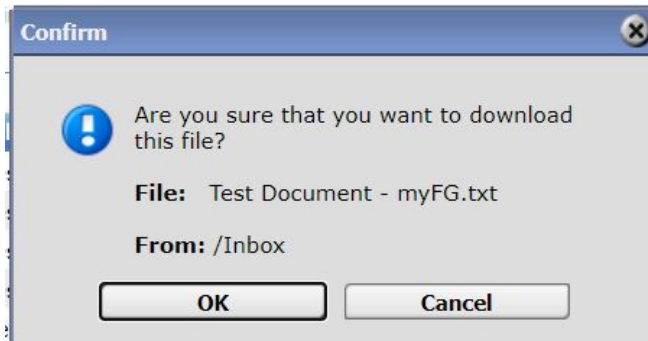
Filter your mailbox by using the column input fields

Received	File Name	Mailbox	File Size
<input type="checkbox"/> 01/24/2023 09:23:15	Test Document - myFG.txt	/Inbox	20 bytes
<input type="checkbox"/> 01/24/2023 09:26:18	Test Document - myFG 3.txt	/Inbox	20 bytes
<input type="checkbox"/> 01/24/2023 09:24:05	Test Document - myFG 2.txt	/Inbox	20 bytes
<input type="checkbox"/> 01/25/2023 14:38:12	Test Document - myFG.txt	/	20 bytes
<input type="checkbox"/> 01/25/2023 14:56:25	new file na Test Document - myFG.txt		20 bytes



- 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

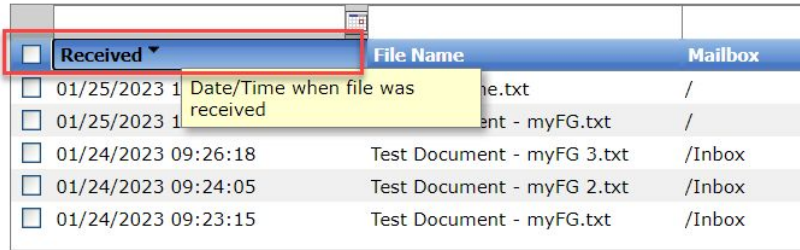


Click **OK** to download the file to your computer

myFileGateway File Download - Sorting / Filtering

Sorting the file list

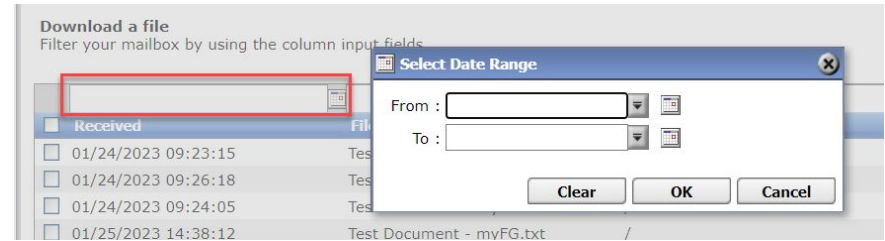
Click on a column header to order files



<input type="checkbox"/> Received	File Name	Mailbox
<input type="checkbox"/> 01/25/2023 14:38:12	Test Document - myFG.txt	/
<input type="checkbox"/> 01/25/2023 14:38:12	Test Document - myFG.txt	/
<input type="checkbox"/> 01/24/2023 09:26:18	Test Document - myFG 3.txt	/Inbox
<input type="checkbox"/> 01/24/2023 09:24:05	Test Document - myFG 2.txt	/Inbox
<input type="checkbox"/> 01/24/2023 09:23:15	Test Document - myFG.txt	/Inbox

Filtering files by date received

Click on the box above the Received column header to open a date range filter



Download a file
Filter your mailbox by using the column input fields.

Select Date Range

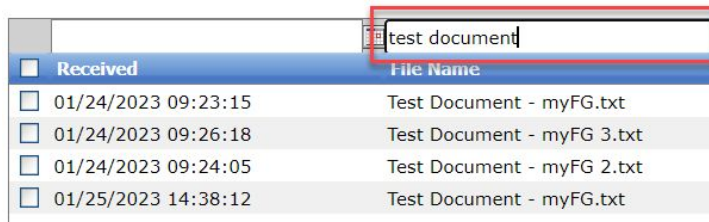
From :

To :

Clear OK Cancel

Filtering files by name

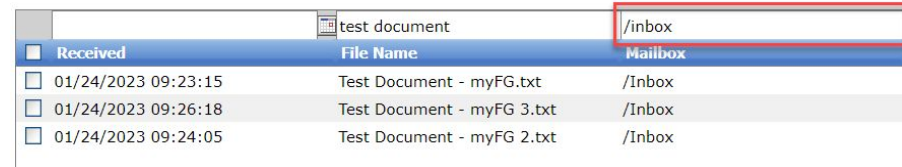
Enter a filename on the filter box and hit enter



<input type="checkbox"/> Received	File Name	Mailbox
<input type="checkbox"/> 01/24/2023 09:23:15	Test Document - myFG.txt	/Inbox
<input type="checkbox"/> 01/24/2023 09:26:18	Test Document - myFG 3.txt	/Inbox
<input type="checkbox"/> 01/24/2023 09:24:05	Test Document - myFG 2.txt	/Inbox
<input type="checkbox"/> 01/25/2023 14:38:12	Test Document - myFG.txt	/Inbox

Filtering files by Mailbox

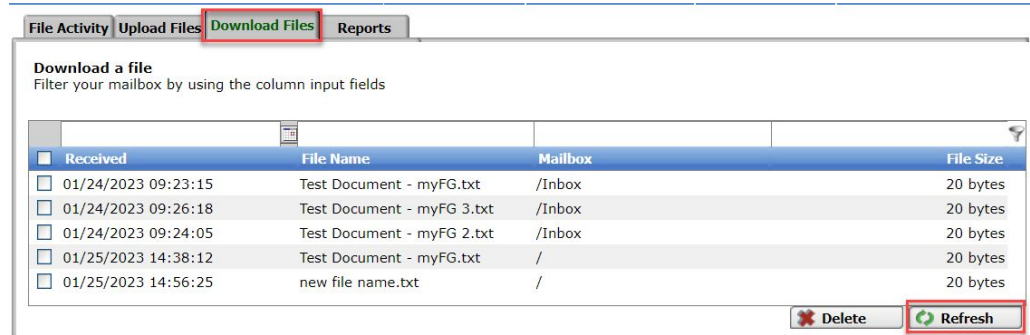
Enter a Mailbox Path on the filter box and hit enter



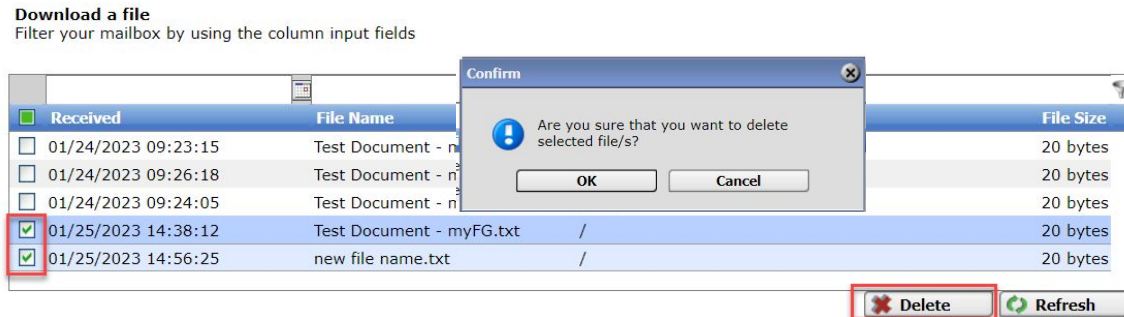
<input type="checkbox"/> Received	File Name	Mailbox
<input type="checkbox"/> 01/24/2023 09:23:15	Test Document - myFG.txt	/Inbox
<input type="checkbox"/> 01/24/2023 09:26:18	Test Document - myFG 3.txt	/Inbox
<input type="checkbox"/> 01/24/2023 09:24:05	Test Document - myFG 2.txt	/Inbox

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

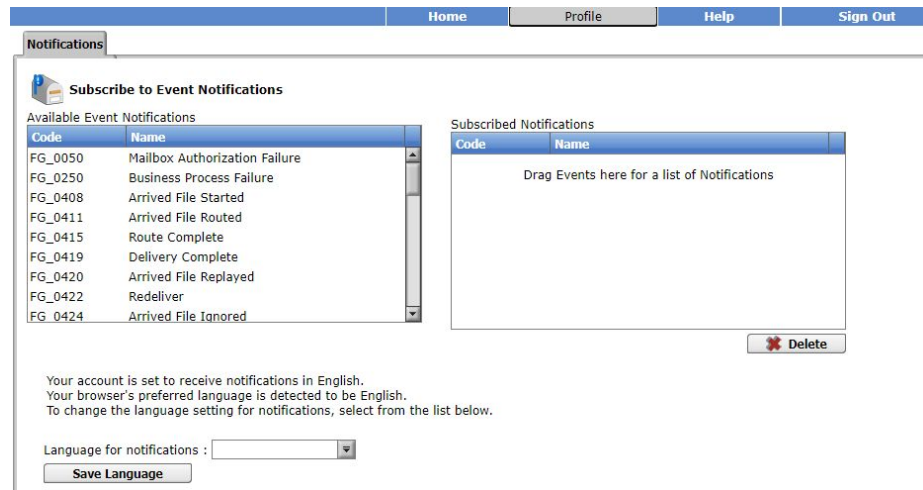


Files deleted from the system cannot be restored

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



Notifications


Subscribe to Event Notifications

Available Event Notifications

Code	Name
FG_0050	Mailbox Authorization Failure
FG_0250	Business Process Failure
FG_0408	Arrived File Started
FG_0411	Arrived File Routed
FG_0415	Route Complete
FG_0419	Delivery Complete
FG_0420	Arrived File Replayed
FG_0422	Redeliver
FG_0424	Arrived File Ignored

Subscribed Notifications

Code	Name
Drag Events here for a list of Notifications	

 Delete

Your account is set to receive notifications in English.
 Your browser's preferred language is detected to be English.
 To change the language setting for notifications, select from the list below.

Language for notifications :

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](#)