

STV External User Guide



FOR EXTERNAL USERS OF SENSITIVE TIMEBOXED VIEWER

6 November 2020

Overview

The Secure Timeboxed Viewer (STV) portal allows the ODPP to create secure links to multimedia and other types of data. These links can be sent to users external to the ODPP, providing the capacity to quickly share material without the need to organise or exchange physical media.

With this portal, many external parties can view digital material for a matter in a secure environment. Some typical external users include:

- Defence solicitors
- Barristers
- Witness intermediaries
- Expert Witnesses

The STV portal uses Microsoft SharePoint Online as its infrastructure, and utilises multifactor authentication provided by Microsoft through this platform. The portal is designed to allow access for a limited time period, while also preventing material from being saved or copied by the external user.

How STV works

In an appropriate circumstance, the ODPP may offer an external user access to digital material via the STV portal.

When an STV link is created, an external user nominates an email address for a secure SharePoint invitation to be sent to. This invitation remains active for 14 days.

When this link is accessed, the user will be prompted to log in with a Microsoft account. This Microsoft account must be associated with the nominated email address. If the email address nominated is not associated with a Microsoft account, the user can create a Microsoft account as part of the process.

When logging in, multifactor authentication must also be used. Typically, this will take the form of a code sent to a mobile phone.

Once login is successful, the user will be prompted to request access to the material. Once approved, the user will receive a further email confirming approval, as well as a link to the material.

By default, external users are given 72 hours of access, starting from access approval. This time period can be amended as required.

While access is active, users can view materials from within their browser, but cannot download or save copies of any materials. If materials need to be copied or saved, special permission must be sought from ODPP.

External User Process

Step 1: Provide required information

An ODPP solicitor or assisting staff member will request certain information to start the process:

- Full name
- Nominated email address.

Depending on the nature of the material, you may also be required to complete an undertaking form. This form will be sent via email attachment.

If this undertaking form is requested, please complete and return it as per the instructions provided.

Step 2: Initial login

When the STV link is prepared, you will receive an email with a link to the shared folder. Clicking this link will take you to a login page.

Select "Microsoft Account".

- If the nominated email address is already associated with a Microsoft account, log in with your email address and password.
- If the nominated email address is not associated with a Microsoft account, click "Create one!" underneath the login prompt.
 - Enter the nominated email address into the "Create an Account" field;
 - Choose a password, and enter it into the field;
 - Provide your first and last name as prompted;
 - Provide your country and date of birth as prompted;
 - Check your emails for the verification code, and enter it as prompted;
 - Complete the security challenge by entering the characters that appear.

You can create a Microsoft account using your current email address. e.g. me@gmail.com

Step 3: Multifactor Authentication

After either logging in or creating a new account, you will be asked to provide more information for security reasons.

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone ▼

Select your country or region ▼

Method

Send me a code by text message

Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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Typically, it is recommended that the “Authentication Phone” option is selected from the verification methods, using a mobile phone.

- Select your country from the list;
- Provide your phone number (do not include the 0 in front; this is covered by the country code);
- Select “Call me” or “Send me a code by text message” as preferred.

When you receive the code, enter it as prompted and click “Verify”.

Step 4: Request Access

For first time users of STV portal, you will see a page stating that you need permission to access, once verification is successful.

Click “Request Access” at the bottom right of the text field. This will send an access request to STV administrators.

You can close this page once you’ve requested access, as you will receive a secondary link via email.

Subsequent invitations will not require you to complete this step.

Step 5: Access Approved

Once your access is approved by an STV administrator, you will receive an email confirmation. This will also include a link to the item shared; clicking this link will take you to the STV page.

You may now browse the shared files. Clicking a file’s name will open its contents in the browser.

You may access this link and its contents for the arranged amount of time (72 hours by default). After this time, your permissions will be revoked, and you will no longer have access to the contents of the link.

Need help?

Please contact the ODPP member that is representing the matter you have been invited to.

Find common problems and solutions with two-factor verification and your Microsoft account on the [Microsoft documentation](#) site. Find questions like:

- **Issue Type: Failed to accept invitation**
This issue is caused by a user incorrectly accepting a SharePoint Online invitation. This usually happens when a user is already signed into a Microsoft account (usually personal account) in their browser, and then copies over the invitation link to the browser. Anytime an invitation link is accepted by an account other than the intended recipient, there is an association created between the two accounts, that prevents the user from signing into SharePoint Online with the intended email address (account).
Resolution: Logout the current profile then sign in with the account provided to ODPP. Otherwise, provide ODPP with the current profile account as an alternative email address.
- [How to change the number the code is sent to](#)
- [What to do if you're not receiving the verification code](#)
- [Set up an authenticator app for verification](#)
- [Reset your password](#)