

# Redstone Federal Credit Union

## Answers to Frequently Asked Questions

### My Virtual StrongBox

#### **How do I access My Virtual StrongBox?**

After signing in to online banking, within the orange navigation bar, navigate to 'Additional Services' then 'StrongBox.' You will not need to enter an additional password to access this service.

#### **What are the system requirements to use My Virtual StrongBox?**

In order to use My Virtual StrongBox, we recommend that you use an up to date browser (IE 8 or higher, Firefox 3 or higher, Chrome, or Safari). Whichever browser you choose, you'll need to enable JavaScript, First-party Cookies and Third-party Cookies. If you do not already have Microsoft Silverlight installed, you will be prompted to do so before opening My Virtual StrongBox.

Please note: My Virtual StrongBox was not designed for use on mobile devices. It may work on some devices however, functionality may be limited.

#### **What types of documents can I store in My Virtual StrongBox?**

You can store any documents that are important to you personally or professionally (i.e. marriage certificate, copy of will, homeowner's insurance policy, vehicle insurance policy, etc.). Store them in your My Virtual StrongBox as a backup to hard or electronic copies that you have stored in your home, office, or personal computer.

#### **What options are available in the My Virtual StrongBox toolbar?**

The My Virtual StrongBox toolbar includes the following options:

- **ADD FILE:** Upload files from your computer to the currently selected folder.
- **NEW FOLDER:** Create a new sub-folder with a custom name within the currently selected folder.
- **DOWNLOAD:** Download files from the currently selected folder onto your computer.
- **RENAME:** Change the name of a file that you previously uploaded.
- **DELETE:** Move one or more items from the current folder into the Recycle Bin. Files in the Recycle Bin still count against available space until they are removed permanently.
- **MOVE:** Move one or more items from their current folder to a different folder or sub-folder.
- **SHARE:** Share file(s) by sending a link to that file via e-mail.
- **DETAILS:** View detailed file information for a selected file.
- **HELP:** Displays the User's Guide.
- **RECYCLE BIN:** This is a folder that contains all deleted items. Those that are deleted from within the Recycle Bin will be removed from your My Virtual StrongBox permanently.
- **RESTORE:** This option is only available from the Recycle Bin. Items can be restored to their previous folder.

## **How do I add files to a folder?**

Click the Add Files button, then click the Select Files button and choose the file(s) to upload to the current folder.

Once you add your selected files to the upload list, you will be able to view the progression of each file's upload. Upon completion, select the Close button to return to your main My Virtual StrongBox page. You'll see that your files have been added to the folder and your usage meter (bottom left of the screen) has been updated.

## **Are there limitations in terms of file size or file type for uploading to My Virtual StrongBox?**

Yes, files cannot exceed 250MB. For security purposes, My Virtual StrongBox will not accept executable file types (.exe, for instance). File names cannot exceed 100 characters.

## **How do I view a file that has been uploaded to My Virtual StrongBox?**

To view the contents of a file that you have uploaded, click the file. Alternatively, you may highlight the file, then click the Download button and follow the prompts. You will be prompted to open or save the file. If you choose open, the file will display. If you choose save, the file will be saved to your computer.

## **Can I create new folders?**

Yes. Select the New Folder button from the My Virtual StrongBox toolbar. You can choose the name of your subfolder and it will be placed in the currently selected main folder.

## **Can I share files that I've stored in My Virtual StrongBox?**

Yes. To share a file within the currently selected folder, select the file and select share from the toolbar. A window will open to set up the File Share Link options.

Download options:

- One-time: The file share link is good for only one (1) download before the expiration date/time is reached.
- Multiple: The recipient(s) of the file share link may download the file multiple times until the expiration date/time is reached.

Expiration Options allows you to set the number of days the share link will be available for the recipient(s) to retrieve the shared file. The default is 1 day; however, you may change the number to be anything from 0-365. The file will not be available for download after the last day selected, at time of day it was created.

NOTE: A value of zero (0) will make the file always available for download. If the multiple download option was selected, the file share link will always be valid until it is manually removed from the system.

The file share link can be sent to anyone by selecting the Copy Link button (or swipe and copy) and then pasting the URL into an email. To remove an Active Share Link once it has been created, select the Remove Link button.

NOTE: Once a file share link is created it cannot be edited. To adjust options for the active share link, you must remove the current link and generate a new one.

For added protection, you can password protect or encrypt your document before uploading to My Virtual StrongBox. To do this, please consult documentation for the software you are using.

### **Can the content from one member's StrongBox be transferred to another's?**

This function is not available.

### **How do I purchase more storage?**

At any time you may select **Upgrade My Storage** to purchase more storage space. Each member can store up to 125 MB for FREE. Members may purchase additional space as needed. Once the additional storage is purchased, the Usage Meter will update to display the amount and percentage used.

Pricing is as follows:

<b>Annual Pricing</b>	<b>Storage Amounts</b>
\$5.95	50 MB
\$8.95	100 MB
\$14.95	250 MB
\$23.95	500 MB
\$36.95	1 GB
\$69.95	2 GB
\$110.00	5 GB
\$150.00	10 GB

### **How does the charge for additional storage appear on a statement?**

The merchant name will appear as MVSTRONGBOX.

### **What information is required to purchase additional storage space?**

You will need to know how much additional storage you wish to purchase. You will be prompted to enter Name, Address and credit/debit card details.

### **If the charge is unsuccessful, how am I notified?**

Unsuccessful credit/debit card transactions are communicated at the point of the transaction. You will be presented with a message informing you the transaction was not successful.

**Once I purchase additional storage space, do I have to continue paying for it?**

Yes, if you choose to keep the additional storage. One year from the date of the original purchase, you will get an in session reminder that gives the option to purchase the additional storage for another year.

**Are my files safe in My Virtual StrongBox?**

Yes, all files are protected by 256 bit encryption. The Advanced Encryption Standards (AES) specifies a Federal Information Processing Standards approved cryptographic algorithm that can be used to protect electronic data. The AES algorithm is a symmetric block cipher that can encrypt (encipher) and decrypt (decipher) information. For added protection, you can password protect or encrypt your document before uploading to My Virtual StrongBox. To do this, please consult documentation for the software you are using.

**How do I deactivate or unsubscribe to My Virtual StrongBox?**

Once a StrongBox has been created you must contact Redstone Federal Credit Union to deactivate/unsubscribe from it.

**Who do I contact if I need help with My Virtual StrongBox?**

Please contact our Member Connect Center at 256-837-6110 or 1-800-234-1234.

Must have online banking and password to access My Virtual StrongBox. Some restrictions apply. Additional storage space may be purchased for a fee. My Virtual Strongbox is a product of Digital Mailer. RFCU does not warrant, guarantee, or insure any product or service provided by Digital Mailer. RFCU and Digital Mailer are separate entities.