

Quick Reference Guide For Novartis Data Exchange Large File Transfer

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1. Prerequisites

Internal Users (Novartis Associates)

Novartis Connect (5-2-1) ID, password and a Novartis email account.

External Users (all others)

External Partners need to have a valid email account.

Both need a workstation with internet connection. The workstation can be of any operating system and must have a web browser of recent version installed.

2. Registration For Novartis Data Exchange

The Novartis Data Exchange (NDX) service is connected closely to the Secure Mail service.

Novartis Internal Associates

Novartis Associates don't need to register for Novartis Data Exchange if they only communicate to internal users. However, if they use it with external partners, they first need to get registered within the Secure Mail service.

Note: The Secure Mail registration is needed for receiving the One-Time-Password for new external users. If the registration is not yet in place, it is triggered when addressing new external partners.

For additional information see

<https://securemail.novartis.com/secure-mail/index.shtml>

External Partners

External partners can be registered for Novartis Data Exchange when a Novartis Associate sends a package to their email account. An email notification is sent to the external partner in order to complete the enrollment.

Note: External partners that are already enrolled for the Secure Mail service can use the same login credentials for the NDX service. The account is shared by both Secure Messaging services.

3. Opening A Novartis Data Exchange Package

When receiving a NDX package the user gets a notification email with an attachment called **attachments.html**.

Open the attachment file in a browser and enter the login credentials.

Novartis Internal Associates

Enter the **Novartis email address** or the **Unique-ID** (5-2-1), the **windows password** and click **Login**.

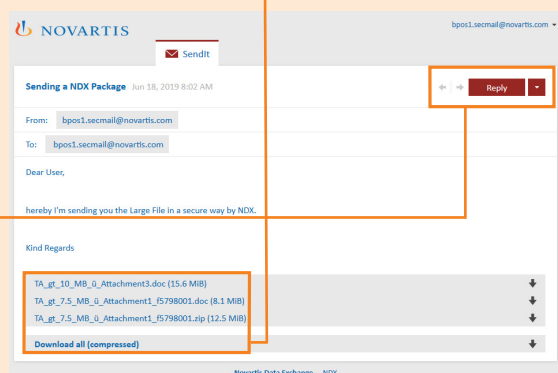
External Partners

Enter the **email address**, the **password** that was set during the enrollment process and click **Login**.

Email address or UniqueID (for Novartis Associates)

Password [Forgot password?](#)

After successful authentication the original package content will be shown. Click the links to download the files.



Click **Reply** or **Forward** to reply or forward the package.

Note: The packages must be opened within 14 days after creation.

4. Send A Novartis Data Exchange Package

Go to the Novartis Data Exchange page:

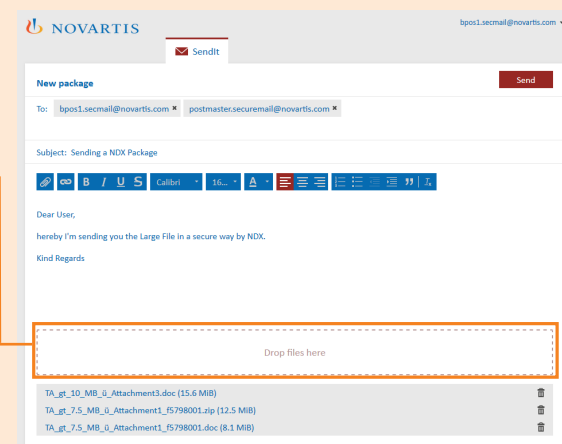
<https://securemail.novartis.com/ndx/>

Click **Login to NDX** and use the same login credentials as for opening a package.



After successful login, a new NDX package can be composed and file attachments can be uploaded using the **Drop files here** zone.

Note: Multiple recipients can be addressed by using a comma separation (,).



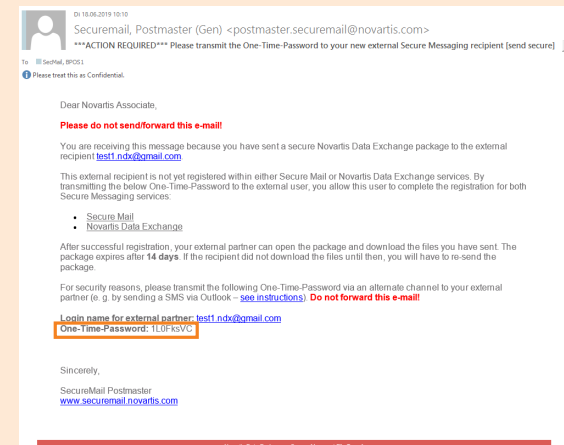
5. External User Enrollment

Novartis Internal Associates

Once a Novartis associate has initiated the registration of a new external partner, they will receive the notification email that contains the one-time-password to register the new external user.

The one-time-password needs to be transmitted to the external user using an alternate channel than email (e.g. SMS, telephone).

Note: The confidentiality of your partner's password is not guaranteed if you send it by email because the mailbox of your external partner might be accessed by other persons (e.g. assistants).

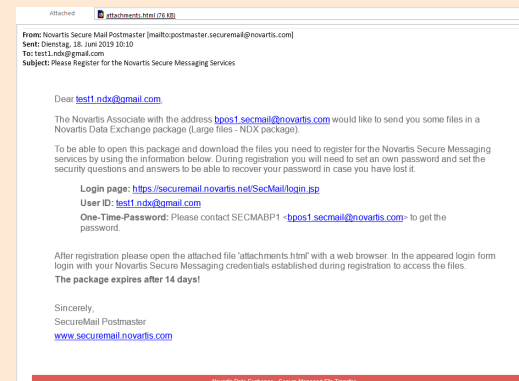


External Partners

Open the link to the Secure Mail Web Portal as outlined in the registration notification email.

Enter your email address and the one-time-password provided by the Novartis associate. Set a new password, security questions and answers after the login.

If you forget your password, go to **Forgot Password** on the login portal to allow password recovery as a self-service.



Note: With this procedure external partners will also register for Secure Mail. For additional information see

<https://securemail.novartis.com/secure-mail/index.shtml>