

Secure File Transfer Service FAQ Sheet



Q What is the secure file transfer service?

A The secure file transfer service is a file sharing platform (TitanFile) on our website that allows users to securely submit files to the Board. It is more efficient and secure than email.

Q Why is this change happening?

A

1. This change is happening to **make identifying confidential information easier**. Users are required to indicate whether any files being uploaded contain confidential information. This helps ensure sensitive material is identified early and handled appropriately.
2. Secondly, this change helps **reinforce understanding of our confidentiality policy**. Users are required to acknowledge that any document NOT marked as confidential will be treated as public and may be made publicly accessible.
3. Lastly, as the service is fully encrypted, this change **enhances security and eliminates risks** associated with sending files via email.

Q Who should use the service?

A **Everyone** with a file to send to the Board.

Q What types of files can be transferred through the service?

A The service supports a wide range of file types, including documents, images, slides, video, and audio files.

Q What is the maximum file size I can send?

A Up to **10 GB** of files can be transferred at one time.

Q When do I have to start using the service?

A Effective **Nov. 3, 2025**, the Board will no longer accept files via email.

Q How do I access the secure file transfer service?

A The service is accessed by visiting our website (<https://nserbt.ca/nseb>), and clicking "Send Files to the Board" under the Quick Links section.

The direct link to the service is: <https://board.titanfile.com/NSEB/>

Q How do I use the service?

A Instructions on how to use the file transfer service are provided on our website. There are three essential steps:

1. Indicate whether any files contain confidential information. This helps us ensure sensitive material is appropriately protected.
2. Confirm that you have read and understand our confidentiality policy. All matters are public unless accepted by the Board as confidential (see [more on Confidentiality here](#)).
3. Click the "Continue" button to start your submission.

Q Can users confirm the file transfer worked?

A **Yes**, users will receive an email with a reference number to confirm receipt.

Q How will this change affect existing projects or communications?

A This change will not impact the processing of previously submitted information. Any documents filed via email prior to Nov. 3, 2025, do not need to be resubmitted.

Q What if I prefer email for file transfers?

A While we understand some may prefer email, use of the file transfer service is required to enhance security and protect confidential information. Items submitted by email will not be accepted.

Q What other methods can I use to send files to the Board?

A In addition to the secure file transfer service, the Board will continue to accept documents submitted by mail, courier, in-person drop-off, or by fax.