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*"Rummaging in the government's attic"*

Description of document: Federal Reserve Board (FRB) Freedom of Information Act (FOIA) Standard Operating Procedure SOP 2021

Requested date: 22-May-2022

Release date: 27-July-2022

Posted date: 06-February-2023

Source of document: FOIA Request  
Office of the Secretary  
Board of Governors of the Federal Reserve System  
20th & Constitution Avenue, NW  
Washington, DC 20551  
Fax: (202) 872-7565  
[submit a FOIA request electronically](#)

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BOARD OF GOVERNORS  
OF THE  
**FEDERAL RESERVE SYSTEM**  
WASHINGTON, D. C. 20551

ADDRESS OFFICIAL CORRESPONDENCE  
TO THE BOARD

July 27, 2022

Re: *Freedom of Information Act Request No. FOIA-2022-00472*

This is in response to your electronic message dated May 22, 2022, and received by the Board's Information Disclosure Section on May 23. Pursuant to the Freedom of Information Act ("FOIA"), 5 U.S.C. § 552, you seek:

A copy of each (internal) FOIA Standard Operating Procedure (SOP) at the Board of Governors of the Federal Reserve System FOIA Office.

Staff searched Board records and located information responsive to your request. I have determined, however, that certain portions of responsive documents contain information relating to information security operations of the Board that, if disclosed, could have a negative impact on the Board's IT security. This information is subject to withholding and will be withheld pursuant to exemption 7(E) of the FOIA, 5 U.S.C. § 552(b)(7)(E). I have also determined that the information should be withheld because it is reasonably foreseeable that disclosure would harm an interest protected by an exemption described in subsection (b) of the FOIA, 5 U.S.C. § 552(b). The responsive documents have been reviewed under the requirements of subsection (b) and all reasonably segregable nonexempt information will be provided to you. The documents being provided to you will indicate the amount of information that has been withheld and the applicable exemption.

Accordingly, your request is granted in part and denied in part for the reason cited above. If you believe you have a legal right to any of the information that is being withheld, you may appeal this determination by writing to Office of the Secretary, Board of Governors of the Federal Reserve System, Attn: FOIA Appeals, 2001 C Street, NW, Washington, DC 20551; by facsimile to 202-872-7565; or electronically to [FOIA-Appeals@frb.gov](mailto:FOIA-Appeals@frb.gov) or <https://foia.federalreserve.gov/app/Home.aspx>. Your appeal must

be postmarked or electronically transmitted within 90 days of the date of the response to your request.<sup>1</sup>

Very truly yours,



Margaret McCloskey Shanks  
Deputy Secretary of the Board

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<sup>1</sup> As an alternative to an administrative appeal, you may contact the Board's FOIA Public Liaison, Ms. Candace Ambrose, at 202-452-3684 for further assistance. Additionally, you may contact the Office of Government Information Services ("OGIS") at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, MD 20740-6001; email at [ogis@nara.gov](mailto:ogis@nara.gov); telephone at 202-741-5770 or toll free at 1-877-684-6448; or facsimile at 202-741-5769.

## FOIAXpress

### Processing Certificates Quick User Guide

- 1) IDS staff receives notification from Candace that they have been assigned a new request.
  - If it's a new email request, create request in system
    - o Ensure Candace is listed as the requester owner and you are listed as the primary
  - If it's a PAL or FOIA.gov request, follow the "processing attachments from PAL in FOIA" steps that we received from IT
    - o All non-PAL request forms must follow those instructions
- 2) Review and confirm the details in the request information tab
  - Multi-track type for all certificate requests should be "simple"
- 3) Add background/reference information or correspondence to the correspondence log using the receive correspondence section of the correspondence tab
- 4) Add any documentation to be released to the requester to the Review Log
  - \*\*most certificate requests do not have any documents for release
  - move the documents from the review log to the request folder when ready for Candace's review
- 5) Choose the appropriate certificate template from the letter templates in the correspondence tab, select customize for pending, and make any revisions to the letter
- 6) Send to Candace for review
  - Assign users tab: change the primary to Candace, select the send email check box next to Candace's name, add note that the cert is ready for review, and select assign
- 7) When the certificate is signed, Candace will reassign IDS staff as primary and send a notification that the cert letter is signed and ready for release
- 8) Create the cost sheet, then create the invoice from the cost sheet, and then perform payment close out of the invoice
  - All certification requests have an invoice and payment that should total \$7.00
    - In the "Reproduction of Paper" field, input the quantity amount as 1 under the Certificate option, so it equals \$5.00
    - In the "Clerical Hours Search," input the quantity as .10 to equal 2
  - Invoices are sent via Deliver Document tab when the final response letter or certificate is sent to the requester
  - The invoice payment must be completed and the request cannot be closed until the balance is listed as \$0
  - Requests cannot be closed until the payment closeout of the invoice is completed

- 9) Complete the Final actions tab
- Most certificate requests are full grants
  - If a request is withdrawn, select “Other Reasons” for final disposition and select “Request withdrawn” and skip to step 7
  - If a request is a duplicate, select “Other Reasons” for final disposition and select “Duplicate Request” and skip to step 7
- 10) Deliver final response letter and invoice (and any docs if applicable) through document delivery
- All final responses must be delivered through document delivery
  - In the deliver documents tab, select deliver documents and document management will load in a new browser tab
    - o Right click on the request folder in the left pane and select deliver documents from the options list
    - o In the popup window, select
      - “deliver without documents” if **no** documents are being sent to the requester
      - “all pages” if documents **are** being sent to the requester
    - o The deliver documents options window and complete the following:
      - Select the document delivery type
      - Select invoice checkbox and select the invoice from the list
      - Select the include final response letter checkbox
        - The default pending response letter should autoselect
        - Select customize & save button to view and save the certificate
      - Select the delivery mode
      - Select the delivery template and select the customize button to edit and save the template
      - Select the requester email address
      - If documents are being delivered, select the output format as PDF tagged 508 complaint
      - If documents are being delivered, select the preview pages to review the pages being sent to the requester
      - Select “deliver documents”

Deliver Documents - FOIA-2021-00001

Document Delivery Type: Final

Include:

- Invoice
- Include Final Response Letter
- Select a Letter Format
- Action Office: All
- Letter Templates:
  - Select Default/Pending Final Response Letter
  - From Local Disk/Network
- Customize & Save

If your file appears in red or not at all then it is of an invalid correspondence format

Include Review Objects:

- Comments Box
- Highlight
- Straight Line
- Ellipse
- Stamp
- Circle Note

Other Options:

- Include Fully Redacted Pages
- Hide Codes
- Hide Redaction Borders [Note](#)
- Black & White
- Include Document Review Flags: All

Requester Information:

Request Shipping Address: [Print Address](#)

Mr. Portal FRBTester  
IT Testing USA  
1709 New York Avenue NW

Address information can be edited

Delivery Options

Delivery Mode \*: E-mail

Email Template \*: [Customize](#)

From: (b) (7)(E)

To \*:  Requester Email  Other Email

Cc:

Bcc:

Separate Email By ;

Output Format \*: [Customize](#)

Dispatch Date: 4/30/2021

11) Close request in the "close request" tab

## Formatting Certificates

Last Updated: 12/17/2021

These guidelines outline the types of certificates IDS staff process and how to format those certificates. For information on how to use FOIAXpress to log, document, and process certificates, please see the FOIAXpress Certs Quick User Guide.

### **Identify the certificate type**

Look up your financial institution in the [National Information Center \(NIC\)](#) website to confirm the Board regulates the financial institution. This search needs to be done for every certificate request.

Click on “Institution Details” portion of the institution’s NIC profile.



This will expand more information about the financial institution. First check and see if the Federal Reserve System (FRS) is listed as the institution’s Primary Federal Regulator.



If the FRS does not regulate the financial institution, contact the requester by phone, email, or the FRB FOIA Portal via FOIAXpress and direct the requester to the correct agency. Then, close out the request in FOIAXpress in the Final Dispositions tab as “Other Reasons – Not Agency Record”.

If the Board does regulate the financial institution, note what type of institution the financial institution is under “Institution Type,” which will indicate what type of certificate is needed.

<b>INVESTORS BANCORP, INC.</b>	
RSSD ID: 2477754	
101 JFK PARKWAY , SHORT HILLS, NJ, UNITED STATES 07078	
Institution Details ^	
Web Site: <a href="http://WWW.MYINVESTORSBANK.COM">WWW.MYINVESTORSBANK.COM</a>	Status: Active
<b>Institution Type:</b> Bank Holding Company	Insurance: NOT INSURED OR NOT AVAIL.
Primary Federal Regulator: FRS	FDIC Certificate #: N/A
Primary Activity: OFFICES OF BANK HOLDING COMPANIES	RTN/ABA: N/A
Primary Activity Code: 551111	LEI: N/A

Institution types will be listed as one of the following:

- a) Bank Holding Company (BHC)
- b) Intermediate Holding Company (IHC)
- c) Financial Holding Company (FHC)
- d) Savings and Loan Holding Company (SLHC)
- e) Member Bank
- f) Charter Attachment
- g) Other Attachments
- h) Edge Corporation
- i) Foreign Banking Organizations (FBO), which will be called one of the following:
  - i. Insured Federal Branch of an FBO
  - ii. Insured State Branch of an FBO
  - iii. Uninsured Federal Agency of an FBO
  - iv. Uninsured Federal Branch of an FBO
  - v. Uninsured State Agency of an FBO
  - vi. Uninsured State Branch of an FBO

Next, you need to document the NIC profile. Click on the "History" tab to expand more information on the financial institution's history.

**M&T BANK CORPORATION**  
 RSSD ID: 1037003

ONE M&T PLAZA , BUFFALO, NY, UNITED STATES 142032399

Institution Details **▲**

**Web Site:** WWW.MTB.COM      **Status:** Active  
**Institution Type:** Financial Holding Company - Domestic      **Insurance:** NOT INSURED OR NOT AVAIL.  
**Primary Federal Regulator:** FRS      **FDIC Certificate #:** N/A  
**Primary Activity:** OFFICES OF BANK HOLDING COMPANIES      **RTN/ABA:** N/A  
**Primary Activity Code:** 551111      **LEI:** 549300WYXDDBYRASEG81

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Financial Data    Organization Hierarchy    **History**

**History** Download Results

Show 20 rows entries History **CSV**

Date	Type of Event	Institution Involved	RSSD ID	Notes
1/24/2020	Acquisition	WILMINGTON TRUST CORPORATION	3940714	WILMINGTON TRUST CORPORATION transferred its assets to one or more institutions including M&T BANK CORPORATION.
3/1/2011	Institution Type Changed			M&T BANK CORPORATION changed from Bank Holding Company to Financial Holding Company - Domestic.
4/1/2003	Acquisition	ALLFIRST FINANCIAL INC.	1074660	ALLFIRST FINANCIAL INC. transferred its assets to one or more institutions including M&T BANK CORPORATION.

Create a PDF of this view of the financial institution’s NIC Profile using your web browser. Save the PDF in the certificate’s case in FOIAXpress in the Correspondence Log. See the FOIAXpress Certs Quick User Guide for more information on how to use FOIAXpress.

Next, you will create a certificate for the financial institution. Each type of financial institution has a specific template you must use to create the cert. Certificate templates are found and edited in FOIAXpress. See the FOIAXpress Certs Quick User Guide for more information on how to use FOIAXpress.

**For a BHC, do the following:** Select the Certificate – BHC template in FOIAXpress. In the middle of the paragraph, leave only the bank’s name on the first line and add a comma at the end. In the second line, type the bank’s city and state (information is on the NIC verification page).

	BOARD OF GOVERNORS OF THE FEDERAL RESERVE SYSTEM WASHINGTON, D. C. 20551	ADDRESS OFFICIAL CORRESPONDENCE TO THE BOARD
<hr/> <b>CERTIFICATE</b> <hr/>		
<p>According to official records of the Board of Governors of the Federal Reserve System, the following organization is a bank holding company registered under the Bank Holding Company Act of 1956, as amended:</p>		
<p>Investors Bancorp, Inc.,          Short Hills, NJ.</p>		

The name of the bank, and city and state should be centered. Signature block should say “Michele Taylor Fennell” on the first line and “Deputy Associate Secretary of the Board” on the second line. This should be populated for you in the template. Check the requester’s mailing address at the bottom of the certificate for errors. The mailing address should also be populated for you in the template.

**For an IHC, do the following:** An IHC is also a BHC if it has an insured depository institution subsidiary. To determine if there is an insured depository institution, review the organization hierarchy tab in the IHC’s NIC profile and confirm if there is a National Bank listed. If a National Bank is listed, create a BHC certificate using the instructions in the preceding section. In addition to creating a PDF of the history view of the institution’s NIC profile, as required for all BHC certificates, also create a PDF of the organization hierarchy view of the institution’s NIC profile with the National Bank listed. Save both PDFs to the correspondence log in the certificate’s case in FOIAXpress. Example IHC: FOIA-2022-00160.

**For an FHC do the following:** After you confirm that the Federal Reserve regulates the company requested, click on “History” tab on the NIC page. Look for the entry “Institution Type Change.” Note the date listed when the institution changed to a Financial Holding Company. You may also want to note other information, such as the institutions RSSD ID and full name. If there is no mention of an institution type change, continue.

**M&T BANK CORPORATION**  
RSSD ID: 1037003

ONE M&T PLAZA , BUFFALO, NY, UNITED STATES 142032399

Institution Details ▲

Web Site: WWW.MTB.COM  
Institution Type: Financial Holding Company - Domestic  
Primary Federal Regulator: FRS ●  
Primary Activity: OFFICES OF BANK HOLDING COMPANIES  
Primary Activity Code: 551111 ●

Status: Active  
Insurance: NOT INSURED OR NOT AVAIL.  
FDIC Certificate #: N/A  
RTN/ABA: N/A  
LEI: 549300WYXDDBYRASEG81

Financial Data   Organization Hierarchy   **History**

**History** Download Results  
History CSV

Show 20 rows entries

Date	Type of Event	Institution Involved	RSSD ID	Notes
1/24/2020	Acquisition	WILMINGTON TRUST CORPORATION	3940714	WILMINGTON TRUST CORPORATION transferred its assets to one or more institutions including M&T BANK CORPORATION.
3/1/2011	Institution Type Changed			M&T BANK CORPORATION changed from Bank Holding Company to Financial Holding Company - Domestic.
4/1/2003	Acquisition	ALLFIRST FINANCIAL INC.	1074660	ALLFIRST FINANCIAL INC. transferred its assets to one or more institutions including M&T BANK CORPORATION.

Open FIRMA and click on the specific “Banking Applications” tree, search and select the folder for the financial company. Use the information you collected above in the NIC profile to locate the appropriate folder for the financial institution. Then, search for the folder that says “Financial Holding Company” and search for the “Final Action” letter. Example: G-2020-00155.

Previous Next Options

All Collections Favorites Document Lists

Equality Bankshares Inc 20000531

**Financial Holding Company 20000411**

- 20000411 Application - Confidential
- 20000420 Additional Information - Confidential
- 20000420 Correspondence FRBM - Confidential
- 20000503 Additional Information - Confidential
- 20000512 Final Action Confidential**

First Interstate Bank 19971002

First Interstate Bank of

Browse Search Tools Admin Help

**Banking Applications 1996 - 2002**

**Title:** Banking Applications 1996 - 2002  
**Dates:** 1996 - 2002

**Arrangement:** Alphabetically by filing entity name (usually a bank company), thereunder alphabetically by name of target (the object of the applicant's proposal) or type of application, and thereunder by date.

Filing entity names are preceded by a three-letter prefix indicating entity type. The entity type prefixes are:

- BHC - Bank Holding Company
- FBC - Foreign Banking Corporation
- FBNB - Foreign Branch of National Banks
- FBO - Foreign Bank Organization
- FHC - Financial Holding Company
- SMB - State Member Bank

**Description:** This collection contains records of applications and notices filed by domestic and foreign financial institutions operating in the United States.

Confirm and note the date on the letter. Select the Certificate – FHC template in FOIAXpress. Insert the date from the letter in FIRMA in the body of paragraph on the certificate.



BOARD OF GOVERNORS  
OF THE  
FEDERAL RESERVE SYSTEM  
WASHINGTON, D. C. 20551

ADDRESS OFFICIAL CORRESPONDENCE  
TO THE BOARD

**CERTIFICATE**

According to official records of the Board of Governors of the Federal Reserve System, effective May 12, 2000, the following organization elected to become a financial holding company under section 4(k) and (l) of the Bank Holding Company Act of 1956, as amended:

First Interstate Bancsystem, Inc.,  
Billings, MT.

Signed and sealed on March 19, 2020,  
at Washington, D.C.

*Margaret M. Shanks*

By: \_\_\_\_\_  
Margaret McCloskey Shanks  
Deputy Secretary of the Board

The name of the bank, and city and state should be centered. Signature block should say “Michele Taylor Fennell” on the first line and “Deputy Associate Secretary of the Board” on the second line. This should be populated for you in the template. Check the requester’s mailing address at the bottom of the certificate for errors. The mailing address should also be populated for you in the template.

**For a SLHC, do the following:** Select the Certificate -SLHC-Savings and Loan Holding Company template in FOIAXpress. In the middle of the paragraph, leave only the bank’s name on the first line and add a comma at the end. In the second line, type the bank’s city and state (information is on the NIC verification page). Example: G-2020-00130.



BOARD OF GOVERNORS  
OF THE  
FEDERAL RESERVE SYSTEM  
WASHINGTON, D. C. 20551

ADDRESS OFFICIAL CORRESPONDENCE  
TO THE BOARD

CERTIFICATE

According to official records of the Board of Governors of the Federal Reserve System, the following organization is duly registered as a Savings and Loan Holding Company under the Home Owners’ Loan Act.

The Charles Schwab Corporation,  
San Francisco, CA.

Signed and sealed on \_\_\_\_\_,  
at Washington, D.C.

By: \_\_\_\_\_  
Margaret McCloskey Shanks  
Deputy Secretary of the Board

The name of the bank, and city and state should be centered. Signature block should say “Michele Taylor Fennell” on the first line and “Deputy Associate Secretary of the Board” on the second line. This should be populated for you in the template. Check the requester’s mailing address at the bottom of the certificate for errors. The mailing address should also be populated for you in the template.

**For a Member Bank, do the following:** Select the Certificate Member FRS template in FOIAXpress. In the middle of the paragraph, leave only the bank's name on the first line and add a comma at the end. In the second line, type the bank's city and state (information is on the NIC verification page). Example: G-2020-00129.

 BOARD OF GOVERNORS  
OF THE  
FEDERAL RESERVE SYSTEM  
WASHINGTON, D. C. 20551

ADDRESS OFFICIAL CORRESPONDENCE  
TO THE BOARD

**CERTIFICATE**

According to official records of the Board of  
Governors of the Federal Reserve System, the  
following organization is a member of the Federal  
Reserve System:

The Bank of New York Mellon,  
New York, NY.

Signed and sealed on 3-10-2020,  
at Washington, D.C.

By: Margaret M. Shanks  
Margaret McCloskey Shanks  
Deputy Secretary of the Board

The name of the bank, and city and state should be centered. Signature block should say "Michele Taylor Fennell" on the first line and "Deputy Associate Secretary of the Board" on the second line. This should be populated for you in the template. Check the requester's mailing address at the bottom of the certificate for errors. The mailing address should also be populated for you in the template.

**For a charter attachment, do the following:** After you confirm that the Federal Reserve regulates the company requested, open FIRMA and click on the specific “Banking Applications” tree, search and select the folder for the financial company. Perform a search in FIRMA under that folder for the term “charter.” The financial company may have submitted or updated their charter at different points in time, however, you are searching for the most recently submitted, signed, charter. The charter is often, although not always, included within other application submission documents. It may be an exhibit in one of the filing sections or as part of an additional information request. When the charter is located, save a copy to the casefile in FX. If staff are unable to find a charter for the institution, send a search request to Records and upload any correspondence to the correspondence log. Example: FOIA-2021-00156.

Select the Certificate – Attachment template in FOIAXpress. Insert the title of the charter into the middle portion of the certificate. It should be centered. Signature block should say “Michele Taylor Fennell” on the first line and “Deputy Associate Secretary of the Board” on the second line. This should be populated for you in the template. Check the requester’s mailing address at the bottom of the certificate for errors. The mailing address should also be populated for you in the template.

	BOARD OF GOVERNORS OF THE <b>FEDERAL RESERVE SYSTEM</b> WASHINGTON, D. C. 20551	<small>ADDRESS OFFICIAL CORRESPONDENCE          TO THE BOARD</small>
	<b><u>CERTIFICATE</u></b>	
<p>The attached material was accurately copied from official records in the custody of the Office of the Secretary of the Board of Governors of the Federal Reserve System:</p>		
<div style="border: 1px solid black; padding: 5px; display: inline-block;">           Cullman Bancorp, Inc.            Stock Holding Company Charter.         </div>		
<p>Signed and sealed on <u>July 8, 2021</u>,          at Washington, D.C.</p>		

**For all other attachment certificates, do the following:** After you confirm that the Federal Reserve regulates the company requested, find the document in FIRMA or on the Board’s website that the requester would like certified. The requester may also provide a copy of the document for reference. Once the Board document has been located, save a copy to the casefile in FX. If staff are unable to find the document, send a search request to Records and upload any correspondence to the correspondence log. Complete the same steps as noted above for charter attachments to create the certificate. Example: FOIA-2022-00111.

**For an Edge Corporation, do the following:** Select the Certificate – EDGE template in FOIAXpress in the third line of the first paragraph, add “an Edge” so it reads: “...following organization is an Edge Corporation organized...” In the middle of the paragraph, leave only the bank’s name on the first line and add a comma at the end. In the second line, type the bank’s city and state (information is on the NIC verification page). Example: G-2020-00109.



The name of the bank, and city and state should be centered. Signature block should say “Michele Taylor Fennell” on the first line and “Deputy Associate Secretary of the Board” on the second line. This should be populated for you in the template. Check the requester’s mailing address at the bottom of the certificate for errors. The mailing address should also be populated for you in the template.

**For FBO, do the following:** Select the Certificate -FBO-Foreign Banking Organization template in FOIAXpress. Modify the Foreign Banking Organizations template to accurately describe the sub-type of your institution.

For example, a certificate for an uninsured state agency of an FBO should be edited to read “the following organization is a state agency of a foreign banking organization.” Please note, the institution’s status as insured or uninsured does not need to be specified in the certificate. Example FOIA-2021-00243.

\_\_\_\_\_  
**CERTIFICATE**  
\_\_\_\_\_

According to official records of the Board of Governors of the Federal Reserve System, the following organization is a state agency of a foreign banking organization within the meaning of the International Banking Act:

New York Agency of KEB Hana Bank,  
New York, NY.

Signed and sealed on August 18, 2021,  
at Washington, D.C.



By: \_\_\_\_\_  
Michele Taylor Fennell  
Deputy Associate Secretary of the Board

The name of the bank, and city and state should be centered. Signature block should say “Michele Taylor Fennell” on the first line and “Deputy Associate Secretary of the Board” on the second line. This should be populated for you in the template. Check the requester’s mailing address at the bottom of the certificate for errors. The mailing address should also be populated for you in the template.

Internal FR

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# **Processing Attachments from PAL in FOIAXpress**

## **OSEC IDS User Guide**

Version 0.1 | March 11, 2021  
Prepared by OSEC Systems

## Internal FR

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## Internal FR

### 1 Processing Attachments from PAL in FOIAXpress (FX) User Guide

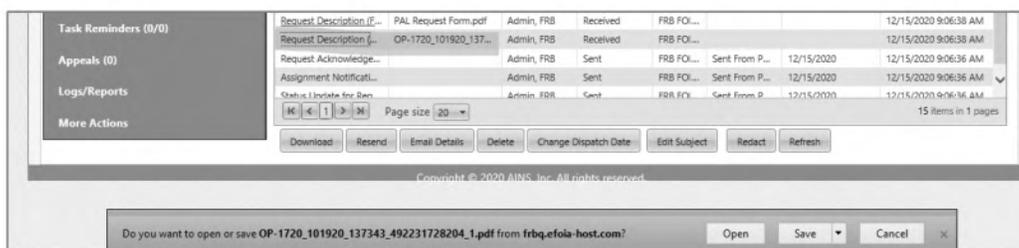
This document outlines the steps to properly download attachments from each browser to securely process attachments in FX that are sent by the public via PAL. This process reduces the risk of introducing malware into the Board's network by downloading the attachment before it is opened and sending it to the Board's EX scanning tool which scans the file for malicious code.

**Note:** Before following these instructions, open the Request and look in the Notes section to see if the attachment was already processed, this process only needs to be performed once for each attachment.

### 2 Instructions to Download Attachments in FX for OSEC IDS

#### 2.1 Downloading an Attachment from Internet Explorer (IE)

1. Open the Request in FX that contains the attachment you wish to process.
2. Open the Correspondence log to locate the attachment.
3. Click on the Attachment link (as shown highlighted in yellow). The dialog box will appear below with the message 'Do you want to open or save ....' and the options, **Open**, **Save** or **Cancel**.



4. Click the **Save** button. You will see the following message:

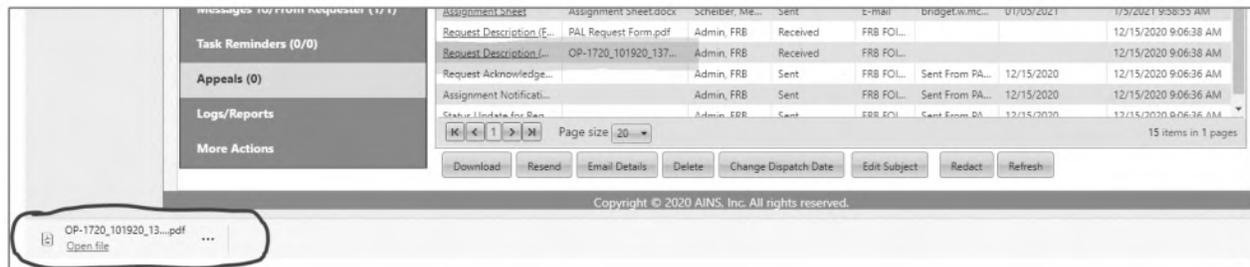


5. Do not click the **Open** button. Click the **Open folder** button to view the folder where the attachment was downloaded (typically the Downloads folder). Make a note of the location as you will need to access this attachment to complete the process.

#### 2.2 Downloading an Attachment from Chrome or Edge Browser

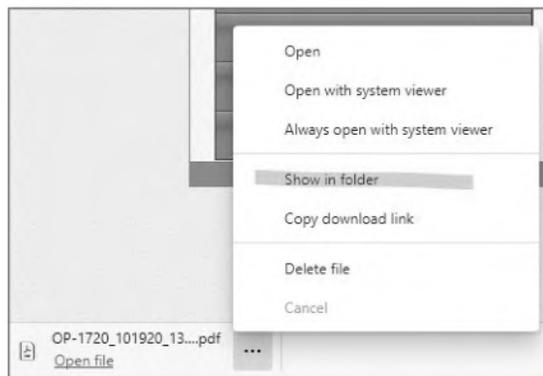
1. Open the Request in FX that contains the attachment you wish to process.
2. Open the Correspondence log to locate the attachment.
3. Click on the Attachment link (as shown highlighted in yellow). The attachment will appear at the bottom left of your screen as shown circled in red below.

## Internal FR

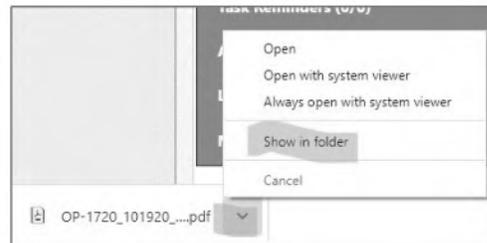


**Note:** If using Edge, you will see the Open File link and 3 dots. In Chrome you will see a Down Arrow as shown in the screenshots below.

- Do not click the **Open file** link. Click on the **3 dots** or **down arrow** and the dialog box shown below will appear. Click the **Show in folder** link (highlighted in yellow). This will open the folder with the downloaded attachment on your workstation (typically the downloads folder).



**Edge Browser**



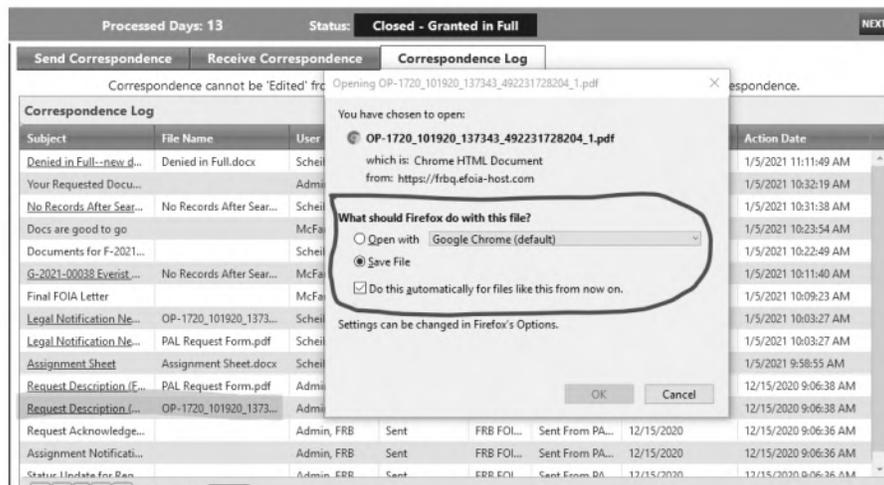
**Chrome Browser**

- Once the file is downloaded, you can click the **X** on the bottom right of your screen to close the status bar. Note the location of the downloaded file to continue processing the attachments.

### 2.3 Downloading an Attachment from the Firefox Browser

- Open the Request in FX that contains the attachment you wish to process.
- Open the Correspondence log to locate the attachment.
- Click on the Attachment link (as shown highlighted in yellow). The pop-up dialog box will appear on your screen as shown below (if this does not happen, contact IT Support).

## Internal FR



4. From the dialog box, select the **Save File** option (circled in red). You can also select '**Do this automatically for files like this from now on.**' if you do not have need to directly open PDFs from the browser and click OK. **Note:** If you select the automatic option, the next time you download an attachment the dialog box will no longer appear, and the download will go directly to Step 5.
5. A dialog box will appear to allow you to rename the file and save it on a selected path on your workstation (Downloads is the default path). Make a note where you save the file and the name if it is renamed at this time.

(b) (7)(E)

Internal FR

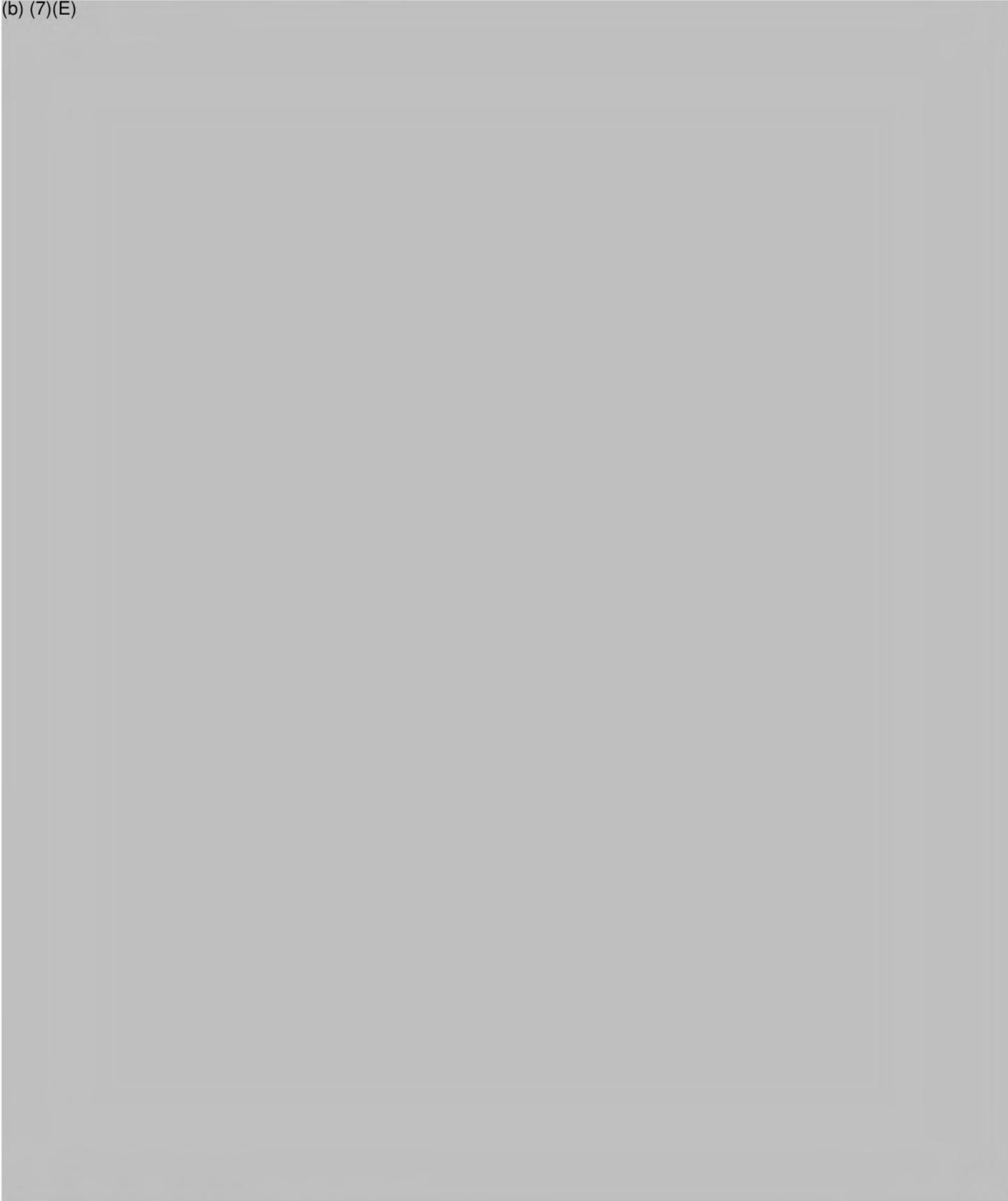
(b) (7)(E)



Internal FR

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(b) (7)(E)



## **Sending Final Letters To Requesters Without Documents**

\*\*When possible response letters should be sent via document delivery. This is the preferred method of delivery for several reasons including consistency, sending voluminous releases, allows sending the response through PAL, and guarantees the correct renamed title will be attached to the letter, rather than the letter being delivered with the name of the template.

### **Option 1: Document Delivery**

- Select the document delivery tab on the left
- Select deliver documents
- DM will load, right click on the request folder in the left pane and select deliver documents
- A pop-up window will appear, choose "deliver without documents" at the bottom
- A new window will load
- Select final response as the document delivery type
- Select "Include Final Response Letter"
  - Select the second radio button and click "customize and save"
  - Load the final letter, review, and save
- You will be redirected back to that window with that letter attached
- On the right choose the delivery option- PAL or Email- and fill in the required info
  - For an email delivery, this will include selecting an email template and selecting "customize"
- Select deliver documents
- You will be redirected to the deliver documents tab where you can review the correspondence sent to the requester

### **Option 2: Correspondence Log**

- From Correspondence Log select pending letters button under "Add From" on the right pane (do NOT select correspondence log tab)
- Select the final letter (which has already been renamed) and click "Customize" (NOT customize for final)
- Review letter then click "Add to List"
- You will be redirected back to Send Correspondence and the renamed final letter will be in the attachment section
- Select the email template and click the radio button for the requester
- Make any edits to the email and click "send"
- The renamed final letter will be sent as a pdf and the email and attachment will appear in the correspondence log