



SailPoint Customer Support File Sharing Policy

Version 1.1

Revision History

Version	Date	Description
1.0	04/30/2018	Initial version
1.1	7/1/2019	Updated to ZenDesk / Box

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Overview

SailPoint Customer Support has transitioned to cloud-based file sharing. This document outlines the process for uploading and downloading files (artifacts) to/from SailPoint using Box.

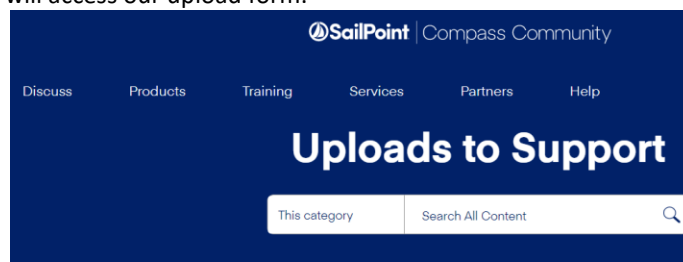
Upload to SailPoint

For files that you wish to share with SailPoint staff, we created a folder called “Customer Uploads”. This folder can hold an unlimited amount of files and can be accessed by customers without the need to log in. Once files are uploaded they are not retrievable (accessible to) by anyone except SailPoint certified staff.

Anonymous file uploads


The process to anonymously upload files starts with Compass.

Log into Compass at <https://community.sailpoint.com> and navigate to Services -> Working With Support -> [Uploads to Support](#) . You will access our upload form:



[Compass](#) > [Services](#) > [Working With Support](#) > [Uploads to Support](#)


Submit File(s) to Customer Uploads



Drag and drop files
[Browse your device](#)

Before uploading, please be sure you trust this site, have the rights to the data, and want to share this content to the owner of this upload widget.

[View Box Terms of Service.](#)
[View Box Privacy Notice.](#)



Next, we strongly suggest that if the contents are for a specific case, compress the files in a zip and include the case number in the zip file name, then use the form to upload it into box. Please describe the uploaded file and note your email address. This will be used by the system in case an issue with the file is found.

Account-based file uploads

If requested and approved, SailPoint customers can be granted a dedicated storage space, where read/write access exists, as well as listing of directory content. This allows the customer's staff to manage their own data in SailPoint's Box service.

A customer representative will be named and will be responsible for managing and sharing this space. It is the responsibility of the representative to maintain authorization. Every few months a certification process will be triggered to ensure that only the customer's designated staff can access this storage space.

In order to get approval, please open a Support case and Support Management will work with the representative to initiate the storage space.

Download from SailPoint

Specific storage space is allocated for downloading files from SailPoint staff.

Anonymous file downloads

SailPoint Staff, through cases or other means, will make files and artifacts available for download. Customers will receive using communication means, a link to download. The URL will begin with <https://sailpoint.box.com/> or <https://sailpoint.app.box.com> . Make sure these are not blocked.

Account-based file downloads

If a SailPoint customer has been granted a dedicated storage space, the same space can be used to download files and artifacts that SailPoint staff will upload to.

If issues using this space arise, please open a Support case.