



## Communicating Student Data Protected by FERPA

SWORPS and TDOE take data protection seriously. One of the ways we protect ELAP data is by using UTK's encrypted email service, The Vault. If you need to provide the Help Desk with FERPA data, make sure to follow the instructions below to register for an account and to send data securely.

### UT Vault: Access for Non-UT individuals

#### *Instructions*

1. [Go to the Vault website.](#)
2. Choose "**Register and Log in with Email**"
3. Enter the email address you would like to use and choose Register.
4. You will receive an email with a link to activate your Vault account.
5. Create a password for Vault by entering and verifying the new password. Choose Set Password. You will then be prompted to log into Vault.

### UT Vault: Send and View Emails through Vault

#### *Sending Email Through Vault*

1. [Go to the Vault website.](#)
  - For Non-UT Users - You will need to create an account to use Vault. For detailed instructions on creating a Vault account, see the article "[UT Vault: Access for Non-UT individuals.](#)"
2. Create and compose the email by entering the **email address of the recipient(s)\***, the subject, and the body of the message. For multiple recipients, separate each address with a comma.
3. Choose the file(s) you would like to upload by selecting Choose File.
4. Choose the file(s) to upload. The maximum file size is 15GB. [See other file size limitations and the file retention policy.](#)
5. Once the file is selected, choose Open. All attached files will be listed under the message body.

6. UT users may attach up to 20 files, while non-UT users may upload up to 10 files. You may receive a message receipt verification by checking the appropriate box.
7. Once all files are attached, choose Send Message. The recipient(s) will then receive an email instructing them to log into Vault to retrieve the message.

### **Viewing Emails Sent Through Vault**

You will receive an email informing you that a file has been sent to you via Vault. To access the Vault application, select the link provided in the email.

### **For Non-UT Personnel**

- [Log into Vault](#) with the email address and password you registered with Vault.
- After you log in, messages sent via Vault will appear in your list. You may click on the attachment, reply, or forward the message.

*\*To send Vault message to the ELAP Help Desk, please use the following email address: [jcyphers@utk.edu](mailto:jcyphers@utk.edu).*

*If you need help using Vault, contact UTK's [Office of Innovative Technologies](#) HelpDesk at 865-974-9900.*

