Kiteworks user guide

User guide to access a Data Subject Access Request via the Online Portal

Kiteworks is the Secure File Transfer Protocol (SFTP) ("Online portal") that Virgin Media use to securely transfer files over a remote system.

The individual will receive an email with a link that will enable access to the online portal where they will be able to download their data.

The email link appears as below:

1.
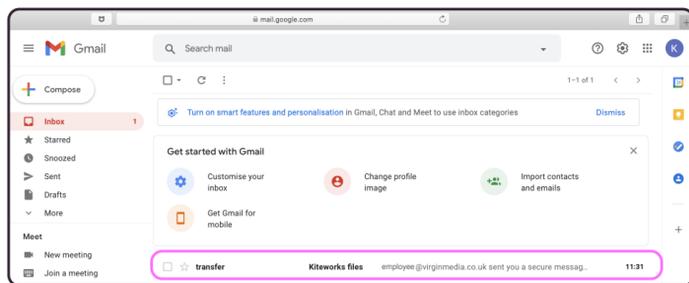
Click on "Access message", the link will take you to the Kiteworks login page.

2.
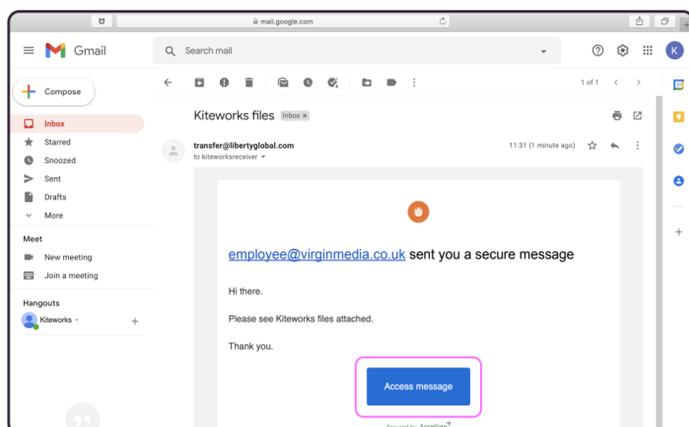
A Kiteworks account will need to be created, so click on "Create Account"

3.
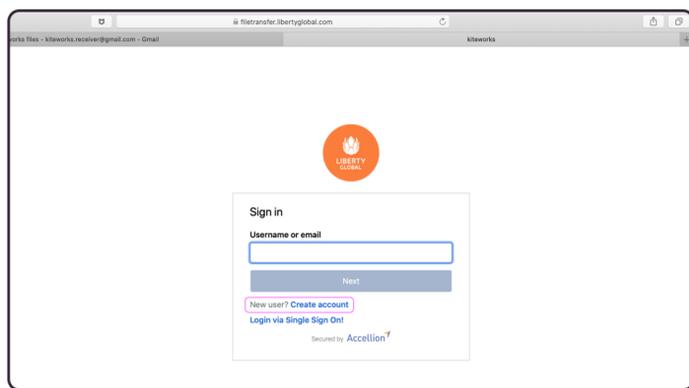
Enter an email address and a password of your own choice as per the criteria mentioned on the page (i.e. 1 number, 1 uppercase and 8 characters minimum).

4.
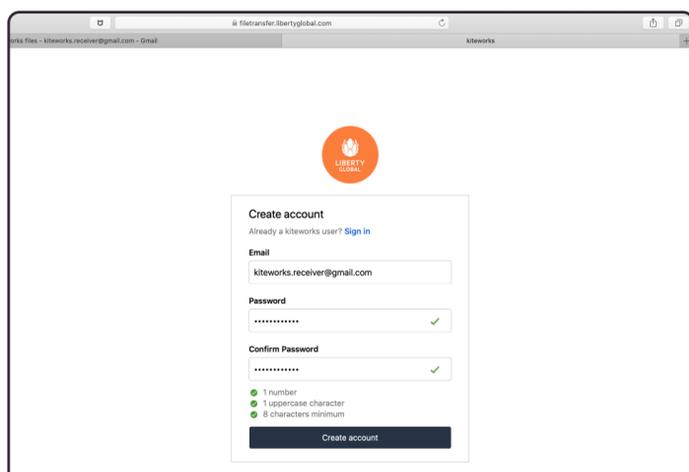
Once all the fields have been entered, you will get an email confirmation to the email address given on Kiteworks.

5.
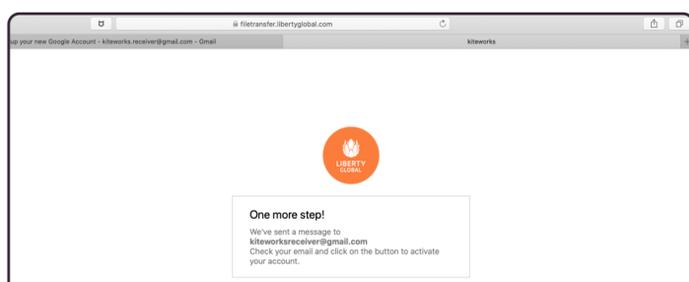
Click the link to activate the Kiteworks account.

6.
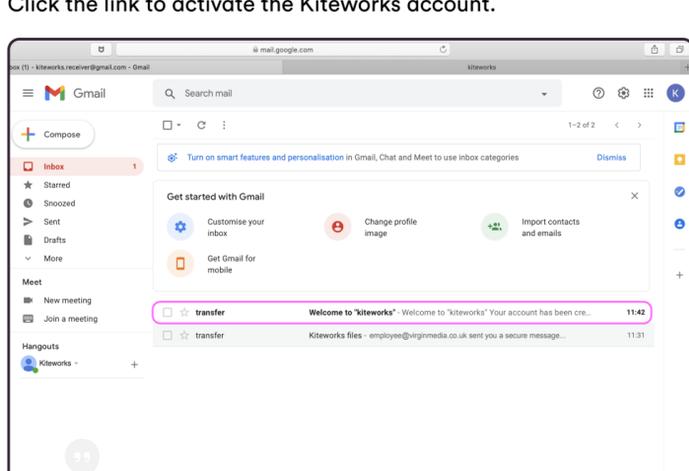
To access the individual data file sent, you need to enter the password sent to your mobile number.

7.
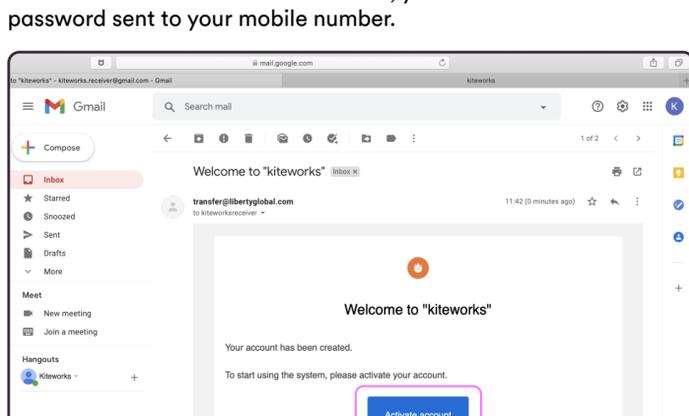


You can view / download the information sent to you.

8.
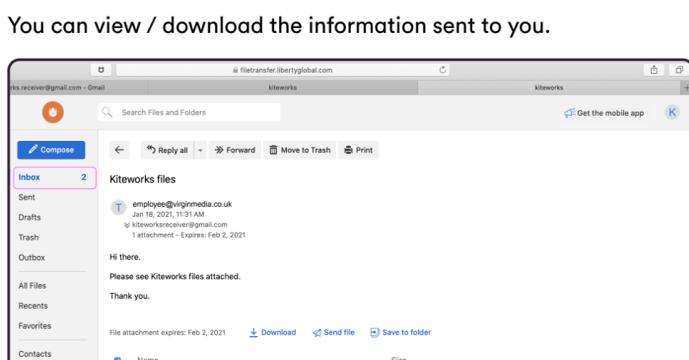
! **This information will be available in Kiteworks for 14 days, at which point it is automatically removed**