



# DoD SAFE



### Drop-off

Drop-off (*upload*) a file for someone else.



### Request a Drop-off

Ask another person to send you (only to .mil addresses) some files.



### Pick-Up

Pick-up (*download*) a file dropped-off for you.



### Outbox

View drop-offs and files you have sent.



### Help

How to use DoD SAFE and information about this service.

## DOD Secure Access File Exchange (SAFE) <https://safe.apps.mil>

### Overview

DoD SAFE is a web-based tool that provides authenticated DoD CAC users and guests (unauthenticated users) the capability to securely send and receive large files, including files that are too large to be transmitted via email.

Guests can receive files from CAC users, and (only if CAC users requested files) send files to CAC users. Notification is achieved via email notifications.

DoD SAFE has an ATO and is approved for transfer of FOR OFFICIAL USE ONLY (FOUO), Personally Identifiable Information (PII), and Protected Health Information (PHI) data. DoD SAFE utilizes the latest web browser encryption transport protocols to secure files when they are in transit. Files uploaded into SAFE can be encrypted at rest if the sender selects the corresponding check box on the DoD SAFE site. DoD SAFE users are responsible for ensuring they encrypt FOUO, PII, and PHI data. DoD SAFE is for UNCLASSIFIED USE ONLY.

## Frequently Asked Questions (FAQ)

### Sending Files

Authenticated CAC users can send files to any email address (i.e., .mil, .gov, .com), receive and manage files and request files be sent to them by guests. Guests (i.e., PIV holders, users with .com and .edu emails) can receive files and send files but only if solicited by CAC users.

### Receiving Files

Users can pick up files by following the URL contained in an email notifying recipients of the files or by manually picking them up from DoD SAFE using the Claim ID and Passcode which are contained in that same email.

## Managing Packages

Authenticated users can resend or delete existing packages.

## Can I send FOUO (For Official Use Only), PII, PHI files?

Yes.

## Is SAFE accredited?

Yes. SAFE has an ATO.

## Is there a limit on how frequently files may be exchanged?

No. SAFE has no limit for how frequently files may be exchanged.

## Can I download my files multiple times?

Yes. Packages are not locked after the first successful download.

## How are my files secured?

In transit, your files are secured with TLS. At rest, your files can be secured with AES encryption if you select the corresponding encryption check box. DoD SAFE users are responsible for ensuring they encrypt FOUO, PII, and PHI data.

## What file formats may be transferred through SAFE?

No restrictions.

## What is the maximum file size of a package?

8 (eight) GB maximum. This may be increased in the future.

## What if my files exceed the maximum size?

Compressed file-types (zip, 7z, tar.gz, etc.) can be used to reduce the size of a file. Alternatively, large files can also be separated into multiple 8 GB or less segments that can be sent in several individual package transfers. You can contact the DISA Global Service Desk and discuss your use case.

## How many files can I upload at one time?

Up to 25 files per package.

## How long will I have access to my files?

Seven (7) days.

### Getting Help

DISA Global Service Desk

Email: [disa.gsd@mail.mil](mailto:disa.gsd@mail.mil)

Email Subject for General Questions: Help with DoD SAFE (DCS PMO)

Email Subject to report a spillage: Spillage in DoD SAFE (DCS PMO)

DSN (CONUS): 850-0032DSN (OCONUS): Country Code 312

Toll Free: 1-844-347-2457