FAQ: Tech Specs & Data Security

We engineered SmartVault from the ground up to deliver maximum protection with bank-level security. Here are answers to our most common security questions.

Data Protection, Storage, and Back Up

1 Is SmartVault ISO compliant?
Yes. As an ISO/IEC 27001-certified solution, SmartVault adheres to internationally recognized standards for information security controls.

2 Does SmartVault encrypt data?
SmartVault employs encryption using AES-256 and Secure Socket Layer (SSL) technology to protect your documents, passwords, and interactions – whether in transit or at rest. SmartVault uses SSL when you, your staff, or clients interact and communicate with SmartVault by uploading, viewing, and downloading documents. This protects your documents, passwords, and other interactions with SmartVault from eaves-dropping.

3 Does SmartVault automatically back up data?
Yes. Automatic data backup means you won't lose anything to natural disasters, power failures, or human errors.

4 Where does SmartVault store my firm's data?
SmartVault hosts your data using services provided by Amazon Web Services (AWS). SmartVault is deployed across multiple availability zones, and each zone is an isolated, state-of-the-art, highly-available data center helping to provide the highest degree of availability.

SmartVault uses the Payment Card Industry (PCI) Data Security Standard (DSS) as an actionable framework to provide a robust security process in this environment. If you require additional data protection beyond what the SmartVault service provides, you can use third-party encryption systems to encrypt documents before storing them in SmartVault.

5 How long does SmartVault store data? Is there a storage limit?
SmartVault has unlimited storage, and we do not delete data for active SmartVault accounts.

6 What happens to my data if I cancel my SmartVault account?
We retain the files you store in SmartVault on our servers for a minimum of 90 days—meaning that if you reactivate your SmartVault account within 90 days, you're guaranteed that you will still have access to all your files in SmartVault. However, after 90 days, we reserve the right to permanently delete any data or files you have stored in SmartVault.

7 What does SmartVault do with the data?

We do not sell or rent your nonpublic personal information or tax information to anyone without your permission. We do not share your personal information with anyone outside of SmartVault for promotional and/or marketing use. We clearly describe the ways we use data in our privacy policy.

Access Controls and Activity Tracking

1 What access permissions does SmartVault provide?

Advanced user permissions let you granularly separate access to data and folders without fear of other users accessing documents you don't want them to see, edit, or delete. You can set granular permissions for internal staff, including temporary or seasonal workers, and for external collaborators like your clients. For example, you can allow your clients to upload documents to a specific folder (e.g., Send to My CPA) and limit access to view, download, and print documents in other folders (e.g., Tax Returns).

2 Does SmartVault have Two-Factor Authentication (2FA)?

Yes, approved users must verify their identity via Two-Factor Authentication (2FA) to access SmartVault. This requires users to log in with their email address, password, and a one-time verification code that helps verify their identity whenever they log in from a new web browser or an unrecognized device.

3 Does SmartVault track activity?

You can see exactly what's happening, like who created, accessed, downloaded, and deleted documents, and when. This clean audit trail is automatically captured and gives you the history you need to prove compliance with regulations like HIPAA, FINRA, SEC, and more.

SmartVault Platform and System Requirements

1 What are the key components of SmartVault?

SmartVault is a cloud-based document management system and client portal. The SmartVault Desktop software helps you work effectively on local devices, like your laptop or PC. The SmartVault Client Portal is what you see when you log into your account online. It's completely browser-based, which means you—and users you approve—can access it 24/7 from any device (mobile, tablet, or desktop) from anywhere. This makes it easy to work and collaborate with others on the go. This portal is where you'll manage your client, employee, and firm documents as well as securely share files with clients or third parties.

2 Does SmartVault work on PCs?

To install the SmartVault Desktop software, your PC must meet the following minimum hardware and software requirements. SmartVault no longer supports Windows Vista, Windows XP, and Windows 2003 Server O/S systems.

Component	Requirements
Supported Operating Systems(s)	• Windows® 11 (32-bit or 64-bit) • Windows 10 (32-bit or 64-bit) • Windows 8 (32-bit or 64-bit) • Windows 7 (32-bit or 64-bit) • Windows Server 2008 - 2016 - 2019 - 2022 Note: .NET Framework 3.5 must be installed or enabled on the Windows versions listed above.
Disk Space	100MB of free disk space
Installed Memory (RAM)	2 GB RAM or more
Web Browsers	• Mozilla Firefox®, latest version • Google Chrome®, latest version • Microsoft® Edge, latest version • Apple Safari®, latest version Note: Refer to this article for help using SmartVault on a Mac.
Scanner (Optional)	A TWAIN-compatible scanner (desktop only), a Fujitsu ScanSnap scanner, or a Canon CaptureOnTouch scanner (if you want to scan and attach documents)
Other	Internet connection recommended speeds for each SmartVault user: • 6 - 10 MB for Downloads • 1 - 2 MB for Uploads
File Size Limit	The maximum upload file size limit is 2 GB
Blocked File Types	or security reasons, some file extensions are blocked and cannot be uploaded to SmartVault.

3 Does SmartVault work on Mac?

You can connect to the SmartVault Drive and the SmartVault Portal to access, upload, and share files from any device, including Macs. The SmartVault Drive lets you access your files from SmartVault directly from your computer. This can save you time when you move files between your desktop and SmartVault. You can upload or drag and drop documents from your Mac to the SmartVault Portal. However, SmartVault's Desktop Software, including the SmartVault Toolbar for QuickBooks® and the SmartVault Inbox, is not compatible with a Mac unless you are running Parallels.

4 How does SmartVault affect my network bandwidth?

Although we don't have any official or tested recommendations for how much bandwidth you will need to work with SmartVault, some of the factors to be considered are:

- How many people are using the Internet from the office or home
- Whether or not you are using Voice Over IP (VOIP) for your phone lines
- Whether or not you are sharing an ISP service with other firms or offices
- How much data are you uploading and downloading
- How many other cloud services are you using

Most customers who run a business are likely to have pretty good bandwidth as a part of the service they receive from their Internet Service Provider (ISP).

5 Does SmartVault throttle based on usage?

No, SmartVault does not throttle the bandwidth based on usage. Our software manages data transfers on a separate line from data access to allow our customers to have the best experience. For example, we use our transfer protocol when you upload and download large amounts of data. We don't use the transfer protocol, however, when you're just signing into SmartVault and navigating your account, vaults, and files and folders.

6 Does SmartVault work on mobile devices and tablets?

Yes, SmartVault works natively through browser applications, including Safari® and Google Chrome®.

Protect Your Client and Firm Information with Bank-Level Security

Learn more at www.smartvault.com.

The information presented in this document is accurate as of August 2023, but all policies, procedures, and practices are subject to modifications as deemed necessary by our team. We remain committed to providing the most secure systems and services possible through ongoing diligence and responsiveness.