Proofpoint Secure File Transfer User Guide

Version 7.0

Website: www.proofpoint.com
Toll-free telephone: 1-877-64POINT
Technical support: https://support.proofpoint.com

Proofpoint Secure File Transfer User Guide

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Revision C

TABLE OF CONTENTS

QUICK START

The intent of this section is to get you started using Proofpoint Secure File Transfer as quickly as possible. For a fuller explanation of the features please refer to the "Using Proofpoint Secure File Transfer" section of this document.

CREATE AN ACCOUNT

An account may have been created for you. If so proceed to login. Otherwise, if available, click on "New User" to register for a new account or Click the link in the invitation email to access the Proofpoint Secure File Transfer web site.

SEND A FILE

You may be directly presented the Send File page, otherwise select *Send File* from the menu tabs.

TO: Enter the recipient email address. Use comma or semicolon to separate multiple recipients and maximum number of recipients should not exceed 40. Use auto complete feature to send to email addresses that have already been sent files using Accellion Courier. Click on "Add CC" and/or "Add BCC", to add CC and/or BCC recipients.

SUBJECT/BODY TEXT: Enter the subject and body text you want for the email

ATTACHMENTS: Select the files to send using the steps outlined below:

1. Click *Browse* to open the Choose File dialog box for your local system.

2. Highlight the file to attach.

3. Click *Open* to attach.

4. Click on *Browse* again if you wish to upload more files.

5. Click on *Remove i* you wish to remove a file.

Click Send to send the file(s). A progress bar will show up to show the upload.

A Sent Mail confirmation window will appear upon completion of file upload and message sent.

proofpoint Secure File Transfer

Home   **Send File**   File Manager   My Settings   User Guide   Logout

You are now logged in as: sfrazier@proofpoint.com

Send File

Your e-mail has been sent to **sean.fraz@gmail.com** with the following file(s):

- voltage-manual-patch-3.1.0-40104.sh (91,247.77 KB)

* You will receive a copy of this e-mail and get an e-mail notification when your file is downloaded.

(OK)

proofpoint

Accellion
FILE TECHNOLOGY
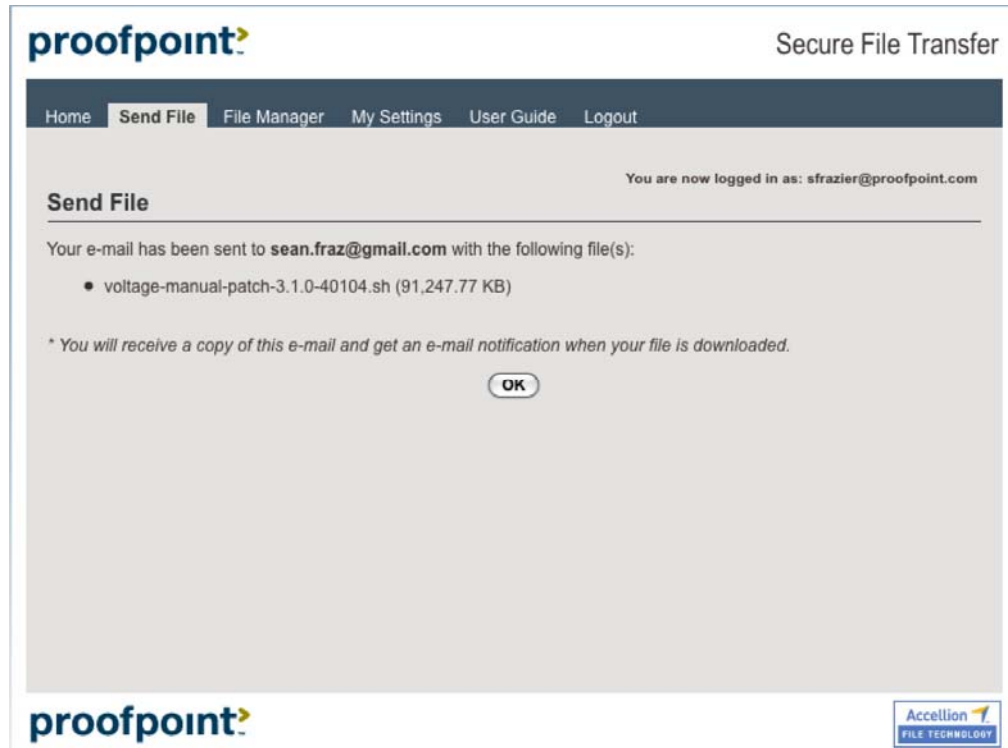
USING PROOFPOINT SECURE FILE TRANSFER

Using Proofpoint Secure File Transfer you can send large files securely to recipients both inside and outside your organization. Sending a file using Proofpoint Secure File Transfer is just like sending an email, only simpler.
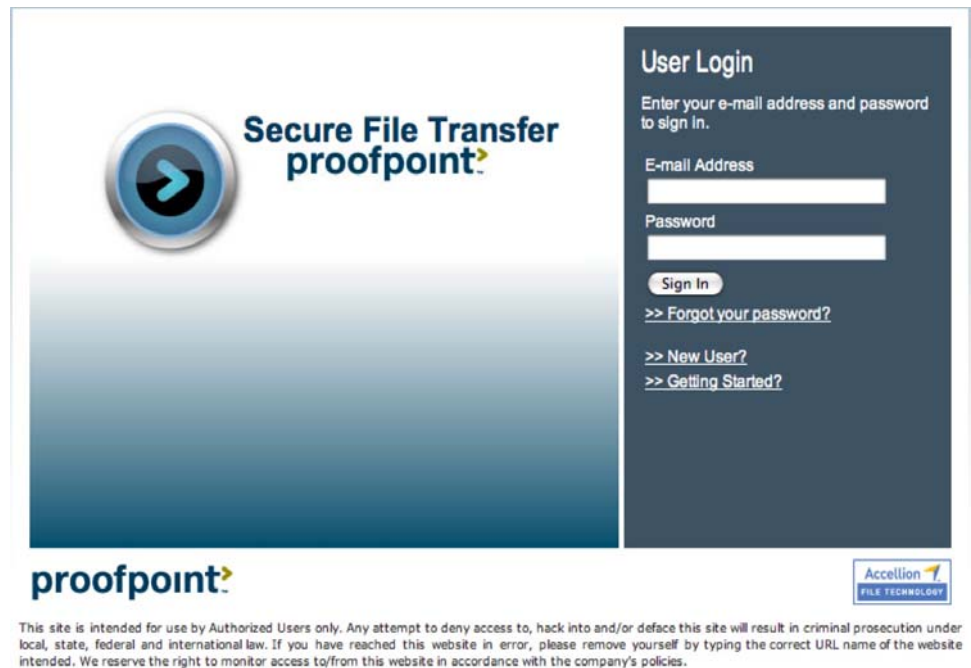
On the following pages we show you how to use the Proofpoint Secure File Transfer web interface. Included in this section are instructions on using the following features:

- LOG IN

- SEND FILE

- INVITE

- FILE MANAGER

- MY SETTINGS

- USER GUIDE

- LOGOUT

LOGIN

Make certain that you are connected to the Internet.

An account may have been created for you. If so proceed to login. Otherwise click on "New User" to register for a new account or Click the link in the invitation email to access the Proofpoint Secure File Transfer web site.

The Home page will display. You may also be directly presented the "Send File" page.
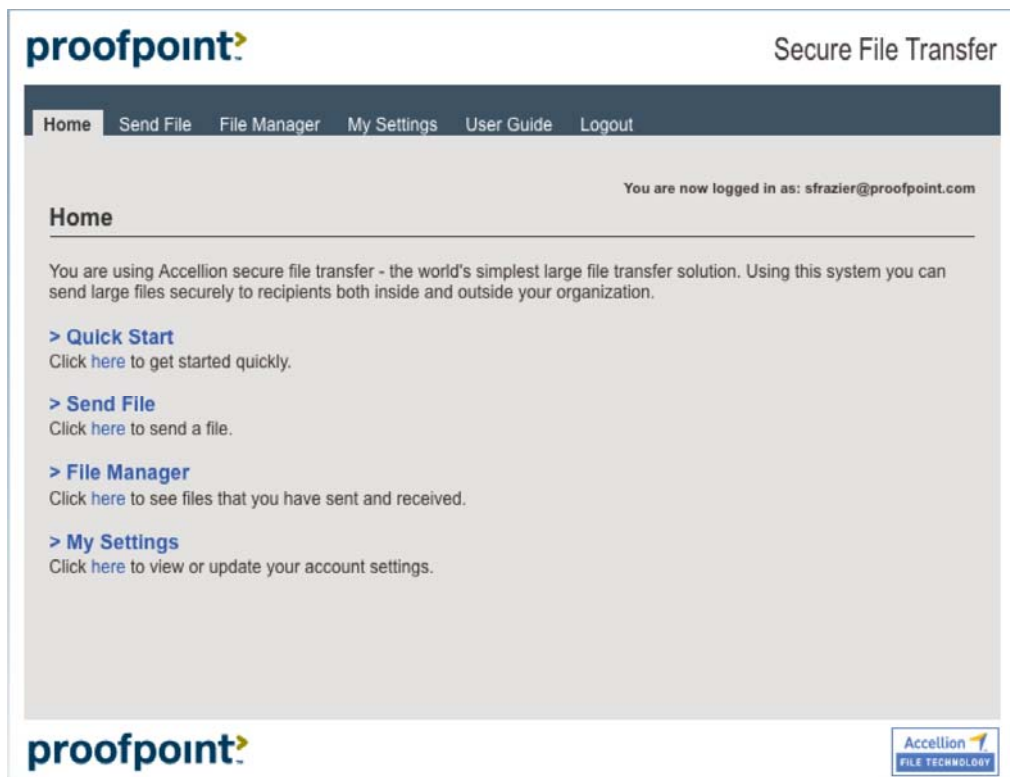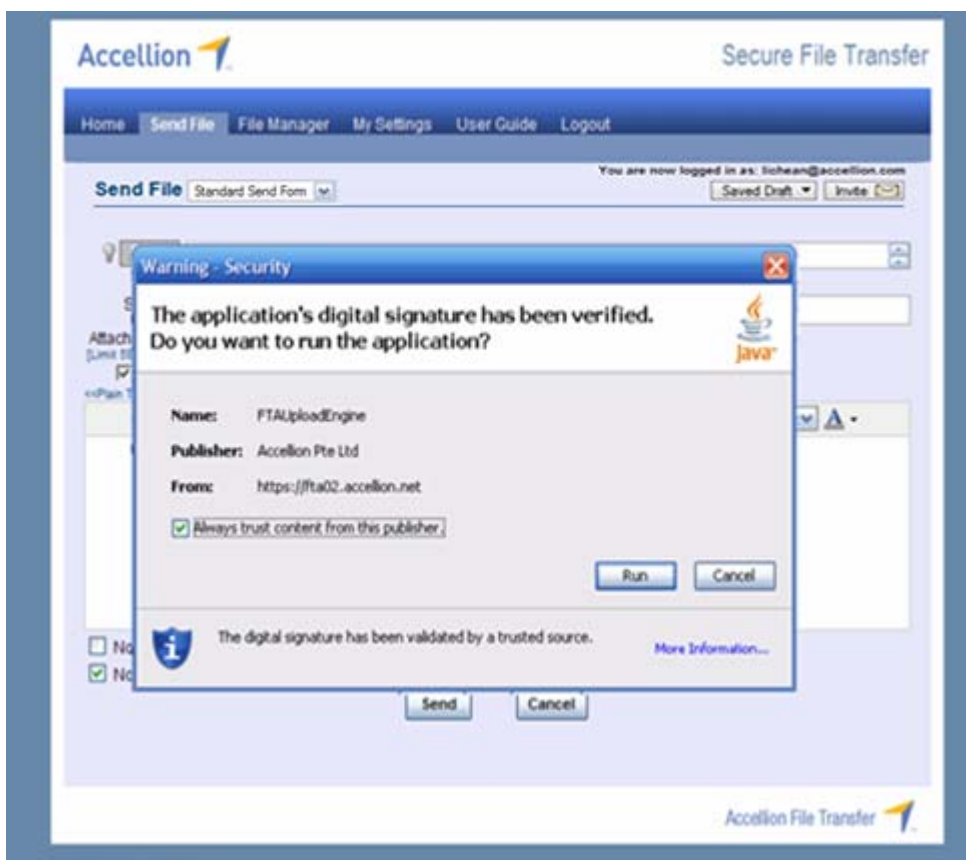
SEND FILE

With Applet

Using the Folder/Large File applet it is possible to upload very large files and folders and also pause/resume an upload session. The Folder/Large File applet may be available in the *Send File* and *Add to Cabinet* pages instead of the normal file selection input box(es) depending on the company policy.
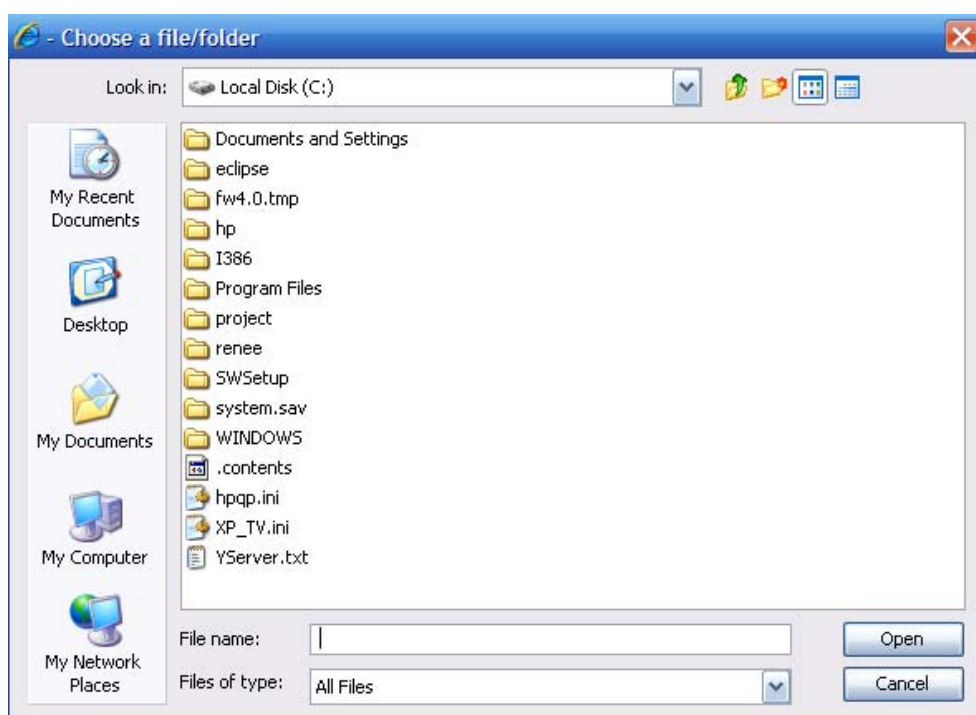
- When the Folder/Large File applet option is available, click on the checkbox next to *Folder/Large File Applet* to enable or disable the applet.

- When the Folder/Large File applet is enabled the user is prompted to trust the signed applet from "Accellion Pte Ltd" as shown below.

- Click "Always", "Run" or "Yes" to continue. Note: The window prompt may appear differently depending on the version of JRE(Java Runtime Environment) installed on the computer.
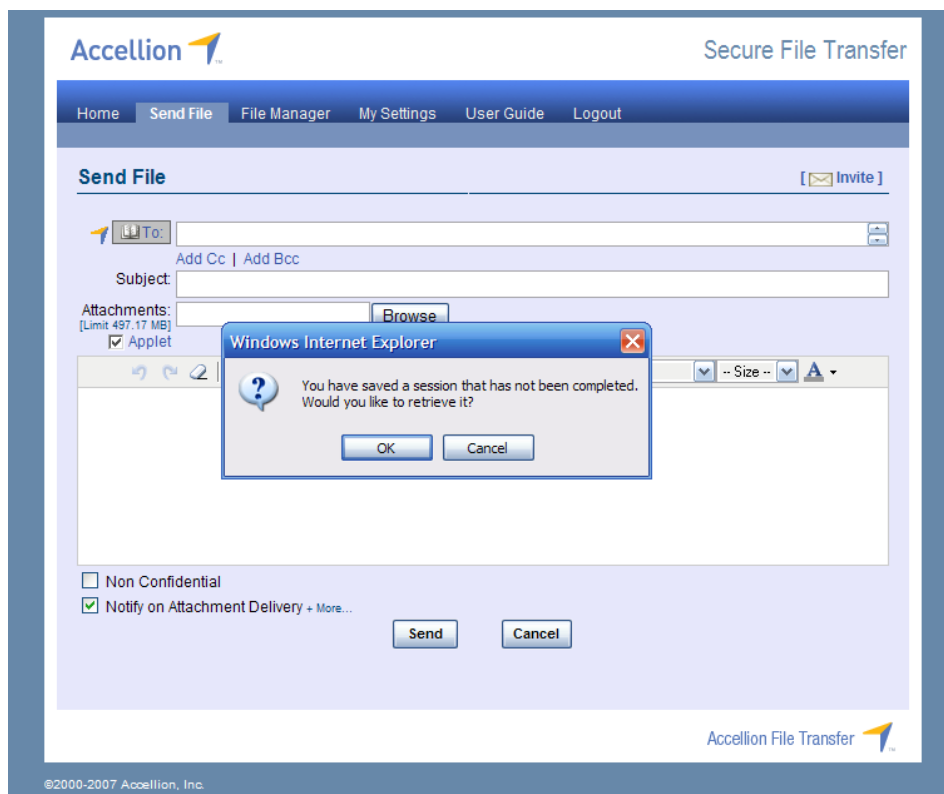
- When the Folder/Large File applet is enabled the user can select a file or a folder for upload. When a folder is selected its contents will be zipped and the resulting zip file will be uploaded. Note: The 2GB total size limitation does not apply to files uploaded using the Folder/Large File applet, hence very folders/large files can be uploaded using the Folder/Large File applet.

- Click on the *Browse* button when the applet is loaded, select the file or the folder and click *Open*. To explore the contents of a folder for further selection, double-click on the folder.

If an upload session is aborted by the user during file upload, the user is prompted to resume the previous incomplete session.

The Folder/Large File applet will also be available in the ADD TO CABINET section.

All other features will be similar and are documented in the WITHOUT APPLET section.

Without Applet

Select Send File from the menu tabs.

The Send File form will appear and is completed as follows:

- EXPERT MODE: In this mode the text "Expert Mode" will be displayed in bold on the top right side of the window.

TO: enter the recipient email address. Use comma or semicolon to separate multiple recipients and the maximum number of recipients should not exceed 40. Use auto complete feature to send to email addresses that have already been sent files using Accellion. Click on "Add Cc" and/or "Add Bcc" to add Cc and/or Bcc recipients.

SUBJECT/ BODY TEXT: enter the subject and body text you want for the email.
ATTACHMENTS: The maximum number of attachments is 10 and can include a mix of new uploads and previously sent files. The total size of all new attachments upload should be less than 2 GB. (Alternatively you may upload individual large files at the File Manager tab using "Add to Cabinet", each up to 2 GB, and then send them using "Resend Files".)

1. Click *Browse* to open the Choose File dialog box for your local system:

2. Highlight the file to attach.

3. Click *Open* to attach.

4. Click on *Browse* again if you wish to upload more files.

5. Click on *Remove* if you wish to remove a file.

ATTACHMENT DELIVERY SETTINGS: These settings are only available in expert mode and let you change the default values for Access Control, Link Expiration time, Delivery Notification and Fingerprint.

Click on *Mor*e next to Delivery Notification to enter additional email addresses who will also be notified on download of the files. You can enter multiple email addresses, each separated by comma.

Standard Mode:

TO: Enter the recipient email address. Use comma or semicolon to separate multiple recipients and maximum number of recipients should not exceed 40. Use auto complete feature to send to email addresses that have already been sent files using Accellion. Click on "Add Cc" and/or "Add Bcc" to add Cc and/or Bcc recipients.

SUBJECT/BODY TEXT: Enter the subject and body text you want for the email.

ATTACHMENTS: The maximum number of attachments is 10 and can include a mix of new uploads and previously sent files. The total size of all new attachments uploaded should be less than 2 GB. (Alternatively you may upload individual large files at the File Manager tab using "Add to Cabinet", each up to 2 GB, and then send them using "Resend Files".)

1. Click *Browse* to open the Choose File dialog box for your local system:

    a. highlight the file to attach

    b. click Open to attach

2. Click on *Browse* again if you wish to upload more files.

3. Click on *Remove* if you wish to remove a file.

Depending on company policy, *Send me a copy, Notify on Attachment Delivery* and *Non Confidential* options may be turned on.

SEND ME A COPY: A copy of the email will be sent to your email address.

NOTIFY ON ATTACHMENT DELIVERY: When the recipient completely downloads those files, you will be notified of such. Click on "More" to enter additional email addresses who will also be notified on download of the files. You can enter multiple email addresses, each separated by comma.

NON CONFIDENTIAL: Files sent with this option enabled will allow the recipients to download files without authentication. Please note that non-confidential transmissions will not generate return receipts.

Click Send to send the file. A progress bar will indicate the progress of the upload.

A Sent File confirmation window will appear upon completion of file upload and file sent.
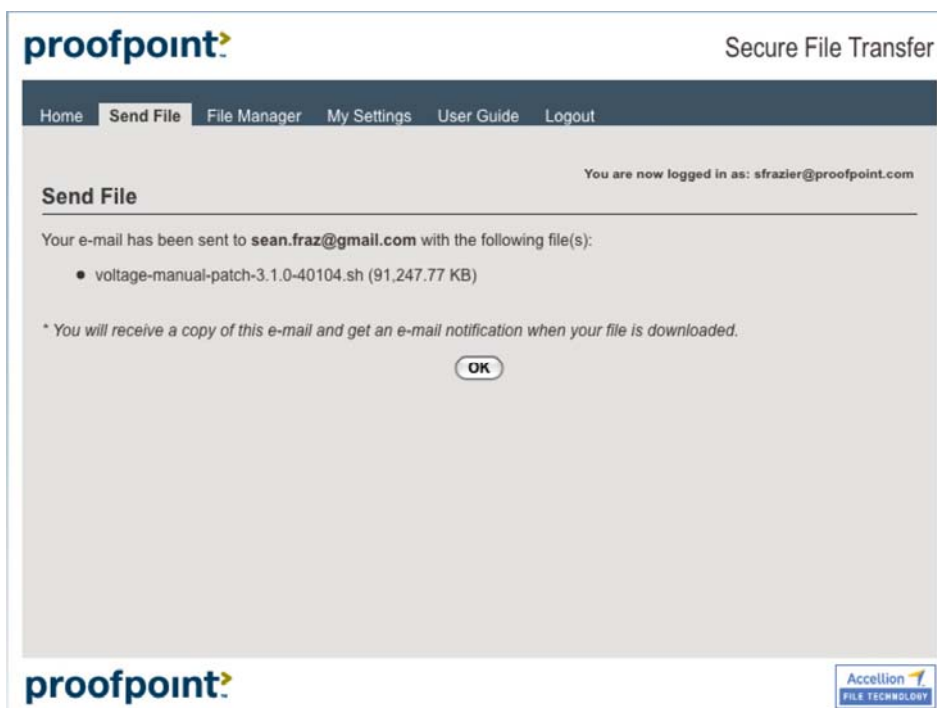
INVITE

If enabled, you can send an invitation to other users to use the system to send files. To invite someone to use the system to send files, click on Invite to send an invitation. Enter the invitee's E-mail address (es) and click on the *Invite* button to send an invitation. Optionally you can add a personal message to the invite.

The recipient receives an invitation email with a link.

user@company.com has invited you to use Accellion Courier.

Here's an invitation to create an account on Accellion Courier.

To accept this invitation and register for your account, please click on this link:
https://fta02.accellion.net/courier/1000@/mail_user_client_invite.html?
ic=UzRkbQY3KH9VJGMuWylrHQA3ZGlMOGNgAmNlblQuMzxUaigmAGVmMlN7MjpVNzZkWzlvHFUpZmA%3D

The invitation link is only valid for 10 hour(s). If you are unable to verify within this time frame, please ask
user@company.com to send a new invitation e-mail.
(If clicking the URL in this message does not work, copy and paste them into the address bar of your browser).

Thank you for using Accellion Courier.

The recipient clicks on the link to complete the registration process.

proofpoint Secure File Transfer

Home

Register New User

Please complete the registration for Secure File Transfer.

Note: Password must be at least 8 characters long and contain at least 1 number

E-mail Address: seanfrazier@mac.com
Choose a password:
Re-type Password:

(Register)

proofpoint   Accellion FILE TECHNOLOGY

File Manager

Select File Manager from the menu tabs to view your Cabinet, Inbox or Send History.

The Cabinet lists files that have been sent to other people as well as files that were uploaded using the "Add to Cabinet" button.

- Use the File Name textbox to search for a particular filename.

Click on *Add to Cabinet* to upload files to Cabinet.
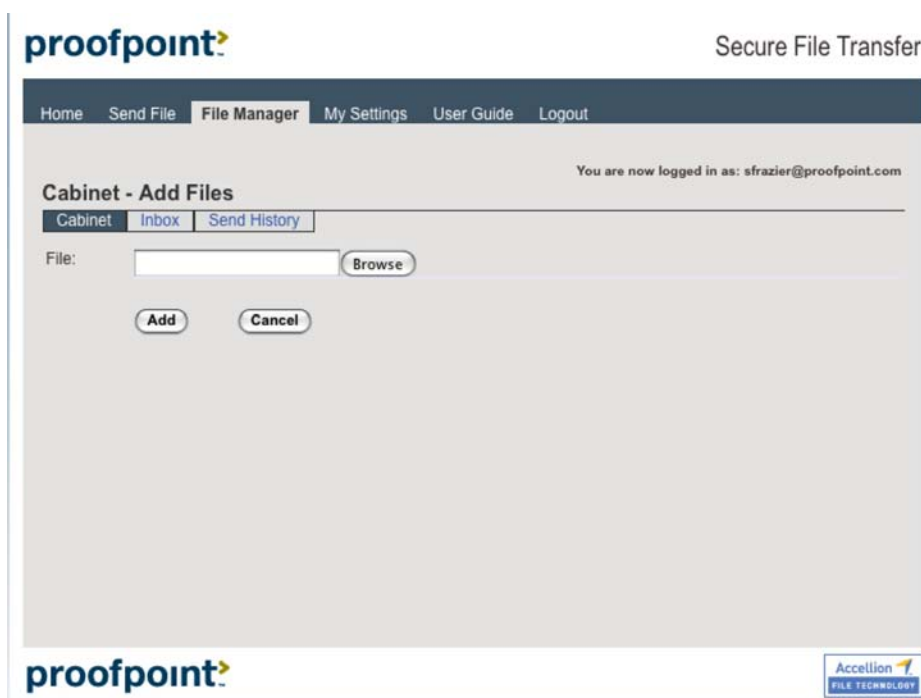
1. Click *Browse* to open the Choose File dialog box for your local system:

    • highlight the file(s) to attach

    • click Open to attach them

2. Click on *Attach another file* if you wish to upload more files.
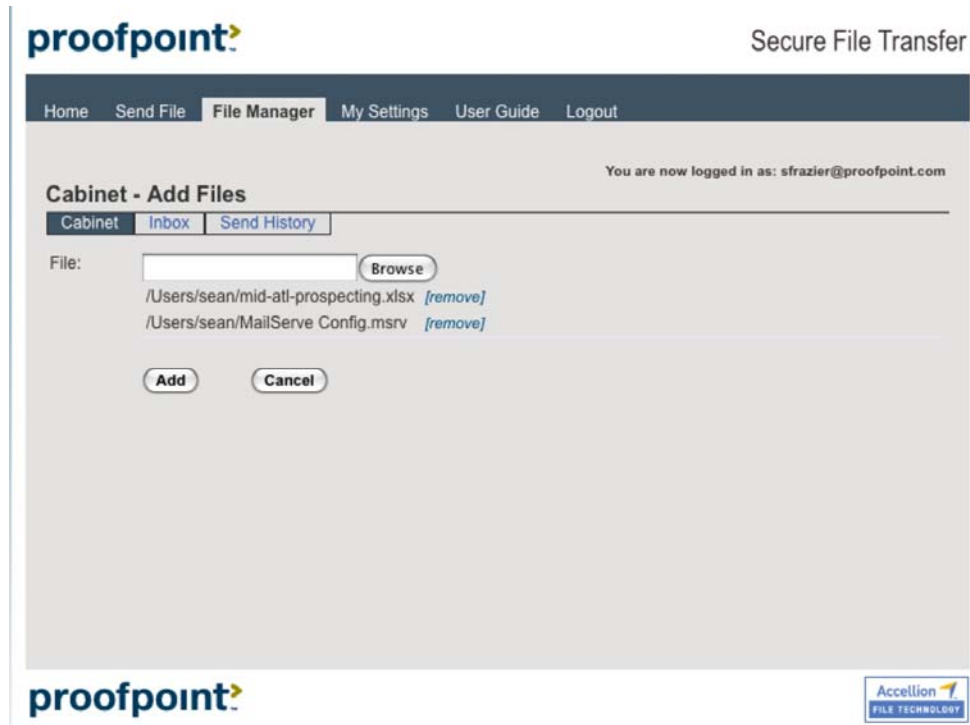
3. Click on *Remove* file if you wish to remove a file.

4. Click on *Add* when your selection is complete. A progress bar will show up to show the upload.
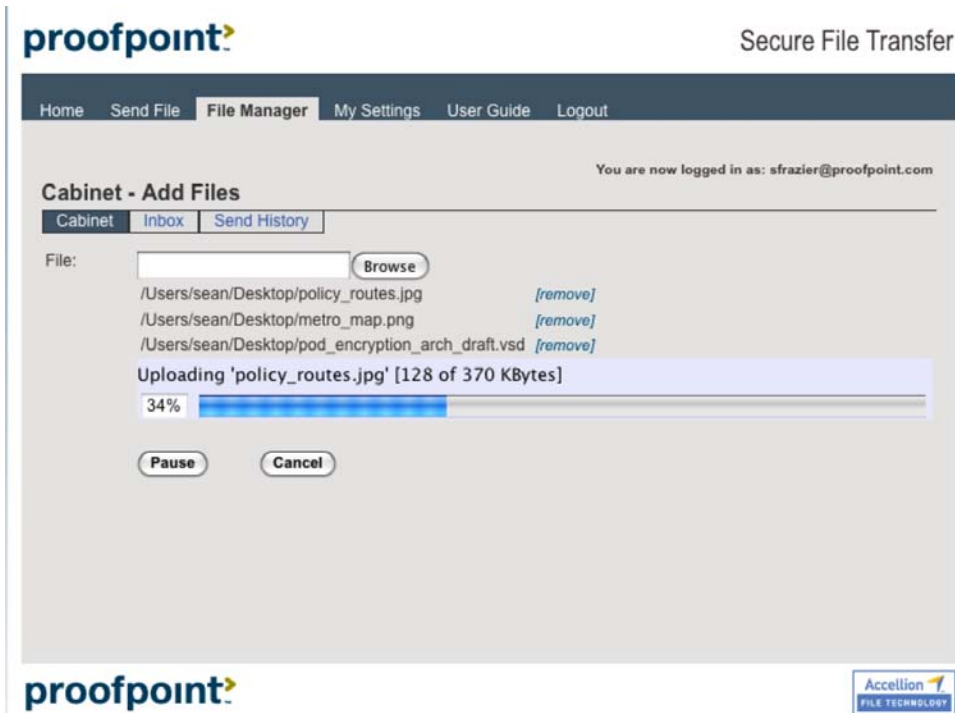
5. An Upload confirmation window will display.
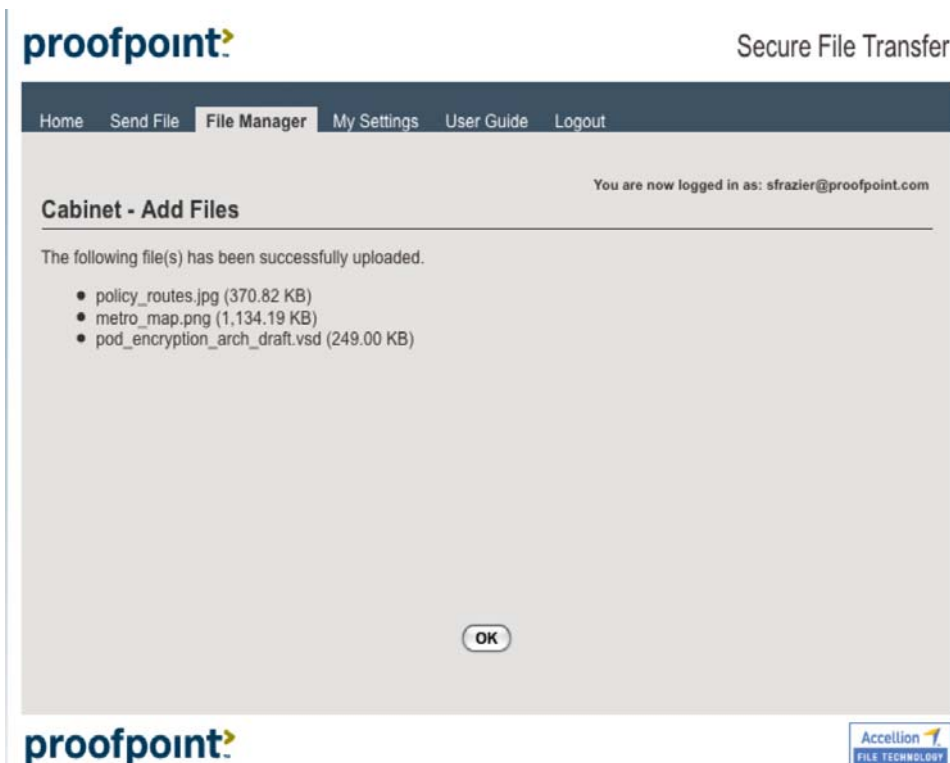
6. Click Ok to return to the File Manager menu.

Click on the *Inbox* to view or forward the files that were sent to you. Use the File Name textbox to search for a particular filename.

Click on *Send History* to view the report of files that have been sent to others.

- To Resend Files from a particular send event, simply select it and click on *Resend Files.* Resend Message allows you to resend the files with exactly the same details as the original message.

- Click on the magnifying glass next to the Send date to bring up the delivery report for that event.

MY SETTINGS

Select My Settings from the menu tab to change password, signature, add contacts, add contact groups, enable rich text editor or reset your auto completion list. Depending on the company policy, you might also have the option to enable or disable the loading of the Folder/Large File applet.

USER GUIDE

Select User Guide to view the user guide.

LOGOUT

Select Logout if you wish to end the session.

RECEIVING FILE(S)
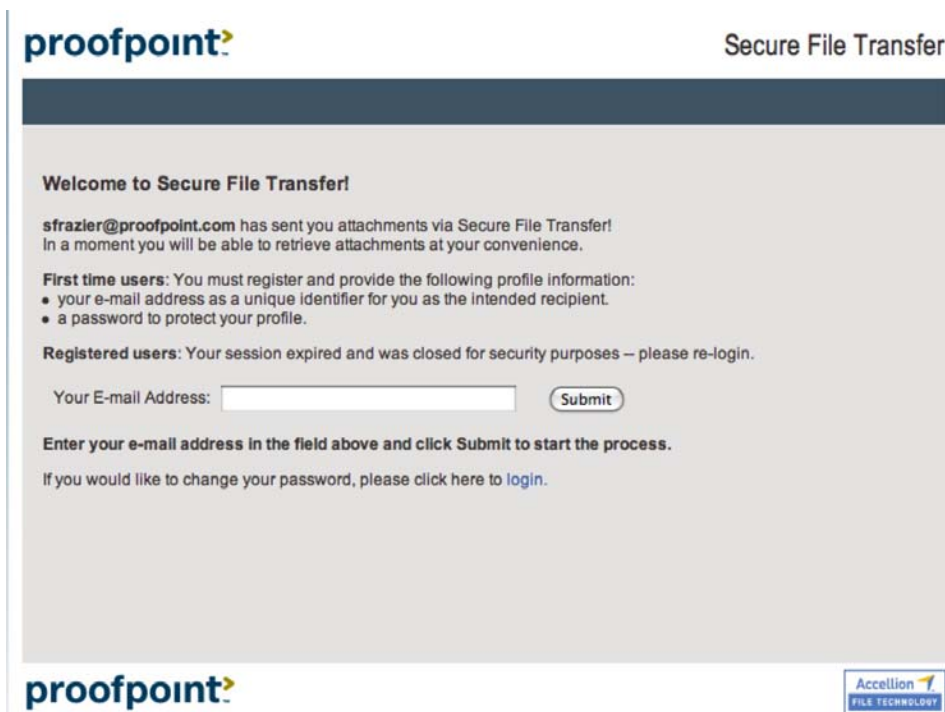
The Recipient receives the email with download link(s) in lieu of attachment(s).
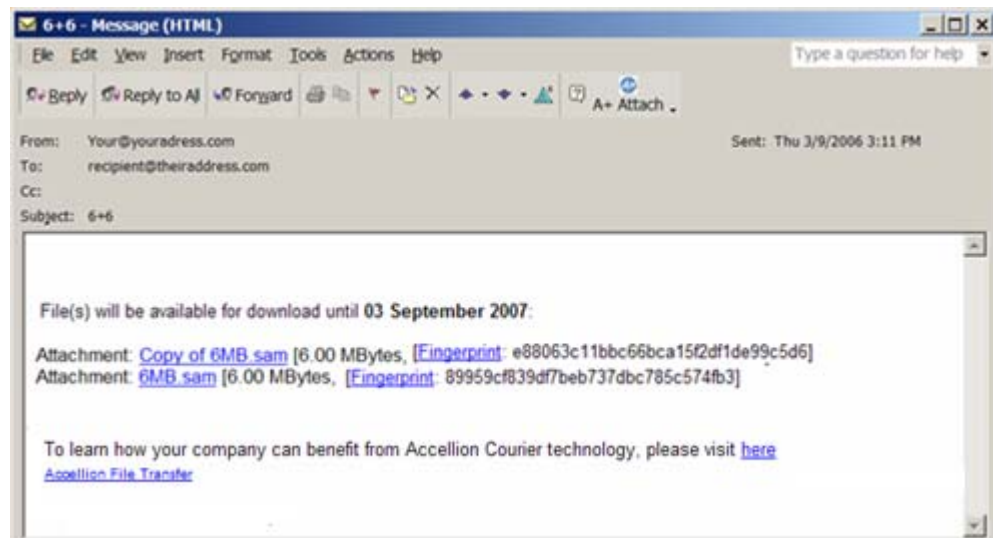
The Recipient clicks the link to open it:

The Welcome window will open for you to enter Your Email Address.

If the recipient hasn't registered before or if his/her profile hasn't been set up, ownership of the email address needs to be confirmed before registering his/her profile. You would need to fill in the email verification code and select a password to proceed. Check the option "I'm on a public computer" so that the profile will not be retained locally beyond this session.

If you have already registered, you need to only enter Your Password.

The download process will then begin.
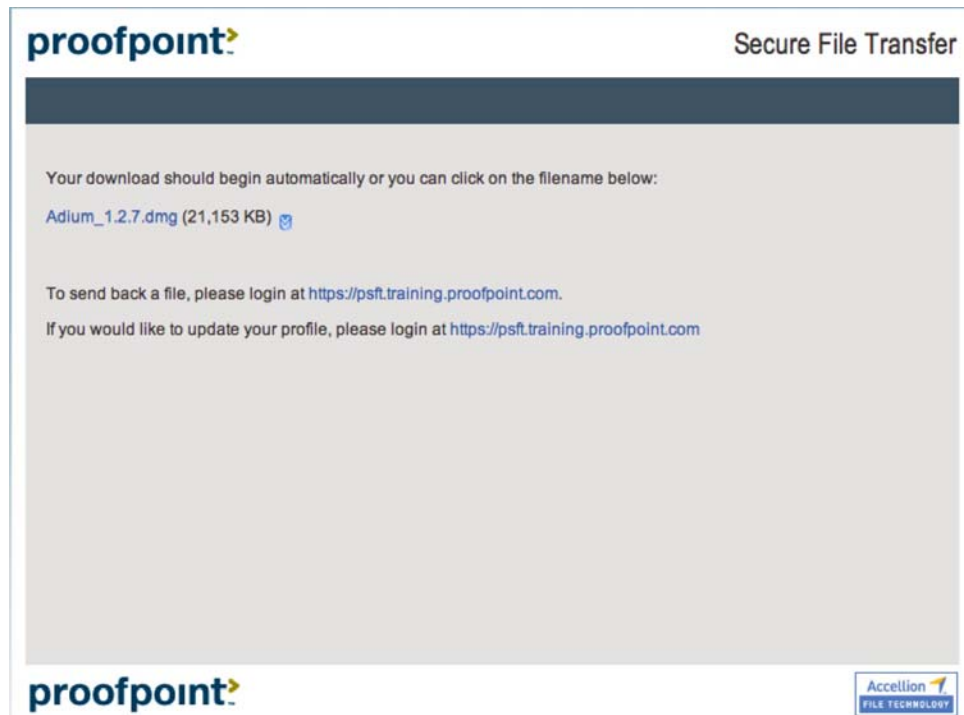
Once fully downloaded, the file can be opened and/or be saved.

For convenience, files that are sent in the same package can also be retrieved by clicking on the appropriate filename to begin the download.

RECEIVING SUB-FILES

Files of size greater than 2GB need to be downloaded as sub-files and concatenated to get the original file sent. For example, in the screen below the original file sent can be re-created from the 8 sub-files listed after downloading them.
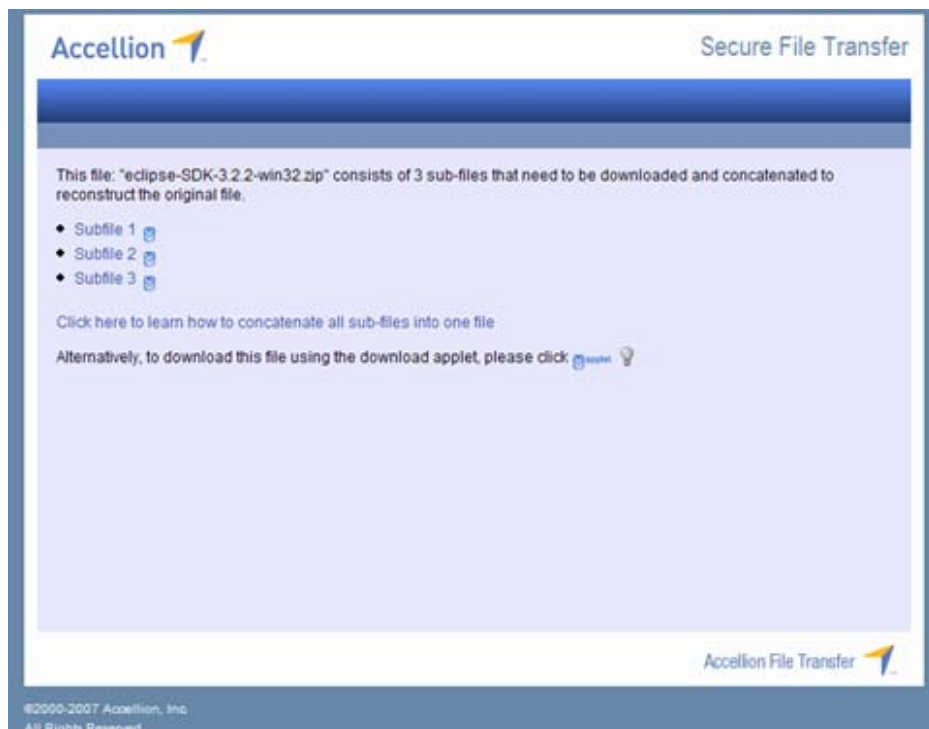
Click on the appropriate link for instructions to concatenate the various sub-files together to a single file. These instructions are provided for Windows and Linux/Macintosh systems.