ZendTo – How to securely send & receive large files

When and how to use the ZendTo service

It is recommended that you use ZendTo when you are sending large files and also when externally sending files that contain sensitive, personal or confidential data. It can be used to send information within or outwith the University.

ZendTo allows you to send files for drop-off or to pick-up files sent to you using ZendTo.

Files are automatically encrypted during transfer.

You should also encrypt your files with 7-Zip before sending. This is mandatory when you are sending sensitive or personal data outwith the University. For guidance on 7-zip, see our guide IT Security – Transfer of Sensitive Data.

Files dropped off in ZendTo are available for recipients to collect for a period of time chosen by you, but the default is 14 days, which is also the maximum period. After your chosen time period has elapsed, the files are automatically deleted from the system.

⚠️ You must not use email or ZendTo to send sensitive or personal data **outwith** the University unless it is encrypted. For guidance, see our guide IT Security – Transfer of Sensitive Data.

How to encrypt and send files using ZendTo

https://zendto.abdn.ac.uk/

- Login with your University credentials (username and password).

2. From ZendTo's **Home** tab, you have three options: Drop-off, Request Drop-off, and Pick up.

   - Click **Drop-off**.

3. You are then prompted to add in the name and email address of your recipient(s). Please make sure that you correctly input the email address at this stage.

   - Click **Add & Close**

4. The email address is added to the **To** field. Immediately beneath the To field there is a free text area where you can add a note to the recipient.

5. To the right of this, you are presented with a number of checkbox options: ☐

- **Encrypt every file –** Don't tick this box. **Instead, make sure you encrypt files with 7-Zip before uploading to ZendTo.** For guidance on using 7-zip, see our guide IT Security – Transfer of Sensitive Data

- **Calculate SHA-256 checksum of each file** – Leave this ticked

- **Send e-mail message to recipients** – Leave this ticked. This will ensure recipients are alerted when files have been dropped off.

- **Send an email to me when each recipient picks up the file(s)** – Leave this ticked as it is useful to know when the files have been picked up, and to have an audit trail.

- **which includes Passcode as well as Claim ID** – Don't tick this box

- **Recipients must agree to terms and conditions** – Don't tick this box.

6. Finally, upload the file(s) for drop-off by either dragging and dropping one or more files onto the drop-off page, or clicking the blue button at the foot of the drop-off page and browsing to select one or more files in the usual way.

7. All the files you have uploaded will be listed on the drop-off page.

8. If you have uploaded the wrong file, click the red icon ✖ to remove the file from the list.

9. Once you have uploaded all the relevant files, and checked that they are all correct, click **Drop Off Files**.

10. You are presented with a **Drop-off Summary** listing the files you have dropped off, the details of the recipient(s), and also the **Claim ID and passcode**.

11. If you want to send the file(s) to anyone else, simply send them the link and the same Claim ID and Passcode.

12. ZendTo sends the recipient(s) a notification email which includes a link to pick up the files. Your details are also included in the email to help the recipient identify the sender.

How to pick up files from ZendTo

As a recipient, you normally have 14 days from the drop-off date in which to pick up files, unless the sender has changed the default option to a longer period, but you will be notified of the specific period.
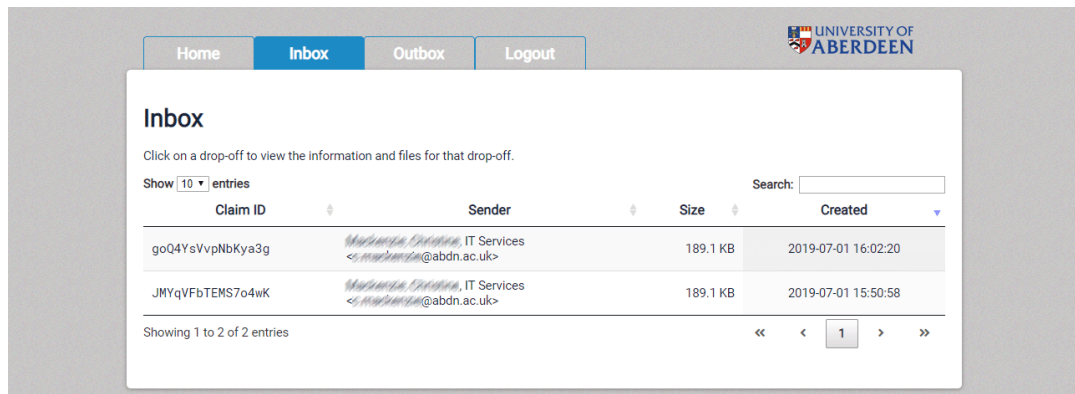
There are two ways you can pick up files.

1. You can pick up files by clicking on the embedded link in the notification email you received from ZendTo:
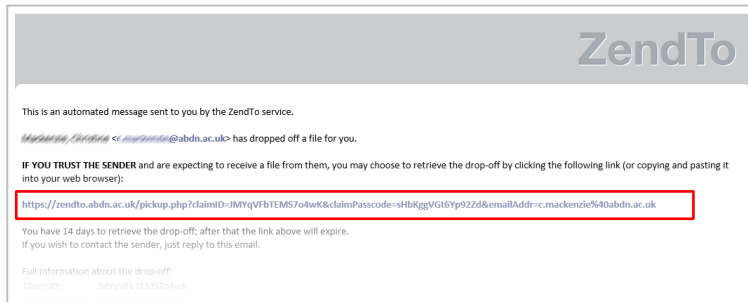
Or…

2. Login to ZendTo at https://zendto.abdn.ac.uk/ and click on **Inbox**.

   - Under ZendTo's **Inbox** tab, you will see a list of the drop-offs waiting for you:

   - Click on a **Claim ID** to pick up the associated file(s).

   - You will be presented with the **Drop-Off Summary**. This includes:

     ▪ A list of the files that have been uploaded

     ▪ The sender and recipient information, entered by the sender

     ▪ The computer name and/or address from which the drop-off was created

   - Click on a filename to download the associated file.

> All uploaded files are scanned for viruses, but you should still exercise caution in downloading and opening them, especially if you were not expecting to receive them. If you are unsure, always check with the sender.

How to Request a drop-off

Use this function if you would like someone to upload (drop-off) files for you to pick up.

1. Login to ZendTo at https://zendto.abdn.ac.uk/

2. Click **Request a Drop-off**

3. You will see the page below:

4. Your email address is populated automatically.

5. Enter the recipient's Name and Email address, a Subject and further comments (for example, information about the file(s) you would like dropped off) and also click **encrypt every file** and **send email,** then click **Send the Request**.

6. Your request is valid for 48 hours.

7. Once the recipient has dropped off the requested file(s), you will receive a notification email. Pick up files by either clicking on the embedded link in the notification email, or login in to ZendTo and download the file(s) from your Inbox.

Further information and help

Use MyIT to report an issue to the IT Service Desk: https://myit.abdn.ac.uk