ZendTo – Responding to Drop-off request

When a colleague from the University of Aberdeen requires you to send them large, sensitive or encrypted files, they can request that you do so using the ZendTo **Request a Drop-off** service.

This guide steps you through how to respond to a ZendTo request.

Receiving a drop-off request

You will receive an email from ZendTo (zendto@abdn.ac.uk) with guidance on what to do. This can be sent to your personal email address and does not have to go to a University account. Note that you must act on this guidance *within 48 hours* of receiving the email.

Access the ZendTo Drop-off service

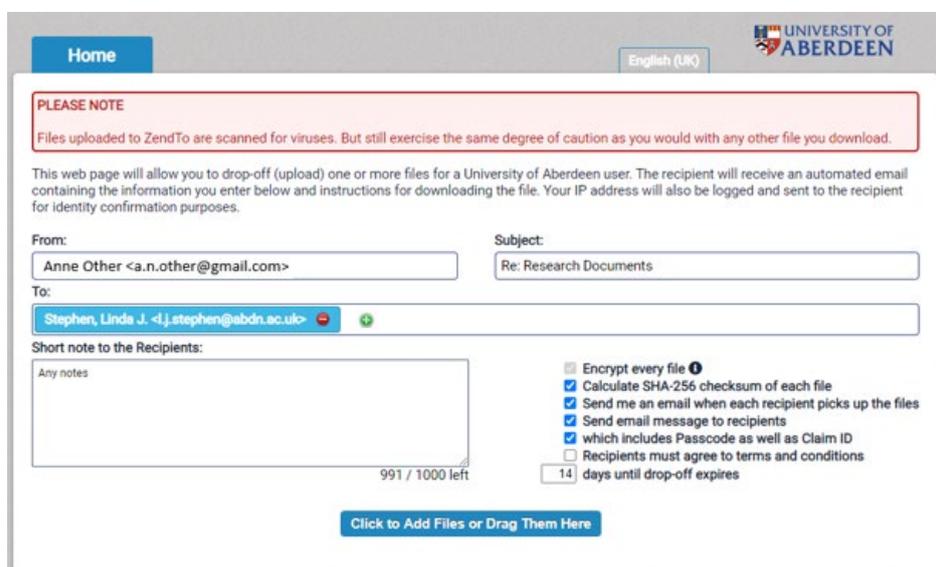1. Open the email message from ZendTo.

2. Click on the link in the email message.
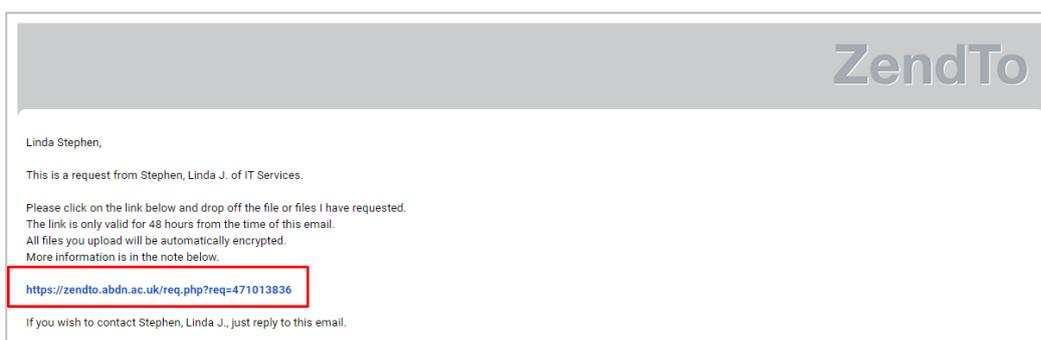
3. This will launch the ZendTo Drop-off page in a web browser. If prompted, allow cookies.

    The page includes:

    -   **Your details** in the **From** field.
    -   The email address of the **requester** (your University colleague) in the **To** field.
    -   Any additional **notes** the requester has added to their request.

Upload files for drop-off

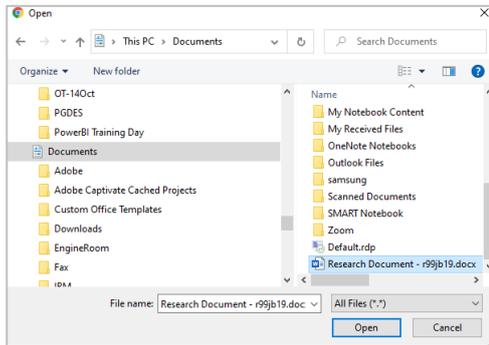1. There are two ways you can upload your files for drop-off.

   > Both methods allow you to select multiple files at once, if required.

   Either:

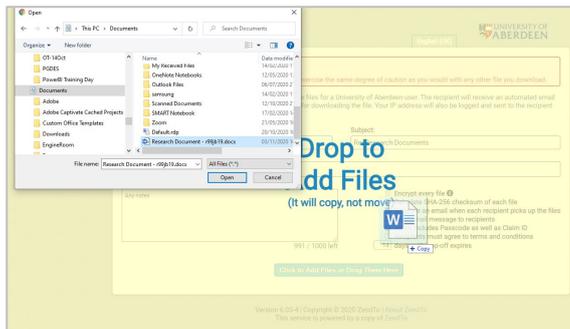   i) Click on **Click to Add Files or Drag Them Here**.

   ii) **Browse** to locate and select the file(s) you want to send, and click **Open**.
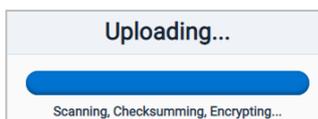

   Or:

   i) Open your computer's File Explorer, locate your file(s) and drag and drop onto the window.

   ii) The window will change to indicate you can **Drop to Add Files**, and that you are copying rather than moving.
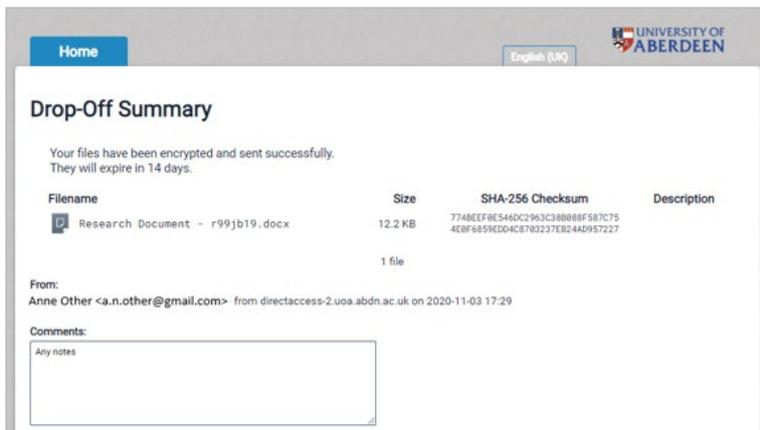

2. You should then see the file(s) in the drop-off **Filename** list.

3. **Check** the list of files carefully to make sure they are the files you want to drop-off.

   - If you have uploaded the wrong file, click the red **x** icon to remove the file from the list.

4. Add any additional notes you want.

5. Click **Drop-off Files**.

6. You will briefly see a message to indicate you are uploading your files.

7. Once the files are uploaded (dropped-off), you will see a **Drop-off summary**.

⚠️ **Note:** If you have forgotten to send a file you will not be able to go back and use the link in the ZendTo email again as it will have expired.

If you need to drop-off more files, you should ask the requester to send you another request code/message.

What happens next?

1. ZendTo sends the requester a notification email which includes a link to pick up the files you dropped off. Your details are also included in the email to help the requester identify the sender.

2. You will receive confirmation by email when your files have been successfully downloaded by the requester. They have 14 days in which to download them.

Further information and help

For more about ZendTo see Toolkit guide and links.

Use MyIT to contact the IT Service desk: https://myit.abdn.ac.uk