

ZendTo – How to securely send files that contain sensitive, personal, or confidential data

ZendTo is the University's recommended solution for transferring files that contain sensitive, personal, or confidential data securely between colleagues both inside and outside the University.

- This web-based service allows you to drop-off files for colleagues, and colleagues to drop-off files for you.
- A drop-off can comprise of one file or multiple files, but the maximum you can send in a single drop off is 20GB.
- Files are encrypted during the transfer.
- 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.

Encrypt files *before* you start

When using ZendTo to send files that contain sensitive, personal, or confidential data to colleagues *outwith* the University, it is **mandatory to first encrypt the files using 7-Zip**.

If you are going to use ZendTo to send files that contain such data to University of Aberdeen colleagues, **we strongly recommend you first encrypt the files using 7-Zip**.



Your colleague will need 7-Zip in order to extract the encrypted file. If they don't have 7-Zip, they can download and install it, FREE, from [7-Zip's download page](#).

Using 7-Zip

7-Zip is FREE software installed by default on all managed University of Aberdeen devices.

You can also download a copy to a personal device from [7-Zip's download page](#).

Use 7-Zip to encrypt file/s

1. **Locate** the file or folder you want to encrypt and **right click** on it.
2. From the pop-up menu, choose **7-Zip > Add to archive...**
3. In the Add to Archive dialog:
 - Archive Format: **zip**
 - Encryption Method: **AES-256**
4. **Enter** a password, then reenter it.
 - Your password must be **complex** (containing *at least* 8 random characters, including a mix or upper and lower case, numeric, and special characters) and should not be a dictionary word.
 - Make a note of the password as you will send it to your colleague separately.
5. Click **OK**
 - **Note:** If you want to add more files you must create a new archive, otherwise your added files may not be encrypted

Send 7-Zip encryption password to recipient

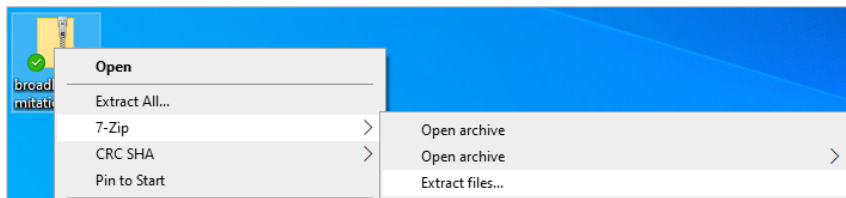
After encrypting your file, email the 7-Zip encryption password to your recipient *separately* and before using ZendTo.

Always confirm with your recipient that they have received the password before sending the encrypted file using ZendTo. This will ensure the email address you are using for them is correct and contains no errors.

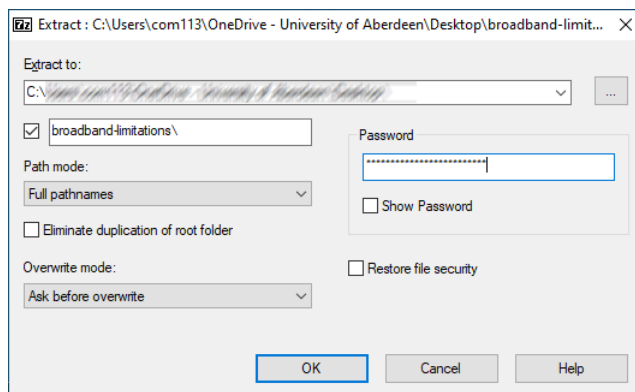
How to extract an encrypted zip archive using 7-Zip

Files encrypted by the sender using 7-Zip before drop-off will need to be extracted by the recipient after pick-up from ZendTo. Here's how:

1. **Download** the encrypted zip file from ZendTo.
2. Right-click on the zip archive and select **7-Zip > Extract files...**




3. In the **Extract** dialog, select a destination for the extracted files.



4. Enter the password provided separately by the sender and click **OK**.
5. Your files will be decrypted and extracted to the location you previously specified.

Using ZendTo

Send encrypted files to colleagues using ZendTo

1. Go to <https://zendto.abdn.ac.uk/> and login with your University username and password.
2. From ZendTo's **Home** tab, you have three options: Drop-off, Request Drop-off, and Pick up.
 - Click **Drop-off**.  Drop-off (*upload*) a file for someone else.
3. You are prompted to add in the **Name** and **Email** address of your recipient(s).
 - Make sure you enter the correct the email address, then 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. For example, you may wish to alert the recipient that the files you are sending are encrypted.

5. To the right are a number of checkbox options. Complete these as follows:
 - **Encrypt every file** – Don't tick this box. You have already encrypted your file/s using 7-Zip.
 - **Calculate SHA-256 checksum of each file** – Leave this ticked.
 - **Send me an email when each recipient picks up the files** – Leave this ticked. You will receive a confirmation email to let you know when the files have been picked up, which is useful as an audit trail.
 - **Send e-mail message to recipients** – Leave this ticked. This will ensure recipients are alerted when files have been dropped off.
 - **which includes Passcode as well as Claim ID** – Leave this ticked.
 - **Recipients must agree to terms and conditions** – Don't tick this box.

PLEASE NOTE

Files uploaded to ZendTo are scanned for viruses. But still exercise the same degree of caution as you would with any other file you download. Users are also **strongly encouraged** to encrypt every file if any contain sensitive information (e.g. personal private information)!

Use this form to drop-off (upload) one or more files for anyone (either a University of Aberdeen user or others). The recipient will receive an automated email containing the information you enter below and instructions for downloading the file. Your IP address will also be logged and sent to the recipient for identity confirmation purposes.

From:

Subject:

To:

Short note to the Recipients:

Hi Les
 These files are encrypted for security.
 I will send you the encryption password separately.
 Best wishes
 Jo

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Encrypt every file
 Calculate SHA-256 checksum of each file
 Send me an email when each recipient picks up the files
 Send email message to recipients
 which includes Passcode as well as Claim ID
 Recipients must agree to terms and conditions
 Allow only 1 download
 days until drop-off expires at

[Click to Add Files or Drag Them Here](#)

6. Finally, upload the encrypted file/s for drop-off by either dragging and dropping onto the drop-off page, or clicking the **Click to Add Files or Drag Them Here** button and browsing to select your file/s.
 - All the files you upload will be listed on the drop-off page.
 - If you have uploaded the wrong file, click the red cross to remove the file from the list.
7. Once you have uploaded your encrypted files, and checked they are all correct, click **Drop-off Files**.
8. You are presented with a **Drop-off Summary** listing the files you have dropped off, the details of the recipient(s) and the Claim ID and Claim Passcode.
 - **Note:** If you want to send the file/s to anyone else, simply send them the link and the same Claim ID and Passcode.
9. ZendTo sends the recipient(s) a notification email that includes a link to pick up the file/s. Your details are also included in the email to help the recipient identify the sender.



Remember. Once your colleague has downloaded your file/s from ZendTo, they will need to extract the file/s using 7-Zip. For guidance on extracting encrypted files using 7-Zip, [see above](#). If they don't have 7-Zip, they can download and install it, free, from [7-Zip's download page](#).

Further information and help

If you need further guidance on the secure transfer of sensitive data, please contact the Information Governance Team at dpa@abdn.ac.uk.