

# ZendTo: Large File Transfer Service

ZendTo is the University's recommended solution for transferring large files 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 40GB.
- 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, the default is 7 days, but can be changed to a maximum of 14 days. After your chosen time period has elapsed, the files are automatically deleted from the system.

## Before you start...

Are you sending large files that contain sensitive, personal, or confidential data?




If you are going to send large files that contain sensitive, personal, or confidential data to colleagues *outwith* the University, it is **mandatory** to first encrypt using 7-Zip.

And 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.**

- See our separate guide [Securely Transfer Sensitive Data](#).

## Sending files 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.  
**Remember:** Encrypting files with 7-Zip is *mandatory* if sending sensitive, personal, or confidential data to colleagues *outwith* the University – see our separate user guide [How to securely send files that contain sensitive, personal, or confidential data using ZendTo](#).
  - **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

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which includes Passcode as well as Claim ID

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Allow only 1 download

14 days until drop-off expires at

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

- Finally, upload the 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.
- Once you have uploaded the relevant files, and checked they are all correct, click **Drop-off Files**.
- 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.
- 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.

## Picking up files from ZendTo as a recipient

When a colleague has used ZendTo to drop-off files for *you*, you usually have 7 days from the drop-off date in which to pick up files. If the sender has changed this default option, the period will be specified in the notification email.

There are two ways you can pick up files.

- Click on the embedded link in the ZendTo notification email:

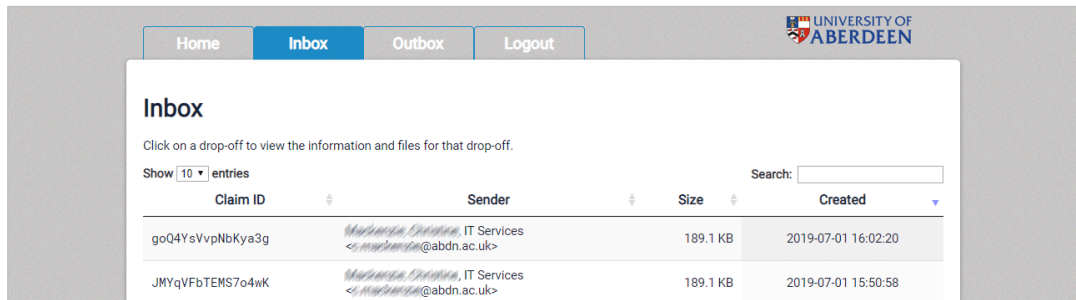
**IF YOU TRUST THE SENDER** and are expecting to receive a file from them, you may choose to retrieve the drop-off by clicking the following link (or copying and pasting it into your web browser):

<https://zendto.abdn.ac.uk/pickup.php?claimID=VvwCrecGvanhKwGK&claimPasscode=usTGcKE8uqzBBWmN&emailAddr=631>

**This drop-off is encrypted.** To download any files you must have the correct passphrase.

2. Or login to ZendTo at <https://zendto.abdn.ac.uk/> and click on **Inbox**.

- Click the **Inbox** tab to 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 a **Drop-Off Summary** including, a list of the files that have been uploaded, the sender information and computer name and/or address, and the drop-off date.
- Click on a filename to download the associated file.

## How to request a drop-off

If you would like a colleague to upload (drop-off) files for you to pick up.

1. Login to ZendTo at <https://zendto.abdn.ac.uk/> and click **Request a Drop-off**.
2. In the Request Drop-off window:

- Your University of Aberdeen email address is populated automatically.
- Enter your colleague's name in the **To** field and their **Email** address. Add a **Subject**, and notes – for example, information about the file/s you would like dropped off.

Use this form to send a request to one of more other people requesting that they send (upload) one or more files for you. The recipient will receive an automated email containing the information you enter below and instructions for uploading the file(s).

Unless you change the dates or times below, the request created will be valid for 48 hours.

From:  Organisation:

To:  Email(s):

Subject:

Drop-off must occur between:  and

Note: This will be sent to the recipient. It will also be included in the resulting drop-off sent to you.

Encrypt every file ⓘ

Send email ⓘ

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- Tick the **Encrypt every file** checkbox.

You will be prompted to enter a **Passphrase**. You will need this to unencrypt the files your colleague sends, **so make a careful note of it**.

- Tick the **Send email** checkbox if it is not already ticked.
  - Click **Send the Request**.
3. Your request is valid for 48 hours.
  4. Your colleague will receive your request via email. This includes a link to the drop-off page.
  5. Once your colleague 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

If you need further guidance on using ZendTo, contact the IT Service Desk: [myit.abdn.ac.uk](https://myit.abdn.ac.uk)