



LiquidFiles

Secure File Transfer System

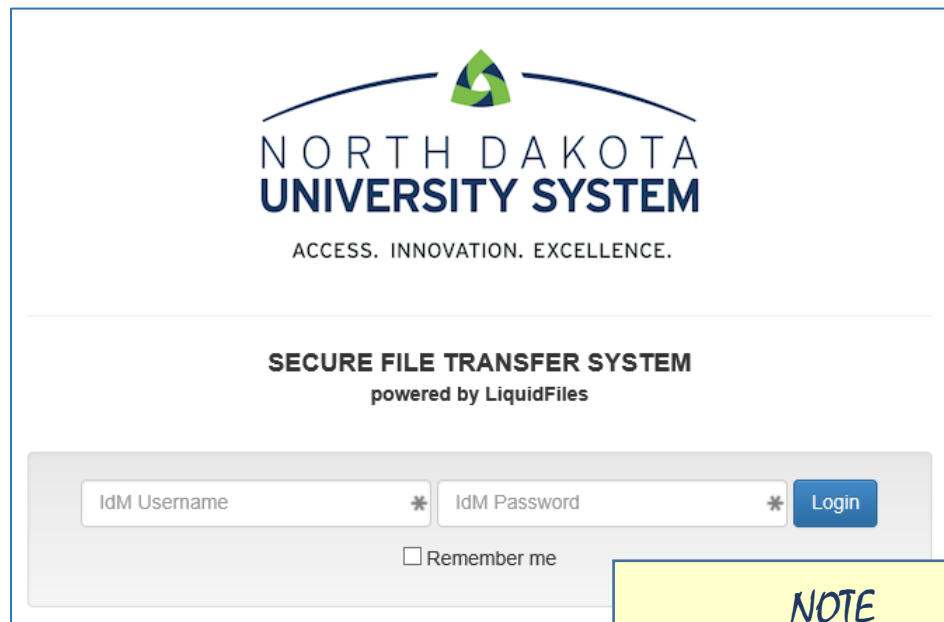
User Guide

Secure File Transfer System via Email

NDUS faculty, staff, and students have a new method for sending and receiving files containing sensitive information or for sending and receiving files that exceed Outlook's file size limitation. LiquidFiles is a secure file transfer system for person-to-person email communication. LiquidFiles can be accessed in two ways: online or through an installed Outlook plugin. Files can be shared securely with users inside or outside the NDUS system. LiquidFiles works fast, just as you would expect with standard email.

Accessing LiquidFiles Online

1. Navigate to this URL: <https://sendfiles.ndus.edu>
2. Use your IdM (identity management system) user ID and password to log in. Once logged in, your account will be created and you are ready to start using the application.



The screenshot shows the login interface for the North Dakota University System's Secure File Transfer System. At the top is the university's logo, which consists of a green and blue circular emblem above the text "NORTH DAKOTA UNIVERSITY SYSTEM" and the tagline "ACCESS. INNOVATION. EXCELLENCE." Below this, the text "SECURE FILE TRANSFER SYSTEM" is displayed, followed by "powered by LiquidFiles". The login section contains two input fields: "IdM Username" and "IdM Password", each with a small asterisk icon to its right. To the right of these fields is a blue "Login" button. Below the password field is a checkbox labeled "Remember me".

NOTE

IdM also refers to the same ID and password you use to log into PeopleSoft, Financials, Campus Connection, and HRMS.

Sending Files Using the Standard Compose Window from the Web

The screenshot displays the LiquidFiles web interface for composing a message. The top bar shows the LiquidFiles logo, a 'Secure Messages' dropdown, and a 'Help' link. The user account is identified as 'LiquidFiles Test User Account <und.enterprise.services@und.edu>'. The main compose area includes a 'Message' title, a 'To' field with the email 'user@example.com', and 'add cc' and 'add bcc' buttons. The 'Subject' field is labeled 'Subject'. The 'Message' body is a large text area with a rich text editor toolbar above it. A 'Drop Files Here' area is located below the message body. At the bottom, there is a green '+ Add Files...' button and a blue 'Send' button. A sidebar on the right contains settings for 'Message Expires After' (Downloads per Recipient), a 'Private Message' checkbox, and 'Limitations' (Max size: 1000 MB (Limit per message) and Blocked Extensions). Numbered callouts (1-7) point to the following elements: 1. To field, 2. Subject field, 3. Add Files... button, 4. Message Expires After field, 5. Private Message checkbox, 6. Message body text area, and 7. Send button.

1. **Select recipients** – type the recipients email address. LiquidFiles is not tied to any directory information however your browser may remember previous email addresses. Address fields include: To, Cc, and Bcc.
2. Type the **Subject** and **Message** to your recipients.
3. **Add Files**, you can add files up to the max size displayed for your Group.
4. **Message expires after:** by default, the maximum number of downloads per recipient is 2. There is no need to indicate a value in this field.
5. **Private Message** — a Private Message is a message where the Message is not included in the email sent to the recipients. When sending a Private Message:
 - The recipients will get a generic email telling them to click on the link to view the message.
 - You will get a read receipt when the recipient has viewed the message as well as when any attachments has been downloaded.
 - You can send a Private Message without any attachments.

- It's not possible to send a Private Message with the permission that Anyone can download — in order to send a Private Message, authentication is required.
6. **Limitations** — displays the maximum file size allowed in LiquidFiles. Clicking Blocked Extensions produces a list of file extensions that cannot be transmitted through LiquidFiles.
 7. When you're ready, click **Send**. As a sender, you will receive a receipt when your recipients accessed the secure attachments/private messages.

How Recipients Retrieve Files

NDUS Recipients

Will log in using their IdM credentials (username and password) to access the link.

External Recipients

Since external users do not have IdM credentials, they log in with their email address as their ID. This initiates a validation code which is sent to their email account and makes the link accessible.

The screenshot shows the 'Message' form in the LiquidFiles interface. At the top, the LiquidFiles logo and a 'Secure Messages' dropdown are visible. The form has fields for 'To' (Homer@springfield.com), 'Subject' (The report you requested), and a 'Message' body. The body contains a text message: 'Hi Homer, When you click the link to the report, please use your email address for the username. This will initiate the validation code needed to open the link. That code will be sent to your email address.' A yellow callout box with the text 'BEST PRACTICE' and 'Let external recipients know what they can expect in the message you send them.' is overlaid on the right side of the form.

BEST PRACTICE

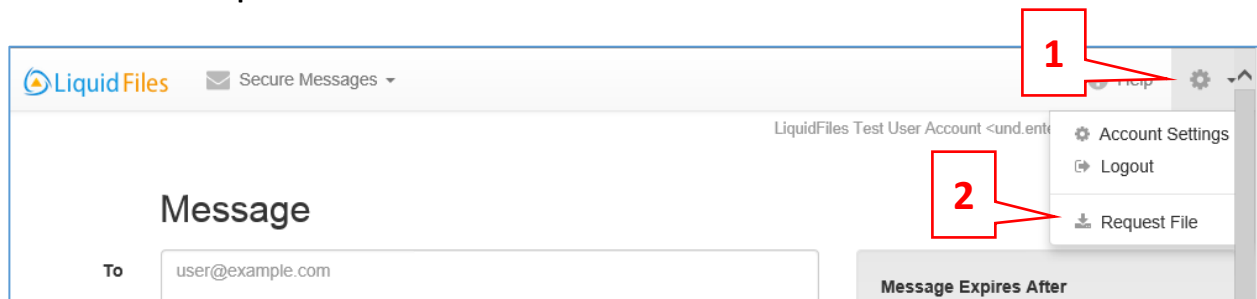
Let external recipients know what they can expect in the message you send them.

Requesting Files Using LiquidFiles Online

LiquidFiles' **Request File** option provides an easy way for you to request files from someone. There's no prior registration required and no need to walk someone through the process over the phone.

To send a file request, make sure you have navigated to <https://sendfiles.ndus.edu>

1. Click the **gear icon** located in the upper right corner of the page of the compose page.
2. Choose **Request File**.



3. Compose your message then click **Request File**.
Optional: check "Send a Copy to Myself" if you wish to receive a copy of the message.

A File Request is a way to request a file from someone. When you've submitted their details, they will get an email with a unique link that can be used to send the requested files to you. This link will expire after use.

To

Subject

Message

☐ **Send a copy to myself**

Clicking the Request File button delivers an email message with a unique File Request link. The email will look something like this:

From: Monty <burns@springfield.com>
Subject: Please send the Report we discussed
Date: 2013-05-13 09:27:32 +1000
To: homer@springfield.com

File Request

Hi Homer,

Just wanted to follow up on our conversation. Please send the report we discussed.

-- Seymour Montgomery Burns

Please visit the following URL to send the files:

<https://liquidfiles.springfield.com/requests/oAAzkvh4nmSHEUADdfgXyk>

This link expires: **Monday, 27 May.**

When the user clicks the File Request link, they will be taken to a page that will look something like this:

File Request

From

To

Subject

Message

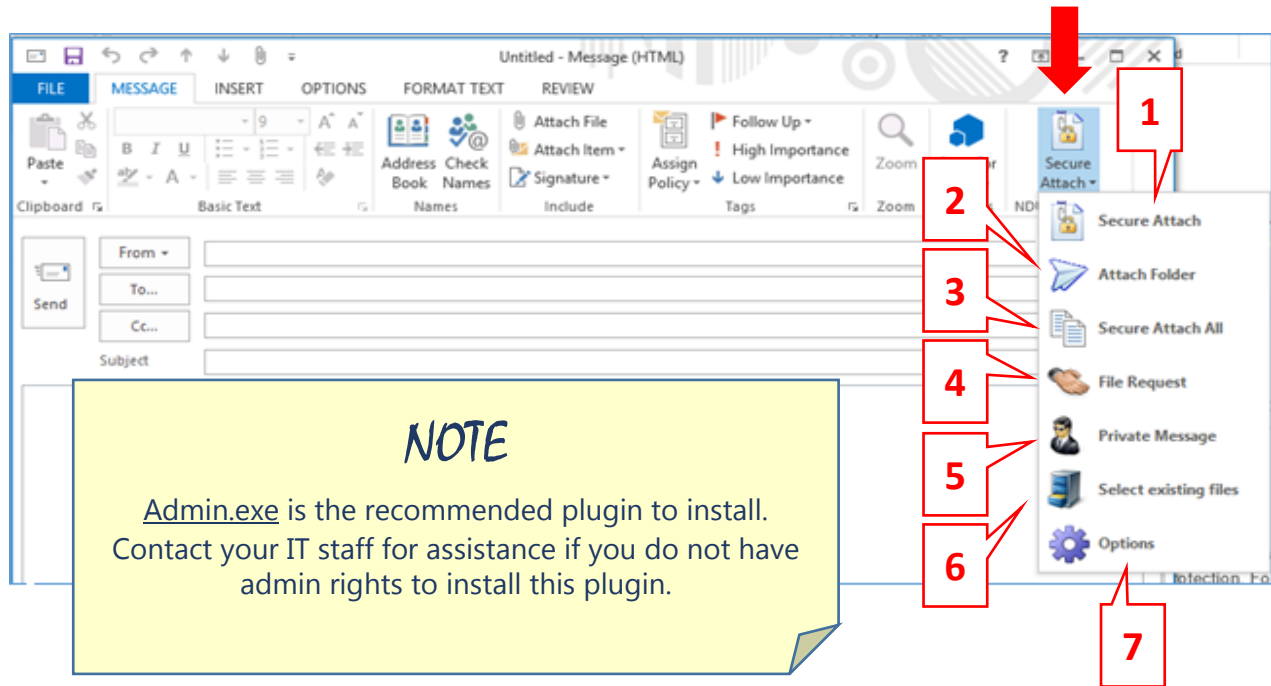
Limitations
Max size: 18 GB

NOTE
The File Request link is one-time use only and will expire once the files have been delivered.

1. The recipient types their comments in the **Message** area,
2. clicks the green **Add Files** button to attach the file,
3. and when finished, clicks the blue **Send** button.

Accessing LiquidFiles Using the Outlook Plugin

Download the LiquidFiles Outlook plugin here: <https://man.liquidfiles.com/clients/>. Once the plugin is installed and enabled in Outlook, an additional **Secure Attach** tool appears at the end of the ribbon when creating a new message or replying.

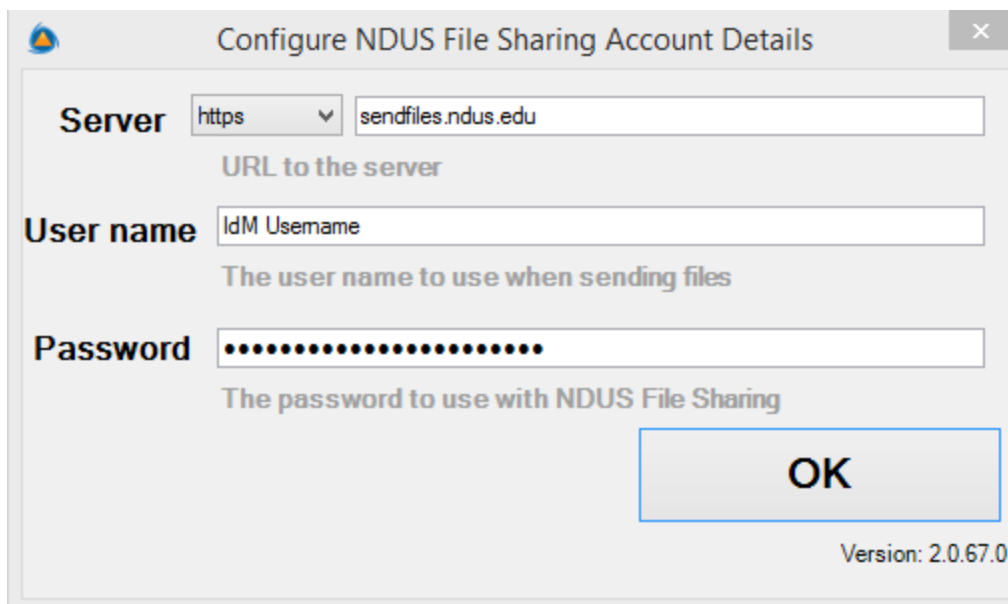


The Secure Attach drop-down menu provides these options:

1. **Secure Attach** — any file you would normally attach using the attach icon on Outlook can be attached using this Secure Attach button instead. This will cause any file attached to the email to be sent using LiquidFiles.
2. **Attach Folder** — you can also attach a folder at once and all files in this folder will be attached to this email.
3. **Secure Attach All** — this setting can automate that every Outlook attachment be sent through LiquidFiles. This is not recommended.
4. **File Request** — provides an easy way for you to request files from someone.
5. **Private Message** — a Private Message is a message where the Message is not included in the email sent to the recipients. See previous information.
6. **Select Existing Files** — any file you've already sent that hasn't expired is available to send again without having to upload the file again.
7. **Options** — settings for the plugin within Outlook. See section entitled "LiquidFiles Outlook Plugin Account Options" for more detailed information.

Outlook Settings and Configuration

The first time you attach a file to LiquidFiles, you will see this login window:



The dialog box is titled "Configure NDUS File Sharing Account Details". It contains three main input fields: "Server" with a dropdown set to "https" and a text box containing "sendfiles.ndus.edu"; "User name" with a text box containing "IdM Username"; and "Password" with a masked text box. Below each field is a descriptive label: "URL to the server" for the server field, "The user name to use when sending files" for the user name field, and "The password to use with NDUS File Sharing" for the password field. An "OK" button is located at the bottom right, and the version "Version: 2.0.67.0" is displayed at the bottom right corner.

Verify or input the following information:

- **Server:** <https://sendfiles.ndus.edu>
- **User name:** input your IdM username (firstname.lastname)
- **Password:** input your IdM Password

Please note that you only have to fill this in once. The LiquidFiles Outlook plugin will keep you logged in even if you change your network password.

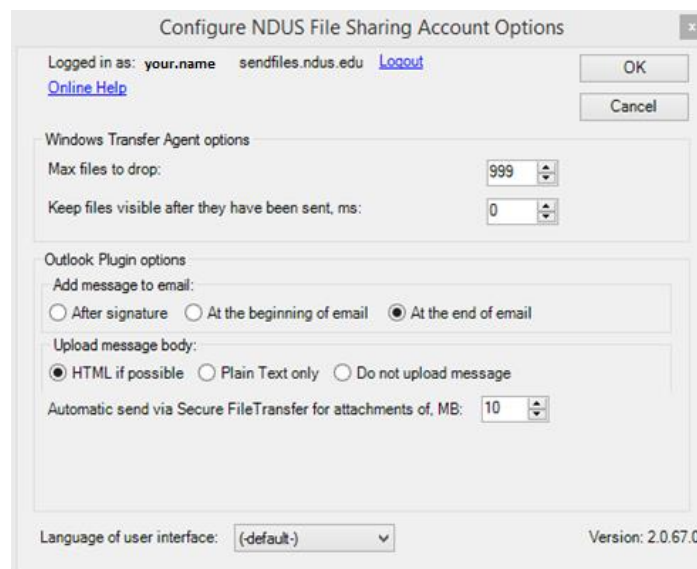
LiquidFiles Outlook Plugin Account Options

This section is for your information only. There is no need to change these settings.

- **Logged in as:** displays the currently logged in user.
- **Logout** – clicking this link will require you to reconfigure the connection.
- **Online Help** – click this link to access Liquid Files online help

Windows Transfer Agent Options

- **Max files to drop:** this is the number of files you can attach at once and how long you want to see the window visible after you've sent the files.



The dialog box is titled "Configure NDUS File Sharing Account Options". It shows the current login status: "Logged in as: your.name sendfiles.ndus.edu Logout". There are links for "Online Help" and "Logout". Below this are two sections of options. The "Windows Transfer Agent options" section includes "Max files to drop" (set to 999) and "Keep files visible after they have been sent, ms:" (set to 0). The "Outlook Plugin options" section includes "Add message to email:" with radio buttons for "After signature", "At the beginning of email", and "At the end of email" (selected); "Upload message body:" with radio buttons for "HTML if possible" (selected), "Plain Text only", and "Do not upload message"; and "Automatic send via Secure FileTransfer for attachments of, MB:" (set to 10). At the bottom, there is a "Language of user interface:" dropdown set to "(default-)" and the version "Version: 2.0.67.0".

- **Keep file visible after they have been sent, ms:** (ms refers to milliseconds)

Outlook Plugin Options

- **Add message to email:** you can place the LiquidFiles Attachment information after your signature, placed below the body your email or at the top of it (please see the recipient email to see how the attachment information looks).

Upload Message Body

- Send the message using HTML, as plain text, or do not send any message through LiquidFiles.
- **Automatic Send via Secure File Transfer for attachments of MB:** As a default, Outlook's limitation for attachments is 10 MB. This setting specifies that files exceeding the threshold indicated will automatically be send via LiquidFiles.

Who to Contact for Support

Contact the NDUS Help Desk using any of these methods:

- Navigate your browser to: <https://helpdesk.ndus.edu>
- Call: 1-833-955-5522
- Email: ndus.helpdesk@ndus.edu