LiquidFiles

Secure File Transfer System

User Guide

NORTH DAKOTA
UNIVERSITY SYSTEM
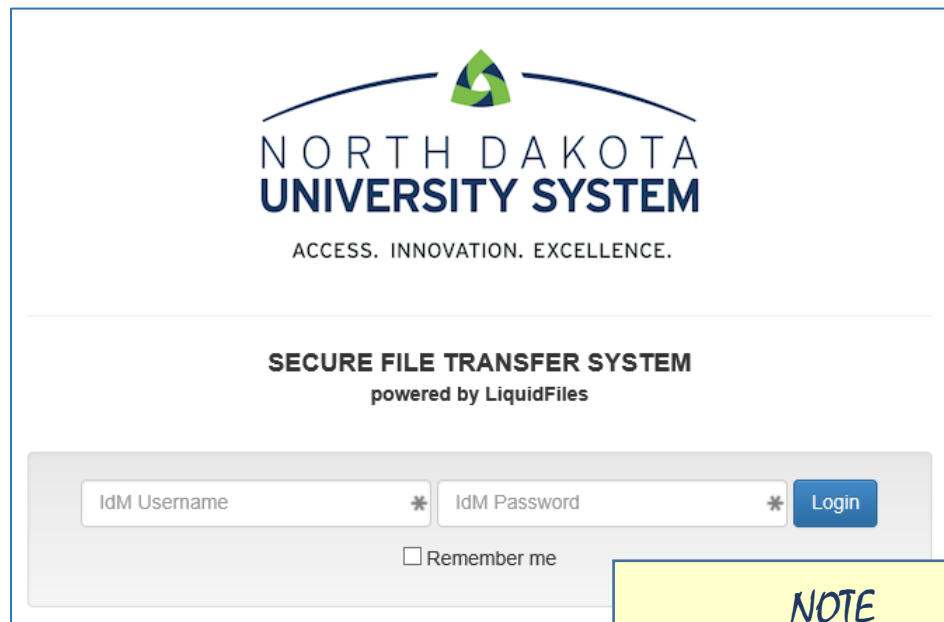
Secure File Transfer System via Email

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 Outlooks 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.

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

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.

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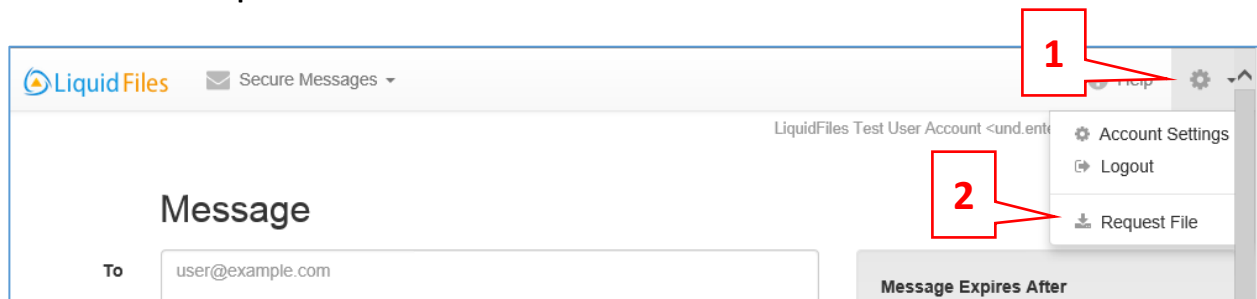
3. Compose your message then click **Request File**.
    Optional: check "Send a Copy to Myself" if you wish to receive a copy of the message.

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

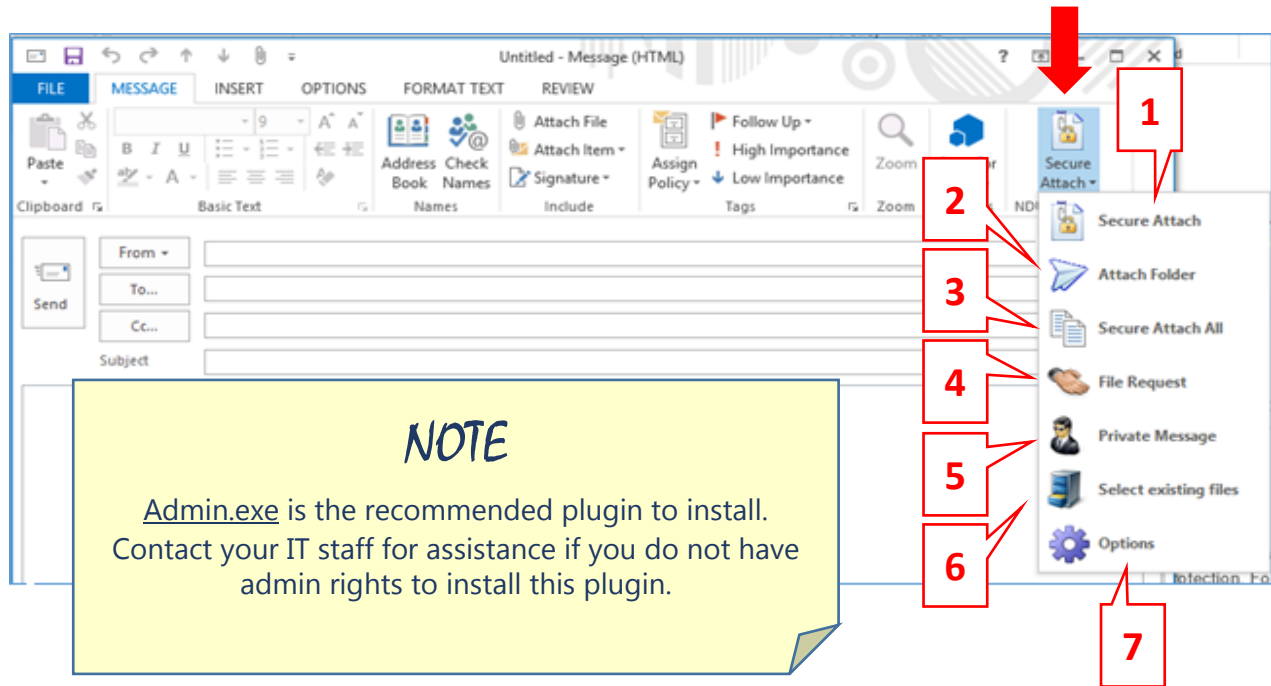| From | homer@springfield.com |
To	burns@springfield.com
Subject	Re: Please send the Report we discussed
Message	Message

+ Add Files...

Send

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.

NOTE

Admin.exe is the recommended plugin to install.
Contact your IT staff for assistance if you do not have admin rights to install this plugin.
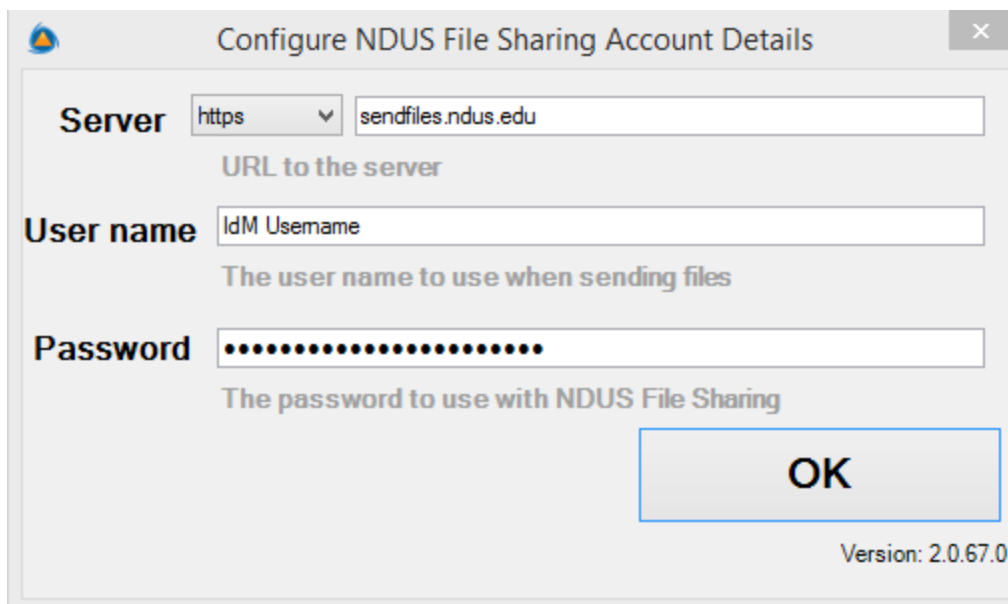
The Secure Attach drop-down menu provides these options:

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:

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.
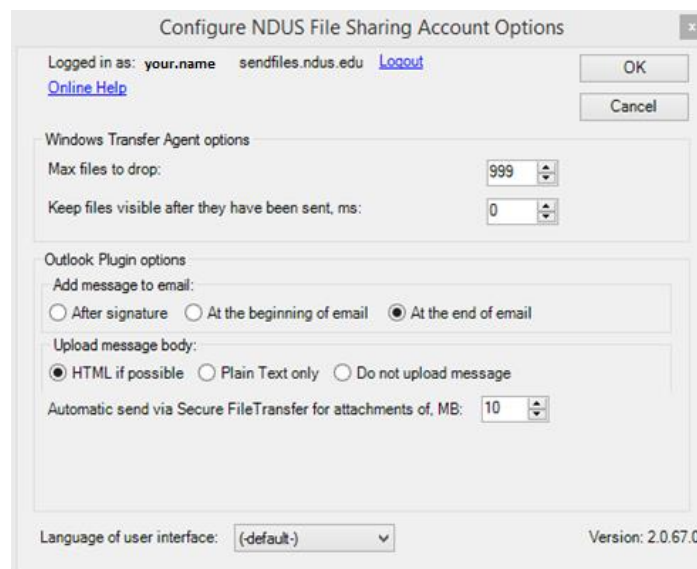
LiquidFiles Outlook Plugin Account Options

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.

- **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