

# File Delivery Service (FDS)

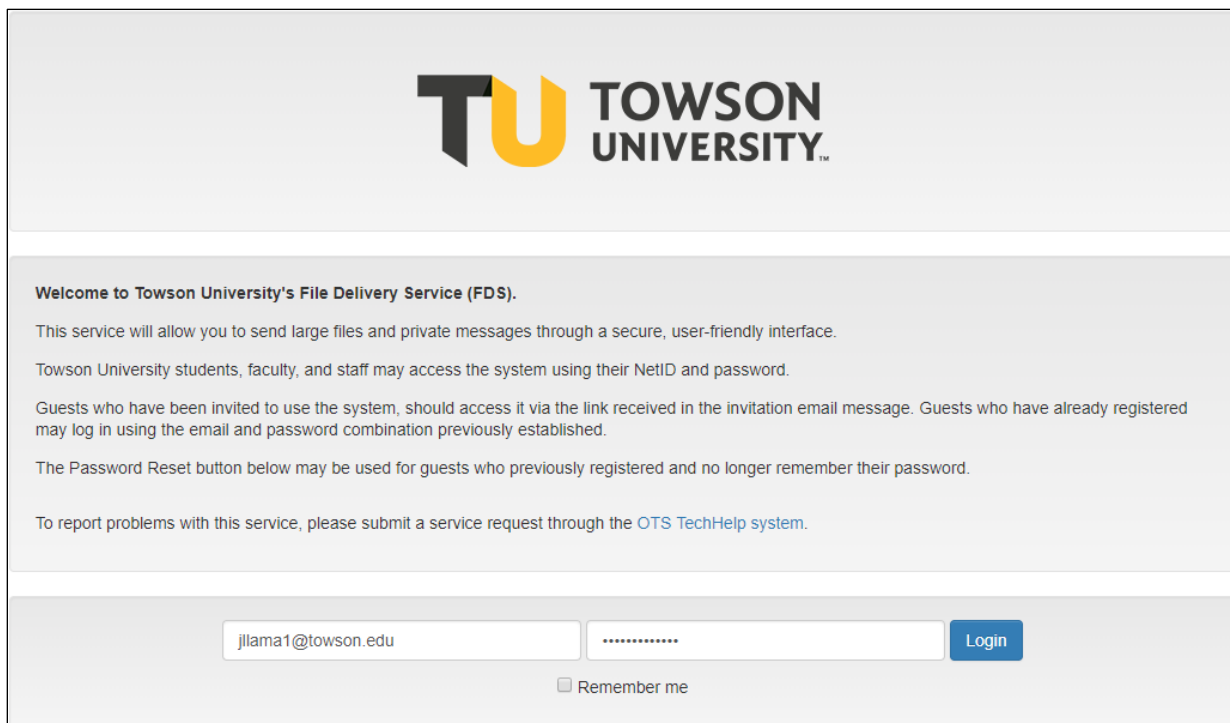
Accessing the FDS and Creating a Delivery

## Introduction

Towson University's File Delivery Service is an outlet for Towson University users to securely share files too large to send as attachments through conventional delivery services such as email. This service can be used by TU faculty, staff, and students to send files to people both inside the Towson network and non-Towson members. Packages in FDS are available for retrieval for 15 days. This self-help document will step you through how to access the FDS and how to create a delivery.

## Access the File Delivery Service

1. Open your preferred web browser and navigate to **fds.towson.edu** or click the link in your email if you are a receiver.
2. The **User Sign In** page will appear. If you are TU student, faculty, or staff, log in using your **Email (NetID)** and **Password**.



**TU TOWSON UNIVERSITY.**

**Welcome to Towson University's File Delivery Service (FDS).**

This service will allow you to send large files and private messages through a secure, user-friendly interface.

Towson University students, faculty, and staff may access the system using their NetID and password.

Guests who have been invited to use the system, should access it via the link received in the invitation email message. Guests who have already registered may log in using the email and password combination previously established.

The Password Reset button below may be used for guests who previously registered and no longer remember their password.

To report problems with this service, please submit a service request through the [OTS TechHelp system](#).

Remember me

Figure 1

### Note:

- External users can register for an account only after they have been sent an invitation. They will access FDS via the link received in the invitation email message.
- External users will have access to send messages only to @towson.edu and @students.towson.edu accounts after they register.
- External users who have already registered may log in using the **Email** and **Password** combination previously established.

3. Click **Login**.
4. The **File Delivery Service Home Page** will appear with the **Compose** link open. From here, you have the ability to send large files and private messages. Click the **Secure Messages** drop-down menu to view your **Inbox** and **Sent** messages.

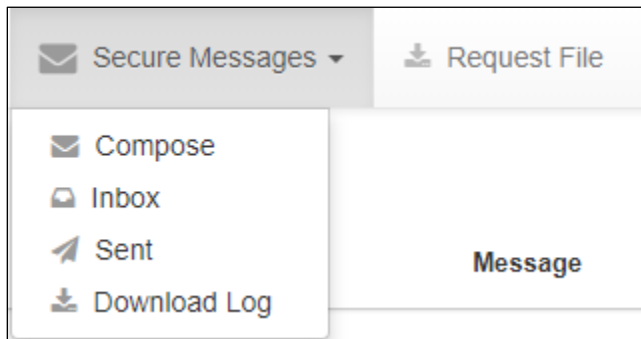


Figure 2

## Creating a Delivery

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As a sender, you may create deliveries to send files to a recipient.

1. Under **Message**, enter the recipient's TU email address or external email address in the **To** box.
2. If desired, click **add cc** or **add bcc** and enter applicable email addresses.
3. Fill in the **Subject** line.
4. Enter your text in the **Message** box.

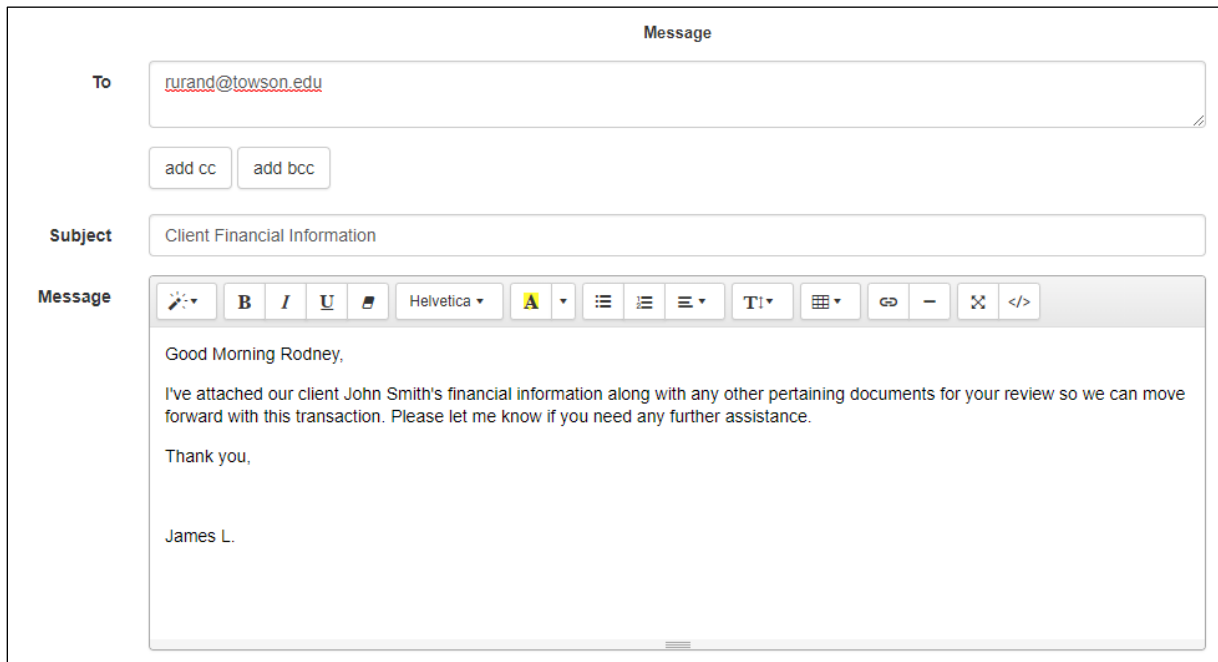


Figure 3

5. You may add files to the package in two ways:
  - a. Drag and drop your files to the **Drop Files Here** box located on the right hand-side of the window.
  - b. Select the **Add Files** button. The **Open** dialog box will appear. Navigate to the correct drive and directory. Select the file(s) you wish to add (you may select several files at one time) and click the **Open** button at the bottom right of the dialog box.

**Note:** The maximum size Limit per message is 10 GB.

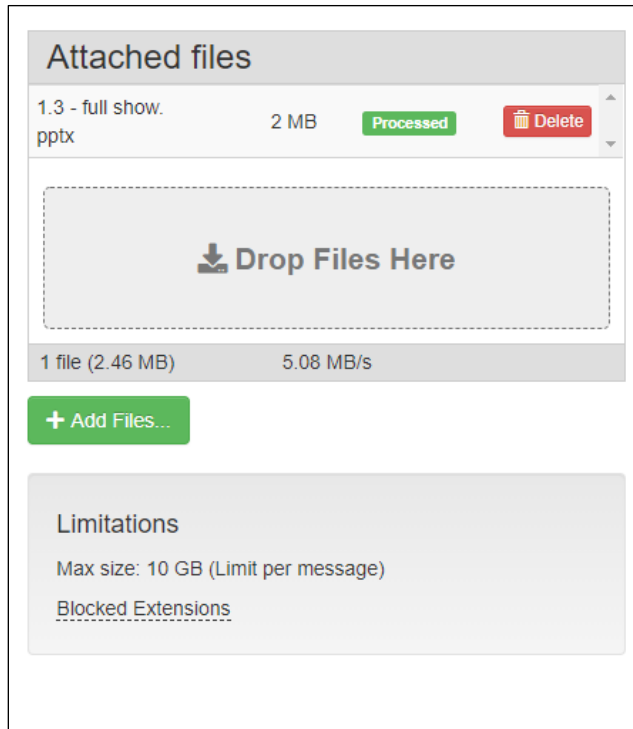


Figure 4

6. Additional options will appear in a **gray box** at the bottom of the screen.

**Note:** Notice the **Private Message** option is automatically checked. Any message typed in the **Message** box can only be viewed by specified recipients.

7. To make the delivery more secure, set the amount of times a recipient can download each file. For example, if you send 2 files that expire after 1 download, each recipient will be able to download each file once. Enter a number in the **Message Expires After** field to specify the number of downloads.

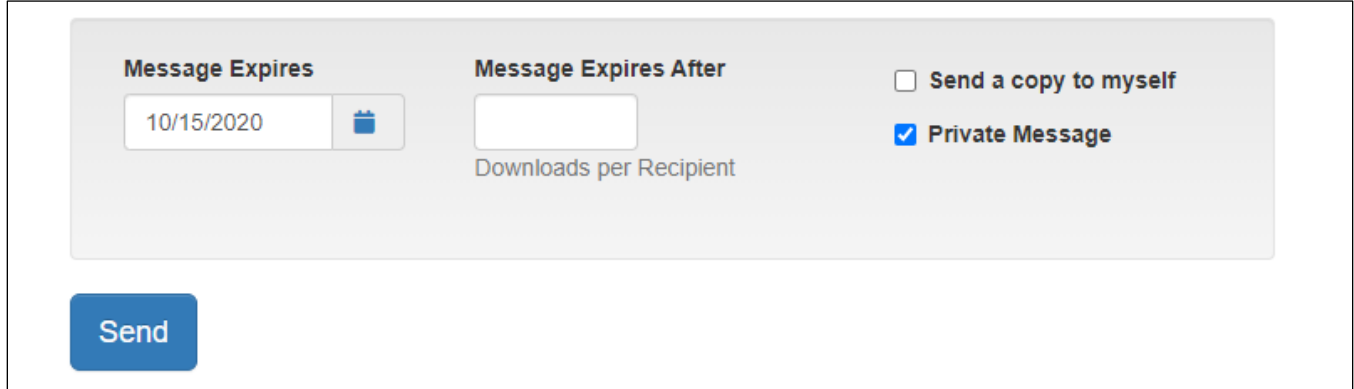


Figure 5

**Note:** The date under **Message Expires** is preselected. The delivery package will automatically delete **fifteen days** after its original creation.

8. When you have made all your selections, click the **Send** button.

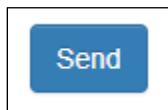


Figure 6

9. A message will appear - **Your message has been sent**, with other information such as message ID, subject, etc.

**Note:** You will receive email notification when the recipient has opened the files as well as downloaded the file you have sent.

10. Click the **Gear** icon in the upper-right hand corner and then click **Logout** if you have completed transactions in the file delivery system.

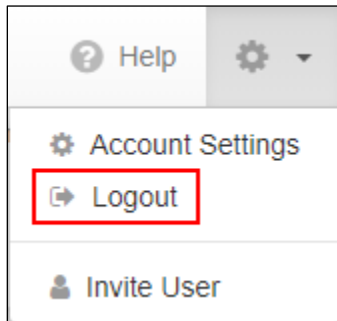


Figure 7

## Requesting a File

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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 two weeks.

1. Click **Request File** from the home page.

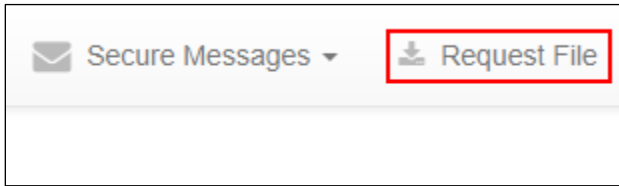


Figure 8

2. Click **New File Request**.
3. The **Request File** form will appear. Enter the recipient's TU email address or external email address in the **To** box.
4. Fill in the **Subject** line.
5. Enter your text in the **Message** box.
6. Place a checkmark in the **Send a copy to myself** checkbox if you would like a copy of the request. You may also specify the request expiration date.
7. Click the **Request File** button.

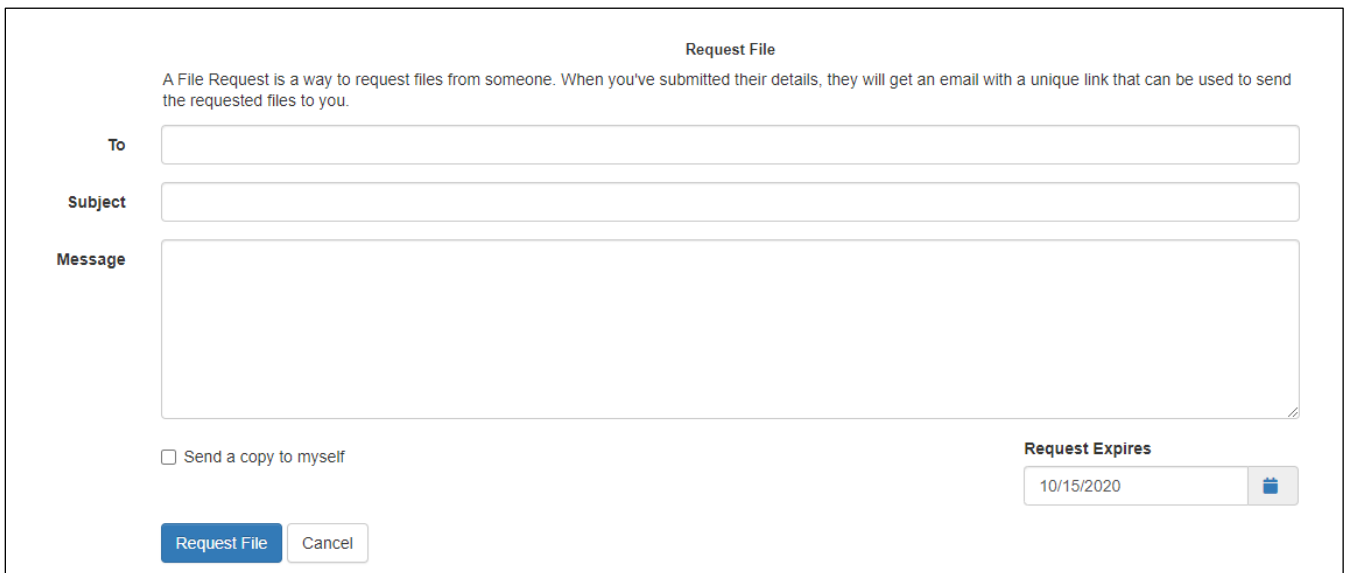
A screenshot of the 'Request File' form. At the top, it says 'Request File' and provides a brief explanation: 'A File Request is a way to request files from someone. When you've submitted their details, they will get an email with a unique link that can be used to send the requested files to you.' Below this are three input fields: 'To', 'Subject', and 'Message'. At the bottom left, there is a checkbox labeled 'Send a copy to myself'. At the bottom right, there is a 'Request Expires' section with a date input field showing '10/15/2020' and a calendar icon. At the very bottom, there are two buttons: 'Request File' (in blue) and 'Cancel'.

Figure 9

8. A green message box will appear at the top of the page - **File Request Sent**.

## Manage Packages

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After you have created a delivery package, you may need to go back and revise that package. You may view, download, or delete messages and files you have sent.

1. From the **FDS home page**, click the **Secure Messages** drop-down menu and click **Sent**. A log of all your sent messages will appear.

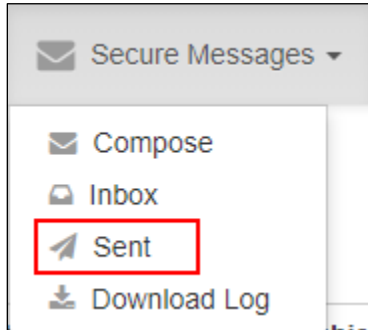


Figure 10

2. Click the down arrow under the **Action** column beside the package you wish to edit.

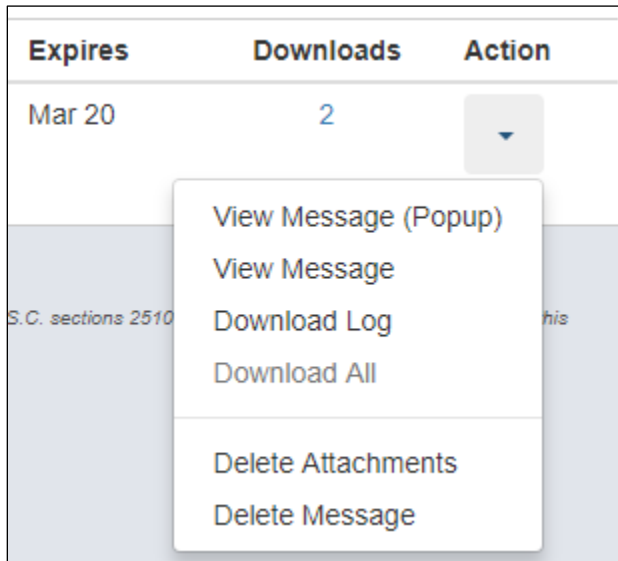


Figure 11

3. A drop-down menu will appear with a variety of options:
  - **View Message (Popup)** - View your sent messages in a smaller window.
  - **View Message** - View your sent messages on your current webpage.
  - **Download Log** – Open the Download Log page. A list will appear of recipients who have downloaded your files.
  - **Download All** - Download all the files attached to the sent message. Note the maximum file of any file in a ZIP archive is 4 GB.
  - **Delete Attachments** - Delete the attachments from the sent file. A popup will appear to confirm your action. Click the OK button to permanently delete the package.
  - **Delete Message** – Delete the entire message. A popup will appear to confirm your action. Click the OK button to permanently delete the message.

4. Click the **Gear** icon in the upper-right hand corner and then click **Logout** if you have completed transactions in the file delivery system.

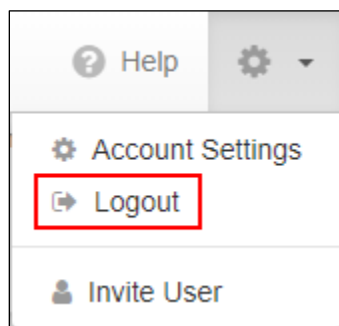


Figure 12