



## Getting Started with eSecureSend (eSS)

eSecureSend (eSS) is a hybrid platform with a website and a desktop agent. It's designed to transfer large files quickly and efficiently.

### TRANSFERRING A LARGE FILE

- Creating an account with eSS
- Installing the desktop agent
- Email notifications
- Auto-resume
- Manually pausing & resuming

### CALCULATING SPEED OF TRANSFER

- Speed is as fast as your available bandwidth
- Encryption time
- Processing power
- Mapped drive versus local drive

### TRANSFERRING LARGE FILES REQUIRES SUFFICIENT STORAGE

- Temporary directory
- Final destination directory

### USER CONTROLS, ADMINS & ACCESS

- Owner
- Admin & Co-Admin
- Open versus closed group
- Inviting a new user from within group settings

### NEED HELP?

- Call, email, Skype, tweet, message us

### CHECKING ON THE STATUS OF A FILE TRANSFER

- Status of upload or download via status icon
- No need to stay logged into a web browser
- Email notifications for both the sender and recipient

### TROUBLE SHOOTING A FILE TRANSFER

- Computer falls asleep/shuts down
- Check for sufficient storage
- Clearing data

### TRACKING FILES, ACTIVITY & USERS

- Audit Trail
- Transaction History
- Filing Cabinet

### CUSTOMIZATION & BRANDING

- Upload your company logo
- Custom branding

### PAYING FOR A TRANSFER

- Credit Card on file
- Auto refill
- Custom pricing model for your business needs

## TRANSFERRING A LARGE FILE

### BEST PRACTICE

When you're sending a file to a new user, tell them about eSS so that when they see the email, they know what to do. They may have to check their junk or spam folder if the email notification isn't in the inbox.

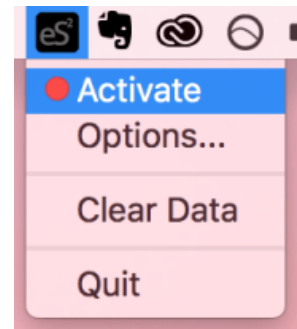
### Create an account with eSS

Both senders and recipients of a file transfer must create an account with eSS for security purposes. Without an account, it becomes impossible for you to know who transferred what, when and where.

If a recipient of a file has not created an account yet, they will receive an email notification asking them to create an account and join the sender's group on eSS.

### Install the desktop agent

1. Download the application from the website.
2. Install the application by double-clicking the downloaded application file.
3. Activate the application by clicking on the small icon in the system tray and choosing "Activate". You will be prompted to log into your eSS account.
4. Click the "Ready to Try Again" button on the website.



### Email Notifications when transferring files

#### BEST PRACTICE

Be sure to ask your IT team to "whitelist" emails from eSecureSend.com. You can also add eSS to your address book so that you never miss an important email notification.

eSS notifies the sender and recipient via email throughout the file transfer process:

- When sending a file to a new user, recipient is prompted to create an eSS account
- When a file is ready for download, recipient is prompted to start downloading the file
- When recipient accepts the message with the file, sender is notified that recipient has seen it
- When a file transfer is paused for longer than 2 hours, an email reminder is sent to resume transfer
- More to come soon, including SMS notifications; Have suggestions? Reach our product team via Yasmeen: [yasmeen.kashef@esecuresend.com](mailto:yasmeen.kashef@esecuresend.com)

## Auto-Resume of file transfer

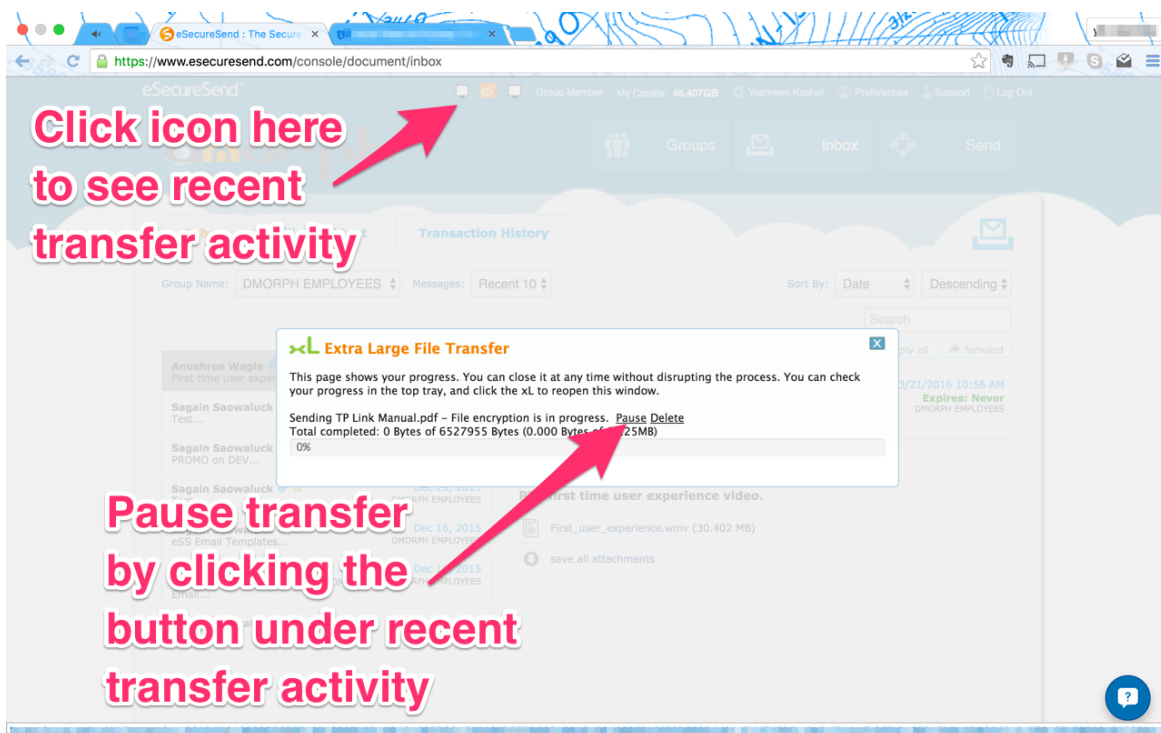
No one likes restarting a file transfer from the very beginning. We built eSS with that in mind. The desktop agent is the critical component to this benefit. To ensure an uninterrupted file transfer:

- Adjust your computer's setting to never fall asleep, hibernate or shut down during a transfer.
- Keep the desktop agent running and activated the whole time.
- Connect to the internet via Ethernet instead of WiFi

You don't have to keep the browser open during the transfer. Start transferring and move. No more babysitting file transfers!

## Need to pause or resume a transfer?

Regardless of the reason, there are times that you will need to pause a transfer. Log into eSS on the website and pause the transfer there.

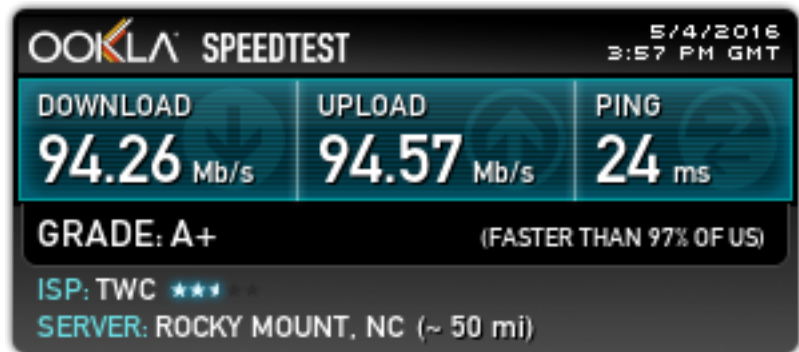


## CALCULATING THE SPEED OF TRANSFER

### Speed is fixed to your available bandwidth

At the end of the day, your internet speed is what limits the rate of a file transfer. To determine what speeds you have, run a speed test on [SpeedTest.net](http://SpeedTest.net).

Sending a file is limited to your upload speed and receiving a file is limited to your download speed. We're pretty lucky to have good speeds at our office, right?



To estimate the amount of time for your file transfer, you'll need to know the size of the file and the speed of your bandwidth. Once you have those two numbers, [plug it into this online calculator](#). Of course, this is an oversimplification of the whole process but it will give you the minimum amount of time that it will take.

Keep in mind that there are multiple factors that can also affect your speed:

- Whether you're hardwired to the internet via Ethernet or on Wifi
- Distance from the router if you're on Wifi
- Capacity of the Ethernet cord and port
- Traffic from other users that are on the same internet
- Capacity of the connections between a mapped drive, the local drive and the internet

We're happy to talk to you about your setup and anticipate what your transfer speeds might be. Regardless of how fast or slow it might, your file will be transferred. eSS is designed to not let speed stand in its way.

### Encryption and processing time

With any transfer, eSS slices and dices the data, attaches critical meta data to each slice and packages it for transport. This process does take time and the bigger the file, the longer the process. For a 100GB file this process could take 20 minutes. The biggest factor is the CPU power.

With encryption, this processing time is multitudes longer. Not only is eSS slicing and dicing, mashing and packaging, it's also diligently turning each package into gibberish before it leaves the computer. Security is what we do. For a 100GB file this encryption time could take a few hours depending on the power of the computer.



## Mapped drive or external storage versus a local drive

When you're moving files from a mapped drive or external storage, speed is dependent upon the weakest link among all the connections between the port on the drive to the cable that connects it to the computer to speed of the computer and beyond. Generally, it will take longer but never fear, eSS doesn't let speed stand in its way from getting the job done.

### **BEST PRACTICE**

When using external storage, drives that are directly connected to the computer are more resilient to errors than drives mapped in a network.

## ALLOCATING SUFFICIENT STORAGE

You can never have enough storage! Just kidding. As a rule of thumb, it's best to have enough space for two copies of the file that you're transferring.

When sending a file, eSS creates a copy of the file in the temporary directory. It then slices and packages the copy of the file instead of the original. Once the file is uploaded, the copy is deleted from the computer.

When receiving a file, eSS first downloads the file from the cloud into the temporary directory. It then unpacks, reconstructs, and, if applicable, unencrypts the file into the final destination selected. Once the reconstruction is complete the copy in the temporary directory is deleted.

eSS will check the available space on the computer before you download or send a file. But if you're attempting multiple concurrent transfers, eSS is not smart enough to know it and will begin the transfers. Once there is no space, eSS file transfer will stop. If you ever run into that situation, there is a way to resume transfer... Just change the default temporary location!

## Changing the default temporary location

By default, eSS creates a temporary location for the first part of a file transfer. You can change the default location to an external drive. [Complete with pictures, here's the step-by-step instructions to change the temporary location.](#)

## The final destination for any file transfer

eSS has no default final destination. Every time you receive a file, you'll be asked to choose a final destination location.

## ADMINS, ACCESS & CONTROLS

**Group Owner:** The owner has complete access to invite new users, disable large file capabilities, change the group type, see the full Audit Trail, change ownership and grant Admin access. The owner also pays for all the transfers within a group.

**Group Admin:** By default, the group owner is the group admin. A group admin can do and see everything that a group owner can with the exception of transferring ownership of the group.

**Group Co-Admin:** A group admin or the owner can grant other members co-admin status.

**Open Group:** An open group allows all group members to see and send files to one another.

**Closed Group:** In a closed group, members can only send files to all group admins.

**Large File Transfer Capability:** A group admin can enable or disable large file transfer capabilities.

**Inviting a new user when transferring a file:** When you invite a new user within the Send page, you are inviting them to your group and sending a file simultaneously. The recipient will first create an account, accept invitation to the group and only then will they see the file that was sent to them.

**Inviting a new user from the group panel:** When you invite a new user within the group panel, the recipient will be prompted to create an account and join the group.

## NEED HELP?




It's important to us that we're there for you and your clients. You can reach us anywhere that you can find us:

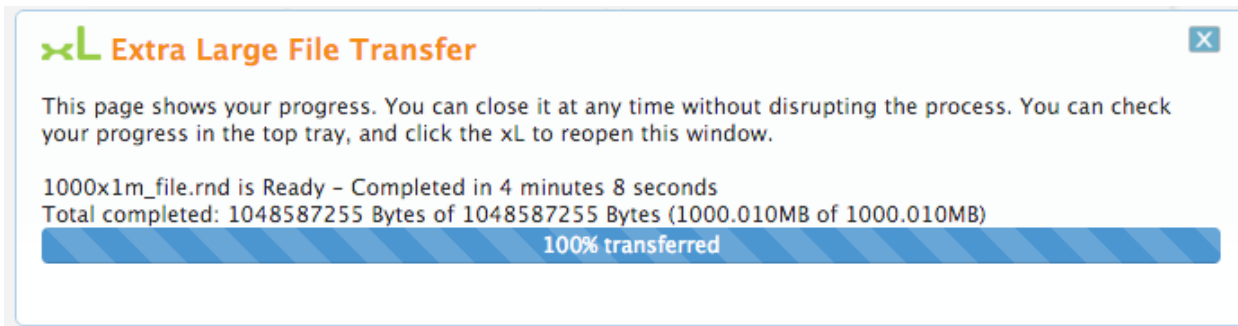
- Live chat on the website by clicking the icon in the bottom right corner
- Email: [support@esecuresend.com](mailto:support@esecuresend.com)
- Skype:
  - Jami Choudhury: jami.choudhury
  - Yasmeen Kashef: ykn.espresso
- Call: [1-877-479-3606](tel:1-877-479-3606)
- Call or text us personally:
  - Jami Choudhury, CEO: 1-919-428-0353
  - Yasmeen Kashef, Product: 1-202-430-4335
- Twitter, Facebook, LinkedIn: eSecureSend





## CHECK ON THE STATUS OF A FILE TRANSFER

When you're logged in on the website, this icon    which is located at the top of the page is your recent file transfer activity. When you click on it, you'll see a popup like the one you see below. It will list all ongoing transfers and recently completed ones. You can log out, close the browser and log back in any time to see the ongoing activity.



## TROUBLE SHOOTING A FILE TRANSFER

Whenever a file isn't transferring, there are steps that you can take to diagnose what might be happening:

1. Is the computer connected to the internet?
2. Is the computer awake and running (not asleep, shut down, or hibernating)?
3. [Is there enough storage in the temporary directory and the final destination?](#)

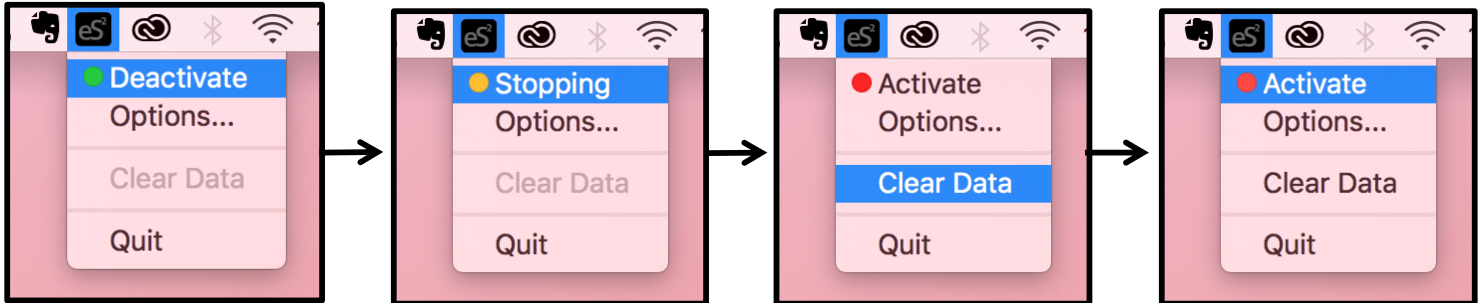
If you answered yes to the questions above, then the first and only step you should take is to deactivate and reactivate the desktop agent. Give it a few minutes and if it doesn't start back up, call us. [Please reach out to us before taking any other measures.](#) Together we can diagnose and find a solution that won't involve restarting a file transfer.

### Clearing data and restarting a transfer

In some cases where a fatal error has occurred, it is helpful to clear the data and restart a transfer. [We would prefer to be contacted](#) before you attempt to clear the data.



Whether you're on a Mac or Windows laptop, there are 4 steps to clearing data on the eSS agent on the desktop.



Deactivate the agent.

Wait for it to stop.

Clear Data.

Activate the agent.

## TRACKING FILES AND USERS

### The Audit Trail

Group owners and co-admins have full access to the audit trail. They can see activity from all group members:

- Who received what file and when
- Who sent a file to whom and when
- Who was added to the group
- When a member has checked into the group

The Audit Trail can be accessed from the group page.

### Transaction History

All members can see what actions they took within a group in their transaction history:

- What file they sent and to whom
- Whether the file sent has been viewed by the recipient
- What file has been downloaded and when

### Filing Cabinet

All files that have been sent to you are available under the Filing Cabinet. Because large files expire after a short window of time, they will not be in the Filing Cabinet after they've expired. Only admins can view expired files within the Audit Trail.





## CUSTOMIZATION AND BRANDING

### Add a logo for the group

You can add a logo under the Groups page. Only owners and admins will have access to the Customization tab under the Groups page.

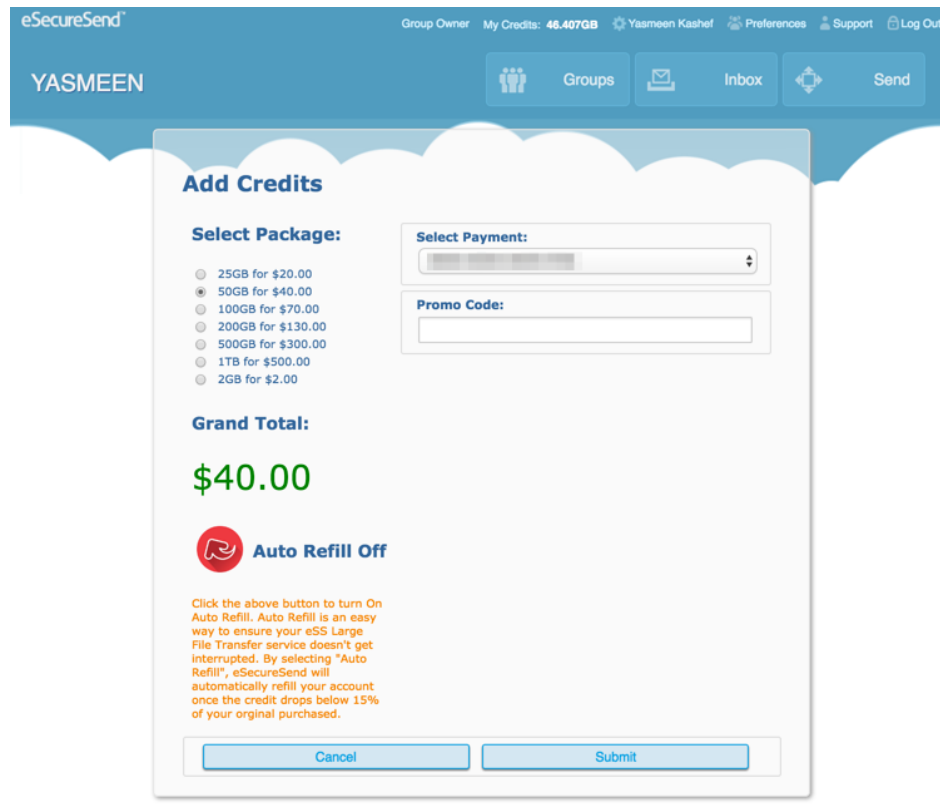
The screenshot shows the eSecureSend user interface. At the top, the user is identified as 'YASMEEN' with a 'Group Owner' role. The interface includes navigation tabs for 'Groups', 'Inbox', and 'Send'. Below these, there are sub-tabs for 'Details', 'Membership', 'Customization' (which is active), and 'Audit Trail'. The 'Customization' section is titled 'Current Display Logo' and features a 'Switch Logo' dropdown menu currently set to 'Group Name (default)'. Below this, the 'Group Logo' section provides instructions: 'Drag and drop new logo image from your desktop or any folder here!' and 'Or browse and upload logo image in the file dialog:'. A 'Choose Files' button is present, followed by the text 'No file chosen'. A note specifies: 'Limit maximum 500 pixels width and 60 pixels height for optimum display. Allow only JPEG, JPG, PNG or GIF.'

### White-labeling and customization

Need to integrate online file transfer into your workflow? As a technology solutions company, we're experts in integration. [Let us know](#) what you're looking for and what you're hoping to accomplish.

## PAYING FOR A TRANSFER

Currently, the group owner pays for the transfer. If the group owner doesn't have sufficient credit, the sender will pay for the difference.



The screenshot shows the 'Add Credits' page in the eSecureSend user interface. At the top, the user's name 'YASMEEN' is displayed, along with navigation buttons for 'Groups', 'Inbox', and 'Send'. The user's current credit balance is shown as 46.407GB. The 'Add Credits' section includes a 'Select Package' list with radio buttons for various credit amounts: 25GB for \$20.00, 50GB for \$40.00 (selected), 100GB for \$70.00, 200GB for \$130.00, 500GB for \$300.00, 1TB for \$500.00, and 2GB for \$2.00. Below the packages, the 'Grand Total' is \$40.00. There is a 'Select Payment' dropdown menu and a 'Promo Code' input field. An 'Auto Refill Off' button is also visible. A small text box explains the auto-refill feature: 'Click the above button to turn On Auto Refill. Auto Refill is an easy way to ensure your eSS Large File Transfer service doesn't get interrupted. By selecting "Auto Refill", eSecureSend will automatically refill your account once the credit drops below 15% of your original purchased.' At the bottom, there are 'Cancel' and 'Submit' buttons.

### Credit Card on file

We care about your security. Any information shared on the eSS website, including your credit card information, will always pass through an encrypted channel.

You can change the card on file by clicking on your name or by clicking on "My Credits" at the top of the page.

### Auto refill

By default, auto refill is off. When auto refill is turned on, it automatically adds credit at midnight when you reach 15% of last amount of credit purchased.

For example, if you bought 1GB last, eSS will add 1GB at midnight when there's less than 150MB left on the account.

## Custom pricing model for your business needs

File transfer does not look the same for everyone. We'll work with you to develop a pricing models that fits your business needs.