How to Use Zend

- Open your web browser and input the following URL: (available on all browsers)

https://zend.dmu.ac.uk

The Zend Login screen window will display.

DMU STAFF DROPPING OFF A FILE
- Input your normal username and password (same as for DMUhub)
- Select **Login**
- Select **Drop-off**
- **Continue with the instructions on page 2.**

DMU STAFF REQUESTING A FILE FROM AN EXTERNAL PARTY
- Input your normal username and password (same as for DMUhub)
- Select **Login**
- Select Request a Drop-off
- Fill in the recipients' **Name**, **Email(s)**, **Subject** and **Note**
- Select **Send the Request**

NON-DMU STAFF DROPPING OFF A FILE
- A member of DMU Staff will request a file from you, which will result in you receiving an e-mail with the subject starting with "[ZendTo]"
- **Continue with the instructions on page 2.**

THE FOLLOWING PROCESS IS THE SAME FOR ALL USERS

- The add recipients screen will automatically appear:
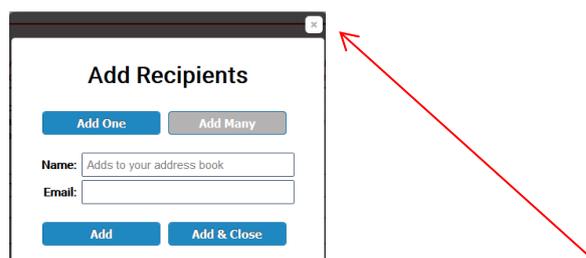
- Once finished adding all recipients, click Add & Close or clicking on the cross
- You can add a **Short note to the Recipients**, which is optional.
- Either drag and drop files (not folders) into the browser window, or select **Click to Add Files or Drag Them Here** and select the files to send, optionally adding a **Description** of the file if required.
- Click **Drop-off files**
- You must now enter an **Encryption Passphrase**. This can be a collection of words, for example "the cat chased the dog" and must be a minimum of 10 characters long. For security, this must be sent separately to the recipients and we recommend this is provided by a telephone call or text message and not via email.

    N.B. If you are **NOT** a member of DMU staff you can only send files to DMU staff email addresses. If you do you will receive the following error message.

- You will receive a drop-off summary to confirm files have been sent

- For DMU Staff, to drop off more files select **Home** and repeat process
- Alternatively close your browser
- You will receive an email when the file(s) has been picked up by the recipient(s).

NOTE: Files are automatically removed after 28 days, but may be removed sooner if the system reports they have been collected.

ACCESSING A DROPPED OFF FILE

- You will receive an email informing you when someone sends you a file(s) using Zend.
- Select the link on the 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

https://zend.dmu.ac.uk/pickup.php?claimID=cCd6CPx2JJ9Xcnrv&claimPasscode= qUXfPLaTCbpCk5O4&emailAddr=sender%40dmu.ac.uk

You have 28 days to retrieve the drop-off; after that the link above will expire. If you wish to contact the sender, just reply to this email.

- If requested, complete the reCAPTCHA box by selecting the "I'm not a robot" tick box
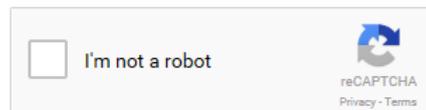
- Once ticked, the system decides whether the tick was more likely to be automated or by a human and the user is given a task such as the selecting certain images (as to the right). If the system thinks the user is probably a robot, it makes the task harder.

- Click on the file you require, or Download All Files.

Drop-Off Summary

Click on a filename to download that file.

Filename	Size	SHA-256 Checksum	Description
zend.pdf	604.4 KB	6FD6E4B75CED74631093F3DD0FBEA5ED 783DCD9B76CFF1573381D13F888C6B2B	

1 file

Download All Files

- You will be prompted for the **Encryption Passphrase**. The sender should have sent this to you separately. If you enter this incorrectly, an error will be displayed, otherwise you will be offered the opportunity to **Save** or **Open** the file.

TROUBLESHOOTING

If you are having any issues when uploading files, with the upload freezing, please try using an alternative browser as this often works. If the problem still persists contact the ITMS Service Desk.

For any other issues please contact the ITMS Service Desk on 0116 250 6050 with as much information as possible.