

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.

Home Login

De Montfort Staff Username: Password: Login

If you are a De Montfort Staff user, you should login above to avoid having to verify your email address, and be able to drop-off files to non-De Montfort Staff users.

Anyone may perform the following activities:

Pick-up Pick-up (*download*) a file dropped off for you.

i De Montfort Staff users: you may login with your username and password and send files to anyone, in or out of the University.
De Montfort Staff users who wish someone outside the University to send them files can do so, by logging in and clicking "Request a Drop-off". The request created will be valid for 7 days.
Once the recipients have collected the files, it would be appreciated if you remove them from your Outbox.
Instructions are available here: [zend.pdf](#).

i Files are automatically deleted from Zend 28 days after you upload them.

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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

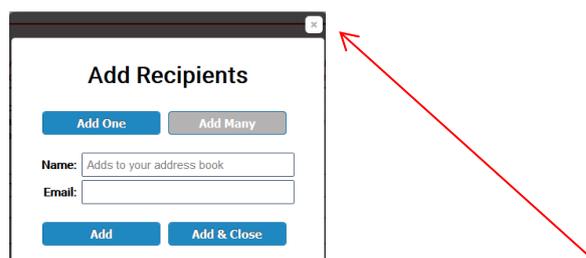
- Input your normal username and password (same as for DMUhub)
- Select **Login**
- Select Request a Drop-off
- Fill in the recipients' **Name**, **Email(s)**, **Subject** and **Note**
- Select **Send the Request**

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.

Upload Error

You must be logged in as a De Montfort user in order to drop-off a file for a non-De Montfort user.

Return to the Zend main menu to log in and then try again.

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

Drop-Off Summary

Filename	Size	SHA-256 Checksum	Description
 uploaded-filename.doc	1.8 KB	D534099B15361F6F36C63D2FFAFC3F4B E217CBBE4C7A3BE54F18984F8F8C8C35	
1 file			

From:
Sender Name <sender@dmu.ac.uk> Organisation or Department from location on 2018-06-12 12:06

To:
Recipient Name <recipient@dmu.ac.uk>

Comments:

- 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

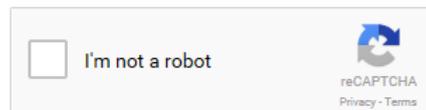
- You will receive an email informing you when someone sends you a file(s) using Zend.
- Select the link on the email.

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 783DCD9B76CFF1573381D13F888C682B	

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.