BISCOM
Secure File Transfer

User Guide

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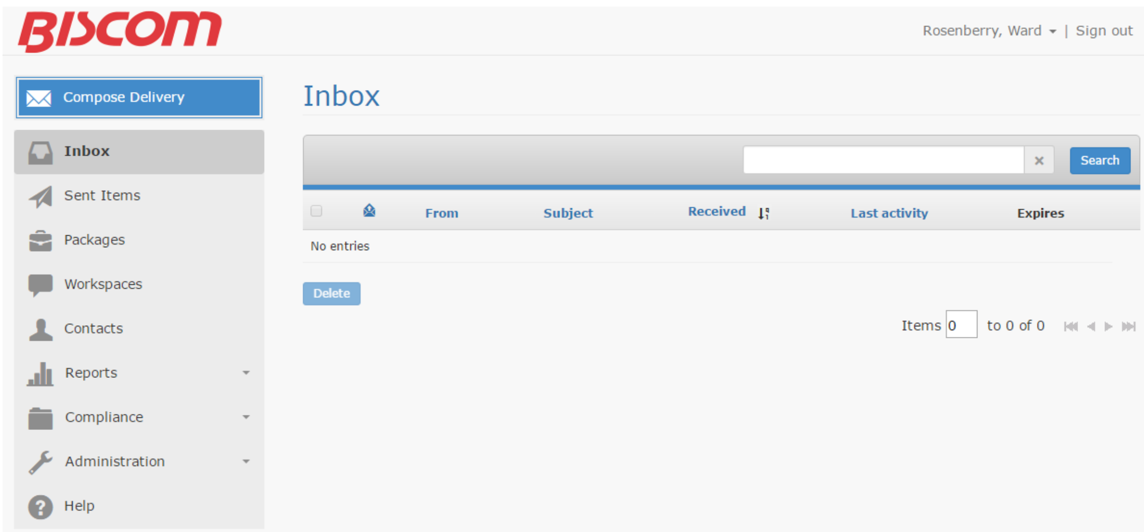
1 Introduction

Using Biscom SFT (Secure File Transfer) to securely send files, messages, and documents is as easy as sending an email, and provides you with greater control over how, when, and who receives your important data and documents.

Biscom SFT features include:

- Deliver any type and size of file.
- Get files of any type and size from anyone with a valid email address.
- Deliver to anyone with a valid email address.
- Receive notification when a recipient views a delivery or accesses files.
- Integrates with Microsoft Outlook.
- Detailed reporting.
- Drag and drop multiple files into SFT in a single operation.
- Collaborate securely using workspaces.

A typical home page shows how the Biscom SFT email interface helps users become immediately productive. Most users already know how to use interfaces like this.



1.1 Browser Support

Biscom SFT supports these browsers:

- Chrome version 48 or later
- Microsoft Edge version 25 or later
- Microsoft Internet Explorer version 10 or later

Each browser type behaves differently. All of these browsers support HTML5, giving you direct access to SFT features like file upload and download without having to load a java applet. Users who want to use the legacy Java applet, can still do so using procedures in Using the Java Applet for File Uploads and Downloads.

See Appendix: Supported Browser Differences for details on browser differences.

1.2 Biscom SFT Default Configuration

Biscom SFT is highly configurable and administrators might not make every control or setting available for use. This guide describes the default Biscom SFT configuration. Some controls or settings discussed might not be available in your configuration.

2 SFT Concepts and Overview

Biscom SFT securely sends email, files, and packages of files in these phases.

1. A sender creates a package of files, sending a notification email to any email address.
2. Recipients receive notification of their secure delivery in an email message.
3. Recipients sign in to SFT and retrieve the package.

   New recipients are redirected to acreation page that they must complete before they retrieve the package.
4. SFT notifies the sender that the recipient has downloaded the package.

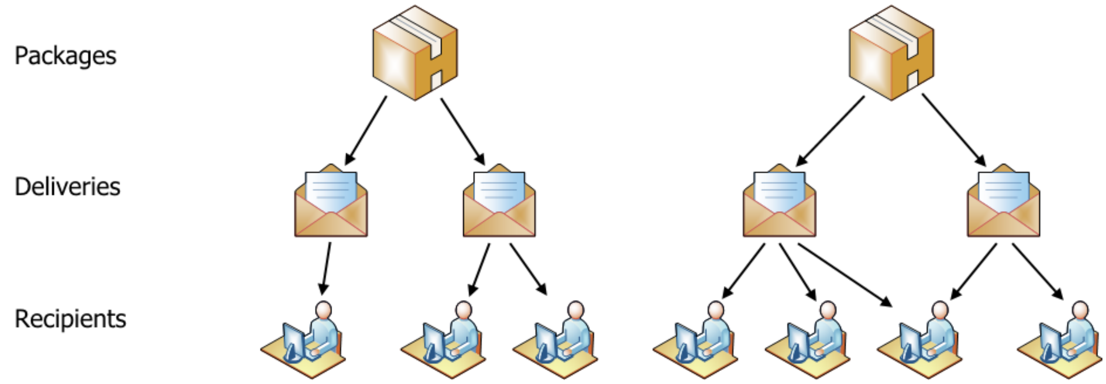
2.1 SFT User Roles Control User Access

SFT users have different roles, each with various rights and access to features.

User Role	Description
Sender	Senders create and deliver packages. Senders own the packages they create and can also be included as an owner of packages that other Senders create. Senders can modify their own packages and create deliveries for those packages.
Recipient	Recipients receive and view packages that senders deliver. A sender creates a new recipient by sending a package notification to an email address that is not already registered in SFT.

2.2 SFT Packages and Deliveries

Biscom SFT separates packages (files) from deliveries (email notifications to recipients) to provide flexibility in how recipients access their packages.



Separating a package from delivery information provides advantages like these:

- You can send one package to many users. You can also add new recipients for a package over time and they can access the same package.
- A package can be delivered multiple times. When you create multiple deliveries for a package, each delivery can have its own parameters that differ from other deliveries of the same package.
- You can add and remove package files over time. Using a downloadable software product as an example, you can update the software version over time by adding and removing files. Deliveries can expire independently based, for example, on a user's subscription to updated software.
- You can create a package but schedule its delivery at a later time.

Package and Delivery Details

Object	Description
Package	A package is a set of files and documents. It includes information about the files and who owns them. You can modify the package contents over time. A package is the entity that recipients link to and download.
Delivery	A delivery is the information that associates a package with one or more recipients. It includes an email message with a link that recipients click to access the package. Other delivery elements might include package availability dates, password protection, and a secure message stored on the SFT server and readable only by you and delivery recipients. If a package is updated, a recipient always accesses the latest package files, even if the user received the delivery for a previous version of the package.

2.3 Secure Messages and Notification Messages

Biscom SFT supports secure messages and notification messages. Each type of message has a specific purpose in .

Message Type	Description

Secure message	A secure message is viewed after a recipient signs in to SFT. Only the sender and recipient can view a secure message which can contain sensitive information like a social security number.
Notification message	A notification message is included in the email to the recipient and is not secure. It may contain a message like "Please call me at 555 890-1234 after you download and open your files."

3 Creating and Delivering a Package

Creating and securely delivering a package of files to a recipient is the main use of Biscom SFT.

You can:

- Use **Compose Delivery** to create and deliver a package in one easy procedure.
- Use Outlook to create and deliver packages. See Using Outlook to Create and Send Packages.
- Create a package for sending later.
- Send an existing package to a recipient.
- Send only a secure message to a user.

3.1 Sign in to SFT

You must sign in to SFT with a user name and password to access its services.

Note. All subsequent procedures in this guide assume you are signed in to the SFT interface.

Before you begin

An administrator provides you with an SFT login name and password, and a URL to access the SFT web interface.

Procedure

1. Click or enter the link to access the SFT sign on page in your browser.
2. Enter your credentials into the sign in page and click **Sign In**.

   Your SFT home page opens.

3.2 Create and Deliver a Package in One Step

Create a package and deliver it in one task.

Procedure

1. Click **Compose Delivery**.
2. On the Express Delivery page To: field, enter the email address of one or more recipients.
3. In the Subject: field, enter a subject such as "MyCorp has sent you a package."
4. (Optional) To enter a secure message that is readable only after the recipient signs in, enter it in the Secure message pane.
5. Do one of the following:
   - Drag one or more files from Windows Explorer onto the Express Delivery page.
   - Click **Attach Files,** select a file, and click **Open**.
6. (Optional) To provide a custom message in the recipient's email, click **Notification message** and enter your message in the Notification message pane.
7. Click **Require recipients to sign in** if it is not already checked.
8. Click **Send**.

The recipient receives the notification message and clicks the link to access the package.

You can send this same package again later. See Send an Existing Package to a Recipient.

3.3 Create a Package to Send Later

Create a package for sending later. This is useful, for example, when you have a set of files you want to send multiple times to different recipients.

Procedure

1. Click **Packages**.
2. Click **+** in the upper right of the page.
3. Enter a package name which can be any descriptive phrase identifying your package of files.
4. Do one of the following:
   - Drag one or more files from Windows Explorer onto the Express Delivery page.
   - Click **Choose Files,** select a file, and click **Open**.
5. Optionally enter information into other fields.
6. Click **Save**.

After you finish

The package information page for the package you created opens. From this page you can

- edit parameters
- add and remove files
- proceed to send the package

3.4 Send an Existing Package to a Recipient

Send an existing package to a new recipient. This is useful, for example, when you want to send an existing set of files to a new recipient.

Procedure

1. Click **Packages**.
2. Click the package name of the package you want to send.
3. Click **Action** and select **Send delivery** from the available options.
4. On the Delivering package page To: field, enter the email address of one or more recipients.
5. (Optional) Edit the Subject: field if needed.
6. (Optional) To enter a secure message that is readable only after the recipient signs in, enter it in the Secure message pane.
7. (Optional) To provide a custom message in the recipient's email, click **Notification message** and enter your message in the Notification message pane.
8. Click **Require recipients to sign in** if it is not already checked.
9. Click **Send**.

3.5 Send Only a Secure Message to a User

Send a secure message to a user. This is useful when you need to send sensitive or confidential information such as medical or financial information to a recipient. This procedure does not create or deliver a package.

> Note. The secure message is stored on the SFT server. SFT sends a notification email containing a link the recipient clicks to access the message. The recipient can read the message only after signing in to SFT.

Procedure

1. Click **Compose Delivery**.
2. On the Express Delivery page To: field, enter the email address of one or more recipients.
3. In the Subject: field, enter a subject such as "MyCorp has sent you a package."
4. Enter a secure message in the Secure message pane.
5. (Optional) To provide a custom message in the recipient's email, click **Notification message** and enter your message in the Notification message pane.
6. Click **Require recipients to sign in** if it is not already checked.
7. Click **Send**.

   The recipient receives the notification message and clicks the link to access the secure message.

3.6 Using Secure Message Threads

Recipients can reply securely to secure messages they have received, creating a message thread. When the recipient clicks **Send reply**, SFT sends a notification to your email inbox. You click the notification link to view and, if necessary, reply to the thread.

The diagram shows how secure replies appear in your SFT inbox. Click a link to see a secure reply.

Procedure

1. Open a notification in your email inbox.
2. Click the button or link in the notification and sign in to your SFT account.
3. Click **Inbox** if necessary.
4. Click the link of the reply you want to view.

   The Reply thread for the message opens displaying all replies to the message and highlighting the message you selected.
5. To reply, click **Reply**.
6. Enter your reply into the Secure message pane, attach files if necessary, and click **Send reply**.

4 Other Package and Delivery Operations

Package owners and senders can perform the following additional operations on packages and deliveries:

- Add and delete files in an existing package.
- Change package name, package owners, and package senders.
- Delete a package.
- Create a new delivery of an existing package.
- Schedule future delivery, password protect a package, and set notification options.

4.1 Add and Delete Files in an Existing Package

You can add and delete files in an existing package that you own. This is useful when content must be updated over time. Examples include software packages, and content that must be up to date and which recipients can access repeatedly by clicking the link in their original notification email.

Procedure

1. Click **Packages**.
2. On the Packages page, click the **package name** of the package you want to modify.
   The Package description page opens.

   To add files, do one of the following:

   - Drag and drop files onto the package description page (Chrome browser).
   - For Microsoft Edge and Internet Explorer browsers:
     a. Click **Choose files...**.
     b. Select the files you want to add and click **Open**.

   To delete files:

     a. In the Files section of the page, choose the files you want to delete by selecting the **checkbox** to the left of the file name.
     b. Click **Delete**
     c. Click **Yes** to confirm file deletion.

4.2 Change Package Name, Package Owners and Senders, and other Package Parameters

You can change the following package parameters:

- package name
- package owners
- package senders
- package tags
- package description

Before you begin

You must be an owner of one or the package you are editing.

Procedure

1. Click **Packages**.
2. Click the **package name** of the package you want to modify.

   The Package description page opens.
3. Click **Action > Edit** in the upper right of the page.

   The Update Package Information page opens.
4. Edit package parameters as needed.
5. Click **Update**.

4.3 Delete an Existing Package

You can delete an existing package when it is no longer needed. Only recipients who have downloaded the package can continue to access their downloaded package.

Note. Administrators might set packages to auto delete after a set number of days.

Before you begin

You must be an owner of the package you want to delete.

As a courtesy you might want to notify other package owners that you plan to delete the package.

Procedure

1. Click **Packages**.
2. Click the **package name** of the package you want to modify.

   The Package description page opens.
3. Click **Action > Delete package** in the upper right of the page.

   The Confirm Package Deletion page opens.
4. Click **Delete** to confirm file deletion.

4.4 Create a New Delivery of an Existing Package

You can create a delivery of an existing package. This feature is useful in cases where you want to send a standard package with a personalized notification email or a secure message intended for a separate set of recipients.

Before you begin

You must be an owner of the package you want to deliver.

Procedure

1. Click **Packages**.
2. Click located at the end of the line for the package you want to deliver.
   The Delivering Package page opens.

   Note. You can also send from within a Package: page where you can see the package information and files. Do the following:

   - Click or **Action** > **Send delivery** in the top right of the Package: page.
     The Delivering Package page opens.
3. In the To: field, enter the email address of one or more recipients.
4. Edit the Subject: field if needed.
5. (Optional) To enter a secure message that is readable only after the recipient signs in, enter it in the Secure message pane.
6. (Optional) To provide a custom message in the recipient's email, click **Notification message** and enter your message in the Notification message pane.
7. Click **Require recipients to sign in** if it is not already checked.
8. Click **Send**.

4.5 Schedule Future Delivery, Password Protect a Package, and Set Notification Options

When creating or modifying a delivery, use **Advanced options** to:

- Schedule future availability of a delivery. This feature is useful for items like press releases that you can compose and schedule for delivery in advance.
- Set an additional password on a delivery. This adds an extra layer of protection for a delivery.
- Set notification options for a delivery. This lets you know when and how recipients respond to deliveries.

Procedure

1. Create or modify a delivery by performing one of the following:
   - Click **Compose Delivery**.
   - Click **Package** > .
   - From within a Package: page, click or **Action** > **Send delivery** in the top right of the Package: page.

   The Delivering Package page opens.
2. Click **Advanced Options**.

   The Advanced options dialog opens.
3. Enter and select options as needed.

Option	Description
Date available	Specifies a future date on which to send a delivery notification. By default, deliveries use the current date and time. **Note:** If you set a future availability date on a delivery that has already been sent to some recipients, those recipients can use their original notification to access the package even if the future availability date has not been reached.
Password options	
Password and Confirm password	Sets a password for the delivery that the recipient must enter before retrieving the package or viewing a secure message. You must provide this password to the recipient using a separate means such as a phone call.
Allow reply to all	When checked, package recipients can send a secure reply to all, including package sender(s), additional owners, and other recipients.
Notification Options	
Send me delivery access details	Receive delivery access details including recipients who accessed and did not access the delivery.
Notify me when recipients delete this delivery.	Be notified when recipients access this delivery.
Notify when recipients access this delivery	Be notified when recipients delete this delivery. Choices are Do not notify, first time, every time.
Notify when recipients download files	Be notified when recipients download files. Choices are Do not notify, first time, every time.
Email addresses to notify	List of one or more email addresses. Use commas to separate multiple addresses.

5 Editing Your Profile, Personal Preferences, and Password

Use these procedures to

- View or edit your profile.
- View or set your preferences.
- Change your password.

Note. If you sign in with Active Directory credentials, you can view but not edit your profile or change your password.

Personal Information	Description
Profile	Personal information such as display name and contact information.
Preferences	Settable options including • sorting order • home page • number of lines included in lists on a web page • email signature • delivery and notification settings. All users can edit their preferences.
Password	Sets the password you use to log in to the SFT server.

5.1 View or Edit your Display Name and Contact Information

You can view or edit your display name and contact information.

Users maintained in an external data store such as LDAP or Active Directory can view but cannot edit their profile information using the SFT interface.

Procedure

1. Click your ***user name*** **> Edit Profile** in the top right of the page.
   The Update Profile page opens.
2. View or type in changes to your profile information.
3. Do one of the following:
   - If you only viewed information, click **Cancel** to close the page.
   - If you edited information, click **Update** to save your changes and close the Update Profile page.

5.2 View or Set your User Preferences

You can view or set your user preferences.

- sorting options for lists
- preferences such as home page, email signature, and number of lines to display in lists on a page
- delivery options such as requiring recipients to sign in and notification options

Procedure

1. Click your ***user name* > Set Preferences** in the top right of the page.
   The User Preferences page opens.
2. In the **Sorting** section, for SFT functions choose an attribute to sort on such as a name or date, and set the order to **Ascending** or **Descending**:
   - Inbox & Sent Items
   - Packages
   - Contracts
   - Users
3. In the **Preferences** section, choose or type in the setting or requested information.

Option	Description
Homepage	Choose the SFT page that displays when you sign in.
Listing items per page	Enter the number of items to include in lists on a single page.
Default value for overwrite files checkbox:	Choose an option for adding files to a package: **Overwrite**. Replaces an existing file with a new file of the same name. **Do not overwrite**. Forces you to change the file name before adding a file with a duplicate name
Email signature	Compose your signature block appended to notification emails to recipients. 1. Type in and format your email signature. To enter a graphic image: a. Place the image file (.png or .jpeg) on your local system if it is not already there. b. Click the Image icon. c. Click **Choose File** and browse to the file. d. Select the file and click **Open**. 2. When satisfied with your signature, click **OK**.

4. In the **Delivery Option Defaults** section, choose or type in the setting or requested information.

Option	Description
Require recipients to sign in	• Select **Yes** to force recipients to sign in to access their packages (the recommended setting). • Select **No** to allow recipients to access their packages without signing in. **Note**. Selecting **No** allows anyone with the link to access the package without having to use or create an account. Use only for packages that do not contain sensitive information.
Expires (in days)	Deliveries expire after *nn* days.

Allow reply to all	Select **Yes** to allow recipients to reply to the sender and all recipients. Select **No** to restrict replies to the sender only.
Notify me when recipients delete a delivery	Selects whether SFT notifies you when recipients delete a delivery.
Notify me when recipients access a delivery	Selects whether SFT notifies you when recipients access a delivery. Choices are: • First time • Every time • Never
Notify when recipients download files	Selects whether SFT notifies you when recipients download files. Choices are: • First time • Every time • Never
Email addresses to notify	Enter one or more email addresses. Use a comma to separate multiple email addresses. For example: NiaM@myco.com, SmythR@myco.com.

5. Click **Update** when done to save your changes.

6 Using Outlook to Create and Send Packages

Biscom SFT provides an Outlook add-in you use to send and receive secure emails and send large files directly from Outlook.

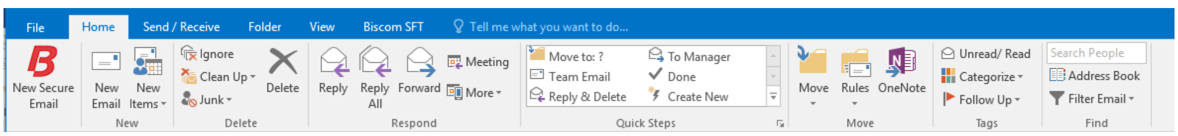
Your administrator might set email policies that force certain emails to use the SFT server. Policies may specify any of the following:

- keywords included in email subject or body
- attached file types like .exe or .zip
- attachments exceeding your Microsoft Exchange server file size limitations

All of the procedures in this section assume the Biscom SFT Outlook add-in is installed in your Outlook application. See your administrator for assistance to install the add-in.

6.1 Overview and General Use

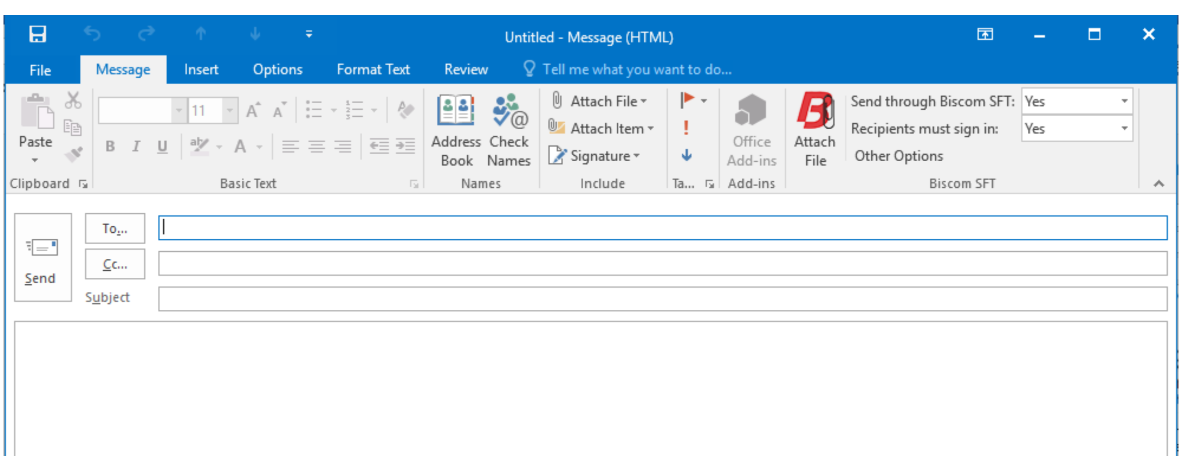
The Outlook ribbon **Home** tab shows the **Biscom New Secure Email** control to create a new secure email.



Procedure

1. Do one of the following:
   - Click **New Secure Email** to open a secure email compose window.
   - Click **New Email** to open a normal Outlook email compose window.

   The secure email and normal Outlook email window are similar with this difference:
   - The Secure Email **Send through Biscom SFT** default is **Yes**.
   - The Secure Email **Send through Biscom SFT** default is **Use Policy**.
2. Do one of the following:
   - Click **Attach File** to send files through the normal Outlook channel. These file sizes are subject to exchange file size limitations.
   - Click **Biscom Attach File** to send files including very large files using the Biscom SFT server.



6.2 Create and Deliver a Package in One Procedure

Use Outlook to create and deliver a package.

Procedure

1. Click **New Secure Email**. A secure email compose window opens.
2. In the To: field, enter the email address of one or more recipients.
3. In the Subject: field, enter a subject such as "MyCorp has sent you a package."
4. (Optional) To enter a secure message that is readable only after the recipient signs in, enter it in the Secure message pane.
5. (Optional) To provide a custom message in the recipient's email, do the following:
   a. Click **Other Options** in the Biscom SFT area of the compose window ribbon.
   b. Enter the notification message in the Notification message pane.
   c. (Optional) Click **Show Advanced Options** to enter other options including:
      - Date and time when attached files are available for access
      - Date and time when attached files are no longer available for access
      - Additional password the recipient must enter to access files. You must provide this password to the recipient using a separate means such as a phone call.
      - Notification options.

   d. Click **OK** to save any Advanced Options.
6. Click **Biscom Attach Files,** select one or more files, and click **Open**.
7. Do one of the following:
   - Drag one or more files from Windows Explorer onto the Express Delivery page.
   - Click **Biscom Attach Files,** select one or more files, and click **Open**.
8. Click **Require recipients to sign in** if it is not already checked.
9. Click **Send**.

After you finish

The recipient receives the notification message and clicks the link to access the package.

6.3 Send Only a Secure Message to a User

Send a secure message to a user.

Procedure

1. Click **New Secure Email**. A secure email compose window opens.
2. In the To: field, enter the email address of one or more recipients.
3. In the Subject: field, enter a subject such as "MyCorp has sent you a secure message."
4. Enter the secure message in the Secure message pane.
5. (Optional) To provide a custom message in the recipient's email, do the following:
   a. Click **Other Options** in the Biscom SFT area of the compose window ribbon.

b. Enter the notification message in the Notification message pane.

e. (Optional) Click **Show Advanced Options** to enter other options including:

- Date when attached files are available for access
- Date and time when attached files are no longer available for access
- Additional password the recipient must enter to access files. You must provide this password to the recipient using a separate means such as a phone call.
- Notification options.

10. Click **Require recipients to sign in** if it is not already checked.
11. Click **Send**.

After you finish

The recipient receives the notification message and clicks the link to access the secure message.

6.4 Accessing SFT Secure Message Threads with Outlook

Secure messages and replies sent by you or by recipients, are maintained in message threads on the SFT server.

Note. You compose the initial secure message using Outlook. All subsequent replies by you or by the recipient are composed on the SFT server.

Before you begin

A recipient has replied to your secure message. SFT sends a notification email to your Outlook inbox.

Procedure

1. In your Outlook inbox, open the notification email and click the link.

   SFT opens in your browser.
2. Sign in if necessary.
3. Click **Inbox**.
4. Click the link of the secure message you want to view.

   The Reply thread for the message opens displaying all replies to the message and highlighting the message you selected.
5. To reply, click **Reply**.
6. Type your reply into the Secure message pane.
7. If you want to include files in your reply, click **Attach files** and include files as needed.
8. Click **Send reply** to send your secure reply.

7 Using Workspaces

A workspace is a secure area in Biscom SFT where multiple users can upload and share files, file folders, and comments.

> **Note**. Workspaces might be disabled and therefore, unavailable in some environments. See your SFT administrator for more information.

Workspaces extend the concepts of packages of files and deliveries so if you are already a sender for SFT, you already know how workspaces operate.

Three types of users with different permissions can be assigned to the workspace.

User Type	Description
Manager	The manager is the creator of the workspace and can add other managers, collaborators, and viewers. A manager can invite any user with a Sender role (including external users) to be a collaborator.
Collaborator	Collaborators can upload and download files, leave comments, and view detailed transaction reports.
Viewer	A viewer can view but not upload files. A viewer can view comments, but cannot make comments in a workspace, nor can a viewer access detailed reports or feeds.

7.1 Create a Workspace

Use Workspaces operations to create a workspace.

Procedure

1. Click **Workspaces**.
2. On the Workspaces page do either of the following:
   - Click **+** in the upper right of the page.
   - Click **Action** > **Create Workspace**.
3. Enter a Workspace name which can be any descriptive phrase identifying your workspace purpose or content.
4. Do one of the following:
   - Drag one or more files from Windows Explorer onto the Create Workspace page.
   - Click **Choose File...,** select one or more files, and click **Open**.
5. Optionally enter information into other fields.

   > **Note**. Only the first four Notification Options are selected by default. Selecting additional options might generate an excessive amount of notification email messages.

6. Click **Save**.

   SFT creates the workspace automatically adding you as a workspace manager.

After you finish

Add managers, collaborators, and viewers to the workspace.

You can add and delete folders and files, set notifications and perform other workspace operations.

7.2 Managing Workspaces

Over the life of a workspace you can perform the following operations.

- Add and remove workspace managers, collaborators, and viewers.
- Upload, download, and delete files and folders.
- Modify notification settings.

7.3 Adding and Removing Workspace Users

You can add and remove workspace managers, collaborators, and viewers.

Before you begin

You must be signed in as a workspace manager.

Procedure

1. Click **Workspaces**.
2. Click the workspace for which you want to add or remove users.
3. On the Workspace page, in the Workspace Details pane, click **Action** > **Edit Users**.
4. Enter or remove email addresses of users you want to add or remove in the Managers, Collaborators, and Viewers fields.
5. Click **Update**.

   SFT notifies added users that they are added to the workspace.
6. To return to the workspace page click **Back**.

7.4 Adding and Removing Files or Folders in a Workspace

You can add and remove files and folders in a workspace.

Before you begin

You must be signed in as a workspace collaborator or manager.

Procedure

1. Click **Workspaces**.
2. Click the workspace for which you want to add or remove users.

   To add files or folders, do one of the following:

   - Drag and drop folders or files from Windows Explorer onto the Workspace page (Chrome browser).
   - For Microsoft Edge and Internet Explorer browsers:
     a. Click **Choose files...**.
     b. Select the folders or files you want to add and click **Open**.

   To delete files or folders:

     a. In the Files section of the page, choose the files you want to delete by selecting the **checkbox** to the left of the file name.

b. Click **Delete**

c. Click **Yes** to confirm file deletion.

7.5 Set Notifications

Workspace actions generate email notifications to workspace users. For example, when you add a user to a workspace, SFT sends a notification to that user.

The SFT server defines a set of default notifications that are applied to new workspaces when they are created. You can change these settings for each workspace.

Available notification settings depend on your role.

- For workspaces you manage, you can set and apply notification default settings for all workspace users. You can also set your personal notifications. Users can change these defaults using their own preferences.
- For workspaces in which you are a collaborator or viewer, you can set only personal notifications. Personal settings override settings applied to all workspace users.

7.5.1 Setting Default Notifications for all Users

You can set which notifications SFT sends to workspace users.

Before you begin

You must be signed in as a workspace manager.

Procedure

1. Click **Workspaces**.
2. Click the workspace for which you want to change notifications.
3. On the Workspace page, click **Action** > **Notification Settings**.
4. On the Workspace Notification Settings page, select or clear the checkboxes to the left of notifications you want to enable or disable.
5. Click **Update**.

   These setting apply to new users you will add to the workspace.

   To apply these settings to all users, select or clear the checkboxes to the right of notifications you want to enable or disable and click **Update**.

   Users can change these defaults using their own preferences.
6. Do one of the following:
7. To return to the workspace page click **Back**.

7.5.2 Setting Personal Notifications

You can set personal notifications that override setting for all users.

Procedure

1. Click **Workspaces**.
2. Click the workspace for which you want to change notifications.
3. On the Workspace page, click **Action** > **My Notification Settings**.
4. On the Workspace Notification Settings page, select or clear the checkboxes for notifications you want to enable or disable.
5. Click **Update**.
6. To return to the workspace page click **Back**.

8 Run Reports

Biscom SFT records the activity that occurs in the application. Users in the Sender role can run and view reports on the following activities:

- Deliveries
- Packages
- Workspaces

8.1 General Use

You can filter and save (export) reports.

- You can filter reports by date, date range, and by keyword using the filter controls at the top of the report.
- You can export reports to .csv (comma separated value) files.

8.2 Running Delivery Reports

You can run the following Delivery reports.

Delivery Report	Description
Deliveries I've sent	Lists the deliveries you have sent.
Delivery statuses	Lists the status of all deliveries including recipients, last access time, the most recent notification sent, status (if expired, or deleted).
Unopened deliveries	Lists the status of deliveries that have not been opened. You can select a delivery and **Resend notification** from this report page.
File transactions	Lists Senders, file space used by each Sender and the status of each Sender.

Procedure

1. Click **Reports** > **Deliveries.**
2. Click the Delivery report you want to run.

8.3 Running Package Reports

The Packages Activity report lists each package that you own, specifying the date of its last delivery and last activity, such as latest access or when it was modified.

Procedure

1. Click **Reports** > **Packages** > **Packages activity**
2. Click the package name of package you want to run the report on.

8.4 Running Workspace Reports

The Workspaces Activity report lists each workspace that you own, specifying the date of last activity, such latest access or when it was modified, and its status.

Procedure

1. Click **Reports** > **Packages** > **Packages activity**
2. Click the package name of package you want to run the report on.

9 Using the Java Applet for File Uploads and Downloads

You can enable the java applet if you want to use Java to upload or download files in packages and workspaces.

> **Note:** Biscom recommends using HTML **Attach Files** for file uploads and downloads which is a simpler method with fewer steps. The Java applet is provided for legacy use and works only with Internet Explorer.

9.1 Set your Java Preferences

You must set your Preferences for when to use the Java Applet.

Before you begin

- Java applet use requires additional software. See your administrator for information about installing the following software.
    - The Biscom Java applet and the .NET 4.5 Framework included with the applet software
    - Java release 8 or higher
- Your SFT administrator must enable use of the Java applet.

Procedure

1. Click your ***user name* > Set Preferences** in the top right of the page.
   The User Preferences page opens.
2. In the **Preferences** section choose how to use the Java applet.

Preference	Description
Preferred upload method	Choose one of the following • **Java Applet**. Use the Java applet for uploading files. If Java is not installed, uploads automatically use HTML. • **HTML**. Use HTML for uploading files.
Enable java applet for download	Choose one of the following • **Yes**. Use the Java applet for downloading files. • **No**. Use HTML for downloading files.

3. Click **Update**.

9.2 Upload and Download Files using the Java Applet

Package and Workspace pages use the Java applet to upload and download files.

9.2.1 Uploading and Downloading files in Packages

Procedure

1. Open a package.
   a. Click **Packages**.
   b. Click the **package name** of the package you want to modify.
      The Package description page opens.
   c. Click the workspace for which you want to add or remove users.
2. Upload a folder or file.
   a. Click **Add Files**.
      The applet Add Files to Package file chooser opens.
   b. Click **Add Files**.
   c. Select folders or files to upload.
   d. Click **Upload**.
3. Download a folder or file.
   a. In the Workspace page, click on a folder or file you want to download.
      Use **ctrl-click** to select multiple folders or files.
   b. Right-click on a selected folder or file and choose **Download**.
      The applet Download Files dialog opens.
   c. Choose a location to save the files and click **Save**.

9.2.2 Uploading and Downloading files in Workspaces

Procedure

1. Open a workspace.
   a. Click **Workspaces**.
   b. Click the workspace for which you want to add or remove users.
4. Upload a folder or file
   a. Click **Add Files**.
      The applet Add Files to Workspace file chooser opens.
   e. Click **Add Files**.
   f. Select folders or files to upload.
   g. Click **Upload**.
2. Download a folder or file.
   a. In the Workspace page, click on a folder or file you want to download.
      Use **ctrl-click** to select multiple folders or files.
   d. Right-click on a selected folder or file and choose **Download**.
      The applet Download Files dialog opens.
   e. Choose a location to save the files and click **Save**.

Appendix: Supported Browser Differences

Biscom SFT supports these browsers:

- Chrome version 48 or later
- Microsoft Edge version 25 or later
- Microsoft Internet Explorer version 10 or later

Each browser type has its own capabilities:

Capability	Chrome	Microsoft Edge	Microsoft Internet Explorer
Drag-and-drop files from Windows Explorer into SFT.	✓		
Use **Attach Files** to browse for and add individual files.	✓	✓	✓
Use the Java applet for downloading multiple files			✓