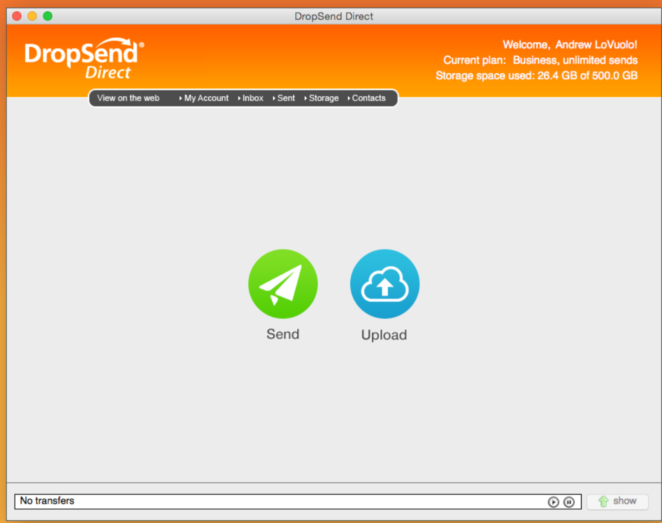
DropSend®

Business Plan User Guide

Send & Upload Files on DropSend.com or using the DropSend Direct Desktop App



Windows

SYSTEM REQUIREMENTS

- OS: Windows XP SP2/Vista/7 & 8
- 32 bit or 64 bit
- CPU: 400 MHz or higher
- RAM: 128 MB or more
- Hard Drive: 5 MB of free space

Mac

SYSTEM REQUIREMENTS

- Mac OS X 10.6 - 10.9 Mavericks
- 64-bit processor
- A Mac with an Intel processor
- 1GB of memory
- 64MB of free space

www.DropSend.com

About DropSend

DropSend is a service that allows businesses and individuals to send large files, store files online and collaborate in a quick and easy way. **DropSend Business Plan** will help your company take collaboration to the next level by providing advanced, yet easy to use tools and features.

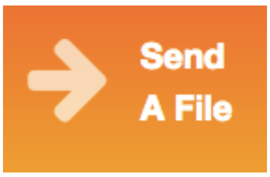
With **DropSend Business Plan** you can:

- Send large files to multiple users
- Upload files to secure online storage
- Control the number of downloads per file and the file's availability period
- Protect your files with a password
- Manage files in your online storage
- Request files
- Share files and folders right from your storage area
- Manage your contacts and users
- Customize DropSend's look and feel with your company name, logo, and colors
- Use a Dropbox
- Use custom notification messages
- And more!

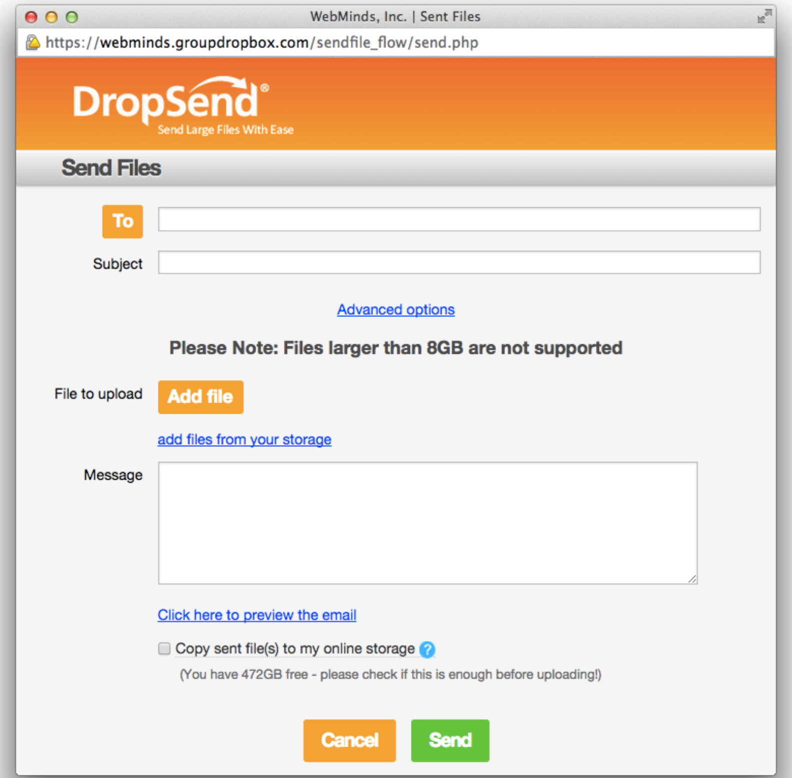
Sending Files with DropSend

You can use DropSend to send files of up to 2GB in size each to anyone you want. You can send large files from the DropSend website (http://www.dropsend.com). To do that:

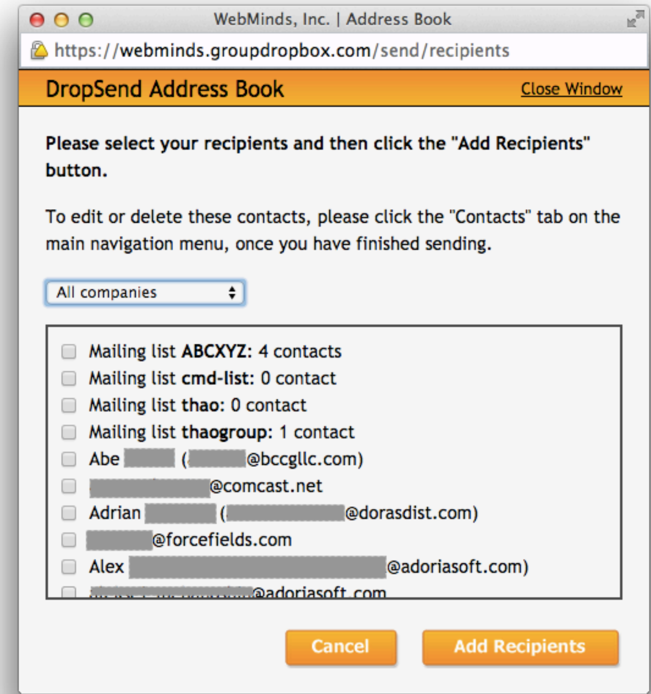
1. Log into your DropSend account from yourdomain.groupbox.com and click on **Send a File**



2. A new window will open

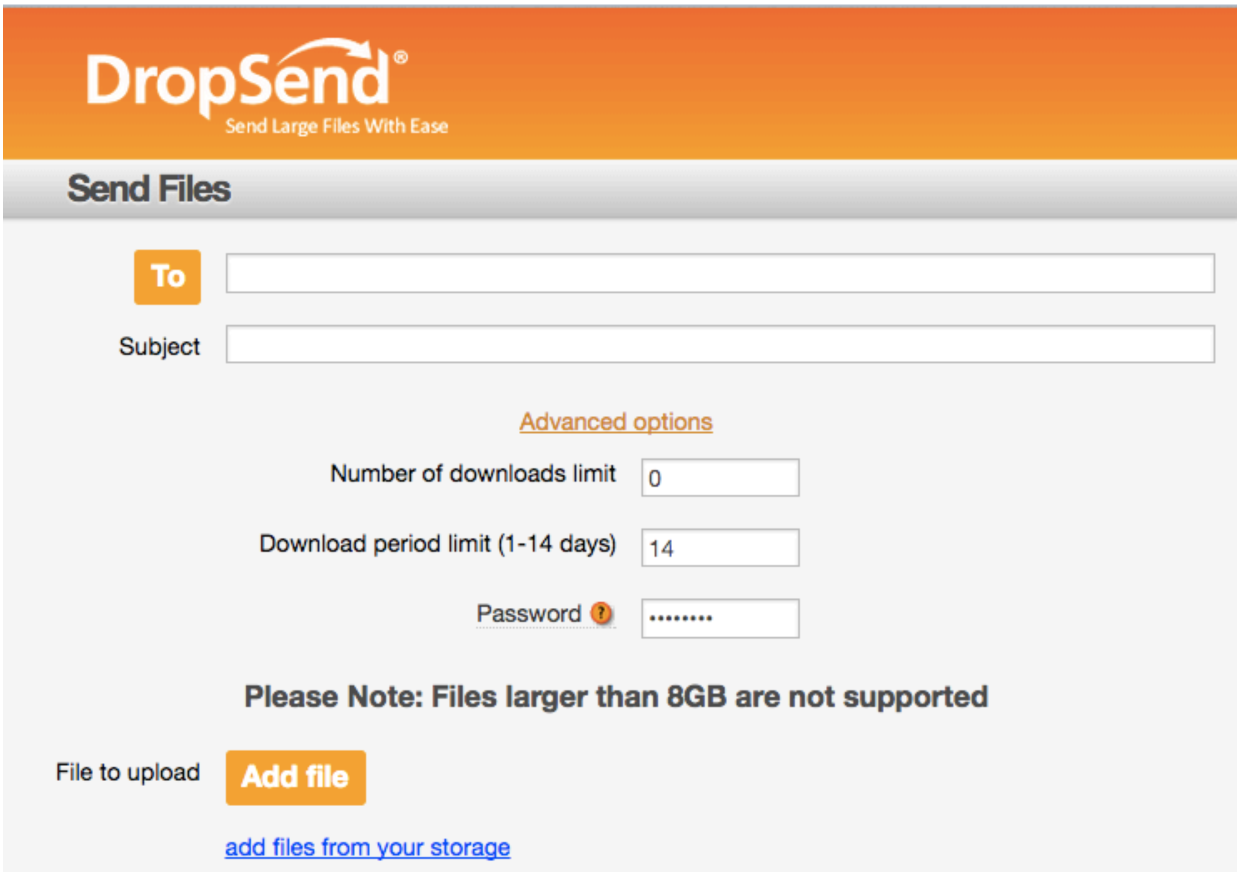


3. Type the recipients' addresses in the **To** field and separate them by comas. Alternatively choose recipients from your DropSend address book by clicking on the **To** button, checking the checkboxes next to the recipients' email addresses, and clicking on the **Add Recipients** button.



4. Click on the **Add file** button to select the file(s) you want to send. You can either upload new files or add files from your storage (click on the respective link for that option).
5. Add your files and type a message to accompany the files (optional)
6. If you want to save a copy of the files, check the **Copy sent file(s) to my online storage** checkbox.
7. If you want to preview the email, click on the respective link under the message field.
8. Click on the **Send** button to send the file(s).

Before you send the file(s), you can configure some advanced sending options. You can limit the number of downloads, set file expiration period (from 1 to 14 days) and protect the files with a password. To do that, click on the **Advanced Options** link and configure the settings.



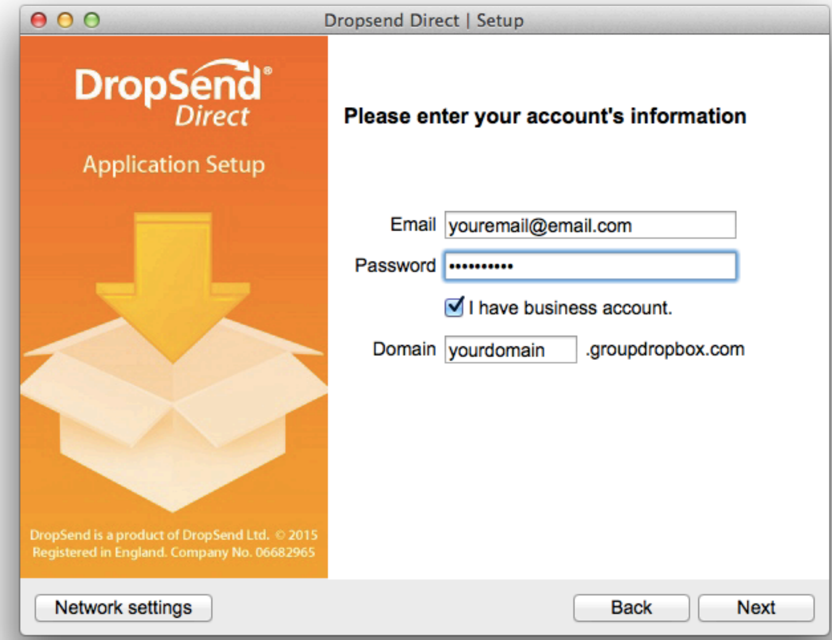
Send Files with DropSend Direct

Another way to send files with DropSend is to install DropSend Direct (http://www.dropsend.com/uploadtools) on your PC or Mac. With DropSend Direct you will be able to send large files right from your desktop by simply dragging and dropping them into the program window. In addition to that, DropSend Direct can automatically resume interrupted uploads.

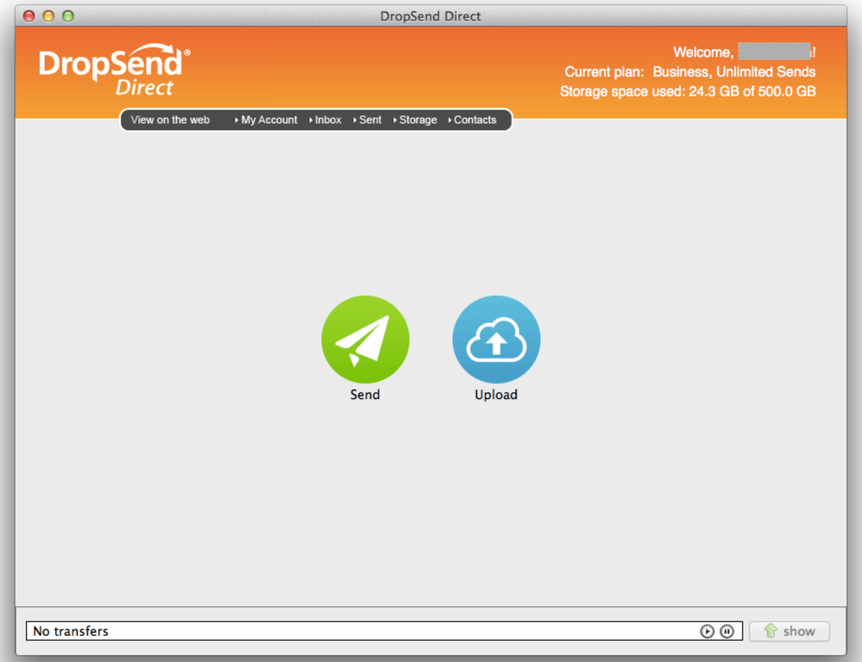
To send files with DropSend Direct, do the following:

1. Open DropSend Direct and select the option to log into your account

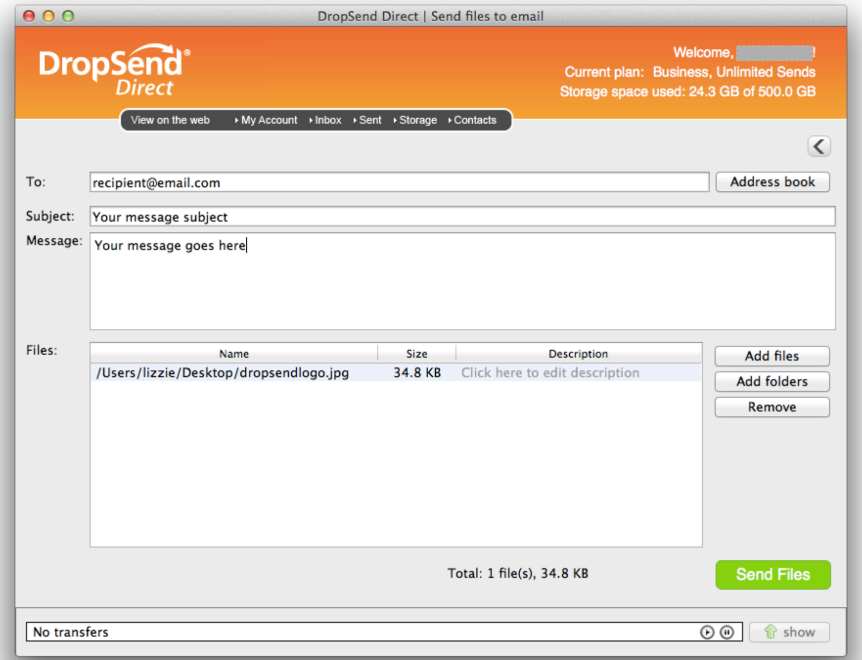
   If you use a proxy, click on the **Network settings…** button to configure it
2. Enter your log in credentials and your subdomain (business accounts only), and click **Next**



3. The main window will open. There you can choose to either send a file or upload a file to your online storage. To send a file, click on the **Send file** button

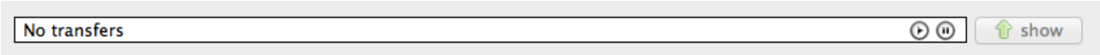


4. Attach the files you want to send by dragging and dropping them into the **Files** window. Don't forget to enter the recipient's email address (either manually or using your DropSend Address Book), and your message.



5. Business users can customise some additional options, such as file expiration date and the maximum number of downloads. Plus it's possible to protect the file(s) with a password.
6. When done, press the **Send Files** button to send your file(s)

7. You can use the bar at the bottom of the window to pause and resume your sends. Pressing the **Show** button will show you detailed information about the send

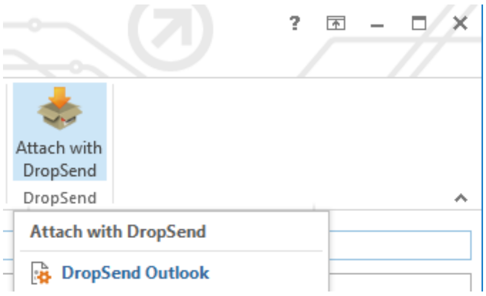


8. When the file is sent, you will get a confirmation message

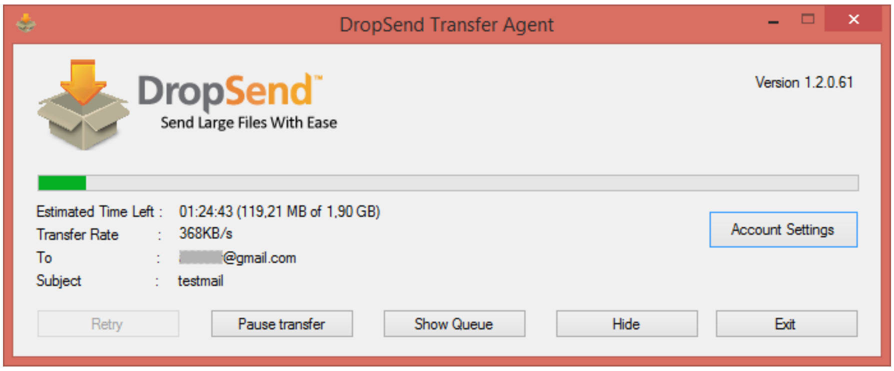
Send Files with DropSend for Outlook

Another way to send files with DropSend is to use the DropSend Outlook Plugin. This tool integrates with your Microsoft Outlook 2007-2013 and makes sending large files to your contacts really easy. Here is how to use it:

1. Download and install DropSend Outlook Plugin from http://www.dropsend.com/uploadtools.php
2. Open your Outlook email client and compose a message
3. Click on the **Attach with DropSend** button



4. If you are not already logged in, sign into your DropSend account
5. Attach your file(s) and send your email



If you need to configure your DropSend settings, click on the **Account Settings** button.

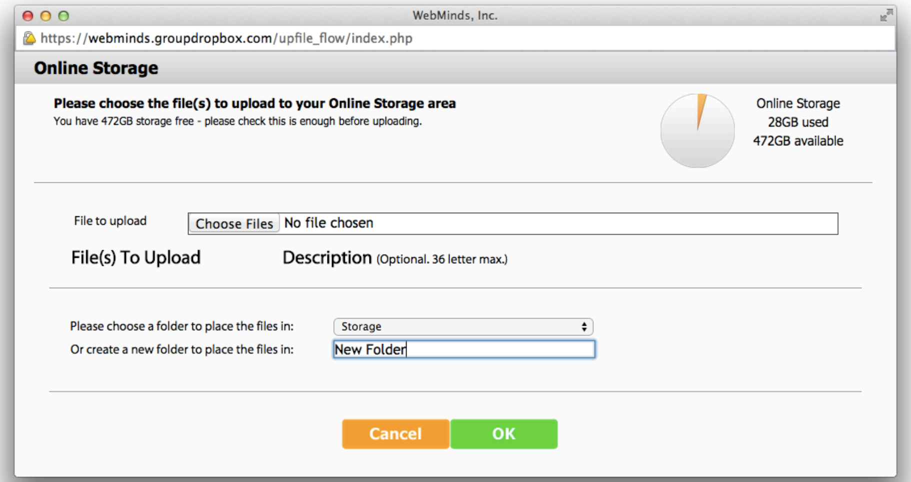
Uploading Files to Your Online Storage

You can use DropSend to store your files online. Business users get 500GB of online storage that is kept secure with 256-AES encryption.

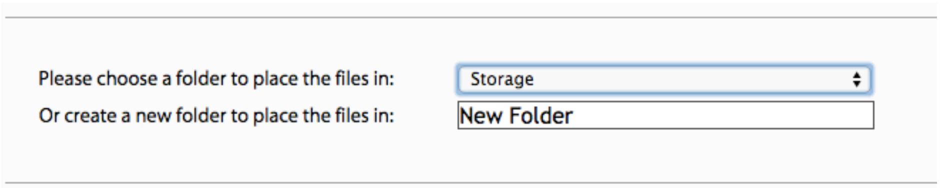
To upload files and folders to your DropSend storage, do the following:

1. Log into your DropSend account and click on **Online Storage**

2. In the new window, browse to the files you want to upload and enter a description for each file to make it easy to find it in the future (optional)



3. Choose the folder where you want to upload the file(s) using the drop-down menu. If you want to create a new folder, type a name for it in the box underneath the dropdown menu.



4. Click on the **OK** button to start the upload

Uploading Files to Storage with DropSend Direct

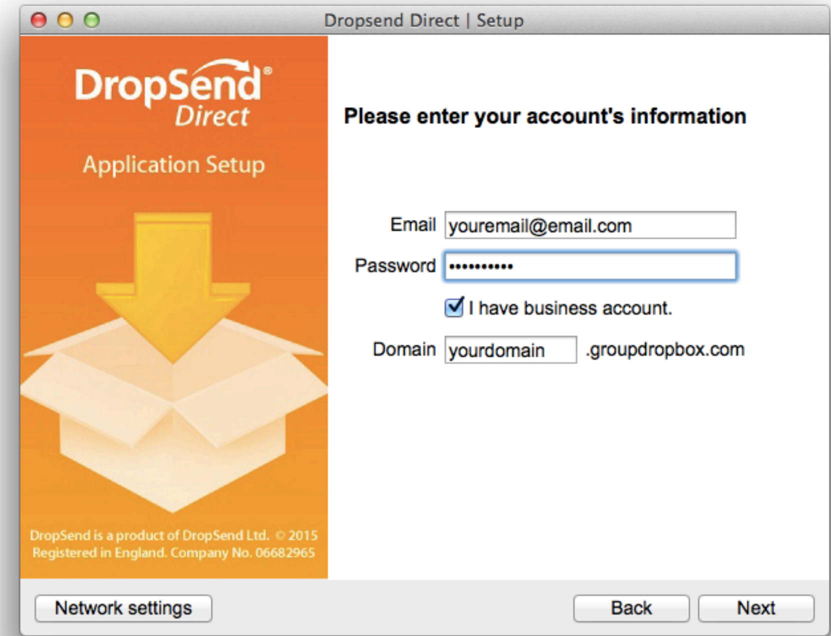
You can use DropSend Direct to upload files to your online storage right from your PC or Mac.

To upload files with DropSend Direct, do the following:

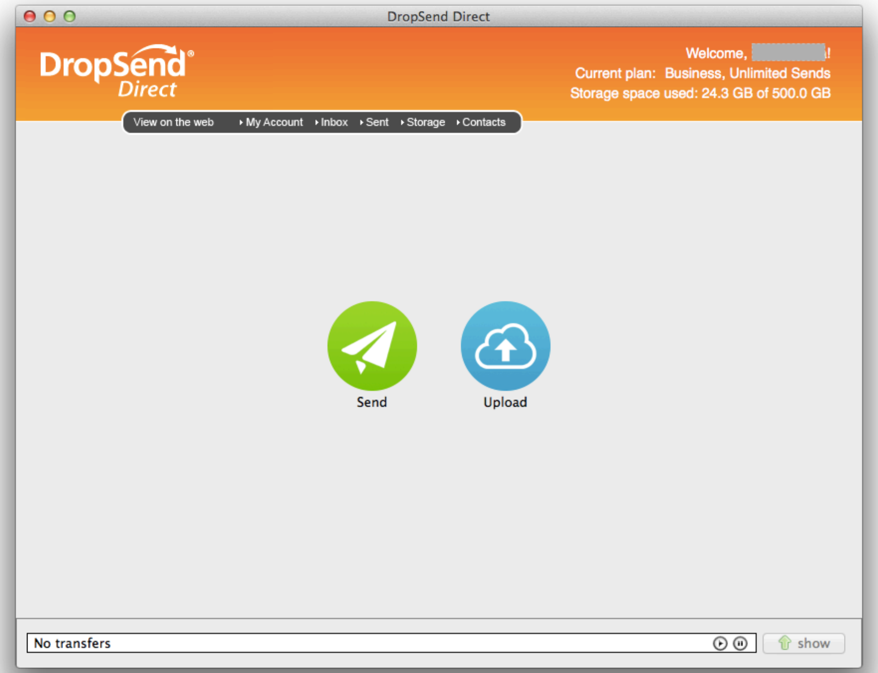
1. Open DropSend Direct and select the option to log into your account

If you use a proxy, click on the **Network settings…** button to configure it

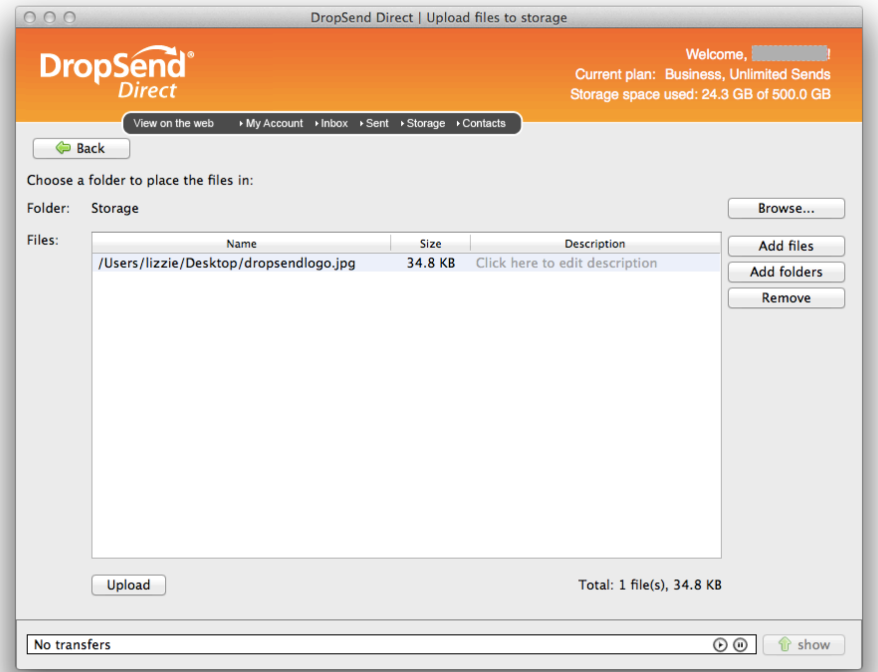
2. Enter your log in credentials and your subdomain (business accounts only), and click **Next**



3. The main window will open. There you can choose to either send a file or upload a file to your online storage. To upload a file, click on the **Upload file** button



4. Drag and drop the file(s) or folder(s) you want to upload. Alternatively, click on the **Browse**, **Add files** or **Add folders** buttons to select the file(s) and folder(s).



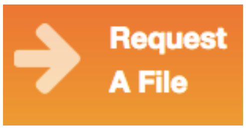
5. Double-click the **Description** field to enter a description of your file
6. When ready, click on the **Upload** button
7. Your file(s) will be uploaded to your online storage

Requesting Files

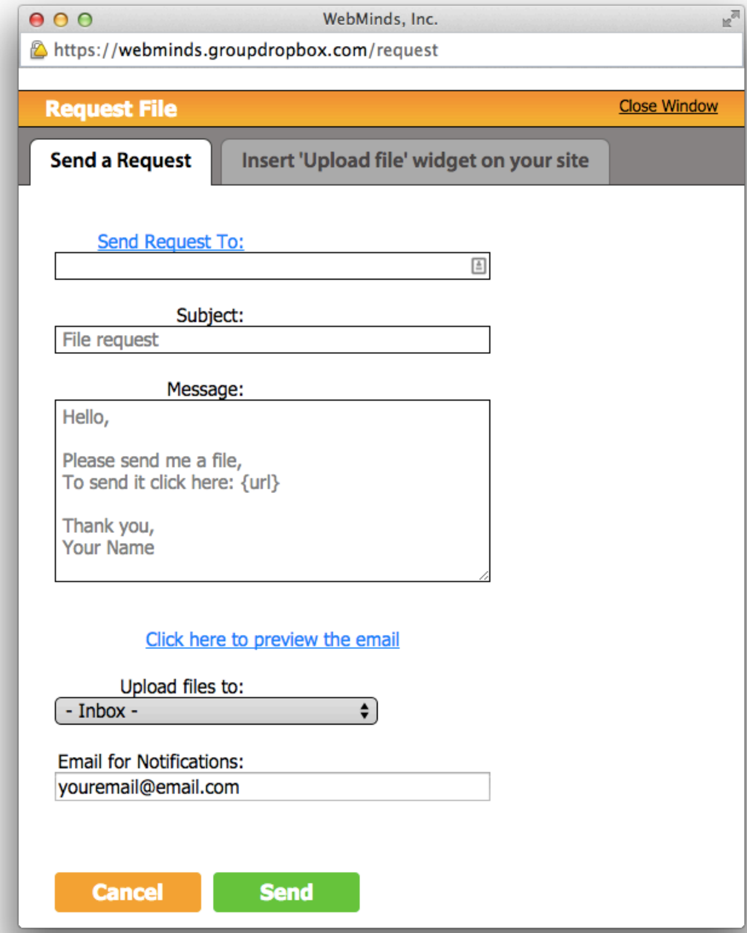
You can use DropSend to request files from colleagues, clients and anyone else. When you request a file via DropSend, the addressee receives and email containing a link that can be used to upload files directly to your company's DropSend account.

To request a file, do the following:

1. Log into your account and click on **Request a File**



2. A new window will open



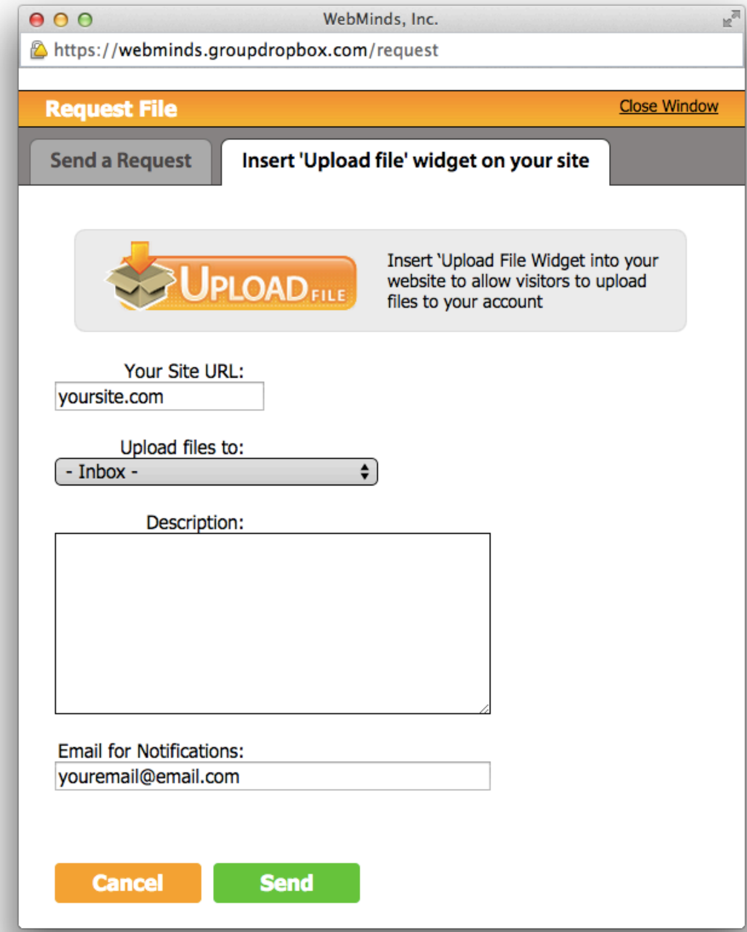
3. In the new window, add the recipient's email address (click on the **Send Request To** link to add recipients from your address book).
4. Customize the subject and the request message. Do not change or delete the **{url}** shortcode because it will be used to insert the file upload URL.

5. Use the dropdown menu to select where the files should be uploaded
6. Click on the **Send** button to send your request

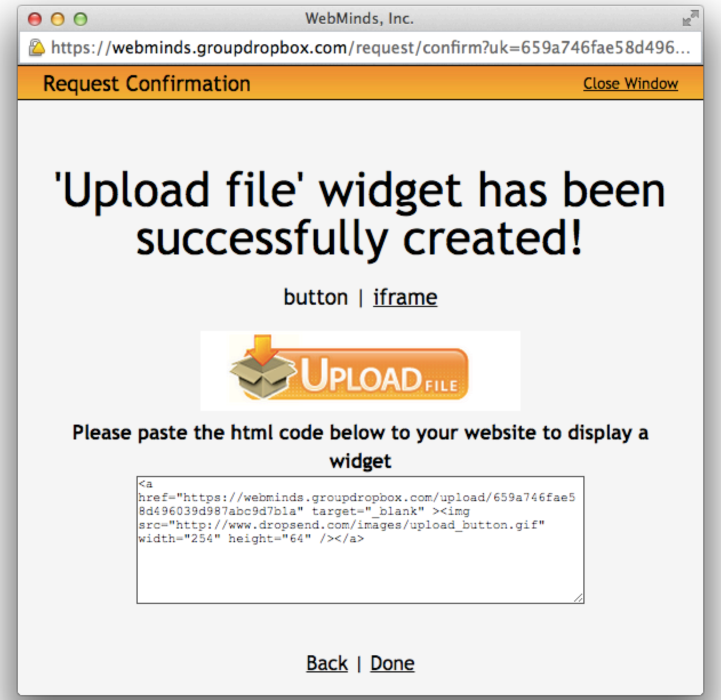
Your request will be sent to the recipient who will then be able to follow the upload link and upload the file(s) directly to you company's DropSend account.

If you need your clients to be able to send you large files on a regular basis, you may want to add a DropSend Upload Widget to your website:

1. In the file request window, go to the **Insert "Upload file" widget on your site** tab
2. Enter your site's URL, the location where you want files to be uploaded, a description (optional) and your email address



3. Click on the **Send** button to generate the HTML code for your button and/or iframe.

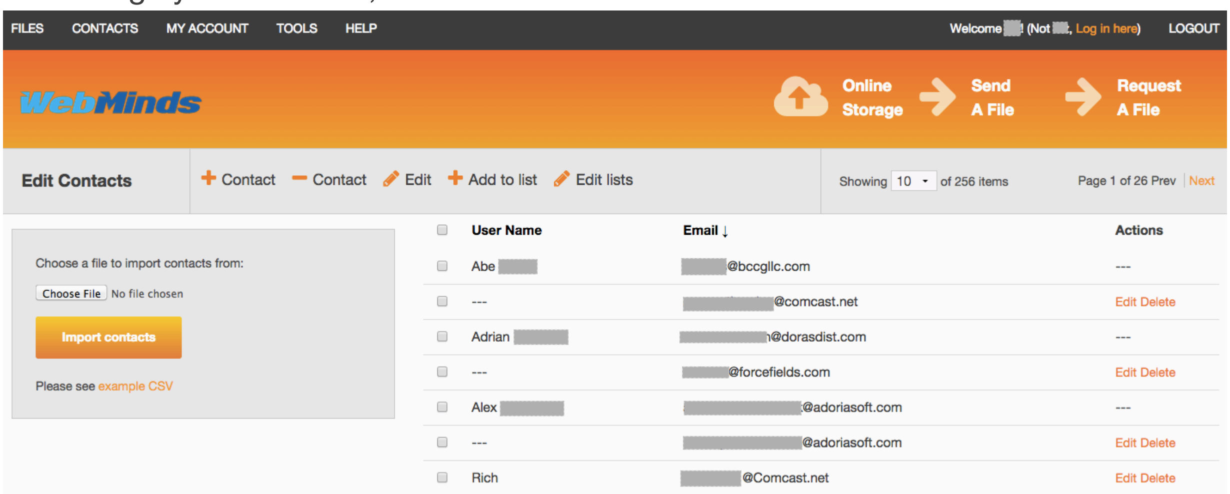


4. Copy and paste the HTML code to your website.

Managing Your Contacts

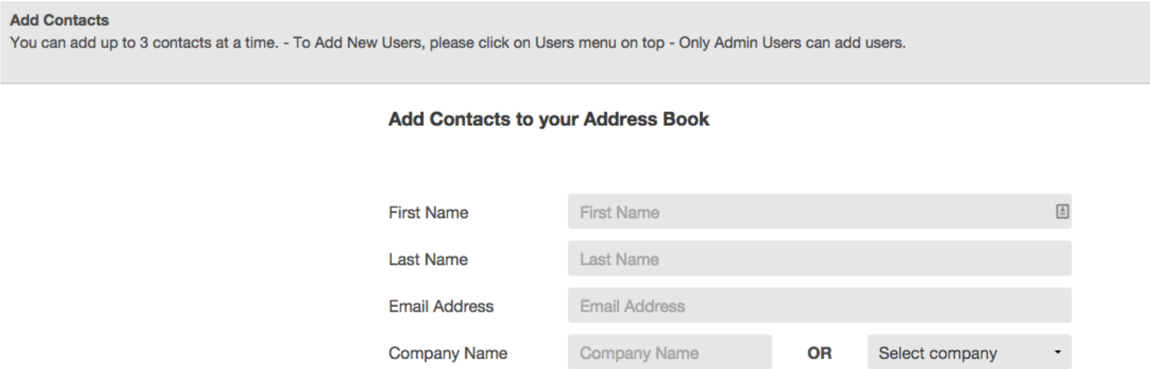
Your DropSend account comes with an address book where you can store and manage all your contacts. In addition to that, you can create and manage mailing lists.

To manage your contacts, click on **Contacts** in the main menu.



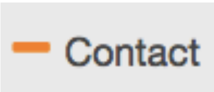
There you will see all your contacts at a glance and will be able to add new contacts, delete selected contact, add and manage mailing lists, and import contacts from a CSV file.

To add a new contact, click on "**+ Contact"** link and fill in the contact's details. You can add up to 3 contacts in one go:



NOTE: please remember that adding contacts is not the same as adding users to your DropSend account. To add users, refer to the **Users** menu item.

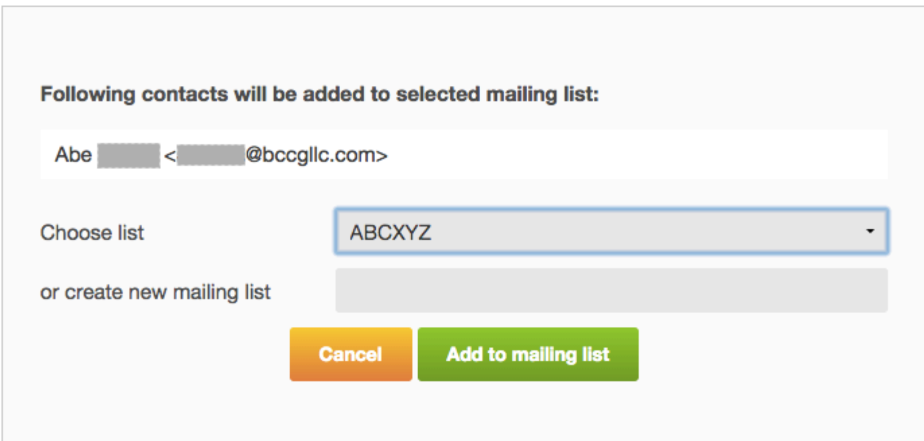
To delete contacts, check the contacts you want to delete and click on the "**- Contact"** link:



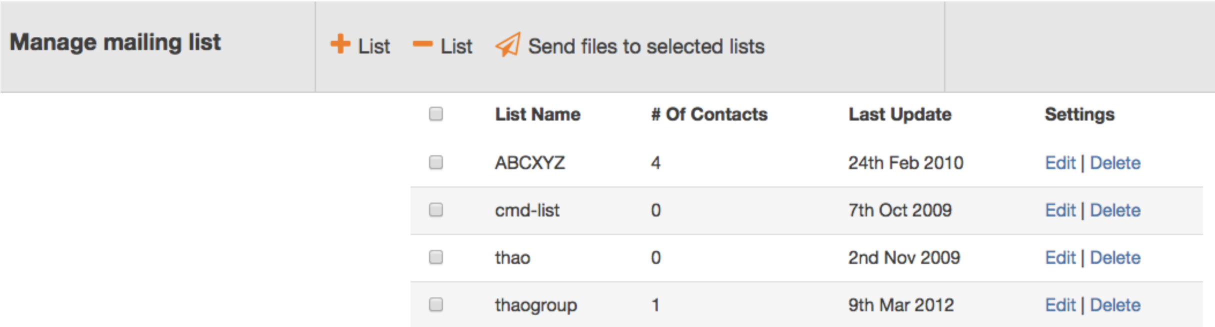
To edit contact details, check the contact you want to edit and click on the **Edit** link:

When done, click on the **Edit Contacts** button to save the changes.

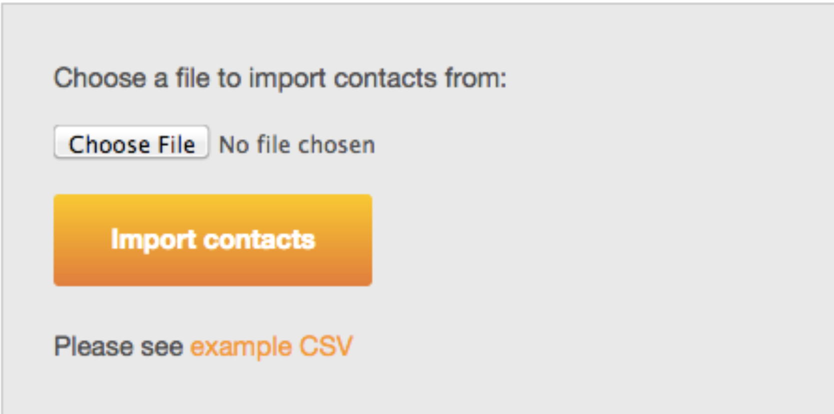
To add contacts to a mailing list, check the contacts you want to add and then click on the **Add to list** link. You will be directed to a new page where you will be able to select a mailing list or create a new one:



To manage your mailing lists, click on the **Edit lists** link. You will be able to send files to selected lists, delete lists and create new lists:



To import contacts from a CSV file, go to the left-hand sidebar, browse to the CSV file and click on the **Import Contacts** button.

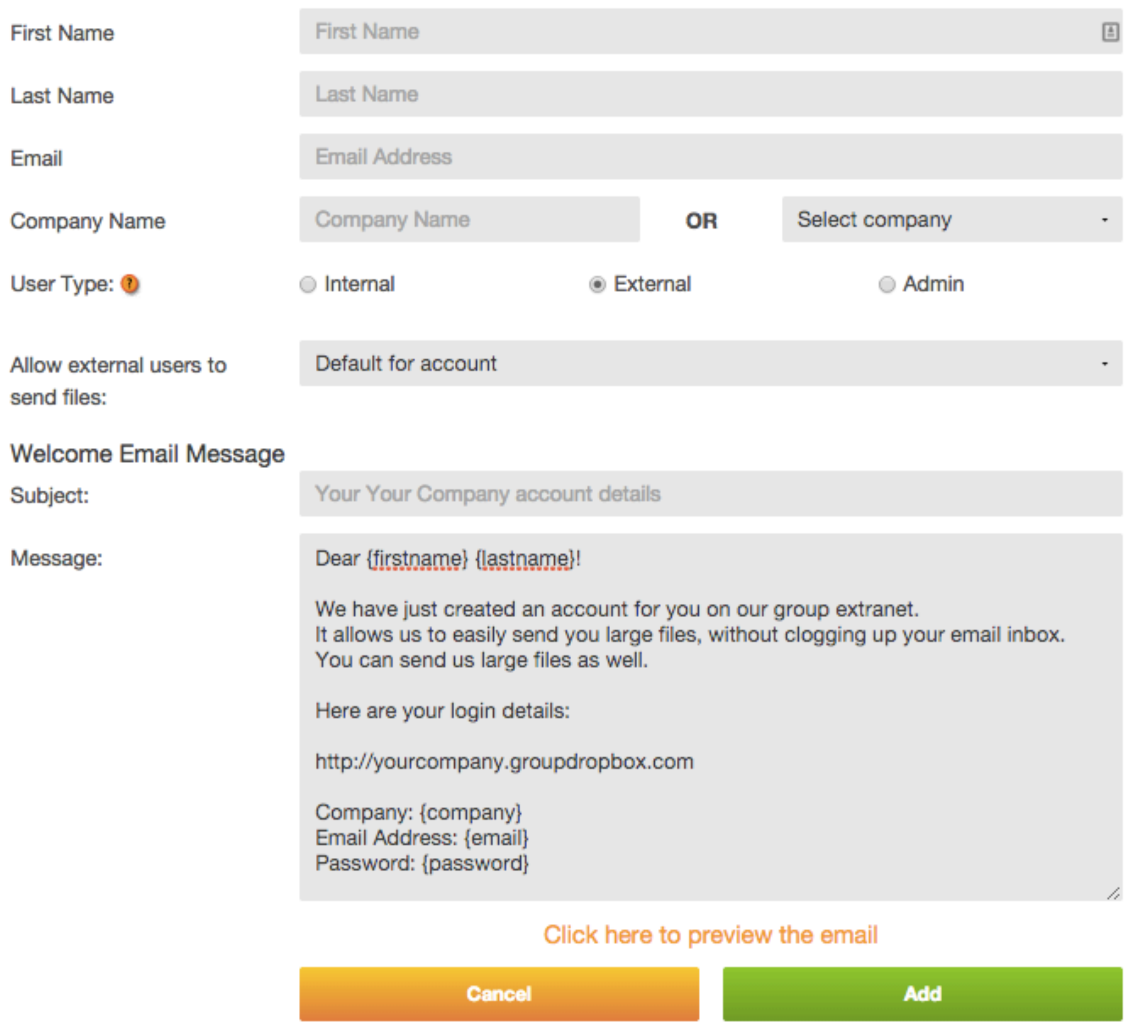


Your contacts will be imported to DropSend.

Managing Users

DropSend Business allows you to add and remove users that can access the DropBox and/or send files using the service. You can add up to 100 users. To manage users, click on the **Users** menu item.

To create a new user, click on the "**+ User"** link. You will be directed to a new page.



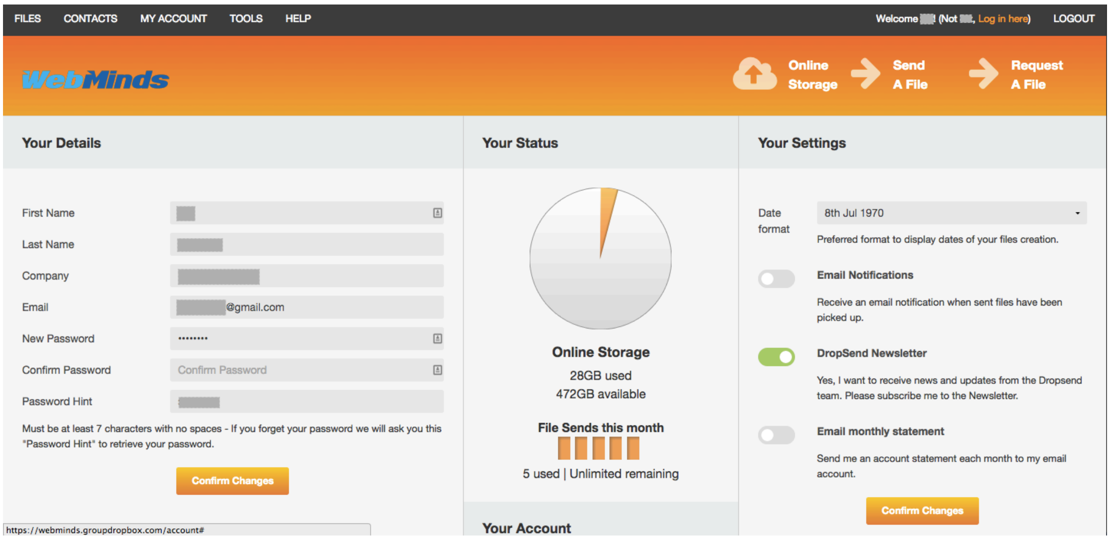
Select the type of user you want to add (**Internal** - an employee of your company with enhanced account access, **External** - a user who can only send and receive files, or **Admin** - an account administrator with unrestricted access) and fill in the required details. When done, click on the **Add** button and the new user will be added.

To delete or edit a user, check the checkbox next to his or her name and click on the "**-User"** or "**Edit"** link, depending on what you want to do.

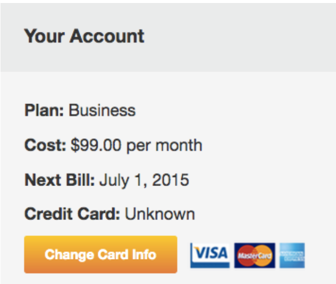
Managing Your Account Settings

You can manage your DropSend account settings by clicking on the **My Account** menu item.

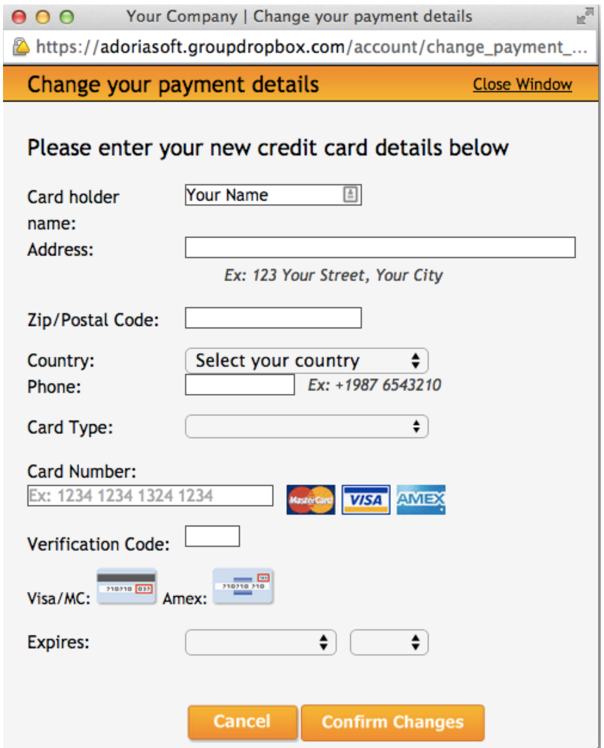
There you will be able to change your details and your password, see your online storage status and how much free space you have left, configure your email notification settings, and create a custom footer message that will be added to the download email your recipients get.



This is also where you can change your billing information. To do that, scroll down and click on **Change Card Info.** A new window will open.



In the new window enter your new billing information and click on **Confirm Changes** to save it.



If you want to change your current plan, scroll down to the **Change Your Plan** section where you will see a list of DropSend plans and will be able to choose the one you like. Business Plan users can only downgrade because they already have a plan with the most advanced features.

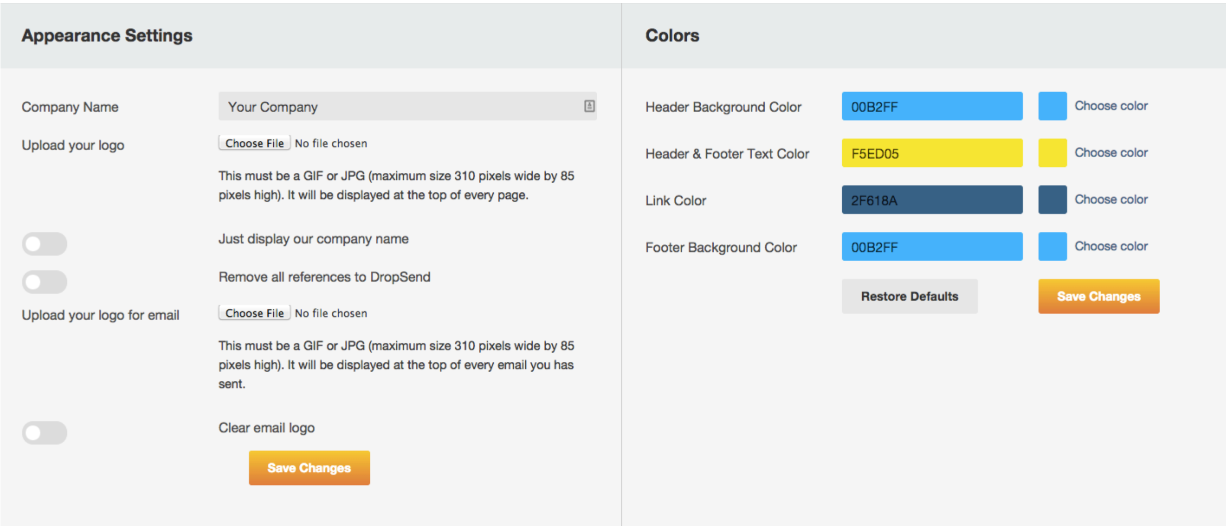
Change Your Plan

	Downgrade	Downgrade	Downgrade	Downgrade	Upgrade	YOUR CURRENT PLAN
Plan Name	FREE	BASIC	STANDARD	PRO	BUSINESS LITE	BUSINESS
Price per month	$0.00	$5.00	$9.00	$19.00	$45.00	$99.00
Sends per month	5	15	45	Unlimited	Unlimited	Unlimited
Online storage	250.0MB	1.0GB	10GB	25GB	250GB	500GB
Ads	Yes	No	No	No	No	No

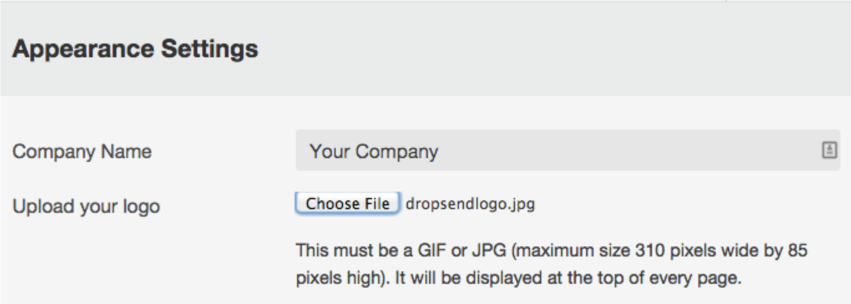
Below the **Change Your Plan** section you can review your personal upload list, the upload widgets you created and your invoices.

Customizing DropSend Appearance Settings

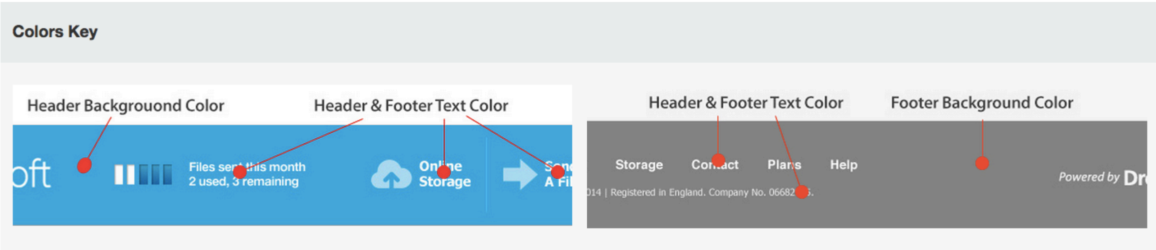
The Business Plan allows you to fully customize DropSend's look and feel to reflect your corporate style. You can enter the name of your company, upload your logo, customize colors and even remove all references to DropSend. To do that, click on **My Account** in the menu and scroll down to **Appearance Settings**.



Enter the name of your company in the **Company Name** field and then proceed to uploading your logo. To do that, click on **Choose File** and browse to the logo file on your computer. Make sure the logo meets the size requirements. You can also upload a logo for your DropSend emails. When done, click on the **Save Changes** button. Your logo will be uploaded.



You can also customize DropSend colors. To do that, click on the relevant **Choose color** links in the **Appearance Settings** section and select the colors you like. You can customize header, tabs, and login page colors. When done, click on **Save Changes**.



Additional Settings

In addition to all the configuration options mentioned above, you can edit contact visibility settings for internal and external users, as well as automatically delete inactive users and allow external users to send files to any addressee without being limited to the address book.

To do that, click on the **Settings** menu item and check the relevant checkboxes. When done, click on the **Confirm Changes** button for the new settings to take effect.