

Biscom Delivery Server: Introductory User's Guide

This guide is an end user's introduction to using the Biscom Delivery Server application. BDS enables the secure delivery of files, documents and other sensitive information while providing tracking and reporting capabilities.

BDS secure file transfer involves three simple steps:

- 1) Create a package of files and deliver it to any email address
- 2) Recipients are notified of their secure delivery in an email message
- 3) Recipients sign in to BDS, retrieve the package and download the files

Definitions

Package: A collection of files uploaded to the BDS system.

Delivery: An email that links recipients to a package – packages that are created can be *delivered*.

Express Delivery: A way for Senders to upload files and deliver them in a single step (package creation and delivery are combined).

Sender: A user who can send files to one or more recipients.

Recipient: A user who can receive files and reply to deliveries, but cannot send their own files.

Signing In

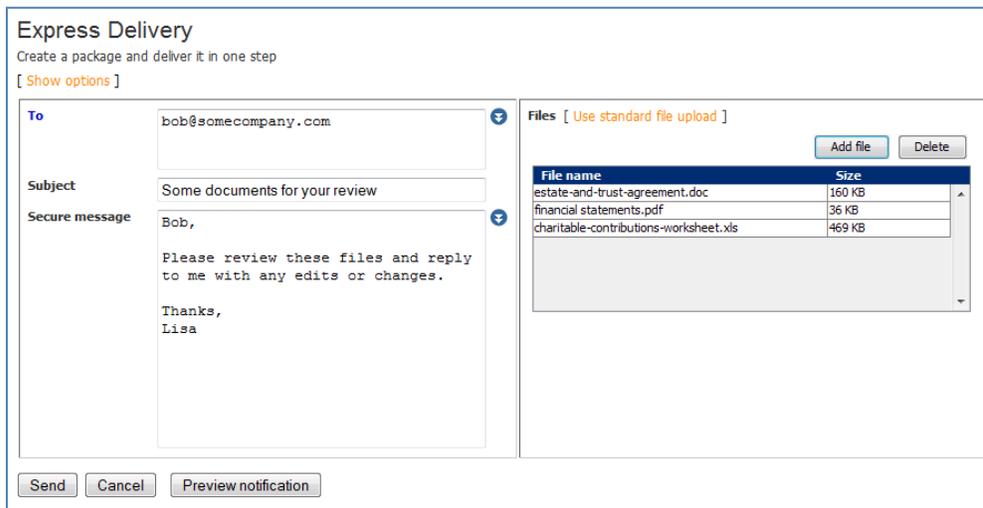
Your username is your email address (or Active Directory account name) and password. If you do not have an account you must request one from the BDS administrator at your company. If you are receiving a delivery for the first time, you will be automatically directed to a self-registration screen before gaining access to your delivery.

Sending Files

To send one or more files, you must have the **Sender** role assigned to you. As a Sender, you will see the *Create Express Delivery* icon and link in the main menu.



1. Click this link or icon to open the delivery screen.



The screenshot shows the 'Express Delivery' interface. It includes a header with the title 'Express Delivery' and a subtitle 'Create a package and deliver it in one step'. Below the header is a '[Show options]' link. The main area is divided into two columns. The left column contains a 'To' field with the email address 'bob@somecompany.com', a 'Subject' field with the text 'Some documents for your review', and a 'Secure message' field with the text 'Bob, Please review these files and reply to me with any edits or changes. Thanks, Lisa'. The right column contains a 'Files' section with a link to 'Use standard file upload', 'Add file' and 'Delete' buttons, and a table listing three files: 'estate-and-trust-agreement.doc' (160 KB), 'financial statements.pdf' (36 KB), and 'charitable-contributions-worksheet.xls' (469 KB). At the bottom of the form are three buttons: 'Send', 'Cancel', and 'Preview notification'.

File name	Size
estate-and-trust-agreement.doc	160 KB
financial statements.pdf	36 KB
charitable-contributions-worksheet.xls	469 KB

2. Enter the email addresses of your recipients in the **To** field
3. Enter a subject or topic in the **Subject** field.
4. Drag and drop files into the files box, or click the **Add file** button to open a file chooser dialog.
5. *Optional:* enter a **secure message**.
6. *Optional:* Click the **Show options** link to expand the delivery and enter an email notification message, and additional delivery options.
7. Click the **Send** button to upload your files and send an email notification message to the recipients.

Replying to a Delivery

Recipients can reply to a secure delivery they've received by clicking on the **Show/Hide Reply Section** link at the bottom of the delivery. A secure message and one or more files can be sent back to the original sender of the message.

Retrieving Files

Recipients of secure deliveries receive a non-secure email in their email inbox. This email contains a notification message and an embedded hyperlink. Clicking the hyperlink will bring the recipient to the BDS application sign in page, and once the recipient provides their username and password, the recipient will have access to their delivery. New users will be automatically redirected to a registration page the first time they try to open a secure delivery. Once registered and activated, the recipient can sign in to open their secure delivery.

Also, recipients can always sign into the BDS application and simply click the icon or **Received** link in the main menu. The received deliveries page is similar to an email inbox, and any received deliveries can be accessed any time.



Online Help

At any time, you can click the Help icon at the bottom of the main menu to see a condensed user's guide.

