



**Tranxfer is the safest,
fastest and
easiest way
to send files.**

USER MANUAL

Version 3.9.0



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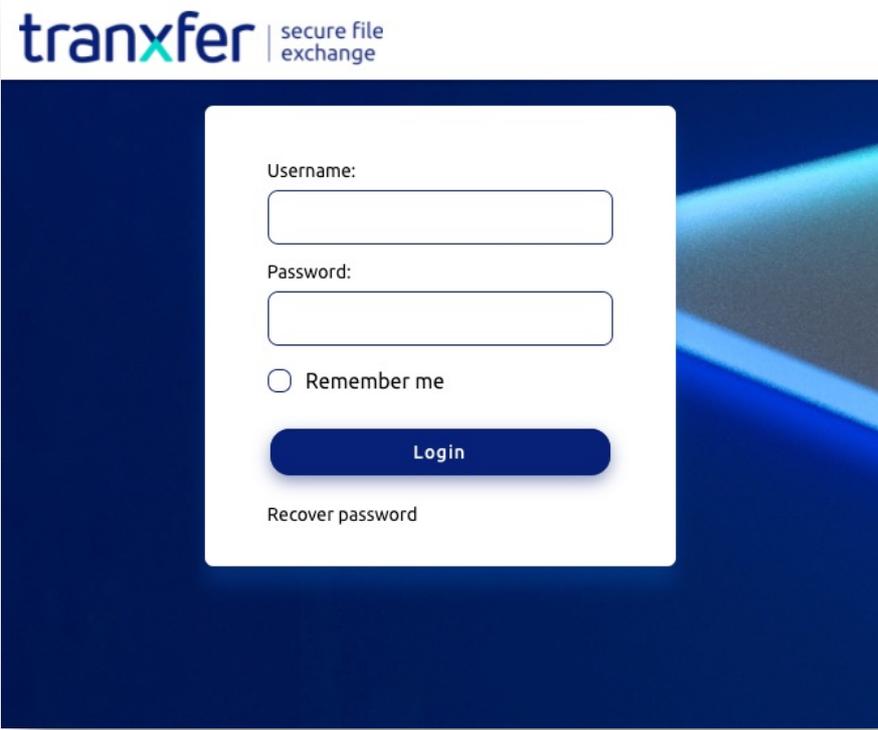
1 Access to Tranxfer

Access to Tranxfer is managed from the Tranxfer identity service platform.

Log into the Tranxfer platform with your own domain:

- Production environment: [https://\"company\".tranxfer.com/](https://\)

Once you have entered the URL, the system will redirect you to the Tranxfer authentication system:



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Username:

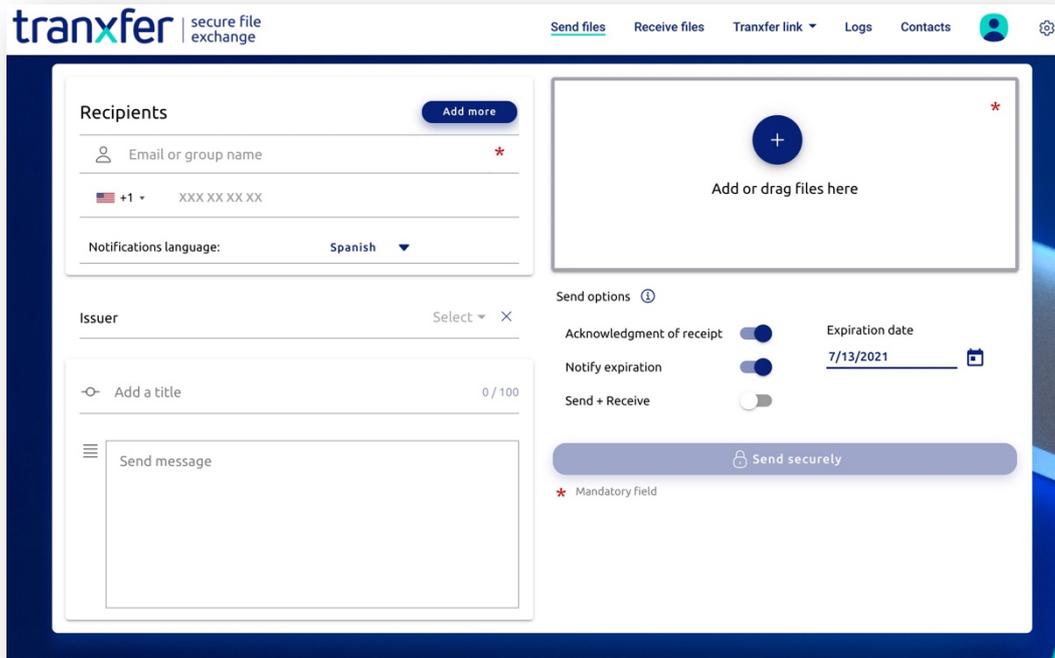
Password:

Remember me

Login

Recover password

Once you have entered your name and password and clicked on the *connect* button, you will be redirected to Tranxfer:



Note: Your company may use an identification service to manage its employees. Thus, this page may differ from the one shown in Figure 2.

1.1 Two-factor authentication (2FA)

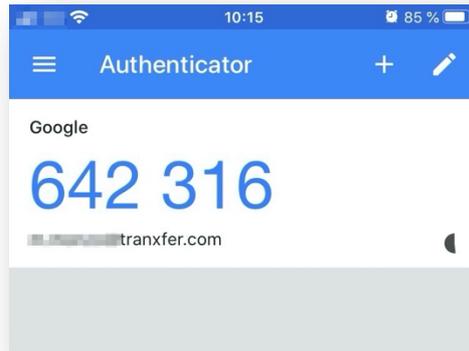
The platform Administrator for the company must enable this option with one of two settings:

- Optional, delegates the possibility of activating this feature to the user.
- Compulsory, all company users must use this feature.

Below is a description of the login and linking process users must carry out the first time they access Tranxfer and after having logged in.



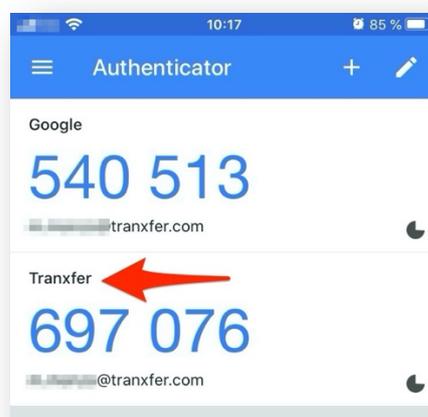
A third-party application (Google Authenticator, Microsoft Authenticator, ...) is used to read the QR code displayed on the screen. In this manual, we will use Google Authenticator.



Select the "+" sign in Google Authenticator to create a new link.



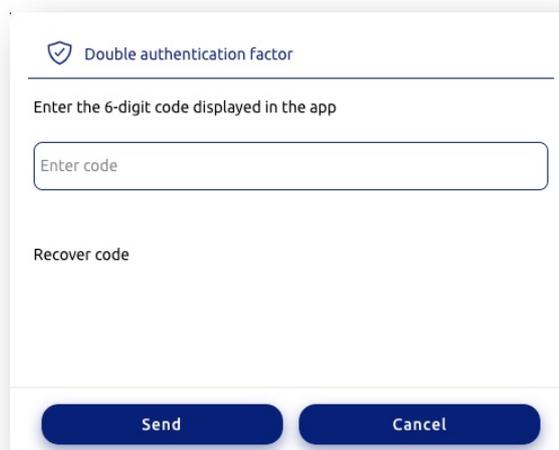
A new option will be displayed on-screen when you select the "Scan barcode" option.



Once the Tranxfer account has been linked with a third-party application, the next step is to enter the verification code for Tranxfer to authenticate access.



To do so, select the “save” button and enter the authentication code provided by Google Authenticator...



Click the “Send” option and, if the code is correct, the platform will grant you access to Tranxfer’s functions. From that point onwards, this will be the screen in which you will have to enter the authentication code after logging in.

2 Platform contents

This section displays the various functions inherent to the Tranxfer platform:



- File transfer operations:
 - Send new: Sends one or more files to one or more recipients.
 - Receive new: Sends a file receipt request to a recipient, who will upload the files to the Tranxfer user initiating an operation.
 - Tranxfer Link: Generate Tranxfer Link for sending or receiving files.
 - Records: History of all transfers carried out by the Tranxfer user, including both files sent and received.
- Contact management and groups of contacts: An agenda of contacts and groups of contacts is maintained to facilitate the creation of transfer.
- User operations:
 - Settings: To modify basic user information.
 - About: Information about the platform.
 - Log out: To leave the Tranxfer platform.

Below is a description of each of the sections described in this point.

2.1 Outgoing transfers

Outgoing transfers contain the following sections:

- **Files:** List of files included in the transfer; this is only included in outgoing transfers, not in incoming ones.
- **Recipients:** One or more addresses, to each of which a notification of the various transfers in which they are involved will be sent.
- **Subject:** Subject of the transfer.
- **Message:** Information sent by the Tranxfer user to the recipient.
- **Transfer configuration options:**
 - **Expiry notice:** Enables or disables notifications to recipients when a transfer is about to expire.
 - **Expiration date:** States the date until which the transfer will be valid.
 - **Acknowledgement of receipt:** Enables or disables the possibility for users to be notified when transfer notifications are sent to recipients.
 - **Enable file receipt:** Enables or disables the possibility for recipients to attach files to the same transfer.

Recipients

[Add more](#)

Contact or group

Notifications language: **Spanish** ▼

Issuer Select ▼ X

-o- Add a title 0 / 100

Send message

+

Add or drag files here

Notify expiration 10/25/2020

Acknowledgment of receipt Activate file reception

Send securely

2.1.1 Creating an outgoing transfer

Files can be attached to outgoing transfers with the following options:

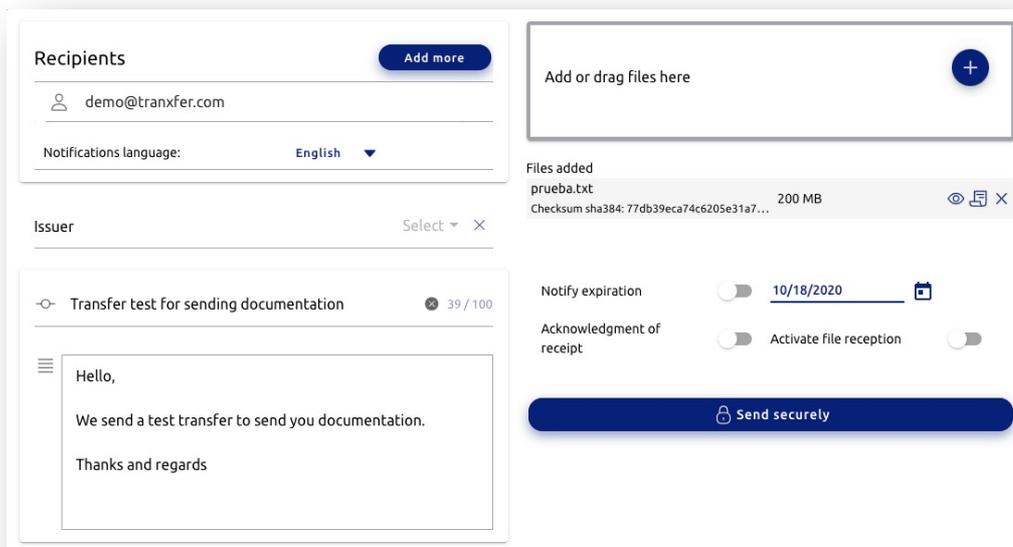
- Notifications when files are viewed or downloaded: The user who created the transfer will be notified when the file has been downloaded or viewed by the recipient.



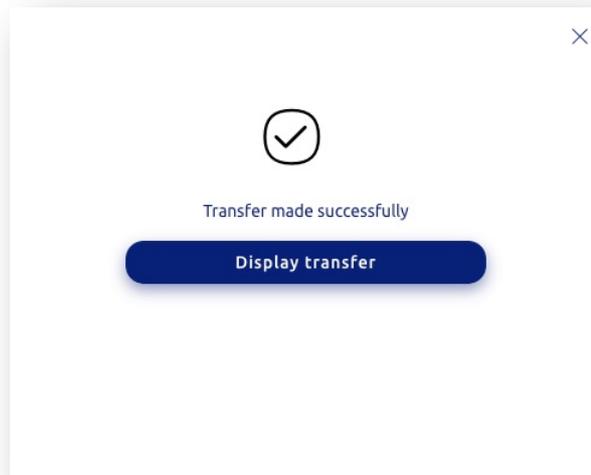
- View only: Only allows for the file to be viewed through the Tranxfer platform.



Example: Sending two files to the recipient demo@tranxfer.com

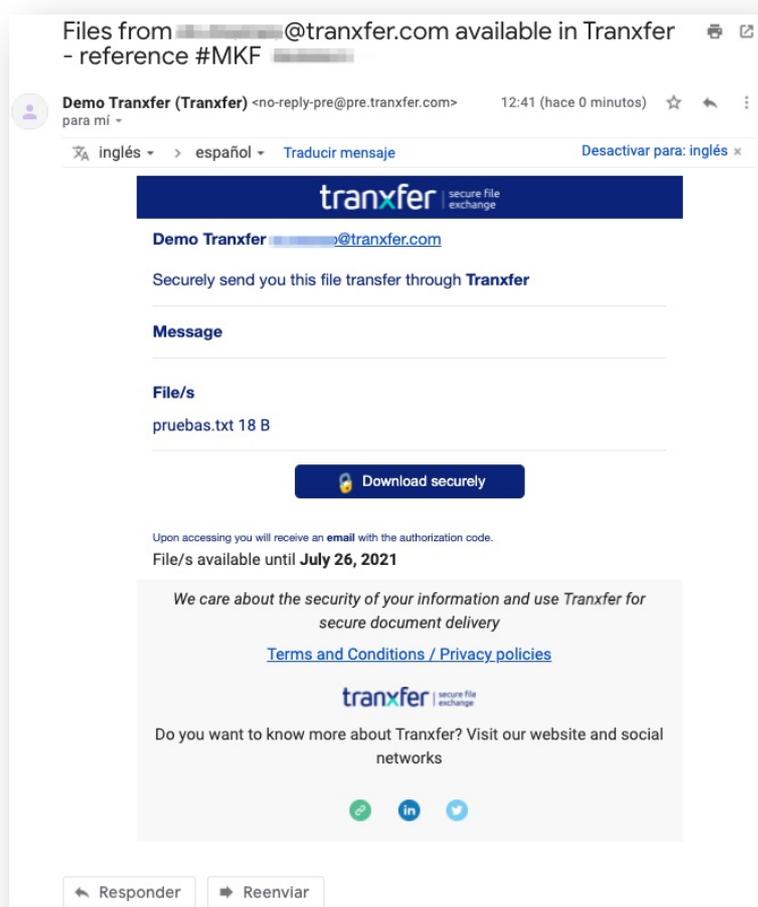


Once a transfer has been carried out, the window below will be displayed, with an option to view a list of transfers by pressing the “View transfer” button. Users may also remain in the same window by clicking the X button on the upper right corner or anywhere outside the pop-up window.



2.1.2 Dispatch notifications

Notification of transfer notice to recipient.



Acknowledgment of receipt of transfer created to the issuer of this.

Receipt of sending with reference #MKF Recibidos x

Demo Tranxfer (Tranxfer) <no-reply-pre@pre.tranxfer.com> 12:41 (hace 2 minutos) ☆ ↶ ⋮
para mí -

🌐 inglés ▾ > español ▾ Traducir mensaje Desactivar para: inglés x

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Shipment receipt with reference # MKF

Recipient/s
[redacted]@tranxfer.com

Subject

Message

File/s
pruebas.txt 18 B

File/s uploaded on **July 19, 2021, 12:39 PM**
File/s available until **July 26, 2021**

We care about the security of your information and use Tranxfer for secure document delivery

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↶ Responder ↷ Reenviar

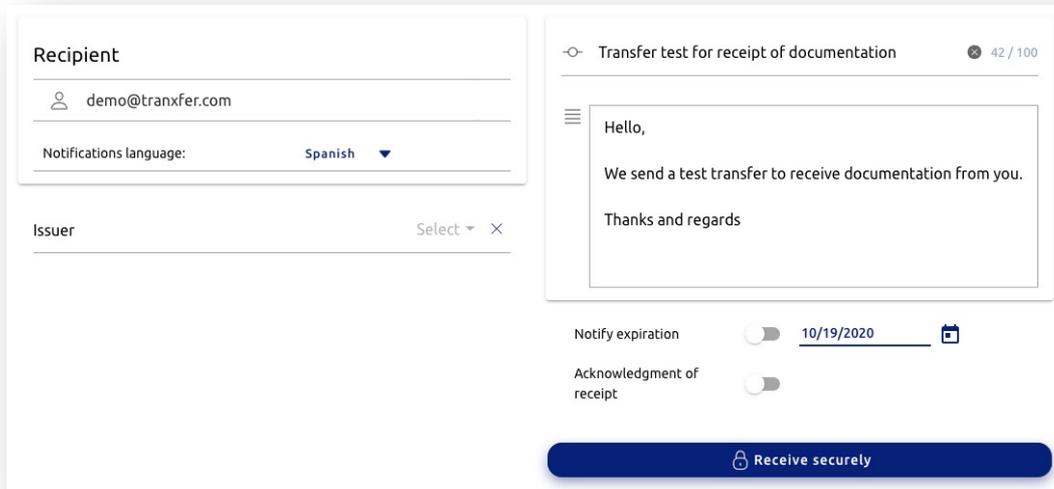
2.2 Incoming transfers

Incoming transfers contain the following sections:

- Recipients: A single address to which all notifications for the various transfers in which it is involved will be sent.
- Subject: Subject of the transfer.
- Message: Information sent by the Tranxfer user to the recipient.
- Transfer configuration options:
 - Expiry notice: Enables or disables notifications to recipients when a transfer is about to expire.
 - Expiration date: States the date until which the transfer will be valid.
 - Acknowledgement of receipt: Enables or disables the possibility for users to be notified when transfer notifications are sent to recipients.

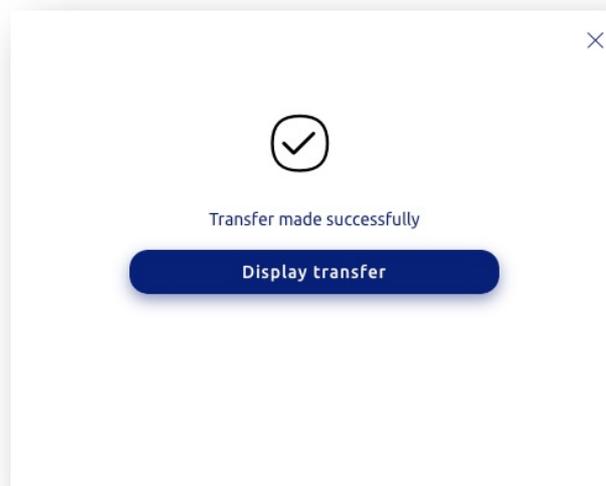
2.2.1 Creating an incoming transfer

In incoming transfers, the user invites the recipient to attach a file whose recipient will be the Tranxfer user who began the operation.



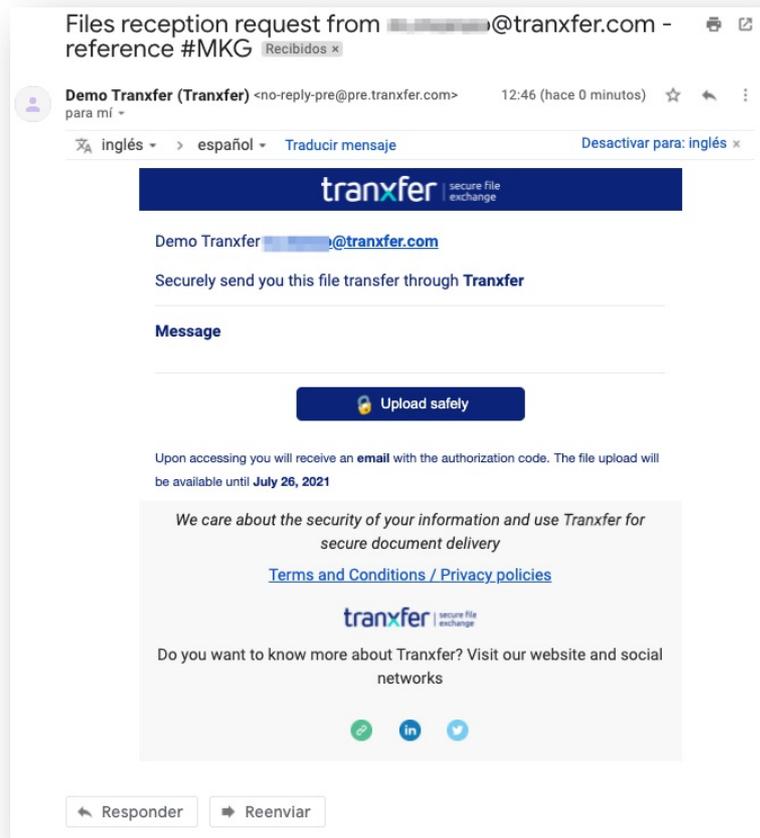
Example: Creating an incoming transfer with files from the recipient demo@tranxfer.com

Once a transfer has been carried out, the window below will be displayed, with an option to view a list of transfers by pressing the “View transfer” button. Users may also remain in the same window by clicking the X button on the upper right corner or anywhere outside the pop-up window.



2.2.2 Receipt notifications

Notification of transfer notice to recipient.



Acknowledgment of receipt of transfer created to the issuer of this.

Receipt of file reception request with reference #MKG  

Recibidos x

 **Demo Tranxfer (Tranxfer)** <no-reply-pre@pre.tranxfer.com> 12:46 (hace 1 minuto) ☆ ↶ ⋮
para mí -

🌐 inglés > 🇪🇸 español > Traducir mensaje Desactivar para: inglés x

Receipt of receipt with reference # MKG

Recipient/s
[redacted]@tranxfer.com

Subject

Message

File/s available until **July 26, 2021**

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Do you want to know more about Tranxfer? Visit our website and social networks

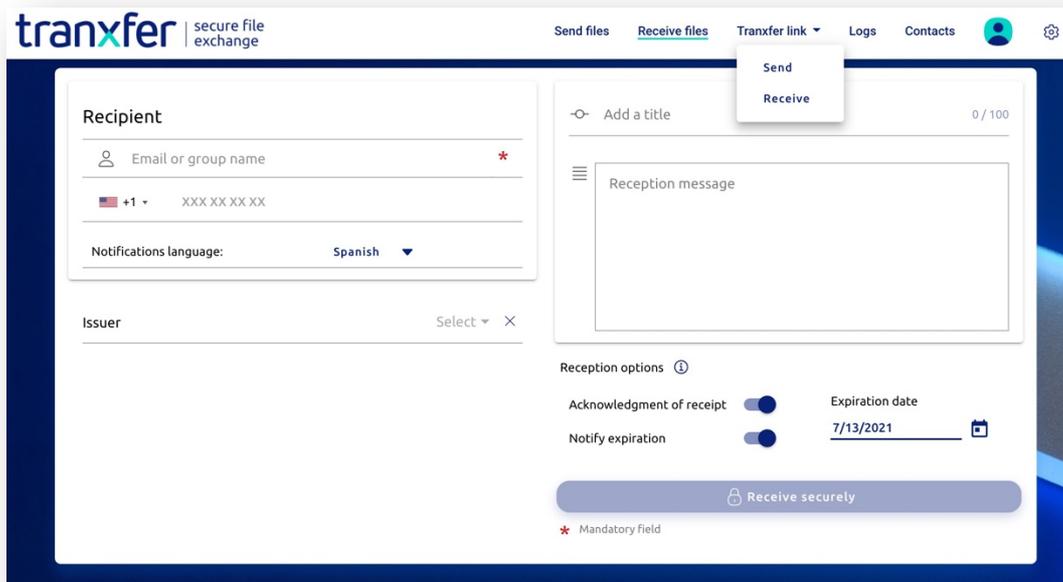
  

↶ Responder ↷ Reenviar

2.3 Tranxfer Link

In this section you can see the different functionalities inherent in the Tranxfer Link functionality:

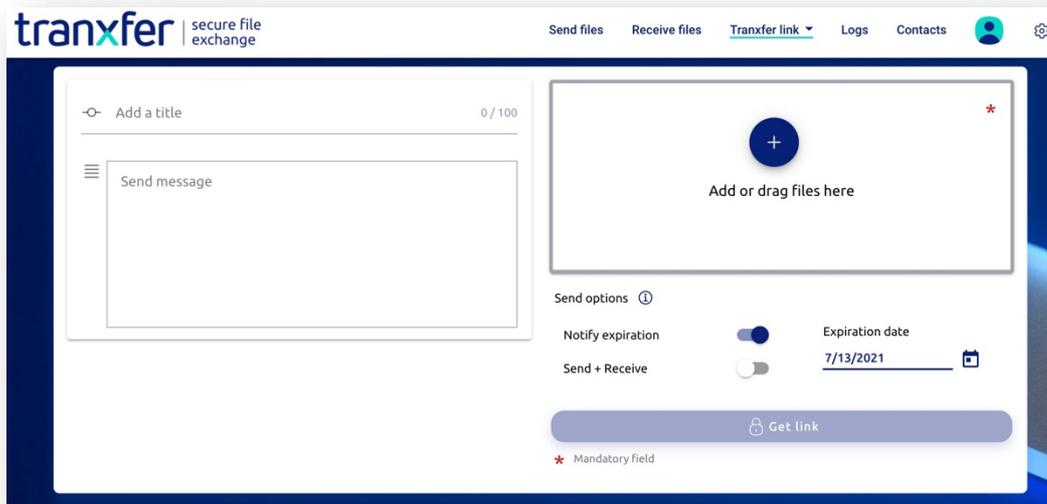
- **Send:** Send one or more files by generating a link.
- **Receive:** Sends a request to receive files by generating a link for a recipient, which uploads the files so that the user who has started this operation.



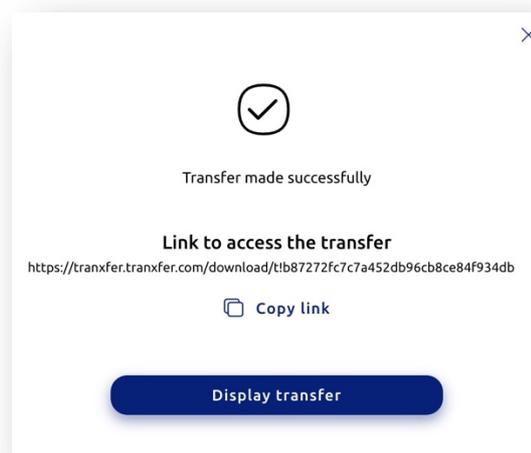
2.3.1 Get a link to a send transfer

Sending transfers from Tranxfer Link contain the following sections:

- **Files:** List of files included in the transfer; this is only included in outgoing transfers, not in incoming ones.
- **Subject:** Topic on which the transfer revolves.
- **Message:** Information that the Tranxfer user sends to the recipient.
- **Transfer configuration options:**
 - **Expiration notification:** Enables or disables the possibility that those involved in a transfer are notified when it is going to expire.
 - **Expiration date:** The date until which the transfer will be valid is indicated.
 - **Send + Receive:** Enables or disables the ability for the user to be notified when transfer creation notifications are sent to the recipient.



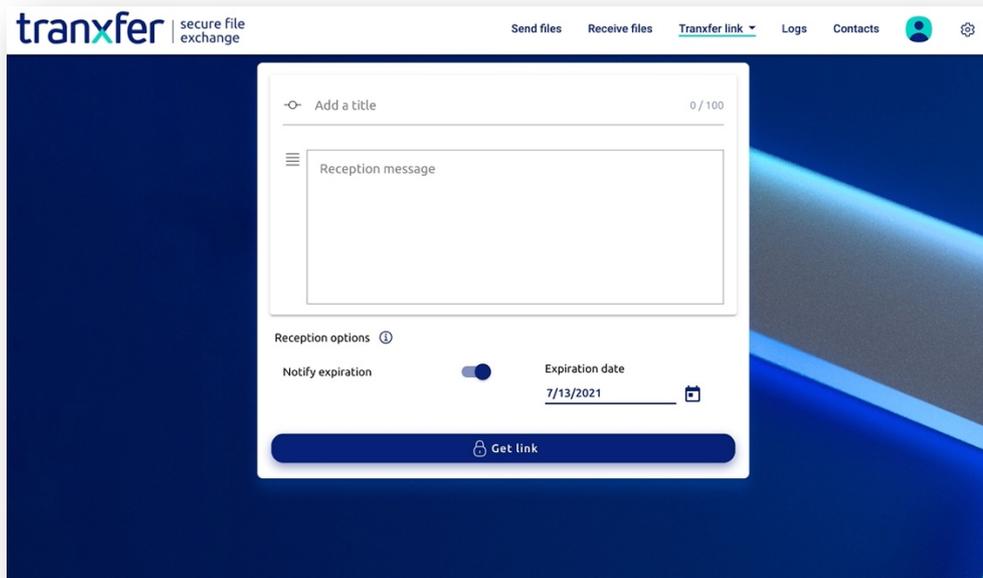
When a transfer is made, the following window can be seen, with the possibility of "copying the link" and being able to send it through the channel of your choice, or go to the list of transfers made, by pressing the "View transfer" button.



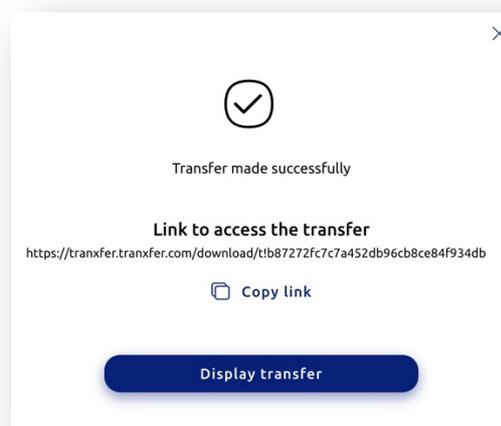
2.3.2 Get a link from a receiving transfer

Sending transfers from Tranxfer Link contain the following sections:

- Subject: Topic on which the transfer revolves.
- Message: Information that the Tranxfer user sends to the recipient.
- Transfer configuration options:
 - Expiration notification: Enables or disables the possibility that those involved in a transfer are notified when it is going to expire.
 - Expiration date: The date until which the transfer will be valid is indicated.



When a transfer is made, you can see the following window, with the possibility of "copying the link" and being able to send it through the channel you choose, or go to the list of transfers made, by pressing the "View transfer" button.



2.4 Transfer record

This contains all information on sent and received files.

Type	Reference	Recipient	Subject	Files	Send date	Expiration
<input type="radio"/>	IKR	@tranxfer.com	Transfer test for receipt of documentation	0 files 0.00 Mb	10/18/20	10/26/20
<input type="radio"/>	IKQ	demo@tranxfer.com	Transfer test for receipt of documentation	0 files 0.00 Mb	10/18/20	10/20/20
<input type="radio"/>	IKP	@tranxfer.com	Transfer test for sending documentation	prueba.txt 200.00 Mb	10/18/20	10/20/20
<input type="radio"/>	IKO	@tranxfer.com	Transfert de preuves pour envoyer de la documentation	prueba.txt 200.00 Mb	10/17/20	10/19/20

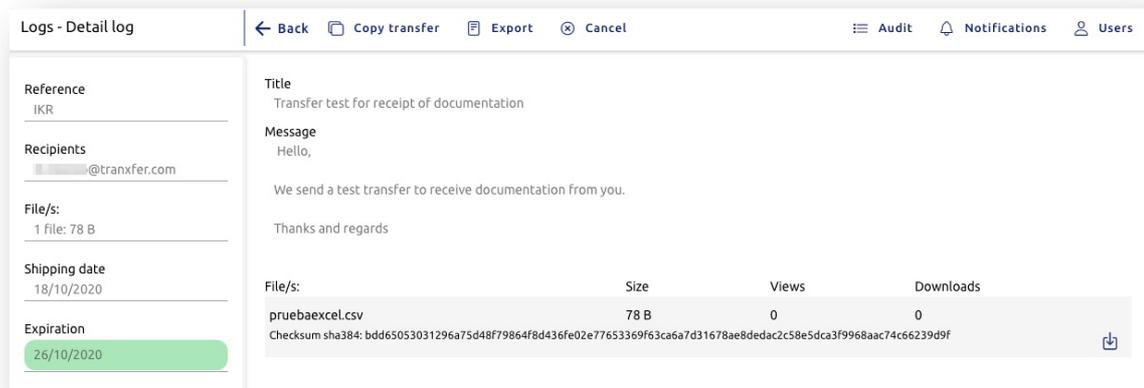
Two clearly differentiated sections can be seen here:

- Filter: The menu on the left allows you to apply a number of filters to the user's list of transfers.
 - All: All transfers are displayed without filters.
 - Received: All incoming transfers are displayed.
 - Sent: All outgoing transfers are displayed.
 - Cancelled: All cancelled transfers are displayed.
 - Search: You may carry out searches by recipient and subject.
- List of transfers: Transfers are displayed based on selected filters. The following attributes and operations can be seen on this list:
 - Attributes:
 - Reference: A three-letter identification code for transfers such as, for instance: AAA.
 - Recipients: List of recipients of a transfer.
 - Subject: Summary of a transfer.
 - Files: Files associated to a transfer.
 - Date sent: Date on which the transfer was created.
 - Expiry: Date on which the transfer expires.
 - Operations:
 - Cancel transfer: Action that disables the transfer.
 - Types of transfers:
 - File send transfers.
 - Transfer of reception of files.
 - Tranxfer Link for sending files.
 - Tranxfer Link for file reception.

Type	Reference	Recipient	Subject	Files	Send date	Expiration
<input checked="" type="radio"/>	MKG	@tranxfer.com		0 files 0.00 Mb	7/19/21	7/27/21
<input type="radio"/>	MKF	@tranxfer.com		pruebas.txt 0.00 Mb	7/19/21	7/27/21
<input type="radio"/>	MKE	@tranxfer.com		0 files 0.00 Mb	7/19/21	7/27/21
<input type="radio"/>	MKC	@tranxfer.com		pruebas.txt 0.00 Mb	7/19/21	7/27/21
<input type="radio"/>	MHV	0 recipients		0 files 0.00 Mb	7/9/21	7/17/21
<input type="radio"/>	MHU	0 recipients		0 files 0.00 Mb	7/9/21	7/17/21

2.4.1 Transfer details

By selecting one of the transfers from the list will display more details about it.



The following information can be seen on the menu on the left:

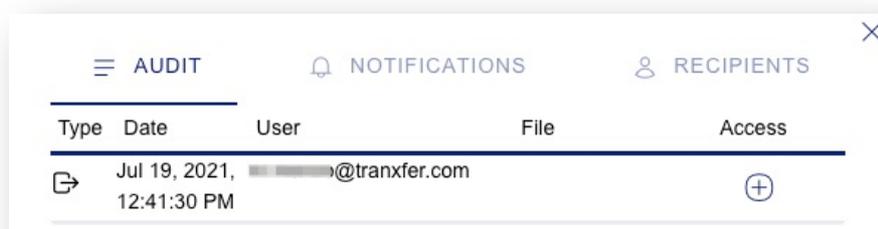
- **Reference:** A three-letter identification code for transfers such as, for instance: AAA.
- **Recipients:** List of recipients of a transfer.
- **File/s:** The number of files associated to a transfer and their total size.
- **Date sent:** Date on which the transfer was created.
- **Expiry:** Date on which the transfer expires.

The following can be seen in the main component:

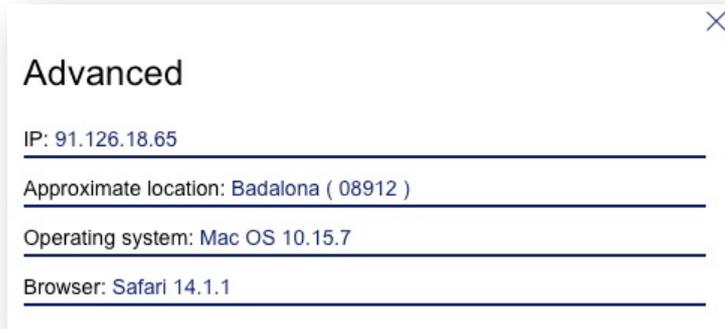
- **Subject:** Summary of a transfer.
- **Message:** Information sent by the Tranxfer user to the recipient.
- **File block:**
 - **File/s:** Name of the files associated to the transfer.
 - **Size:** Size of each file.
 - **Views:** Number of times the file has been viewed.
 - **Downloads:** Number of times the file has been downloaded.
 - **Actions:** Allows the file to be downloaded.

The menu on the bottom displays the following, from left to right:

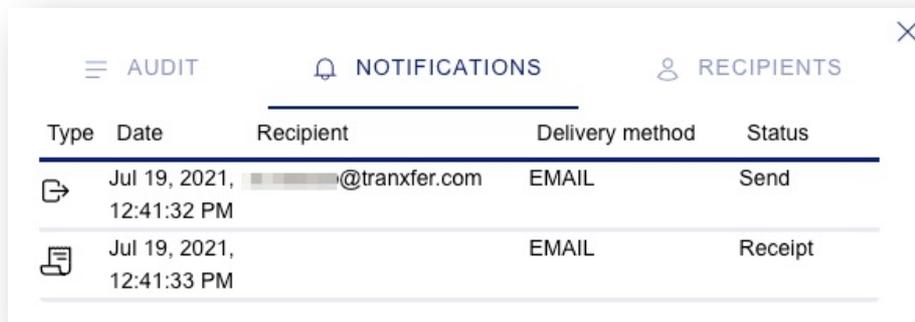
- **Audit:** Contains information on all operations associated to this transfer. Displays the type, date, user and file associated to each operation.



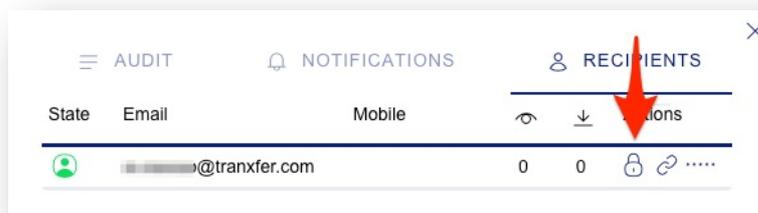
Current actions provide more information on the point where the operation has been carried out:



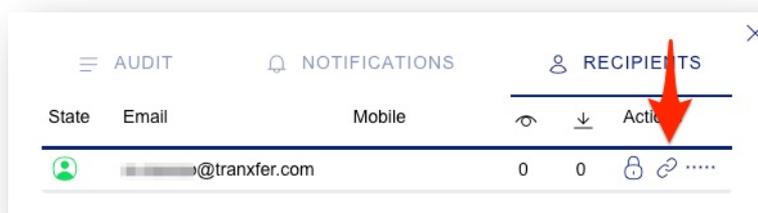
- **Notifications:** Contains information on all notifications associated to this transfer. Displays the type, date, recipient of the notification, delivery method and status.



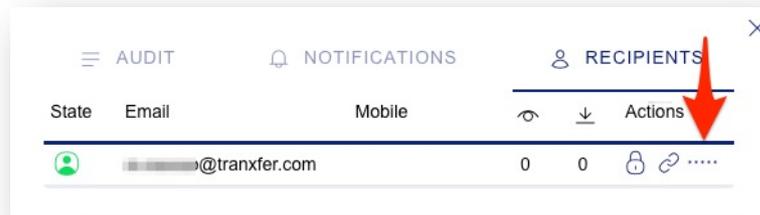
- **Recipients:** Contains information on all recipients associated to this transfer. Displays the status, email, telephone number, number of views and downloads carried out by the user. Moreover, it allows three independent actions per user to be carried out:
 - to block the user to prevent him from carrying out any operations on the transfer,



- to obtain the link to the transfer associated to the user and

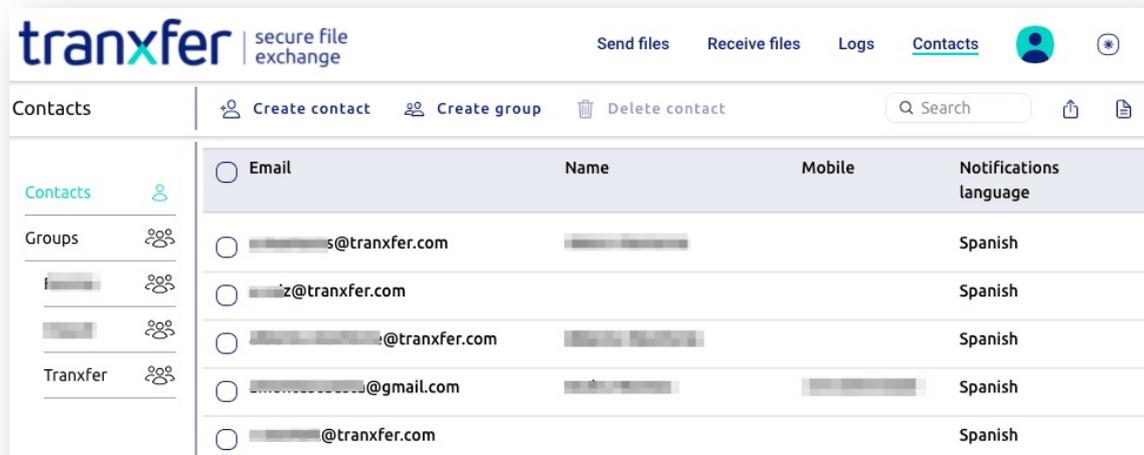


- to send a security token in case it was not sent or there was an issue with its delivery.



- Back: Returns to the list of transfers.
- Copy transfer: Copies the transfer to a new one. Depending on the status of the files, the new transfer will also associate the files (if it is an active outgoing transfer) or not (cancelled or expired outgoing transfer or incoming transfer)
- Copy link: Copies the link of a Tranxfer Link to the clipboard.
- Export: Exports information on the transfer details to an Excel file.
- Cancel: Cancels the transfer, leaving it in a condition in which no operations can be carried out with it.

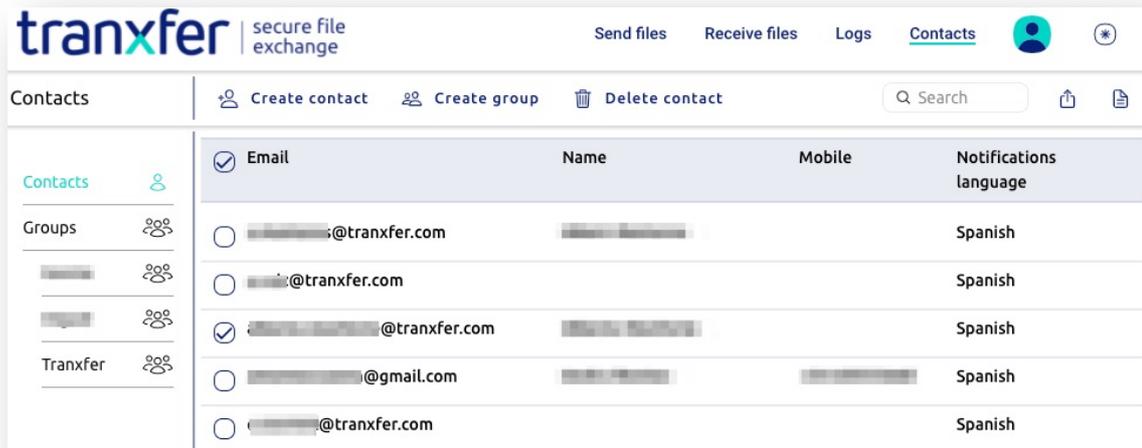
2.5 Contacts



The contacts menu allows you to maintain an agenda of contacts to whom you can send transfers, and you can also form them into groups of contacts to help associate them when creating transfers.

Two clearly differentiated sections can be seen:

- Filter: A few filters can be applied to the list of users using the menu on the left.
 - Users: Displays all contacts without filters.
 - Groups (Test): Lists the user's contact groups; clicking on a group displays its members.
 - Search: Searches can be carried out by user and by type.
- List of contacts: displays contacts based on the selected filters. The following attributes and operations can be seen in this list:
 - Attributes:
 - Email: Contact's email address.
 - Name: Contact's name and surname.
 - Telephone.
 - Language for notifications: The default language to be used in notifications sent to this contact.
 - Operations:
 - Delete: Action that deletes the contact.



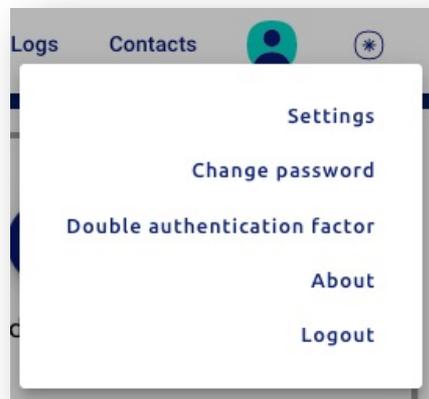
- Load contacts: Load contacts from a csv file.

The following operations can be carried out from a group:

- Modify group: Change the name of a group

2.6 User profile

The following information can be accessed from the user profile:



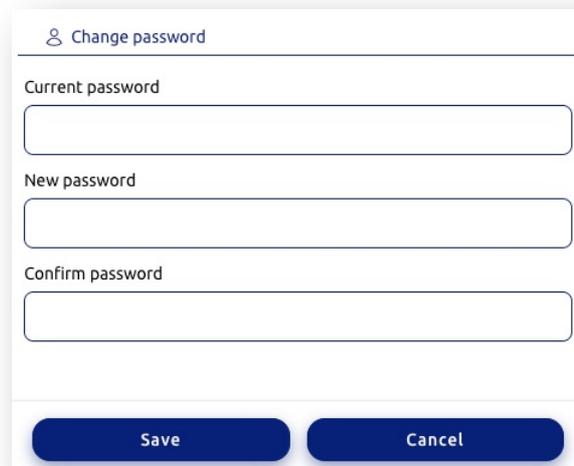
2.6.1 Settings

A screenshot of the 'User profile' settings form. The form has a title 'User profile' with a person icon. It contains four input fields: 'Username' with the value 'r...@tranxfer.com', 'Email' with the value 'r...@tranxfer.com', 'Name' with the value 'Demo', and 'Surnames' with the value 'Tranxfer'. At the bottom, there are two buttons: 'Save' and 'Cancel'.

User information can be seen in the user profile mode:

- User (Username)
- Email address
- Name
- Surnames
- Default site language
- Default notification language
- User group to which he belongs
- Permissions available

2.6.2 Change password



Change password

Current password

New password

Confirm password

Save Cancel

The user password can be changed from this section.

2.6.3 Two-factor authentication

The platform Administrator for the company must enable this option with one of two settings:

- Optional, delegates the possibility of activating this feature to the user.
- Compulsory, all company users must use this feature.

Below is a description of the login and linking process users must carry out the first time they access Tranxfer and after having logged in.



Double authentication factor

- Download the Authenticator application
- In the application, select Set up account.
- Choose Scan barcode.

Are you having trouble scanning the code?

Save Cancel

A third-party application (Google Authenticator, Microsoft Authenticator, ...) is used to read the QR code displayed on the screen. In this manual, we will use Google Authenticator.

2.6.4 About



This mode allows you to see the application version number. You can also download the Tranxfer user manual.

2.6.5 Log out

This option closes the current user session, upon which the platform will redirect users to the login screen so that they may log back into Tranxfer.