

# HyperSend User Guide

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## SIGNING UP FOR A HYPERSEND ACCOUNT

1. Navigate to [hypersend.com](http://hypersend.com)
2. Click **New Account Sign Up**. The Sign Up Screen is displayed.



To sign up, enter this information and accept the terms

**Email Address:**  < Your current email address. We will not disclose your name or your email address to others.

**Confirm email address:**  < Enter your email address again.

**First Name:**

**Last Name:**

**Define a password:**  < Passwords are case sensitive and must be 5 to 150 characters.

**Confirm password:**  < Enter the password again. Write it down and store it in a safe place.

**Secret question:**  < Define a question that only you can answer, such as, "What is my dog's name?".

**Define the answer:**  < Enter the answer to the question. If you forget your password, you will be asked the question above. Answers must be 5 to 150 characters.

How did you hear about HyperSend?

Online Service Agreement:

\*ONLINE ACCESS AGREEMENT

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY. BY SIGNING UP AND USING THE SERVICE, YOU ARE AGREEING TO BE LEGALLY AND FULLY BOUND BY THIS AGREEMENT AS IF YOU HAD SIGNED IT. IF YOU DO NOT WISH TO BE BOUND, DO NOT COMPLETE THE REGISTRATION PROCESS!

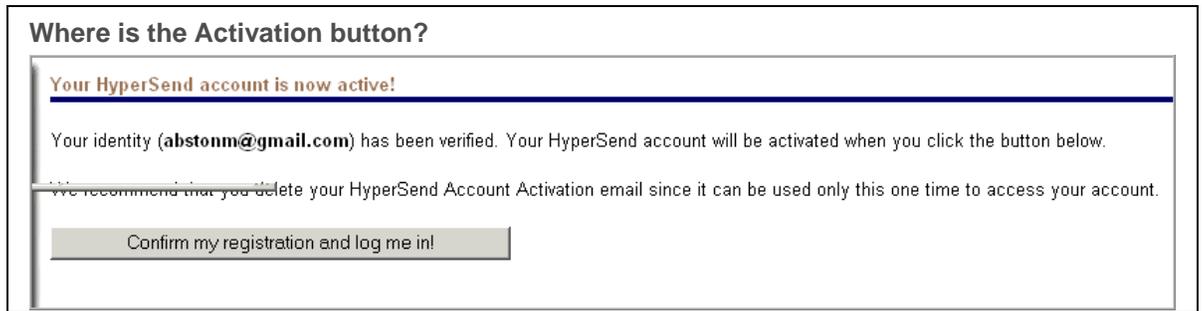
1. GENERAL

Häggräve, Inc. (the "Provider") provides a service for securely transferring documents over the Internet to users who have agreed to the terms and conditions of this Agreement ("Service").

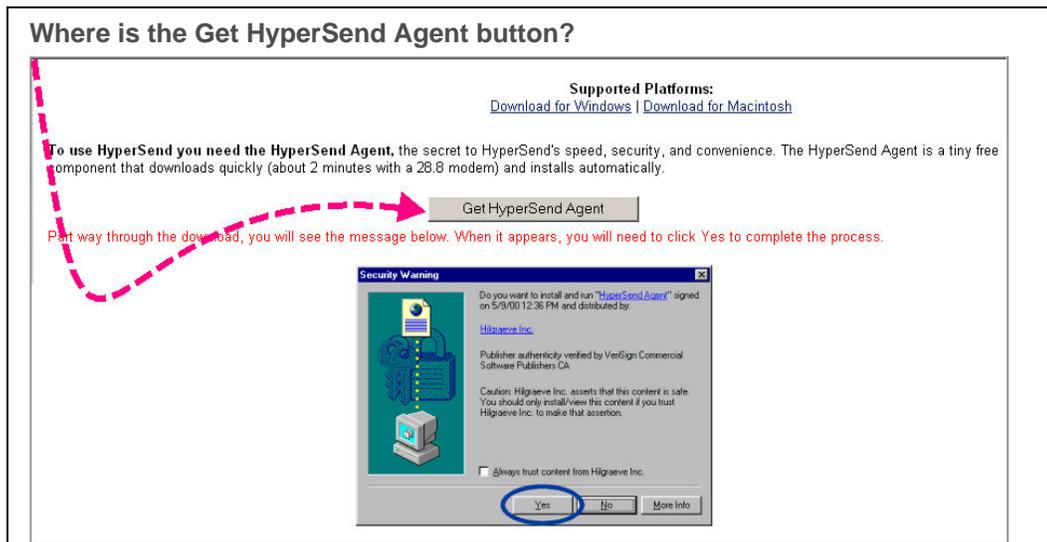
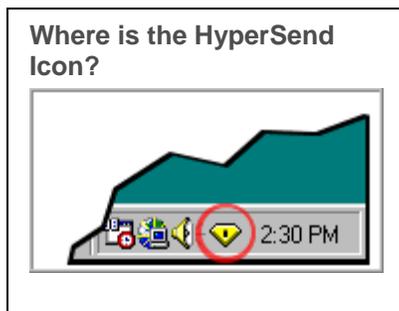
This Agreement is a legal agreement between you and the Provider. It states the terms and conditions under which you may access Provider's system and use the online services that Provider makes available through that system and

3. In the *email address* field, key in the email address for a currently active account. (HyperSend will use this address to complete the sign up procedure and assist you with account issues, such as a lost password).
4. Key in the email address again in the *Confirm email address* field.
5. In the *First Name* field, key in your First Name.
6. In the *Last Name* field, key in your Last Name.
7. In the *Define a password* field, create a **password** that you will use each time you log in to HyperSend.
8. In the *Confirm password* field, key in the password exactly as you created it in the field above.
9. In the *Secret question* field, create a question for which only you know the answer. **Learn more about the Secret Question...**
10. From the drop down menu, identify how you learned about HyperSend.
11. Review the Online Service Agreement
12. Click **Accept** to proceed.

- When the confirmation email arrives from Hypersend, click the link in that email to activate the account.
- Click **Confirm my registration and log me in!** button. The Install Hypersend screen is displayed.



- Click **Get Hypersend Agent**. The **Hypersend Icon** is displayed in your Windows Taskbar: 



**RESULT:**  
You have successfully completed HyperSend Registration.

## LOGGING IN TO HYPERSEND

1. Navigate to [hypersend.com](http://hypersend.com)
2. Click **log in** The Log In screen is displayed.

HyperSend  
secure internet delivery

log in sign up

VERIFIED BY  
GeoTrust  
Computare Co...  
CLICK 01.08.08 13:54 UTC

home  
why signup?  
how secure is it?  
how to use  
applications  
purchase options  
support  
company

Enter your email address and password to log in

Email Address:  < Your login identity

Password:  < passwords are case sensitive

[I forgot my password](#)

Log In

If you do not yet have a HyperSend account, please click the button below.  
Signing up is free and incurs no obligation.

New Account Sign Up

3. In the *Email Address* field, key in the email address you used during registration
4. In the *Password* field, key in the password exactly as you created it during registration.
5. Click **Log In**.

### RESULT:

You have successfully logged in to HyperSend.

## PICKING UP DELIVERIES

### Picking Up Deliveries

The screenshot shows the HyperSend interface with the 'pick up' tab selected. At the top, there are navigation tabs: 'send', 'pick up', 'track', 'address book', 'options', and 'log out'. Below the tabs, a notification states: 'There are 1 new deliveries waiting for you (mabston@covisint.com)'. A link is provided to 'Show history of all deliveries picked up in the last 90 days.' Below this, it says 'Showing 1 through 1 of 1 Records'. A table lists the delivery details:

Tracking #	From	Subject	Sent	
<input checked="" type="checkbox"/> 116716566	hypersendsupport@covisint.com	Welcome to HyperSend	08/01/2008 12:28 PM	✓ 1

Below the table are three buttons: 'Pick Up All Deliveries', 'Pick Up Selected Deliveries', and 'Delete Selected Deliveries'. At the bottom, there is a 'Quick Help' section with three items:

- This delivery includes a message. Click the checkmark to read the message.
- The charges for this delivery are reversed (if a checkmark appears).
- Indicates the number of files in this delivery. Click the number to see the file details.

1. Navigate to the **pick up** tab.
2. Perform one of the following:

If you wish to...	Then...
<b>pick up all items, and store the deliveries in your Local Inbox.</b>	<p>Click <b>Pick Up All Deliveries</b>.</p> <p>As files are downloading, the Agent displays a progress dialog with the name of each file it is receiving. After all files have been received, the progress dialog disappears. The Agent changes its appearance to a small PC, which indicates that deliveries are stored in your Local Inbox</p>
<b>pick up selected items only and store in your HyperSend Inbox.</b>	<ol style="list-style-type: none"> <li>Enable the checkbox in the left column of each delivery you wish to pick up.</li> <li>Click '<b>Pick Up Selected Deliveries</b>' button. The Agent displays the download progress dialog with the name of each file it is retrieving.</li> <li>Optionally, proceed to the section entitled <a href="#">Viewing Documents in Your HyperSend Inbox</a>.</li> </ol>
<b>view details of a delivery without downloading</b>	Click the Tracking number to display the details of a specific delivery.
<b>automatically download deliveries to your computer</b>	Proceed to the section entitled <a href="#">Automatically Download Deliveries to Inbox</a> .

If you wish to...	Then...
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After setting this option, HyperSend will check for and retrieve new deliveries, then store them in your [Local Inbox](#).

<b>delete selected deliveries</b>	<b>Note:</b> Deleting deliveries will remove deliveries from the server without downloading them.
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**CAUTION** - Once files have been deleted from the server, they cannot be recovered.

- d. Enable the checkbox in the left column of each delivery you wish to delete.
- e. Click '**Delete Selected Deliveries**' button.

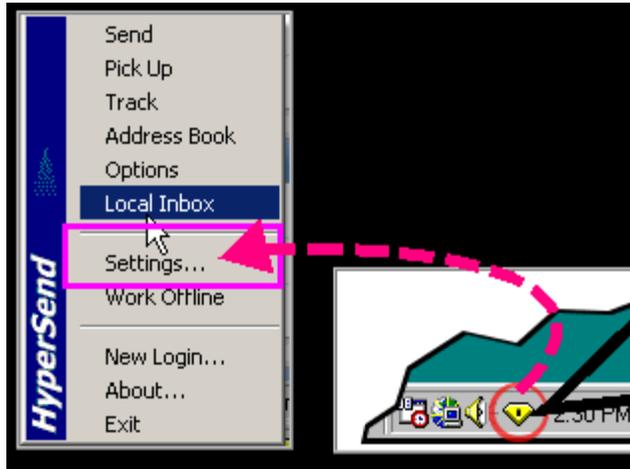
**RESULT:**

You have successfully managed delivery pickups.

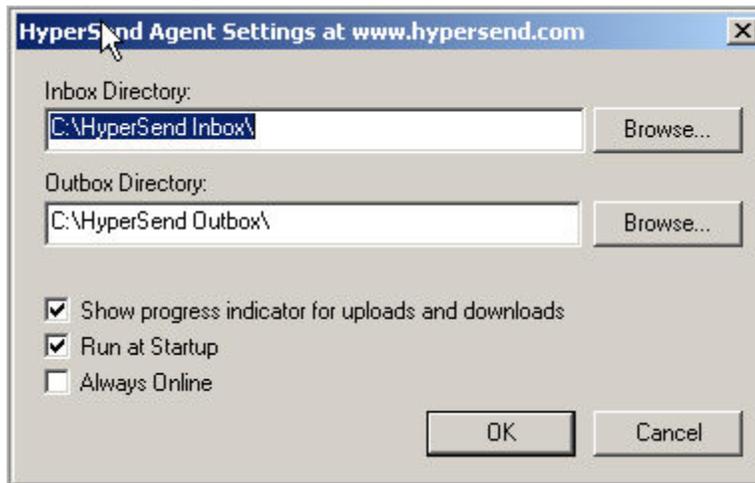
## Creating an Inbox

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1. Navigate to the HyperSend menu by clicking the HyperSend icon



2. Click **Settings**. The Settings option screen is displayed.



3. In the *Inbox Directory* field, click **Browse...** and select the folder in your computer you wish to set as the Inbox.
4. Click **OK**.

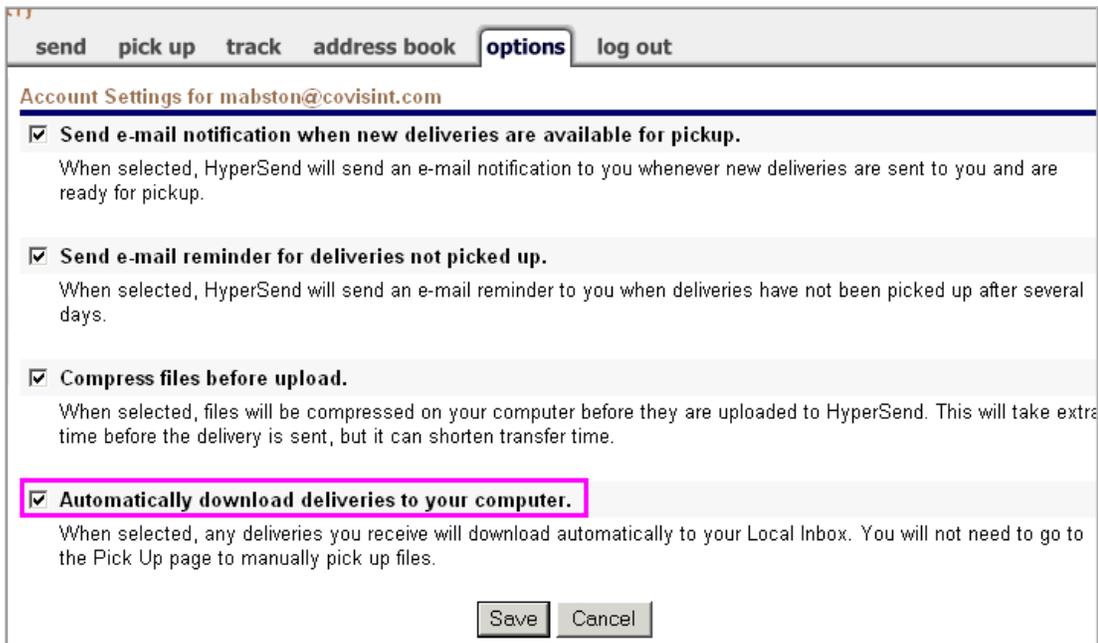
### RESULT:

You have successfully created an Inbox.

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## Automatically Download Deliveries to Inbox

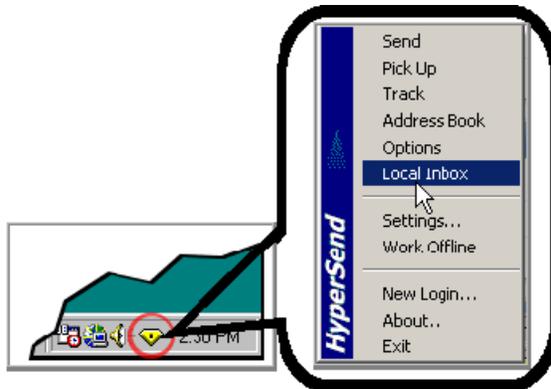
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1. Navigate to the **options** tab.
2. Enable the checkbox next to **Automatically download deliveries to your computer**.
3. Click **Save**. The screen refreshes and the account settings are updated.



**Navigate to your HyperSend Inbox** to view deliveries at your convenience.



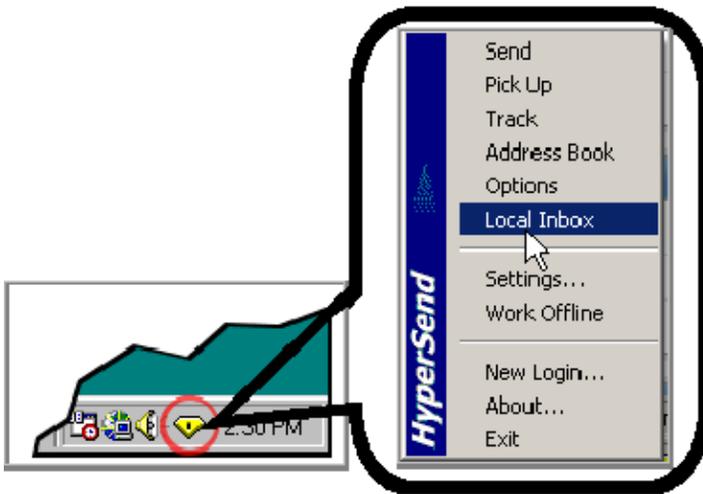
### RESULTS:

You have successfully scheduled HyperSend to automatically download deliveries to your computer.

## Viewing Documents in Your HyperSend Inbox

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Navigate to your HyperSend Inbox by clicking Local Inbox on the HyperSend menu.



The Inbox contains a folder for each delivery picked up. The folders are named using a combination of the sender's name and the Tracking number

### Sending a Delivery (Basic)

**send** pick up track address book options log out

Create Delivery - mabston@covisint.com

To:

You can send to anyone by simply entering their email address.  
If they don't have an account, we'll sign them up and deliver your files securely.

Subject:

Message:

Select the file you wish to send:

Click Browse again, if you wish to add more files to the list.

List of files that will be sent:

1. Key in the address of each person you wish to send this delivery, separated by a comma or semi-colon. (Or, click **To** and select from addresses if you have already populated the [address book](#)).
2. In the *subject field*, key in the subject of your file delivery and/or message. This is a required field. This subject line will appear on your Tracking page, on your recipient's Pick up page, and will be stored in your recipient's HyperSend Inbox.
3. Optionally, key in the text of your message In the message field.
4. Click **Browse** and select file you wish to send. The file you have chosen appears in the Files text box and is added to the Send list.
5. Repeat step 4 to add additional files. (To remove a file from the list, simply click on the filename in the Send List and then click Delete on your keyboard).
6. Click **Send**.



By completing your delivery with this button you indicate that the delivery is to be sent without your digital signature. This does not compromise the security of the delivery in any way. (Continue with [Advanced Sending Options](#) to digitally sign the delivery)

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**RESULT:**

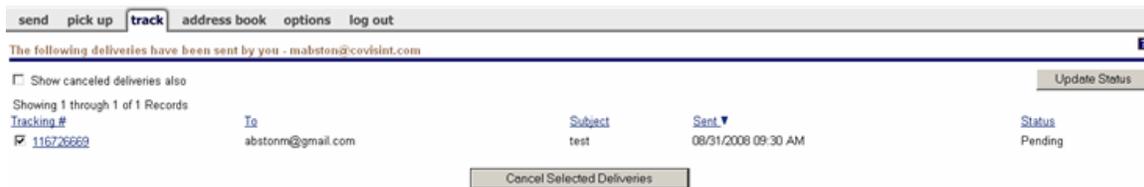
You have successfully sent a basic delivery.

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## Changing a Scheduled Delivery

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Complete the following steps to make a change a scheduled delivery.



1. Navigate to the **track** tab.
2. Enable the checkbox of the scheduled delivery you wish to change.
3. Click **Cancel Selected Deliveries**.
4. Click the **send** tab, and create the [delivery according to the new schedule](#).

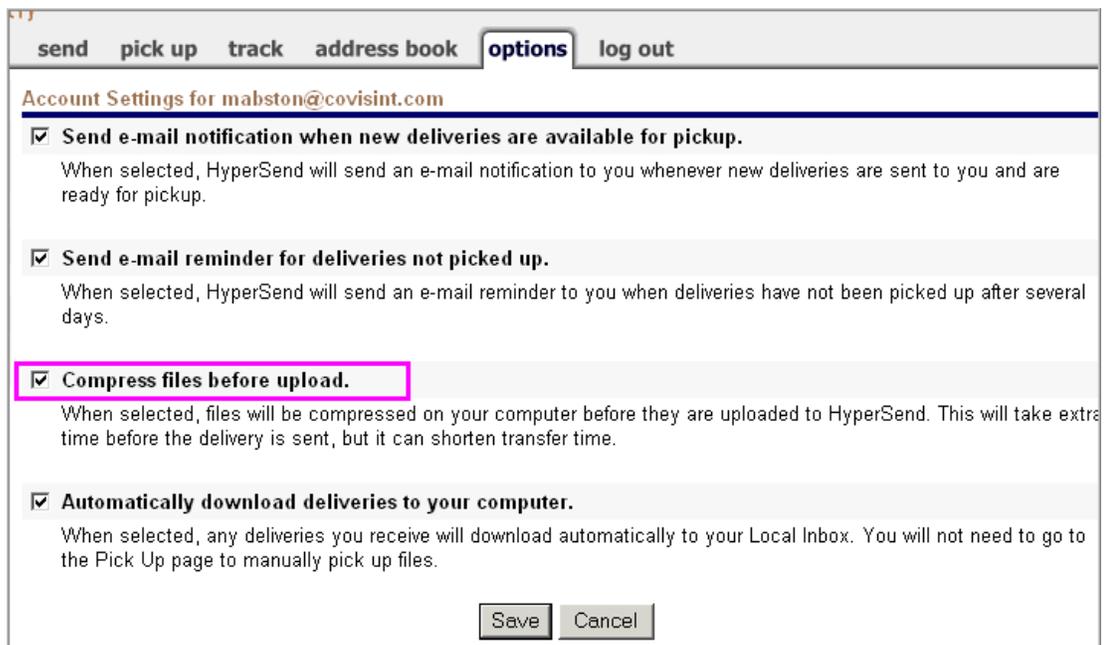
### RESULTS:

You have successfully changed a scheduled delivery.

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## Compressing Files Before Uploading To HyperSend

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The screenshot shows the 'options' tab of the HyperSend account settings for 'mabston@covisint.com'. The page has a navigation bar with links: 'send', 'pick up', 'track', 'address book', 'options' (selected), and 'log out'. Below the navigation bar, the title is 'Account Settings for mabston@covisint.com'. There are four settings listed, each with a checked checkbox and a description:

- Send e-mail notification when new deliveries are available for pickup.**  
When selected, HyperSend will send an e-mail notification to you whenever new deliveries are sent to you and are ready for pickup.
- Send e-mail reminder for deliveries not picked up.**  
When selected, HyperSend will send an e-mail reminder to you when deliveries have not been picked up after several days.
- Compress files before upload.**  
When selected, files will be compressed on your computer before they are uploaded to HyperSend. This will take extra time before the delivery is sent, but it can shorten transfer time.
- Automatically download deliveries to your computer.**  
When selected, any deliveries you receive will download automatically to your Local Inbox. You will not need to go to the Pick Up page to manually pick up files.

At the bottom of the settings area, there are two buttons: 'Save' and 'Cancel'.

1. Navigate to the **options** tab.
2. Enable the checkbox next to **Compress files before upload**.
3. Click **Save**.

### RESULT:

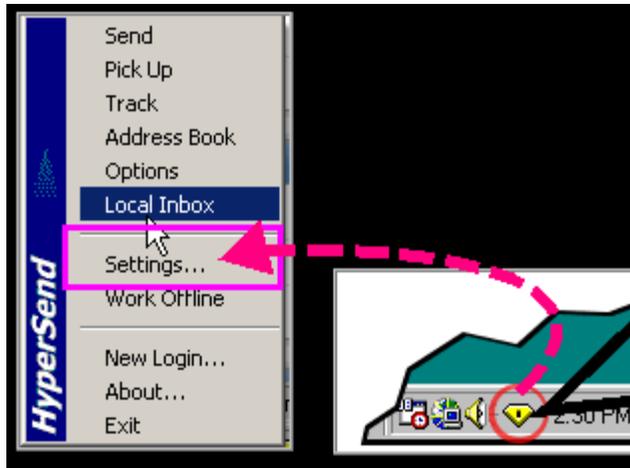
You have successfully configured file compression.

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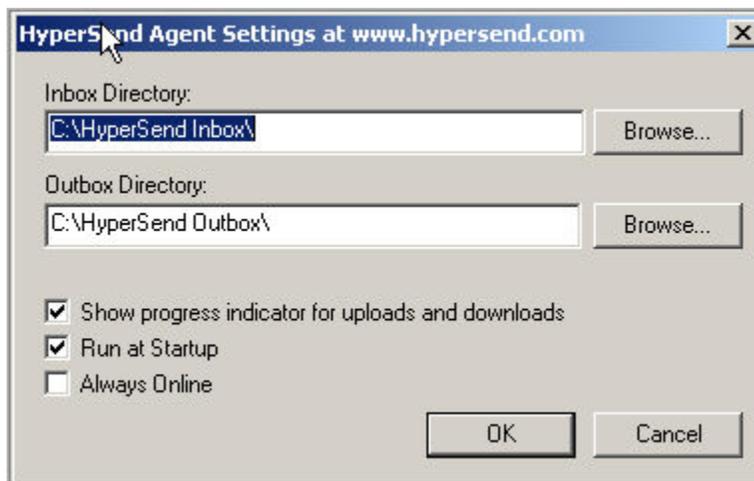
## Creating an Outbox

---

1. Navigate to the HyperSend menu by clicking the HyperSend icon



2. Click **Settings**. The Settings option screen is displayed.



3. In the *Outbox Directory* field, click **Browse...** and select the folder in your computer you wish to set as the Outbox.
4. Click **OK**.

### RESULT:

You have successfully created an Outbox.

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## Adding Files to the Outbox

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The HyperSend Outbox is created by default upon HyperSend installation at: **C:\HyperSend Outbox**. It is a sort of holding bin, and is used to collect files throughout the day and have them ready for uploading.

When sending deliveries, you are able to choose "Include files from my Outbox", and any file placed in this folder by you or an application will be delivered to the recipients in the 'To:' box. The delivery takes place when you hit the Send button, or at the time you have indicated under the Schedule delivery option. Once they have been uploaded to the HyperSend server, the files are deleted from the Outbox.

Copy and paste files into the HyperSend Outbox as necessary.

## SETTING UP NOTIFICATIONS

### Receive email Reminder When You Have Deliveries Awaiting Pick Up

Account Settings for mabston@covisint.com

**Send e-mail notification when new deliveries are available for pickup.**  
When selected, HyperSend will send an e-mail notification to you whenever new deliveries are sent to you and are ready for pickup.

**Send e-mail reminder for deliveries not picked up.**  
When selected, HyperSend will send an e-mail reminder to you when deliveries have not been picked up after several days.

**Compress files before upload.**  
When selected, files will be compressed on your computer before they are uploaded to HyperSend. This will take extra time before the delivery is sent, but it can shorten transfer time.

**Automatically download deliveries to your computer.**  
When selected, any deliveries you receive will download automatically to your Local Inbox. You will not need to go to the Pick Up page to manually pick up files.

Save Cancel

1. Navigate to the **options** tab.
2. Enable the checkbox next to **Send e-mail notification when new deliveries are available for pickup**.
3. Click **Save**.

#### RESULT:

You have successfully set up email reminders.

## Receive an email Reminder When Deliveries You Sent Are Not Picked Up

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The screenshot shows a web interface with a navigation bar at the top containing links: send, pick up, track, address book, options (selected), and log out. Below the navigation bar is the title "Account Settings for mabston@covisint.com". There are four settings listed, each with a checked checkbox and a descriptive paragraph:

- Send e-mail notification when new deliveries are available for pickup.**  
When selected, HyperSend will send an e-mail notification to you whenever new deliveries are sent to you and are ready for pickup.
- Send e-mail reminder for deliveries not picked up.**  
When selected, HyperSend will send an e-mail reminder to you when deliveries have not been picked up after several days.
- Compress files before upload.**  
When selected, files will be compressed on your computer before they are uploaded to HyperSend. This will take extra time before the delivery is sent, but it can shorten transfer time.
- Automatically download deliveries to your computer.**  
When selected, any deliveries you receive will download automatically to your Local Inbox. You will not need to go to the Pick Up page to manually pick up files.

At the bottom of the settings area are two buttons: "Save" and "Cancel".

1. Navigate to the **options** tab.
2. Enable the checkbox next to **Send e-mail reminder for deliveries not picked up.**
3. Click **Save**.

### RESULT:

You have successfully set up email reminders.

---

## Receive email Reminder When You Have Deliveries Awaiting Pick Up

---

Account Settings for mabston@covisint.com

**Send e-mail notification when new deliveries are available for pickup.**  
When selected, HyperSend will send an e-mail notification to you whenever new deliveries are sent to you and are ready for pickup.

**Send e-mail reminder for deliveries not picked up.**  
When selected, HyperSend will send an e-mail reminder to you when deliveries have not been picked up after several days.

**Compress files before upload.**  
When selected, files will be compressed on your computer before they are uploaded to HyperSend. This will take extra time before the delivery is sent, but it can shorten transfer time.

**Automatically download deliveries to your computer.**  
When selected, any deliveries you receive will download automatically to your Local Inbox. You will not need to go to the Pick Up page to manually pick up files.

Save Cancel

1. Navigate to the **options** tab.
2. Enable the checkbox next to **Send e-mail notification when new deliveries are available for pickup.**
3. Click **Save**.

### RESULT:

You have successfully set up email reminders.

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# ADDRESS BOOK

## Creating Address Book

The screenshot shows a web interface with a navigation bar at the top containing tabs for 'send', 'pick up', 'track', 'address book', 'options', and 'log out'. Below the navigation bar, there are two sections. The first section is titled 'Individual addresses for mabston@covisint.com' and contains the text 'Click New Address to create an entry in your address book.' followed by a 'Create New Address' button. The second section is titled 'Distribution Lists for mabston@covisint.com' and contains the text 'Click New List to create a distribution list.' followed by a 'New List' button.

1. Navigate to the **address book** tab.
2. Click **Create New Address**. The **Create Address** screen is displayed.

The screenshot shows a form titled 'HyperSend Address Book?'. It has a navigation bar with tabs for 'send', 'pick up', 'track', 'address book', 'options', and 'log out'. Below the navigation bar, the form is titled 'Personal Address Book: New Address'. It includes the instruction 'Fields in bold are required.' and several input fields: 'Email Address' (bolded), 'Friendly Name', 'First Name' (bolded), 'Last Name' (bolded), and 'Organization'. There are also red error messages: '< email addresses must not contain a < or spaces' and '< friendly names must be unique'. A 'Notes' field is a text area with a scroll bar. At the bottom, there is a checkbox labeled 'Permit this address to reverse the charges on deliveries' and four buttons: 'Save', 'Save & New', 'Reset', and 'Cancel'.

3. Key in all fields as required.
4. Enable the checkbox next to 'reverse charges' if you wish to allow this person to charge you for deliveries.
5. Click **Save & New**.
6. Repeat steps 3 - 5 for each additional entry.
7. Click **Save**.

### RESULT:

You have successfully created an address book.

## Deleting an Address in the Address Book

---

1. Navigate to the **address book** tab.
2. Enable the checkbox of each entry you wish to delete.
3. Click **Deleted Selected Entries**.

### **RESULT:**

You have successfully deleted entries in the address book.

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## Distribution Lists

---

### Creating a Distribution List

1. Navigate to the *address book* tab.
2. Click **New List**. The Create List screen is displayed.

send pick up track **address book** options log out

**Personal Address Book: New Distribution List**

List Name  < must be unique

List Description

**Addresses with a checkbox are part of this list.**

Friendly Name	Last Name	First Name	Email Address
<input type="checkbox"/> abstonm			abstonm@gmail.com
<input type="checkbox"/> asdf			asdf@sldf.com

check all

Save Save & New Reset Cancel

3. In the *List Name* field, key in the name of the list.
4. In the *List Description* field, key in a description of this list for your use.
5. Enable the checkbox in the left column of the *Friendly Name* list of each email address you wish to add to this list.
6. Click **Save**.

#### RESULTS:

You have successfully created a distribution list.

---

## Deleting a Distribution List

1. Navigate to the *address book* tab.

The screenshot shows a web interface with a navigation bar at the top containing 'send', 'pick up', 'track', 'address book' (highlighted), 'options', and 'log out'. Below the navigation bar, there are two sections:

**Individual addresses for mabston@covisint.com**

Showing 1 through 2 of 2 Records

Friendly Name ▲	Last Name	First Name	← PC	Email Address
<input type="checkbox"/> abstonm				abstonm@gmail.com
<input type="checkbox"/> asdf				asdf@sldf.com
<input type="checkbox"/> check all				

Buttons: Create New Address, Delete Selected Addresses

---

**Distribution Lists for mabston@covisint.com**

Showing 1 through 1 of 1 Records

List Name ▲	List Description	Member Count
<input type="checkbox"/> list 1		2
<input type="checkbox"/> check all		

Buttons: New List, Delete Lists

2. Scroll to the bottom of the screen to view the Distribution Lists.
3. Enable the checkbox of each list you wish to delete.
4. Click **Delete Lists**. The screen refreshes and the list is deleted from the address book.

### RESULT:

You have successfully deleted a distribution list.

## Editing a Distribution List

1. Navigate to the *address book* tab.

[send](#) [pick up](#) [track](#) [address book](#) [options](#) [log out](#)

**Individual addresses for mabston@covisint.com**

Showing 1 through 2 of 2 Records

<a href="#">Friendly Name ▲</a>	<a href="#">Last Name</a>	<a href="#">First Name</a>	<a href="#">Email Address</a>
<input type="checkbox"/> <a href="#">abstonm</a>			abstonm@gmail.com
<input type="checkbox"/> <a href="#">asdf</a>			asdf@sldf.com
<input type="checkbox"/> check all			

Create New Address
Delete Selected Addresses

**Distribution Lists for mabston@covisint.com**

Showing 1 through 1 of 1 Records

<a href="#">List Name ▲</a>	<a href="#">List Description</a>	<a href="#">Member Count</a>
<input type="checkbox"/> <a href="#">list 1</a>		2
<input type="checkbox"/> check all		

New List
Delete Lists

2. Edit the list name as desired.
3. Edit the list description as desired.
4. Click **Save**.

### RESULT:

You have successfully edited a distribution list.

## MANAGING YOUR ACCOUNT

### Changing Your Account Password

1. Navigate to the **options** tab.
2. Click **Account Security**. The Account Security page is displayed.

<a href="#">send</a>	<a href="#">pick up</a>	<a href="#">track</a>	<a href="#">address book</a>	<b>options</b>	<a href="#">log out</a>
<b>Request a new Password</b>					
Current Password	<input type="text"/>	< You must supply your current password in order to change your password or secret question.			
New password	<input type="text"/>	< Passwords are case sensitive and must be 5 to 150 characters.			
Confirm password	<input type="text"/>	< Write your password down and store it in a safe place.			
<input type="button" value="Change My Password"/>					
<b>Change your Secret Question and Answer</b>					
Secret question	<input type="text" value="Dog's name?"/>	< Define a question that only you can answer.			
Secret answer	<input type="text"/>	< Enter the answer to the question. If you forget your password, you will be asked the question above. Answers must be 5 to 150 characters.			
<input type="button" value="Change My Secret question"/>					
<b>Disable My Account</b>					
To permanently disable your account and receive no further email from HyperSend.					
<input type="button" value="Disable Account"/>					

3. In the *Current Password* field, key in your existing password.
4. In the *New Password* field, create a new password, ensuring that it conforms to the password rules.
5. In the *Confirm Password* field, key in the new password you just created in the field above.
6. Click **Change My Password**. The screen refreshes and your password is updated.

#### RESULTS:

You have successfully changed your password.

## Changing Your Secret Question and Answer

1. Navigate to the **options** tab.
2. Click **Account Security**. The Account Security page is displayed.

<b>send</b>	<b>pick up</b>	<b>track</b>	<b>address book</b>	<b>options</b>	<b>log out</b>
-------------	----------------	--------------	---------------------	----------------	----------------

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**Request a new Password**

Current Password  < You must supply your current password in order to change your password or secret question.

New password  < Passwords are case sensitive and must be 5 to 150 characters.

Confirm password  < Write your password down and store it in a safe place.

---

**Change your Secret Question and Answer**

Secret question  < Define a question that only you can answer.

Secret answer  < Enter the answer to the question. If you forget your password, you will be asked the question above. Answers must be 5 to 150 characters.

---

**Disable My Account**

To permanently disable your account and receive no further email from HyperSend.

3. In the *Secret question* field, create and key in a new security question.
4. In the *Secret answer* field, key in the answer to the secret question. Remember that you will be required to use this answer if you forget your password or call the help desk.
5. Click **Change My Secret question**. The screen refreshes and your secret question / answer is updated.

**RESULTS:**  
 You have successfully changed your secret question / answer.

## Disabling Your Account

---

1. Navigate to the **options** tab.
2. Click **Account Security**. The Account Security page is displayed.

<b>send</b>	<b>pick up</b>	<b>track</b>	<b>address book</b>	<b>options</b>	<b>log out</b>
-------------	----------------	--------------	---------------------	----------------	----------------

---

**Request a new Password**

Current Password  < You must supply your current password in order to change your password or secret question.

New password  < Passwords are case sensitive and must be 5 to 150 characters.

Confirm password  < Write your password down and store it in a safe place.

---

**Change your Secret Question and Answer**

Secret question  < Define a question that only you can answer.

Secret answer  < Enter the answer to the question. If you forget your password, you will be asked the question above. Answers must be 5 to 150 characters.

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**Disable My Account**

To permanently disable your account and receive no further email from HyperSend.

3. Scroll to the bottom of the page and click **Disable Account**.
4. Click **Change My Secret question**. The screen refreshes and your secret question / answer is updated.

### RESULT:

You have successfully disabled your account.

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