




File Delivery Service

Frequently Asked Questions

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 =Shortcut  =Advice  =Caution

Frequently Asked Questions

1. Why should I use the File Delivery Service?

- Security - user authentication required
- Deliver many types of files
- Control over who can access and privileges to the files
- Track files
- Set delivery parameters (date and time)
- Individual deliveries may be password protected
- Ability to send large files to faculty/staff/students as well as outside recipients

4. Why does the FDS website take long to start up?

FDS On Campus computers have already been configured to allow the FDS to start immediately. Other computers will take longer the first time the site is accessed. Please allow a few moments for the online application and virus scanners to launch.

5. Can I send files larger than the ten gigabyte quota?

If you need to send files larger than your quota. Contact OTS Help Center to request a space increase.

6. Why can I no longer view my deliveries?

Deliveries are not permanent—the Sender may have deleted the delivery, removed you as a recipient, or the delivery may have expired. Deliveries have a default deletion date after seven days.

7. What do I do if I forget my password?

You can reset your own password if you have a password reset question that you've answered. If you supply the correct answer (it is case sensitive), you can reset your password. If you haven't set up a password reset question and answer, or you forgot your password reset answer, then only an Administrator can reset your password.

8. What do I do if my account is locked?

If you've tried to sign in unsuccessfully too many times (the number of times may vary depending on the system), your account will be locked. Only a system administrator can unlock your account.

9. I know I received a delivery but now I can't find it.

Deliveries are not permanent -- the Sender may have deleted the delivery, removed you as a recipient, or the delivery may have expired.

10. What's the difference between an Express Delivery and a normal delivery?

Express Deliveries are useful when a sender wants to send a package to recipients one time and does not foresee sending those files to more recipients at a later time. In this case, the package meta-information is set to default values. If a sender has a package that he wants to send out repeatedly, or create multiple deliveries with different recipients lists or delivery parameters, a standard delivery would be a better method. In this case, the package is a standalone entity which is independent of the deliveries, and most likely will not have any recipient-specific information.

11. I was in the middle of creating a delivery and stepped away from my computer. When I got back and tried to finish my delivery, I was signed out. What happened?

When you sign in to File Delivery Service, the application will time out in approximately 10-15 minutes if you have not been actively using it. The default session timeout can be changed by your system administrator.

12. What is the difference between the Notification Message and Secure Message when I create deliveries?

Any text that is entered into the Notification Message text box will be included in the notification email that is delivered to the recipients. Text entered into the Secure Message text box will only be viewable after the recipient signs in and opens the delivery.

13. How does someone outside the Towson network create a package?

Towson Faculty/Staff may send a **blank** package to a user outside the Towson network. Recipient non-senders will then have the ability to upload a document, modify and respond to the package after creating an account.