

# Score FileDrop – User Guide

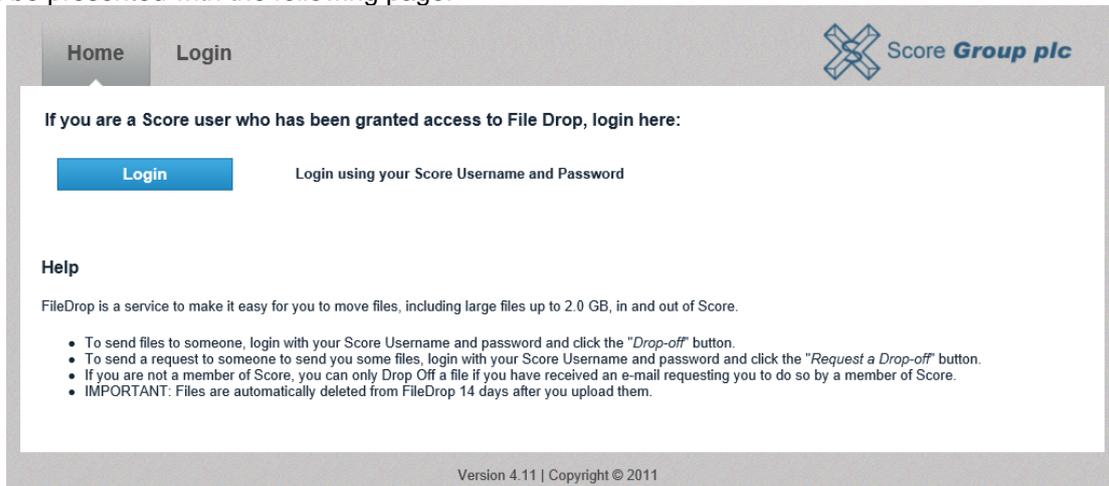
FileDrop is a service that has been introduced to allow the easy transfer of large files out and into the company. The main reason for using this service would be to prevent large attachments in e-mails. This is especially useful if the 3<sup>rd</sup> party you want to send or receive files from have small limits on sending/receiving e-mail.

To gain access to this service, IT must first have granted you permission.

Once permission has been granted, open Internet Explorer and go to the following address:

[filedrop.score-group.com](http://filedrop.score-group.com)

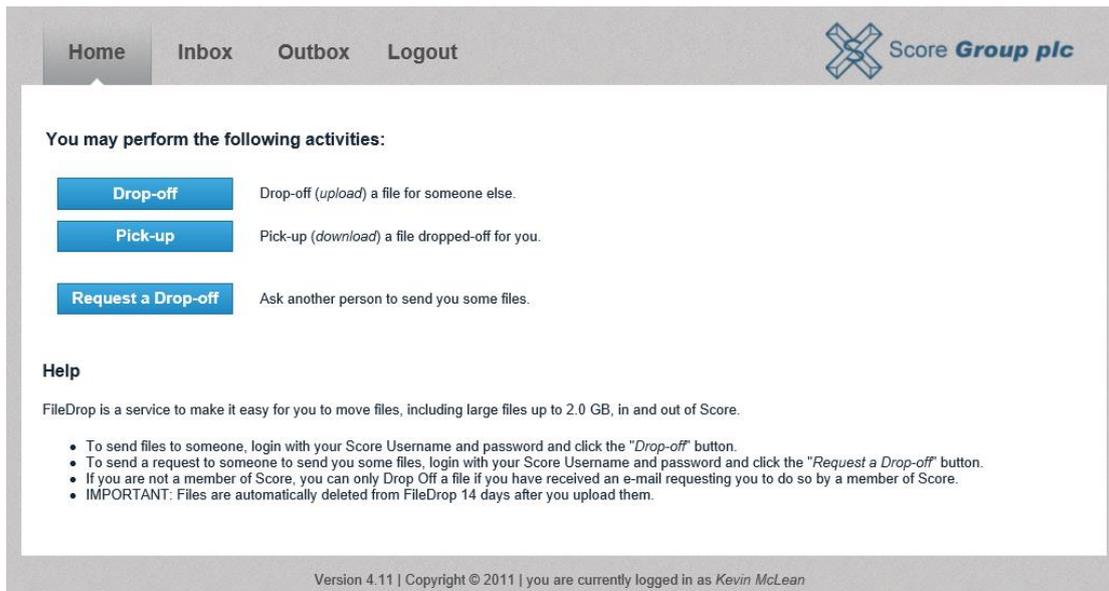
You will be presented with the following page:



The screenshot shows the FileDrop login page. At the top, there are navigation tabs for 'Home' and 'Login', and the 'Score Group plc' logo. The main content area is titled 'If you are a Score user who has been granted access to File Drop, login here:'. Below this, there is a blue 'Login' button and the text 'Login using your Score Username and Password'. A 'Help' section follows, explaining that FileDrop is a service for moving files up to 2.0 GB. It includes a list of instructions: to send files, to request files, and a note that files are deleted after 14 days. The footer indicates 'Version 4.11 | Copyright © 2011'.

If you have been granted access to the FileDrop service, you can log in with your Score username and password.

You will now be presented with 3 options, each of which will be explained in more detail on the following pages:



The screenshot shows the FileDrop main activity page. At the top, there are navigation tabs for 'Home', 'Inbox', 'Outbox', and 'Logout', and the 'Score Group plc' logo. The main content area is titled 'You may perform the following activities:'. Below this, there are three blue buttons: 'Drop-off' (Drop-off (upload) a file for someone else.), 'Pick-up' (Pick-up (download) a file dropped-off for you.), and 'Request a Drop-off' (Ask another person to send you some files.). A 'Help' section follows, explaining that FileDrop is a service for moving files up to 2.0 GB. It includes a list of instructions: to send files, to request files, and a note that files are deleted after 14 days. The footer indicates 'Version 4.11 | Copyright © 2011 | you are currently logged in as Kevin McLean'.

## Drop Off

To send a large file or files to someone, click on “Drop-off”. The Sender Details should already be pre-populated as per the example below. Click “Next”:

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**Information about the Sender**

If you have been given a “Request Code” then just enter it here and click the button at the bottom of this form.

Request Code:

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If you do not have a “Request Code” then please complete the rest of this form:

Your name: Kevin McLean

Your organisation:  (required)

Your email address: kevin.mclean@score-group.com

**Next**

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You should now fill in the following information:

1. Click the Green “+” to add anyone you wish to send files to
2. A note to the recipients (if required)
3. Browse to the file/files you want to send (you can also put a short description of the file)
4. Click “Drop off Files”

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**PLEASE NOTE**

Files uploaded to FileDrop are scanned for viruses. But still exercise the same degree of caution as you would with any other file you download. Users are also **strongly encouraged** to encrypt any files containing sensitive information (e.g. personal private information) using a tool such as “Winzip” or “Encrypt Files”, before sending them via FileDrop!

This web page will allow you to drop-off (upload) one or more files for anyone (either a Score user or others). The recipient will receive an automated email containing the information you enter below and instructions for downloading the file. Your IP address will also be logged and sent to the recipient for identity confirmation purposes.

From:

Send e-mail message to recipients  
 Send an email to me when the recipient picks up the file(s).

To:

Short note to the Recipients

Choose the File(s) you would like to upload

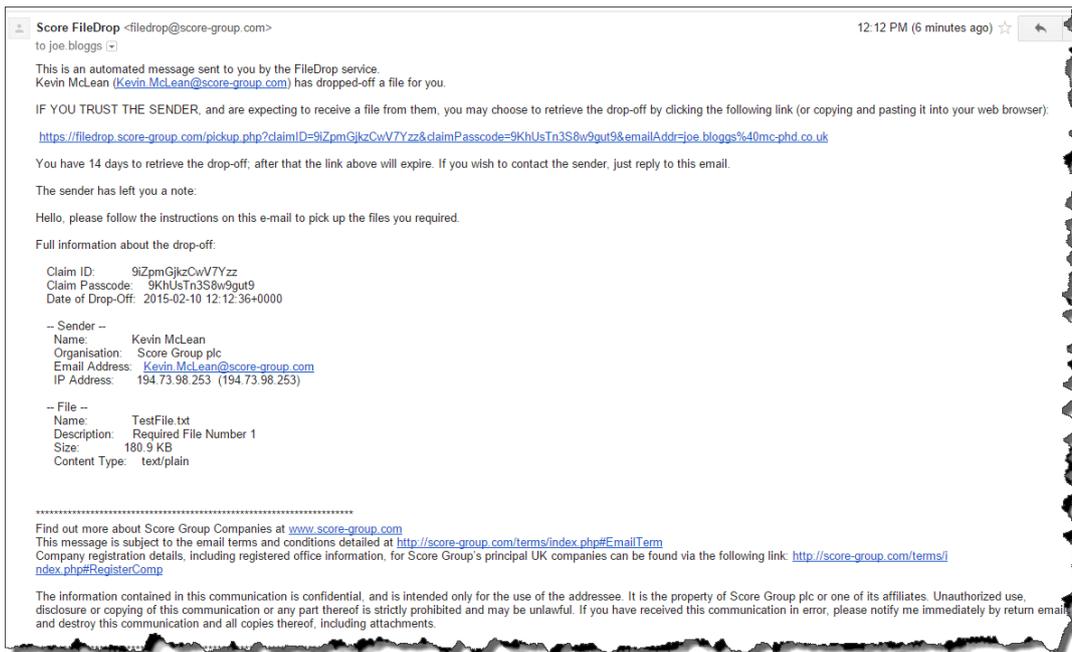
File 1:  Browse... Description:

File 2:  Browse... Description:

**Drop off Files**

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Once you Drop off the files, you will be provided with a “Drop-Off Summary” and an e-mail will be sent to your recipient(s). An example of this e-mail can be seen below:



The recipient should just need to click on the link in the e-mail and follow instructions to retrieve the file you have sent.

*Note: You can Delete a Dropoff by going to “Outbox” and clicking on the appropriate dropoff – this would prevent the recipient from picking up the file (for example if you have send the wrong file). The Outbox will also let you Resend the Drop-Off E-mail to your recipients.*

**IMPORTANT: The recipient must pick up all Dropped off Files within 14 Days. At this time they will be automatically removed and there will be no way to retrieve them.**

## **Request a Drop-off**

If you need to get sent a file by another person that is not on the Score network, then you can click on “Request a Drop-off”. This will allow a third party to send in a file without having access to the Score network.

Once you have clicked on “Request a Drop-off”, you should fill in the details as per below:

1. The Name of the person you want to send you files
2. Their e-mail address
3. The subject of the e-mail that FileDrop sends to the recipient
4. Any note you want to communicate to the recipient
5. Click “Send the Request”

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### Request a Drop-off

This web page will allow you to send a request to one of more other people requesting that they send (upload) one or more files for you. The recipient will receive an automated email containing the information you enter below and instructions for uploading the file(s).

From:

Kevin McLean (Kevin.McLean@score-group.com)    Organisation: Score Group plc

To:

Name:     Email(s):

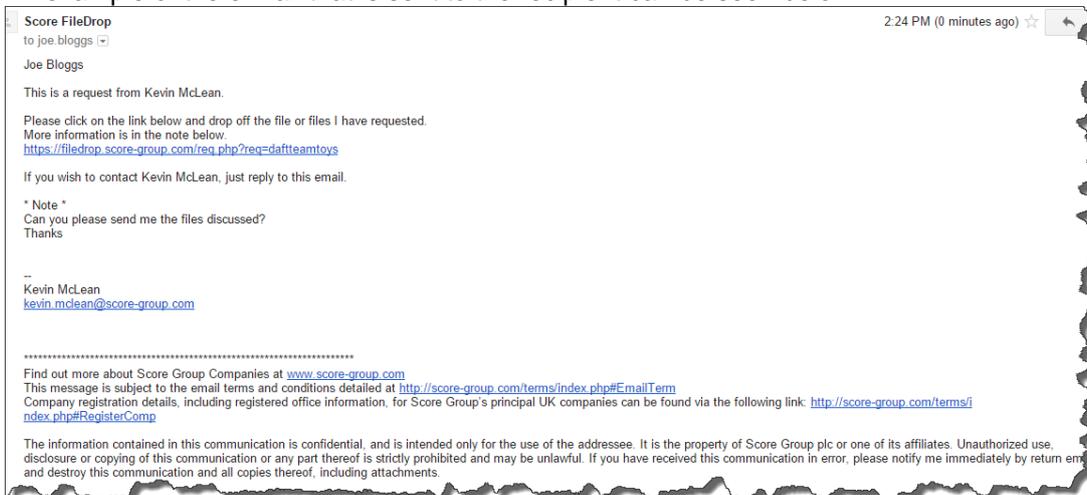
Subject:

Note: This will be sent to the recipient. It will also be included in the resulting drop-off sent to you.

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When you click on “Send the Request” an e-mail will be sent to your recipient with instructions on how to send you the file. You will also be given instructions so that you can direct the recipient to send the files to you before they receive the e-mail.

An example of the e-mail that is sent to the recipient can be seen below:



## **Pick-up**

*Note: An e-mail will be sent to you when someone has dropped off a file to you. If you click on the link in this e-mail and follow the instructions, you will not need to follow the instructions below.*

When logged into Filedrop, click on “Pick-up”. Enter the claim id (1) and claim passcode (2) which you should have received from the sender (usually in an automated e-mail when they drop it off for you), then click on “Pick-up the File(s)” (3) to collect the files.

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Please enter the claim id and claim passcode. If the sender gave you a passcode for the claim, please enter it.

Claim ID:

Claim Passcode:

[Pick-up the File\(s\)](#)

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*Note: You can also go to the “Inbox” and this will give you a list of all available files that have been dropped off for you.*

**IMPORTANT: All Dropped off Files will be automatically removed after 14 Days. There will be no way to retrieve these after this time.**