



## What it is and How to Access

LiquidFiles is a secure file transfer system for person-to-person email communication. Use LiquidFiles for emails containing sensitive information or for files that exceed Outlook's file size limitation (10 MB). LiquidFiles can be accessed in two ways: **online** or through an installed **Outlook plugin**.

### Accessing LiquidFiles Online

1. Navigate to this URL: <https://sendfiles.ndus.edu>
2. Use your IdM (PeopleSoft) credentials to log in.

The screenshot shows the LiquidFiles web interface for composing a message. The interface includes a 'To' field with the placeholder 'user@example.com', a 'Subject' field, and a rich text editor. A 'Drop Files Here' area is located below the text editor. A 'Send' button is at the bottom left. A 'BEST PRACTICE' callout box on the right contains the following text:

**BEST PRACTICE**  
Let external recipients know their user ID is their email address, and that a validation code will be sent via email.

### How Recipients Retrieve Files

#### NDUS Recipients

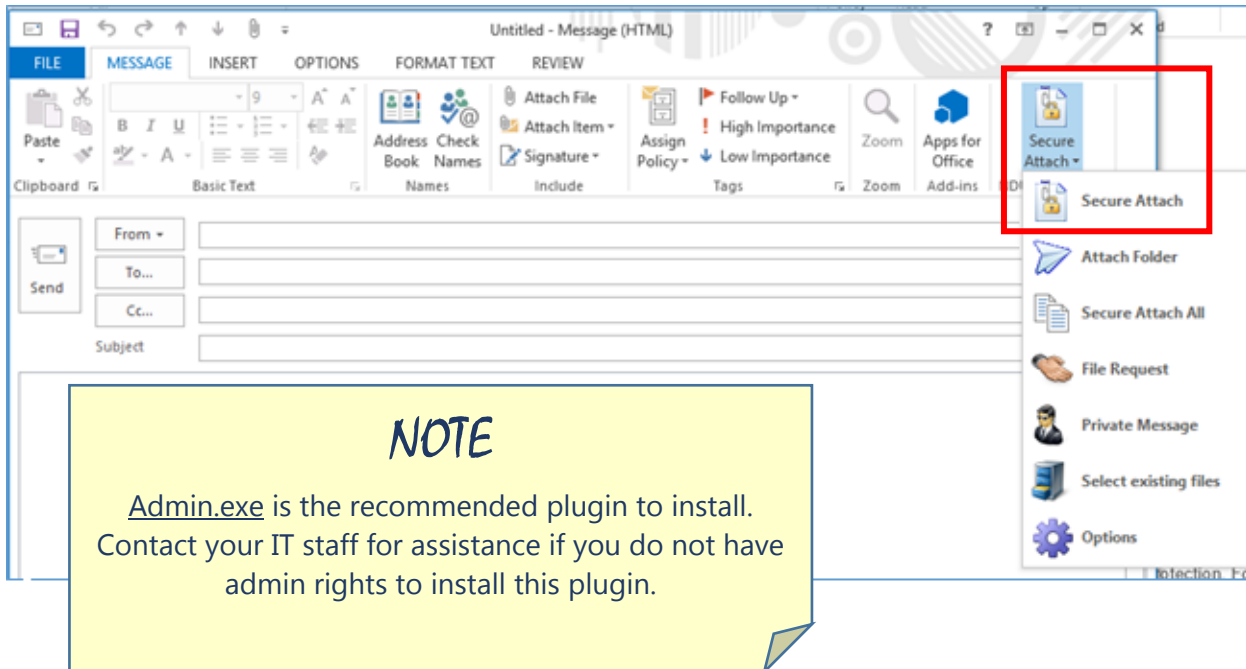
Will log in using their IdM credentials to access the link.

#### External Recipients

Since external users do not have IdM credentials, they log in with their email address as their ID. This initiates a validation code which is sent to their email account and makes the link accessible. As a best practice, make sure to reference these steps for external users in the body of your email message.

## Accessing LiquidFiles Using Outlook Plug In

1. Download the LiquidFiles Outlook plugin here: <https://man.liquidfiles.com/clients/>. Admin.exe is the recommended plugin to download.
2. Once the plugin is installed and enabled in Outlook, an additional **Secure Attach** tool appears at the end of Outlook's ribbon when creating a new message or replying.
3. Click the **Secure Attach** tool, then select **Secure Attach** from the drop down message. Compose your message as previously instructed.



## Requesting Files Using LiquidFiles Online

LiquidFiles' **Request File** option provides an easy way for you to request files from someone. To send a file request, make sure you have navigated to LiquidFiles online at: <https://sendfiles.ndus.edu>

1. Click the **gear icon** located in the upper right corner of the page. (See previous image.)
2. Choose **Request File**.
3. Compose your message then click **Request File**.

## Who to Contact for Support

Contact the NDUS Help Desk using any of these methods:

- Navigate your browser to: <https://helpdesk.ndus.edu>
- Call: 1-866-457-6387
- Email: [ndus.helpdesk@ndus.edu](mailto:ndus.helpdesk@ndus.edu)