

Downloading

SUMMARY

When you want to retrieve files from the system, use the Download option, either by right-clicking on the required file or folder and clicking Download, or selecting the folder or file and clicking the download button on the toolbar.

In order to maintain the highest levels of security, you can not directly download files or folders. Instead, when you request a file or folder, the system packages your request into a zipped (compressed) file. You are then given a download code, which you need to take a note of. You will receive an email to your registered email address containing a download link. When you click on the link, you are asked to enter your login details again, and then enter the previously supplied download code. You can then download the requested files over a secure encrypted connection, making it the safest way to transfer files down from the system.

MORE INFORMATION

The file received is a zip file which contains the requested files in the same folder structure that they were organised in online. In newer versions of Windows, you can just open this file and view the folders within it. Older versions of Windows will require the file to be uncompressed before its contents can be viewed.

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<http://www.instantintelligence.com/knowledgebase/KnowledgebaseArticle50019.aspx>

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