

CoolCare WeTransfer Guide

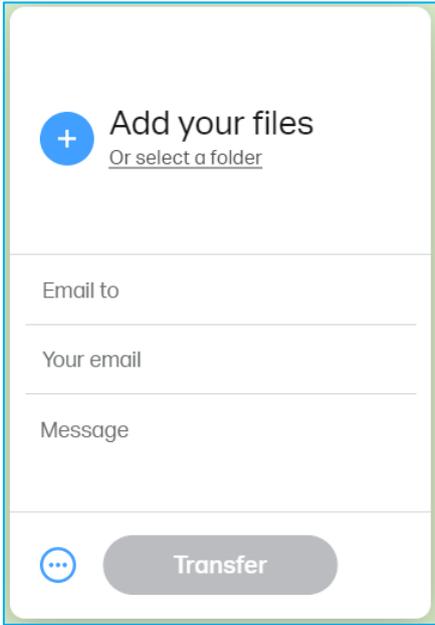
Date	Version	Reviewed By	Comments
02/12/2020	V1.01	Sam Reynolds	

Introduction

The purpose of this document is to provide guidance on WeTransfer, the method used by CoolCare to securely send and receive customer documentation. This includes CSVs to upload to CoolCare, or customer data exports.

Sending files using WeTransfer

If a file needs sending to CoolCare, it needs to be sent securely through WeTransfer. Navigate to <https://wetransfer.com/> where the following can be found:

A screenshot of the WeTransfer web interface. At the top, there is a blue circle with a white plus sign, followed by the text 'Add your files' and a smaller link 'Or select a folder'. Below this are three input fields: 'Email to', 'Your email', and 'Message'. At the bottom left is a blue circle with three white dots, and at the bottom right is a grey button with the word 'Transfer' in white text.

Here you can:

- Click the + sign to add the file you are wanting to send, or you can use the *select a folder* option to upload a folder with multiple files inside.
- Add in the email address you wish to send the files to – in our case it would usually be support@coolcare4.co.uk unless otherwise specified by our team.
- Add in your own email address, this is used for verification purposes as well as notifying you when the file has been downloaded by the recipient.
- Include a message to the recipient, a good way to specify what files are being sent and where they are coming from.

After completing these sections, clicking the *Transfer* button will begin sending the files.

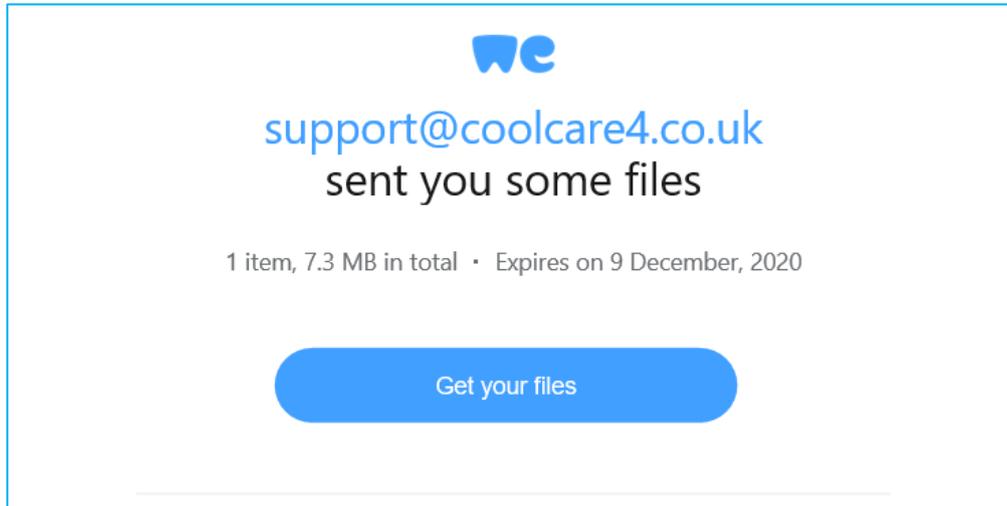
Verifying the Transfer

Once you've started the transfer, you will receive an email from WeTransfer asking to verify your email address. Follow the instructions within the email, which will then allow the file to be sent to the recipient. This email will only be valid for 1 hour before it expires, so ensure you verify the transfer as soon as you send it in order for it to be received by our team.

Downloading a file received from WeTransfer

If our team sends you a file, it will also be done via WeTransfer. You will receive an email from WeTransfer that says we have sent it from support@coolcare4.co.uk, unless otherwise specified.

It will look like this:



The link to download the files lasts for 7 days before it expires, so make sure to download them as soon as the email is received to avoid losing them. Our team gets notified when the files are downloaded as well as if the link is going to expire without the files being downloaded, so we will remind you to download them before the expiry date.