

## FileSender Frequently Asked Questions

This includes common questions grouped under the following categories:

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- [How to use FileSender](#)
- [Security and data management](#)
- [Troubleshooting, performance and support](#)

### Overview of FileSender

#### 1) What is FileSender?

FileSender is an open-source web application that allows you to bypass email limitations when sharing large files with anyone, simply and securely. It is a popular choice within the science, research, and education communities worldwide.

#### 2) Do I need to install an app to use FileSender?

No. FileSender is browser-based, so all you need is your web browser.

#### 3) Who can access FileSender?

FileSender is accessible to all REANNZ members using [Tuakiri](#) federated identity management service. Users can use their institution login details to access and use FileSender.

If you're working on a collaborative project and do not have access to FileSender, a FileSender user can provide you with a FileSender Guest Voucher to exchange files.

#### 4) Is there a cost to using FileSender?

No. FileSender is a free service available to all REANNZ members that use [Tuakiri](#) at no additional cost.

#### 5) Are there specific terms and conditions governing the use of FileSender? Yes.

FileSender's terms and conditions are available [here](#).

### How to use FileSender

#### 6) How do I use FileSender?

Simply log in to FileSender at <https://filesender.reannz.co.nz>, upload the files, add the email address of the recipient(s). Under the "Choose how you want to transfer your files" select "An email: We send the transfer directly to your recipients" and the recipient(s) will receive a link to download the file(s).

#### 7) Is there any restriction on the FileSender file types I can send?

Yes. Both .bat and .exe files are blocked by default for security reasons.

**8) Are there any restrictions on the number or size of files I can send?** You can upload up to 1,000 files at a time, with a combined maximum size of 5TB per upload. There is no limit on the number of uploads per day.

## Security and data management

### 9) Can I encrypt my file transfer?

Yes. FileSender supports end-to-end encryption. To use this, you will need to set an encryption password and securely share it with the recipient.

### 10) Where is my data stored?

Your data is stored in New Zealand. REANNZ has partnered with Catalyst Cloud to ensure data is hosted in New Zealand by a New Zealand-owned and operated organisation.

### 11) How long are the files available to recipients?

Files sent with FileSender are available for up to 15 days (the default and maximum time) and then FileSender automatically marks the files for removal and schedules secure deletion. You can set a shorter expiry date if the file needs to be accessed for a limited time.

## Troubleshooting, performance and support

### 12) Who should I contact if I have a problem with FileSender?<sup>[SEP]</sup>

If you encounter any issues, contact your local IT support team first. If the issue isn't resolved, your IT team can reach out to REANNZ directly at 0508 466 466 or [help@reannz.co.nz](mailto:help@reannz.co.nz).

### 13) What upload speed can I expect from FileSender?

Up to 20 megabytes (160 megabits) per second.

### 14) What should I do for the best speed and performance?

For the best speed, use a wired connection instead of wireless, and save files directly to your device (not on a cloud service like OneDrive or SharePoint). Key points to keep in mind when uploading multiple files:

- uploading multiple files under 80MB individually will cause delays and slow down the transfer – this is because of how FileSender is configured
- to avoid this, compress files under 80MB into a zip archive before uploading. This ensures a faster and more stable transfer.

### 15) What to do if I do not receive a FileSender email, or it gets caught in Spam or Junk?

- Check your Junk or Spam folder and mark it as "Not Junk."
- If it is in the "Other" tab (e.g. in Outlook or Gmail), move it to your main inbox and mark it as trusted.
- We recommend all users of our FileSender service (both senders and receivers of files) contact their IT Support to whitelist emails from no-reply@reannz.co.nz, or more broadly emails from @reannz.co.nz if they communicate with REANNZ regularly. If this is not done FileSender emails could end up in SPAM or not arrive.