

FileSender FAQs

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.

Do I need to install an app to use FileSender?

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

Who can access FileSender?

FileSender is a federated service which means to use it, your institution must use Tuakiri our federated identity management service.

Can I share files with colleagues who don't have access to FileSender?

FileSender offers a one-off voucher system which allows users to nominate non-Tuakiri members to send files. This ensures a user can both send and receive files through FileSender, even if dealing with an external non-federated partner.

How do I use it?

Simply log in to FileSender <https://filesender.reannz.co.nz> and add the email address (es) of those you want to share large files with, then attach the files – the recipient(s) will receive a link to download the file(s).

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

Yes. .bat and .exe files are blocked by default

Are there any restrictions on the number or size of files I can send?

You can send up to 1,000 files at a time, with a combined maximum size of 5TB per upload.

Is my FileSender data secure?

FileSender supports end-to-end encryption. To use this, you'll need to set an encryption password and securely share it with the recipient. This allows users to send sensitive data – secure in the knowledge that no one, including REANNZ, can access the content without the password set by you.

Where is my data stored?

In New Zealand. REANNZ has partnered with Catalyst Cloud to ensure that data is hosted in NZ by a NZ owned and operated organisation.

How long are the files available to recipients?

Files sent with FileSender are available for up to 15 days. For short-term or time-sensitive material, you can set a shorter expiry date so that a file can only be accessed for a limited time.

What happens to my files after 15 days?

FileSender marks it for removal and automatically schedules a secure deletion after 15 days.

Are there specific terms and conditions governing the use of FileSender?

Yes! FileSender terms and conditions are available at <https://filesender.reannz.co.nz/?s=terms>

Who should I contact if I have a problem with FileSender?

If you do encounter any issues with FileSender, in the first instance contact your local IT support team. If your enquiry cannot be resolved, your IT team can contact REANNZ direct on 0508 466 466 or help@reannz.co.nz

Is there a cost to using FileSender?

No! FileSender is a value-add service that is available to all REANNZ members at no additional cost.