Thru.

User Guide

Open — Last update: 2020/01/06

Platform

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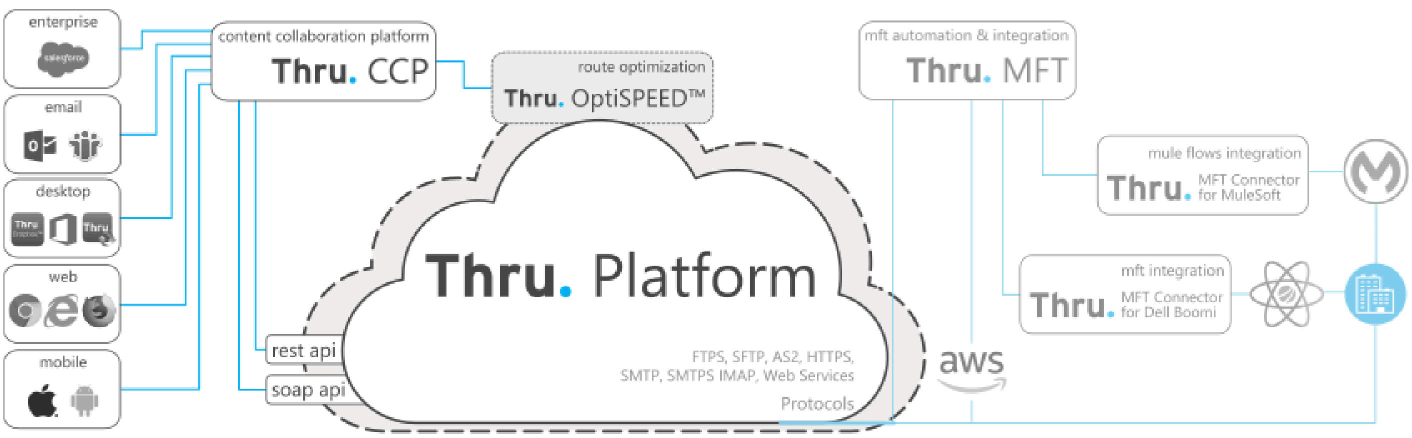
Introduction

Thru is a secure file sharing and collaboration platform designed specifically for businesses.

It allows business users to easily share large files and collaborate securely with internal employees as well as your customers and partners.

With Thru, you can access, manage, and send files or folders from a variety of applications (like Office 365, Outlook, Salesforce etc.) anywhere, anytime and from any device.

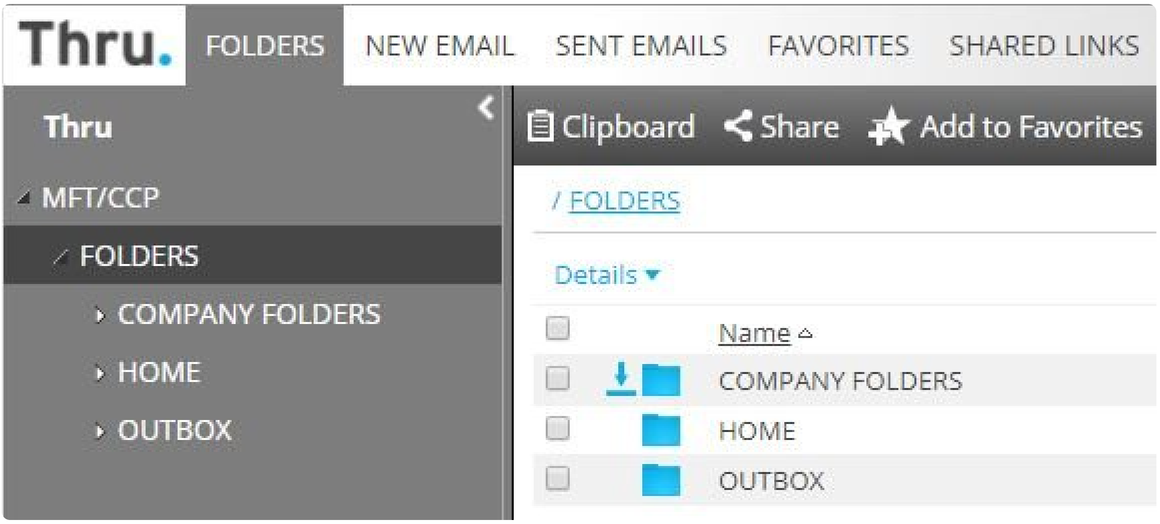


Access and manage files with control

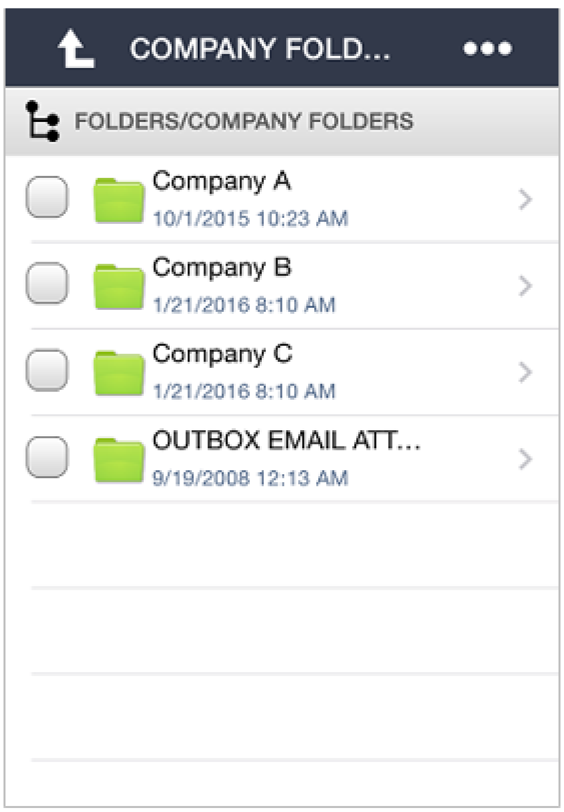
With Thru, you can easily access and manage your online content from any device.

You can choose to share content with any member of your Thru site by modifying access settings for each of your folders.

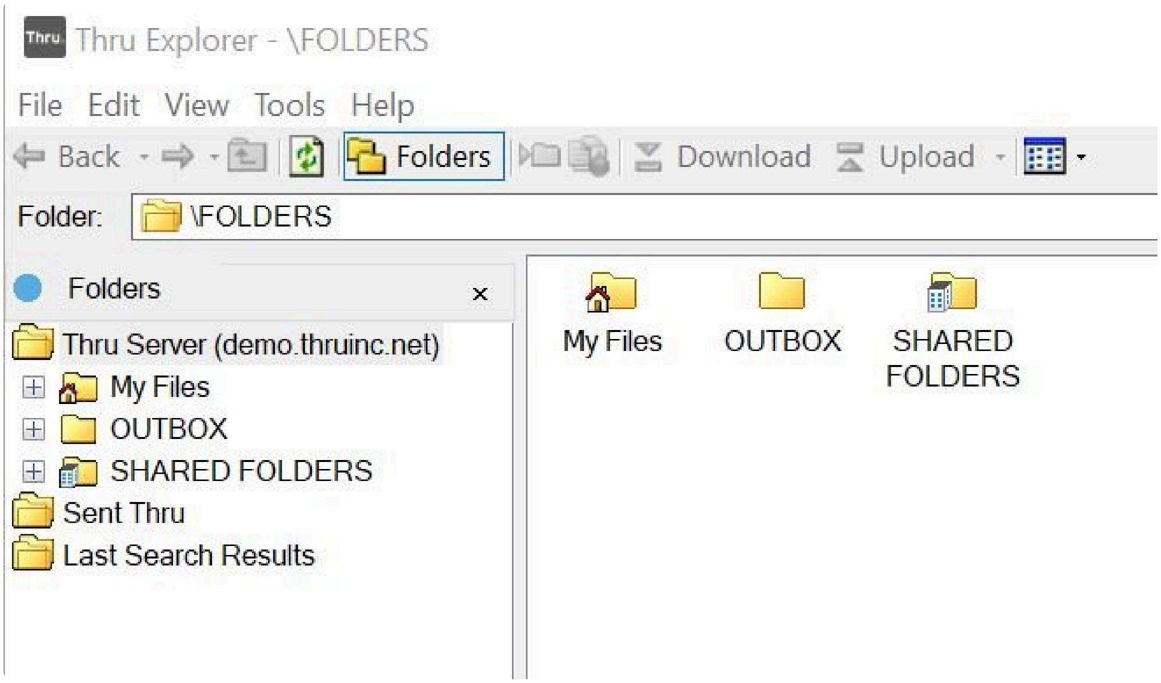
Example 1: Access via your browser on the Web



Example 2: Use Thru Mobile Apps to open and edit files from your iOS and Android devices.



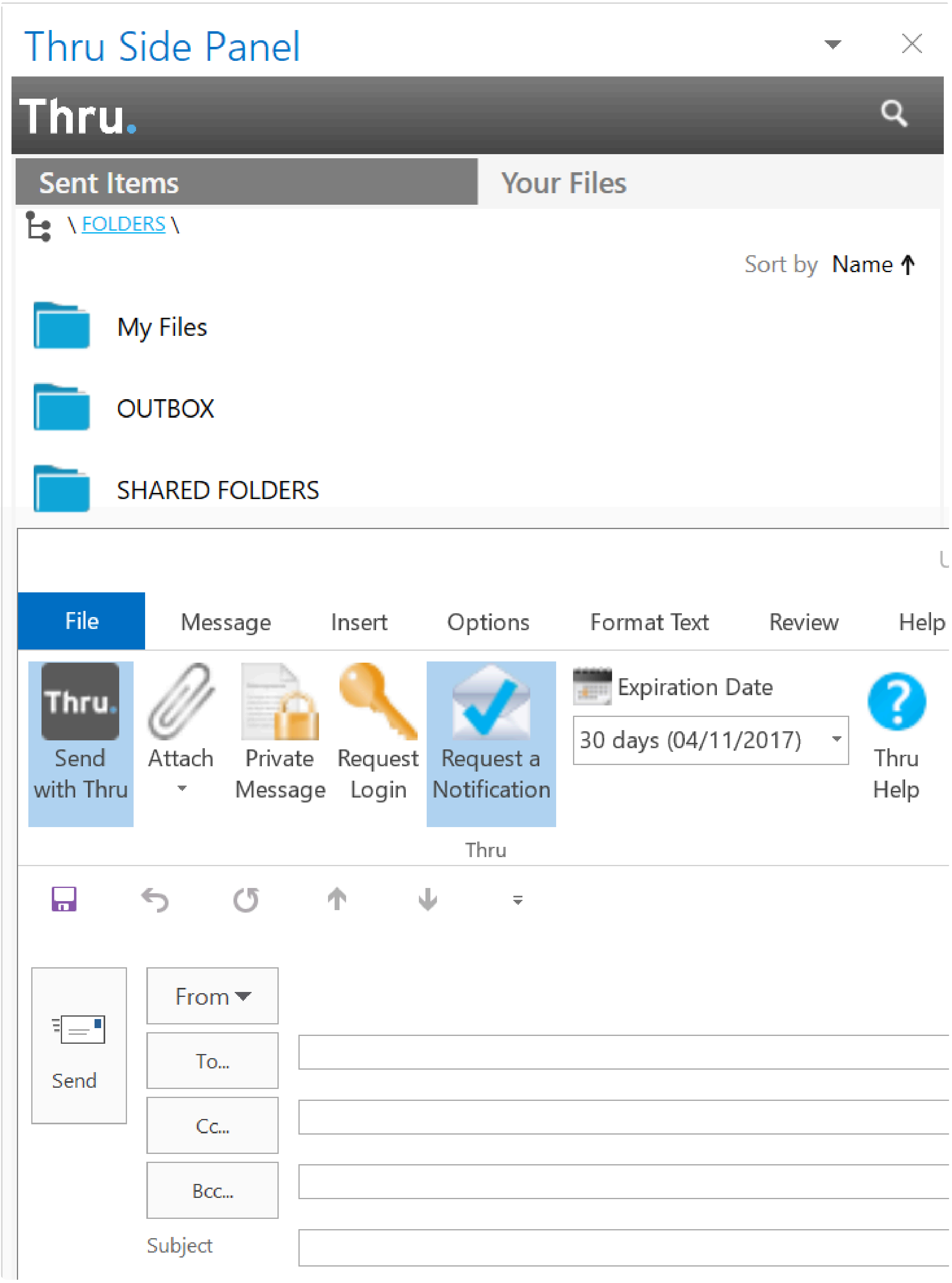
Example 3: With the Thru Explorer desktop app, you can access your Thru files and folders directly from your desktop without signing into your browser.



You can get Thru Explorer when you download either of Thru's email add-ins: Add-In for Outlook or the Add-In for IBM Notes.

To download Thru Add-Ins, go here.

Example 4: Work within your mailbox with the Side Panel feature of Thru's Add-In for Outlook.



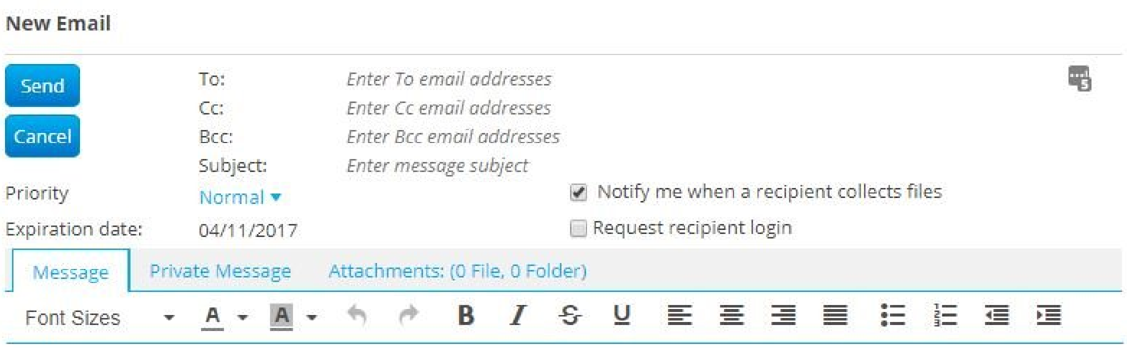
With the Side Panel, you can upload and download files to and from your Thru file system, send files to team members, drag and drop Outlook emails, and more.

Send large files securely to anyone

With Thru, you can send large files and folders securely from your desktop, web browsers, business applications and email clients.
You also have the option to request recipients to login to download files, set an expiration date, and more to increase security and policy-driven access.

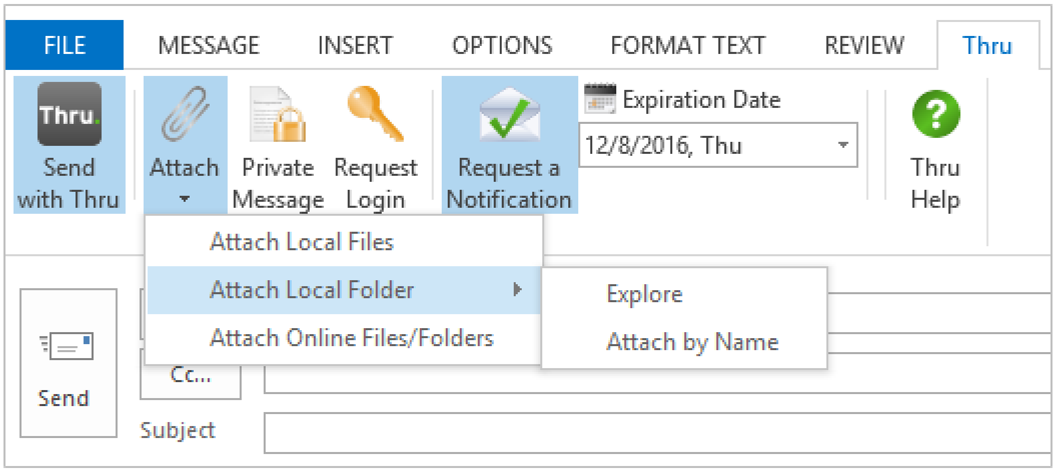
To download Thru desktop apps and Add-Ins, go here.

Example 1: Send files from any web browser with the Thru Web app.

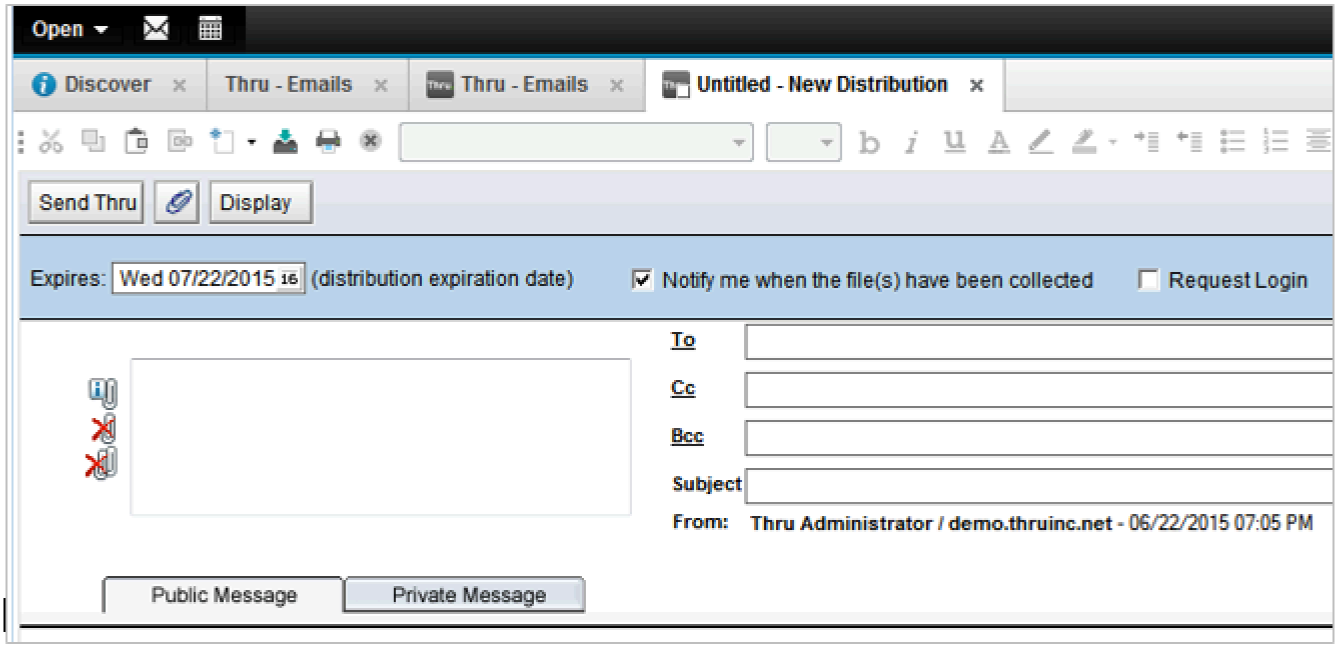


Example 2: Send email attachments of any size using Thru's email client add-ins.

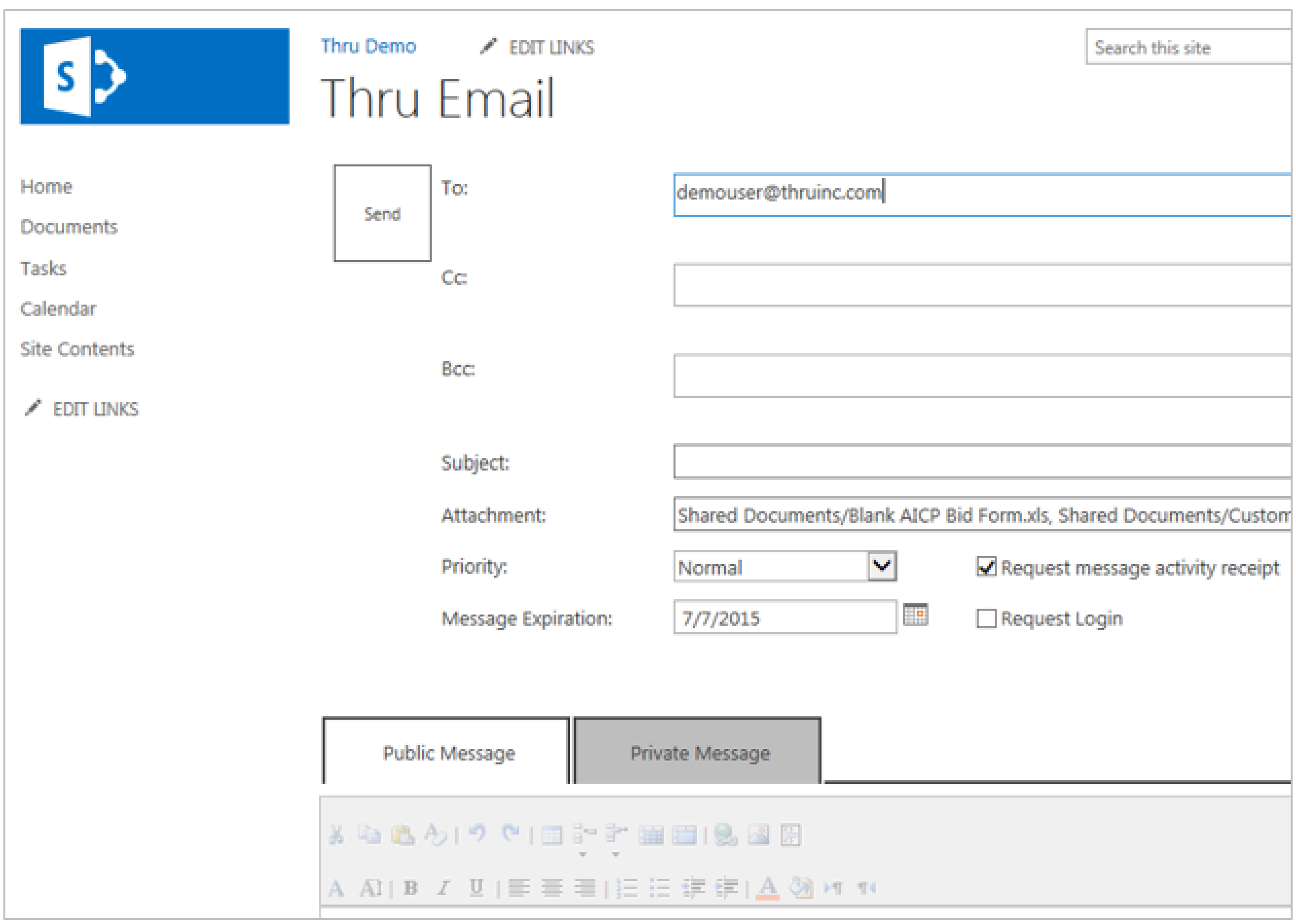
(Thru Add-In for Microsoft Outlook)



(Thru Add-In for IBM Notes)

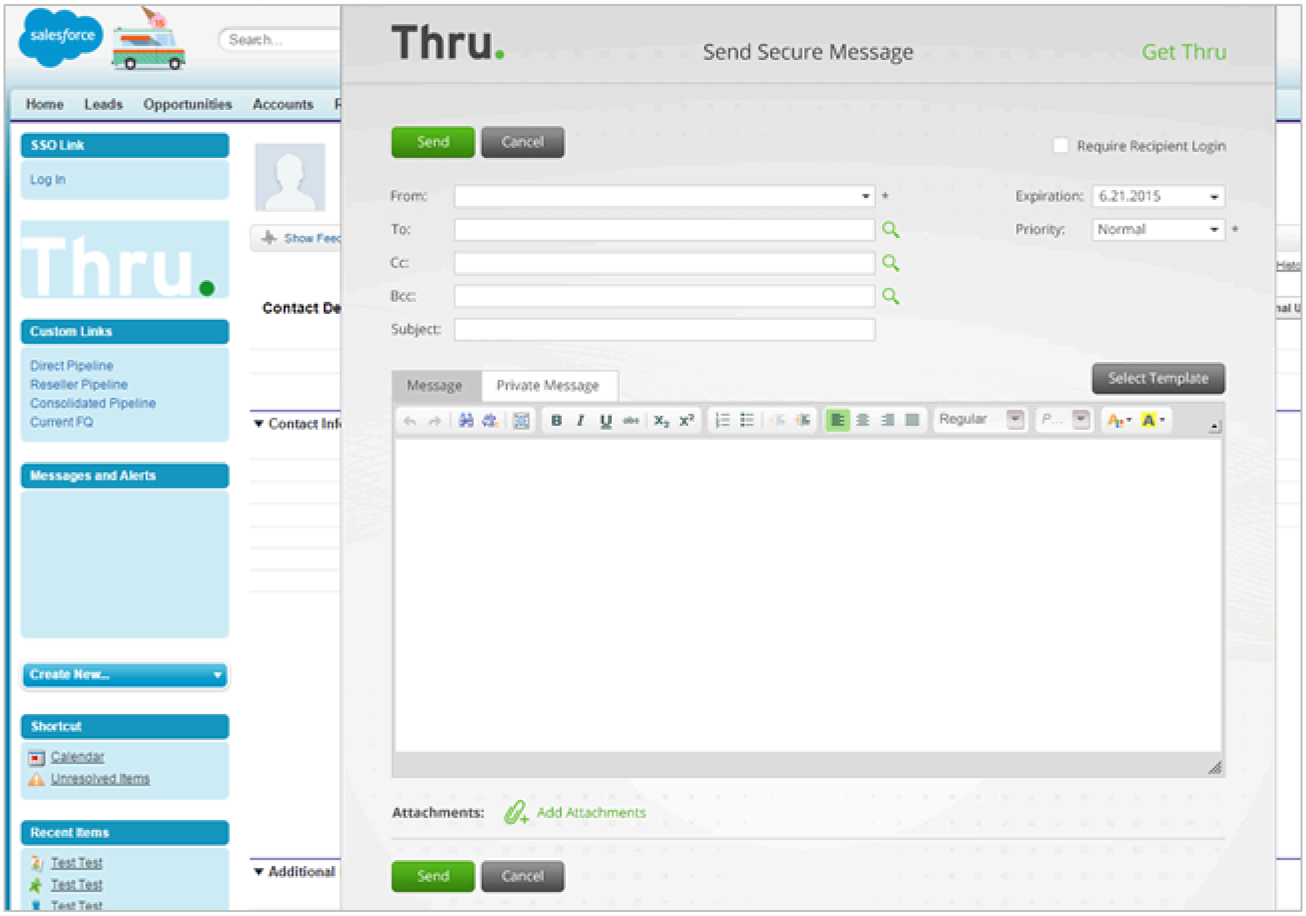


Example 3: Protect your SharePoint documents by using the Thru Add-In for SharePoint.



Example 4: Send sales files securely by using Thru's Add-In for Salesforce.

To add the Thru Add-In for Salesforce to your Salesforce account, contact your Thru Administrator.



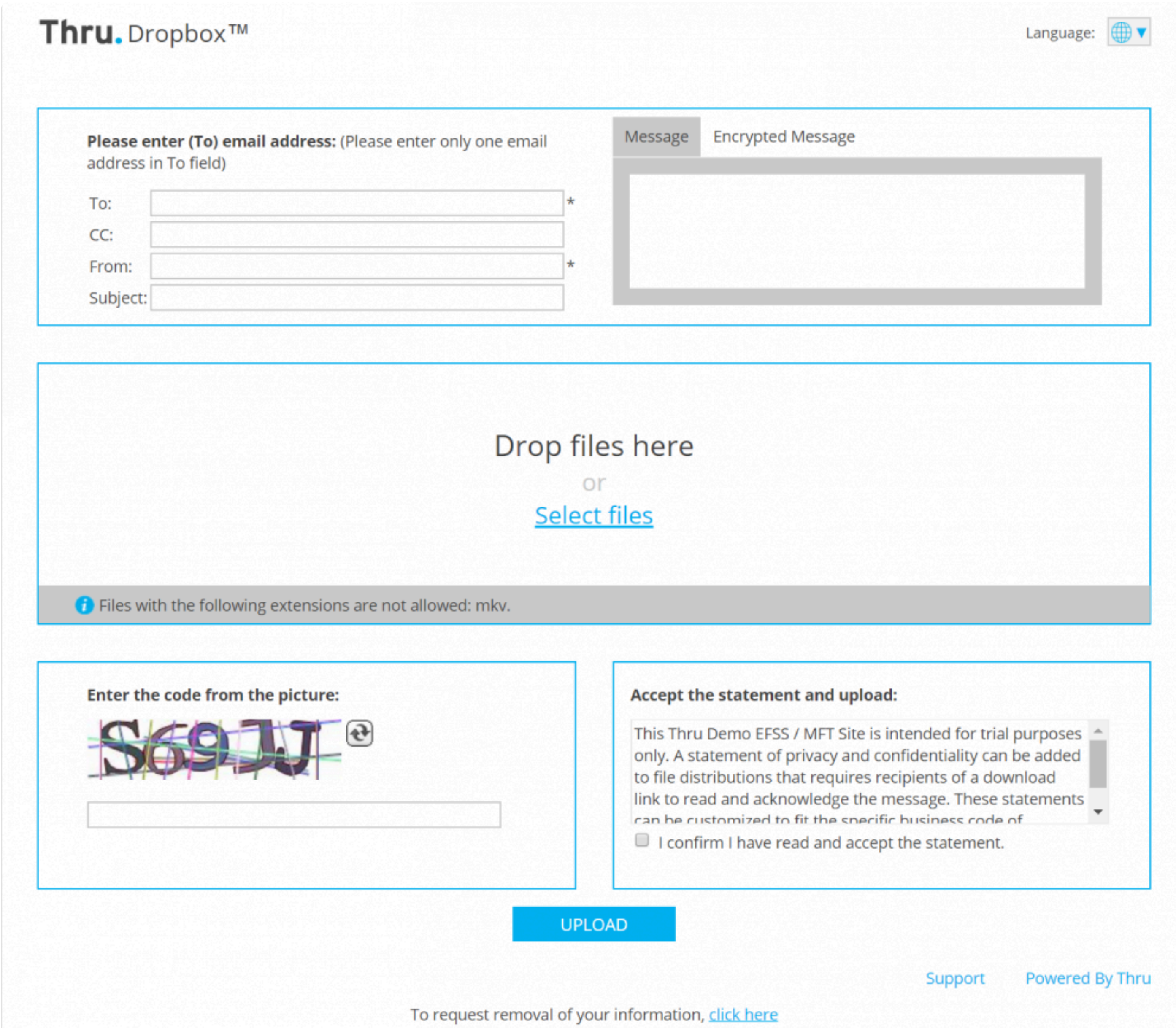
Receive files from external users with Thru Dropbox™

If you need to securely receive large files from users without a Thru account.

You can create a link to your Thru Dropbox and make it available from email signatures, web portals, and anywhere that supports hyperlinks.

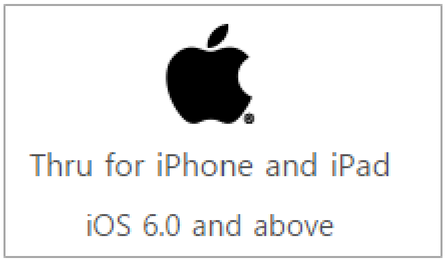
When users upload files to your Thru Dropbox, you receive an email notification letting you know that they have dropped files in your Thru Dropbox folder.

To learn how to create a link to your Thru Dropbox, go here.

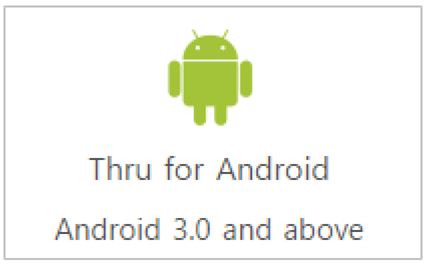


Use Thru on your mobile devices

Download Thru's native mobile apps to access, manage and send files on-the-go. You can also access your Thru site from any device via mobile web browsers.



Download Here



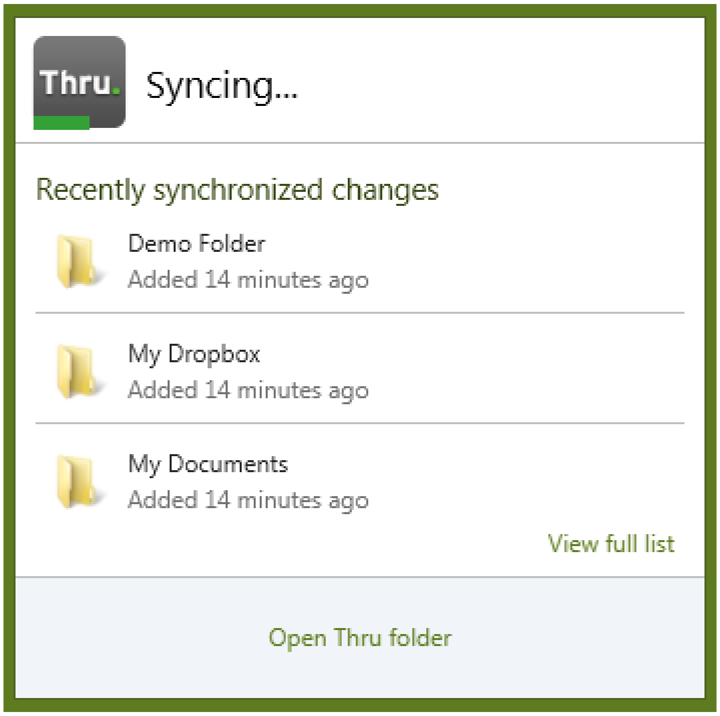
Download Here

Sync Thru folders to your desktop

You can sync Thru folders to your Windows desktop by using the Thru Desktop Sync app.

This is a great way to always have the most up-to-date files right on your desktop instead of manually downloading them every time from the web.

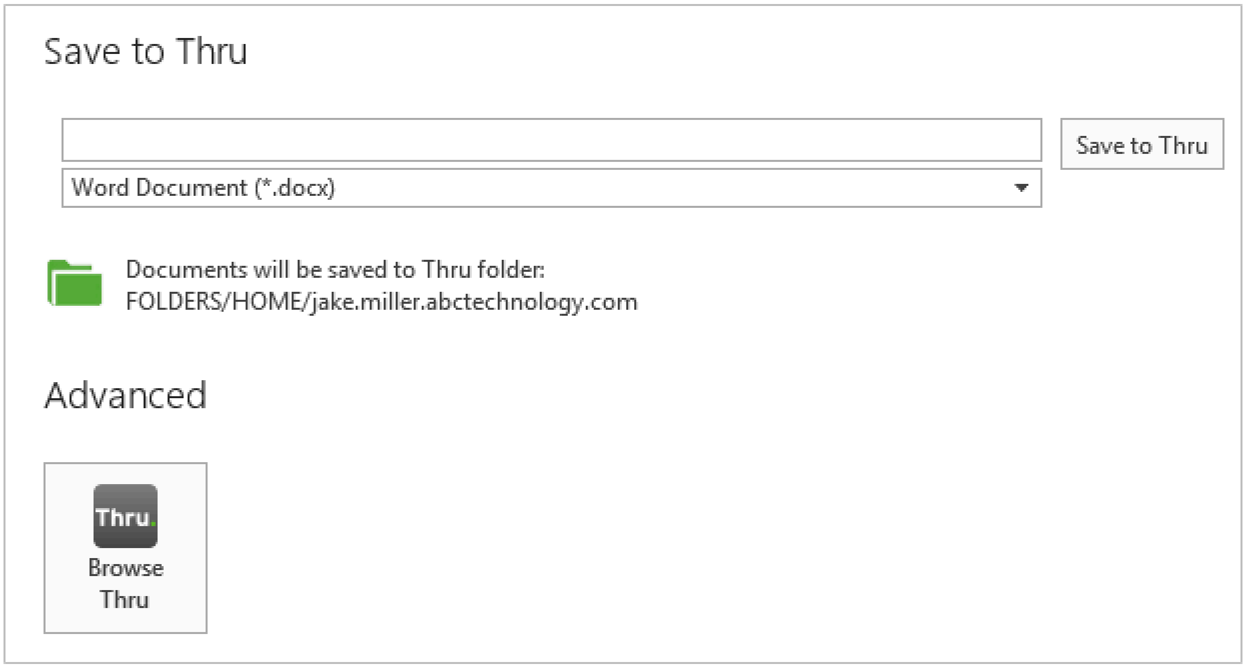
To add Thru Desktop Sync to your desktop, contact your Thru Administrator.

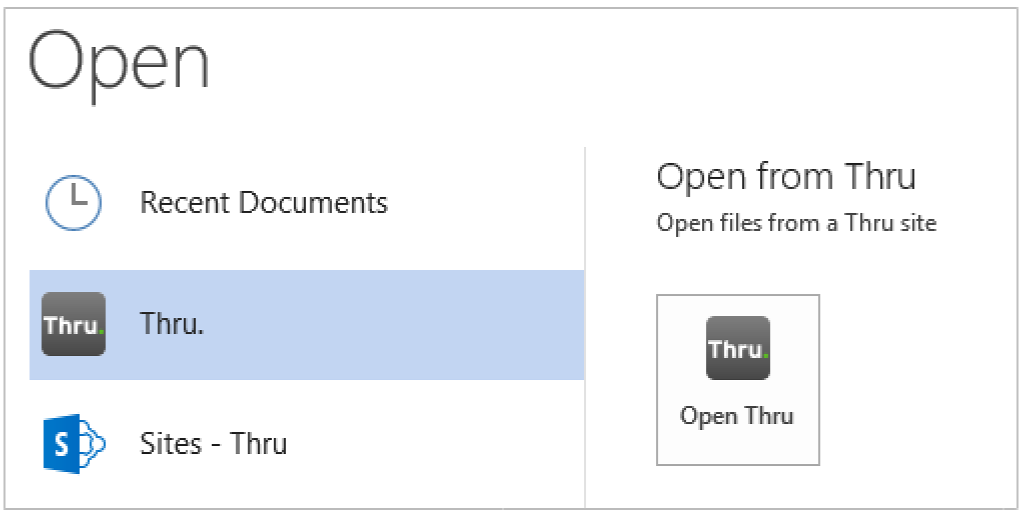


Create and edit Office documents

With the Thru Add-In for Office 365, you can create and edit Office documents without leaving your Office applications.

The add-in works with Microsoft Word, Excel and PowerPoint and allows you to edit documents that are stored in Thru or create new files and save to Thru.


Save to Thru
Save to Thru
Word Document (*.docx)
Documents will be saved to Thru folder:
FOLDERS/HOME/jake.miller.abctechnology.com
Advanced
Thru.
Browse Thru


Open
Recent Documents
Thru.
Thru.
Sites - Thru
Open from Thru
Open files from a Thru site
Thru.
Open Thru

Thru Web User Guide

This Thru user guide describes and summarizes the use of Thru Web.
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Getting Started with the Thru Web Portal

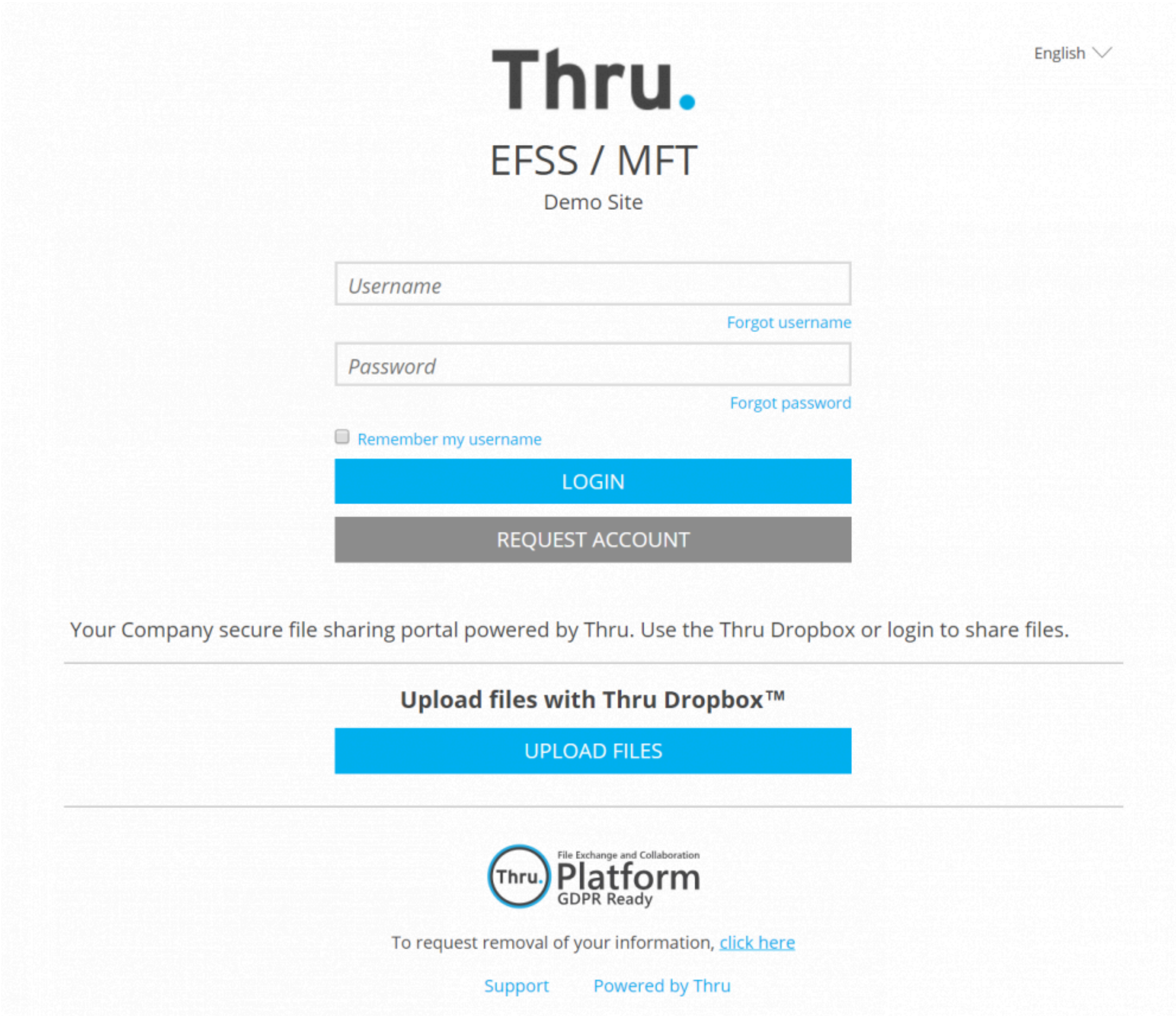
This chapter includes some of the basics for using Thru Web.

Logging In

Thru provides users with access to Thru services from web browsers.

To log into Thru via a web browser :

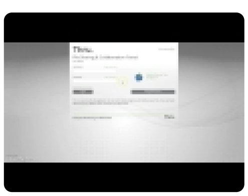
Navigate to your company's Thru site. (e.g. company.thruinc.net).



Type in your username and password, and then click **Login**.

To save your user name, select the **Remember my Username** check box.

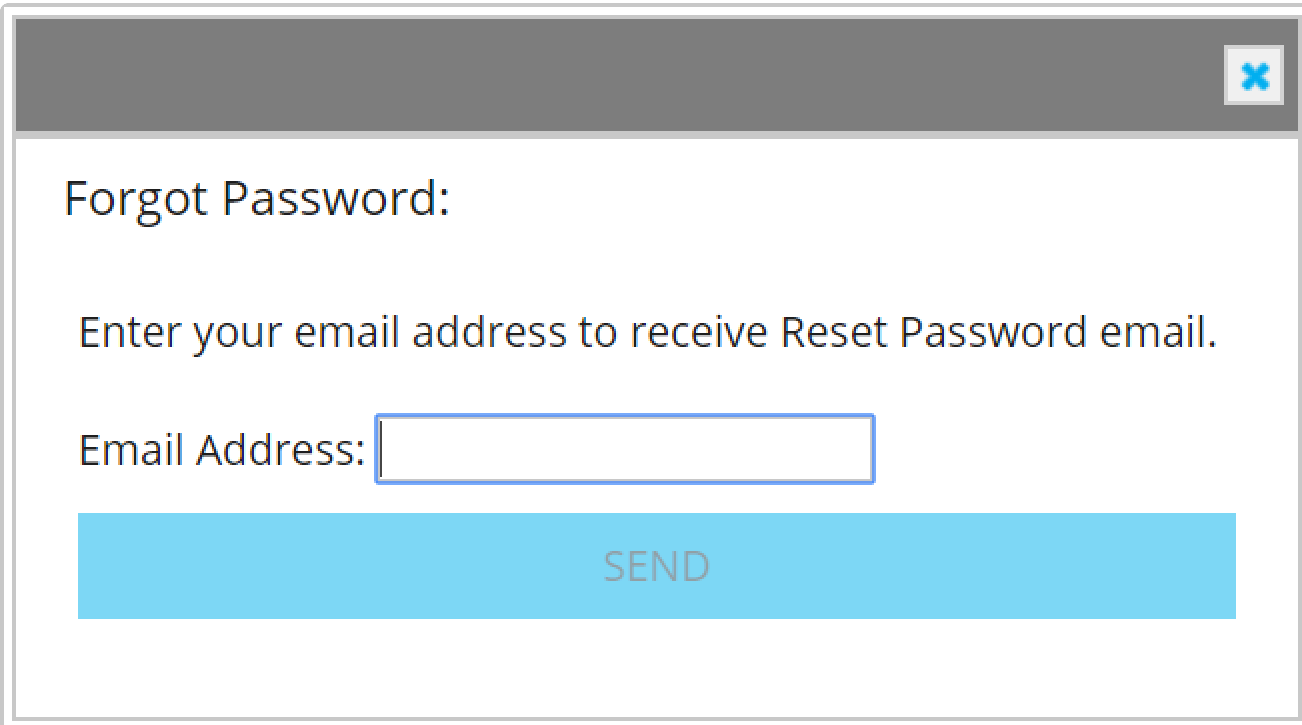
Here is a short video overview of the Thru Web portal Login page.



Forgot Password/Username

To retrieve your password, click **Forgot Password**.

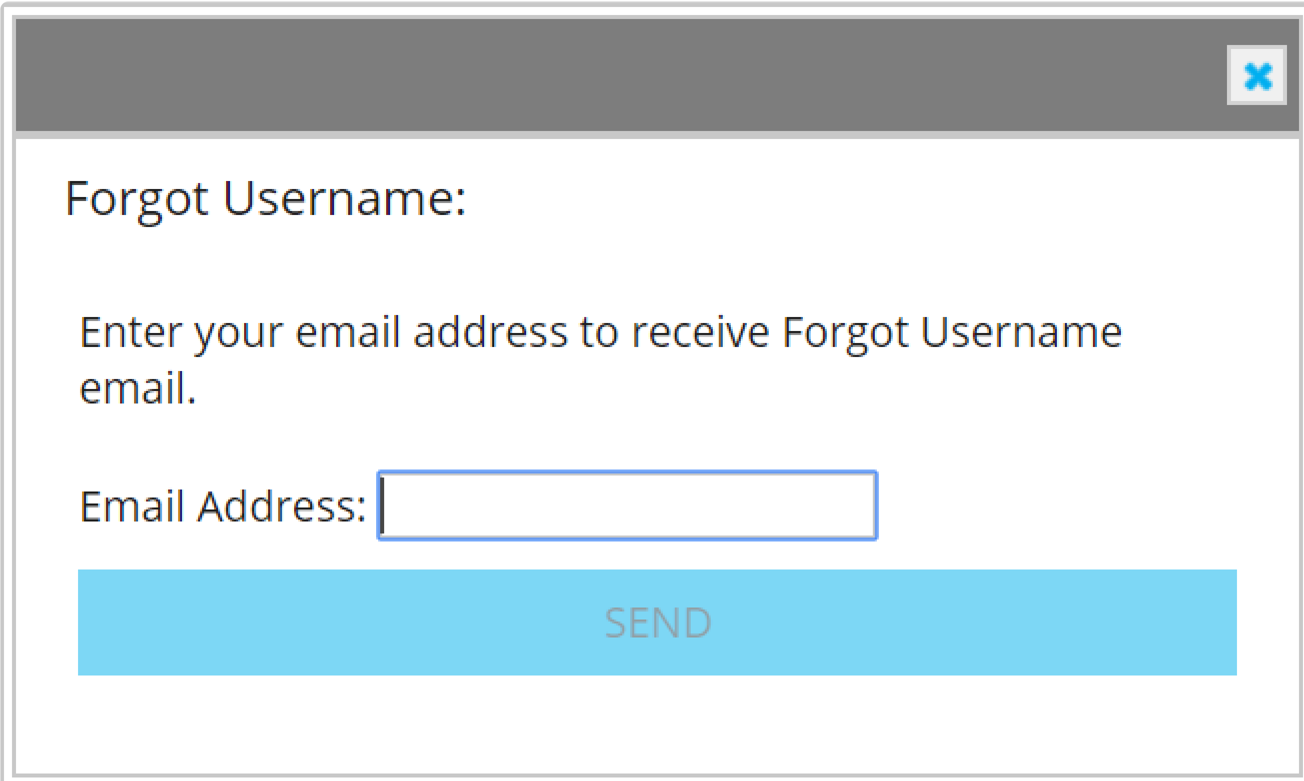
A new window displays to input the email address used to create your account.



Click **Send** to receive an email with further instructions on how to reset your password.

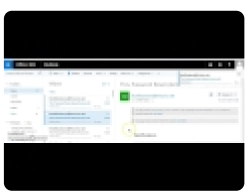
If you have a username instead of an mail address defined, you are able to retrieve your username via the *Forgot Username*link.

A new window displays to input the email address used to create your account.



Type the email address used to set up the account and then click **Send** to receive an email with further instructions to reset your username.

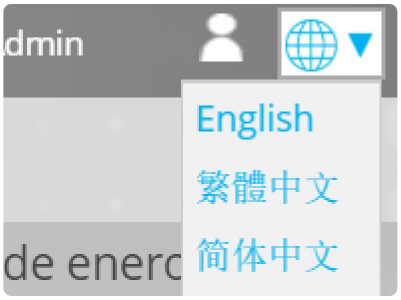
Here is a short video overview regarding resetting credentials.



Select Language

Thru's multilingual support feature allows users to navigate Thru in their preferred language via a web browser.

The language drop-down menu is accessed on the Thru web browsers user *dashboard* and is located by finding the blue globe icon as shown.

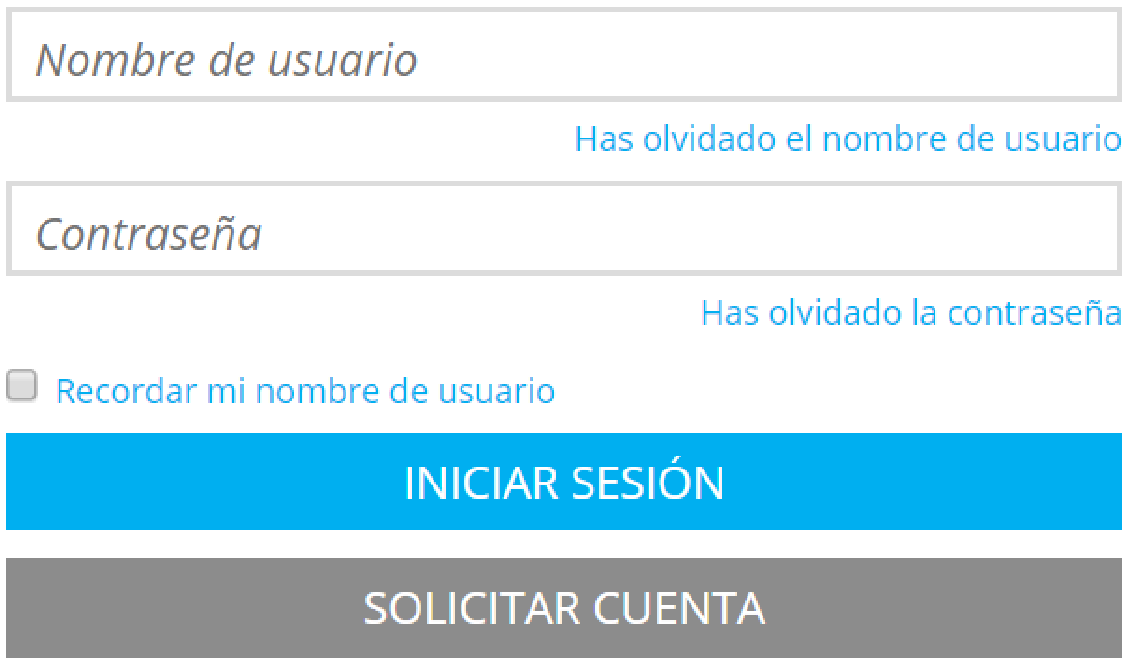


Simply click on the globe icon and a list of supported languages appear in a drop-down menu.

The current languages supported by Thru include:

English, **Simplified Chinese**, **Traditional Chinese**, **Italian**, **German**, **Dutch**, **Spanish**, **French**, **Russian** and **Portuguese**.

Select a language from the list and the page will immediately be modified to the selected language.



To switch back to the previous language, click again on the globe icon and choose another language.

Self-Service User Account Creation

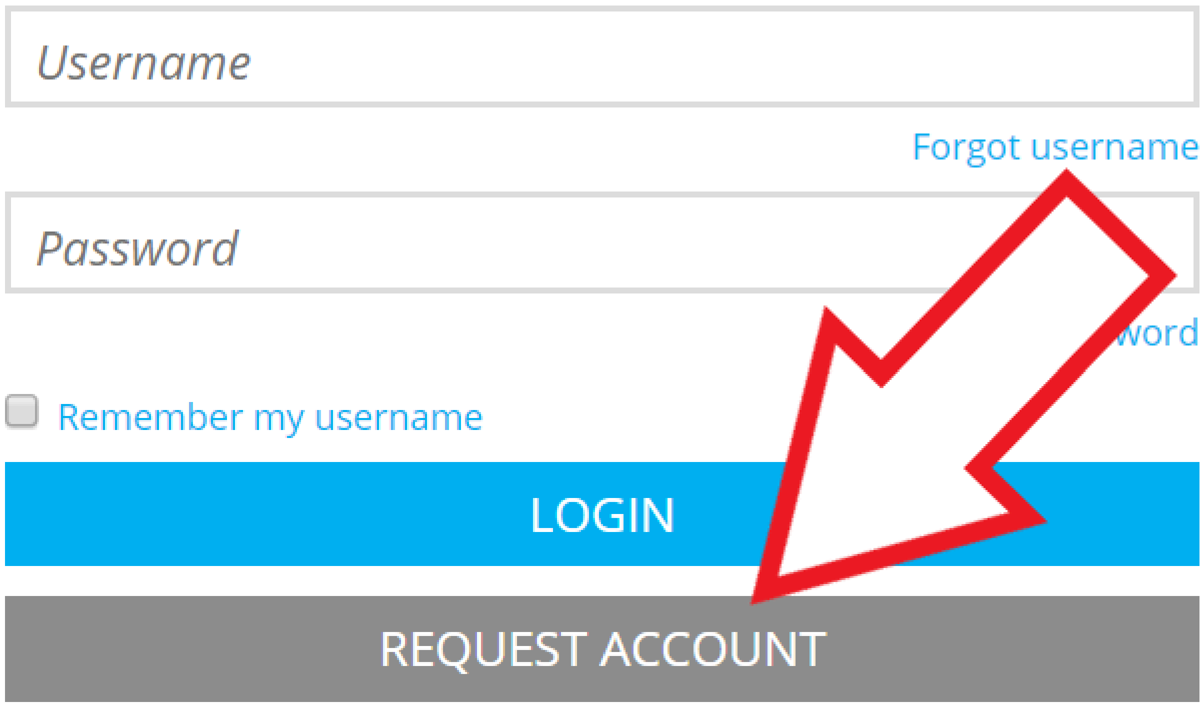
Before a Thru web portal is created, Thru customers can choose to enable self-service account requests to allow anyone to request an account on their portal.

This feature places a “Request Account” button on the sign-in page of the Thru web portal and lets designated admins approve or reject incoming requests from an email notification.

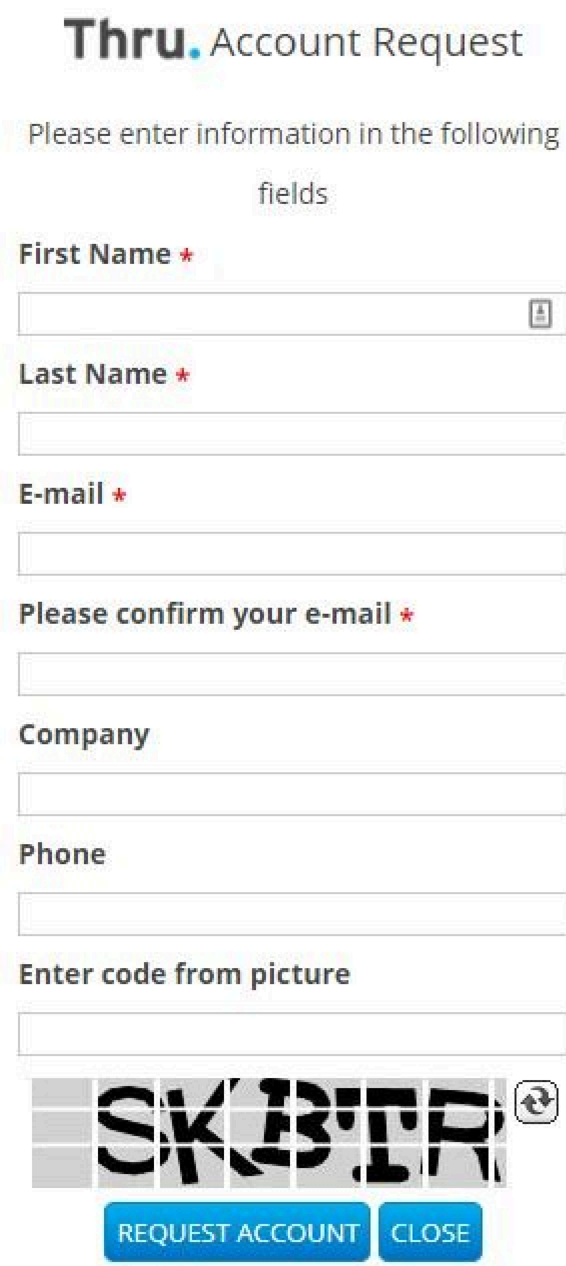
> If you are a Thru Administrator and you would like the Request Account feature to be enabled on your portal, please contact your Thru Account Manager.

If your company has this feature enabled, follow the steps below to learn how to use it:

1. Go to the sign-in page of the Thru portal and select Request Account. An account request form opens.



2. The form requires the requester to fill out their contact information and enter a **CAPTCHA** code.



Once the requester selects “Request Account”, a Thru Administrator or any members of the group called **ACCOUNTS APPROVAL** will receive an email notification where they can choose to accept or reject the request.

Dashboard and Navigation Menu

This section will explain all of the features of the Thru Dashboard and Navigation Menu.

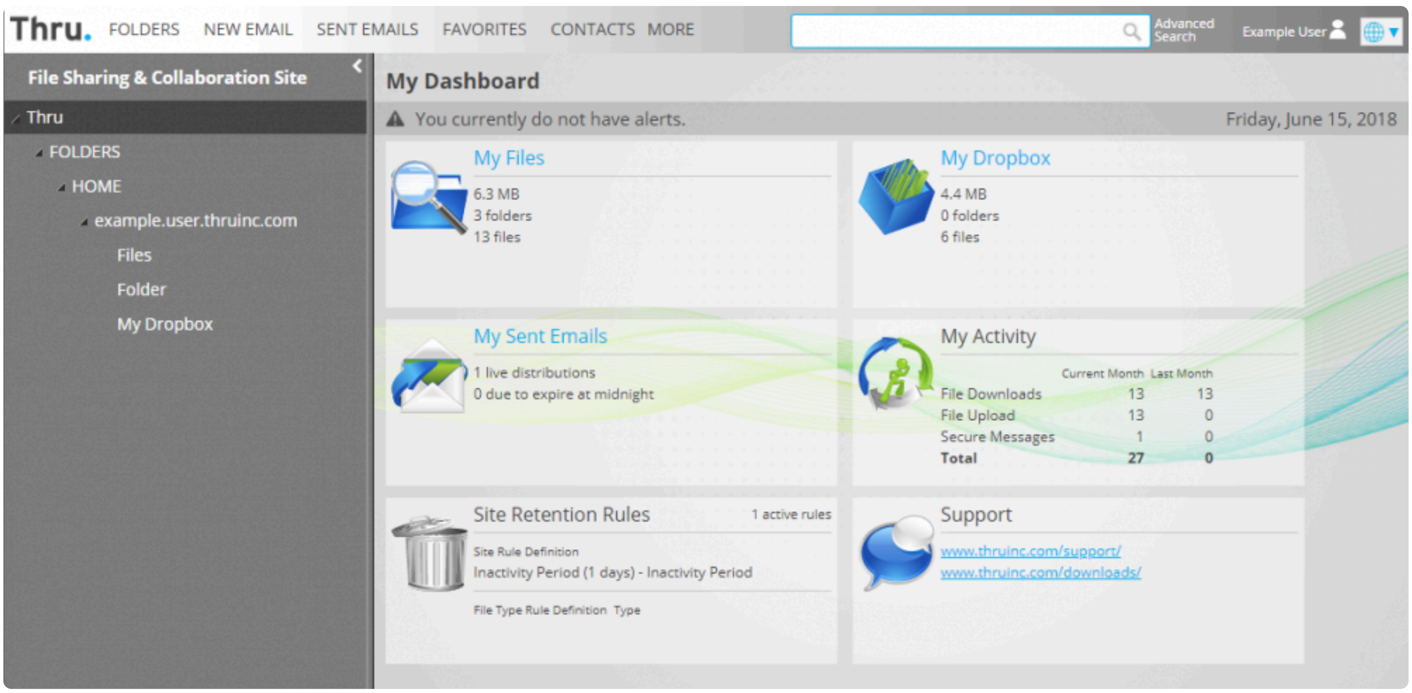
Once the user is logged in to the Thru Web, the follow dashboard will appear as shown below.

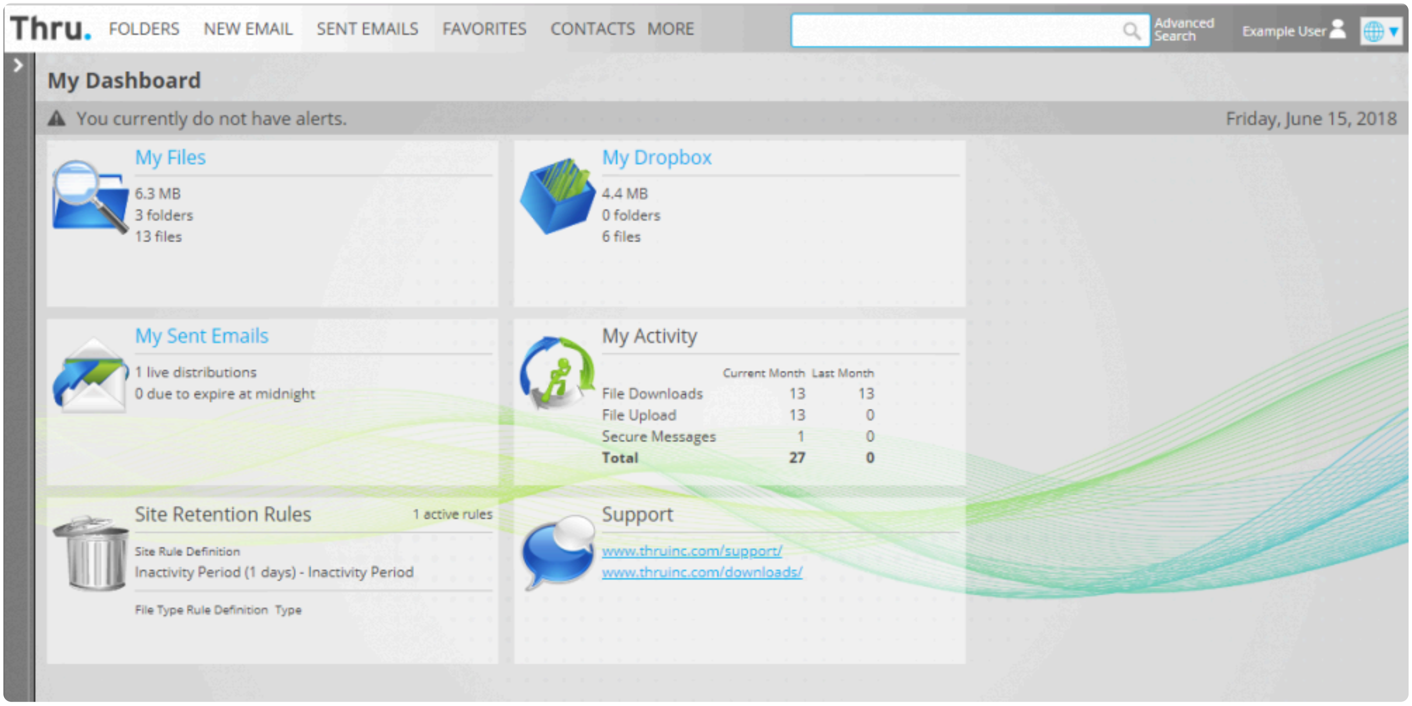
The main home page displays all information about the user’s web portal such as file activity, sent emails, number of documents, file retention rules, etc.

The user’s interface is responsive to adjust to a laptop or any sized desktop monitor.

The interface is divided between the Folder Tree as shown on the left and the right display panel.

The two panels can be extended to the left or to the right as shown in the images below.





Navigation Menu

This section will explain how to use each category:

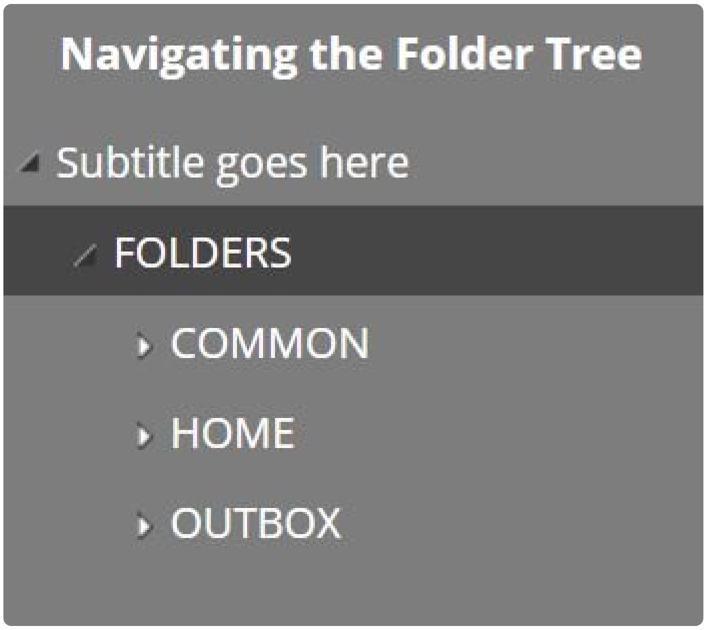
Folders
New Emails
Sent Emails
Favorites
Shared Links
Contacts
Notifications
Alerts
Clipboard

The Navigation Menu contains different options that help you manage your file and folder system as well as contacts.

Folders – Access & Navigate Files and

Folders

To access and navigate your files and folders in Thru, use the folder tree to the left of the screen to browse your folder hierarchy and use the dashboard on the right to view the contents of folders.



The folder tree in Thru web portal is positioned to the left of the screen.
The folder tree displays all folders in a user’s file system.
Above the tree is the name of the Thru site where the user is currently logged in.

The three folders located in the root of the file system are Common, Home, and Outbox.

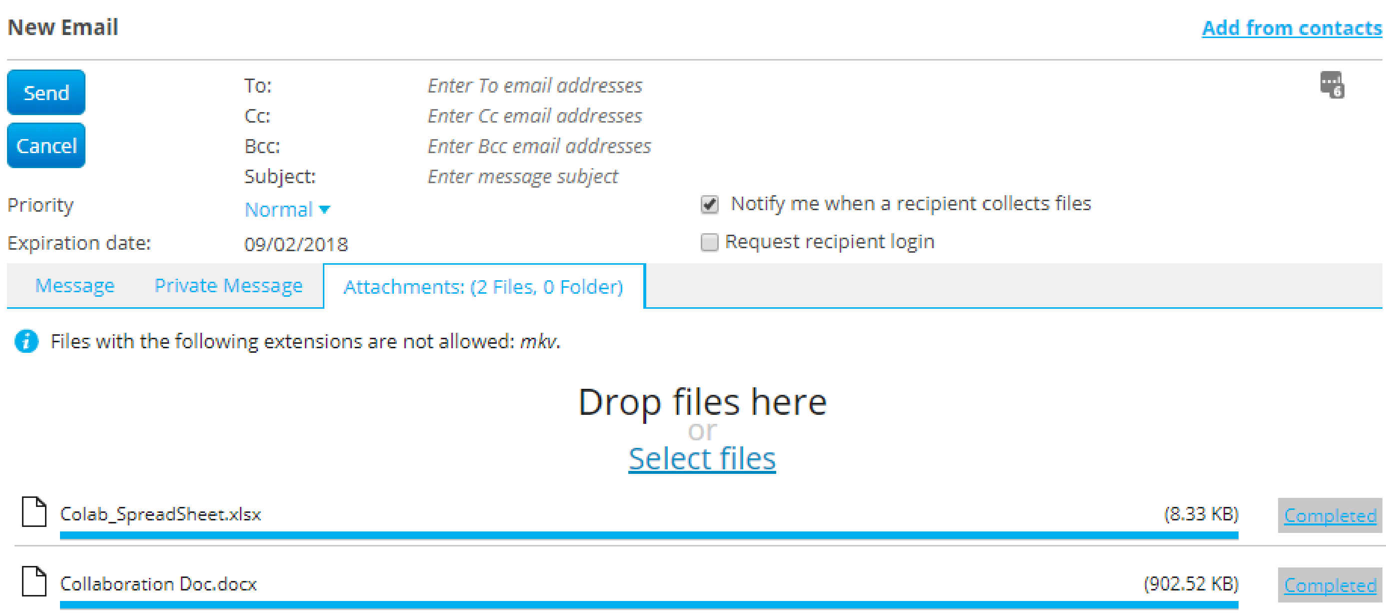
Each is explained below :

Common – The folder where you upload files you wish to share with others.
These folders may be shared across all users in the company, or certain folders can be restricted to groups or individuals, depending on administrator settings.
The name “Common” can also be changed by the site administrator.

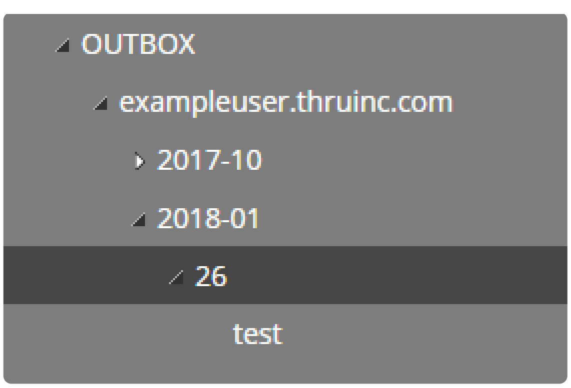
Home – The folder that contains your personal data files.
These files are visible to the individual and their managers and administrators, but the user can share these files by modifying the access rules under the access tab for any folder.
When an account is created, the administrator chooses whether or not a user will have a Home folder.
A **Home** folder is needed if the user wants to securely receive files via a personal *Thru Dropbox*.

The **My Dropbox** subfolders are automatically created for users when a **Home Folder** is provisioned.

Outbox – This folder contains all the files that are sent using either [Thru's add-in for Microsoft Outlook]
Or when files are attached directly to a **New Email** message and that have not been uploaded to a location in the file system



We then create a location for these type of files and store them under the user that uploaded them, by year,month and day and lastly by email subject



To expand folders to reveal sub-folders within the folder tree:

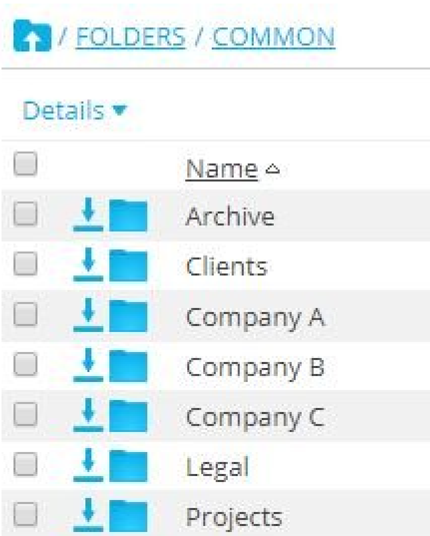
1. Click on the arrows to the left of each folder. This will expand all sub-folders within that folder.
2. To hide sub-folders, click the arrow again to close up the folder

Viewing Files and Folders in the Dashboard

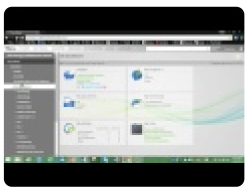
To view the contents stored within folders, select a folder from the folder tree or click on the **Folders** section from the top of the screen.
All files and folders within the file system will be displayed to the right of the folder tree in the user dashboard.

To open folders from the dashboard:

1. Double-click on folders to open folders and view its contents.
2. To return to previous folders, use the folder path that is above the file system and click on the name of the folder you want to return to.

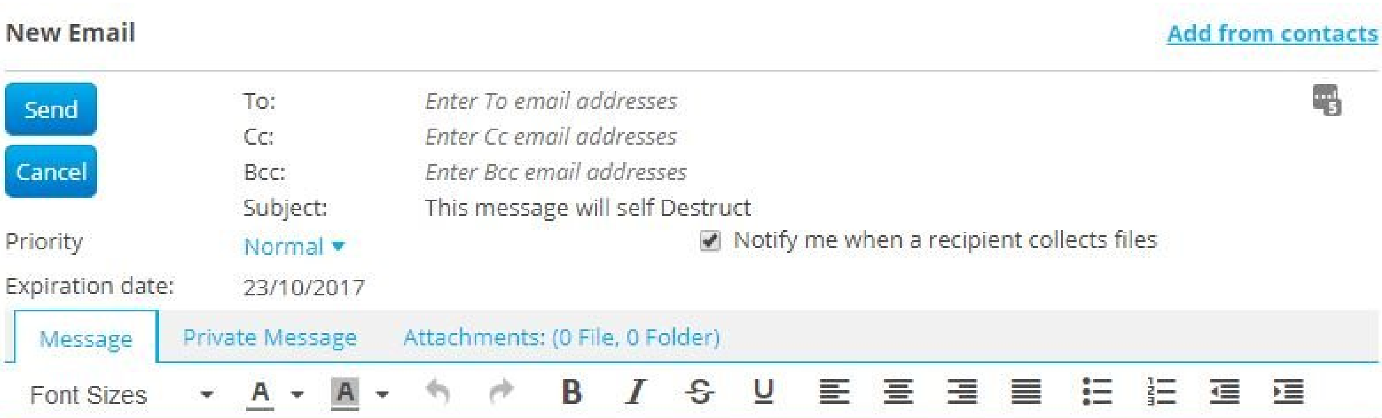


Short video overview



New Emails

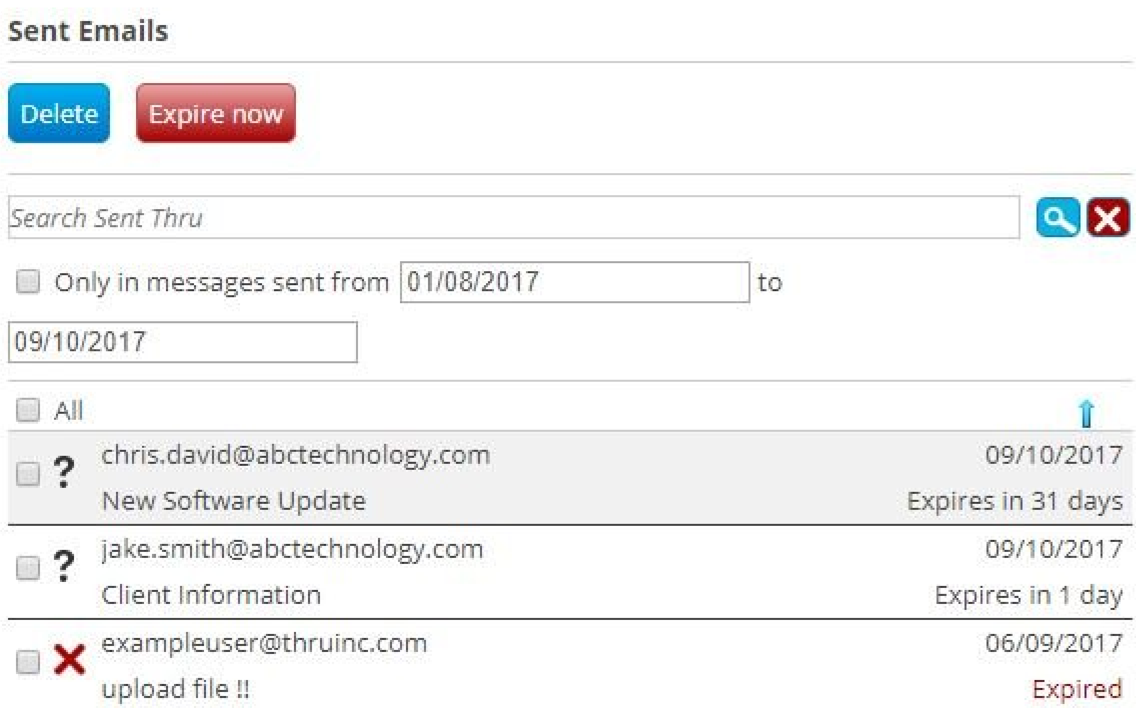
New simplified email sending workflow is implemented, users can navigate directly to Thru web mail via **New Email** button, attach local files and send.



See the section Sending Files for a detailed description of the functions

Sent Emails – Viewing & Modifying Sent Messages

To view or modify Thru messages that you have already sent with the Thru web application, go to **Sent Emails** from the top menu.
Sent Emails contains all Thru emails that are sent using Thru Web, Thru Add-Ins, or any application that uses the Thru file transfer system.



By default, messages are sorted by the date sent and will contain the recipient's email address, subject of the message, when it was sent, and when the files expire.
If a message is already expired, it will be labeled "Expired" in red text.

Message Status Icons

There are three different symbols used to specify the download status of a Thru message. Below are the definitions of each symbol:

If the files in a Thru message have been downloaded by the recipient, a **green checkmark** will be displayed.

If a message has expired before the recipient could download the files, a **red X** will be displayed. When a message is expired, the recipients of the files are no longer able to download the files from that distribution.

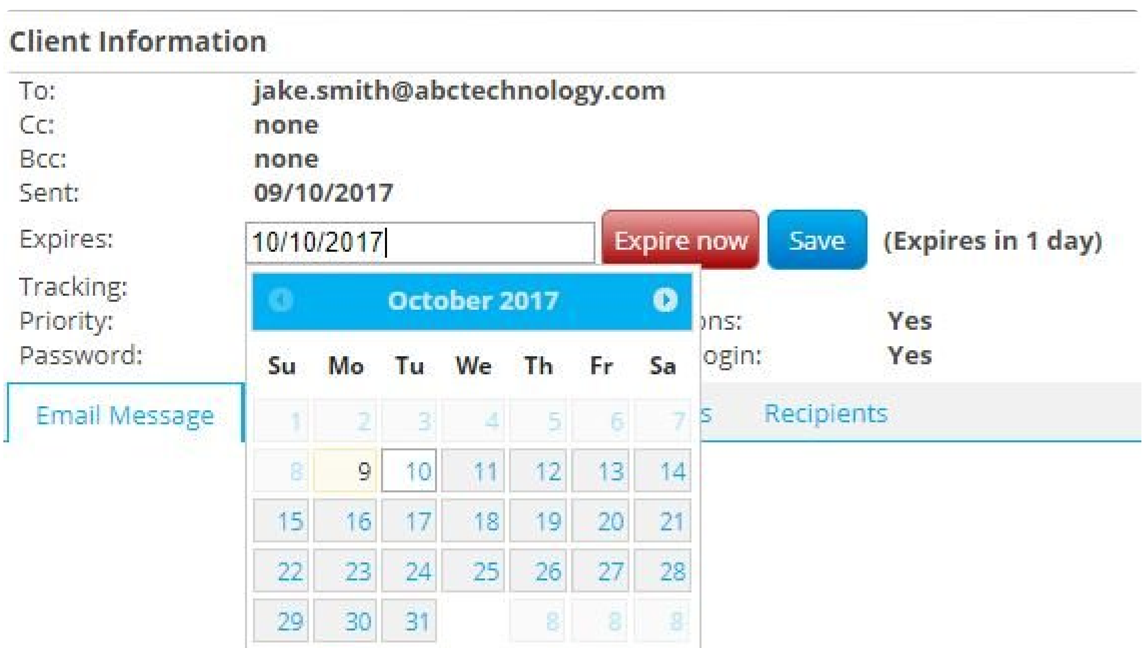
?

If the recipient has not yet downloaded the file(s) and the message is not expired yet, a **question mark** will appear.

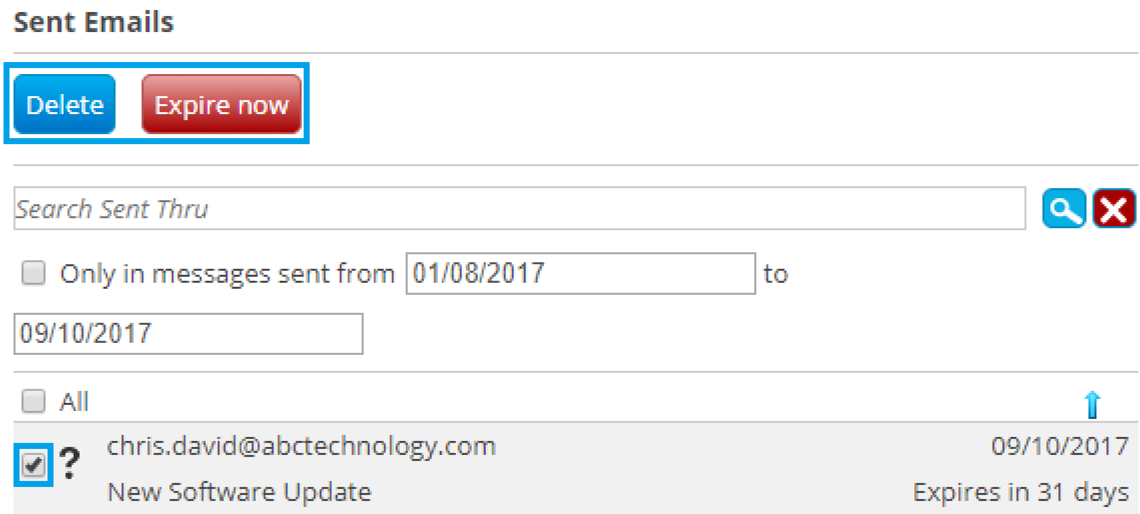
Extending the Message Expiration Date

To extend/modify the expiration date of a sent Thru message:

Select the message you want to edit > **Click on the date next to "Expires"** > **Choose a new expiration date on the calendar** > **Click Save**.



Deleting and Expiring Sent Messages



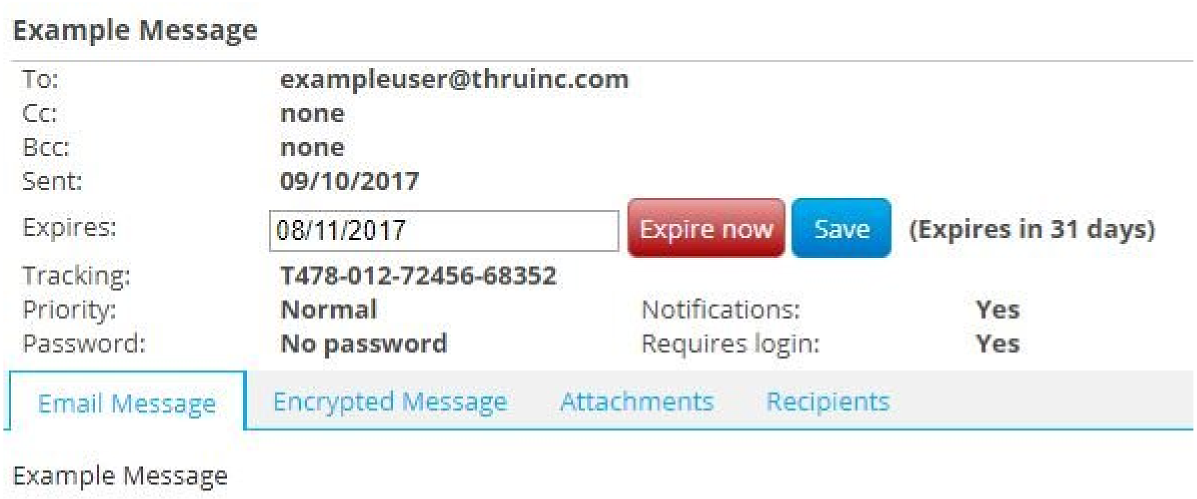
Deleting a message – Deleting a Thru message will cause the sent files to no longer be active (the links will expire) and will also permanently remove the message from Sent Emails. To delete an email, check the box to the left of the message and then select the **Delete Distribution** button.

Expiring a message – To immediately expire a Thru message, check the box next to a message and select the **Expire Selected Emails** button.

Viewing Message Details

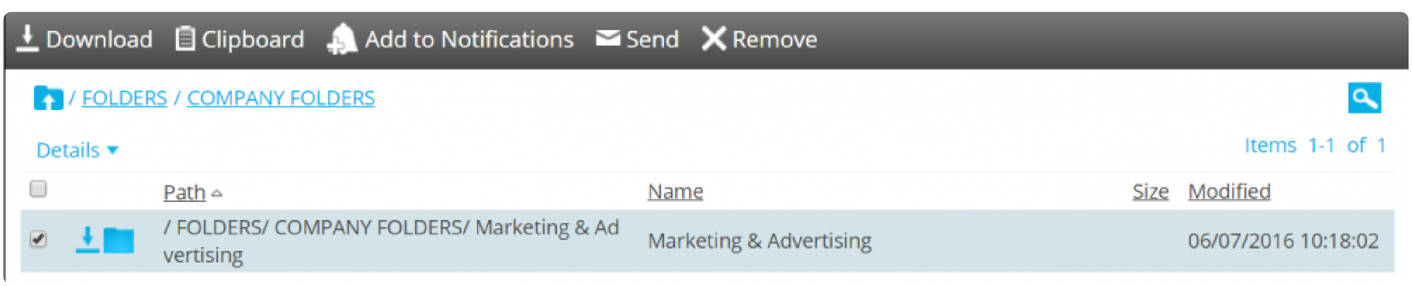
When an email is selected, the content of the email will be displayed on the right as shown below. This will also display more intricate details of the sent emails such as the tracking number, notification and required login settings, etc.

By navigating clicking on the Attachments or the Recipients tabs as shown below, the user has the ability to **remove attachments and recipients** after an email has been sent.



Favorites – Viewing Favorited Files & Folders

The Favorites folder stores your files and folders that you have added to your favorites for easy retrieval. Files and folders are added to this section from the folder tree or from the Clipboard section.
Files and folders in this section may be downloaded, added to the Clipboard or Notifications, or sent in an email.
To remove a file or folder from this section, click the checkbox next to the file or folder and then click the **Remove** button found on the Favorites menu bar.



Find out more about adding to Favorites in the **Add Files/Folders To Favorites** section of this Guide.

Contacts – Create & Manage

You can store contacts in Thru to make it easier and faster to send new Thru emails.

This is an address book of email addresses and email lists which can be used when emails are sent via Thru web portal only.

Each Thru user has own set of Contacts and Contact lists.

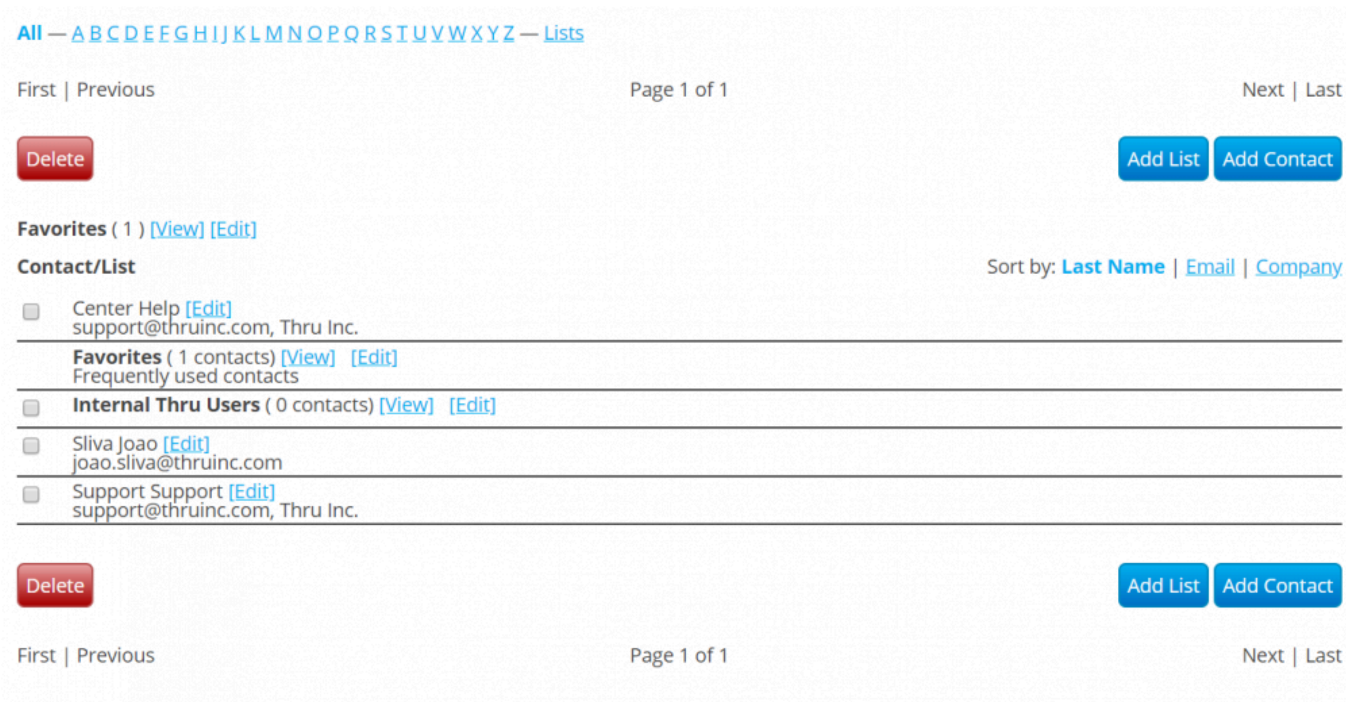
Note : In the Administration portal the Contacts section allows administrators to edit all Contacts of any Thru user.

Contacts are not related to Thru users and cannot be included in Thru groups.

Thru user’s may or may not be included in the Contacts. (*they would need to be added to the list like any other address*)

Contacts can also be grouped into Contact lists, unrelated to Thru groups.

Outlook contacts are available when using Thru Add-In for Microsoft Outlook.



Add new contact

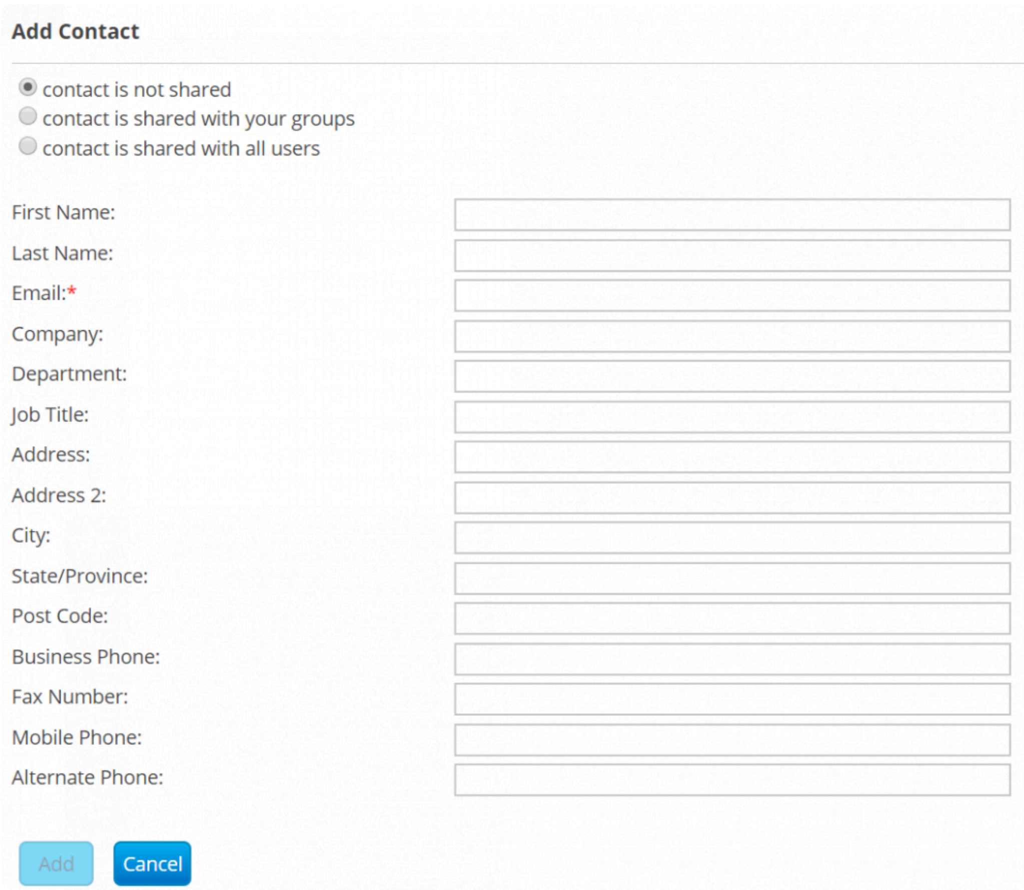
To add new contacts to the contacts list, follow these instructions:

1. Click on **Add Contact**. The Add Contact window displays. Fields indicated with a red asterisk (*) are required.

2. Type the contact information. There are three bullets at the top of the form that gives the option to keep

the need contact private, share with a user’s groups, or share with all users on the system.

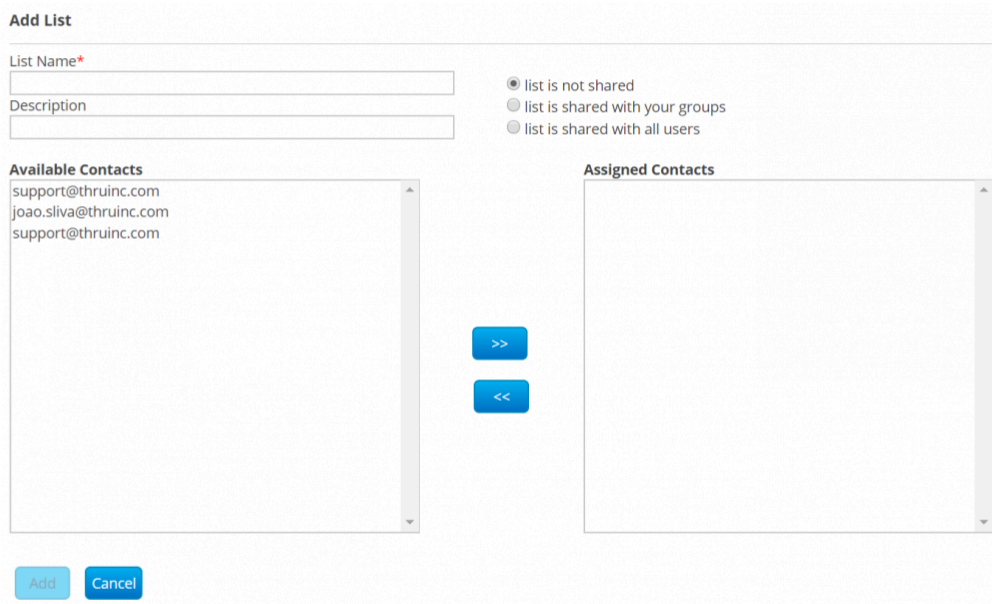
3. Click **Add** to add the contact your contact list.



Add New List

Contact lists in Thru Web function like a standard distribution list used in email programs. You can add a new list if you wish to email multiple recipients at the same time.

1. Click **Add List**. The Add List window displays.



2. Type in the desired name for the list.

3. Type in the description (optional).

4. Select from one of the three choices:

“List is not shared” – You are the only one who will see this List in the Contacts folder.

“List is shared with your group” – Only users that are classified in the same group as you will have access to this List.

“List is shared with all users” – All users can see your List.

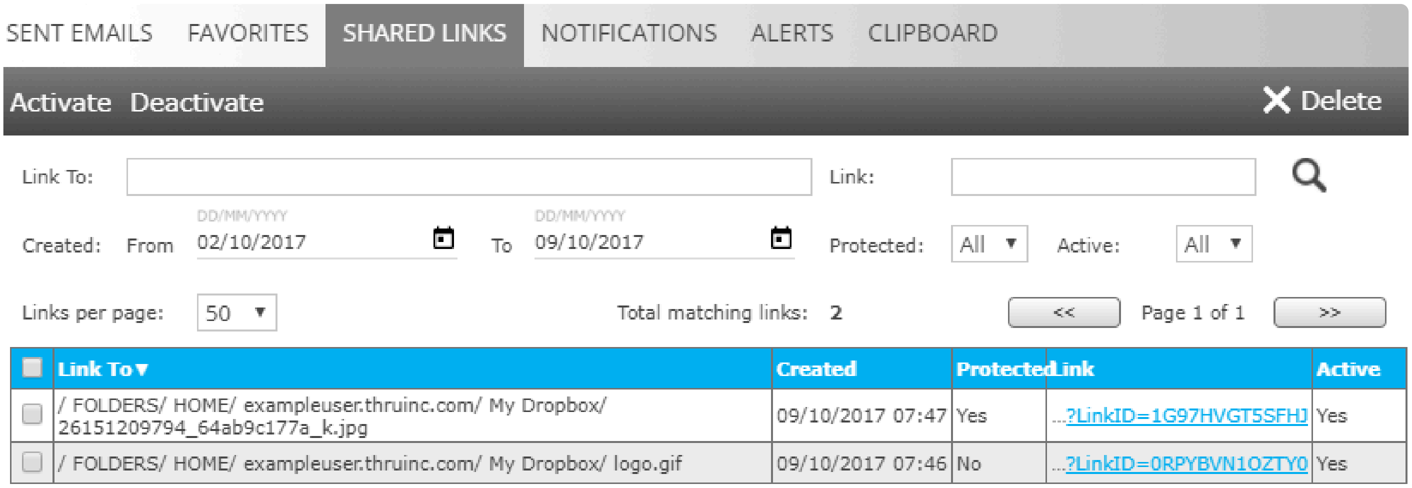
5. Select the contacts you wish to add to your Contact List and then click **Add**.

Ctrl+Click to select multiple contacts

Click **Submit Changes**.

Shared Links

The Share Links tab in the Navigation menu takes you to a list of files that have been shared publicly or privately via the Share function



Shared link management, user and admin-level, right-click menu actions.

Share links to files with and without protection.

Notifications – View & Modify Folder Notifications

This section explains how to use the **Notifications** feature.

Notifications allows users to receive email notifications for multiple types of transactions that take place within a selected folder.

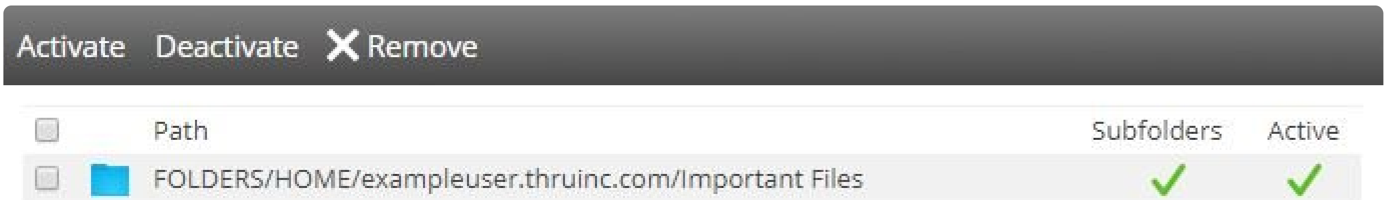
This feature is ideal to use when a folder is being shared among multiple users so that you can know all the changes that are being made to shared content.

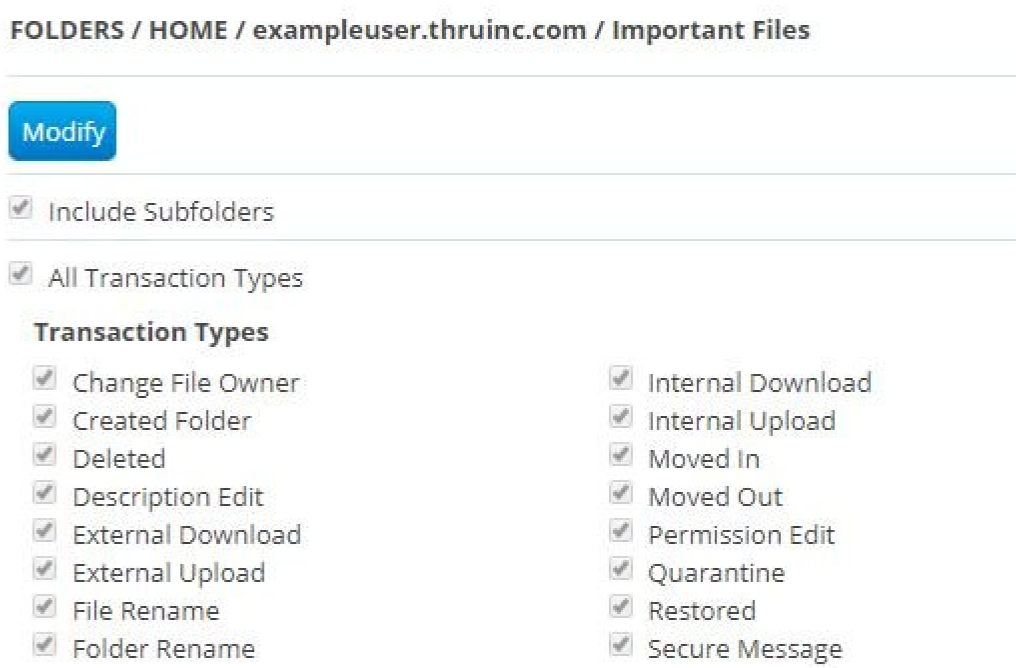
NOTE: You can only set notifications for folders, not files.

To learn how to set a folder to receive notifications, go to the Add to Notifications section of this user guide.

To modify the types of transactions you receive for a folder:

1. Click on the “Notifications” menu selection within the Thru Web Application
2. Select the folder that you want to modify (as shown below) and click the blue Modify button.
3. By default, a folder added to notifications will have all the transactions checked for notifications. Un-check the transactions you don’t want receive email notifications for and click Save when completed.





Activating/Deactivating a Folder

If you want disable notifications for a folder and turn them on at a later time, you can Activate or Deactivate a folder within Notifications.

To deactivate a folder from receiving notifications:

1. Click the check box next to the folder you want to deactivate and select the **Deactivate** button that is above your folders.
2. To know a folder has been deactivated, you will see a red X to the right of that folder below the Active status.

To activate a folder to start receiving notifications:

1. Click the check box next to the folder you want to activate and click **Activate** above your folders.
2. You will know the folder is activated when there is a green check mark beneath the Active status.

Removing a Folder from Notifications

To remove a folder from the Notifications section:

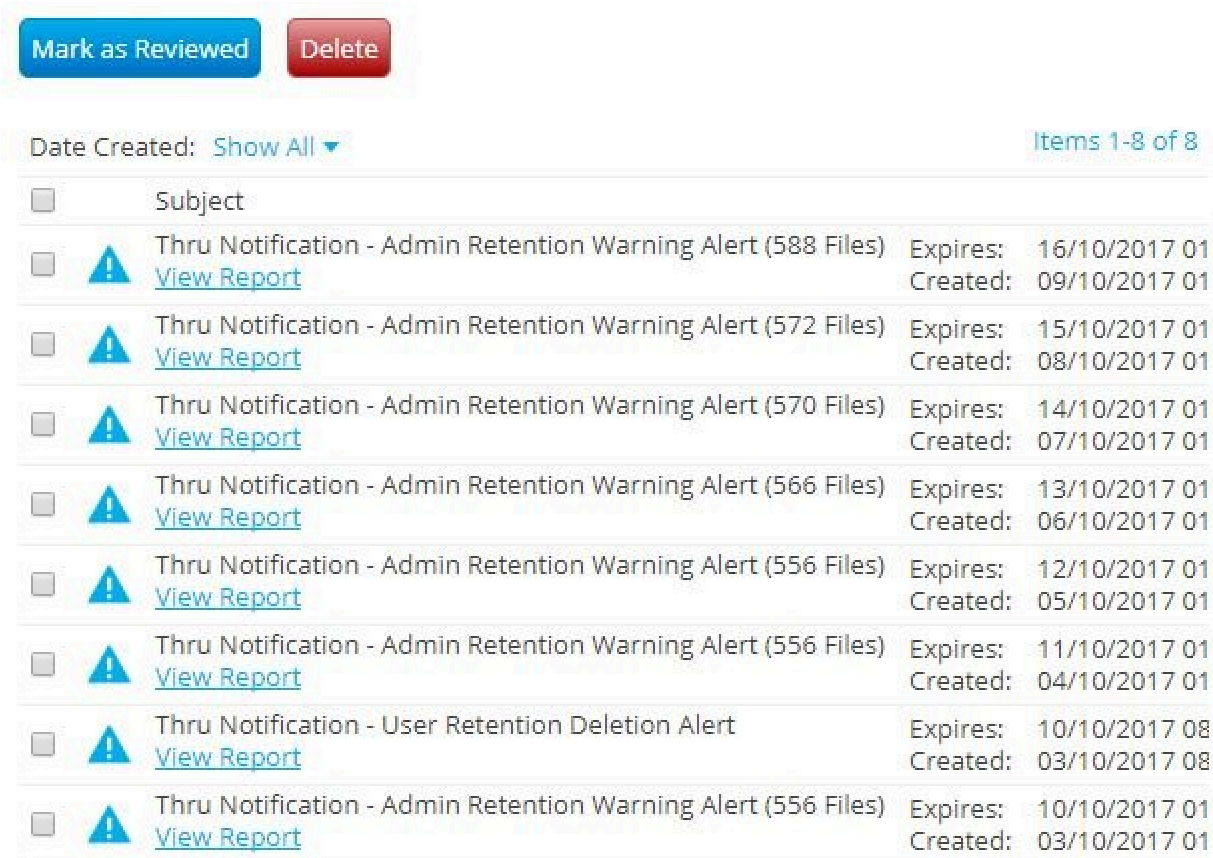
1. Click the check box next to the folder you want to remove and select the Remove button that is above your folders.
2. When Remove has been selected, the folder will no longer appear under Notifications.

Alerts

This view will show any alerts that the Retention system has generated.

You may also receive email reminders stating that you have alerts that need your attention.

Click on the Alerts option to view the alerts.

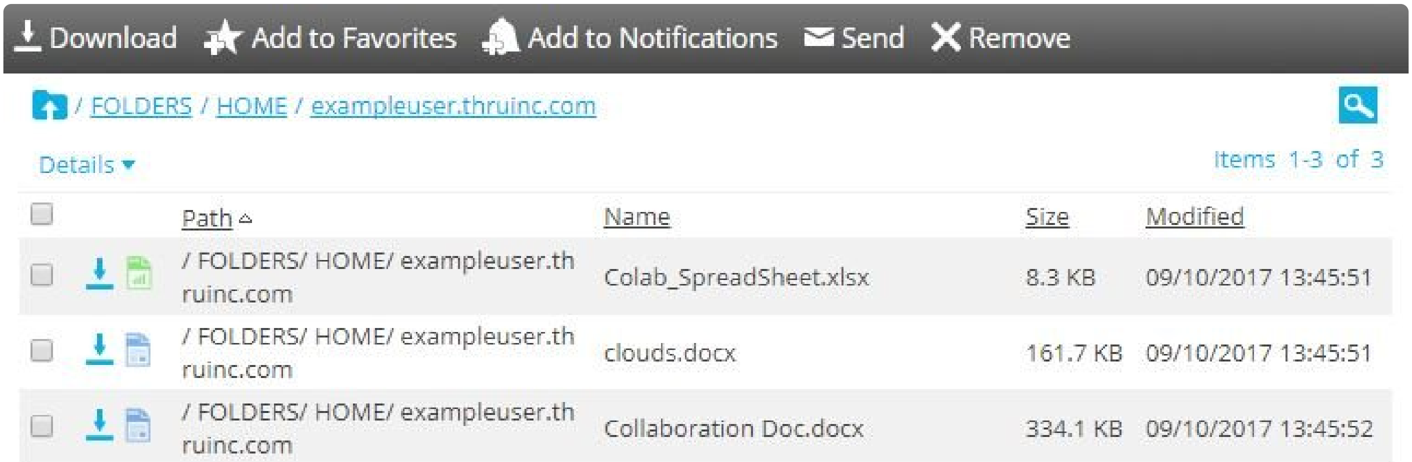


Clipboard

The clipboard is the temporary holder for files that you are in process of moving within the Thru file system.

Files and folders in this section have the options of being Downloaded, Added to Favorites and Notifications, or sent in an email.

To remove files and folders from the Clipboard, select the checkbox next to the file or folder and click the **Remove** button found on the Clipboard’s menu bar.



Search Bar

The Search Bar allows users to quickly locate file(s) and folder(s) within Thru Web.

1. Type your search parameters.

2. Click Search. Perform searches of the files that you have within your Thru server.

You can also use Wild Card searches within this field.

Wildcard Search

A Wildcard is a special character that represents one or more characters. In Thru, the Wildcard character is an asterisk (*)

Example:

- *.doc – would match everything that ends with .doc

- report* – would match everything that starts with report

- report*.doc – would match everything that starts with report and ends with .doc

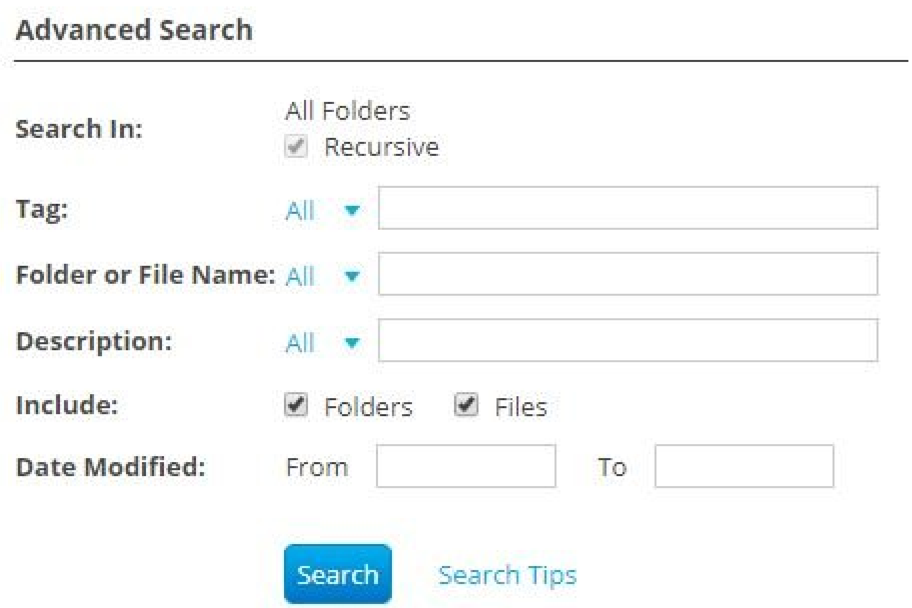
- * report * – would match everything that contains report

A phrase is multiple words enclosed in quotation marks (“). This is necessary for exact matching on multiple words.

For example if you had a tag “apple juice”, in order to match that tag you would need to put quotes around “apple juice” in the search. If you did not put quotes the search would match “apple” and “juice”, but not “apple juice”.

Advanced Search

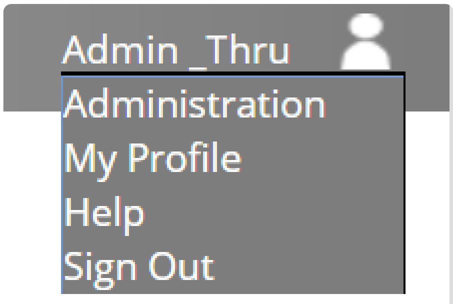
If your search involves advanced parameters, click **Advanced Search** where you can filter searches in Thru Web based on file name, folder, user, date, etc.



User Drop-Down Menu

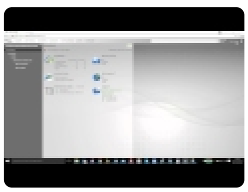
The user drop-down menu is located at the top right corner next to the Advanced Search button.

The menu is accessed by clicking on the button that displays the user’s name.



The selections found in this drop-down menu are listed below.

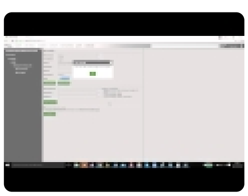
Administration



This selection only appears if the user is an administrator or added to a group that is only accessible via the administrator dashboard

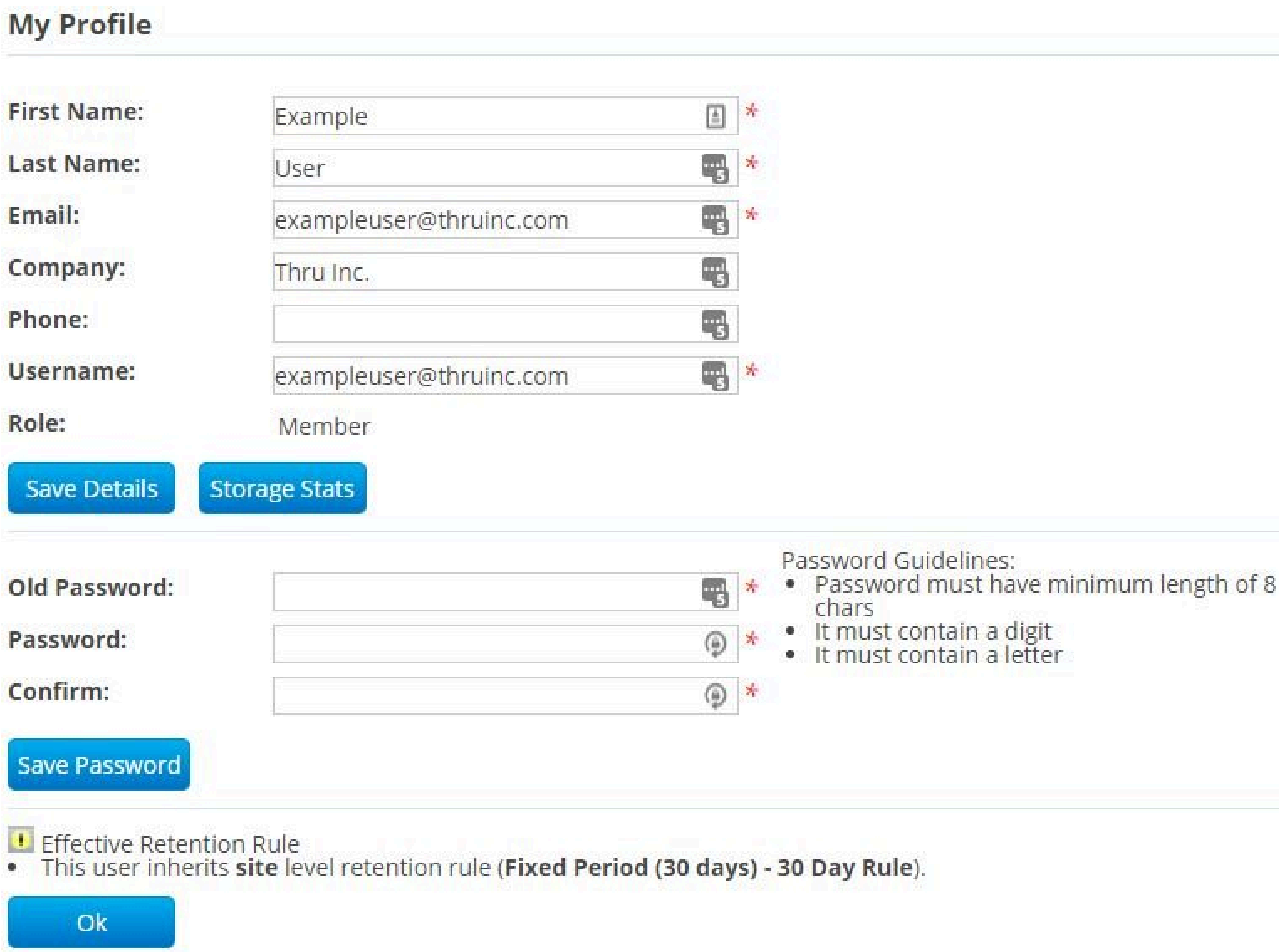
Selecting Administration switches the application from the standard User mode and gives administrators access to features such as Site Options, Group and User management, and much more.

My Profile

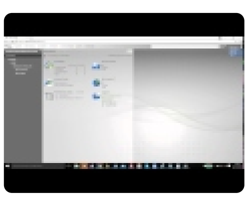


This selection displays a user’s account information where it may be modified when needed.
Any time a field is changed such as a username or email, the **Save Details** button must be clicked before exiting the page or else all changes will be lost.

Below the account information, users may change their password at any time.
After changing the password, always remember to click **Save Password** or else the changes will be lost.



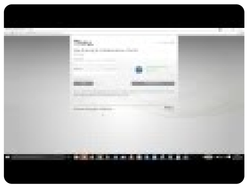
Help



Whenever users have questions about Thru Web features, this selection opens a window displaying general instructions about each section of the Thru Web.

When in administration mode, the Help button will direct administrators to Thru’s Support and Sales teams.

Sign Out

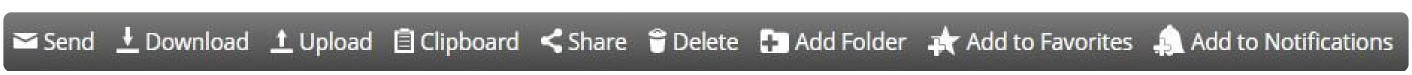


To sign out of a session, select **Sign Out** on the drop-down menu. This will terminate a session and direct the user back to the login page.

Tools Menu

The Tools Menu lets you manage files and folders when navigating through the folder system. When navigating anywhere in the folder tree, the toolbar shown below is always located above the files and folders panel. This section will explain how to use each of these tools.

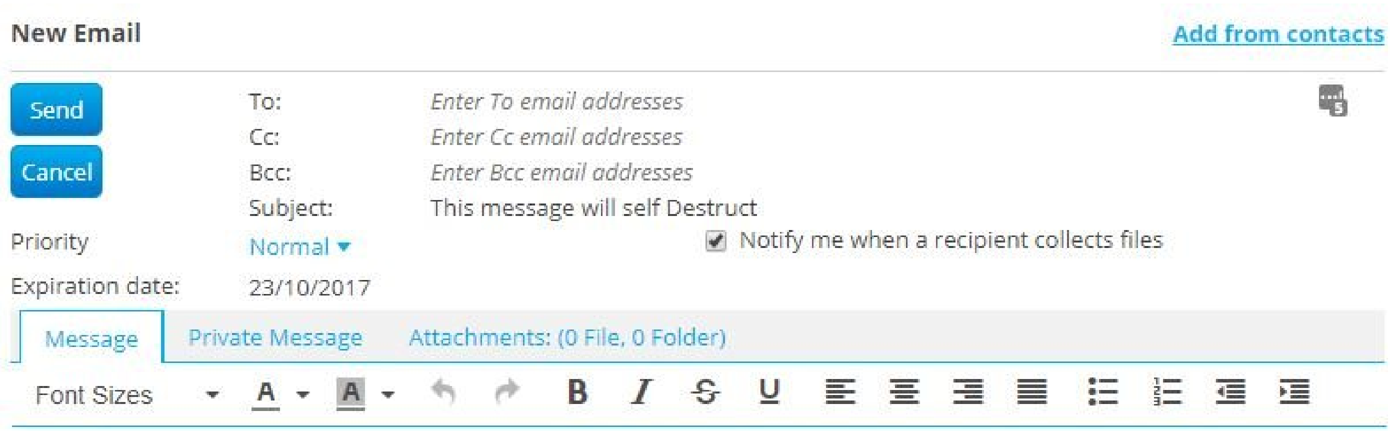
Send Sending Files
Download Downloading Files
Upload Uploading Files
Clipboard Moving and Copying Files/Folders
Share Sharing direct links to Folders or Files
Delete Deleting Files/Folders
Pausing File Uploads and Downloads
Add Folder Creating a Folder
Add to Favourites Add Files/Folders To Favorites
Add to Notifications Set Notifications for Folders



Sending Files – Thru Web

The **Send** button allows you to send files and folders located in the file system to recipients.

To send a file or folder, check the boxes next to the files or folders you wish to send, and click the **Send** button.



Once you click on the **Send** button, the email form will appear.

1. Type in your recipients' addresses in the TO: field or you can insert from Contacts if you have them already stored.

2. CC:, BCC:, Subject, Message and Private Message fields are optional and can be left blank.

3. The Message field will be visible inside the email body and will *not* be sent with encryption.

4. Private Message content will be encrypted for delivery and will not be visible within the email body when the message is received by the recipients.
Instead, the recipient will read the Private Message from a web page with SSL encryption.

5. Click on the calendar to select a date when you want the files to not be downloadable anymore.
The link that provides access to the files and private message from the web will cease to be active at midnight of the selected date.

6. You can select the priority of the message.

7. Notify me when a recipient collects the files will send you an email when any recipient downloads the files that you have sent.

8. Request recipient login will require the user to register their email address and create a personal password before they are allowed to download the contents of your mail.

Only those listed in the recipient fields will be given access to the files.

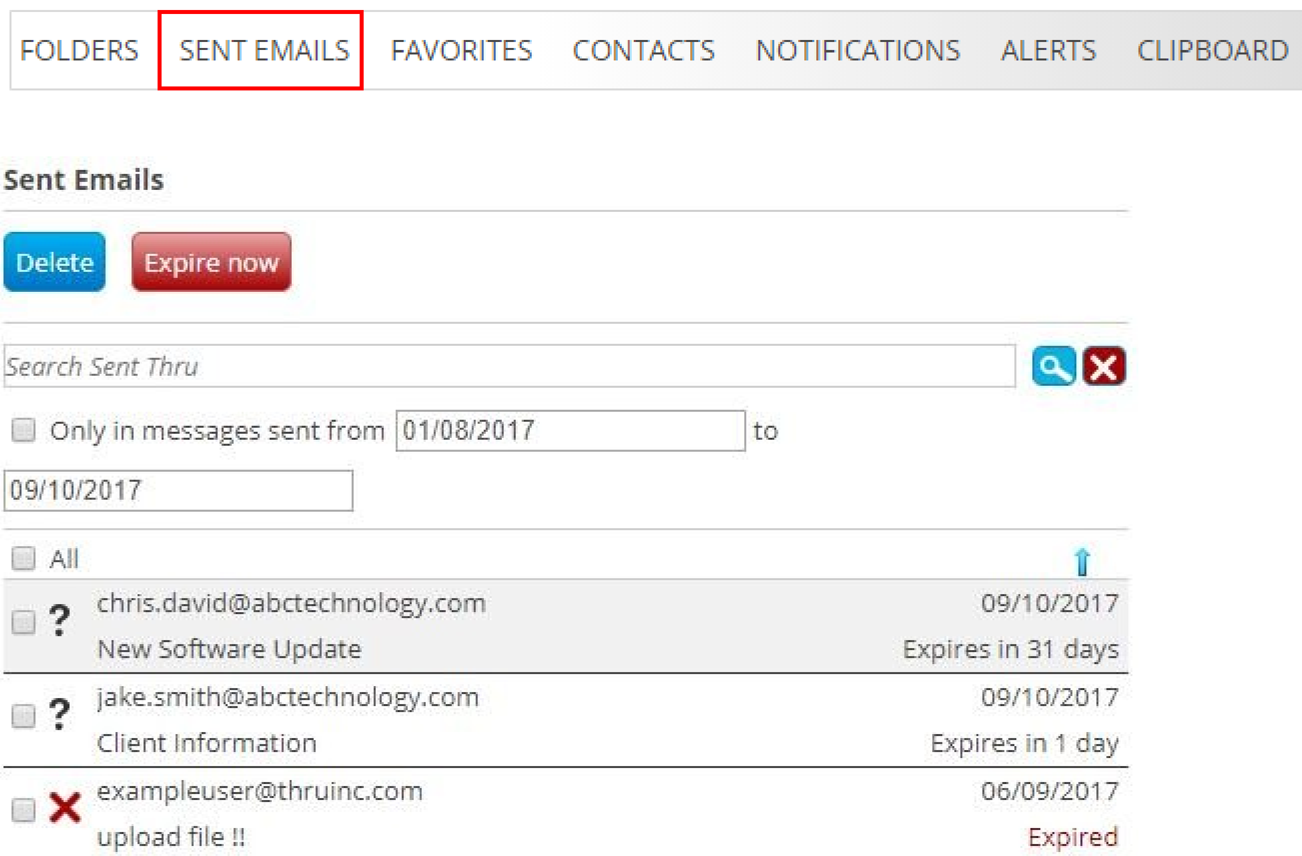
In other words, if the message is forwarded to other people, they will not have access to the files and they will not be able to register an email address that is not in the original recipient list.

9. Click the **Send Message** button to deliver the email.

Sent Emails – Viewing and Modifying

To view or modify Thru messages that you have already sent with the Thru web application, go to **Sent Emails** from the top menu.

Sent Emails contains all Thru emails that are sent using Thru Web, Thru Add-Ins, or any application that uses the Thru file transfer system.



By default, messages are sorted by the date sent and will contain the recipient's email address, subject of the message, when it was sent, and when the files expire.

If a message is already expired, it will be labeled “**Expired**” in red text.

Message Status Icons

There are three different symbols used to specify the download status of a Thru message. Below are the definitions of each symbol:


If the files in a Thru message have been downloaded by the recipient, a **green checkmark** will be displayed.

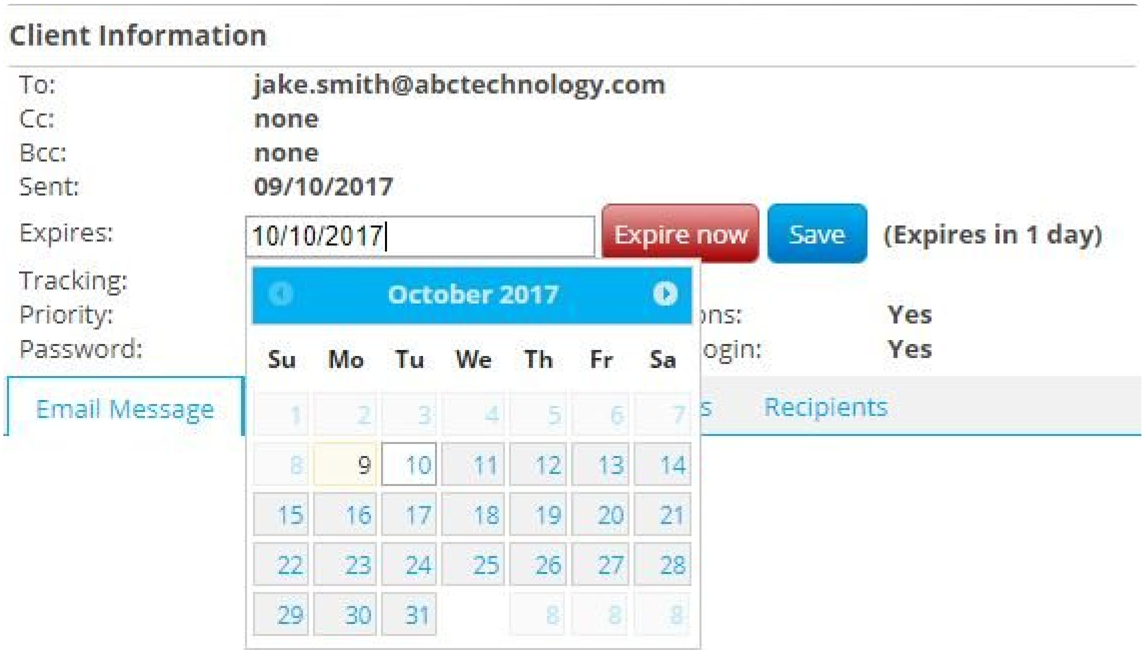

If a message has expired before the recipient could download the files, a **red X** will be displayed. When a message is expired, the recipients of the files are no longer able to download the files from that distribution.


If the recipient has not yet downloaded the file(s) and the message is not expired yet, a **question mark** will appear.

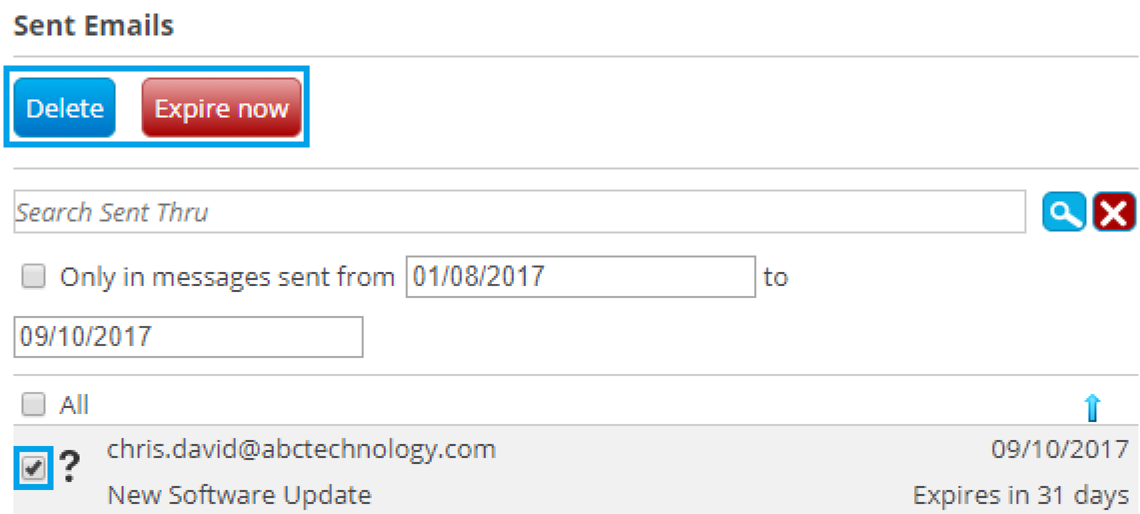
Extending the Message Expiration Date

To extend/modify the expiration date of a sent Thru message:

Select the message you want to edit > **Click on the date next to “Expires”** > **Choose a new expiration date on the calendar** > **Click Save**.



Deleting and Expiring Sent Messages



Deleting a message – Deleting a Thru message will cause the sent files to no longer be active (the links will expire) and will also permanently remove the message from Sent Emails.
To delete an email, check the box to the left of the message and then select the **Delete Distribution** button.

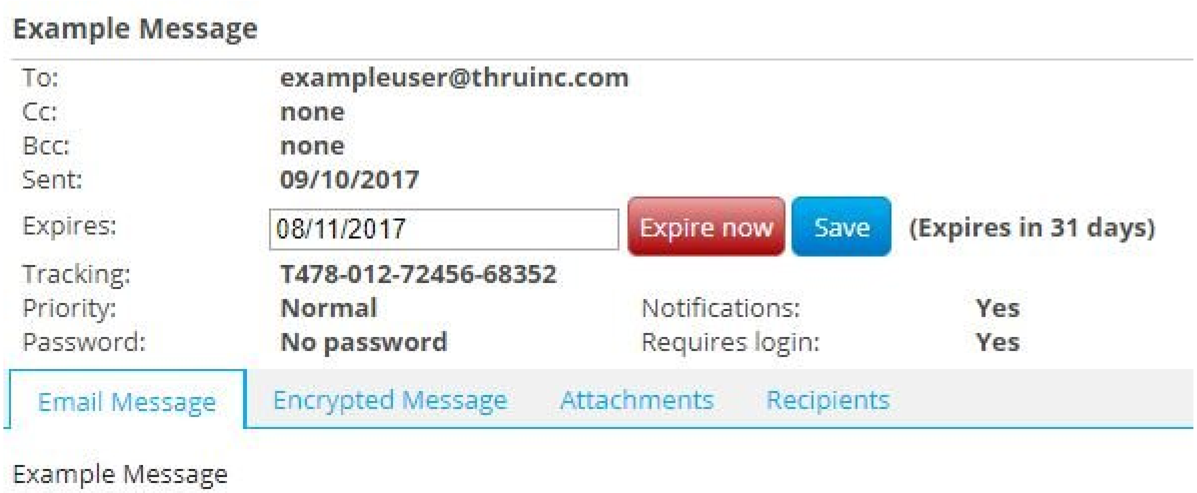
Expiring a message – To immediately expire a Thru message, check the box next to a message and select the **Expire Selected Emails** button.

Viewing Message Details

When an email is selected, the content of the email will be displayed on the right as shown below.

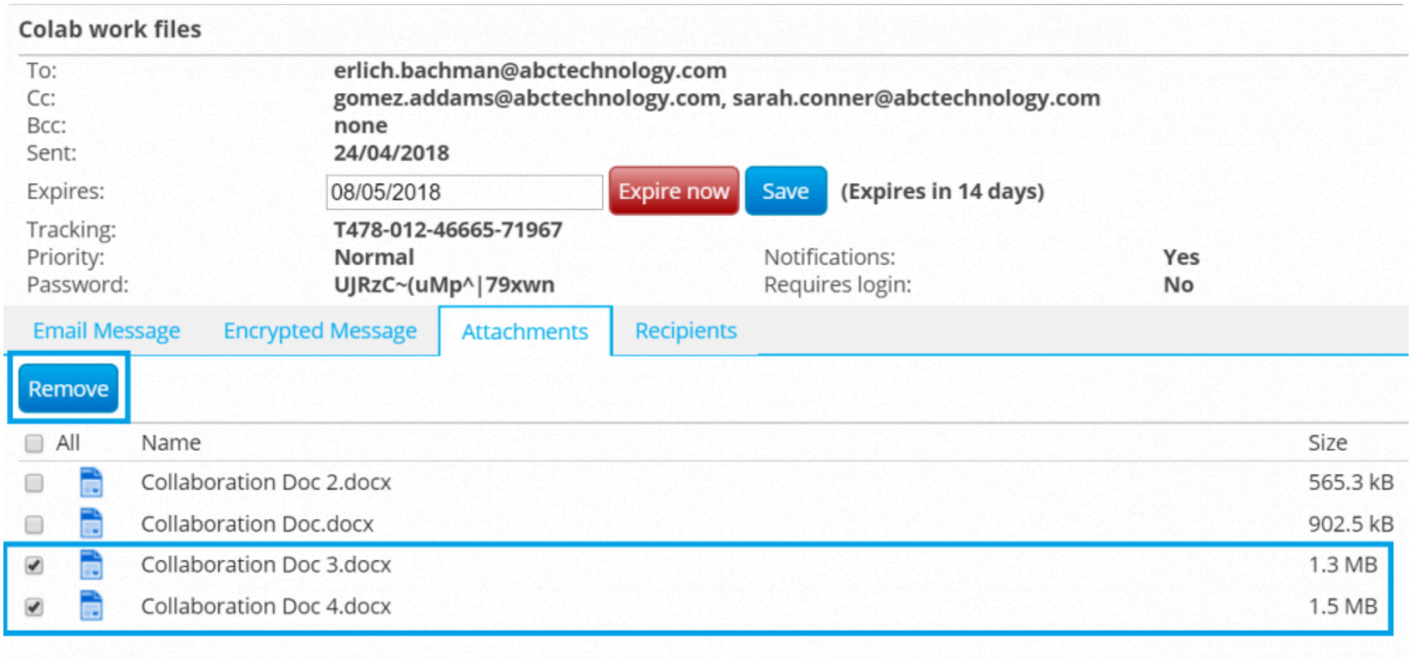
This will also display more intricate details of the sent emails such as the tracking number, notification and required login settings, etc.

By navigating clicking on the Attachments or the Recipients tabs as shown below, the user has the ability to **remove attachments and recipients** after an email has been sent.



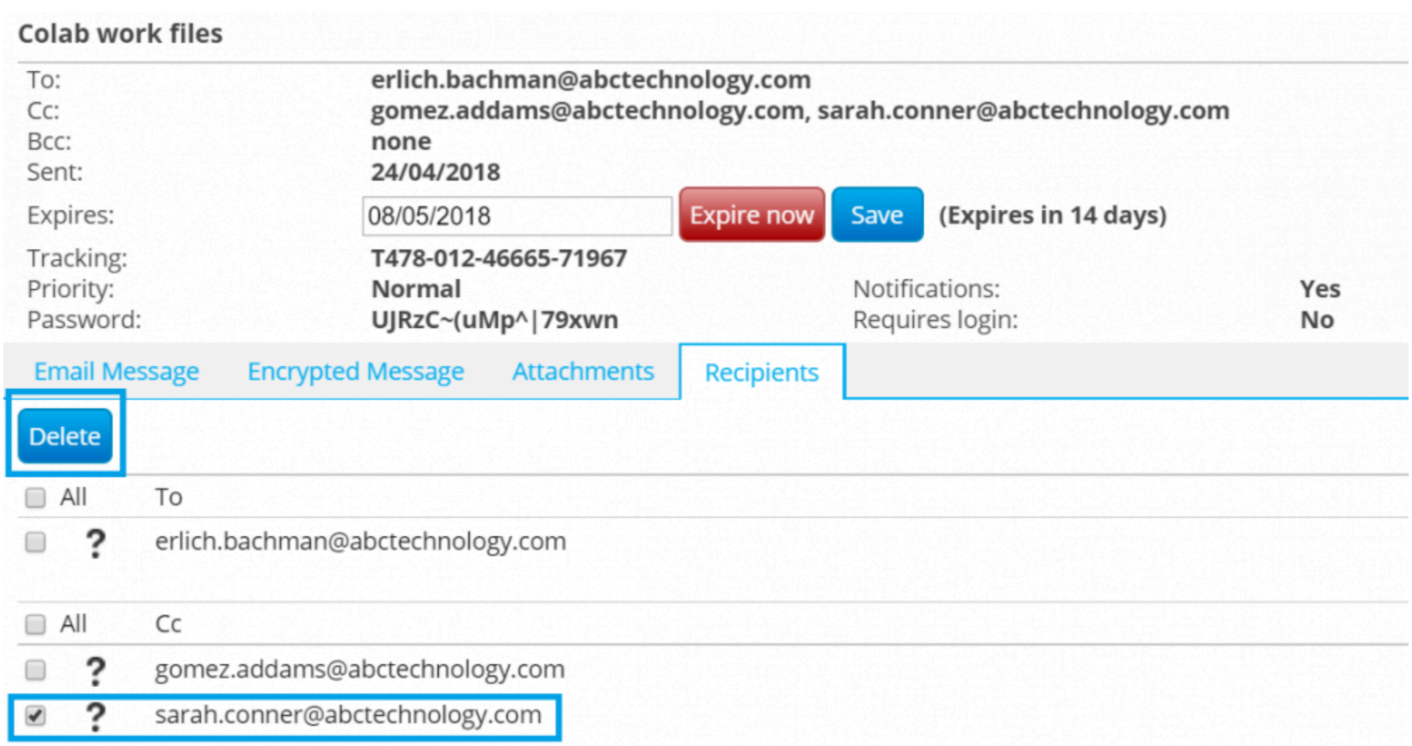
Remove attachments and or recipients

Attachments can be removed from the distribution (if the recipients haven’t already accessed the link)



If a message is protect by either a [Message password]() or using [Registered Recipient Login]()

Recipient's can be removed from accessing the distribution (if they haven't already accessed the link)

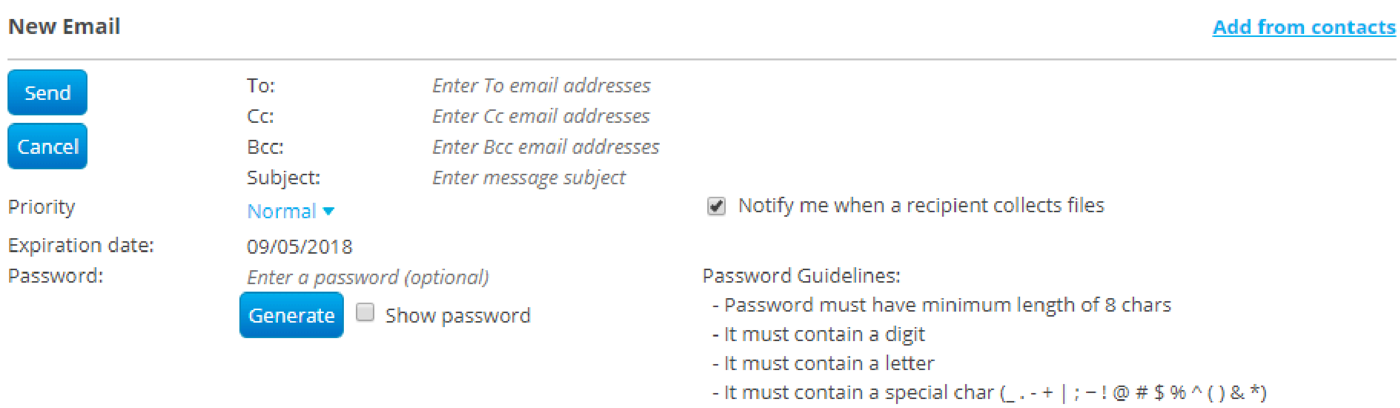


Message password

Thru site admins have the option to switch to a *message password* option instead of *recipient login*

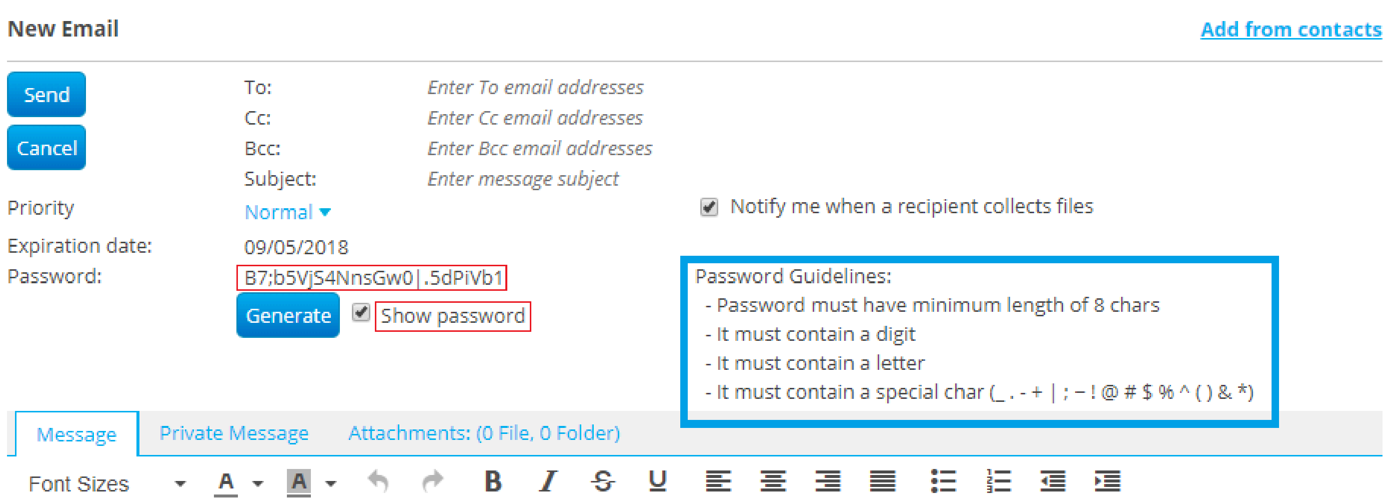
This option has a few different modes of working

When enabled in its default manner the following is displayed for the users :



Password for the distribution is not mandatory

Users then have the option to define the password manually or click on the **Generate** button



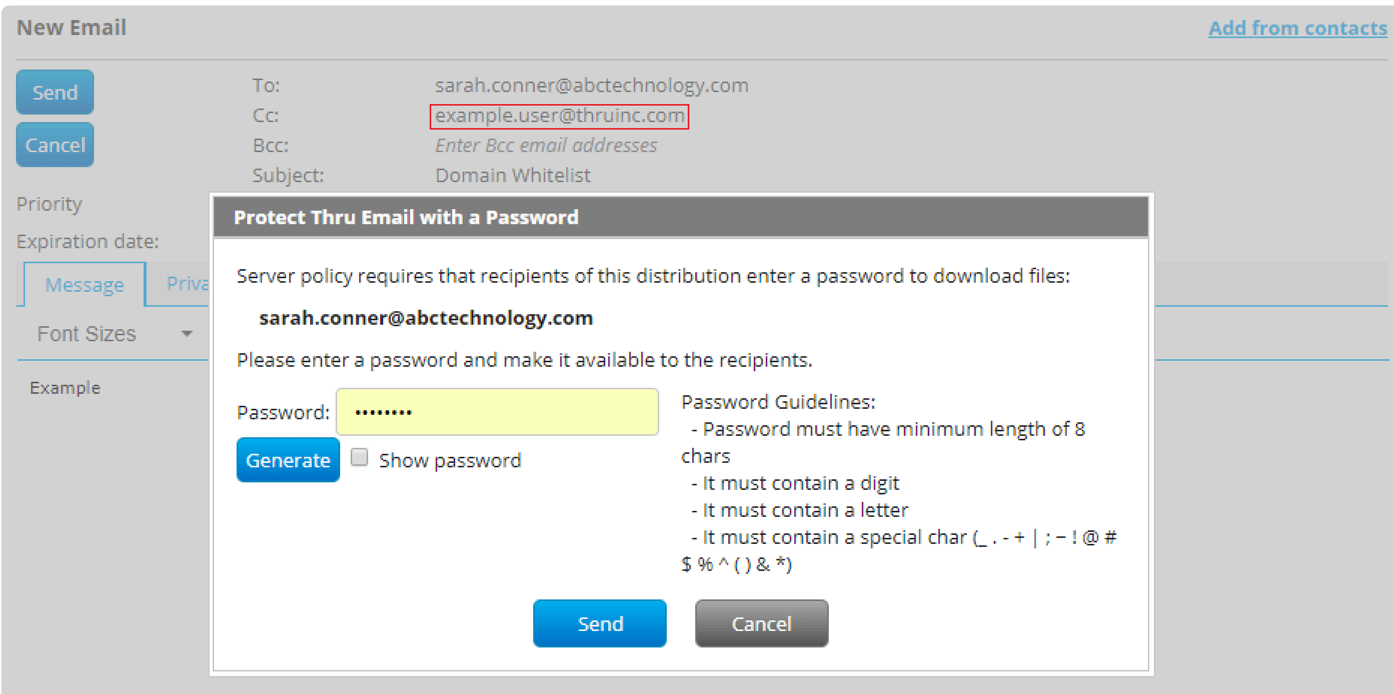
Password length and complexity is based off the [Site Password](#) options defined by the Thru Site Admin

Note : Thru Site Admins also have the ability to require a password for all distributions

Domain whitelist

Thru Site Admins can also enable a domain whitelist for the message password option

In this case email domains that are whitelisted do not require passwords for distributions, any domain that is not whitelisted will be prompted for a password for the distribution



Downloading Files

The **Download** button allows you to download files and folders that are already uploaded to your Thru server.

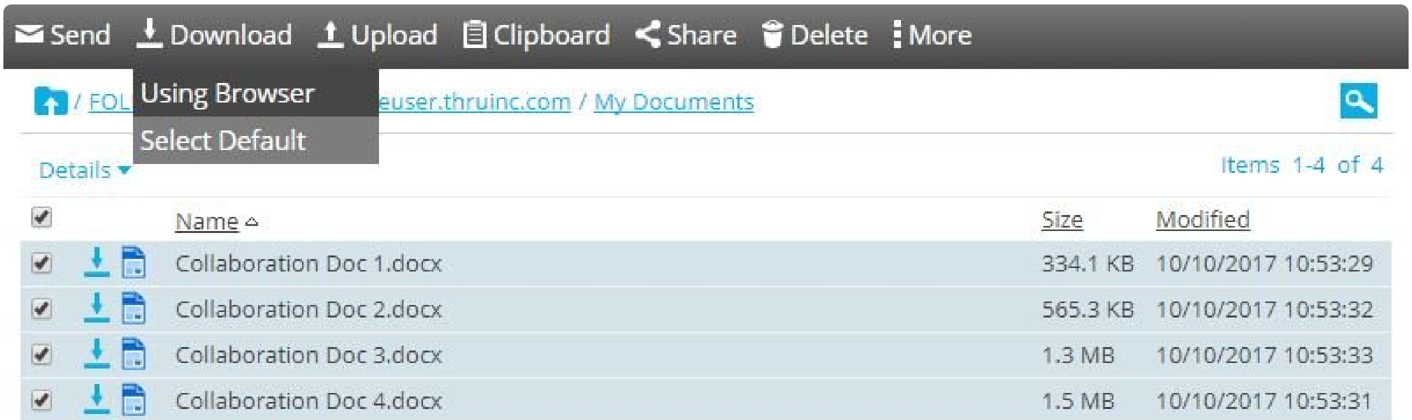
Use the **Folder Tree** on the left to navigate to the files or folders you want to download.

You cannot access disabled folders; they are grayed-out to indicate they are not available for download.

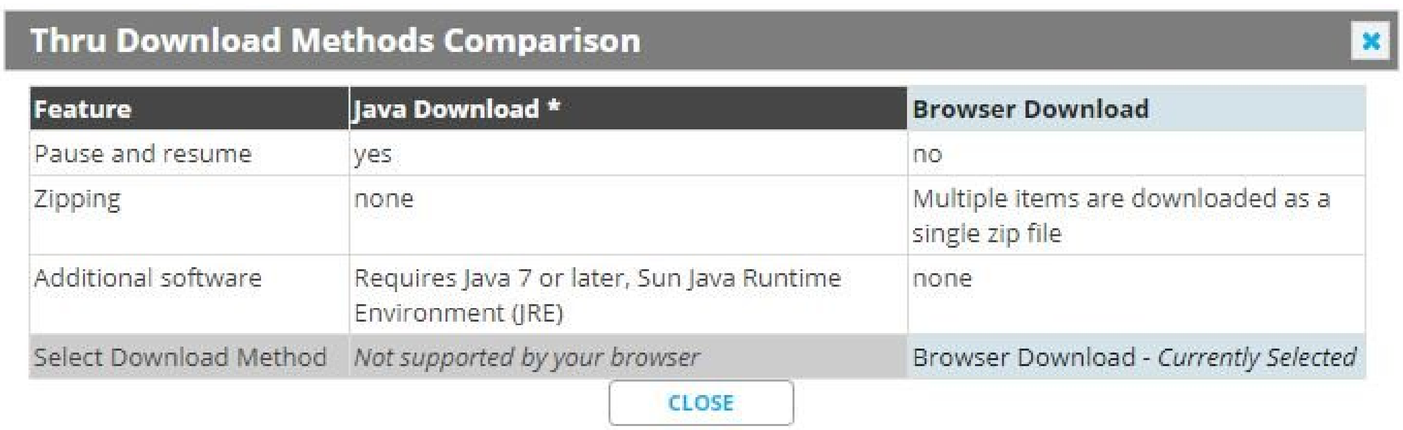
A user can choose browser or Java as the download method, as well as select a default using the download drop-down menu.

Browser method is HTML 5 if it is supported by the browser.

! Google Chrome, Mozilla Firefox and Microsoft Edge only supports downloads and uploads in a Browser method. Internet Explorer 11 **still** supports Java, Browser and Active X for uploads and Java/Browser for downloads. See Thru Java Application download



To open a comparison chart of download methods, click Select Default from the Download drop-down bar.


Thru Download Methods Comparison

Feature	Java Download *	Browser Download
Pause and resume	yes	no
Zipping	none	Multiple items are downloaded as a single zip file
Additional software	Requires Java 7 or later, Sun Java Runtime Environment (JRE)	none
Select Download Method	*Not supported by your browser*	Browser Download - *Currently Selected*

CLOSE

The Content Panel will change to display the contents of that folder once it has been selected.

Place a check mark in front of the file you wish to download, and then click **Download**.

This will open the standard folder view window where you can select where to download the files.

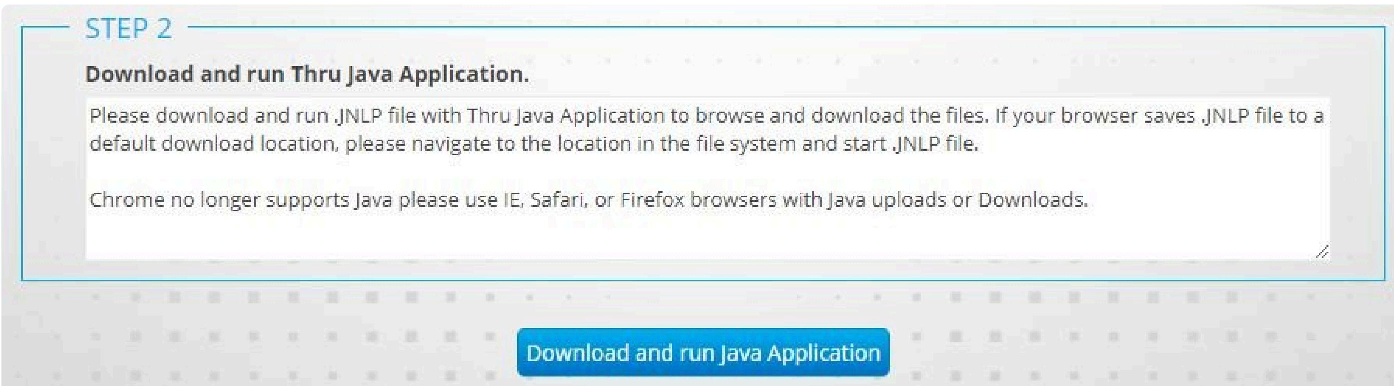
If you selected more than one file or folder, all of the contents will be zipped before the download begins.

If a large amount of files and folders are being downloaded, it may take several minutes for the download to begin while the zip package is created.

Thru Java Application download

Thru's external download page's now offers download options via a Java web start

For the browsers that do not support traditional Java applets any longer such as Chrome, Firefox and Edge



Please download and run .JNLP file with Thru Java Application to browse and download the files.

If your browser saves .JNLP file to a default download location, please navigate to the location in the file system and start .JNLP file.

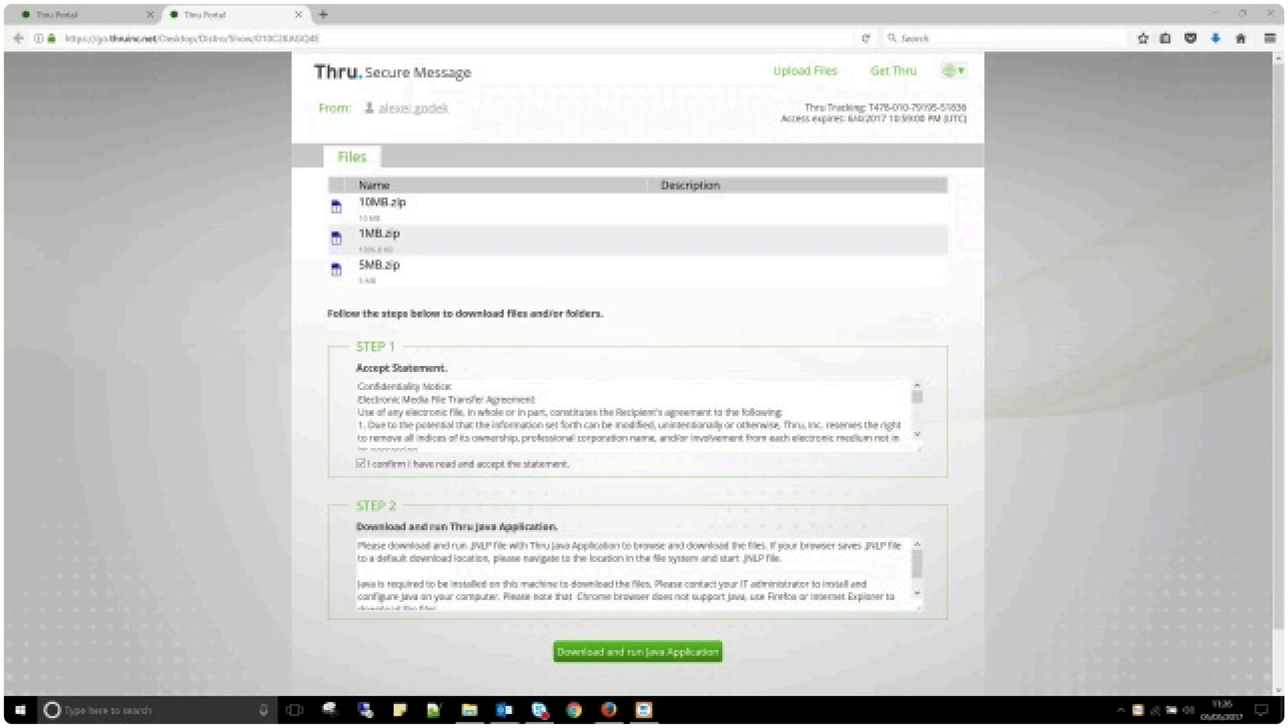
Java is required to be installed on this machine to download the files.

Please contact your IT administrator to install and configure Java on your computer.

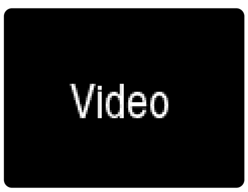
Please note that Chrome browser does not support Java, use Firefox or Internet Explorer to download the files.

Internet Explorer versions 10 and 11 support traditional web application.

Firefox : Thru external download page download via Java web start



Chrome : Thru external download page download via Java web start



Considerations when downloading using Java

People that receive Thru download links requiring Java will need to install and configure Java on their computer and in their browser.

The recommended location to get the Java software is [Java Download]. Install the 32-bit version of Java if you are using 32-bit browsers.

For more information on 32-bit vs 64-bit Java, visit [which Java should I use].

> **!** **Google Chrome**, **Mozilla Firefox** and **Microsoft Edge** no longer supports Java applets. Internet Explorer 11 **still** supports Java.

For more information on this subject please read this Java FAQ. Also please See Thru Java Application download

Windows

After the Java software is installed, advanced settings may need to be adjusted in the Java Console.

Start Java from the Control Panel in Windows

Double click the icon

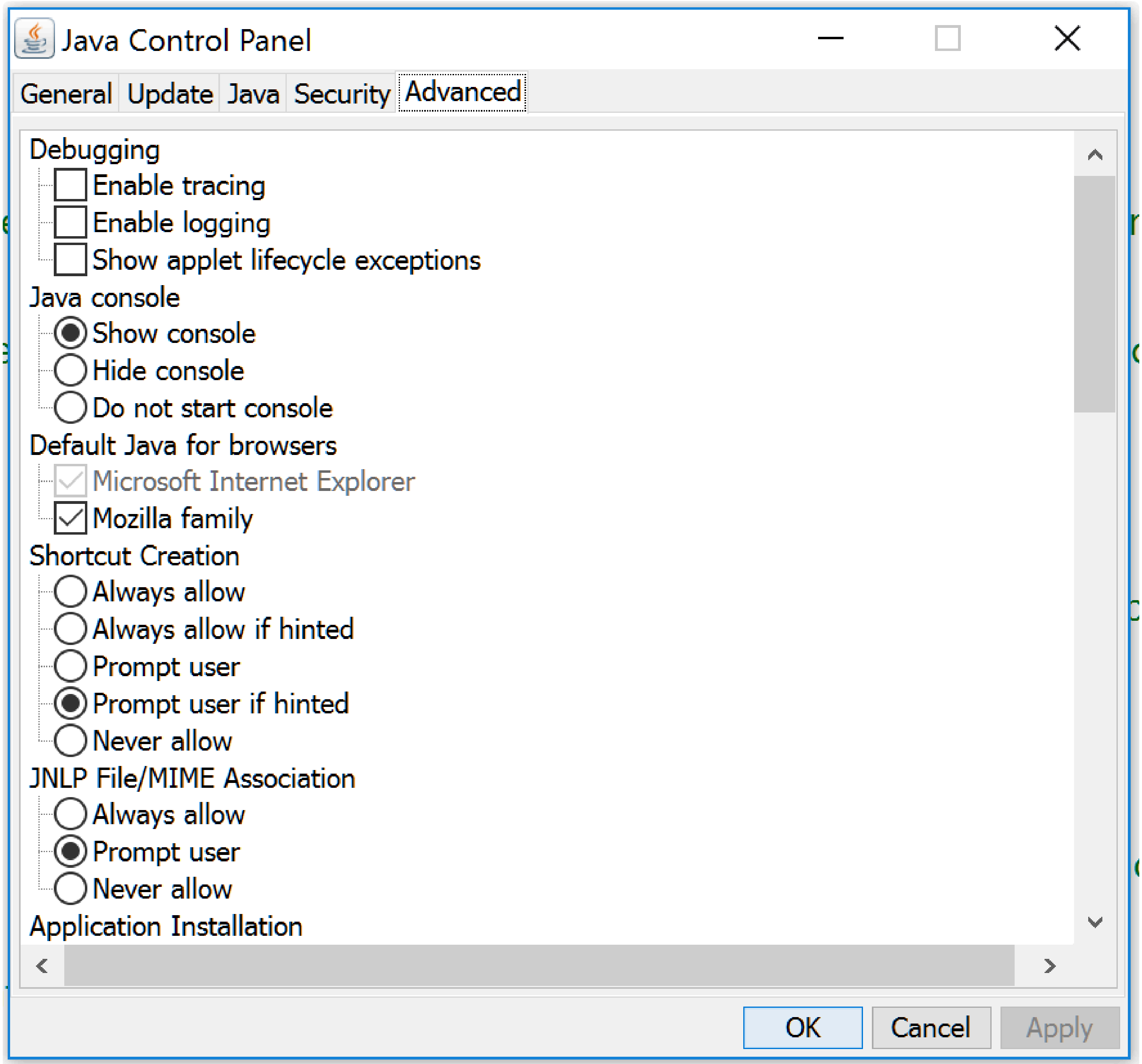
The main menu for the console will display.

Find the options for **Default Java for Browsers**. Check the boxes that apply for the browsers in use (Microsoft Internet Explorer, Mozilla Family)

If additional troubleshooting is needed, select the **Advanced** tab in the panel, find the **Java console** section and ensure that **Show console** is selected.

The Java Console will display messages as calls are made to Java by the web application.

Following is a display as a result of the above steps.

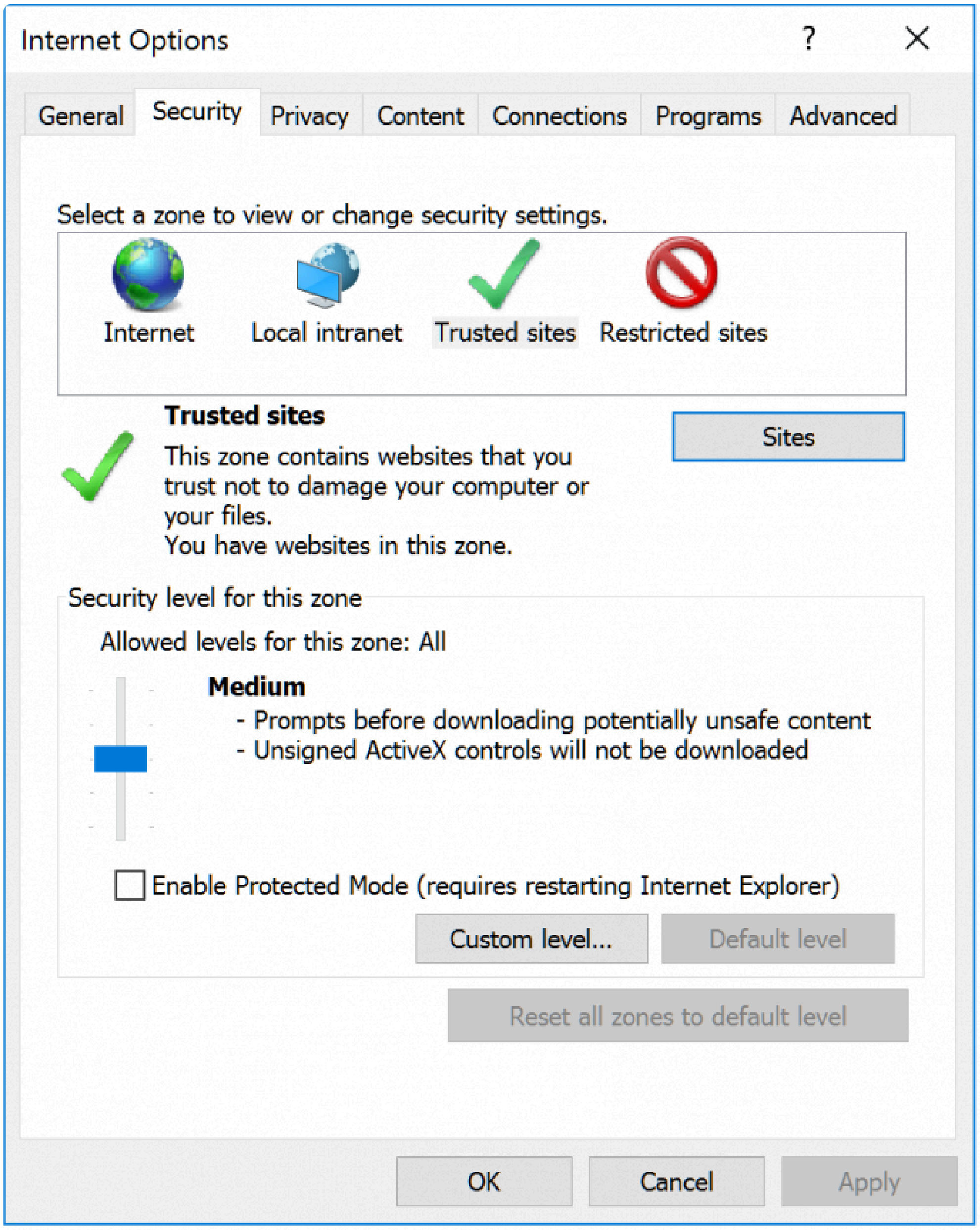


Add Trusted Site

Your browser settings may require you to enter the Thru site as a trusted site to run the Java applet.

Open Trusted Sites in the browser security settings.

Add https://*.thruinc.net or the specific name of the Thru site you are using, for example https://CompanyName.thruinc.net.



Restart the browser

Install Java Plugin

Reopen the link you received to download the files. The browser may prompt you to run the java applet installation executable. A prompt in Internet Explorer typically appears at the bottom of the browser window in a yellow box.

Firefox will display a dialogue box to prompt the user to allow / block the plugin. Click the **Select All** button. Set **every to allow and remember**.

Mac

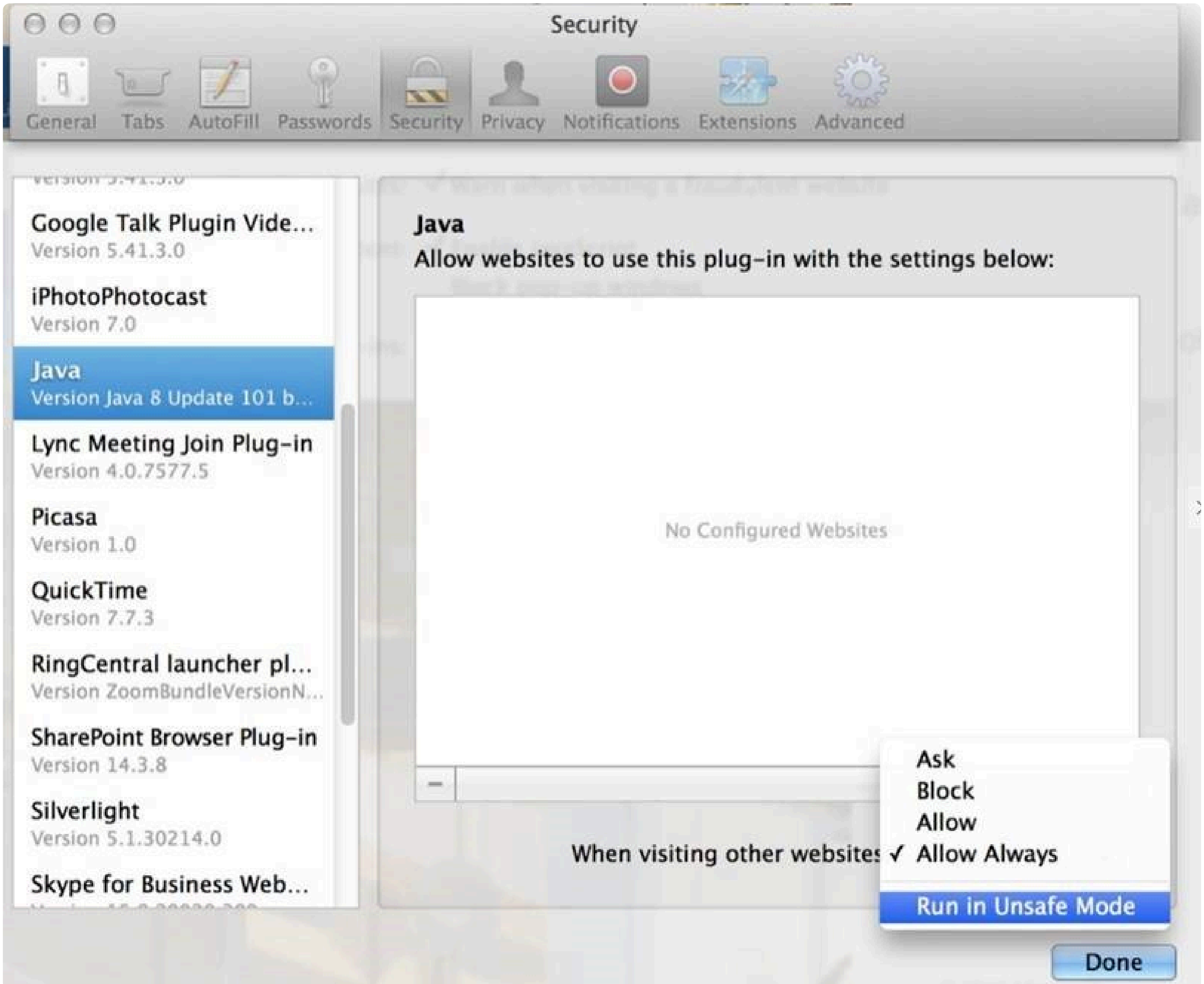
Following are steps that may be needed to enable Java download on Mac OS (Safari or Firefox).

By default Java is set to run in “safe mode” which does not allow saving files on disk. To enable file saving using Safari or Firefox, changes are needed under Manage Website Settings security preferences.

Security Settings

Open Safari **Preferences**, **Security**. Ensure the box next to **Allow Plug-ins** is checked and click **Manage Website Settings**

Select **Java** in the left panel menu. Then select **Run in Unsafe Mode** next to **When visiting other websites**.



Troubleshooting

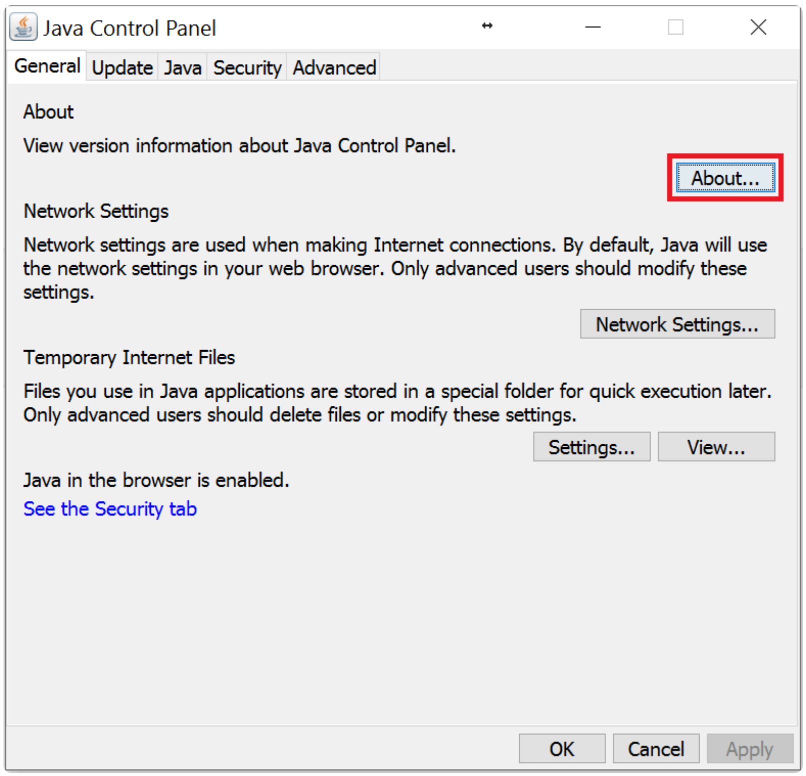
If you experience unexplained errors with the Java console when attempting to download, it may require that you reinstall it. If you attempts this first uninstall java and be sure to delete the following folder to ensure all settings are deleted as well (Windows default): **C:\Users\“your username”\AppData\LocalLow\Sun\Java**

Checking currently installed Java version

Start Java from the **Control Panel** in Windows

Double click the **Java** icon

Click on the select **About**



A popup will display current **Java version** used to run applet.

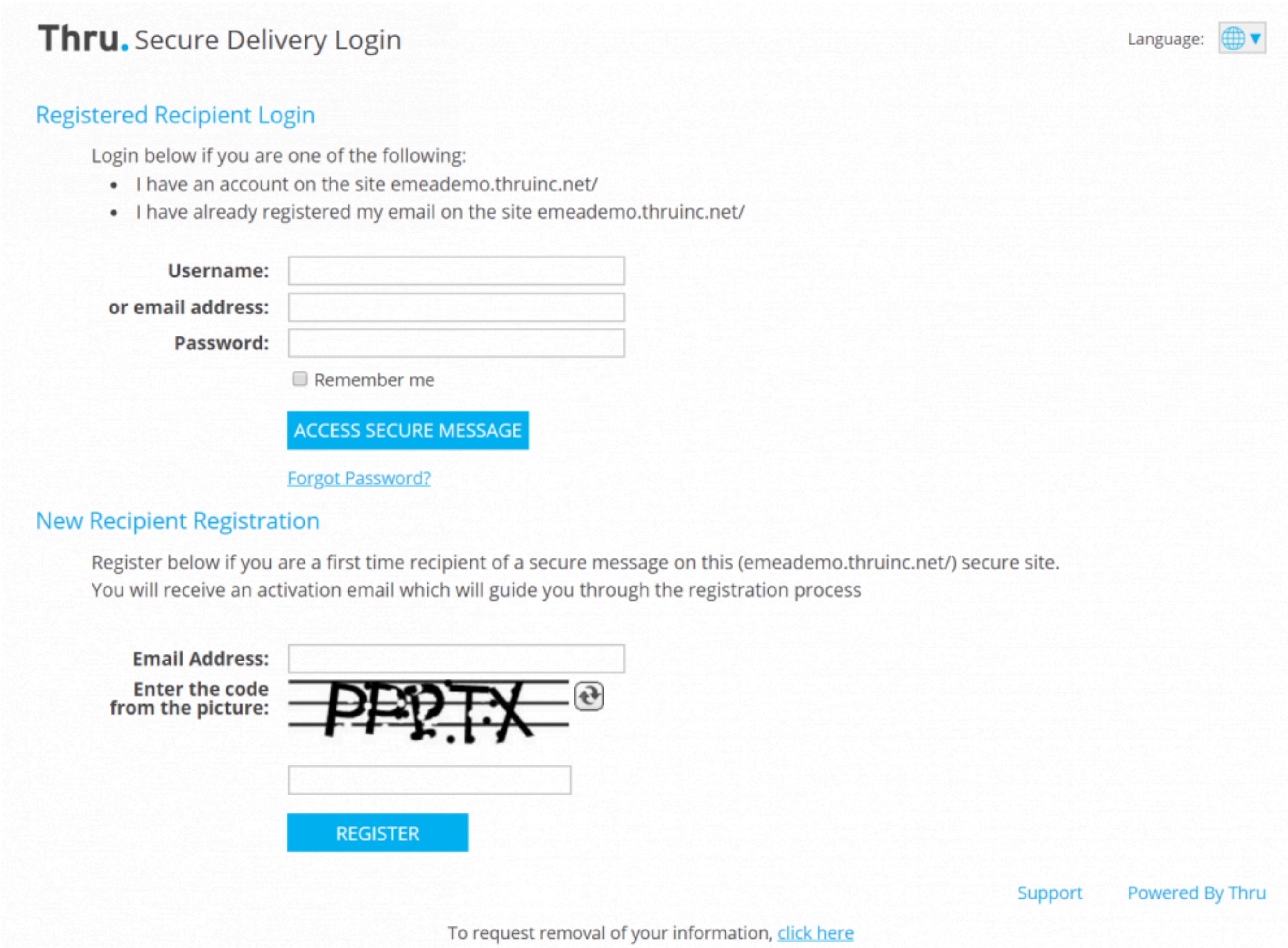
Current version as of 19th of May 2017 is **Version 8 Update 131 (build 1.8.0_131-b11)**

Downloading from a link that requires a login

This section goes over how to access files that were sent to you and require you to login.

After clicking the download link, you will be taken to the ***Secure Message Login*** page

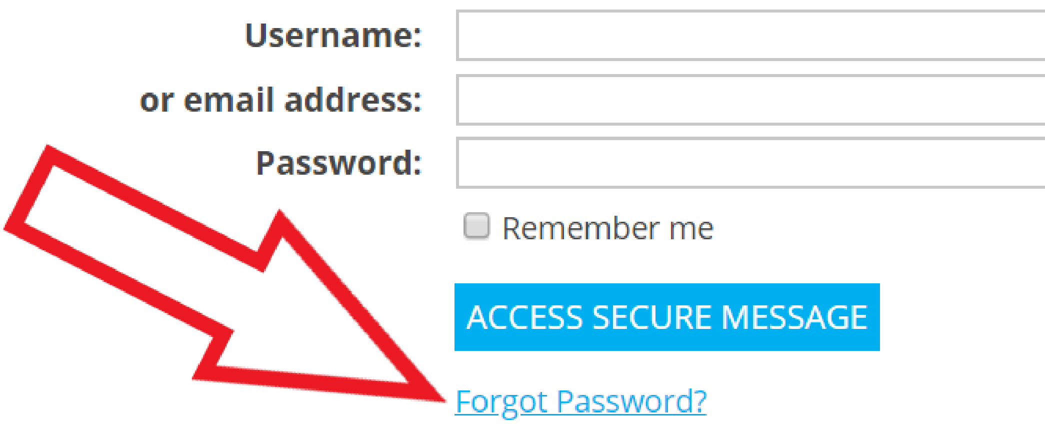
Asking you to register a new user account or to log in with a previously registered user account.



If you created a password in the past with the same email address

Fill in your email address and password and click the button ***Access Secure Message***.

If you have forgotten your password, use the ***Forgot Password*** link on this page.



First time users – If this is the first time you are downloading files from a sender using the Thru secure file delivery service

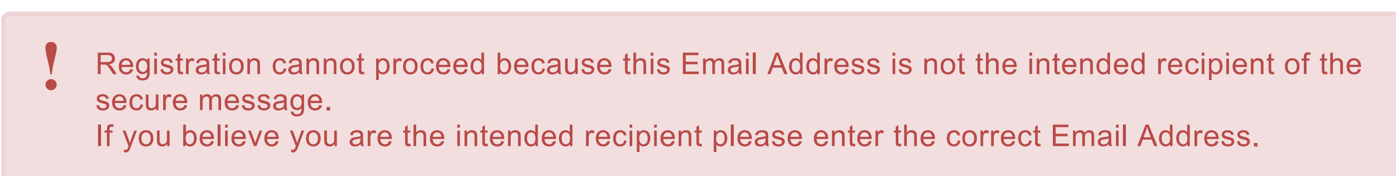
Use the ***New Recipient Registration*** option.

Fill in your email address in the email field and click the button **Register**.

You will then receive an email from **notifications@thruinc.net** that will guide you through the registration process.

The email address you enter must match the one in the email you received.

Otherwise you will see an error :



The link to create a password does expire within 24hours.

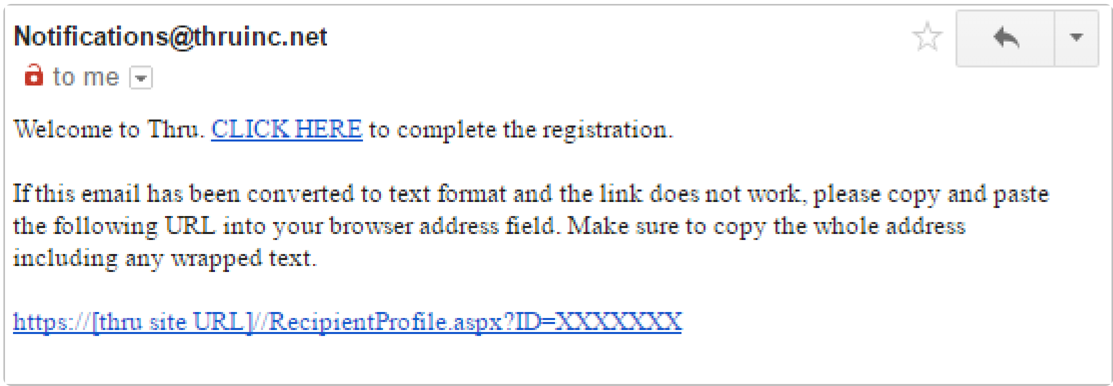
Please create a password as soon as possible upon receiving the email inviting you to create a password.

- **What can go wrong at this point?**
- The most common issue is that people don't receive or don't find the registration process email.
- Did you look in your Junk email folder?

- Does your company use an email security gateway that may have trapped the delivery from thruinc.net?

They need to allow/trust email from **notifications@thruinc.net**.

- Do you have email filtering rules that might have saved the email in an unexpected folder?

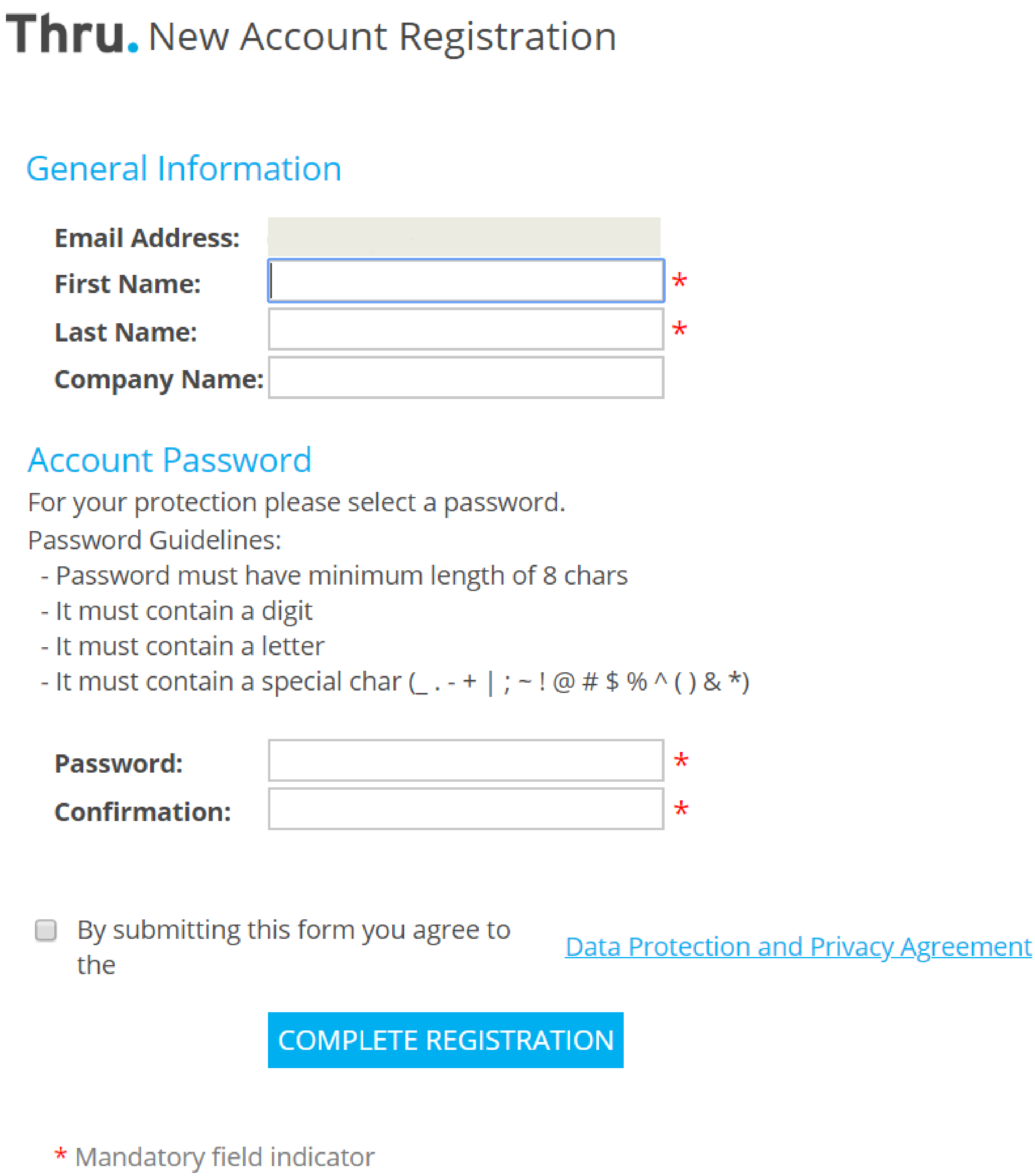

Notifications@thruinc.net
to me

Welcome to Thru. CLICK HERE to complete the registration.

If this email has been converted to text format and the link does not work, please copy and paste the following URL into your browser address field. Make sure to copy the whole address including any wrapped text.

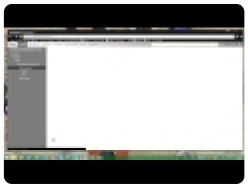
https://[thru site URL]//RecipientProfile.aspx?ID=XXXXXXX

After filling out the registration information, you will be directed to a web page to download your files.



Uploading Files

Here is a short video showing how uploads work in Thru



Note : A comparison of the upload methods is displayed below.

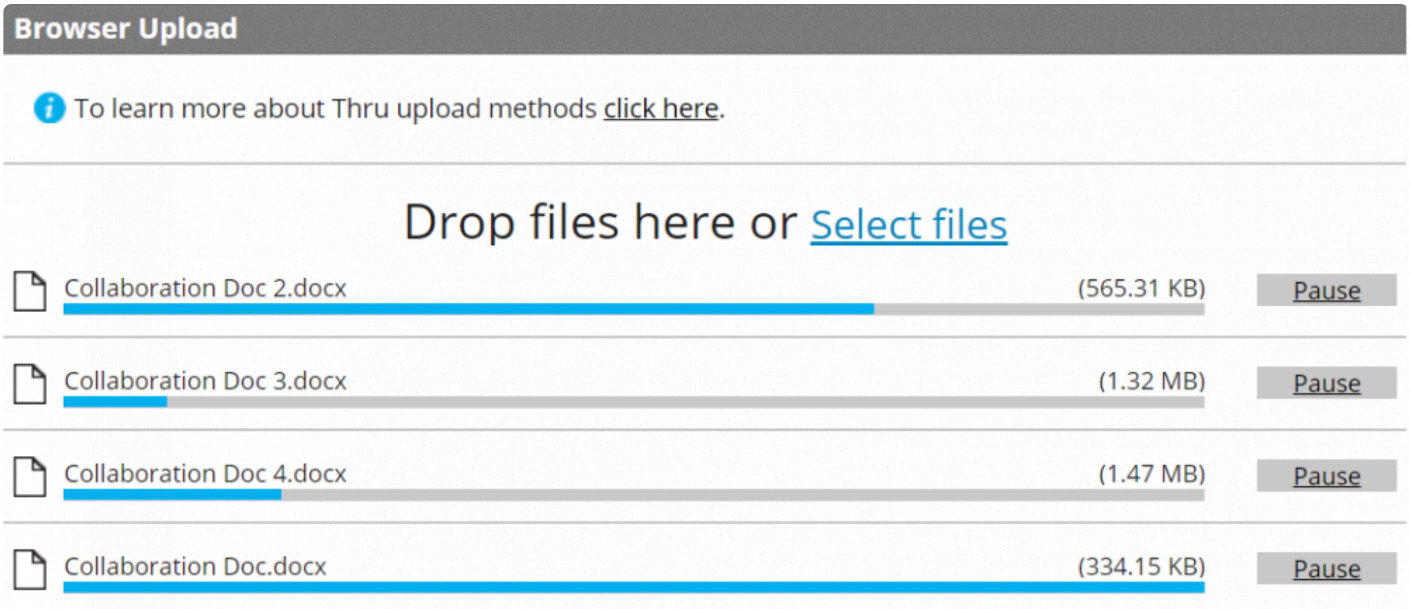
Feature	Java Upload *	Browser Upload
File size limit	unlimited	unlimited
Pause and resume	yes	yes
Multilingual naming	yes	yes
Folder Upload	yes	no - files only
Additional software	Requires Java 7 or later Sun Java Runtime Environment (JRE)	none
Select Upload Method	*Not supported by your browser*	**Browser Upload** - *Currently Selected*

* Thru recommends the latest Java version that can be downloaded from http://www.java.com

Close

Browser Upload

Selecting Browser Upload displays the window shown below when using a browser that supports HTML5.



1. Click **Select files** and a dialogue box will open for you to navigate to the file you wish to upload.

2. Click Open to select the file and it will appear it the respective field.

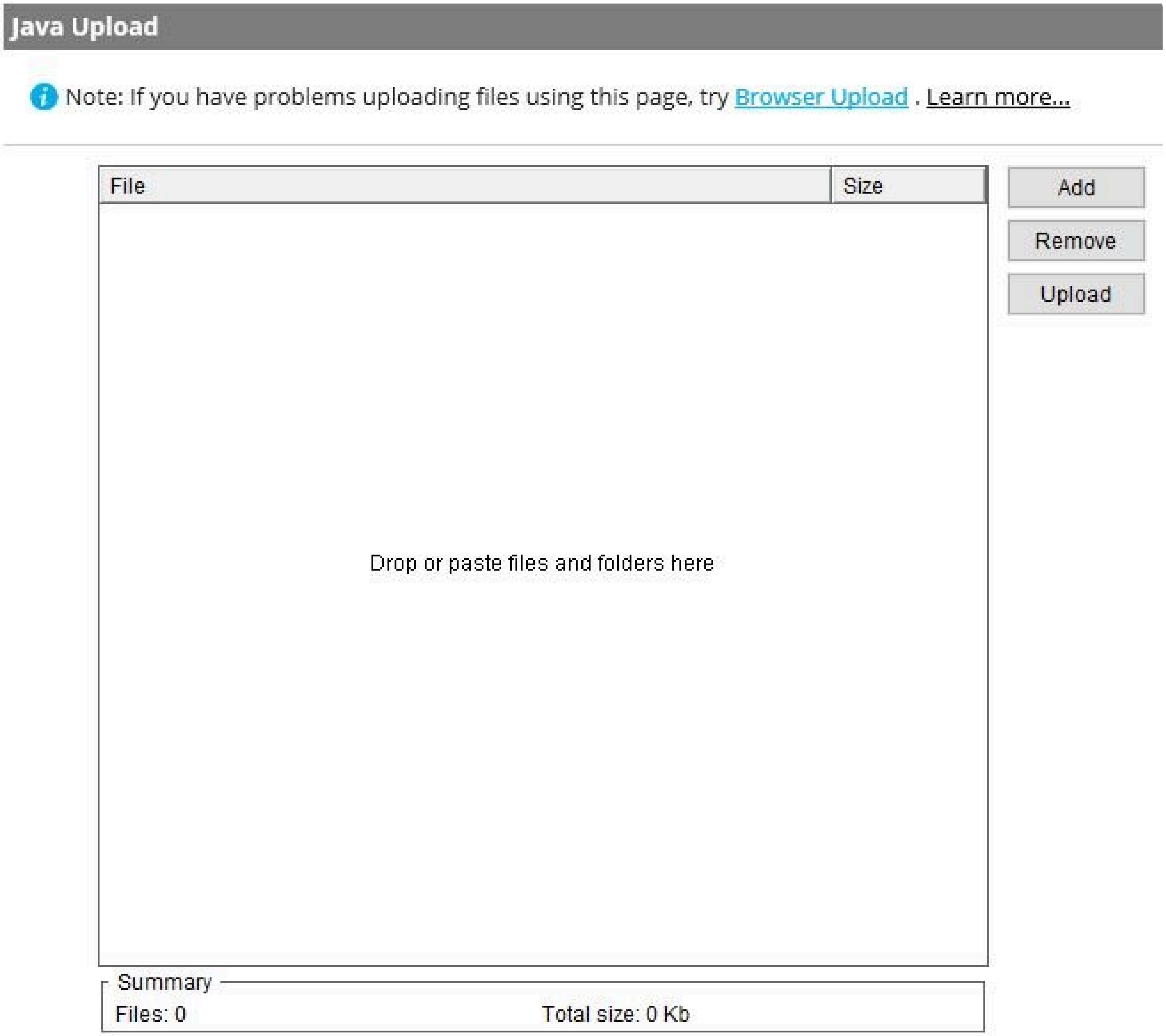
3. Click Upload to start the upload. A new window will open giving you the progress of the upload and the approximate time it will take to complete.

NOTE: You can only upload files using the Browser Upload. If you wish to upload folders, then they must be zipped first before uploading or uploaded using the Java method.

Java Upload

To upload files or folders to a selected folder, click the **Upload** button found on the User Tools bar.

In this view you can either drag and drop files and folders or click on the **Add** button to browse for the files or folders

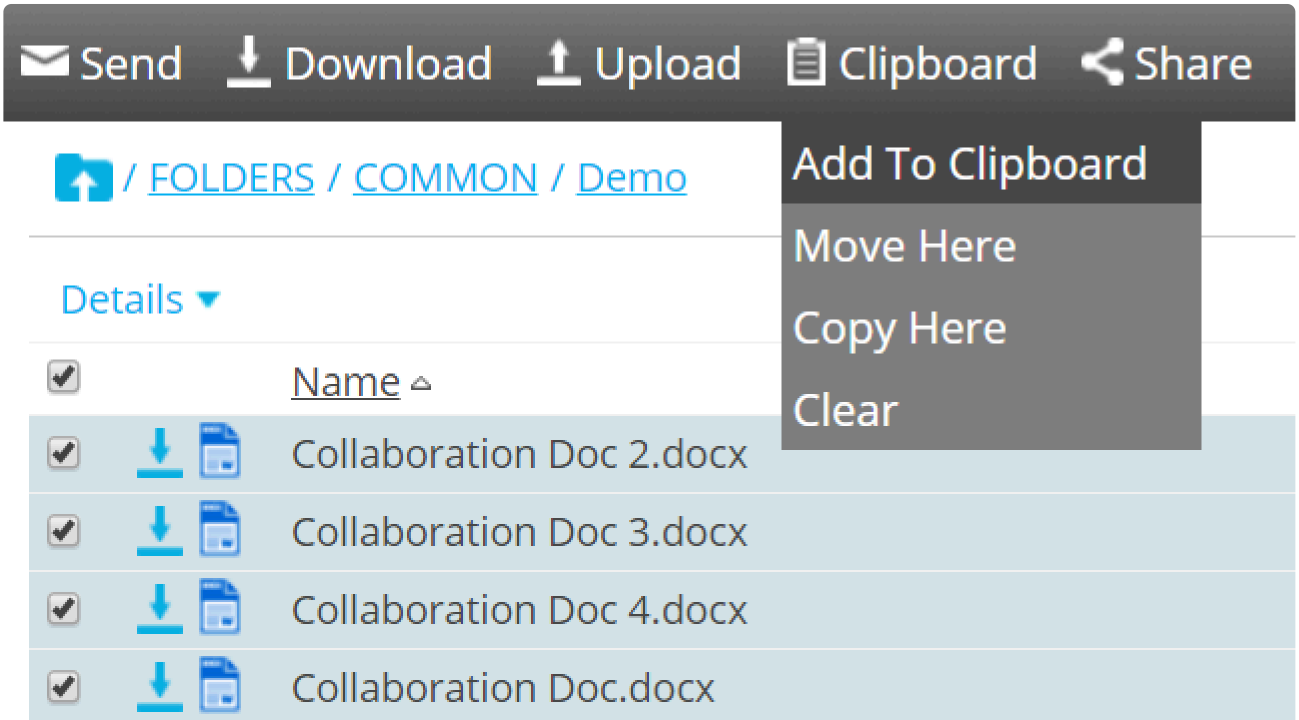


Once the files are queued, click the **Upload** button to start the transfer

Move or Copy Files/Folders in Thru Web

To move or copy files or folders within Thru Web, use the Clipboard tool.

To move or copy a file or folder:



1. Navigate to the folder where the file or folder that you want to move or copy is located.

2. Select the checkbox next to the files and/or folders.

3. Click on **Clipboard** and select **Add to Clipboard**.

4. Navigate to the folder where you wish to move or copy the selected items.

5. Select the **Clipboard** drop down menu.

6. Select **Move Here**. This will move the file from the original folder to the folder in which you currently you are.

7. Select **Copy Here**. This will copy the file from the original folder to the folder in which you currently you are.

You can cancel the move or copy of the folders or files by selecting **Clear** from the Clipboard menu.

This will leave the file back in its original location and remove it from the clipboard.

Copied files are considered new and storage is added to the site statistics.

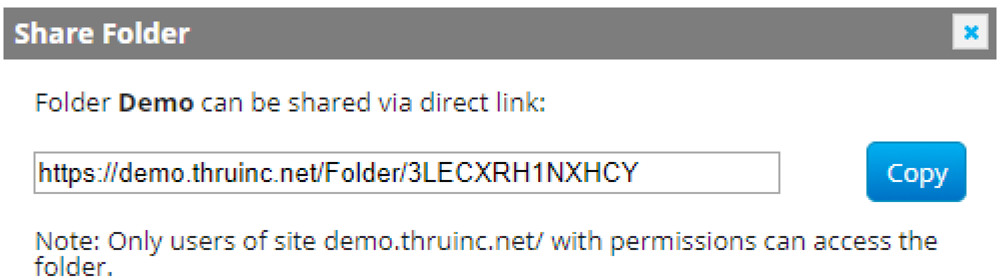
If a file is versioned, copy of the current version is created.

In Thru's **Audit** a file copy is recorded as Upload operation with fields **NextPath** and **PreviousPath** showing source and destination folders.

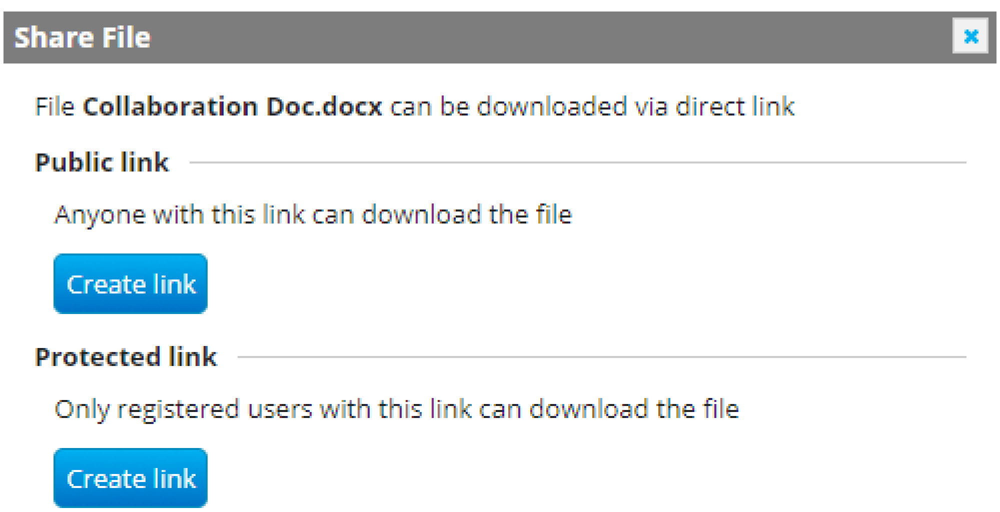
Share – Sharing direct links to Folders or Files

You can share folders and files directly from Thru as a direct link

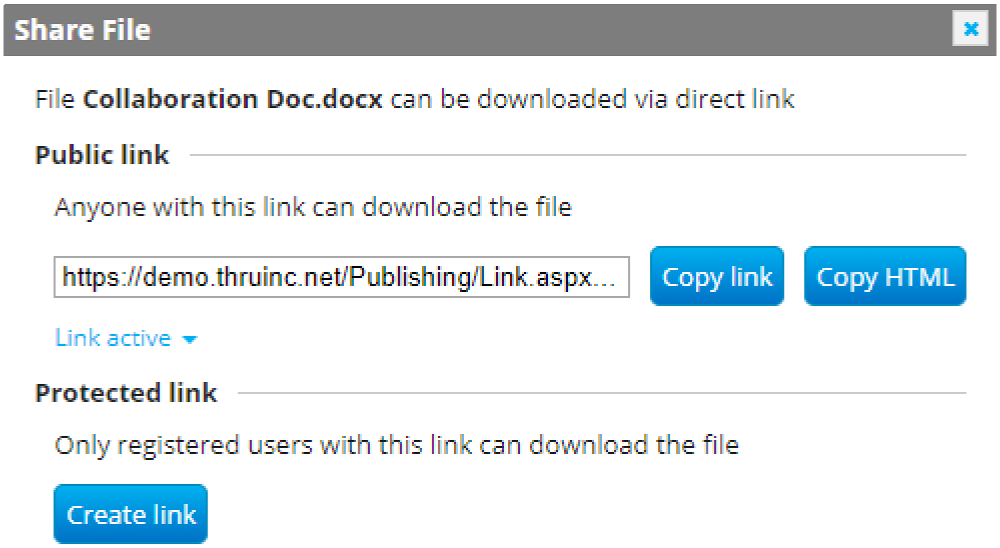
Links to **Folders** can be shared ***only*** with other users of the site that have permissions to access the folder



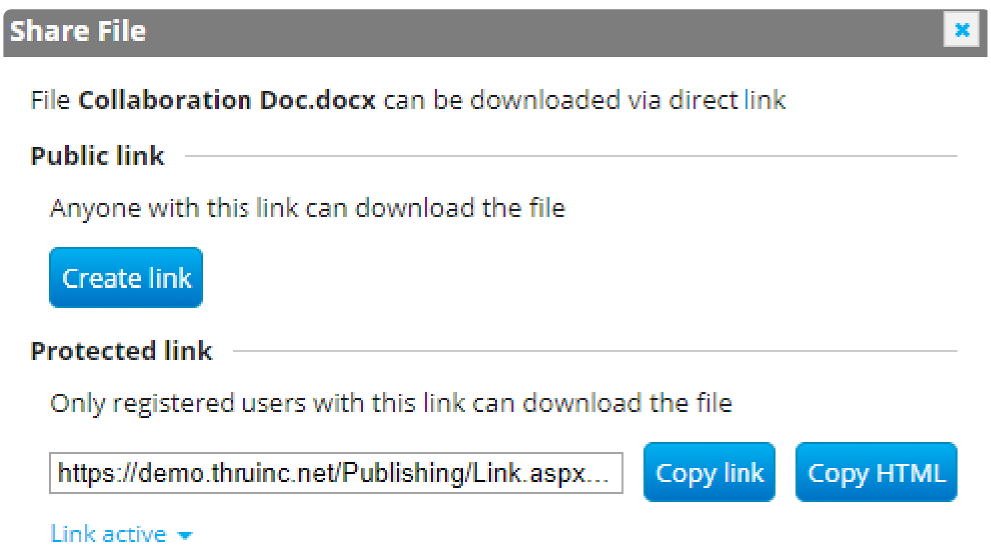
Links to **Files** can be shared *with* and *without* protection and shared externally.



When a **Public link** is created, anyone with this link will be able to download the file



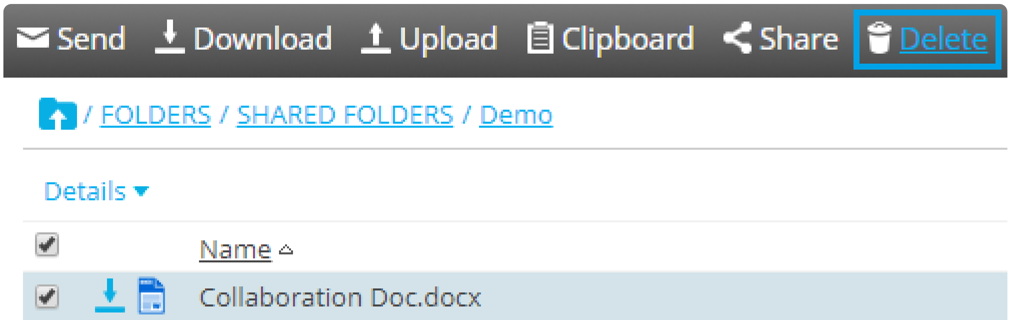
When a **Protected link** is created, Only [registered users](#) can download the file.



In other words, recipients of a protected link must self-register a user account and create a password in order to access the protected link.

Deleting Files/Folders

The **Delete** button will let you delete files or folders.



Use the checkbox to select the files and folders, and then click the **Delete** button.

Deleted files can be restored by the administrator during a period this is typically set to 72 hours.

Some sites have different purge retention settings, so check with your site administrator as early as possible if you think you need data restored.

Retention policies may also automatically delete aged files and policy management is set by the site retention administrator which is a role assigned by the site administrator.

Pausing File Uploads and Downloads

Thru supports pause/resume for large file uploads and downloads with a checkpoint restart feature.

To use checkpoint restart for file *uploads*, you can use either Browser or Java.

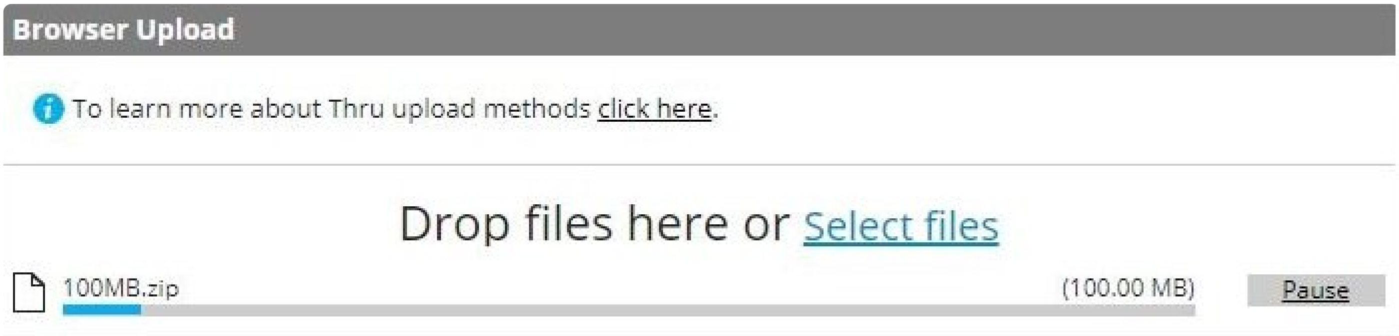
Using checkpoint restart for *downloads* is only available in Java.

> ! Google Chrome only supports Browser (HTML 5) uploads and downloads.

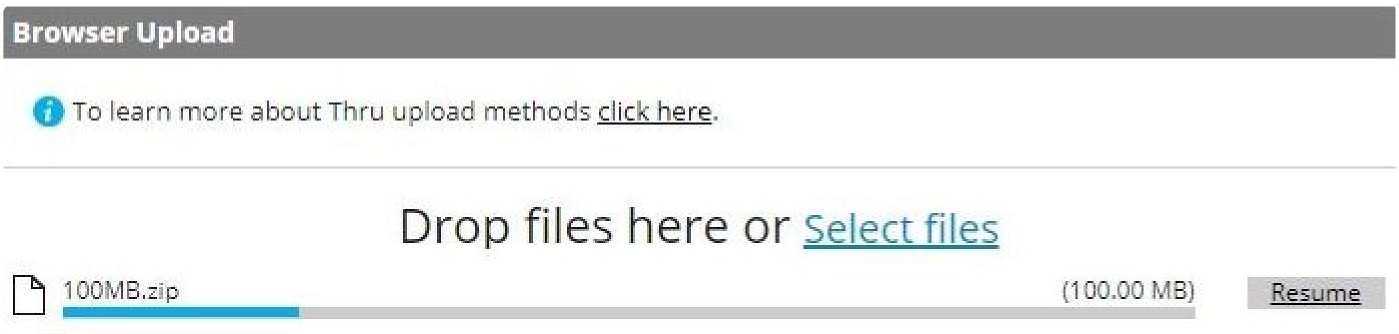
Internet Explorer supports both Java and Browser. See Thru Java Application download

Pause/Resume Uploads

To pause/resume uploads, upload files with either Browser or Java and click on the **Pause** button.



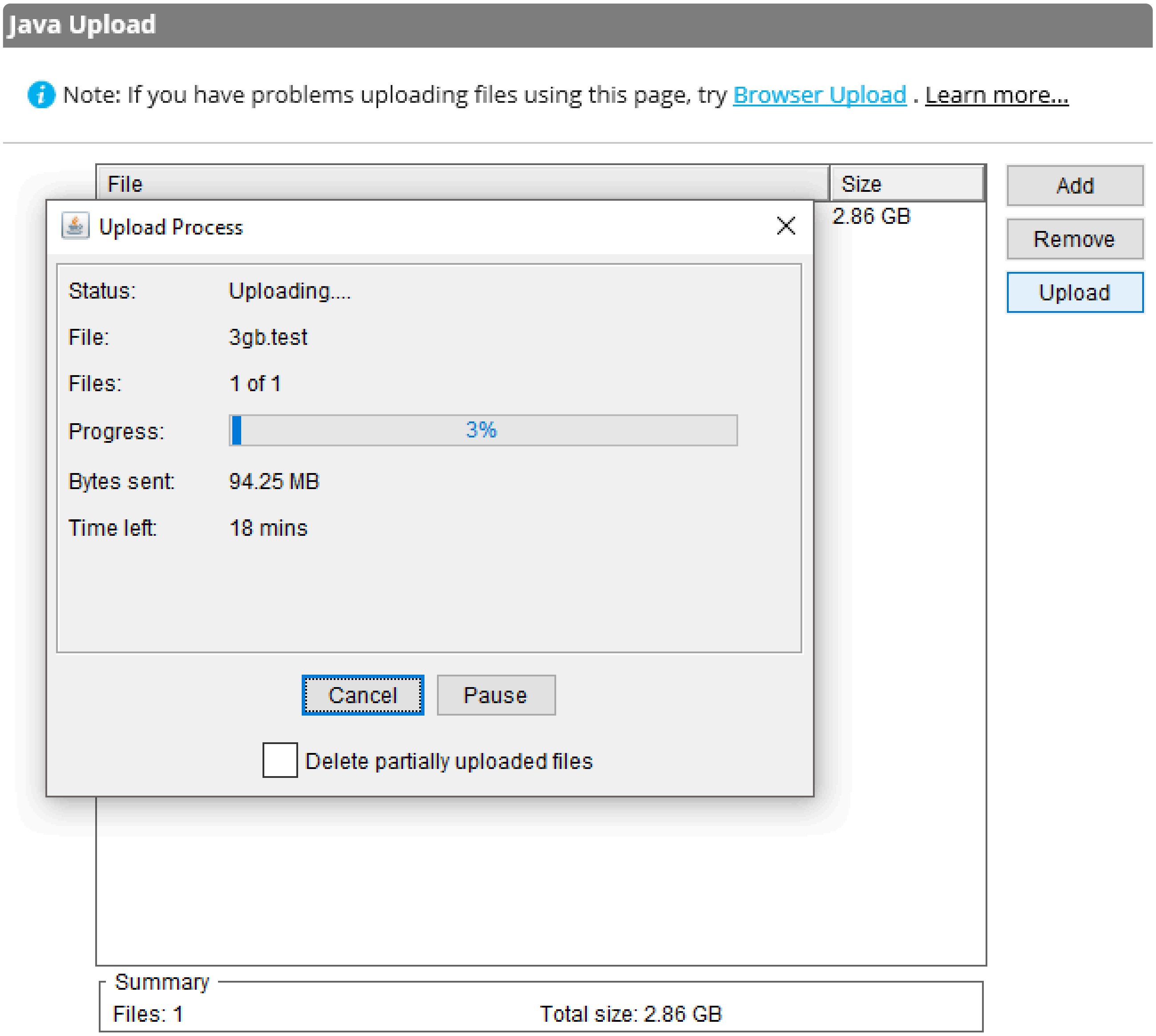
To resume upload, click on the **Resume** button.



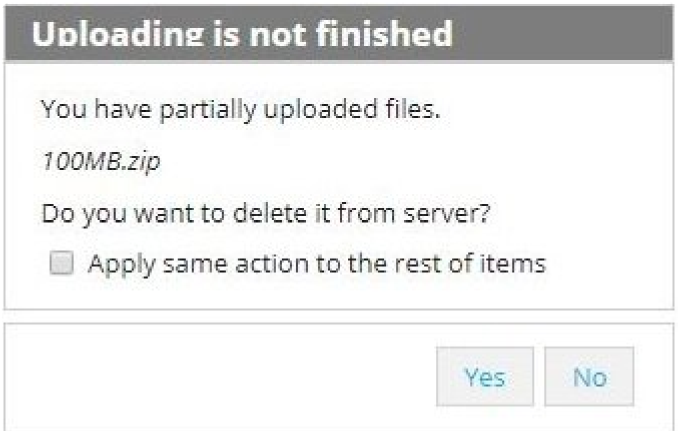
Pause/Resume Downloads

To pause/resume large downloads, use the Java method found in Internet Explorer.

Start downloading files and click the **Pause** button.



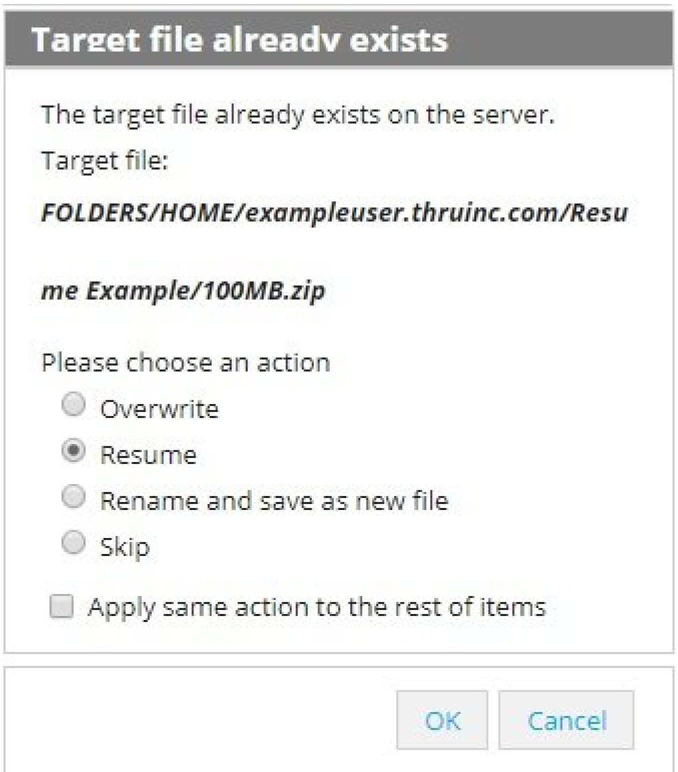
Note If a transfer is cancelled a warning will appear



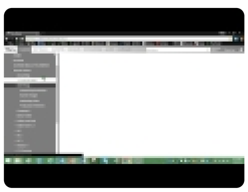
Note Incomplete uploads are highlighting in the Thru file system

Resuming incomplete transfers

When you attempt to upload a file again that was stopped for whatever reason, a popup will appear with the following options :



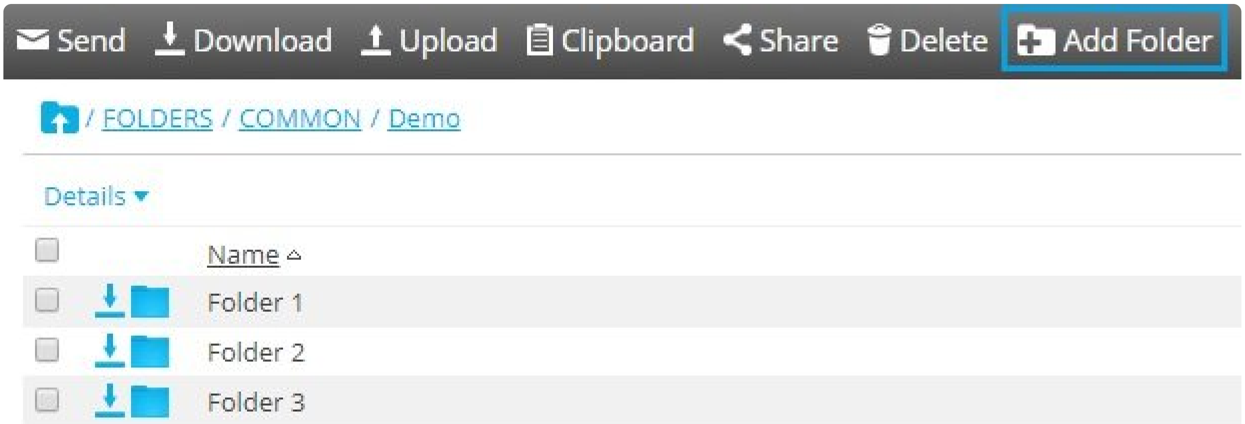
Creating a Folder



The **Add Folder** button allows you add additional folders to your existing folder tree.

To add a folder inside a folder:

1. Click the folder in the folder tree to select it.



Click **Add Folder** in the User Tools bar. The Add Folder window displays.

In the Name field, type in your desired name for the folder.

The Description is optional.

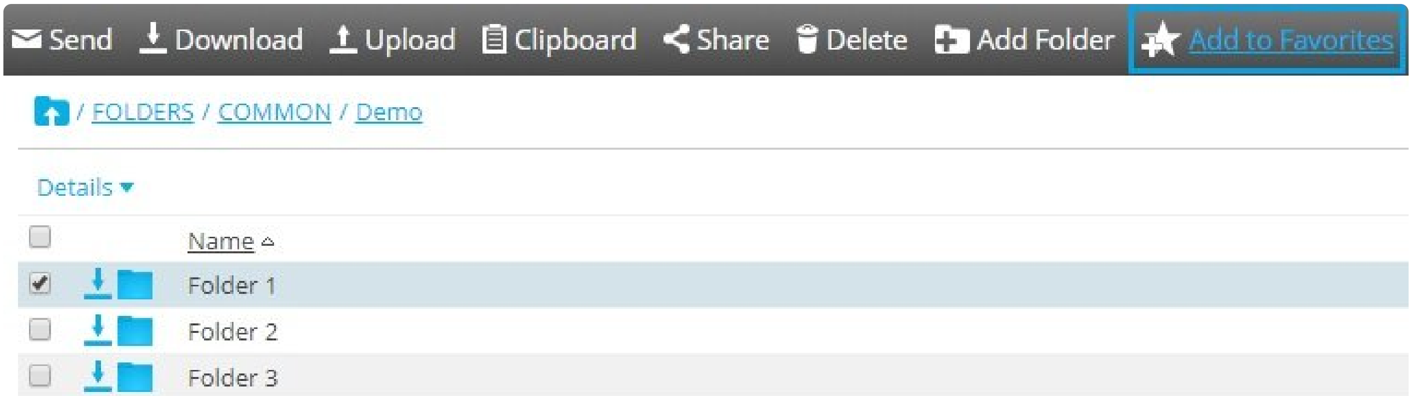
Click **Save** to create the new folder.

You can add folders to any folder that you have permission to manage, and you can add as many folders as you wish.

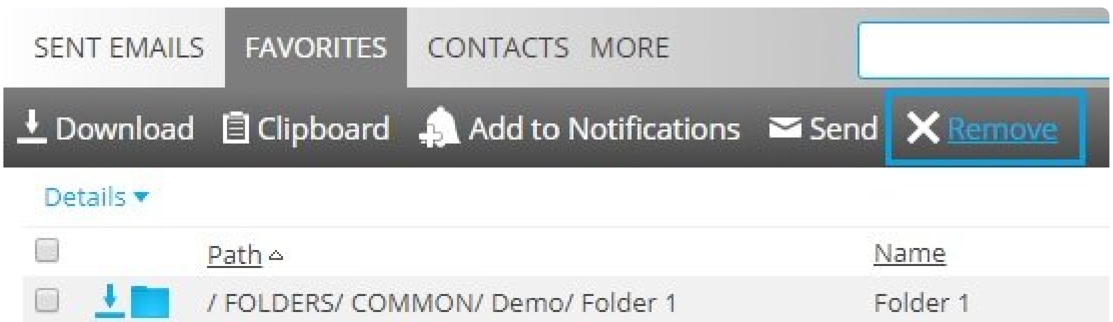
Add Files/Folders To Favorites

The Favorites folder stores files and folders that are used often for easy retrieval.

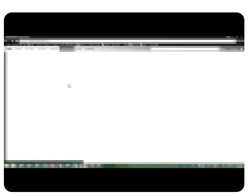
Files and folders are added to this section by selecting the check box next to files/folders and then clicking **Add to Favorites** from the Tools Menu.



To remove a file or folder from the Favorites section, click the check box next to the file or folder and then click the **Remove** button that is found in the Favorites dropdown menu.



Add to Notifications



Note : Setting notifications are only for folders, not files.

Any folder can be checked and added to the **Notifications** sections of Thru Web.

The Notifications section is found on the main dashboard menu located at the top of the web portal.

When a folder is selected to receive notifications, an email will alert you whenever any transaction takes place within the folder.

Notification transactions can include a new file upload, deletion, download, rename, etc.

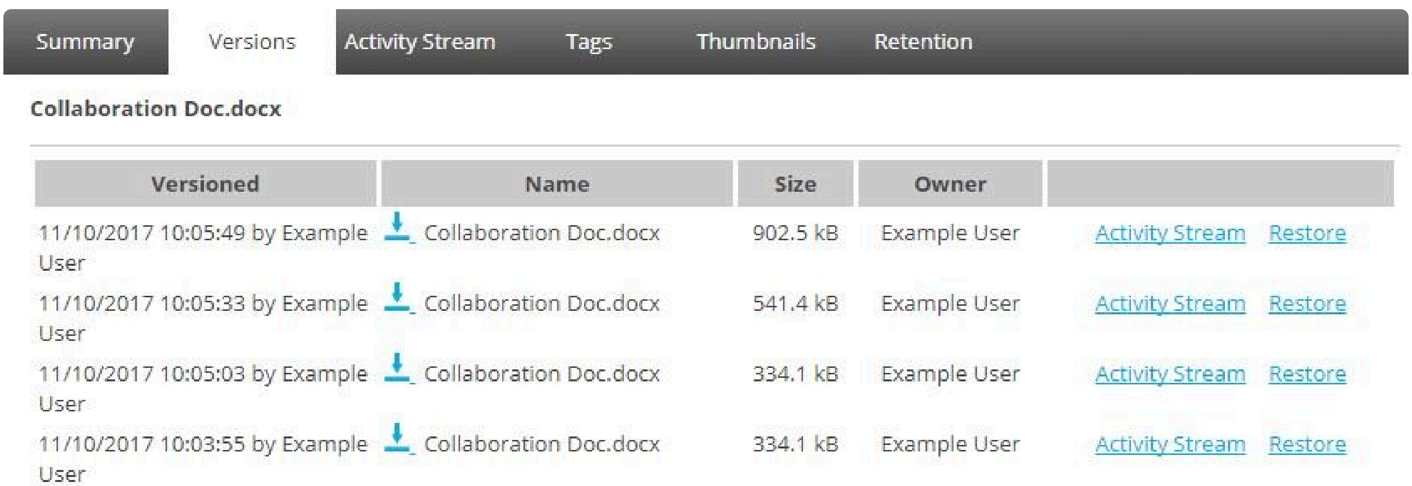
To change the notifications settings, navigate to Notifications, select **Modify**, and then check and uncheck the desired settings.

For detailed instructions about the Notifications, go to View and Modify Folder Notifications

View and Manage File Versions

When you overwrite a file within a Thru folder, Thru records a timeline of all previous versions of the file within the "**Versions**" tab.
The timeline records who created a version, what time it was made, the size of the file, and the file's owner.

To have versioning enabled on your Thru site please contact your Thru account manager



The following sections will show you how to create, view and manage document versions in Thru:

Creating Versions
Restoring Versions
Viewing Transaction History of Versions

Note : If you would like versioning enabled on your Thru site please contact Thru Support

Creating Versions

[<< View and Manage File Versions]

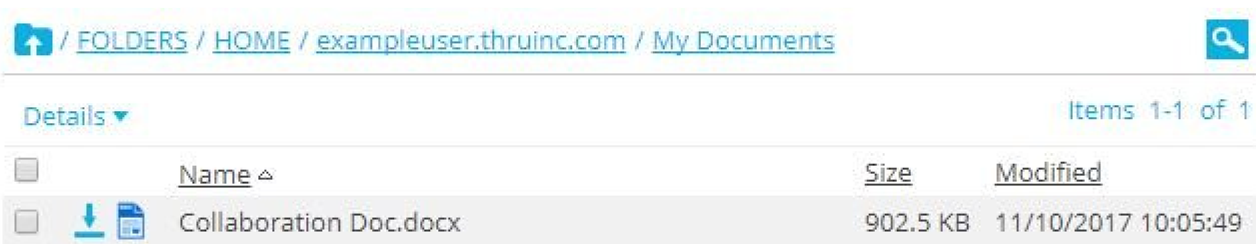
To create versions for files within Thru:

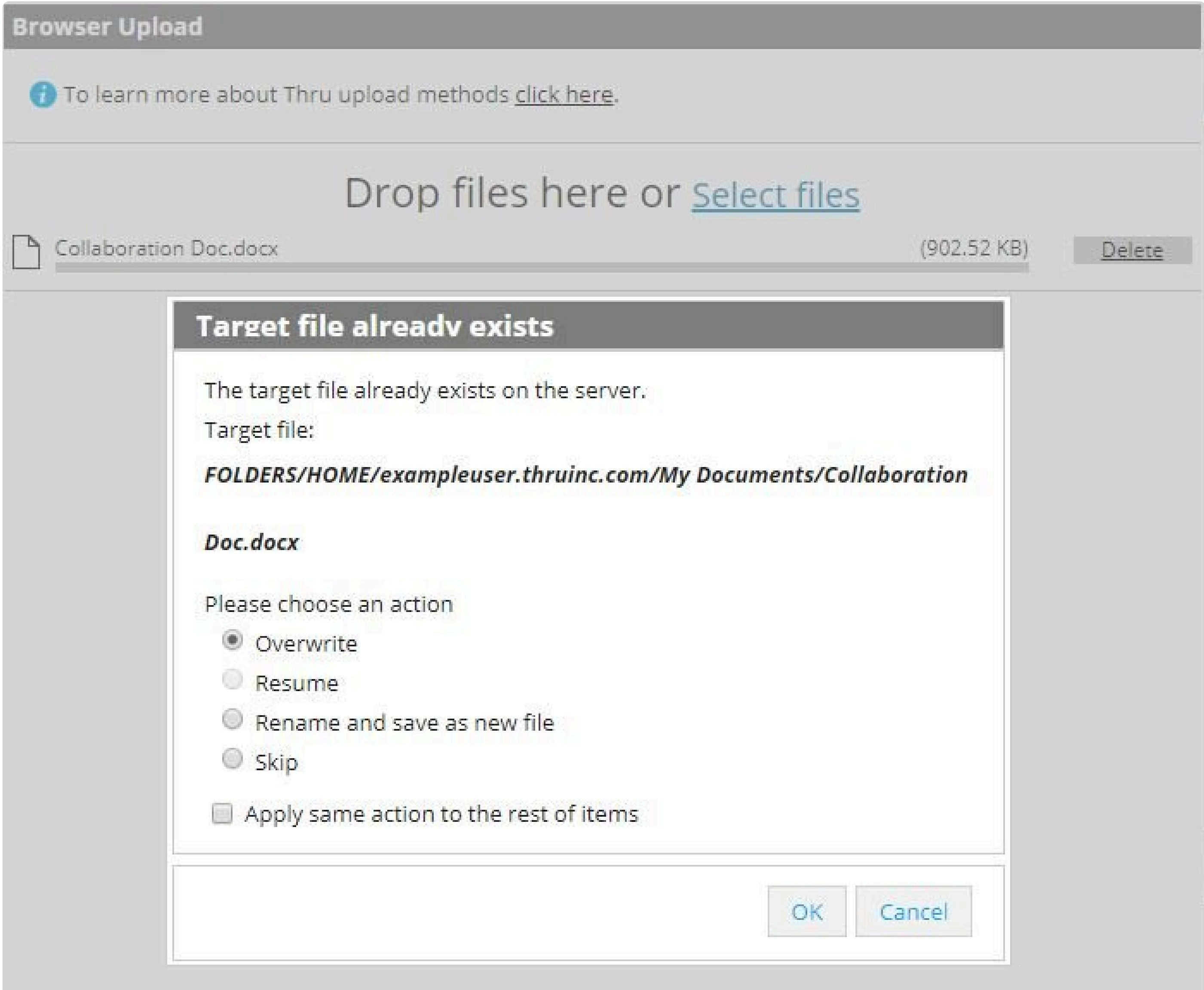
1. Upload a file to a folder and choose to “overwrite” an existing file that has the same file extension.

> ✻ To have the option to overwrite the file, the name of the file being uploaded must be identical to the file you want to create versions for.

2. After selecting overwrite, click **OK**.

Example of overwriting a file:

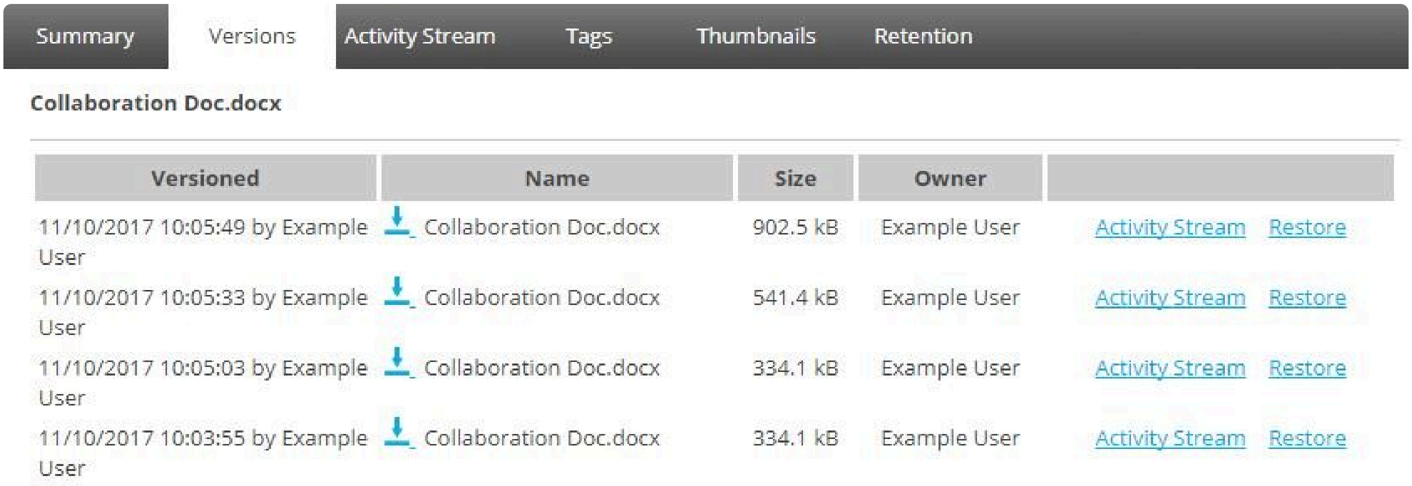




✻ If you are uploading multiple files and want to overwrite them all at once, select "Apply same action to the rest of items."

3. After files have been overwritten multiple times, the version history can be viewed from the **Versions** tab.

From here you can restore versions, view the transaction history of each version and download a copy of any versions for reference.



Versioned	Name	Size	Owner	
11/10/2017 10:05:49 by Example User	Collaboration Doc.docx	902.5 kB	Example User	Activity Stream Restore
11/10/2017 10:05:33 by Example User	Collaboration Doc.docx	541.4 kB	Example User	Activity Stream Restore
11/10/2017 10:05:03 by Example User	Collaboration Doc.docx	334.1 kB	Example User	Activity Stream Restore
11/10/2017 10:03:55 by Example User	Collaboration Doc.docx	334.1 kB	Example User	Activity Stream Restore

Also in this section:

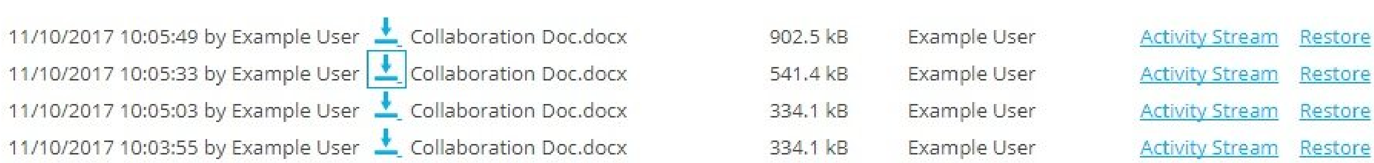
[Restoring Versions](#)
[Viewing Transaction History of Versions](#)

Restoring Versions

[<< Creating Versions](#)

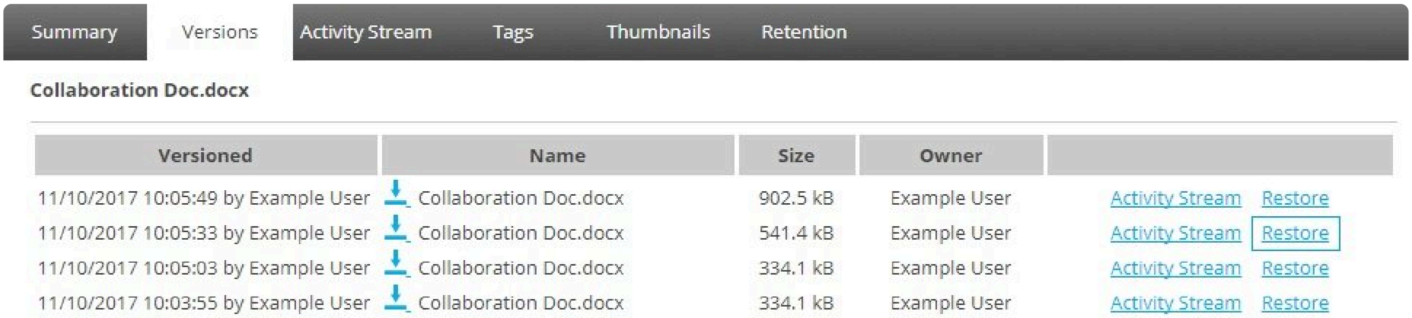
To replace the current version of a file with a different version:

1. Select a file and go to **Versions**.
2. If you need to view a version's content before restoring it, click on the download button next to the version's file name.



11/10/2017 10:05:49 by Example User	Collaboration Doc.docx	902.5 kB	Example User	Activity Stream	Restore
11/10/2017 10:05:33 by Example User	Collaboration Doc.docx	541.4 kB	Example User	Activity Stream	Restore
11/10/2017 10:05:03 by Example User	Collaboration Doc.docx	334.1 kB	Example User	Activity Stream	Restore
11/10/2017 10:03:55 by Example User	Collaboration Doc.docx	334.1 kB	Example User	Activity Stream	Restore

1. After you know what version you want to restore, click *Restore* next to that version to instantly replace the current version.



Also in this section:

[Viewing Activity Stream of Versions](#)

Viewing Activity Stream of Versions

<< Restoring Versions

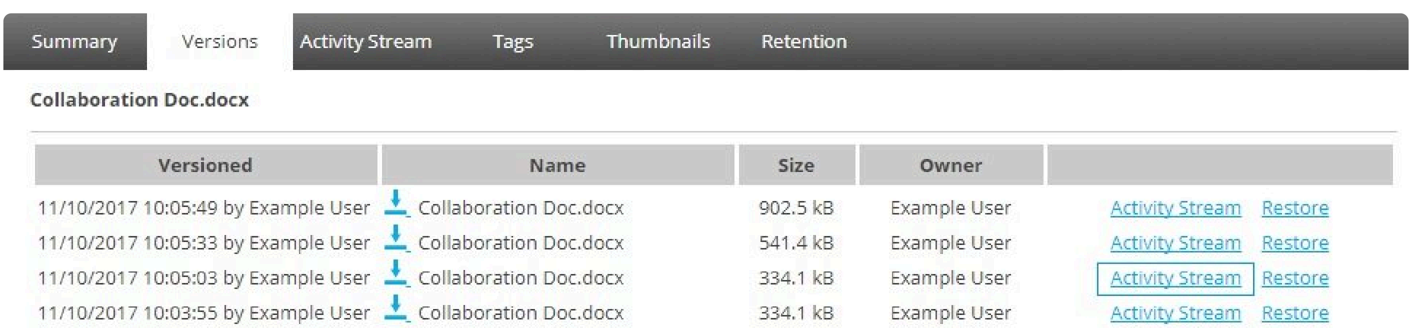
To view the Activity Stream of a file’s versions:

1. Select a file and go to **Versions**.

1. Click on ***Activity Stream*** next to each version to view the transaction history of that particular version.

The Activity Stream lists the name of an operation, the date/time, user/recipient name, IP Address, the app used, and whether or not the operation was successful.

In the example below, the Activity Stream shows that a user has successfully downloaded a certain version using the Thru Web application.



2. To view more details about a transaction, click on an operation’s name (i.e. *Internal Download*).

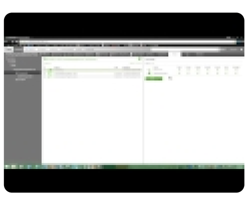
Operation	Date/Time	User/Recipient	IP Address	Ovr	Success	App
Internal Upload	11/10/2017 11:00:45	User, Example	81.106.112.161	Y	✓	Web
Internal Download	11/10/2017 11:00:39	User, Example	81.106.112.161		✓	Web

A window opens that shows the log details of the transaction.

File System Log Detail

Field	Value
Operation	Internal Download
Date Logged	11/10/2017 11:00:39 AM
Path	/FOLDERS/HOME/exampleuser.thruinc.com/My Documents
File Name	Collaboration Doc.docx
Version	10/11/2017 10:05:03 AM
File Size	902.5 KB
Performed By User	Example User
User Email	exampleuser@thruinc.com
User IP Address	81.106.112.161
Application Name	Web Edition
Log Operation Note	
Log Item Note	

File and Folder Details Tabs

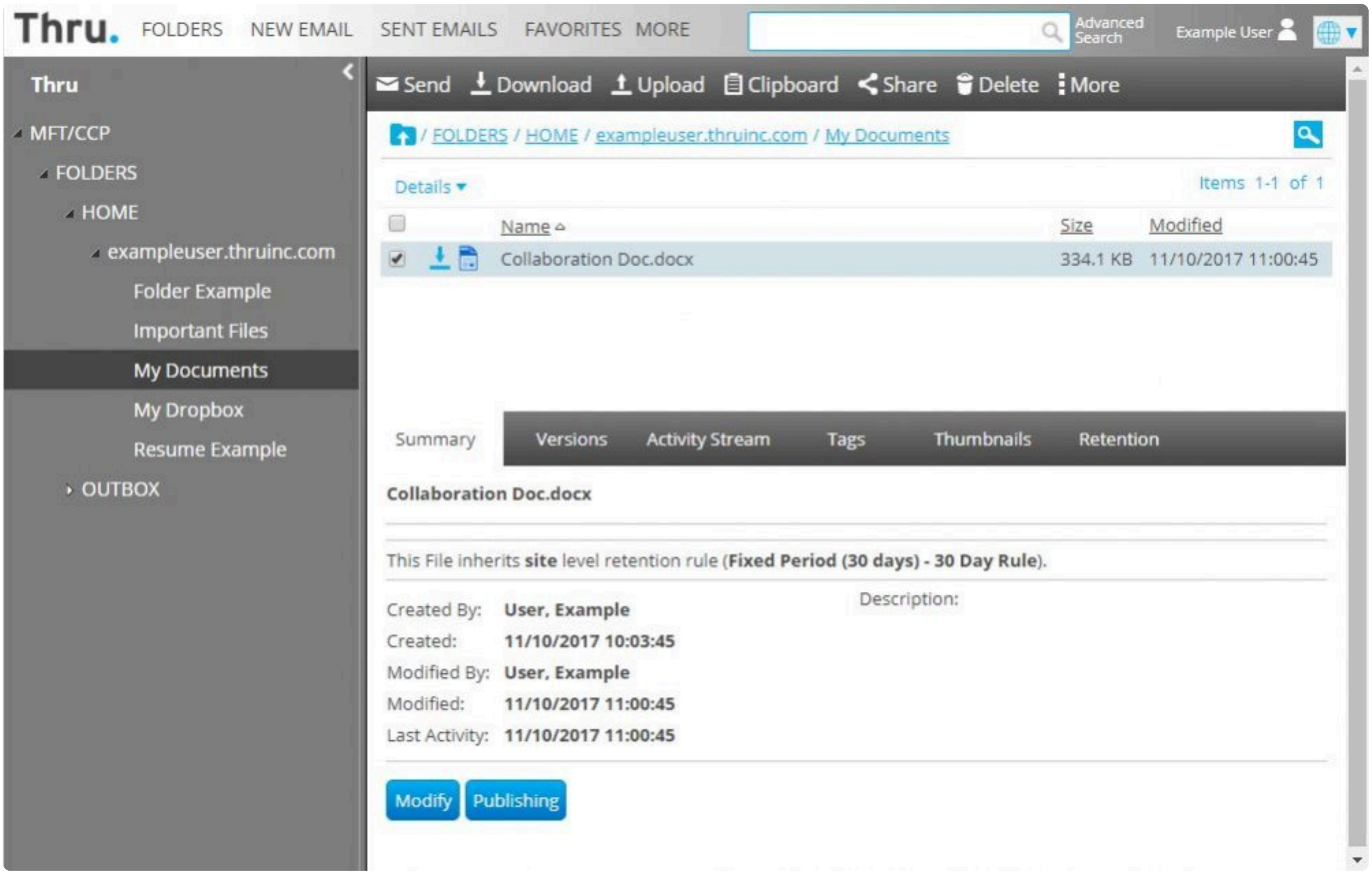


File and Folder Details Tabs provide additional information and functionality for a selected folder or file.

The location of these tabs varies due to the responsive user interface.

On larger screens or when the folder tree is minimized, the details tabs are found in a third panel on the right side of the screen.

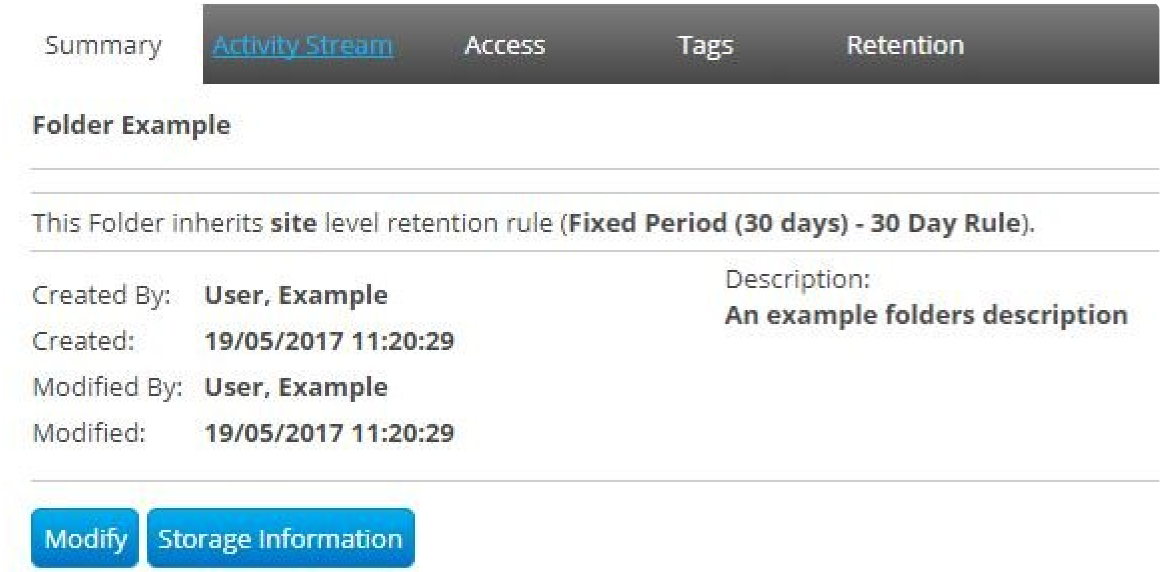
On smaller screens the details tabs may be found below the contents of a folder, as shown here.



View Summary of Content

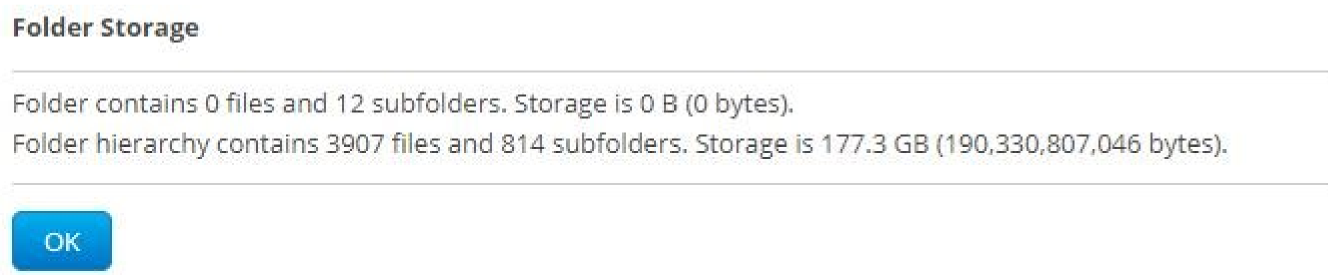
The **Summary** tab allows you to view and edit the item's name and description.
It also displays the name of the User who originally uploaded the item and who last modified the file along with the modification date.
The Inquire link opens a new email composition window with the email address of whom to contact to inquire about the information.

This image shows the **Summary** tab of a selected folder.

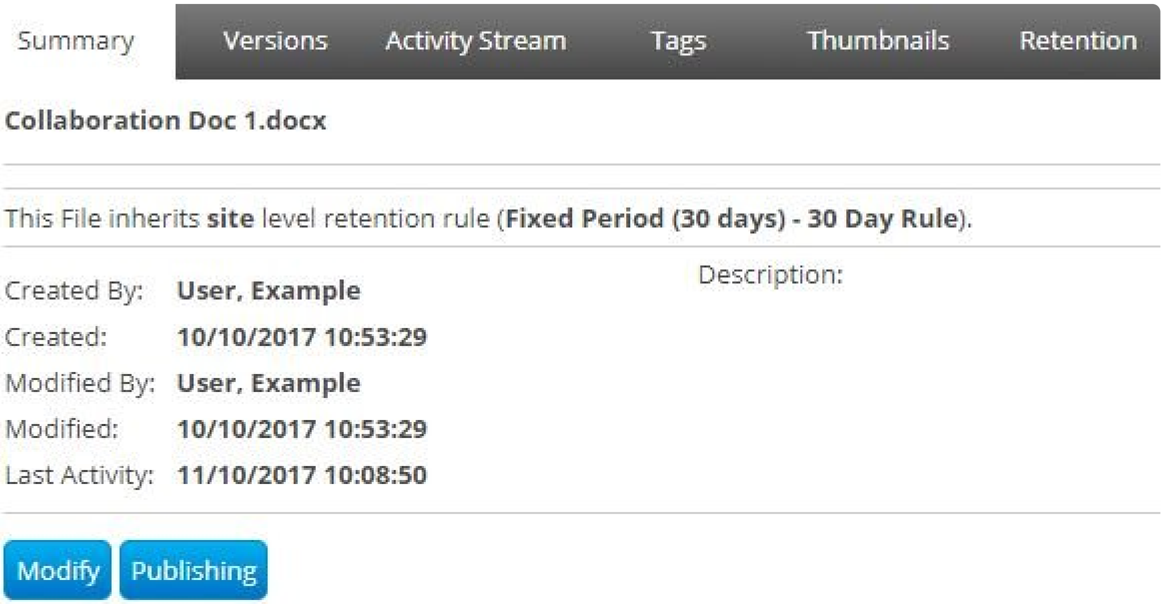


To view the storage information of a folder, click **Storage Information** next to the **Modify** button.

A window will display how many files, subfolders, and storage that makes up the selected folder like in the image shown below.



This image shows the **Summary** tab of a selected file.

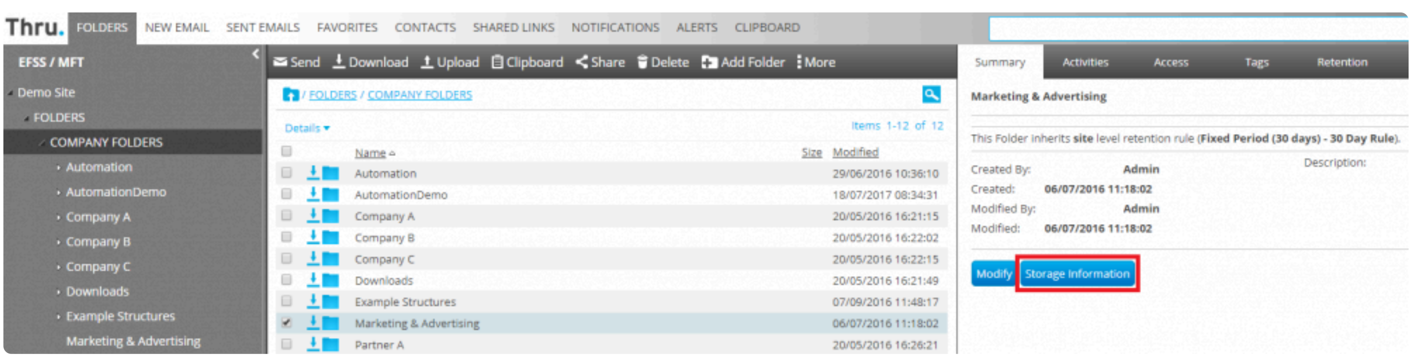


To change the name and description of a folder or file, click the **Modify** button and then click **Save** after making any changes.

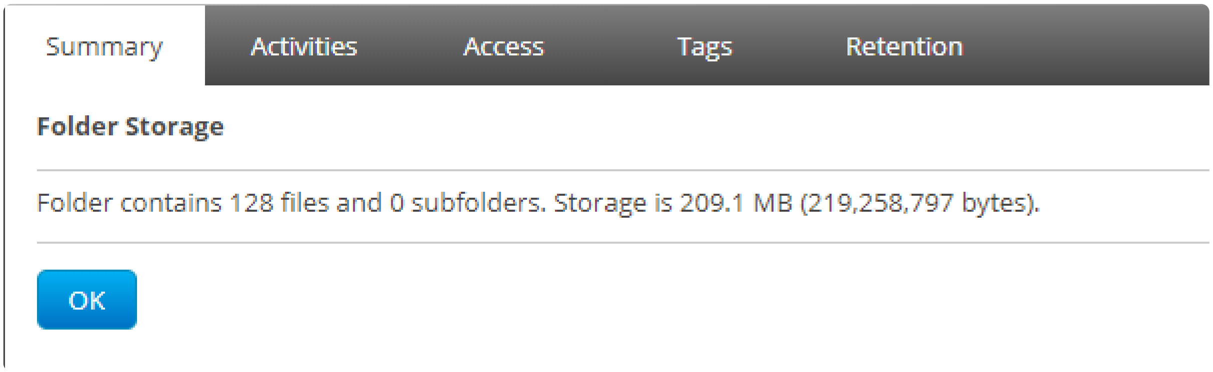
Storage Information

You can work out how much storage a folder is using by selecting (not double click) the folder in question.

Then under the **Summary** Tab you will see “Storage Information” (see screenshot below)



When you click on the **Storage Information** button you will see the following information as an example :

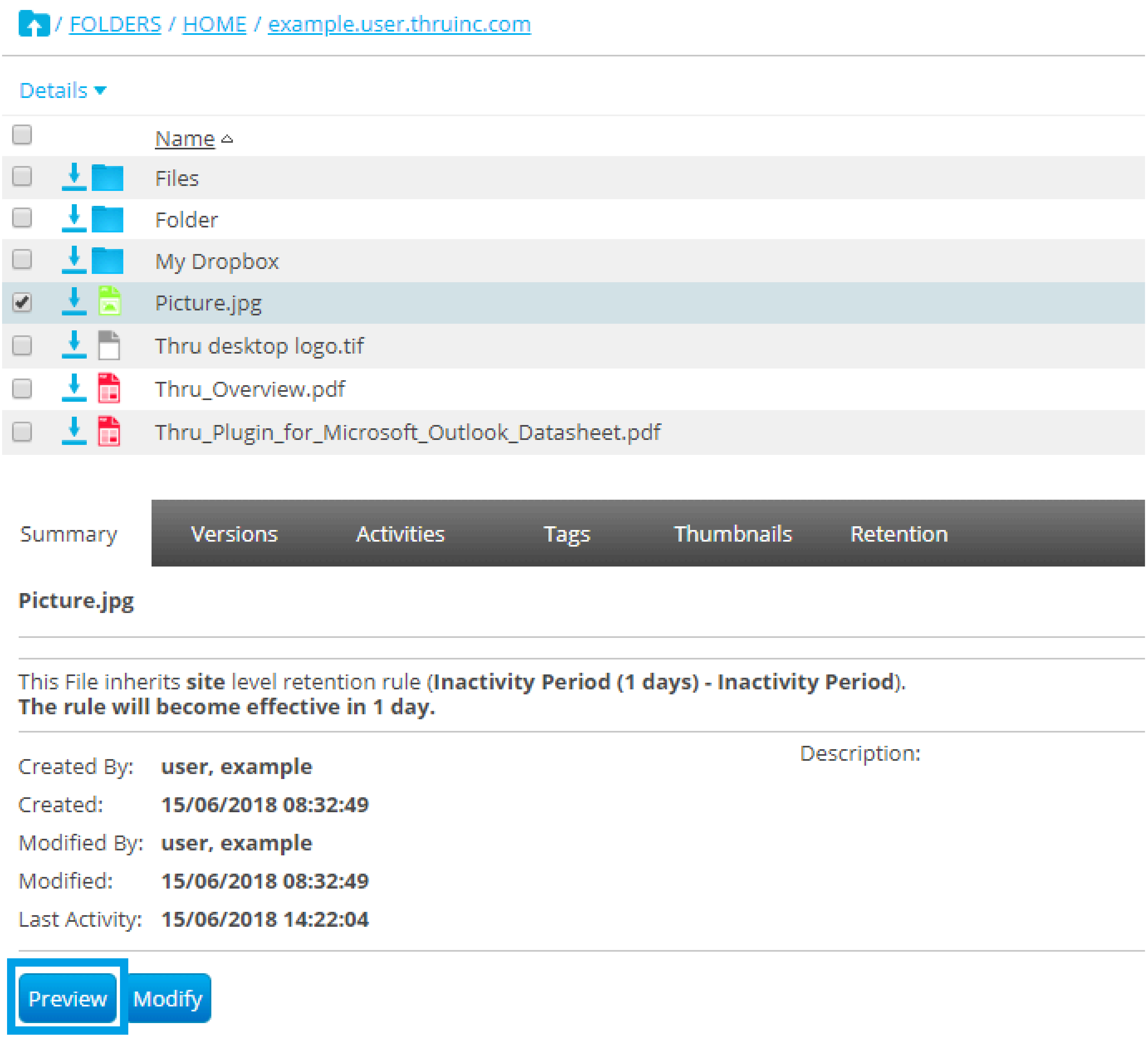


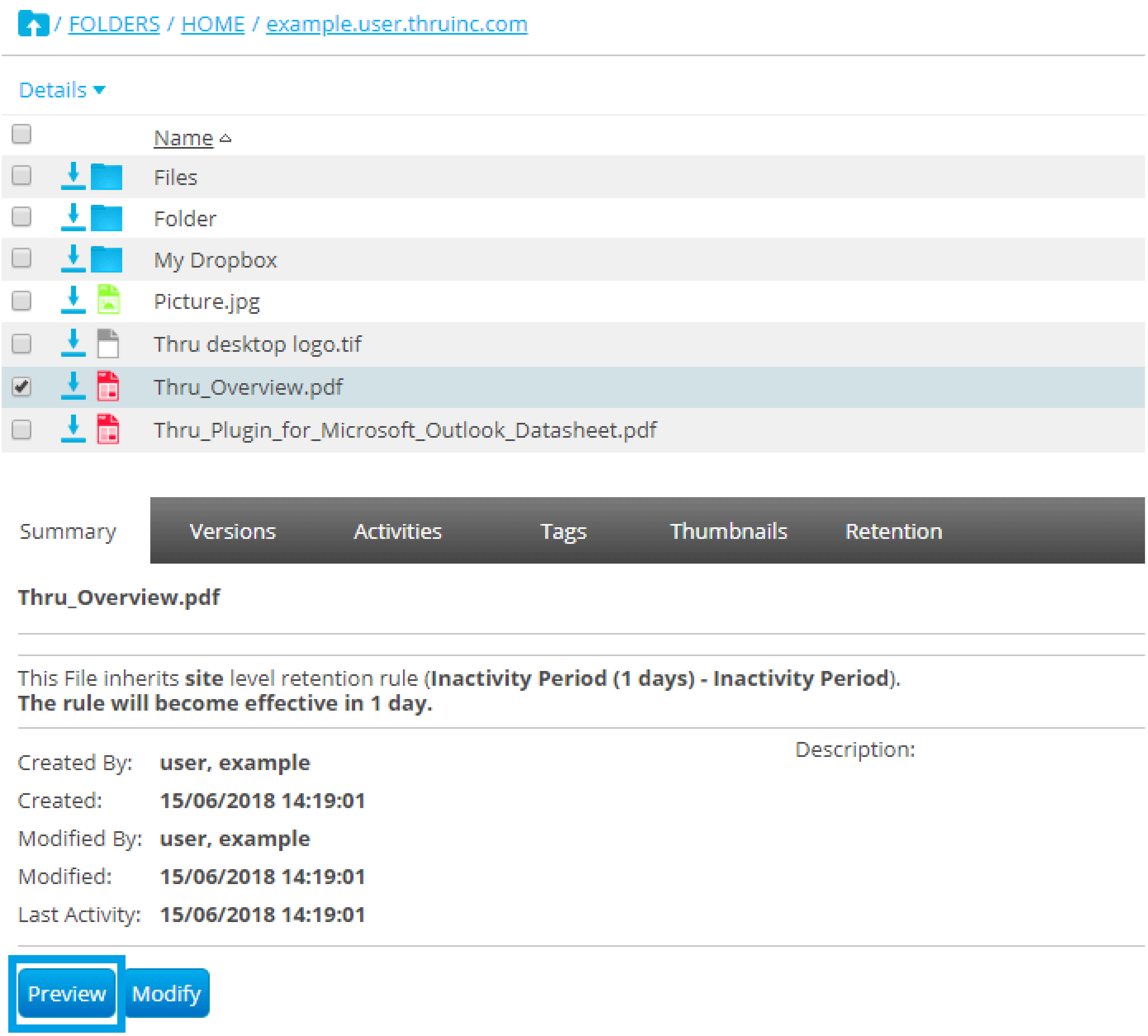
Preview

PDF documents and image files of the following formats can be previewed in Thru web portal internal application pages and external email distribution page:

png, jpg, jpeg, jfif, bmp, tif, tiff, gif, pdf

From the **Summary** tab the **Preview** button is available for supported file types.


/ FOLDERS / HOME / example.user.thruinc.com
Details
Name
Files
Folder
My Dropbox
Picture.jpg
Thru desktop logo.tif
Thru_Overview.pdf
Thru_Plugin_for_Microsoft_Outlook_Datasheet.pdf
Summary
Versions
Activities
Tags
Thumbnails
Retention
Picture.jpg
This File inherits site level retention rule (Inactivity Period (1 days) - Inactivity Period).
The rule will become effective in 1 day.
Created By: user, example
Created: 15/06/2018 08:32:49
Modified By: user, example
Modified: 15/06/2018 08:32:49
Last Activity: 15/06/2018 14:22:04
Description:
Preview
Modify



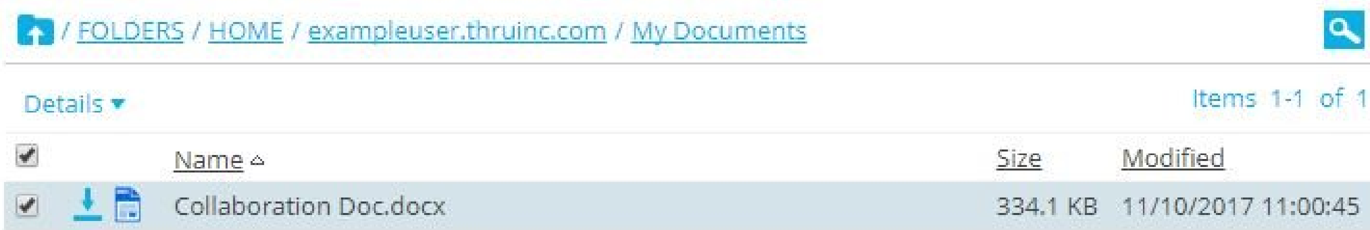
Publishing a file via Thru

To make a file available for download via a Published page use the Publishing feature, you must be a user in the **Publishing Users group** to get access to this function.

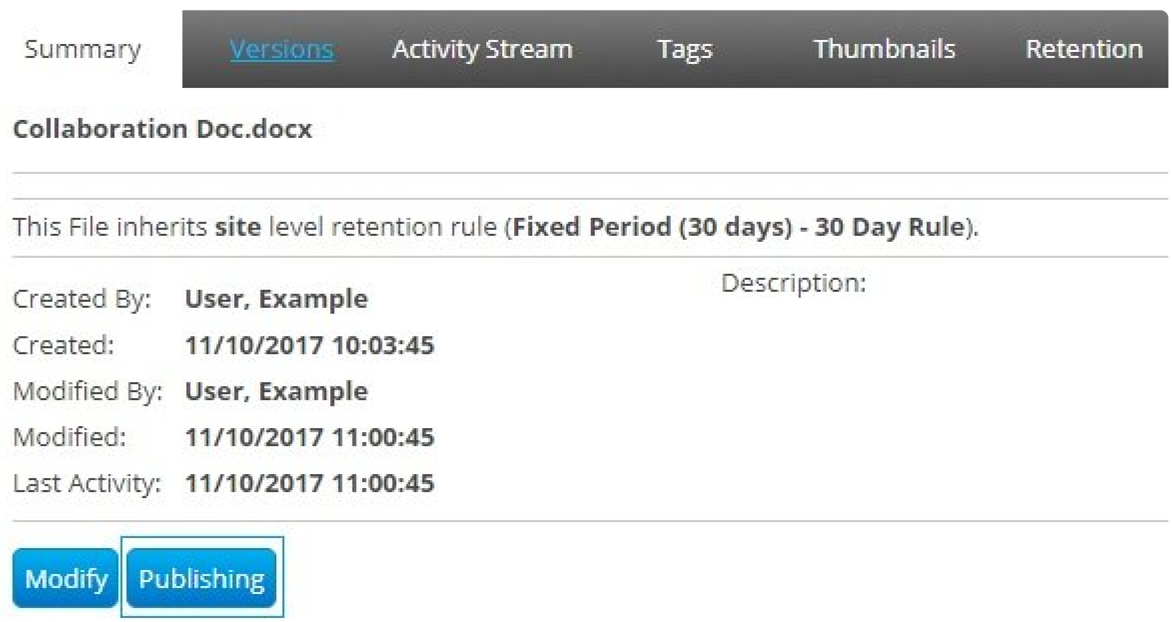
Once you have submitted your file for publishing, a user belonging to the **Publishing Administrators group** will need to approve publishing of the file.

To publish a file via Thru :

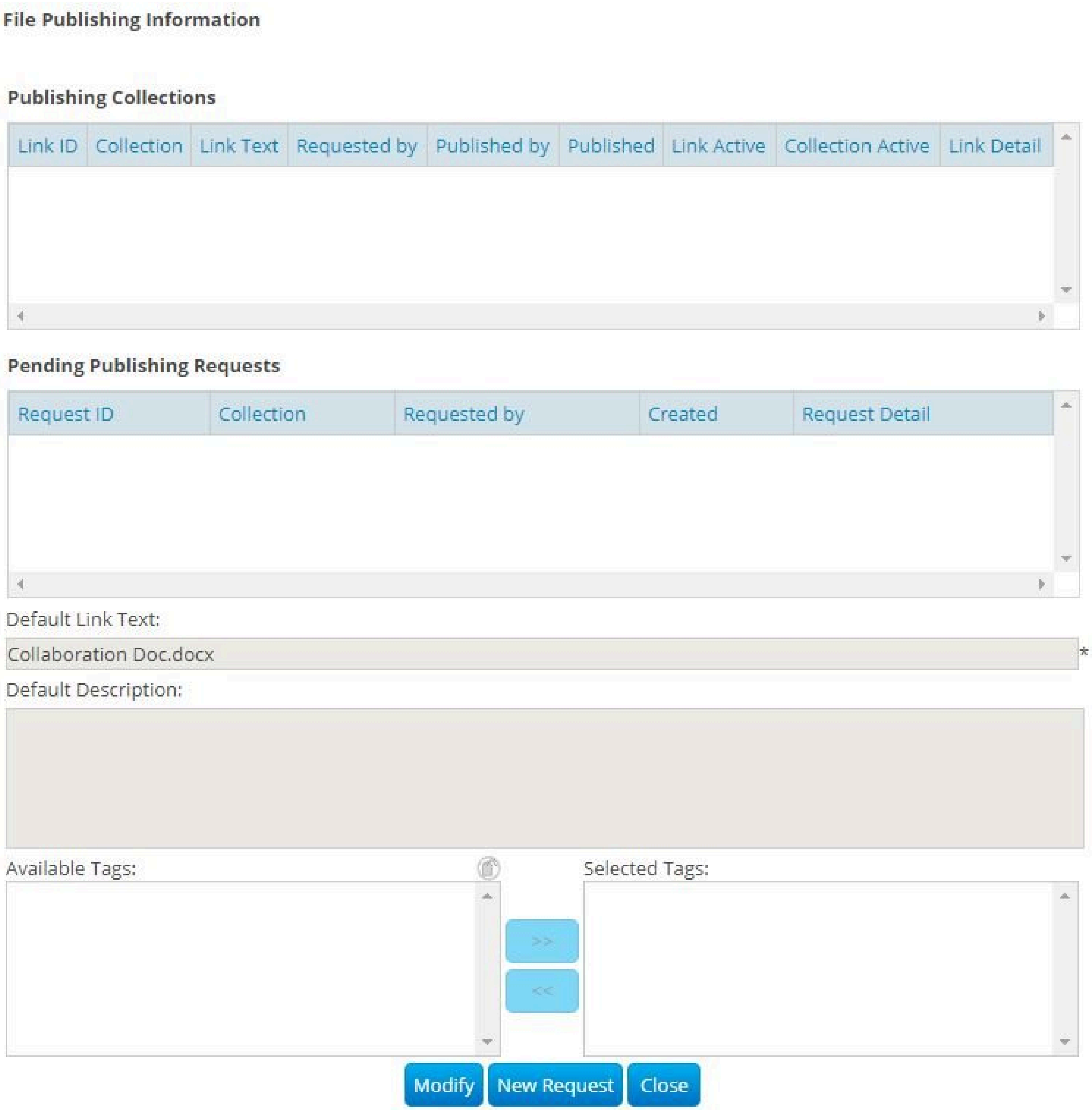
1. Select the file you want to publish.



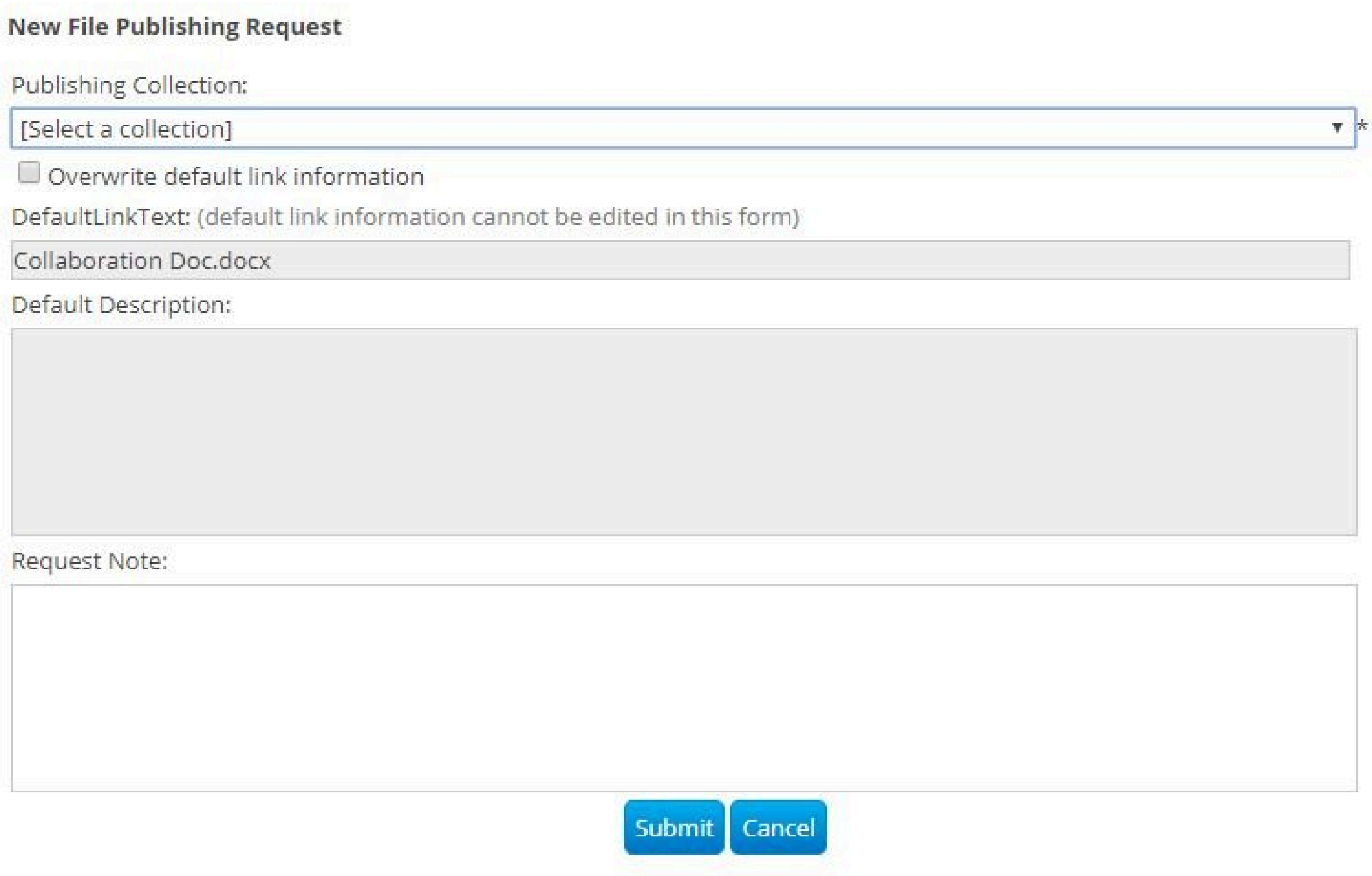
2. In the **Summary** tab (if you have been added to the Publishing Users Group) you will see a **Publishing** button



Clicking on **Publishing** will spawn a **File Publishing Information** window



3. Clicking on **New Request** will take you to a **New File Publishing Request**



Under the **Publishing Collection** maybe predefined Collections for the file to be added to

4. Add a note to the **Request Note** letting the Publishing Admin know the reason the file is needed to be published and click **Submit**

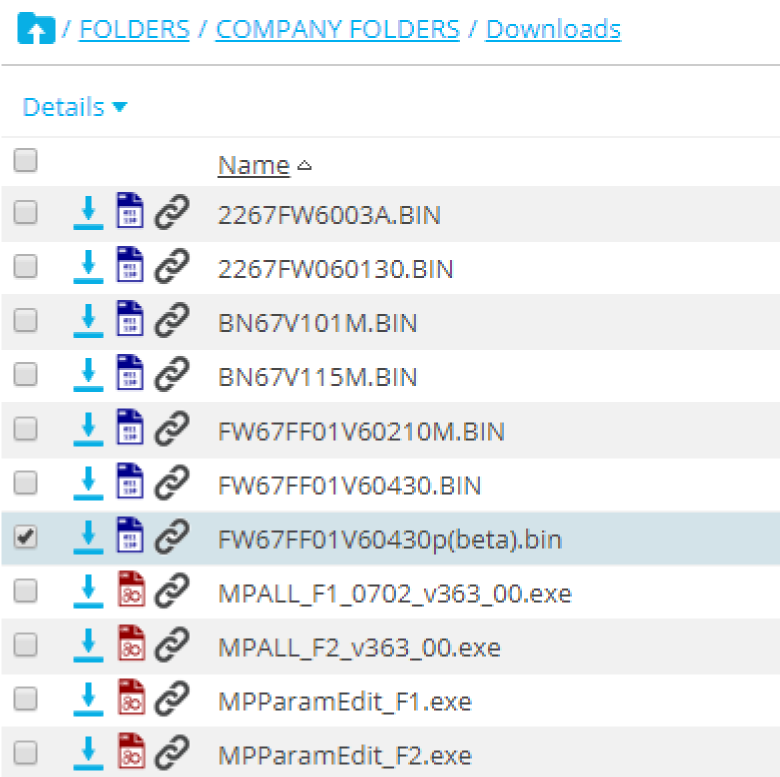
5. Once approved you will receive an email from Thru’s Notification System stating that the Publishing Request has been approved

Un-Publish a file in Thru

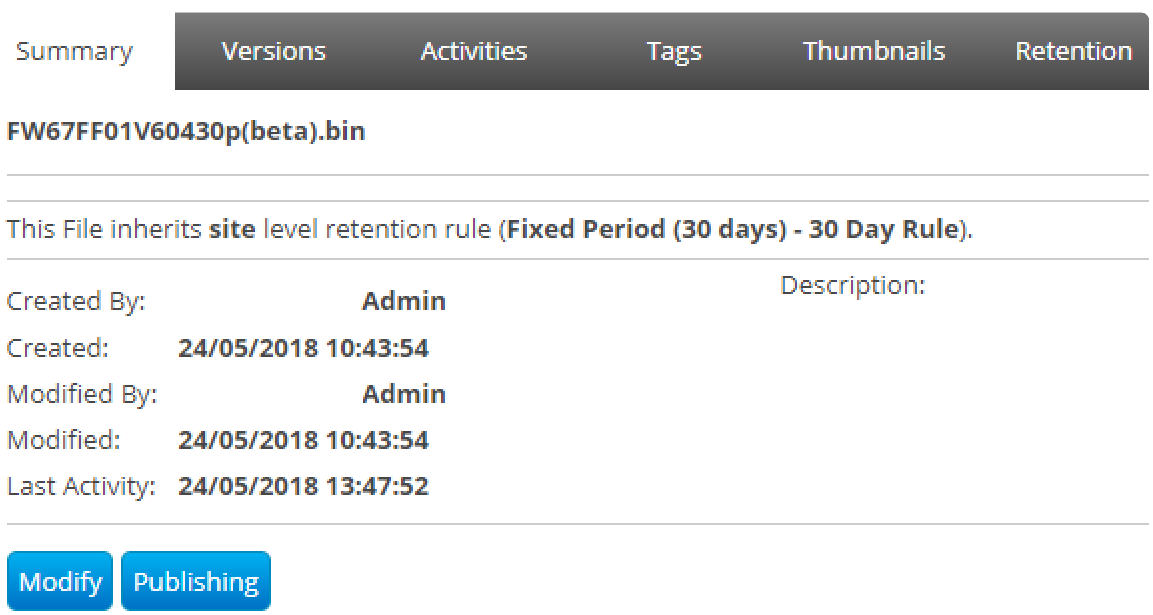
Users who have published a file or have the rights to Publishing can also un-publish a file from the Thru portal

Navigate to the folder that contains the file that no longer needs to be part of a published collection

Select the file that needs to be un-published

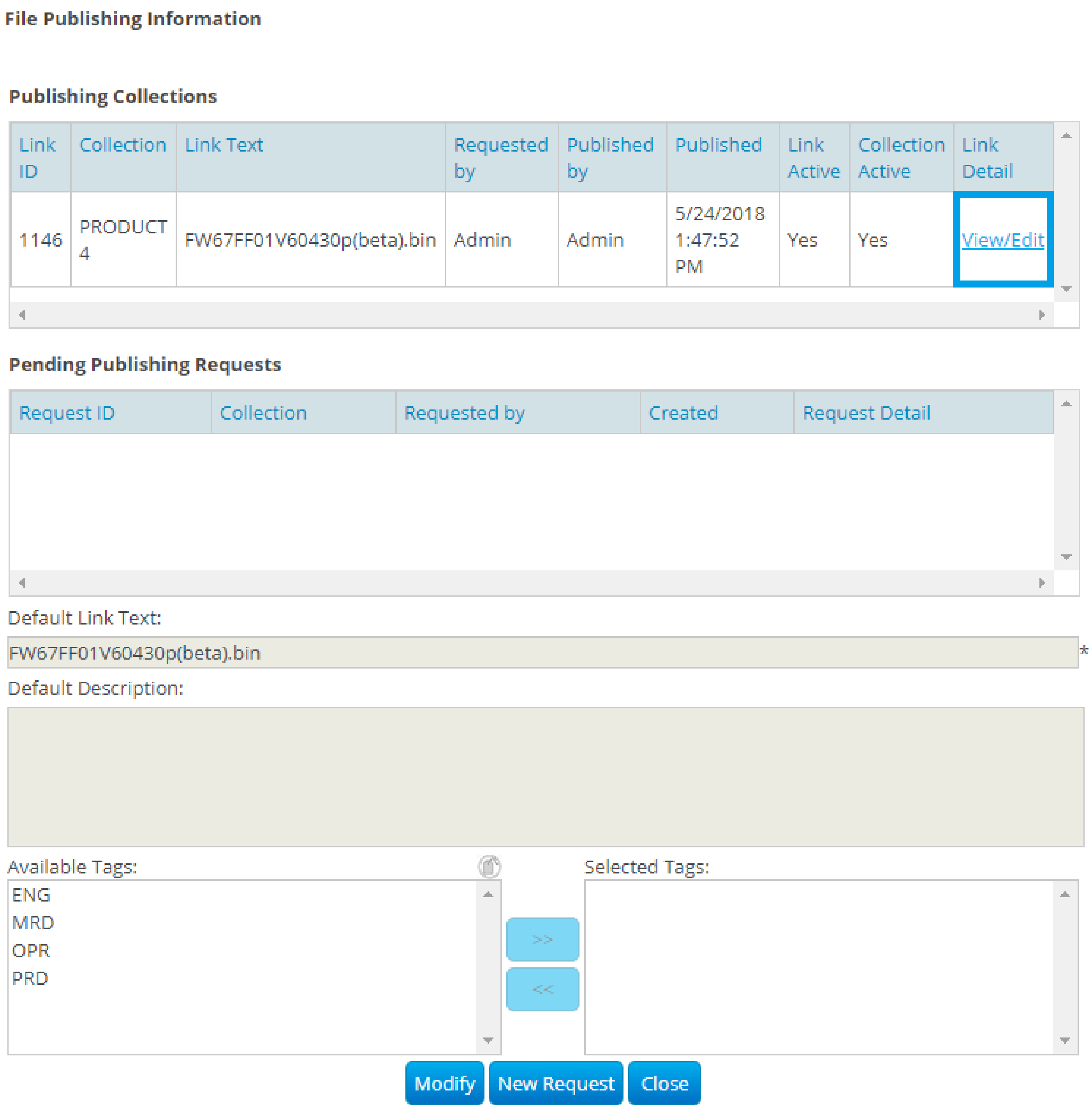


In the **Summary** view click on the **Publishing** button

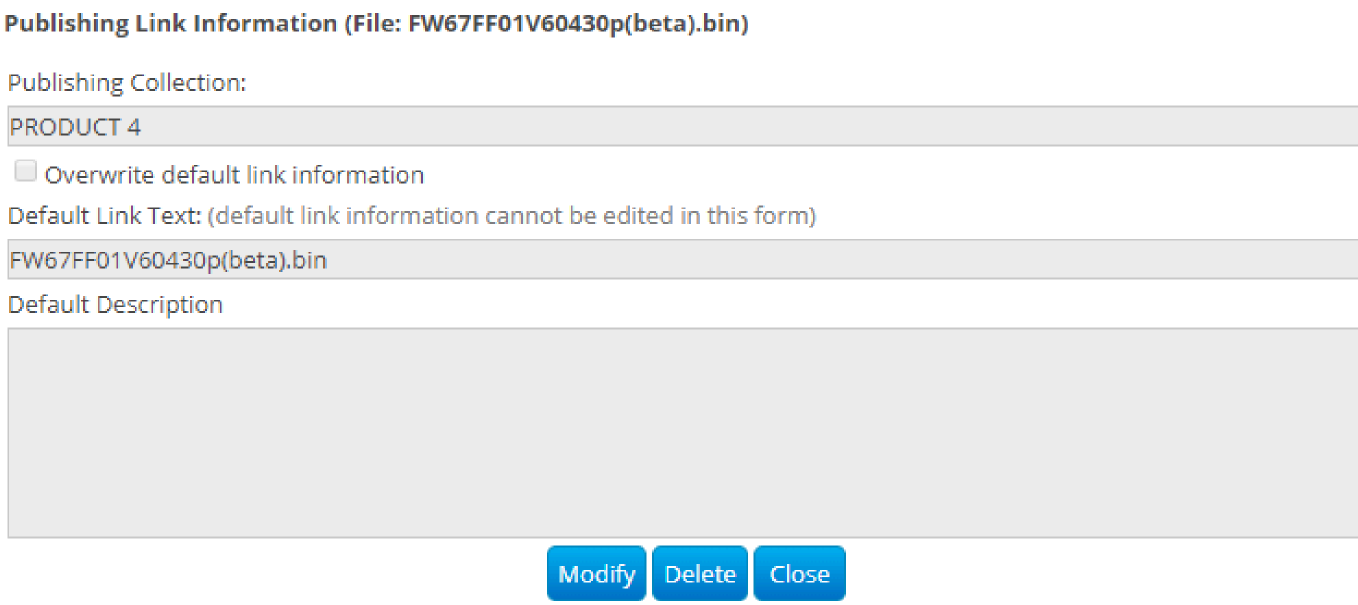


This will spawn a **File Publishing Information** window

Click on **View/Edit**



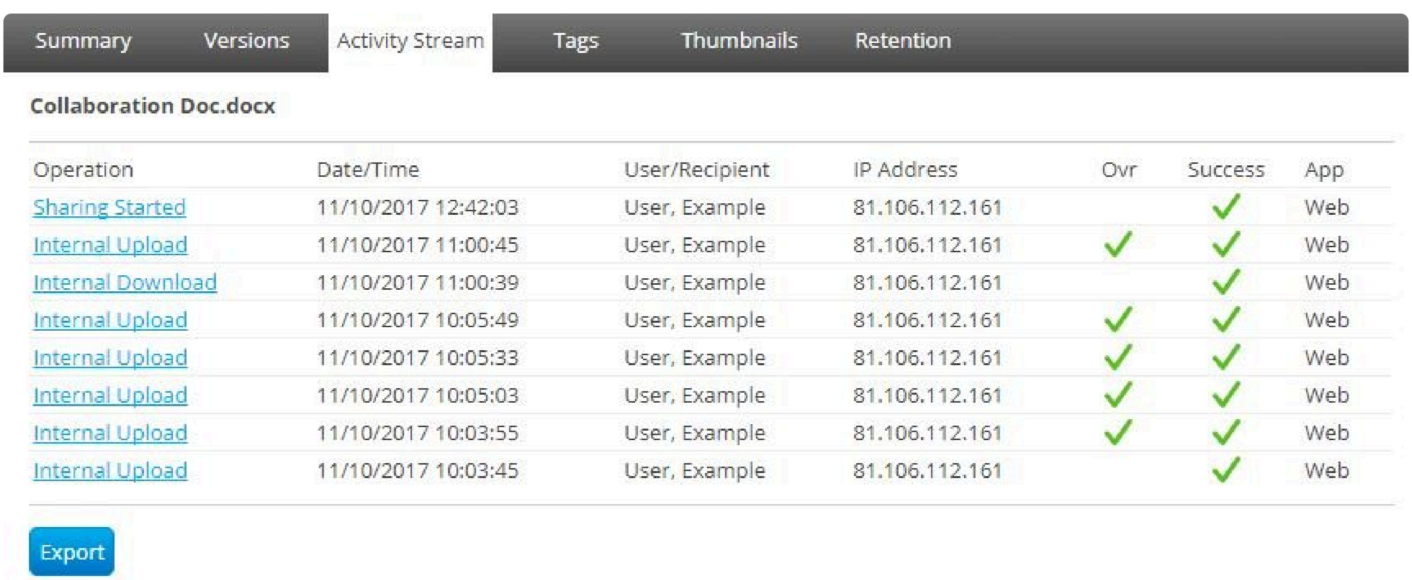
This will then spawn a window where you can either **Modify** or **Delete** the file from the *Collection*



View Activity Stream

This tab allows you to view all transactions for a file or folder.

The list displays the user name, email address, transaction type, date/time, and IP address of who performed the action.



To save a copy of the Activity Stream, click **Export** to save the records in an Excel file.

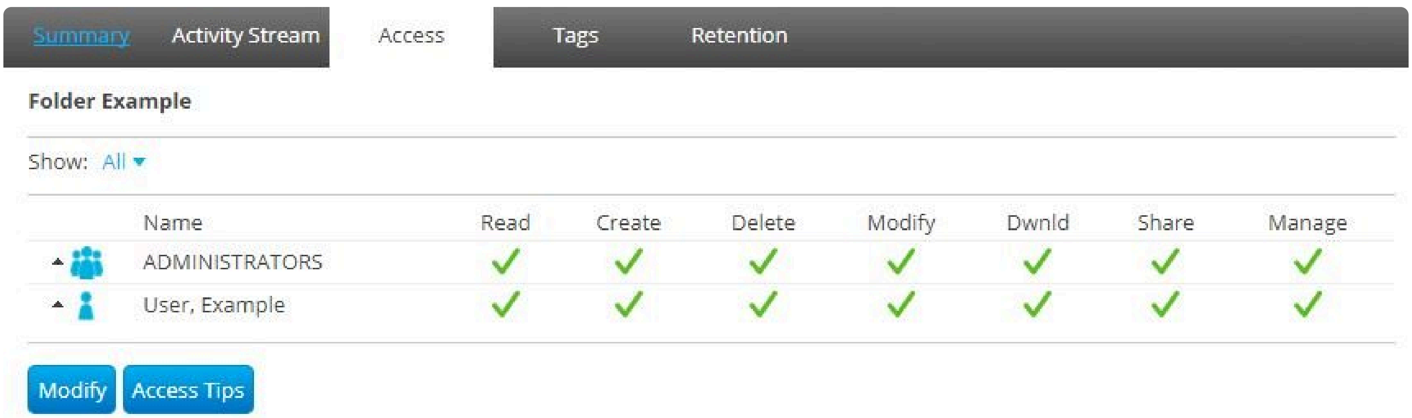
View and Modify Access to Content

The Access tab displays who has access to the folder and what functions they can perform.

The Access tab does not appear when viewing files, only folders.

Only users with Manage rights can click **Modify** to edit the access settings.

Note : Access rights also apply to sub-folders.



The following access rights are available:

1. **Read**: permits viewing of the contents of the folder.

2. **Create**: allows the user to upload new files to the folder.

3. **Delete**: permits the user to delete from the folder.

4. **Modify**: enables modification of details within the Summary tab and uploading of a new version of the file.

5. **Download**: allows download of any file or folder within the folder.

6. **Send**: enables sending of files and folders from within the folder to any recipient.

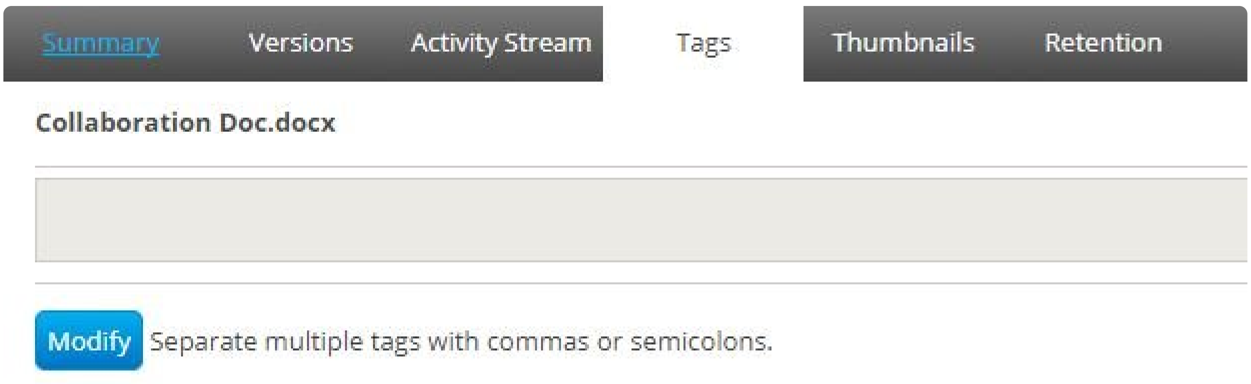
7. **Manage**: allows visibility of the Access tab to grant user and group access to a folder.

Adding Tags to Files and Folders

Tags allow you to associate keywords to a folder or file. These words are then used in Search and Advanced Search functions.

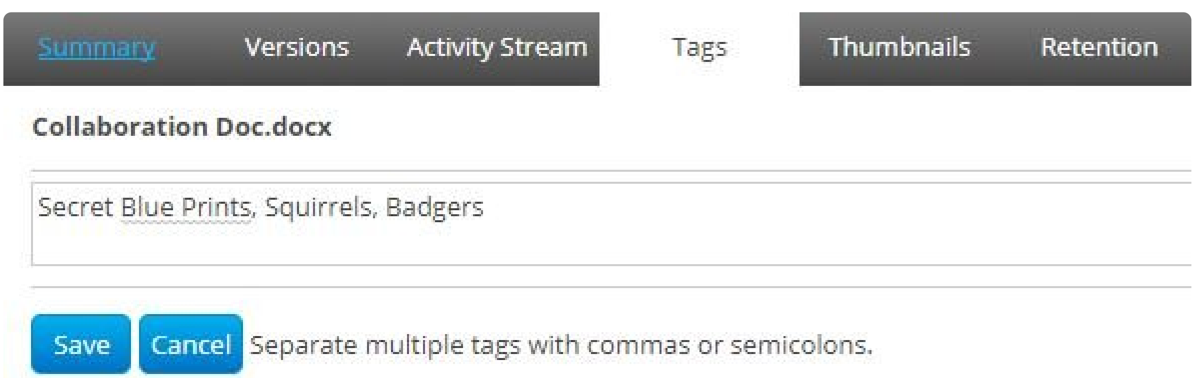
To add a word(s) to a folder or file:

1. Select the folder or file from the list and then select the **Tags** tab.



2. Click **Modify**.

3. Type the tags. If there are multiple tags, separate them with commas. Click **Save** to save the list of keyword tags.



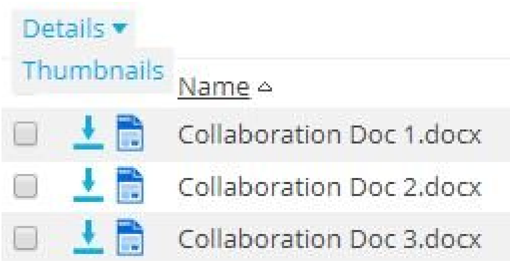
Add Thumbnails to Files

Thumbnail view is available from the View options when listing files. Thumbnails are reference graphics which are created automatically for many graphic files.

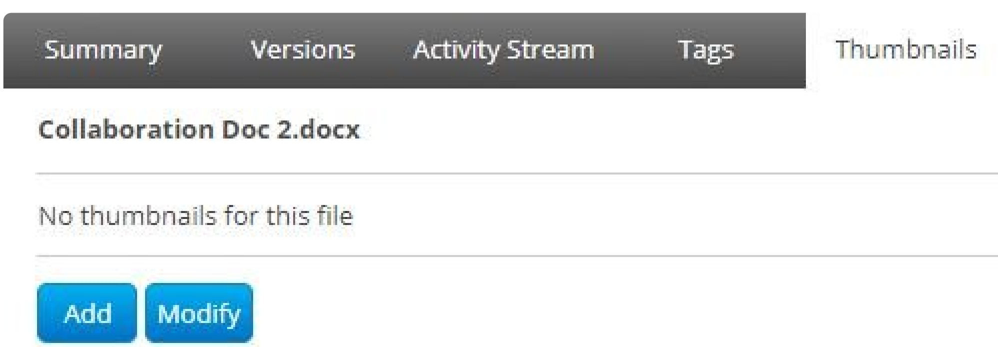
If the file is not one of the supported image formats, you can upload a custom image to be the image representation of the file.

An example of a custom image is the Thru logo as shown above for the Document.docx file.

A user can switch between the details and thumbnails views of the contents of the folder selected using the toggle menu shown below.

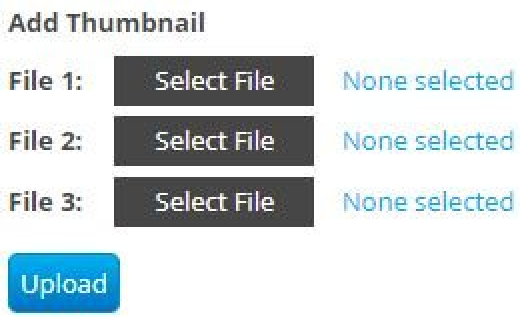


1. To add a new thumbnail image for a selected file, first click the Add button as shown below in the image.



2. A new window will then appear and show a list that will let you select up to three files at once.

Click **Select File** to select the image file you wish to assign as the thumbnail image file.



3. After the image(s) are selected, click **Upload** as shown below.

To make sure the thumbnail works for the file, go to the folder where file is located and select the **Thumbnail** view instead of **Details** view.

View Retention Policies

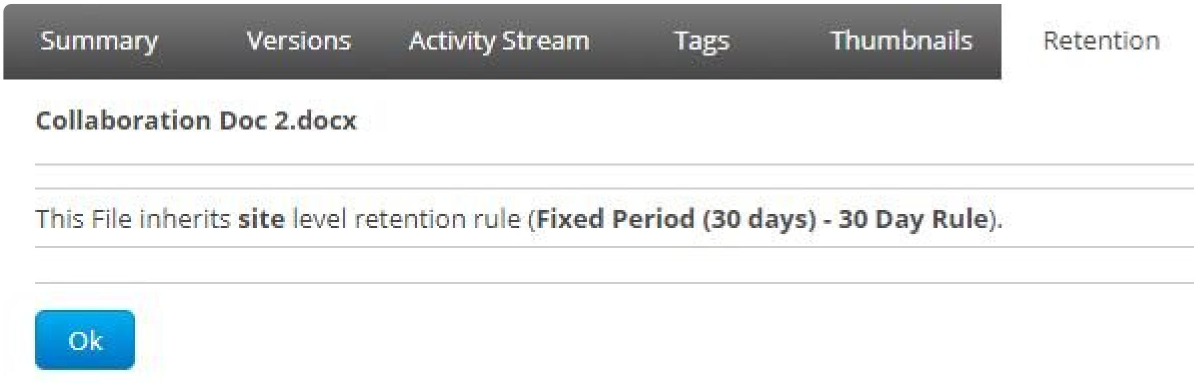
Retention shows you the deletion policies that are set on a folder or the file.

The **Retention Administrator** sets policies that govern how long a file can be saved in the Thru system.

Retention policies can be set to delete files after a period of inactivity, a fixed period, or a fixed date.

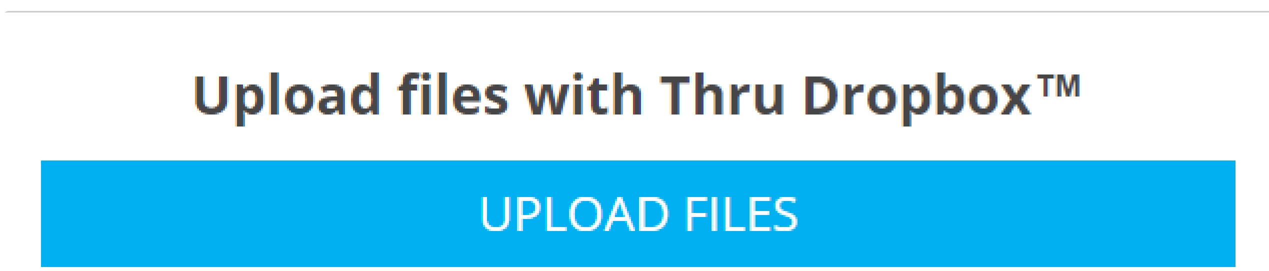
A permanent retention policy is available for permanent record retention.

Details about this functionality are found in the Thru Administration Guide.



Using Thru Dropbox™

Thru Dropbox™ allows individuals who do not have a permanent username and passwords to upload files to Thru account holders.



Links to Thru Dropbox can be placed on company websites or within email signatures.

By directing non-account holders to your Thru Dropbox, you can receive large files securely from external constituencies.

A Thru Dropbox form will automatically be added to your company's Thru Web login page (e.g. company.thruinc.net).

You can also add it to your email signature, or any other web page that is available to your company.

Create a Link to Your Thru Dropbox™
Sending Files with Thru Dropbox™
Selecting Thru Upload Options

New Protected Thru Dropbox mode

Create a Link to Your Thru Dropbox™

To securely receive large files with Thru from non-registered users, you can create a link to your Thru Dropbox™.

This lets non-Thru users securely send files directly into a user's Thru Dropbox.

The URL link format is:

https://companyname.thruinc.net/Desktop/Dropbox/Create/?toemail=name@companyname.com

To create your link :

Substitute the "**companyname**" text and the email text, "**name@companyname.com**" shown in the link format above with your company's Thru site name and your email address.

Below is an example.

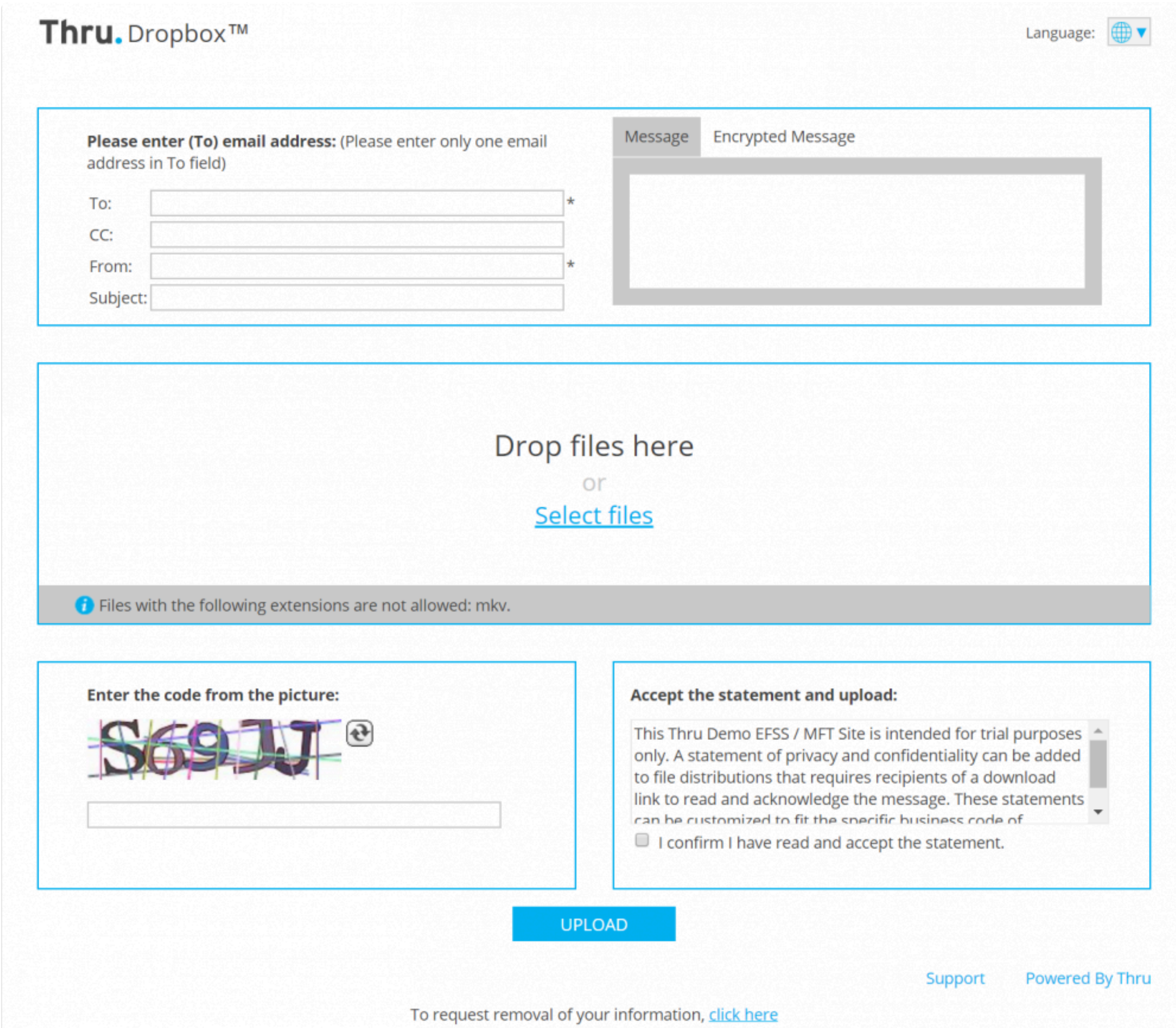
We replaced "companyname" with **demo** and replaced the email address with **name@abctechnology.com**.

Example: https://demo.thruinc.net/Desktop/Dropbox/Create/?toemail=name@abctechnology.com

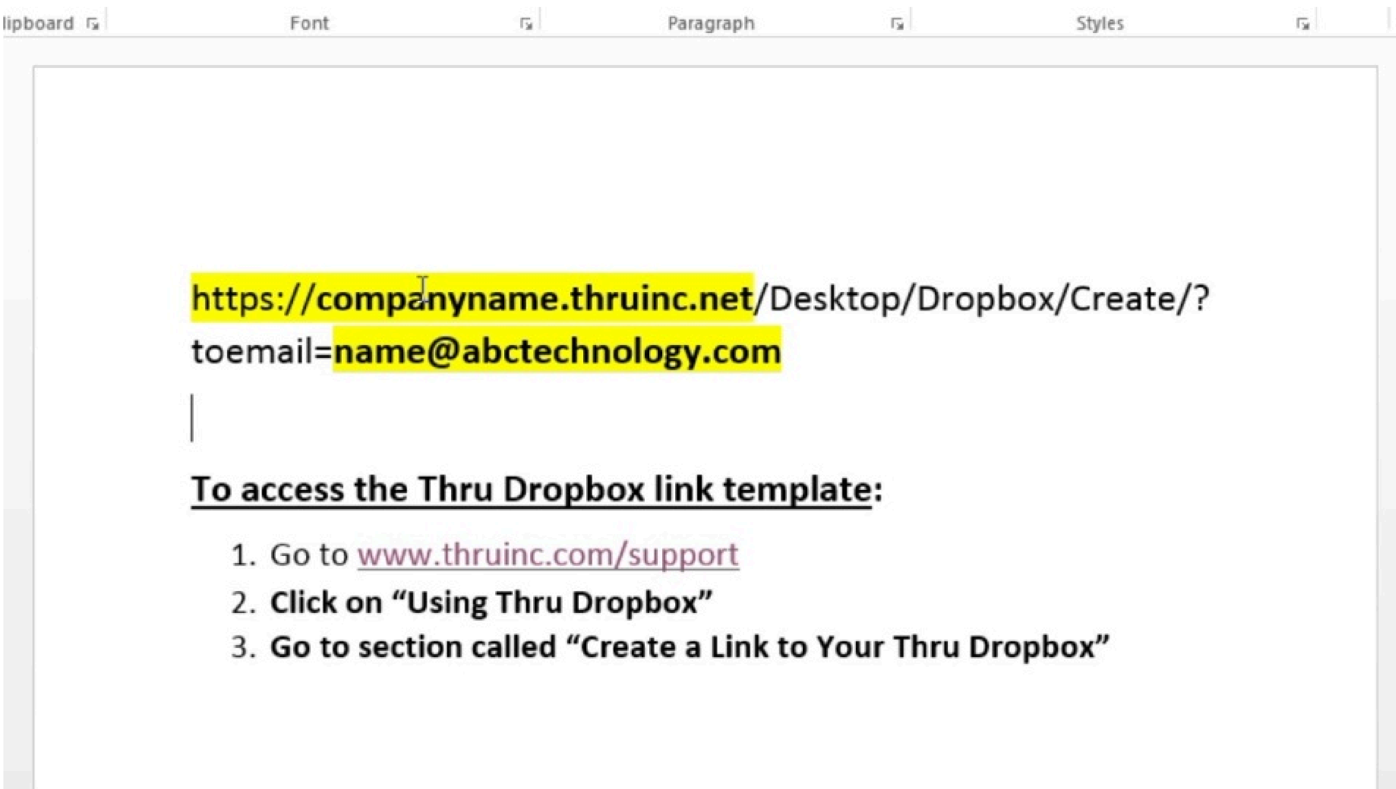
> If your company has a unique Thru site URL that does not end in **.thruinc.net** as shown above, then fill in your Thru site URL in place of **https://companyname.thruinc.net** at the beginning of the Thru Dropbox link. For example: **https://filetransfer.companyname.com/Desktop/Dropbox/Create/?toemail=name@companyname.com**

Once you have created your link, you can send it to anyone via email, company websites and portals, etc.

When anyone clicks on the Thru Dropbox link, it will take them to a file upload form where they follow the steps to send you files.



Example Video :



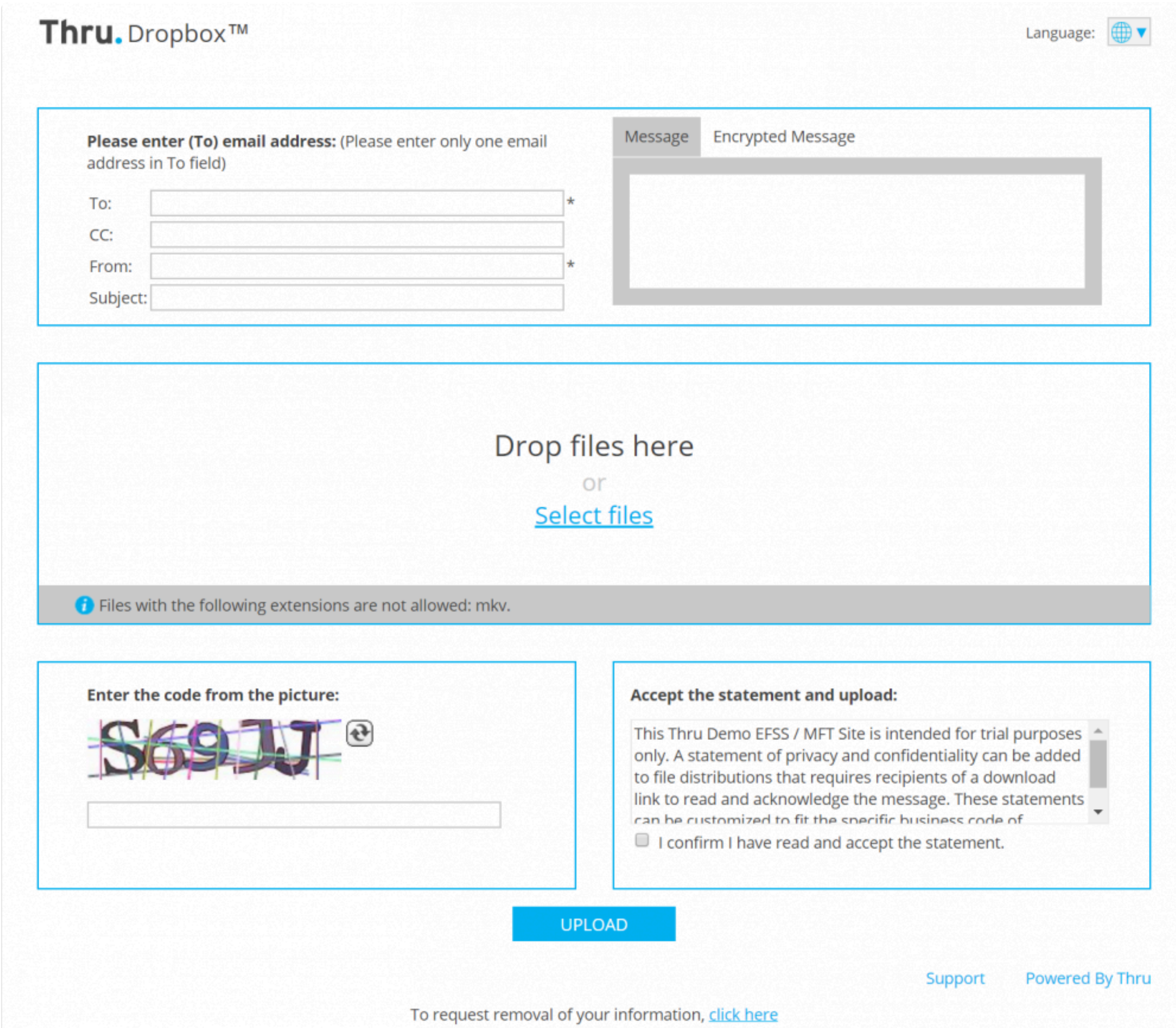
To add your Thru Dropbox link to your Microsoft Outlook email signature, visit the following section from the Thru Add-In for Outlook user guide:

Creating a Signature with a Link to Your Dropbox™

Uploading Files Using Thru Dropbox™

A Thru **Dropbox** is assigned to each Thru user account that has been enabled with a **HOME** folder.

Follow these instructions to use Thru Dropbox™.



1. Type the Thru user's email address in the **To**: field.
   This is the email address of the person that has a user account in Thru and to whom files need to be uploaded.

2. Enter the **From**: address.
   This is the email address of the person uploading the files and will be used to send upload confirmation notifications.

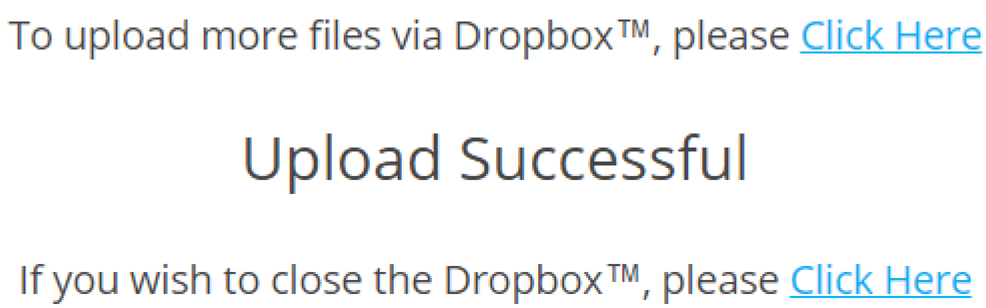
3. **Subject** and **Message** are optional fields but highly recommended to share the reason the files are being uploaded.

4. Select the files that you would like to upload to the recipient's Thru Dropbox.
   The sender has multiple upload options that are explained in earlier sections of this User Guide.
   The Browser Upload method is the most used method and allows files to either be selected using the drag and drop capability or manually.
   If using Java file are selected by clicking 'Add' or 'Select Files'.
   Files can be removed from the upload list by clicking either 'Delete' or 'Remove' depending on the upload method.

5. After files are selected, the sender must enter a **CAPTCHA** code and accept the confidentiality statement to complete the upload process.

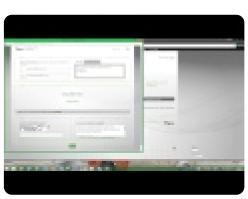
6. Once all information has been completed, Click Upload.

7. Upon successful upload, a confirmation message will be displayed.



Note : If a user was CC'd they cannot view the files the user sends. It is just a notification that files were sent."

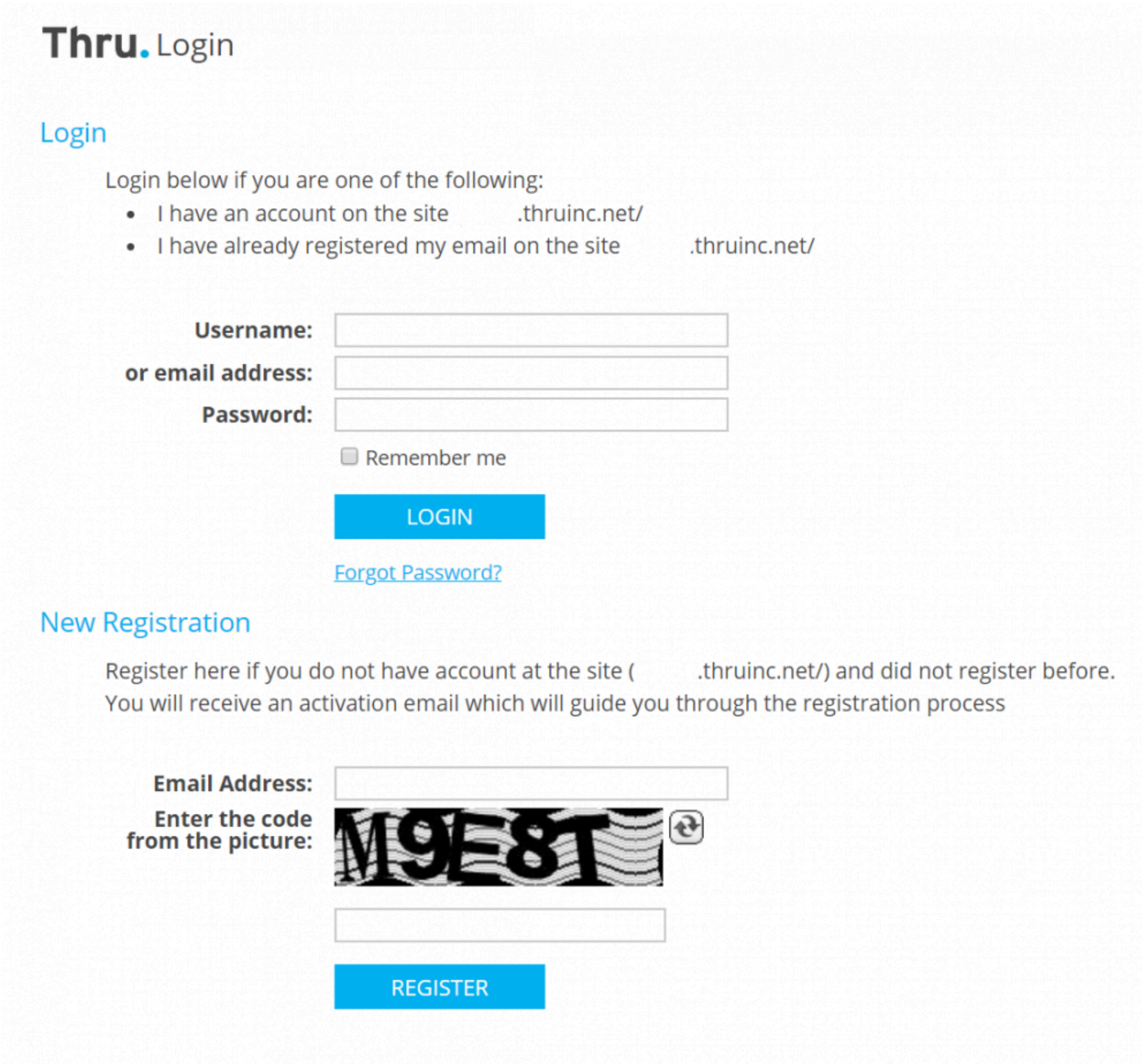
Example video :



Protected Thru Dropbox™

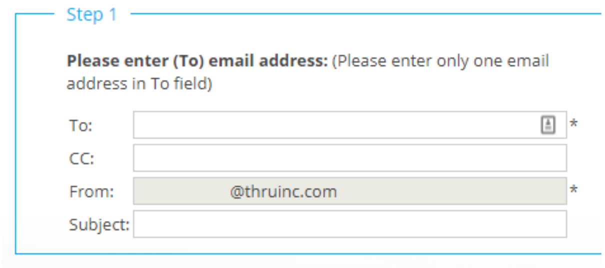
A protected mode exists for the Thru Dropbox™, that requires external senders to self-register and then authenticate to upload files to a user’s Thru Dropbox™.

When clicking on a protected Thru Dropbox™ link, a login/registration page appears



See Secure Message Login – Registered Recipient Login for further details

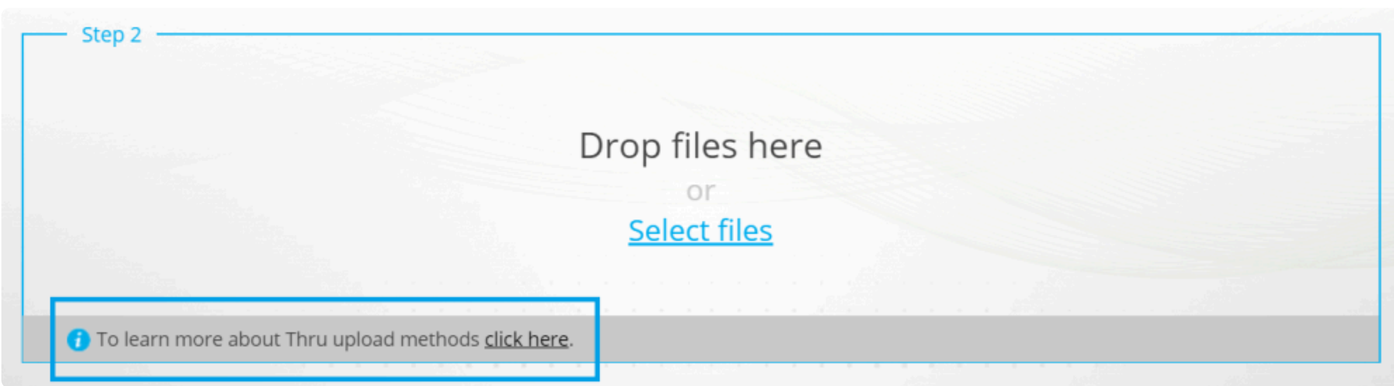
Once registered, the **From**: field is populated with the registered sender's information automatically.



For more information or if you wish to have this enabled on your site please contact support@thruinc.com

Selecting Thru Upload Options

Thru offers two types of upload methods: Java and Browser



The following table describes the different features for each method.

Thru Upload Methods Comparison

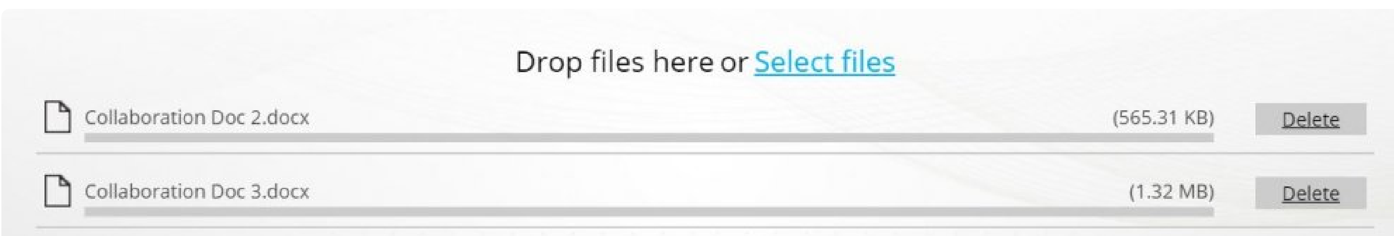
Feature	Java Upload *	Browser Upload
File size limit	unlimited	unlimited
Pause and resume	yes	yes
Multilingual naming	yes	yes
Folder Upload	yes	no - files only
Additional software	Requires Java 7 or later Sun Java Runtime Environment (JRE)	none
Select Upload Method	*Not supported by your browser*	**Browser Upload** - *Currently Selected*

* Thru recommends the latest Java version that can be downloaded from http://www.java.com

Browser Upload

Browser Upload can be used with any browser and is the default option selected when you are using any browser other than Internet Explorer.

If your browser supports HTML 5, you will see the upload widget below.

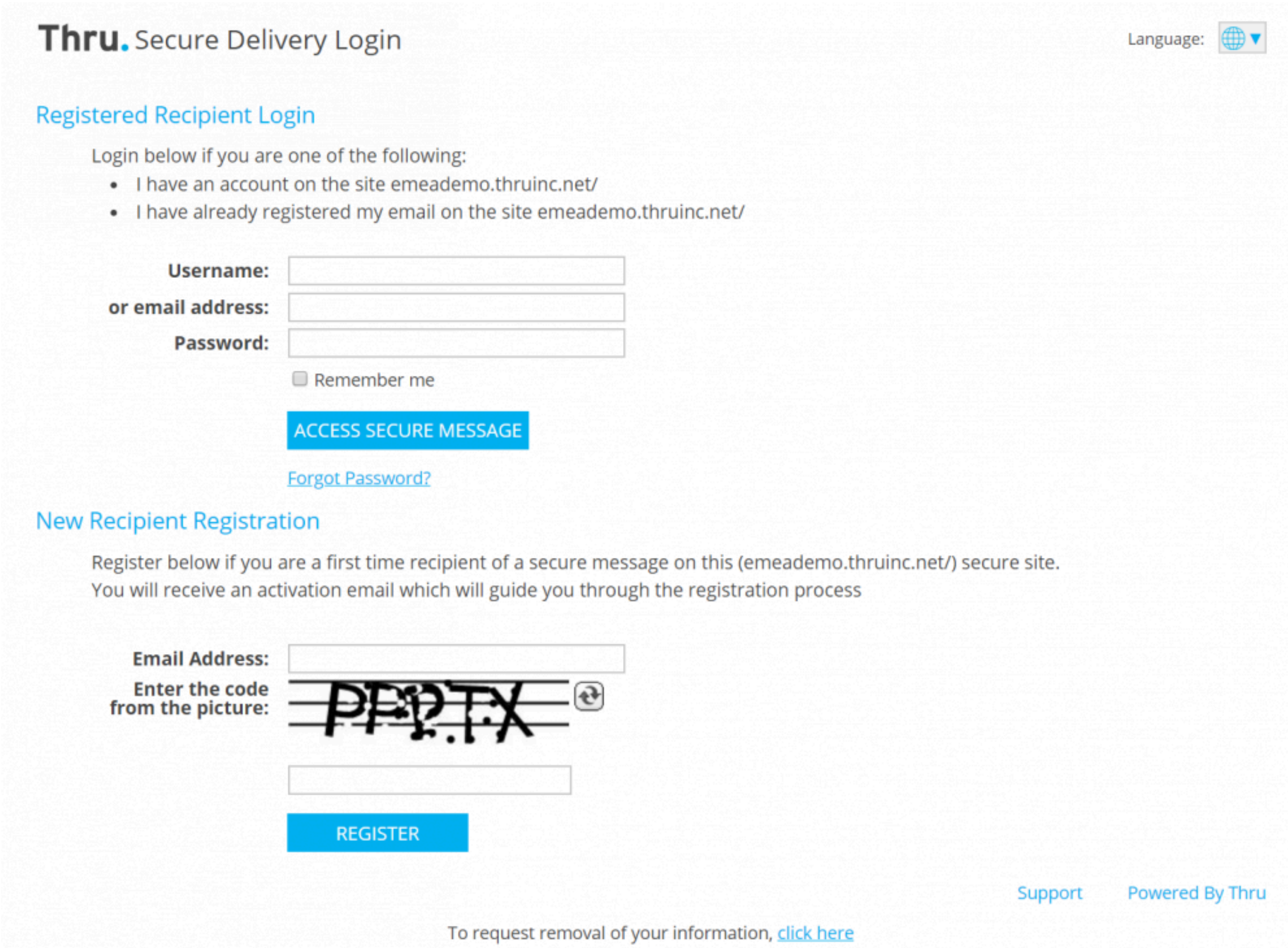


Secure Message Login – Registered Recipient Login

This section goes over how to access files that were sent to you and require you to login before having access.

After clicking the download link, you will be taken to the ***Secure Message Login*** page

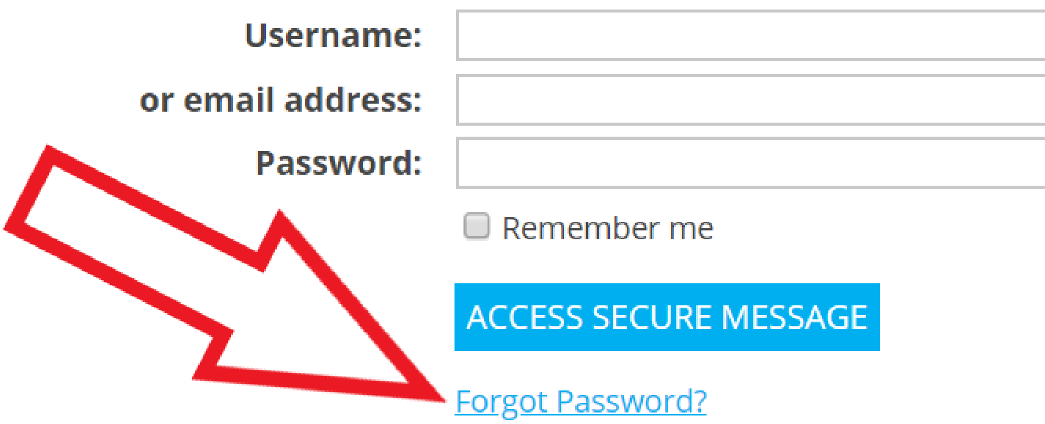
Asking you to register a new guest user account or to log in with a previously registered guest user account.



If you created a password in the past with the same email address

Fill in your **email address** and **password** and click the button ***Access Secure Message***.

If you forgot your password, use the ***Forgot Password*** link on this page.



First time users – If this is the first time you are downloading files from a sender using the Thru secure file delivery service

Use the ***New Recipient Registration*** option.

Fill in your email address in the email field and click the button **Register**.

You will then receive an email from **notifications@thruinc.net** that will guide you through the registration process.

The email address you enter must match the one in the email you received.

Otherwise you will see an error :

> ! Registration cannot proceed because this Email Address is not the intended recipient of the secure message.
> If you believe you are the intended recipient please enter the correct Email Address.

The link to create a password does expire within 24hours.

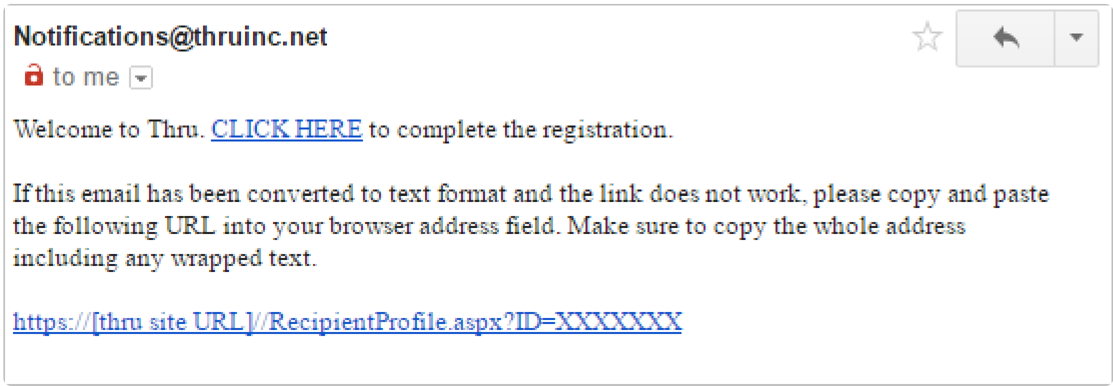
Please create a password as soon as possible upon receiving the email inviting you to create a password.

- **What can go wrong at this point?**
- The most common issue is that people don't receive or don't find the registration process email.
- Did you look in your Junk email folder?

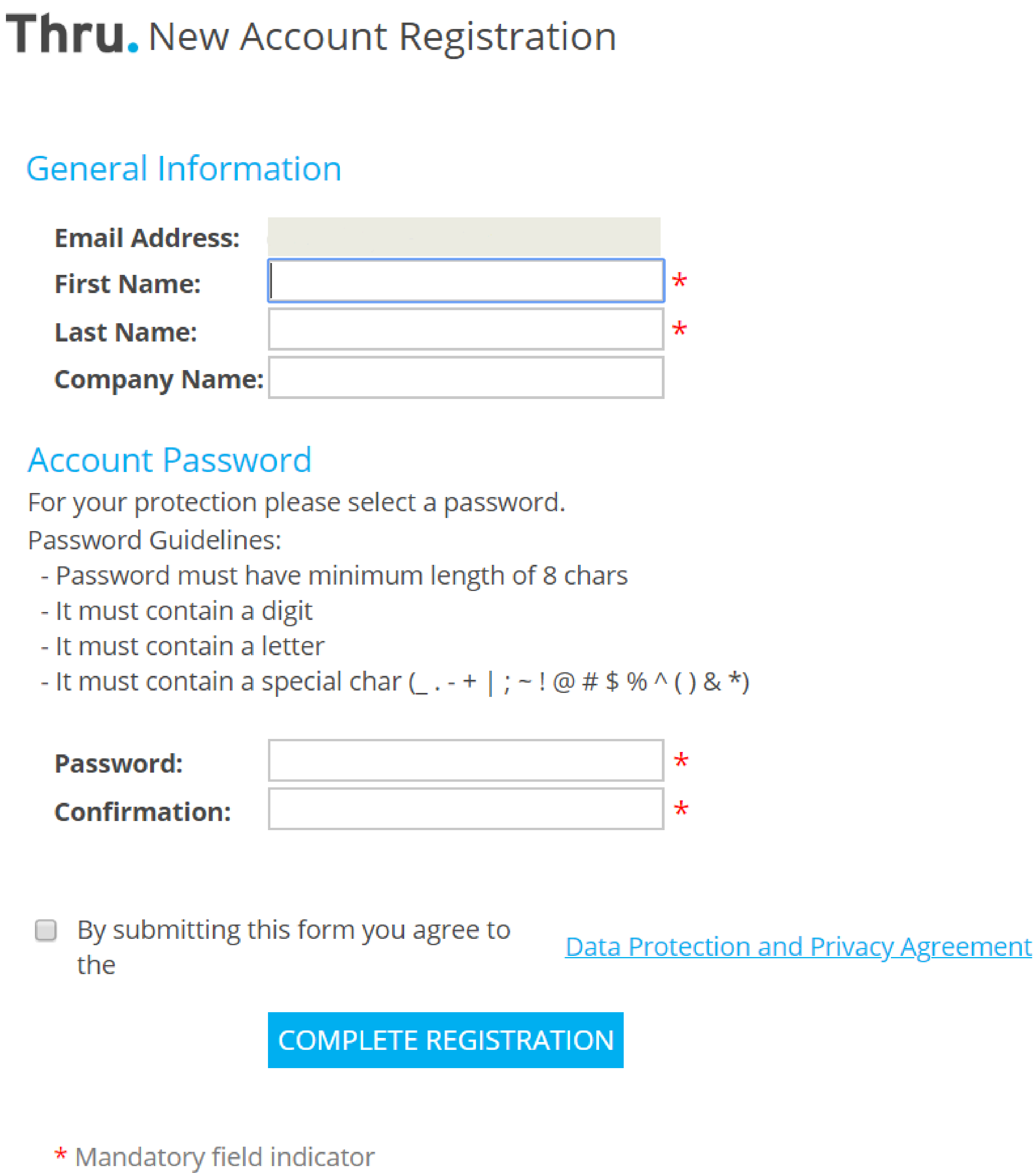
- Does your company use an email security gateway that may have trapped the delivery from thruinc.net?

They need to allow/trust email from **notifications@thruinc.net**.

- Do you have email filtering rules that might have saved the email in an unexpected folder?



After filling out the registration information, you will be directed to a web page to download your files.



Defining FTP Settings

If you are a user of Thru that needs to access the platform via an FTP client the following information should help

Thru's FTP platform will allow you to log into your site using FTP protocol.

SFTP and FTPS access requires IP address whitelisting with us before a connection can be accepted

SFTP \ FTPS Client Configuration Information

To configure your FTP client to connect to Thru, refer to the following information:

1. Host: Depending on which global region is being used, one of the following will be entered.

- **ORD1-FTP.thruinc.net** – Chicago (50.56.9.35)
- **HKG-FTP.thruinc.net** – Hong Kong (119.9.69.115)
- **LHR-FTP.thruinc.net** – London (212.100.245.147)
- **SYD-FTP.thruinc.net** – Sydney (119.9.2.36)
- **Trial-FTP.thruinc.net** – For Demo and Trial sites in Europe (212.100.245.157)
- **US-FTPSBX.thruinc.net** – For Demo and Trial sites in US (23.253.192.70)

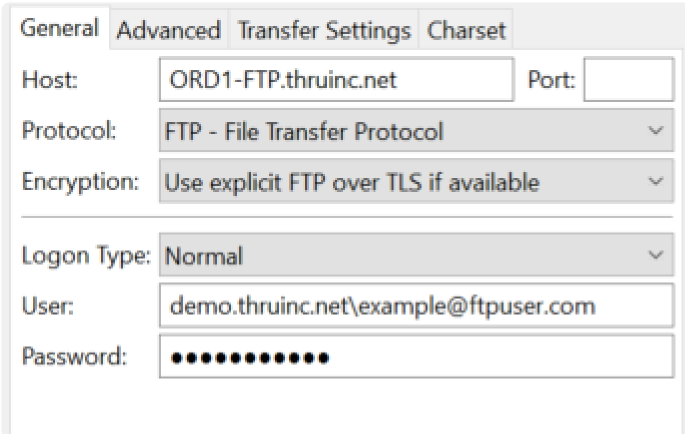
- Hosts for customers subscribed to OptiSPEED

- **optispeed-sftps.thruinc.net** – US sites
- **optispeed-sftps-uk.thruinc.net** – Europe sites

OptiSPEED only supports Passive FTP

2. Protocol: Select your secure FTP preference
3. Encryption: Require explicit FTP over TLS
4. Logon Type: Select your preference
5. User: The user is a combination of Thru site portal URL **/** user name (typically email address);
6. Password: The password is the same one used for Thru portal authentication.

Example: demo.thruinc.net\example@ftpuser.com



Network Firewall Considerations
Egress connections to Thru FTP services may need to be enabled on a corporate firewall.

If the error "***The server rejected SFTP connection, but it listens for FTP connections***" appears after attempting the authenticated connection.
It is most likely that the Thru FTP host has to be added to the firewall whitelist":

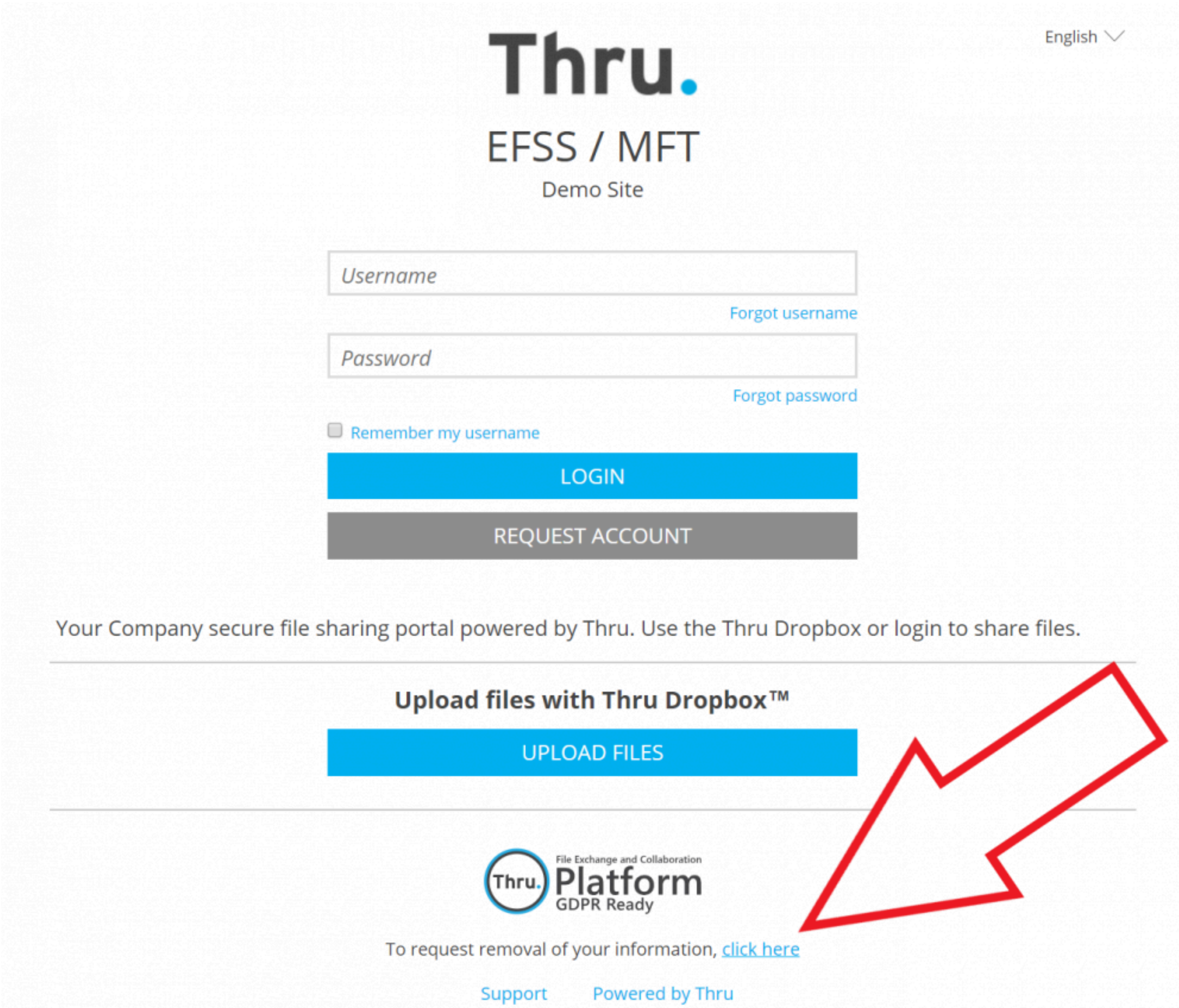
GDPR

To comply with GDPR Thru has added the option to have user's data scrubbed from the system

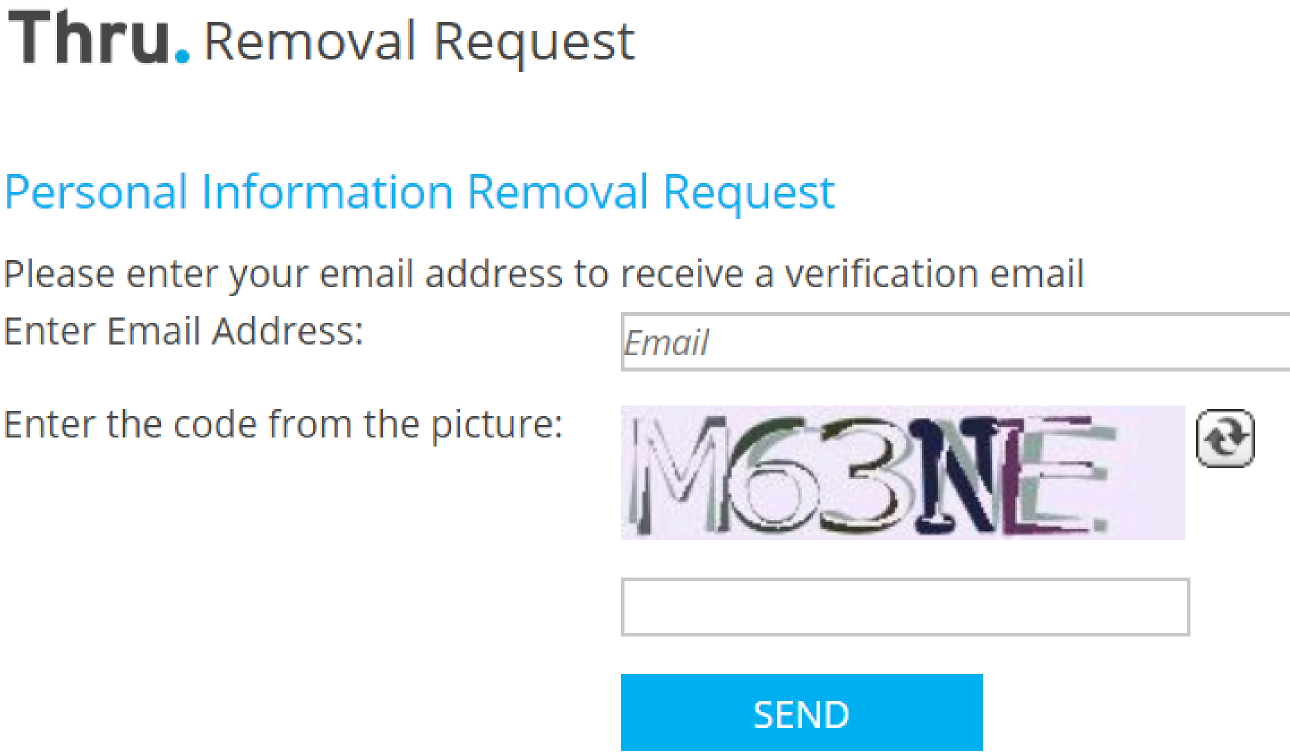
A user can also ask for an export of any data that contains information pertaining to them

To request removal of your information

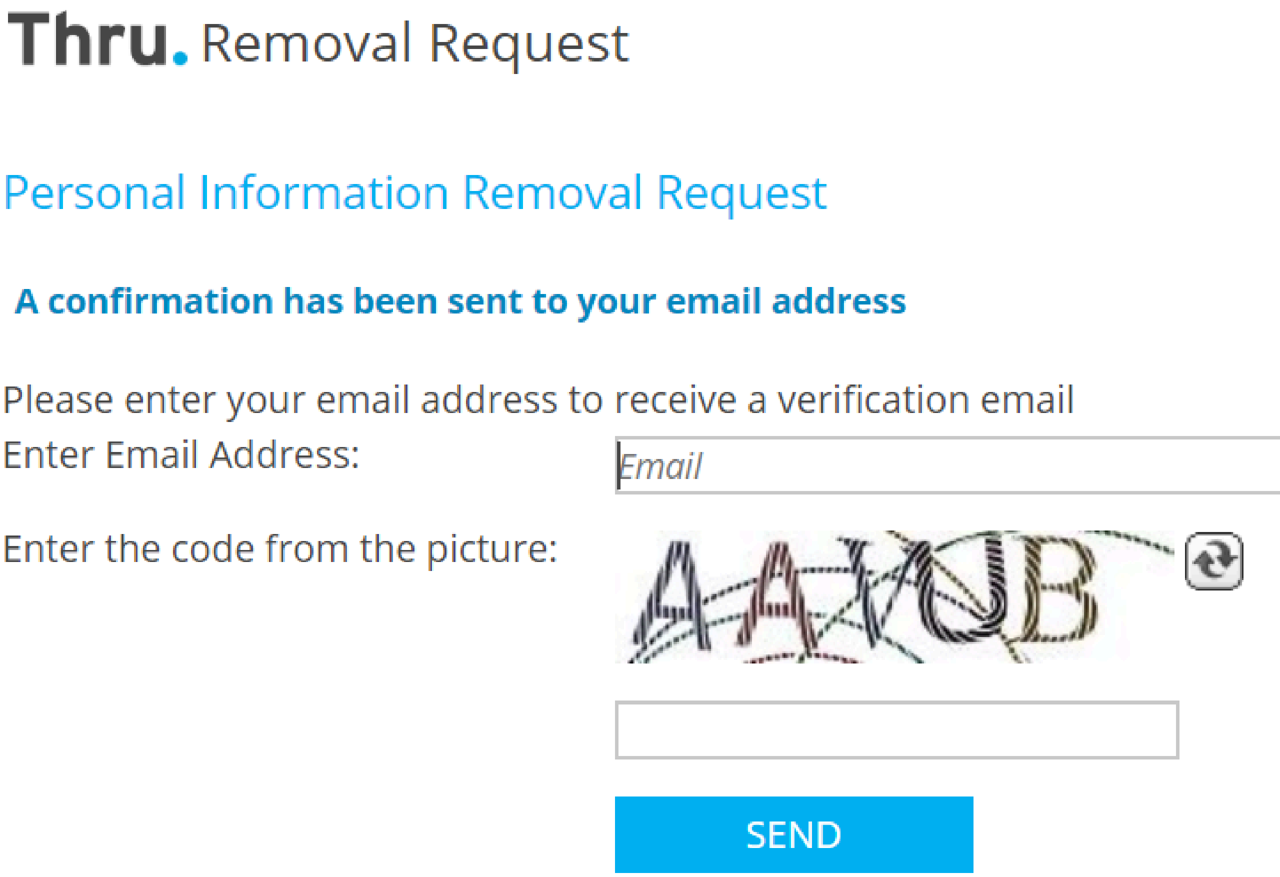
From the Thru site homepage is a link to request removal of your information



Clicking on the link spawns the following popup



Please enter your email address to receive a verification email, also enter the code from the picture.



Once you have enter your email address and the code from the picture you will receive a verification email

Thru removal request confirmation

notifications@thruinc.net

Thru Notification

Dear

You have requested removal of your personal information from the site .thruinc.net. To verify your email address and confirm removal of information, please click on the link:

.thruinc.net/Desktop/RemovalRequest/Confirm/921SEEXLBG

Thru Add-In for Outlook User Guide

THIS THRU USER GUIDE DESCRIBES AND SUMMARIZES THE USE OF THRU ADD-IN (CONNECTOR) FOR MICROSOFT OUTLOOK
(REFERENCED AS “THRU CONNECTOR FOR MICROSOFT OUTLOOK” IN THE SOFTWARE AND SHORTENED AS “THRU ADD-IN” IN THIS DOCUMENT).
THIS DOCUMENT HAS BEEN PREPARED SOLELY FOR INFORMATIONAL PURPOSES AND IS BEING FURNISHED FOR USE BY CUSTOMERS.
DISTRIBUTION OF THIS DOCUMENT IS LIMITED TO CUSTOMERS.

IF YOU NEED MORE INFORMATION REGARDING SERVICE, PLEASE CONTACT:

Thru Support
support@thruinc.com
800.871.9316

909 Lake Carolyn Parkway, Suite 750
Irving, Texas 75039
Phone 214.496.0100 • Fax 214.496.0102

Trademarks and Abbreviations

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Microsoft, Windows, and Outlook are trademarks of Microsoft Corporation in the United States and/or other countries.

Other company or product names used in this manual are trademarks of those companies and may be registered in certain jurisdictions.

Download Thru Add-In for Outlook

To download the latest version of Thru Add-In for Microsoft Outlook, CLICK HERE

More in this section:

System Requirements
Installing Thru Add-In for Outlook
Sending Files and Folders
Setting Thru Preferences
Using Thru Side Panel
Using Thru Explorer

System Requirements – Add-In for Outlook

In order for proper operation of the Thru Add-In for Outlook, the following software and hardware requirements must be met:

Operating Systems

- Windows 10
- Windows 8.1
- Windows 7

> Microsoft mainstream support for Windows 8.1 ended Jan. 9, 2018 and mainstream support for Windows 7 ended Jan. 13, 2015. Thru will continue to provide best effort support of the Outlook plugin on these operating systems until the end of 2019.

Microsoft .NET Framework 4.5 or greater

Windows administrator access for installation purposed only

Email Clients

- Microsoft Outlook 2016 (both 32-bit and 64-bit versions)
- Microsoft Outlook 2013 (both 32-bit and 64-bit versions)
- Microsoft Outlook 2010 (both 32-bit and 64-bit versions)

> **Outlook Cached Exchange Mode should be always enabled.**
> Cached mode is a general requirement for the Outlook add-in to work, it is the default MS configuration.
> With Cached mode disabled we may not be able to resolve recipient addresses in some scenarios, sometimes it may work, could be intermittent.

Technical Support

> New discovered bugs will not be fixed for Outlook 2010.

If you are using an older version, download the latest version here.

Hard Drive Space

- 28 MB or greater

> Thru Add-In for Outlook does not support Gmail integrations via IMAP or MAPI; currently, Thru Add-In for Outlook works only with Microsoft Exchange or Office 365.

Note : Users that are in the **BASIC USER GROUP** will also not be able to use this Addin/Connector

Installing the Thru Add-In (Connector) for Outlook.

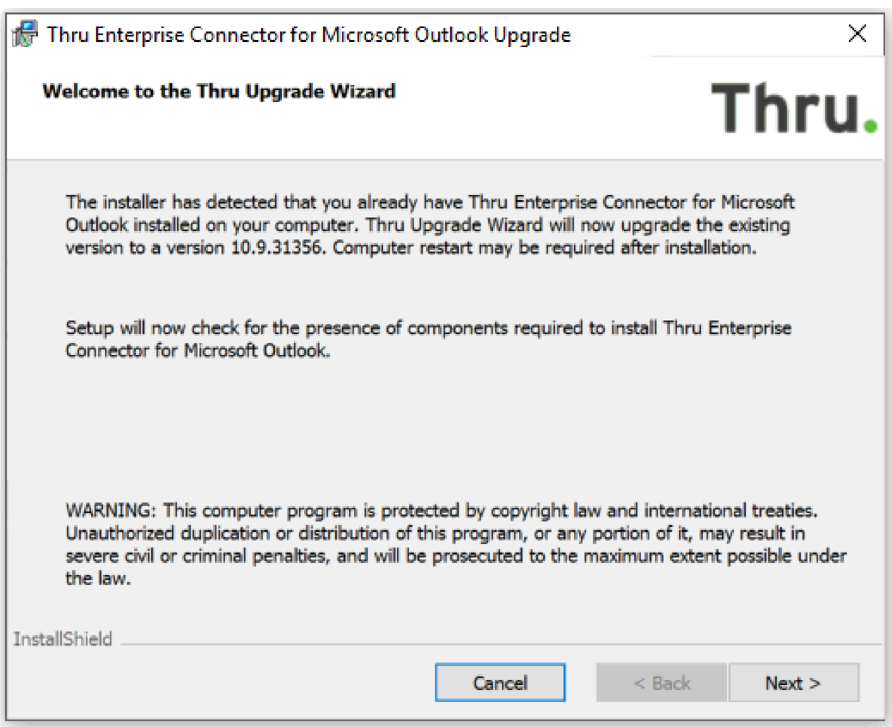
Follow the instructions below to install the Thru Add-In (Connector) for Outlook.

Locate and run the setup.exe file.

> The setup.exe file is the **ThruOutlook** file you downloaded from Thru's website.
> If you have not yet downloaded the Thru Add-In for Outook file, GO HERE.

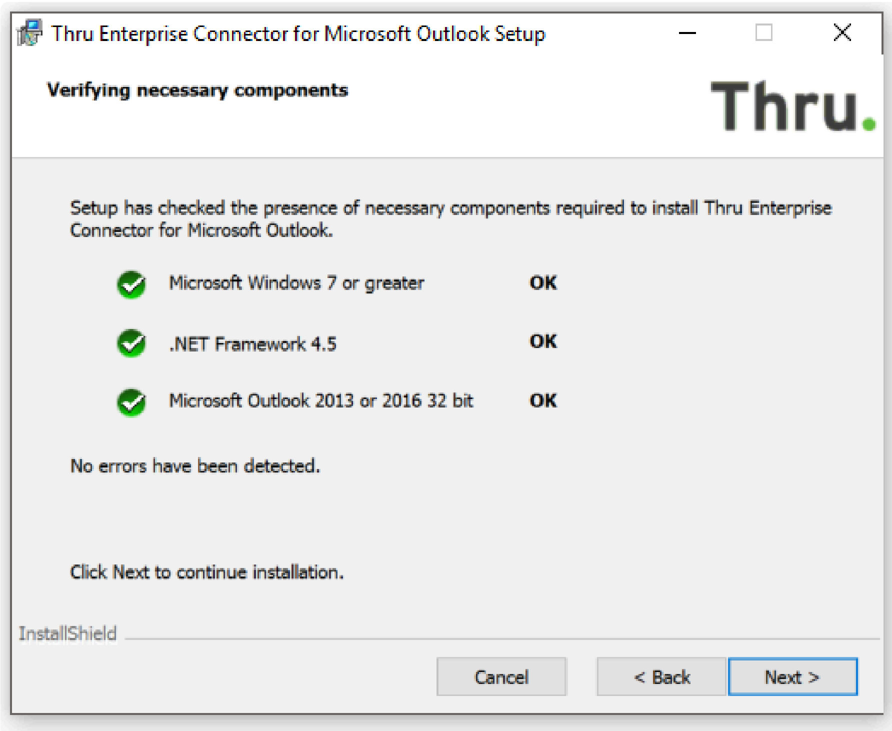
> The Setup Wizard will change from Install, Upgrade or Repair depending on if you are installing for the first time, upgrading from a previous version, or simply repairing it to address and previous installation issues.

Choose the appropriate mode and click **Next**.

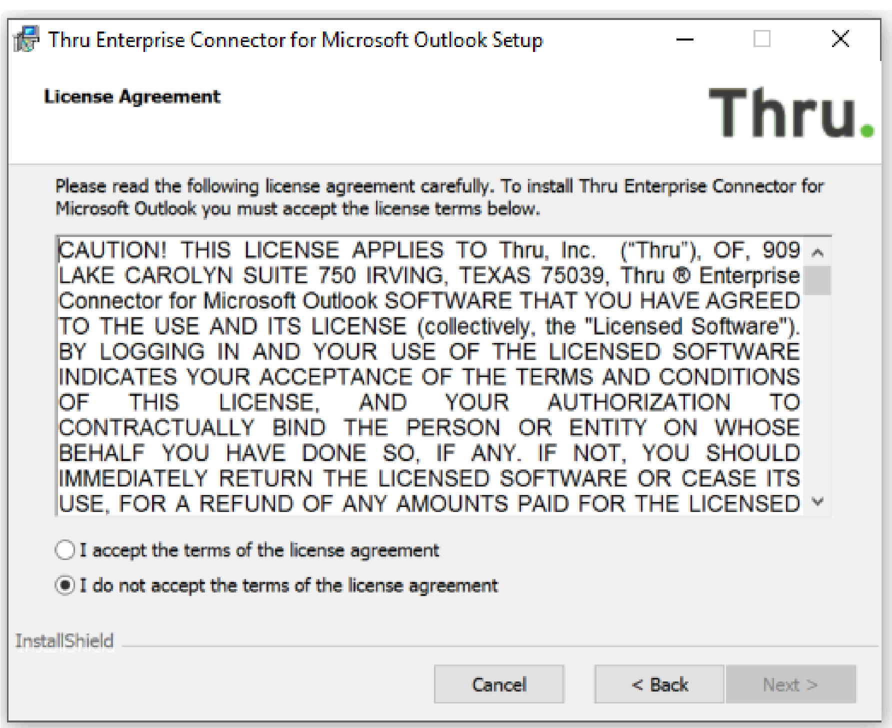


The Thru installer will verify that your system can run the add-in and that you have all the prerequisites for the install.

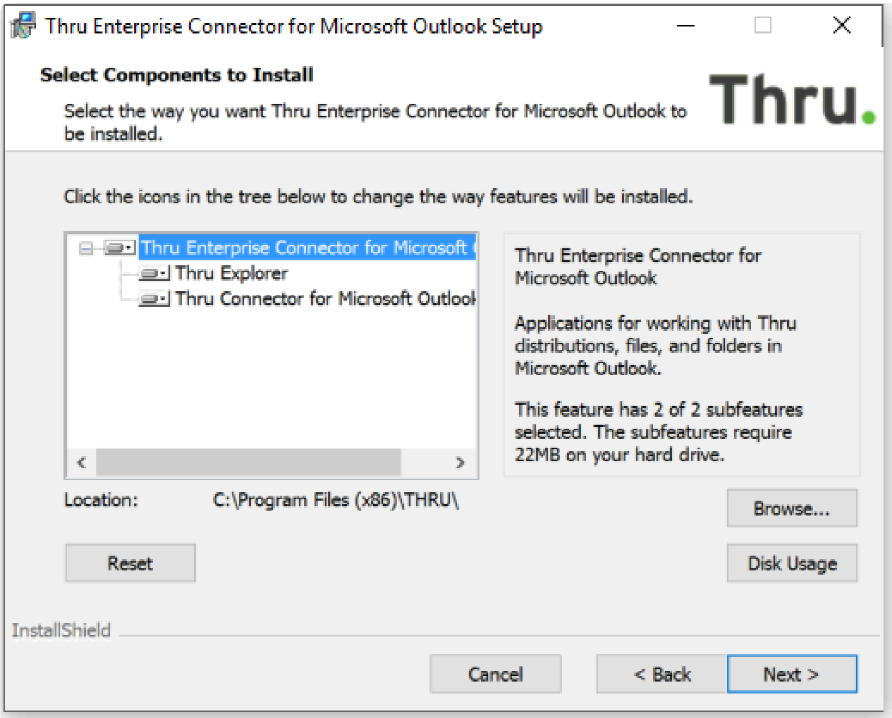
You should see three green check marks as shown below if all necessary components are available.



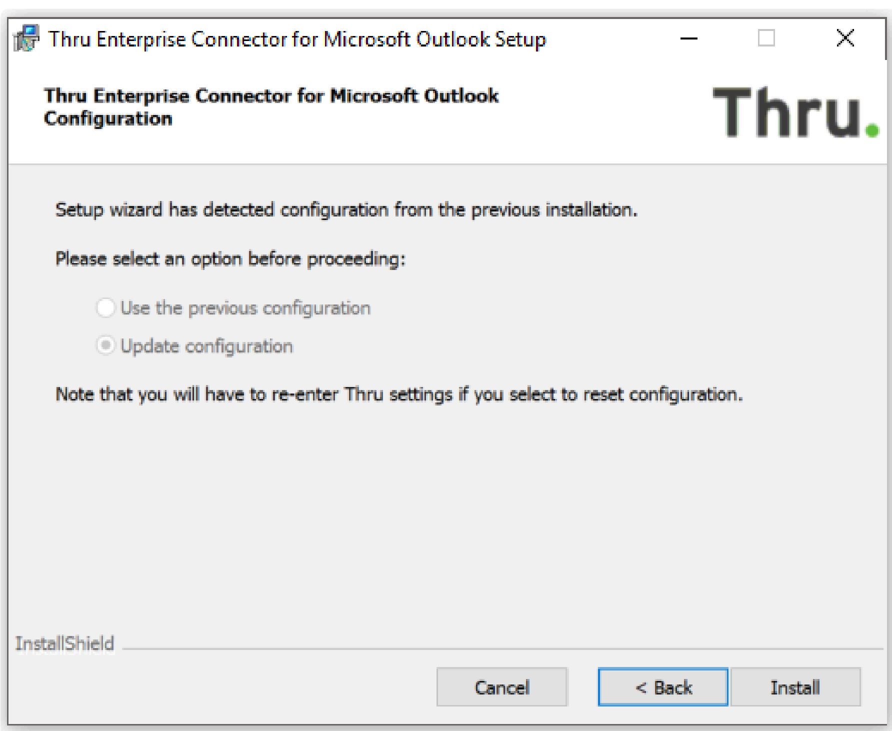
You will need to accept the licensing agreement

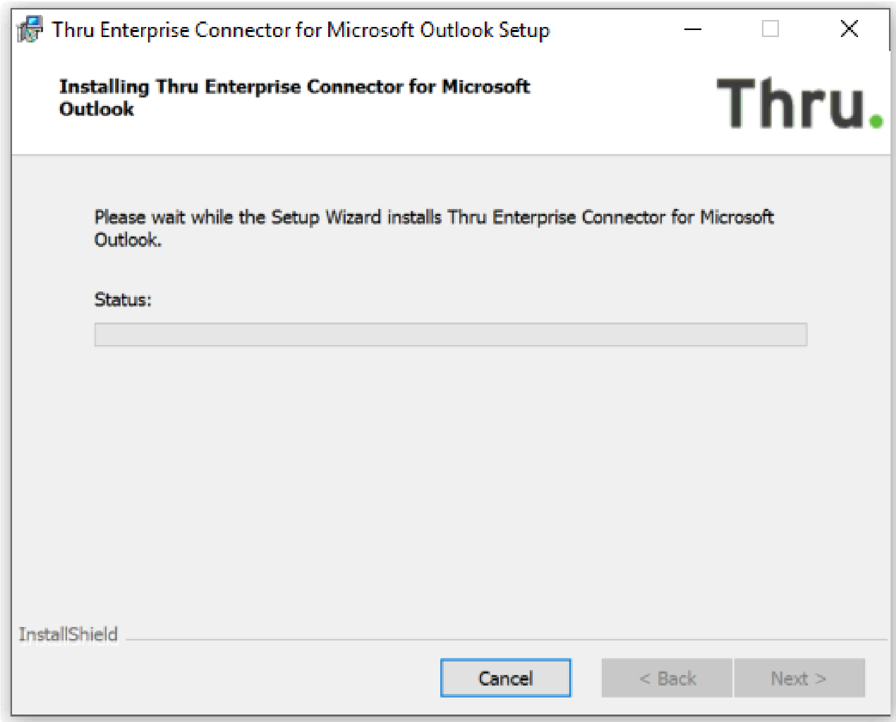


Click **Next** and the Setup Wizard will then install Thru Add-In for Outlook.

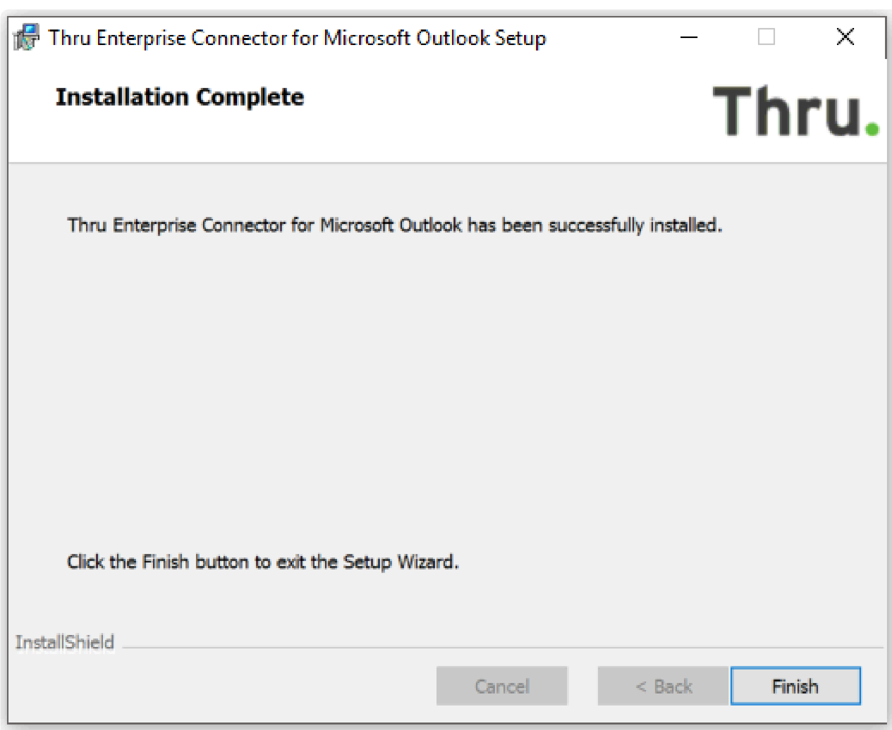


If the Setup Wizard detects a previous configuration you will be presented with these options





Once the installer is finished installing the add-in, it will give you the following screen stating that the software has been successfully installed.

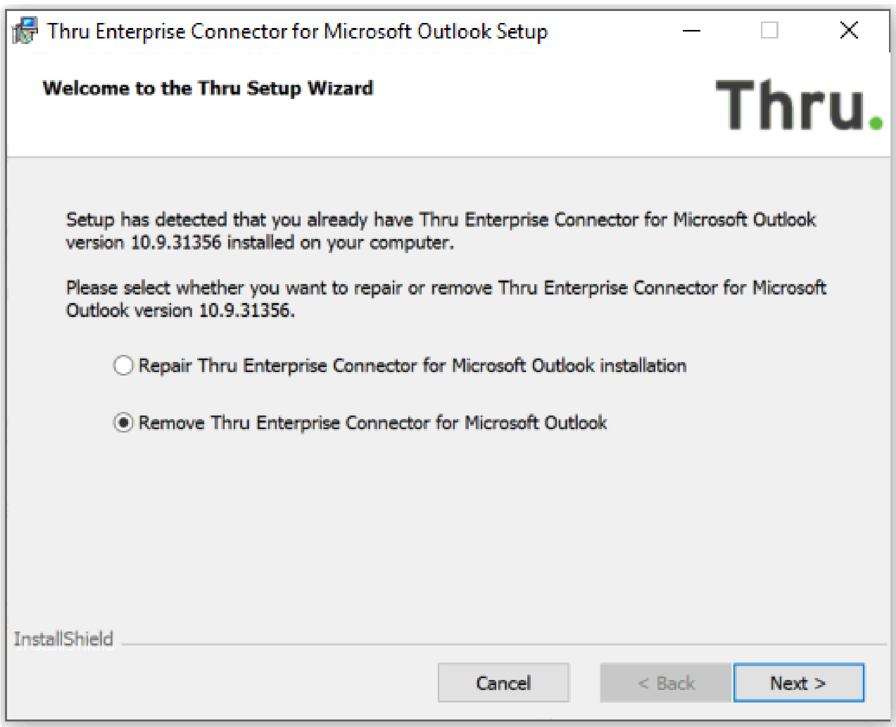


Click **Finish** to finalize the installation. You will need to restart your computer prior to starting Outlook again so that the installation can be properly finished.

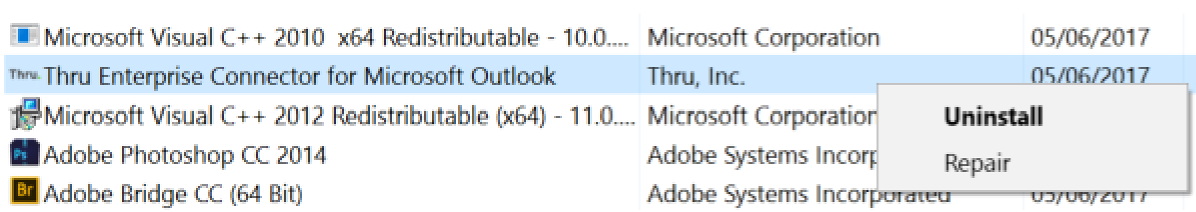
Removing Thru Add-In for Outlook

Removing the Thru Add-In for Outlook can be performed in two ways listed below:

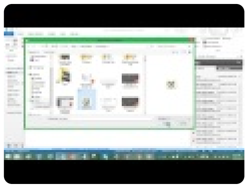
1. **Thru Installer** – using the same Thru provided installation application for removal. Run the “setup” file again but this time choose the remove option, and follow the on-screen prompts.



2. **Windows native Uninstaller** – Navigate to the following settings below: Windows Start > Control Panel > Programs (Uninstall a Program) > Thru Enterprise Connector for Microsoft Outlook



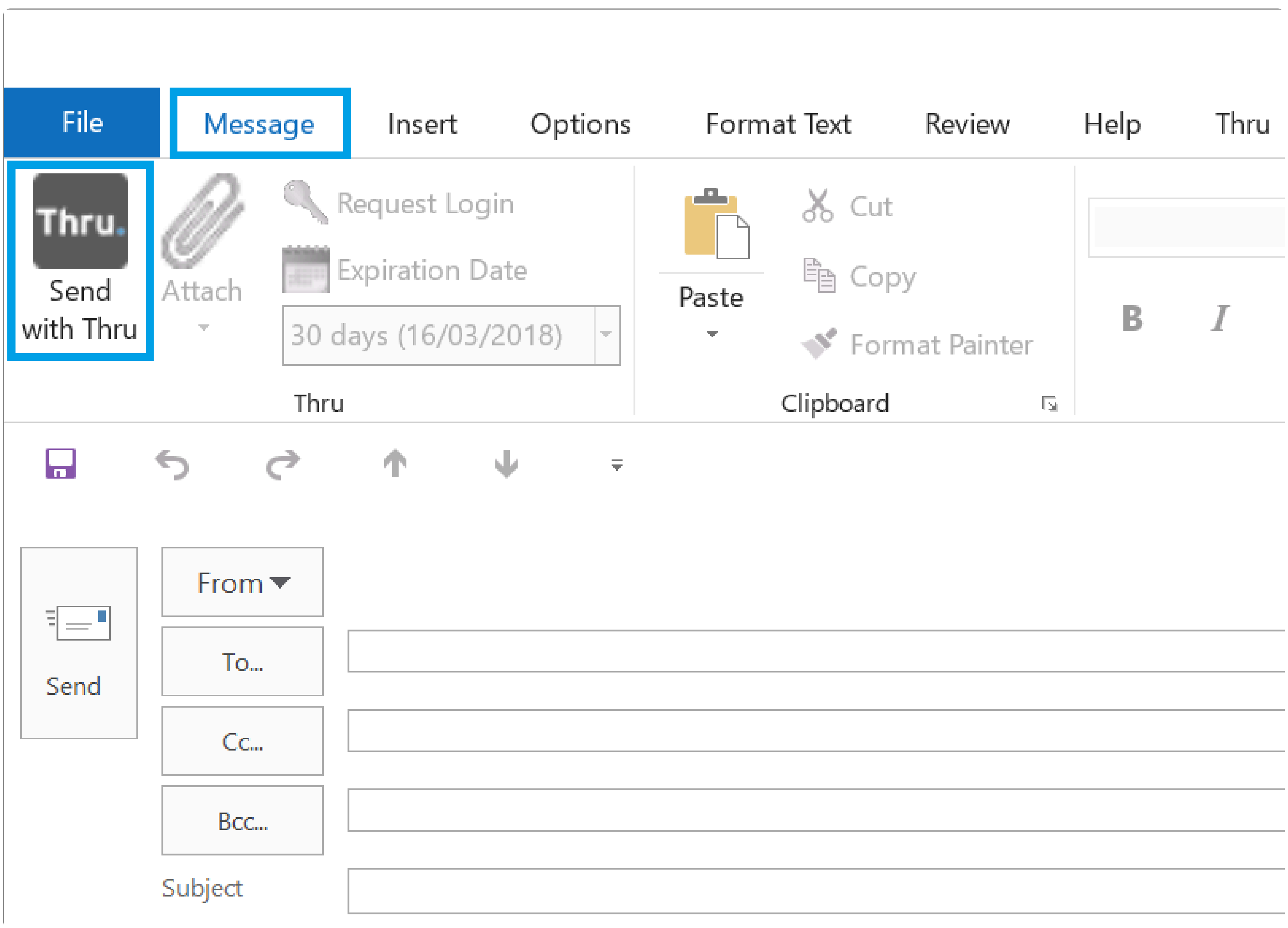
Sending Files and Folders – Thru Add-In for Outlook



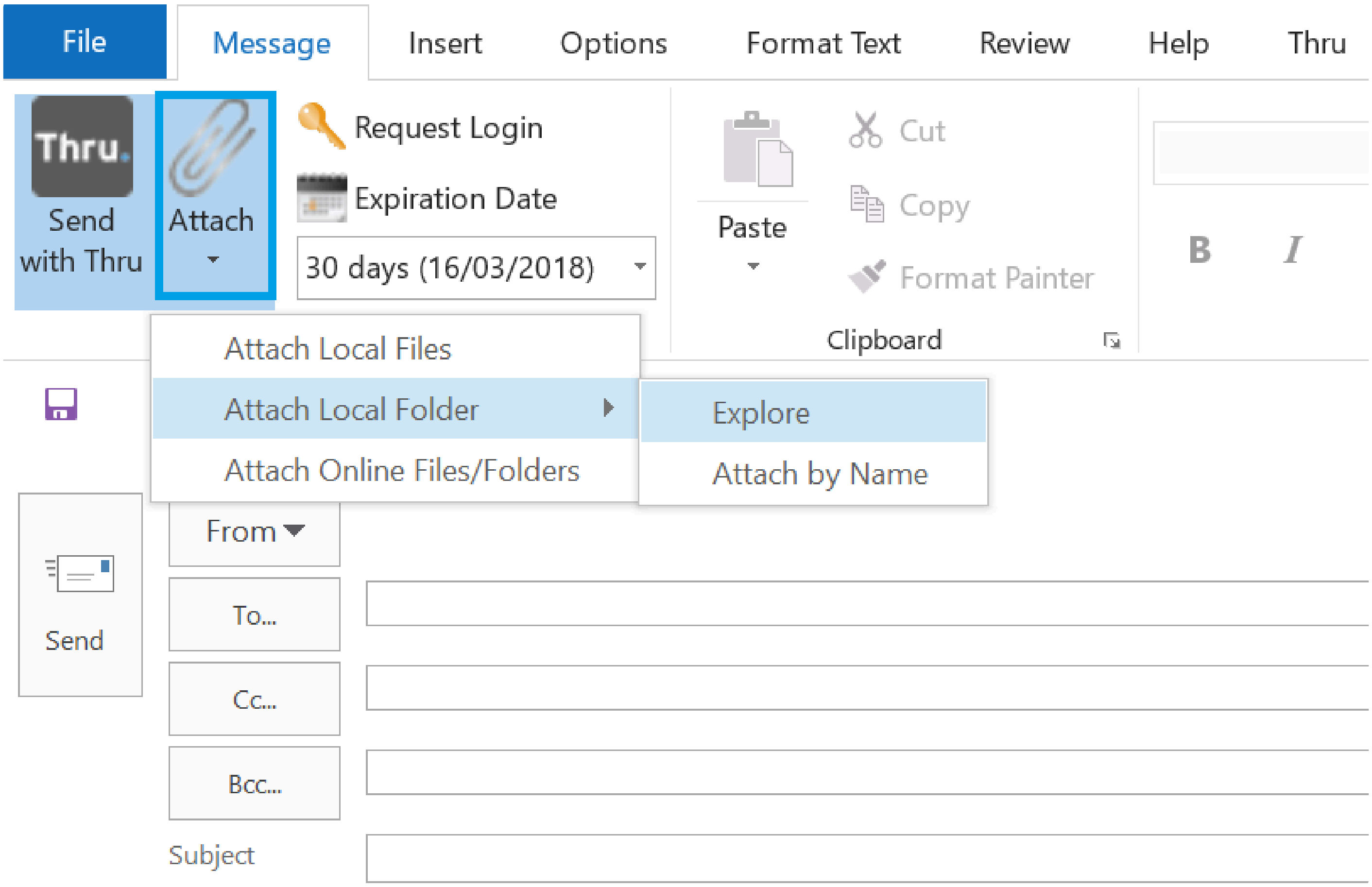
Follow the instructions below to send a Thru email using the Thru Add-In for Microsoft Outlook.

1. Click **New Email** in the Outlook toolbar. A new message window opens.

2. Click **Send with Thru** under the Outlook Message tab



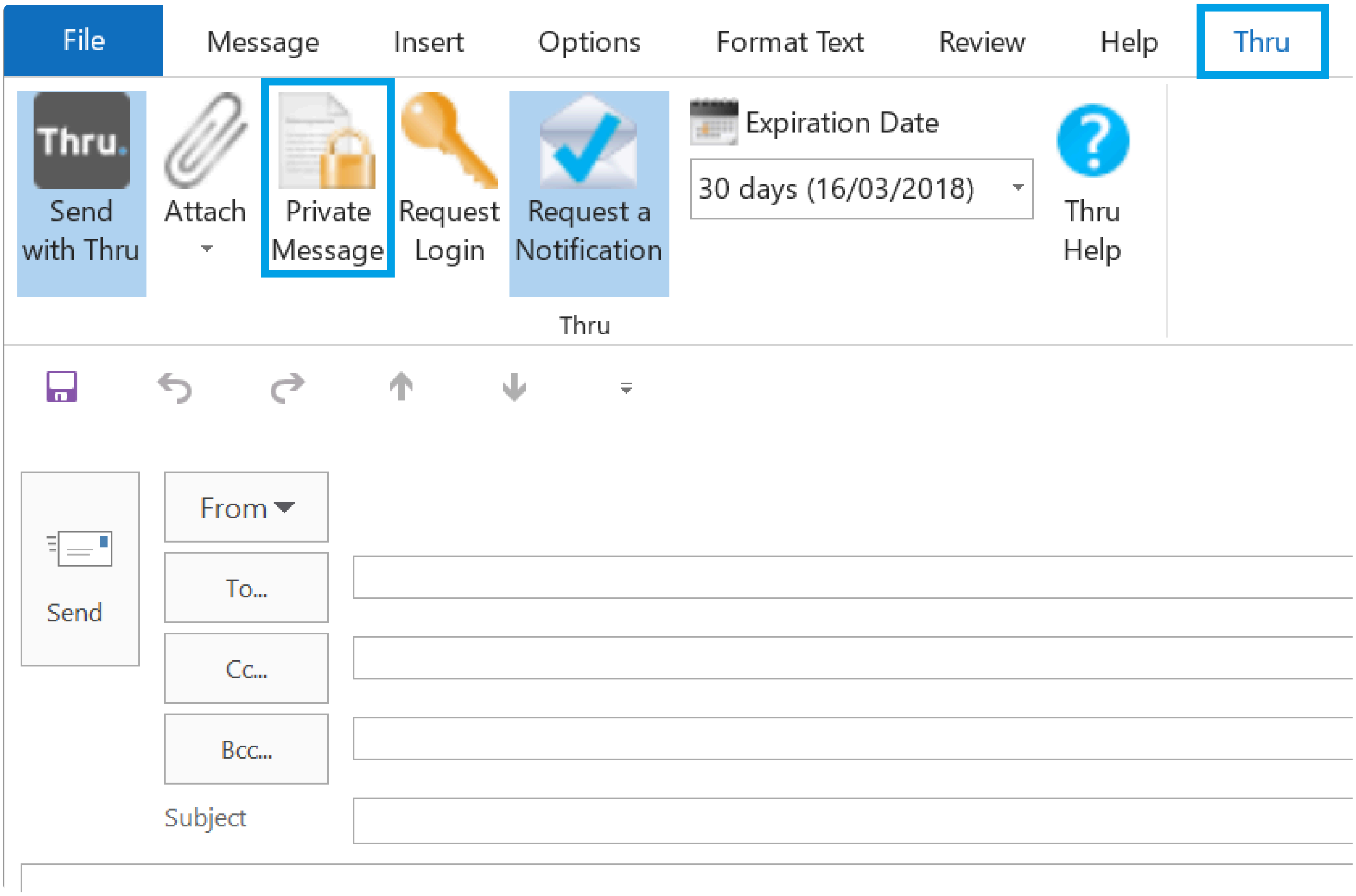
3. Click **Attach** on the toolbar to send local or online files/folders.

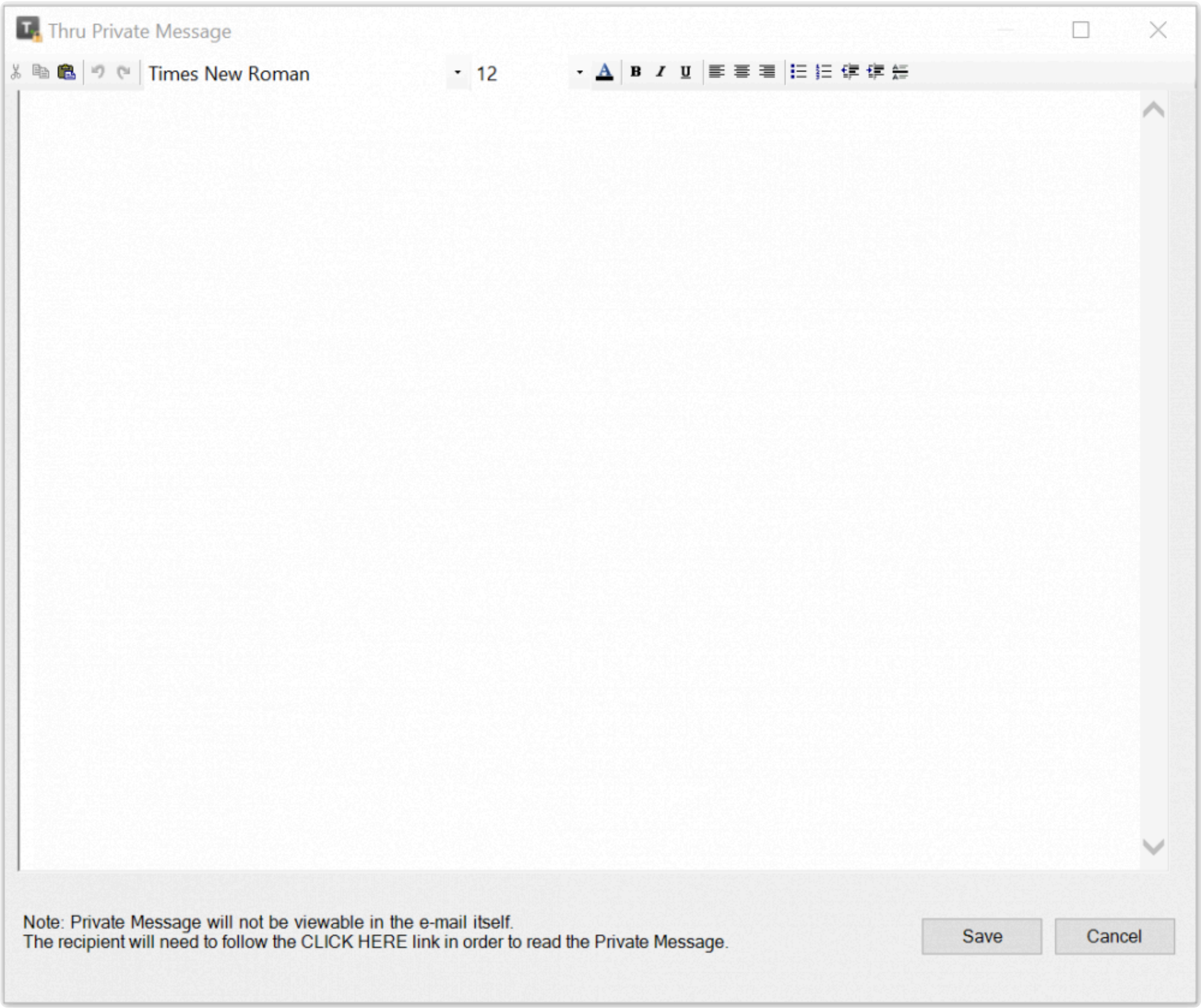


4. Select files/folders through the Explore or *Attach by Name* selection

5. Optionally, you can send a private message:

a. Select the **Thru** tab, and then click **Private Message**.


File
Message
Insert
Options
Format Text
Review
Help
Thru
Thru.
Send with Thru
Attach
Private Message
Request Login
Request a Notification
Expiration Date
30 days (16/03/2018)
Thru Help
Thru
From
To...
Cc...
Bcc...
Send
Subject



b. A message composition window opens where you can type in your private message.

The message that you type into the Private Message window will not be displayed in the regular email window. Instead, your recipients will have to click on the “Click Here” link to see your private message.

c. Type your message, and then click **Save**.

6. To send a link:

a. Click **Link** and choose from the following:

- **Link Local Files**: This will attach files from your local drive.
- **Link Local Folders**: This will attach folders from your local drive.
- **Link Remote Files/Folders**: This will attach files or folders from your Thru server that you have already uploaded

b. Select the file you want to link to, and then click **Open**.

7. Type the recipient's email address.

- Type an email in the **Cc** field to send a carbon copy of the email to a recipient.

8. Click **Send** to send your Thru email and any attached files or links.

This will start the Transfer Manager, and will upload the files that you have attached.

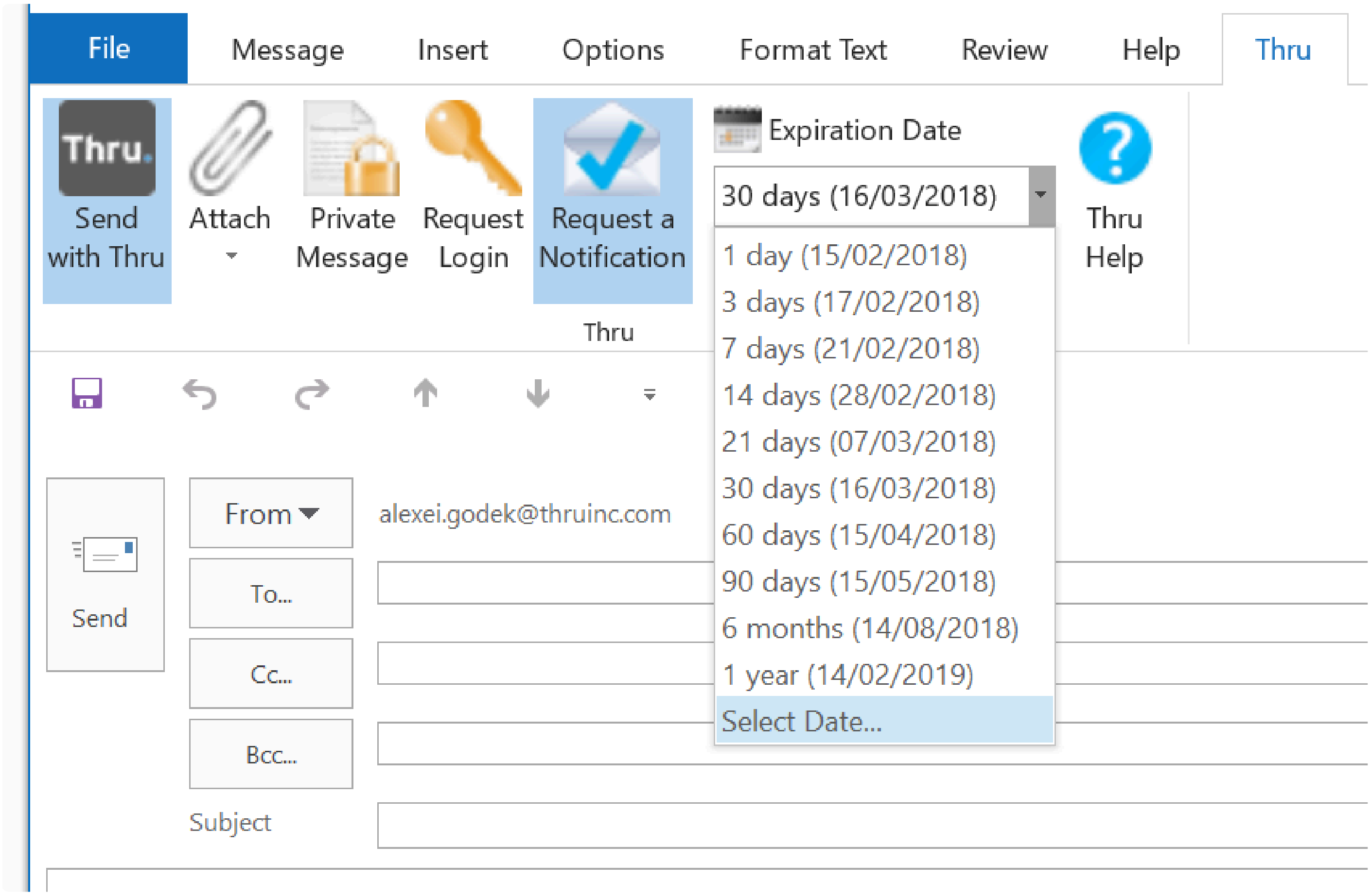
After this has been completed, the recipient will receive an email notification that a file or private message is waiting for them.

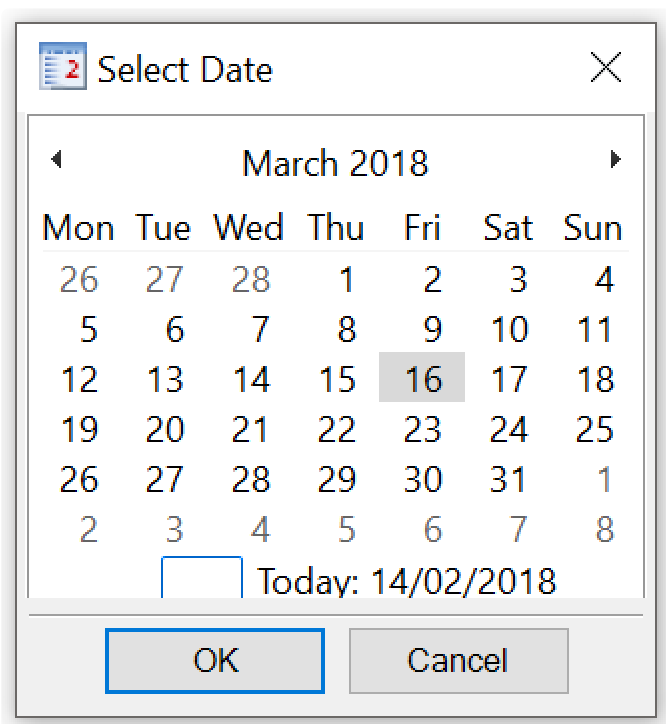
Once they have read the private message or downloaded the file you have sent them, you will receive an email notification that the recipient has received your information.

Setting Expiration Dates

To prevent recipients from downloading files or folders indefinitely, follow the instructions below to define expiration dates for files sent with the Thru Add-In for Outlook:

1. Click **Expiration Date** on the toolbar. The Select Date window opens.

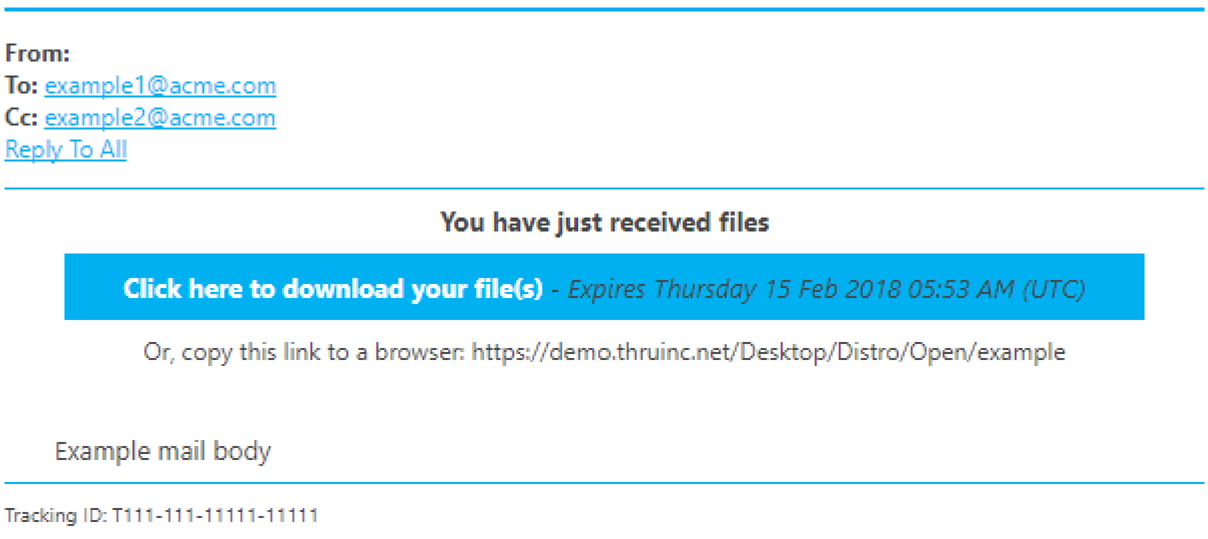

File
Message
Insert
Options
Format Text
Review
Help
Thru
Send with Thru
Attach
Private Message
Request Login
Request a Notification
Expiration Date
30 days (16/03/2018)
1 day (15/02/2018)
3 days (17/02/2018)
7 days (21/02/2018)
14 days (28/02/2018)
21 days (07/03/2018)
30 days (16/03/2018)
60 days (15/04/2018)
90 days (15/05/2018)
6 months (14/08/2018)
1 year (14/02/2019)
Select Date...
Thru Help
Thru
Send
From
alexei.godek@thruinc.com
To...
Cc...
Bcc...
Subject


Select Date
March 2018
Mon Tue Wed Thu Fri Sat Sun
Today: 14/02/2018
OK
Cancel

2. Select the date you want the files to expire from the calendar, and then click **OK**.

Receiving a Thru Message

When a user sends a message with Thru, the recipient of the message will receive an email notification that looks like the following image:



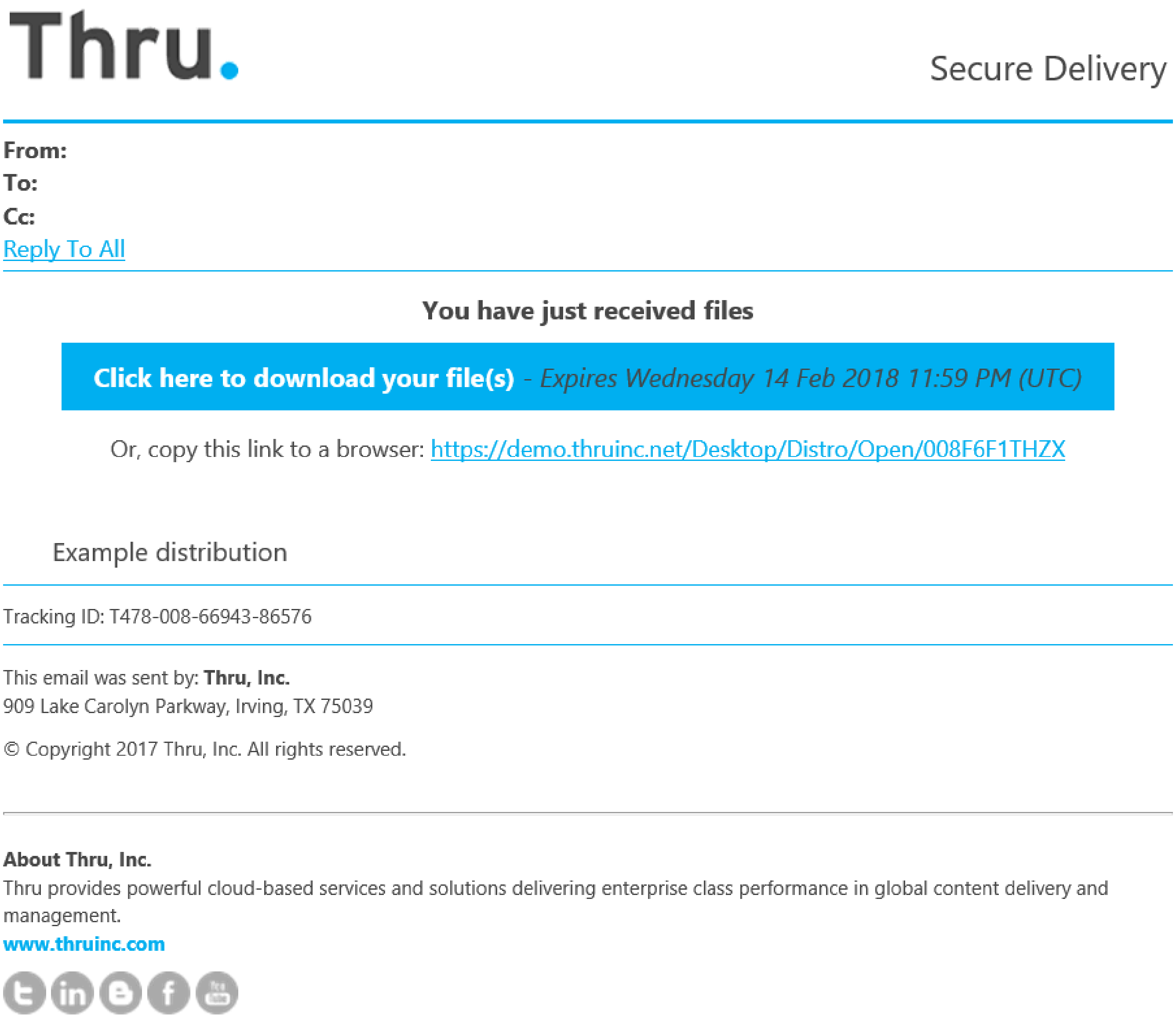
The email notification contains custom branding and messaging that can be set by a company's Thru Administrators.

To access files for download, the recipient clicks on the linked text or URL and is directed to a secure download page.

An expiration date set by the sender is also listed to let the recipient know when the files will become unavailable for download.

> ! If a recipient needs to download files after the set expiration date, they will have to contact the sender of the files and request that the date be extended.

Below is an example of a message that would be sent by Thru, Inc.



Thru. Secure Delivery

From:
To:
Cc:
Reply To All

You have just received files

Click here to download your file(s) - *Expires Wednesday 14 Feb 2018 11:59 PM (UTC)*

Or, copy this link to a browser: https://demo.thruinc.net/Desktop/Distro/Open/008F6F1THZX

Example distribution

Tracking ID: T478-008-66943-86576

This email was sent by: **Thru, Inc.**
909 Lake Carolyn Parkway, Irving, TX 75039

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About Thru, Inc.
Thru provides powerful cloud-based services and solutions delivering enterprise class performance in global content delivery and management.
www.thruinc.com

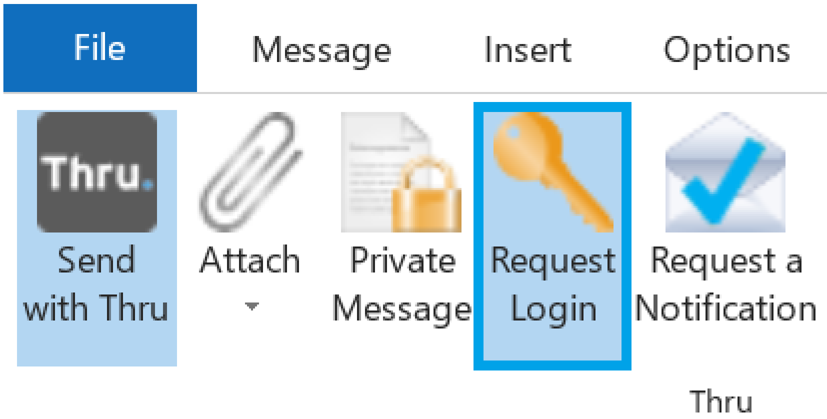
Requesting Login (Registered Deliveries)

Before sending a Thru message, you have the option of using the **Request Login** feature that requires recipients to register before they are allowed to download the file or folder you have sent them.

With this feature enabled, the recipient cannot download any contents sent with Thru unless they have a registered username and password.

This section will show you how to enable Request Login before sending files and also explains how recipients can set up their username and password to download files.

1. To require recipients of a Thru message to register before downloading content, click the Request Login icon while composing your Thru message.
   Your message will be sent with this feature enabled.

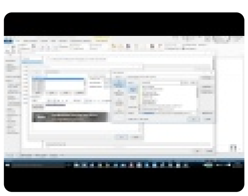


2. Type and send your Thru message.

Refer to the following section to learn how to receive a download link that requires registration:

[Receiving a Registered Download Link]

Add Thru Dropbox™ Link to Email Signature



Any Thru user with a Home folder can create a Thru Dropbox™ link to include in an Outlook email signature.

This link allows non-Thru users to securely send large files and sensitive information directly to a user's Thru Dropbox.

All of this mail goes directly into Thru Dropbox, which is accessed by the Thru user in the same way as any other email.

The URL link format is: https://companyname.thruinc.net/Desktop/Dropbox/Create/?toemail=name@companyname.com

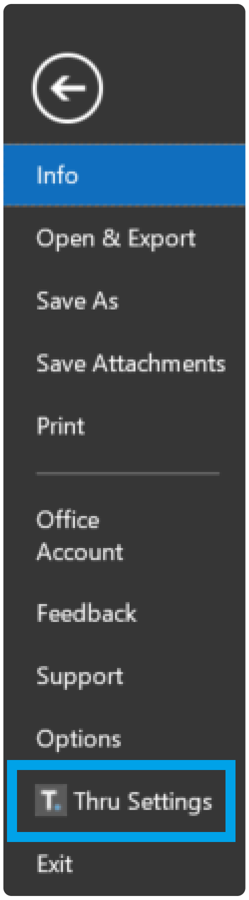
To create your link, copy the URL link format above; substituting your company name and your Outlook email address as in this example:
https://demo.thruinc.net/Desktop/Dropbox/Create/?toemail=name@abctechnology.com

To add a Thru Dropbox link to your Outlook signature:

1. Go to **Outlook Options** by selecting File > Options
2. In the Options window, select the **Mail** tab.
3. Select **Signatures**.
4. In the Signatures and Stationery window, select an existing e-mail signature to edit or select **New** to create a New Signature.
5. In your e-mail signature add a line such as “My Thru Dropbox™: Send me files securely”
6. Select the “Send me files securely” text with the mouse and right-click.
7. Select **Edit Hyperlink**.
8. Insert the Dropbox link into the URL field, and then click **OK**.

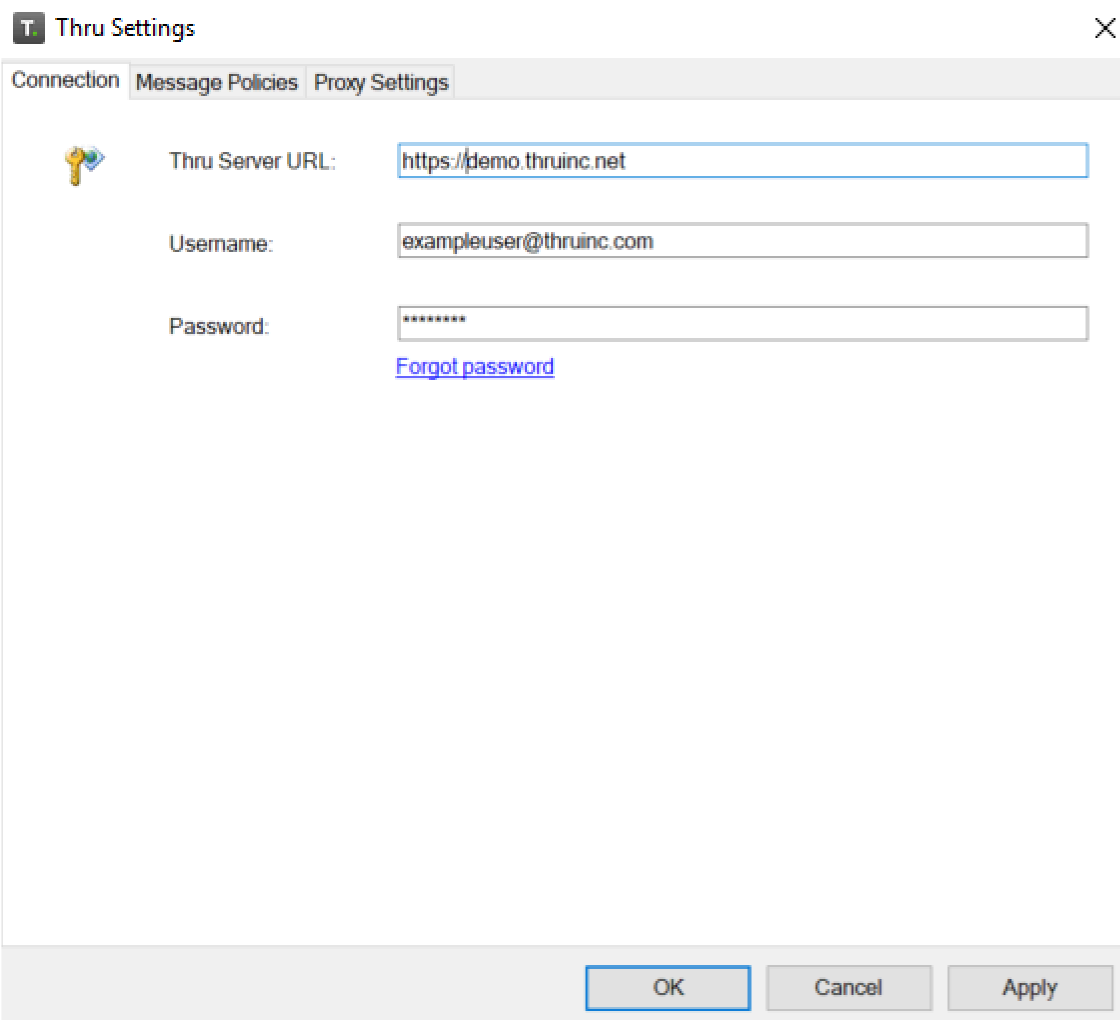
Setting Thru Preferences

You can access Thru Preferences in Outlook’s menu by selecting File > Thru Settings



Connection

Connection allows you to set the Thru Server URL.

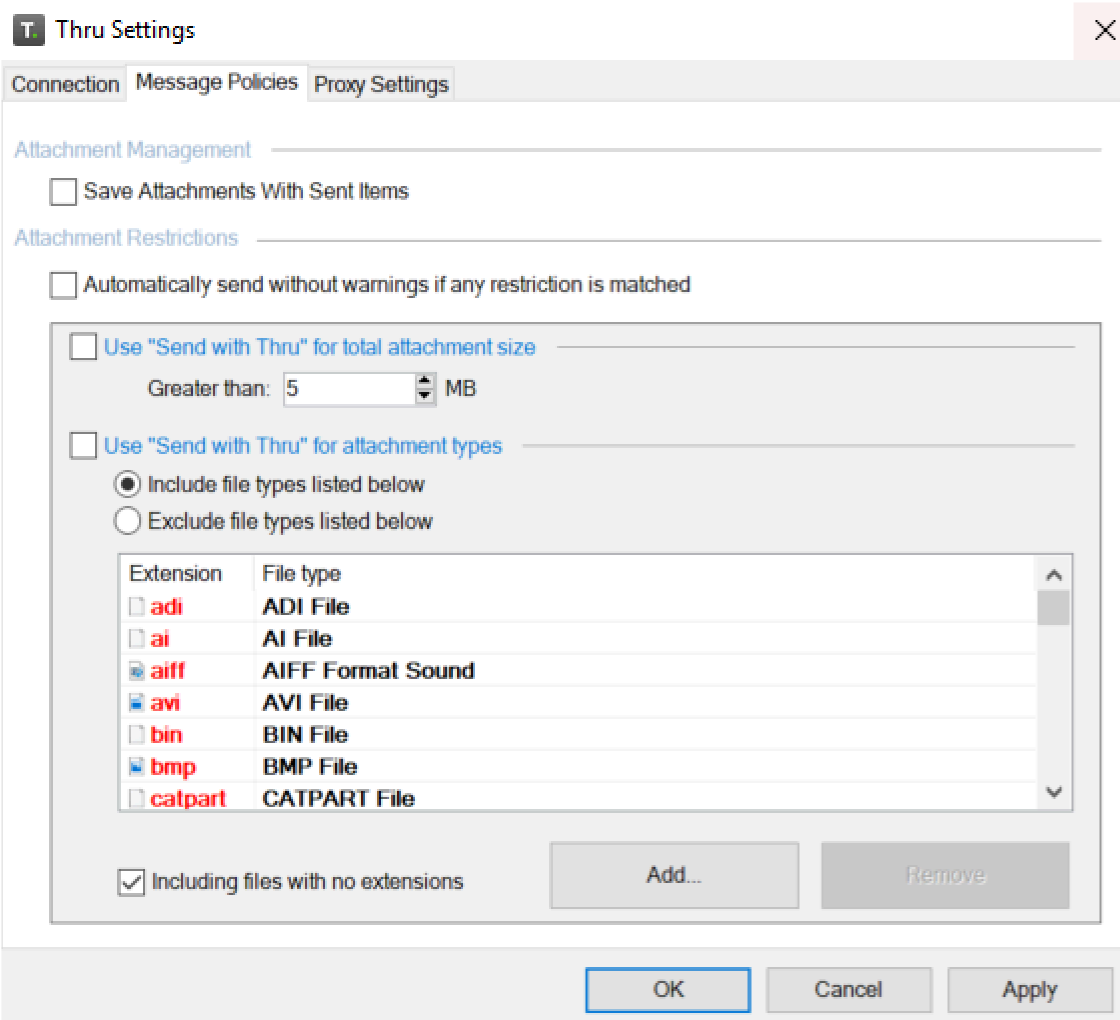


Enter the following information:

- Your company's Thru URL: (i.e. https://companyname.thruinc.net)
- Your username: (i.e. *Demo User*)
- Your password: The password that you entered during initial account creation

Message Policies

Message Policies allows you to set automatic behavior for sending files based on size or file type.



Attachment Management

When “*Save Attachments With Sent Items*” is selected, all the actual locally-attached files will be saved in the Outlook sent items folder.

For example, if you attach a PDF from the desktop and this option is checked, the PDF will show in the sent folder.

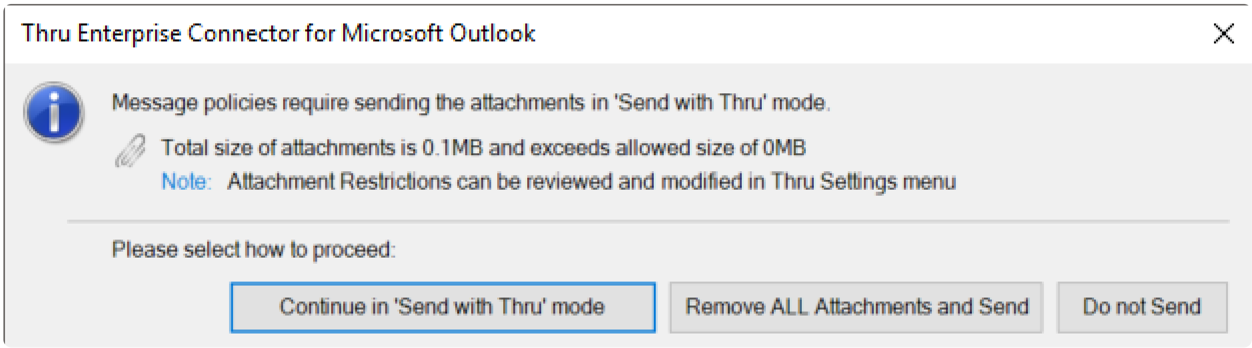
If it is not checked, only the Thru stub file (a small text file) will appear.

This option helps to keep local storage under control.

Attachment Restrictions

You can set a maximum for the total attachment size that can be sent as a regular attachment without Thru. If you set this to 0, all attachments will be required to use Thru.

Restrictions can also be placed based on file type. If you try to send a file that is restricted, a notification will appear:

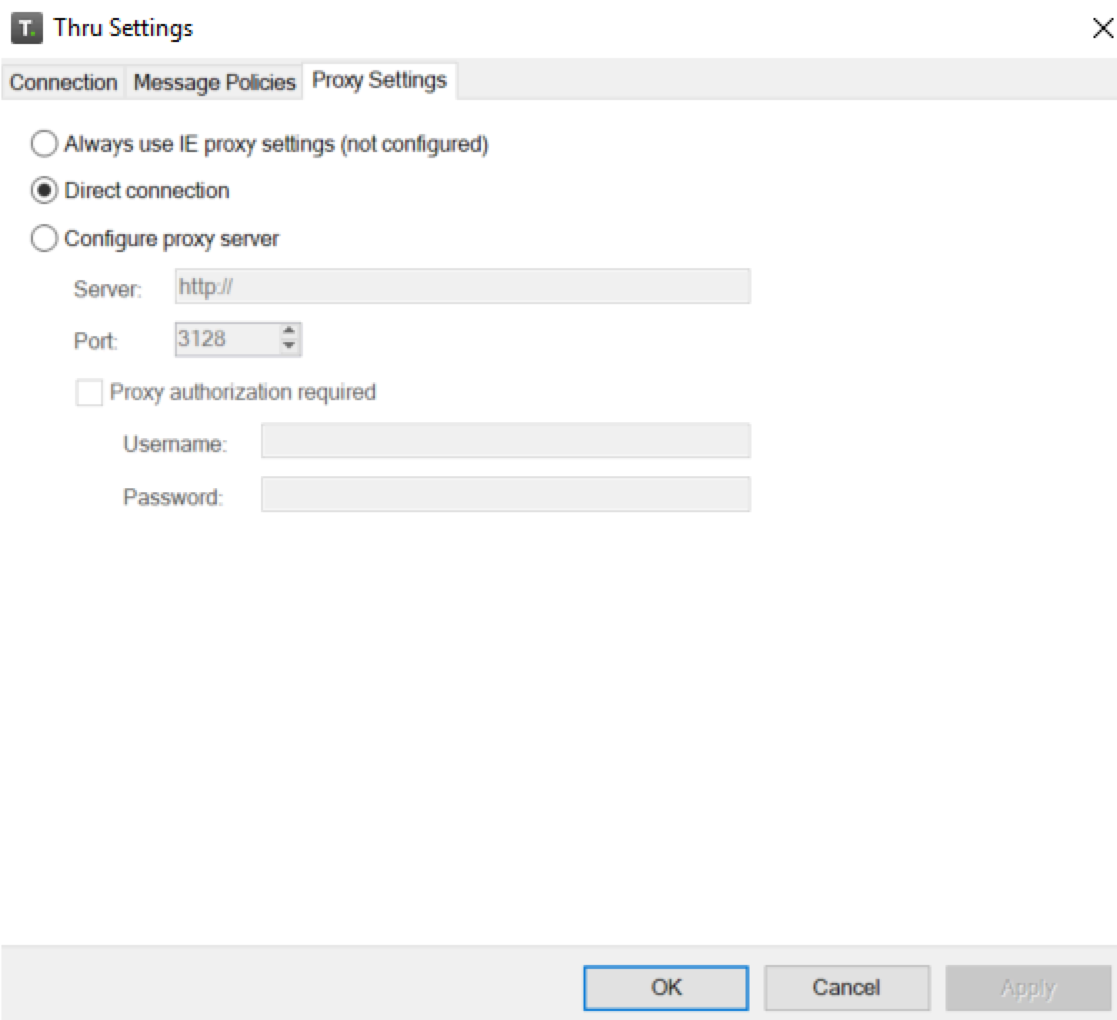


The notification tells what rule has been violated and gives you options to send in Thru Send Mode, Remove the attachments, or to not send the email.

You can prevent the warning from appearing by setting the policy to "*Automatically send without warnings if any restriction is matched*", which will direct all emails to only use Thru Send Mode for all attachments.

Proxy Settings

Click the Proxy Setting tab to access these options.

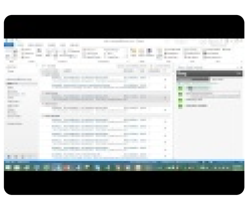


These options should be left as default to ensure proper functionality.

Using Thru Side Panel

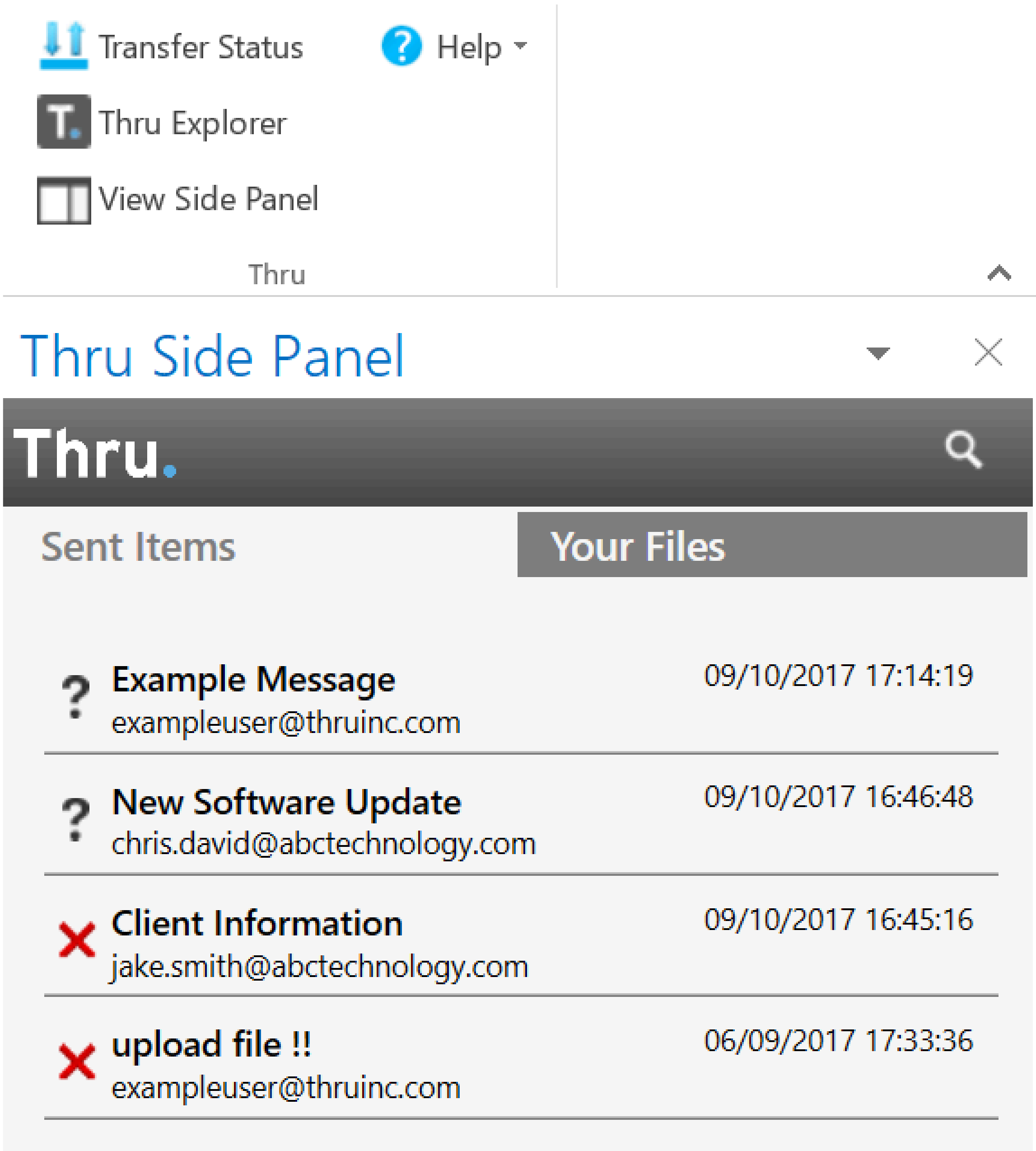
Thru Side Panel is a tool within the Thru Add-In for Outlook for users to add, manage and download content from their Thru file system without leaving Outlook.

Watch this quick video and learn how to navigate your files and folders within the Thru Side Panel:



Note: This feature is only available in Outlook 2013 and above.

The side panel contains two tabs, **Sent Items** and **Your Files**, where users can view transactions sent with their Thru account and navigate their Thru file system.
This section of the Add-In for Outlook User Guide will demonstrate the different actions that can be performed using Thru Side Panel.



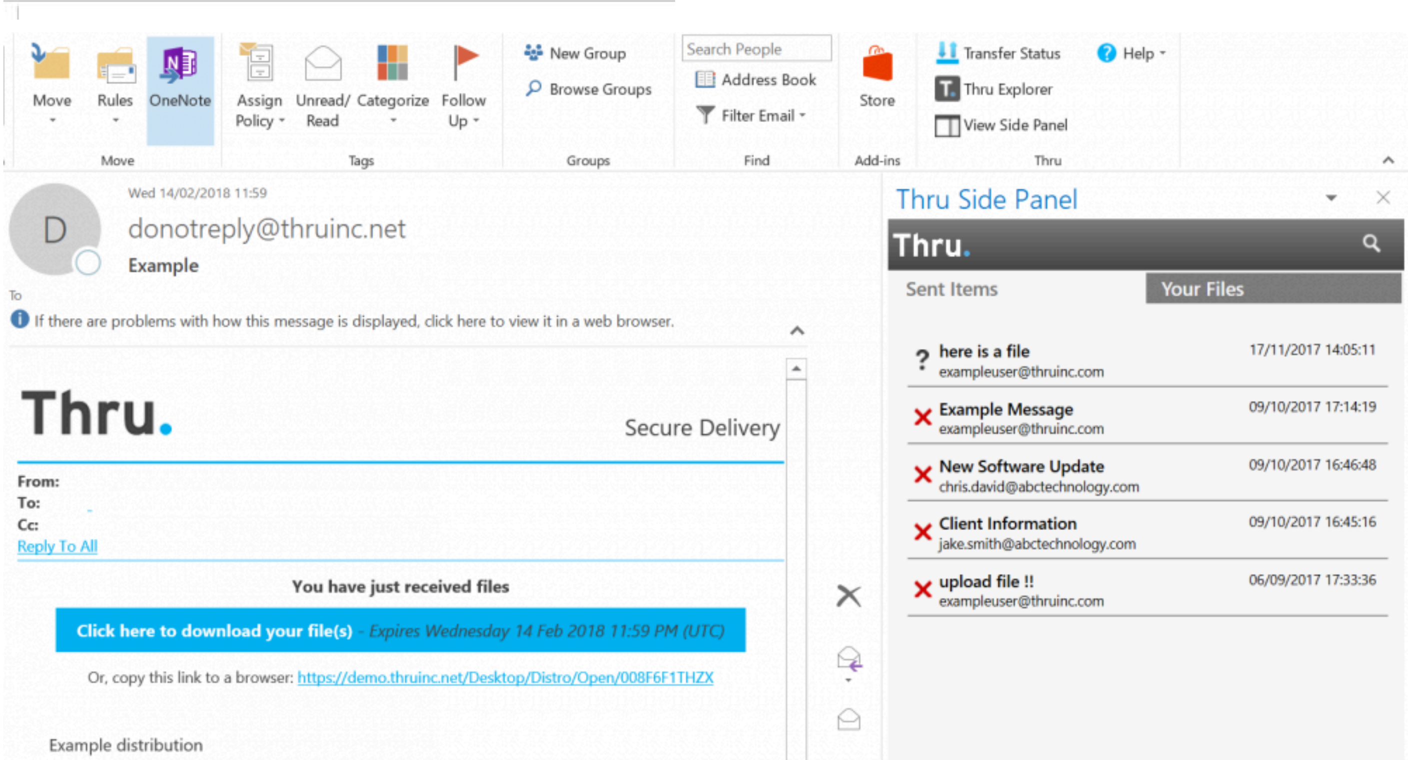
Also in this section:

Open Thru Side Panel

To open Thru Side Panel:

Navigate to the Thru section of the Outlook toolbar and click **View Side Panel**.

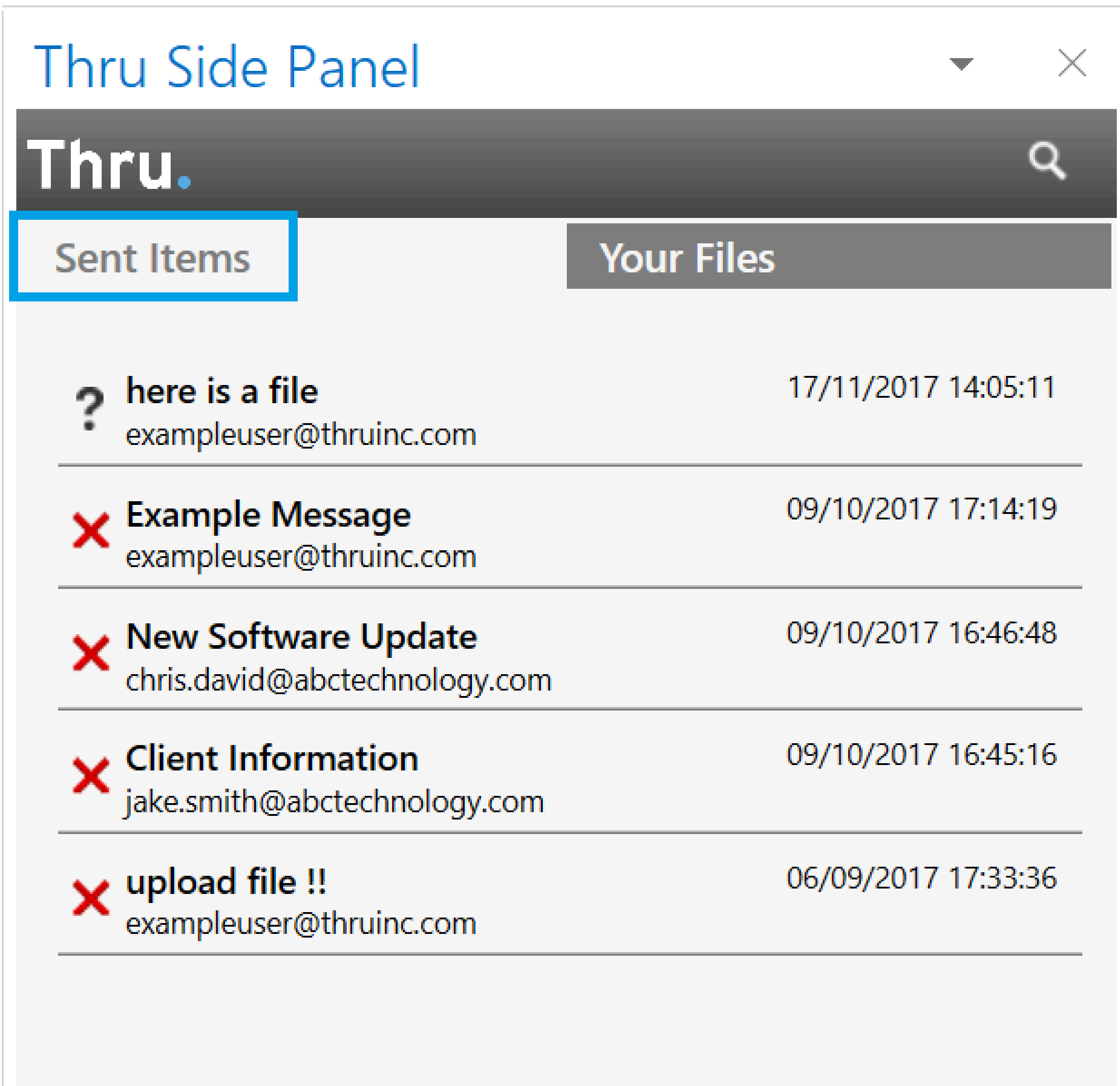
The side panel automatically displays on the right side of the Outlook window.



Using “Sent Items” Tab

After sending files or folders using the Thru Add-In for Outlook, you can view the message details within the first tab of Thru Side Panel, **Sent Items**.

From here users can view: the email subject line, recipient email address, date and time of the transaction, and the download status of sent content.



Download Status Icons

Icons will appear next to each message that indicate the download status of each Thru message. Below are the definitions for each icon:

 All files and folders have been downloaded by the recipient.

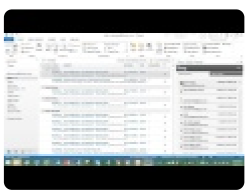
 Files or folders have not yet been downloaded by the recipient.

 Files or folders are expired and can no longer be downloaded.

Also in this section:

[Edit Sent Items](#)
[Refresh Sent Items](#)

Edit Sent Items



To edit a Thru message from the Sent Items tab:

Double-click any message; the “Edit Thru message” window opens. You can also right-click any message and click **Open**.

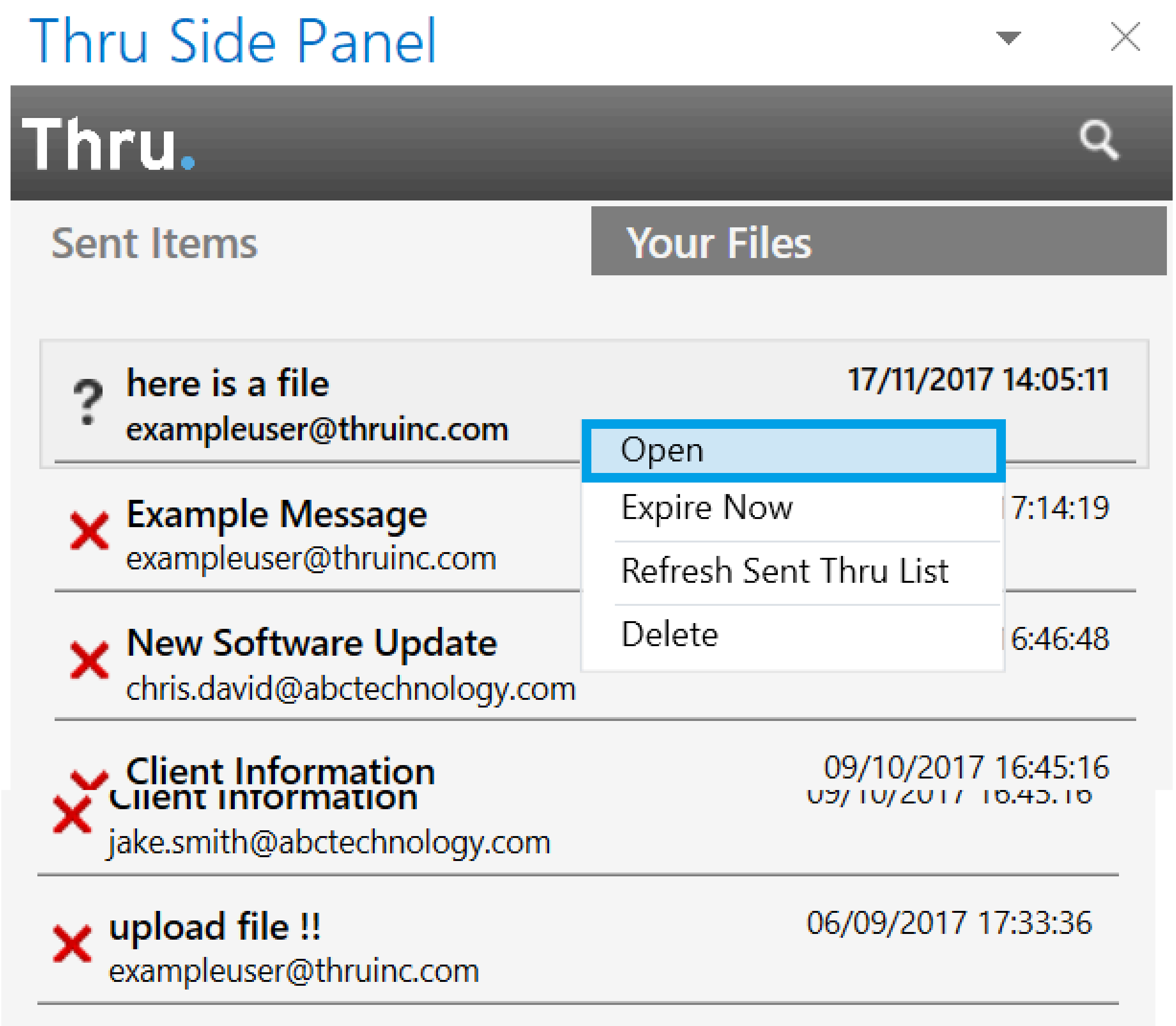
This window shows additional details of a Thru message like the tracking number, expiration date, message body, attached files and whether or not the message has a password requirement to download files.

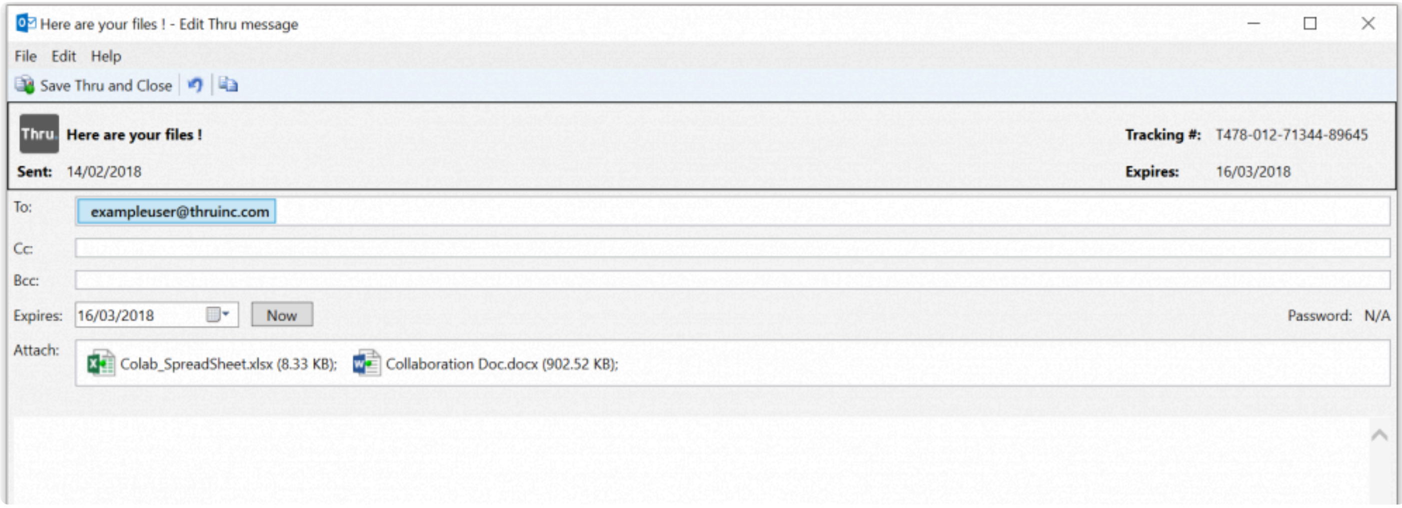
From here you can make multiple changes to a Thru Email after it has been sent.

[Change Expiration Date](#)
[Immediately Expire Attached Files](#)
[View Attachment Details](#)
[Remove Attachments](#)

[Undo Changes to Sent Items]
[Delete Thru Message from Sent Items]

Note: Be sure to always click "Save Thru and Close" after making changes.





Also in this section:

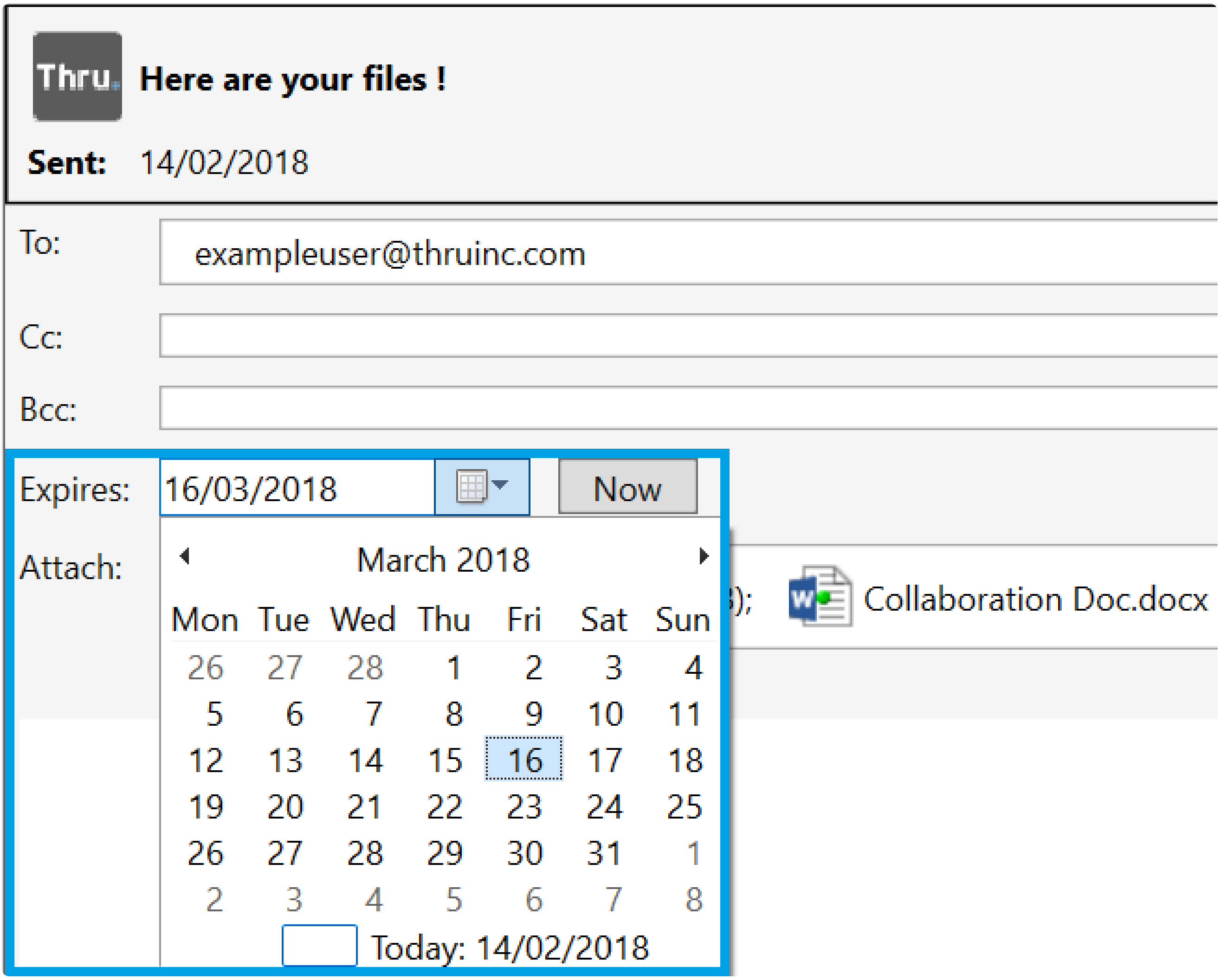
Refresh Sent Items

Change Expiration Date

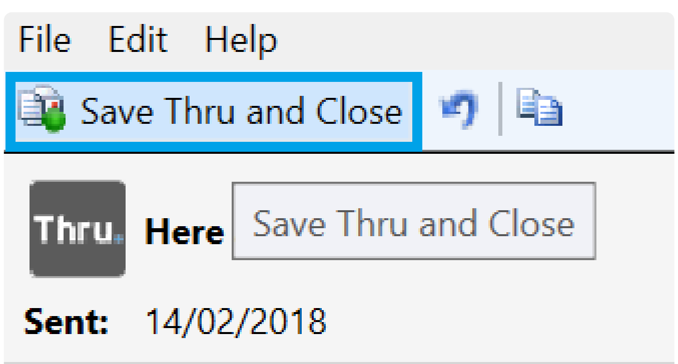
All files and folders sent with Thru have a download expiration date that can be modified at any time. When sent files are expired, they are no longer able to be downloaded by recipients.

To change the expiration date of files and folders:

Click the drop-down arrow next to *Expirations* in the *Edit Thru message* window and choose a date from the calendar.



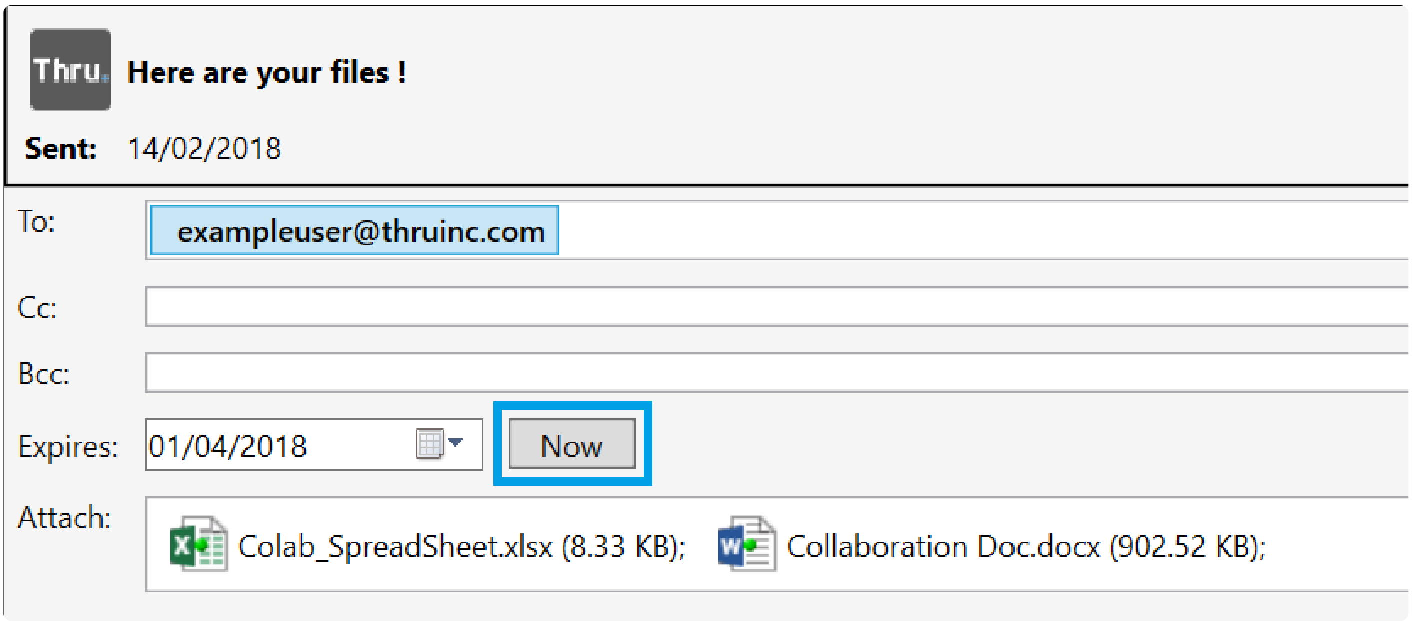
After changing the expiration date, click **Save Thru and Close** at the top of the window.



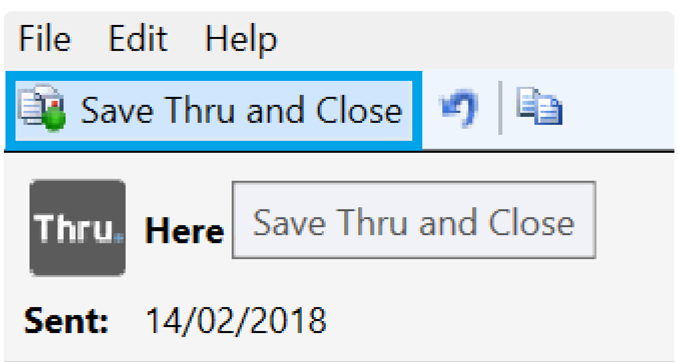
Immediately Expire Attached Files

To immediately expire sent files from being downloaded by recipients, you have two options.

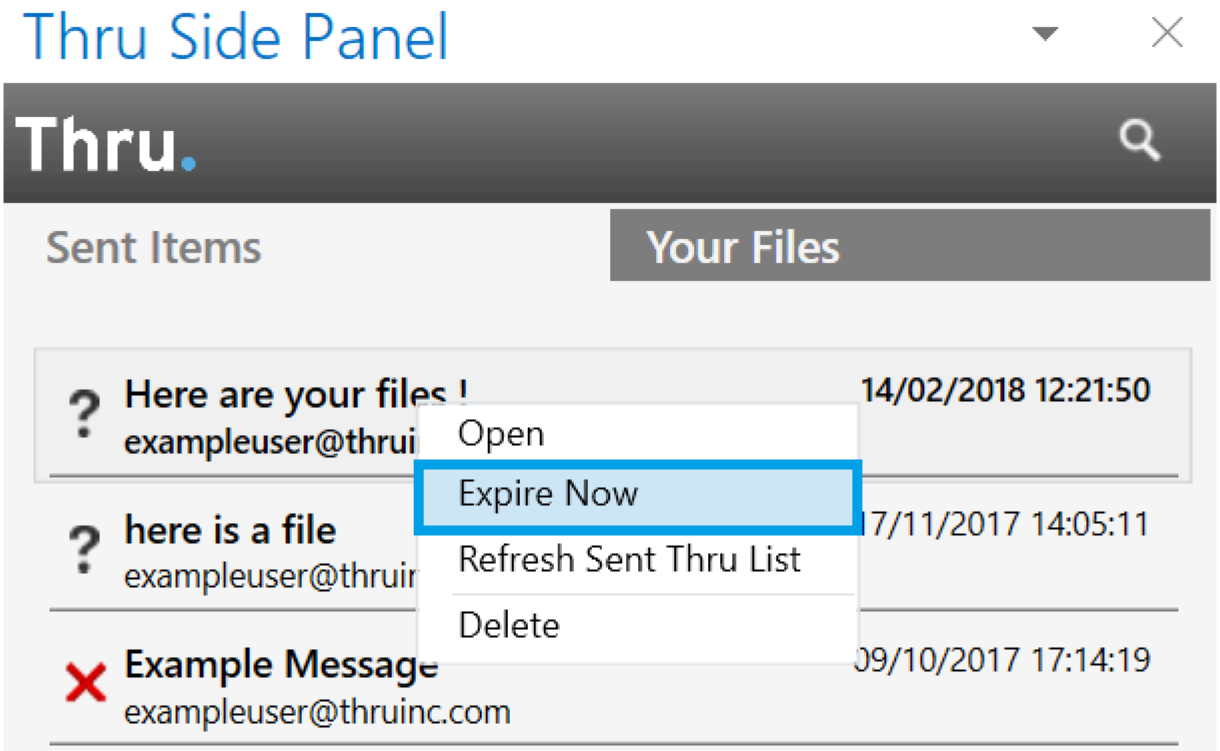
The first option is to click the **Now** button within *Edit Thru message*.



After expiring files, click **Save Thru and Close** at the top of the window.

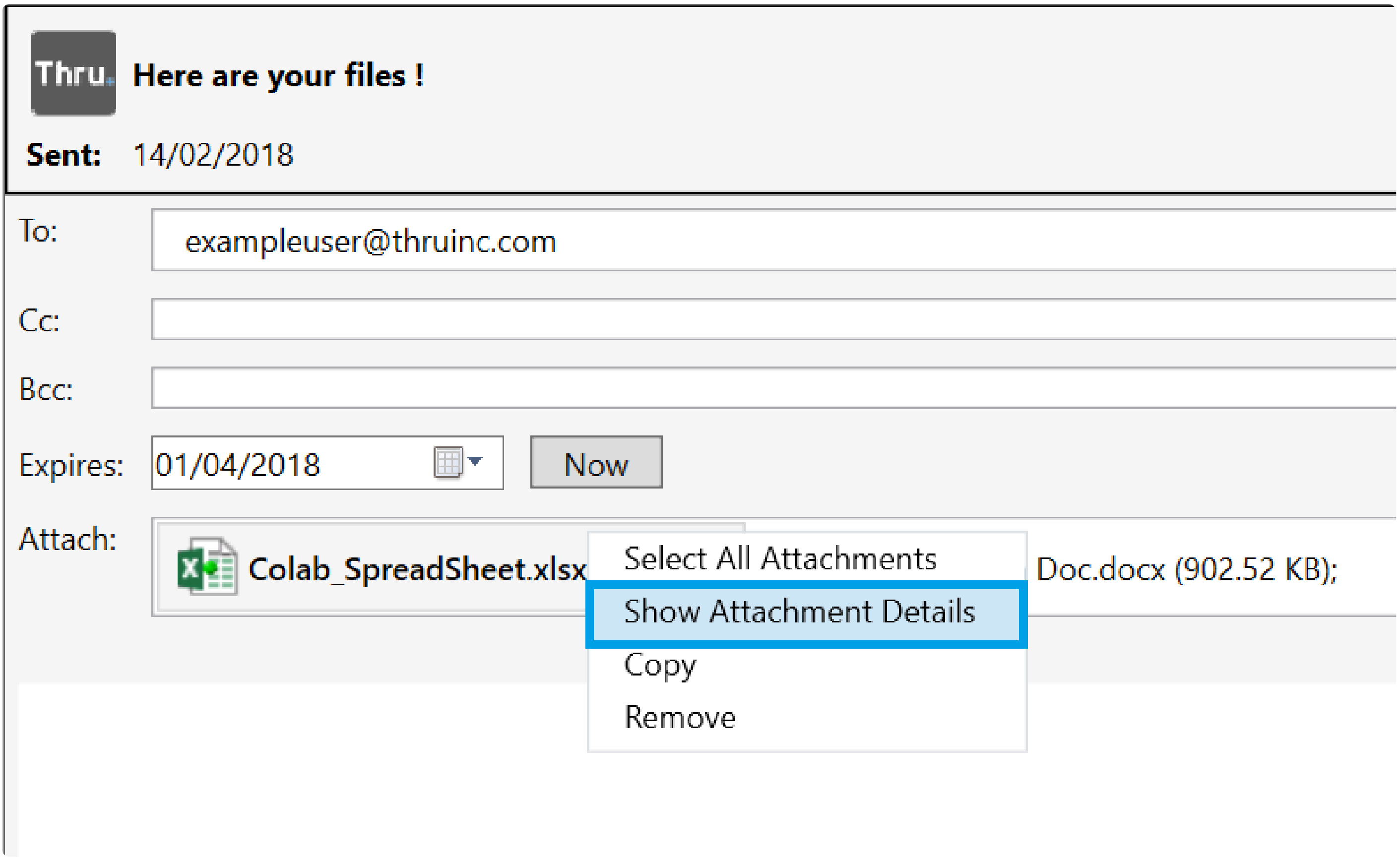


The other option is to right-click the message from Sent Items and then click **Expire Now**.

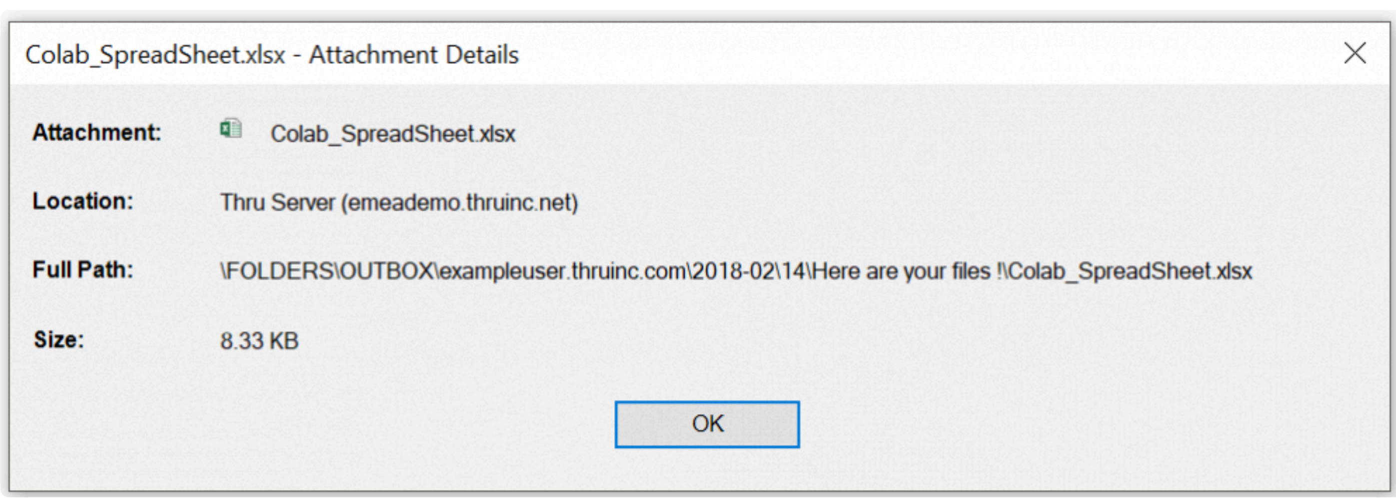


View Attachment Details

To view the attachment details of a Thru message, right-click any attachment from the *Edit Thru message* window and click **Show Attachment Details**.

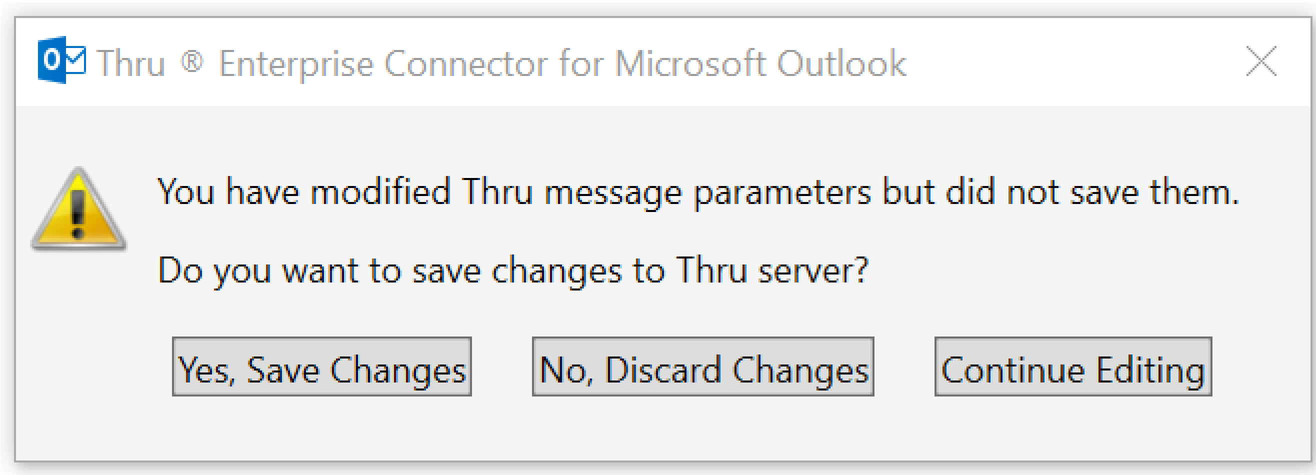


The *Attachment Details* window opens. From here, you can view the file name, location, full path on the Thru Server, and the attachment size.



Click **OK** to close the Attachment Details window.

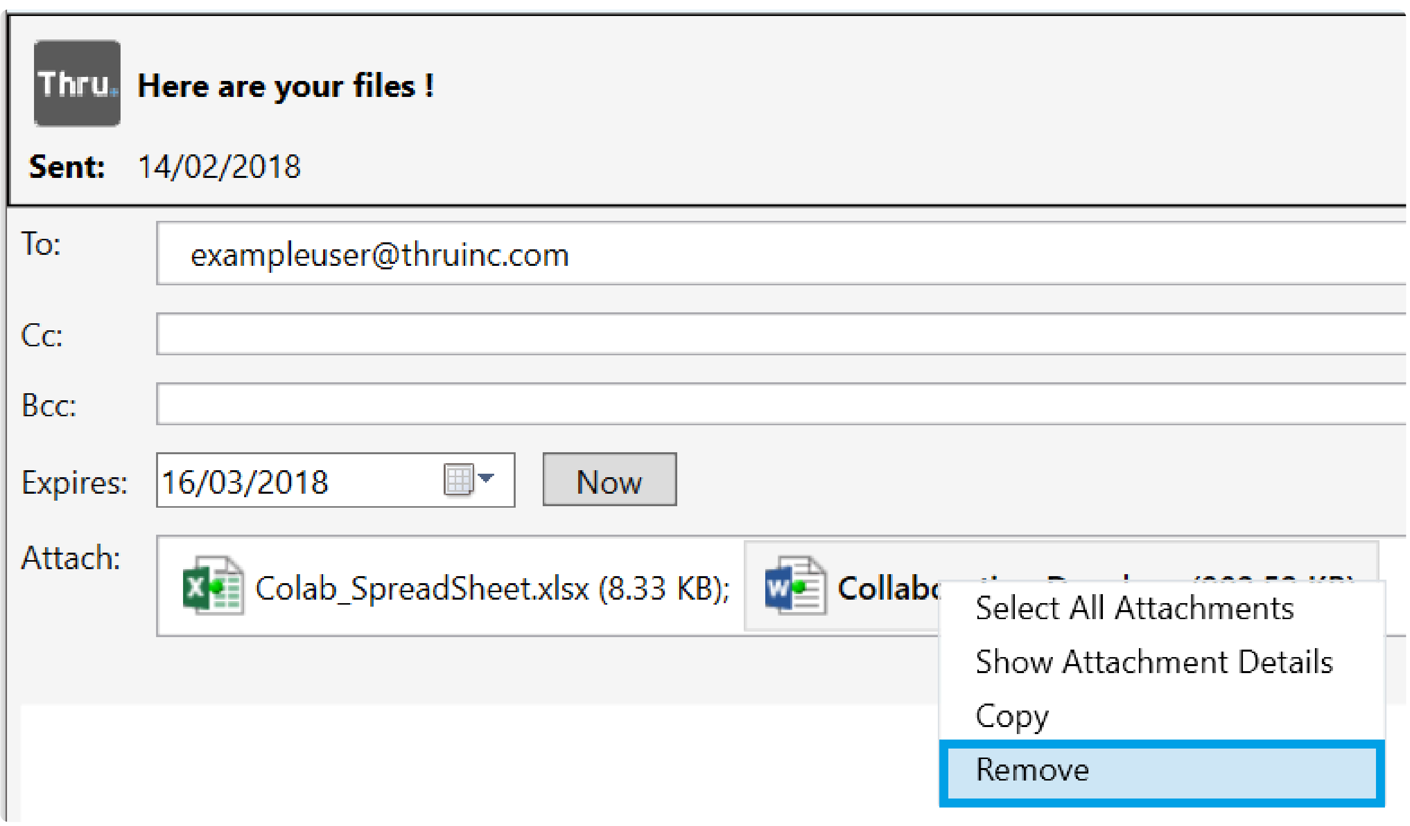
If any changes are made you may see the following window



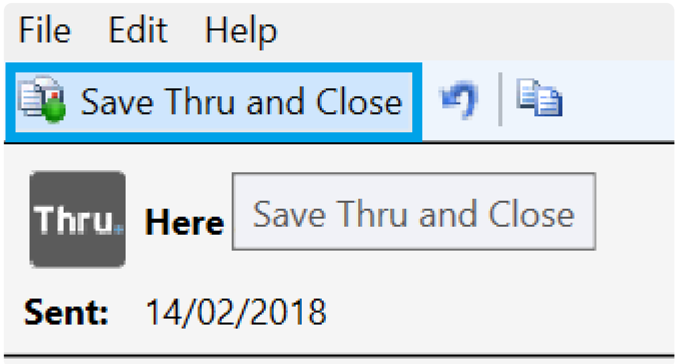
Remove Attachments

To remove sent attachments, right-click on any attachment from the *Edit Thru message* window and click **Remove**.

This will prevent recipients from accessing and downloading the sent attachments.



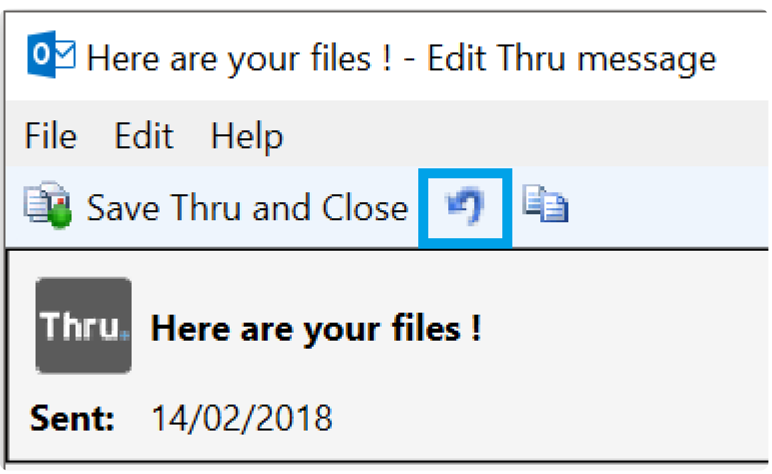
After removing attachments, click **Save Thru and Close** at the top of the window.



Undo Changes to Sent Items

To undo any changes made in *Edit Thru message*:

Click the undo icon at the top of the window.



Delete Thru Message from Sent Items

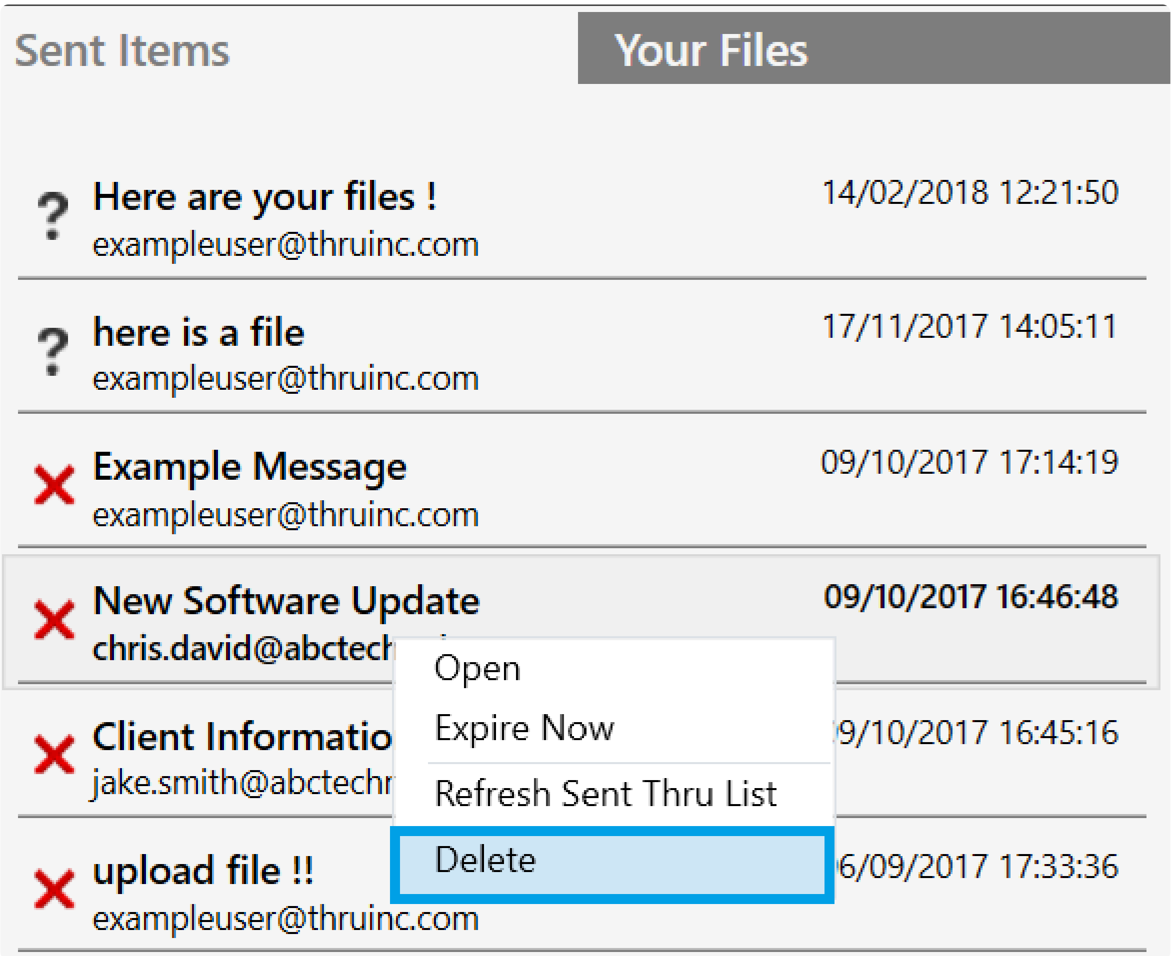
To delete Thru messages from *Sent Items* :

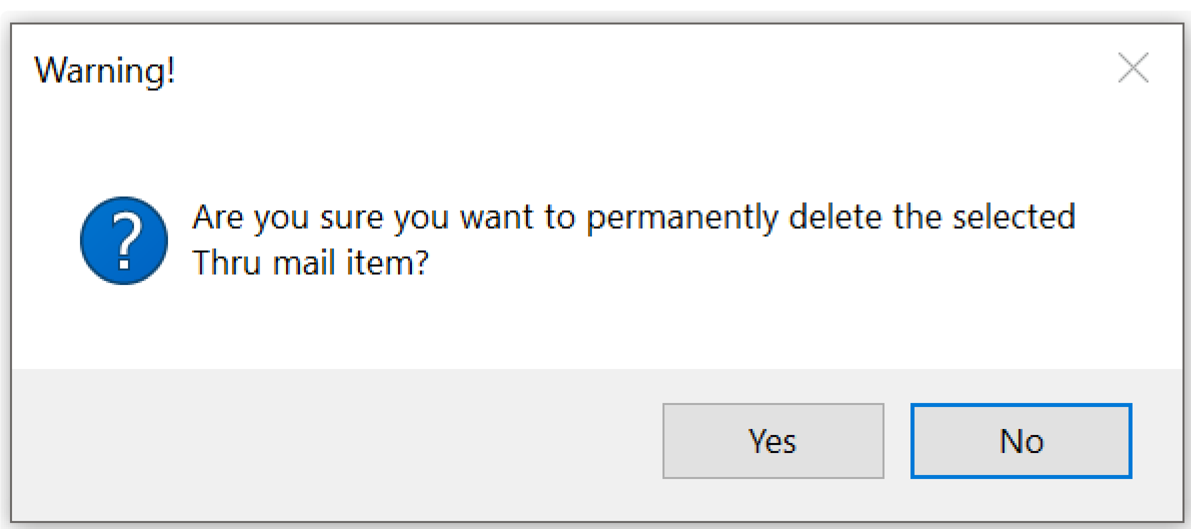
Right-click on a message and click **Delete**.

Warning : Deleting a message from *Sent Items* will permanently delete the message and all attachments from the Thru server.

This will cause all files to not be downloadable by recipients.

You will be asked if you want to permanently delete a message every time you attempt a deletion.

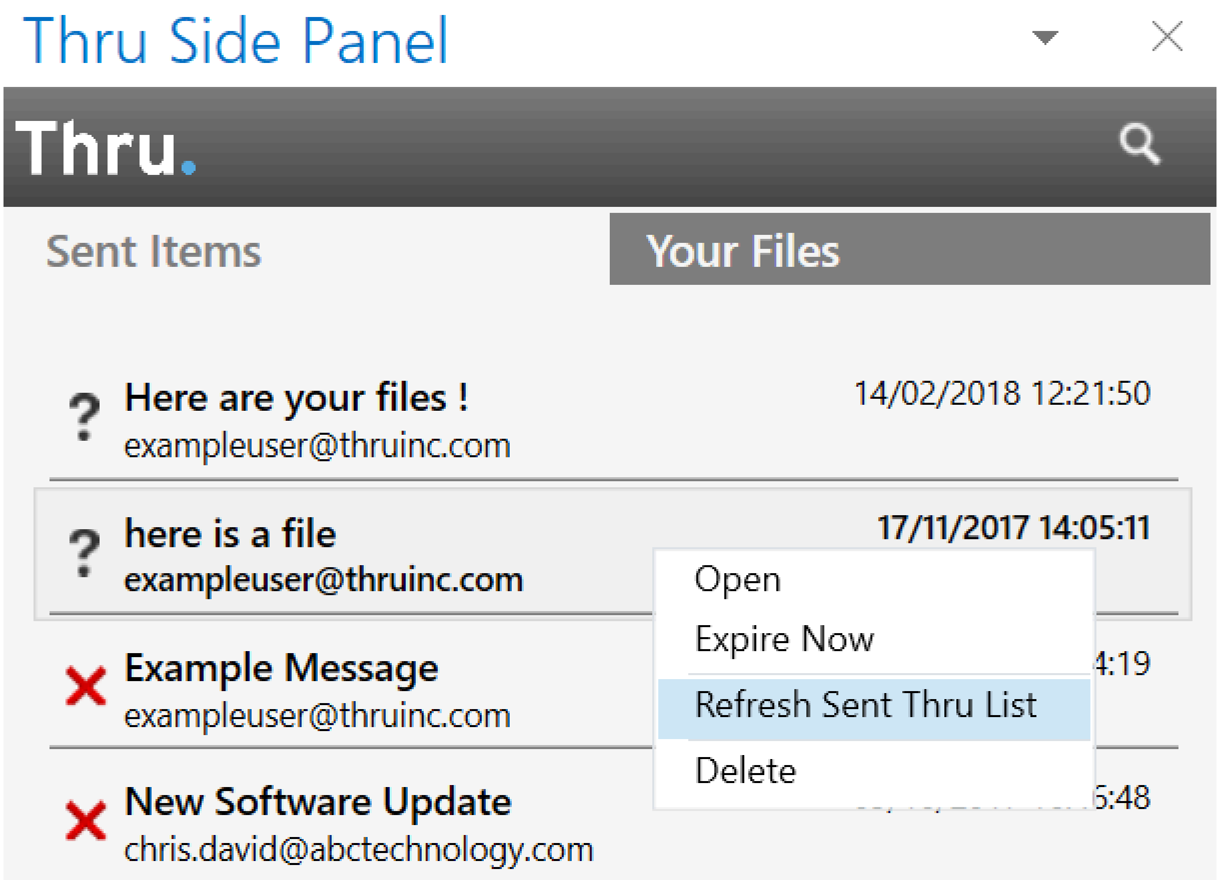




Refresh Sent Items

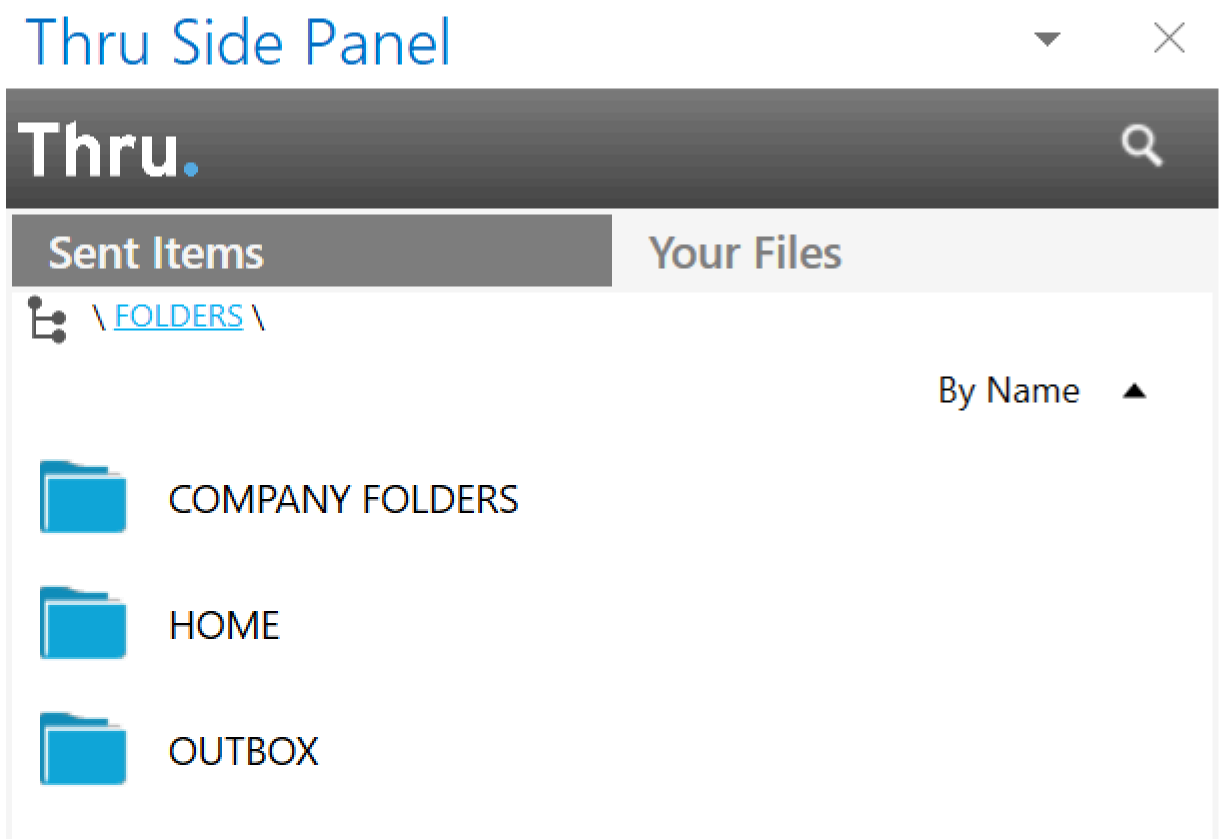
To ensure that the *Sent Items* list has the latest updates and changes:

Right-click on any message and click **Refresh Sent Thru List**.

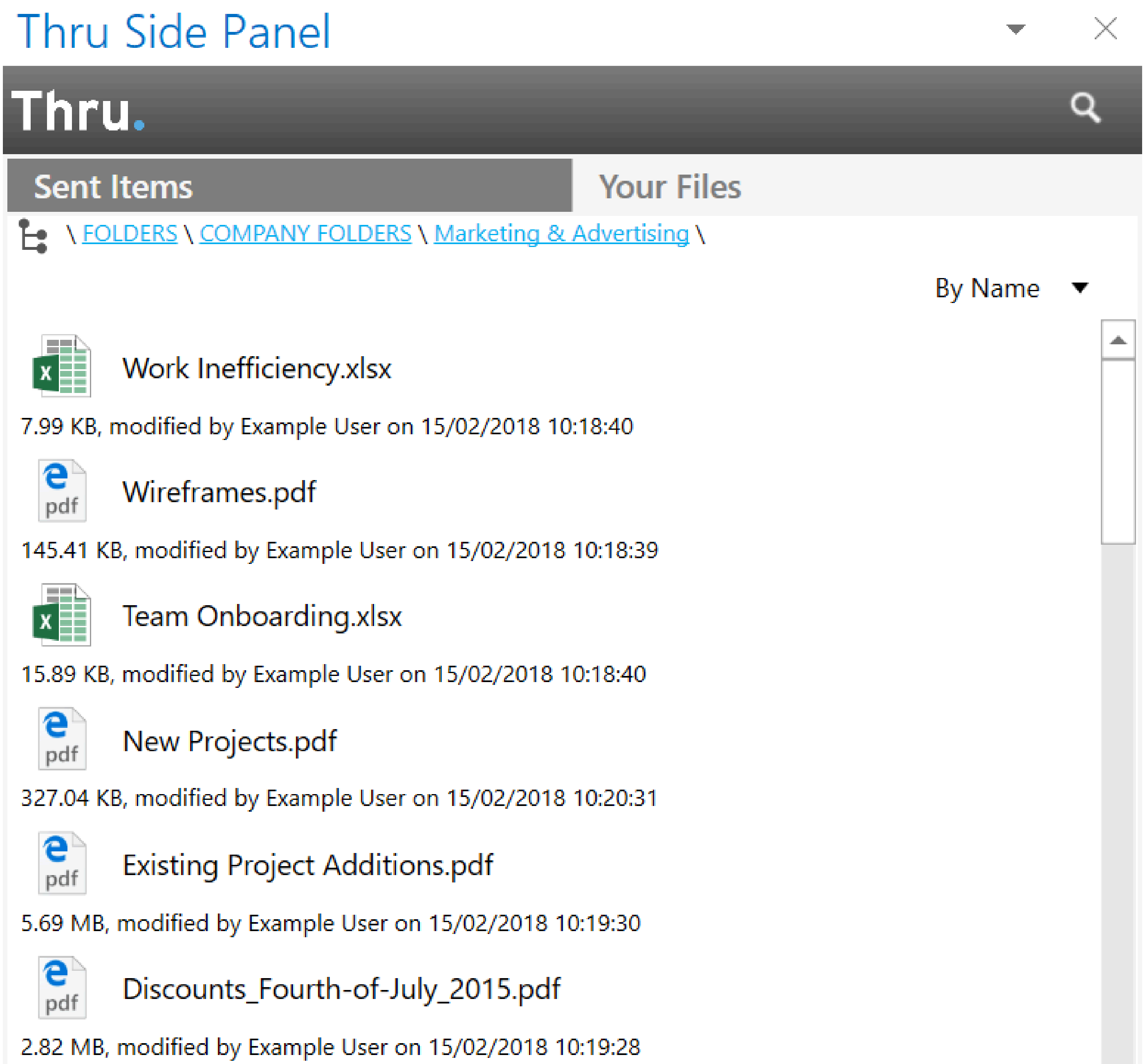


Using “Your Files” Tab

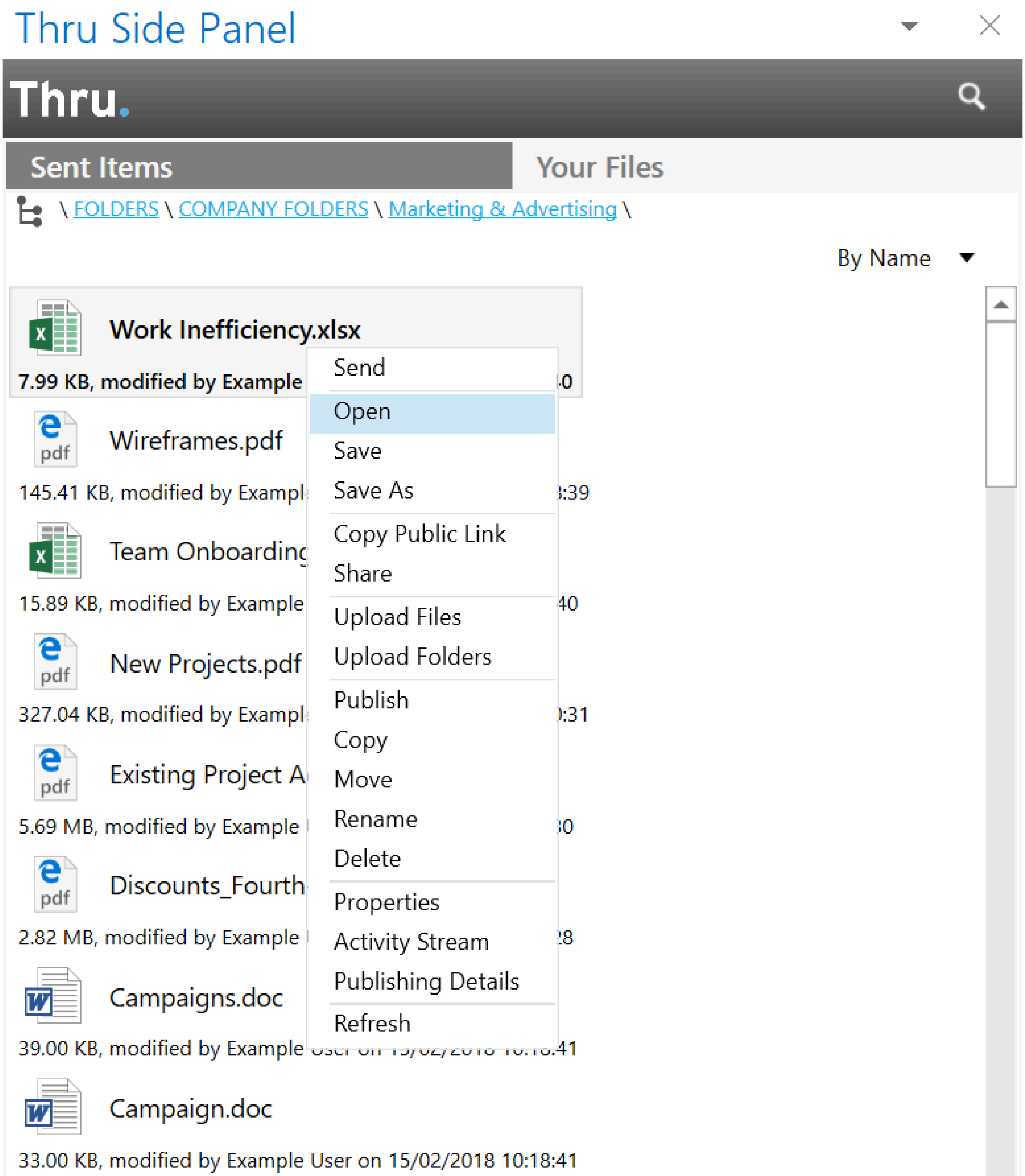
The second tab within Thru Side Panel, *Your Files*, is where you can access and manage all files you have stored in Thru.



Navigate within your file system by double-clicking on folders and by using the folder path located above the folder tree.



Right-click on any file or folder within Your Files and you will see the various actions that can be performed.

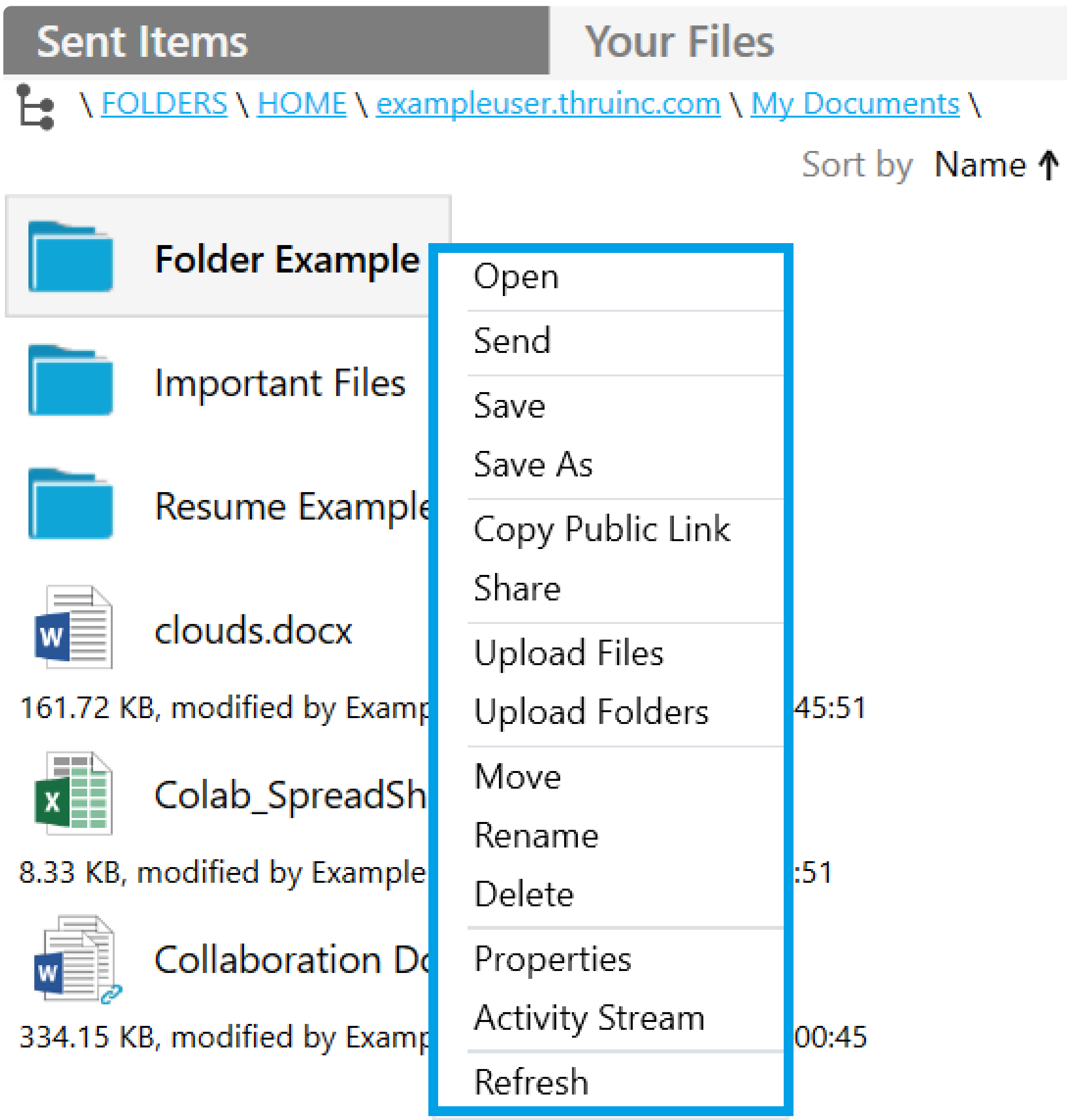


Read about actions that can be performed in *Your Files* below:

[File and Folder Actions](#)
[Search Bar](#)

File and Folder Actions

This section explains multiple actions you can perform within the *Your Files* tab of Thru Side Panel.



[Open Files/Folders](#)
[Send Files/Folders](#)
[Copy Public Link](#)
[Share Files/Folders](#)

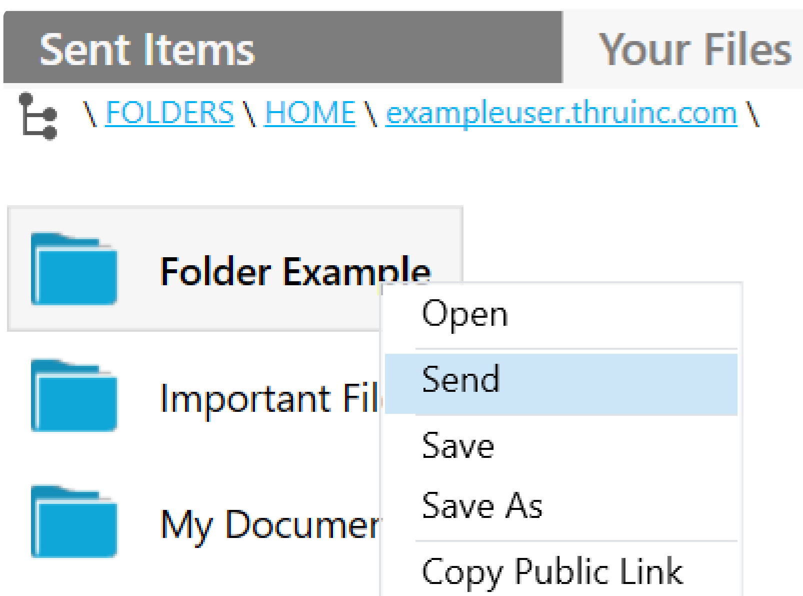
[Upload Files/Folders](#)
[Publish Files/Folders](#)
[Move Files/Folders](#)
[Rename Files/Folders](#)
[Delete Files/Folders](#)
[Versions](#)
[Create New Folder](#)
[View Properties and Activity Stream](#)
[Refresh Folder](#)

Send Files/Folders

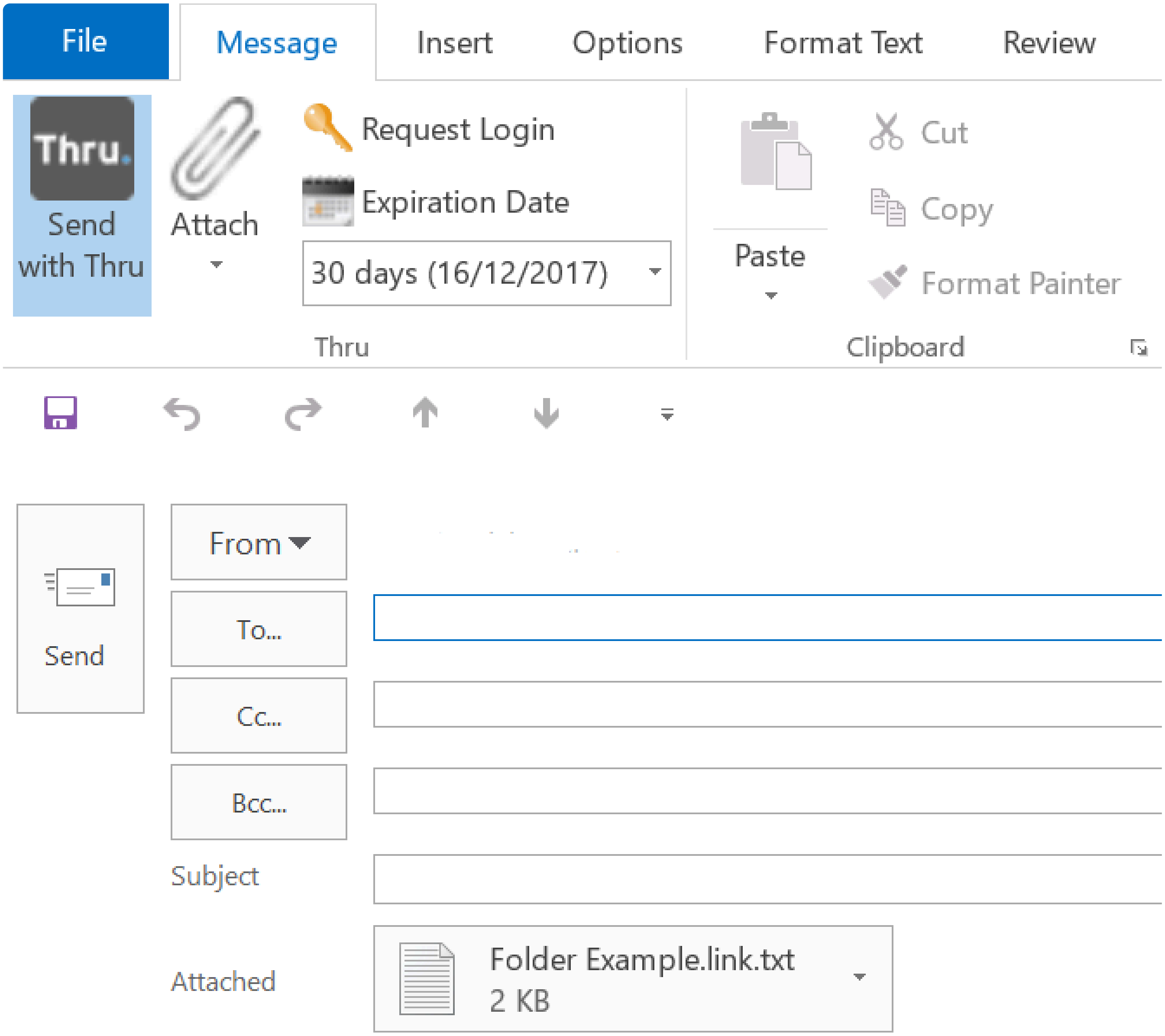
To send files/folders from Thru Side Panel:

Right-click files/folders and click **Send**. Outlook will automatically compose a Thru Email with your selected attachments.
Fill in the additional details of your email and click the send button.

To learn more about sending a Thru Email in Outlook, refer to Sending Thru Email



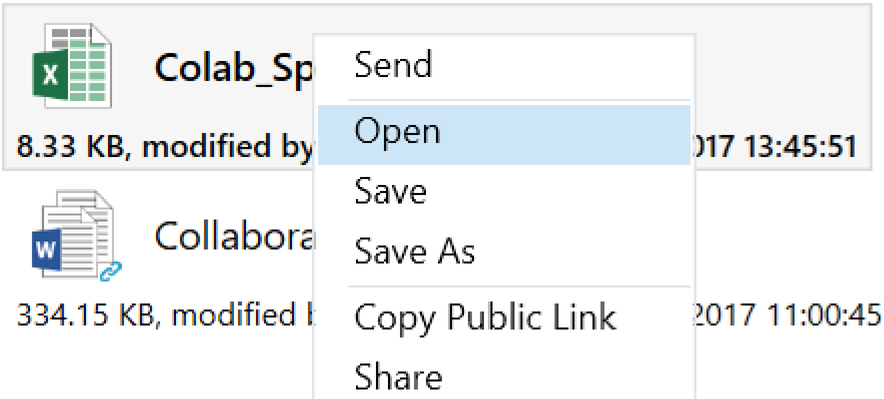
Example :



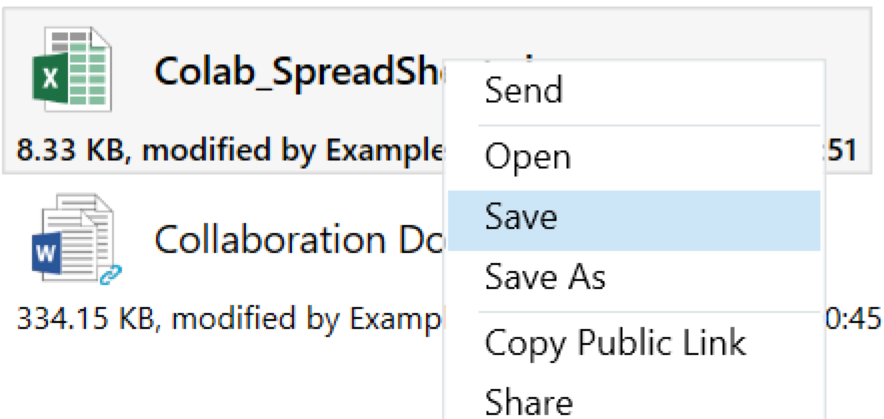
Open Files/Folders

To open files/folders from your Thru folders, there are three options:

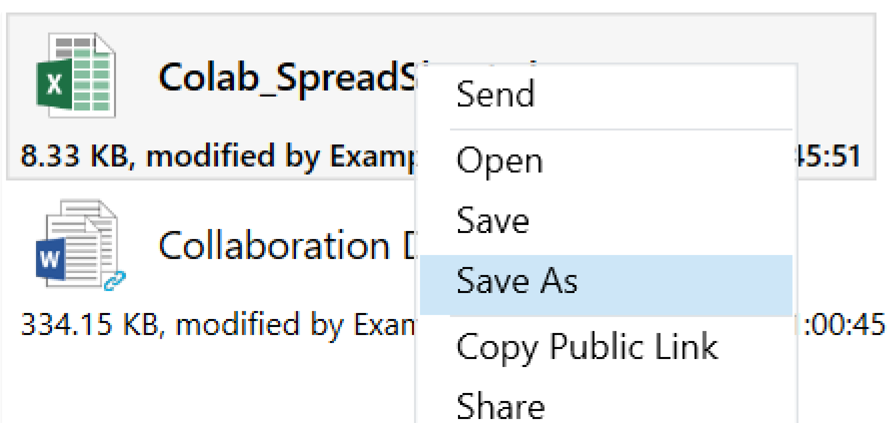
1. **Open**: Double-clicking individual files from Thru Side Panel will automatically download and open files in the appropriate application on your desktop. Another way to download and open files is to right-click a file and click **Open**.



2. **Save**: To download files or folders directly to the *Downloads* folder on your desktop, right-click a file or folder and then click **Save**.

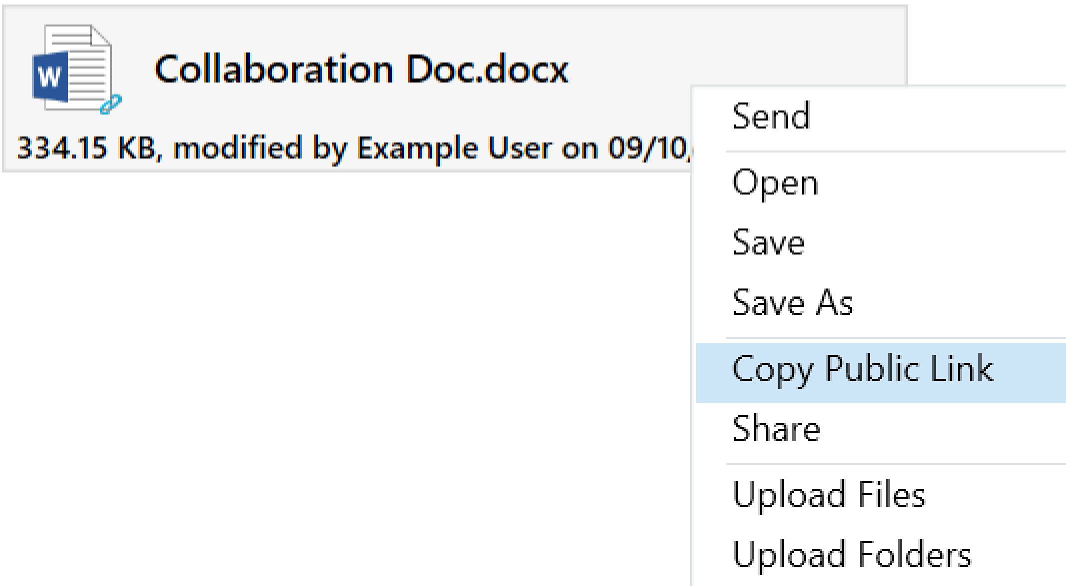


3. **Save As**: To choose a specific folder on your desktop to download files or folders to, right-click a file or folder and then click **Save As**.

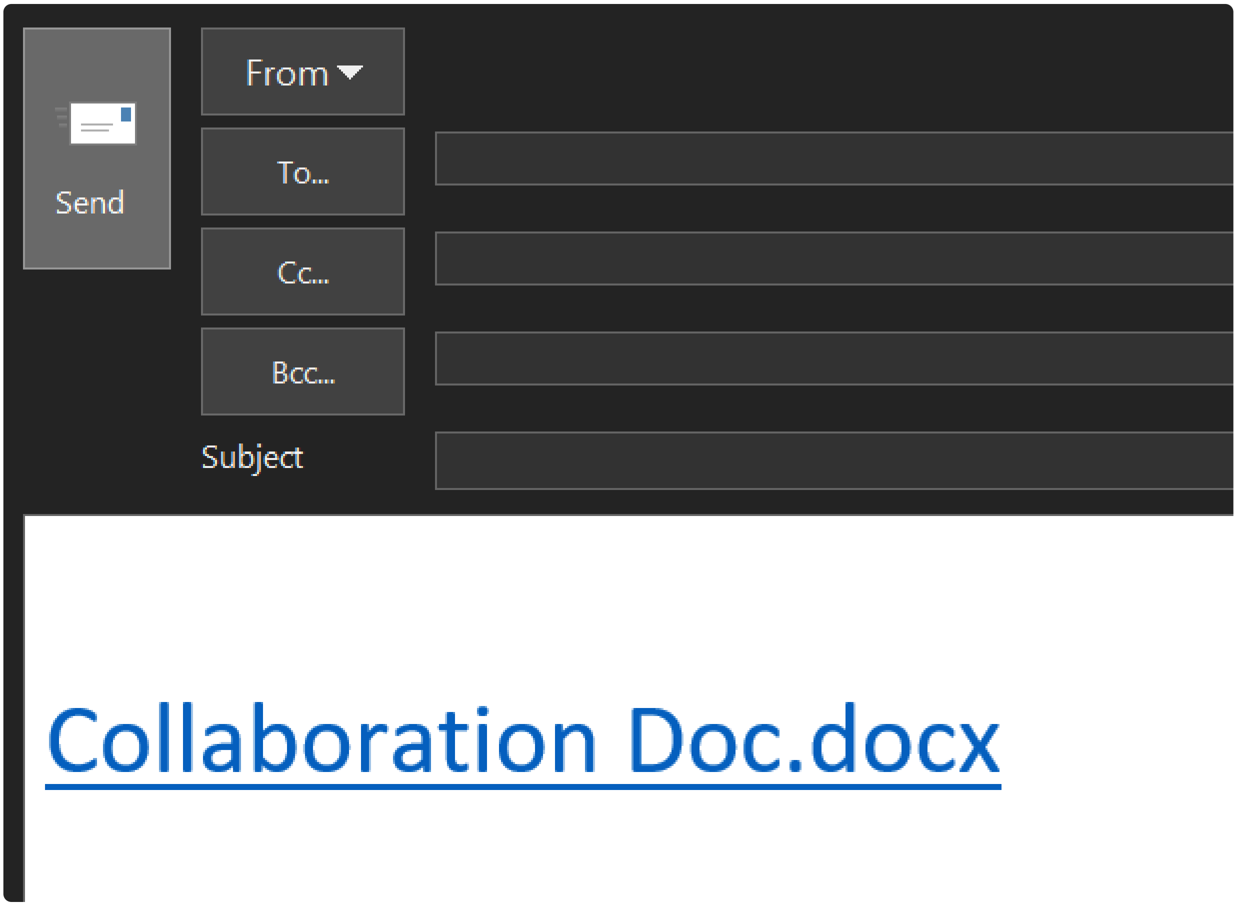


Copy Public Link

Clicking on **Copy Public Link** from your files in the **Outlook Side Panel**, creates a public link directly to the file

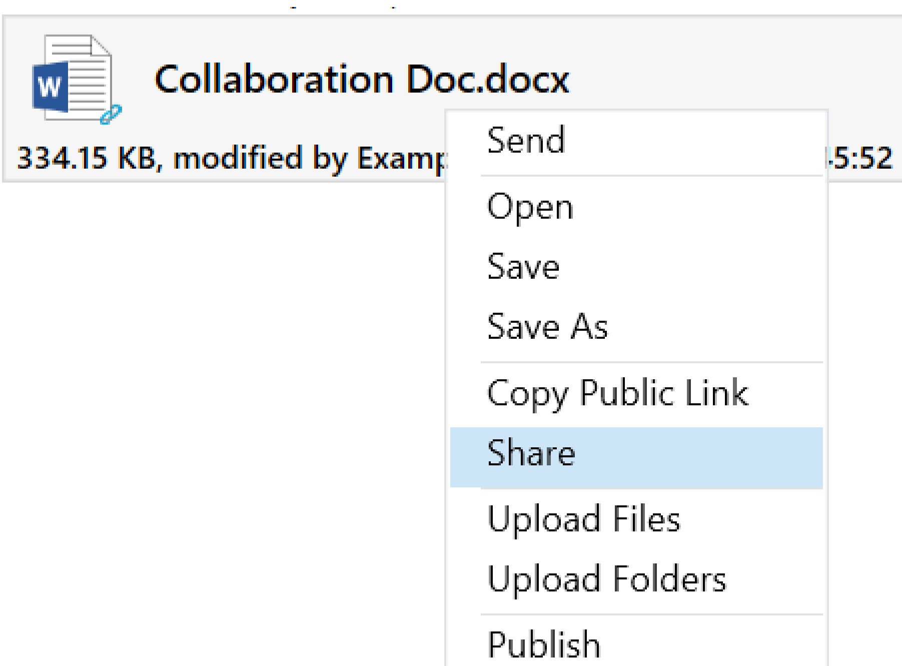


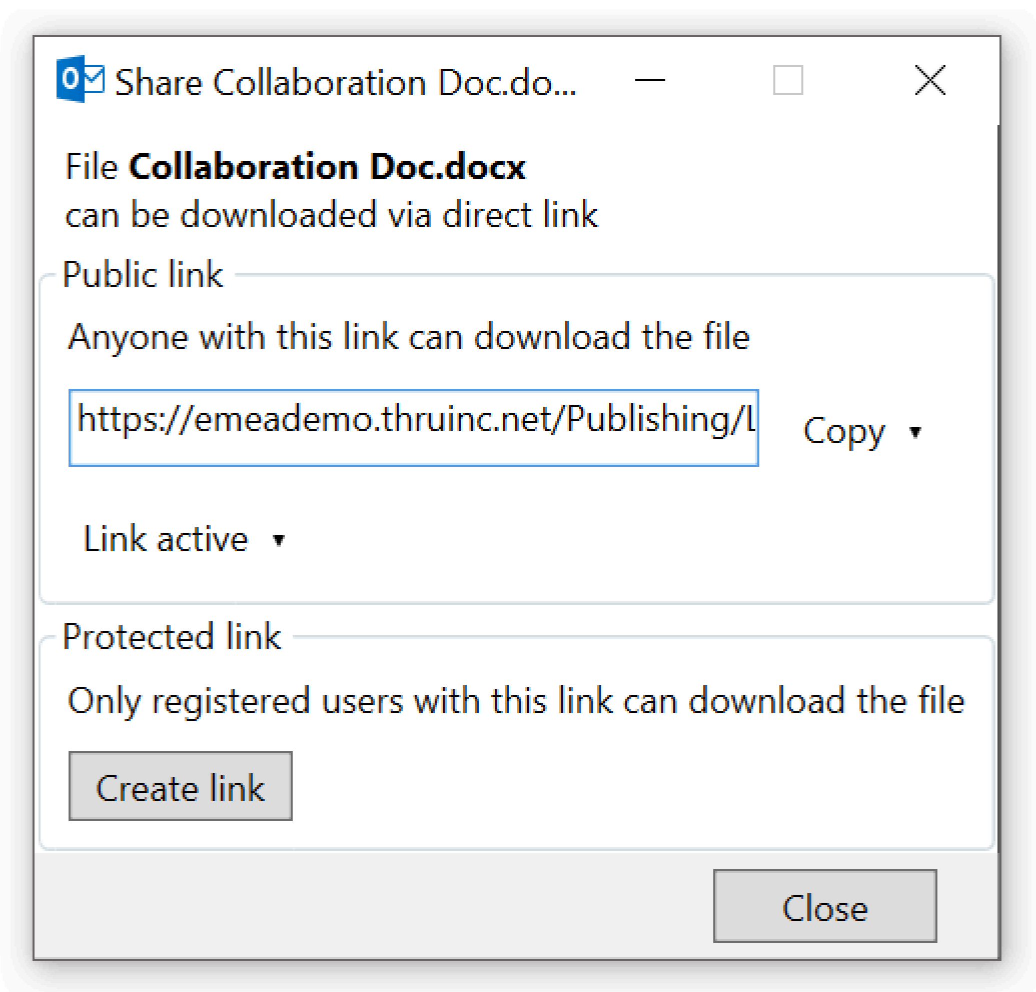
That link can then be pasted directly into a Microsoft Application as a self contained hyperlink.



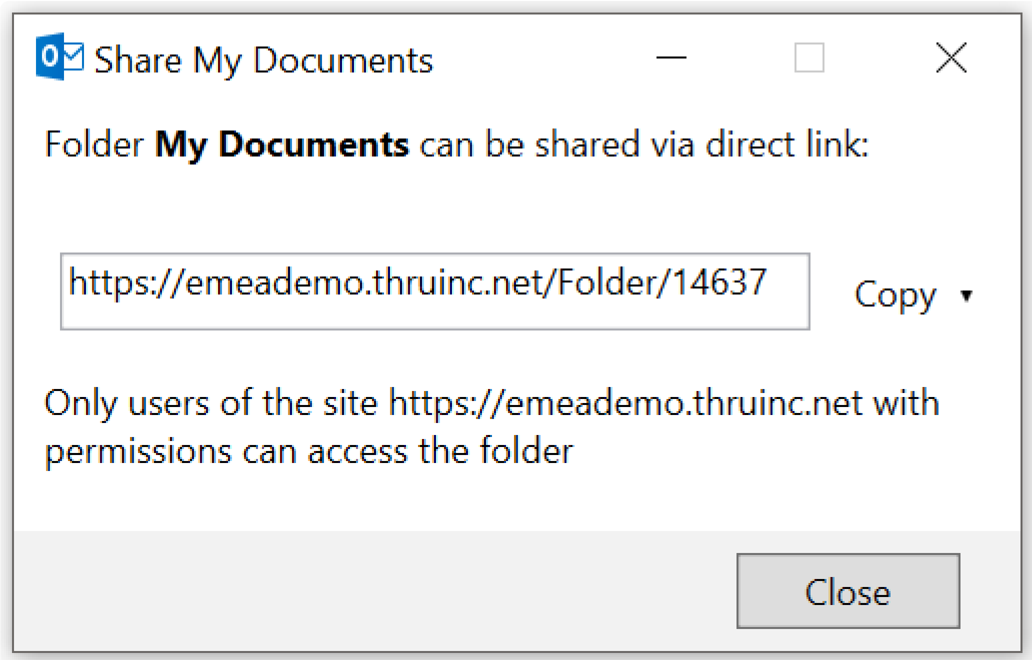
Share

Share allows the user to create a link to a file from Outlook side panel, public or protected by self-registration


Collaboration Doc.docx
334.15 KB, modified by Examp
5:52
Send
Open
Save
Save As
Copy Public Link
Share
Upload Files
Upload Folders
Publish


Share Collaboration Doc.do...
File Collaboration Doc.docx
can be downloaded via direct link
Public link
Anyone with this link can download the file
https://emeademo.thruinc.net/Publishing/L
Copy
Link active
Protected link
Only registered users with this link can download the file
Create link
Close

Share also allows a user to share a folder



Note : Only to users of the site with permissions to access the folder

Upload Files/Folders

To add Outlook emails, files or folders to Thru Side Panel, there are multiple options:

Drag and Drop

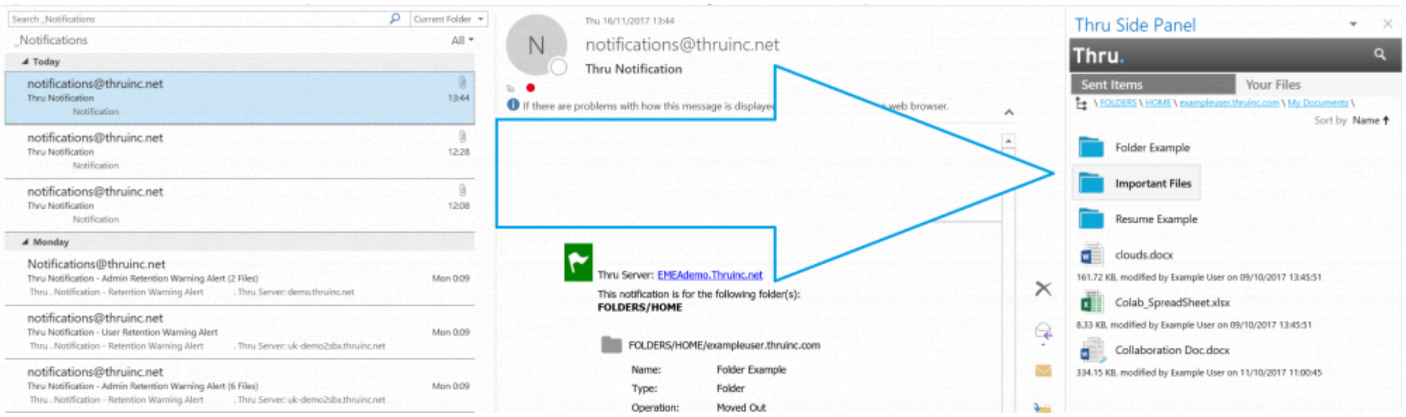
To drag and drop Outlook emails, files or folders to your Thru file system using Thru Side Panel:

Select the files, folders or emails you want to upload to Thru and drag them to any folder within the **Your Files** tab.

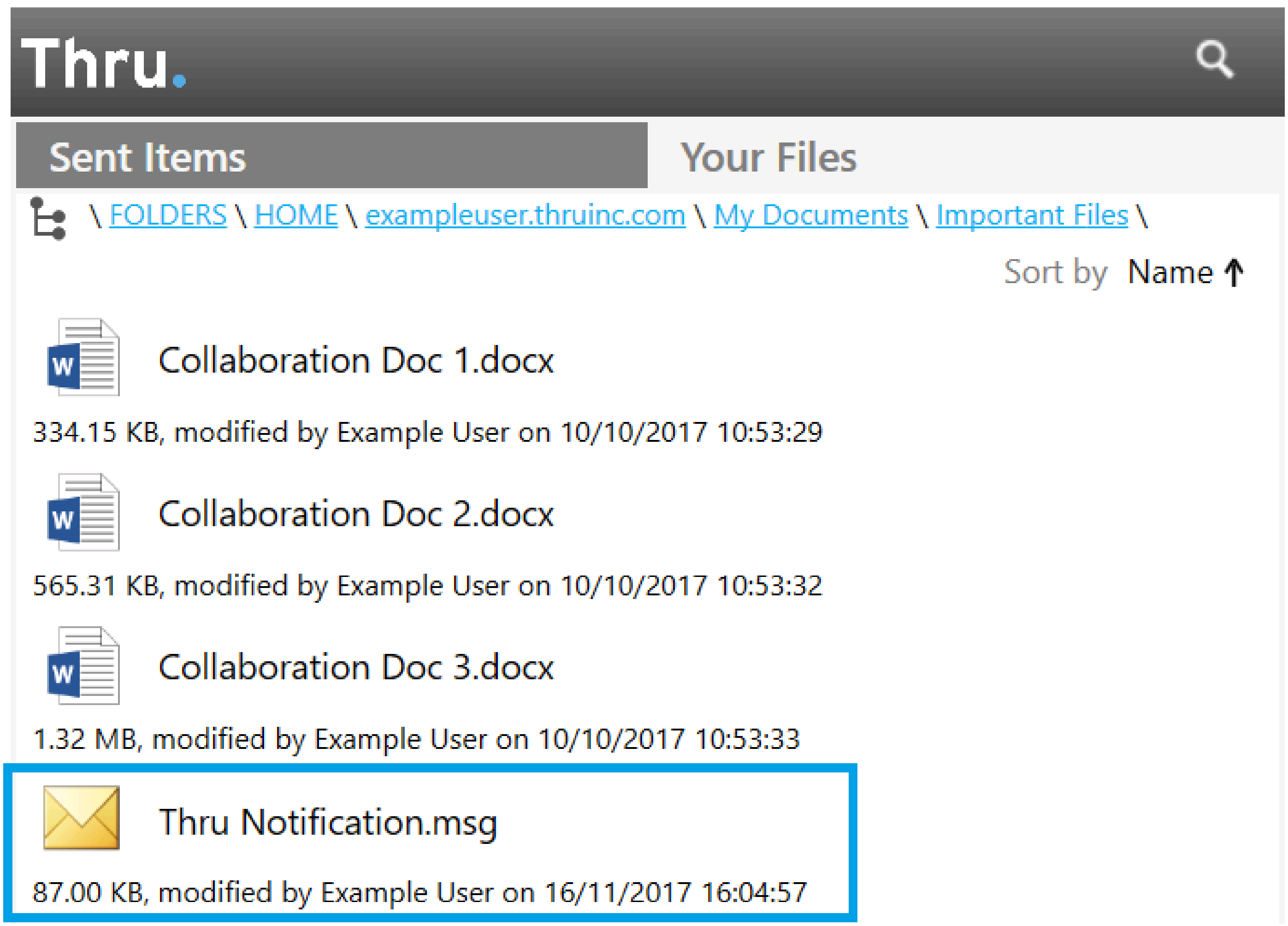
Dragging and dropping content to the side panel will trigger the Thru Transfer Manager to upload the files to the Thru server.

Once files are finished transferring, the files will auto-populate in the folder that you dropped them in.

Below is an example of dragging and dropping an Outlook email to Thru Side Panel.



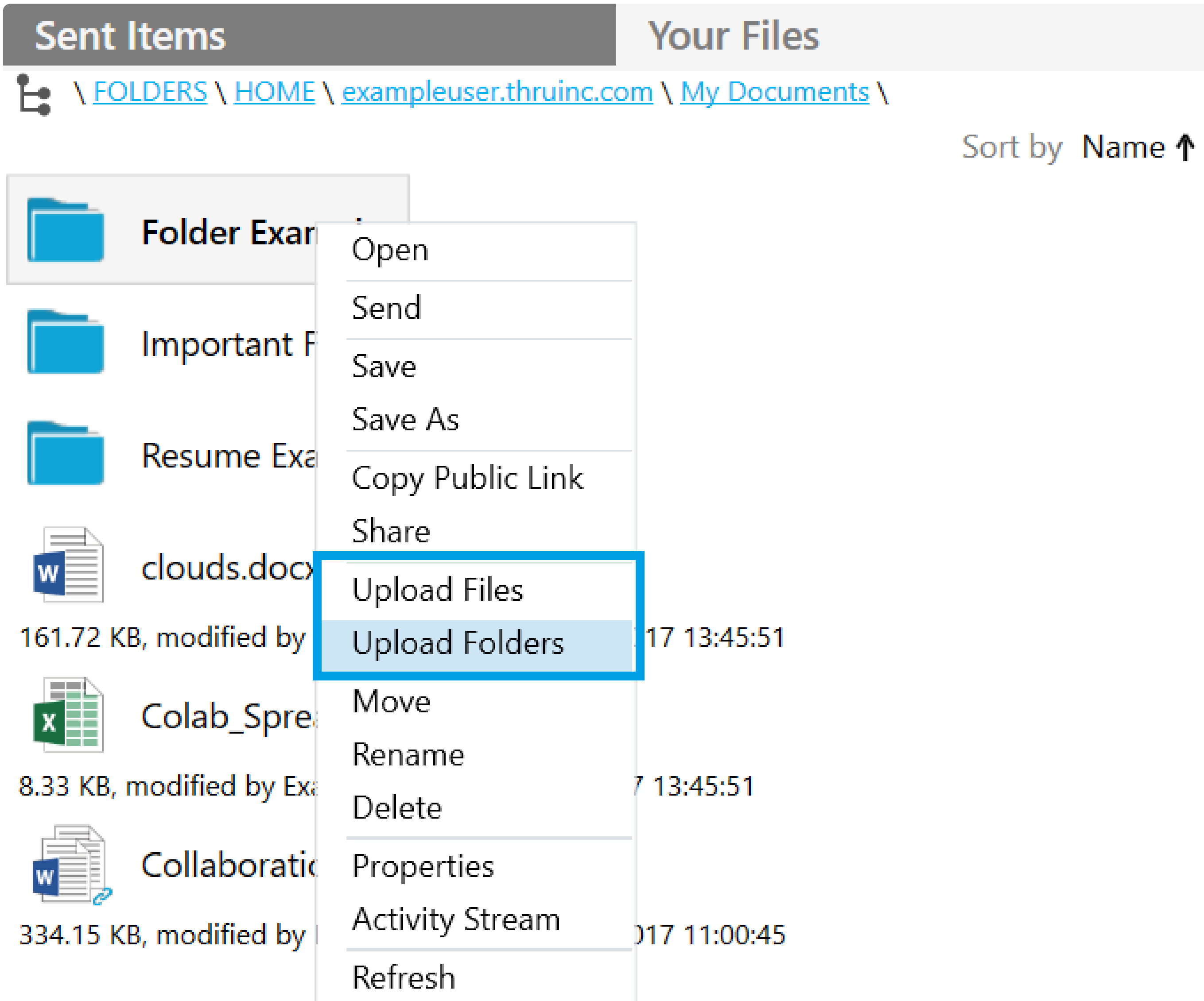
Note: All Outlook emails added to Thru are automatically saved in the *Outlook Message Format*.



Manual Upload

To manually upload files/folders:

Right-click a folder (or anywhere within a folder) and click either **Upload Files** or **Upload Folders**.



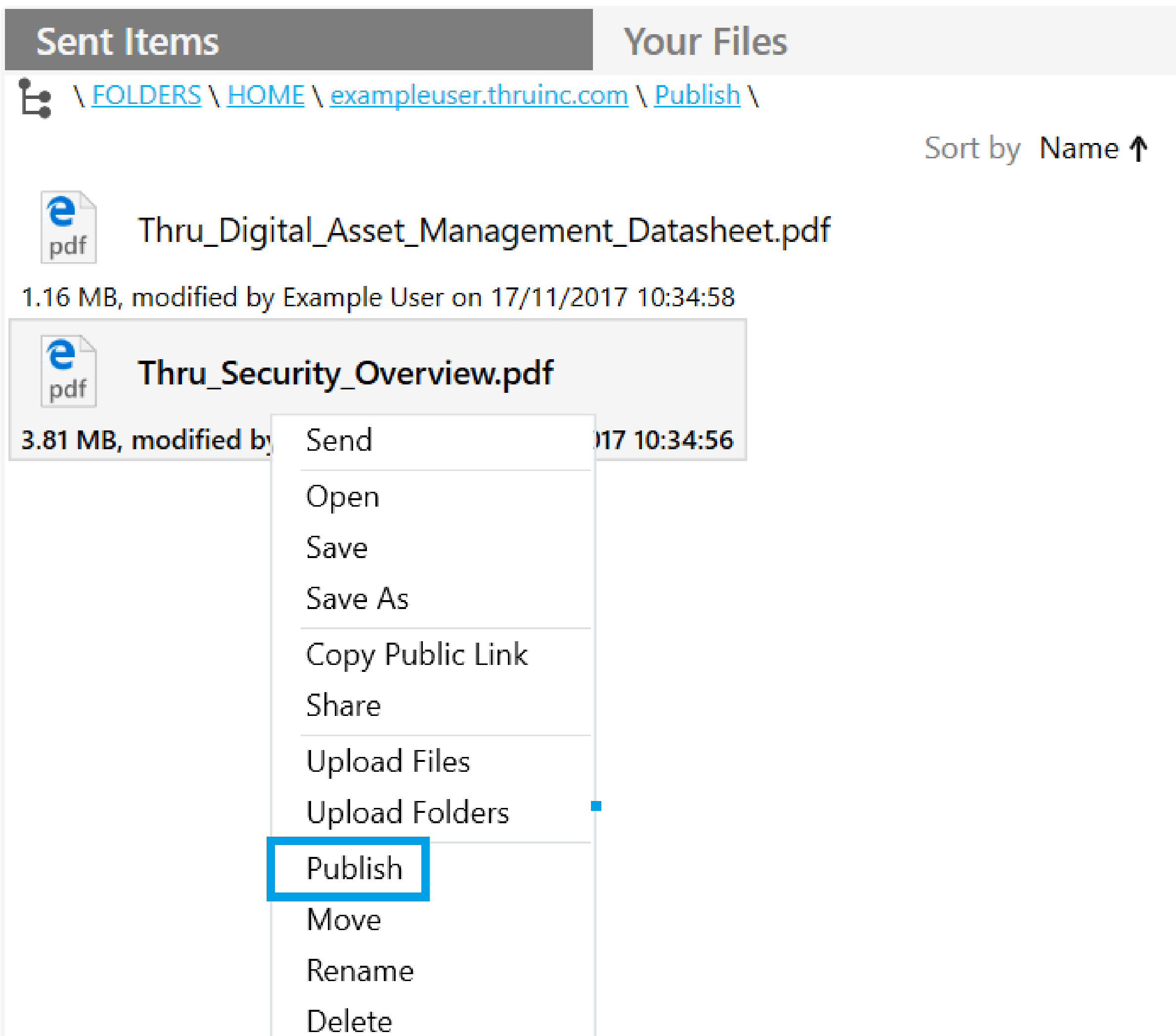
Publish

To make a file available for download via a Published page use the Publishing feature, you must be a user in the **Publishing Users group** to get access to this function.

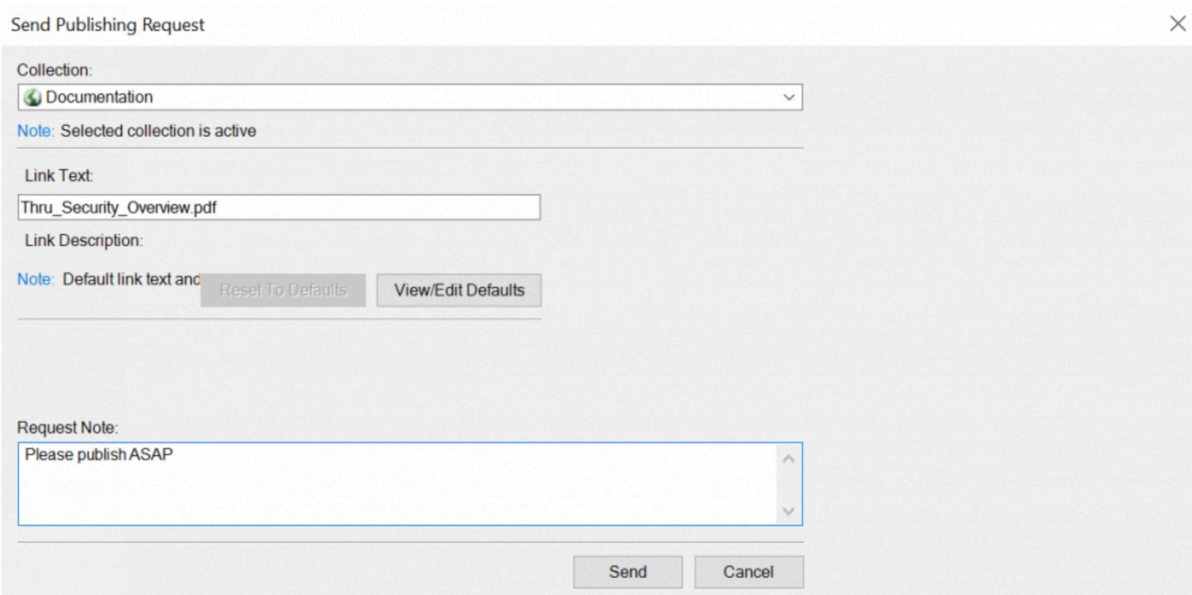
Once you have submitted your file for publishing, a user belonging to the **Publishing Administrators group** will need to approve publishing of the file.

To publish a file from the Outlook Add-in into Thru :

Select the file is question and from the right click menu select **Publish**



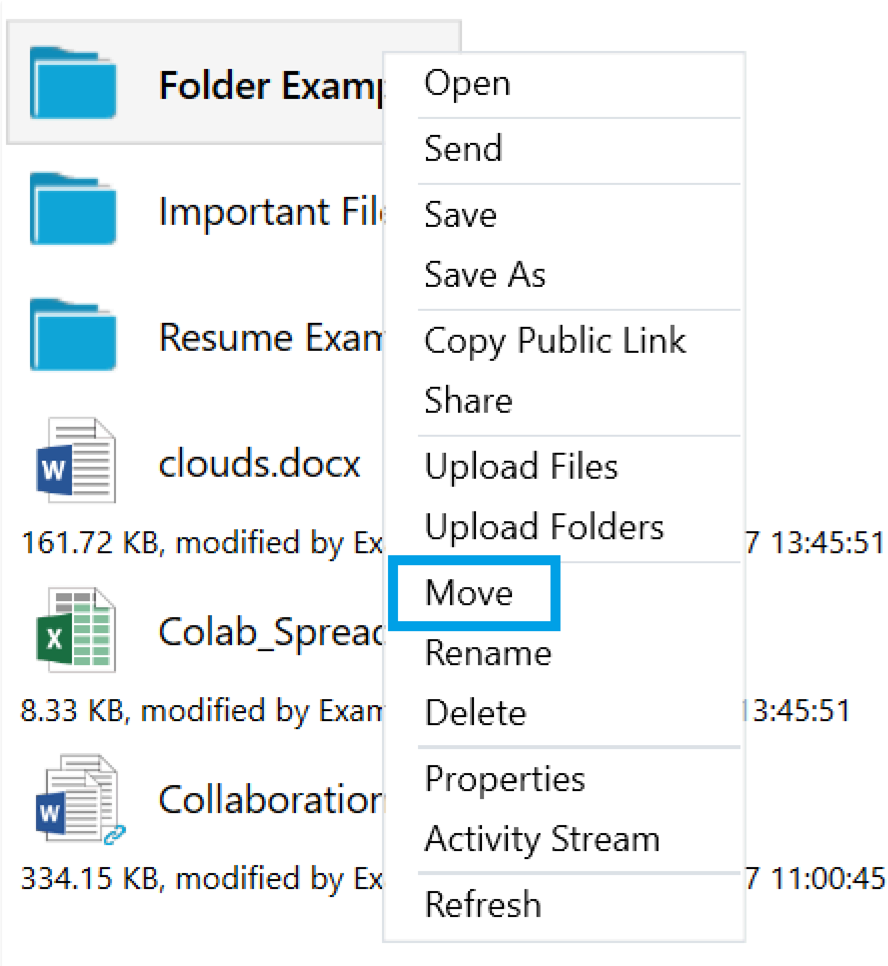
A **Send Publishing Request** window will appear, select the **Collection** that the file needs to be published under

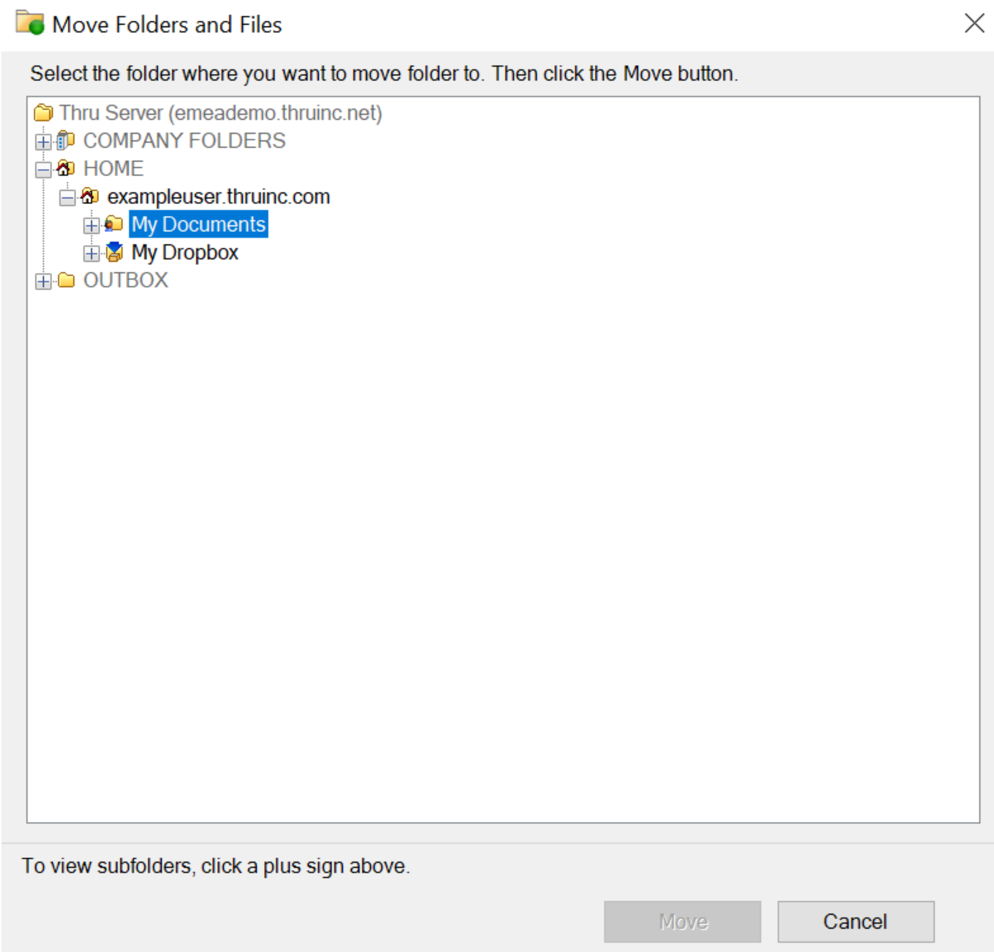


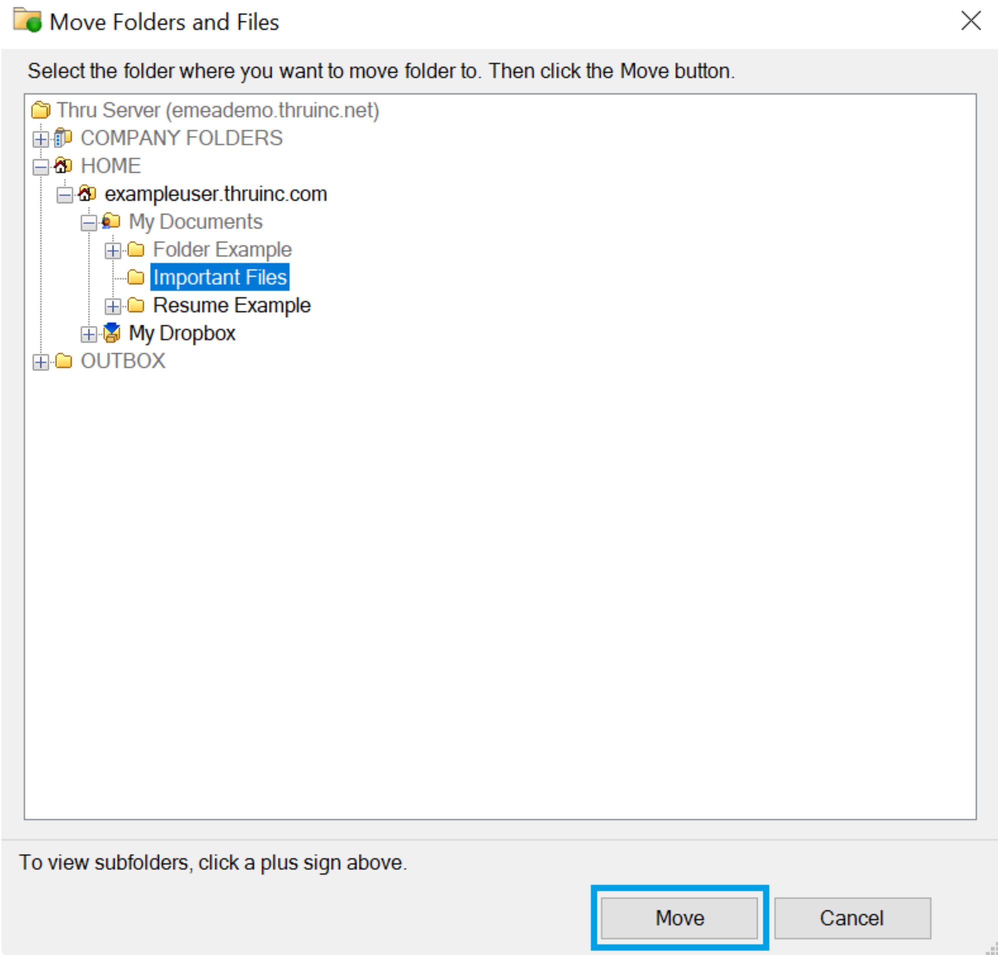
Move Files/Folders in Side Panel

To move files/folders to a different folder within Thru Side Panel:

1. Right-click a file/folder and click **Move**. The *Move Folders and Files* window opens.
2. Navigate the folder tree and select the new location you want to move files/folders to.
3. After selecting the folder, click **Move** at the bottom of the window.


Folder Examp
Important Fil
Resume Exan
clouds.docx
161.72 KB, modified by Ex
7 13:45:51
Colab_Spreac
8.33 KB, modified by Exan
3:45:51
Collaboratior
334.15 KB, modified by Ex
7 11:00:45
Open
Send
Save
Save As
Copy Public Link
Share
Upload Files
Upload Folders
Move
Rename
Delete
Properties
Activity Stream
Refresh


Move Folders and Files
Select the folder where you want to move folder to. Then click the Move button.
Thru Server (emeademo.thruinc.net)
COMPANY FOLDERS
HOME
exampleuser.thruinc.com
My Documents
My Dropbox
OUTBOX
To view subfolders, click a plus sign above.
Move
Cancel

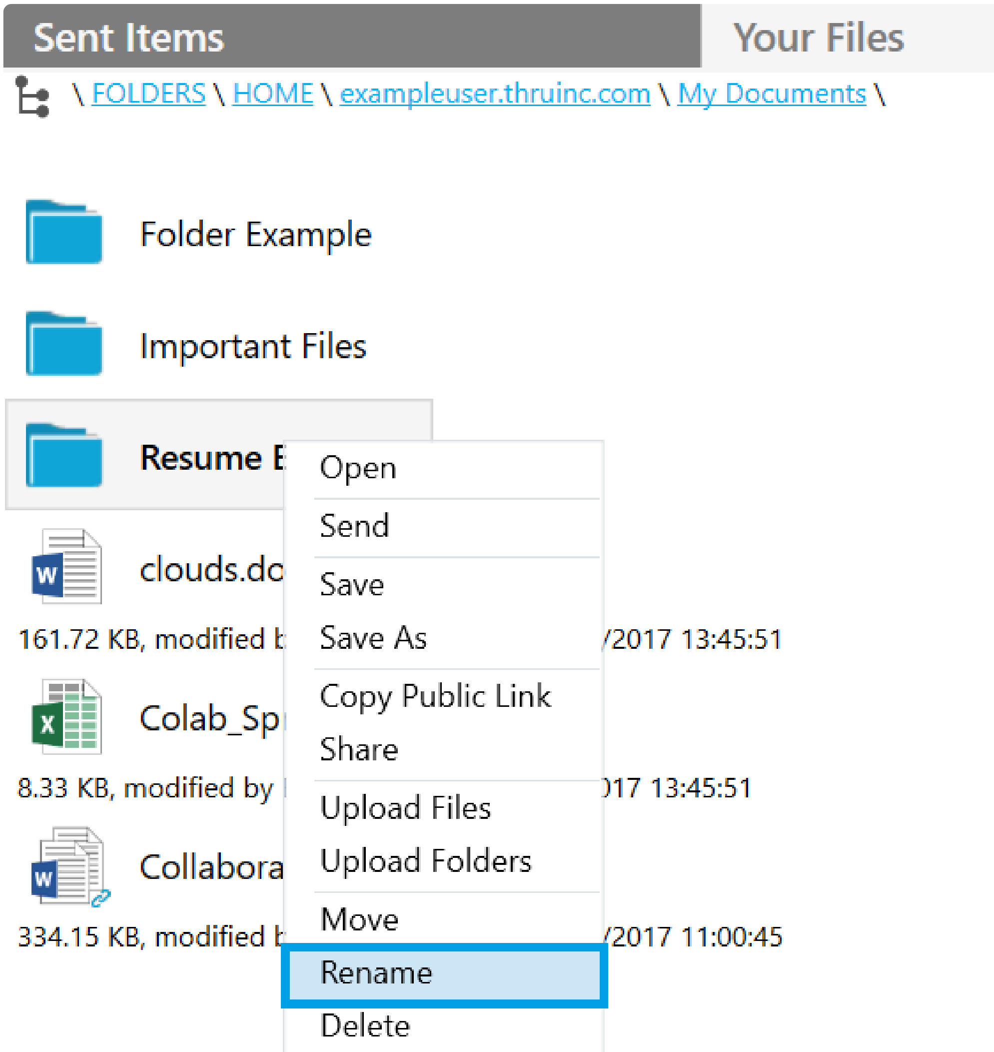


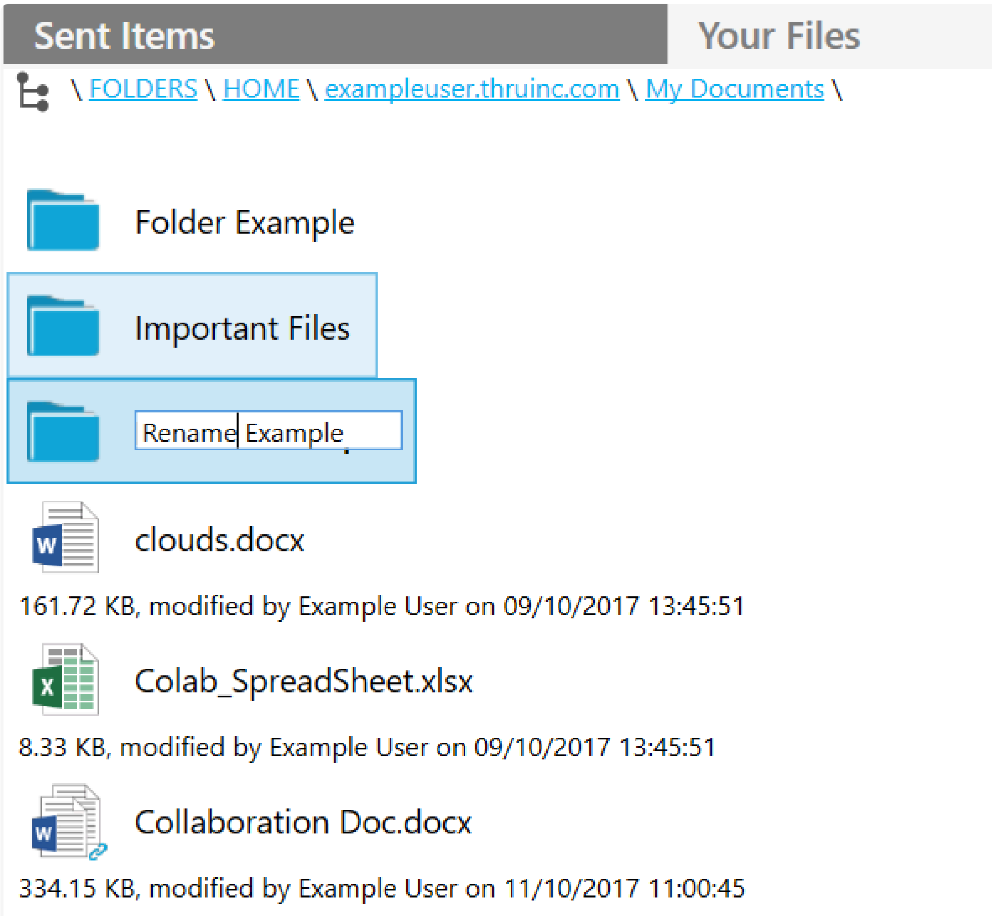
Rename Files/Folders

To rename files/folders in Thru Side Panel:

Right-click a file/folder and click **Rename**.

Type in the new name and then press **Enter**.


Sent Items
Your Files
\ FOLDERS \ HOME \ exampleuser.thruinc.com \ My Documents \
Folder Example
Important Files
Resume E
clouds.do
161.72 KB, modified b
/2017 13:45:51
Colab_Sp
8.33 KB, modified by
017 13:45:51
Collabora
334.15 KB, modified b
/2017 11:00:45
Open
Send
Save
Save As
Copy Public Link
Share
Upload Files
Upload Folders
Move
Rename
Delete

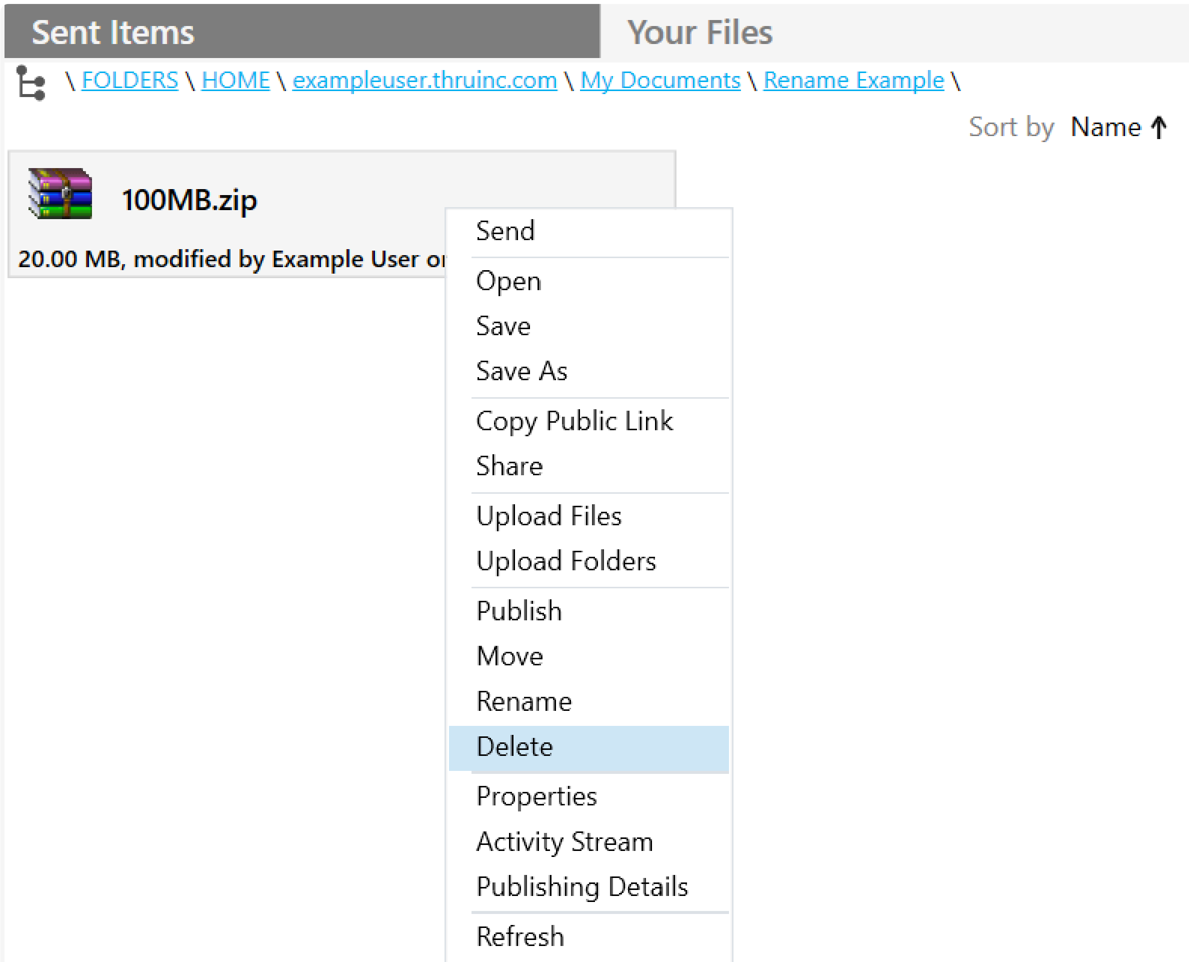


Delete Files/Folders

To delete files/folders from Thru Side Panel:

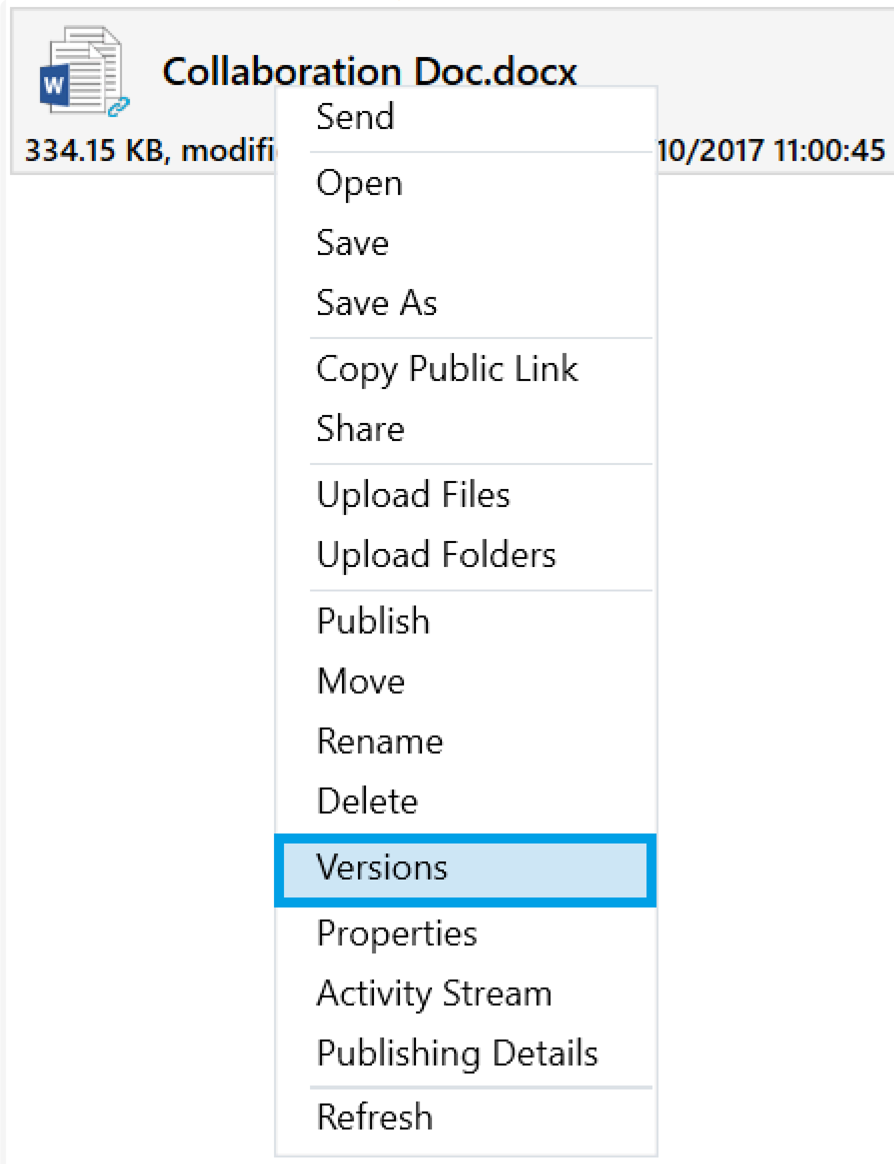
Right-click a file/folder and click **Delete**.

Warning : All files/folders deleted from within folders in Thru Side Panel will be permanently deleted from the Thru server.
You will be asked if you want to permanently delete files/folders every time you attempt a deletion.

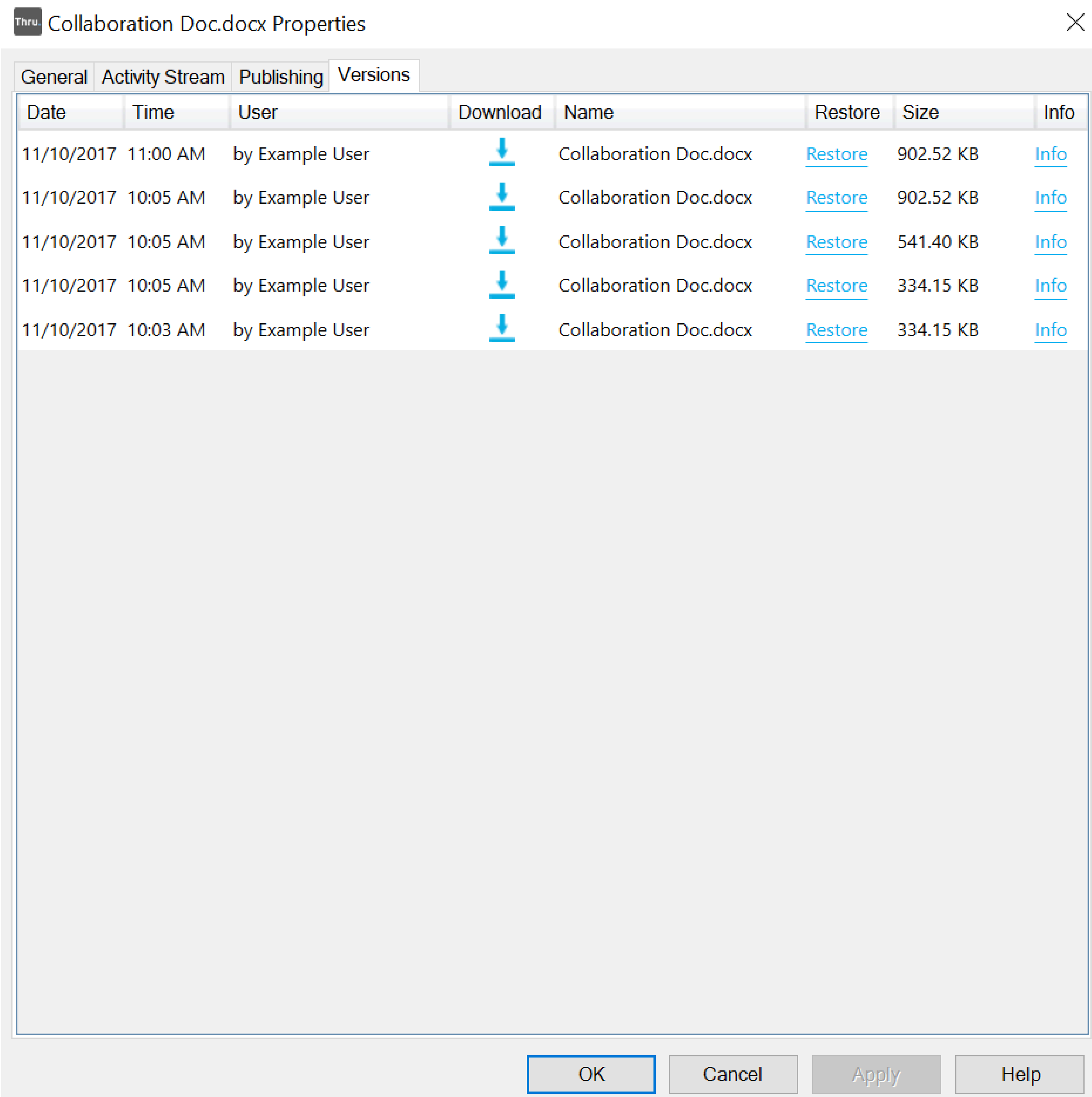


Versions

If your Thru site has versioning enabled, when selecting a file that has been versioned in the side panel a **Versions** section appears



From this view you can restore previous versions or download previous versions



View Properties and Activity Stream

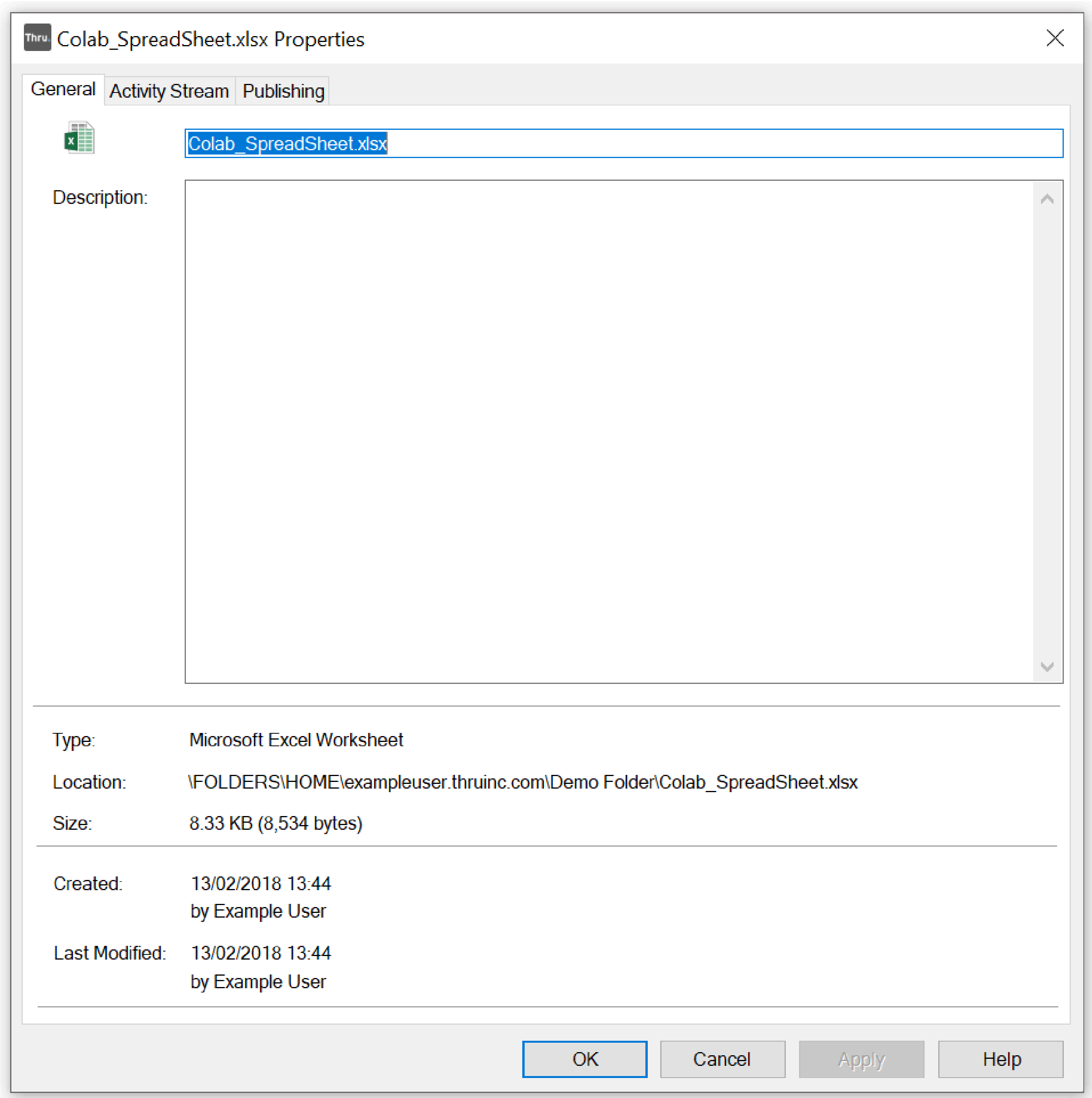
To view the Properties and Activity Stream details of files/folders:

Right-click the file/folder and click either **Properties** or **Activity Stream**.

A window opens that has four tabs for properties General, Activity Stream, Publishing, Versions.

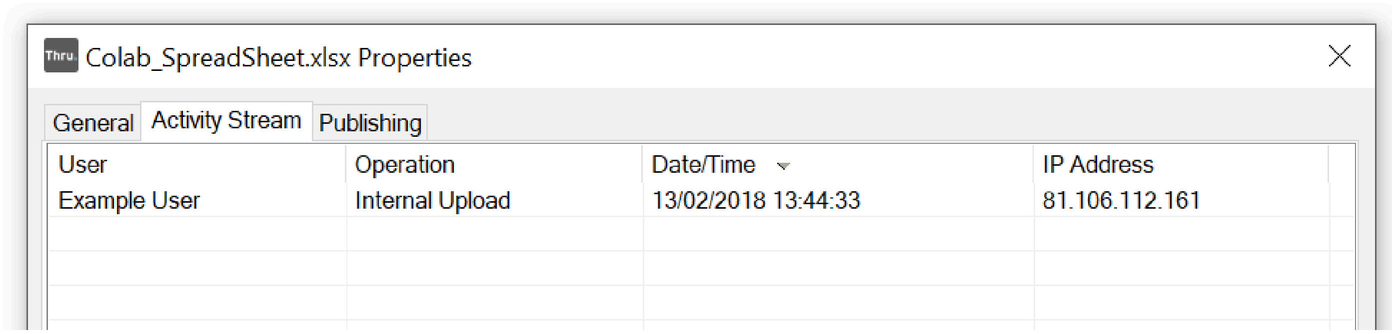
Properties

The General tab displays multiple properties about files/folders like the file type, location on the Thru server, size, date created, author, and when it was last modified.



Activity Stream

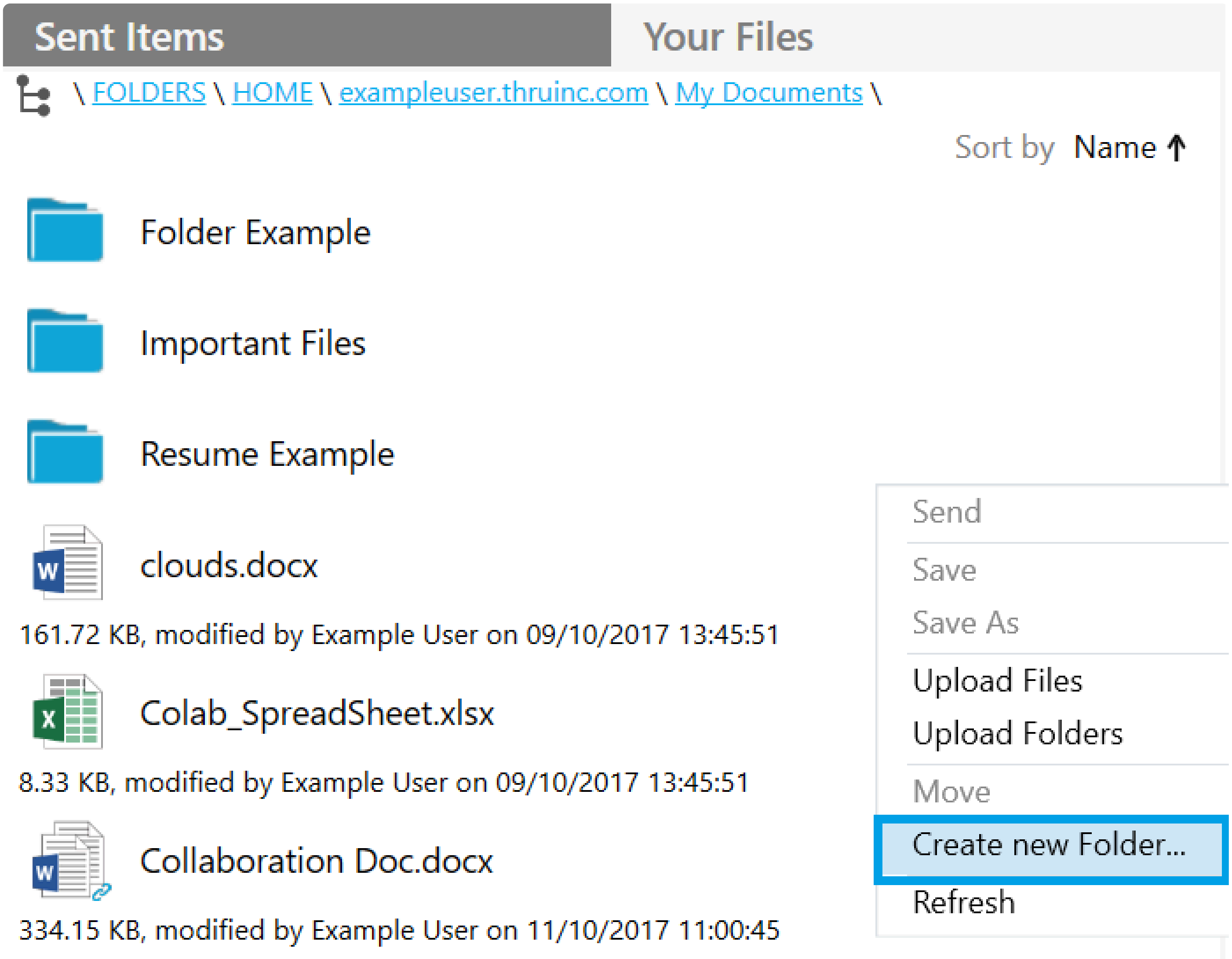
The Activity Stream log tab displays what operations have been performed to a particular file or folder like internal uploads, internal downloads, transfers, deletions, etc. Each operation to a file/folder also shows the user who performed the action, the date and time, and the IP Address used.



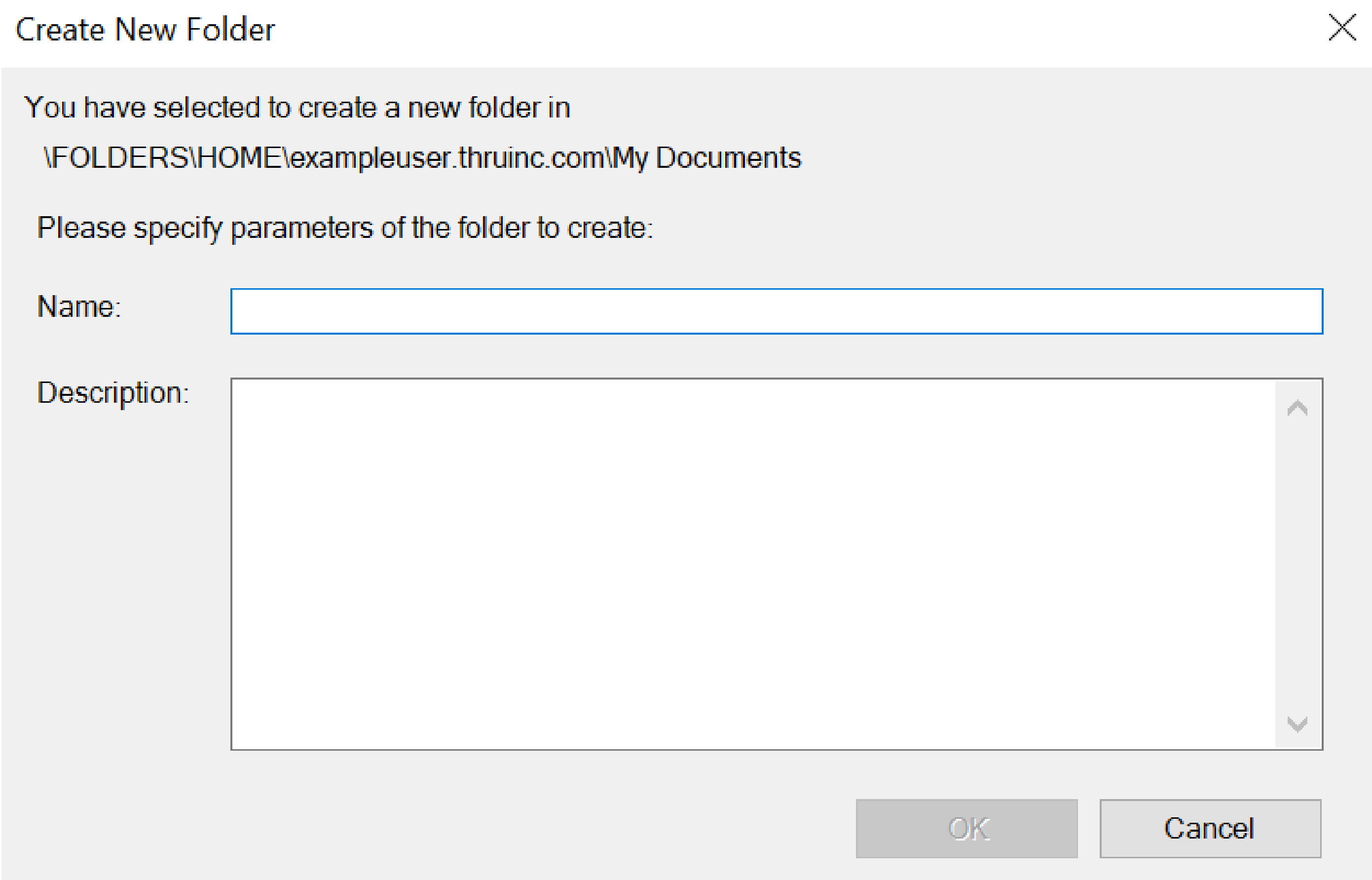
Create New Folder

To create new folders and subfolders within Thru Side Panel:

Right-click within a folder and select **Create new Folder**. The *Create New Folder* window opens.



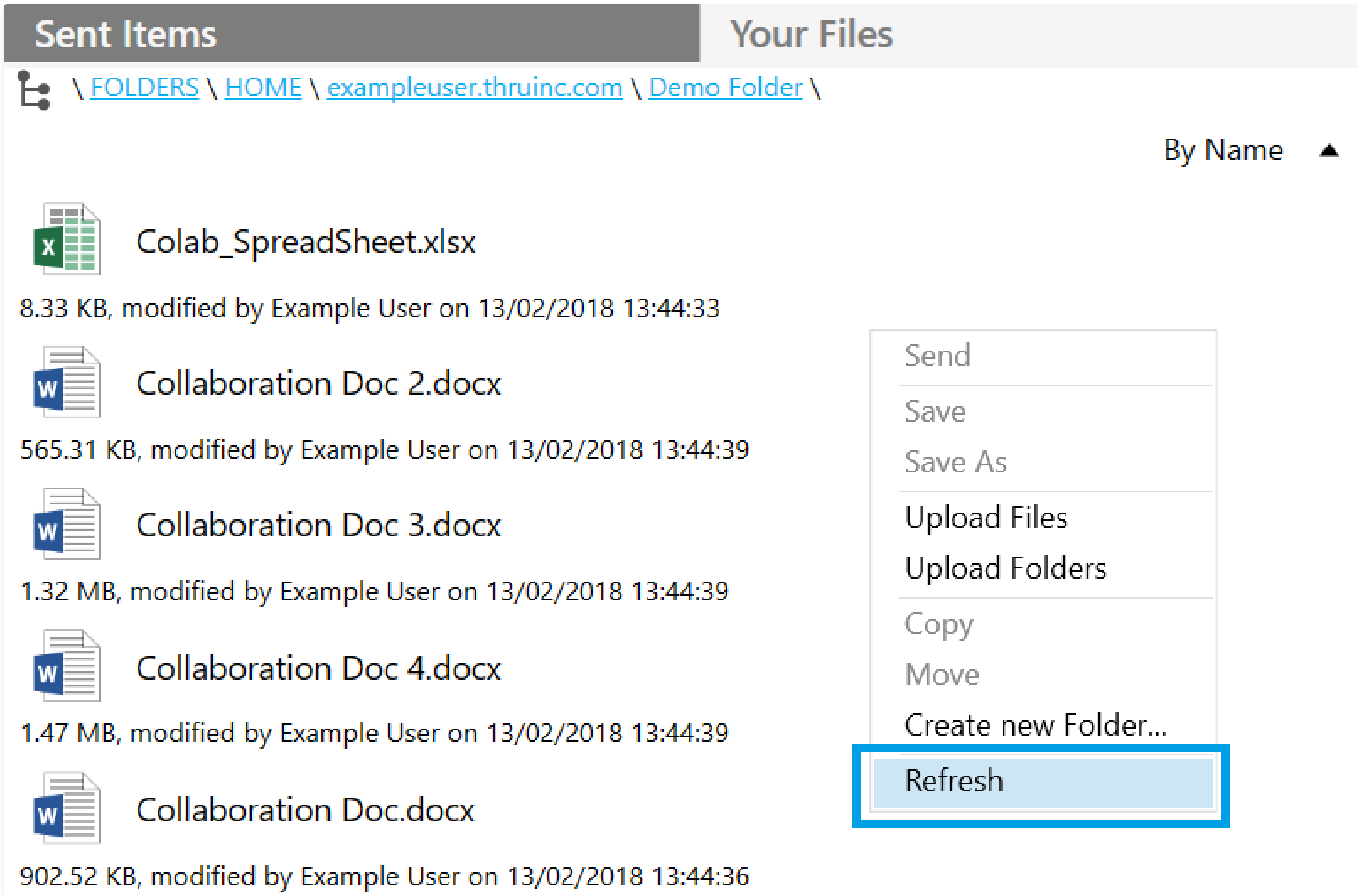
Fill in the name and description of the folder you want to create and click **OK**.



Refresh Folder

To refresh a folder with the latest updates:

Right-click a folder and click **Refresh**.



Locate Outlook Email Attachments Sent With Thru

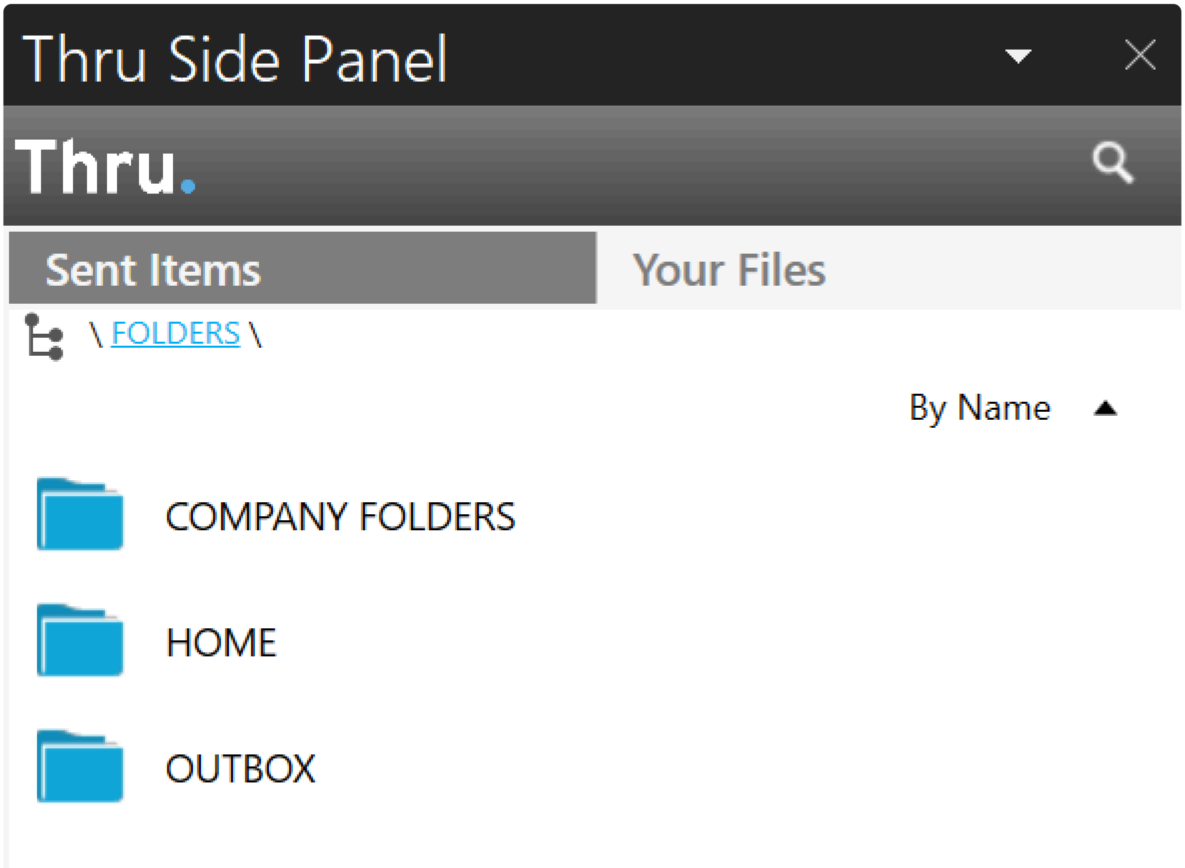
Whenever you send file attachments via the Thru Add-In for Outlook, the file attachments are automatically stored in your **Outbox** folder and are organized by the date they were sent.

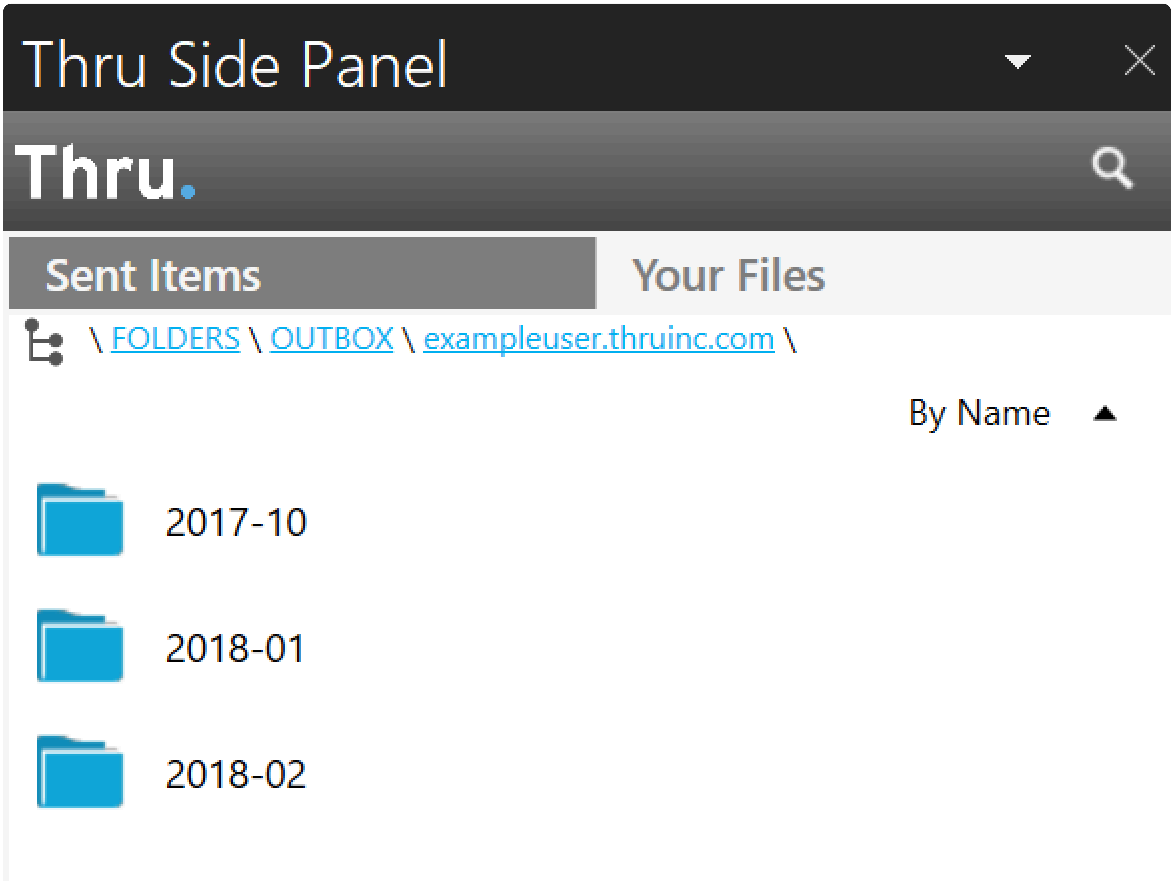
Your Outbox folder can be located directly from the side panel of the Outlook Add-In.

Follow the instructions below to locate and open file attachments from the side panel feature:

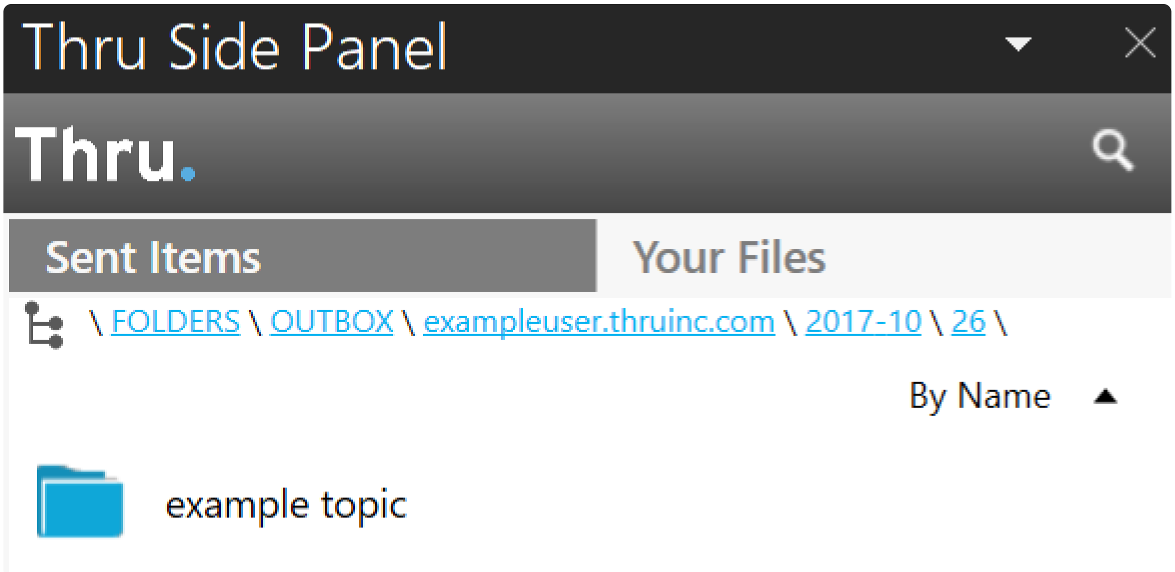
1. After you have the side panel opened in Outlook, locate the Outbox folder.

This folder contains all file attachments you have sent with the Thru Add-In for Outlook and are each automatically organized by the date they were sent.

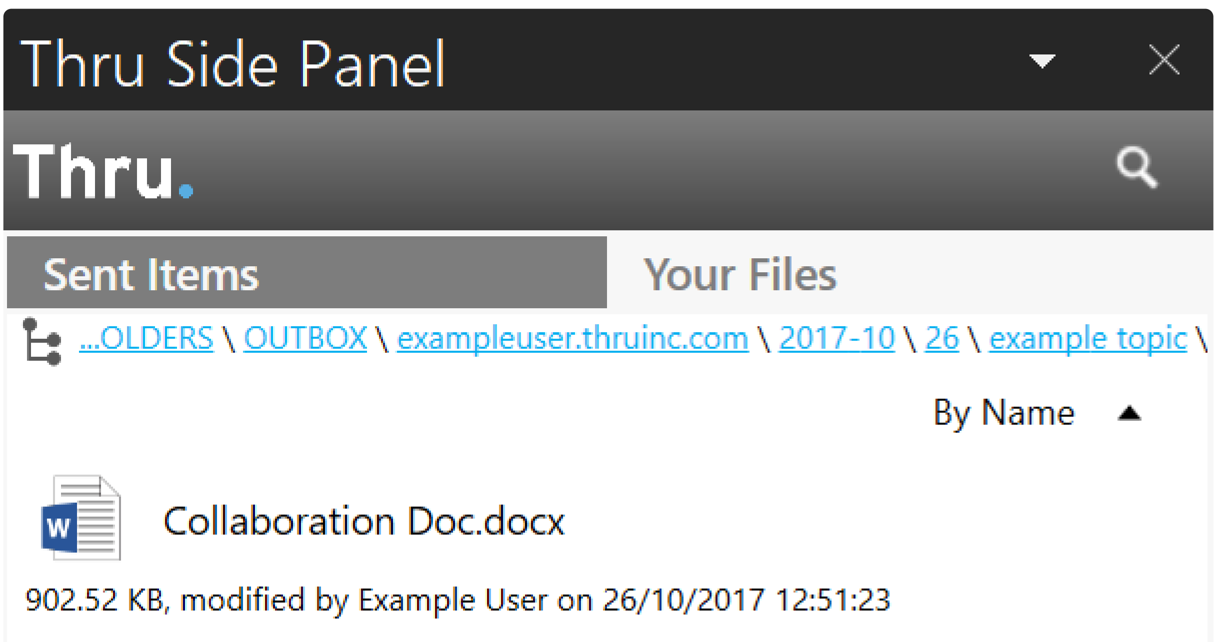

Thru Side Panel
Thru.
Sent Items
Your Files
\ FOLDERS \
By Name
COMPANY FOLDERS
HOME
OUTBOX



2. Once you know what day an email was sent with Thru, you can select the month and access that day's folder. The "day" folder will contain folders with the email subject for every email that was sent out.
For example:



3. When you have located the sent attachments, you can right-click any file and click Open or Save As to download a copy of the file and view its contents.



You can also access your Outbox folder from Thru Web, Thru Explorer, and Thru mobile apps to locate your files you have sent with the Thru Add-In for Outlook.

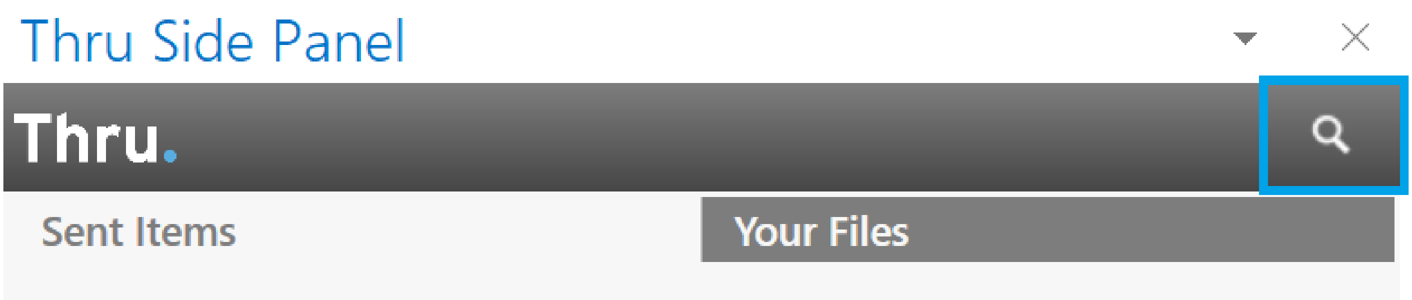
Also in this section:

[Search Bar](#)

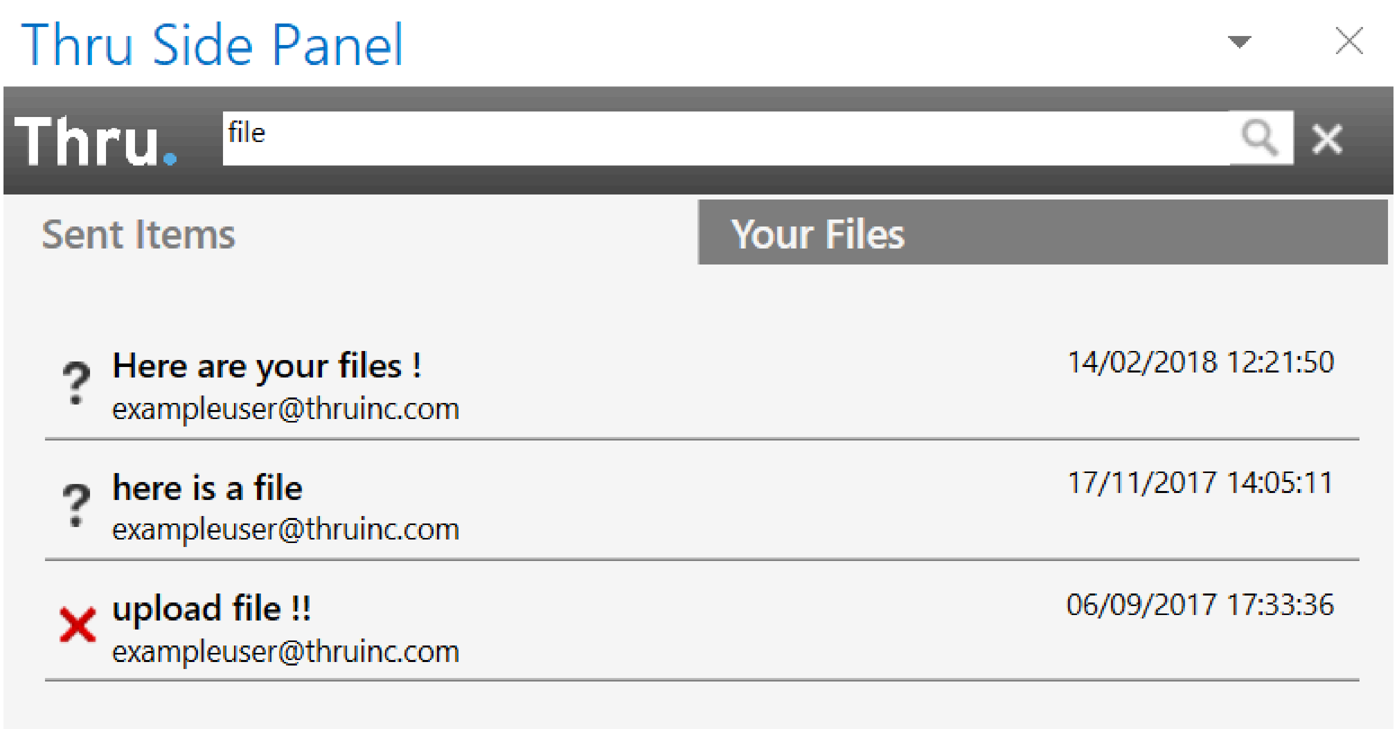
Search Bar

To search for sent messages or files/folders within Thru Side Panel:

Locate the search bar at the top of Thru Side Panel from either the *Sent Items* of *Your Files* tabs.

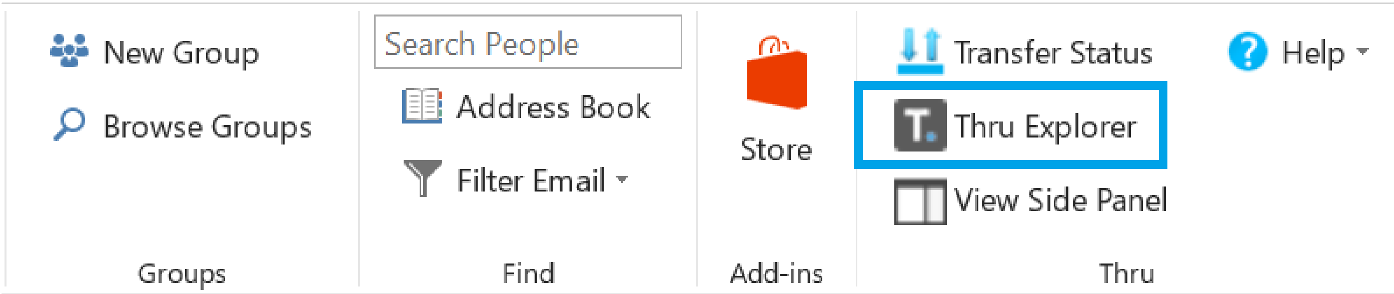


Type in your search in the search bar and press **Enter**.



Thru Side Panel will display your search results for either *Sent Emails* or *files and folders* depending on the tab you are using.

Using Thru Explorer

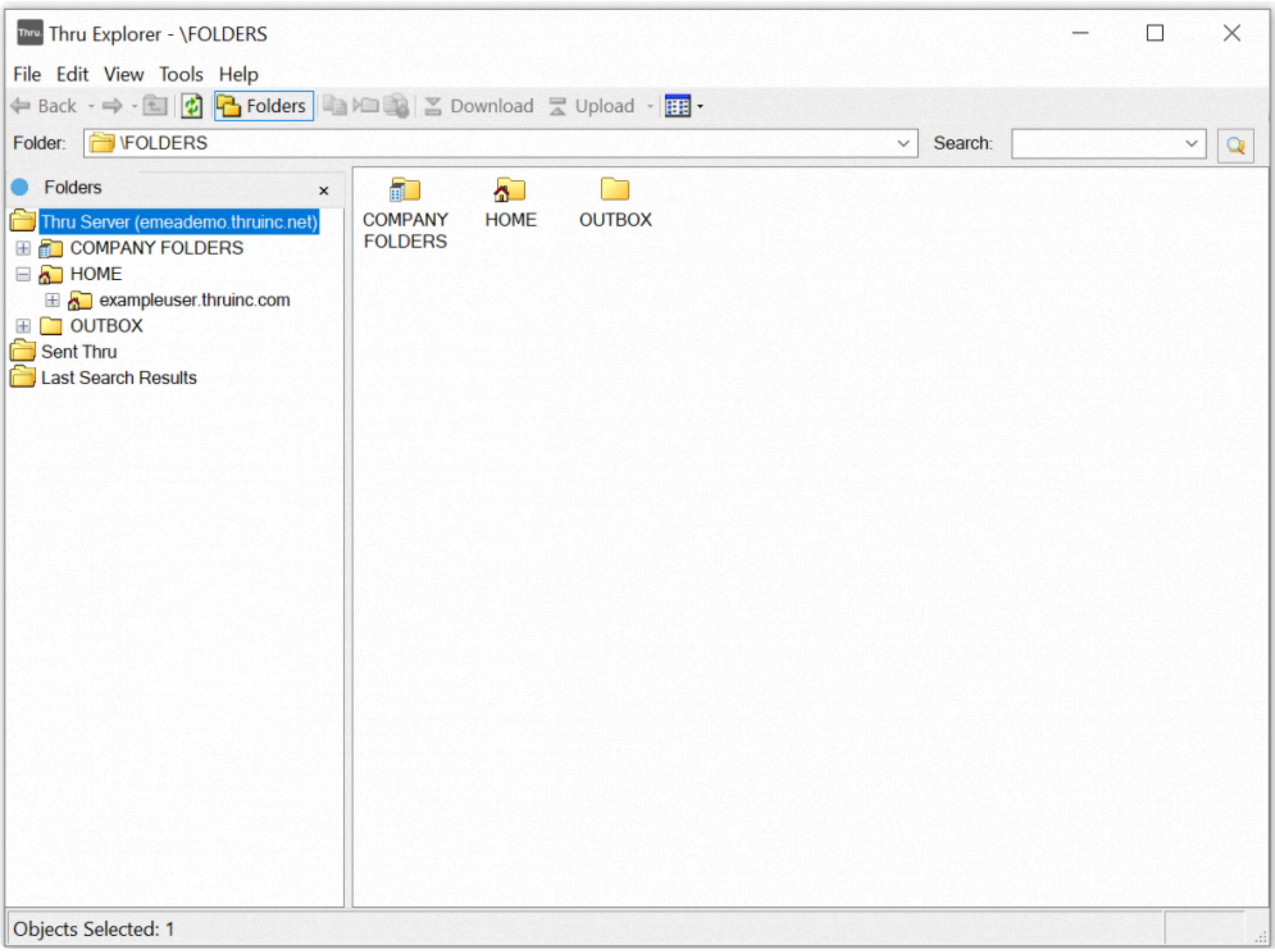


This section of the Thru Add-In for Outlook User Guide will show you how to use the Thru Explorer desktop application.

Thru Explorer lets you access, send, and manage your files and folders stored in Thru without using a web browser.

To locate and open Thru Explorer, go to the Thru section of the Outlook ribbon and click the Thru Explorer icon (as shown above).

Thru Explorer is also available to users of the Thru Add-In for IBM Notes.

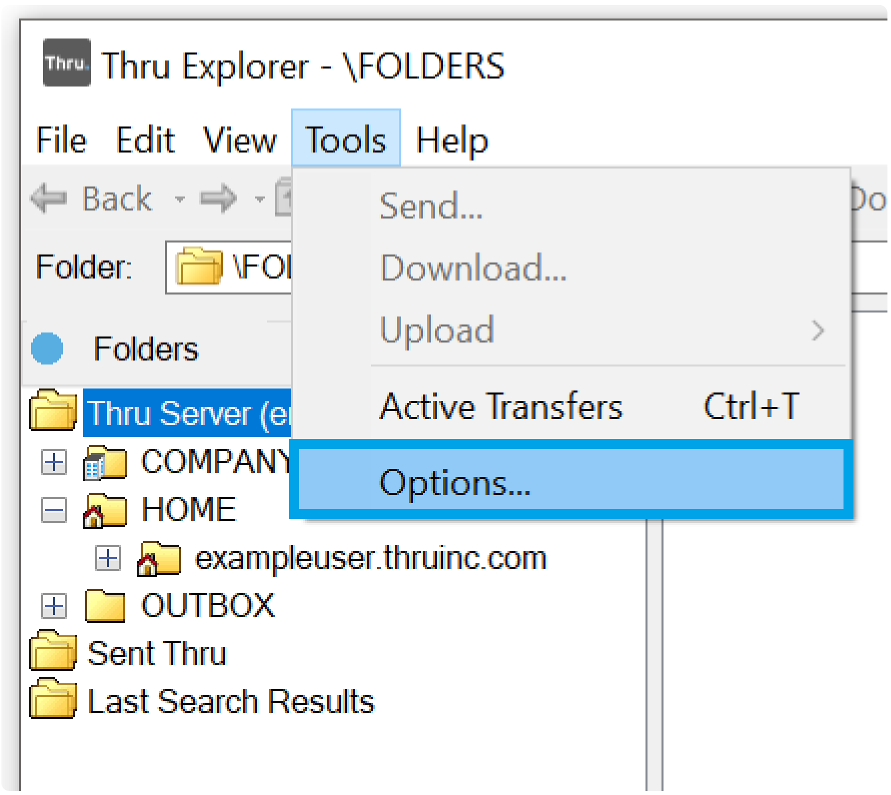


Use the following sections to learn the different features of Thru Explorer:

[Access Thru Explorer Options](#)
[Navigating Files and Folders](#)
[Uploading/Downloading Files and Folders](#)
[Moving Files/Folders](#)
[Using Action Bar Buttons](#)
[Publishing a File](#)
[Editing File and Folder Properties](#)
[Accessing the Sent Thru Folder](#)

Thru Explorer Options

To access Thru Explorer Options:

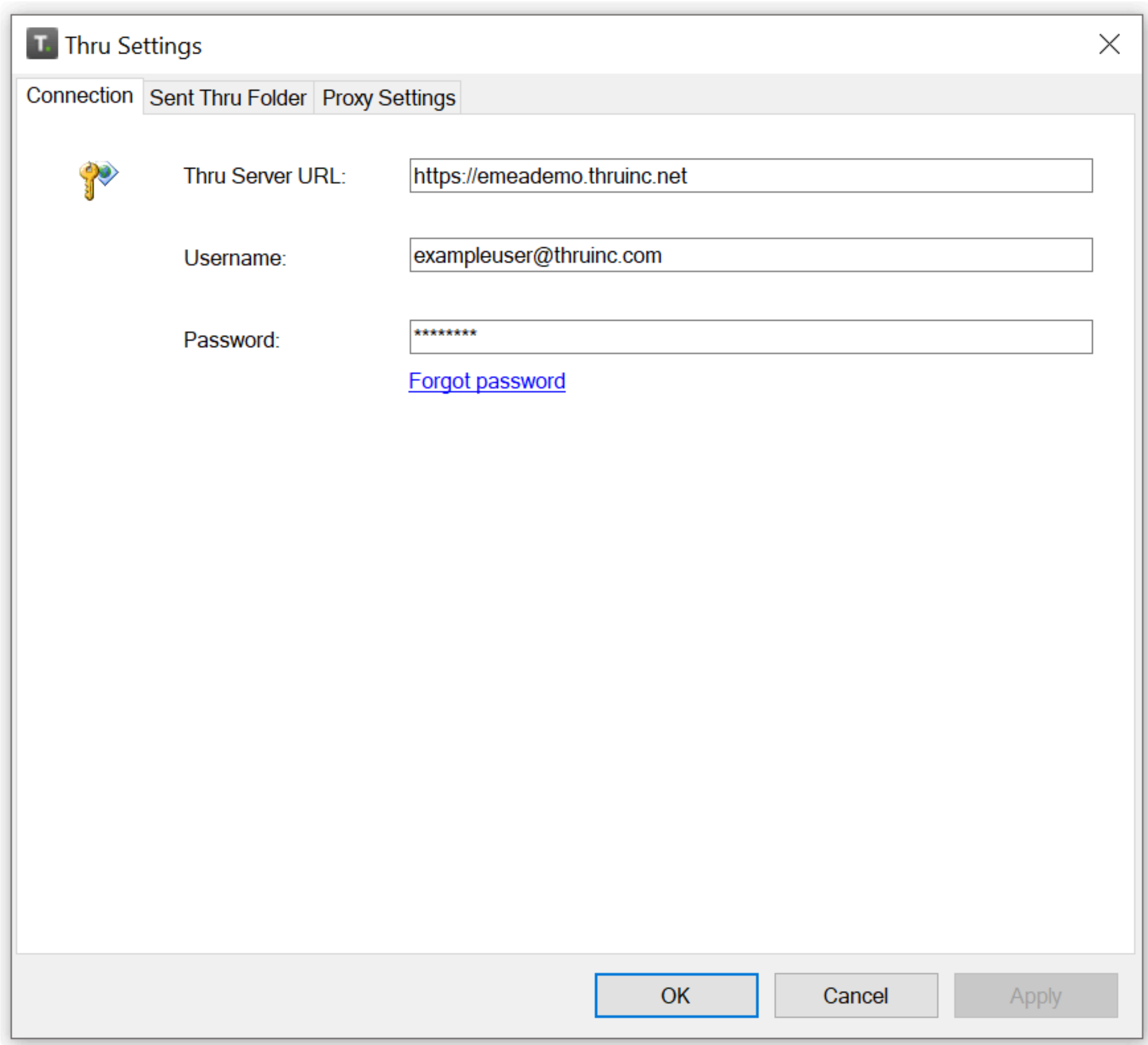


1. From here, you can modify the following Settings:

Connecting to Thru Server
Sent Thru Folder
Proxy Settings

Connecting to Thru Server

Connection allows you to set the Thru Server URL.



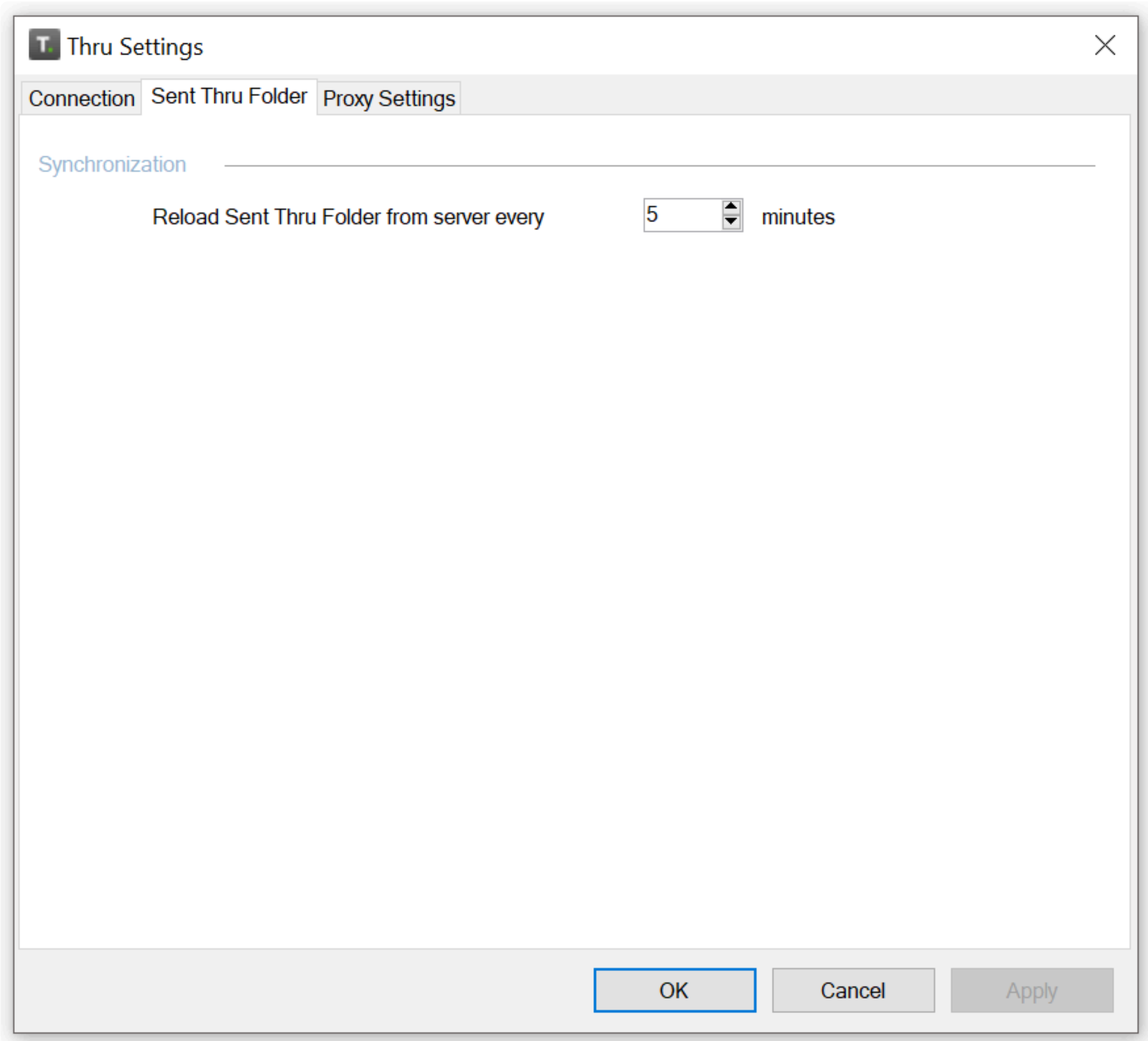
Enter the following information:

- Your company's Thru URL: (i.e. https://demo.thruinc.net)
- Your username: (i.e. Demo User)
- Your password: The password that you entered during initial account creation

Sent Thru Folder Tab

1. Click the **Sent Thru Folder** tab to determine how often you want to refresh the Sent Thru folder.

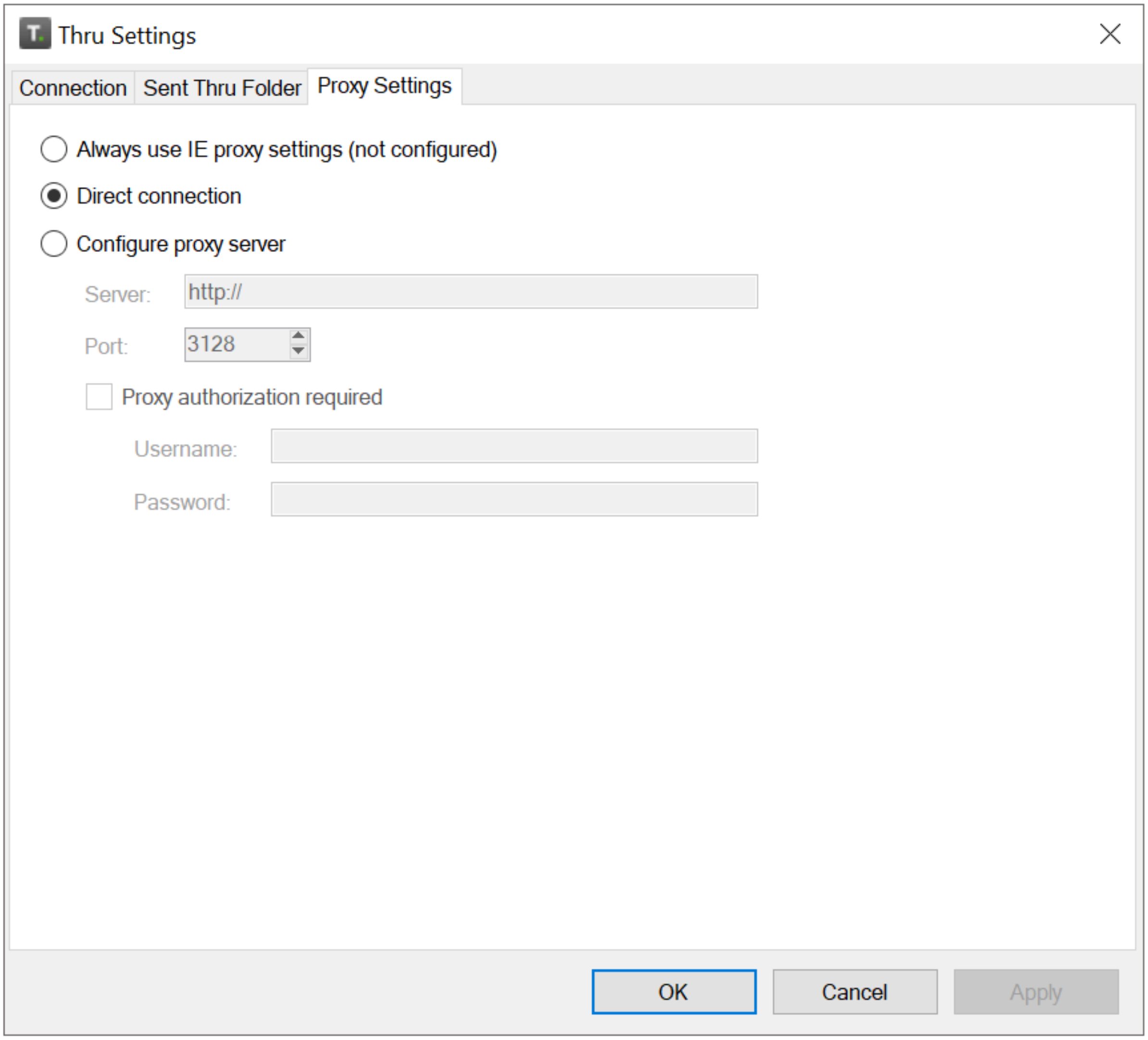
The default is five minutes.



Note : The more frequent you set the refresh rate, the more your bandwidth will be used.

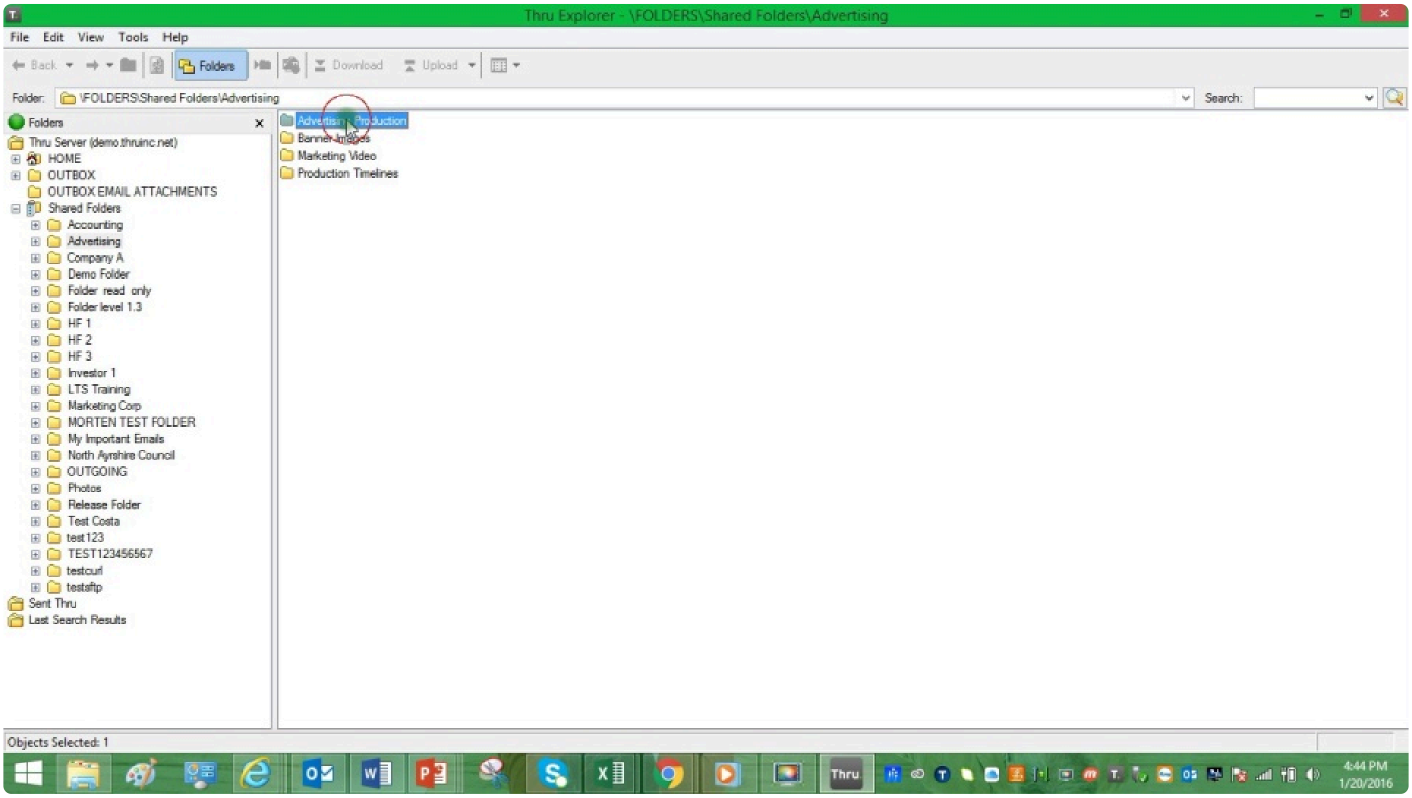
Thru Explorer Proxy Settings

Click on the Proxy Setting tab to access these options.



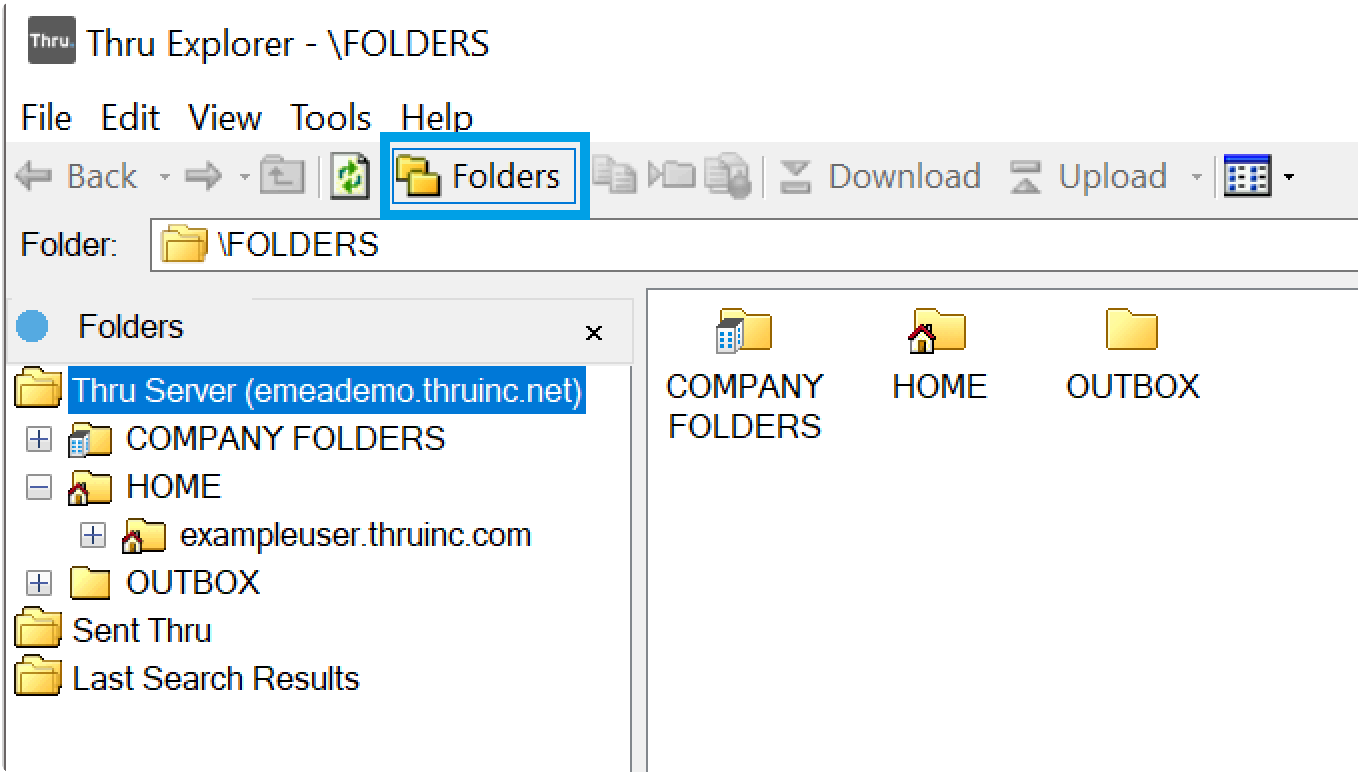
These options should be left as default to ensure proper functionality.

Navigating Folder Tree in Thru Explorer



The tree view can be used to navigate Thru Explorer.

The tree view is displayed by default on the left hand side of the Thru Explorer window and can be toggled on or off by clicking **Folders** in the action bar.

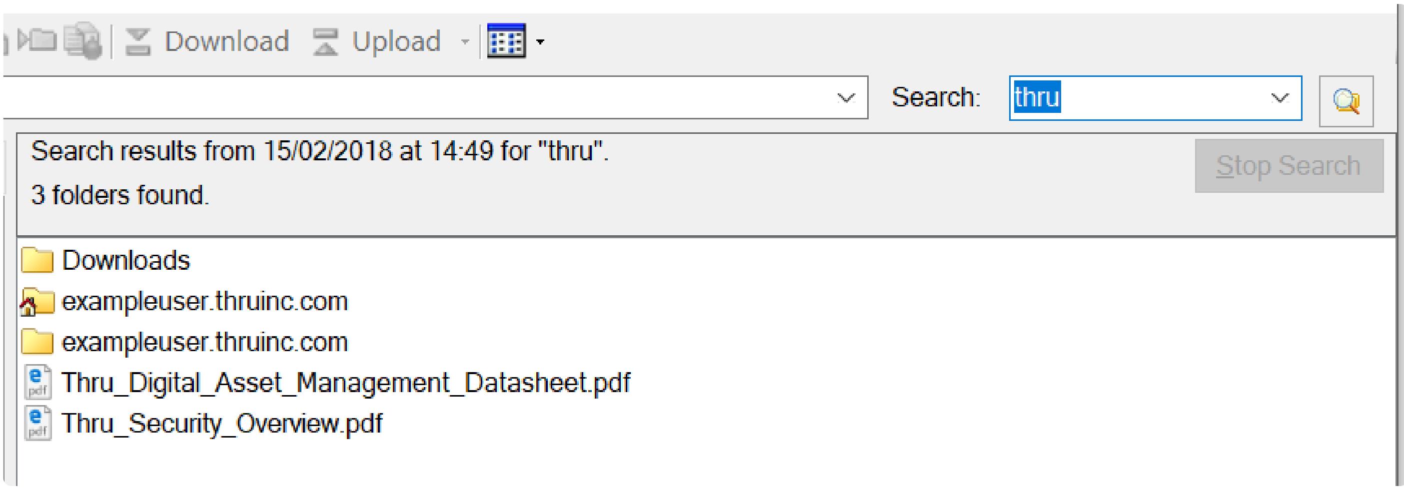


1. Display the contents of the folder by clicking on the folder name in the tree view. The contents of that folder display in the file view to the right, where they can be downloaded for viewing or sent to recipients.
2. Click the plus sign in front of the folder name to display any subfolders if any are present. You can then click on the subfolder names to display the contents of that folder.

Searching for Files

You can search for files within Thru Explorer by using the search field.

1. Type in your search terms in the Search field, and then press **Enter** or click **Search**.



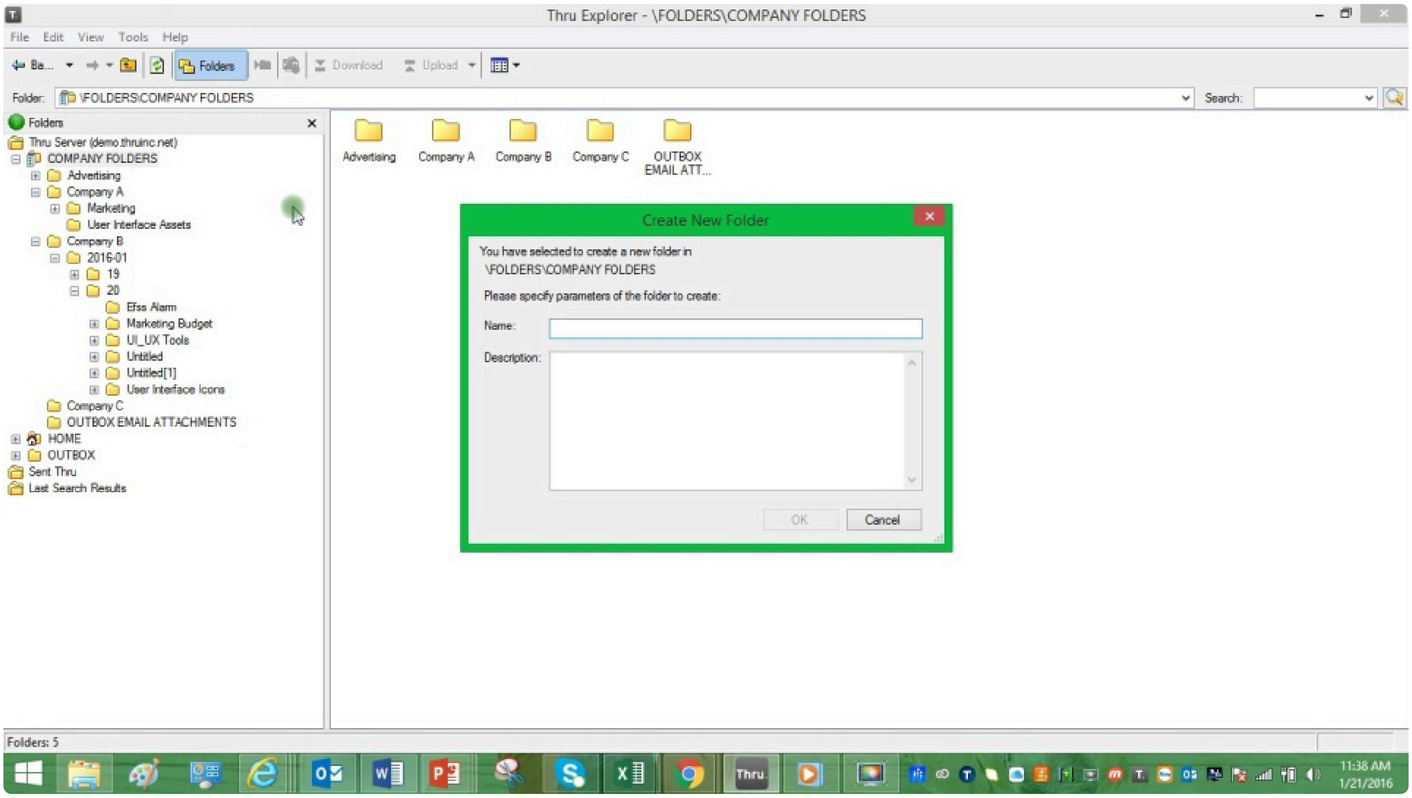
2. Your search results display.
3. Wild searches are also supported by Thru Explorer:

- If you type in *car, it will display anything with car after the phrase.
- If you type in car*, it will display anything with car before the phrase.
- If you type in **car**, it will display anything that has car in the middle of its name.

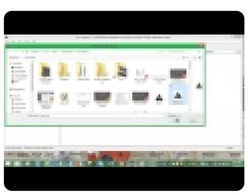
Creating and Deleting Folders

This section will show you how to create and delete folders within the Thru Explorer desktop application.

Watch the video below for a brief demo.



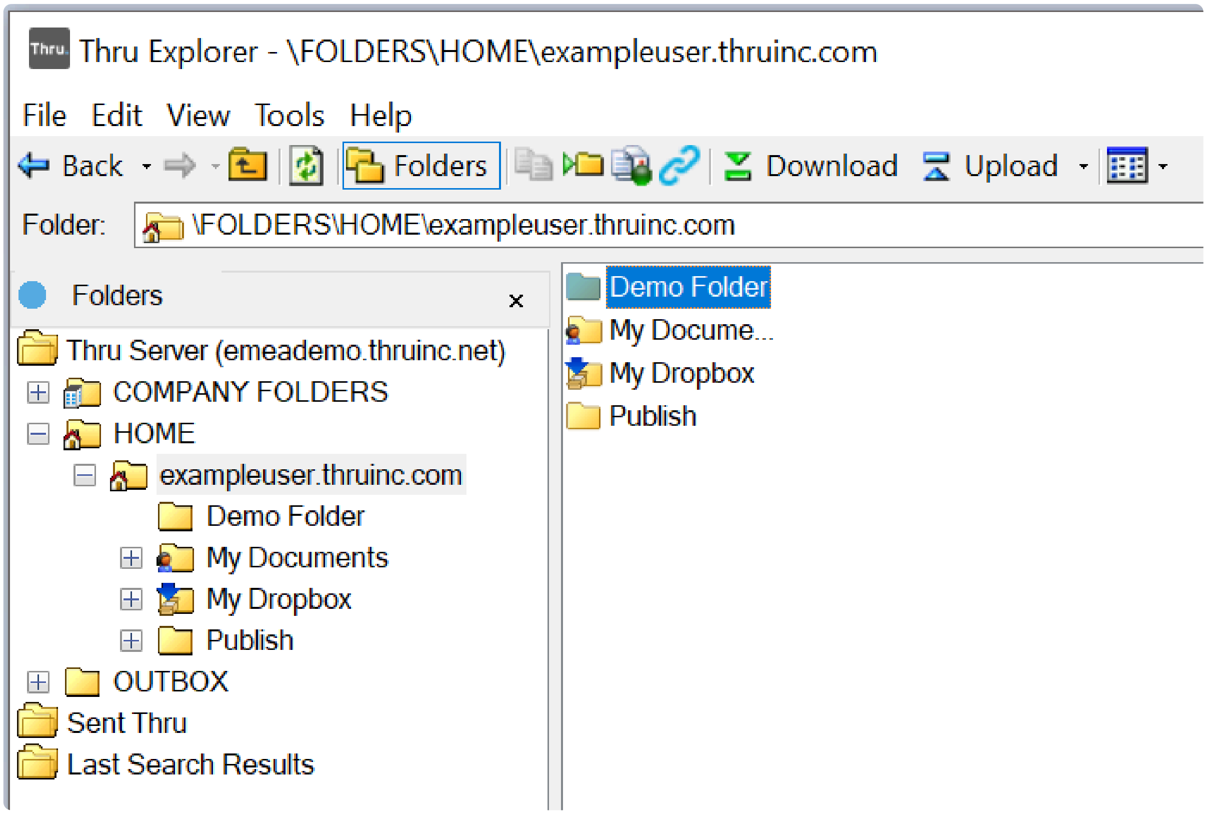
Uploading/Downloading Files and Folders



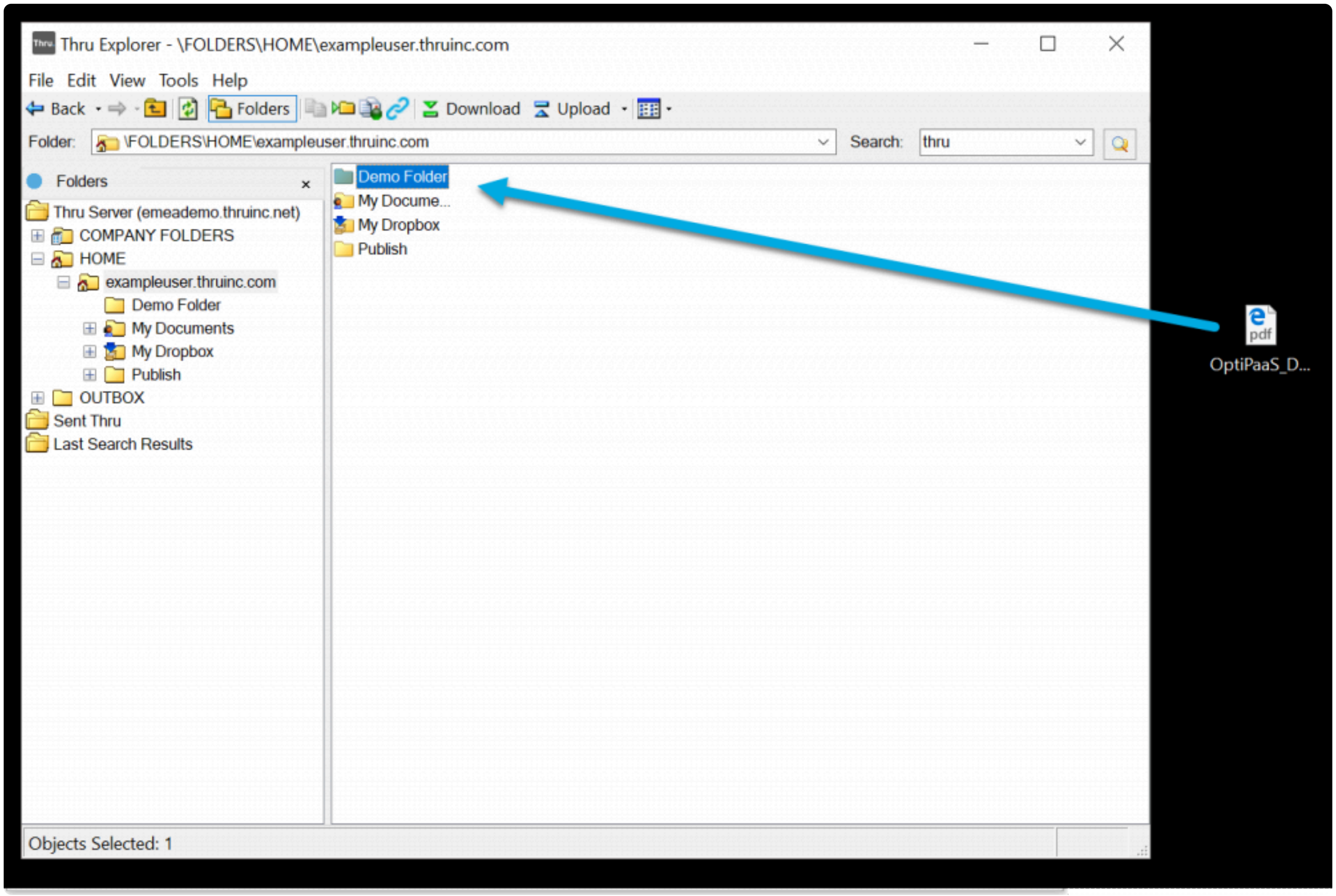
Uploading Files/Folders

To upload files/folders to Thru Explorer:

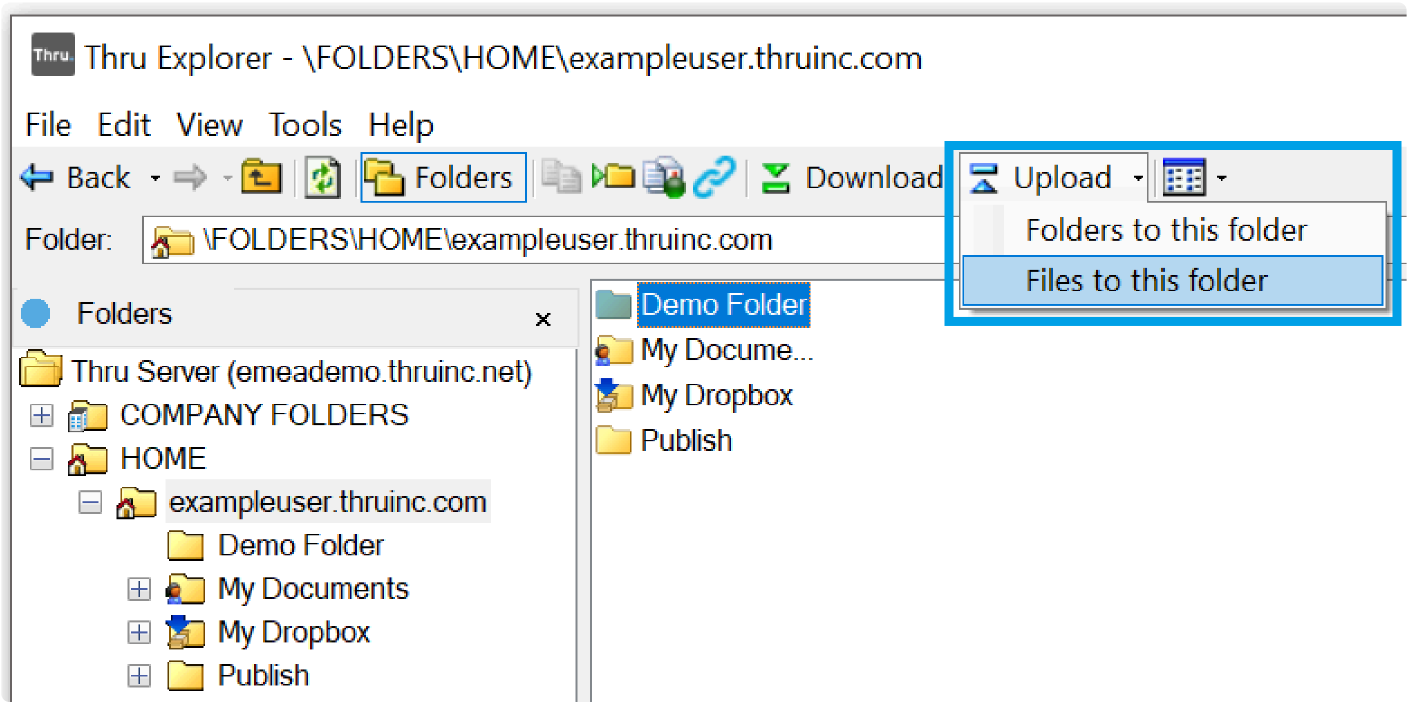
1. Navigate to the folder to which you wish to upload by either using the tree view on the left, or by using the file view to the right.



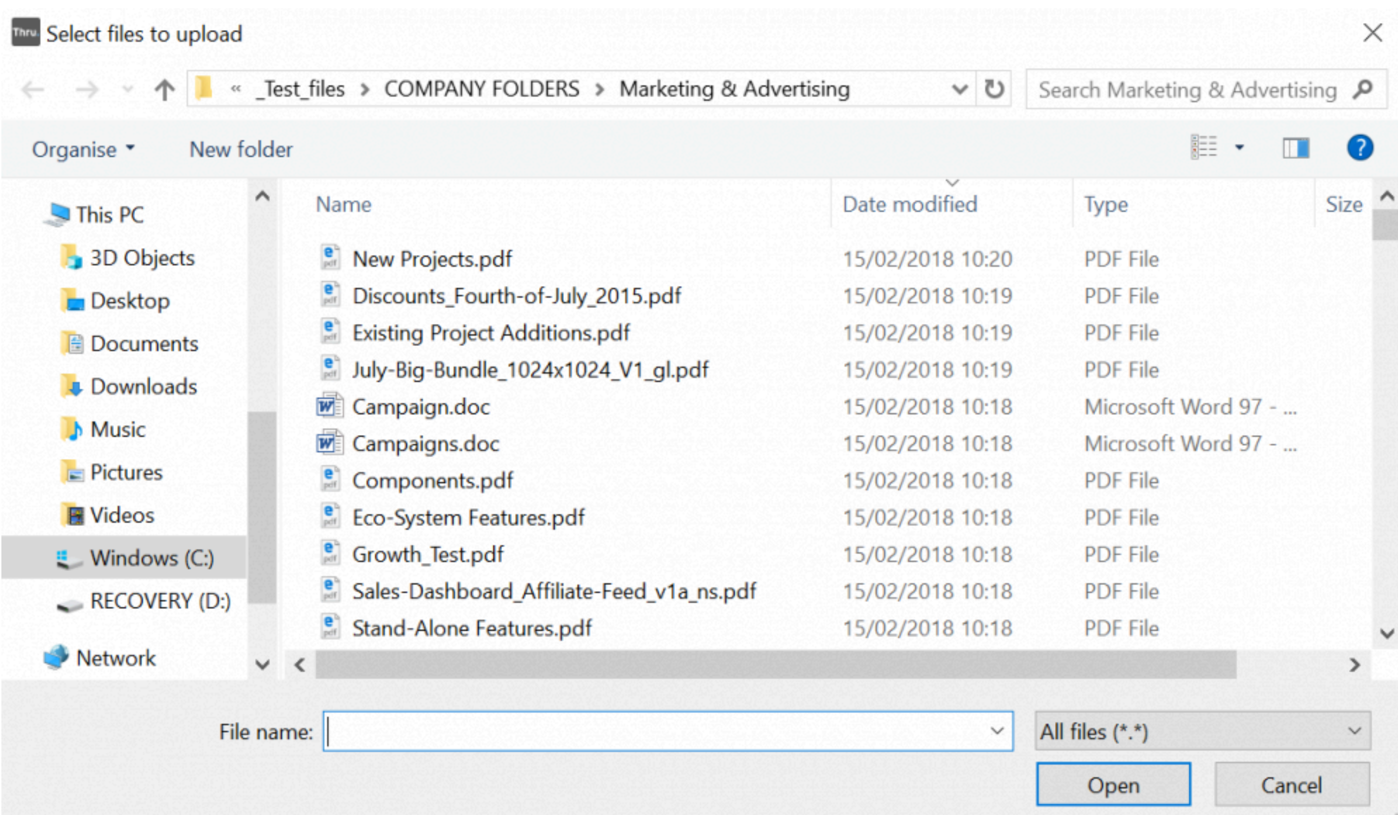
2. Drag and drop the file into the file view of Thru Explorer to start Transfer Manager and upload the file.



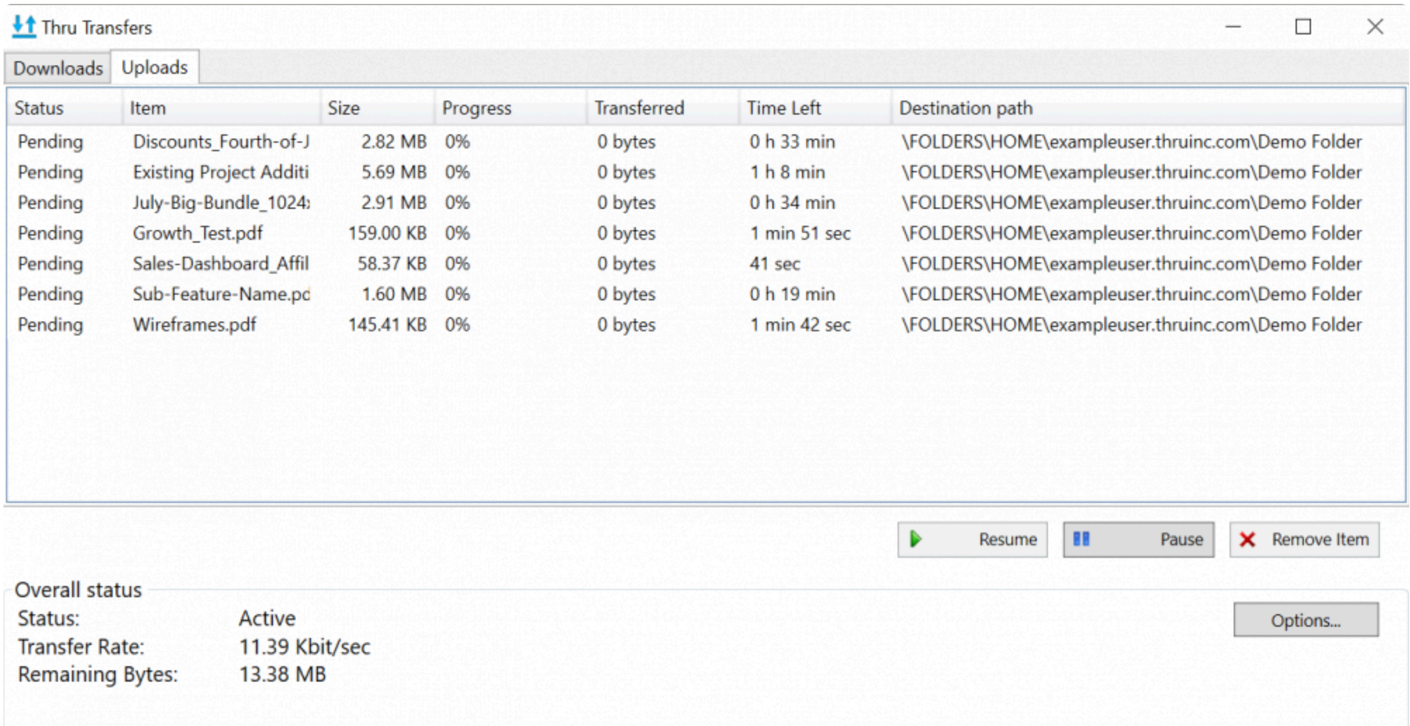
3. Optionally, you can click **Upload**, and then select the file or folder you want to upload.



4. The Select Files window opens. Select the files or folder you want to upload, and then click **Open**.



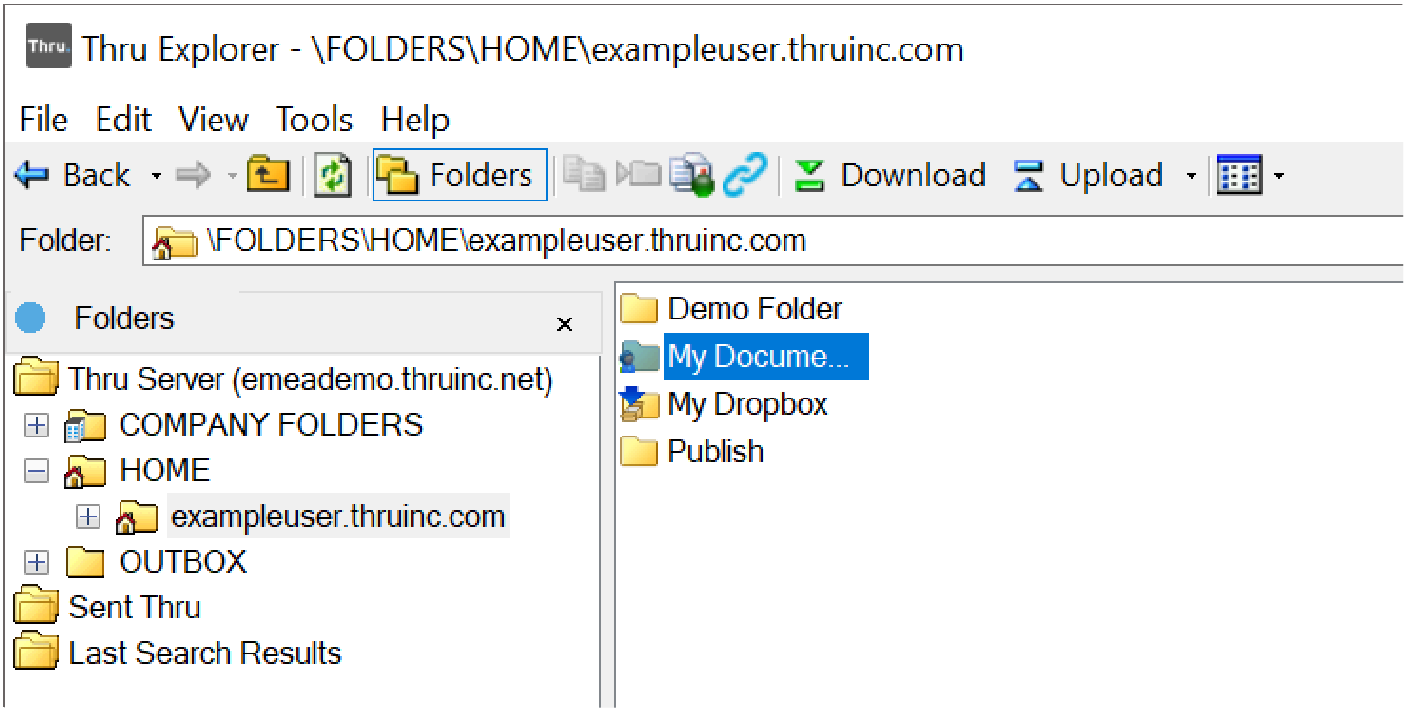
The Transfer Manager opens and your files upload to the Thru server.



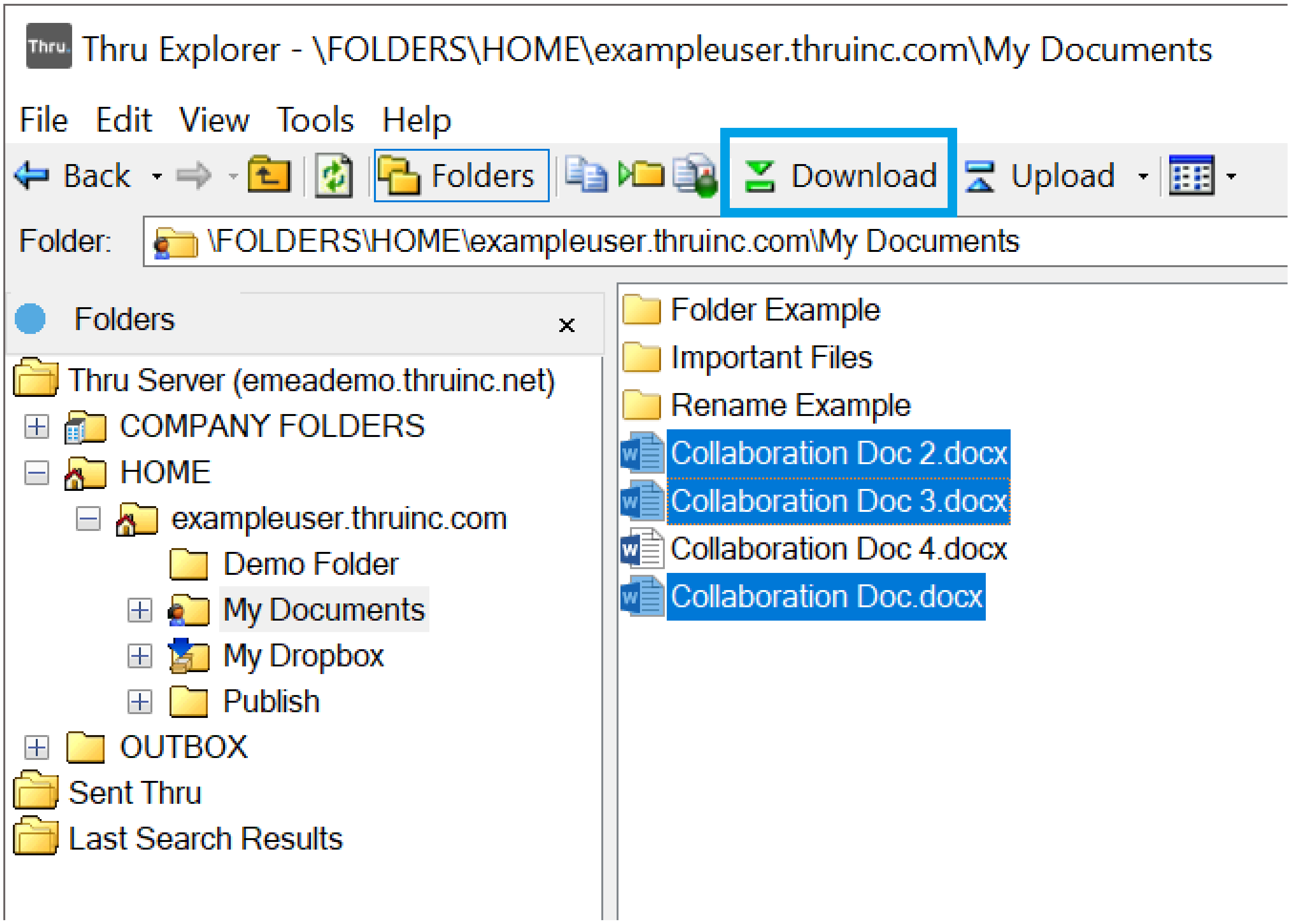
Downloading Files/Folders

To download files from Thru Explorer to your local drive:

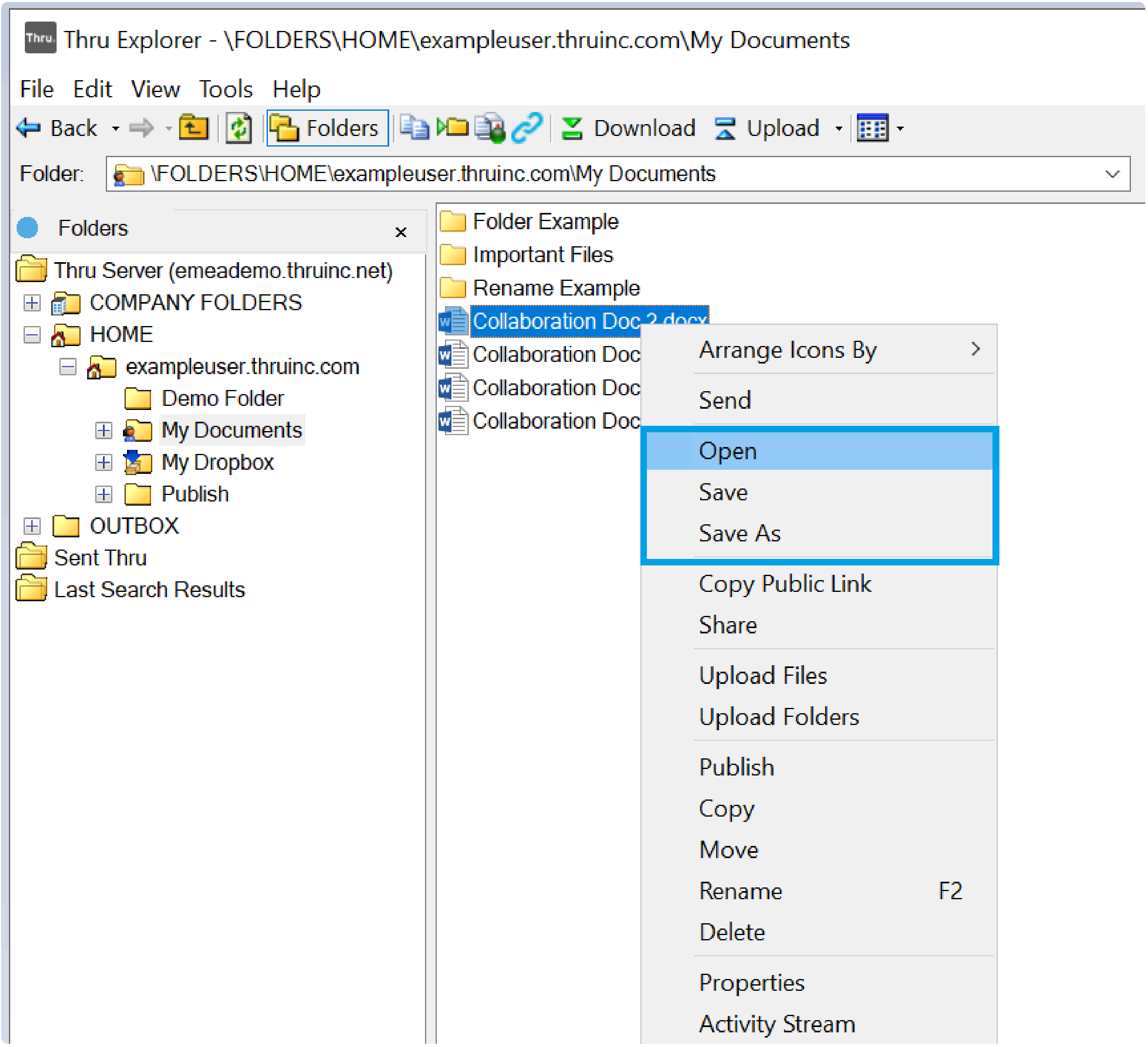
1. In Thru Explorer, navigate to the file you wish to download.



2. Click the file you wish to download, and then click **Download**.

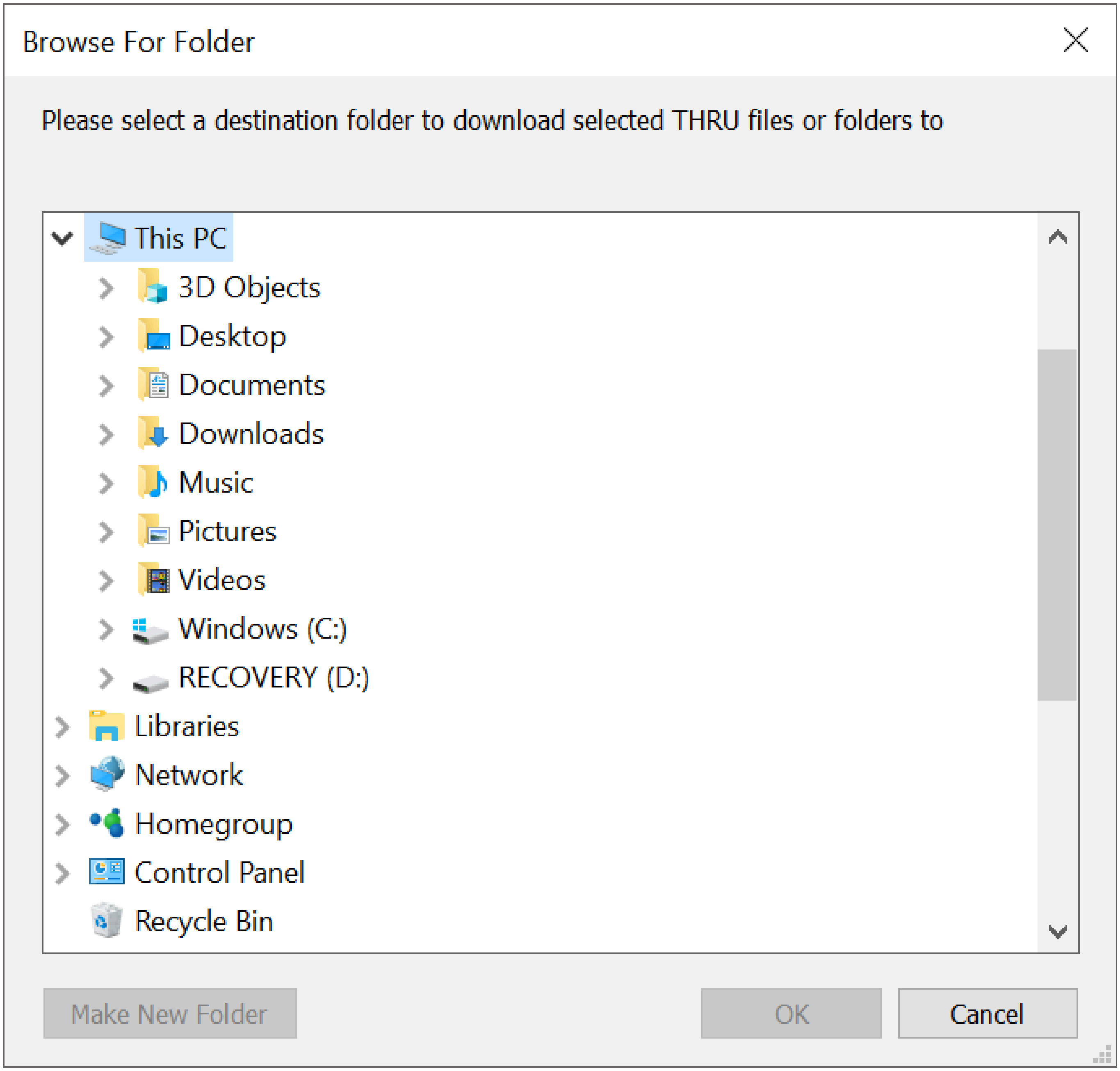


3. Optionally, you can right-click the file you want to download, and then you can either select **Open**, **Save** or **Save As** from the drop-down menu.



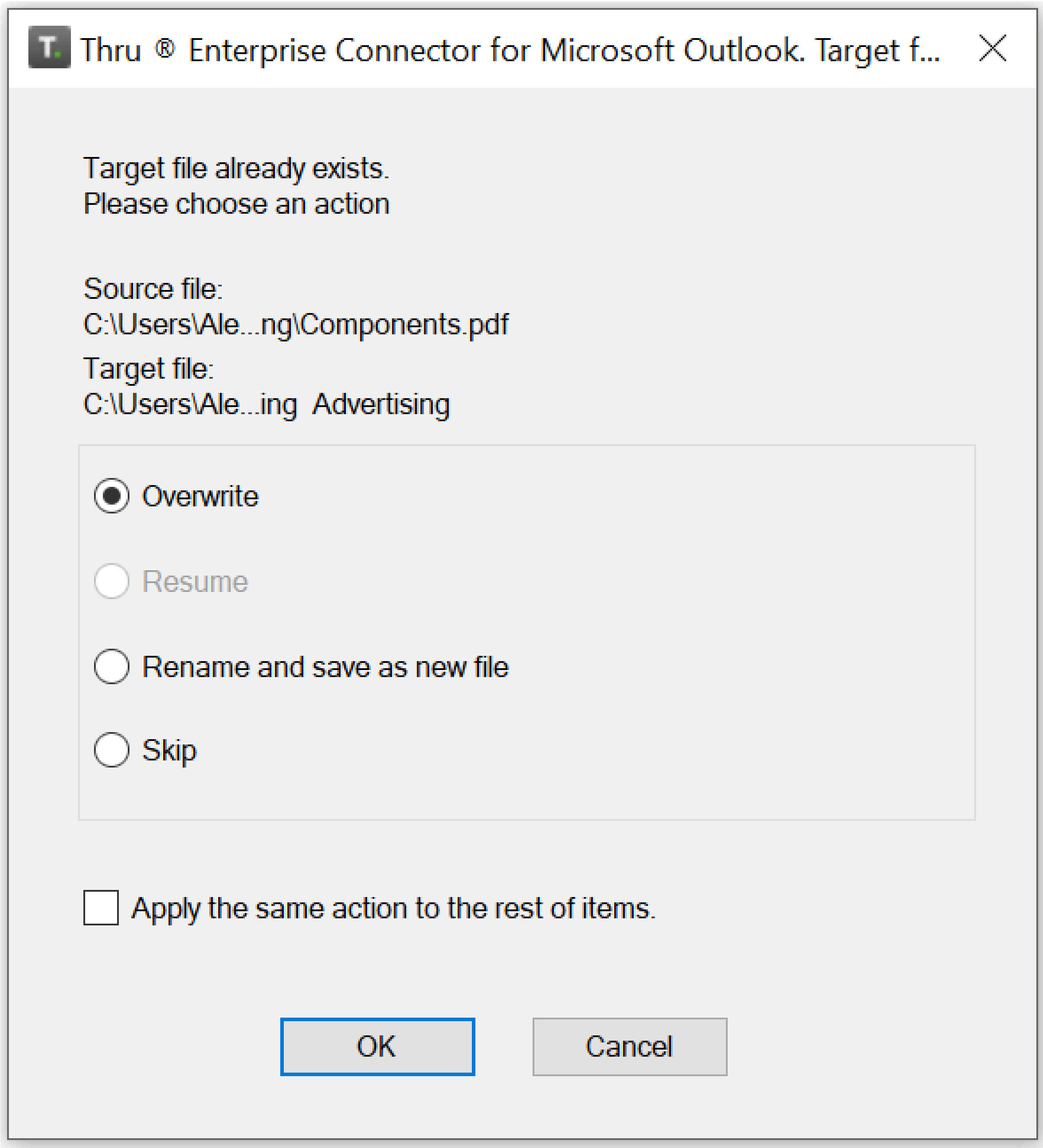
- **Open**: Selecting Open will download the file to your desktop and will open in the appropriate program. (i.e. Word Docs will open in Microsoft Word, Excel Sheets will open in Excel)
- **Save**: This selection downloads selected files directly to the Downloads folder of your desktop.
- **Save As**: To download selected Thru files or folders to a particular destination folder, select Save As.

Selecting this option will open the Browse For Folder window.

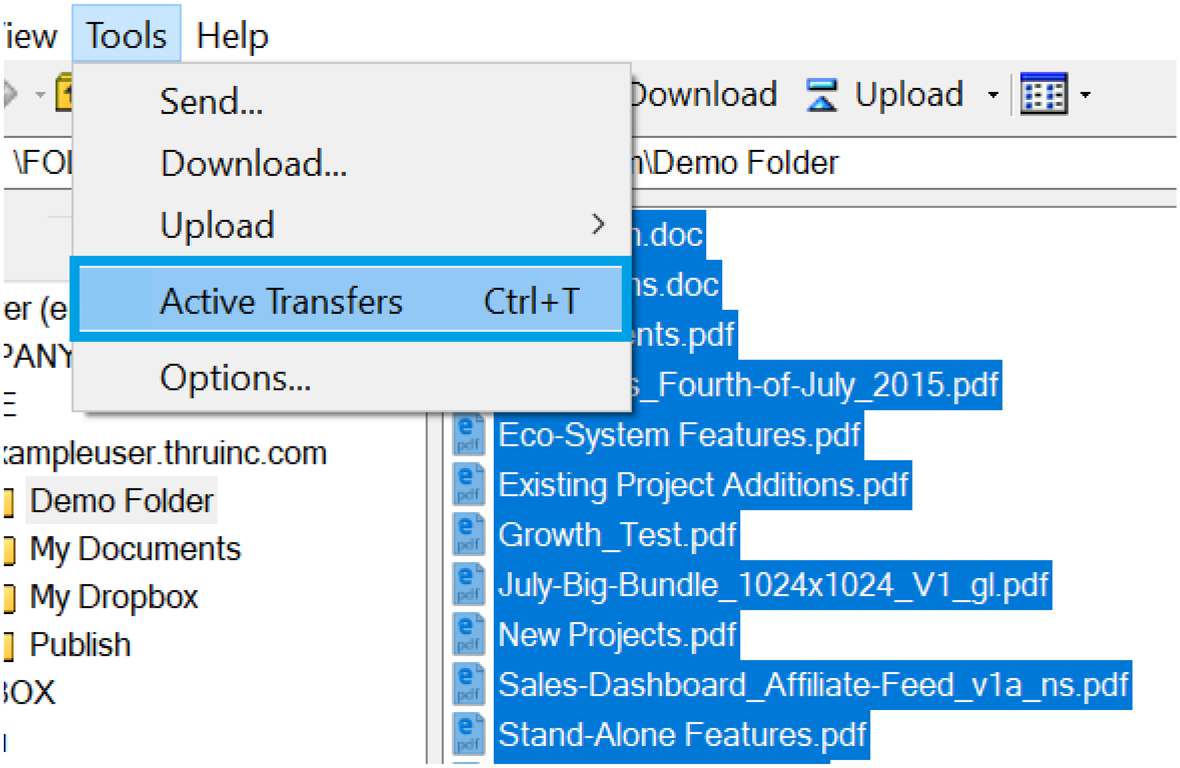


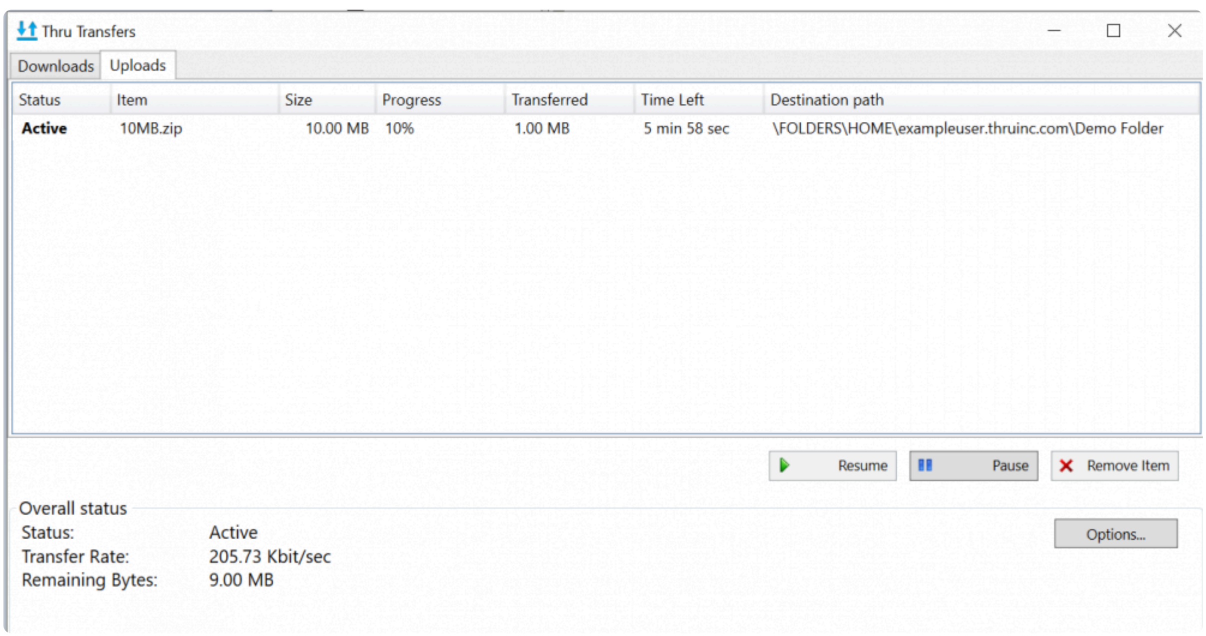
After you have selected a destination folder, click **OK**.

- **File already exists**: If a file name already exists on your desktop, a window will appear with options to Overwrite, Save with versioned name, or Skip. You can also select Apply the same action to the rest of items. Click **OK** after you have made your selection and the file will proceed to be opened.



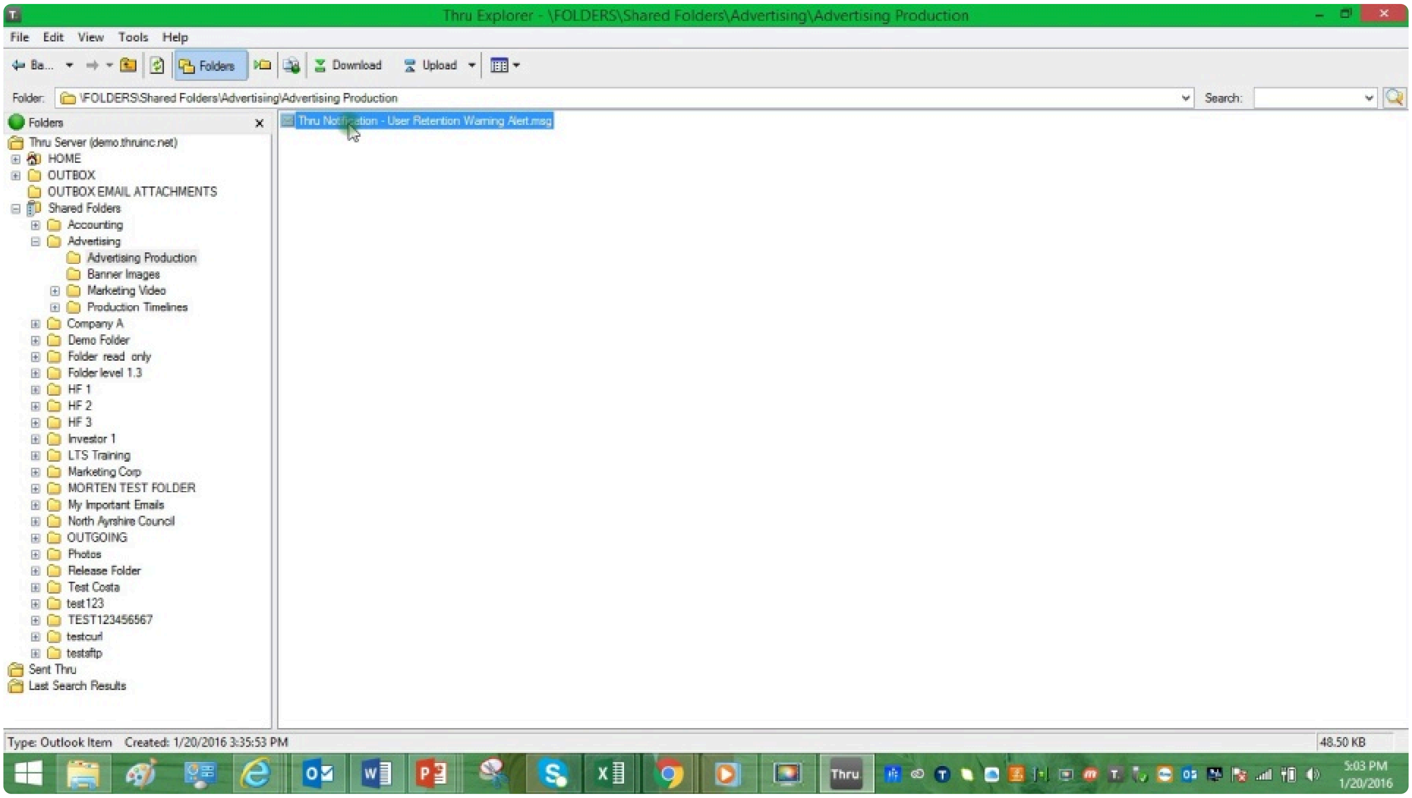
4. To view the progress of all Thru file downloads, go to *Thru Transfers* by navigating to *Tools* > *Active Transfers*.





Sending Files in Thru Explorer

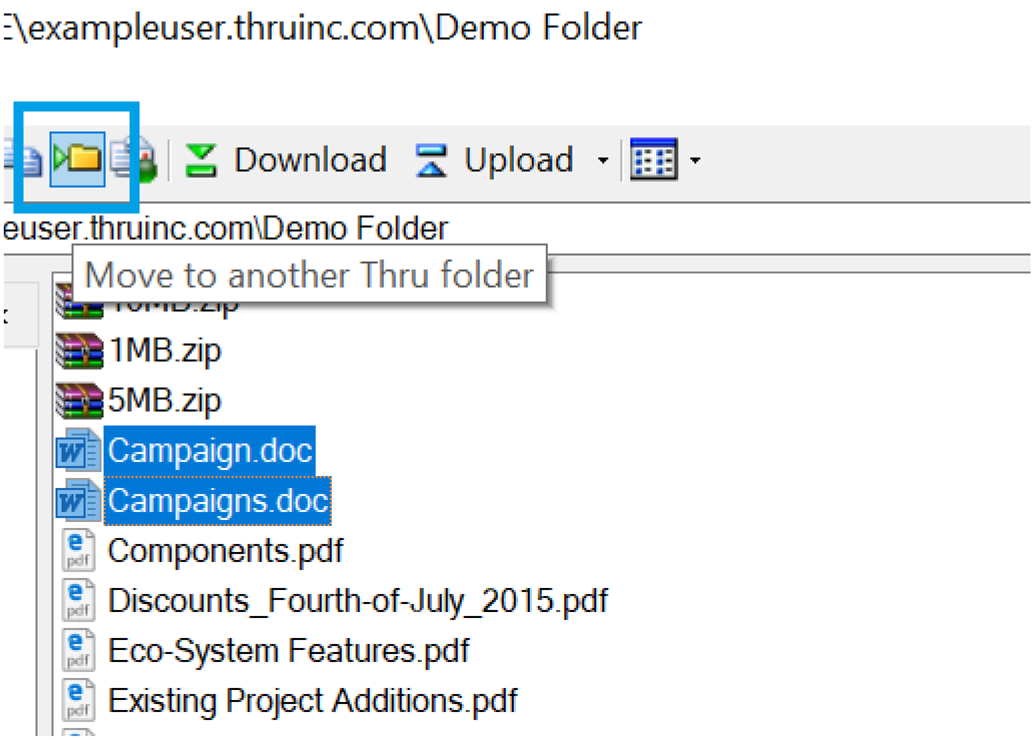
This section will show you how to send files in Thru Explorer. Watch the video below for a brief demo.



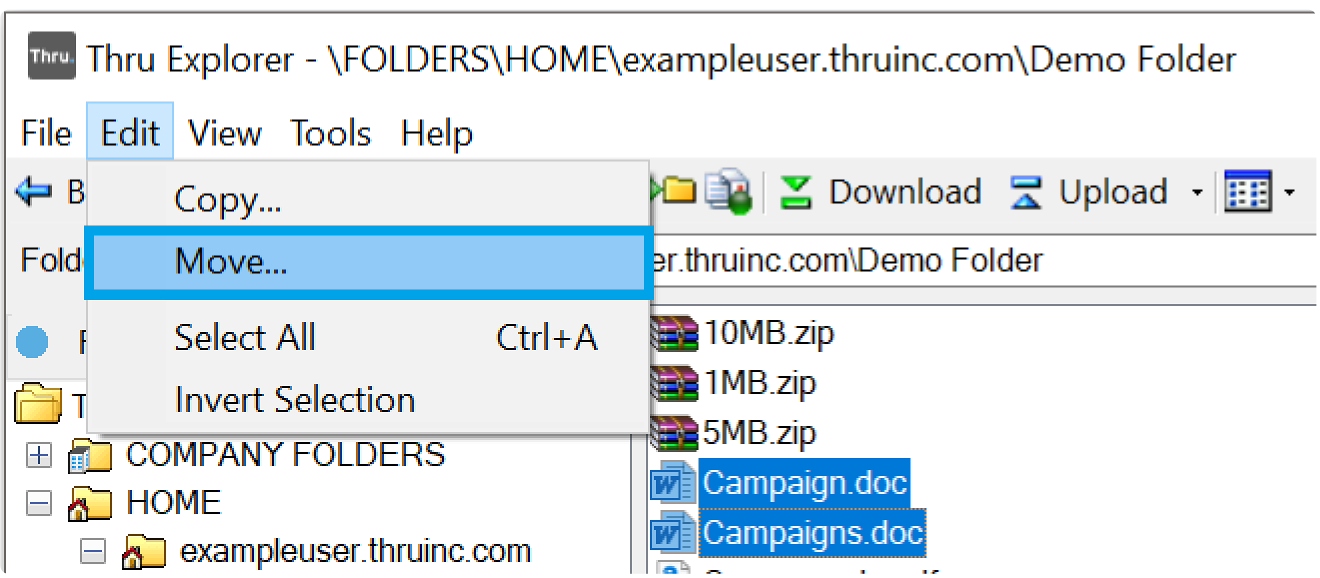
Moving Files/Folders in Thru Explorer

You can move files to a different folder within Thru Explorer.

1. Select the file or folder you want to move, and then click **Move to Folder**.

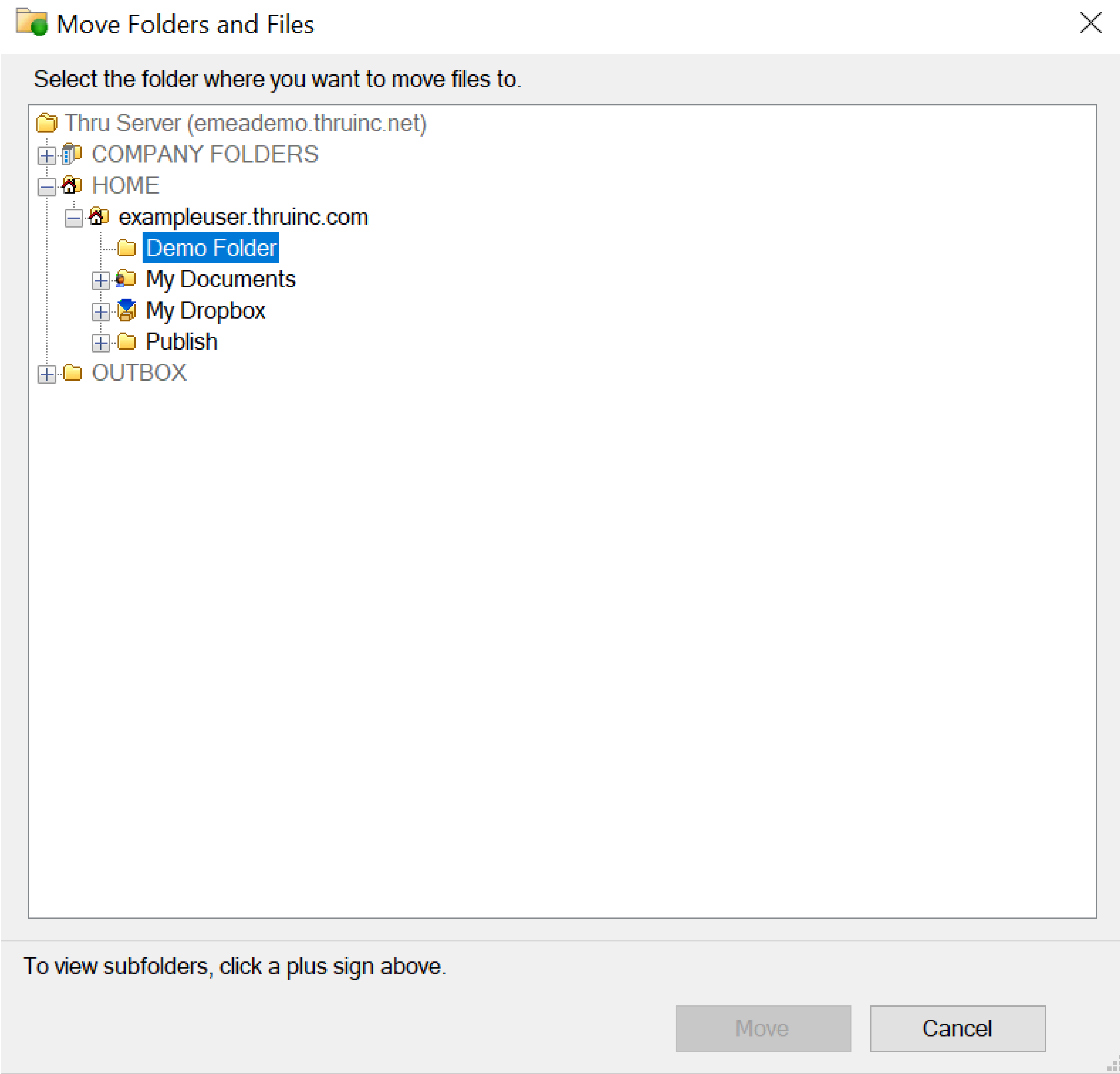


Optionally, you can go to **Edit** > **Move to Folder**.



2 The Move Folders and Files window opens. Click on the folder to which you would like to move the file,

and then click **Move**.

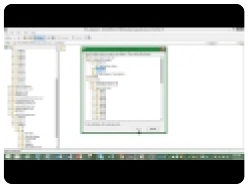


Using Action Bar Buttons

In this section you can view the definition of each action bar button in the Thru Explorer desktop app.

These actions are the primary operations within Thru Explorer to navigate and manage files.

Included in this section is also a video that provides a brief demo of performing each of these actions.



Thru Explorer Action Bar Functions	
Back	Allows the user to navigate one operation back. Clicking the arrow will show the available functions.
Forward	Allows the user to navigate one operation forward. Clicking the arrow will show the available functions.
Navigate Folder Up	Allows the user to navigate to the previous folder in the folder structure.
Refresh	Refreshes the information within Thru Explorer from the Thru Server.
Folders Tree View	Allows the user to toggle the left tree view on and off.
Move to Folder	Allows the user to move files from one folder to another.
Send THRU	Allows the user to automatically send the selected files/folders into Outlook and get the files ready to distribute.
Download	Allows the user to download the selected files and/or folders.
Upload	Allows the user to upload the selected files and/or folders.
Change View	Allows the user to personalize the way the files and folders are displayed.

Publishing a File

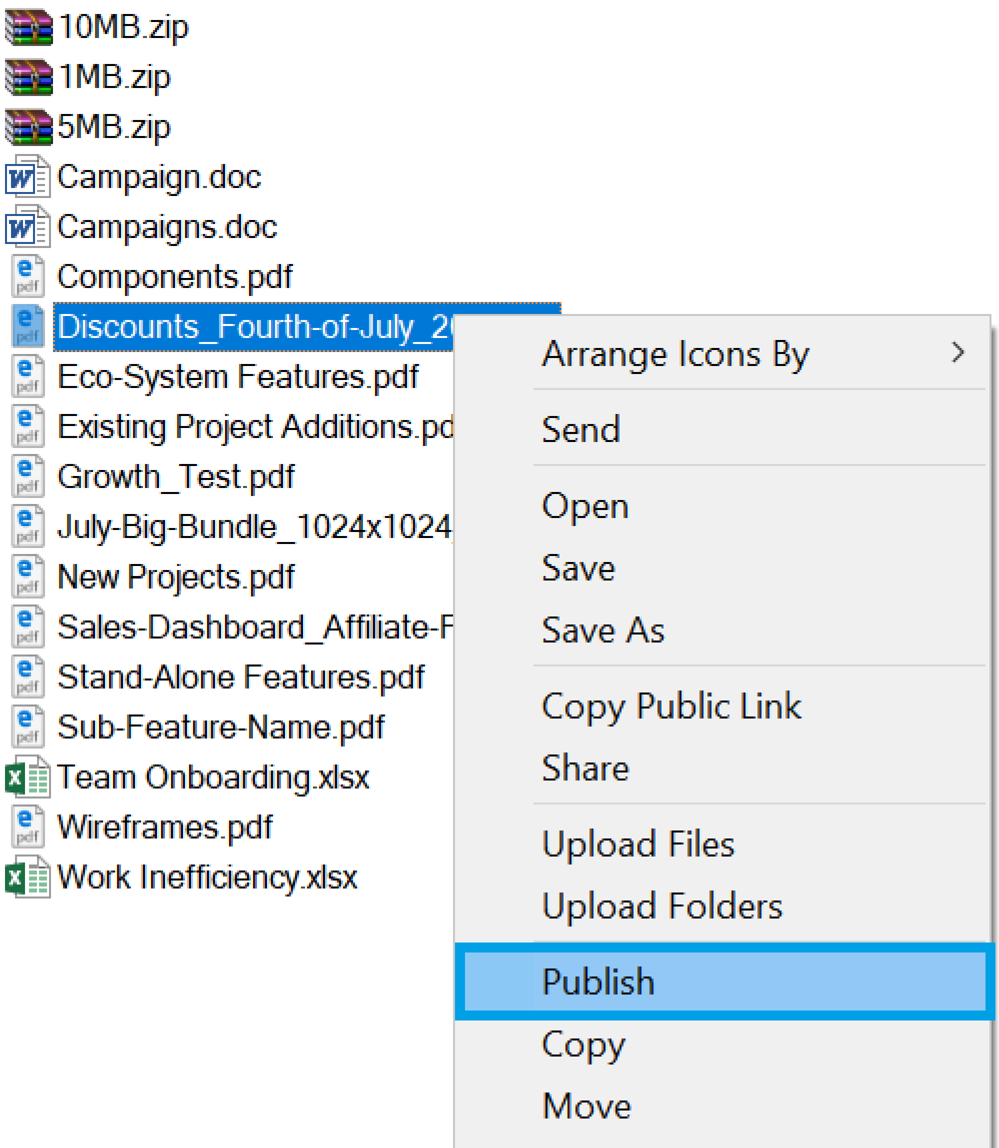
To make a file available for download via Publishing (creating a link to the file) you must be a user in the Publishing Users group.

Once you have submitted your file for publishing, a user belonging to the Publishing Administrators group will need to publish a file.

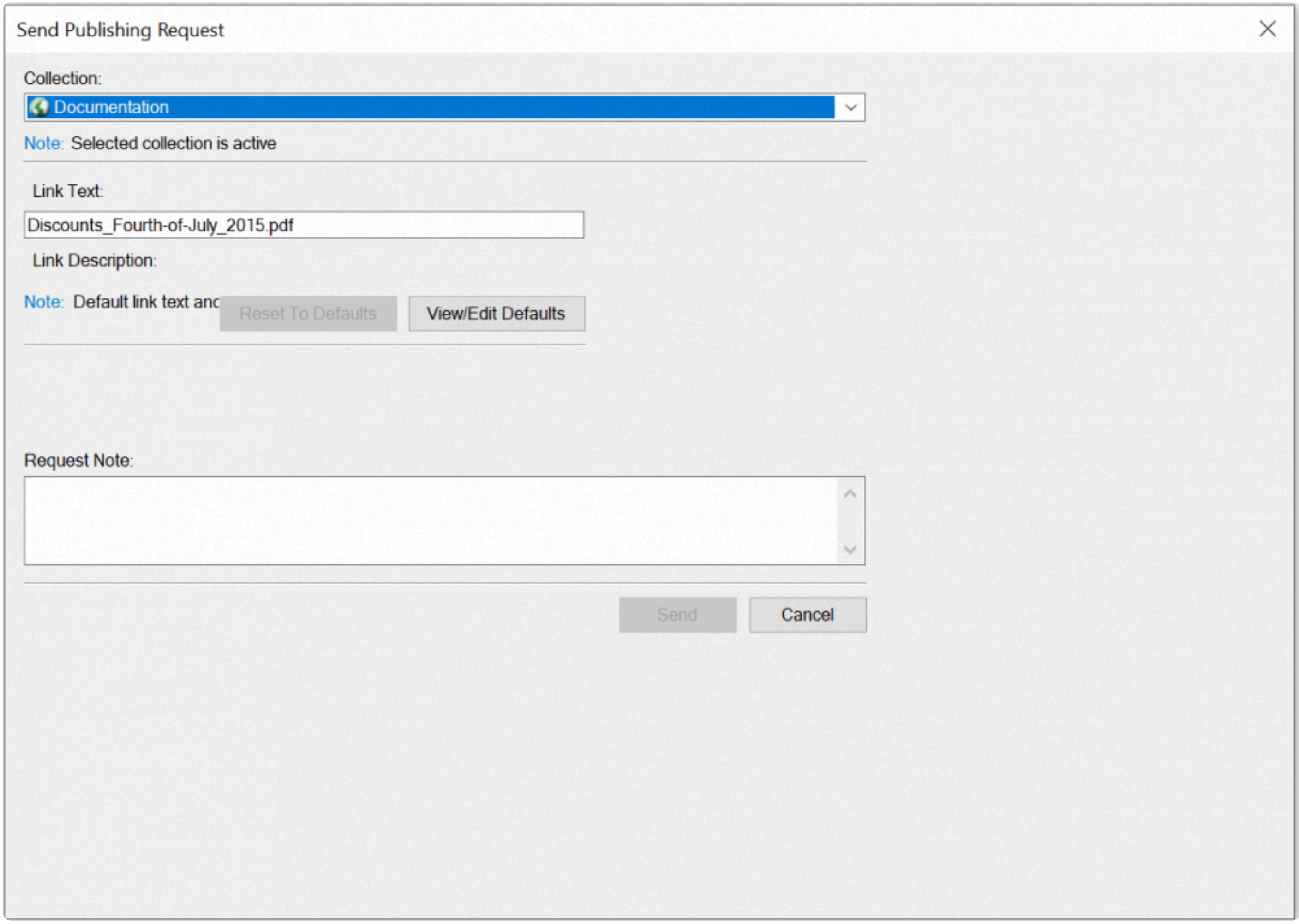
That administrator will have to approve the publishing before it is available for download.

To publish a file in Thru Explorer:

1. Right-click on the file you want to publish.



The Send Publishing Request window opens.



2. Choose a Collection.

- Click the Right Arrow to select which collection you would like to add this publishing.
  New Collections can only be added by a Publishing Administrator.

- Link Text will be what is displayed when a receiver goes to pick up the files.
  You can change the Link Text to what you desire as long as you keep the file extension intact.

- Link Description is optional and will help you keep track of your publishing.

- Request Note is also optional and will be displayed to the Publishing Administrators once they go to approve your publication request.

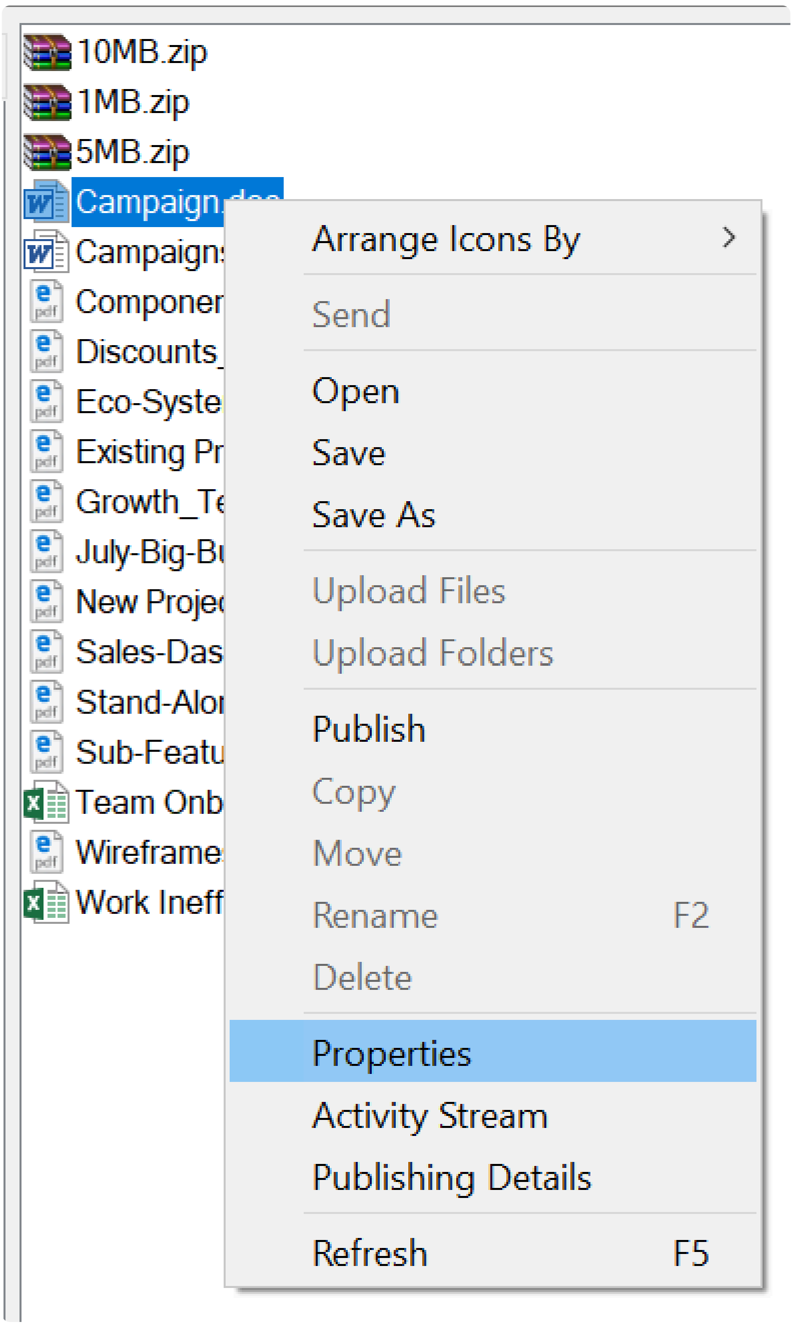
3. Click **Send**.

A Publishing Administrator will need to be notified to log in and approve or deny your publishing request.

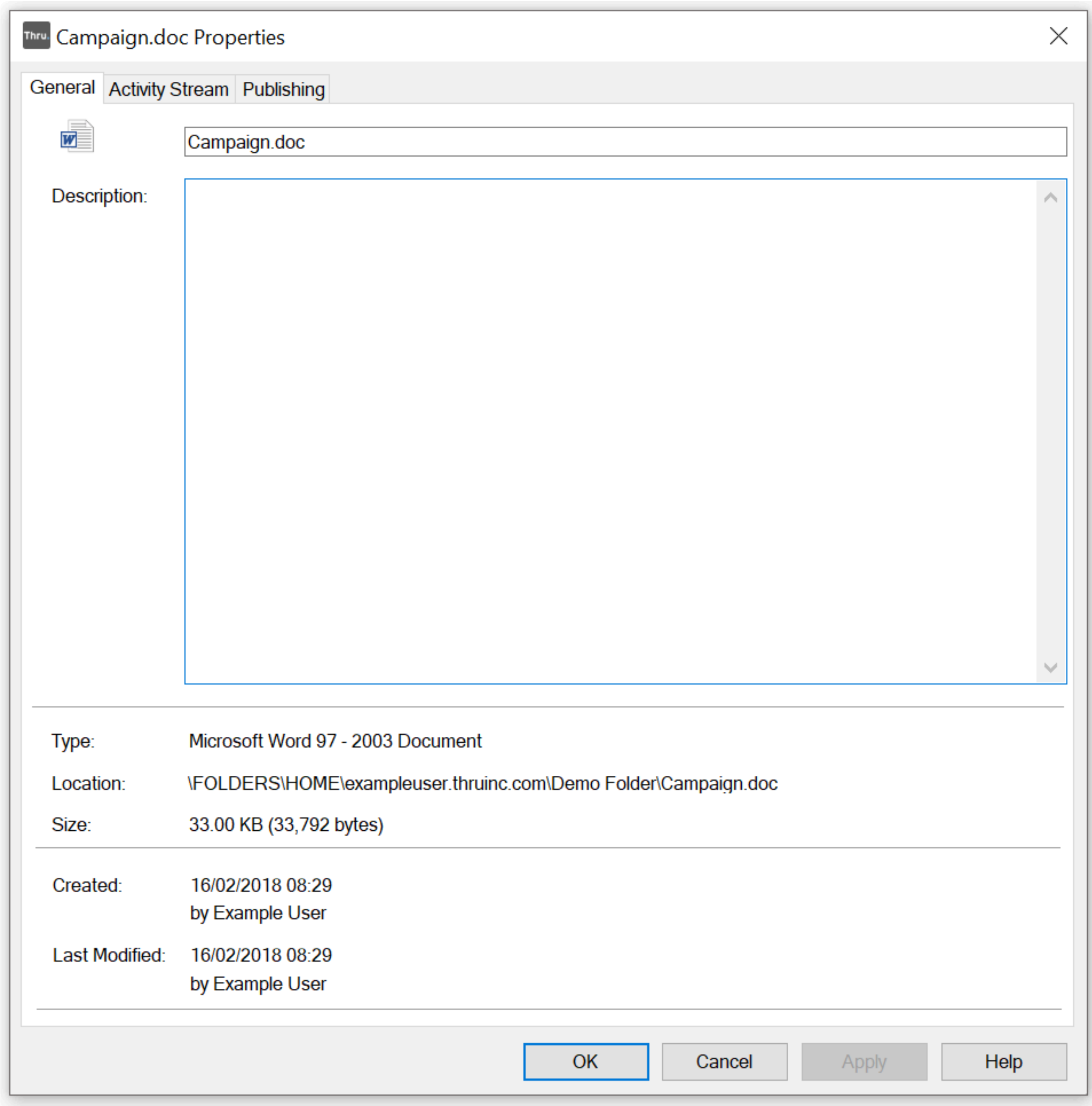
Editing File and Folder Properties

To view the properties of the File or Folder:

1. Right-click the file and then select **Properties**.



The Properties window displays.



2. To edit general properties:

a. Edit any of the following information:

- Name of the file.
- Description (this is optional and it can be blank).
- Type of file, Location on the server, and the size on the server.
- When it was created and by whom.

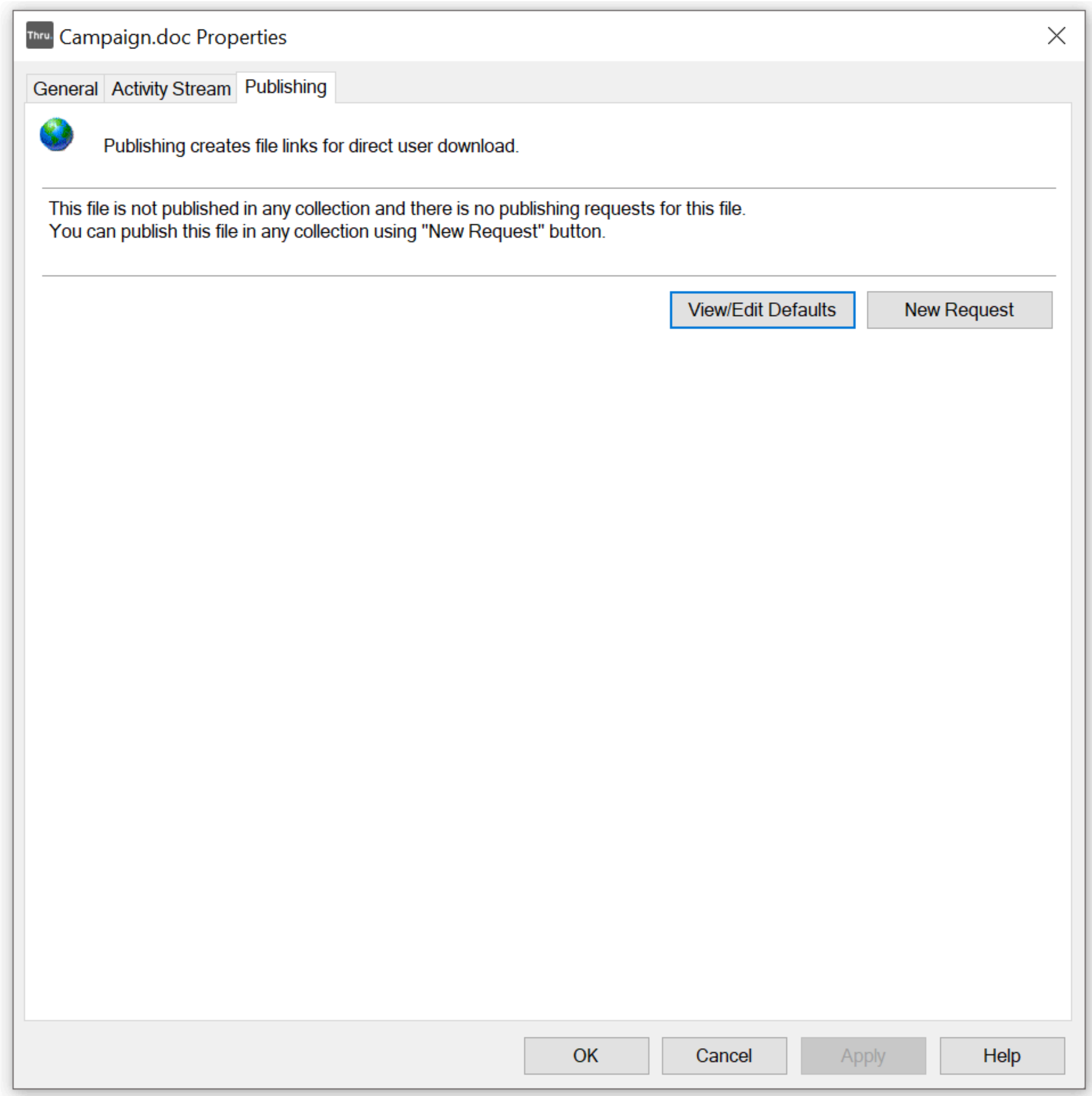
- When it was last modified and by whom.

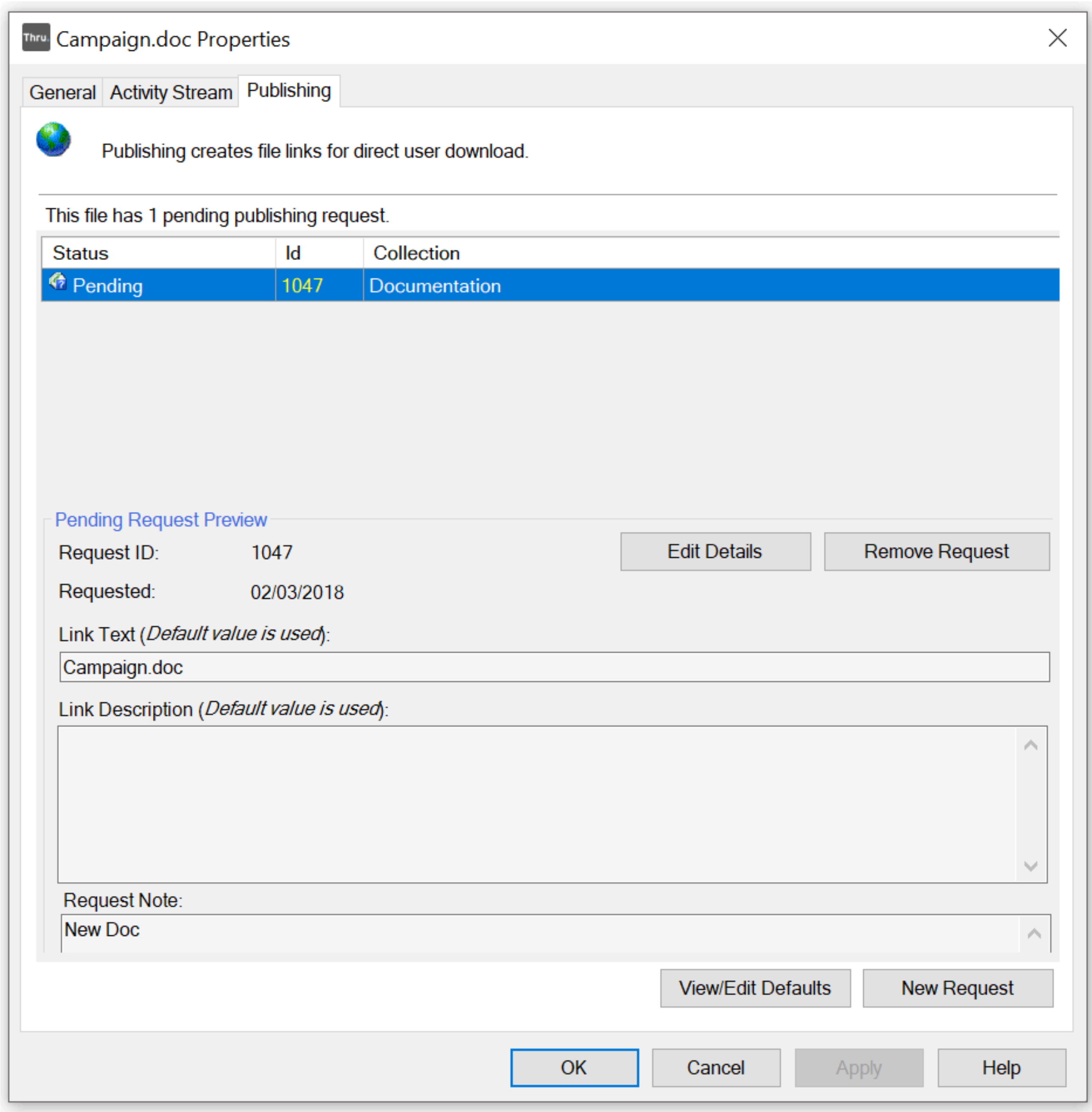
b. Click **OK**.

3. To edit publishing preferences:

a. Create a new request by clicking **New Request** and following the on-screen prompts.

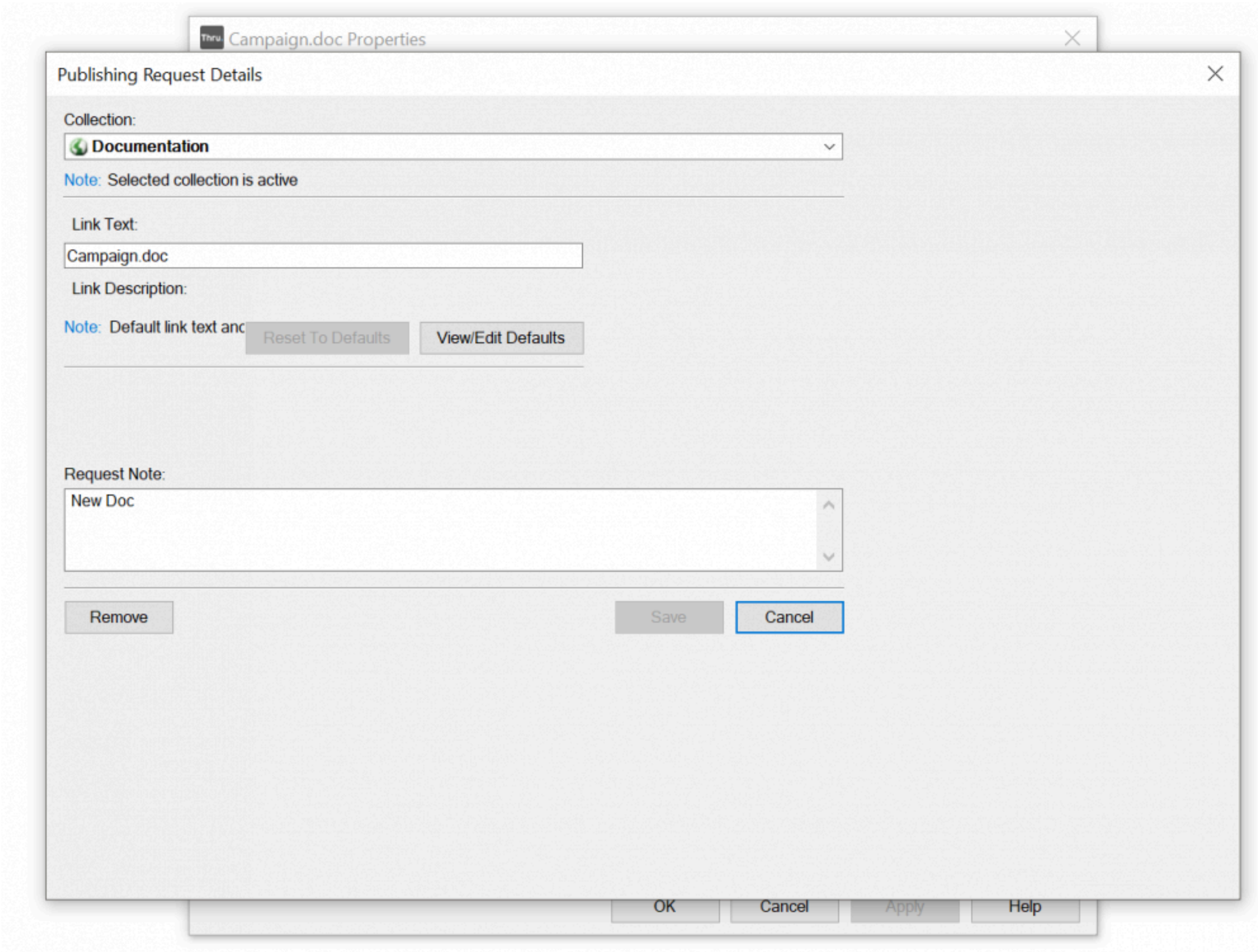
- You can also create or edit default settings for publishing by clicking “View/Edit Defaults”.


Campaign.doc Properties
General
Activity Stream
Publishing
Publishing creates file links for direct user download.
This file is not published in any collection and there is no publishing requests for this file.
You can publish this file in any collection using "New Request" button.
View/Edit Defaults
New Request
OK
Cancel
Apply
Help



4. To edit the details of the published file

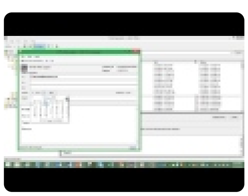
a. Click **Edit Details**. The following “*Publishing Request Details*” window opens.



b. Change any of the details here to fit your needs, and then click **Save**.

7. To disable the file from being downloaded, click **Remove Request**. The link is disabled immediately.

Accessing the Sent Thru Folder

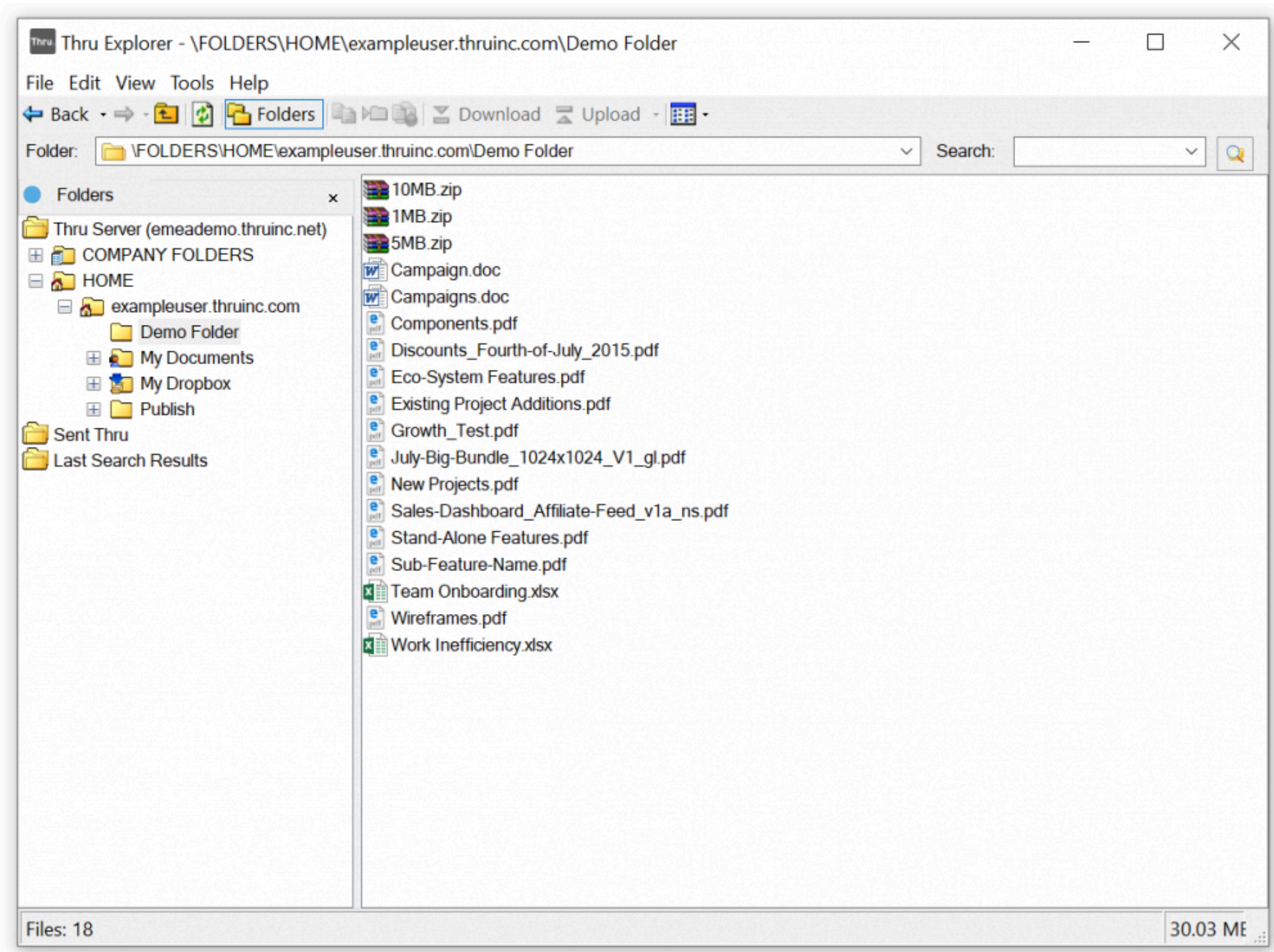


All Thru emails that you have sent are kept in the Sent Items folder that is native to Outlook.

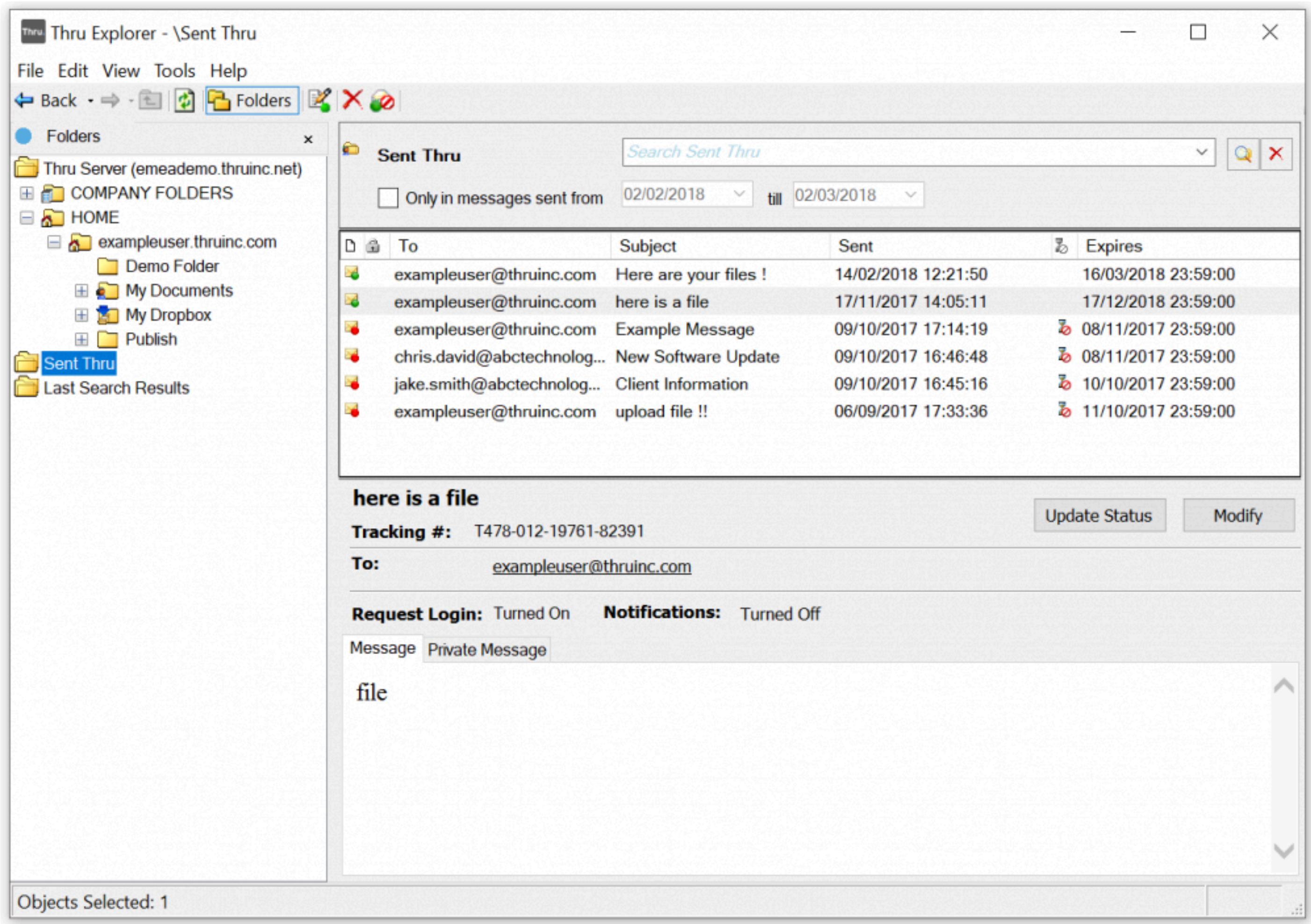
This will store the message that you have typed into the regular mail window.

If you want to see the details of the Thru email such as which files were attached and its expiration you will need to navigate to the **Sent Thru** folder in the Thru Explorer.

1. From the Outlook toolbar, click **Thru Explorer**. The Thru Explorer window displays.



2. Click on the Sent Thru folder on the left tree view to display all Thru emails.



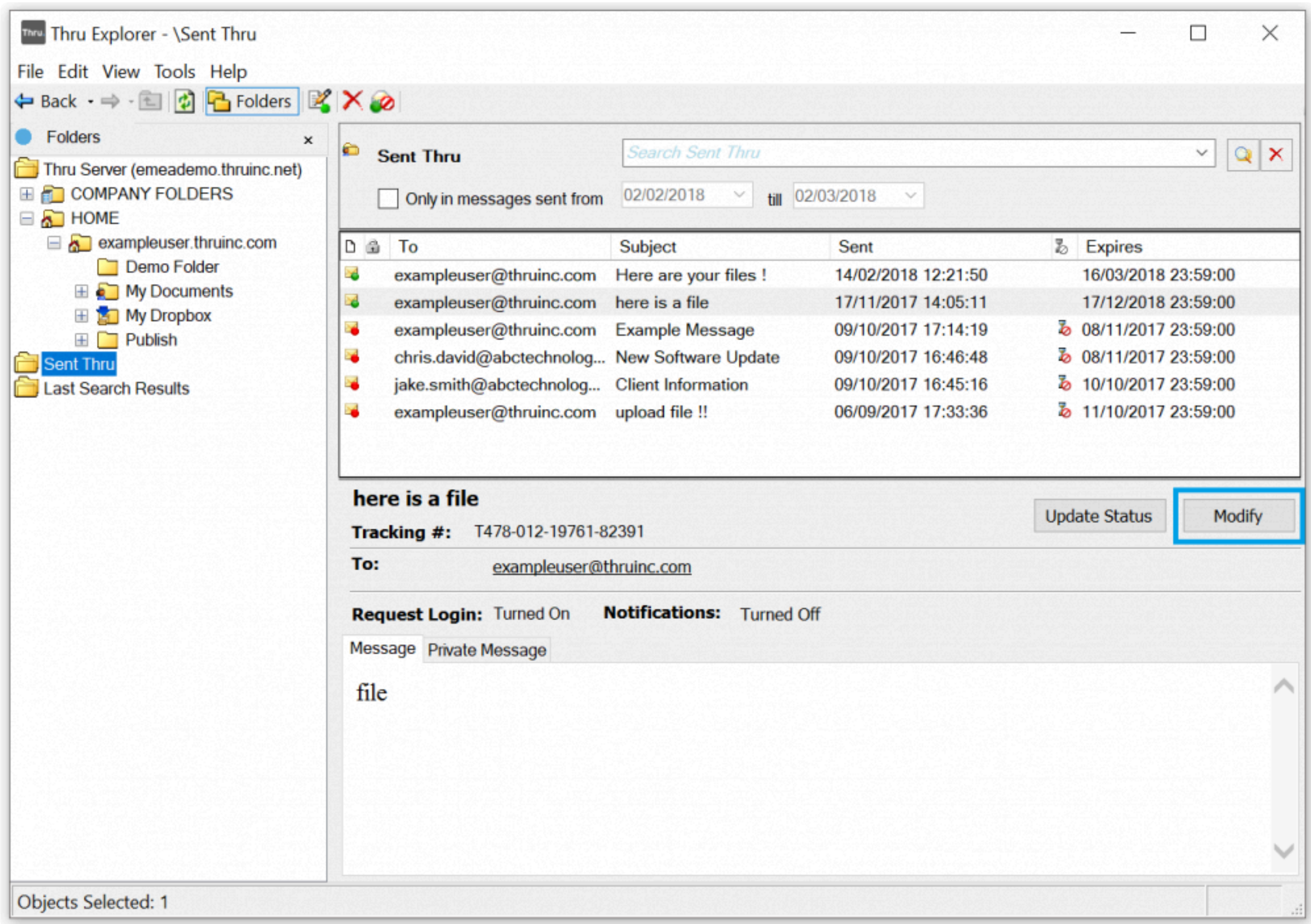
More in this section:

[Changing the Expiration Date](#)
[Removing Recipients from a Sent Thru Email](#)

Changing the Expiration Date

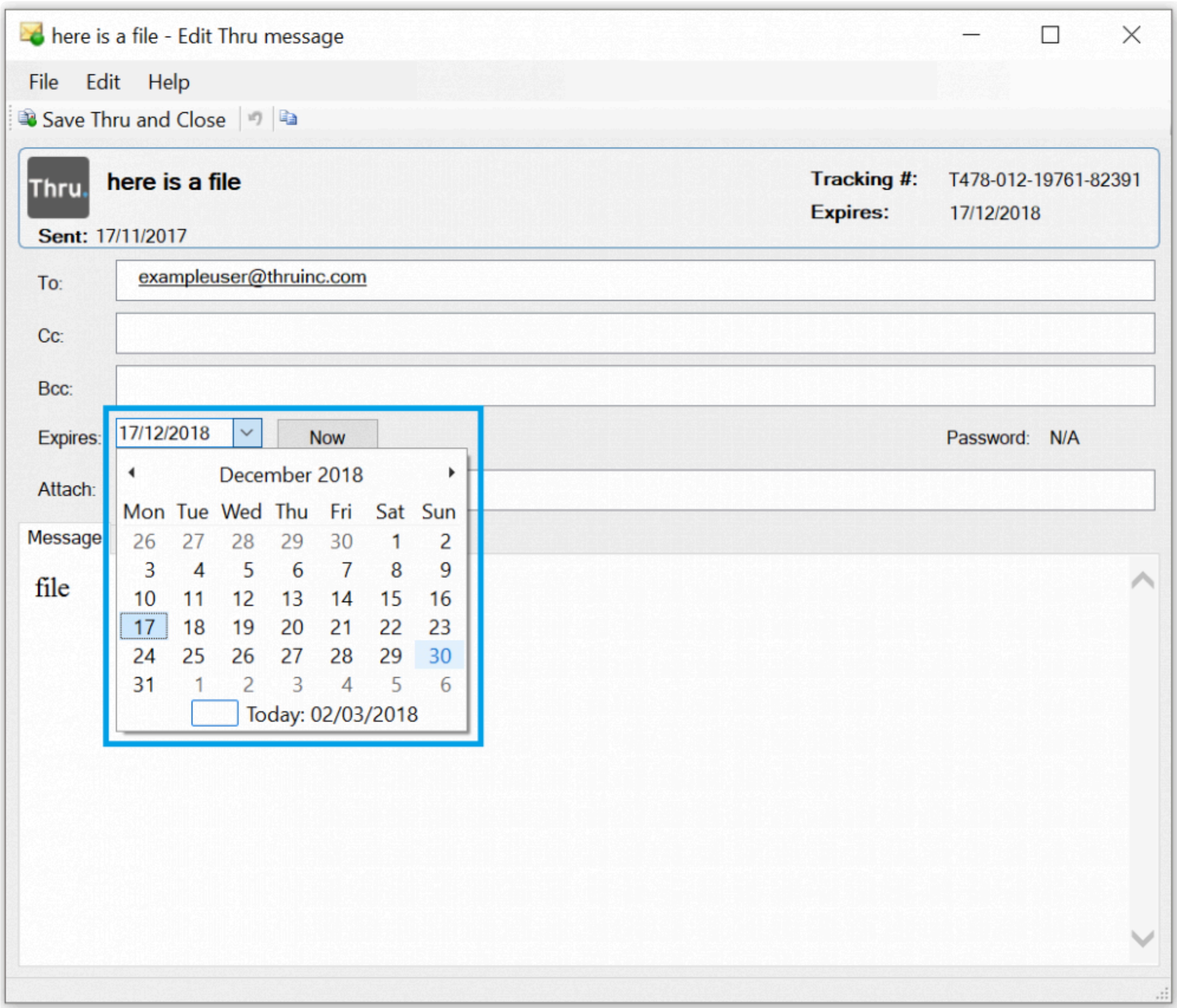
You can change the expiration date of a Thru email from the Sent Thru folder.

1. Select the Thru email you wish to edit, and then click **Modify**.



2. The Edit Thru message window opens.

Click on the arrow to the right of the date and select the new date on which you wish the Thru Email to expire.

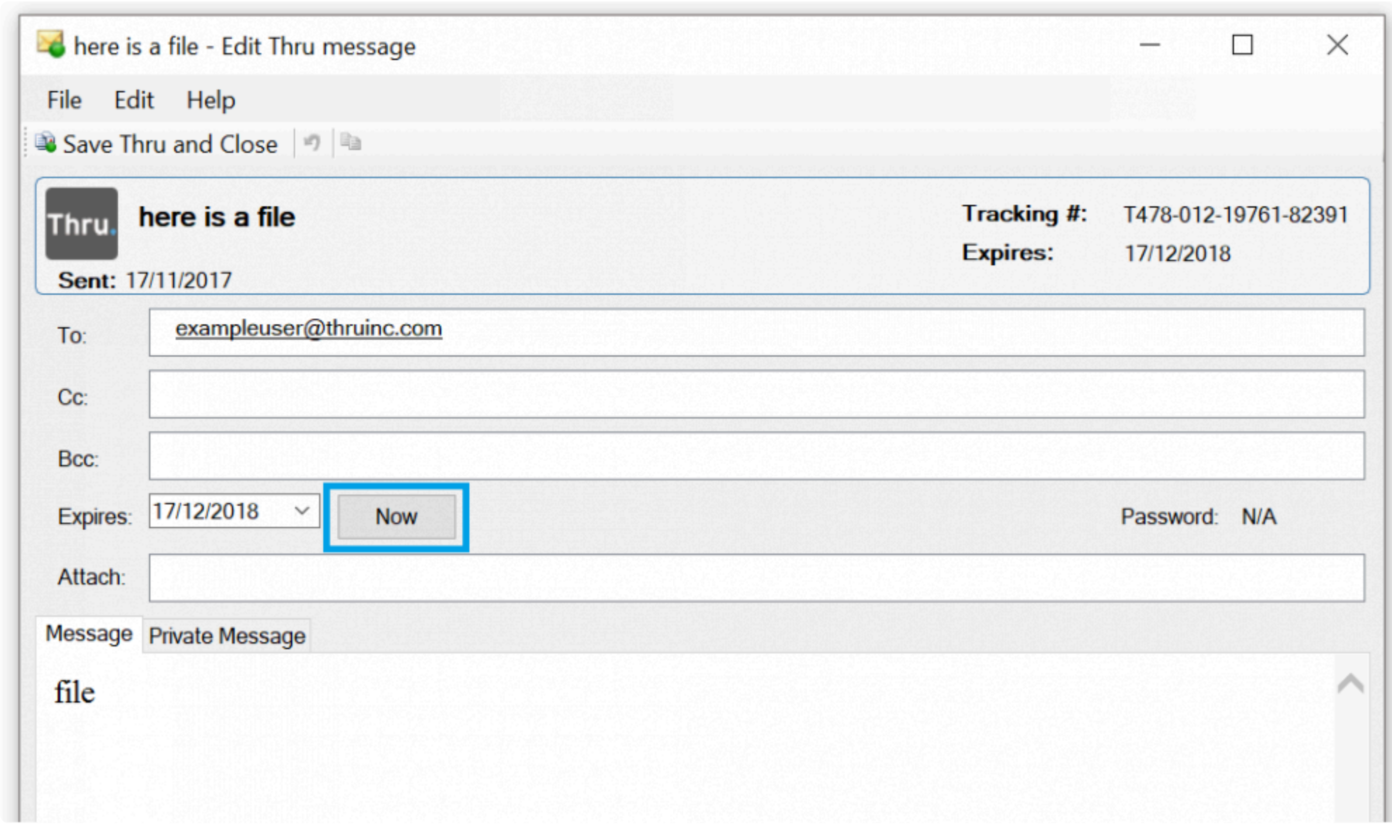


3. **Click Save Thru and Close** to save the changes you have made.

Immediately Expiring a Thru Email

You can immediately expire a Thru email if you wish to prevent further downloads of the files you have sent or the private message you have written from the **Sent Thru** folder in Thru Explorer.

1. Select the message you wish to expire, and then click **Now**



2. Once you expire a Thru email, the Expire Now button will be grayed out and the envelope in front of the recipient email will have a red dot in it.

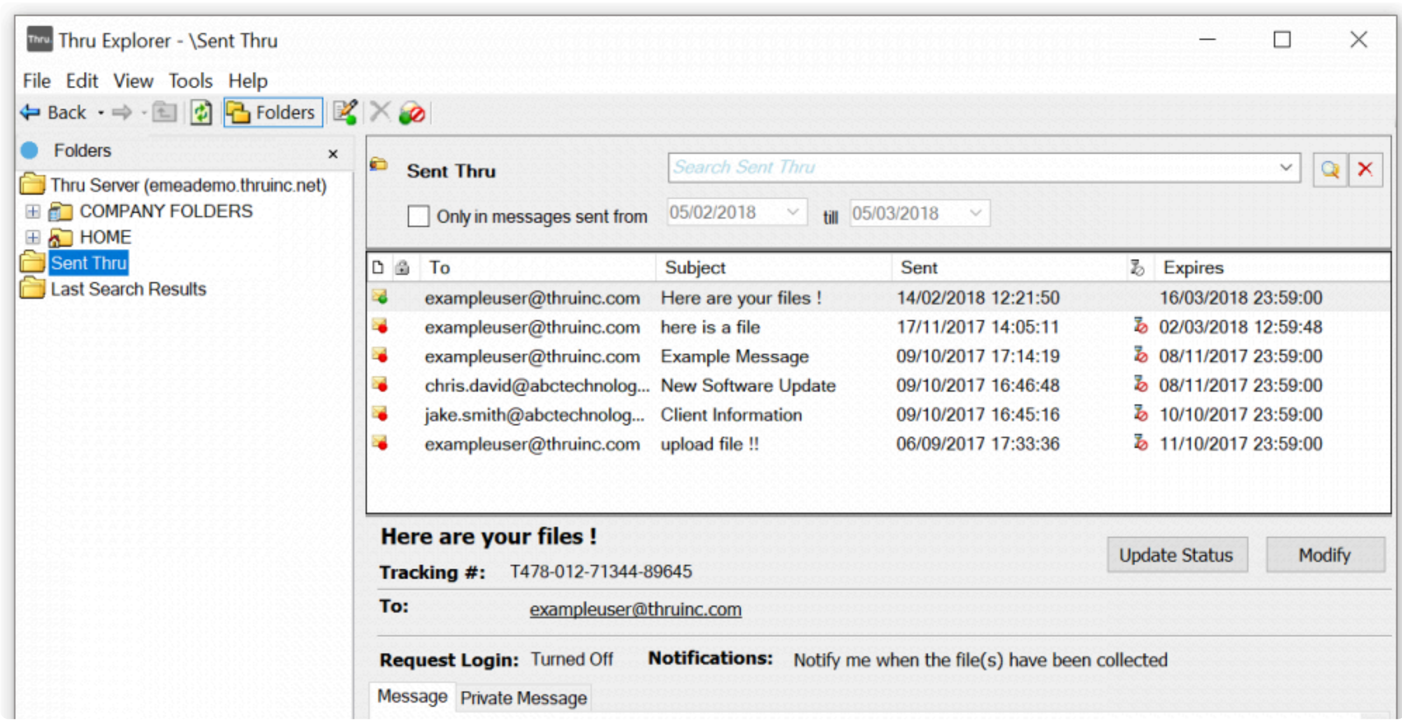
The expiration date will also be changed to when you expired it.

Removing Recipients from a Sent Thru Email

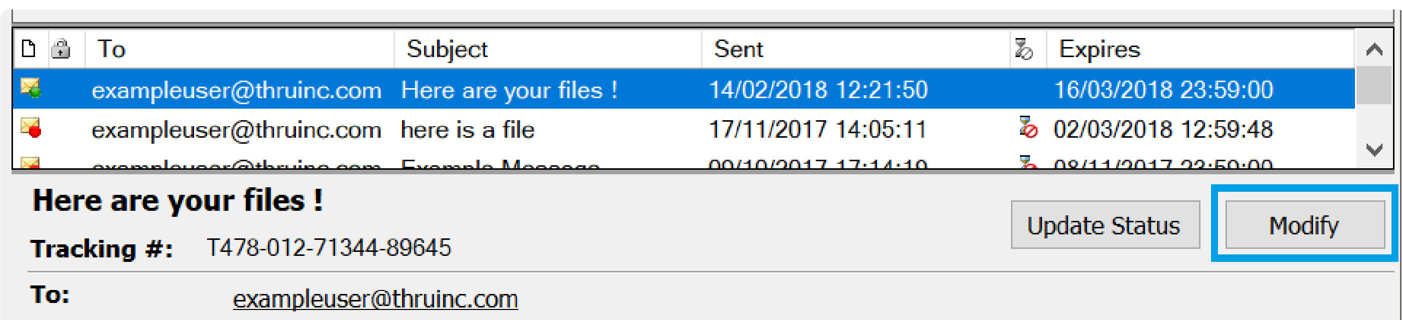
One can also remove the recipient to a Thru email after delivery. If you remove a recipient from the Thru email, however, they will be prohibited from downloading any further. If they have already downloaded their files they just will not be able to download them again.

To change recipients:

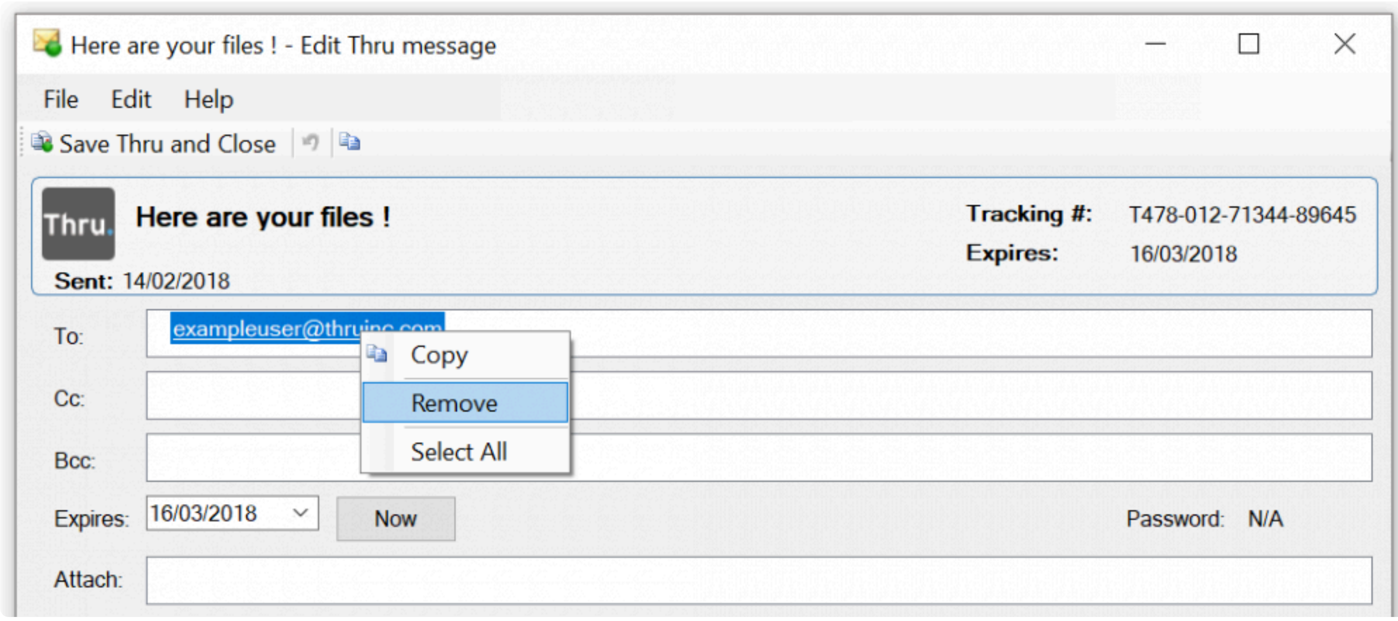
1. Navigate to the **Sent Thru** folder within Thru Explorer.



2. Click the Thru email you wish to edit, and then click **Modify**.



The **Edit Thru** message window opens.



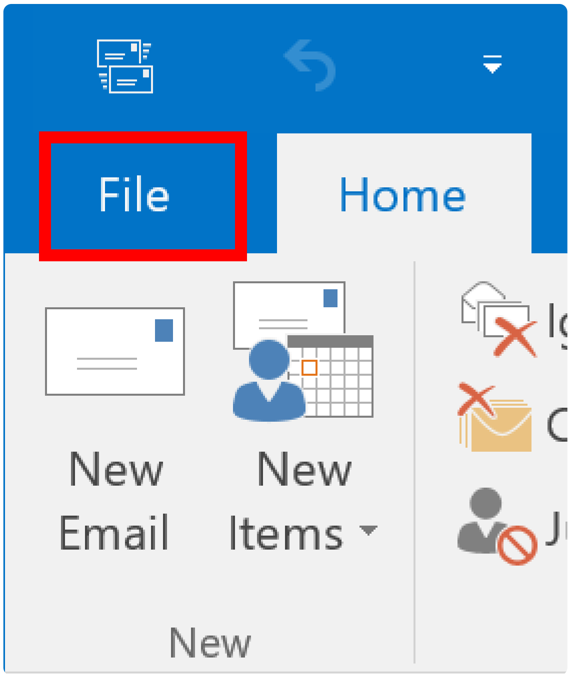
3. Right-click on the email address you wish to remove, and select **Remove** from the drop-down menu.

- You can only remove recipients if you have more than one recipient to whom you have already sent mail.
- *Note*: Once the email has been sent, you cannot add more recipients to it; they can only be removed. If you wish to add other recipients, you must create a new Thru Email.

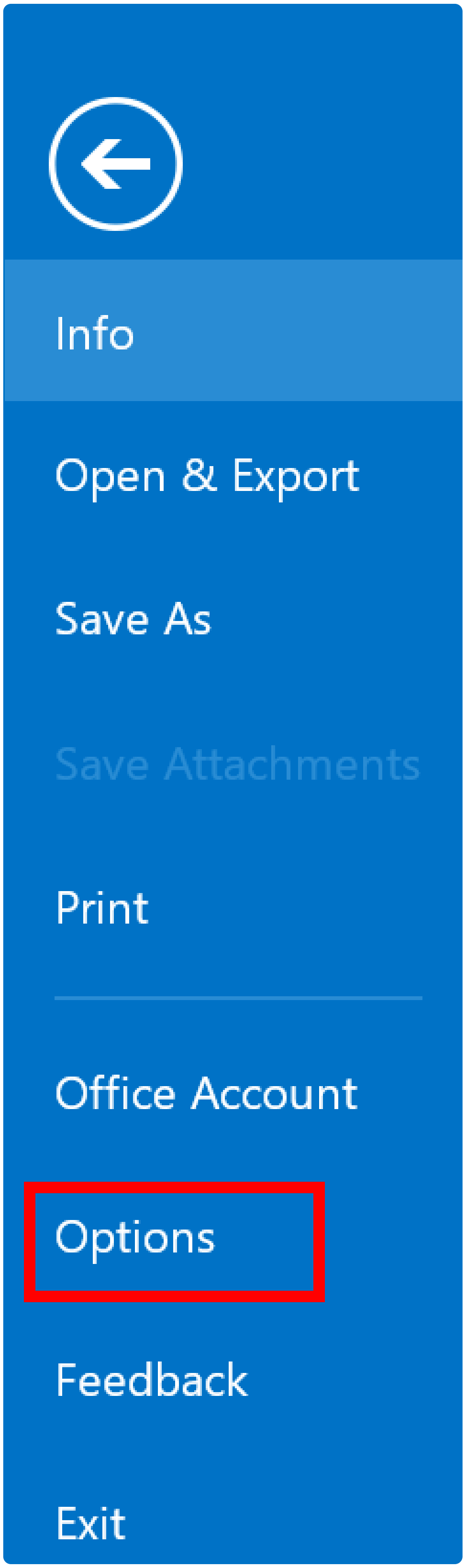
How to fix missing add-in in Outlook 2016, 2013 or 2010

Determine if the Add-in is Inactive or Disabled

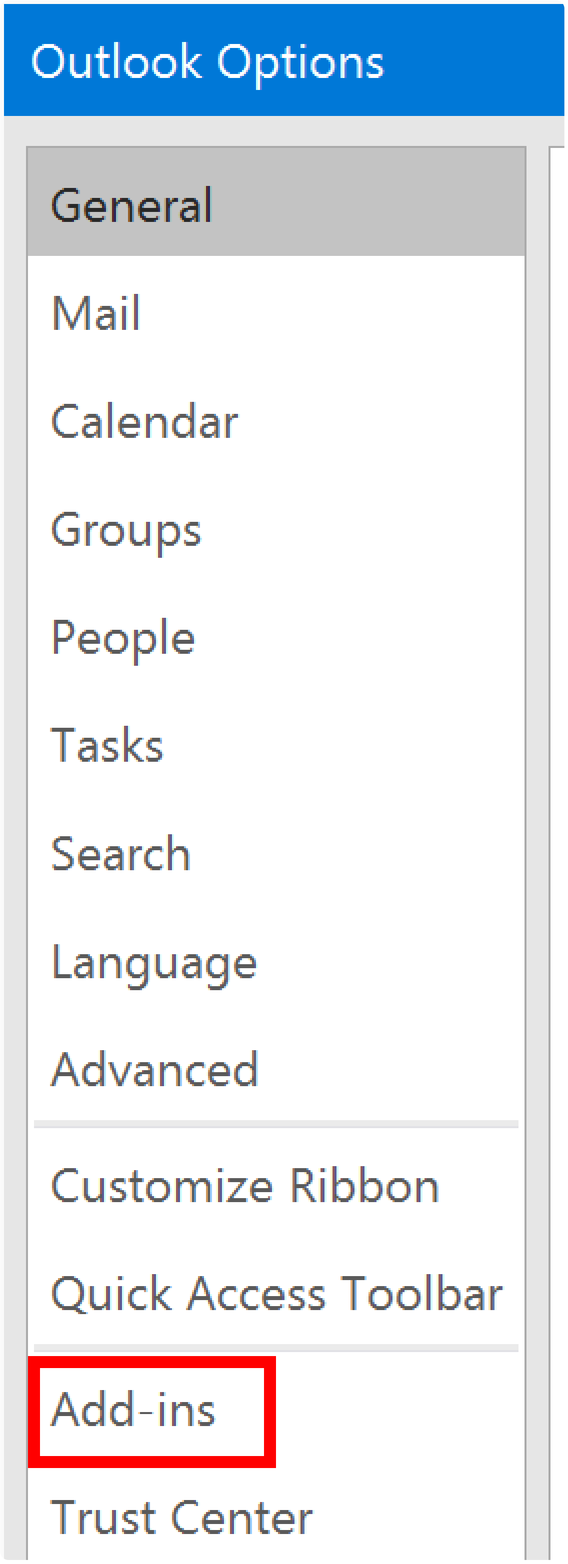
- **Click on the File tab** in the upper-left corner of the main Outlook window.



- **Click Options**



- **Click Add-ins** in the left column of the next window



- The list of add-ins is separated into three sections – **Active**, **Inactive** and **Disabled**

The exact steps you need to take are different, based on the section in which the add-in is listed. Please carefully follow the instructions below.

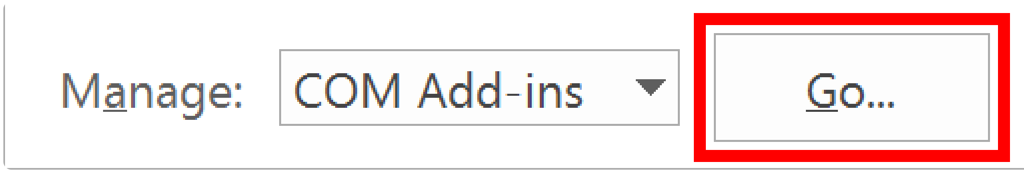
If the add-in is not listed in any of the three sections, ***reinstall the add-in and restart Outlook***. If you still do not see it, go back to the beginning of this guide.

If the add-in is listed in the **Inactive** section, go to enable inactive add-in.

If the add-in is listed in the **Disabled** section, got to enable disabled add-in.

Enable Inactive Add-in

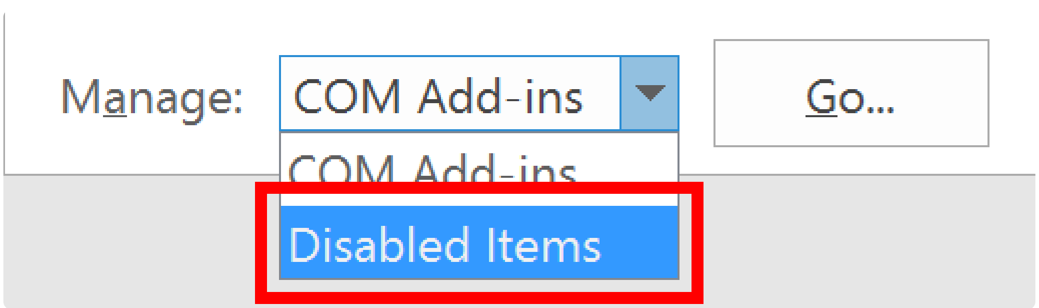
- If the add-in is listed under Inactive, make sure "**COM Add-ins**" is selected in the "Manage" drop-down and click "**Go**…".



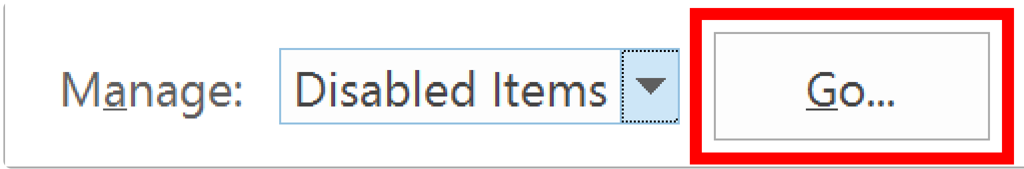
- Check the checkbox next to the Add-in and click "OK".
- **Restart Outlook**. Close Outlook, wait for 5 seconds, then start it again.

Enable Disabled Add-in

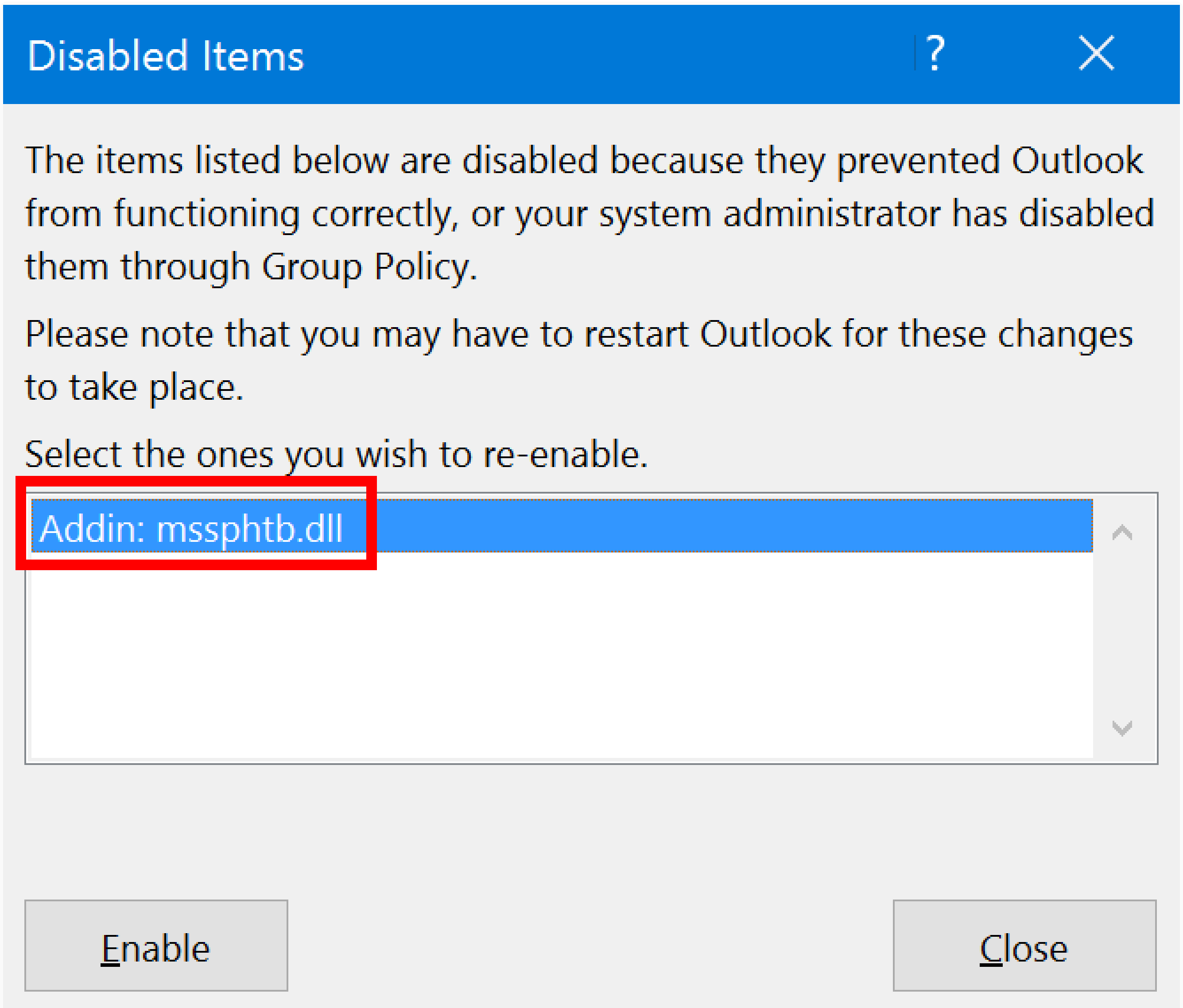
- **Select Disabled Items** in the drop-down at the bottom of this window, next to the Go button.



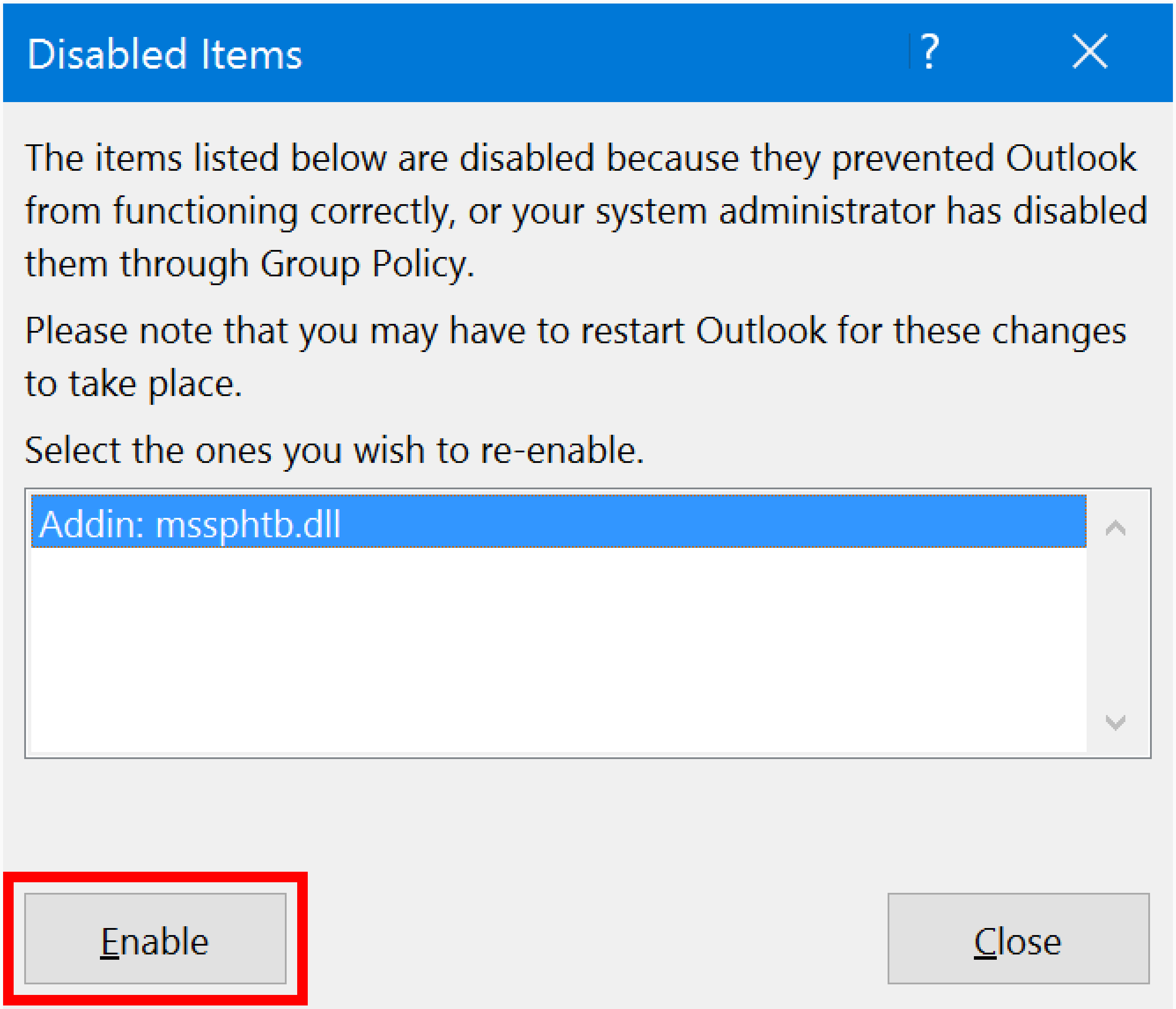
- **Click Go**



- **Select the Add-in which you would like to re-enable**



- **Click Enable** in the lower-left corner of this window.



- **Restart Outlook**. Close Outlook, wait for 5 seconds, then start it again.

Note: If an add-in is getting disabled frequently, it is likely that your Outlook data file (PST or OST) is getting corrupted. It is a very common Outlook issue.

Thru Add-In for Office 365 User Guide

THIS THRU USER GUIDE DESCRIBES AND SUMMARIZES THE USE OF Thru Add-In for Office 365.

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Irving, Texas 75039
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Intro

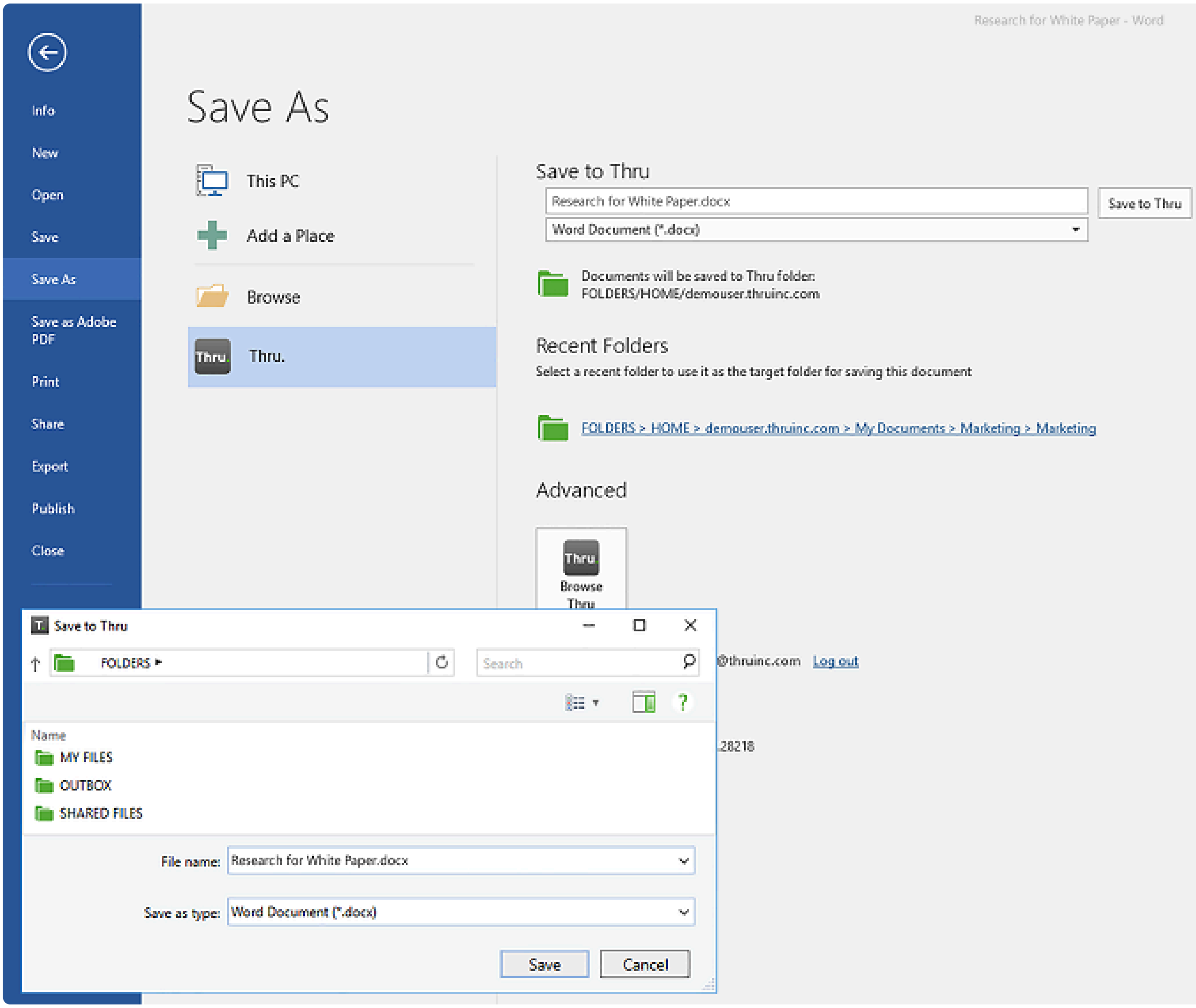
This guide will explain how to use the Thru Add-In for Office 365.

This add-in allows you to create, open, edit and save files directly to your Thru site directly from Microsoft Office applications like Word, PowerPoint and Excel.

Note : Users that are in the **BASIC USER GROUP** will not be able to use this Addin/Connector

Use the sections below to get started:

Download and Install
Create and Save Office Files to Thru
Open and Edit Office Files



Download and Install

This section of the Thru Add-In for Office 365 guide will show you how to download and install the add-in.

Downloading the Add-In

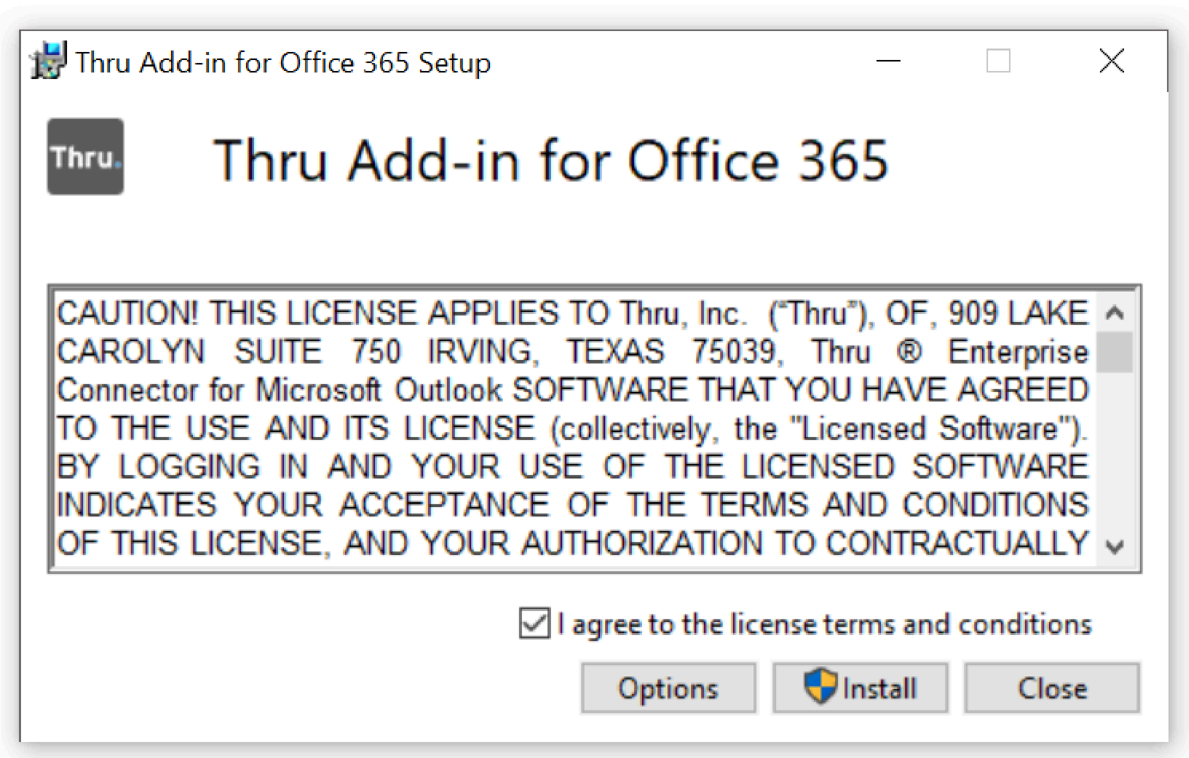
To download the latest version of the Thru Add-In for Office 365, go here:
https://softwaredelivery.thruinc.net//Publishing/Default.aspx?CollectionID=1RC4VI5VCJF7W

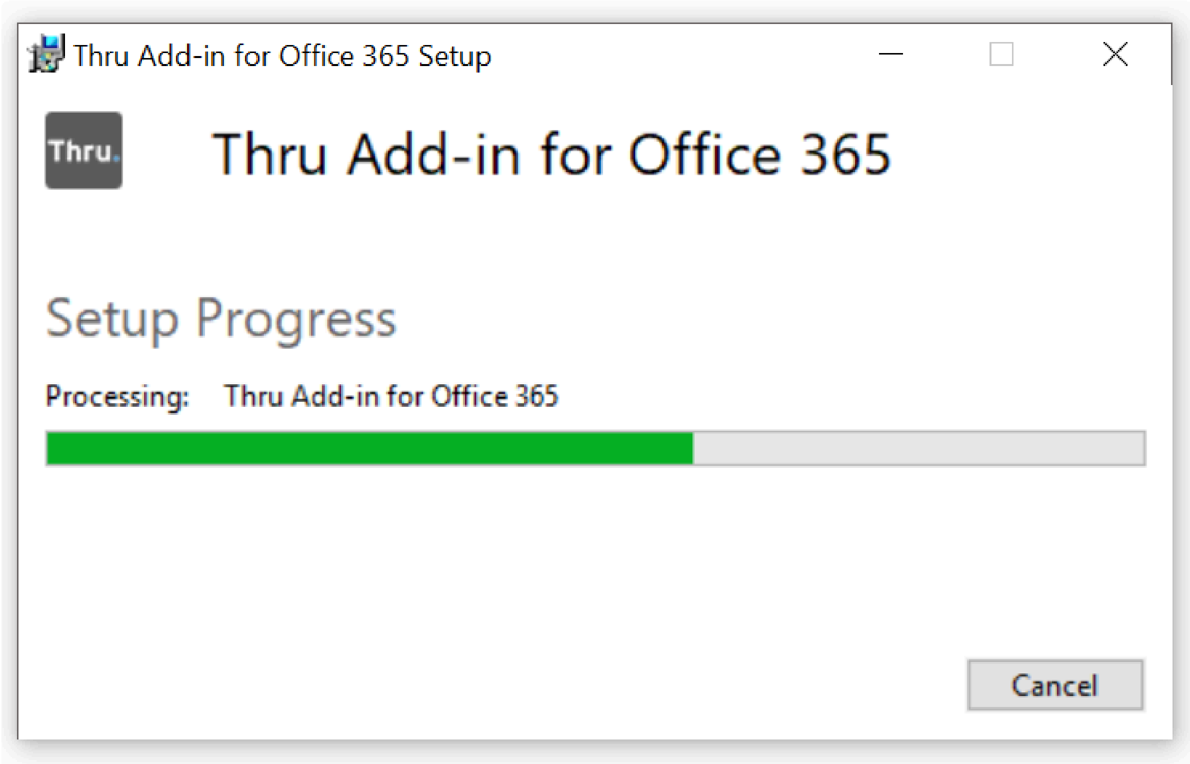
Select the “ThruAddin” link on the page and the Thru Add-In for Office 365 installation file will be instantly downloaded to your computer.

Installing

After downloading the add-in installation file to your computer, open up the file to begin installation.

1. When the file is opened, first review the terms and conditions and check the confirmation box. Next, click “Install” and wait for the add-in to be installed to your computer.





2. After installing the add-in, close out of your Office apps (Microsoft Word, Excel and PowerPoint) and re-open them to start using the add-in.

The following sections will show you how to get started with using the Thru Add-In for Office 365:

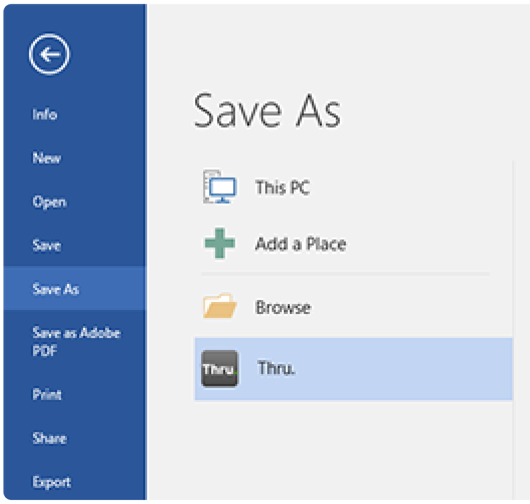
[Create and Save Office Files to Thru](#)

[Open and Edit Files Stored in Thru](#)

Create and Save Office Files to Thru

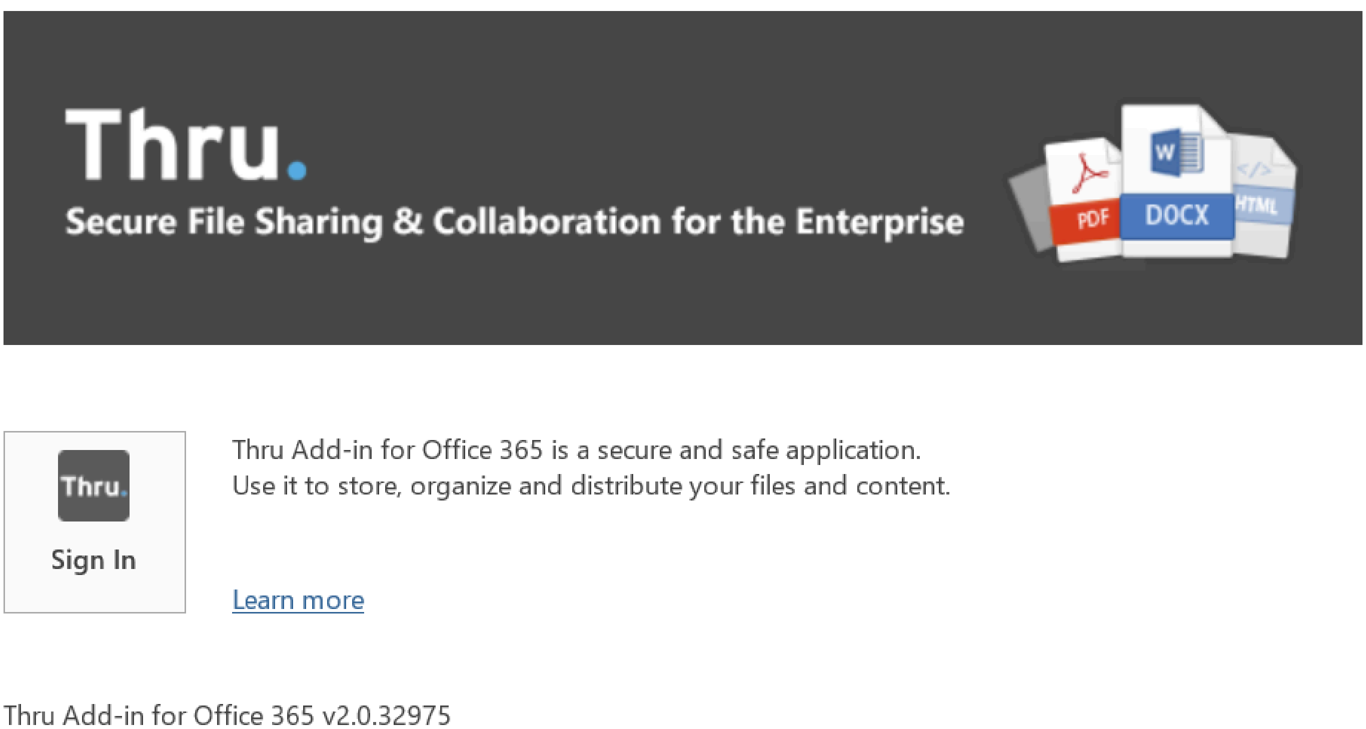
This section of the Thru Add-In for Office 365 guide will show you how to create new Office files (from Word, Excel or PowerPoint) and save them to your Thru site. Follow the steps below to get started:

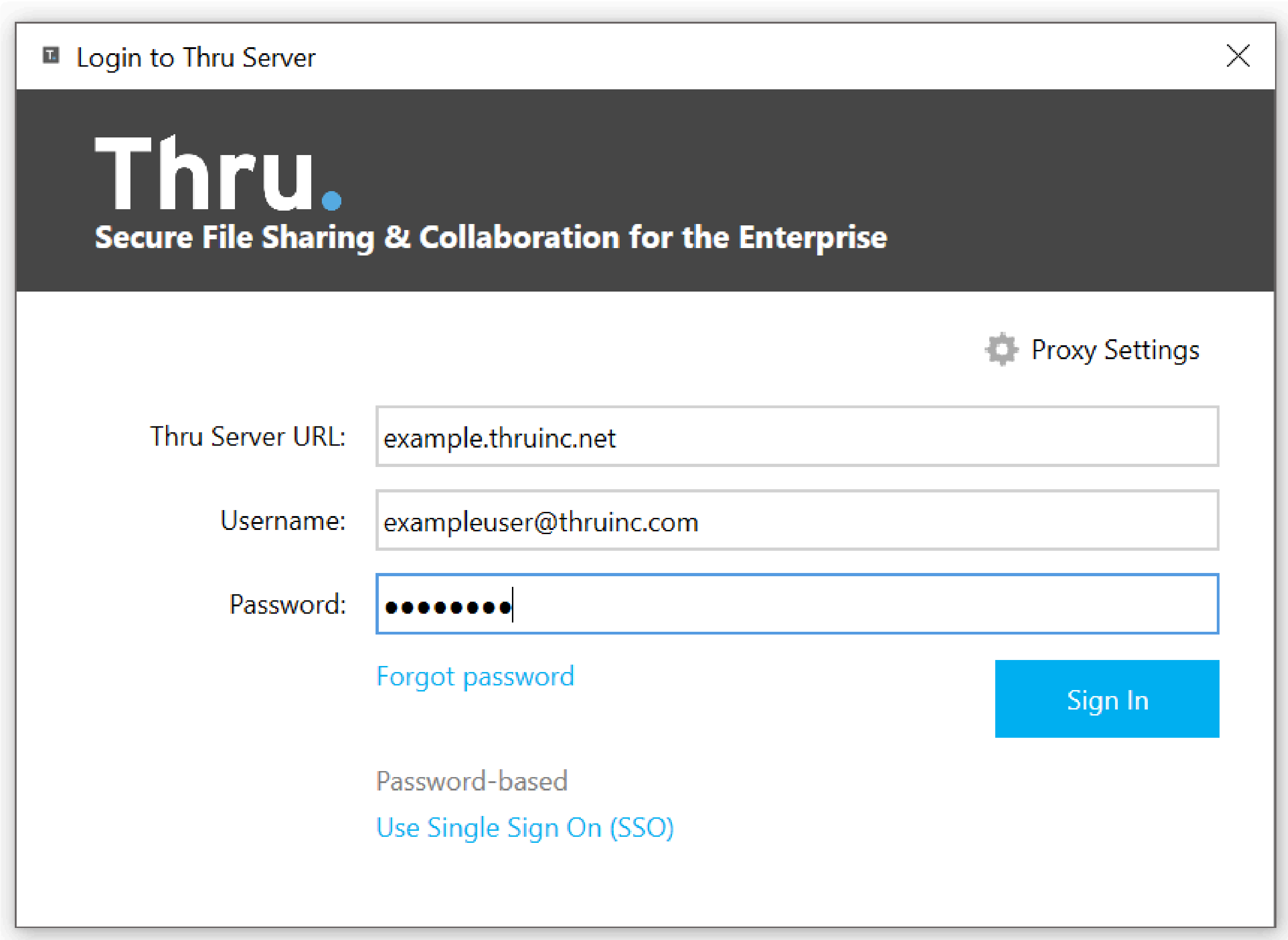
1. First, open up the Office app that you would like to use (Word, Excel or PowerPoint) and create a new file. For this example we will create and save a Word document.
2. After creating a new document, go to **File > Save As** in the Office application and select the Thru icon to save the file to Thru.



If you just downloaded the add-in and you do not see the option to save to Thru, it may be because the Office app was opened when you installed the add-in. Close out the Office application and restart it and the add-in will be activated.

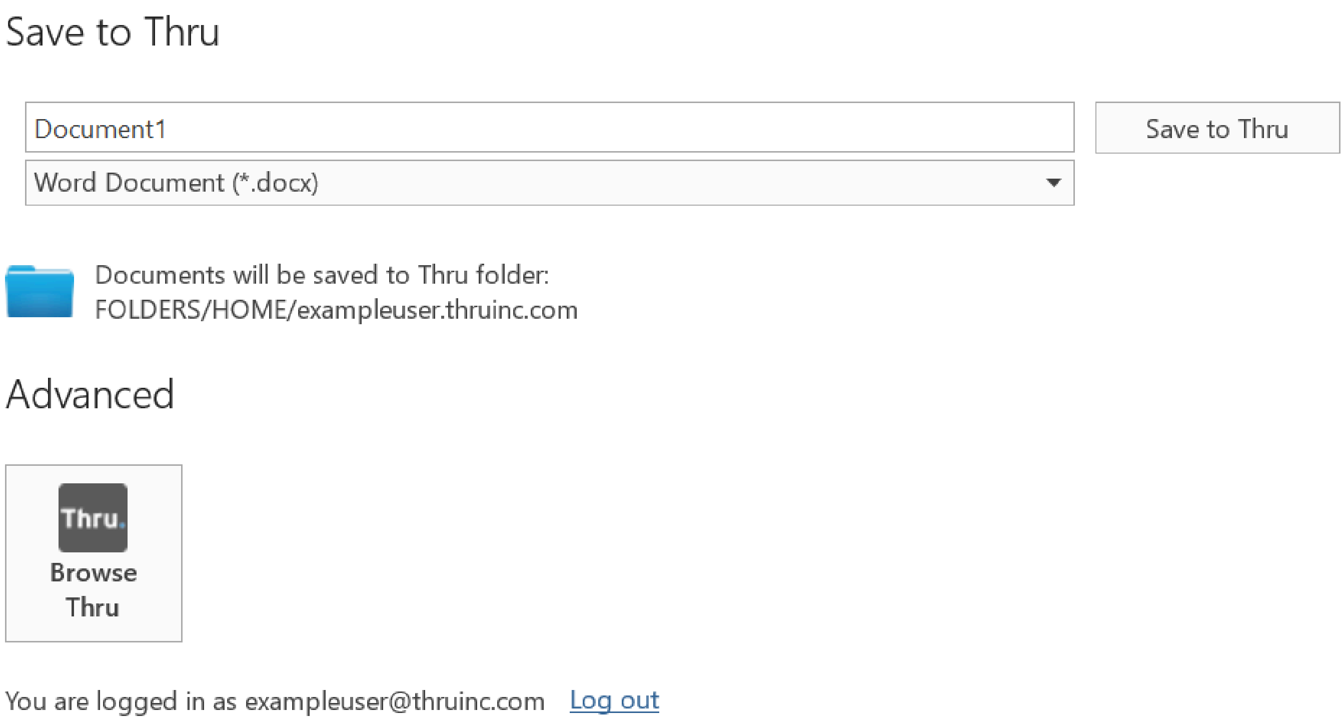
3. After selecting the Thru icon, you will be prompted to sign in to your Thru site if you have just set up the add-in or were signed out. For more on signing in, go here.



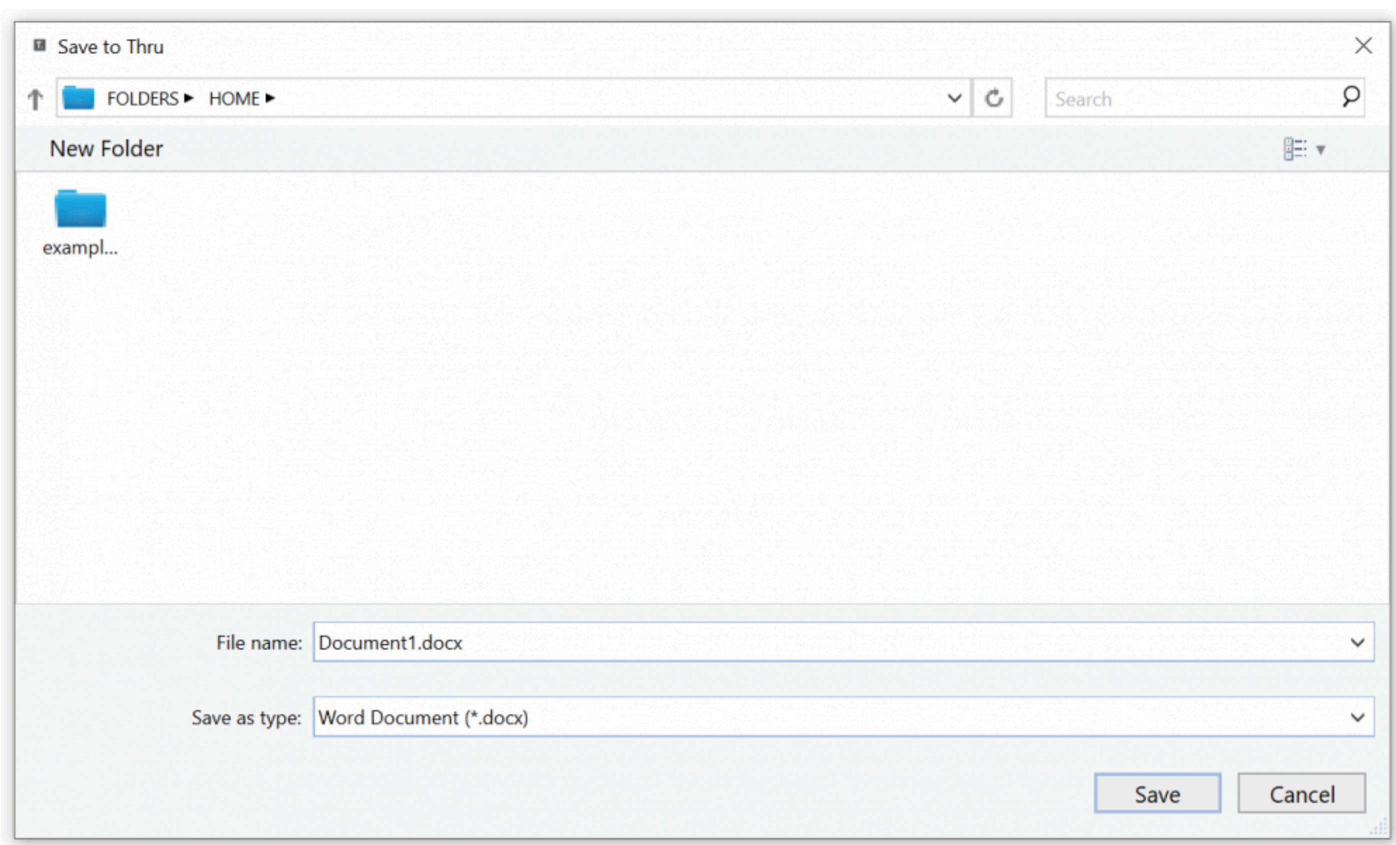


4. After signing in, give your document a name and click the **Browse Thru** button (see image below) to choose the folder on your Thru site where you want to save this file. The file can be added to either your personal folders or within shared folders in Thru. Click **Save** when you are finished browsing. The file will then be saved to the chosen location in your Thru site.

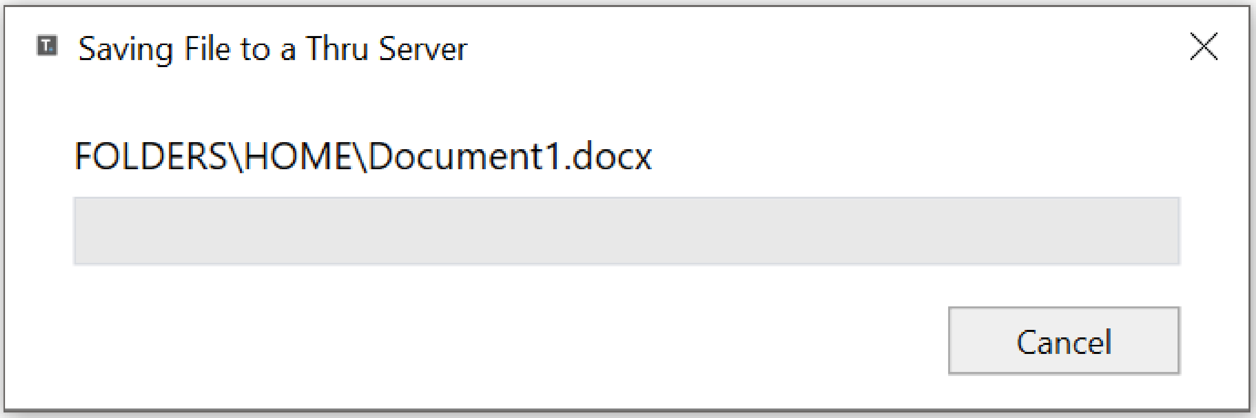
> Files saved using this add-in are saved only to your Thru site, no local copy is saved to your desktop storage.



Selecting **Browse Thru** will allow you to navigate around the cloud file system



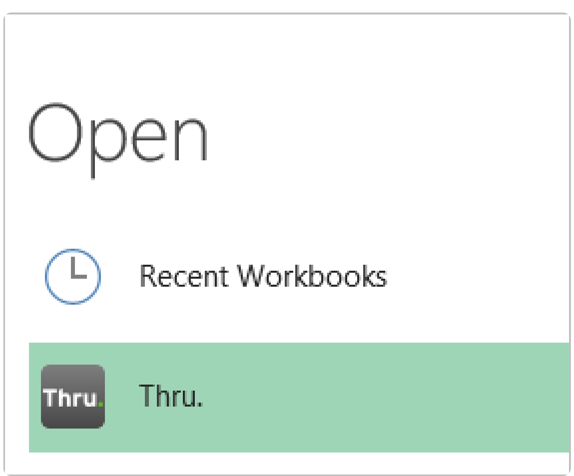
5. Once the file is saved to your Thru site, every time you make new changes and click “Save” the file will be updated in your Thru site.



Open and Edit Office Files

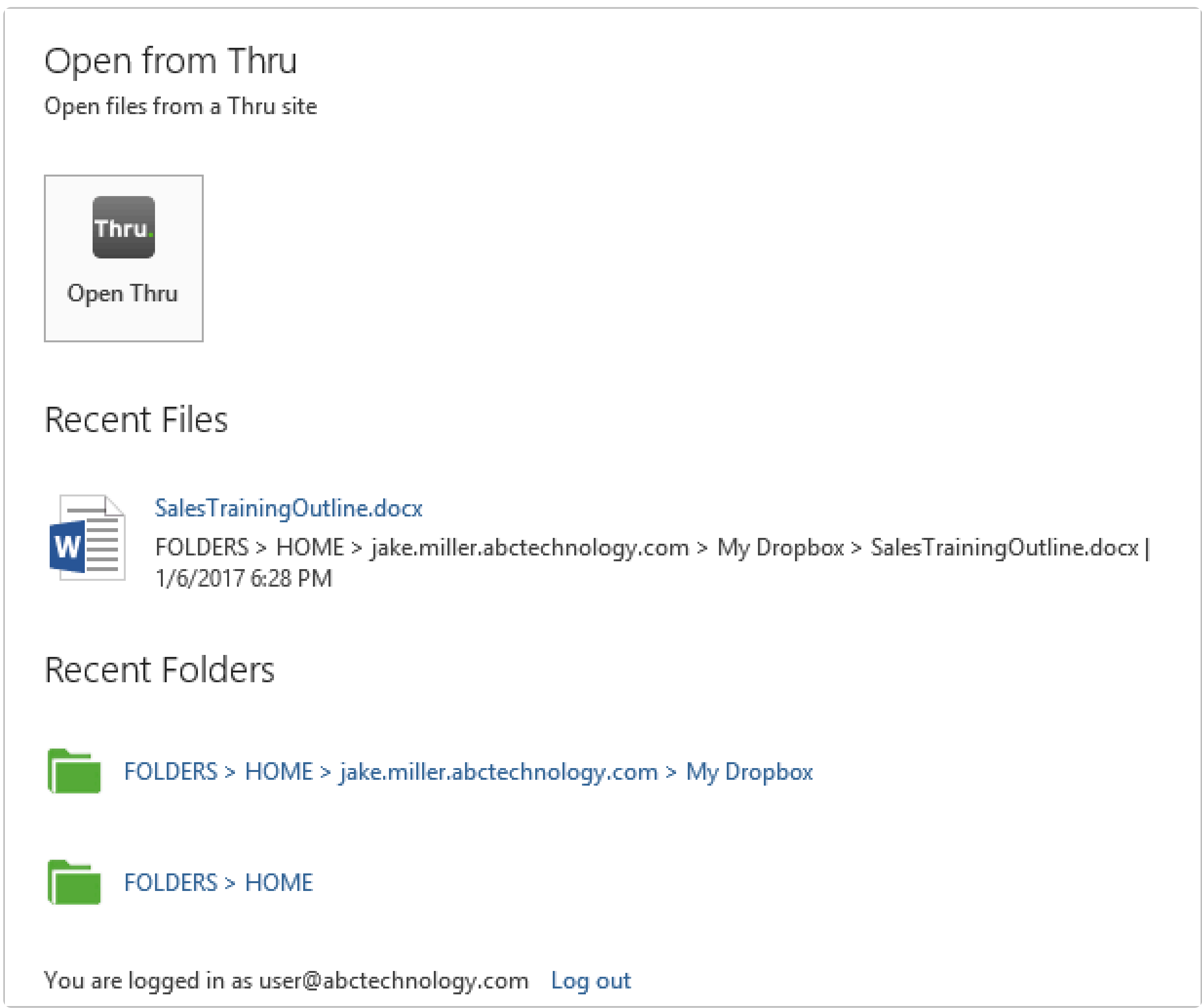
This section of the Thru Add-In for Office 365 guide will show you how to open and edit Office files that are stored in your Thru site from your desktop’s Office applications (Word, Excel, PowerPoint). Follow the steps below to get started:

1. First, open up the Office app you would like to use (Word, Excel or PowerPoint) and go to **File > Open**. In this example we will open a Thru document from Microsoft Word.
2. After clicking *Open*, select the Thru icon to access your files stored in Thru. If you have just installed the add-in or are signed out you will be prompted to sign in to your Thru site. For more info on signing in to Thru, go here.

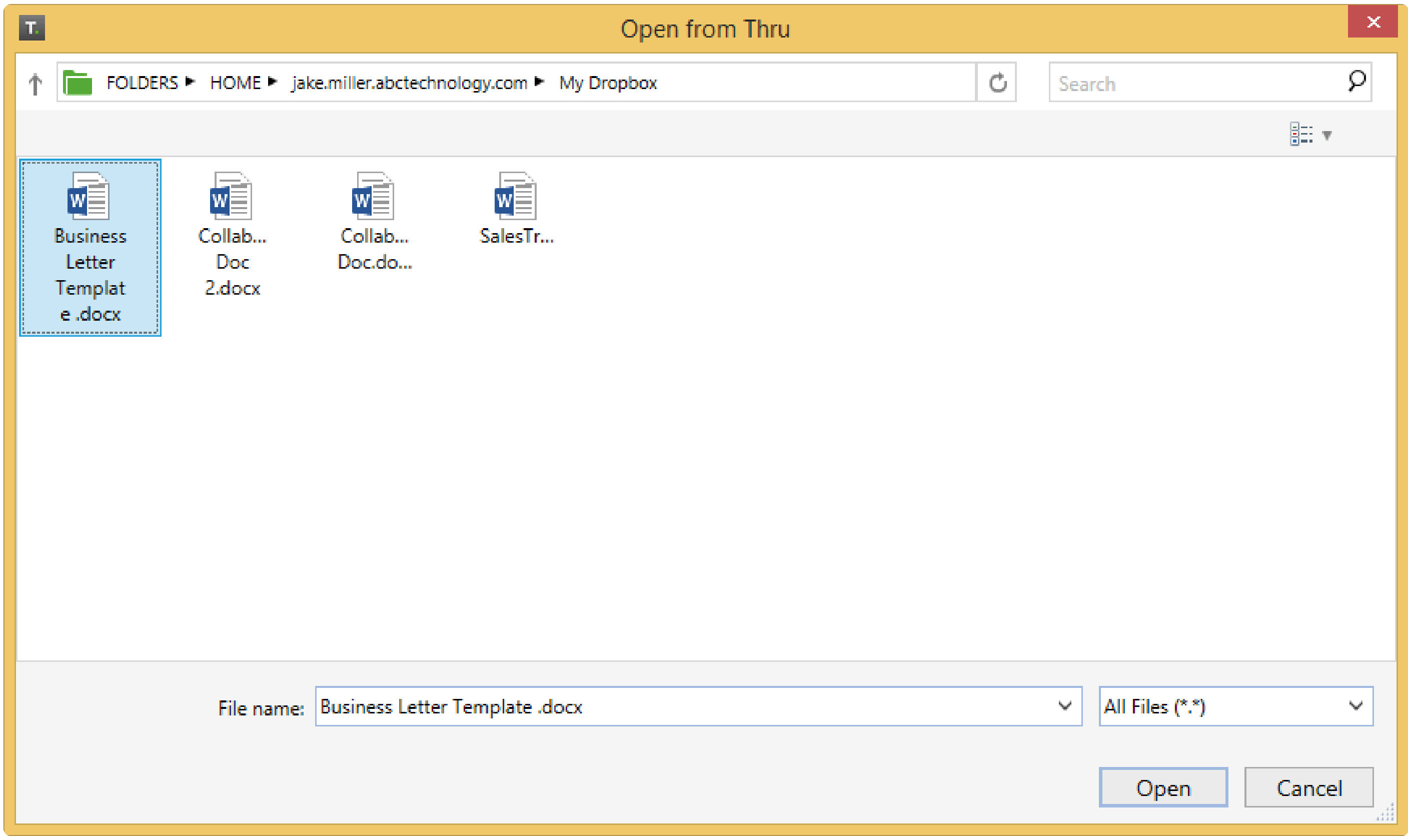


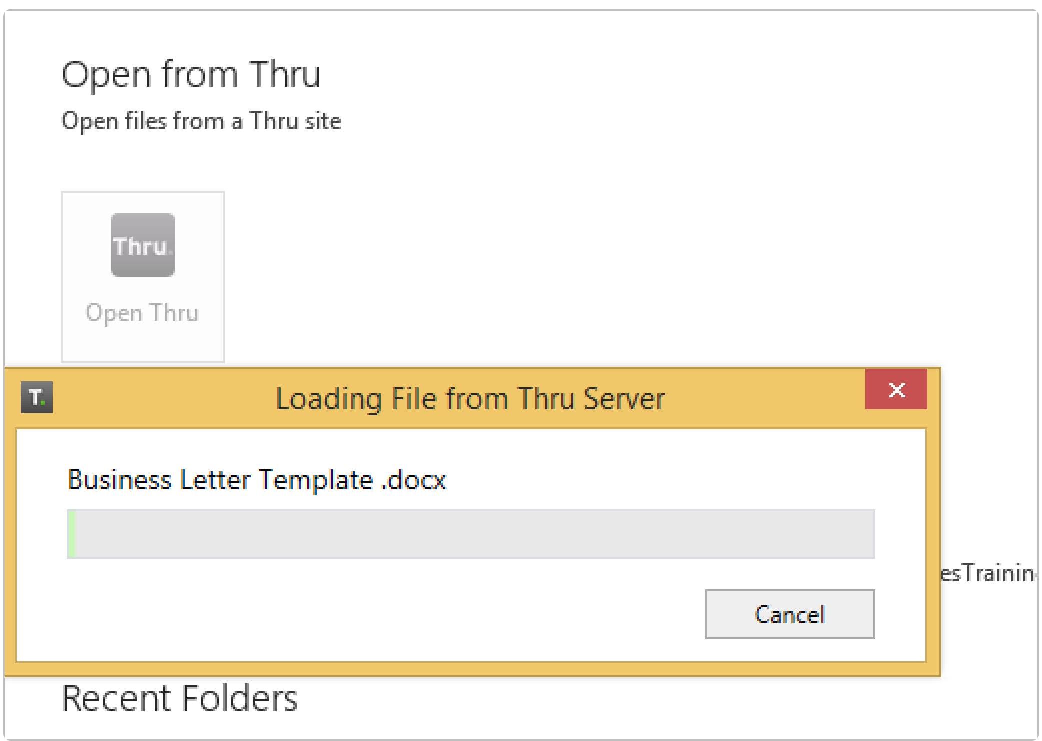
If you have just opened your Office application to open a file from Thru, you will need to select “Open Other Documents/Presentations/Workbooks” at the bottom of the screen and then select **File > Open > Thru icon**.

3. After clicking the Thru icon, click **Open Thru** to select a file to open in your Office application. The file browser window will open where you can navigate your Thru file system and choose a file to open. Instead of browsing for files you can also choose to open recent Thru files you have accessed.

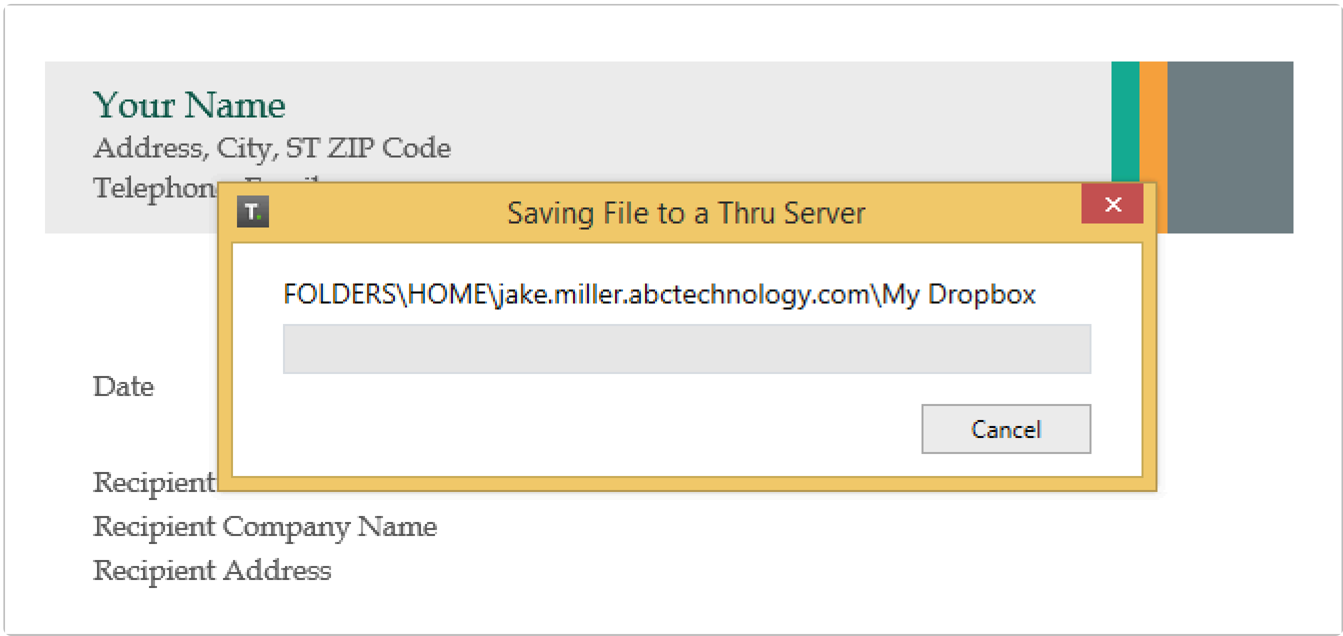


4. When you have found the file that you want to open, select it and click Open. The file will load from Thru and then open in your Office application.





5. Once the file is opened in your Office app, you can edit the file and all changes will be saved to Thru.



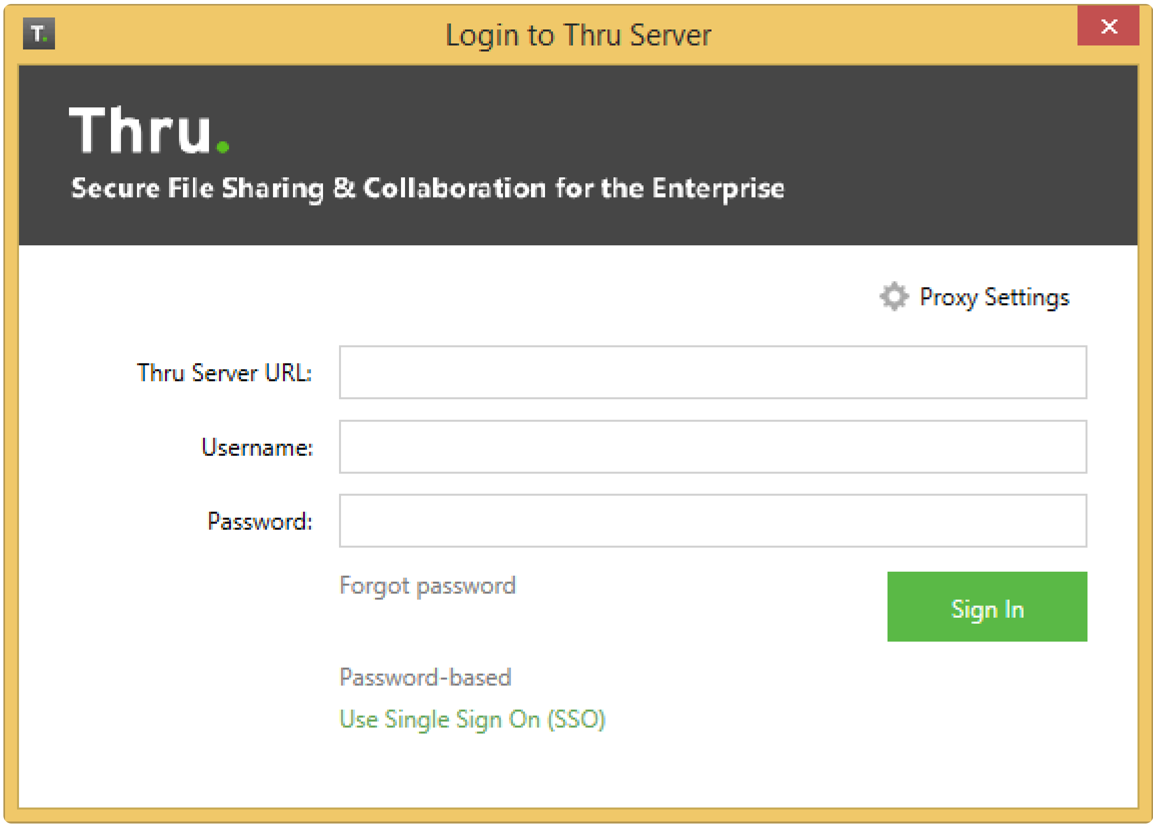
Signing In to Thru – Office 365 Add-In

In order to open or save files using the Thru Add-In for Office 365, you will first be prompted to log in to your Thru site.

There are two forms of login you can choose from: **Password-based** or **Single Sign On (SSO)**.

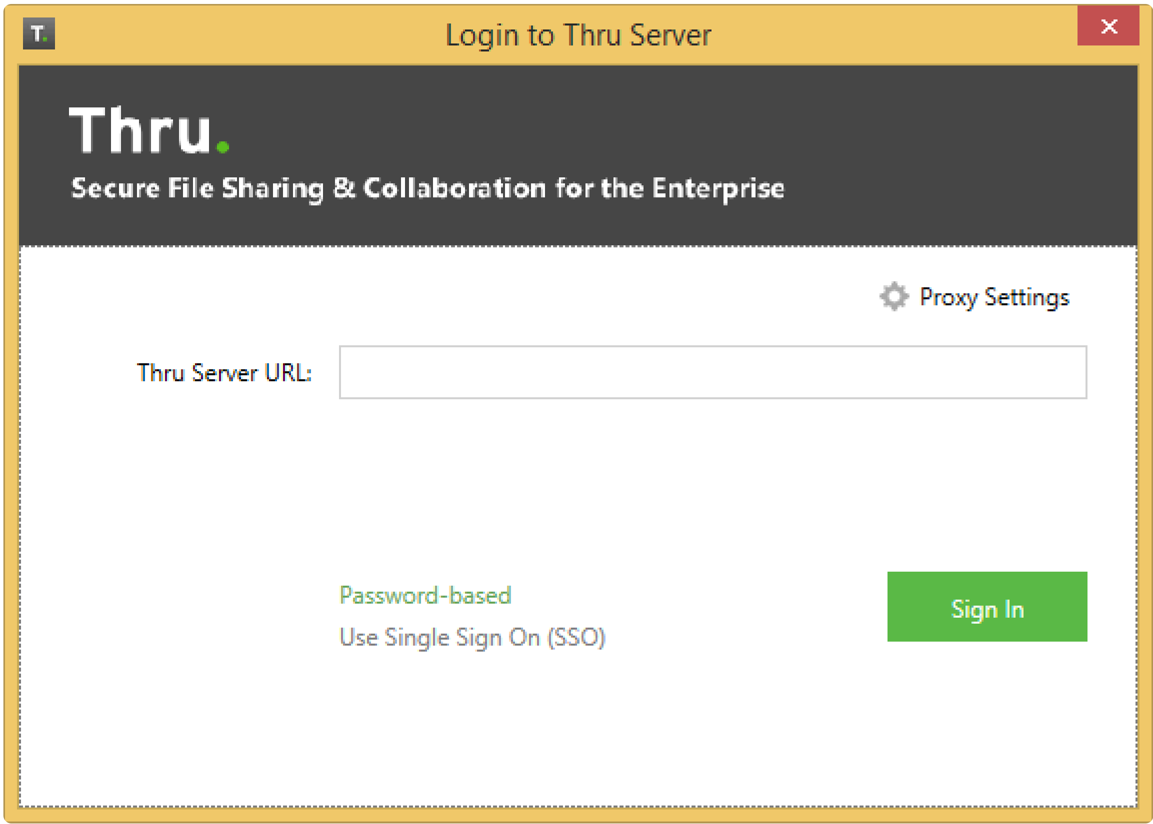
Password-based Login

For password-based login, fill in the URL of your Thru site and enter your username and password. If you never received information about your Thru site URL or were not issued a Thru account, contact your company's Thru administrator. If you forgot your password, enter in your Thru site URL and select **Forgot Password** from the login screen.



Single Sign On (SSO)

If your company has Single Sign On enabled for this add-in on your network, it only requires you to enter your Thru site URL. Contact your Thru Administrator if you need help logging in using Single Sign On.


Login to Thru Server
Thru.
Secure File Sharing & Collaboration for the Enterprise
Proxy Settings
Thru Server URL:
Password-based
Use Single Sign On (SSO)
Sign In

Thru Desktop Sync User Guide

IF YOU NEED MORE INFORMATION REGARDING SERVICE, PLEASE CONTACT:

Thru Support
support@thruinc.com
800.871.9316

909 Lake Carolyn Parkway, Suite 750
Irving, Texas 75039
Phone 214.496.0100 • Fax 214.496.0102

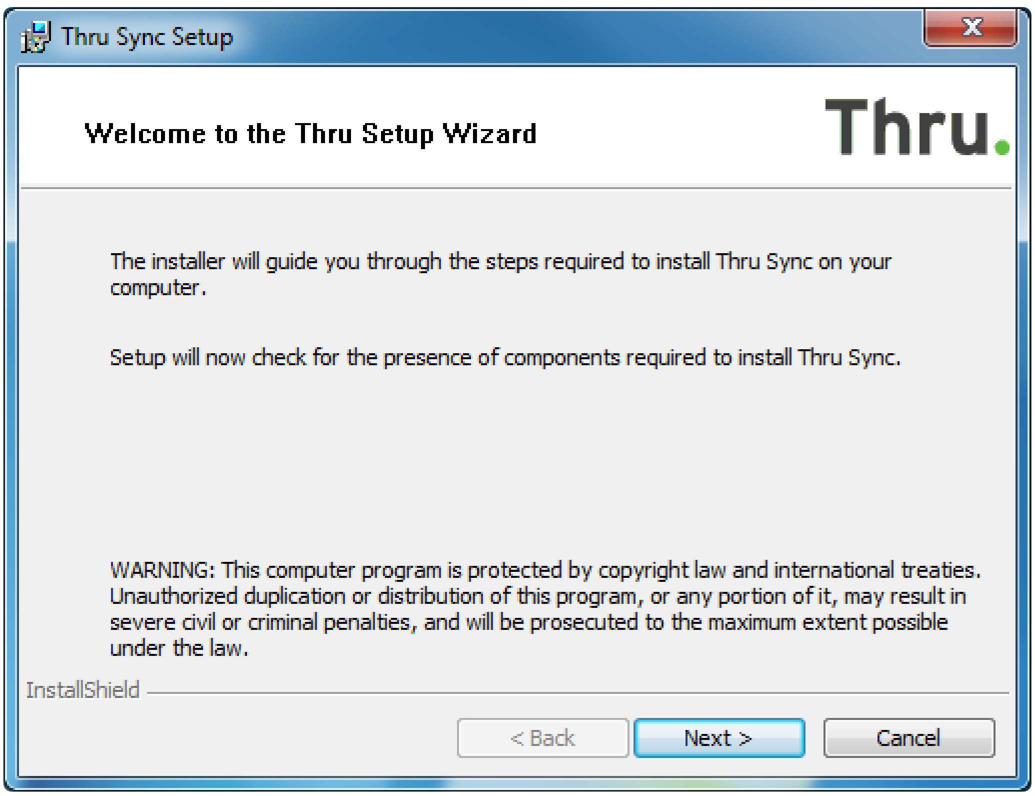
Trademarks and Abbreviations

Thru, Inc. and the Thru logo are registered trademarks of Thru, Inc.

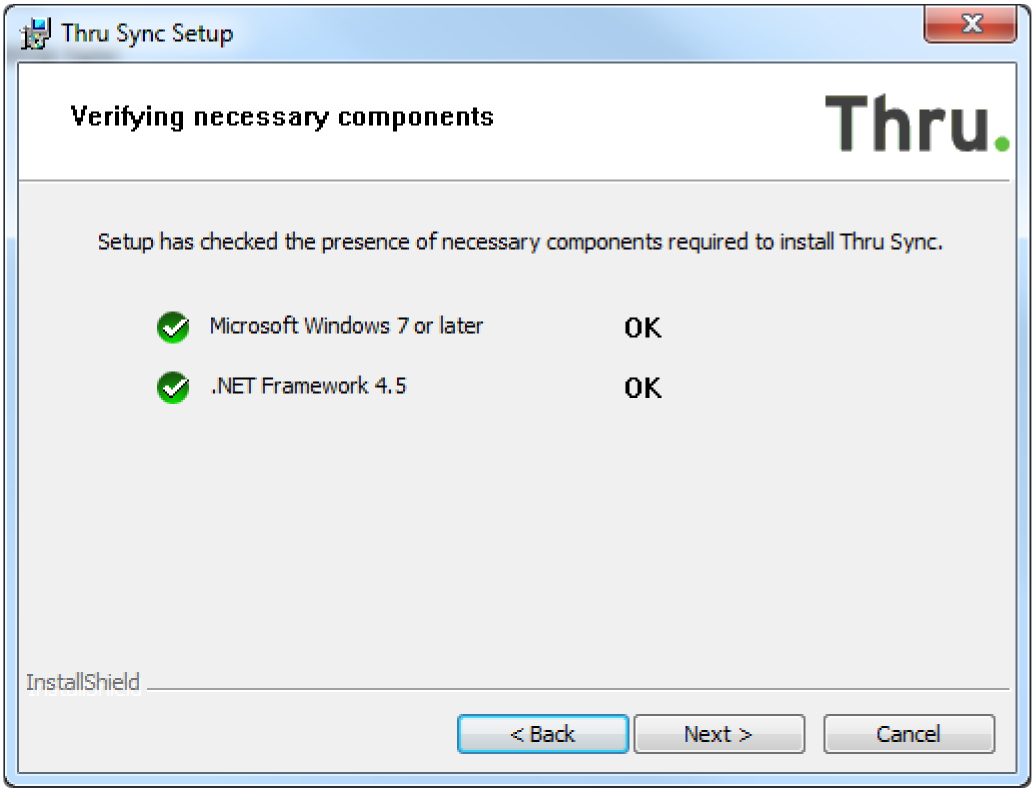
Installing

Follow the instructions below to install Thru Desktop Sync.

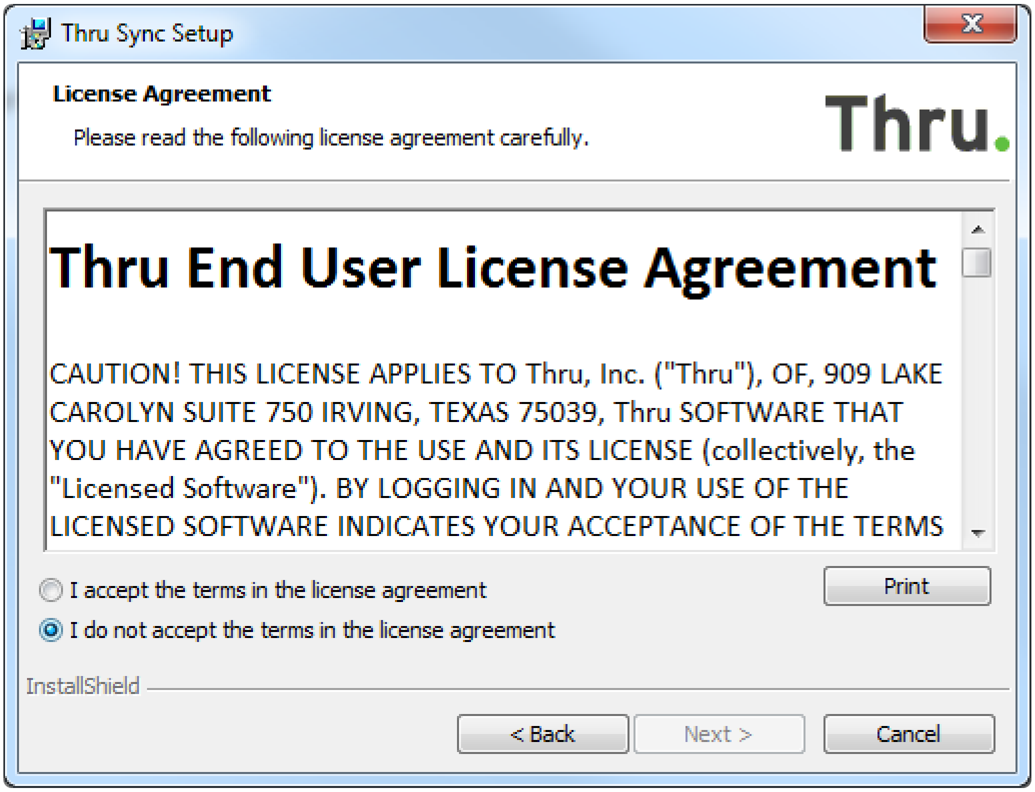
1. Locate and run the setup.exe file. The Thru Sync Setup window opens. Click **Next** to begin the installation steps.



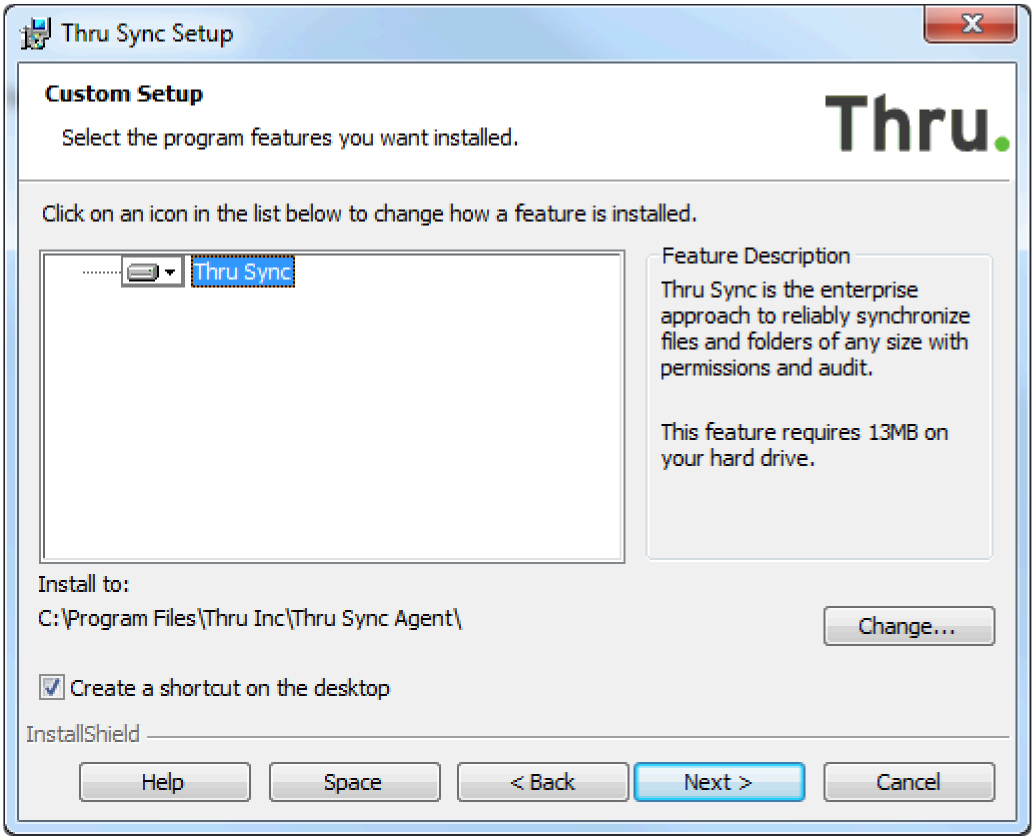
2. The Thru installer will verify that your system can run Thru Sync and that you have all the prerequisites for the install. All components will be marked with a green checkmark as shown below. Click **Next** after the components scan is complete.



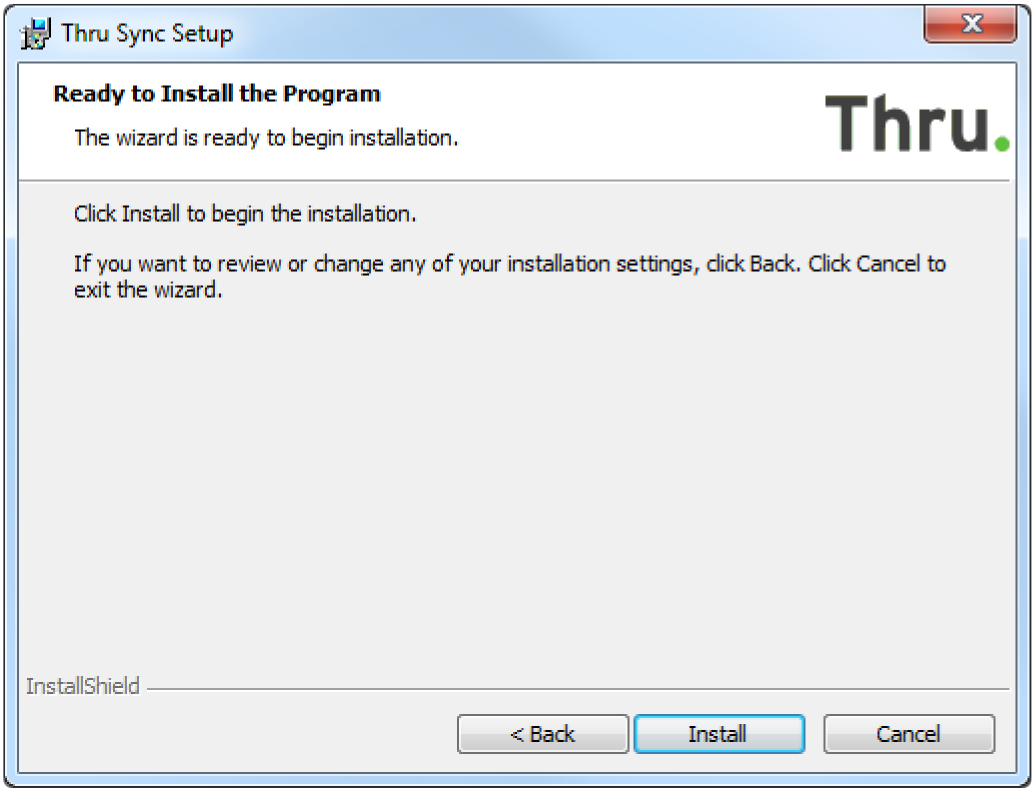
3. To install Thru Desktop Sync you must accept the terms that are listed in the license agreement. After accepting the terms, click **Next**.

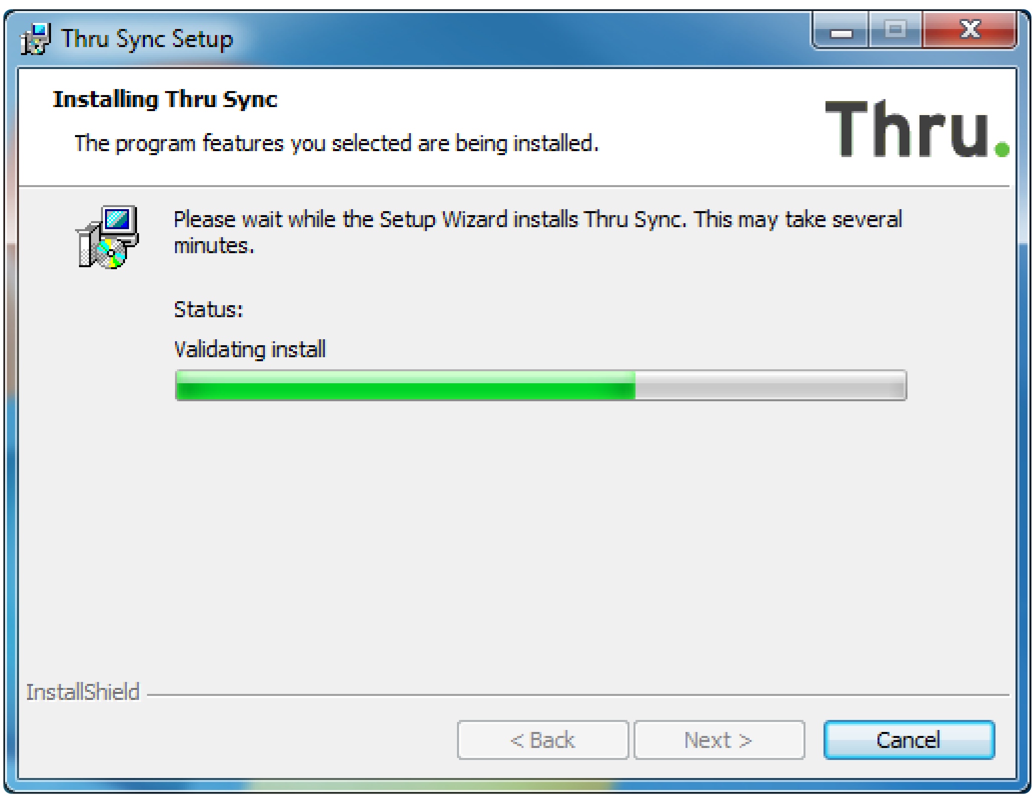


4. Select where you want the Thru Desktop Sync program file to be installed. The default location is C:\Program Files\Thru Inc\Thru Sync Agent\. Click **Next** after selecting the program location.



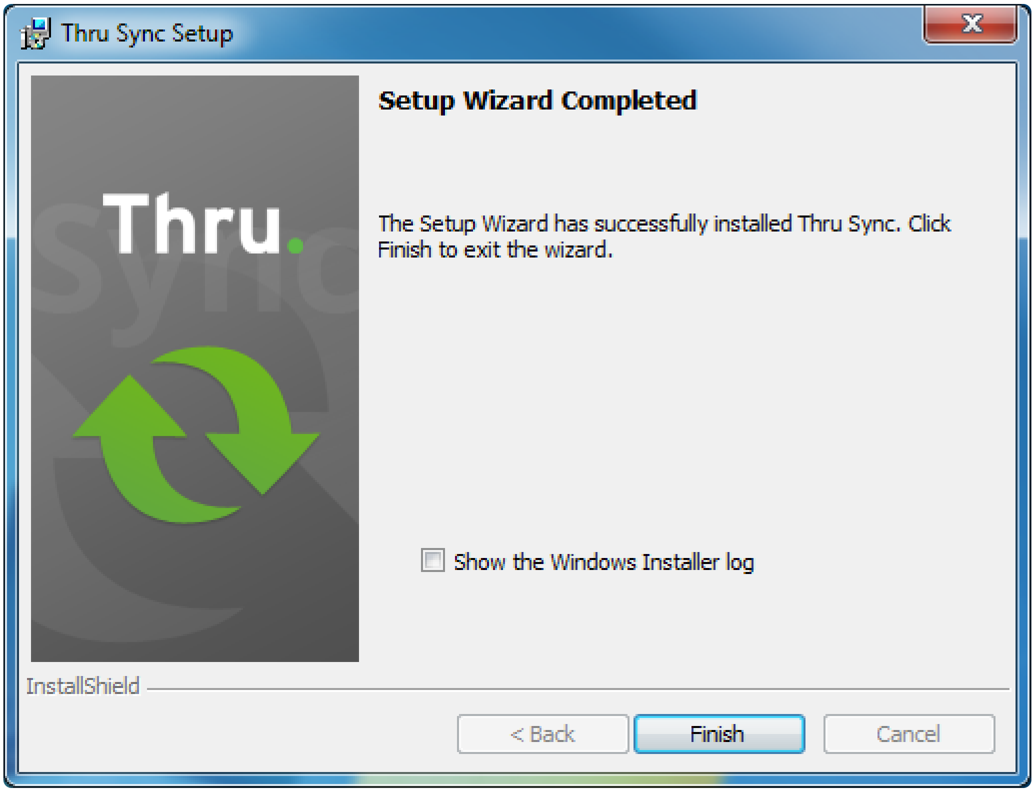
5. Click **Install** to begin the installation of Thru Desktop Sync. If you want to review or change any installation settings, click **Back**.





6. Once the installer is finished installing Thru Desktop Sync, the following screen will notify you that the

software has successfully installed. Click **Finish** to exit the Setup Wizard.

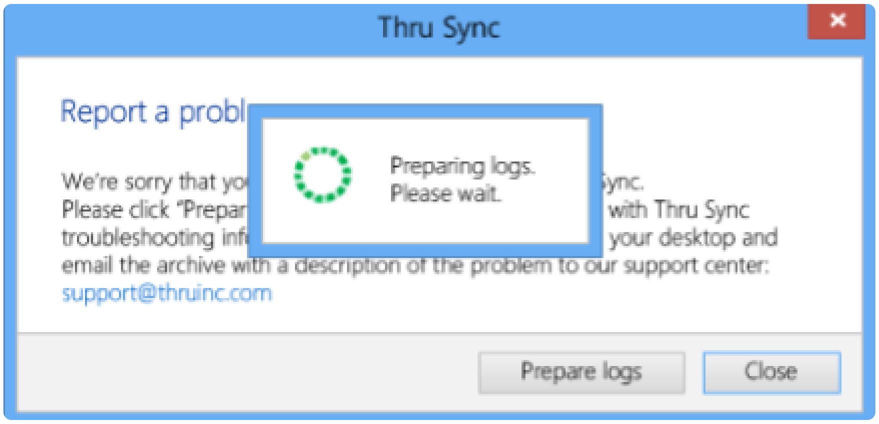


New Updates to Thru Desktop Sync Application

• Implemented Pause and Resume operations in Sync.
• Auto Recovery processing improvements:

o Auto recovery state is saved on application exit and is restored on application restart, reduces the recovery time.
o Auto Recovery is run in the background.
o Auto Recovery re-downloads only required files/folders from the server. Detailed messages are displayed.
o In case of Auto-recovery, an archive with the log files is created. File name: Thru_Sync_Logs__Z.zip. Location: folder Thru Sync Logs on the desktop.

• New behavior on Disconnect: files are preserved, detailed warnings are displayed.
• Help Center email address can be configured in Sync config file.
• Reporting a problem to Thru Support, the following dialog box is displayed and archive Thru_Sync_Logs__Z.zip is created in the folder Thru Sync Logs on the desktop.

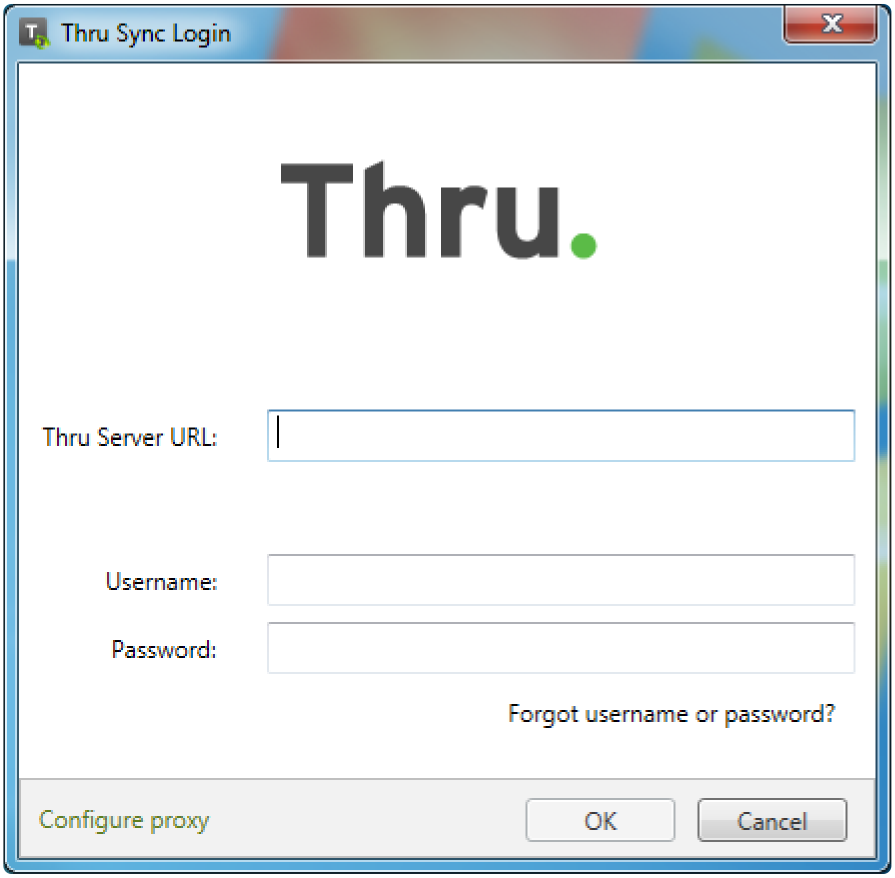


• Improved behavior in exception scenarios where sync cannot be performed, detailed messages.
• Data transfer optimizations.

Choose Folders to Sync to Your Desktop

After installing Thru Sync to your desktop, you will be prompted to setup your Thru account.

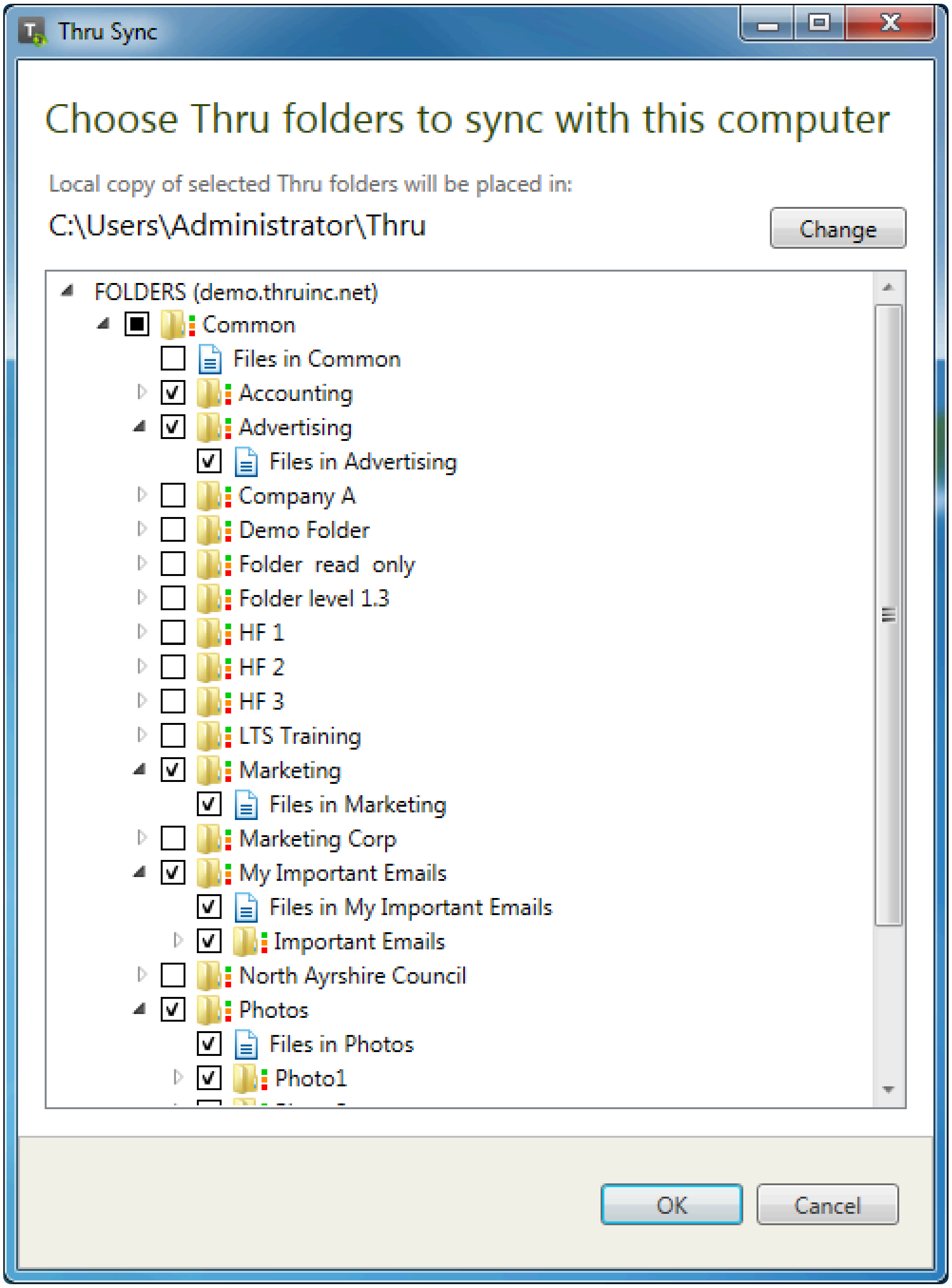
Enter your Thru Server URL, Username and Password.



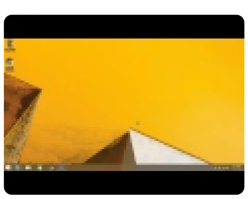
After successfully logging in, you will be able to choose Thru folders from your account to sync with your computer.

1. First, select the location you would like to sync your folders. The default location is C:\Users**Your User Profile**\Thru.
2. Next, choose the folders you would like to sync to your desktop. Select a folder by clicking the checkbox next to each folder. Use the arrows to locate sub-folders.
3. Click the **OK** button at the bottom of the window to sync the selected folders to your desktop.

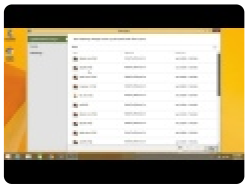
Note : Once files are synced, a Thru folder will be created in the *Favorites* section of your desktop file system. All content synced from your Thru account will be accessible in that folder.



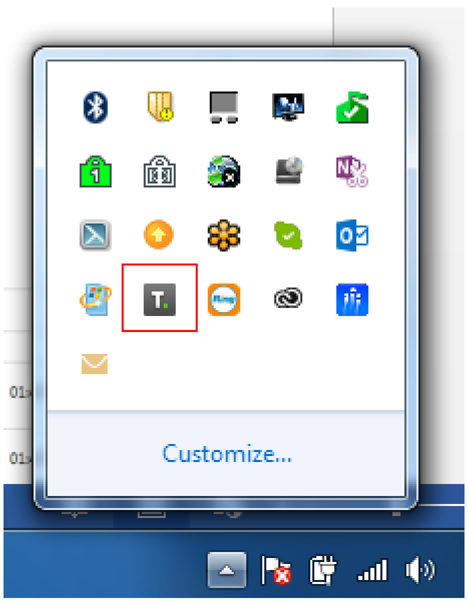
Note : Users that are in the [BASIC USER GROUP]() will not be able to use this Addin/Connector



View Sync Status and Synchronization Changes

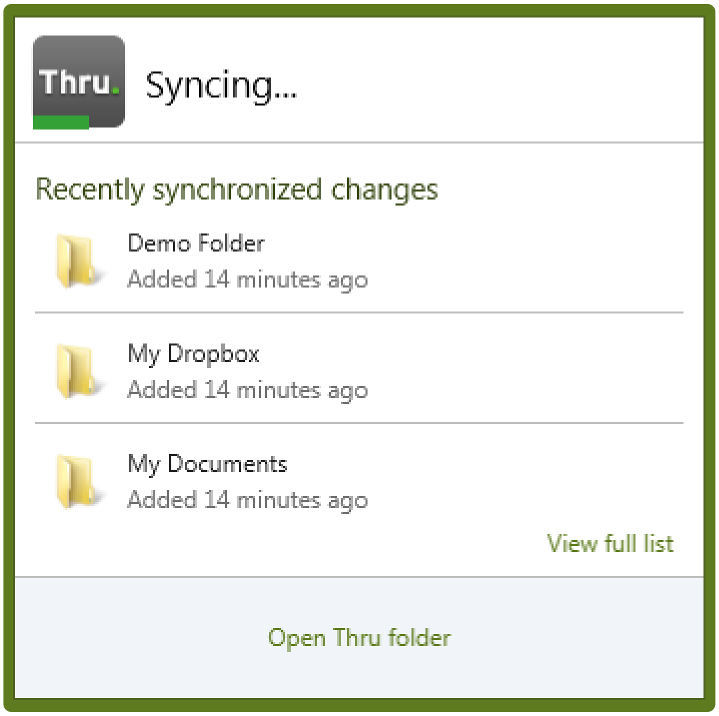


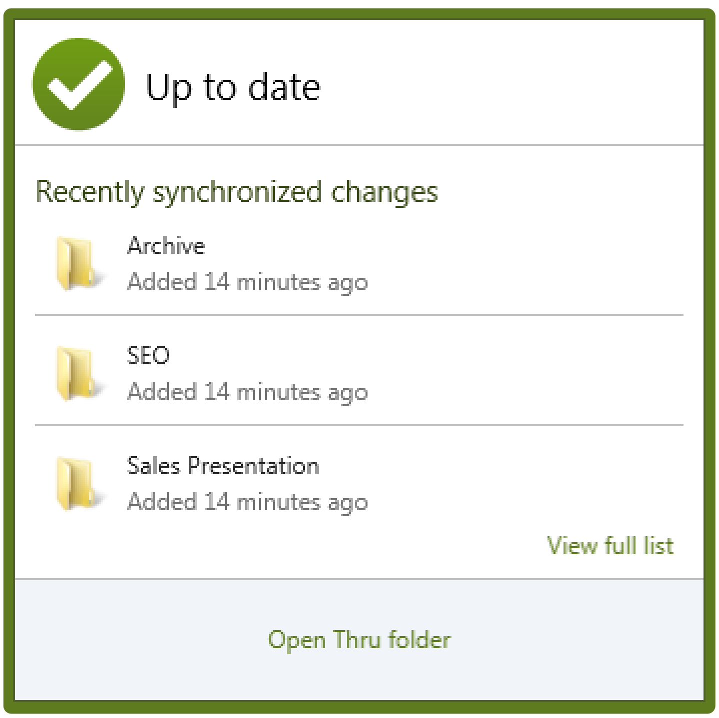
To view the sync status of folders on your desktop, locate and click on the Thru icon in your desktop's system tray.



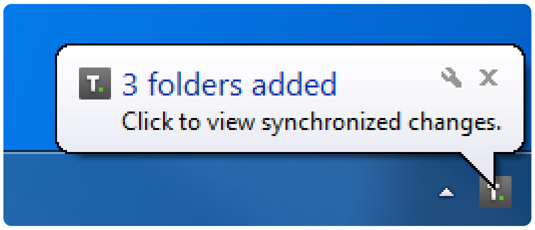
Sync Dashboard

A dashboard will open and show the status of your synced Thru folders. This dashboard will also notify you of sync errors and warnings.



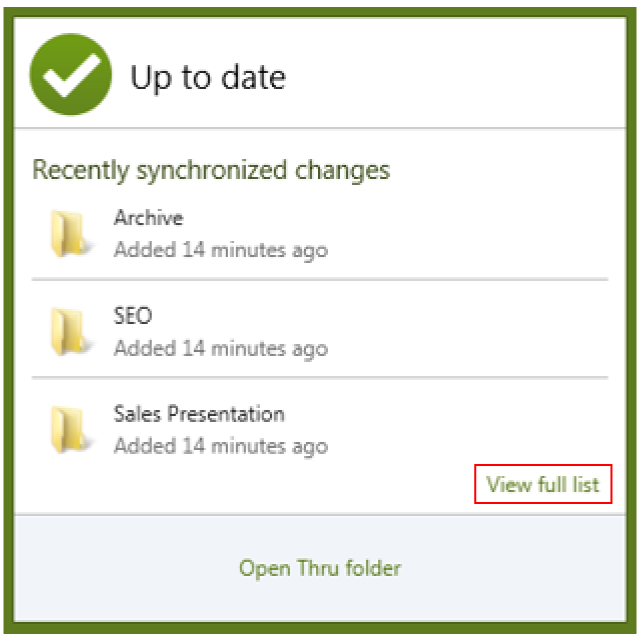


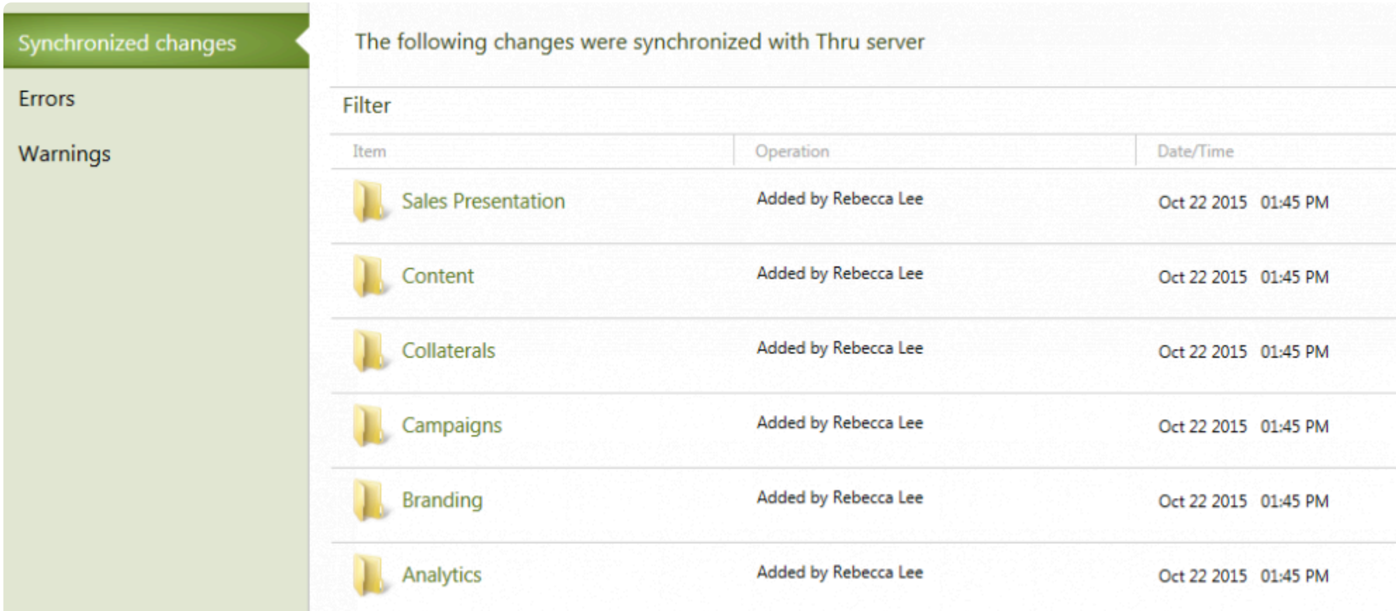
When syncing is finished, a popup notification will appear in the system tray to notify you that actions have been made in your synced folders.



View Synchronized Changes

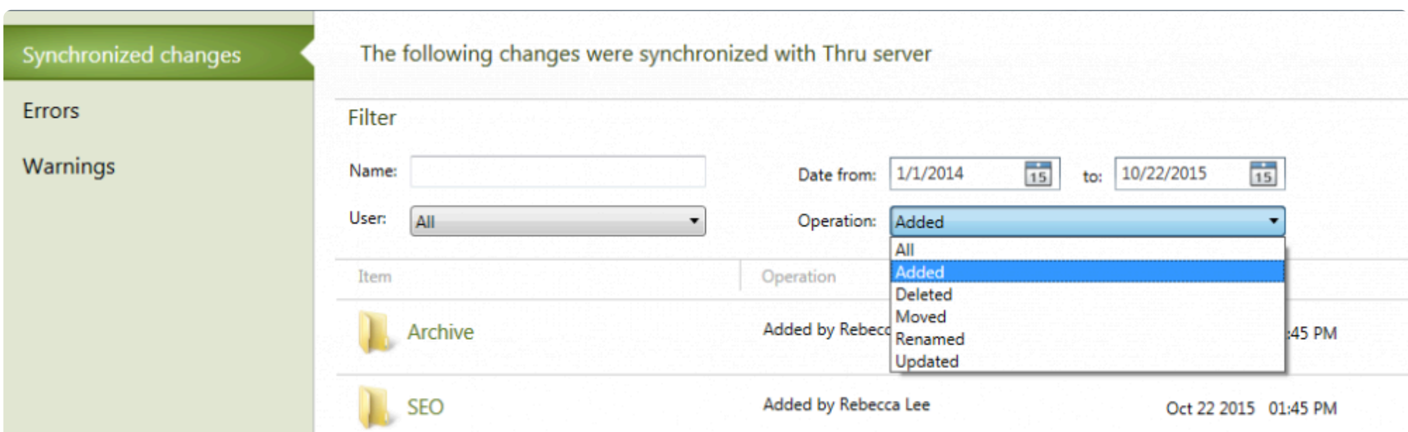
To view the list of synchronized changes, click the *View full list* button on the bottom right corner of the dashboard. A window will open showing all synchronized changes to content like deletions, additions, renames, etc.





Filter Results

To filter your synchronized changes, use the filter tools at the top of the window to search for sync results based on user, date, file or folder name, and operation performed.



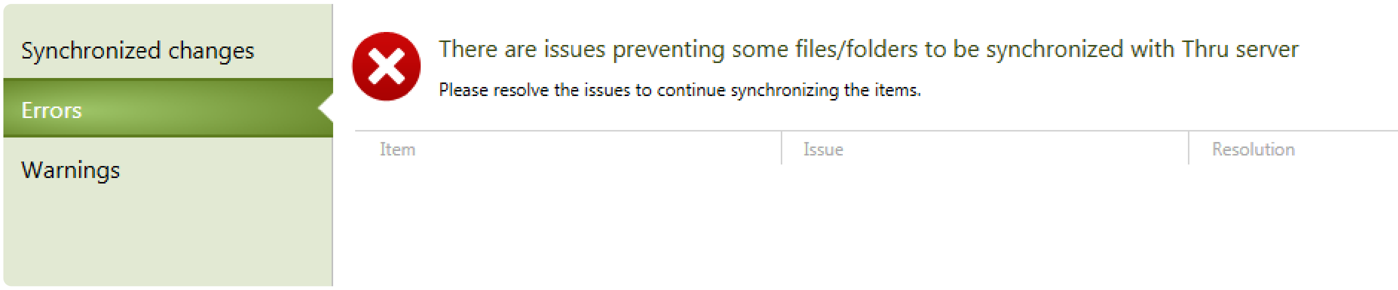
View Sync Errors

The *Errors* section displays any issues preventing files/folders from being synchronized with the Thru server. The following reasons can prevent syncing:

- File is locked locally by some application.

- User cannot create items in current folder (not enough permission or parent folder is unavailable).

Note: Contact your Thru Administrator when sync errors occur.

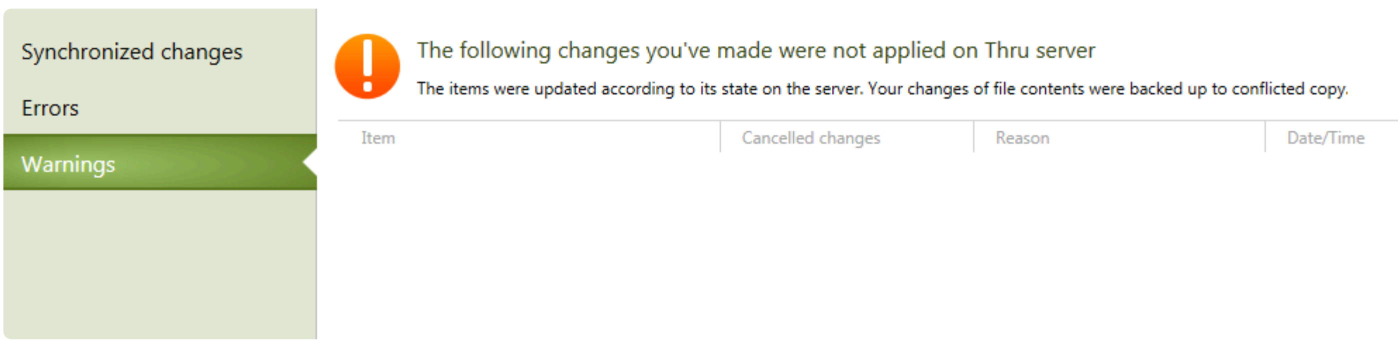


View Sync Warnings

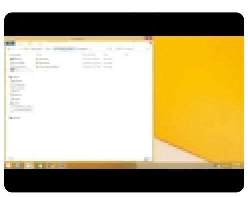
The *Warnings* view contains the list of items for which a user’s changes were not applied due to any reason. The cases can be the following:

- A conflict occurred
- User deleted a folder which contains a sub-folder which is not synced

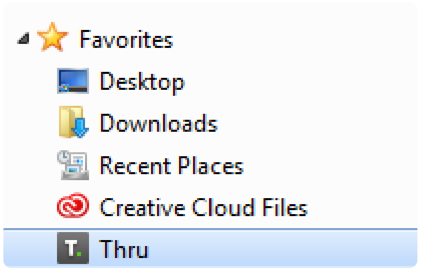
Note: Contact your Thru Administrator when sync warnings occur.

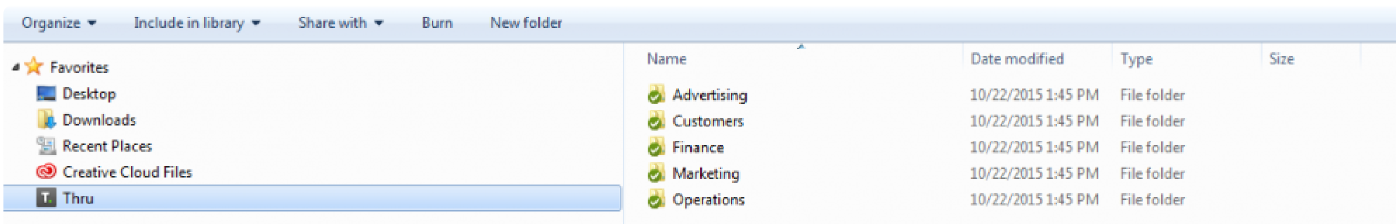


Accessing Thru Folder

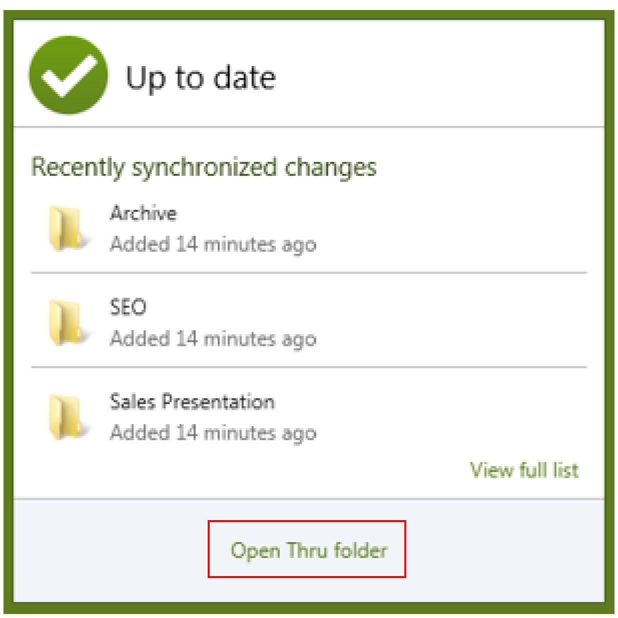


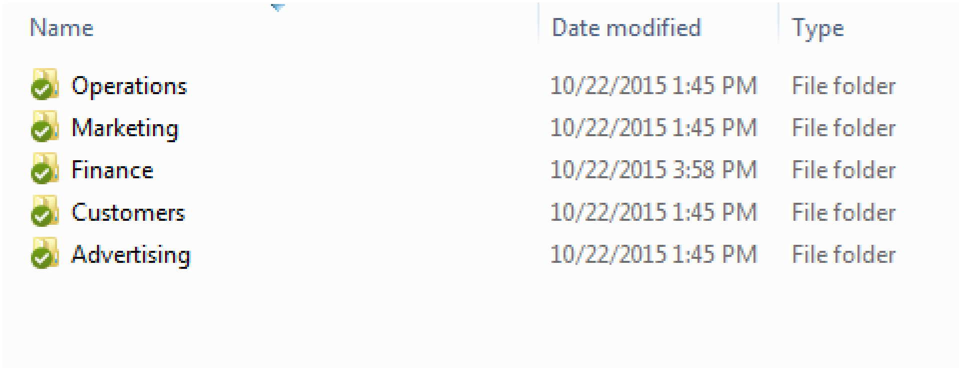
To access your synchronized files, navigate to the Thru folder that is located in the Favorites section of your desktop file system. Any actions made to content within these folders will automatically be synced for anyone that shares these folders on the Thru Server.





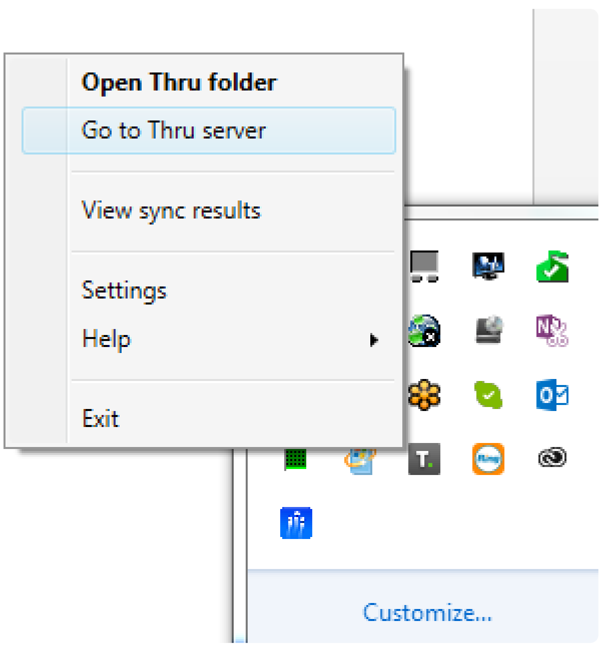
Another way to navigate to the Thru folder is by clicking on the *Open Thru folder* button found in the sync dashboard.



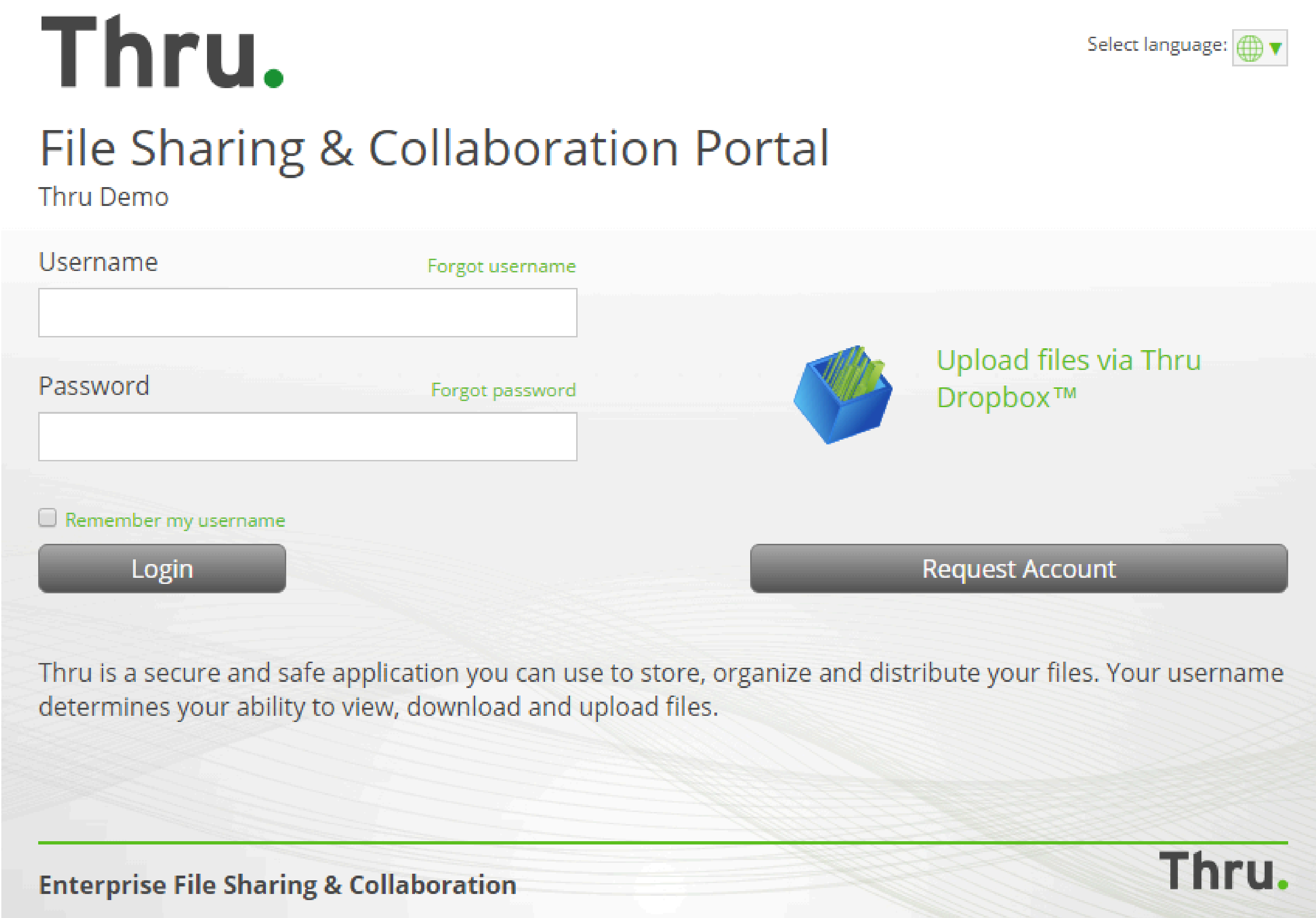


Desktop Access to Thru Server

To access your Thru account directly from your desktop, right click on the Thru system tray icon and click *Go to Thru server*. This will direct you to the Thru Web application.



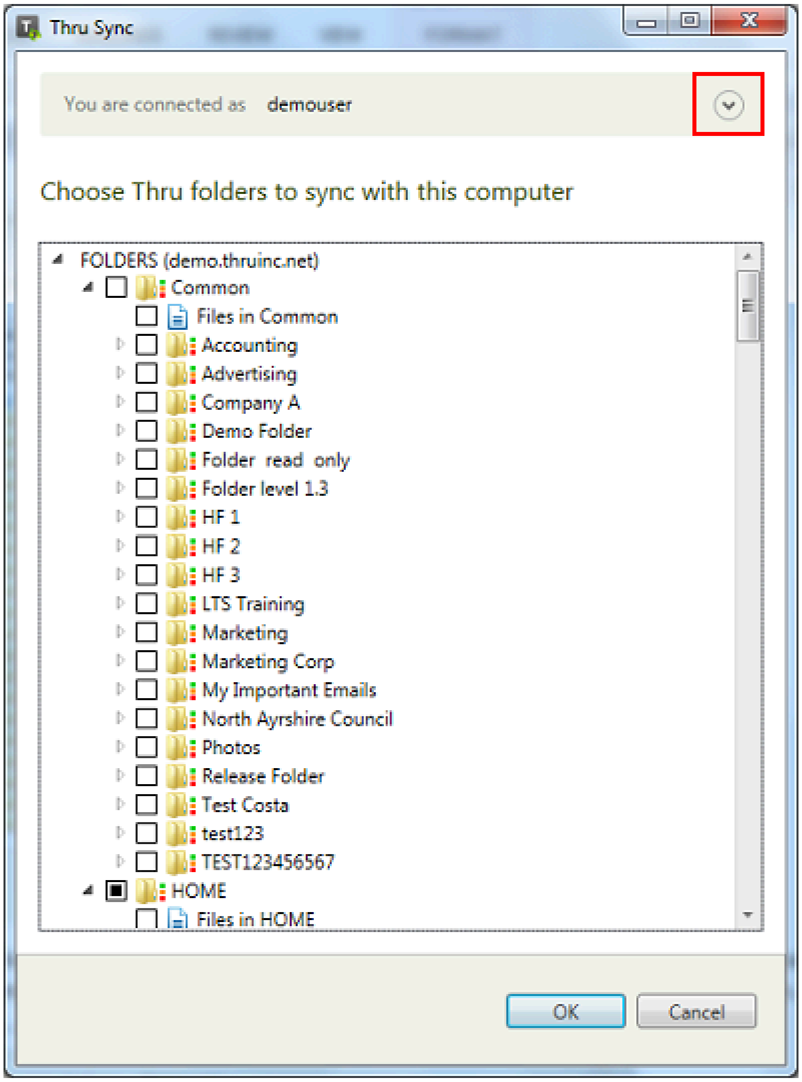
To learn more about using Thru Web, refer to the Thru Web User Guide



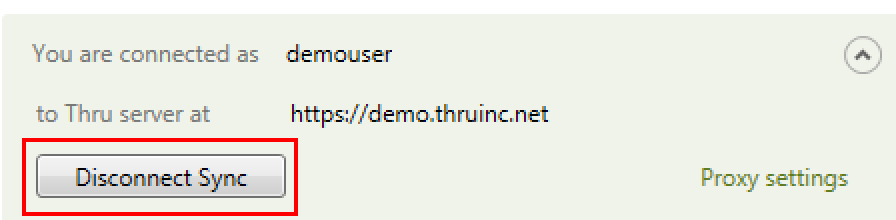
Disconnect Sync

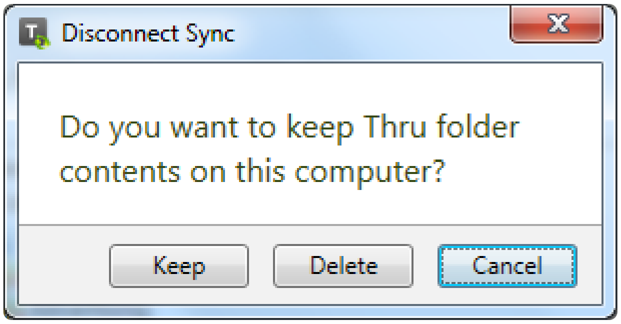
To disconnect Thru Sync from syncing files to your desktop, right click on the Thru system tray icon and click on *Settings*.

The Settings window opens. Click on the dropdown arrow located in the top right corner.



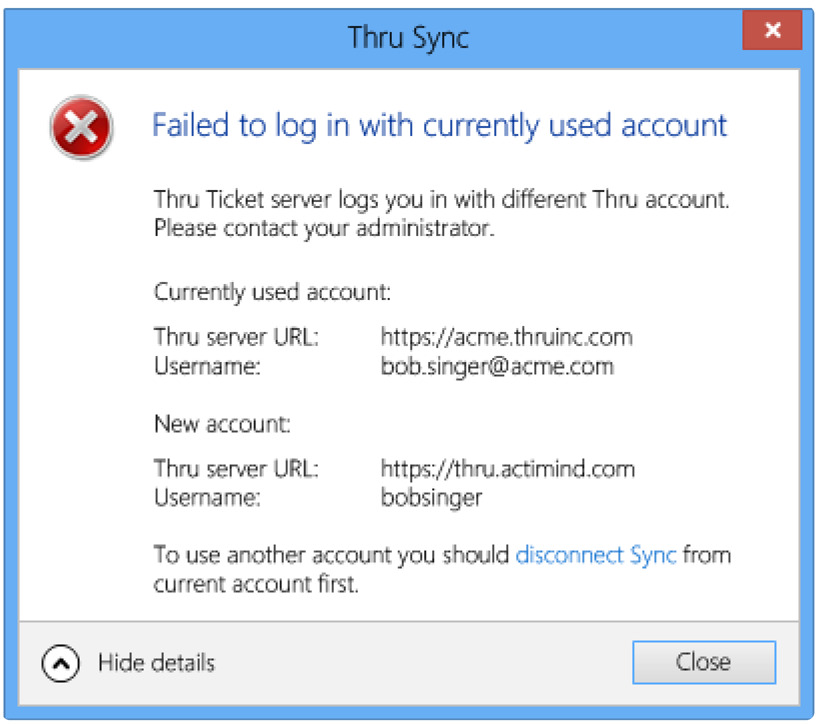
Select *Disconnect Sync* to disconnect Thru Desktop Sync from the current Thru account. You will be prompted to either keep synchronized files on your desktop or to remove them. Choose either *Keep* or *Delete*.





Troubleshooting

Failed to log in with currently used account



The dialog is shown in follow cases:

- Precondition: user is logged in
- Url to Thru server was changed/SSO configuration is changed
- SSO user is configured for another account

To solve it:

- Click Show Details
- Click Disconnect Sync
- Rename C:\Users\\Thru to C:\Users\\ThruBackup

Concurrent editing can result in conflicted copies

An issue can occur when multiple users open the same file in MS Desktop Applications such Excel in synchronized areas and where Excel auto-saves the files.

If any user made any changes, changes for that user will be in the last conflict copy with that user’s name.

Users have to keep the latest copies and merge the changes.

The scenario where multiple users edit or auto-save the same file will always generate conflict copies.

Users should be trained that concurrent editing will result in conflicted copies and last changes by certain user are stored in the file with name which includes the name of this user.

Quick panel icons on Windows 10 are not updated without refresh

The icons of synchronized items in Quick Access panel on Windows 10 and 7 are not updated without a manual refresh

Thru Add-In for IBM Notes User Guide

THIS THRU USER GUIDE DESCRIBES AND SUMMARIZES THE OPERATIONS OF THE THRU ADD-IN (CONNECTOR) FOR IBM NOTES (REFERENCED AS “THRU CONNECTOR FOR IBM NOTES” IN THE SOFTWARE AND SHORTENED AS “THRU ADD-IN” IN THIS DOCUMENT). THIS DOCUMENT HAS BEEN PREPARED SOLELY FOR INFORMATIONAL PURPOSES AND IS BEING FURNISHED FOR USE BY CUSTOMERS. DISTRIBUTION OF THIS DOCUMENT IS LIMITED TO CUSTOMERS.

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Download Thru Add-In for IBM Notes

To download the latest version of Thru Add-In for IBM Notes, CLICK HERE

Introduction

The Thru Add-In (Connector) for IBM Notes allows companies to expand their email messaging environment and provides endpoint message protection without file size limitations. It seamlessly adds expiration and password-protection functionality that enables users to control access to messages and files in motion and revoke access on-demand. This add-in can be downloaded and installed in minutes, instantly integrating with the IBM Notes user interface. Thru Add-In for IBM Notes is best suited for simplified messaging with partners, customers, and suppliers without additional training time or expense. No PGP, PKI, or encryption key exchange is necessary before messages are sent.

System Requirements – Add-In for IBM Notes

In order for proper operation of the Thru Add-In for IBM Notes, the following software and hardware requirements must be met:

Operating Systems

- Windows 7
- Windows 8
- Windows 8.1

Microsoft .NET Framework 3.5 or above

Windows Administrator Access

Email Clients

- IBM Notes 8.5.3 or above

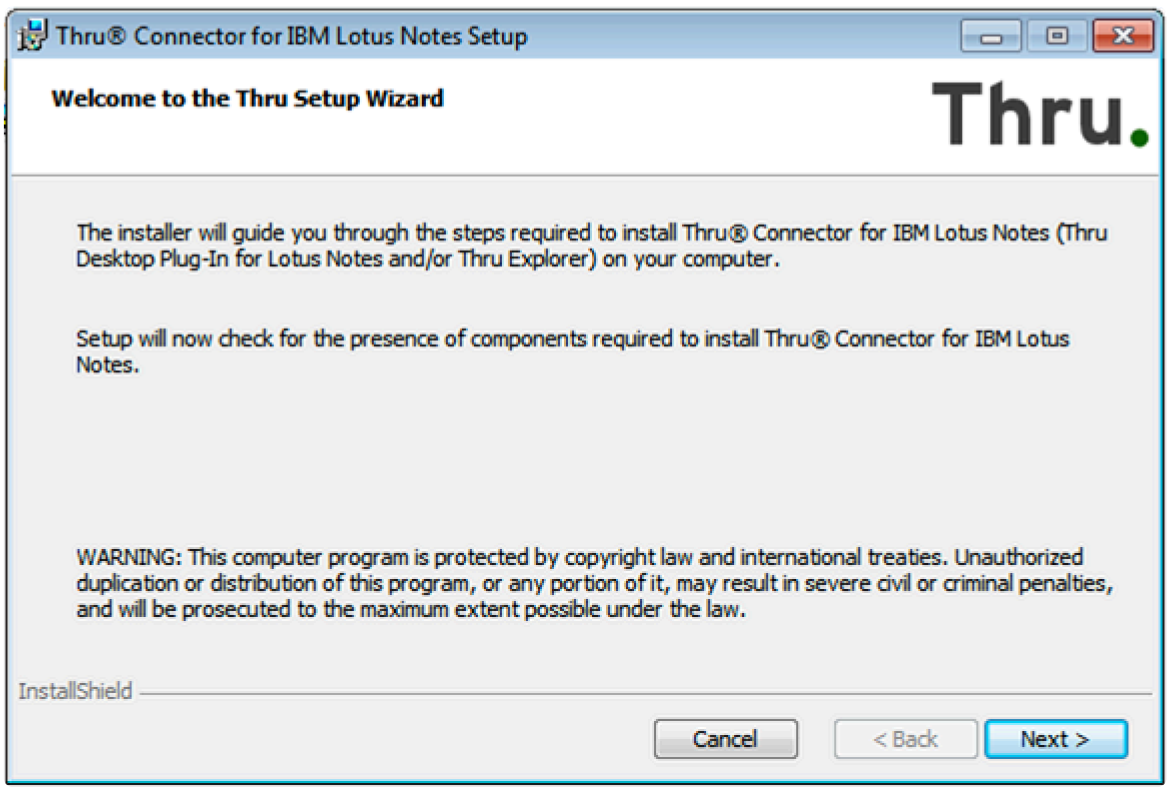
Hard Drive Space

- 20 MB or greater

Installing the Software

This section describes the steps required to install the Thru Add-In for IBM Notes desktop application. Follow these procedures for initial setup.

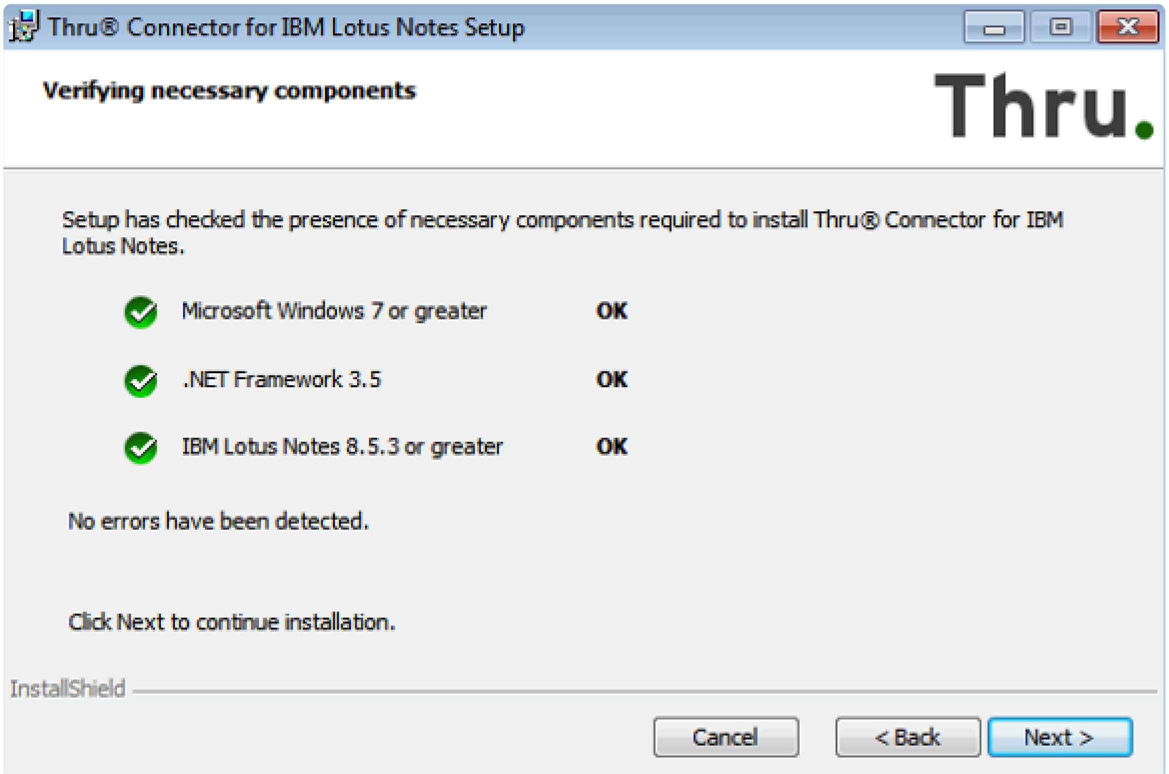
Begin by launching the *Thru Connector Setup* file. The following Welcome Screen is displayed below.



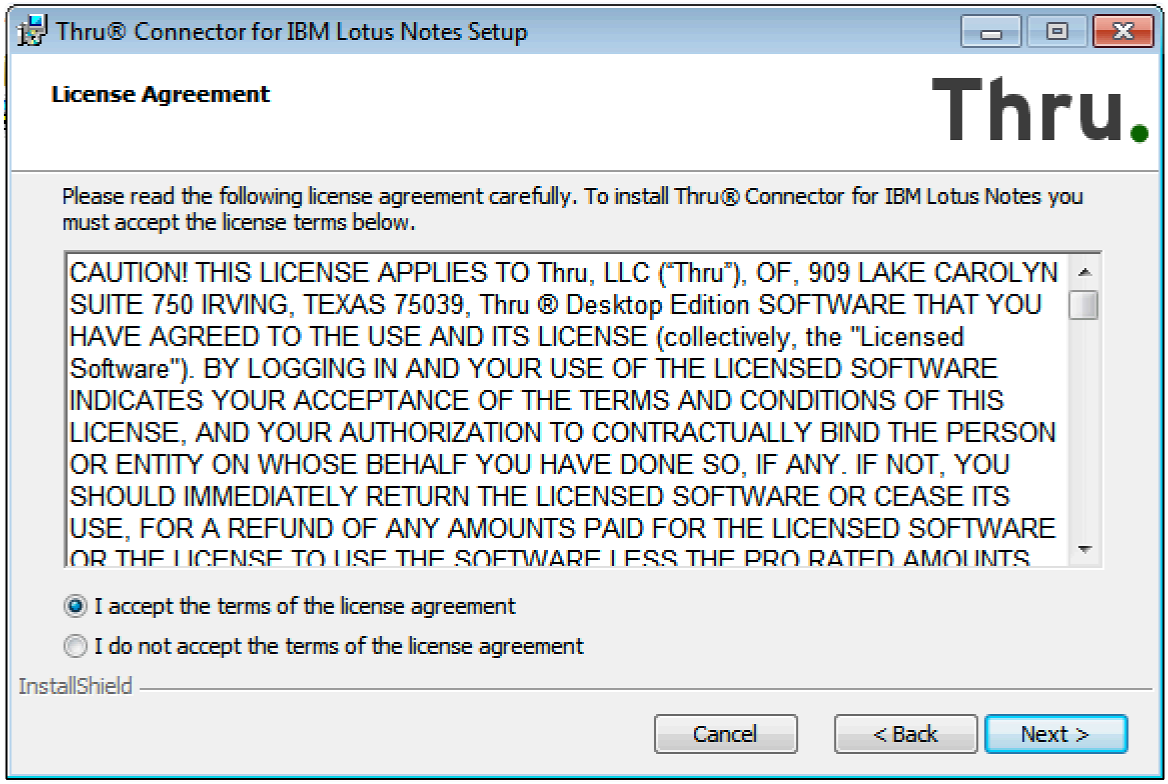
The Installer verifies that the user has Administrator privileges on the local computer and verifies that the Thru Add-In is not already installed on the user's computer.

Click the Next button. The Installer will verify the following system requirements:

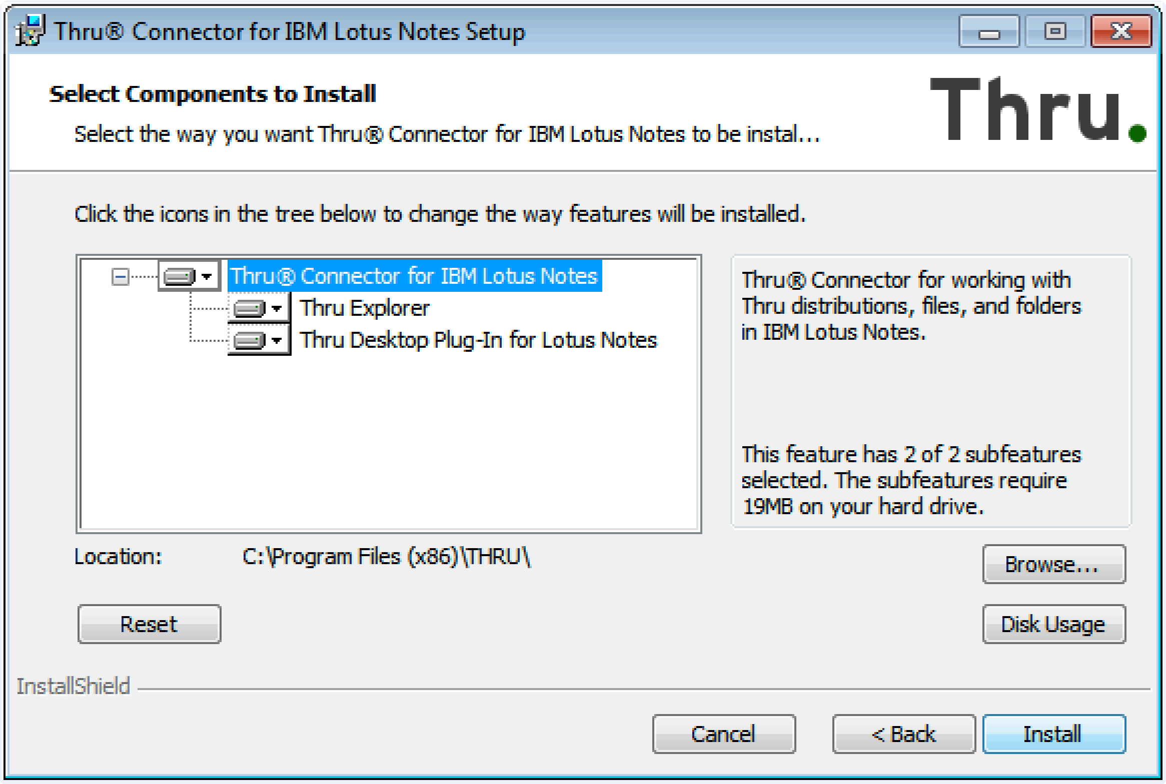
- The installation is run under Microsoft Windows version 7 or greater
- Microsoft .Net Framework 3.5 or later version is installed
- Ensures that user has IBM Notes 8.5.3 or later version



If all the system requirements are met, accept the terms of the license agreement and click the Next to continue the installation. The setup shows the Thru End User License Agreement (EULA) screen.

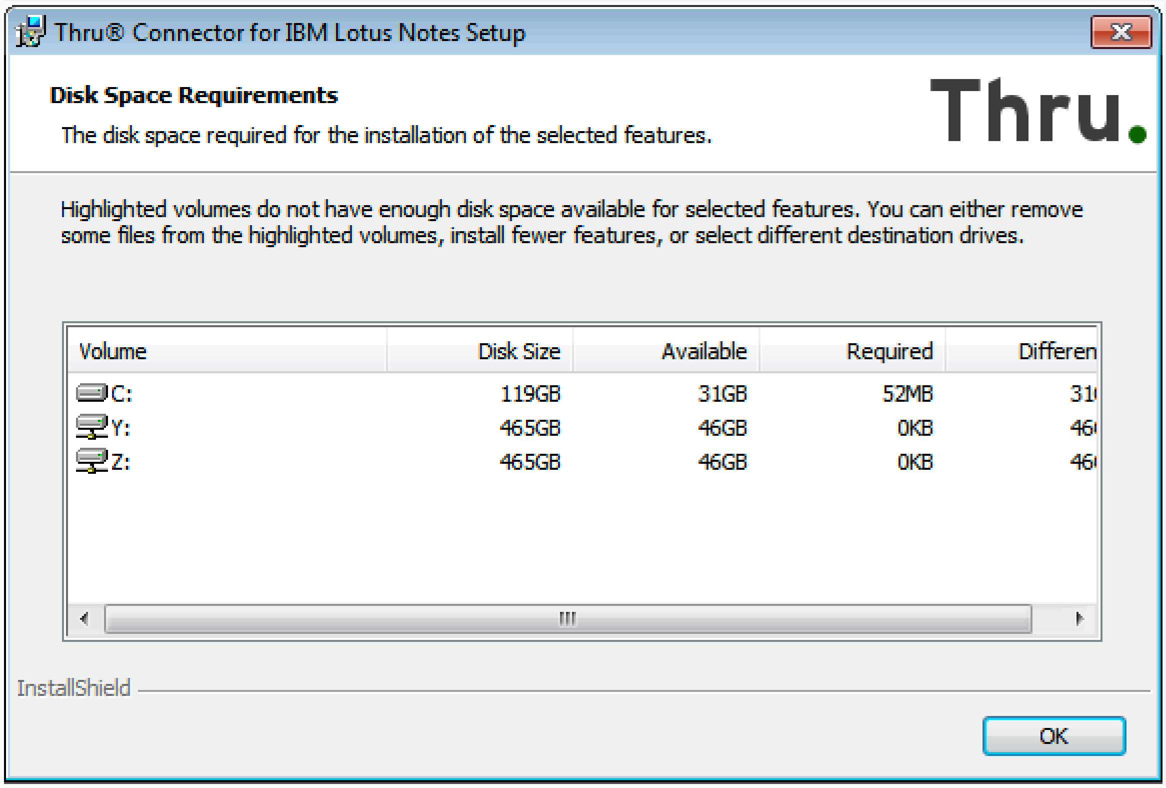


Upon EULA acceptance, the Installer displays an option to select the desired components and installation location directory.



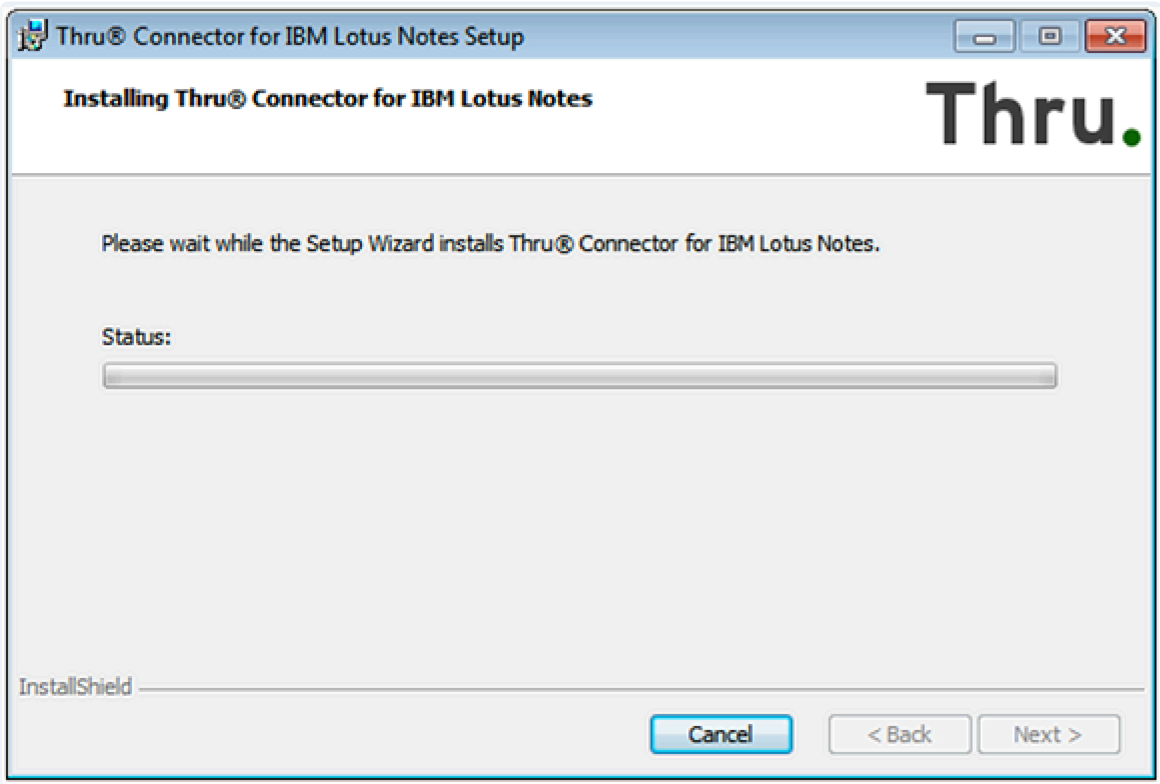
The *Reset* button resets the installation files to the default directories.

To quickly check the available drive space for the installation, you can click the *Disk Usage* button. It will display the available free space for the selected drives.

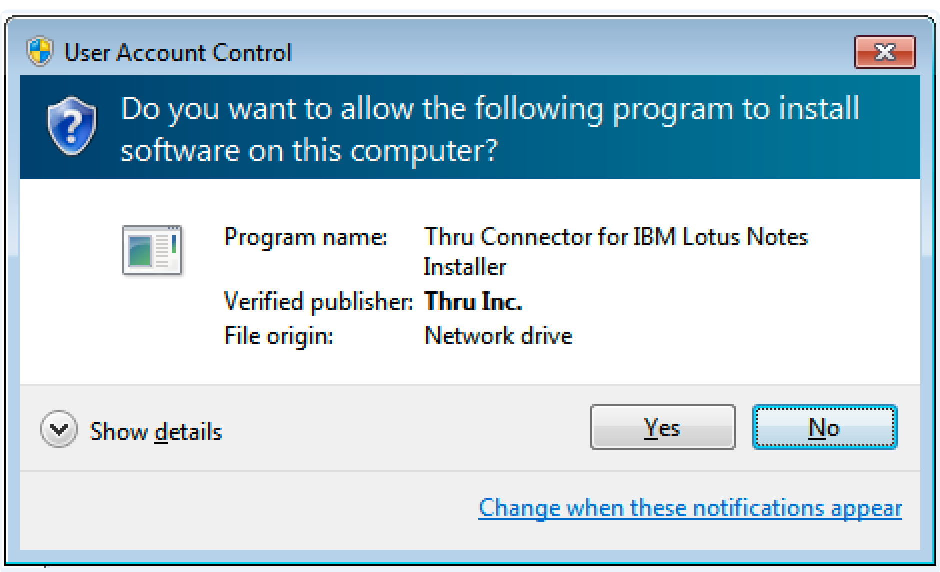


Next, select the components to install in the desired installation directory and click OK.

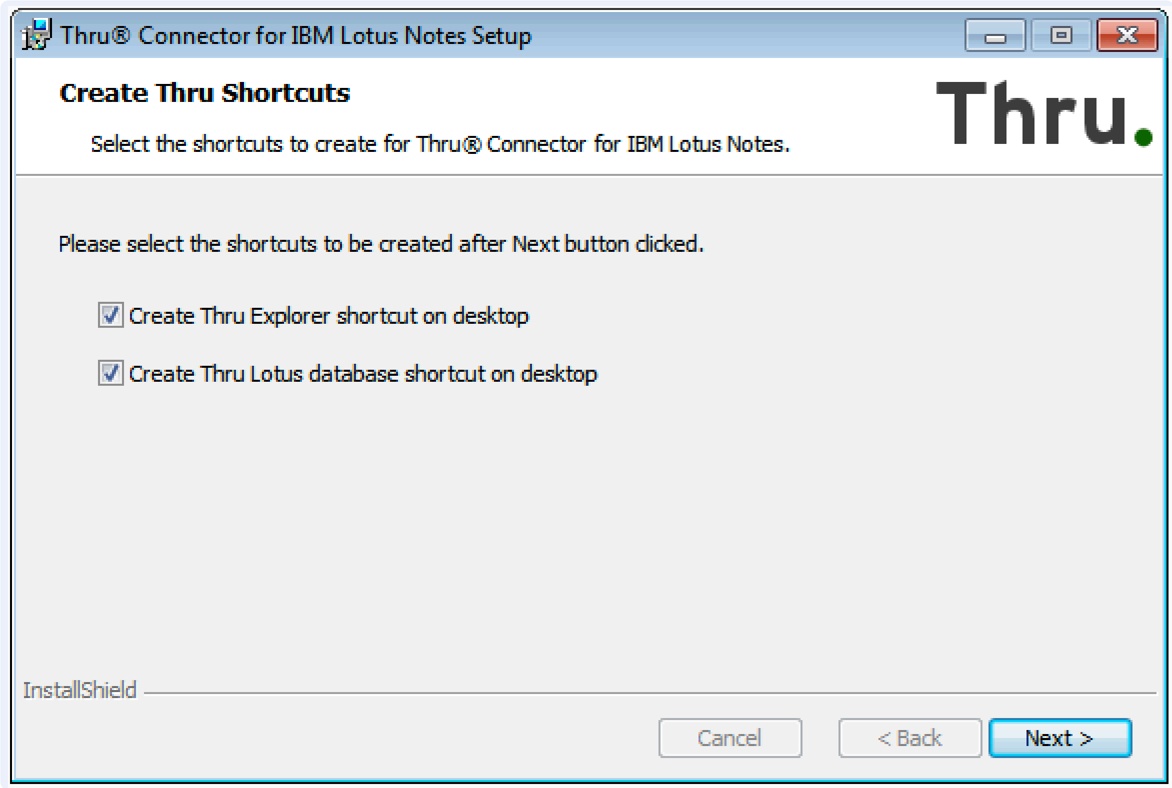
The installation will begin to copy the necessary files to the installation path that you have selected. It will also create the Windows Start Menu icon for the Thru Add-In for IBM Notes.



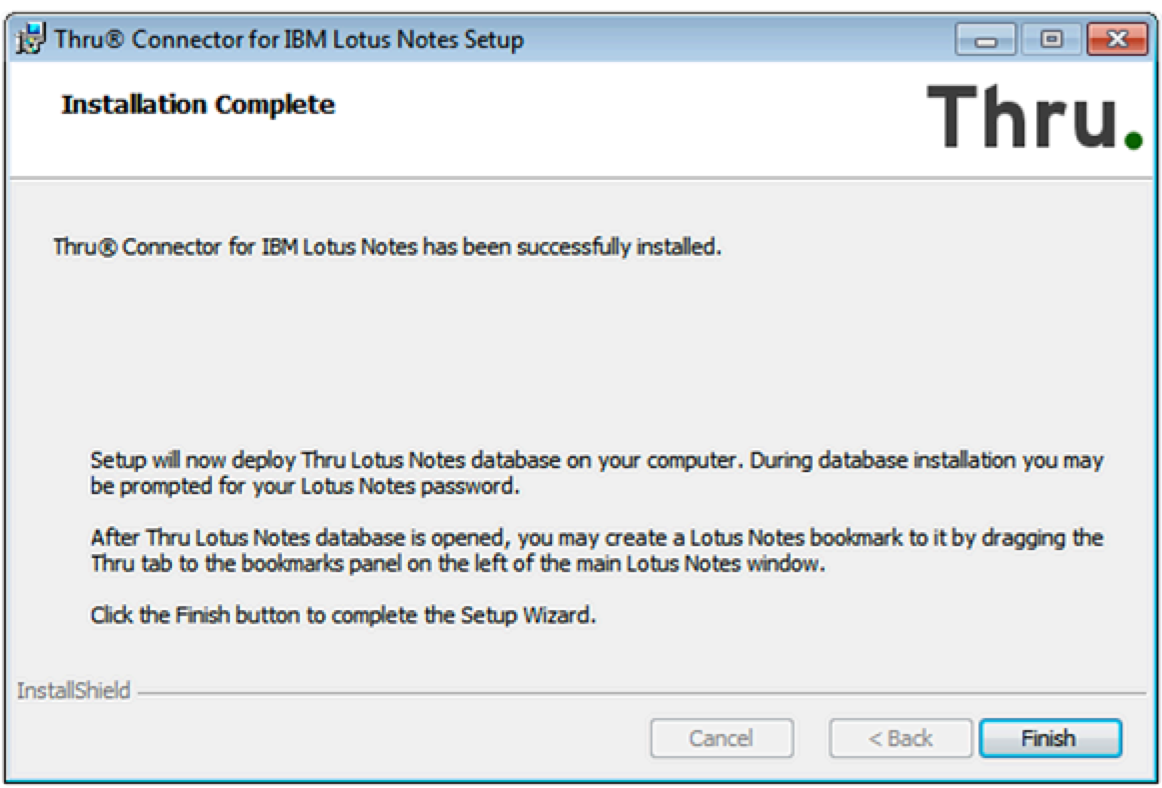
If User Account Control dialog box is displayed, click *Yes*:



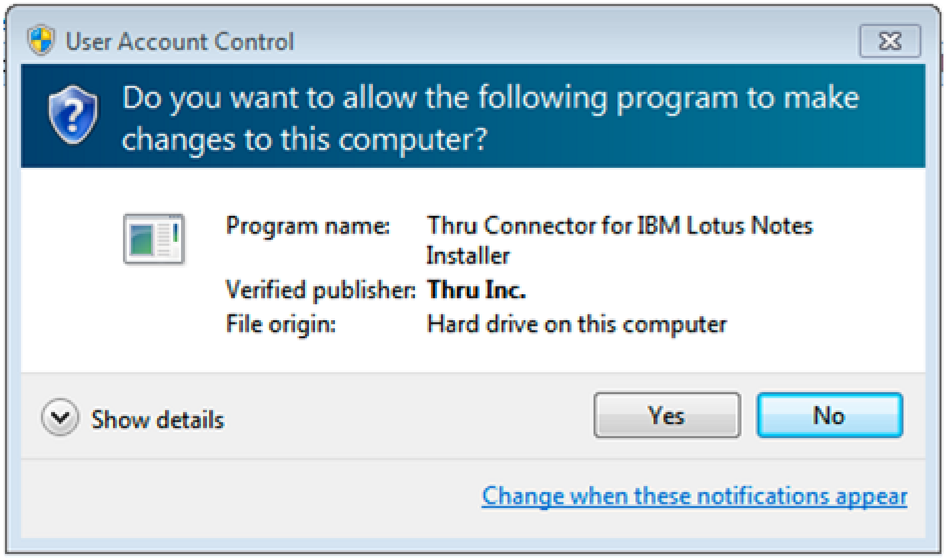
Check the two boxes to ensure that the shortcuts will be displayed:



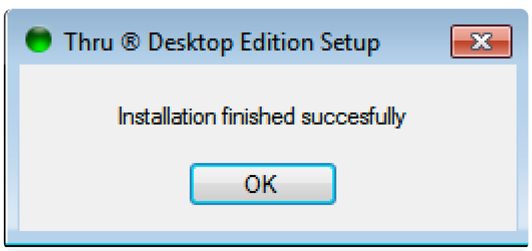
Finally, click *Finish* to complete the installation of Thru Add-In for IBM Notes.



If User Account Control dialog box is displayed, click *Yes* to create a shortcut:



Click *OK* on the final dialog box:



Upgrading the Software

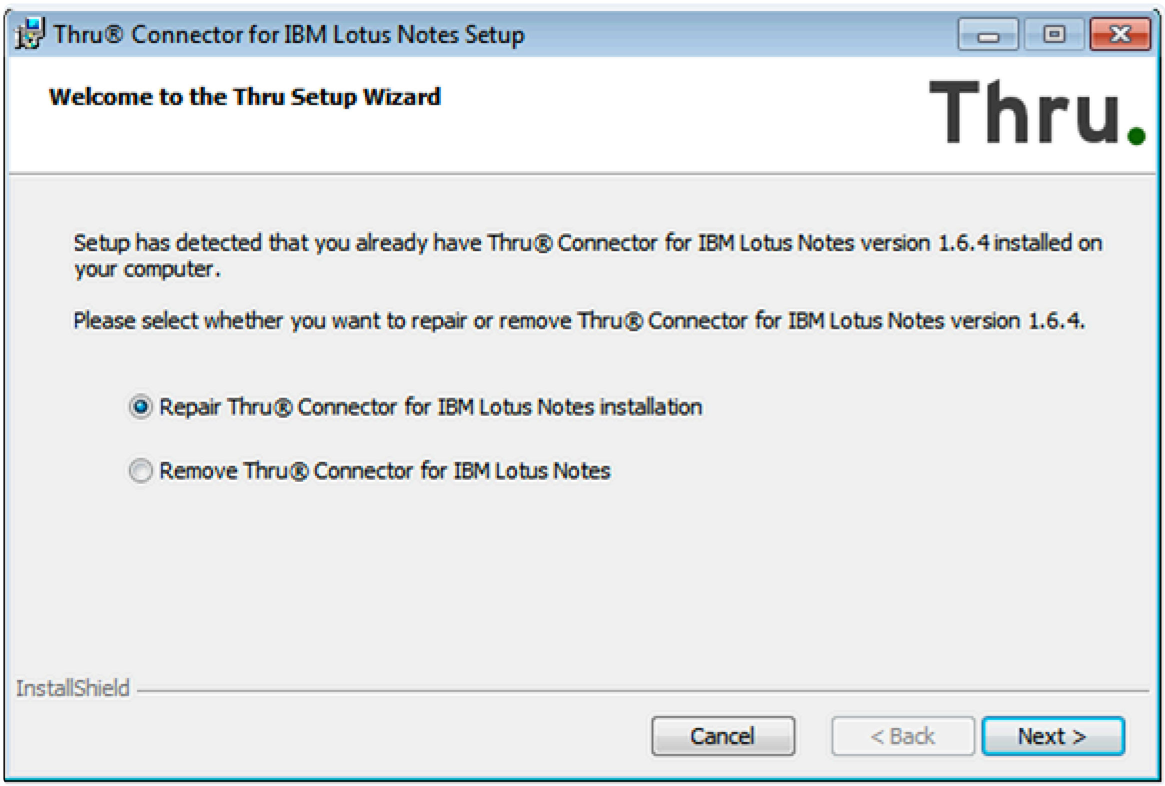
Users are able to upgrade their installation of the Thru Add-In when a newer version is released or to repair the existing installation if problems occur with the current application. This can be accomplished either by manually running the Thru Add-In Setup file installer or selecting Change in the *Add/Remove Programs* in the Windows Control Panel.

If the same version of Thru Add-In is installed, the installer performs a standard MSI Repair procedure.

If any previous version is installed, the installer continues with a standard MSI upgrade procedure.

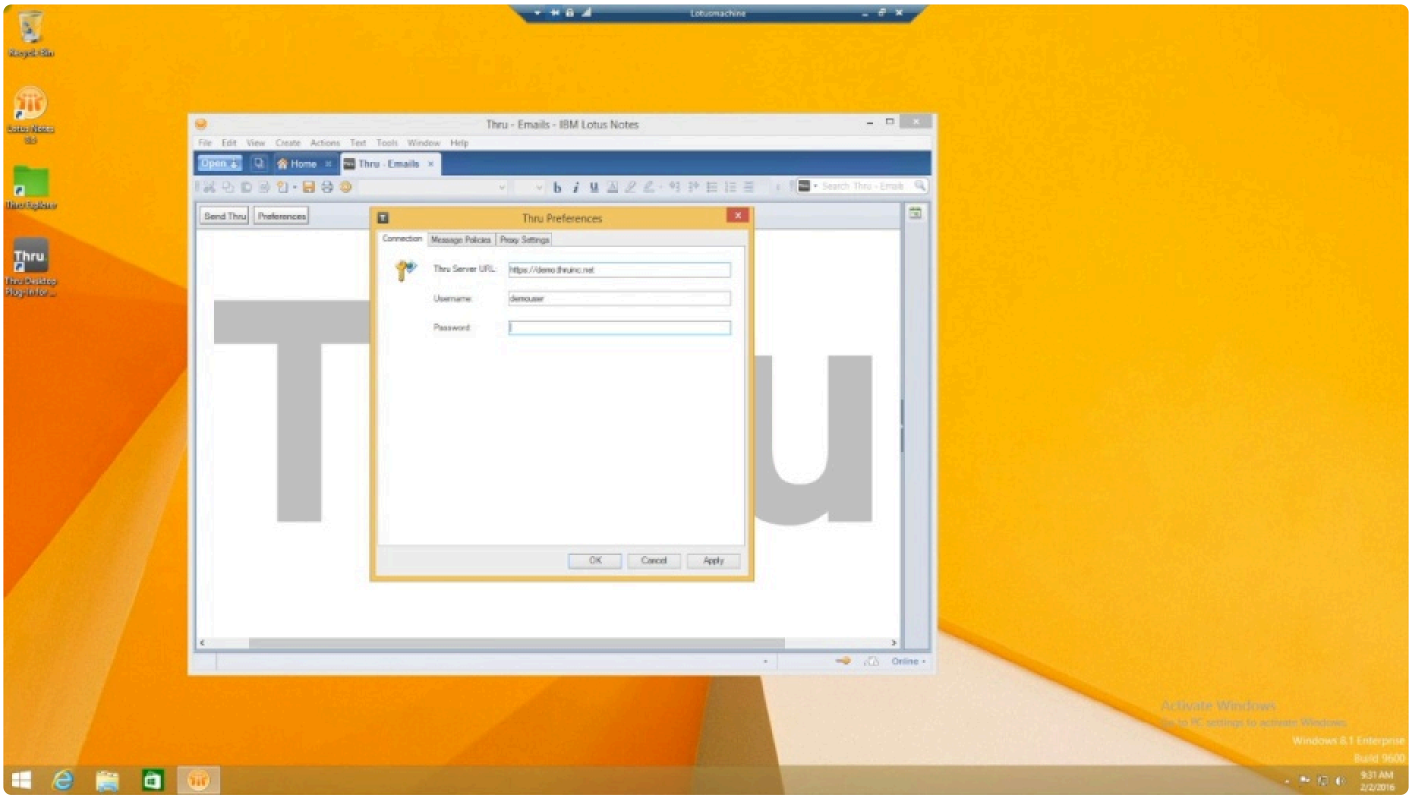
Uninstalling the Software

Removal of the Thru Add-In for IBM Notes can be accomplished via Windows Control Panel or by downloading the Thru Add-In for IBM Notes again. If you attempt to execute the installer on an already existing installation, the setup will automatically detect the prior installation and the screen below will appear. Here you can choose to remove or repair the installation.



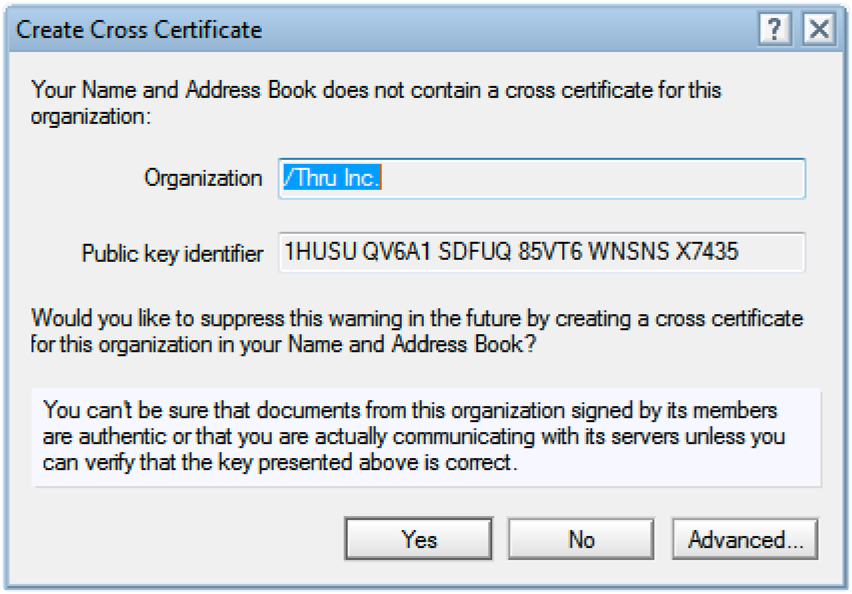
Click *Next* button to repair or remove the installation. All shortcuts will be removed as part of uninstall.

Getting Started with Thru Add-In for IBM Notes



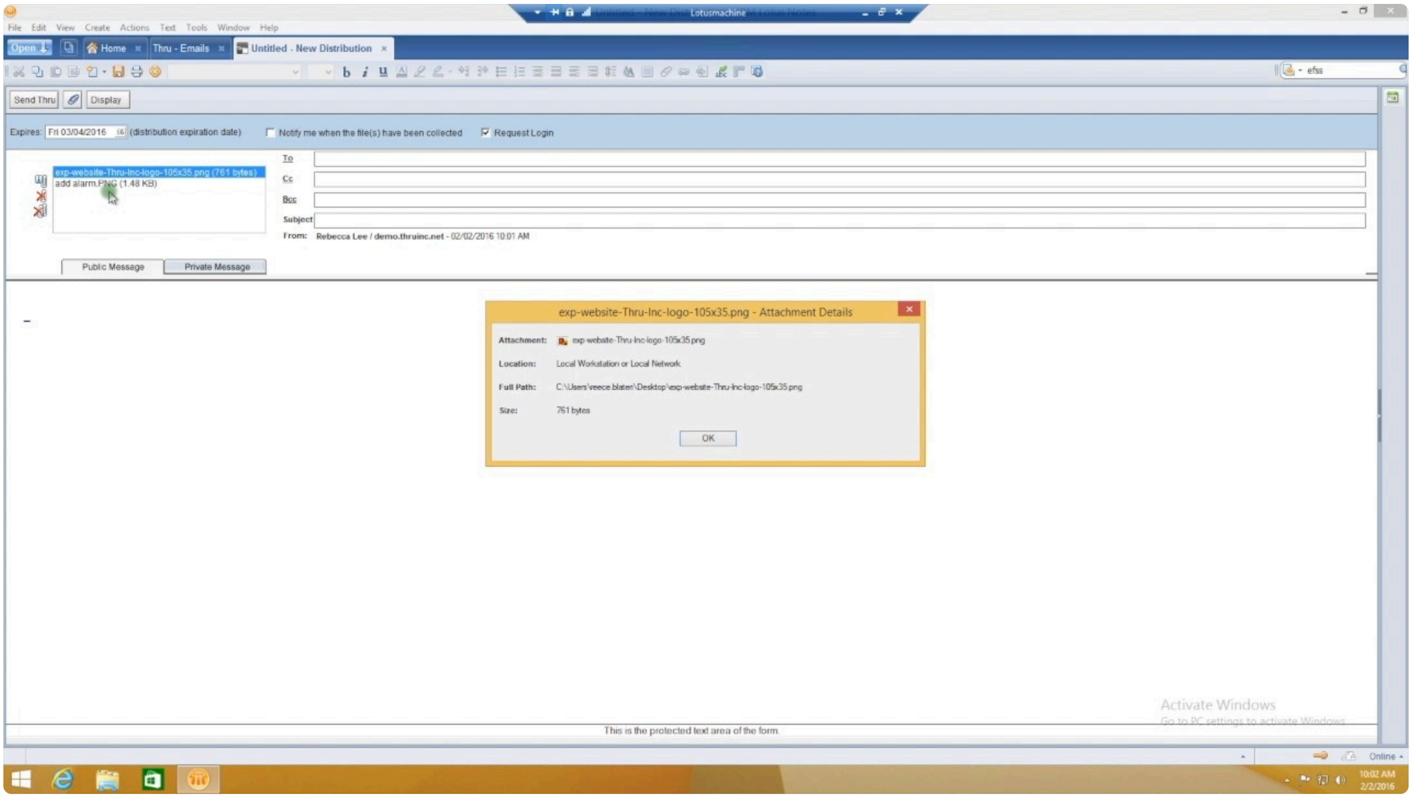
To start Thru Add-In (Connector) for IBM Notes for the first time and create a bookmark (tab) in Notes, please start IBM Notes using the shortcut created on the desktop by the Thru Add-In installer that is marked by the icon below:

Notes will start and the certificate warning will be displayed. Please click *Yes* to create cross certificate for Thru Inc. – that operation is required only at the first start. On subsequent starts, Notes can be launched directly since the tab bookmark will be saved.



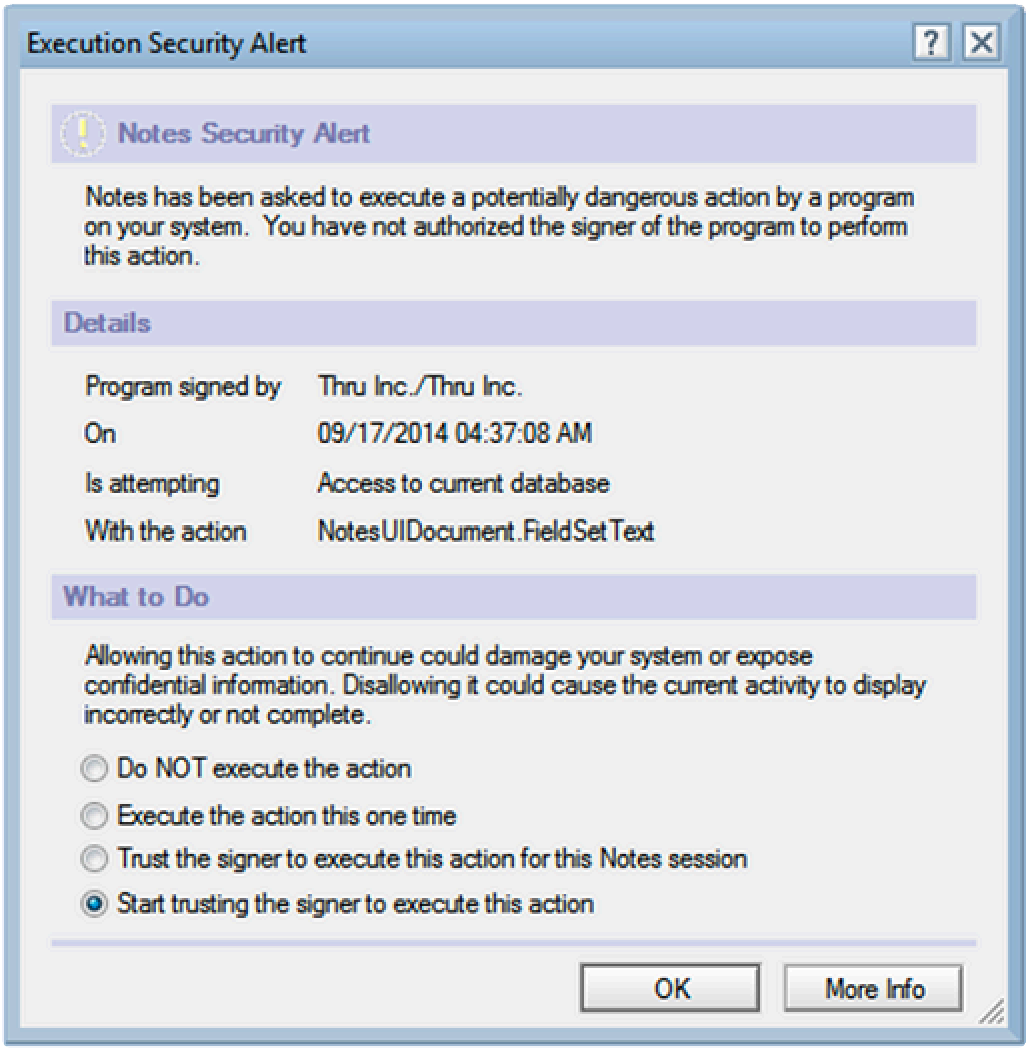
Once approved, the tab for Thru Emails will be displayed in IBM Notes:

Sending Files with Thru Add-In for IBM Notes

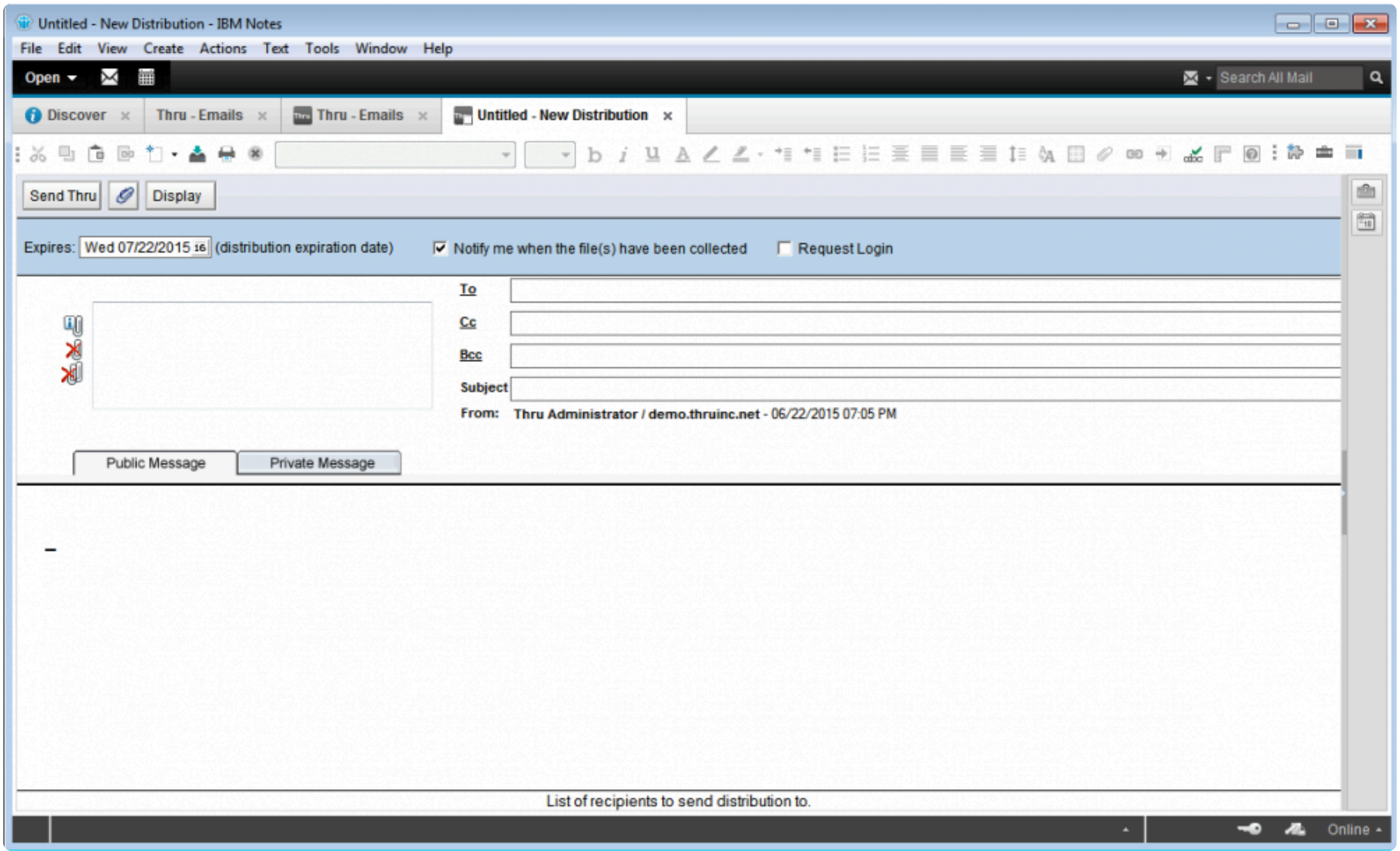


Thru Add-In (Connector) for IBM Notes allows a user to create an email and attach local files/folders and files/folders stored in Thru Cloud of any size for a secure delivery. To create a new Thru email, click on *Send Thru* button on *Thru Emails* tab.

On first use, the following confirmation message is displayed. Please select the button that says, “*Start trusting the signer to execute this action.*” Click OK once it is selected.



A new Thru message form shown below is displayed with the following parameters. Clicking on *To*, *Cc* and *Bcc* buttons opens the standard IBM Notes dialog boxes to select message recipients in the IBM Notes Address Book.



A. [To]:

To: To recipients list should contain at least one recipient in a new distribution. This field may be empty in an edited distribution (100 characters maximum per address).

B. [Cc]:

Carbon Copy Recipients: Enter email address(es) as a CC. All To and CC Recipients will be visible to each other. This field may be empty.

C. [Bcc]:

Blind Copy Recipients: Enter email address(s) as a BCC. All To and CC Recipients will be visible, while any Bcc recipients will not be displayed. You may add your own email address here if you would like to get a copy of the Thru email, or you may leave this field empty. Auto Bcc is also available by modifying your Thru Preferences.

D. [Subject]:

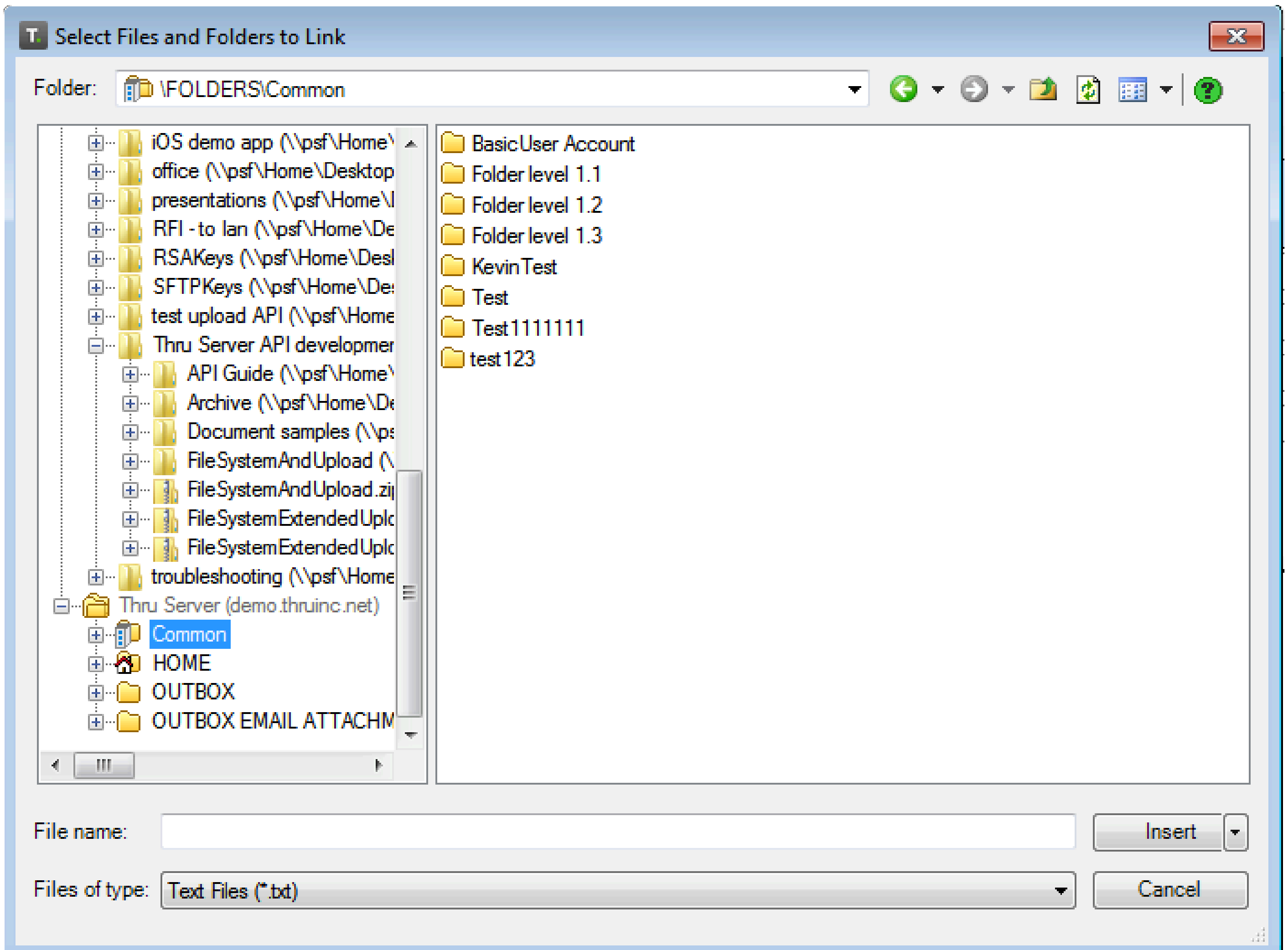
Subject: Email subject line for Thru message (200 characters maximum). This field may be left empty.

E. [Expires]:

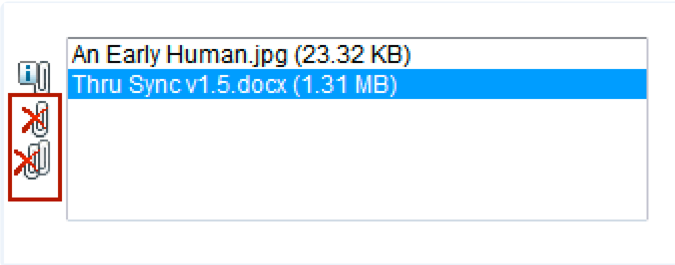
Expires field: Allows for a manual entry of an expiration date that removes the file from download availability. Selection of desired date is similar to the standard Notes field for entering dates. Default expiration date is set in Administration section of Thru site.

F. [Attach], Paper clip icon:
Clicking on Attach paper clip icon displays Thru attachment window where users can select both local and cloud files and folders to send with Thru message in any mix.

Note: Total size for all local attachments is limited by 2 GB. Size of cloud attachments is unlimited.



Removal of single attachment is performed by selection of the desired file and click on the single paper clip icon with X sign. All attachments can be cleared at once by clicking on the double paper clip icon with X sign. The two icons are shown below circled in red.



G. [Public Message tab]:
Enter text here and it will be sent as a regular email message and it will be visible to all recipients of the message.

H. [Private Message tab]:
The message is sent as a private message available over encrypted connection. Private message will be visible by the recipients in the browser over encrypted HTTPS connection after recipients click on Thru link contained in email. This field is optional.

I. Notify Me when the file(s) have been collected:
Notify me when the file(s) have been collected checkbox is checked by default. The flag instructs the server to send a notification email when a recipient downloads any of the files in the Thru message.

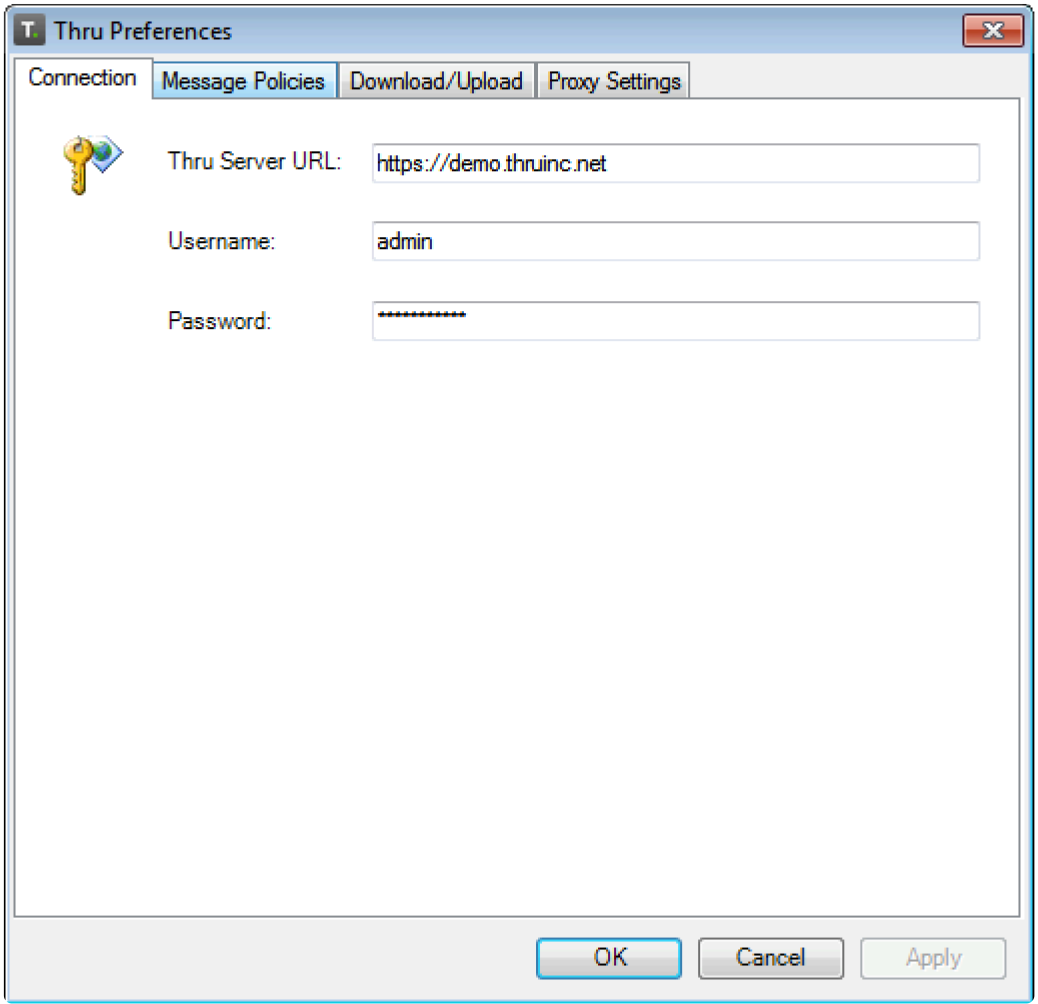
J. Request Login:
Checkbox Request Login instructs the server to protect the link to the files sent in Thru email. Recipients will have to self-register to get access to the files. Default state of this checkbox is set in the site Administration/ Messages section. If default status is *Never* or *Always*, the checkbox is not displayed. If the state is *User Choice*, the checkbox is displayed and available for change by a user.

K. [Send Thru]:
Clicking *Send Thru* sends the composed message to the intended recipients.

Thru Preferences

Preferences button in Thru – Emails tab allows users to modify the settings of Thru Connector, including connection and proxy settings. A dialog box is displayed to modify Connection, Distribution, and Proxy Settings.

Connection to Thru Server



A. Thru Server URL:
URL to Thru site. Information should be provided by administrator.

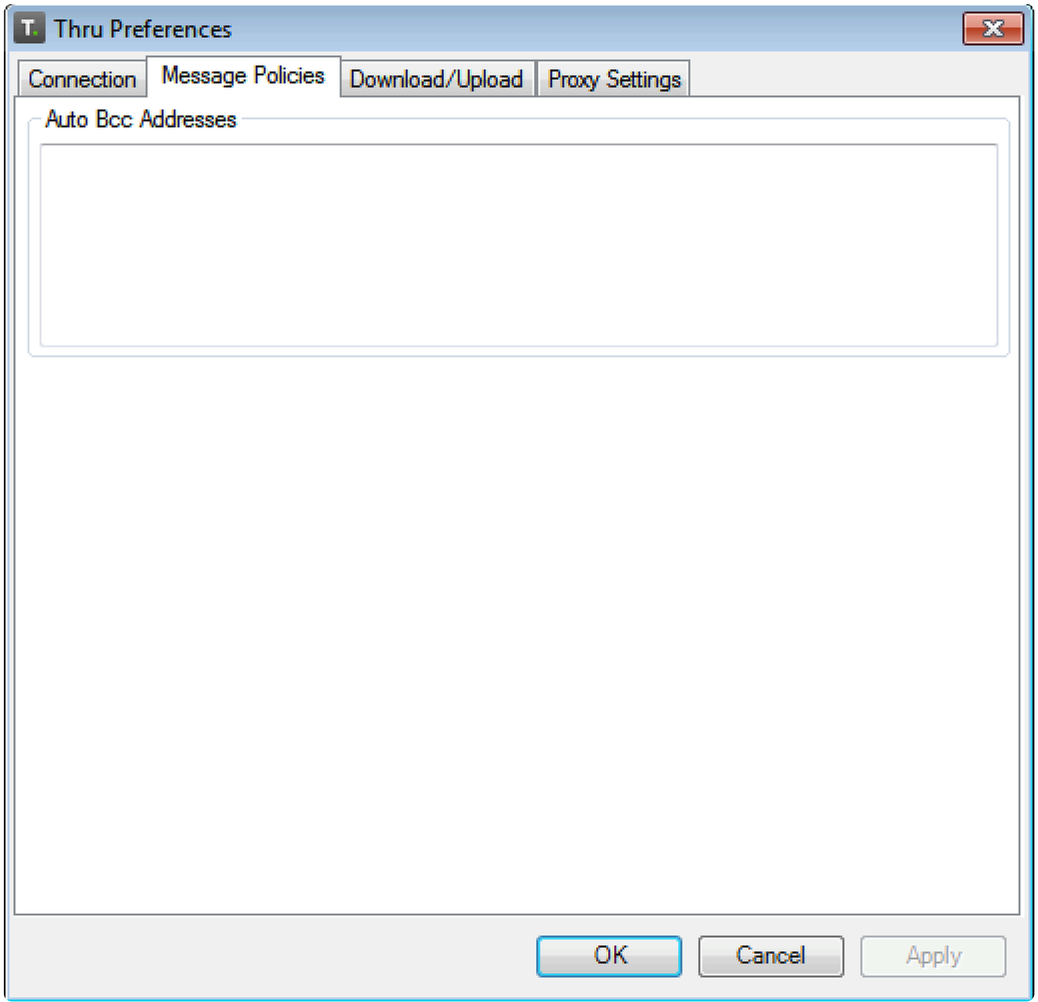
B. Username:
User name to connect to Thru site. Information should be provided by administrator.

C. Password:
Password for the user account at Thru site. Information should be provided by administrator.

Message Policies Tab

This tab allows selection of a folder to upload local files and folders attached to Thru emails, and to Auto

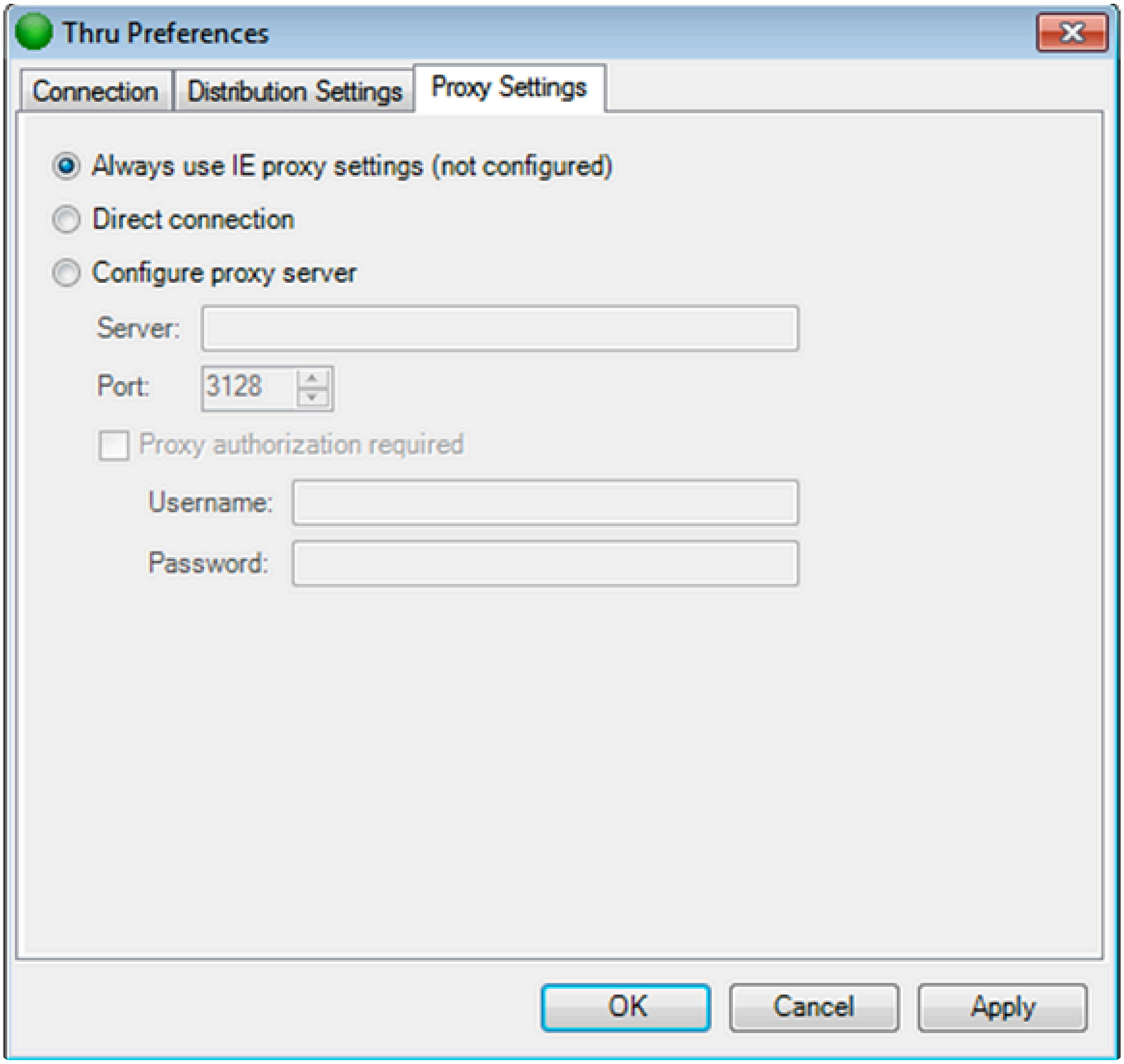
Bcc setting.



To automatically send yourself or other recipient a Bcc copy of all outgoing Thru emails, insert the email address into *Auto BCC Addresses*. This setting will automatically appear in the Bcc box in every new Thru email where it can be edited or removed.

Proxy Settings Tab

Proxy settings define the proxy server and proxy authorization information used to connect to Thru site.



A. Always use IE proxy settings (not configured):
"Use IE settings" (default value)

B. Direct connection:
Direct connection mode allows communication with Thru site directly.

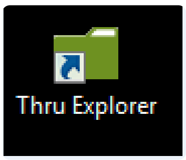
C. Configure proxy server:

- Proxy server URL – URL of the proxy server
- Proxy server port – Number of the port on the proxy server to connect to, port range between 0 to 65535 (3128 is default setting)
- Proxy requires authorization flag – (Unchecked as default)
- Proxy username – User name to connect to the proxy server

- Proxy password – Password to connect to the proxy server

Thru Explorer

Thru Explorer can be launched using the shortcut on the desktop or at the start menu or by search in the Start menu of Windows desktop.



Access Thru Explorer Options

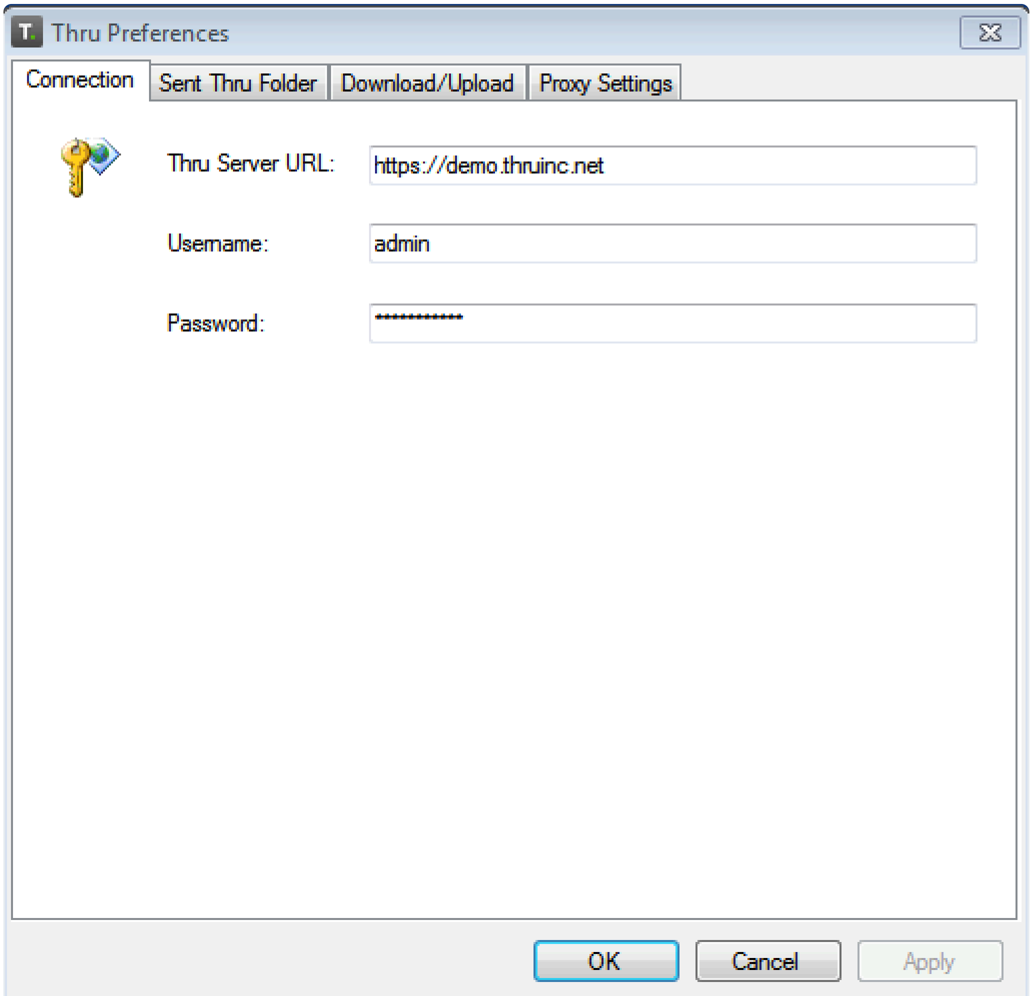
If Thru Explorer has been opened for the first time or in case connection settings were not set in the Thru Add-In, prior to the launch of Thru Explorer, the following Preferences dialog box will be displayed. Preferences are also available via menu Tools/Options.

Four tabs are available in Preferences dialog: *Connection*, *Sent Thru Folder*, *Download/Upload*, and *Proxy Settings*.

Connection Tab

This tab is used to connect the Thru Add-In for IBM Notes to a Thru server. The following information must be entered to connect to the Thru server as in the image below:

URL to Thru site: For example https://demo.thruinc.net
Username: Name used for account in Thru site
Password: Password for account in Thru site

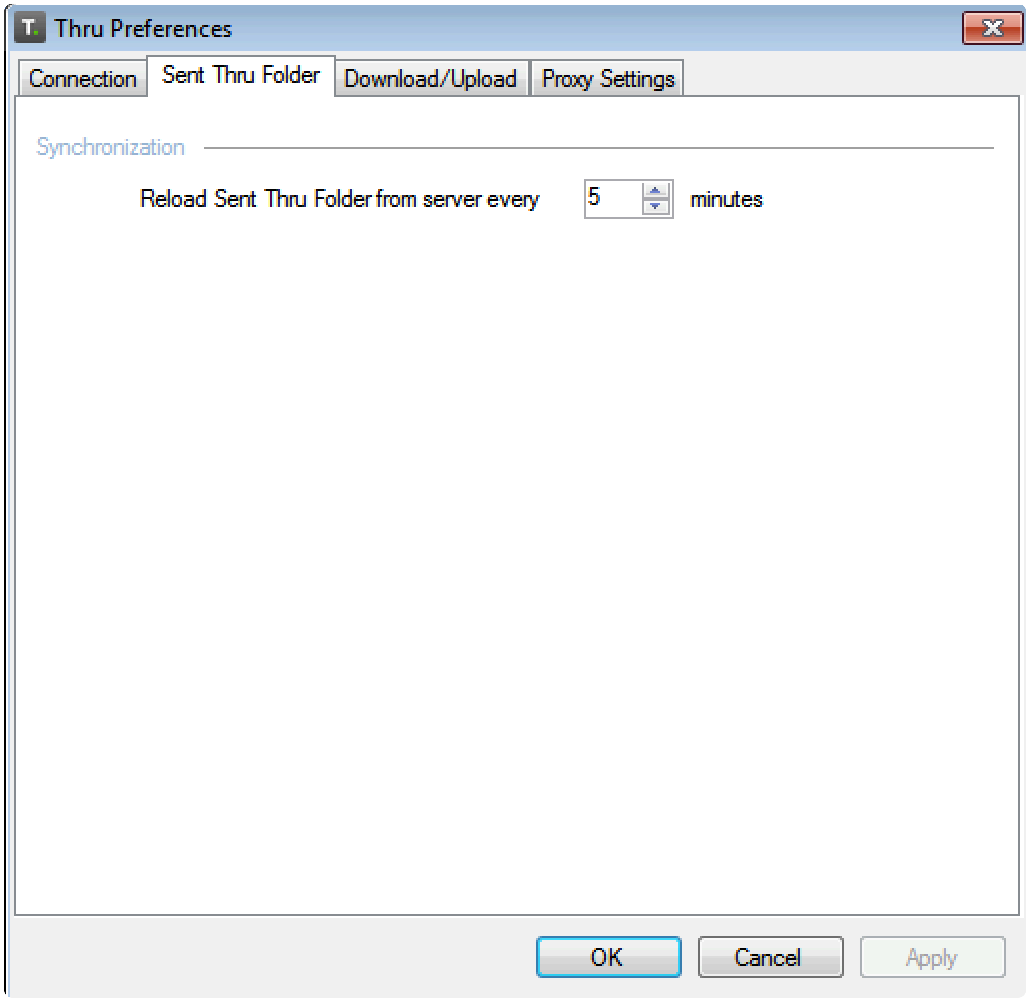


Sent Thru Folder

Click on the *Sent Thru Folder* tab to access the settings.

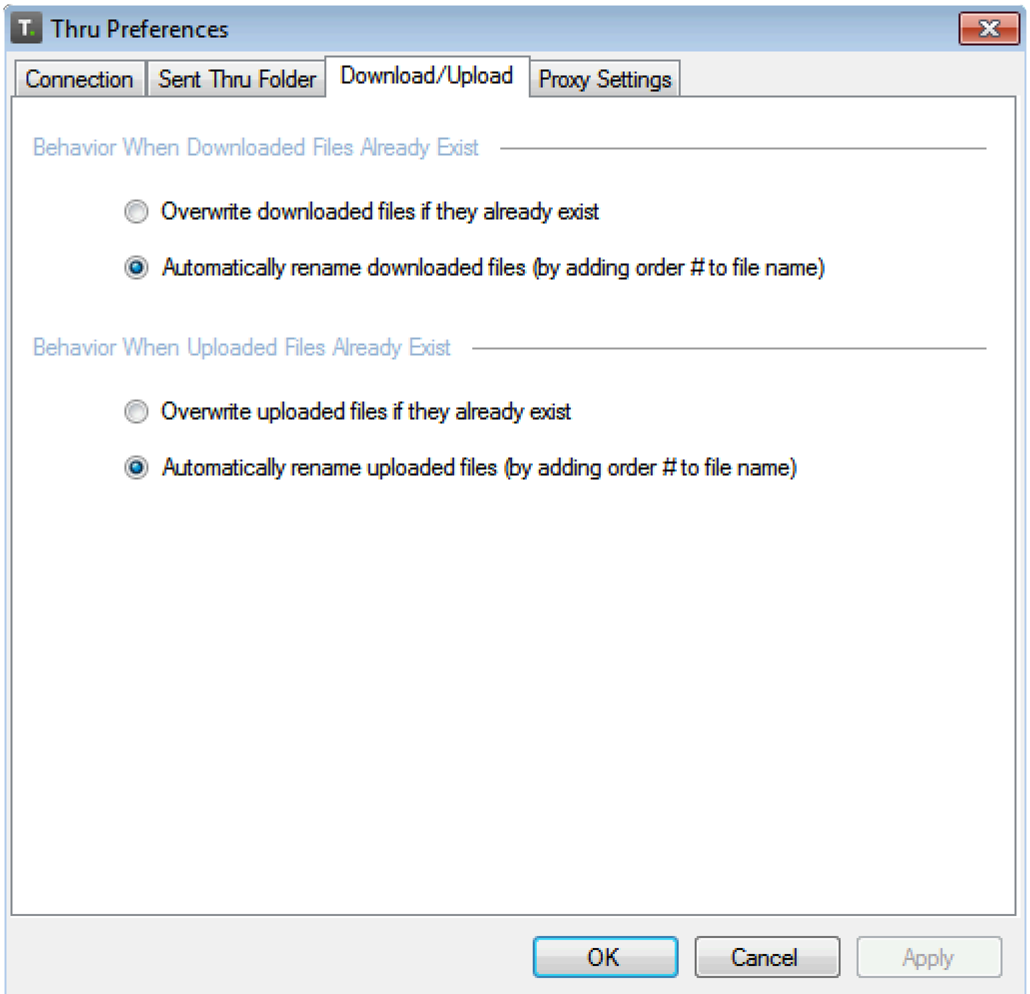
Set the frequency of Sent Thru folder refresh. The default is 5 minutes and it can be changed to 5 min increments.

Note: faster updates consume more bandwidth



Download / Upload

Click on the *Download* tab to access the settings.



Behavior When Files Already Exist in the target location while uploading or downloading:

Select the action of the Thru Add-In if the file with the same name exists in the target folder.

Example: If a file named Car exists, the new file will be named Car[1].

Click on the Upload tab to access the settings.

Restart upload...

Number of retries and retry settings

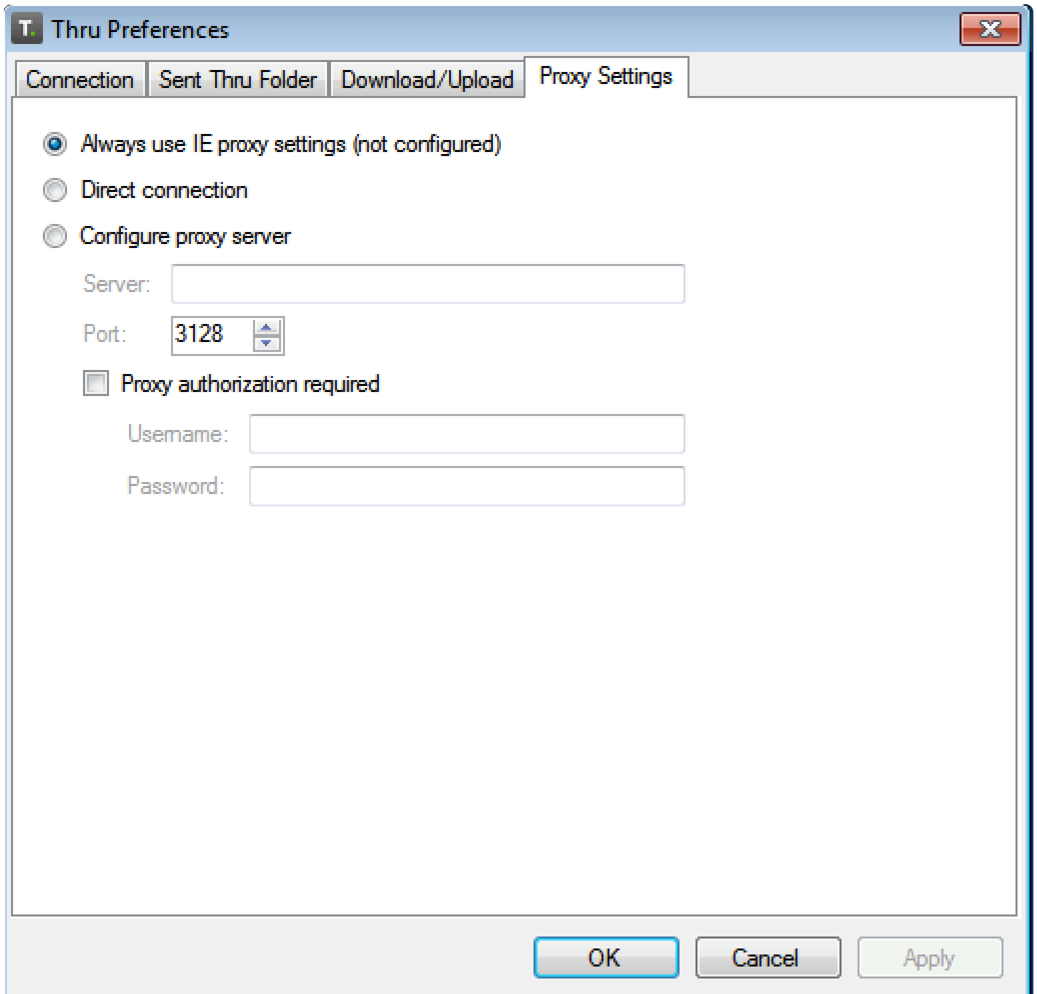
Behavior When Uploaded Files Already Exist:

Select the action of the Thru Add-In if the file with the same name exists in the target folder.

Example: If a file named Car exists, the new file will be named Car[1].

Proxy Settings

Click on the *Proxy Settings* tab to access these options.

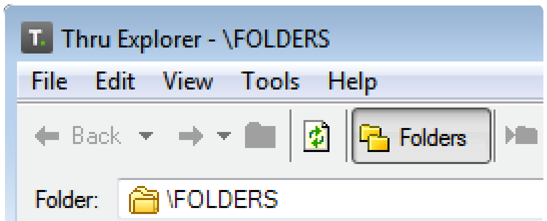


Settings here are exactly the same as in the Thru Add-In

Click *OK* to save the settings that you have edited.

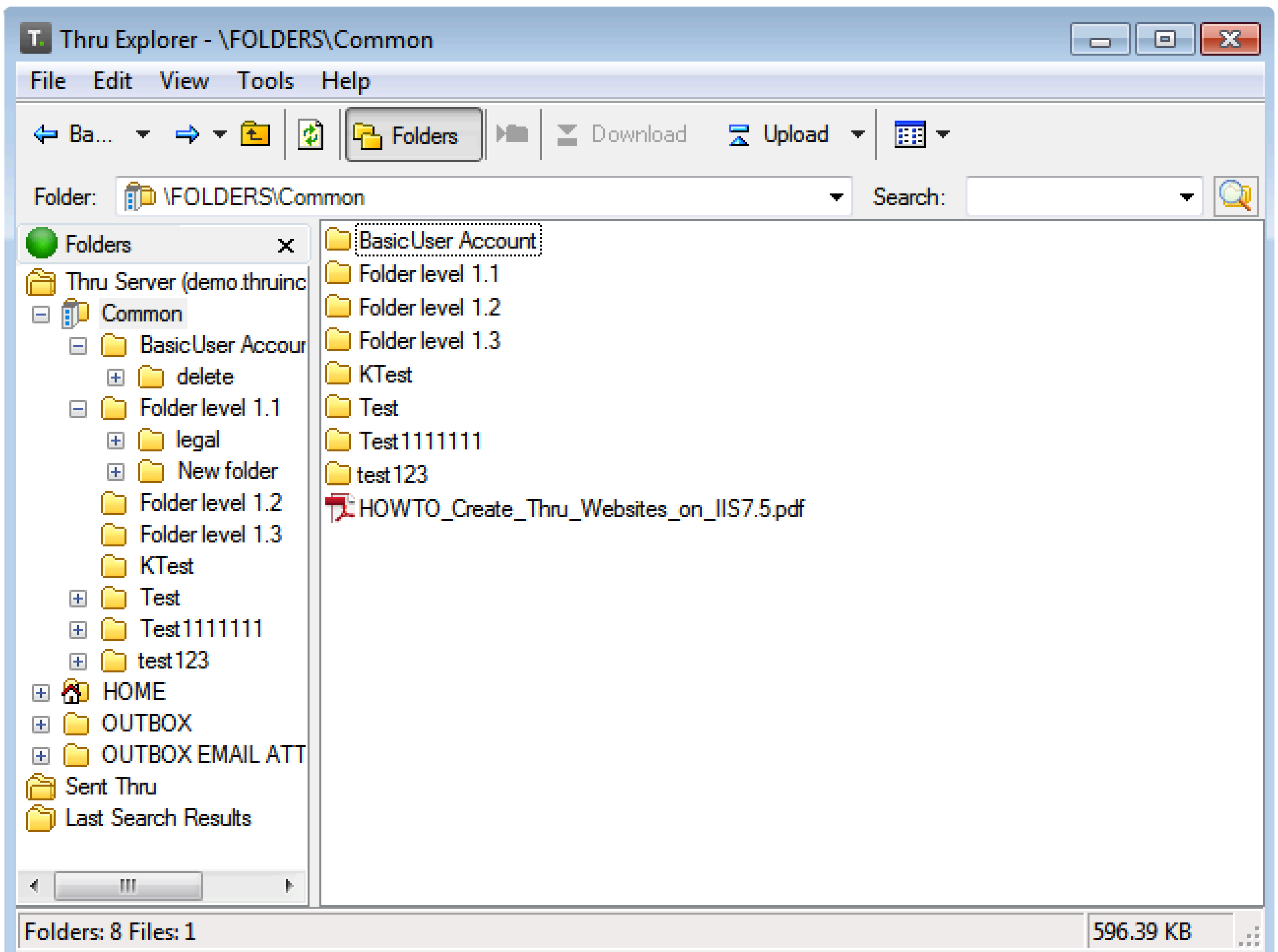
Navigating Files and Folders in Thru Explorer

The tree view can be used to navigate the Thru Explorer. The tree view is displayed by default on the left hand side of Thru Explorer window and can be toggled on or off by a click on the *Folders* icon in the action bar.



To display the contents of the folder in the right panel, click on the folder name in the tree view.

Click on the plus sign (+) next to the folder name to display subfolders. Subsequent clicks on the subfolders will display the contents of the subfolder.



Uploading Files/Folders

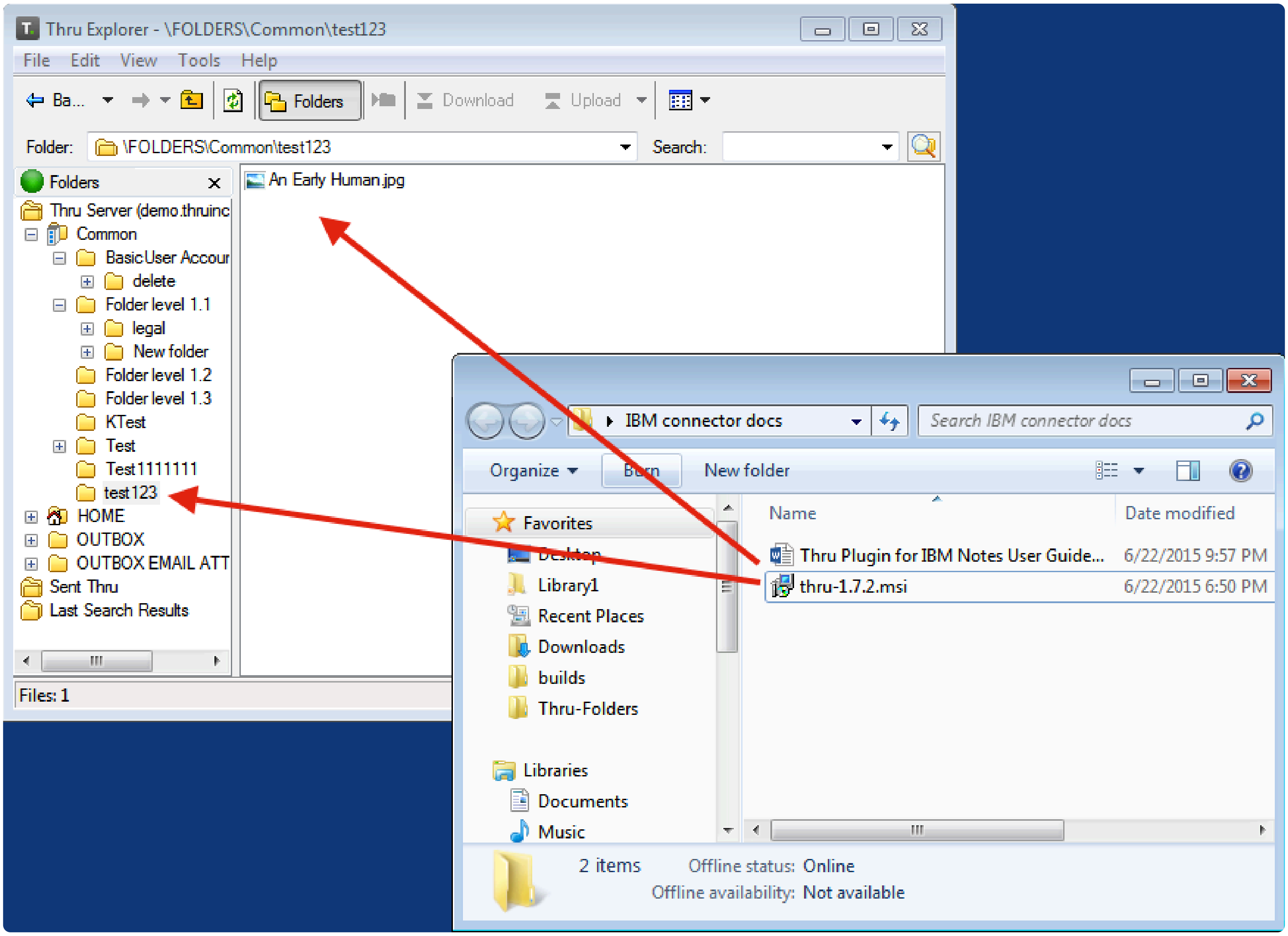
There are two ways to upload files/folders to Thru Explorer:

1. Drag and Drop OR
2. Menu Selection.

Prior to upload, a user should navigate to the target folder using the tree view in the left panel or using the file view in the right panel.

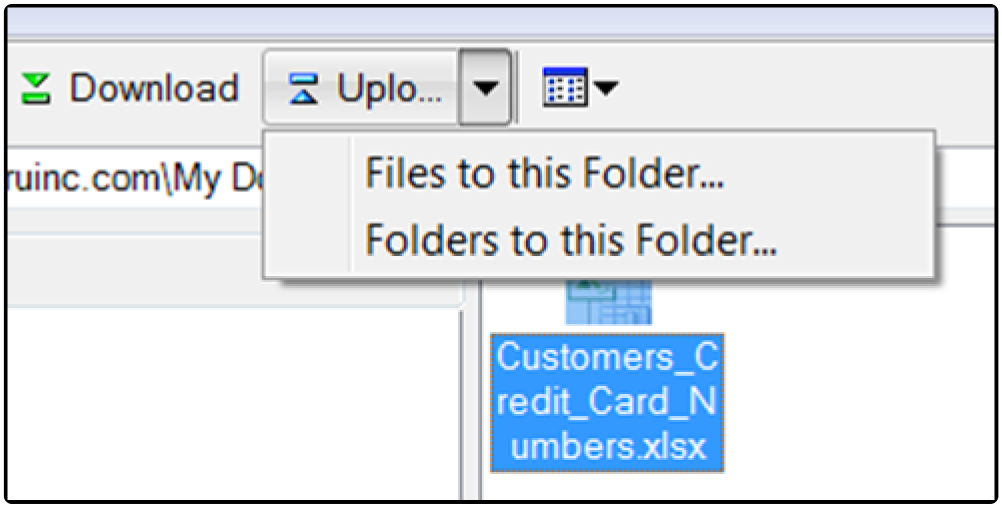
Drag and Drop

To upload the files or folders to Thru Explorer, drag and drop the file or folder into the right panel or on top of folder name in the left panel. Transfer Manager will start and upload the file.

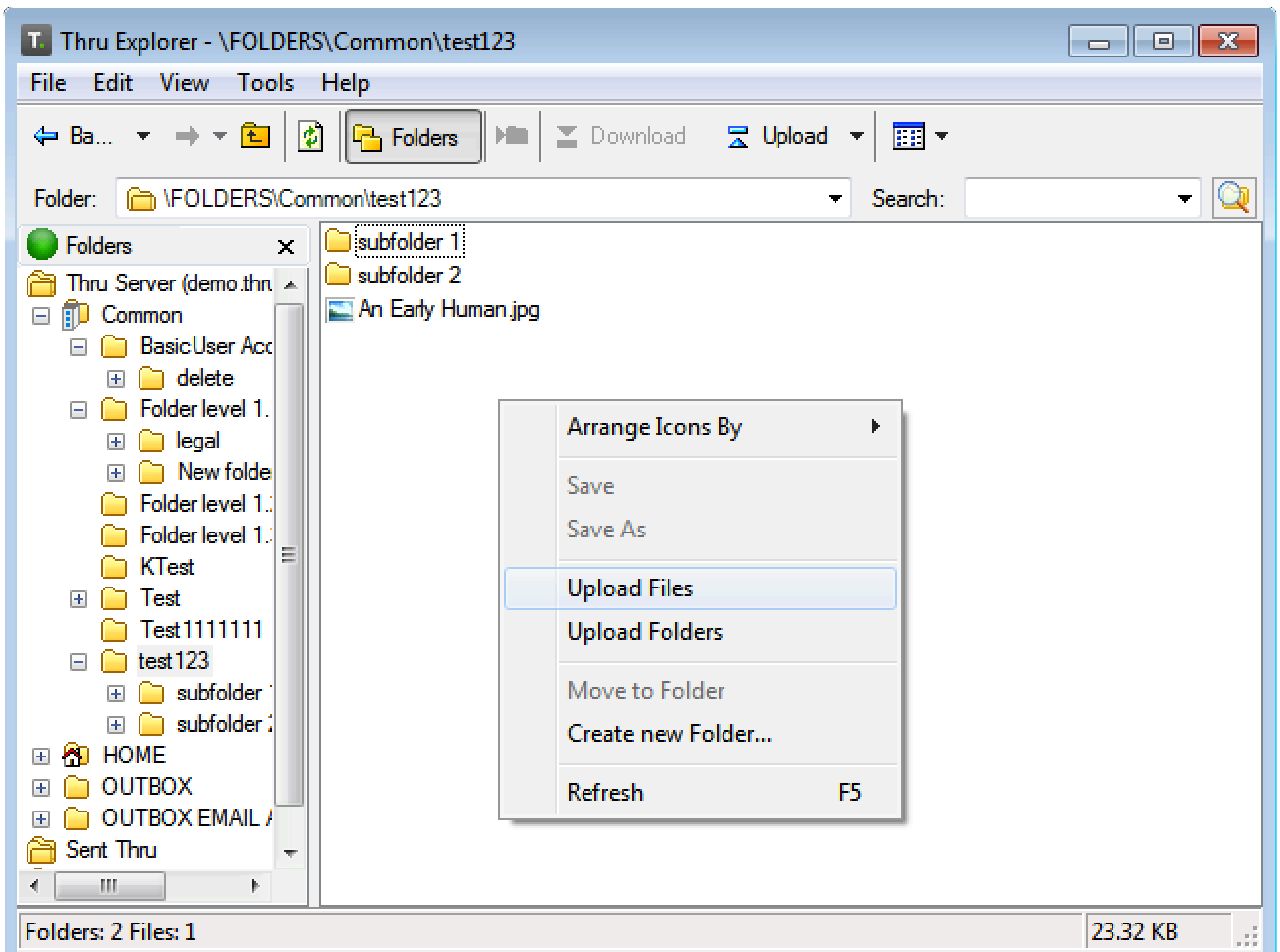


Upload via Thru Explorer Toolbar Menu

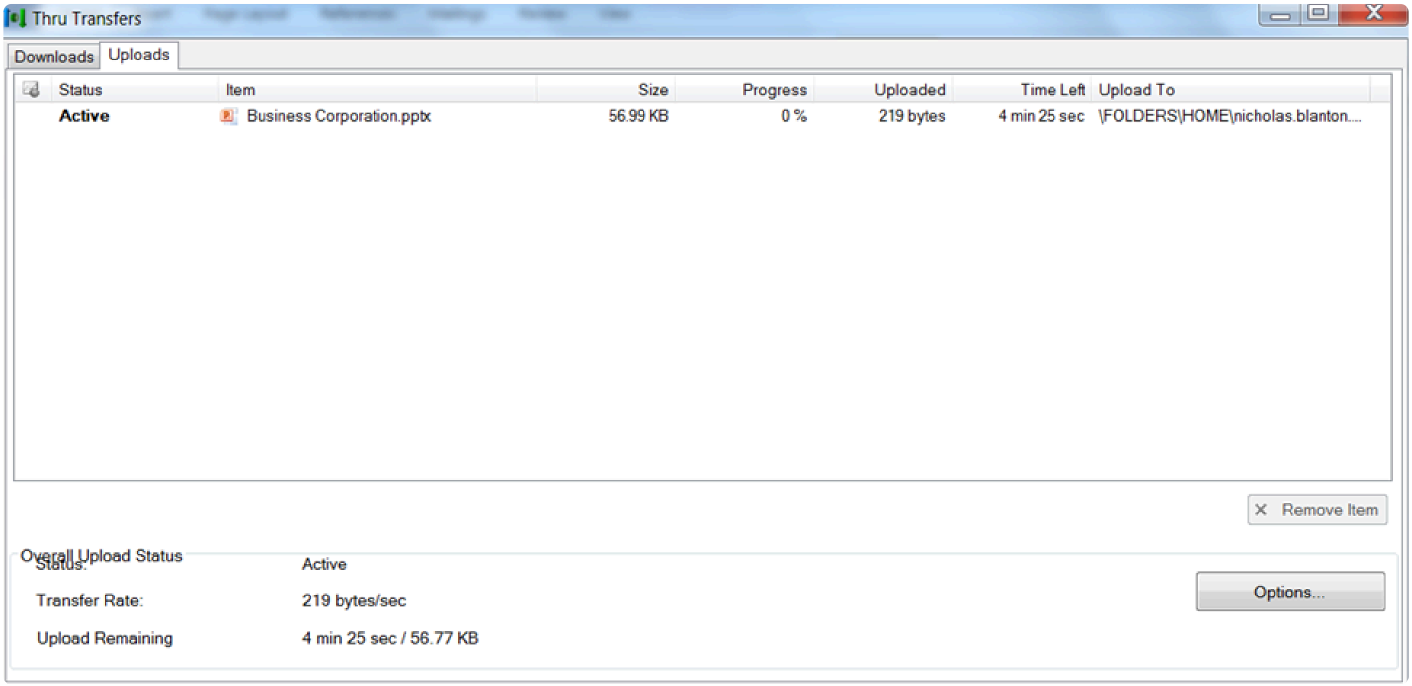
Click *Upload* menu and select a file or a folder to upload.



Upload via Right-click Menu



Once a file or a folder is selected, click the *Open* button to start the upload. This will start the Transfer Manager and perform the upload as shown below:



Downloading Files or Folders

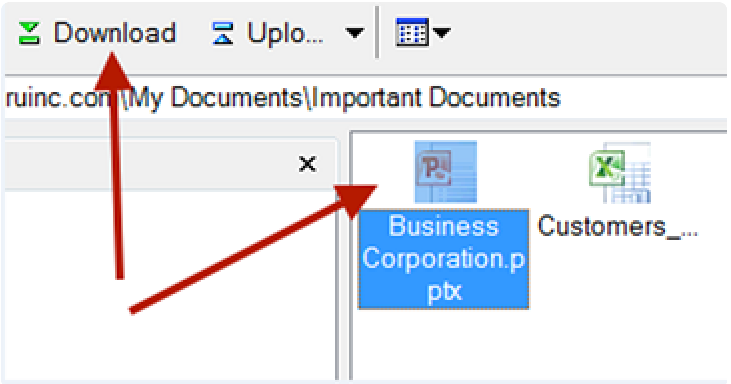
Thru Explorer can be used to download the files and folders stored at Thru site to a local drive.

Files and folders can be downloaded using Thru Explorer via two different menus.

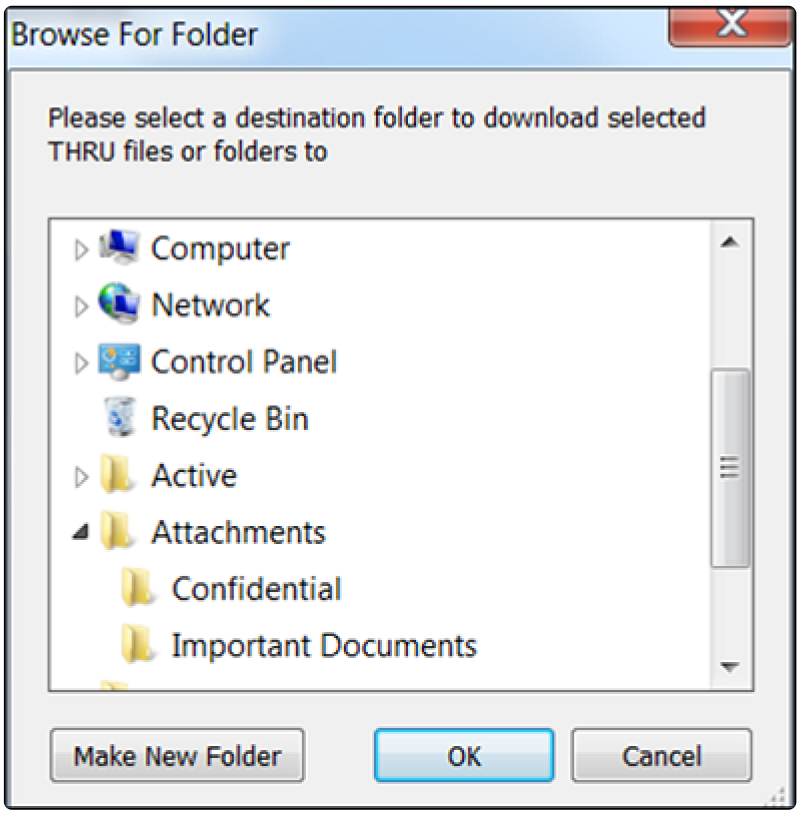
1. Download via toolbar menu OR
2. Download via Right-click menu

Download via toolbar menu

Select the file to download and click *Download* button on Thru Explorer toolbar.



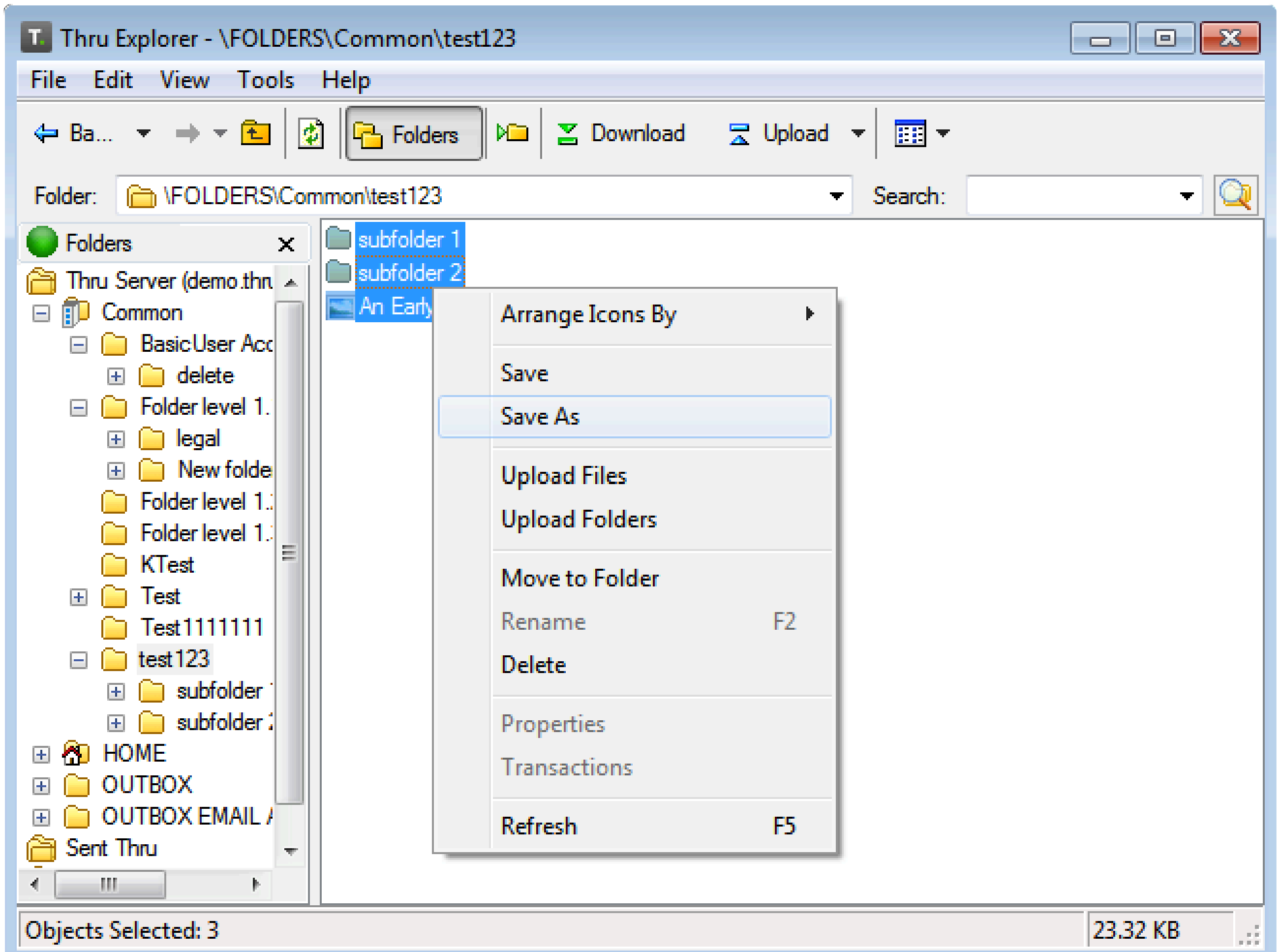
Browse dialog box appears to select target folder location.



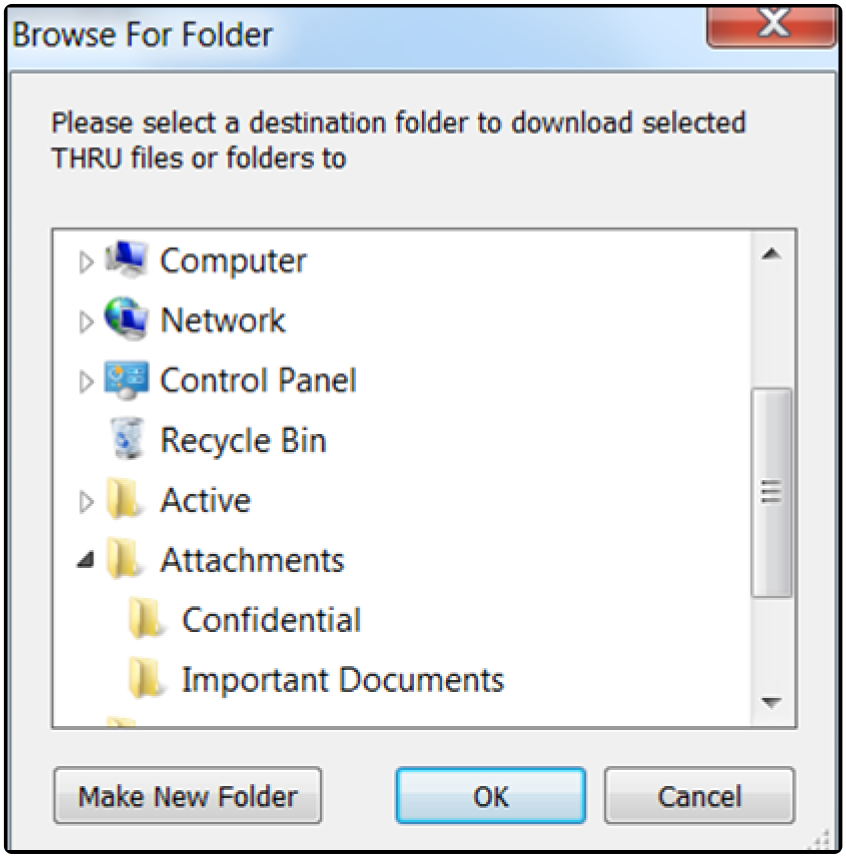
Select the target folder and click *OK* to start download. Transfer Manager will open and download the file or folder to the target location.

Download via Right-click Menu

To download files or folders by the right-click menu, right-click the selected files or folders to display the dropdown menu. Click *Save* to save to the Downloads folder for the current user, or click *Save As* to display target folder selection dialog.



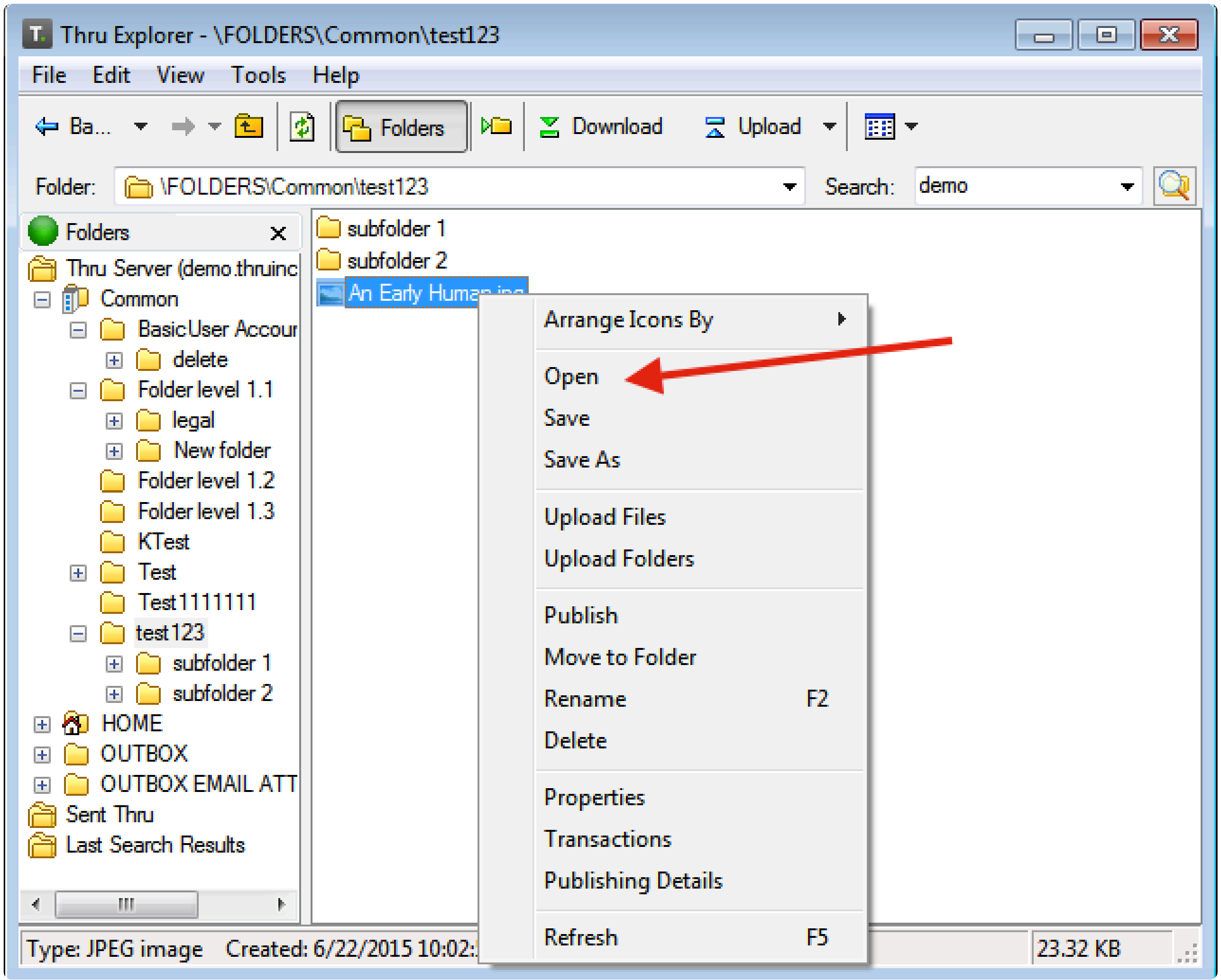
If a user clicks *Save As*, a dialog box is displayed to select the target folder as shown below:



Select the target location and click *OK* to start the download. Transfer Manager starts to perform download to the target location.

Opening Files in Thru Explorer

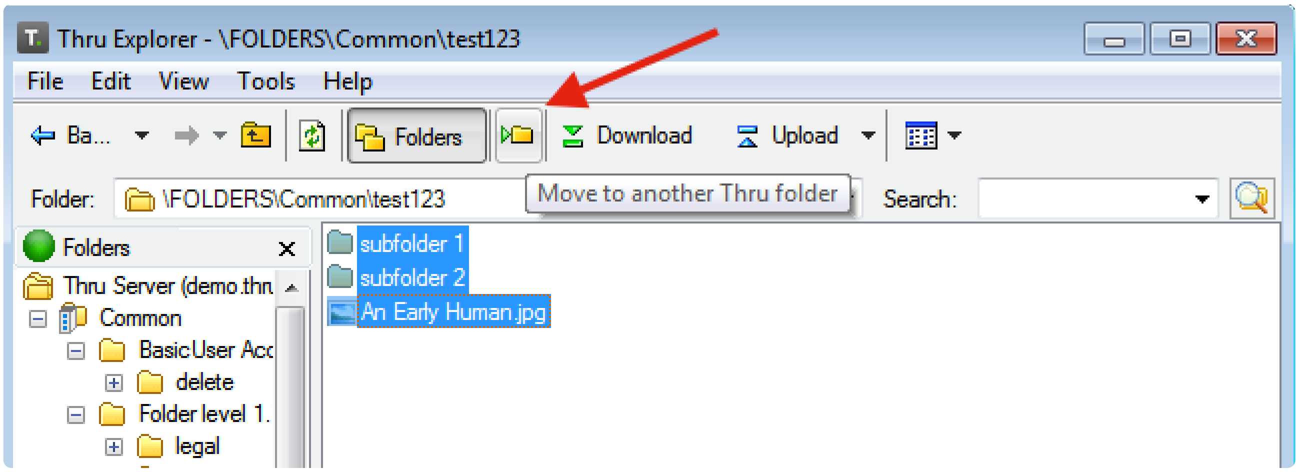
Select a file and choose Open in the right-click menu. File will be downloaded to Downloads folder of the current user and opened by the associated software:

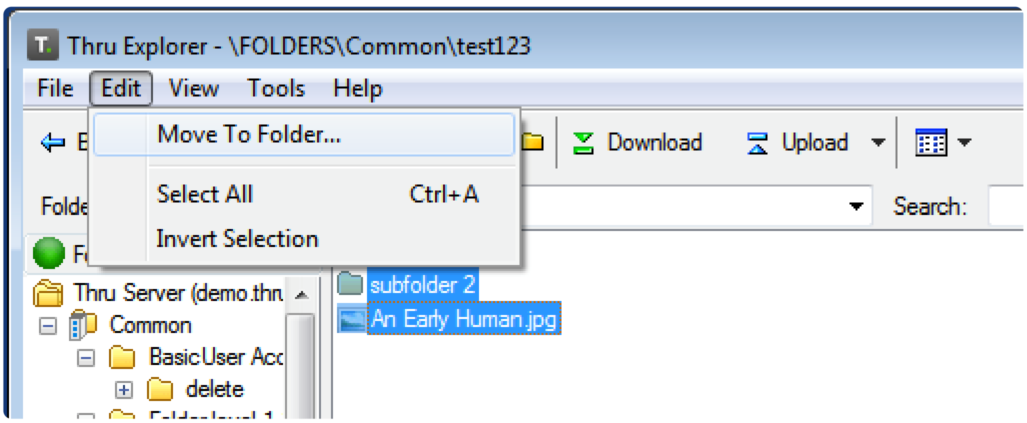


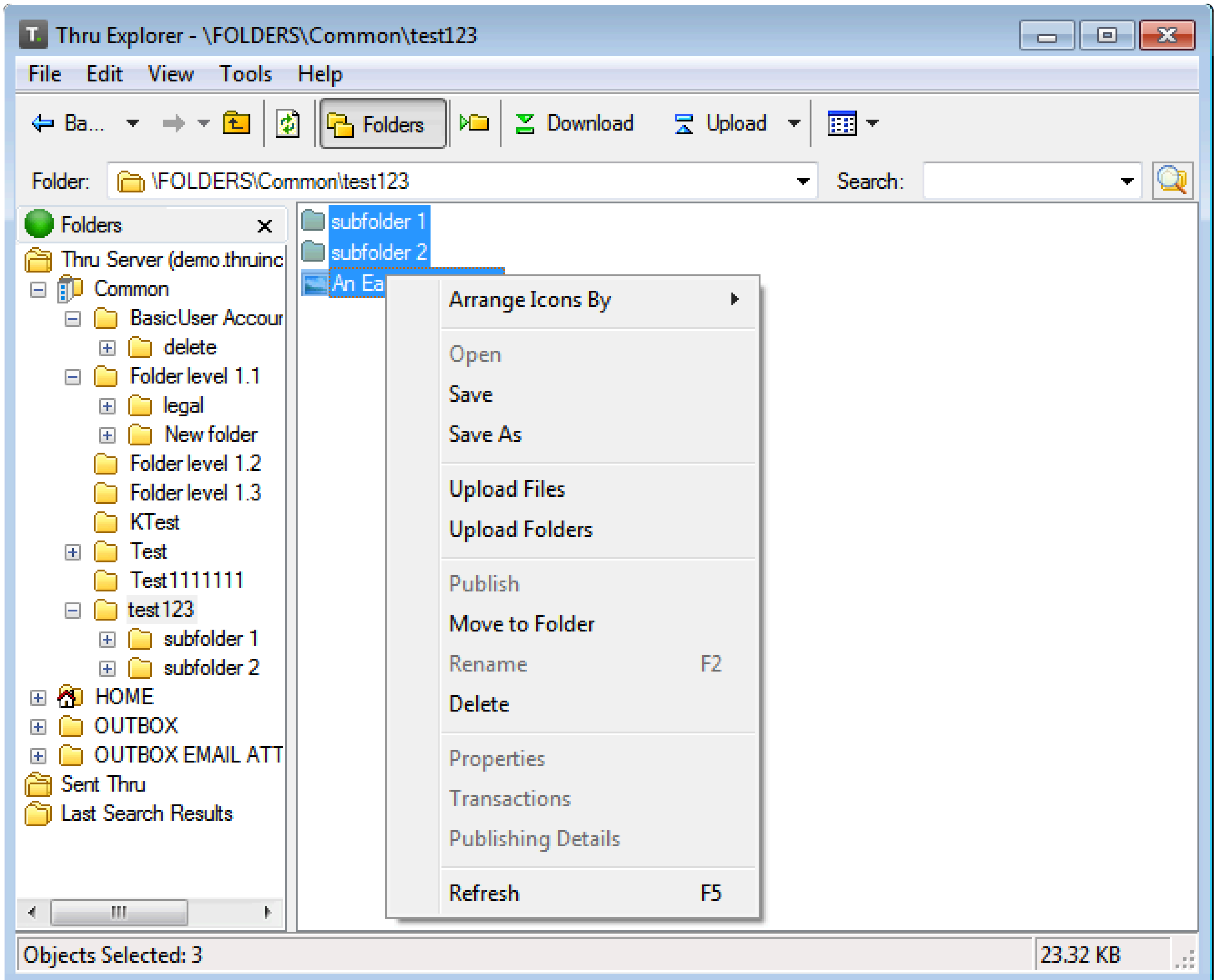
Moving Files/Folders – Thru Explorer

Files and folders can be moved to destination folders on Thru site within the Thru Explorer. Thru Explorer does not implement Copy and Paste functions: *Move to Folder* operation should be used.

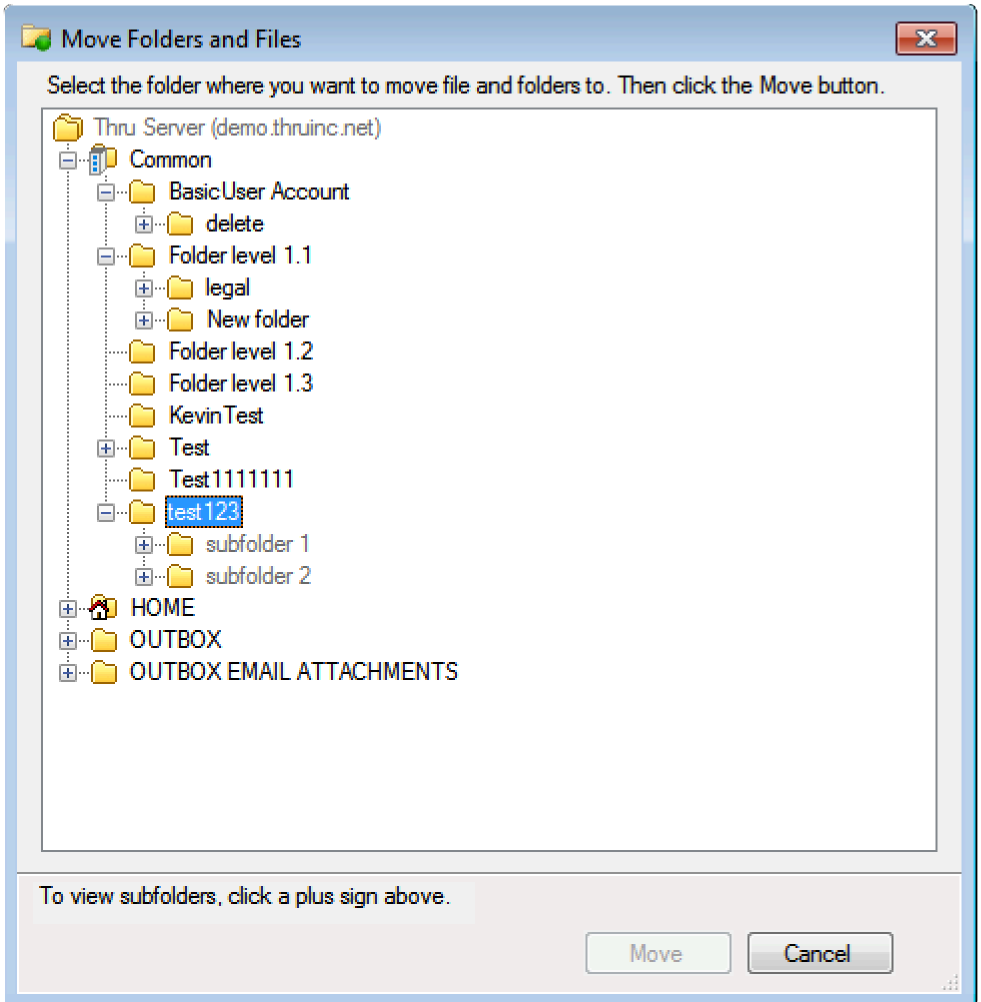
Move to Folder menu is available in three ways: in Thru Explorer toolbar, Edit menu and Right-click menu.


Thru Explorer - \FOLDERS\Common\test123
File Edit View Tools Help
Ba...
Folders
Download
Upload
Folder: \FOLDERS\Common\test123
Move to another Thru folder
Search:
Folders
Thru Server (demo.thru
Common
BasicUser Acc
delete
Folder level 1.
legal
subfolder 1
subfolder 2
An Early Human.jpg


Thru Explorer - \FOLDERS\Common\test123
File Edit View Tools Help
Move To Folder...
Select All Ctrl+A
Invert Selection
Download
Upload
Search:
Thru Server (demo.thru
Common
BasicUser Acc
delete
subfolder 2
An Early Human.jpg



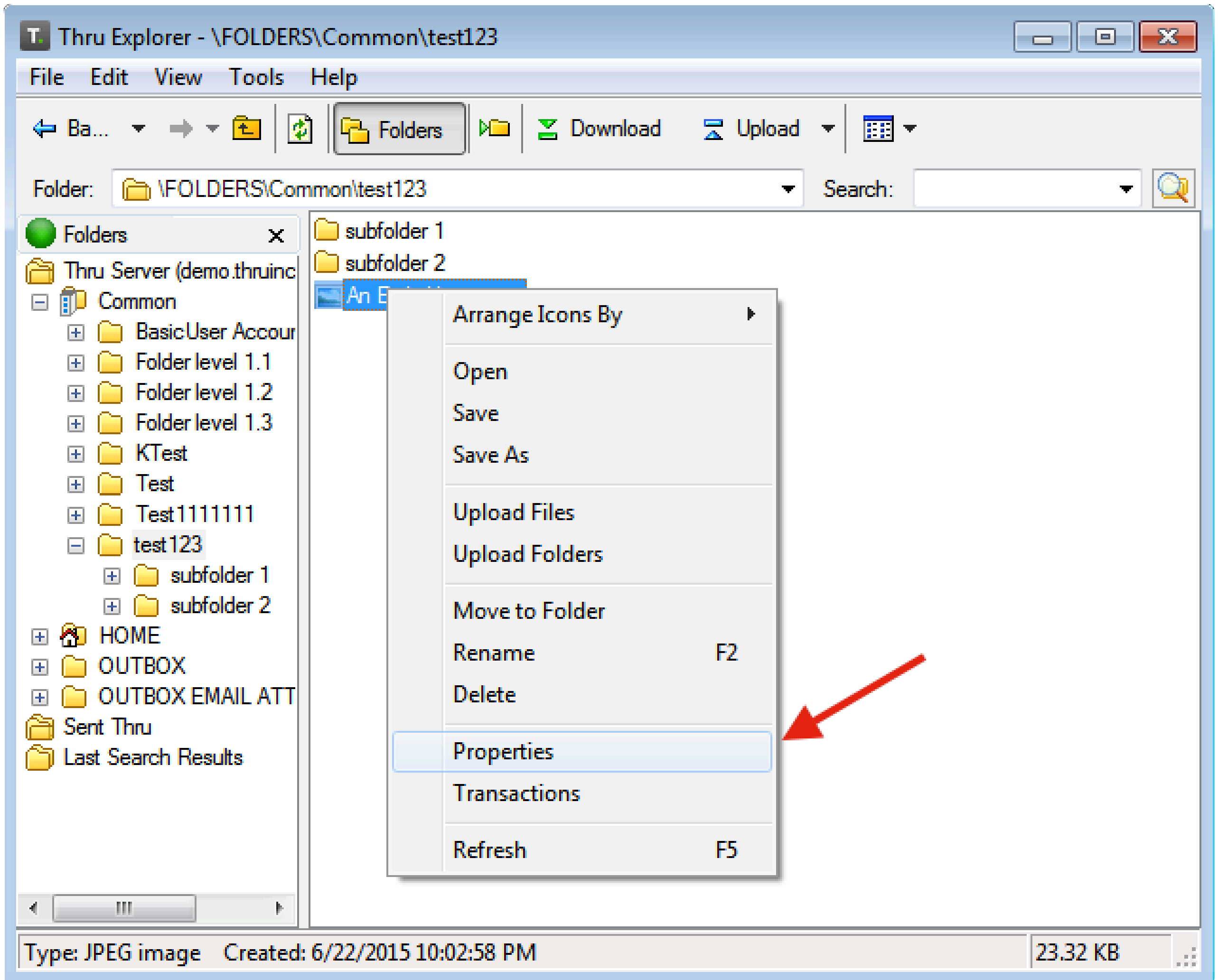
After operation *Move to Folder* is selected, a dialog box is displayed to browse and select the target folder.



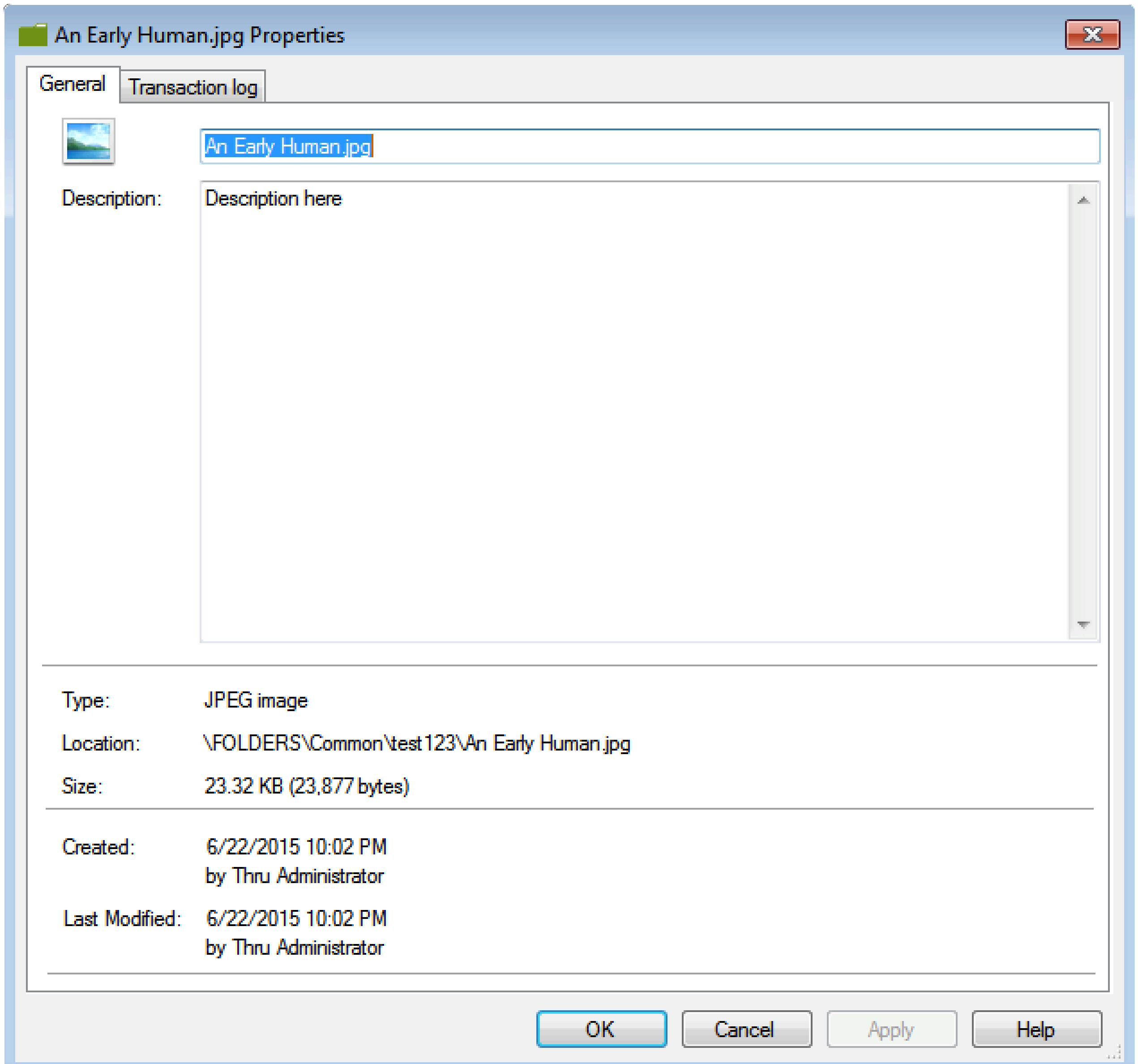
Click on the target folder and click *Move*.

Viewing File and Folder Properties

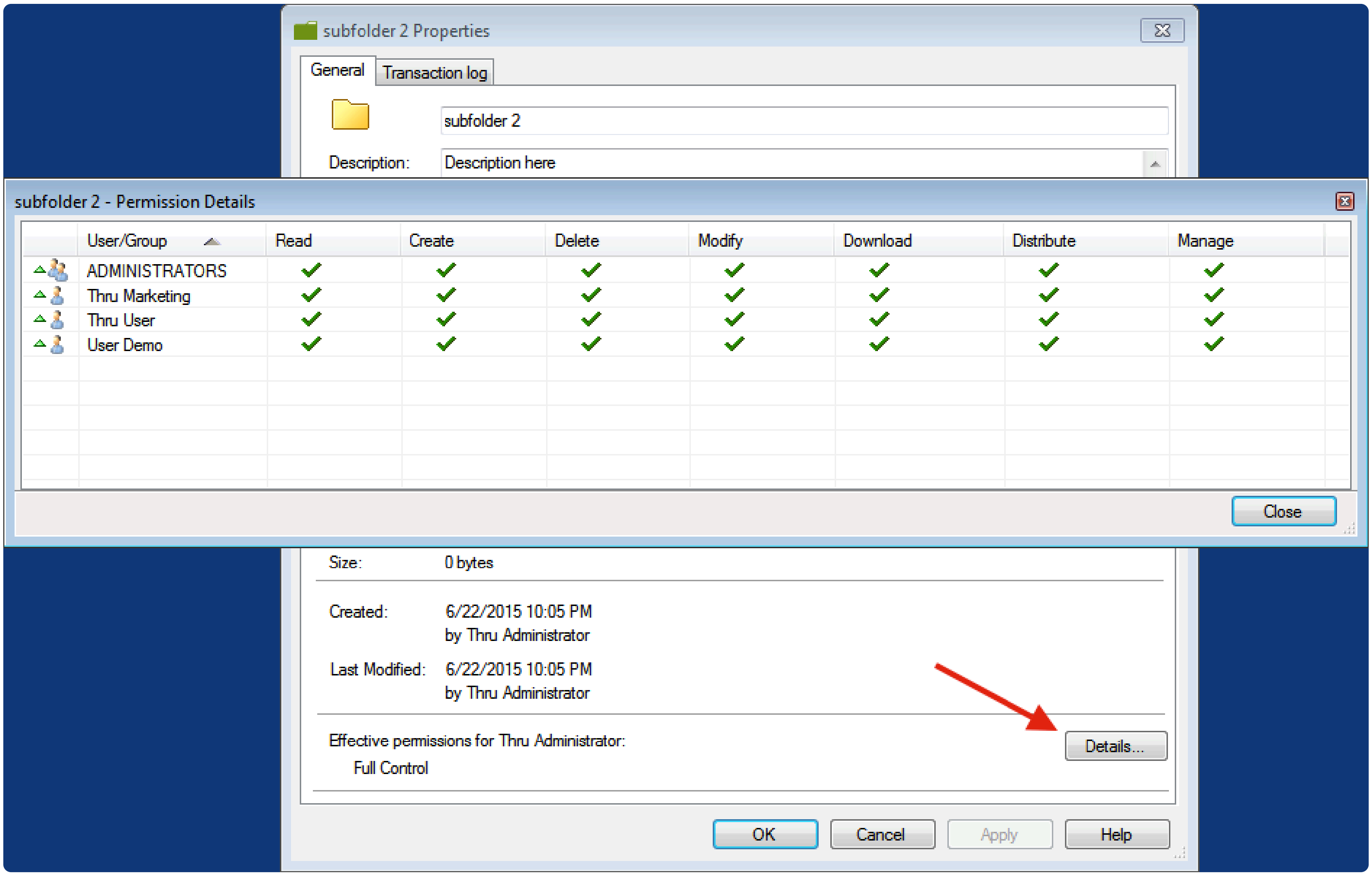
To view file and folder properties, right-click on a file or folder and click on the *Properties* selection at the bottom of the dropdown menu. Here users can add descriptions to files and folders and see access permissions.



File Properties:

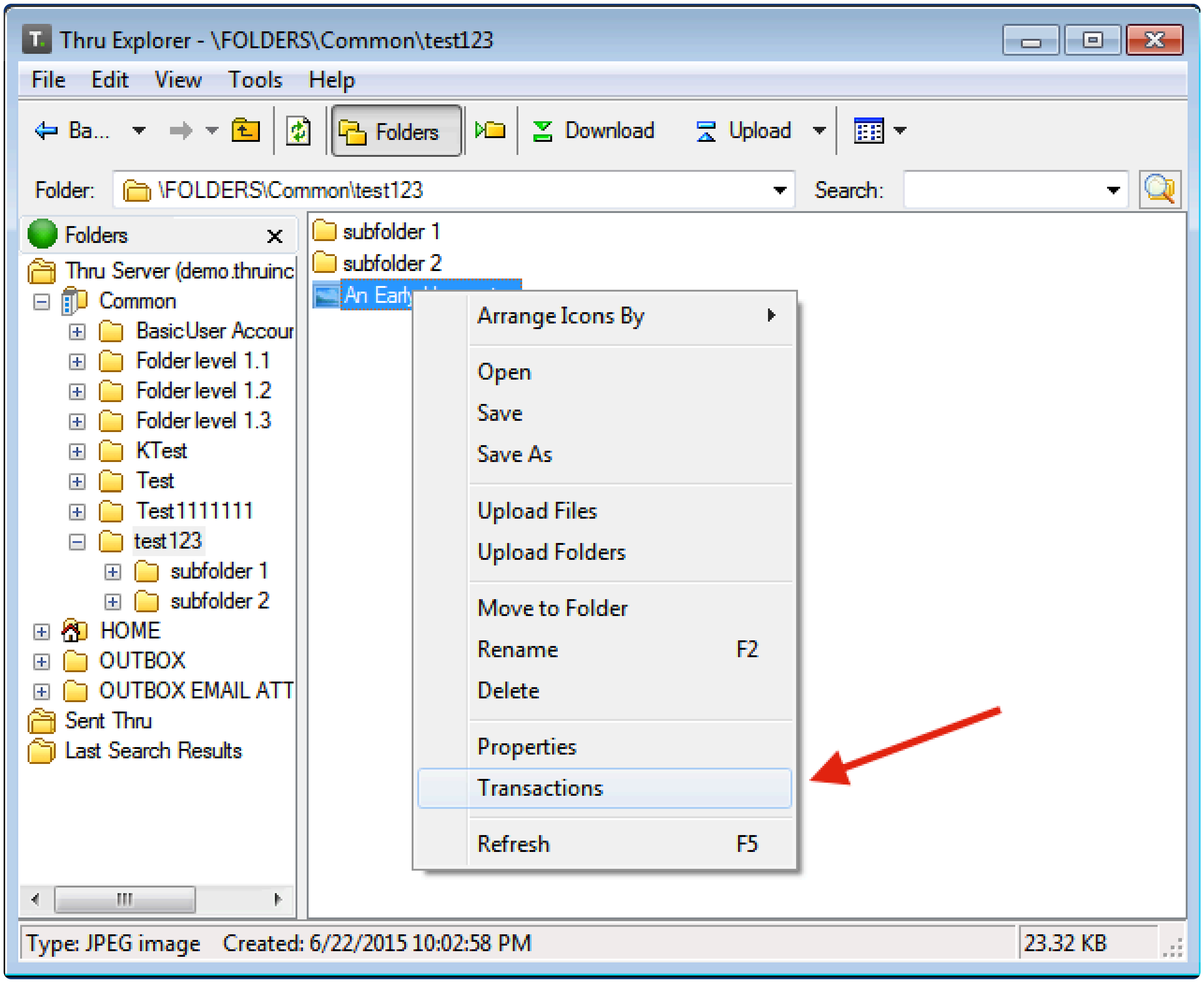


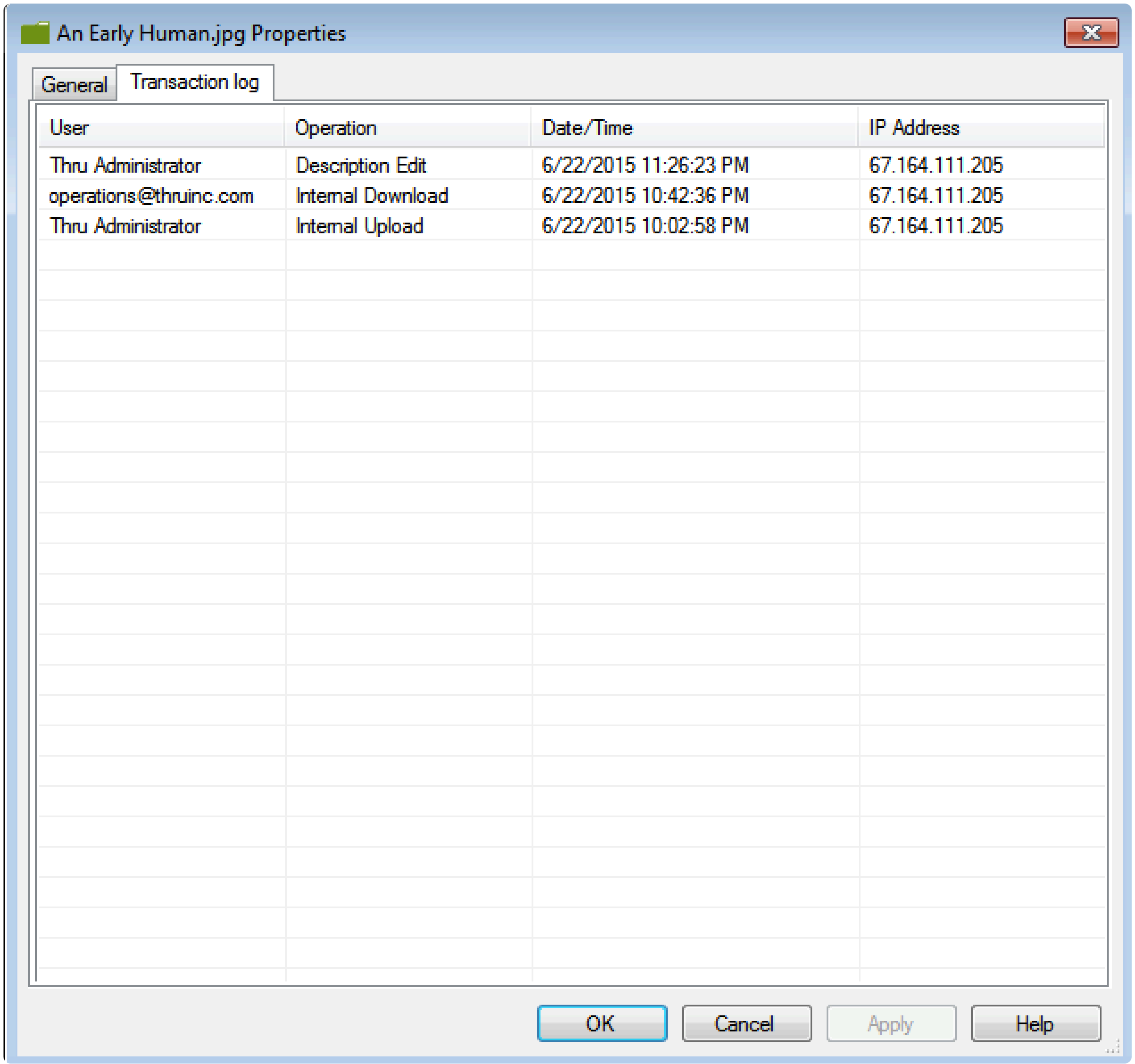
Folder Properties:



Transaction Log – Audit

User can view transaction log of any file and folder where he has access by using Right-click – Transactions menu as shown below. Transaction log displays user account, operation, timestamp and IP address of the client that performed the transaction.

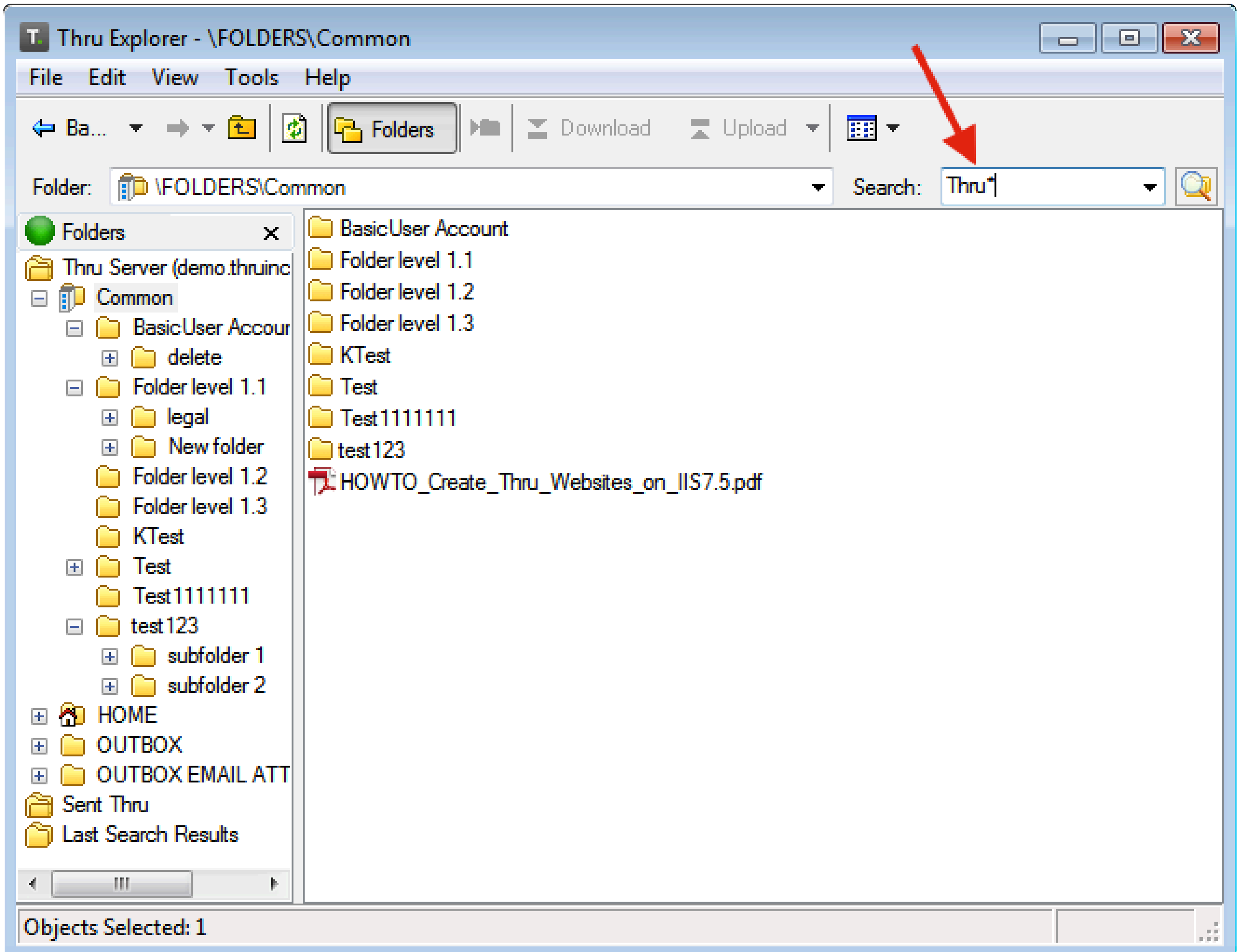

Thru Explorer - \FOLDERS\Common\test123
File Edit View Tools Help
Ba...
Folders
Download
Upload
Folder: \FOLDERS\Common\test123
Search:
Folders
Thru Server (demo.thruinc
Common
BasicUser Accour
Folder level 1.1
Folder level 1.2
Folder level 1.3
KTest
Test
Test1111111
test123
subfolder 1
subfolder 2
HOME
OUTBOX
OUTBOX EMAIL ATT
Sent Thru
Last Search Results
subfolder 1
subfolder 2
Arrange Icons By
Open
Save
Save As
Upload Files
Upload Folders
Move to Folder
Rename F2
Delete
Properties
Transactions
Refresh F5
Type: JPEG image Created: 6/22/2015 10:02:58 PM
23.32 KB



Searching for Files and Folders

Search Field

Thru Explorer search field implements search function for the files and folders in Thru site.



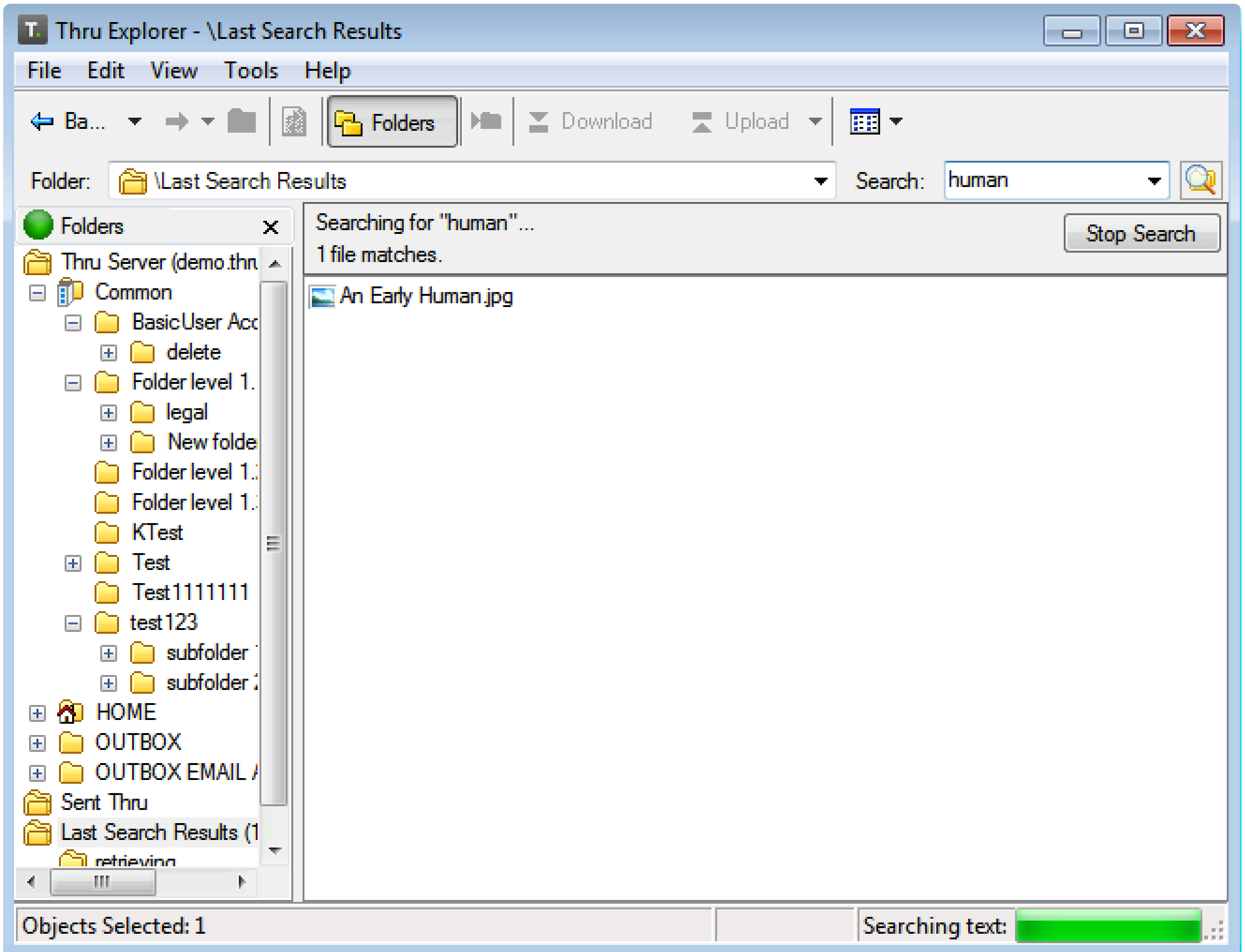
Type in search term in the Search field, and then press Enter key or click on the magnifying glass button to start search.

Search field allows use of wildcards:

-*car* search term finds all files and folders ending with ‘car’.
-car* search term finds all files and folders starting with ‘car’.
-*car* search term finds all files and folders that contain ‘car’ anywhere in the name.

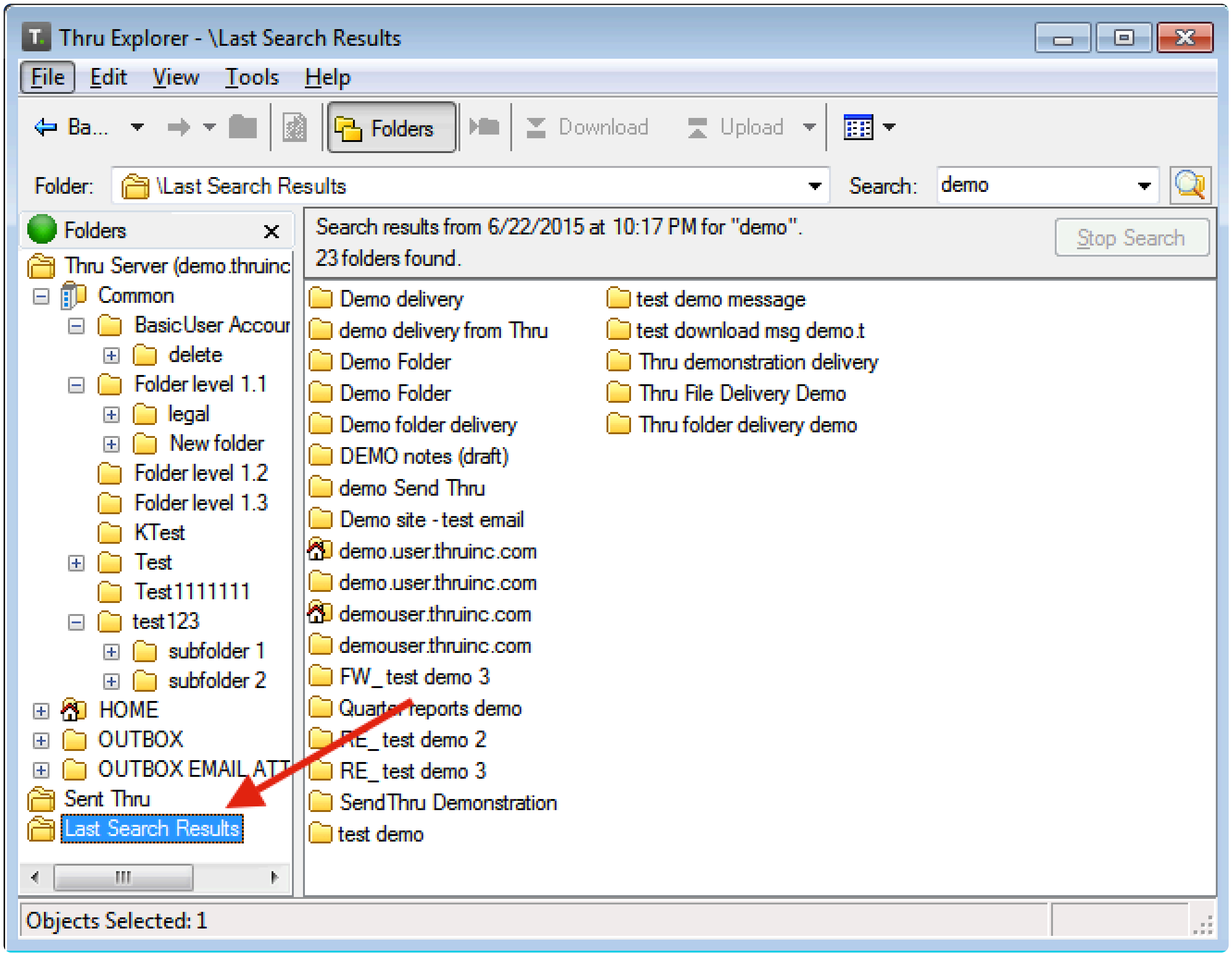
Search Progress

Progress bar and Stop Search button are displayed in Thru Explorer while search is running.



Last Search Results

Thru Explorer contains a virtual folder Last Search Results where last search results are bookmarked:



IBM Notes Add-In for Thru based on treeMailS Technology- User Guide

This section will show you how to send files with the Thru IBM Notes Add-In for treeMailS. The add-in is a feature of the treeMailS email signature manager for IBM Notes that allows users to quickly send files of any size without blocking the email client. It is integrated directly into the IBM Notes workflow, sends files within seconds, and there is no file size limit. Thru file transfers can be performed in treemailS based on quotas that are set by your administrator in the treeMailS database.

In the screenshot below, you can see that the administrator has made it mandatory to send with Thru MFT when the attachment size is over 10MB. Administrators can also set quotas for messages being sent to external or internal emails. Several other parameters can also be set like making Thru MFT mandatory when sending files from specific file directories and sub-directories, setting the max lifetime for an MFT package, setting the MFT dialog items, and more.

Master data

General | Template for personal profile | Rights and restrictions | Signature layouts | MFT (general) | treeOffice integration

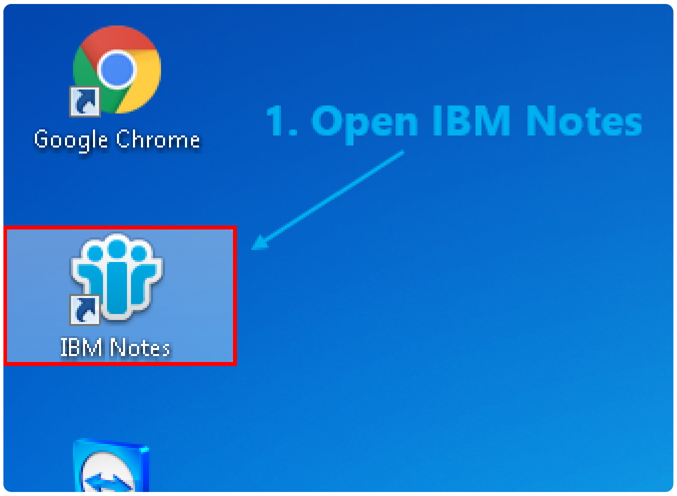
MFT product	Thru
Following general MFT policies are valid for all active users (after priority):	
1. Files in the following directories and their subdirectories should always be transmitted over MFT. When attaching such a file only stub information for MFT-Bridge embedded in the e-mail.	\\tc-nas\Daten\homes\entwicklung\capi \\tc-nas\Daten\Downloads\ibm \\tc-nas\Daten\MFT
2. Files greater as the following parameter should be transferd over a backend process from Lotus Notes Client to MFT-Bridge to avoid a blocked Lotus Notes Client.	10 MB
3. List of external domains for which no MFT transfer is necessary (delimiter '@'):	
List of internal domains for which no MFT transfer is necessary (delimiter '/'):	
4. List of external domains for which an MFT transmission is mandatory (delimiter '@'):	
List of internal domains for which an MFT transmission is mandatory (delimiter '/'):	
5. List of file types for which a MFT transmission is mandatory for external e-mails:	
List of file types for which a MFT transmission is mandatory for internal e-mails:	
6. Mail size for external e-mails at which a MFT transfer is mandatory:	25 MB
Mail size for internal e-mails at which a MFT transfer is mandatory:	25 MB

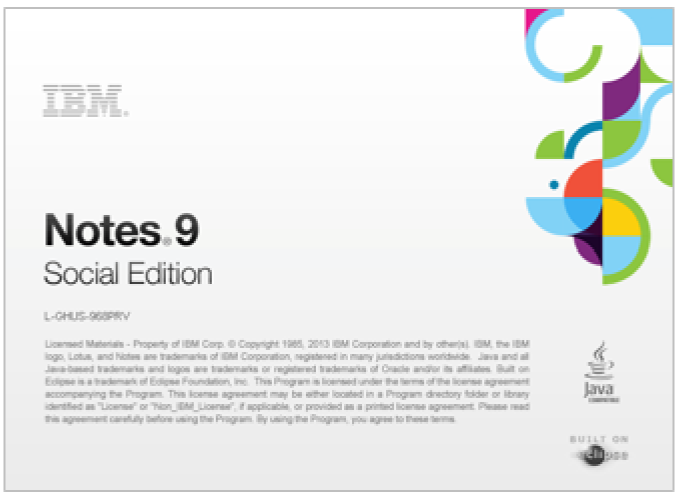
Further gerneral MFT parameters:	
Maximum lifetime for a MFT package (in days):	30
Include MFT protocol into the senders mail document:	(•) Yes ( ) No
Show text for replacing of attachments in mails for recipients:	(•) Yes ( ) No
RPC-Portnumber for "MFT Internal" thread:	1351
Maximum number of client threads for each internal MFT upload:	8
Special parameters forMFT system: THRU Enterprise File Sharing:	
Icon for the replacement process of the original file attachments	MFTTCIcon.bin
Format for Dropbox-Link:	https://treemails.thruinc.net/Desktop/Dropbox/Create?to Eingabeparameter: <P1>: SMTP-Adress of sender
Show the following dialog items within the treeMailS/MFT dialogue:	Replace attachments in the stored e-mail with links to th Replace attachments in the stored e-mail with links to th Recipient has to authentificate to open message (reque Notify me when a recipient collects files Append mail body to the package notification (private m Expiration time for the MFT package (in days)
Activate the following dialog items within the treeMailS/MFT dialogue (default):	Replace attachments in the stored e-mail with links to th Notify me when a recipient collects files

Follow the instructions below to get started with using the Thru Add-In for treeMailS:

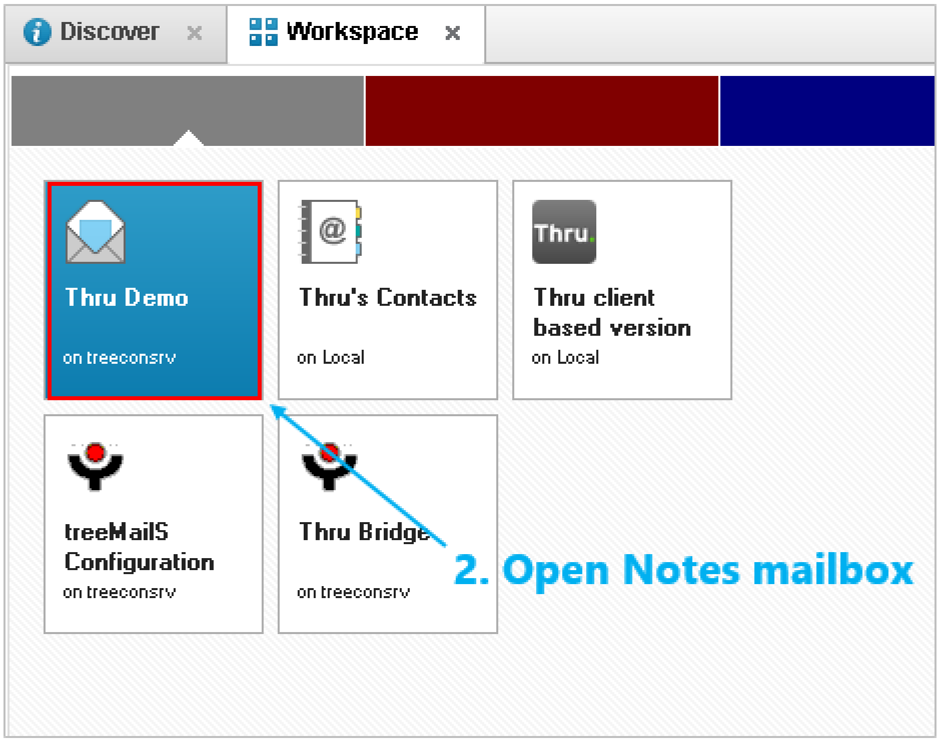
> ✱ If you are a treeMailS Administrator looking for the set-up instructions for the Thru Add-In, visit the Thru Administration Guide.

1. Open the IBM Notes application on your desktop with treeMailS installed.

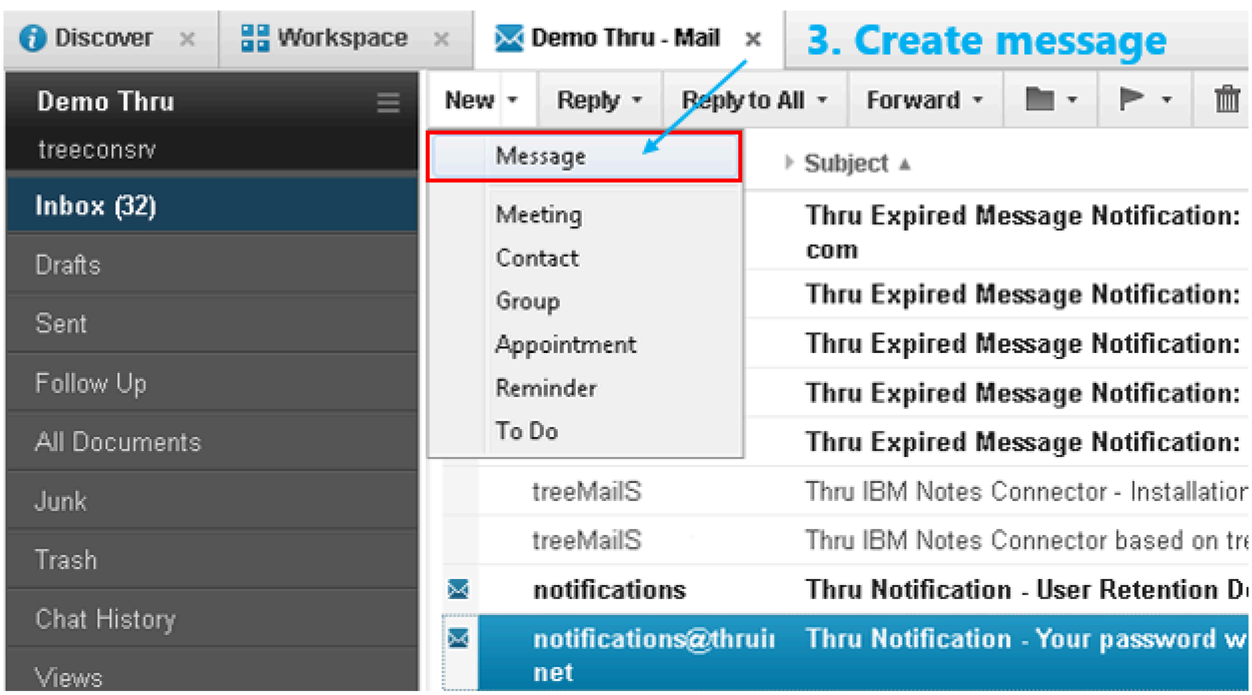




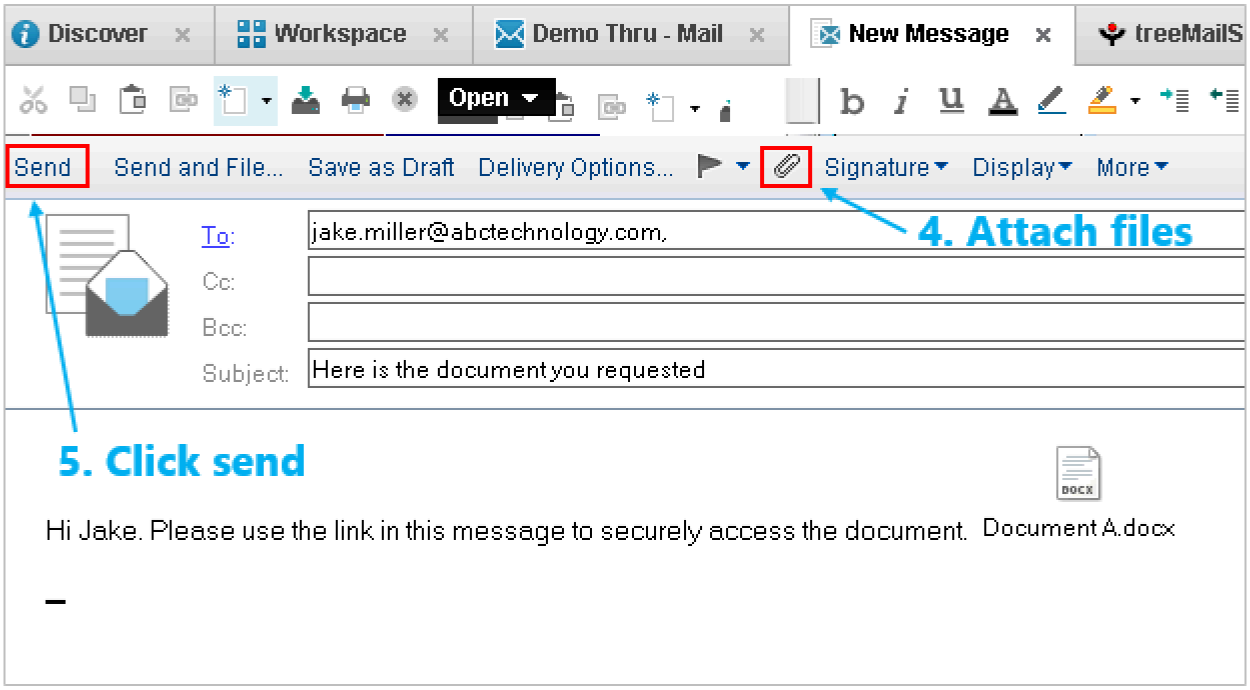
2. When you are signed in to IBM Notes, select your Notes mailbox.



3. From the Notes mailbox, create a new message.

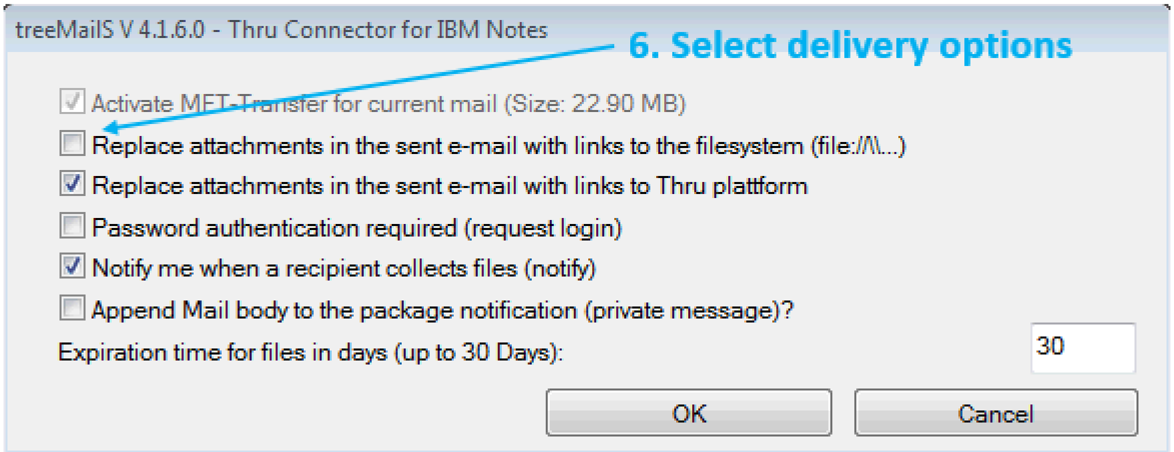


4. Next, compose your message and add the file attachments. After you have set up your message, click **Send**.

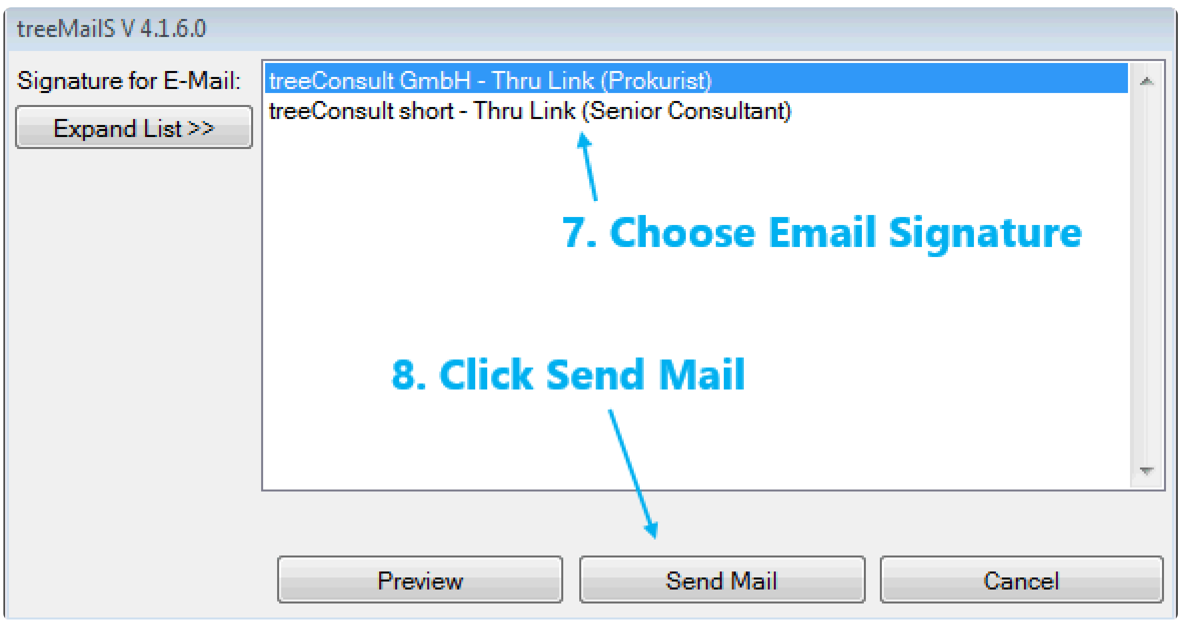


5. After clicking send, the Thru MFT dialogue box will appear. Depending on the size of the file you want to attach, sending a file with Thru may either be optional or required. In the example below, since the user's file is over the 10MB quota, they must send with Thru. When sending with Thru you can also select from multiple delivery options:
   - **Replace attachments in sent mail** – There are two options to replace attachments with links when you go to view Notes email sent via Thru. You can have these linked to the file system or the Thru platform.
   - **Password authentication required (request login)** – Choose this if you want to require recipients to enter a registered username and password before downloading the files. It also prevents unauthorized users from accessing files in case the link is forwarded.
   - **Notify me** – When this is selected you will receive an email notification letting you know that the recipients have downloaded the files.
   - **Private message** – If you are sending confidential information, you can choose to make the mail body private by choosing "Append Mail body to the package notification."
   - **Expiration Time (required)** – Choose the number of days you want these files to be available for download. The recipients are unable to download the files once the number of days is reached.

When you have finished selecting the delivery options, click **OK**.

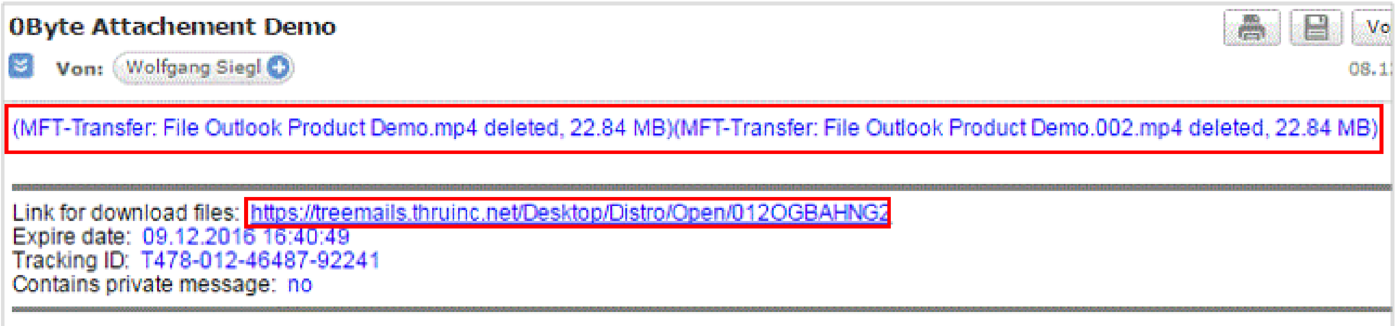


6. Next, select the email signature that you want to use for this message and click **Send Mail** when finished.

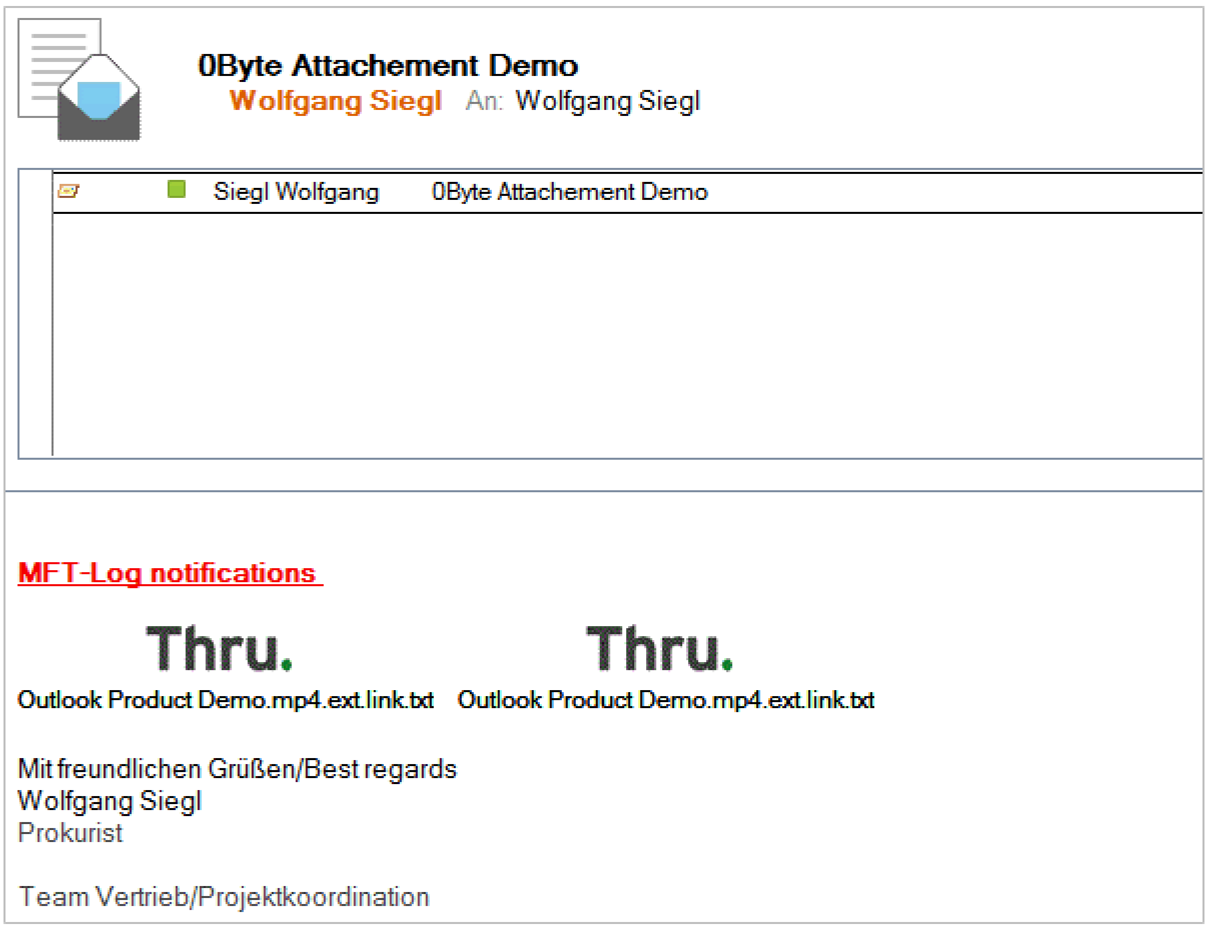


After sending files using Thru, the recipient receives an email notification with a link to download the files. Since Thru sends the files in the back end, all files are stored in Thru resulting in 0 bytes stored on the Domino server; only the download link is stored in the messages. If you want to archive messages sent with Thru, go to **Sent Mail** and choose **Archive**.

Recipient View – Downloading Files from Link

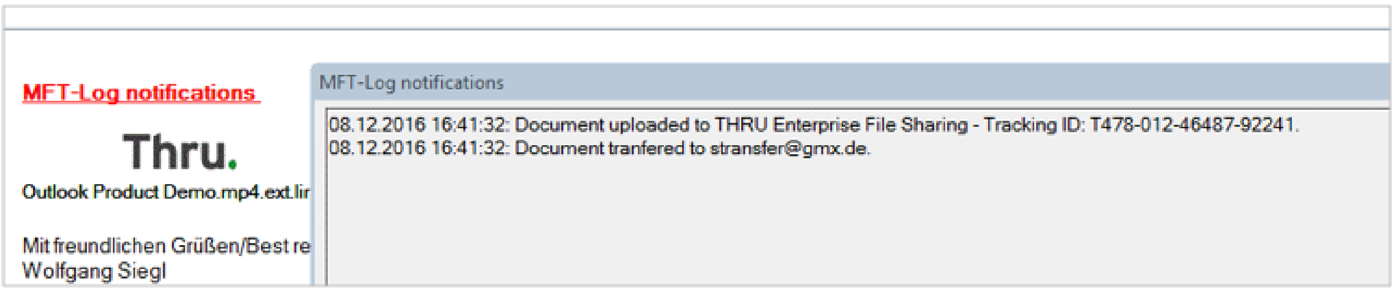


Sender View – Viewing Sent Thru Stub File and MFT Logs



This is a Thru Stub File.

Thru server: https://treemails.thruinc.net
Source file: FOLDERS/OUTBOX/wolfgang.siegl.treeconsult.de/2016-12/08/0Byte Attachement Demo/Outlook Product Demo.mp4
File-ID: 80334



✻ If you are using IBM Notes on your mobile device you can also send large files via Thru. TreemailS will automatically send with Thru if the files are over the set quota.

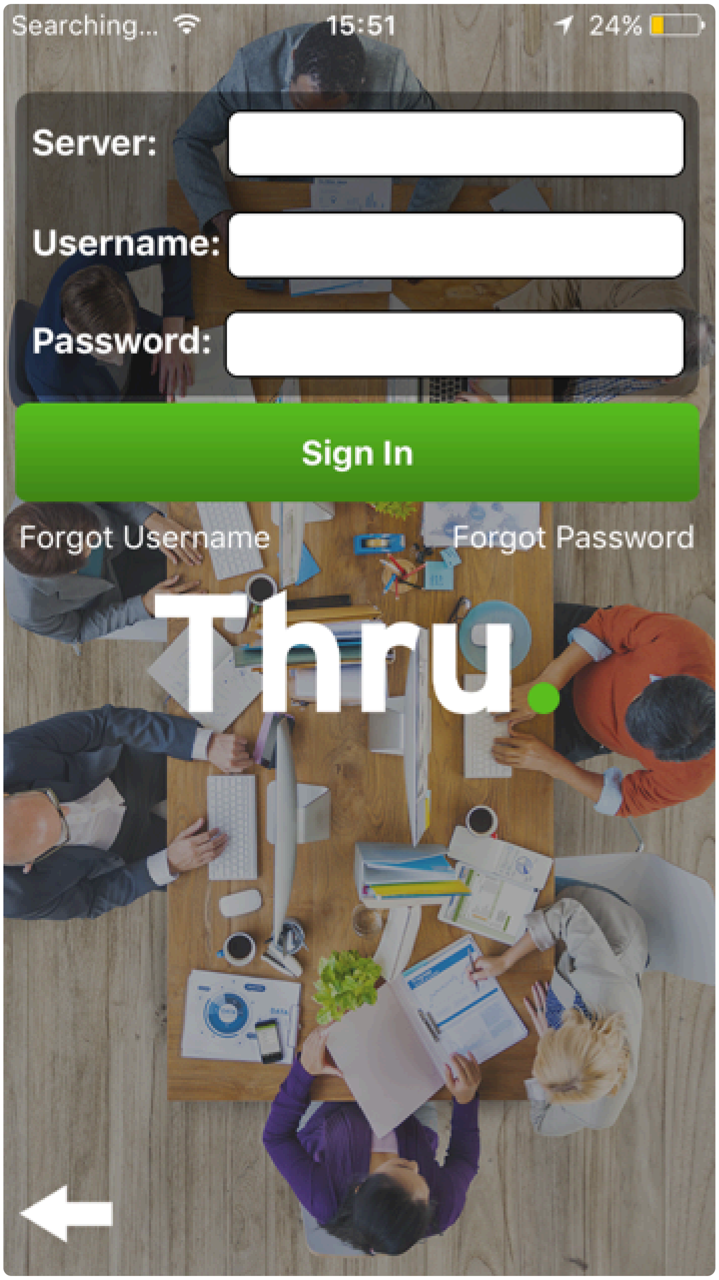
If you have any questions about how to modify your treeMailS installation, contact your treeMailS administrator.

Thru Mobile Apps

This section of the Thru User Guide includes instructions on how to use Thru's mobile apps for iOS and Android.

These apps allow Thru account holders to access, send and manage their files stored in Thru from their iOS and Android smartphones and tablets.

User Permissions Needed (*refer to a site administrator*)
To use the Thru mobile application, the user must be a member of the **MOBILE APP USERS** group.
To access Thru using a web browser on a mobile device, the user must be a member of the **MOBILE WEB USERS** group.



Visit this page to download the latest Thru iOS and Android apps: http://www.thruinc.com/plugin-downloads/

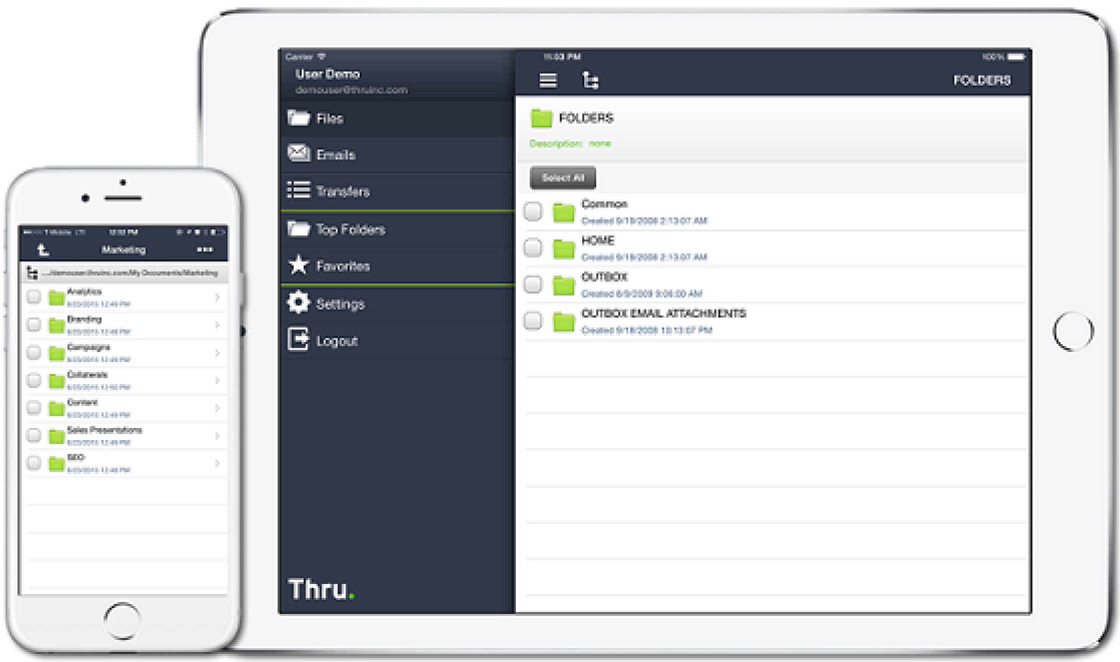
Choose what Thru mobile app you would like to learn about:

Thru for iPhone and iPad
Thru for Android

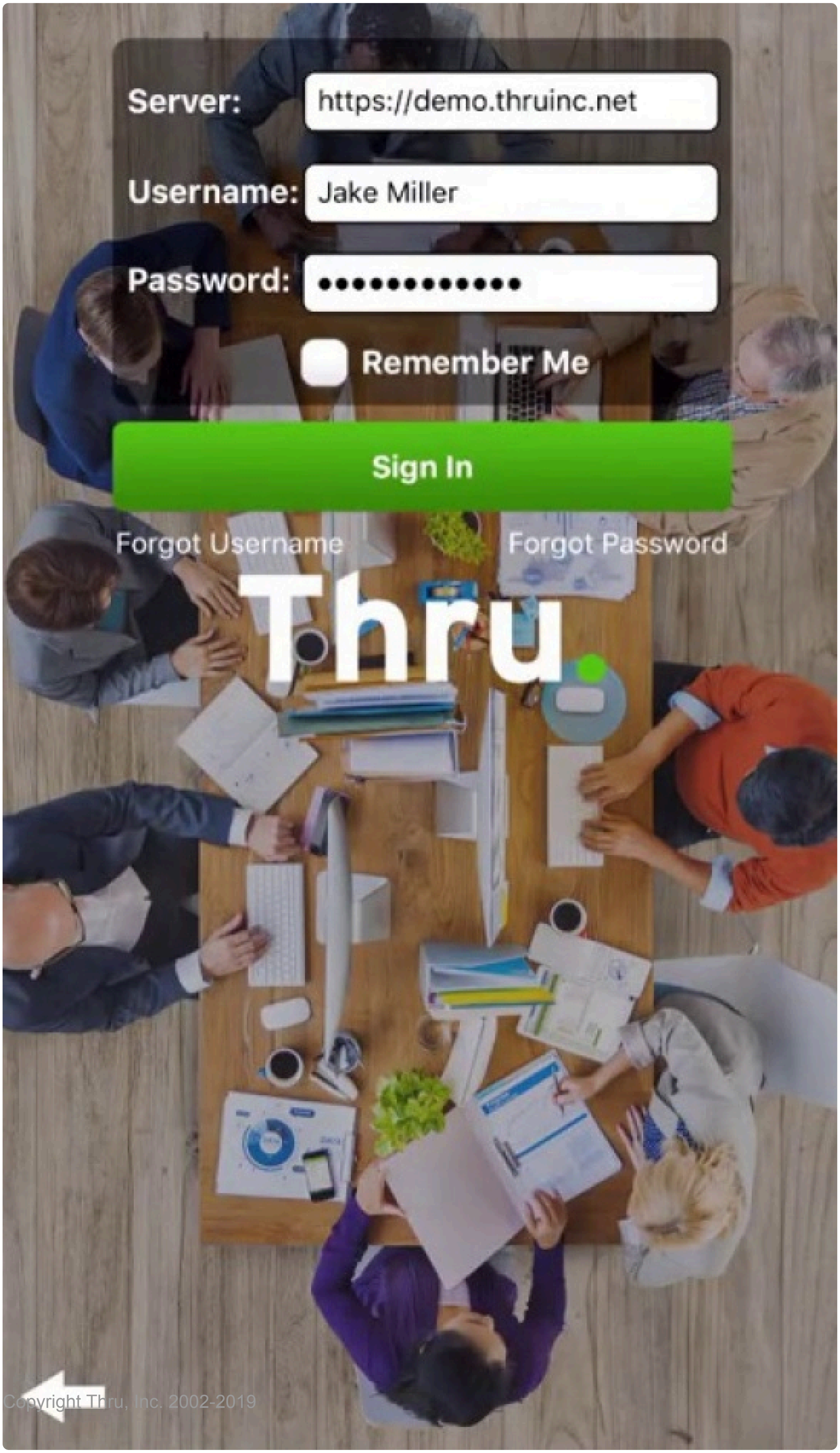
Using Thru for iPhone and iPad

Welcome to the Thru for iPhone and iPad user guide. This guide describes how to use Thru's iOS application for the iPhone and iPad. To download the latest Thru iOS app, [go to the Apple App Store](#).

[Getting Started with Thru's iOS app](#)
[Navigating the Folder Tree](#)
[Opening Files](#)
[Send a Thru Email](#)



Getting Started with Thru iOS Mobile App


Server:
https://demo.thruinc.net
Username:
Jake Miller
Password:
Remember Me
Sign In
Forgot Username
Forgot Password
Thru

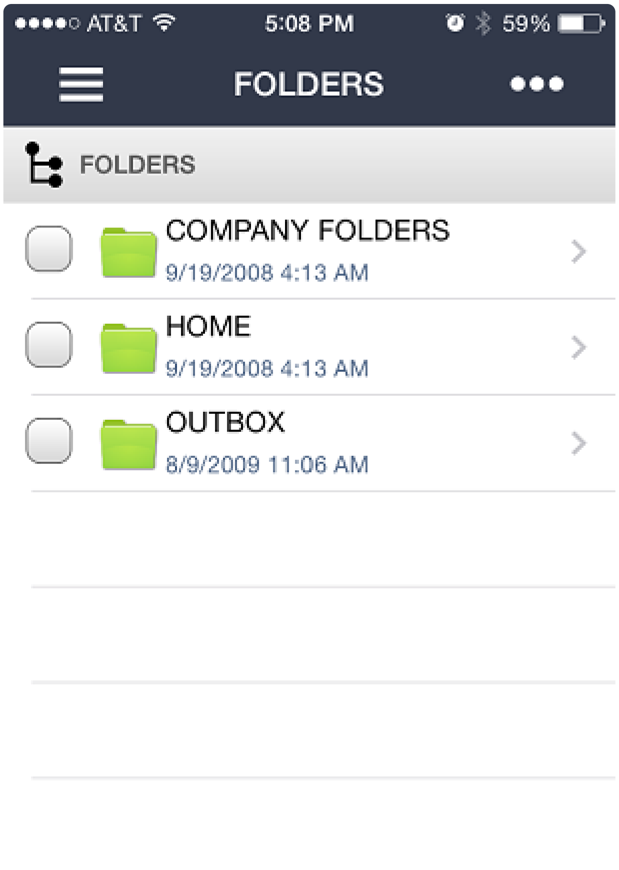
This section will show you how to get started with the Thru iOS mobile app:

Logging In

1. After opening the application, touch Sign In to go to the Sign In page.

2. Type in the name of your Thru server URL (**companyname.thruinc.net**), and your registered Username and Password.
3. After entering your information, touch **Sign In**.

4. Once you're logged in, you will be taken directly to your Thru folder tree.



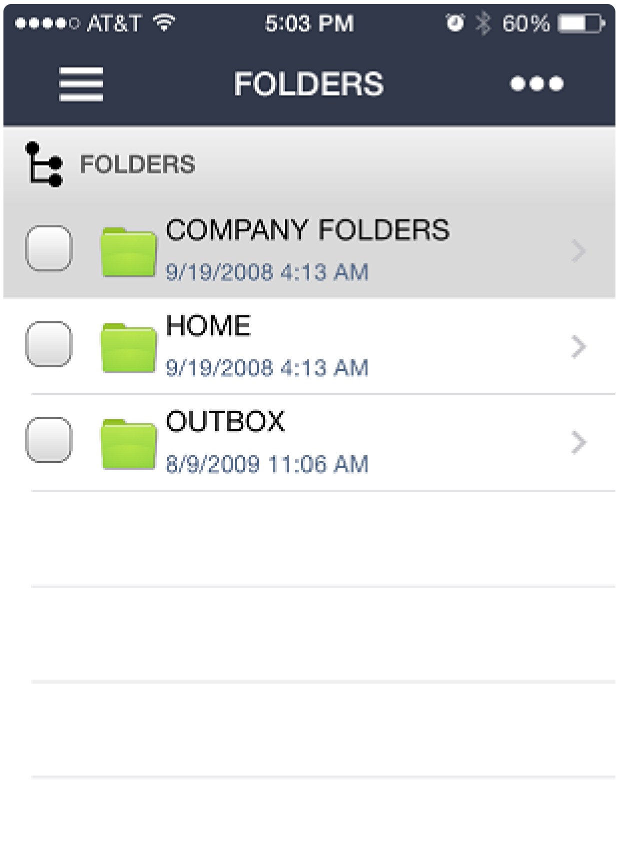
Also in this section:

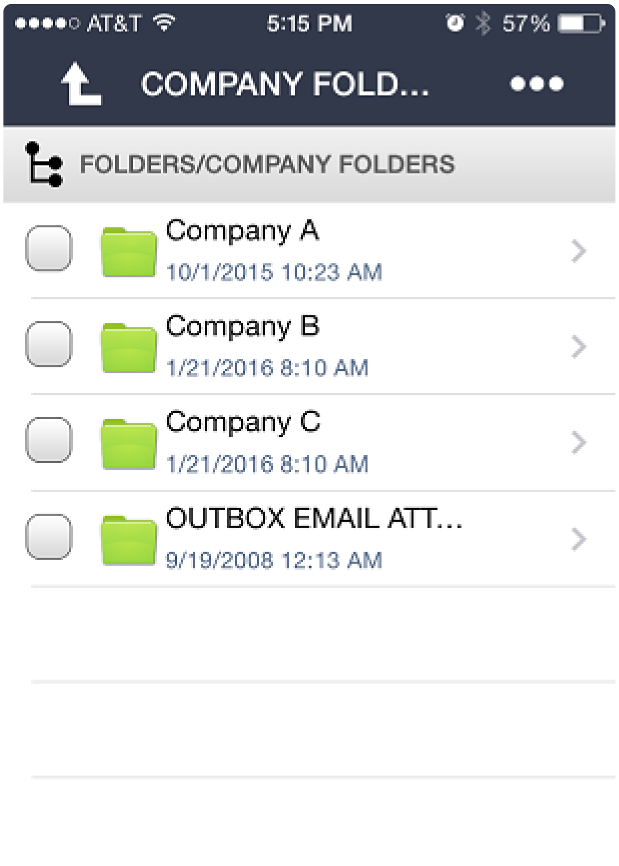
[Navigating the Folder Tree](#)
[Opening Files](#)
[Send a Thru Email](#)

Navigating Files and Folders – Thru for iOS

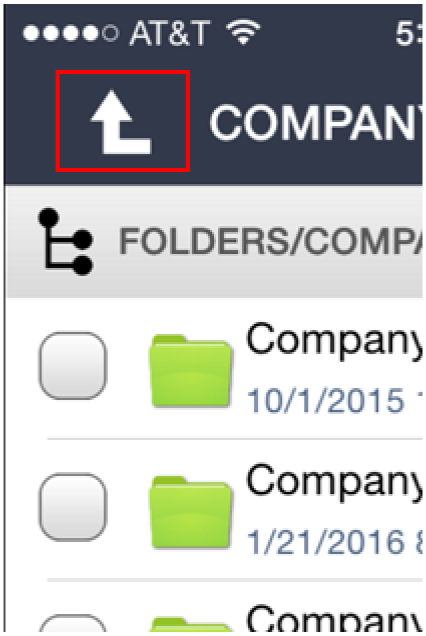
To navigate through your files and folders:

1. Touch folders and subfolders to open them and view their contents.

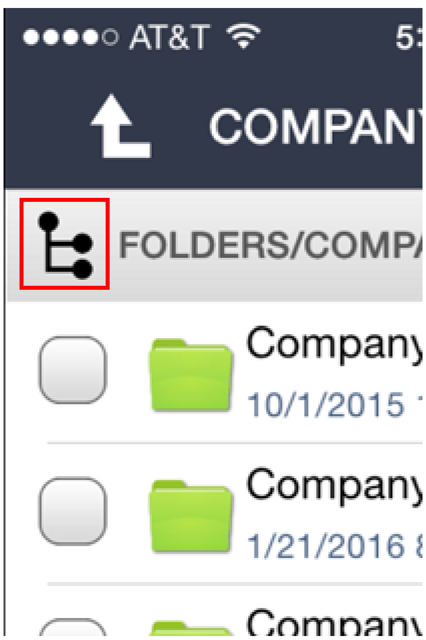

AT&T
5:03 PM
60%
FOLDERS
FOLDERS
COMPANY FOLDERS
9/19/2008 4:13 AM
HOME
9/19/2008 4:13 AM
OUTBOX
8/9/2009 11:06 AM

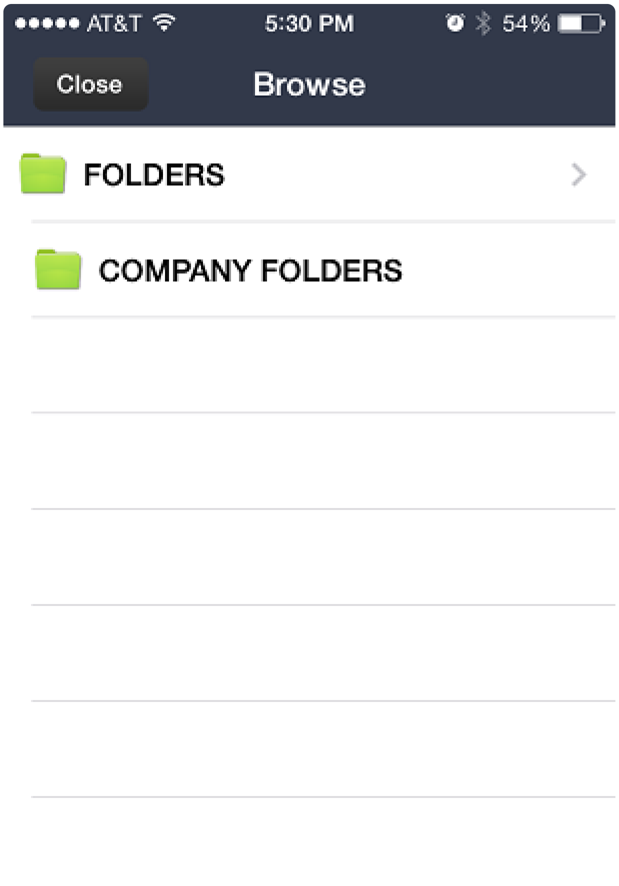


2. To go back to the previous folder, touch the up arrow in the top left corner.



3. To browse the entire folder path for a specific location, touch the folder tree icon and choose a folder.





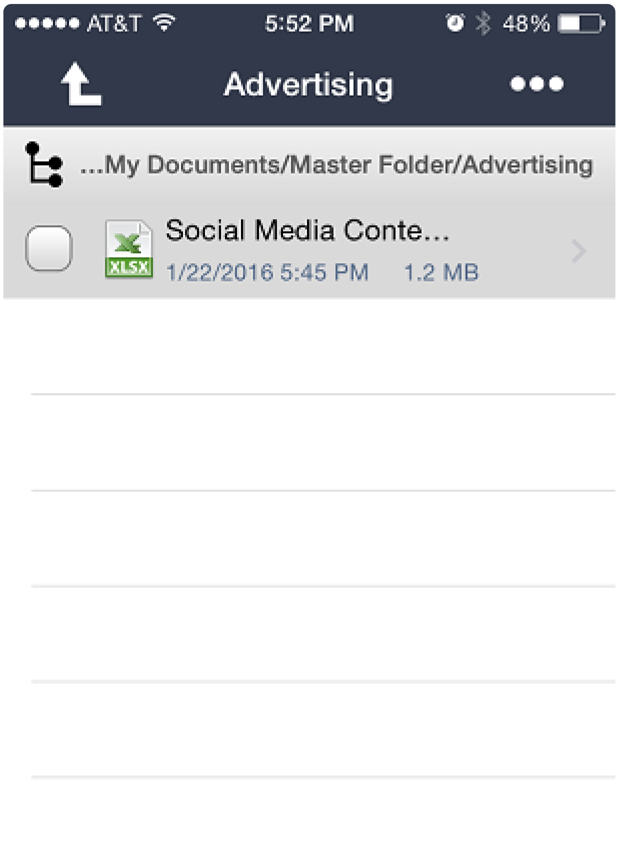
Also in this section:

[Opening Files]
[Sending Files and Folders]

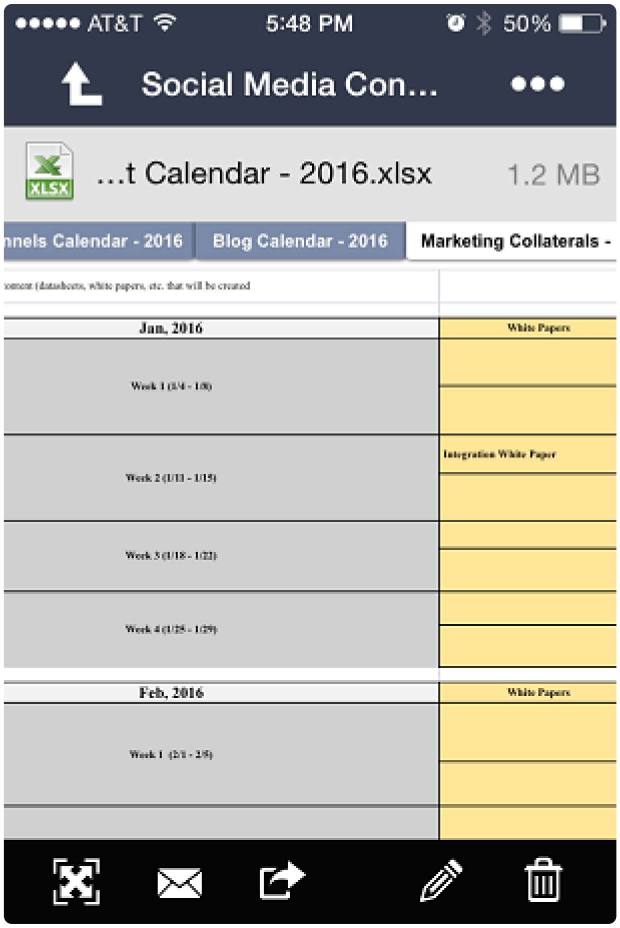
Opening Files – Thru for iOS

To open your files within the Thru iOS application:

1. Navigate to the folder and touch the file that you want to open.



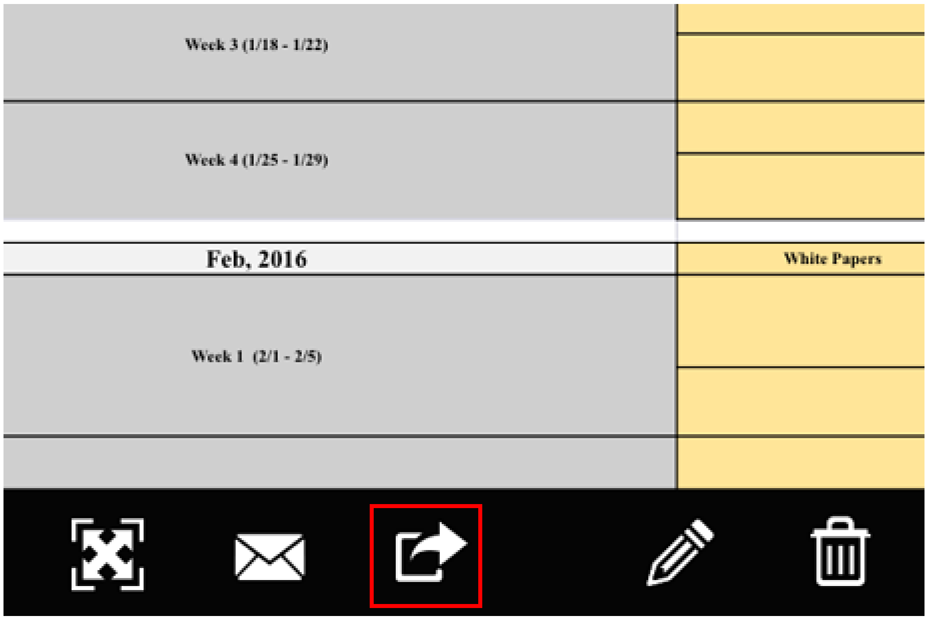
2. The file opens within the Thru mobile application.



Opening a File in a Third Party Application

To open files within a third party application:

1. Touch the white arrow icon at the bottom of the screen.



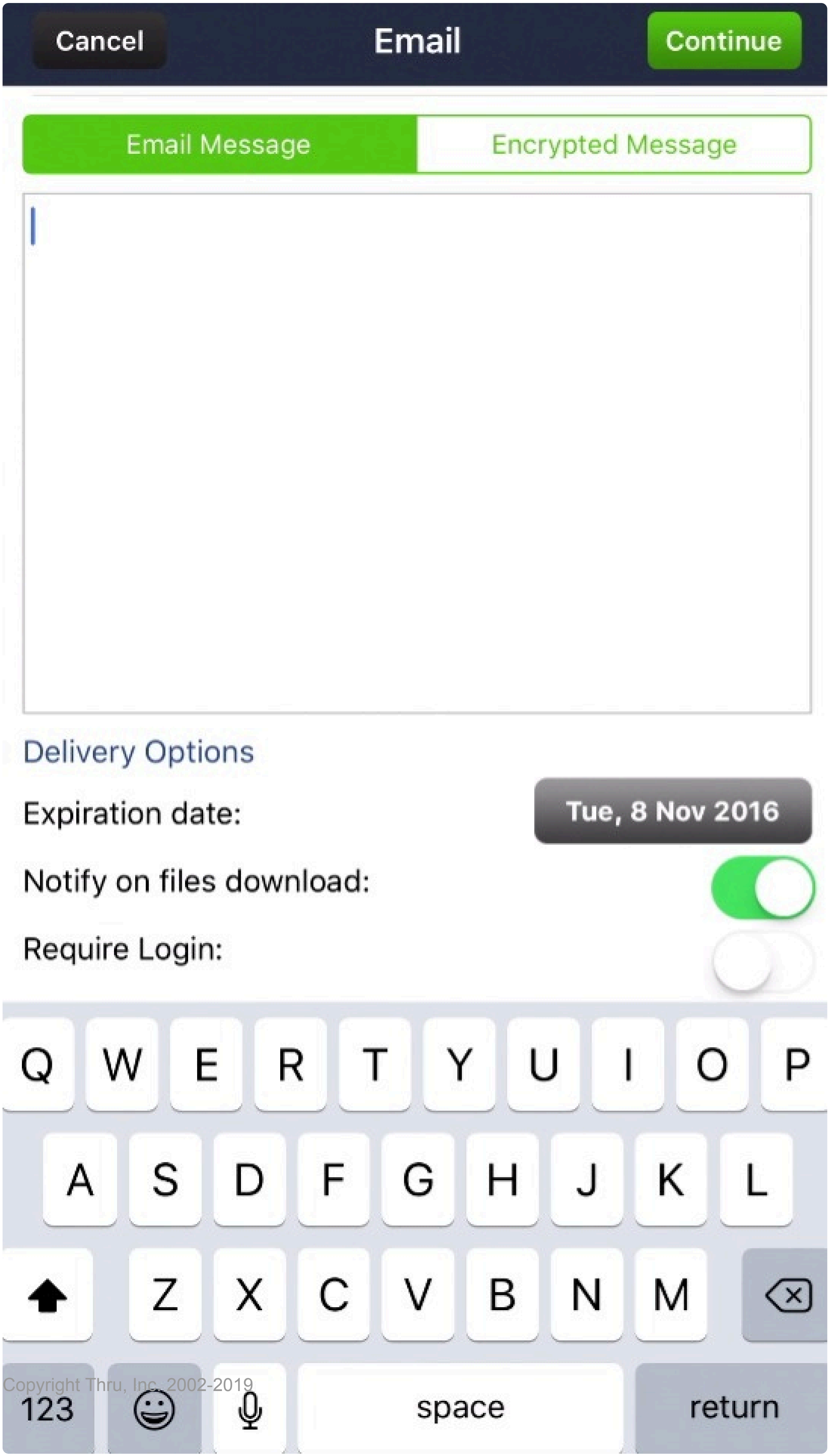
2. You can then choose to open the file from your list of third party applications.

! If you cannot open files in third party applications, it may have been disabled by your Thru Administrator. To request this feature to be activated, contact your Thru Administrator .

Also in this section:

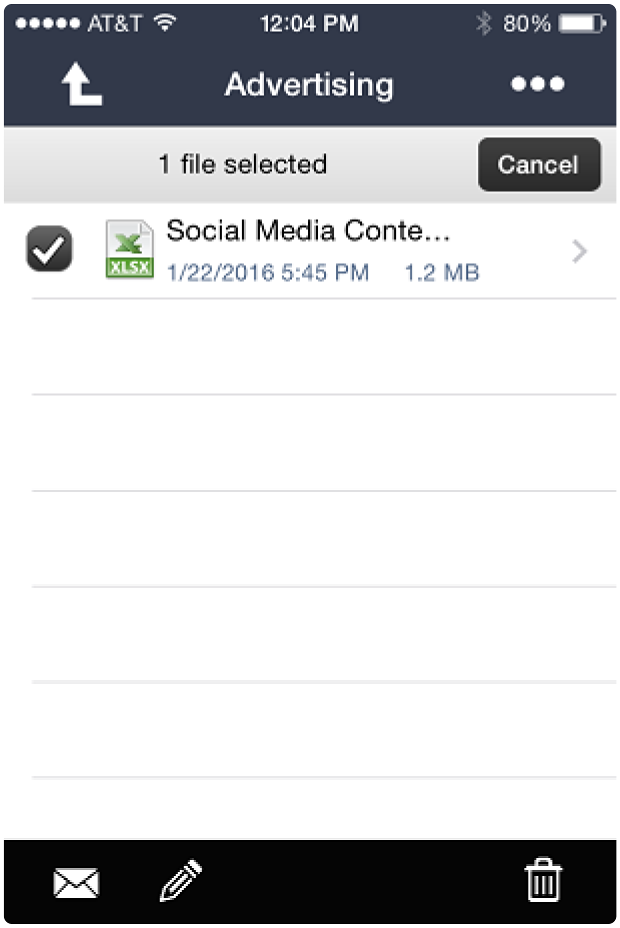
Sending Files and Folders

Sending Files and Folders – Thru for iOS

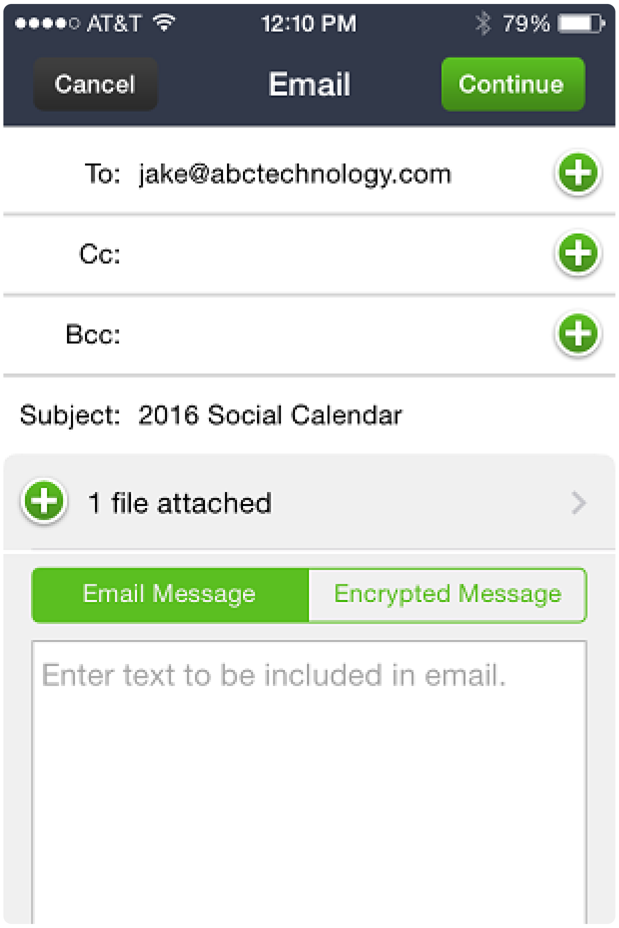

Cancel
Email
Continue
Email Message
Encrypted Message
Delivery Options
Expiration date:
Tue, 8 Nov 2016
Notify on files download:
Require Login:

To send files and folders within the Thru iOS application:

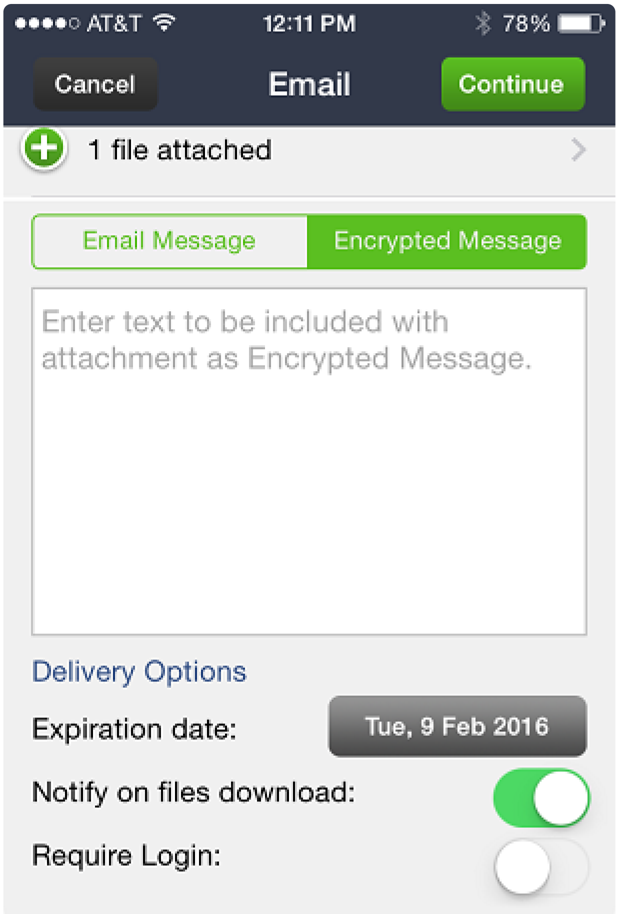
1. Navigate to the file or folder you want to send and touch the checkbox to its left.
2. After the box is checked, touch the mail icon on the bottom left of the screen to begin creating your Thru Email.



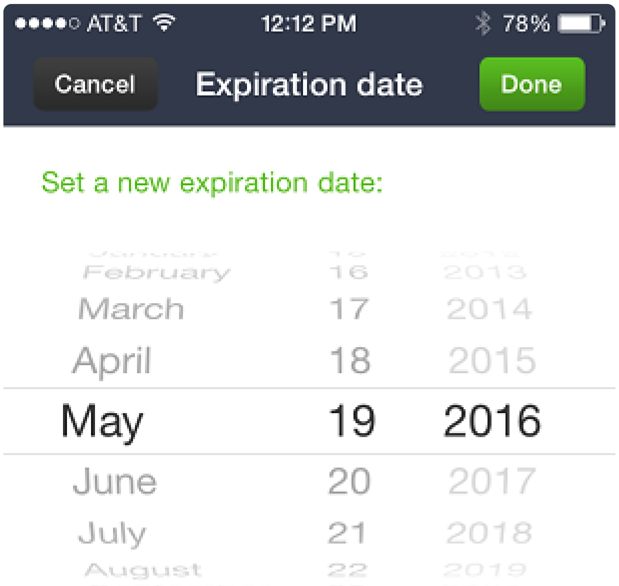
3. Before you can send your email, fill in the To field (also the Cc and Bcc fields if needed). You can touch the green plus buttons next to each field to add contacts that are stored on your device.
4. Next, create a Subject (required) and compose your email message.



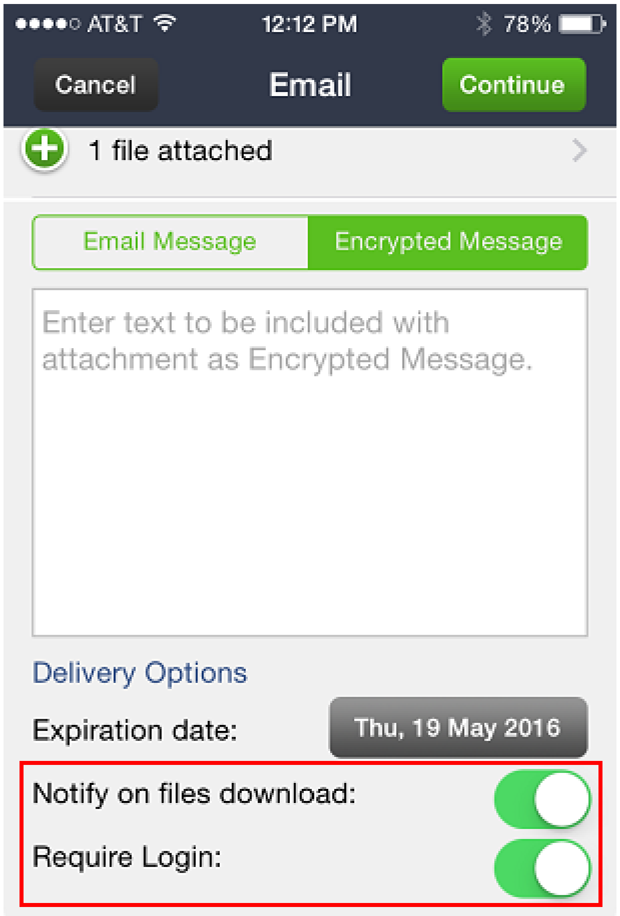
5. You can also create an Encrypted Message to protect sensitive information like IP Addresses and Passwords. To create an Encrypted Message, touch the Encrypted Message button next to Email Message and compose your message.



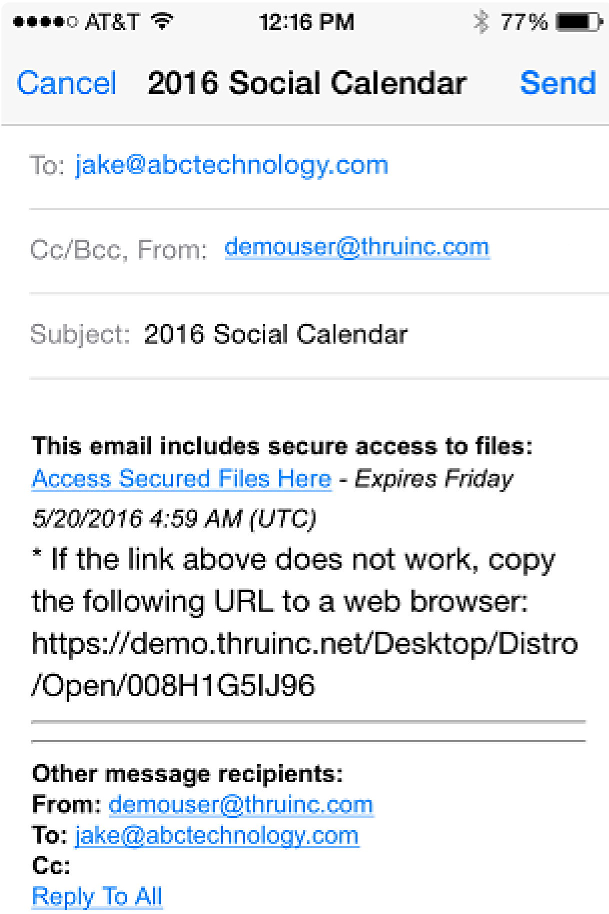
6. All files sent with Thru have an expiration feature that makes files unavailable for download after the set date. To choose the expiration date, touch the Date button under *Delivery Options* and set a date.



7. Other *Delivery Options* include “Notify on files download” and “Require Login.” Notify on files download will send you an email notification when the recipient downloads the files. Require Login will require all recipients to log in with a registered email and password before they can download files. To enable or disable these features, touch the green button to the right of each feature.



8. When you are ready to send your Thru Email, touch the Continue button at the top right of the screen. This creates the Thru email message and opens within your iOS Mail app. To send your email, touch the send button in the top right corner.



Thru for iOS Options Menu

To access the main menu of the Thru iOS application, swipe to the right of your screen. From here you can access the following:

Files – Go here to access your Thru file system.

Emails – This is where you access any messages that you have sent with Thru. From here you can also immediately expire sent messages.

Transfers – Go here to view the progress of file uploads and downloads.

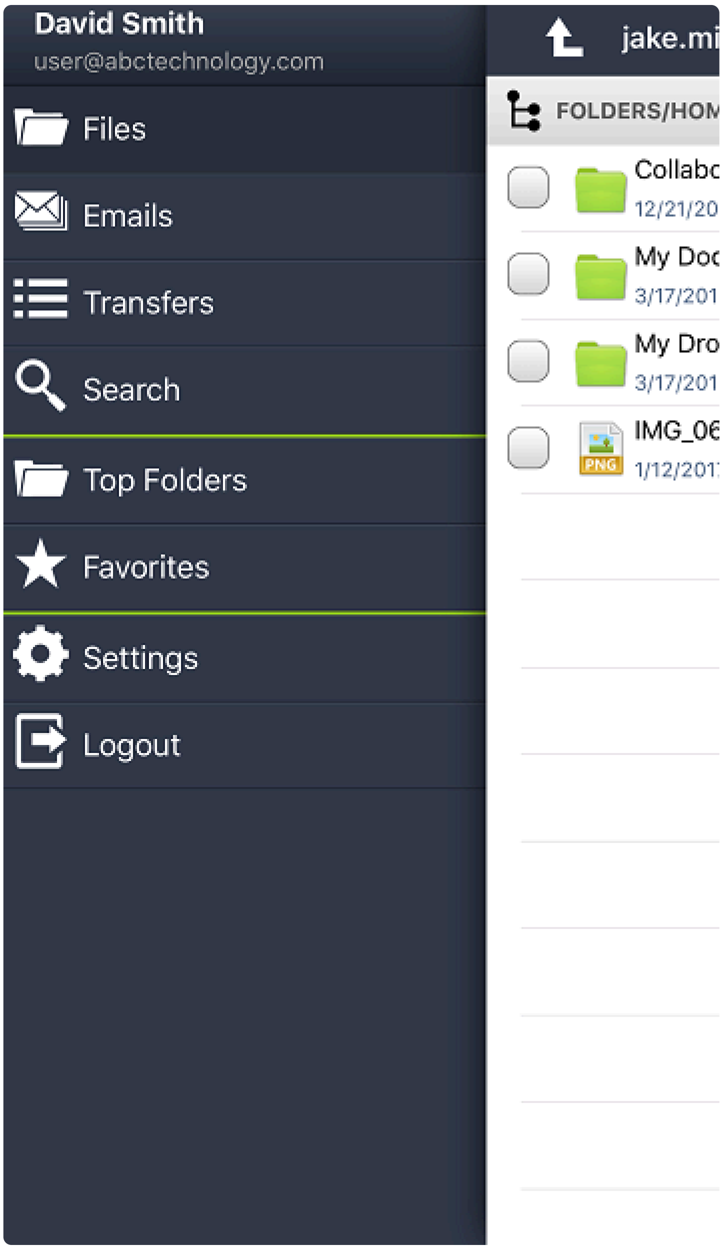
Search – This selection allows you to search for file and folders that you have stored in Thru. You can search by name, description or by tag.

Top Folders – This section displays the folders that you most often use.

Favorites – This is where you access all files that you have “Added to Favorites”.

Settings – From here you can access the Thru for iOS app settings such as *reset your password*, *modify behaviors*, *clear cache*, *contact support*, and more.

Logout – Select this to log out of the Thru iOS application.

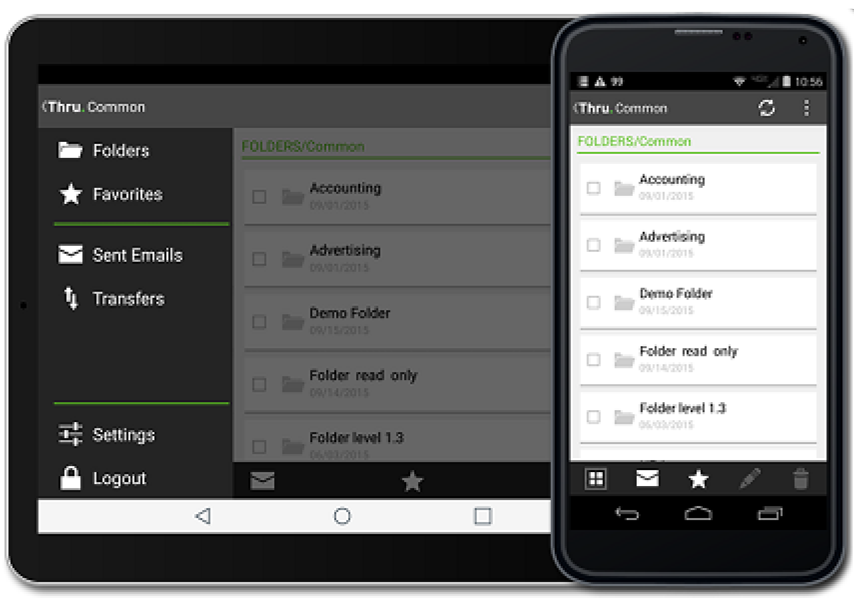


Using Thru for Android

Welcome to the Thru for Android user guide. This guide will show you how to use various features within Thru's Android mobile app such as sending files, navigating the folder tree, and more.

To download the latest version of Thru's Android mobile app, go to the Google Play App Store

In this manual:



Getting Started with Thru Android Mobile App

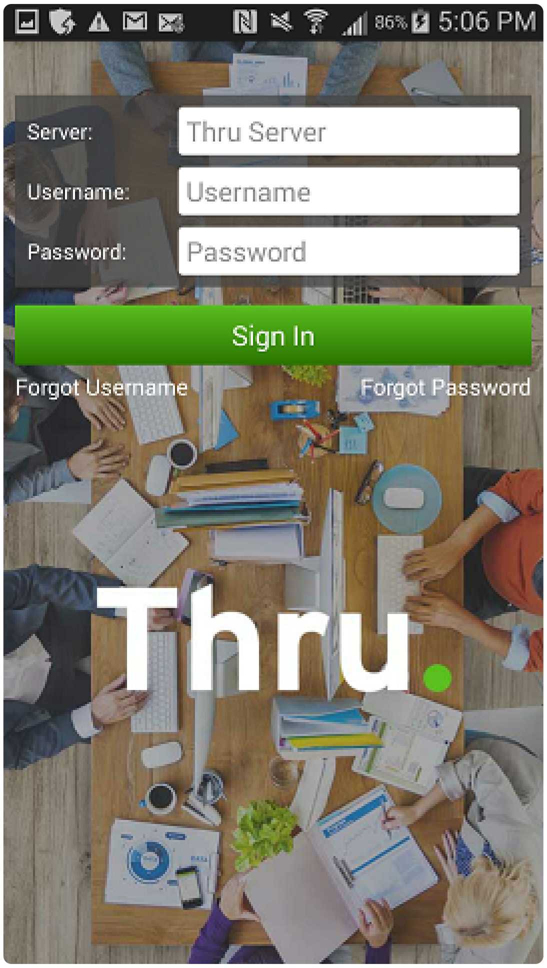
This section will show you how to get started with the Thru for Android mobile app.

Logging In

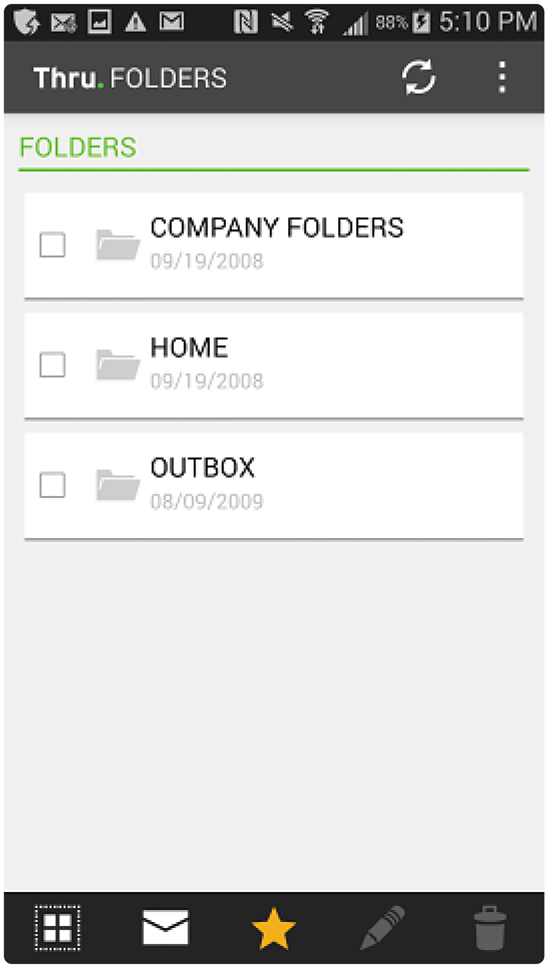
To log in to Thru for Android:

1. Open the application and touch Sign In to go to the Sign In page.

2. Type in the name of your Thru server URL (**companyname.thruinc.net**), and your registered Username and Password.
3. After entering your information, touch Sign In.



4. Once you are logged in, you will be taken directly to your Thru folder tree.



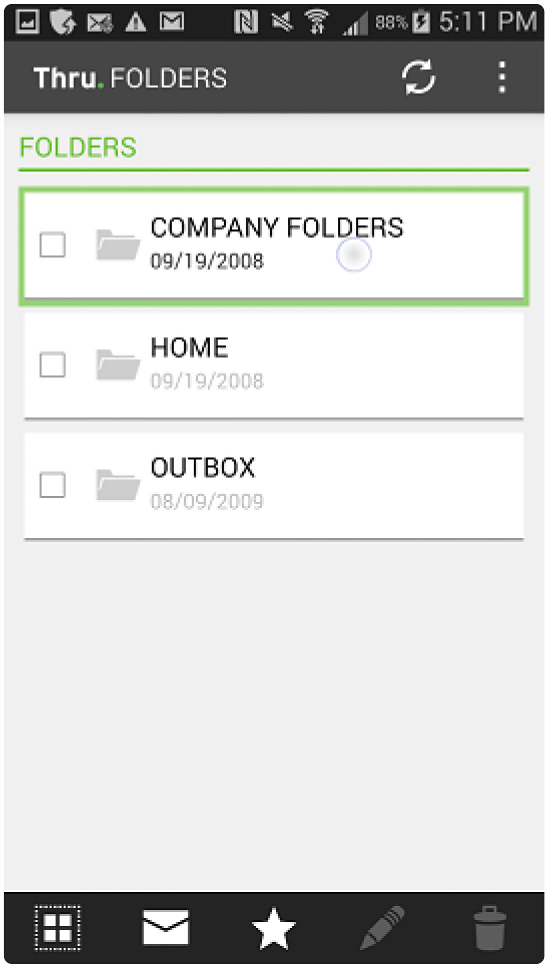
Also in this manual:

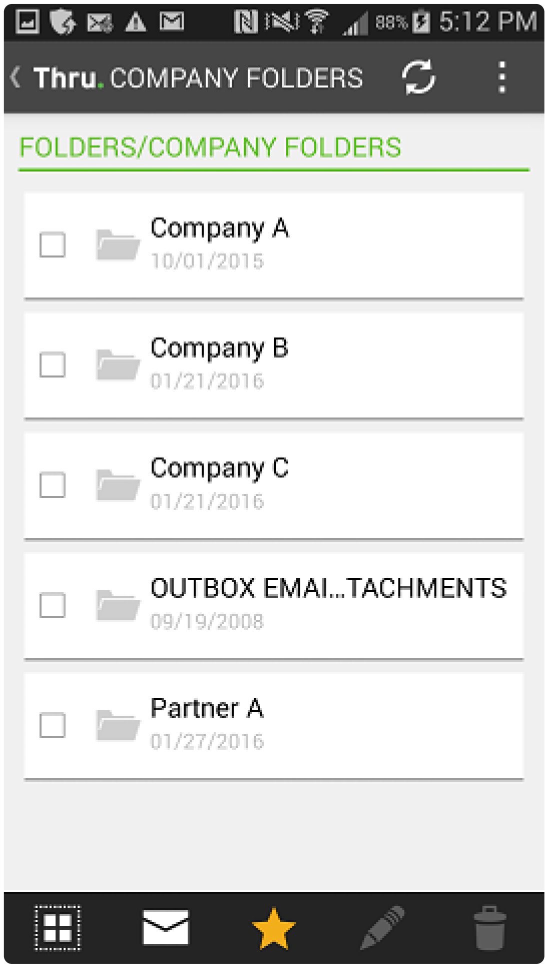
Navigating Files and Folders
Opening Files in Third Party Apps
Sending Files and Folders

Navigating Files and Folders – Thru for Android

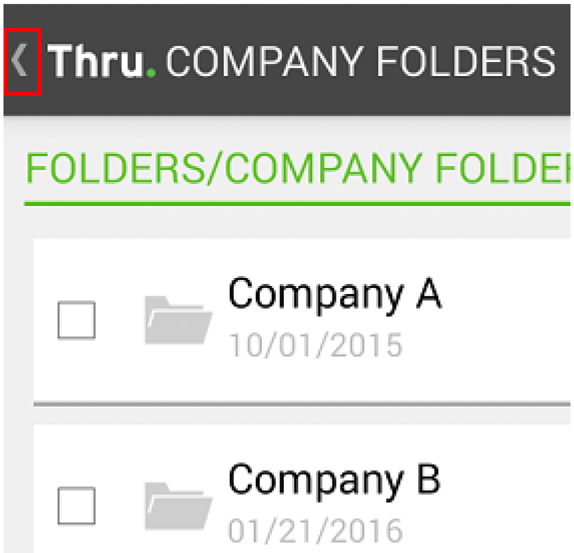
To navigate files and folders within Thru for Android:

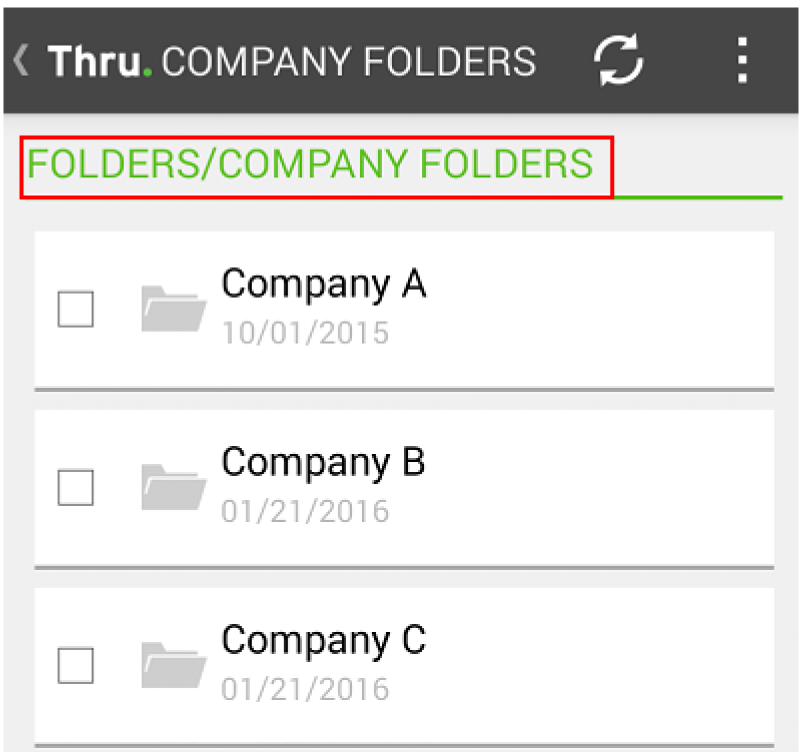
1. Touch folders and subfolders to open them and view contents. The folder path will be listed above the folder tree as you navigate through the file system.

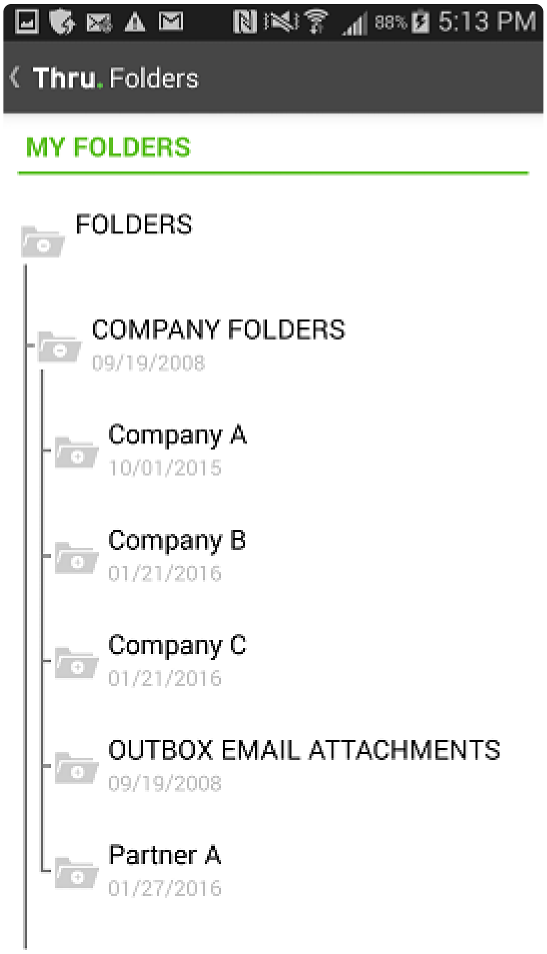

5:11 PM
Thru. FOLDERS
FOLDERS
COMPANY FOLDERS
09/19/2008
HOME
09/19/2008
OUTBOX
08/09/2009



2. To go back to a previous folder you can do any of the following: Touch your device's back button, use the arrow in the top left corner, or touch the folder path to choose a specific folder.


Thru. COMPANY FOLDERS
FOLDERS/COMPANY FOLDE
Company A
10/01/2015
Company B
01/21/2016


Thru. COMPANY FOLDERS
FOLDERS/COMPANY FOLDERS
Company A
10/01/2015
Company B
01/21/2016
Company C
01/21/2016



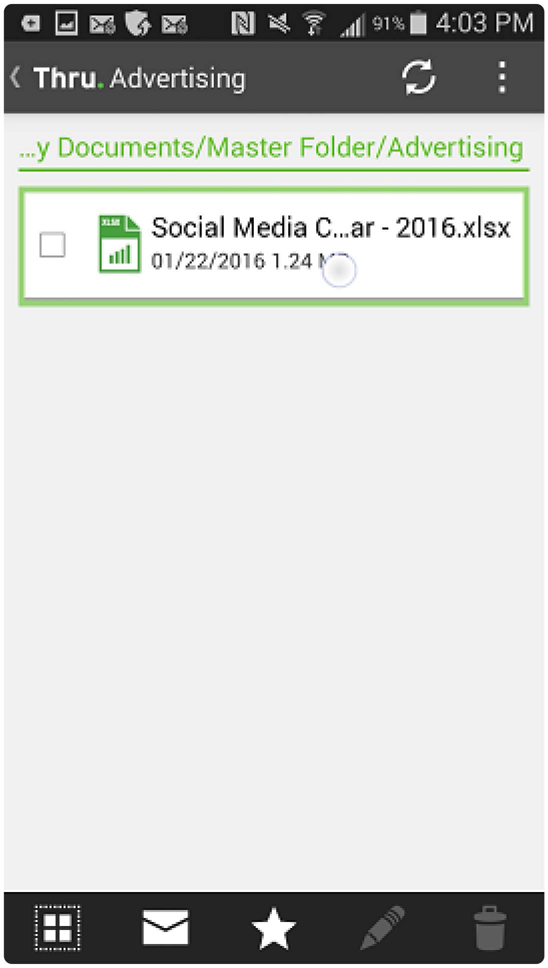
Also in this manual:

[Opening Files in Third Party Apps](#)
[Sending Files and Folders](#)

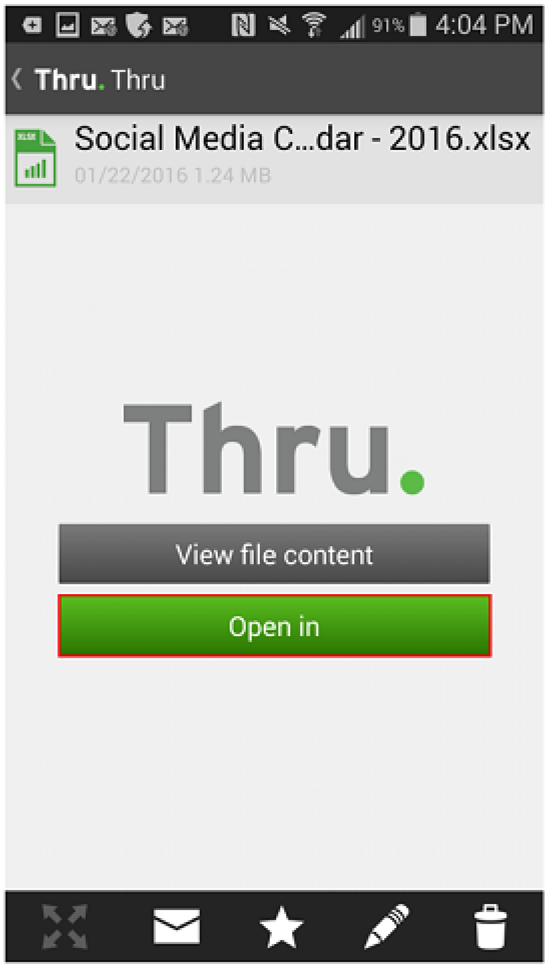
Opening Files in Third Party Apps

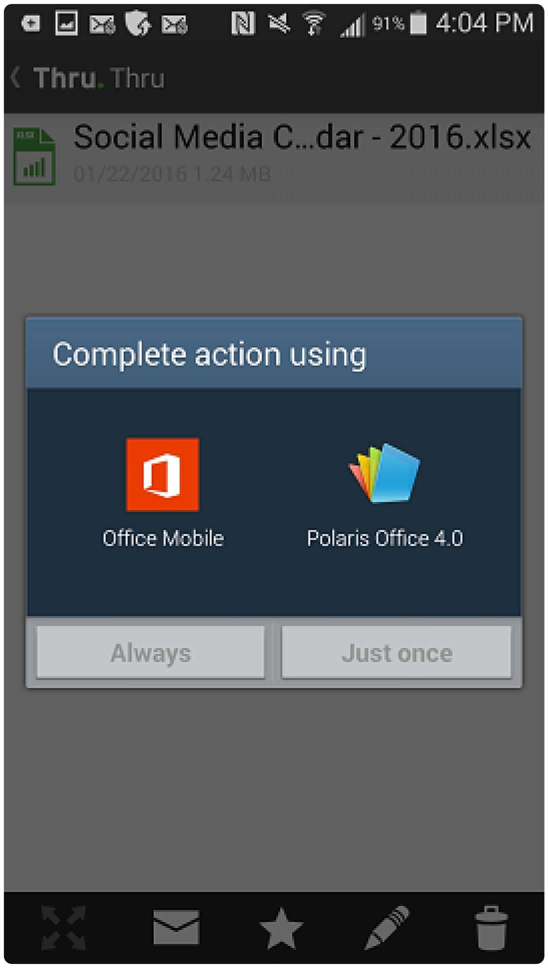
To open files stored in Thru within other apps on your Android device:

1. Navigate to the file you want to open and touch it to select it.



2. Once it is selected, touch the green **Open In** button and select the application you want to open the file with.


4:04 PM
Thru. Thru
Social Media C...dar - 2016.xlsx
01/22/2016 1.24 MB
Thru.
View file content
Open in



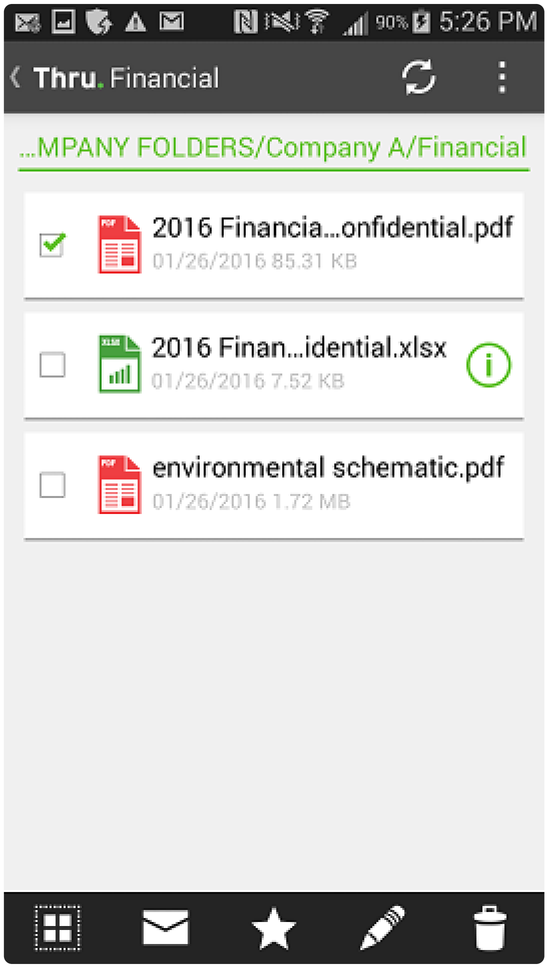
Also in this manual:

[Sending Files and Folders]

Sending Files and Folders – Thru for Android

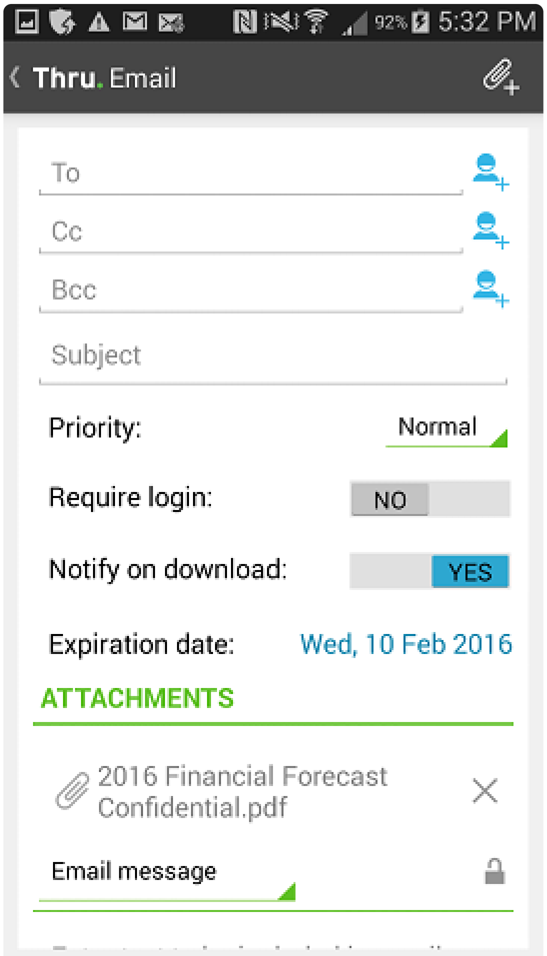
To send files and folders with Thru for Android:

1. Navigate to the file or folder you want to send and touch the checkbox to its left.
2. After the box is checked, touch the mail icon on the bottom of the screen.

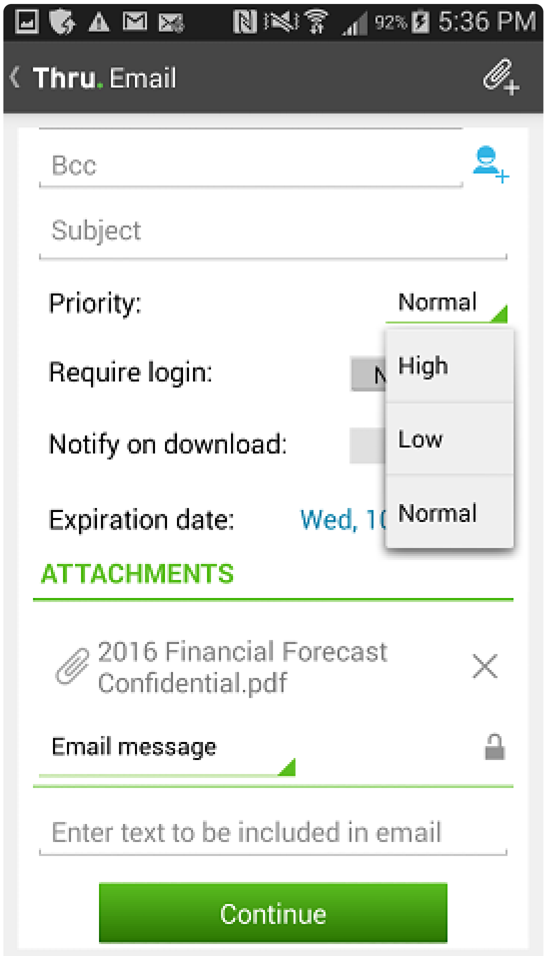


After you touch the mail button, you are taken to the Thru Email page to compose your message.

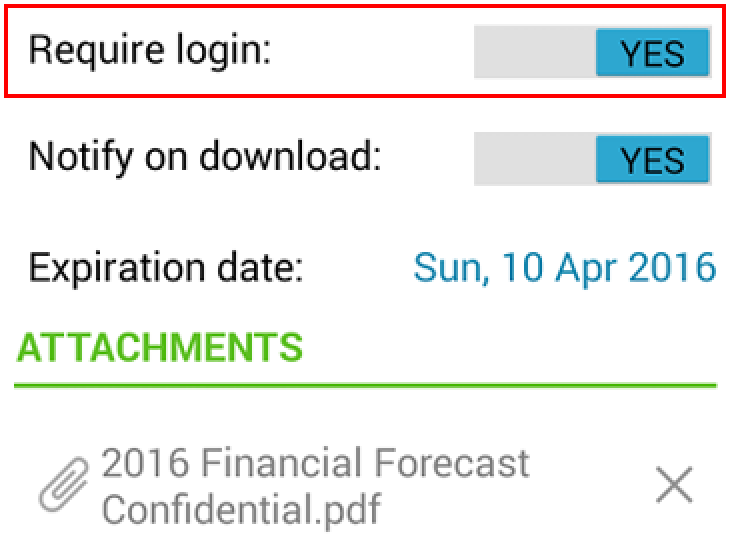
1. First, fill in the To field and also the Cc and Bcc fields if necessary.
2. Create a Subject for your message.



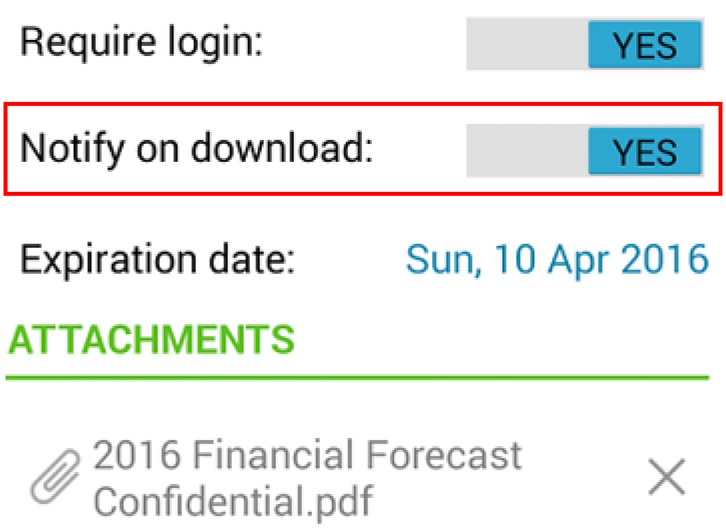
3. Set the priority as Low, Normal or High



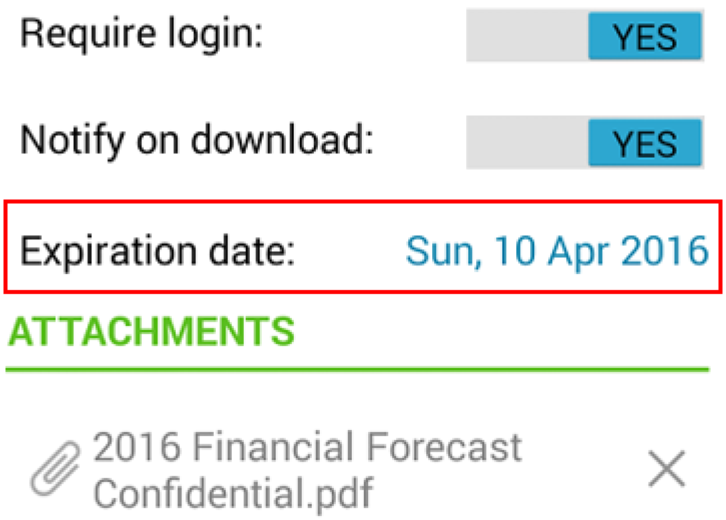
4. You can select Yes on the **Require Login** feature to require all recipients of the files to enter a registered email and password before downloading. This is an ideal feature for preventing sensitive information from being forwarded to unauthorized viewers.

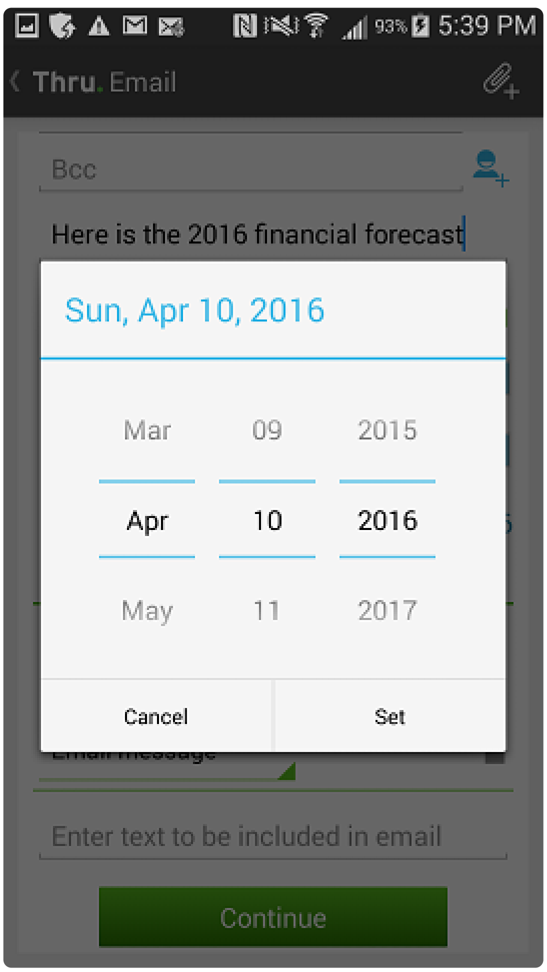


5. To receive an email notification letting you know when the recipient(s) have downloaded your files, select Yes next to **Notify on Download**.



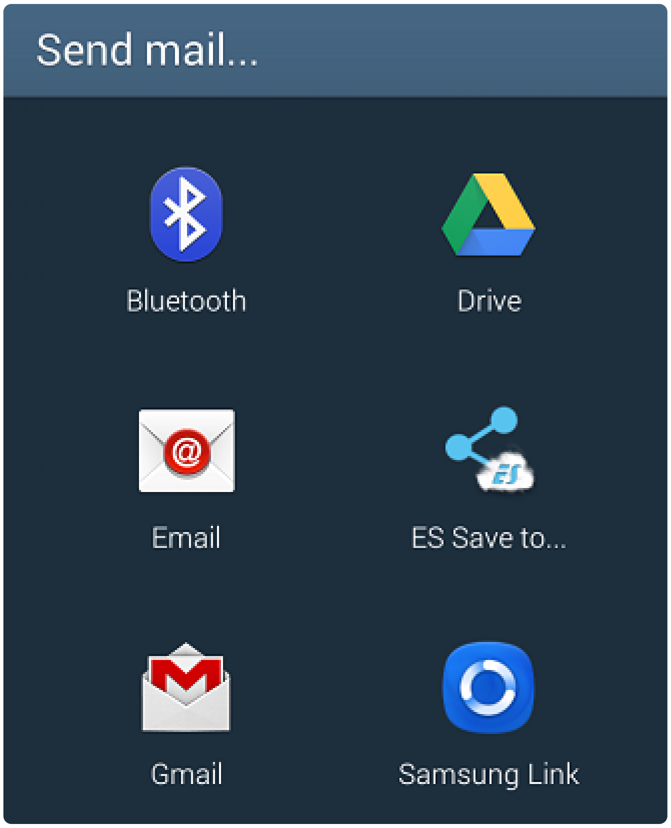
6. All files sent with Thru have an expiration feature that makes files unavailable for download after the set date. Touch the blue date text to choose an expiration date.

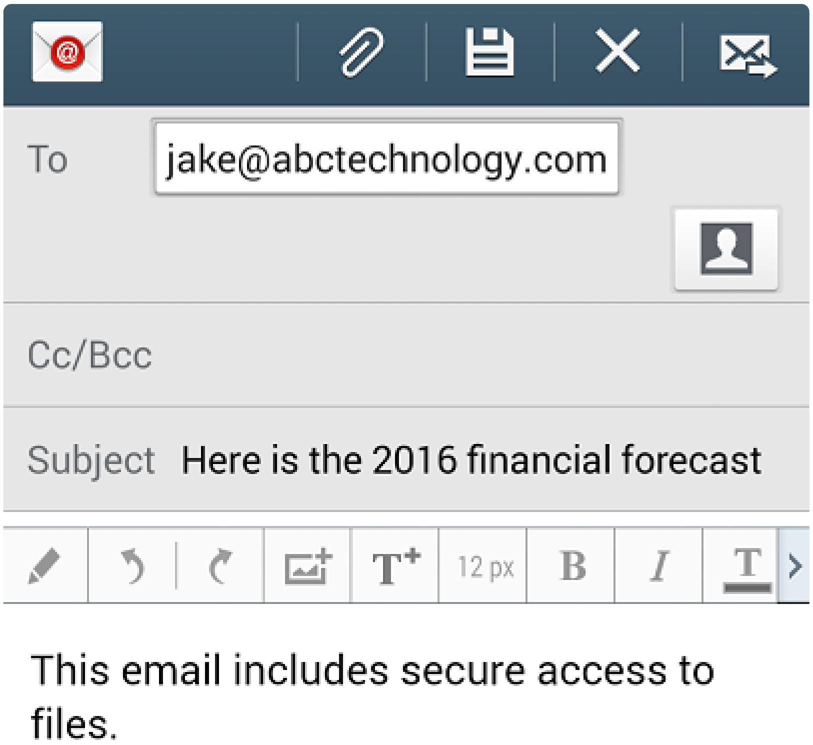




7. Finally, type an email message to the recipient (s). You can make this either a normal message or a private encrypted message to protect sensitive information like IP addresses and Passwords.

8. When you are finished composing your Thru Email, touch the green Continue button at the bottom of the screen. This creates your Thru message and asks you to choose an email application to send your files. Choose an email app and touch the app's Send button to send your files.



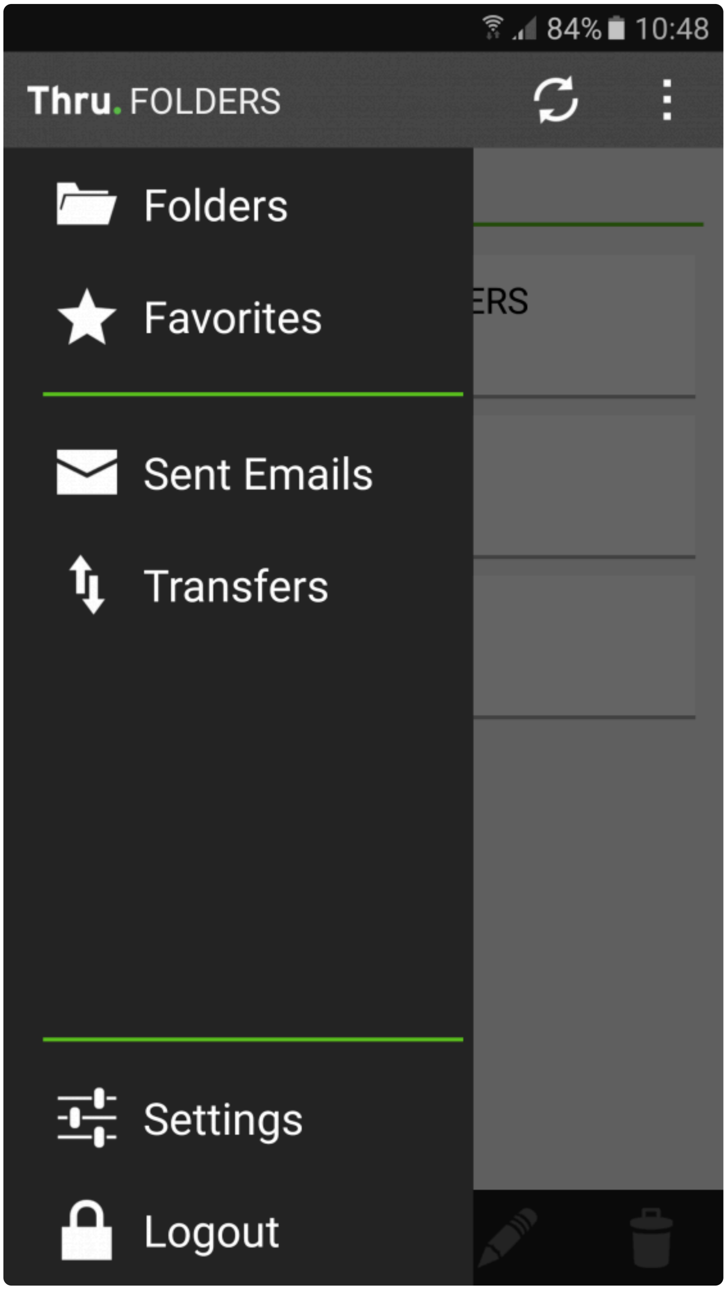


Android Options Menu

By swiping from the left, the Options menu appears

Giving you access to Folders, Favorites, Sent Emails and Transfers

Also Settings and the ability to Logout


84% 10:48
Thru. FOLDERS
Folders
Favorites
ERS
Sent Emails
Transfers
Settings
Logout

Thru Add-In for Salesforce User Guide

THIS THRU INSTALLATION GUIDE DESCRIBES AND SUMMARIZES THE INSTALLATION AND CONFIGURATION OF THRU ADD-IN (CONNECTOR) FOR SALESFORCE (REFERENCED AS “THRU CONNECTOR FOR SALESFORCE” IN THE SOFTWARE AND SHORTENED AS “THRU ADD-IN” IN THIS DOCUMENT) THIS DOCUMENT HAS BEEN PREPARED SOLELY FOR INFORMATIONAL PURPOSES AND IS BEING FURNISHED FOR USE BY CUSTOMERS. DISTRIBUTION OF THIS DOCUMENT IS LIMITED TO CUSTOMERS.

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Irving, Texas 75039
Phone 214.496.0100 • Fax 214.496.0102

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1 – Getting Started

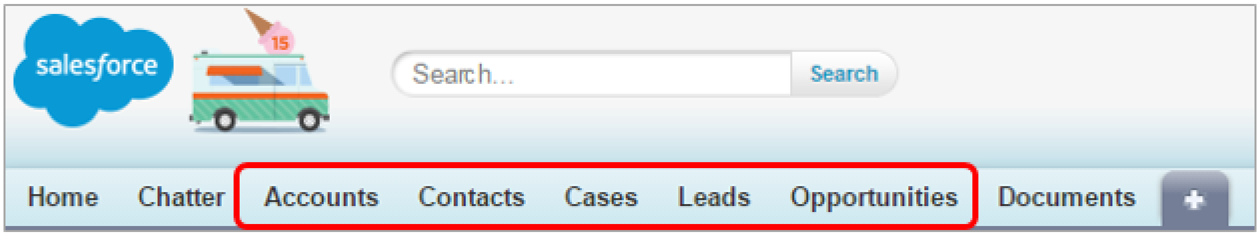
Thru Add-In (Connector) for Salesforce allows users to securely send files or folders of any size stored in Salesforce or in Thru Cloud. Thru users can also require a recipient to authenticate and provide login credentials for file retrieval and delivery confirmation. This chapter will help you to understand how to send a Thru Email, including opening a new Thru Email, and the functions of Thru Email.

! Thru Plugin for Salesforce only supports Salesforce Accounts that have API enabled. **Minimum Edition is Lighting Enterprise Edition. Salesforce IQ CRM Starter and Lightning Professional do not support integrations via web service API.**

1.1 – Sending Files and Folders – Thru Add-In for Salesforce

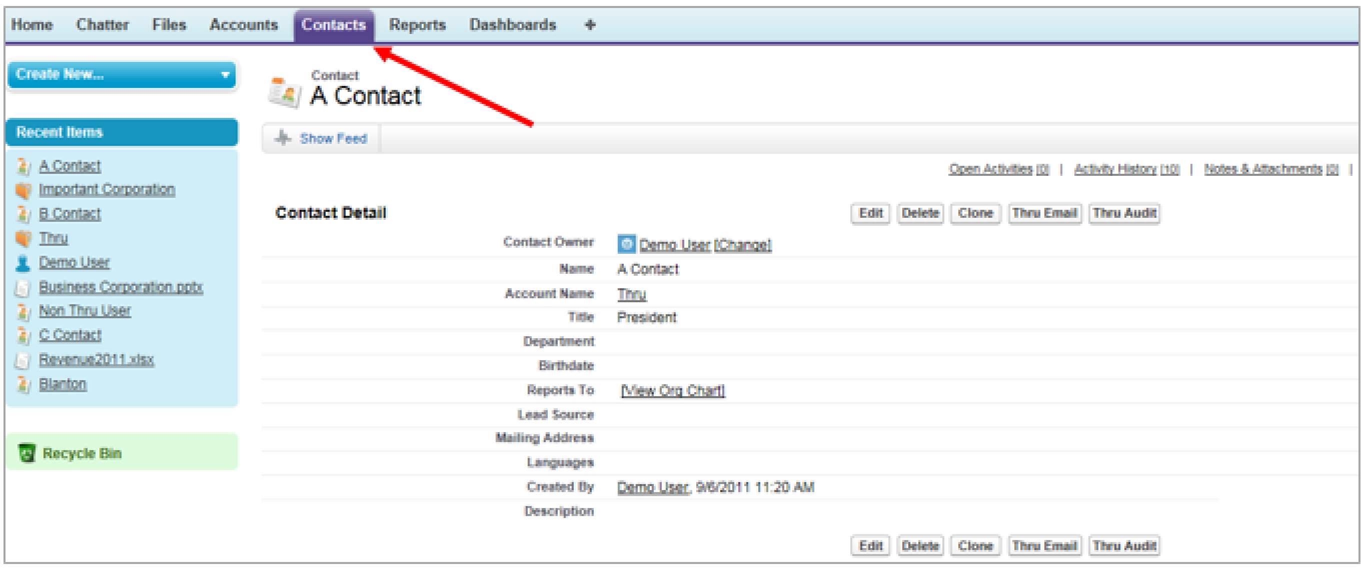
Thru Email can be accessed from the following Salesforce menus:

- Accounts
- Contacts
- Cases
- Leads
- Opportunities

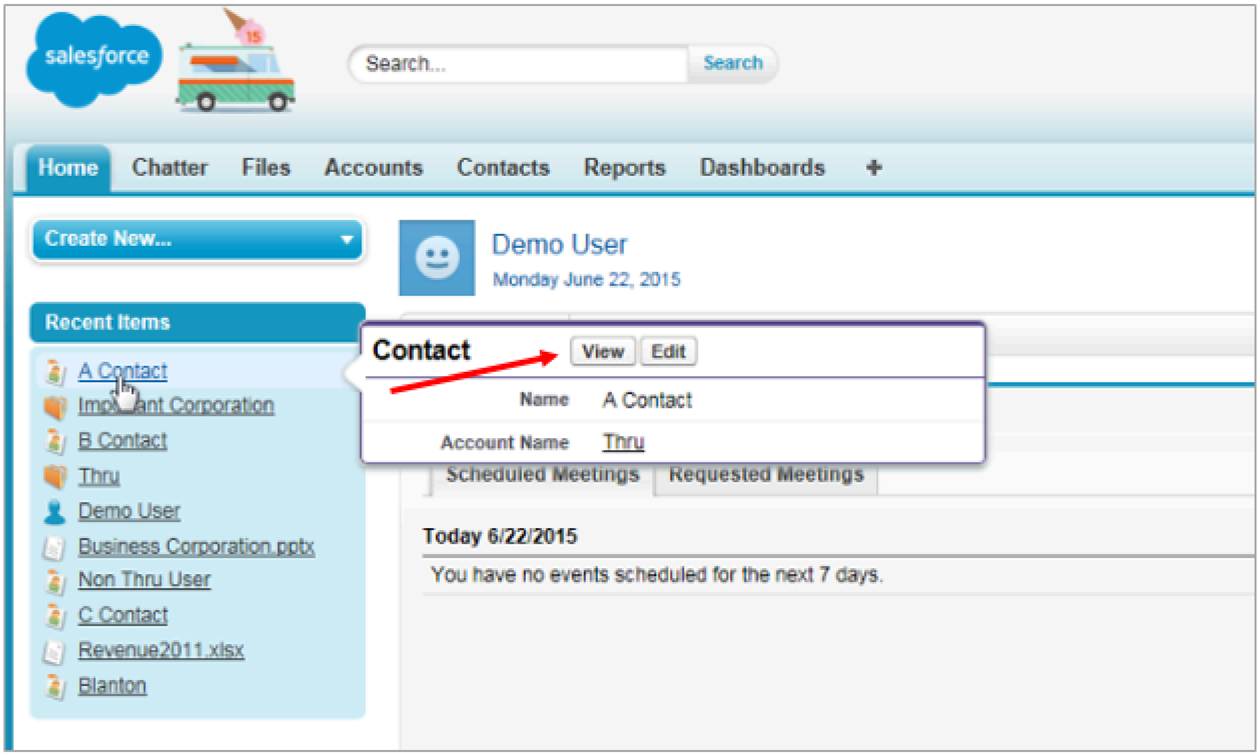


To create a new Thru Email:

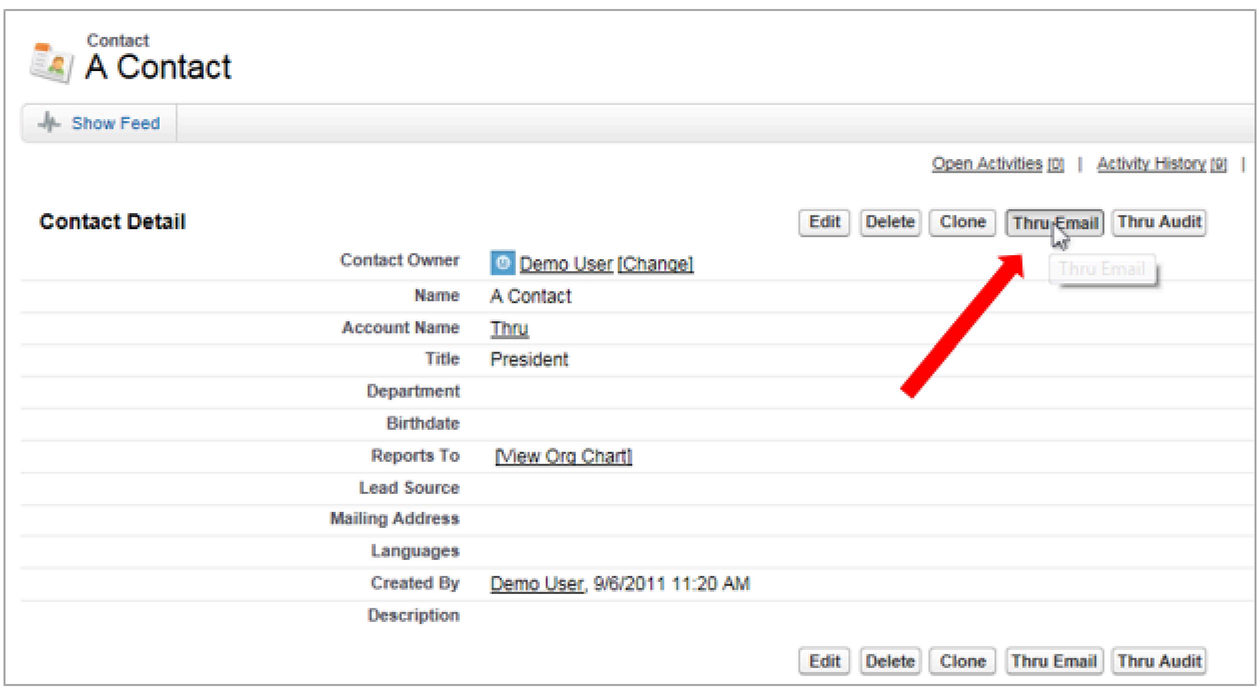
1. Select a Thru-enabled Salesforce menu.



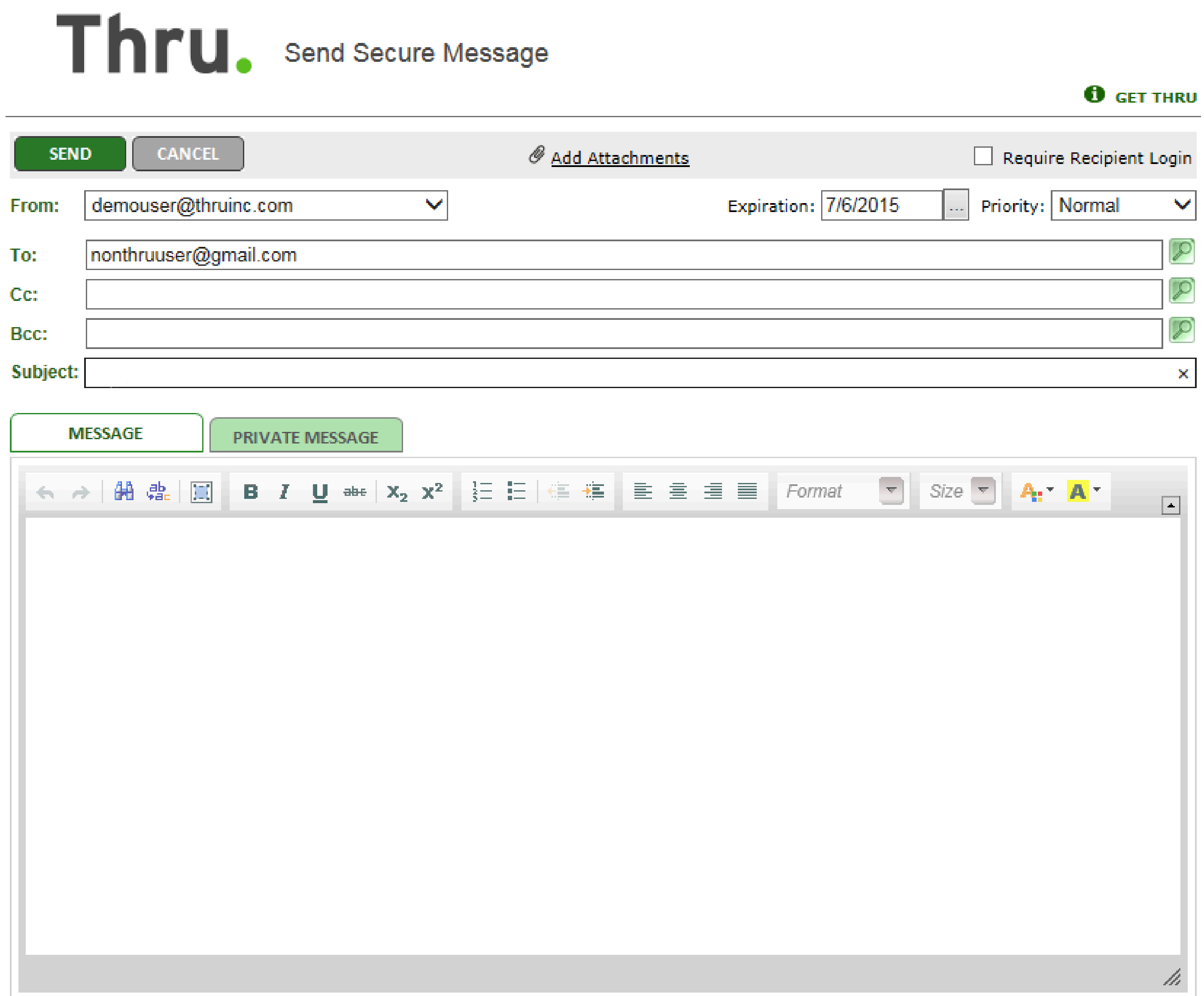
2. Select an individual Contact, Case, Lead, or Opportunity to access the Thru Email button.



3. Click **Thru Email**. The Thru Secure Message window opens.



Refer to the following for an explanation of the fields in the Thru Secure Message window.



1.1.1 – Recipients

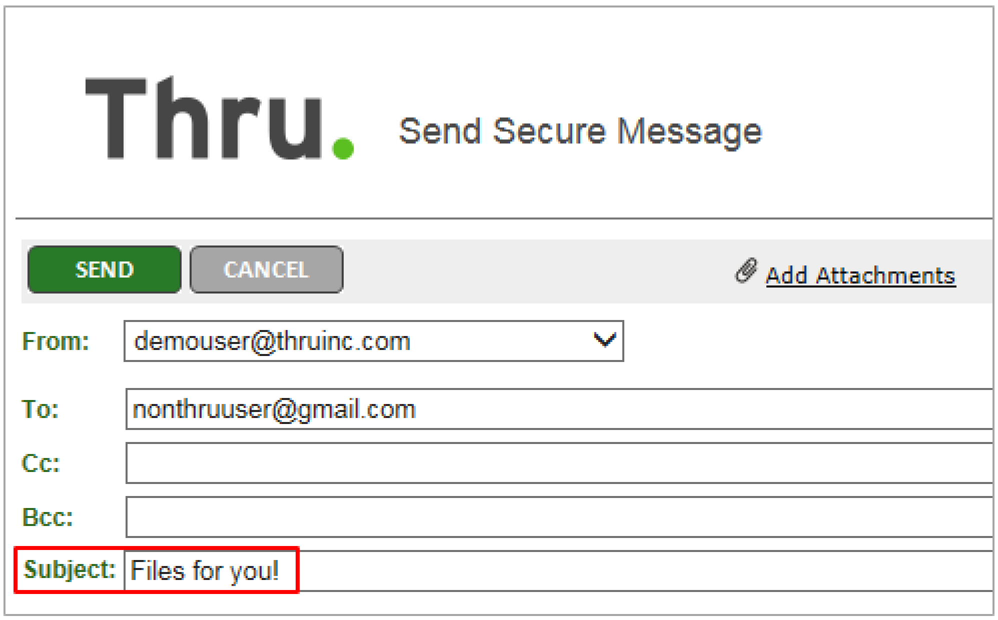
- To – You need to have at least one recipient in the email. If you have selected a Contact, Lead, or Opportunity, this field will automatically be populated with the email address of that contact. It will not automatically be filled when you have an account or a case selected. The search buttons to the right of all three address boxes give you access to all of your Salesforce contacts.

- Cc – Carbon Copy Recipients: enter email address(es) as a CC. All To and CC Recipients will be visible to everyone who sees the email, or you may leave this field empty.

- Bcc – Blind Carbon Copy Recipients: enter email address(es) as a BCC. All To and CC Recipients will be visible to all the recipients, while any BCC recipients will not be displayed. You may add your own email address here if you would like to get a copy of the Thru Email, or you may leave this field empty.

1.1.2 – Subject

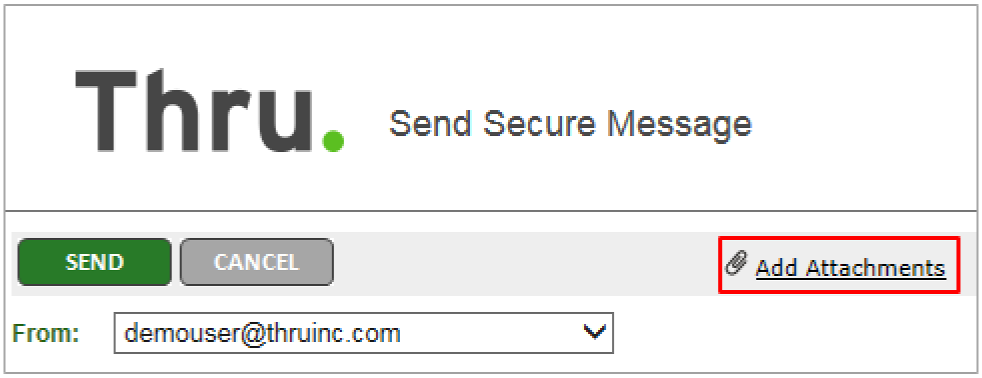
Type in the subject of the Thru message. This field will automatically be populated with the case number when you open a new Thru Email through a case.



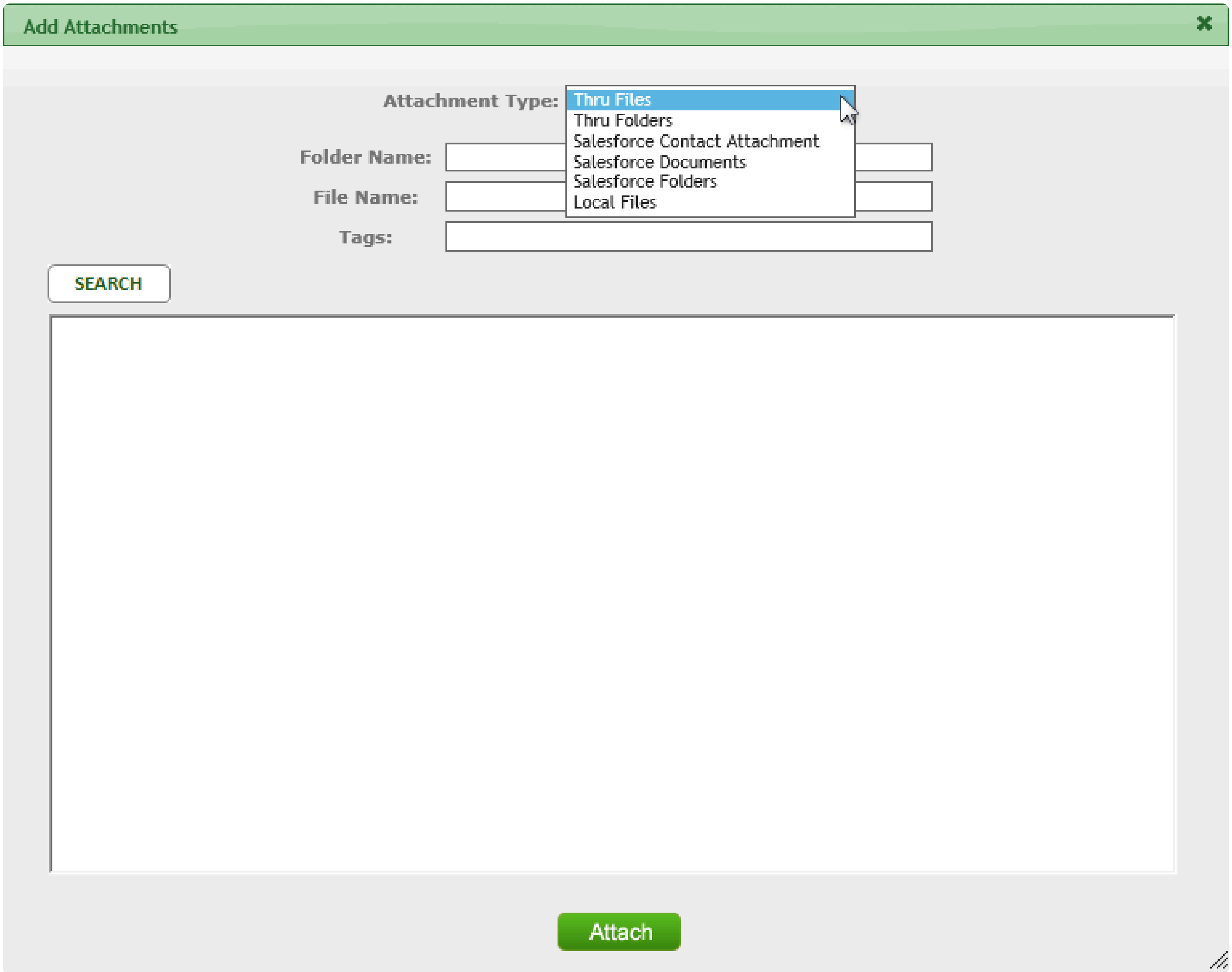
1.1.3 – Add Attachment

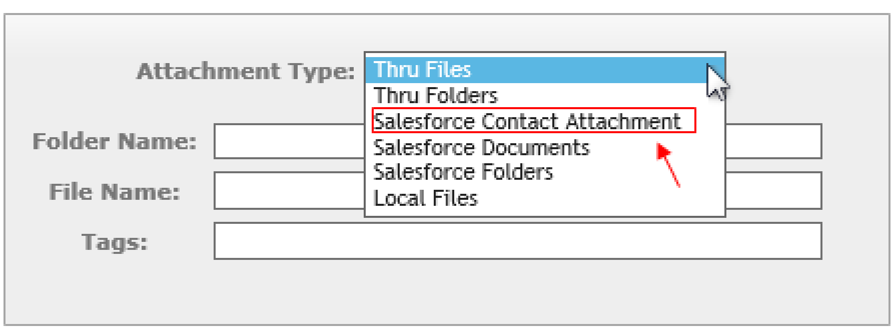
Click Add Attachments to select which files you would like to send to the recipients. An *Add Attachments* window will appear.

Files and Folders stored in Salesforce or in the Thru Server can be attached using this dialog box. Files or folders located on your C: drive will not be available here until you upload it to either Salesforce or the Thru server.

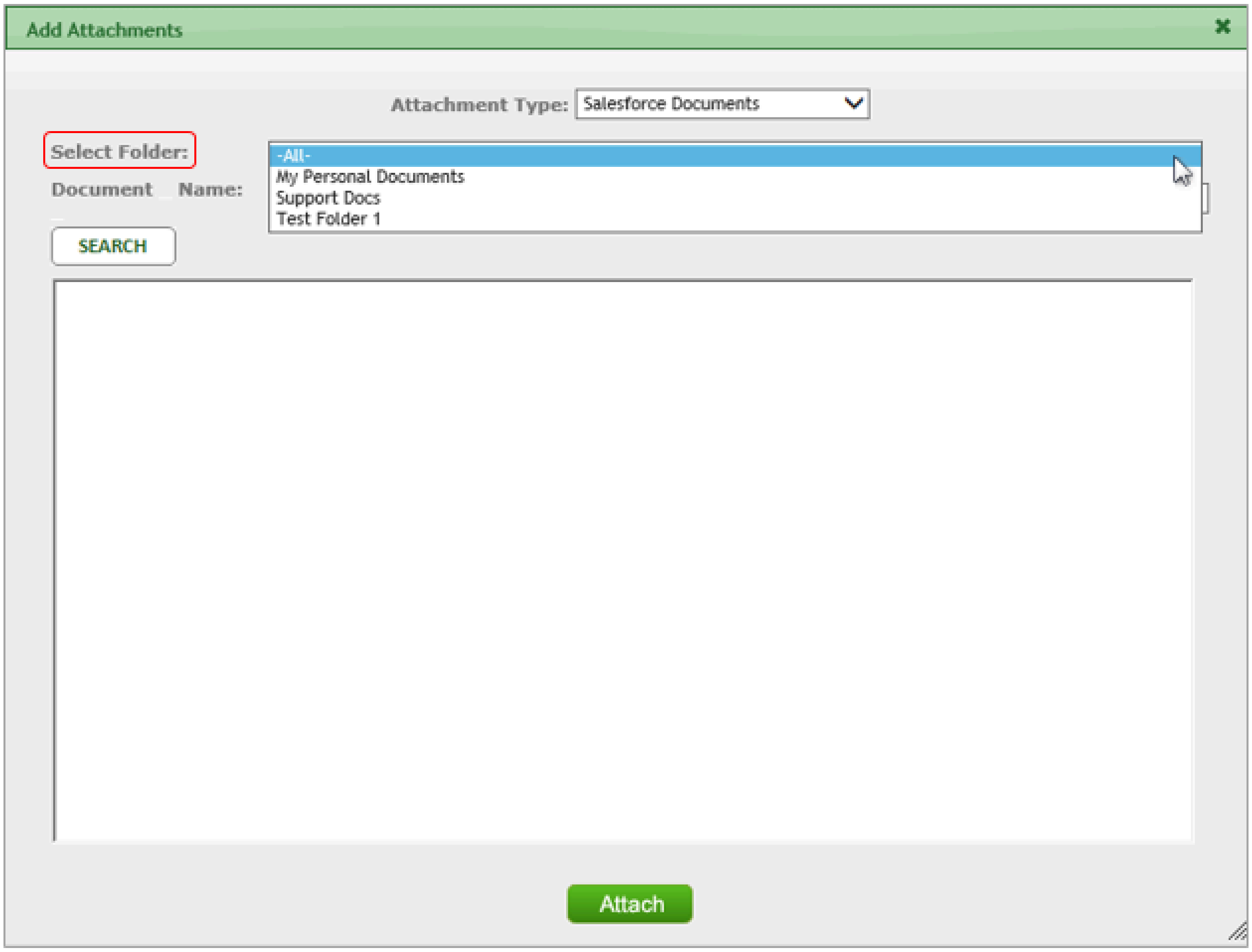


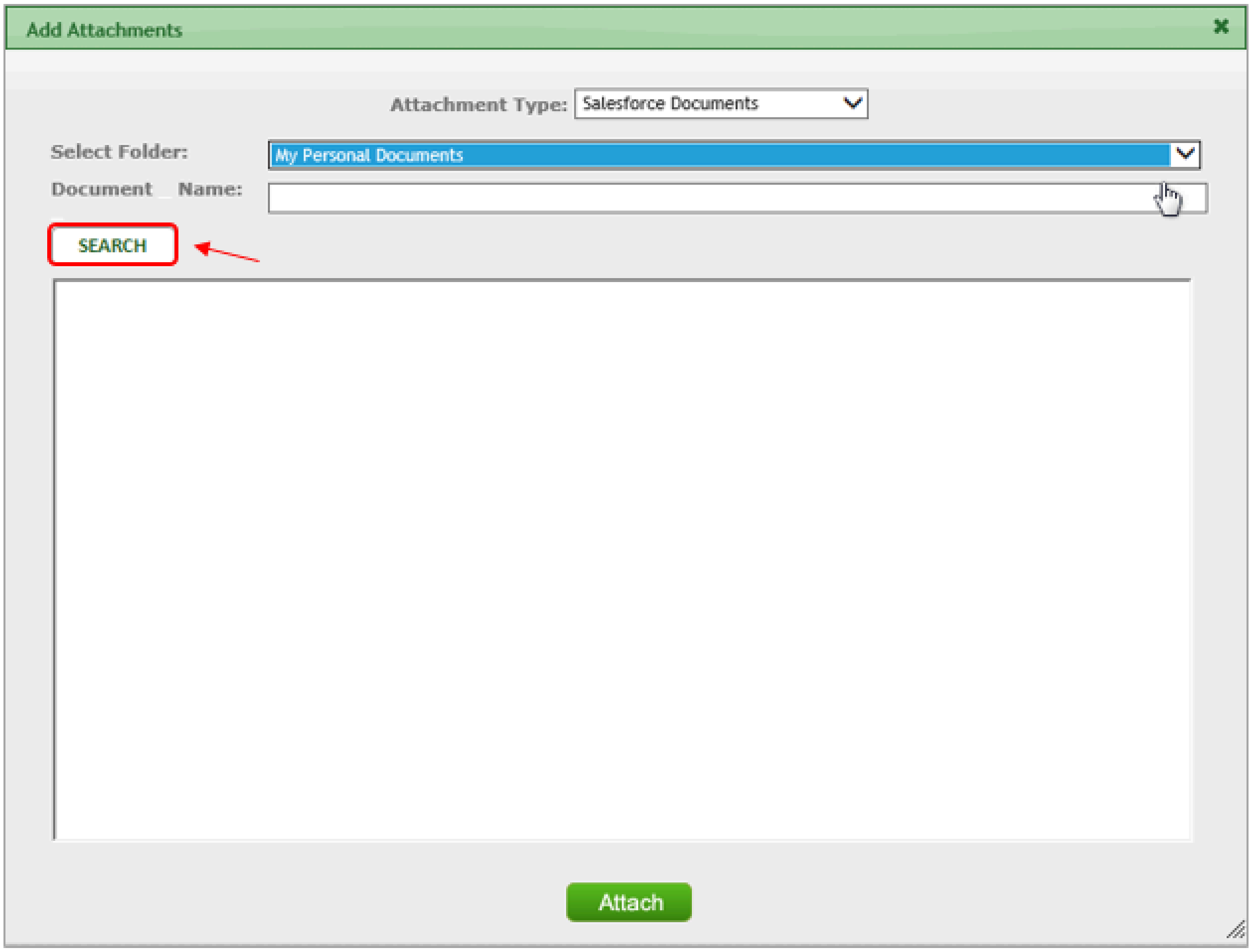
Attachment Type for the file or folder. Since this Thru Email was accessed through Contacts, the third item on the list gives the option for Salesforce Contact Attachment. This third item changes depending on which of the five tabs (Accounts, Contacts, Cases, Leads, or Opportunities) you are under when you open the Thru Email. You will have access to the documents that correspond to that tab. For example, under Contacts, you will have access to the Salesforce Contact Attachments, and under Leads you will have access to the Salesforce Lead Attachments.

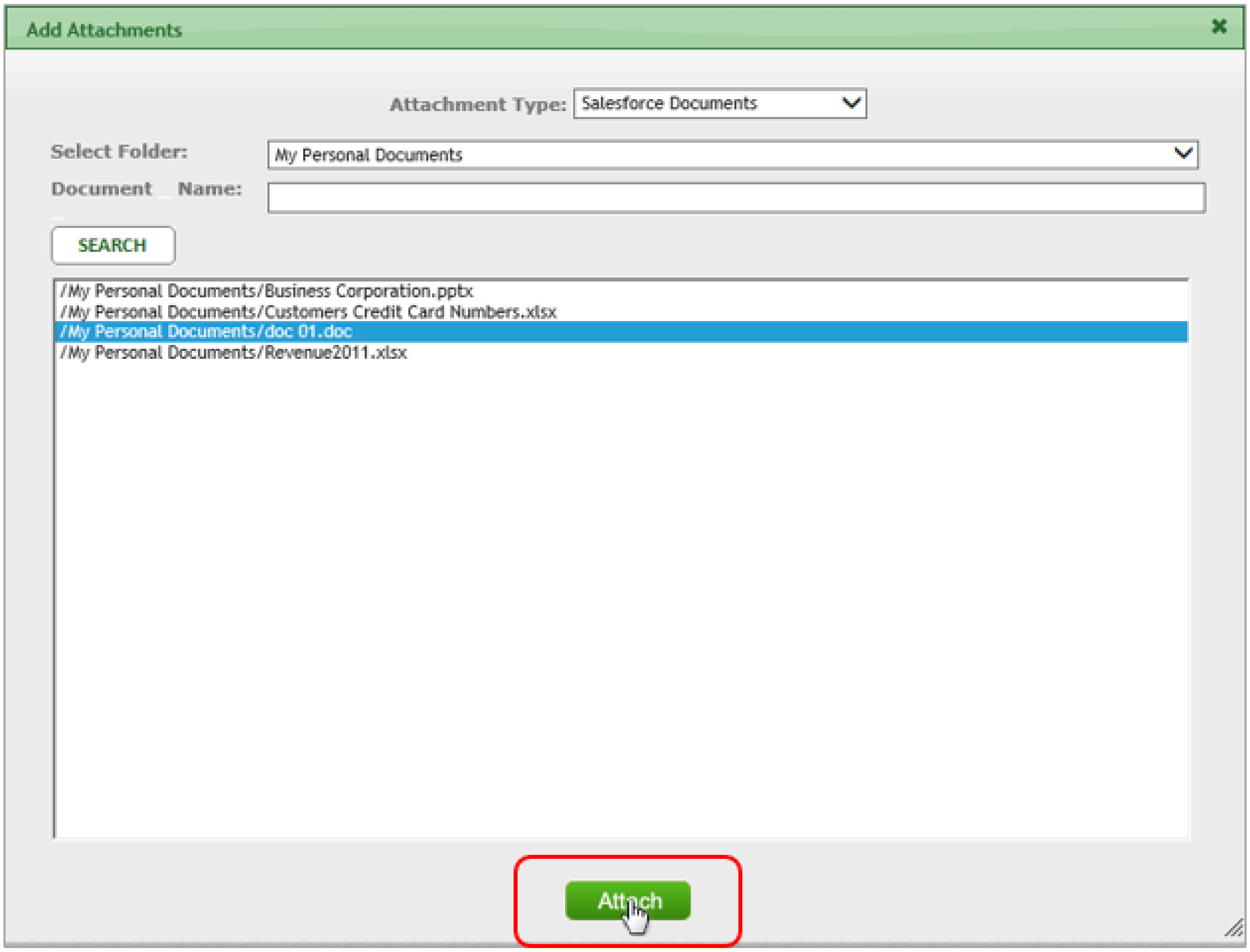




After you have selected the attachment type, select a folder and then click *Search*:


Add Attachments
Attachment Type:
Salesforce Documents
Select Folder:
Document Name:
-All-
My Personal Documents
Support Docs
Test Folder 1
SEARCH
Attach

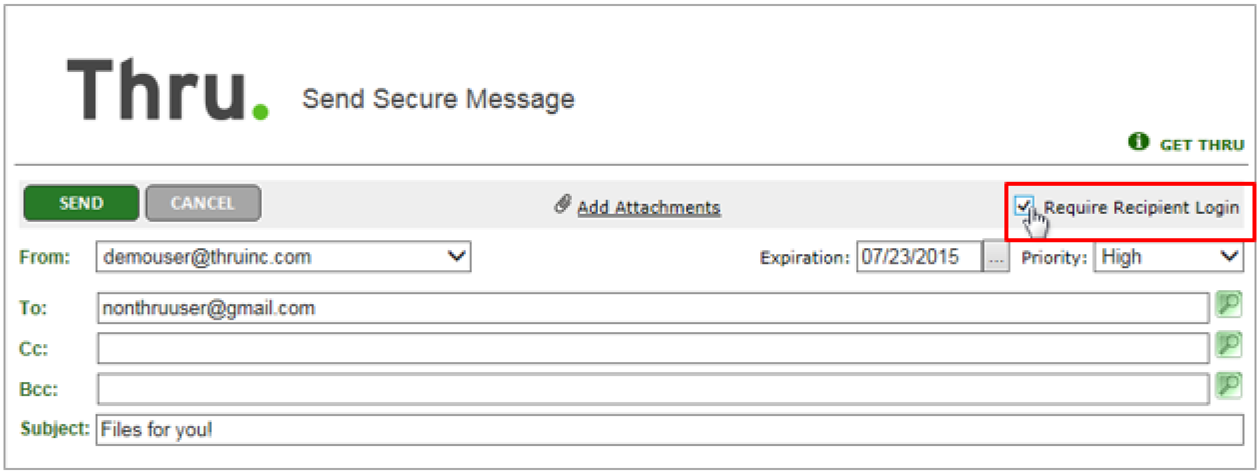

Add Attachments
Attachment Type: Salesforce Documents
Select Folder: My Personal Documents
Document Name:
SEARCH
Attach



Sometimes, there might be a need to send for example, a Lead Attachment to an Opportunity rather than to the Lead. Since you can only attach specific Lead Attachments in an email that was opened in a Lead, you will need to choose a Lead to access the Thru Email. Once you open the new Thru Email, you can modify the recipient's email address to be that of the Opportunity to which you want to send the attachment. The same methodology applies any time you want to send a particular Salesforce document type to a contact of a different type.

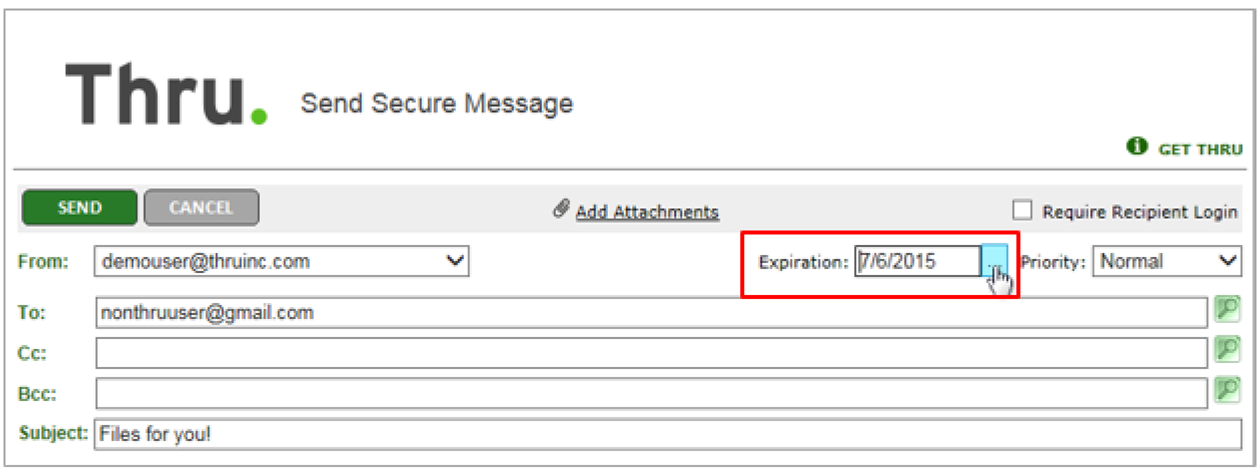
1.1.4 – Require Recipient Login

Add an extra layer of security to the Thru Email and its attachments by adding the requirement to log in with a password for the recipient to access the attachments. With this feature enabled, the recipient cannot download the file until they register by verifying their email address and creating a password. If the recipient enters an email address that is not in the original recipient's list, they will not be allowed to download the file. This prevents the information from being forwarded without authorization.



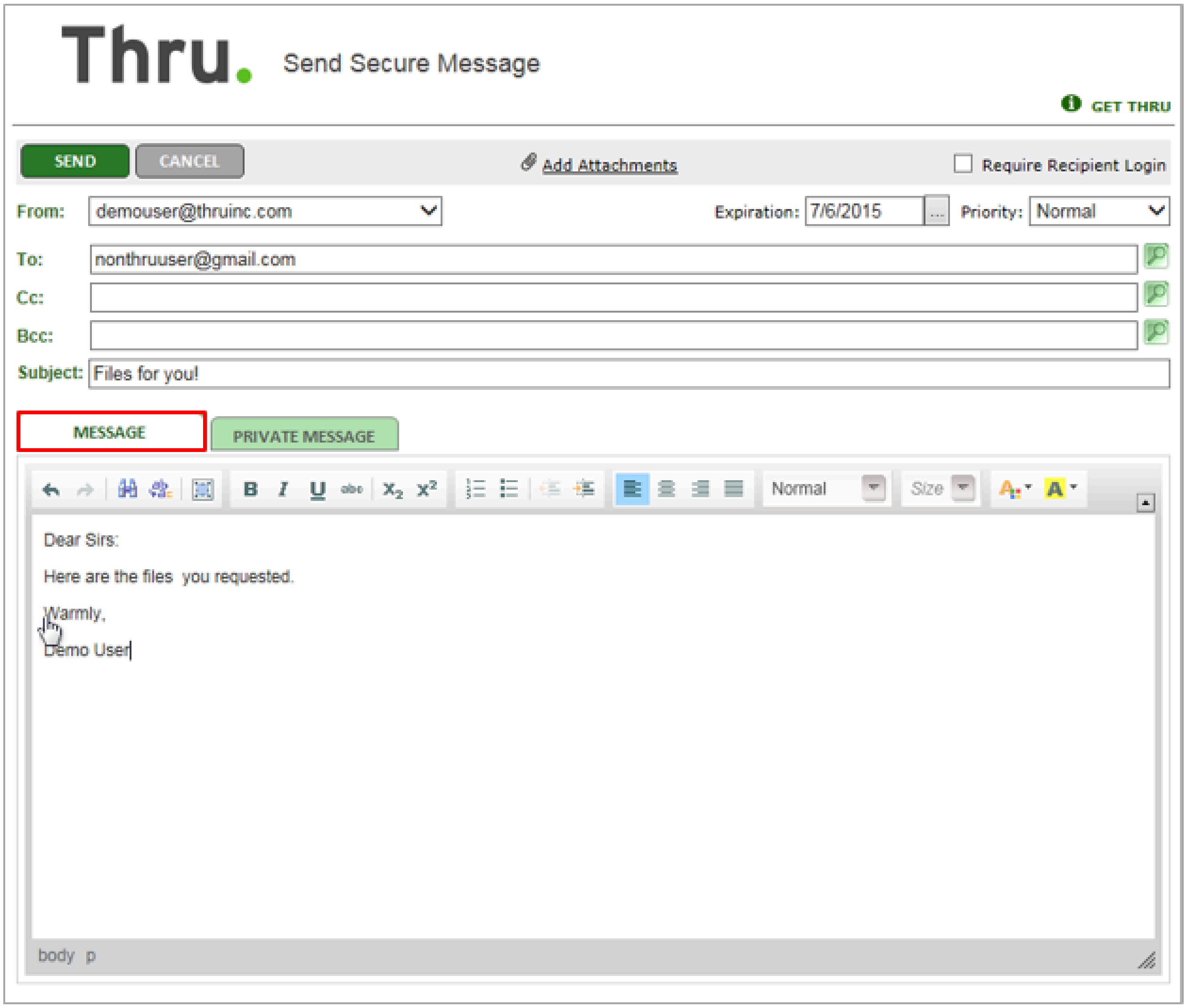
1.1.5 – Expiration

This function allows you to set an expiration date that removes the file from download availability. This can be very helpful for time sensitive data or to keep files from being able to be downloaded indefinitely.

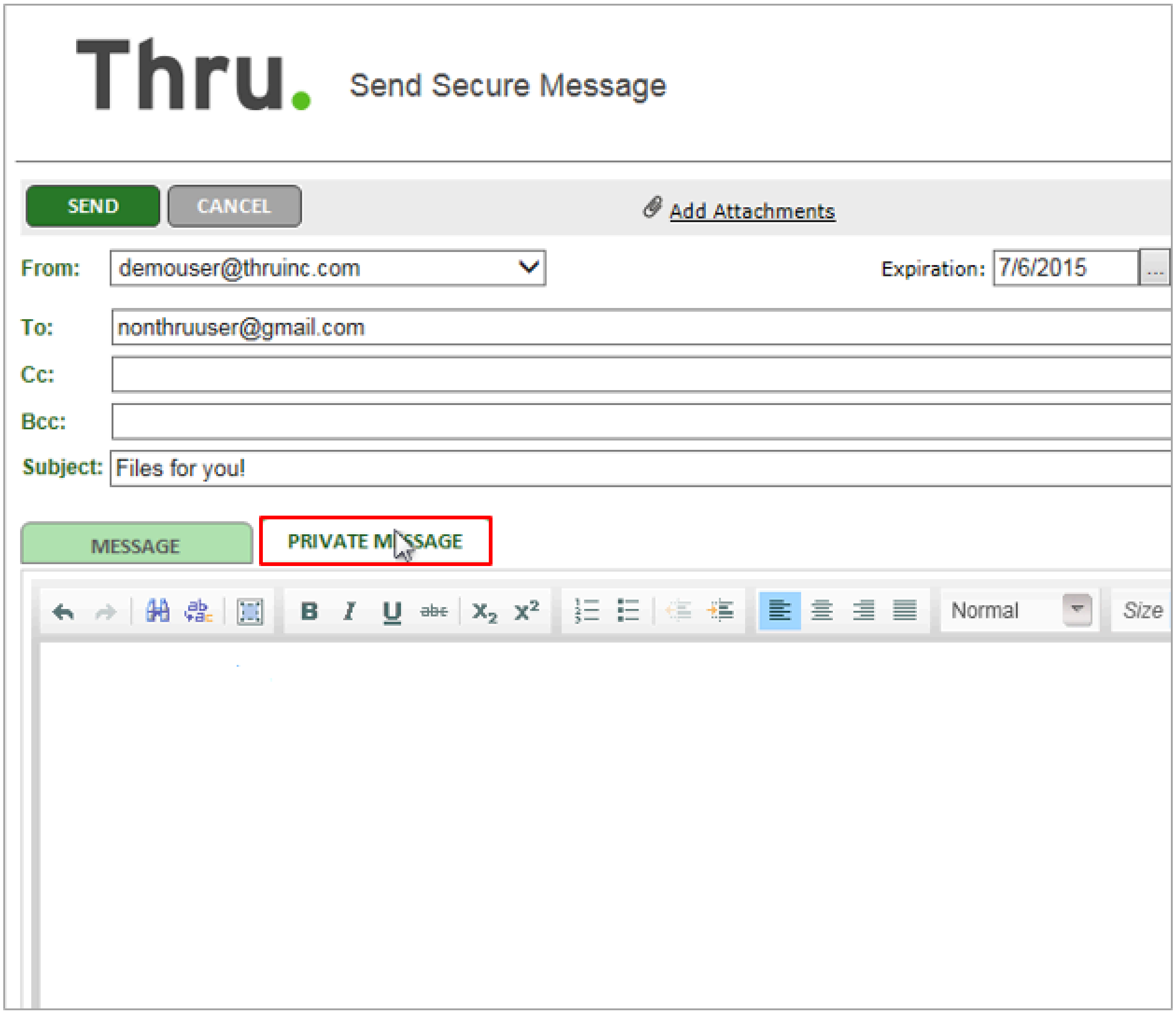


1.1.6 – Email Body

Public Message Tab – This is the body of the email where you can enter text that will be seen by all recipients of the message with the same format and security as a regular email.



Private Message Tab – If the body of your email also contains sensitive information, you will want to send it as a Private Message using this tab. With a private message, the recipient will only be able to read the text after they have clicked on the Thru link contained in the message. The Private Message information is delivered using a connection secured by SSL. The text is not viewable in the Thru Email notification itself. If the Thru message is password protected, then the user must supply the correct password. This is also an optional field.



2 – Viewing Activity History

In Salesforce, all of your Thru Emails will automatically be recorded in the database. This chapter will explain how you can track a Thru Email's activity in the Activity History.

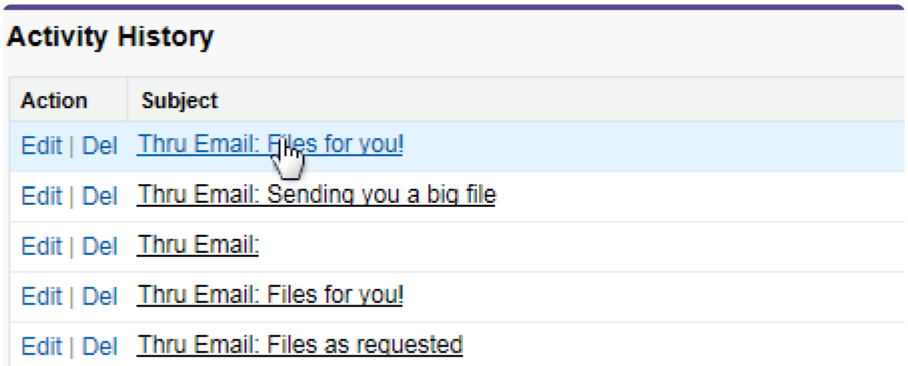
To view activity history:

Select one of the following tabs:

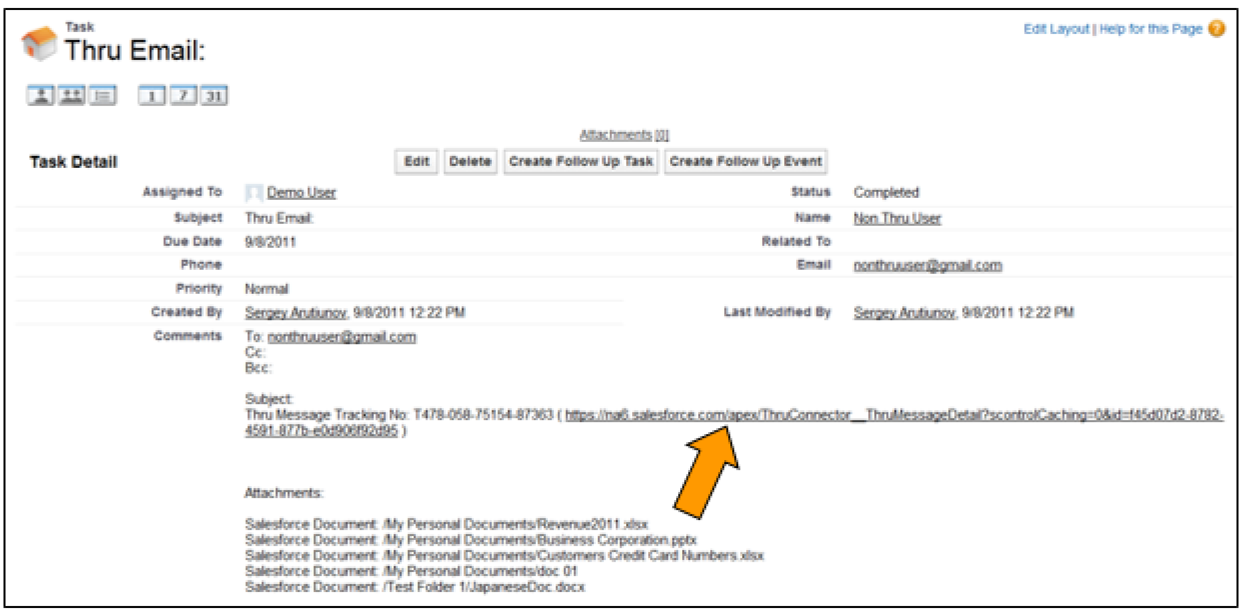
- Account
- Contact
- Case

- Lead
- Opportunity

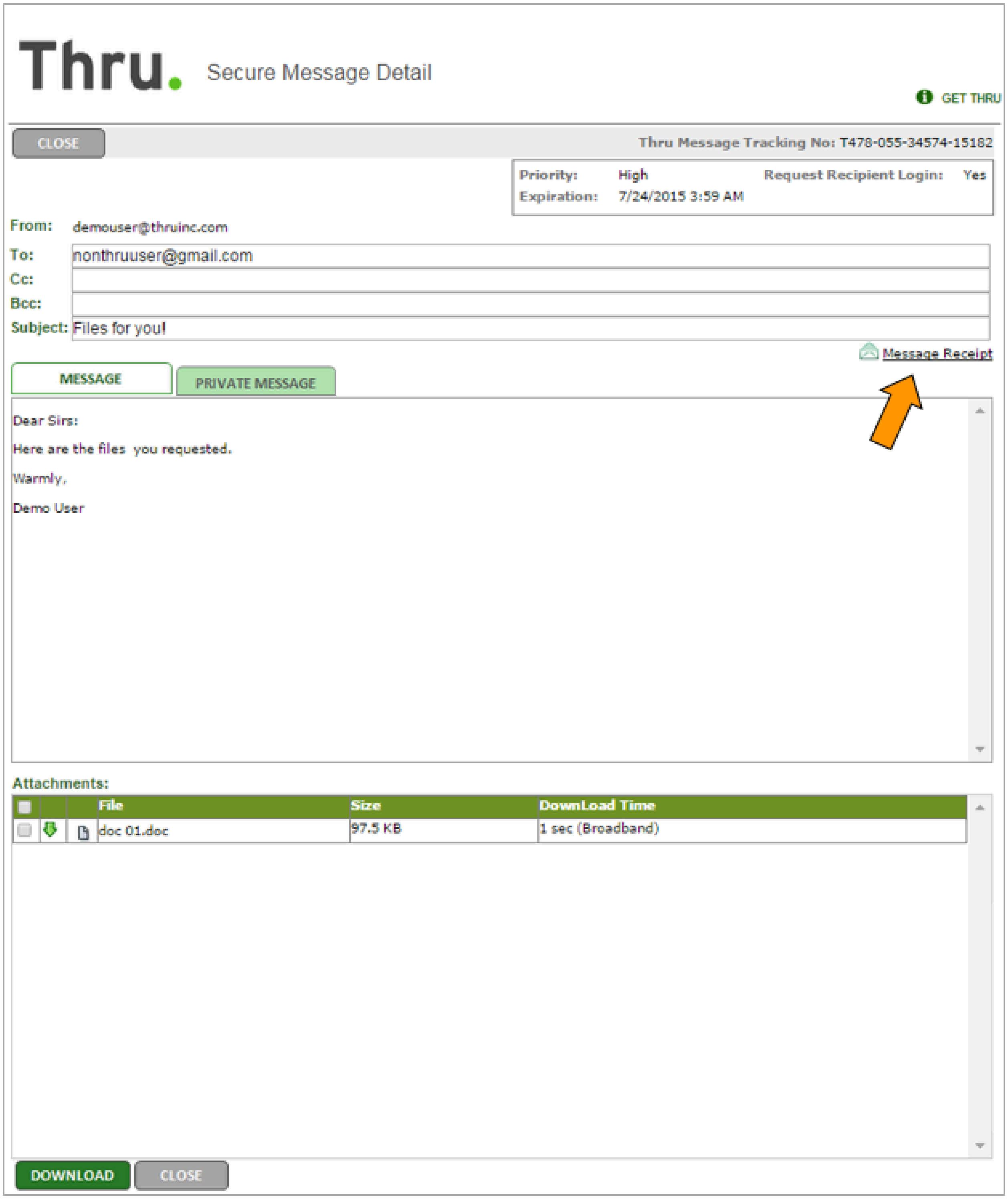
1. Click a specific account, contact, case, lead, or opportunity to view that particular history.



2. Click the subject of a Thru email to view details including tracking number, attachments, and other basic data.

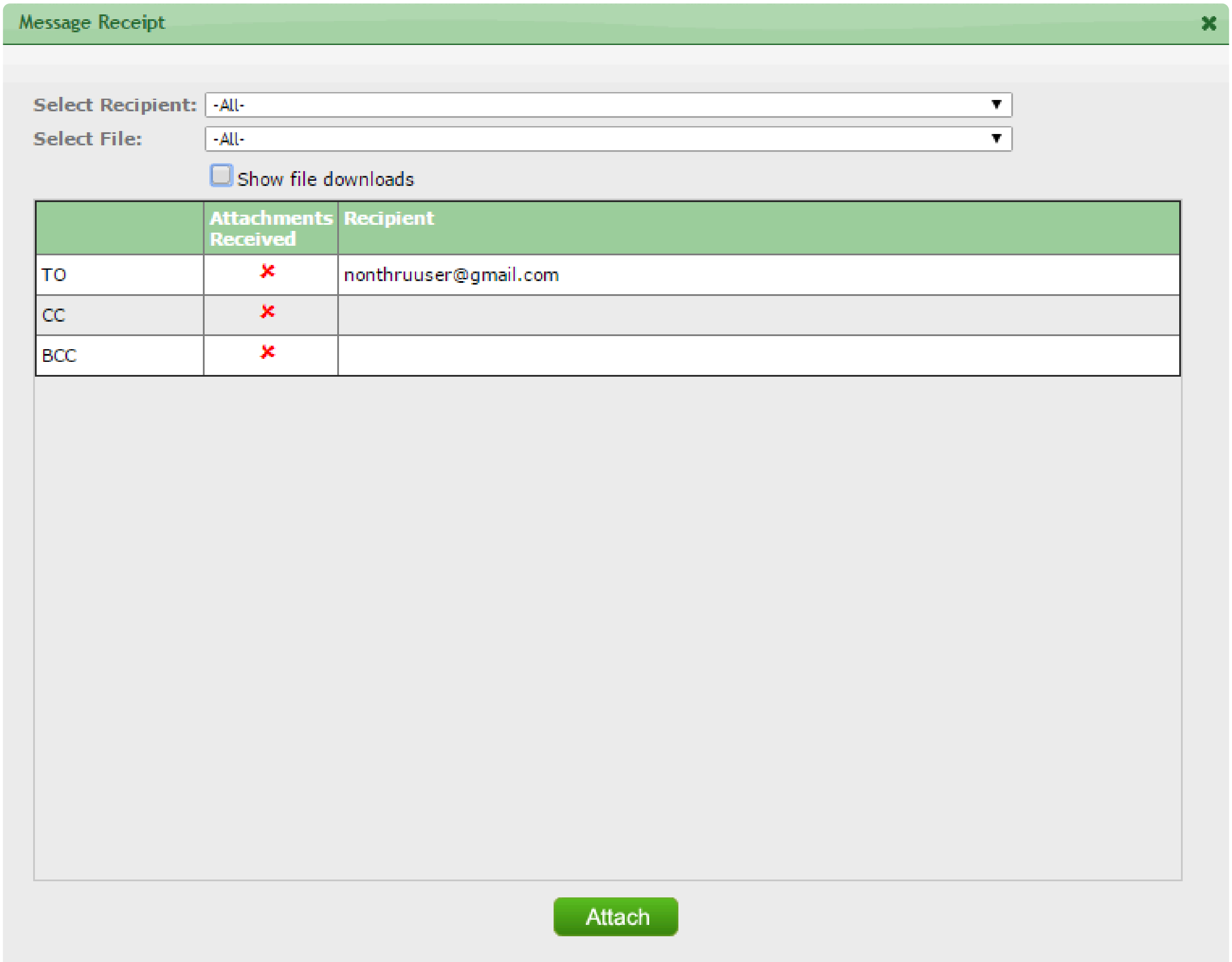


3. To see if the attachments were downloaded, click on Message Receipt.



The Message Receipt window opens.

Select which recipients you would like to see or you can select to see them all. The same option is available with the files.



3 – Viewing Audit Activity

The Thru Audit-Activity Log provides you with an overview of all of the actions on Thru Emails that have taken place. It is also a good for viewing which customers have downloaded documents without having to go one by one through each contact's Salesforce Activity History. Administrators will also be able to view all of the Thru Emails that have been sent and any download activity that has taken place on them.

This chapter contains four parts: Accessing the Audit-Activity Log, Layout, Operations, Searching, and Downloading Results of the Audit-Activity Log.

3.1 – Accessing the Audit Activity Log

Select from the following Salesforce menus to access the Audit Activity Log:

1. Accounts

2. Contacts

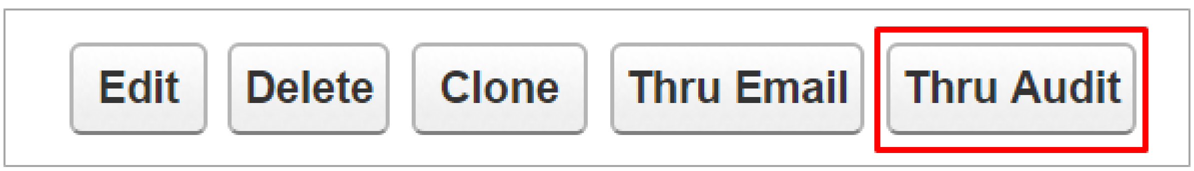
3. Cases

4. Leads

5. Opportunities

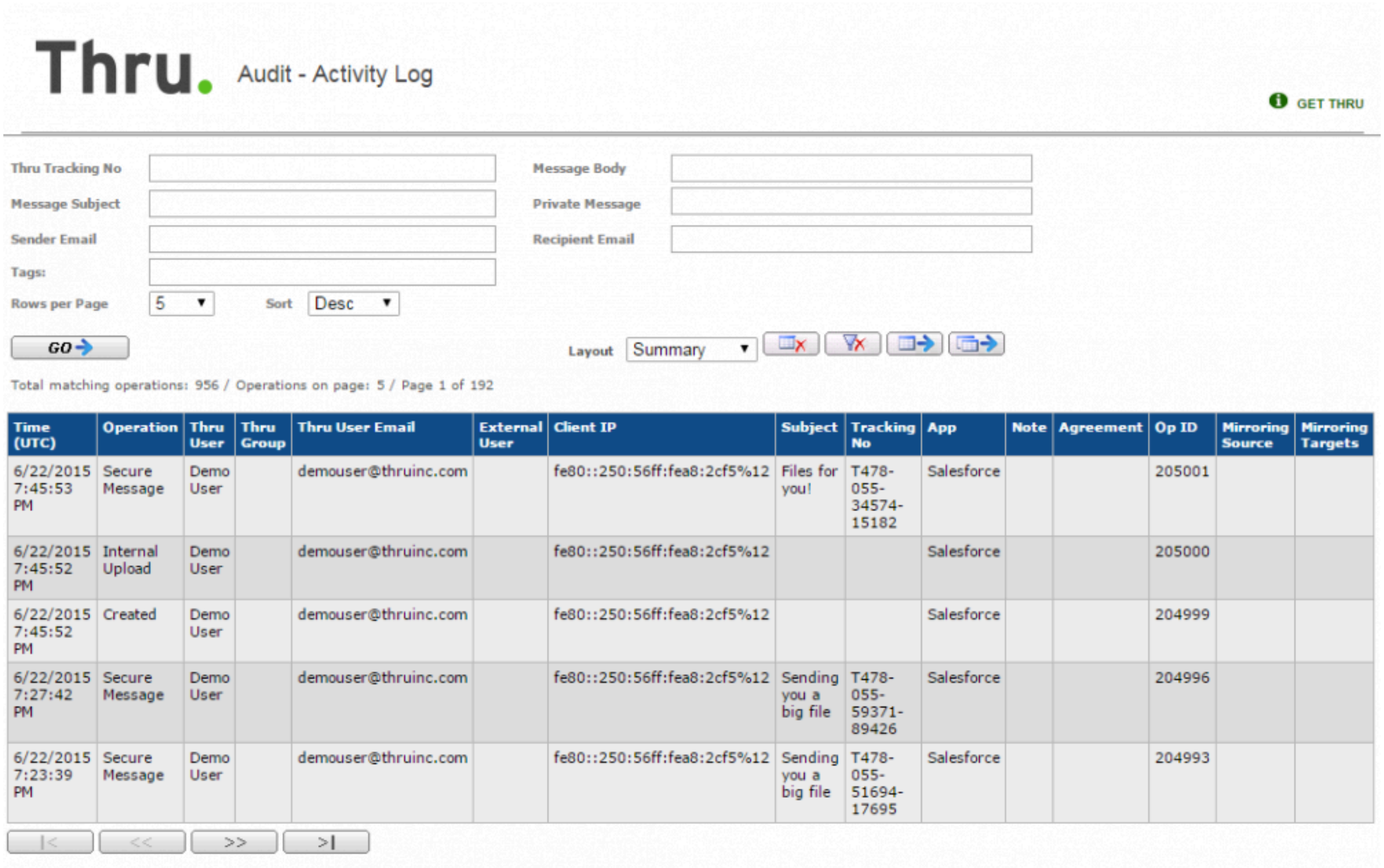
6. Select an Account, Contact, Case, Lead, or Opportunity

7. Click **Thru Audit**.



3.1.1 – Summary Layout

This layout simply shows the Time, Operation, and basic information. This does not display attachment or message information other than the subject of the Thru Email.



Thru. Audit - Activity Log

GET THRU

Thru Tracking No
Message Subject
Sender Email
Tags:
Rows per Page 5 Sort Desc
GO
Message Body
Private Message
Recipient Email
Layout Summary

Total matching operations: 956 / Operations on page: 5 / Page 1 of 192

Time (UTC)	Operation	Thru User	Thru Group	Thru User Email	External User	Client IP	Subject	Tracking No	App	Note	Agreement	Op ID	Mirroring Source	Mirroring Targets
6/22/2015 7:45:53 PM	Secure Message	Demo User		demouser@thruinc.com		fe80::250:56ff:fea8:2cf5%12	Files for you!	T478-055-34574-15182	Salesforce			205001		
6/22/2015 7:45:52 PM	Internal Upload	Demo User		demouser@thruinc.com		fe80::250:56ff:fea8:2cf5%12			Salesforce			205000		
6/22/2015 7:45:52 PM	Created	Demo User		demouser@thruinc.com		fe80::250:56ff:fea8:2cf5%12			Salesforce			204999		
6/22/2015 7:27:42 PM	Secure Message	Demo User		demouser@thruinc.com		fe80::250:56ff:fea8:2cf5%12	Sending you a big file	T478-055-59371-89426	Salesforce			204996		
6/22/2015 7:23:39 PM	Secure Message	Demo User		demouser@thruinc.com		fe80::250:56ff:fea8:2cf5%12	Sending you a big file	T478-055-51694-17695	Salesforce			204993		

|< << >> >|

3.1.2 – Basic Detail

Basic Detail displays the attachments as the user creates them. For example, if a folder is attached, the folder will be all that is displayed.

Time (UTC)	Operation	Thru User	Thru Group	Thru User Email	External User	Client IP	Subject	Tracking No	App	Note	Op ID
9/9/2011 3:59:08 PM	Secure Message	Demo User		demouser@thruinc.com		10.209.81.200	Sending a Folder	T478-058-94218-64834	Salesforce		1252

Secure Message Information		Recipients		Cover Message	Private Message
Tracking No	T478-058-94218-64834	To	nonthruuser@gmail.com		
Priority	Normal	Cc			
Sender	demouser@thruinc.com	Bcc			
Subject	Sending a Folder	Request Recipient Login	No		
Created Date (UTC)	9/9/2011 3:59:08 PM				
Is Expired					
Expire Date	9/17/2011 3:59:00 AM				
Deleted Date					
Notify Flag	x				

Time (UTC)	Top	Folder Path	File Name	Size	Item ID	Protected	Note
9/9/2011 3:59:08 PM	x	/FOLDERS/OUTBOX/demouser.thruinc.com/2011-09/09/Sending a Folder/Salesforce Document Folder/Test Folder 1		0 B	433		

3.1.3 – Full Detail

Full Detail expands all items, instead of simply listing the items as the user created them. In the example above, the detail only shows the folder that is attached. In below image of this layout, you will see the names of all the files that are in the folder, as well as the folder itself.

Time (UTC)	Operation	Thru User	Thru Group	Thru User Email	External User	Client IP	Subject	Tracking No	App	Note	Agreement	Op ID	Mirroring Source	Mirroring Targets
6/22/2015 7:23:39 PM	Secure Message	Demo User		demouser@thruinc.com		fe80::250:56ff:fea8:2cf5%12	Sending you a big file	T478-055-51694-17695	Salesforce			204993		

Secure Message Information		Recipients		Cover Message	Private Message
Tracking No	T478-055-51694-17695	To	nonthruuser@gmail.com	Dear A Contact,	
Priority	High	Cc		I am sending you a big file from Salesforce.	
Sender	demouser@thruinc.com	Bcc		Thank you!	
Subject	Sending you a big file	Request Recipient Login	Yes	Demo user	
Created Date (UTC)	6/22/2015 7:23:39 PM				
Is Expired					
Expire Date	7/24/2015 3:59:00 AM				
Deleted Date					
Notify Flag	x				

Time (UTC)	Top	Folder Path	File Name	Size	Tags	Item ID	Protected	Note
6/22/2015 7:23:39 PM	x	/FOLDERS/OUTBOX/demouser.thruinc.com/2015-06/22/Sending you a big file/Salesforce Document/My Personal Documents	doc 01.doc	97.5 KB		833289		

3.2 – Operations in the Audit-Activity Log

The Operation heading tells what kind of operation was performed and the associated time. All of these operations can be found both in the Activity History and in the Audit-Activity Log.

Time (UTC)	Operation	Thru User	Thru Group	Thru User Email	External User	Client IP	Subject	Tracking No	App	Note	Op ID
9/8/2011 7:24:06 PM	Secure Message	Demo User		demouser@thruinc.com		10.209.81.200		T478-058-75154-87363	Salesforce		1229
9/8/2011 7:24:04 PM	Internal Upload	Demo User		demouser@thruinc.com		10.209.81.200			Salesforce		1228
9/8/2011 7:24:04 PM	Created	Demo User		demouser@thruinc.com		10.209.81.200			Salesforce		1227
9/8/2011 3:51:26 PM	Secure Message	Demo User		demouser@thruinc.com		10.209.81.200	Thru Mail!	T478-058-32658-83585	Salesforce		1202
9/8/2011 3:51:25 PM	Internal Upload	Demo User		demouser@thruinc.com		10.209.81.200			Salesforce		1201

Four common Operations are defined below:

Secure Message: a Thru Email has been sent.

External Download: the attachments from the Thru Email have been downloaded. The downloaded attachments will be listed in the detailed layouts.

Internal Upload: a file has been uploaded by a user to attach to a Thru Email.

Thru Email Attachments Expired: a file has reached the Expiration date without being downloaded.

Action	Subject	Name	Task	Due Date	Status	Priority
Edit | Cls	Thru Email Attachments Expired: Case 00001028 test 7		✓	9/8/2011	open	Normal
Edit | Cls	Thru Email Attachments Expired: Case 00001028 test 6		✓	9/8/2011	open	Normal
Edit | Cls	Thru Email Attachments Expired: Case 00001028 - 4		✓	9/8/2011	open	Normal

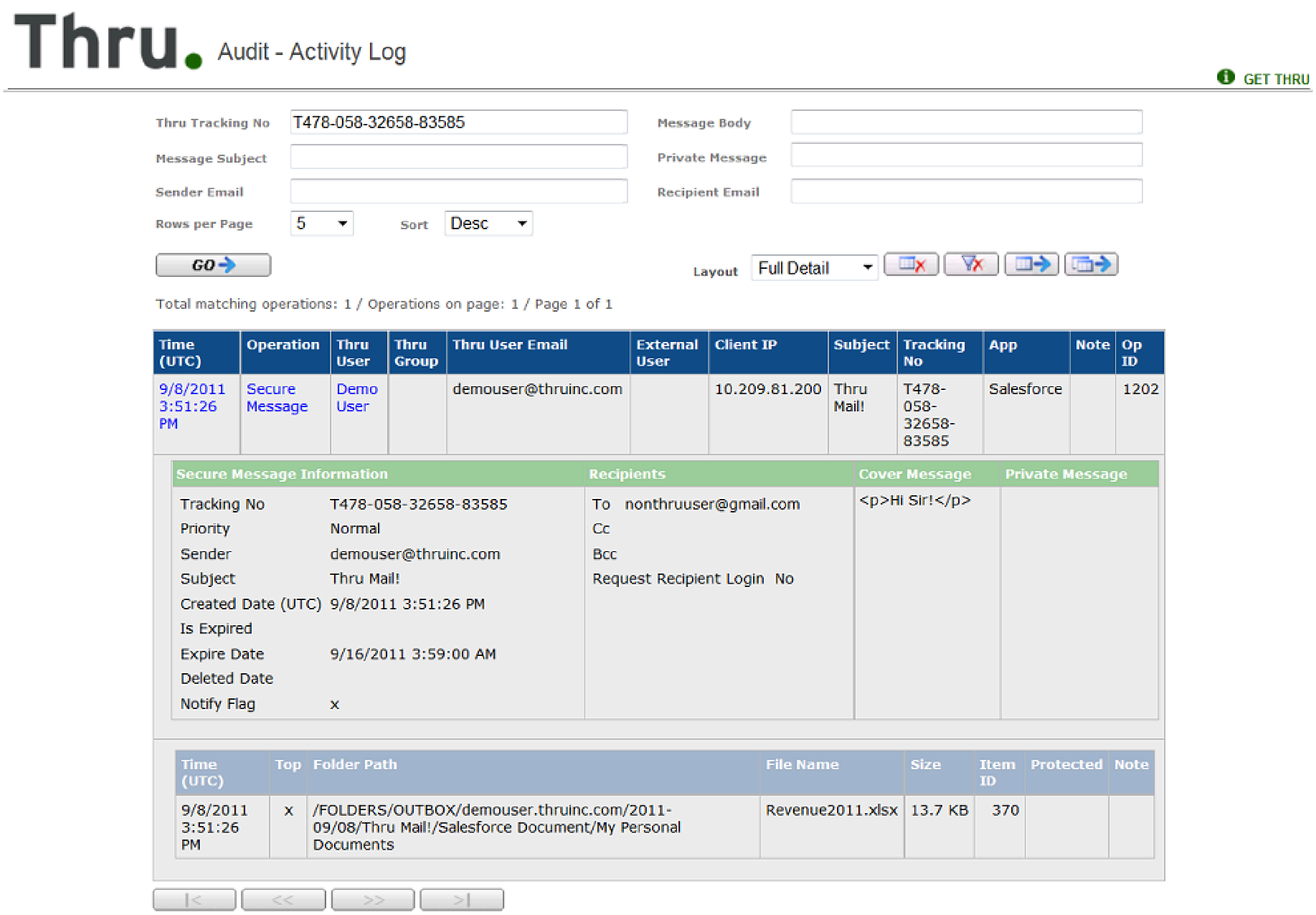
3.3 – Searching the Audit Activity Log

To search using the Audit-Activity Log for any of the six ways, you simply enter your search terms in the correct field and click **Go**. The following explains each in depth.

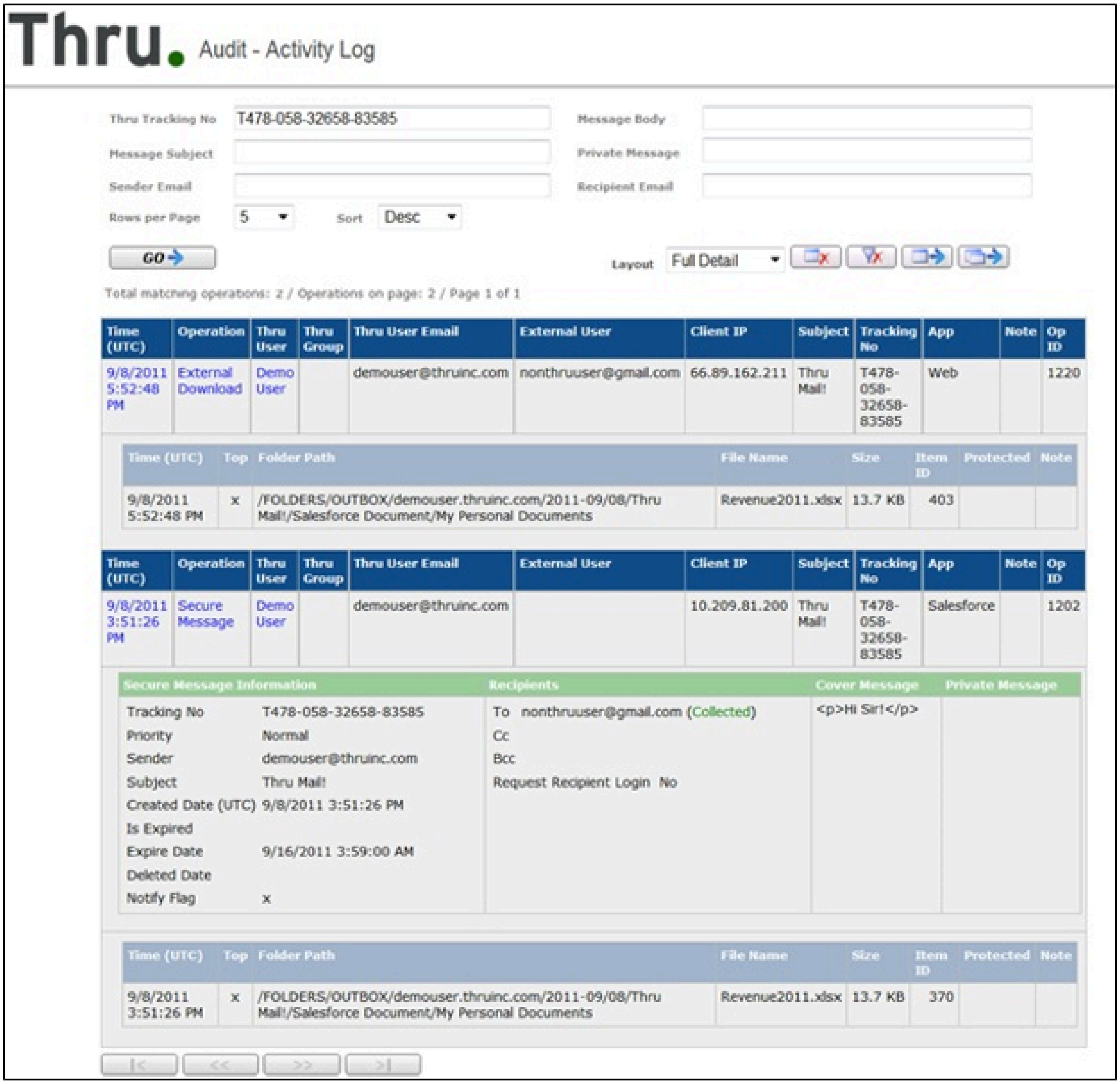
Thru Tracking Number

A Thru Tracking Number is associated with every Thru Email that you send. The Tracking number follows this format: T478-058-32658-83585. You can find the tracking number by clicking on the subject of the Thru Email in the activity log, and the recipient will see the tracking number in the body of the email that they receive.

When you search using a Tracking Number, you will only find one Thru Email. Simply copy the Tracking Number from the source and place it in the search box. Then click on Go to see all the activity that has taken place on that Thru Email.



After a download has taken place by the recipient, the Audit-Activity Log will add a new Operation and will look like the screen below.



If there are multiple documents attached, only the documents that are downloaded by the customer will be included under the External Download section of the Log. If they did not download a document, it will appear under the Secure Message Operation but not under the External Download Operation.

Message Subject

If you know the subject of the message, you may also search by this. This can also help you to pull all of the Thru Emails that were sent in a campaign, so that you can look at download responses for all of the recipients at once.

Sender Email

This is useful for Administrators when searching for Thru Emails that have been sent by a particular user. This will allow you to see everything that has been sent by that user, along with all the detailed information.

Message Body
To search based on what is written in the body of an email, use this search box.

Private Message
This is similar to the Message Body search box, except that it searches the body of the Private Message that is written under the Private Message tab of the Thru Email.

Recipient Email
The Recipient Email is another very useful search tool that will find every email that is sent to a particular email address. This is useful for pulling information on Thru Emails that you send to someone who is not located in your contacts anywhere since they will not be in the Activity History. It is also useful when more than one person share the same email address. If you want to pull all the Thru Emails that were sent, search with this function.

Downloading/Clear Results of the Audit-Activity Log

The Audit-Activity Log also allows you to clear your results or download the results of your search to Excel. You have the option of downloading all of the results or only the results that are listed on the screen.

Export Results Shown on the Page

When choosing to download only the results that are shown on the page, you will only receive the results that are currently visible. There may be many more results if you have a small number of Rows per Page selected.

Export All Results

This option will choose all of the results that fit your search. This will not, however, download all of the results in the database. To download all of the results in the database, do a search with no search terms indicated. This will bring the entire history. You can then choose to Export All Results to Excel.

Clearing Results

Clearing Results will remove all of your results from the list but your search terms will remain the same. After clearing your results, you can click Go again and replicate the results.

Clearing Filter

Clearing the Filter will return you to default settings and remove any search results. If you had a number of rows selected, chose ascending view, or chose a layout other than the default, they will be returned to the default. Also, all search terms will be removed.

Thru Add-In for SharePoint User Guide

THIS THRU USER GUIDE DESCRIBES AND SUMMARIZES THE OPERATIONS OF THRU CONNECTOR FOR SHAREPOINT

(REFERENCED AS "THRU CONNECTOR FOR SHAREPOINT" IN THE SOFTWARE AND SHORTENED AS "THRU ADD-IN" IN THIS DOCUMENT).

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Intro

Thru Add-In (Connector) for Microsoft SharePoint®

Allows companies to expand their document and content management portals and provides a secure platform to exchange files with external partners, customers, and colleagues.

Thru lets users exchange files and publish files and folders to public web portals without compromising integrity or security.

This is done by integrating Thru’s Enterprise File Sharing and Collaboration Platform, which enables secure publishing or sending of files or folders of any size.

No special training or assistance is required to get users started as it is directly incorporated into the normal workflow of SharePoint.

The Thru Add-In also greatly simplifies administration by allowing publishing roles to be set and automatic messaging to be incorporated, ensuring that everyone’s data is secure and up to date.

Download Thru Add-In for SharePoint

To download the latest version of Thru Add-In for Microsoft SharePoint, CLICK HERE

System Requirements – Add-In for SharePoint

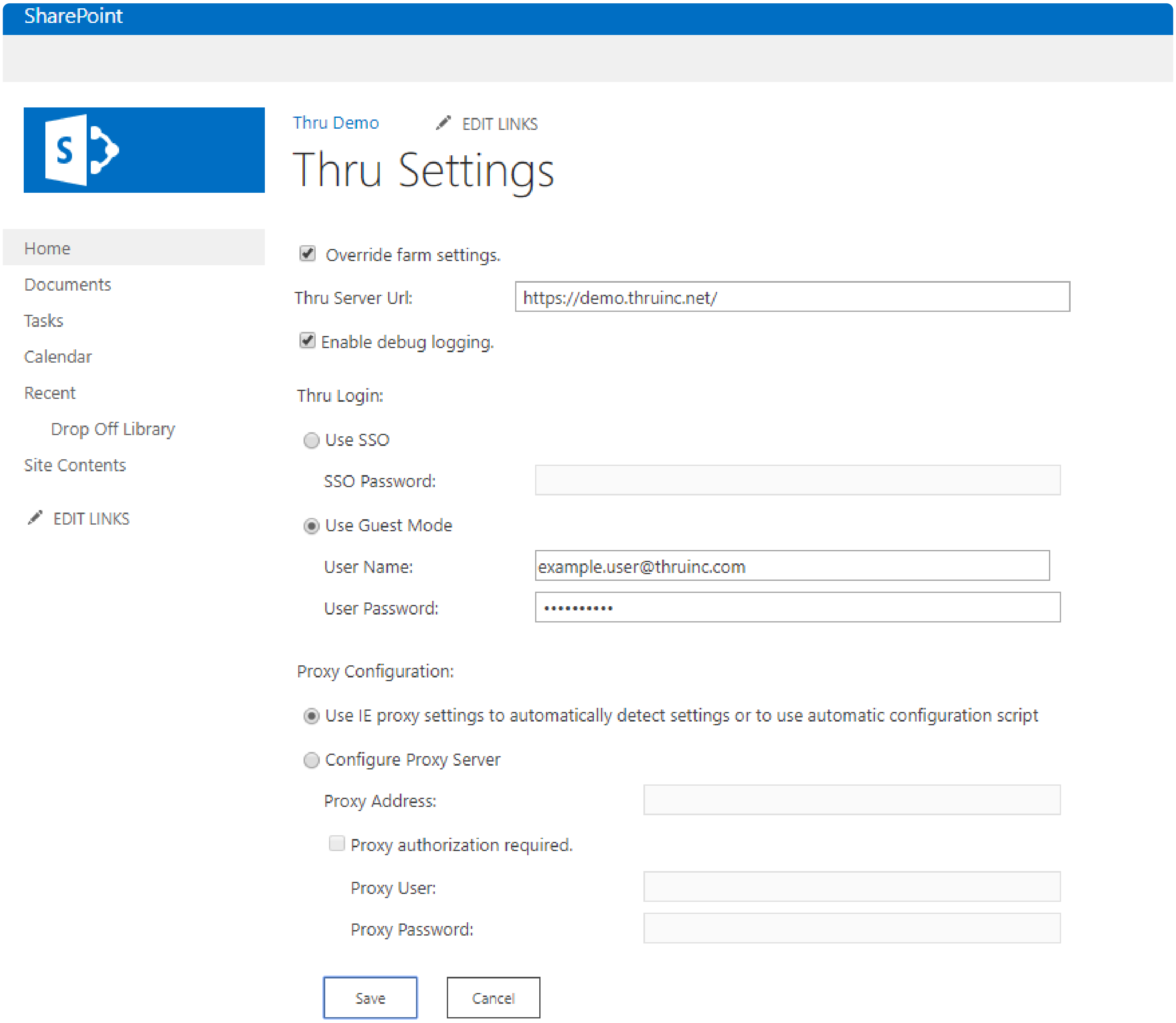
There are no additional system requirements other than having Microsoft SharePoint 2013 installed in the environment.

SharePoint 2013 works best with Internet Explorer browsers.

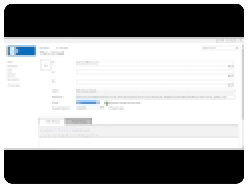
Thru Add-In for SharePoint works in Picture, Video and Asset libraries in addition to the Document library.

Note: There is a 2GB limit for file transfers because of a file size limitation in SharePoint 2013.

Thru Addin SharePoint Settings



Sending Files via Thru Add-In for SharePoint



Microsoft SharePoint® facilitates collaboration by allowing users to set up web portals, manage documents, and publish reports in a collaborative manner.

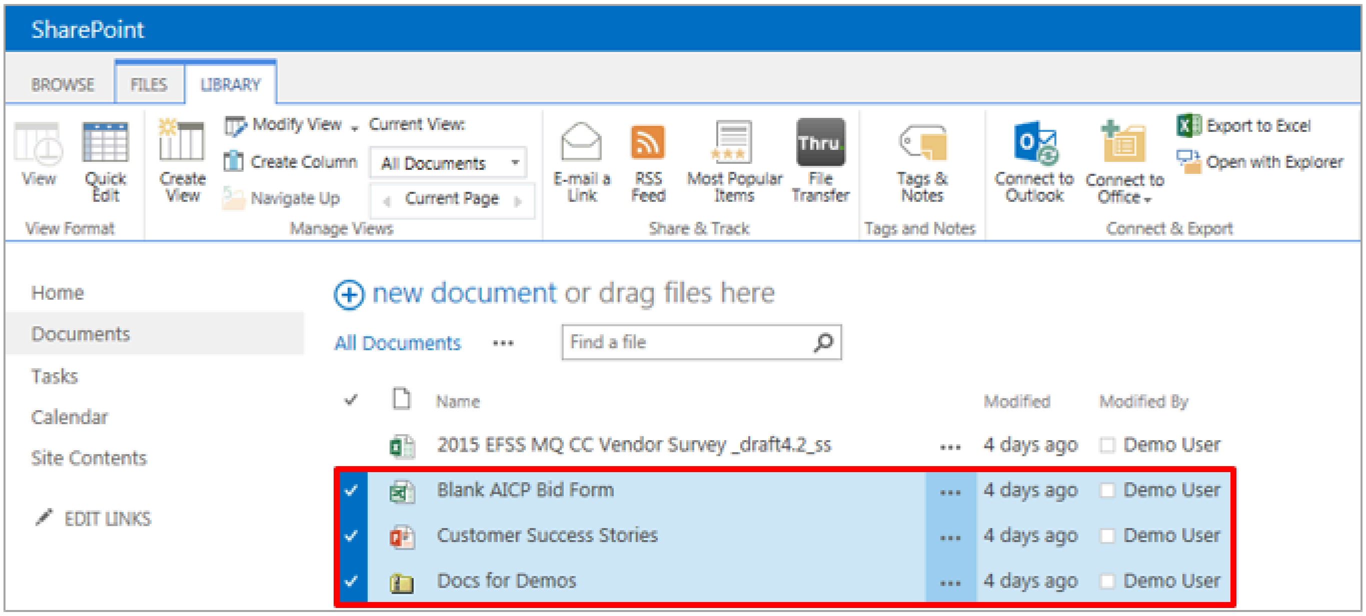
Thru Add-In (Connector) for Microsoft SharePoint extends the document and content management portals and provides a secure platform to exchange files with external partners, customers, and colleagues.

This chapter will help you understand how to send files using Thru Email provided by the Thru Add-In including creating a new Thru Email and the capabilities of Thru Email.

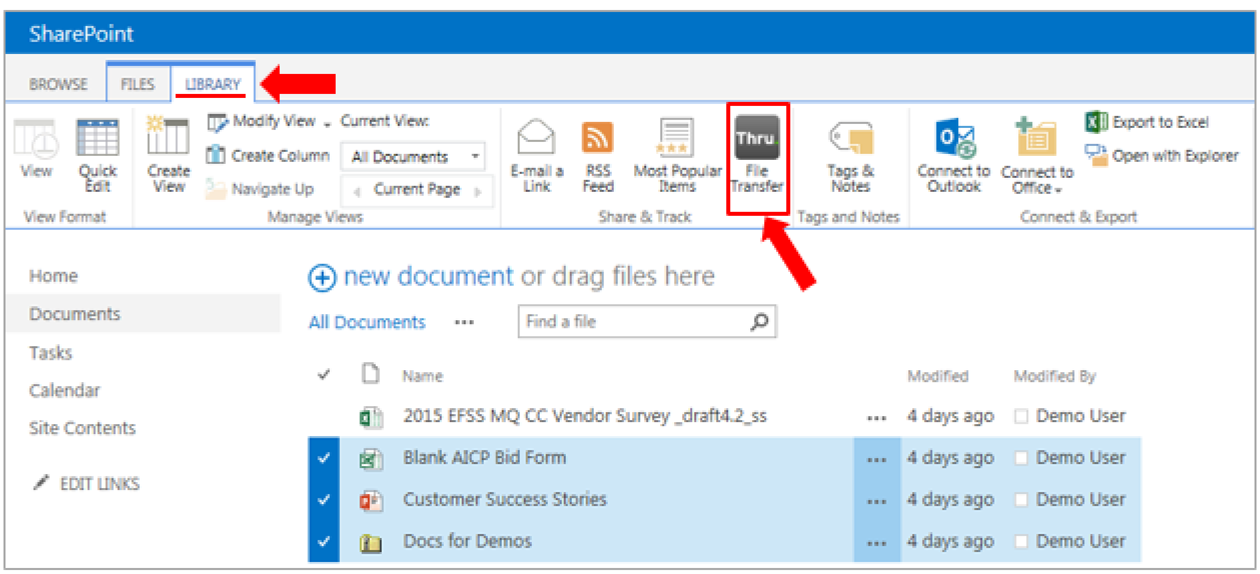
Sending Files

Sending Files – Thru Add-In for SharePoint

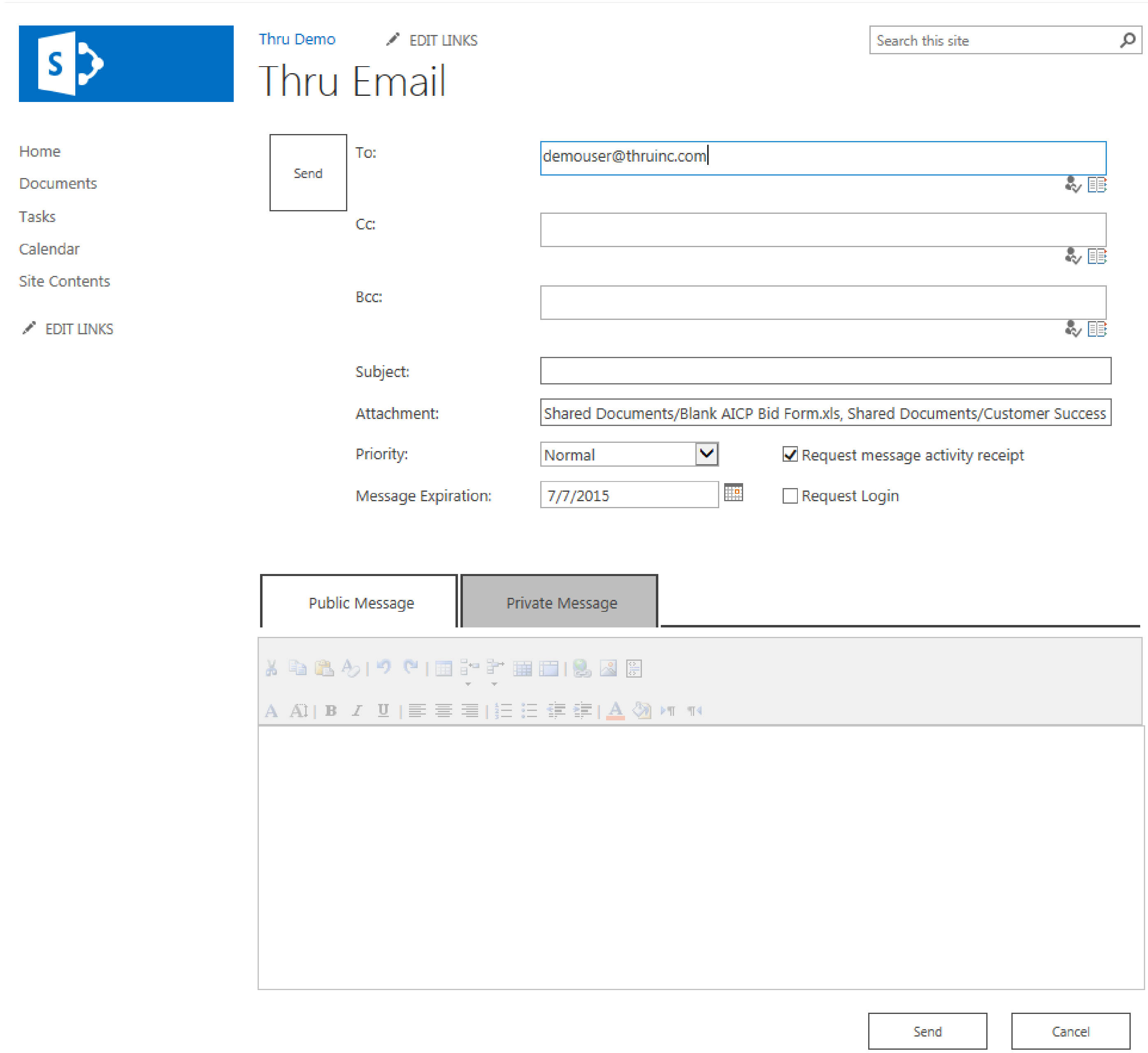
1. To begin sending files with the Thru Add-In, first select the specific SharePoint document(s) you wish to send by clicking on the check.
   To do this from the Home tab, first go to the Document Center.
   Select *Documents* and find the document(s) that you wish to send. Click the check mark box next to the file(s).



2. After selecting the file(s), click on the *Thru File Transfer* icon found in the Library tab. Clicking on this icon directs you to the Thru Email form to begin sending files.



3. After clicking on *Thru File Transfer*, the following email form will appear:



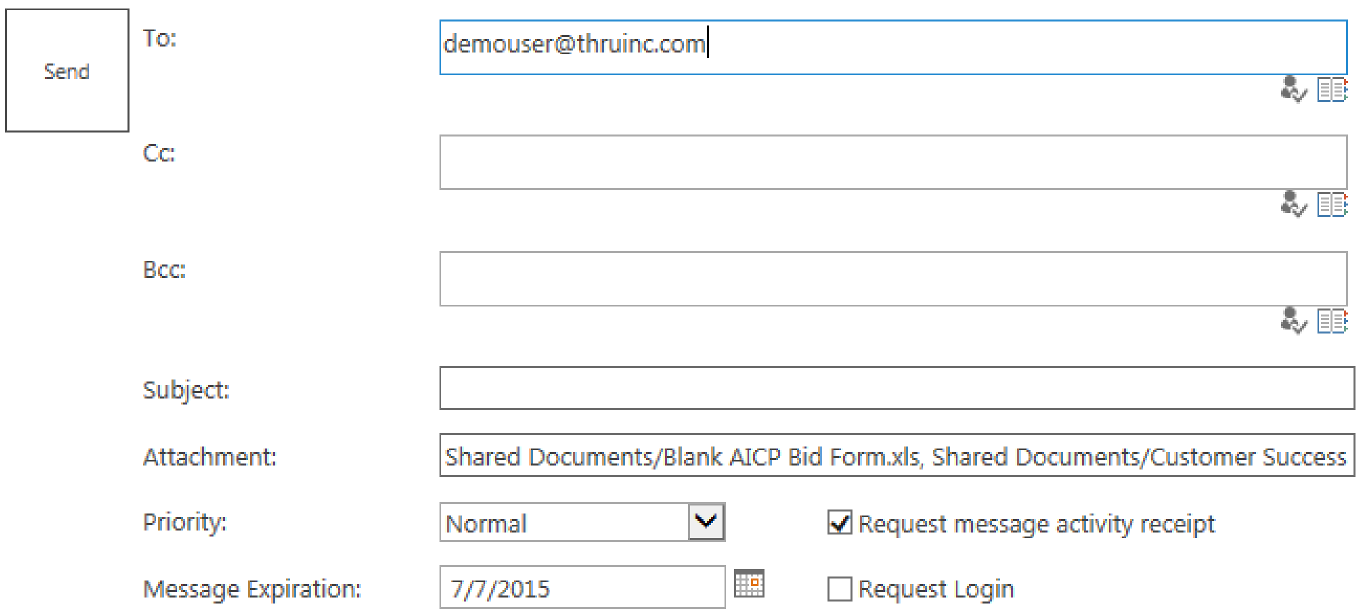
The document(s) that you initially selected will automatically be attached.
You are now able to securely send document(s) regardless of file size to anyone, both internal and external to the organization.

Note: Recipients do not need to have accounts on the SharePoint server in order to access files.

Features and Functions

The following sections explain each of the features and functional capabilities of sending files via Thru Email.

Adding Recipients



A. [To]:
To: This is a required field that must contain at least one email address.
You can browse or search the directory to add any email address using the book icon on the bottom right of the boxes, or you can insert addresses manually.
If you would like to manually enter in specific addresses, the check names feature to the left of the directory icon will allow you to see if there are any exact matches in the address book to the email that you have added.

B. [Cc]:
Copy Recipients: You can copy additional recipients by entering their email address as CC. All To: and CC: Recipients will be visible to everyone who sees the email, or you may leave this field empty.

C. Bcc:
Blind Carbon Copy Recipients: You can also blind copy additional recipients by entering their email

address as BCC.
All To: and CC: Recipients will be visible to all the recipients, while any BCC: recipients will not be displayed.
You may add your own email address here if you would like to get a copy of the Thru Email.

Adding Files as Attachments

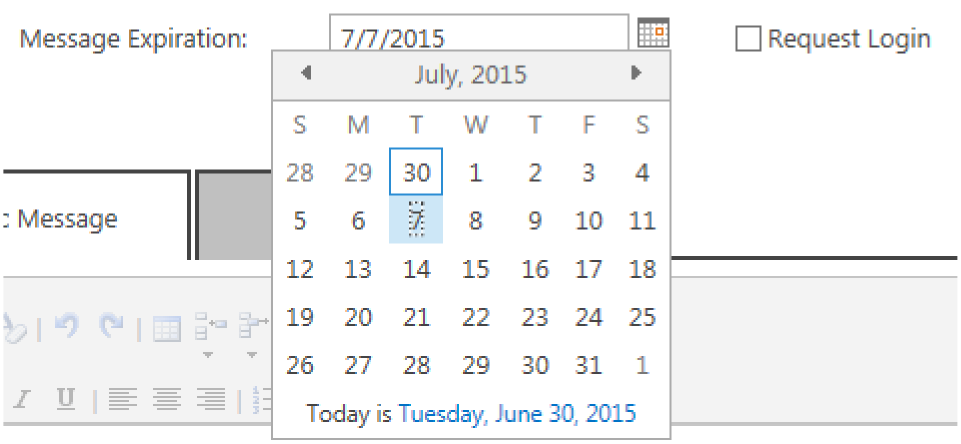
Any attachments listed in the Attachments section were the files you selected from the SharePoint Document Center and cannot be modified.

Setting Priority

The Priority level allows you to set the level of urgency for your email with choices of Low, Normal, or High. This allows the recipient to prioritize certain emails over others.

Setting Expiration

This security function allows you to set a date of expiration to remove the file(s) from download availability. It does so by expiring and disabling the link to the document that appears in the recipient email.
This is very helpful for time-sensitive material and for preventing files from being accessible indefinitely.

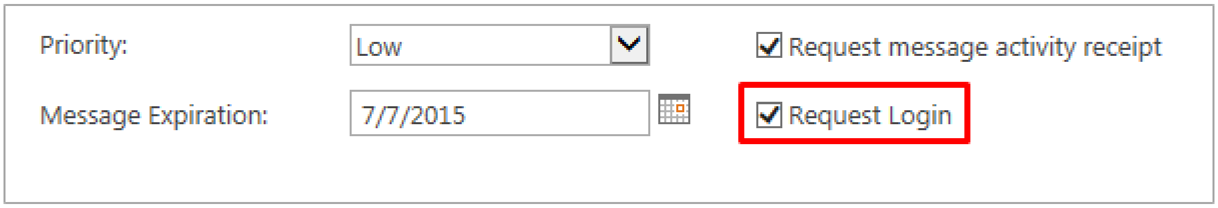


Requesting Message Activity Receipt (Optional)

This option is enabled by default. When you send the Thru Email, the body of the message will contain a link that will direct the recipient to a form to download the secured documents.
When *Request Message Activity Receipt* option is selected, you will receive a notification as soon as the

recipient clicks on the link to download the file.
This enables you to know in real time if the recipient has downloaded the files or not.

Requiring Recipient Login (Optional)



You can also add an extra layer of security to the Thru Email and its attachments by adding the requirement to log in with a password for the recipient to access the attachments.
With this feature enabled, the recipient cannot download the file until they register by verifying their email address and creating a password.
If the recipient enters an email address that is not in the original recipient's list, they will not be allowed to download the file.
This prevents the information from being forwarded without authorization.

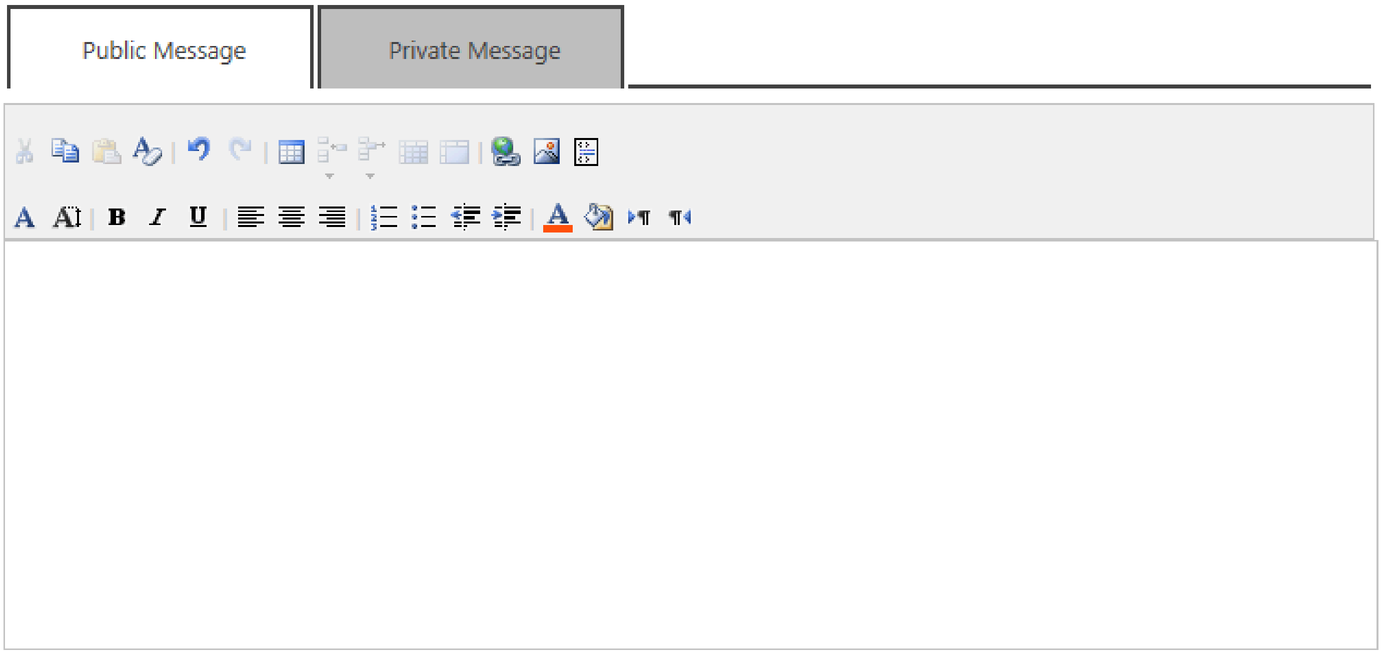
This can be very useful whenever you send Thru Email regularly to any particular contact(s) outside your organization.
If the recipient has already registered, they will be able to maintain the same password each time they receive emails from you.
This adds an additional level of email protection in a scenario where the recipient's email account has been unknowingly accessed by someone other than the intended recipient(s).
The unintended recipient(s) will not be able to then open the Thru Email attachments.

Your administrator may change the configuration so that Require Recipient Login will be replaced with a password box.
If that is the case, you can leave the box blank if you do not want them to need a password.
If you do want the added security, you can insert the password in the box that the recipient will need to access the documents.

Finally, your administrator may have the *Require Recipient Login* option taken off from your options.
This would make the recipient either always require logging in or never require it.
If the option is not available to you, then your administrator has already set this for you.

Creating Message Body

There are two ways to send an email message.
You can send it just as a regular email using the_ Public Message_ tab or you can use the *Private Message* tab to have it sent securely.



Public Message

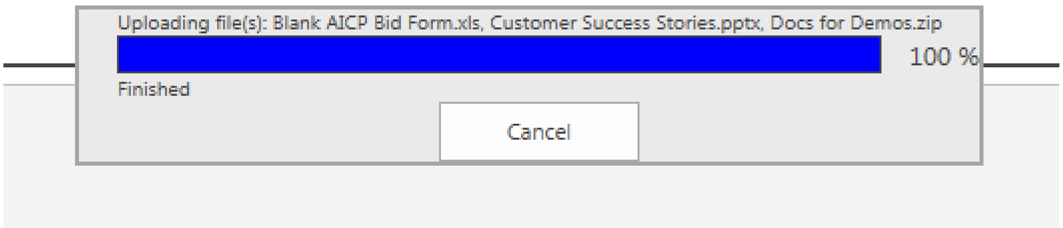
This is the body of the email where you can enter text that will be seen by all recipients of the message with the same format and security as a regular email.

Private Message

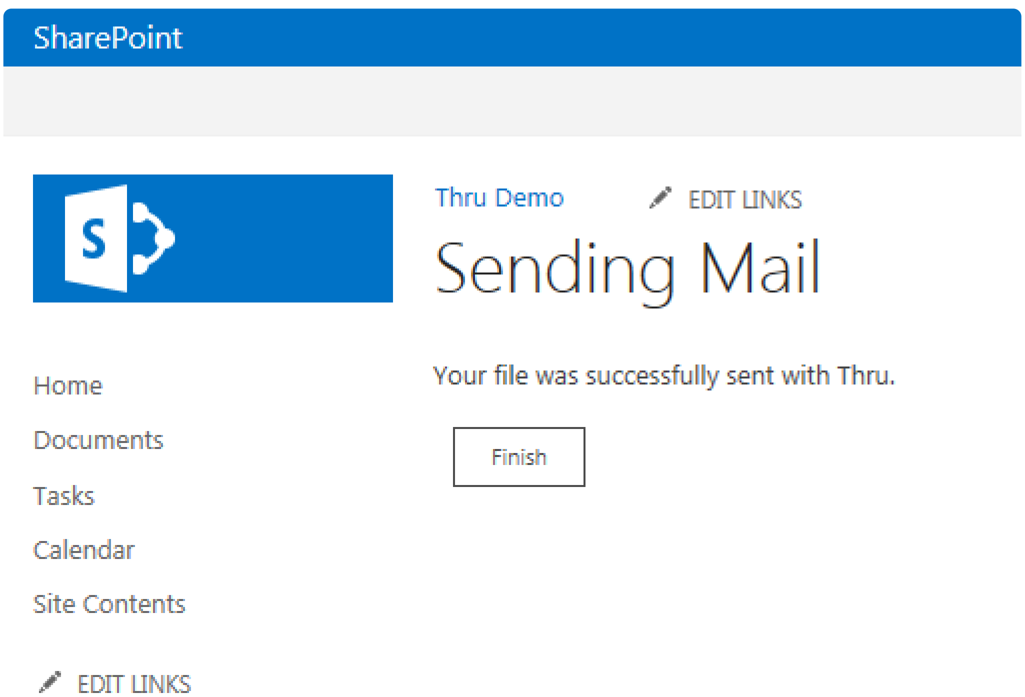
If the body of your email contains sensitive information, you have the option to send a *Private Message* using this tab.
With_ Private Message_, the recipient will only be able to read the text after they have clicked on the Thru link contained in the message.
The private information is delivered using a connection secured by SSL. The text is not viewable in the Thru Email notification itself.
If the Thru email is password protected, then the user must enter the correct password to access it.

Sending

Clicking on *Send* will send your email.
A progress bar will appear to notify you that your file(s) is/are being uploaded to the Thru server where a link will be sent to the recipient to download all files.



When the file transfer is complete, a confirmation screen will appear as displayed below.



Pressing Finish will take you back to your SharePoint Document Center.

Thru Add-In for Xerox

Thru Add-In for Xerox Instantly upload document scans from Xerox printers to Thru Cloud storage

Overview

If you use Xerox Multifunction Printers (MFPs), you can now easily scan and upload files securely to Thru Cloud storage.

With Thru Add-In for Xerox, easily scan the documents, convert to a preferred format and save to Thru.

It’s easy and simple.

Thru takes document collaboration to the next level with this add-in built exclusively for Xerox printers.

Improve Productivity for Your Global Offices

Using the touchscreen interface on your Xerox MFP, anyone in your organization can easily scan paper-based documents, choose the format (fax, Excel, Word or PDF)
to which to convert the document and then immediately upload to Thru — all with a few taps of a finger.

Secure Your Documents

Thru Add-In for Xerox gives you peace of mind that all data and transactions are secure. All files stored in the Thru Cloud are encrypted, scanned for viruses, accessed only by registered users and files can be scheduled for deletion using retention policies.

Access Scanned Documents On-the-Go from Any Device

All files uploaded to the Thru Cloud are easily searchable and can be accessed immediately via web browsers, mobile devices, email applications (Outlook and IBM Notes) and business applications (Salesforce and SharePoint). You also can be notified in real time via email when files have been added to Thru.

Deploy Quickly and Access from Anywhere

Thru Add-In for Xerox can be instantly added to Xerox MFPs with no software configuration, server purchase or system maintenance.

Contact Support

To learn more about how Thru can help with your file transfer needs, please contact us.

Speak to Sales

www.thruinc.com/sales/

Schedule a Demo

www.thruinc.com/demo/

Speak to Support

http://www.thruinc.com/support/

helpcenter@thruinc.com

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