



Kiteworks User Guide: How to receive and download NCAT files

NCAT uses the secure file hosting service 'Kiteworks' to send sound recordings and other files. This user guide describes how to receive and download these files on different devices.

System requirements

A PC, laptop or mobile device with the latest version of Google Chrome is preferred. Files can also be accessed using Firefox, Safari, Microsoft Edge or Internet Explorer.

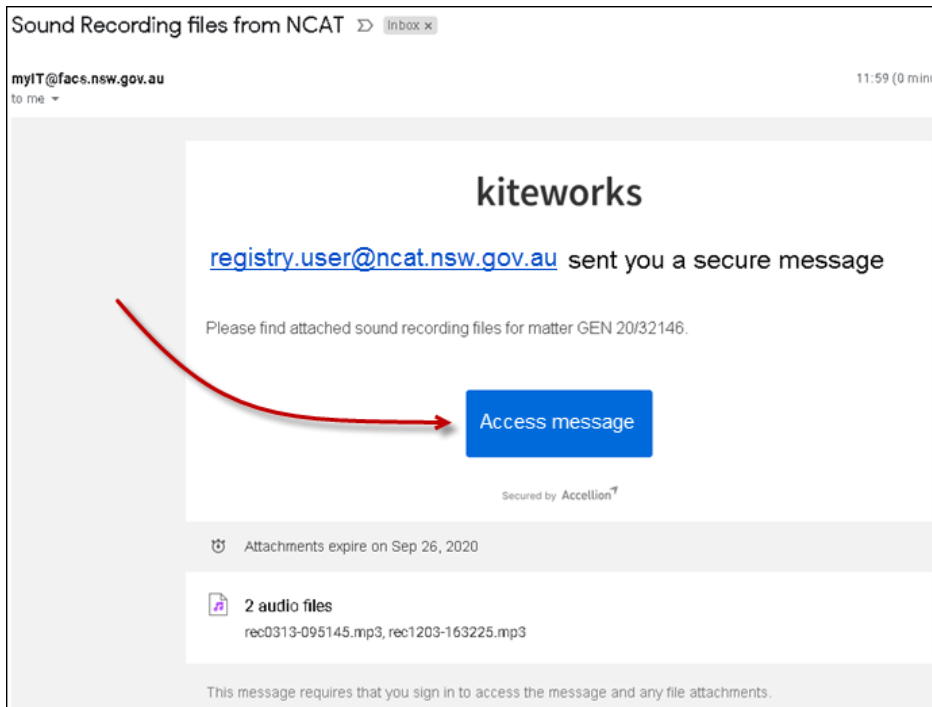
Contents

Creating a new Kiteworks account	2
Access files from a PC or Mac	4
Access files from an Apple device (iPhone or tablet)	5
Access files from an Android device (Galaxy tablet, Samsung phone etc)	7
File availability and expiration	9
Troubleshooting	9

Creating a new Kiteworks account

First-time users must create a Kiteworks account before they can access and download files. To create a Kiteworks account:

1. Open the email that was received from myIT@facs.nsw.gov.au.
2. Click the button '**Access message**'.

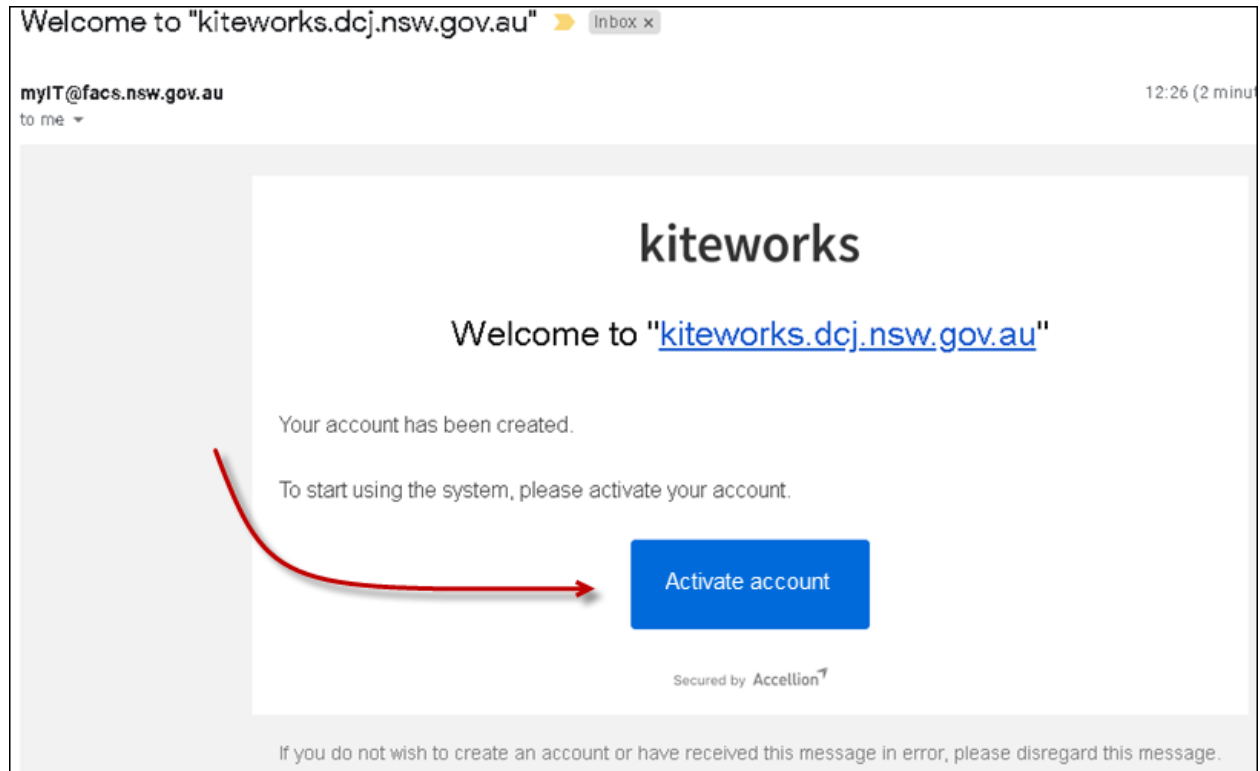


3. Enter your email address (the same email address the file was sent to).
4. Create a password and confirm, and then click the button to '**Create account**'.

A screenshot of the "kiteworks" "Create account" form. It includes a link for "Already a kiteworks user? Sign in". The form has three input fields: "Email" (with a placeholder "@gmail.com"), "Password", and "Confirm Password". Below the password fields, there are three radio button options: "1 number", "1 uppercase character", and "8 characters minimum". A blue "Create account" button is at the bottom.

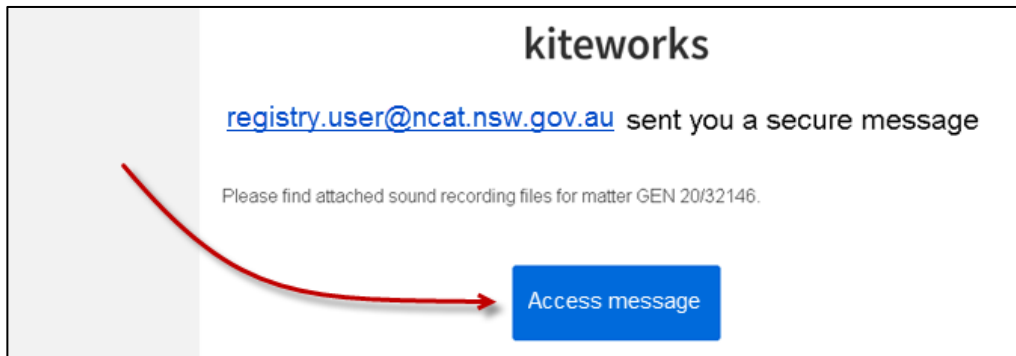
5. An activation email will be sent to the email address provided.

Once received, click the button in the email to '**Activate account**'.

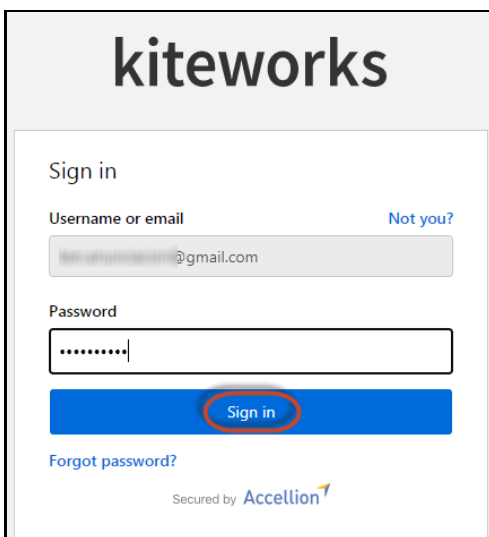


Access files from a PC or Mac

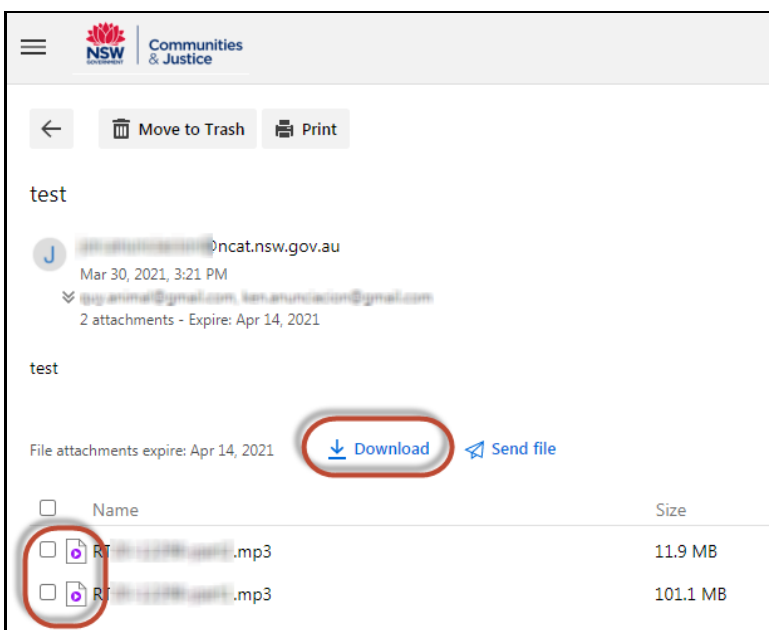
1. Open the email that was received from myIT@facs.nsw.gov.au and click '**Access message**'.



2. Enter the username and password (as created in the steps above).

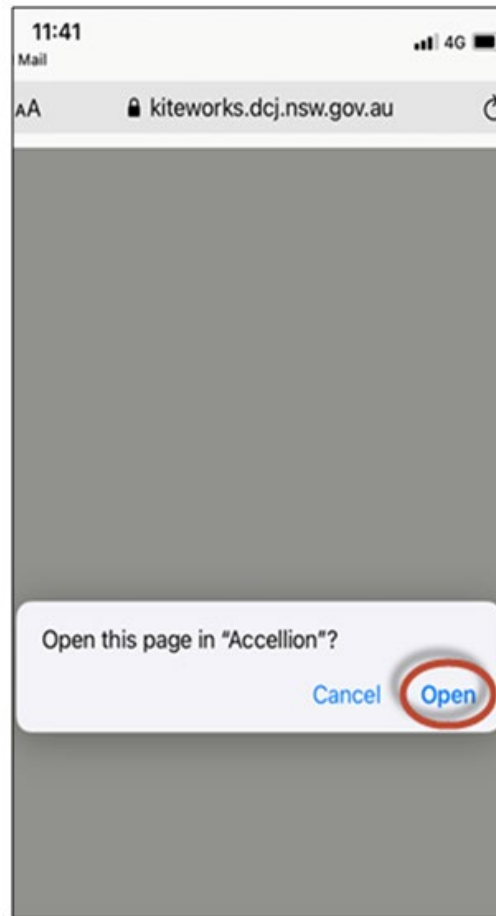
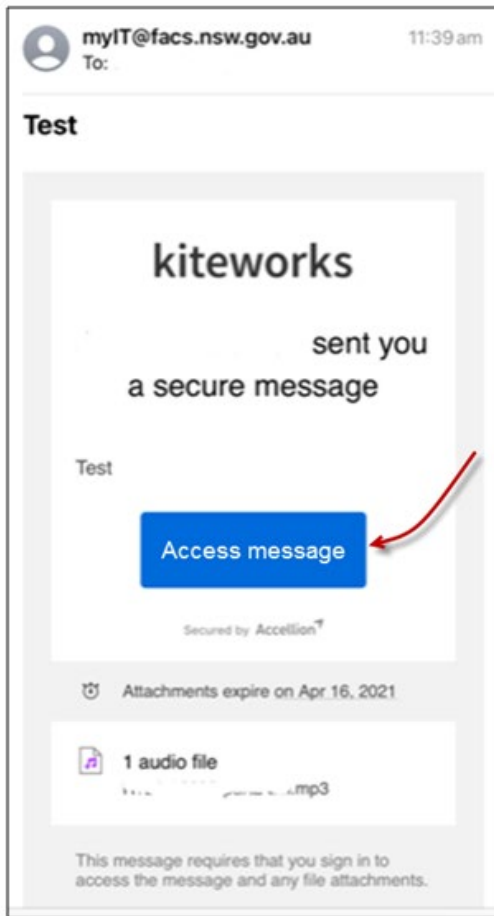


3. Click the **Download** link to download all files, or select files to download individually.



Access files from an Apple device (iPhone or tablet)

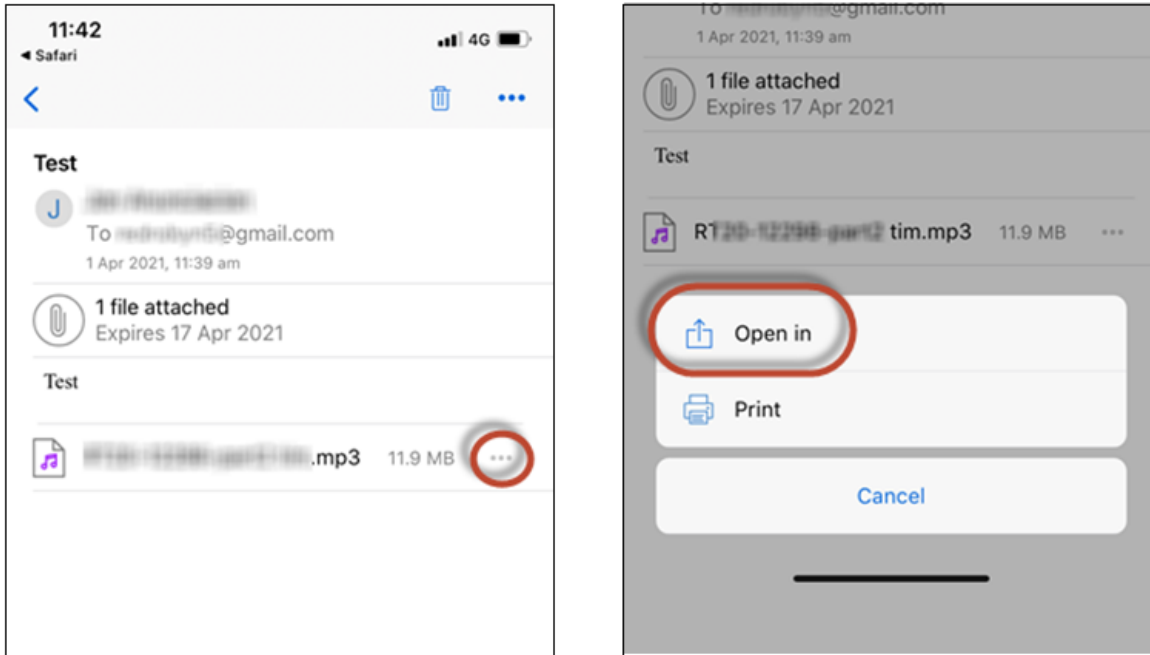
1. Open the App Store, and download the “**Accellion**” app.
2. Close the Accellion app and open the email that was received from myIT@facs.nsw.gov.au. Click the ‘**Access message**’ button, and then click ‘**Open**’.



3. Enter the **username** and **password** (as created in the steps above), then click **Sign in**.

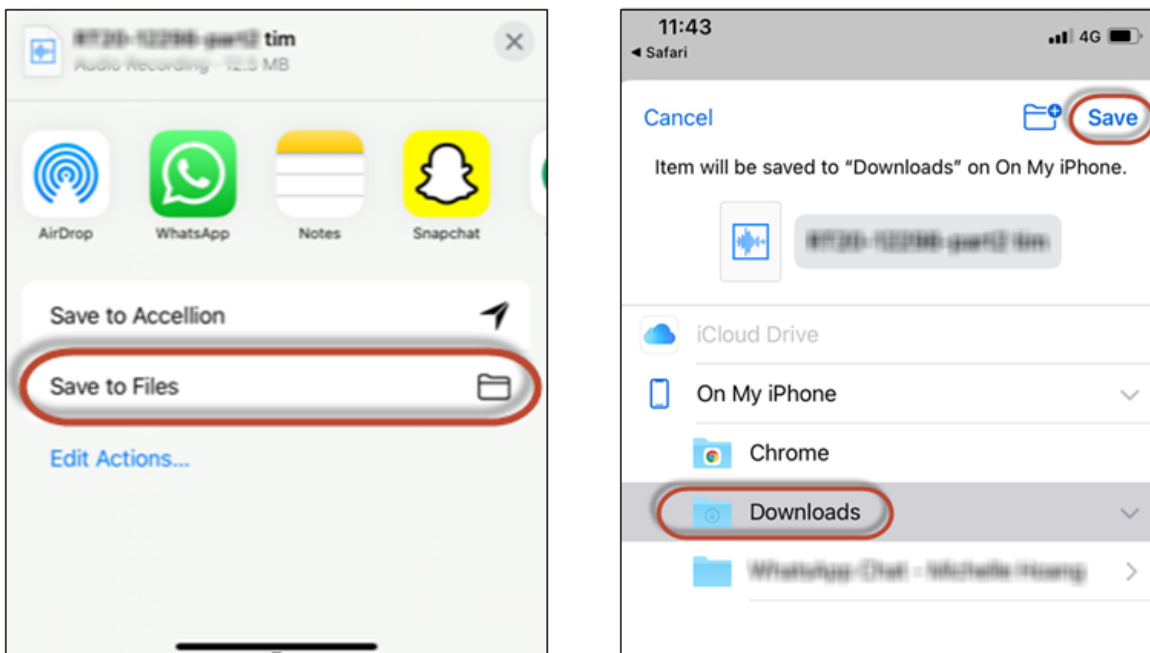
A screenshot of the 'kiteworks' sign-in page. It has a 'Sign in' heading. Below it, there is a 'Username or email' field with a placeholder '@gmail.com' and a 'Not you?' link. There is a 'Password' field with a masked password '.....'. Below the password field is a blue button labeled 'Sign in', which is circled in red. At the bottom, there is a 'Forgot password?' link and a 'Secured by Accellion' logo.

4. With the message open, touch the 3 dots located next to the file, then click '**Open in**'.



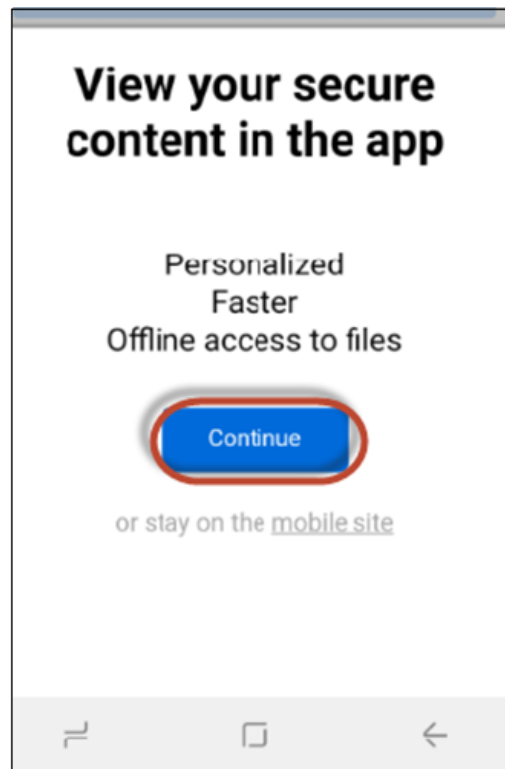
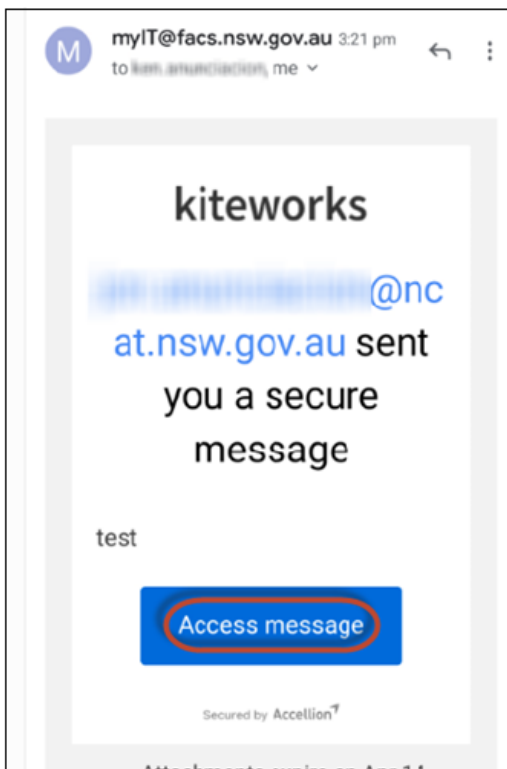
5. To save a copy of the file on your device, press '**Save to Files**'.

Downloaded files will be saved in the '**Downloads**' folder by default.



Access files from an Android device (Galaxy tablet, Samsung phone etc)

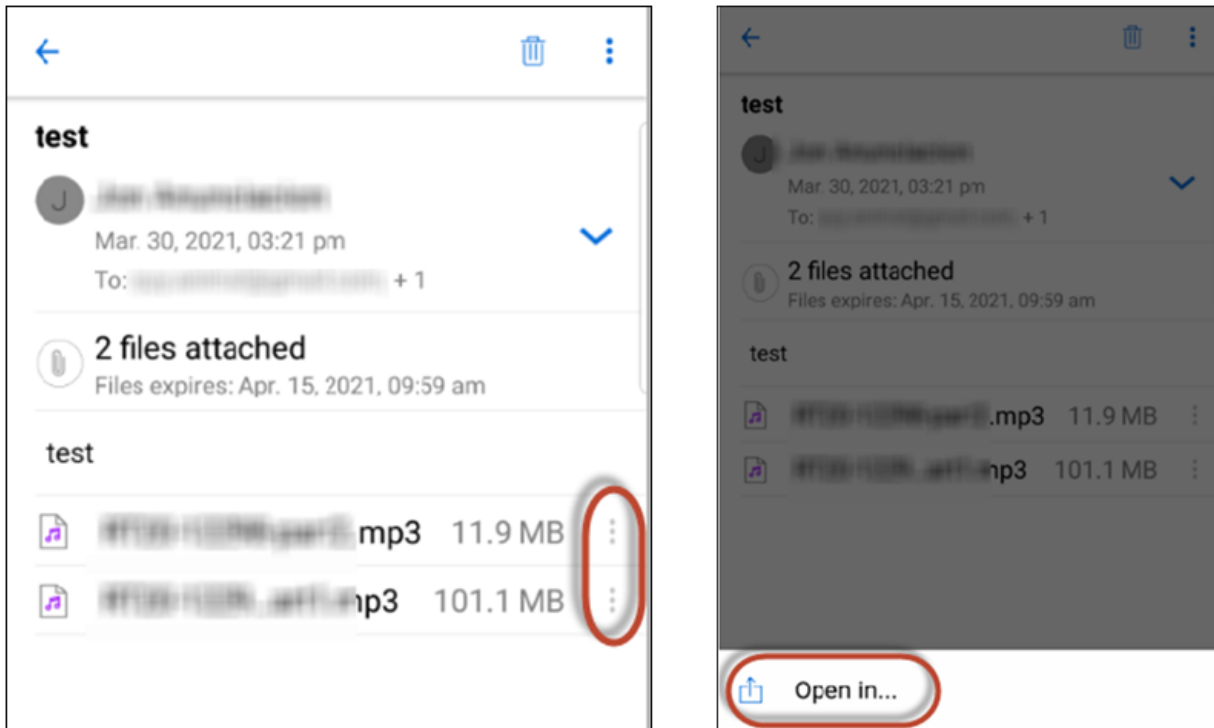
1. Open Play Store and download the “**Accellion**” app.
2. Close the Accellion app and open the email that was received from myIT@facs.nsw.gov.au. Click the button ‘**Access message**’, and then click ‘**Continue**’.



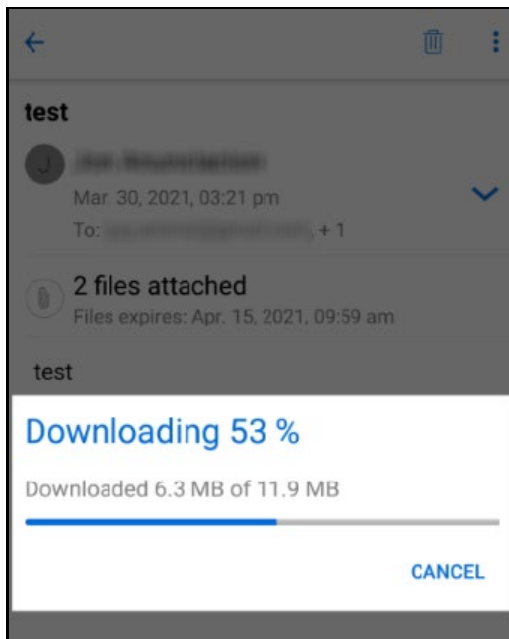
3. Enter the username and password (as created in step 1.3 and 1.4 above), then click ‘**Sign in**’.

A screenshot of the 'kiteworks' sign-in screen. The title is 'kiteworks'. Below it is a 'Sign in' section. There are two input fields: 'Username or email' with a blue link 'Not you?' and a text box containing '@gmail.com'; and 'Password' with a text box containing '.....'. Below these fields is a blue button with the text 'Sign in' circled in red. At the bottom, there is a link 'Forgot password?' and the text 'Secured by Accellion'.

4. With the message open, touch the 3 dots located to the right of the file(s), then click '**Open in**'.



5. The file(s) will now be downloaded.



File availability and expiration

Files will only be available for download 14 days from the date the email is received. You will receive a reminder email 7 days and 1 day before attachments are due to expire.

After downloading, the file is saved to a folder on your PC or device. The location depends on the browser you are using and your own particular settings.

Troubleshooting

File delivery

Files sent via Kiteworks will generally arrive within 30 minutes. If you have not received an email that you were expecting, check your junk mail folder before contacting NCAT.

Accellion App issues

If you are experiencing difficulties using the Accellion App on an iPhone or Android device, remove the App from your device and return to the original email. After clicking the '**Access message**' button, select the link to "...**stay on the mobile site**".

