NCAT
NSW Civil &
Administrative Tribunal

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.
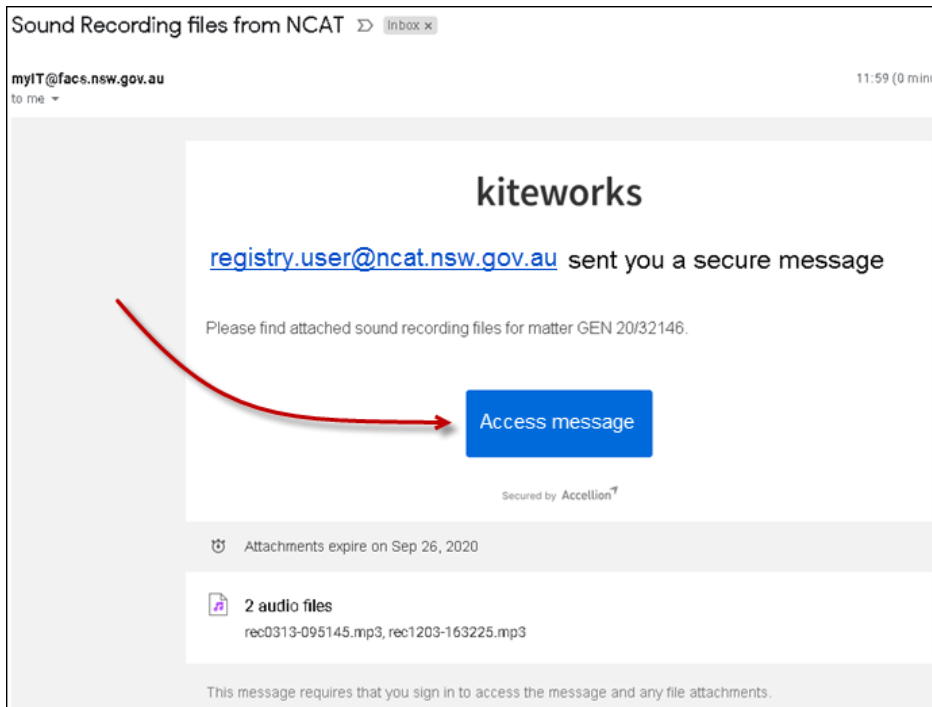
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Creating a new Kiteworks account

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.

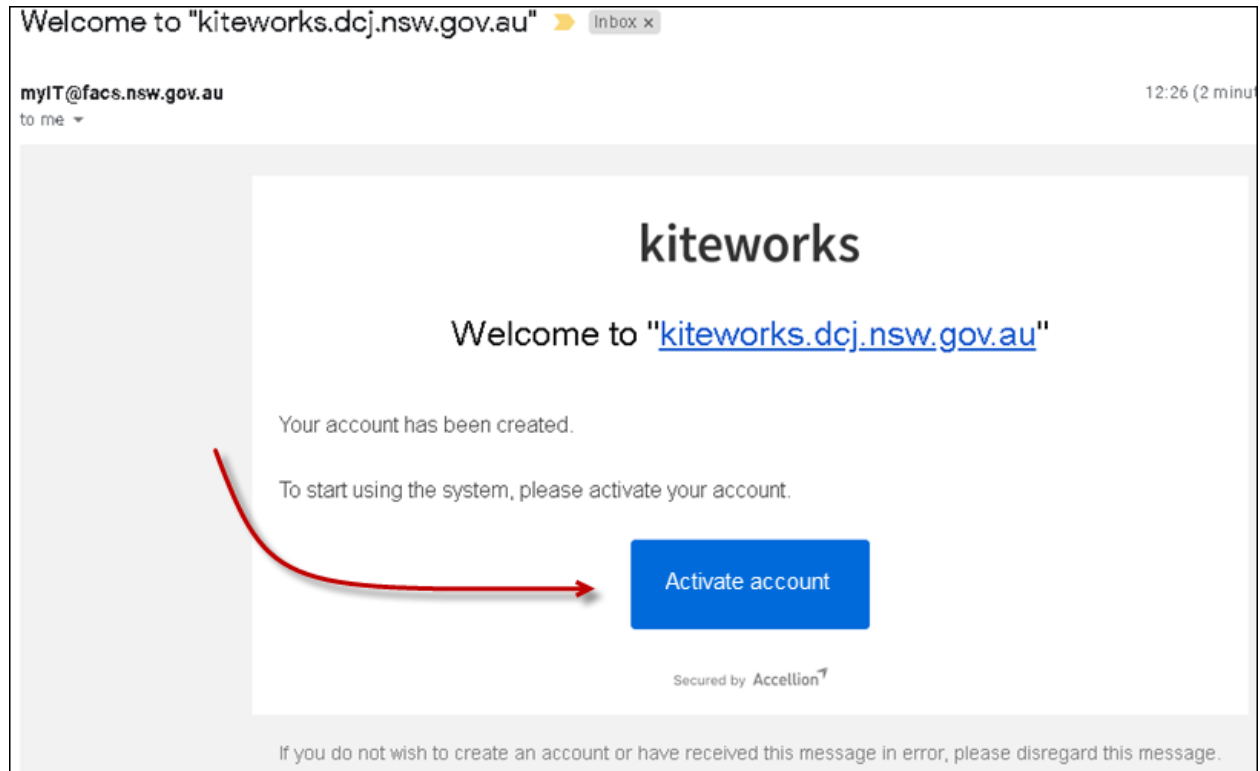2. Click the button '**Access message**'.

3. Enter your email address (the same email address the file was sent to).

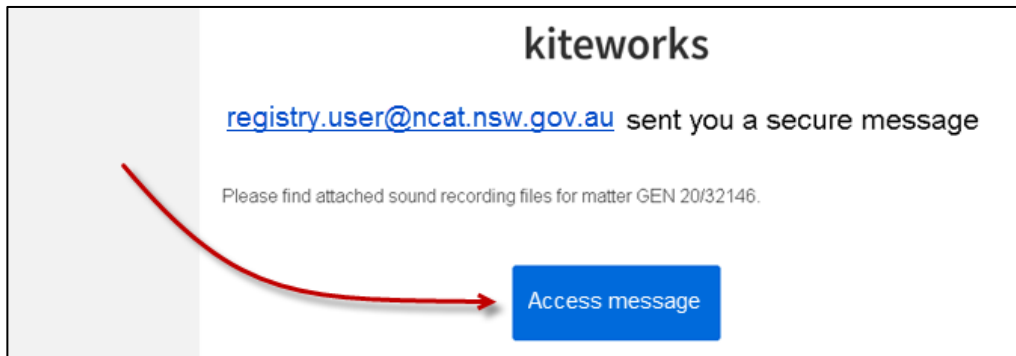4. Create a password and confirm, and then click the button to '**Create account**'.

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

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

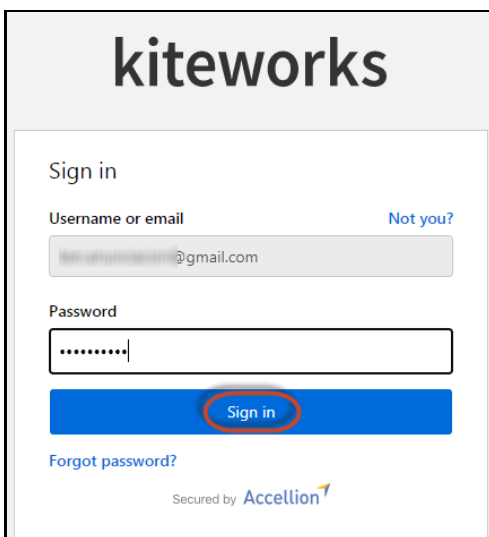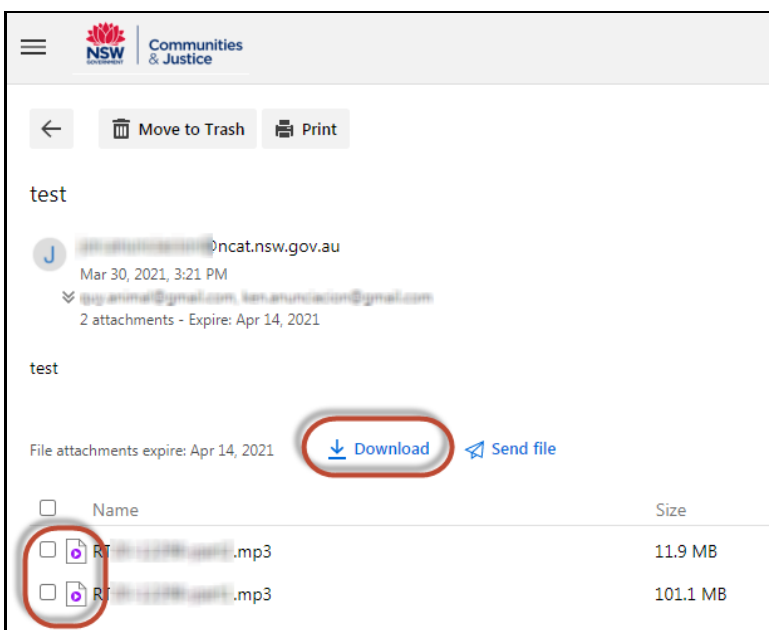## Access files from a PC or Mac

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

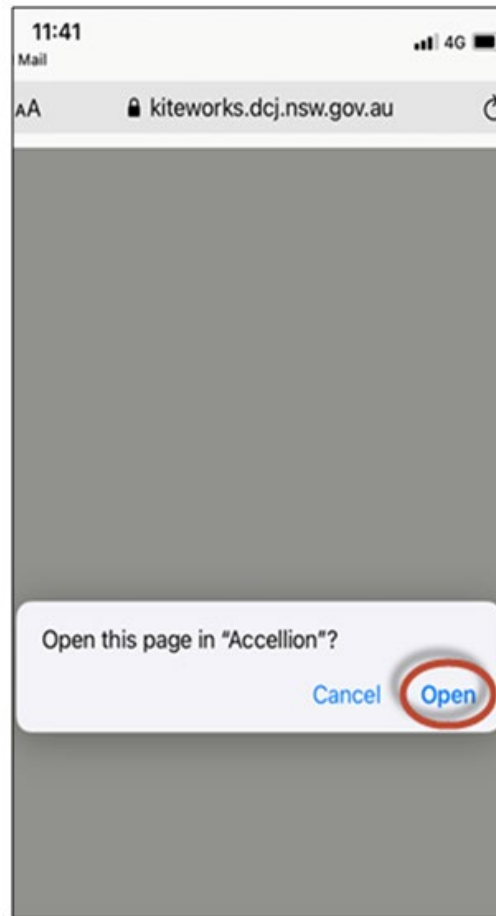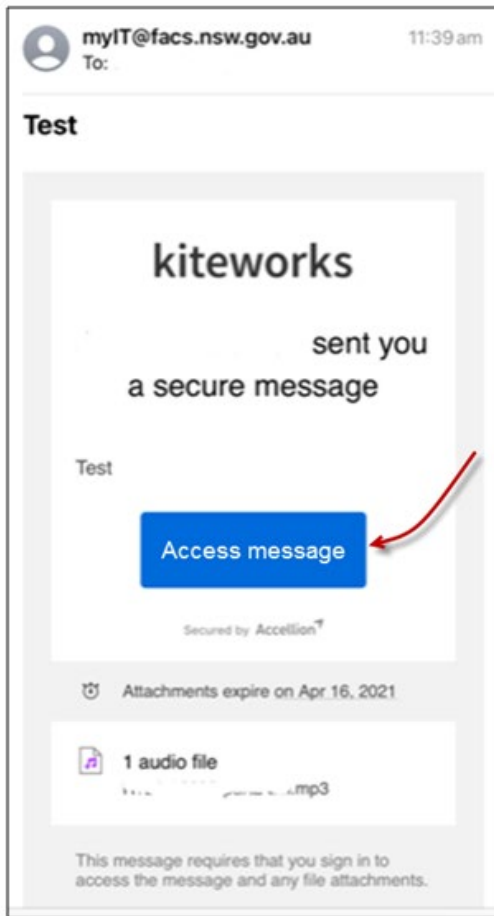2. Enter the username and password (as created in the steps above).

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

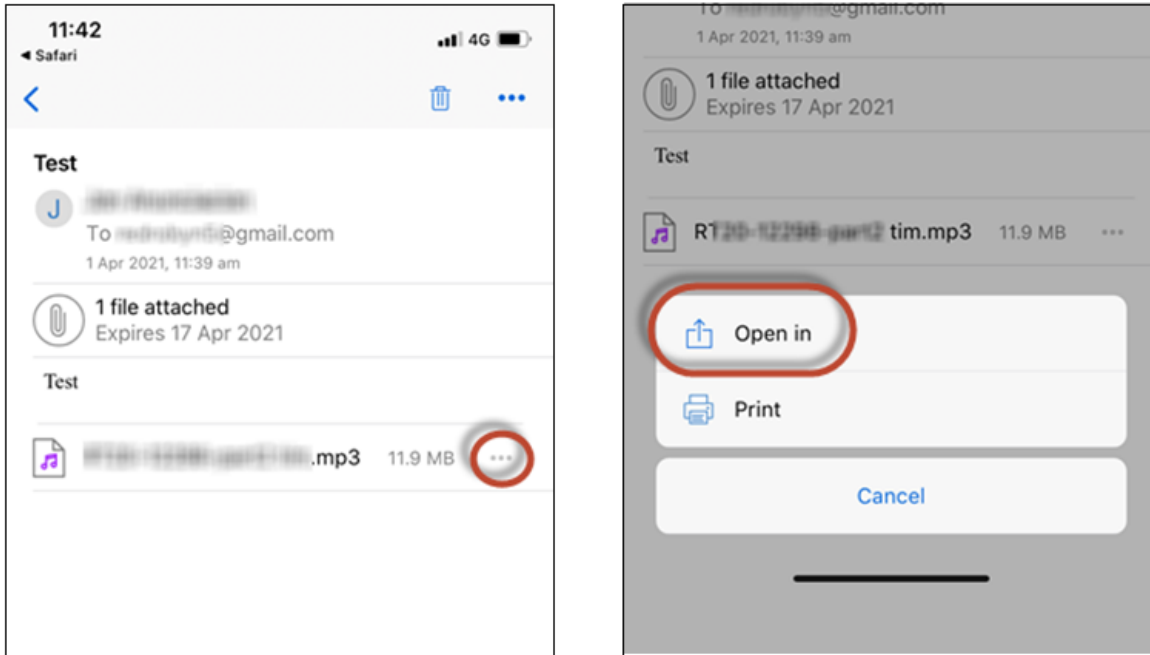## Access files from an Apple device (iPhone or tablet)

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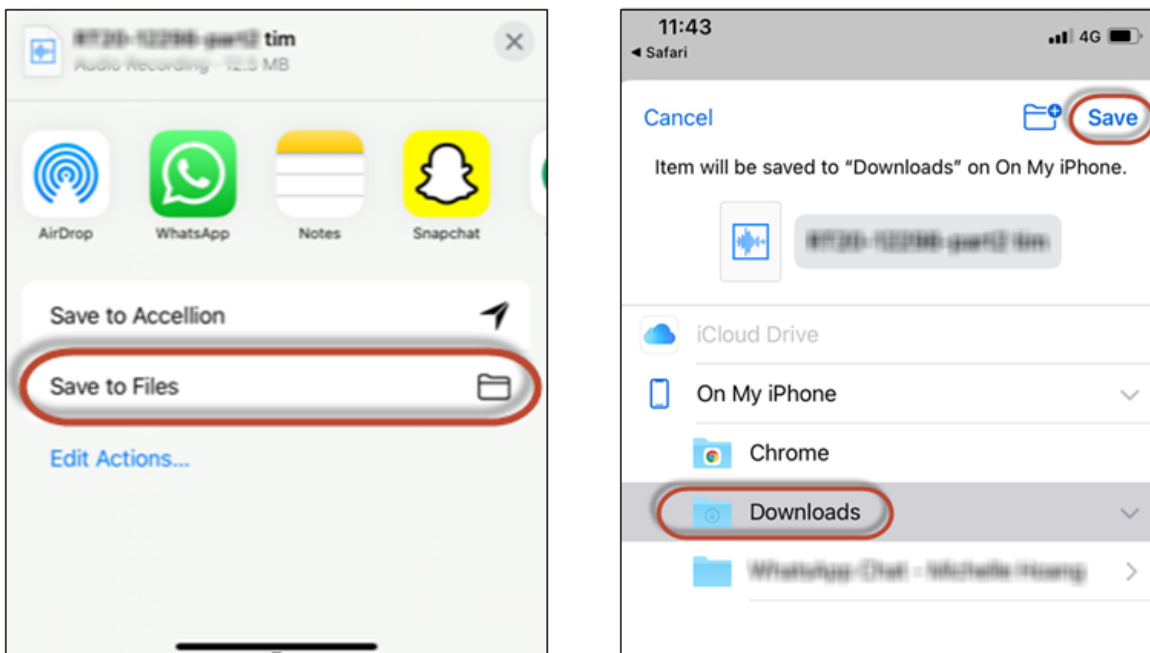
4. With the message open, touch the 3 dots located next to the file, then click '**Open in**'.

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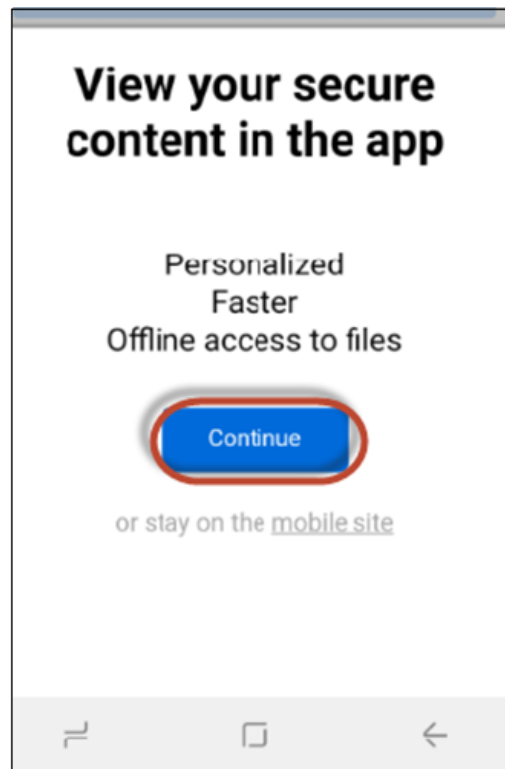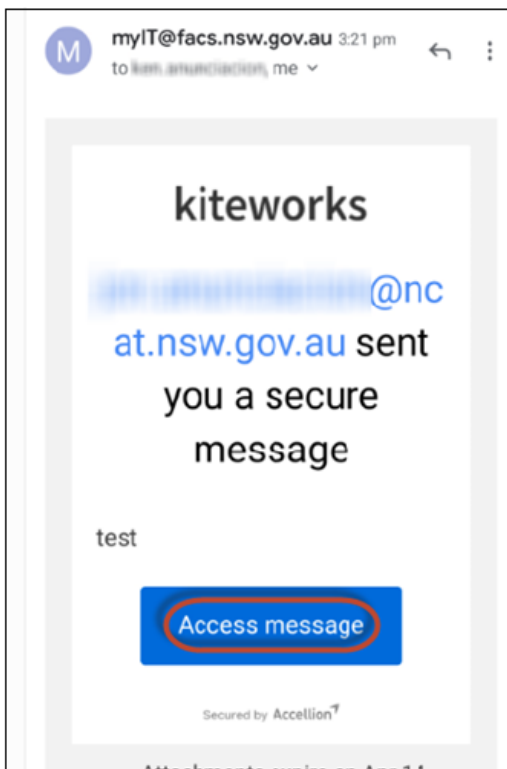
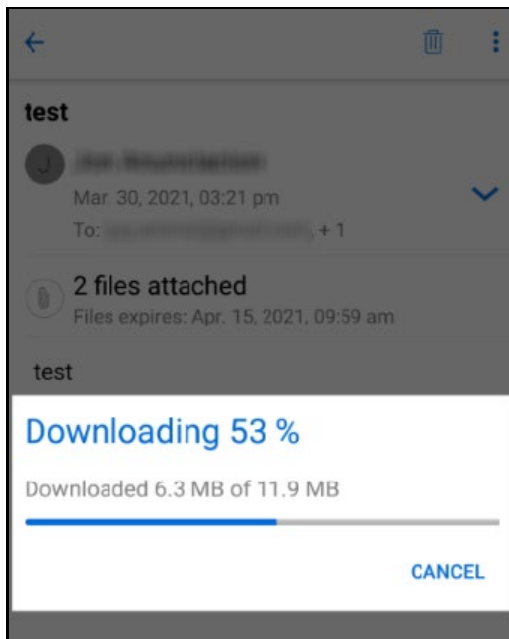3. Enter the username and password (as created in step 1.3 and 1.4 above), then click '**Sign in**'.

4.   With the message open, touch the 3 dots located to the right of the file(s), then click 'Open in'.
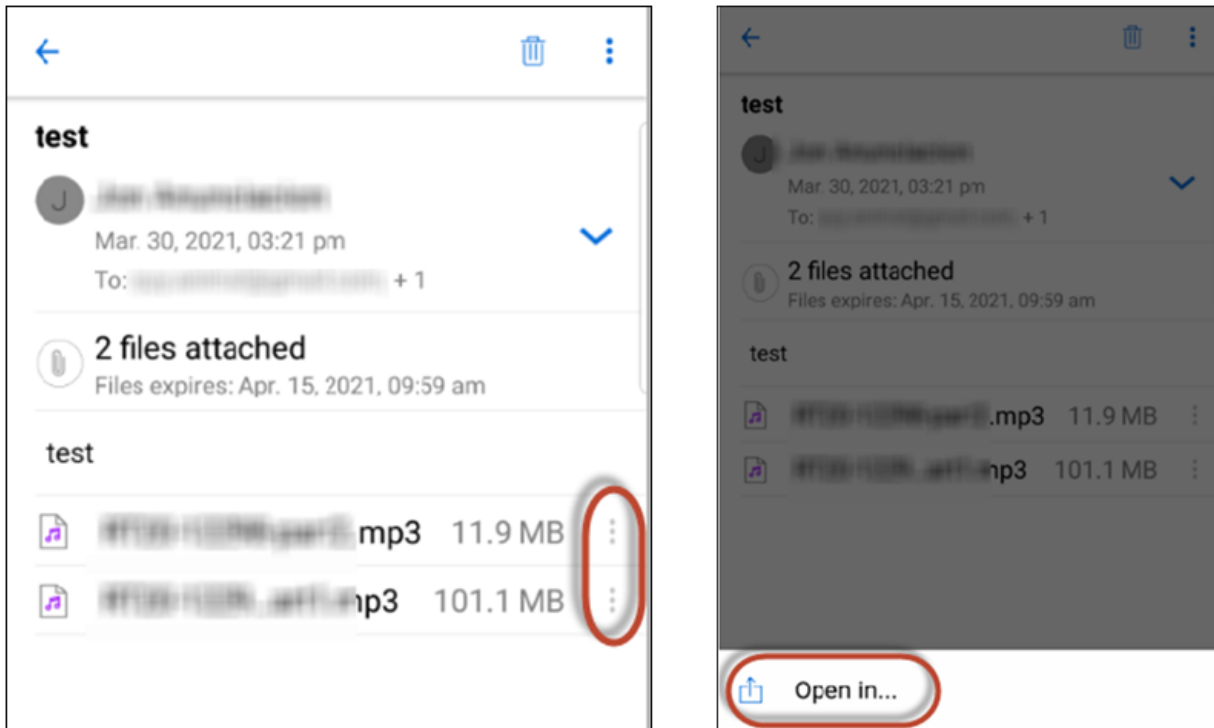
5.   The file(s) will now be downloaded.

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**".