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Introduction

NYU Langone Health's Large File Transfer Tool (also known as BigFile), allows you to send and receive large files that you cannot typically send or receive using your email client.

NOTES:
- Do not use this tool to send Protected Health Information (PHI)
- Do not use this tool as a substitute for OneDrive or document sharing.

Highlights
- Send files up to 5GB
- Invite external users to a Conversation mode share
- Share Types available. Conversation mode and Broadcast mode
- Drag and drop files into the easy to use interface
- Supported in all major browsers (Internet Explorer, FireFox, Chrome and Safari)

MCIT Messaging

Login to Large File Transfer Tool

- From a web browser, navigate to https://bigfile.nyumc.org
- Click on "Click Here To Continue"
- Enter your NYULH primary email address and click on "Continue"
- Enter your NYULH Login ID and password and click on "Login"

Once logged in, you will see the following
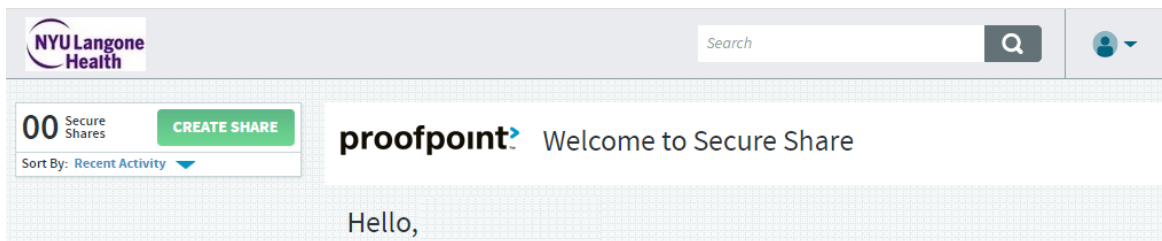
Note: If accessing from outside of NYULH's campus and network, you will be prompted to authenticate with DUO; please follow the prompts to complete the login. External recipients will not be prompted with DUO when retrieving their files.

MCIT Messaging

Send a Large File

To send files to external users, you need to create a share.

1. Click on "Create Share"
2. Enter the Participant email addresses and Subject
3. Use the slide to set an Expiration period on the file share. The maximum, set by NYULMC, is 30 days.
4. Select the Share Type
    a. Conversation Mode - each participant can see all of the other participants in the Share, they can download files, and contribute to the Share
    b. Broadcast Mode - each participant cannot see the other participants in the Share. Each participant can download files from the Share, but they cannot add any files to the Share
5. Drag your large file into the "Drag files here" box or click on "Click here to add files from your computer". You can optionally type a message to the Participants
6. Click on "DONE" to send the file.

MCIT Messaging

Retrieve a Large File

When you send a large file to a participant, they will need to perform the following to access the file

- The participant will receive an email with the subject "*Sender's name* via Proofpoint".
- The participant must click on the link in the email that says "**Go to Secure Share**" and register with a new account, if this is the first time receiving a large file from NYULH, or login with their existing credentials.
- For first time users, they will receive a confirmation email that will allow them to login to the secure share with their newly created account.

Here is an example of what will be in the invite email
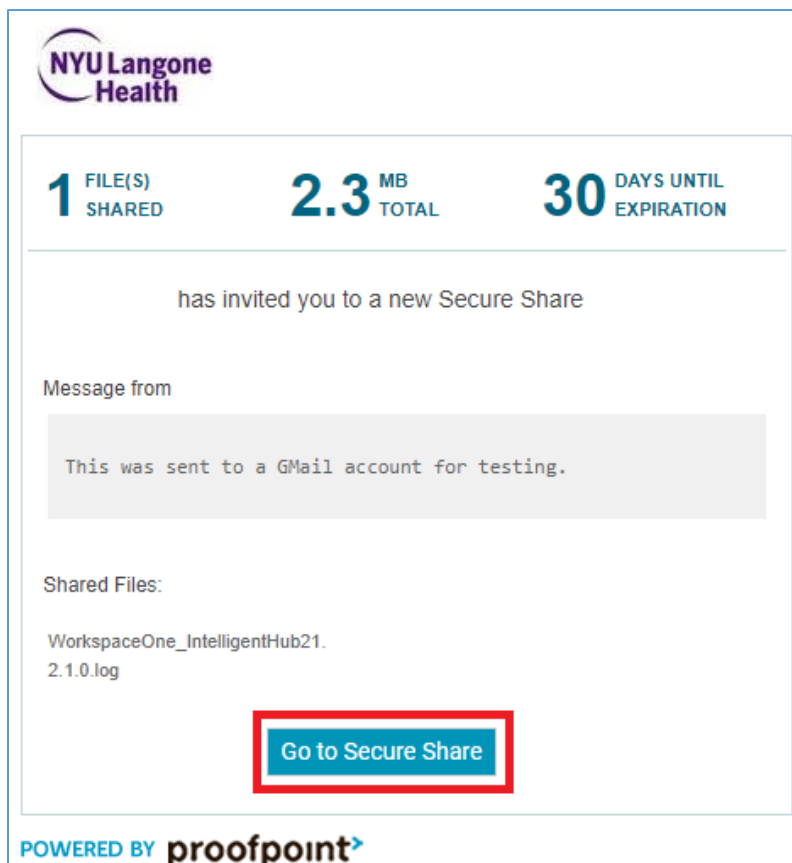
Once the participant is logged in to the site, they can download the large files or reply back with additional files.

MCIT Messaging

Deleting a Share

If you no longer need a share and want to remove it before the expiration date

1. Select the share
2. Select the gear in the upper right corner
3. Choose Delete Share

Frequently Asked Questions

How do I invite an external user?

You can invite an external user to a Share by following the steps above to "Send a Large File". You can add a file to the Share, or simply invite the user to an empty Share.

Notes:
- Empty Shares can only be created in Conversation mode. They do not work in Broadcast mode
- You cannot use mailing lists to create a Share.

Do external users have to create accounts?

When you invite an external user to a Share, an account is automatically created for that user. The external user will have to create a password to complete the registration process before he or she can access the Share. From that point forward, the external user will be prompted for their credentials when they access a Share.

Can I extend the expiration date on my Share?

Your administrator controls the duration of a Share. You can make the expiration date shorter than the default, but you cannot extend it beyond your administrator's setting. Once the Share expires, you will no longer have access to the files in that Share. The maximum is 30 days before expiration.

How large of a file can I send with Secure Share?

Your administrator controls the maximum file size that you can upload to a Share. Our maximum file size is 5GB.

Maximum file sizes are also limited by the browser that you use. If your administrator allows the maximum file size to be uploaded, the browser size limitations are as follows:
- Firefox and Chrome - up to 5 GB
- IE 11 - up to 3 GB

MCIT Messaging

I tried to send an .exe file to a colleague. Why didn't it work?

Your administrator can exclude certain types of files from being shared. If the type of file that you are trying to share is prohibited, it will be blocked.

I uploaded a file, but I received a notification telling me to contact my administrator. What happened?

Your file was blocked. It may have contained a virus, or it may have triggered a Data Loss Protection (DLP) rule. For example, files that contain financial information, or protected health information (PHI), or match documents that are proprietary can trigger DLP rules.

What is the difference between a Conversation and a Broadcast?

- When you create a new Share, you can choose between
    - Conversation mode: each participant can see all of the other participants in the Share, they can download files, and contribute to the Share
    - Broadcast mode: each participant cannot see the other participants in the Share. Each participant can download files from the Share, but they cannot add any contributions to the Share.
- Shares in Conversation mode display a two-way arrow next to their names in the list of Shares.
- Shares in Broadcast mode display a one-way arrow next to their names in the list of Shares.
- The Share creator can change a Share from Conversation mode to Broadcast mode and vice-versa by selecting the Settings icon in the upper-right corner of the Share and selecting Change Settings from the menu.