

## MEMO

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OVER:	Summary quick wins for FileSender
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In the power point presentation "expert review of FileSender" (René Scheffer, 20-8-2010) a lot of long term and short term suggestions are given to improve the usability of FileSender. This memo summarizes only the "Quick wins" that can be implemented at short term notice.

### E-MAIL

- Put anyone to whom the mail is not directly addressed in the "CC" field of the mail. Use the "To" field only for people who should take action. Do not use the BCC option.
- Put only in case of a "voucher mail" and a "download link mail", the address of the user in the "from" field. For notifications use a system address like [FileSender@surfnet.nl](mailto:FileSender@surfnet.nl). In these cases mails can never be bounced. So this should not be a problem. This makes the notifications easier to understand.
- Do not copy the subject of the notification mails from the original download link mail. Give these mails a clear static subject (see table below) and put a copy of the original subject in the body of these notification mails.
- Make the content of the "download link" mail and the "Voucher link" mail consistent with its sender (the from field) Use the I form in the text and end with "Regards <name user>".

A summary of these suggestions for each mail is given in the table below. Sender = person who uploads a file (this can be a guest using a voucher), User = a person who provided a voucher to someone else, receiver = someone who is invited to download a file.

Mail	From	To	CC (optional)	Subject
Download link	Sender address	Receiver address	User address*; Sender address	Default (invited to download) or customized
Voucher link	User address	Guest sender address	User address	Default (invited to send a file) or customized
Notification of download	System address	Sender address;	Receiver address; User address*	File is downloaded
Notification of revocation download link	System address	Receiver address	Sender address; User address*	Download link is cancelled
Notification of revocation voucher	System address	Guest sender address	User address	Voucher is cancelled

## LOGIN PAGE

- Change the default text. Tell 1) what you can do with file sender and emphasis the USP's (trust, ad-hoc and large files), 2) who will have access, 3) that you will be redirected can login page of your own organization. An example:

"FileSender is a secure way to share large files with anyone! FileSender is available for all students and employees of organizations affiliated with SURFnet. They can also invite anyone to sent files to them.

Log-in to upload your files or invite people! You will be re-directed to the log-in page of your own organization."

- Include the logo of the host organization (who has to be trusted by the user). Also place a statement like "File sender is powered by SURFnet" with a link to the website,
- Provide a link to the "Terms of service" with privacy statement information and a disclaimer. This link can be on the place of the help link, as long as help is not available.

## UPLOAD PAGE

- Place the default content of the subject and the message in the box (see also the comments above regarding to the subject en content of the mail (bullit 3 and 4)

### **VOUCHER PAGE**

- Remove the column "From" this column will always show the email address of the user and is thus redundant.

### **MYFILES PAGE**

- Remove the "Status column"
- In the "From" column: replace the e-mail address of the user with the text "You"
- Put filename and size in one column
- Remove column Message and place a link "Message" in the subject field below the subject. This link will open a pop-up with the message (like the one used for confirmations or a standard browser tooltip).
- Add time (hours/minutes ) in the "Created" field.
- Give the "To" column space double space, "File name \*size) 1,5 and Subject 2,5

### **ADD RECIPIENT PAGE**

- Place the default content of the subject and the message in the box (see also the comments above regarding to the subject en content of the mail (bullet 3 and 4)

### **ABOUT**

- Put this content in a pop-up, like the one used for confirmations.