

DigiDelivery Client Quick Start

Installing the DigiDelivery Client

To download and install the DigiDelivery client software:

- 1 Launch your Web browser and navigate to www.digidesign.com/digidelivery/clients.
- 2 Click the link for your operating system.
- 3 Follow the on-screen instructions to complete the installation.

Receiving Deliveries

To receive a delivery:

- 1 When you receive a delivery email notification, click the access URL (located next to “Click this link to download your delivery”).
- 2 If DigiDelivery prompts you for the encryption key, enter the key as you received it from the sender, and click Receive Delivery.
- 3 Choose a destination for the delivery, and click OK (Windows) or Choose (Macintosh OS).
- 4 When the delivery is complete, click Quit.

Sending Deliveries

To send a delivery:

- 1 Launch the DigiDelivery client software.
- 2 Click New Delivery.
- 3 Drag the files or folders you want to deliver onto the Send Wizard window, and click Next.



If you are sending a Pro Tools session on Windows or Mac OS X, you will have the option to include or exclude specific types of media files associated with the session.

- 4 Select the DigiDelivery account and appliance that will be used to send your delivery, and click Next.
- 5 Under Add Recipients, choose recipients for the delivery from the available lists or type e-mail addresses manually.
- 6 Choose whether to include the encryption key with the delivery notification e-mail, and click Next.
- 7 If you want to include a text message in the delivery notification e-mail sent to each recipient, enter it in the Message text box.
- 8 If you want to save a text summary of the delivery, click Save Summary and navigate to the location where you want to save the summary. (This is required when you choose to omit the encryption key from the delivery notification.)
- 9 Click Next to complete sending your delivery.

The DigiDelivery main window displays the progress of your delivery.

DigiDelivery

Client Guide

**Version 2.0 for Windows XP, Windows 2000,
Mac OS X, and Mac OS 9**

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digidesign

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chapter 1

Introduction to DigiDelivery

Welcome to DigiDelivery, Digidesign's system for efficient and reliable transfer of digital media files over the Internet.

The DigiDelivery System

- A *network appliance*, similar to a server, which securely stores the media to be delivered
- *Client software*, which automates the sending and receiving of deliveries

Anyone can send and receive files from a DigiDelivery system, even if they do not own a DigiDelivery network appliance.

To send a delivery, senders need:

- An Internet connection
- DigiDelivery client software
- An account on a DigiDelivery network appliance

To receive a delivery, recipients need:

- An Internet connection
- DigiDelivery client software



Recipients do not need an account on a network appliance in order to receive deliveries.

DigiDelivery Features

Drag-and-Drop Delivery To create a delivery, drag files or folders onto the DigiDelivery client software. If the file is a Pro Tools session, DigiDelivery automatically includes all files related to the session in the delivery.

Multiple Deliveries Using the Delivery Queue, you can send, receive, and prioritize multiple deliveries at any given time.

Automatic E-mail Notification When a delivery is posted, recipients receive an e-mail message that contains an *access URL*, or link to the delivery, that automatically launches the DigiDelivery client software and begins downloading the delivery.

Web-Based Administration Administrators of a DigiDelivery server can manage server settings and accounts, and account holders can manage account settings and deliveries from a Web browser.

Secure Storage and Transmission All content on the DigiDelivery server is stored and transmitted securely. Deliveries are encrypted when they are posted and can only be decrypted by their recipients upon download.

Fast Data Transfers DigiDelivery avoids the size limitations encountered with e-mail transmissions, and by using proprietary threading technology and lossless compression algorithms, achieves significantly faster transfers than FTP servers.

System Requirements

This section describes system requirements for DigiDelivery network appliances, system administration, DigiDelivery client software, and compatibility information.

DigiDelivery Client Workstations

To use the DigiDelivery client software to receive or send deliveries, the following are required:

- A computer running a Digidesign-qualified version of Windows XP, Windows 2000, Mac OS X, or Mac OS 9
- To send (upload) deliveries, a computer must have Internet access and a DigiDelivery account.
- To receive (download) deliveries, a computer must have access to the Internet and to the recipient's e-mail account.

DigiDelivery Administration

To administer DigiDelivery appliances, the following are required:

- A computer running a Digidesign-qualified version of Windows XP, Windows 2000, or Mac OS X
- A connection to the same LAN (local area network) as the network appliance, or a connection to the Internet
- A qualified Web browser

A *Certain steps, such as the initial setup or reset of the administrator password, require a direct Ethernet connection to the appliance instead of connecting through your network.*

A *Mac OS 9 browsers have not been qualified for system administration, and may not provide full SSL security even if an authentication certificate is installed.*

Compatibility Information

Digidesign can only assure compatibility and provide support for hardware and software it has tested and approved. For a list of Digidesign-qualified operating systems and Web browsers, refer to the DigiDelivery Technical Requirements page of the Digidesign Web site (www.digidesign.com/digidelivery).

Installing the DigiDelivery Client Software

To send or receive deliveries, you need to download and install the DigiDelivery client software, which lets you transfer files to and from a DigiDelivery system.

To download the DigiDelivery client software:

- 1 Use your Web browser to navigate to www.digidesign.com/digidelivery/clients.
- 2 Click the link for your operating system to download the corresponding DigiDelivery client software installer. The installer can be downloaded to the desktop of your computer.

To install the DigiDelivery client software:

- 1 Double-click the DigiDelivery installer icon.
- 2 Select the destination for the client software. The default location is the Program Files folder (Windows) or the Applications folder (Macintosh).
- 3 Follow the on-screen instructions to finish the installation.

About This Guide

A PDF version of this guide is available on the DigiDelivery Support page of Digidesign's Web site (www.digidesign.com/digidelivery). To view or print the PDF guide, you can install Acrobat Reader, available for free download on Adobe's Web site (www.adobe.com).

Conventions Used in This Guide

Digidesign guides use the following symbols to highlight important information:



User Tips are helpful hints for getting the most from your system.



Important Notices include information that could affect your data or the performance of your system.



Shortcuts show you useful keyboard or mouse shortcuts.



Cross References point to related sections in other Digidesign guides.

chapter 2

Receiving Deliveries

When a sender creates a delivery for you, they begin by naming you as a recipient and uploading it to a DigiDelivery network appliance. Once the delivery has finished uploading, you will receive an email notification indicating it is ready for you to download.

To download the delivery to your computer, simply click in the email where it says “Click here to receive your delivery.”



You do not need a user account on the DigiDelivery network appliance in order to receive your delivery.

Receiving Standard Deliveries



For information on receiving Pro Tools sessions, see “Receiving Pro Tools Sessions” on page 6.

Delivery Notification Email

When someone sends you a delivery, you will receive an email that contains the following:

- An *access URL*, or link to the delivery, that you click to begin the download.
- Information about the delivery, including its name, size, and expiration date.
- A link to the DigiDelivery Web site so that, if necessary, you can download and install the client software.

Decrypting Deliveries

When a delivery is sent, it is automatically encrypted as it is uploaded to the DigiDelivery appliance.

When you download the delivery, it must be decrypted with its unique *encryption key*. The sender chooses to send you this encryption key by one of two methods:

Key Included in Notification Email Simply clicking the access URL in the email will automatically download and decrypt the delivery.

Key Sent by Other Means Part of the key is omitted from the notification email, so the sender must give the encryption key to you by other means, such as by phone or fax. With this type of delivery, you click the access URL, then enter the encryption key manually when prompted.

Downloading Your Delivery

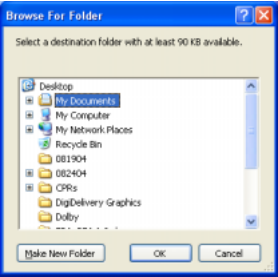
To receive a delivery:

- 1 In the delivery notification email, click the access URL text link.

If the URL text does not appear as an active link, copy the link text and paste it into any Web browser (or choose File > Open Access URL and paste the link into the Open Access URL window).

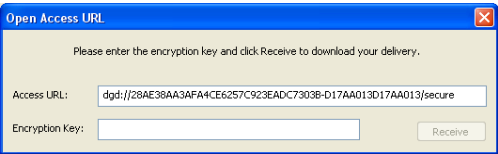
2 Do one of the following:

- If the access URL includes the encryption key for the delivery, the DigiDelivery client software automatically launches and reads the key, then prompts you to save the delivery. Proceed with Step 3.



Entering the access URL

- If the access URL does not include the encryption key, the DigiDelivery client software prompts you to enter the key. Enter the encryption key text string that you received from the sender, and click Receive.




Entering the access URL and encryption key

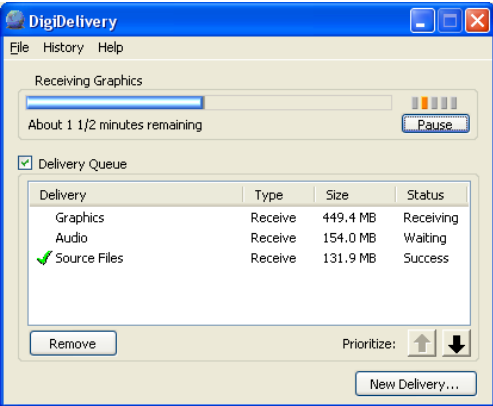
3 Choose a destination for the delivery, and click OK (Windows) or Choose (Mac OS).

Managing Deliveries in the Delivery Queue

The Delivery Queue displays the order in which deliveries will be transferred, with deliveries at the top of the queue transferred first. (Completed deliveries move to the bottom of the queue.)

 You can initiate multiple uploads and downloads without waiting for the current transfer to complete. Additional transfers are added to the Delivery Queue.

When a delivery reaches the top of the queue, the DigiDelivery main window displays a progress bar as the delivery downloads to your computer from the network appliance.



Managing deliveries in the main DigiDelivery window

You can use the DigiDelivery main window for different Delivery Queue functions, as follows:

- To hide or display the Delivery Queue, select the Delivery Queue option (Windows) or click the Show/Hide triangle (Macintosh OS).
- To delete a delivery from the queue, select it and click Remove.
- To move a delivery up or down within the queue, select the delivery then click the up or down arrows. If you move a delivery to the top of the queue, the active delivery will be interrupted, but it will resume transferring where it left off when it returns to the top of the queue.
- To view details of a delivery whose status is “In-Progress” or “Waiting,” double-click the delivery name.
- To view where a successful (completed) delivery is located on your hard disk, double-click the delivery name.
- To view the error message for a failed delivery, double-click the delivery in the queue.
- To view a history of recent deliveries, choose History > View History.
- To pause the Delivery Queue, click the Pause button. To resume deliveries, click Resume. (You may also pause the queue by quitting the application. The queue will be remembered and when DigiDelivery is relaunched, it will pick up where it left off.)

A *If the delivery at the top of the queue cannot connect to the required server or loses its connection and cannot reconnect, the next delivery in the queue will start. When that delivery is finished, the first delivery will attempt to complete again.*

After a Delivery Has Been Received

When a delivery is complete, DigiDelivery automatically notifies the sender by email that you have successfully received the delivery.

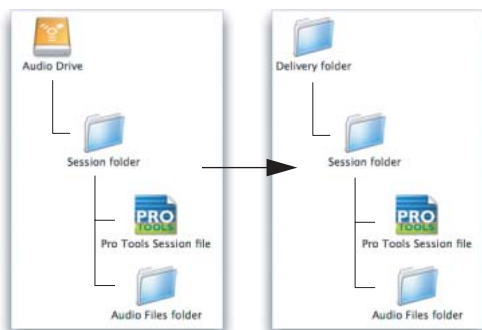
A *If you are experiencing frequent disconnects or failures when transferring deliveries through a proxy server, be sure that the proxy server is not limiting the size of individual requests, or any delivery over the limit will get disconnected. For more information on using a proxy server, see the DigiDelivery Guide.*

Receiving Pro Tools Sessions

When a sender creates a delivery that contains a Pro Tools session and its associated files, the delivery retains the folder hierarchy of the original session.

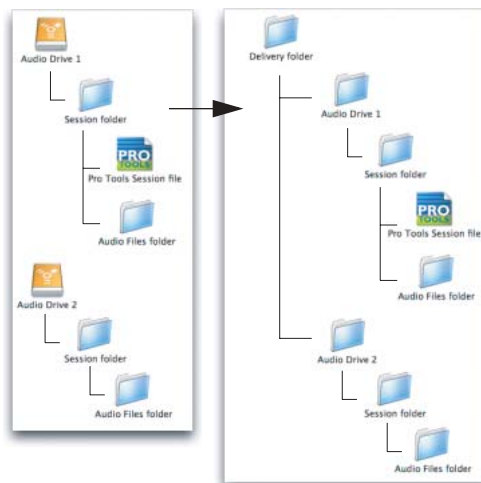
A *If you are using Windows XP or Windows 2000, you cannot use DigiDelivery to transfer Sound Designer II (SD II) files or Pro Tools sessions earlier than Pro Tools 5.1 without causing file corruption.*

Sessions Originating on a Single Drive If the original session's files are stored on a single drive, the session folder and its contents are arranged in the same manner in the delivery folder.



Original Session Delivered Session
Arrangement of folders in Pro Tools session delivery

Sessions Originating on Multiple Drives If the original session's files span multiple drives, those drives are represented by separate folders inside the delivery folder, enabling you to quickly distribute files across drives on your system to mirror the original disk allocation structure of the session.



Original Session Delivered Session

Arrangement of folders in a session with multiple drives

In addition, if the Pro Tools session file is stored outside the session folder, for example, on the desktop of the sender's computer, DigiDelivery automatically places a shortcut (alias) for the session at the top level of the delivery folder.

chapter 3

Sending Deliveries

You create a delivery by uploading files to a DigiDelivery network appliance and naming recipients for the delivery.

The DigiDelivery client software automates notification and download process by sending an e-mail to each recipient that includes a link for receiving the delivery.

A *While there is no limitation to the total size of a delivery, DigiDelivery does not support any individual file over 16 gigabytes. Depending on the file, certain files over 16 GB may compress to less than 16 GB when sent and thus be delivered correctly. However, it is advised that you confirm with your recipients that any files over 16 GB have been received correctly.*

DigiDelivery Accounts

To create a delivery, you must have an account on a DigiDelivery network appliance. Only the administrator of an appliance can create DigiDelivery accounts.


Types of DigiDelivery Accounts

There are two types of user accounts on DigiDelivery appliances:

Standard Accounts Holders of Standard Accounts can send deliveries to anyone.

Guest Accounts Holders of Guest Accounts can only send deliveries to holders of Standard Accounts on the same DigiDelivery network appliance.

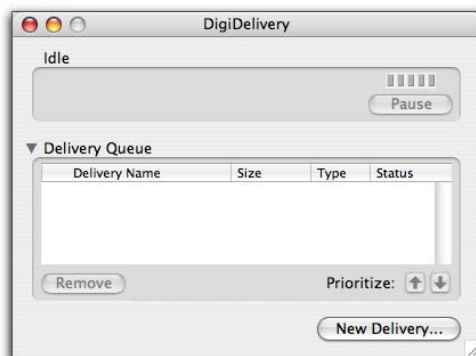
Sending a Standard Delivery

 For information on sending Pro Tools sessions, see “Sending Pro Tools Sessions” on page 15.

Creating a New Delivery

To create a new delivery:

- 1 Double-click the DigiDelivery icon to launch the main DigiDelivery window.





DigiDelivery Main Window

2 Do one of the following to create a new delivery:

- Click New Delivery.
- or –
- Drag files or folders onto the DigiDelivery main window.

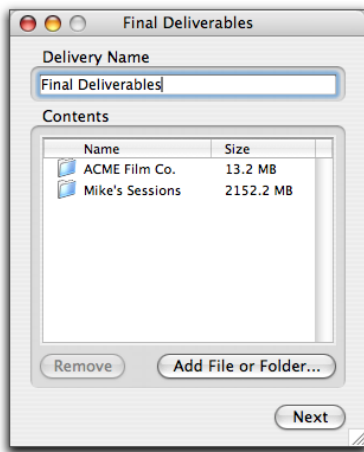
A Send Wizard appears, displaying the first of four pages that you must complete to send a delivery.

 *You may open and edit more than one Send Wizard simultaneously. Each may be edited until you click Send on the last page of the Wizard, at which point the delivery is added to the Delivery Queue.*

 *You may quit the DigiDelivery application without losing your Send Wizards. Open Send Wizards will be remembered on re-launch for up to a week.*

Choosing Files

Page 1 of the Send Wizard lets you name the delivery and add or remove files or folders.



DigiDelivery Send Wizard (Page 1)

To name a delivery:


- Type a descriptive name for the delivery in the Delivery Name text box.

To add files or folders to a delivery:

- Do one of the following:
 - To add files to your delivery, drag any combination of files or folders to the Send Wizard window.

– or –

- Click Add File or Folder, and navigate to the items you want to add.

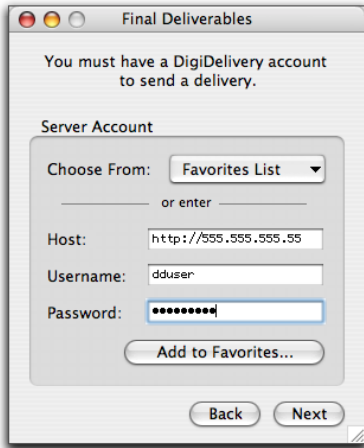
 *If you are adding a Pro Tools session to a new delivery, you will have the option to include or exclude specific types of media files associated with the session (Windows and Mac OS X only). For more information, see “Sending a Pro Tools Session” on page 15.*

To remove files or folders from a delivery:

- Select the files to be removed in the Contents list and click Remove (you can also press Backspace on Windows or the Delete key on Macintosh OS).

Choosing an Account

Page 2 of the Send Wizard lets you select the DigiDelivery appliance and account that will be used to send your delivery.



DigiDelivery Send Wizard (Page 2)

To log into a DigiDelivery network appliance:

- Enter the host name or IP address, username, and password for your DigiDelivery account.

To save your login information:

- Enter new login information, and click Add to Favorites (you will also be able to choose whether to save your password).

To select previously-saved login information:

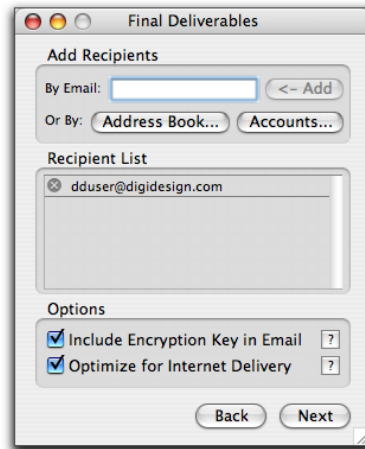
- Select it from the Favorites List popup menu.

To delete previously-saved login information:

- Select the saved network appliance from the Favorites List popup menu, and click Remove From Favorites.

Choosing Recipients

Page 3 of the Send Wizard lets you select up to 100 recipients for each delivery.



DigiDelivery Send Wizard (Page 3)

You can add recipients to the Recipient List in three ways:

To select recipients from the accounts list:

- Click Accounts and select recipients from the list of account holders on the appliance.

Users with Guest accounts will only see the names of Standard account holders. Standard account holders will see both Guest and Standard accounts. This method is available to both Guest and Standard account holders.

To select recipients from Microsoft Outlook (Windows) or Apple Address Book (Mac OS X):

- Click Address Book, select recipients from the available entries, and click OK.

 This method is available to Standard accounts only. Email groups are not recognized by DigiDelivery, only individual addresses.

To manually enter email addresses:

- Enter an email address in the By Email text box and click Add.



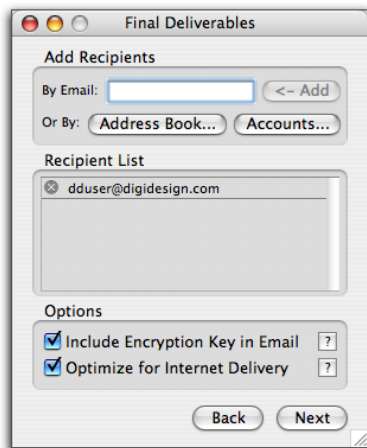
This method is available to Standard accounts only.

To remove recipients from a delivery:

- Select the name and press Backspace (Windows) or click the “X” to the left of the name (Macintosh OS).

Include Encryption Key

When you create a delivery, it is automatically encrypted as it is uploaded to the DigiDelivery appliance.



DigiDelivery Send Wizard (Page 3)

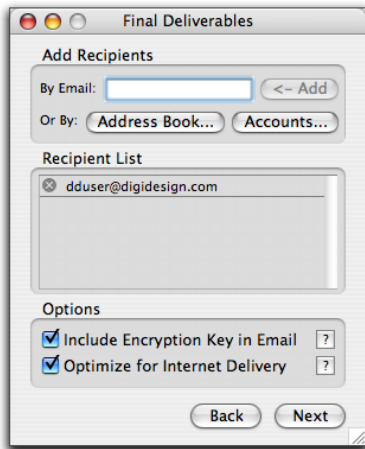
To decrypt the delivery, the recipient needs its unique *encryption key*. You may choose to convey this encryption key by one of two methods:

Email Notification with Encryption Key When selected, the complete encryption key is included in the notification email, so the recipient can download and decrypt the file with one click (there is no need to manually enter a long text string). This method is reasonably secure, but it cannot prevent others from intercepting the email notification and decrypting the delivery.

Email Notification without Encryption Key If Include Encryption Key in Email is not selected, part of the encryption key is omitted from the notification email. In this case, you must save a summary of the delivery in order to have a record of the encryption key for each recipient (see “Completing the Delivery” on page 12). You must then convey the encryption keys to each recipient by other means, such as phone or fax. To receive the file, the recipient must enter the encryption key manually. This method ensures that only the intended recipient can decrypt the delivery, even if the notification email is intercepted.

Optimize for Internet Delivery

DigiDelivery employs a completely lossless compression to reduce transfer times without affecting the integrity of your files. Unless you are sending a very large delivery that will travel only over your LAN (Local Area Network), you should select this option.

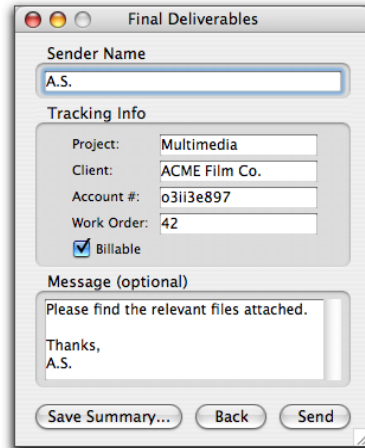


DigiDelivery Send Wizard (Page 3)

! *AC3 files may take a long time to compress with very little gain. Deselect this option when sending AC3 files.*

Completing the Delivery

Page 4 of the Send Wizard lets you enter your name and additional information for your recipients before you send the delivery.



DigiDelivery Send Wizard (Page 4), Tracking Info shown

To edit the sender name:


- Type a new name in the Sender Name box (the name on your user account will display there by default).

To add a message:

- Type a message (optional) for the recipient in the Message box.

To add tracking information:

- Fill out the optional Tracking Info text boxes (if they appear).

 *The Administrator may choose to have the Tracking Info text boxes appear. You are not required to enter any information in these text boxes, though it may help for reporting and billing.*

To save a text summary of the delivery:

- Click Save Summary.

! *If you chose not to include the encryption key in the notification email, you must save the delivery summary, because it is your only record of the encryption key. If the encryption key is lost, the delivery will not be accessible.*

To send your delivery:

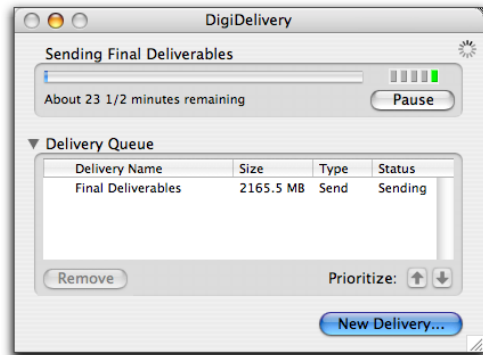
- If you are ready to send this delivery, click Send. Once you click Send, the delivery is added to the Delivery Queue and may not be edited.

Managing Deliveries in the Delivery Queue

The Delivery Queue displays the order in which deliveries will be transferred, with deliveries at the top of the queue transferred first. (Successful deliveries move to the bottom of the queue.)

💡 *You can initiate multiple uploads and downloads without waiting for the current transfer to complete. Additional transfers are added to the Delivery Queue.*

When a delivery reaches the top of the queue, the DigiDelivery main window displays a progress bar as the delivery uploads to the network appliance.



Main DigiDelivery window

You can use the DigiDelivery main window for different Delivery Queue functions, as follows:

- To hide or display the Delivery Queue, select the Delivery Queue option (Windows) or click the Show/Hide triangle (Macintosh OS).
- To delete a delivery from the queue, select it and click Remove.
- To move a delivery up or down within the queue, select the delivery then click the up or down arrows. If you move a delivery to the top of the queue, the active delivery will be interrupted, but it will resume transferring where it left off when it returns to the top of the queue.
- To view details of a delivery whose status is “In-Progress” or “Waiting,” double-click the delivery name.
- To view where a successful (completed) delivery is located on your hard disk, double-click the delivery name.
- To view the error message for a failed delivery, double-click the delivery in the queue.

- To view a history of recent deliveries, choose History > View History.
- To pause the Delivery Queue, click the Pause button. To resume deliveries, click Resume. (You may also pause the queue by quitting the application. The queue will be remembered and when DigiDelivery is relaunched, it will pick up where it left off.)

⚠ *If the delivery at the top of the queue cannot connect to the required server or loses its connection and cannot reconnect, the next delivery in the queue will start. When that delivery is finished, the first delivery will attempt to complete again.*

After a Delivery Has Been Posted

When the delivery is posted to the network appliance, the following email messages are sent automatically:

- An email is sent to you confirming that the delivery has been posted.
- An email is sent to the recipients to notify them that the delivery is available for download.

In addition, when each recipient successfully downloads the delivery, DigiDelivery automatically notifies you by email.

Adding Recipients After a Delivery Has Been Posted

There are two ways to add recipients after a delivery has been posted:


Save a Summary On the last page of the Send Wizard, there is a Save Summary button. This creates a text file which contains the keys sent to each user. As the sender, you can paste any of those keys into an email and send it to a new recipient (assuming that the delivery has not been deleted from the DigiDelivery appliance). Since each link is specific to each original recipient, when the new recipient downloads the delivery the sender will get a confirmation email errantly stating the original recipient has downloaded the file. If all of the original recipients have already downloaded the delivery, it may have already been deleted from the server.


Add Sender to the Recipients List If you (as the sender) add yourself to the list of recipients, you can forward your notification email to additional recipients as needed. This has the advantage (or disadvantage) of ensuring that the delivery is not deleted until that link is used, or until the delivery's final expiration date. Whenever a forwarded notification email is used to download a delivery, you will receive an email stating that you have downloaded the file yourself.


Sending Pro Tools Sessions

(Pro Tools 5.1 and Higher on Windows and Mac OS X Only)


To send a Pro Tools session and its associated files, you can choose the Pro Tools session file for the delivery, and DigiDelivery automatically includes files associated with that Pro Tools session. There is no need to perform a separate “Save Session Copy In” command in Pro Tools to assemble the files before creating the delivery.

 *In order to be recognized by DigiDelivery, the Pro Tools session file format must be Pro Tools version 5.1 or higher.*

 *This feature is not available for a Mac OS 9 system. To send a Pro Tools session from a Mac OS 9 system, you should include all of the files in a single folder, and then send that folder.*

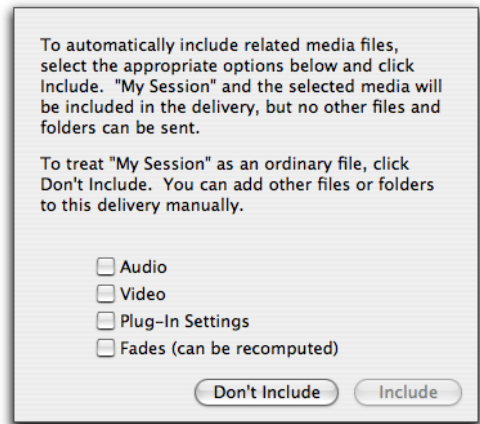
 *If you are using Windows XP or Windows 2000, you cannot use DigiDelivery to transfer Sound Designer II (SD II) files or Pro Tools sessions earlier than Pro Tools 5.1 without causing file corruption.*

Sending a Pro Tools Session

 *When you send a Pro Tools session, it must be added to an empty delivery (a new Send Wizard).*

To send a Pro Tools session:

- 1 Double-click the DigiDelivery application to open it.
- 2 Click New Delivery.
- 3 Do one of the following:
 - Drag the Pro Tools session file onto the Send Wizard window.
 - Click Add File or Folder, and navigate to the Pro Tools session file.



Choosing a Pro Tools session for delivery

4 Select the types of files you want to include with the delivery of the Pro Tools session, and do one of the following:

- Click Don't Include to treat the Pro Tools session as an ordinary file. All media files related to this session will not be automatically included in the delivery.
- or –
- Click Include to automatically include the types of media files whose options you have selected:

Audio Files Includes all audio files linked to the session. To reduce the total size of the delivery, it is recommended that you remove unused audio from the session. Refer to the Pro Tools Reference Guide for details.

Video Includes all video files linked to the session.

Plug-In Settings Includes both the root plug-in settings files and session plug-in settings files for any plug-ins in the session.

Fades Includes all fade files linked to the session. Pro Tools can regenerate these files if they are not included with the session.

5 Click Next, then continue with “Choosing Files” on page 9.

Linking Files to a Session

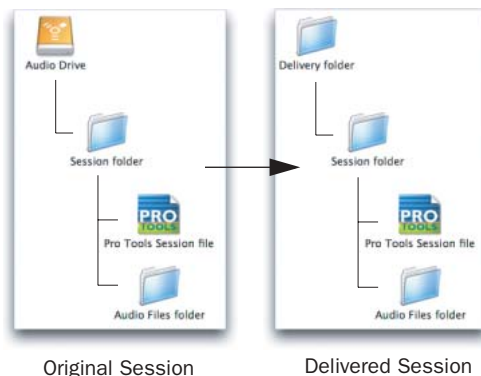
In order for DigiDelivery to recognize all of the files associated with a session, the session's files must be properly linked, and the session must not have been moved since it was last saved.

To make sure all files are properly linked, open the session and relink any file that cannot be found by the session. Refer to the DigiBase section of Pro Tools documentation for more information on linking files.

Folder Arrangement in Delivered Sessions

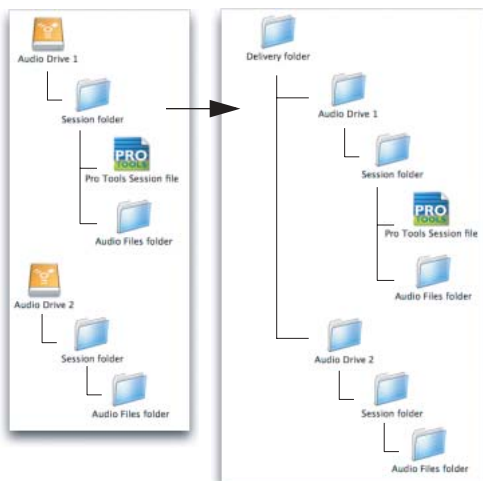
Files associated with the session are automatically posted in a folder arrangement that mirrors that of the original session.

Sessions Originating on a Single Drive If the original session's files are stored on a single drive, the session folder and its contents are arranged in the same manner in the delivery folder.



Arrangement of folders in Pro Tools session delivery

Sessions Originating on Multiple Drives If the original session's files span multiple drives, those drives are represented by separate folders inside the delivery folder, enabling the recipient to quickly distribute files across drives on their system to mirror the original disk allocation structure of the session.



Original Session

Delivered Session

Arrangement of folders in a session with multiple drives

In addition, if the Pro Tools session file is stored outside the session folder, for example, on the desktop of your computer, DigiDelivery automatically places a shortcut (alias) for the session at the top level of the delivery folder.

chapter 4

User Account Administration

DigiDelivery lets you manage your account information and any deliveries that they have sent.

Logging into an Account

To log into your account on a DigiDelivery appliance:

- 1 On a computer with network or Internet access, launch a Web browser and type “http://” followed by the IP address or hostname of the appliance.
- 2 Press Enter (Windows) or Return (Macintosh).
- 3 Enter your Username.
- 4 Enter your account password and click Login.

The List Deliveries page appears, as follows:

- The left side of the page provides access to Account and Delivery management pages and also provides links to Support pages.
- The right side of the page shows a list of all deliveries sent by the account holder.

Managing User Account Information

You can view and change the information for your account.

Viewing User Account Information

To view account information:

- 1 Log into your account.
- 2 Click Account Information.

Changing User Account Information

To change your account information:

- 1 Log into your account.
- 2 Click Account Information.
- 3 In the Account Information page, click Edit.

General	Account Information
Account Information	Account Type Guest <input type="radio"/> Standard <input checked="" type="radio"/>
List Deliveries	Guest accounts may only send deliveries to Standard account holders.
Client Software	Username standarduser
Help	First Name Standard (required)
Notices	Last Name User (required)
	Email Address Standard.User@yourdomain.com (required)
	Confirm Email Address Standard.User@yourdomain.com (required)
	Phone Number
	Save Cancel

User Account Information page

- 4 Enter new values for the account settings.
(You cannot change the username for your account.)
- 5 Do one of the following:
 - To commit the changes, click Save.
 - Or –
 - To cancel the changes and return to the previous page, click Cancel.

Changing a User Account Password

To change your account password:

- 1 Log into your account.
- 2 Click Account Information.
- 3 In the Account Information page, click Change Password.

The screenshot shows a web interface with a left sidebar containing links: General, Account Information, List Deliveries, Client Software, Help, and Notices. The main content area is titled 'Account Information' and contains the following fields: Username (standarduser), Old Password (text input), New Password (text input), and Confirm New Password (text input). At the bottom of the form are 'Save' and 'Cancel' buttons.

Change Password page

- 4 Enter your old password.
- 5 Enter your new password, and enter it a second time to confirm it.
- 6 Do one of the following:
 - To commit the changes, click Save.
 - Or –
 - To cancel the changes and return to the previous page, click Cancel.

Managing Deliveries

When you are logged into a user account on a DigiDelivery appliance, you can view and delete the pending deliveries sent from that account.

Viewing or Deleting Deliveries

To list or delete deliveries for an account:


- 1 Log into your account.
- 2 Click List Deliveries.



List Deliveries page (user account)

- 3 To delete a delivery, click the Delete button immediately to the left of the delivery you want to delete.

The selected recipient is removed from the corresponding delivery. If there are additional recipients for the same delivery, that delivery will not be deleted from the appliance.

 *To delete the entire delivery and free up disk space on the appliance, all recipients must be removed from the delivery.*

Downloading Client Software

To download the latest version of DigiDelivery client software, click Client Software. For installation details, see “Installing the DigiDelivery Client Software” on page 3.