



HYPACK
a xylem brand

Sounding Better!

Uploading and Downloading Files From HYPACK (A Xylem Brand)

By Caryn Zacharias

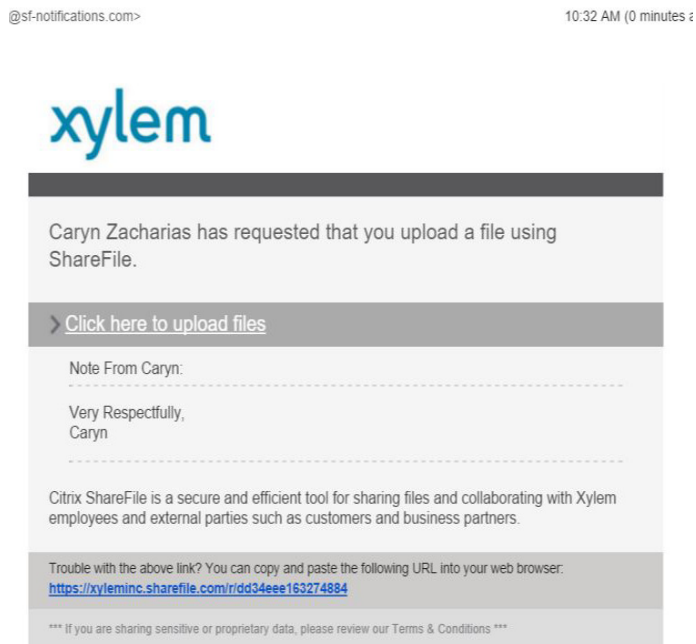
With the recent purchase of HYPACK, we are rolling into some new changes. HYPACK will no longer be able to upload or download files from Dropbox, Google Drive, One Drive, etc., nor will we have access to ftp.hypack.com. HYPACK will now be using a **Secured File Share Account** (Citrix ShareFile). HYPACK Tech Support relies heavily on receiving our user's data to assist in troubleshooting their issues. The following information is some guidance to assist you when uploading and downloading files to the secured ShareFile account.

UPLOADING FILES TO SHAREFILE

To upload files to the secured account, you will receive an e-mail from HYPACK with a link. The e-mail may look like Figure 1, or it could be a regular e-mail with a link listed within the body of the e-mail.

1. Click the “Click here to upload files” or the link in the regular e-mail.

FIGURE 1. Upload to ShareFile Email



2. Either click [Choose Files] to browse for the file(s), or drag the file(s) to the “Drag Files Here” box.

NOTE: If you are uploading a folder, the folder must be zipped. (There are instructions for zipping files if needed.)

FIGURE 2. Upload Files Window

If you would like to start over, there is an option to “Clear All” files.

3. Click [Upload Files]. An Uploaded Successfully window will appear. It also gives you an opportunity to upload more files if necessary.

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Upload Files

To upload a file, click Choose Files. Select files from the pop-up menu, or drag files from your computer on to the box. To upload multiple files at once, hold down the Shift or Control key as you select files.

Note: To upload a folder, click [here](#) for instructions.

If you have trouble uploading files, you can try using [Flash uploader](#) or [Standard Uploader](#).

Choose Files

Clear All

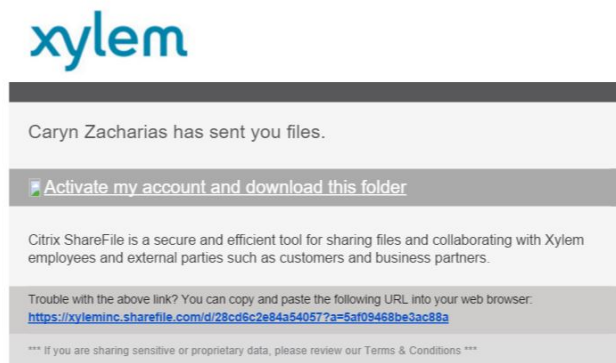
DRAG FILES HERE

Upload Files

DOWNLOADING FILES FROM SHAREFILE

If HYPACK needs to send files to you, you will receive an e-mail (like Figure 3) with a link to the download. If this is the first time you are downloading from ShareFile, you will see “Activate my account....”.

FIGURE 3. Activate and Download from ShareFile Email



First time users will be required to create a login. If you have logged in previously you just enter your email and password.

FIGURE 4. Create a Login Page (left), Log In Page (right)

The figure consists of two side-by-side screenshots of the Xylem login interface. The left screenshot shows the 'Create a Login' page. It features a 'Welcome!' message, a security warning, and a 'Sign In Information' section with fields for Username, New Password, Confirm Password, and Sign In URL. Below this is a 'Confirm Personal Information' section with fields for First Name, Last Name, Company, Time Zone, Daylight Saving Time, Date format, and Time format. The right screenshot shows the 'Log In' page. It features the Citrix ShareFile logo, 'SAML Login' and 'Email Login' options, a 'Single Sign-On' section, and a 'Forgot your password?' link. Both screenshots include a 'Log In' button.

1. **Create a Login:**

The Username is automatically populated.

 - a. **Create a password.**
 - Passwords are case sensitive and must have at least 12 characters which contain both upper and lowercase letters and at least one number.
 - Passwords do expire after 90 days
 - The last 22 passwords cannot be used
 - Users are locked out for 30 minutes after 5 failed login attempts.
 - b. **Enter a First and Last Name.**
 - c. **Save.**
2. **Login.** Enter username and password.
3. **Download the files available for you.**