Need some help sending files? Frank lends you a hand

Welcome to Frank, a project management platform for architecture and engineering firms that does so much more than timelines and time tracking. We like to think of Frank as a person who helps you see the bigger picture and the bottom line of your business, and lets you lean on him when you need a hand. He won't get in the way or dominate the conversation, and he isn't loud or demanding—he's here to help your studio run smooth so you have the freedom to practice your craft.

Frank File Transfer between external clients and team members
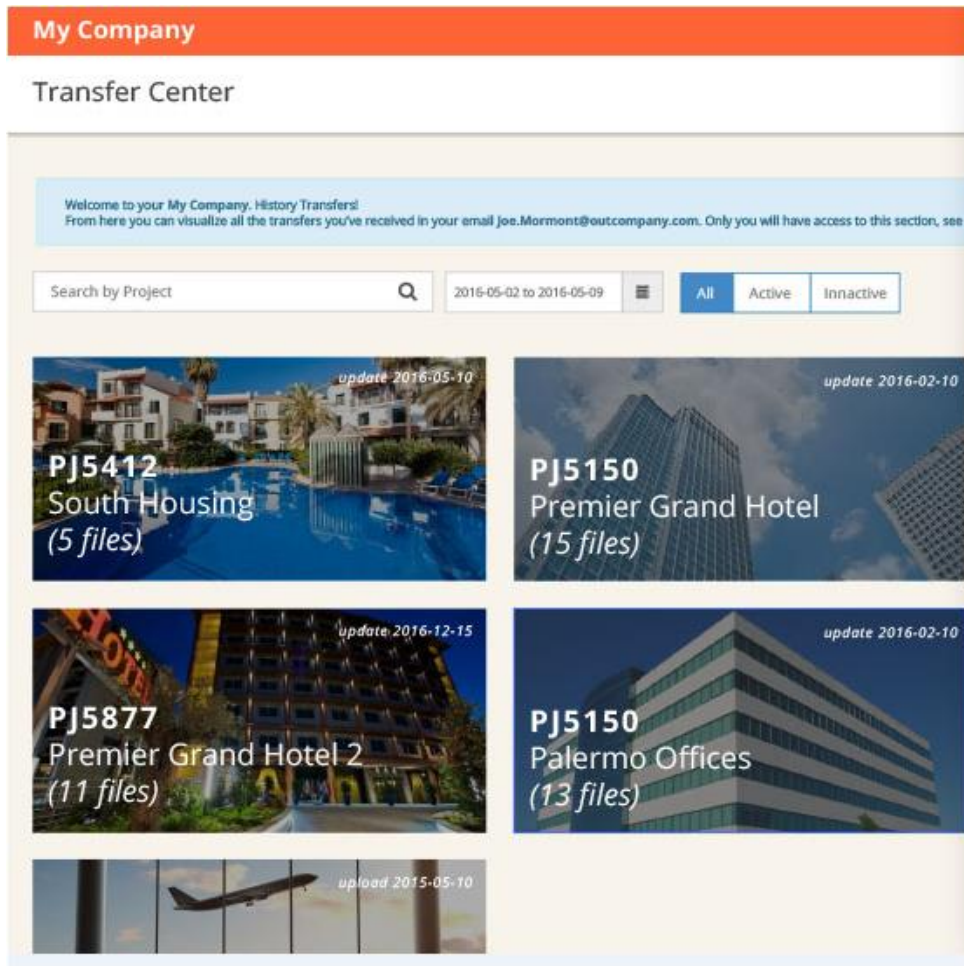
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1. What should I do if I am a new client and I want to send files to the company?

Each client has access to their personal Files Transfer site. You can access it through a link that should be sent to you by a team member of the company.

One click on the Go to Files Center button will take you straight to your personal Transfer Center, where you'll see a screen like this:

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2. What tasks can I perform from this site?

As a client, the Transfer Center will show you the history of the projects you've worked on with the company.

First, you should find the project you need, either by entering its name or by using the date and status filters.

Select it by clicking on its name, and you'll access a console where you'll see all files and transmittals related to that project.

The filters available reduce the search time of a sent or received file (Transfer or Transmittal).

The icon creates a file with a ZIP extension, which compresses the total content of the communication. This is possible provided that the expiration date is not due. If that was the case, you should ask the contact member of the Company to send you the communication.

If you want to see the detail of the content, you must click on the Name –ID. This opens a window with detailed information of the transfer, with the possibility of downloading selected files or to download all of them by clicking on "Download all as zip". If the link to the file is no longer active, you should contact the company to generate a new transmission.
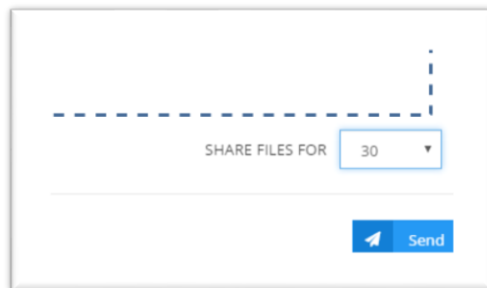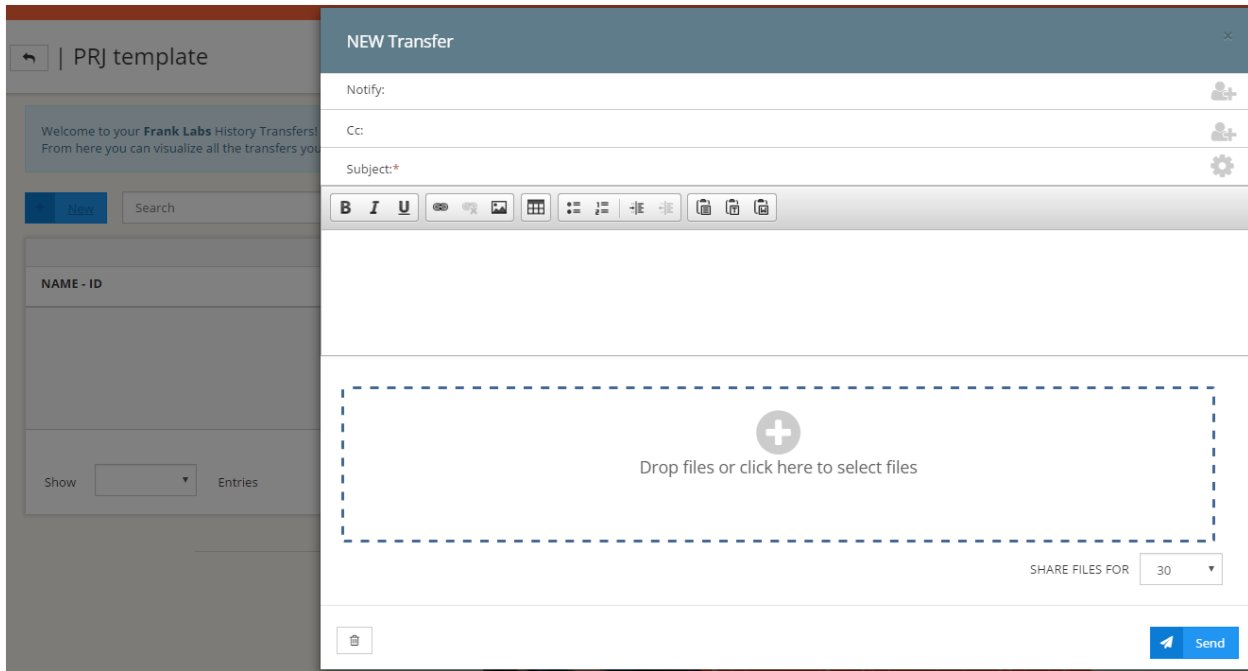

3. How do I send files to the company?

First, you must select the project to which the files are related.

Then, click on

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This will open a window with the behavior of a general mail server. The subject field must be completed to proceed with the transfer.

The Share Files For button will allow you to select the amount of days the files will be available for download.

The data from this new transfer will now be displayed on the console of that project.

4. How do I know if the company sent me a file transfer?

If you are sent is a file or group of files, you'll receive an email with its information and shortcuts to:

- **Download ZIP** — Download all transfered files in one step.
- **Go to Transfer** — Access the Files Center .
- **Go to my Files Center** — Acces the transfer details and select the files you want to download.

My Company name
PROJECT XXXXXX

Transfer TS1002

Hola Joe Mormont,

Marcos López (marcos.lopez@mycompany.com) te ha enviado una transferencia de 7 archivos (**TS1002**) pertenecientes al projecto **Premier Hotel Park(PJ0441)**, a través de **Frank Collaboration.** El mismo estará disponible para su descarga **hasta el 31/07/2016.**

Mensaje de Marcos López:
Hola! les comparto los archivos de avances de obra. Quedo atento a sus comentarios!

Marcos

Download ZIP   or   **Go to Transfer**

See transfer in Frank

Detalle de archivos:

archivoarch archivo ivonombre extra extra extra largo.png		65 mb
848125-14511z archivoarch extra extra largo extra extra extra largo.png.png		23 mb
archivoarch archivo ivonombre extra extra extra largo.png		652 mb
archivoarch archivo ivonombre extra extra extra largo.png		987 mb
archivoarch archivo ivonombre extra extra extra largo.png		932 mb
archivoarch archivo ivonombre extra extra extra largo.png		187 mb

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These actions will take you the Files Center, where you'll find a console with the sent and received transfers and Transmittals.

5. What is a transmittal?

A transmittal is a report of the progress of deliverables. This communication includes information directly related to the project's progress, and will be delivered on the dates you agree with the team or when deemed necessary.

6. How do I see it in the Files Center?

You use filters to find them quickly in the console.

Was this article helpful? You have more questions? support@frankcollaboration.com

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