

The word "Frank." is written in a white, handwritten-style font on a solid orange rectangular background. The letters are slightly slanted and have a casual, friendly feel. A period follows the word. The text is centered within the orange box.

## 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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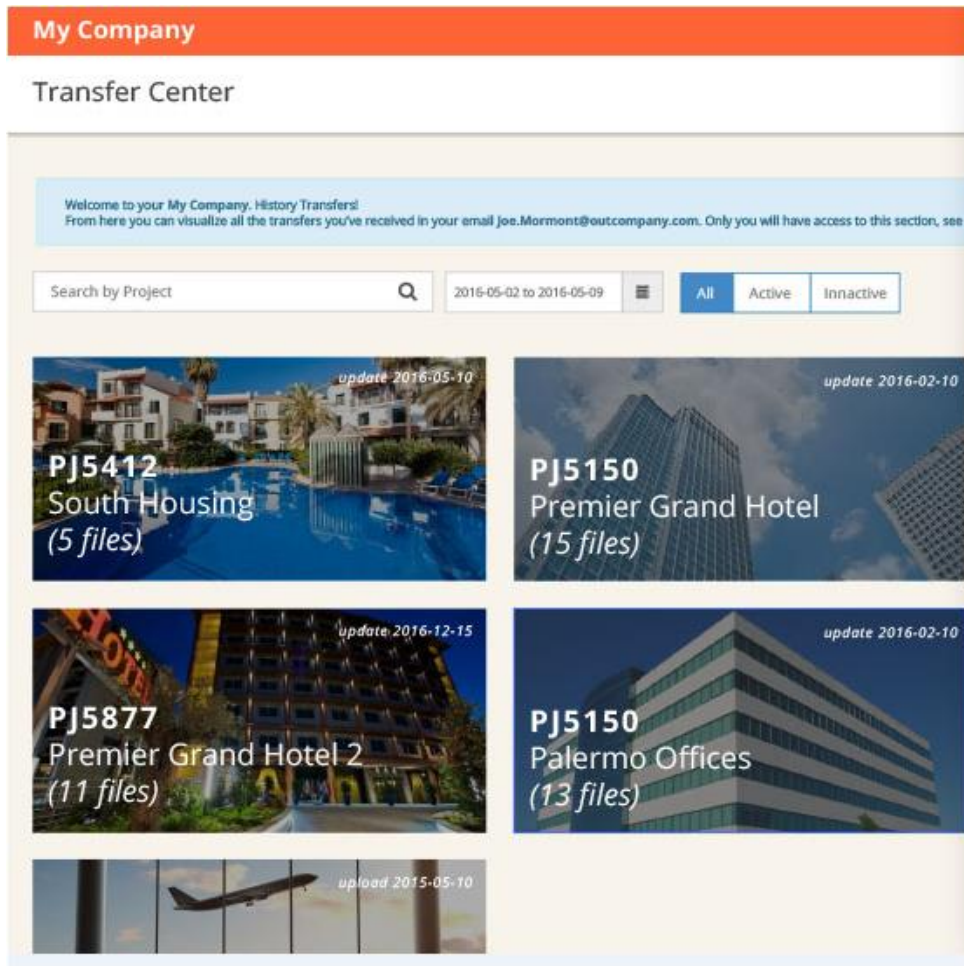


## 1. What should I do if I am a new client and I want to send files to the company?

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.

The screenshot shows an email interface. At the top left, it says 'Company' in blue and 'FILES CENTER' in grey. The main heading is 'Welcome' in blue. Below that, it says 'Hi Xavier Colbert.' in orange. The body text reads: 'I would like to invite you to collaborate on the Bechtel Mall project through Frank, a friendly platform that helps architecture and engineering studios with their operations and project management. We'll be using Frank to share ideas, gather feedback, track the team's progress and exchange documents. You've been granted access to the "Files Center", where you'll be able to consult, download and send files related to the project. To enter the site, please use the following link:'. Below the text is a green button that says 'Go to my Files Center'. Underneath the button, it says 'I look forward to seeing you there!'. At the bottom of the email, there is a promotional banner for Frank. It features a small image of a hand using a tablet, the Frank logo, and the text 'Powered by Frank' and 'With Frank you can... Optimize your efforts to build a better business'. At the very bottom of the banner, it says 'Get back to doing what you love and let me take care of the rest. Frank'.

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



## 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?

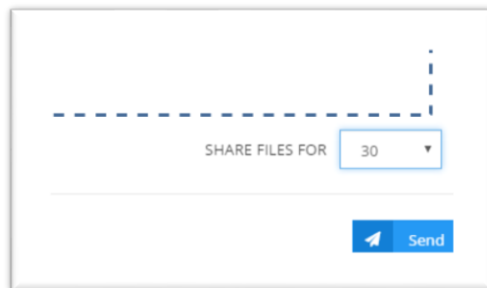
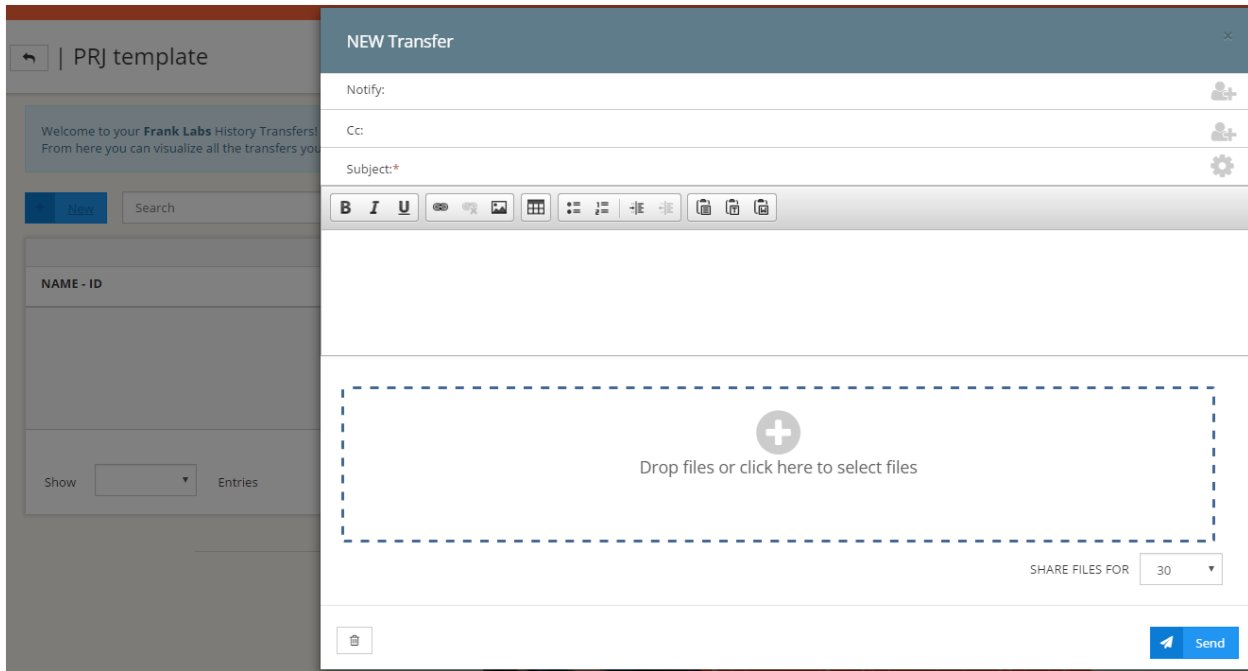
First, you must select the project to which the files are related.

Then, click on

Frank.



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.

*Frank.*

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

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

- [Download ZIP](#) Download all transferred files in one step.
- [Go to Transfer](#) Access the Files Center .
- [Go to my Files Center](#) Access 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 proyecto **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





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.

The screenshot shows the Frank Files Center interface for a project named 'PRJ278 | Projecto Wingood Tower'. The interface includes a navigation bar with 'My Company' and a user login 'uotuser@outcompany.com'. Below the navigation bar, there is a search bar and a filter menu with options: 'All', 'Transfers', 'Transmittals', 'Received', and 'Sent'. The 'Transmittals' filter is currently selected. The main content area displays a table of transmittals with the following columns: NAME - ID, UPLOAD, FILES, TOTAL SIZE, UPLOAD DATE, and EXPIRATION DATE. The table contains six rows of data, all showing 0 files and 0 bytes. At the bottom of the table, there is a 'Show' dropdown menu and a pagination control with 'Previous', '1', '2', and 'Next' buttons. The interface is powered by Frank, as indicated by the logo and text at the bottom.

NAME - ID	UPLOAD	FILES	TOTAL SIZE	UPLOAD DATE	EXPIRATION DATE
INSTANCIA 0004	James Ruer	0	0 bytes	Sept. 6, 2016, 8:29 a.m.	-
INSTANCIA 0004	Pamela Foley	0	0 bytes	Sept. 6, 2016, 8:27 a.m.	-
INSTANCIA 0004	Teo Pascual Mendez	0	0 bytes	Sept. 6, 2016, 8:09 a.m.	-
INSTANCIA 0003	Pamela Foley	0	0 bytes	Sept. 6, 2016, 7:53 a.m.	-
INSTANCIA 0002	Teo Pascual Mendez	0	0 bytes	Sept. 6, 2016, 7:26 a.m.	-
Inst002	Pamela Foley	0	0 bytes	Aug. 31, 2016, 10:56 a.m.	-

Was this article helpful? You have more questions? [support@frankcollaboration.com](mailto:support@frankcollaboration.com)