DHB Bank Secure File Transfer
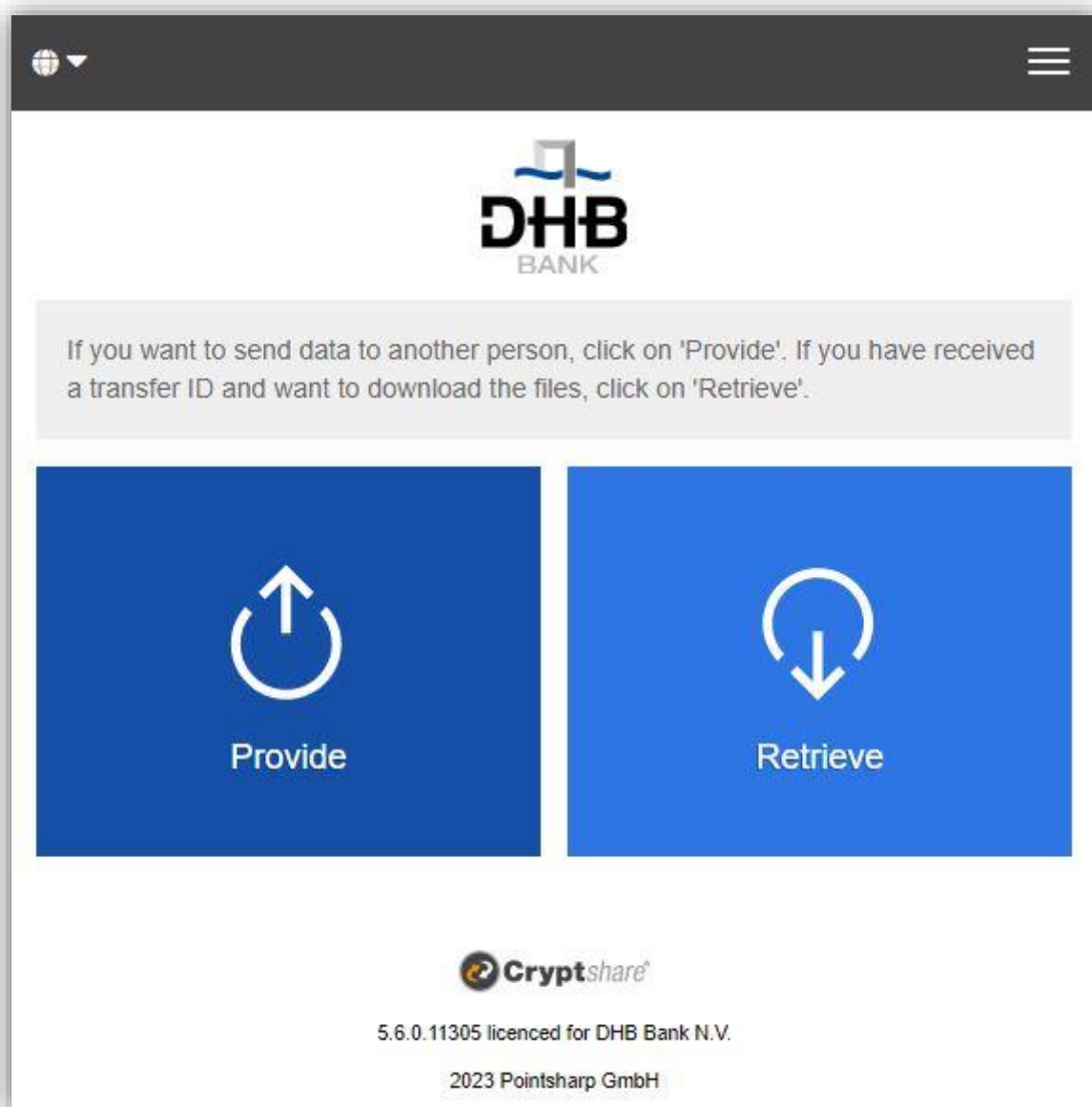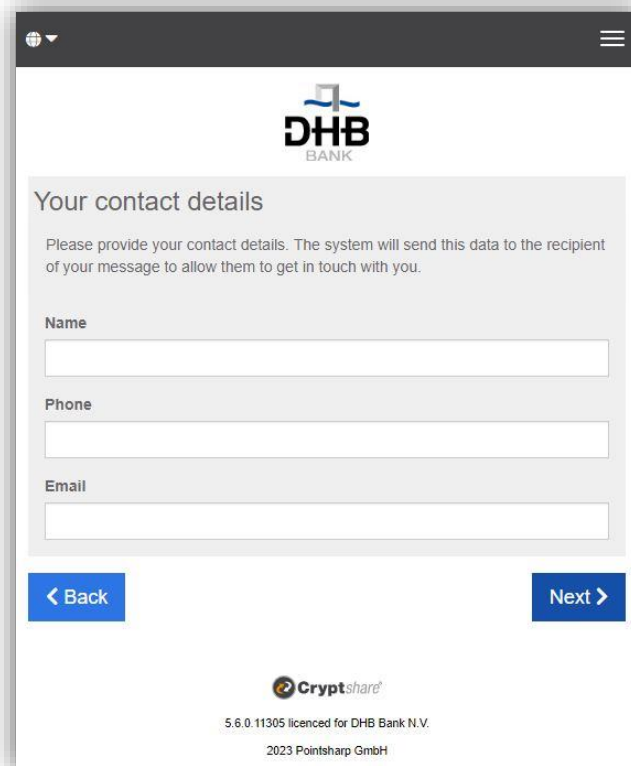# User Instructions

Sending Files

1. Open a web browser and go to the following link: https://filetransfer.dhbbank.com

2. On the following click on **Provide**:
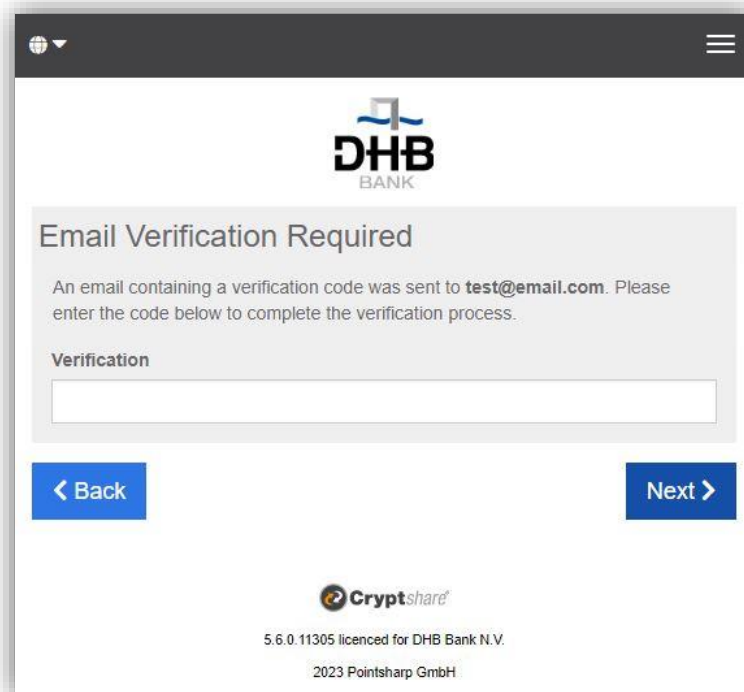
3. Enter your contact details in the fields provided and click on **Next**:

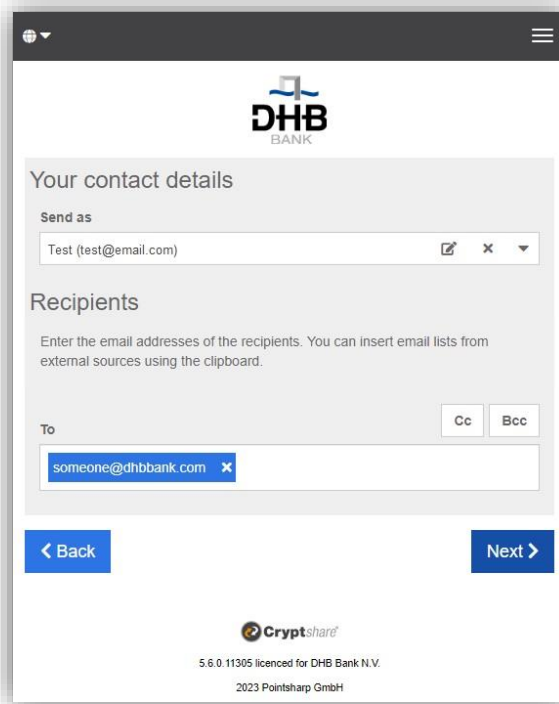4. A Verification Code will be automatically sent to your email address. This should only take a few seconds to arrive (*but you may need to check your junk folder if you don't get it*). Enter the Verification Code in the window as shown below and click on **Next**:
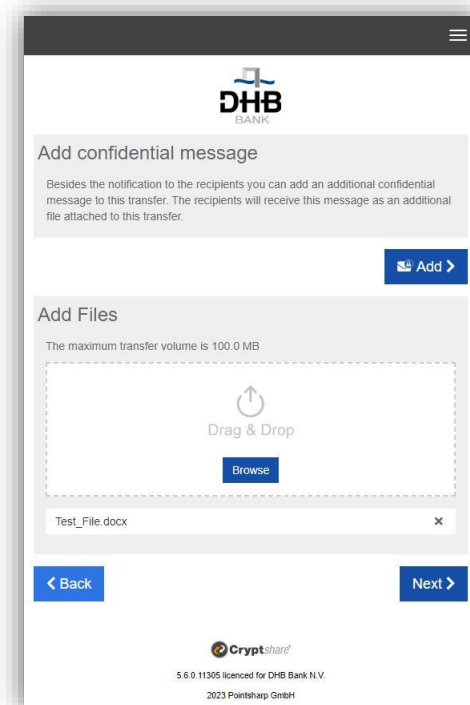
5. The following will be displayed then, where you can input recipient(s) email address.
    Please note that DHB Bank Secure File Transfer will only work for sending email to DHB Bank email address (i.e. an email address that ends with '@dhbbank.com').
    After entering the email address click on **Next**:

6. By clicking on the Browse button, a window opens in which you can search for the files you would like to send. Select the file (alternatively drag and drop it) and then click on **Next**. *Optionally you can also add confidential message by clicking on Add button. Enter your message and click on Save. Afterwards you can click on **Next***:

7. On the following Transfer Options screen you can set an expiration date for this transfer (with a maximum of 10 days), select a language for the notifications which recipient(s) receives, select your notification options and set or generate a password for recipient(s).
Please note that you can also not prefer to set/generate a password for this transfer. In that case your transfer will still be secure but every reader of the notification email will be able to download a transfer without having to enter a password.

If you prefer to set the password (Enter password option) please use a combination of upper case and lower case letters, numbers and other characters ie. @#.~+ to increase the strength of your password.
Please note that this password should not be shared using the same email addresses as used in the secure file transfer message. Please use an alternative secure contact method when passing on any passwords.
Click on **Next**:

8. On the next screen the notification for recipient(s) will be displayed. Please note that you can freely modify this notification but it is non-confidential in any way.
Click on Start Transfer when you are ready to proceed:
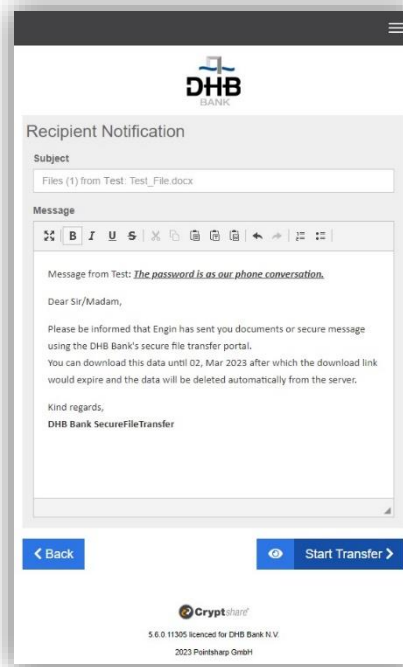
9. Now the final message should state that the transfer is completed:
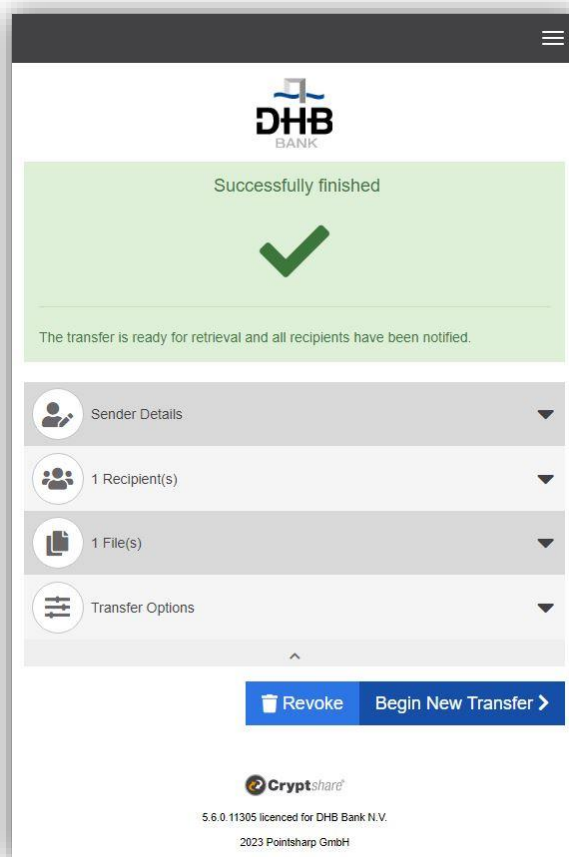
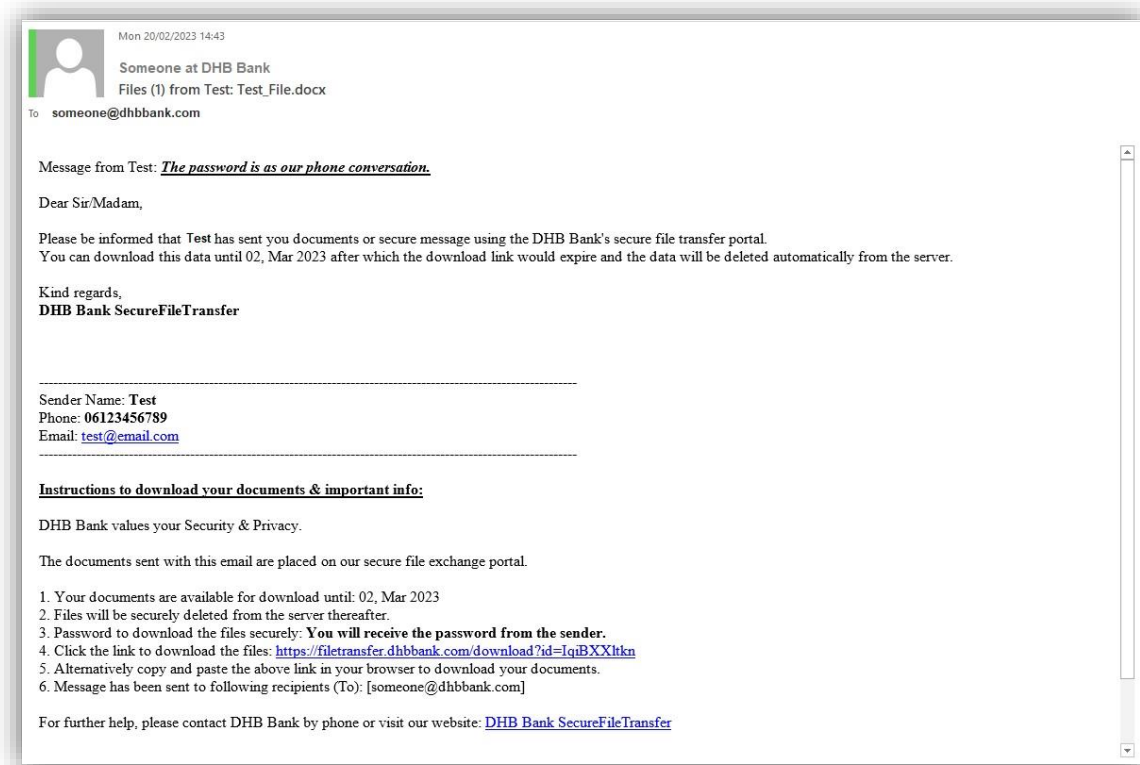You will receive confirmation emails on delivery of message to recipient(s) and again when recipient(s) access the information sent.

Receiving Files

1. The file recipient will receive an email - like the one shown below - to inform that a file has been provided through DHB Bank Secure File Transfer. Click on the given link to download the file.

2. Enter the password provided by sender and click on Next:
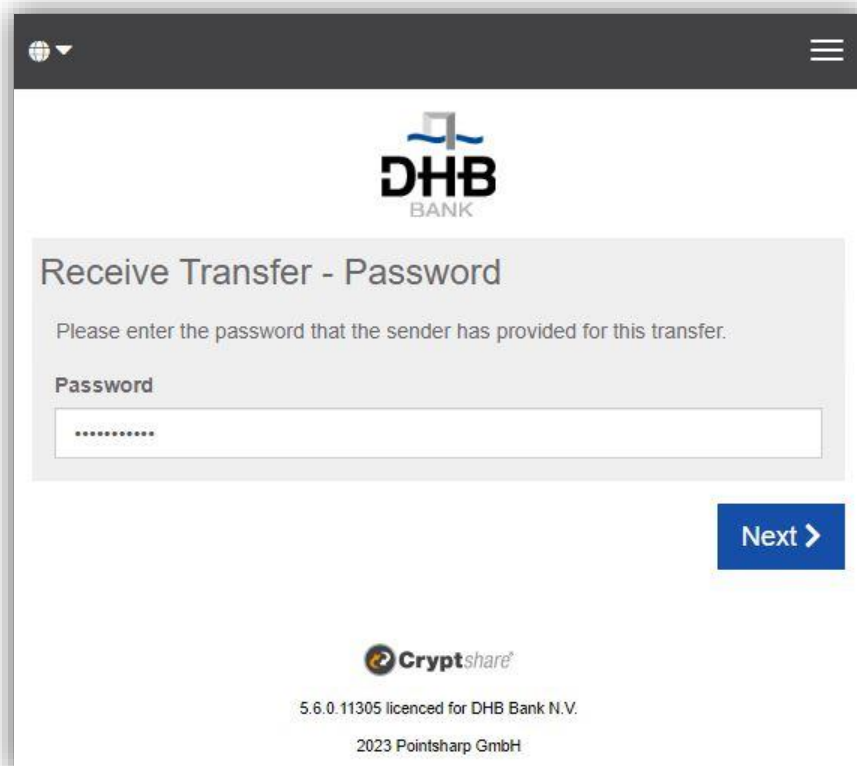
3. Click on the file to download. If you want to send a message or file to the sender you can click on Reply or Reply to all. After opening/saving the downloaded files you can close the screen.
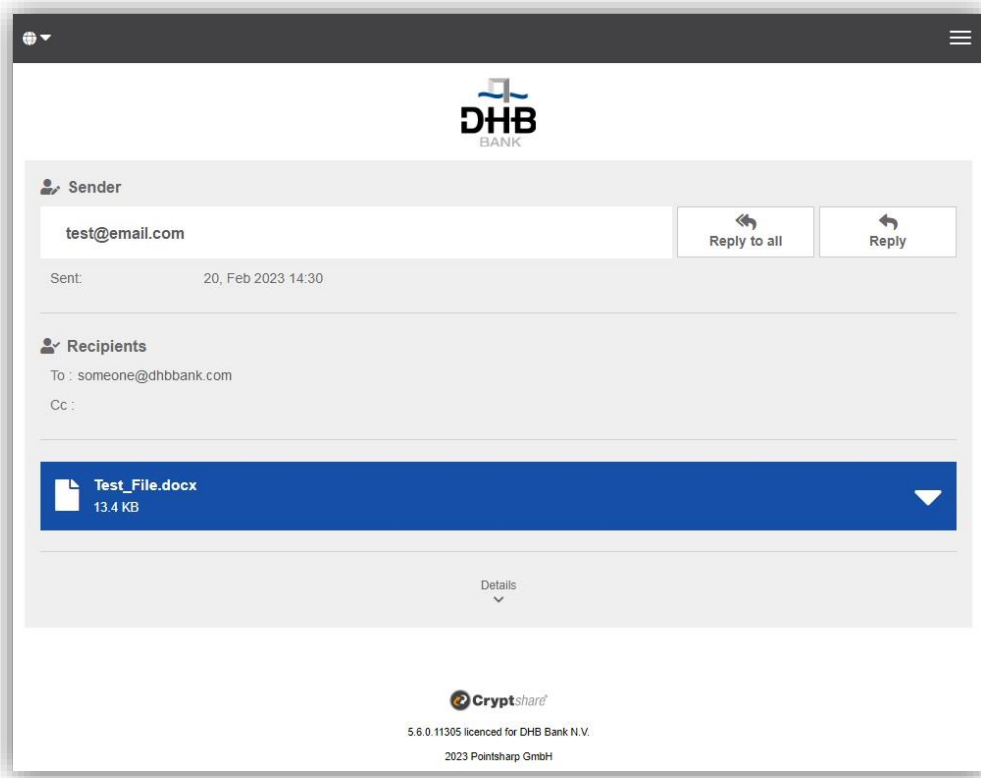
4. An automatically generated email will be sent to notify the sender when the recipient has downloaded the provided file.