



HYPACK
a xylem brand

Sounding Better!

A New Way to Send and Receive Data Files

By John Marinuzzi

Whether it is a support issue, a program update, or custom program, we frequently have to send and receive large data files back and forth to customers. A lot of times, this cannot be done via email. For the last 15+ years we have been using FTP (File Transfer Protocol) to achieve this. FTP is old technology. And while it is still in use, there is a better way. Since the emergence of “cloud” technology, data storage and sharing has become very easy and requires nothing more than a web browser and email. With the HYPACK merge with Xylem, we have been afforded a great platform to do this. It is called Citrix File Share. In this article, I will show you how to use it.

GETTING FILES FROM HYPACK

If you need to get a program or data from us, ask your support representative to send you the download link. You will receive an email that looks like this:

xylem

John Marinuzzi has sent you files.

To download this file, you must first activate your account and set your personal password.

> [Activate my account and download 09 - Tengboche.mp3](#)

Note From John:

can be downloaded here.

NUZZI

Citrix ShareFile is a secure and efficient tool for sharing files and collaborating with Xylem employees and external parties such as customers and business partners.

Trouble with the above link? You can copy and paste the following URL into your web browser:

<https://xyleminc.sharefile.com/d/4477ef8bfb0e4e847a=39b1d585ad47dde6>

*** If you are sharing sensitive or proprietary data, please review our Terms & Conditions ***

If it is your first time using the site, when you click the link, your web browser will take you to a page that looks like this:



Welcome! Update password to continue

	Username: nuzzi@
New Password: *	New Password
Confirm Password: *	Confirm Password

Sign In URL: <https://xyleminc.sharefile.com/>

Continue

You must create a password for your email address (username) on the first use. This step will not be necessary after establishing an account. After creating a password, the site will ask for your name and organization as well:

Again, this information will only need to be provided on the first use.

The xylem logo is displayed in a blue, lowercase, sans-serif font.

Confirm personal information

First Name :*

Last Name:*

Company :

Time Zone:

(UTC -05:00) Eastern Time

Observe Daylight Saving Time (US & Canada)

month/day/year

24-hour format

Default email language:

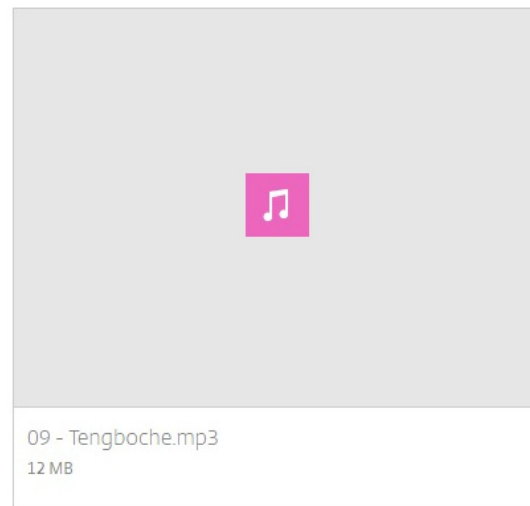
English (Account Default)

Back

Save

After filling in and saving the data, you will have a link to download the data:

Once the file is downloaded, the support agent will be notified that the file was received. The file will only stay on the site for 30 days or until deleted (by us).



View

Download

SENDING FILES TO HYPACK

If you need to send data to us, then simply ask your agent for an upload link. You will get an email with a link to upload your files. The email looks like this:

Marinuzzi, John - Xylem <nuzzi@hypack.com>

to me ▾

<https://xyleminc.sharefile.com/r-r29167b86271484ba>

John Marinuzzi
Programmer
HYPACK - A Xylem Brand
56 Bradley Street
Middletown, CT 06457
Office: [+1-860-635-1500](tel:+18606351500)
Direct: [+1-860-975-4012](tel:+18609754012)
nuzzi@hypack.com
www.hypack.com

HYPACK 2017
Hydrographic Training Event



January 9th-12th, 2017
New Orleans, Louisiana
WWW.HYPACK2017.COM

Register Now!

Clicking on the link will bring you to the following screen:

You select all the files you want to send and when it is finished uploading, it will send the support agent an email that the files are ready to be downloaded.

File Request from John Marinuzzi at Xylem



Drag files here

[Browse files](#)

Upload

Over the next few years, we will be phasing out the FTP site and relying on Citrix for data sharing. No more extra programs needed, or default login credentials, or large directory structures looking for your data, and best of all, more security.

If you have any questions about this, please feel free to contact me.