

# Managing Files and Email Options in CTSLink Direct

Computershare business groups and their external business partners use this procedure to upload files, download files, and manage email options in CTSLink Direct.

## Technical Support

The CTSLink Customer Service team is available to answer questions regarding this service and can be reached at:

- Toll free: 866-846-4526
- Email: [ctslink.customerservice@wellsfargo.com](mailto:ctslink.customerservice@wellsfargo.com)
- Hours of operation: Monday – Friday from 8:00 a.m. – 6:00 p.m. Eastern Time.

## Uploading Files

1. Sign on to **CTSLink Direct** using your user ID and password. Refer to **Registering for CTSLink Direct Access**.
2. On the **List Libraries** screen, click the library that needs to have files uploaded to it.
3. Click the **File Upload** tab.

If uploading	Then
One file	A. Click the <b>Single File Upload</b> tab. B. Follow the instructions that appear on how to upload a single file.
Multiple files	A. Click the <b>Bulk Upload</b> tab. B. Follow the instructions that appear on how to upload multiple files.

## Downloading Files

1. On the **List Libraries** screen, click the library and select the **Available Files** tab to view the list of files available to download.
2. On the **Available Files** screen, download a file using one of three methods:

Option	Action
Save Target As	A. Right-click the name of the file to download.

	<p>B. Select <b>Save Target As</b>.</p> <p>C. Follow the prompts to download the file to an appropriate folder on the local area network (LAN).</p>
Open and Save file	<p>A. Click the name of the file to download.</p> <p>B. Select Open to view the file in a browser.</p> <p>or</p> <p>C. Select Save to save the file to an appropriate folder on the LAN.</p>
Zip Download. (Ideal to use when downloading more than one file.)	<p>A. Check the box to the left of the name of the file(s) to download.</p> <p>B. Click the <b>Zip Download</b> button.</p> <p>C. Save the zipped file to an appropriate folder on the LAN.</p>

### Managing Files

Contact a Computershare business representative to delete a file, retrieve a deleted file, or increase file or library space.

### Managing Email Notification Settings

1. In the **List Libraries** screen, access the library to update email settings.
2. Select the **Email Options** tab.
3. Select one or more of the email notification options.

<b>Option</b>	<b>Action</b>
Disable email notifications.	Do <i>not</i> check the <b>Enable mail options</b> box.
Enable email notifications.	Check the <b>Enable mail options</b> box.
Receive notification every time a file is uploaded to the library.	<p>A. Check the <b>Enable mail options</b> box.</p> <p>B. Check the <b>Send me an email every time anyone uploads to this library</b> box.</p>
Receive notification every time a file is downloaded from the library.	<p>A. Check the <b>Enable mail options</b> box.</p> <p>B. Check the <b>Send me an email every time anyone downloads from this library</b> box.</p>
Receive notification every time you upload a file to the library.	<p>A. Check the <b>Enable mail options</b> box.</p> <p>B. Check the <b>Send me an email every time I upload to this library</b> box.</p>

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4. Click the **Update** button to save notification settings, or click **Clear** to change the selected options.

**End**