

How Do I Upload Files to Mega.nz?

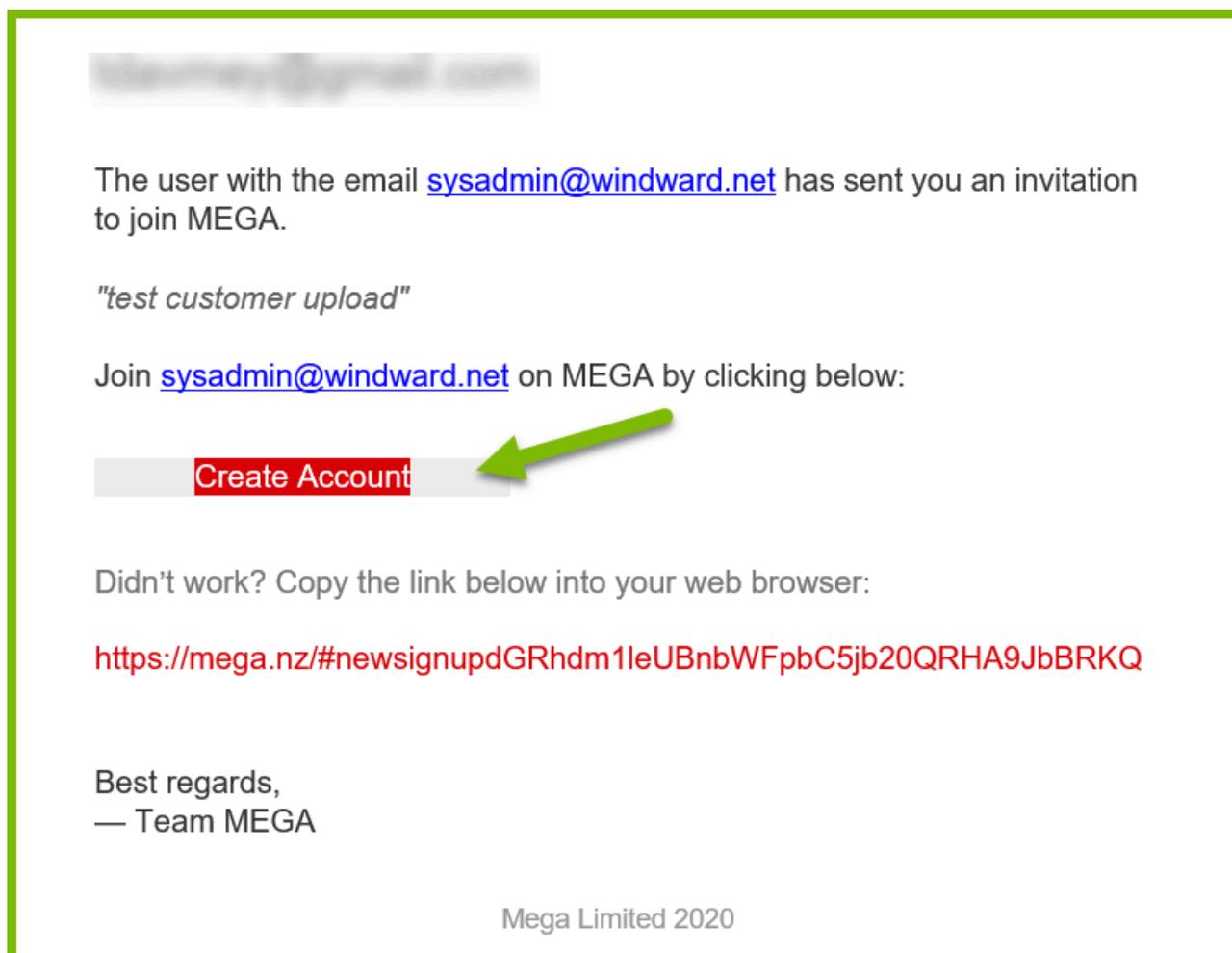
When customers must share files with Windward Support that are too large to attach to support tickets, we use mega.nz for securely uploading those files.

This article describes how to upload files to mega.nz when asked to by Support.

Create Mega.nz Account

If you already have a mega.nz account, skip to [Accept Directory Sharing Request...](#)

After Support creates your upload directory, you will receive an email from mega.nz to create an account, click on "Create Account."



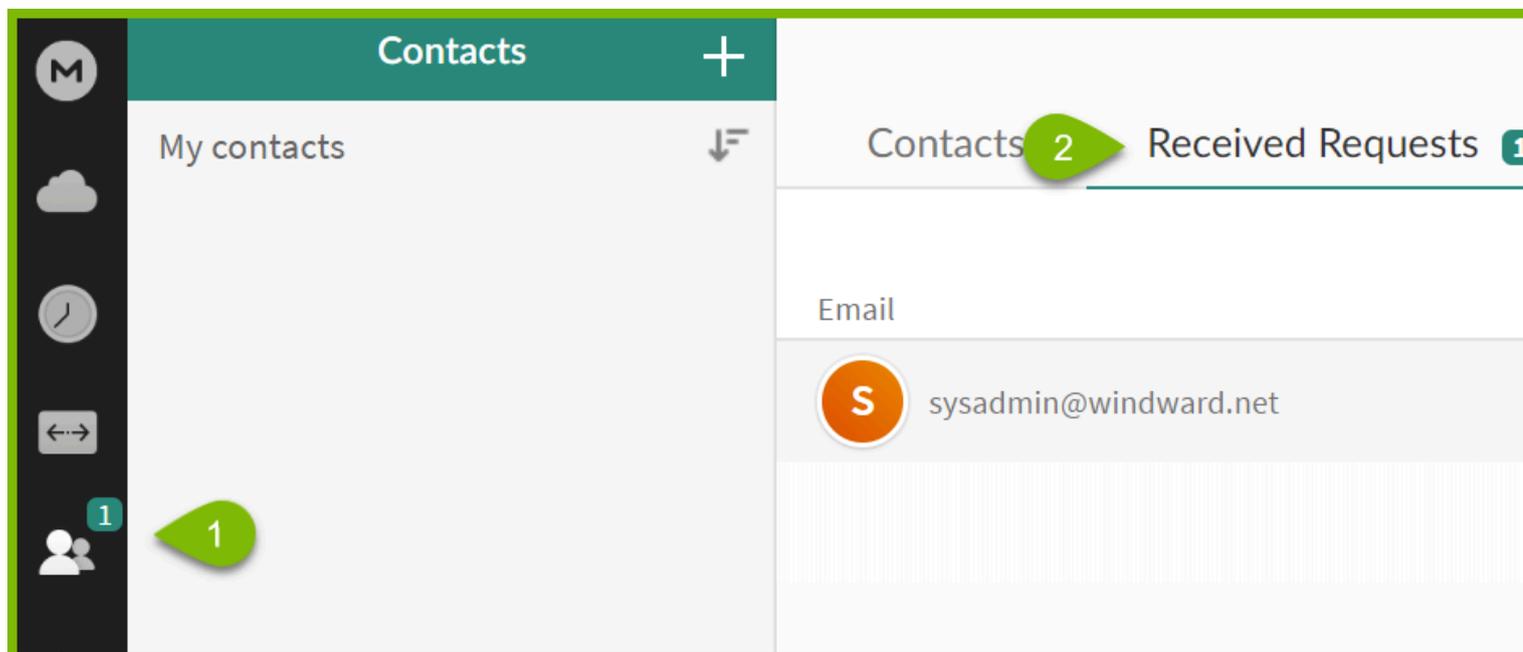
Complete the information for your free account. You will be asked to confirm the new account via email.

Notify Windward Support after you've created your new account, with the email address you used to create the account.

Accept Directory Sharing Request from Windward Support

After logging in to your mega.nz account:

1. Click on the "Contacts" icon in the toolbar on the left-hand side of the page
2. Click on the "Received Requests" tab
3. Click on the "Accept" button



! At this point, log out, then log back into mega.nz before proceeding.

In the "Contacts" list sysadmin@windward.net will appear. Double-click on the directory Windward Support shared with you.

The screenshot displays the Windward Admin interface. On the left, a vertical sidebar contains navigation icons: a profile icon with 'M', a cloud, a clock, a double-headed arrow, a group of people, and a speech bubble. The main area is titled 'Contacts' and has a '+ ' icon in the top right. Below the title, there is a 'My contacts' section with a dropdown arrow and a list containing 'Windward Admin', which is highlighted with a green arrow. To the right, there are two tabs: 'Contacts' (selected) and 'Received Requests'. Below the tabs, a profile card for 'Windward Admin' is shown, including a profile picture, the email 'sysadmin@windward', a green 'Online' status indicator, and buttons for 'Start conversation' and 'Remove contact'. Below the profile card, a message states 'Windward Admin shared the following folder(s)'. A table lists the shared folder:

Name
test_customer_upload Empty Folder

The folder name 'test_customer_upload' is highlighted with a green arrow.

Drag and drop your file(s) to the Empty Folder icon.

The screenshot displays a file sharing interface. On the left, a sidebar titled "Shared Items" contains a section "My incoming shares" with a downward arrow icon. Below this, a folder named "test_customer_upload" is highlighted. The main area on the right shows the details of this folder. At the top, there are tabs for "Incoming Shares" and "Outgoing Shares". Below the tabs, the breadcrumb path is "test_customer_upload". The folder icon is a yellow folder with a left-pointing arrow. To the right of the icon, the folder name "test_customer_upload" is displayed. Below the name, the user "Windward Admin <sysadmin@>" is shown with a circular profile picture. At the bottom of the main area, there is a heart icon and a column header "Name".

When prompted to confirm the upload, click on "Share."

Upload 4 files

Selected items:

 meganz_create_account.png (... and 3 more) 

Target:

 > Windward Admin > test_customer_uploadMy folders Search  test_customer_upload

New Folder

Do not show again

Cancel

Share

You will see thumbnails of your files appear in the file upload area, and a "Completed" window.

The screenshot shows a cloud storage interface with a sidebar on the left containing navigation icons. The main area is titled "Shared Items" and shows a folder named "test_customer_upload". A modal dialog is open at the bottom, displaying a progress bar at "100% Completed". The dialog lists four files that have been successfully uploaded, each with a green checkmark and the word "Completed". A green arrow points to the "Completed" status of the first file.

File Name	Status
meganz_contact_list.png	Completed
meganz_create_account.png	Completed
meganz_accept_invitation.png	Completed
meganz_open_shared_folder.png	Completed

Now that your file(s) are securely uploaded, notify Support.