

# How Do I Upload Files to Mega.nz?

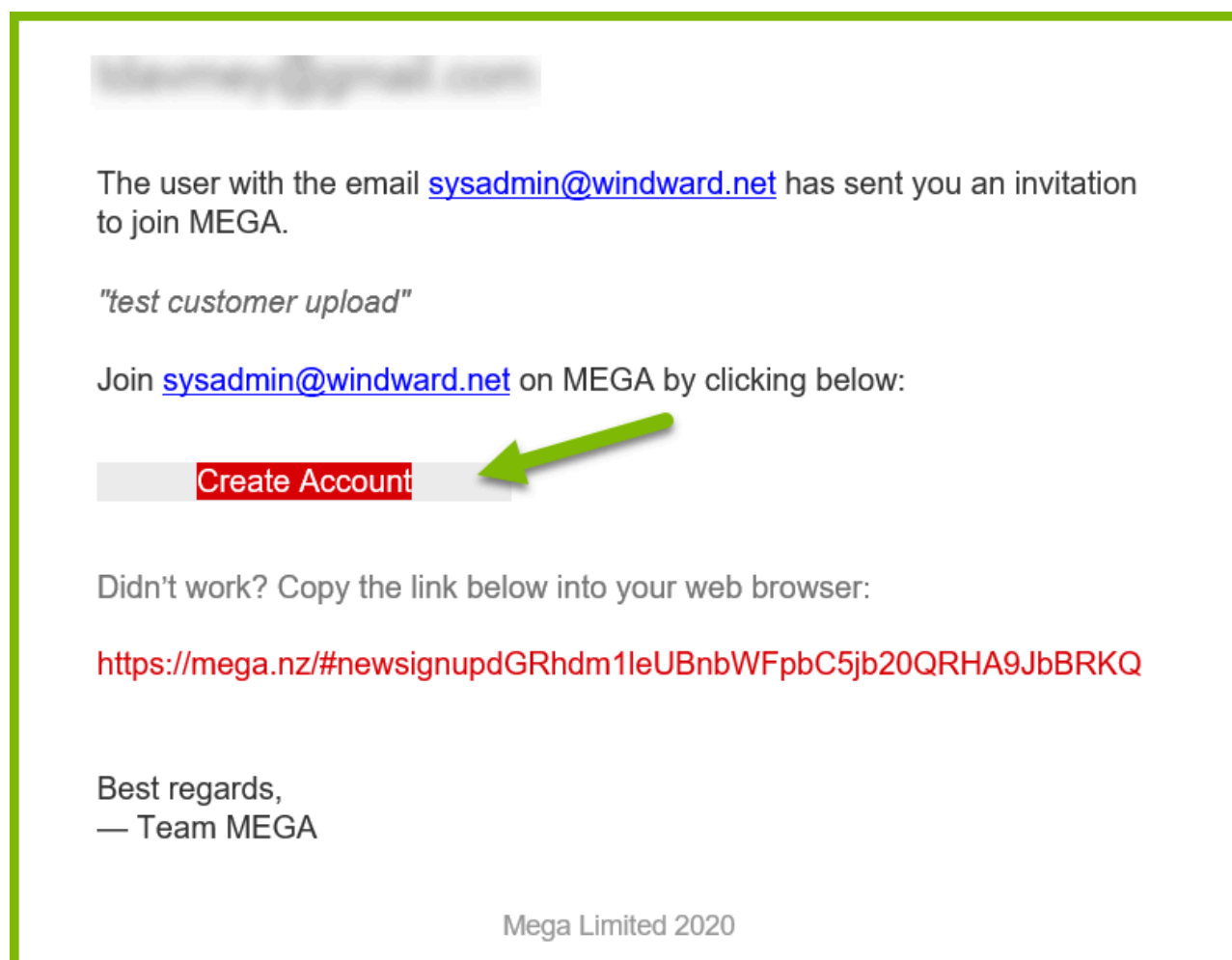
When customers must share files with Windward Support that are too large to attach to support tickets, we use mega.nz for securely uploading those files.

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."



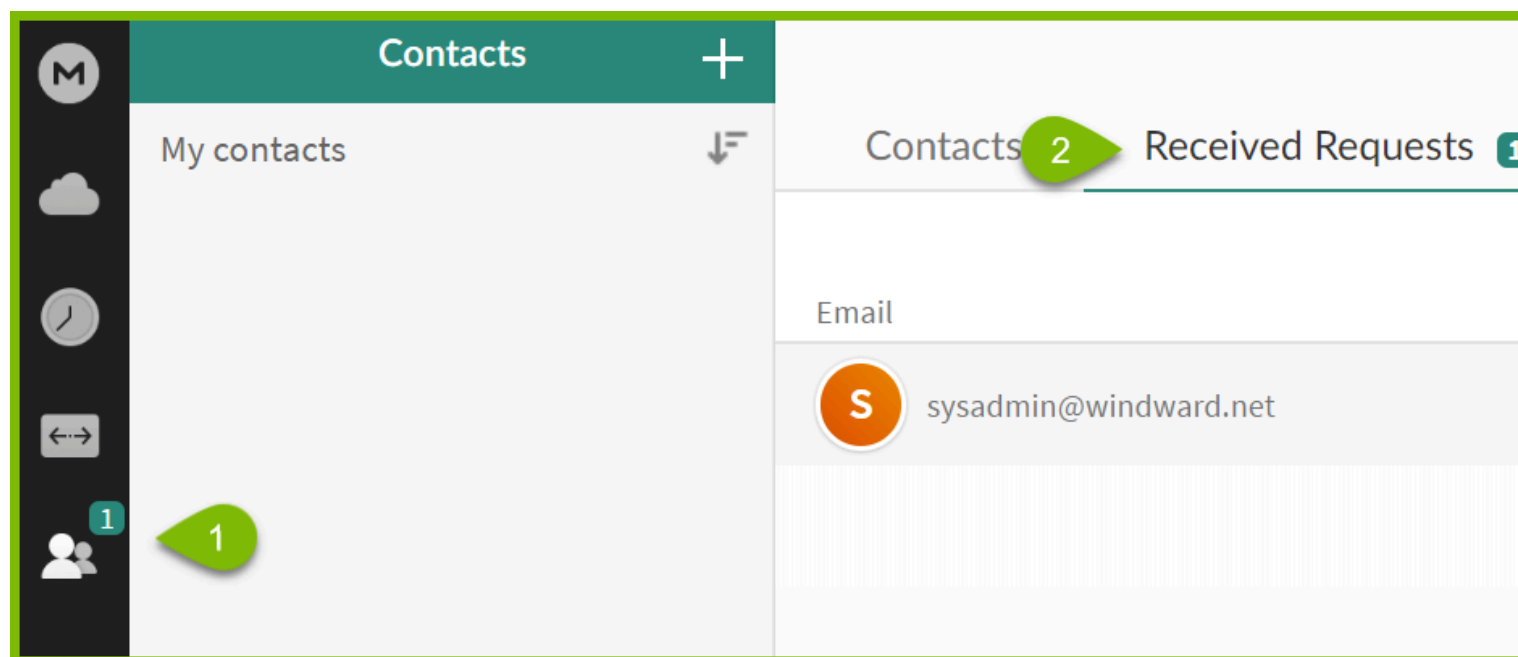
Complete the information for your free account. You will be asked to confirm the new account via email.

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

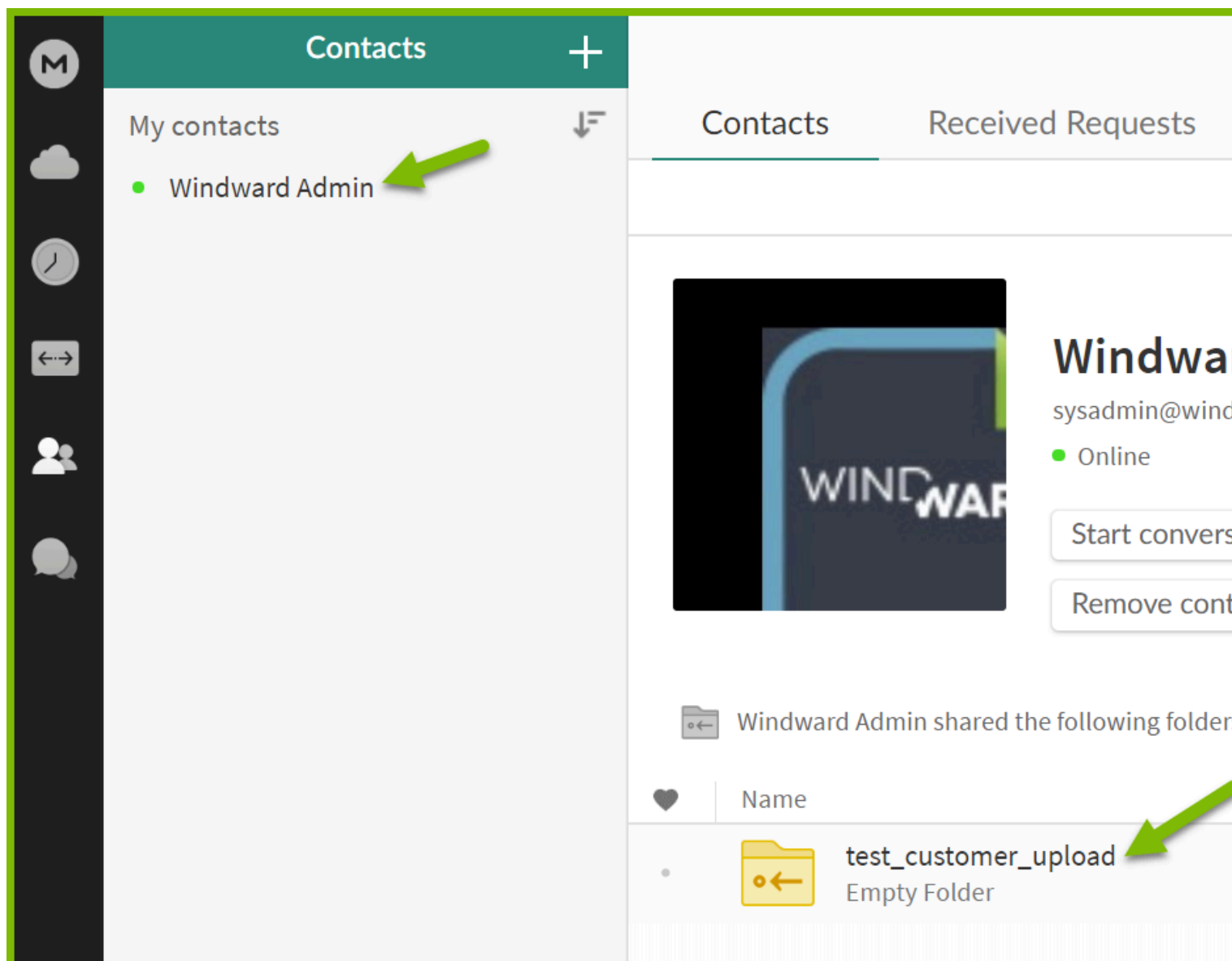
After logging in to your mega.nz account:

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](mailto:sysadmin@windward.net) will appear. Double-click on the directory Windward Support shared with you.



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

Shared Items

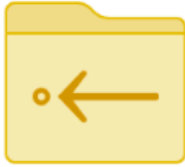
My incoming shares 

test\_customer\_upload


Incoming Shares


Outgoing Shares

test\_customer\_upload



test\_customer\_uplo

 Windward Admin <sysadmin@>



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\_upload

My 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 displays the Windward Admin interface. On the left is a dark sidebar with icons for a menu, cloud, clock, double arrows, people, speech bubble, trash, gear, and a circular arrow. The main area has a top navigation bar with 'Dashboard' and 'Shared Items'. Under 'Shared Items', there's a section for 'My incoming shares' with a folder named 'test\_customer\_upload'. To the right, there's a section for 'Incoming Shares' and 'Outgoing Shares', also showing the 'test\_customer\_upload' folder. Below this, there are two smaller panels: 'Contacts' and 'Recei' (likely Receipts). A large dark grey dialog box is open at the bottom, showing a progress bar at '100% Completed'. It lists four files that have been successfully uploaded, each with a green checkmark and the word 'Completed'.

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.