

# Client Support

Documentation to assist customers of George & Bell Consulting.

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# LiquidFiles Secure Transfer Service

LiquidFiles is a file transfer service that helps ensure the security and confidentiality of all documents provided to George & Bell Consulting. The service works by ensuring that all confidential documents are transmitted in encrypted form and that the recipient of any document is verified before allowed access.

# Receiving Documents

This guide will walk you through receiving a document securely from a George & Bell representative. This is achieved through a service called LiquidFiles.

A recent LiquidFiles update has changed how accessing a document works. Rather than signing in, you'll now be requested to enter in a Secure Token (password). More information on this change can be found below.

## Instructions

1. After secure documents have been sent to you via the LiquidFiles service, you will receive the following email message:

Please note the sender of this message will be [noreply@georgeandbell.com](mailto:noreply@georgeandbell.com).

### Secure Message Info

Message ID	z96NsXuMER0z65Op1Y1Jj1
Message Expires	Thursday, 5 October
Message URL	<a href="https://transfer.georgeandbell.com/message/">https://transfer.georgeandbell.com/message/</a>
Permission	Only specified recipients can access the files attached to this message.

### Files attached to this message

Filename	Size
	13.6 KB

Download Attached Files

Reply to this Secure Message


2. To access the documents, please click **Download Attached Files**. A browser window will appear requesting that you enter in your email address. Once entered, select **Authorize**.

The email address you enter must match the address the George & Bell Representative sent the secured files too.

## Please Login to Access Secure Message

You are about to view a Secure Message. You need to login before viewing. Please enter your email address or login to continue.

If you don't have an account on this system, please enter your email address and we will send a Secure Link to validate your email address.

 Authorize

 SSO Login

3. LiquidFiles will confirm the email address is valid and send a Secure Token (password) to your mailbox.

## Validate Email

You are trying to access: <https://transfer.georgeandbell.com>. In order to verify your email please either enter the Secure Token below, or click on the Validate Email button/link.

Secure Token: 8bEr-fUnq

Validate Email

Secure Token Expires at: 16:31:36

If you need assistance accessing or using this system, please contact support at .

George & Bell Consulting — Secure File Transfer System: <https://transfer.georgeandbell.com>

4. Please enter in the received password into the provided box and select **Verify**.

## Validate Your Email:

A Secure Token has been sent to your email address: . Please either click on the link or enter the Secure Token here to verify your email address and continue.

[✓ Verify](#)

☐ Create Account

Create an account on this system so you can authenticate with your email and password instead of using Strong Token authentication.

[↻ Resend Validation Email](#)

5. If correct, a new page will appear, allowing you to download all securely sent files. Please click the **Download** button beside each file to download.

### Attached Files

[.docx](#)

14 KB

[Download](#)

1 File

13.6 KB

[Download Attachment Details \(csv\)](#)

The files have been successfully downloaded onto your device.

# Sending Documents

This guide will walk you through sending confidential documents securely to a George & Bell representative through the LiquidFiles service.

## Instructions

After a George & Bell representative has initiated a File Request, you will receive an email requesting that you upload any discussed documents. To start the process, please click **Send Requested Files**.

### File Request

Please update the documents we discussed to this service.

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Please click on the button to respond to this File Request:

[Send Requested Files](#)

This File Request expires: **Thursday, 12 October.**

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If you need assistance accessing or using this system, please contact support at .

George & Bell Consulting — Secure File Transfer System: <https://transfer.georgeandbell.com>

Feel free to write a message back to the George & Bell representative. To upload the documents, please either drag-and-drop the files over the *Drop Files Here* section or select **Add Files...**

Please note the total size of all documents may not exceed 10GB and the following extensions are blocked: exe, vbs, pif, bat, cmd, com and cpl.

## File Request

From	
To	
Subject	Re: File Request
Message	<p>Hi,</p> <p>The review that we discussed has been fully completed.</p> <p>Thanks,</p> <p>Tyler</p>

Drop Files Here

+ Add Files...

Send

**Limitations**

Max size: 10 GB

[Blocked Extensions](#)

If the files have been successfully attached, they will appear at the bottom of the page. Please check and confirm the correct files are attached.

### Attached files

Confidential Document.docx	0.00 B	Cancel
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When ready, select **Send** to send the files to the George & Bell representative. The LiquidFiles service will upload all selected files.

### Sending...

Overall267.62 B/s0 min 0 s

Progress

#### Currently Uploading

**Filename:** Confidential Document.docx  
**Size:** 11.77 KB

Abort

Once all files have been successfully uploaded, The following message will be displayed:

## **Files Sent, Thank you!**

The George & Bell representative will now be informed that the files have been uploaded and are available.