Secure Document Transfer

A guide to transferring your

documents securely with

We Transfer

There will be times when it's necessary to transfer electronic copies of documents to Clifford Osborne. These may include passports, driving licenses or copies of utility bills and bank statements. The easiest and most secure way to do this is via We Transfer. This guide takes you through the necessary steps to do this.

The first thing you'll need to do is ensure that all copies of documents you want to send are available in an electronic format. You may wish to scan the documents or take a photo of them using your phone. You must make sure that however you chose to do this, the images produced are a clear representation of your paperwork and that all the necessary information is clearly legible. Documents such as bank statements or utility bills may be available to download directly online and saved as a PDF file.

Once you have all the necessary documents in electronic format you must ensure that they are all available on the computer you will be using for the secure transfer. It is generally simpler to transfer the documents from a computer or a laptop rather than a mobile phone or tablet such as an iPad.

1. Open the link https://cliffordosborne.wetransfer.com/ on your computer.

2. If you have an account with We Transfer already then you can log in to the system using the link in the very top right hand corner of the screen. If you don't have an account, don't worry. It's not necessary in order to transfer your files, although you will have to perform an additional step later on.

3. You'll be using the white box on the left-hand side of the screen to transfer your files.

4. Click the blue circle with the white + in the middle. It's highlighted with a red border in the illustration below:

5. A second box will open. This will be similar to the one displayed below in that it shows a list of files on your computer. You'll need to go through the folders to find the location your electronic documents are stored.
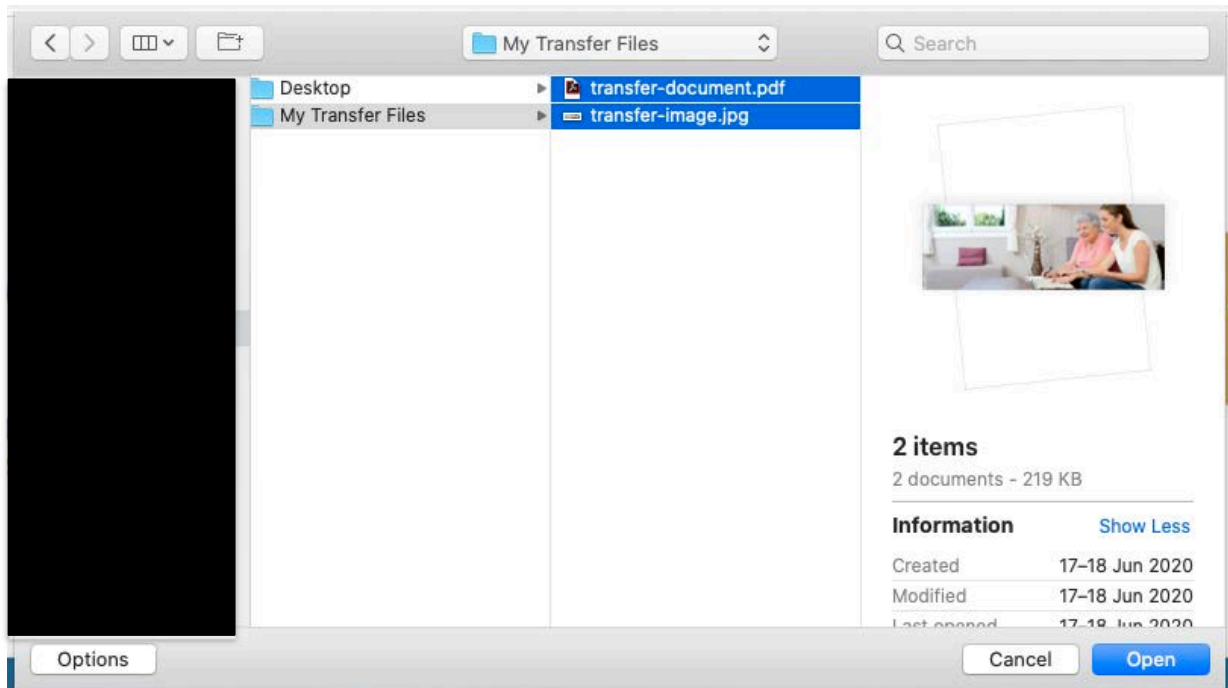

6. Once you've found the files, select all the ones you want to send and then press the "Open" button. On some computers this button may say "Select".

7. Your documents will be added to the We Transfer window. The screen will look similar to the illustration below.
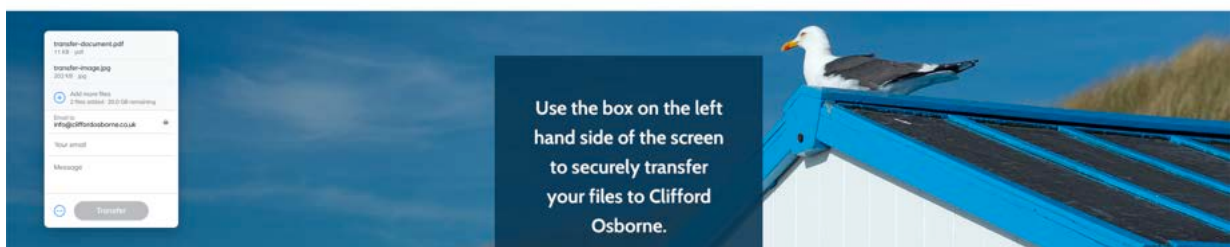
8. Repeat steps 4-7 if necessary, to add additional files.

9. You now need to add your email address so we know who's sent the files and a message to explain what documents you've attached and why.
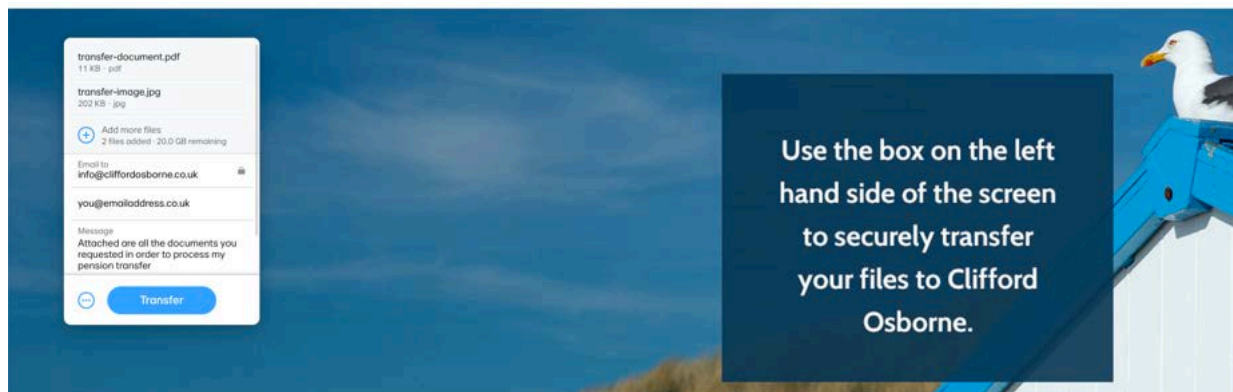
10. Once you've completed these steps, press the "Transfer" button at the bottom of the white box.

11. If you haven't logged in to We Transfer during step 1, you'll now be asked to enter a verification code. This is just to make sure you really are who you say you are! The code will have been sent to the email address you entered in Step 9 and should arrive quite quickly. If you haven't received it after 5 minutes, please make sure you check your junk or spam folder.

12. Enter the verification code in the box as illustrated below, then press "Verify".
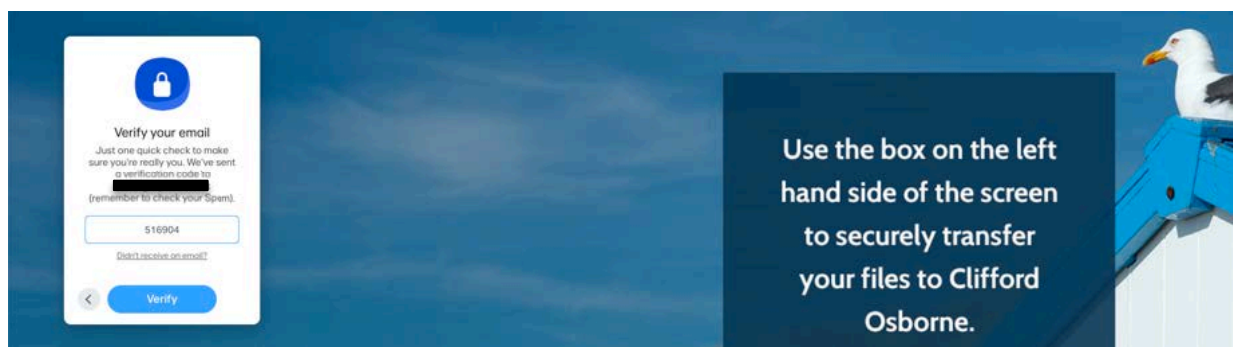
13. That's it – you're all done! You will receive an email when your files have been transferred and another email once your files have been downloaded by Clifford Osborne.