

Customer Support: Tracking Your Account Activity

When you log in to your Hightail account, the first screen you'll see is your File Activity. This page gives you a snapshot of all the files that you've recently sent and received. You can also view a list of items sent and received items that will expire in the near future. Read on to learn more about how to extend expirations and check download statuses using this feature.

Sent Recently View all sent files		
Sent To	Sent Items	Status
Joseph Alfred	Stelio Accounting Company July 1	0 Downloads
Sheila Raczkowski	arno.jpg	Expired
Blake Alexander	Stelio Accounting Company July 1	Complete

Received Recently View all received files		
Sent By	Received Items	Status
Christine Franklin	christine-franklin_invoice_001.p	Downloaded
Sheila Raczkowski	arno_sheila v1.jpg	Download now
Christine Franklin	New Creative_063013.mov	Download now

Expiring in the next 2 days			
Sent Items	Expiration	Received Items	Status
Stelio Accounting Company July 1	Change	christine-franklin_invoice_001.p	Downloaded

The Activity page shows up to 5 lines under **Sent Recently, Received Recently, and Expiring in the next 2 days**. If you want to view your complete activity records, simply click the **View All** link on the right-hand side of each section.

The status column shows you at-a-glance how many times, if any, the item was downloaded. Hover over the download number to view more detailed information.

Sent Files		Received Files		
Sent on	Sent to	Sent Item(s)	Expiring	Downloads
Jul 12 2013	Joseph Alfred	Stelio Accounting Company July 13...	Tomorrow	0 Downloads
Jul 12 2013	Sheila Raczkowski	arno.jpg	Expired	1 Download
Jul 12 2013	Blake Alexander	Stelio Accounting Company July 13...	Jul 26 2013	1 Download

Once you click the View All link, you will be able to see all activity from/to your account. To perform actions on a specific file that you sent or received, click that record.

For items received, you will have the ability to **Download, Forward, or Delete**.

Message Details

To: Joseph Alfred
 Subject: For Your Approval
 Message: Joey, Please review the attached invoice and get back to me by EOB. Thanks.
 File: [Stelio Accounting Company July 13.pdf](#) - 134 KB
 Sent On: Jul 12 2013 12:05 PM
 Expires: Tomorrow - Jul 13 2013 12:05 PM

TRACKING INFORMATION

Details available in the expanded view. Total Downloads: 0
 Stelio Accounting Company July 13.pdf Downloads: 0

[Download](#) [Forward](#) [Delete](#) [Cancel](#)

July 13... Tomorrow 0 Downloads

July 13...

July 2013

S M T W T F S

1 2 3 4 5 6
 7 8 9 10 11 12 13
 14 15 16 17 18 19 20
 21 22 23 24 25 26 27
 28 29 30 31

Modify expiry:

Use date selected
 Expire now
 Never expires

Cancel | Save

For items sent, you can also select to **Download, Forward, or Delete**.

In addition, you have the ability to modify the expiration settings for your sent items by clicking in the **Expiring** field.