



2026 Teleporter User Assessment

TELEPORTER

Please take a moment to answer the following questions to help us improve the Teleporter system. Your feedback is important and helps us better understand how the service supports your work and where enhancements may be needed. Participation is voluntary and we respectfully ask that you do not include any Personally Identifiable Information (PII) in your responses. Examples of PII include individual names, phone numbers, or other contact information and should be omitted.

Paperwork Reduction Act Notice: According to the Paperwork Reduction Act of 1995, no persons are required to provide the information requested unless a valid OMB control number is displayed. The valid OMB control number for this information collected is 1103-0120. The time required to complete this information collected is estimated to be 10 minutes, including time reviewing instructions, gathering, completing, reviewing and submitting the information collection. If you have any comments concerning the accuracy of this time estimate or suggestions for reducing this burden, please send to: Department of Clearance Officer, United States Department of Justice, Justice Management Division, Policy and Planning Staff, Washington, DC 20530.

SurveyMonkey is not a government website and is controlled and operated by a third party. By completing this survey, you may be providing non-government third parties access to the information provided in the survey. The Department of Justice and the FBI website privacy policies do not apply to SurveyMonkey's platform. SurveyMonkey's privacy policy is available at: [https:// www.surveymonkey.com/mp/legal/privacy/](https://www.surveymonkey.com/mp/legal/privacy/). For more information about the Department of Justice and its privacy policy, please visit: <https://www.justice.gov/> and <https://www.justice.gov/doj/privacy-policy>. For more information about the FBI and its privacy policy, please visit: <https://www.fbi.gov/> and <https://www.fbi.gov/privacy-policy>.

Please take a moment to answer the following questions to help us improve the Teleporter system. Your feedback is important and helps us better understand how the service supports your work and where enhancements may be needed. Participation is voluntary and we respectfully ask that you do not include any Personally Identifiable Information (PII) in your responses. Examples of PII include individual names, phone numbers, or other contact information and should be omitted.

* 1. Which best describes your agency?

- ☐ Federal
- ☐ State
- ☐ Local
- ☐ Tribal
- ☐ Territorial
- ☐ Other (please specify)

2. How often do you access Teleporter?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once a month

3. Which best describes your role in Teleporter?

- ☐ Operation administrator (I manage users, permissions, or folders for one or more operations)
- ☐ Teleporter user (I access, view, upload, or download files in operations I have been added to)
- ☐ Link recipient only (I receive email links to send or retrieve files, without a full account)
- ☐ Not sure

4. Which of these describe how you use Teleporter? *(select all that apply)*

- ☐ Upload and share files within an operation
- ☐ Send upload links so others can send me files (including people without a Teleporter or LEEP account)
- ☐ Send download links to share files by email, with or without a one-time PIN
- ☐ Copy files between operations
- ☐ Not sure

5. Do you use Teleporter to share files with partners outside your own agency?

- ☐ Yes, including U.S. Attorney's Offices (USAOs)
- ☐ Yes, other external partners only
- ☐ No, internal transfers only
- ☐ Not sure

6. In the past six months, what other methods have you used to share or transfer work files?
(select all that apply)

- ☐ Email attachments
- ☐ Another FBI or Criminal Justice Information Services (CJIS) Division service
- ☐ A cloud or commercial file-sharing tool
- ☐ A tool provided by a partner agency
- ☐ Secure File Transfer Protocol or a direct system-to-system transfer
- ☐ Physical media or courier
- ☐ None. Teleporter is the only method I use
- ☐ Not sure

7. If you are able, please name the specific tools or services. (optional, free text)

8. Has Teleporter replaced a file sharing method you previously used?

- ☐ Yes. It fully replaced something we used before
- ☐ Partly. We use Teleporter for some transfers and the previous method for others
- ☐ No. Teleporter added a capability we did not have before
- ☐ I started using Teleporter after it was already in place, so I cannot compare
- ☐ Not sure

9. What did Teleporter replace, and what made you switch? (optional, free text)

10. How satisfied are you with the following?

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
How well Teleporter meets your needs	☐	☐	☐	☐	☐
Ease and clarity of the user interface	☐	☐	☐	☐	☐
Getting logged in and reaching Teleporter	☐	☐	☐	☐	☐
Completing transfers once you are in the service	☐	☐	☐	☐	☐
Overall satisfaction with Teleporter	☐	☐	☐	☐	☐

* 11. In the past six months, have you been unable to complete a file transfer through Teleporter?

- ☐ Yes
- ☐ No
- ☐ Not Sure

12. If yes, what prevented the transfer? (select all that apply)

- ☐ The file was too large
- ☐ The recipient could not access it (for example, a USAO or other external partner)
- ☐ The recipient's email system blocked or stripped the link
- ☐ A login or authentication problem
- ☐ An upload or download error, or a timeout
- ☐ The file expired before it could be used
- ☐ I was not sure how to complete it
- ☐ Other (please specify)

13. When Teleporter cannot complete a transfer, how do you usually get the file where it needs to go? (select all that apply)

- ☐ I keep retrying Teleporter until it works
- ☐ Email
- ☐ Another FBI or CJIS Division service
- ☐ A commercial file-sharing tool
- ☐ Physical media or courier
- ☐ This has not happened to me
- ☐ Another method (please specify)

14. What single change to Teleporter would make the biggest difference in your work?

15. Please share any success stories or noteworthy experiences you have had using Teleporter.

16. How did you first learn about Teleporter?

- ☐ Self-discovery
- ☐ Word of mouth
- ☐ Outreach or overview session
- ☐ Other (please specify)

17. Would you be interested in a future Teleporter overview session?

- ☐ Yes
- ☐ No