

## Citrix ShareFile - How to Guide

### Contents

---

How to Log in	2
Reset your Password	2
How to Upload a file to a Folders	4
Email A File	4
How to upload a file to a Link	5
How to Download a file from a Link	6
How to download a file from a Folder	7
Sharefile Instruction Videos	8

# Citrix ShareFile - How to Guide

## How to Log In

1. In your IE or Chrome web browser, enter the URL <https://ncdoi.sharefile.com/Authentication/Login>
2. Enter your username as your email address associated with the account.
3. Enter your password, and click **Log In**.



*Note: If you cannot remember your password, click **Forgot password?** at the bottom of the page to create a new password.*

## Reset your Password

*Note: ShareFile passwords must have at least eight (8) characters, including at least one uppercase letter, at least one lowercase letter and at least one number.*

### For Forgotten Passwords

1. Go to the login page of your ShareFile account. Under the Log in button, click **Forgot password?**



2. On the next screen, enter your email address and select the item indicated to verify that you are human.
3. Check your email. Click the link in the email to reset your password.
4. Enter your new password and select **Reset Password**.
5. Your password was reset. Select **Back to Sign in** to log into your account.

### To change a password

1. On the side navigation bar of your account, click **Personal Settings**.
2. On the left-hand side of the screen, select **Change Password**.

---

Home    Manage Users    Share    Request    Admin    My Settings

Edit Basic Info    **Change Password**

Add/Edit Email Addresses

**Change Password**

Change Security Question

FTP Settings

WebDAV Settings

My Connections

Old Password:\*

New Password:\*

Confirm Password:\*

Save    Cancel

---

3. Enter your old password, your new password and a confirmation of your new password, and click **Save**.

## How to Upload a file to a Folders

1. Navigate to the folder to which you'd like to upload a file in your ShareFile account, click the plus sign in the upper right corner of the page and click **Upload** in the upper right corner of the page.
2. On the next screen, drag and drop the files you wish to upload from your computer folder or desktop to the box on the screen.
3. After placing all files, you wish to upload in the box, click **Upload**.

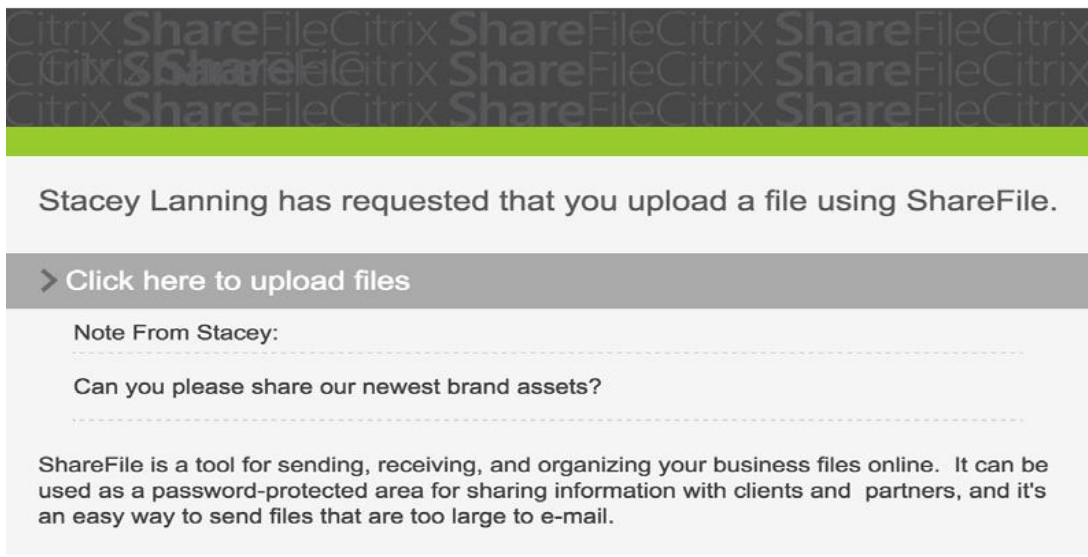
## Email a File

1. Navigate to the folder in your ShareFile account that contains the file you wish to email, right click on the folder or file and select **Email with ShareFile**.
2. Enter all recipients' email addresses, a subject line, and a message.

3. Select **Edit Message Options** if you want to customize your notifications
4. Select **Send** and the message will be emailed to the recipient.

## How to Upload a file to a Link

1. Click the link located in the email from the person requesting files. The link may either appear as a ShareFile URL or as **Click here to upload files**.





2. On the screen that appears, drag and drop the files you wish to upload from your computer folder or desktop to the box on the screen.

## Upload Files to "Citrix VID" Folder

To upload a file, click Choose Files. Select files from the pop-up menu, or drag files from your computer on to the box. To upload multiple files at once, hold down the Shift or Control key as you select files.

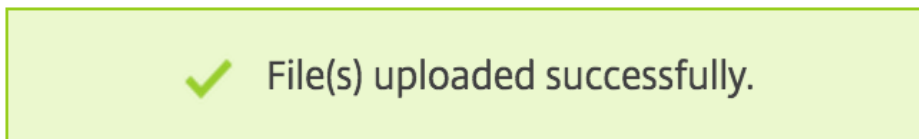
**Note: Folders cannot be uploaded with this tool. To upload a folder, switch to [Java Uploader](#).**

[Flash uploader](#) or If you have trouble uploading files, you can try using [Standard Uploader](#).

Choose Files	Clear All
▶  pdf-doc-folders 2.jpg 166 KB	
 <input type="button" value="Upload Files"/> <a href="#">Back to Previous Page</a> <input type="checkbox"/> Send email notifications when finished.	

*Note: If the requester has selected them for tracking purposes, you'll be required to enter your email address and name before you can upload any files.*

3. When you've placed all files you wish to upload in the box, click **Upload Files**. If successful, you'll see a screen that says, "File(s) uploaded successfully."



## How to Download a file from a Link

1. Click the link located in the email from the person sending you files.



**citrix-x-graphic-cmyk.zip**  
1.81 MB

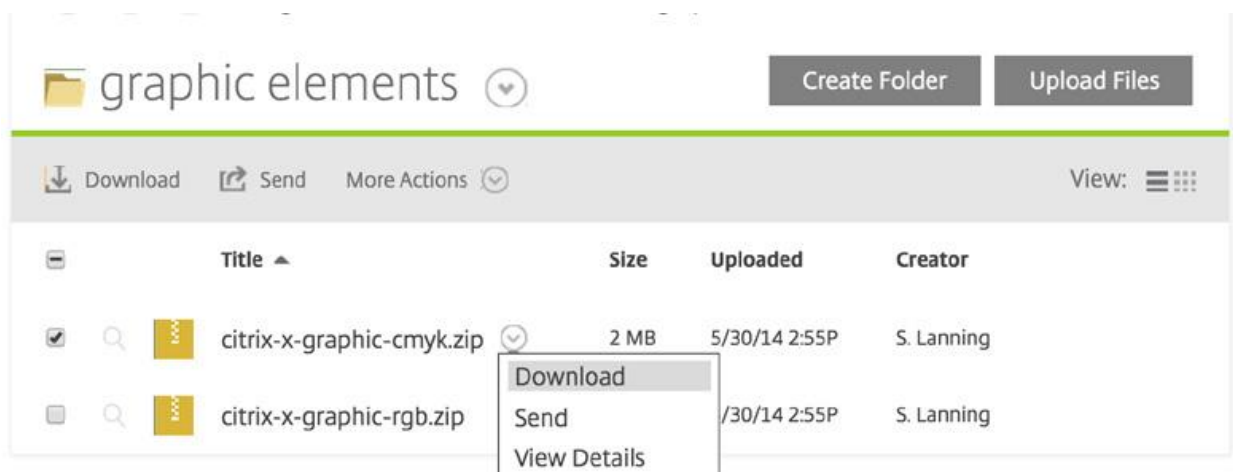
**Download**

*Note: The link may appear as a ShareFile URL, **click here to download [file name]** or **Click here to download these items**, depending on how the person sent you files and whether or not the link contains a single file or multiple files.*

2. On the screen that appears, click **Download**. The files will then download to your computer. If you'd like, you can open the file and save it to any local folder.

## How to download a file from a Folder

1. Navigate to the folder in your ShareFile account that contains the file you wish to download.
2. In the drop-down menu located next to the file name, select **Download**.



*Note: You can select and download multiple files at once by checking the boxes next to the files you wish to download first and then following step 2.*

3. The files will then download to your computer. If you'd like, you can open the file and save it to any local folder.

## ShareFile Videos

- Share File Overview - <https://youtu.be/JeBOPR0wHpM>
  - How to Use ShareFile Desktop - <https://youtu.be/7vIeht6uwKU>
  - Forgot Password - <https://youtu.be/24zUuUCaflo>
  - How to Upload a File - <https://youtu.be/fvKu3Md170s>
  - How to Share a File - <https://youtu.be/xSEKZ5aYjmU>
  - How to Share a Folder - <https://youtu.be/THjisU0TaGQ>
  - How to File Drop - <https://youtu.be/TrqY6jAqW30>
  - How to Print to ShareFile - <https://youtu.be/i70ZeMhKm68>
- Sync Files Across Devices - <https://youtu.be/CWbfEfKVAR8>