CITRIX®
ShareFile

Getting Started

Send a file in 3 easy steps
Quickly organize and share your files

Getting Started with Citrix ShareFile

Welcome to ShareFile! You can use your ShareFile account to easily and securely exchange files with anyone, anywhere online. Some of the features of your ShareFile account may differ depending on your settings, but we've collected tips for the most popular features and tasks to help you get started.

If you need any help with your account, our customer service team is here for you. Unlimited support is free for all ShareFile users.

Send a file in 3 easy steps

ShareFile can help you send any file up to 10 GB. Instead of sending a regular attachment, ShareFile allows you to upload files to your account and send links that allow recipients to download files.
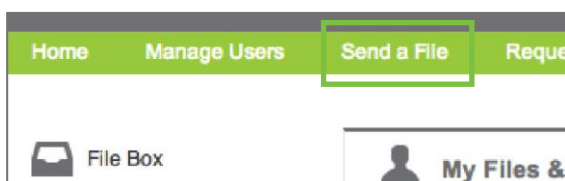
1   Log in to your account and click **Send a File** in the top navigation bar.

2   A Send form will open. Enter the email address of the person you want to send files to, a subject and a message. Below the message, you will be able to determine how the link to your file will work and how many downloads are allowed. When you have selected these settings, click **Next Step**.

3   To view the files on your computer, click **Choose Files** and select a file to upload. Once you have selected the file you would like to send, click **Upload Files**. This will begin the file transfer, and as soon as the upload completes, the recipient will receive an email with a link to the file you selected.

You can review emails you have sent from ShareFile in your inbox. To see a list of your sent emails and to edit link expiration dates or notification settings, click **Inbox** in the sidebar menu of the Home screen, and then click **Sent Messages**.
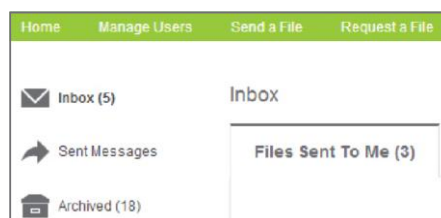
Organize files with quick folder setup

You can set up folders to store files on your ShareFile account. Folders allow you to share data within the account.

1   Log in to your account and click **Create Folder** on the Home screen.
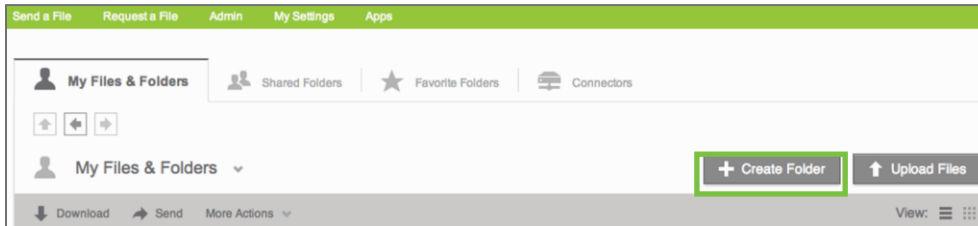
2   On the Create Folder screen that opens, enter a title for your folder.

3   Optionally, you may also enter a description for the folder, which will be displayed as a note attached to this folder in your account.

4   You can share this folder with other users on your ShareFile account via the **Add Users** drop-down menu. You can also grant other users access to the folder after it is created (see **Share Your Folders**).

5   Click **Create Folder**. Your new folder will be created instantly so you can begin adding files.
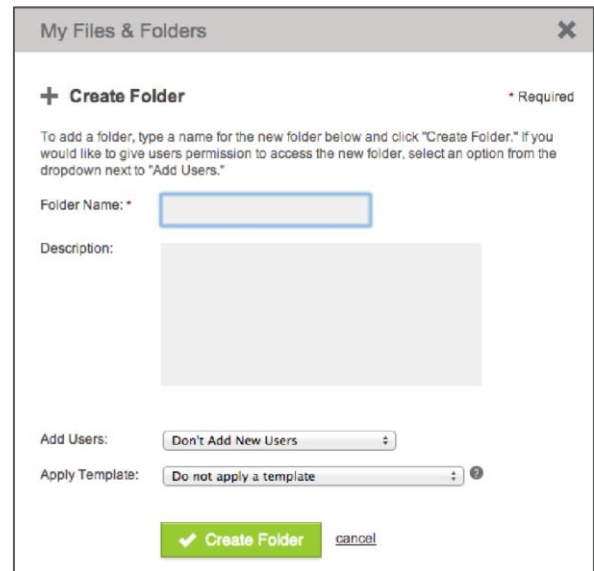
In the Folders tab, click the star to the left of a folder to display it under your Favorite Folders tab. By marking only the folders you use most as favorites, you can find and access these folders more quickly.
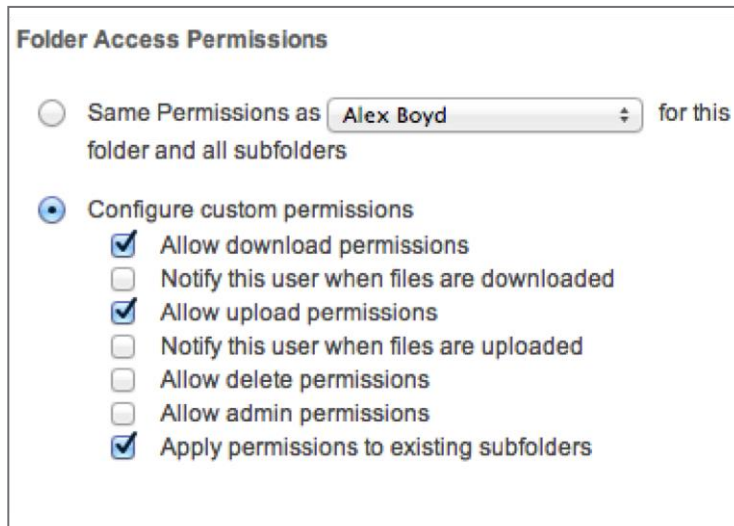
Share your folders

In addition to sending files, you can also share folders on your ShareFile account to easily exchange files with other existing users.

1 Open a folder you would like to share with an existing user on your ShareFile system. At the bottom of the screen, you will be able to see a **Folder Access** list. This section shows all users with access to this folder.

2 Click **Edit** in the Folder Access section. This will open a new screen where you may edit the permissions for the users on the folder. Hover over the **Add Users** drop-down menu, and choose how you would like to add a new person to the access list. If the user is already saved in your ShareFile address book, you may select to add the user from the address book. Otherwise, click **Add Manually**.
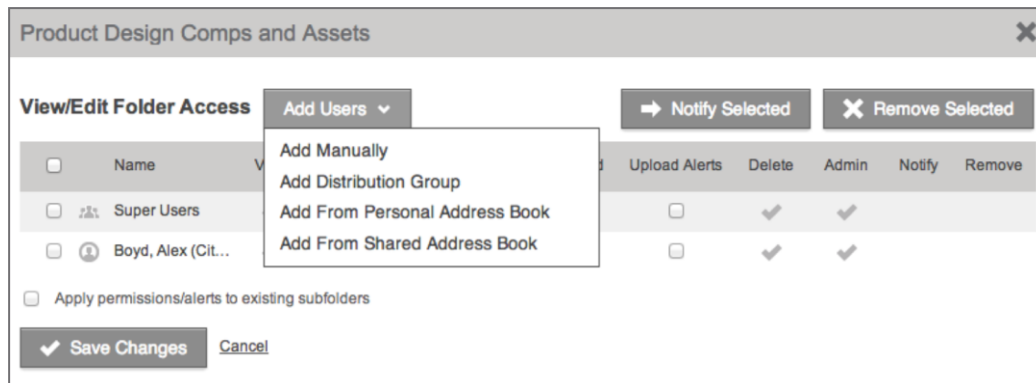
3 If you chose to add a user from your personal or shared address books within ShareFile, you will be able to select the user on the next screen and click **Add Selected Users**.

4 On the next screen, you can set the permissions that the user will have for the folder. If you chose to add the user to the folder manually, you also will need to enter his or her

email address and name on this screen. Mark the check boxes for the permissions that you want to grant to this user. When you are finished, click **Add Users**.

5   You will return to the screen to edit folder access permissions. Check that the user you added has the correct permissions, and click **Save Changes**.

Support Materials

Your ShareFile account has a wealth of features and tools designed to make sharing files as easy and as secure as possible. ShareFile's customer care team is available to help with any questions.

The Help section of your ShareFile account has a number of useful resources. To access this section, log in to your account and click **Help** in the top navigation bar to find links to training videos and the ShareFile knowledge base.

Helpdesks

If you experience any technical issues with Strathcloud Sharefile, please contact the University helpdesk or local IT staff.

The IT and Library Helpdesks provide **24/7** support services. Specialised IT helpdesks on campus offer a range of support services for staff and students.

Academic Support for IT And Library enquiries	**IS Enquiry**	x4444 option 1	help@strath.ac.uk
Professional Services Support	**McCance Helpdesk**	x4000 option 3	cas-help@strath.ac.uk

For more information:

Please select the following link for information on IS Opening hours and out-of-hours support

Reporting and Logging Calls

To log a support call, either phone the number above or send an email.

Faculty IT Support

In addition to the Helpdesk listed above, additional support is available within your faculty. Please liaise with departmental staff for details.

HaSS and the Strathclyde Business School provide **Faculty level IT support** in addition to those listed above. In Engineering and Science, contact a **Departmental Computer Officer**.