

# Getting Started with ShareFile

Here are five basics of ShareFile to help you get started accessing, downloading and uploading files faster.

## Still need help?

Search through and access hundreds of support articles in the ShareFile Knowledge Base at [kb.ShareFile.com](http://kb.ShareFile.com).

Or connect with other ShareFile customers and see commonly asked questions at [community.ShareFileSupport.com](http://community.ShareFileSupport.com).

## How to log in

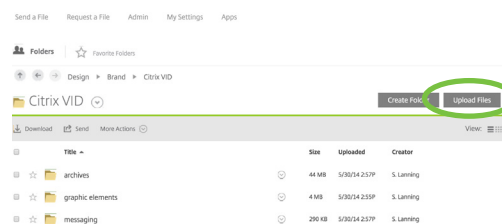
1. Enter the URL of the company's ShareFile account in the form of 'subdomain.sharefile.com' in any Web browser. The subdomain is usually the company's name.
2. Enter your username as your email address associated with the account.
3. Enter your password, and click **Log In**.



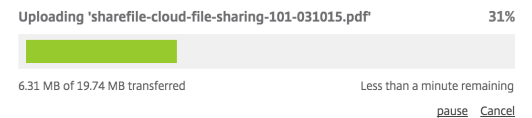
*Note: If you cannot remember your password, click **Forgot password?** at the bottom of the page to create a new password.*

## How to upload a file to folders

1. Navigate to the folder to which you'd like to upload a file in your ShareFile account, and click **Upload Files** in the upper right corner of the page.

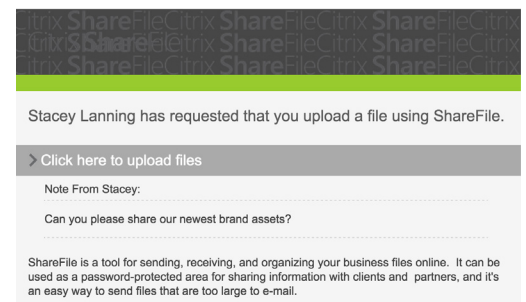


2. On the next screen, drag and drop the files you wish to upload from your computer folder or desktop to the box on the screen.
3. After placing all files you wish to upload in the box, click **Upload Files**. If successful, a green box will appear at the top of the folder screen that says, "File(s) uploaded successfully."

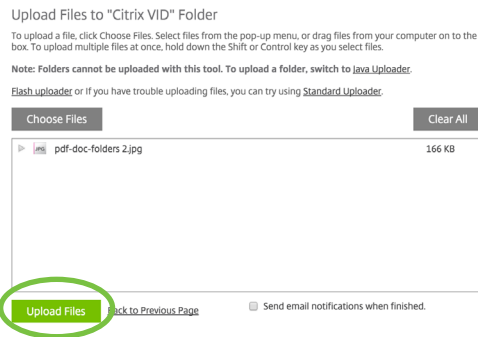


## How to upload a file to a link

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**.

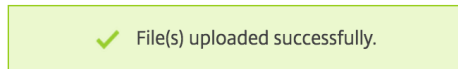


2. On the screen that appears, drag and drop the files you wish to upload from your computer folder or desktop to the box on the screen.



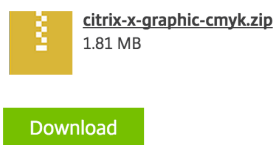
*Note: If the requester has selected them for tracking purposes, you'll be required to enter your email address and name before you can upload any files.*

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.

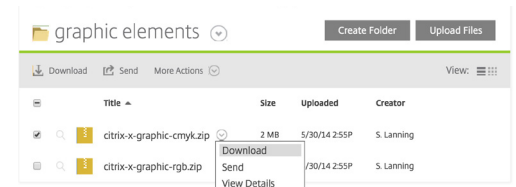


*Note: The link may appear as a ShareFile URL, **Click here to download [file name]** or **Click here to download these items**, depending on how the person sent you files and whether or not the link contains a single file or multiple files.*

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.

### Contact us

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