ShareFile Desktop Widget

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Information

The ShareFile Desktop Widget provides access to your ShareFile account right from your Mac or Windows computer. To download the widget, log in to your ShareFile account, click **Apps** in the navigation bar and then select **Desktop Widget**.

[Are you a Windows user? If so, we recommend using our latest Windows Desktop App, ShareFile Desktop. Click here to learn more!](#)

Widget Requirements

- Adobe AIR 2.0+. If you do not currently have Adobe AIR, it will be installed along with the widget.
- Windows or Mac
- Employee or Client

This tool is not intended for use with Enterprise accounts.

In order to use this tool with Two-Step Verification, you'll need to [generate an app-specific password.](#)

Using the widget

The first time you launch the widget, the tutorial will also launch. If you would like to launch it at a later time, you can do so by clicking **Help** and then **Tutorial**.

When you initially log in to the widget, you will see the same folder structure you see in the web application.

Click on **My Files & Folders** or **Favorite Folders** to see your ShareFile folders. You can see the folder details by hovering over the folder name.

To see the available actions on the folder, right click on the folder. From this menu, you will be able to **Download**, **Send**, **Rename** or **Delete** the ShareFile folder.

Downloading files and folders

To download a file or folder, right click on the item and select **Download**.

You will then be prompted to save the file or folder to a location on your local computer.

Files can also be dragged out of the widget onto your desktop or into Windows Explorer to download them to that location.

Uploading files and folders

To upload a file, click the **Upload** button within a folder.

You will then be able to select a file to upload.

You can also upload a file or folder by dragging them into a folder in the widget where you have upload permissions. If you do not see an **Upload** button in a location, you will not be able to drag into that location.

It is not possible to upload directly to the **Home** or **Folders** level.

Sending files and folders

You can send a file or folder that already exists in your ShareFile account by navigating to that file and folder. Right click on the file or folder and select **Send File** or **Send Folder**.

If you wish to send a file that is not currently in ShareFile, click **Send** at the top of any page.

After clicking **Send File**, **Send Folder** or **Send**, you will then be presented the option to send the email through ShareFile or to receive a link that you can copy and paste into your own email software.

The options available here are the same options you will see when sending files or folders from the ShareFile web application.

Requesting files

You can request others to upload files to you by navigating to the desired upload location and clicking the **Request** link near the top of the window.

You will then be presented the option to send the email through ShareFile or to receive a link that you can copy and paste into your own email software.

The options available here are the same options you will see when requesting files from the ShareFile web application.

Note Regarding Special Characters

Please do not use the following characters in folder or file names, as they may cause problems with ShareFile Apps.
- Name ending in "." without an extension
- Leading or trailing whitespace