

ShareFile Download Guide



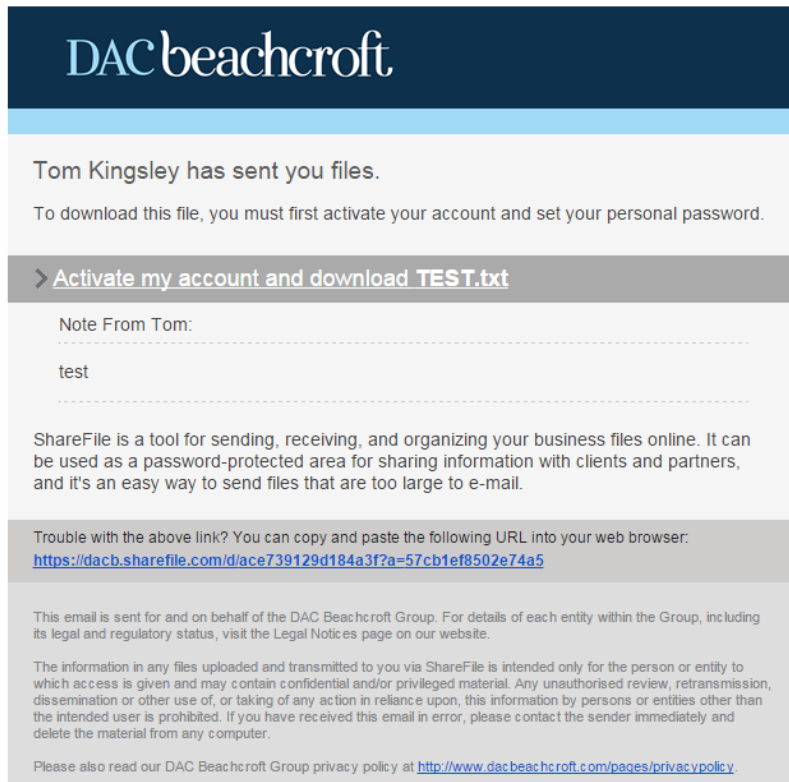
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1. Introduction

If you have been sent a ShareFile e-mail from a DAC Beachcroft contact, please follow the instructions below on how to download the data.

The e-mail received from ShareFile will look as below. You will be asked to activate your account, if you are using ShareFile for the first time.



The screenshot shows an email interface with a dark blue header containing the DAC Beachcroft logo. The main content area is white with a light blue horizontal bar. The text reads: 'Tom Kingsley has sent you files. To download this file, you must first activate your account and set your personal password.' Below this is a grey button with a right-pointing chevron and the text '> Activate my account and download TEST.txt'. Underneath is a 'Note From Tom:' section with a dashed line and the word 'test'. A paragraph follows: 'ShareFile is a tool for sending, receiving, and organizing your business files online. It can be used as a password-protected area for sharing information with clients and partners, and it's an easy way to send files that are too large to e-mail.' A grey bar contains the text: 'Trouble with the above link? You can copy and paste the following URL into your web browser: <https://dacb.sharefile.com/d/ace739129d184a3f?a=57cb1ef8502e74a5>'. The footer contains two paragraphs of legal notices and a link to the privacy policy: 'Please also read our DAC Beachcroft Group privacy policy at <http://www.dacbeachcroft.com/pages/privacypolicy>'.

2. Instructions - How to Login to ShareFile for the first time

1. When a DAC Beachcroft employee sends you data using ShareFile it should come from an e-mail address or contact you recognise. If the e-mail doesn't look like it does above, you don't recognise the contact or not expecting a download link please treat with caution. Check with your own IT Department or your DAC Beachcroft point of contact before proceeding.
2. Open the e-mail you have received
3. Click *Activate my account*

> [Activate my account and download TEST.txt](#)

4. Enter a new memorable *Password* twice to confirm
5. Enter your *First Name, Last Name and Company*

Sign In Information

Username: @gmail.com

New Password: *

Confirm Password: *

Sign In URL: <https://dacb.sharefile.com/>

Confirm Personal Information

First Name :*

Last Name:*

Company :

6. Click *Save*
7. Click *Download*

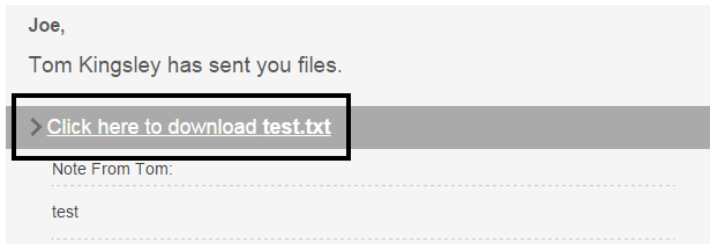
```
test.txt
0
```

[Download](#)

8. The data will then download to your machine
9. If you have problems, see the troubleshooting & FAQ at the end at the end of this document

3. Instructions - How to login if you have used ShareFile previously

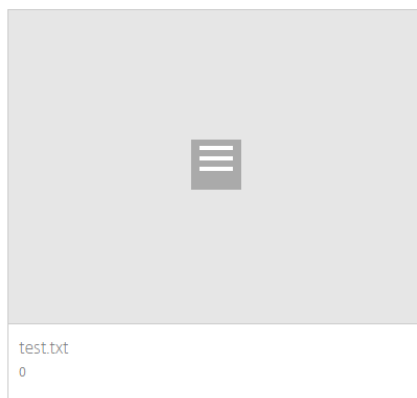
1. When a DAC Beachcroft employee sends you data using ShareFile it should come from an e-mail address or contact you recognise. If the e-mail doesn't look like it does above, you don't recognise the contact or not expecting a download link please treat with caution. Check with your own IT Department or your DAC Beachcroft point of contact before proceeding.
2. Open the e-mail you have received
3. Click the link in the e-mail to download the data



4. Enter your ShareFile *Username* and *Password* (If you have forgotten your password see the troubleshooting section at the end with instructions on how to reset your password).
5. Click Login



6. Click Download



[Download](#)

7. The data will then be downloaded to your computer
8. If you have problems, see the troubleshooting & FAQ at the end of this document

4. FAQ & Troubleshooting

4.1. I'm trying to log in to ShareFile but my password isn't recognised

When trying to login I get the error "You must enter a valid email address and password. Need help logging in?"

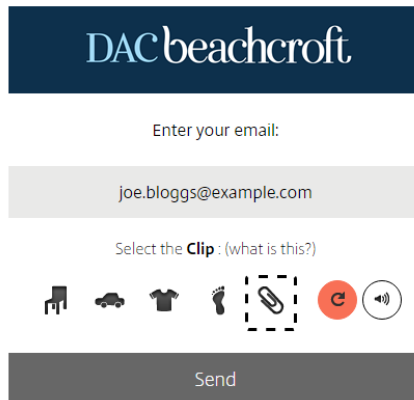
You can reset your password using the *Reset your password* link on the ShareFile login page. You will then receive an e-mail with a password reset link, when clicked you can set a new password (Detailed instructions below).

This may also be caused if you have changed your e-mail address. If you have changed your e-mail address please let your DAC Beachcroft contact know and they can re-send the data to the correct address.

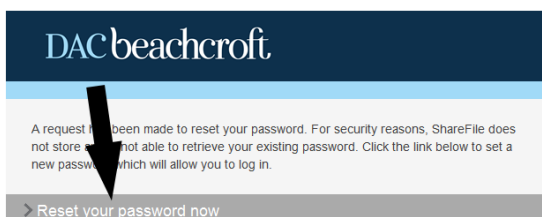
1. To reset your password go to <https://dacb.sharefile.com>
2. Click *Forgot Password*



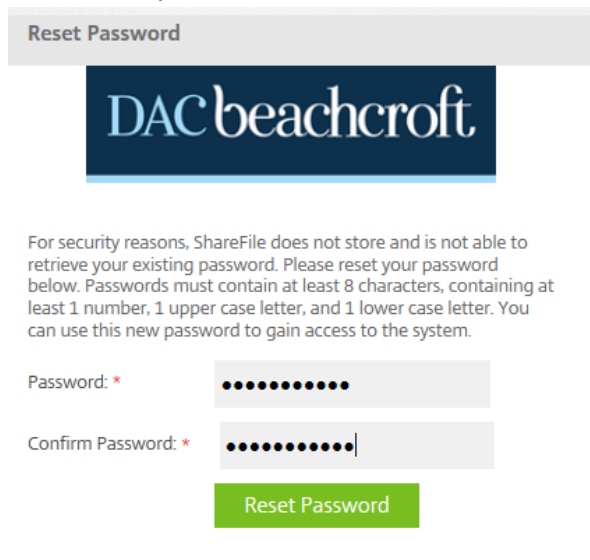
3. If required enter your e-mail address
4. Select the item it states (In this case a paperclip)



5. Click send
6. An e-mail will then be sent to your e-mail address with a reset password link
7. Click *Reset Your Password Now*



8. Enter a new password twice to confirm and click *Reset Password*



The screenshot shows a web form titled "Reset Password" for DAC beachcroft. The form includes a logo for DAC beachcroft, a security notice, and two password input fields. The security notice states: "For security reasons, ShareFile does not store and is not able to retrieve your existing password. Please reset your password below. Passwords must contain at least 8 characters, containing at least 1 number, 1 upper case letter, and 1 lower case letter. You can use this new password to gain access to the system." The first input field is labeled "Password: *" and the second is "Confirm Password: *". Both fields contain masked characters (dots). A green "Reset Password" button is located below the input fields.

9. Once you have reset your password go back to the ShareFile download e-mail you have received and click the link, then enter your new username and password.

4.2. I get a blocked message when clicking on a ShareFile link

Some organisations block data sharing sites as part of their IT security policy. You will need to contact your IT department to request access to download the data.

If your IT Department have confirmed that the site is unblocked, then contact your DAC Beachcroft IT contact to check if there is an issue with ShareFile.

4.3. I've tried to forward the e-mail to someone else to download

ShareFile works in a way that only the person who was e-mailed the download link will be able to download the data.

If you need the data to be sent to someone else in your organisation, please contact your DAC Beachcroft contact. If you provide them with the e-mail address the data needs to be sent to they can action this for you.

4.4. Nothing appears when I try to log in to ShareFile

1. Check that your browser is compatible with ShareFile. You will need one of the following for ShareFile to work correctly. If you are unsure about what browser you are using please contact your local IT Department to check.
 - Windows - Internet Explorer 9 or later
 - Windows – Google Chrome (Latest version)
 - Windows – Mozilla Fire Fox (Latest version)
 - Mac – Safari 6 or later

2. If you have a compatible browser and still get nothing contact your DAC Beachcroft contact. They will need to check the data is still available and re-send a download link.

4.5. I get an error saying The link you are trying to access is no longer available

There are two reasons why you would get this error message and they are as follows.

1. You have already downloaded the data and the link is no longer active. If you need to download the data again, please contact your DAC Beachcroft contact to re-send a new download link.
2. The data or link has been removed by the DAC Beachcroft contact. Please contact them to check and re-send a new link if required.