ShareFile FAQ

What is ShareFile? Why do we use it?

▶ What is ShareFile? - ShareFile is a cloud-based file sharing service that enables users to easily and securely exchange documents.

▶ Why do we use ShareFile? – ShareFile is a very secure way to share documents that contain sensitive and confidential information.

  ▶ Did we mention you can send use it to send encrypted emails? That's right! If you want to send your P&L statement to your CPA or a 1099 to your vendor, you may do so with peace of mind.

▶ ShareFile does not have a set time limit to view your documents. What does that mean to you? We know you are busy running your business. No preset time limits means you may access your documents on your time- when it's convenient for you.

Quick Links for Support

▶ I forgot my Password! – Don't fret, we have you covered.

  ▶ Just click on "Forgot Password". ShareFile will email your Account Manager/ our IT Manager and they will email you your password. (To be confirmed with Vishal)

▶ Can I just talk to someone? – Absolutely! You may contact your Account Manager at Indevia any time with questions. However, if you feel ShareFile "just doesn't seem to work" or "keeps freezing up", you may need to speak to a ShareFile Technical Support Specialist. They will be able to dig a bit deeper into the problem and check your computer or mobile system setup.

  ▶ ShareFile Technical Support by phone: 1-800-441-3453

  ▶ ShareFile Technical Support by email: www.sharefile.com/support

ShareFile Tutorials

▶ For Self Help options, or to learn more about ShareFile features that are available, please visit our YouTube channel for Tutorials.

  ▶ Indevia Accounting YouTube – Click Here

  ▶ Here you will learn more about:

    ▶ ShareFile for iPhone/Android

    ▶ ShareFile for Outlook/Gmail

    ▶ ShareFile for Desktop

    ▶ How to Upload/Print to ShareFile

► How to Share a File

► How to Request a File

Scan to ShareFile with ScanSnap for Windows – Installation

Scan to ShareFile with ScanSnap for Windows

► Scan to ShareFile for Fujitsu ScanSnap allows you to quickly save your scanned documents directly to ShareFile without having to save a copy of the document to your computer. Scan to ShareFile is compatible with both Fujitsu ScanSnap desktop and mobile scanners.

► **Use requirements**

► Windows 7 or later

► A Fujitsu Scansnap mobile or desktop scanner with the most recent drivers installed on your PC

► An employee or client login for your ShareFile account

► Install the **Scan to ShareFile for ScanSnap**.

Scan to ShareFile with ScanSnap for Windows – How to Use

► Scan your document and select **Scan to ShareFile** in the Fujitsu menu.

► If it's your first time using **Scan to ShareFile**, the system will prompt you to grant access to your ShareFile account. Enter your ShareFile credentials and click **Log in**.

► You'll now see a list of your ShareFile folders. Select the folder to which you'd like to save your scanned document or create a new folder by clicking **Create Folder.**

► Name your file and click **Upload**. Voila! Your scanned document is now saved in your ShareFile account.