

## ShareFile Desktop App Q&A

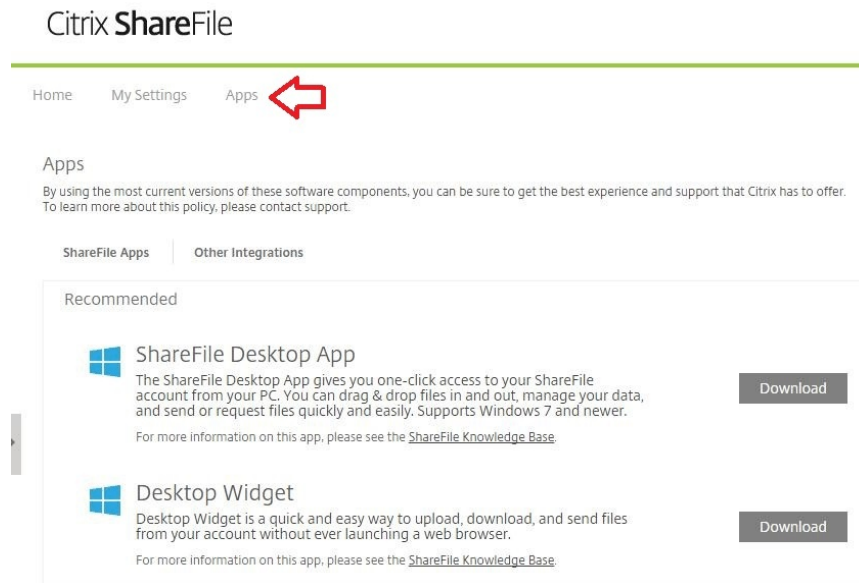
### 1. What is the ShareFile Desktop App?

The Desktop App is a program which is installed on your computer to transfer files to ShareFile. It can be used with Window 7 or newer operating system. Once installed, you can drag and drop files/folders into your ShareFile account without using a browser (Internet Explorer, Chrome, etc.). More information about the app can be found on ShareFile's website:

[http://support.citrixonline.com/en\\_US/sharefile/help\\_files/SF180011](http://support.citrixonline.com/en_US/sharefile/help_files/SF180011)

### 2. How do I get the Desktop App?

To get the app, you must log into our ShareFile website ([ocr.sharefile.com](http://ocr.sharefile.com)) using your email address and account password. Once you are in, click on the "Apps" menu at the top of the page.



### 3. Do I have to use the ShareFile Desktop App?

No, it's not required you use either app, but many reporters feel they are more user-friendly than the website.

### 4. Can I keep using the Desktop Widget (no longer available for download) or the website instead?

Yes, especially if you have an older operating system which cannot use the Desktop App. The intention is to make this process easier on you. If the Desktop Widget works better for you, use it. If logging into the website is your preference, please feel free to continue doing that.

### 5. Do I have to uninstall the Desktop Widget first?

Some reporters have had to uninstall the widget before they could install the desktop app. Other have not had to do that first.

### 6. What if I'm having problems installing it or uploading files?

Please call ShareFile technical support at (800) 441-3453. Let Tammy know if your issue is resolved for future reference.