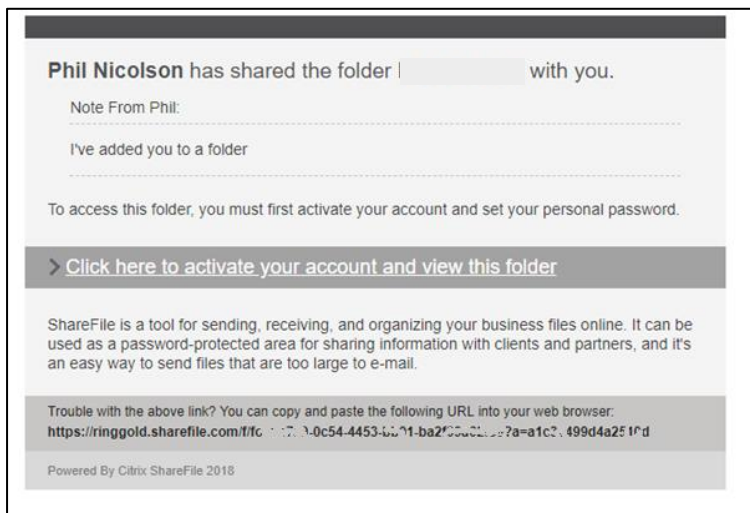


General Document Exchange via ShareFile

For security reasons, Ringgold uses the ShareFile portal for all documents exchange. We provide a choice of two different ways to submit files to Ringgold via ShareFile:

1. ShareFile web platform
2. FTP client login to ShareFile

New Users: If you require access to Ringgold's ShareFile account, please [get in touch](#) and our staff will provide a login. New users will be sent an email containing an activation link to the Ringgold ShareFile web platform. Click the link in the email and set a secure password:



Existing Users: If you have an existing Ringgold ShareFile login then please use this where instructed below.

1. ShareFile web platform

Log In to Ringgold's ShareFile account at > <https://ringgold.sharefile.com>

Your Shared Folders

If you do not see the 'From' and 'To' folders, please let us know.

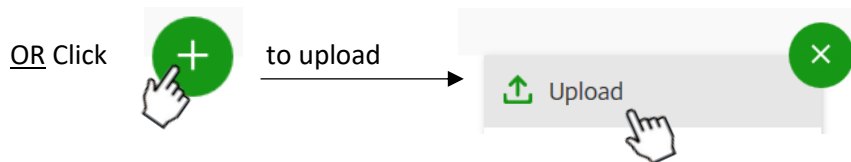


Send files To Ringgold via ShareFile web platform

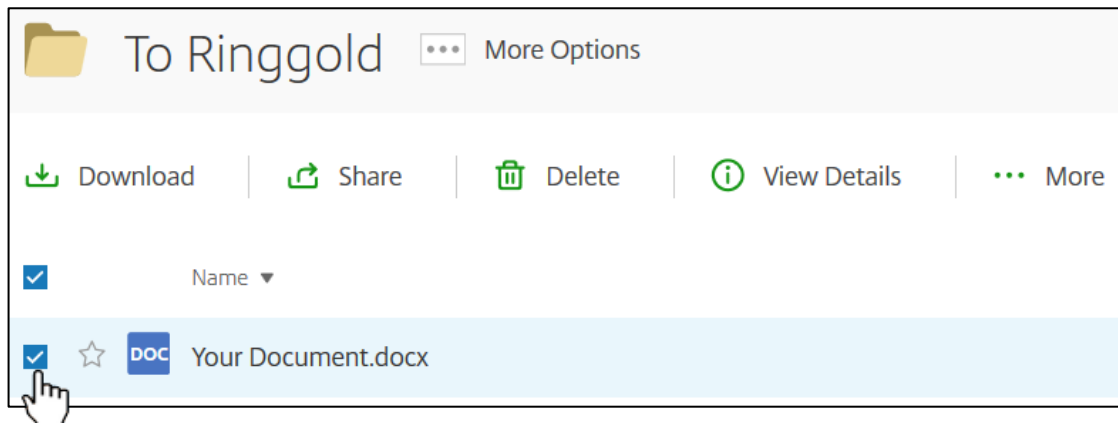
1. Click to open the 'To Ringgold' folder



2. Simply **drag your file** directly into the folder



3. When uploaded, your document will be listed in the folder. Tick the check box to make any changes to the document, e.g. delete, rename, etc.



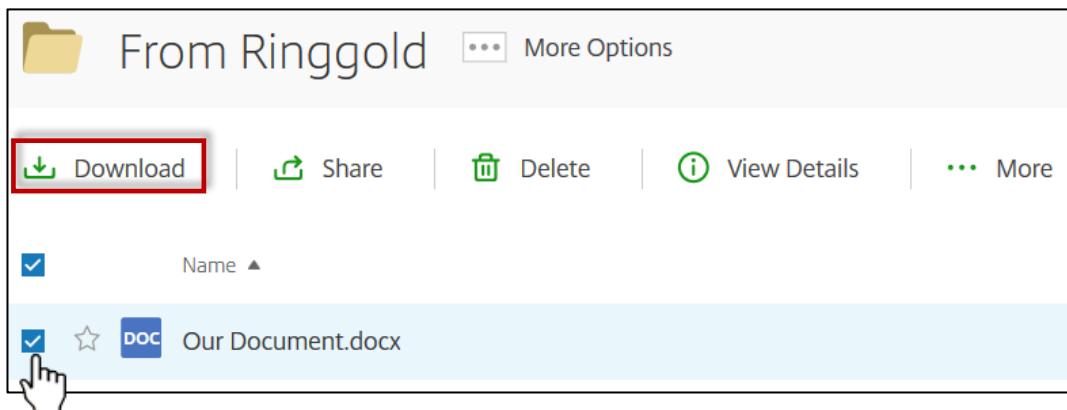
4. Please notify the intended recipient once your document is uploaded so that they know it's ready.

Receive files From Ringgold via ShareFile web platform

1. Click to open the 'From Ringgold' folder



2. If we have uploaded a file for you it will be in this folder. Tick the check box against the file for download and click Download:



2. FTP client via ShareFile login

The FTP settings can be obtained from the ShareFile web platform:

- Log in to Ringgold's ShareFile web platform > <https://ringgold.sharefile.com/>
- Go to 'Personal Settings'
- Under 'Edit Profile', go to 'Advanced Connections'
- FTP Settings are shown at the top of the page

ShareFile supports the following FTP clients:

- FileZilla (Windows and Mac)
- Ipswitch FTP
- Cute FTP
- Smart FTP
- Cyberduck for Mac

For more information about supported FTP clients visit <https://support.citrix.com/article/CTX207859>

Setting up FTP Transfer

FileZilla (Windows or Mac)

1. Click on File.
2. Select Site Manager. A new window will pop up. Click New Site and set it up as follows:
3. Name the connection. e.g. 'ShareFile'
4. Host - Server address
5. Server Type - For FTP, select Regular FTP. For FTPS, select Require implicit FTP over TLS.
6. Login Type - 'Normal'
7. User - Enter username in format '**ringgold/[Sharefile account email address]**'
8. Enter ShareFile account password
9. Click on the Transfer Settings tab
10. The Port field should be left empty
11. Set Encryption to 'Implicit'
12. Select 'Passive Mode'
13. Click the Connect button

Ipswitch FTP

1. Click File.
2. Select Connect
3. Select Connection Wizard
4. Name the connection - e.g. 'ShareFile'
5. Connection Type --> Regular FTP: Select 'FTP' from drop down. Secure FTP: Select 'FTP/Implicit SSL' from drop down
6. Enter Server Address
7. Enter user name in format '**ringgold/[Sharefile account email address]**'
8. Enter ShareFile account password
9. Click on the 'Advanced' button
10. Select the 'Advanced' tab on the left
11. The Port field should be left empty
12. Set Encryption to 'Implicit'
13. Select 'Use Passive mode for data connections'
14. Click Ok and Finish

Cute FTP

1. Click on the 'File' drop down menu
2. Select 'New' --> Regular FTP: Select 'FTP' from drop down. Secure FTP: Select 'FTP/Implicit SSL' from drop down
3. A new window will pop up
4. Label - A connection name, e.g. 'ShareFile'
5. Host name - Server address
6. Enter user name in format '**ringgold/[Sharefile account email address]**'
7. Enter ShareFile account password
8. Login method – Normal
9. The Port field should be left empty
10. Set Encryption to 'Implicit'
11. Select Type.
12. Under the Data connections type select: Use PASV

13. Click the Connect button

Smart FTP

1. Click File
2. SelectNew Remote Browser
3. Protocol - Regular FTP: Select 'FTP' from drop down. Secure FTP: Select 'FTP over SSL Implicit'
4. Host - Server address
5. Enter user name in format '**ringgold/[Sharefile account email address]**'
6. Enter ShareFile account password
7. Name the connection - e.g. 'ShareFile'
8. Click on the Properties button
9. The Port field should be left empty
10. Set Encryption to 'Implicit'
11. Highlight the Connection tab
12. Under Data Connection and Mode, select Passive Mode
13. Click Ok

Cyberduck for Mac

1. Click the Open Connection icon
2. Protocol: FTP
3. Server - Server address
4. Enter user name in format '**ringgold/[Sharefile account email address]**'
5. Enter ShareFile account password
6. The Port field should be left empty
7. Set Encryption to 'Implicit'
8. Click on the More Options button
9. Click Connect Mode and select Passive
10. Click Connect

Further Assistance

If you require clarification on any aspects of these files, or require access, please do not hesitate to contact us.

Email your enquiries to Ringgold Customer Support support@ringgold.com.