

## General Document Exchange via ShareFile

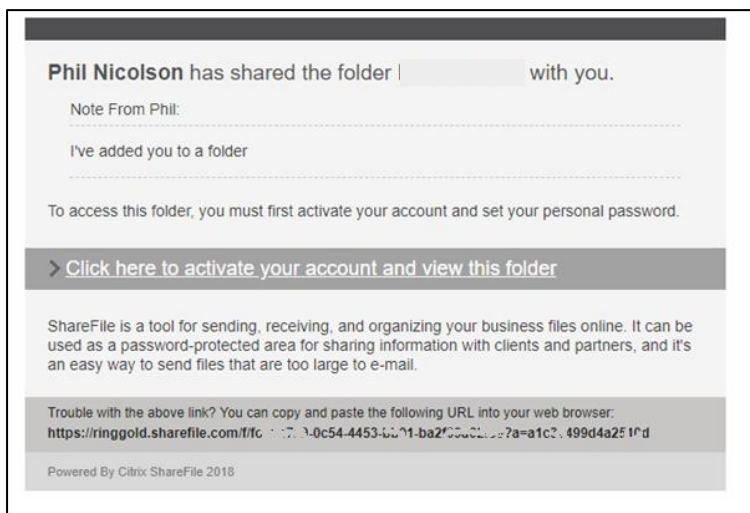
For security reasons, Ringgold uses the ShareFile portal for all documents exchange. We provide a choice of two different ways to submit files to Ringgold via ShareFile:

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

For FTP connection issues, visit our Support page for troubleshooting advice:

<https://support.ringgold.com/ringgold-ftp-troubleshooting/>

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.

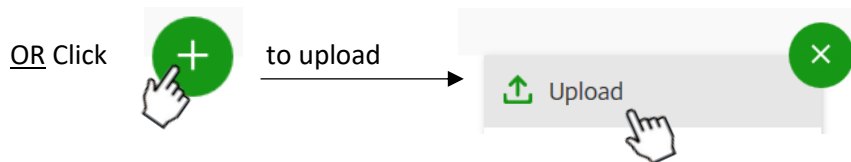


### Send files To Ringgold via ShareFile web platform

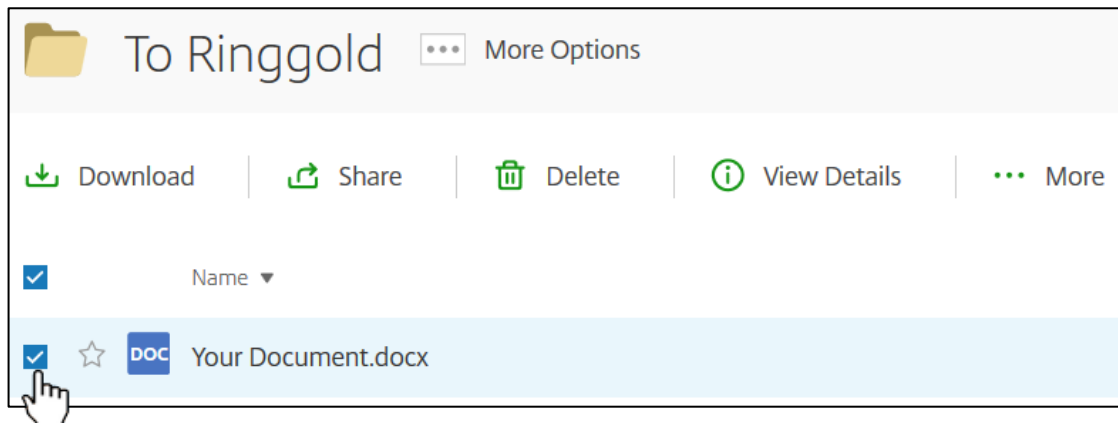
1. Click to open the 'To Ringgold' folder



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.



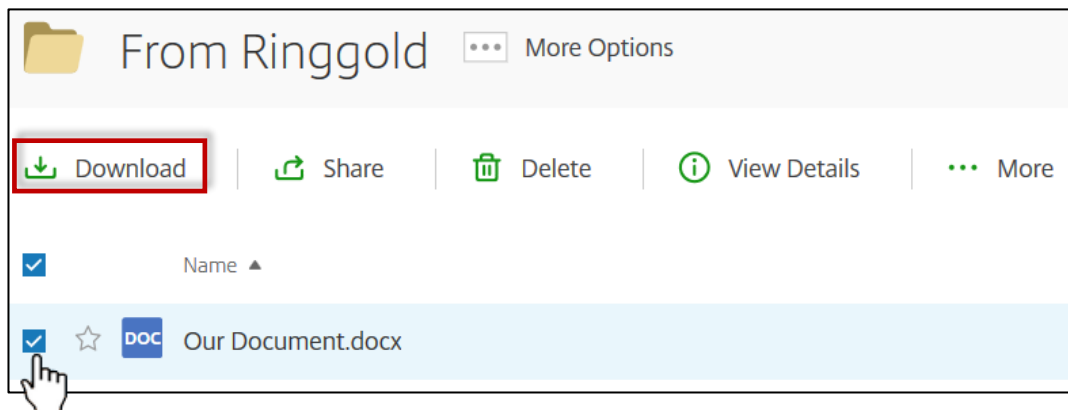
4. Please notify the intended recipient once your document is uploaded so that they know it's ready.

## 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

Anyone who requires access will be sent an email and this will include a link to the Ringgold ShareFile web platform, *as described above [New Users](#) section*. The FTP settings can be obtained in the ShareFile web platform:

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

ShareFile is compatible with most well-known FTP clients for Windows and Mac. ShareFile acts as an FTP server and not as an FTP client. ShareFile does not automatically integrate with other FTP sites and servers directly. Further information can be found by visiting the link below.

<https://support.ringgold.com/ringgold-ftps-troubleshooting/>

For more information about supported FTP clients visit:

<https://support.citrix.com/article/CTX207860>

<https://support.citrix.com/article/CTX207859>

## 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](mailto:support@ringgold.com).