

Florida Department of Revenue Electronic Sharing of Large Files

The Florida Department of Revenue values the safety of the confidential information we are required to protect. In June 2014, the Florida Department of Revenue will transition to Citrix ShareFile for exchanging large files (over 25MB).

How to Electronically Exchange Large Files with the Department of Revenue

ShareFile provides a secure way to exchange large files with you. When we send large files to you or requests for files, you will get a message in your regular email inbox notifying you of the file or request for a file. This message will provide a link for next steps.

To exchange large files with you, you will need to have a ShareFile account associated with your email address. Creating an account takes just a few minutes. Once established you will be able to share files securely with the Revenue employee who sent you the email. You will not be able to share a large file with Revenue without a file request from Revenue; a file request from Revenue will provide a link for you to be able to upload a large file.

KEEP THIS INFORMATION FOR FUTURE USE

Things to Remember:

1. Revenue's email limits message size to 25MB including attachments. ShareFile provides a means to securely exchange larger messages and files.
2. ShareFile provides a portal to authenticate and retrieve or provide large files.
3. Files in ShareFile are kept for only 30 calendar days.
4. Recipients will receive messages in their standard email systems notifying them of a file received or requested. The notification messages will provide a link to a ShareFile account login to retrieve or upload files.
5. If the recipient address does not have a ShareFile account, an additional message will be sent so the recipient can establish a ShareFile account.

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ShareFile Account Activation for External Parties

1. ShareFile accounts are auto-created for recipients of Revenue ShareFile messages.
2. Recipients will receive a message to activate a ShareFile account. Click on the link provided.

[redacted]@sf-notifications.com) Add to contacts 4:31 PM |>
[redacted].com ✕

MyFlorida.com Florida Department of Revenue
Citrix ShareFile

[redacted] has sent you files using ShareFile.
You will receive another email shortly with a download link that will require you to log in. To receive your login credentials, you must first activate your account and set your personal password. **This link is unique to you and must be used within the next 30 days.**

> [Click here to activate your user account](#)

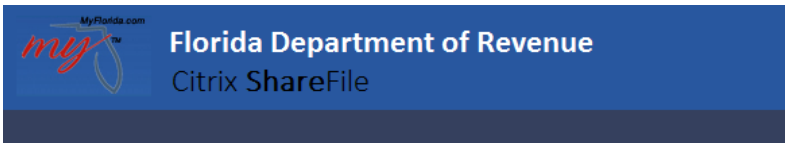
ShareFile is a tool for sending, receiving, and organizing your business files online. It can be used as a password-protected area for sharing information with clients and partners, and it's an easy way to send files that are too large to e-mail.

Trouble with the above link? You can copy and paste the following URL into your web browser:
<https://floridadeptofrevenue.sharefile.com/?a=fa56609f48c3732a>

Powered By Citrix ShareFile 2014

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3. Provide desired password with first and last name.



Login Information

Important: Keep your account login credentials in a safe place and don't share them with others.

Username: .com

New Password: *

Confirm Password: *

Login URL: <https://floridadeptofrevenue.sharefile.com/>

Please confirm your personal information.

First Name: *

Last Name: *

Company:

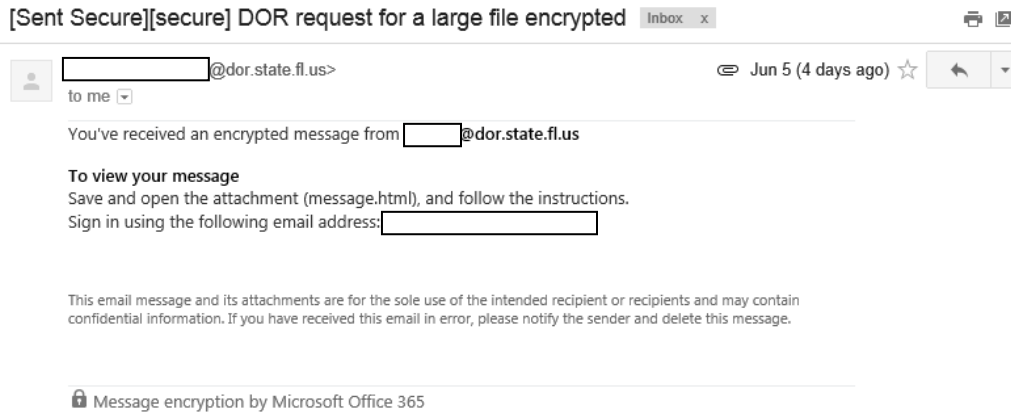
Time Zone:

4. Account activation is complete.

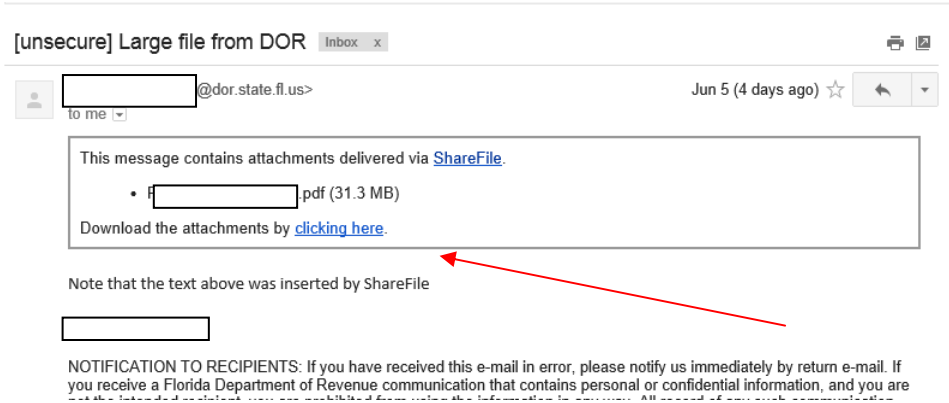
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Receive Large Files

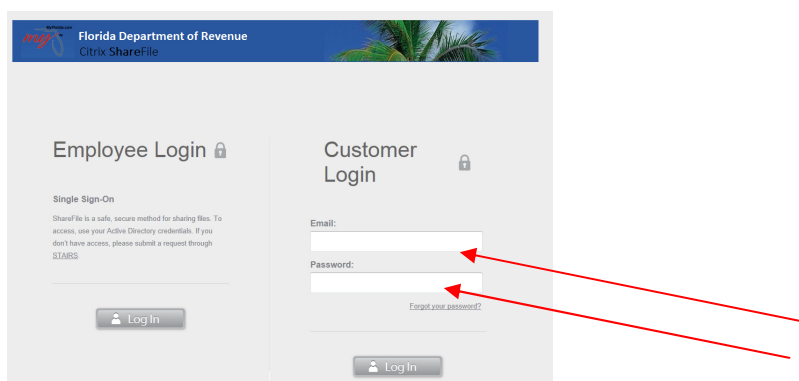
1. Receive email from Revenue with the link for the large file attachment.
2. This message might be sent secure/encrypted or unsecure/unencrypted. If sent secure/encrypted, see *Secure Email Job Aid for External* to access message content before proceeding to step 3.



3. Open the email with large file attachment from Revenue and click on the link to download the attachment.



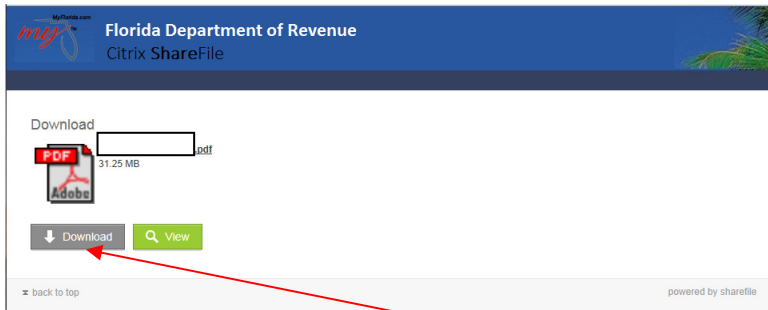
4. Provide email and password at Customer Login



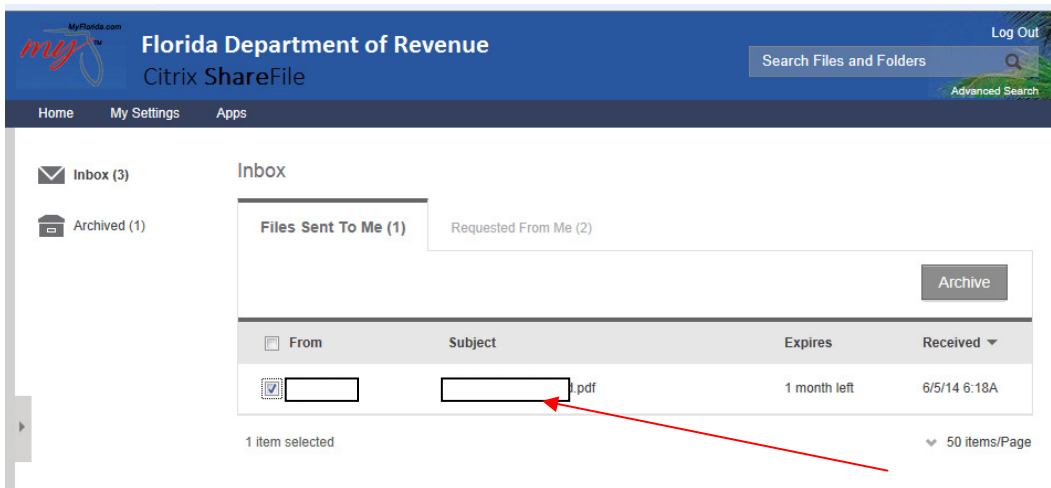
Job Aid for non-Revenue employees

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5. File(s) may be downloaded from either of the two views below.
 - a. File name and size is presented. Click on download.



- b. Sender, Subject (File Name), expiration date and sent date are presented. Click on Subject text (File Name).

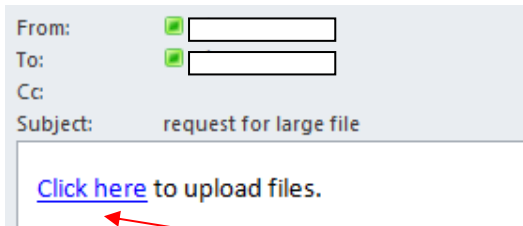


6. Files in ShareFile are automatically deleted after 30 calendar days. Please download and retain the files on your system as appropriate.

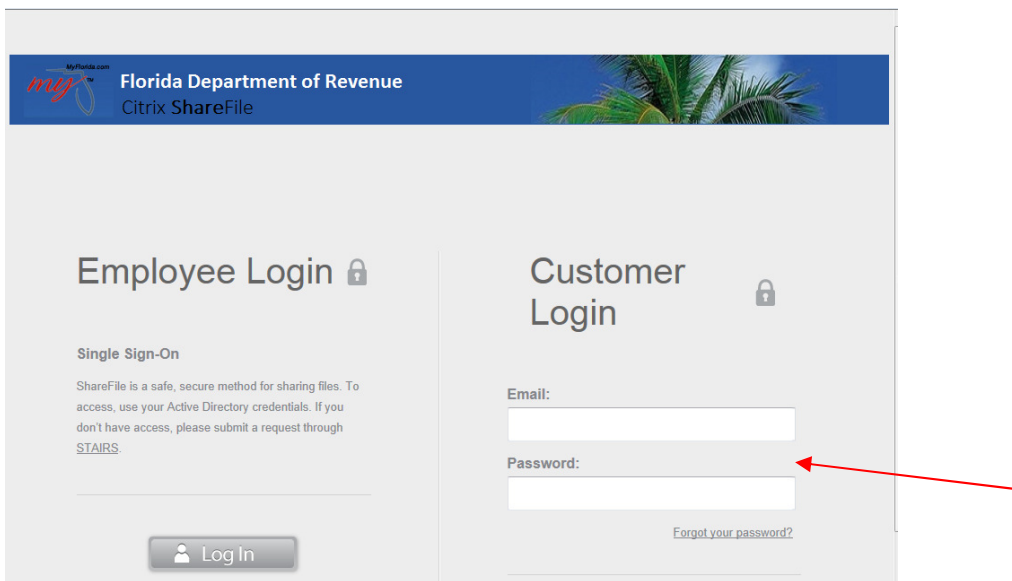
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Send Large Files

1. Revenue must send request for you to share a large file.
2. Receive request from Revenue in email.

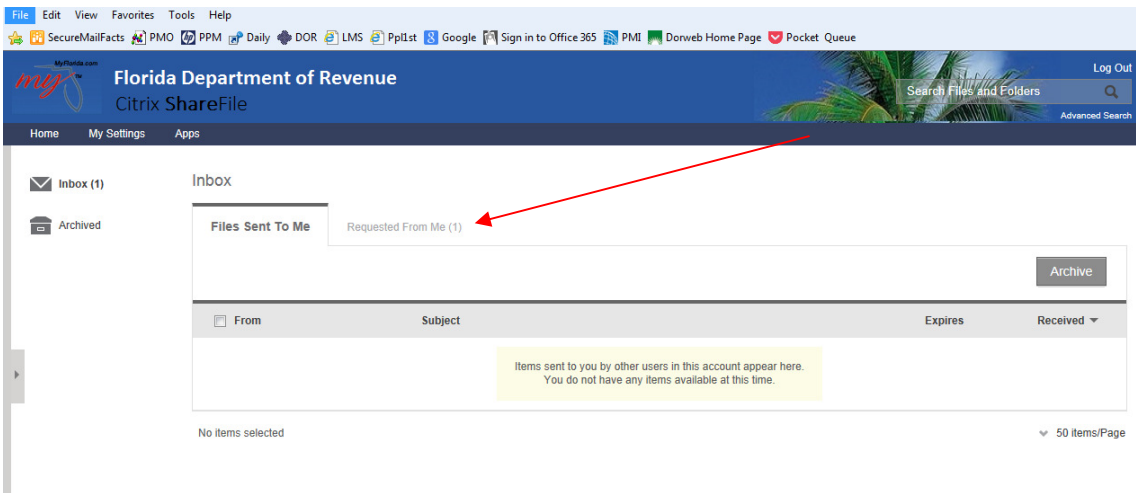


3. Click here to upload one or more files.
4. Login to ShareFile with email address and password used to activate ShareFile account.

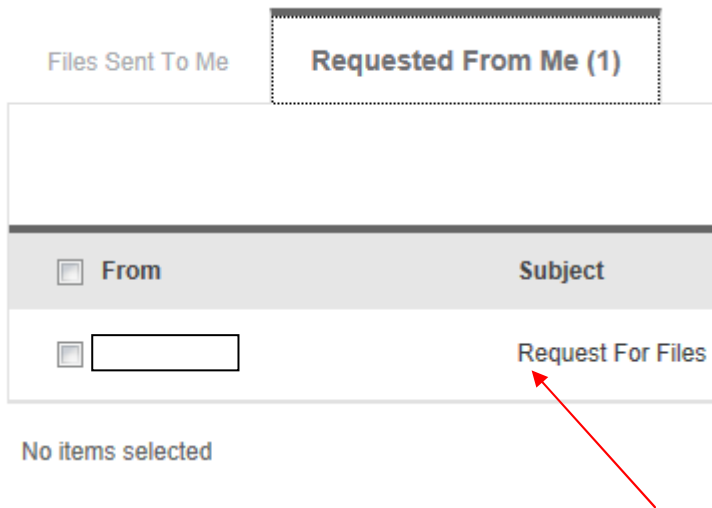


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5. In the ShareFile inbox, select “Requested from Me.”

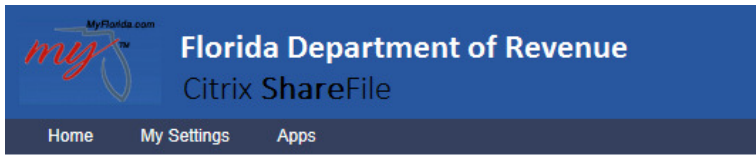


6. Select the appropriate request.



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7. Choose files to upload from your computer.



Upload Files

To upload, click Choose Files. Select files from the pop-up menu. To upload multiple files from same folder, hold down the Shift or Control key as you select files. To upload multiple files from different folder locations, simply click Choose Files multiple times.

Interested in uploading files larger than two gigabytes (2 GB), entire folders, or using drag and drop? Switch to the [Java Uploader](#).

Alternatively, if you are having problems uploading, try using [Standard Uploader](#).

Navigating away from the current page will cancel the current upload.

Files:

Title: *

Details (0/1000)

A red arrow points from the right side of the page towards the 'Choose Files' button in the Files section.

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8. Confirm file(s) and provide details.

Upload Files

To upload, click Choose Files. Select files from the pop-up menu. To upload multiple files from the same folder, hold down the Shift or Control key as you select files. To upload multiple files from different folder locations, simply click Choose Files multiple times.

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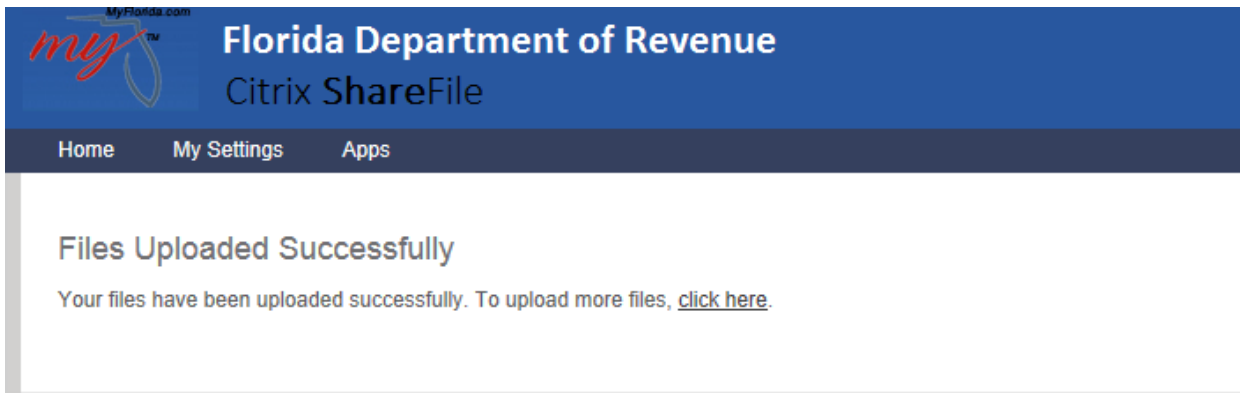
Navigating away from the current page will cancel the current upload.

Files:

Title: *

Details: (57/1000)

9. Select “Upload Files” and ShareFile will notify you that the files were uploaded successfully.



10. Revenue requester receives a link to the uploaded file.