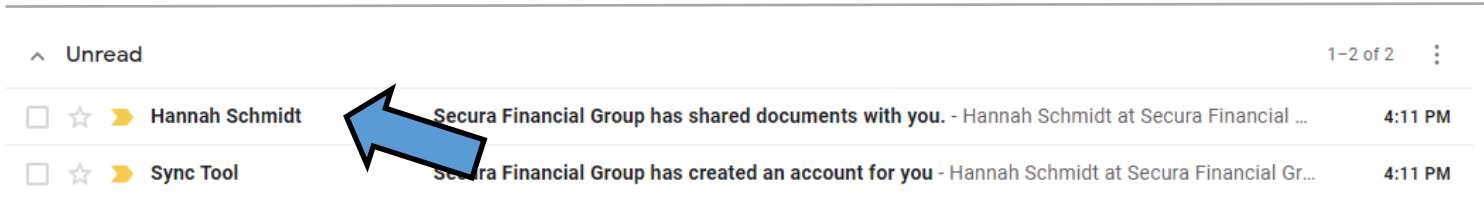


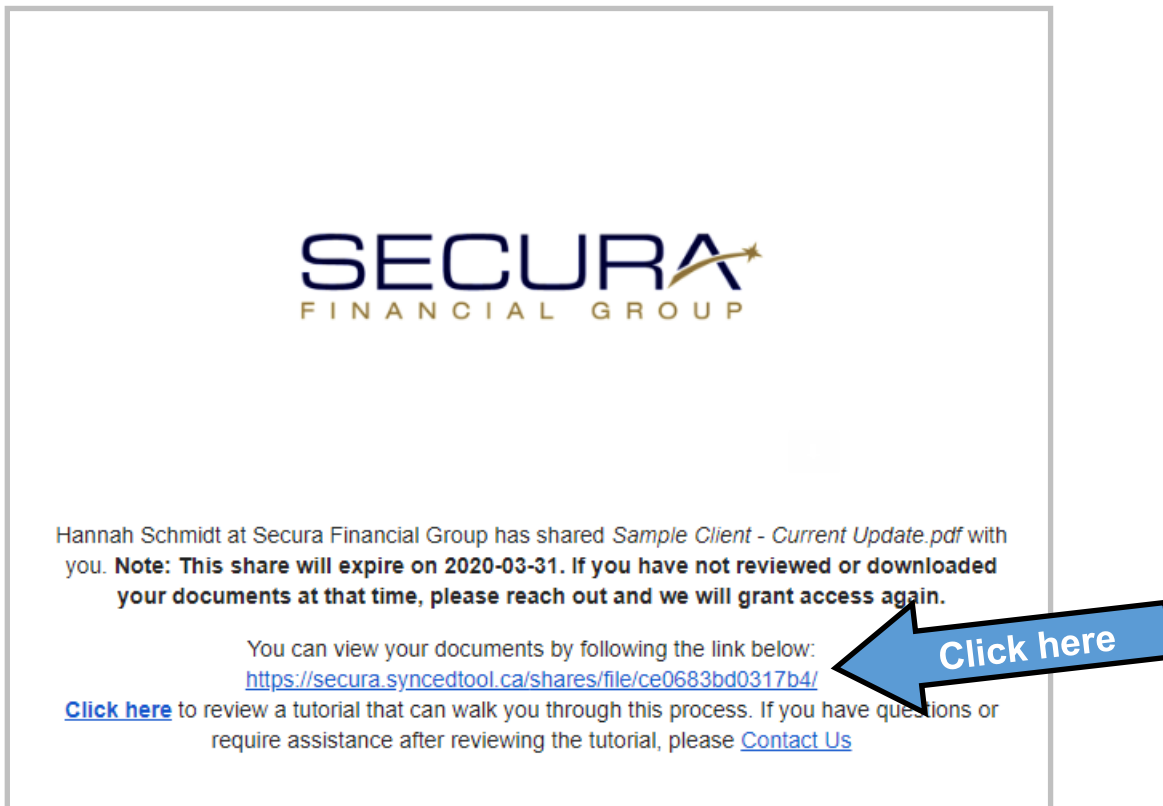
How To Upload and Download Files from Sync

This tutorial assumes that you have already registered for a Sync account and that you have your username and password ready.

(Please note that the images in this tutorial are taken from the gmail interface, so your inbox and the message might look a little bit different, but the content should be the same! In this case, Hannah set up the share, but that name could be any member of our staff or your advisor.)



STEP 1: Open the email from the Secura Team member who has shared files with you—the subject line should say that documents have been shared with you. Once that email has been opened, it should look something like this:




This email has important information including the expiry date for the file share. If you have not downloaded the file by that time, the link will not work and we will need to re-grant you access. If you need more time, or need access re-granted, follow the 'Contact Us' link at the bottom.

To go ahead and download your files, follow the link pointed out above!

STEP 2: Open the email from the Secura Team member who has shared files with you—the subject line should say that documents have been shared with you. Once that email has been opened, it should look something like this:



 Login
 Username/Email:
 Password:
[Forgot Password?](#)


From here, you can input your username and password that you have already created. Then choose 'Log In' to proceed.

If you have forgotten your password, choose the 'Forgot Password?' and follow the steps in the blue box!



Forgot your password? Choose this link!



 Forgot Password
 Email Address:

Once you have clicked the 'Forgot Password?' link, you will be sent to this screen. From here, you can enter your email address and choose 'Reset Password' - you will then see a screen confirming that the reset went through and you will receive an email.

The email from 'Sync Tool' will look like this!

You have requested to reset your password.
 Please visit the following link to log in and reset your password:
<https://secura.syncedtool.ca/auth/reset/LhiekcjsTsMu9D5iN08rEdLwQ8jYK40/>

[Need to disable two-step authentication?](#)

2

When you follow the long link, you will be sent to your account settings, the screen should look familiar! If not, take a look at the account set up tutorial we have provided. The steps will be the same!

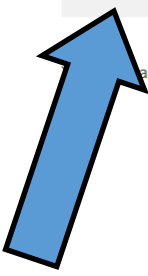


Welcome, your active shares are displayed below:

Share Name	Shared By	Read Access	Write Access	Delete Access
Secura Demo	Hannah Schmidt	✓	✓	✓

Step 3: You will arrive at your share screen, which indicates what folders you have access to. Typically you will only see one item listed, however if you have a corporation or other business, you may see multiple items.

Choose the name of the share to view the contents! From here you will have options to either download or upload files (or both!)



change your account information by clicking the 'My Account' button at top-right section of the screen.





Step 4: From this screen, you can view the contents of your file share. It should look something like this:

Secura Client Share - Secura Demo /

[+ Create ...](#) [Upload Files](#) [Download ZIP](#)

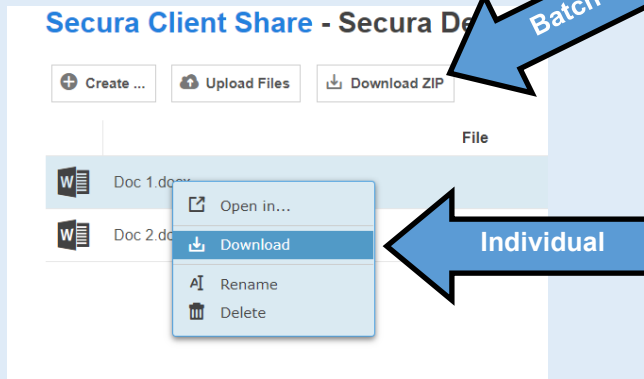
<https://secura.syncdtool.ca/shares/folder/075c4309589123/> [COPY URL](#)

	File	Modified	Size
	Doc 1.docx	Mar 31, 2020, 5:56:50 PM	11.71 KB
	Doc 2.docx	Mar 31, 2020, 5:56:50 PM	11.71 KB

DOWNLOADING FILES

You have 2 options for how to download your files:
Individually or as a batch

Individual Download: Simply select the file you want to download, right-click, and choose download.



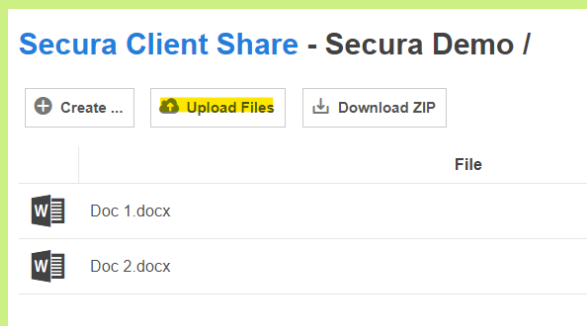
Batch Download: Choose the 'Download ZIP' button. Please note that this requires the ability to 'unzip' files, so if you aren't sure how to do this, it may be less time consuming to download each file individually.

And that's it!

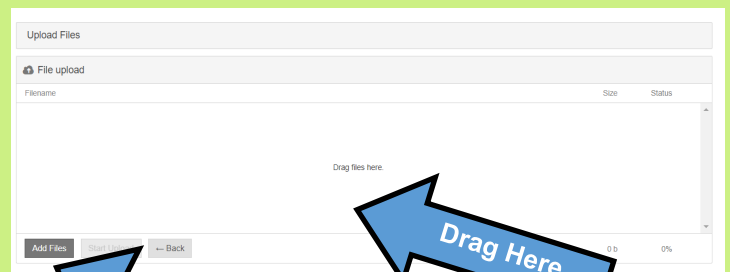
If you have run into any other problems, [let us know by emailing sfg@securafinancial.com](mailto:sfg@securafinancial.com)

UPLOADING FILES

To upload files, simply choose the 'Upload Files' button!



From here you can either drag files into the window or choose 'Add Files' from your computer files.



Once you have [Add Files](#) added as many files as you need, choose the green "Start Upload" button and wait until you see a green checkmark appear beside each file to confirm they have uploaded successfully.

Choosing the '<- Back' button will return you to the share, where you should also be able to see the new files you have added.