**UNIVERSITY OF CALGARY**

# Secure Compute ShareFile service

# FAQs – for External Users (Researchers without @ucalgary.ca accounts)

**Environments**: Standalone

**Integrations**:  SCDS (existing)

## Questions – with links to answers below

## A. Account Access / Activation

1. Do external collaborators need to have a pre-existing account?
   **Answer:** No, everyone who receives a link to share a file will be prompted for a first time login. It is up to the internal person to be careful.

2. When an external user creates a new account, is that part of our Active Directory (AD)?
   **Answer:** No, it's a Citrix account (created once even if used for more than one institution)

3. If an external collaborator gets asked to create an account, is it a @ucalgary.ca account?
   **Answer:** No, it is a ShareFile account.

## B. Browsers / Issue when logging in

4. Does the Edge browser work with this? What browsers do you recommend?
   **Answer:** Edge allows you to logon, but other functionality is missed. The browsers that work are Internet Explorer, Firefox, and Chrome. There are a few interesting things that occasionally happen with Chrome eg. you get a white screen. If this happens, simply use the back button and try again. Safari and Opera also work.

5. What is the web browser timeout for transferring a file?
   **Answer:** 10 min. for upload, may be longer for downloads

## C. Downloading / Receiving a file

6. Can you download a file which was sent as View only?
   **Answer:** No.

7. When requesting a file from an external researcher, is there a progress bar showing the transfer?
   **Answer:** Yes

8. Can someone download a file to an un-managed machine?
   **Answer:** Yes, but they must take the personal responsibility for downloading it to an unsecured location.

## D. Personal preferences

9. How do people change their password?
   **Answer:** External collaborators can change their account password on ucalgary.sharefile.com. UCalgary employees must go through ITSC.

10. Can users turn off 2-step verification?
    **Answer:** External collaborators cannot disable 2-step verification. Internal users that had manually enabled 2-step verification on ucalgary.sharefile.com can disable it if they

enabled it. Enabling this option for internal users will create a third factor of authentication for themselves.

## E. Security

11. Is there ever an un-encrypted file transferred?
    **Answer:** No, everything will be encrypted

## F. Support & Training

12. What support is available if external users have an issue?
    **Answer:** Visit https://www.sharefile.com/support or contact Citrix at: 1-800-4-Citrix (1-800-424-8749)