

### INTRODUCTION

Leader Printing has long provided multiple ways for customers to **supply files for printing**. FTP, e-mail and DVDs have served us well recently —remember floppy disks, Zip drives and CDs?— but we now have a terrific new way for you to send files.

Our **ShareFile site** provides a secure, password-protected area for your uploads, supports files too large to e-mail and provides automatic notifications. No more worrying if your e-mail was too big to make it through or calling to confirm an FTP upload: we're notified when you upload files and you're notified when we download them. And when it's time to view a proof of your job, you'll receive an e-mail with a link to download the proof.

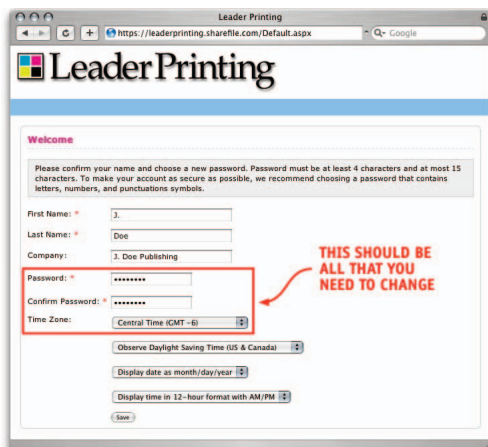
Although we'll continue to support **FTP, e-mail and DVDs**, we urge you to give our ShareFile site a try. We know you'll love it!

### CREATING AN ACCOUNT

We need to **set up an account** for you before you can use our ShareFile site. To do that, we need to know the name for your upload folder (e.g., "J. Doe Publishing") and the first and last names and e-mail addresses of the users you'd like us to set up. You can provide that information to your salesperson or to your customer service representative, or e-mail it to Jeff Boldt at [jeff@leaderprinting.com](mailto:jeff@leaderprinting.com).

### CONFIRMATION E-MAIL & FIRST LOG-IN

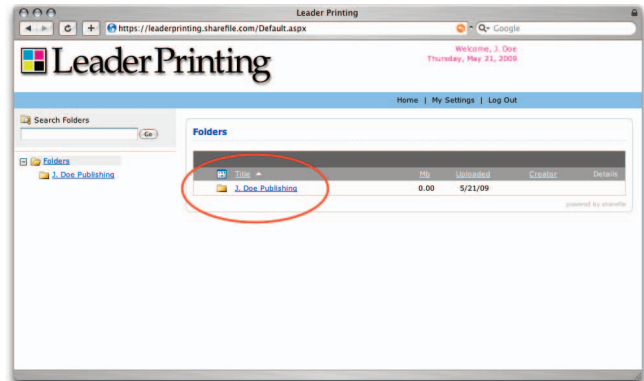
Once we've set up your ShareFile account, each user will receive a **confirmation e-mail** with our ShareFile site's address, their user name and a temporary password. When you log in for the first time, you'll be taken to the screen shown below. Change your password, set your time zone and click Save.



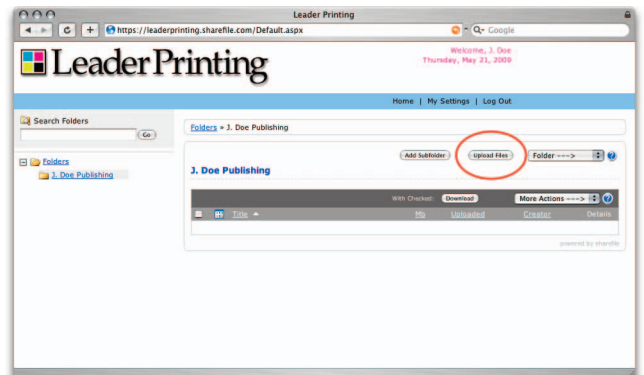
When you're done, **log out, then log back in again**. Be sure to bookmark the site. Note that you can also log in from the home page of our main web site, [www.leaderprinting.com](http://www.leaderprinting.com).

### UPLOADING FILES

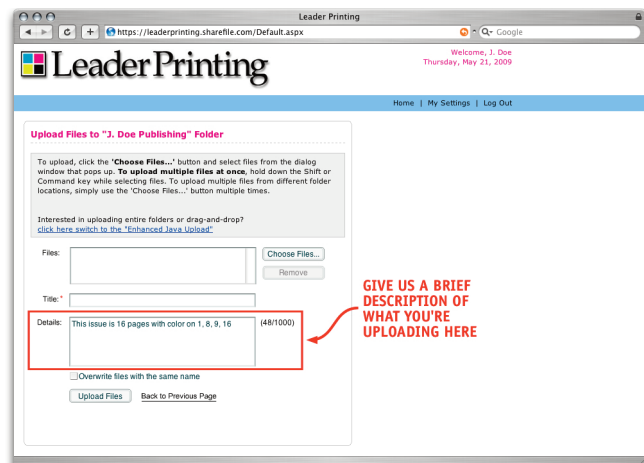
The next time you log into your ShareFile account, you'll see the folder we created for you. **Click the folder link** to open it.



Once you're inside your folder, you're ready to upload files. To do so, **click on the Upload Files button**.

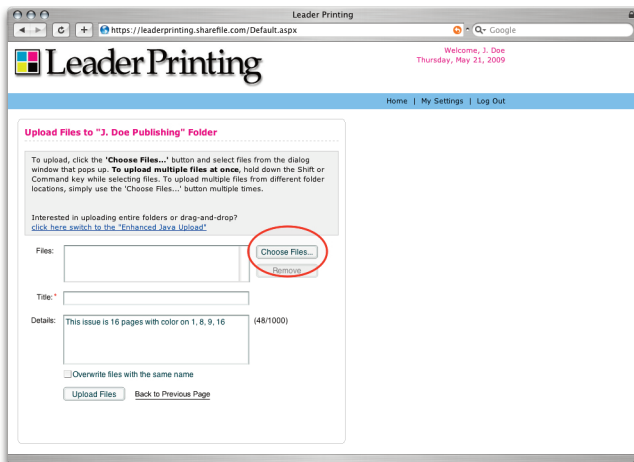


Before selecting the files, **write a brief description in Details** describing what you're uploading. (There's a bug in the software that won't let you do this after you select files.)

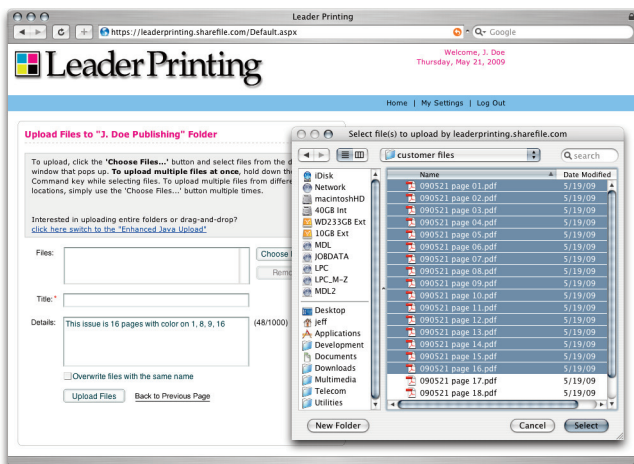


*Continued on back*

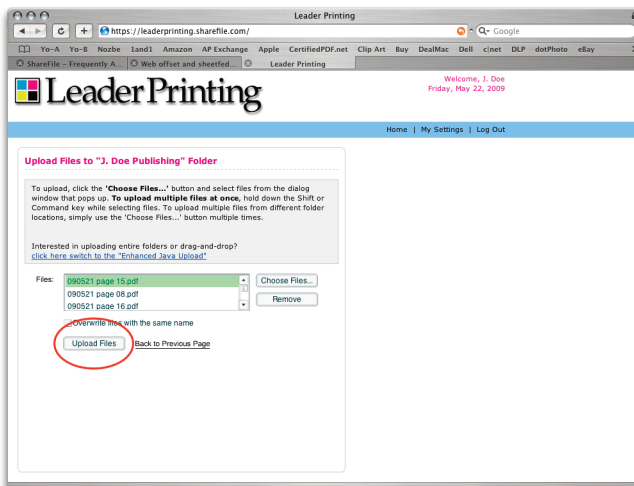
Once you've put a description in Details, **click Choose Files.**



In the dialog box, **locate your files then click Select.** (See the helpful notes on the Upload Files page for more information on how to select files.)



After selecting your files, **click Upload Files.** The upload status will display. You'll be returned to your folder when it's complete.



That's all there is to it. As the saying goes, "Try it, you'll like it!"

## NOTIFICATIONS

The customer service representative assigned to your account will **receive a notification via e-mail** when you've uploaded files. You will receive a notification when we have downloaded your files.

Note that you do NOT receive a notification when you upload files to your folder, only when others do.

## MAINTENANCE

Our ShareFile site is for use in transferring files only: **do not assume it provides a backup of your files.** Once we have downloaded your files to our servers, we reserve the right to delete them from the site. We make no guarantees, implied or otherwise, that a copy of your files can be returned to you.

**Files stay in your folder for 30 days** by default unless you delete them or we delete them. We ask that you do not leave files on the site longer than necessary. As an example of a good file maintenance workflow, if you upload files on a weekly basis, deleting the files in your folder before uploading new ones would be a good habit to get into.

## DOWNLOADING FILES

If you require a PDF proof of your job, we will use ShareFile to get it to you. We will create a "Proofs" sub-folder in your folder and upload the proofs to it. You will then receive an **e-mail notification containing a download link** that will take you to a page where you can download the proof.

## FREQUENTLY ASKED QUESTIONS

**Can your other customers see my files?** No. Each customer has access only to their designated folder(s).

**Is ShareFile secure?** Yes. Unlike e-mail and FTP, ShareFile offers 128-bit SSL encryption to protect your files. Passwords are also hashed so that even Leader Printing and ShareFile staff are not able to access them.

**What if I forget my password?** Click on the "Forgot your password?" link under the Log In button, and you can reset your password.

**Do I need to zip or stuff multiple files into a single file before uploading?** Not if the files you're uploading are all PDFs. If you're sending desktop publishing files, however, such as QuarkXPress, InDesign or Publisher files with linked graphics, you should make a single Zip or Stuffit file from the folder of collected/packaged files, and upload it.

**How big a file can I send?** The maximum file size is 2GB.

**Who can I contact if I'm having trouble?** Please call us at (605) 256-4444 or toll-free at 1-877-572-7746, or e-mail your customer service representative or [jeff@leaderprinting.com](mailto:jeff@leaderprinting.com).