

# DNB ShareFile basic

DeNederlandscheBank

EUROSYSTEM

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DNB **PUBLIC**

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## 1 Login

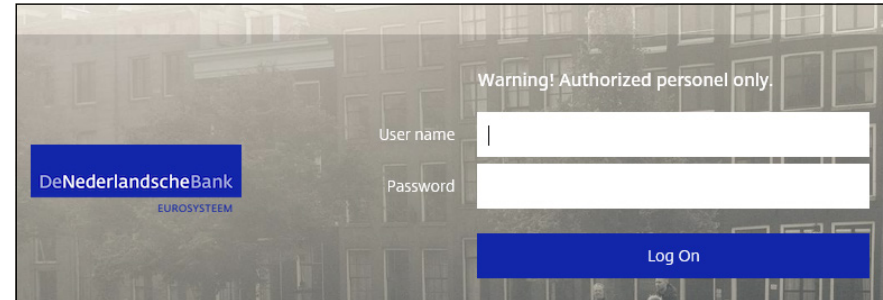
Only registered members have access to the tool. Registration requests can be sent to your DNB contact. Once you are a registered member of the tool, you can follow these steps to log in.

You have **three attempts** to log in. After three failed attempts, your account will be locked. If this happens, send an email to [Sharefile@dnb.nl](mailto:Sharefile@dnb.nl).



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## 2 Add ShareFile site to your favorites



- Open your internet browser and enter the following address: <https://sharefile.dnb.nl>
- A login page will appear
- The url changes immediately. Make a favorite, the URL will be: <https://sharefile.dnb.nl/vpn/tmindex.html>. This URL needs to be edited!

**Edit favorite**

Name

URL

Put the favorite in **edit mode** and **remove** the last part of the **URL** ([vpn/tmindex.html](https://sharefile.dnb.nl/vpn/tmindex.html)) so that <https://sharefile.dnb.nl> remains.

If you do not delete the last part of the URL you may get the following problems:

- You have to fill in your username and SMS more than two times
- You will not receive a SMS
- You will not see the folder navigation pane, go to 8.3

## 3 First login



Open ShareFile from your favorites or type the ShareFile **URL** (<https://sharefile.dnb.nl/>) in your browser.



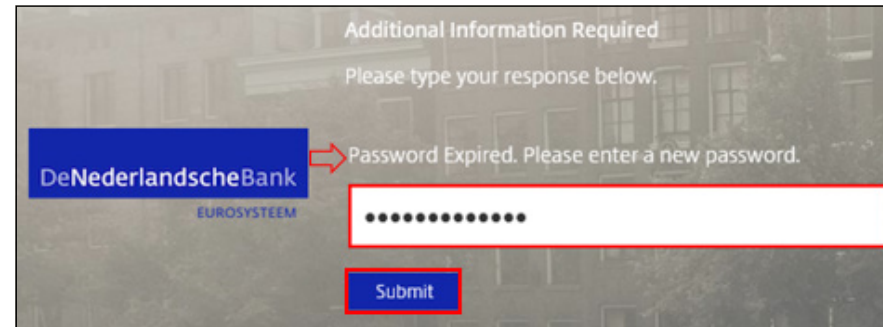
The login page should be appear

- Enter your **User name** (SFxxxx)
- Enter your **temporary Password** (received by SMS)
- Click on the button **Log On**

The url changes immediately (to <https://sharefile.dnb.nl/vpn/tmindex.html>) but that is correct.

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### 3 First login



Now create a **new password**

Nb. Write your password on a notepad so you can copy and paste it.

- **Make sure your password meets the following requirements:**
- Password needs at least 12 characters
  - At least one uppercase character
  - At least one base digit number (0123456789)
  - At least one special character (!@#%&\*)
  - Do not use common first or last names
  - New password can not match previous 12 passwords
- When you have filled in your password, click on the **Submit** button

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## 3 First login

Additional Information Required  
Please type your response below.

Please confirm password

Submit

Warning! Authorized personnel only.

User name Sf0922

Password

⊗ If you have just changed your password please login using your new password. Otherwise use correct credentials to login.

Log On

A follow-up screen appears

→ **Confirm** the new password and click on the **Submit** button

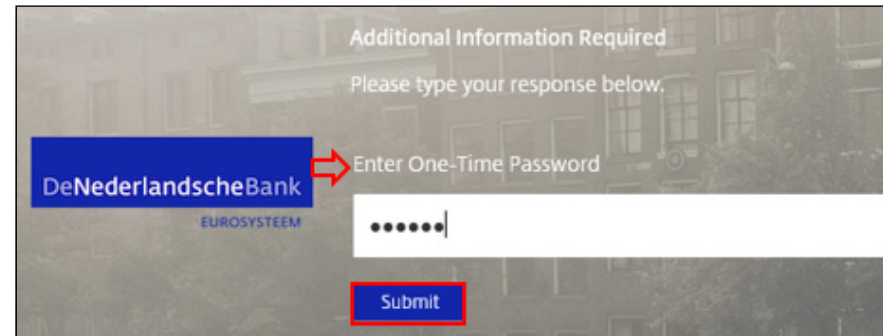
If you are not asked to enter your login details again, go to the next step.

A logon page appears where you have to enter your new login details

→ Fill in **your username** and the **new password!**

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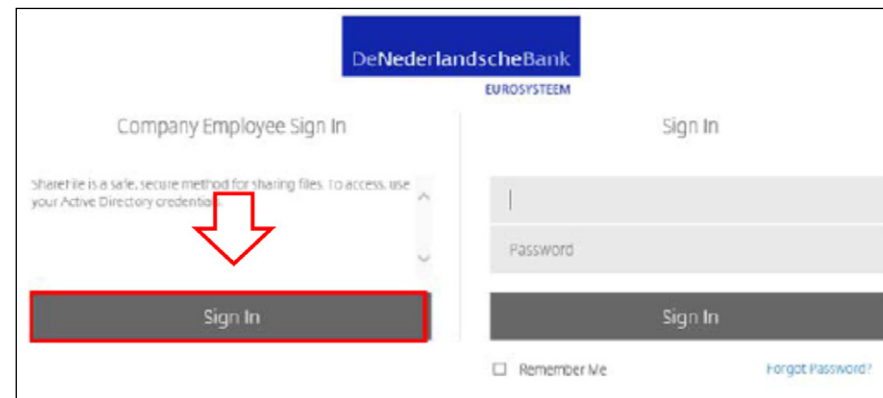
## 3 First login



You will receive a **One-Time Password by SMS**

- Enter the code and click on **Submit**
- If you are repeatedly returned to the login screen after entering the code, go to 8.1

Attention! After 41 days you have to fill in a new password! You will be asked automatically to renew.

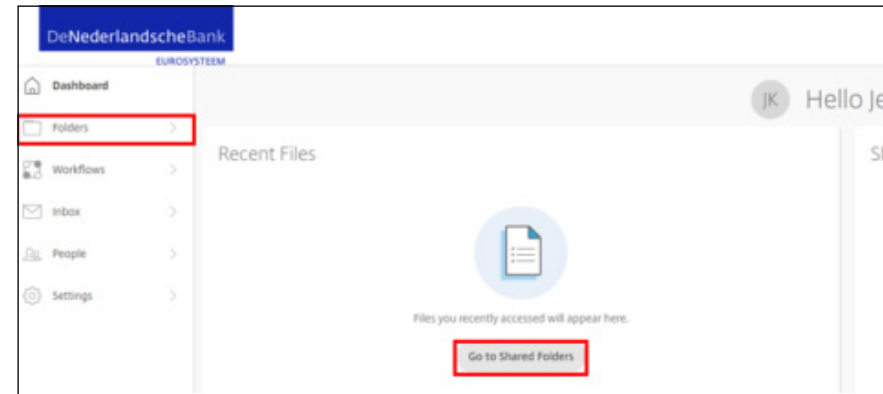


The next login page will appear

- Use the **left Login button** to login
- The main ShareFile Page will appear, you can now use ShareFile
- If you get an error message go to 8.2

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## 3 First login



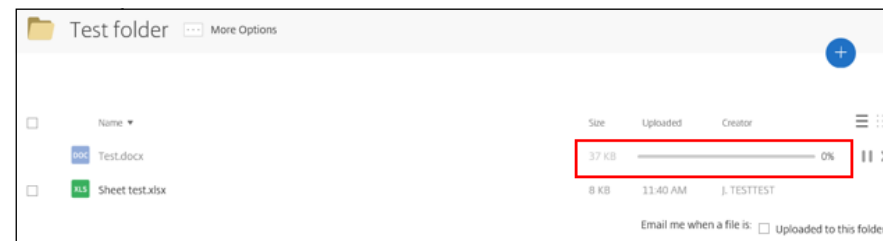
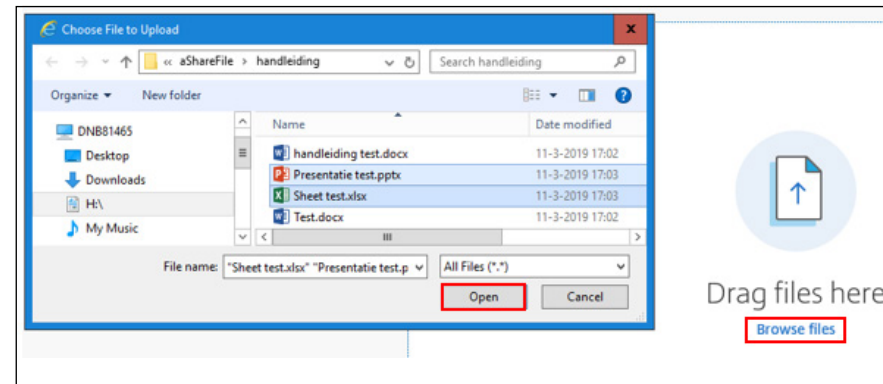
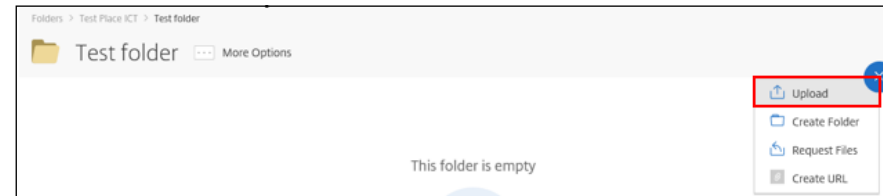
The Dashboard page appears

- Click on **Go to Folders** then click on **Shared folders** or
- Click in the navigation pane (left side) on **Folders > Shared Folders** or directly on the button **Shared Folders**
- If you don't see 'Folders' on the navigation menu, go to 8.3



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## 4 Using files



### 4.1 Upload files

You can upload one or more files manually by using the Upload Button, you can also upload a Zip file.

→ Click on the **+** and **Upload**

An upload screen appears

→ Click on **Browse files**

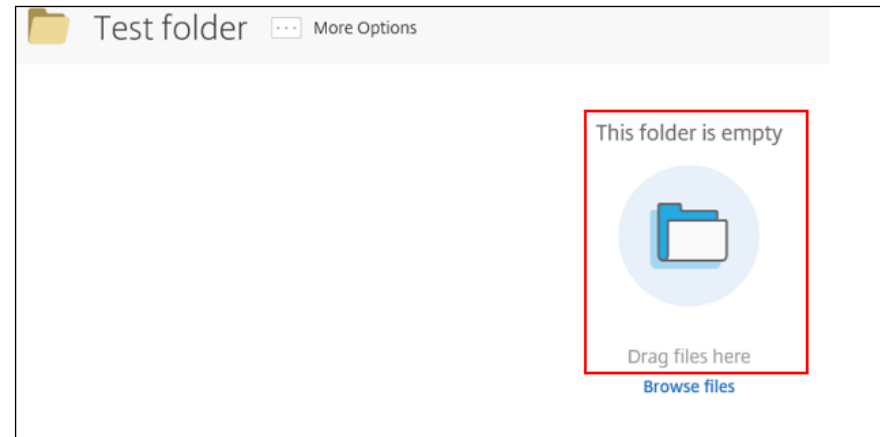
→ Windows Explorer appears. Use Ctrl key to select multiple items and click on **Open**

→ The files are moved to the upload screen. Click **Upload** when ready

In the folder you see the status bar.

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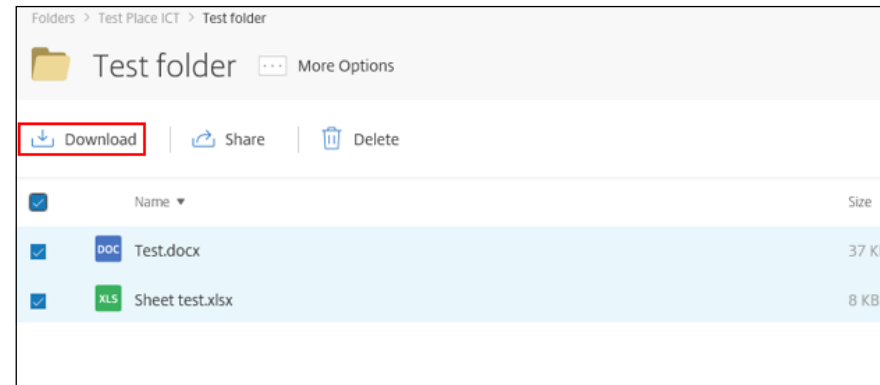
## 4 Using files



### 4.2 Drag and drop a file

You can also drag and drop files (or a Zip-file) directly into the folder in ShareFile.

- Select the documents that you want to upload on your personal disk and drag the files to the Drop files area. Now ShareFile will show you the status bar.



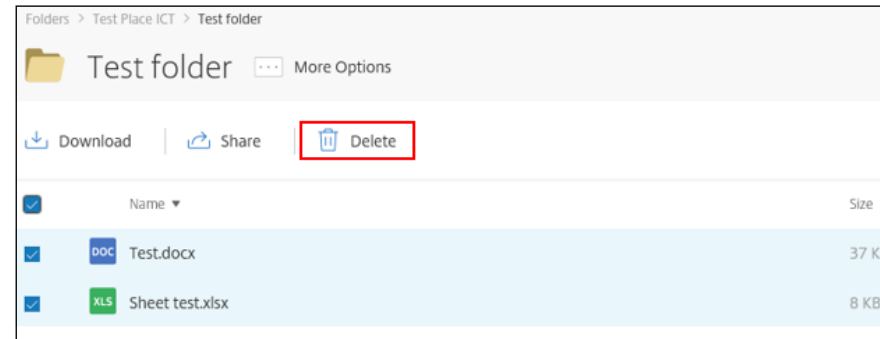
### 4.3 Download files

- Select one or more files you want to download, you can also download a Zip file
- Press the **Download** button to start the download

You can save the files to a disk by using the **Save as** button. If you download an entire folder, a Zip file will be created.

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## 4 Using files



### 4.4 Delete a file

To remove a file, select one or more files and press the **Delete** button.

You can also delete an item, by using your right-click. Deleting an item will move the item to the Recycle Bin. A user with upload rights can only delete the files they have uploaded.

## 5 Navigation between folders and subfolders



You can navigate from subfolders to the folder above by clicking on the folder to the left of it.

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## 6 Set date and time

**Time and Date**


Time Zone:  
(UTC -12:00) International Date Line West ▾

Daylight Saving Time:  
Observe Daylight Saving Time (European Union) ▾

Date format:  
day/month/year ▾

Time format:  
12-hour format with AM/PM ▾

You can change the date and time to the right time zone, the date and time will be displayed correctly behind the documents.

→ Click bottom left on to the  **Personal settings**

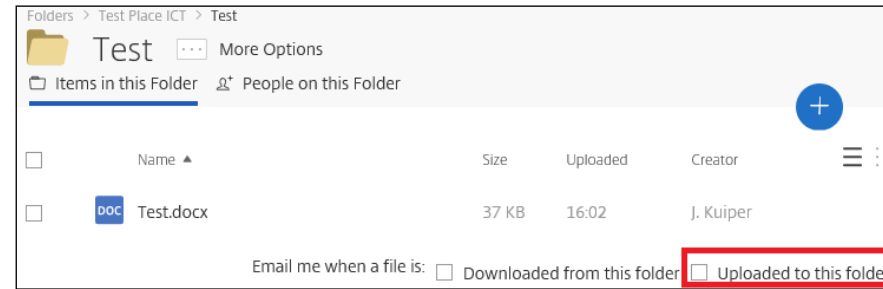
A page with your profile appears. Go to the bottom.

→ Change **Time Zone, Daylight Saving Time** and **Time format**

You can also change the **Date format**.

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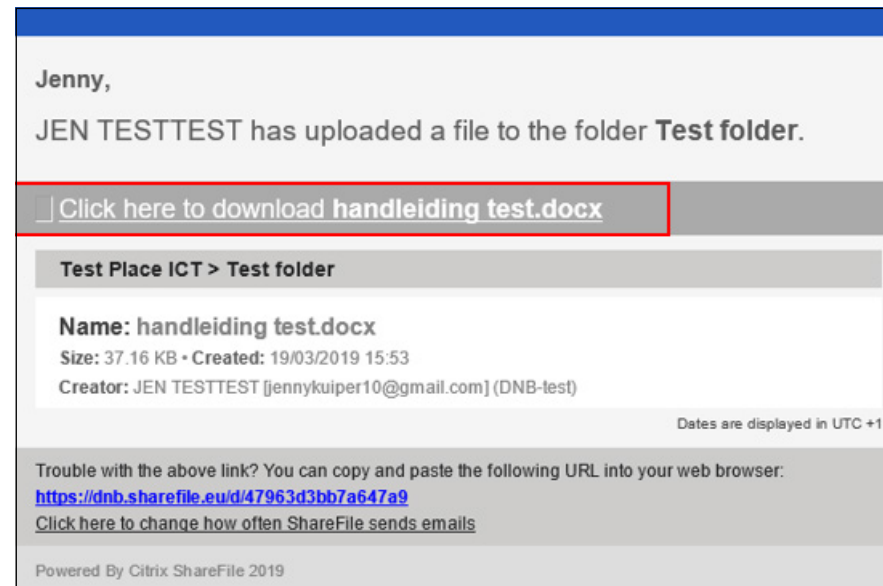
## 7 Email notifications



### 7.1 Set up Upload notifications via email

Users can subscribe or unsubscribe to email the Upload notification by using the checkbox at the bottom of the folder contents.

→ Click on the checkbox



### 7.2 Receive notifications

When you receive a notification, click on the link in the light gray area. This will open the folder with the uploaded files. Do not use the other links, they do not work. Before you click on the link first **log in to ShareFile!**

## 8 Common issues

### The https-traffic has been blocked

Possible solution is:


the **URL's** below must be whitelisted

- <https://dnb.sharefile.eu>
- <https://sharefile.dnb.nl>

Report this to your IT Administrator

 Dashboard

 Folders

 Shared Folders

 Favorites

### 8.1 Always being returned to the login screen

The URL in the favorite may not be correct, see the solution under 8.3

### 8.2 Time-out error after login

After logging into ShareFile you will receive an error

(For example, HTTP / 1.1 Internal Server Error 43549).

This is a time-out message: you had the url on screen for more than 3 minutes without logging in.

**Solution:** Close the tab in the browser and reconnect to [sharefile.dnb.nl](https://sharefile.dnb.nl)

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## 8 Common issues

### 8.3 Folders are not displayed on the navigation menu

You do not see the name **Folder** and **Shared Folders** in the navigation menu (left on the screen).

#### **The URL in the favorite is not correct**

If you use a favorite to login in ShareFile check the properties of the **URL**.

Remove the last part of the URL (vpn/tmindex.html) so that only <https://sharefile.dnb.nl> remains.

→ After adjusting this, delete your cookies and files in the browser

- Go in Edge Chromium to the Settings (...) > History > Clear browsing data

#### **Make sure that the following options are selected:**

- Cookies and website data
- Cached images and files

→ Click on the button **Clear Now**

→ After that close your browser and open it again

→ Open ShareFile

#### **Check if the https-traffic has been blocked**

the URL's below must be whitelisted

→ <https://dnb.sharefile.eu>

→ <https://sharefile.dnb.nl>

Report this to your IT Administrator

### 8.4 Contact us

If you have a question or a problem send an email to [ShareFile@DNB.nl](mailto:ShareFile@DNB.nl)

