**Step by Step – How to Open ShareFile Email**

1. Open your email and click the “Download Attachments” box (see below):

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1. A new window will open and you will have to enter the following information:
   1. Email
   2. First Name
   3. Last Name
   4. Company (if applicable ie: you are receiving a business return).
   5. Then you will click **continue** (as shown below): Graphical user interface, text, application

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2. A new window will load. “Select All” files to be downloaded to your personal computer. Once “Select All” is clicked, click the **download** button (see below):

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1. Once the **download** button is clicked, a file will be downloaded named “Files.zip” (see below). This will show on the same page where you can select your files.

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1. Right click on “Files.zip” and select the “Show in Folder” option. This will open a new window. This is your downloads folder on your personal computer (see below)

Graphical user interface, application

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1. Right click on the highlighted file (Files.zip) and select Extract All option. This will open a new window and click on the “Extract” option (see below):

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1. In your downloads folder (which should still be open) you will now have a new folder called “**files**”. This is where your documents are currently located.
   1. Double click on the **files** folder (see below)

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At this point, you may move the documents to a different folder, if you chose. Otherwise you’re all done!