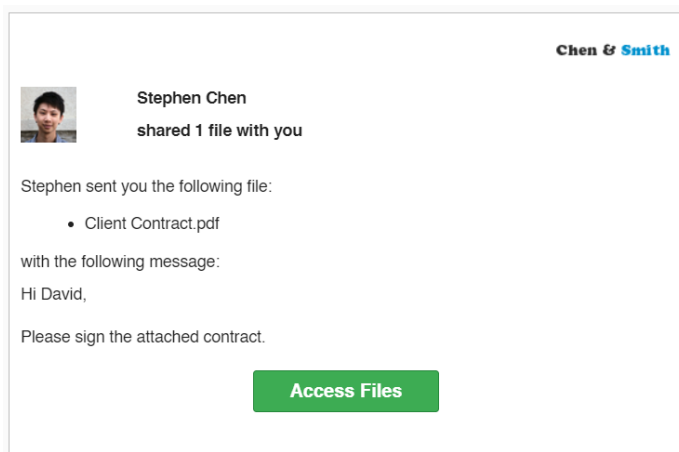


About TitanFile

TitanFile is a secure file sharing and client collaboration platform trusted by professionals in the government, legal, healthcare, financial services, insurance and accounting industries.

Receiving Shared Files

In your email inbox, you will receive a TitanFile notification email.



Click the **Access Files** button to access the channel containing the shared files.

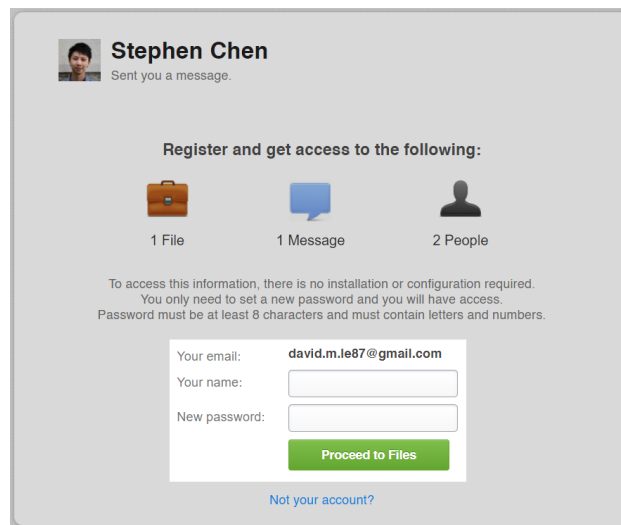
Logging into the TitanFile Portal

The process will be different depending on whether you are a **new TitanFile user** or an **existing TitanFile user**.

If you're an existing TitanFile user, [jump to page 2](#).

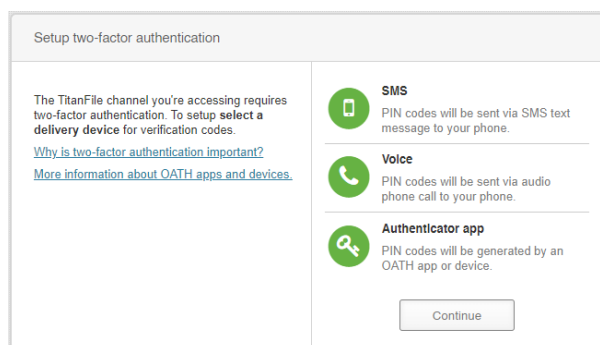
New TitanFile Users

You only need to enter your name and choose a password. Then, click **Proceed to Files** to log in.



Warning: Passwords must be at least 8 characters and must contain letters and numbers.

After clicking **Proceed to Files**, you may be taken to a page asking you to set up two-factor authentication.

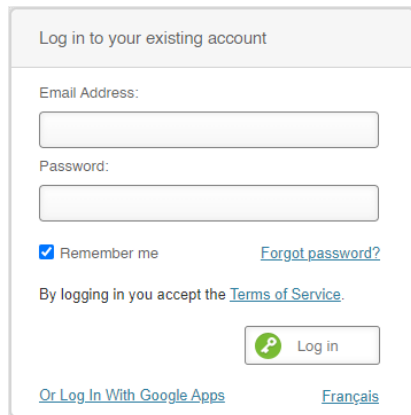


Choose your two-factor authentication method to continue. Then, follow the setup instructions to receive a login PIN. You will need to enter this PIN to gain access to TitanFile.

TitanFile Guide for External Users

Existing TitanFile User

Enter your email address the notification was sent to and the password associated to your existing TitanFile account. Then, click the **Log in** button.



Log in to your existing account

Email Address:

Password:

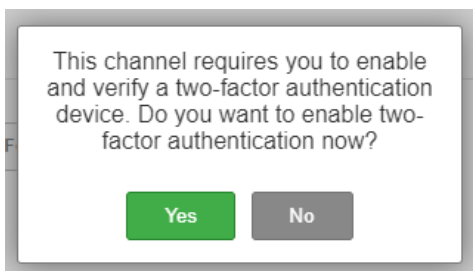
Remember me [Forgot password?](#)

By logging in you accept the [Terms of Service](#).

[Or Log In With Google Apps](#) [Français](#)

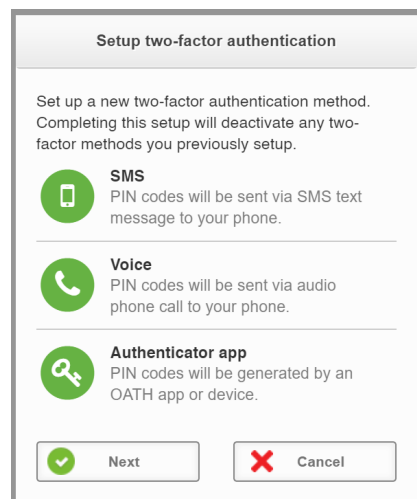
Click the **Forgot password?** link if you've forgotten your password.

After logging in, you may see a popup that is asking you to set up two-factor authentication.



This channel requires you to enable and verify a two-factor authentication device. Do you want to enable two-factor authentication now?

You must click **Yes** to proceed. Choose your two-factor authentication method from the list.



Setup two-factor authentication

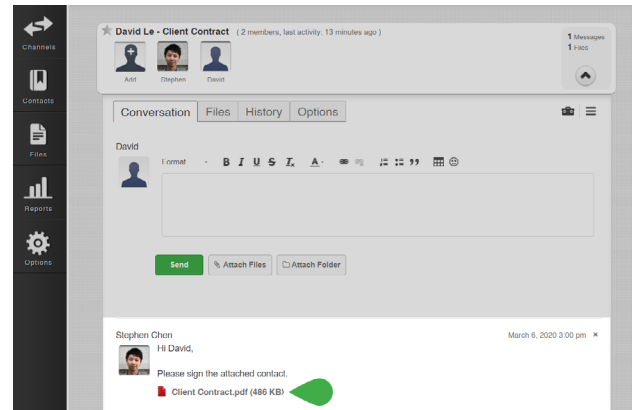
Set up a new two-factor authentication method. Completing this setup will deactivate any two-factor methods you previously setup.

- SMS**
PIN codes will be sent via SMS text message to your phone.
- Voice**
PIN codes will be sent via audio phone call to your phone.
- Authenticator app**
PIN codes will be generated by an OATH app or device.

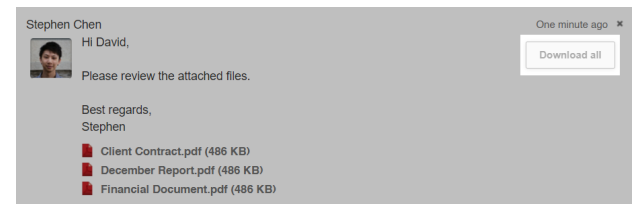
Follow the setup instructions to receive a login PIN. You will need to enter this PIN to gain access to TitanFile.

Downloading Files

To download a file, click on a file name. This will start a download in your browser.

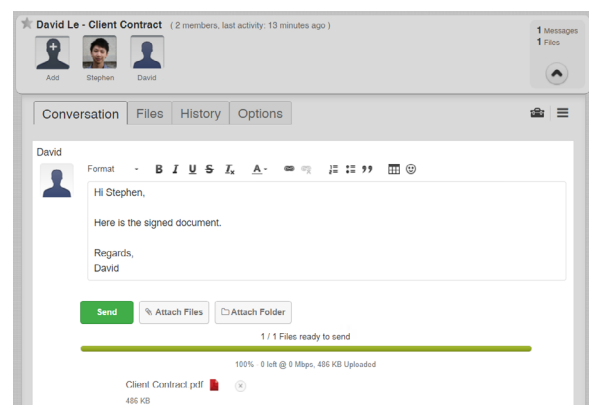


You can also download all files by clicking the **Download All** button on the right.



Responding to the Sender

TitanFile allows two-way communication. You can reply to the sender using the message box next to your name. Just type a message, attach files, and click the green **Send** button.



Looking to Learn More?

TitanFile has a self-serve online knowledge portal filled with best practices, short videos, and how-to's to help you get started:

support.titanfile.com

If you can't find what you are looking for, contact TitanFile Support at:

support@titanfile.com

TitanFile 

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