

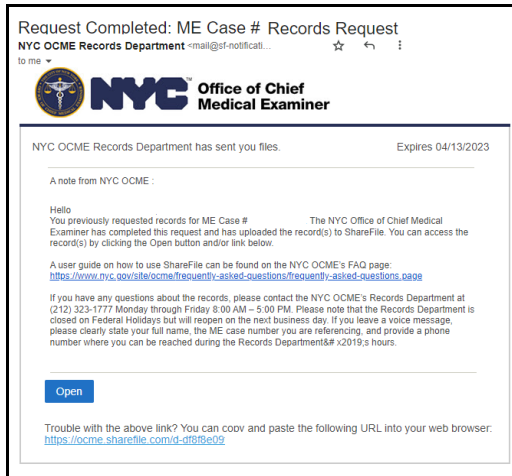
User Guide: Using ShareFile to Download NYC OCME Records Requests

Please contact the OCME Records Department at (212) 323 – 1777 if you have any questions.

Purpose: This user guide is for members of the public who have requested case records from the NYC Office of Chief Medical Examiner (OCME). The guide will explain the steps involved when receiving case records electronically from the OCME via ShareFile, a secure third-party filesharing platform.

Part 1: The NYC OCME Sends an Email with a Download Link

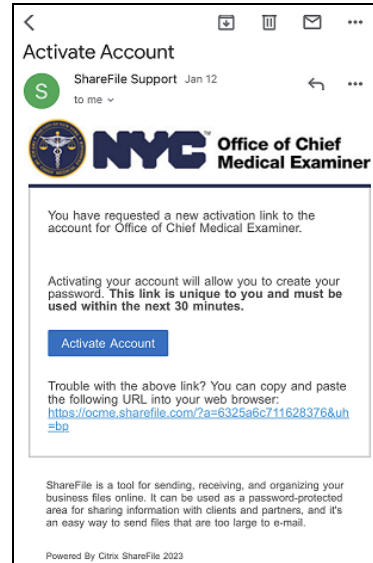
1. You will receive an email from the “NYC OCME Records Department” (mail@sf-notifications.com) once your records request has been uploaded to ShareFile.
 - a. You may need to add this sender to your email’s contacts: **mail@sf-notifications.com**
 - b. *The email will look like this:*



2. In the email click the “Open” button (**Open**). Or copy and paste the provided URL into your web browser.
 - a. If you are asked to activate your ShareFile account, then proceed to **Part 2**.
 - b. If your ShareFile account is already activated, then proceed to **Part 3**.

Part 2: Activating your ShareFile Account

1. You may receive an email titled “Activate Account” from “ShareFile Support” to activate and create a password for your free ShareFile account.
 - a. *The email will look like this:*




2. Click the “Activate Account” button (**Activate Account**) or copy and paste the provided URL into your web browser.
 - a. *Note:* The activation link is time sensitive. The email says how long the link is good for.
3. Follow the steps provided to active your account.
4. Once your account is successfully activated you will receive a “LogIn from a new ShareFile tool” email from “ShareFile Support.”
5. To continue with accessing the case records in ShareFile, you will need to use the link in **Part 1**. Return to **Part 1** of this user guide and follow the steps listed.

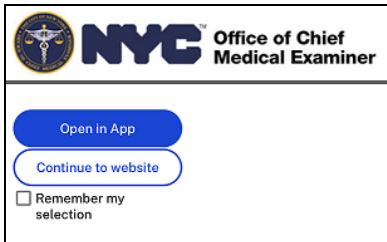
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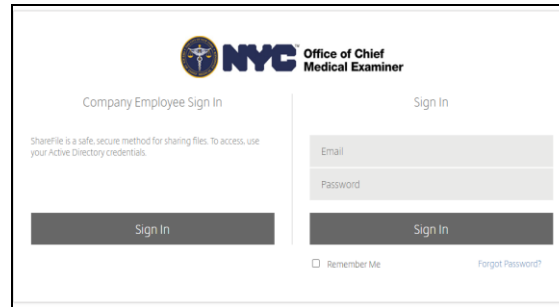
Part 3: Logging into your ShareFile Account to Download the Case Records


1. If you are using the ShareFile download link on a mobile device, then you will be asked if you want to “open in App” or “continue to website.” **You must click on the “Continue to website” button** () to continue.

- a. If you are accessing the download link on a computer, then your browser will automatically open the ShareFile website.
- b. *The options page on a mobile device looks like this:*




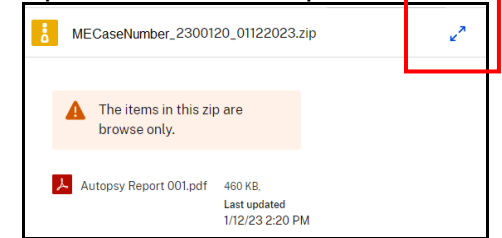
- 2. You will be redirected to the OCME ShareFile log in page on your web browser.
 - a. *The OCME ShareFile Login Page will look like this:*




- 3. Under the “Sign In” pane enter your email address and your ShareFile password.
 - a. If you cannot remember your password, then you may click on “Forgot Password” and follow any prompts that are emailed to you and/or shown on the page.
- 4. Click the “Sign In” button ().

- 5. If your email address and password is correct, you will be redirected to ShareFile downloads page.
 - a. The downloads page is for your request only.
 - b. It will list the specific case records in the compressed (“.zip”) folder.

- 6. The “Details” pane should be expanded from the right-hand side of the page.
 - a. If it is not expanded, then click the double arrow button () to expand the “Details” pane.



- 7. Under the “Details” pane click the “Download” ( Download) button.
- 8. ShareFile will download the .zip folder to your browser’s default ‘Downloads’ folder location.
- 9. Once the download is complete follow any prompts to open the compressed folder and the case records.
- 10. Once you are done downloading from ShareFile, you should close the browser window.

- End of Documentation-