



Avista Pharma ShareFile User Registration Form

Please complete this form and return completed form to documentcontrol-ma@avistapharma.com.

Contact Information

Company Name:	
Contact Name:	
Contact E-mail Address:	
Contact Phone #:	

Account Setup

Please specify the report access required:

- Add contact to the company's general report folder (all contacts from that company will have access to the reports).
- Create a separate user folder (only the specified contact will have access to the reports).

ShareFile FAQ

What is ShareFile?

- ShareFile is a free web based service offered by Avista Pharma for electronic delivery of testing certificates. The service allows users to view, download and print test certificates as soon as they are available.

How will my test certificates be delivered?

- Test certificates will be available as PDF documents; for viewing, download and printing; on the ShareFile site. You can access your ShareFile account here <https://avistapharmareports.sharefile.com/Authentication/Login>. An e-mail notification will also be sent to the contact e-mail provided when new reports are available.

How do I access my certificates?

- For instructions on accessing your account and viewing/downloading certificates from ShareFile please reference the "Getting Started with ShareFile" document, which can be found at www.avistapharma.com/client-resources.

How long are certificates available on ShareFile?

- Certificates are available for viewing, download and printing for **60 days** after they are uploaded to the server.

Can I change who can access a report after establishing an account?

- Yes, to change report access after initial account setup contact documentcontrol-ma@avistapharma.com.

What if I can't view/download my certificates?

- The ShareFile site does use pop-ups, which may be blocked by your browser or corporate IT group. Adding the ShareFile site to the list of sites that allows pop-ups should correct this issue.

What if I have technical issues when accessing reports?

- ShareFile is fully supported by Citrix. When you are logged into your ShareFile account there will be a help link in the upper right corner, which will take you the Help center. From there you can view support topics or submit a help request.

What if I have forgotten my login information?

- Your username will be the e-mail address you provided when you initially signed up for ShareFile. If you have forgotten your password there is a "Forgot password?" link on the login page, which can be used to reset your password.

ShareFile Account Setup Authorization

User:	_____	_____
	Signature	Date