



# Citrix Files for Windows

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## About Citrix Files for Windows

July 19, 2023

Citrix Files for Windows allows you to access your files directly through a mapped drive. Citrix Files provides a native Windows Explorer experience. Files are downloaded only when accessed, and temporarily stored on your computer. Changes made to the files are automatically saved back to the cloud. You can access more functionality through the Windows right-click context menu.

### System requirements

- Windows 7 or Higher
- Windows Server 2008 R2
- Windows Server 2012 R2
- Windows Server 2016
- .NET 4.6.2 Framework is required

### Supported languages

Citrix Files supports the following languages:

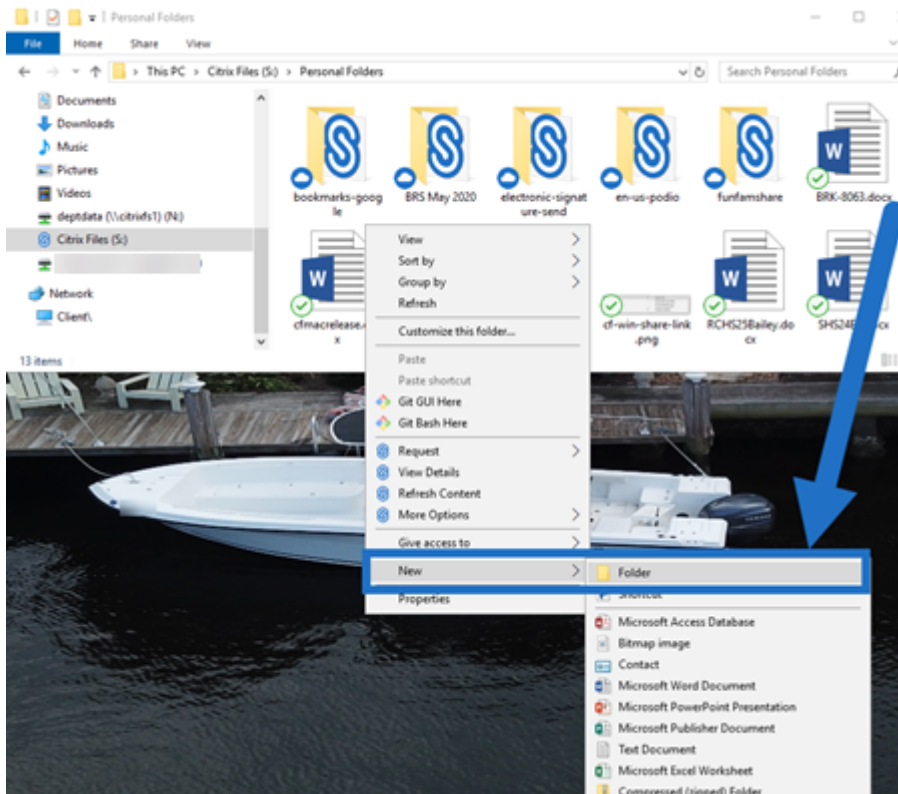
- English
- Spanish
- French
- German
- Japanese
- Dutch
- Portuguese
- Korean
- Simplified Chinese
- Russian

### Create a folder

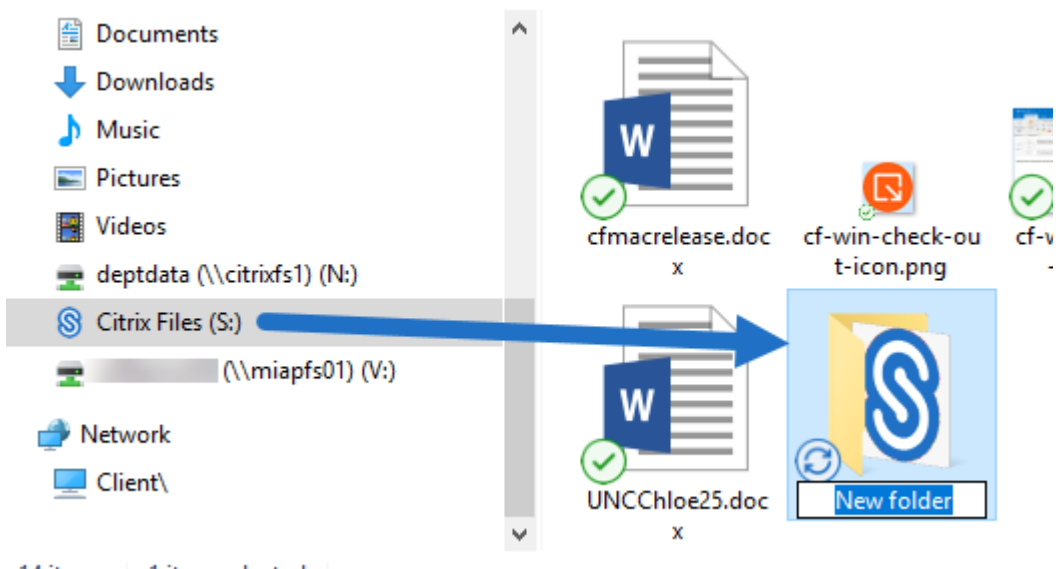
July 19, 2023

The following steps explain how to create and name a folder in Citrix Files for Windows.

1. Open the Citrix Files folder in Windows Explorer.
2. Navigate to the location where you want to create the new folder.
3. Right-click to open the Citrix Files menu.
4. Select **New** then **Folder**.



5. Using the new folder icon you created, type the name you want to use for the folder.



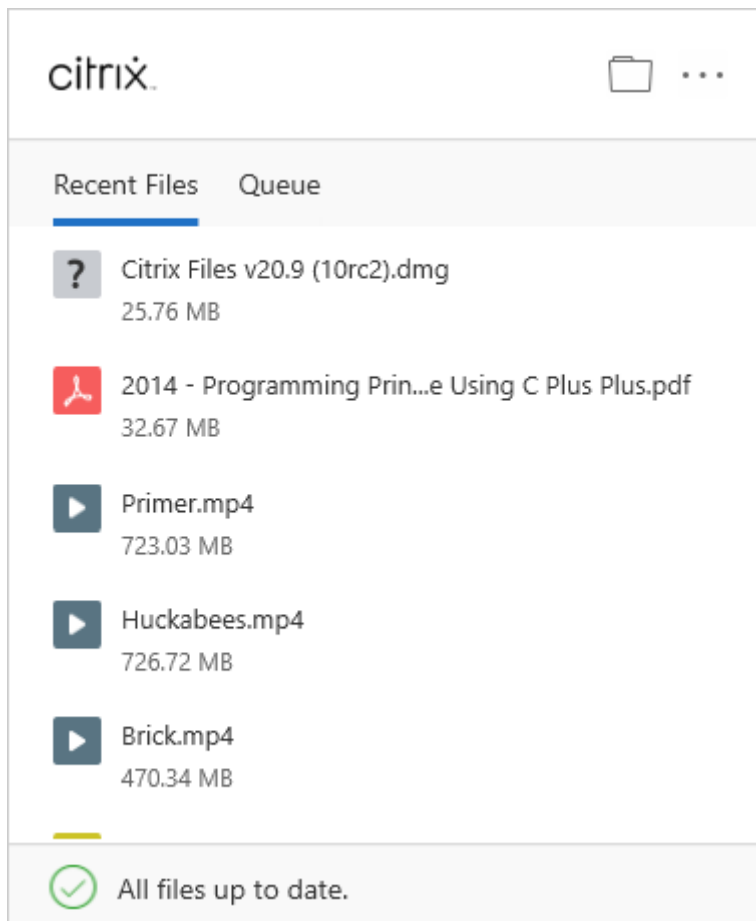
## Accessing the dashboard

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Access the dashboard by selecting the **Citrix Files** icon in the Windows system tray. The dashboard shows the recent uploaded files. You can also access your Settings and other options by clicking the (...) in the top right corner of the dashboard.

Dashboard notes:

- The **Queue** tab displays up to 20 of the most recent uploaded files.
- To clear the queue, you must restart Citrix Files for Windows. This is because queue information is stored in your desktop's memory.
- Newer entries replace older entries over time.

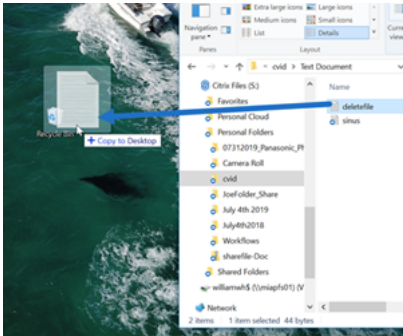


## Delete files

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The following steps explain how to delete files in Citrix Files for Windows.

1. Select the file you want to delete.



2. Drag the file to the Windows Recycle Bin.

The file is deleted.

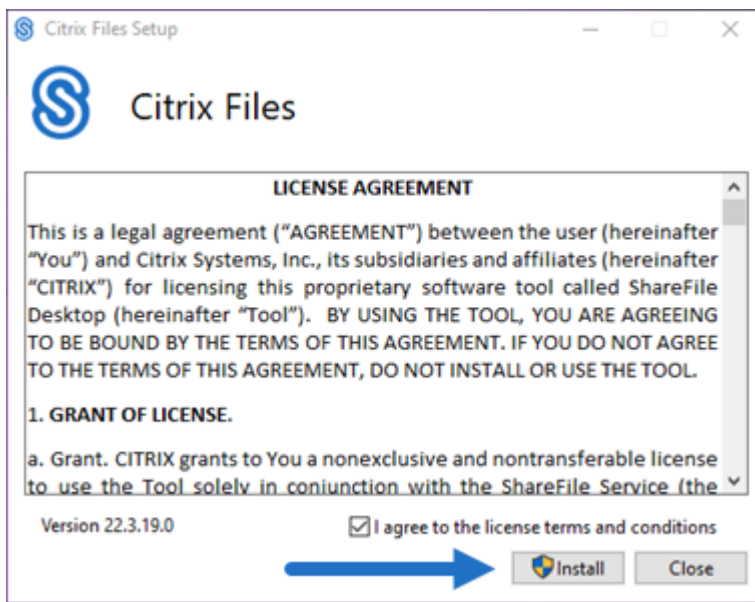
## Download and open the app

July 19, 2023

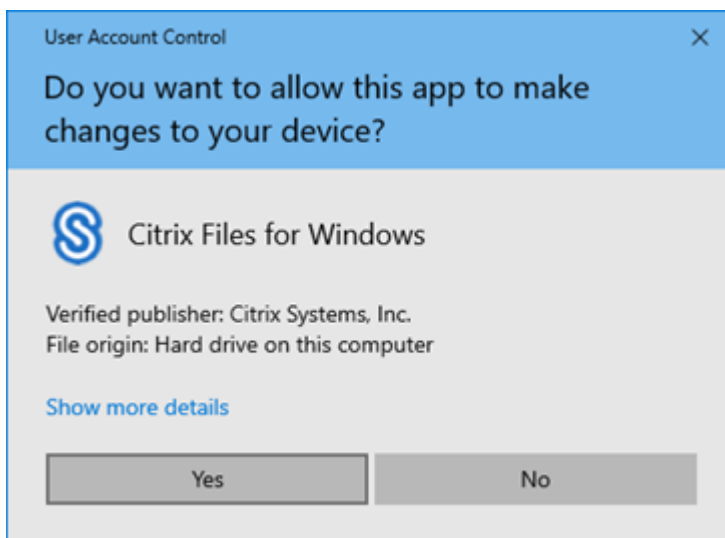
### Download Citrix Files for Windows

The following steps explain how to download and install Citrix Files for Windows.

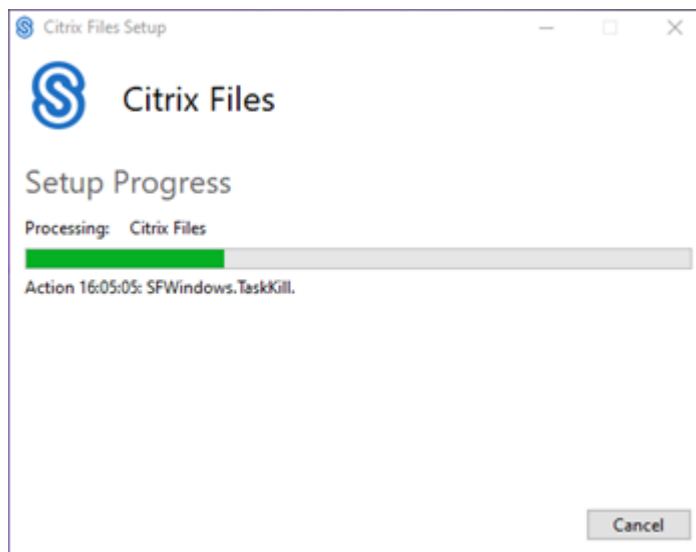
1. Download the Citrix Files for Windows installer file from here: [Citrix Files for Windows](#).
2. Open the installer package.
3. Select **Install**.



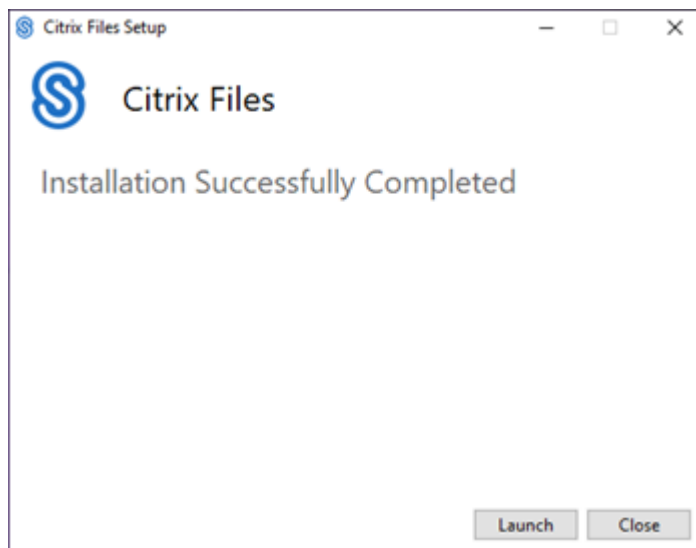
4. Select **Yes** on the User Account Control screen.



The install process starts.



5. Select **Launch** to open Citrix Files for Windows.



### Open Citrix Files for Windows

1. Select the Citrix Files icon to open Citrix Files for Windows.
2. Type your account URL (enter "mycompany" for mycompany.sharefile.com).





Enter your account's subdomain to continue. For example,  
if your account's URL is "mycompany.sharefile.com", you  
would enter "mycompany".

e.g., mycompany

Continue

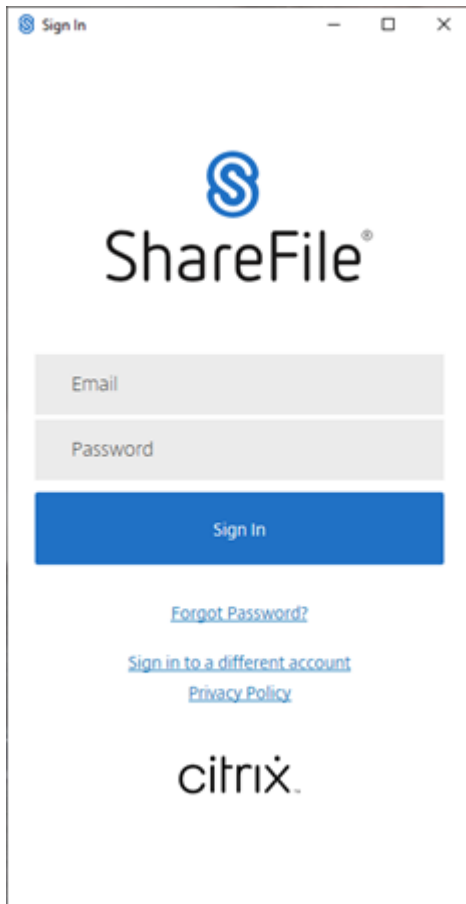
[Don't know your account's subdomain?](#)

[Sign in with Citrix Workspace](#)

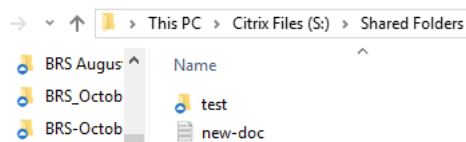
[Privacy Policy](#)



3. Type your email and password to sign in.



Open your Citrix Files (S:) drive in Windows Explorer.



## Troubleshooting install issues

If you have installation failures, contact Citrix Technical Support department at <https://www.citrix.com/support/open-a-support-case/> for assistance.

**NOTE:**

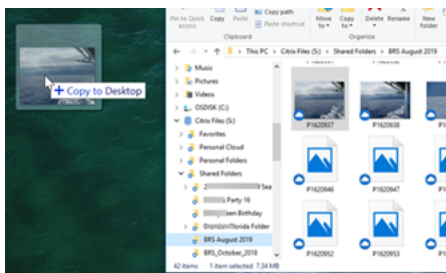
If an upgrade release for Citrix Files for Windows fails to install, see the Citrix Support Knowledge Center article, [Citrix Files for Windows won't install a new release](#), for assistance.

## Download and view files

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The following steps explain how to download and view files using Citrix Files for Windows.

1. Open the Citrix Files folder in Windows Explorer.
2. Navigate to the file you want to download.
3. Drag the file and drop on your desktop.



4. Double-click to open and view the file.

## Open and edit files

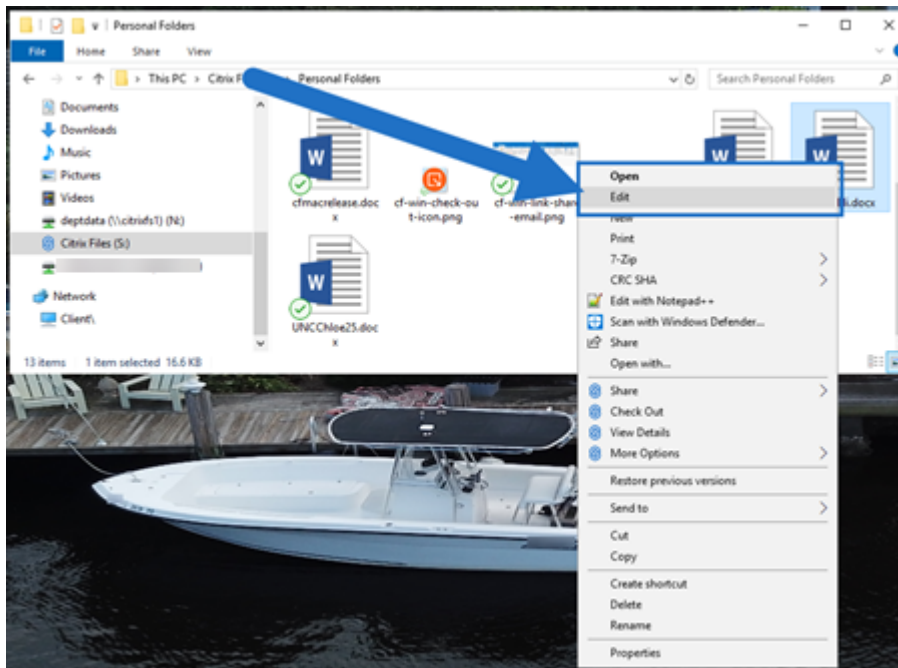
July 19, 2023

The following steps explain how to open and edit a file using Citrix Files for Windows.

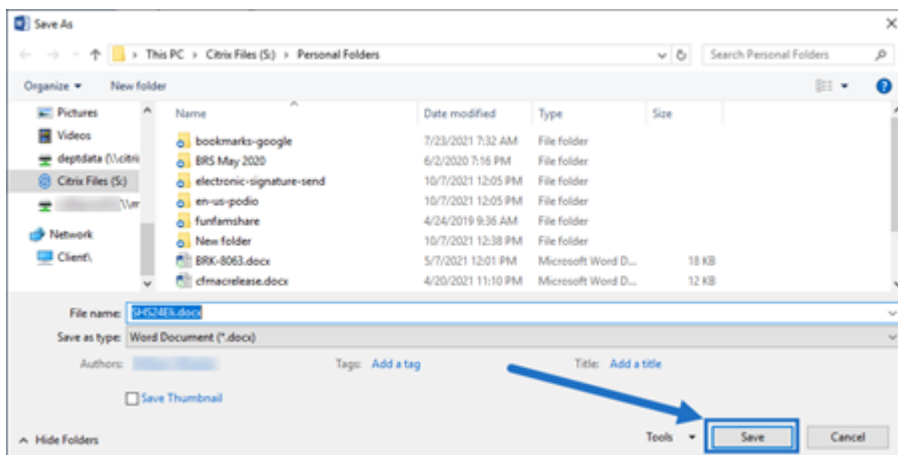
Tip:

Use this to open and edit files from many popular applications including Microsoft Office and Adobe.

1. Navigate to the file you want to open and edit from the Citrix Files folder in Windows Explorer.
2. Right-click to open the Windows menu.
3. Select either **Open** or **Edit**. The file opens in the corresponding application.



4. After completing the edits, select **Save** from the application menu. The edits are saved in Citrix Files for Windows.



## Icon overlays

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Files and folders have an icon overlay that represents the status of that item. The following defines what each icon overlay represents:



**Online only** files: These files and folders are stored on the cloud. These files and folders are not stored on the local device.

NOTE:

When your device is not connected to the Internet, online only files and folders are not available.



**Mixed state** folder or **cached** file: This occurs when folder contents are in the various modes including online, offline, and cached.

NOTE:

When you open an online only file, it downloads to your device and becomes a cached file. You can open cached files anytime even without internet access. If you need to free up space, you can change the file back to online only. To do so, right-click the file and select **Make online only**.



Only files or folders marked as “Make available offline” display a green circle with the white check mark. These files or folders are downloaded to your device and are available offline.

Right-click on the file or folder and select **Make online only** to move them back online.



The file or folder is syncing to the cloud. This means upload and downloads are currently in progress.



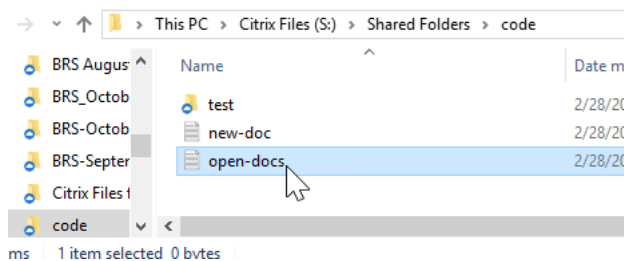
The file or folder is checked out.

## Open files

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The following steps explain how to open files using Citrix Files for Windows.

1. Navigate to and open the Citrix Files (S:) drive in Windows Explorer.
2. Select the file you want to open.



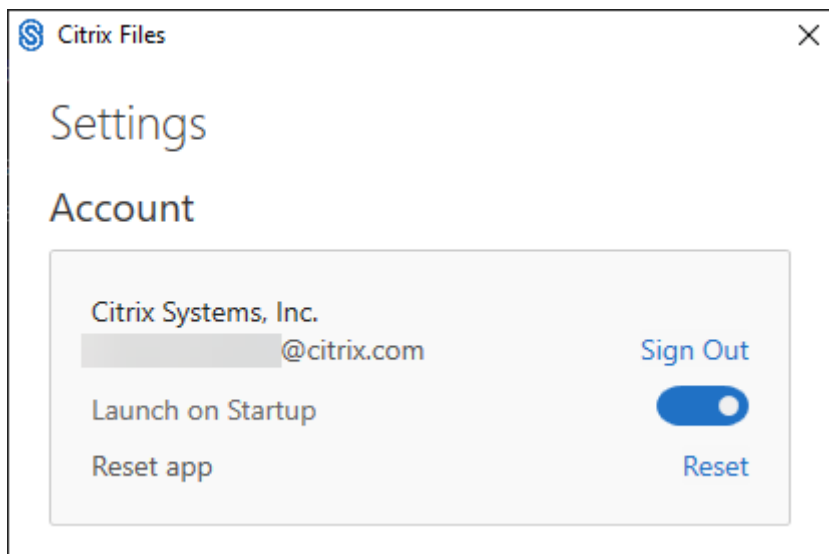
3. Double-click to open the file.

## Settings menu

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The following options are available in the **Settings** menu.

### Account

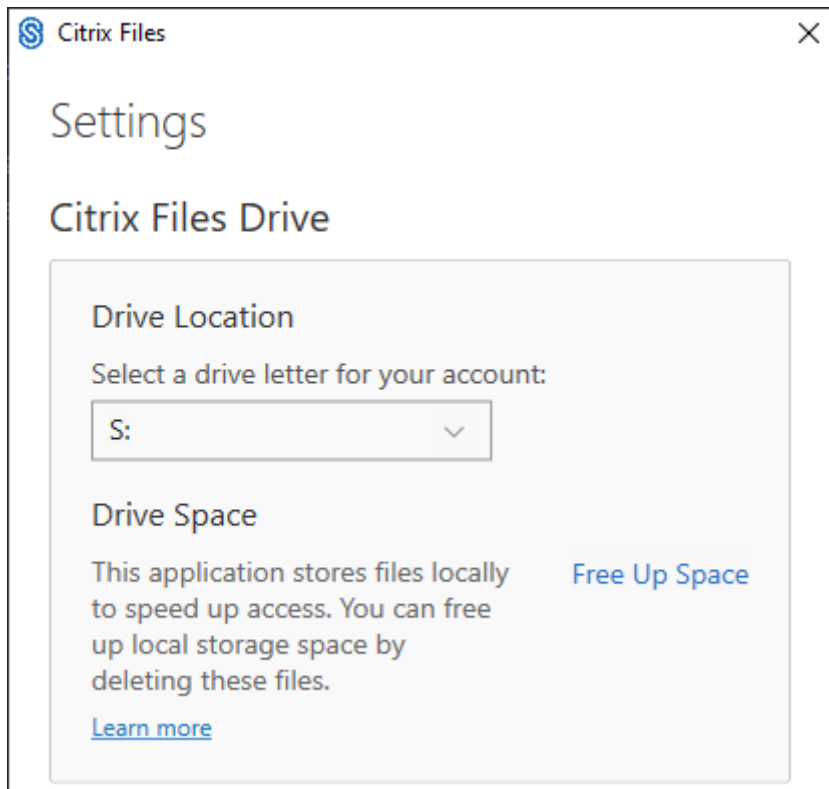


**Sign Out** - Signs you out of your Citrix Files account. Cached files are deleted.

**Launch on Startup** - Allows the application to start automatically after starting Windows.

**Reset app** - Allows you to reset the application to the original default settings.

## Citrix Files Drive



**Drive Location** - Allows you to select a drive letter for your Citrix Files account. Default is “S.”

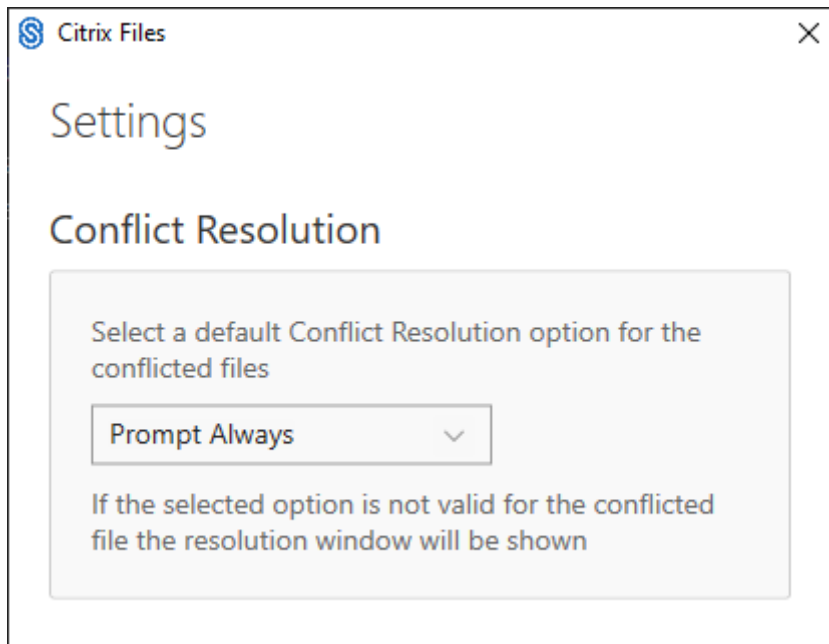
**Drive Space** - Files made available offline take up space on your local device. Use the **Free Up Space** option to remove files that are stored locally.

NOTE:

For more information on file status, see [Icon overlays](#).



## Conflict Resolution



This setting allows you to select a file conflict option.

- **Prompt Always:** Prompts you to review the conflicted files.
- **Overwrite:** This option overwrites the existing file with an updated file.
- **Discard:** Discards the changes being made to the existing file.

**TIP:**

We recommend you save a copy of an uploaded file to ensure you don't lose the file changes.

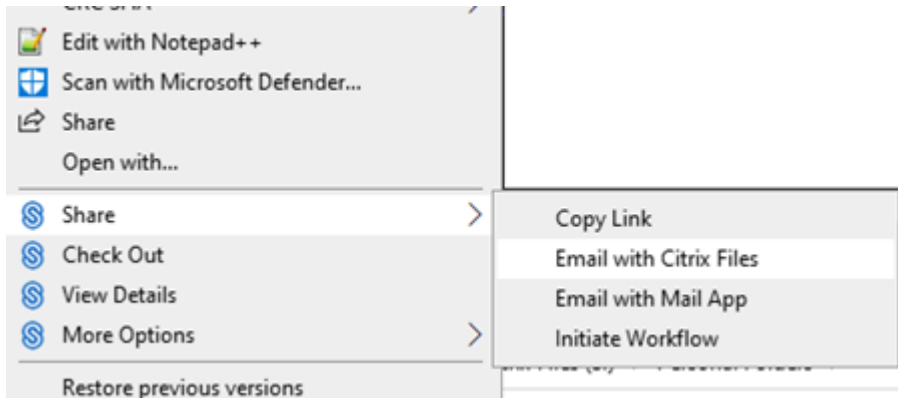
- **Save a Copy:** This option creates a copy of the conflicted file so both files remain.

## Share files

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The following steps explain how to share a file using Citrix Files for Windows.

1. Navigate to the file you want to share from the Citrix Files folder in Windows Explorer.
2. Right-click the file and select **Share**.



3. In the drop-down menu, select one of the following options to share the file:

- **Copy Link:** Copies the link to the clipboard for pasting in a message.
- **Email with Citrix Files:** Opens **Email with Citrix Files** window. You enter the recipients, subject, and a message before sharing the file.
- **Email with Mail App:** Opens your primary mail app with the share link embedded in the message. You add the recipients email address, provide a subject, and a message.

NOTE:

**Who can access this link** allows you to select one of the following access options: *Allows recipient to view online only or view and download without watermark.*

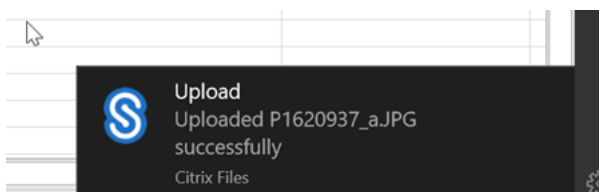
4. Double-click to open and view the file.

## Upload files

July 19, 2023

The following steps explain how to upload files using Citrix Files for Windows.

1. Select the file you want to upload.
2. Open the Citrix Files folder.
3. Drag the file to the Citrix Files (S:) drive in Windows Explorer. The upload success message displays.





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