

HOW TO DOWNLOAD FILES FROM INTERNET/INTRANET

This guide explains how to safely download files from external websites (Internet) and internal company sites (Intranet), such as SharePoint, OneDrive, Microsoft Teams, and other business applications.

Following these guidelines helps protect company data, ensures files are stored correctly, and reduces security risks associated with downloading content from untrusted sources.

Before You Download

VERY IMPORTANT: Before downloading any file: Verify that the website or source is trusted

- Confirm that you have permission to access the file
- Ensure sufficient storage space is available on your device
- Be cautious of unexpected downloads from emails or websites
- Follow organisation's security and data handling policies
- Do not open unexpected executable files (.exe, .bat, .msi) without approval from IT.

Downloading Files from the Internet

Internet downloads typically originate from external websites and may include documents, software, PDFs, images, reports, etc. There are 2 ways to download from an internet source:

1. Use the "Download" button

- If prompted, choose: **Open** (opens immediately), or **Save / Save As** (stores the file locally)
- Select the desired storage location if prompted.
- Wait for the download to complete.
- Open the downloaded file from the Downloads folder or the chosen location.
- Browsers like Microsoft Edge or Google Chrome typically save downloaded files to the local "Downloads" folder unless another location has been configured.

Important! Selecting a language below will dynamically change the complete page content to that language.

Select language [Download](#)

Expand all | [Collapse all](#)

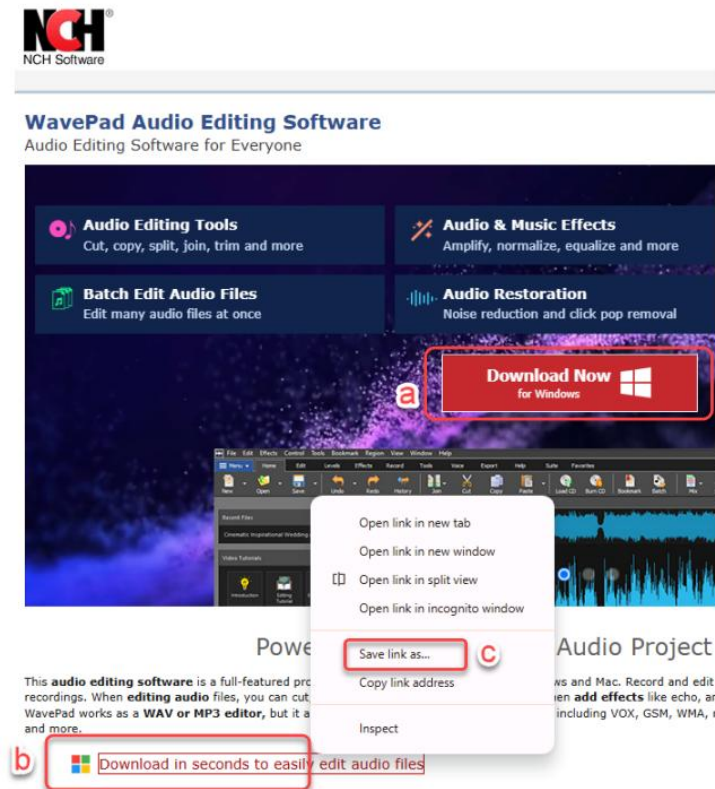
▼ Details

Version: 11.0.0.4	Date Published: 7/15/2024
File Name: EIE11_EN-US_MCM_WIN7.EXE	File Size: 31.3 MB

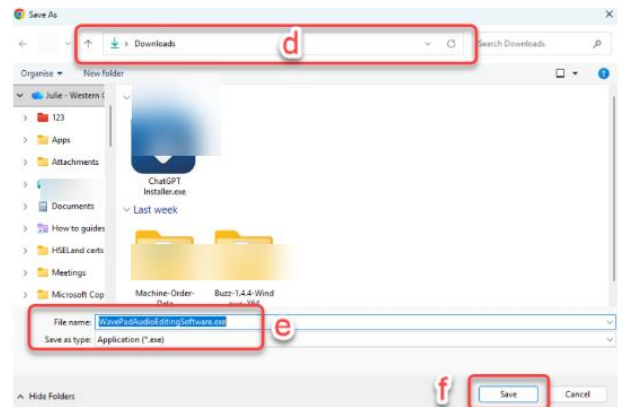
Internet Explorer was retired on June 15, 2022.
IE 11 has been permanently disabled through a Microsoft Edge update on certain versions of Windows 10. If any site you visit needs Internet Explorer, you can reload it with IE mode in Microsoft Edge. *Microsoft Edge is the browser recommended by Microsoft.*
[Get Started](#)
For more information for enterprises or IT admins about Internet Explorer 11, please [click here](#).

Trusted websites almost always have a "download" button or link, and information about the file being downloaded.

2. Right-click and use the "Save as..." option



- a) if the "Download" button does not work, or does not correspond to the name of what you are trying to download, there may also be
- b) a link to download the same
- c) to verify what you are downloading, right-click on the link and choose "Save link as..."
- d) by default downloaded files are stored in "Downloads" folder"
- e) you can see the name of the file and file type
- f) if everything checks out, click on "Save"



DO: contact IT team if you need any software installed

DO: contact IT team if you are not sure about a download

DO NOT: download or install anything that looks suspicious

DO NOT: download or install anything for personal use, or from an unknown source

Downloading Files from the Company Intranet

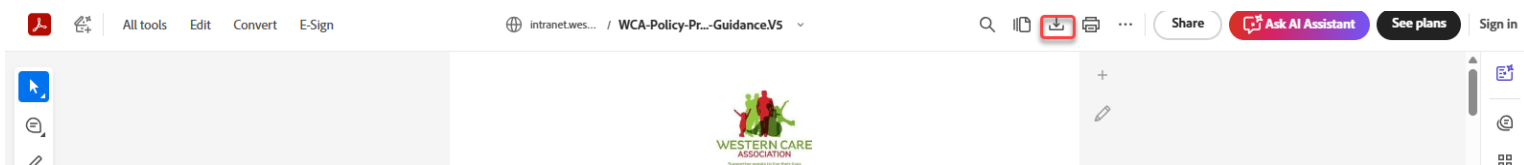
WCA stores documents online within:

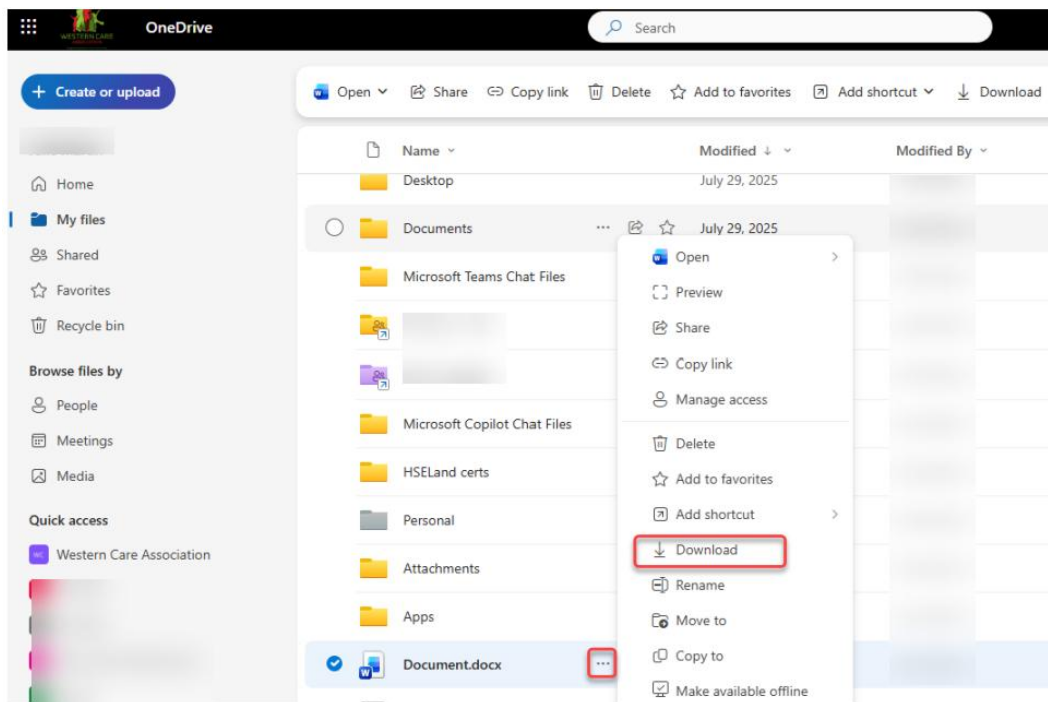
- SharePoint Online
- OneDrive
- Microsoft Teams
- Intranet portal

These platforms provide secure access to company documents and resources.

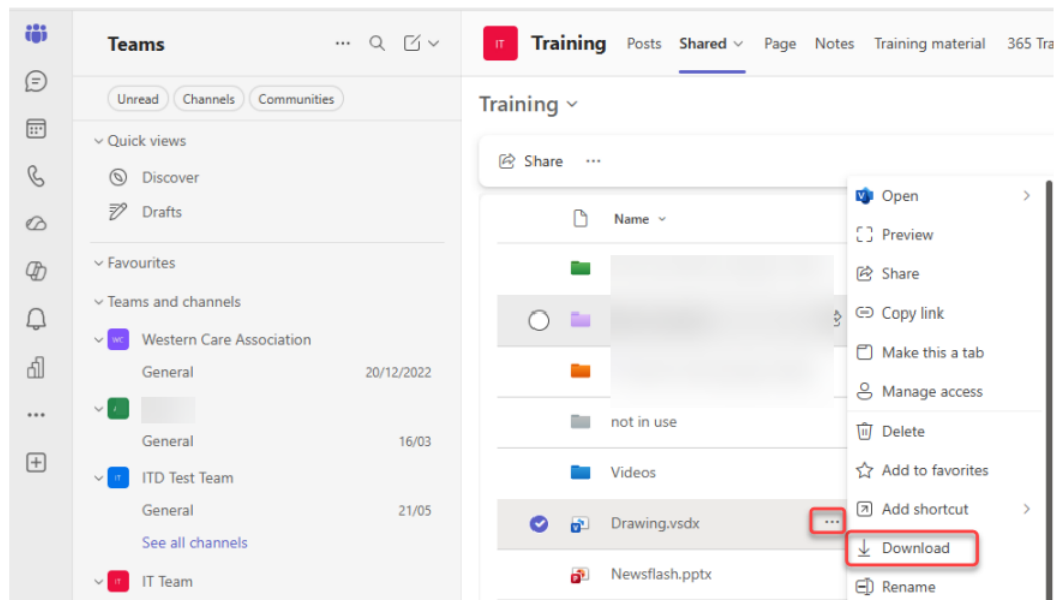
For multiple files or folders, OneDrive may download the content as a ZIP file.

On the Intranet most documents are shown as downloadable links, or have a download button. When you access a downloadable document, it opens in browser, here you have an option to Download (arrow), and an option to Print (you can also choose to "Save as PDF" when you choose to print:





In OneDrive, to download, select the file(s) you wish to download > click on the 3 dots next to the name and select "Download" from the drop-down menu



In Teams, to download, select the file(s) you wish to download > click on the 3 dots next to the name and select "Download" from the drop-down menu

Where Downloaded Files Are Stored

By default, browsers typically save files to: C:\Users\\Downloads

Depending on browser settings, users may also be prompted to choose a save location.

Recommended locations:

- Documents folder
- Teams folders
- OneDrive folders

Common Download Issues

1. Download Button Not Visible (Possible causes: No file is selected / Insufficient permissions / Browser refresh issue)

🔑 Solution > Try refreshing the page or reselecting the file. Contact IT Support if not resolved.

2. Download Blocked (Possible causes: Antivirus software / Organisation security policies / Restricted file types)

🔑 Solution > Contact IT Support if you believe a business-related file has been incorrectly blocked.

3. Download Fails (Possible causes: Network interruption / Insufficient disk space / Lack of folder permissions / Temporary browser issue)

🔑 Solution > Refresh the browser or try a different one, check storage. Contact IT Support if not resolved.

Downloading Images from the Internet

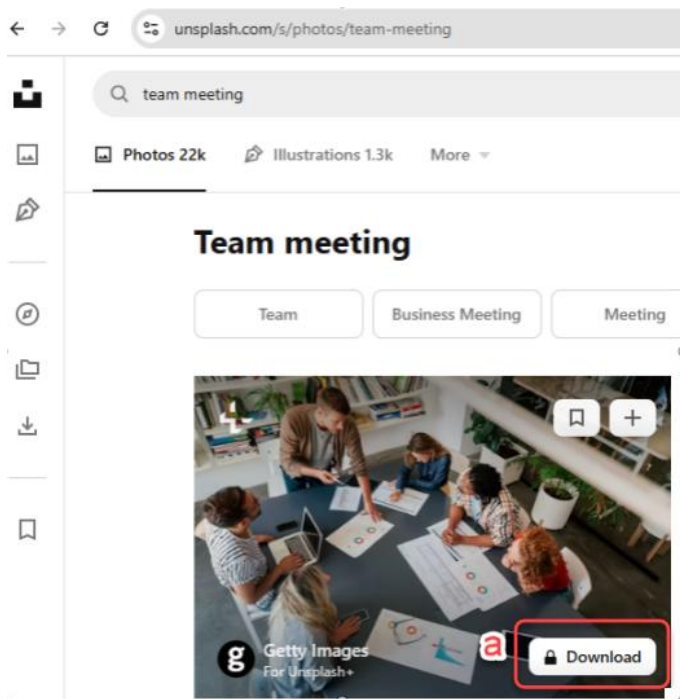
Before downloading or using an image, ensure you have the right to use it. Many images found through search engines are protected by copyright and cannot be copied, shared, modified, or used for business purposes without permission from the copyright owner. Unless a licence specifically allows reuse, you should assume that permission is required before using the image. Creative Commons licences are commonly used to allow others to use images under specific conditions.

SAFE TO USE	DO NOT USE	DO
• The image is in the public domain • The image is licensed under Creative Commons and you follow the licence conditions • The image is provided under a royalty-free licence • The image comes from an approved stock image website • WCA owns the image or has purchased the appropriate licence	• Images copied directly from Google Images or other search results without checking the licence • Images from websites that do not provide usage rights • Images with copyright notices that prohibit reuse • Images of identifiable people for commercial purposes where appropriate permissions may not exist	• Check the image licence and usage terms • Use royalty-free or licence-free image websites where possible • Follow any attribution requirements specified by the image provider • Do not assume an image is free to use simply because it appears in internet search results

Recommended Free Image Websites

- Unsplash – <https://unsplash.com>
- Pexels – <https://www.pexels.com>
- Pixabay – <https://pixabay.com>
- Microsoft Create – <https://create.microsoft.com>
- Freepik (check licence requirements) – <https://www.freepik.com>
- Openverse - <https://openverse.org/>

How to Download an Image



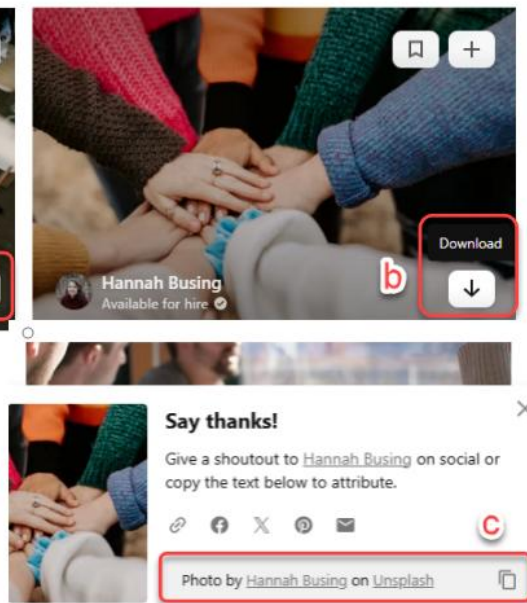
Here are examples of images available from a free website (Unsplash.com)

a) a locked/licensed/not free image will show a "lock" symbol next to "Download"

b) a free image has a download arrow

once you've clicked on the download arrow, you will see a pop-up with information about the image

c) to give credit, use the copy button



On other websites:

1. Navigate to the website containing the image.
2. Verify that the image licence allows your intended use.
3. Select the image you want to download.
4. Click the **Download** button, or right-click the image and select **Save image as** (where permitted).
5. Choose a save location on your device. Click **Save**.
6. Record any attribution or licence information if required.

How to Give Credit

Some licences require attribution. A good attribution should include:

- Image title (if available)
- Creator/photographer name
- Source website
- Licence type

Example - **Photo: "Mountain Sunrise" by Jane Smith, via Unsplash**

For Creative Commons content, Creative Commons recommends including the **Title, Author, Source, and Licence (TASL)** where available.

Taking Screenshots of Images from the Internet/Intranet

Important: Taking a screenshot does not remove copyright obligations. Always ensure you have permission to use the image and comply with any licence or attribution requirements.

1. Display the image on your screen
2. Press **Windows + Shift + S** (or launch Snipping Tool from the Start menu)
3. Select the area to capture
4. Save the screenshot when prompted
5. Store the image in an approved location

Best Practice

- ☒ Use trusted image sources approved stock image sites whenever possible
- ☒ Always check the copyright and licence before downloading or using an image
- ☒ Keep a record of attribution requirements (source and licence information)
- ☒ Provide attribution when required
- ☒ Store images in approved business locations
- ☒ Use company-approved image libraries where available
- ☒ Use screenshots only when permitted by copyright or licensing terms
- ☒ Use original downloaded images instead of screenshots where possible for better quality
- ☒ Delete downloaded files that are no longer required
- ☒ If you are unsure whether an image can be used or if a download appears suspicious, choose an alternative image with a clear licence or seek guidance from the IT team

References

Download Files and Folders from OneDrive or SharePoint (Microsoft Support)

<https://support.microsoft.com/en-US/onedrive/download-files-and-folders-from-onedrive-or-sharepoint>

Troubleshoot Download Failures

<https://learn.microsoft.com/en-us/troubleshoot/microsoft-edge/development/download-failures>

Creative Commons Licenses - <https://creativecommons.org/share-your-work/use-remix/cc-licenses/>
https://wiki.creativecommons.org/wiki/Recommended_practices_for_attribution