



# FileCloud Online Version 23.252

## FileCloud End User Guide

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## What do you want to do?

|                                                             |                                           |
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| Use the FileCloud Web Browser (User Portal)                 | <a href="#">Web Browser (User Portal)</a> |
| Share my files...                                           | <a href="#">Sharing Files and Folders</a> |
| Develop automated solutions for existing business processes | <a href="#">FileCloud Automation App</a>  |

### In this section

- [About FileCloud for Users](#)
- [Accessing FileCloud](#)
- [User Account Types](#)
- [Web Browser \(User Portal\)](#)
- [Integration with MS Teams](#)
- [FileCloud Automation App](#)
- [Restrictions on Filenames and File Types in FileCloud](#)

# About FileCloud for Users

FileCloud is a software solution that provides your organization with file access, file sharing, and file synchronization, and gives you complete control of your data with unmatched security.

## How Do I Use FileCloud?

FileCloud supports how you work:

- Choose your operating system (Windows, Mac, Linux OS)
- Choose a mobile device to access files regardless of your location (iOS, Android, Windows Phone)
- Choose which browser you want to use (Google Chrome, Microsoft Edge, Mozilla Firefox, Safari)
- Mount your FileCloud data as a Windows drive
- Access files stored in FileCloud from your Microsoft applications
- Choose the types of files you want to preview, sync and share (Adobe Illustrator, medical files, Microsoft WORD, Adobe PDF Reader, Microsoft Office PowerPoint and Excel)

## Do I have any limitations on storage or usage?

Although an administrator can configure these options differently, by default, you have the following storage and activity limits in the FileCloud system:

| Type                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Max number of files in system  | No limit                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Max number of folder in system | No limit                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Folder depth limit             | None                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Path limit                     | <p>No limit imposed by FileCloud. However, If that path is synced, then windows OS has 256 character limit. Any folder/file name with path that exceeds 255 char will not be accessible via file explorers (Though the folder contents will sync)</p> <p>Network shares' path cannot exceed 256 characters.</p> <p>Please note that folder/file names of Excel files must not be longer than 218 characters: <a href="#">Excel specifications and limits</a></p> |
| Single file upload limit       | No limit                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Single file download limit     | No limit                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Type                                           | Description                                                                                                                                                |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Folder or Multi file download                  | Linux: No limit, but for >4GB, you must use the workaround instructions at File and Folder Issues<br>Windows: 4GB (zipped file size should not exceed 4GB) |
| User storage quota limit                       | None                                                                                                                                                       |
| Managed storage max single file size limit     | None imposed by system                                                                                                                                     |
| Folder upload limit (Drag and drop in browser) | 100 files or folder will be uploaded if a folder is uploaded using drag and drop (No limit if uploading using file/folder chooser)                         |
| Real time sync limit                           | 100000 files                                                                                                                                               |
| Thumbnail                                      | Not shown for image files larger than 100MB                                                                                                                |

# Accessing FileCloud

Your FileCloud administrator will provide you with a FileCloud account.

- An administrator can configure FileCloud to allow you to create your own account.
- An administrator can also configure FileCloud to require admin approval before connecting
- You will notified by email when trying to connect (Admin approval pending)
- You will also be notified by email when the administrator has approved the device you are trying to connect with
- Once an user account is created, it can be assigned different access levels.

## What types of accounts are there?

Upon receiving your account details, you can access FileCloud in the following ways:

### Web Browser

#### • Windows

We use the cloud sync API, which became available with Windows 10, build 17763. This is the minimum version we support.

Above this version we support all Windows versions that Microsoft supports.

See [Supported versions of Windows client](#) and [Windows Server release information](#).

Note that Windows Server 2016, build 14393 < 17763, is not supported.

## Log into the User Portal

Install the Chrome Browser Extension so you can save to FileCloud

Install the Gmail Extension

### Mobile Apps

Access your data on the go!

Apple iOS app

[Android App](#)

### Desktop clients

Don't want to use the browser? No problem!

Use a desktop client for Windows, Mac, or Linux OS.

FileCloud Drive

FileCloud Sync

FileCloud Drive for Mac

What's the difference between FileCloud Drive and FileCloud Sync?

### Inside a Microsoft Application

Working on a Microsoft document and don't want to leave?

Install the Microsoft Outlook Add-In

Install FileCloud for Office - This is an Office integration add-in for [FileCloud Sync](#) and [FileCloud Drive](#) clients. It supports automatic file-lock management, share management and version visibility for:

- Word
- Excel

- PowerPoint

## User Account Types

Once an enterprise installs FileCloud, the FileCloud administrator will provide each user with an account.

Table 1. User Types Comparison

| User Access Feature                     | Full Access                   | Guest Access                             | External Access                             |
|-----------------------------------------|-------------------------------|------------------------------------------|---------------------------------------------|
| <b>User Portal (Web Browser) Access</b> | Permitted<br>Fully functional | Permitted<br>Not all functions available | Permitted<br>Not all Functions Available    |
| <b>View shared files</b>                | Permitted                     | Permitted                                | Permitted                                   |
| <b>View Network Shares</b>              | Permitted                     | Permitted                                | <b>Only via shares created by users</b>     |
| <b>Authentication</b>                   | Local / ActiveDirectory       | Local / ActiveDirectory                  | Local Only                                  |
| <b>Mobile App Access</b>                | Permitted<br>Fully functional | Permitted<br>Not all functions available | <b>Not Available</b>                        |
| <b>Personal storage in FileCloud</b>    | Available                     | <b>Not Available</b>                     | <b>Not Available</b>                        |
| <b>Share files with other users</b>     | Permitted                     | Permitted                                | <b>Not Available</b>                        |
| <b>Access storage using Cloud Drive</b> | Permitted                     | Permitted                                | <b>Not Available</b>                        |
| <b>Sync storage using Cloud Sync</b>    | Permitted                     | Permitted                                | <b>Not Available</b>                        |
| <b>SSO Login</b>                        | Permitted                     | Permitted                                | <b>Not Available</b>                        |
| <b>Group Membership</b>                 | Can be member of any group    | Can be member of any group               | Can be member of any group except Everyone. |
| <b>Admin Account</b>                    | Can be Admin Account          | Can be Admin Account                     | Cannot be an Admin Account                  |

| User Access Feature      | Full Access | Guest Access | External Access                                                                   |
|--------------------------|-------------|--------------|-----------------------------------------------------------------------------------|
| Team Folders             | Permitted   | Permitted    | Permitted                                                                         |
| Automation App           | Permitted   | Permitted    | <b>Not Available</b>                                                              |
| File and Folder Comments | Permitted   | Permitted    | <b>Not Available</b>                                                              |
| 2FA                      | Permitted   | Permitted    | Available by license beginning in Version 20.2 for Enterprise Advanced customers. |

Once a user account is created, it can be assigned different access levels. There are four different access levels for a user account.

#### Admin Access

An account with admin access level has complete control over the FileCloud system. This account will be used to manage the FileCloud server instance. Other users can be marked as 'admins' and given limited set of permissions.

#### Full Access

An account with full access has its own private cloud storage space in the "My Files" area. These users can:

- store files in their own private cloud storage space
- view/download files stored in their storage space
- view/download files shared with them by other user accounts

#### Guest Access

An account with guest access level have restricted access to the FileCloud system. These user accounts do not have a private cloud storage. These users can:

- view/upload/download files shared to them by other user accounts
- They can re-share content if they have permissions

#### External Access

An account that can only be used to access the User Portal through a Web browser. External Accounts can:

- view/upload/download content shared with them

External Access accounts can only be local user accounts.



## Web Browser (User Portal)

You can access your files stored on the FileCloud server through a web browser.

- The User Portal allows you to manage the files you want to store and save using the FileCloud Server site.
- After an administrator has installed and configured the site, you will be sent information on how to log in.
- Use the portal to securely access your enterprise data from anywhere using any device

**Note:** If single sign-on is enabled, a link for single sign-on also appears on the log-in screen.

**As a FileCloud user, you need 3 pieces of information to access your FileCloud account.**

**FileCloud URL:** Your Admin or Hosting Provider will provide you with the URL to your site.

**Account:** You can log in a few different ways:

- Your Admin will provide you with your account name.
- You might have permissions to create a new account yourself for the first time.
- You might be able to use the same name as your organizational login.

**Password:** As with account, it can be created in a few different ways:

- **Provided by your Admin when your account was created.**
- **Created by you if you created your own account.**
- **The same as your organizational login password.**

### In this section:

- [Logging In to the User Portal](#)
- [Places in the User Dashboard](#)
- [My Files, Team Folders, Network Shares, and Shared with Me](#)
- [Basic File and Folder Operations](#)
- [Advanced File and Folder Operations](#)
- [Sharing Files and Folders](#)
- [Notifications](#)
- [Workflow Automation](#)

## Logging In to the User Portal

You can connect to FileCloud with your web browser by using a link or typing in the address that you have received from your administrator or service provider.

You must have the following 3 pieces of information to access FileCloud:

- **FileCloud URL:**  
The URL to your site. For example: <https://myFileCloudTeamSite.FileCloud.com>. Your administrator provides

you with this URL.

- **Account:**

Your administrator either:

- provides you with this name  
or
- gives you permission to create a new account yourself for the first time  
or
- enables you to use the same name as in your organizational login

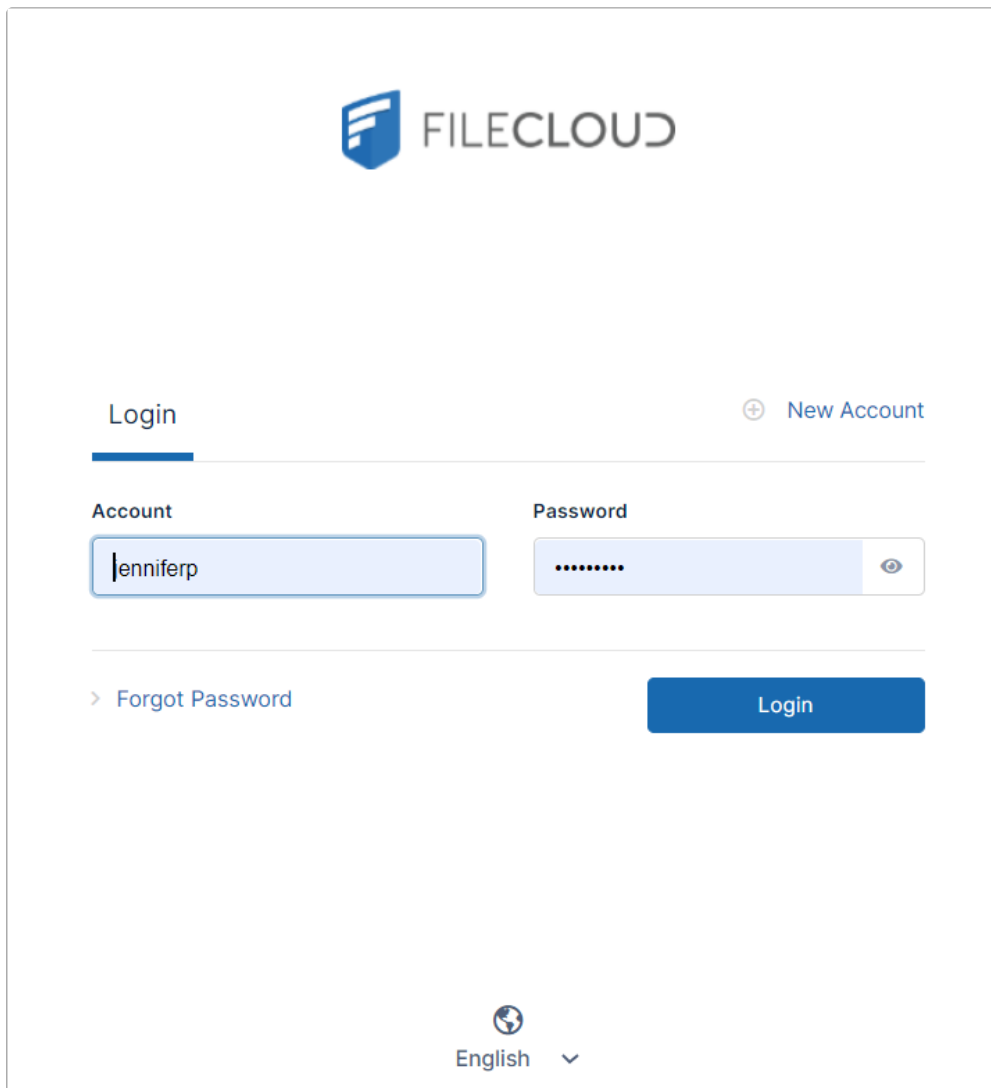
- **Password:**

Either:

- your administrator provides you with your password  
or
- if you have created your own account, you enter a password  
or
- your administrator enables you to use the same password as in your organizational login

This information may be in your Inbox. Check to see if you received an Invitation or Welcome message from FileCloud.

Enter the URL to access the log-in screen:



The image shows the FileCloud login interface. At the top center is the FileCloud logo, which consists of a blue shield icon with three white horizontal lines and the word "FILECLOUD" in a bold, sans-serif font. Below the logo, there are two tabs: "Login" (which is selected and has a blue underline) and "New Account" (with a plus icon). Under the "Login" tab, there are two input fields: "Account" and "Password". The "Account" field contains the text "jenniferp". The "Password" field contains a series of dots and has an eye icon to its right. Below these fields, there is a link "> Forgot Password" and a blue "Login" button. At the bottom center, there is a globe icon and the text "English" with a downward arrow.

Note: If single sign-on is enabled, a single sign-on link also appears on the log-in screen.

**Also see:**

- [Log in Using Two-Factor Authentication](#)
- [Creating A New User Account](#)
- [Reset a Forgotten Password](#)
- [What is single sign-on \(SSO\)?](#)

## Log in Using Two-Factor Authentication

If your administrator has enabled two-factor authentication, you are required to enter an additional code in order to proceed.



- 2FA validation codes remain valid for 5 minutes by default. After 5 minutes, you must click **Resend** to get a new code.
- If you are a promoted admin the login method set up for your user portal login is used for your admin portal login. However, if 2FA is set up for your admin portal login, your admin may require you to use that method for logging in to the admin portal.

## Two-factor authentication via email code delivery

If two-factor authentication is set up to use your email id, then the 2FA security code is sent to the email address associated with your FileCloud account.

1. Log in to FileCloud using your username and password.

The following screen appears:

2FA Authentication

Please check your email for the security code.

2FA Security Code

Resend

Login

2. Check your email for the message with the code, and enter it into **2FA Security Code**.
3. Click **Login**.

You are logged in to FileCloud.

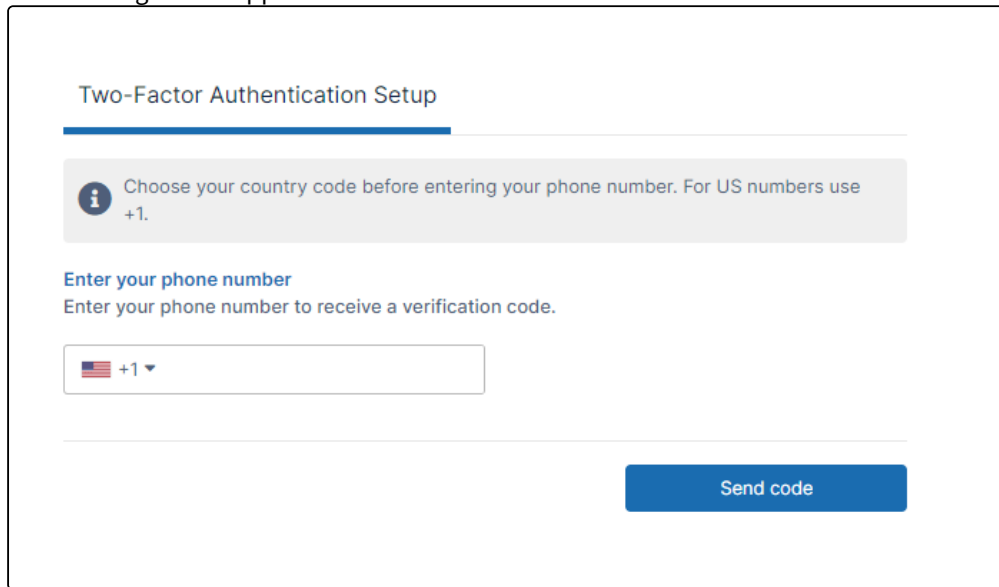
## Two-factor authentication via SMS code delivery

If two-factor authentication is set up to use SMS, then you will receive a code via the phone number associated with the account.

The initial time you log in using SMS

1. Log in to FileCloud using your username and password.

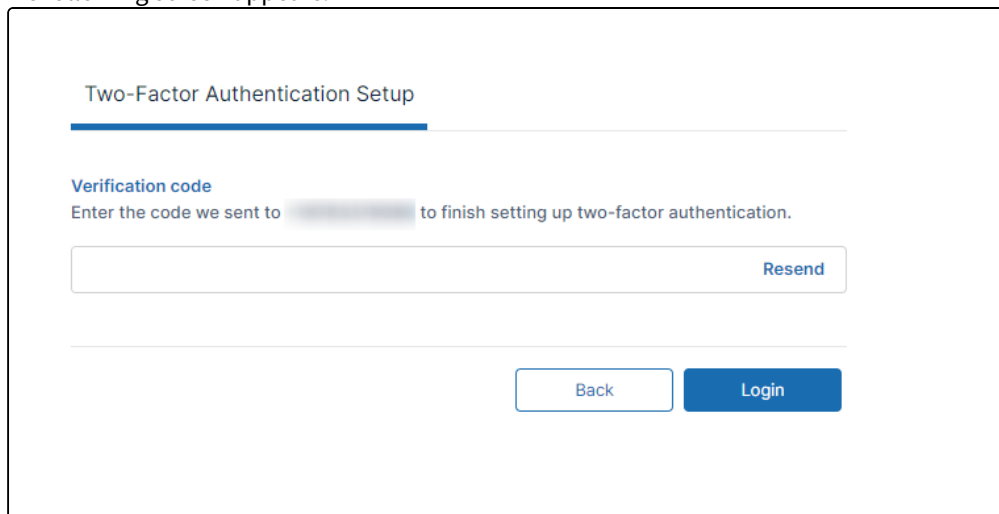
The following screen appears:



The screenshot shows the 'Two-Factor Authentication Setup' screen. At the top, the title 'Two-Factor Authentication Setup' is followed by a progress bar. Below this, an information icon and text state: 'Choose your country code before entering your phone number. For US numbers use +1.' Underneath, the heading 'Enter your phone number' is followed by the instruction 'Enter your phone number to receive a verification code.' A text input field contains a US flag icon and '+1'. A blue 'Send code' button is positioned at the bottom right.

2. Enter your phone number and click **Send code**.

The following screen appears:



The screenshot shows the 'Two-Factor Authentication Setup' screen with the progress bar partially filled. The heading 'Verification code' is displayed, followed by the instruction 'Enter the code we sent to [redacted] to finish setting up two-factor authentication.' A text input field is provided, with a blue 'Resend' link to its right. At the bottom, there are two buttons: a 'Back' button and a blue 'Login' button.

3. Check your phone for the code, and enter it into **Verification code**.

4. Click **Login**.

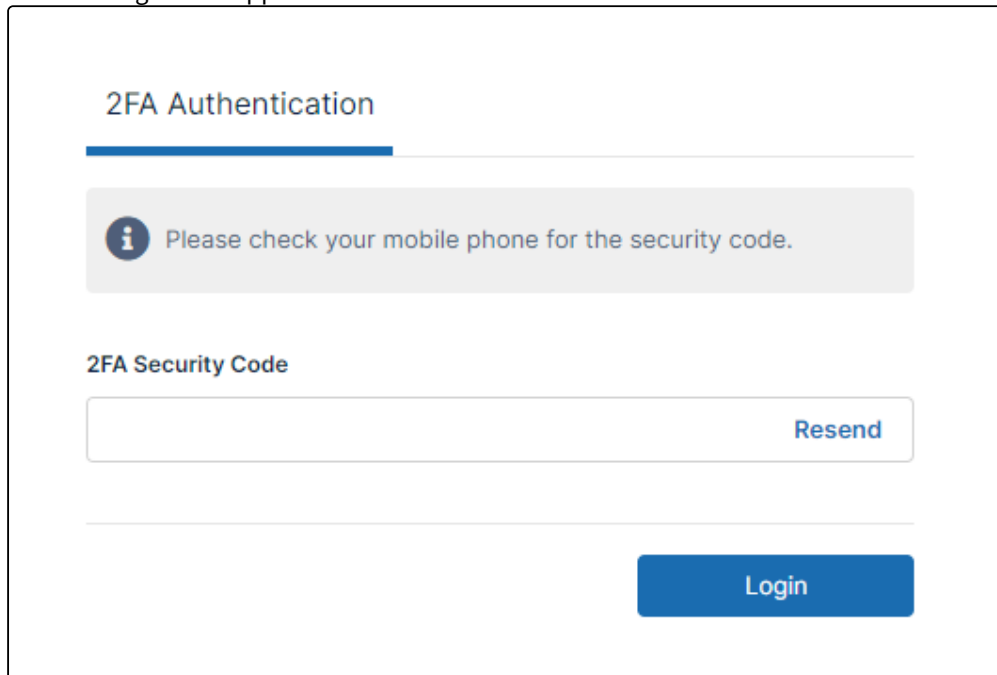
You are logged in to FileCloud.

After the initial time you log in using SMS

FileCloud has saved your phone number the first time you logged in using SMS, so you do not have to enter it again.

1. Log in to FileCloud using your username and password.

The following screen appears:



The screenshot shows a web interface for 2FA authentication. At the top, the title "2FA Authentication" is displayed with a blue progress bar. Below the title is a grey informational box with an information icon and the text "Please check your mobile phone for the security code." Underneath this box is the label "2FA Security Code" followed by a text input field. To the right of the input field is a blue "Resend" link. At the bottom right of the form is a blue "Login" button.

2. Check your phone for the code, and enter it into **2FA Security Code**.
3. Click **Login**.

You are logged in to FileCloud.

## Two Factor Authentication with TOTP

If your admin sets up 2FA with TOTP, the dialog box prompting you for your security code will direct you to check your authenticator app for the code.

The initial time you log in using TOTP

1. Log in to FileCloud using your FileCloud username and password.  
The following screen appears:

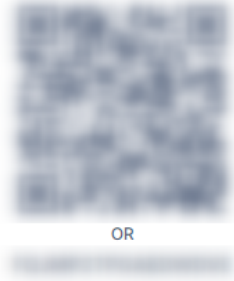
### Two-Factor Authentication Setup

---

**1. Download an Authenticator App**  
Search for "authenticator" in your application store, or choose one of the supported apps:



**2. Scan the QR Code**  
Using an authenticator app, scan the QR code or manually enter the secret key



OR

**3. Verification code**  
Enter the 6-digit code from your authenticator app

Login

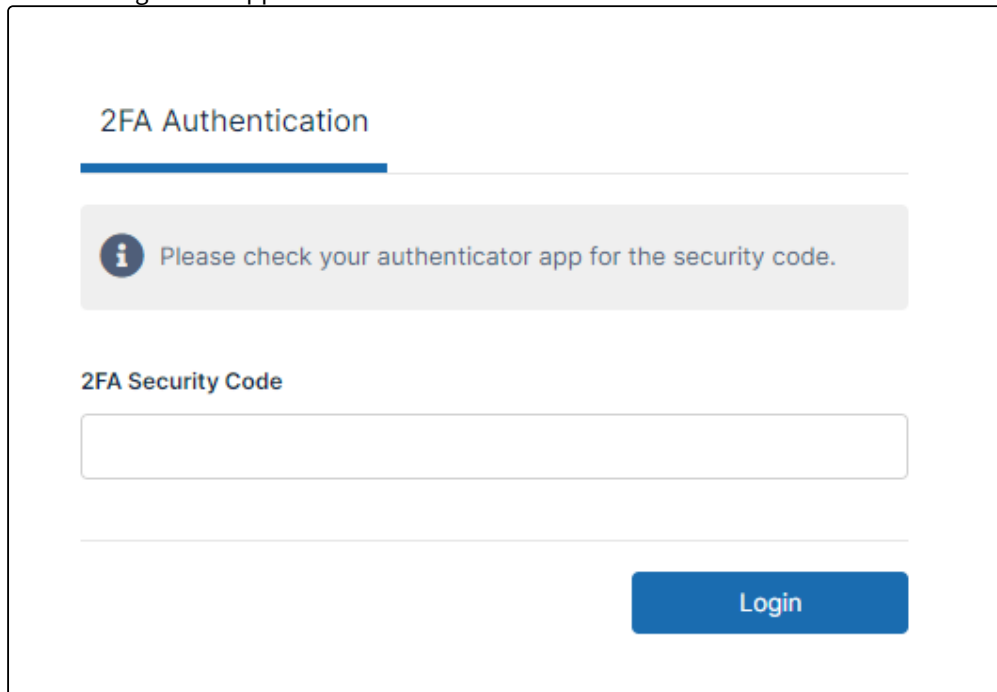
2. If an authenticator app is not yet set up, install it in your smart device; you may click one of the download icons to install it.
3. Either scan the QR code or type the text code into the authenticator app.  
The authenticator app creates the account and lists it with a code.
4. Enter the code listed on the authenticator app for your account into **Verification code**, and click **Login**.  
You are logged in to FileCloud.

After your initial login with TOTP

The authenticator app has saved your account the first time you logged in using TOTP, so you do not have to enter it again.

1. Log in to FileCloud using your FileCloud username and password.

The following screen appears:

The screenshot shows a web interface for 2FA authentication. At the top, the title "2FA Authentication" is displayed in a dark blue font, followed by a horizontal line with a blue segment on the left. Below this is a light gray informational box containing an information icon (a lowercase 'i' in a circle) and the text "Please check your authenticator app for the security code." Underneath the box, the label "2FA Security Code" is shown in a dark blue font, followed by a large, empty rectangular input field. At the bottom right of the form is a blue rectangular button with the word "Login" in white text.

2. Enter the code listed on the authenticator app for your account into **2FA Security Code**, and click **Login**.  
You are logged in to FileCloud.

#### Two Factor Authentication with DUO

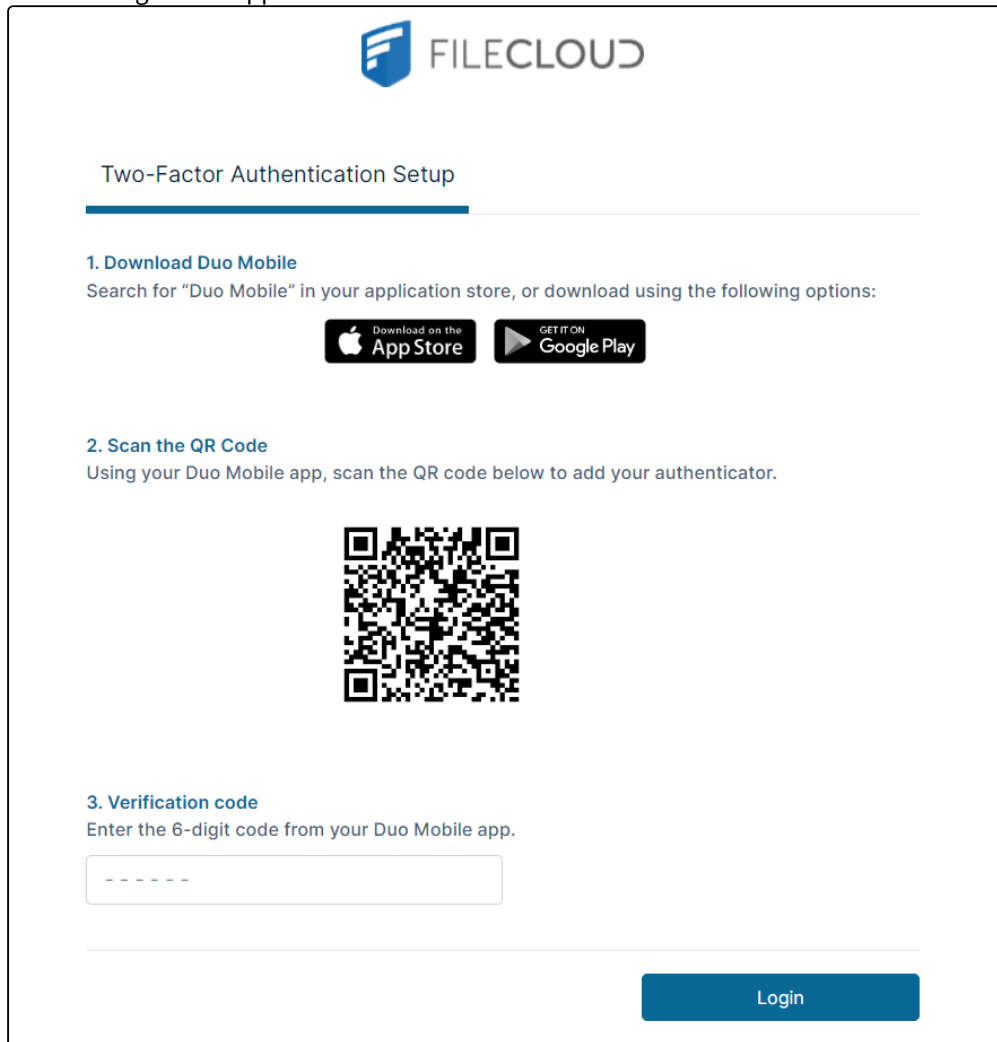
If your admin sets up 2FA with DUO, the dialog box prompting you for your verification code will direct you to check your DUO mobile app for the code.



The initial time you log in using DUO

1. Log in to FileCloud using your FileCloud username and password.

The following screen appears:



The screenshot shows the 'Two-Factor Authentication Setup' screen for FileCloud. At the top is the FileCloud logo. Below it, the title 'Two-Factor Authentication Setup' is followed by a progress bar. The first step, '1. Download Duo Mobile', includes instructions to search for 'Duo Mobile' in an application store or use provided download links for the App Store and Google Play. The second step, '2. Scan the QR Code', instructs the user to scan the QR code with their Duo Mobile app. A large QR code is displayed. The third step, '3. Verification code', instructs the user to enter a 6-digit code from their Duo Mobile app into a text field with six dashes. A 'Login' button is located at the bottom right of the screen.

2. If the Duo mobile app is not yet set up, install it in your smart device; you may click one of the download icons to install it.
3. Scan the QR code using the Duo mobile app.  
The Duo mobile app creates the account and lists it with a verification code.
4. Enter the code listed on the Duo mobile app for your account into **Verification code**, and click **Login**.  
You are logged in to FileCloud.

After your initial login using Duo

The Duo mobile app has saved your account the first time you logged in using Duo, so you do not have to enter it again.

1. Log in to FileCloud using your FileCloud username and password.

The following screen appears:

2. Enter the code listed on the Duo mobile app for your account into **2FA Security Code**, and click **Login**.  
You are logged in to FileCloud.

## Creating A New User Account

FileCloud allows you to create your own user account.

⚠ However, this option is configured by your administrator and may not be available depending on your company's policies.

If your account requires admin approval:

You are notified by email when:

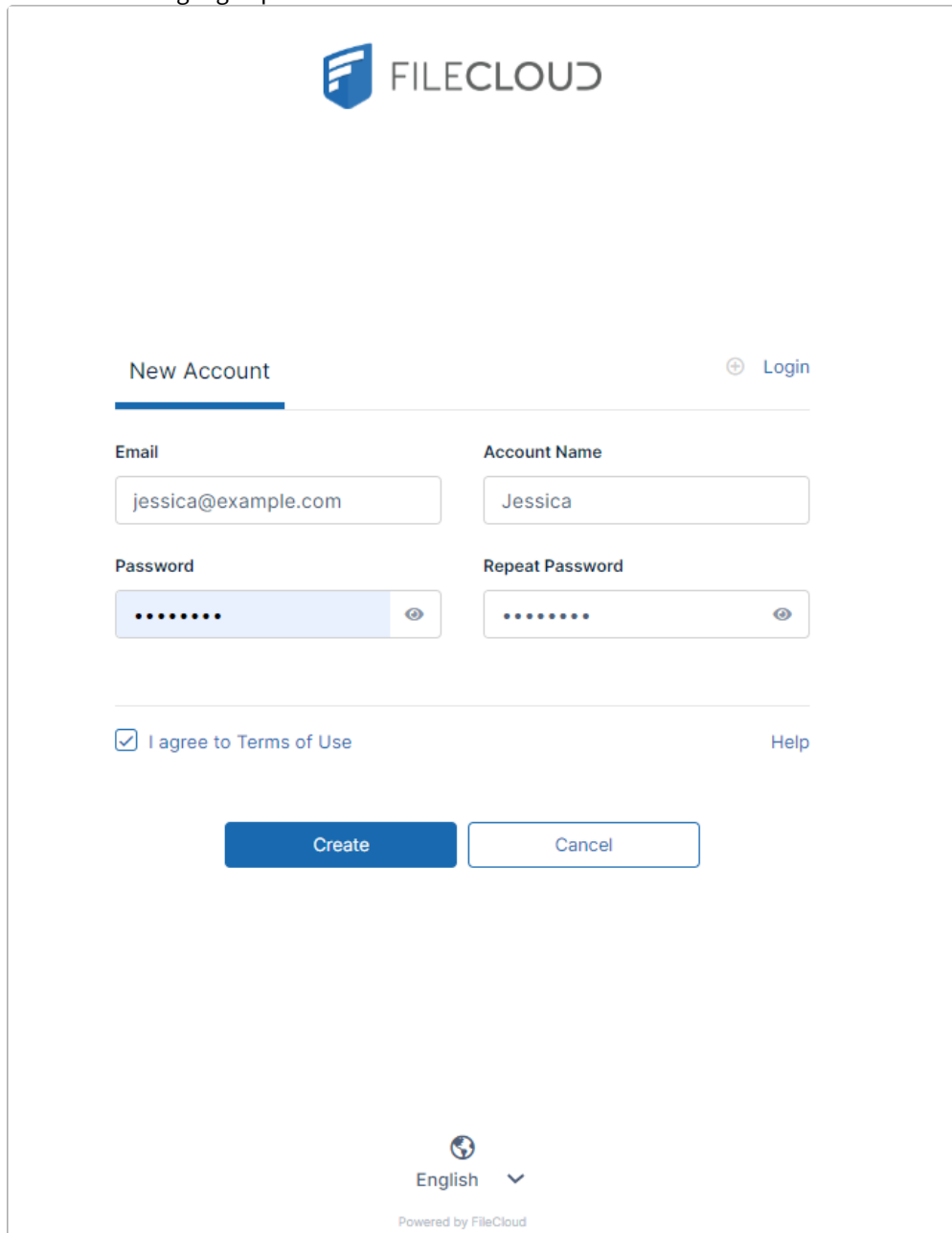
- You initially try to connect (admin approval pending)
- When the administrator has approved the device you are trying to connect with

💡 If you click the **New Account** button and get an error, please contact your administrator. Your company policies may not allow to create your own account.

To create a new user account:

1. Open a Web browser.
2. Type in the URL provided by your Administrator. For example, <https://<yourteamname>.filecloudonline.com>
3. Click the **New Account** button.  
A **New Account** window opens.
4. In **Email**, type in the address where you want to receive notifications about FileCloud issues.
5. In **Account Name**, type in a string of characters.
6. In **Password** and **Repeat Password**, type in the same string of characters.  
Check with your administrator for password requirements.
7. Click **I agree to Terms of Use**, and read the terms of use, then click the checkbox.

8. If you want your user interface to display a language other than English, click **English** at the bottom of the page, and choose a language option.



The screenshot shows the FileCloud 'New Account' registration page. At the top is the FileCloud logo. Below it, the 'New Account' tab is selected, with a 'Login' link to its right. The form contains four input fields: 'Email' (with 'jessica@example.com'), 'Account Name' (with 'Jessica'), 'Password' (with masked dots and a toggle icon), and 'Repeat Password' (also with masked dots and a toggle icon). Below these fields is a checkbox labeled 'I agree to Terms of Use' and a 'Help' link. At the bottom of the form are two buttons: 'Create' (in blue) and 'Cancel' (outlined in blue). At the very bottom of the page, there is a language selector showing 'English' with a dropdown arrow, and a footer that reads 'Powered by FileCloud'.

9. Click **Create**.

The screen displays **Success** and the message **Check your email account for instructions to activate your account**.

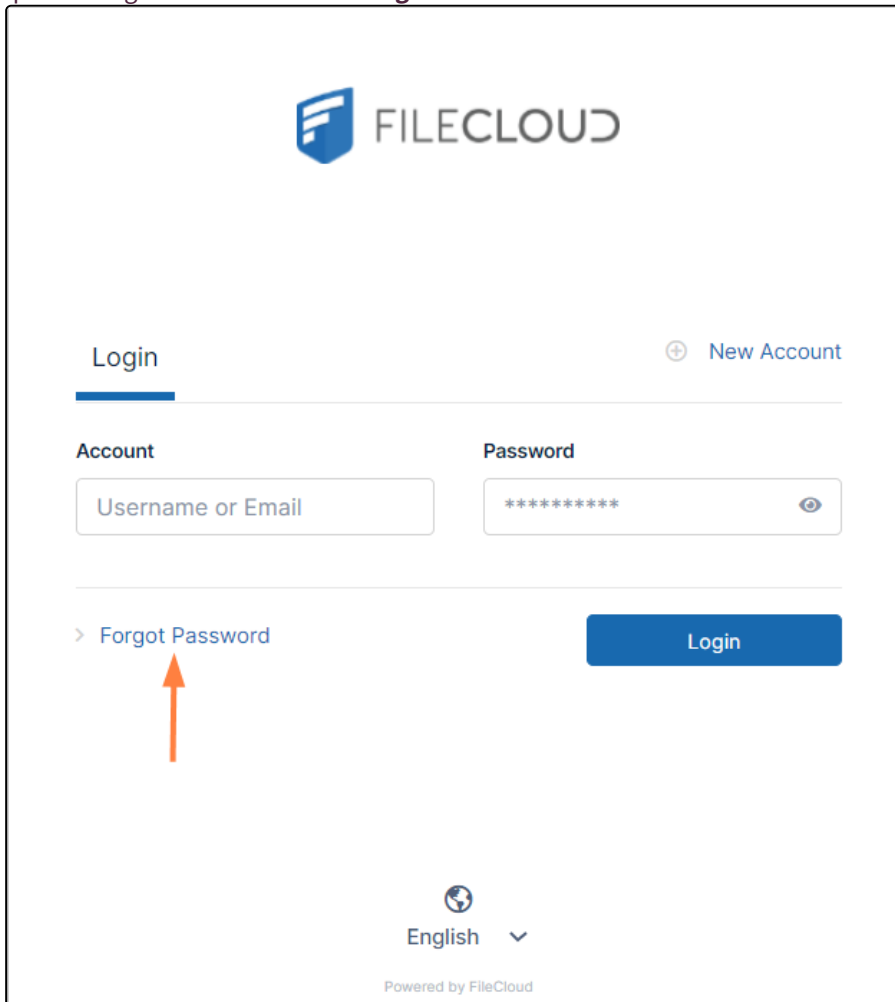
## Reset a Forgotten Password

 Depending on the configuration of your system, the **Forgot Password** option may not appear in your log-in screen. If it does not appear, you must contact your administrator to reset your password.

 If you are an AD or LDAP user, the Forgot Password option is not functional for you. If you have forgotten your password, please contact your administrator.

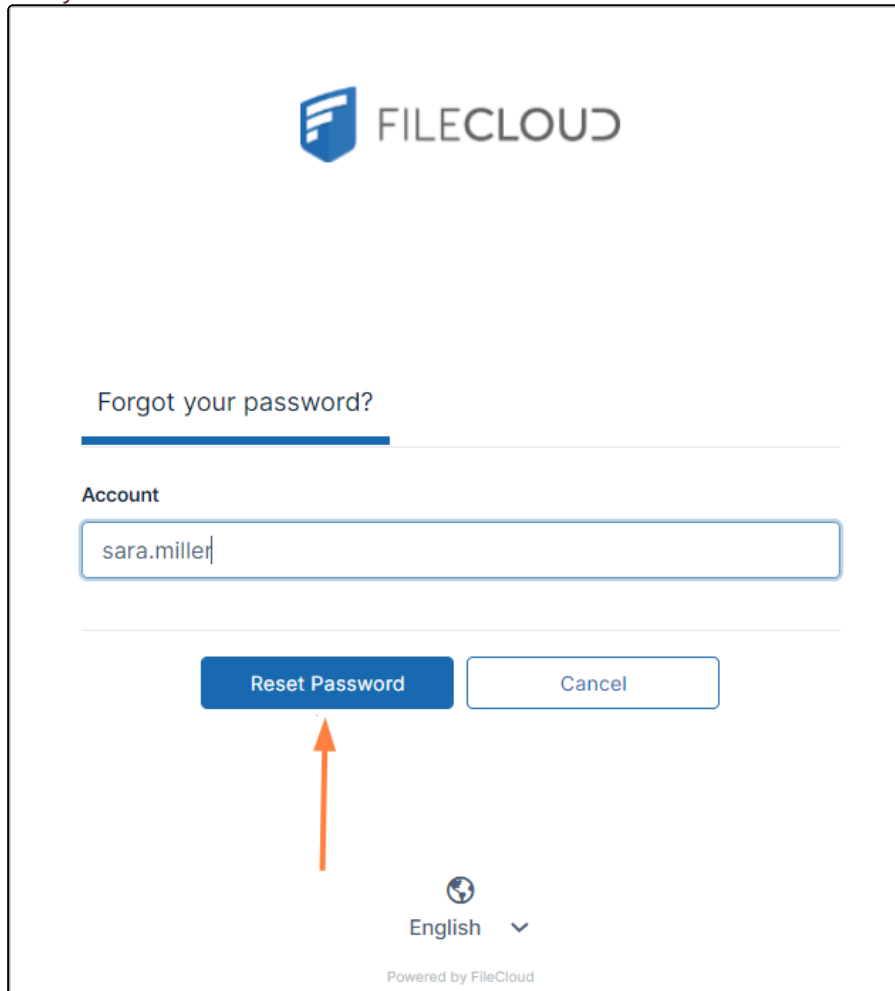
If you forget your FileCloud password:

1. Open the log-in screen and click **Forgot Password**.



A new screen opens.

2. Enter your email or username and click **Reset Password**.



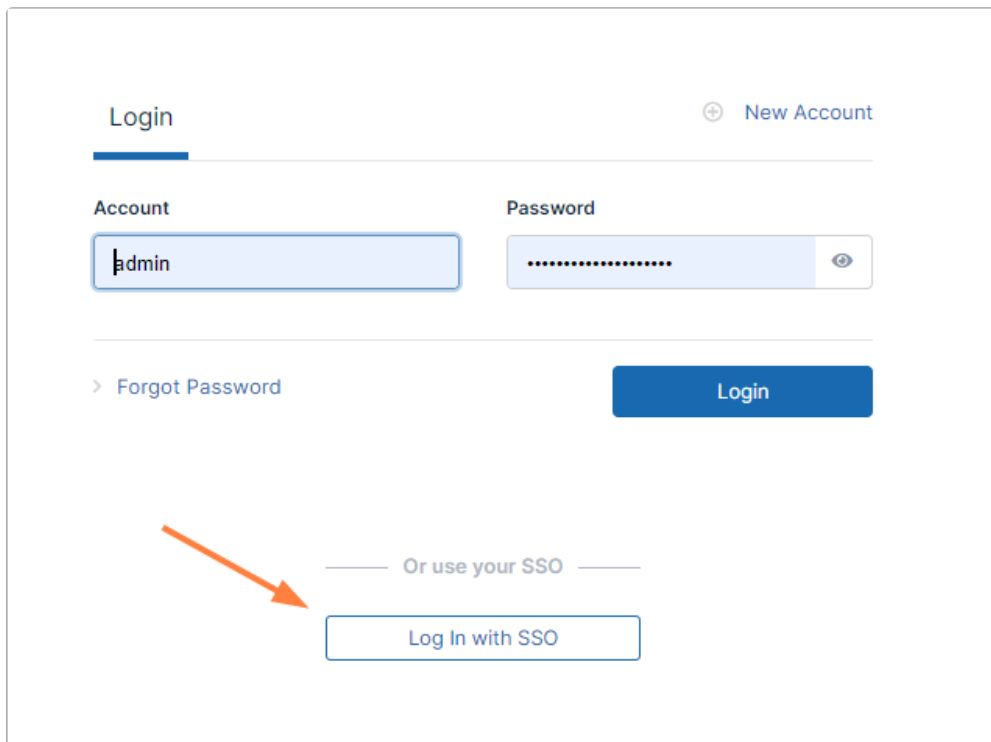
The message **Check your email account for instructions to reset your password** appears.

## What is single sign-on (SSO)?

Single sign-on is a feature that enables you to enter your username and password once to log in to multiple software applications.

For example, single sign-on could enable you to log in to FileCloud and your company website at the same time so you could upload company files to FileCloud.

If single sign-on is enabled in your system, your user portal log-in screen appears as:



The screenshot shows a login interface with the following elements:

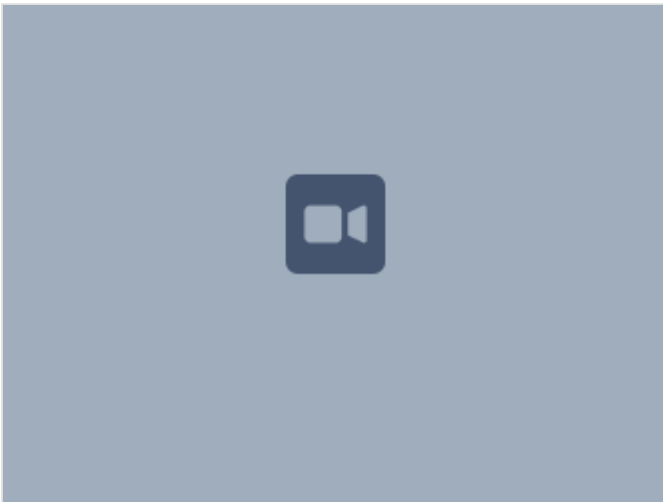
- Login** header with a **New Account** link.
- Account** field containing the text **admin**.
- Password** field with masked characters and a visibility toggle.
- Forgot Password** link.
- Login** button.
- Or use your SSO** separator.
- Log In with SSO** button, which is highlighted by an orange arrow.

Click **Log In with SSO** and log in with your FileCloud username and your SSO password.

## Places in the User Dashboard

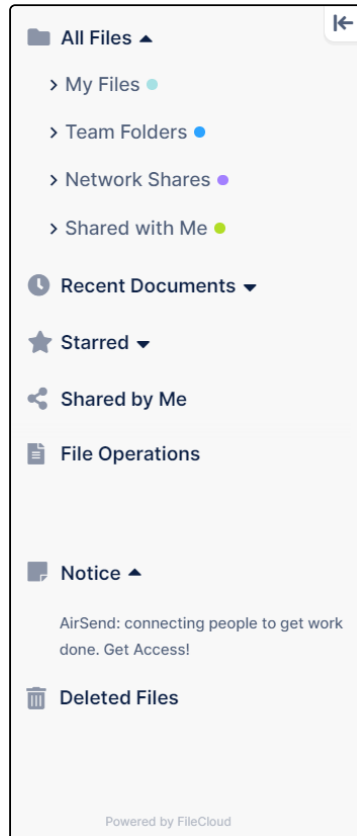
**i** Depending on the type of user account you have in FileCloud, some of the information and options shown in the video may not be available to you.

The first screen you see when you [log in to FileCloud](#) is the user dashboard. It's the place where you manage all of your files and share them with your colleagues and teams.



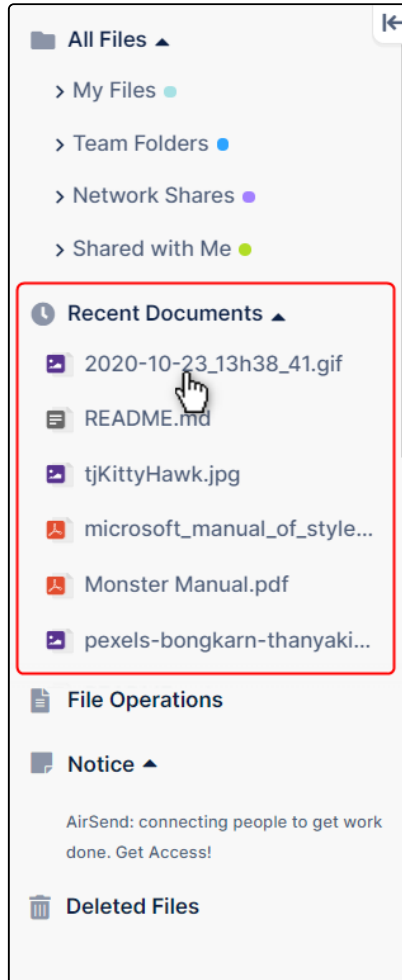
## Navigation Panel

The navigation panel in the user dashboard takes you to the folders that store your FileCloud files; it also displays notices and opens a page that shows file operations.



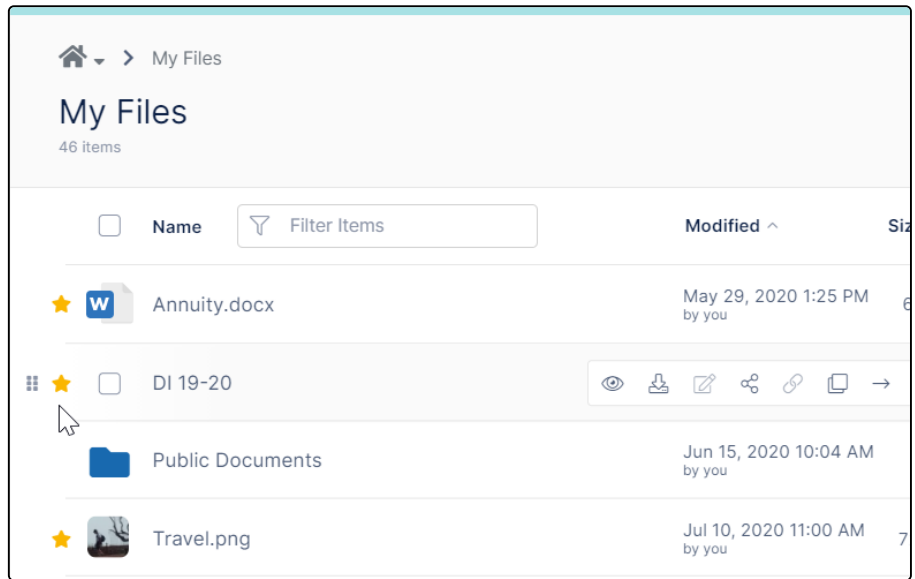
**All Files** - Click the folders in this section to access all of your local and remote FileCloud files. For information about the folders, see [My Files](#), [Team Folders](#), [Network Shares](#), and [Shared with Me](#).

**Recent Documents** - Click **Recent Documents** to view a list below it of the files that you have accessed recently. Click on a file to see a preview of it.

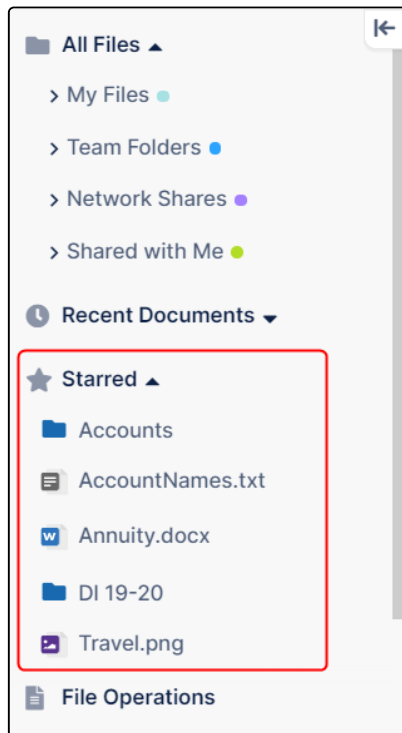


**Starred**- To add a file or folder to the **Starred** list, click the star next to it in the main section of the screen:

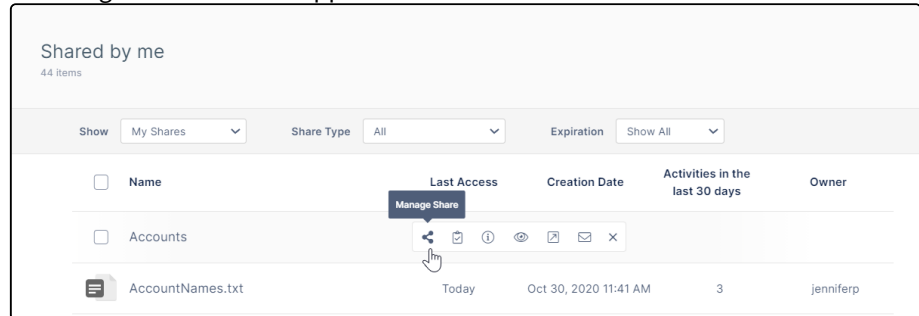




All of the files and folders that you have starred appear under **Starred** when you expand it in the navigation pane. Click on a file under **Starred** to preview it. Click on a folder under **Starred** to view its contents in the main section of the screen.

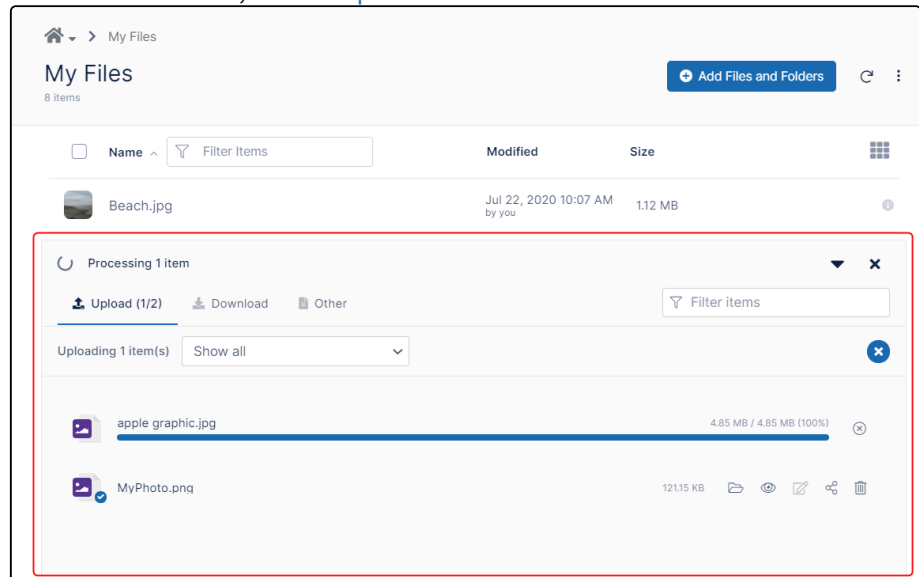


**Shared by Me** - Click **Shared by Me** to list all of the files and folders that you have shared in the main section of the screen. If you hover over one of the shares, icons for linking to share actions appear:



For more information about working with **Shared by Me** files, see [Viewing Existing Shares](#).

**File Operations** - Click **File Operations** to view a pop-up screen that shows the progress of file operations when they occur. When the operation is complete, the file is displayed with an overlay icon indicating if the operation was successful. For more information, see [File Operations Window](#).



**Notice** - This section shows a revolving news feed of information about FileCloud or your company.

**Deleted Files** - Click **Deleted Files** to view files and folders that you have marked for deletion. From **Deleted Files** you can restore or permanently remove deleted items. For more information, see [Delete Items](#) and [Perform Actions on Deleted Items](#).

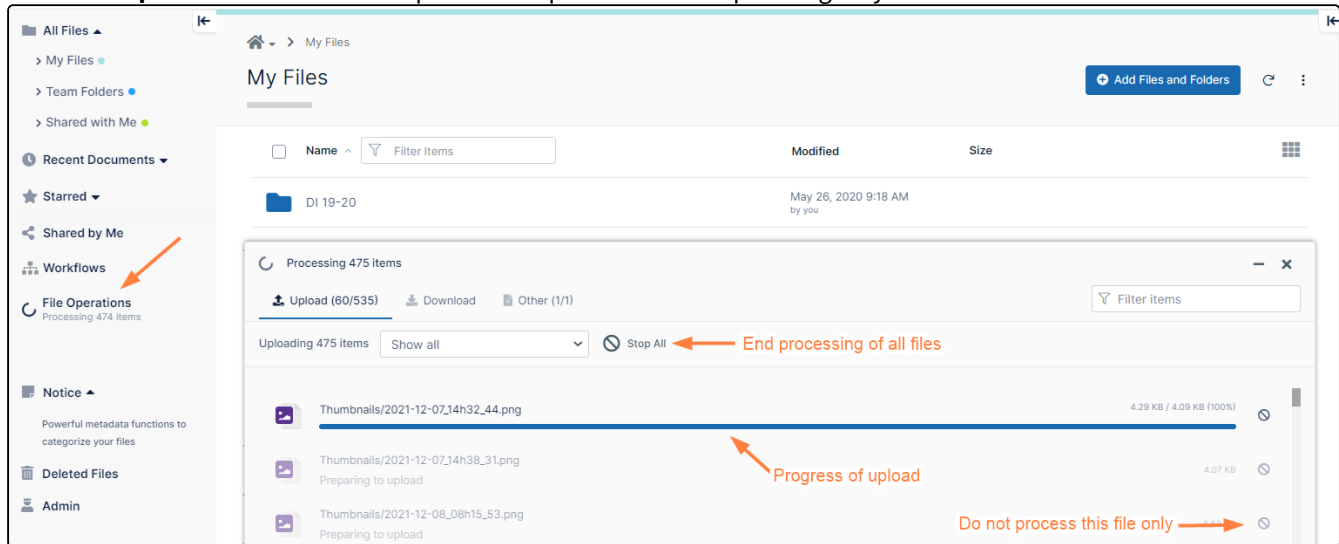
## File Operations Window

When you click the **File Operations** link in the navigation pane, a window opens and overlays the bottom half of the screen.

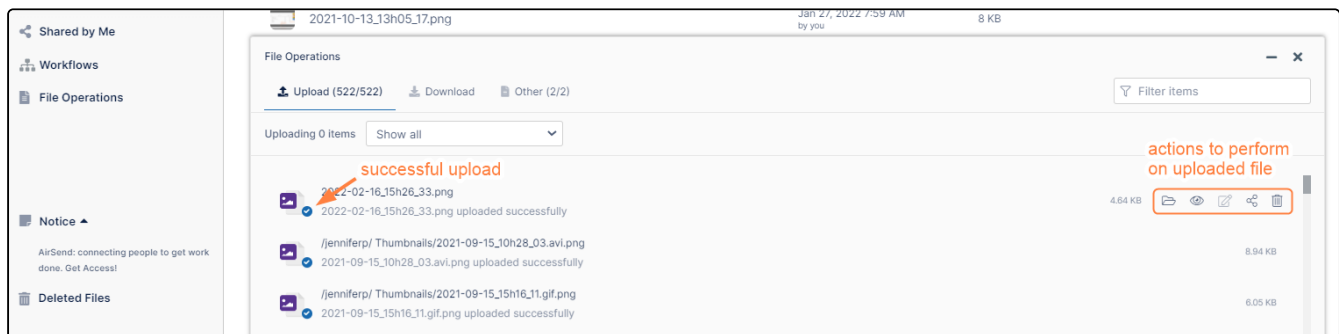
The window shows the progress of actions as they occur on files and folders in FileCloud.

Click the **Stop All** icon above the list of files being uploaded to stop all activity. Any uploads or downloads that have already been completed remain.

Click the **Stop** icon in the row for an upload to stop that file from uploading only.



Once the action is complete the window shows each file or folder overlaid with a check or x that indicates if the action succeeded or failed. For files, a list of action icons for choosing the next action on the file appears. Possible next actions are **Open in Folder**, **Preview**, **Edit**, **Share**, and **Delete**.



The window includes separate tabs for displaying **Upload**, **Download**, and **Other** actions. **Other** includes:

- Delete
- Export DRM file
- Move
- Rename
- Folder actions

Files and folders are listed in the **File Operations** window for a short amount of time after the action occurs.

To filter the items shown in the window, enter a search string in **Filter items**, or change **Show all** in the drop-down list to **Show processing** or **Show failed**.

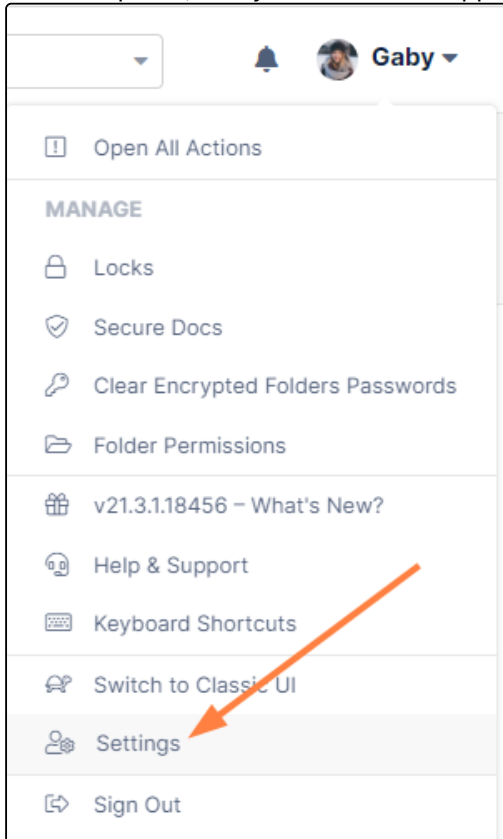
## User Account Settings

You can use the FileCloud User portal to configure your user account settings.

For help with notification settings, see [Notifications](#).

### To access the Settings page,

1. In the user portal, click your name in the upper-right corner of the screen and choose **Settings**.



The **Settings** page opens to the **General** tab.

General

Devices

Notifications



Account

gaby

Display Name

Gaby

Email

gabrielle\_95@example.com

 Change Password

 Unsubscribe from Email Notifications

 Change Phone Number

Disk Usage

1.06 GB / 2 GB (Used / Allocated)

53 %

Details

High Contrast Mode

☐ Enable High Contrast Mode

Theme

Light



Language

English

Calendar Type

Hijri

Date Format

MMM dd, yyyy

Time Format

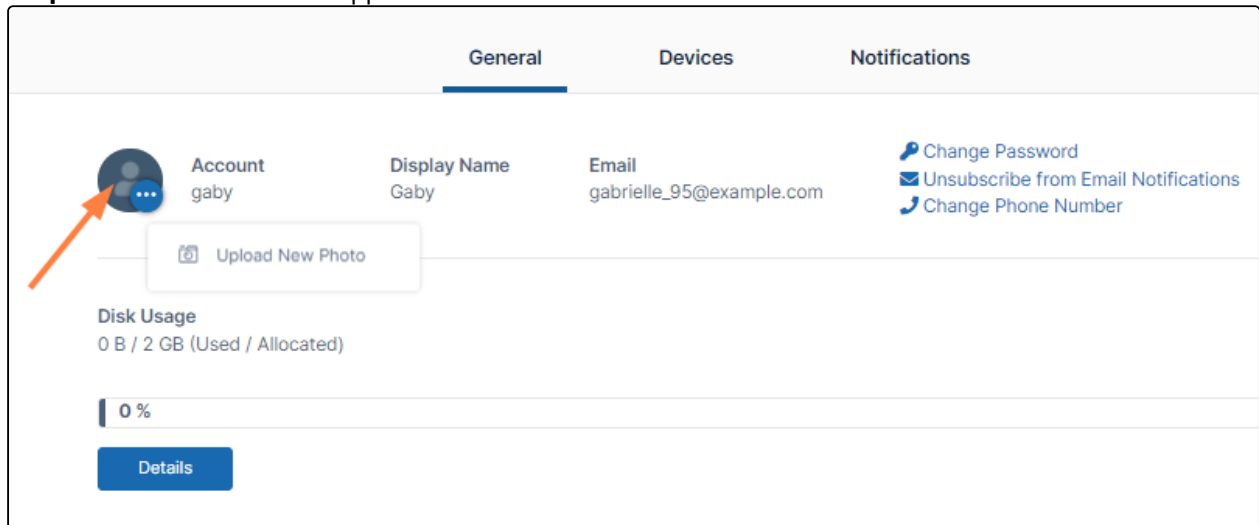
h:mm A (2:20 PM)

## Add, Update, or Remove a Profile Image

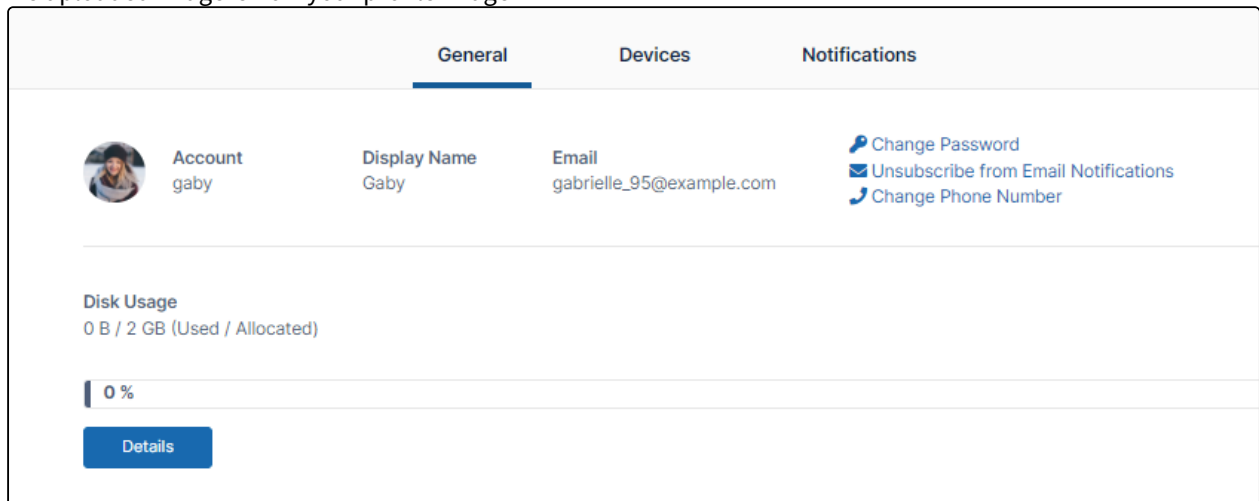
 A Profile Picture is available in FileCloud Server version 15 and later.

To add or update your profile image:

1. In the **Settings** page, click the profile icon or image.  
An **Upload New Photo** button appears.



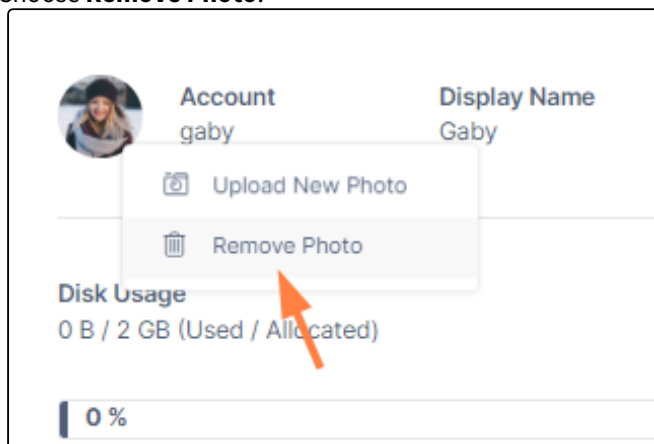
2. Click the **Upload New Photo** button.
  3. Upload an image from your file system.
  4. Refresh your screen.
- The uploaded image is now your profile image



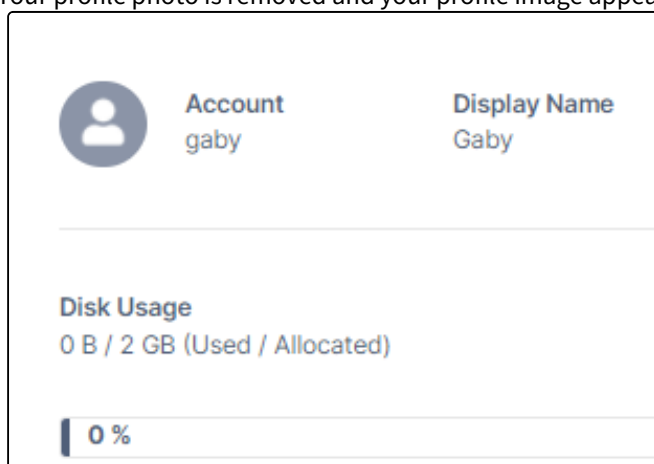
#### To remove your profile image:

1. In the **Settings** page, click the profile image.

2. Choose **Remove Photo**.



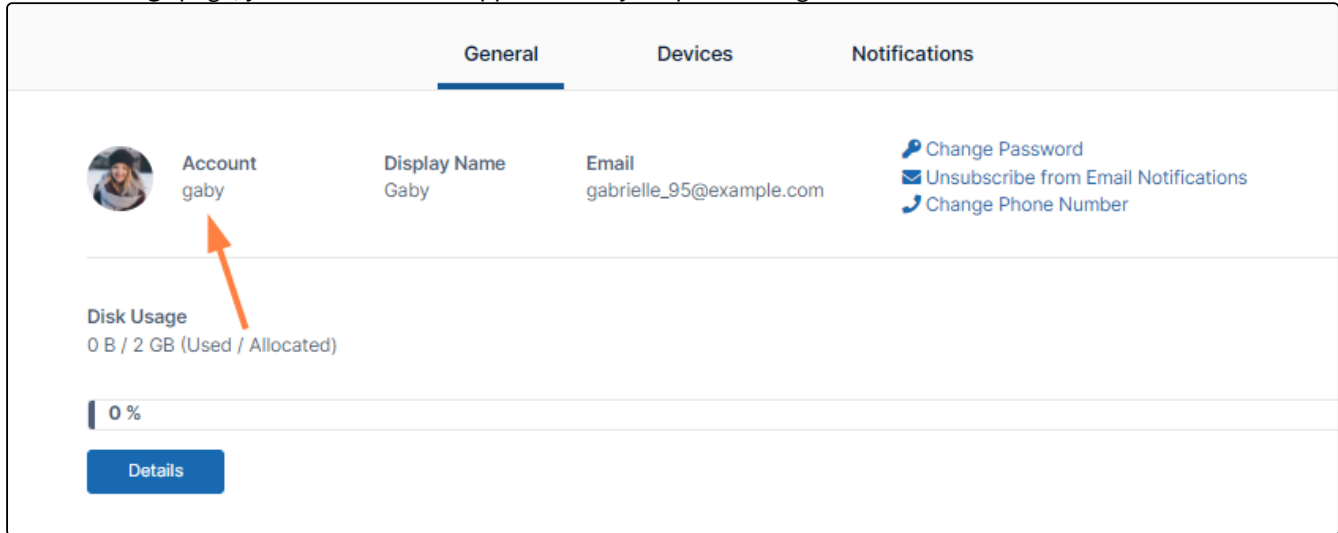
Your profile photo is removed and your profile image appears as:



**View your Account Name**

Your account name is the name you log in with. It may not be the same as your display name, which appears in the upper-right corner of the FileCloud screen.

On the **Settings** page, your account name appears after your profile image or icon under **Account**.

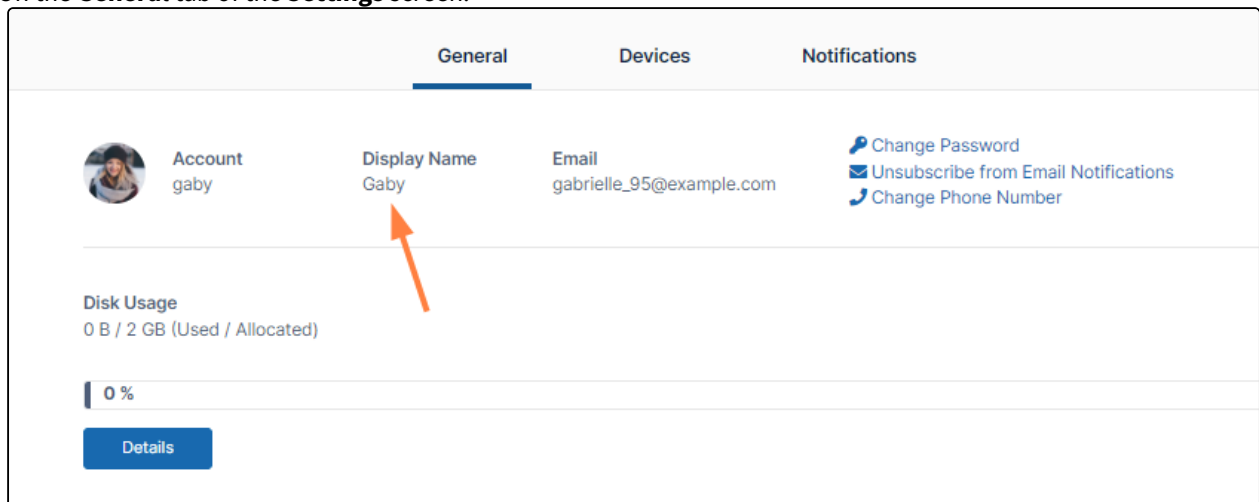


Only an Administrator can change your account name.

### View Your Display Name

By default your display name is the same as your account name and appears in the following places:

- The upper-right corner of the FileCloud screen.
- On any FileCloud email notifications
- On the **General** tab of the **Settings** screen.



❗ Only an Administrator can change your Display Name.

### Change your Password

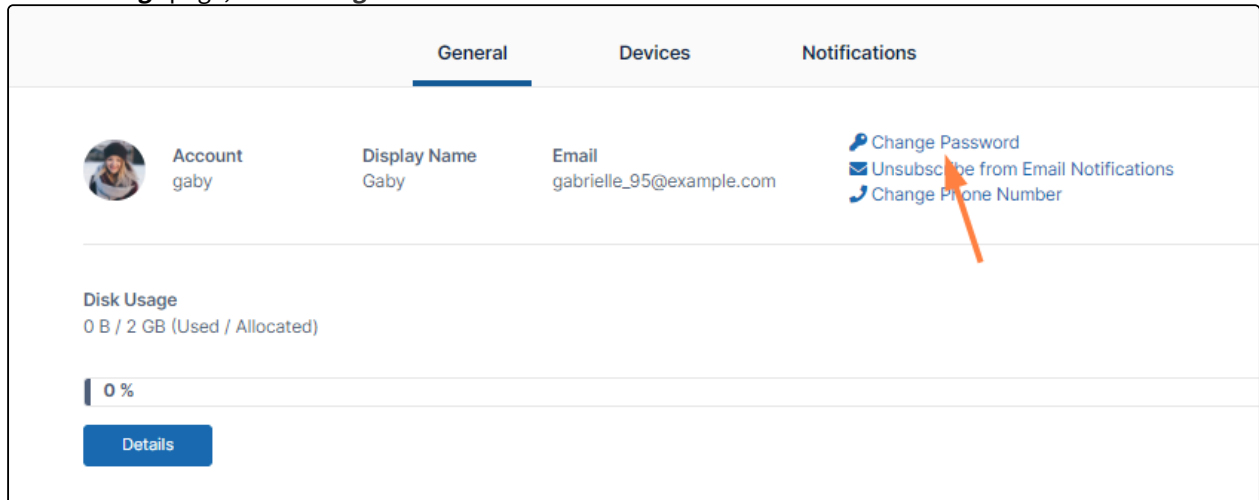
A good security policy includes changing your password often.

❗ These instructions require you to know your old password.

**To change your password:**

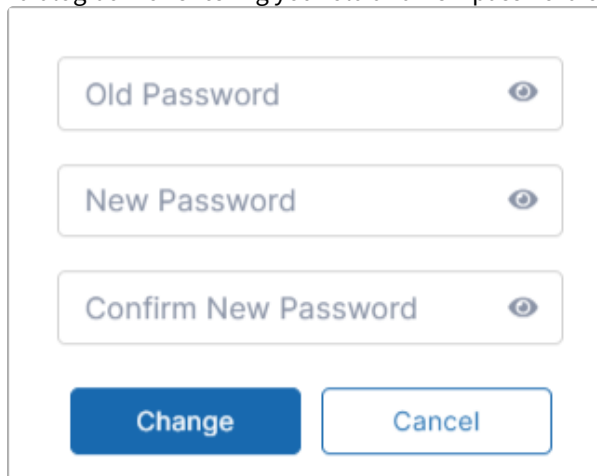


1. In the **Settings** page, click **Change Password**.



The screenshot shows the 'Settings' page with three tabs: 'General', 'Devices', and 'Notifications'. The 'General' tab is active. It displays user information: Account (gaby), Display Name (Gaby), and Email (gabrielle\_95@example.com). To the right, there are three links: 'Change Password' (highlighted with an orange arrow), 'Unsubscribe from Email Notifications', and 'Change Phone Number'. Below this is a 'Disk Usage' section showing '0 B / 2 GB (Used / Allocated)' and a progress bar at '0 %'. A 'Details' button is at the bottom.

A dialog box for entering your old and new password opens.



The dialog box contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each field has an eye icon to toggle visibility. At the bottom are two buttons: 'Change' (blue) and 'Cancel' (white with blue border).

2. Type in your old password, your new password, and then retype your new password.

3. Click **Change**.

**i** AD and LDAP users and users created via SSO cannot change their passwords. Beginning with FileCloud 20.2, the **Change Password** option does not appear for these users.

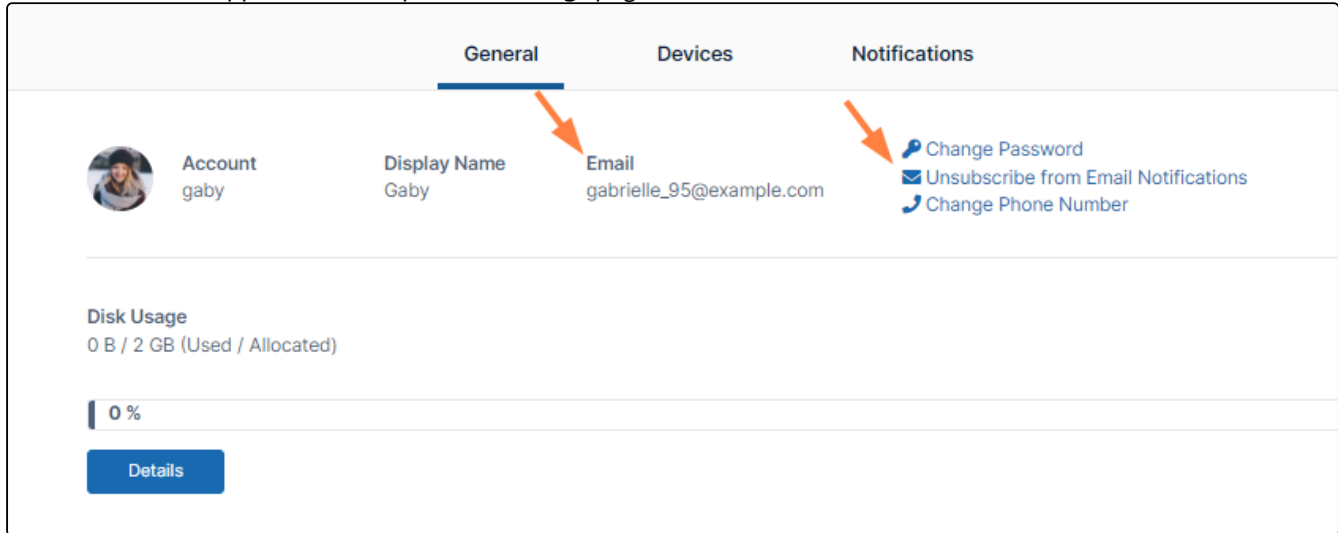
If you have forgotten your password, see [Reset a Forgotten Password](#).

### Manage Your Email Settings

In the User portal you can:

- View your email address. This is where all FileCloud notifications are sent. Only an Administrator can change this setting.
- Unsubscribe from the mailing list.

Your email address appears at the top of the **Settings** page.



#### To unsubscribe from email notifications:

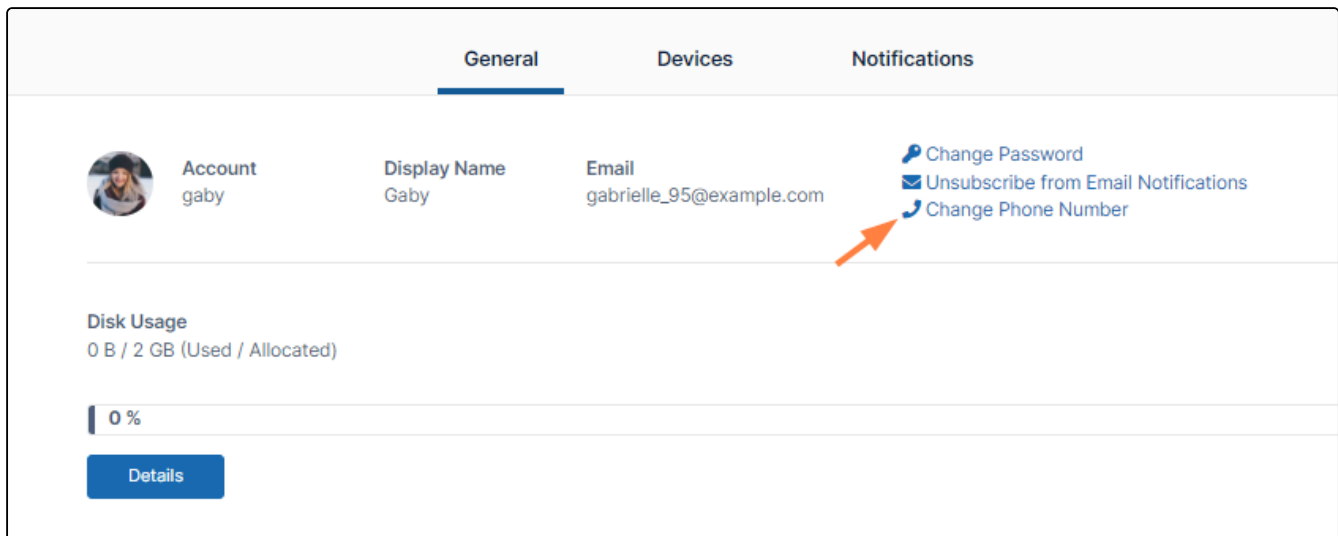
1. In the top row of the **Settings** page, click **Unsubscribe from Email Notifications**.
2. A dialog box prompts you to confirm.
3. Click **OK**.

The link now appears as **Subscribe to Email Notifications**. If you want to resubscribe to notifications, click the link.

#### Change your Phone Number

To receive text messages from FileCloud, your phone number must be entered into the system.

If your admin has given you permission, you may add or change your phone number in the **Settings** page. Click **Change Phone Number**, and enter or modify the phone number.

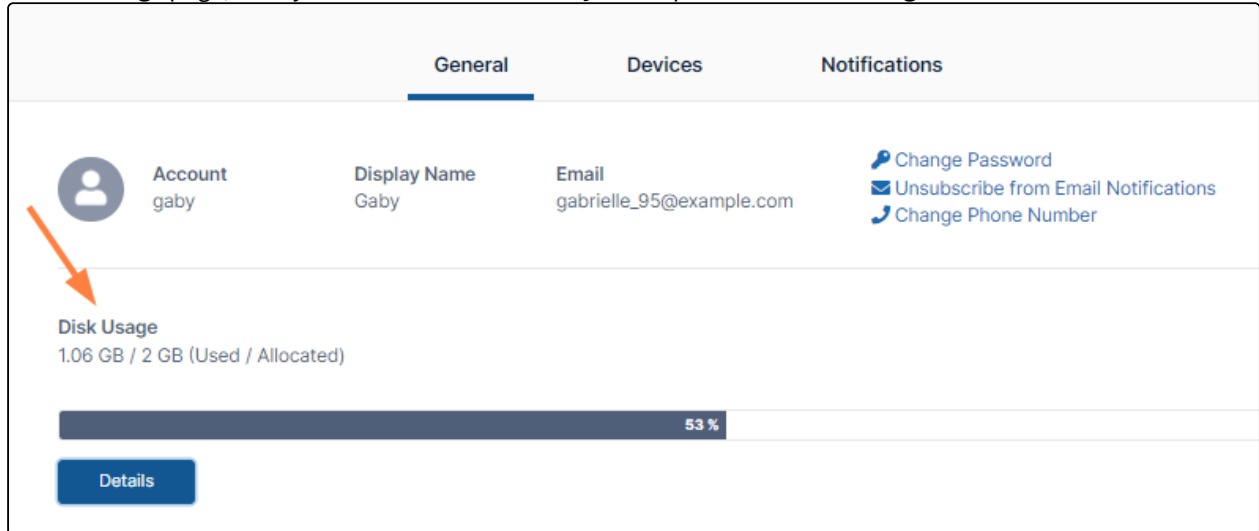


**Admins:** To enable users to add or change their phone numbers, see **User Settings** on the page Misc Settings.

#### View How Much Space You Have Used

To view how much of your My Files space you have used:

1. In the **Settings** page, view your available and used **My Files** space under **Disk Usage**.



The screenshot shows the 'Settings' page with the 'General' tab selected. Under the 'Disk Usage' section, it indicates '1.06 GB / 2 GB (Used / Allocated)' with a progress bar showing 53% usage. A 'Details' button is visible below the progress bar.

The bar below your used/allocated space shows the percent of your allocated space that you have used.

2. Click the **Details** button to view details about the files and folders stored in your My Files space.

| Disk Usage Details         |                                               |                                  |              |                                                                                                                                                                             |
|----------------------------|-----------------------------------------------|----------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Entry                      | File Size                                     | File Count                       | Folder Count | Actions                                                                                                                                                                     |
| Live                       | 1.06 GB Files<br>3 KB Thumbs<br>1.06 GB Total | 14 Files<br>2 Thumbs<br>16 Total | 4            |                                                                                                                                                                             |
| Previous Versions          | 0 B                                           | 0                                | -            |                                                                                                                                                                             |
| Partial Incomplete Uploads | 0 B                                           | 0                                | -            |                                                                                                                                                                             |
| Deleted Files              | 10 KB                                         | 1                                | 1            |   |
| Total                      | 1.06 GB                                       | 17                               | 5            |                                                                                                                                                                             |

[Close](#)

3. Click the eye icon in the **Deleted Files** row to view your deleted files.  
If you have deleted files, an x appears next to the eye icon.
4. Click the x to clear the deleted files from your disk.

 Only an Administrator can allocate disk space for you to use.

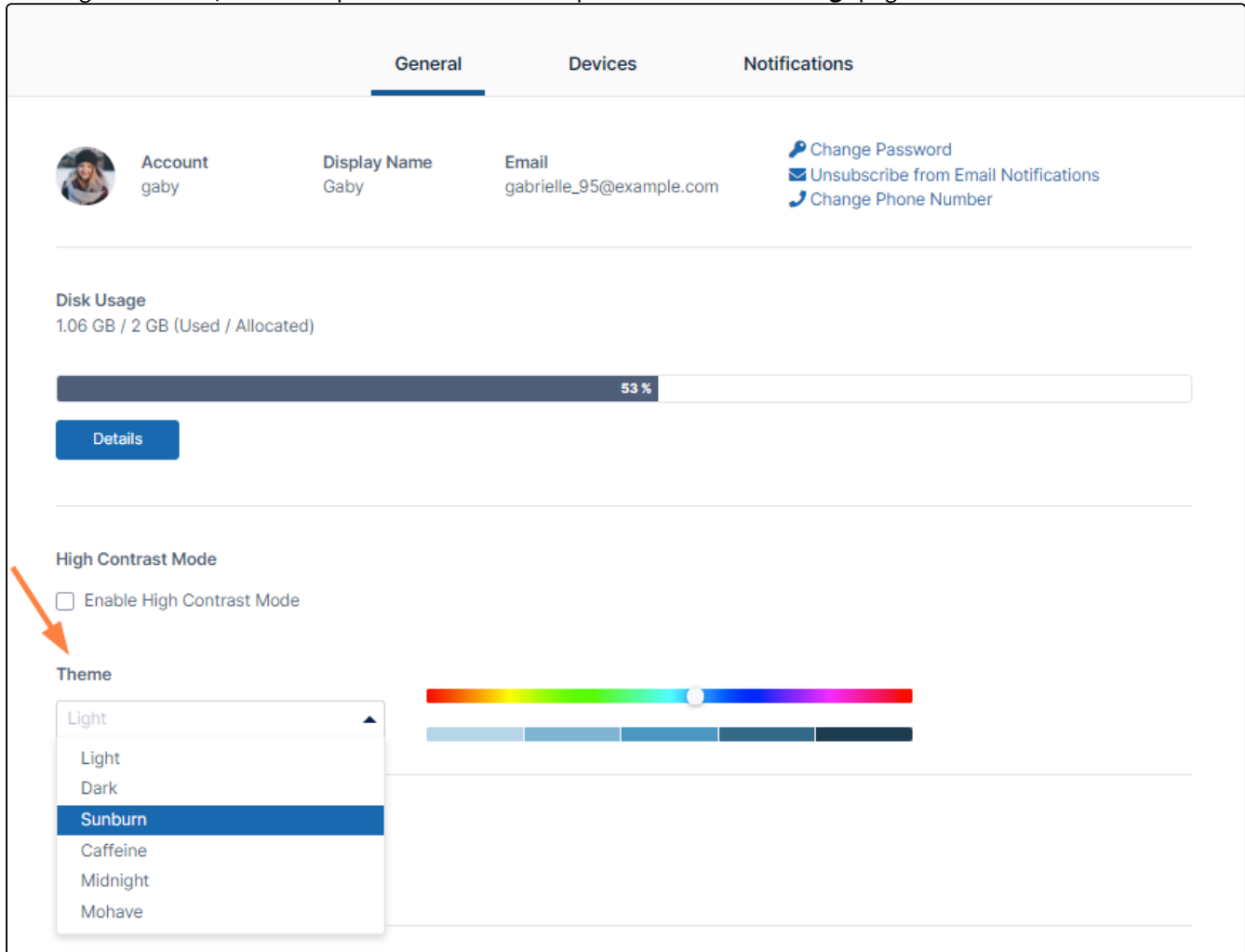
### Change your Theme

-  Beginning with FileCloud Version 20.2, you can choose a light or dark theme, select your own color for main features in the user interface, and view your user interface in high contrast mode. Beginning with FileCloud Version 20.3, you can choose one of our custom themes.

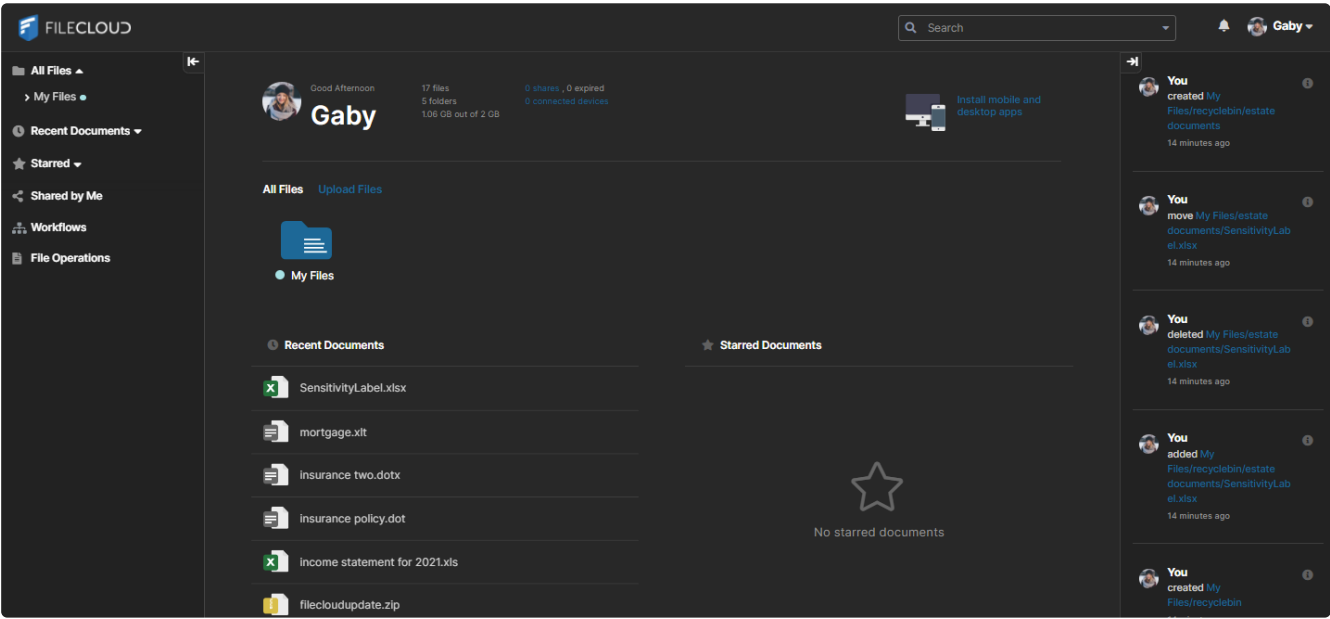
## Theme

By default the user portal uses the light theme, but you can change to the dark theme or a custom theme. You can preview all currently available themes at [User Portal Themes](#).

To change the theme, select an option in the **Theme** drop-down list of the **Settings** page.

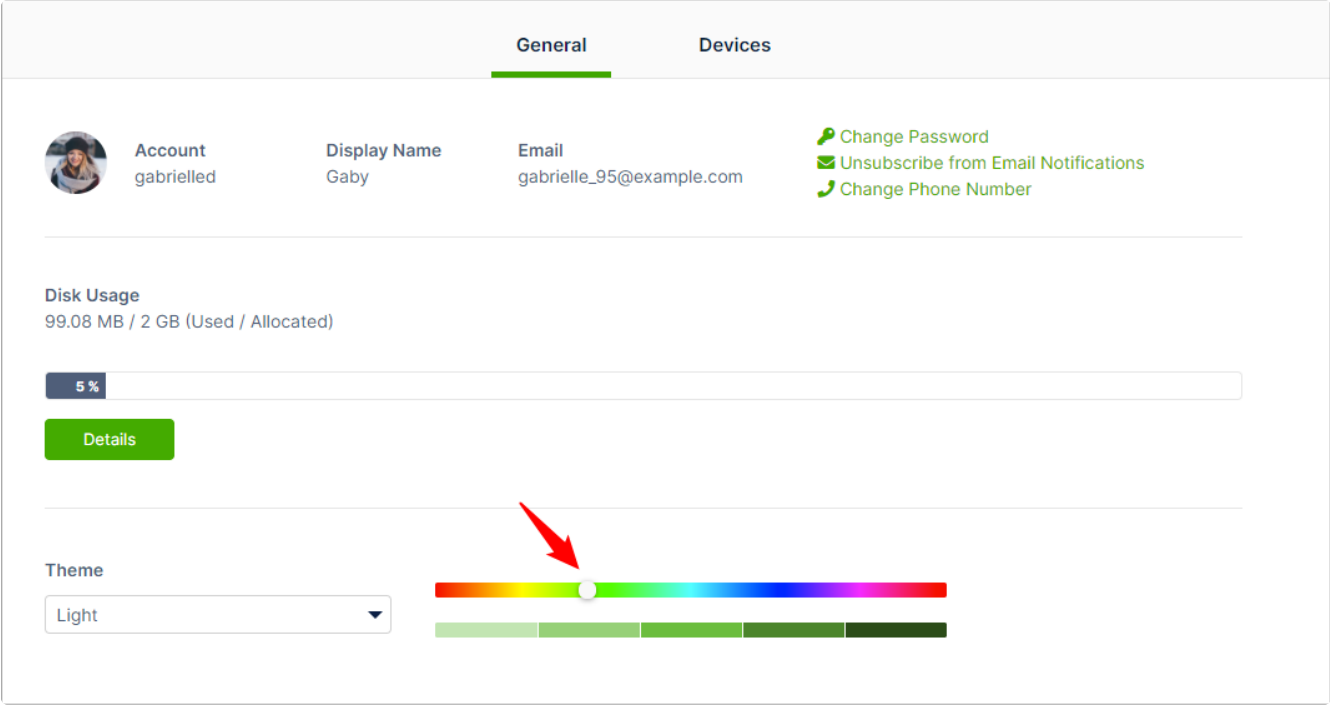


The FileCloud user portal viewed with the dark theme:

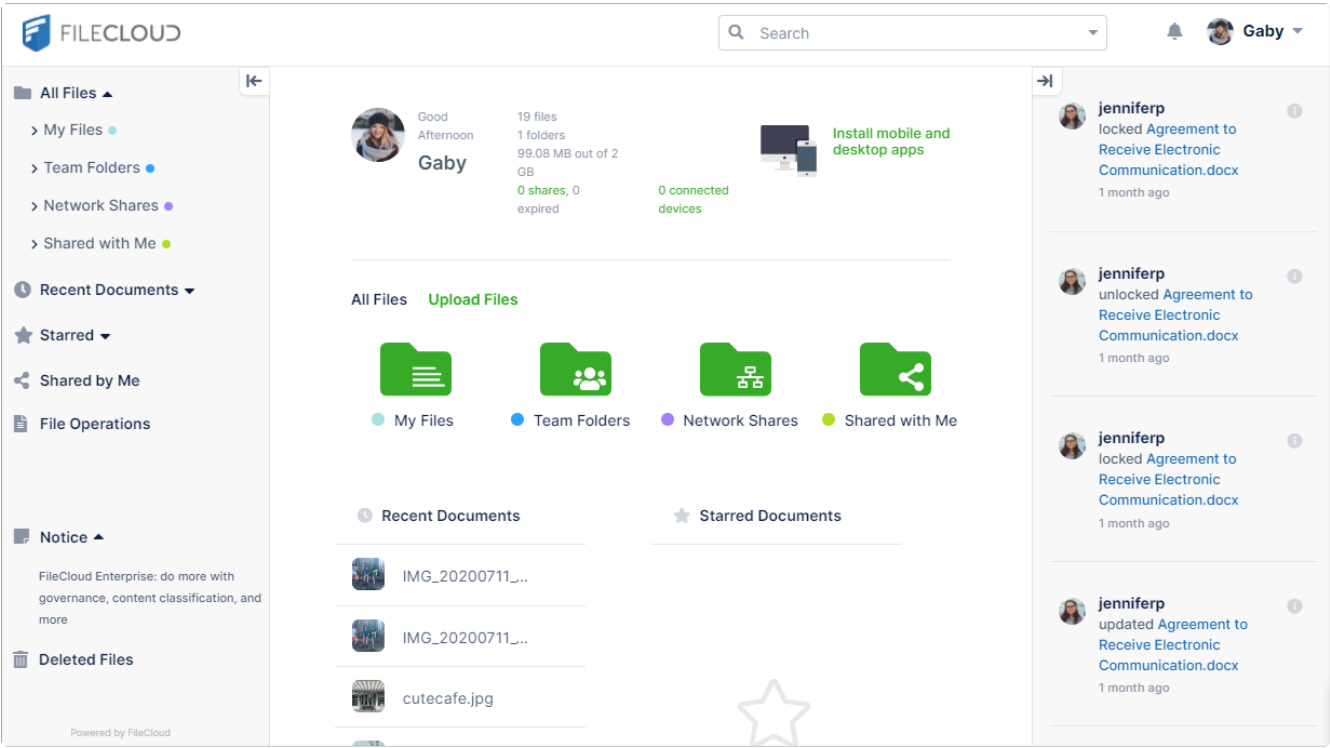


Color

By default, the main features in the user interface are a blue. To change their color, move the slider on the color bar to the left or right.

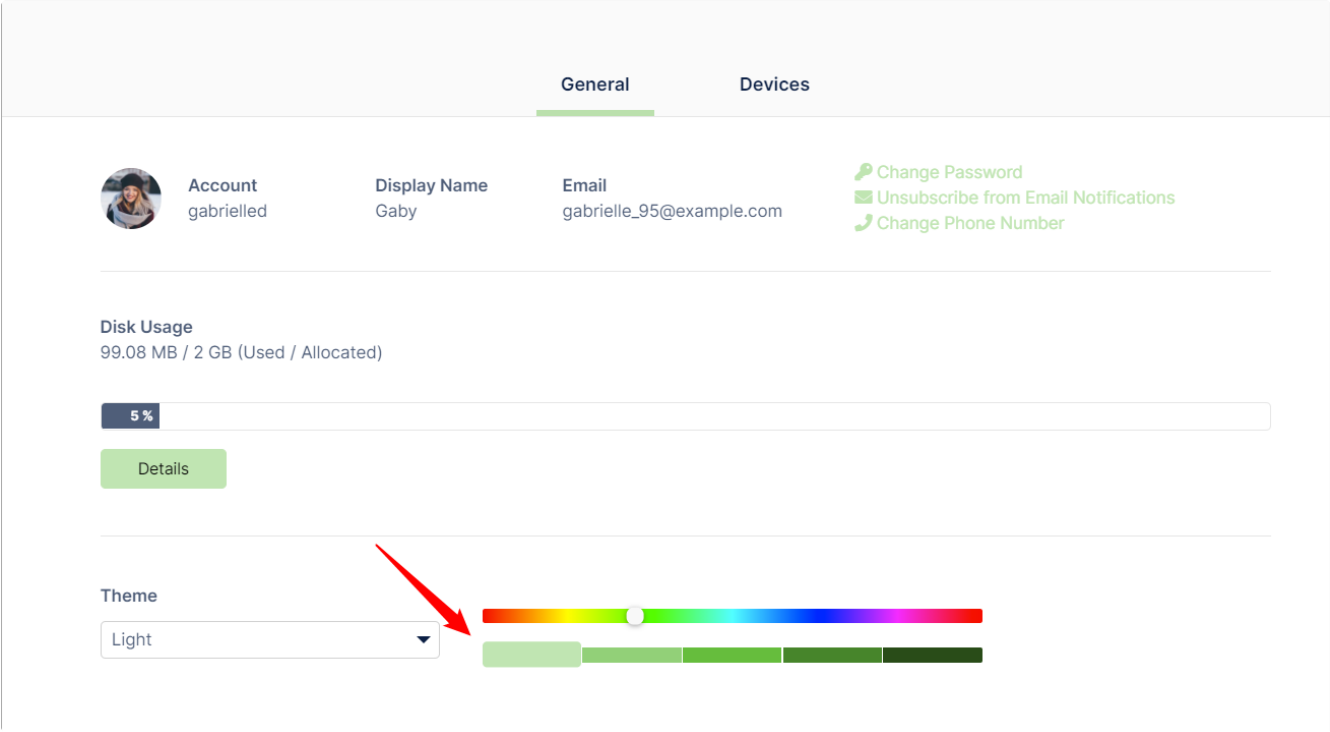


The FileCloud user portal viewed with green features:

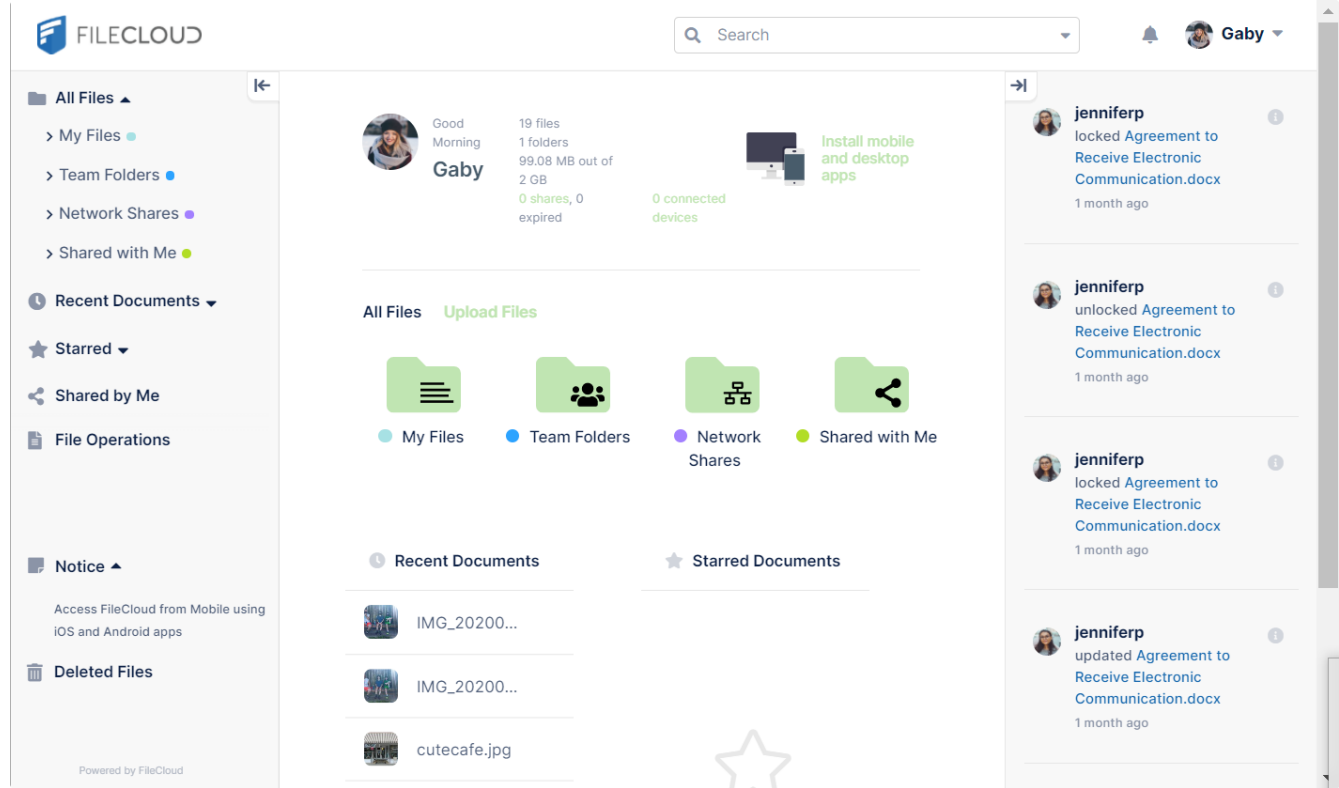


Shade of color

Select one of the five bars below the color bar to set how light or dark the selected color appears.

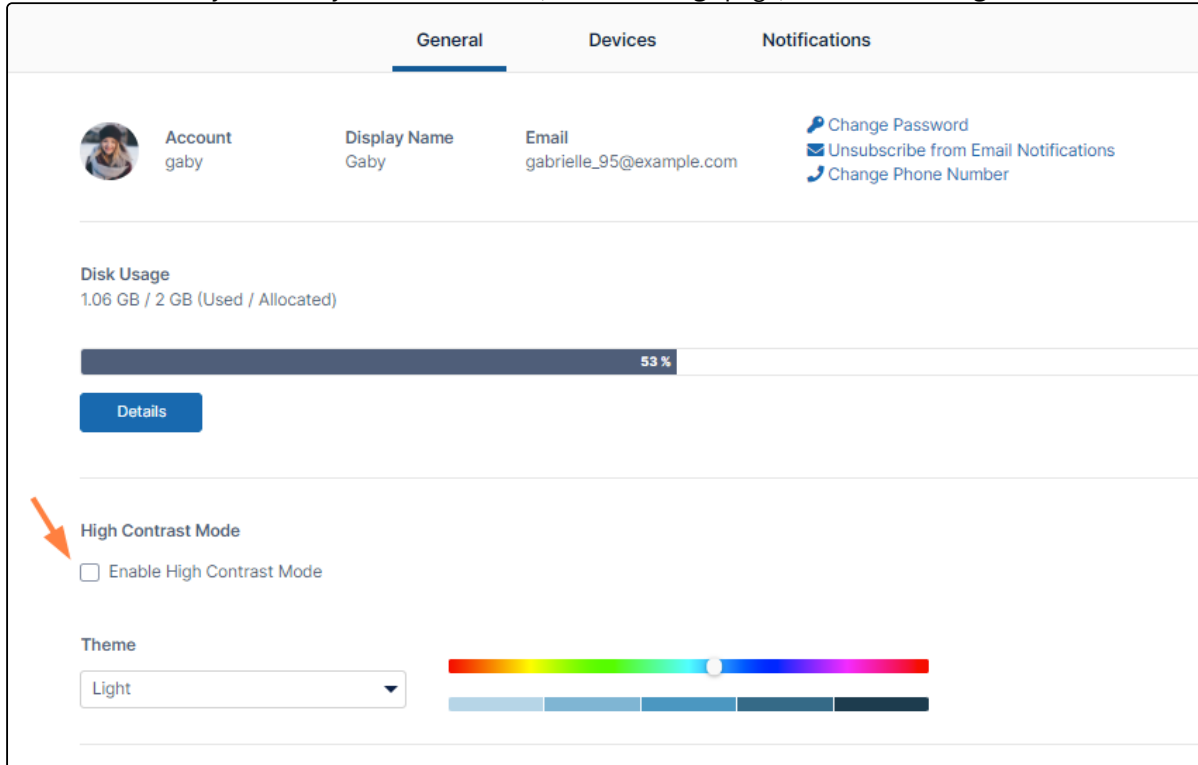


The FileCloud user portal viewed with light green features.

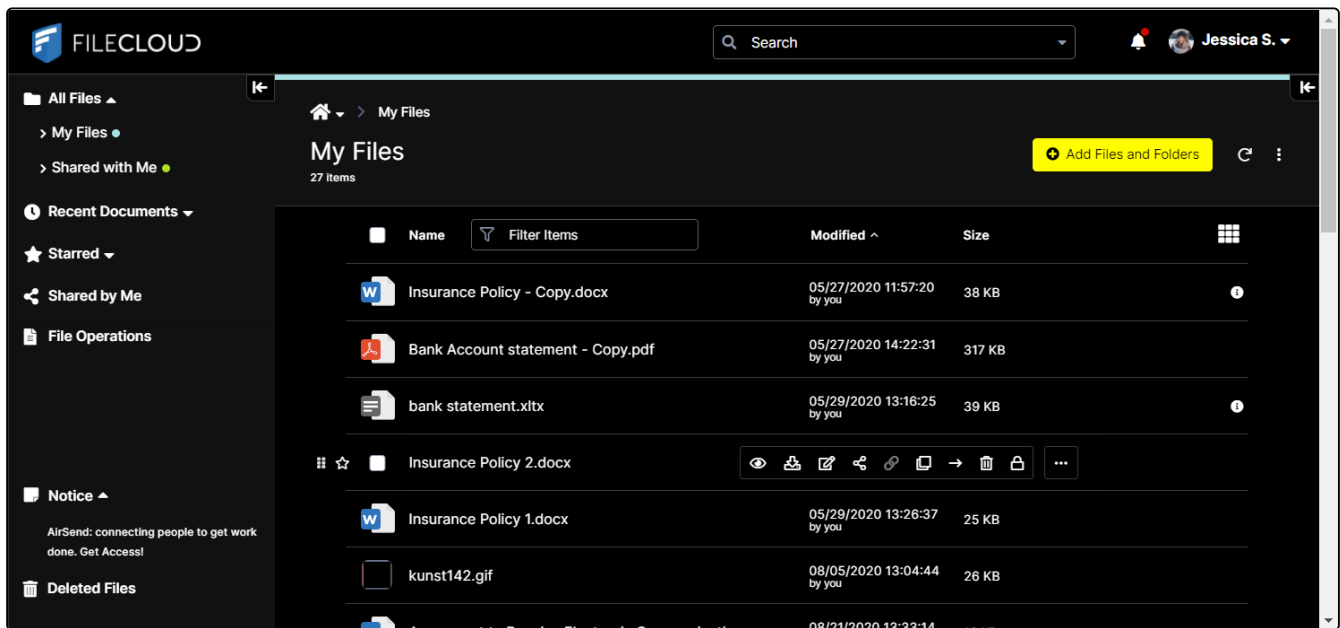


High Contrast Mode

To enhance visibility of text in your user interface, in the **Settings** page, check **Enable High Contrast Mode**.



In high contrast mode, the user interface appears with the following theme:



### Change Your Display Language

If you change this setting, the labels on all screens in the User Portal appear in the selected language.



**To change your display language:**

1. In the user portal, click your name in the upper-right corner of the screen and choose **Settings**.  
The **Settings** page opens to the **General** tab.
2. In the **Language** drop-down list choose a language.

Account: gaby      Display Name: Gaby      Email: gabrielle\_95@example.com

[Change Password](#)    [Unsubscribe from Email Notifications](#)    [Change Phone Number](#)

---

**Disk Usage**  
1.06 GB / 2 GB (Used / Allocated)

53 %

[Details](#)

---

**High Contrast Mode**

☐ Enable High Contrast Mode

---

**Theme**

Light

---

**Language**

English

- Arabic
- Chinese Simplified
- Chinese Traditional
- Chinese
- Dutch**
- English
- French
- German
- Italian
- Portuguese
- Russian
- Spanish

---

**Time Format**

h:mm A

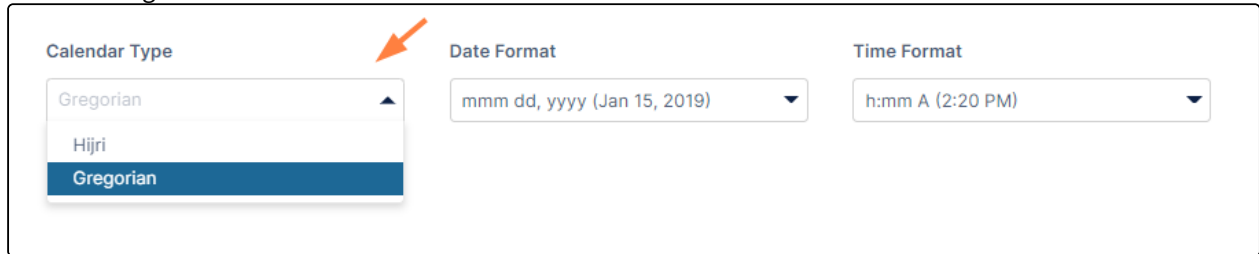
You are not asked to confirm this change. As soon as you select a language, the screen refreshes in the chosen language.

**Change your Date and Time Formats**

The default date and time formats you see in FileCloud are set by your administrator. However, you can change them on the **Settings** page by choosing different options in the **Calendar Type**, **Date Format** and **Time Format** drop-down lists.

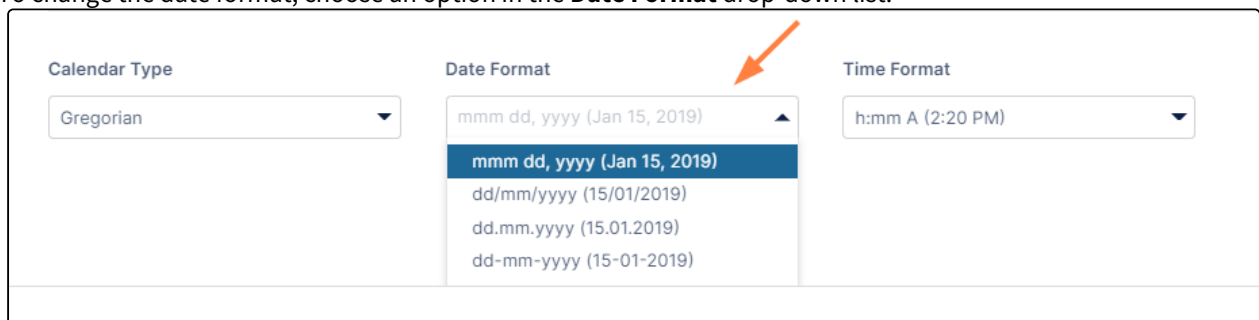
Choices for **Calendar Type** are **Gregorian** (English) and **Hijri** (Islamic). The date and time formats change depending on whether you choose **Gregorian** or **Hijri**.

- To change the calendar type, choose an option in the **Calendar Type** drop-down list. The **Date Format** and **Time Format** change to the default value for your **Calendar Type** choice, so you may want to change them as well.



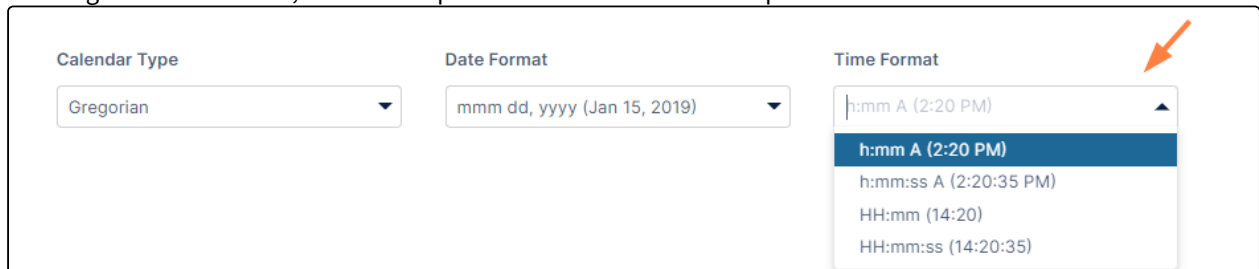
This screenshot shows the 'Calendar Type' dropdown menu open. An orange arrow points to the dropdown arrow. The menu lists 'Gregorian' (selected) and 'Hijri'. The 'Date Format' and 'Time Format' fields are visible to the right, showing 'mmm dd, yyyy (Jan 15, 2019)' and 'h:mm A (2:20 PM)' respectively.

- To change the date format, choose an option in the **Date Format** drop-down list.



This screenshot shows the 'Date Format' dropdown menu open. An orange arrow points to the dropdown arrow. The menu lists several options: 'mmm dd, yyyy (Jan 15, 2019)' (selected), 'dd/mm/yyyy (15/01/2019)', 'dd.mm.yyyy (15.01.2019)', and 'dd-mm-yyyy (15-01-2019)'. The 'Calendar Type' and 'Time Format' fields are visible to the left and right respectively.

- To change the time format, choose an option in the **Time Format** drop-down list.



This screenshot shows the 'Time Format' dropdown menu open. An orange arrow points to the dropdown arrow. The menu lists several options: 'h:mm A (2:20 PM)' (selected), 'h:mm:ss A (2:20:35 PM)', 'HH:mm (14:20)', and 'HH:mm:ss (14:20:35)'. The 'Calendar Type' and 'Date Format' fields are visible to the left and right respectively.

## Manage your Devices

 This tab does not appear in the user interface for External users.

This **Devices** tab of the **Settings** page provides options for managing your connected devices and removing them if needed.

Devices can use the following clients to log in to a FileCloud Server site:

- FileCloud iOS App
- FileCloud Android App
- FileCloud Windows Store App
- FileCloud Sync
- FileCloud Drive
- FC Outlook Add-in

- FC Office Add-in
- FC Desktop Edit
- FC File Browser

### To view your devices:

1. In the user portal, click your name in the upper-right corner of the screen and choose **Settings**.  
The **Settings** page opens to the **General** tab.
2. Click the **Devices** tab.  
View details of your devices.

| General <b>Devices</b> Notifications                                                                           |                                                       |                            |                      |                          |
|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------|----------------------|--------------------------|
|                                                                                                                |                                                       |                            |                      | <button>Refresh</button> |
| Device Name                                                                                                    | Device Details                                        | Last Login                 | Device Status        | Actions                  |
|  FileCloud Drive (DESKTOP-... | OS: Windows 10 10.0 (Build 19042)<br>App: 21.2.0.6659 | October 20o 2021<br>2:17PM | Needs Approval       | ✓ ✕                      |
|  File Browser (DESKTOP-N7...  | OS: Windows 10 10.0 (Build 19042)<br>App: 21.2.0.6624 | October 20o 2021<br>1:53PM | Needs Admin Approval | ✕                        |
|  Desktop Edit (DESKTOP-N...   | OS: Windows 10 10.0.19042<br>App: 21.2.0.6585         | October 14o 2021<br>1:46PM | Approved             | ✕                        |
|  Desktop Edit               | OS: Windows 10 Home 10.0.19042<br>App: 21.1.0-6292    | August 13o 2021<br>12:22PM | Approved             | ✕                        |

### Device Status

| Device Status               | Description                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Approved</b>             | The device is available for you to log in to and use.                                                                                                                                                                                                                                                                                                                               |
| <b>Needs Admin Approval</b> | The device is waiting for your Admin to approve it. You cannot currently log in and use it. After your Admin approves the device, its <b>Device Status</b> either changes to <b>Approved</b> , enabling you to log in and use it, or changes to <b>Needs Approval</b> , requiring you to approve it, and then enter a device authentication code before you can use it (see below). |
| <b>Needs Approval</b>       | The device is waiting for you to approve it. Once you approve it, you must enter a device authentication code to log in and use the device (see below).                                                                                                                                                                                                                             |

### To get the authorization code for a device:

1. When you log in through a device, you may be required to enter an authorization code.  
To get the authorization code you must approve the device on the Devices tab.
  1. Log in and access the **Devices** tab.
  2. The **Device Status** column displays **Needs Approval** if it needs your approval.
  3. Click the check for the device under **Actions**.

| General <b>Devices</b> Notifications |                                                       |                            |                      |                          |
|--------------------------------------|-------------------------------------------------------|----------------------------|----------------------|--------------------------|
|                                      |                                                       |                            |                      | <button>Refresh</button> |
| Device Name                          | Device Details                                        | Last Login                 | Device Status        | Actions                  |
| FileCloud Drive (DESKTOP-...         | OS: Windows 10 10.0 (Build 19042)<br>App: 21.2.0.6659 | October 20o 2021<br>2:17PM | Needs Approval       |                          |
| File Browser (DESKTOP-N7...          | OS: Windows 10 10.0 (Build 19042)<br>App: 21.2.0.6624 | October 20o 2021<br>1:53PM | Needs Admin Approval |                          |
| Desktop Edit (DESKTOP-N...           | OS: Windows 10 10.0.19042<br>App: 21.2.0.6585         | October 14o 2021<br>1:46PM | Approved             |                          |
| Desktop Edit                         | OS: Windows 10 Home 10.0.19042<br>App: 21.1.0-6292    | August 13o 2021<br>12:22PM | Approved             |                          |

A dialog box with the authorization code opens.

4. Enter the authorization code into **Enter Code** on your device.

For help using the Notifications tab, see [Notifications](#).

## User Alerts

The ability to unsubscribe from alerts is available in FileCloud version 17.3 and later.

You are automatically alerted in real-time when changes occur to your files.

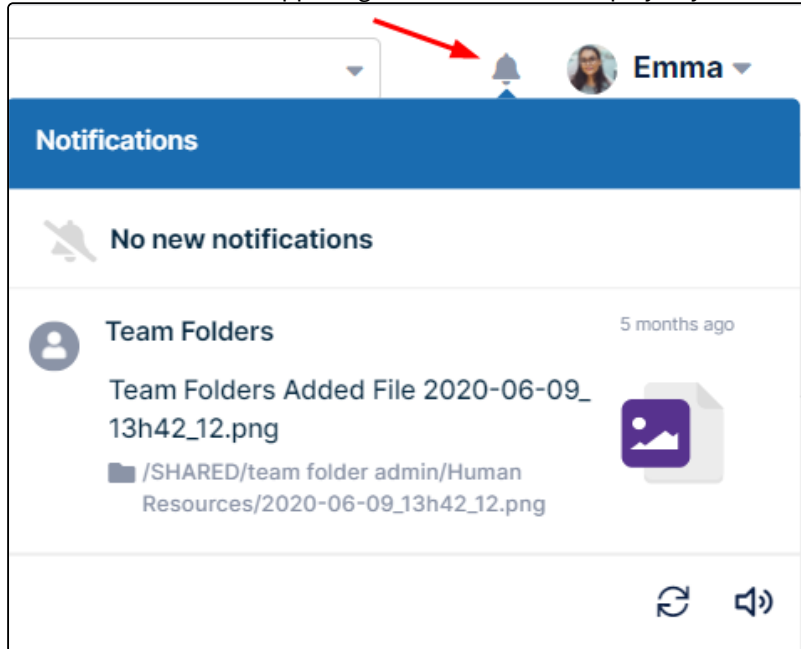
You are also notified when:

- You are identified in comments with @username
- Shared folder access changes
- A system-level alert is sent

## FAQs

### Where do I see the alerts?

- Click the bell icon in the upper-right of the screen to display any alerts.



- You will also receive an email message for each notification.

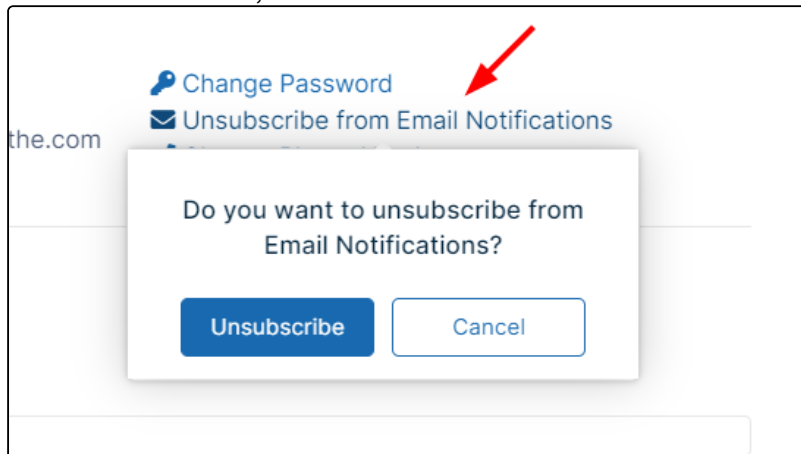
#### Can I unsubscribe from these notifications?

Yes, you can opt out of the email notifications.

If there are a large number of changes and you are seeing too many email notifications, you can unsubscribe from the notifications.

#### To unsubscribe:

- In the user portal, click your name in the upper-right corner of the screen and choose **Settings**. The **Settings** page opens to the **General** tab.
- Click the **Account** tab.
- In the **Account** window, click **Unsubscribe From Email Notifications**.



A dialog box prompts you to confirm.

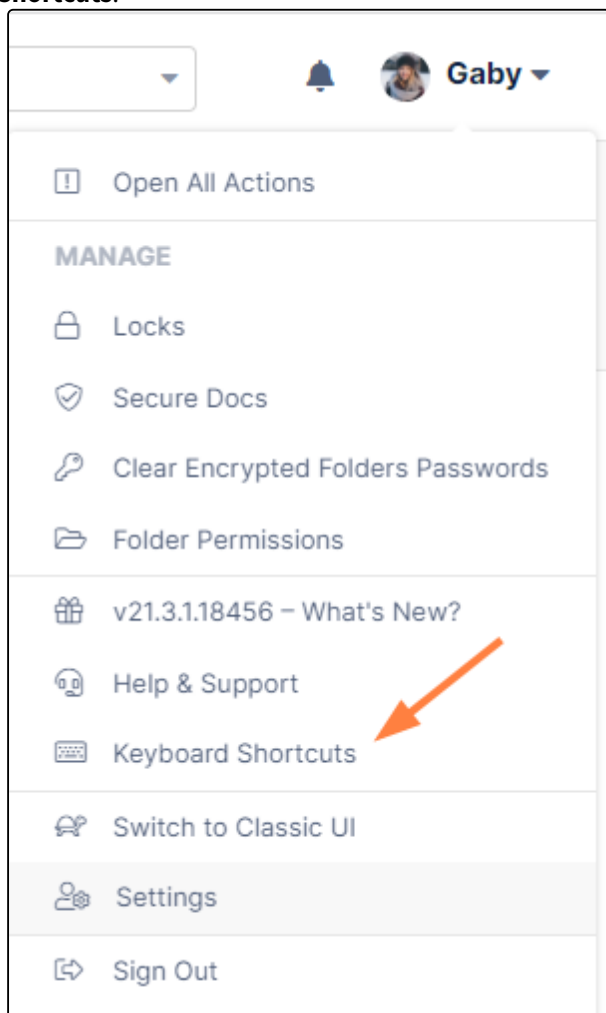
- Click **Unsubscribe**.

## Keyboard Shortcuts

### User Interface shortcuts

The FileCloud user interface includes a number of keyboard shortcuts for performing actions.

While you are working in the user interface, to view the list of shortcuts, click your username, and choose **Show Shortcuts**.



The following list of shortcuts opens:

Filecloud Shortcut keys

|              |                              |             |                               |
|--------------|------------------------------|-------------|-------------------------------|
| u or insert  | Upload a file                | pagedown    | Next page of files            |
| ctrl + c     | Copy selected item           | pageup      | Previous page of files        |
| ctrl + x     | Move selected item           | alt + ↑     | Go one folder up              |
| d            | Download selected item(s)    | ctrl + home | Go to top of page             |
| l            | Lock/unlock selected item    | alt + r     | Refresh file list             |
| c            | Add comment to selected item | alt + →     | Go to next page               |
| delete       | Delete selected item         | alt + ←     | Go to previous page           |
| F2           | Rename selected item         | [           | Toggle Sidebar                |
| .            | Share selected item          | ]           | Toggle activity bar           |
| m            | Open selected item menu      | p           | Toggle file operations dialog |
| alt + n      | Create folder                | v           | Open list/grid view menu      |
| ↑ or ↓       | Navigate in a file list      | ctrl + i    | Show folder properties        |
| enter/return | Preview file or open folder  | alt + d     | Open deleted files page       |
| space        | Select current item          | alt + f     | Filter file list              |
| shift + a    | Select all                   | alt + F1    | Show shortcuts                |

All shortcuts
OK

For more information about the keyboard shortcuts, see [Guide to Keyboard Shortcuts](#).

## Guide to Keyboard Shortcuts

**i** Beginning with FileCloud 21.1, all FileCloud actions can be completed using keyboard shortcuts. This makes FileCloud fully compliant with VPAT Guideline 2.1, Keyboard Accessible. For more information, see <https://www.w3.org/TR/WCAG21/#keyboard-accessible>.

## Open Shortcut Reference

| Windows/Linux | macOS       | Description     |
|---------------|-------------|-----------------|
| Alt + F1      | Option + F1 | Show shortcuts. |

## Select a File or Folder

| Windows/Linux | macOS     | Description                                                                                             |
|---------------|-----------|---------------------------------------------------------------------------------------------------------|
| Shift + a     | Shift + a | Select/deselect all files and folders on page.                                                          |
| Space         | Space     | (Use when navigating list with arrow keys) Select/deselect current file/folder.<br><b>Version 21.1+</b> |

## File and Folder Actions

To perform most of the following file or folder actions, you must select the file or folder first. Use one of the methods shown above under **Select a File or Folder**, or check the box next to the file or folder.

| Windows/Linux | macOS        | Description                                                                                             |
|---------------|--------------|---------------------------------------------------------------------------------------------------------|
| Shift + a     | Shift + a    | Select/deselect all files and folders on page.                                                          |
| Space         | Space        | (Use when navigating list with arrow keys) Select/deselect current file/folder.<br><b>Version 21.1+</b> |
| Enter/Return  | Enter/Return | Preview selected file or open selected folder.                                                          |
| d             | d            | Download selected file/folder.                                                                          |
| l             | l            | Lock/unlock selected file/folder.                                                                       |
| c             | c            | Add comment to selected file/folder.                                                                    |
| m             | m            | Open selected file/folder. <b>Version 21.1+</b>                                                         |
| Delete        | Delete       | Delete selected file/folder.                                                                            |



| Windows/<br>Linux | macOS       | Description                                             |
|-------------------|-------------|---------------------------------------------------------|
| F2                | F2          | Rename selected file/folder. <b>Version 21.1+</b>       |
| . (period)        | . (period)  | Share selected file/folder. <b>Version 21.1+</b>        |
| u or Insert       | u or Insert | Upload a file.                                          |
| Alt + n           | Option + n  | Create a folder. <b>Version 21.1+</b>                   |
| Ctrl + i          | Command + i | Show selected folder's properties. <b>Version 21.1+</b> |
| Ctrl + c          | Command + c | Copy selected file/folder.                              |
| Ctrl + x          | Command + x | Move selected file/folder.                              |

## Page Navigation

| Windows/<br>Linux | macOS      | Description                                       |
|-------------------|------------|---------------------------------------------------|
| Page Down         | Page Down  | Move down a page in a list.                       |
| Page Up           | Page Up    | Move up a page in a list.                         |
| ↑                 | ↑          | Scroll up items in a list. <b>Version 21.1+</b>   |
| ↓                 | ↓          | Scroll down items in a list. <b>Version 21.1+</b> |
| [                 | [          | Toggle navigation bar (left sidebar).             |
| ]                 | ]          | Toggle activity bar (right sidebar).              |
| p                 | p          | Open/close File Operations window.                |
| v                 | v          | Open list view/grid view menu.                    |
| Alt + d           | Option + d | Go to deleted files page. <b>Version 21.1+</b>    |

| Windows/<br>Linux | macOS          | Description                                       |
|-------------------|----------------|---------------------------------------------------|
| Alt + →           | Option + →     | Go to the next Web page.                          |
| Alt + ←           | Option + ←     | Go to the previous Web page.                      |
| Alt + ↑           | Option + ↑     | Move to the previous folder in the folder path.   |
| Ctrl + Home       | Command + Home | Move to the top of page.                          |
| Alt + f           | Option + f     | Move cursor into search box. <b>Version 21.1+</b> |
| Alt + r           | Option + r     | Refresh the list                                  |

## Recent File or Folder Activities

**Admins:** You can disable the **Activity** tab through a Misc. setting.

To view recent activities that have been performed on a file or folder, check the file or folder, and in the right panel, click the **Activity** tab.

The screenshot shows the FileCloud web interface. On the left is a sidebar with navigation options like 'All Files', 'My Files', 'Team Folders', 'Network Shares', 'Shared with Me', 'Recent Documents', 'Starred', 'Shared by Me', 'File Operations', 'Notice', and 'Deleted Files'. The main area displays 'My Files' with a list of items. 'Beach.jpg' is selected, indicated by a blue checkmark and an orange arrow. The right-hand panel shows the 'Activity' tab for 'Beach.jpg', displaying a list of recent activities for 'This Year'.

| Activity                                   | Time                  |
|--------------------------------------------|-----------------------|
| You publicly shared gabrielled/Beach.jpg   | Dec 16, 2020 10:19 AM |
| You removed share for gabrielled/Beach.jpg | Dec 16, 2020 10:19 AM |
| jenniferp downloaded gabrielled/Beach.jpg  | Dec 07, 2020 1:59 PM  |
| You privately shared gabrielled/Beach.jpg  |                       |

The **Activities** section shows recent activities you or other users have performed on your files and folders and files and folders shared with you.

To view the geolocation of an action, click the Information icon for the action.

The screenshot displays the 'My Files' section of the FileCloud interface. At the top, there is a search bar and a user profile for 'Emma'. Below the search bar, the 'My Files' section shows a list of 6 items. The 'FCPreview.png' file is selected, and its details are shown in the right-hand panel. The activity log on the right shows two recent actions: 'You downloaded jenniferp/FCPreview.png' and 'You added jenniferp/FCPreview.png', both dated Oct 15, 2021 1:20 PM.

| Name                                              | Modified                     | Size   |
|---------------------------------------------------|------------------------------|--------|
| FCRsync.png                                       | Oct 26, 2020 1:16 PM by you  | 31 KB  |
| <input checked="" type="checkbox"/> FCPreview.png | Oct 15, 2021 1:02 PM by you  | 127 KB |
| FCImportADGroup.png                               | Oct 05, 2021 2:07 PM by you  | 19 KB  |
| FCGoToMain.png                                    | Oct 16, 2020 10:14 AM by you | 51 KB  |
| FCFolderEmail.png                                 | Oct 29, 2020 10:31 AM by you | 35 KB  |
| FCAddMSTeams.png                                  | Aug 31, 2021 2:18 PM by you  | 46 KB  |

## Switch to Admin Portal

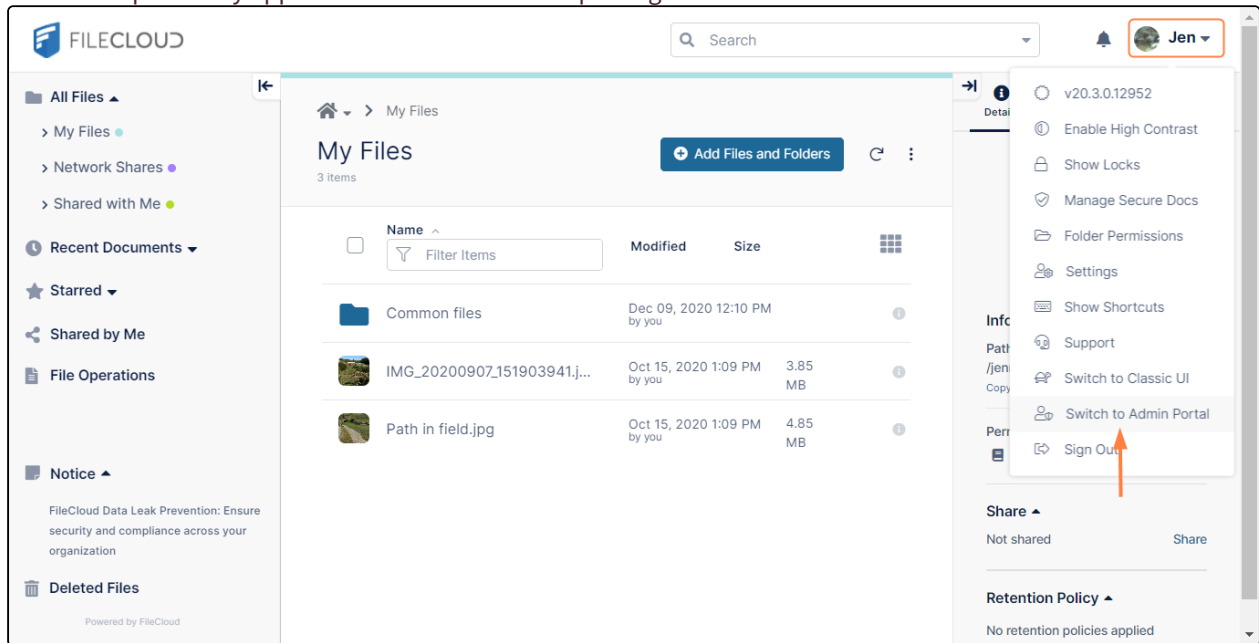
Beginning with FileCloud Version 20.3, users with admin privileges can switch from the User Portal to the Admin Portal by clicking the **Switch to Admin Portal** link in the user menu.

### To switch from the User Portal to the Admin Portal:

1. Click your username in the upper-right corner of the screen.

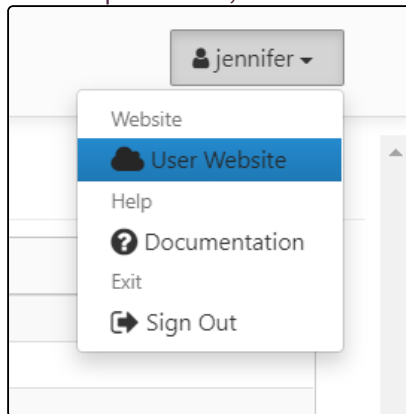
2. In the drop-down list, choose **Switch to Admin Portal**.

**Note:** This option only appears for users with admin privileges.



#### To switch from the Admin Portal back to the User Portal:

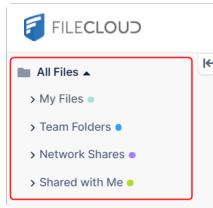
1. Click your username in the upper-right corner of the screen.
2. In the drop-down list, choose **User Website**.



## My Files, Team Folders, Network Shares, and Shared with Me

At the top of the navigation pane of the user portal is a folder labelled **All Folders** that contains the four folders that organize all of your FileCloud files.

The **My Files** folder appears for all users with **Full** user accounts. **Team Folders** and **Network Shares** appear if you have been given access to them. **Shared with Me** appears if another user has shared a file or folder with you.



**My Files** stores your private files. Your administrator sets the amount of space you have to store files.

**Team Folders** provides a single place where teams in a company can store and organize files and folders.

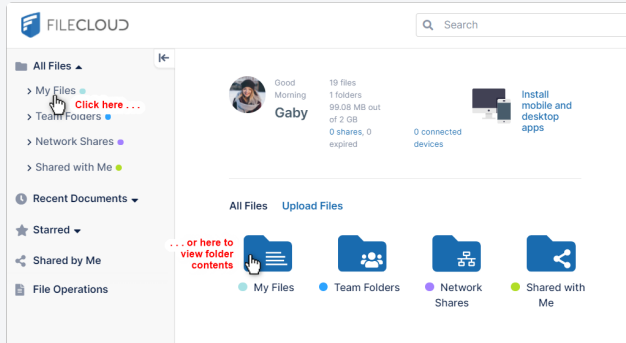
- Team folders are created and shared by your administrator
- You can invite other users to access files in the Team Folder
- Files that you upload to the Team folder do not count against your storage quota

**Network Shares** allows you to access files on your company's servers.

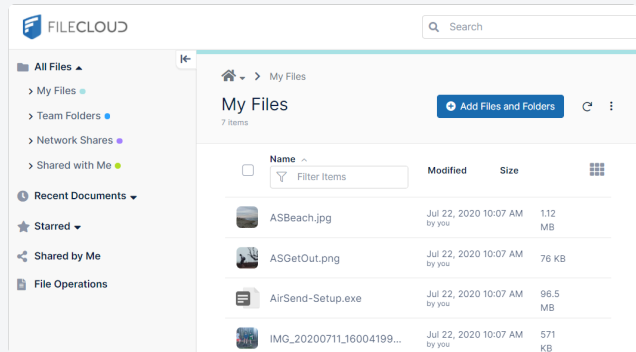
- These folders can be mounted in FileCloud and appear as locations inside the Network Shares folder.
- Administrators cannot give external users access to network shares.
- To add external users to a network share, a user with FULL access has to share the folder directly with the external user. Administrators will receive an error if they try to grant access to Network Shares to a user with EXTERNAL access.

**Shared with Me** contains folders named for the users who have shared files and folders with you. Each folder contains the files and folders shared with you by the user it is named for.

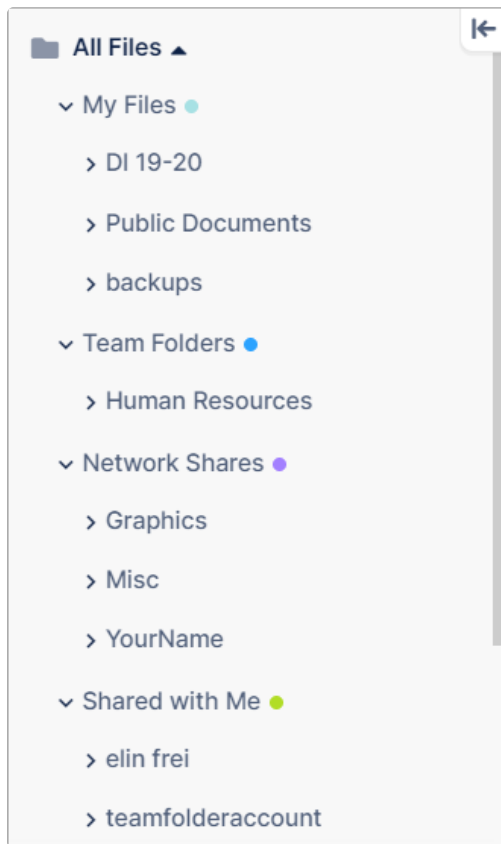
Either click the folder name in the navigation pane, or from the dashboard, click the folder icon in the main window . . .



. . . to view a list of the folder's contents.



You can also click the arrows next to folder names in the navigation pane to expand them and display their sub-folders:



## Basic File and Folder Operations

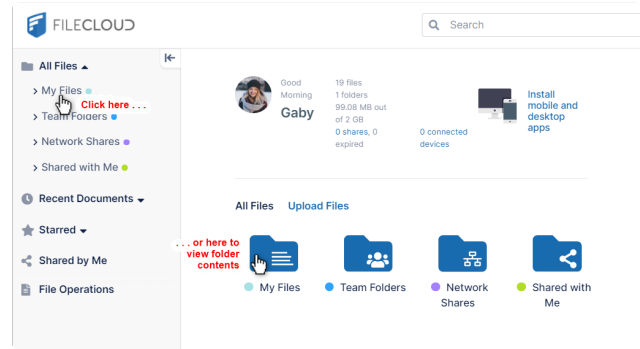
- [Working in Folders](#)
- [Search](#)
- [Create New Files and Folders](#)
- [Selecting items](#)
- [Preview a File](#)
- [Copy Items](#)
- [Move Items](#)
- [Rename Item](#)
- [Download Items](#)
- [Uploading Items](#)
- [Add to Starred](#)
- [Editing Files](#)
- [Working with Zip Files](#)
- [Delete Items](#)

## Working in Folders

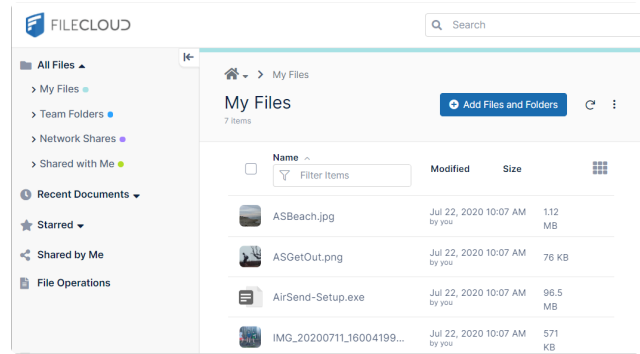
- [Browsing Folders](#)
- [Locating items in a folder](#)
- [Sorting items in a folder](#)
- [View Folder Properties](#)

## Browsing Folders

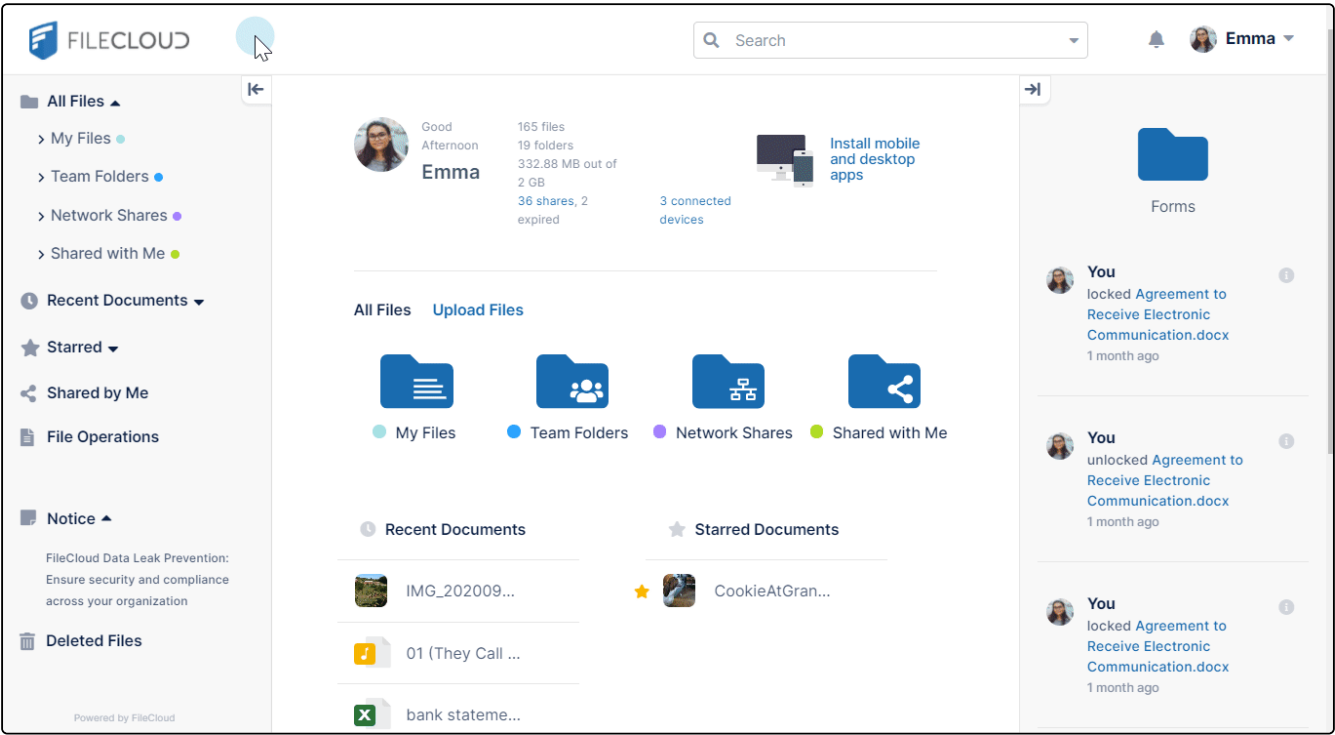
To view the contents of one of the main folders, either click the folder name in the navigation pane, or from the dashboard, click the folder icon in the main window ...



... The contents of the folder are listed in the main section of the screen.



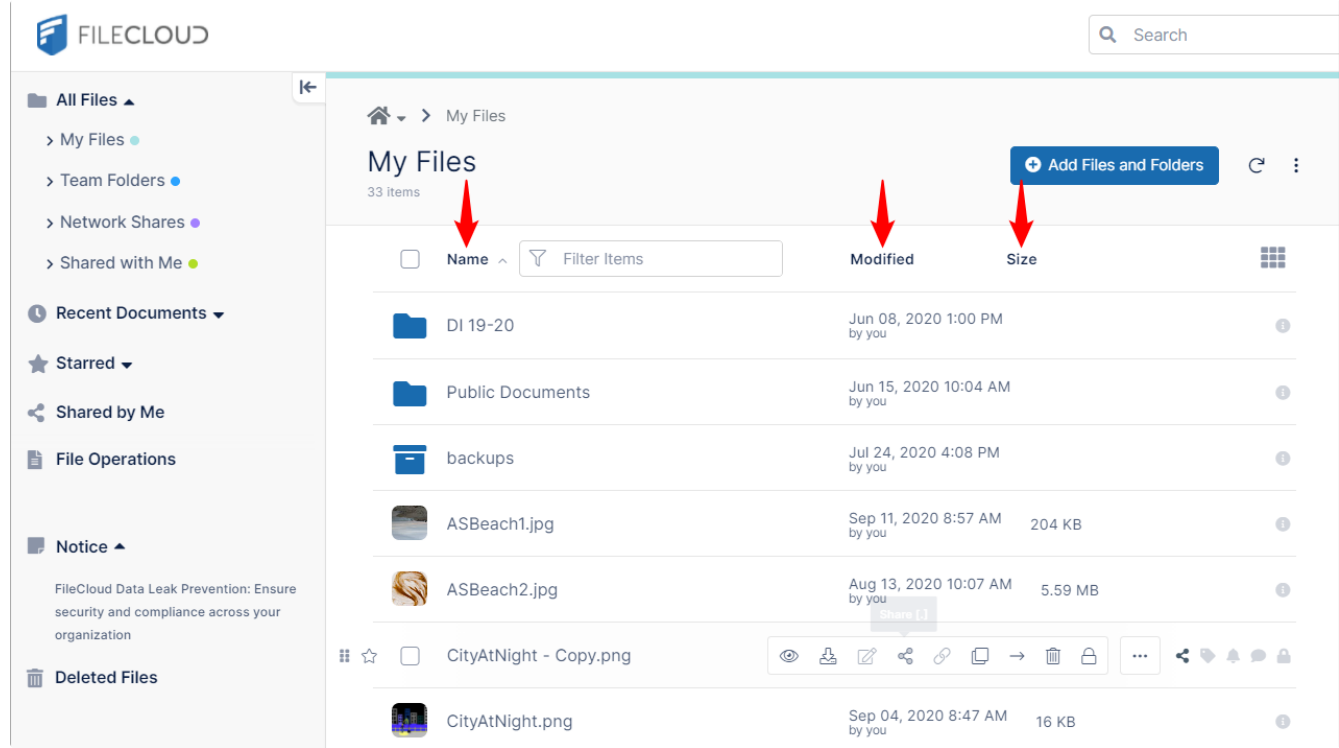
To browse folders for content click the folders in the main section of the screen or expand the folders in the navigation panel.



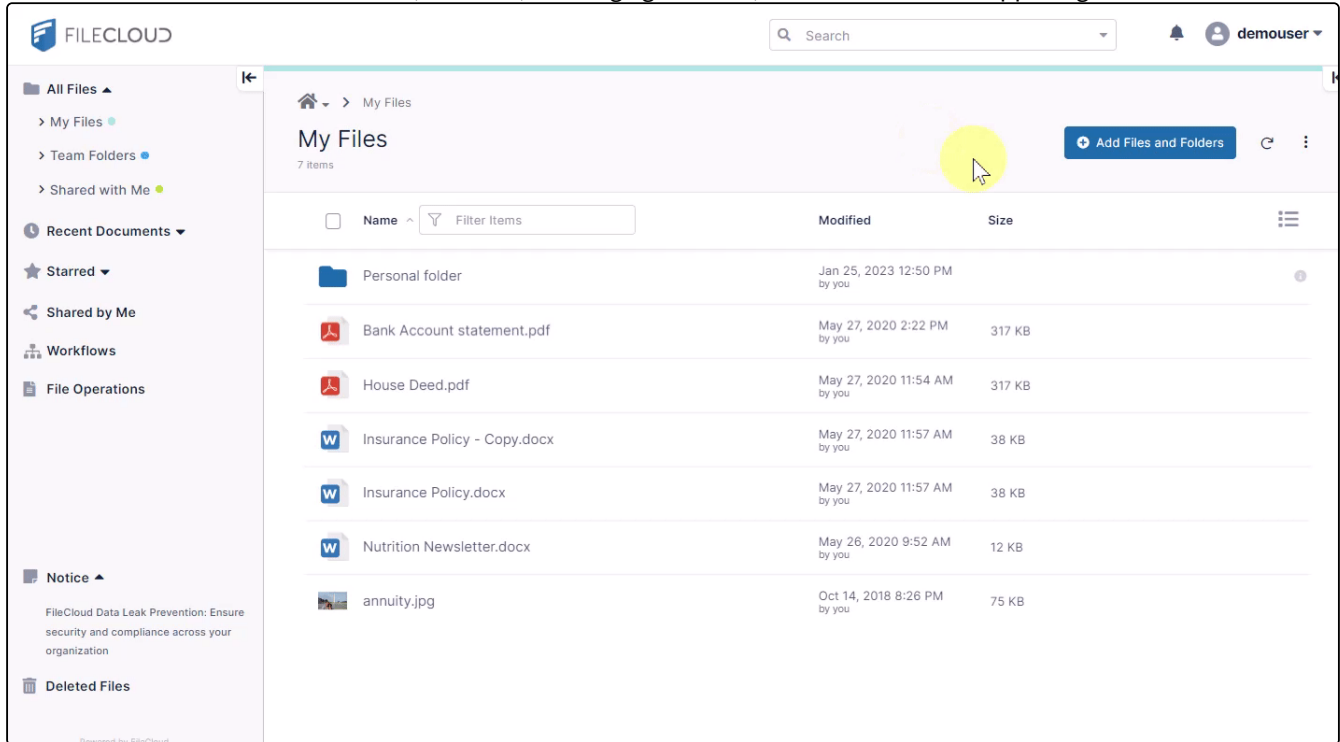


Sorting, switching views, and hiding panels

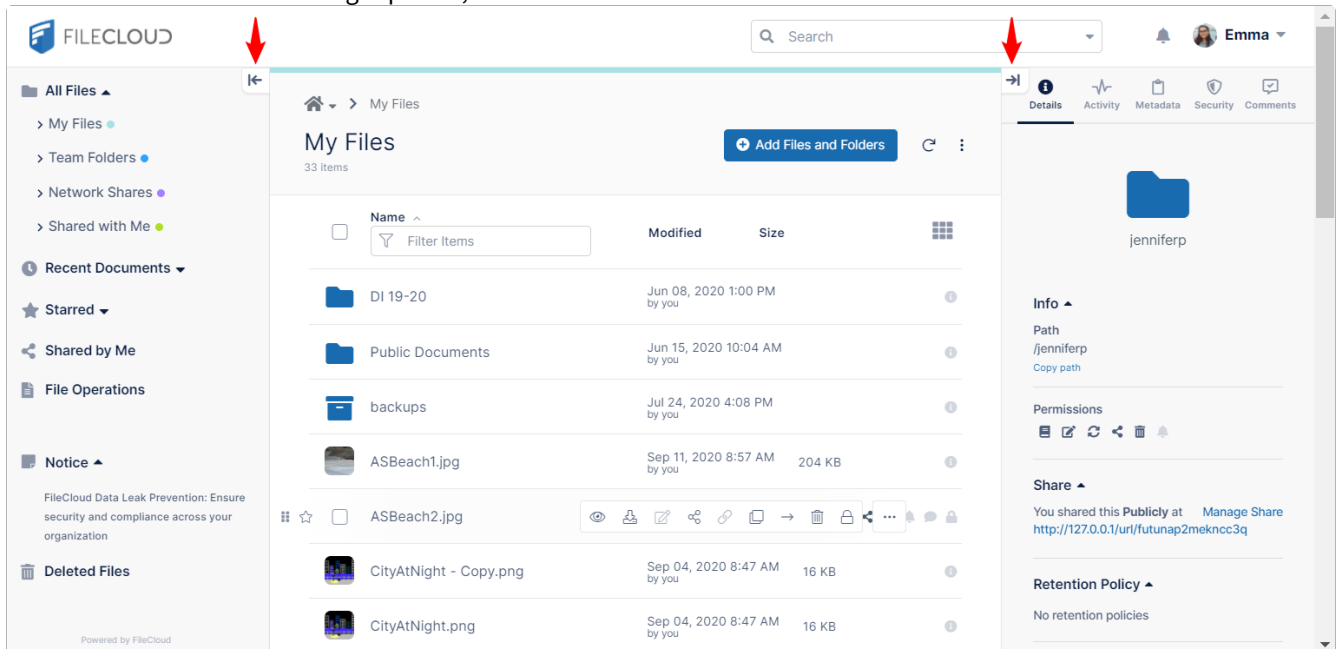
To sort the contents on your screen by name, modified date or size, click the labels at the top of the list.



To switch between list view and small, medium, and large grid views, click the icon in the upper-right.

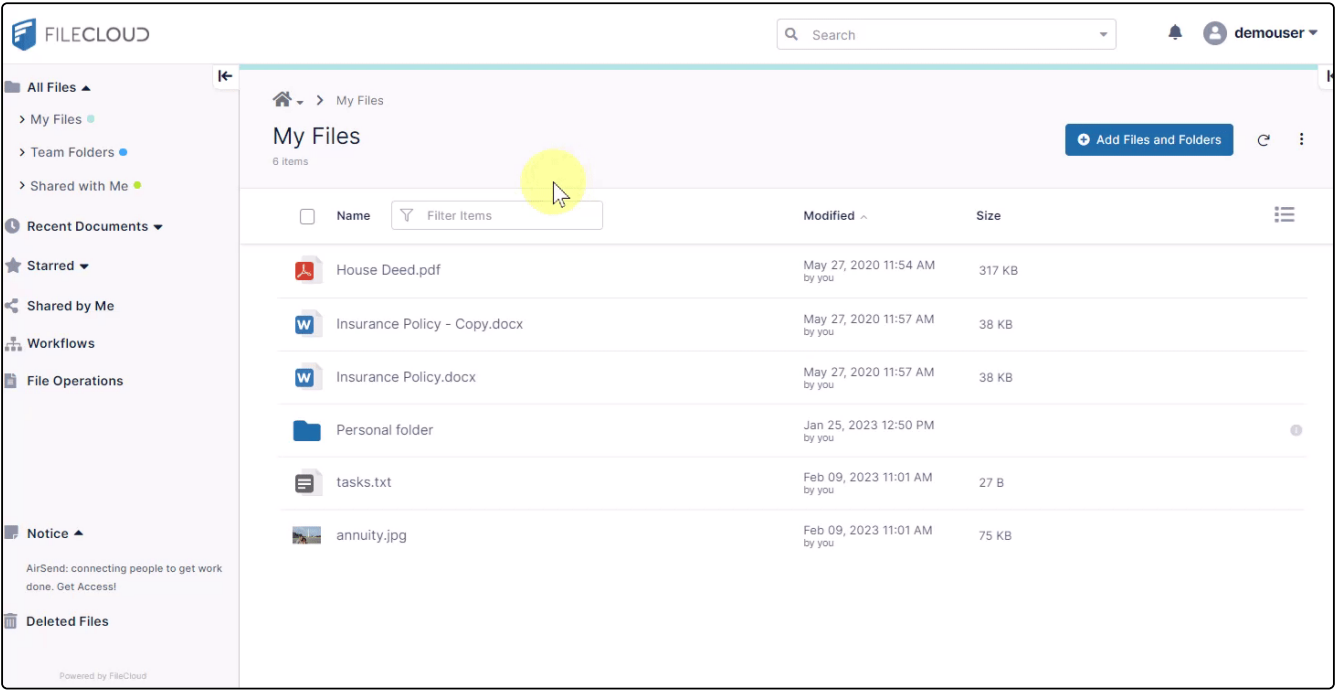


To hide and show the left and right panels, click the arrows beside them.



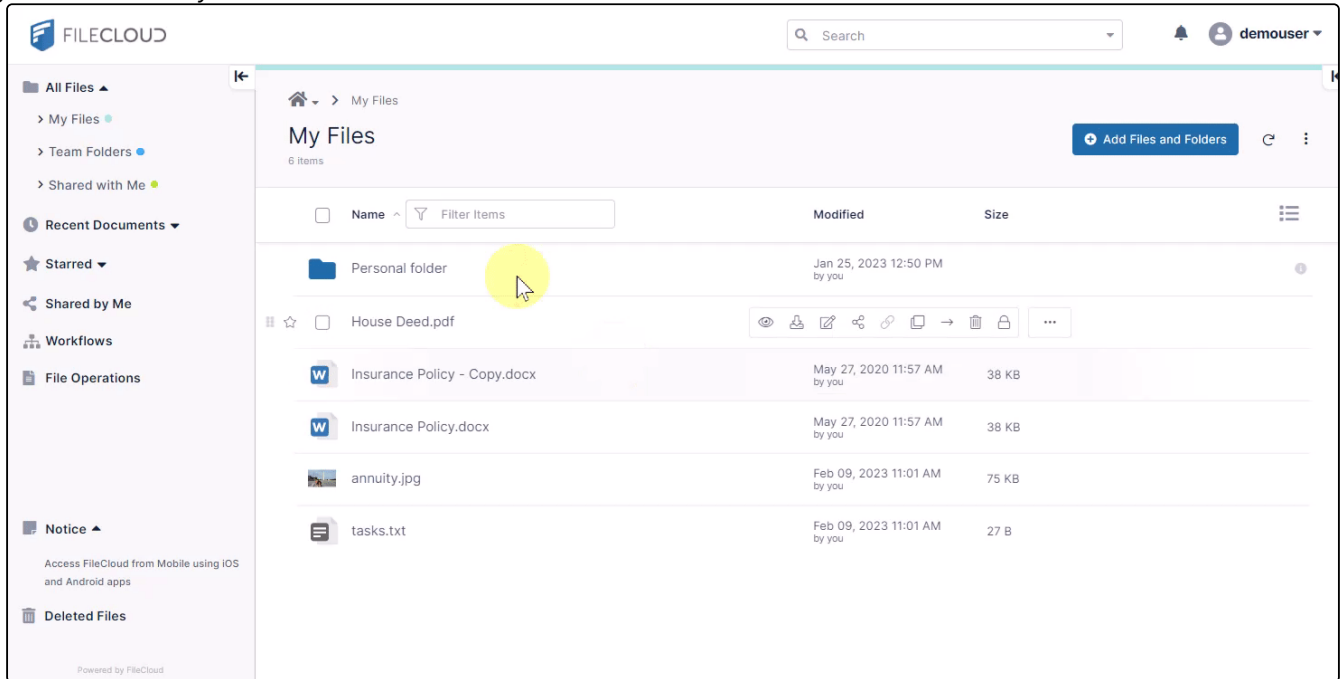
## Locating items in a folder

To locate a file or folder, type its name or a portion of its name in the **Filter Items** box.



## Sorting items in a folder

You can sort items in a folder by name, modified date, or size. To sort the items, open the folder and click the label that you want to sort by.

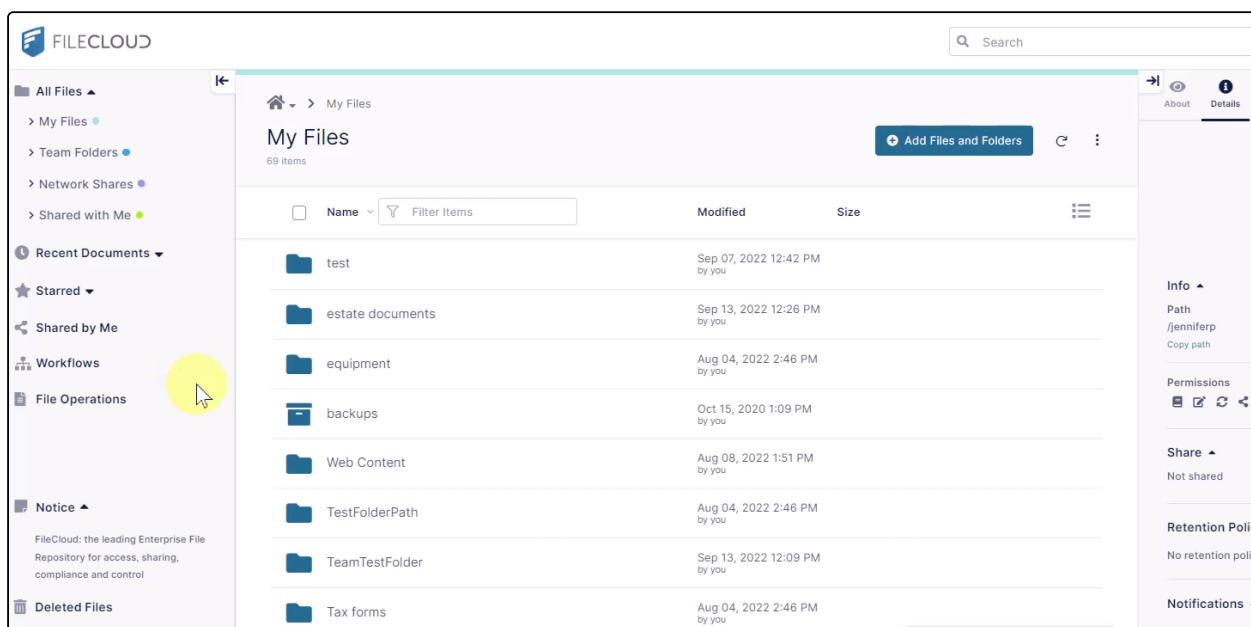


## View Folder Properties

You can view a folder's properties to see how much storage space it is using and how many files it contains.

To view folder properties:

1. Leave all folders unchecked to view the combined size and count of all folders or check the box next to a folder to view only that folder's size and count.
2. Click the More icon at the top of the screen, and choose **Properties**.  
A properties box that shows you sizes and counts of files and folders in the folder opens. It enables you to delete previous versions of files.
3. To export a list of the files and folders inside the selected folder to a csv file, click **Create CSV Folder Index** at the bottom of the properties box.



## Search

**i** The search function appears for all available data sources in FileCloud including Managed , LAN based Network Shares, and S3 Based Network shares. Beginning with FileCloud v20.3, if OCR is enabled in your system, content search returns image files and PDF files that match your search string.

**Admins:** To search in the Admin Portal, see Search in the Admin Portal

## Basic Search

To perform a basic search for a file or folder, enter the search term in the search box at the top of the screen and click enter.

- The search is performed on all folders.
- By default, filename is searched, but both filename and content may be searched. This is set in the **Advanced Search** dialog box.  
**Note:** If the content search feature is not configured in your system, file contents are not searched.
- By default, search results are cached for up to 3 months to reduce the server load. This can be configured by your administrator. Search results can be refreshed by tapping the "Search Again" link.
- Searching is case-insensitive.
- Searches, by default, search all of your content in FileCloud, not just content in the path you have navigated to. However, your admin may add a setting that causes searches, by default, to search in the path you have currently navigated to. See [Option to search on the current navigation path](#), below.

**i** Content search hits are returned with the matching string highlighted except in the case of lengthy search results, where omitting highlighting achieves quicker response time.

The screenshot displays the FileCloud web interface. On the left is a sidebar with navigation options: All Files, My Files, Team Folders, Network Shares, Shared with Me, Recent Documents, Starred, Shared by Me, Workflows, and File Operations. The main content area shows search results for the term 'readme'. At the top right, the search bar contains 'readme' with a drop-down arrow. Below the search bar, the text '8 results for "readme"' is displayed, with an arrow pointing to it from the label 'Total matches'. Below this, the search location is set to 'Everywhere', with an arrow pointing to it from the label 'Search location (Everywhere = all folders)'. A 'Search Again' button is visible. The search results are listed in a table with columns for file name, date, and size. The files listed are: README.md (Dec 14, 2022 10:18 AM, 113 B), README.md (Dec 14, 2022 10:17 AM, 18 B), Color tagging.png (May 11, 2022 10:01 AM, 87 KB), and Screenshot\_20220405-145650.png (Apr 05, 2022 10:56 AM, 80 KB). The first two README.md files have links to their respective folders: '> jenniferp > Help Requests > README.md' and '> jenniferp > README.md'. The Color tagging.png file has a link: '> jenniferp > Color tagging.png'. The Screenshot\_20220405-145650.png file has a link: '> jenniferp > README.md le Exc... : Task apr'.

## Search Options

Click the drop-down arrow in the search bar to enter advanced search options.

**Advanced Search**

Search Term  
Enter search pattern

Scope  
☒ All ☐ Name Only ☐ Content Only ☐ Metadata

Search Type  
☒ All Folders and Files ☐ Folders Only ☐ Files Only

Path Selection  
☒ All ☐ Selected

Selected Path  
 Select Folder

Modified Date  
 MMM DD, YYYY MMM DD, YYYY

Results Count  
☐ Limit to 50 ☒ All

☒ Use Cached Results

Search Clear

**Scope** - Which parts of a file or folder are searched.

- **All** - name, content, and metadata (default)
- **Name Only** - file or folder name
- **Content Only** - file content
- **Metadata** - file or folder metadata

**Search Type** - Search files, folders or both.

- **All Folders and Files** (default)
- **Folders Only**
- **Files Only**

**Path Selection** - Search everywhere or on a specific folder path only.

- **All** (default)
- **Selected** - Search in the path selected in **Selected Path**

**Modified Date** - Only search items modified within the specified dates.

**Results Count** - Return all matches or no more than 50 matches.

- **Limit to 50**
- **All** (default)

**Use Cached Results** - When checked, do not clear results for searches that have been run recently; return results that are already stored. (checked by default)

To run the advanced search, click **Search** after you have entered search parameters.

To clear the **Advanced Search** dialog box, click **Cancel** after you run a search.

## Metadata Search

### To perform a metadata search:

1. In the search bar, click the arrow to open the **Advanced Search** dialog box.

2. For **Scope**, select **Metadata**.

Additional metadata fields appear.

Advanced Search

Scope

☐ All
 ☐ Name Only
 ☐ Content Only
 ☒ Metadata

Metadata Set

Attribute

Microsoft Office Tag metadata

Title

Attribute: Title

Contains

Add condition

Enter match value

Choose "Contains" or "Exact Match"

| Set                           | Attribute | Value      | Actions |
|-------------------------------|-----------|------------|---------|
| Microsoft Office Tag metadata | Title     | *Internal* | x       |

Path Selection

☐ All
 ☒ Selected

Selected Path

/jennifer

Modified Date

From Date

To Date

MMM DD, YYYY

MMM DD, YYYY

Results Count

☐ Limit to 50
 ☒ All

☒ Use Cached Results

Search

Clear

3. Choose values for **Metadata Set** and **Attribute**. Then choose or enter the value you want to match.

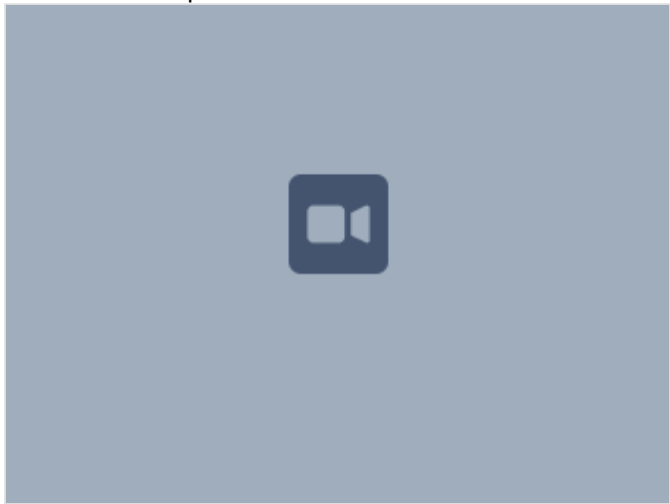
For help with metadata and its terminology in FileCloud, see [Adding Metadata](#).

4. To check if the attribute value contains the value entered, leave **Contains** in the drop-down list. To check if the attribute value is an exact match with the value entered, choose **Exact Match** in the drop-down list.



- 5. Click **Add Condition**.  
The condition appears in the table below the attribute.
- 6. Add any number of conditions.
- 7. Enter any additional search options.
- 8. Click **Search**.

The search in the video below looks for files with **Image** metadata configured, and then looks to see if **Image Orientation** is equal to **Horizontal**.



**Metadata Search limitations**

Every metadata search condition narrows the search - the result has to match all conditions (an AND logical operation is performed).

**Color metadata search:**

- The condition in **Attribute: Color** is automatically added when you select it.

Metadata Set

Color Tagging metadata

Attribute

Color

Attribute: Color

☐ Any

| Set                    | Attribute | Value   | Actions |
|------------------------|-----------|---------|---------|
| Color Tagging metadata | Color     | #18C800 | x       |

- If you check **Any**, you can add multiple colors, and files tagged with any of the colors selected are returned.

- If you do not check **Any**, you can only select one color.
- The hexadecimal value of the color appears in the condition. For example, the following condition searches for files tagged green.

When you search on a color metadata:

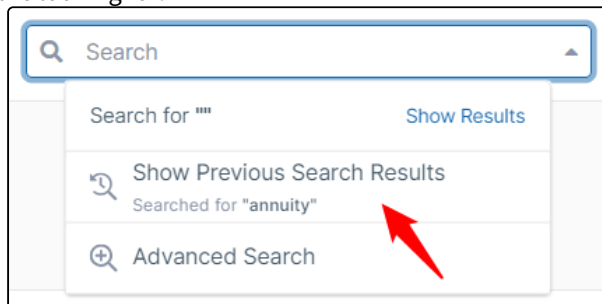
## View Previous Results

To increase search speed when users rerun a previous search, FileCloud saves search results.

You can return saved results from the search bar, or configure FileCloud to return saved results for an advanced search:

To return saved results from the search bar:

1. Click in the search bar.
2. In the options that appear below, see if there is a **Show Previous Search Results** option for the search term you are looking for.



3. Click **Show Previous Search Results** and view the results again.

To use cached results for an advanced search:

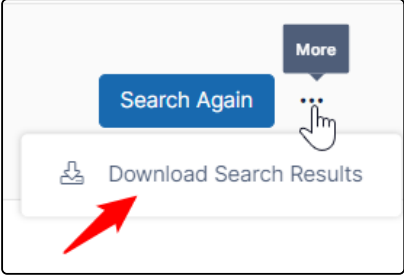
1. In the Search bar, click the down arrow.  
The **Advanced Search** dialog box opens.
2. Check the **Use Cached Results** checkbox.
3. Enter any other search options.
4. Click Search.  
If there are previous search results for the same search parameters, the results are returned.

## After searching

You have various options for performing actions on search results.

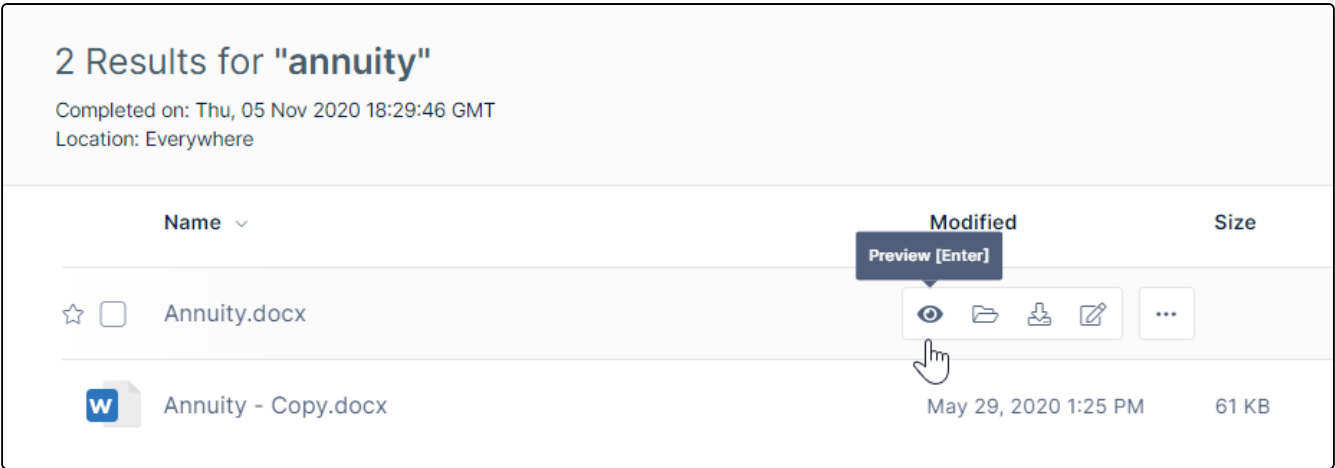
**To save the results of your search:**

In the upper-right corner of the screen, click the More icon and choose **Download Search Results**.



**To perform other actions on a file or folder returned in a search:**

Hover over the item and click one of the icons to **Preview**, **Go To**, **Download**, or **Edit Online**.



Click the More icon for additional actions to perform on the item.

**4 Results for "Account"**

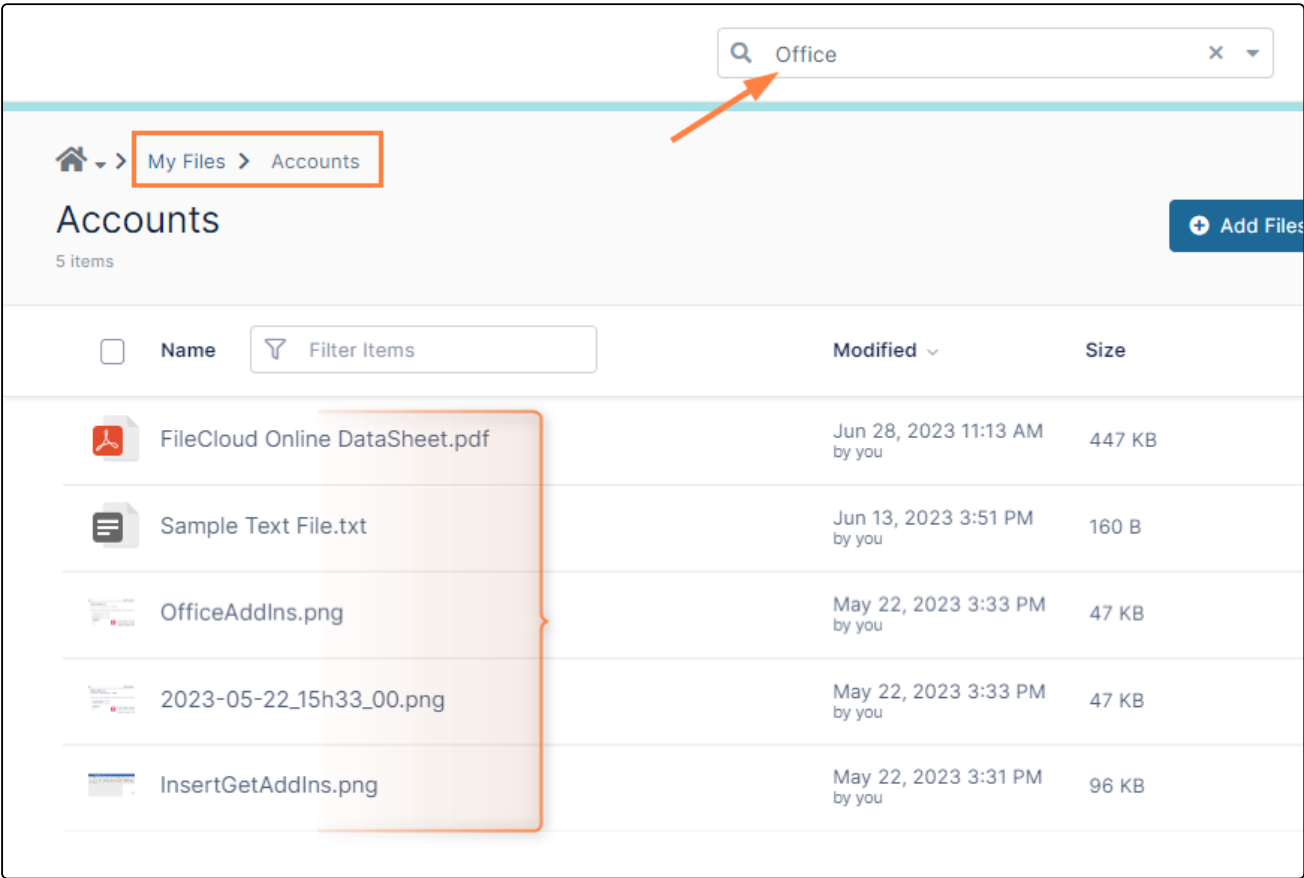
Completed on: Thu, 05 Nov 2020 19:14:37 GMT  
Location: Everywhere

| Name                                                                                               | Modified | Size |
|----------------------------------------------------------------------------------------------------|----------|------|
|  AccountNames.txt | Nov 04   |      |
|  AccountNames     | Oct 23,  |      |
|  Accounts         | Oct 23,  |      |
|  AccountNames.txt |          |      |

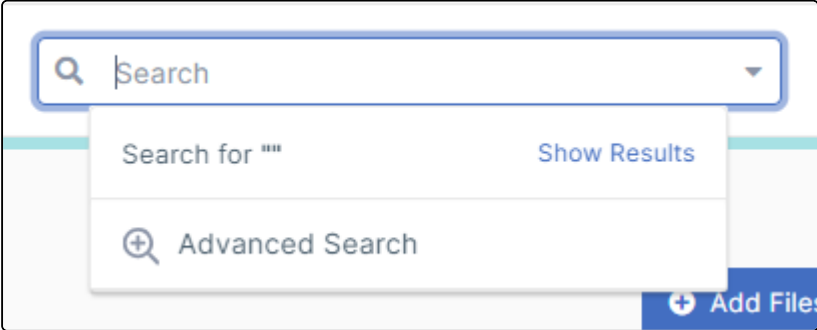
-  Preview Enter
-  Download D
-  Web Edit
-  Edit in Desktop
-  Rename F2
-  Share .
-  Copy Direct Link
-  Previous Versions
-  Delete Del
-  Lock
-  Copy Ctrl + C
-  Move Ctrl + X

### Option to search on the current navigation path

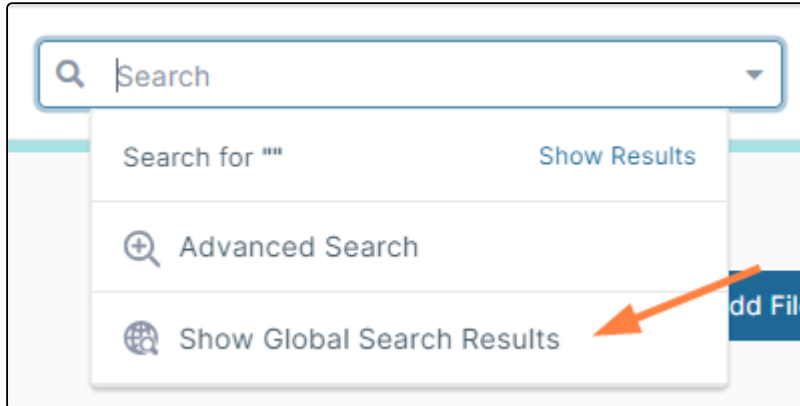
By default, the FileCloud search is global; it searches all content in FileCloud. Your admin may change the default search to only look at the contents of the path you have currently navigated to in the user portal. For example, if you have navigated to **My Files > Accounts**, as in the following screenshot, the search only looks for the term you have entered in the Search bar in the files and folders in **My Files > Accounts** (the bracketed content in the screenshot), not all content in FileCloud.



If your admin has changed from the default (global search) option, instead of seeing the following when you click in the Search bar:



You see:



Searching globally is still available to you, but you must click **Show Global Search Results**. Otherwise, your search returns results from the current path only.

**Admins:** See Set Search Location for instructions on configuring searching in the current navigation path.

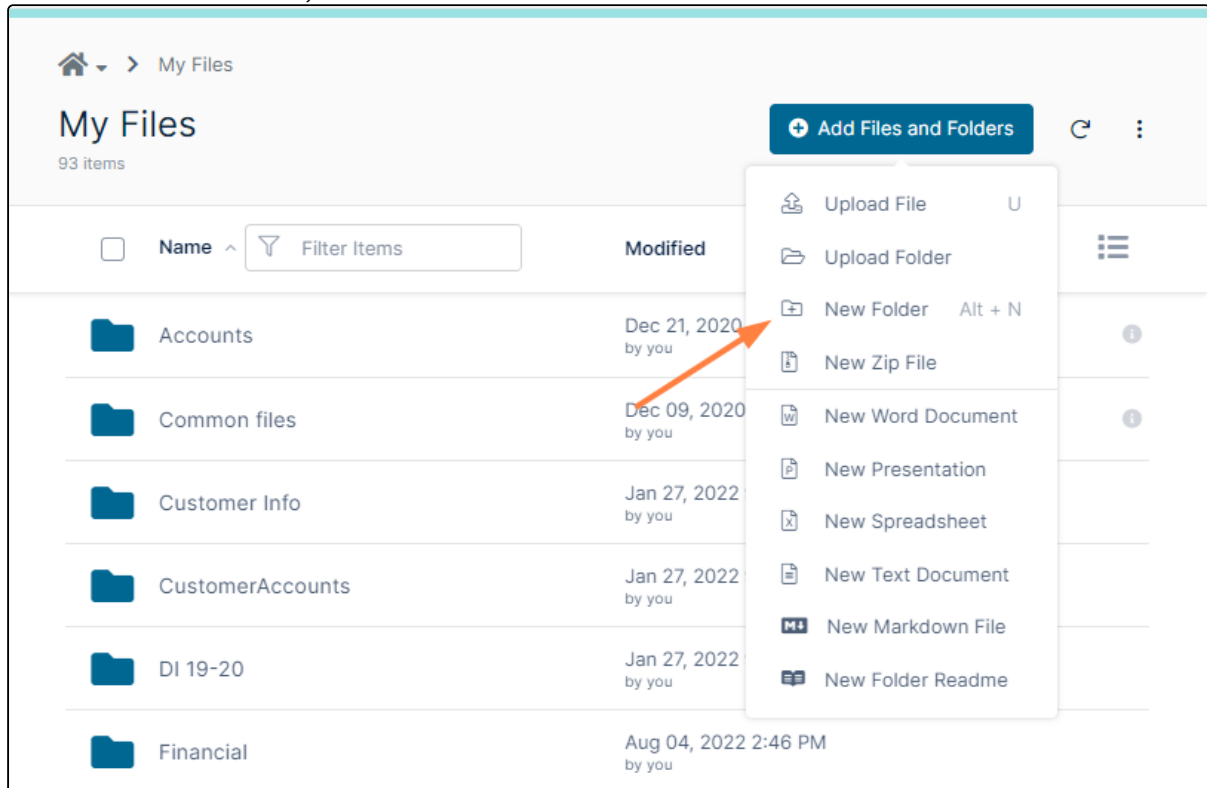
## Create New Files and Folders

You can create files and folders within a folder.

### To create a new folder:

1. Open a folder.

2. Click **Add Files and Folders**, and click **New Folder**.



The new folder appears in the list.

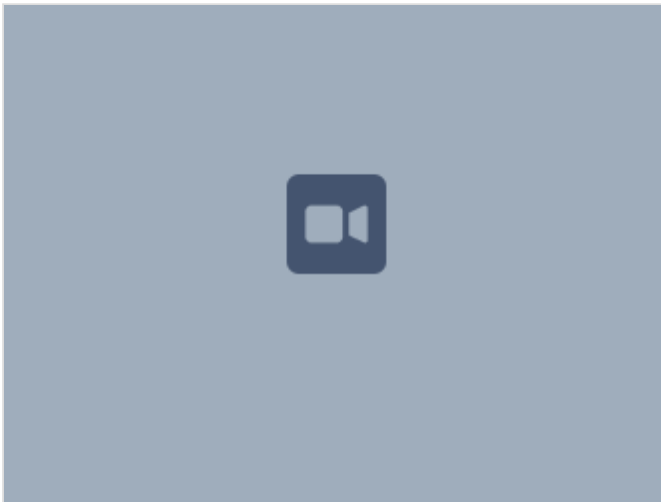
3. Name the folder, and click **Enter**.  
The folder opens so you can add contents.

### To create a new file in a folder

**i** The **New File** options are not visible if the option is not enabled in the system.  
Admins: See [New Document Creation via Web Browser](#) to enable this option.

If you are creating a folder readme file, see [To create a folder readme](#), below.

1. Open a folder.
2. Click **Add Files and Folders**, and choose a file type from the options.  
The new file appears in the list.
3. Name the file, and click Enter.  
The file opens.
4. Add content.
5. Click **Save**, and click the left arrow to return to the list of files.  
The following video demonstrates the process.



For help editing a markdown file, see [Using the Markdown Editor](#).

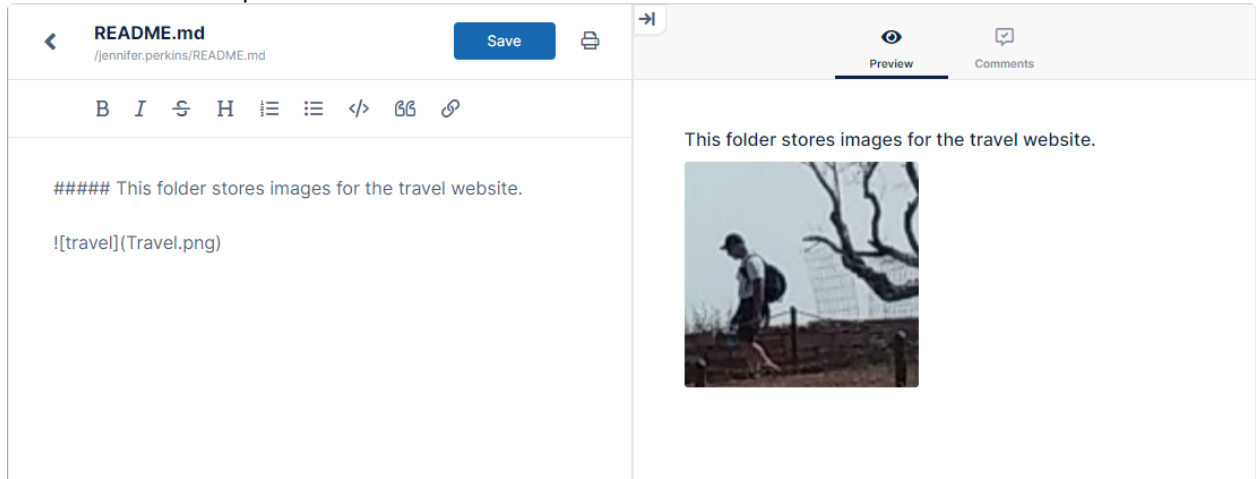
For help creating and working with zip files, see [Working with Zip Files](#)

## To create a folder readme

A readme file includes information about what a folder is about or what it contains, and is always named **readme.md**. Since you do not have to name it, it opens for editing as soon as you create it.

1. Open a folder.
2. Click **Add Files and Folders**, and choose **New Folder Readme**.

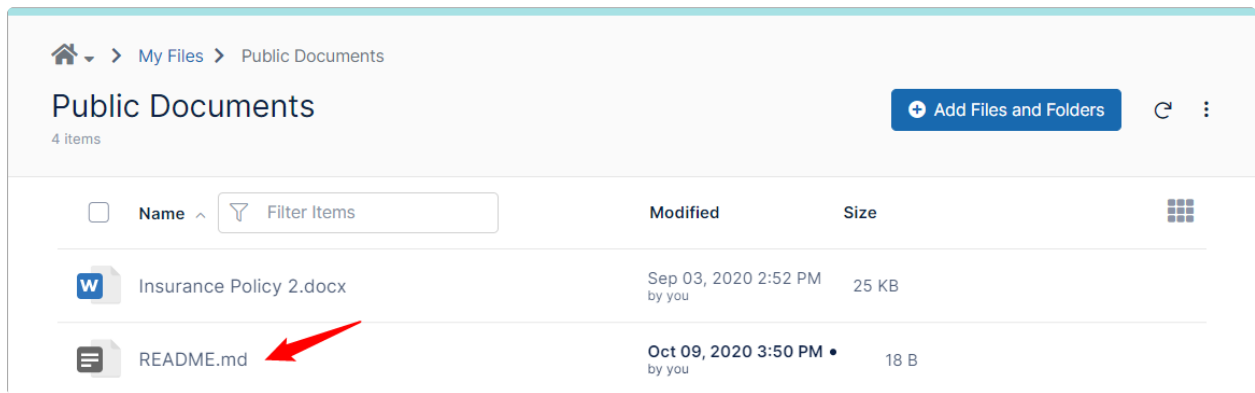
The new readme file opens in a markdown editor.



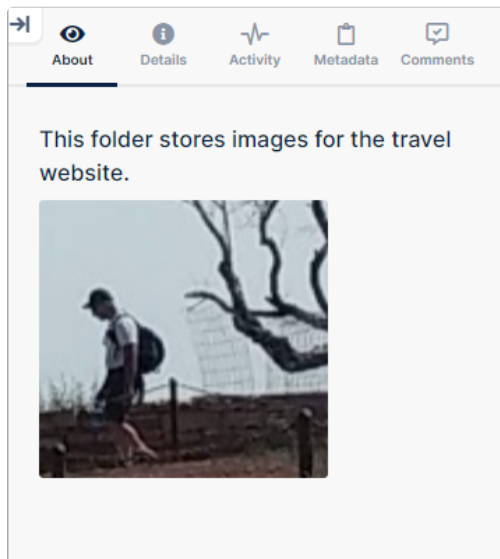
For help using the markdown editor, see [Using the Markdown Editor](#).

3. Click **Save**, and click the arrow in the upper-left of the markdown editor to return to the list of folder contents. The README.md file appears in the list.





The contents of read.me appear in the About tab in the right panel:



**Note:** If you click **Add Files and Folders** and choose **New Folder Readme** again, the current README.md opens for editing.

## Which special characters cannot be used in file names?

Folder and File names cannot end in a period (.) or a comma (,).

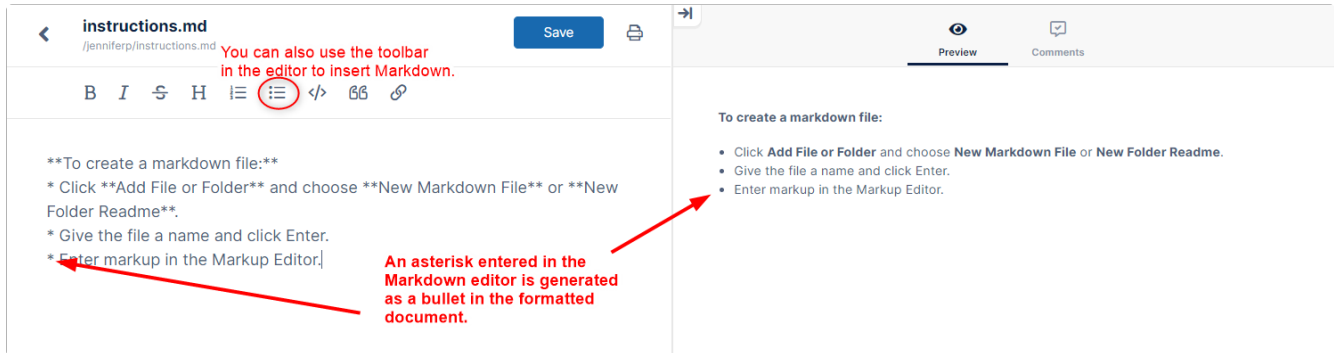
Folder and file names cannot contain the following characters:

.. \ / : ? " < > |

## Using the Markdown Editor

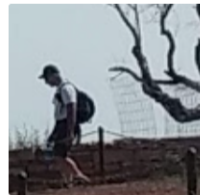
When you create a new markdown file or folder readme, it opens in the markdown editor, which displays two panels. One side is for entering content with Markdown, a simple formatting language that lets you enhance plain text with styling such as italics, bold print, bullets and indents. The other side shows the formatted content.

In the following example, the Markdown editor includes a list of instructions preceded by asterisks. In the preview panel the asterisks appeared as bullets, which is how they will appear when the file is formatted. You can also use the shortcuts in the text editor's menu bar to insert Markdown.



The following table shows Markdown symbols and the effect they have when the document is formatted:

| Markdown feature                                                                                                                                                                                                                                                          | In Markdown editor                                                                                                                                                                                                      | Formatted content                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bullets</b><br>An asterisk followed by a space in front of a line is formatted as a bullet.<br><br>For each level of bullets, indent 5 spaces.                                                                                                                         | To create a markdown file:<br>* Click Add File or Folder.<br>* Choose either:<br>* New Markdown File<br>* New Folder Readme**.<br>* Give the file a name and click Enter.<br>* Enter markup in the Markup Editor.       | To create a markdown file:<br><br><ul style="list-style-type: none"> <li>• Click Add File or Folder.</li> <li>• Choose either:               <ul style="list-style-type: none"> <li>◦ New Markdown File</li> <li>◦ New Folder Readme**.</li> </ul> </li> <li>• Give the file a name and click Enter.</li> <li>• Enter markup in the Markup Editor.</li> </ul>       |
| <b>Numbered list</b><br>A number followed by a period and then a space in front of a line is formatted as a number in a list. It doesn't matter what numbers you use; Markdown displays the list with increments of 1.<br><br>For each level of numbers, indent 5 spaces. | To create a markdown file:<br>1. Click Add File or Folder.<br>1. Choose either:<br>1. New Markdown File<br>1. New Folder Readme**.<br>1. Give the file a name and click Enter.<br>1. Enter markup in the Markup Editor. | To create a markdown file:<br><br><ol style="list-style-type: none"> <li>1. Click Add File or Folder.</li> <li>2. Choose either:               <ol style="list-style-type: none"> <li>1. New Markdown File</li> <li>2. New Folder Readme**.</li> </ol> </li> <li>3. Give the file a name and click Enter.</li> <li>4. Enter markup in the Markup Editor.</li> </ol> |
| <b>Italics</b><br>When asterisks or underscores precede and follow text without spaces, the text is formatted as italics.                                                                                                                                                 | _To create a markdown file:_<br><br>*To create a markdown file:*                                                                                                                                                        | <i>To create a markdown file:</i><br><br><i>To create a markdown file:</i>                                                                                                                                                                                                                                                                                          |

| Markdown feature                                                                                                                                                                                                                                            | In Markdown editor                                                                                                                                                                    | Formatted content                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bold</b><br>When double-asterisks or double-underscores precede and follow text without spaces, the text is formatted as bold.                                                                                                                           | <pre>__To create a markdown file:__</pre> <pre>**To create a markdown file:**</pre>                                                                                                   | <p>To create a markdown file:</p> <p>To create a markdown file:</p>                                                                             |
| <b>Horizontal line</b><br>A line of three or more asterisks or three or more dashes in a row is formatted as a line the width of the text above it.                                                                                                         | <pre>_____</pre>                                                                                                                                                                      | <p>_____</p>                                                                                                                                    |
| <b>Headers</b><br>When pound signs followed by a space precede a line of text, the text is formatted as a headers. Up to 6 levels of headers are supported. The number of pound signs indicates the level of the header.                                    | <pre># Level 1 Header</pre> <pre>## Level 2 Header</pre> <pre>### Level 3 Header</pre> <pre>#### Level 4 Header</pre> <pre>##### Level 5 Header</pre> <pre>##### Level 6 Header</pre> | <h2>Level 1 Header</h2> <h3>Level 2 Header</h3> <h4>Level 3 Header</h4> <h5>Level 4 Header</h5> <h5>Level 5 Header</h5> <h5>Level 6 Header</h5> |
| <b>Links</b><br>Text in brackets followed by a link address in parentheses is formatted as a link.                                                                                                                                                          | <pre>[getfilecloud.com](http://getfilecloud.com)</pre>                                                                                                                                | <a href="http://getfilecloud.com">getfilecloud.com</a>                                                                                          |
| <b>Images</b><br>An exclamation point, followed by text in brackets and the image filename in parentheses is formatted as the image.<br><br>The image must be in the same folder as the markdown file.                                                      | <pre>![travel](Travel.png)</pre>                                                                                                                                                      |                                                            |
| <b>Quote</b><br>When a greater than sign precedes text, a vertical bar appears in front of the text and the text is indented to indicate that it is a quote.<br><br>To break out of a quote, you must enter a blank line after the final line of the quote. | <pre>&gt; Here are a few comments from users:</pre> <pre>&gt; Great product! Makes my life easier.</pre> <pre>&gt; Got the job done in half the time!</pre>                           | <p>Here are a few comments from users:</p> <p>Great product! Makes my life easier.</p> <p>Got the job done in half the time!</p>                |

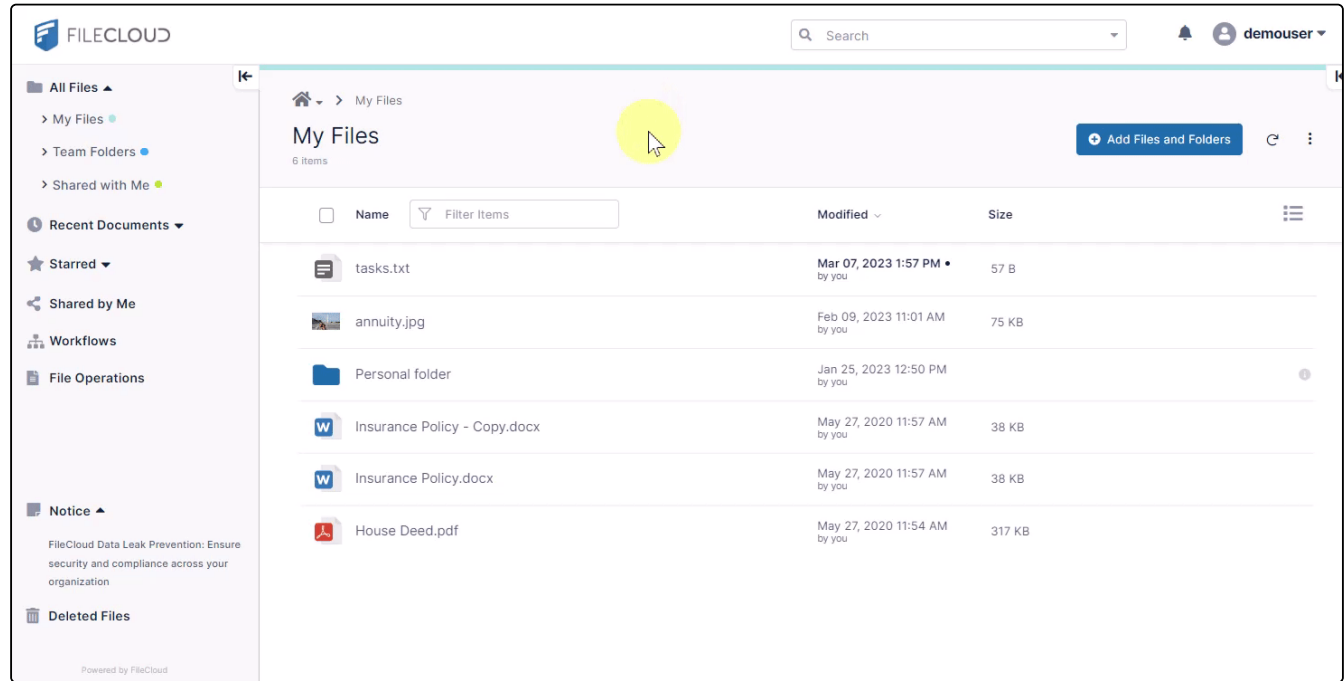
| Markdown feature                                                                                                   | In Markdown editor                                                                              | Formatted content                                                                                          |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>Code</b><br><br>To enter code format (gray background with black text), skip a row and indent 4 or more spaces. | <div>Here are the style tags:</div> <pre>&lt;style&gt; p {font-size:16px;} &lt;/style&gt;</pre> | <div>Here are the style tags:</div> <div><pre>&lt;style&gt; p {font-size:16px;} &lt;/style&gt;</pre></div> |

Selecting items

Selecting a Single File or Folder

Select a file or folder by clicking the checkbox next to it or any where in the item row.

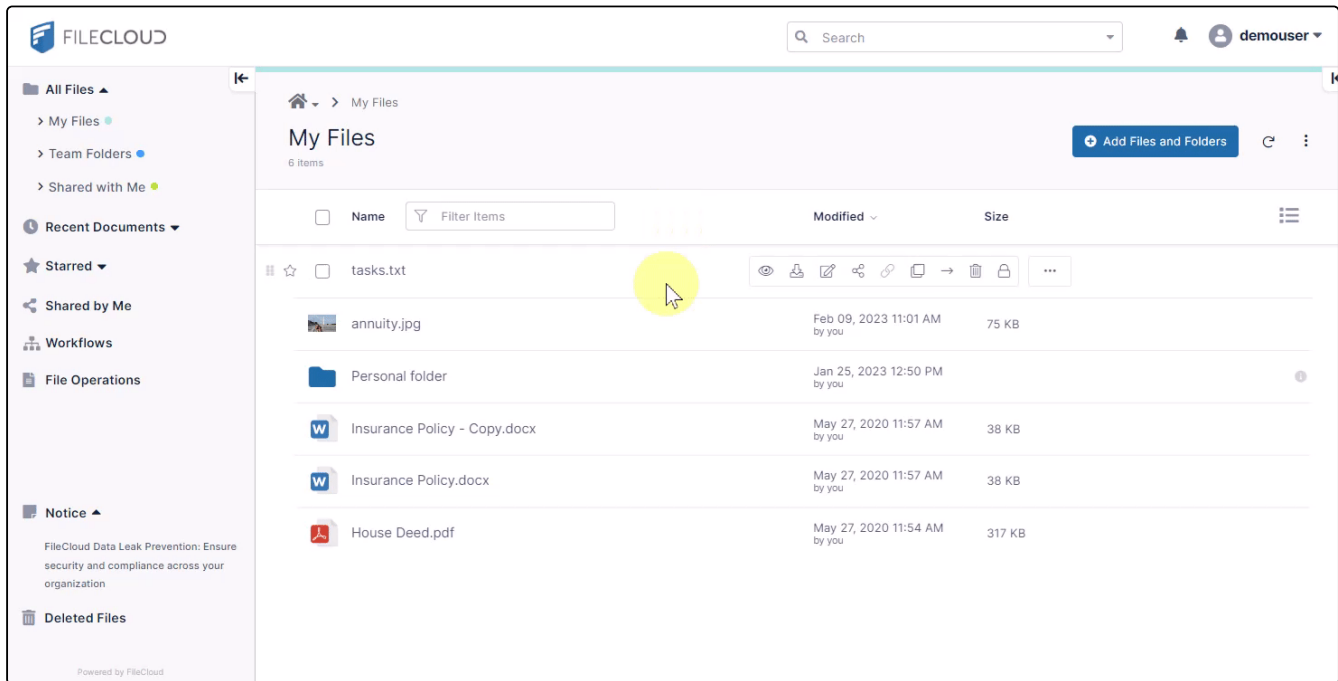
Hover over the row to access common actions, or click the More icon  next to the list of common actions to access all actions.



Selecting Multiple Items

Select multiple files and/or folders by clicking the checkbox next to each or by clicking anywhere on each row and holding Ctrl+Click (or Ctrl+Shift to select a range). Unselect all selected files and folders by checking and unchecking the top box.

Click the More icon  in the upper-right corner of the screen and choose **Delete**, **Copy**, **Move**, or [Export Secure Docs](#). **Export Secure Docs** is only available if only files are selected and all of the file types can be exported securely.



## Preview a File

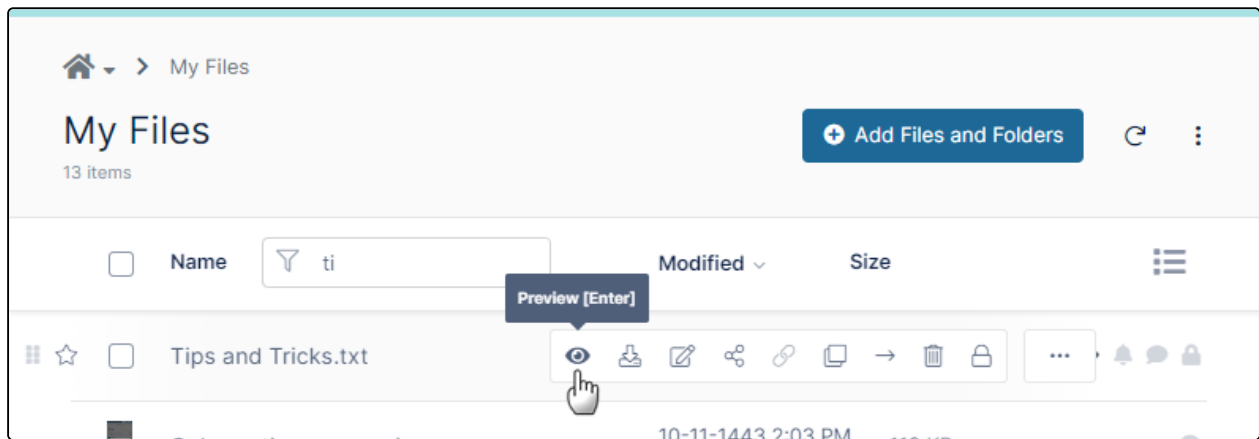
You can preview a file in the user portal without opening it for editing.



If you do not see the **Preview** button when you hover over a file, contact your administrator. If you are an administrator, enable Document Preview.

### To preview a file:

1. Hover over a file in the User Portal.  
A row of icons appears.  
The **Preview** icon is the first icon, which looks like an eye.

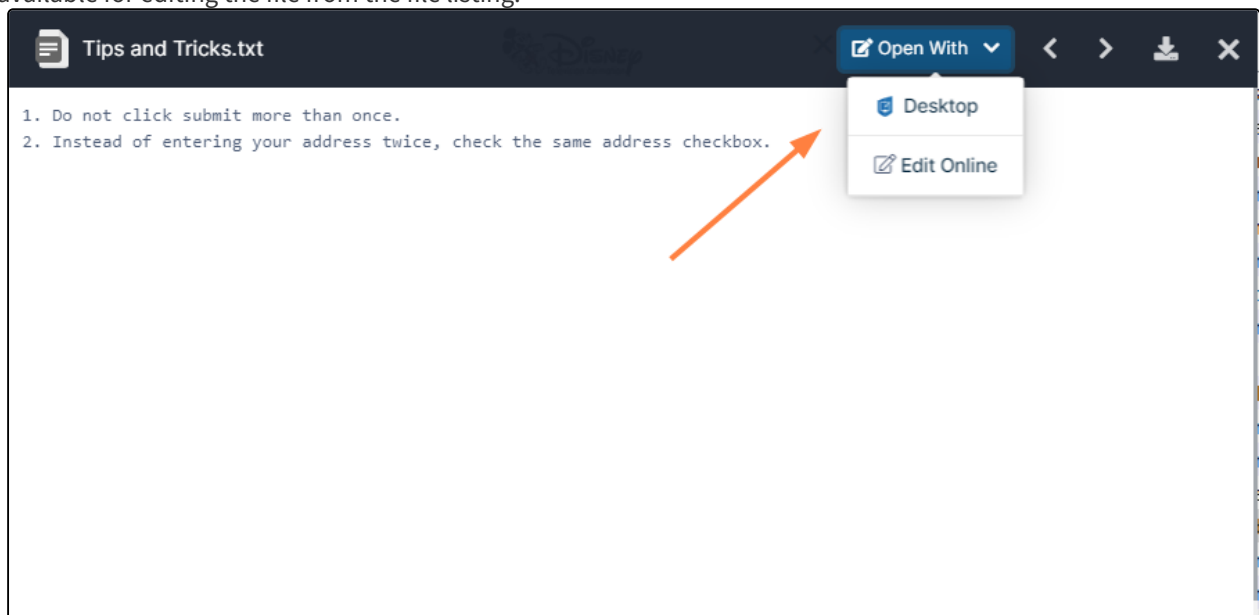


2. Click the **Preview** icon.

(You can also click the name of the file to open it for preview).

A window that shows the content of the file opens.

The preview can be edited with the same Web edit/Office Online and [Edit in Desktop](#) applications that are available for editing the file from the file listing.



### Which types of files can I preview?

Preview is available for audio, video, image, pdf, txt, md and Office file types, as well as the file types indicated in the table below.

### File types that can be previewed

|                                                                                                  | Extensi<br>on                                                                    | Registe<br>red To | Availa<br>ble in<br>FileClo<br>ud<br>Versio<br>n | Description                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-------------------|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Illustrator | .AI                                                                              | Adobe             | 18.2                                             | An Adobe Illustrator format is a proprietary file format developed by Adobe Systems for representing single-page vector-based drawings in either the EPS or PDF formats.                                                                                                                                                                                                           |
| <br>DICOM       | .DICOM                                                                           | DICOM             | 18.2                                             | Medical files such as X-rays, CT scans, Ultrasounds and MRIs. Beginning with version 23.242 of FileCloud, previewed DICOM files are displayed in the Rubo DICOM viewer. For help using the various functions that this viewer makes available to you, see the section <i>How can I use the DICOM images in preview?</i> at the bottom of the page <a href="#">Preview a File</a> . |
| <br>AutoCAD     | .DWF, .<br>DWG, .D<br>XF<br>(and<br>60+<br>other<br>AutoCA<br>D<br>formats<br>). | AutoCA<br>D       | 22.1                                             | 2D and 3D architectural drawings in AutoCAD file formats.                                                                                                                                                                                                                                                                                                                          |
| High<br>Efficiency<br>Image<br>Container                                                         | .HEIC                                                                            |                   | 23.251                                           | .HEIC files are compressed image files, often used on iOS devices.                                                                                                                                                                                                                                                                                                                 |
| Oasis<br>graphic and<br>spreadshee<br>t files                                                    | .ODF<br>.ODS                                                                     |                   |                                                  | Binary files used to define data structures.                                                                                                                                                                                                                                                                                                                                       |
| OpenDocu<br>ment text                                                                            | .ODT                                                                             |                   |                                                  | Documents created by word processors that use OpenDocument Text File format, such as LibreOffice and OpenOffice.                                                                                                                                                                                                                                                                   |

|                                                                                                   | Extension | Registered To | Available in FileCloud Version | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------|-----------|---------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>PDF          | .PDF      | Adobe         | 4.0                            | <p>Portable Document Format (PDF) is a file format used to present documents in a manner independent of application software, hardware, and operating systems. Each PDF file encapsulates a complete description of a fixed-layout flat document, including the text, fonts, graphics, and other information needed to display it.</p> <p>💡 PDF file preview will work even if Document Preview is not installed. For Adobe, Document Preview is required to preview files like PSD, and ai.</p> |
| <br>Photoshop    | .PSD      | Adobe         | 18.2                           | <p>📘 Java 10 and above is required for PSD viewing.</p> <p>A .PSD file is a layered image file used in Adobe PhotoShop. PSD, which stands for Photoshop Document, is the default format that Photoshop uses for saving data. PSD is a proprietary file that allows the user to work with the images' individual layers even after the file has been saved.</p>                                                                                                                                   |
| <b>Microsoft</b>                                                                                  |           |               |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <br>Word       | .DOC      | Microsoft     | 4.0                            | Microsoft WORD files created in versions 2003 and earlier.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <br>Word       | .DOCX     | Microsoft     | 4.0                            | Microsoft WORD files created in versions 2007 and later.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <br>PowerPoint | .PPT      | Microsoft     | 4.0                            | Microsoft PowerPoint files created in versions 2003 and earlier.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <br>PowerPoint | .PPTX     | Microsoft     | 4.0                            | Microsoft PowerPoint files created in versions 2007 and later.                                                                                                                                                                                                                                                                                                                                                                                                                                   |



|                                                                                            | Extensi<br>on                         | Registe<br>red To | Availa<br>ble in<br>FileClo<br>ud<br>Versio<br>n | Description                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------|---------------------------------------|-------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Excel | .XLS                                  | Microsof<br>t     | 4.0                                              | Microsoft Excel files created in versions 2003 and earlier.                                                                                                                                                                                                                                                                                                                                |
| <br>Excel | .XLSX                                 | Microsof<br>t     | 4.0                                              | Microsoft Excel files created in versions 2007 and later.                                                                                                                                                                                                                                                                                                                                  |
| <b>Apple<br/>iWork<br/>Suite</b>                                                           | .pages,<br>.numbe<br>rs, .key         | Apple             | 23.252                                           | Apple's app suite for documents, spreadsheets, and presentations<br><br>Currently, .numbers file previews appear with table gridlines and numbers only. Additional table formatting does not appear in the previews.<br><br>Preview only. Editing is not available from the previewed files.                                                                                               |
| <b>Video<br/>formats</b>                                                                   | .MP4<br>.M4V<br>.WEBM<br>.OGV<br>.MOV |                   |                                                  | The video files listed can only be viewed correctly if they have video and audio codecs in the following formats:<br>.MP4 and .M4V - H.264 video codec and AAC audio codec<br><br>.WEBM - VP8 video codec and Vorbis audio codec<br><br>.OGV - Theora video codec and Vorbis audio codec; .OGV file viewing is not supported in Safari<br><br>.MOV - H.264 video codec and AAC audio codec |
| <b>Audio<br/>formats</b>                                                                   | .MP3<br>.OGG<br>.WAV<br>.M4A          |                   |                                                  |                                                                                                                                                                                                                                                                                                                                                                                            |

For file types that cannot be previewed, such as exe, FileCloud displays a download option in the preview window.

### How can I use the DICOM images in preview?

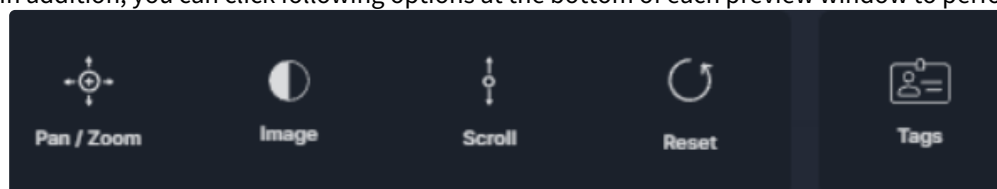
You can store, view and share medical files such as X-rays, CT scans, Ultrasounds and MRIs securely in FileCloud Server.

- You can upload a medical file with a file extension of .DICOM.
- In the dashboard, you can select a file with the .DICOM extension, and then click the **Preview** button.
- In Preview mode, the medical file is rendered as an image with special viewing options that are exclusive to viewing .DICOM files.

When you open the preview, you have the following cursor options:

|                                                                                     | Option            | Keys                                                                                                                                | Description                                  |
|-------------------------------------------------------------------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
|    | Drag              | <br>hold down the left mouse button                | moves the image around in the preview window |
|    | Zoom In           | <br>scroll the mouse wheel forward                 | enlarges the image in the preview window     |
|    | Zoom Out          | <br>scroll the mouse wheel backwards               | reduces the image in the preview window      |
|    | Lighten the Image | <br>hold down the mouse wheel and drag forward     | increases the contrast to lighten the image  |
|  | Darken the Image  | <br>hold down the mouse wheel and drag backwards | decreases the contrast to darken the image   |

In addition, you can click following options at the bottom of each preview window to perform the actions listed below:



**Pan/Zoom** - Click and drag mouse over image to adjust pan and zoom.

**Image** - Click and drag mouse over image to adjust brightness and contrast.

**Scroll** - Use mouse wheel top/bottom to flip through the images. Double-click to animate.

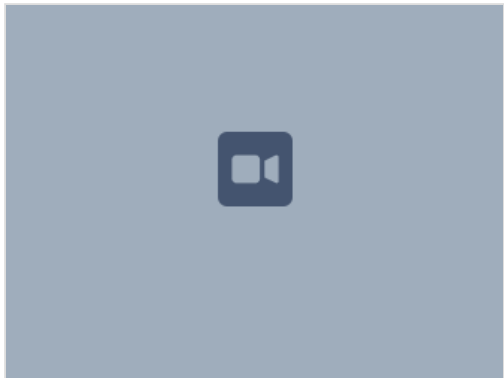
**Reset** - Reset to initial image.

**Tags** - Display image metadata information.

## Copy Items

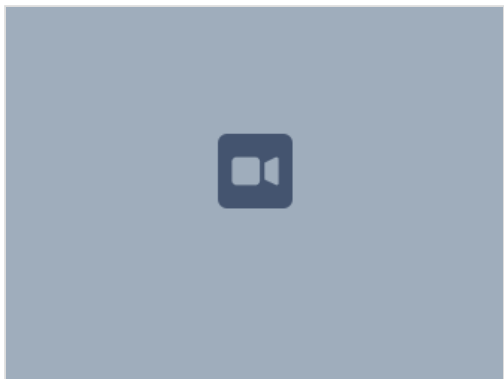
### Copy a single item

To copy a single item, hover over it and click the copy icon, then navigate to the new location and click **Copy**. The following video walks you through the procedure.



### Copy multiple items

To copy multiple items, check the boxes next to the items, and click the more icon  in the upper-right corner of the screen. Choose **Copy**, and then navigate to the new location and click **Copy**. The following video walks you through the procedure.



### How folder permissions affect copy and move actions

In some cases, combined share and folder-level permissions on folders limit whether **copy** and **move** for files or folders and **copy file or folder** and **move file or folder** in automated (user) workflows are permitted. In the scenarios in the following table, copy and move or move only is not allowed, and if you attempt to perform the action an error message is returned.

| 1 | View | - | NOT allowed | NOT allowed |
|---|------|---|-------------|-------------|

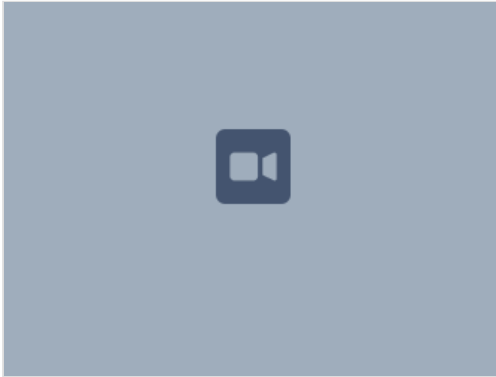
| 2 | View+Download | -    | allowed     | NOT allowed |
|---|---------------|------|-------------|-------------|
| 3 | View          | Read | NOT allowed | NOT allowed |
| 4 | View+Download | Read | allowed     | NOT allowed |

## Move Items

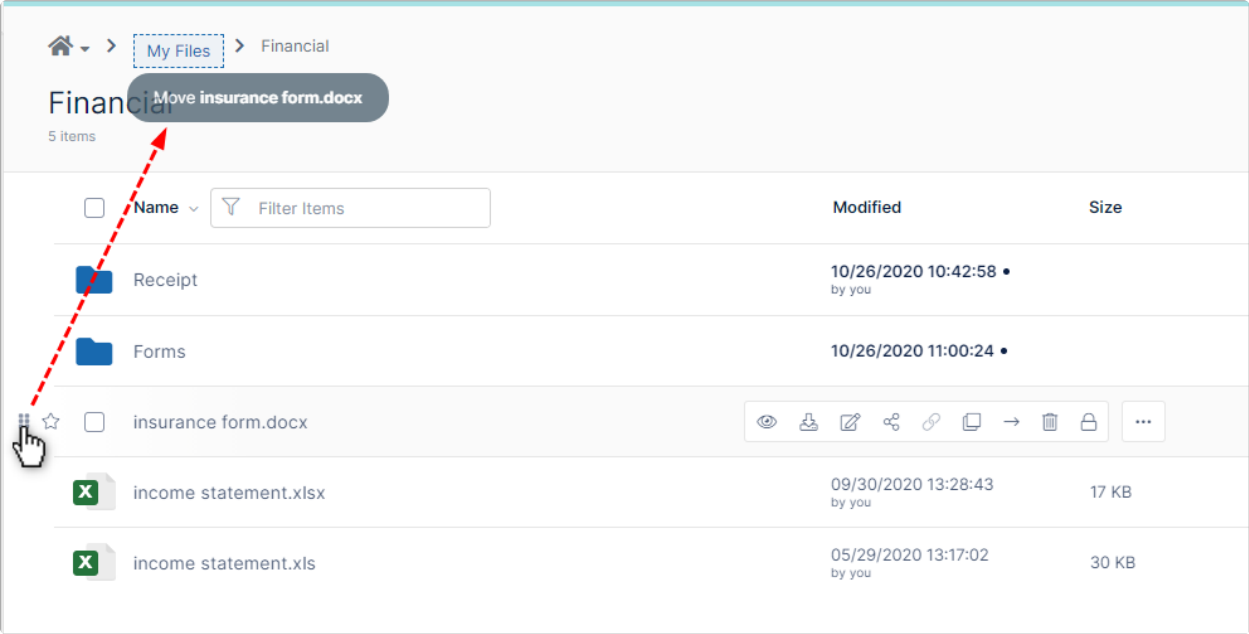
### Move a single file or folder by dragging and dropping

From a folder opened in the main section of the screen, you can drag a file or folder by the grab bars to its left and drop it into:

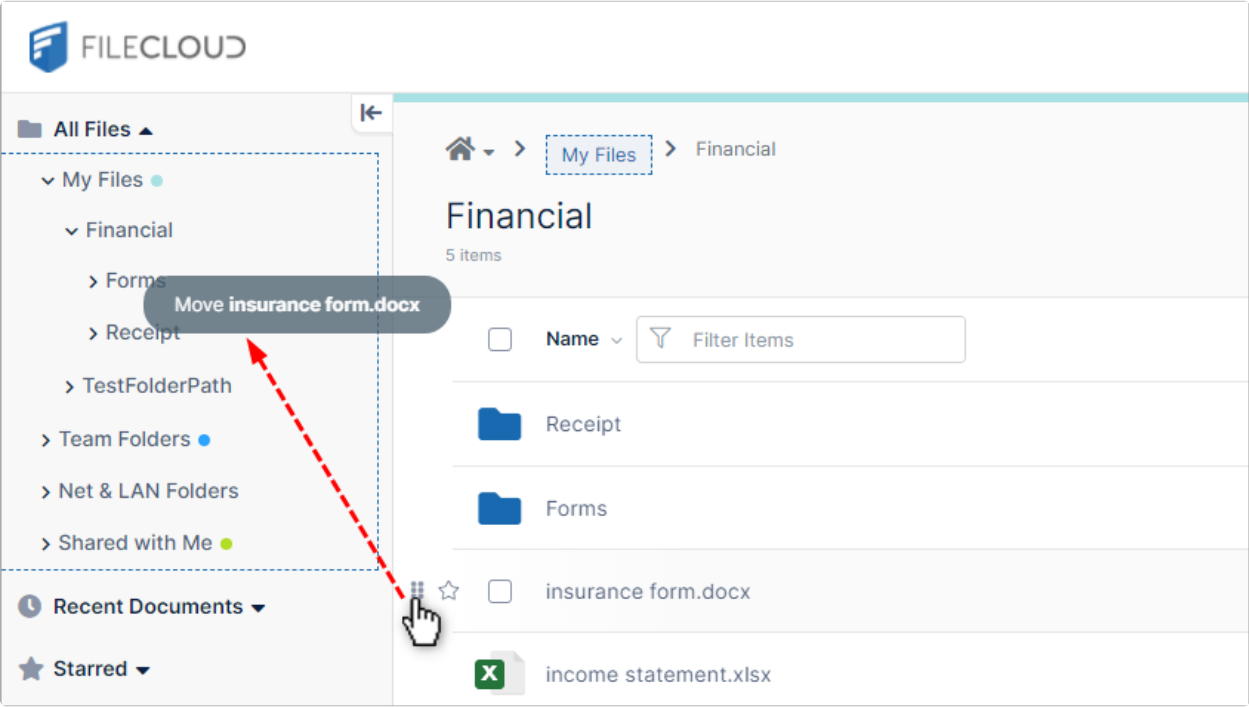
- another folder in the main section of the screen.



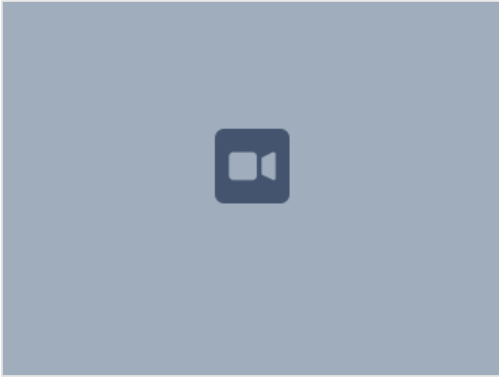
- a breadcrumb at the top of the screen.



- a folder in the navigation pane.

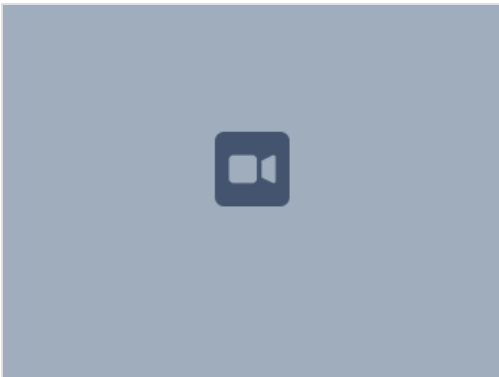


## Move multiple files and folders by dragging and dropping



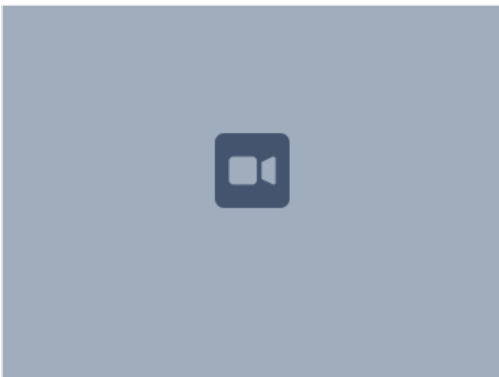
## Move a single file or folder using the Move action

To move a single file or folder, you can also use the **Move** action in the file or folder's row. The following video shows you the procedure.



## Move multiple files and folders using the Move action

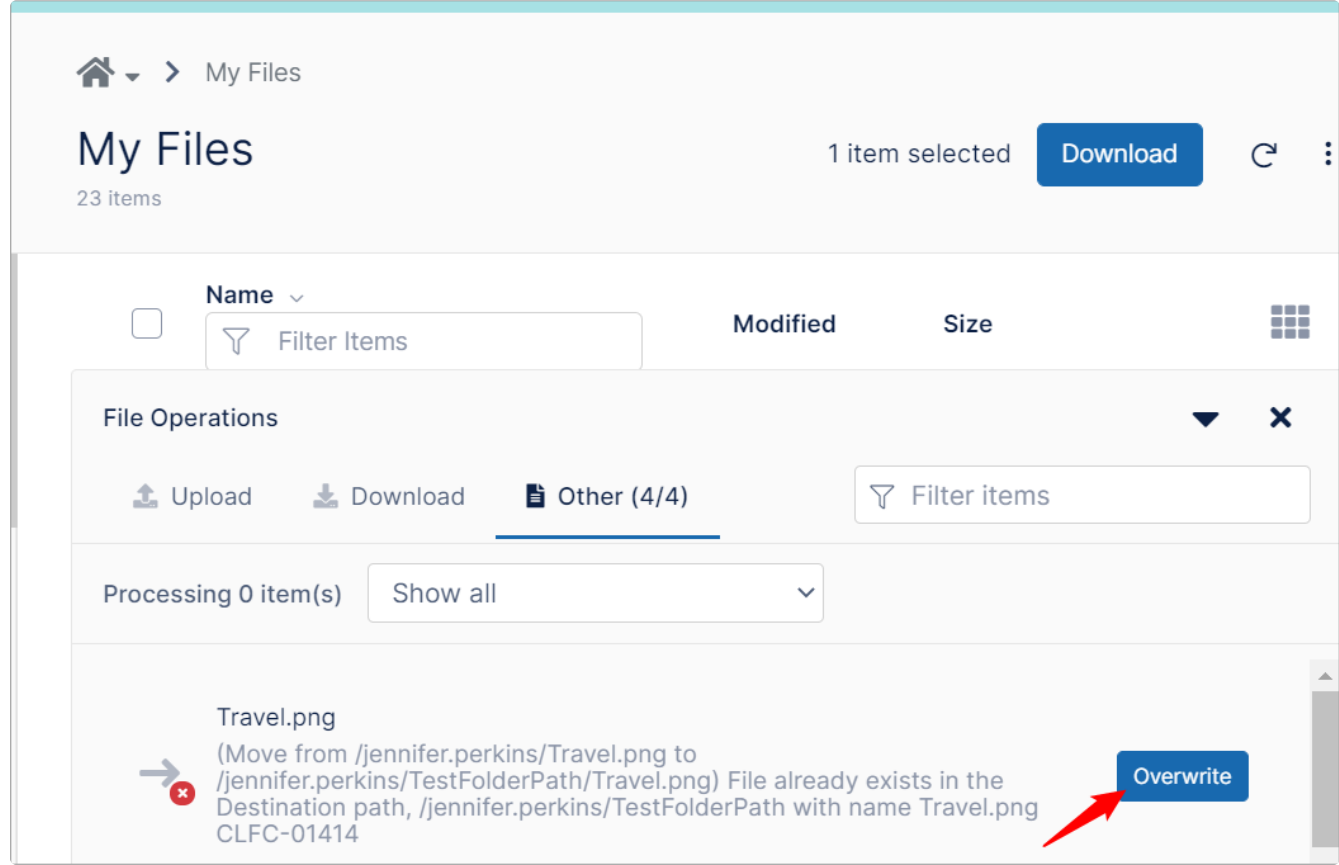
To move multiple files or folders, use the **Move** action in the **More** drop-down list. The following video shows you the procedure.



### Overwriting Items

If there are items in the destination with the same name as the items you are moving, the **Files Operations** section opens and asks you to confirm overwriting the existing items.

Click **Overwrite**, to overwrite the existing items, or x out of the **File Operations** section to cancel the move operation.



### How folder permissions affect copy and move actions

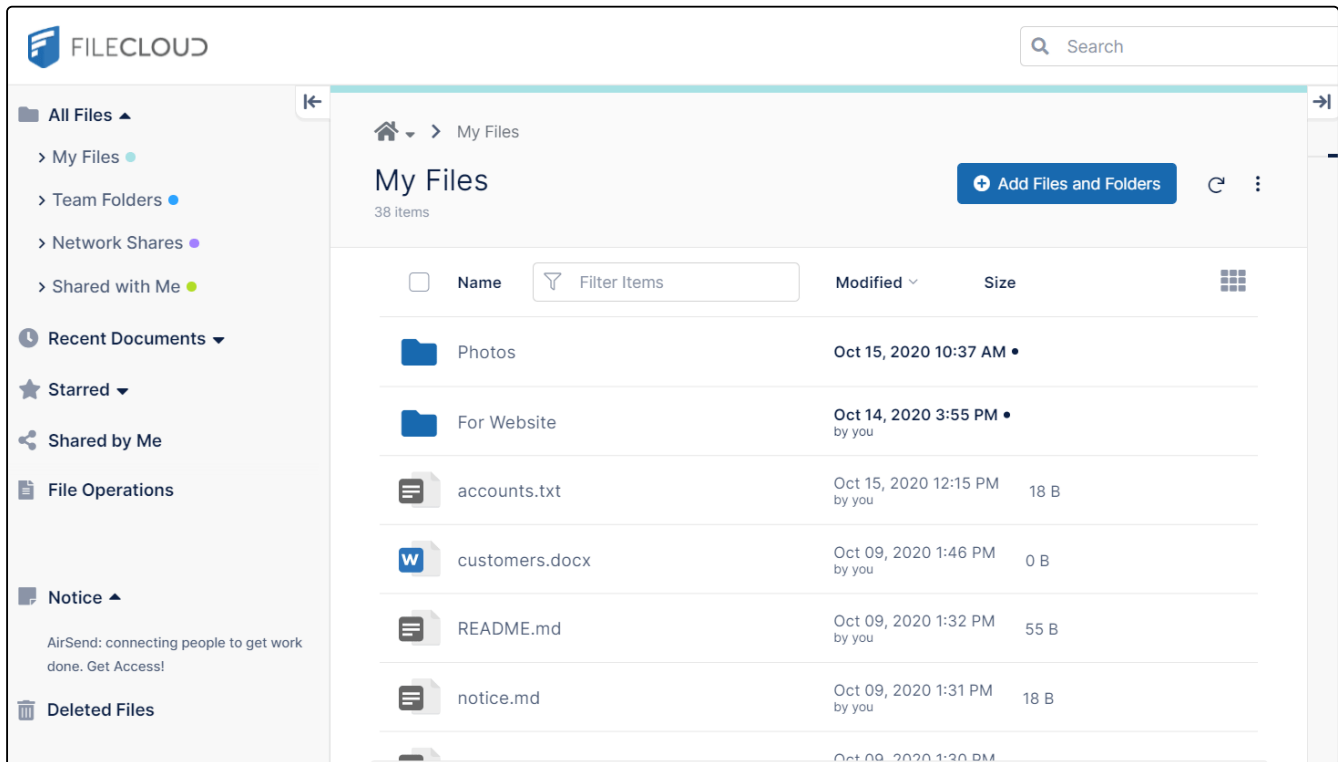
In some cases, combined share and folder-level permissions on folders limit whether **copy** and **move** for files or folders and **copy file or folder** and **move file or folder** in automated (user) workflows are permitted. In the scenarios in the following table, copy and move or move only is not allowed, and if you attempt to perform the action an error message is returned.

| 1 | View          | -    | NOT allowed | NOT allowed |
|---|---------------|------|-------------|-------------|
| 2 | View+Download | -    | allowed     | NOT allowed |
| 3 | View          | Read | NOT allowed | NOT allowed |

|   |               |      |         |             |
|---|---------------|------|---------|-------------|
|   |               |      |         |             |
| 4 | View+Download | Read | allowed | NOT allowed |

## Rename Item

To rename a file or folder, hover over its row and click the **More** button, and select **Rename**. Enter the new name and click Enter.



## Renaming a shared folder

If you rename a shared folder, the share name still refers to the original folder name, which may be confusing to users. For this reason, when you rename a shared folder, the following message appears:



**Rename shared folder: Personal folder**

### You are about to rename a shared folder

We recommend changing the share name to match the new folder name so the name of existing shares identifies the current folder shared

☐ Rename share name to match new folder name.

Ok

Cancel

Check the box to rename the share so that it has the same name as the renamed folder.

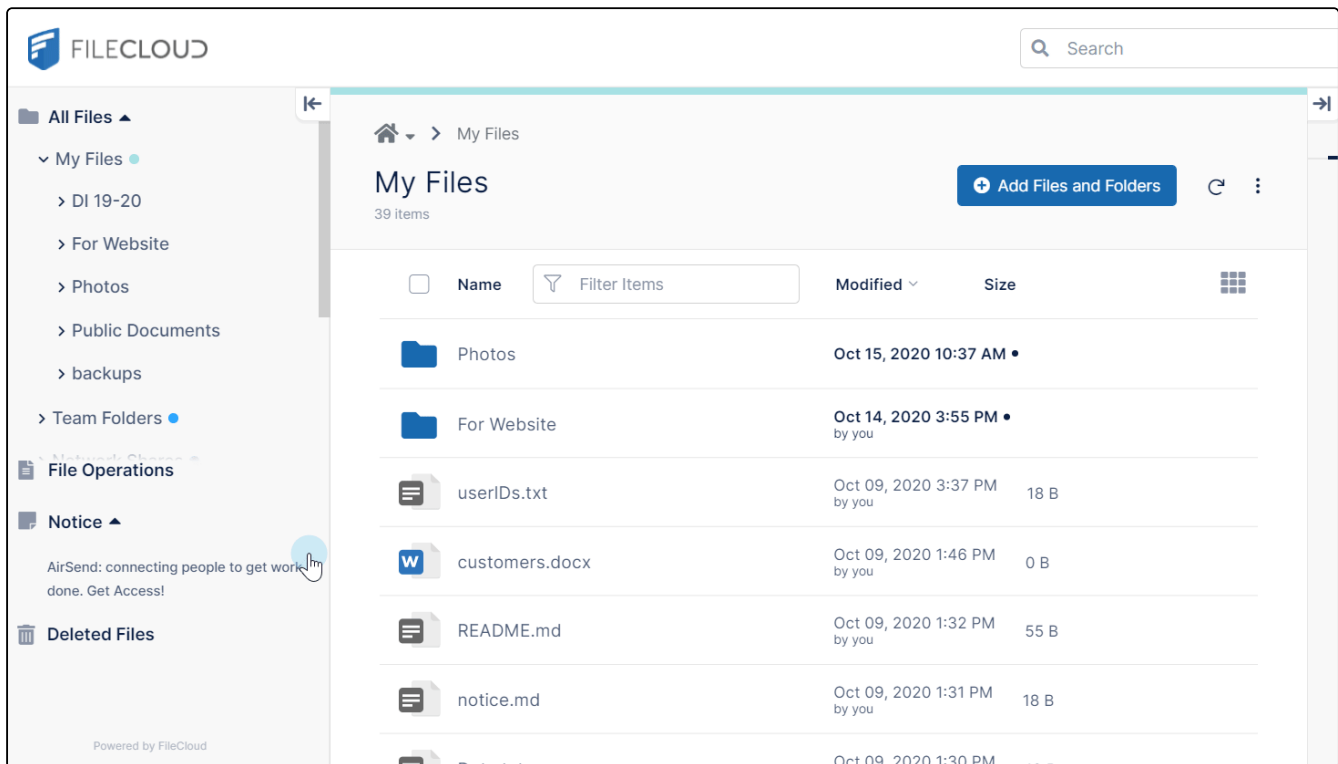
## Download Items



Beginning with FileCloud 23.1, Office files, OpenOffice files, and several other file types can be downloaded as PDFs.

### Download a Single Item

To download a single file or folder, hover over it and click the Download icon. Folders are downloaded as zip files.



## Download Multiple Items

To download multiple files or folders, check each item and click **Download** at the top of the screen. The files are downloaded together in a zip file named in the format **<Service Name>-selected-<timestamp>.zip**, where **Service Name** is the name of your FileCloud server.

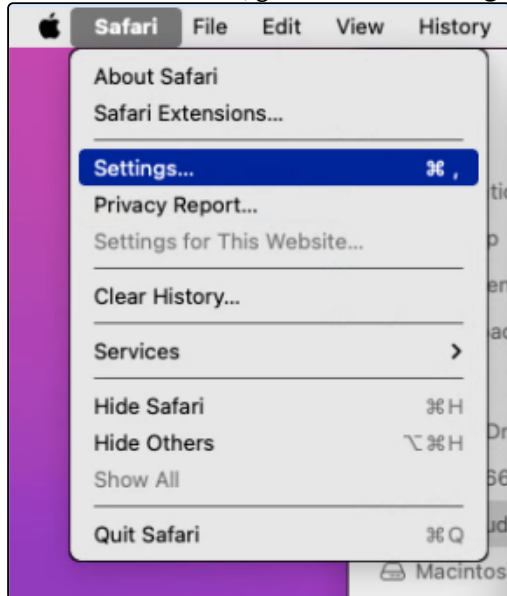
**i** You cannot download multiple top level folders in **Shared with Me**.

### Download multiple items in Safari

When you download multiple items in Safari, if the download results in a .log file showing the names of the files downloaded instead of a .zip file containing the files downloaded, disable the **Open "safe" files after downloading** option and retry the download.

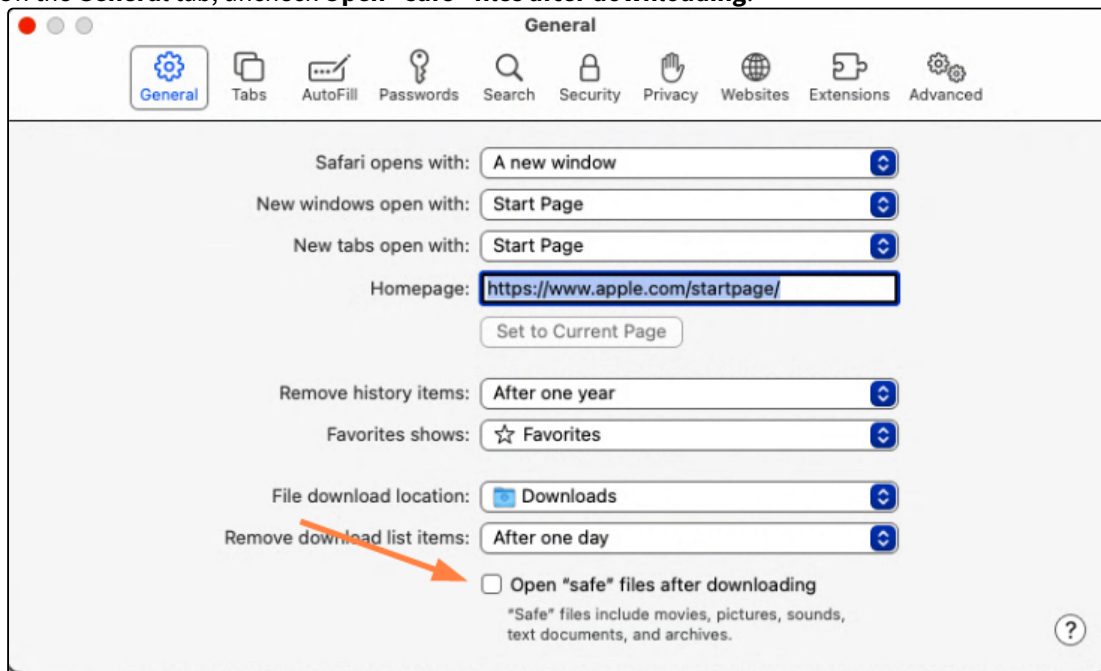
#### To fix the issue:

1. In the Safari menu bar, go to **Safari > Settings**.



The **Settings** dialog box opens to the **General** tab.

2. On the **General** tab, uncheck **Open "safe" files after downloading**.



3. Download the files again.

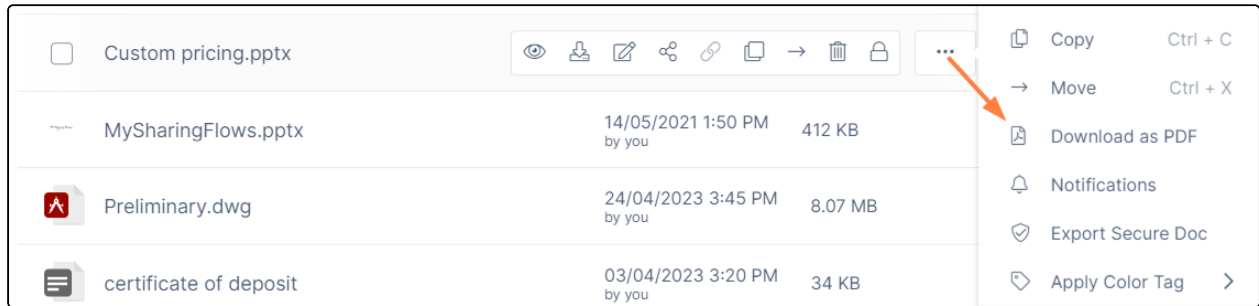
## Download as PDF

Office files, OpenOffice files, and several other file types can be downloaded as PDFs. See the list below>

### To download an Office file or a text file as a PDF:

1. Hover over the file and click the More icon.

## 2. Choose **Download as PDF**.



## 3. The file is downloaded as a PDF.

### File types that can be downloaded as PDFs

The following file types can be downloaded as PDFs in FileCloud:

- ai
- pdf
- txt
- doc
- docx
- pdf
- ppt
- pptx
- xls
- xlsx
- xlsx
- odt
- ods
- odg
- odp

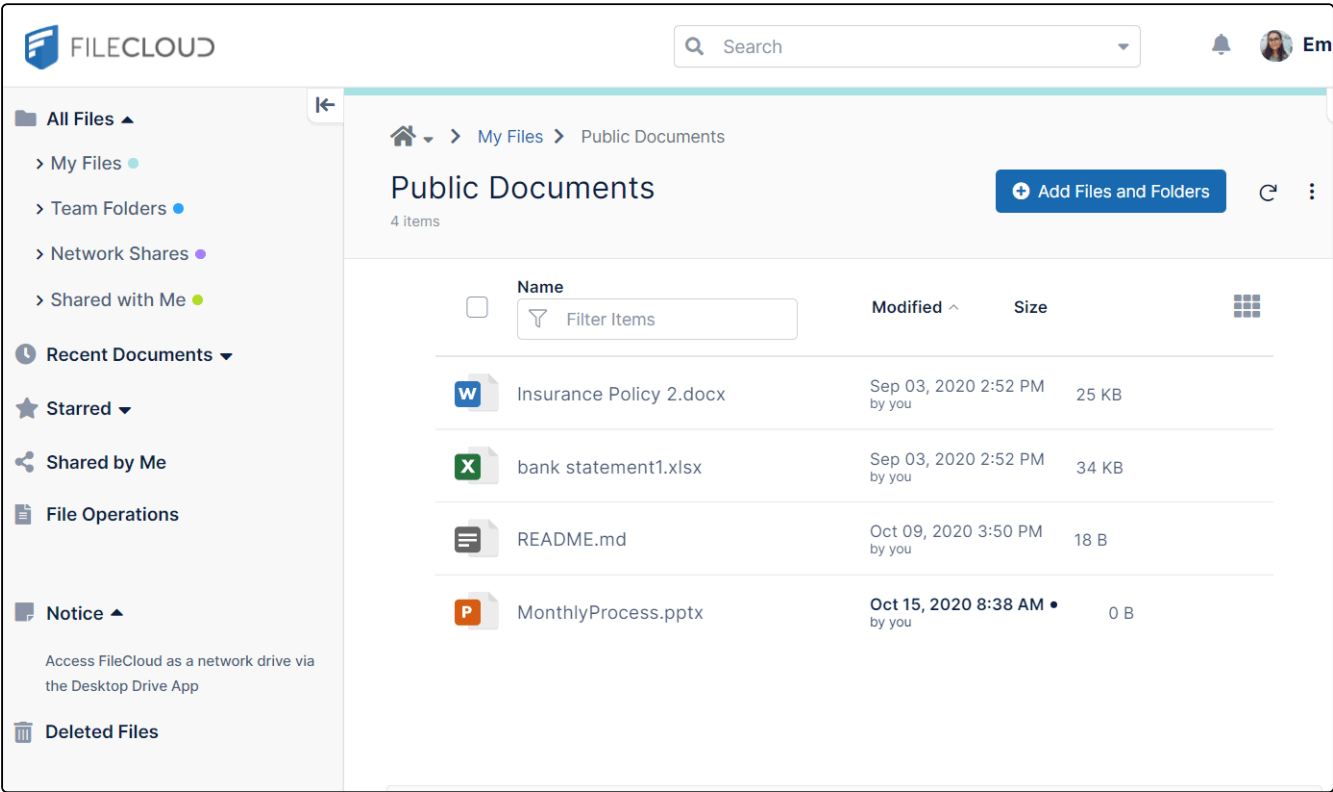
## Uploading Items

You can upload a file or folder to FileCloud the following ways:

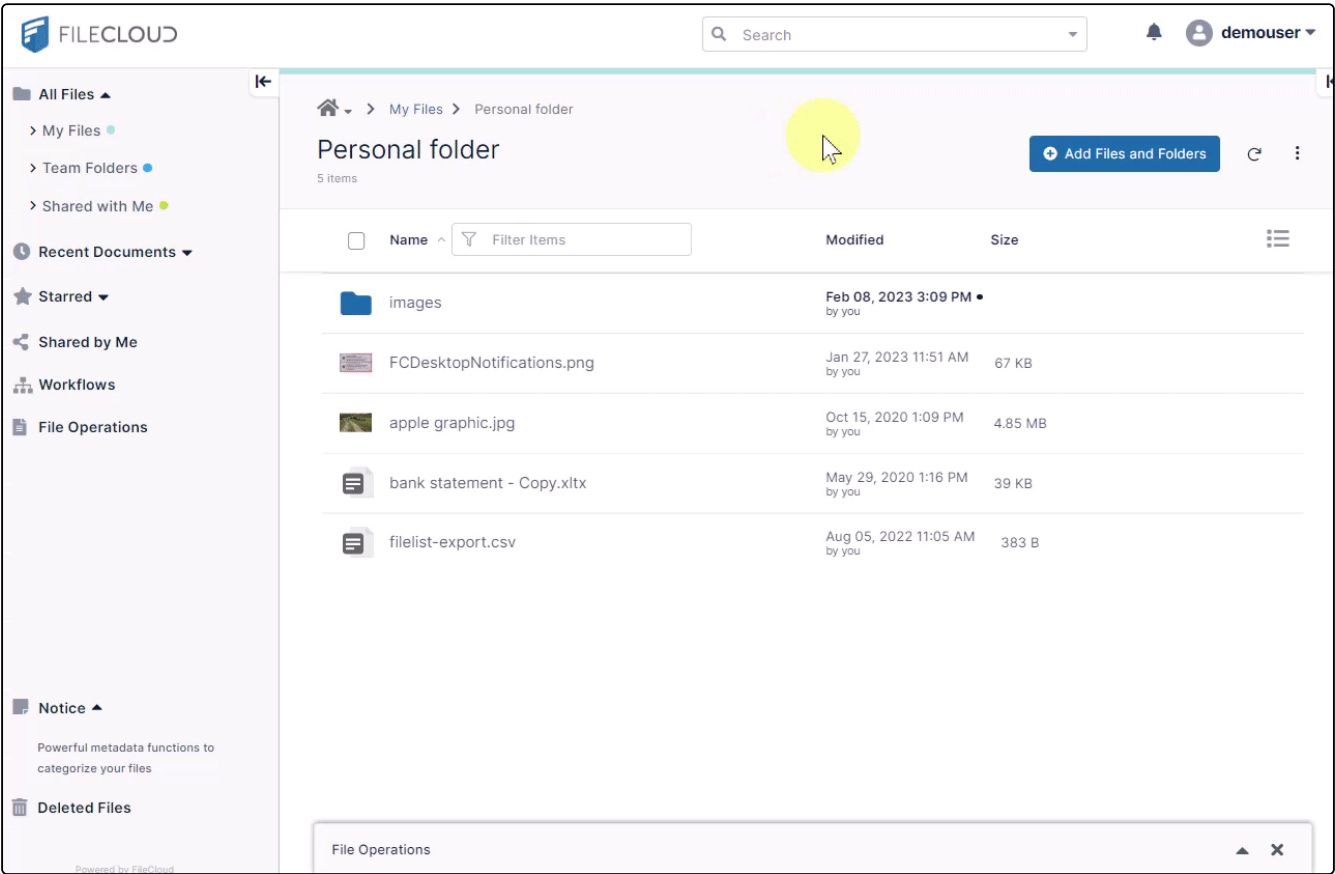
- By dragging and dropping the file or folder onto the FileCloud browser window.
- By opening a folder and clicking **Add Files and Folders > Upload File** or **Upload Folder**, then choosing a file or folder.
- By clicking the upload button in the dashboard.

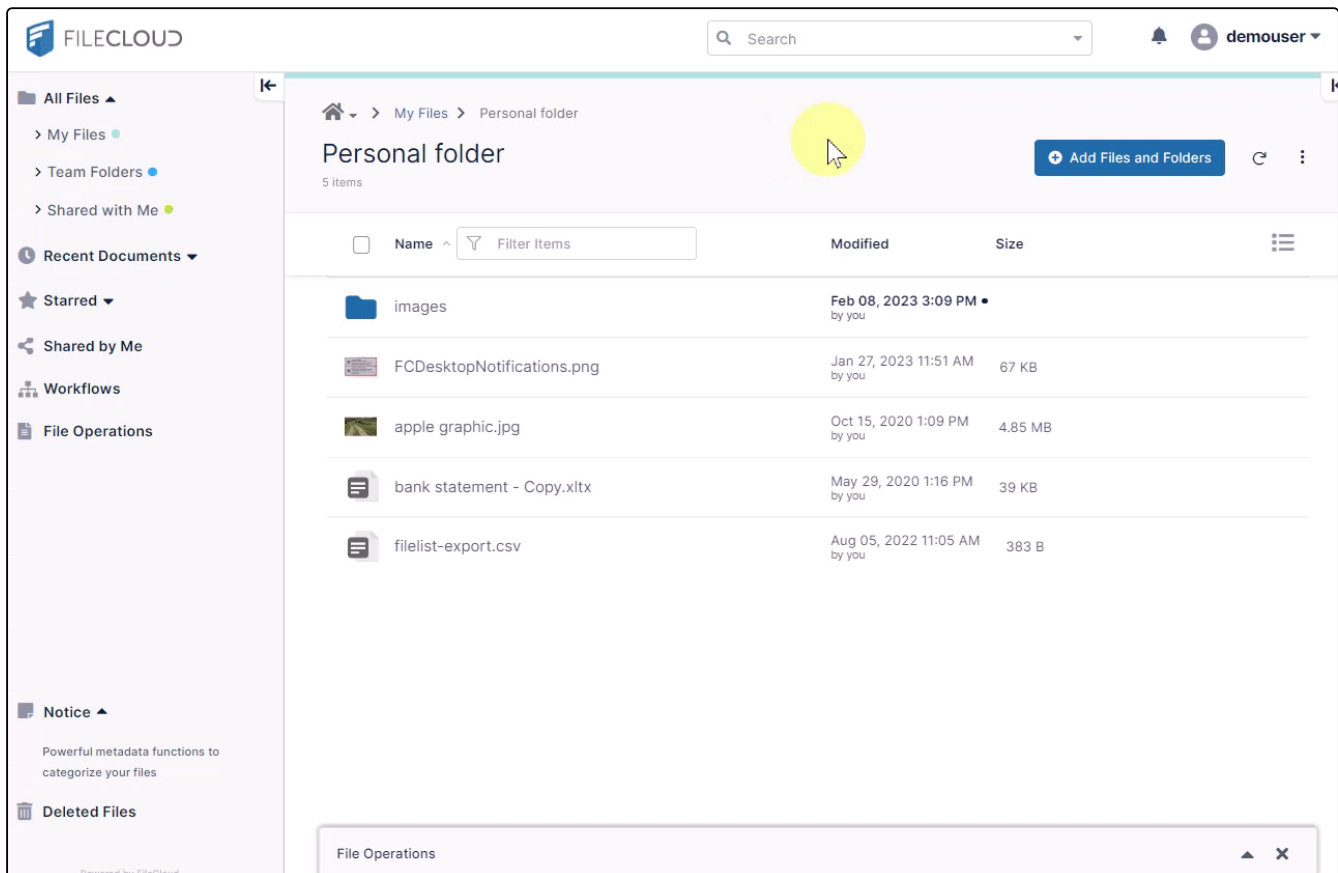
You can view the progress and success of an upload in the [File Operations](#) window.

## Dragging and Dropping



Using Add Files and Folders

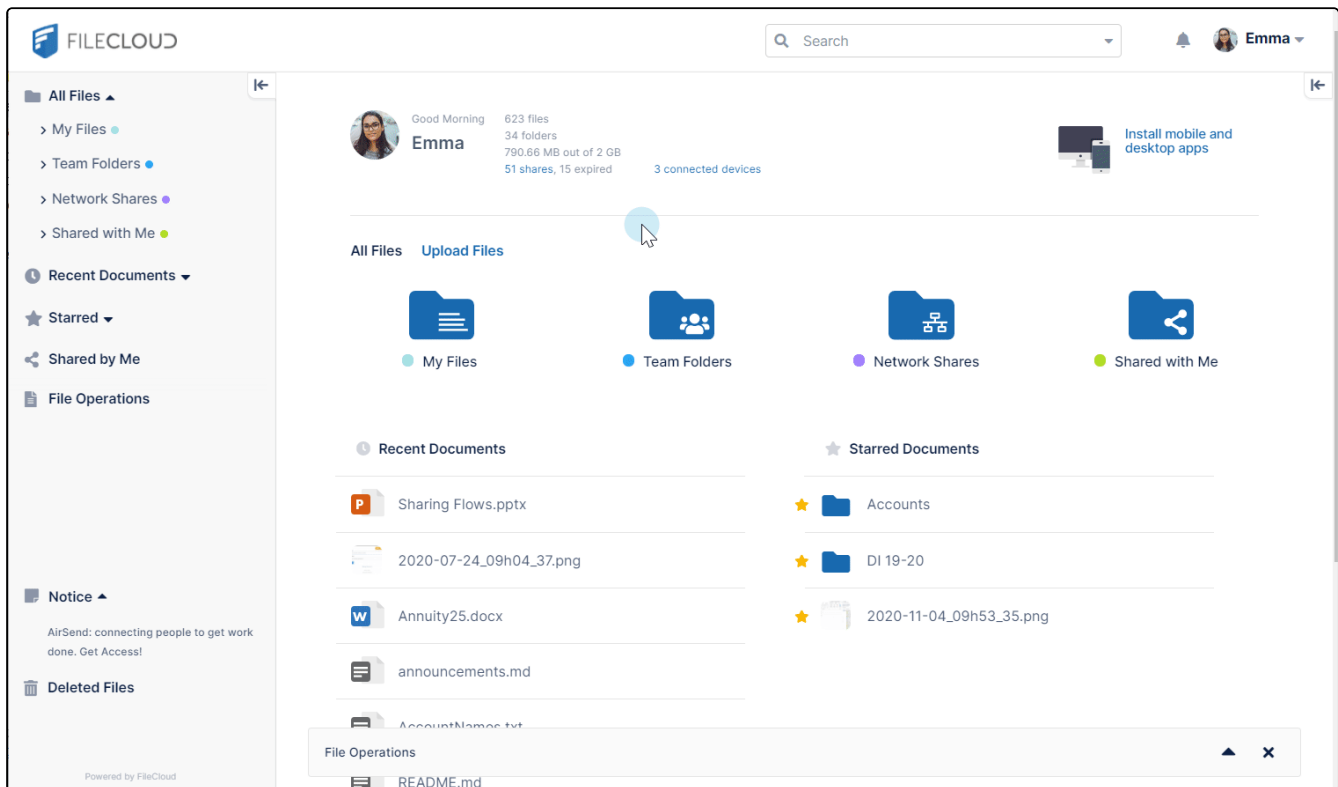




**Note:** You must use drag and drop to upload empty directories since a browser limitation prevents them from being uploaded successfully with **Add Files and Folders**.

## Uploading from the Dashboard

The dashboard is the first page you see when you open FileCloud. You can return to the dashboard at any time by clicking All Files in the navigation pane.



## Restrictions on Filenames and File Extensions

- Files with the same name:
  - If you upload a file with the same name and the same case as another file in the same folder, it overwrites the file.
  - If you upload a file with the same name but a different case than another file in the same folder, you cannot upload the file and the File Operations window displays a file name conflict message.
  - If you upload files with the same name but different file extensions, like **myfile.doc** and **myfile.docx**, they are treated as different files.
- FileCloud cannot upload files with leading spaces in the filename.
- By default, files with the extensions **php**, **php5**, **phar**, and **phtml** cannot be uploaded into FileCloud.

### For Admins

- To specify which file extensions may be uploaded into FileCloud, see [Managing File Extensions and Restricting File Extensions](#).
- To restrict certain filenames from being uploaded into FileCloud, see [Restricting File Names](#).

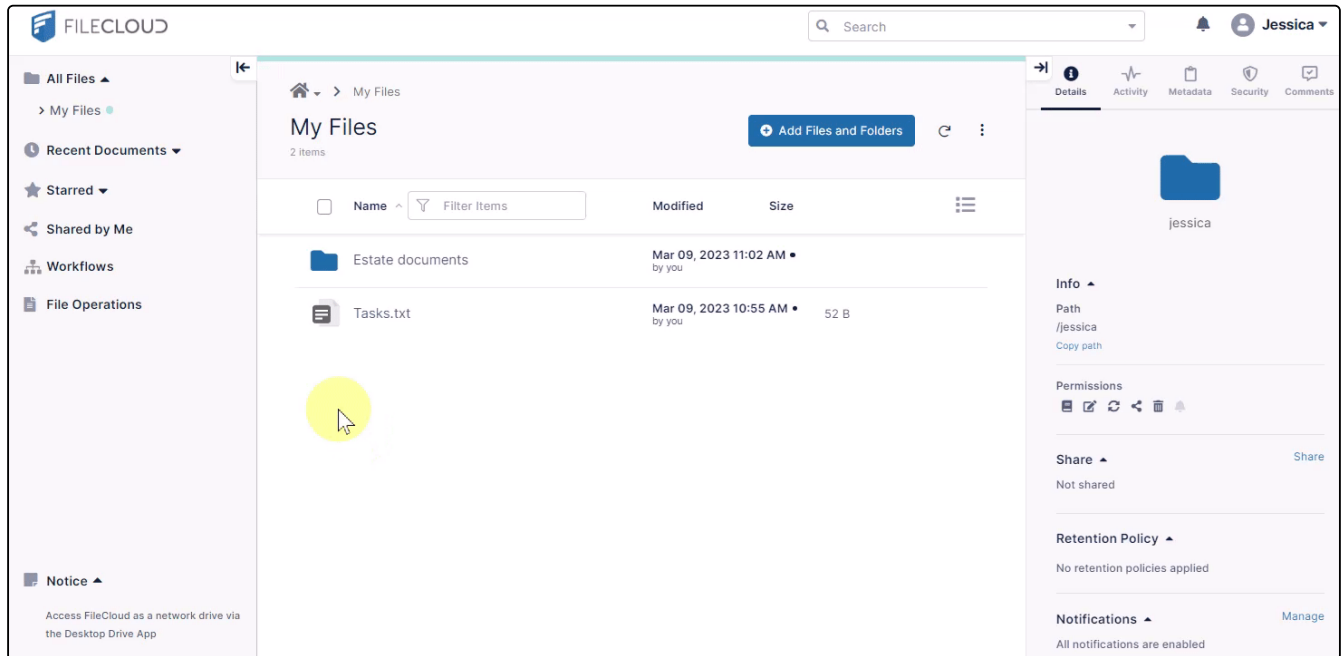
Please note the following restrictions when uploading files to FileCloud:



## Add to Starred

Your starred items are favorite or frequently visited files and folders that you can access quickly by clicking the **Starred** link in the navigation panel.

To add a file or folder to the **Starred** list, click the star next to it in the main section of the screen. It now appears under **Starred** when you expand it in the navigation panel. Click on a file under **Starred** to preview it. Click on a folder under **Starred** to view its contents in the main section of the screen.



## Editing Files

- [Web Edit/Open in . . .](#)
- [Edit in Desktop](#)
- [Edit in Google Apps](#)

### Web Edit/Open in . . .

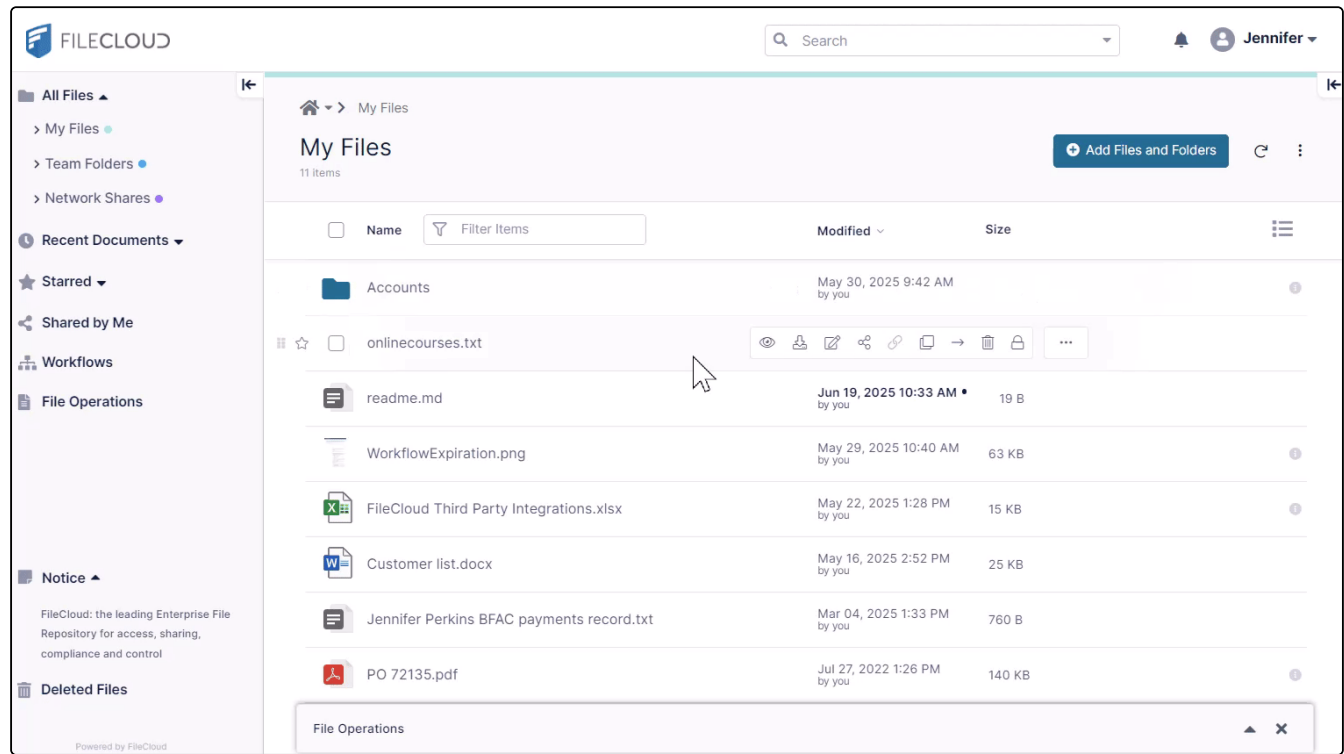
Beginning in FileCloud 22.1, Office extensions .doc, .xls, and .ppt are no longer editable in Web Edit. In Desktop Edit, users may still edit .doc, .xls, and .ppt files.

You can edit Office files, text files, markdown files (.md), HTML files, and log files without downloading them from FileCloud. Office file types open in Office Online, Collabera CODE, or OnlyOffice depending on which application you have installed and which application your admin has configured for Web Edit in FileCloud. The other file types open in FileCloud's built-in editors.

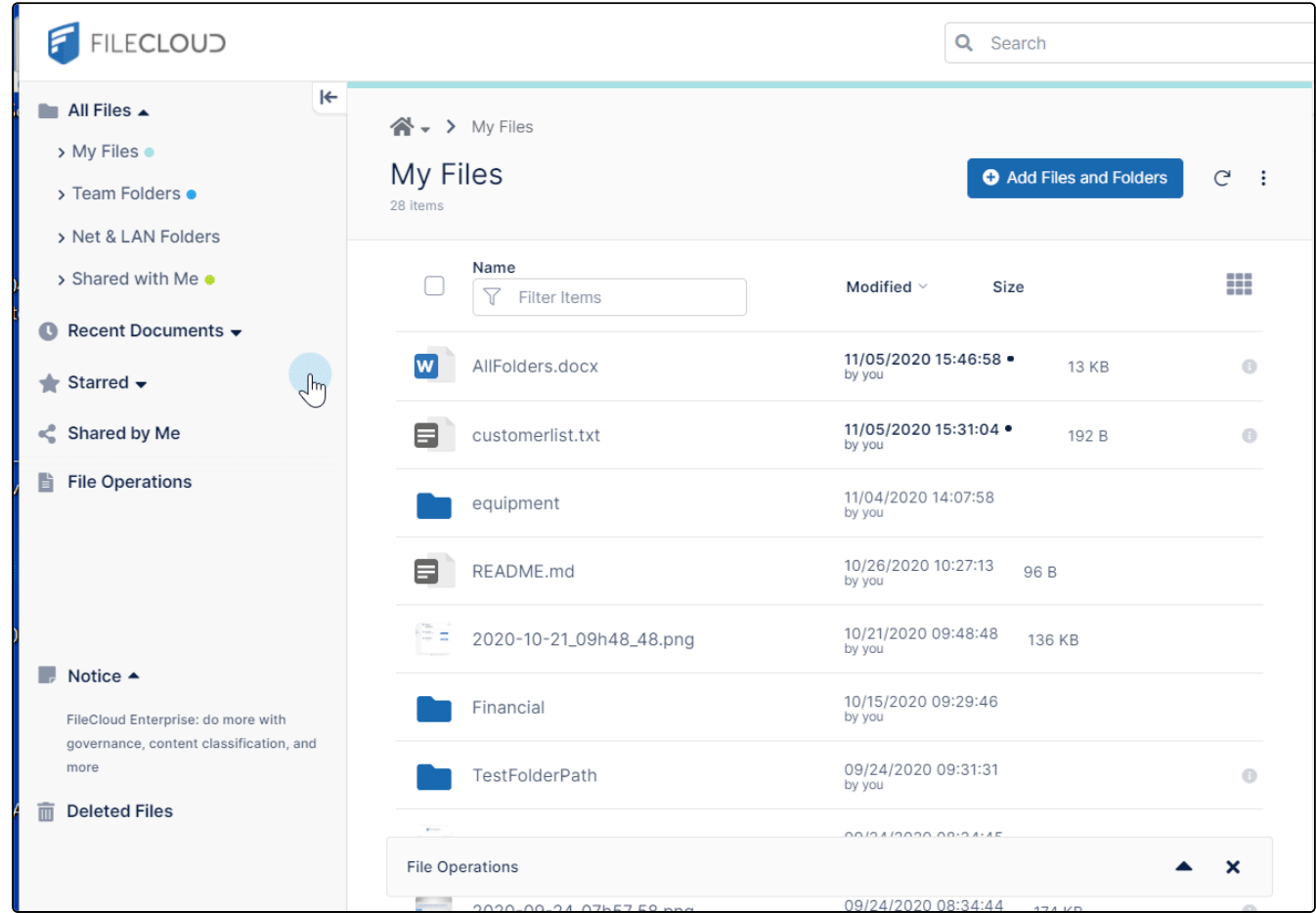
To perform a Web Edit, hover over the file and click the Edit icon.  
For an Office file type, the icon or menu option reflects the external editor available for the file with Web Edit. For non-Office file types, the icon or menu option appears as **Edit Online**. Clicking opens the file in FileCloud's built-in editor.  
(For both Office and non-Office files, if the **Edit in Desktop** feature is enabled, you also see the **Open in Desktop** option, which downloads the file and opens it in its native application, then automatically uploads it to FileCloud when you save it.)

If Web edit or Desktop edit is not available for a file type, the Edit icon appears disabled.

Video: Editing a text file



Video: Editing in Office Online



Edit in Desktop

The Edit in Desktop feature enables you to download a file and edit it in its native application. Then it automatically updates the file in FileCloud so that the change is immediately visible.

**i** In order to use Edit in Desktop, you must have the **Desktop Edit** application (or **FileCloud Sync**) installed and running.

**i** When you edit files by clicking **Edit Online/Open in [app]** they open in Office Online or another editor associated with them in FileCloud; when you edit them by clicking **Open in Desktop** they open in your desktop application that is associated with them.  
Desktop Edit and FileCloud Sync cannot be open at the same time.

## Edit in the Desktop with Desktop Edit vs. Sync

**FileCloud Sync** also supports the Edit in Desktop feature. However, there are differences in what each application offers.

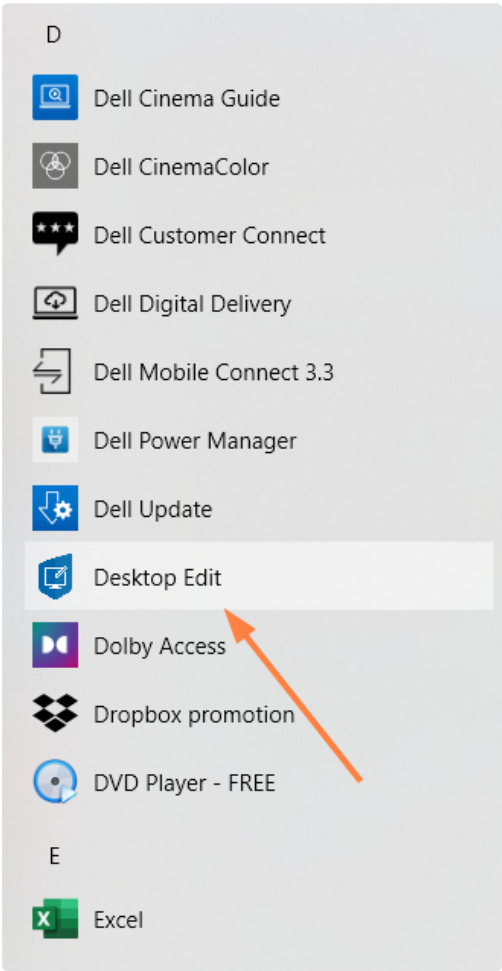
| Desktop Edit                                                                                                                          | Sync                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Provides an interactive dashboard for Edit in Desktop files.</li> </ul>                        | <ul style="list-style-type: none"> <li>All support is provided in the background. No interactive dashboard for Edit in Desktop files.</li> </ul>                         |
| <ul style="list-style-type: none"> <li>A simple application whose main function is to support the Edit in Desktop feature.</li> </ul> | <ul style="list-style-type: none"> <li>A more complex application which provides much more functionality than the Edit in Desktop feature. See FileCloud Sync</li> </ul> |

Note that both **Sync** and **Desktop Edit** cannot be run at the same time.

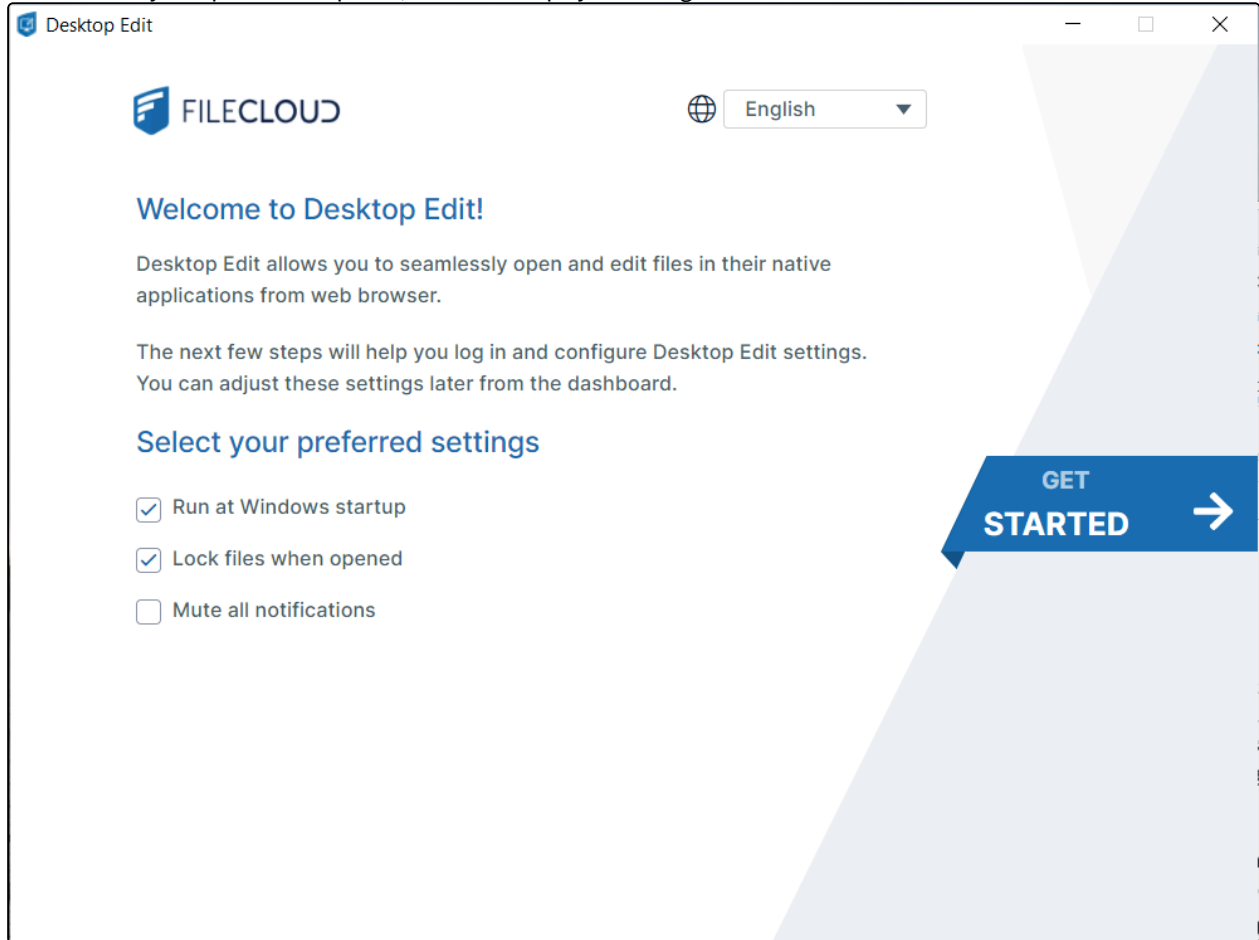
## Working with Desktop Edit

### Installing and configuring Desktop Edit

- Click one of the following links to download the Desktop Edit installation file:  
[FileCloudDesktopEditSetup.exe](#)  
[FileCloudDesktopEditInstaller.pkg](#)
- Install Desktop Edit.
- When the installation is complete, open Desktop Edit.  
 If you don't open Desktop Edit from the installation wizard, you can open it by going to the Start menu and clicking the Desktop Edit icon:



The first time you open Desktop Edit, a wizard helps you configure it.



4. In the initial wizard screen, you may change your language and enable or disable the following options:
  - **Run at Windows startup** - Automatically run Desktop Edit when you log in to your computer. Enabled by default.
  - **Lock files when opened** - Block other users from opening FileCloud files when you have opened them. Enabled by default.
  - **Mute all notifications** - Do not receive messages about file changes and other actions that occur in Desktop Edit. Disabled by default.
5. Click **Get Started** to go to the **Log In** screen.
6. Choose a **Login Method** and enter your credentials.  
See [Help with login methods](#), below, for help using each login method.

Desktop Edit

1  
LOG IN

2  
FINISH

←

Log in

Please enter your credentials below to log in and use Desktop Edit.

Login method

Password

SSO

Device authentication code

Server URL

https://myserver.filecloud.com

Account

jenniferp

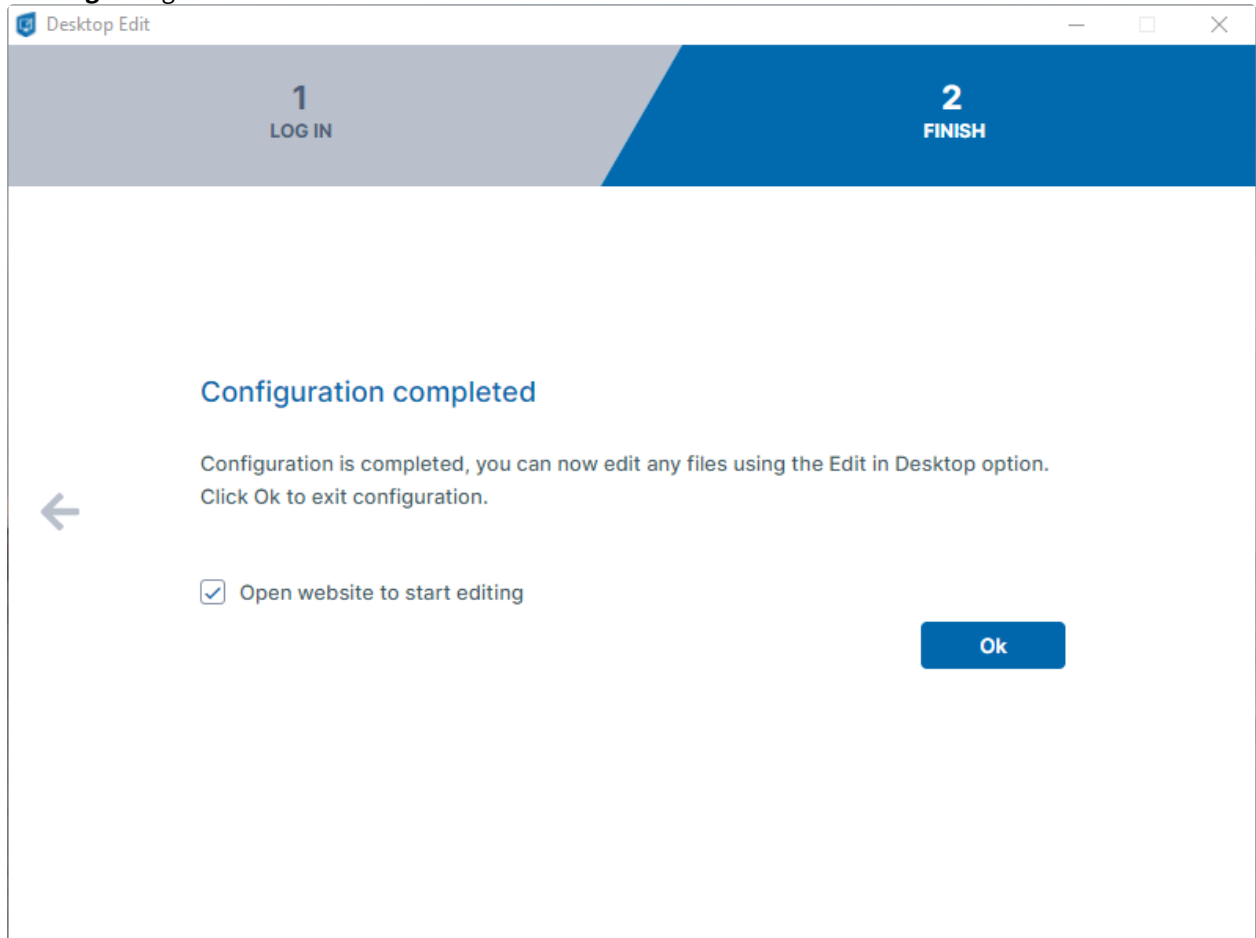
Password

.....

Proxy settings

Log in

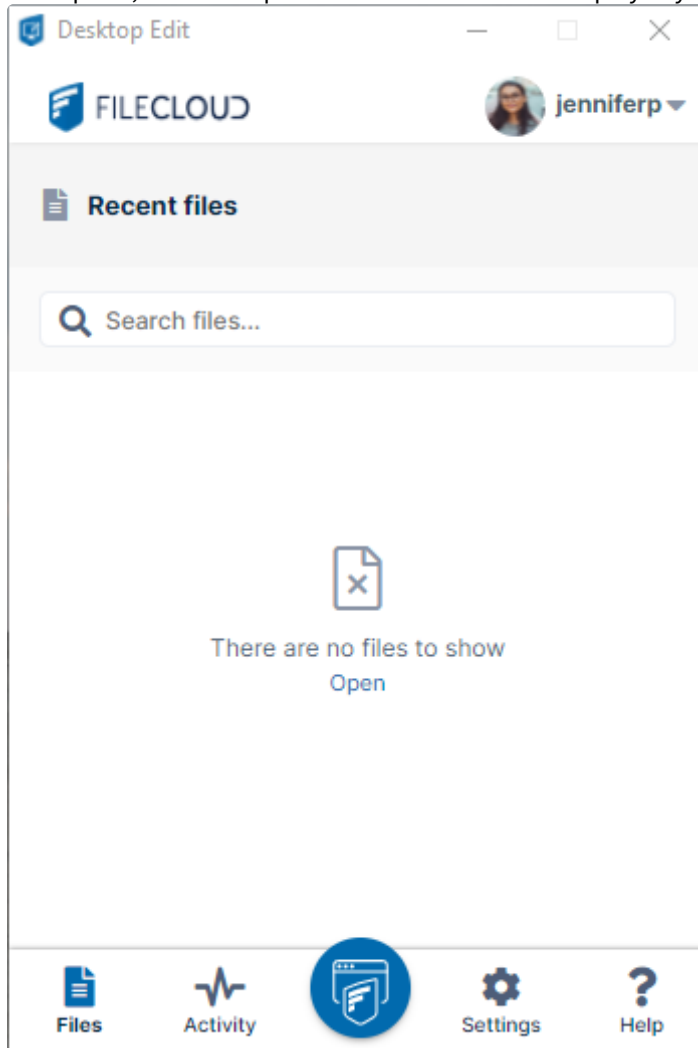
7. Click **Log in** to go to the **Finish** screen.



8. Leave **Open website to start editing** checked to open the FileCloud user portal and the Desktop Edit dashboard now, and click **Ok**.



At this point, the Desktop Edit dashboard does not display any files:



### Using Edit in Desktop in the FileCloud User Portal

The Edit in Desktop option in the user portal appears as **Open in [application name]**, from the edit icon or in the context menu for the file. If there is no associated application in your desktop, it appears as **Edit in Desktop**.

#### To edit a file in the desktop:

1. Open the Desktop Edit dashboard and the FileCloud user portal.
2. Hover over the file in the user portal and click the Edit icon. Choose **Open in Desktop**.



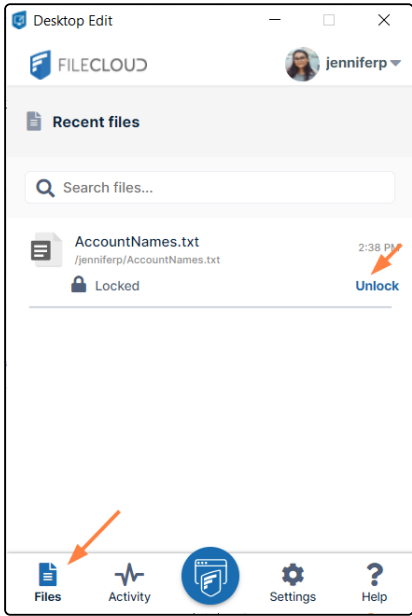
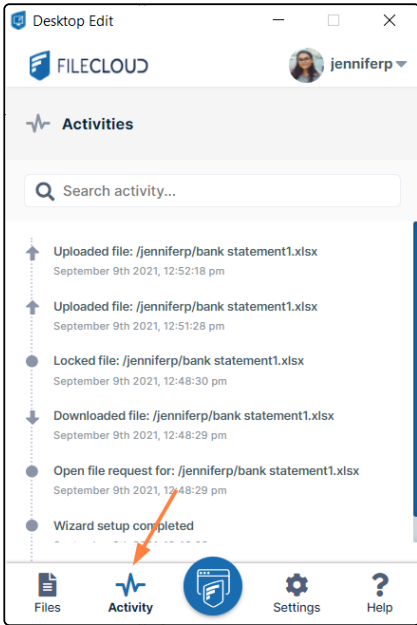
The file opens in the application you have associated it with in your desktop, or prompts you to choose an application to open it with.

3. Make edits to the file and save it.  
Desktop edit automatically updates the file in the user portal with the edits you have made.

Auto-unlock is not supported in Desktop Edit; the file must be unlocked from the Desktop Edit dashboard. See **Using the Desktop Edit Dashboard**, below.

**Using the Desktop Edit dashboard**

You can monitor and view the history of your Desktop Edit actions as well as change Desktop Edit settings, get help, and open files directly from the Desktop Edit dashboard.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                         |                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>To view and open recently opened files:</b></p> <p>You can see which files you have recently opened by clicking the Files icon at the bottom of the Desktop Edit dashboard.</p> <p>Click the name of a file to open it in its editor again. The user portal does not have to be open.</p> <p>Auto-unlock is not supported for files in Desktop Edit. (Desktop Edit unlocks files when you exit the application.) Use the <b>Unlock</b> link in the Desktop Edit dashboard to unlock a file after it's been opened.</p> | <p><b>To see Desktop Edit activities:</b></p> <p>You can see a record of your activities in Desktop Edit by clicking the Activity icon at the bottom of the Desktop Edit dashboard.</p> | <p><b>To open the user portal:</b></p> <p>If the user portal is closed, you can open it from Desktop Edit by clicking the Open Website icon at the bottom of the Desktop Edit dashboard.</p> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                      |                                                                                                          |

**To change settings:**

You can change your Desktop Edit settings by clicking the Settings icon at the bottom of the Desktop Edit dashboard. For help with the settings, see [Installing and configuring Desktop Edit](#), above.

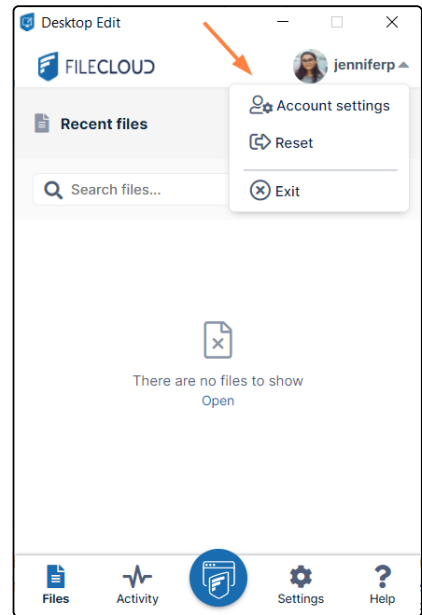
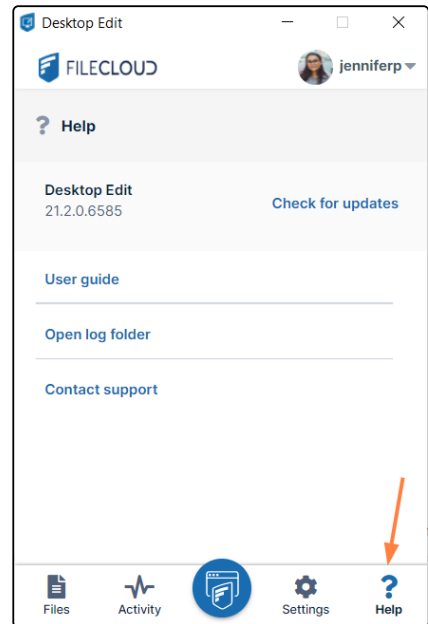
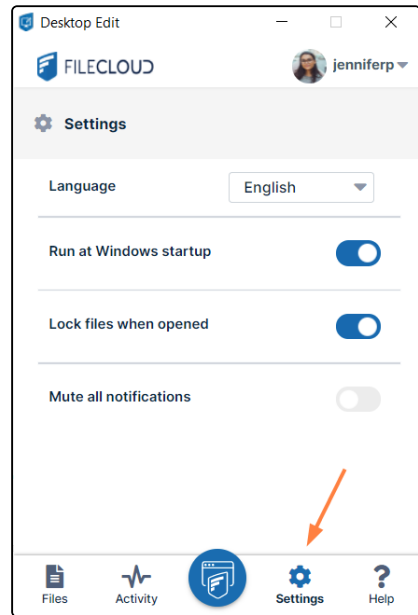
**Getting help and updating Desktop Edit:**

To access help documentation or contact support, review log files, or check for Desktop Edit updates, click the Help icon at the bottom of the Desktop Edit dashboard.

**To change credentials or exit Desktop Edit:**

To modify your login credentials, reset Desktop Edit, or exit the application, choose the option in the user drop-down menu.

If you reset, you must configure your login and settings in the Setup Wizard again.



**Help with login methods**

Use the following instructions to help you choose your login method and enter your credentials when you are setting up Desktop Edit for the first time in the following screen, as explained above in [Installing and configuring Desktop Edit](#).

Desktop Edit

1 LOG IN

2 FINISH

### Log in

Please enter your credentials below to log in and use Desktop Edit.

**Login method** Password SSO Device authentication code

**Server URL**

**Account**

**Password**

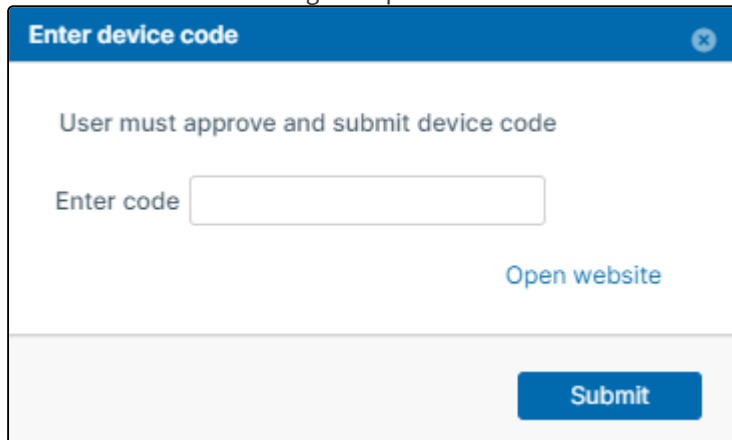
[Proxy settings](#) Log in

For **Login Method**, leave the default of **Password**, or choose **SSO** or **Device Authentication Code**.

- If you use **Password**:
  - In **Server URL**, type the address of your FileCloud server.
  - In **Account** and **Password**, type in the credentials that were sent to you when your FileCloud account was created.
  - Click **Log in**.
- If you choose **SSO (single sign-on)**, type the address of your FileCloud server.  
You are redirected to the **SSO Login** page, where you can enter your username and SSO password to log in.
- If you choose **Device Authentication code**,
  - In **Server URL**, type the address of your FileCloud server.
  - In **Account**, type in the username that was sent to you when your FileCloud account was created.

c. Click **Log in**.

An **Enter Device Code** dialog box opens.



The dialog box titled "Enter device code" has a blue header bar with a close button. The main content area is white and contains the text "User must approve and submit device code". Below this is a label "Enter code" followed by a text input field. To the right of the input field is a blue link "Open website". At the bottom right is a blue "Submit" button.

d. Click **Open Website**.

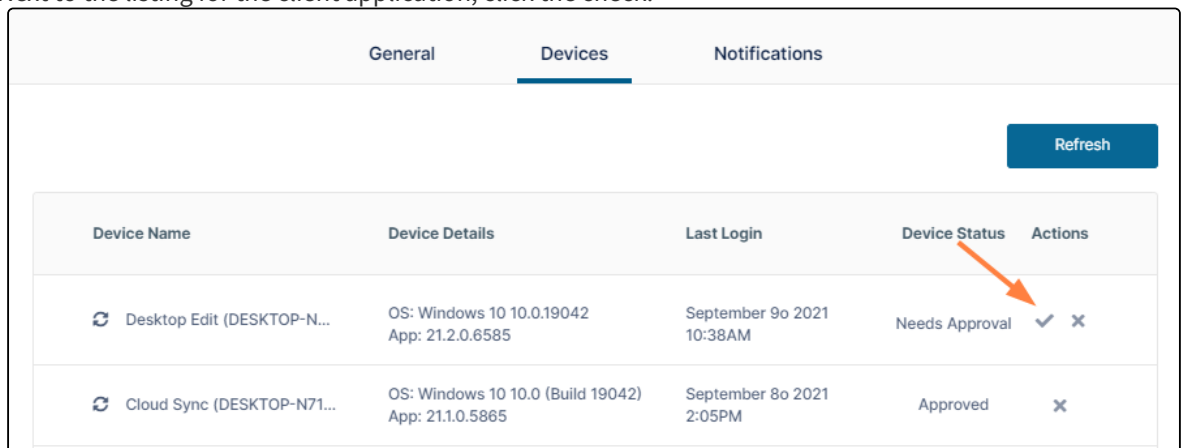
The login screen of the user portal opens.

e. Log in to the user portal.

f. In the upper-right corner of the screen, click your username and choose **Settings**.

g. In the **Settings** screen, click **Devices**.

h. Next to the listing for the client application, click the check.



The screenshot shows the "Devices" tab in the settings. It has a "Refresh" button in the top right. Below is a table with columns: Device Name, Device Details, Last Login, Device Status, and Actions. An orange arrow points to the checkmark icon in the Actions column for the "Desktop Edit" device.

| Device Name                 | Device Details                                        | Last Login                   | Device Status  | Actions |
|-----------------------------|-------------------------------------------------------|------------------------------|----------------|---------|
| Desktop Edit (DESKTOP-N...) | OS: Windows 10 10.0.19042<br>App: 21.2.0.6585         | September 9o 2021<br>10:38AM | Needs Approval | ✓ ✕     |
| Cloud Sync (DESKTOP-N71...) | OS: Windows 10 10.0 (Build 19042)<br>App: 21.1.0.5865 | September 8o 2021<br>2:05PM  | Approved       | ✕       |

A dialog box with the device authentication code opens.

i. Enter the authentication code into the **Enter Device Code** dialog box, and click **Submit**.

- Or enter Proxy settings.

## Troubleshooting

- For admins: If the Edit in Desktop right-click menu option displays **Open in Desktop** instead of **Open in [application]** for files associated with applications, see the workaround at User Portal UI Issues under **Option is Open in Desktop instead of Open in [application]**.

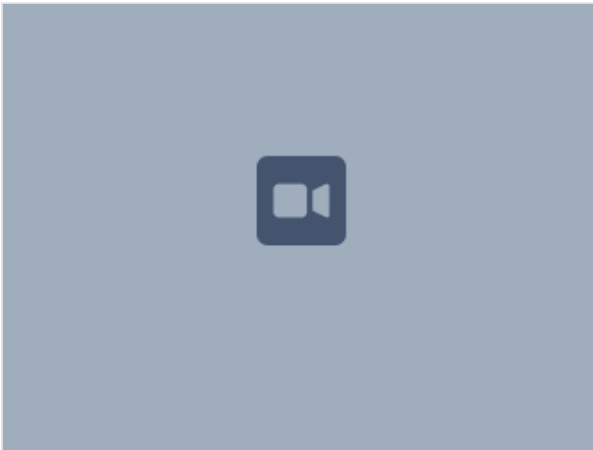
## Edit in Google Apps

Beginning with FileCloud 21.3, you may also have the option of web editing Office files in Google Apps applications. If editing in Google Apps is set up in your FileCloud system, you can edit docx, xlsx, and pptx files in the corresponding Google Docs, Google Sheets, or Google Slides application.

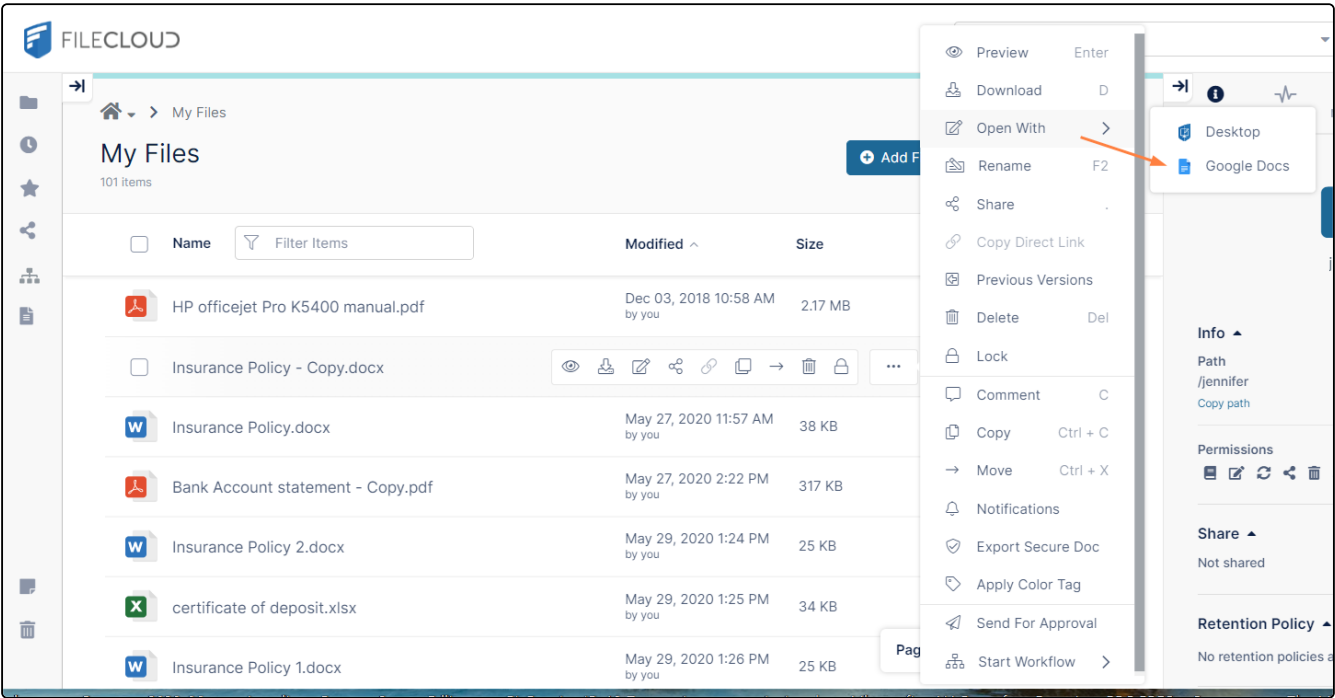
 In FileCloud's mobile apps, files can be viewed but not edited in Google Apps.

-  Editing of some large files is not supported in Google Apps. See [Files you can store in Google Drive](#) for specific size limitations.
- To open a Google Apps editor in incognito windows, you may first have to grant Google Docs the correct permissions or unblock third party cookies.

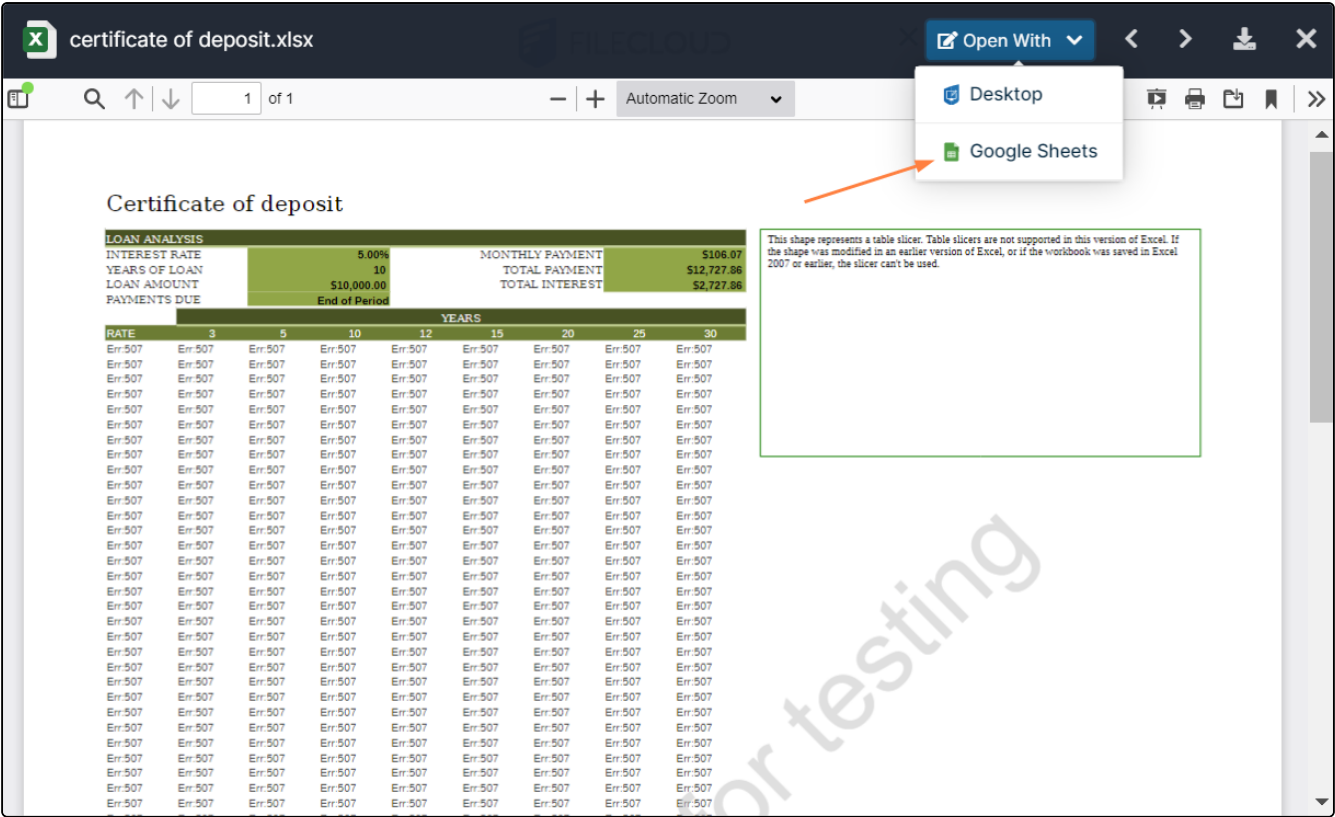
If Google Apps are enabled for web edit, when you click the edit icon in the row for one of these file types you are given the **Edit in Google [app]** option (as well as any other available edit option):



For these file types, the **Open with Google** options also appear in context menus and as editing choices in previews:



Google App option in context menu



Google App option in file preview

# Working with Zip Files

**i** Creating zip files and working with zip file content is available beginning in FileCloud Version 22.1.

You can create and upload zip files into your My Files and Network Shares folders.

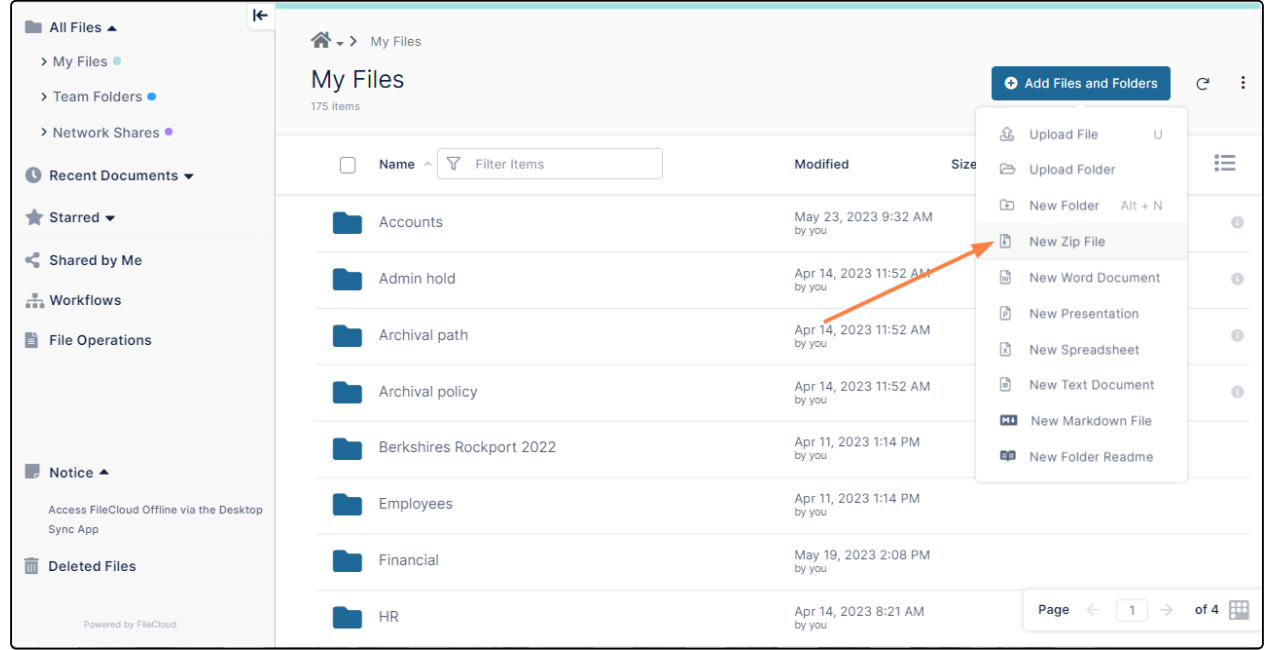
You can preview, download, add, and delete contents of a zip file that you add or upload. Note that you cannot upload zip files of more than 4 GB into FileCloud, and zip files that you create in FileCloud must be less than 100 MB.

To create zip files in FileCloud as Zero Trust, you can add a password that must be entered by you or anyone you share the zip file with to access it. By default, after the password is entered the first time during a log-in session, it does not have to be entered again during that session. However, your administrator may disable this option.

## To create a zip file

1. Log into the user portal and select **My Files** or **Network Shares** in the navigation panel.
2. Click **Add Files and Folders**, and choose **New Zip File**.

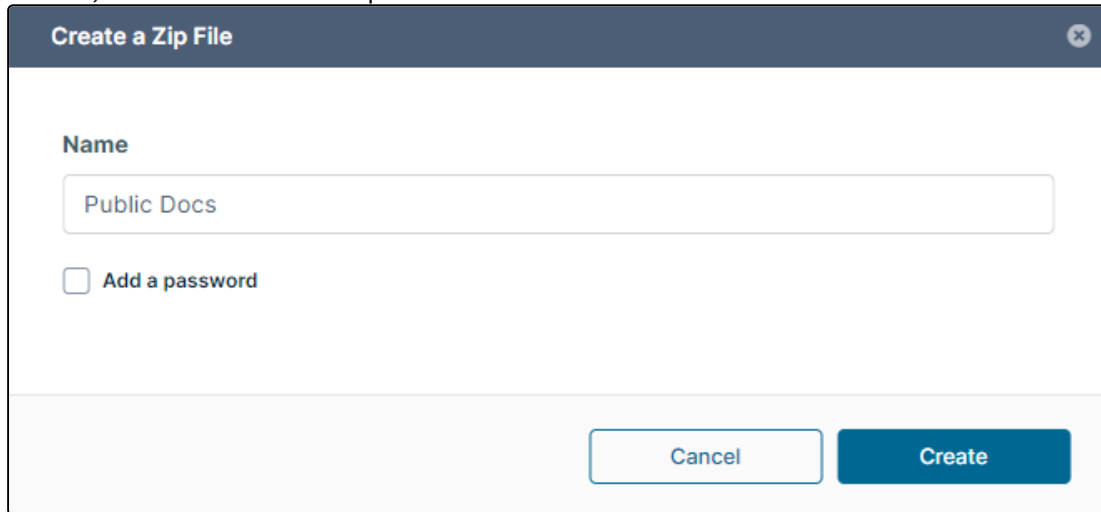
If you are in a Network Share, you must open a sub-folder of the Network Share to create the zip file.



A **Create a Zip File** dialog box opens.

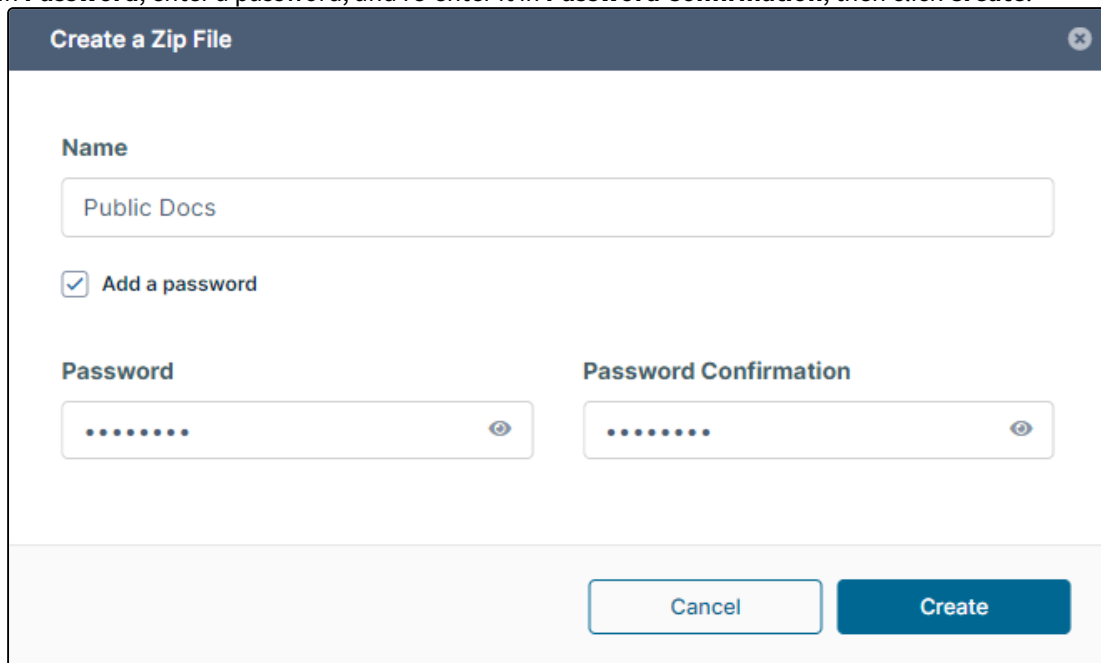


3. In **Name**, enter the name of the zip file.



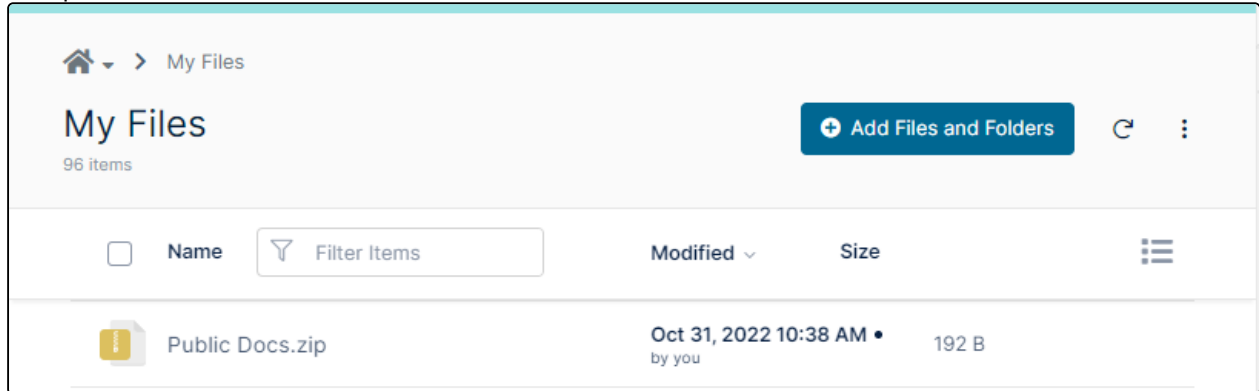
The dialog box titled "Create a Zip File" has a dark blue header with a close button (X) in the top right corner. Below the header, the label "Name" is positioned above a text input field containing the text "Public Docs". Underneath the input field is a checkbox labeled "Add a password", which is currently unchecked. At the bottom right of the dialog, there are two buttons: a light blue "Cancel" button and a dark blue "Create" button.

4. Check **Add a Password** to require users to enter a password before opening the zip file.  
5. In **Password**, enter a password, and re-enter it in **Password Confirmation**, then click **Create**.



This dialog box is similar to the one above but includes password fields. The "Name" field still contains "Public Docs". The "Add a password" checkbox is now checked. Below the checkbox, there are two password input fields. The first is labeled "Password" and the second is labeled "Password Confirmation". Both fields contain masked text (dots) and have an eye icon to the right of the input area to toggle visibility. At the bottom right, the "Cancel" and "Create" buttons are present.

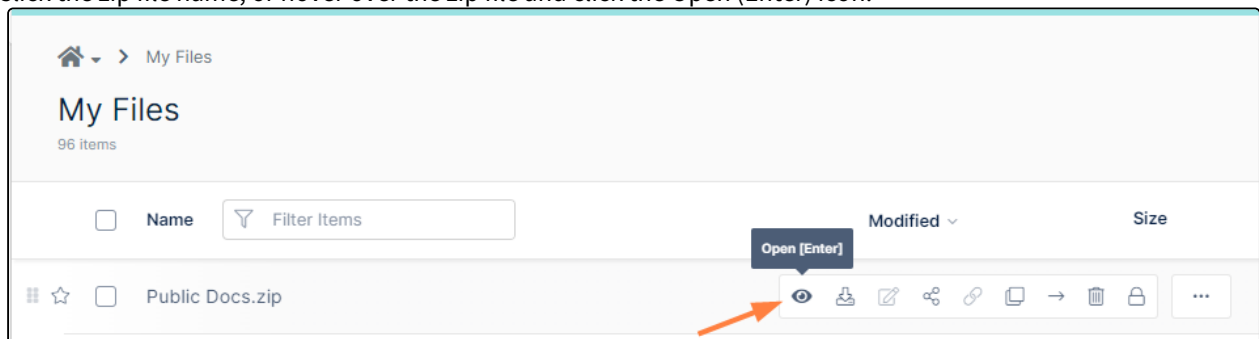
The zip file is created:



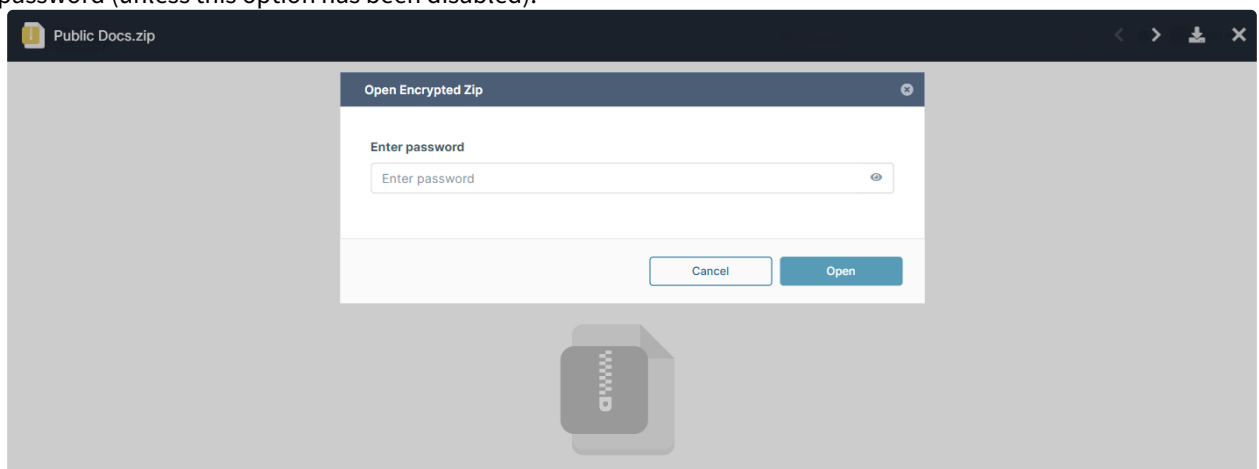
## To add content to a zip file

You can add content to a zip file if you have created or uploaded it, or if it has been shared with you and you have upload permission. A zip file can only be opened in FileCloud if it is under 100 MB; therefore, you cannot add more than 100 MB of content to a zip file from within FileCloud.

1. Click the zip file name, or hover over the zip file and click the Open (Enter) icon.



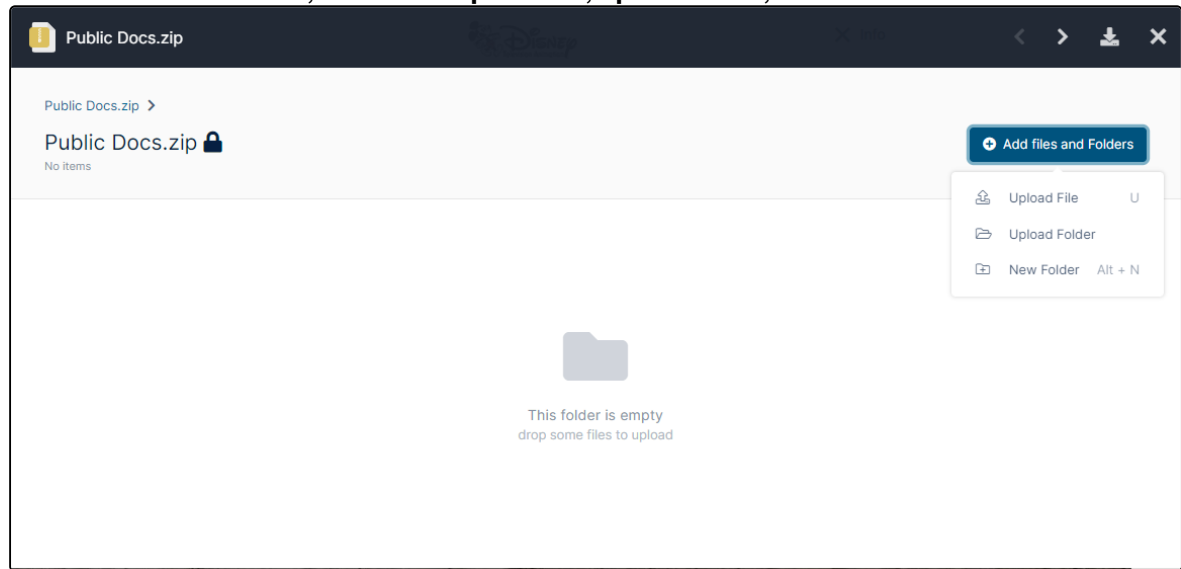
If the zip file is password-protected and you have not accessed it yet during this login session, you are prompted to enter the password. When you access it again during this session, you will not be prompted to enter your password (unless this option has been disabled).



2. Enter the password and click **Open**.  
The zip file opens. The following screenshot shows an empty zip file that was just created.

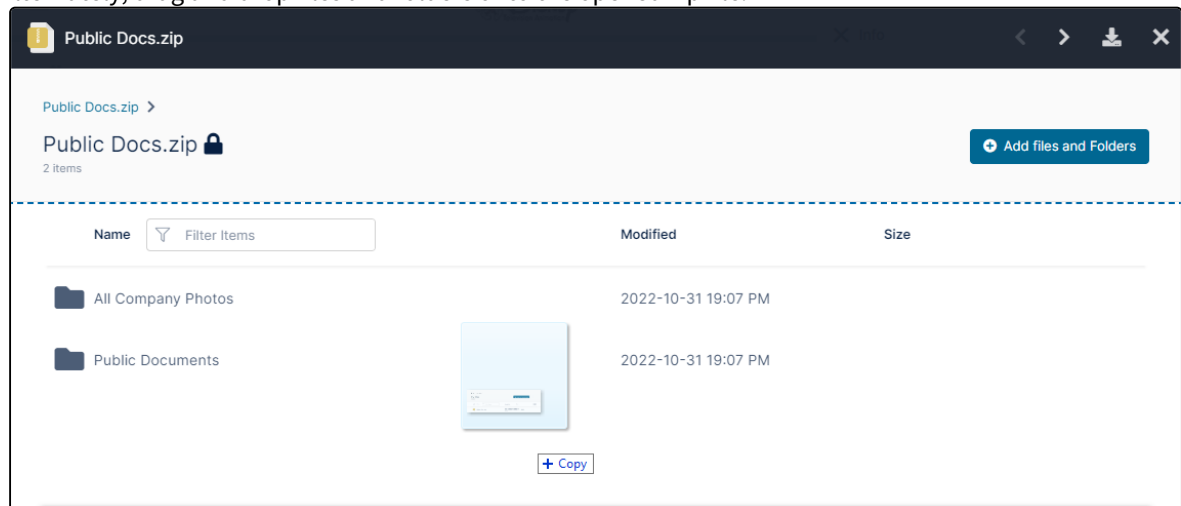
3. Add files and folders to the zip file.

- Click **Add Files and Folders**, and choose **Upload File**, **Upload Folder**, or **New Folder**.



Then, upload files and folders or create new folders and add files to them.

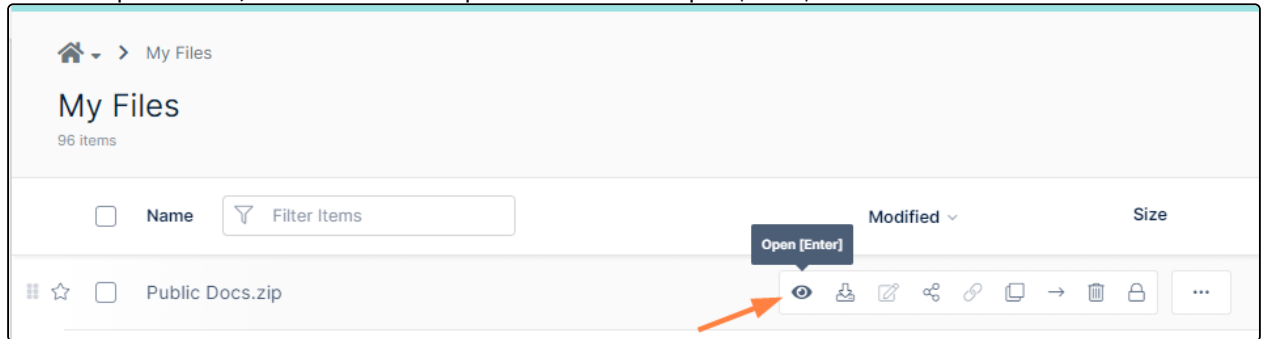
- Alternately, drag and drop files and folders onto the opened zip file:



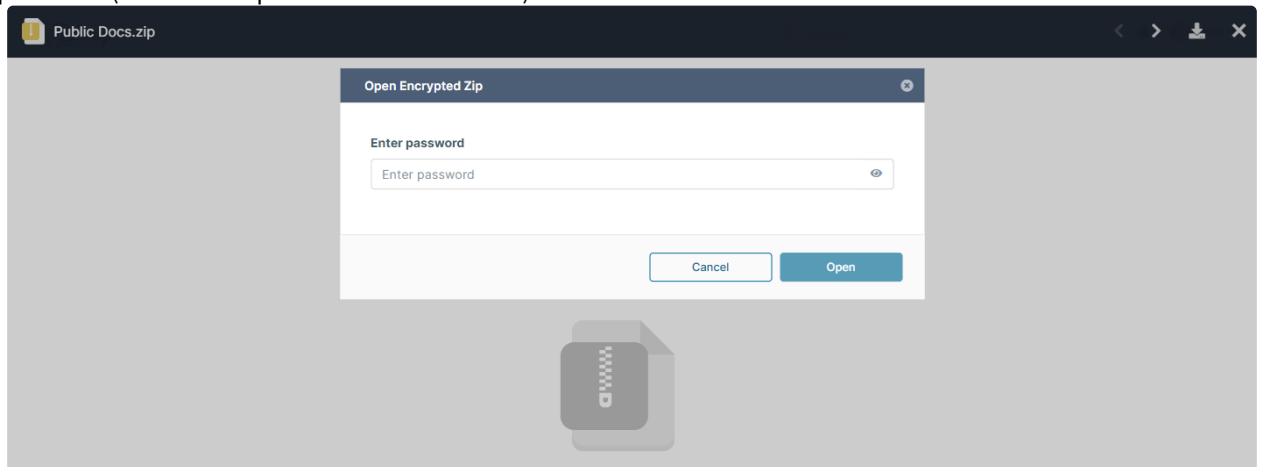
4. When you are finished, close the screen to return to your file/folder listing.  
Later you can add more contents or delete contents from the zip file.

## To work with the contents of a zip file

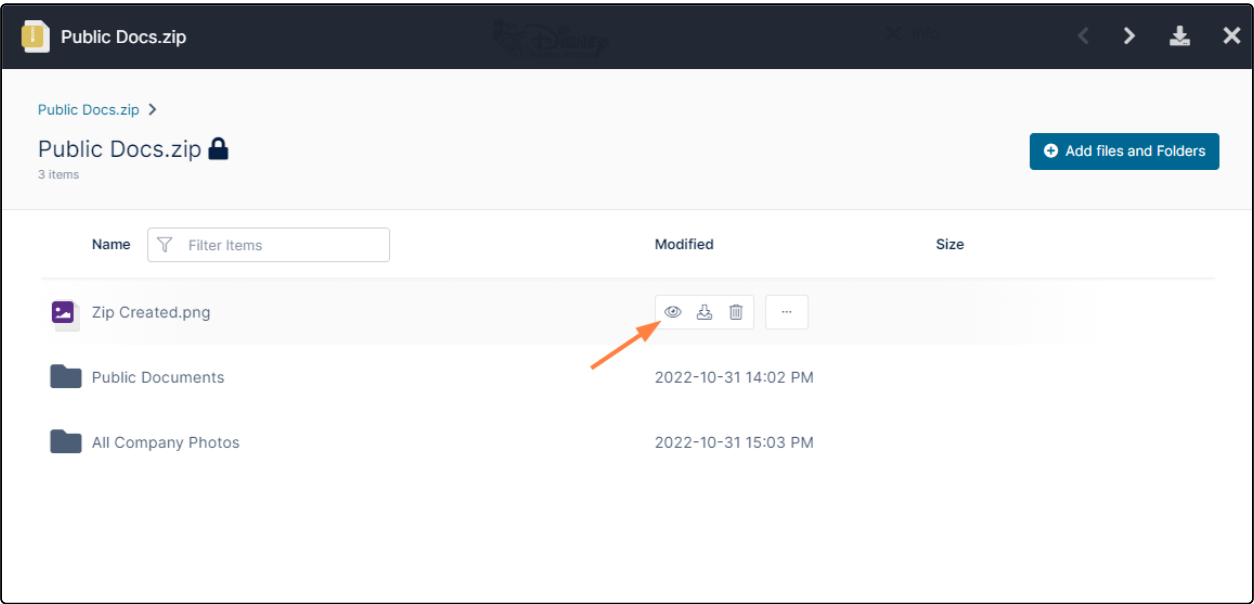
1. Click the zip file name, or hover over the zip file and click the Open (Enter) icon.



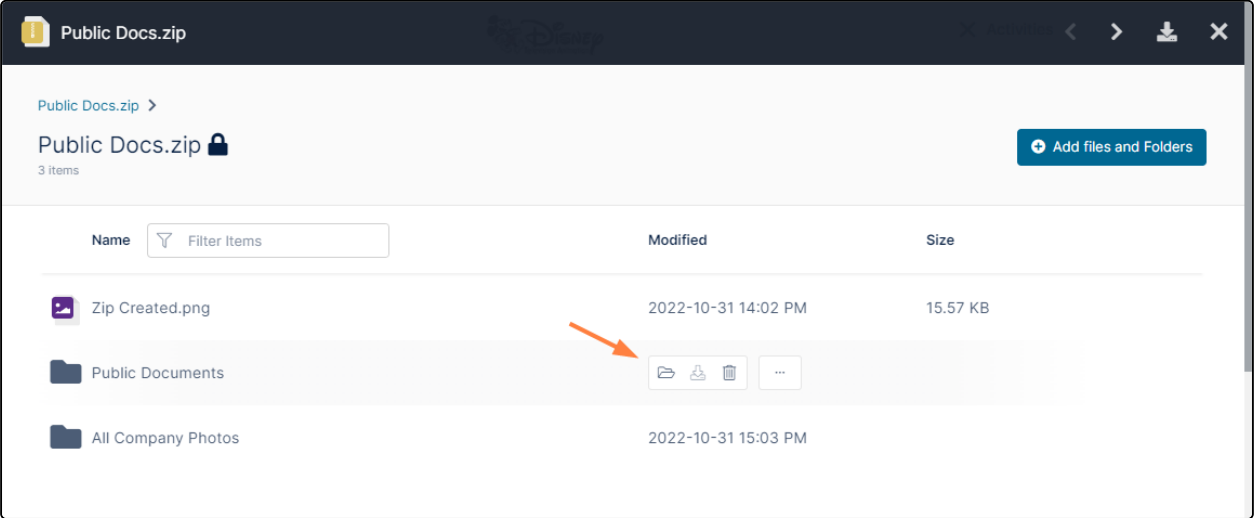
2. If the zip file is password-protected and you have not accessed it yet during this login session, you are prompted to enter the password. When you access it again during this session, you will not be prompted to enter your password (unless this option has been disabled).



3. Enter the password and click **Open**.  
The zip file opens.
4. Hover over a file or folder.  
If you hover over a file, you see icons for preview, download, and delete. If you do not have permission for an action, it is grayed out.  
Note that you can preview .jpg, .png, .pdf, .txt, .docx, .pptx, and .xlsx files from within the zip file. Other file types will prompt you to download them first.



If you hover over a folder, you see icons for open and if you have permission, delete. The download option is grayed out because it is not available.



5. Click an icon, and perform the operation.  
Note: You can only download files contained in zip files to your file system, you cannot download them to another folder within FileCloud.

Permissions in shared zip files

When a zip file is shared publicly, share users can view the contents of the zip file and download them. When a zip file is shared privately, the operations that share users can perform on its contents depends on their share permissions.

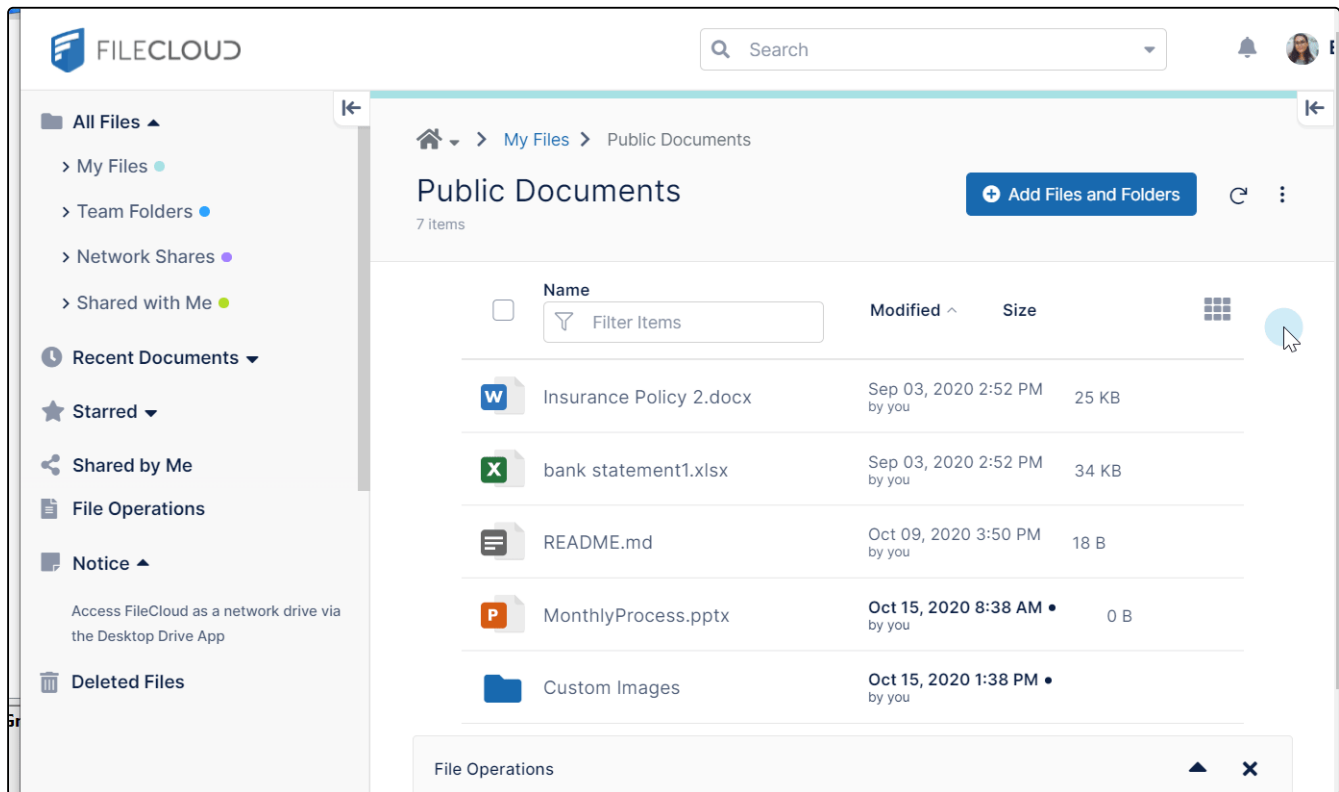
The following table shows what each share permission allows share users to do with the contents of a zip file

| Permission | Description                                                                                         |
|------------|-----------------------------------------------------------------------------------------------------|
| View       | Preview files and open folders in the zip file.                                                     |
| Download   | Download files in the zip file and save them. Downloading folders in the zip file is not permitted. |
| Upload     | Upload files into the zip file and delete files in the zip file.                                    |
| Share      | Share the zip file. Sharing of files and folders inside the zip file is not permitted.              |

## Delete Items

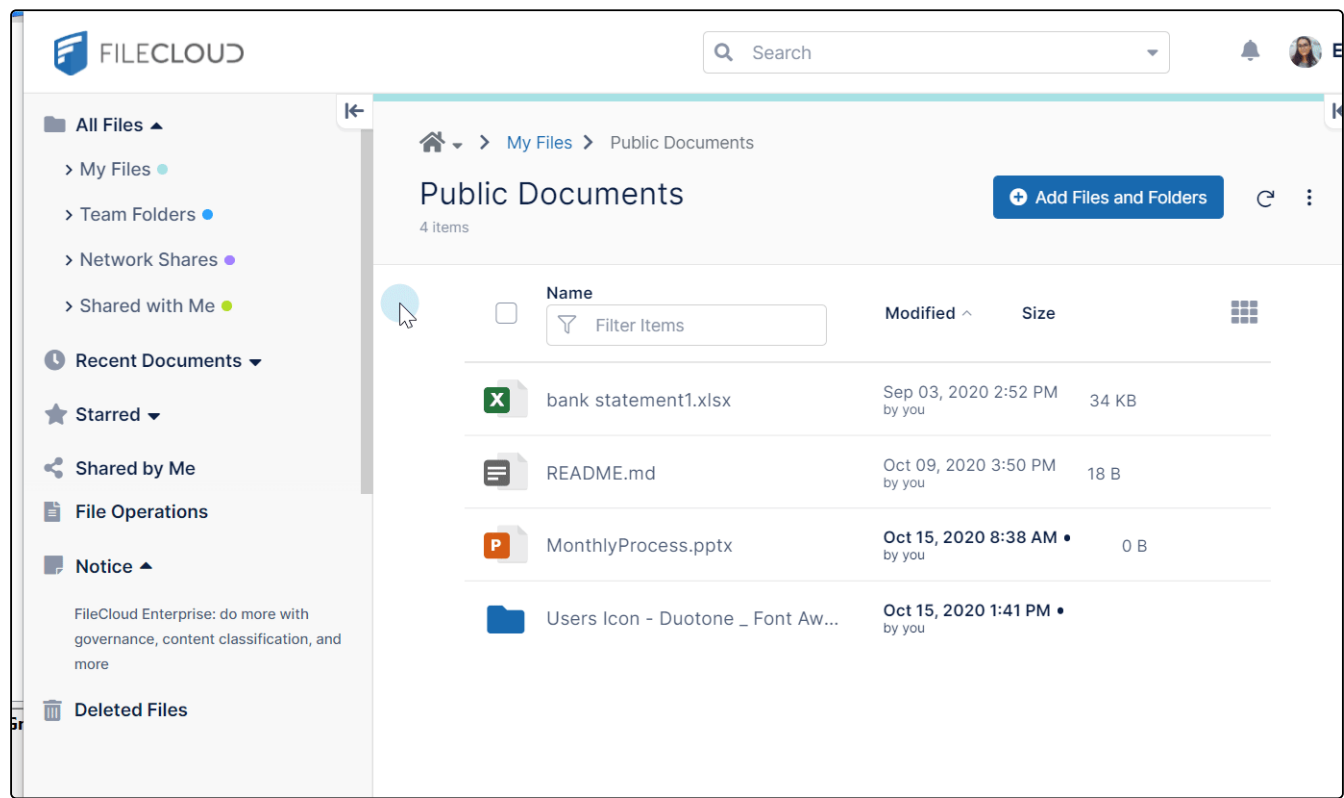
### Delete a single item

To delete a single item, hover over it and click the delete icon.



### Delete multiple items

To delete multiple items, check the boxes next to the items, then click the **More** icon in the upper-right corner of the screen, and choose **Delete**.



**i** You can also delete all items in a folder from the **Folder Properties** box. See [View Folder Properties](#).

### Perform Actions on Deleted Items

If you accidentally delete a file or folder, you can restore it from the **Deleted Files** folder. If this feature is not enabled in your system, deleted files and folders are permanently deleted and cannot be restored.

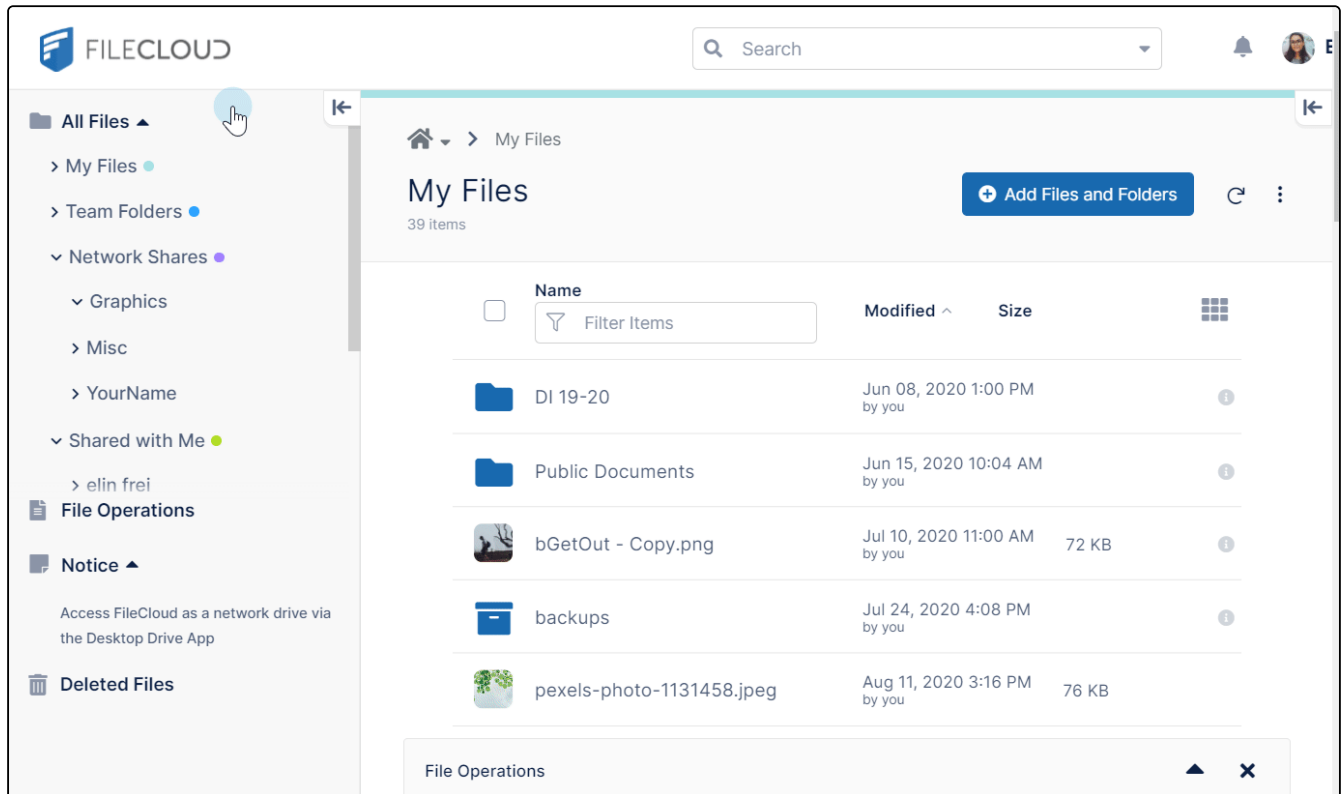
**i** **Deleted Files** only displays files and folders you have deleted from **My Files** and from share folders in **Network Shares**.

By default, **Deleted Files** displays items deleted from **My Files**. To view items deleted from a shares folder in **Network Shares**, open the share folder and click the More (three dot) icon. Choose **Deleted Files**.

## Restore Deleted Files

Restore a single file or folder deleted from My Files

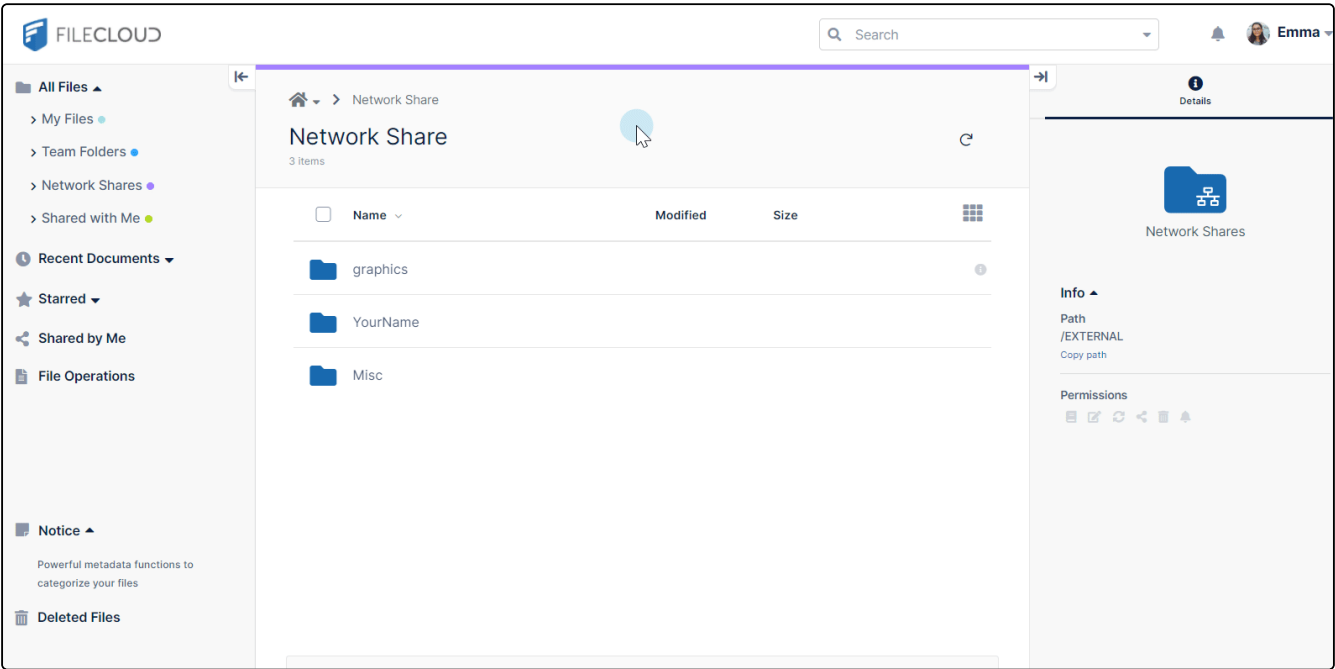
To restore a file or folder deleted from **My Files**, in the navigation bar, click **Deleted Files**. Navigate to the file or folder, hover over its row, and click the **Restore** icon. It is restored to the folder it was deleted from.



Restore a single file or folder deleted from a network share

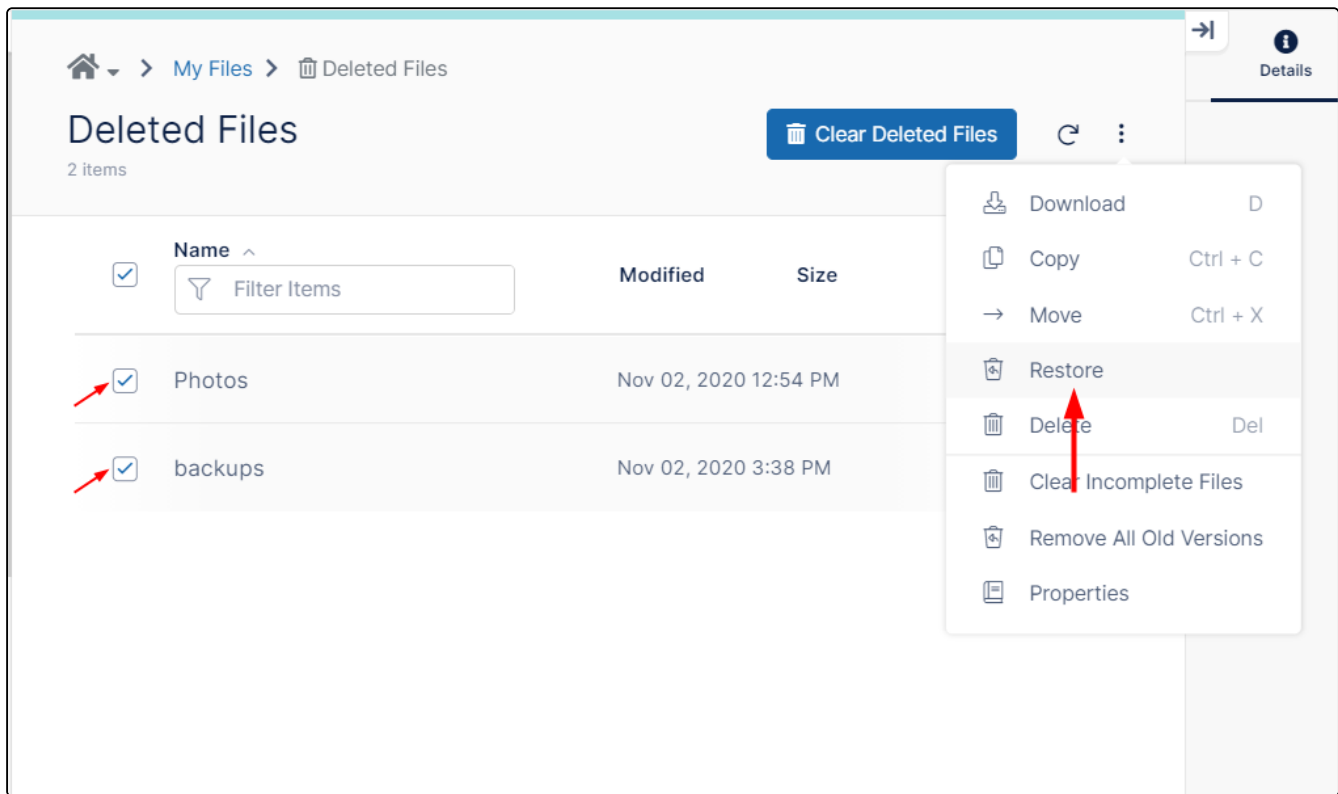
To restore a file or folder deleted from a network share, navigate to the specific network share folder, and click **Deleted Files** in the navigation bar. Navigate to the file or folder, hover over its row, and click the **Restore** icon.





Restore multiple files or folders

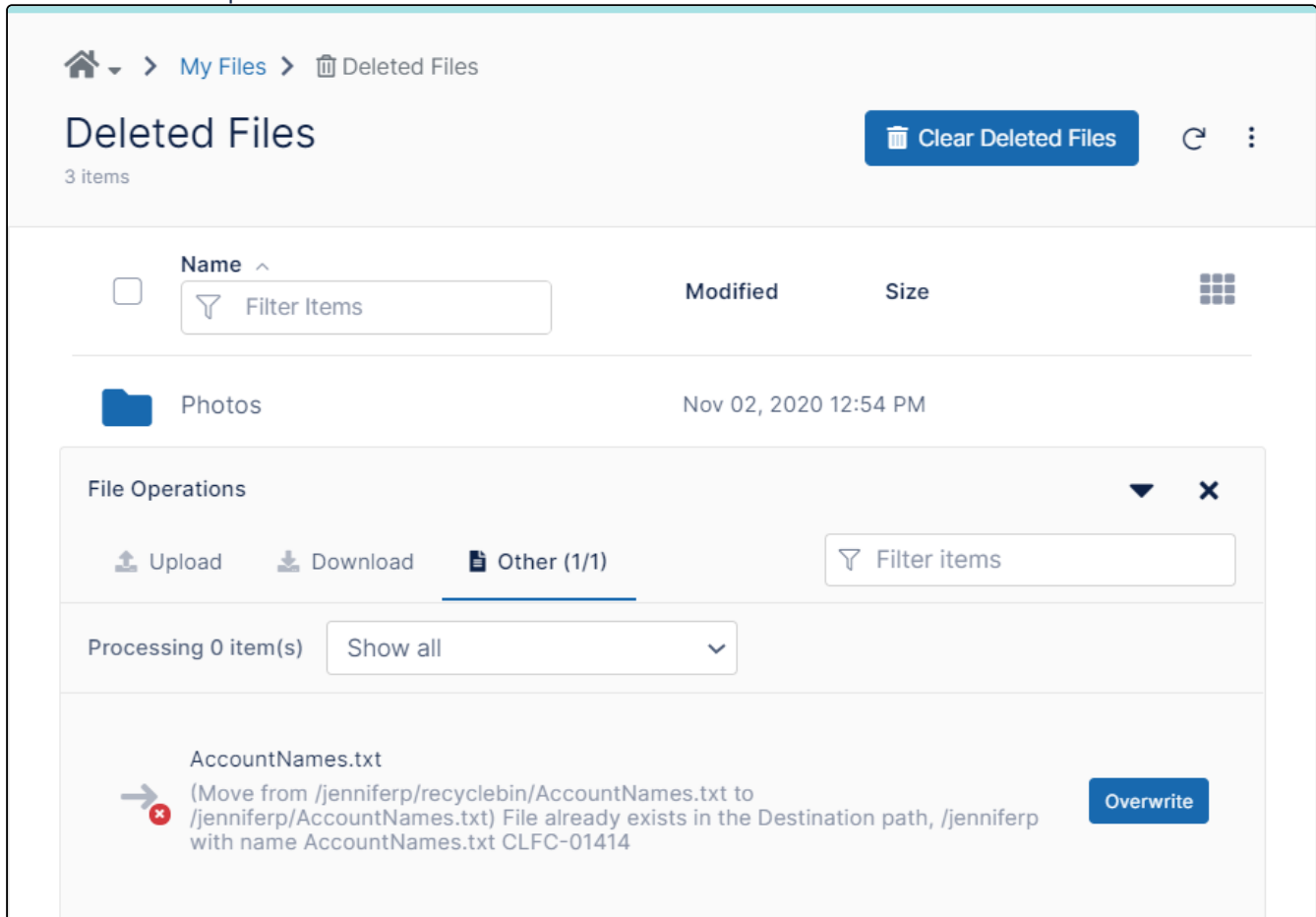
To restore multiple deleted files or folders, click **Deleted Files** in the navigation bar. Check the box of each file or folder that you want to restore. Click the **More** icon in the upper-right corner of the screen and choose **Restore**.



Restore a file when a file of the same name exists

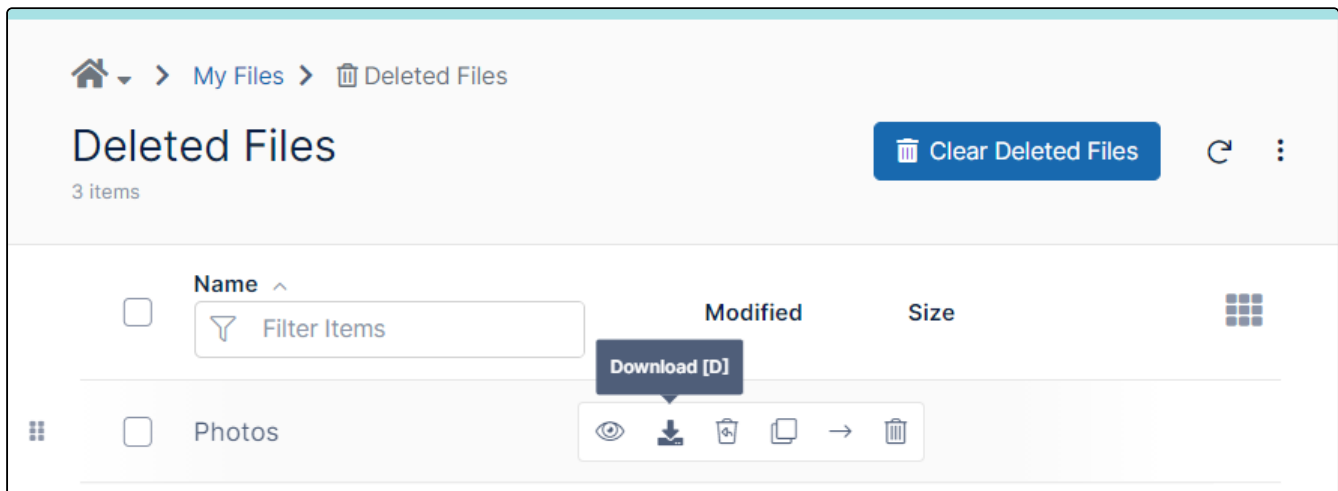
In **Deleted Files**, when you click **Restore** on a file, if there is currently a file with the same name in the folder that you are restoring to, FileCloud prompts you to confirm that it should overwrite the existing file.

Click **Overwrite** to replace the current file in the folder with the restored deleted file.



#### View, Move, Copy, and Download Deleted Files

You can also view, download, copy, or move files from the recycle bin. Hover over the file and select the icon for the action.

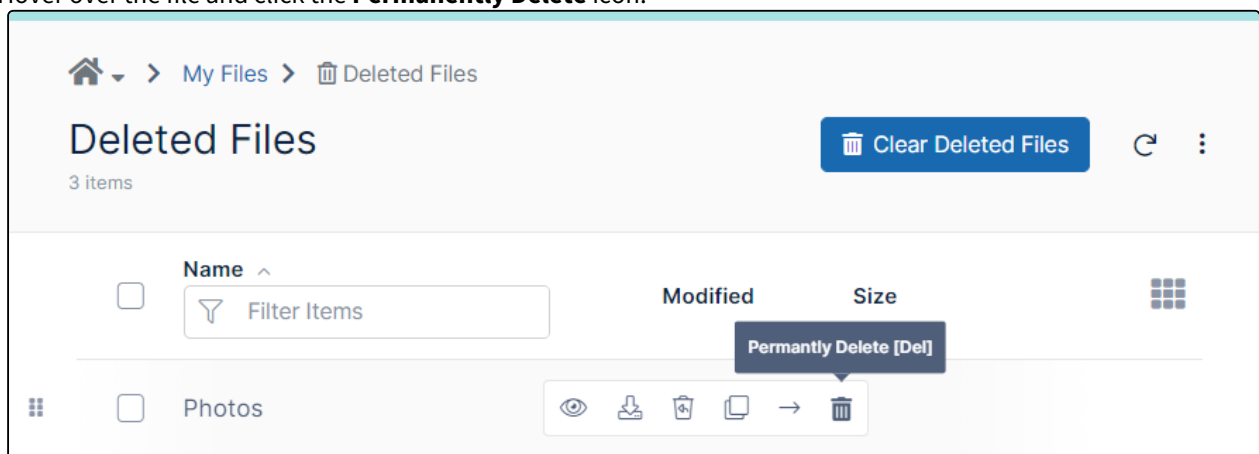


### Permanently Delete Files

You can permanently delete either individual files or all deleted files from the **Deleted Files** folder.

#### To permanently delete an individual file from the Deleted Files folder:

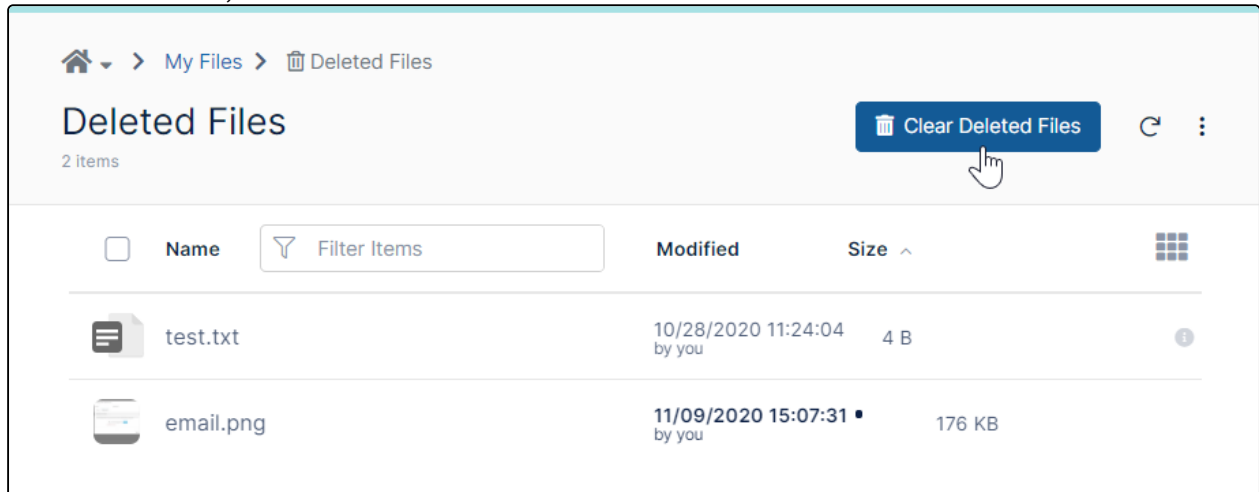
- Hover over the file and click the **Permanently Delete** icon.



#### To permanently delete all My Files from the Deleted Files folder:

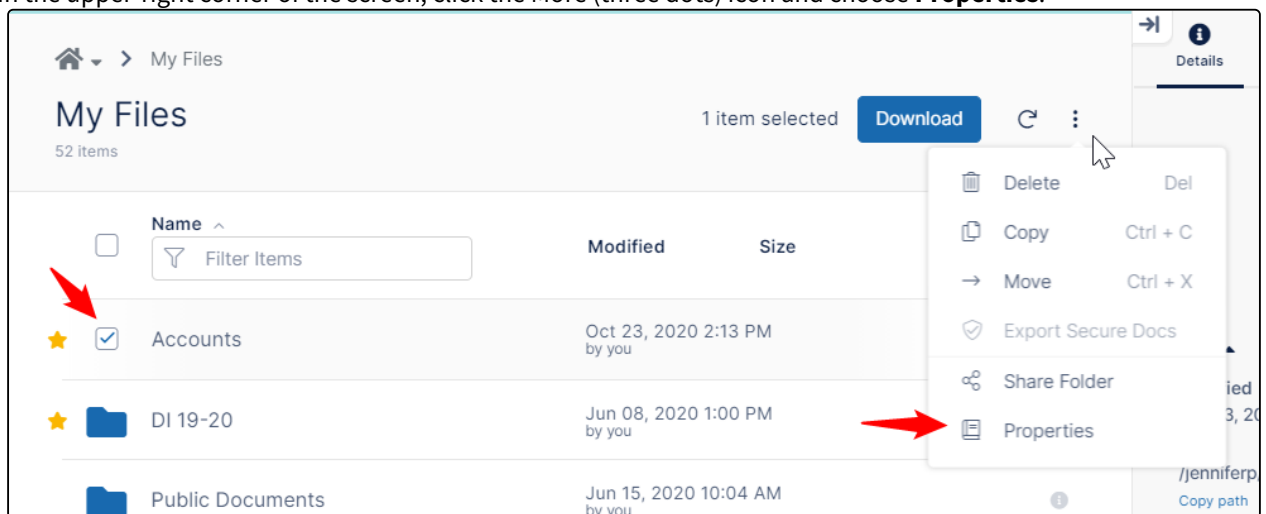
1. Open the **Deleted Files** folder.

2. Above the list of files, click **Clear Deleted Files**.



**To permanently delete files from a folder from the folder's properties:**

1. Navigate to the folder
2. Check the folder.
3. In the upper-right corner of the screen, click the More (three dots) icon and choose **Properties**.



The **User Home Properties** dialog box opens:

| User Home Properties       |                                                     |                                     |              |         |
|----------------------------|-----------------------------------------------------|-------------------------------------|--------------|---------|
| Entry                      | File Size                                           | File Count                          | Folder Count | Actions |
| Live                       | 674.85 MB Files<br>422 KB Thumbs<br>675.26 MB Total | 500 Files<br>77 Thumbs<br>577 Total | 32           |         |
| Previous Versions          | 36.8 MB                                             | 59                                  | -            | ×       |
| Partial Incomplete Uploads | 0 B                                                 | 0                                   | -            |         |
| Deleted Files              | 3.5 MB                                              | 9                                   | 4            | 👁 ×     |
| Total                      | 715.51 MB                                           | 643                                 | 36           |         |
|                            |                                                     |                                     |              | Close   |

4. Click **x** in the row for **Deleted Files** to permanently delete the files deleted from the folder.

You can also perform the following operations in the **Deleted Files** folder.

- [Remove All Old File Versions](#)
- [Clear Incomplete Files](#)

## Advanced File and Folder Operations

- [Set Permissions on Folders in the User Dashboard](#)
- [Viewing Files by List or Grid](#)
- [Playing Audio](#)
- [View Previous Versions Of Files](#)
- [File Locking](#)
- [File and Folder Comments](#)
- [Freeing up space](#)
- [Creating a Direct Link](#)
- [Adding Metadata](#)
- [DRM for exporting secure documents](#)
- [Work with Email Files](#)
- [User Groups](#)
- [File Approval](#)
- [eSignature Requests](#)

## Set Permissions on Folders in the User Dashboard

- Your admin must give you the ability to set folder-level permissions. (If you are an admin, see [Enabling Users to Set Folder-Level Permissions](#).)
- Folder-level permissions can be used to set more detailed permissions on folder shares.
- They do not give a user or group any permissions until the folder is shared with them.
- They can only be set on the folders in **My Files** (your private store) .
- They are useful if you share a folder with a group and then want to add more restrictions for specific users.
- If you have the ability to set folder permissions, when you select a folder and click the **Security** tab in the right panel, a **Manage Security** button appears at the bottom.

### Example 1:

An example of share permissions versus folder-level permissions:

You share a folder of account records with a group that contains two account managers and an account holder. You give the group all permissions in the share.

- You want the account managers to be able to make any changes to the folder, but you only want the account holder to be able to read and download its contents, so you add folder-level permissions and only give the account holder read and download permissions.
- The managers can continue to perform all actions on the contents of the folder.

### Example 2:

An example of share permissions combined with folder-level permissions that would not work:

You share the same folder of account records from Example 1 with the same group that contains two account managers and an account holder. You give the group read and download permissions in the share.

- You want the account managers to be able to make any changes to the folder, so, mistakenly, you add folder-level permissions give the account managers all permissions.
- The managers can still only perform read and download actions on the contents of the folders. The most restrictive permissions from the share permissions and the folder-level permissions take precedence.

## What Are Inherited Permissions?

When a folder contains more folders inside it, the top folder is the parent and the subfolders are children.

When you are applying folder-level permissions, if you leave the **Inherit Folder-Level Security** option checked, a parent's permissions are applied to its subfolders.

In general, a subfolder can be in one of the following states:

- The child, or subfolder has all of the same permissions as its parent folder
- The child, or subfolder has all of the same permissions as its parent folder, plus additional permissions
- The child, or subfolder has all of the same permissions as its parent, and no additional permissions
- The child, or subfolder's permissions are not connected in any way to the parent folder and the subfolder retains a separate set of permissions

**When setting folder-level permissions in FileCloud, you have the following options:**

| Option                      | Description                                                                                                               |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------|
| ✔ Inherit Permissions       | Permissions set in this folder are initially exactly the same as the top level folder's permissions                       |
| ✘ Don't Inherit Permissions | Permissions set in this folder don't inherit from any top level folder's permissions and are specific to only this folder |

**Note:** Permissions cannot be inherited from top-level Team Folders.

### Security Permission Options

When you set folder-level permissions, you can select one or more of the following options:

| Read                                                                                            | Write                                                                                                                                                | Delete          | Share          | Manage                                   |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------|------------------------------------------|
| <ul style="list-style-type: none"> <li>Allows downloading</li> <li>Allows previewing</li> </ul> | <ul style="list-style-type: none"> <li>Allows uploading and modifying</li> <li>Allows creating files and folders</li> <li>Allows renaming</li> </ul> | Allows deleting | Allows sharing | Allows managing folder-level permissions |

### Permission Dependencies

If a permission can only be enabled if a second permission is enabled also, when you check the first permission, the second is automatically enabled.

Likewise, when you disable the second permission, the first is also disabled.

For example, **write** permission can only be enabled if **read** permission is enabled also, so if you enable **write** permission, **read** permission is automatically enabled. But if you disable **read** permission, **write** permission is also disabled.

The following table shows which permissions require others to be enabled.

| Permission | Other permissions that must be enabled |
|------------|----------------------------------------|
| Read       | none                                   |
| Write      | Read                                   |
| Share      | Read, Write, Delete                    |
| Delete     | none                                   |



| Permission | Other permissions that must be enabled |
|------------|----------------------------------------|
| Manage     | Read, Write, Share, Delete             |

### Setting folder-level permissions:

To show you how to set up folder-level permissions and how they work with share permissions, we will use the example of a **Customers** Folder that you have shared with the **Marketing** group and given all permissions:

Share link for folder Customers

Share Link

[Modify Link](#)

Shared Folder

/Jennifer/Customers

Share Options

Share History

Share Name:

Customers [Change](#)

Expires:

Never Expires [Change](#)

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link
 ☐ Allow anyone with link and a password
 ☒ Allow selected users or groups

This share is private. Only certain users/groups are allowed

Users

Groups (1)

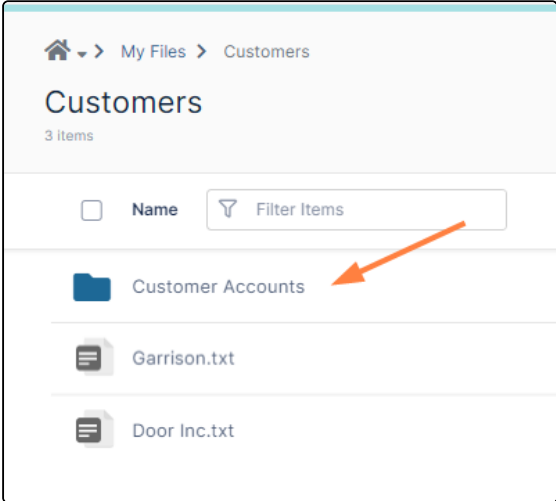
Add Group

| Group     | View                                | Download                            | Upload                              | Share                               | Sync                                | Delete                              | Manage                   |                                |
|-----------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------------|
| Marketing | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="text" value="x"/> |

Remove Share

OK

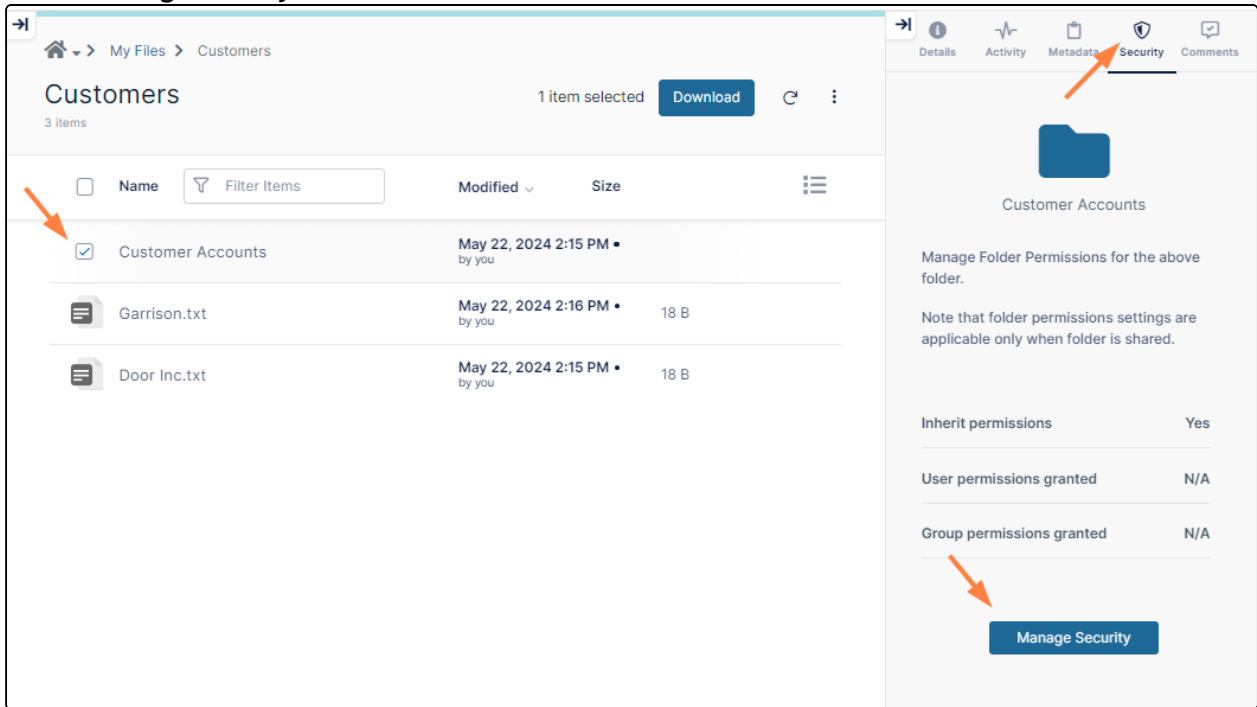
The **Customers** folder has a **Customer Accounts** subfolder with financial information.



You only want to give the user **Aliya** in the **Marketing** group **Read, Write, and Share** access to the **Customer Accounts** subfolder. You use folder-level permissions to remove the Marketing group's access and to set up her access. **You can do this because when a user or group has both share and folder-level permissions to a folder, the more restrictive permissions apply.**

**To set up the folder-level permissions:**

1. In the User Portal, in **My Files**, open the **Customer** folder and check the **Customer Accounts** folder.
2. In the right panel, click the **Security** tab.
3. Click the **Manage Security** button.



The **Manage Folder Level Security** dialog box opens. Notice that **Inherit Folder Level Security** is checked by default. This indicates that users and groups that have permissions in the **Customer Accounts** folder's parent folder will have the same permissions in the **Customer**

**Accounts** folder.

Manage Folder Level Security

Folder: /jennifer/Customers/Customer Accounts

Security

Check Access

Permissions

☒ Inherit Folder Level Security

Users

Groups

Add User

Users

Read

Write

Share

Delete

Manage

No entries

Inherited Permissions

Users

Groups

OK

If you scroll down you can see the inherited permissions. In our example, there are none, but if there were

inherited permissions you could uncheck **Inherit Folder Level Security** to have them not apply.

**Manage Folder Level Security**

Folder: /jennifer/Customers/Customer Accounts

**Security** Check Access

**Users** Groups **Add User**

| Users      | Read | Write | Share | Delete | Manage |
|------------|------|-------|-------|--------|--------|
| No entries |      |       |       |        |        |

**Inherited Permissions**

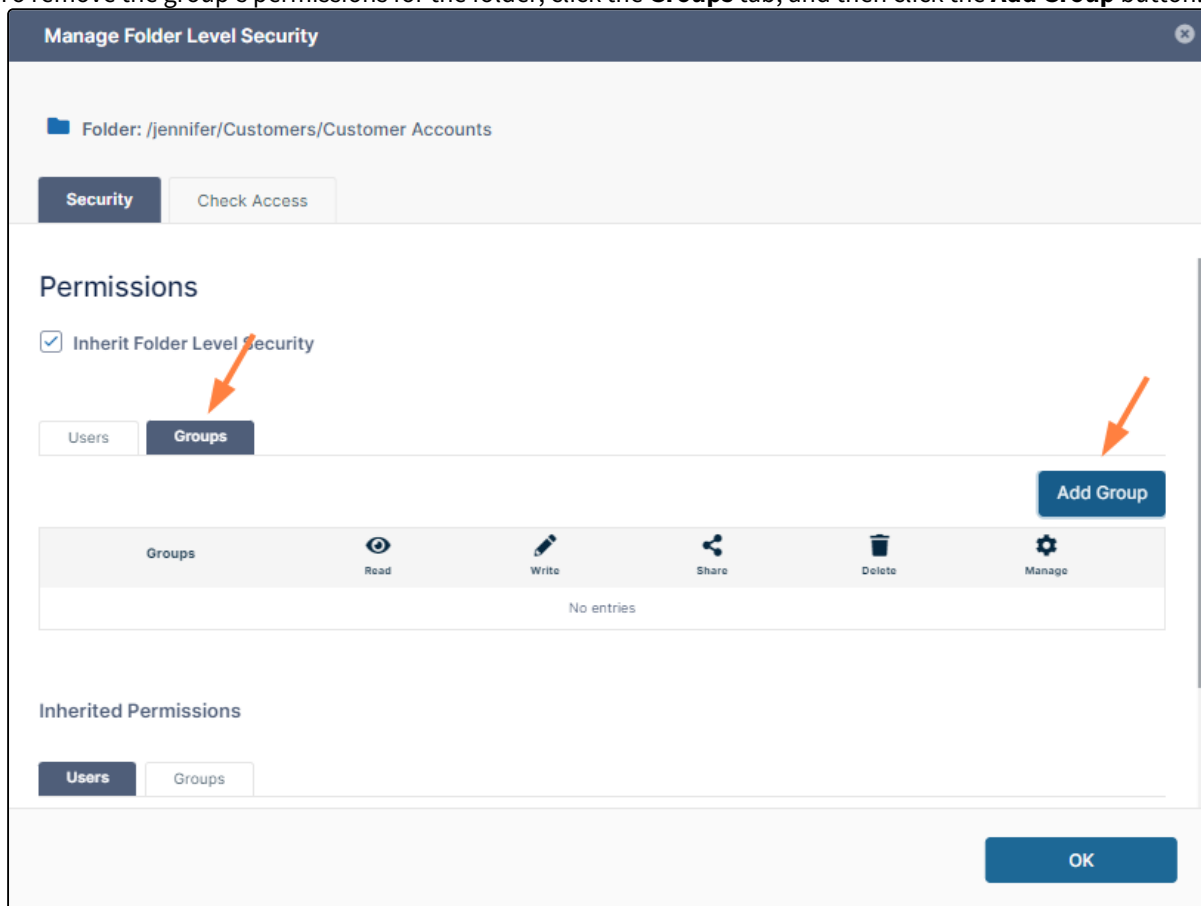
**Users** Groups

| Users      | Read | Write | Share | Delete | Manage |
|------------|------|-------|-------|--------|--------|
| No entries |      |       |       |        |        |

**OK**

- i** You can override inherited permissions by re-adding the user or group for the subfolder and assigning new permissions.

4. To remove the group's permissions for the folder, click the **Groups** tab, and then click the **Add Group** button.



The **Add Group** dialog box opens.

5. Select **Marketing** and click **Add**.

Add Group

Filter Groups by Name

EVERYONE

Human Resources

Marketing

Add

Cancel

The **Marketing** group is added. All permissions are checked.

Manage Folder Level Security

Folder: /jennifer/Customers/Customer Accounts

Security

Check Access

Permissions

☒ Inherit Folder Level Security

Users

Groups

Add Group

| Groups    | Read                                | Write                               | Share                               | Delete                              | Manage                              |   |
|-----------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---|
| Marketing | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | × |

Inherited Permissions

OK

6. To remove the group's permissions to the **Customer Accounts** folder, uncheck all of the permissions.

**Manage Folder Level Security**

Folder: /jennifer/Customers/Customer Accounts

**Security** Check Access

**Permissions**

☒ Inherit Folder Level Security

Users **Groups**

Add Group

| Groups    | Read                     | Write                    | Share                    | Delete                   | Manage                   |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Marketing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Inherited Permissions

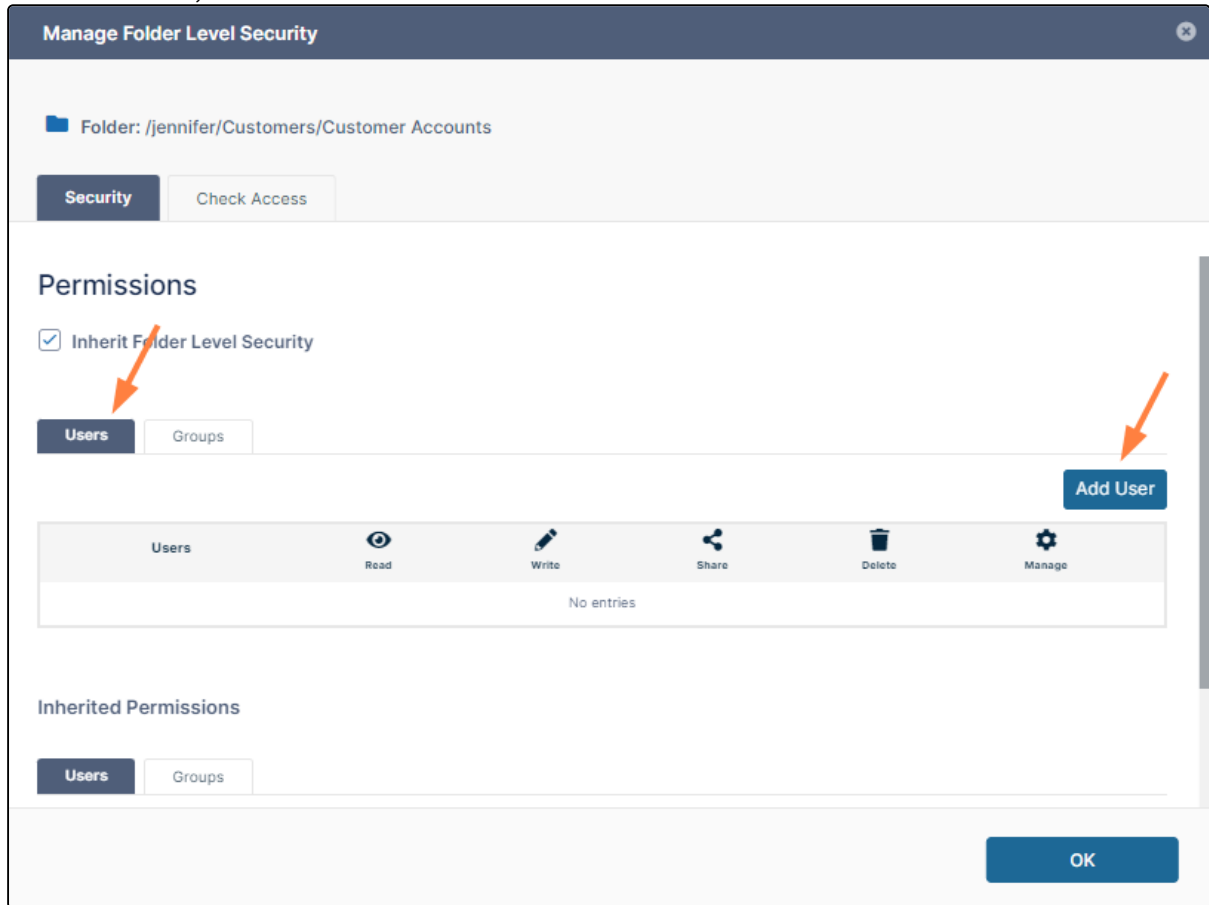
OK

Now that you have removed the **Marketing** group's permissions to the subfolder, you want to add back permissions for **Aliya**.

**You can do this because when both a group and a user in the group have folder-level permissions to a folder, the user's permissions take precedence.**



7. Click the **User** tab, and click **Add User**.



8. Enter Aliya's email address or account name in the search box, and click **Add**.

Add User Permission

Add email address or account

aliy

**aliya@example.com**  
Aliya (aliya)

Add

No user invited.

Add Users

Aliya is added to the **Users** list. By default she is given all access to the folder.

Manage Folder Level Security

Folder: /jennifer/Customers/Customer Accounts

Security

Check Access

Permissions

☒ Inherit Folder Level Security

Users

Groups

Add User

| Users             | Read                                | Write                               | Share                               | Delete                              | Manage                              |  |
|-------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--|
| aliya@example.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |  |

Inherited Permissions

OK

9. Since you only want to give Aliya read, write, and share permissions to the **Customer Accounts** folder, uncheck **Delete** and **Manage**.

Manage Folder Level Security

Folder: /jennifer/Customers/Customer Accounts

Security

Check Access

Permissions

☒ Inherit Folder Level Security

Users

Groups

Add User

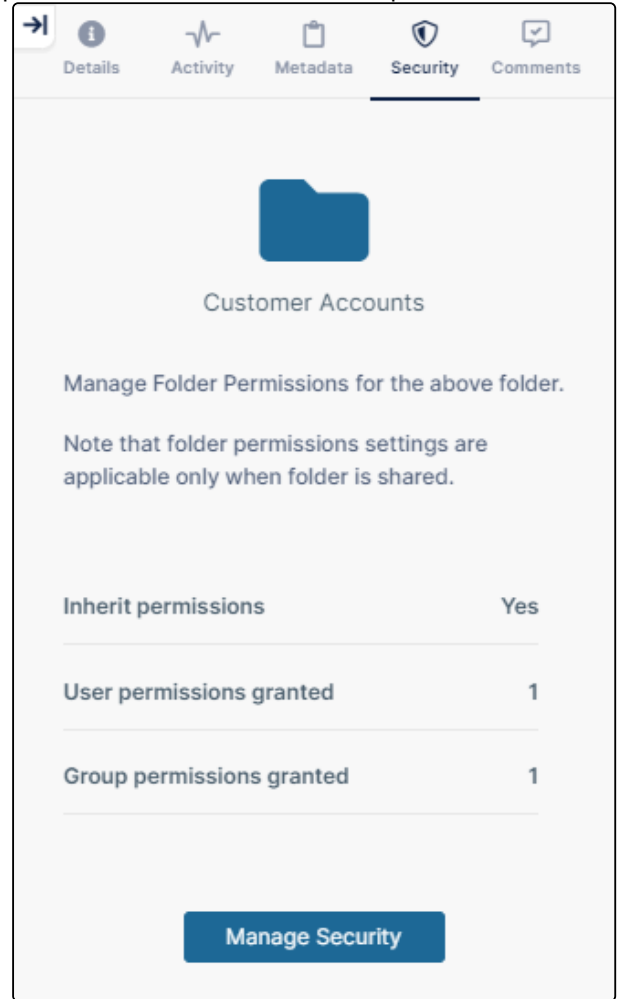
| Users             | Read                                | Write                               | Share                               | Delete                   | Manage                   |   |
|-------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|---|
| aliya@example.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | × |

Inherited Permissions

OK

10. Click **OK**.  
The **Security** tab in the right panel keeps a tally of the number of users and groups you have given folder-level

permissions to and whether or not permissions are inherited:

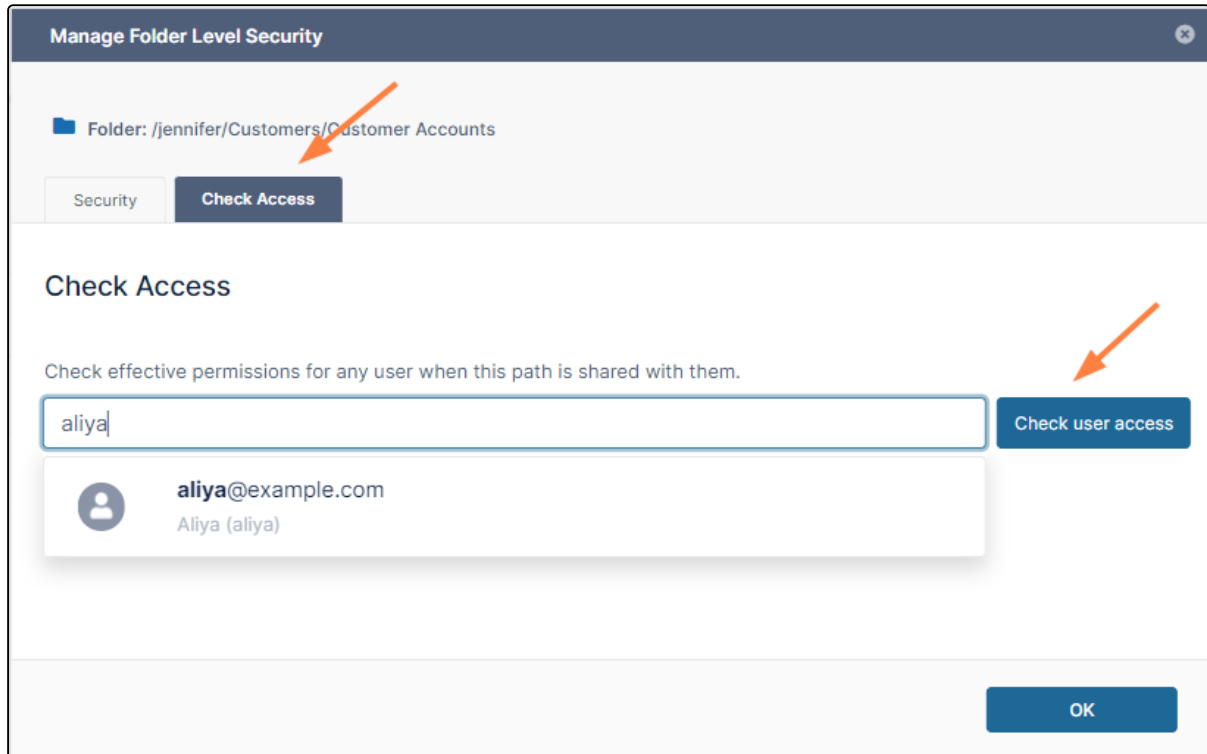


### Check Existing Folder-Level Permissions

It is possible to check the combined permissions a user has for a folder. Share permissions the user is given to the folder are considered in this calculation, because folder-permissions work together with share permissions (and the more restrictive applies). In addition, this enables you to work out a user's permissions if they are in one or more groups that have folder-level permission to the folder.

To check existing folder permissions:

1. Select the folder and click the **Security** tab in the right-panel, then click the **Manage Security** button. The **Manage Folder Level Security** dialog box opens with the **Security** tab selected.
2. Click the **Check Access** tab.
3. Enter the email of the user whose access you want to check.  
Here, we'll check the access of the user and folder in the example above.

4. Click **Check user access**.

The dialog box lists the user's permissions. The example below shows permissions for the user Aliya, who is in the Marketing group.

- The **Folder Permissions** row shows that has read, write, and share folder-level permissions. Although her group, Marketing, has no folder-level permissions to the folder, she has been given read, write, and share permissions individually, and those permissions supersede her group permissions.
- In the share of the folder, Aliya was given read, write, share, and delete permissions, which is shown in the **Share permissions** row.
- Since the more restrictive of folder-level or share permissions apply, the **Effective permissions** row shows that ultimately, she does not have delete permission because she does not have it at the folder-level.

Manage Folder Level Security

Folder: /jennifer/Customers/Customer Accounts

Security

Check Access

Check Access

Check effective permissions for any user when this path is shared with them.

Check user access

| Permissions type      | Read | Write | Share | Delete | Manage |
|-----------------------|------|-------|-------|--------|--------|
| Folder permissions    | ✓    | ✓     | ✓     | ✗      | ✗      |
| Share permissions     | ✓    | ✓     | ✓     | ✓      | ✗      |
| Effective permissions | ✓    | ✓     | ✓     | ✗      | ✗      |

OK

Now let's look at the effective permissions for Jared, another user in the **Marketing** group, Jared.

- Unlike Aliya, Jared does not have individual folder-level permissions to the **Customer Accounts** folder, so the permissions in his group, **Marketing**, apply, and the **Folder permissions** row shows that he has no permissions for accessing the folder.
- On the share of the folder, his group is given read, write, share, and delete permissions, so the **Share permissions** row shows those permissions.
- The combined permissions, which appear in the **Effective permissions** row, show that Jared has no access to the folder, because when there are both folder-level and share permissions, the most restrictive

apply.

Manage Folder Level Security

Folder: /jennifer/Customers/Customer Accounts

Security

Check Access

Check Access

Check effective permissions for any user when this path is shared with them.

jaredtaylor978

Check user access

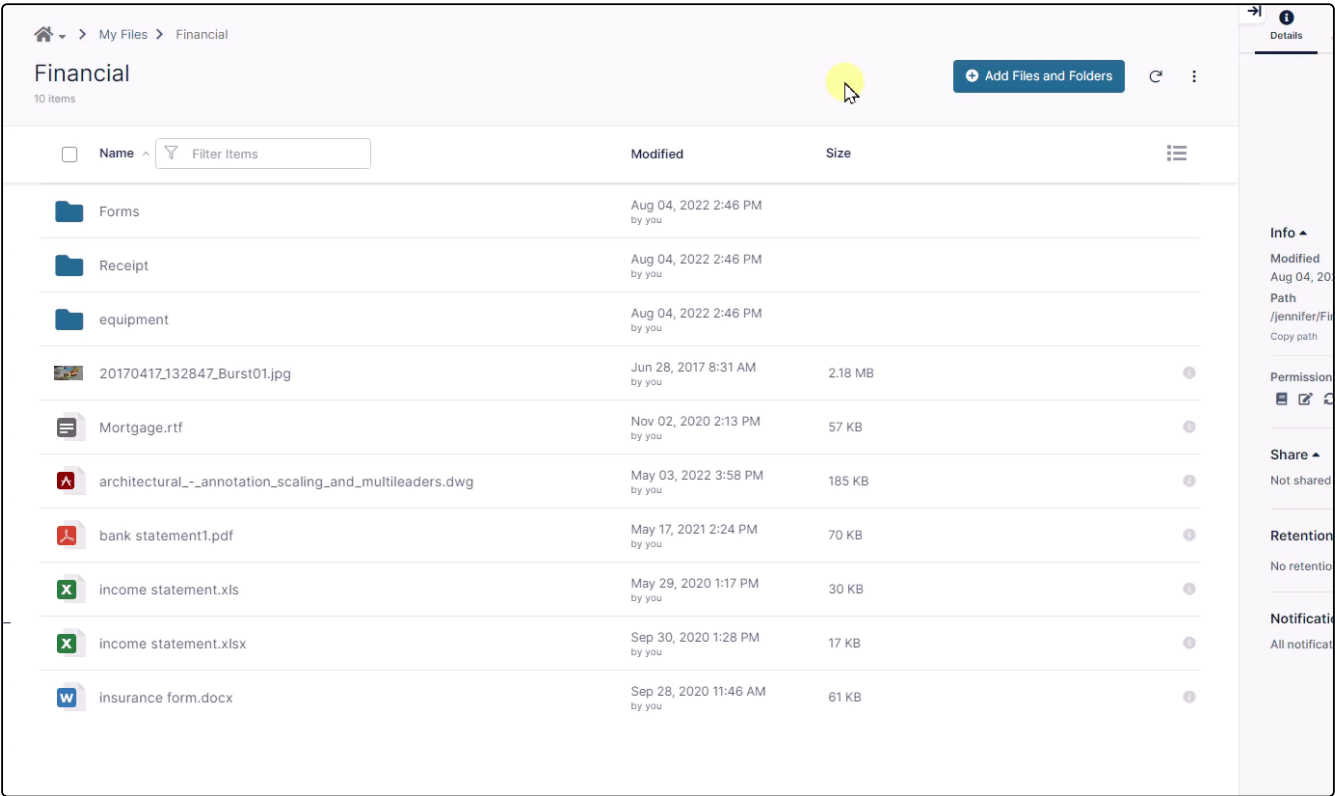
| Permissions type      | Read | Write | Share | Delete | Manage |
|-----------------------|------|-------|-------|--------|--------|
| Folder permissions    | ×    | ×     | ×     | ×      | ×      |
| Share permissions     | ✓    | ✓     | ✓     | ✓      | ×      |
| Effective permissions | ×    | ×     | ×     | ×      | ×      |

OK

## Viewing Files by List or Grid

You can switch between list, small grid, medium grid, and large grid views by clicking on the List/Grid icon in the upper-right corner of the list.





# View Previous Versions Of Files

## Introduction

FileCloud can automatically maintain multiple versions of a file. The number of versions stored is configurable by the system administrator. By default up to 4 versions, including the current version, are kept.

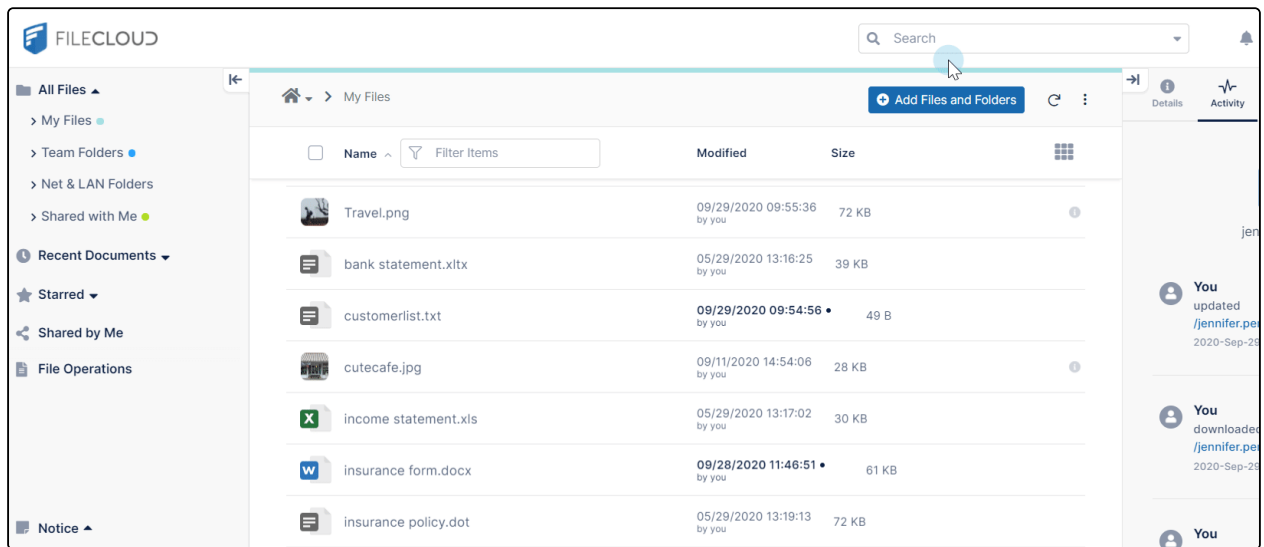
If any older version of a file is available, it can be accessed using the context menu. When sharing a folder or file, if the share has write permission set, then the previous versions of files are also available.

**!** Beginning in FileCloud Version 21.3, file [metadata](#) is versioned along with the file, so that when you restore a previous version, you restore the metadata associated with that previous version. In files versioned prior to 21.3, only the most recent metadata was maintained, so that if you restore a previous version, the metadata shows the values entered most recently.

## Access Previous Versions

### To access the previous versions of a file:

1. In the user portal, navigate to the file.
2. Hover over the file and click the **More** (three dot) icon, and choose **Previous Versions**.  
A **Previous Version** dialog box opens. It lists previous versions that you can download, delete, or promote as the current version.

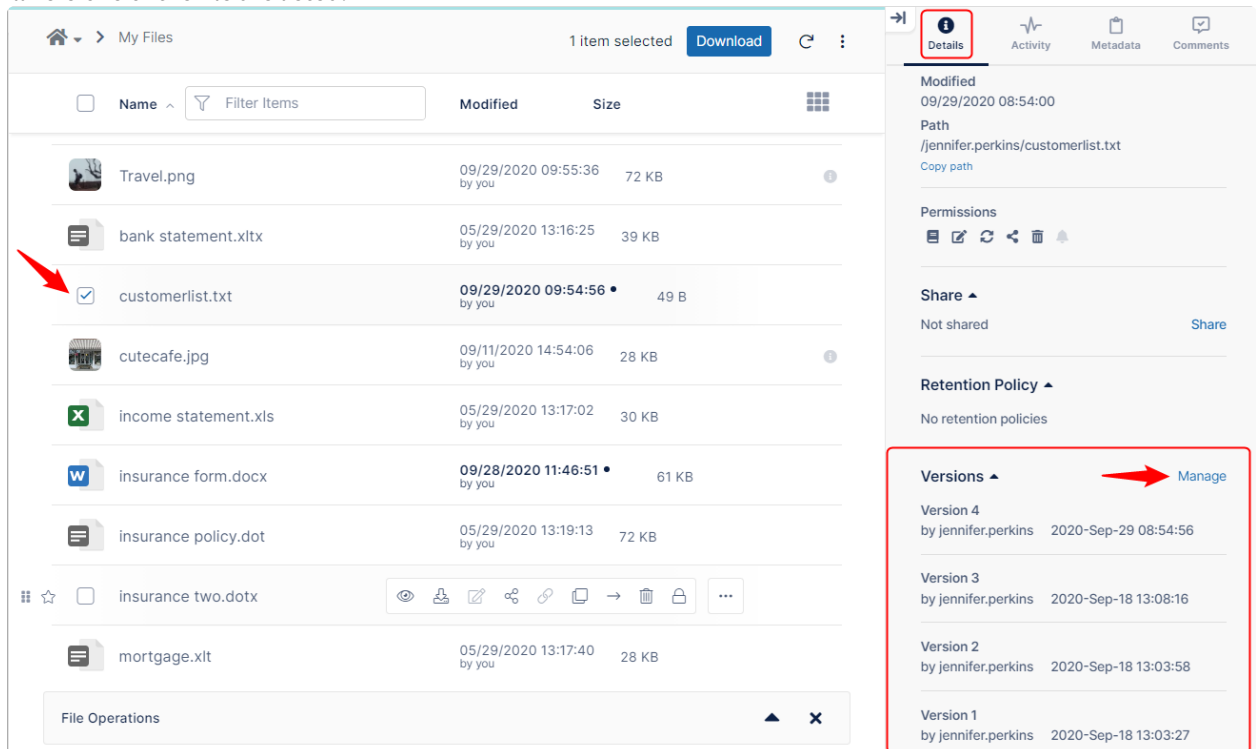


Beginning with FileCloud version 20.2, you can access previous versions of a file from the Details tab.

**To access the previous version of a file from the Details tab:**

1. Select the file.
2. In the right panel, click the **Details** tab.
3. At the bottom of the **Details** tab, expand **Versions**.

All versions of the file are listed.



4. Click **Manage** to open the **Previous Versions** dialog box.

### Download Previous Versions

**i** Beginning in FileCloud version 20.2, you are able to download all versions of a file at the same time.

In the **Previous Versions** dialog box, click the **Download** icon to the right of a version to download it, or click the **Download All Versions** button to download all versions listed.

Previous Versions

| Details                                                                | Size | Versioned On         | Who              | Actions                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------|------|----------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Version 4</b> (Current Version)<br>Created on: 2020-Sep-29 08:54:56 | 49 B | -                    | jennifer.perkins | -                                                                                                                                                                                                                                                           |
| <b>Version 3</b><br>Created on: 2020-Sep-18 13:08:16                   | 37 B | 2020-Sep-29 08:54:56 | jennifer.perkins |    |
| <b>Version 2</b><br>Created on: 2020-Sep-18 13:03:58                   | 49 B | 2020-Sep-18 13:08:16 | jennifer.perkins |    |
| <b>Version 1</b><br>Created on: 2020-Sep-18 13:03:27                   | 20 B | 2020-Sep-18 13:03:58 | jennifer.perkins |    |

Download All Versions

### Make Previous Version Live

In the **Previous Versions** dialog box, click the **Make live** (lightning) icon next to a version to make it the live version.

Previous Versions

| Details                                                                | Size | Versioned On         | Who              | Actions                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------|------|----------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Version 4</b> (Current Version)<br>Created on: 2020-Sep-29 08:54:56 | 49 B | -                    | jennifer.perkins | -                                                                                                                                                                                                                                                           |
| <b>Version 3</b><br>Created on: 2020-Sep-18 13:08:16                   | 37 B | 2020-Sep-29 08:54:56 | jennifer.perkins |    |
| <b>Version 2</b><br>Created on: 2020-Sep-18 13:03:58                   | 49 B | 2020-Sep-18 13:08:16 | jennifer.perkins |    |
| <b>Version 1</b><br>Created on: 2020-Sep-18 13:03:27                   | 20 B | 2020-Sep-18 13:03:58 | jennifer.perkins |    |

Download All Versions

Beginning with FileCloud version 20.2, the following confirmation box appears:

Selected version will be made live.  
Note that the current version will  
be versioned or removed  
depending upon settings.  
Continue?

Ok

Cancel

Beginning with version 20.2, the current version becomes the version prior to the current one.

 In versions of FileCloud prior to 20.2, current versions are always removed when another version is restored. Beginning with Version 20.2, by default, the current version is saved when another version is restored.

### Delete Previous Versions

In the **Previous Versions** dialog box, click the **Delete** icon to the right of a version to delete it.

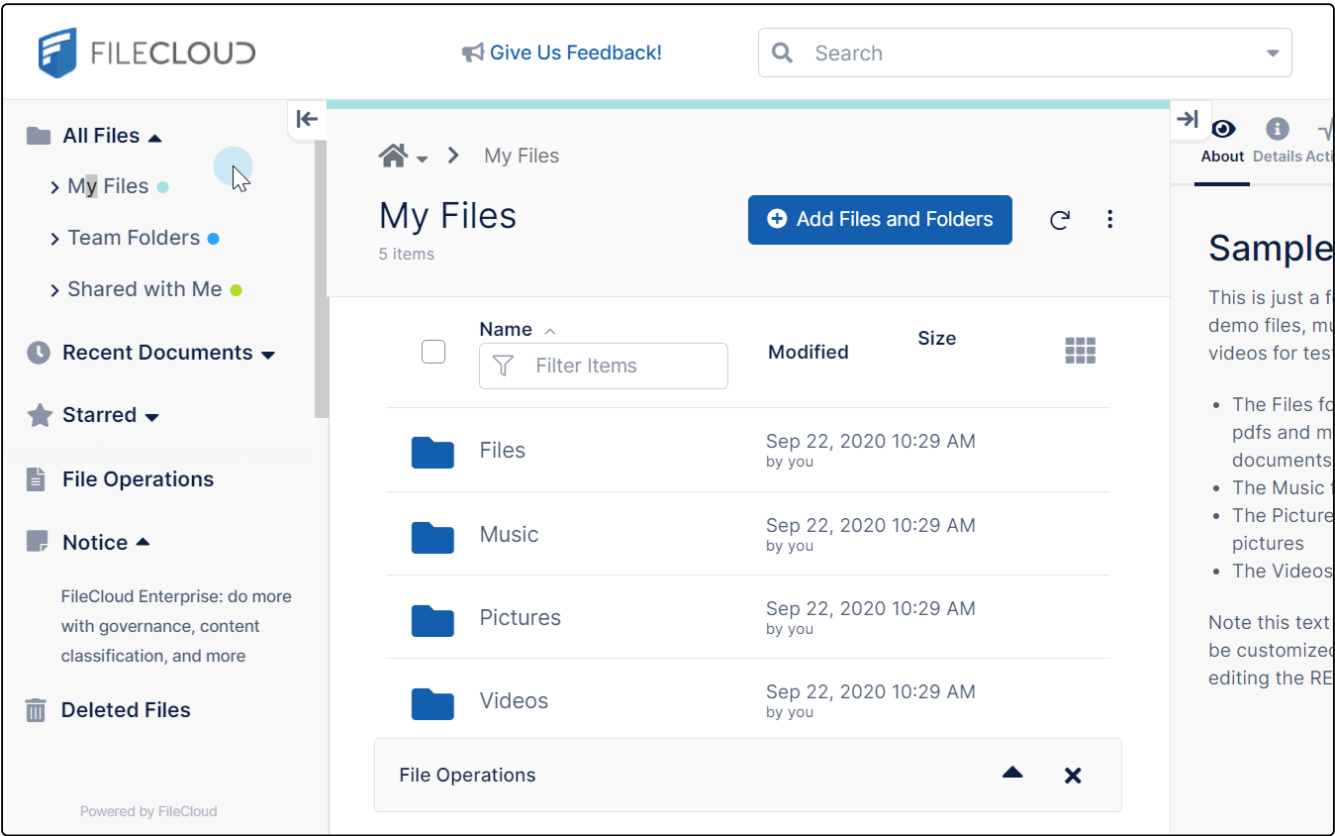
Previous Versions

| Details                                                                | Size | Versioned On         | Who              | Actions                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------|------|----------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Version 4</b> (Current Version)<br>Created on: 2020-Sep-29 08:54:56 | 49 B | -                    | jennifer.perkins | -                                                                                                                                                                                                                                                           |
| <b>Version 3</b><br>Created on: 2020-Sep-18 13:08:16                   | 37 B | 2020-Sep-29 08:54:56 | jennifer.perkins |    |
| <b>Version 2</b><br>Created on: 2020-Sep-18 13:03:58                   | 49 B | 2020-Sep-18 13:08:16 | jennifer.perkins |    |
| <b>Version 1</b><br>Created on: 2020-Sep-18 13:03:27                   | 20 B | 2020-Sep-18 13:03:58 | jennifer.perkins |    |

Download All Versions

### Delete all Previous Versions in all Files

You can delete all previous versions of all files by opening the **Deleted Files** folder and selecting the option to remove all old versions (only applicable for My Files).



**Note for admins:** To view and restore previous versions of files in Team Folders, see View and Restore Previous Versions in Team Folders.

## File Locking

**Warning:** Locking controls access to files and folders via FileCloud only. For example, locking a file in a network folder in FileCloud does not lock the file in the filesystem and prevent access to that file in the LAN.

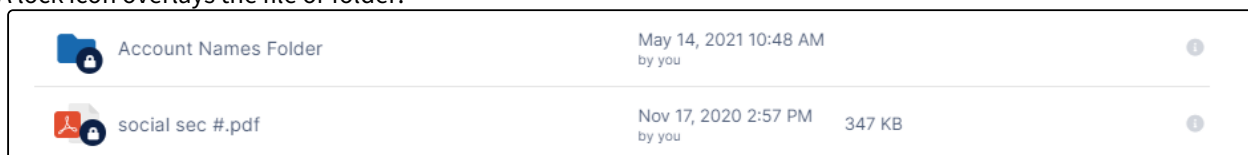
### Locking Overview

Locking is available for both files and folders. It indicates that you are actively editing that file or folder and don't want others to edit it as well.

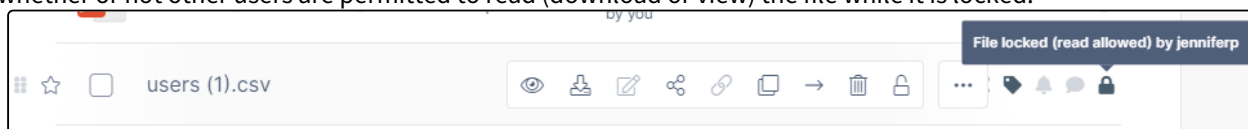
**Warning:** Locking must be enabled by the Administrator before the user has the option to lock a file or folder.

When a file or folder is locked:

- A lock icon overlays the file or folder:



- When you hover over the file listing, the lock symbol at the end of the row appears bolded.
- The owner of the lock has full access to that file or folder and can modify it.
- Admins can always override a lock using the admin panel.
- A lock can be set up to prevent the locked file from being read. In that case other users cannot download or view the locked file or folder.
- Hover over the lock symbol at the end of the row for the locked file or folder to see the owner of the lock, and whether or not other users are permitted to read (download or view) the file while it is locked.



- All clients (Web Application, Cloud Drive, Cloud Sync, Mobile clients, WebDAV) are subject to the lock restrictions. Only the owner of the lock can access the locked files/folders using these clients.

The following table shows the behavior depending on the type of lock.

| Lock type          | Access by lock owner                                                  | Access by others                                                |
|--------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------|
| Read permitted     | Full access to the file is available. Share/Sync/Edit/Deletes allowed | Only read is allowed. No modification is allowed                |
| Read not permitted | Full access to the file is available. Share/Sync/Edit/Deletes allowed | No access is provided. All access using all clients is blocked. |

## Locking a File or Folder

To lock a file or folder,

1. Hover over the file or folder, and click the **Lock** icon.
2. Choose lock options.

The options available for locks are:

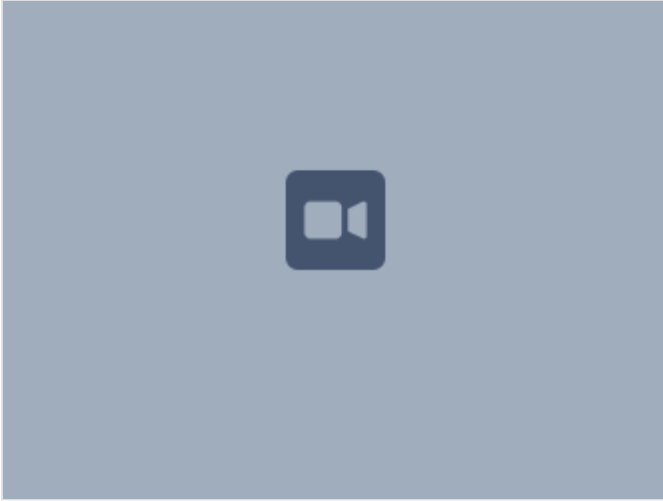
- **Prevent others from downloading this file while locked.**
- **Expires** (and expiration date and time) The file or folder is automatically unlocked on the expiration date and time.

3. Click **OK**.

An **Unlock** icon appears in place of the **Lock** icon.

In the information symbols, the lock symbol now appears enabled. If you hover over it, the owner of the lock is shown in the tooltip.

Play the following video to see the procedure for locking a file.



**i** If a folder is locked, no files in that folder or its subfolders can be locked by another user. Furthermore, folders in the parent folder tree cannot be locked by other users. For example, for a folder structure of A\_Folder/B\_Folder/C\_Folder/D\_Folder, if C\_Folder is locked by USER1, then A\_Folder, B\_Folder, and D\_Folder cannot be locked by USER2 until the lock on C\_Folder is released.

**!** To change a lock property (prevent read or change expiration date), the lock must be released, and the file or folder must be re-locked.

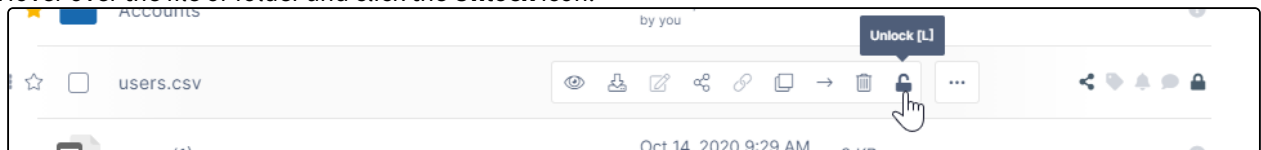
## Unlocking a file or folder

Once a file or folder is locked, it can be unlocked only by the owner of the lock or by an administrator.

To unlock as an administrator, see Managing User Locks.

To unlock as the lock owner,

- Hover over the file or folder and click the **Unlock** icon.



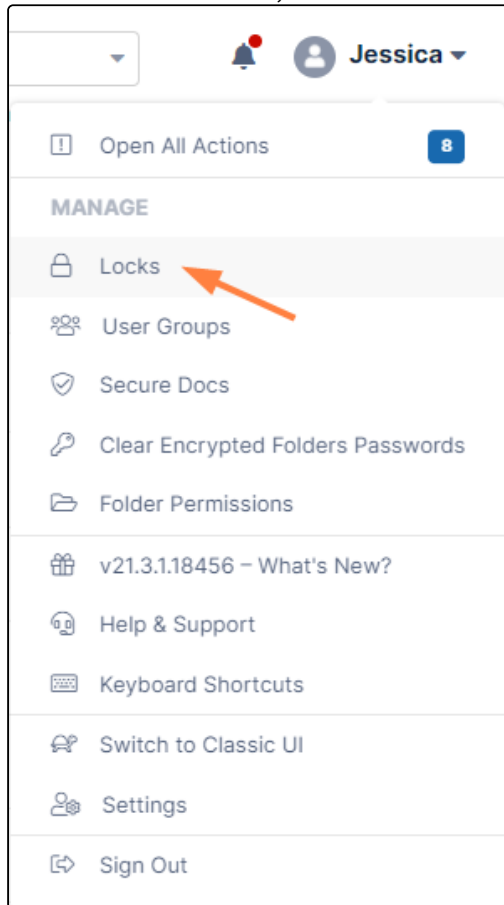
You can also unlock a file using the unlock option in the **Locked Files and Folder** list (see the next section).



## Viewing Locked Files and Folders

To view all of your files and folders that are currently locked:

- Click on the user account, and choose **Locks**.



A list of the files and folders that are currently locked by you opens. The list shows whether other users are permitted to read each locked file or folder and its expiration date if it has one. You can unlock a file from this window by hovering over the lock icon and clicking it.

| Locked Files and Folders                  |                |               |                                   |
|-------------------------------------------|----------------|---------------|-----------------------------------|
| Path                                      | Read Permitted | Expiration    | Unlock                            |
| <input type="text" value="Filter Items"/> |                |               |                                   |
| .../CustomerAccounts/MenuOutline.docx/    | Yes            | Never Expires |                                   |
| ...m/CustomerAccounts/accountnames.txt/   | No             | Mar 4, 2022   |                                   |
|                                           |                |               | <input type="button" value="OK"/> |

Type in a text string in **Filter Items** to filter the locks by path name or file name.

## File and Folder Comments

You can add notes about a file or folder in the **Comments** tab of the right panel. You can also read comments that other users have added to a share.

To add a comment:

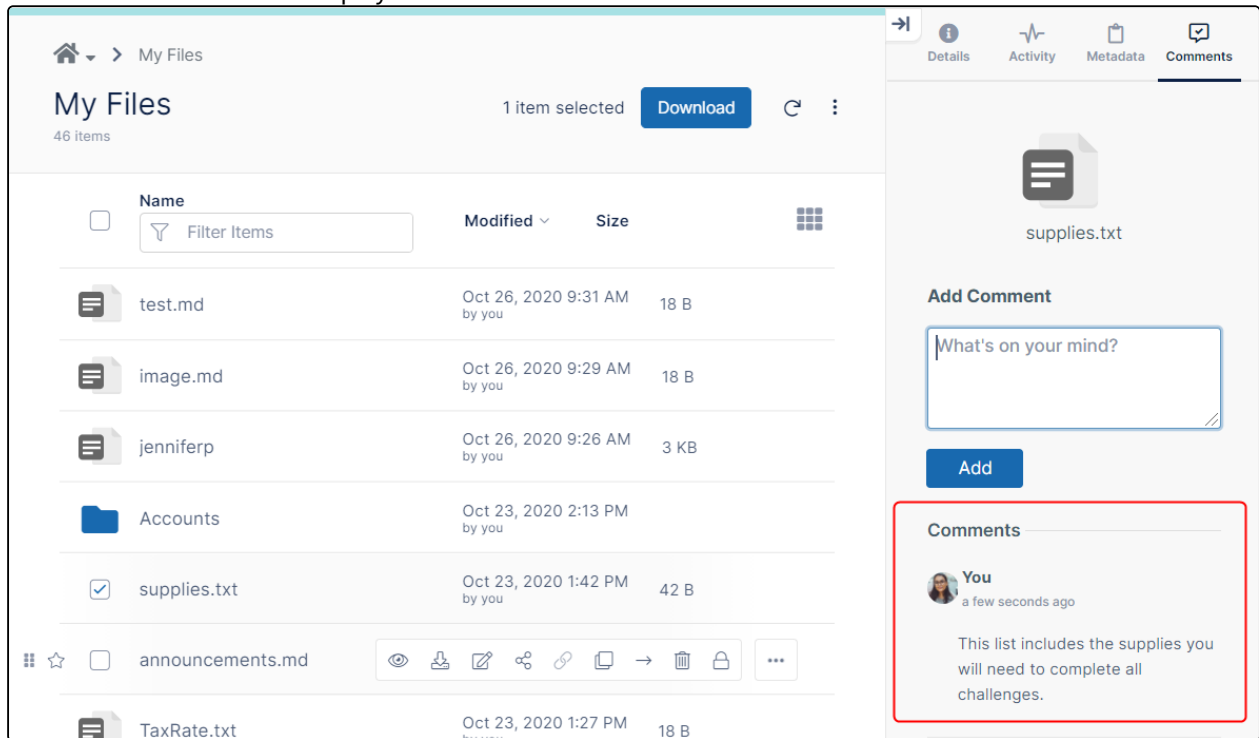
1. In the User Portal, check the box next to the file or folder.
2. In the right panel, select the **Comments** tab.
3. Enter your comment under **Add Comment**.

The screenshot displays the FileCloud web interface. On the left, the 'My Files' section shows a list of files and folders. The file 'supplies.txt' is selected, indicated by a checkmark in the first column. The right panel shows the 'Comments' tab for the selected file. The 'Add Comment' section contains a text input field with the text 'This list includes the supplies you will need to complete all challenges.' and a blue 'Add' button. A red arrow points to the 'Add' button. The 'Comments' section below is empty.

| Name                                             | Modified                    | Size |
|--------------------------------------------------|-----------------------------|------|
| test.md                                          | Oct 26, 2020 9:31 AM by you | 18 B |
| image.md                                         | Oct 26, 2020 9:29 AM by you | 18 B |
| jenniferp                                        | Oct 26, 2020 9:26 AM by you | 3 KB |
| Accounts                                         | Oct 23, 2020 2:13 PM by you |      |
| <input checked="" type="checkbox"/> supplies.txt | Oct 23, 2020 1:42 PM by you | 42 B |

4. Click **Add**.

Your comment is saved and displayed under **Comments**.



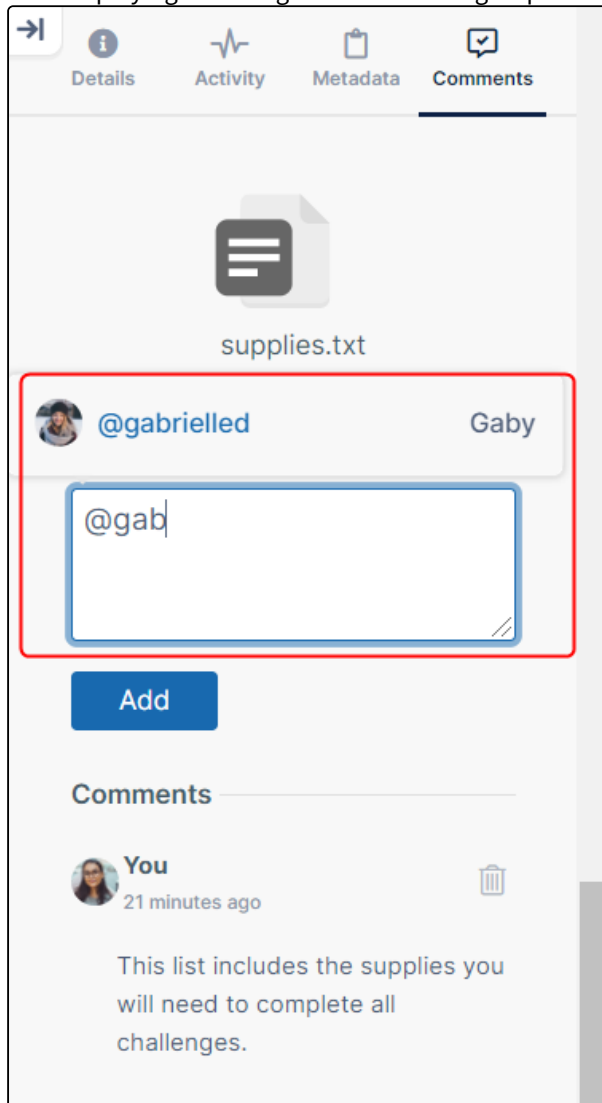
You can mention other FileCloud users or FileCloud groups in your comments by typing the @ symbol and then the name of the user or group. When a user or a group a user belongs to is tagged, the user receives an email as well as a notification on their dashboard in the User Portal telling them that they have been mentioned in a comment.

To tag a user or group in a comment:

1. Access the **Comment** tab for the file or folder using the procedure above, and type @ into the Comment box.

2. Begin to type the user or group name directly after @.

A box displaying matching user emails and group names appears above the Comment box.



3. Click the email of the user or group that you want to tag to insert their name into the comment.

4. Type the comment.

5. Click **Add**.

The user tagged or the users in the group tagged receive emails and notifications in FileCloud informing them about the comment.

## Freeing up space

During normal FileCloud usage, users may run out of space even if they don't have usable files that exceed the assigned user quota. There are several reasons this can occur.

- If storage of deleted files is enabled, the content of the Deleted Files folder may cause space used to exceed the quota.

- When users edit/modify/upload existing files, then new file versions are created. The number of versions that are retained may cause space used to exceed the quota. The number of versions retained depends on the administrator settings (default is 3).
- When files are uploaded into FileCloud, sometimes the upload is terminated. Some clients try to continue the upload from where it was terminated. Others, such as the browser, restart the upload. This can result in partially uploaded files being present and taking up available space.

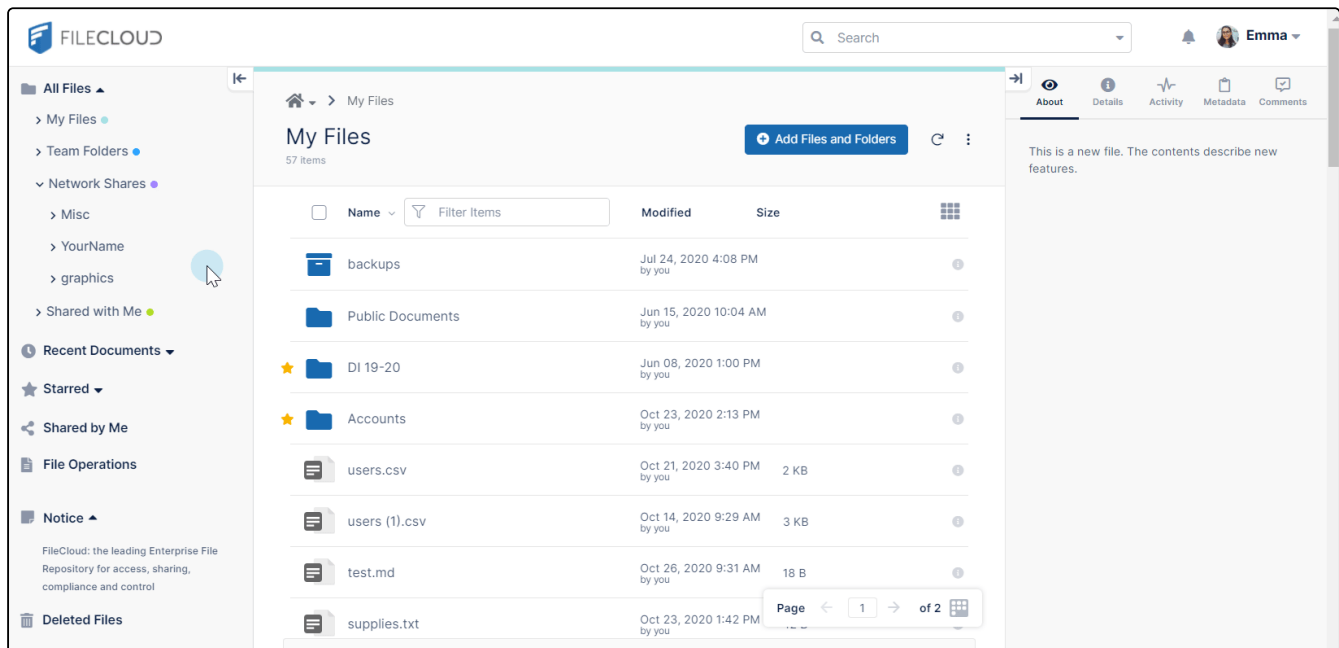
One way to free up space is to delete individual or multiple items from the **Deleted Files** folder. See the section **Permanently Delete Files** on the help page [Perform Actions on Deleted Items](#).

You can also perform the following operations from the **Deleted Files** folder to free up space:

- [Remove All Old File Versions](#)
- [Clear Incomplete Files](#)

## Remove All Old File Versions

You can remove previous versions of all files in your **My Files** folder from the **Deleted Files** folder. Go to the **Deleted Files** folder and click the **More** icon in the upper-right corner of the list. Choose **Remove All Old Versions**.



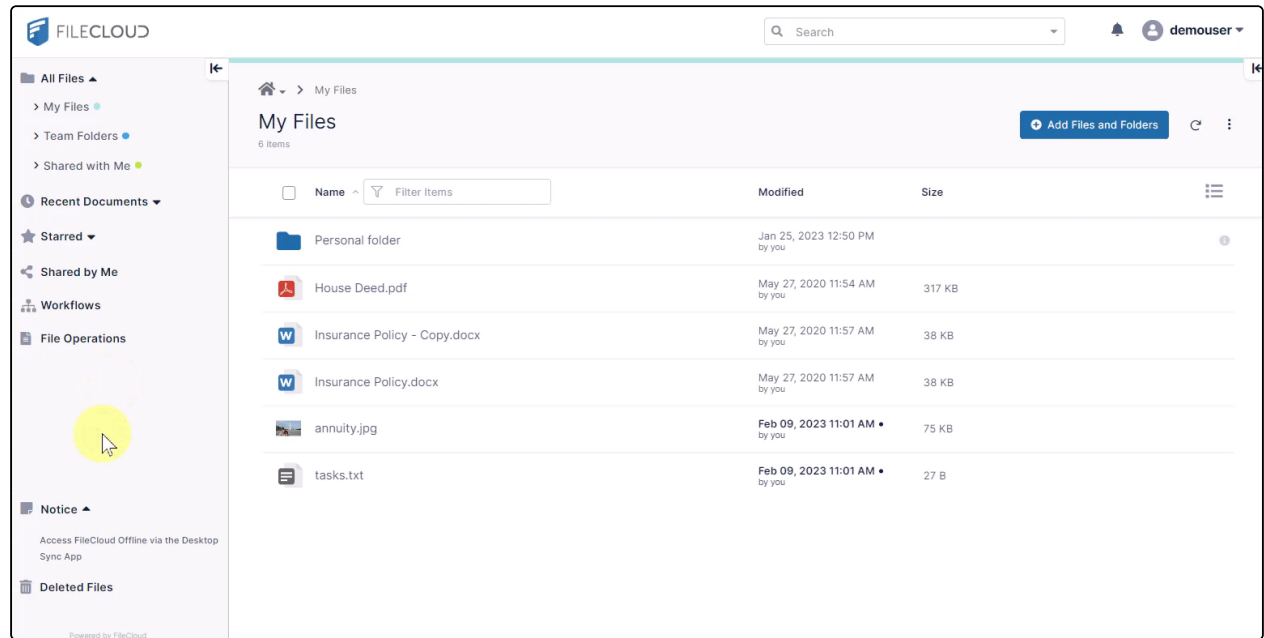
## Clear Incomplete Files

When you run out of cloud storage space, you may be able to free up space by removing partially uploaded files from storage. You can do this from the **Deleted Files** folder.

### To clear partially uploaded files:

1. Go to the **Deleted Files** folder and click the **More** icon in the upper-right corner of the list.
2. Choose **Clear Incomplete Files**.  
A Clear Incomplete Files dialog box opens.

- 3. If you want to clear partial uploads that were created less than 24 hours ago, check **Include in-transit**.
- 4. Click **Remove**.



## Creating a Direct Link

In the **Shared With Me** or **Team Folders** sections, you may create a link to a folder or a file to send to users in an existing share without creating a new share.

When users click the link, they are prompted to log in and then taken directly to the selected folder or file.

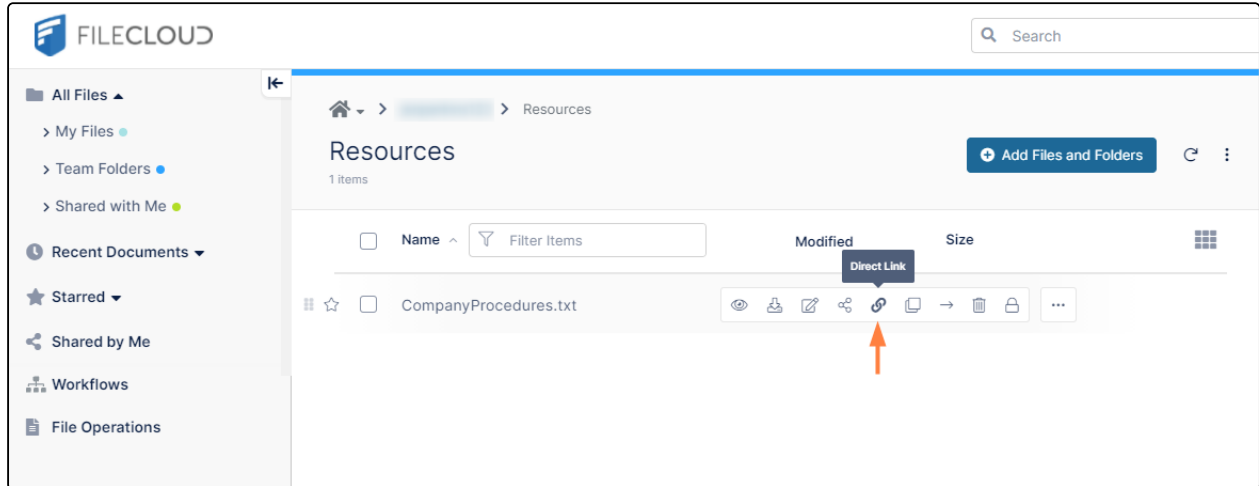
### Limitation

For Team Folders, direct links to files in sub-folders that are created by users who have access to the parent folder and sub-folder will not work for users who only have access to the sub-folder, because the links will include the parent folder path, which does not exist in the file structure of those users.

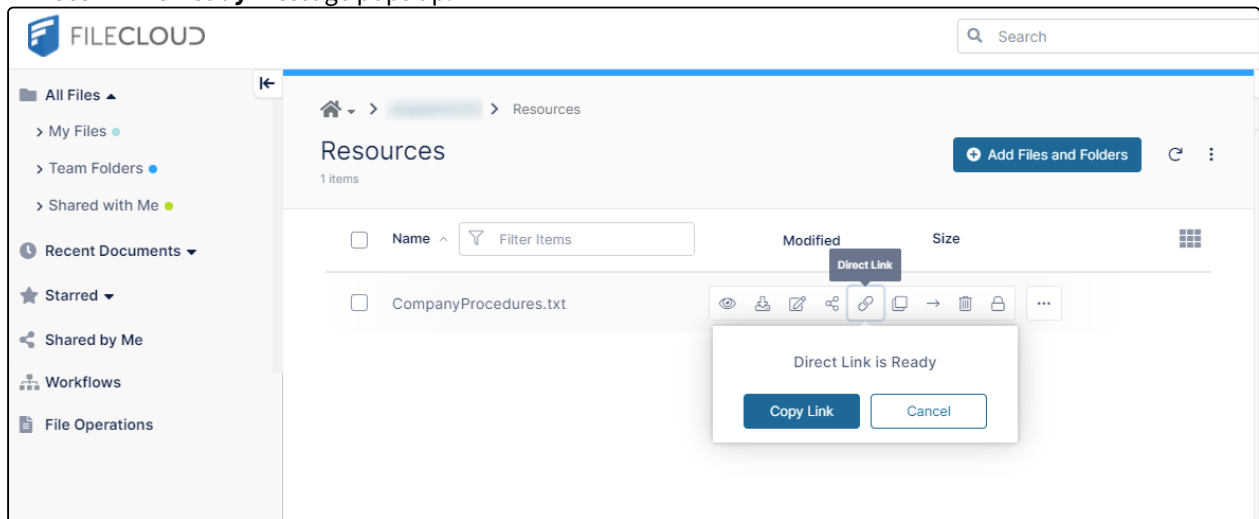
### To create a direct link:

- 1. Navigate to the file or folder in **Shared With Me** or **Team Folders**.

2. Hover over the file or folder and click the **Direct Link** icon.



A **Direct Link is Ready** message pops up.



3. Click **Copy Link**.

4. Paste the link into an email or a file, and send it to users.

## Adding Metadata

- i Color tag metadata is available beginning with FileCloud 20.3. See [Color Tag Metadata](#). Assigning metadata sets metadata attribute values to multiple files/folders is available beginning in FileCloud 21.3. Beginning in FileCloud Version 21.3, file metadata is versioned along with the file, so that when you restore a previous version, you restore the metadata associated with that previous version. In files versioned prior to 21.3, only the most recent metadata was maintained, so that if you restore a previous version, the metadata shows the values entered most recently.

You can provide additional information about files and folders available in FileCloud Server using **metadata**.

FileCloud metadata includes the following components:

1. **Attributes** - single pieces of information that a user specifies for a file or folder.
2. **Metadata set** - a group of related attributes with additional properties and settings. A container for attributes.

Metadata enables you to search for files with certain attribute values. For more information, see [Metadata Search](#).

## About metadata

### See a Description of Metadata Terms

Figure 1. Metadata Terms

| Metadata                                                                                                                                                             | Attribute                                                                                                                                | Metadata Set                                                                                                                                                                                                                                  | Tag                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Information about the file data.<br><br>Describes files and folders available in the system.                                                                         | A single piece of information that describes the file object.<br><br>In FileCloud, attributes are defined as a part of the metadata set. | A set of metadata attributes that might be logically grouped and can be added as a single entity to files or folders.                                                                                                                         | An attribute type that allows users to provide multiple keywords for a file or folder.                                                                                  |
| For example:<br><ul style="list-style-type: none"> <li>• Lives in the Human Resources Folder</li> <li>• Has a created date</li> <li>• Has a modified date</li> </ul> | For example:<br><ul style="list-style-type: none"> <li>• the candidate's photo in their resume</li> </ul>                                | For example, each resume file has a metadata set that includes the attributes:<br><ul style="list-style-type: none"> <li>• Photo</li> <li>• Name</li> <li>• Address</li> <li>• Experience</li> <li>• Education</li> <li>• Keywords</li> </ul> | For example:<br>HR wants to give a resume file the keywords:<br><ul style="list-style-type: none"> <li>• Candidate</li> <li>• New Hire</li> <li>• OnBoarding</li> </ul> |

### Understand When Metadata Sets and Attributes are Added to Files/Folders

In your system, certain metadata sets may automatically be added to folders and files when you create or upload them. Other metadata sets may be available for you to add to files and folders.

The following rules apply to all files and folders and their metadata when you perform an operation:

| Operation                       | Rule                                                                                                                    |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| a new file or folder is created | Any automatically applied metadata sets are added to it with all attribute values populated with default values defined |



| Operation                                           | Rule                                                                                                                                 |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| a new file or folder is uploaded                    | Any automatically applied metadata sets are added to it with all attribute values populated with default values defined              |
| a file or folder is copied                          | Metadata values <b>are not</b> copied. Any automatically applied metadata sets with default values are added to the new file object. |
| a file or folder is moved                           | Associated metadata values are also moved. The metadata points to the original file or folder during its lifetime.                   |
| a file or folder is renamed                         | Associated metadata values are also renamed. The metadata points to the original file or folder during its lifetime.                 |
| a file is removed and moved to Deleted Files        | The associated metadata values are updated so they point to the file in <b>Deleted Files</b> .                                       |
| a file is permanently removed from FileCloud Server | The associated metadata values are removed as well.                                                                                  |

#### Why Can't I see the Metadata Tab?

Your administrator must grant you permission before you can see the **Metadata** tab.

Your administrator can grant the following types of permissions:

- Write access - you can add and remove metadata sets to files and folders, and edit their values.
- Read access - you can only view values of the already associated metadata sets.

## Viewing metadata

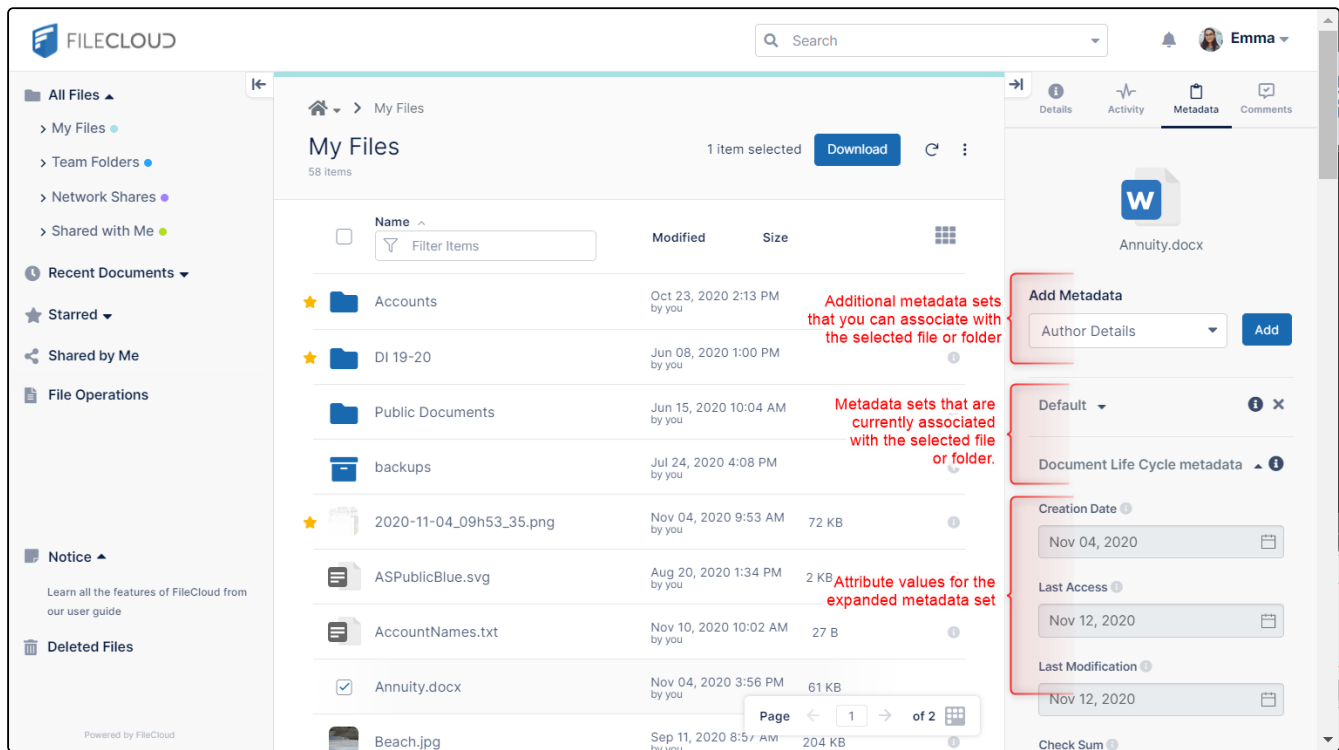
### View the Metadata for a File or Folder

Metadata appears in the right panel for the selected file(s) or folder(s) when you click the **Metadata** tab. When multiple files or folders are selected, only metadata sets and metadata values that are set for all of them appear in the right panel.

The **Metadata** tab displays the following:-

- metadata sets that are currently added to the selected file(s) or folder(s).
- a list of any additional metadata sets that can be added to the file(s) or folder(s).
- a list of added metadata sets with corresponding attribute values.

**Note:** Currently Color Tag metadata does not appear in the right panel.



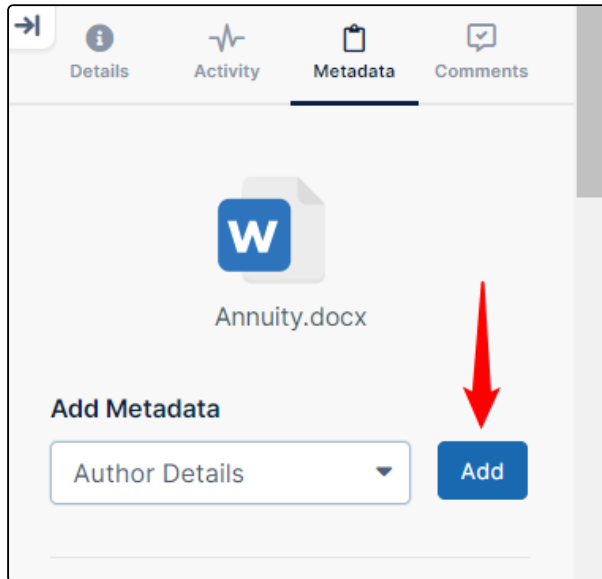
## Adding metadata

### Add Metadata Sets to Individual Files or Folders

To add a metadata set to a file or folder:

1. Select the file or folder.
2. In the right panel, click the **Metadata** tab.
3. In **Add Metadata**, Select one of the available metadata sets. Note: The metadata set must not already be added.

4. Click **Add**.



5. The newly added metadata set with corresponding attributes is displayed.

6. Enter new values for the attributes.

The screenshot shows the 'Add Metadata' interface in FileCloud. At the top, there are four tabs: 'Details', 'Activity', 'Metadata' (which is selected), and 'Comments'. Below the tabs, the 'Add Metadata' section is displayed, indicating 'No metadata available to add to item'. There are three expandable sections: 'Tags', 'Document Life Cycle metadata', and 'Microsoft Office Tag metadata'. The 'Author Details' section is expanded, showing five input fields: 'Name' (containing 'Danielle Smith'), 'Recent publication' (containing 'Buying Annuities'), 'City', 'Country', and 'Birthdate'. Each field has an information icon (i) to its right. The 'Author Details' section is highlighted with a red border.

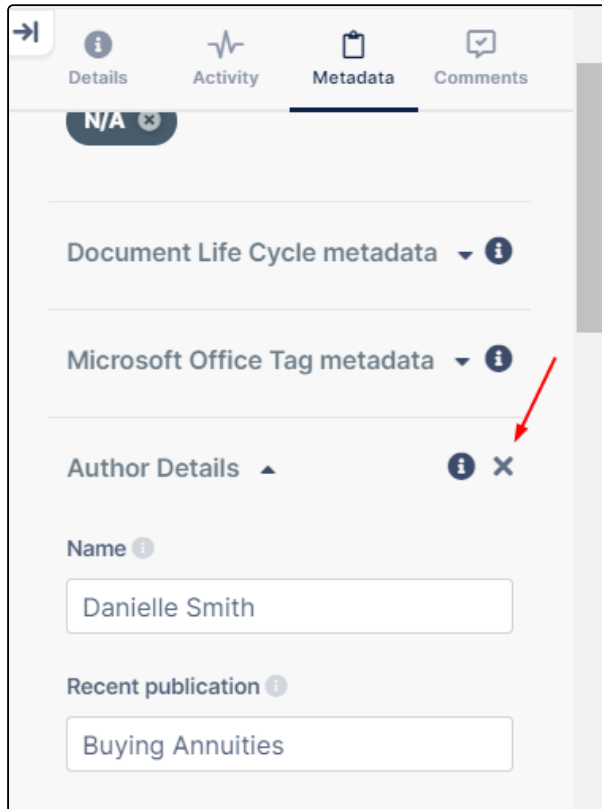
To edit the values of attributes:

1. Select the file or folder.
2. In the right panel, click the **Metadata** tab.
3. Expand the attribute set.

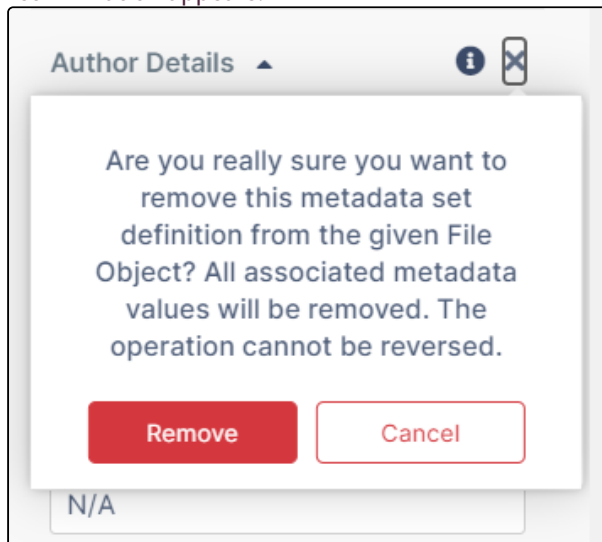
4. Modify any of the values.

To remove the metadata set from the file/folder:

1. Click the **x** next to the metadata set name.



A confirmation appears:

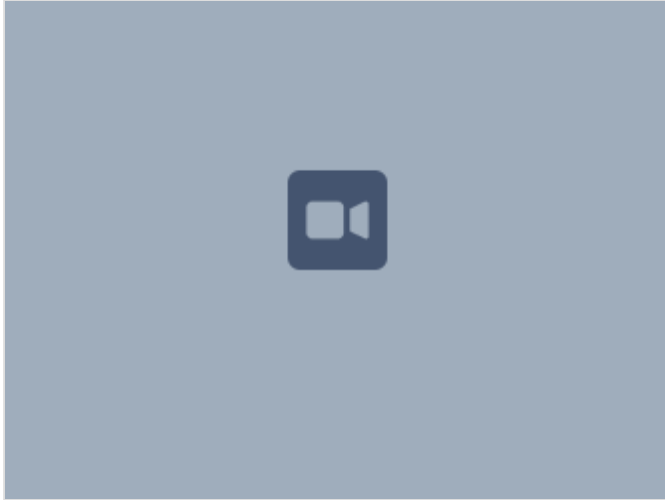


2. Click **Remove**.

The metadata set is removed from the file or folder.

## Video: Add Metadata

Play the video to view the procedure for adding a metadata set and attribute values.

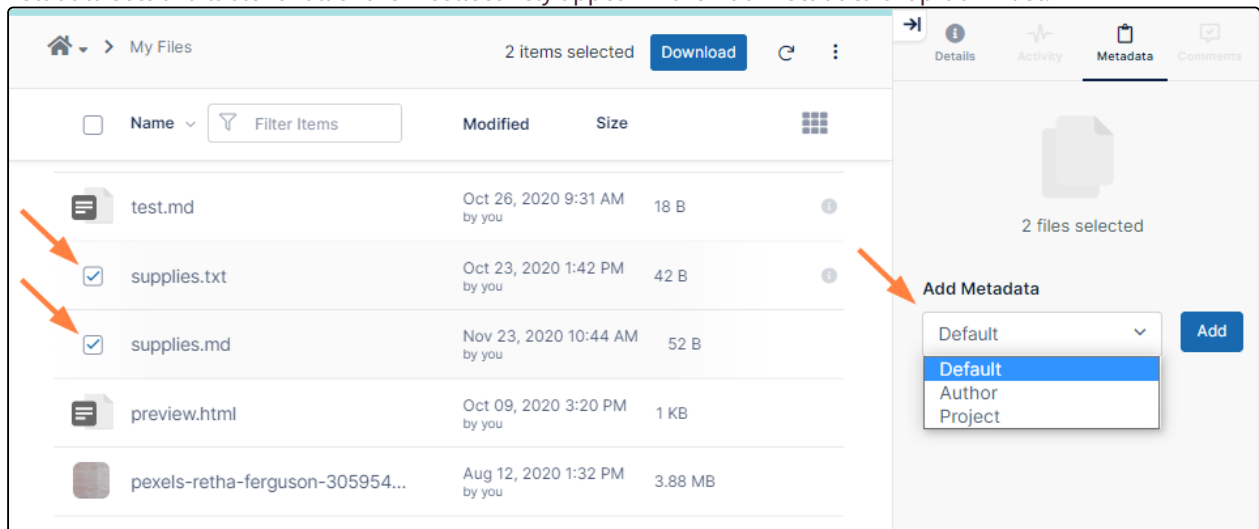


### Add metadata sets to multiple files and folders

To add a metadata set to multiple files and folders:

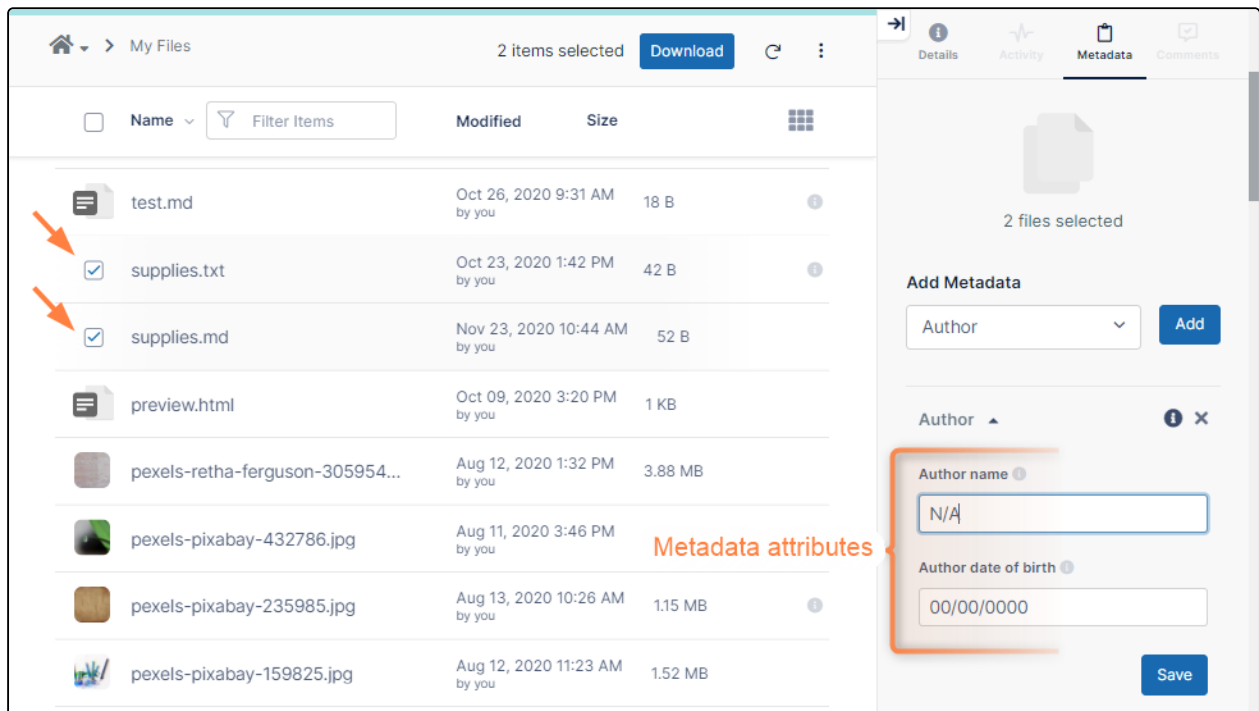
1. Select the files or folders.
2. In the right panel, click the **Metadata** tab.

Regardless of whether metadata sets have already been assigned to all of the files/folders selected, the metadata sets available for all of them collectively appear in the **Add Metadata** drop-down list.



3. In **Add Metadata**, select one of the available metadata sets.
4. Click **Add**.

The metadata set appears below the **Add Metadata** drop-down list with all metadata attribute values blank or set to their defaults.



The metadata is added to the selected files/folders that do not have the metadata set assigned to them already.

5. Add or change values of one or more of the attributes.

6. Click **Save**.

The values for the metadata attributes are saved for all selected files/folders.

(If you click **Save** without changing any of the values of the attributes, selected files/folders that already have the metadata set assigned to them maintain whatever values they already have for the attributes.)

**Note:** If you uncheck the files/folders and recheck them again, all of the metadata sets appear in the **Add Metadata** drop-down list, including those you have assigned collectively to all them. If you add the metadata set again, the attributes appear with blank or default values whether or not the individual files/folders contain values for those fields.

## Using tag attributes

### Tag Attributes

#### Tag attributes

Tag attributes allows users to provide multiple values for a single attribute. This is useful for providing keywords for searching on files. For example, if you had an archive of photos that you want users to be able to search through, you could add a tag attribute for adding keywords describing each photo's colors, backgrounds, and subjects.

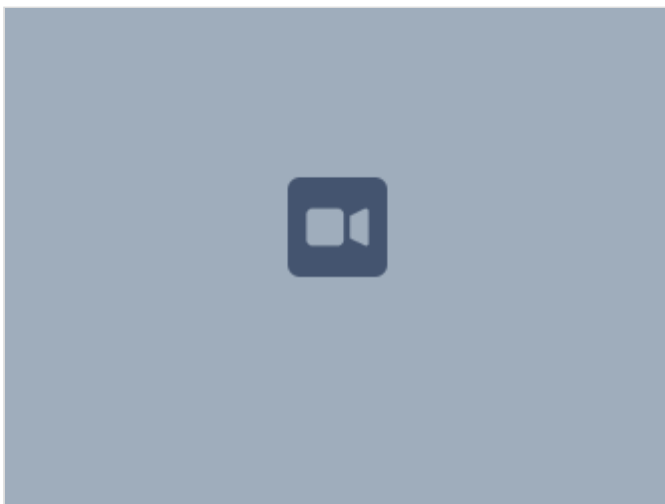
Tag values are entered in an editor that appears as a single text field, but can be used to enter multiple text fields. When you enter a string and click *Enter* (or enter a series of strings separated by commas and click *Enter*), the new value(s) appear below the control. Each value is a tag. Individual tags can be removed by pressing the **x** that appears on them.

In the following image, a user has added the keywords **water** and **sky** for a photo of a beach, and is now entering the keyword **blue**.

The screenshot shows the FileCloud Metadata interface for a photo named "Beach.jpg". The "Metadata" tab is selected. The "Add Metadata" section has a dropdown menu and an "Add" button. Below, the "Photo Keywords" section is highlighted with a red box. It contains a text input field with "blue" entered, and two existing keywords, "water" and "sky", each with a close button.

#### Video: Add Keywords to a Tag Attribute

Play the video to view the procedure for adding keywords to a tag attribute.





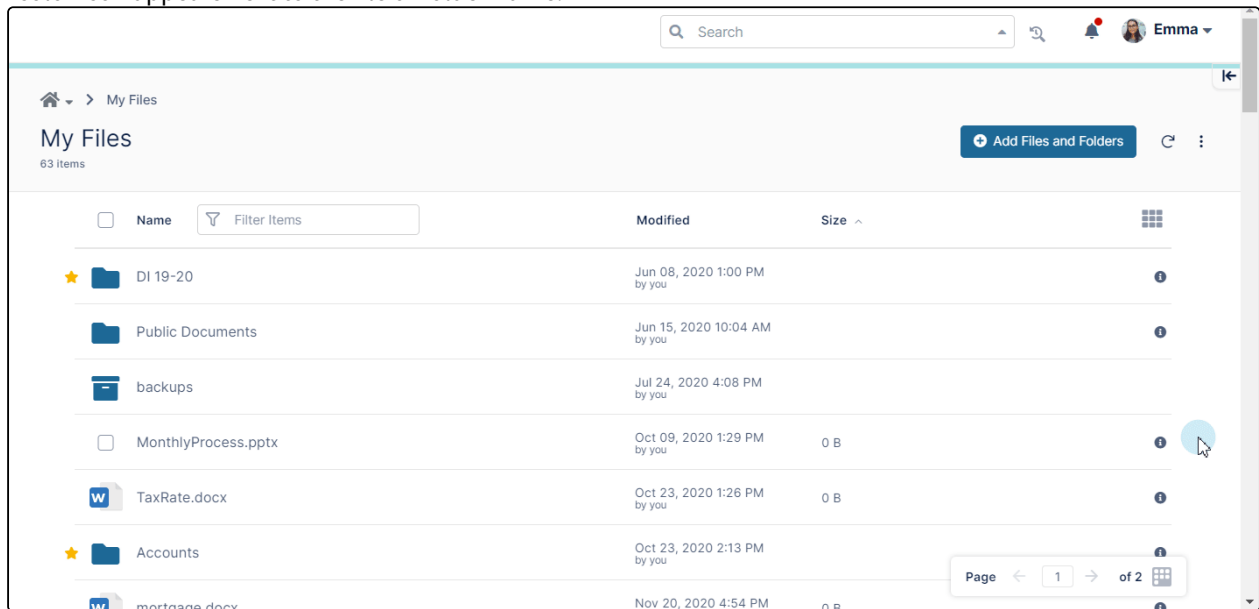
## Color Tag Metadata

- i** Color tag metadata is available beginning with FileCloud Version 20.3. Color tags can only be applied to files and folders in the new interface, but searching can be performed on color metadata in both the classic and new interfaces.

Color tag metadata enables you to assign colors to files and folder for categorization and searching.

### To apply a color tag to a file or folder:

1. Hover over the file or folder and click the **More** (three dot) icon.
  2. At the bottom of the menu, hover over **Apply Color Tag**, and choose a color.
- A color icon appears next to the file or folder name.



### To search by color tag:

- You can search by color tag in the same way you search on any other metadata property. See [Metadata Search](#).

## DRM for exporting secure documents

- i** The Digital Rights Management feature (DRM) for secure file export is available for licensed users beginning in FileCloud 20.2. Although the DRM file export feature is available for most types of Office files, it is not available for Excel file types.

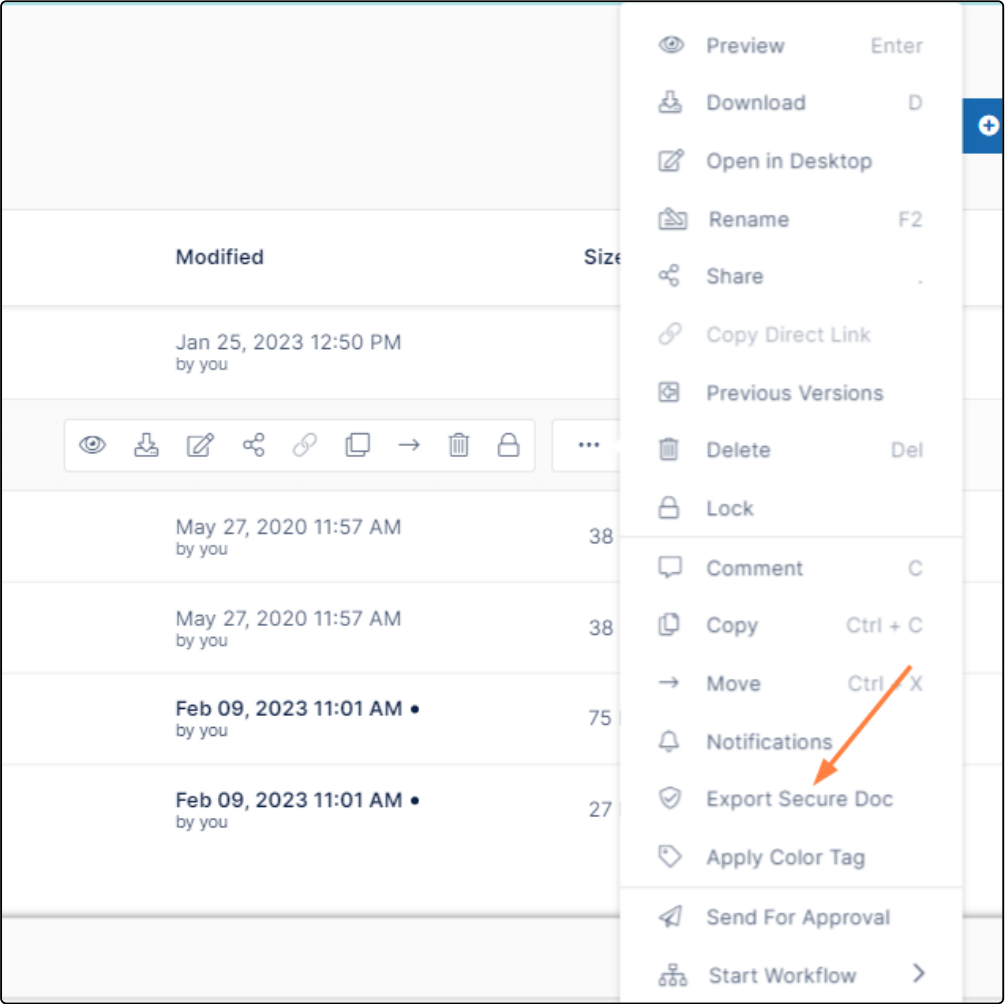
FileCloud's Digital Rights Management (DRM) file export feature helps you securely distribute Office files, PDFs, and image files and restrict users' actions on their content. For example, you can prevent screenshots and screen sharing of secure documents.

### Download a document securely using DRM

If your FileCloud license includes DRM, any file of a type that is supported by DRM (**jpg, png, docx, pptx, and pdf**) has the **Export Secure Document** option enabled. When you export a document securely, users must view it through the **FileCloud Secure Document Viewer** using an access key.

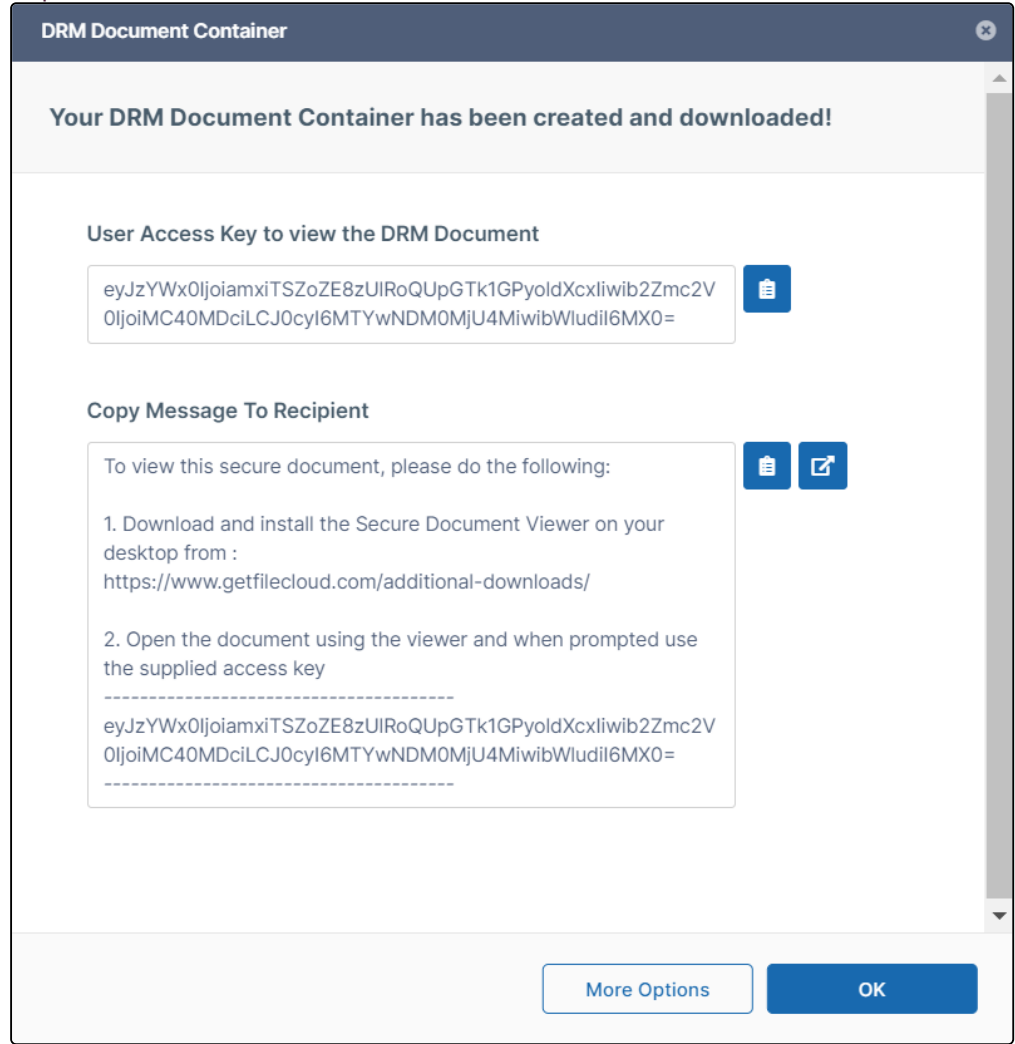
To download a document securely and give a user access to it:

1. Hover over the listing for the file and click the **More** icon.
2. In the menu click **Export Secure Doc.**

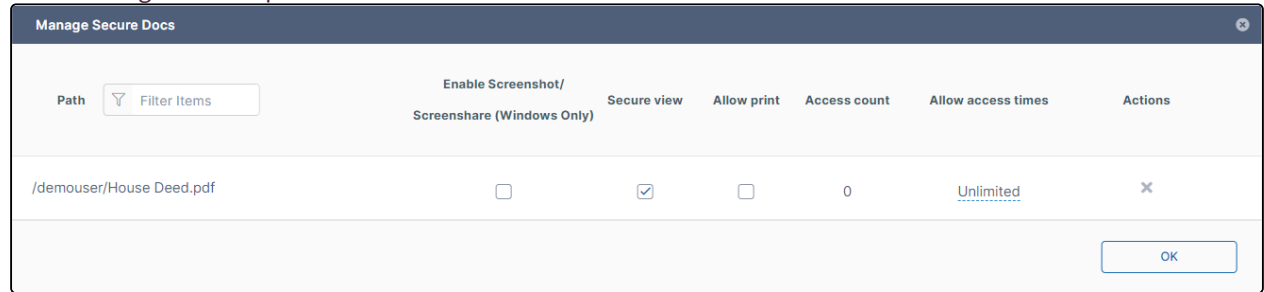


3. The file is downloaded in a document container. Save the document container.  
The following window opens. It lists the key required to view the document as well as a message to send to

recipients.



4. To change the recipient's permissions for the file, click **More Options**. The following window opens:



By default only **Enable Secure View** is checked. Check or change any of the options and click **OK**.

| Option                                       | Description                                                                                                            |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Enable Screenshot/Screenshare (Windows only) | Allows Windows users to take screenshots of the file and to share their screen when the file's contents are displayed. |

| Option             | Description                                                         |
|--------------------|---------------------------------------------------------------------|
| Secure view        | Allows users to view the file through the secure viewer.            |
| Allow print        | Allows users to print the file.                                     |
| Access count       | Keeps a tally of how many times the file has been accessed.         |
| Allow access times | Limits the number of times the file can be accessed to this number. |
| Actions            | X removes users' ability to view or otherwise access the file.      |

5. Copy the message from the **DRM Document Container** window.

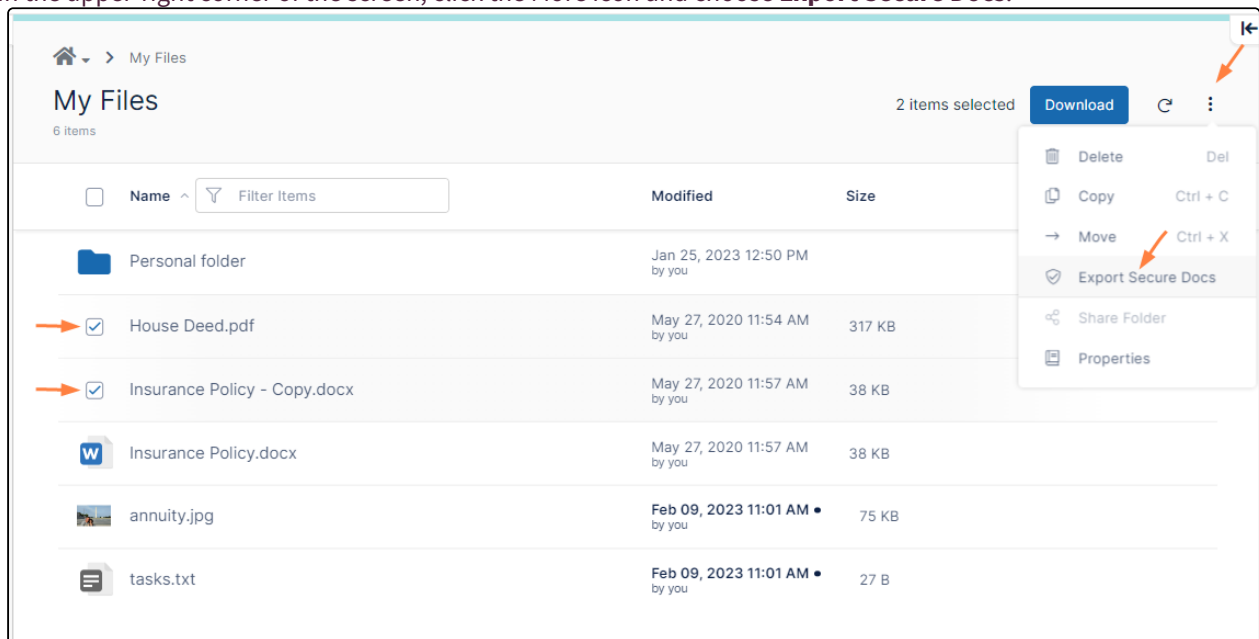
6. Send the message and the file to the recipient.

You may also upload the file to FileCloud and share it with recipients. Make sure you send the key and the download link for the FileCloud Secure Viewer to the recipients.

## Download multiple secure documents

You can download multiple documents securely at the same time:

1. Check the box next to each file.
2. In the upper-right corner of the screen, click the More icon and choose **Export Secure Docs**.



The files are downloaded in one document container.

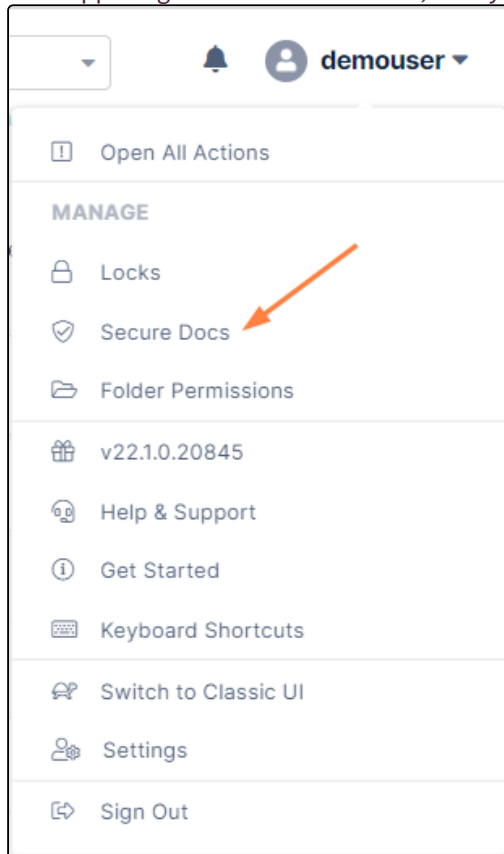
3. Continue from Step 3 in the preceding procedure.

When you open the document container, both documents are available for viewing in the FileCloud Secure Viewer.

## Change viewing options for secure documents after download

You can view all of your securely shared documents and change permissions on them at any time:

1. In the upper-right corner of the screen, click your username and choose **Secure Docs**.



A **Manage Secure Docs** dialog box that lists all files that you have exported securely opens.

Manage Secure Docs

| Path                                                                | Filter Items | Enable Screenshot/            |                                     |                          | Access count | Allow access times | Actions |
|---------------------------------------------------------------------|--------------|-------------------------------|-------------------------------------|--------------------------|--------------|--------------------|---------|
|                                                                     |              | Screenshare<br>(Windows Only) | Secure view                         | Allow print              |              |                    |         |
| /demouser/Insurance Policy - Copy.doc<br>x,/demouser/House Deed.pdf |              | <input type="checkbox"/>      | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 0            | Unlimited          | ✕       |
| /demouser/House Deed.pdf                                            |              | <input type="checkbox"/>      | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 0            | Unlimited          | ✕       |

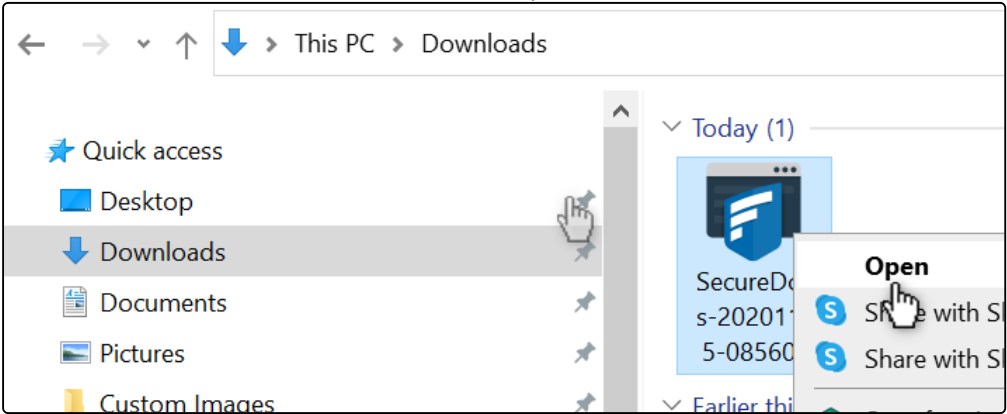
OK

2. Check or change options for any of the files.

Open a document in the FileCloud Secure Viewer

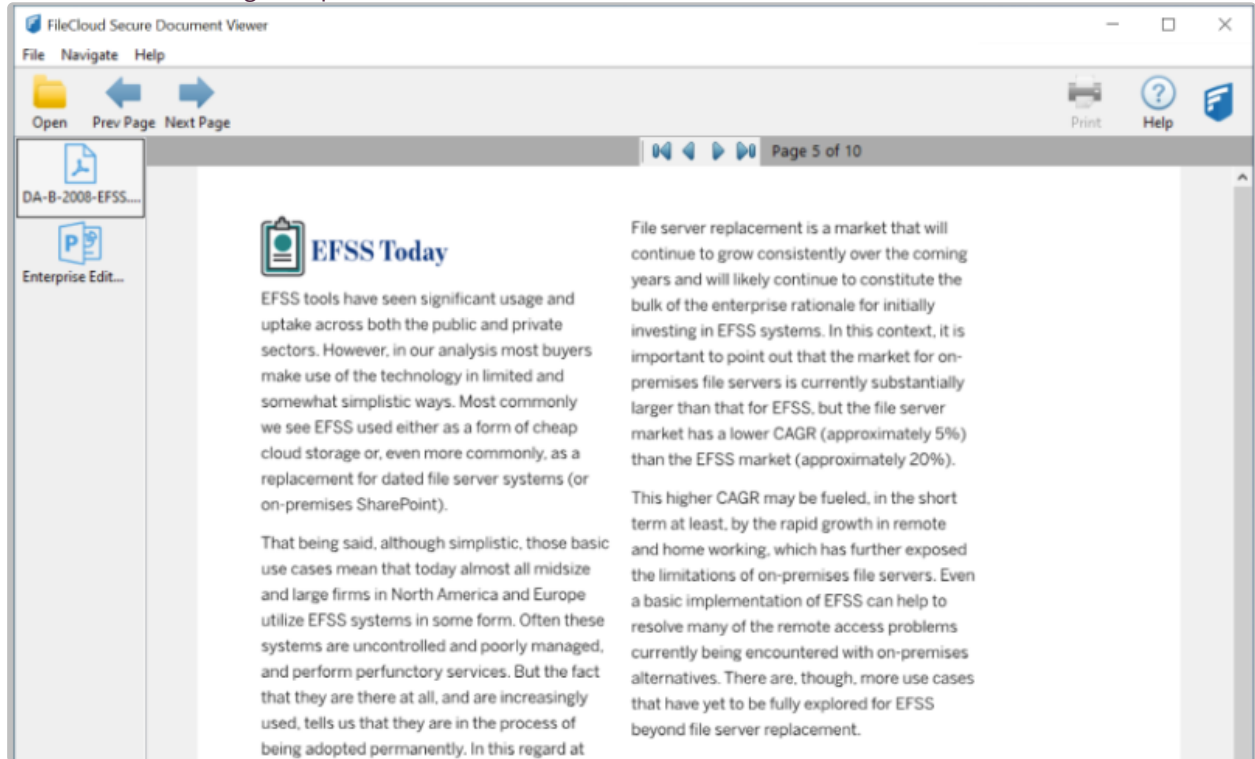
To view documents in the FileCloud Secure Viewer:

- 1. If you have not downloaded the FileCloud Secure Viewer, download it from <https://www.filecloud.com/additional-downloads/>.
- 2. Find the downloaded document container and open it.



- 3. Enter the password supplied when the document container was downloaded.  
The file(s) in the container open in the FileCloud Secure Viewer.  
In the following image, two documents were downloaded to the document container, so both appear in the

document viewer navigation pane.



## Hiding the Export Secure Doc option

If you don't want to make the **Export Secure Doc** option available to users, you can add a setting in the FileCloud configuration file to hide it.

### To hide the Export Secure Doc option in the More drop-down menu:

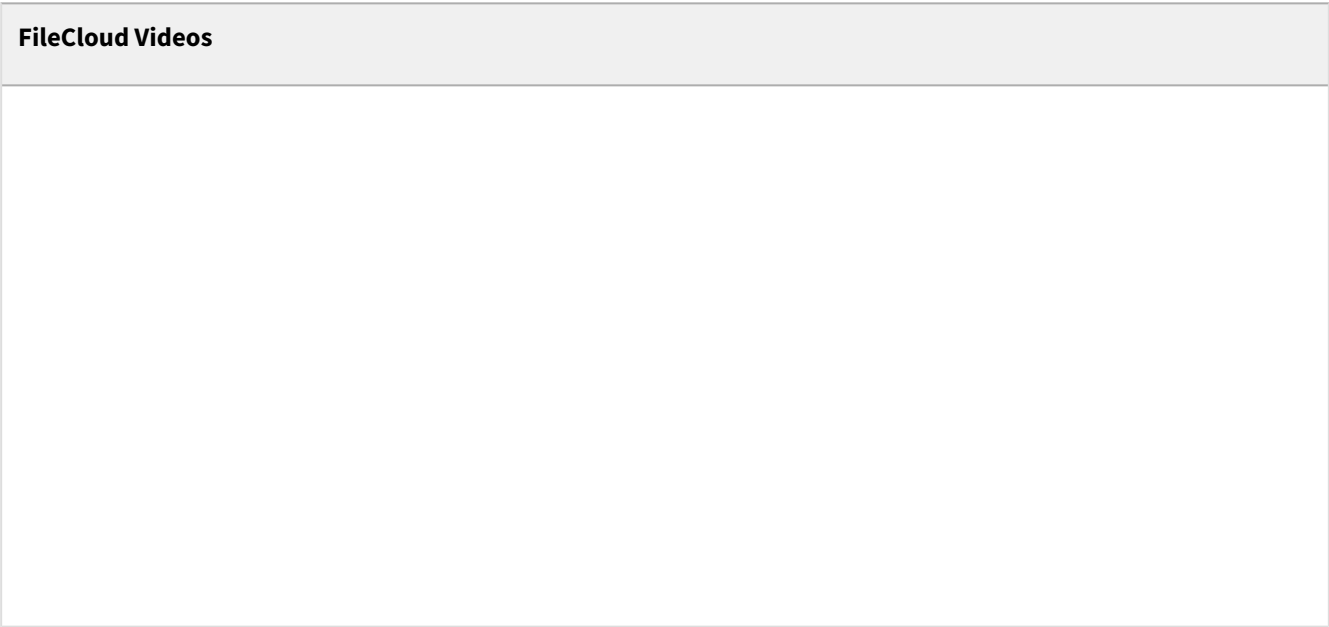
1. Open the cloudconfig.php file  
Windows Location: XAMPP DIRECTORY/htdocs/config/cloudconfig.php  
Linux Location: /var/www/config/cloudconfig.php
2. Add the following setting:

```
define("TONIDOCLOUD_HIDE_SECURE_DOCS",1);
```

### To display the option again, change the setting to:

```
define("TONIDOCLOUD_HIDE_SECURE_DOCS",0);
```

More Information:



Work with Email Files

As a FileCloud user, you can now access a viewer for email files (.eml).



On the User Portal, you can open an email file to:

- View the From, To, Subject and Body
- View any file attachments
- Forward that email without any change to other email addresses

What do you want to do?

Upload an email file

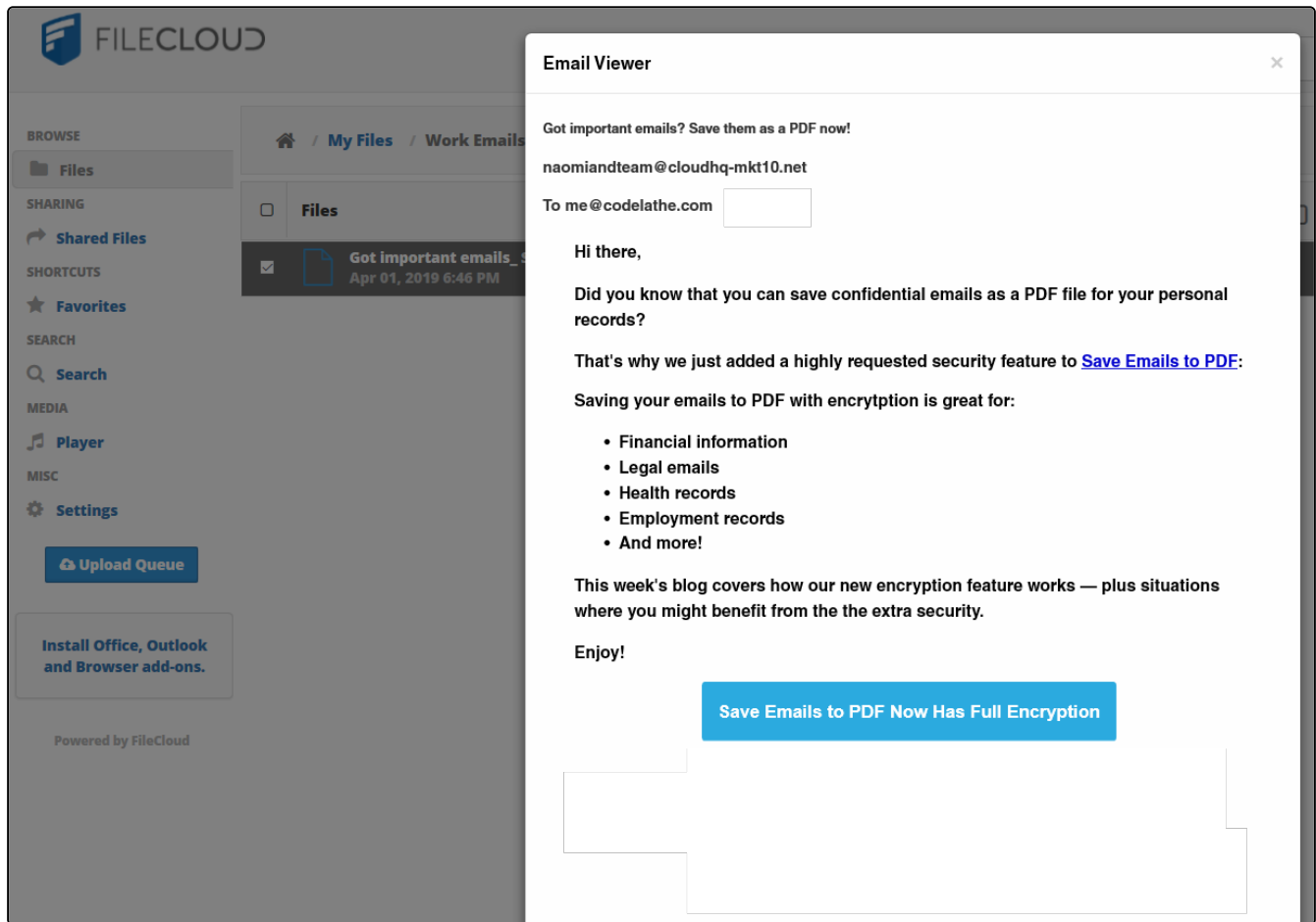
Uploading an email is the same process you use for any other file.

[Upload a file](#)

Open an email file



Opening an email file allows you to read the message, view any attachments, and forward the email to anyone with an email address without any change to email addresses that were originally on the email.



To open an email file:

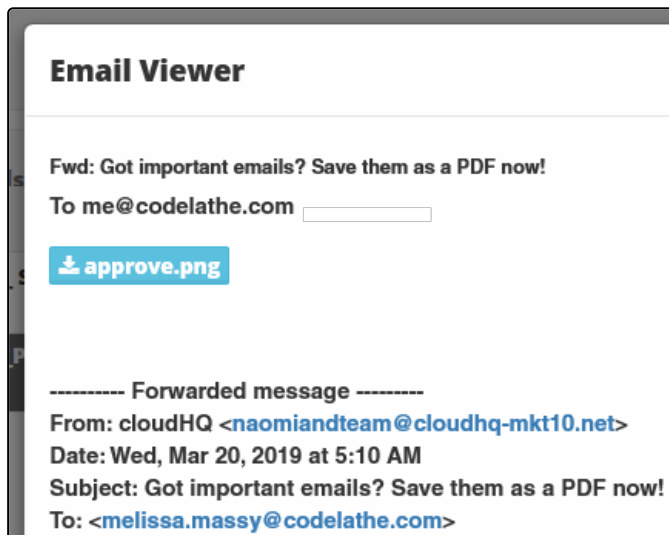
1. Open a browser and log in to the *User Portal*.
2. Navigate to the email you want to open.
3. Click the file name.
4. Above the file listing, click the *Open* button.

### View Attachments

Attachments display at the top of the viewer next to the *Subject* and the *Sender's* address.

- 
- Attachments are displayed in a blue box with a download arrow
- You can click on the blue box to open the attachment

In the following example, the attachment is called *approve.png*.



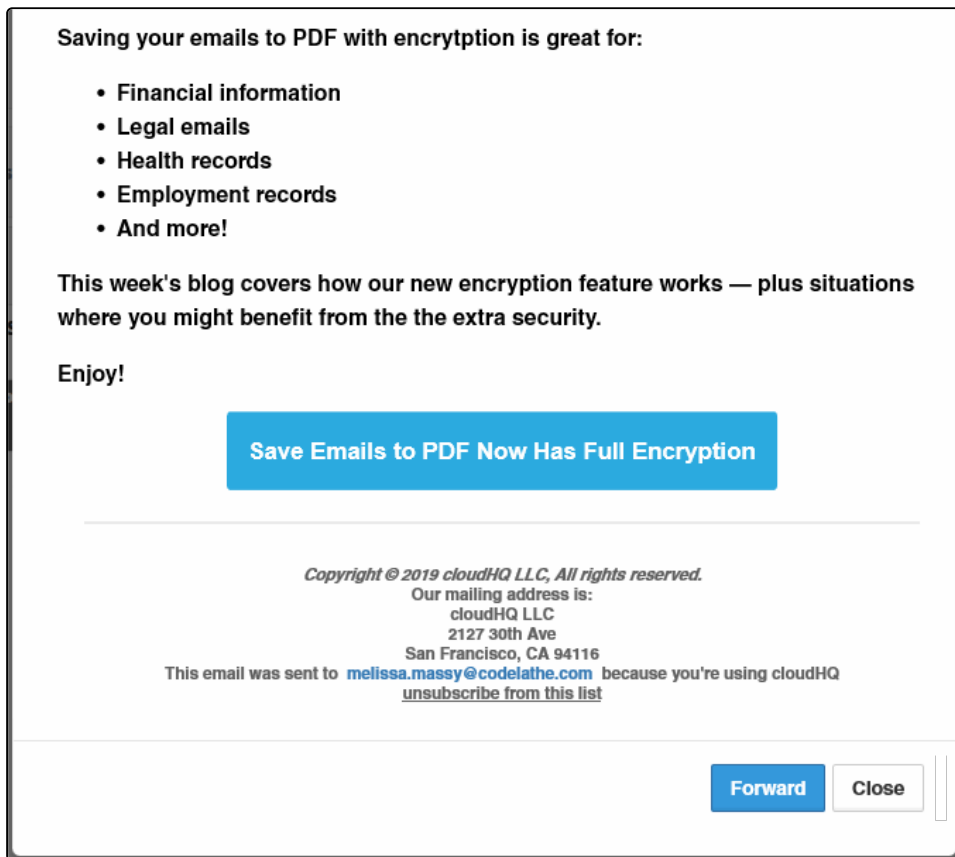
#### To open an attachment:

1. Open a browser and log in to the *User Portal*.
2. Navigate to the email file you want to open.
3. Click the file name.
4. Above the file listing, click the *Open* button.
5. In the viewer, to open an attached file, click on the attachment icon.

#### Forward the email

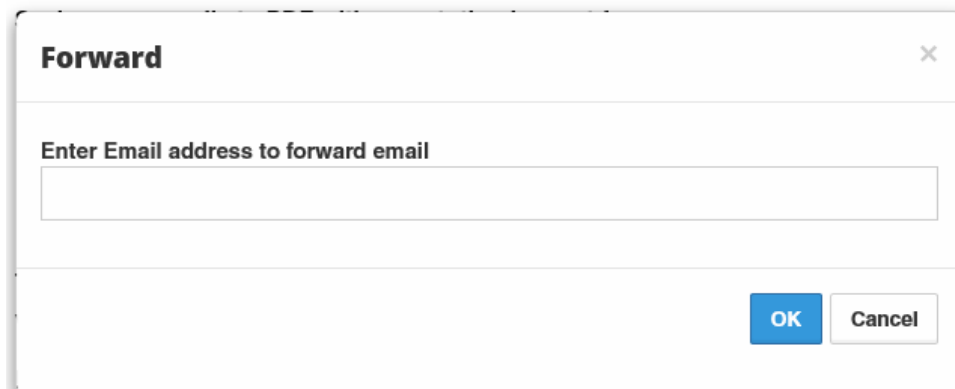
Once you open the email file, you can forward the email to anyone with an email address.

- You will not be able to change any of the email addresses that were originally on the email
- Any email addresses on the original email will be preserved and will display correctly in other email applications
- You cannot identify a CC: recipient
- You will not be able to edit the Subject line



To forward the email message:

1. Open a browser and log in to the *User Portal*.
2. Navigate to the email file you want to open.
3. Click the file name.
4. Above the file listing, click the *Open* button.
5. In the viewer, scroll to the bottom of the email, and then click on the *Forward* button.
6. In the *Forward* dialog, type in the email address where you want to forward the message.
7. To send the message, click *OK*, and then in the email viewer, click *Close*.



**Share the email**

Sharing an email is the same process you use for any other file.

[Sharing a file](#)

## User Groups

**i** The ability to create and manage groups from the user portal is available beginning in FileCloud Version 21.2

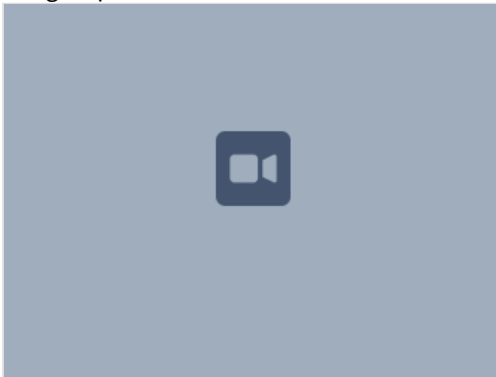
User groups that you create in the user portal function similarly to the groups managed by your system administrator.

User groups enable you to share content or send notifications to all users in groups that you have created or are a member of at once.

**!** Your Admin must give you permission to create, manage, and delete user groups. Otherwise, these options are not visible to you. If you are an Admin, see Giving Users Group Management Permissions.

### To add a user group:

1. In the upper-right corner of the user portal, click the arrow next to your user name, and choose **User Groups**.  
The **User Groups** dialog box opens.  
The groups that are visible to you depend on your permissions. Admin-created groups, groups you have created, and other groups that you are a member of may be visible.
2. In the **User Groups** dialog box, click **Add a Group** and enter a **New Group Name**.
3. Click **Add Group**.
4. Enter the user names or email address of users you want to add to the group, and click **Add**.
5. Click **Close**.  
The group is added.



### To add and remove members from a group:

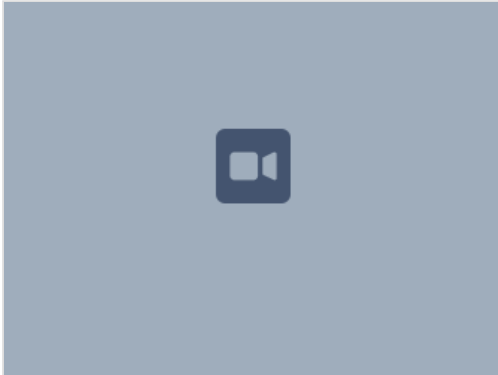
You may add members to any group, including those that you have not created, if your Admin gives you permission to edit groups. If you don't have a policy that allows editing groups, but your Admin has given you permission to edit specific groups, you can add and/or remove members from those groups.

**i** Admins and other users with edit permissions for groups may edit your groups.

1. In the upper-right corner of the user portal, click the arrow next to your user name, and choose **User Groups**.  
The **User Groups** dialog box opens.

The groups that are visible to you depend on your permissions. Admin-created groups, groups you have created, and other groups that you are a member of may be visible.

2. To add or remove members from a group, click the **Edit** button under **Manage**.
3. Search for members to add to the group and add them, or click **x** next to members to delete them.
4. Click **Close**.

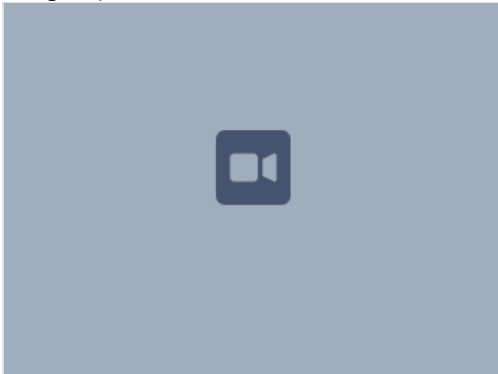


### To delete a user group:

You may delete any group, including those that you have not created, if you have a policy that allows deleting groups.

**i** Admins and other users with delete permissions for groups may delete your groups.

1. In the upper-right corner of the user portal, click the arrow next to your user name, and choose **User Groups**. The **User Groups** dialog box opens.  
The groups that are visible to you depend on your permissions. Admin-created groups, groups you have created, and other groups that you are a member of may be visible.
2. To delete a group, click the **Delete** button under **Manage**.
3. Click **Remove** in the confirmation dialog box.  
The group is deleted.



## File Approval

### **!** Notes

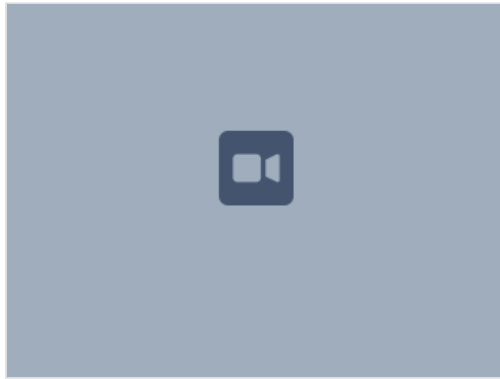
Beginning with FileCloud 23.1, notifications sent when approval is requested include a link for accessing the approval screen.

- i** The ability to request file approval is available beginning in FileCloud 21.2. Beginning with FileCloud 23.241.6, the file approval option is not available for External users and users who do not have share access to share a file.

When you request that another user approve a file, you are simply asking for confirmation that the file is okay. You are notified of the approver's response, but the response does not alter the file's status.

### To request approval of a file:

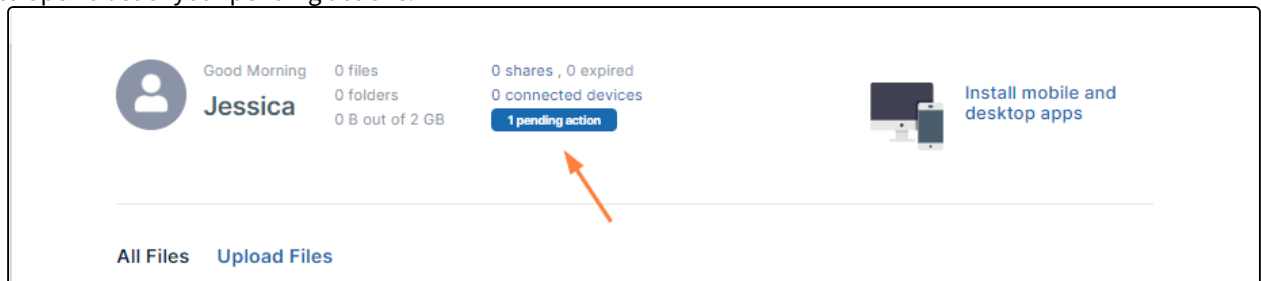
1. Hover over the file and click the More (3 dots) icon, then choose **Send for Approval**.  
A **Send File for Approval** dialog box opens.
2. In **Users**, enter the usernames or email addresses of existing FileCloud users, and/or in **Groups**, enter names of FileCloud groups.  
If you enter a group, notifications are sent to each user who is currently a member of that group.
3. You may change the note in **Message** or leave the default of **Please, approve this file**.
4. Click **OK**.  
The approval is sent to the approvers' inboxes in FileCloud.



### Reviewing and approving/rejecting a pending approval

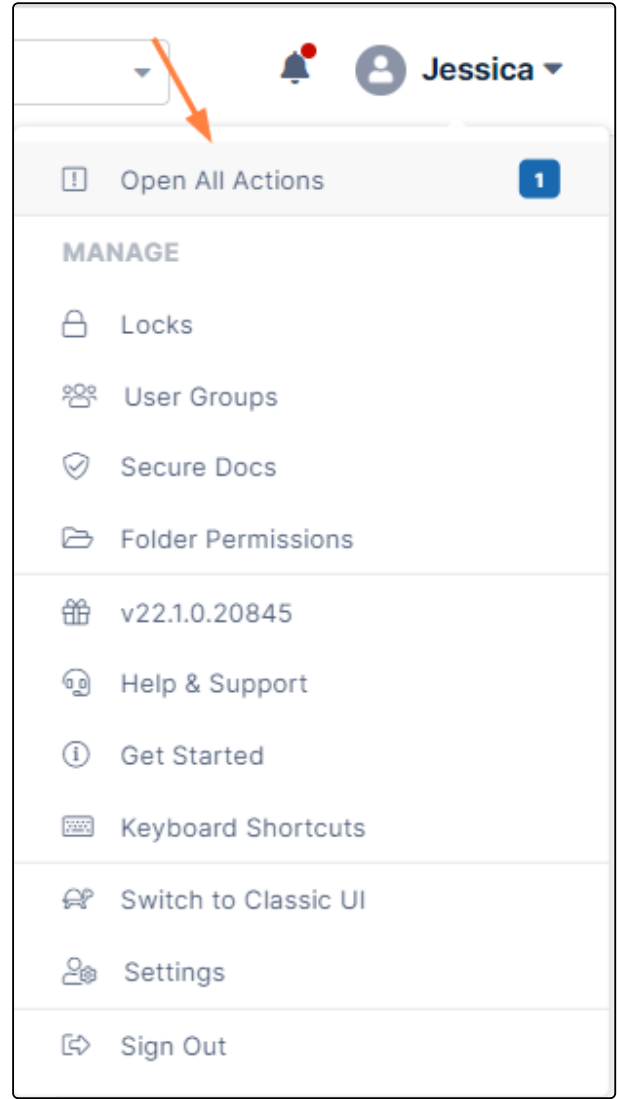
#### Approving or rejecting from pending actions:

1. When you first log in, if the the screen indicates that you have pending actions, click the **pending actions** button to open a list of your pending actions.

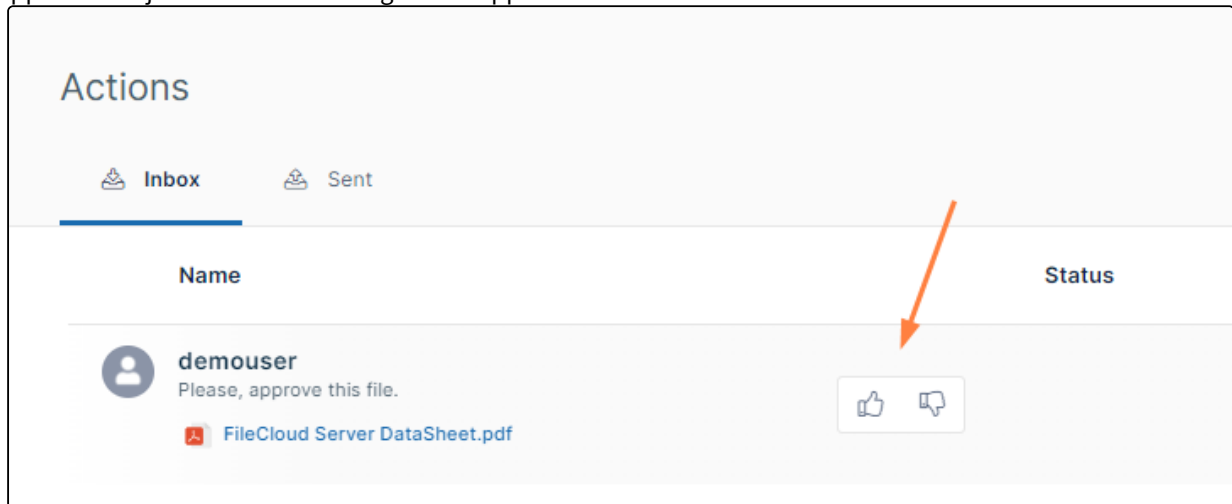


You can also access your pending actions by clicking **Open All Actions** in the drop-down list under your

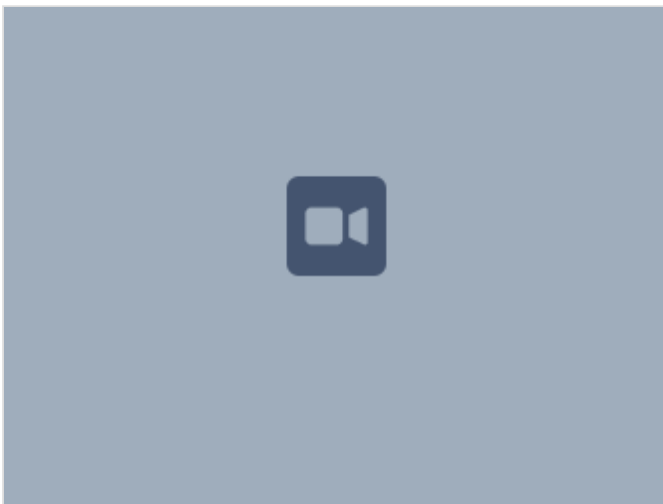
username.



2. In the list of pending actions, if you want to quickly approve or reject a file, hover over the listing, and click the approve or reject icons in the listing for the approval:



3. To review the details of the file, in the listing, click the username.  
A screen opens and displays file details as well as icons for approving or rejecting the file.
4. If the screen includes a preview file, as an approver, you may want to check the preview. If there is no preview file, you can download the file and review it.
5. To view any metadata included with the file, click the **Show Details** button.
6. If you want to enter a note to the user who sent the file for review, enter a note in **Comment**, and click **Add Comment**.
7. Once you have reviewed the file, approve it by clicking the thumbs up icon or reject it by clicking the thumbs down icon.

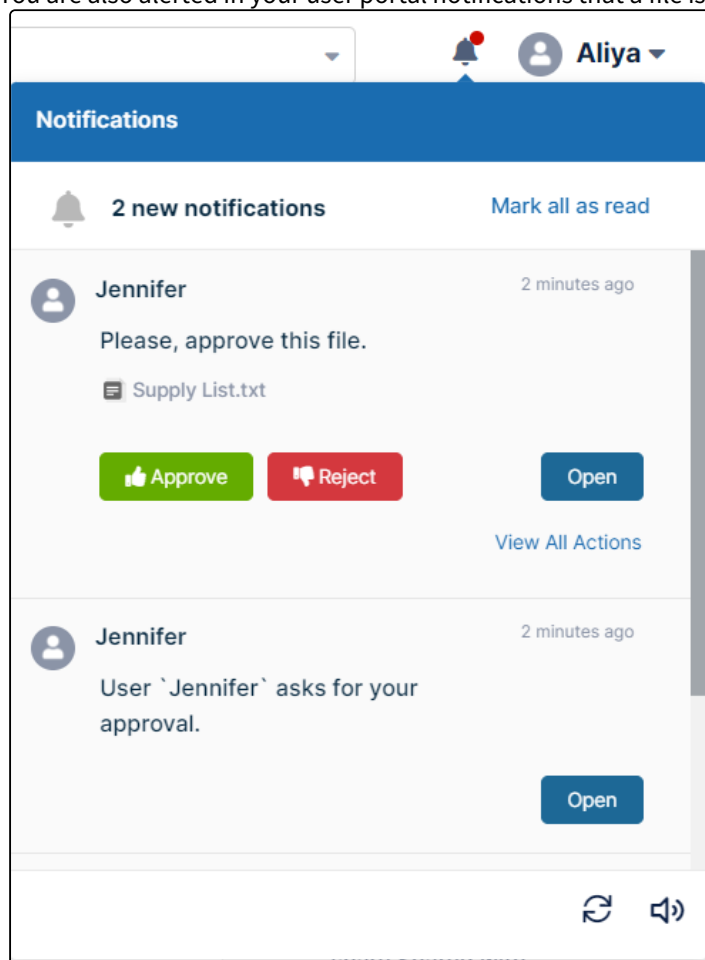


**i** Pending file and share approvals sent by Automated Workflows also appear in your inbox. For information about share approvals, see [Share Approval Workflows](#).



**Approving or rejecting through user portal alerts or email:**

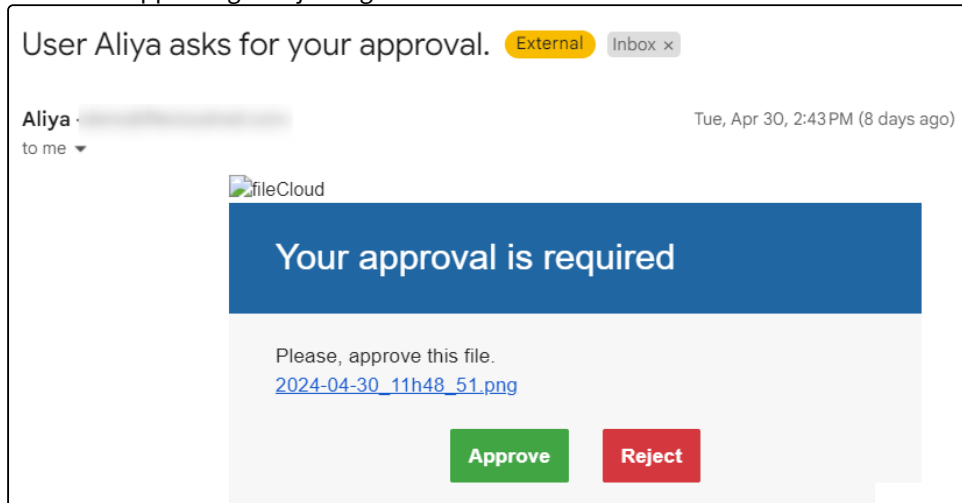
You are also alerted in your user portal notifications that a file is awaiting your approval:



Here, you can perform a quick approval or rejection by clicking the appropriate button, or you can click **Open** to open the detailed actions screen for the approval and review it first, then approve or reject it from there.

In some FileCloud systems, when a file is sent for approval an email notification is also sent to the approvers with

buttons for approving or rejecting the file:

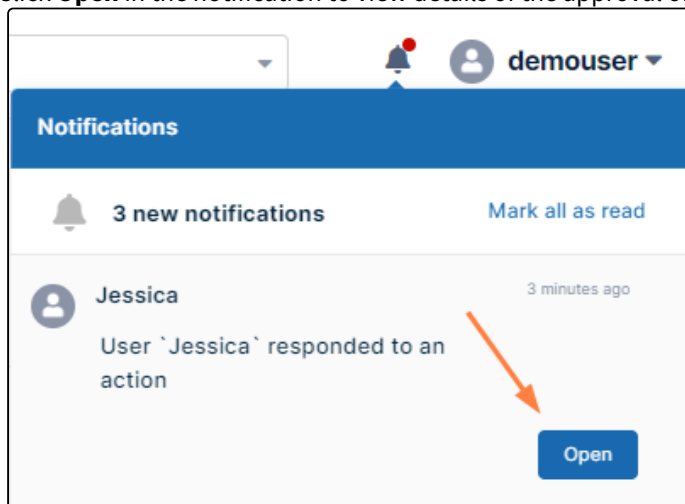


You can quickly approve or reject the file from here by clicking the appropriate button. After you click it, you are taken to the detailed actions screen for the approval.

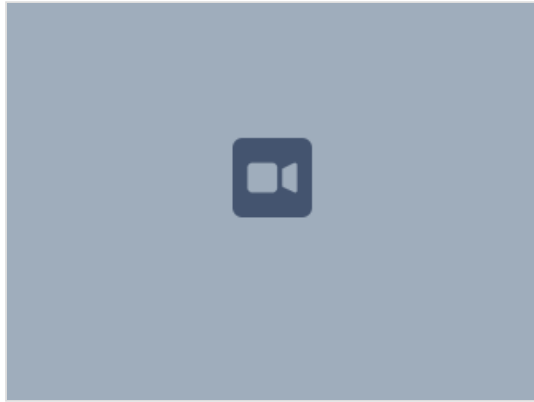
To check the status of files you have sent for review.

When someone approves or rejects one of your files, you are notified in your FileCloud notifications.

1. Click **Open** in the notification to view details of the approval or rejection.



To see if the file has been approved or rejected and any comments the approver has made, click the username above the file.



## eSignature Requests

**i** The option of adding a signing order to the list of eSignature recipients is available in FileCloud 23.251 and later.

If eSignatures are enabled in your FileCloud system, you can choose a file or group of files to send for eSignatures. In FileCloud, the eSignatures process uses the Signority platform, which helps you set up your documents for eSignatures and send them to recipients. The signed documents are returned to your FileCloud account where you can continue to process them.

### How FileCloud and Signority work together

#### In FileCloud:

1. You select a file or files to send for eSignature.
2. FileCloud leaves the original files and copies them into a separate eSignature document PDF.
3. FileCloud sends the eSignature document PDF to Signority.
4. FileCloud logs you into Signority.

#### In Signority:

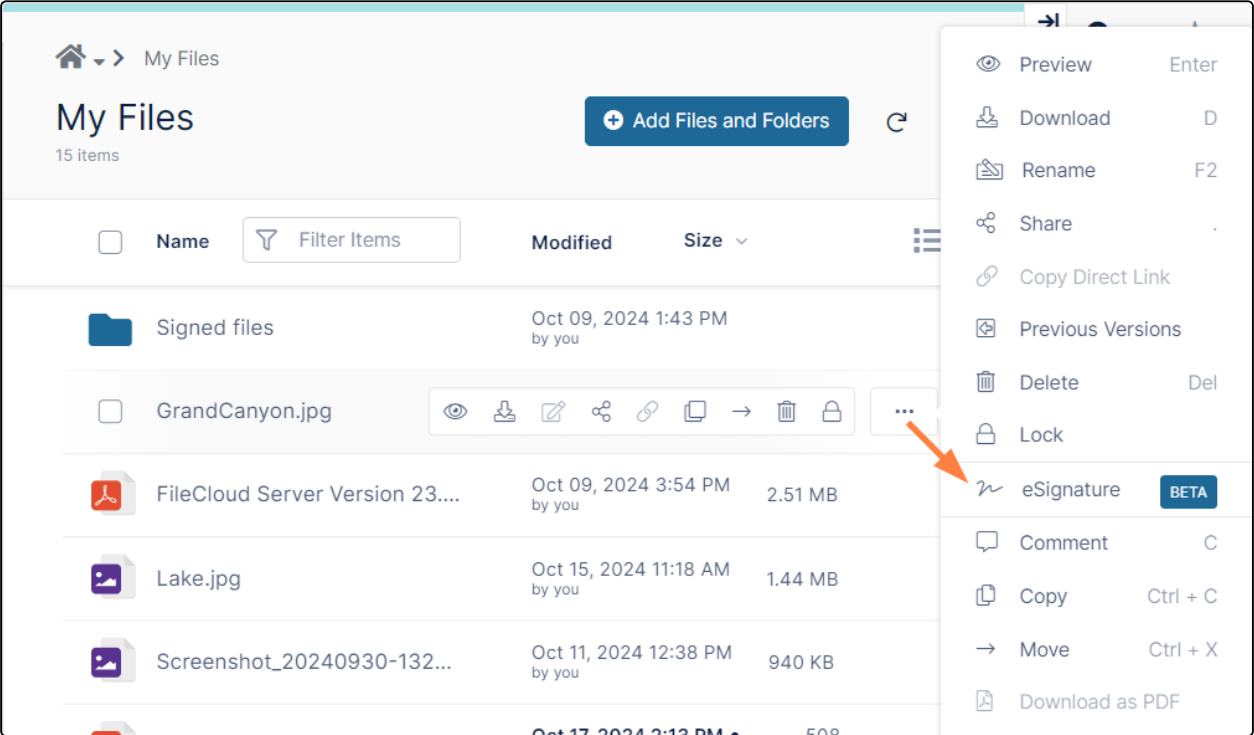
1. You add markers to the document that indicate where recipients should add their signatures.
2. Signority then sends the document to recipients.

#### Back in FileCloud:

1. You follow the progress of your eSignature document as it is signed and returned with signatures.
2. You access your signed eSignature document in FileCloud and further process it.

To request eSignatures on a single file:

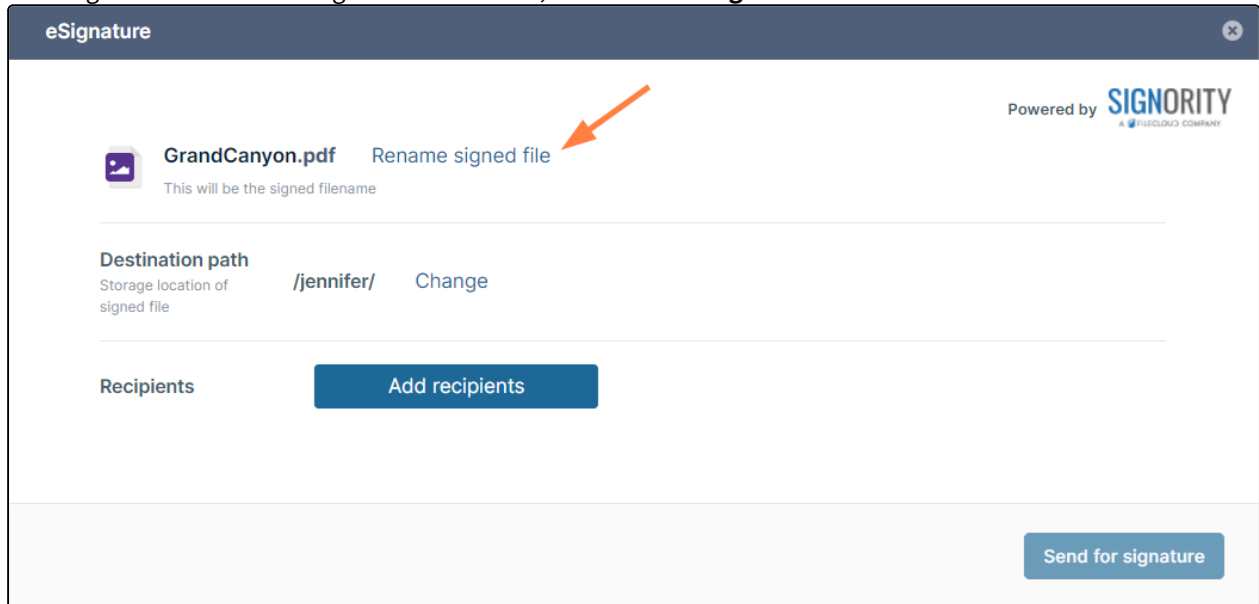
1. Click the More [...] icon next to a file and choose **eSignature**.



The **eSignature** dialog box opens in FileCloud. Here you can change the name of the eSignature document and where the signed document will be stored in your FileCloud directory. This is also where you add recipients.

**Note:** The file you selected has been duplicated as a separate PDF eSignature document. The original document will remain unchanged.

2. To change the name of the eSignature document, click **Rename signed file**.



The screenshot shows the eSignature interface. At the top, there's a header 'eSignature' and a close button. Below it, the file 'GrandCanyon.pdf' is displayed with a small icon and the text 'This will be the signed filename'. To the right of the filename is a link 'Rename signed file' which is highlighted by an orange arrow. Below the filename section is the 'Destination path' section, showing the storage location '/jennifer/' and a 'Change' link. At the bottom of the main content area is a 'Recipients' section with an 'Add recipients' button. A 'Send for signature' button is located at the bottom right of the interface.

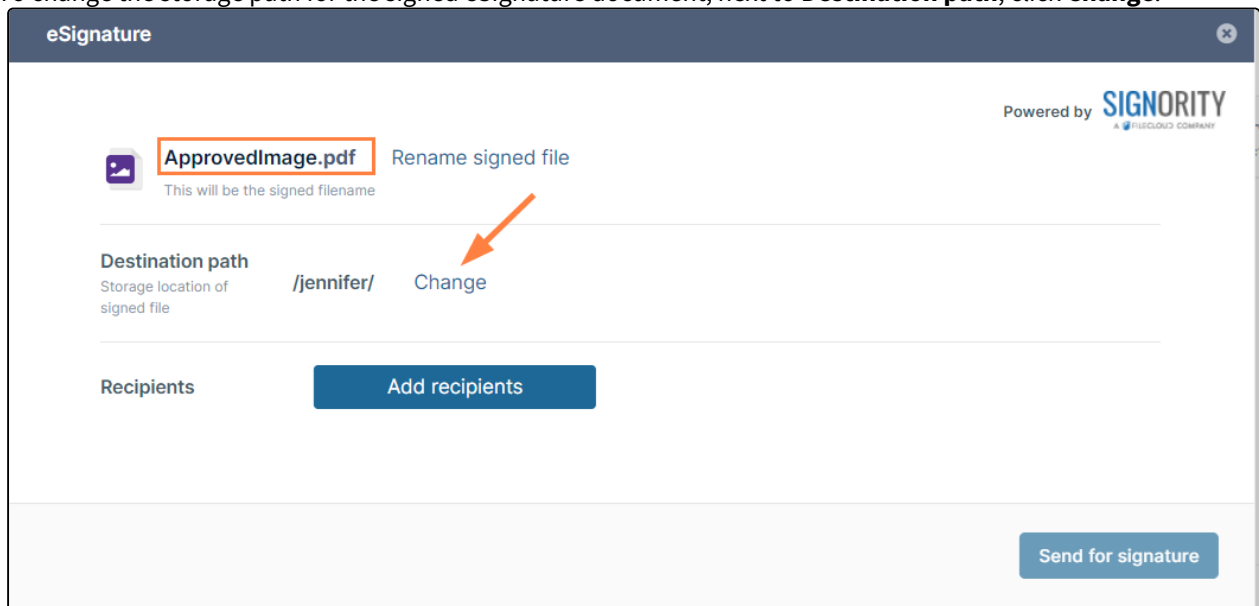
3. Enter a new name and click **Save**.

The file is renamed.

Notes:

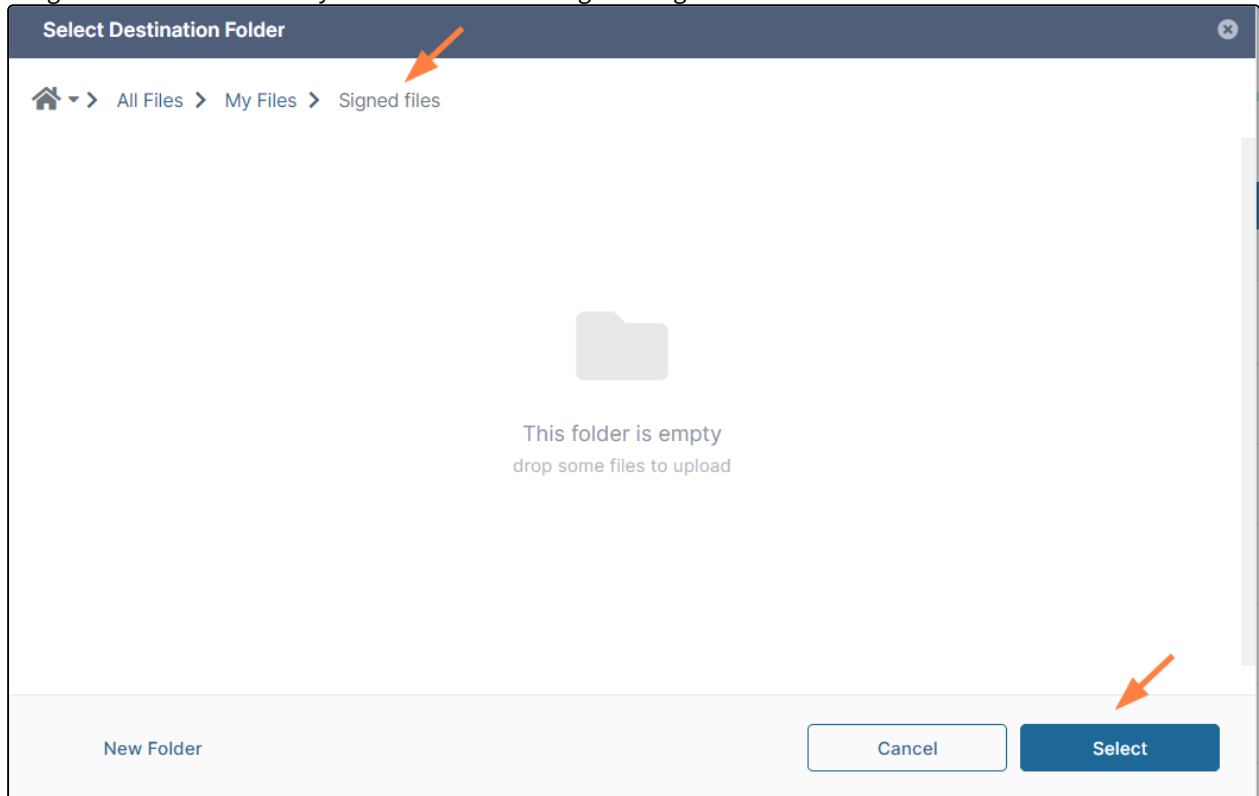
- The extension of every file sent for eSignature is changed to pdf if it is not already pdf.
- The suffix **\_signed** is added to the name of every file sent for eSignature, even when it is already renamed.

4. To change the storage path for the signed eSignature document, next to **Destination path**, click **Change**.



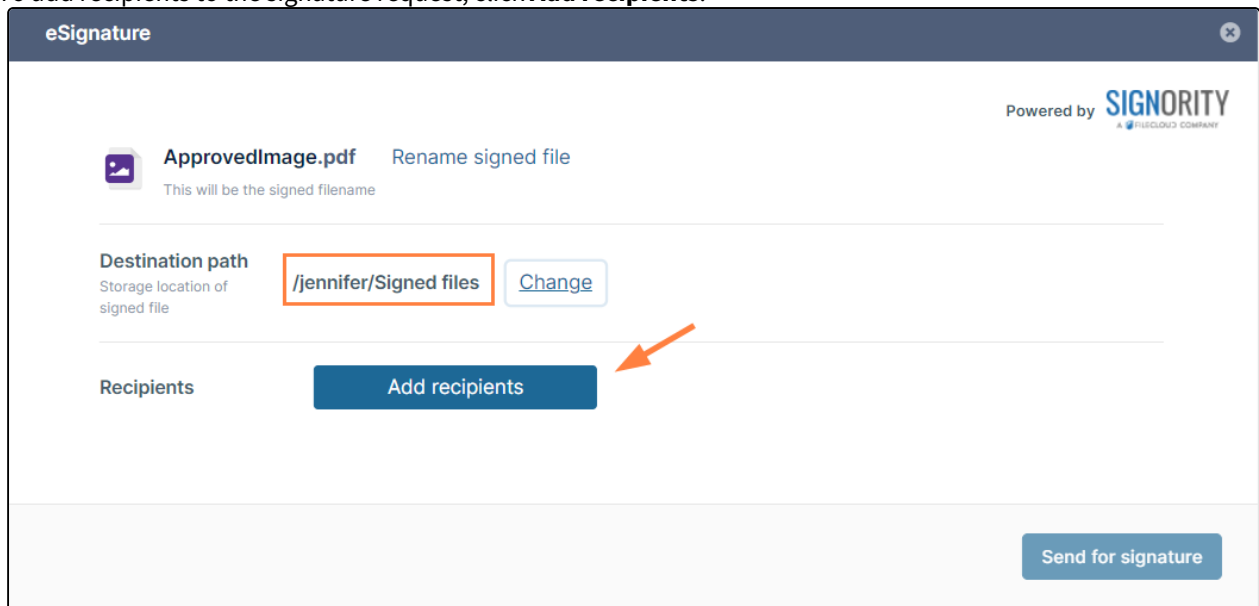
The screenshot shows the eSignature interface after the file has been renamed to 'ApprovedImage.pdf'. The filename is now 'ApprovedImage.pdf' and is highlighted with a red box. The 'Rename signed file' link is still present. The 'Destination path' section shows the storage location '/jennifer/' and a 'Change' link, which is highlighted by an orange arrow. The 'Recipients' section with the 'Add recipients' button and the 'Send for signature' button at the bottom right remain the same.

5. Navigate to the folder where you want to store the signed eSignature document and click **Select**.



The new destination path is saved.

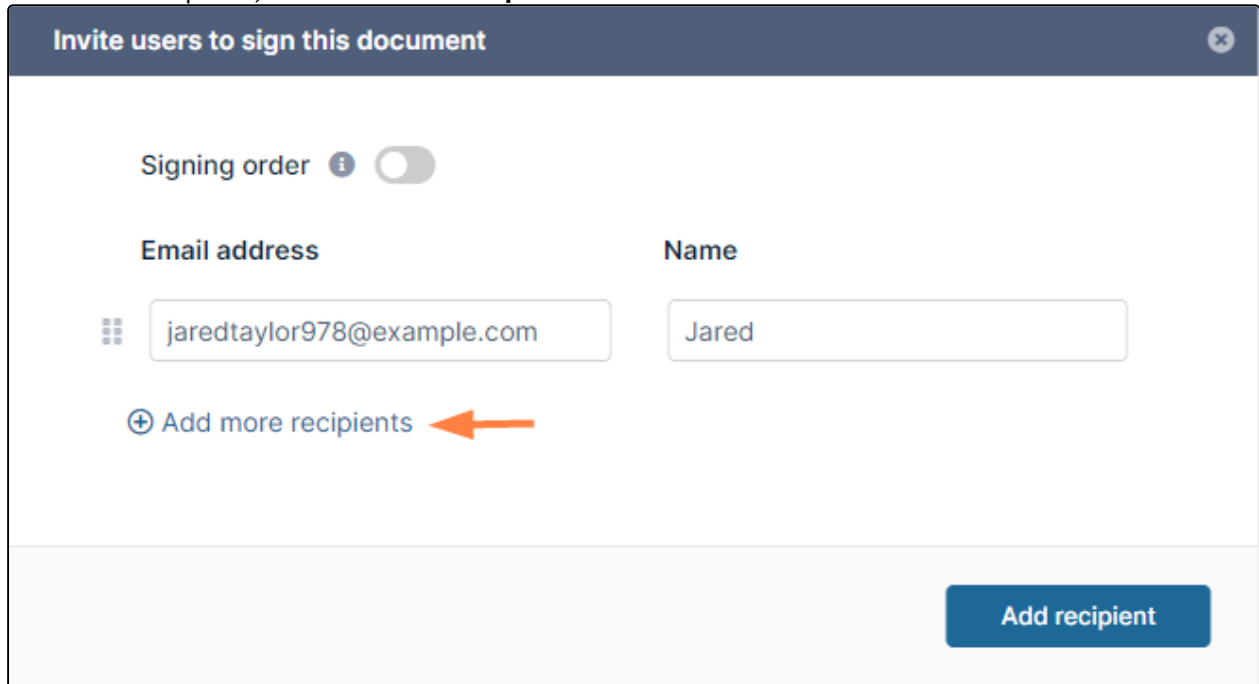
6. To add recipients to the signature request, click **Add recipients**.



The **Invite users to sign this document** dialog box opens.

7. Enter a recipient's email address and name.  
You can add any number of recipients.

8. To add more recipients, click **+ Add more recipients**.



**Invite users to sign this document**

Signing order  ☐

Email address

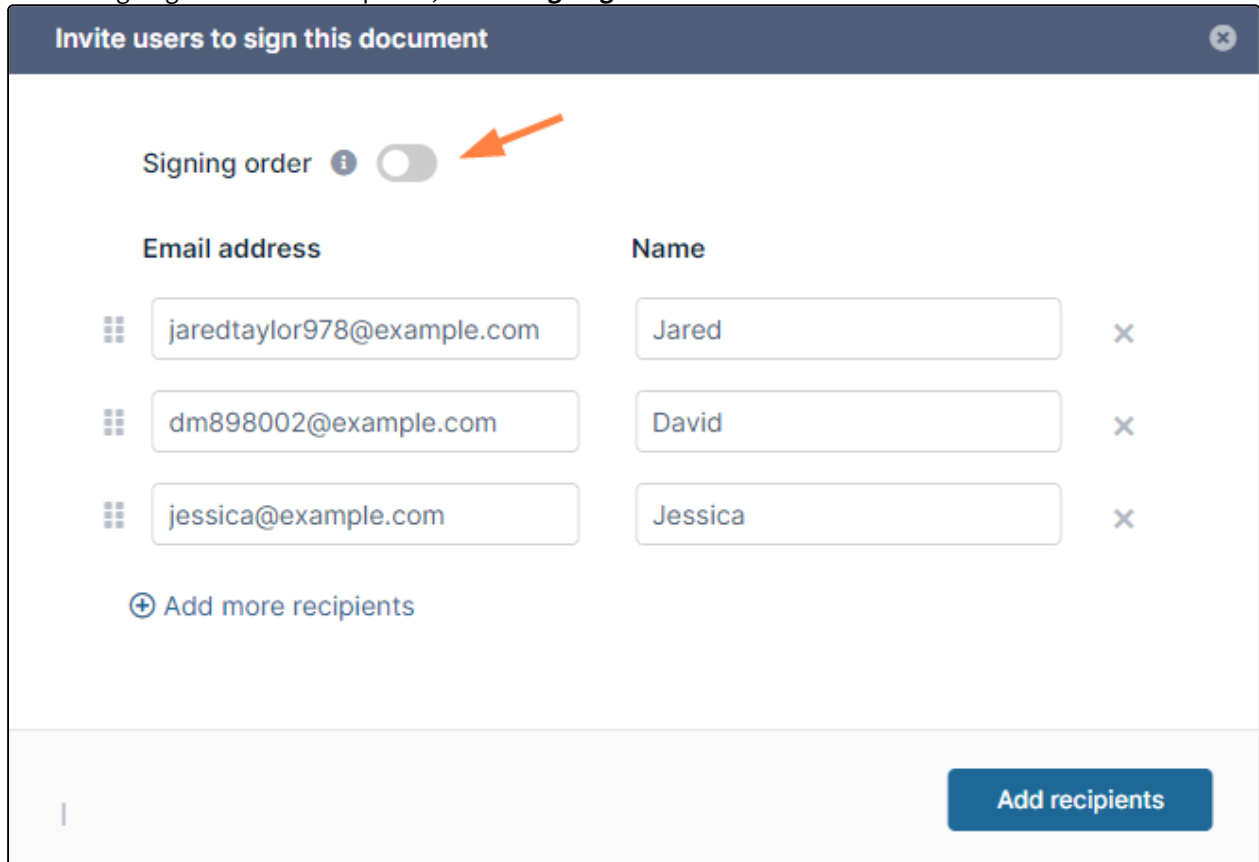
Name

[+ Add more recipients](#) 

**Add recipient**

You have the option of adding a signing order to the list of recipients. The signing order indicates in which order the recipients are sent the document for signing. Initially, the document is sent to the recipient or recipients marked [1] in the signing order. When all the recipients marked [1] sign the document, it is sent to the recipient or recipients marked [2]. When all the recipients marked [2] sign the document, it is sent to the recipient or recipients marked [3], and so on.

9. To add a signing order to the recipients, enable **Signing order**.



**Invite users to sign this document**

Signing order  ☐ 

| Email address                                                                                                | Name    |                                                                                     |
|--------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------|
|  jaredtaylor978@example.com | Jared   |  |
|  dm898002@example.com       | David   |  |
|  jessica@example.com        | Jessica |  |

 Add more recipients

When you initially enable **Signing order**, recipients are assigned numbers in the order in which they appear:



Invite users to sign this document

Signing order

|   | Email address              | Name    |   |
|---|----------------------------|---------|---|
| 1 | jaredtaylor978@example.com | Jared   | × |
| 2 | dm898002@example.com       | David   | × |
| 3 | jessica@example.com        | Jessica | × |

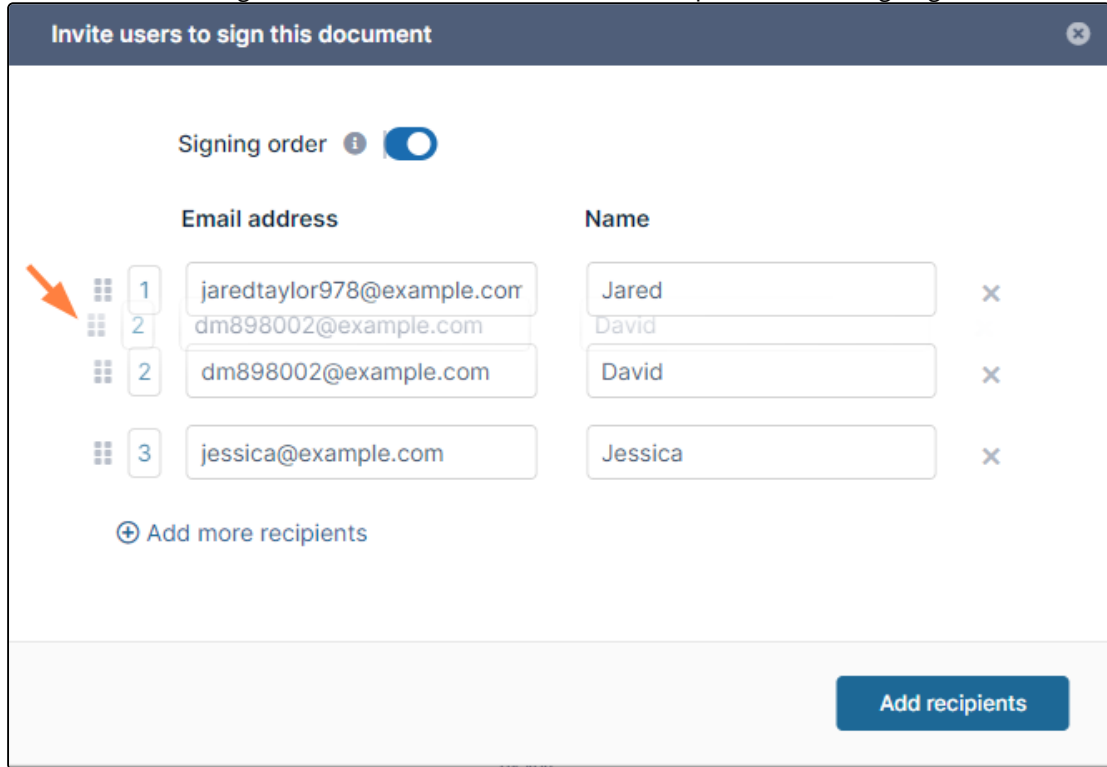
+

 Add more recipients

Add recipients

10. To change the signing order:

- a. click and hold the drag handles for a user and move it to a new position in the signing order:



**Invite users to sign this document**

Signing order ⓘ ☒

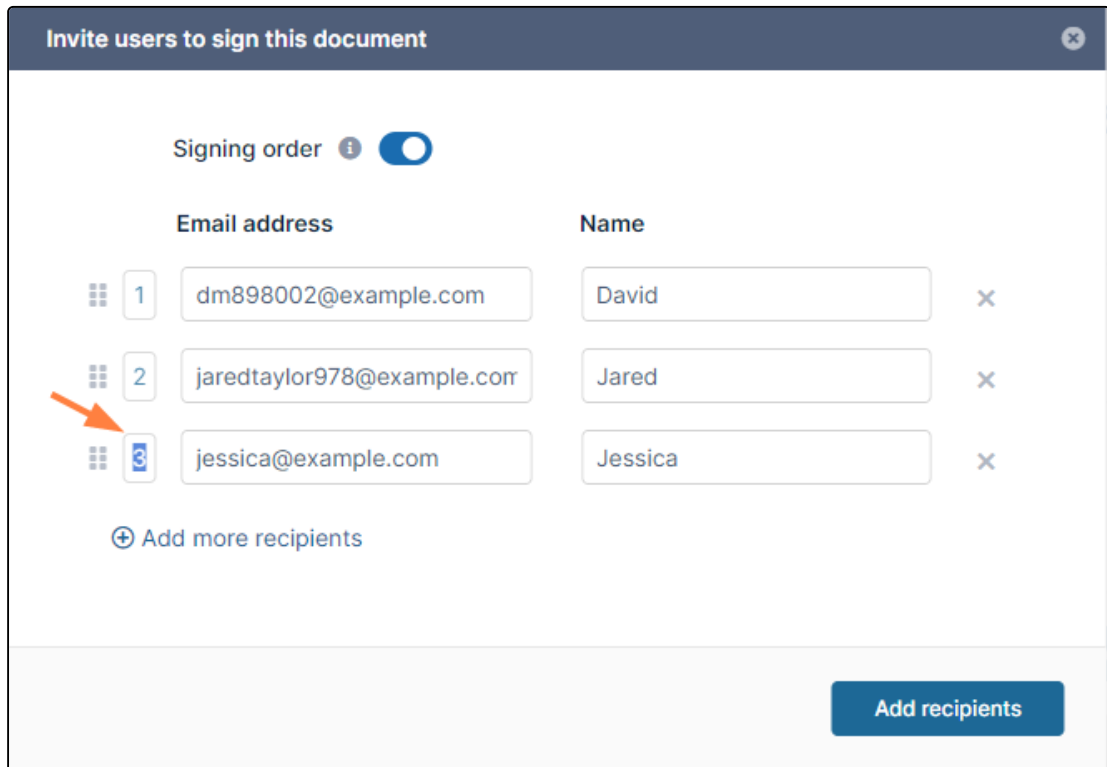
|   | Email address              | Name    |   |
|---|----------------------------|---------|---|
| 1 | jaredtaylor978@example.com | Jared   | × |
| 2 | dm898002@example.com       | David   | × |
| 2 | dm898002@example.com       | David   | × |
| 3 | jessica@example.com        | Jessica | × |

⊕ Add more recipients

Add recipients

or

- b. double-click on a number and enter a new one. The recipients are automatically rearranged in the correct order.



**Invite users to sign this document**

Signing order ⓘ ☒

|   | Email address              | Name    |   |
|---|----------------------------|---------|---|
| 1 | dm898002@example.com       | David   | × |
| 2 | jaredtaylor978@example.com | Jared   | × |
| 3 | jessica@example.com        | Jessica | × |

⊕ Add more recipients

Add recipients

If you give multiple recipients the same number in the signing order, they receive the document at the same time, and all must sign it before it moves to the next recipient or is marked complete. In the following screenshot, after David and Jared sign the document, it is sent to Jessica.

**Invite users to sign this document**

Signing order

|   | Email address                                         | Name                                 |  |
|---|-------------------------------------------------------|--------------------------------------|--|
| 1 | <input type="text" value="dm898002@example.com"/>     | <input type="text" value="David"/>   |  |
| 1 | <input type="text" value="jaredtaylor978@gmail.com"/> | <input type="text" value="Jared"/>   |  |
| 2 | <input type="text" value="jessica@example.com"/>      | <input type="text" value="Jessica"/> |  |

Add more recipients

- ✓ If you begin using the grab bars to change the order of the recipients before you manually enable **Signing order**, FileCloud automatically enables it for you.

When you have finished adding recipients, click **Add recipient(s)**. The recipient or recipients are listed in the **eSignature** dialog box.

11. Click **Send for signature**.

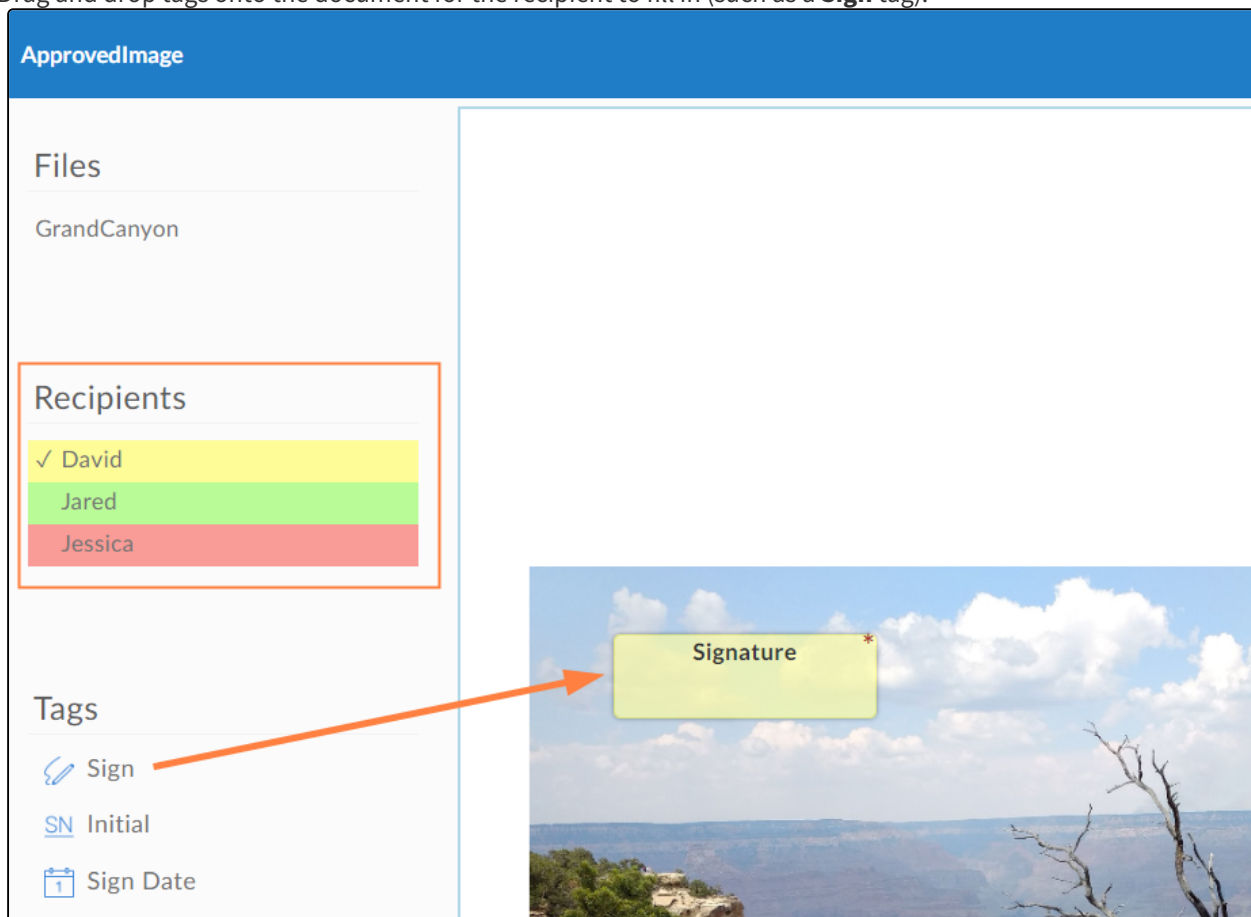
The screenshot shows the eSignature interface. At the top, there's a header with 'eSignature' and a close button. Below the header, there's a section for the file name: 'ApprovedImage.pdf' with a 'Save' button. A note below says 'This will be the signed filename'. Below that is the 'Destination path' section, showing '/jennifer/Signed Files' with a 'Change' button. The 'Recipients' section lists three email addresses: 'dm898002@example.com' (checked), 'jaredtaylor978@example.com' (checked), and 'jessica@example.com' (unchecked). A 'Change' button is below the recipients. At the bottom right, there is a blue button labeled 'Send for signature' with an orange arrow pointing to it.

You are now sent to the Signority platform. The following instructions walk you briefly through the process of getting your eSignature document ready for signatures and sending it to recipients in Signority. For more complete instructions on using Signority, see <https://www.signority.com/help/>.

Signority opens and displays the file as it will appear to the recipients.

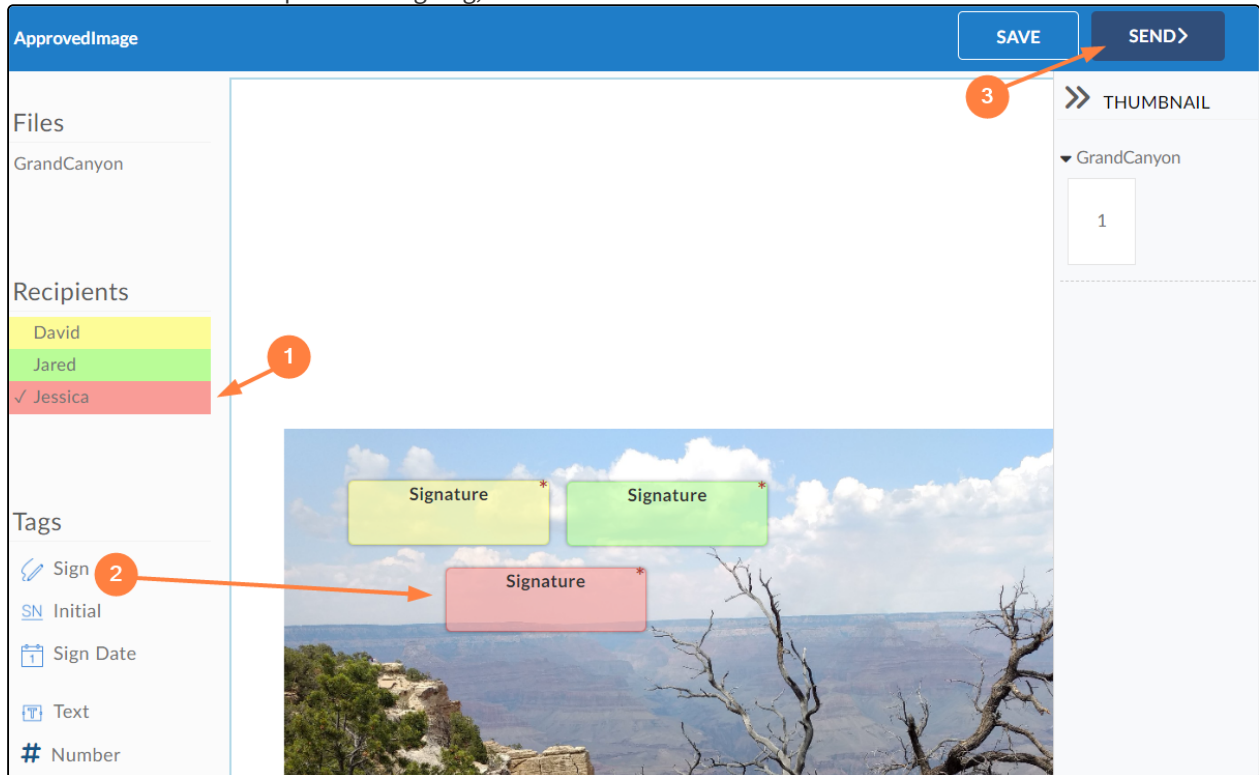
The recipients are listed in the left panel. The first one is checked, indicating that tags you add apply to that recipient.

12. Drag and drop tags onto the document for the recipient to fill in (such as a **Sign** tag).



13. If there are multiple recipients, check the other recipients and drag tags onto the document for them to fill in.

14. To send the file to the recipients for signing, click **Send**.



You are given the option of choosing [eSignature](#) or [Digital Signature](#).

15. Below eSignature or Digital Signature click **Next**.

**Note: The Secure with Digital Signatures option only appears if your plan includes digital signatures.**

### Choose your level of protection & security

#### Legally binding eSignatures

Best for everyday documents you need to get signed electronically. Recipients are safely authenticated, data is securely transmitted and stored.



Next

#### Secure with Digital Signatures

Protect and secure anytime, online & offline with the highest levels of security and tamper-proof technology built on RSA 2048 bit encryption. Digital certificate embedded with every copy ensuring your sensitive information can meet strict regulations and compliance.



Next

The file is sent to the recipients:

ApprovedImage

Upload

Recipients

Editor

Send

Congratulations!

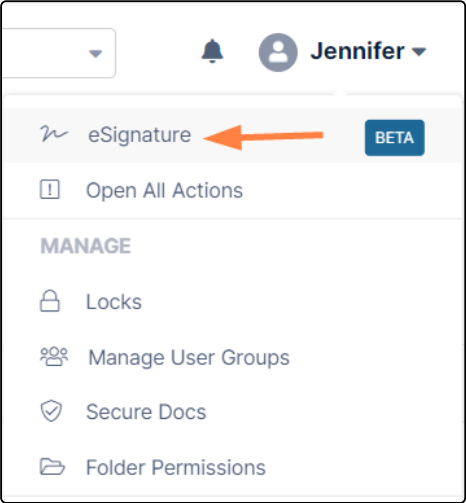
You just sent the document, **ApprovedImage** to **David, Jared, Jessica**.

You may close this window or tab.

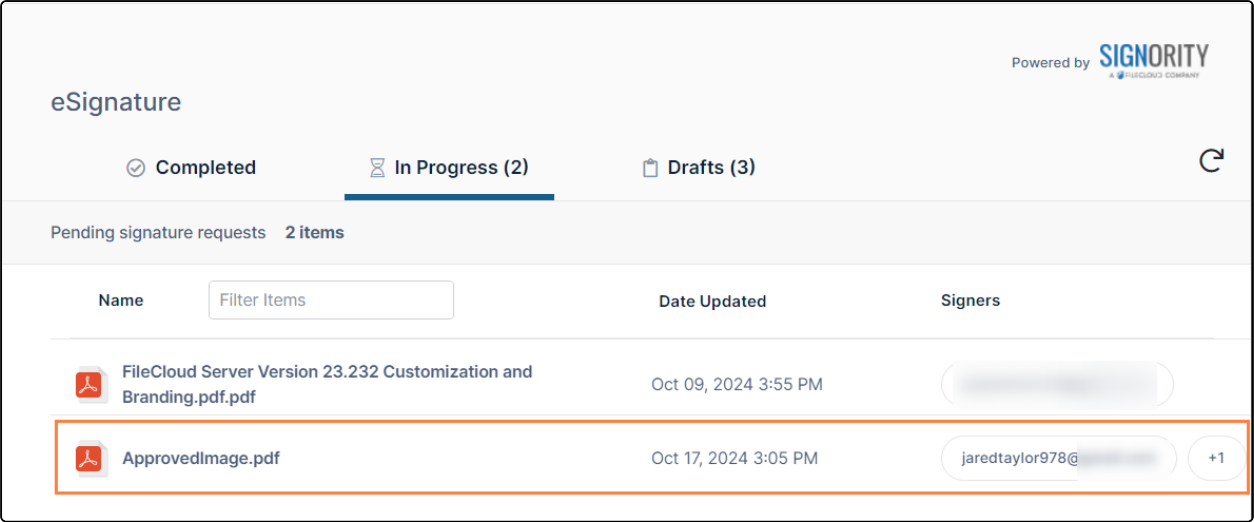


16. You may close Signority.

17. In FileCloud, to go to the eSignature screen. in the user drop-down list, click **eSignature**.

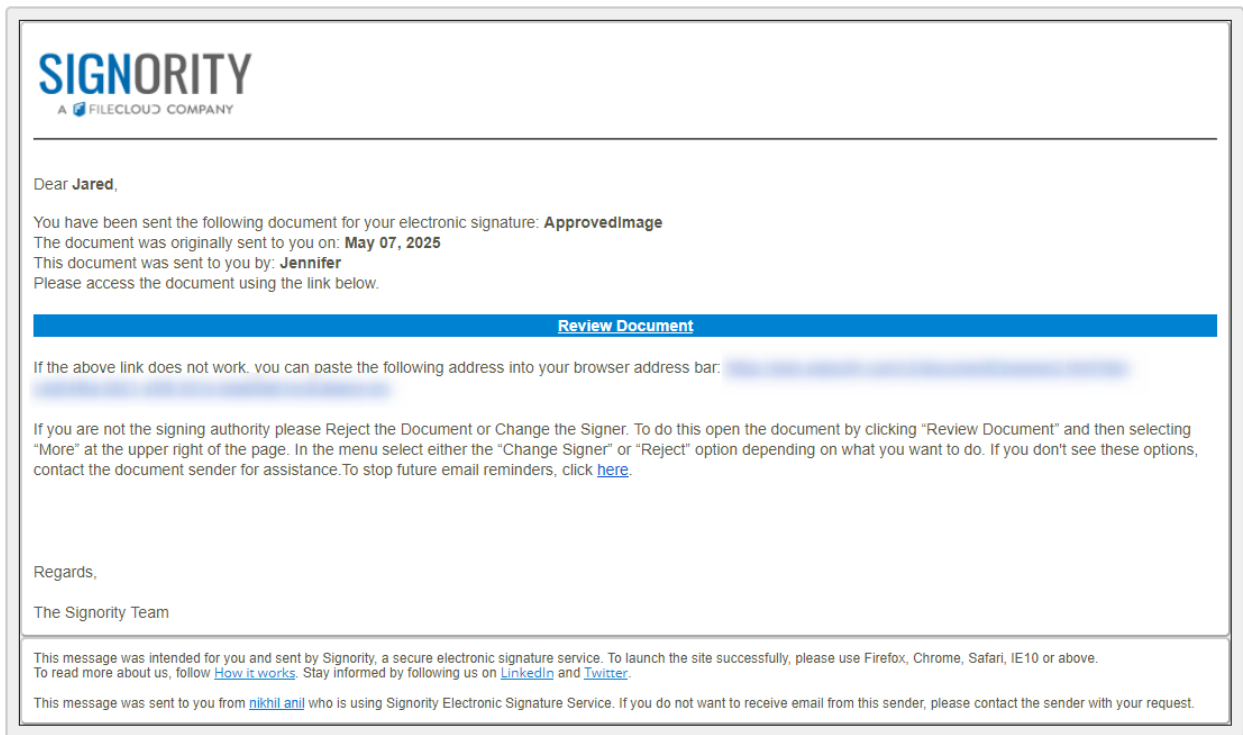


The eSignature document appears in the **In Progress** tab of the **eSignature** screen.

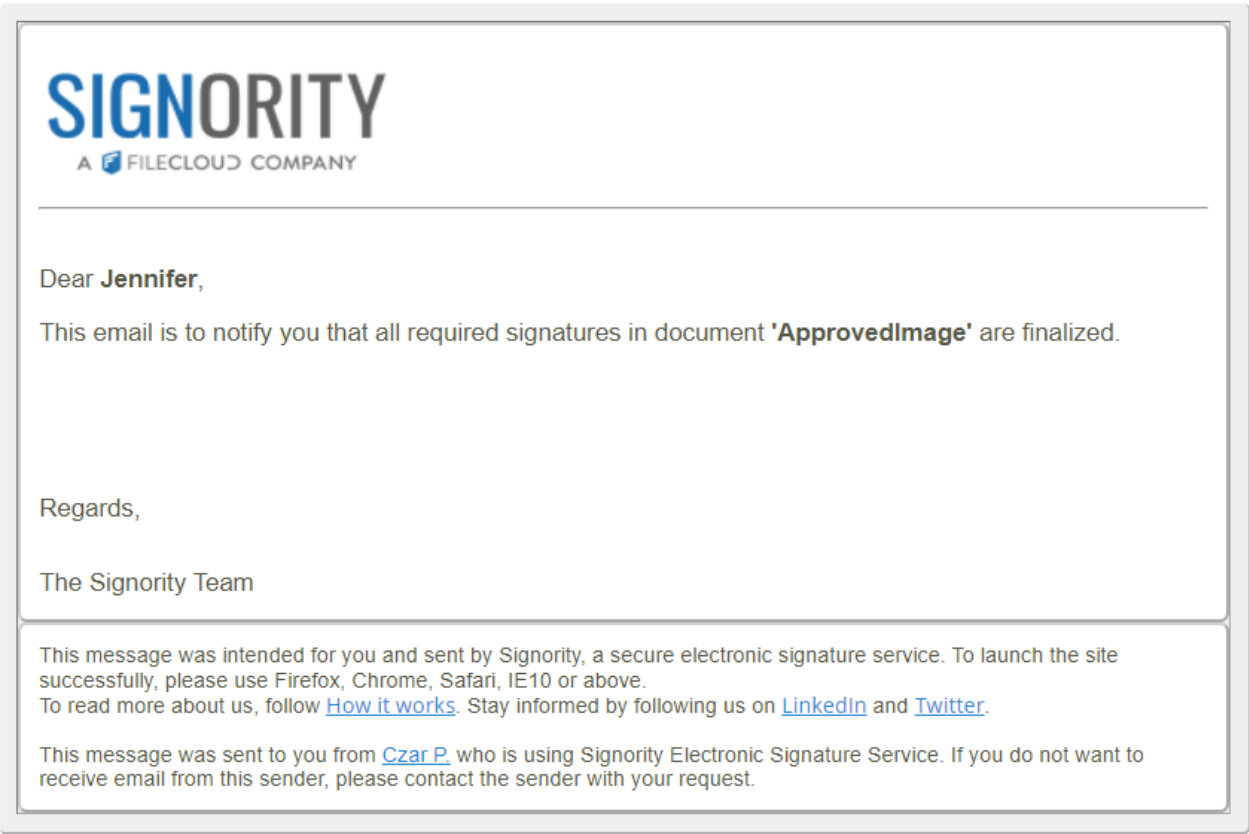


Each recipient receives an email with the following information:



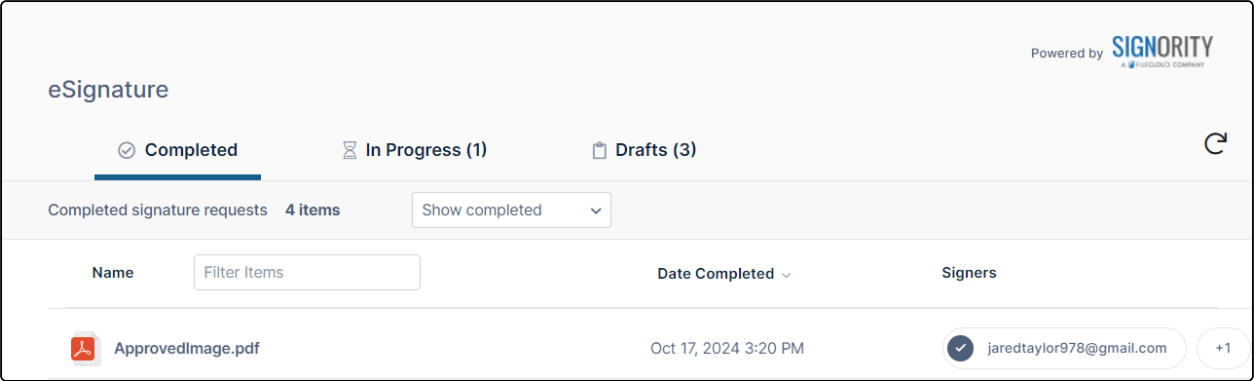


You will receive an email notification each time a recipient signs the document as well as a final notification telling you that all required signatures have been added:

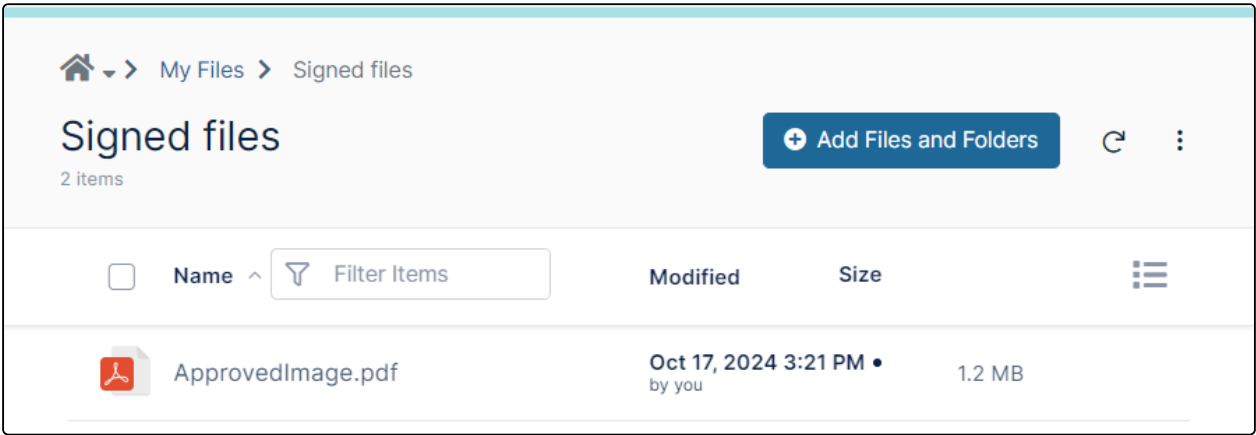


Each recipient also receives an email informing them that signing of the document has been finalized. Depending on the way your admin configures notifications in Signority, the email may contain links or attachments of signed documents and may contain audit trail files.

In your FileCloud eSignature screen, the document now appears in the Completed column:



It also appears in the destination folder that you specified when setting up the request:

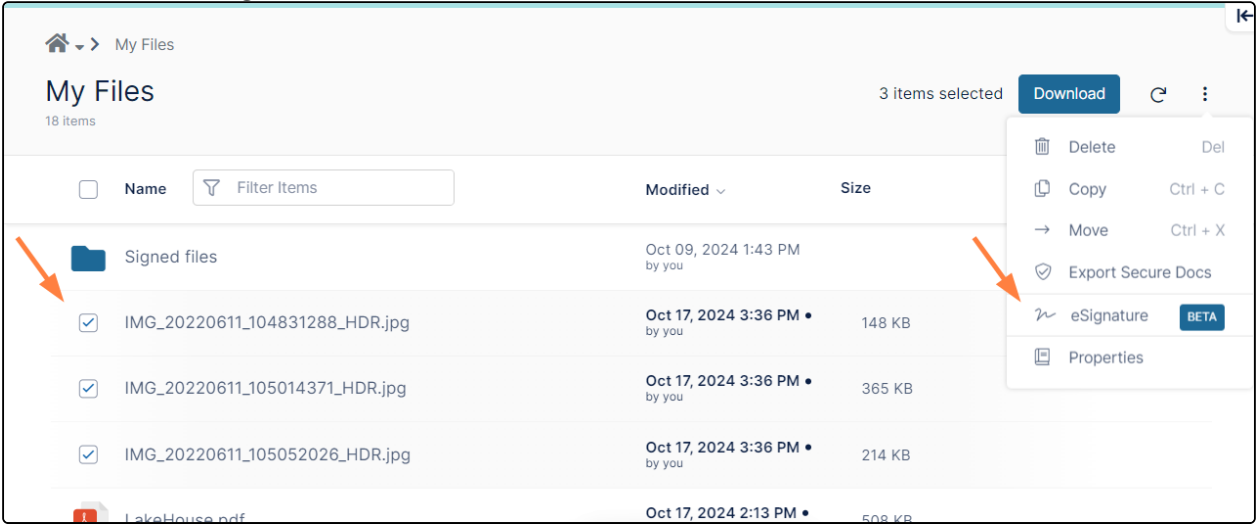


By default, only the signed pdf is sent to you in the Completed tab and the destination folder, but your admin may customize the setup to return an audit trail as well, either attached to the signed pdf or in a separate attachment.

To request eSignatures on a group of files:

You can send a group of files for eSignatures in a single request.

1. Check the files that you want to send for signatures, and click the More icon in the upper-right corner of the screen and choose **eSignature**.



The **eSignature** dialog box opens.  
Notice that the files that you checked have been merged into a single PDF eSignature document. The original files remain separate and unchanged.

**eSignature**

Powered by **SIGNORITY**  
A FILECLOUD COMPANY

 **IMG\_20220611\_104831288\_HDR & 2 others.pdf** [Rename signed file](#)

This will be the signed filename  
Files will be merged into a single document

**Destination path**  
Storage location of signed file **/jennifer/** [Change](#)

**Recipients** [Add recipients](#)

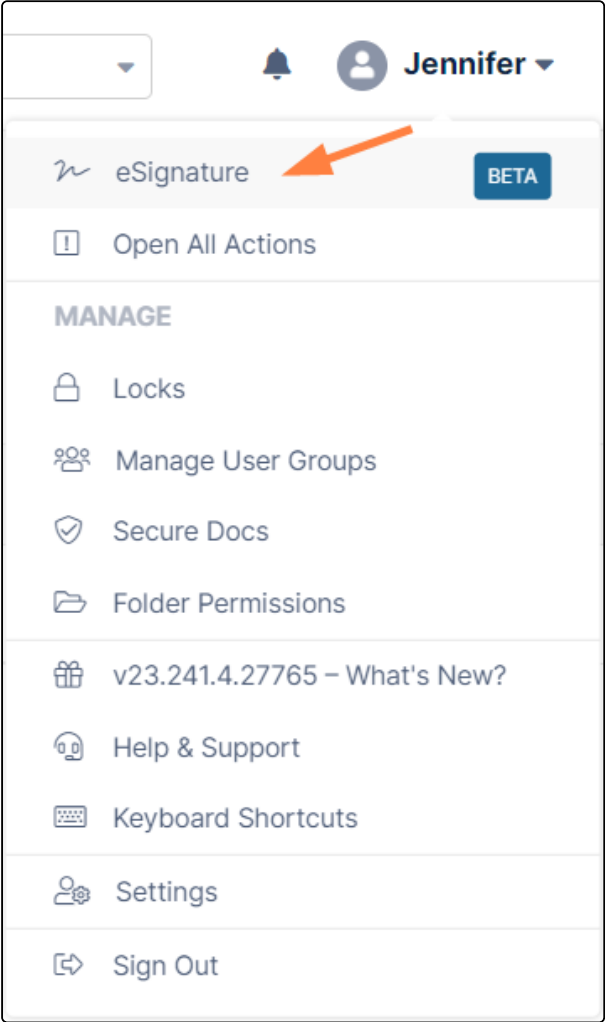
[Send for signature](#)

At this point you are managing one eSignature document. Use steps in the procedure above for a single file to complete the eSignature process.

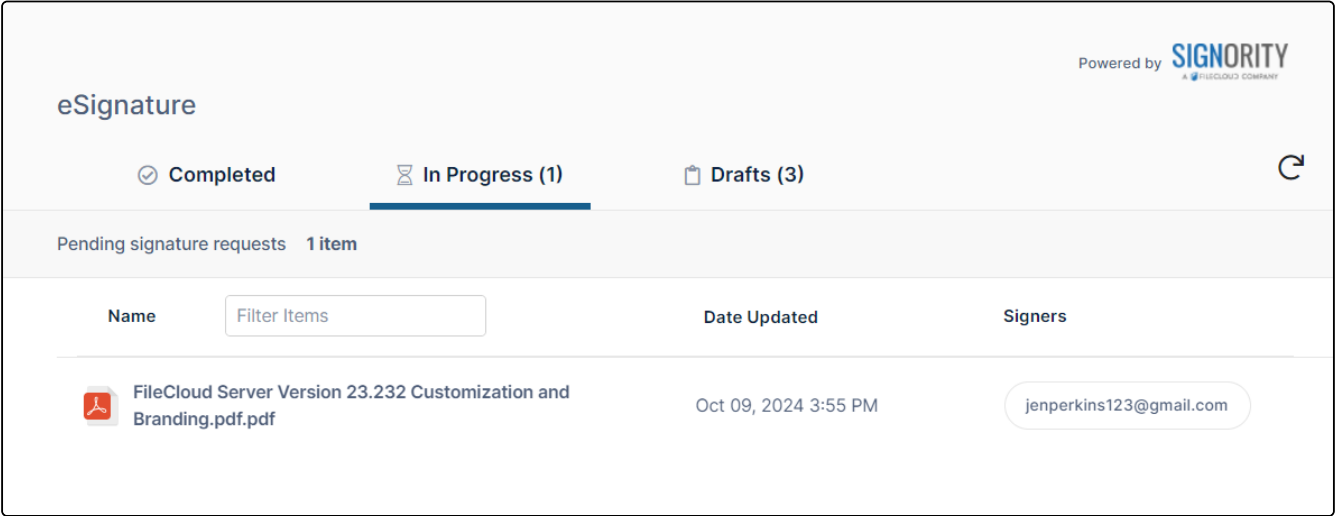
## Viewing and Editing eSignature Requests

In the **eSignature** screen in FileCloud, you can view, complete, and delete your eSignature requests.

To access the eSignature screen in FileCloud, in the user drop-down list, click **eSignature**.



The **eSignature** page opens:



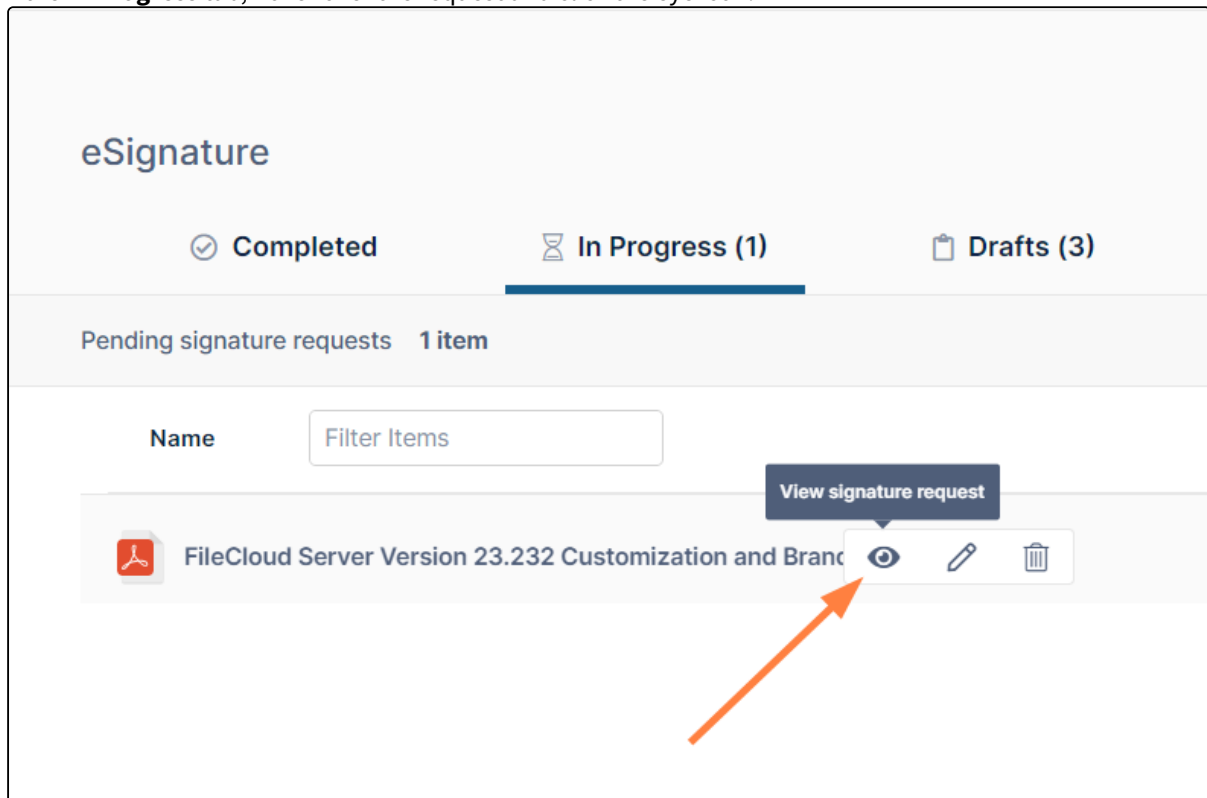
### In Progress eSignature requests

The **In Progress** tab shows eSignature requests that have been sent to signers but have not yet received all of the required signatures.

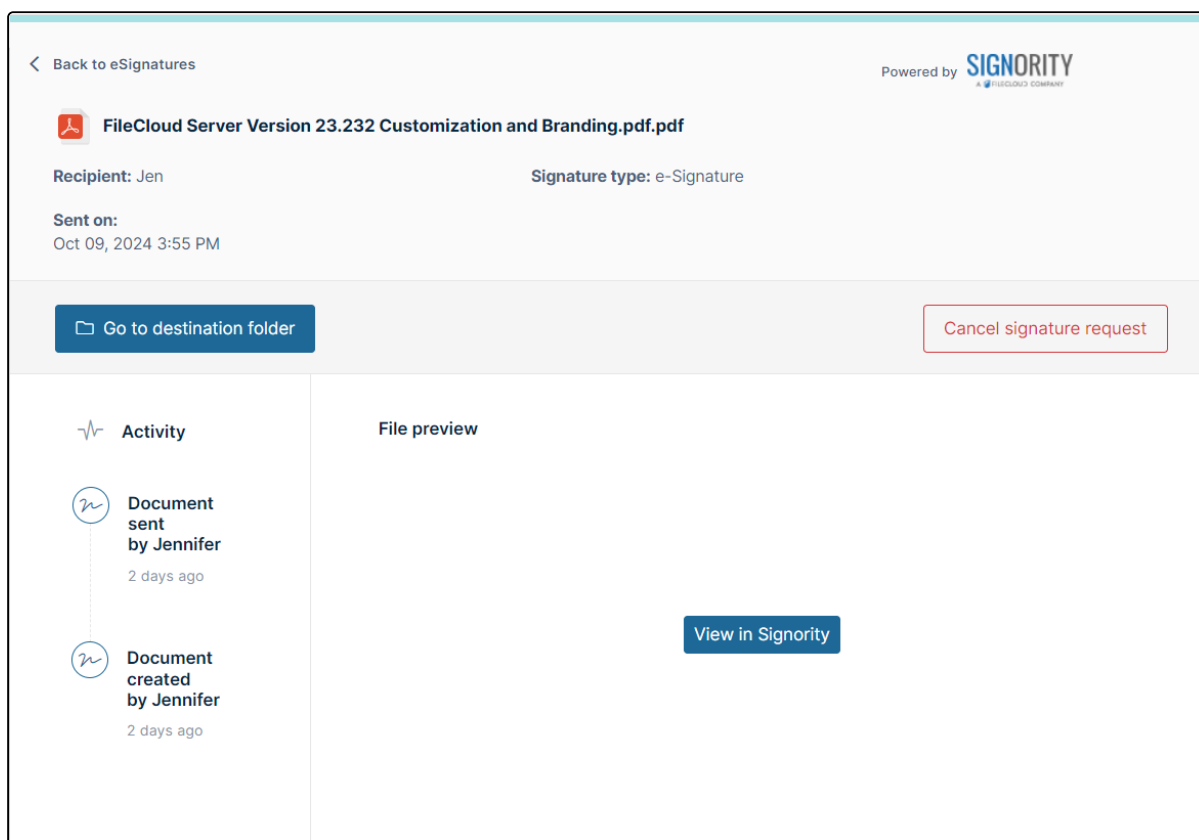
From the **In Progress** tab, you can view more details of the request, edit the FileCloud destination folder, or cancel the request.

#### To view more details of the request:

1. In the **In Progress** tab, hover over the request and click the eye icon.



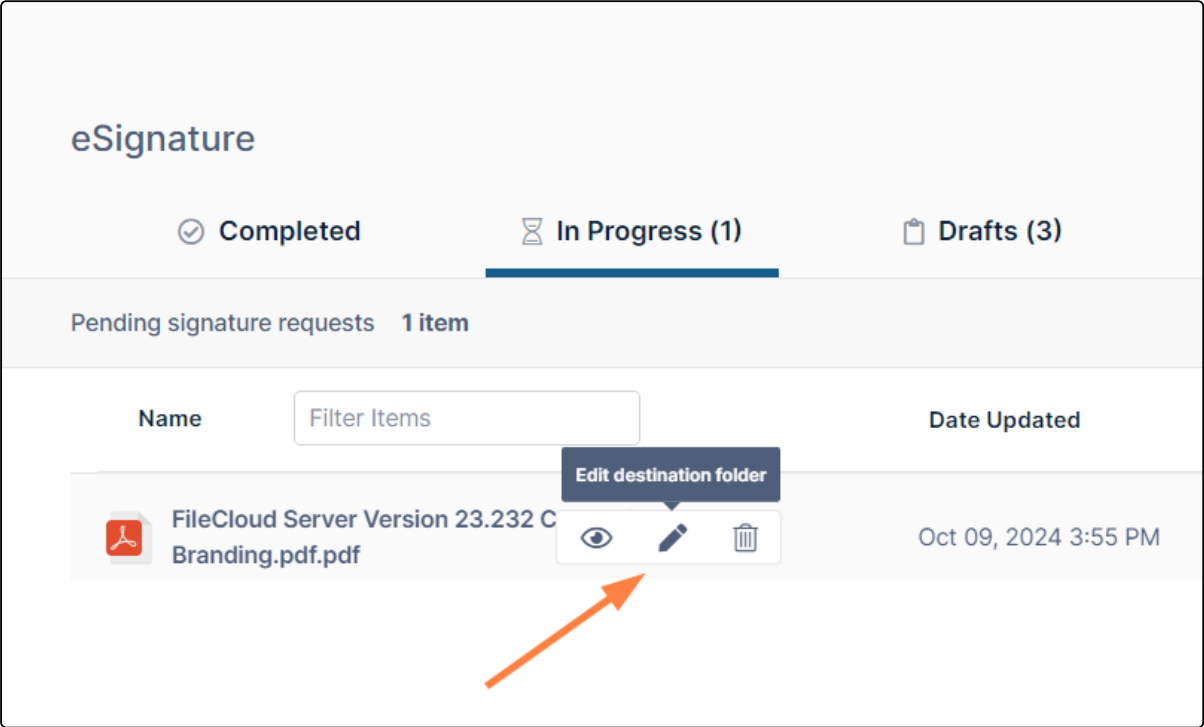
The following information about the request is shown to you:



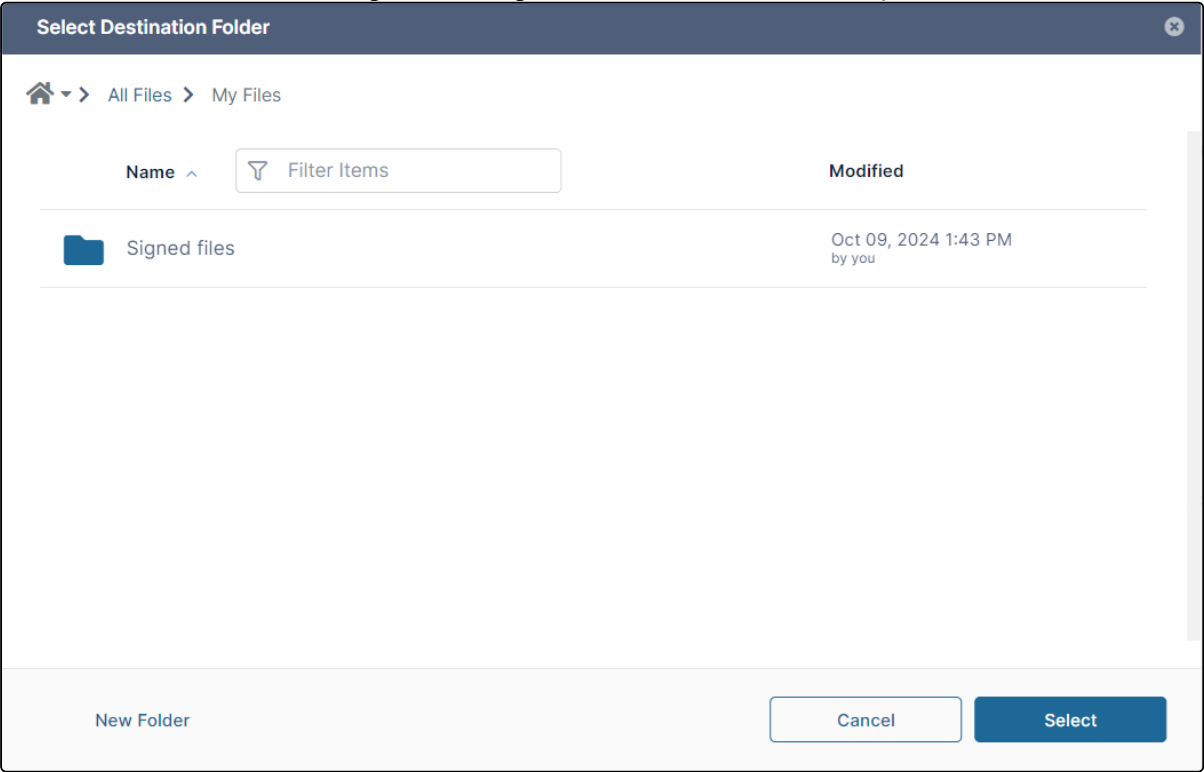
2. To open the destination folder for the signed file, click **Go to destination folder**.
3. To cancel the request, click **Cancel signature request**.
4. To open the request in Signority, click **View in Signority**.

**To edit the destination folder:**

1. In the **In Progress** tab, hover over the request and click the edit icon.



A **Select Destination Folder** dialog box showing the current destination folder opens:

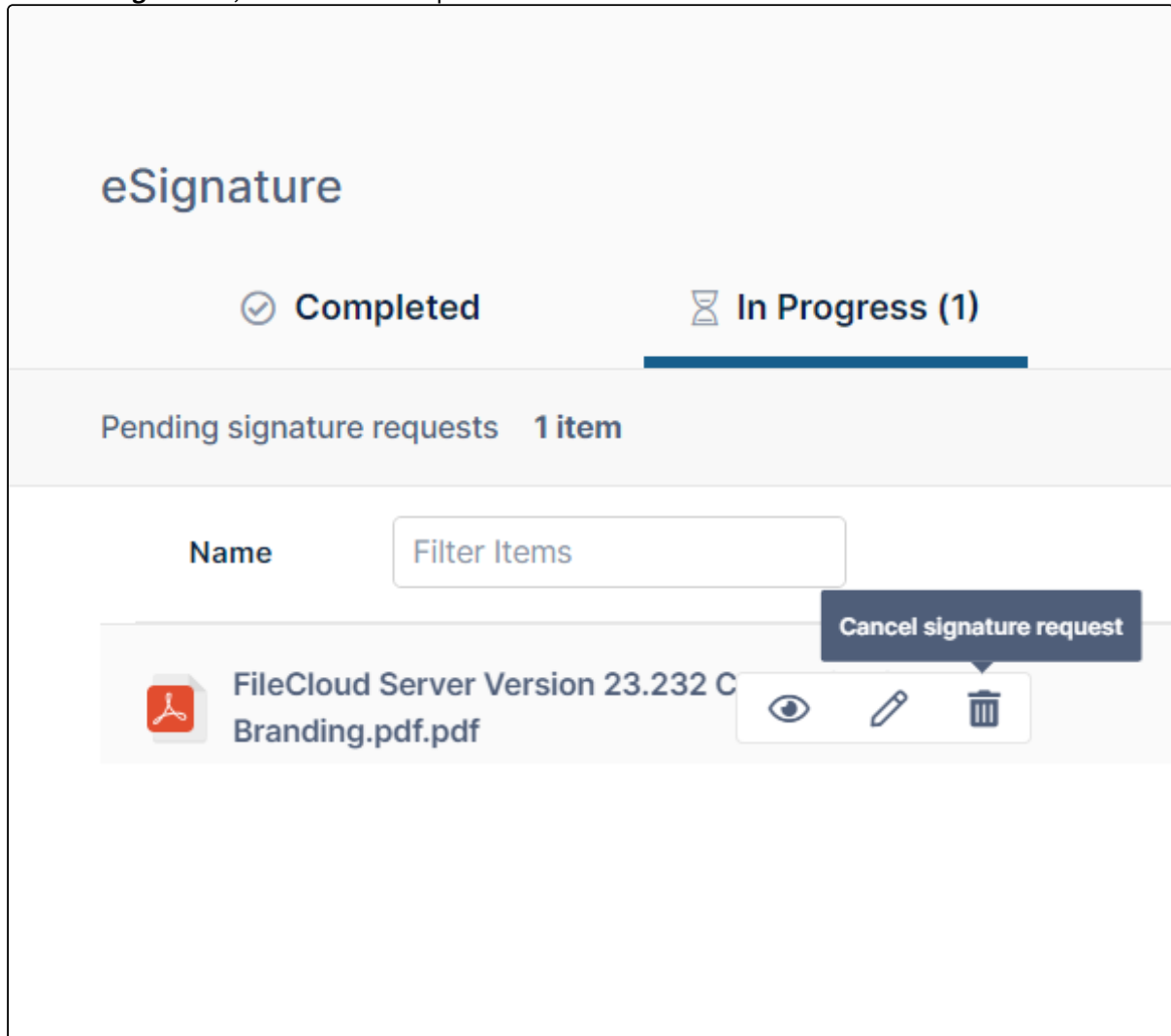




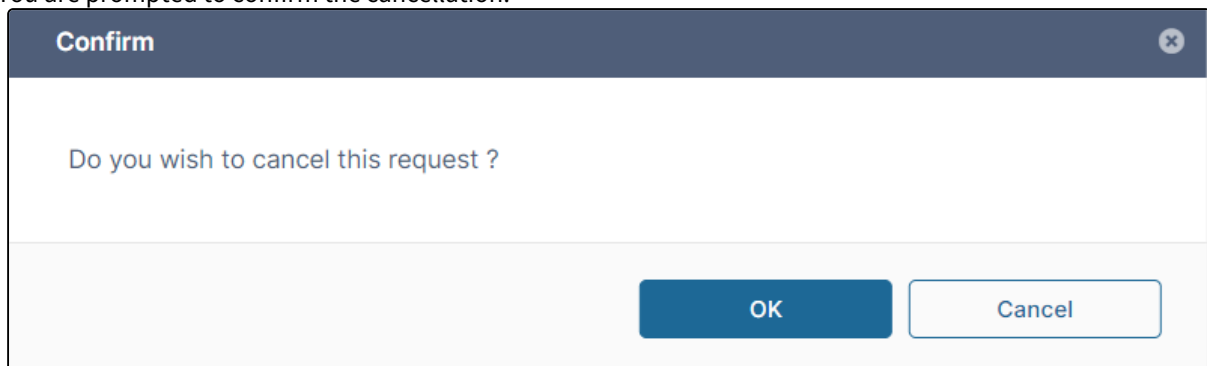
2. Navigate to a new destination folder and click **Select**.

**To cancel the request:**

1. In the **In Progress** tab, hover over the request and click the delete icon.



You are prompted to confirm the cancellation:



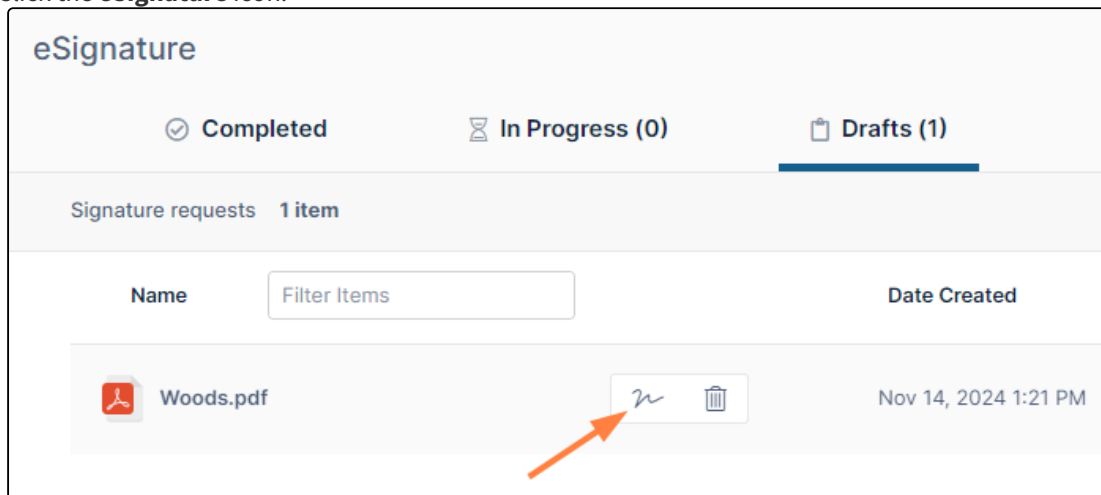
2. Click **OK**.

The request is cancelled and no longer appears on the **In Progress** tab.

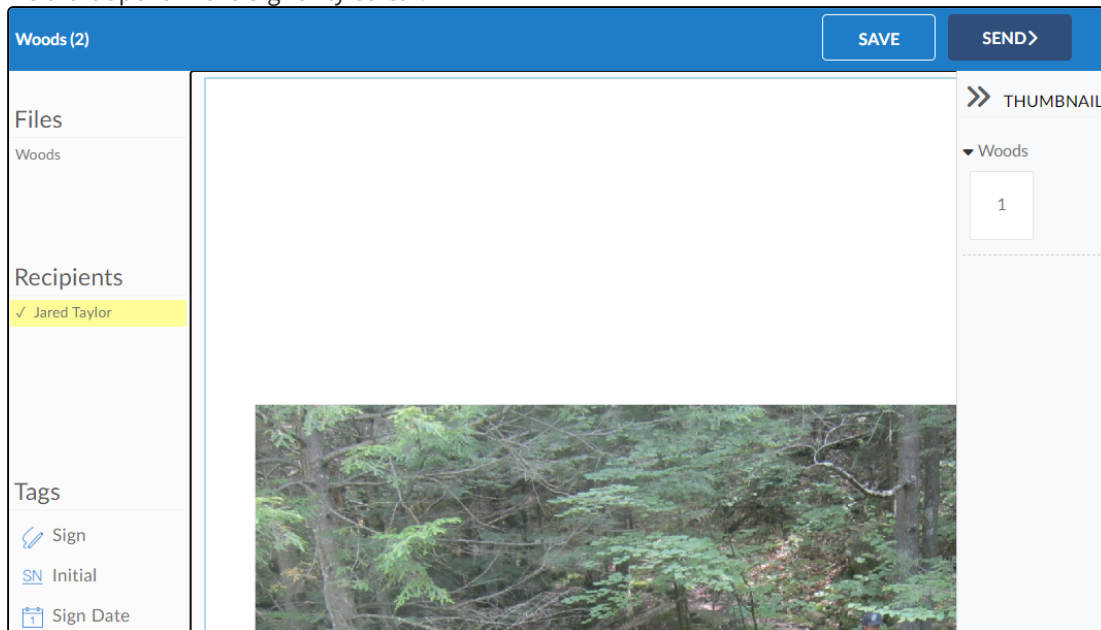
## Draft eSignature requests

The **Draft** tab shows eSignature requests that have been created but not yet submitted to Signority.

From the **Draft** tab, you can view the request in the Signority editor and complete it as well as cancel the request.

**To view the request in the Signority editor:**1. Click the **eSignature** icon:

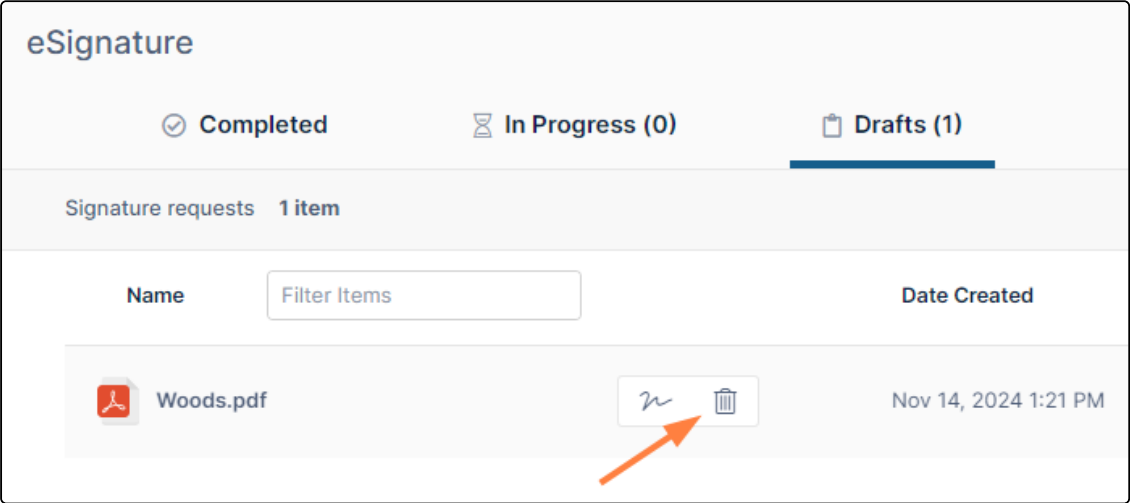
The draft opens in the Signority editor:



## 2. Either view the document or complete the process of adding signature tags and sending it to recipients.

To delete the draft:

1. Click the delete icon:



The draft is deleted and no longer appears in the **Drafts** tab.

Completed eSignature requests

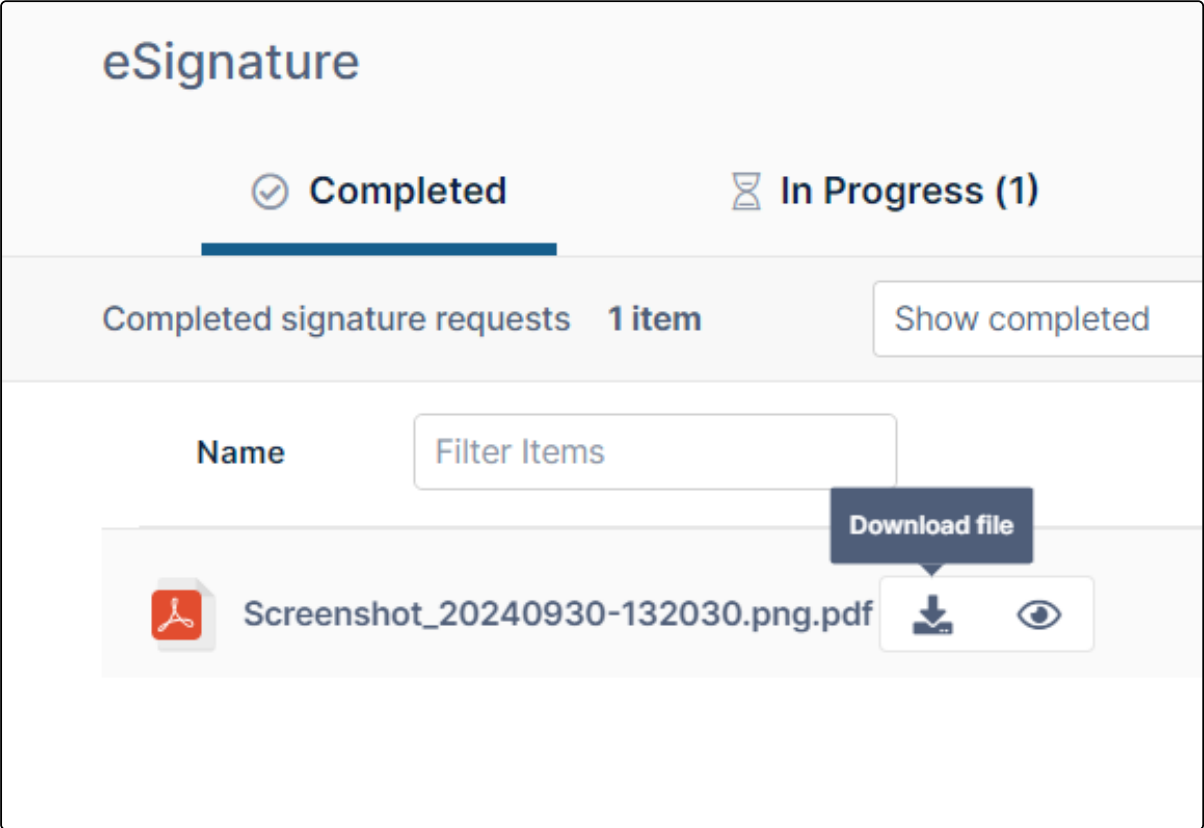
The **Completed** tab shows completed eSignature requests.

From the **Completed** tab, you can download the request or view more details of it.

You can also view cancelled and expired eSignature requests.

**To download the request:**

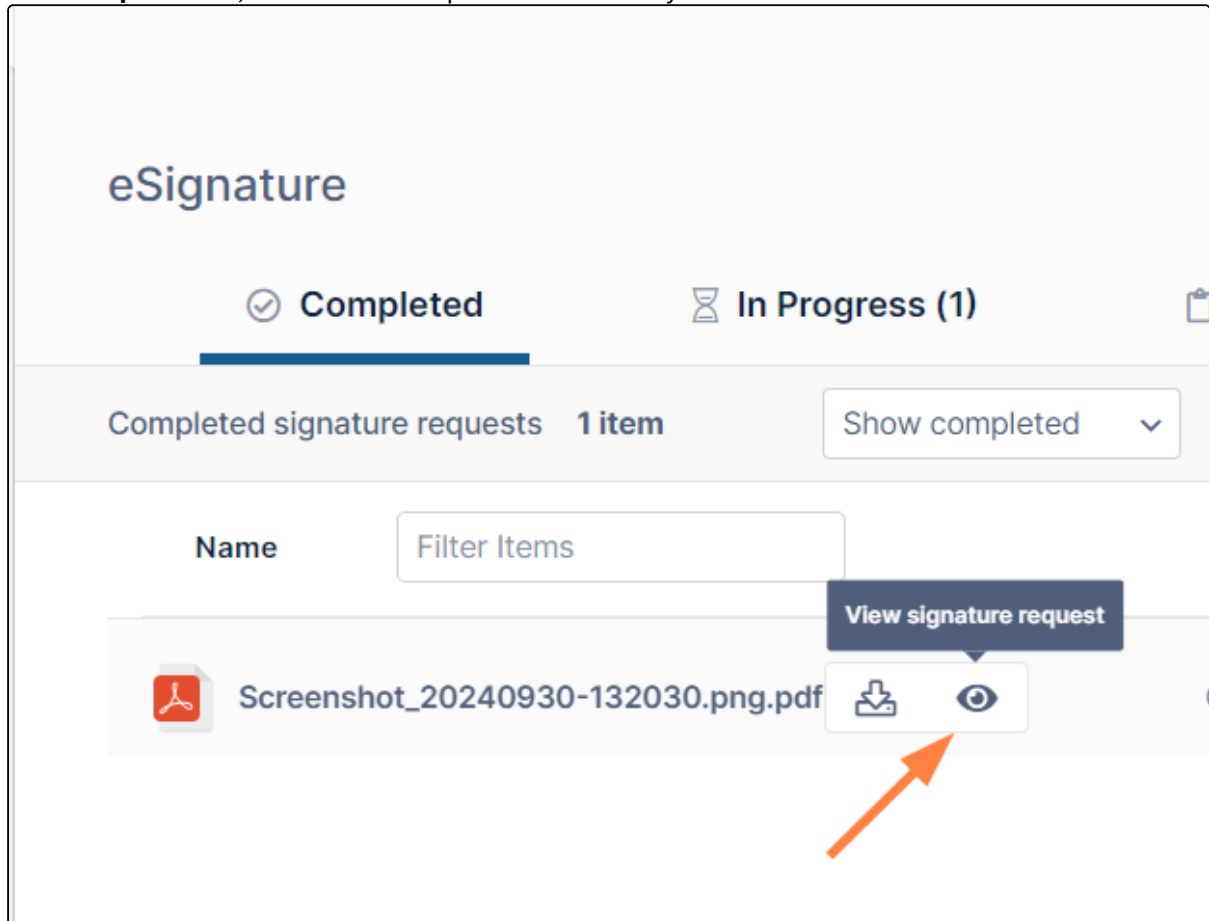
1. In the **Completed** tab, hover over the request and click the download icon.



2. Save the signed file.

**To view more details of the request:**

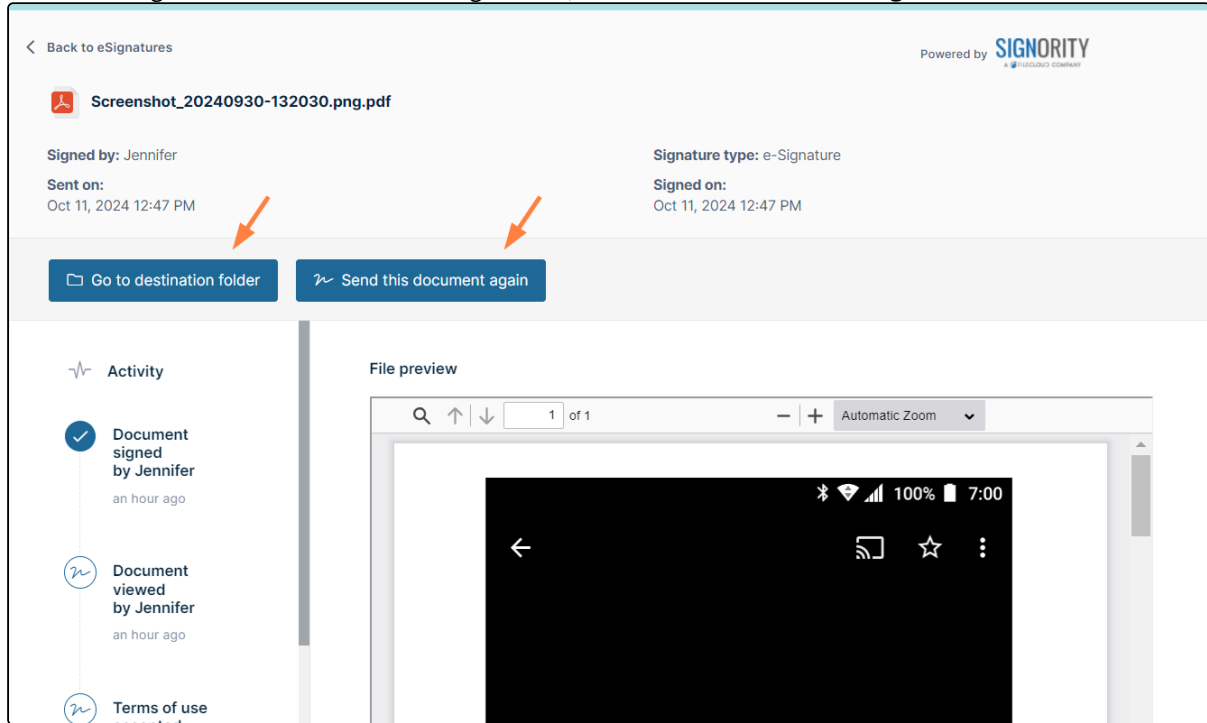
1. In the **Completed** tab, hover over the request and click the eye icon.



Details about the request are shown to you.

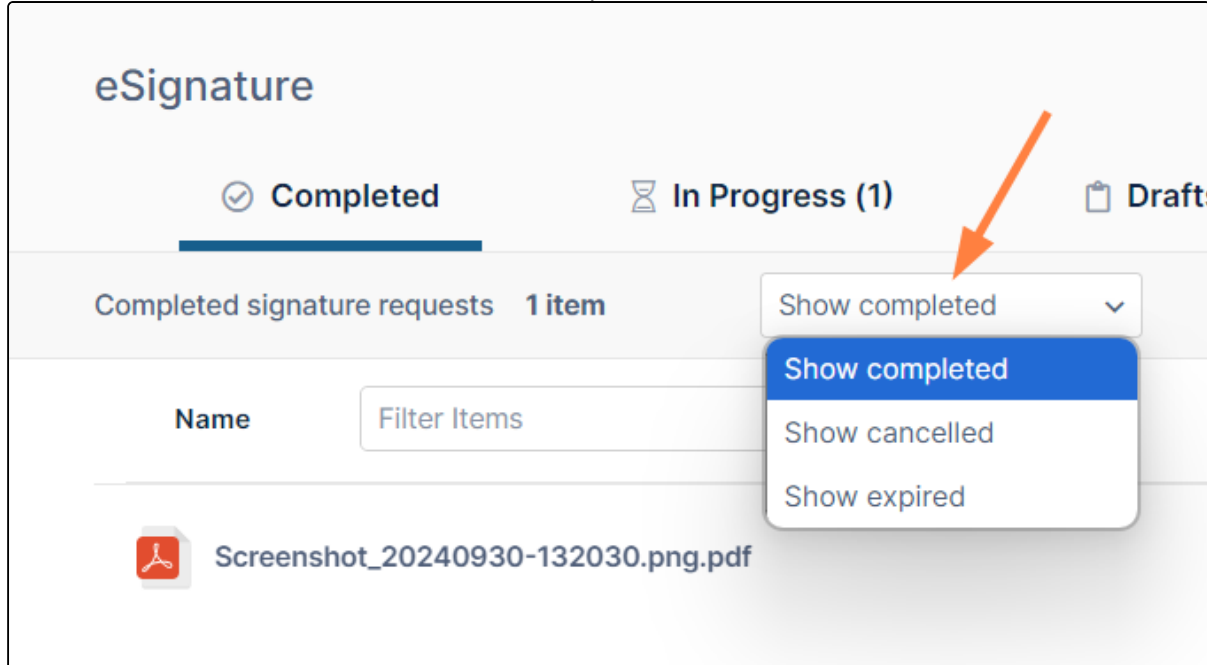
2. To view the completed request in its destination folder, click **Go to destination folder**.

3. To send the signed document for further signatures, click **Send this document again**.



**To view cancelled or expired requests:**

1. In the **Completed** tab, click the **Show completed** drop-down list and choose **Show cancelled** or **Show expired**.





FileCloud removes eSignature documents associated with completed, cancelled, and expired requests from Signority.

# Sharing Files and Folders

File and folder sharing allows you to provide public or private access to files stored in FileCloud Server with various levels of access privileges.

While files can easily be shared by emailing them, sharing files in FileCloud allows you to:

- Keep track of who you have shared a file or folder with
- Add comments about the file or folder
- Monitor file versions
- Control changes people make to a file or folder by setting a combination of permissions to read, view, modify, copy, or delete it
- Have an allocated amount of personal file storage in a common file system

You can share a file or folder publicly or privately.

## Publicly

- Does not require the user you want to share with to have a FileCloud account.
- Lets you share a file with everyone with or without restrictions.
- Lets you share a file with everyone and require a password.

## Privately

- Does require the user you want to share with to have a FileCloud account.
- Lets you invite someone to create a FileCloud account so you can share with them.
- Lets you share a file with specific FileCloud users with or without restrictions.

| Requires a FileCloud Account | Set Permissions | Set Options | Share with Everyone | Share with a Specific User |
|------------------------------|-----------------|-------------|---------------------|----------------------------|
|------------------------------|-----------------|-------------|---------------------|----------------------------|

|                |                                                        |                                                                                                              |                                                                                                                      |                                                                |                                                                                                                                                             |
|----------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Public</b>  | <p>✗ Anyone with the link can access</p>               | <p>✓ View</p> <p>✓ Download</p> <p>✓ Upload</p>                                                              | <p>✓ Share Name</p> <p>✓ Expiration</p> <p>✓ Restrict Downloads</p> <p>✓ Notifications</p> <p>✓ Require Password</p> | <p>✓ Any user who has the share link can access the share.</p> | <p>✗ Once you select to share with specific users, the share becomes private.</p>                                                                           |
| <b>Private</b> | <p>✓ Invite those without an account to create one</p> | <p>✓ View</p> <p>✓ Download</p> <p>✓ Share</p> <p>✓ Upload</p> <p>✓ Sync</p> <p>✓ Delete</p> <p>✓ Manage</p> | <p>✓ Share Name</p> <p>✓ Expiration</p> <p>✓ Notifications</p>                                                       | <p>✗ Add Groups to share with multiple users at once</p>       | <p>✓ With a FileCloud account (you can invite users who do not have FileCloud accounts, but they must register for an account before viewing the share)</p> |

💡 Some permission options may vary depending on whether you share a file or a folder.

**i** Each user creates shares independently, so there may be different shares pointing to the same folder or file.

## In this section:

- [Sharing Files and Folders Publicly](#)
- [Sharing Files Privately](#)
- [Share a Folder Privately](#)
- [Share Options for Public and Private Folders](#)
- [Managing Shared Files and Folders](#)
- [Shares that Require Approval](#)



- [Using the Secure Web Viewer](#)

## Sharing Files and Folders Publicly

**i** Beginning with FileCloud 23.241, the default share type is private. Prior to FileCloud 23.241, the default share type was public.

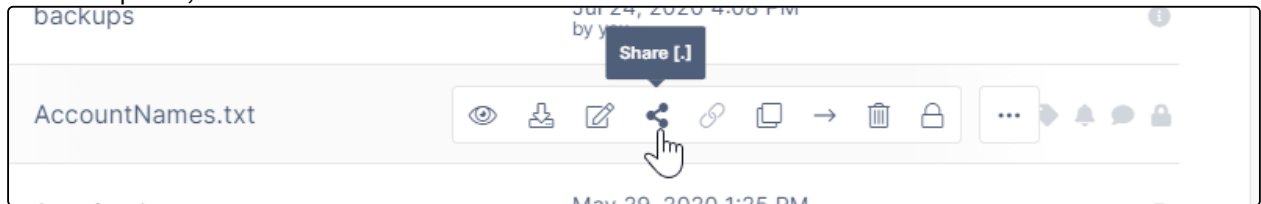
**!** Beginning with FileCloud 23.1, users creating a share can download a QR code with the share link.

You can share a file or folder publicly so that anyone can access it even if they don't have a FileCloud account.

- If you want more security but still want a large number of people to access the file or folder, you can enable password protection.
- For additional security, and if you only want a small number of people to access the file, you can choose to share the file or folder privately.
- Users who access the share can **view**, **download**, and **upload** the share.
- Users can view the share by clicking the share link they receive or opening **Shared With Me** and [clicking the Preview icon for the file](#).
- When you share a file or folder:
  - A **Share Link** window opens to provide the link; the share has already been created.
  - By default the share can be accessed by external users.
  - You can click **Share Options** to set sharing restrictions.
  - You can edit and send an email inviting new or existing users to access the share.

### To share a file or folder publicly

1. In the user portal, hover over the file or folder and click the **Share** icon.



The **Share link** dialog box opens.

2. In **Sharing Permissions**, select **Allow anyone with link**.

Share link for file AccountNames.txt

Share Link

https://[redacted]/url/tbauwrgalegtak3k Modify Link

Shared File

/jennifer/AccountNames.txt

Share Options Share History

Share Name: AccountNames.txt Change

Expires: Never Expires Change

Send Email Notifications: Yes

Sharing Permissions:

- ☐ Allow anyone with link
- ☐ Allow anyone with link and a password
- ☒ Allow selected users or groups

This share is private. Only certain users/groups are allowed

Users Groups

+ Invite Users

| User       | View | Download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

☐ Secure Web Viewer

Remove Share OK

A confirmation dialog box opens.

3. Click **OK**.

Confirm

Do you want to remove share permissions assigned to specific users and groups and allow share access to everyone?

Ok Cancel

The public share option **Allow anyone with link** is now selected.

Share link for file AccountNames.txt

Share Link

https://[redacted]/url/tbauwrgaiegtak3k [Modify Link](#)    

Shared File  
/jennifer/AccountNames.txt

**Share Options** [Share History](#)

Share Name: rpQMaudzqWRe259o [Change](#)

Expires: Never Expires [Change](#)

Max number of downloads: No Restrictions

Send Email Notifications: Yes

Sharing Permissions: ☒ Allow anyone with link

Allow [View + Download](#) ▼

This share is **Public**  
Anyone with a link can view.

☐ Allow anyone with link and a password

☐ Allow selected users or groups

☐ Secure Web Viewer

[Remove Share](#) [OK](#)

**Note:** The dialog box may vary in appearance depending on the defaults set in your system.

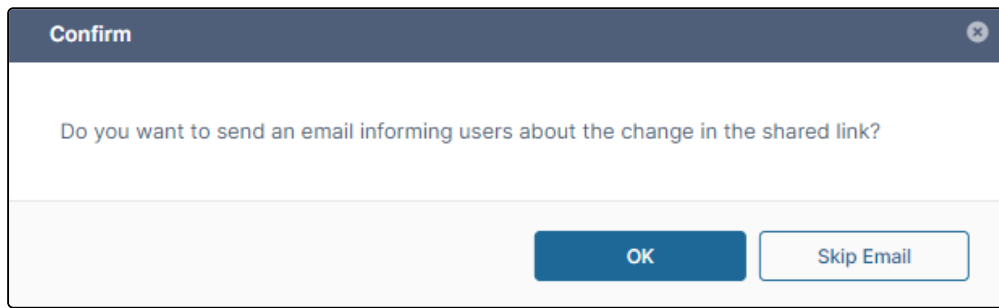
4. Beside the share link at top, click **Modify Link** to change the name of the link. Write over the highlighted portion of the link, and click **Save**.

Share link for file AccountNames.txt

Share Link

https://[redacted]/url/tbauwrgaiegtak3k [Modify Link](#)    

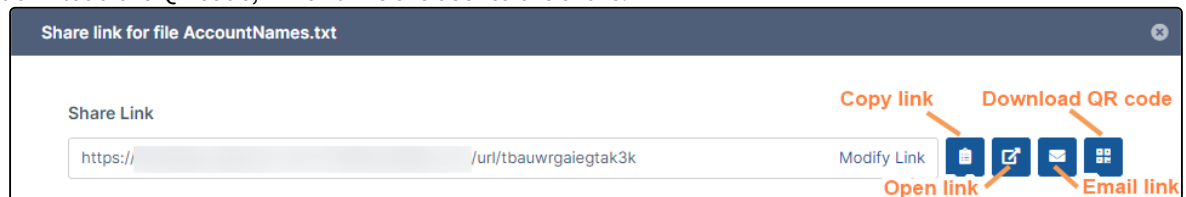
You are prompted to confirm whether or not you want to send an email to share recipients with the updated link:



**Note:** If this is the first time you are adding a user to the share, they will receive an email with the link regardless of whether you choose **OK** or **Skip Email**.

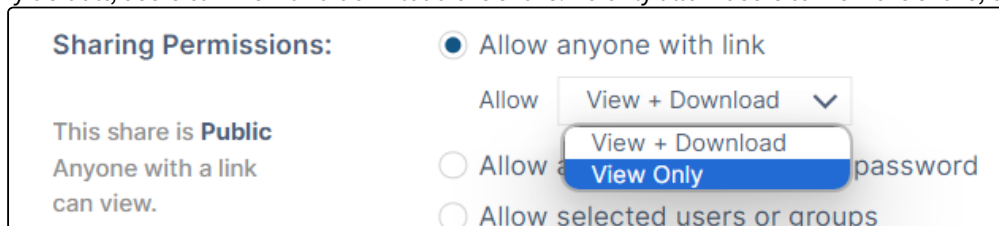
5. To the right of the link, click one of the icons to:

- copy the link so that you can paste it into a message or file and send it to a user.
- open the link in a new window.
- email the link to a user. See [To email a public share](#), below.
- download the QR code, which links the user to the share.



6. Under **Share Options** set options such as email notifications and an expiration date.

7. By default, users can view and download the share. To only allow users to view the share, choose View Only



8. To keep the share public, but require users to know a password to open it, under **Sharing Permissions** choose **Allow anyone with link and a password**. If it is enabled and compatible with the file type, you can also choose **Secure Web Viewer**. For more about these options, see [Public Share Options for Files](#).

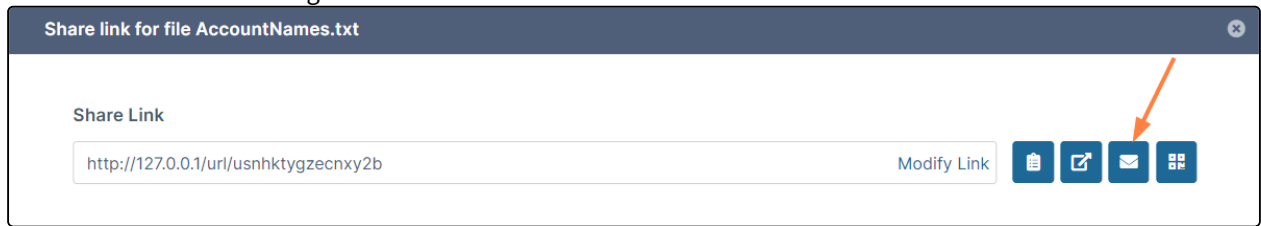
9. To change the share from **Public** to **Private**, see [Sharing Files Privately](#) or [Share a Folder Privately](#).

10. To delete the share, click **Remove Share**

11. Click **OK** to save any changes you have made and close the dialog box.

## To email a public share link

1. Click the Email icon to the right of the link.



- A **Send Share Link via Email** dialog box opens.
2. In **To Email**, enter one or more emails to send the link to.

3. In **Message**, enter a message to the recipient(s).

**Send Share Link via Email :AccountNames.txt**

**Your Name**  
Jennifer

**Your Email**  
[blurred]

**To Email**  
gabrielle\_95@example.com

**Share Link**  
http://127.0.0.1/url/usnhktygzecnxy2b

**Message**  
Here is a link to the file of account names.

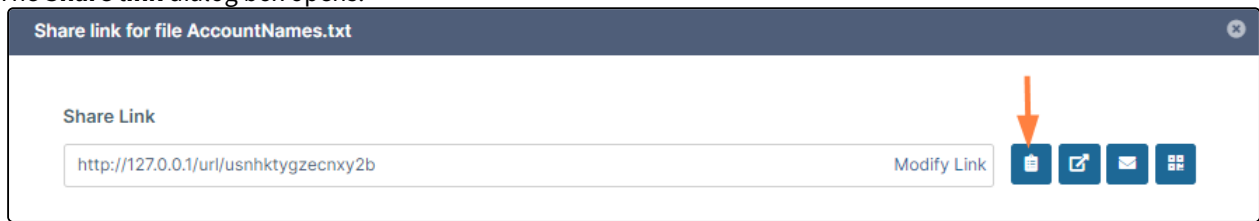
Close Send Email

4. Click **Send Email**.

To copy and paste a public share link

If you want to include a share link in a file or post it to a site, you can use the **Copy Link to Clipboard** button.

1. In the user portal, hover over the file or folder and click the **Share** icon.  
The **Share link** dialog box opens.

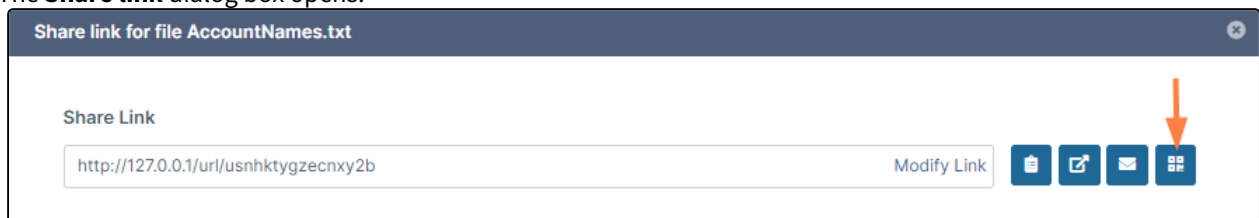


2. Click the **Copy Link to Clipboard** button.  
Now you can paste the link into a file or onto a site.

### To download the QR code:

You can download a QR code that links to the share, and then include it in a text or email that you send to a share recipient. The share recipient can then scan the code to be redirected to the share.

1. In the user portal, hover over the file or folder and click the **Share** icon.  
The **Share link** dialog box opens.



2. Click the **Download QR Code** button.  
The code is downloaded as a .png file that you can copy into an email or text. The recipient can scan the code to open the share.

### Also see:

- [Public Share Options for Files](#)
- [Public Share Permissions for Folders](#)
- [Video of Sharing a file with everyone](#)
- [Set Share Preview for Public Folder Shares](#)
- [Public File Sharing with Secure Web Viewer Protection](#)

### Public Share Options for Files



Beginning with FileCloud 23.232, the sharing permission **Allow anyone with Secure Web Viewer link and a password** is available for users whose system has Secure Web Viewer capability.

Beginning with FileCloud 23.1, when users create a public file share, they can choose **View + Download** or **View Only** sharing permissions.

Beginning with FileCloud 23.252, the permission **Allow anyone with Secure Web Viewer link and a password** has been re-labelled as **Secure Web Viewer** and includes a private share option.

In the **Share Link** dialog box, you can configure how you share a public file by changing the settings on the **Share Options** tab.

Share options include:

- Entering a custom share link or share name
- Setting a share expiration date
- Setting a maximum number of times the share can be downloaded
- Disabling email notifications when a change is made to the share
- Requiring a password to access the share
- Viewing permissions

To configure the share link and share options

1. Hover over the file and click the **Share** icon.  
The **Share Link** dialog box opens.
2. In **Sharing Permissions**, choose **Allow anyone with link**, **Allow anyone with link and a password**, or **Secure Web Viewer**.

Share link for file Example 2.docx

Share Link

https://[redacted]/url/qeizgwaibyig4edq

Modify Link

Shared File

/jennifer/estate documents/Example 2.docx

Share Options

Share History

Share Name: 4VIZlcZr4A5g7yiX [Change](#)

Expires: Never Expires [Change](#)

Max number of downloads: No Restrictions

Send Email Notifications: Yes

Sharing Permissions:

☒ Allow anyone with link
 

Allow
 View + Download
 ▼

This share is **Public**  
 Anyone with a link can view.

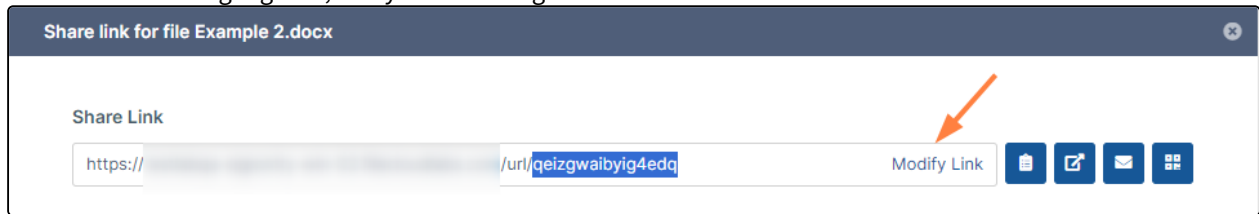
☐ Allow anyone with link and a password  
☐ Allow selected users or groups  
☐ Secure Web Viewer

Remove Share

OK



3. If you want to change the link name to something more memorable or descriptive, click **Modify Link**. The link becomes highlighted, and you can change it.



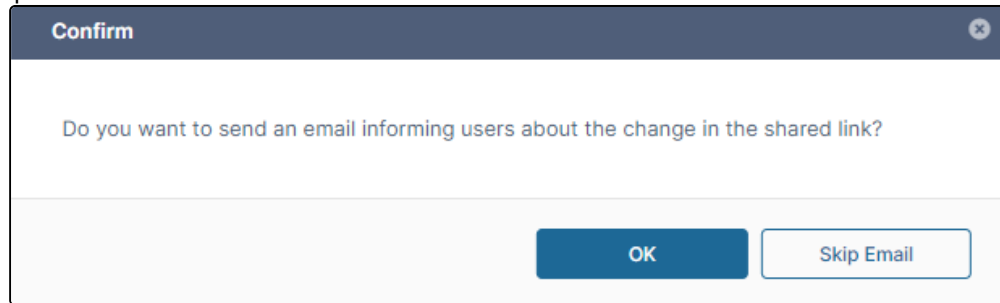
Share link for file Example 2.docx

Share Link

https:// /url/qeizgwaibyg4edq

Modify Link

- You are prompted to confirm whether or not you want to send an email to share recipients with the updated link:



Confirm

Do you want to send an email informing users about the change in the shared link?

OK Skip Email

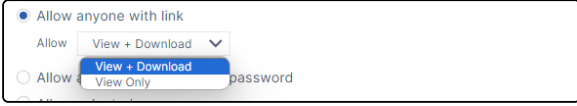
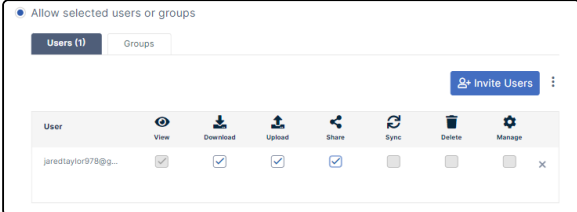
**Note:** If this is the first time you are adding a user to the share, they will receive an email with the link regardless of whether you choose **OK** or **Skip Email**.

4. The **Share Options** tab shows share settings that you can change. The table below describes the first four options:

| Option                  | Settings                                                                                                 | Description                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Share name              | <ul style="list-style-type: none"> <li>randomly-generated name (default)</li> <li>custom name</li> </ul> | Customize the share name if you want it to be descriptive or memorable.                                                                                                                                                                                                                                                                      |
| Expires                 | <ul style="list-style-type: none"> <li>Never (default)</li> <li>Expires</li> </ul>                       | <p>By default, this is set to <b>Never</b>.</p> <p>If you set this to <b>Expires</b>, enter a date in the future when this file is no longer shared. When the share expires, the link becomes unusable to users but the file is not removed or changed.</p>                                                                                  |
| Max number of downloads | <ul style="list-style-type: none"> <li>No Restrictions (default)</li> <li>number</li> </ul>              | <p>Use this to prevent excessive distribution of the file.</p> <ul style="list-style-type: none"> <li><b>No Restrictions</b> - allows any user to download a file an unlimited number of times. Appears as the number 0. This is the default setting.</li> <li>number - specifies the number of times the file may be downloaded.</li> </ul> |

| Option                   | Settings                                                                        | Description                                                                                                                                                                                                        |
|--------------------------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Send Email Notifications | <ul style="list-style-type: none"> <li>• Yes (default)</li> <li>• No</li> </ul> | <p>By default, this is set to <b>Yes</b>.</p> <ul style="list-style-type: none"> <li>• If set to <b>Yes</b>, then an email notification is sent when a file is opened or downloaded for a public share.</li> </ul> |

5. Each **Sharing Permission** has additional options to choose when it is selected.

| Sharing Permission and Options                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Allow anyone with link</b></p>                                                    | <p>Choose <b>View + Download</b> or <b>View Only</b> to specify users' permissions on the share.</p> <p>Then send the share link to specific users or groups to give them access to the share.</p>                                                                                                                                                               |
| <p><b>Allow anyone with link and a password</b></p>                                     | <p>Choose <b>View + Download</b> or <b>View Only</b> to specify users' permissions on the share.</p> <p>Click in the password field to change it and then click <b>Save</b>. (optional)</p> <p>Click the share icon to copy the share link and password. (optional)</p> <p>Send the share link to specific users or groups to give them access to the share.</p> |
| <p><b>Allow selected users or groups (switches from public to private share)</b></p>  | <p>Invite users or groups to the share and check any of the available permissions. For more details see <a href="#">Private Share Options for Files</a>.</p>                                                                                                                                                                                                     |

| Sharing Permission and Options                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><div>Secure Web Viewer<br/>(Beta version)</div><div><div><div><div><input checked="" type="radio"/> Secure Web Viewer</div><div><input type="checkbox"/> Allow selected users or groups</div></div><div><div>Password: <div>.....</div><div></div></div><div>Save</div></div><div><input checked="" type="checkbox"/> Enable Protected View <div></div></div></div><div><div>Max Access Time: <div><input checked="" type="radio"/> Unlimited <input type="radio"/> Limited</div></div></div></div></div> | <div>Notes:</div> <div><ul style="list-style-type: none"><li>• This option only appears if your admin has enabled it.</li><li>• This option appears disabled for files of types other than jpg, png, pdf, docx, and pptx, and for files greater than 20 MB.</li></ul></div> <div><p>This option requires share recipients to view the share through the <a href="#">Secure Web Viewer</a>.</p><p>Check <b>Allow selected users or groups</b> to change this to a private share. For more details see <a href="#">Private File Sharing with Secure Web Viewer Protection</a>.</p><p>Click in the <b>Password</b> field to change the password, and click <b>Save</b>. (optional)</p><p>Check <b>Enable Protected View</b> to require share recipients to view small portions of the share at a time through a draggable lens, as shown in the image below. (optional).</p><div></div><p><b>Max Access Time</b> specifies how many times the share recipient may view the file. By default it is set to <b>Unlimited</b>. Select <b>Limited</b> and enter a number to specify the number of times a share recipient may view the file in the Secure Web Viewer.</p></div> |

6. To save your changes, click **OK**.

Public Share Permissions for Folders

When you share a folder publicly, by default, users have permission to view and download the folder. You can add additional permissions for each user.

On the **Share Link** dialog box, in the **Sharing Permissions** section, if you choose **Allow anyone with link** or **Allow anyone with link and a password** you can choose from several permissions options:

Share link for folder Admin hold

Share Link

http://127.0.0.1/url/ibmeh5tiejfcywf

Modify Link

Shared Folder

/jenniferp/Admin hold

Select Preview

Share Options

Share History

Share Name:

v8CbIS6cQYfO2Ccb

Change

Expires:

Never Expires

Change

Send Email Notifications:

Yes

Sharing Permissions:

Allow anyone with link

Allow

View + Download

View + Download

View + Download + Upload

View + Upload

View Only

Upload Only

All

All

password

Remove Share

OK

The following table includes definitions of each permission.

| Permission | Description                                                                                                             |
|------------|-------------------------------------------------------------------------------------------------------------------------|
| View       | Every user with access to the share has view access.<br>View access allows users to view or browse files in the folder. |
| Download   | Download permission allows a user to save a file in the folder to their desktop or client.                              |
| Upload     | Upload permission enables a user to save content to the shared folder.                                                  |

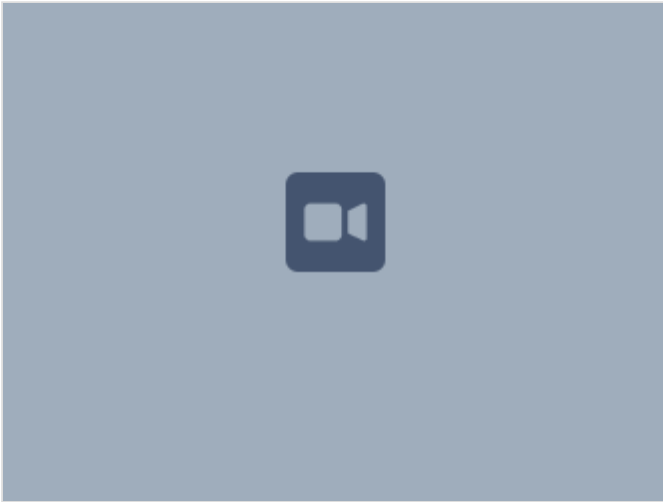
Video of Sharing a file with everyone

You can share a file without any restrictions. That means that anyone who has the link can access the file even if they do not have an account in your FileCloud system.

Web Browser (User Portal)

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In the following video the user shares the file with anyone with the link, and then copies the share link so they can send it to other users.



## Set Share Preview for Public Folder Shares

The ability to select a file as the default preview when sharing a folder publicly is available in the current FileCloud user interface beginning in version 21.1.

Share recipients are shown the preview when they view the share.

**i** Note to admins: If an Office file is chosen as the preview file, it will not appear when the folder is previewed unless Document Converter is enabled.

### To select the preview file:

1. [Share the folder.](#)

2. In the **Share link for folder** dialog box, click **Share Options**.  
When the dialog box expands, it displays a **Select Preview** link.

Share link for folder Financial

Share Link

http://127.0.0.1/url/utbyvbznpwqgy2xk

Modify Link

Shared Folder

/jenniferp/Financial

Select Preview

Share Options

Share History

Share Name:

Smlz3decVz2BtHh1

Change

Expires:

Never Expires

Change

Send Email Notifications:

Yes

Sharing Permissions:

☒ Allow anyone with link

Allow

View + Download

☐ Allow anyone with link and a password

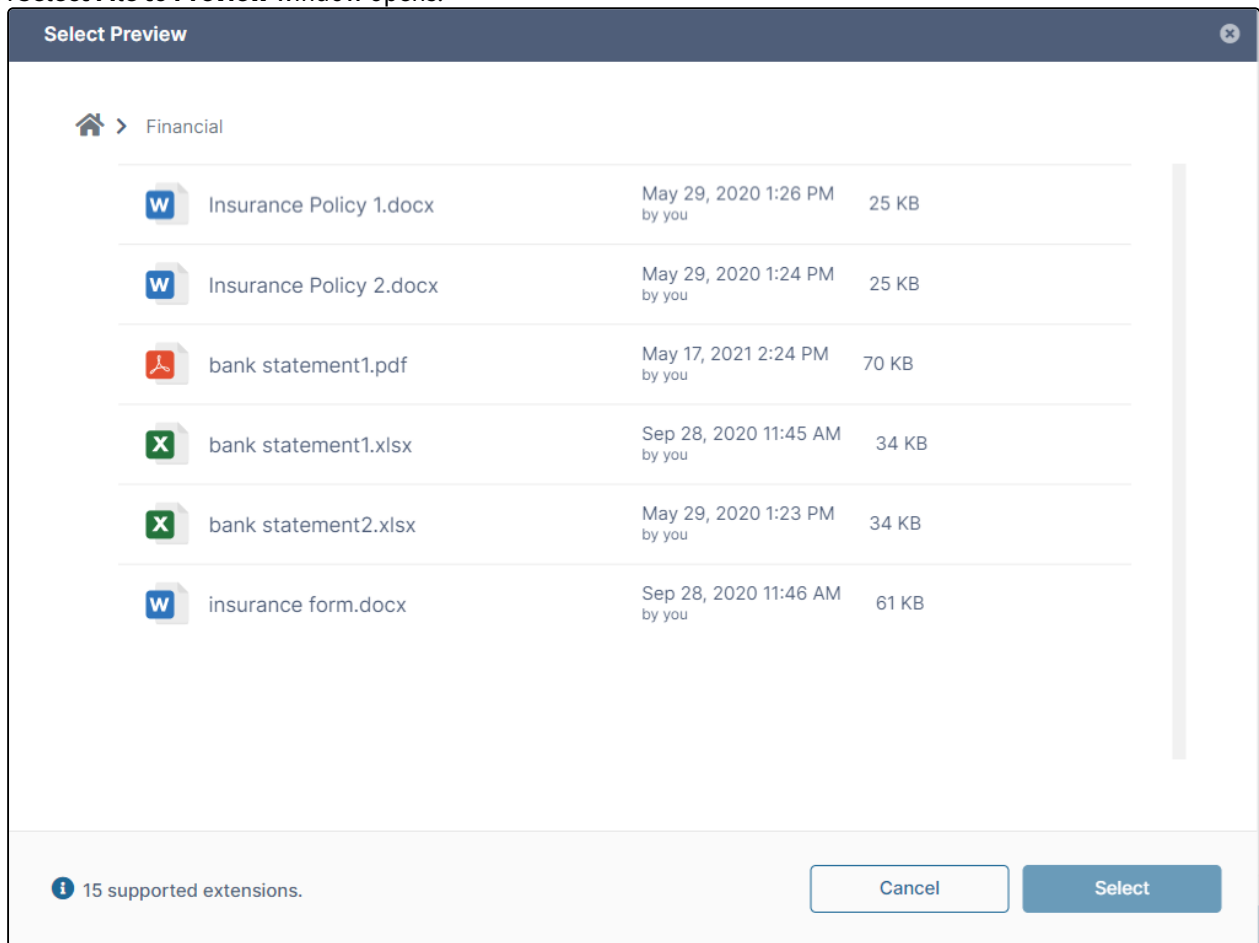
☐ Allow selected users or groups

Remove Share

OK

3. Click the **Select Preview** link.

A **Select File to Preview** window opens.



4. Check the preview file, and click **Select**.

The window closes and the **Share link for folder** dialog box displays the name and filetype icon for the file.

Share link for folder Financial

Share Link

http://127.0.0.1/url/utbyvbnpwqgy2xk
Modify Link

Shared Folder

/jenniferp/Financial

→

/bank statement1.pdf

Change Preview

Share Options

Share History

Share Name:

Smlz3decVz2BtHh1
Change

Expires:

Never Expires
Change

Send Email Notifications:

Yes

Sharing Permissions:

☒ Allow anyone with link

Allow
View + Download

☐ Allow anyone with link and a password

☐ Allow selected users or groups

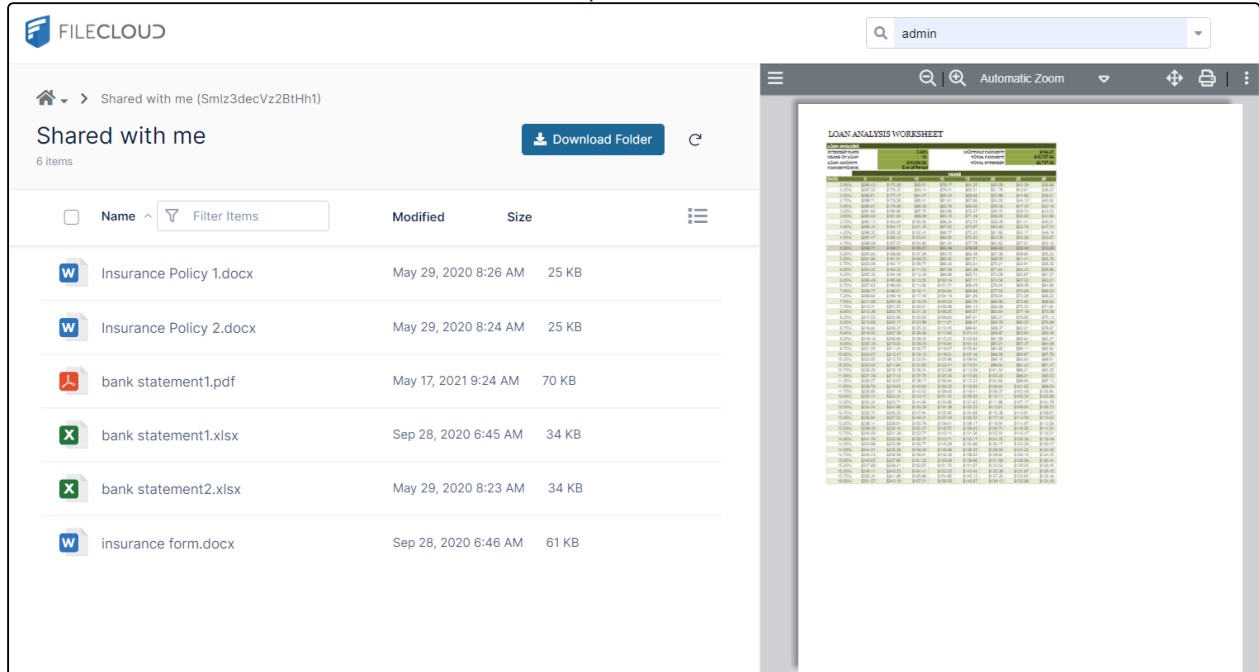
Remove Share

OK

5. If you want to see what the preview looks like to someone viewing the share, click  (Open link in new window) in the upper-right corner of the dialog box.



The contents of the shared folder are shown with the preview of the file

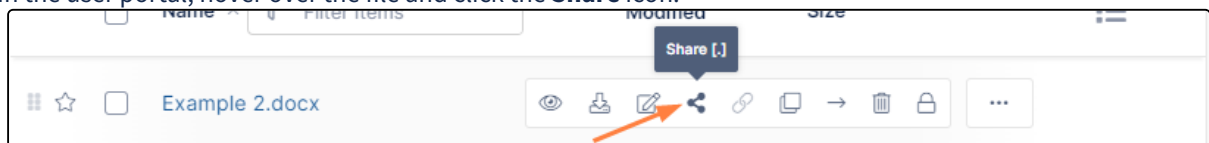


## Public File Sharing with Secure Web Viewer Protection

The FileCloud Secure Web Viewer requires users to enter a secure web link and password to view file shares. Optionally, the number of times users are allowed to view the file is limited or viewing is controlled by requiring users to view a small portion of the file at a time through a draggable lens. Only files of types jpg, png, pdf, docx, and pptx that are less than 20 MB are available for viewing through the Secure Web Viewer. For more information, see [Using the Secure Web Viewer](#).

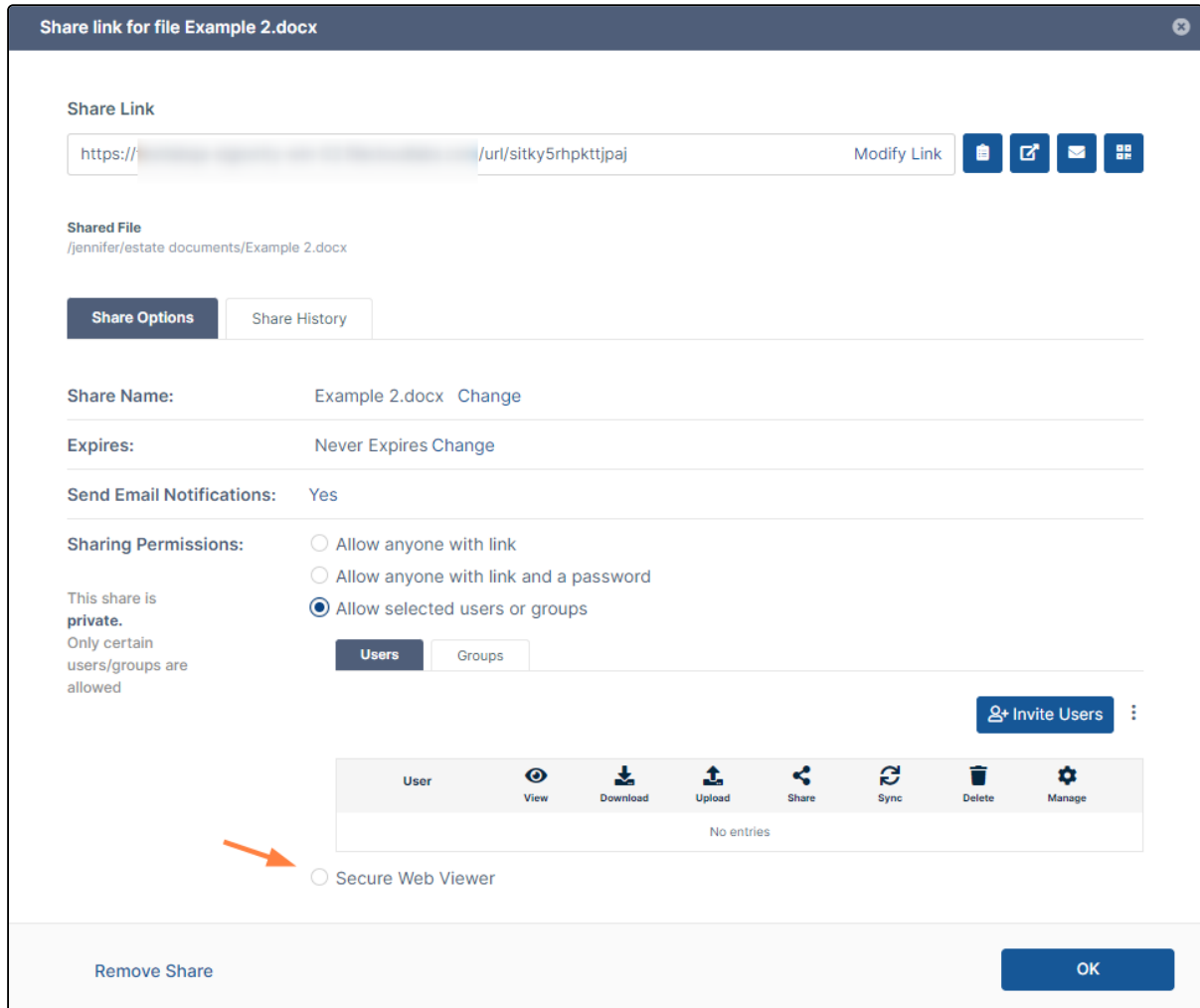
To create a public share that must be viewed through the Secure Web Viewer:

1. In the user portal, hover over the file and click the **Share** icon.



The **Share link** dialog box opens.  
By default, the share is a private share.

## 2. Check **Secure Web Viewer**.



Share link for file Example 2.docx

Share Link  
https://[redacted]/url/sitky5rhpkttjpaj Modify Link

Shared File  
/jennifer/estate documents/Example 2.docx

Share Options Share History

Share Name: Example 2.docx Change

Expires: Never Expires Change

Send Email Notifications: Yes

Sharing Permissions:  
☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

This share is **private**.  
Only certain users/groups are allowed

Users Groups

Invite Users

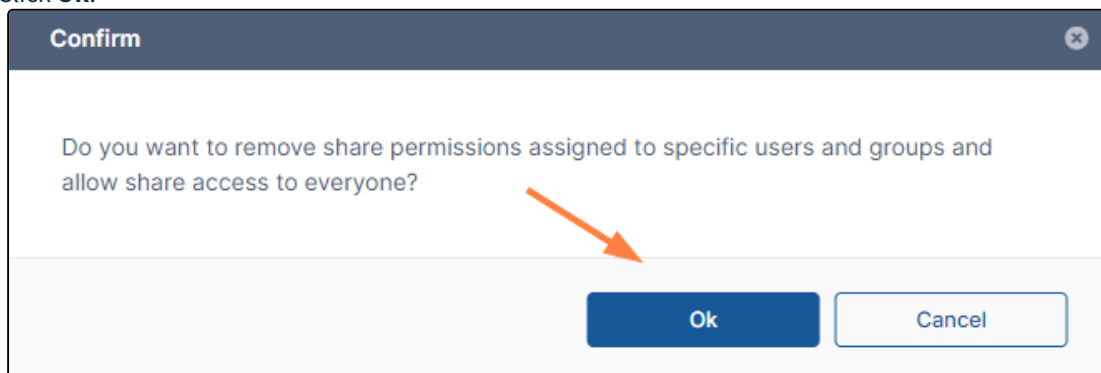
| User       | View | Download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

☐ Secure Web Viewer

Remove Share OK

By default, Secure Web Viewer shares are public shares, so the following confirmation dialog box appears.

## 3. Click **Ok**.



Confirm

Do you want to remove share permissions assigned to specific users and groups and allow share access to everyone?

Ok Cancel

The Secure Web Viewer settings open.

Share link for file Example 2.docx

Share Link

Modify Link

Shared File  
/jennifer/estate documents/Example 2.docx

Share Options | Share History

Share Name: Example 2.docx Change

Expires: Never Expires Change

Sharing Permissions:

☐ Allow anyone with link

☐ Allow anyone with link and a password

☐ Allow selected users or groups

☒ Secure Web Viewer

☐ Allow selected users or groups

This share is **password protected public share with enhanced protection.** Only users with the secure web viewer link and password can access.

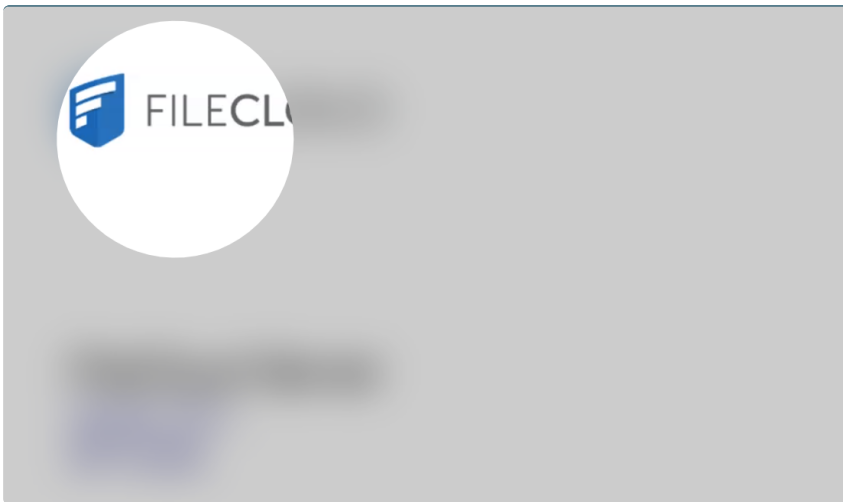
Password: [masked] Save

☒ Enable Protected View ⓘ

Max Access Time: ☒ Unlimited ☐ Limited

Remove Share OK

4. If you want to use a custom password, write over the value in **Password** and click **Save**.
5. By default, **Enable Protected View** is checked, which requires share recipients to view small portions of the share at a time through a draggable lens, as shown in the image below.



To enable users to view the entire file at the same time, uncheck **Enable Protected View**.

6. To limit the number of times that a user can view the share, for **Max Access Time** select **Limited**, and enter the number of times.

## Sharing Files Privately

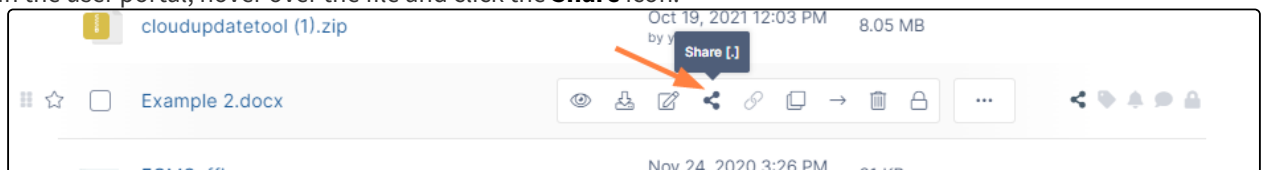
**i** Private sharing of a file that must be viewed through the Secure Web Viewer is available beginning in FileCloud 23.252. See [Private File Sharing with Secure Web Viewer Protection](#) for instructions.

- Sharing privately provides more security than sharing publicly.
- It is useful when you only have a small number of people you want to share with.
- You are able to look up existing FileCloud users' email addresses, and then send them an email with a link to the share.
- You can send a share link to a user without a FileCloud account and invite the user to create an account to access the share. See [Sharing Files Privately with New Users](#).
- You can copy and paste share recipients from one private share to another.

When you share a file privately, users are required to log in with their FileCloud accounts to access the file on the User Portal.

### To share a file privately

1. In the user portal, hover over the file and click the **Share** icon.



The **Share link** dialog box opens.

By default, the share is private, but no share recipients have been added yet.

Share link for file Example 2.docx

Share Link

https://
/ur/keizgwabyig4edq
Modify Link

Shared File

/jennifer/estate documents/Example 2.docx

Share Options

Share History

Share Name:

Example 2.docx

Change

Expires:

Never Expires

Change

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link
☐ Allow anyone with link and a password
☒ Allow selected users or groups

This share is private. Only certain users/groups are allowed

Users

Groups

Invite Users

| User       | View | Download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

☐ Secure Web Viewer

Remove Share

OK

2. To configure the **Share Options**, see [Private Share Options for Files](#).

3. On the **Users** tab, click **Invite Users** to add individual users to the share. (To copy users from one share to another, see [Copy and paste users to shares](#), below.)

Share link for file Example 2.docx

Share Link  
 [Modify Link](#)

Shared File  
 /jennifer/estate documents/Example 2.docx

**Share Options** | Share History

Share Name: Example 2.docx [Change](#)

Expires: Never Expires [Change](#)

Send Email Notifications: Yes

Sharing Permissions:  
☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

This share is **private**.  
 Only certain users/groups are allowed

**Users** | Groups

[+ Invite Users](#)

| User       | View | Download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

☐ Secure Web Viewer

[Remove Share](#) [OK](#)

An **Invite users to this share** dialog box opens.

4. In **Add email address or account**, begin to enter the user name or email address of a user with a FileCloud account.  
 Any matching users appear.

Invite users to this share

Add email address or account

jess

jm2344311@  
Jessica (jessica)

No user invited.

☒ Send Email

Cancel

Add Users to this Share

5. Click the user email/username to add the user to the **Invited Users** dialog box.
6. Add any number of users to the share.  
You may also add users who do not have existing FileCloud accounts. See [Sharing Files Privately with New Users](#) for help.
7. **Send Email** is checked by default. To edit the email you are sending, or to not send email, see [Sending an Email Notification for a Private Share](#), below.
8. When you are done adding users, click **Add Users to this Share**.  
An **Invite Users to this Share** dialog box opens.

Invite users to this share

Add email address or account

Search Users...

Invited Users

Jessica  
jm2344311@

Jared  
jaredtaylor978@

☒ Send Email Edit

Cancel

Add Users to this Share

The **Invite users to this share** dialog box closes, and the users appear under **Sharing Permissions**.

9. Check and uncheck the sharing permissions buttons for each user to change the actions they can perform on the share.

By default, only **View**, **Download**, **Upload** and **Share** permissions are available on private shares. You cannot remove **View** permission because that would remove the share; however, if you want to remove the share, click **x** at the end of the row.

☒ Allow selected users or groups

**Users (2)** Groups

Invite Users

| User                | View                                | download                            | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |                                     |
|---------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| jm2344311@gmail.... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| jaredtaylor978@g... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

10. Click the **Groups** tab and then click **Add Groups** to add FileCloud groups to the share. An **Add Group** dialog box opens.

**Add Group**

Filter Groups by Name

EVERYONE

Human Resources

Marketing

**EVERYONE** group includes all users.

**Add** **Cancel**

11. Select a group and click **Add**.



12. Add any number of groups.

● Allow selected users or groups

Users (2) Groups (2)

Add Group

| Group           | View                                | download                            | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |
|-----------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Human Resources | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Marketing       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

13. Modify the actions each group can perform on shares.

14. Click **OK** to save your changes to the private share.

**Note:** If you add a user as a share recipient, and also add a group that includes the user as a share recipient, the user's share permissions are the greater of the user and the group.

## Sending an Email Notification for a Private Share

By default, when you are adding a user to a private share, the **Send Email** box in the **Invite users to this share** dialog box is checked.

If you leave the box checked, an email with the share link is sent to users added to the share.

**To not send the email to share members:**

1. Uncheck **Send Email** before clicking **Add Users to this Share**.

Invite users to this share

Add email address or account

Search Users...

Invited Users

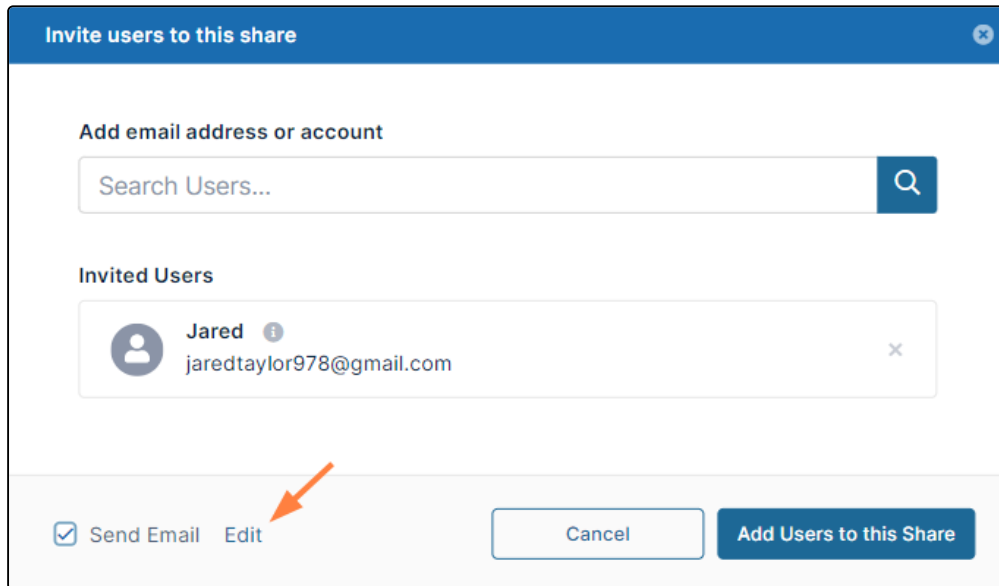
Jared  
jaredtaylor978@gmail.com

☐ Send Email Edit

Cancel Add Users to this Share

## To customize the email content

1. Leave **Send Email** checked and click **Edit**.



Invite users to this share

Add email address or account

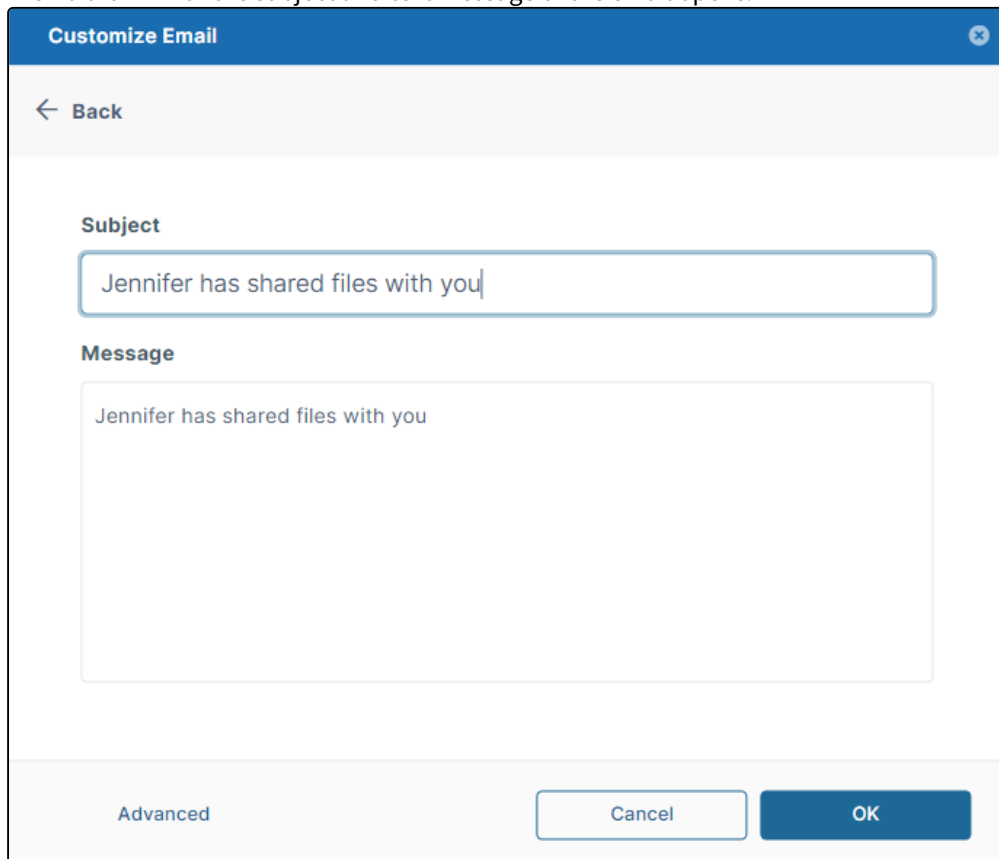
Search Users...

Invited Users

Jared  
jaredtaylor978@gmail.com

☒ Send Email [Edit](#) [Cancel](#) [Add Users to this Share](#)

An email form with the subject and text message of the email opens.



Customize Email

← Back

Subject

Jennifer has shared files with you

Message

Jennifer has shared files with you

[Advanced](#) [Cancel](#) [OK](#)

2. If you want to change the subject or text of the message, change it here, and click **OK**.
3. If you want to add additional recipients, change the format of the email, or remove the link, click **Advanced**.  
An email form with additional customization options opens.

4. Make any changes, and click **OK**.

## Copy and paste users to shares

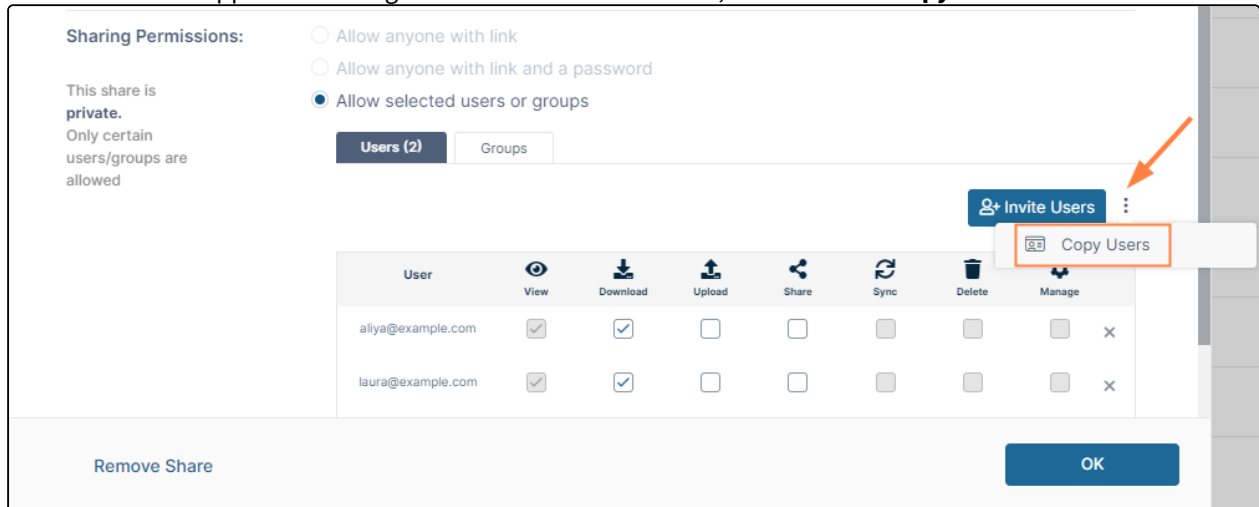
If you are creating multiple private shares with the same users, you can copy the users from one share and paste them into the others.

After you have added users to a private share, you can copy the users and then paste them into another share.

### To copy and paste users in shares:

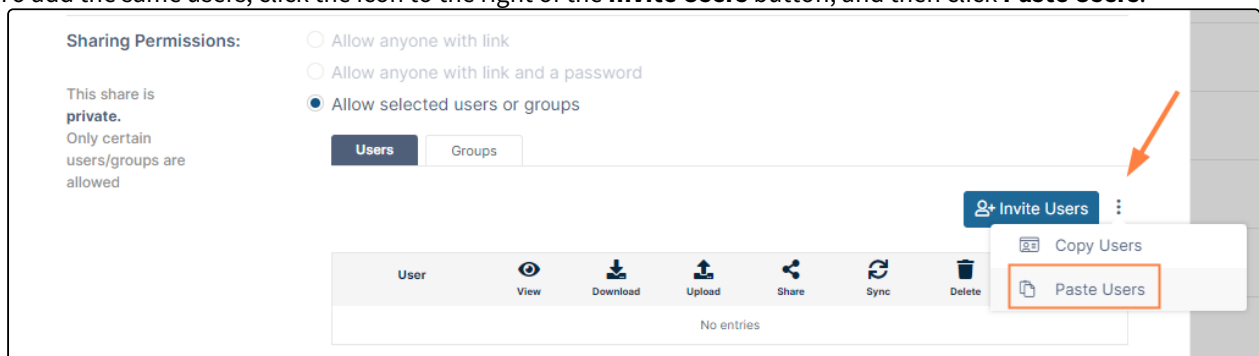
1. Create a private share, and add users to it.

2. Click the icon that appears to the right of the **Invite Users** button, and then click **Copy Users**.



3. Create another private share.

4. To add the same users, click the icon to the right of the **Invite Users** button, and then click **Paste Users**.



During the session, you can continue to paste the same users until you copy a new set of users.

#### Also see:

- [Private Share Options for Files](#)
- [Private Share Permissions for Files](#)
- [Sharing Files Privately with New Users](#)
- [Video of Sharing Files Privately with Existing Users](#)
- [Private File Sharing with Secure Web Viewer Protection](#)

## Private Share Options for Files

In the User Portal, you can configure how you share a private file when:

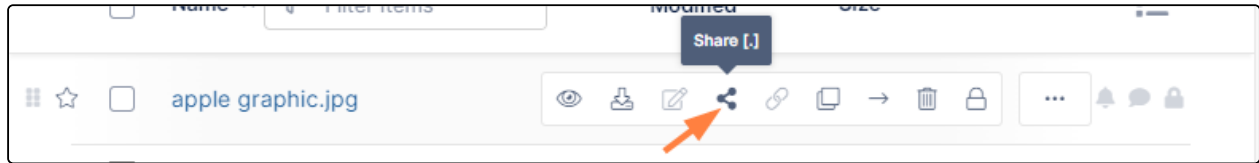
- You first create the share using **Share Options** - this button is available in the window that opens after you hover over a file and click the Share icon.
- After you create the share by opening it. The share opens to a window that displays the options.

Share options include:

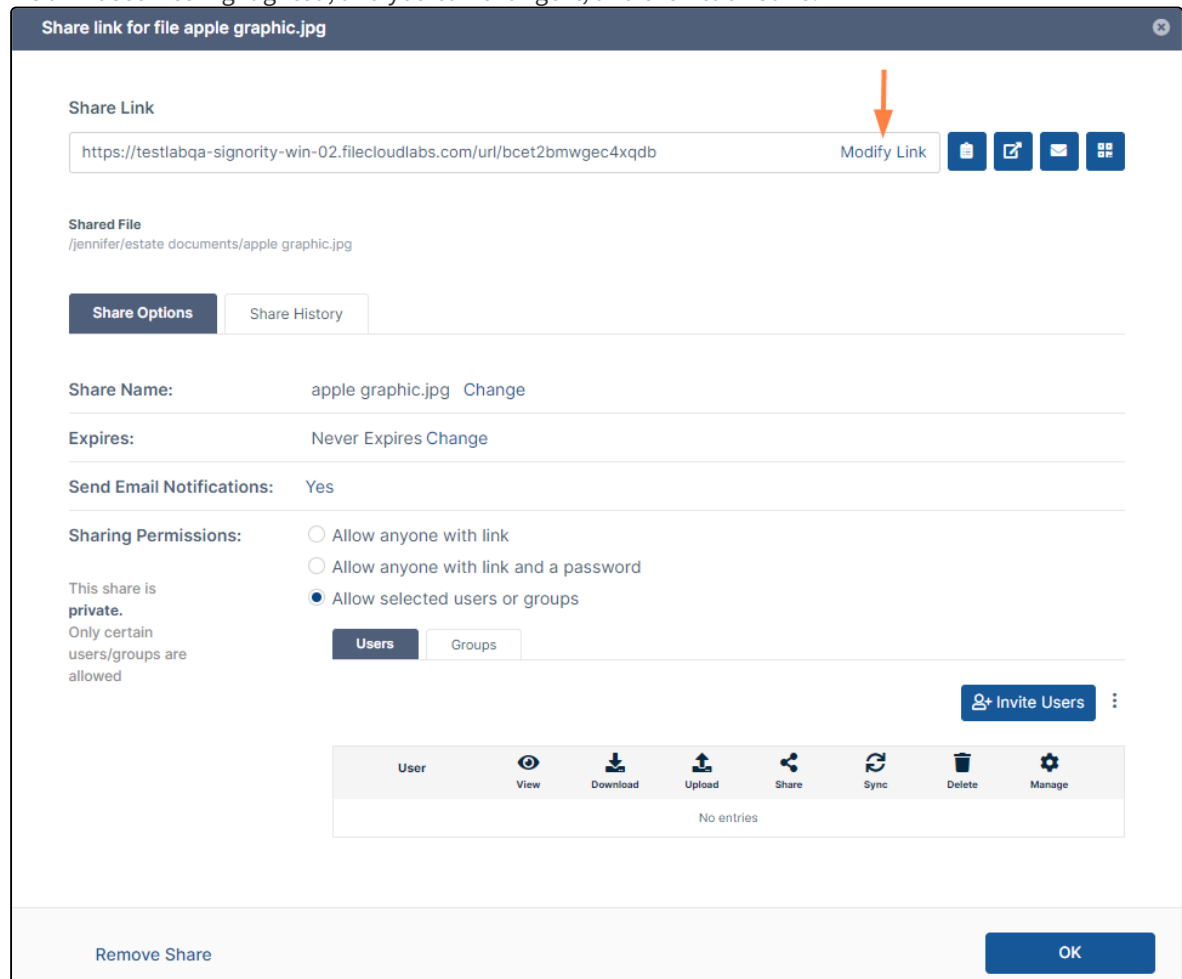
- Entering a custom share name
- Setting a share expiration date
- Disabling email notifications when a change is made to the share

## To configure the share link and share options

1. Hover over the file and click the **Share** icon.



- The **Share Link** dialog box opens. (If the file is not yet being shared, you may share it. See [Sharing Files Privately](#) for help.)
- If you want to change the link name to something more memorable or descriptive, click **Modify Link**. The link becomes highlighted, and you can change it, and then click **Save**.



- You are prompted to confirm whether or not you want to send an email to share recipients with the updated link:

Confirm

Do you want to send an email informing users about the change in the shared link?

OK

Skip Email

**Note:** If this is the first time you are adding a user to the share, they will receive an email with the link regardless of whether you choose **OK** or **Skip Email**.

2. Change the share options.

Share link for file apple graphic.jpg

Share Link

http://127.0.0.1/url/applegraphic

Modify Link

Shared File

/jennifer/estate documents/apple graphic.jpg

Share Options

Share History

Share Name:

apple graphic.jpg

Change

Expires:

Never Expires

Change

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link

☐ Allow anyone with link and a password

☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users

Groups

Invite Users

User

View

Download

Upload

Share

Sync

Delete

Manage

No entries

☐ Secure Web Viewer

Remove Share

OK

View the video below to see how to change each option.  
The following table describes each choice:

Web Browser (User Portal)

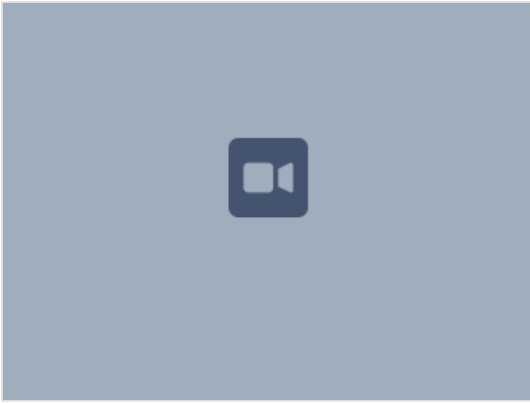
250

| Option                                                             | Settings                                                                                                                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Share name                                                         | <ul style="list-style-type: none"> <li>randomly-generated name (default)</li> <li>custom name</li> </ul>                                                                                             | Customize the share name if you want it to be descriptive or memorable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Expires                                                            | <ul style="list-style-type: none"> <li>Never Expires (default)</li> <li>Expires</li> </ul>                                                                                                           | <p>By default, this is set to <b>Never</b>.</p> <p>If you set this to <b>Expires</b>, enter a date in the future when this file is no longer shared. When the share expires, the link becomes unusable to users but the file is not removed or changed.</p>                                                                                                                                                                                                                                                                                                            |
| Allow Comments for External Users<br><br>Added in FileCloud 23.251 | <ul style="list-style-type: none"> <li>No (default)</li> <li>Yes</li> </ul>                                                                                                                          | <p><b>Appears if your system is licensed for the feature, and your admin has enabled it.</b></p> <p>By default, this is set to <b>No</b>.</p> <ul style="list-style-type: none"> <li>If set to <b>Yes</b>, enables external users with Write permission to add comments to the share.</li> </ul>                                                                                                                                                                                                                                                                       |
| Send Email Notifications                                           | <ul style="list-style-type: none"> <li>Yes (default)</li> <li>No</li> </ul>                                                                                                                          | <p>By default, this is set to <b>Yes</b>.</p> <ul style="list-style-type: none"> <li>If set to <b>Yes</b>, then an email notification is sent when a file is opened or downloaded for a public share.</li> </ul>                                                                                                                                                                                                                                                                                                                                                       |
| Sharing Permissions                                                | <ul style="list-style-type: none"> <li>Allow anyone with link (default)</li> <li>Allow anyone with link and a password</li> <li>Allow Selected Users or Groups</li> <li>Secure Web Viewer</li> </ul> | <p>You have set this to the third option, <b>Allow Selected Users or Groups</b>. This changed the share to private.</p> <p>If you set this to <b>Allow anyone with link</b> or <b>Allow anyone with link and a password</b> the share becomes public. See <a href="#">Public Share Options for Files</a>.</p> <p><b>Secure Web Viewer</b> only appears if available. If you choose <b>Secure Web Viewer</b> the share initially becomes public, although you may change it to private. See <a href="#">Private File Sharing with Secure Web Viewer Protection</a>.</p> |

To save your changes, click **OK**.

#### Private Share Options Video

Play the following video to see how to set share options.



### Private Share Permissions for Files

When you share a file privately with a user, by default, the user has permission to view and download the file. You can add additional permissions for each user.



On the **Share Link** dialog box, in the **Sharing Permissions** section, you can check and uncheck permissions:

Share link for file Thumbs.db

Share Link

[Modify Link](#)

Shared File

/jennifer/Thumbs.db

Share Options

Share History

Share Name:

SmallImages.db [Change](#)

Expires:

Apr 30, 2024 12:00 AM

Send Email Notifications:

No

Sharing Permissions:

☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users (2)

Groups

Invite Users

| User                | View                                | download                            | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |
|---------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| jm2344311@gmail.... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| jaredtaylor978@g... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[Remove Share](#)
[OK](#)

The following table includes definitions of each permission.

| Permission | Description                                                                                |
|------------|--------------------------------------------------------------------------------------------|
| View       | Every user with access to a share has view access. You cannot remove view access directly. |
| Download   | Download permission allows a user to save the file.                                        |
| Upload     | Upload permission enables a user to upload the shared file.                                |

| Permission | Description                                                                                                                                                                 |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Share      | Share permission allows a user to re-share files or folders with other users.<br>If you enable Share permission, Download and Upload permissions are automatically enabled. |

## Sharing Files Privately with New Users

You can privately share a file with a user who does not have a FileCloud account yet but wants one.

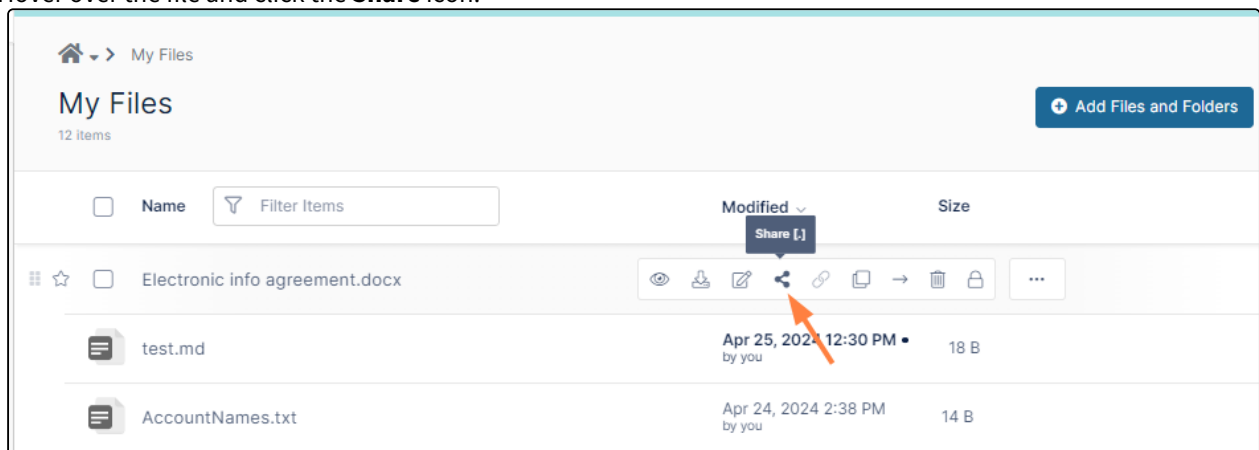
- i** Before you can invite a new user to create a FileCloud account, an administrator must configure the FileCloud site to allow it.  
If you are not able to invite a new user to access your share, contact your administrator about allowing new user account creation.  
If you are an administrator, follow these instructions to allow new users to create an account.
- Enable New Account Creation Requests
  - Allow Users to Create a New Disabled Account
  - Allow Users to Create and Approve Accounts

When you invite a new user to share your files, the following process occurs:

1. You share a file and invite a new user to create a FileCloud account.
2. Enter the new user's email address, invite them to the share, and then send them an email with a link to create an account.
3. The new user uses the link to create their own FileCloud account.
4. After the new user signs in, they have a [Full Access FileCloud account](#).
5. The new user can access the file.

### To share a file with users who do not have a FileCloud account

1. In the user portal, navigate to the file you want to share.
2. Hover over the file and click the **Share** icon.



The **Share link** dialog box opens.

In the **Sharing Permissions** section, **Allow selected users or groups** is selected.

3. To invite a new user to the share:
  - a. In the **Users** tab, click **Invite Users**.

Share link for file Electronic info agreement.docx

Share Link

http://127.0.0.1/url/2tmyrzyxgw3i2fev

Modify Link

Shared File

/jennifer/Electronic info agreement.docx

Share Options

Share History

Share Name:

Electronic info agreement.docx

Change

Expires:

Never Expires

Change

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link

☐ Allow anyone with link and a password

☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users

Groups

Invite Users

User

View

download

Upload

Share

Sync

Delete

Manage

No entries

☐ Allow anyone with Secure Web Viewer link and a password

Remove Share

OK

The **Invite users to this share** dialog box opens.

- b. In **Add email address or account**, type in the user's email address.  
The system does not find the email address and displays an **Invite** button.

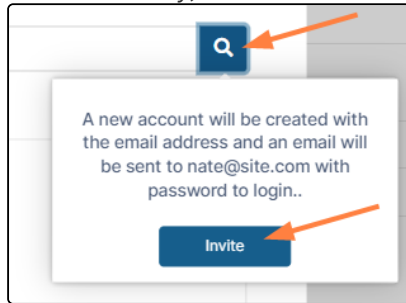
The screenshot shows a dialog box titled "Invite users to this share". Inside, there is a section "Add email address or account" with a search bar containing "nate@site.com". Below the search bar, a suggestion card for "nate@site.com" is displayed. The card includes a person icon with a plus sign, the email address, and a message: "A new account will be created with the email address and an email will be sent to nate@site.com with password to login." An "Invite" button is located to the right of the message. An orange arrow points to this button. At the bottom of the dialog, there is a checkbox labeled "Send Email" which is checked, and two buttons: "Cancel" and "Add Users to this Share".

**Note:** If you are not allowed to invite a new user to your share, the following message without the **Invite** button appears:

The screenshot shows a dialog box titled "Invite users to this share". Inside, there is a section "Add email address or account" with a search bar containing "Mandy@example.com". Below the search bar, a suggestion card for "Mandy@example.com" is displayed. The card includes a person icon with a plus sign and a message: "The creation of a new user account is not permitted while inviting a new user to access your share. You may contact your administrator to permit new user account creation." This message is enclosed in an orange border. The "Invite" button is absent. At the bottom of the dialog, there is a checkbox labeled "Send Email" which is checked, and two buttons: "Cancel" and "Add Users to this Share".

- c. Click **Invite**.

**Note:** Alternately, click the search icon, and in the new account message, click **Invite**.



- d. Add any number of new or existing users to the share.

To add existing users, see [Sharing Files Privately](#).

- e. Leave **Send email** checked.

- f. Click **Add Users to this Share**.

You may be prompted to add additional information for new users:

A screenshot of a dialog box titled "Add additional info to this user" with a close button (X) in the top right corner. The dialog contains three input fields: "Name" with a placeholder "Enter Name", "Email" with the value "liam@example.com", and "Phone" with a dropdown menu showing "+93" and a placeholder "Enter Number". The "Phone" field is highlighted with a red border. Below the "Phone" field, there is a red error message: "A valid phone number is required". At the bottom of the dialog are two buttons: "Save" (blue) and "Cancel" (light blue).

- g. Enter the requested information and click **Save**, then click **Add Users to this Share** again.

The users are added to a **Sharing Permissions** section of the **Share link** dialog box. By default the users can view and download the share.

- h. Check and uncheck enabled boxes to make any changes to the permissions.  
For information about each permission, see [Private Share Permissions for Files](#).

Sharing Permissions:

Invite Users

| User                | View                                | Download                            | Upload                              | Share                               | Sync                     | Delete                   | Manage                   |   |
|---------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|---|
| nate@site.com       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | × |
| allison@site.com    | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | × |
| jm2344311@gmail.... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | × |

Remove Share

OK

### How the invited user signs up for an account

The invited user receives an email similar to:

fileCloud

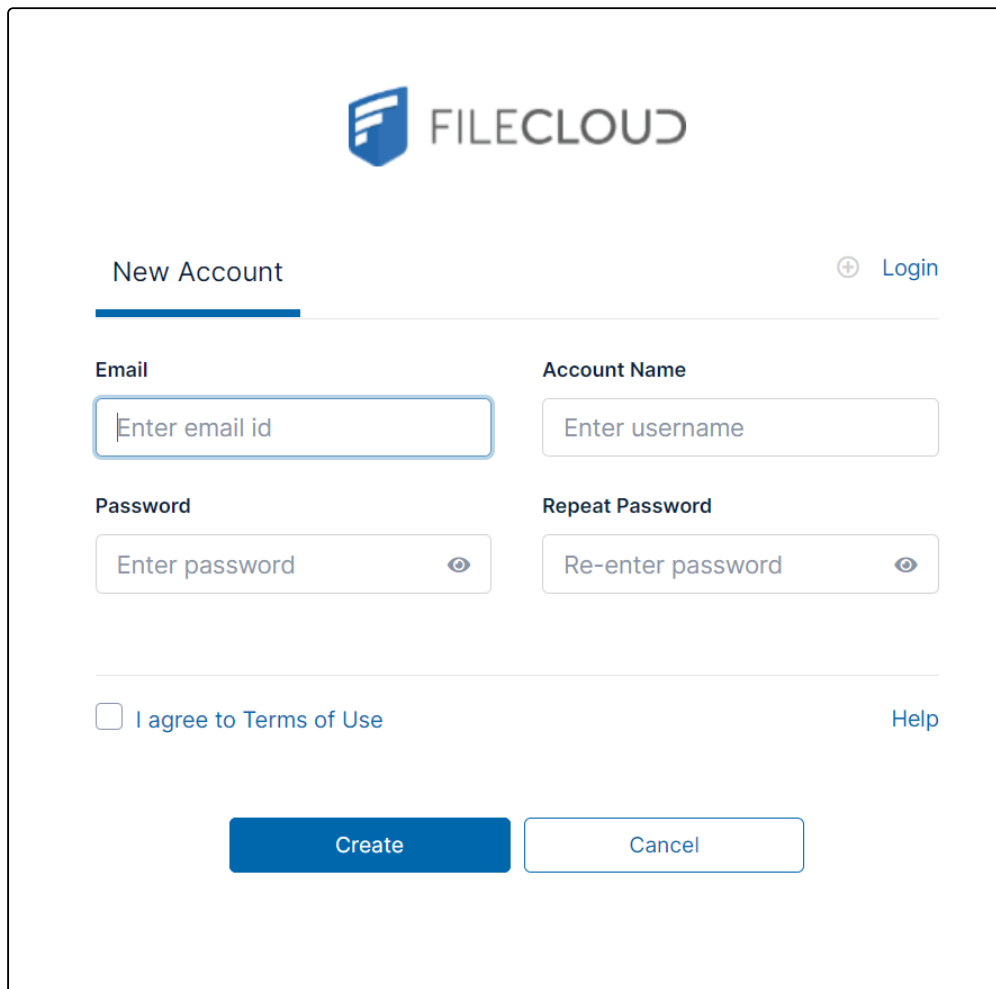
Emma has shared files with you.

Accounts

at <http://127.0.0.1/ui/core/index.html?shownewaccount=1>.

To access these shared files, you need to create a new account with email   to access the shared files.

When the user clicks the link, the following window opens:



The image shows a web form for creating a new FileCloud account. At the top is the FileCloud logo, which consists of a blue shield icon with three white horizontal lines and the word "FILECLOUD" in a bold, sans-serif font. Below the logo, the text "New Account" is underlined, and there is a "Login" link with a plus icon. The form is divided into four input fields: "Email" (placeholder: "Enter email id"), "Account Name" (placeholder: "Enter username"), "Password" (placeholder: "Enter password" with an eye icon), and "Repeat Password" (placeholder: "Re-enter password" with an eye icon). Below these fields is a checkbox labeled "I agree to Terms of Use" and a "Help" link. At the bottom are two buttons: a solid blue "Create" button and a white "Cancel" button with a blue border.

**FILECLOUD**

**New Account** [+ Login](#)

**Email**

**Account Name**

**Password**

**Repeat Password**

☐ I agree to Terms of Use [Help](#)

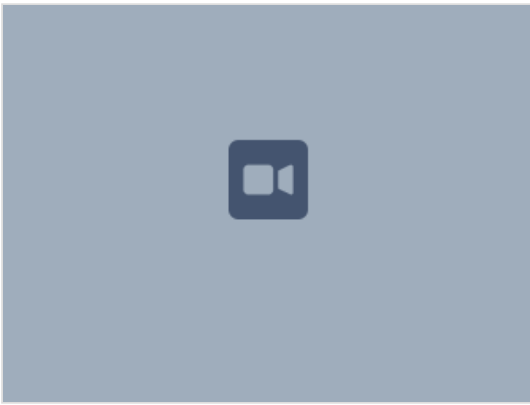
**Create** **Cancel**

The user creates the account using the form, and can then log in to FileCloud and navigate to the Shared with Me folder to view the share.

## Video of Sharing Files Privately with Existing Users

You can share a file with a user who has a FileCloud account. This is called a Private share.

In the following video, see how to share a file privately.



## Private File Sharing with Secure Web Viewer Protection

**i** Private sharing with the Secure Web Viewer is available beginning in FileCloud 23.252.

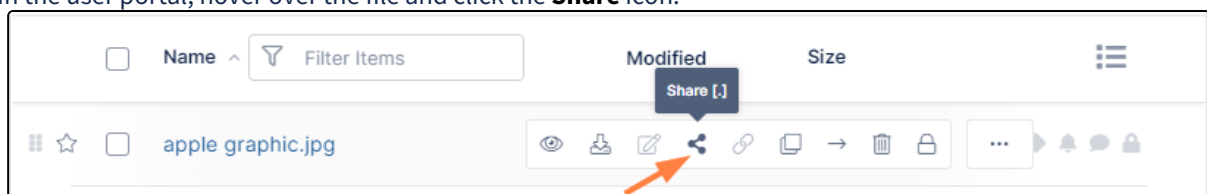
When you require users to view a share through the Secure Web Viewer, you may limit the number of times they are allowed to view the file or require users to view a small portion of the file at a time through a draggable lens. Only files of types jpg, png, pdf, docx, and pptx that are less than 20 MB are available for viewing through the Secure Web Viewer. For more information, see [Using the Secure Web Viewer](#).

**⚠** If a file in the folder is only shared directly as a Secure Web Viewer share, it is able to be viewed through the Secure Web Viewer. If then, the folder containing the file is shared with the user, the file will no longer be visible through the Secure Web Viewer, and will only be visible in its regular share format.

For this reason, this feature is best suited for **external user sharing**, where files need to be shared securely and viewed strictly through the Secure Web Viewer.

To create a private file share that must be viewed through the Secure Web Viewer:

1. In the user portal, hover over the file and click the **Share** icon.



The **Share link** dialog box opens.

At this point, the share is a regular (not Secure Web Viewer) private share.



2. Check **Secure Web Viewer**.

Share link for file apple graphic.jpg

Share Link  
 [Modify Link](#)

Shared File  
 /jennifer/estate documents/apple graphic.jpg

**Share Options** | Share History

Share Name: apple graphic.jpg [Change](#)

Expires: Never Expires [Change](#)

Send Email Notifications: Yes

Sharing Permissions:  
☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

This share is **private**.  
 Only certain users/groups are allowed

**Users** | Groups

[Invite Users](#)

| User       | View | Download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

☒ Secure Web Viewer

By default, Secure Web Viewer shares are public shares, so you are prompted to confirm that you want to share the file with everyone.

3. Click **Ok**.

You can reconfigure this as a private share once the Secure Web Viewer settings open.

**Confirm**

Do you want to remove share permissions assigned to specific users and groups and allow share access to everyone?

**Ok**

The Secure Web Viewer settings open.

4. Check **Allow selected users or groups**.

Share link for file apple graphic.jpg

Share Link  
<https://testlabqa-signority-win-02.filecloudlabs.com/url/ityyrkbtj7ixqmpd> [Modify Link](#)

Shared File  
 /jennifer/estate documents/apple graphic.jpg

Share Options [Share History](#)

Share Name: 9NLqxxNSNkLanESj [Change](#)

Expires: Never Expires [Change](#)

Sharing Permissions:

- ☐ Allow anyone with link
- ☐ Allow anyone with link and a password
- ☐ Allow selected users or groups
- ☒ Secure Web Viewer

This share is **password protected public share with enhanced protection.**  
 Only users with the secure web viewer link and password can access.

☐ Allow selected users or groups

Password:  [Save](#)

☒ Enable Protected View ⓘ

Max Access Time: ☒ Unlimited ☐ Limited

[Remove Share](#) [OK](#)

The **Password** field disappears and a section for adding users and groups opens.

The **Share Name** changes back to the original file name, but has the extension **.webdrm** added.

5. To modify **Share name** or **Expires** date, see Private Share Options for Files.

6. On the Users tab, click **Invite Users**, or on the Groups tab, click **Add Group**.

Share link for file apple graphic.jpg

Shared File  
/jennifer/estate documents/apple graphic.jpg

Share Options | Share History

Share Name: apple graphic.jpg.webdrm [Change](#)

Expires: Never Expires [Change](#)

Sharing Permissions:

☐ Allow anyone with link

☐ Allow anyone with link and a password

☐ Allow selected users or groups

☒ Secure Web Viewer

☒ Allow selected users or groups

This share is password protected public share with enhanced protection. Only users with the secure web viewer link and password can access.

Users | Groups

[+ Invite Users](#) ⋮

| User       | View | Download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

☒ Enable Protected View ⓘ

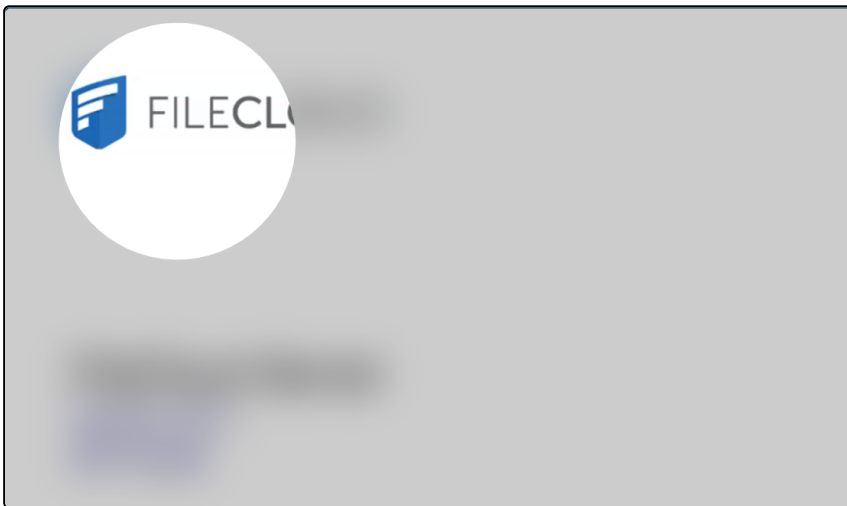
Max Access Time: ☒ Unlimited ☐ Limited

[Remove Share](#) [OK](#)

For help adding users or groups to the share, see [Sharing Files Privately](#).

Note that sharing permissions differ for regular private shares and Secure Web Viewer private shares: the only option for Secure Web Viewer private shares is **View**, which is automatically enabled:.

7. By default, **Enable Protected View** is checked, which requires share recipients to view small portions of the share at a time through a draggable lens, as shown in the image below.



To enable users to view the entire file at the same time, uncheck **Enable Protected View**.

8. To limit the number of times that a user can view the share, for **Max Access Time** select **Limited**, and enter the number of times.

**Share link for file apple graphic.jpg**

Shared File  
/jennifer/estate documents/apple graphic.jpg

**Share Options** | Share History

Share Name: apple graphic.jpg.webdrm [Change](#)

Expires: Never Expires [Change](#)

Sharing Permissions:

- ☐ Allow anyone with link
- ☐ Allow anyone with link and a password
- ☐ Allow selected users or groups
- ☒ Secure Web Viewer
  - ☒ Allow selected users or groups

This share is password protected public share with enhanced protection. Only users with the secure web viewer link and password can access.

**Users (1)** | Groups

[+ Invite Users](#)

| User                | View                                | Download                 | Upload                   | Share                    | Sync                     | Delete                   | Manage                     |
|---------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| jaredtaylor978@g... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> X |

☒ Enable Protected View ⓘ

Max Access Time: ☒ Unlimited ☐ Limited

[Remove Share](#) [OK](#)

9. Click **OK**.

## Share a Folder Privately

- Sharing privately provides more security when sharing folders and files.
- This is useful when you only have a small number of people you want to share with.
- You are able to look up existing FileCloud users' email addresses, and then send them an email with a link to the share.
- You can send a share link to a user without a FileCloud account and invite the user to create an account to access the share. See [Sharing Files Privately with New Users](#).
- You can copy and paste share recipients from one private share to another.

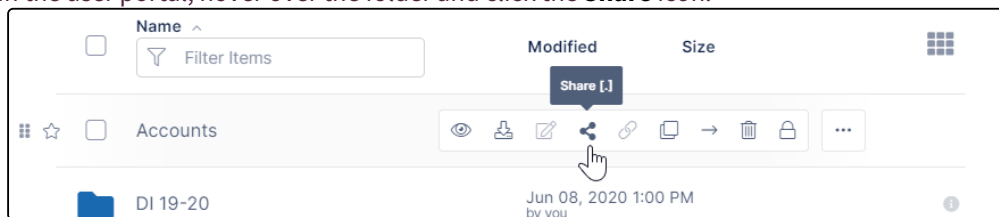
When you share a folder privately, users are required to log in with their FileCloud accounts to access the folder and its contents on the User Portal.

A private share owner you have the ability to:

- View and manage re-shares; that is, shares created from your shared folder by other users.
- Assign managers to view and manage re-shares.

### To share a folder privately

1. In the user portal, hover over the folder and click the **Share** icon.



The **Share link** dialog box opens.

By default, the share is private, but no share recipients have been added yet.

**Share link for folder Accounts**

Share Link:  [Modify Link](#)

Shared Folder: /jennifer/Accounts

**Share Options** | Share History

Share Name: Accounts [Change](#)

Expires: Never Expires [Change](#)

Upload Size Limit (MB): Unlimited

Send Email Notifications: Yes

Sharing Permissions:

- ☐ Allow anyone with link
- ☐ Allow anyone with link and a password
- ☒ Allow selected users or groups

This share is **private**. Only certain users/groups are allowed

**Users** | Groups

[Invite Users](#)

| User       | View | download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

[Remove Share](#) [OK](#)

- Share options for private folder shares are the same as share options for public folder shares, except you cannot include a password for accessing the share. To configure the Share Options, see [Share Options for Public and Private Folders](#).
- On the **Users** tab, click **Invite Users** to add individual users to the share. (To copy users from one share to another, see [Copy and paste users to shares](#), below).

Share link for folder Accounts

Share Link

[Modify Link](#)

Shared Folder

/jennifer/Accounts

Share Options

Share History

Share Name:

Accounts [Change](#)

Expires:

Never Expires [Change](#)

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users

Groups

Invite Users

| User       | View | download | Upload | Share | Sync | Delete | Manage |
|------------|------|----------|--------|-------|------|--------|--------|
| No entries |      |          |        |       |      |        |        |

☐ Allow anyone with Secure Web Viewer link and a password

Remove Share

OK

An **Invite Users to this Share** dialog box opens.

- In **Add email address or account**, begin to enter the user name or email address of a user with a FileCloud account.  
Any matching users appear.

Invite users to this share

Add email address or account

jess

jm2344311@  
Jessica (jessicam)

Add

No user invited.

☒ Send Email

Cancel

Add Users to this Share

5. Click **Add** to add the user to the **Invited Users** dialog box.
6. Add any number of users to the share.  
You may also add users who do not have existing FileCloud accounts. See [Share a Folder Privately with New Users](#) for help.
7. **Send Email** is checked by default. To edit the email you are sending, or to not send email, see [Sending an Email Notification for a Private Share](#), below.



8. When you are done adding users, click **Add Users to this Share**.

The **Invite users to this share** dialog box closes, and the users appear under **Sharing Permissions**.

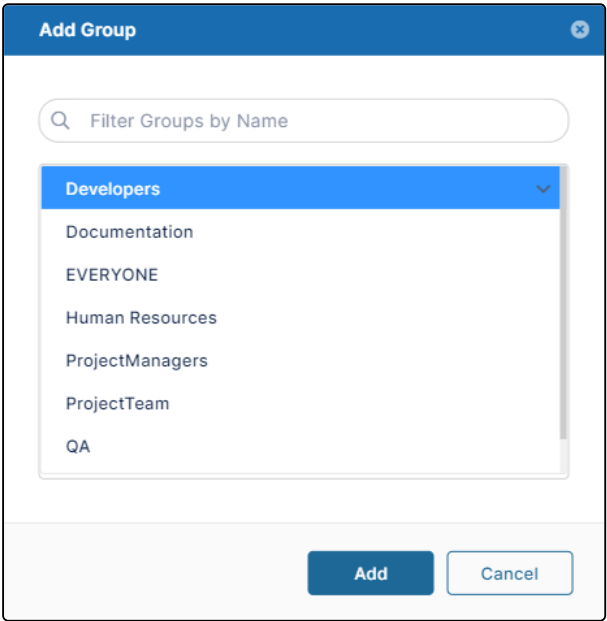
9. Check and uncheck the sharing permissions buttons for each user to change the actions they can perform on the share.

By default, only **View** and **Download** permissions are enabled on private folder shares. You cannot remove **View** permission because that would remove the user from the share; however, if you want to remove the user from share, click **x** at the end of the row.

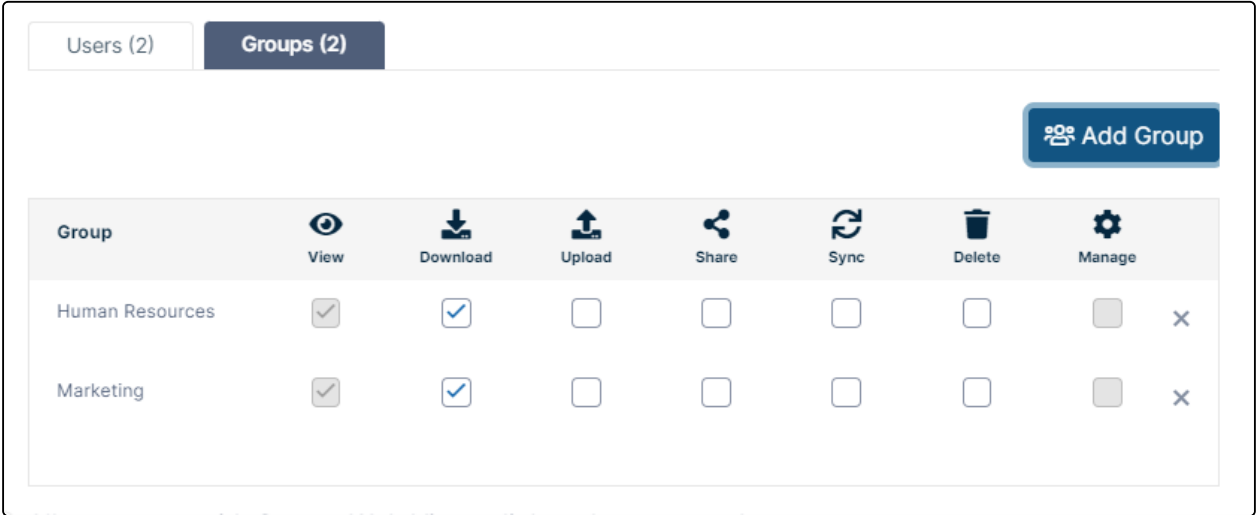
For information about each of the share permissions, see [Private Share Permissions for Folders](#).

| User            | View                                | Download                            | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |   |
|-----------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|
| jm2344311@      | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | x |
| jaredtaylor978@ | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | x |

10. Click the **Groups** tab and then click **Add Groups** to add FileCloud groups to the share. An **Add Group** dialog box opens.



- 11. Select a group and click **Add**.
- 12. Add any number of groups.



- 13. Modify the actions each group can perform on shares.
- 14. Click **OK** to save your changes to the private share.

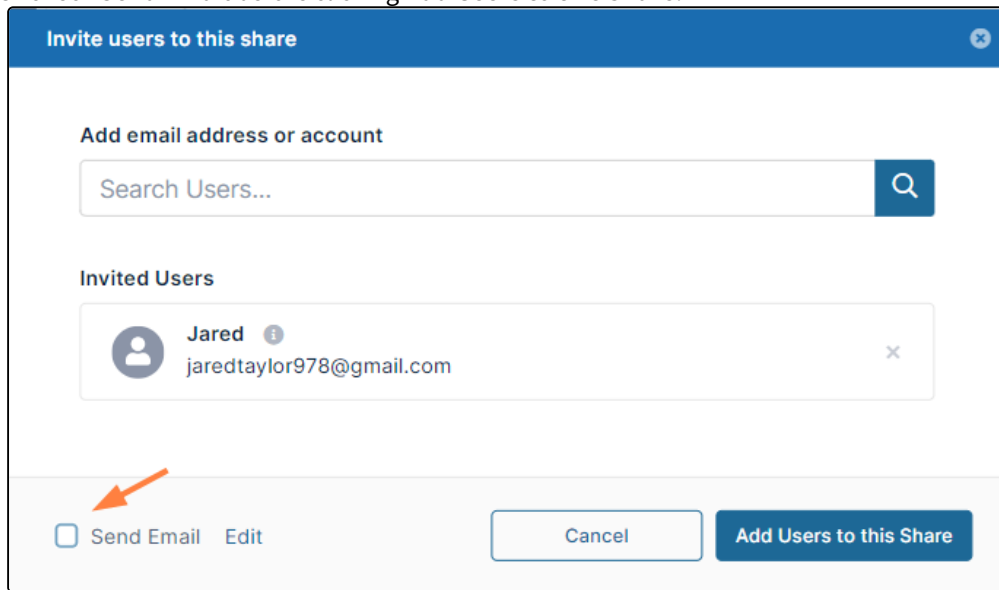
**Sending an Email Notification for a Private Share**

By default, when you are adding a user to a private share, the **Send Email** box in the **Invite users to this share** dialog box is checked.

If you leave the box checked, an email with the share link is sent to users added to the share.

**To not send the email to share members:**

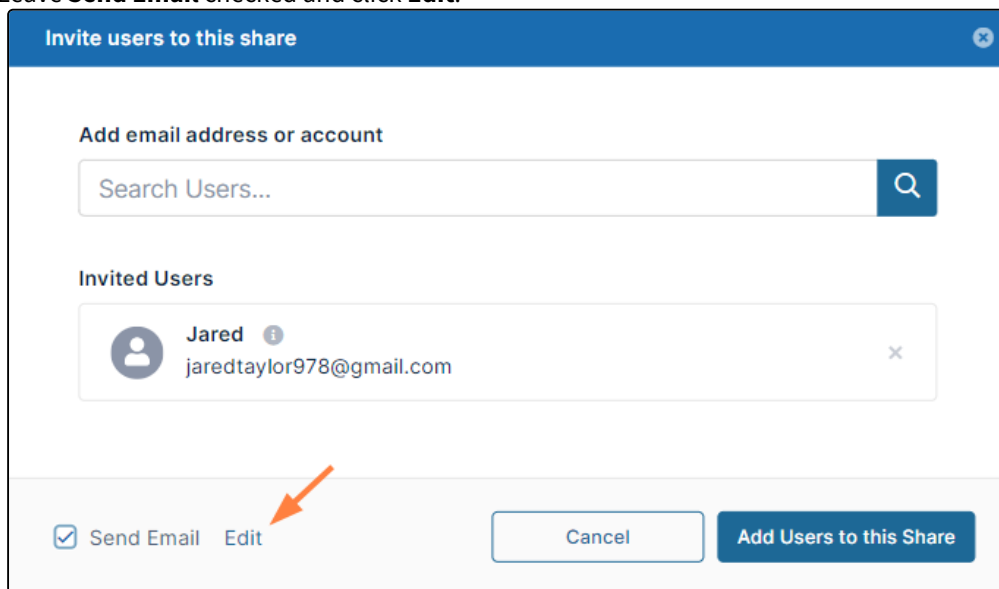
1. Uncheck **Send Email** before clicking **Add Users to this Share**.



The screenshot shows a dialog box titled "Invite users to this share". It has a search bar labeled "Add email address or account" with the placeholder text "Search Users...". Below the search bar is a section titled "Invited Users" which contains a single entry for "Jared" with the email "jaredtaylor978@gmail.com". At the bottom of the dialog, there is a checkbox labeled "Send Email" which is currently unchecked. An orange arrow points to this checkbox. To the right of the checkbox is a link labeled "Edit". Further right are two buttons: "Cancel" and "Add Users to this Share".

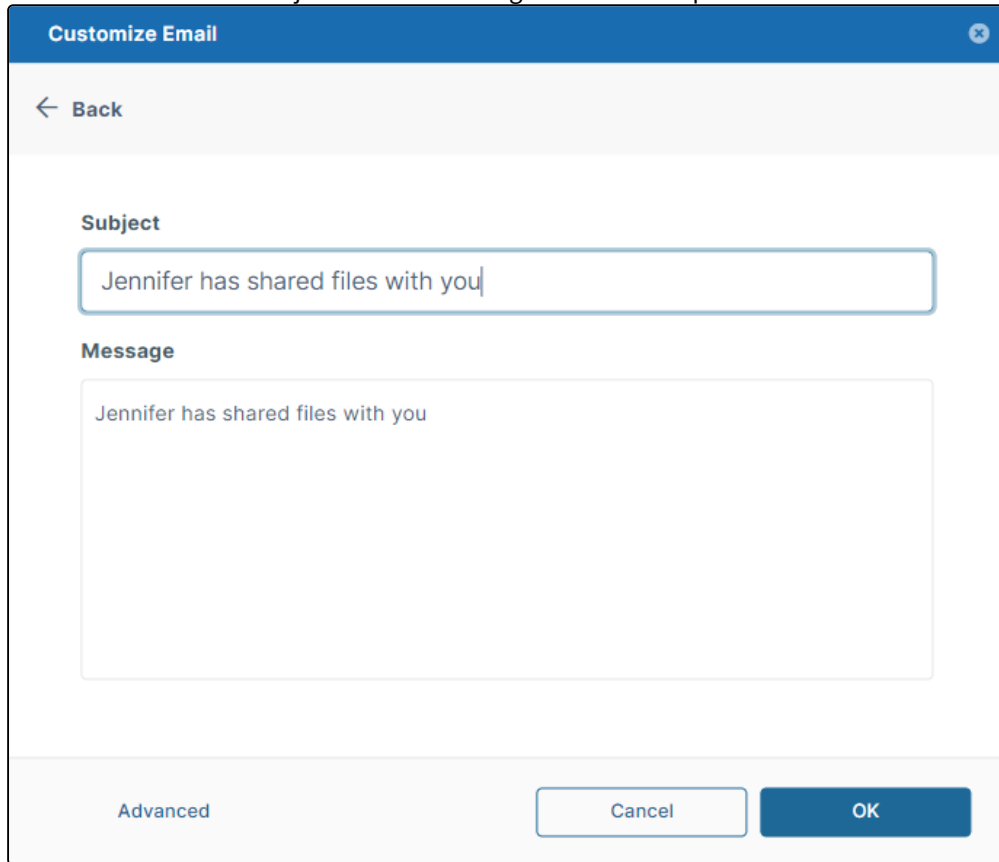
**To customize the email content**

1. Leave **Send Email** checked and click **Edit**.



The screenshot shows the same "Invite users to this share" dialog box. In this instance, the "Send Email" checkbox at the bottom is checked. An orange arrow points to the "Edit" link next to the checkbox. The "Add Users to this Share" button is visible to the right of the "Edit" link.

An email form with the subject and text message of the email opens.



**Customize Email**

← Back

**Subject**

Jennifer has shared files with you

**Message**

Jennifer has shared files with you

Advanced Cancel OK

2. If you want to change the subject or text of the message, change it here, and click **OK**.

3. If you want to add additional recipients, change the format of the email, or remove the link, click **Advanced**.  
An email form with additional customization options opens.

**Customize Email**

← Back

Existing Users

To

Enter comma separated emails

jaredtaylor978@gmail.com

Subject

Jennifer has shared files with you

☐ Send a copy to myself

Message

**B I U** |

FILECLOUD

Jennifer has shared files with you.

Basic Cancel OK

4. Make any changes, and click **OK**.

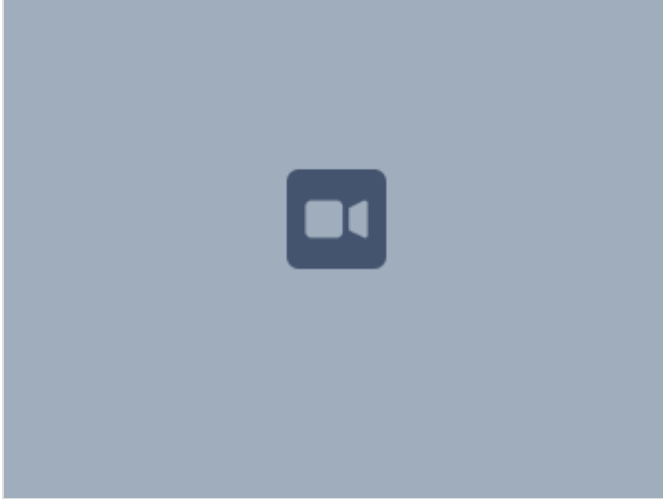
## Copy and paste users to shares

After you have added users to a private share, you can copy the users and then paste them into another share.

To copy and paste users in shares:

1. Create a private share, and add users to it.
2. Click the icon that appears to the right of the **Invite Users** button, and then click **Copy Users**.
3. Create another private share.

4. To add the same users, click the icon to the right of the **Invite Users** button, and then click **Paste Users**.



5. During the session, you can continue to paste the same users until you copy a new set of users.

**Also see:**

- [Private Share Permissions for Folders](#)
- [Share a Folder Privately with New Users](#)
- [Allow Share Members to Manage Re-Shares](#)

## Private Share Permissions for Folders

When you share a folder privately, by default, users have permission to view and download the folder. You can add additional permissions for each user.

On the **Share Link** dialog box, in the **Sharing Permissions** section, if you choose **Allow selected users or groups** you can choose from several permissions options:

Share link for folder Accounts

Share Link

http://127.0.0.1/url/qydnrptpjrg3baka

Modify Link

Shared Folder

/jennifer/Accounts

Share Options

Share History

Share Name:

Accounts

Change

Expires:

Never Expires

Change

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link

☐ Allow anyone with link and a password

☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users (1)

Groups (2)

Invite Users

User

View

download

Upload

Share

Sync

Delete

Manage

jm2344311@gmail...

☒

☒

☐

☐

☐

☐

☐

☐

☒

Remove Share

OK

The following table includes definitions of each permission.

| Permission | Description                                                                                                                                               |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| View       | Every user with access to the share has view access.<br>View access allows users to view or browse files in the folder.<br>You cannot remove view access. |
| Download   | Download permission allows a user to save a file in the folder to their desktop or client.                                                                |

| Permission | Description                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Upload     | <p>Upload permission allows the user to:</p> <ul style="list-style-type: none"> <li>• Add a file to the shared folder</li> <li>• Delete folders inside the shared folder</li> <li>• Modify files inside the shared folder</li> <li>• Create new folders inside the shared folder</li> </ul>                                                                                                                                                     |
| Share      | <p>Share permission allows the user to share the folder contents again with other users.</p> <p>If you enable Share permission, Download, Upload and Delete permissions are automatically enabled; however, you can remove Delete permission.</p>                                                                                                                                                                                               |
| Sync       | <p>Sync permission allows users to synchronize the contents of the shares using their FileCloud Sync app.</p> <p>If you enable Sync permission, Download, Upload and Delete permissions are automatically enabled; however, you can remove Delete permission.</p> <p><b>Important:</b> For Network Folder shares to work with FileCloud Sync, you must enable indexing in the Network Folder and index it. See Indexing of Network Folders.</p> |
| Delete     | <p>Delete permission allows users to delete a file from the folder.</p> <p>If you enable Delete permission, Upload permission is automatically also enabled.</p> <ul style="list-style-type: none"> <li>• Files can be deleted only when upload access is set on the folder.</li> <li>• Folders can be given upload permission but not delete permission.</li> </ul>                                                                            |
| Manage     | <p>Manage permission allows users to manage this share and reshares of this share, including removing permissions and users; however, a user with Manage permission cannot change a private share to public.</p> <p><b>Note:</b> Manage permission is not available for groups and is grayed out on the <b>Groups</b> tab.</p>                                                                                                                  |

## Share a Folder Privately with New Users

You can share a folder with a user who does not have a FileCloud account yet but wants one.

This is called a Private share because:

- You are only allowing specific users with a FileCloud account to access your folder and all its contents.

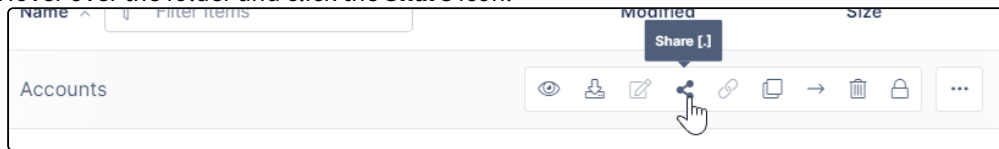
When you invite a new user to share your folder and all its contents, the following process occurs:

1. You share a file and invite a new user to create a FileCloud account.
2. Enter the new user's email address, invite them to the share, and then send them an email with a link to create an account.
3. The new user uses the link to create their own FileCloud account.
4. After the new user signs in, they have a [Full Access FileCloud account](#).
5. The new user can access the folder and all its contents. Their ability to manage the folder and its contents is determined by the permissions you set.



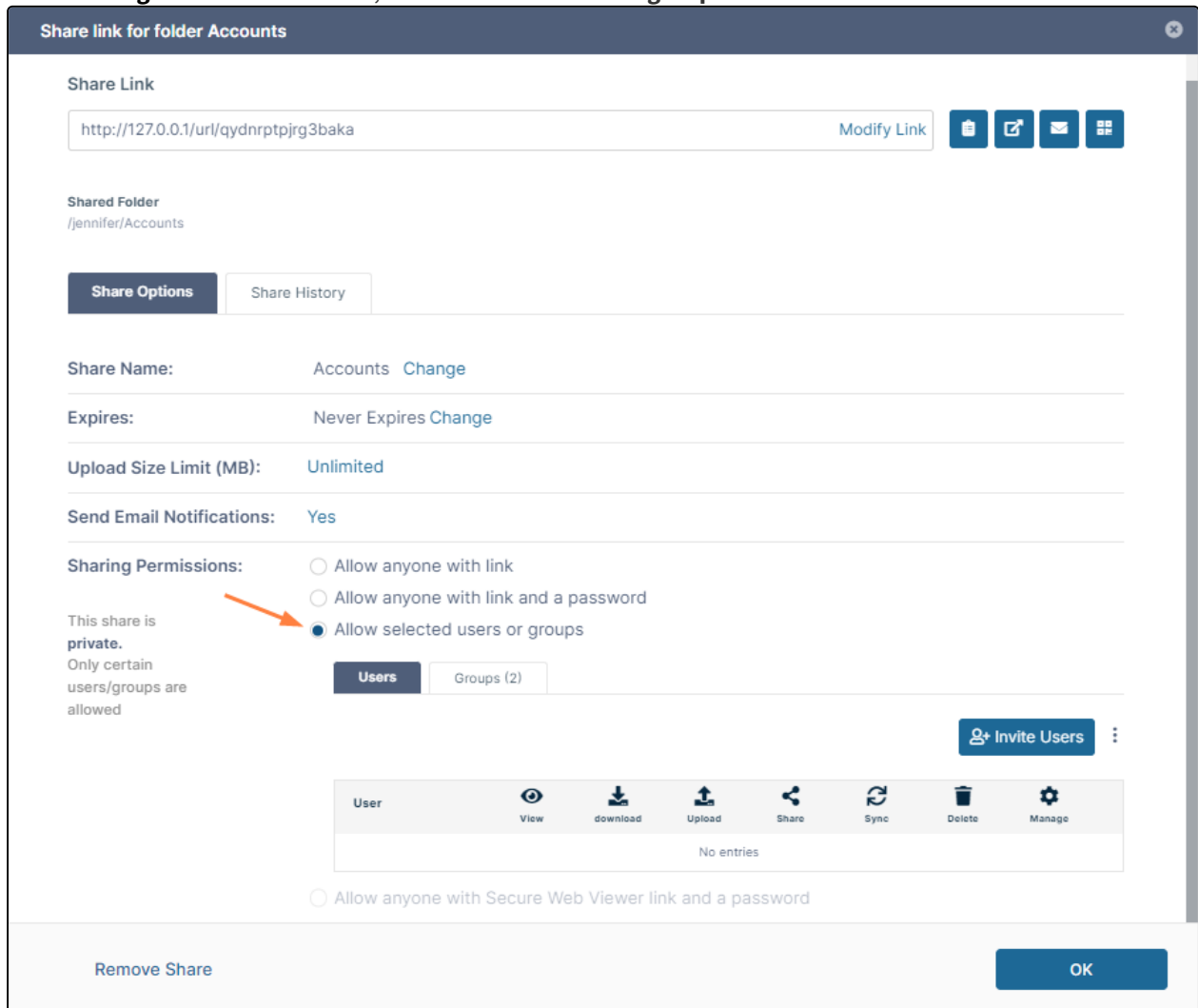
### To share a folder with users who do not have a FileCloud account

1. In the user portal, navigate to the folder you want to share.
2. Hover over the folder and click the **Share** icon.



The **Share link** dialog box opens.

In the **Sharing Permissions** section, **Allow selected users or groups** is selected.



3. To invite a new user to the share:
  - a. In the **Users** tab, click **Invite Users**.  
The **Invite users to this share** dialog box opens.

b. In the search bar, type in the user's email address.

The system does not find the email address and displays an **Invite** button.

**Invite users to this share**

Add email address or account

jillian@example.com

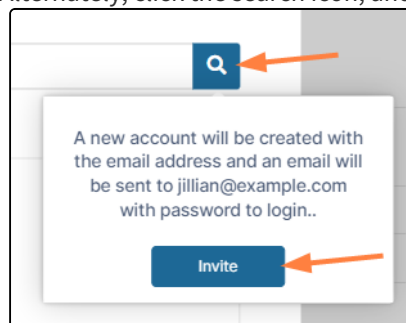
**jillian@example.com**  
A new account will be created with the email address and an email will be sent to jillian@example.com with password to login.

**Invite**

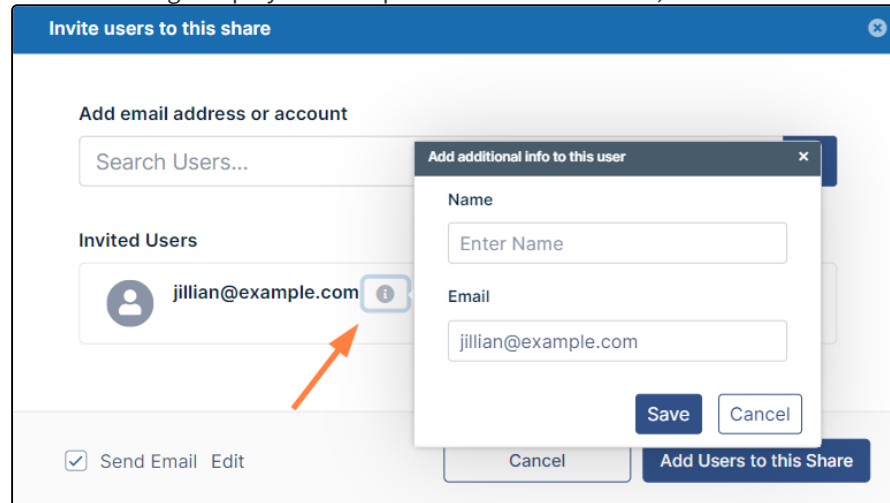
☒ Send Email Cancel Add Users to this Share

c. Click **Invite**.

- Alternately, click the search icon, and in the new account message, click **Invite**.



- To add or change display name or phone number for a user, click the i icon:



d. Add any number of new or existing users to the share.

To add existing users, see [Share a Folder Privately](#).

e. Leave **Send email** checked.

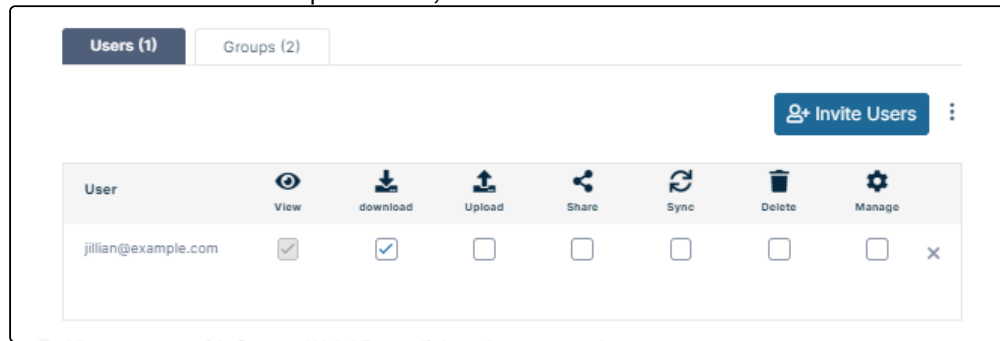
f. Click **Add Users to this Share**.

You may be prompted to add additional information for new users:

g. Enter the requested information and click **Save**, then click **Add Users to this Share** again.

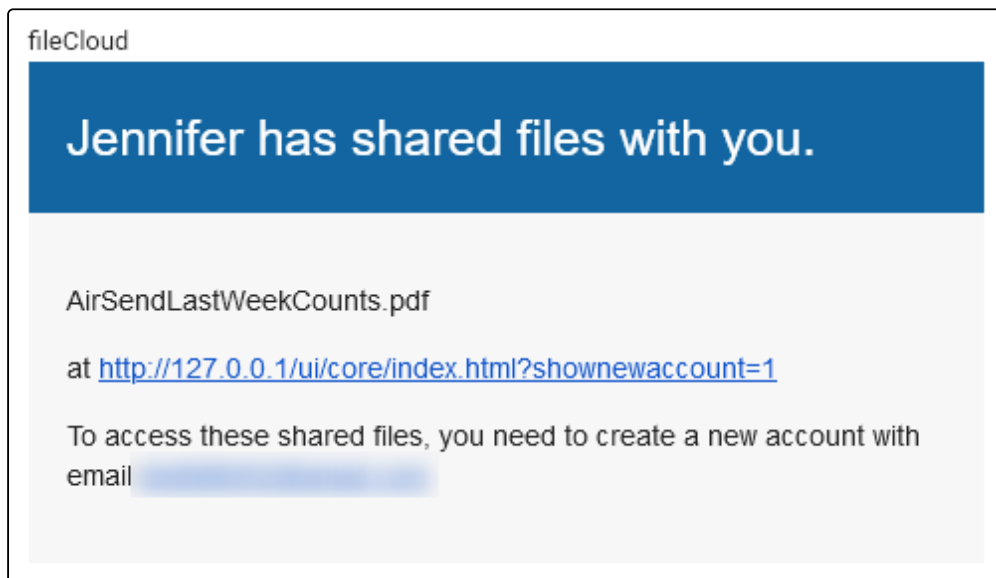
The users are added to a **Sharing Permissions** section of the **Share link** dialog box. By default the users can view and download the share.

- h. Check and uncheck the **Sharing Permissions** boxes to make any changes to the permissions. For information about each permission, see [Private Share Permissions for Folders](#).

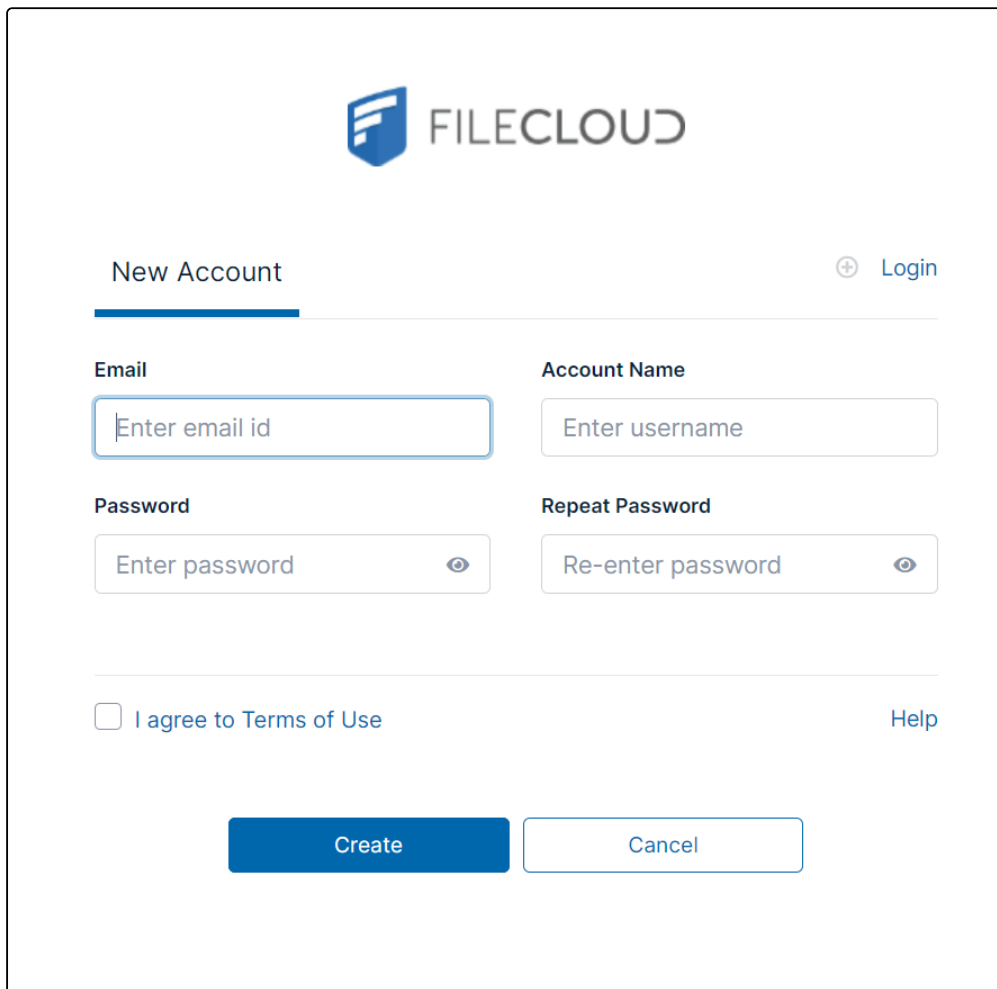


How the invited user signs up for an account

The invited user receives an email similar to:



When the user clicks the link, the following window opens:



The image shows a web browser window displaying the FileCloud 'New Account' registration form. At the top center is the FileCloud logo, which consists of a blue shield icon with a white 'F' and the word 'FILECLOUD' in a sans-serif font. Below the logo, the text 'New Account' is underlined, and to its right is a '+ Login' link. The form is divided into four input fields arranged in a 2x2 grid. The top-left field is labeled 'Email' and contains the placeholder text 'Enter email id'. The top-right field is labeled 'Account Name' and contains the placeholder text 'Enter username'. The bottom-left field is labeled 'Password' and contains the placeholder text 'Enter password', with a small eye icon to its right. The bottom-right field is labeled 'Repeat Password' and contains the placeholder text 'Re-enter password', also with a small eye icon to its right. Below these fields is a checkbox labeled 'I agree to Terms of Use' and a 'Help' link. At the bottom of the form are two buttons: a solid blue 'Create' button and a white 'Cancel' button with a blue border.

The user creates the account using the form, and can then log in to FileCloud and navigate to the Shared with Me folder to view the share.

**Note:** Depending on your configuration the user may be asked to respond to an email to confirm the new account before logging in.

## Allow Share Members to Manage Re-Shares

**i** Groups have the ability to re-share folders, but are not able to manage the folder shares.

When you share a folder privately:

- Users that you give Share access to can re-share the folder with other users.
- Users that you give Manage access to can manage the re-shares.

Share link for folder Accounts

http://127.0.0.1/url/qydnrptjrg3baka

Modify Link

Shared Folder

/jennifer/Accounts

Share Options

Share History

Share Name:

Accounts

Change

Expires:

Never Expires

Change

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link
 ☐ Allow anyone with link and a password
 ☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users (2)

Groups (2)

Share permission

Manage share permission

Invite Users

| User                | View                                | download                            | Upload                              | Share                               | Sync                                | Delete                              | Manage                              |   |
|---------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---|
| jillian@example.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | × |
| aliya@example.com   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | × |

Remove Share

OK

To add users to a folder share and assign permissions to them, see [Share a Folder Privately](#).

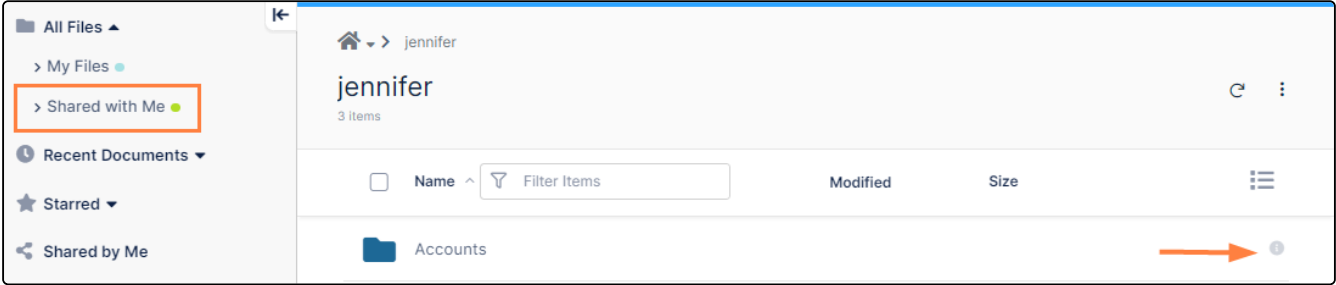
### Managing Re-Shares

You can view files and folders that have been shared with you by going to the [Shared with Me](#) folder and opening the sub-folders named for share owners.

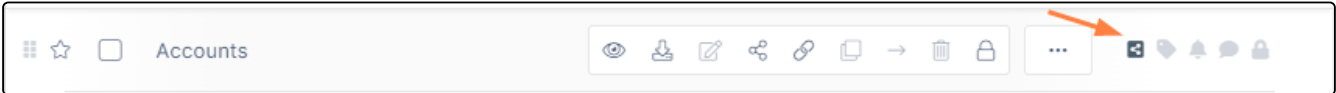
Web Browser (User Portal)

282

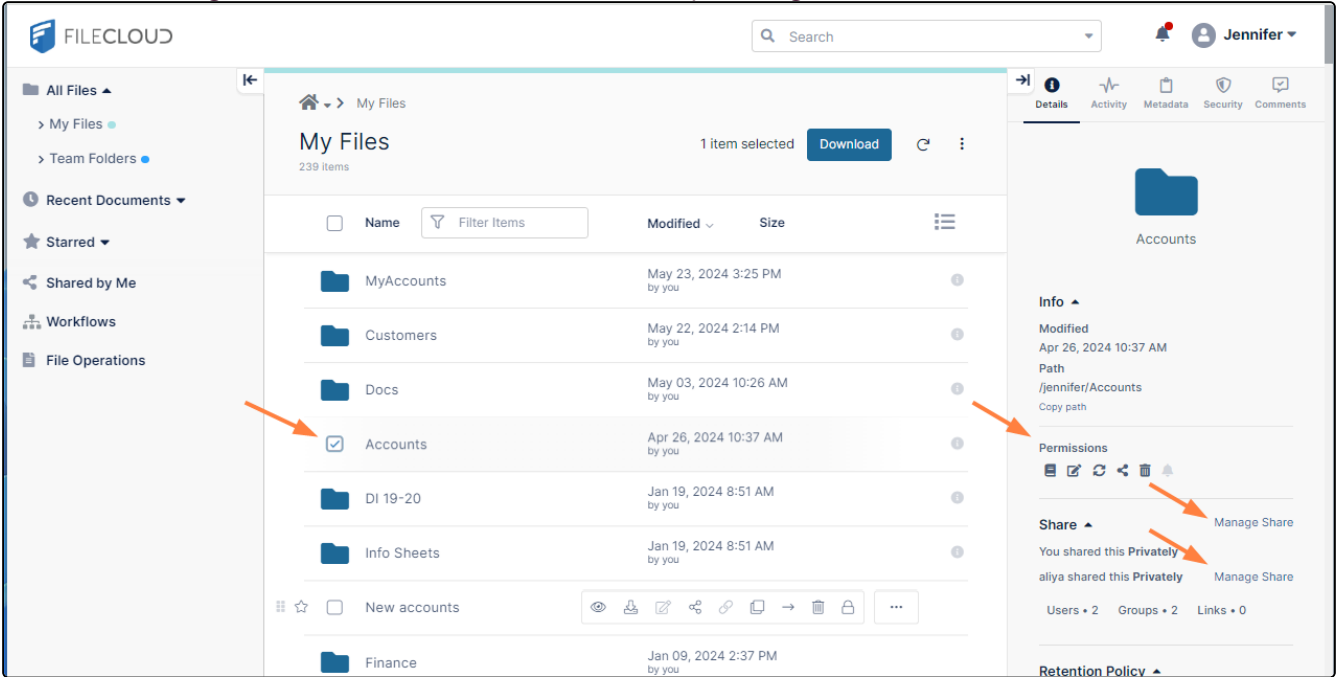
An **i** (information) icon next to a shared folder indicates that there is information to check about the folder.



Hover over the **i** icon to see symbols that indicate the type of information available. If the share icon is bolded as in the following image (a white share icon with a black background), it indicates that you have Manage permission over re-shares.



To access the Manage share information details, check the box preceding the folder



The right panel shows your permissions for the share, and since you have manage permission for the share, it displays a **Manage Share** link next to the original share and each re-share.

When you click **Manage Share**, the **Share Link** box opens, and you may make changes to the share.

Share link for file Accounts

Shared Folder

/jennifer/Accounts

Share Options

Share History

Share Name:

NewAccounts [Change](#)

Expires:

Apr 30, 2024 12:00 AM

Upload Size Limit (MB):

500

Send Email Notifications:

No

Sharing Permissions:

☐ Allow anyone with link
 ☐ Allow anyone with link and a password
 ☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users (2)

Groups (2)

Invite Users

| User                | View                                | Download                            | Upload                              | Share                               | Sync                                | Delete                              | Manage                              |                                     |
|---------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| jillian@example.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| aliya@example.com   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

☐ Allow anyone with Secure Web Viewer link and a password

Remove Share

OK

## Share Options for Public and Private Folders

In the User Portal, you can configure how you share a folder when:

- You first create the share using **Share Options** - this button is available in the window that opens after you hover over a folder and click the Share icon.
- After you create the share by opening it. The share opens to a window that displays the options.

Share options include:

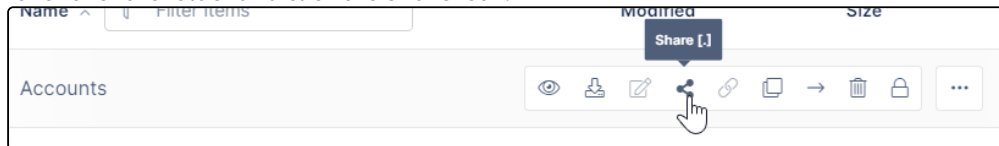
- Entering a custom share name or share link
- Setting a share expiration date
- Setting a limit on the size of files that can be uploaded to the folder (public shares with the permissions upload, view+upload, and view+download+upload shares only, and private shares)
- Disabling email notifications when a change is made to the share



- Requiring a password to access the share (public shares only)

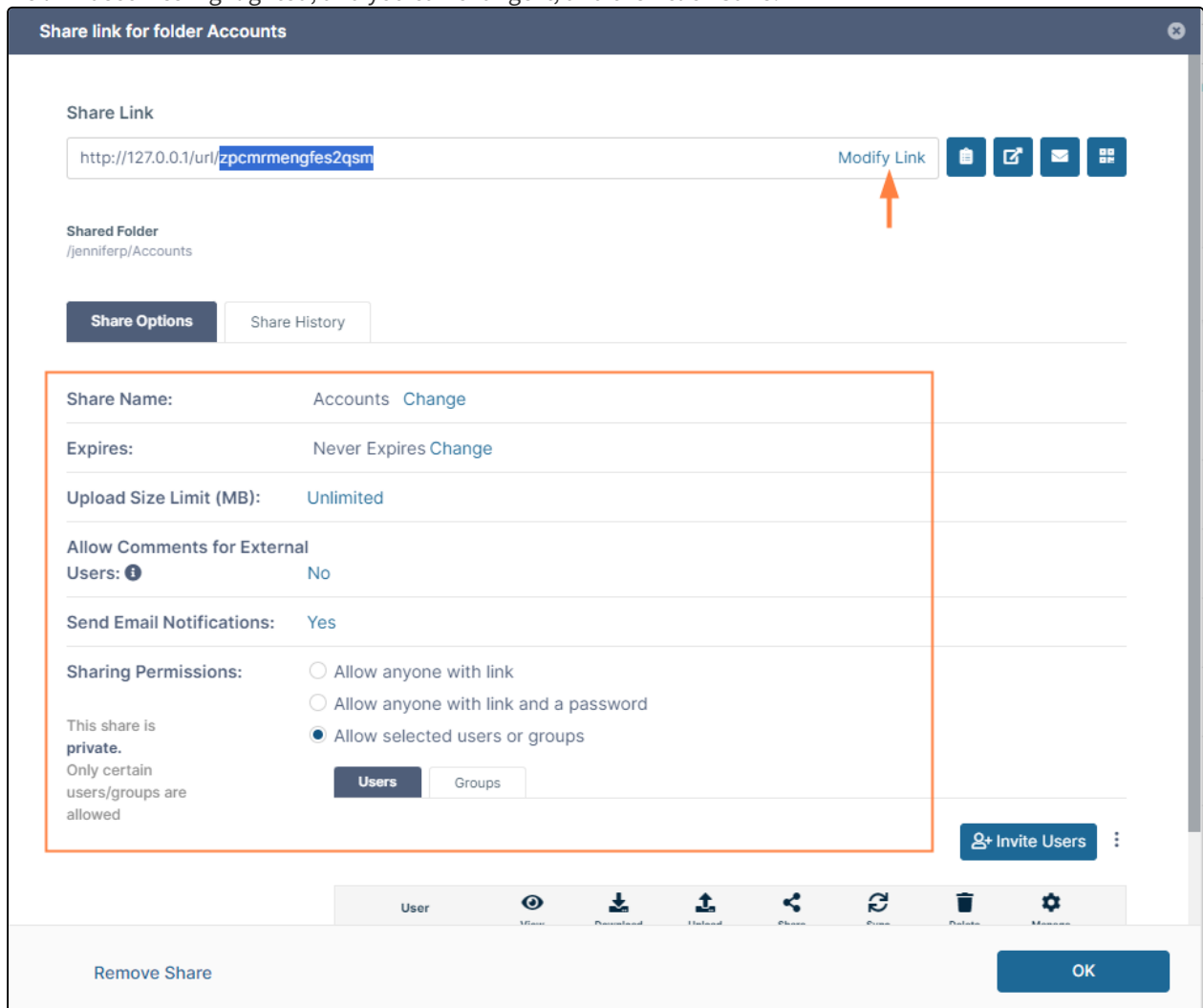
## To configure the share link and share options

1. Hover over the folder and click the **Share** icon.



The **Share Link** dialog box opens.

2. If you want to change the link name to something more memorable or descriptive, click **Modify Link**. The link becomes highlighted, and you can change it, and then click **Save**.



3. You are prompted to confirm whether or not you want to send an email to share recipients with the updated link:

Confirm

Do you want to send an email informing users about the change in the shared link?

OK

Skip Email

**Note:** If this is the first time you are adding a user to the share, they will receive an email with the link regardless of whether you choose **OK** or **Skip Email**.

4. Change the share options. [View the video](#) below to see how to change each option.

The following table describes each choice:

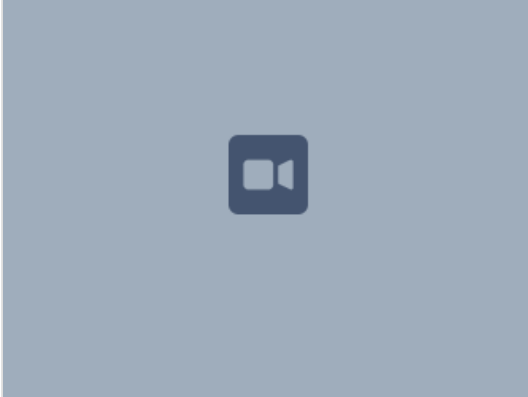
| Option                 | Settings                                                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Share name             | <ul style="list-style-type: none"> <li>randomly-generated name (default)</li> <li>custom name</li> </ul> | Customize the share name if you want it to be descriptive or memorable.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Expires                | <ul style="list-style-type: none"> <li>Never (default)</li> <li>Expires</li> </ul>                       | <p>By default, this is set to <b>Never</b>.</p> <p>If you set this to <b>Expires</b>, enter a date in the future when this folder is no longer shared. When the share expires, the link becomes unusable to users but the folder is not removed or changed.</p>                                                                                                                                                                                                                                |
| Upload Size Limit (MB) | <ul style="list-style-type: none"> <li>Unlimited (default)</li> <li>Limited + size in MB</li> </ul>      | <p>Use this to restrict the amount of content that can be uploaded to the folder. This appears for public shares with <b>View + Download + Upload</b>, <b>View + Upload</b>, or <b>Upload Only</b> permissions and for private shares.</p> <ul style="list-style-type: none"> <li><b>Unlimited</b> - allows any user to upload any amount of content into the folder.</li> <li><b>Limited</b> + size in MBs - specifies the amount of content that can be uploaded into the folder.</li> </ul> |

| Option                                                                                             | Settings                                                                                                                                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Allow Comments for External Users ( <b>Private Shares only</b> )<br><br>Added in FileCloud 23.251. | <ul style="list-style-type: none"> <li>• No (default)</li> <li>• Yes</li> </ul>                                                                                                 | <p><b>If your system is licensed for this feature and your admin has enabled it, this option appears for Private Shares only.</b></p> <p>By default, this is set to <b>No</b>.</p> <ul style="list-style-type: none"> <li>• If set to <b>Yes</b>, enables external users with Write permission to add comments to the share.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Send Email Notifications                                                                           | <ul style="list-style-type: none"> <li>• Yes (default)</li> <li>• No</li> </ul>                                                                                                 | <p>By default, this is set to <b>Yes</b>.</p> <ul style="list-style-type: none"> <li>• If set to <b>Yes</b>, then an email notification is sent when a file is opened or downloaded for a public share.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Sharing Permissions                                                                                | <ul style="list-style-type: none"> <li>• Allow anyone with link (default)</li> <li>• Allow anyone with link and a password</li> <li>• Allow Selected Users or Groups</li> </ul> | <p>By default, this is set to <b>Allow anyone with link</b>.</p> <ul style="list-style-type: none"> <li>• If set to <b>Allow anyone with link and a password</b>, when you share this link through the FileCloud email template, the password information is given. When users click the link to access the share, they are prompted to enter the password.</li> <li>• The <b>Allow</b> drop-down list indicates users' permissions for the share. It appears under the options <b>Allow anyone with link</b> or <b>Allow anyone with link and a password</b> when the option is chosen. The possible choices are:             <ul style="list-style-type: none"> <li>• <b>View + Download</b></li> <li>• <b>View + Download + Upload</b></li> <li>• <b>View + Upload</b></li> <li>• <b>View Only</b></li> <li>• <b>Upload Only</b></li> </ul> <p>Note that the <b>Upload Size Limit</b> folder option only appears if you choose <b>View + Download + Upload</b>, <b>View + Upload</b>, or <b>Upload Only</b>. For more information about these permission options, see <a href="#">Public Share Permissions for Folders</a></p> <li>• The third option, <b>Allow Selected Users or Groups</b>, changes the share to private. The possible permissions are <b>View</b>, <b>Download</b>, <b>Upload</b>, <b>Share</b>, <b>Sync</b>, <b>Delete</b>. <b>Manage</b> permission is also available for users, but not for groups. For more information about these permission options, see <a href="#">Private Share Permissions for Folders</a>.</li> </li></ul> |

To save your changes, click **OK**.

## Share Options Video

Play the following video to see how to set share options.



## Managing Shared Files and Folders

After you create a new share, you can view details about activity on the share, update share users and their permissions, change share options, and delete the share.

When a file or folder has been shared with you, you can view it, perform any other actions permitted for the share, and leave the share.

- [Edit Share Options, Share Users, and Share Permissions](#)
- [Email or Copy a Share Link](#)
- [Viewing Expired Shares](#)
- [File Change Notifications for Shares](#)
- [Viewing Existing Shares](#)
- [Deleting a share](#)
- [Share History](#)
- [Leaving a Share](#)
- [Renaming a Shared File or Folder](#)

## Edit Share Options, Share Users, and Share Permissions

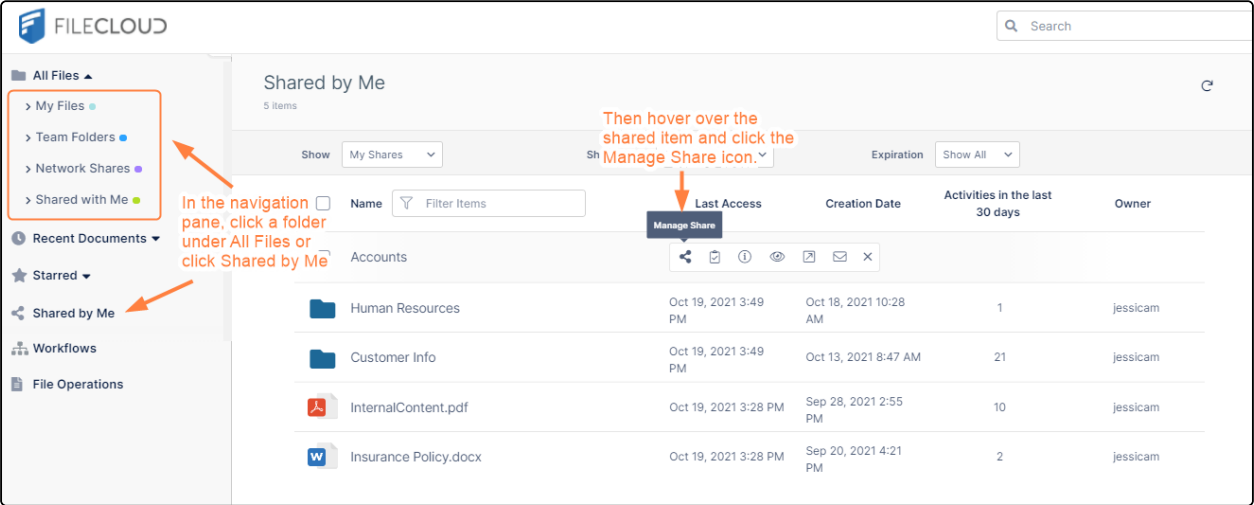
After you have create a share, you can manage the share to edit its options, change the users you have shared with, and modify their permissions.

To open a share for editing

You can open a share for editing in the folder you originally shared it from (**My Files**, **Team Folders**, **Network Shares**, or **Shared with Me**) or in **Shared by Me**.

1. Select the folder from the navigation pane.

2. Then hover over the shared file or folder and click the Share/Manage Share icon.



The **Share Link** window, where you set up the share, opens. This is the same window you use to edit the share.

Share link for file Accounts

Share Link

Modify Link

Shared Folder

/SHARED/jennifer/Accounts

Share Options

Share History

Share Name:

Accounts

Change

Expires:

Never Expires

Change

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link
 ☐ Allow anyone with link and a password
 ☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users (1)

Groups

Invite Users

| User               | View                                | download                            | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |
|--------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| elijah@example.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remove Share

OK

Edit the Share Link, Share Options, and Sharing Permissions the same way you configure them when you initially share a file or folder.

For help, see:

- [Public Share Options for Files](#)
- [Public Share Permissions for Folders](#)
- [Private Share Options for Files](#)
- [Private Share Permissions for Files](#)
- [Private Share Permissions for Folders](#)

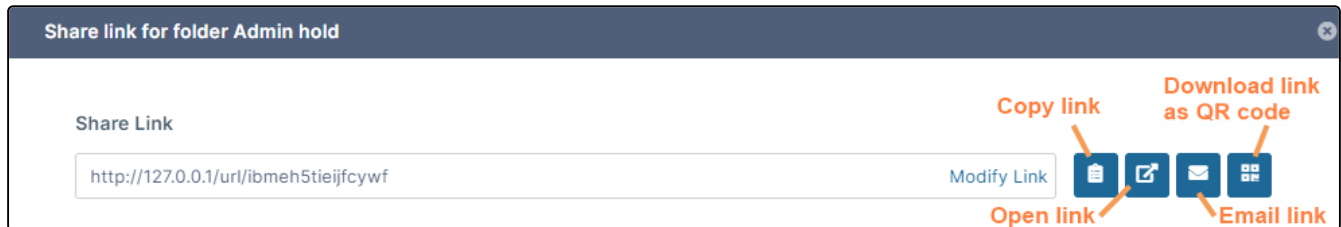
## Email or Copy a Share Link

 Beginning with FileCloud 23.1, users creating a share can download a QR code with the share link.

**i** The **Copy to Clipboard** button is available in FileCloud version 19.1 and later.

After you create a share, you can return to the **Share Link** window to email, copy, or download the share link, or to open the share.

The **Share Link** window displays the share link with buttons next to it at the top of the window:



Copy link to clipboard

Click the **Copy Link to Clipboard** button to copy the link so you can include it in a file or email.

Open link in new window

Click **Open Link in New Window** to see what users see when they click on the link.

Email link

You can reopen the **Share Link** window and manually send an email to a user with the share link. This may be useful if you want to send them the link for a public share or if they have lost the link you originally sent them.

1. Click the **Email Link** button.

A message box that includes the link opens:

**Send Share Link via Email :Accounts**

**Your Name**  
Emma

**Your Email**  
[blurred]

**To Email**  
elin@example.com

**Share Link**  
http://127.0.0.1/url/nbernub4fka2qmhd

**Message**  
Here is a link to the file we talked about

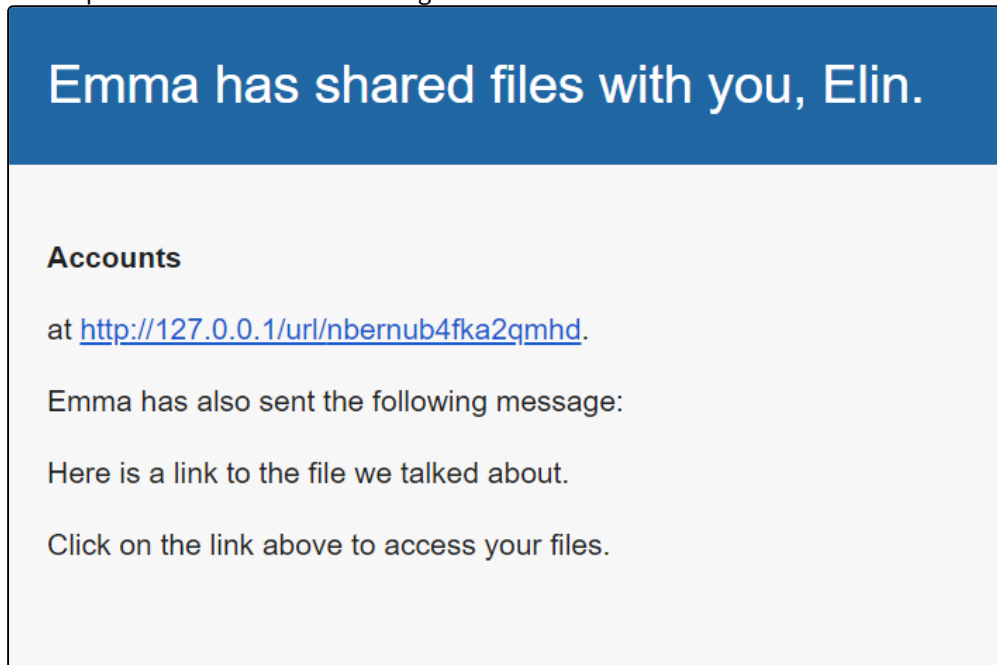
Close Send Email

2. In **To Email** enter the email addresses of the recipients
3. In **Message**, enter a message.



4. Click **Send Email**.

The recipients receive an email message similar to:

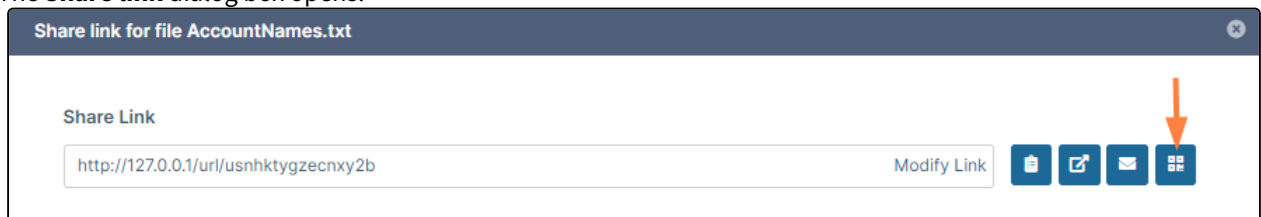


### Download QR code

You can download a QR code that links to the share, and then include it in a text or email that you send to a share recipient. The share recipient can then scan the code to be redirected to the share.

1. In the user portal, hover over the file or folder and click the **Share** icon.

The **Share link** dialog box opens.



2. Click the **Download QR Code** button.

The code is downloaded as a .png file that you can copy into an email or text. The recipient can scan the code to open the share.

### Viewing Expired Shares

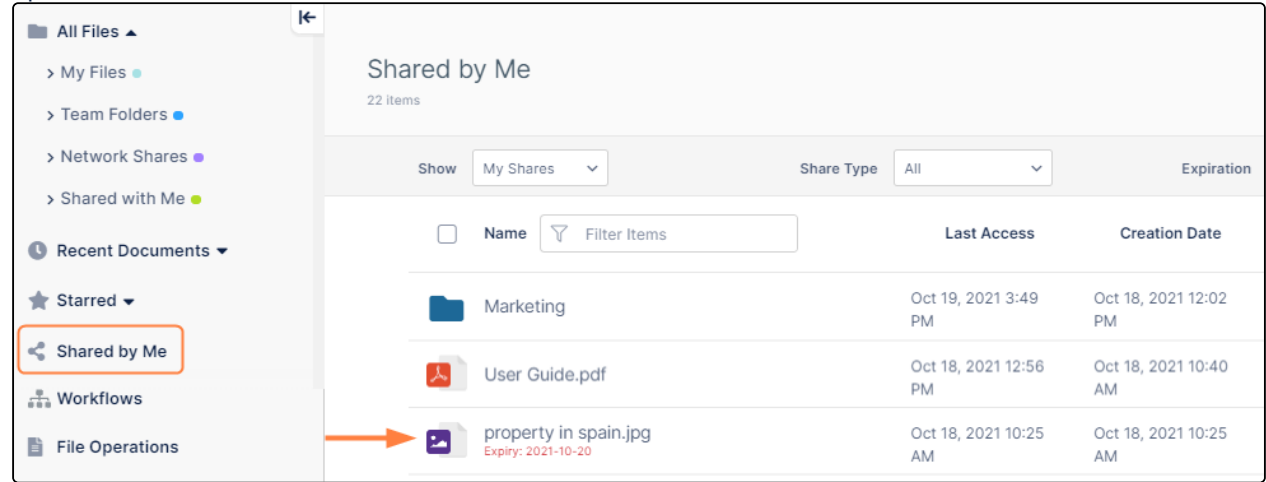
You can see which of your shares have expired in **Shared by Me**.

To see which of your shares are expired

1. In the navigation panel, click **Shared by Me**.

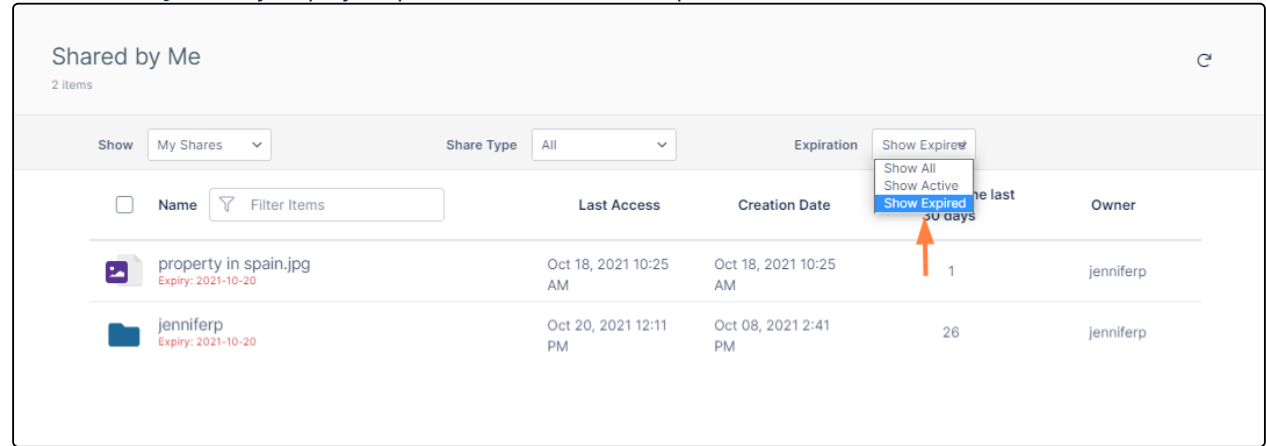
The screen displays a list of the files and folders shared by you. Below each expired share is a note giving the

expiration date:



To only view your expired shares

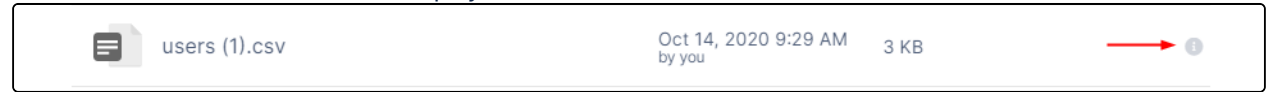
1. In the navigation panel, click **Shared by Me**.  
The screen displays a list of the files and folders shared by you.
2. In the **Expiration** drop-down list at the top of the screen choose **Show Expired**.  
Now **Shared by Me** only displays expired shares with their expiration dates.



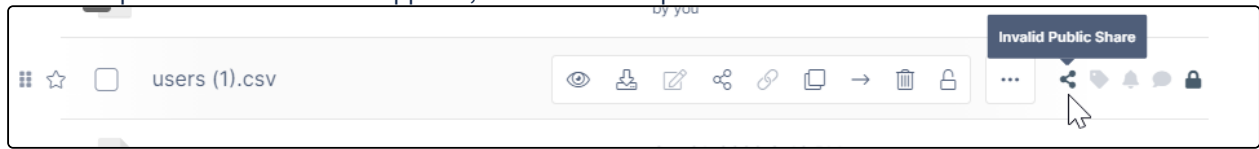
**To check if a share in an All Files folder is expired**

If you are working in **My Files**, **Team Folders**, **Network Shares** or **Shared with Me** you can check if a share is expired by hovering over the Information icon.

1. In the navigation pane, click the folder.  
A file or folder that has been shared displays an Information icon at the end of its row.



2. Hover over the file or folder to expand the Info icon, then hover over the Share icon.  
If the tooltip **Invalid Public Share** appears, the share has expired.



## File Change Notifications for Shares

You automatically receive notifications through email when shares are added, updated or deleted unless you or your administrator has disabled these notifications.

For information about enabling and disabling notifications in general, see the topics in [Notifications](#).

### How Do File Change Notifications Work for Shares?

Any change made by a user to a shared file or folder will trigger email notifications to all users that the file or folder has been shared with as well as the owner of the share.

Users also receive email notifications when a subfolder or file within a shared folder has file changes.

All file change notifications are consolidated and emails are sent by FileCloud at regular notification frequency (15 minutes, 1 hour, 1 day etc) as set by your FileCloud administrator.

Notifications are supported for the following actions apply to shared files and folders and files and folders in shared folders.:

- Add file or folder
- Delete file or folder
- Upload file or folder
- Rename file or folder
- Download file or folder
- Share (or reshare) file or folder
- Preview file
- Lock file or folder
- Unlock file or folder

### Disable File Change Notifications for a Specific Share

File change notifications are enabled by default for all users and all folders. However, email notifications can be disabled by administrators or users.

If you are an administrator, see [Notifications for File Changes](#) for information about disabling notifications.

Users can selectively disable notifications for a shared file or folder when creating the share or later, by editing the share.

### Disable file change notifications in a share

When a share is created, file change notifications can be disabled for the share.

Once disabled, users having access to that share will not receive any file change notifications related to the share.

1. Create the share by [hovering over the file or folder and clicking the Share icon](#).  
The **Share Link** dialog box opens.

On the **Share Options** tab, **Yes** appears by default next to **Send Email Notifications**.

Share link for file Electronic info agreement.docx

Share Link

[Modify Link](#)

Shared File

/jennifer/Electronic info agreement.docx

Share Options

Share History

Share Name:

Electronic info agreement.docx

[Change](#)

Expires:

Never Expires

[Change](#)

Send Email Notifications:

Yes

Sharing Permissions:

☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

This share is private.

Only certain users/groups are allowed

Users (2)

Groups

Invite Users

| User               | View                                | download                            | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |
|--------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| aliya@example.com  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| elijah@example.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remove Share

OK

- Click **Yes**.  
**Yes** and **No** options appear.

Web Browser (User Portal)

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3. Select **No**, and click **Save**.

**Share link for file Electronic info agreement.docx**

**Share Link**  
 [Modify Link](#)

**Shared File**  
 /jennifer/Electronic info agreement.docx

**Share Options** | **Share History**

**Share Name:** Electronic info agreement.docx [Change](#)

**Expires:** Never Expires [Change](#)

**Send Email Notifications:** ☐ Yes ☒ No [Save](#)

**Sharing Permissions:** ☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

This share is **private**.  
 Only certain users/groups are allowed

**Users (2)** | **Groups**

[Invite Users](#)

| User               |                                     |                                     |                          |                          |                          |                          |                          |
|--------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| aliya@example.com  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| elijah@example.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

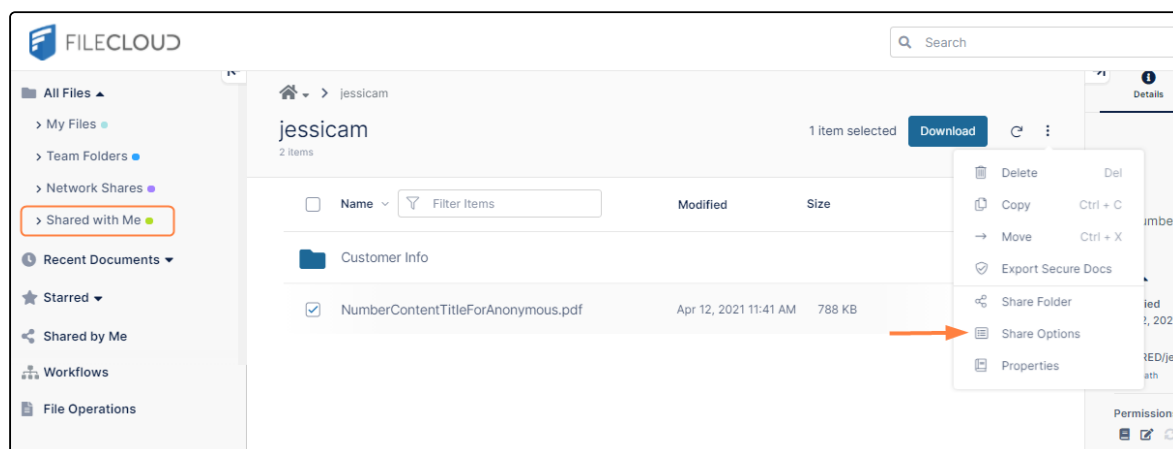
[Remove Share](#) [OK](#)

Disable file change email notifications for files and folders shared with you

1. Disable file change email notifications for files and folders shared with you

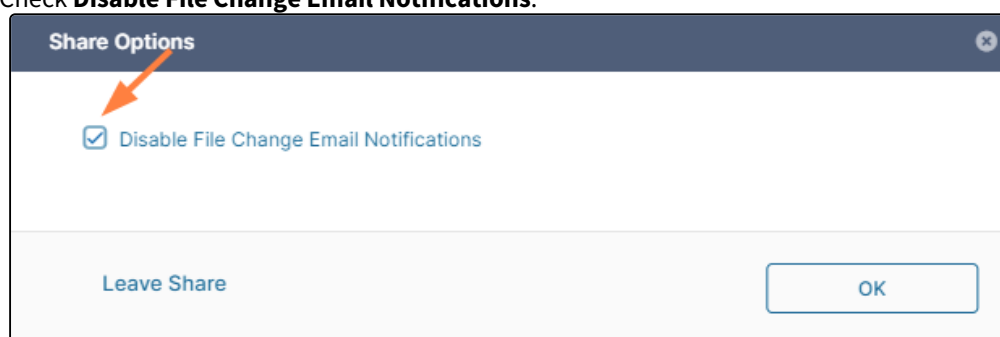
- Open the **Shared with Me** folder.
- Navigate to and check the box for the share.
- In the upper-right corner of the FileCloud screen, click the **More** (triple-dot) icon, and choose **Share Options**.

**Note:** **Share Options** are not available from the **More** icon for the individual file or folder.



The **Share Options** dialog box opens.

- d. Check **Disable File Change Email Notifications**.



## Viewing Existing Shares

In the navigation panel, click **Shared by Me** to see a list of all files and folders that you have shared. You can also view a list of your managed shares. Managed shares are folder shares that you have been given access to manage.

## View My Shares and Managed Shares

By default **Shared by Me** displays files and folders you have shared (the **Show** drop-down list displays **My Shares**):

The screenshot shows the FileCloud interface with the 'Shared by Me' section selected. The 'Show' dropdown is set to 'My Shares', and the 'Share Type' is set to 'All'. The table lists 22 items shared by the user 'jenniferp'.

| Name                                                       | Last Access           | Creation Date         | Activities in the last 30 days | Owner     |
|------------------------------------------------------------|-----------------------|-----------------------|--------------------------------|-----------|
| Marketing                                                  | Oct 20, 2021 12:47 PM | Oct 18, 2021 12:02 PM | 5                              | jenniferp |
| User Guide.pdf                                             | Oct 18, 2021 12:56 PM | Oct 18, 2021 10:40 AM | 5                              | jenniferp |
| property in spain.jpg<br><small>Expiry: 2021-10-20</small> | Oct 20, 2021 12:48 PM | Oct 18, 2021 10:25 AM | 4                              | jenniferp |
| happy.txt                                                  | Oct 18, 2021 10:25 AM | Oct 18, 2021 10:25 AM | 3                              | jenniferp |
| Human Resources                                            | Oct 19, 2021 3:49 PM  | Oct 18, 2021 10:24 AM | 4                              | jenniferp |
| Accounts                                                   | Oct 20, 2021 12:11 PM | Oct 13, 2021 9:42 AM  | 16                             | jenniferp |

In the **Show** drop-down list, choose **Managed Shares** to view a list of shares you can manage.

The screenshot shows the FileCloud interface with the 'Shared by Me' section selected. The 'Show' dropdown is set to 'Managed Shares', and the 'Share Type' is set to 'All'. The table lists 3 items managed by the user 'jessicam'.

| Name          | Last Access           | Creation Date         | Activities in the last 30 days | Owner               |
|---------------|-----------------------|-----------------------|--------------------------------|---------------------|
| Web Assets    | Sep 30, 2021 12:25 PM | Sep 30, 2021 12:16 PM | 0                              | team folder account |
| Customer Info | Oct 19, 2021 3:49 PM  | Oct 13, 2021 8:47 AM  | 0                              | jessicam            |
| Accounts      | Oct 20, 2021 12:11 PM | Oct 20, 2021 12:09 PM | 0                              | jessicam            |

Filter shares by share type and expiration date

The **Share Type** drop-down list gives you options to view shares by the following categories:

- All
- Public
- Private
- Password Protected.

The **Expiration** drop-down list gives you options to view shares by expiration status:

- Show All
- Show Active
- Show Expired

The screenshot shows the 'Shared by me' section of the FileCloud interface. It displays a list of 44 items. The interface includes a sidebar with navigation options like 'All Files', 'My Files', 'Team Folders', 'Network Shares', 'Shared with Me', 'Recent Documents', 'Starred', 'Shared by Me', 'File Operations', 'Notice', and 'Deleted Files'. The main area shows a table of shared files with the following columns: Name, Last Access, Creation Date, Activities in the last 30 days, and Owner. The 'Expiration' dropdown is highlighted, showing options for 'Show All', 'Show Active', and 'Show Expired'.

| Name                                                     | Last Access | Creation Date        | Activities in the last 30 days | Owner     |
|----------------------------------------------------------|-------------|----------------------|--------------------------------|-----------|
| FCSwitchToClassic.png                                    | 1 day ago   | Nov 6, 2020 10:25 AM | 1                              | jenniferp |
| NewDesigns customer team.zip                             | Today       | Nov 6, 2020 10:24 AM | 1                              | jenniferp |
| graphics<br><small>Expiry: Nov 06, 2020 12:00 AM</small> | Today       | Nov 6, 2020 10:23 AM | 2                              | jenniferp |
| CharacterSheet_3Pgs_ Complete.pdf                        | Today       | Nov 6, 2020 8:21 AM  | 1                              | jenniferp |
| ASPublicBlue.svg                                         | Today       | Nov 6, 2020 8:20 AM  | 1                              | jenniferp |
| Accounts                                                 | Today       | Oct 30, 2020 2:24 PM | 13                             | jenniferp |
| MonthlyProcess.pptx                                      | Today       | Oct 30, 2020 9:20 AM | 6                              | jenniferp |

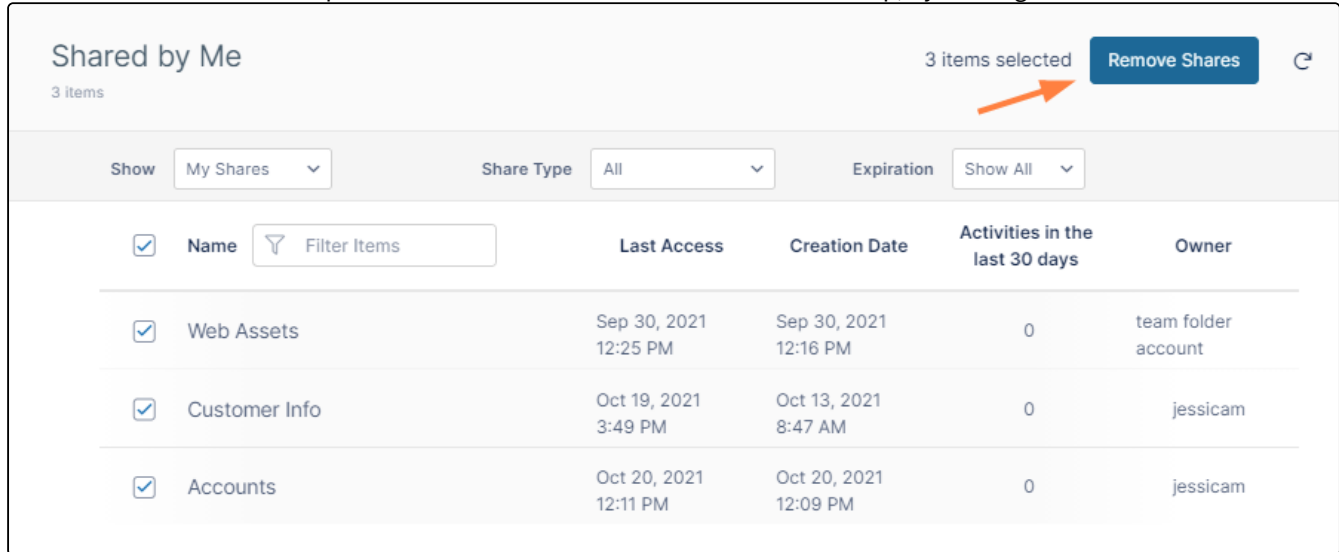
## Share Actions

In **Shared by Me**, when you hover over a share, icons for actions that you can perform appear. Click any of the icons to perform its action.

The screenshot shows a share action menu for the file 'FCSwitchToClassic.png'. The menu includes the following actions: Manage share, Copy link, Share details, Preview, Open in new window, Send email, and Remove share. Each action is represented by a specific icon in the menu.



Check the boxes next to multiple files and folder to remove the shares in one step, by clicking **Remove Shares**.



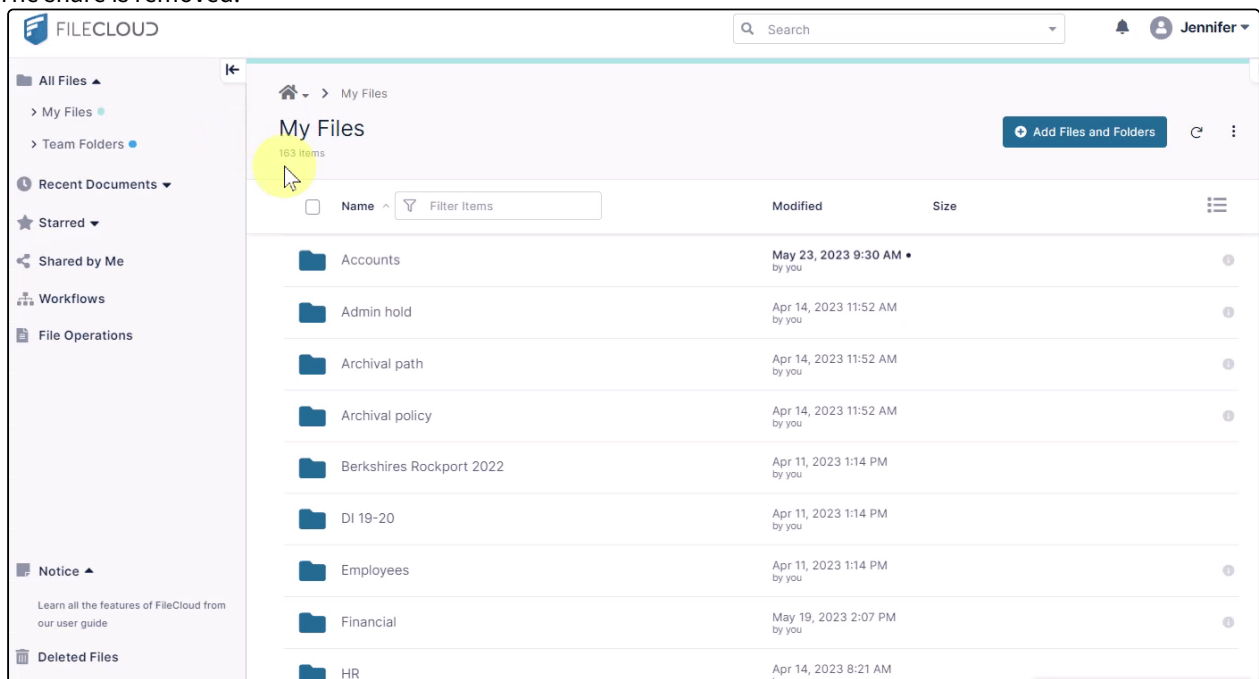
The screenshot shows the 'Shared by Me' section with 3 items. At the top right, it says '3 items selected' and a blue button labeled 'Remove Shares' is visible. An orange arrow points to this button. Below the header, there are filters for 'Show' (My Shares), 'Share Type' (All), and 'Expiration' (Show All). A table lists the shared items:

| <input checked="" type="checkbox"/> | Name          | Last Access           | Creation Date         | Activities in the last 30 days | Owner               |
|-------------------------------------|---------------|-----------------------|-----------------------|--------------------------------|---------------------|
| <input checked="" type="checkbox"/> | Web Assets    | Sep 30, 2021 12:25 PM | Sep 30, 2021 12:16 PM | 0                              | team folder account |
| <input checked="" type="checkbox"/> | Customer Info | Oct 19, 2021 3:49 PM  | Oct 13, 2021 8:47 AM  | 0                              | jessicam            |
| <input checked="" type="checkbox"/> | Accounts      | Oct 20, 2021 12:11 PM | Oct 20, 2021 12:09 PM | 0                              | jessicam            |

## Deleting a share

To remove a share from the original shared file or folder

1. Hover over the shared file or folder and click the **Share** icon.  
The **Share Link** dialog box opens.
2. In the lower-left of the dialog box, click **Remove Share**.
3. Click **Remove** in the confirmation dialog box.  
The share is removed.

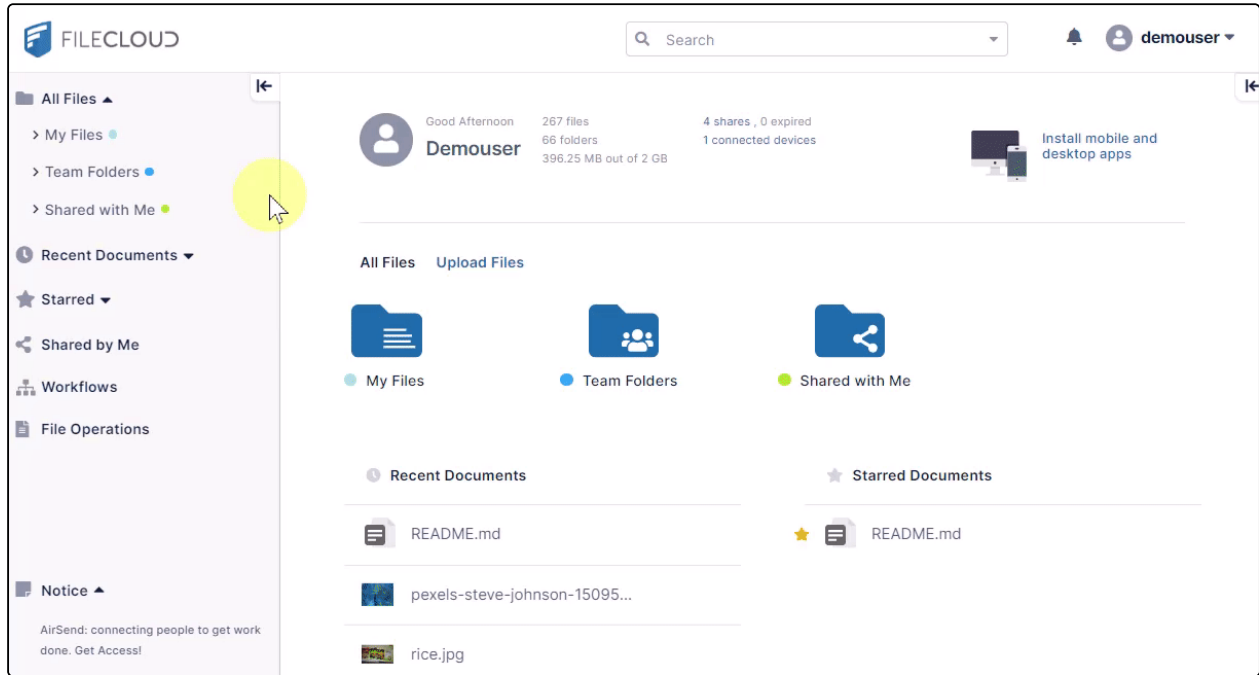


The screenshot shows the 'My Files' section of the FileCloud interface. A sidebar on the left contains navigation options like 'All Files', 'My Files', 'Team Folders', 'Recent Documents', 'Starred', 'Shared by Me', 'Workflows', 'File Operations', 'Notice', and 'Deleted Files'. The main area displays a list of folders under 'My Files' (163 items). Each folder has a share icon (a person with a plus sign) in the right column. The folders listed are:

- Accounts (May 23, 2023 9:30 AM by you)
- Admin hold (Apr 14, 2023 11:52 AM by you)
- Archival path (Apr 14, 2023 11:52 AM by you)
- Archival policy (Apr 14, 2023 11:52 AM by you)
- Berkshires Rockport 2022 (Apr 11, 2023 1:14 PM by you)
- DI 19-20 (Apr 11, 2023 1:14 PM by you)
- Employees (Apr 11, 2023 1:14 PM by you)
- Financial (May 19, 2023 2:07 PM by you)
- HR (Apr 14, 2023 8:21 AM by you)

To remove a share from the **Shared by Me** folder

1. In the FileCloud navigation pane, click **Shared by Me**.  
The files and folders shared by you are listed in the main section of the screen.
2. Hover over the shared file or folder and click the **x**.
3. Click **Remove** in the confirmation dialog box.  
The share is removed.



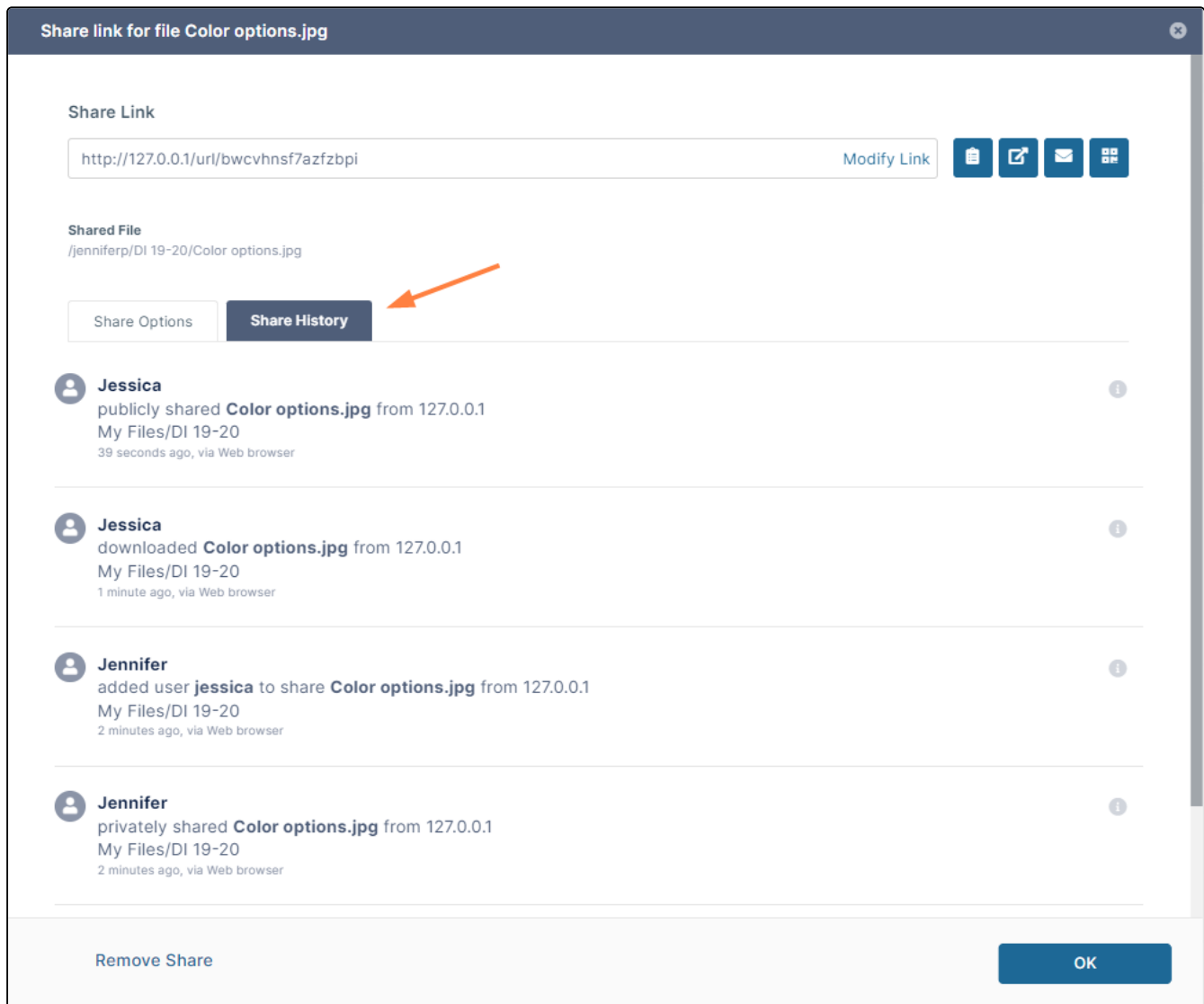
## Share History

### Viewing share history

Access the history of the activities performed on a share by navigating to the share in its folder, hovering over it and clicking the **Share** icon.



This opens the **Share Link** window. To view a list of actions on the share, click the **Share History** tab. Each action is listed with the name of the user who performed the action (if known), the location where the action was performed, and how long ago the action was performed.



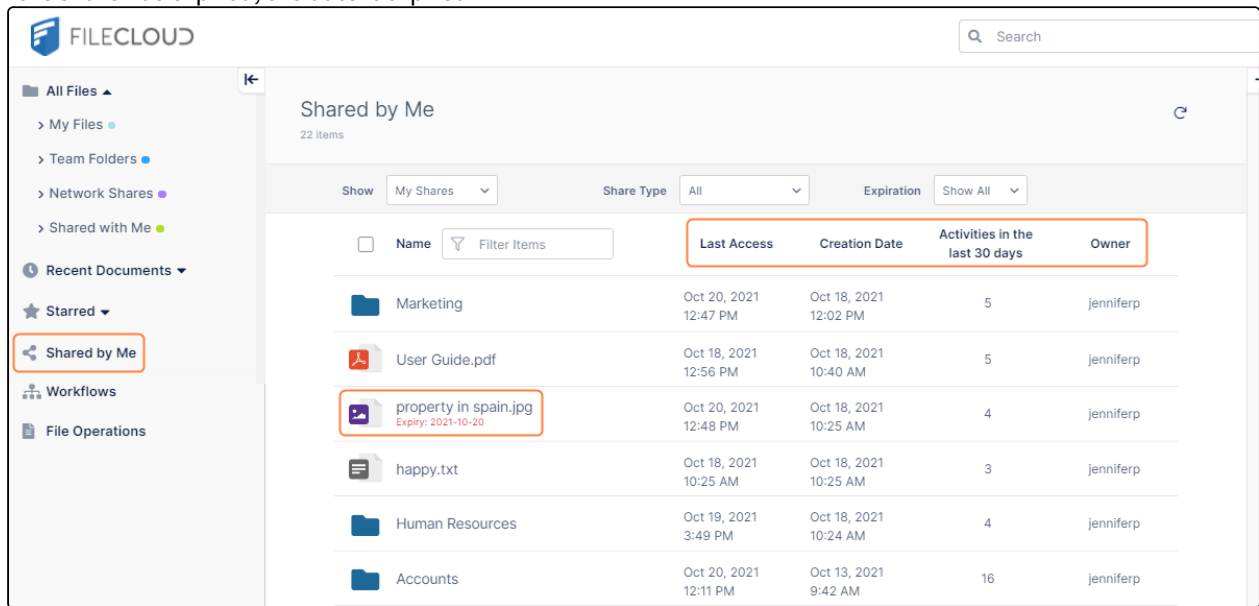
**Share History** displays the following actions on a shared Item:

- Add file or folder to folder
- Delete file or folder from folder
- Download
- Rename
- Lock
- Unlock
- Public share date
- Private share date
- Email share link
- Users added to the share
- Users removed from the share

## Viewing share history details in Shared by Me

Viewing share history details from the **Shared By Me** folder is useful because the screen provides a list of all files and folders that you have shared along with the following information:

- how many activities have been performed on each share in the last 30 days
- the date the share was created
- the date the share was last accessed
- the share owner
- if the share has expired, the date it expired



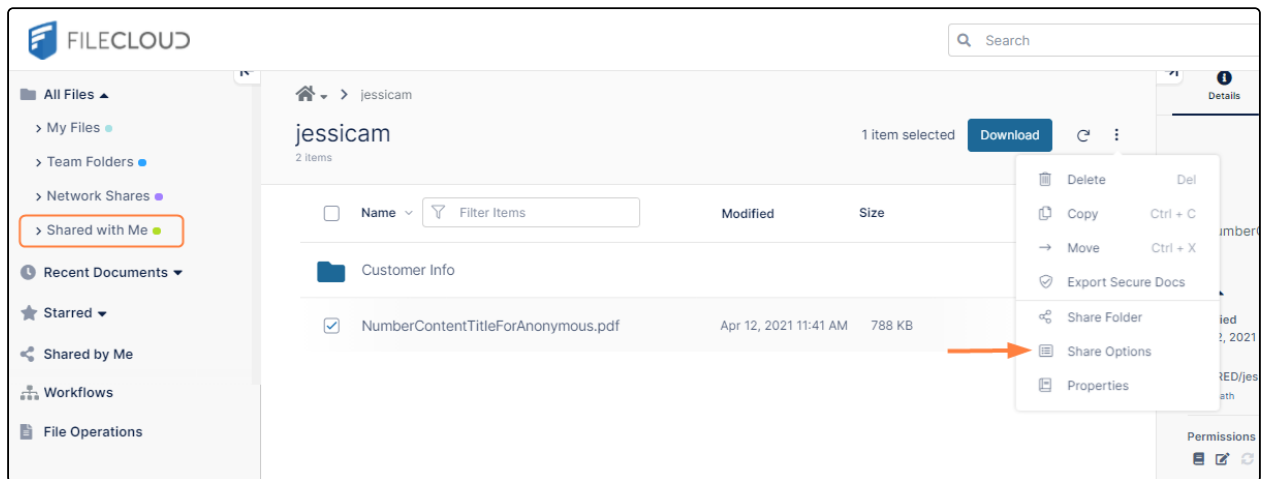
| Name                                                       | Last Access           | Creation Date         | Activities in the last 30 days | Owner     |
|------------------------------------------------------------|-----------------------|-----------------------|--------------------------------|-----------|
| Marketing                                                  | Oct 20, 2021 12:47 PM | Oct 18, 2021 12:02 PM | 5                              | jenniferp |
| User Guide.pdf                                             | Oct 18, 2021 12:56 PM | Oct 18, 2021 10:40 AM | 5                              | jenniferp |
| property in spain.jpg<br><small>Expiry: 2021-10-20</small> | Oct 20, 2021 12:48 PM | Oct 18, 2021 10:25 AM | 4                              | jenniferp |
| happy.txt                                                  | Oct 18, 2021 10:25 AM | Oct 18, 2021 10:25 AM | 3                              | jenniferp |
| Human Resources                                            | Oct 19, 2021 3:49 PM  | Oct 18, 2021 10:24 AM | 4                              | jenniferp |
| Accounts                                                   | Oct 20, 2021 12:11 PM | Oct 13, 2021 9:42 AM  | 16                             | jenniferp |

## Leaving a Share

If you no longer want access to a file shared with you, you can leave the share.

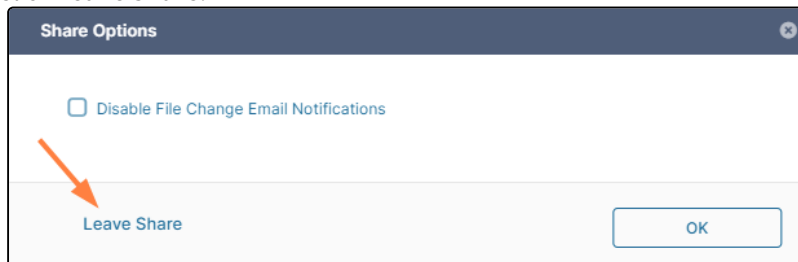
To leave a share:

1. Open the **Shared with Me** folder, and navigate to the share.
2. Check the box for the share.
3. In the upper-right corner, click the **More** (triple-dot) icon, and choose **Share Options**.



The **Share Options** dialog box opens.

4. Click **Leave Share**.



5. Click **Yes** in the confirmation box.

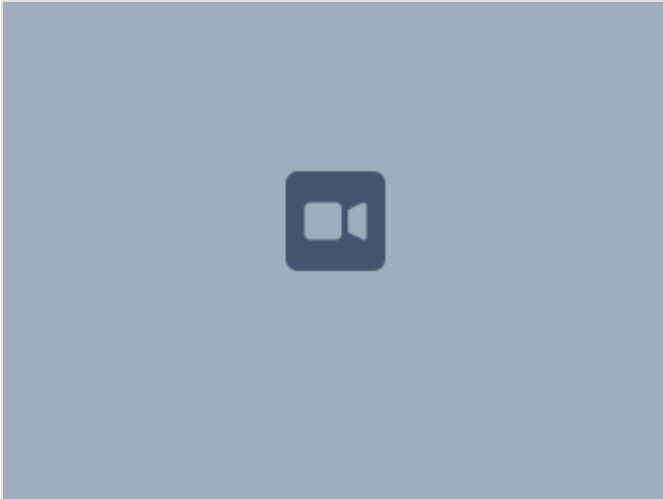
The dialog box closes and the share no longer appears.

## Renaming a Shared File or Folder

Private shares are named after the file or folder shared. Therefore, when you rename a privately shared item, if you don't change the share name as well as the file or folder name, they will no longer match, which could cause confusion.

To avoid this, FileCloud prompts you to change the share name when you change the name of a file or folder that is shared (this is true even the share name that doesn't match the file or folder name, which is the default case for public shares).

The following video shows us a file named **tasks.txt** with a share name that is also **tasks.txt**. When the user begins to rename the file, the prompt to rename the share with the same name appears. The user accepts the prompt, and renames the file **actions.txt**. When the share is opened, we see that the share name is also **actions.txt**.



## Shares that Require Approval

In some FileCloud systems, when a file or folder is shared with other users, the share is not made available to them until a specified number of approvers approve the share. If any users reject the share, it is deleted. For information about how share approvals are configured, see [Share Approval Workflows](#).

If approvals are required on shares in your system, when you share a file, a ribbon appears at the top of the Share Link box indicating that the share will become available after approval.

Share link for folder Accounts

This share will only be available after an automation workflow approval.

Share Link

http://127.0.0.1/url/ifbkdhwtuep23e

Modify Link

Shared Folder

/jenniferp/Accounts

Select Preview

Share Options

Share History

Share Name:

QLRkvnWAYRYHckzV

Change

Expires:

Never Expires

Change

Send Email Notifications:

Yes

Sharing Permissions:

Allow anyone with link

Allow

View + Download

Allow anyone with link and a password

Allow selected users or groups

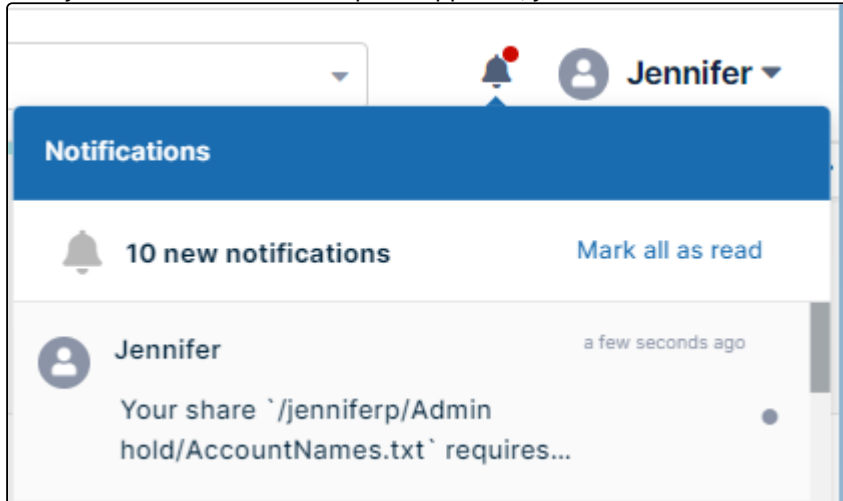
Remove Share

OK

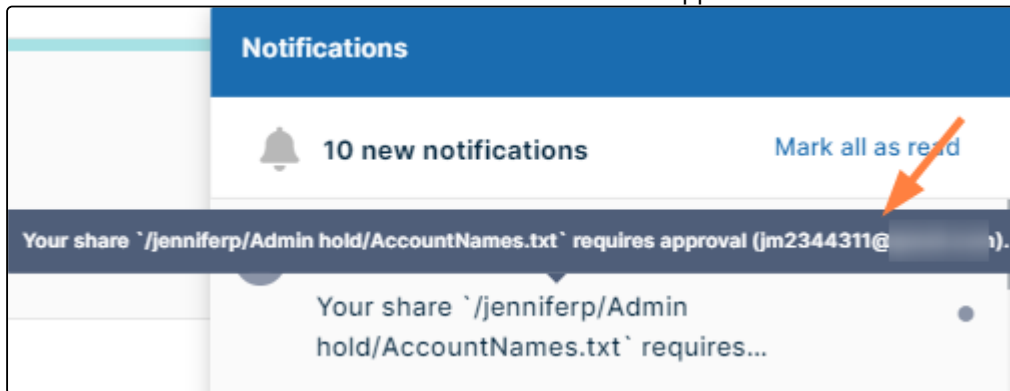
## How to know the approval status of a share

### Checking your notifications

When you create a share that requires approval, you are sent a notification that confirms that it is awaiting approval.



Hover over the text of the notification to see the email of the approver:



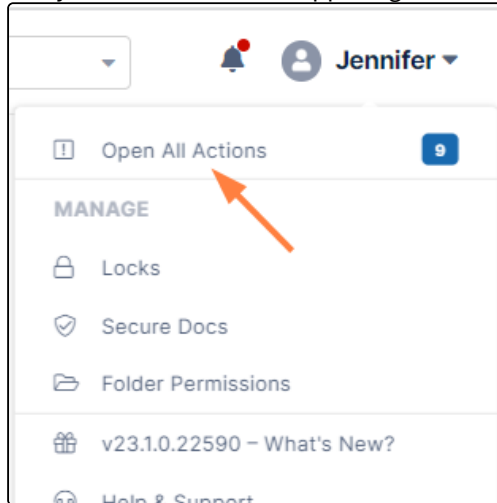
### Checking the Actions screen

Another way to check the status of an approval is to go to the **Sent** tab on the **Actions** screen.

**To view the Sent tab:**

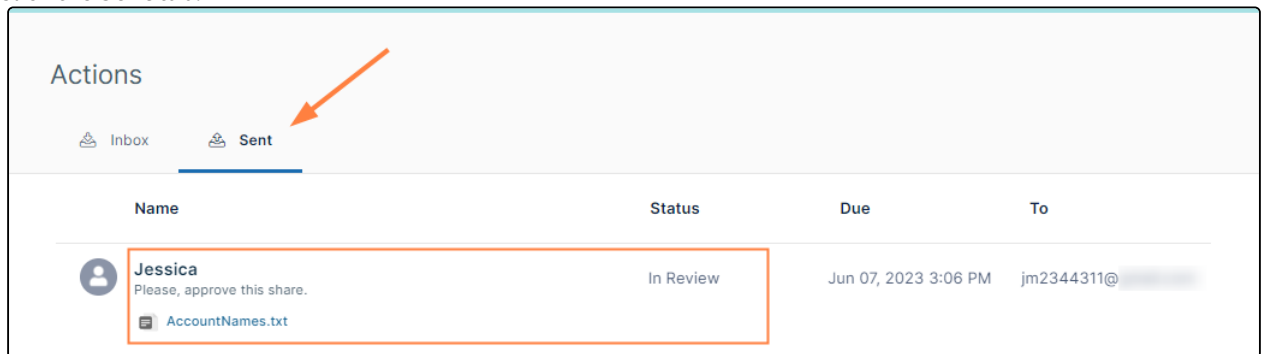


1. Click your username in the upper-right corner of the screen and choose **Open all actions**.



The **Actions** screen opens with the Inbox tab selected.

2. Click the **Sent** tab.



Your share that was sent for approval is listed by the name of the approver. Its status and the filename are also listed.

3. To see more details about the file and add any comments for the approver click the username above the file.

[Back to all actions](#)

**Action by**  
**Jennifer**  
Please, approve this share.

**To:** Jessica      **Created on:**  
Jun 07, 2023 3:06 PM

Waiting for approval

**Comment**

Add comment

**Activity**

**Action created by Jennifer**  
an hour ago

**Share**

Failed to fetch share data from this instance. Currently showing the updated share data

**Shared item:** /jenniferp/Admin hold/AccountNames.txt

**Share link:** <http://127.0.0.1/url/fnzpxkzu4niqerjg>

**Share Name:** AccountNames.txt

**Share Expires:** Never Expires

**Send Email Notifications:** No

**Sharing Permissions:** Only certain users/groups are allowed

Users (1)

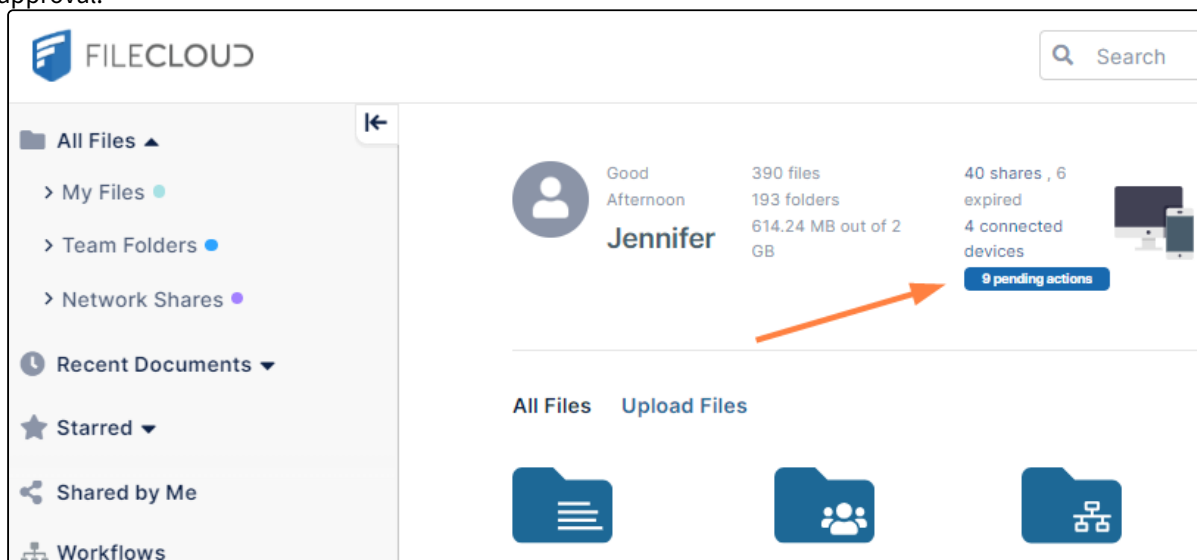
Groups

Once the share has been approved or rejected, the listing appears grayed out and the **Status** appears as **Approved** or **Rejected**. However, you can still click the username to view the share details.

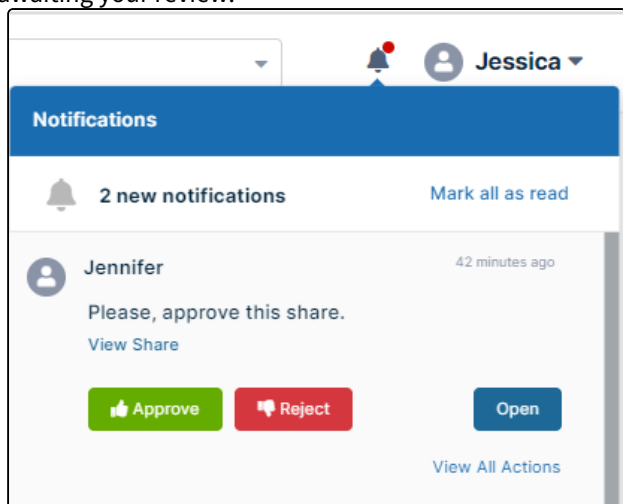
| Actions                                                                                     |          |                       |                     |
|---------------------------------------------------------------------------------------------|----------|-----------------------|---------------------|
| <div> <div>Inbox</div> <div>Sent</div> </div>                                               |          |                       |                     |
| Name                                                                                        | Status   | Due                   | To                  |
| <div> <b>Jessica</b><br/> Please, approve this share. </div> <div>  Accounts </div>         | Approved | Jun 09, 2023 11:07 AM | jm2344311@gmail.com |
| <div> <b>Jessica</b><br/> Please, approve this share. </div> <div>  AccountNames.txt </div> | Rejected | Jun 07, 2023 3:06 PM  | jm2344311@gmail.com |

## How to know if a share is awaiting your action

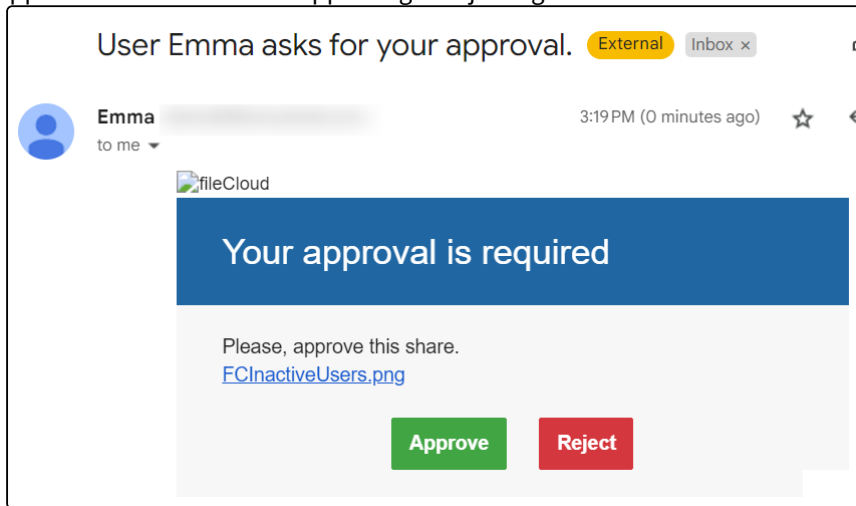
When you first log in to the user portal, if you see the pending actions button, there may be a share awaiting your approval.



In addition, if you click the **Notifications** icon at the top of the screen, you will see any notifications about shares awaiting your review:



In some FileCloud systems, when a share is automatically sent for approval an email notification is sent to the approvers with buttons for approving or rejecting the share:

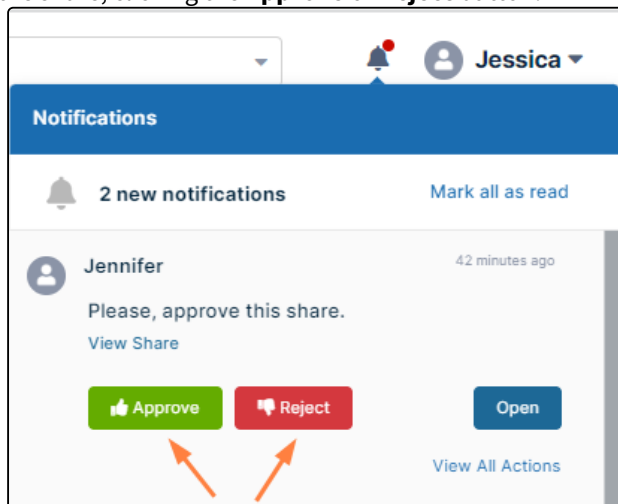


## How to approve or reject a share

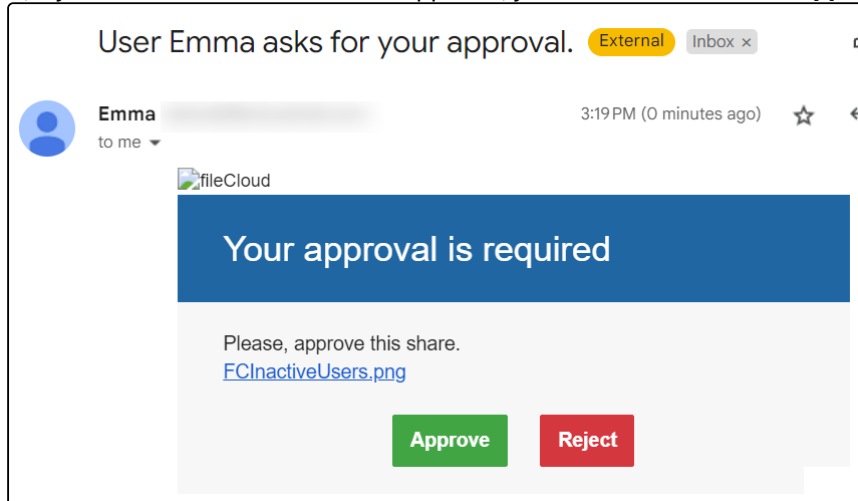
### Quickly approving or rejecting a share

You can approve or reject a share without reviewing it.

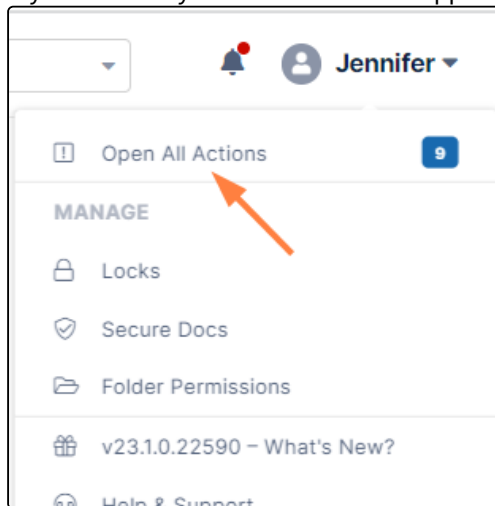
- You can do this by clicking the **Notifications** icon at the top of the screen, and in the notification listing about the share, clicking the **Approve** or **Reject** button.



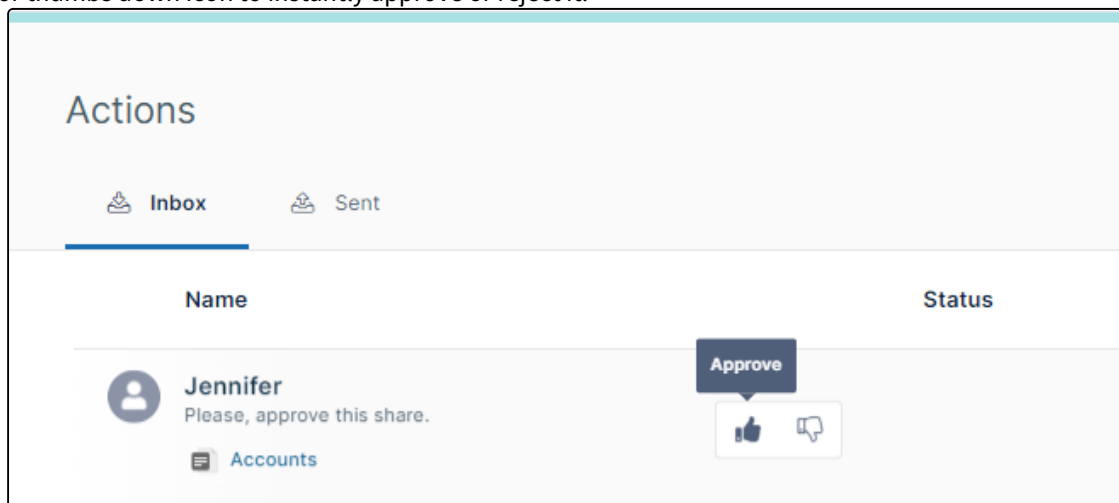
- Or, if you receive an email about the approval, you can also click the the **Approve** or **Reject** button.



- Or you can click your username in the upper-right corner of the screen and choose **Open all actions:**

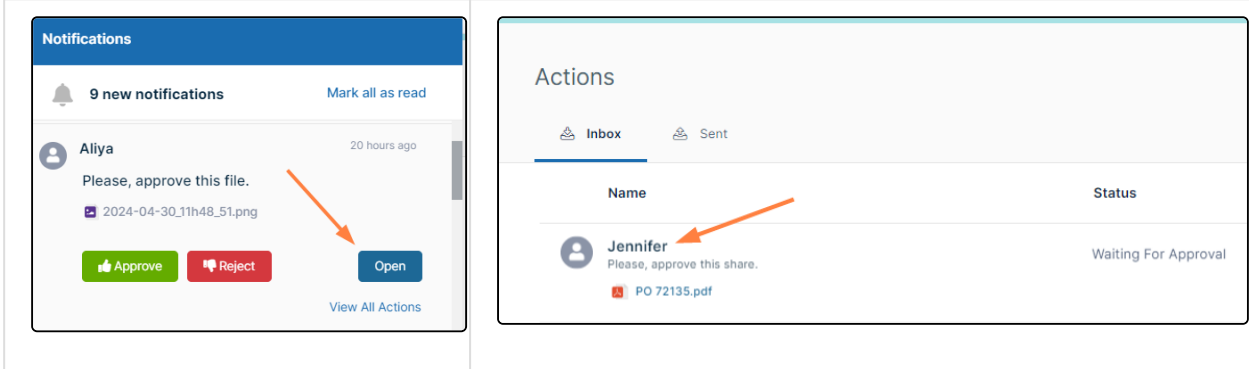


The Actions page opens to the **Inbox**, where you can hover over the listing for the share and click the thumbs up or thumbs down icon to instantly approve or reject it:



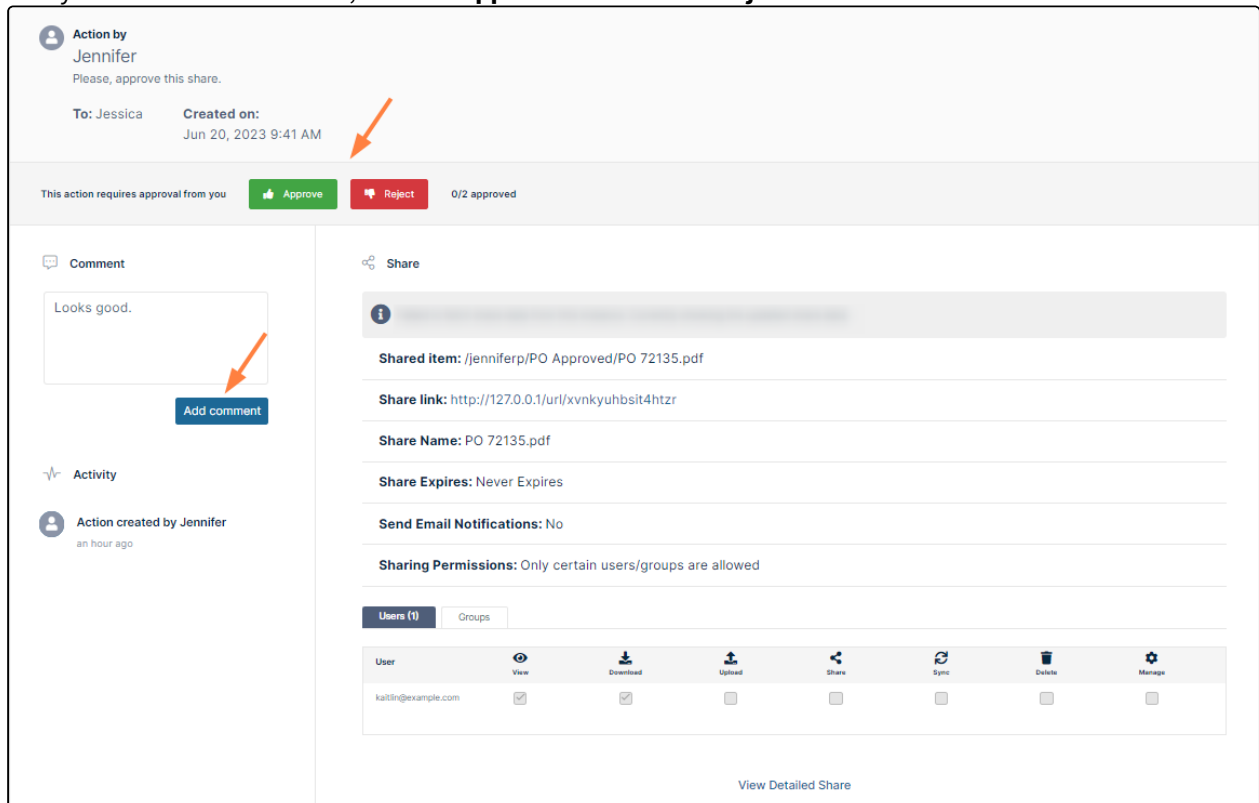
## Reviewing a share before approving or rejecting it

1. Access the detailed Action screen for a share either by clicking the **Open** button in the user portal notification or going to the Inbox listing in the Actions screen and clicking the listing for a share.



The detailed Action screen for the share opens.

2. If the screen includes a preview file, as an approver, you may want to check the preview.
3. If you want to enter a note to the user who sent the file for review, enter a note in **Comment**, and click **Add Comment**.
4. Once you have reviewed the file, click the **Approve** button or the **Reject** button.



If the share is approved, the users or groups shared with can now access it. If the share is rejected, it is deleted.

## Using the Secure Web Viewer

 FileCloud's Secure Web Viewer (Beta version) is available beginning in FileCloud version 23.232. Private sharing with the Secure Web Viewer is available beginning in FileCloud version 23.252.

The FileCloud Secure Web Viewer is a Digital Rights Management (DRM) viewer that requires users to enter a secure web link and password to view file shares. Optionally, the number of times users are allowed to view the file is limited or viewing is controlled by requiring users to view a small portion of the file at a time through a draggable lens. Only files of types [jpg](#), [png](#), [pdf](#), [docx](#), and [pptx](#) that are less than 20 MB are available for viewing through the Secure Web Viewer.

### Sharing a file with a Secure Web Viewer link

A file share you create has DRM security when you select the sharing permission **Secure Web Viewer**. This is a public or private share option that requires the share recipient to view the file through the Secure Web Viewer. For public shares, users must enter the share link and a password generated when you created the share. When creating the share, you can further restrict viewing by [only permitting small portions of the file to be viewed at a time and limiting the number of times it can be viewed](#).

The **Secure Web Viewer** option only appears if your admin has enabled WebDRM. The option appears disabled for files of types other than [jpg](#), [png](#), [pdf](#), [docx](#), and [pptx](#), and for files greater than 20 MB.

Share link for file apple graphic.jpg

Share Link

https:// /url/yysvcgmiugvp7xkb

Modify Link

Shared File

/jennifer/estate documents/apple graphic.jpg

Share Options

Share History

Share Name:

flOp6DvboH0y97HO

Change

Expires:

Never Expires

Change

Sharing Permissions:

This share is password protected public share with enhanced protection.

Only users with the secure web viewer link and password can access.

☐ Allow anyone with link
 ☐ Allow anyone with link and a password
 ☐ Allow selected users or groups
 ☒ Secure Web Viewer

☐ Allow selected users or groups

Password:

.....

☒ Enable Protected View ⓘ

Max Access Time:

☒ Unlimited
 ☐ Limited

Save

Remove Share

OK

The Secure Web Viewer option for **public** sharing

To give users access to a **public** WebDRM share, you must supply them with the share link and password.

After you select Secure Web Viewer, you may check **Allow selected users or groups** to open a section for adding users or groups to the share to make it private.

If you make the share **private**, share recipients do not need a password, and can access it through the share link in their Shared with Me folder or in the email sent to them when the share is created. When you make the Secure Web Viewer share private, the **Share Name** becomes the original file name with the extension **.webdrm** added.

Notice in the following screenshot that View is the only permission available to private viewers of a Secure Web Viewer share.

Web Browser (User Portal)

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Share link for file certificate of deposit 2021.pdf

Shared File  
/jennifer/estate documents/certificate of deposit 2021.pdf

Share Options

Share History

Share Name:

certificate of deposit 2021.pdf.webdrm [Change](#)

Expires:

Never Expires [Change](#)

Sharing Permissions:

This share is password protected public share with enhanced protection.  
Only users with the secure web viewer link and password can access.

☐ Allow anyone with link

☐ Allow anyone with link and a password

☐ Allow selected users or groups

☒ Secure Web Viewer

☒ Allow selected users or groups

Users (1)

Groups

+ Invite Users

:

| User                |                                     |                          |                          |                          |                          |                          |                          |
|---------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|                     | View                                | Download                 | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |
| jaredtaylor978@g... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

☒ Enable Protected View ⓘ

Max Access Time:

☒ Unlimited ☐ Limited

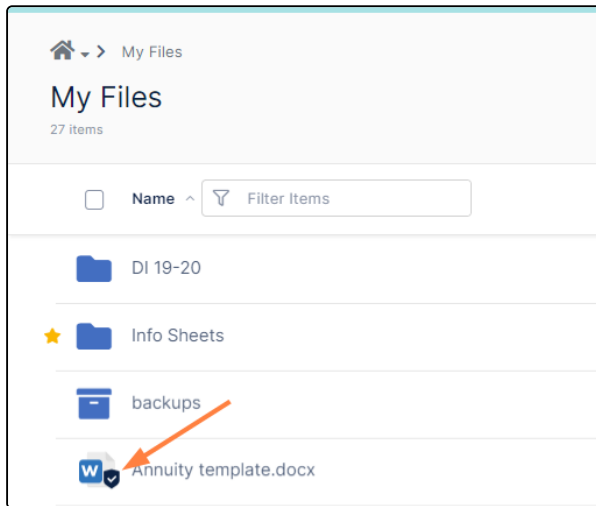
Remove Share

OK

The Secure Web View option for **private** sharing (**Allow selected users or groups** is checked). The only share permission is **View**

When users click the share link (and then enter the password if it is a public share), the Secure Web Viewer opens and displays the file.

Files that you have shared with a Secure Web Viewer link appear with a shield icon beside them in your FileCloud folders.

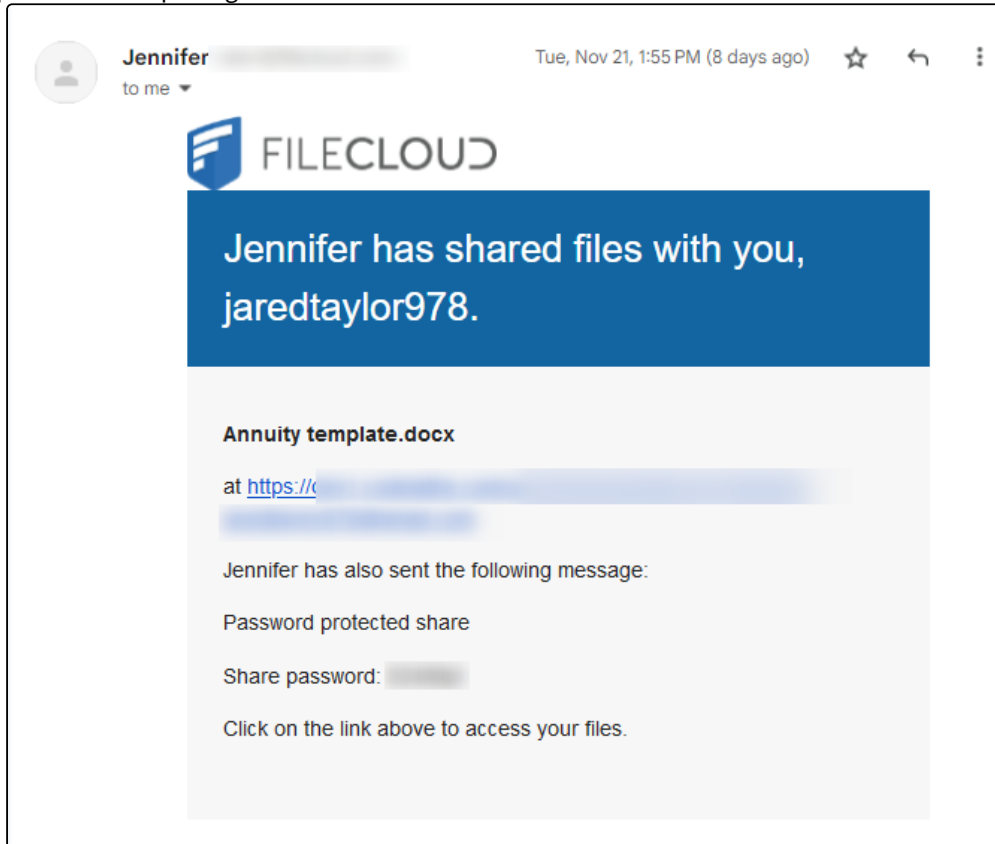


The option to share a file with a Secure Web Viewer link is available in the user portal and all of the FileCloud client apps, such as FileCloud Desktop, Sync, Drive, and mobile. However, the link can only be accessed through your web browser.

- For step by step instructions for publicly sharing a file with the **Secure Web Viewer** option, follow the steps in [Public File Sharing with Secure Web Viewer Protection](#).
- For step by step instructions for privately sharing a file with the **Secure Web Viewer** option, follow the steps in [Private File Sharing with Secure Web Viewer Protection](#).

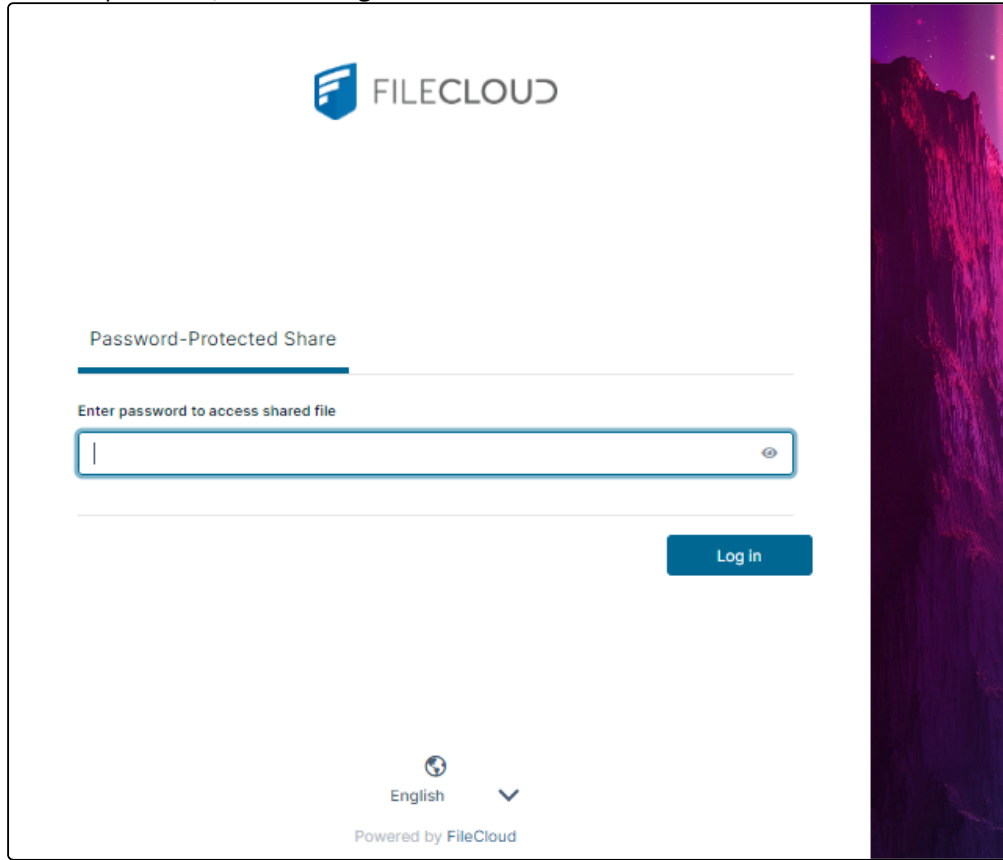
## Accessing a public share with a Secure Web Viewer link

When a public file is shared with you using a Secure Web Viewer link, you receive a message with the link and a password for opening the viewer:



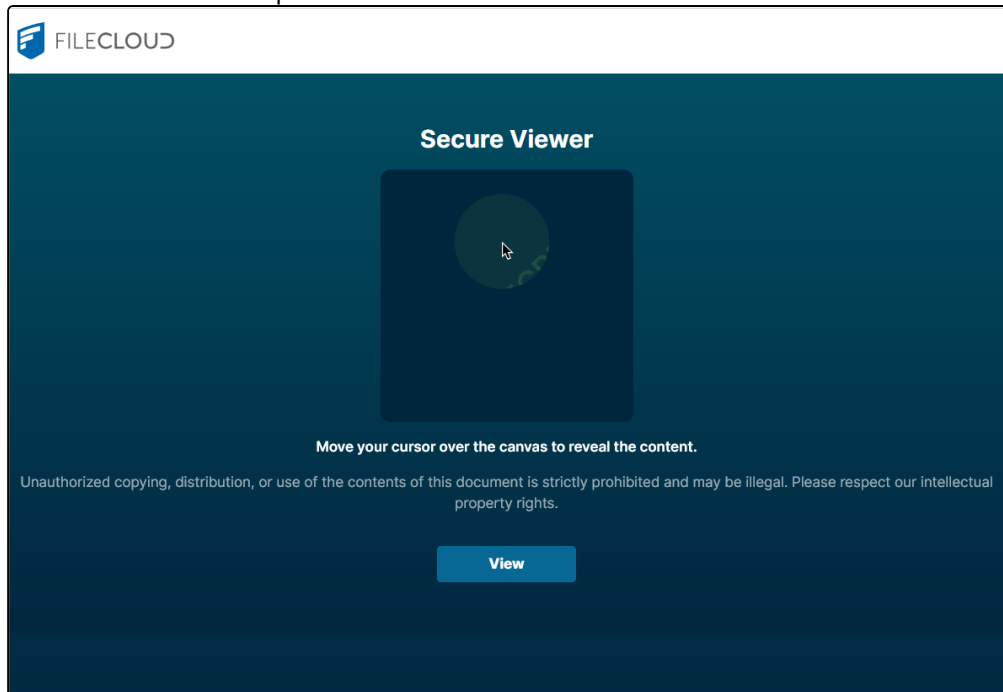
1. Click the link in the email, or copy and paste it into a web browser.  
A FileCloud login screen that prompts you for the password opens.

2. Enter the password, and click **Log In**.



The screenshot shows the FileCloud login interface for a password-protected share. At the top, the FileCloud logo is displayed. Below it, the text "Password-Protected Share" is shown. A horizontal line separates this from the password entry section. The text "Enter password to access shared file" is followed by a password input field with a blue border and a toggle icon on the right. Below the input field is a blue "Log In" button. At the bottom, there is a language selector showing "English" with a dropdown arrow, and the text "Powered by FileCloud". A vertical decorative image of a mountain peak is on the right side of the interface.

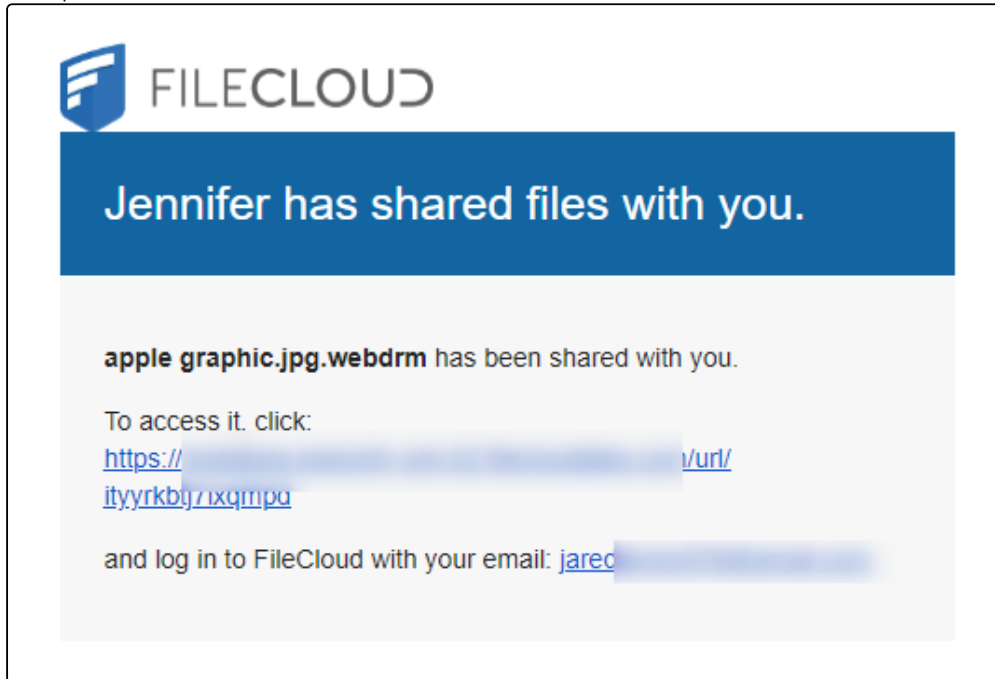
The Secure Web Viewer opens.



3. Click **View** to preview the file.

## Accessing a private share with a Secure Web Viewer link

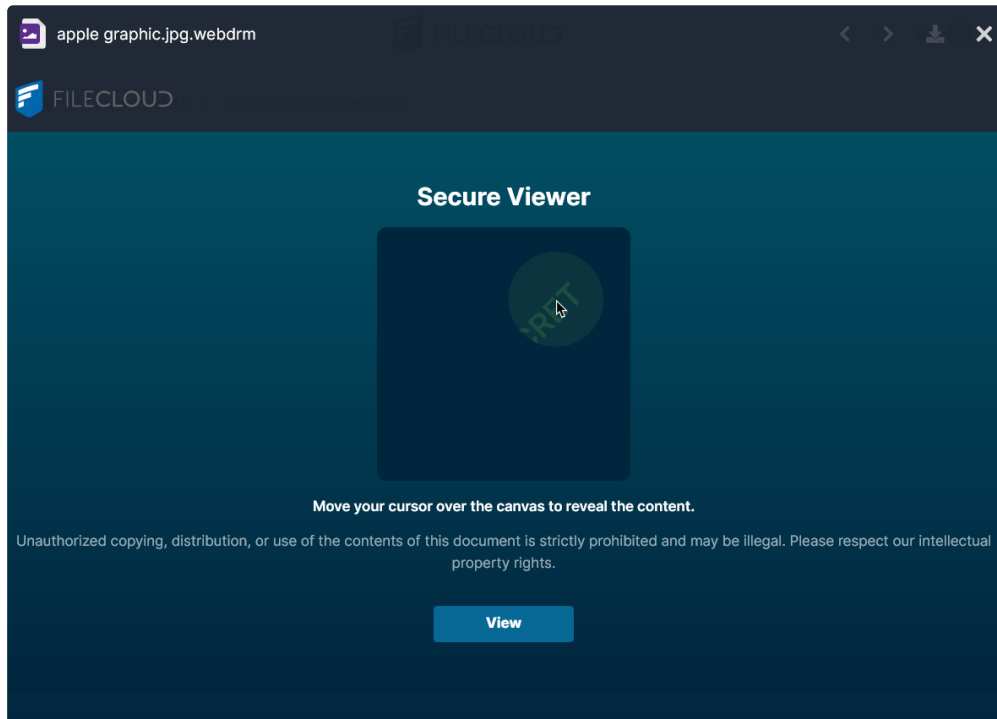
When a private file is shared with you using a Secure Web Viewer link, you receive a message with the link and instructions to log in to FileCloud with your email. (You can also access the preview through your Shared with Me folder).



1. Click the link in the email.

## 2. Log in to FileCloud.

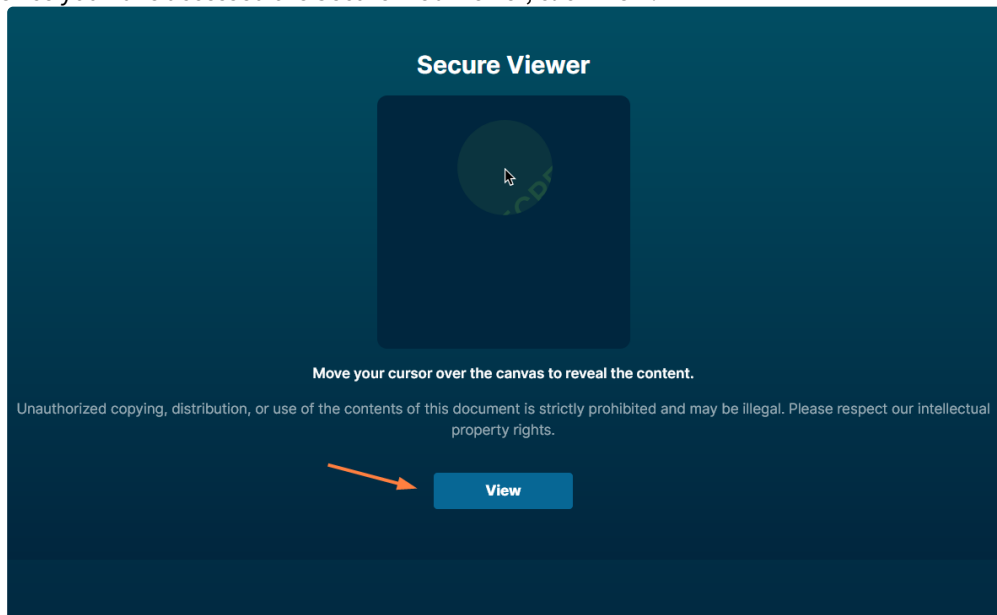
You are redirected to the Secure Web Viewer.



## 3. Click **View** to preview the file.

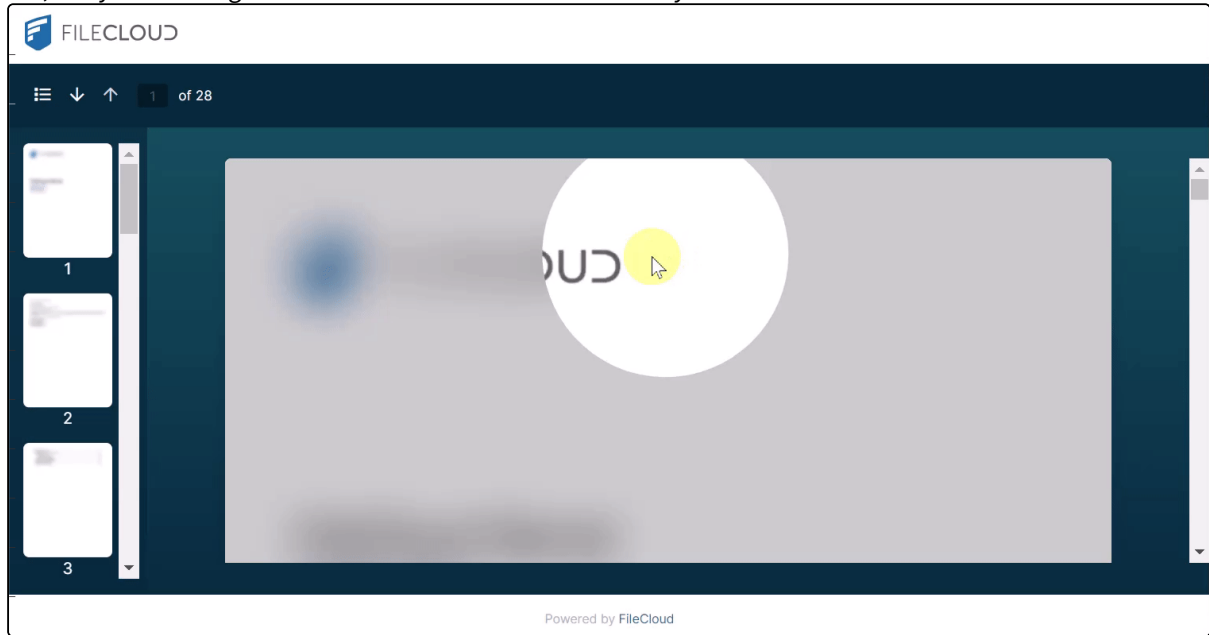
## Using the Secure Web Viewer

### 1. Once you have accessed the Secure Web Viewer, click **View**.

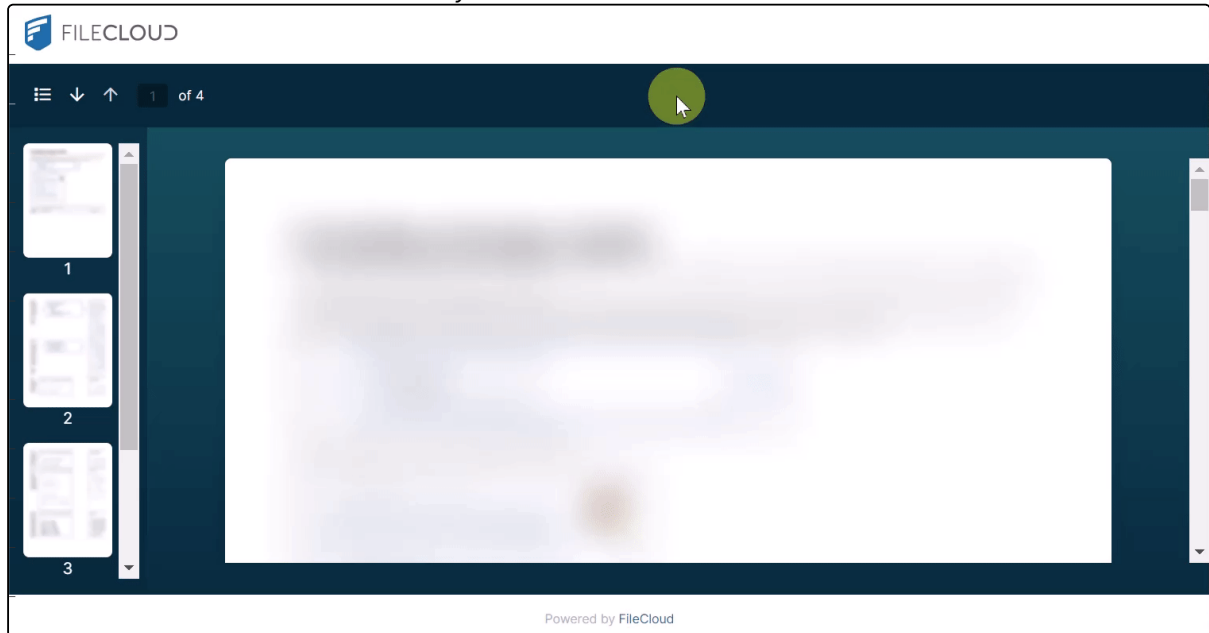


The file opens in the Secure Web Viewer.

If the share has protected view enabled, you can only view a small portion of the file at a time through a circular lens, but you can drag the lens around the view window with your cursor to see all the content.



If the share does not have protected view enabled, you can view the full file at once, but you must place your cursor on the view window to see it clearly.



## Notifications

You can receive notifications about files or folders stored in all types of folders. Your administrator sets your default notification settings which determine whether notifications are sent to you when:

- a file or folder is shared with you
- one of the following actions is performed (by you or another user) on a file or folder you have access to:
  - a file or folder is uploaded
  - a file or folder is downloaded
  - a file or folder is shared
  - a file or folder is deleted
  - a file or folder is renamed
  - a file is updated
  - a file is previewed in the browser or one of the mobile apps
  - a file or folder is locked

If you are permitted to to override your administrator's default settings, you can specify which actions you are notified about.

There are several ways you can specify your own notification settings.

- [Customize notifications in user settings](#)
- [Set notifications for Files and Folders](#)
- [Effective Notifications](#)

## Customize notifications in user settings

If you are permitted to override your administrator's default settings, you can specify which actions you are notified about.

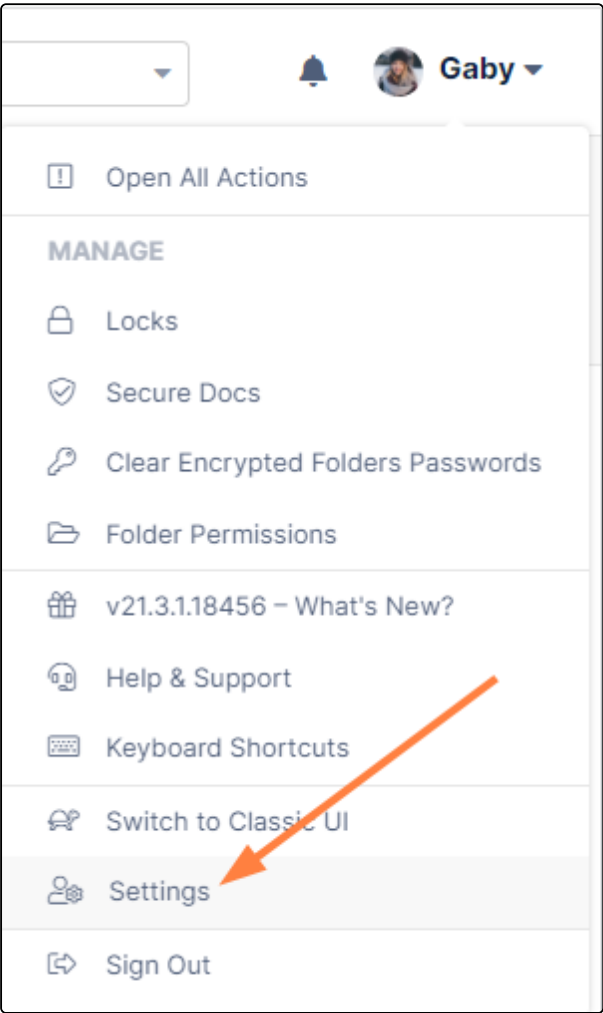


Emails are sent to you for all notifications that you enable, but desktop notifications are only sent for uploads and updates.

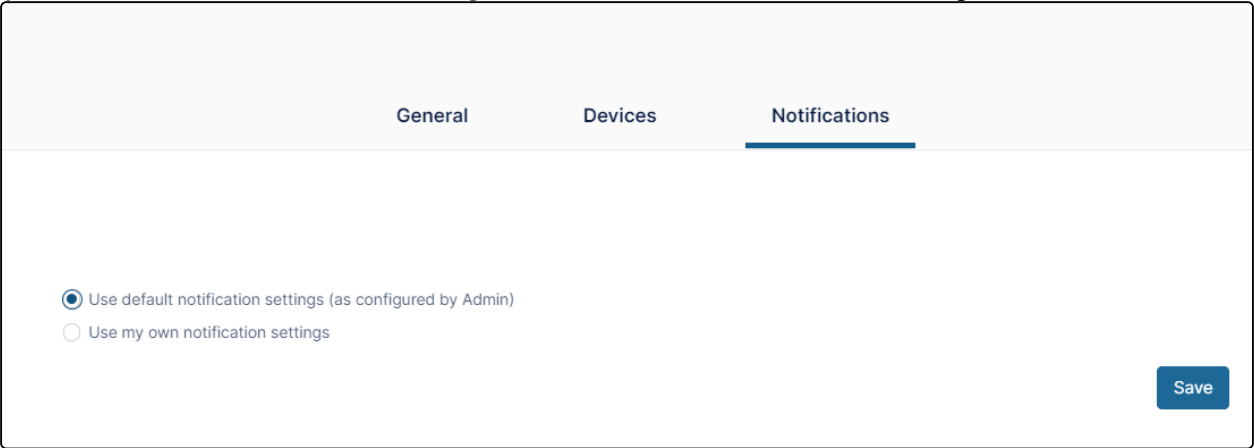
### Customize your notifications settings

1. Click your username and choose **Settings**.





2. In the **Settings** screen, click the **Notifications** tab.  
By default, **Use default notification settings** is selected and custom notification settings are not visible.



3. If you are permitted to override default settings, **Use my own notification settings** and all of the options that appear under it can be edited. If you are not permitted to override default settings, **Use my own notification settings** and the options under it cannot be edited.
4. Select **Use my own notification settings**.

The screenshot shows the 'Notifications' settings page. At the top, there are three tabs: 'General', 'Devices', and 'Notifications', with 'Notifications' being the active tab. Below the tabs, there are two radio button options: 'Use default notification settings (as configured by Admin)' and 'Use my own notification settings'. The second option is selected. Below this, there is a checkbox for 'Send Notifications' which is checked, and a dropdown menu set to 'Daily'. A large box titled 'Send Notifications on:' contains a list of actions with checkboxes: Upload, Download, Share, Delete, Rename, Update, Preview, Lock/Unlock, and Self Notifications. The 'Self Notifications' checkbox is checked.

5. By default, **When to send** is set to **Daily**.
  - If you want to receive notifications as soon as an action occurs, choose **Instant**.
  - If you want to receive notifications less frequently, choose **Daily**, **Weekly**, or **Custom** in the drop-down list. You will receive an email listing all new notifications since the last notification email.
  - If you choose **Custom**, a text box opens for you to enter the notification interval in minutes. You are not allowed to enter a value that is less than the notification interval set by your admin.
6. **Send Notifications on** indicates which actions you will receive notifications about. All actions other than **Self Notifications** are unchecked by default.
 

Check any actions that you want to receive notifications about.
7. Uncheck **Self Notifications** if you do not want to receive notifications about changes you make to your own files or folders.
 

When it is unchecked, you only receive notifications when another user performs an action on a file or folder that you have shared with them or on a file or folder that you also have access to.

## Edit path notifications rules

At the bottom of the page is a **Path Notifications Rules** table listing the full paths of any files or folders you have configured with notification rules.

For information about configuring paths of files or folder with notification rules, see [Set notifications for files and folders](#).

| Path Notification Rules |                                                                                                                                                                         |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Path                    | Actions                                                                                                                                                                 |
| /jenniferp/Accounts     |   |
| /jenniferp              |   |

1. To edit the rule, under **Actions**, click the edit button.  
A dialog box identical to the upper portion of the **Global Notifications Settings** (the current screen) opens for the folder listed under **Path**.  
Change any of the settings and click **Save**.
2. To delete the rule, under **Actions**, click the delete button.  
Note that settings on paths override the custom notification settings that appear above them.

## Disable custom notifications without removing custom settings:

1. Click **Settings** in the navigation bar, and click the **Notifications** tab.
2. Uncheck **Send Notifications**.
3. Click **Save**.

## Return to the default notification settings

1. Click **Settings** in the navigation bar, and click the **Notifications** tab.
2. Select **Use default notification settings (as configured by Admin)**.
3. Click **Save**.

Your previous settings including your path settings are not saved. If you want to use them again, you must reset them manually.

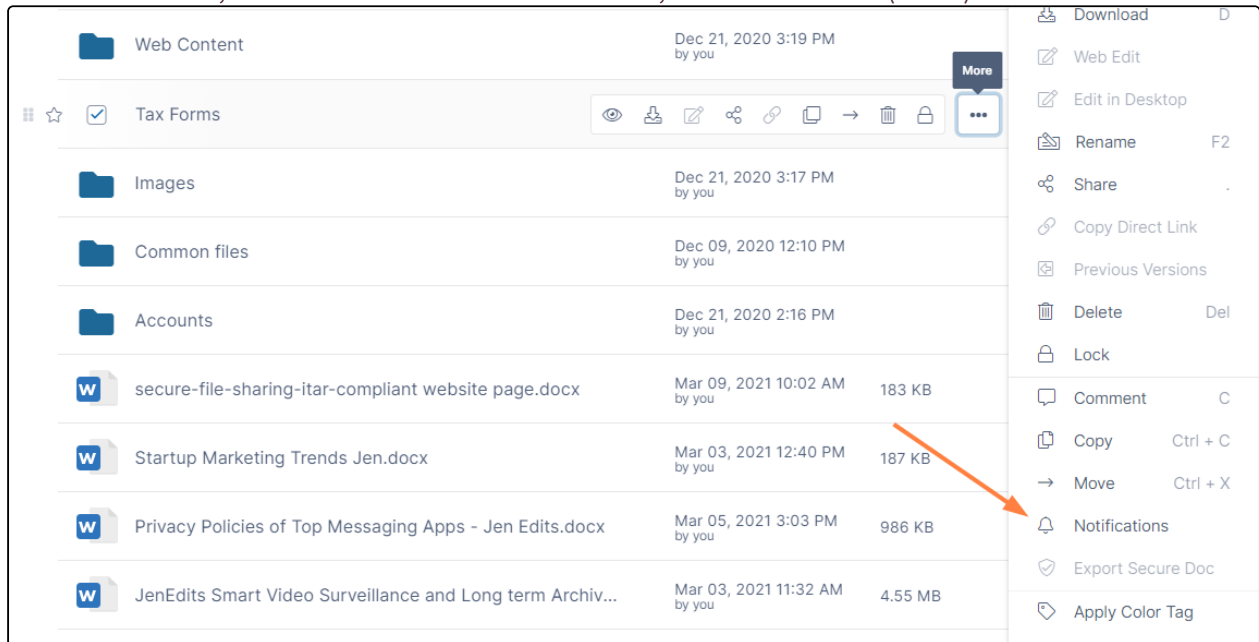
## Set notifications for Files and Folders

If you are permitted to to override your administrator's default settings, you can specify which actions you are notified about for specific files and folders. The notifications tell you when other users that have access to the file or folder (either because they own it or you or another user has shared it with them) perform an action on it. You can also notify yourself when you perform an action on the file or folder.

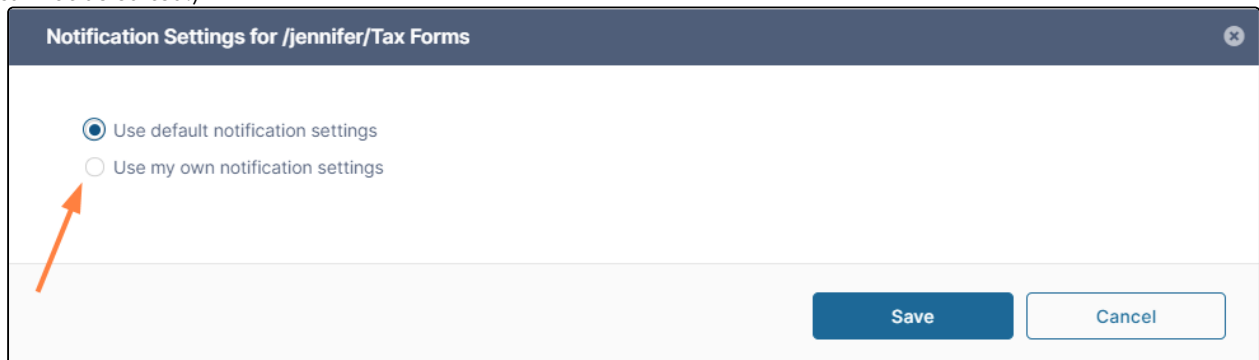
The following procedure shows you how to set notifications for an individual file or folder from its row in the user interface. If you want to set notifications for an individual file or folder from its effective (combined) notifications in the **Details** pane, see [Effective Notifications](#).

## Customize notifications for a file or folder:

1. In the user interface, hover over the row for the file or folder, click the **More** icon (3 dots) and click **Notifications**



2. In the **Notification Settings** dialog box, choose **Use my own notification settings**.  
(If you are not permitted to override default settings, **Use my own notification settings** and the options under it cannot be edited.)



The Notification Settings expand to display the different actions that can trigger notifications.

3. Leave **Send Notifications** checked.

4. Check the types of actions on the file or folder that you want to receive notifications about.

**Notification Settings for /jennifer/Tax Forms**

☐ Use default notification settings  
☒ Use my own notification settings

☒ Send Notifications

**Send Notifications on:**

☐ Upload  
 When a file or folder is added

☒ Download  
 When a file or folder is downloaded

☒ Share  
 When a file or folder is shared with someone

☐ Delete  
 When a file or folder is deleted

☐ Rename  
 When a file or folder is renamed

☒ Update  
 When a file is modified

☐ Preview  
 When a file is viewed in the browser or in the mobile app

☐ Lock/Unlock  
 When a file or folder is locked or unlocked

☐ Self Notifications  
 When an action is performed by me

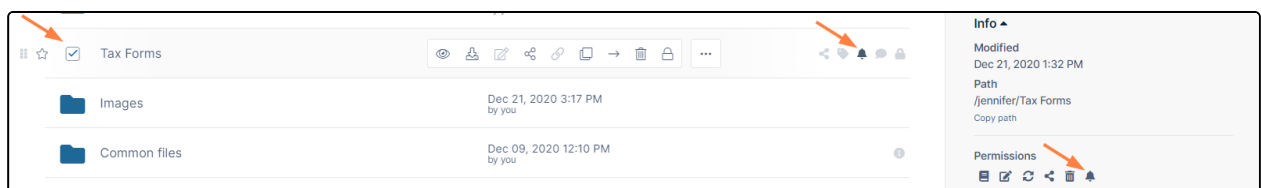
Save Cancel

5. To receive notifications when you perform an action on the file or folder, check the last checkbox, **Self Notifications**.

**i** If you do not check **Self Notifications**, you only receive notifications when a user you have shared a file with performs an action on that file.  
 If you do check **Self Notifications**, you also receive a notification when you perform an action on a file you own or a file that has been shared with you.

6. Click **Save**.

When you hover over the row for the file or folder, the notification (bell-shaped) icon at the end appears enabled, and if you select the file or folder, the notification icon in the **Details** panel also appears enabled.



When you go to **Settings > Notifications**, the file or folder path is listed under **Path Notification Rules**.

Disable custom notifications for a file or folder without removing custom settings:

1. In the user interface, hover over the row for the file or folder, click the **More** icon (3 dots) and click **Notifications**.
2. In the **Notifications Settings** dialog box, uncheck **Send Notifications**.
3. Click **Save**.

Return to the default notification settings

1. In the user interface, hover over the row for the file or folder, click the **More** icon (3 dots) and click **Notifications**.
2. In the **Notifications Settings** dialog box, choose **Use default notification settings**.
3. Click **Save**.

If you want to return to your custom settings, you must reset them manually.

## Priority of Notification Settings

The notification settings which take top priority are those you set on the specific file or folder that you are working on. The order of priority for notifications from top to bottom is:

1. The specific file or folder you are working on.
2. Its parent folder.
3. Each higher level of parent folder.
4. Your user settings.
5. Your policy settings.
6. Your administrator's global settings.

## Effective Notifications

If a file or folder's notification settings are configured in more than one place, the notifications with the highest priority are its **effective notifications**. For example, if you have set global notifications for your files and folders and have overridden them on a specific file, the settings you have set on the specific file are the effective notifications.

The order of priority for effective notifications goes from top to bottom in the list:

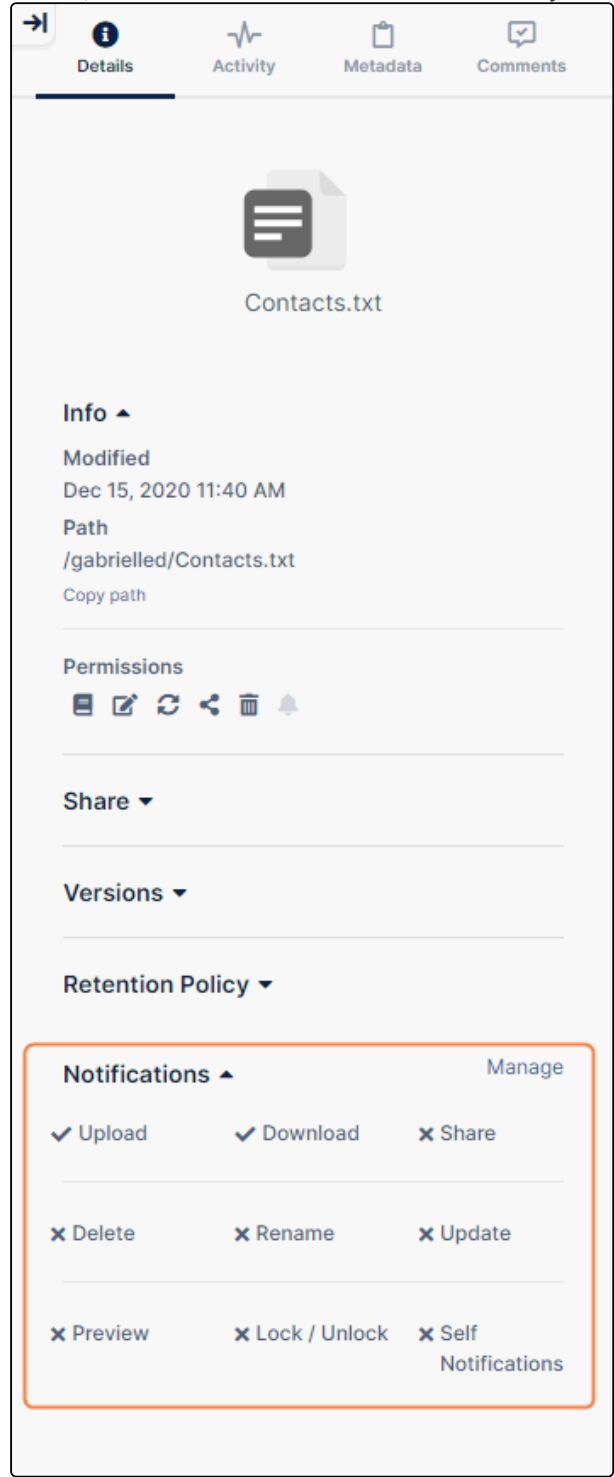
1. The specific file or folder you are working on.
2. Its parent folder.
3. Each higher level of parent folder.
4. Your global user settings.
5. Your administrator's settings on your policy.
6. Your administrator's global settings.

For example, if your administrator has disabled notifications on file deletions but you have enabled them for a particular file, they are enabled for that file.

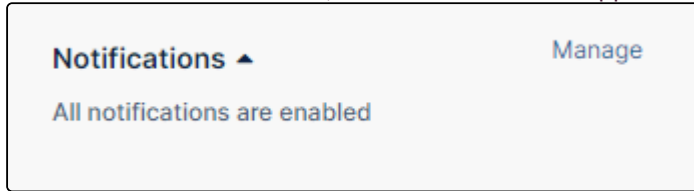
Effective notifications are listed at the bottom of the details pane for a selected file or folder.

The following screenshot shows the effective notifications for the file Contacts.txt. Enabled notifications are followed by

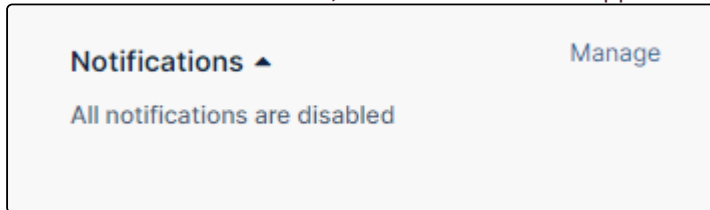
a check, and disabled notifications are followed by an x.



If all notifications are enabled, effective notifications appear as:



If all notifications are disabled, effective notifications appear as:

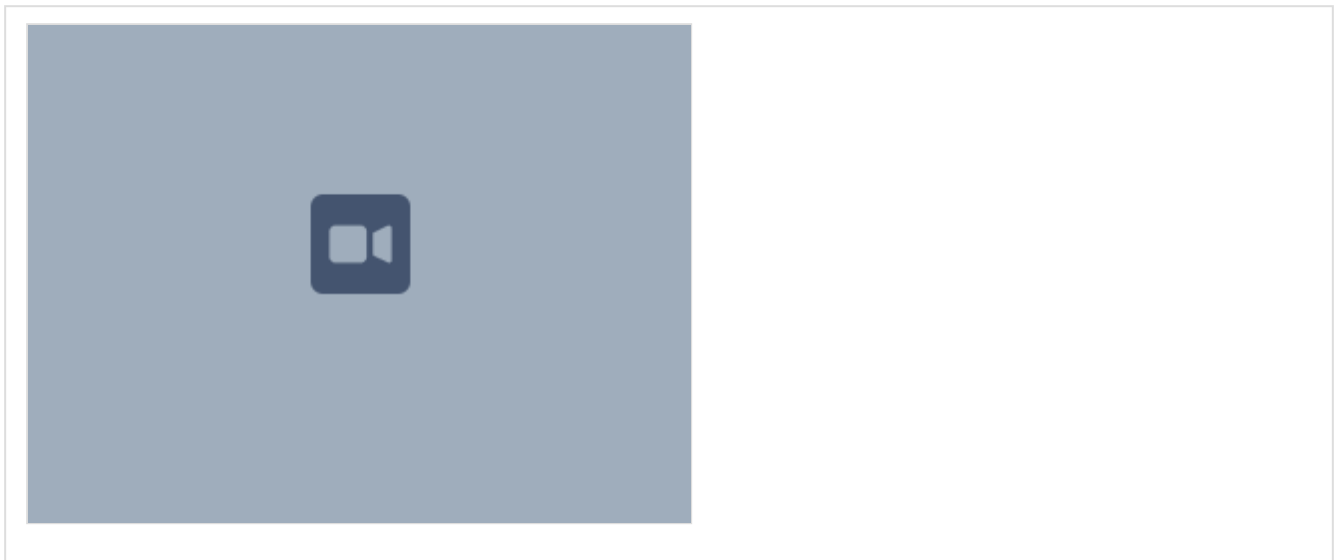


## Workflow Automation

### Introduction to Workflow Automation

Workflow Automation enables you to automate the steps in processes you complete regularly, such as document approvals or file archiving. Simply choose a trigger event that initiates the workflow, then select from a group of simple steps, such as moving a file to a new location or waiting for an approval. Add as many steps as required to complete the workflow and fill in values for folder locations, email addresses, and other parameters.

The following video introduces you to the process of creating an automated workflow. In this example, we use the **Wait for Approval** workflow action that requires a share to be approved before it is created.



For step by step instructions on creating a workflow, see [How to Create a Workflow](#).

For a more detailed explanation of Share Approval workflows, see [Share Approval Workflows](#).



**i** The number of workflows you may create depends on the type of FileCloud license you have.

Now that you have seen how Workflow Automation is performed, view the following topics for more information about what you can achieve with Workflow Automation and for detailed steps for creating workflows.

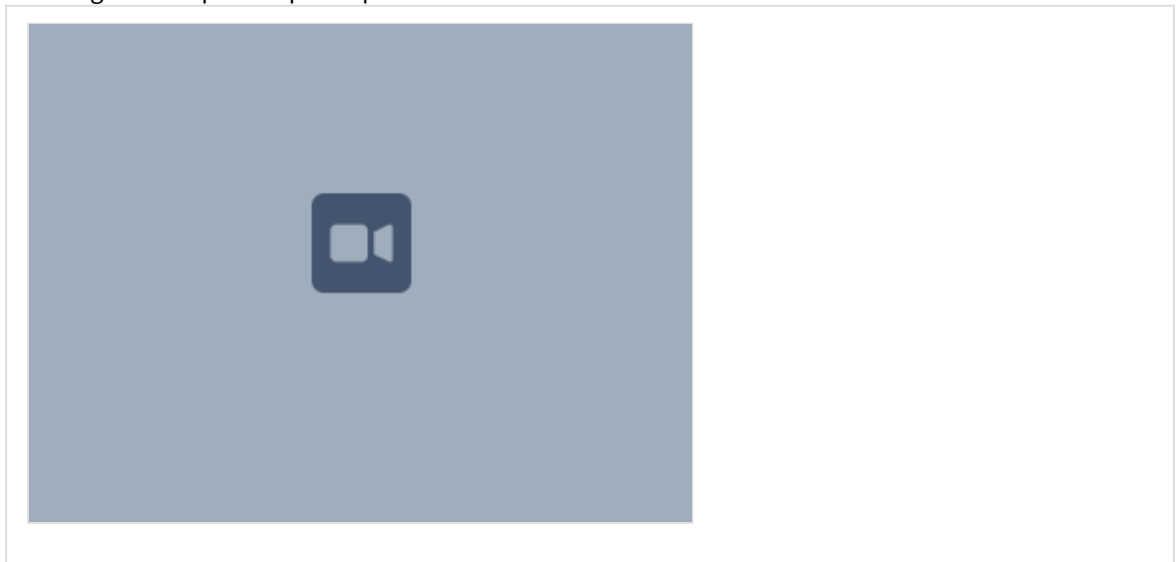
- [How to Create a Workflow](#)
- [Workflow Triggers](#)
- [Workflow Steps](#)
- [Share Approval Workflows](#)
- [Delete a Workflow](#)
- [Rename a Workflow](#)
- [Share a Workflow](#)
- [View Workflow History](#)
- [Workflow Example: PO Approval and Submission](#)

## How to Create a Workflow

This page takes you through the steps for creating a workflow. Each main step is broken down into sub-steps which are followed by one or more brief videos showing you the procedures for completing them. In this example, when a file is created or updated on a department path, an email is sent to a user to alert them that a new file is ready for review.

### 1. Initiate workflow creation.

- In the navigation panel, click **Workflows**.  
The **Workflows** page opens.
- Click **Create New Workflow**.  
The drag-and-drop workspace opens.

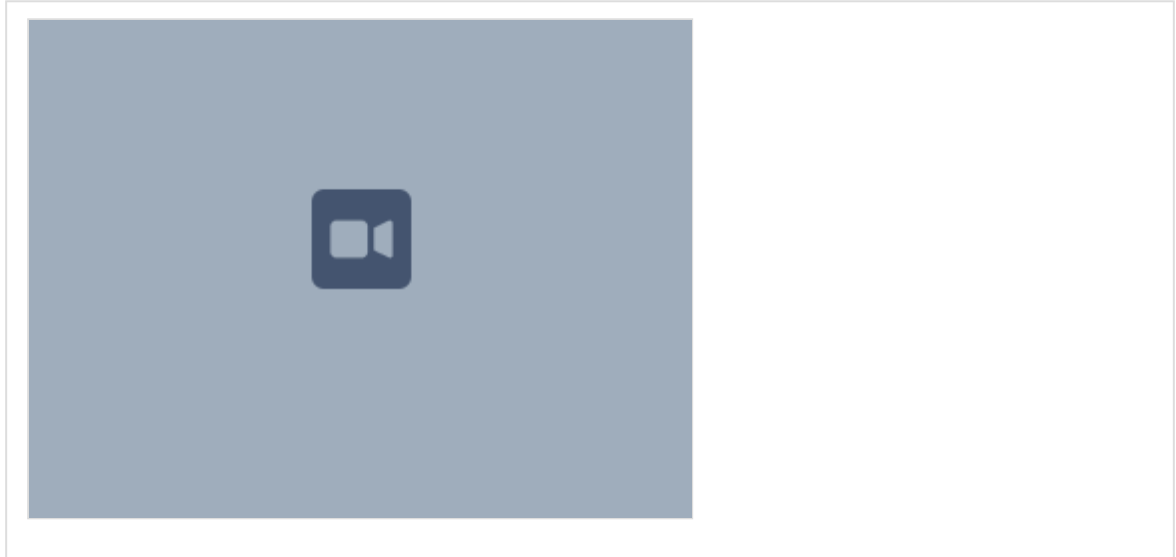


### 2. Choose a workflow trigger.

- In the drag-and-drop workspace, click **Click Here to Start**.  
A list of triggers, events that initiate a workflow, appear.  
For information about the different types of triggers, see [Workflow Triggers](#).

- b. Click a trigger, and click **Next**.
- c. In the following example, we choose the trigger **Automatically on a File Activity**.
- d. Since that trigger requires us to choose a file path and a file event, we select a path and choose the event **If a file is created or updated**, and then click **Add**.

An initial workflow appears on the drag-and-drop workspace.

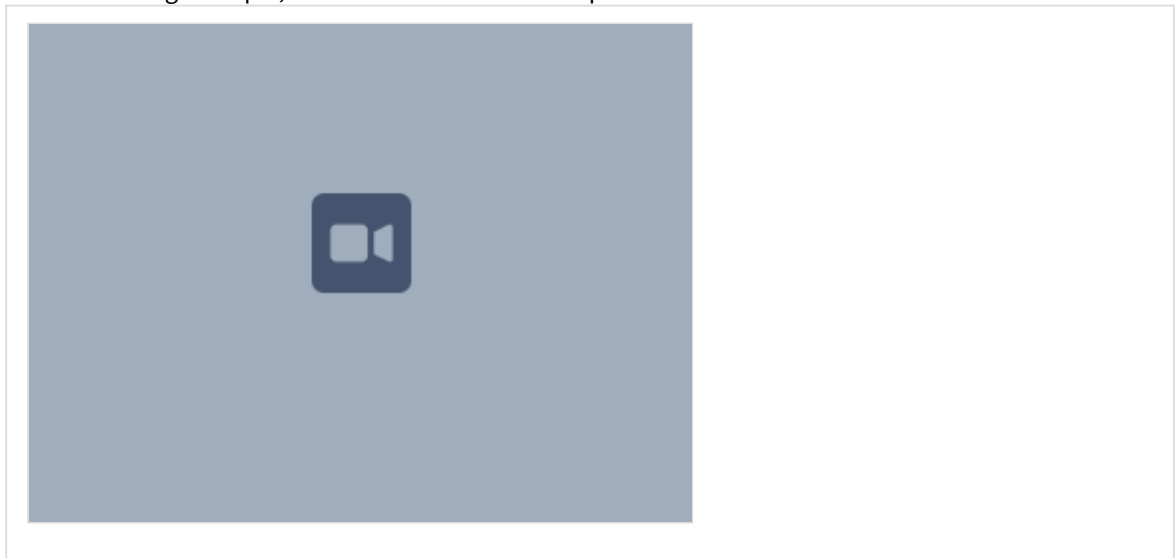


### 3. Add steps to the workflow.

- a. Add a step.

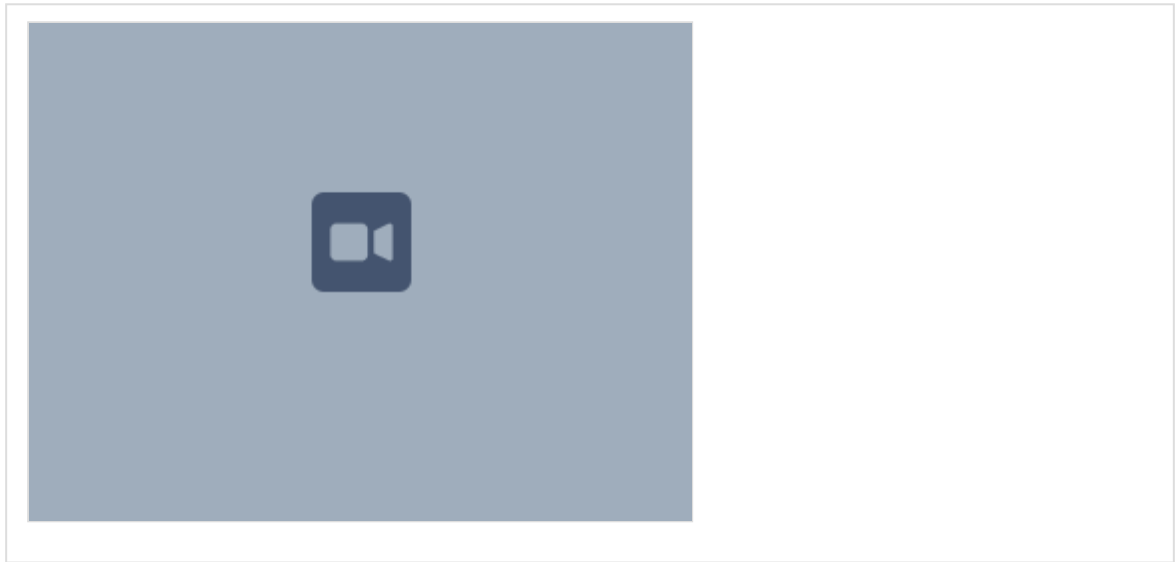
For more information about the types of steps you can add to workflows and step parameters, see [Workflow Steps](#).

In the following example, we add the **Send Email** step.

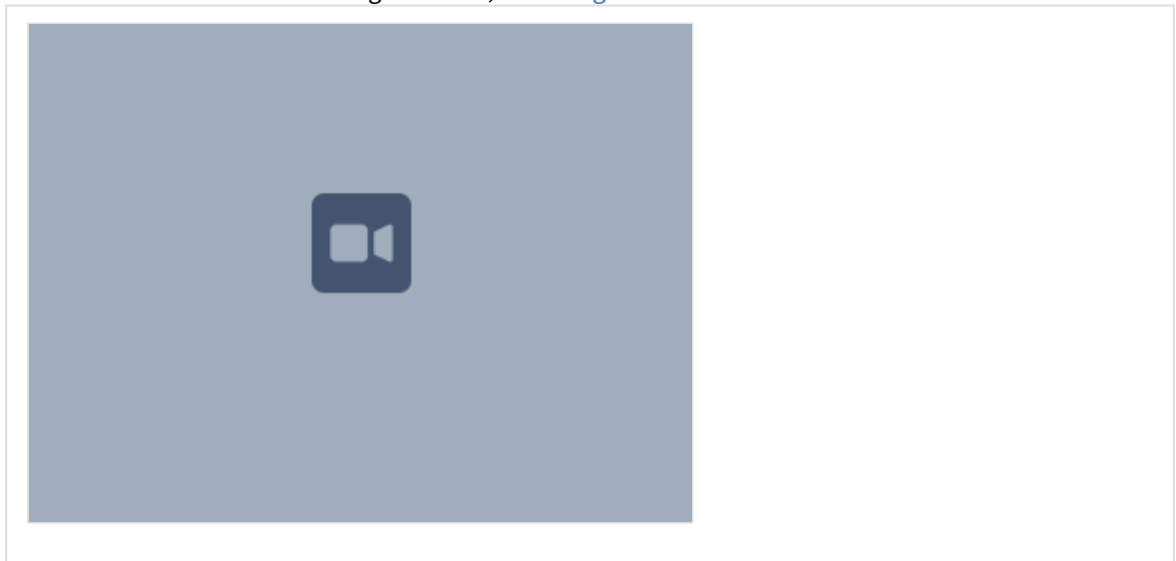


- b. Fill in the parameters for the step.

We fill in values for the **To** recipient, the **Subject** of the email, and the email **Body**.



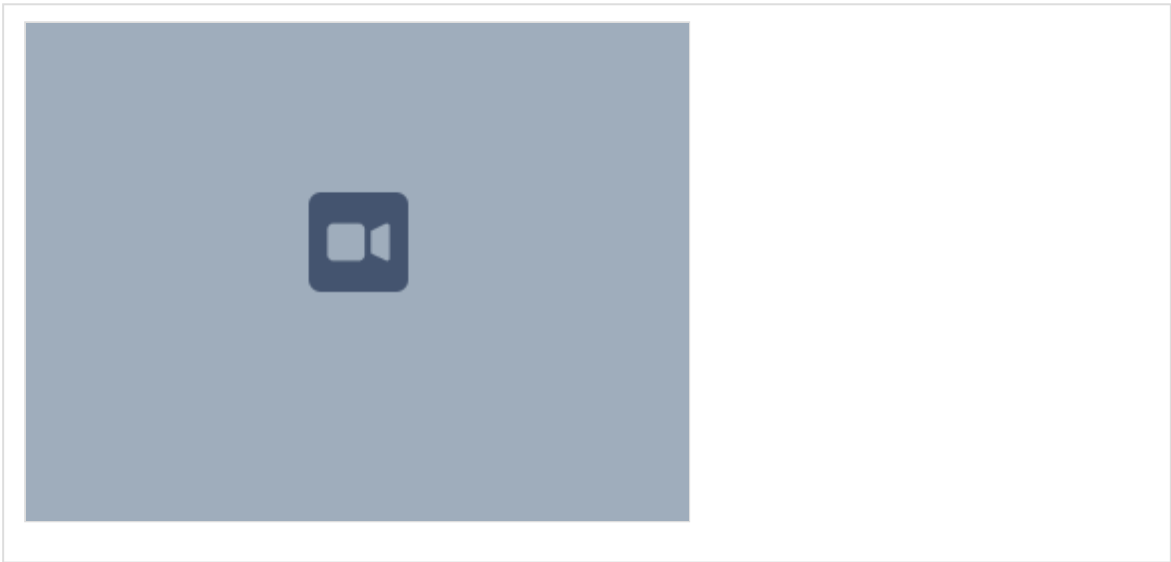
- c. We include a variable in the **Body** of the email to make it more informative.  
We add the full name of the new file including its path with the variable **File full path**.  
For more information about using variables, see [Using Variables in Workflows](#).



- d. Click **Save** to save the workflow details.  
e. Repeat steps **a** through **d** to add any number of steps to the workflow.

**4. Save the workflow.**

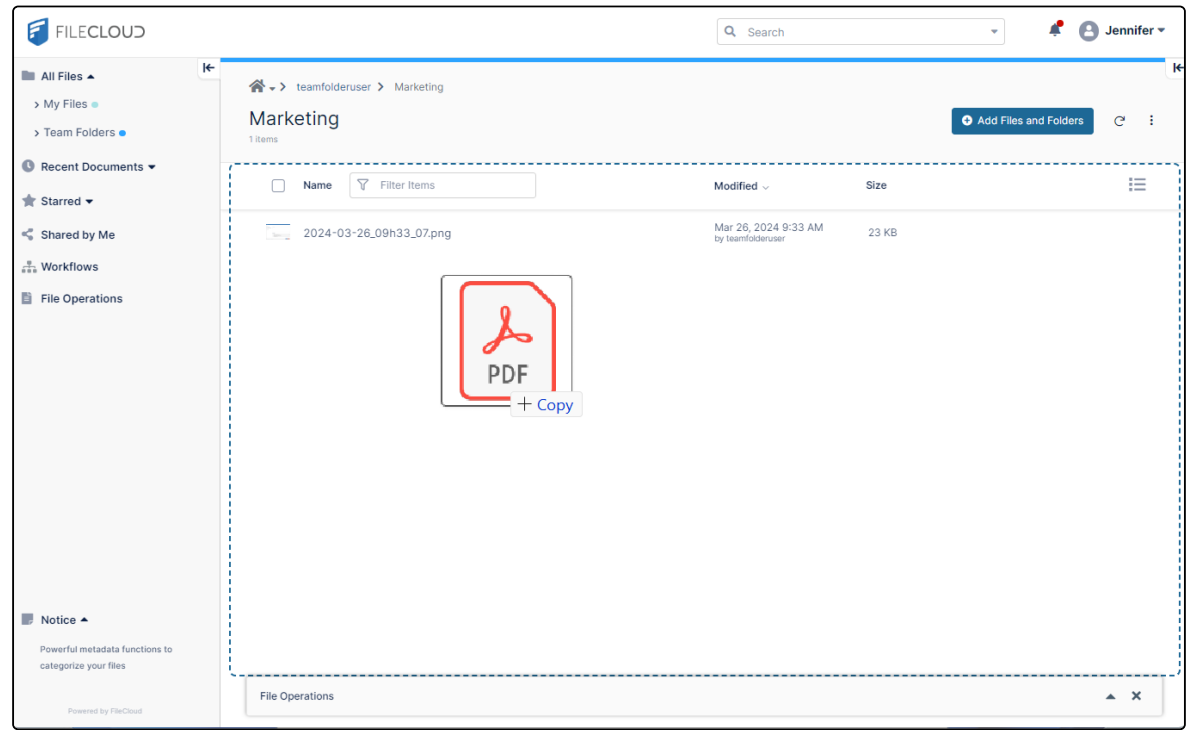
- a. In the upper-left corner of the drag-and-drop workspace, name the workflow.  
b. Click **Create Workflow**.  
When you return to the **Workflow** page, you should see the workflow listed.



5. Test the workflow.

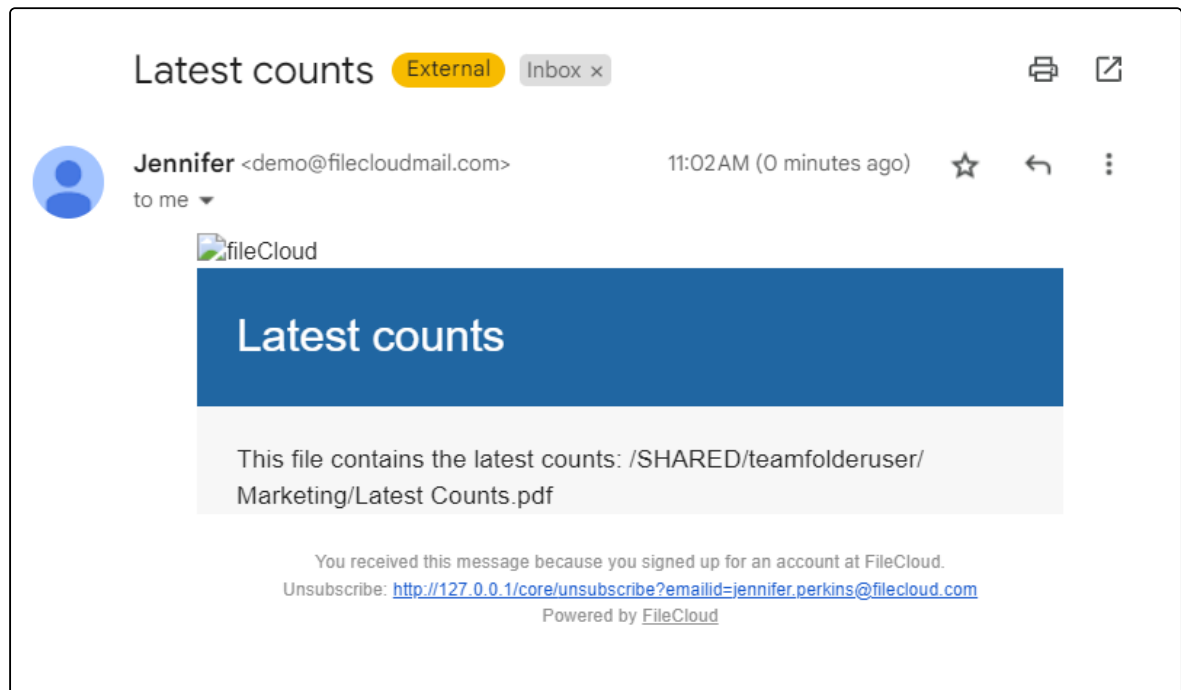
a. Trigger the workflow.

We trigger the **Copy File** workflow by adding the file **Latest Counts** to the **Team Folders/Marketing** folder.



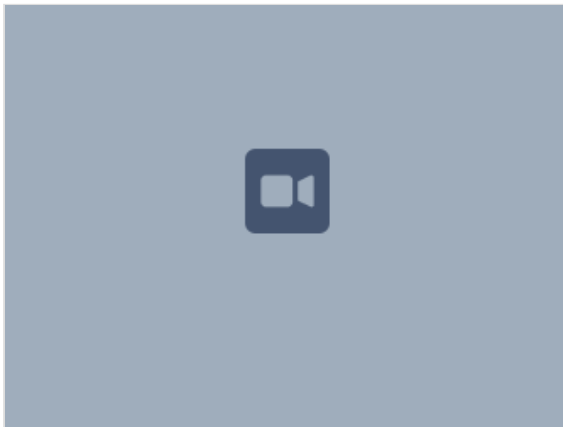
b. Next we confirm that the workflow was triggered by checking if an email was sent to the recipient we added.

c. We also check that our variable functions as expected by making sure the email includes name and path of the new file.



## Workflow Triggers

Workflow triggers are the events that cause workflows to begin running. You choose the trigger for a workflow when you initiate workflow creation by clicking the arrow in the center of the Workflow screen.



The options for workflow triggers and their parameters are:

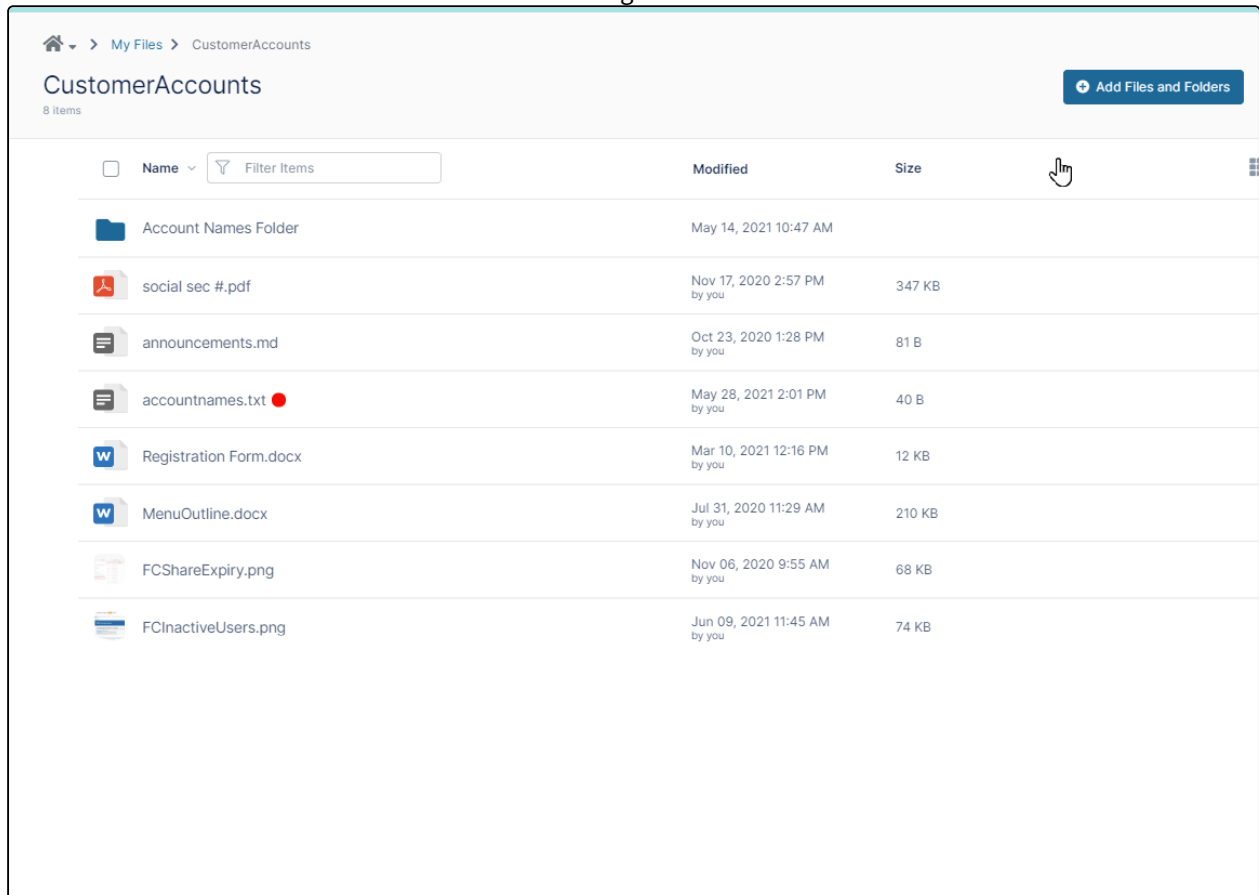
- **Automatically on a file activity** - The workflow begins when a file on a specific path is created, updated, downloaded, or previewed, or when a folder on a specific path is created.

| Parameter       | Required/Optional | Description                                                                                                    |
|-----------------|-------------------|----------------------------------------------------------------------------------------------------------------|
| Limited to Path | Required          | Folder path on which the file action occurs.                                                                   |
| File Event      | Required          | Choose from a list of events, such as <b>If file is created</b> or <b>If file is downloaded or previewed</b> . |

- **Automatically on a share activity** - The workflow begins when a share is created or updated, or when the share content is modified. You may limit the trigger to only set off the workflow when the share occurs on a certain path, such as a certain Team folder.

| Parameter       | Required/Optional | Description                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Share Event     | Required          | Choose either:<br><b>If share is created or updated.</b><br>or<br><b>If share is created or updated or share content is modified.</b><br><br><b>Note:</b> Share is updated when one of its share options changes. Share content is modified when content in the file shared changes, or, if the share is a folder, when a new file is added to the folder or a file within the folder is updated. |
| Limited to Path | Optional          | Folder path on which the share action occurs.                                                                                                                                                                                                                                                                                                                                                     |

- **Started by user on a file or folder** - The workflow is triggered for a file or folder when a user in the user portal chooses it in the context menu for the file in the following manner:



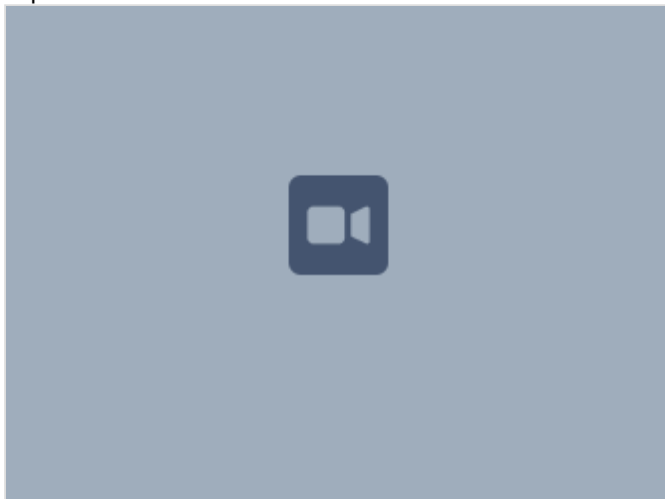
| Parameter                                               | Required/Optional                                             | Description                                                                                                                                                        |
|---------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User Action Initiated                                   | Required                                                      | Whether the workflow applies when the user runs it <b>On a file</b> or <b>On a folder</b> .                                                                        |
| Send Toast notifications on failures and approval steps | Optional - defaults to unchecked (do not send notifications). | Whether or not the workflow should send toast notifications to the user who initiated the workflow each time a workflow step is approved or if the workflow fails. |

- **Started based on a timer** - The workflow runs at a specified start time. You may also specify an end time and a frequency of once, daily, or weekly, or periodically (every 5 minutes).

| Parameter      | Required/Optional | Description                                |
|----------------|-------------------|--------------------------------------------|
| Start DateTime | Required          | Date and time the workflow begins running. |

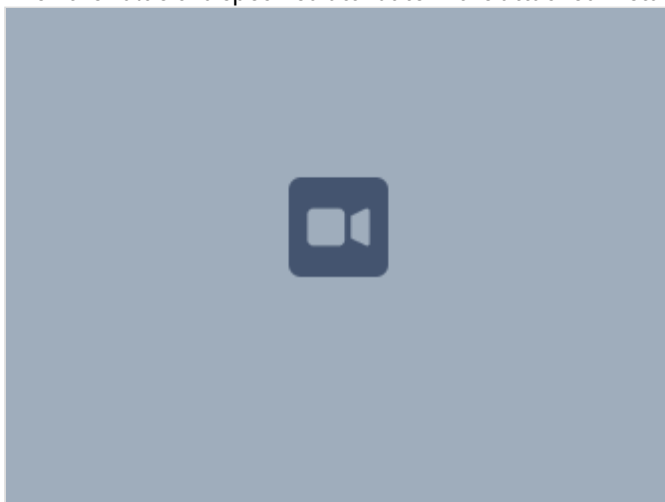
| Parameter    | Required/Optional                      | Description                                                                                                                         |
|--------------|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Periodic     | Optional - defaults to <b>Run Once</b> | How often the workflow runs. Options are <b>Run Once</b> , <b>Periodically</b> (every 5 minutes), <b>Daily</b> , or <b>Weekly</b> . |
| End DateTime | Optional                               | Date and time the workflow stops running.                                                                                           |

- **Automatically on a metadata activity** - The workflow is triggered when: a specified metadata set is attached to a file or folder as in this example:



or

when the value of a specified attribute in the attached metadata set is updated, as in this example:





| Parameter              | Required/Optional | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Limited to Path        | Required          | Folder path on which the metadata action occurs.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Metadata Event         | Required          | Choose from a list of events: <ul style="list-style-type: none"> <li>• <b>If a metadata set is added</b> - If the specified metadata set is added to a file or a folder</li> <li>• <b>If a metadata attribute value is updated</b> - In the metadata set attached to a file or folder, if the specified metadata attribute value is added or updated</li> <li>• <b>If a metadata set is added or a metadata attribute value is updated</b> - If either of these occur</li> </ul> |
| Metadata Set           | Required          | Choose a metadata set.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Metadata Set Attribute | Required          | Choose a metadata attribute within the chosen metadata set (only appears when <b>If metadata is updated</b> or <b>If a metadata set is added or a metadata attribute value is updated</b> are chosen).                                                                                                                                                                                                                                                                           |

## Workflow Steps



Beginning with FileCloud 23.1, notifications sent from **Wait for Share Approval** and **Wait for File Approval** workflows include a link for accessing the approval screen.

When you first add a workflow, its only steps are **Start** and **Complete**. To build the workflow, drag and drop steps from the right panel onto the + symbols on the workflow, and fill in parameters that are required or optional for each step.

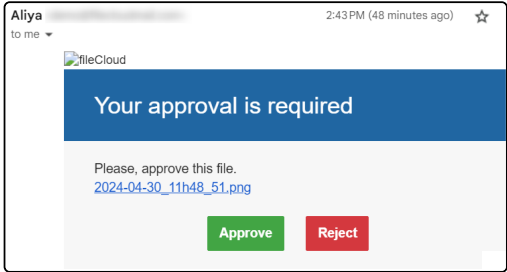
Most steps are available to all types of workflows, but a few are only included as choices in workflows triggered by a share activity.

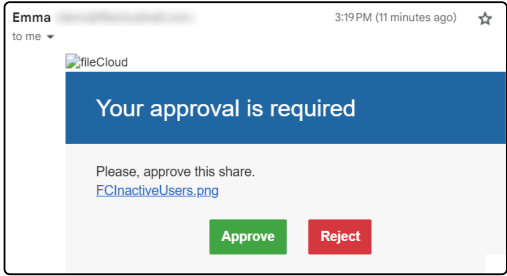
The following table explains the behavior of each type of workflow step and defines its parameters.

| Step         | Description                                                    | Parameters                                                          | Workflow types (triggers) |
|--------------|----------------------------------------------------------------|---------------------------------------------------------------------|---------------------------|
| <b>Start</b> | Begins running the workflow when the specified trigger occurs. | Depends on the trigger<br><br>See <a href="#">Workflow Triggers</a> | All                       |

| Step                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Parameters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Workflow types (triggers) |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| <b>Condition</b>             | A condition defined by the user. If the condition is true, an action occurs; if it is not true a different action occurs                                                                                                                                                                                                                                                                                                                                                                              | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p> <p><b>Query</b> - Query that checks for the condition. You can either enter the query using the <a href="#">query builder</a> provided or choose <b>Text Editor (Advanced)</b> and enter the query freehand.</p>                                                                                                                                                                                                                                                                                                                        | All                       |
| <b>Assign Variable Value</b> | Sets a variable to a value that may be used within the workflow.                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p> <p><b>Variable Name</b> - A variable you define for the workflow.</p> <p><b>Value</b> - A value you give to the variable from system or workflow data, such as the file path or the current date, or that you enter freehand.</p>                                                                                                                                                                                                                                                                                                       | All                       |
| <b>Copy File or Folder</b>   | <p>Copies the file or the folder structure from <b>Source Path</b> to <b>Target Path</b>.</p> <p>When folder is chosen, the folder structure including sub-folders and files is copied. This enables you to easily deploy entire folder structures and their content to new FileCloud systems or to copy pre-existing folder structures into new user accounts.</p> <p>Folder permissions may affect this action. See <a href="#">How folder permissions affect copy and move actions</a>, below.</p> | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p> <p><b>Source Path</b> - Current path of the file.<br/> <b>Note:</b> When trigger is <b>Automatically on a file or folder activity</b>, <b>Source Path</b> is automatically set to <b>File full path</b>, the source path set in the trigger.</p> <p><b>Target Path</b> - Path to copy the file to.</p> <p><b>Override</b> - Check to overwrite file of the same name if it exists; leave unchecked to save both existing and new files.</p> <p><b>Keep Assigned ACL Permissions</b> - Copy the ACL permissions of the copied items.</p> | All                       |

| Step                                | Description                                                                                                                                                                                                                                                                                                                      | Parameters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Workflow types (triggers) |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| <b>Move File or Folder</b>          | <p>Moves the file or the folder structure from the <b>Source Path</b> to <b>Target Path</b>.</p> <p>When folder is chosen, the folder structure including sub-folders and files is copied.</p> <p>Folder permissions may affect this action. See <a href="#">How folder permissions affect copy and move actions</a>, below.</p> | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p> <p><b>Source Path</b> - Current path of the file.</p> <p><b>Note:</b> When trigger is <b>Automatically on a file or folder activity</b>, <b>Source Path</b> is automatically set to <b>File full path</b>, the source path set in the trigger.</p> <p><b>Target Path</b> - Path to move the file to.</p> <p><b>Override</b> - Check to overwrite file of the same name if it exists; leave unchecked to save both existing and new files.</p> <p><b>Keep Assigned ACL Permissions</b> - Keep the ACL permissions of the moved items.</p> | All                       |
| <b>Create Directory</b>             | Creates the directory specified in <b>Target Path</b>                                                                                                                                                                                                                                                                            | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p> <p><b>Target Path</b> - Choose existing path to create the directory in and append the new directory name.</p>                                                                                                                                                                                                                                                                                                                                                                                                                           | All                       |
| <b>Set Metadata Attribute Value</b> | Sets the metadata attribute chosen to the value specified.                                                                                                                                                                                                                                                                       | <p><b>Target Path</b> - Path to update metadata attribute on.</p> <p><b>Metadata Set</b> - The metadata set of the metadata attribute to update.</p> <p><b>Metadata Attribute</b> - The metadata attribute to be updated.</p> <p><b>Update To</b> - Value to update the metadata attribute to.</p>                                                                                                                                                                                                                                                                                                                                                                    | All                       |
| <b>Assign ACL Permissions</b>       | Assigns the specified users and groups folder permissions to the folder.                                                                                                                                                                                                                                                         | <p><b>Target Path</b> - The folder path that the permissions apply to.</p> <p><b>Selected ACL Permissions</b> - The user and group permissions to the folder path.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | All                       |

| Step                          | Description                                                                                      | Parameters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Workflow types (triggers)                           |
|-------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <b>Wait for File Approval</b> | Requests approval for a file action. Approvers are automatically notified in their user portals. | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p> <p><b>Approval Emails</b></p> <p><b>Users</b> - Emails of users who may approve the action. Notifications are sent to these users.</p> <p><b>Groups</b> - Groups whose users may approve the action. Notifications are sent to users who are members of the group at the time the approval is requested.</p> <p><b>Approval Count Number</b> - Number of approvals required for the file action to occur.</p> <p><b>Custom Message</b> - The default message is <b>Please, approve this file</b>. Select this text and type over it to change the message.</p> <p><b>Send Approval Email Notification</b> - Sends an email to approvers letting them know there is an active file approval request. The email appears in addition to the user interface notification, and includes approve and reject buttons for approving or rejecting the file from the email.</p>  <p><b>Note:</b> After approving or rejecting the file, the approver is taken to the detailed actions screen for the file.</p> | All except <b>Automatically on a share activity</b> |

| Step                           | Description                                                                                                                                                                   | Parameters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Workflow types (triggers)                |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| <b>Wait for Share Approval</b> | Requests approval for a file or folder share. Approvers are automatically notified in their user portals. See <a href="#">Share Approval Workflows</a> .                      | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p> <p><b>Approval Emails</b></p> <p><b>Users</b> - Emails of users who may approve the action. Notifications are sent to these users.</p> <p><b>Groups</b> - Groups whose users may approve the action. Notifications are sent to users who are members of the group at the time the approval is requested.</p> <p><b>Approval Count Number</b> - Number of approvals required for the share to become active.</p> <p><b>Custom Message</b> - The default message is <b>Please, approve this share</b>. Select this text and type over it to change the message.</p> <p><b>Send Approval Email Notification</b> - Sends an email to approvers letting them know there is an active share approval request. The email appears in addition to the user interface notification, and includes approve and reject buttons for approving or rejecting the share from the email.</p>  <p><b>Note:</b> After approving or rejecting the share, the approver is taken to the detailed actions screen for the share.</p> | <b>Automatically on a share activity</b> |
| <b>Share Approve</b>           | This action is triggered if a share in <b>Wait for Share Approval</b> is approved. It makes the share available to recipients. See <a href="#">Share Approval Workflows</a> . | <p><b>Node Name</b> - Name of the node.</p> <p><b>Node Description</b> - For informational purposes; describes the node.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Automatically on a share activity</b> |

| Step                    | Description                                                                                                                                             | Parameters                                                                                                                                                                                                                       | Workflow types (triggers)                |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| <b>Share Reject ion</b> | This action is triggered if a share in <b>Wait for Share Approval</b> is rejected. It deletes the share. See <a href="#">Share Approval Workflows</a> . | <b>Node Name</b> - Name of the node.<br><b>Node Description</b> - For informational purposes; describes the node.                                                                                                                | <b>Automatically on a share activity</b> |
| <b>Send Email</b>       | Sends an email message to the <b>To</b> recipients.                                                                                                     | <b>Node Name</b> - Name of the node.<br><b>Node Description</b> - For informational purposes; describes the node.<br><b>To</b> - Recipient email addresses<br><b>Subject</b> - Subject of email.<br><b>Body</b> - Body of email. | All                                      |
| <b>Complete</b>         | Exits workflow processing                                                                                                                               | none                                                                                                                                                                                                                             | All                                      |

## How folder permissions affect copy and move actions

In some cases, combined share and folder-level permissions on folders limit whether **copy** and **move** for files or folders and **copy file or folder** and **move file or folder** in automated (user) workflows are permitted. In the scenarios in the following table, copy and move or move only is not allowed, and if you attempt to perform the action an error message is returned.

| 1 | View          | -    | NOT allowed | NOT allowed |
|---|---------------|------|-------------|-------------|
| 2 | View+Download | -    | allowed     | NOT allowed |
| 3 | View          | Read | NOT allowed | NOT allowed |
| 4 | View+Download | Read | allowed     | NOT allowed |

## Creating a Workflow Query

When you add a condition to a workflow, you are prompted to enter the query for determining if the condition is true or false. Some common queries entered include:

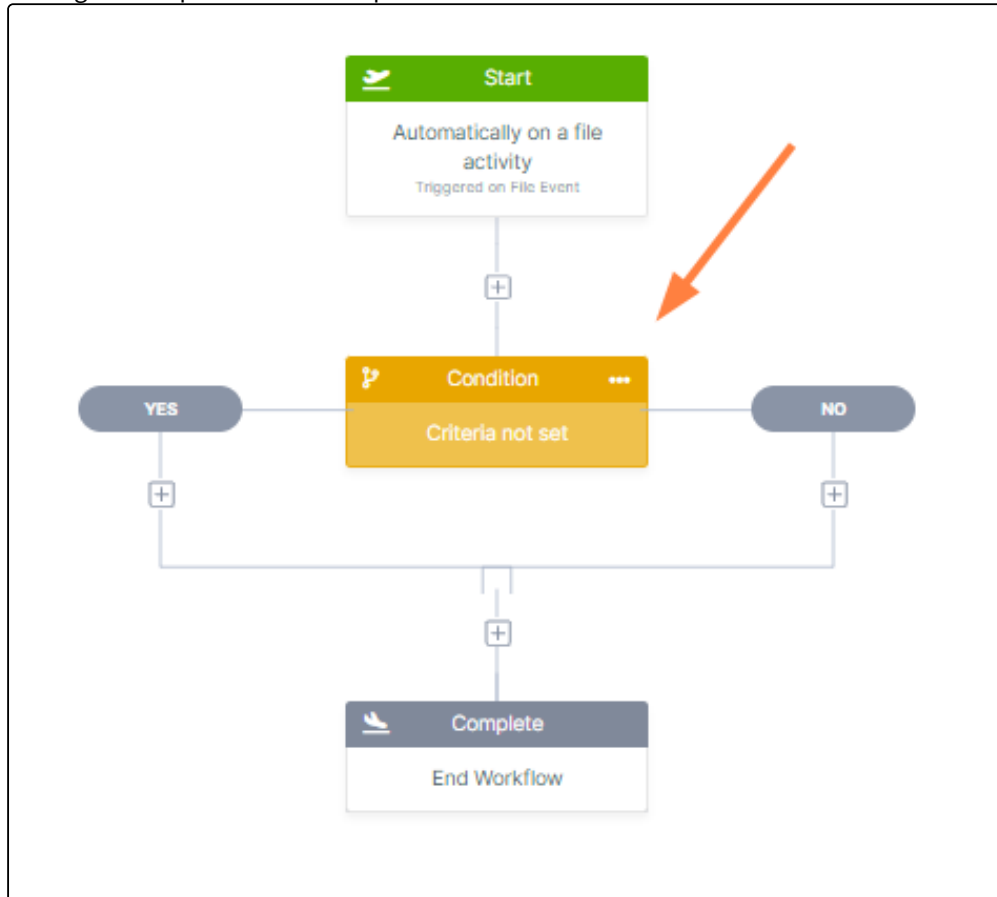
- Is the file greater than a specific size?

- Is a value above a specific dollar amount?
- Is the user who performed the action an External (or Guest or Full) user?

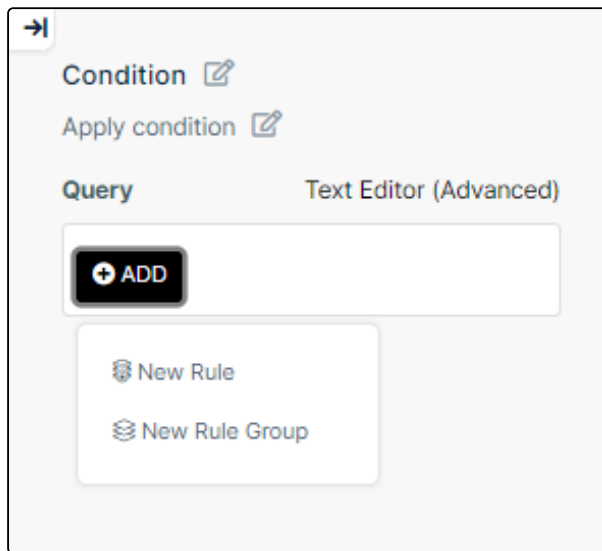
**To create a query for a condition:**

In the following example, we'll create a query that checks if an uploaded invoice file is for an amount greater than \$500, and if it is, we'll send it for approval. Following the step by step procedure is a video that shows you the complete process at once.

1. We drag and drop a **Condition** step onto the workflow.



2. Then, we click **Add** in the right panel to add a query using the query builder. (Alternately, we could have clicked **Text Editor (Advanced)** to enter the query freehand.)

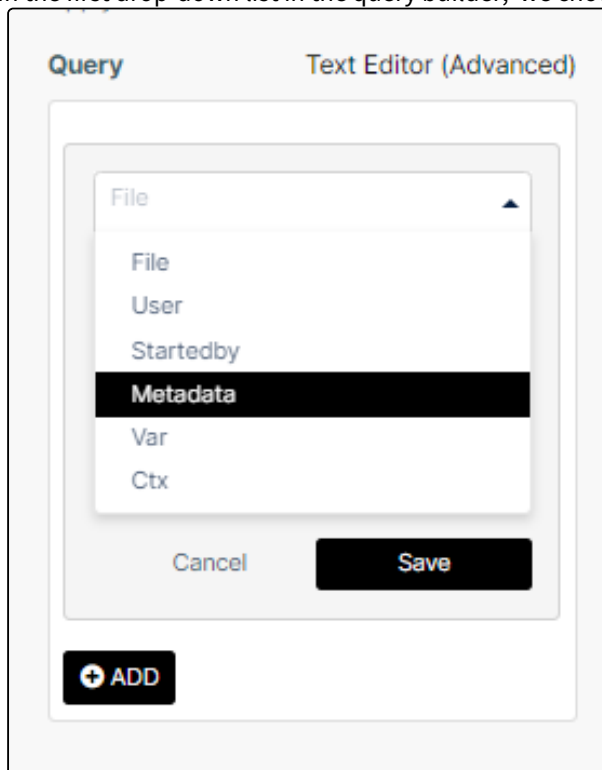


3. **New Rule** adds a one-rule condition. **New Rule Group** creates a multiple-rule condition.

In this example, we choose **New Rule**.

The query builder opens.

In the first drop-down list in the query builder, we choose the part of the workflow that the query is evaluating.



The options vary depending on the workflow trigger initially chosen.

For a list with definitions of the available workflow query options, see [Workflow Query Options](#).

4. In this example, we choose **Metadata**.

The next drop-down list in the query builder includes conditions that vary depending on the option chosen.



For a list with definitions of of the available query conditions for each option, see [Workflow Query Conditions](#).

5. In this example, we choose **exists for the file that matches the following condition**.

Query

Text Editor (Advanced)

Metadata

exists for file that matches the following condition

True ☒ False

metadata, operator, value For e:

Example: metadata, operator, value For  
example: content.Risk\_Level, >, 6

Cancel

Save

+ ADD

6. The condition can be set to **True** or **False**. Here, we leave it at **True**.  
The query editor indicates the format for the final part of the query. In this case it is **metadata, operator, value**:

Query

Text Editor (Advanced)

Metadata

exists for file that matches the following condition

True ☒ False

metadata, operator, value For e:

Example: metadata, operator, value For  
example: content.Risk\_Level, >, 6

Cancel

Save

+ ADD

7. We enter **invoice.amt,>,500** and click **Save**.

→

Condition

Apply condition

Query

Text Editor (Advanced)

Metadata

exists for file that matches the following condition

True ☒ False

invoice.amt>500

Example: metadata, operator, value For example: content.Risk\_Level, >, 6

Cancel

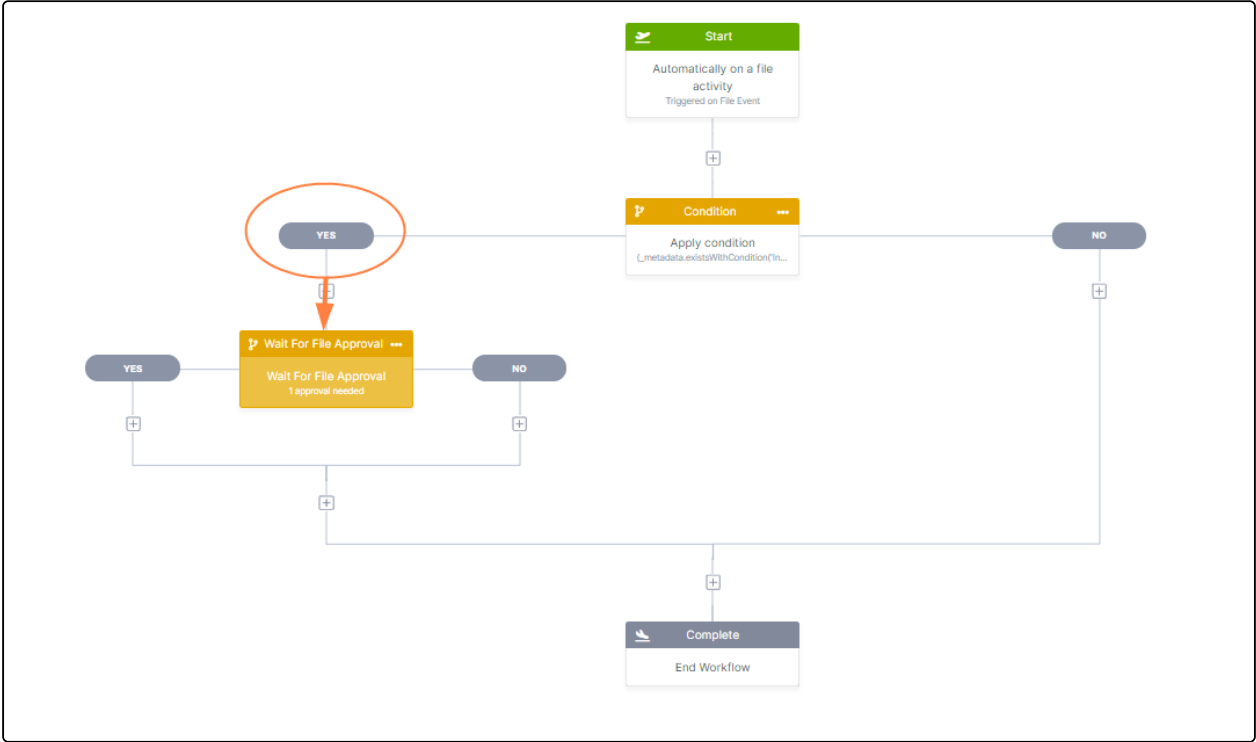
Save

+

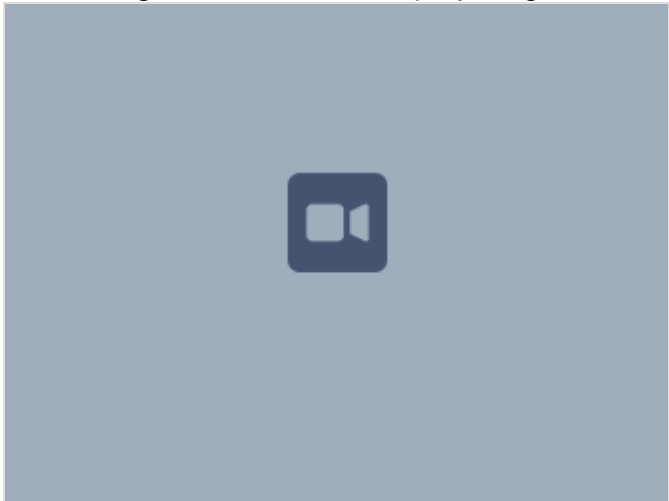
ADD

The condition is complete. Now, we can add a workflow step that occurs either when the condition is found true or when it is found false, or both.

8. We add a step to wait for approval if the condition that the invoice amount is > 500 is true.



The following video shows the same query being created:



Workflow Query Options

In the the workflow query builder, you first choose the area of the workflow that the query is evaluating. The following table defines the available options:

| Option                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Trigger                                                                                                        |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>File</b>                        | Checks the value of file data, such as the file path or file owner.                                                                                                                                                                                                                                                                                                                                                                                                                       | Automatically on a File Activity<br>Started by a user on a file or folder                                      |
| <b>Share</b>                       | Checks the value of share data, such as the user who created the share.                                                                                                                                                                                                                                                                                                                                                                                                                   | Automatically on a Share Activity                                                                              |
| <b>User</b>                        | Checks the value of data for user who created the workflow, such as the user name or the user's last login.                                                                                                                                                                                                                                                                                                                                                                               | Automatically on a File Activity<br>Automatically on a Share Activity<br>Started by a user on a file or folder |
| <b>Startedby</b>                   | Checks the value of data related to the user who performed the file activity that triggered the workflow, such as the user's email or total storage.                                                                                                                                                                                                                                                                                                                                      | Automatically on a File Activity                                                                               |
| <b>Metadata</b>                    | <p>Checks if a certain metadata attribute exists for the file or folder, and if it does, if it matches the specified value.</p> <div>  When the query checks if the metadata attribute exists for a folder, if it does not find it, it checks the files in the folder, and if any of them include the attribute with the value specified, indicates that the condition was true for the folder. </div> | Automatically on a File Activity<br>Automatically on a Share Activity<br>Started by a user on a file or folder |
| <b>Var</b>                         | <p>Only appears if the workflow creator has added a custom variable to the workflow and the workflow has been saved. See <b>Assign Variable Value</b> in <a href="#">Workflow Steps</a> for help adding an <b>Assign Variable Value</b> step.</p> <p>Checks if the variable has the value specified.</p>                                                                                                                                                                                  | Automatically on a File Activity<br>Automatically on a Share Activity<br>Started by a user on a file or folder |
| <b>If Var current date matches</b> | Checks if the current date/time matches the date/time when the timer is set.                                                                                                                                                                                                                                                                                                                                                                                                              | Started based on a timer                                                                                       |

| Option                  | Description                                                                            | Trigger                                                                                                        |
|-------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Ctx</b><br>(Context) | Checks the value of the current date, the current date and time, or the workflow name. | Automatically on a File Activity<br>Automatically on a Share Activity<br>Started by a user on a file or folder |

### Workflow Query Conditions

In the workflow query builder, after you choose the area of the workflow that you are querying, you must choose a condition related to that area. The following tables define the available conditions for each area of the workflow.

#### File Conditions

| Condition          | Description                                                                       | Example                                                                                       |
|--------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| path equals        | Checks if the filename with its full path is/is not this value.                   | If the full file path is <b>/myuser/mydir/myfile.pdf</b>                                      |
| Parent path equals | Checks if the directory of the file is/is not this value.                         | If the file's directory is <b>/myuser/mydir</b>                                               |
| extension is       | Checks if the file extension is/is not this value.                                | If the file extension is <b>txt</b>                                                           |
| size is            | Checks if the file size falls within the range indicated.                         | If the file size is <b>&gt; 100000 or &lt; 500000</b> in bytes                                |
| owner is           | Checks if the file owner is/is not the user specified.                            | If the file owner is <b>aliahberk</b>                                                         |
| owner's email is   | Checks if the file owner's email is/is not the email specified.                   | If the file owner's email is <a href="mailto:aliahberk@example.com">aliahberk@example.com</a> |
| path starts with   | Checks if the file path begins/does not begin with the directories specified.     | If the file's directory starts with <b>/myuser/mydir</b>                                      |
| path contains      | Checks if the file path contains/does not contain the folder directory specified. | If the file's directory contains <b>mydir</b> in its path                                     |
| path matches       | Checks if the text specified has a match/does not have a match in the file path.  | If the file directory has <b>*dir*</b> anywhere in it                                         |

**Share Conditions**

| Condition                     | Description                                                                                      | Example                                                                                                     |
|-------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| path equals                   | Checks if full path of share is/is not this value.                                               | If share path is <b>/myuser/mydir/myfile.pdf</b>                                                            |
| type is                       | Checks if share is/is not public or private. Valid values are <b>public</b> and <b>private</b> . | If share is <b>public</b>                                                                                   |
| created by                    | Checks if the share owner is/is not the user specified.                                          | If the share owner is <b>jaredmc</b>                                                                        |
| created by user with email    | Checks if the share owner's email is/is not the email specified.                                 | If the share owner's email is <a href="mailto:jaredmc@example.com">jaredmc@example.com</a>                  |
| is public                     | Checks if the share is/is not public                                                             | If <b>is public = False</b> (if the share is private)                                                       |
| is directory                  | Checks if the share is a file or folder                                                          | Is <b>Share is directory = True</b> (if share is a folder)                                                  |
| allowed users contains email  | Checks if the users added to the share include this email                                        | If users added to share include <a href="mailto:maurap@example.com">maurap@example.com</a>                  |
| allowed groups contains group | Checks if the groups added to the share included this group                                      | If groups added to share include <b>Accounting</b>                                                          |
| users contains email domain   | Checks if the users added to the share include/do not include this email domain                  | If users added to share include the email domain <a href="mailto:example@gmail.com">gmail.com</a>           |
| users are ONLY from domain    | Checks if the users added to the share are only/are not only from the email domain               | If users added to share are only from the email domain <a href="mailto:example@verizon.com">verizon.com</a> |
| path starts with              | Checks if the share path begins/does not begin with the directories specified.                   | If the share path's directory starts with <b>/myuser/mydir</b>                                              |
| path contains                 | Checks if the share path contains/does not contain the folder directory specified.               | If the share path's directory contains <b>mydir</b> in its path                                             |
| path matches                  | Checks if the text specified has a match/does not have a match in the share path.                | If the share path's directory has <b>*dir*</b> anywhere in it                                               |

**User Conditions** (**User** is user who created the workflow)

| Condition                     | Description                                                                                                                                                 | Example                                                                                       |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| User name is                  | Checks if the workflow creator's username is/is not this value.                                                                                             | If the workflow creator's username is <b>alياهو</b>                                           |
| User email is                 | Checks if the workflow creator's email is/is not this value.                                                                                                | If the workflow creator's email is <a href="mailto:alياهو@example.com">alياهو@example.com</a> |
| User type is                  | Checks if the workflow creator's user type is/is not this value.<br>Valid values are <b>Full Access</b> , <b>Limited Access</b> , and <b>Guest Access</b> . | If the workflow creator's user type is <b>Full Access</b> .                                   |
| User's last logged is         | Checks if the workflow creator's last log-in date is prior to the value indicated.                                                                          | If the workflow creator's last log-in date is <b>&lt;2023-08-30</b>                           |
| User's total storage in GB is | Checks if the workflow creator's total storage in GB is greater than the specified value.                                                                   | If the workflow creator's total storage is <b>&gt;100GB</b>                                   |
| User is part of group         | Checks if the workflow creator is/is not part of the group specified.                                                                                       | If the workflow creator is part of the <b>Accounting</b> group.                               |
| User's email domain is in     | Checks if the workflow creator's email domain is/is not the domain(s) specified                                                                             | If the workflow creator's email domain is not <a href="mailto:alياهو@gmail.com">gmail.com</a> |

**Startedby Conditions** (**Startedby** is the user who performed the action that triggered the workflow)

| Condition                        | Description                                                                      | Example                                                                                                  |
|----------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Started by User name is          | Checks if the startedby user's username is/is not this value.                    | Checks if the startedby user's username is <b>jaredmc</b>                                                |
| Started by User email is         | Checks if the startedby user's email is/is not this value.                       | If the startedby user's email is <a href="mailto:jaredmc@example.com">jaredmc@example.com</a>            |
| Started by User type is          | Checks if the startedby user's user type is/is not this value.                   | If the startedby user's user type is <b>Full Access</b> , <b>Limited Access</b> , or <b>Guest Access</b> |
| Started by User's last logged is | Checks if the startedby user's last log-in date is prior to the value indicated. | If the startedby user's last log-in date is <b>&lt;2023-08-15</b>                                        |



| Condition                                | Description                                                                             | Example                                                               |
|------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Started by User's total storage in GB is | Checks if the startedby user's total storage in GB is greater than the specified value. | If the startedby user's total storage is <b>&gt; 200GB</b>            |
| Started by User is part of group         | Checks if the startedby user is\is not part of the group specified.                     | If the startedby user is part of the <b>Marketing</b> group.          |
| Started by User's email domain is in     | Checks if the startedby user's email domain is\is not the domain(s) specified           | If the startedby user's email domain is <a href="#">mycompany.com</a> |

### Metadata Conditions

| Condition                                                | Description                                                                                                              | Example                                                                               |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Exists for the file                                      | Checks if the metadata and metadata attribute specified exist/do not exist for this file or folder.                      | If <b>cce.pii</b> exists as a metadata group and attribute.                           |
| Exists for the file with value                           | Checks if the metadata and metadata attribute with the given value exist/do not exist for this file or folder.           | If <b>cce.pii</b> exists and is equal to <b>yes</b>                                   |
| Exists for the file with value in array                  | If the metadata and a metadata attribute with one of the values in the array exist/do not exist for this file or folder. | If <b>cce.pii</b> exists and is equal to one of the following: <b>yes, y, unknown</b> |
| Exists for the file that matches the following condition | If the metadata and a metadata attribute matching the condition given exist/do not exist for this file or folder.        | if <b>invoice.amount</b> exists and is <b>&gt; 500</b>                                |

### Var Conditions

| Condition          | Description                                                                             | Example                       |
|--------------------|-----------------------------------------------------------------------------------------|-------------------------------|
| <var name> matches | If the value of the variable is equivalent/is not equivalent to the value(s) indicated. | If <b>filecount &gt; 1000</b> |

### If Var current date matches

This condition only applies to the trigger **Started based on a timer**. The condition is already defined as **if Var Current date matches** and no other conditions may be selected.

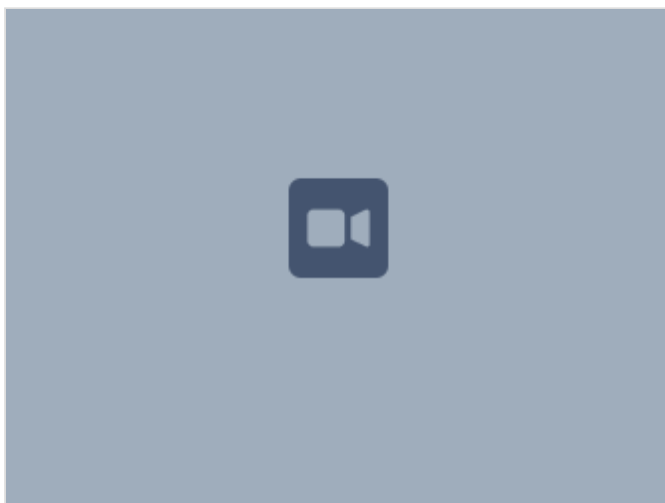
**Ctx Conditions**

| Condition                     | Description                                                                    | Example                                                                                            |
|-------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Current date matches          | If the current date is equivalent/is not equivalent to the value(s) specified. | If the current date is <b>StartDate</b>                                                            |
| Current date and time matches | If the current date is equivalent/is not equivalent to the value(s) specified. | If the current date and time is greater than <b>StartDateTime</b> and less than <b>EndDateTime</b> |
| Workflow Name matches         | If the workflow name matches/does not match the name specified.                | If the workflow name is <b>CreateDirectory</b>                                                     |

**Edit the Parameters in a Workflow Step**

To edit the parameters in a Workflow step:

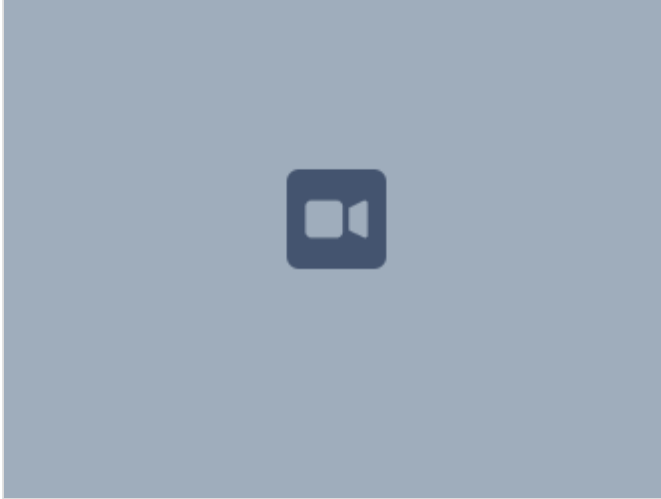
1. In the **Workflow** list, hover over the workflow and click the edit icon.  
The workflow opens in the drag and drop workspace.
2. Click the step that you want to edit.
3. Change the parameters in the right panel, and click **Save**.
4. At the top of the workspace, click **Save Workflow**.

**Remove a Step from a Workflow**

**To remove a step you have added to a workflow:**

1. In the drag-and-drop workspace, click the three dots in the upper-right corner of the node for the step.
2. Click **Remove**.
3. Confirm removal by clicking **Delete**.  
The node disappears.

4. Click **Save Workflow** to save your change.



## Using Variables in Workflows

You can make your workflows more robust by adding variables to them, for example, to:

- Insert a new file into a folder named with the current date.
- Send an email to a reviewer with the name and path of a file that requires review.
- Send an email with the share name and share owner to an auditor when a share is approved.

You can either create custom variables or use file, user, or system metadata as variables (for example, file size, file creator username, and current date).

Adding a variable to a parameter value

If you can include a variable as the value of a workflow parameter, the field appears with a + button next to it:

→

Send Email 

Send Email 

To \*

Email id associated with the user receiving the action

+

Subject \*

Subject to show for the action/email

+

Body \*

Message contents

+

Cancel

Save

To include a variable in a parameter value

1. Next to the field, click the + button.

The **Insert Variables** dialog box opens next to the parameters panel. By default, the **Start Event** tab is selected.

**Insert Variables**

Start Event   Context   Workflow

| Name                      | Type     | Value |
|---------------------------|----------|-------|
| File full path            | string   |       |
| File parent path          | string   |       |
| File extension            | string   |       |
| File size                 | integer  |       |
| File owner username       | string   |       |
| File owner email          | email    |       |
| User username             | string   |       |
| User email                | email    |       |
| User Type                 | string   |       |
| User Last login date time | datetime |       |

**Send Email**

Send Email

**To \***  
Email id associated with the user receiving the action

+

**Subject \***  
Subject to show for the action/email

+

**Body \***  
Message contents

+

Cancel Save

2. Choose the tab containing the variable you want to add.

- Variables on the **Start event** tab use values taken from the file triggering the workflow event, the user who created the workflow, and the user who triggered the workflow.  
**Note:** **User** is the user who created the workflow; **Start user** is the user who triggered the workflow.
- Variables on the **Context** tab use values taken from the system's current date and time and the workflow name. They also enable use of randomly generated numbers as variables.
- Variables on the **Workflow** tab are custom variables created by you. For more information, See [Creating and using custom variables](#), below.

2. Hover over the variable you want to add.  
An **Insert** button appears in its row.

| Insert Variables          |          |          |
|---------------------------|----------|----------|
| Start Event               | Context  | Workflow |
| Name                      | Type     | Value    |
| File full path            | string   |          |
| File parent path          | string   |          |
| File extension            | string   |          |
| File size                 | integer  |          |
| File owner username       | string   |          |
| File owner email          | email    |          |
| User username             | string   |          |
| User email                |          | Insert   |
| User Type                 | string   |          |
| User Last login date time | datetime |          |

3. Click the **Insert** button.  
The variable is added to the field:

  
Send Email   
Send Email   
  
To \*  
Email id associated with the user receiving the action  
  
  
  

^\_user.email^



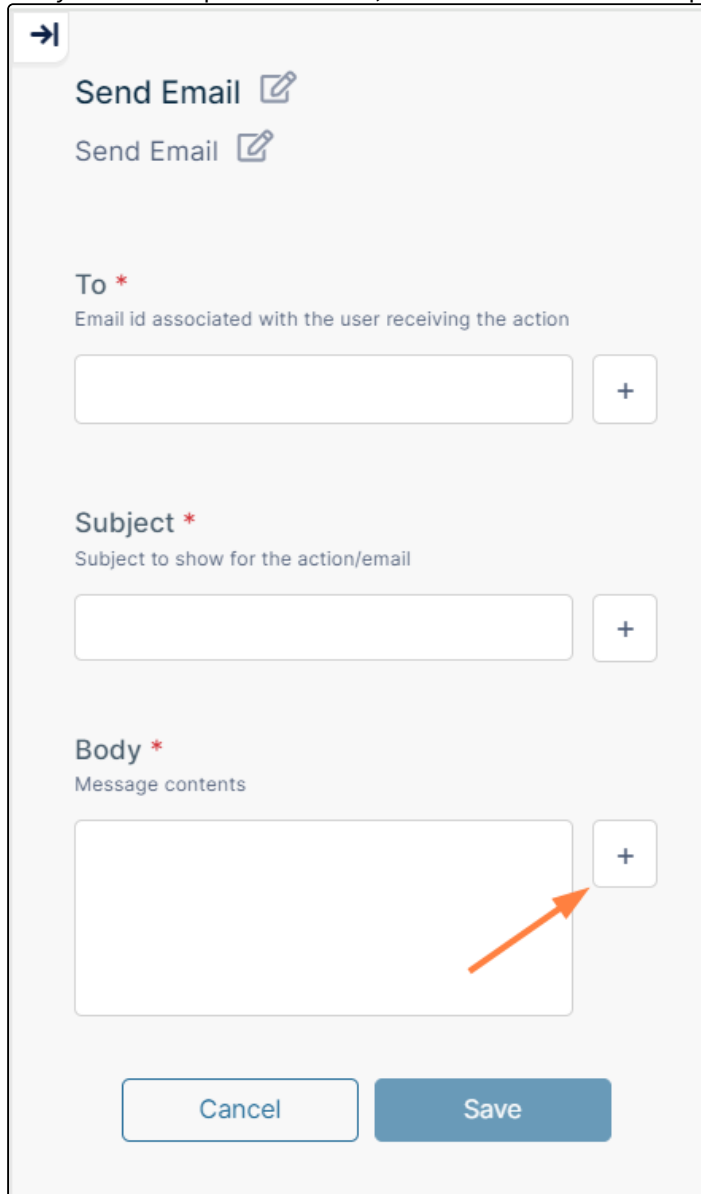
**Note:** you may add multiple variables to a field, or a combination of user-entered values and variables.

## Creating and using custom variables

Custom variables are defined and given values in your workflow and are only available in that workflow.

### To create a custom variable

1. After you add a step to a workflow, click the **+** button next to a parameter.

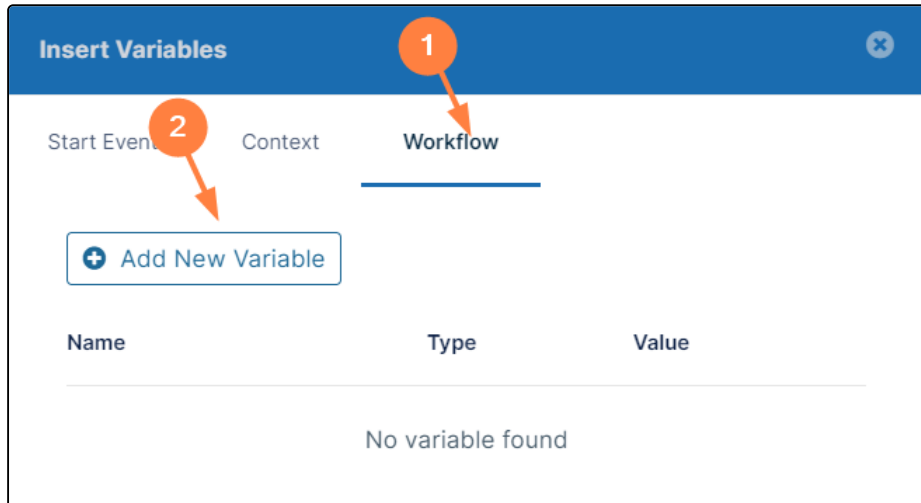


The screenshot shows a configuration window for a 'Send Email' action. The window has a title bar with a close button (X). Below the title bar, the text 'Send Email' is displayed with an edit icon. The 'To' field is labeled 'To \*' and has a description 'Email id associated with the user receiving the action'. It contains a text input box and a '+' button. The 'Subject' field is labeled 'Subject \*' and has a description 'Subject to show for the action/email'. It contains a text input box and a '+' button. The 'Body' field is labeled 'Body \*' and has a description 'Message contents'. It contains a larger text input box and a '+' button. An orange arrow points to the '+' button next to the 'Body' input. At the bottom of the window are 'Cancel' and 'Save' buttons.

The **Insert Variables** dialog box opens.

2. Click the **Workflow** tab.

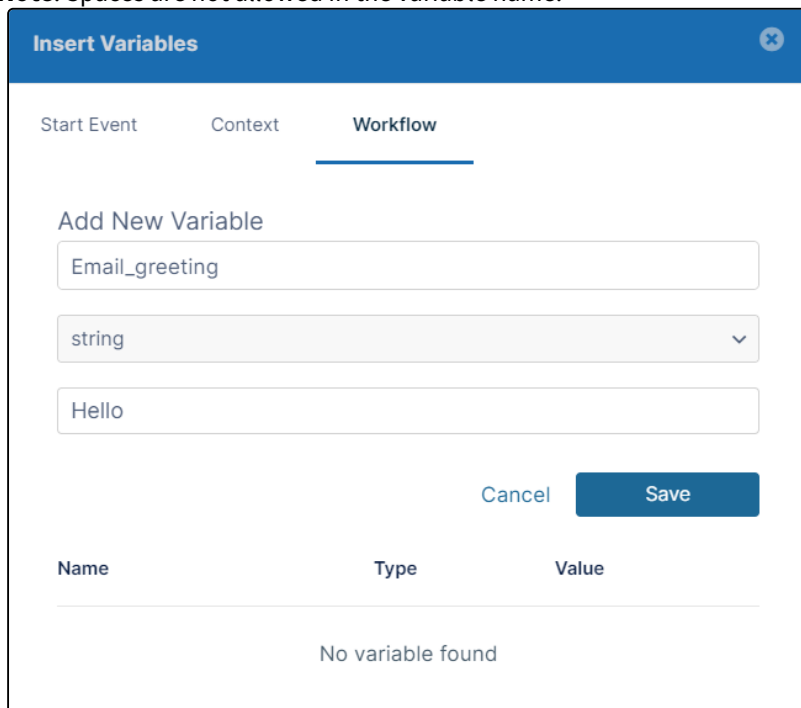
3. Then click **Add new variable**.



The screenshot shows the 'Insert Variables' dialog box with a blue header and a close button. It has three tabs: 'Start Event', 'Context', and 'Workflow'. The 'Workflow' tab is selected and underlined. An orange circle with the number '1' points to the 'Workflow' tab. Another orange circle with the number '2' points to the '+ Add New Variable' button. Below the button is a table with columns 'Name', 'Type', and 'Value'. The table is empty, and the text 'No variable found' is centered below it.

4. Enter values into the new variable fields, then click **Save**.

**Note:** Spaces are not allowed in the variable name.



The screenshot shows the 'Insert Variables' dialog box with the 'Workflow' tab selected. The '+ Add New Variable' button is now a text input field containing 'Email\_greeting'. Below it is a dropdown menu showing 'string'. Below that is another text input field containing 'Hello'. At the bottom right are 'Cancel' and 'Save' buttons. Below these is a table with columns 'Name', 'Type', and 'Value'. The table is empty, and the text 'No variable found' is centered below it.



5. The variable is saved and listed at the bottom of the dialog box.

**Insert Variables**

Start Event   Context   **Workflow**

**Add New Variable**

Variable name

Variable type

Default value

Cancel   **Save**

| Name           | Type   | Value |
|----------------|--------|-------|
| Email_greeting | string | Hello |

6. Add additional custom variables or close the dialog box.

Now, when you click the **+** button next to a parameter and the **Insert Variables** dialog box opens, if you click the **Workflow** tab, the new variable is available for you to insert:

**Insert Variables**

Start Event   Context   **Workflow**

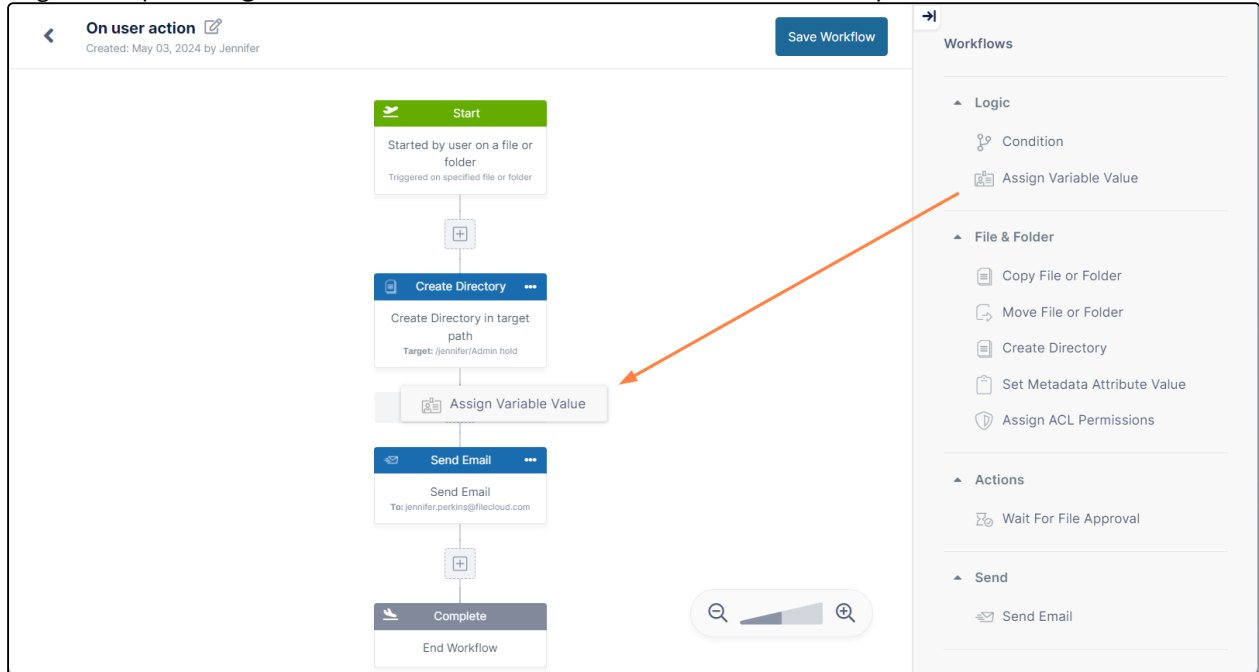
**+ Add New Variable**

| Name           | Type   | Value |
|----------------|--------|-------|
| Email_greeting | string | Hello |

### To set a value to the custom variable

Before you can use a custom variable in a workflow parameter, you must give it a value within the workflow.

1. Drag and drop an **Assign Variable Value** node onto the workflow before the step that uses the custom variable.



The right panel displays the parameters for the variable.

2. Click the down arrow in **Variable Name**.  
All of the variables that you have defined appear.
3. Select the variable that you want to assign a value to.

The screenshot shows the "Assign Variable Value" configuration dialog. The title is "Assign Variable Value" with an edit icon. Below the title is the label "Assign Variable Value" with an edit icon. The "Variable Name" field is marked with a red asterisk and has a dropdown menu. The dropdown menu is open, showing "Please select" and "Email\_greeting". The "Value" field is also marked with a red asterisk and has a text input field. At the bottom, there are "Cancel" and "Save" buttons.

4. In **Value** either type in a value or click **+** and enter another variable as the value, or use a combination of both, as in the following screenshot.

→

**Assign Variable Value**

Assign Variable Value

**Variable Name \***  
Variable Name

Email\_greeting ▼ +

**Value \***  
Value

Hello **Started by User username !** +

Cancel Save

5. Click **Save**.

6. Now insert the variable into other parameters in the workflow by clicking **+** and selecting it from the **Insert Variables** dialog box, as you would with a system variable.

**Send Email**

Send Email

**To \***  
Email id associated with the user receiving the action

**emma@example.com**

**Subject \***  
Subject to show for the action/email

**Body \***  
Message contents

Here is the information for your new account:

**To edit or delete a custom variable**

**To edit a custom variable:**

1. In the workflow, click + next to any parameter in any node.

**Assign Variable Value**

Assign Variable Value

**Variable Name \***  
Variable Name

Email\_greeting

**Value \***  
Value

Hello

2. If the **Workflow** tab is not already selected, click it.
3. Hover over the row for the variable and click the Edit icon.

**Insert Variables**

Start Event   Context   **Workflow**

Add New Variable

| Name           | Type | Value |
|----------------|------|-------|
| Email_greeting |      |       |

The fields for the variable open.

4. Make any changes to the values in the fields.

Insert Variables

Start Event

Context

Workflow

Edit Variable Email\_greeting

Email\_greeting

string

Hello

Cancel

Save

| Name           | Type   | Value |
|----------------|--------|-------|
| Email_greeting | string | Hello |

5. Click **Save**.

The variable only applies to this workflow, and therefore, is only changed in this workflow. If a variable with the same name exists in another workflow, it is not modified.

**To delete a custom variable:**

1. In the workflow, click + next to any parameter in any node.

**Assign Variable Value**

Assign Variable Value

**Variable Name \***  
Variable Name

Email\_greeting

**Value \***  
Value

Hello Started by User username !

2. If the **Workflow** tab is not already selected, click it.
3. Hover over the row for the variable and click the Delete icon.

**Insert Variables**

Start Event   Context   Workflow

Add New Variable

| Name           | Type | Value                                 |
|----------------|------|---------------------------------------|
| Email_greeting |      | <input type="button" value="Insert"/> |

4. Click **Save**.
5. In the workflow, remove any **Assign Variable Value** that references it, and also remove or replace it in parameter values. (It will now appear in parameters not as a tag but as ^\_var.[variable name]^.)

Save Workflow

**Start**  
Started by user on a file or folder  
Triggered on specified file or folder

**Assign Variable Value**  
Assign Variable Value  
Variable: \_var.email\_greeting  
Value: Hello Started by User usern...

**Send Email**  
Send Email  
To: unset

**Complete**

After deleting a variable, delete associated Assign Variable Value nodes

After deleting a variable remove or replace it in parameter values

**Send Email**  
Send Email

**To \***  
Email id associated with the user receiving the action  
jennifer.perkins@filecloud.c...

**Subject \***  
Subject to show for the action/email  
File created

**Body \***  
Message contents  
^\_var.email\_greeting^ File created in folder Docs.

Cancel Save

The variable only applies to this workflow, and therefore, is only deleted from this workflow. If a variable with the same name exists in another workflow, it is not deleted.

## Examples

The following procedures show you how to set up some of the scenarios described at the top of this screen, but these are only a starting point. Use variables to add any functionality and information to your workflows that is useful to you.

### Insert new files into folders named with the create date

Here, we'll show you how to make it easy to find files created on certain dates by storing them in folders named with the create date. This could be useful, for example, if you want to keep track of when certain files were uploaded to a team folder.



1. Initiate the workflow by choosing the trigger **Automatically on a file activity**.

**Triggers**

Workflow #9

**Select how to start the workflow**

- ☒ Automatically on a file activity
- ☐ Automatically on a share activity
- ☐ Started by user on a file or folder
- ☐ Started based on a timer
- ☐ Automatically on a metadata activity

Close Next

2. In **Limited to Path**, choose the folder path where the files are uploaded or created and in **File Event**, select **If a file is created**, and click **Add**.

Triggers

Automatically on a file activity   
Triggered on File Event

Limited To Path

Limit only to this folder and its sub-folder

/SHARED/team folder account/Market



File Event

File Events names comma separated values

If file is created

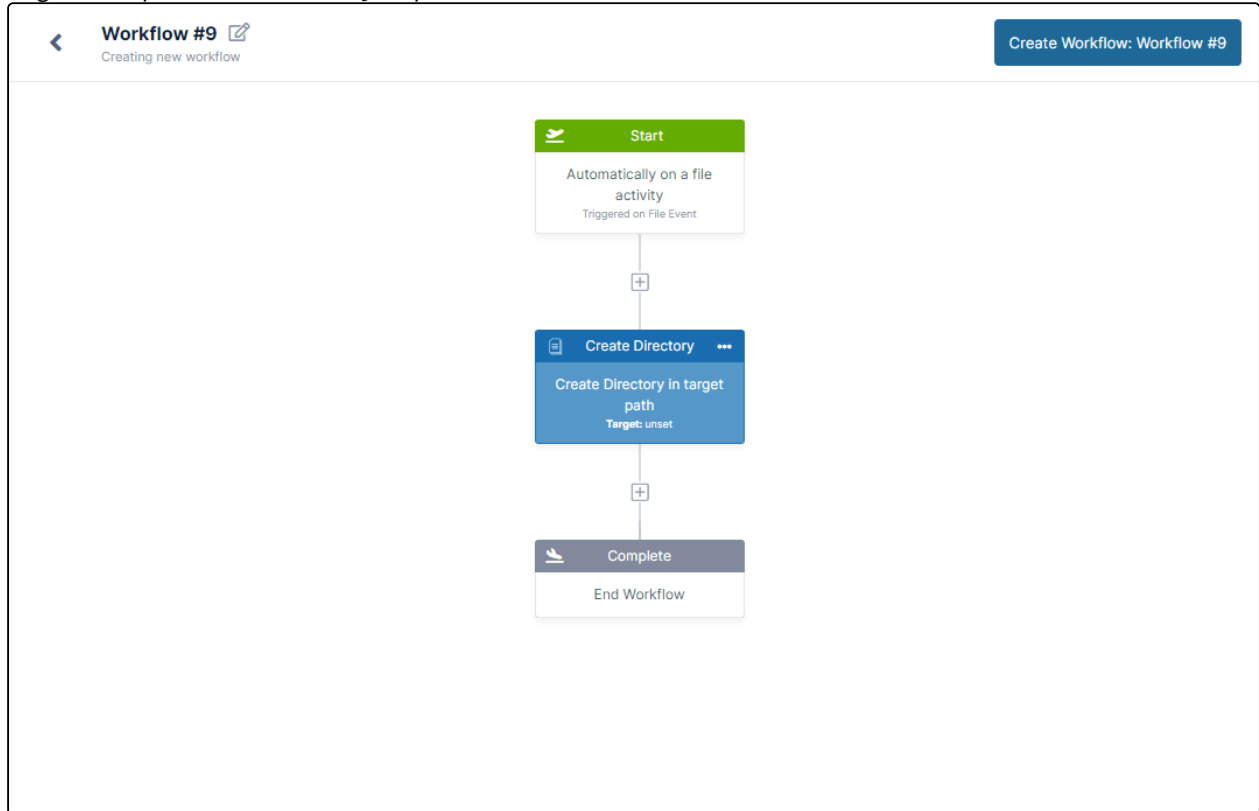
▼

Back

Close

Add

3. Drag and drop a **Create Directory** step onto the workflow.



4. Set the **Target Path** to the parent path where you want the file to be copied, and then add "/", and then click +. The **Insert Variables** box opens.
5. Click the **Context** tab, then hover over **Current date** and click Insert.

The screenshot shows two panels. On the left is the 'Insert Variables' dialog with the 'Context' tab selected. It contains a table of variables:

| Name                  | Type     | Value |
|-----------------------|----------|-------|
| New Random Id         | string   |       |
| Current date          |          |       |
| Current date and time | datetime |       |
| Workflow Name         | string   |       |
| Last Id Generated     | string   |       |

An orange arrow points to the 'Context' tab, and another points to the 'Insert' button next to 'Current date'. On the right is the 'Create Directory' configuration panel. It has a title 'Create Directory' and a subtitle 'Create Directory in target path'. Below is the 'Target Path \*' field with the text '/jennifer/Review/'. To the right of the text field is a folder icon and a '+' button. An orange arrow points to the '+' button. At the bottom are 'Cancel' and 'Save' buttons.

**Current date** is inserted after the parent path.

Insert Variables

Start Event

Context

Workflow

| Name                  | Type     | Value |
|-----------------------|----------|-------|
| New Random Id         | string   |       |
| Current date          | datetime |       |
| Current date and time | datetime |       |
| Workflow Name         | string   |       |
| Last Id Generated     | string   |       |

Create Directory

Create Directory in target path

Target Path \*

Target Path for operation

/jennifer/Review/

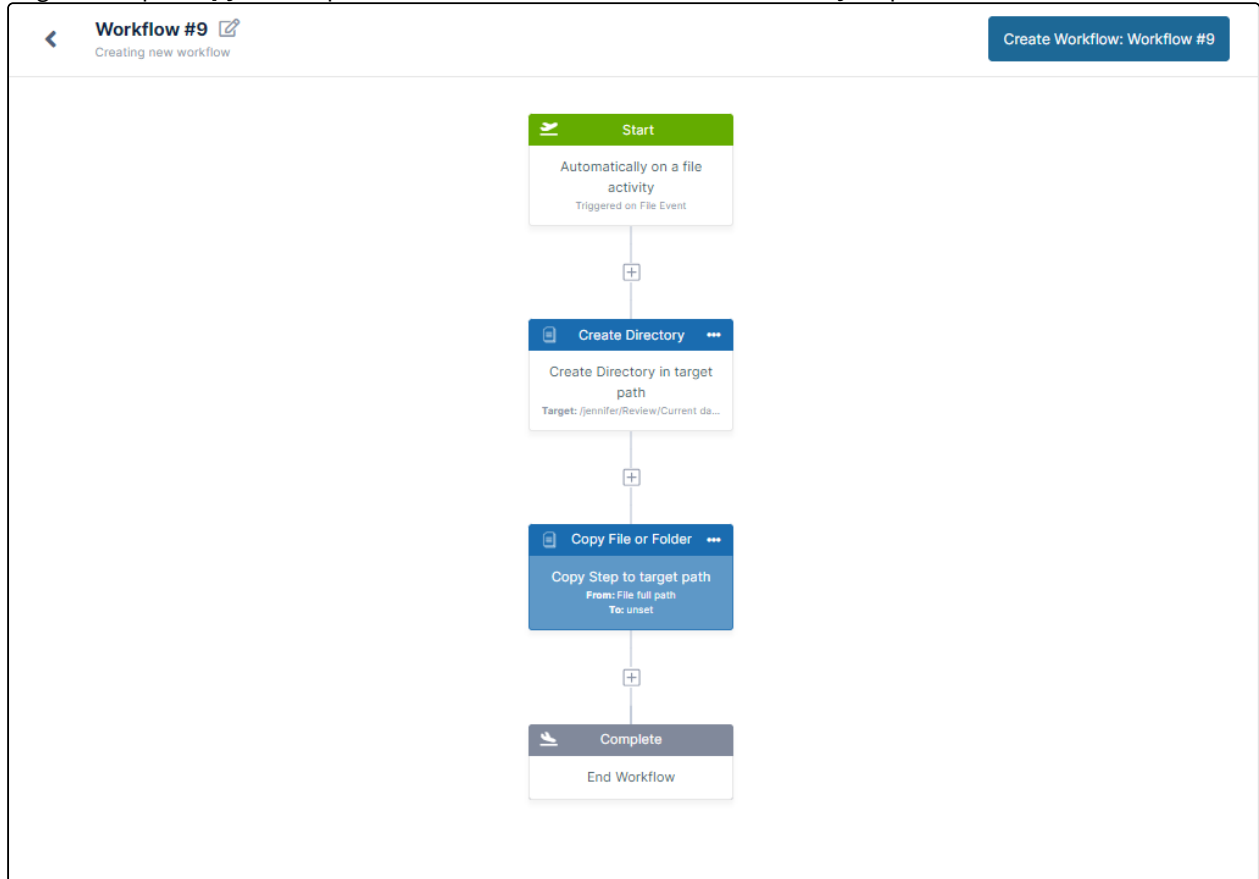
Current date

Cancel

Save

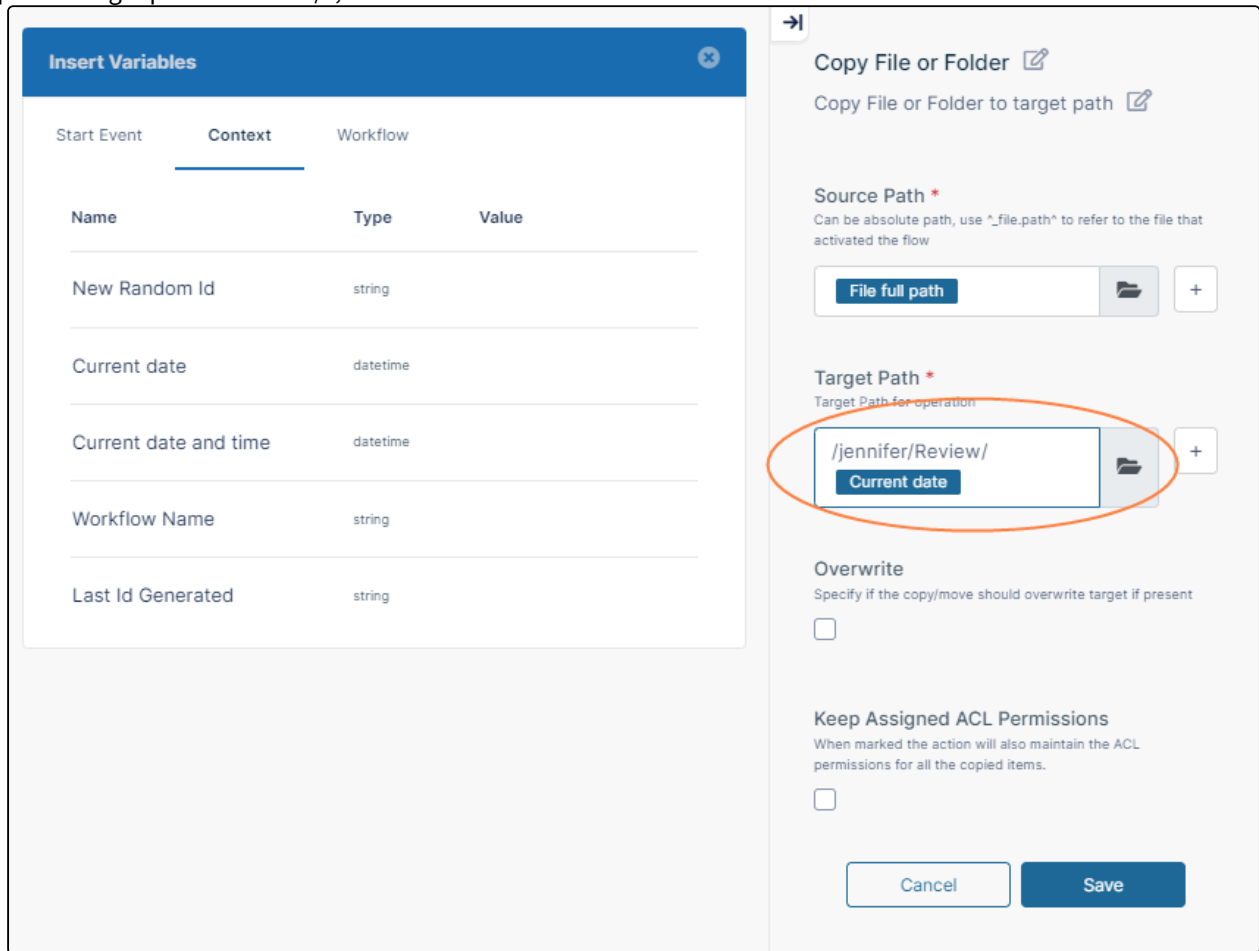
6. Click **Save** to save your **Target Path**.

7. Drag and drop a **Copy File** step onto the workflow after the **Create Directory** step.



In **Source Path**, **File full path** is automatically entered. It is equal to the path entered in the Workflow trigger.

8. Set **Target Path** to the exact value that you used for **Target Path** in the **Create Directory** step (choose the parent target path and add "/", then click + and insert the **Current date** variable).



**Insert Variables**

| Name                  | Type     | Value |
|-----------------------|----------|-------|
| New Random Id         | string   |       |
| Current date          | datetime |       |
| Current date and time | datetime |       |
| Workflow Name         | string   |       |
| Last Id Generated     | string   |       |

**Copy File or Folder**

Copy File or Folder to target path

**Source Path \***  
Can be absolute path, use ^\_file.path^ to refer to the file that activated the flow

File full path

**Target Path \***  
Target Path for operation

/jennifer/Review/  
Current date

**Overwrite**  
Specify if the copy/move should overwrite target if present

☐

**Keep Assigned ACL Permissions**  
When marked the action will also maintain the ACL permissions for all the copied items.

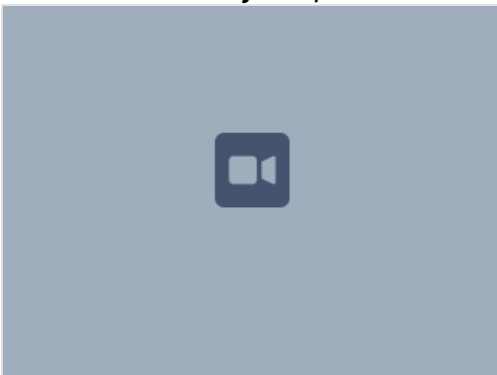
☐

Cancel Save

9. Click **Save** to save your parameters.

10. Give your workflow a name, and click **Save Workflow**.

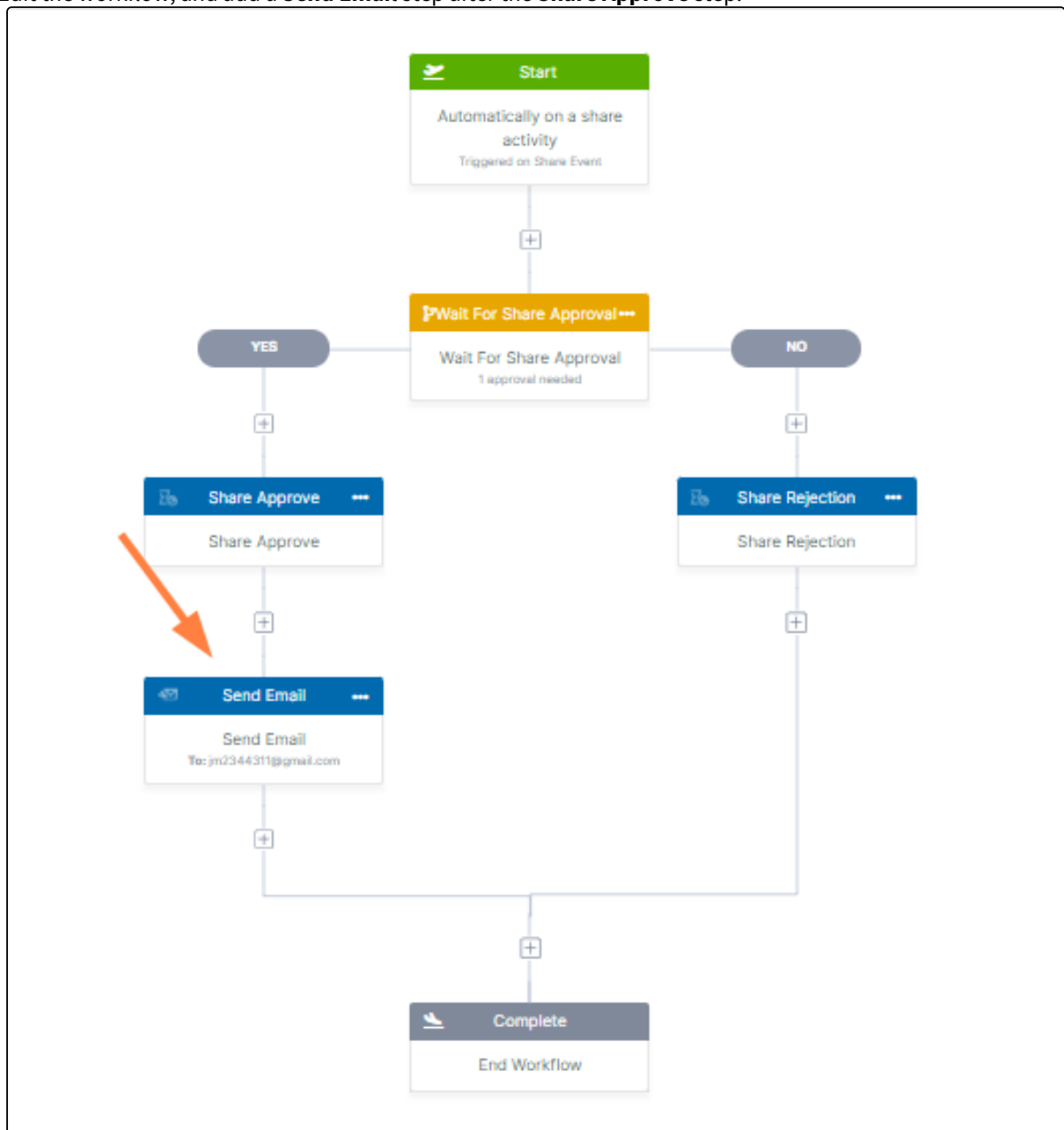
Let's see how this works when we upload a file into the source path. In the following video, we add the file **About FileCloud** to our **Marketing** team folder. We can see that the workflow functioned correctly - it added a folder named with the date to the **My Files/Review** folder and copied the **About FileCloud** folder into it.



**Send an email to an auditor that includes a share name and share recipient**

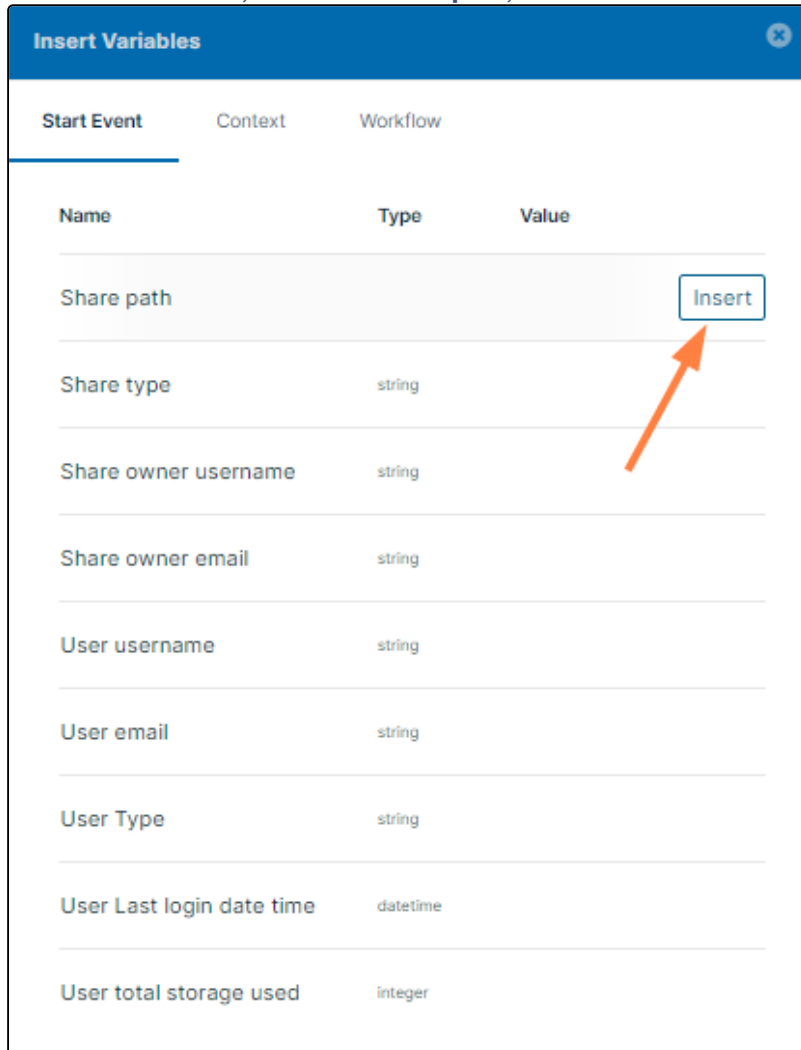
In this example, after a share has been approved, we'll have a workflow send an auditor a notification that includes the name of the share and the share creator.

1. [Create a Share Approval workflow.](#)
2. Edit the workflow, and add a **Send Email** step after the **Share Approve** step.



3. In **To**, enter the email address of the auditor.
4. In **Subject**, enter a descriptive subject, such as **Information has been shared.**
5. In **Body**, enter *The share*, and click +.  
The **Insert Variables** dialog box opens.

6. In the **Start Event** tab, hover over **Share path**, and click **Insert**.



| Name                      | Type     | Value  |
|---------------------------|----------|--------|
| Share path                |          | Insert |
| Share type                | string   |        |
| Share owner username      | string   |        |
| Share owner email         | string   |        |
| User username             | string   |        |
| User email                | string   |        |
| User Type                 | string   |        |
| User Last login date time | datetime |        |
| User total storage used   | integer  |        |

The variable **Share path** is inserted into **Body**.

7. After **Share path**, type *has been shared by*, then click **+** again.
8. In the **Start Event** tab of the **Insert Variables** dialog box, hover over **Share owner username**, and click **Insert**.  
The **Body** of the message is complete.  
The parameters for the **Send Email** node appear as:



→

Send Email

Send Email

To \*

Email id associated with the user receiving the action

jessica@example.com

Subject \*

Subject to show for the action/email

Information has been shared

+

Body \*

Message contents

The share 

Share path

 has been shared by 

Share owner username

 .

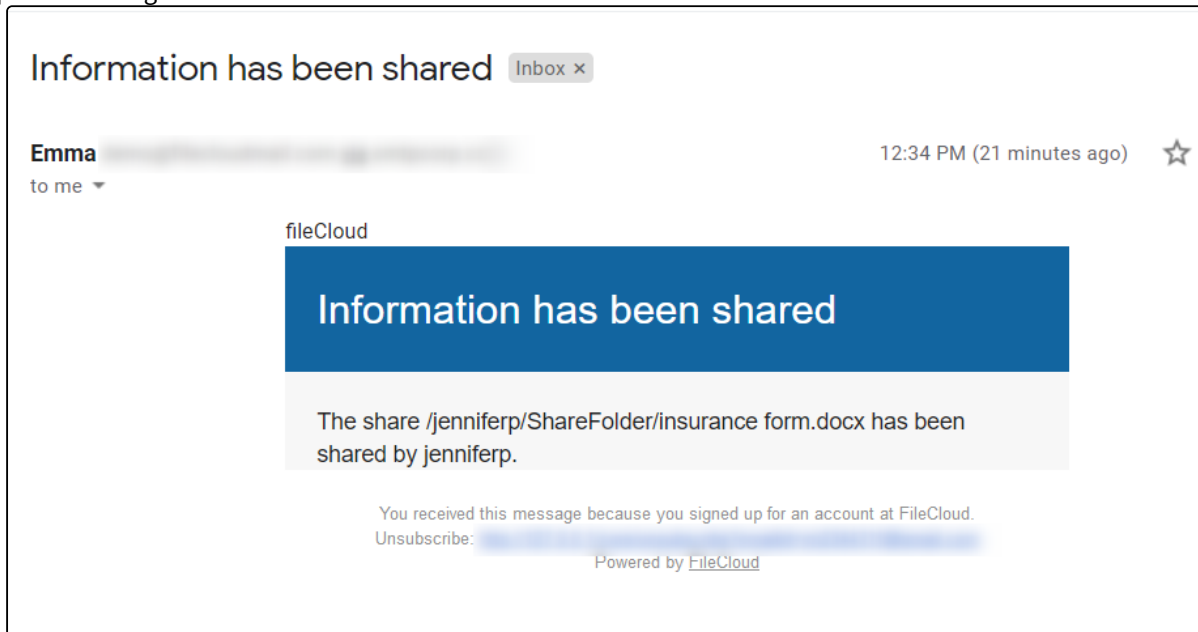
+

Cancel

Save

- 9. Click **Save** under **Body**.
- 10. Give your workflow a name, and click **Save Workflow**.

When an approver approves a share, the following email is sent to the auditor in the **To** address. It includes the share path including the filename and the share owner.



## Workflow Variable Definitions

### Start Event variables

| Name                | Type    | Definition                                                             |
|---------------------|---------|------------------------------------------------------------------------|
| File full path      | string  | Full path of the file that triggered the workflow event                |
| File parent path    | string  | Parent path of the file that triggered the workflow event              |
| File extension      | string  | Extension of the file that triggered the workflow event                |
| File size           | integer | Size of the file that triggered the workflow event                     |
| File owner username | string  | Username of the user owning the file that triggered the workflow event |
| File owner email    | email   | Email of the user owning the file that triggered the workflow event    |
| User username       | string  | Username of the user who created the workflow                          |
| User email          | email   | Email of the user who created the workflow                             |

| Name                          | Type     | Definition                                                                          |
|-------------------------------|----------|-------------------------------------------------------------------------------------|
| User type                     | string   | User type of the user who created the workflow                                      |
| User last login date time     | datetime | Last login date of the user who created the workflow                                |
| User total storage used       | integer  | Total storage used by the user who created the workflow                             |
| Started by user username      | string   | Username of the user who performed the action that triggered the workflow           |
| Started by user email         | email    | Email of the user who performed the action that triggered the workflow              |
| Started by user type          | string   | User type of the user who performed the action that triggered the workflow          |
| Started by user last login    | datetime | Last login date of the user who performed the action that triggered the workflow    |
| Started by user total storage | integer  | Total storage used by the user who performed the action that triggered the workflow |

## Context variables

| Name                  | Type     | Definition                         |
|-----------------------|----------|------------------------------------|
| New random id         | string   | Randomly generated number          |
| Current date          | datetime | The system's current date          |
| Current date and time | datetime | The system's current date and time |
| Workflow name         | string   | The workflow name                  |
| Last id generated     | string   | The last randomly generated number |

## Share Approval Workflows

✖ If you are an admin user with full User Share privileges, Share approval workflows that you create apply to any files in FileCloud. If you are not an admin user with all User Share privileges, your Share Approval workflows only run if they are triggered by you, and only apply to files in your My Files folder. You may want to check with your FileCloud admin if you have full User Share privileges before creating a Share Approval workflow.

In addition, required share approvals must be enabled in the FileCloud admin portal, and your share approval workflow must be selected to make it active.

To ensure that your Share Approval workflow performs correctly, please work with your FileCloud admin when creating it.

If you are an Admin, see Automated Workflow Management for information on share approval workflow configuration.

Share approval workflows are a special type of workflow that run when a user creates a share. Instead of automatically making the share available to other users, the share approval workflow sends it to one or more approvers first. If the required number of approvers approve the share, it becomes available; when one user rejects the share it is considered rejected, and it is deleted.

Share approval workflows use the **Automatically on Share activity** trigger and include steps that are specific to share approval.

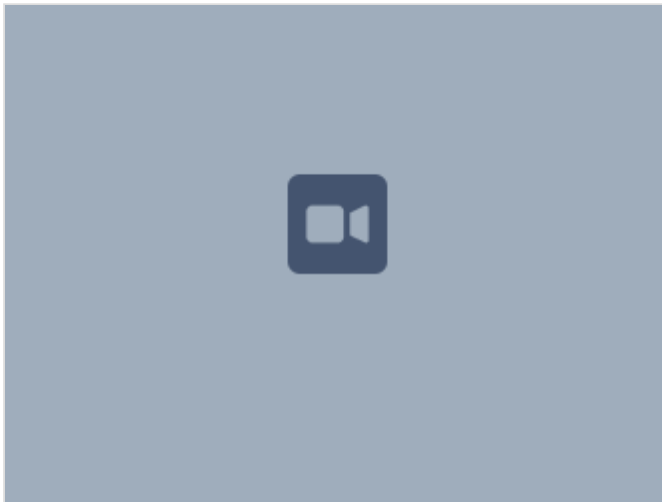
The following example shows you how to create a basic share approval workflow that requires one approval.

i You can create more detailed share approval workflows by including multiple approvers, approval and rejection notifications, and other steps and details.

1. **Go to the drag-and-drop workspace.**

- a. In the navigation panel, click **Workflows**, then, click **Create New Workflow**.

A drag-and-drop workspace for creating workflows opens:



2. **Choose the Automatically on a share activity trigger.**

- a. Click **Click here to start**.

This opens a box of triggers to choose from.

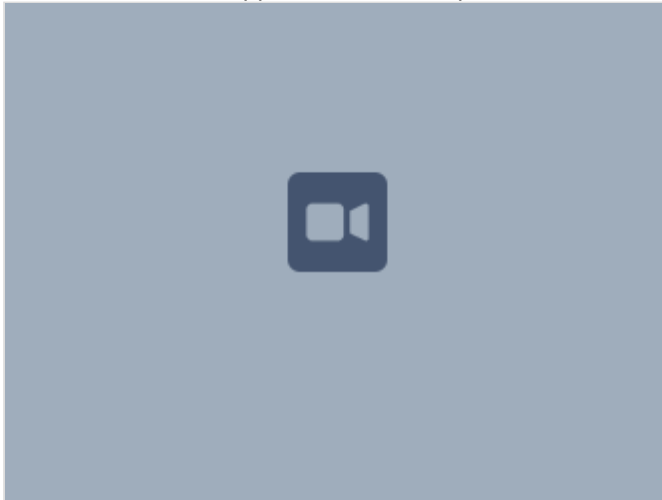
- b. Choose **Automatically on a share activity**, the trigger required for a Share Approval workflow, and then click **Next**.

The **Automatically on a share activity** trigger prompts you to choose a share activity and, optionally, a file path.

- c. Choose either **If a share is created or updated** or **if a share is created or updated or share content modified**.

- d. Click **Add**.

Start and end nodes appear on the workspace.



3. **Drag and drop share approval steps onto the workflow.**

The steps you can add to the workflow appear in the right panel.

- a. Drag and drop the **Wait for Share Approval** step onto the workflow.

The step has parameters, which appear in the right panel.

- b. In **Approver Emails**, enter an email address of a share approver.

✖ If you are not an admin user with all User Share privileges, the workflow will only apply when you trigger the workflow condition on files in your My Files folder.

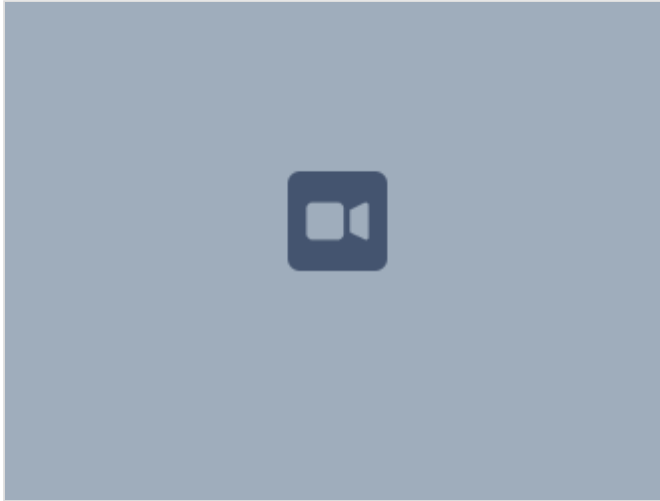
You may change **Custom Message** and **Approval Count Number** or leave their default values.

By default, 1 approval is required; if you increase the number of required approvals, you must increase the number of **Approver Emails**.

Check **Send Approval Email Notification** to send approvers email notifications in addition to notifications that appear at the top of their user portal screen about the pending approval.

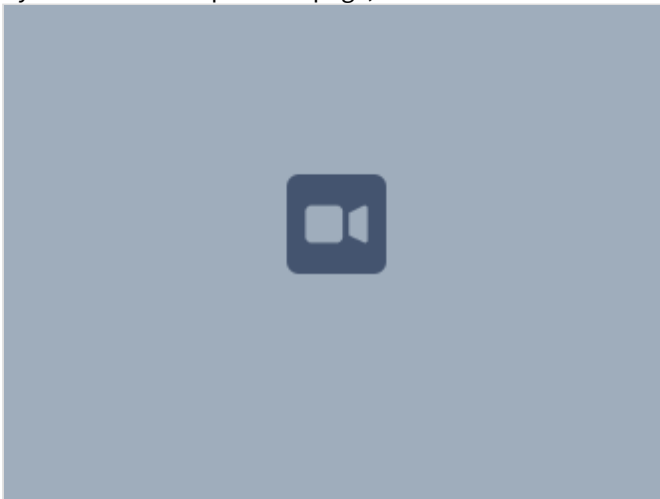
- c. Click the + icon where you want to drag the step, and then drag and drop the **Share Approve** and **Share Rejection** steps under **Yes** and **No**.

If the approver approves the share, **Share Approve** automatically creates the share. If the approver rejects the share, **Share Rejection** automatically deletes it.



#### 4. Name and save the workflow.

If you return to the previous page, the new workflow is listed.



#### 5. Test the Share Approval workflow.

## a. Share a file.

You should see the message **This share will only be available after an automation workflow approval** at the top of the share dialog box.

To make it easier to check that share has been made available after it is approved, share it privately with a user.

**Note:** If you check Send Email when adding the user, the email is not sent to the user until after the share is approved. Similarly, if you edit the share and click the Send Email button next to the Share Link, a notification informs you that the email cannot be sent.

**Share link for file FCInactiveUsers.png**

This share will only be available after an automation workflow approval.

**Share Link**  
 [Modify Link](#)

**Shared File**  
 /jenniferp/CustomerAccounts/FCInactiveUsers.png

**Share Options** | [Share History](#)

**Share Name:** FCInactiveUsers.png [Change](#)

**Expires:** [Never Expires](#)

**Send Email Notifications:** [Yes](#)

☐ Allow anyone with link  
☐ Allow anyone with link and a password  
☒ Allow selected users or groups

**Users (1)** | [Groups](#)

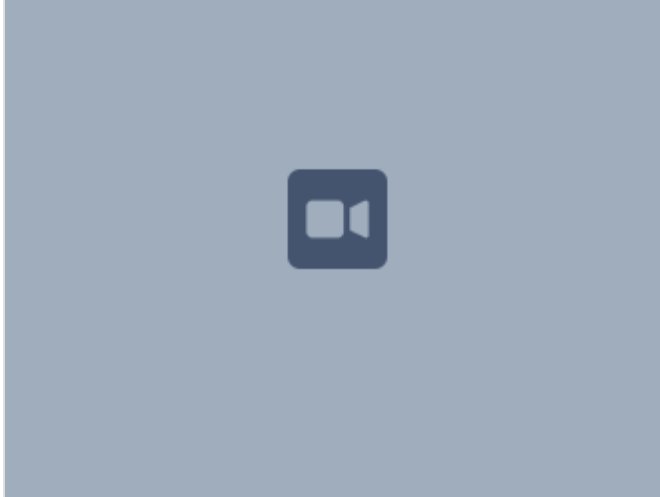
**Sharing Permissions:** [+ Invite Users](#)

| User                | View                                | Download                            | Upload                   | Share                    | Sync                     | Delete                   | Manage                   |
|---------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| jaredtaylor978@g... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

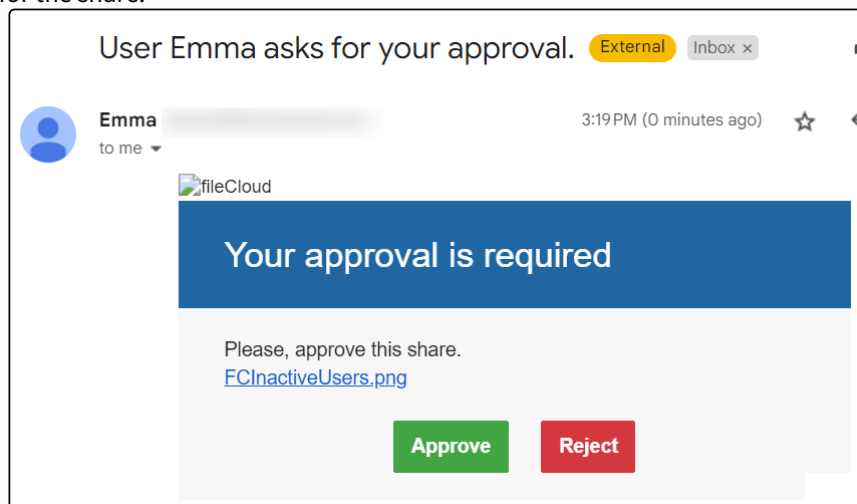
[Remove Share](#) [OK](#)

b. Have the share approver log in to the FileCloud user portal and find and click the **pending action** message at the top of the screen.

c. In the pending actions screen, the approver should click the thumbs up icon to approve the share.

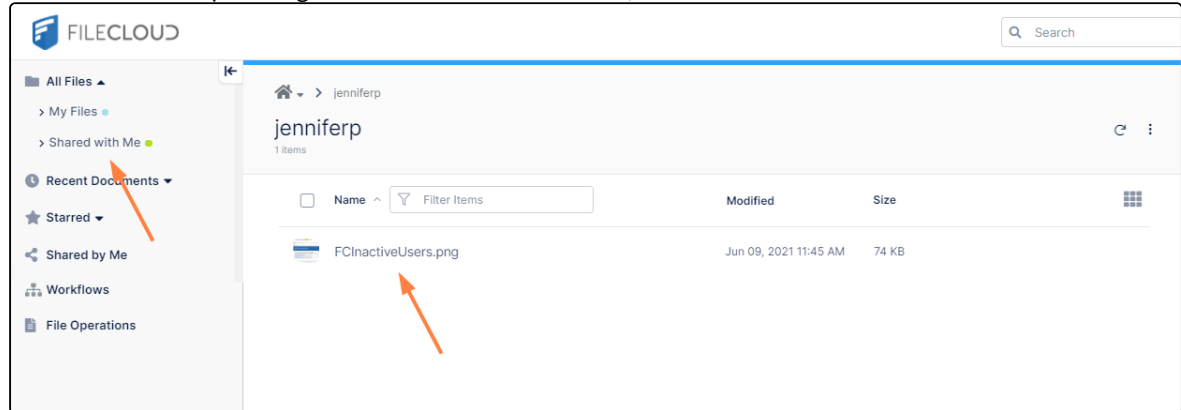


- i** If you check **Send Approval Email Notification** in the **Wait for Share Approval** parameters, the share approver also receives an email with buttons for approving or rejecting the share from there. After approving or rejecting the share, the approver is taken to the detailed actions screen for the share.





d. Have the share recipient log in and click **Shared with Me**, then confirm that the file has been shared.



e. Repeat this procedure, but have the approver reject the share, and confirm that the share recipient does not see it.

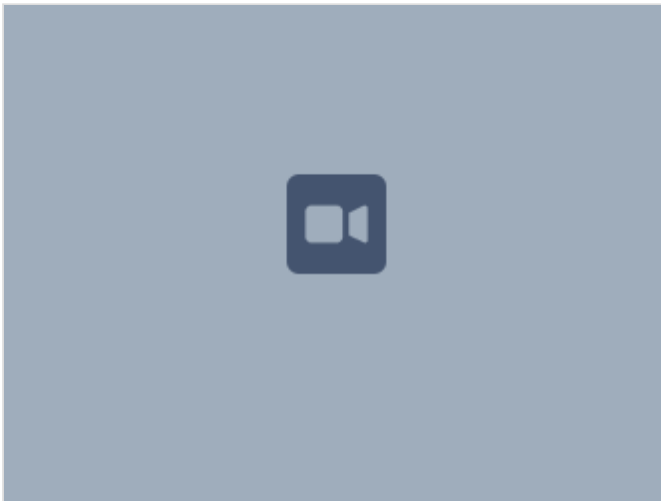
6. Notify your FileCloud Admin of the name of the Share Approval workflow, and request that it be enabled. The workflow will not be active unless your Admin enables Share Approval workflows and specifies this workflow name.

## Delete a Workflow

You can see workflows created by you and workflows created by other users in the Workflow listing, but you can only delete workflows that you have created.

### To delete a workflow:

1. In the Workflow listing, hover over the workflow and click the Delete icon.
2. Click **Delete** to confirm that you want to delete the workflow.  
The workflow disappears from the file listing.

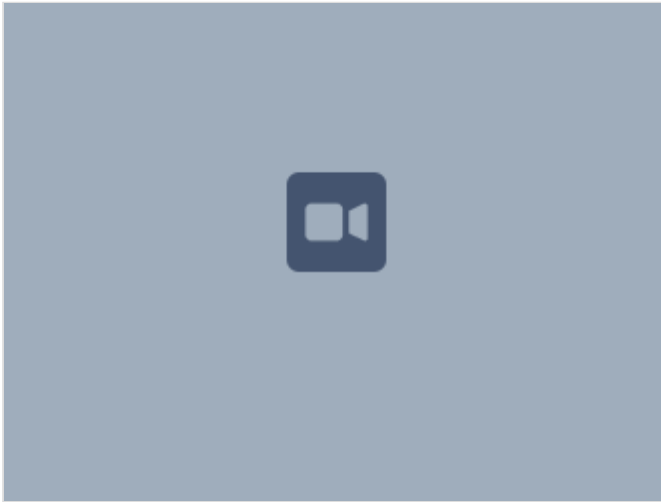


## Rename a Workflow

You can rename a workflow if you have created it.

### To rename a workflow:

1. In the Workflow list, hover over the workflow and click the Edit icon.  
The workflow opens in the drag-and-drop workspace.
2. In the upper-left corner of the workspace, click the Edit icon.
3. Rename the workflow.
4. Click **Save Workflow**.



## Workflow Example: PO Approval and Submission

This example shows you how to create a workflow that automatically processes purchase orders from the internal approval phase to the external fulfillment phase.

In the example, a company has a **PO In** folder, where employees can move purchase orders that they want approved. Once a new file is in the folder, the PO approver is sent a notification. The PO approver reviews the purchase order and approves it or rejects it.

If the PO is approved, it is automatically moved to a **PO Approved** folder and an email is sent to the user who processes the PO at the external vendor who can then begin reviewing and fulfilling it.

If the PO is rejected, it is automatically moved to a **PO Rejected** folder and an email is sent to the Purchasing department's email list so the employee who submitted the PO knows its status.

This example can be extended to work with multiple vendors, as shown below under [Expanding the example to work for multiple vendors](#).

## One Vendor Workflow Example

**i** This example assumes that you have already added a Purchasing group and Purchasing users, an internal PO Approver user, and an Order Processor user for the external vendor. For help setting up these components, see:

- Manually Create a New User Account
- Import a user account from AD or LDAP Service
- Group Settings

In addition, this example assumes you have a group email set up for your Purchasing group users that includes all of the users in the group.

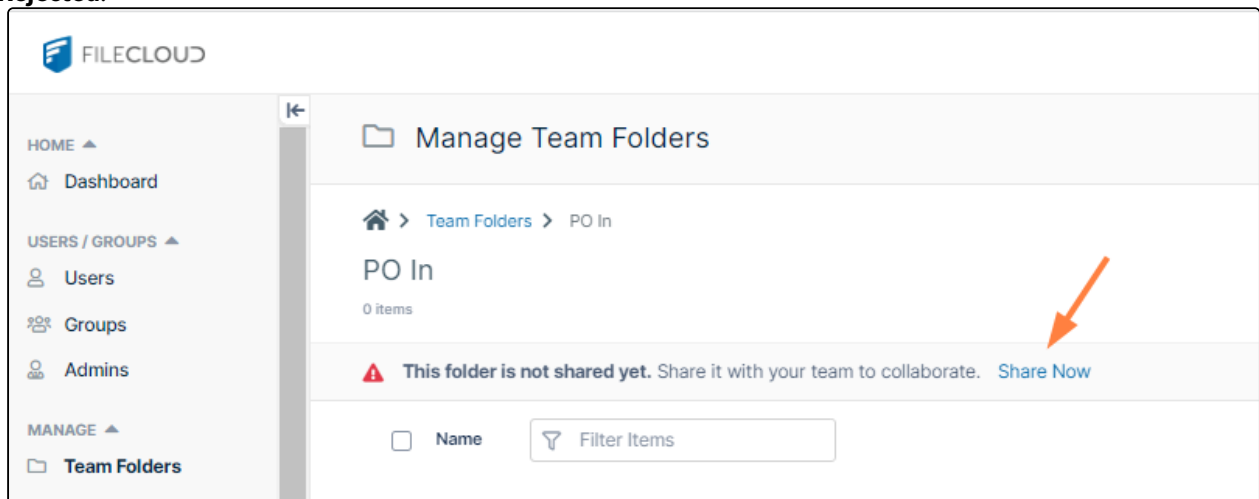
The example is broken down into the following sections:

1. [Set up the PO folders and give the Purchasing team, PO approver, and order processor the correct permissions.](#)
2. [Set up the workflow.](#)
3. [Test the workflow.](#)
4. [Optionally, set up processing for multiple vendors.](#)

### Set up the Team Folders

For help with Team Folders, see:

- Configure the Team Folders Account
  - Share the Team Folder and Set Permissions
1. Log into the admin portal, and set up three Team Folders for purchase orders: **PO In**, **PO Approved**, and **PO Rejected**.



Share the folders with the following users:

- **PO In** - Share with your company's PO approver and your Purchasing team (the users who submit POs). At minimum, give the PO approver **View**, **Download**, **Upload** and **Delete** access. **Upload** access is only necessary because it is required for **Delete** access (which is required to move the PO from **PO In** to **PO Accepted** or **PO Rejected**).

Share link for folder PO In

Share Link

http://127.0.0.1/url/bwztqnq25gfhrrfw

Modify Link

Shared Folder

/team folders user/PO In

Share Options

Share History

Share Name:

PO In

Change

Expires:

Never Expires

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

Allow anyone with link

Allow anyone with link and a password

Allow selected users or groups

Users (1)

Groups

Sharing Permissions:

Invite Users

| User               | View        | Download    | Upload      | Share       | Sync        | Delete      | Manage      |             |
|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| po_approver@exa... | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> |

Remove Share

OK

At minimum, give the members of the **Purchasing** team **View** and **Upload** access.

Share link for folder PO In

Share Link

http://127.0.0.1/url/bwztqnq25gfhrrfw
Modify Link

Shared Folder

/team folders user/PO In

Share Options

Share History

Share Name:

PO In
Change

Expires:

Never Expires

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

☒ Allow selected users or groups

Users (1)

Groups (1)

Sharing Permissions:

Add Group

| Group      | View                                | Download                 | Upload                              | Share                    | Sync                     | Delete                   | Manage                   |   |
|------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|
| Purchasing | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | × |

Remove Share

OK

- PO Approved** - Share with your company's PO approver and with the vendor's order processor. At minimum, give the PO approver **View** and **Upload** access. Give the order processor at the vendor **View**, **Download**, **Upload**, and **Delete** access. The order processor

may want to download or delete the PO from the folder.

Share link for folder PO Approved

Share Link

[Modify Link](#)

Shared Folder

/Team folders user/PO Approved

Share Options

Share History

Share Name:

PO Approved [Change](#)

Expires:

Never Expires

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

☒ Allow selected users or groups

Users (2)

Groups

[+ Invite Users](#)

Sharing Permissions:

| User                 | View                                | Download                            | Upload                              | Share                    | Sync                     | Delete                              | Manage                   |   |
|----------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|---|
| po_approver@exa...   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | × |
| orderprocessor@jr... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | × |

[Remove Share](#)

[OK](#)

- **PO Rejected** - Share with your company's PO approver and with your Purchasing team. At minimum, give the PO approver **View**, **Download**, and **Upload** access.

Share link for folder PO Rejected

Share Link

http://127.0.0.1/url/mnmliug2ykjdphe

Modify Link

Shared Folder

/team folders user/PO Rejected

Share Options

Share History

Share Name:

PO Rejected

Change

Expires:

Never Expires

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

☐ Allow anyone with link

☐ Allow anyone with link and a password

☒ Allow selected users or groups

Users (1)

Groups

Sharing Permissions:

Invite Users

| User               | View                                | Download                            | Upload                              | Share                    | Sync                     | Delete                   | Manage                   |   |
|--------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|
| po_approver@exa... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | × |

Remove Share

OK

At minimum, give the members of the Purchasing team **View**, **Download**, **Upload**, and **Delete** access. The Purchasing user may want to download or delete the PO from the folder.

Share link for folder PO Rejected

Share Link

[Modify Link](#)

Shared Folder

/team folders user/PO Rejected

Share Options

Share History

Share Name:

PO Rejected

Change

Expires:

Never Expires

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

☐ Allow anyone with link
 ☐ Allow anyone with link and a password
 ☒ Allow selected users or groups

Users (1)

Groups (1)

Sharing Permissions:

Add Group

| Group      | View                                | Download                            | Upload                              | Share                    | Sync                     | Delete                              | Manage                   |
|------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| Purchasing | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Remove Share

OK

## Configure the workflow

Now, create the following workflow:

- If a file is added/uploaded to **PO In**, notify the internal approver and wait for file approval.
- If the file is approved, move it to the **PO Approved** folder, and notify the vendor's order processor.
- If the file is rejected, move it to the **PO Rejected** folder, and notify the Purchasing team.

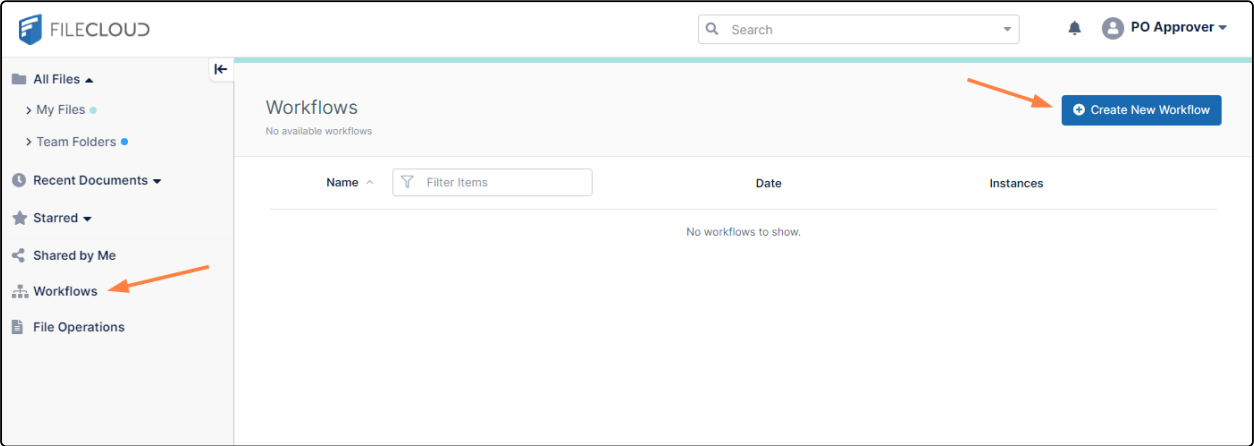
In this example, the PO Approver creates the workflow.

The process for creating the workflow:

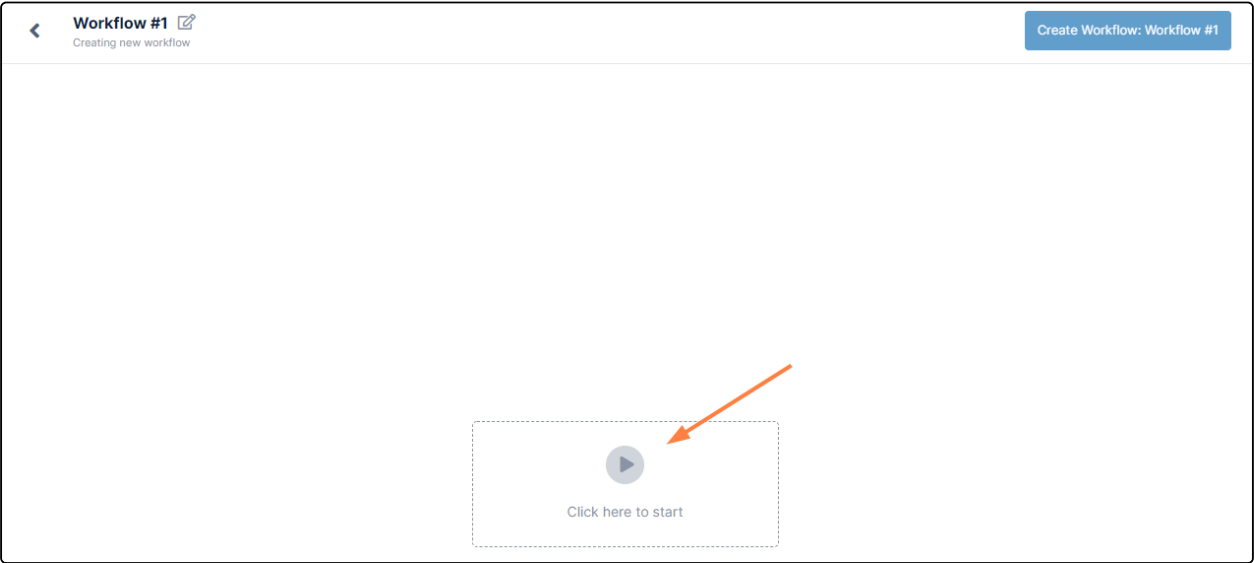
1. Log into the user portal and in the navigation panel, click **Workflows**.  
The **Workflows** screen opens.



2. Click **Create New Workflow**.

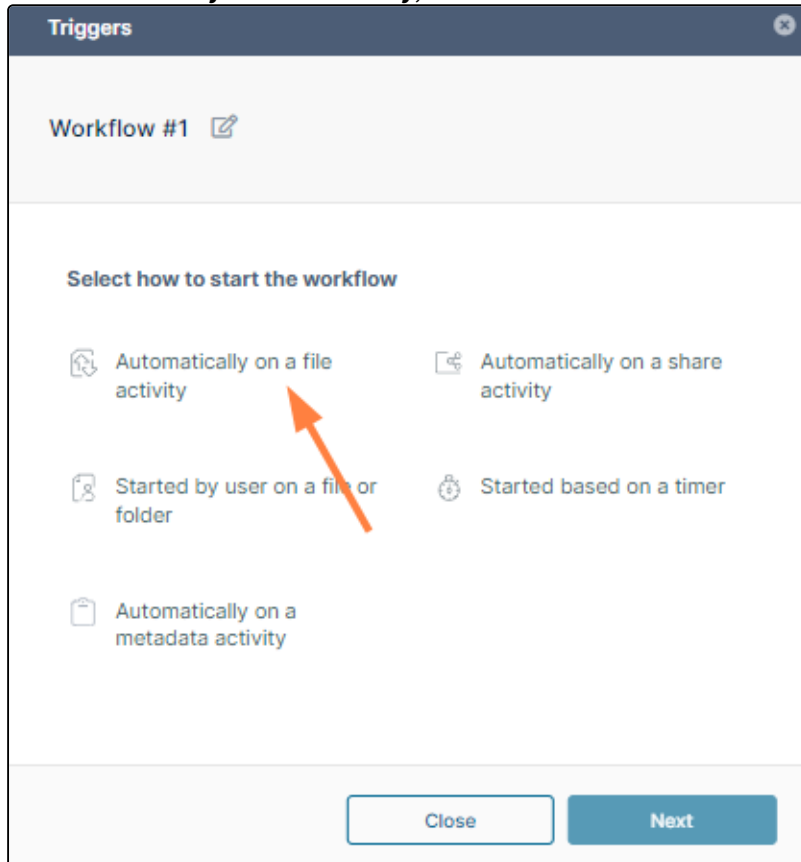


- The **Create Workflow** interface opens.
3. Click **Click here to start**.



The **Triggers** dialog box opens.

4. Click **Automatically on a file activity**, and then click **Next**.



The next box allows you to choose the folder where the file activity takes place.

5. Navigate to Team Folders and choose the **PO In** folder.

6. In **File Event**, choose **If a file is created or updated**.

**Triggers**

Automatically on a file activity

Triggered on File Event

**Limited To Path**  
Limit only to this folder and its sub-folder

/SHARED/ /PO In

**File Event**  
File Events names comma separated values

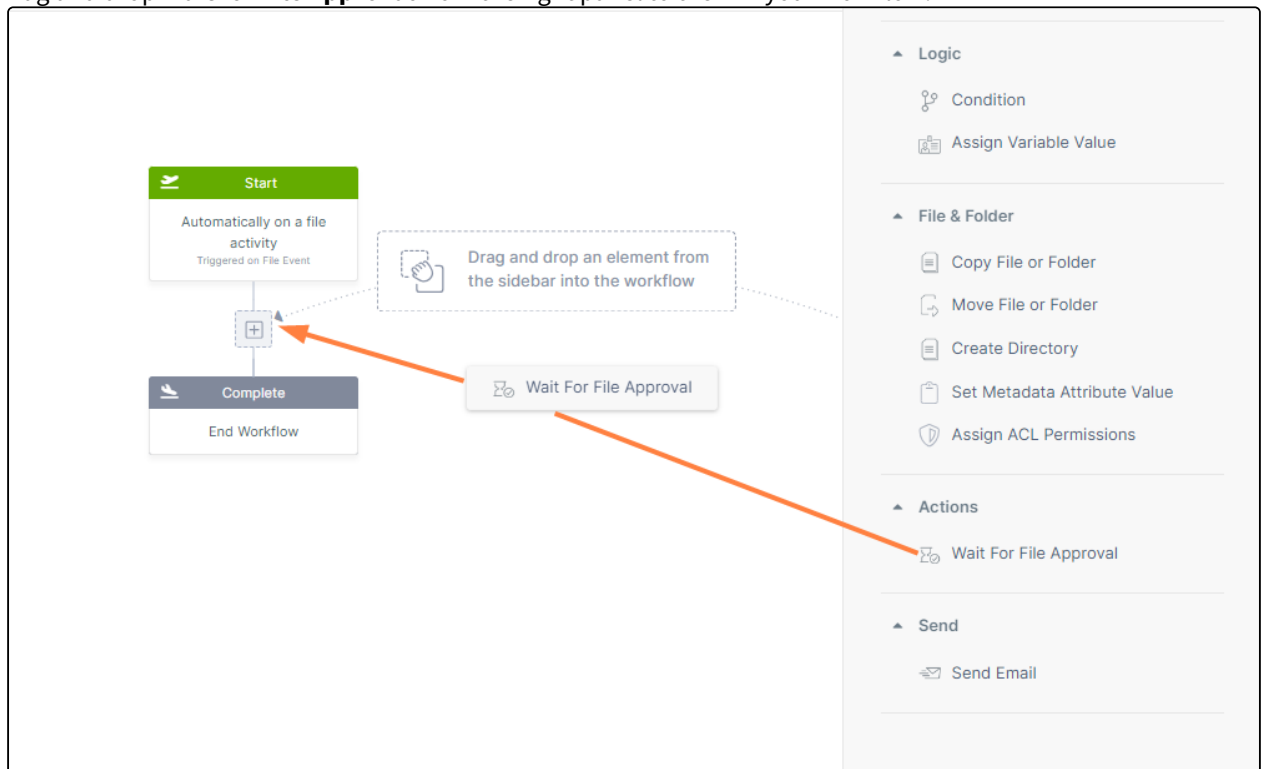
If file is created or updated

Back Close Add

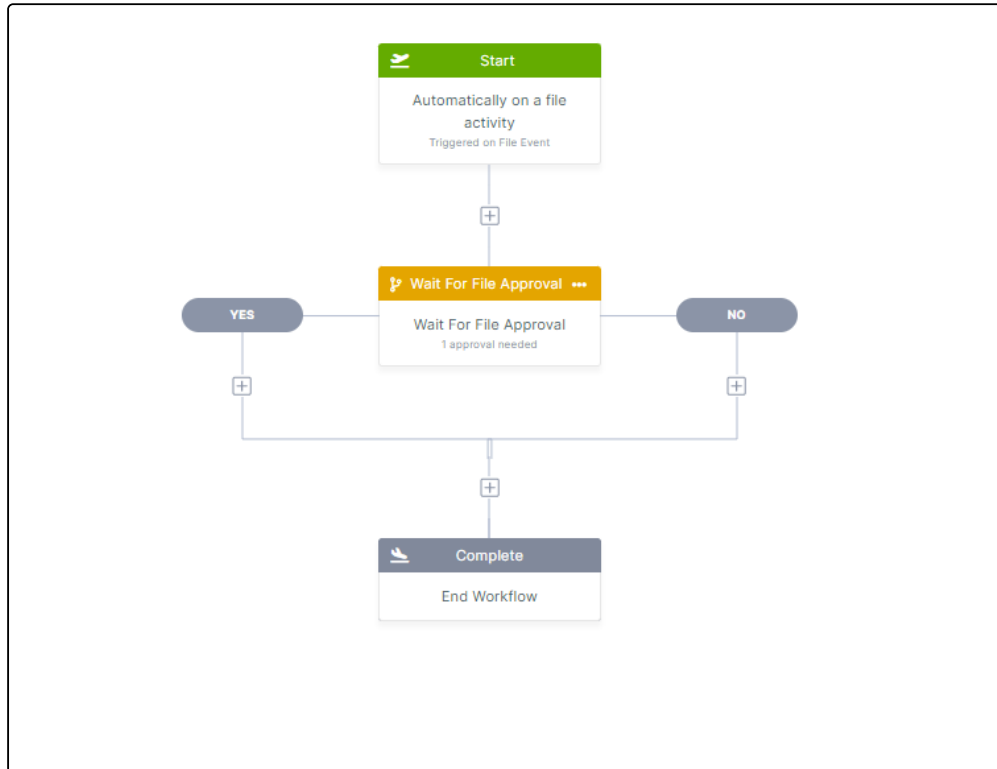
7. Click **Add**.

The **Start** and **Complete** boxes for your workflow appear on the interface.

8. Drag and drop **Wait for File Approval** from the right panel to the **+** in your workflow.



The **Wait for File Approval** workflow step continues in two directions, one if the file is approved and the other if it is not approved. It also sends a notification to the PO approver to let them know that a file is waiting for their action.



The step requires that you fill in parameters that appear in the right panel.

- a. In **Approver Emails**, enter the PO Approver's email.
- b. In **Custom Message**, enter a message that tells the PO Approver that a file is awaiting action. The PO Approver will receive this notification in their user portal with other notifications. It will be helpful if users who read the message can see the name of the PO file it refers to, so we'll add a variable with the filename to the message, which will read **PO <filename> has been added to the "PO In" folder and is waiting for you to approve or reject it.** Begin typing your message, and when you reach the point at which you want to insert the variable, click + next to **Custom Message** to open the **Insert Variables** box. Hover over **File full path** and click **Insert**. The variable is inserted into **Custom Message** and will appear as the file path and name when the

message is displayed. Then complete typing the message.

Insert Variables

Start Event

Context

Workflow

| Name                      | Type     | Value                                                                                                 |
|---------------------------|----------|-------------------------------------------------------------------------------------------------------|
| File full path            |          |  <span>Insert</span> |
| File parent path          | string   |                                                                                                       |
| File extension            | string   |                                                                                                       |
| File size                 | integer  |                                                                                                       |
| File owner username       | string   |                                                                                                       |
| File owner email          | email    |                                                                                                       |
| User username             | string   |                                                                                                       |
| User email                | email    |                                                                                                       |
| User Type                 | string   |                                                                                                       |
| User Last login date time | datetime |                                                                                                       |
| User total storage used   | integer  |                                                                                                       |

Wait For File Approval 

Wait For File Approval 

Approval Emails \*

Add users and/or groups to get approval

Users

Add user email to get approval

Search Users...

po\_approver@example.c... 

Groups

Add groups to get approval

Search Groups...

Approval Count Number \*

Number of required approvals

1 +

Custom Message

Custom message to send

PO File full path + 

Send Approval Email Notification

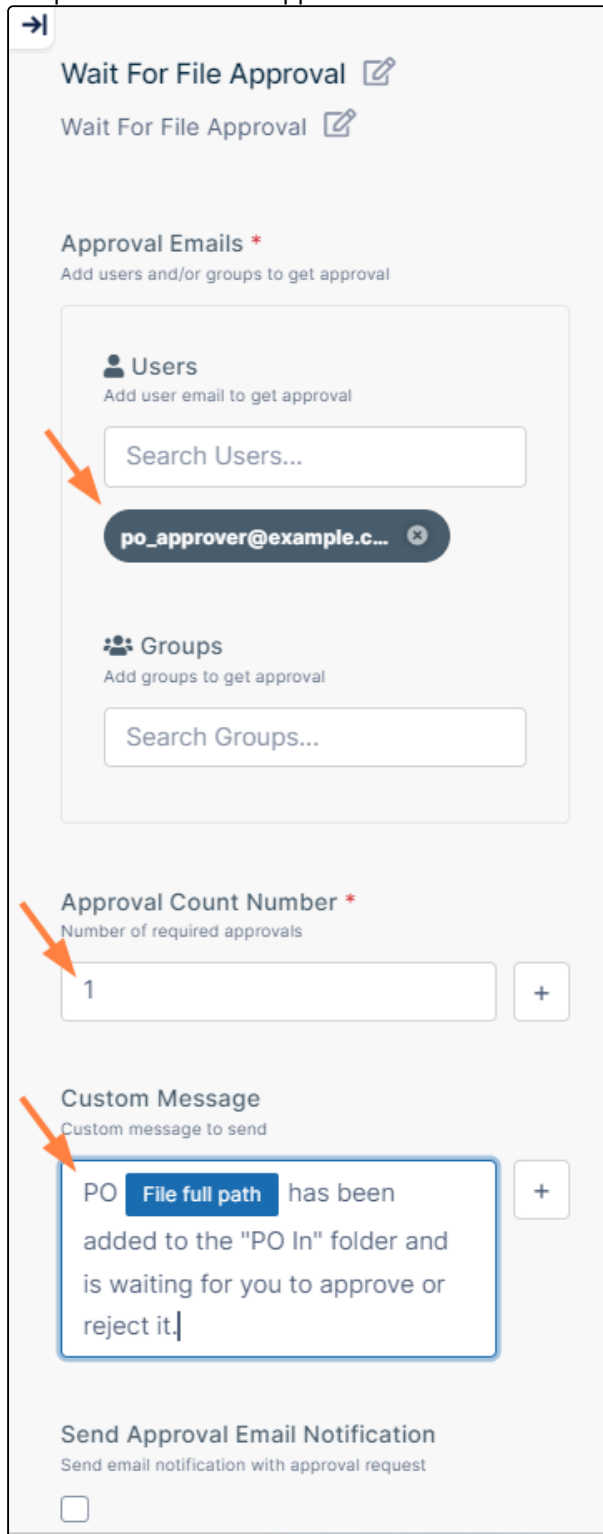
Send email notification with approval request

☐

Cancel

Save

- c. In this example, we only require one approval, so we leave **Approval Count Number** at 1.  
Your parameters should appear similar to:



**Wait For File Approval** 

Wait For File Approval 

**Approval Emails \***  
Add users and/or groups to get approval

**Users**  
Add user email to get approval

Search Users...

po\_approver@example.c... 

**Groups**  
Add groups to get approval

Search Groups...

**Approval Count Number \***  
Number of required approvals

1 

**Custom Message**  
Custom message to send

PO **File full path** has been added to the "PO In" folder and is waiting for you to approve or reject it. 

**Send Approval Email Notification**  
Send email notification with approval request

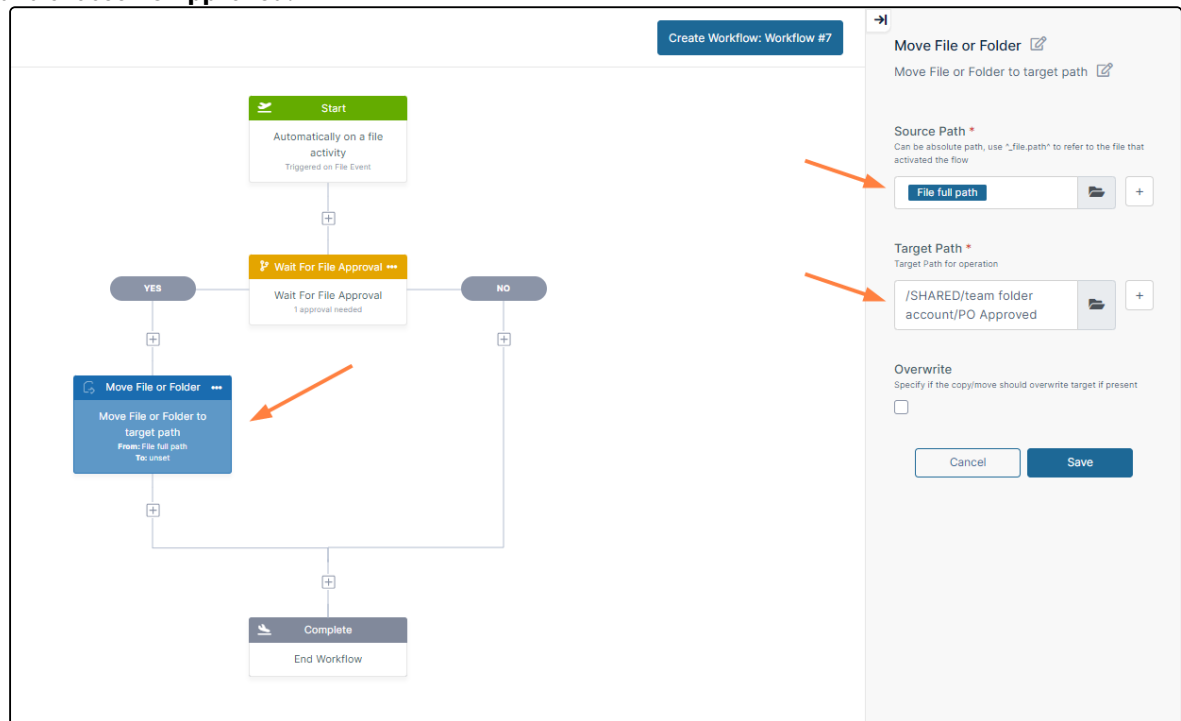
☐

- d. Click **Save**.

9. Since the next step is to move the approved file to the **PO Approved** folder, drag **Move File or Folder** from the right panel to the **+** below **Yes**.

The **Source Path** is the file's current path, which is automatically entered as **File full path**.

- a. **Target Path** is the **PO Approved** Team Folder. Click the folder icon and navigate back to Team Folders, and choose **PO Approved**.

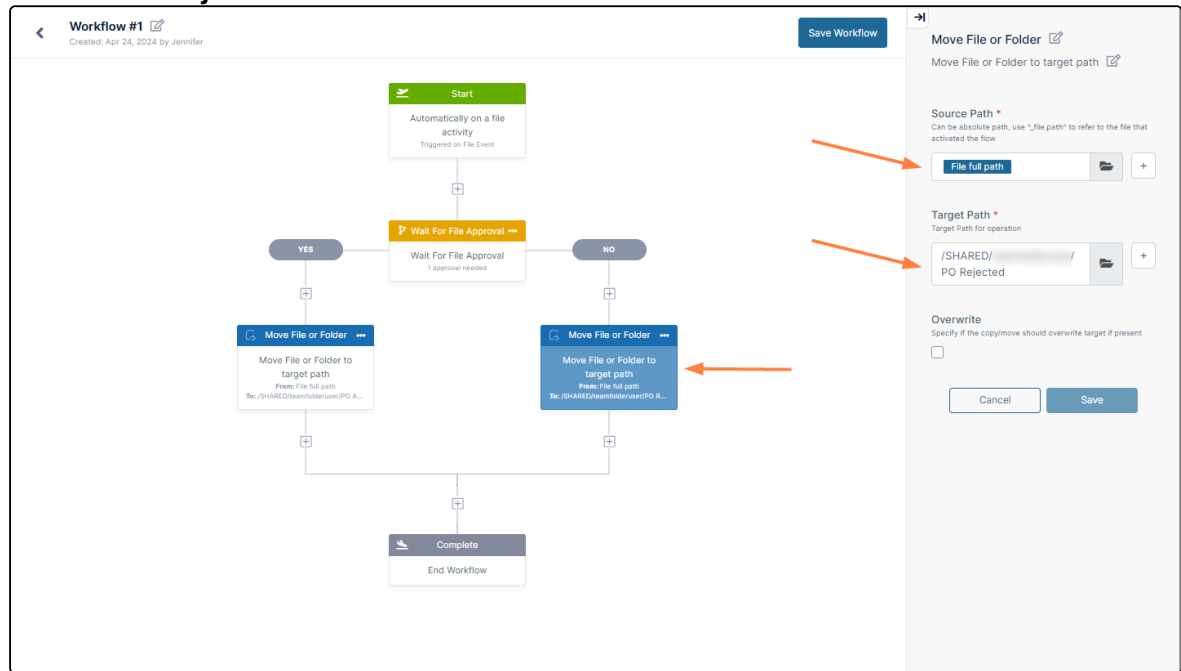


- b. Click **Save**.

10. Now, drag **Move File** from the right panel to the **+** below **No**.

The **Source Path** is the file's current path, which is automatically entered as **File full path**.

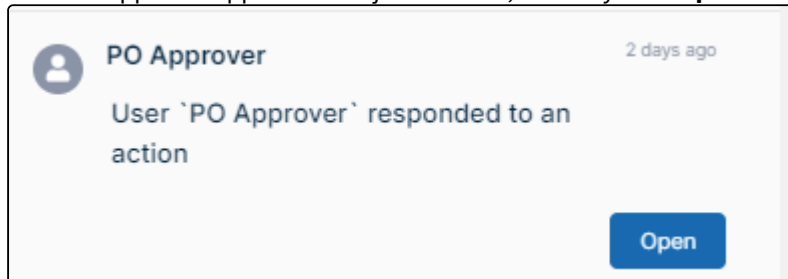
- a. **Target Path** is the **PO Rejected** Team Folder. Click the folder icon and navigate back to Team Folders, and choose **PO Rejected**.



- b. Click **Save**.

11. Then add a notification workflow step after the **Move File** on the **Yes** side to inform the order processor at the vendor that a PO is awaiting processing.

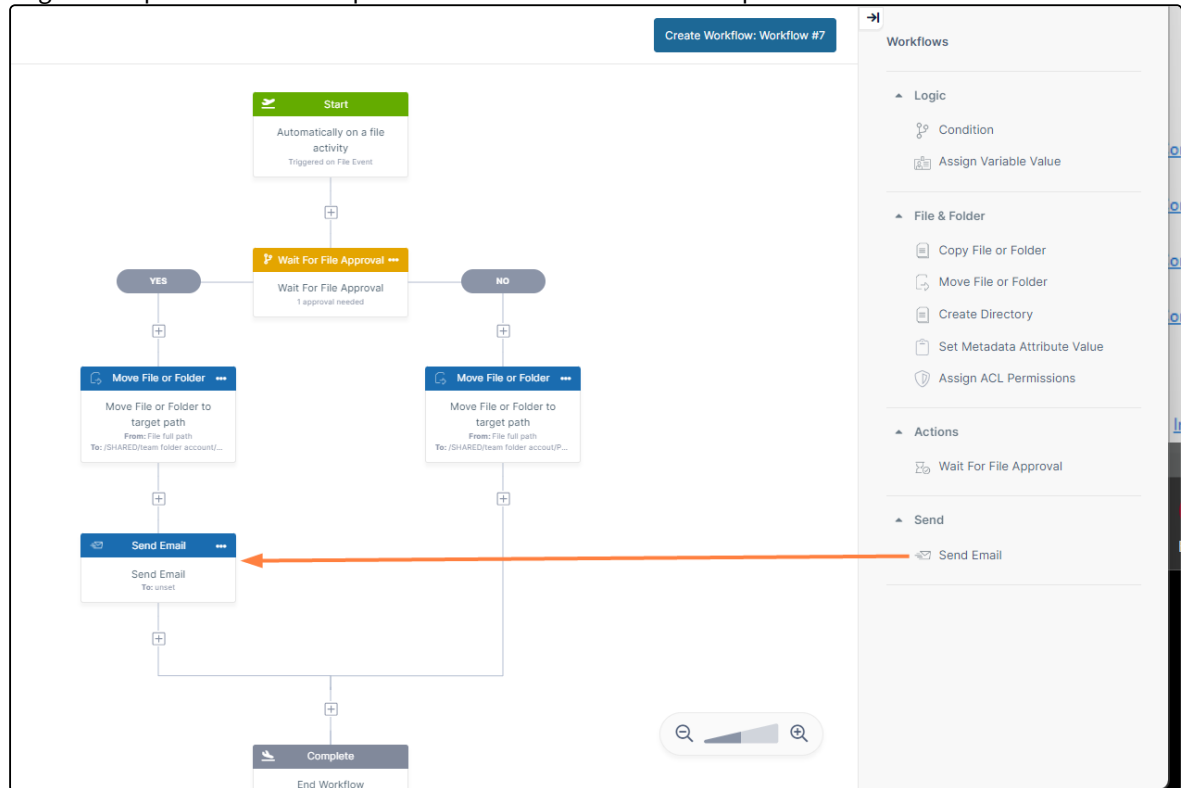
Also, add a notification for the user who submitted the PO. The user will see the following pop-up notification when the approver approves or rejects the file, and may click **Open** to see the details:



However, they will not receive email notifications unless we add them to the workflow as well.



a. Drag and drop a **Send Email** step onto the **+** after the **Move File** step on the **Yes** side.



b. In the parameters that open in the right panel, enter:

- In **To**, the order processor's email and the Purchasing team's group email (add the group email for the Purchasing team since you cannot indicate the email of the specific user who submitted the PO).
- In **Subject**, add a subject such as **PO ready for processing**

- In **Body** add a message such as **PO <filename> is waiting for processing in the PO Approved Folder.**

**Send Email**

Send Email

**To \***  
Email id associated with the user receiving the action

**orderprocessor@jrsupplies.c...**

**purchasing.team@example.c...**

**Subject \***  
Subject to show for the action/email

**Body \***  
Message contents

PO **File full path** is waiting for processing in the "PO Approved" folder.

c. Click **Save**.

d. Next, drag and drop a **Send Email** step onto the **+** after the **Move File** step on the **No** side.

e. In the parameters that open in the right panel, enter:

- In **To**: Since the user who submitted the PO could be anyone in the Purchasing department, enter the group email address for the Purchasing team. If there were only one user who added PO's, you could add that user's email.
- In **Subject**: A subject such as **PO rejected**.

- In **Body**: A message such as **PO <filename> has been rejected. It is located in the PO Rejected folder.**

Send Email

Send Email

**To \***  
Email id associated with the user receiving the action

**Subject \***  
Subject to show for the action/email

**Body \***  
Message contents

PO File full path has been rejected. It is located in the "PO Rejected" folder.

f. Click **Save**.

12. Click the edit icon next to **Workflow #n** in the upper left corner of the screen, and give the workflow a meaningful name, such as **PO Approval Workflow**.
13. Click **Create Workflow: PO Approval Workflow**.

PO Approval Workflow ✓  
Creating new workflow

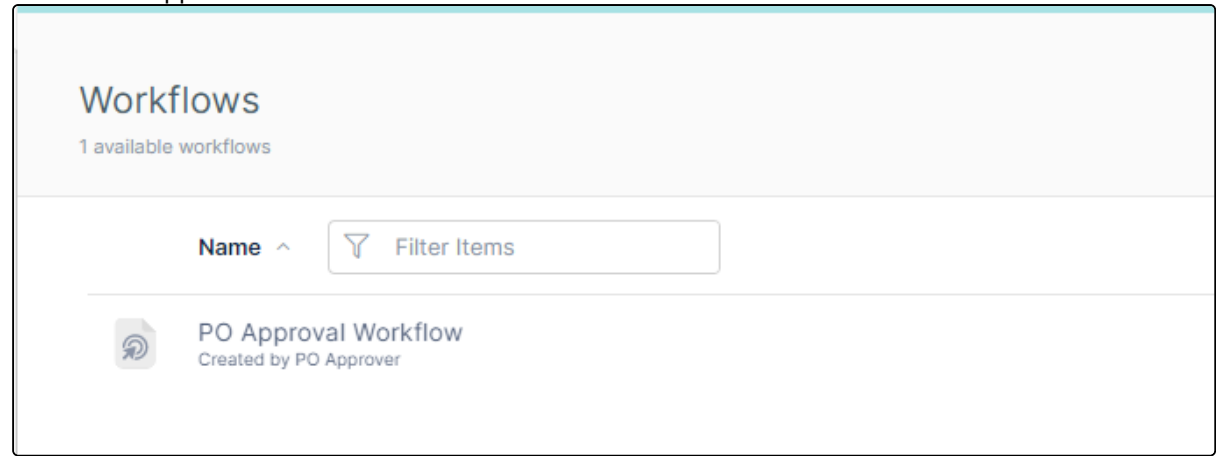
Start

Automatically on a file

The workflow is now complete:



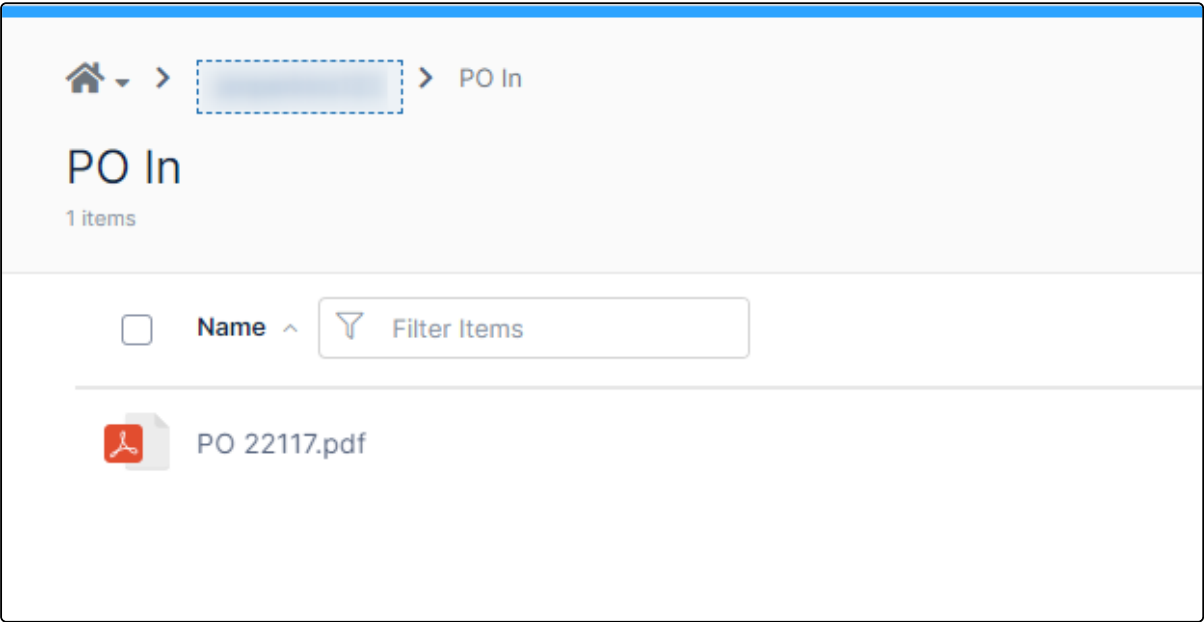
- 14. Click **Save Workflow**.
- 15. Click **<** in the upper-left corner of the screen to exit the workflow and see it listed on the Workflows screen:



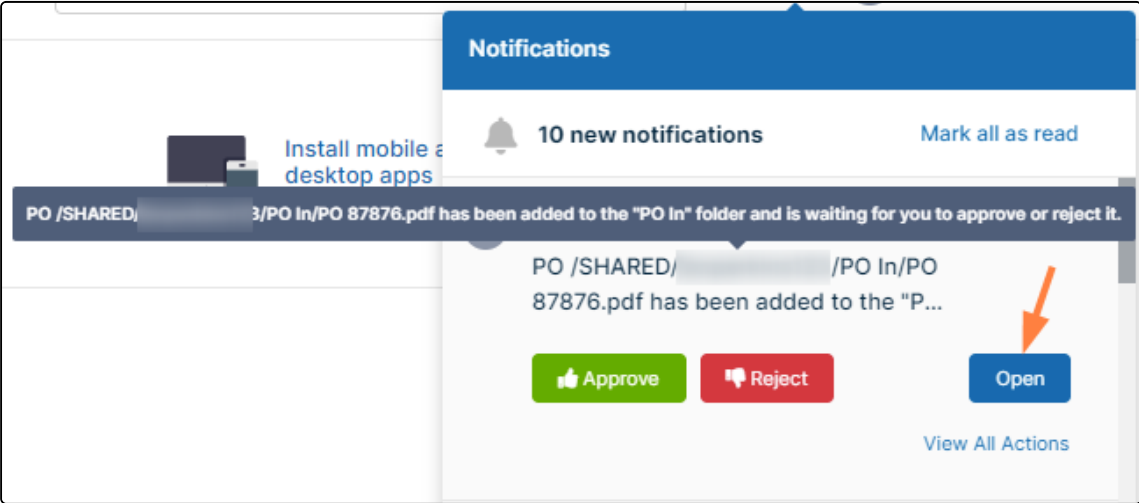
Test the Workflow

Before using the workflow, it is important that you test it.

1. Log in to the user portal as one of the users in your Purchasing group.
2. Create a PO and move it into the **PO In** Team Folder.



3. Now, log in to the user portal as the **PO Approver**.  
Check if you have received a notification about the file awaiting your approval in the user portal. The message should be the same as the one you entered in the **Wait for Approval** workflow step.



4. You can approve or reject the PO from the notification, but in a real-life scenario you would want to review it first, so click **Open**.

5. Click **Approve**.

Search

PO Approver

< Back to all actions

Action by

Natalie

PO /SHARED/ /PO In/PO 87876.pdf has been added to the "PO In" folder and is waiting for you to approve or reject it.

To: PO Approver

Created on: Jul 29, 2022 11:40 AM

This action requires approval from you

Approve

Reject

0/1 approved

Comment

Add comment

Activity

Action created by Natalie

an hour ago

Attachments

SHOW DETAILS

Wharton Medical  
5 Main Street, Spring Valley, MA

INVOICE NO.

DATE

BILL TO

SHIP TO

INSTRUCTIONS

Wharton Medical  
5 Main Street  
Spring Valley, MA

Same as recipient

[Add additional instructions]

QUANTITY

DESCRIPTION

UNIT PRICE

TOTAL

10

Copy paper

\$4.00

\$40.00

A pop-up should notify you that the file has been approved, and you should see an action under **Activity** indicating that you have approved the file.

Web Browser (User Portal)

410

Since the file has been moved, it no longer appears in the preview window.

Search

PO Approver

[Back to all actions](#)

**Action by**  
Natalie

PO /SHARED/ /PO In/PO 87876.pdf has been added to the "PO In" folder and is waiting for you to approve or reject it.

**To:** PO Approver **Created on:** Jul 29, 2022 11:40 AM

You already approved this action

**Comment**

Add comment

**Attachments**

SHOW DETAILS

**Activity**

Approved by  
PO Approver  
an hour ago

Action created  
by Natalie

6. Go to your Team Folders and confirm that the file has been moved from **PO In** to **PO Approved**.

> > PO Approved

PO Approved

1 items

Add Files and Folders

☐ Name ^

Filter Items

Modified

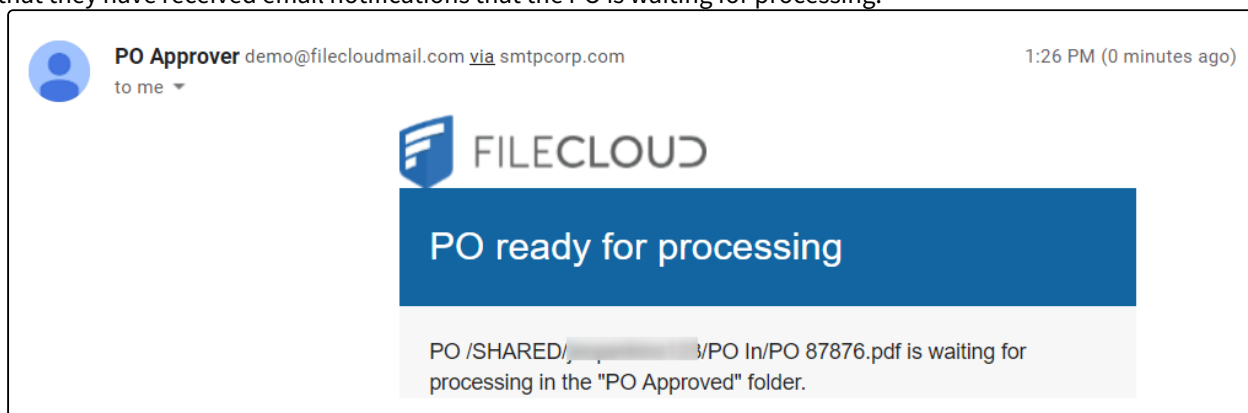
Size

PO 87876.pdf

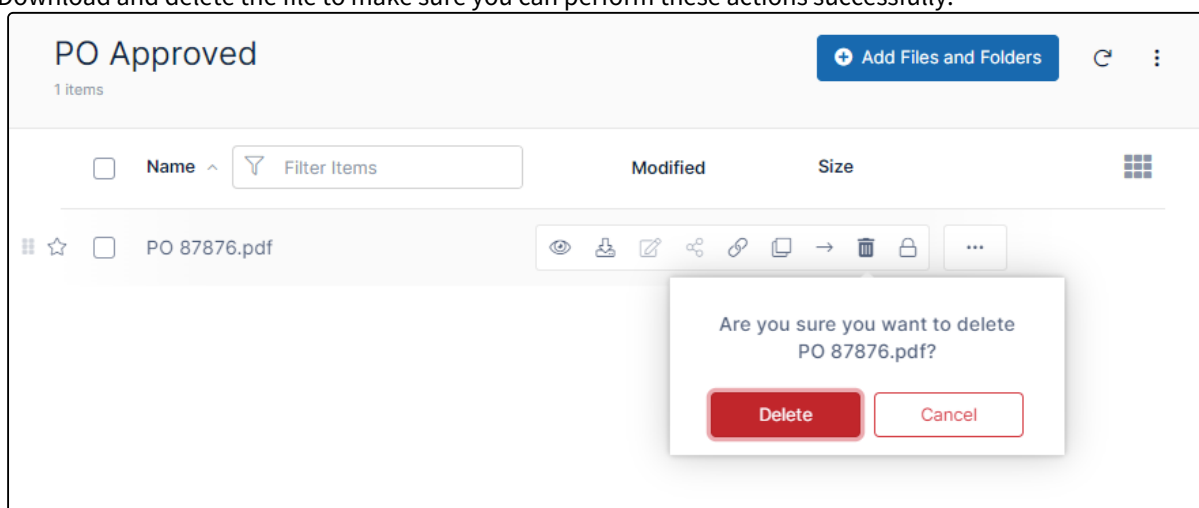
Jul 29, 2022 12:47 PM •  
by natalie

14

7. Then check the emails of the order processor at the vendor and the user who submitted the order, and confirm that they have received email notifications that the PO is waiting for processing:

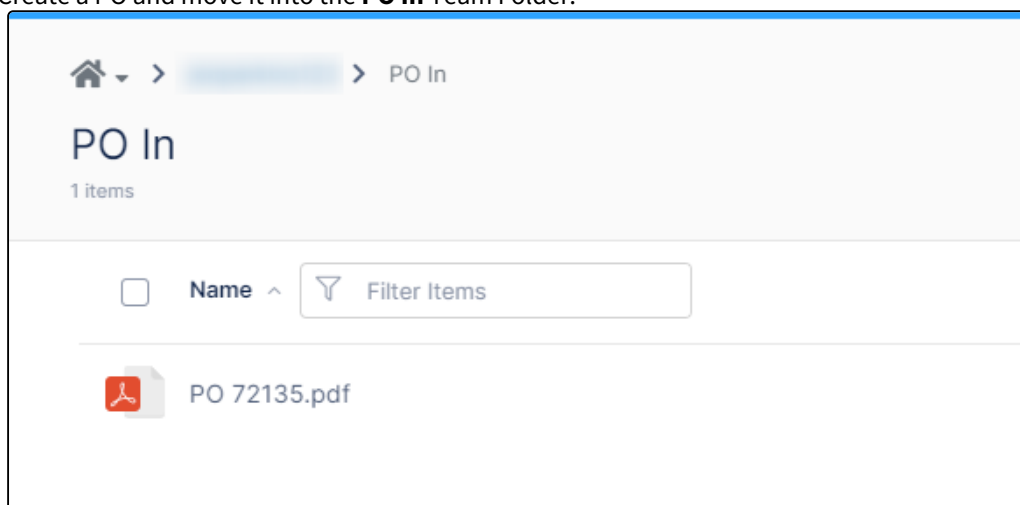


8. Log in to the user portal as the order processor and confirm that you can see the file in the PO Approved folder. Download and delete the file to make sure you can perform these actions successfully.



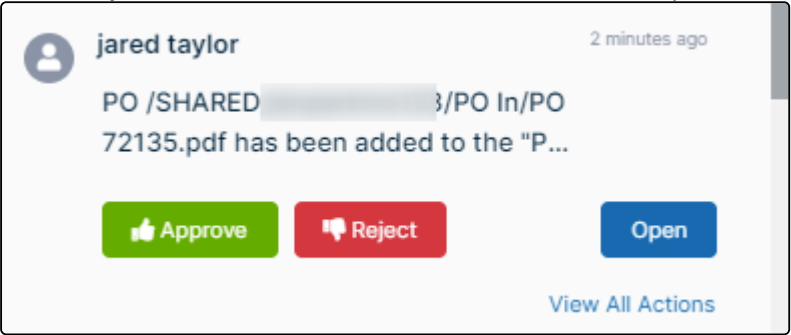
Now, repeat the check for a rejected PO.

9. Log in to the user portal as one of the users in your Purchasing group.
10. Create a PO and move it into the **PO In** Team Folder.

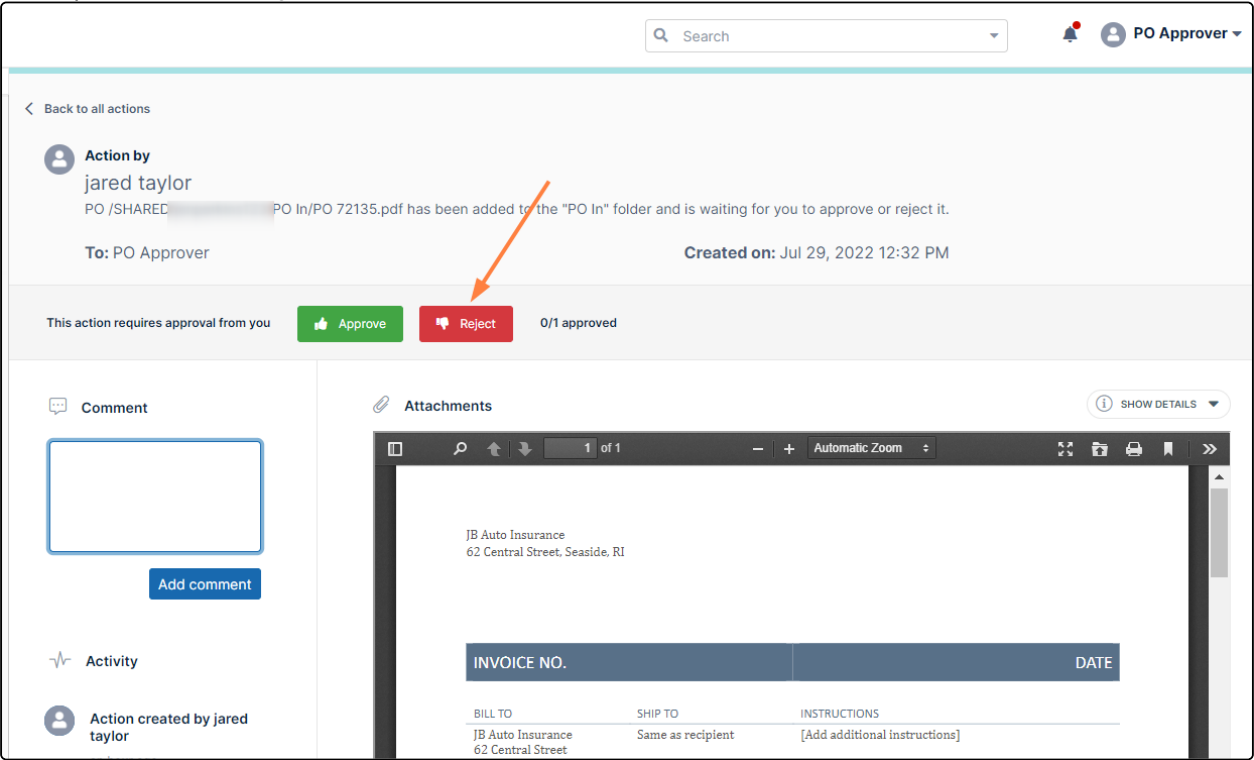




- 11. Log in to the user portal as the **PO Approver**.  
You should have received a notification about the file awaiting your approval. The message should be the same as the one you entered in the **Wait for Approval** workflow step.



- 12. Click **Open**.
- 13. In the opened PO, click **Reject**.



A pop-up should notify you that the file has been rejected, and you should see an action under **Activity**

indicating that you have rejected the file:

Back to all actions

Action by

jared taylor

PO /SHARED/ /PO In/PO 72135.pdf has been added to the "PO In" folder and is waiting for you to ap

To: PO Approver

Created on: Aug 01,

You already rejected this action

Comment

Add comment

Activity

Rejected by PO Approver

an hour ago

Action created by jared taylor

an hour ago

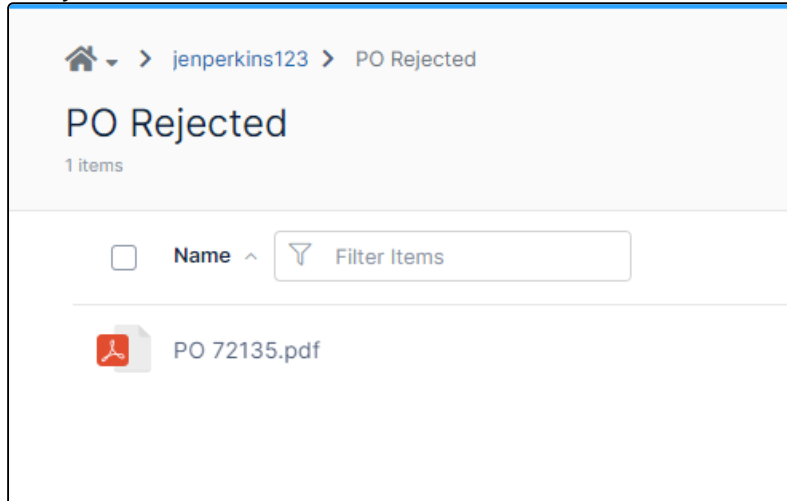
Attachments

Preview Failed: File

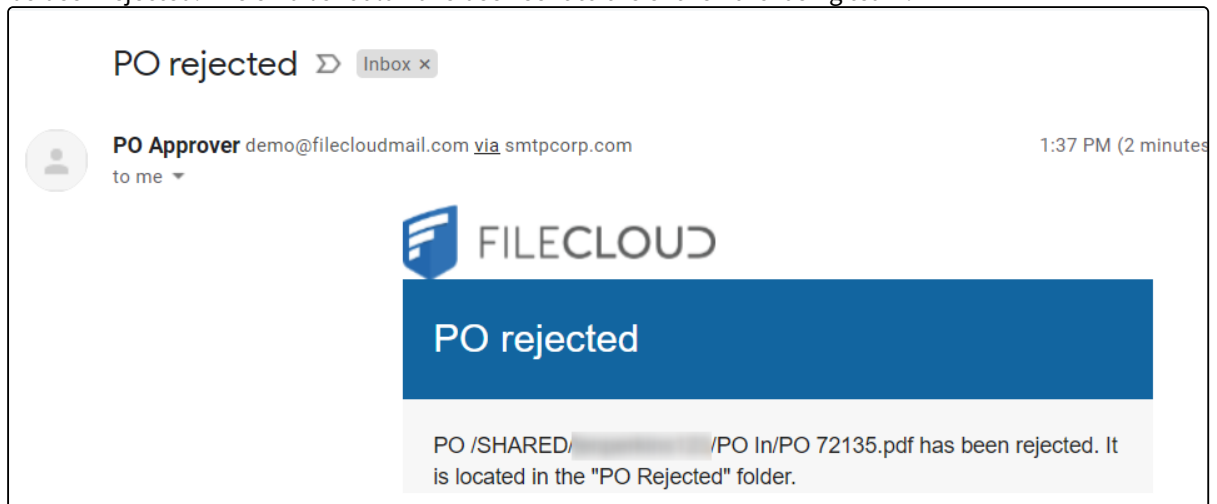
Web Browser (User Portal)

414

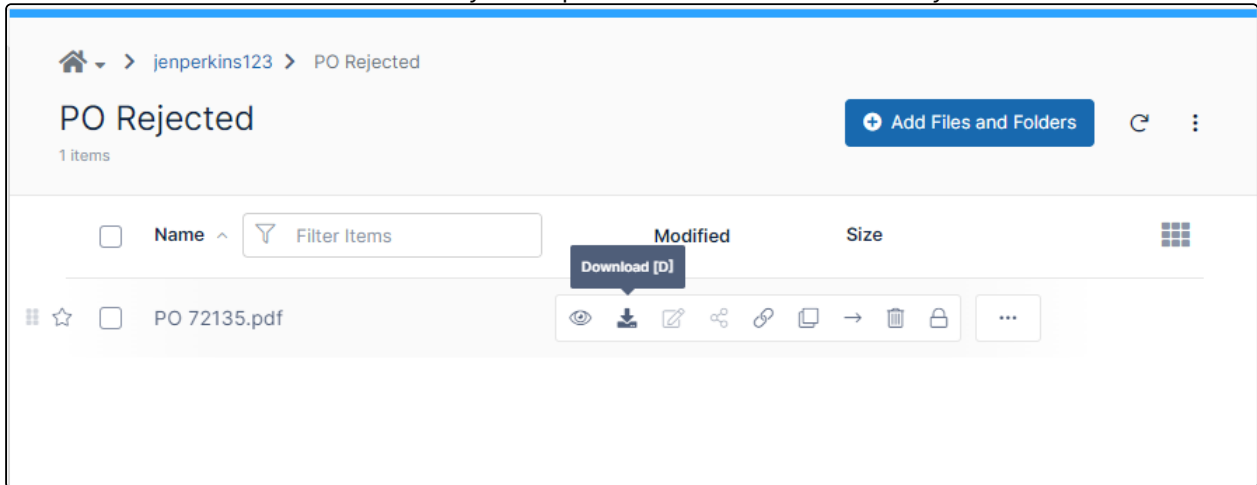
14. Go to your Team Folders and confirm that the file has been moved from **PO In** to **PO Rejected**.



15. Check the email of the PO creator, and make sure that the creator has received an email notification that a PO has been rejected. The email should have been sent to the entire Purchasing team.



16. Log in to the user portal as the PO creator and confirm that you can see the file in the **PO Rejected** folder. Download and delete the file to make sure you can perform these actions successfully.



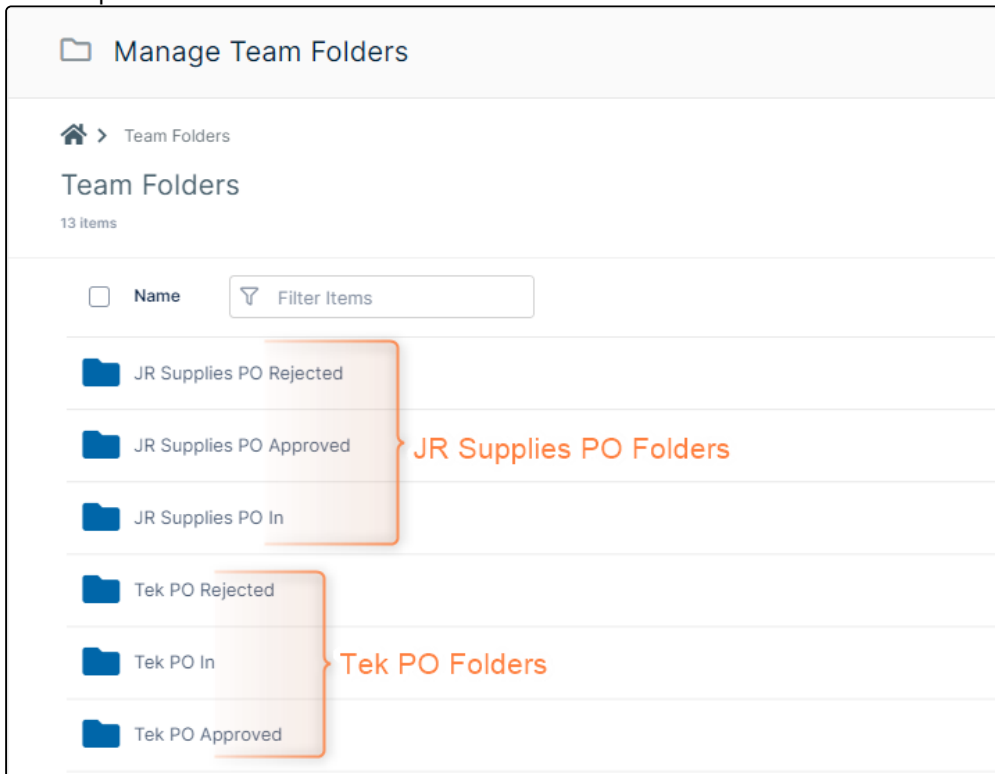
Your workflow has passed testing! You can now begin using it.

Expanding the example to work for multiple vendors

If you want to use this example to automate processing for several of your vendors take the following steps:

1. Create separate **PO In**, **PO Approved** and **PO Rejected** folders for each vendor.

For example:



2. Create a different vendor order processor user for each vendor, and in its corresponding **PO Approved** folder, give each order processor permissions.

| Manage Users |                             |                             |                               |
|--------------|-----------------------------|-----------------------------|-------------------------------|
| Filter       |                             | Q order                     | Status Filter                 |
|              | User name                   | Display Name                | Email                         |
|              | jr supplies order processor | JR Supplies order processor | orderprocessor@jrsupplies.com |
|              | tek order processor         | tek order processor         | orderprocessor@tek.example    |

Share link for folder Tek PO Approved

Share Link

[Modify Link](#)

Shared Folder

/team folders user/Tek PO Approved

Share Options

Share History

Share Name:

PO Approved [Change](#)

Expires:

Never Expires

Upload Size Limit (MB):

Unlimited

Send Email Notifications:

Yes

☒ Allow selected users or groups

Users (2)

Groups

[+ Invite Users](#)

Sharing Permissions:

| User                 |                                     |                                     |                                     |                          |                          |                                     |                          |   |
|----------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|---|
| po_approver@exa...   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | × |
| orderprocessor@jr... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | × |

[Remove Share](#)

[OK](#)

3. On the **Yes** and **No** side of each workflow, in the **Move** steps, choose the correct **PO Approved** and **PO Rejected** folder path for each specific vendor.



**Move File or Folder** 

Move File or Folder to target path 

**Source Path \***  
Can be absolute path, use ^\_file.path\* to refer to the file that activated the flow

File full path



+

**Target Path \***  
Target Path for operation

/SHARED/[REDACTED]  
[REDACTED]/Tek PO Approved



+

**Overwrite**  
Specify if the copy/move should overwrite target if present

☐

Cancel

Save

4. On the **Yes** side of each workflow, in the **Send Email** step, in **To** put the correct vendor's order processor email address, and in **Body**, put the PO Approval folder name for the specific vendor.

**Send Email**

Send Email

**To \***  
Email id associated with the user receiving the action

**orderprocessor@tek.exam...**

**purchasing.team@example.c...**

**Subject \***  
Subject to show for the action/email

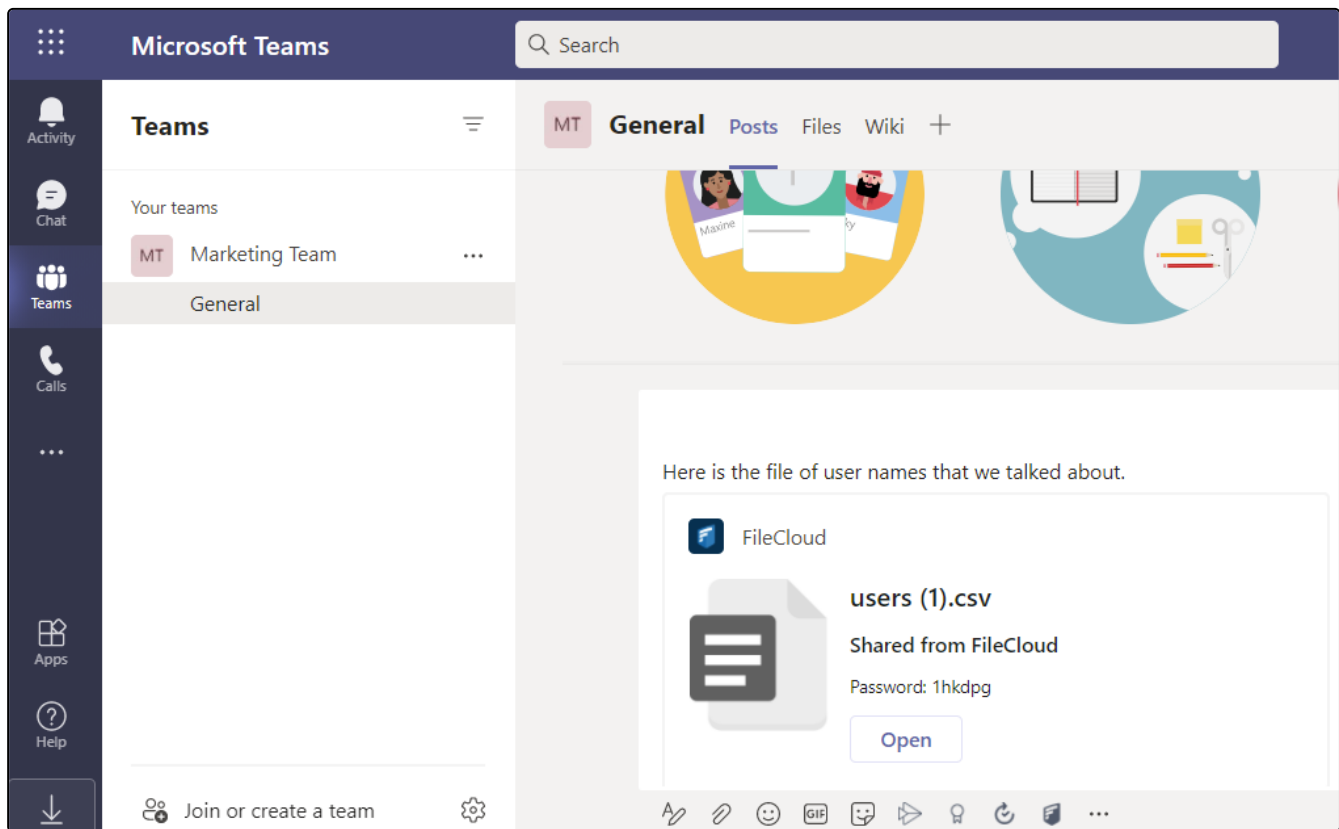
**Body \***  
Message contents

PO **File full path** is waiting for processing in "Tek PO Approved" folder.

5. In the **Send Email** step on the **No** side of each workflow, in **Body**, put the **PO Approval** folder name for the specific vendor.
6. Test each additional workflow.

## Integration with MS Teams

FileCloud can be configured to function within MS Teams so you can share content in Team's chats and channels and view the FileCloud browser while working in Teams.



Before you can set up MS Teams to work with FileCloud, your administrator must configure the integration. Check with your administrator before you follow the setup instructions in [Adding the FileCloud App to MS Teams](#).

**i** If you are an admin, see Microsoft Teams.

- [Adding the FileCloud App to MS Teams](#)
  - [Sharing FileCloud Content in MS Teams](#)
  - [Opening the FileCloud User Portal while working in MS Teams](#)

## Adding the FileCloud App to MS Teams

Before you can set up MS Teams to work with FileCloud, your administrator must configure the integration. Check with your administrator before you perform the following steps.

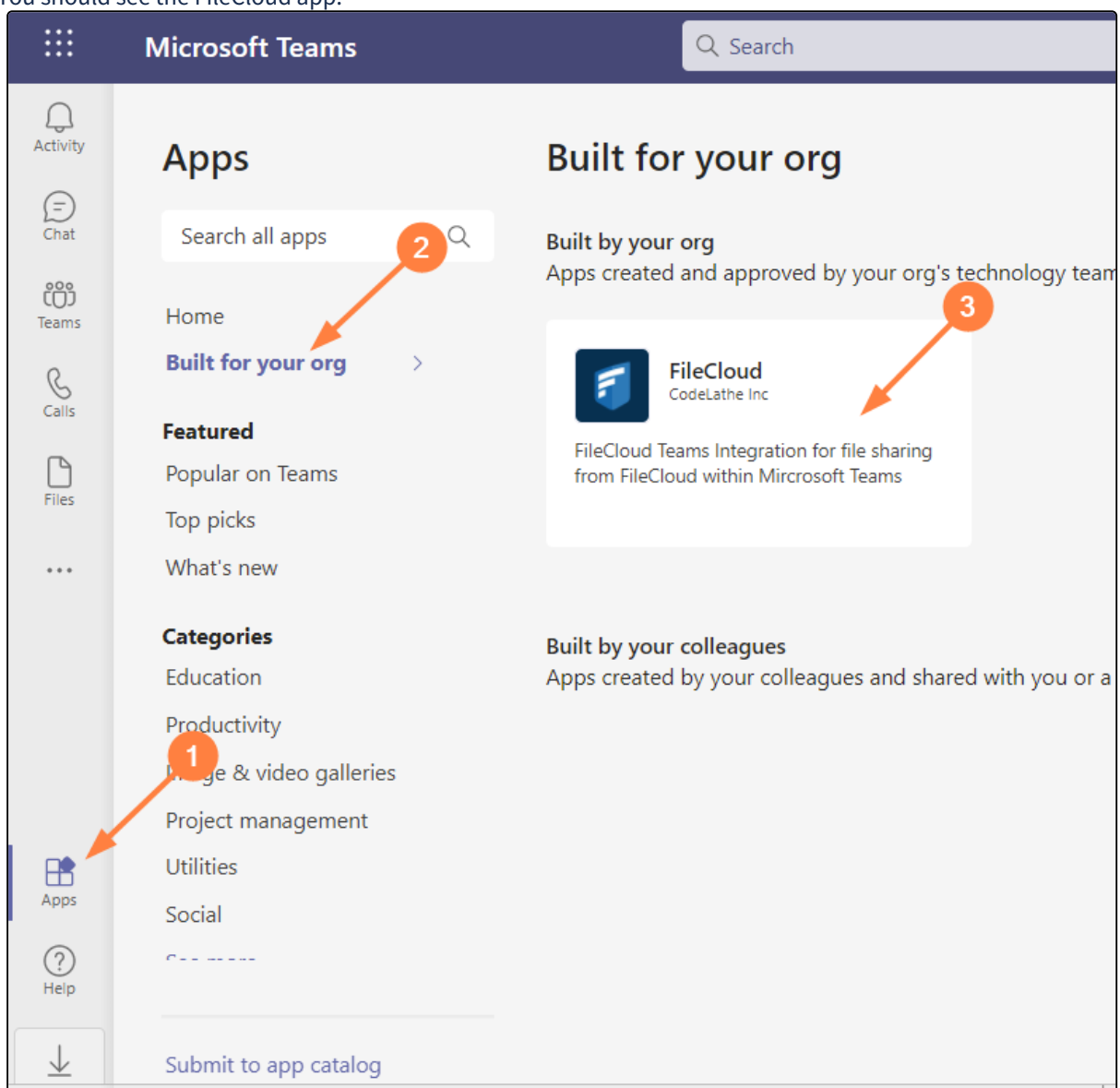
To access FileCloud and its content from inside MS Teams, add the FileCloud app to MS Teams.

### To add the FileCloud app to your MS Teams account:

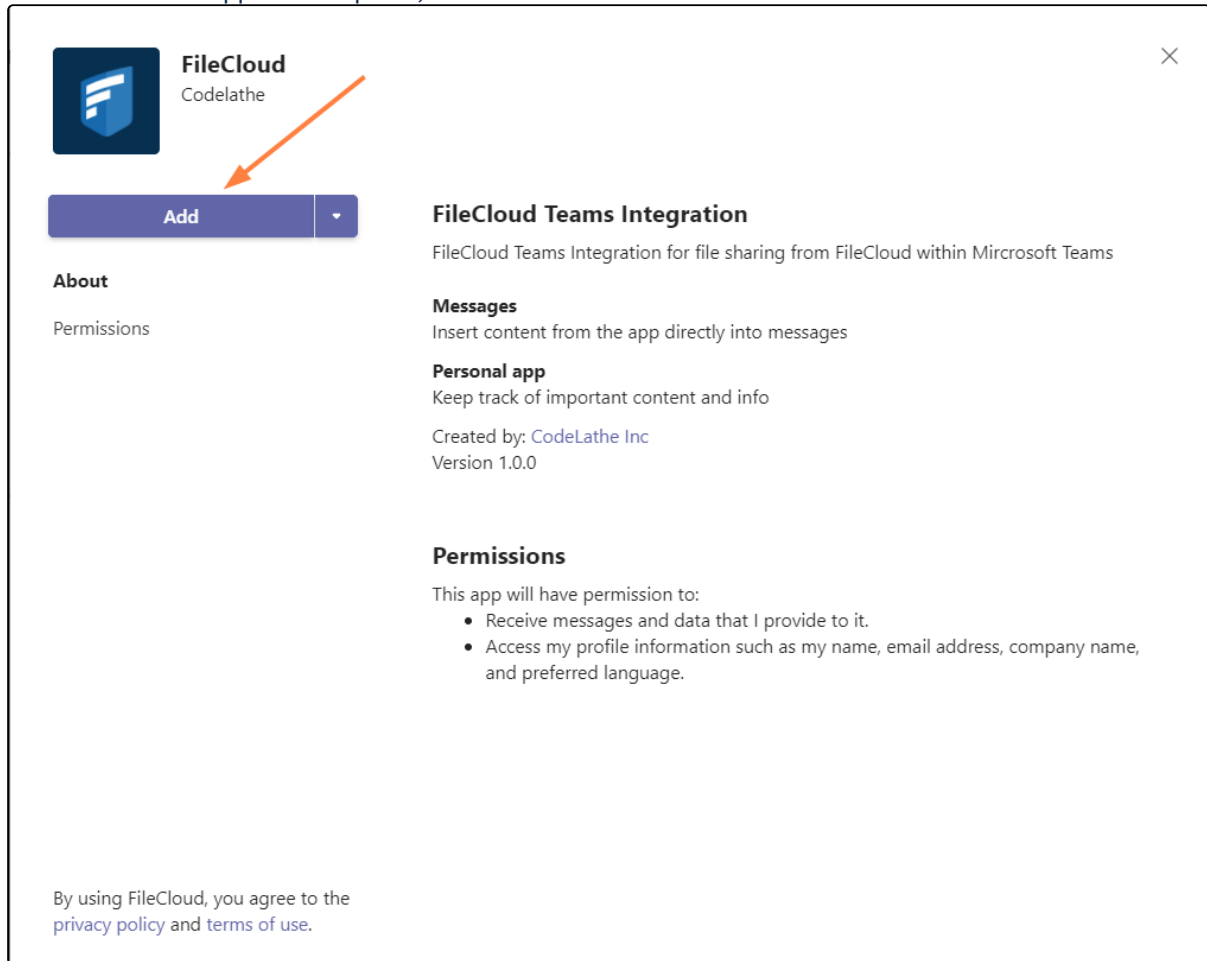
1. In MS Teams, click the **Apps** icon in the navigation bar.



2. In the left panel, click **Built for Your Org.**  
You should see the FileCloud app.



3. Click the FileCloud app icon to open it, and then click **Add**.



You can now open the FileCloud user portal in MS Teams, and share FileCloud content in channel messages.

To use it see:

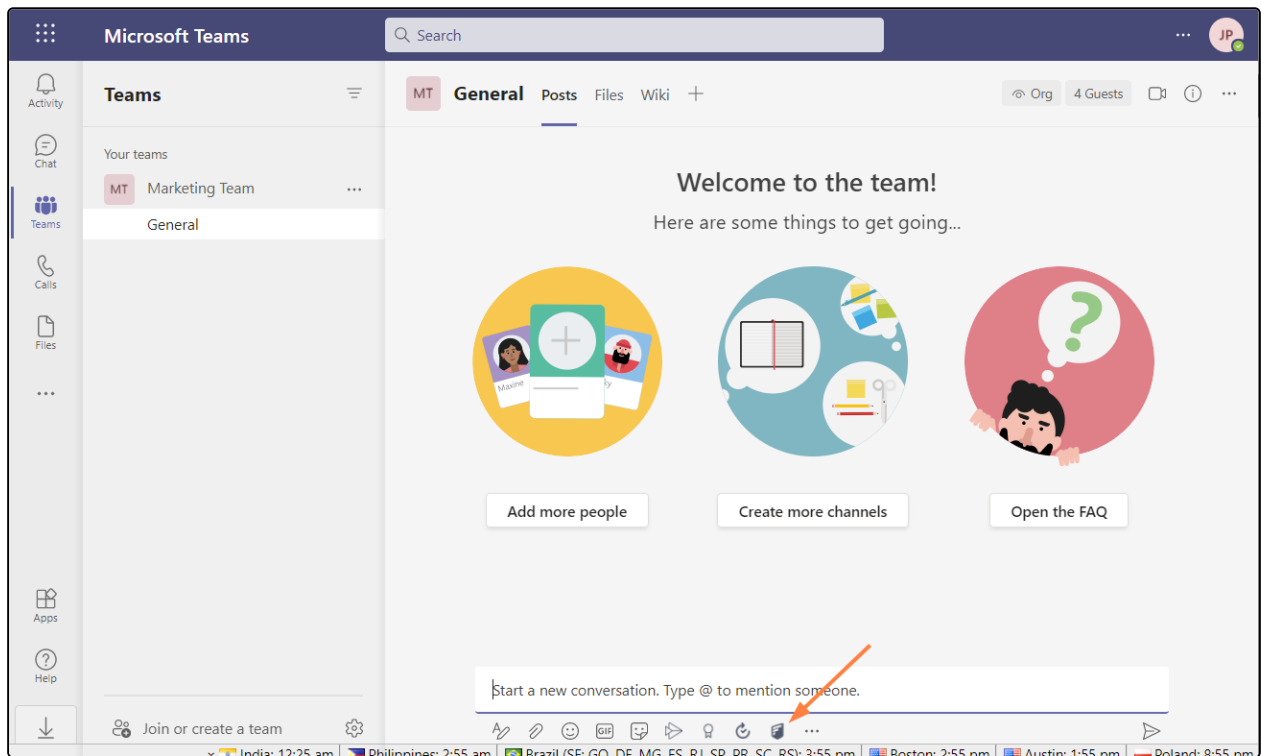
- [Sharing FileCloud Content in MS Teams](#)
- [Opening the FileCloud User Portal while working in MS Teams](#)

## Sharing FileCloud Content in MS Teams

Once FileCloud has been integrated with MS Teams, you can access FileCloud in a channel or a chat.

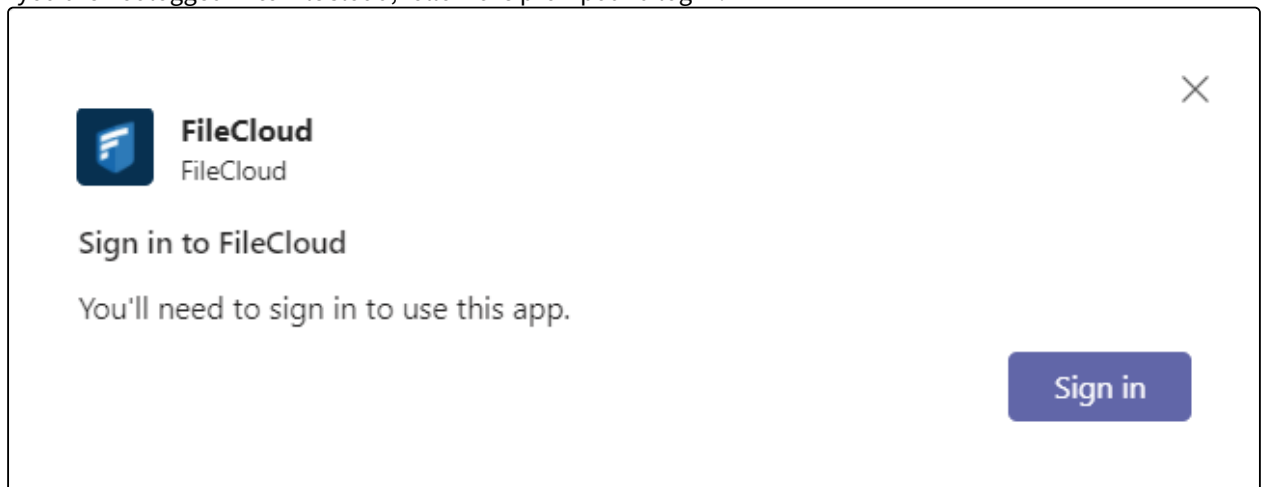
### To access FileCloud in Teams:

1. Open Teams and go to one of your teams.
2. Begin a new message.  
Below the message line a FileCloud icon appears with other icons.



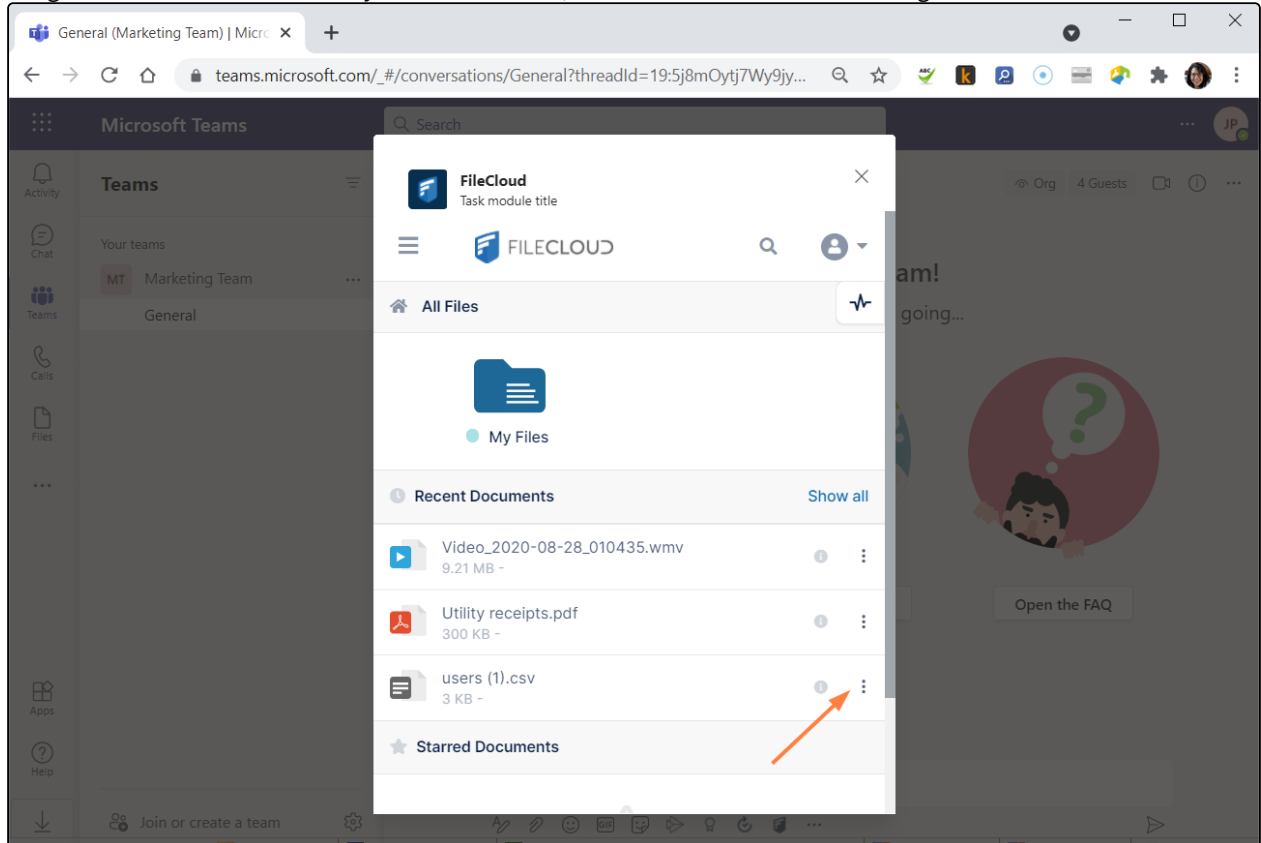
3. Type in your message. At the position where you want to include a link to FileCloud content, click the FileCloud icon.

If you are not logged in to FileCloud, follow the prompt and log in.

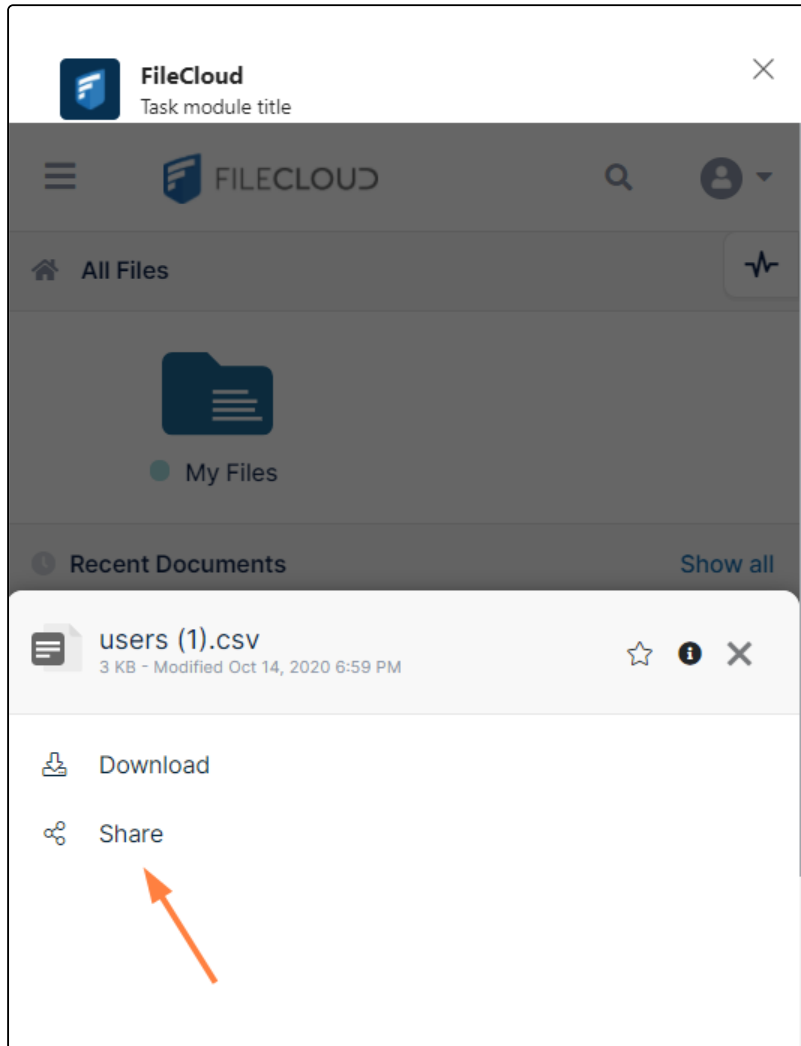


A FileCloud window displaying your FileCloud folders opens.

4. Navigate to the file or folder that you want to share, and click the three dots to its right.



**Download** and **Share** options are shown.

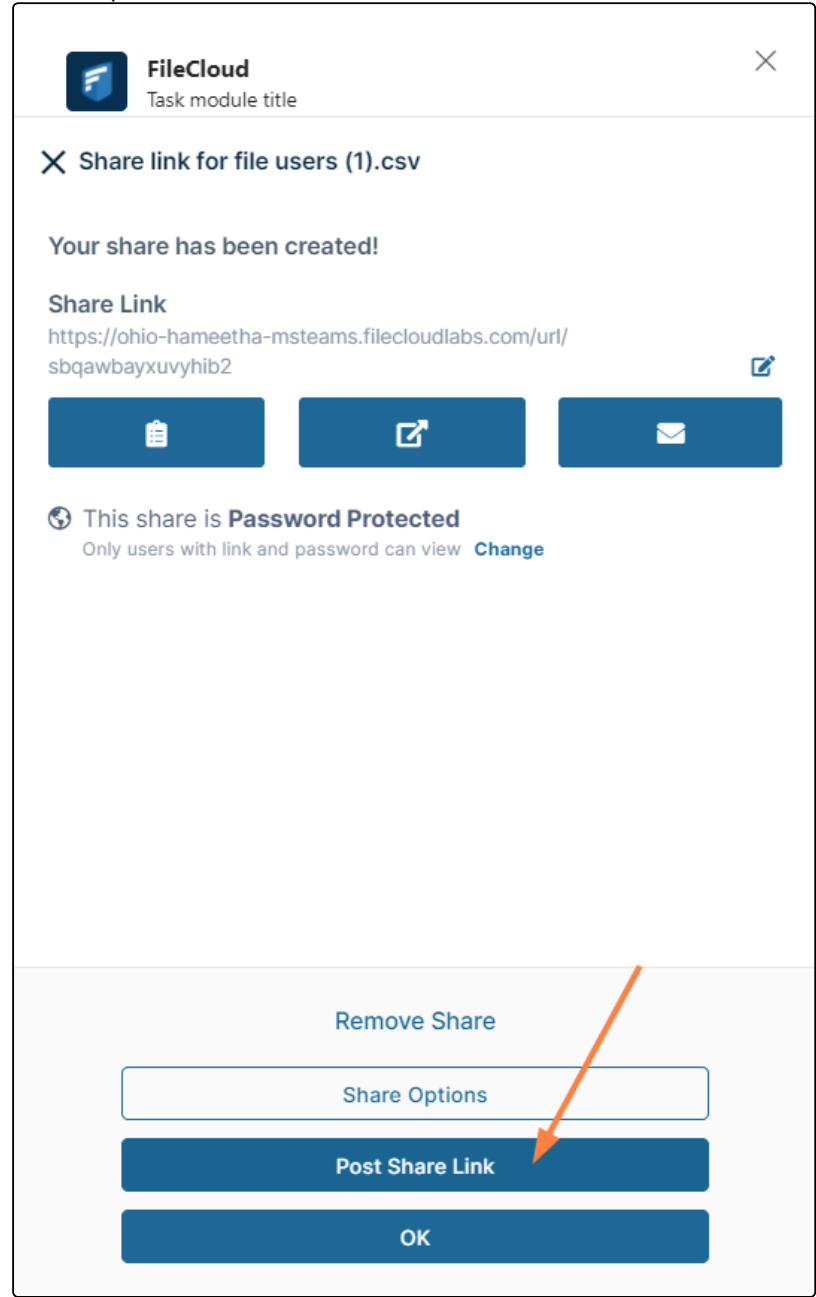
5. Click **Share**.

A screen that lets you set share options or take other share actions opens.

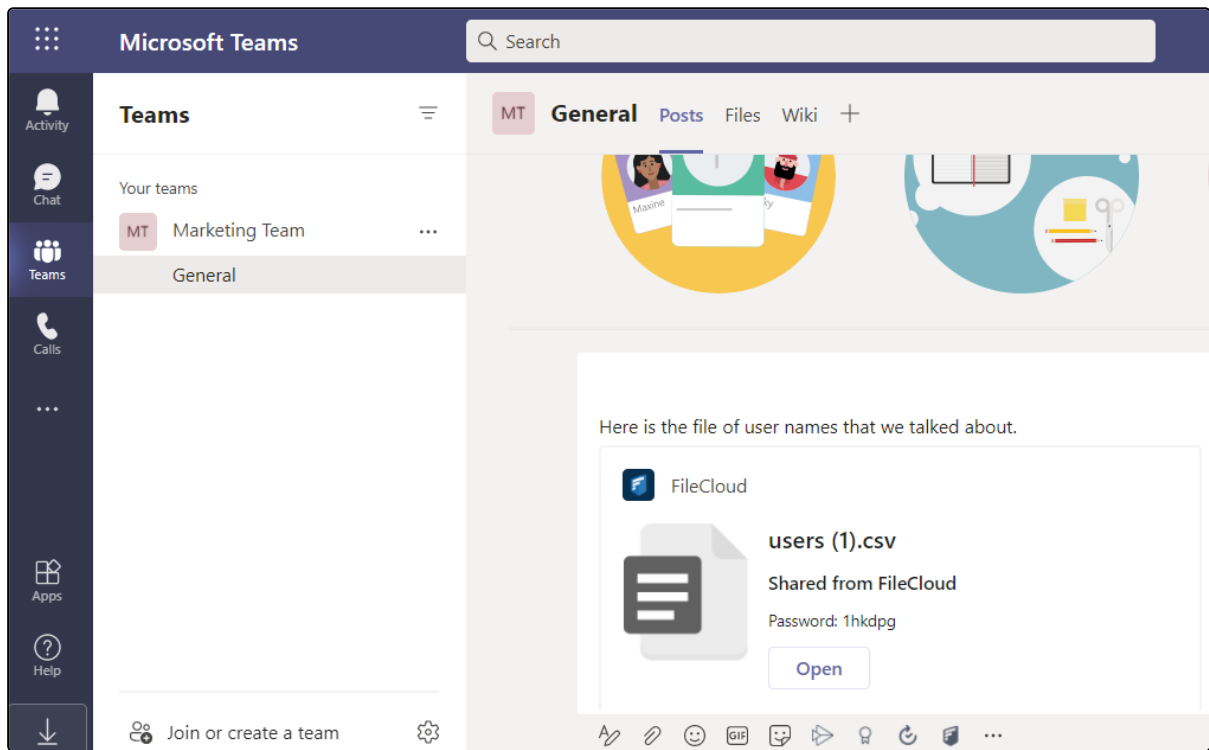
## 6. Set any share options. See the links below for help with share options.

If you choose to make the share password protected, the password appears in the share message sent to the

share recipient.



- 7. Click **Post Share Link**.  
The link becomes available in the message:



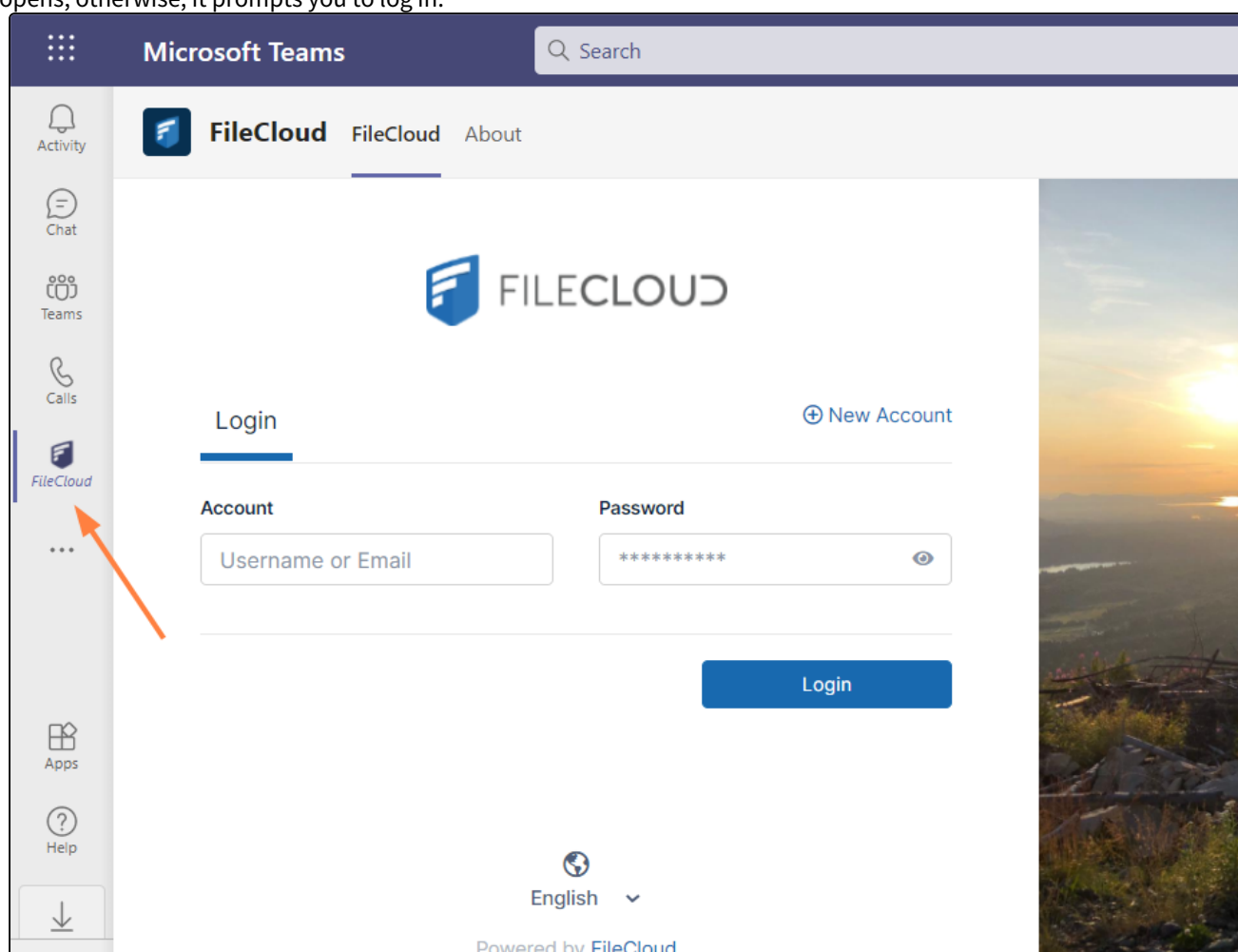
Members of the team can click **Open** to access the share.

**i For information about share options, see:**  
[Public Share Options for Files](#)  
[Private Share Options for Files](#)  
[Share Options for Public and Private Folders](#)

## Opening the FileCloud User Portal while working in MS Teams

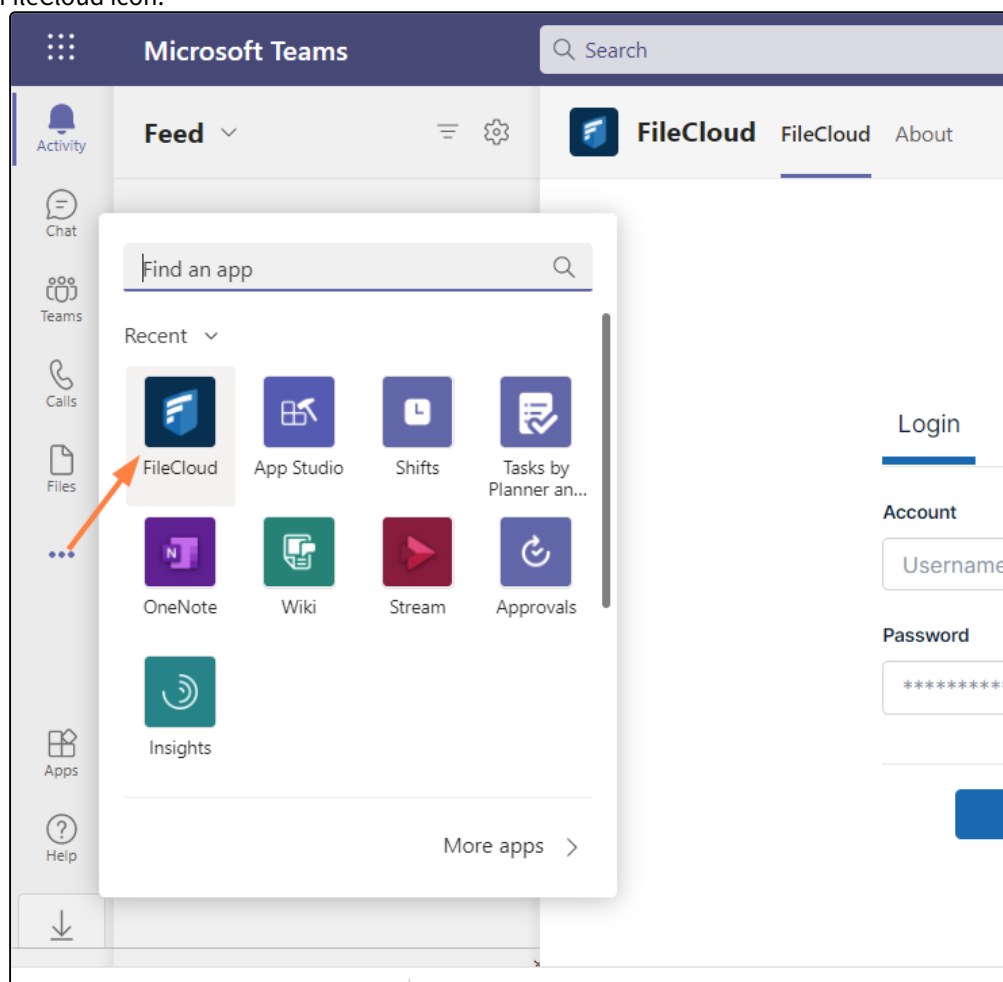
Once FileCloud has been integrated with MS Teams, you can click the FileCloud tab to open the full user portal while working in MS Teams.

In the navigation panel of MS Teams click the FileCloud tab (FileCloud icon). If you are already logged in, FileCloud opens; otherwise, it prompts you to log in.

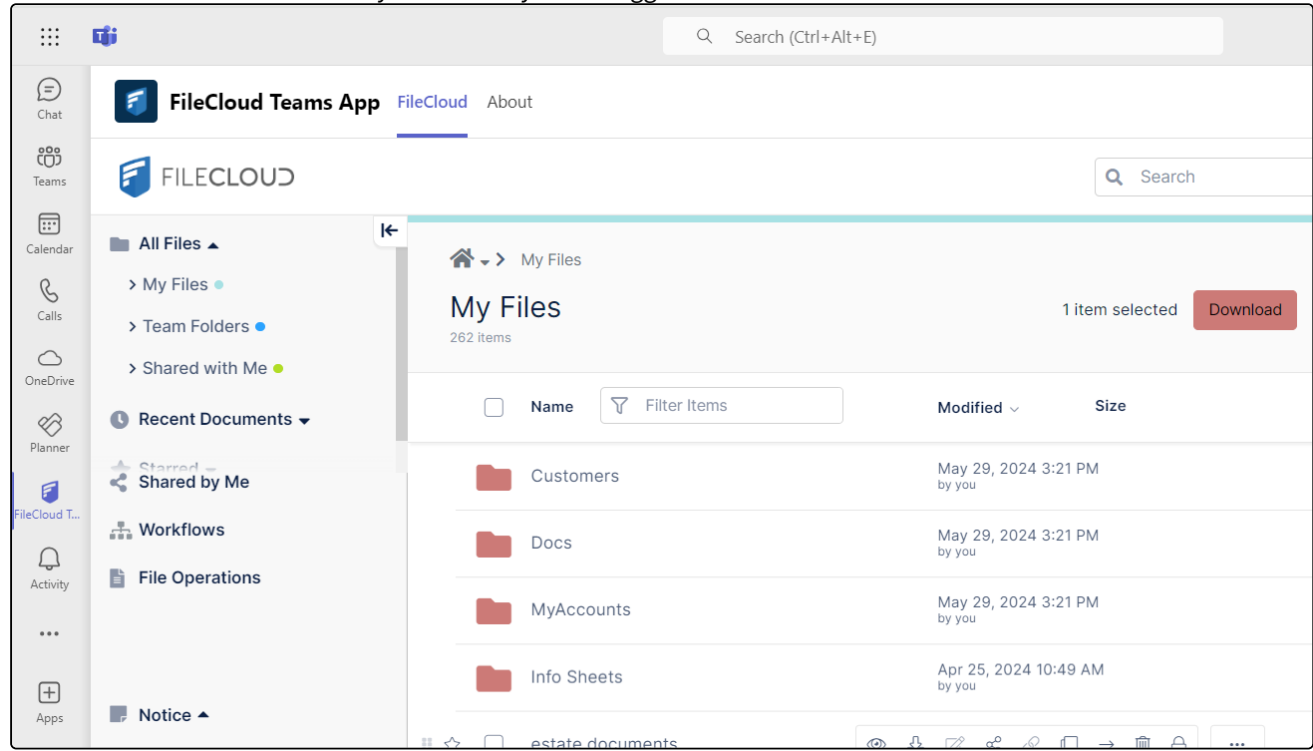




If the FileCloud icon is not visible in the navigation bar, click the three dots, and in the window that opens, click the FileCloud icon.



Once you are logged in to your FileCloud account, most FileCloud functions are available to you.  
**Note:** The [Web edit](#) function is only available if you are logged in to FileCloud in the same account in a Web browser.



## FileCloud Automation App

Use the command line based FileCloud Automation app to integrate FileCloud with your existing business processes. The Automation app enables you to perform operations such as extracting files out of FileCloud and uploading files into FileCloud.

To install the app, download the following zip file and unzip it to any folder; then run the **cloudapi** executable.

<https://downloads.filecloud.com/tonidocloud/live/installer/cloudapi.zip>

## Supported arguments

The following arguments are currently processed by the app.

| Argument     | Explanation                                                                                                                                                                   |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -?           | Show Help                                                                                                                                                                     |
| --user       | username to use to do the action                                                                                                                                              |
| --password   | password for the associated user                                                                                                                                              |
| --host       | full URL to the server, e.g. <a href="http://files.xyz.com">http://files.xyz.com</a>                                                                                          |
| --operation  | type of operation to perform (more details below)                                                                                                                             |
| --remotepath | usually remote path in the server                                                                                                                                             |
| --remotename | usually remote name in the server                                                                                                                                             |
| --localpath  | usually local path in the local machine                                                                                                                                       |
| --sslverify  | whether to enable/disable ssl verification<br><br>Values:<br><b>VERIFY_STRICT</b> - (default) enable strict SSL verification<br><b>VERIFY_NONE</b> - disable SSL verification |

## Supported operations and examples

| Operation     | Detailed Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UPLOAD        | <p>Uploads a specific local file to the remote server</p> <p><b>cloudapi --user USERNAME --password PASSWORD --host SERVERURL --operation UPLOAD --remotepath PARENTPATH --localpath FILEPATH --sslverify VERIFY_STRICT</b></p> <p>Example:</p> <pre>cloudapi --user john --password mypassword --host http://files.xyz.com --operation UPLOAD --remotepath /john/myfolder --localpath c:/users/john/desktop/doc1.docx --sslverify VERIFY_STRICT</pre>                                                                          |
| DOWNLOAD      | <p>Downloads a specific file from the remote server to the local location</p> <p><b>cloudapi --user USERNAME --password PASSWORD --host SERVERURL --operation DOWNLOAD --remotepath FULLPATH --remotename NAME --localpath FILEPATH --sslverify VERIFY_STRICT</b></p> <p>Example:</p> <pre>cloudapi --user john --password mypassword --host http://files.xyz.com --operation DOWNLOAD --remotepath /john/myfolder/doc1.docx --remotename doc1.docx --localpath c:/users/john/desktop/doc2.docx --sslverify VERIFY_STRICT</pre> |
| CREATE FOLDER | <p>Create a remote folder on the server</p> <p><b>cloudapi --user USERNAME --password PASSWORD --host SERVERURL --operation CREATEFOLDER --remotepath PARENTPATH --remotename NAME --sslverify VERIFY_STRICT</b></p> <p>Example:</p> <pre>cloudapi --user john --password mypassword --host http://files.xyz.com --operation CREATEFOLDER --remotepath /john/myfolder --remotename newfolder --sslverify VERIFY_STRICT</pre>                                                                                                    |
| DELETE        | <p>Delete a file or folder on the server</p> <p><b>cloudapi --user USERNAME --password PASSWORD --host SERVERURL --operation DELETE --remotepath PARENTPATH --remotename NAME --sslverify VERIFY_STRICT</b></p> <p>Example:</p> <pre>cloudapi --user john --password mypassword --host http://files.xyz.com --operation DELETE --remotepath /john/myfolder --remotename doc1.docx --sslverify VERIFY_STRICT</pre>                                                                                                               |

| Operation       | Detailed Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UPLOAD FOLDER   | <p>Uploads a folder recursively from the local machine to the remote server on the specified path</p> <p><b>cloudapi --user USERNAME --password PASSWORD --host SERVERURL --operation UPLOADFOLDER --remotepath PARENTPATH --localpath LOCALFOLDERPATH --sslverify VERIFY_STRICT</b></p> <p><i>Example:</i></p> <p><i>cloudapi --user john --password mypassword --host <a href="http://files.xyz.com">http://files.xyz.com</a> --operation UPLOADFOLDER --remotepath /john/myfolder --localpath c:/users/john/desktop/localdata --sslverify VERIFY_STRICT</i></p>                                                                                                    |
| DOWNLOAD FOLDER | <p>Downloads a folder recursively from the remote server to the local machine. Download will skip files if they are already present and if they have the same size as the size on the server.</p> <p><b>cloudapi --user USERNAME --password PASSWORD --host SERVERURL --operation DOWNLOADFOLDER --remotepath FULLPATH --localpath LOCALFOLDERPATH --sslverify VERIFY_STRICT</b></p> <p><i>Example:</i></p> <p><i>cloudapi --user john --password mypassword --host <a href="http://files.xyz.com">http://files.xyz.com</a> --operation DOWNLOADFOLDER --remotepath /john/myfolder --localpath c:/users/john/desktop/localdatabakup --sslverify VERIFY_STRICT</i></p> |

All example commands in the table specify paths for locally managed storage (My Files).

To create a folder in a public share specify the path as::

```
cloudapi.exe --user john --password mypassword --host https://test.filecloudlabs.com
--operation CREATEFOLDER --remotepath "/SHARED/!YvTLNFLKvF2ME6WWy/eNSaRm0tpHrwe2LQ"
--remotename newfolder --sslverify VERIFY_STRICT
```

The remote path "/SHARED/!YvTLNFLKvF2ME6WWy/eNSaRm0tpHrwe2LQ" is obtained from the share url.

## Restrictions on Filenames and File Types in FileCloud

Please note the following restrictions when uploading files to FileCloud:

- Files with the same name:
  - If you upload a file with the same name and the same case as another file in the same folder, it overwrites the file.
  - If you upload a file with the same name but a different case than another file in the same folder, you cannot upload the file and the File Operations window displays a file name conflict message.
  - If you upload files with the same name but different file extensions, like **myfile.doc** and **myfile.docx**, they are treated as different files.
- FileCloud cannot upload files with leading spaces in the filename.
- By default, files with the extensions **php**, **php5**, **phar**, and **phtml** cannot be uploaded into FileCloud.



### For Admins

- To specify which file extensions may be uploaded into FileCloud, see [Managing File Extensions and Restricting File Extensions](#).
- To restrict certain filenames from being uploaded into FileCloud, see [Restricting File Names](#).