

FileCloud Online

Version 23.261

Customization and Branding

16 April, 2026

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FileCloud allows users to customize the branding of FileCloud service.

The following items can be customized in FileCloud using the Admin Portal



Note

The Office Online web edit identifier "Saved to FileCloud" cannot be customized.

General Customization

Customization is available on FileCloud Standard and Enterprise. [Learn more](#).
FileCloud allows some customization of the options on the User Portal and responses to user requests.

i For any UI feature customizations to be effective, you must enable the first one, **Enable UI Customizations**.
To authorize Admin users to perform customizations, enable Customization settings for their roles. See [Managing Admin Users](#) for more information.

i To customize the log-in experience, see [Customize the User Login Screen](#).

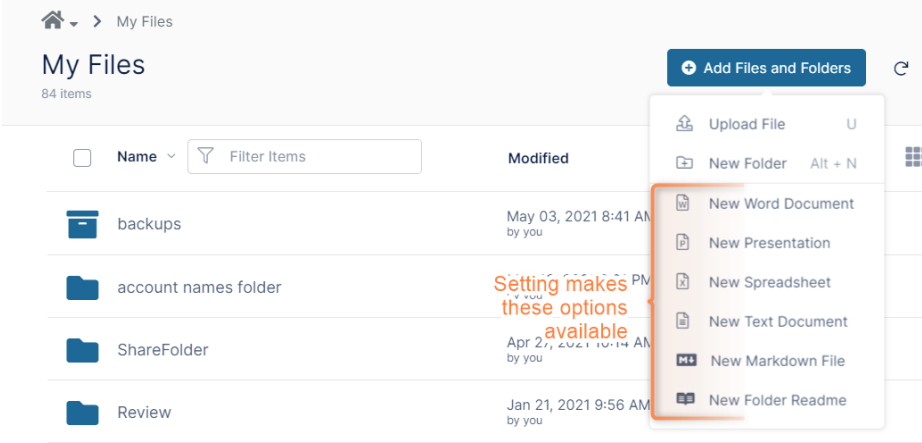
Enable or disable the following options to customize how users interact with the portal.

UI Features

To change the options a user will see:

1. Login to Administration portal.
2. On the left navigation menu panel, click **Customization**.
3. Click the General tab, and then below it click the UI Features tab.
4. Use the checkboxes to enable or disable any of the options described in the following table.
5. To apply the change, click **Save**.

UI Feature Option	Description
Show Document Preview	This enables FileCloud to display the preview option for text-based document files in the user portal. Requires setting up document preview. Enabled by default.
Enable additional email templates	This enables users to view email templates for specific user types as well as default email templates on the Email Templates tab.
Show Single File Share Full Preview	This enables or disables single file shares to open in a full preview mode (if applicable). This is useful for PDF file shares. Beginning with FileCloud version 20.2, enabled by default.

UI Feature Option	Description
<p>Show New Document Creation Option</p>	<p>Enabling this will allow the users to create new Office, text, and markdown documents. Enabled by default. Also see New Document Creation via Web Browser.</p> 
<p>Show Edit in Desktop Option</p>	<p>Enabling this option will allow documents to be edited using the local system's Office program and automatically save back to FileCloud.</p>
<p>-</p>	<p>-</p>
<p>Disable Music Playback</p>	<p>Show or disable Music Player in User Portal</p>
<p>Disable News Feed</p>	<p>Show or disable news feed in User Portal (Shown below the left side navigation panel)</p>
<p>Disable Folder Download</p>	<p>Disable "Downloading" of full folders or multiple items as zip files</p>
<p>Show Email Preview Dialog</p>	<p>Options:</p> <p>Send email and show email preview dialog (default)</p> <p>Send email and hide preview dialog: Share Email Notification Dialog will not pop up, but automatically the email will be sent to the user.</p> <p>Do not send email when sharing: Share Email Notification Dialog will not pop up, and no email will be sent to the user.</p>
<p>Disable Getting Started Admin Dialog</p>	<p>(Added in FileCloud 20.1)</p> <p>This only disables the features overview for new administrators. In versions prior to 20.1, it disabled the features overview for new administrators and the tutorial and welcome message for new users.</p>

UI Feature Option	Description
Disable New User Tutorial	Disables Get started with FileCloud tutorial from opening when a new user logs in.

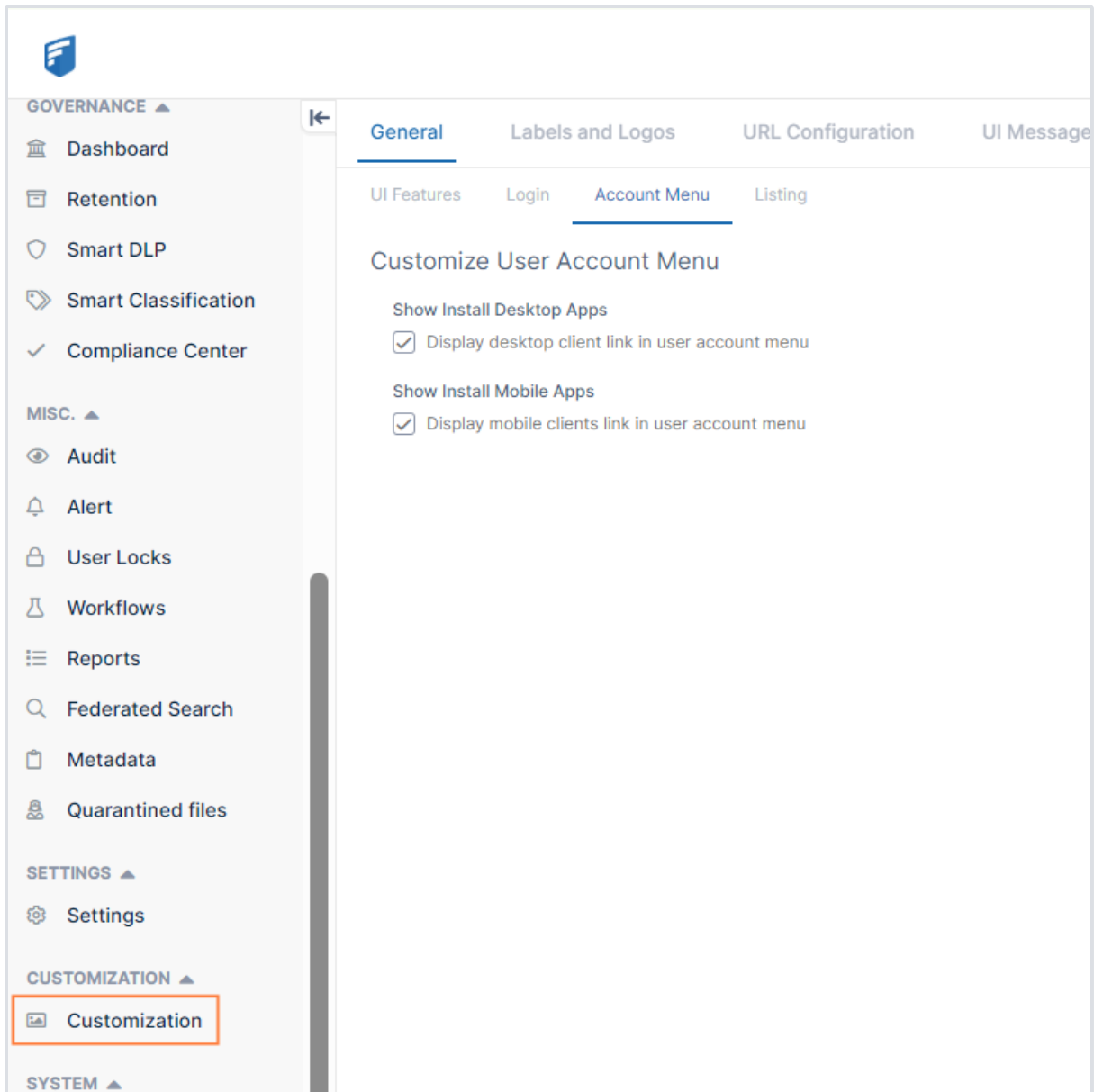
Add links to the Account menu

You can enable or disable the following options to add links to the user's Account menu.

To change the user's Account menu options:

1. Login to Administration portal.
2. On the left navigation menu panel, click **Customization**.
3. Click the General tab, and then below it click the Account Menu tab.
4. Use the checkboxes to enable or disable any of the options described in the following table.
5. To apply the change, click **Save Changes**.

Account Menu Option	Description
Show Install Desktop Apps	This will show or hide the "Install Desktop Apps" menu item in the "Account" drop-down menu in User portal
Show Install Mobile Apps	This will show or hide the "Install Mobile Apps" menu item in the "Account" drop-down menu in User portal



Customize how files are listed

You can enable or disable the following options to change how files are listed on the User Portal.

To change the way a user's files are listed:

1. Login to Administration portal.
2. On the left navigation menu panel, click **Customization**.
3. Click the General tab, and then below it click the Listing tab.
4. Use the checkboxes to enable or disable any of the options described in the following table.

5. To apply the change, click **Save Changes**.

File Listing Option	Description
Default file selection	Auto Select of a file when a user logs in
File List Multi Select	This option will allow you to enable or disable multi-select feature in file list view
Default sort by	The sorting of file listing shown in the web browser can be selected to be based on either Name or Data or Size.
Default sort direction	The sorting of file listing shown in the web browser can be set to ascending or descending order.
Allow Sort Override	Default is Allowed . Allow or disallow users to override sorting defaults.

General Labels and Logos URL Configuration UI Messages Email

UI Features Login Account Menu **Listing**

Customize User File Listing

Default File Selection

Specify file to auto-select on navigation (File list view)

File List Multi Select

 ▼

Enable/Disable Multi-Select (File list view)

Default Sort By

 ▼

Select the default sort by attribute

Default Sort Direction

 ▼

Selects the default sort by direction

Allow Sort Override

 ▼

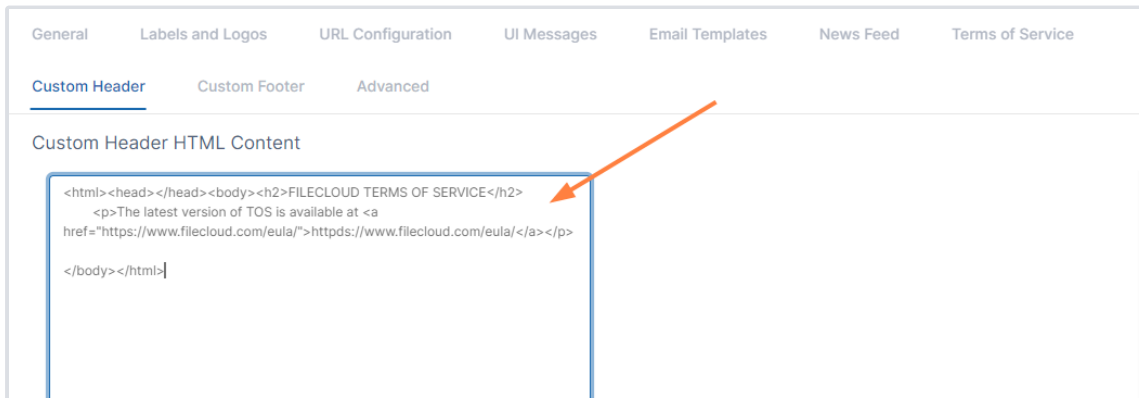
Allow/Disallow users to override sorting defaults.

Custom Header and Footer

You can add custom header and footer content to the user portal by entering it on the **Custom Header** and **Custom Footer** tabs.

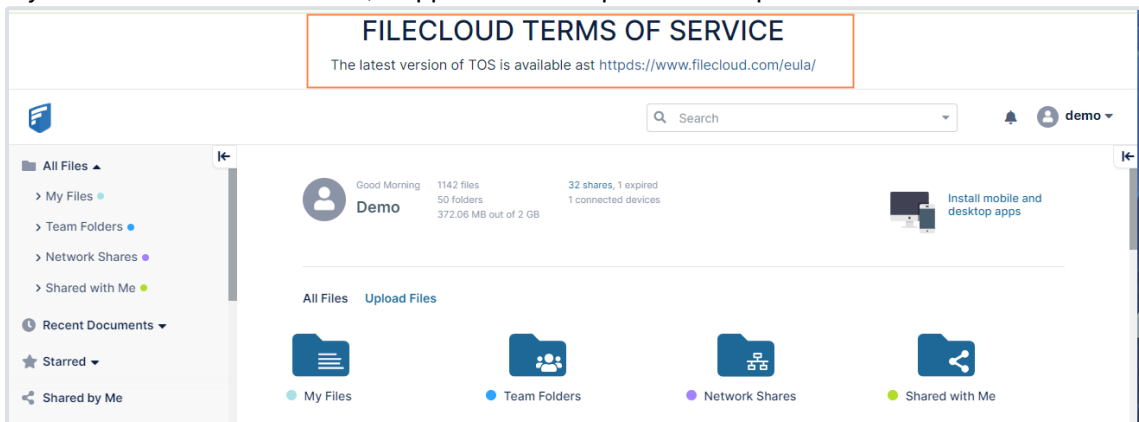
To add a custom header or footer:

1. Click Custom Header or Custom Footer.
2. In the Custom Header or Custom Footer field, enter your text.
You can include HTML tags to format your content.

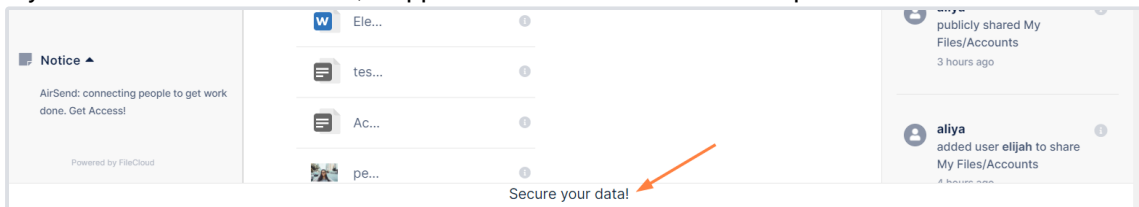


3. Click **Save Changes**.

If you include a custom header, it appears at the top of the user portal screen:

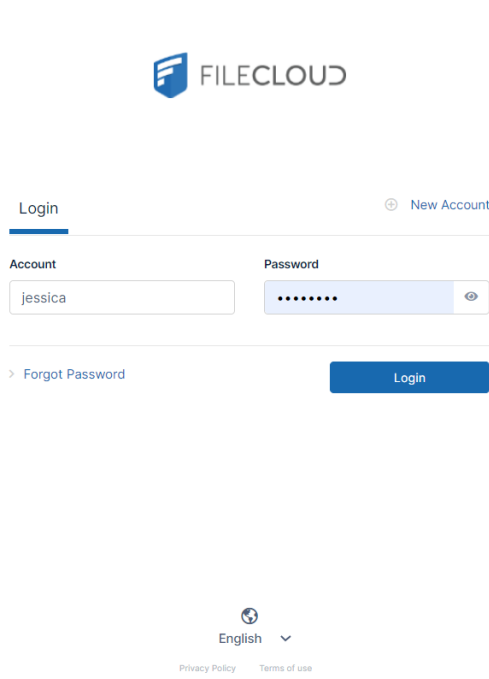


If you include a custom footer, it appears at the bottom of the user portal screen:

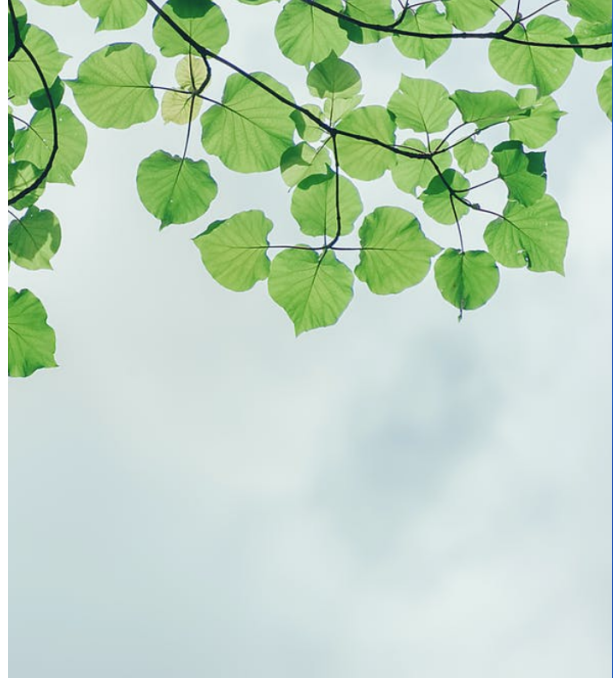


Login Background Image

You can customize the admin or user log-in page background image. For example:



The screenshot shows the FileCloud login interface. At the top left is the FileCloud logo. Below it, the word "Login" is underlined. To the right of "Login" is a link for "New Account". The form contains two input fields: "Account" with the text "jessica" and "Password" with masked characters. Below the password field is a "Forgot Password" link. A blue "Login" button is positioned to the right of the password field. At the bottom center, there is a language selector set to "English" with a dropdown arrow, and links for "Privacy Policy" and "Terms of use" below it.



To customize the background image, in the Admin Portal, go to **Customizations > Labels and Logos > Logos, Icons, and Backgrounds** and click **User Login Background** or **Admin Login Background** and choose an appropriate background image for the log-in page.

See [Themes, Labels, and Logos](#) for more information.

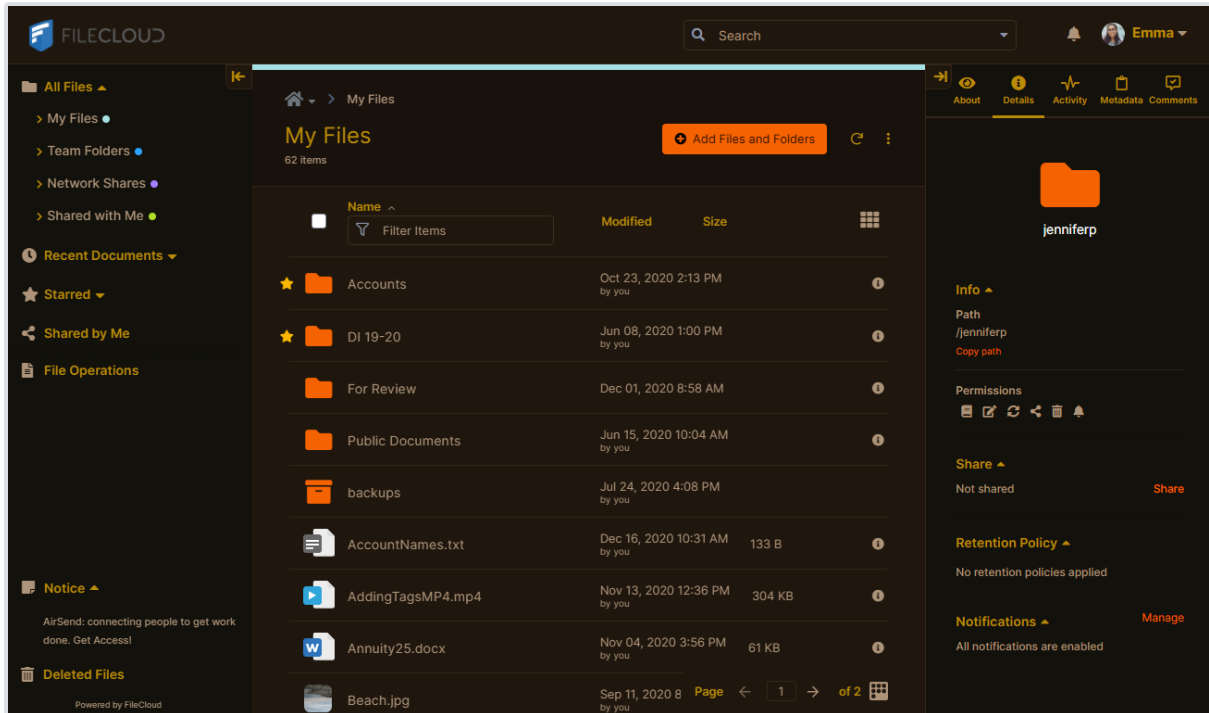
Themes, Labels, and Logos

FileCloud supports customization of its themes, logos, background images, and labels.

Beginning with FileCloud version 20.2, FileCloud includes light and dark themes.

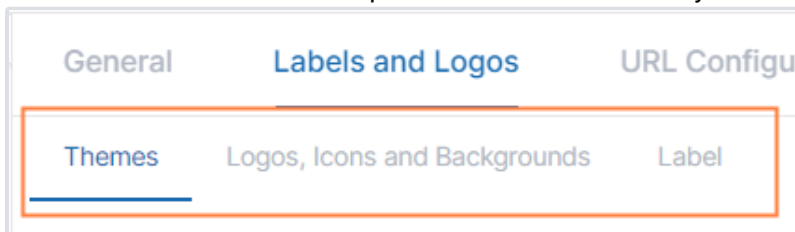
Beginning with FileCloud version 20.3, FileCloud includes predefined custom themes, such as the Sunburn theme shown below.

[View all FileCloud themes](#)



To customize screen elements:

1. In the navigation pane, click **Customization**, and then choose the **Labels and Logos** tab.
2. Choose the sub-tab that corresponds with the feature that you want to customize:



Customize User Portal Themes

To customize the colors of the user interface, click the **Themes** sub-tab.

General
Labels and Logos
URL Config

Themes
Logos, Icons and Backgrounds
Label

Customize Themes

Theme

Light

Theme to override color

Default Primary Color

Try

High Contrast Mode

Default to high-contrast mode for users

Enable User Override

Allow user to change themes

Customize Themes	
Theme	User portal color scheme. The default color scheme for the user portal is Light . Other options include Dark , and a series of preset color combinations.
Default Primary Color	Color for main features such as folder icons and buttons in the user portal.
High Contrast Mode	When checked, the user portal screens appear in higher contrast for better visibility.
Enable User Override	When checked, users can override your default theme and color settings with the same preset themes, high contrast option, and primary color choices that are available to you.

Add Your Own Logos and Backgrounds


To change logos in your FileCloud site, click the **Logos, Icons and Backgrounds** tab.

General **Labels and Logos** URL Configuration UI M

Themes **Logos, Icons and Backgrounds** Label

Customize Logos

Website Logo



Choose Website Logo (.png, 200×50 pixels)

No file chosen


Mobile Logo



Choose Mobile Logo (.png, 200×50 pixels)

No file chosen

Dark Mode Logo



Choose Dark Mode Logo for Website and Mobile (.png, 200×50 pixels)

No file chosen

Favicon



Choose Favicon (.ico files only)

No file chosen

Website Logo	<p>The logo that appears in the user portal.</p> <p>⚠ Image must be a PNG file.</p> <ul style="list-style-type: none"> Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.
Mobile Logo	<p>The logo that appears in mobile clients.</p> <p>⚠ Image must be a PNG file.</p> <ul style="list-style-type: none"> Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.
Dark Mode Logo	<p>The logo that appears when dark mode is enabled.</p> <p>⚠ Image must be a PNG file.</p> <ul style="list-style-type: none"> Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.
Favicon	<p>The thumbnail-sized logo that appears in address bars and on tabs.</p> <p>⚠ Image must have the following format:</p> <ul style="list-style-type: none"> ICO format Be less than or equal to 16px x 16px
User Login Background	<p>Background image for the user portal log-in page.</p> <p>⚠ Image must have the following format:</p> <ul style="list-style-type: none"> PNG, JPG, or JPEG format Be less than or equal to 1400px x 2000px with 7:10 proportion Maximum size of 1MB
Admin Login Background	<p>Background image for the admin portal log-in page.</p> <p>⚠ Image must have the following format:</p> <ul style="list-style-type: none"> PNG, JPG, or JPEG format Be less than or equal to 1400px x 2000px with 7:10 proportion Maximum size of 1MB

Use the format and size required for each image. If the size is not correct, you may encounter problems with layout or receive an error message.

Customize Labels

To change the wording of labels, click the **Label** tab.

General **Labels and Logos** URL Configuration UI Messages En

Themes Logos, Icons and Backgrounds **Label**

Customize Labels

Webbrowser Title

Product Name

Webbrowser Title	Title used in the Web browser for the window.
Product Name	The name that is sent in email subjects and other notifications.

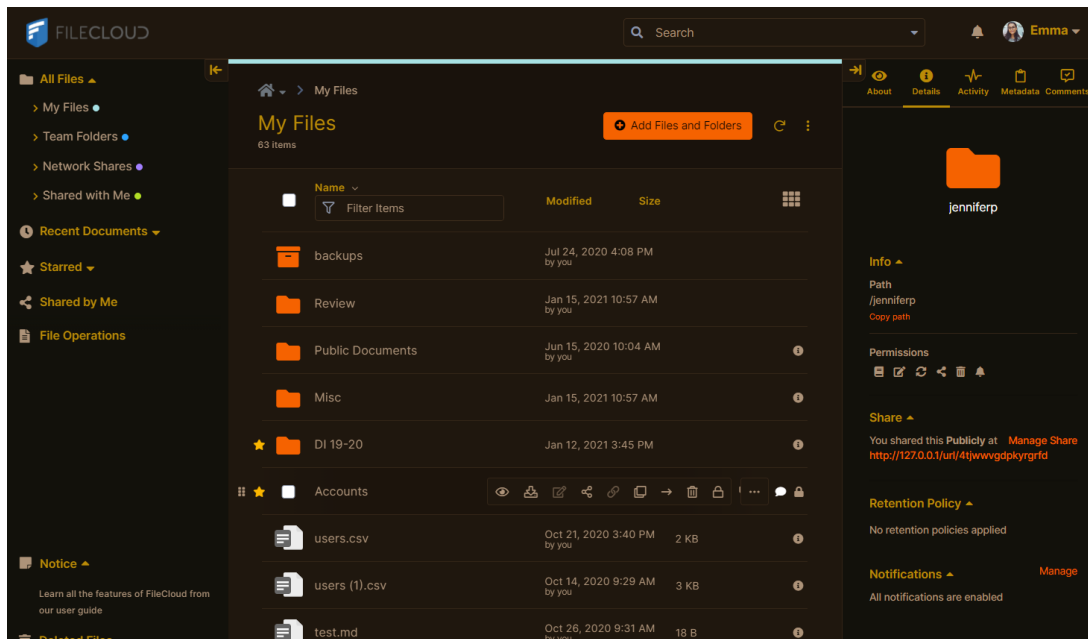
User Portal Themes

Below are previews of the currently available user portal themes:

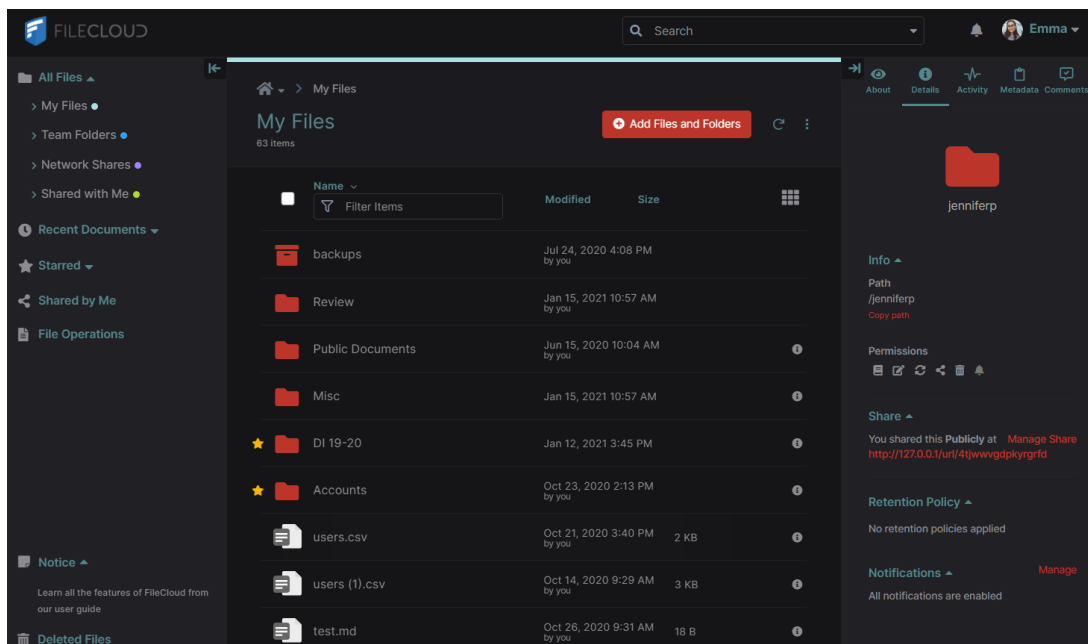
Light

Dark

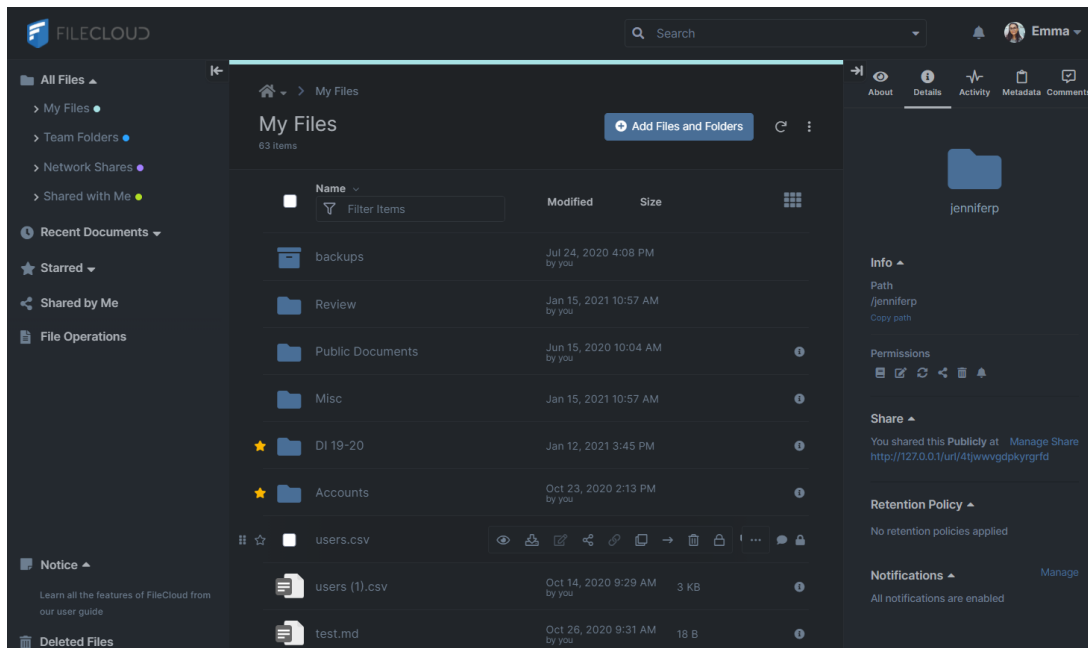
Sunburn



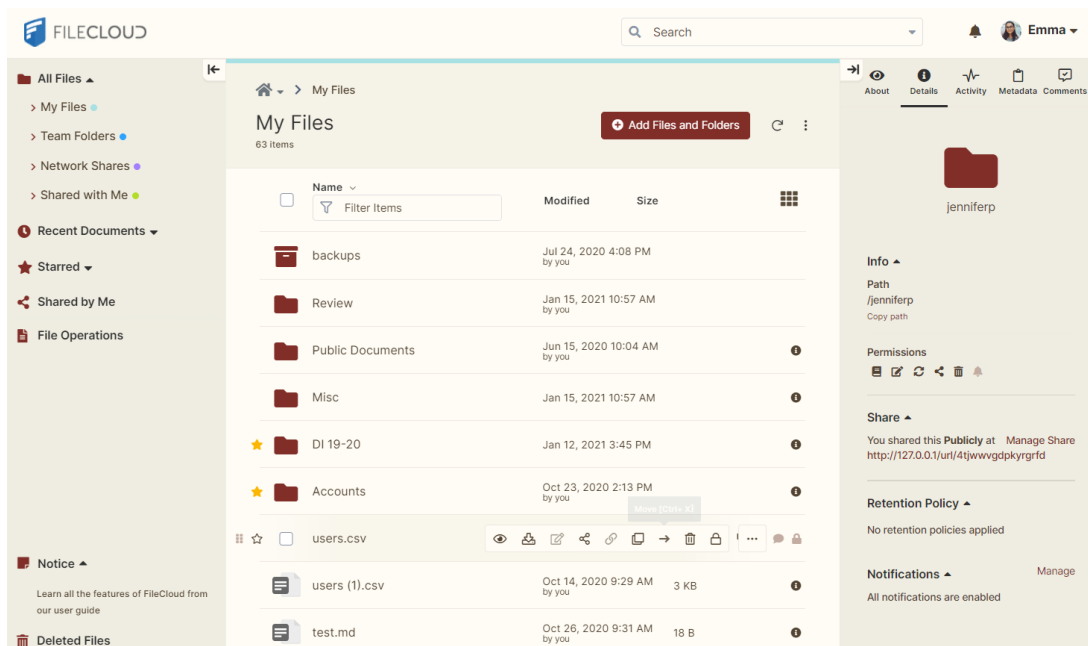
Caffeine



Midnight



Mohave



UI Messages

FileCloud generates a number of messages for user actions. FileCloud comes with default messages and these can be customized.

The following messages can be changed

Message Type	Description
404 Error	This is the HTML response shown to user in browser when URL requesting invalid received by FileCloud
Email Subscribe Failure	This is the error if a user email could not be subscribed for notifications
Email Subscribe Success	This is the message that will be displayed when user email is subscribed successfully
Email Unsubscribe Failure	This is the error displayed when user email unsubscribe fails.
Email Unsubscribe Success	This is the message shown when an user email is unsubscribed
Account Verification Failure	This is the error shown when a user email verification fails
Account Verification Success	This is the message shown when a user email verification succeeds
Generic Message	This is a message used for all other messages shown via the web browser UI
Login Error Message	This is a HTML message that will be display on user login failures. This message can be used to show different URLs to users for further help with login (for example, reset an expired AD password).

To change a UI message:

1. Log into Administration Portal.
2. Click **Customization** on the left navigation panel.
3. Click the UI Messages tab.

General Labels and Logos URL Configuration **UI Messages** En

Custom UI Messages

404 Error

```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8" />
  <title>FileCloud Page Not Found</title>
</head>
<!--
NOTE:
-->
```

Custom message for 404 error pages

Email Subscribe Failure

```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8" />
  <title>Failed to Subscribe your email address</title>
</head>
<!--
NOTE:
-->
```

Message shown when email subscription fails

Email Subscribe Success

```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8" />
  <title>Subscribed your email address to FileCloud Emails</title>
</head>
<!--
NOTE:
-->
```

Message shown when email subscription succeeds

Email Unsubscribe Failure

```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8" />
```

4. Change the entries as needed.
5. Click **Save**.

Email Templates

FileCloud provides you with various messages to send to a user when an action occurs. These messages can be customized.

Read Descriptions of the Default Messages

Message Template	Description
Add Group To Share Email Template	When a share is created for a Group, this is the message that will be sent to all users of that group.
Update User Email Template	When a user account is changed this is the message that is sent to the user.
Add New User To Share Email Template	When a new share is created this is the message to be sent to a user who is currently NOT a FileCloud user. This will contain instructions for the non-FileCloud user to first create an account before attempting to access the shared resource
Auto Create New User to Share Email Template	This is the email that is sent to users whose accounts are automatically created on a share action (if this option is applicable).
Add User To Share Email Template	When a new share is created this is the message to be sent to a user who is already a FileCloud user.
Share Email Template	When a public share is created by a user, the user can send that shared link using email. This message will be used for reporting that share link.
Account Approval Email Template	This is the email message to the user that will be sent when Admin approves a user account.
Reset Forgot Password Email Template	This is the email message sent when user does password reset.
Email Password Template	This is the email sent when the temporary password is generated.
Waiting For Approval Email Template	This is the email message that will be sent when a user registers for a new Account in FileCloud (and if automatic account approval is not turned on).
Welcome/Verification Email Template	This is the email message that will be sent when a new user account is approved into FileCloud system.
Notification Email Template	This is the email message that will be sent if a share is modified.

Message Template	Description
Notification Item Template	Notification item template used to define each file / folder action. Those items are then embedded into the notification email.
Account Locked Alert Email Template	Email sent out when a user account is locked because of too many attempts
Generic Email Template	This is a boilerplate template used for miscellaneous messages
Two Factor Authentication Email Template	Email sent out with security code
Device Waiting for User Approval Email Template	This is the email message that will be sent when a Device is waiting for User Approval.
Expiring Share Notification Email Template	Email notification sent when the share is about to expire.
Failed Upload Notification Email Template	Email notification sent when the upload failed due to the limited Storage Quota.
Limited Disk Space Notification Email Template	Email notification sent when account is running out of the allocated disk space.
Password Expiration Notification Email Template	Email notification sent when user password is about to expire.
Workflow Notification Email Template	Email template used to notify users whose accounts are inactive and will be disabled.
Workflow Generic Email Template	Email template for general notifications for active accounts.
ServerLink Critical Alert Template	Template for email that indicates that there is an error with ServerLink synchronization.
Decline User Email Template	Template for email that indicates that a request for a FileCloud account has been declined.
Errors During Sanitation On Forcepoint CDR Email Template	Email notification sent to user when Forcepoint CDR sanitation resulted in an error, and the file is in quarantine.

Message Template	Description
Workflow Auto Disable Account Email Template	Email notification sent to user when an account is disabled through a workflow.

How to Change Default Email Messages

To change a default email message:

1. Log into Administration Portal
2. On the left navigation panel, click **Customization**.
3. Click the Email Templates tab.

The screenshot shows the FileCloud Administration Portal interface. The left navigation panel is visible, with the 'Customization' option highlighted in an orange box. The main content area displays the 'Email Templates' configuration page. The page has a top navigation bar with tabs: General, Labels and Logos, URL Configuration, UI Messages, **Email Templates** (indicated by an orange arrow), and News Feed. Below the tabs, there are sub-tabs: Terms of Service, Custom Header, Custom Footer, and Advanced. The main content area contains a table titled 'Email Templates' with the following structure:

Template Name	Actions
Add Group To Share Email Template	Edit Preview
Update User Email Template	Edit Preview
Add New User To Share Email Template	Edit Preview
Auto Create New User To Share Email Template	Edit Preview
Add User To Share Email Template	Edit Preview
Share Email Template	Edit Preview
Account Approval Email Template	Edit Preview
Reset Forgot Password Email Template	Edit Preview

4. To change the mail subject and body, click the **Edit** button.

5. Make your changes, then click **Submit**.

Subject

^FROM^ has shared files with you

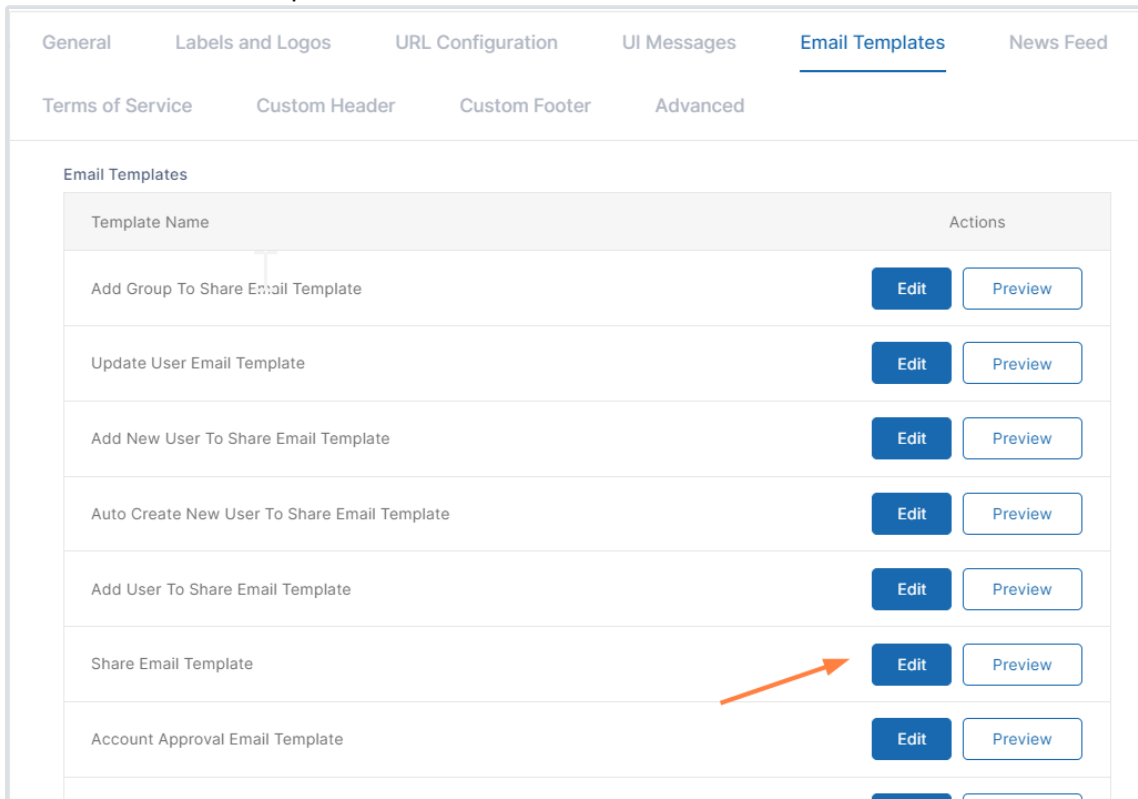
HTML Email Body

```

<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8" />
  <title>FileCloud Share from ^FROM^</title>

<!--
NOTE:
- There's a long line of spaces above this note. That's because iOS email clients don't download POP emails if the head is shorter than 1,019 characters
- All images have style="display:block". This forces Gmail to display the table cells correctly
- style="font-size:1px" is needed in empty table cells smaller than 15 pixels. Outlook 2013 adds a 15px whitespace by default to these cells, unless there is a font-size set to 1px
-->

</head>
<body style="margin:0px; padding:0px; background:#ffffff">
  <table width="480" cellpadding="0" cellspacing="0" border="0" align="center" style="margin: auto">
    <tr>
      <td colspan="3"> Email Templates.
2. Edit the share email template.



The screenshot displays the 'Email Templates' section of the FileCloud Online customization interface. The navigation menu includes 'General', 'Labels and Logos', 'URL Configuration', 'UI Messages', 'Email Templates' (selected), and 'News Feed'. Below the navigation, there are sub-sections: 'Terms of Service', 'Custom Header', 'Custom Footer', and 'Advanced'. The main content area is titled 'Email Templates' and contains a table with the following structure:

| Template Name                                | Actions                                      |
|----------------------------------------------|----------------------------------------------|
| Add Group To Share Email Template            | <a href="#">Edit</a> <a href="#">Preview</a> |
| Update User Email Template                   | <a href="#">Edit</a> <a href="#">Preview</a> |
| Add New User To Share Email Template         | <a href="#">Edit</a> <a href="#">Preview</a> |
| Auto Create New User To Share Email Template | <a href="#">Edit</a> <a href="#">Preview</a> |
| Add User To Share Email Template             | <a href="#">Edit</a> <a href="#">Preview</a> |
| Share Email Template                         | <a href="#">Edit</a> <a href="#">Preview</a> |
| Account Approval Email Template              | <a href="#">Edit</a> <a href="#">Preview</a> |

An orange arrow points to the 'Edit' button for the 'Share Email Template' row.

The feature is supported in all of the Share email templates.

3. Add the placeholder `^QRCODESHARE^` where you want it to appear in the email. In the following HTML the QR code is centered on the page:





User A has shared files with you.

**sample.txt** has been shared with you.

To access it, click:

<http://127.0.0.1/url/gqdu4gyxbufqrrwg>



and log in to FileCloud with your email: `userb@domain.com`.

You received this message because you signed up for an account at FileCloud.  
Unsubscribe: <http://127.0.0.1/core/unsubscribe?emailid=userb@domain.com>  
Powered by [FileCloud](#)

### Supported HTML Tags

The following HTML tags are supported in customized email messages:

<html>  
<head>  
<meta>  
<title>  
<body>  
<style>

<table>  
 <thead>  
 <tbody>  
 <tfoot>  
 <tr>  
 <td>  
 <br>  
 <p>  
 <span>  
 <div>  
 <a>  
 <b>  
 <i>  
 <u>  
 <ul>  
 <ol>  
 <li>  
 <h1>  
 <h2>  
 <h3>  
 <h4>  
 <h5>  
 <h6>  
 <strong>  
 <dt>  
 <dd>  
 <hr>  
 <pre>

### Supported Placeholders

The following tables list the placeholders that are supported in each email template.

**Table 1. Account Approval Email Template**

| Placeholder     | Description              |
|-----------------|--------------------------|
| ^CLOUDURL^      | Server URL               |
| ^DISPLAYNAME^   | Display name of the user |
| ^VERIFYURLTEXT^ | Text to be displayed     |
| ^VERIFYURL^     | Server URL               |
| ^EMAIL^         | Email ID of the user     |

| Placeholder | Description            |
|-------------|------------------------|
| ^PASSWORD^  | Password for the user  |
| ^USERNAME^  | Username of the user   |
| ^TO^        | First name of the user |

**Table 2. Account Locked Email Template**

| Placeholder | Description             |
|-------------|-------------------------|
| ^CLOUDURL^  | Server URL              |
| ^FILECLOUD^ | Service Name            |
| ^USERNAME^  | Username of the user    |
| ^CLIENT^    | User Agent              |
| ^TIMEOUT^   | Lockout time in minutes |
| ^EMAIL^     | Email ID of the user    |
| ^TO^        | First name of the user  |

**Table 3. Add Group to Share Email Template**

| Placeholder | Description              |
|-------------|--------------------------|
| ^CLOUDURL^  | Server URL               |
| ^FROM^      | Display Name of the user |
| ^NAME^      | Share Name               |
| ^URL^       | Share URL                |

| Placeholder   | Description                                           |
|---------------|-------------------------------------------------------|
| ^EMAIL^       | Email ID of the user                                  |
| ^TO^          | First name of the user                                |
| ^QRCODESHARE^ | QR code for accessing share (added in version 23.253) |

**Table 4. Add New User to Email Template**

| Placeholder     | Description                                                  |
|-----------------|--------------------------------------------------------------|
| ^CLOUDURL^      | Server URL                                                   |
| ^FROM^          | Display name of the user                                     |
| ^NAME^          | Share Name                                                   |
| ^URL^           | Share URL                                                    |
| ^NEWACCOUNTURL^ | User portal URL that can be used by the user to log in       |
| ^EMAIL^         | Email ID of the User                                         |
| ^TO^            | First name of the user                                       |
| ^DAYS^          | Number of days till share expiration (added in Version 20.1) |
| ^QRCODESHARE^   | QR code for accessing share (added in version 23.253)        |

**Table 5. Add User to Share Email Template**

| Placeholder | Description              |
|-------------|--------------------------|
| ^CLOUDURL^  | Server URL               |
| ^FROM^      | Display name of the user |

| Placeholder   | Description                                                  |
|---------------|--------------------------------------------------------------|
| ^NAME^        | Share Name                                                   |
| ^EMAIL^       | Email ID of the User                                         |
| ^DAYS^        | Number of days till share expiration (added in Version 20.1) |
| ^QRCODESHARE^ | QR code for accessing share (added in version 23.253)        |

**Table 6. Auto Create New User To Share Email Template**

| Placeholder    | Description                                           |
|----------------|-------------------------------------------------------|
| ^CLOUDURL^     | Server URL                                            |
| ^FROM^         | Display name of the user                              |
| ^CLOUDURLLINK^ | User portal URL that can be used by the user to login |
| ^EMAIL^        | Email ID of the user                                  |
| ^PASSWORD^     | Password to use for the initial login                 |
| ^TO^           | First name of the user                                |
| ^QRCODESHARE^  | QR code for accessing share (added in version 23.253) |

**Table 7. Device Waiting for User Approval Email Template**

| Placeholder | Description              |
|-------------|--------------------------|
| ^CLOUDURL^  | Server URL               |
| ^URL^       | FileCloud login page URL |

**Table 8. Expiring Share Notification Email Template**

| Placeholder   | Description                                           |
|---------------|-------------------------------------------------------|
| ^CLOUDURL^    | Server URL                                            |
| ^SHARENAME^   | Name of the share                                     |
| ^SHAREPATH^   | Share location                                        |
| ^DAYS^        | Number of days till share expiration                  |
| ^URL^         | Link to the share                                     |
| ^EMAIL^       | Email ID of the user                                  |
| ^EXPIRY_DATE^ | Date that share will expire                           |
| ^QRCODESHARE^ | QR code for accessing share (added in version 23.253) |

**Table 9. Failed Upload Notification Email Template**

| Placeholder   | Description                             |
|---------------|-----------------------------------------|
| ^CLOUDURL^    | Server URL                              |
| ^SERVICENAME^ | Name of the service                     |
| ^TOTALSIZE^   | Total allocated disk space for the user |
| ^EMAIL^       | Email ID of the User                    |

**Table 10. Generic Email Template**

| Placeholder | Description |
|-------------|-------------|
| ^CLOUDURL^  | Server URL  |

| Placeholder | Description           |
|-------------|-----------------------|
| ^HEADING^   | Title of the Template |
| ^BODY^      | Email content         |
| ^EMAIL^     | Email ID of the user  |

**Table 11. Limited Disk Space Notification Email Template**

| Placeholder   | Description                             |
|---------------|-----------------------------------------|
| ^CLOUDURL^    | Server URL                              |
| ^SERVICENAME^ | Name of the service                     |
| ^TOTALSIZE^   | Total allocated disk space for the user |
| ^EMAIL^       | Email ID of the User                    |

**Table 12. Notification Email Template**

| Placeholder | Description                  |
|-------------|------------------------------|
| ^CLOUDURL^  | Server URL                   |
| ^PATHLIST^  | List of files added/modified |
| ^EMAIL^     | Email ID of the User         |

**13. Notification Item Template**

| Placeholder      | Description                                        |
|------------------|----------------------------------------------------|
| ^ACTIONIMAGEURL^ | URL of the icon that is associated with the action |
| ^ACTIONNAME^     | The name of the action                             |
| ^FILENAME^       | File Name                                          |
| ^FILEPATH^       | File Path                                          |
| ^DATE^           | Date of the action                                 |
| ^HOW^            | User agent that performed the action               |
| ^IP^             | IP Address associated with the action              |
| ^LOCATION^       | User agent Location                                |
| ^CLOUDURL^       | Server URL                                         |
| ^EMAIL^          | Email ID of the User                               |
| ^CHECKSUM^       | Checksum of the file                               |

**Table 14. Password Expiration Notification Email Template**

| Placeholder   | Description                             |
|---------------|-----------------------------------------|
| ^CLOUDURL^    | Server URL                              |
| ^SERVICENAME^ | Name of the service                     |
| ^DAYS^        | Number of days till password expiration |
| ^EMAIL^       | Email ID of the User                    |

**Table 15. Share Email Template**

| Placeholder     | Description                                                  |
|-----------------|--------------------------------------------------------------|
| ^CLOUDURL^      | Server URL                                                   |
| ^FROM^          | Displayname of the user                                      |
| ^FILENAME^      | Filename of the shared file                                  |
| ^URL^           | Share URL                                                    |
| ^MESSAGE^       | Email content specified by the user                          |
| ^EMAIL^         | Email ID of the User                                         |
| ^THUMBURL^      | Image thumbnail (only for a single share)                    |
| ^DAYS^          | Number of days till share expiration (added in Version 20.1) |
| ^EXPIRY_DATE^   | Date that share will expire (added in Version 21.3)          |
| ^SHAREPASSWORD^ | Password required to access share.                           |
| ^QRCODESHARE^   | QR code for accessing share (added in version 23.253)        |

**Table 16. Two Factor Authentication Email Template**

| Placeholder | Description                     |
|-------------|---------------------------------|
| ^CLOUDURL^  | Server URL                      |
| ^HEADING^   | Title of the Template           |
| ^CODE^      | 2FA code                        |
| ^VALIDITY^  | 2FA code expiry time in minutes |
| ^EMAIL^     | Email ID of the User            |

**Table 17. Waiting for Approval Email Template**

| Placeholder | Description          |
|-------------|----------------------|
| ^CLOUDURL^  | Server URL           |
| ^USERNAME^  | Username of the User |
| ^EMAIL^     | Email ID of the User |

**Table 18. Welcome/Verification Email Template**

| Placeholder   | Description              |
|---------------|--------------------------|
| ^CLOUDURL^    | Server URL               |
| ^DISPLAYNAME^ | Display name of the user |
| ^VERIFYURL^   | Server URL               |
| ^EMAIL^       | Email ID of the user     |
| ^TO^          | First name of the user   |

**Table 19. Workflow Notification Email Template (Disable inactive account)**

| Placeholder   | Description            |
|---------------|------------------------|
| ^CLOUDURL^    | Server URL             |
| ^HEADING^     | Emails heading message |
| ^SERVICENAME^ | Name of the service    |
| ^USERNAME^    | User name              |
| ^EMAIL^       | Email ID of the user   |

| Placeholder | Description            |
|-------------|------------------------|
| ^TO^        | First name of the user |

**Table 20. Reset Forgot Password Email Template**

| Placeholder          | Description                                            |
|----------------------|--------------------------------------------------------|
| ^EMAIL^              | Email ID of the user requesting password reset         |
| ^USERNAME^           | The username of the user requesting the password reset |
| ^PASSWORD_RESET_URL^ | Complete URL for resetting the password                |
| ^CLOUDURL^           | Server URL                                             |

**Note**

The following predefined templates are not visible in the FileCloud admin portal and cannot be customized:

## Admin Version

- Change Account Status Workflow Email Template
- Delete Account Workflow Email Template
- Disable Account Workflow Email Template
- Generate Report Workflow Email Template

## User Version

- Change Account Status Workflow Email Template
- Delete Account Workflow Email Template
- Disable Account Workflow Email Template

## News Feed

**i** Note: Beginning with FileCloud Version 20.3, the news feed xml supports the use of CDATA sections.

FileCloud supports displaying an RSS feed in the navigation pane of user web UI.

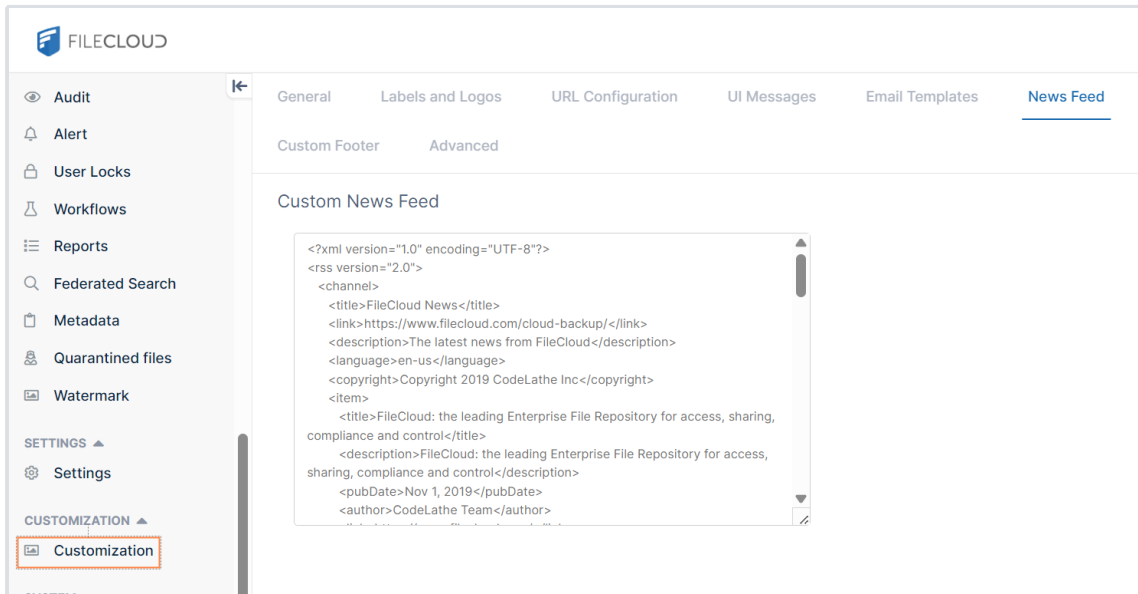
This feed can be modified by an administrator or disabled completely.

The screenshot displays the FileCloud user interface. On the left, a navigation sidebar lists various file management options. An orange arrow points to the 'Notice' section in this sidebar. The main area shows the 'My Files' view with a list of items including folders like 'backups', 'QuickNotes', 'Public Documents', and 'DI 19-20', and files like 'users.csv', 'users (1).csv', and 'tofuvermicelli.png'. A 'Notice' section is visible in the sidebar, containing text about FileCloud Enterprise features.

**i** The RSS feed must follow RSS XML format version 2. Otherwise user UI parsing will fail

To change the RSS feed ,

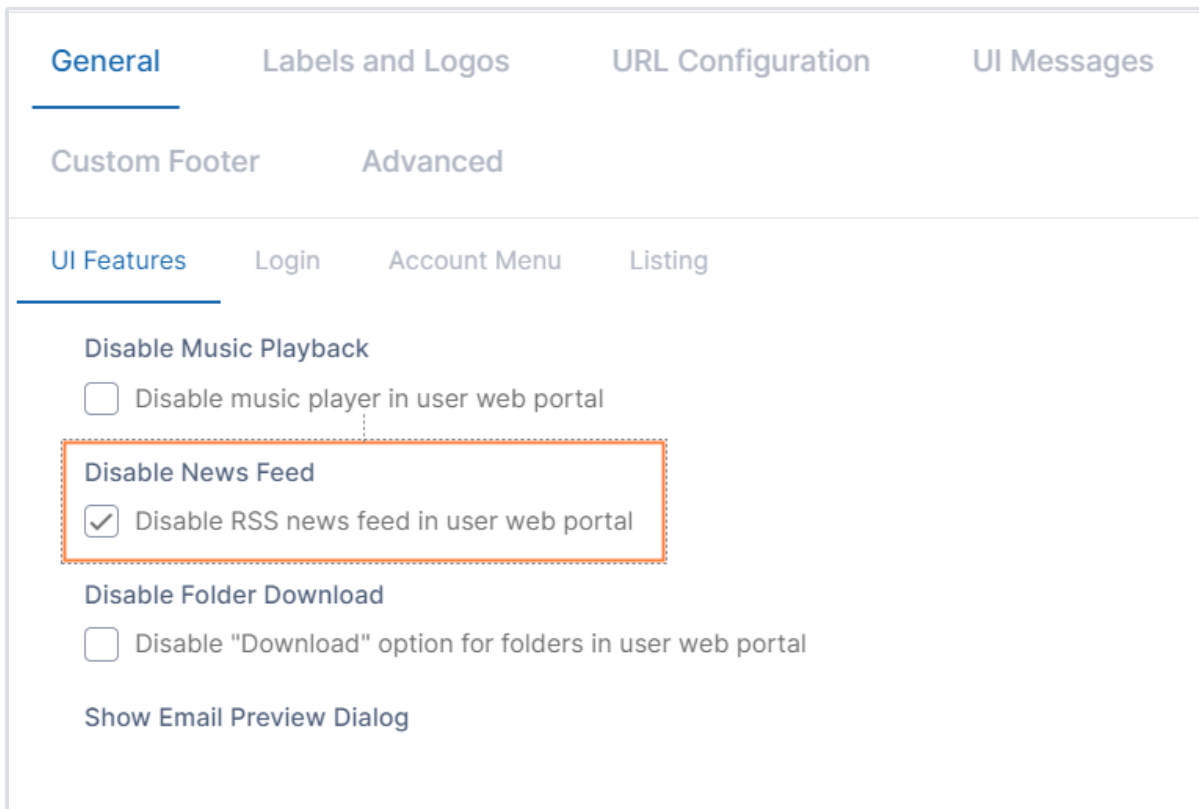
1. Log into Administration Portal
2. Click **Customization**.
3. Click **News Feed**.
4. Change the feed

5. Click **Save**.


The screenshot shows the FileCloud administration interface. On the left is a navigation menu with categories: Audit, Alert, User Locks, Workflows, Reports, Federated Search, Metadata, Quarantined files, Watermark, SETTINGS (with a sub-item 'Settings'), and CUSTOMIZATION (with a sub-item 'Customization' highlighted by a red dashed box). The main content area is titled 'Custom News Feed' and contains an XML code editor with the following content:

```
<?xml version="1.0" encoding="UTF-8"?>
<rss version="2.0">
<channel>
<title>FileCloud News</title>
<link>https://www.filecloud.com/cloud-backup/</link>
<description>The latest news from FileCloud</description>
<language>en-us</language>
<copyright>Copyright 2019 CodeLathe Inc</copyright>
<item>
<title>FileCloud: the leading Enterprise File Repository for access, sharing,
compliance and control</title>
<description>FileCloud: the leading Enterprise File Repository for access,
sharing, compliance and control</description>
<pubDate>Nov 1, 2019</pubDate>
<author>CodeLathe Team</author>
```

To disable the News feed, go to Settings->Customization->General and enable the "Disable News Feed" checkbox.



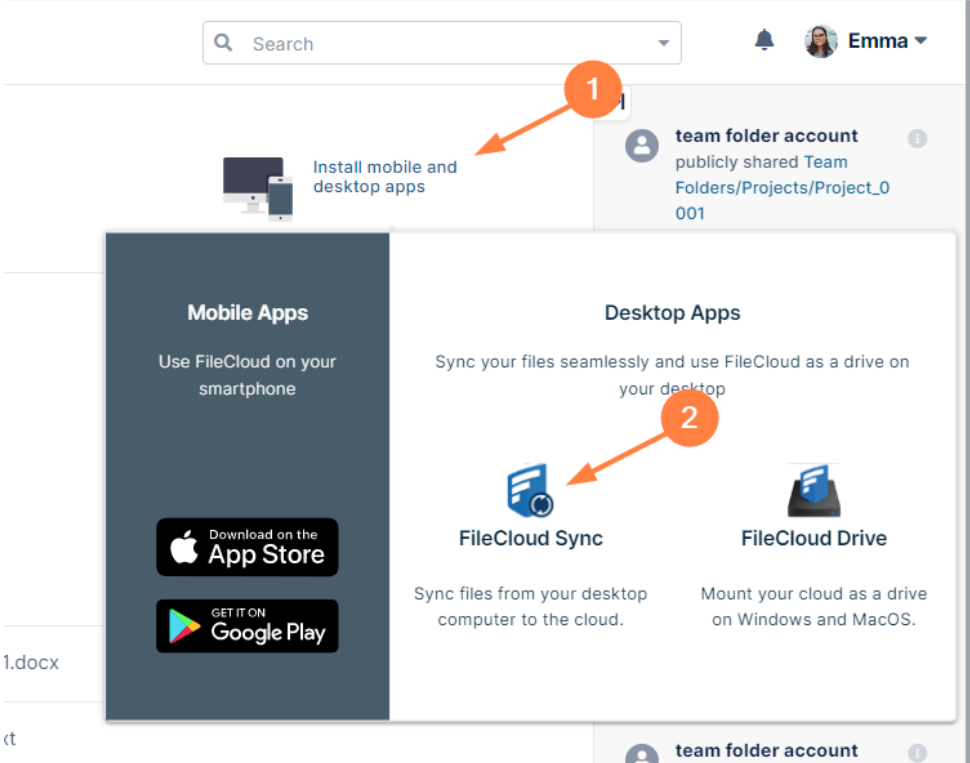
The screenshot shows the 'General' tab of the 'Customization' settings. The 'UI Features' section is active, and the 'Disable News Feed' checkbox is checked (indicated by a red dashed box). The other options in the section are:

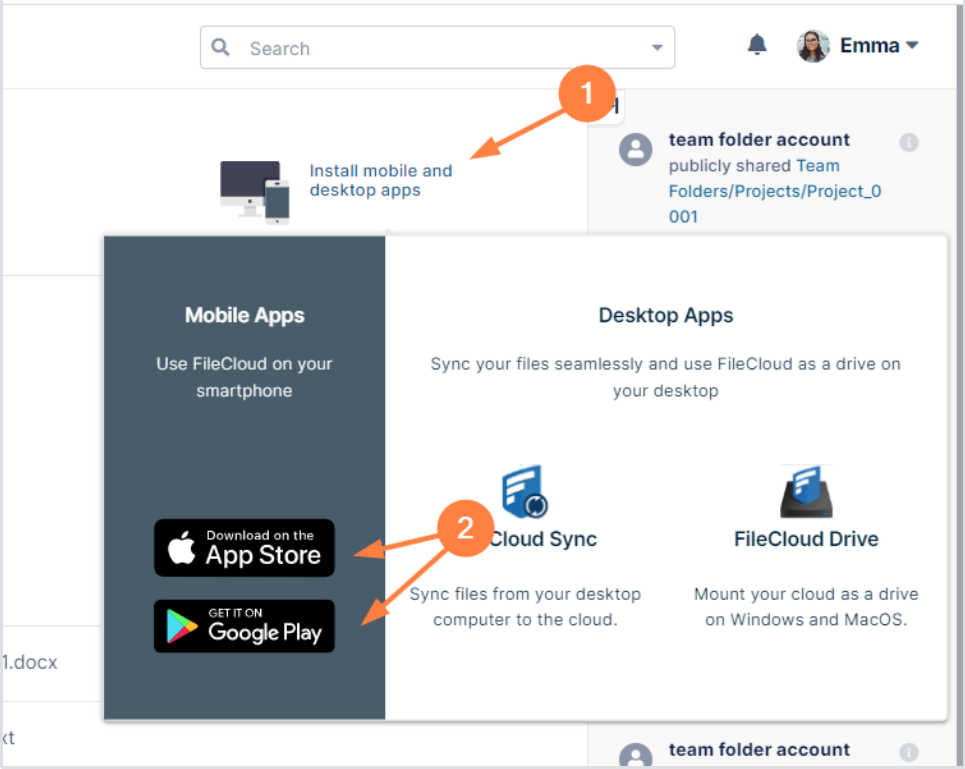
- Disable Music Playback
- Disable music player in user web portal
- Disable News Feed
- Disable RSS news feed in user web portal
- Disable Folder Download
- Disable "Download" option for folders in user web portal
- Show Email Preview Dialog

## Customize Product URLs

FileCloud allows changes to a number of URLs used in the system to customize your user experience.

The following URLs can be customized.

URL	Description
<p><b>Install Desktop Apps URL</b></p>	<p>This is the URL that will be opened when a user in the user portal clicks <b>Install Mobile and Desktop Apps</b>, and then clicks <b>FileCloud Sync</b>.</p>  <p>1.docx</p> <p>ct</p> <p>If you are using FileCloud's default Sync app, then no change is necessary</p>

URL	Description
<p><b>Install Mobile Apps URL</b></p>	<p>This is the URL that will be opened when a user in the user portal clicks <b>Install Mobile and Desktop Apps</b>, and then clicks <b>Download on the App Store</b> or <b>Get It On Google Play</b>.</p> <p>By default, these links go to the page on the FileCloud website that includes links to the FileCloud app download pages in the Google and Apple stores. Change it here to include a link to a custom page with links to the appropriate download pages in the Google and Apple stores.</p> 
<p><b>Install FileCloud Addins URL</b></p>	<p>This URL that goes to the add-ons section of downloads in the FileCloud website. The current user interface does not include a link that goes to this URL, but if you add custom links, you may use this URL.</p>
<p><b>Product Help URL</b></p>	<p>This is the URL of the product's online help. By default it goes to the FileCloud support documentation.</p>
<p><b>Product Facebook URL</b></p>	<p>If this is set, the user UI will contain a link to open this URL in the account dropdown menu. Set this to empty string to remove this link.</p>
<p><b>Product Tech Support URL</b></p>	<p>This is the url that will be opened when user clicks on "Help &amp; Support" in the drop down menu.</p>

URL	Description
<b>Initial User Web Portal Path</b>	This path can be used to customize which folder the web interface navigates to when a user logs in. Example: #expl-tabl./EXTERNAL Warning: If all users don't have access to this path, then they might not see anything when they login.
<b>Forgot Password URL</b>	For External authentication like Active Directory or LDAP, it is possible to set a URL here so that when a user clicks on "Forgot Password", it takes them to the specific URL.
<b>User Login Custom Option Label</b>	This is to create a new label in More Options section of a login page, below forgot password, to redirect users to another option to reset the password.
<b>User Login Custom Option URL</b>	Specify the URL for the new label in More Options section of a login page, below forgot password.

To perform customizations, follow the following steps

1. Log into the Administration portal
2. Click on **Customizations** on the left navigation panel.
3. Click on **URL** tab.

General    Labels and Logos    **URL Configuration**    UI I

Custom Footer    **Advanced**

---

### Custom URLs

**Install Desktop Apps URL**

Custom desktop apps URL

**Install Mobile Apps URL**

Custom mobile apps URL

**Install FileCloud Addins URL**

Custom FileCloud Office/Outlook/Chrome addins URL

**Product Help URL**

URL to open support documentation

4. Change the URL(s).
5. Click **Save**.

# Customizing CSS

General   Labels And Logos   URL   UI Messages   Email Templates   News Feed   TOS   **Advanced**

### Custom CSS

Custom CSS Entries

|

Additional CSS entries

## Example CSS:



## Custom CSS

Custom CSS Entries

```
.navbar {
background-color: lightyellow;
}

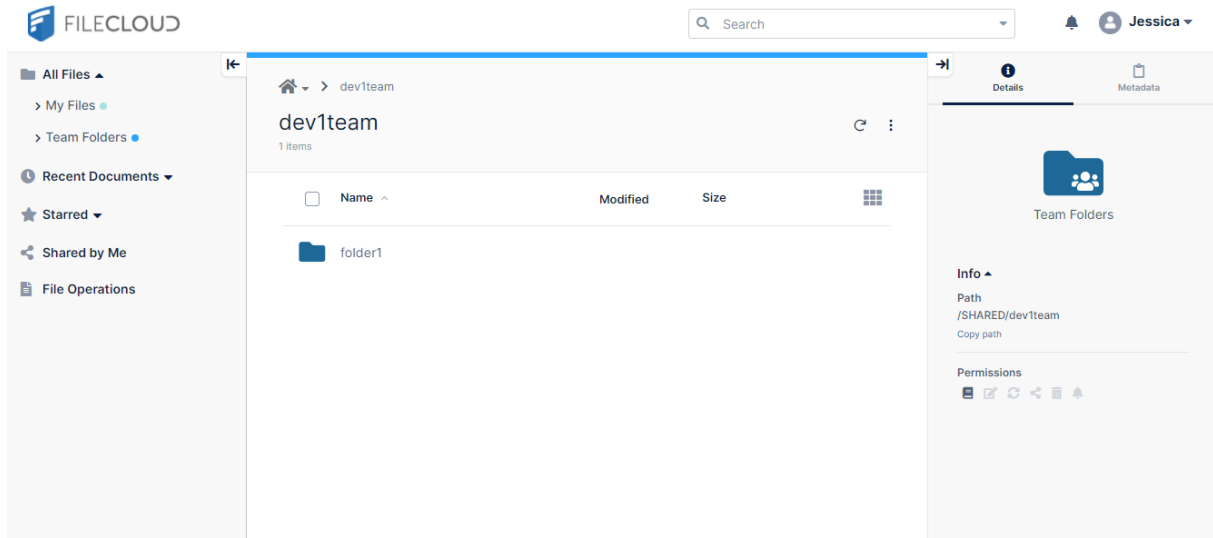
.btn {
border: none;
color: black;
padding: 5px 5px;
text-align: center;
text-decoration: none;
display: inline-block;
font-size: 16px;
font-family: cursive;
}

.sidebar {
background-color: lightblue;
font-family: "Gill Sans", sans-serif;
}

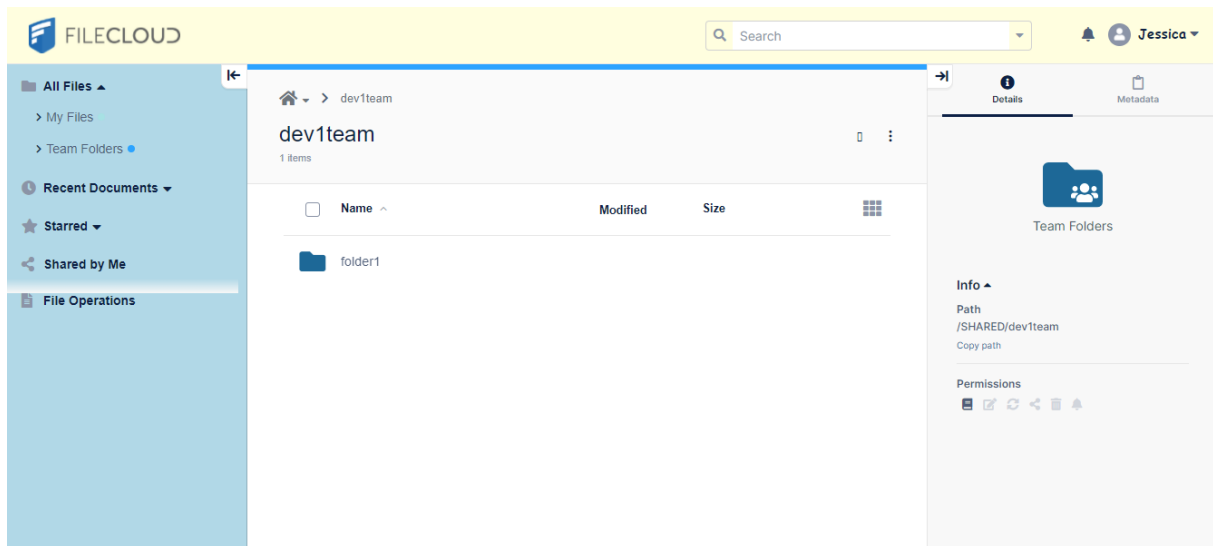
.main-content {
font-size: 20 px;
font-family: "Gill Sans", sans-serif;
}
```

Additional CSS entries

## Before Custom CSS Added



## After Custom CSS Added



**Note:** Additional CSS entries are enforced in addition to those specified in the manual entries.

Your custom attributes take precedence over the attributes set in the theme assigned by you or the theme users select.

## Sample

### Sample CSS

```
.navbar {
 background-color: lightyellow;
}
```

```
}

.btn {
 border: none;
 color: black;
 padding: 5px 5px;
 text-align: center;
 text-decoration: none;
 display: inline-block;
 font-size: 16px;
 font-family: cursive;
}

.sidebar {
 font-family: "Eras ITC";
}

.main-content {
 font-size: 24 px;
 font-family: "Eras ITC";
}
```

## FileCloud White Label Guide

This section provides information for white labeling FileCloud Applications.



White label support requires the appropriate FileCloud subscription. It is available for FileCloud Enterprise Edition and FileCloud Service Provider Advanced/Premium Edition.

- FileCloud Website White Label Instructions

## FileCloud Android App White Label Instructions



White label support requires purchasing the appropriate FileCloud Service Provider Edition

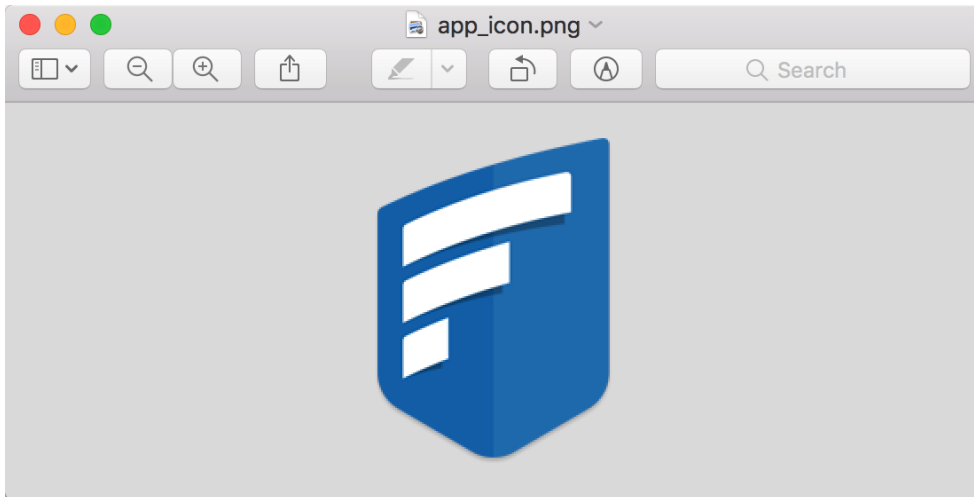


The Service Provider is responsible for providing the requested information and uploading the application to PlayStore.

FileCloud Android app requires the following information and data :

- **Name for the app** : This will be the display name of the app. The name should be short so it can be displayed without truncation on device screen. Can contain spaces.
- **Android App ID** : Your app's system identifier. This name must be unique and not already exist in the Google Play Store. Example : com.filecloud.android
- **App icon** : Your app's icon. See example and file details below

File Name	Image Size (px)
app_icon.png	192x192



The following values are the default. Provide your links

Description	Value
Privacy Link:	<a href="http://www.filecloud.com/privacy/">http://www.filecloud.com/privacy/</a>
TOS	<a href="http://www.filecloud.com/tos/">http://www.filecloud.com/tos/</a>
Help	<a href="https://www.filecloud.com/supportdocs/display/FCDOC/Android">https://www.filecloud.com/supportdocs/display/FCDOC/Android</a>
Copyright	©CodeLathe 2023

## FileCloud Drive White Label Instructions

FileCloud Drive white label support enables service providers and partners to customize the theme color and product name on the Drive interface.



White label support requires the appropriate FileCloud subscription. It is available for FileCloud Enterprise Edition and FileCloud Service Provider Advanced/Premium Edition. The Service Provider is responsible for providing the requested information and uploading the application.

## Customizing FileCloud Drive

To customize FileCloud Drive:

1. Create an xml file named **custom.xml** with the following contents:

```
<?xml version="1.0" encoding="utf-8"?>
<customconfig>
<config>

<productname>Product xyz</productname>
<themecolor>#DA70D6</themecolor>
<updateurl>http://patch.codebathe.com/tonidodrive/live/
filecloudmacdriveserverversion.xml</updateurl>
<supporturl>http://getfilecloud.com</supporturl>

</config>
</customconfig>
```

The available custom tags are:

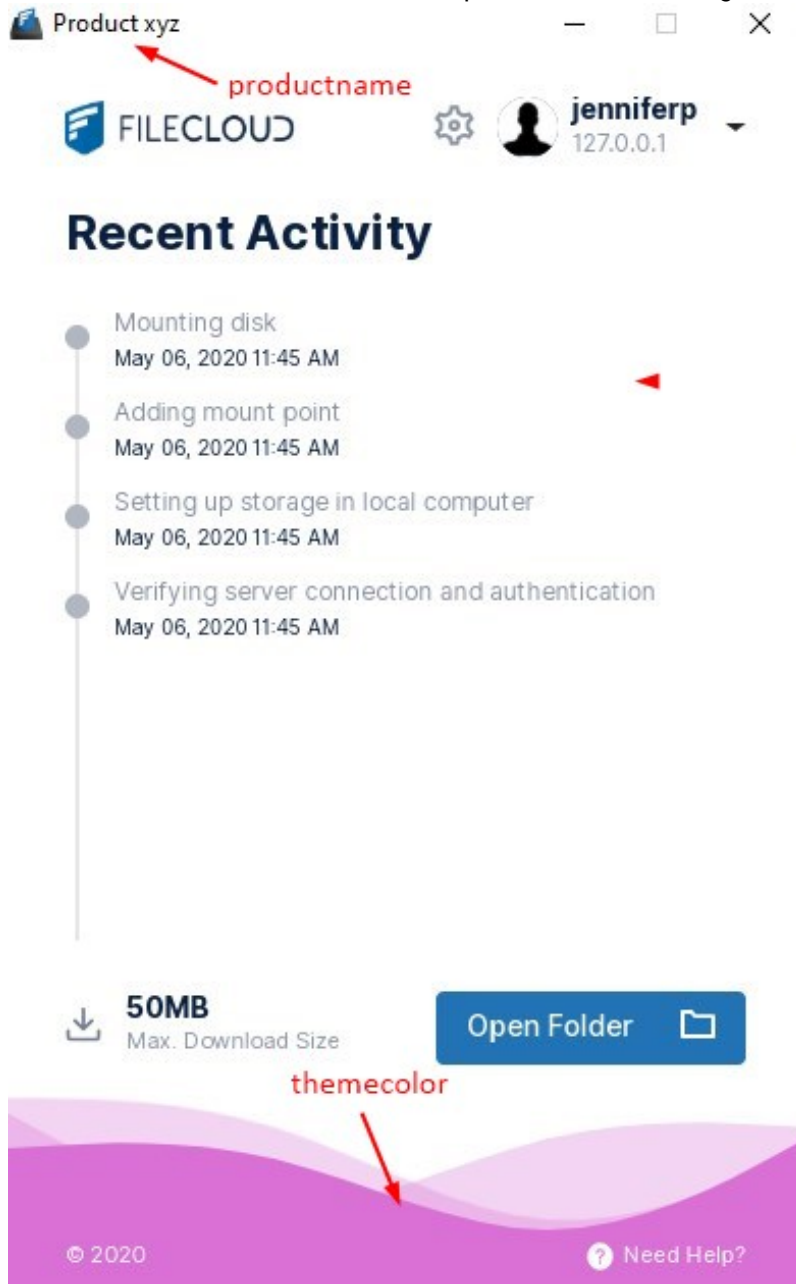
```
<productname>Product xyz</productname>
<themecolor>#DA70D6</themecolor>
```

The value for <themecolor> is a hex color code.

2. Save **custom.xml** in the folder: **FileCloud Drive/service**, where **FileCloud Drive** is your Drive installation folder.

3. Restart FileCloud Drive.

The custom.xml file in the code above produces the following custom interface:



## Required information for Windows

The following elements are required:

Information	Notes

<b>Product Name</b>	This is the name used to refer to the application. The default value is "FileCloudDrive", you can use any name that you want. Do not use spaces inside this name.
<b>Update URL</b>	<p>This needs to be the URL to the publicly available XML file that stores information about the versions and the links to the new versions for downloads when a new version is found.</p> <p>Example :<a href="http://patch.codelathe.com/tonidodrive/live/fileclouddrive2everion.xml">http://patch.codelathe.com/tonidodrive/live/fileclouddrive2everion.xml</a></p> <p>This XML must contain XML in the form</p> <pre style="border: 1px solid black; padding: 10px;"> &lt;opt&gt; &lt;info&gt; &lt;version&gt;19.3.0.2792&lt;/version&gt; &lt;winupdateurl&gt; http://patch.codelathe.com/tonido/live/installer/x86-win32/ FileCloudDrive2eSetup.exe &lt;/winupdateurl&gt; &lt;/info&gt; &lt;/opt&gt; </pre>
<b>Support</b>	FileCloud Drive

## Required Information for Mac

<b>Information</b>	<b>Notes</b>
<b>Product Name</b>	This is the name used to refer to the application. The default value is "FileCloudDrive", you can use any name that you want. Do not use spaces inside this name.

<b>Update URL</b>	<p>This needs to be the URL to the publicly available XML file that stores information about the versions and the links to the new versions for downloads when a new version is found.</p> <p>Example :<a href="http://patch.codelathe.com/tonidodrive/live/filecloudmacdriveversion.xml">http://patch.codelathe.com/tonidodrive/live/filecloudmacdriveversion.xml</a></p> <p>This XML must contain XML in the form</p> <pre data-bbox="355 490 1385 943"> &lt;opt&gt; &lt;info&gt; &lt;osxurl&gt; http://patch.codelathe.com/tonido/live/installer/x86-darwin/ FileCloudMacDrive64.dmg &lt;/osxurl&gt; &lt;version&gt;15.90.0.35620&lt;/version&gt; &lt;win32url&gt; http://patch.codelathe.com/tonido/live/installer/x86-win32/ FileCloudDriveSetup.exe &lt;/win32url&gt; &lt;/info&gt; &lt;/opt&gt; </pre>
<b>Support</b>	FileCloud Drive for Mac

## Icons

1. 256x256 ICO file named "drive.ico"
2. 256x256 ICNS file named "drive.icns"
3. 188x44 png file named "brand.png"
4. 32x32 png file named "drive@2x.png"
5. 16x16 png file named "drive.png"

Samples attached here

drive.ico and drive.icns



brand.png



drive@2x.png



drive.png



## FileCloud iOS App White Label Instructions



White label support requires the appropriate FileCloud subscription. It is available for FileCloud Enterprise Edition and FileCloud Service Provider Advanced/Premium Edition.



The Service Provider is responsible for providing the requested information (including screenshots) and submitting the application to TestFlight or the AppStore.

FileCloud iOS App White Label Requirements

### Apple Developer Program

#### Step 1: Choose an option

##### Option A: Enroll to the Apple Developer Enterprise Program

- App doesn't require review by Apple, so updates to your users is immediate.
- App can be sent by email, downloaded from your site or distributed freely by any other means.
- 299 USD per year.
- Enrollment <https://developer.apple.com/programs/enterprise/>

##### Option B: Enroll to the Apple Developer Program

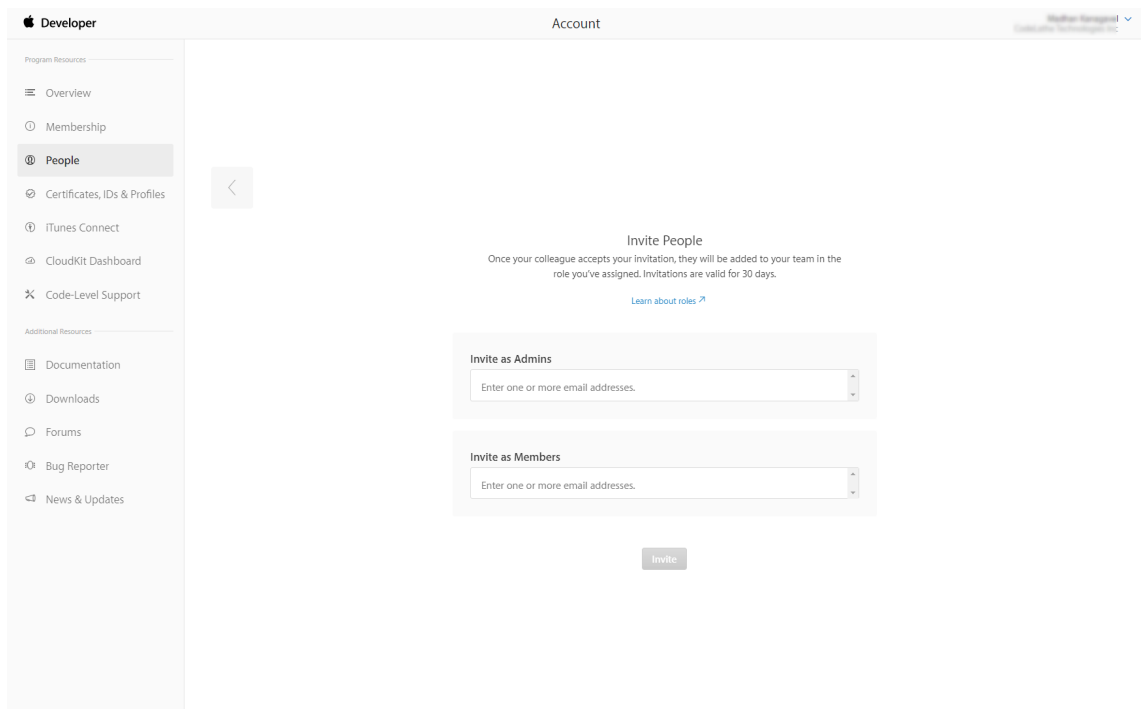
- App updates require review by Apple and may take up to two weeks to be available to your users.

- App can only be downloaded from the AppStore.
- 99 USD per year.
- Enrollment <https://developer.apple.com/programs/>. **Enroll as an Organization and not as an Individual.**

## Step 2: Give us access to your Developer Program

In order to configure your app we require access to your Developer Program created in Step 1.

1. Login to your Developer Program account <https://developer.apple.com/account/>
2. **Invite ios@codelathe.com as Admin** from <https://developer.apple.com/membercenter/index.action#invitations>.



If you don't see the Invite People screen then you may have enrolled as an Individual in Step 1. Change your account into an Organization here <https://developer.apple.com/contact/submit/?entityType=individual&requestType=migrateAccount>.

If you have any question contact us at [ios@codelathe.com](mailto:ios@codelathe.com).

## Step 3: Distribute the App

We will generate new versions and upload them to AppStore Connect (formerly known as iTunes Connect) ready for TestFlight or AppStore distribution. **Choose the option below that matches your chosen Option in Step 1:**

### Option A: Send the IPA file directly to users

- Share the file by any electronic means (email, file share, company website, etc.).

### Option B: Send the IPA to TestFlight or the AppStore

- Go to iTunes Connect (<https://appstoreconnect.apple.com>) and send the app to beta testers through TestFlight, or submit it to Apple for Review to publish the app in the AppStore.
  - For TestFlight distribution (internal testing) refer to <https://help.apple.com/app-store-connect/#/devdc42b26b8>.
  - For AppStore distribution refer to <https://help.apple.com/app-store-connect/#/dev34e9bbb5a>.

**Note:** You should choose "No" to both the Export Compliance and Advertising Identifier dialogs.

For version history, changes and What's New in each version refer to <https://apps.apple.com/us/app/filecloud/id646612982>.

## Required Information and Images

Send us the information and images required to personalize your app:

### App name

A short name of about 10 characters as it will be shown used by Siri and visible on the user Home screen.

### App icon

A 1024x1024 pixels PNG image to be shown in the Home screen. Corners automatically rounded by the system. **Do not add transparency.**

*Sample app name ("Tonido") and custom app icon*



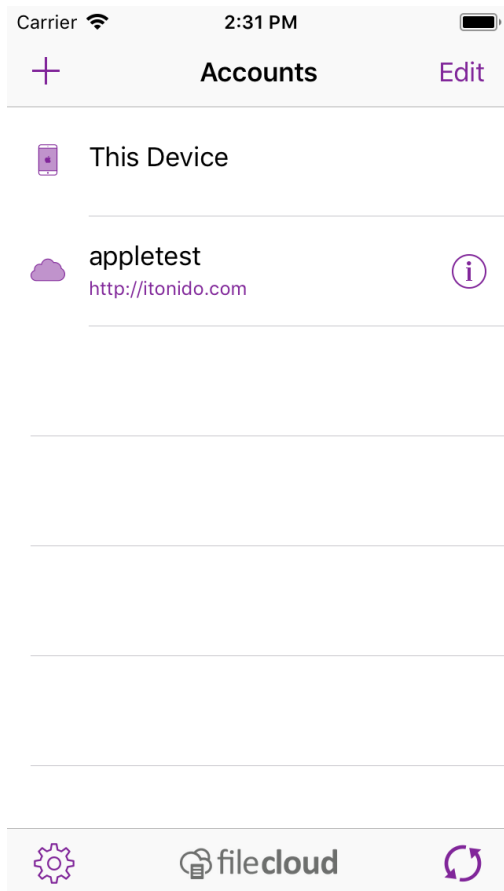
## App tint color

A color to be applied to the main app elements to personalize the look and feel. It will be used on top of white most of the time so avoid very clear colors.

## App logo

A 132 pixels high and maximum 900 pixels wide PNG image with optional transparency. It will be used to brand your app and be placed against either white or your App tint color background.

*Sample App tint color (0x81269A in hexadecimal or R129 G38 B154 in 8 bit RGB) and custom App logo shown in the bottom bar*



## Required URLs

Description	Sample
Quick Help to help how to use the login view	<a href="http://www.filecloud.com/how-it-works/">http://www.filecloud.com/how-it-works/</a>
Privacy Link:	<a href="http://www.filecloud.com/privacy/">http://www.filecloud.com/privacy/</a>
TOS	<a href="http://www.filecloud.com/tos/">http://www.filecloud.com/tos/</a>
Help	<a href="https://www.filecloud.com/supportdocs/display/FCDOC/iPhone+and+iPad">https://www.filecloud.com/supportdocs/display/FCDOC/iPhone+and+iPad</a>
Copyright	CodeLathe LLC 2019

## FileCloud Sync White Label Instructions



White label support requires the appropriate FileCloud subscription. It is available for FileCloud Enterprise Edition and FileCloud Service Provider Advanced/Premium Edition.



The Service Provider is responsible for providing the requested information and uploading the application.

## Overview

This document provides instructions on required information for fully whitelabel sync app for service providers or partners.

The sync app runs on 3 different platforms:



- Windows
- Mac OSX 64 bit (10.8 or greater)
- Linux Ubuntu 64 bit (12.04 or greater)

## Required Customization Information


The following information is required for custom Sync App

Information	Notes
Product Name	This is the name used to refer to the application. The default value is "FileCloud", you can use any name that you want. Recommendation is not to use spaces inside this name.
Sync User Folder Name	This is the name of the folder where user's sync contents are stored. Default Value is "FileCloud" This can be changed to whatever you need, we recommend a name without spaces in it.
Sync Cache Folder Name	This is the name of the folder where the user's sync cache folder are stored. Default Value is "FileCloudSyncData". This can be changed to whatever you need, we recommend a name without spaces in it. The Default location is %APPDATA%\FileCloudSyncData
Update URL	This needs to be the URL to the publicly available XML file that stores information about the versions and the links to the new versions for downloads when a new version is found. Example Link: <a href="http://patch.codelathe.com/tonidocloudsync/live/tonidosyncversion.xml">http://patch.codelathe.com/tonidocloudsync/live/tonidosyncversion.xml</a>  Sample data: <pre> &lt;opt&gt; &lt;info&gt; &lt;linuxurl&gt; <a href="http://patch.codelathe.com/tonido/live/installer/x86-linux/TonidoCloudSyncSetup_i686.deb">http://patch.codelathe.com/tonido/live/installer/x86-linux/TonidoCloudSyncSetup_i686.deb</a> &lt;/linuxurl&gt;  &lt;osxurl&gt; <a href="http://patch.codelathe.com/tonido/live/installer/x86-darwin/TonidoCloudSync.dmg">http://patch.codelathe.com/tonido/live/installer/x86-darwin/TonidoCloudSync.dmg</a> &lt;/osxurl&gt; &lt;version&gt;2.67.0.23806&lt;/version&gt; &lt;win32url&gt; <a href="http://patch.codelathe.com/tonido/live/installer/x86-win32/TonidoCloudSync.exe">http://patch.codelathe.com/tonido/live/installer/x86-win32/TonidoCloudSync.exe</a> &lt;/win32url&gt; &lt;/info&gt; &lt;/opt&gt; </pre>

## Windows Logos

Icon	Notes
 <p>sync.ico</p>	Used to represent the sync folder when viewed via Windows Explorer. Size: 256x256
 <p>tonidosync.ico</p>	This is the primary icon for the application which is shown in the task bar. This has to be in many different resolutions all packed in the .ico file. The example file is provided Size: 128x128

## Linux Logos

Icon	Notes
 <p>syncindicator.png</p>	Used to represent the sync app on the task bar. This is a 16x16 png file.

## Mac OSX Logos

Icon	Notes
Sync.icons	This contains icons for the sync app shown in the dock at several different resolutions. Example icons file is provided for reference.

## Sample Icons for Download

FileCloud Sync Whitelabel (1).zip

## Signing Applications



White label support requires purchasing the appropriate FileCloud Service Provider Edition

### Signing Applications on Windows

1. Get a code signing certificate from an authority like Thawte who provide code signing certificates.
2. Follow this process to sign your exe. [https://search.thawte.com/support/ssl-digital-certificates/index?page=content&id=S07516&actp=search&viewlocale=en\\_US&searchid=1465411633081](https://search.thawte.com/support/ssl-digital-certificates/index?page=content&id=S07516&actp=search&viewlocale=en_US&searchid=1465411633081)

## Customizing Terms of Service



More terms of service settings are available at Settings > Misc > Privacy.



Beginning with FileCloud Version 22.232, the default link to FileCloud terms of service has changed to <https://www.filecloud.com/eula/>. The link will only be changed automatically on new installations of FileCloud. Although the previous link will automatically redirect users to the new page, if you are upgrading FileCloud to version 23.232 or using an earlier version, we recommend that you change the link in **Customization > TOS** to <https://www.filecloud.com/eula/>

### Change the content of the Terms of Service

To change the content of the Terms of Service:

1. Click **Customization** in the left navigation panel.
2. Click the **TOS** tab
3. To enter new terms of service, change the HTML code in **Terms of Service**.

General
Labels and Logos
URL Configuration
UI Messages

Terms of Service
Custom Header
Custom Footer
Advanced

#### Terms of Service Content

```
<html>
 <h2>FILECLOUD TERMS OF SERVICE</h2>
 <p>The latest version of TOS is available at <a
href="https://www.filecloud.com/eula/"
target="_blank">https://www.filecloud.com/eula/</p>
</html>
```

**Note:** This text is not shown when users open a public or password-protected share; instead the text in **Anonymous user consent message for accessing shared files** in **Privacy settings** page, if it is entered, is shown.

4. Click **Save**.