



FileCloud Online Version 23.252

Customization and Branding

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FileCloud

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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

- [General Customization](#)
- [Login Background Image](#)
- [Themes, Labels, and Logos](#)
- [User Portal Themes](#)
- [UI Messages](#)
- [Email Templates](#)
- [News Feed](#)
- [Customize Product URLs](#)
- [Customizing CSS](#)
- FileCloud White Label Guide
 - FileCloud Android App White Label Instructions
 - FileCloud Drive White Label Instructions
 - FileCloud iOS App White Label Instructions
 - FileCloud Sync White Label Instructions
 - Signing Applications
- [Customizing Terms of Service](#)

**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](#).

You can enable or disable the following options to customize how users interact with the portal.

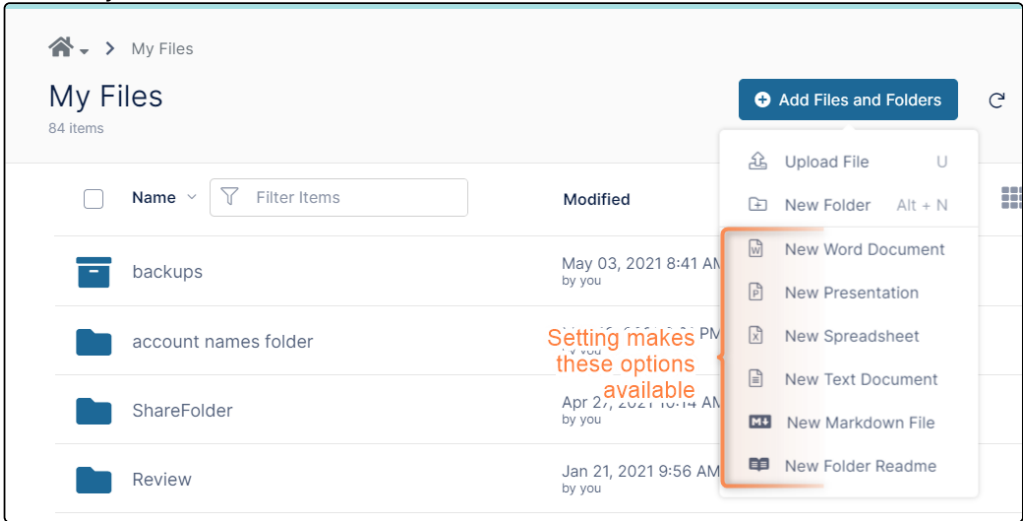
UI Features

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 Table 1.
5. To apply the change, click **Save**.

Table 1. UI Feature Options

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.

Option	Description
Show New Document Creation Option	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. 
Show Edit in Desktop Option	Enabling this option will allow documents to be edited using the local system's Office program and automatically save back to FileCloud.
-	-
Disable Music Playback	Show or disable Music Player in User Portal
Disable News Feed	Show or disable news feed in User Portal (Shown below the left side navigation panel)
Disable Folder Download	Disable "Downloading" of full folders or multiple items as zip files
Show Email Preview Dialog	Options: Send email and show email preview dialog (default) Send email and hide preview dialog: Share Email Notification Dialog will not pop up, but automatically the email will be sent to the user. Do not send email when sharing: Share Email Notification Dialog will not pop up, and no email will be sent to the user.

Option	Description
Disable Getting Started Admin Dialog	(Added in FileCloud 20.1) 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.
Disable New User Tutorial	Disables Get started with FileCloud tutorial from opening when a new user logs in.

Add links to the Account menu

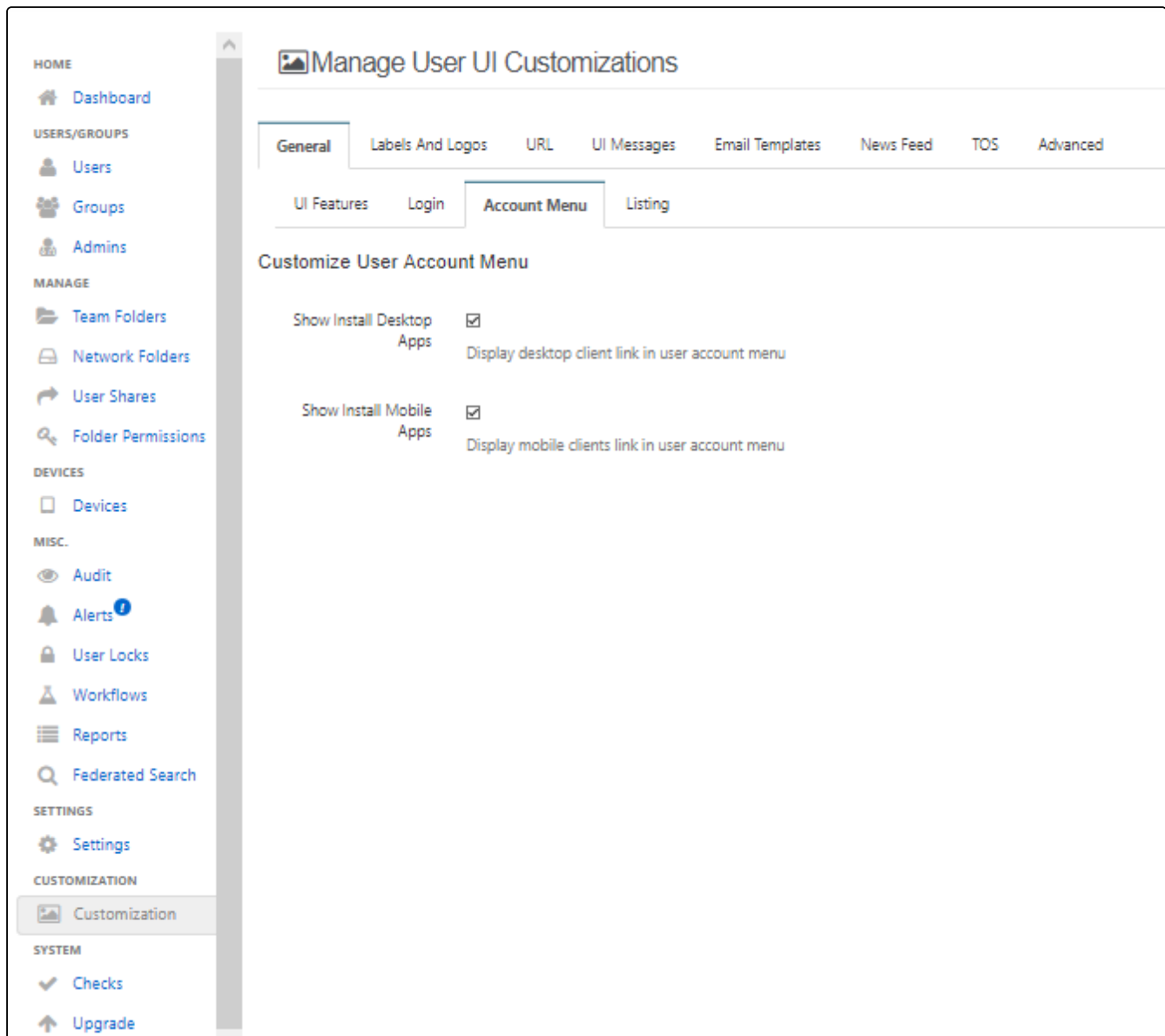
You can enable or disable the following options to add links to the user's Account menu.

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 Table 3.
5. To apply the change, click **Save**.

Table 3. Account Menu Options

Type	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 Table 4.
5. To apply the change, click **Save**.

Table 4. File Listing Options

Type	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
UI Messages
Email Templates
News Feed

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

Enabled

Enable/Disable Multi-Select (File list view)

Default Sort By

Name

Select the default sort by attribute

Default Sort Direction

Ascending

Selects the default sort by direction

Allow Sort Override

Allowed

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.

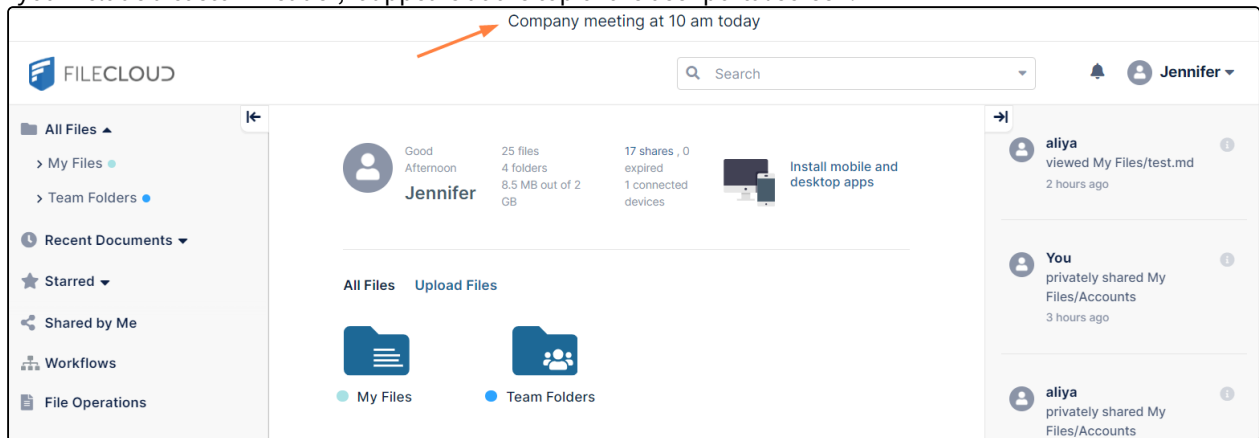
To add a custom header or footer:

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.

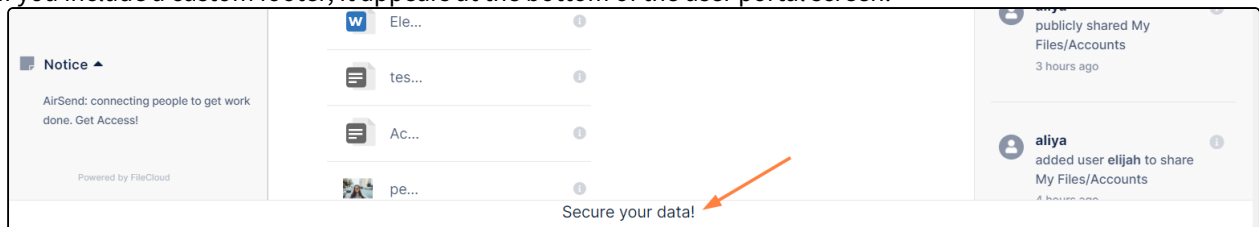
The screenshot shows the 'Custom Header' tab selected in the top navigation bar. Below the tabs, there's a 'Custom header (HTML)' text area containing the text: `<b>Company meeting at 10 am today</b>`. An orange arrow points to this text. To the right of the text area, there are two buttons: 'Reset to Defaults' and 'Save'. Below the 'Save' button, a message states: 'You have unsaved changes.'

3. Click **Save**.

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

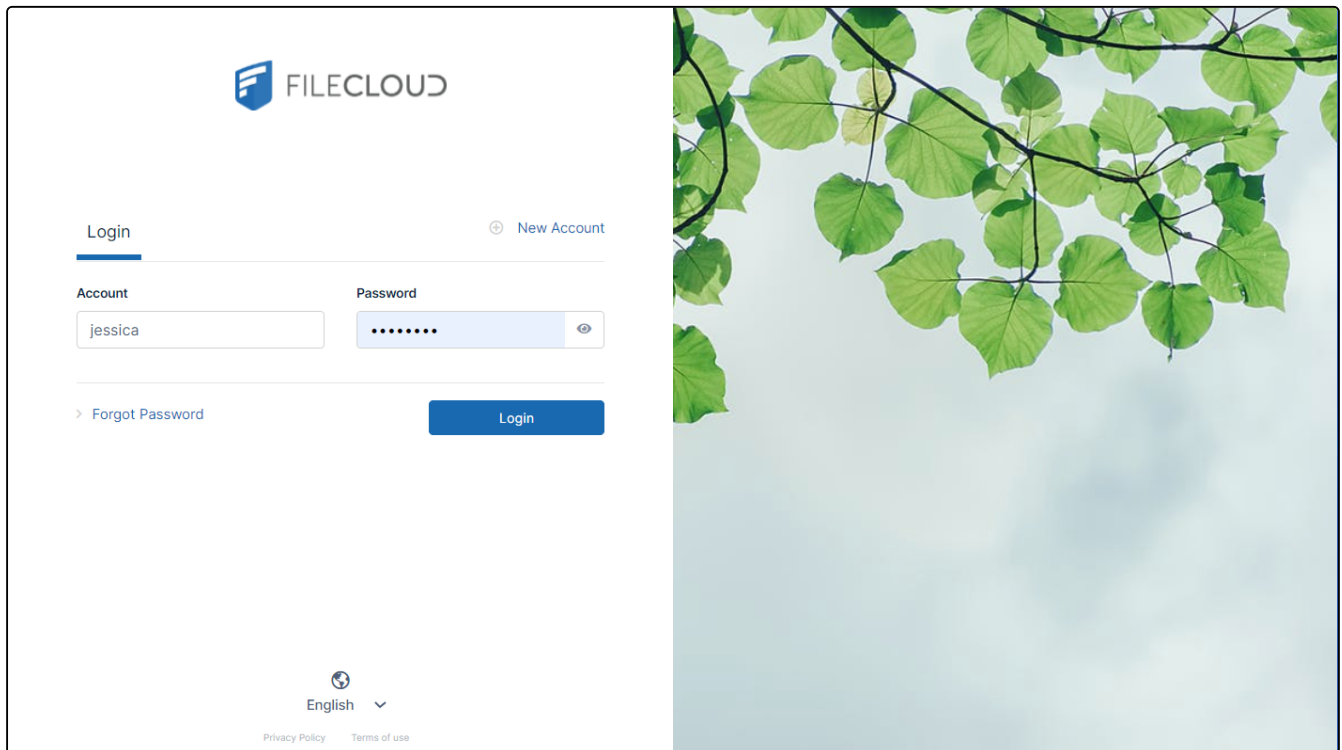


If you include a custom footer, it appears at the bottom of the user portal screen:



Login Background Image

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



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.

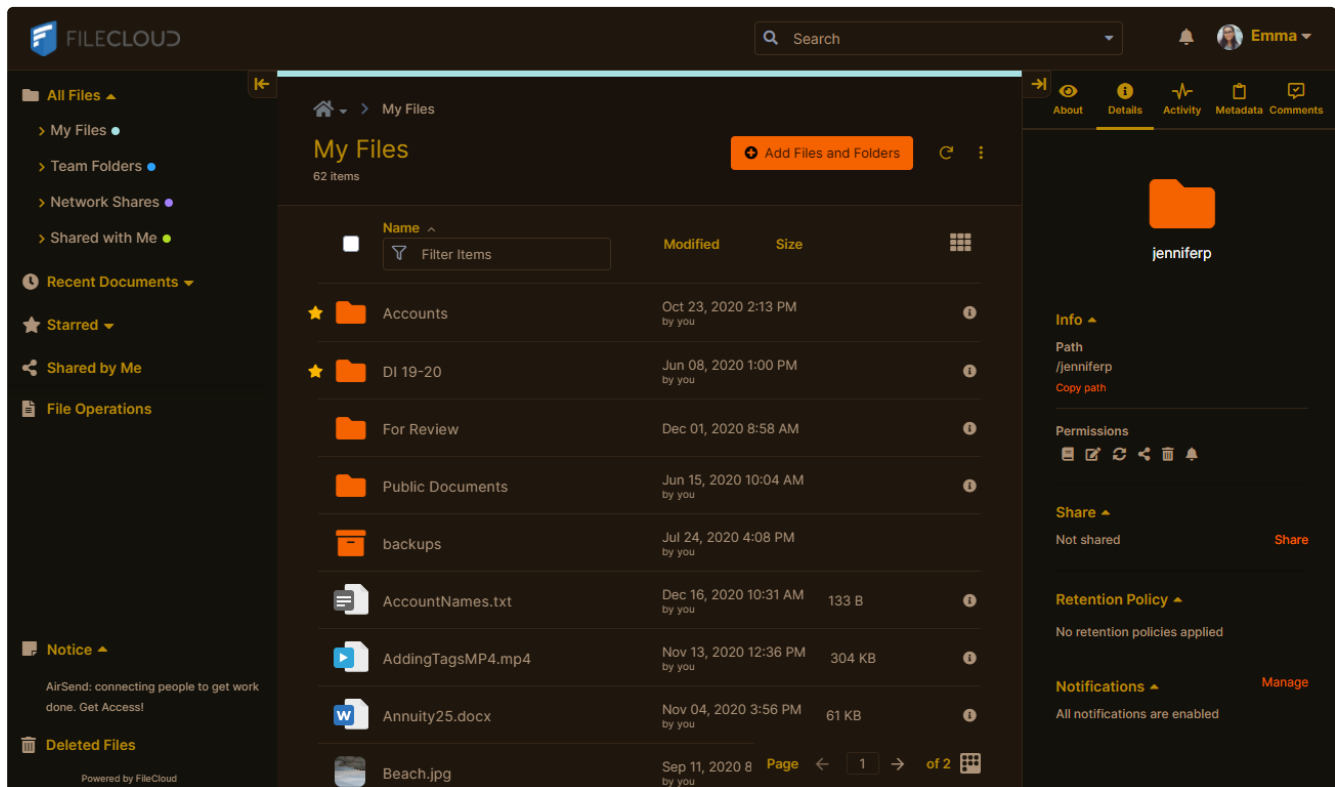
Themes, Labels, and Logos

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

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

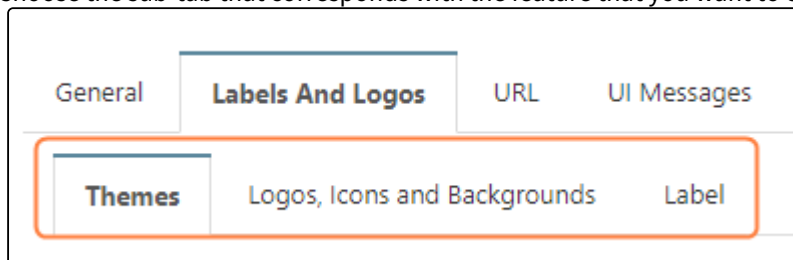
Beginning with FileCloud version 20.3, FileCloud includes predefined custom themes, such as the Sunburn theme shown below.

[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
UI Messages

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

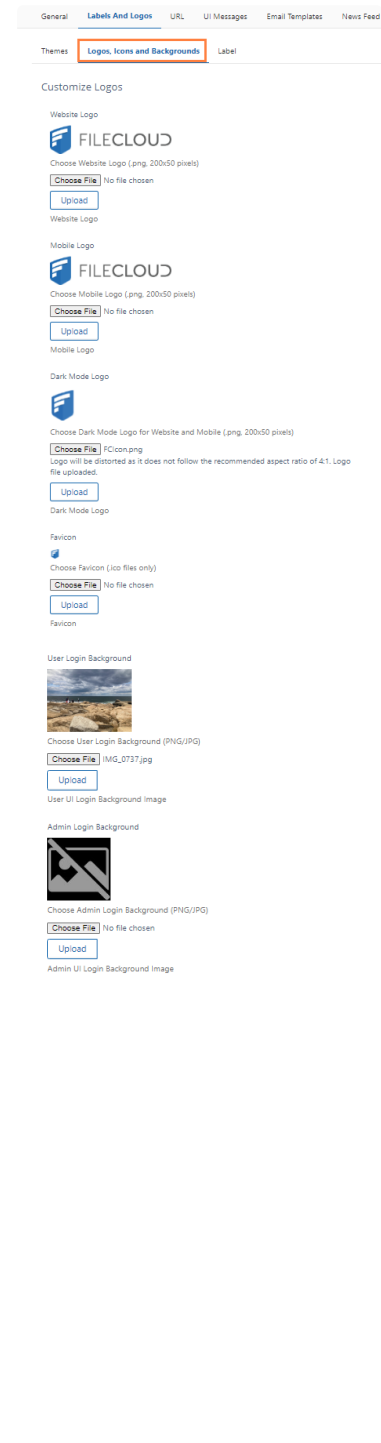
Enable User Override

☒ 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.

	<table> <tr> <td data-bbox="573 180 743 405"> Website Logo </td><td data-bbox="751 180 1443 405"> The logo that appears in the user portal. ⚠ Image must be a PNG file. - Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion. </td></tr> <tr> <td data-bbox="573 415 743 615"> Mobile Logo </td><td data-bbox="751 415 1443 615"> The logo that appears in mobile clients. ⚠ Image must be a PNG file. - Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion. </td></tr> <tr> <td data-bbox="573 625 743 825"> Dark Mode Logo </td><td data-bbox="751 625 1443 825"> The logo that appears when dark mode is enabled. ⚠ Image must be a PNG file. - Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion. </td></tr> <tr> <td data-bbox="573 835 743 1066"> Favicon </td><td data-bbox="751 835 1443 1066"> The thumbnail-sized logo that appears in address bars and on tabs. ⚠ Image must have the following format: - ICO format - Be less than or equal to 16px x 16px </td></tr> <tr> <td data-bbox="573 1077 743 1339"> User Login Background </td><td data-bbox="751 1077 1443 1339"> Background image for the user portal log-in page. ⚠ Image must have the following format: - PNG, JPG, or JPEG format - Be less than or equal to 1400px x 2000px with 7:10 proportion - Maximum size of 1MB </td></tr> <tr> <td data-bbox="573 1350 743 1612"> Admin Login Background </td><td data-bbox="751 1350 1443 1612"> Background image for the admin portal log-in page. ⚠ Image must have the following format: - PNG, JPG, or JPEG format - Be less than or equal to 1400px x 2000px with 7:10 proportion - Maximum size of 1MB </td></tr> </table>	Website Logo	The logo that appears in the user portal. ⚠ Image must be a PNG file. Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.	Mobile Logo	The logo that appears in mobile clients. ⚠ Image must be a PNG file. Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.	Dark Mode Logo	The logo that appears when dark mode is enabled. ⚠ Image must be a PNG file. Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.	Favicon	The thumbnail-sized logo that appears in address bars and on tabs. ⚠ Image must have the following format: - ICO format - Be less than or equal to 16px x 16px	User Login Background	Background image for the user portal log-in page. ⚠ Image must have the following format: - 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	Background image for the admin portal log-in page. ⚠ Image must have the following format: - PNG, JPG, or JPEG format - Be less than or equal to 1400px x 2000px with 7:10 proportion - Maximum size of 1MB
Website Logo	The logo that appears in the user portal. ⚠ Image must be a PNG file. Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.												
Mobile Logo	The logo that appears in mobile clients. ⚠ Image must be a PNG file. Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.												
Dark Mode Logo	The logo that appears when dark mode is enabled. ⚠ Image must be a PNG file. Image should be 200px x 50px or in another 4:1 proportion, to avoid distortion.												
Favicon	The thumbnail-sized logo that appears in address bars and on tabs. ⚠ Image must have the following format: - ICO format - Be less than or equal to 16px x 16px												
User Login Background	Background image for the user portal log-in page. ⚠ Image must have the following format: - 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	Background image for the admin portal log-in page. ⚠ Image must have the following format: - 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

UI Messages

Email Templates

News Feed

TOS

Advanced

Themes

Logos, Icons and Backgrounds

Label

Customize Labels

Webbrowser Title

FileCloud

Product Name

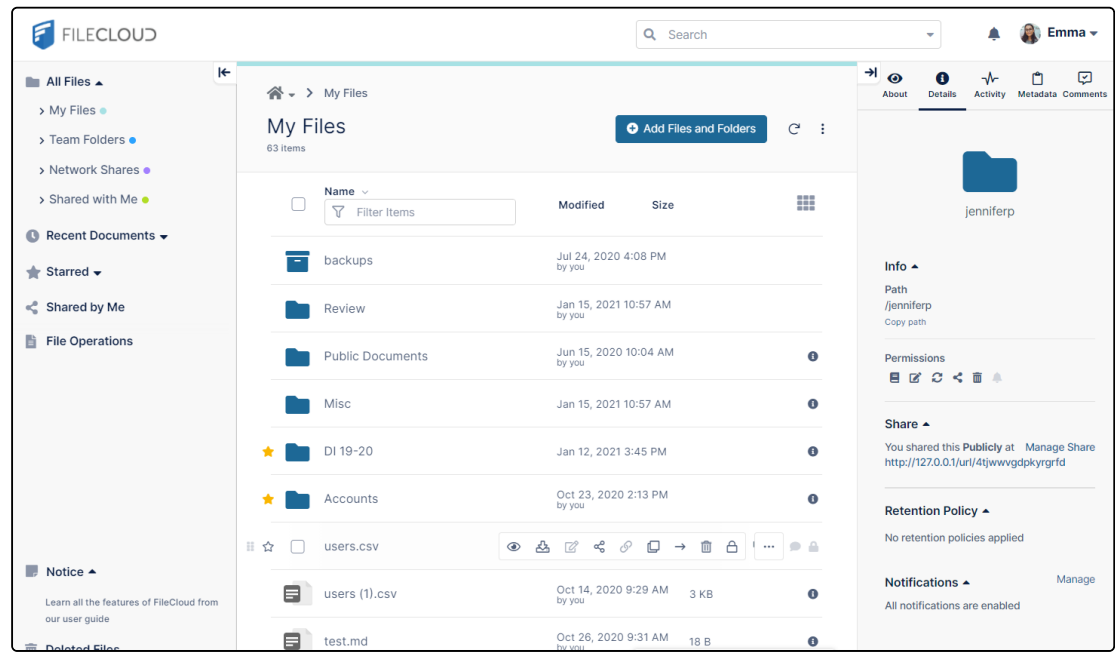
FileCloud

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

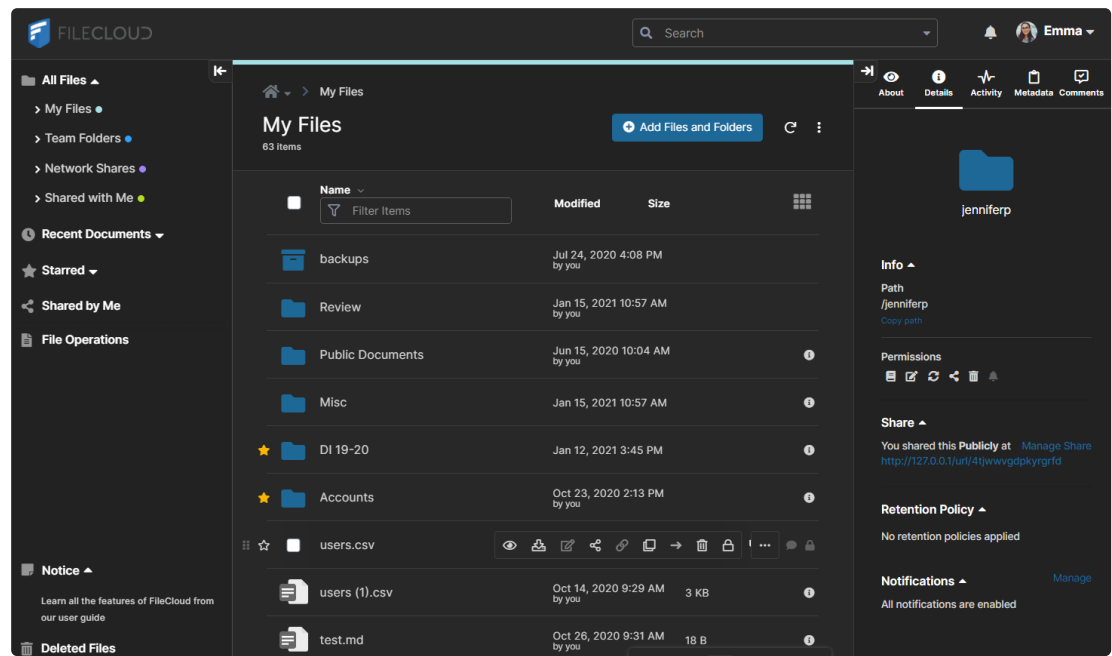
User Portal Themes

Below are previews of the currently available user portal themes:

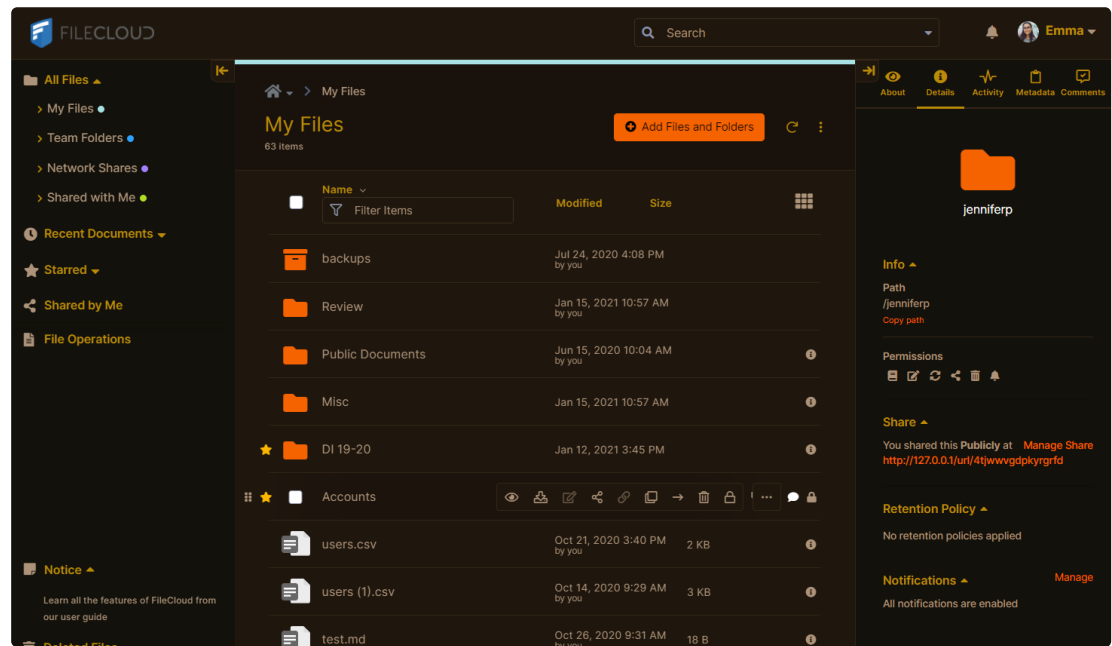
Light



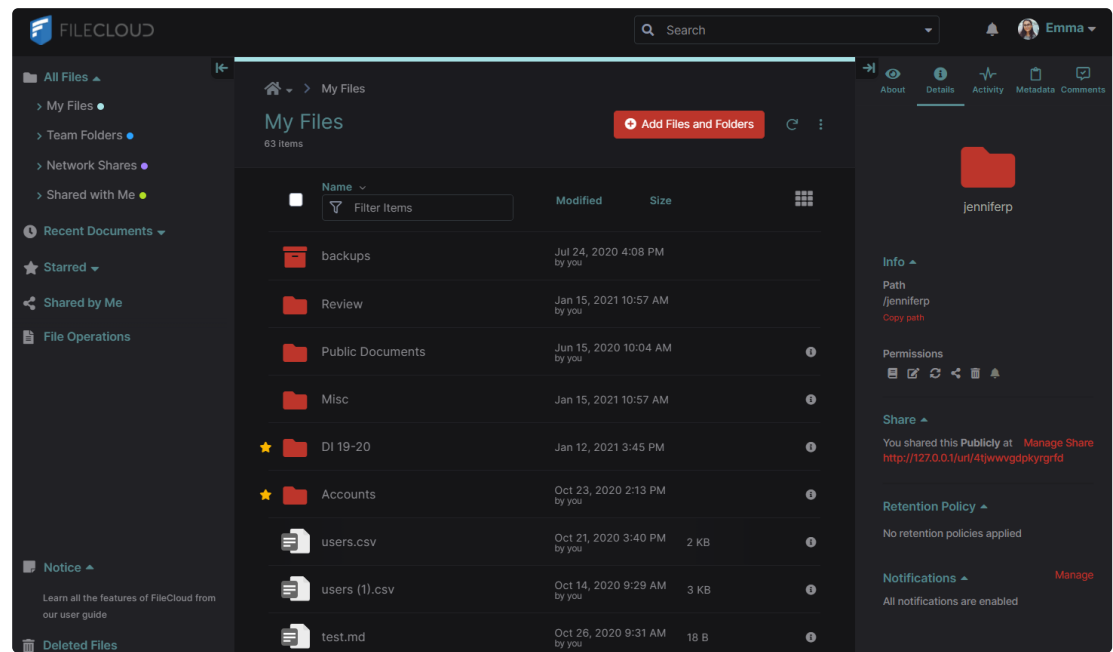
Dark



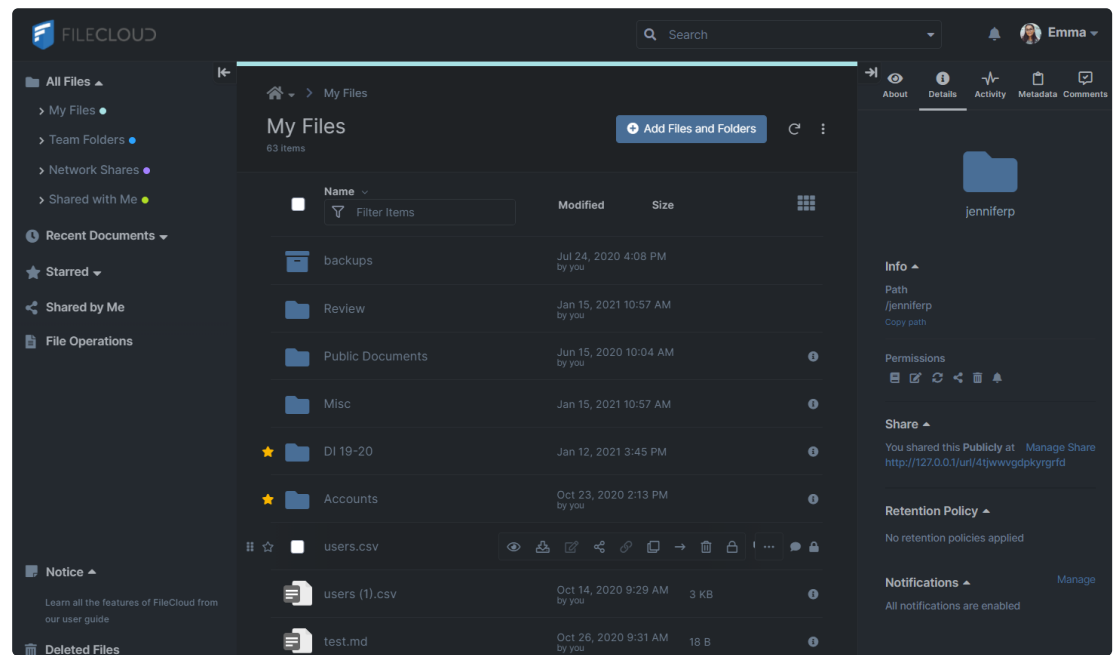
Sunburn



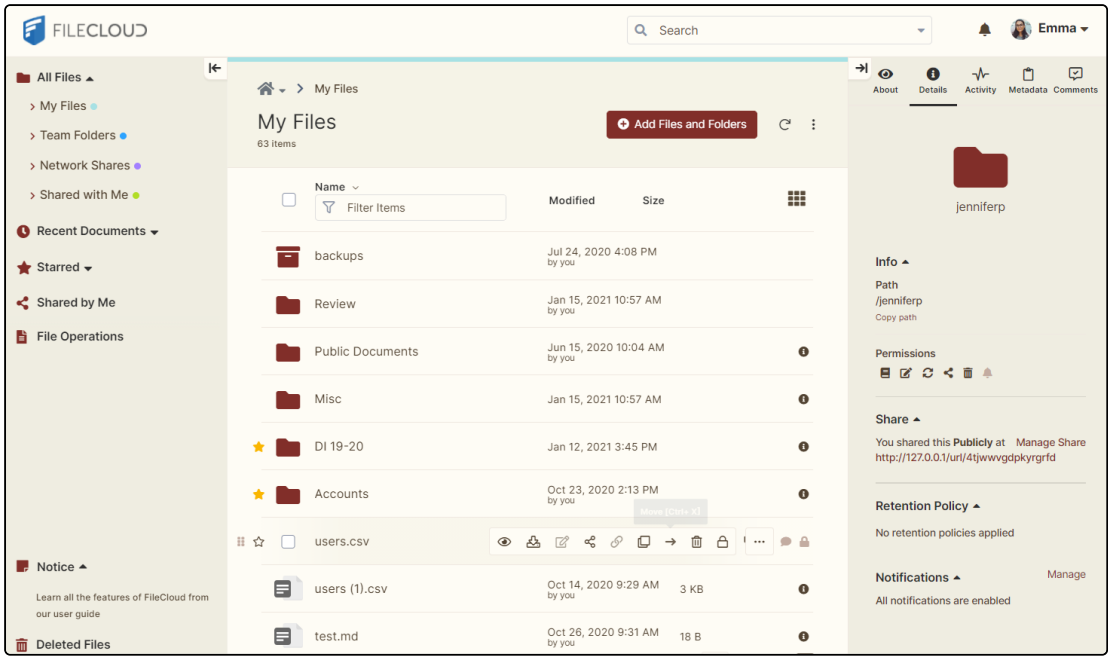
Caffeine



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).

1. Log into Administration Portal
2. Click on "**Customization**" on the left navigation panel
3. Click on "**UI Messages**" tab
4. Change the entries as needed.
5. Click on **save** button

MANAGE

Team Folders

Network Folders

User Shares

Folder Permissions

Notifications

DEVICES

Devices

GOVERNANCE

Dashboard

Retention

Smart DLP

Smart Classification

MISC.

Audit

Alerts

User Locks

Workflows

Reports

Federated Search

Metadata

SETTINGS

Settings

CUSTOMIZATION

Customization

SYSTEM

Checks

Upgrade

General

Labels And Logos

URL

UI Messages

Email Templates

News Feed

TOS

Custom UI Messages

404 Error	<pre> <!DOCTYPE html> <html lang="en"> <head> <meta charset="utf-8" /> <title>FileCloud Page Not Found</title> <!-- NOTE: - There's a long line of spaces above this note. That's because iOS email clients don't download POP emails if </pre>
Email Subscribe Failure	<pre> <!DOCTYPE html> <html lang="en"> <head> <meta charset="utf-8" /> <title>Failed to Subscribe your email address</title> <!-- NOTE: - There's a long line of spaces above this note. That's </pre>
Email Subscribe Success	<pre> <!DOCTYPE html> <html lang="en"> <head> <meta charset="utf-8" /> <title>Subscribed your email address to FileCloud Emails</title> <!-- NOTE: - There's a long line of spaces above this note. That's </pre>
Email Unsubscribe Failure	<pre> <!DOCTYPE html> <html lang="en"> <head> <meta charset="utf-8" /> <title>Failed to Unsubscribe your email </pre>

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.

Message Template	Description
Notification Email Template	This is the email message that will be sent if a share is modified.
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.

Message Template	Description
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.
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.
4. To change the mail subject and body, click the **Edit** button.
5. Make your changes, and then to save click **Submit**.
6. To confirm the changes, click **Preview**.

Figure 1. Email Templates window

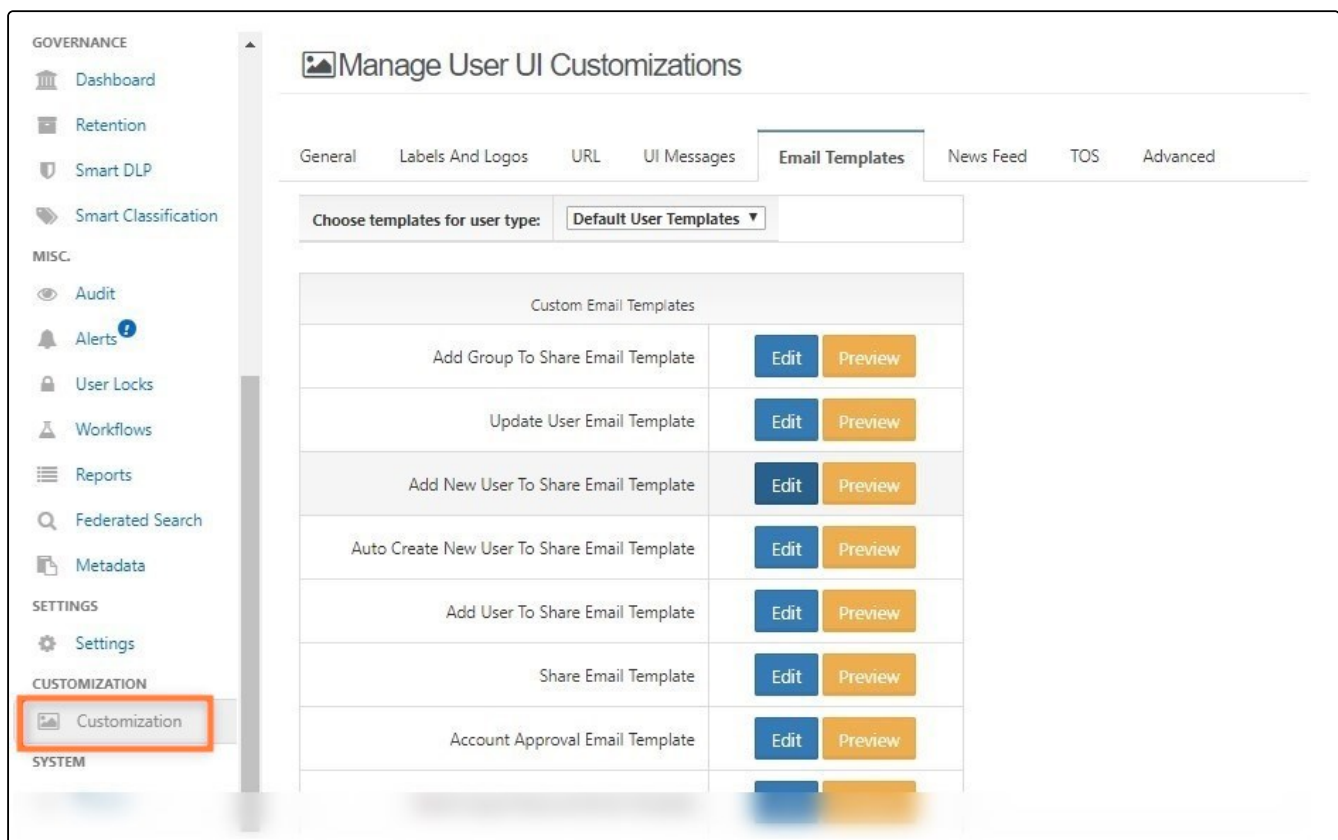


Figure 2. Editing a Sample Email Template

Subject

^FROM^ has shared files with you - Share Email

HTML Email Body

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

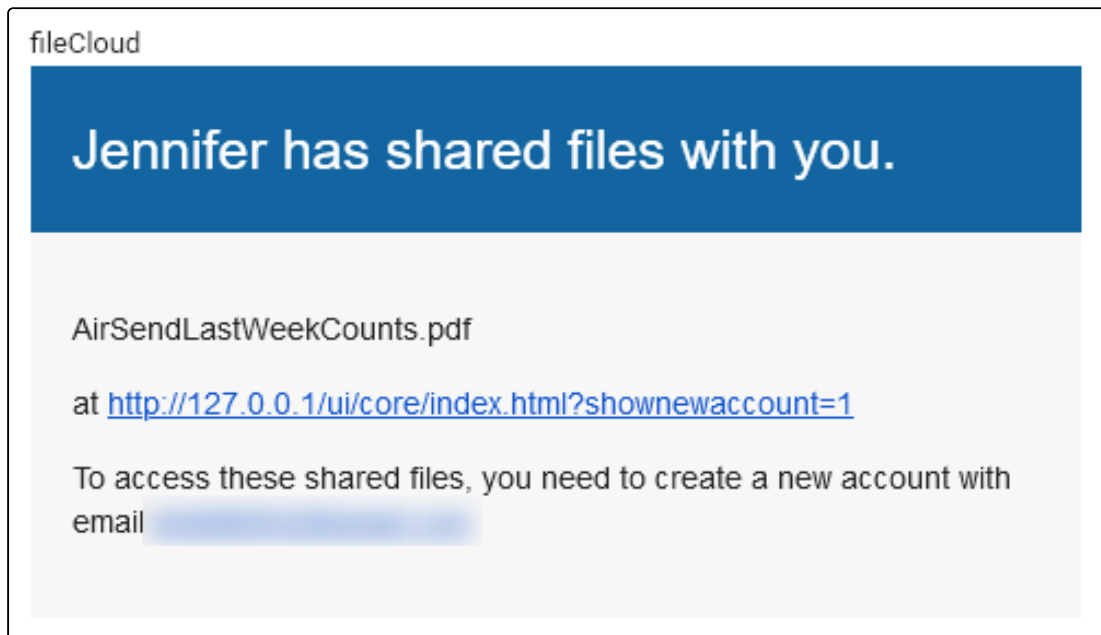
<!--
NOTE:
- There's a long line of spaces above this note. That's because iOS email clients don't download POP emails if the head is shorter than
1,019 characters
- All images have style="display:block". This forces Gmail to display the table cells correctly
- style="font-size:1px" is needed in empty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

Submit

Cancel

Figure 3. The User's View of an Email Template



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>

 <p>

 <div>
 <a>

 <i>
 <u>

 <h1>
 <h2>
 <h3>
 <h4>
 <h5>
 <h6>

 <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
^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

Placeholder	Description
^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
^EMAIL^	Email ID of the user
^TO^	First name of the user

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

Placeholder	Description
^DAYS^	Number of days till share expiration (added in Version 20.1)

Table 5. Add User to Share Email Template

Placeholder	Description
^CLOUDURL^	Server URL
^FROM^	Display name of the user
^NAME^	Share Name
^EMAIL^	Email ID of the User
^DAYS^	Number of days till share expiration (added in Version 20.1)

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

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

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
^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.

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
^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

How to Send a Preview Immediately

FileCloud provides you with various messages to send to a user when an action occurs. These messages can be customized, which means you are overriding the default messages that are provided with your FileCloud site after installation.

- Previously, you could preview the template but there was no way to send an email immediately to see how it looks in an email application.
- Now, when you preview an email template that you have just edited, there is a *Send Preview to Admin* button.

To send an edited email template:

1. Open a browser and log in to the *Admin Portal*.
2. From the left navigation panel, click **Customization**.
3. Click the **Email Templates** tab.
4. To change the mail subject and body, click the **Edit** button.
5. Make your changes, and then to save click **Submit**.
6. To confirm the changes, click **Preview**.
7. On the Preview dialog, click *Send Preview to Admin*.
8. The email with the template should be visible in admin's email account.

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

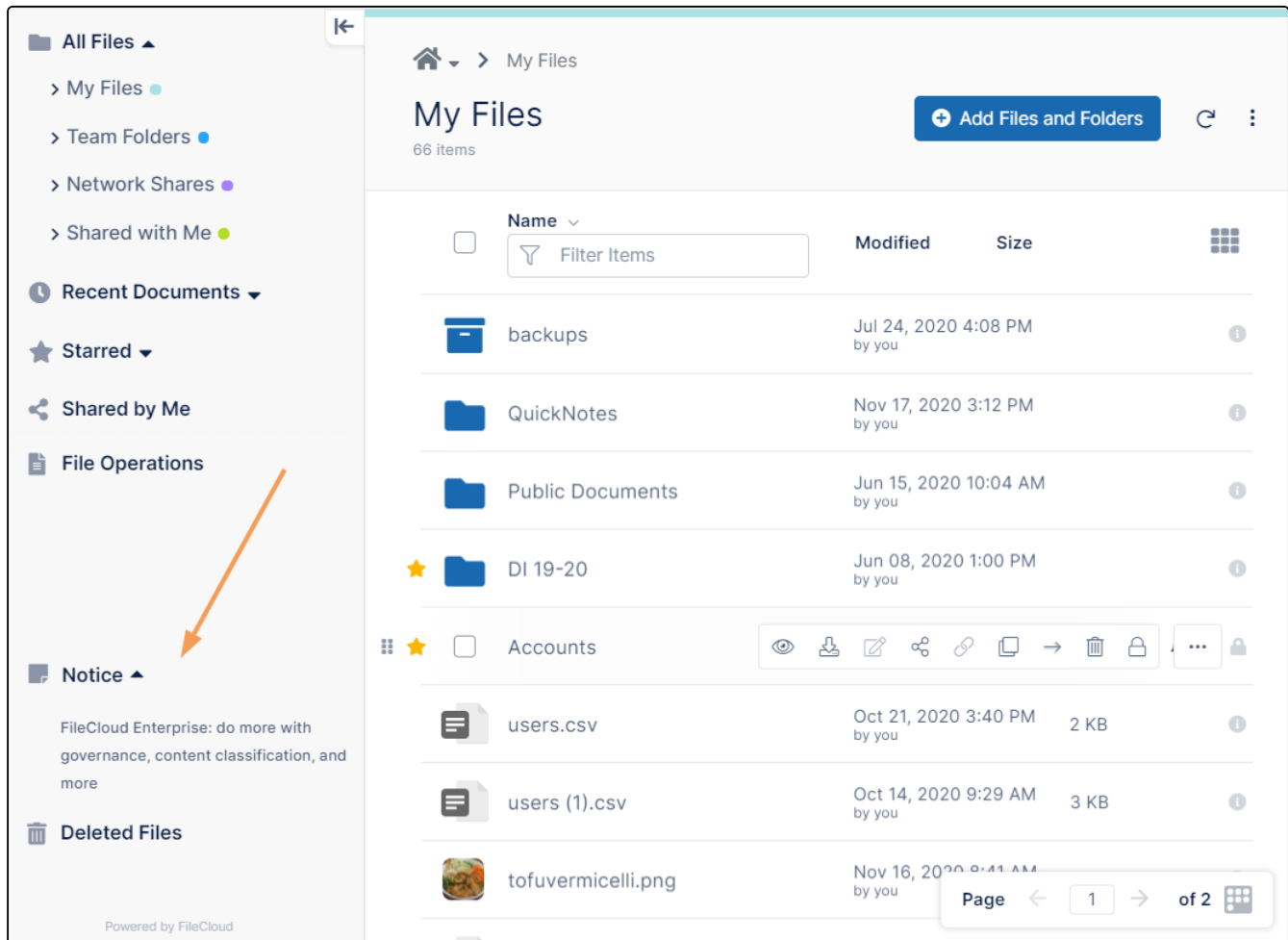
- Change Account Status Workflow Email Template
- Delete Account Workflow Email Template
- Disable Account Workflow Email Template

News Feed

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.

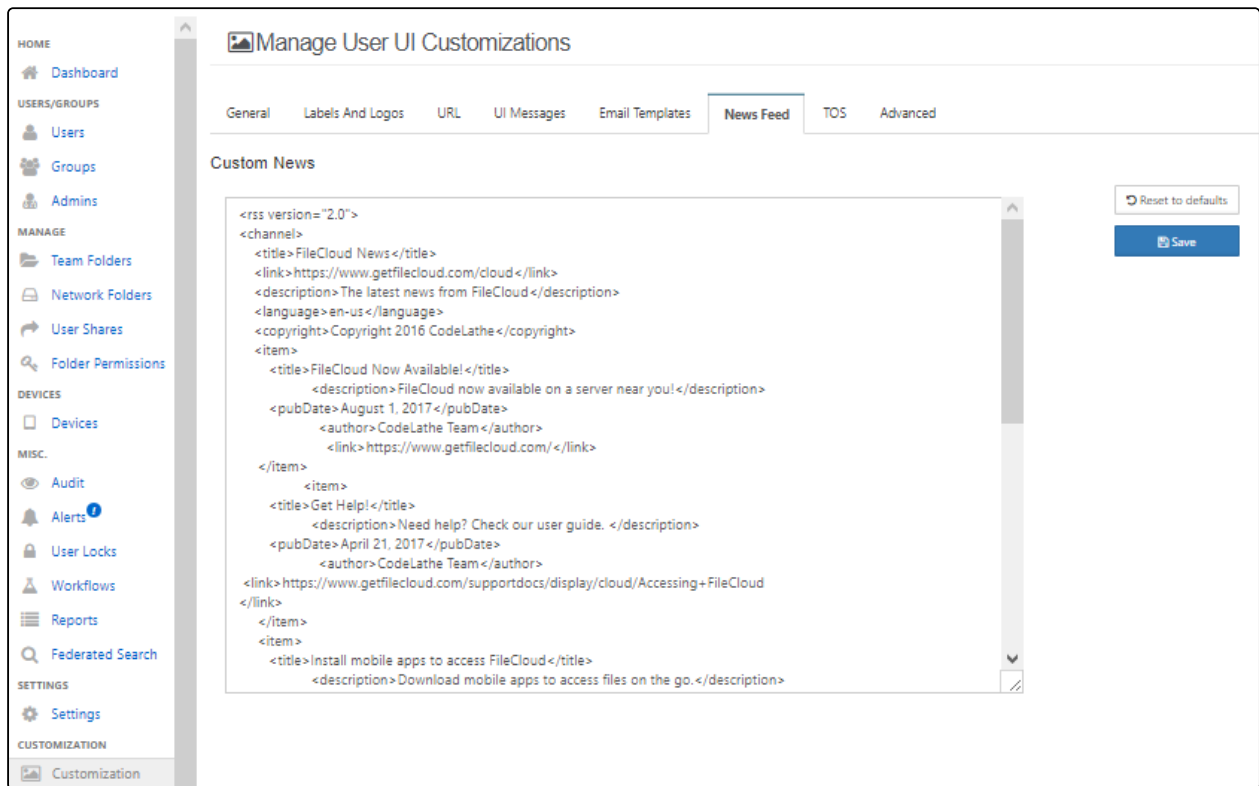


The RSS feed must follow RSS XML format version 2. Otherwise user UI parsing will fail

To change the RSS feed ,

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

5. Click on **save** button.



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

HOME

Dashboard

USERS/GROUPS

Users

Groups

Admins

MANAGE

Team Folders

Network Folders

User Shares

Folder Permissions

DEVICES

Devices

MISC.

Audit

Alerts

User Locks

Workflows

Reports

Federated Search

SETTINGS

Settings

CUSTOMIZATION

Customization

SYSTEM

Checks

General

Labels And Logos

URL

UI Messages

Email Templates

News Feed

TOS

Advanced

UI Features

Login

Account Menu

Listing

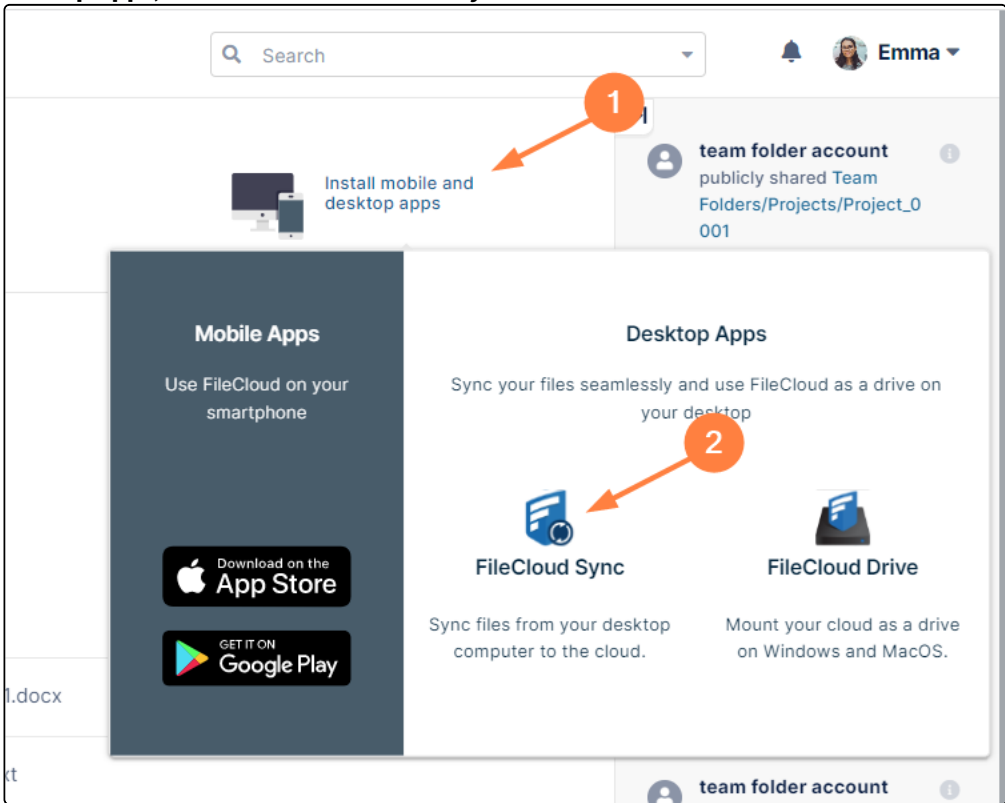
Customize User UI Features

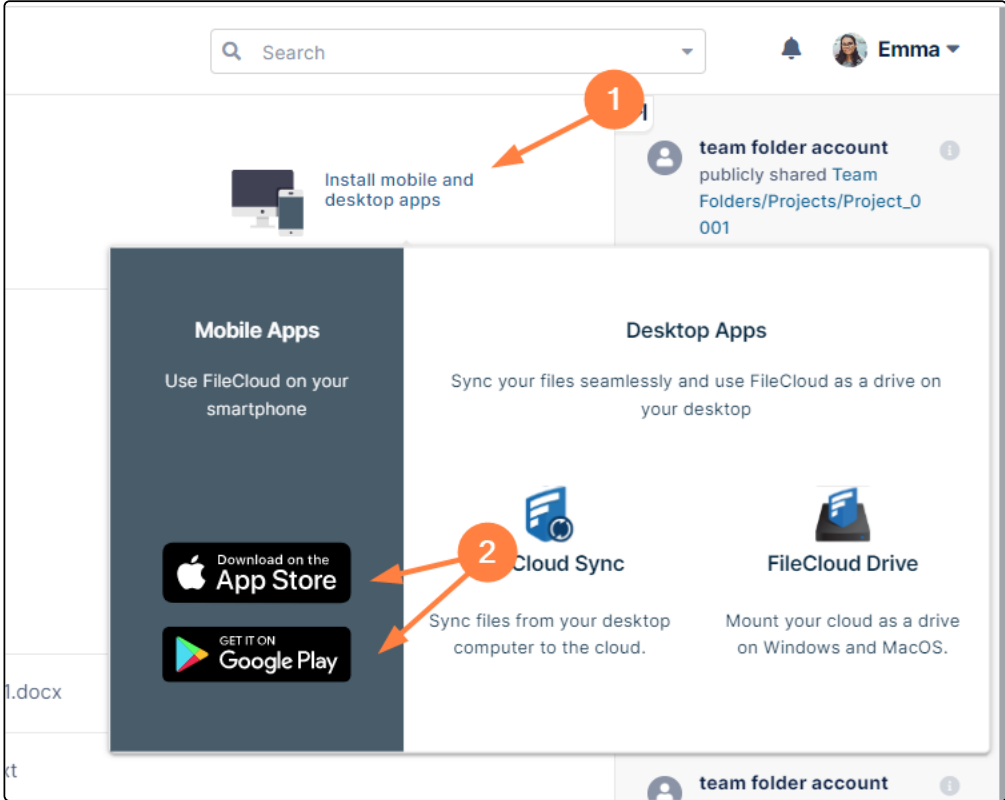
Enable UI Customizations	☒	Enable UI customization
Show Document Preview	☒	Show "Preview" in document file menu options (Requires "Document Preview" configured)
Show Single File Share Full Preview	☐	Show full screen preview for single file public shares
Show New Document Creation Option	☐	Show new document creation option in the folder menu
Show Quick Edit Option	☒	Show "Quick Edit" (Requires user to install CloudSync client)
Show Online Edit Option	☐	Show "Web Edit" in document file menu (Requires "Web Edit" configured)
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

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
Install Desktop Apps URL	This is the URL that will be opened when a user in the user portal clicks Install Mobile and Desktop Apps, and then clicks FileCloud Sync.  If you are using FileCloud's default Sync app, then no change is necessary

URL	Description
Install Mobile Apps URL	This is the URL that will be opened when a user in the user portal clicks Install Mobile and Desktop Apps, and then clicks Download on the App Store or Get It On Google Play. 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.  The screenshot shows a user interface with a search bar at the top. Below it, there's a button labeled 'Install mobile and desktop apps' with an orange arrow pointing to it labeled '1'. Below this button, there's a section titled 'Mobile Apps' with the text 'Use FileCloud on your smartphone'. Inside this section, there are two buttons: 'Download on the App Store' and 'GET IT ON Google Play'. An orange arrow points to these buttons labeled '2'. To the right of the 'Mobile Apps' section, there's a 'Desktop Apps' section with the text 'Sync your files seamlessly and use FileCloud as a drive on your desktop'. Below this, there are two options: 'Cloud Sync' and 'FileCloud Drive'. The 'Cloud Sync' option has the text 'Sync files from your desktop computer to the cloud.' and the 'FileCloud Drive' option has the text 'Mount your cloud as a drive on Windows and MacOS.' The user's account name 'Emma' is visible in the top right corner.
Install FileCloud Addins URL	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.
Product Help URL	This is the URL of the product's online help. By default it goes to the FileCloud support documentation.
Product Facebook URL	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.

URL	Description
Product Tech Support URL	This is the url that will be opened when user clicks on "Help & Support" in the drop down menu.
Initial User Web Portal Path	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.
Forgot Password URL	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.
User Login Custom Option Label	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.
User Login Custom Option URL	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	UI Messages	Email Templates
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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

Product Facebook URL

Custom product facebook URL

Product Tech Support URL

Custom product tech support URL

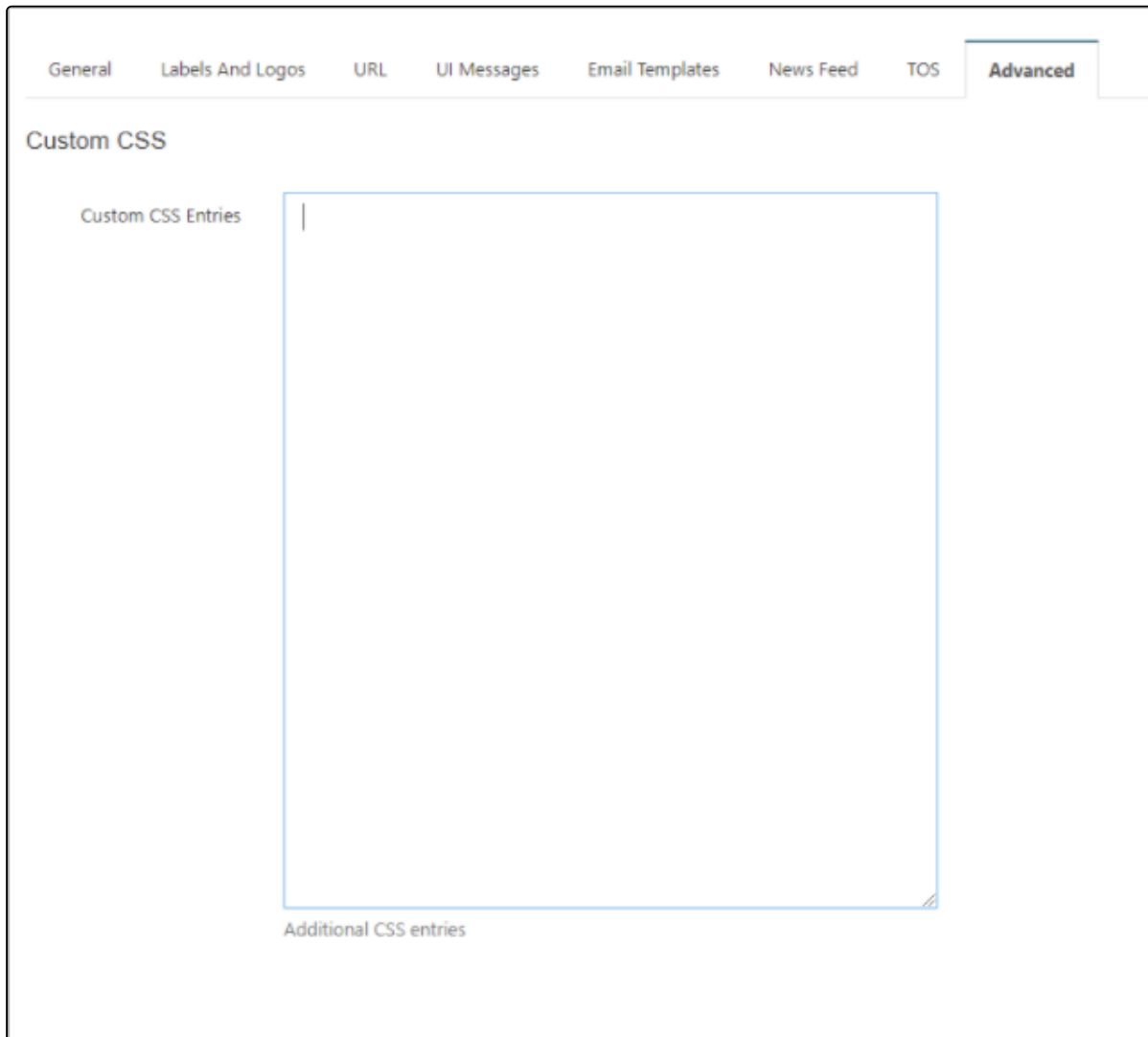
4. Change the URL(s).

5. Click **Save**.

Customizing CSS

Enter Custom CSS Entries

In the admin portal navigation panel, click **Customization**, and click the **Advanced** tab. Enter your custom CSS into the field **Custom CSS Entries**.



The screenshot displays the FileCloud admin portal's customization interface. At the top, a horizontal navigation bar contains several tabs: 'General', 'Labels And Logos', 'URL', 'UI Messages', 'Email Templates', 'News Feed', 'TOS', and 'Advanced'. The 'Advanced' tab is currently selected and highlighted. Below the navigation bar, the section is titled 'Custom CSS'. Under this title, there is a label 'Custom CSS Entries' followed by a large, empty text area for entering CSS code. A small vertical cursor is visible at the top left of this text area. At the bottom of the text area, the text 'Additional CSS entries' is displayed.

Example CSS:

General

Labels And Logos

URL

UI Messages

Email Templates

News Feed

TOS

Advanced

Custom CSS

Custom CSS Entries

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

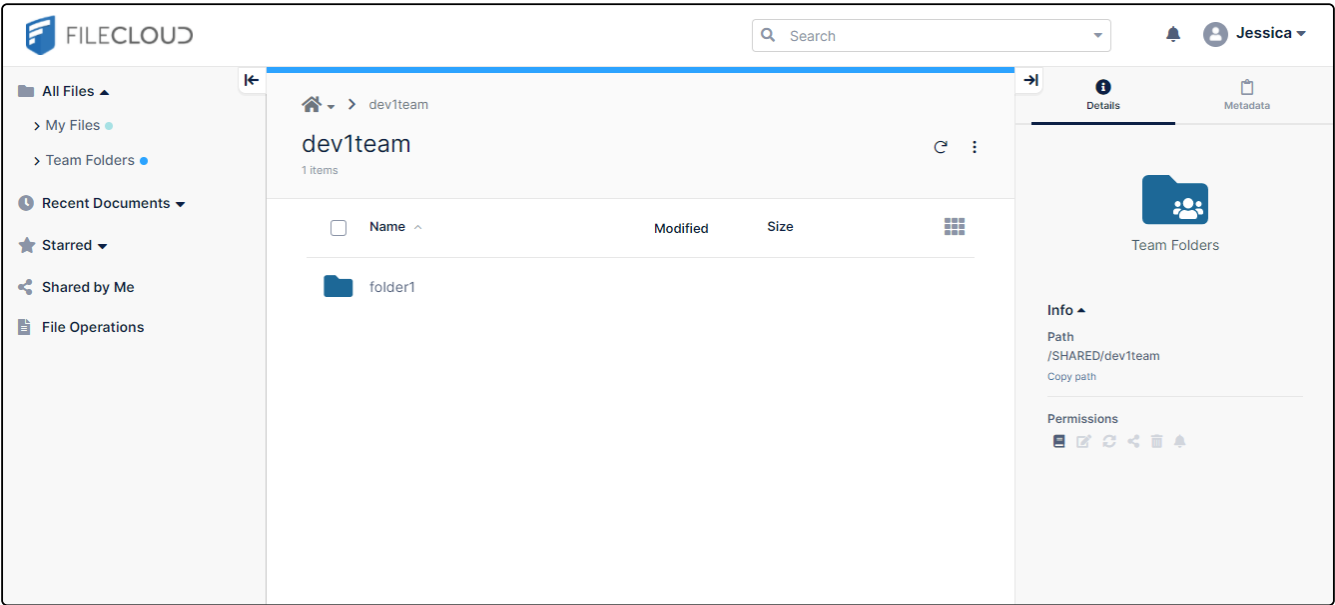
.btn {
  border: none;
  color: black;
  padding: 5px 5px;
  text-align: center;
  text-decoration: none;
  display: inline-block;
  font-size: 16px;
  font-family: cursive;
}

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

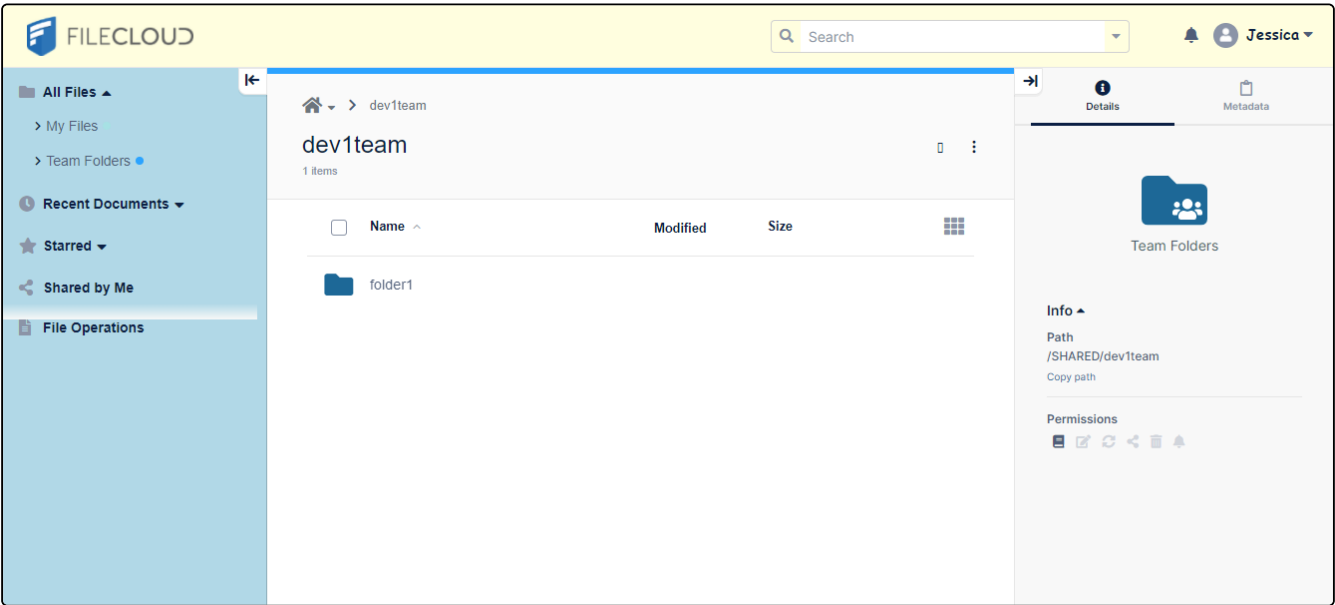
.main-content {
  font-size: 20 px;
  font-family: "Gill Sans", sans-serif;
}
```

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.

Customizing Terms of Service

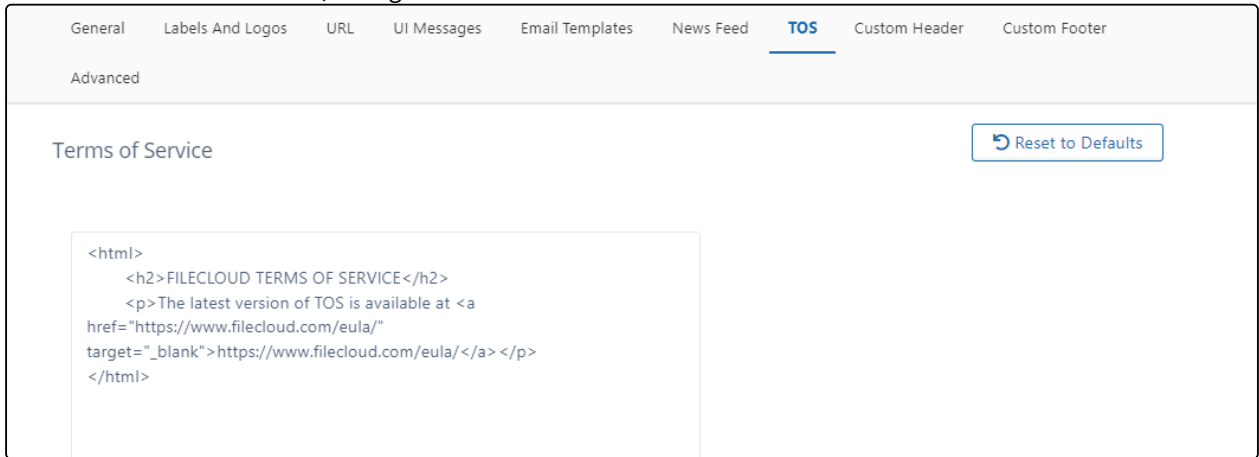
 More terms of service settings are available at Settings > Misc > Privacy.

 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**.



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**.