FileCloud Online
23.253
FileCloud Mobile Access

18 December, 2025

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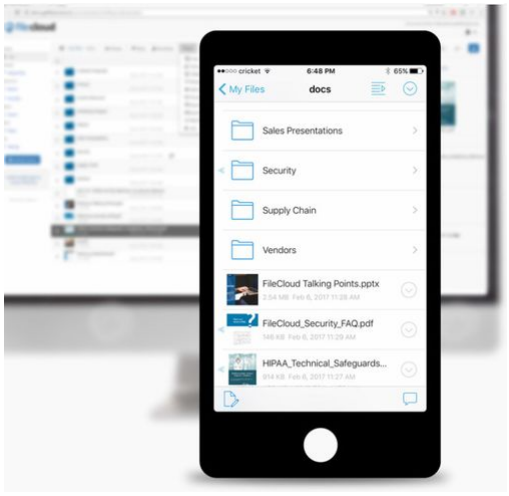
Which device are you using?

 FileCloud for iPhone **Get the FileCloud iPhone Application from the Apple iPhone App Store.** **FileCloud for iPad** **Get the FileCloud iPad Application from the Apple App Store**	 **FileCloud for Android** **Get the FileCloud Android Application from the Android Market Place.**
iPhone and iPad User Guide (see page 2) iOS Release Notes	Android User Guide (see page 299) Android Release Notes

You can access FileCloud in your mobile device through an app downloaded from one of the stores indicated above or by entering the FileCloud Web browser address into your mobile browser.

iPhone and iPad



As FileCloud Server users, you can install the FileCloud iOS app on any iOS device, including:

- iPad
- iPhone
- iPod Touch

Before you can access your files with your FileCloud account, you must install the app and configure your device.	
iOS Getting Started Guide (see page 2)	• Install the FileCloud iOS app • Add your FileCloud account • Navigate in FileCloud on iOS
After you install the app and add your FileCloud account, you can access, edit, share, and secure your files.	
iOS Users Guide (see page 12)	• iOS Settings for FileCloud (see page 12) • File and Folder Actions on iOS (see page 25) • iOS File Sync (see page 248) • iPad Multi-Tasking (see page 272) • FileCloud iOS Integration with 3rd Party Apps (see page 275)

iOS Getting Started Guide

Beginning with version 23.241, FileCloud no longer supports iOS 13 and iOS 14.

Before you can access your files with your FileCloud account, you must install the app and configure your device.

Setting Up Your Device

1. Install the FileCloud iOS app

⚠ Before installing the app on your phone, you must have a FileCloud account. Contact your administrator if you do not have one yet.

To install the FileCloud iOS app:

1. On your device, navigate to Apple's App Store.
2. Download the FileCloud iOS app.[1]

3. When the app is completely downloaded, tap **Open**.

2. Add your FileCloud account

When you add an account, you must authenticate it using one of the following methods:

- Password
- Device Code Authentication
- Single Sign-On (SSO)

The method you choose depends on how your FileCloud administrator configures authentication. If you aren't sure, contact your administrator.

To add your FileCloud account and authenticate it:

1. Tap the icon for the FileCloud app to open it.
   The **Welcome** screen opens.
2. Enter your FileCloud address, and tap **Next**.

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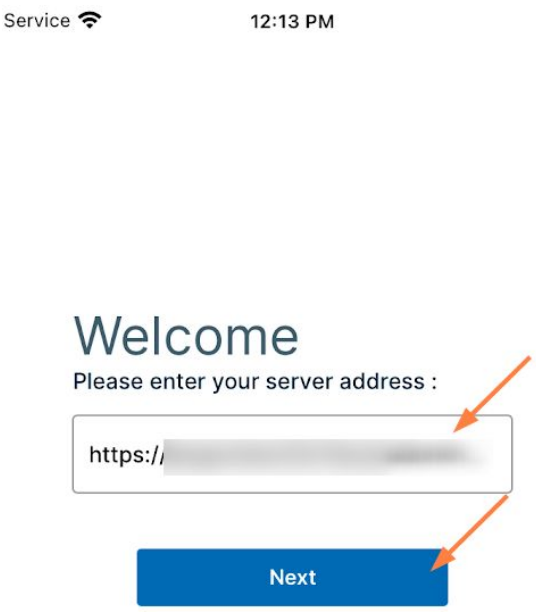
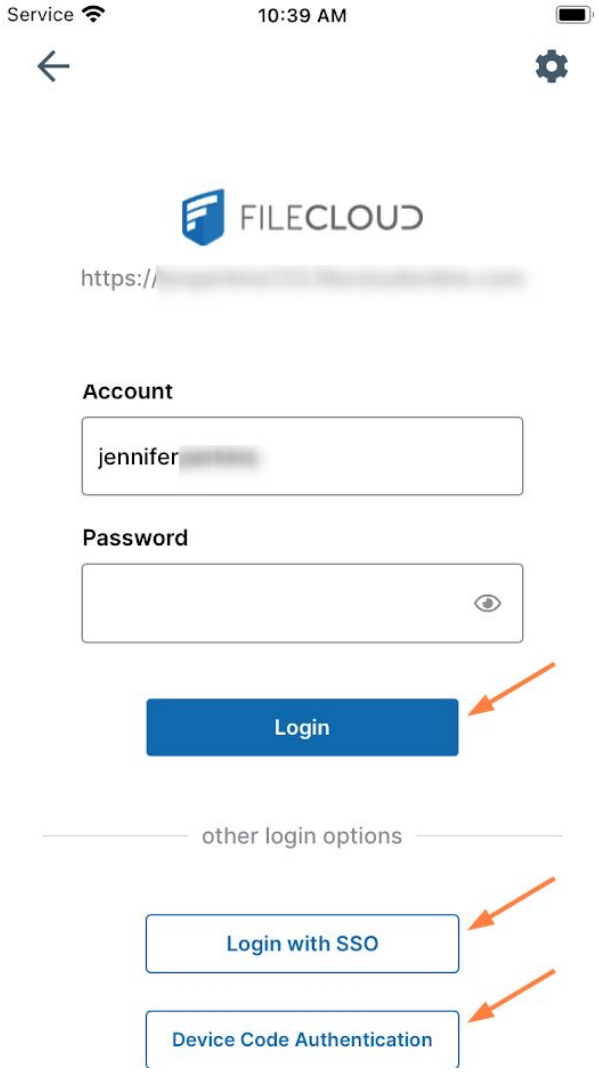
1. https://itunes.apple.com/gb/app/filecloud-enterprise-file/id646612982?mt=8



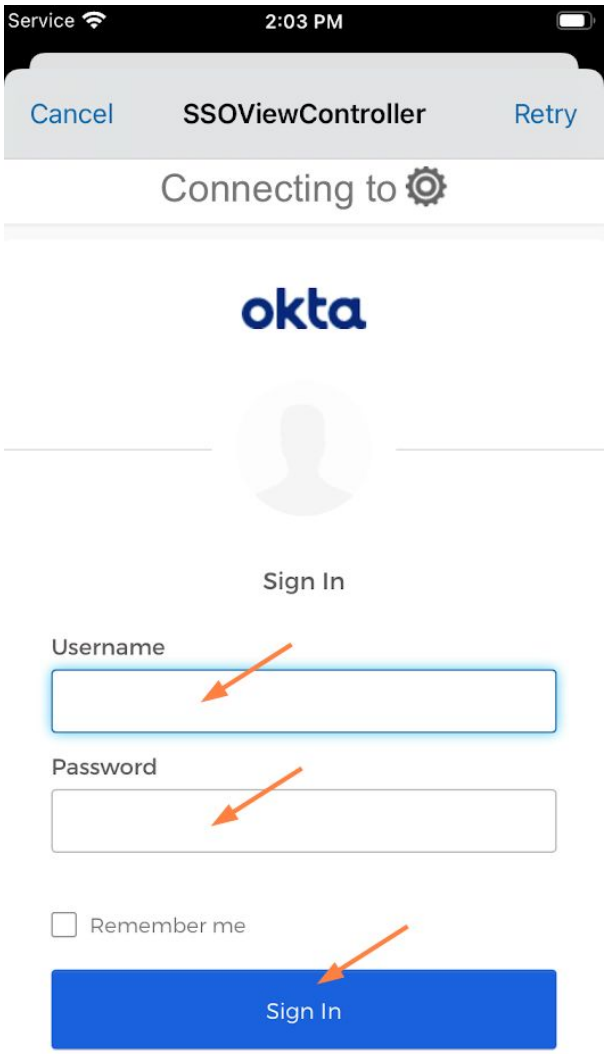
3. Log in one of the following ways:
    - Enter your account name and password and tap **Login**. You are logged in to your FileCloud account.
    - Tap **Login with SSO**.

- Enter your account name and tap **Device Code Authentication.**



Login with SSO
You are able to log in with SSO if your FileCloud system supports SSO.

i. Tap **Login with SSO**.
Your SSO sign in screen opens, for example:

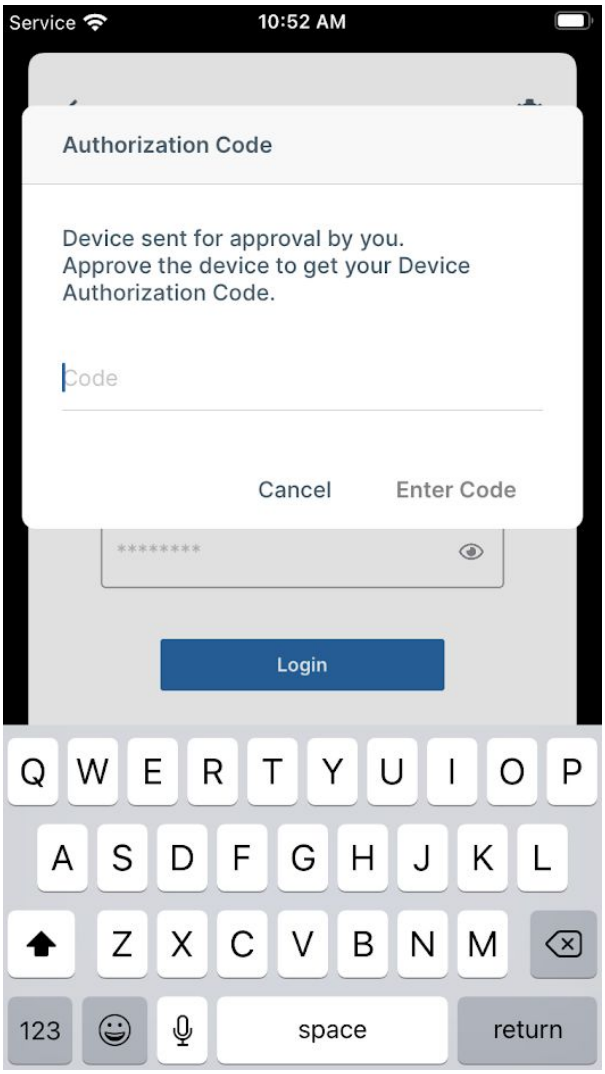


ii. Enter your SSO username and password and sign in.
You are automatically logged in to FileCloud.
Note: If you cannot authenticate using SSO, check with your administrator.

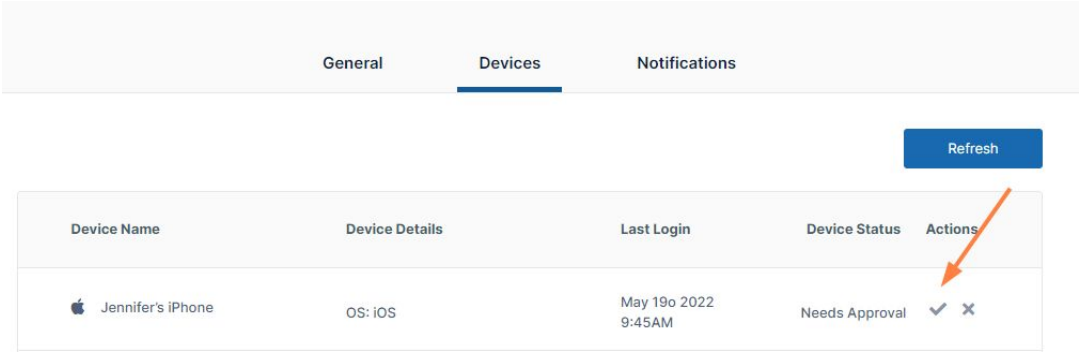
Device Code Authentication

1.

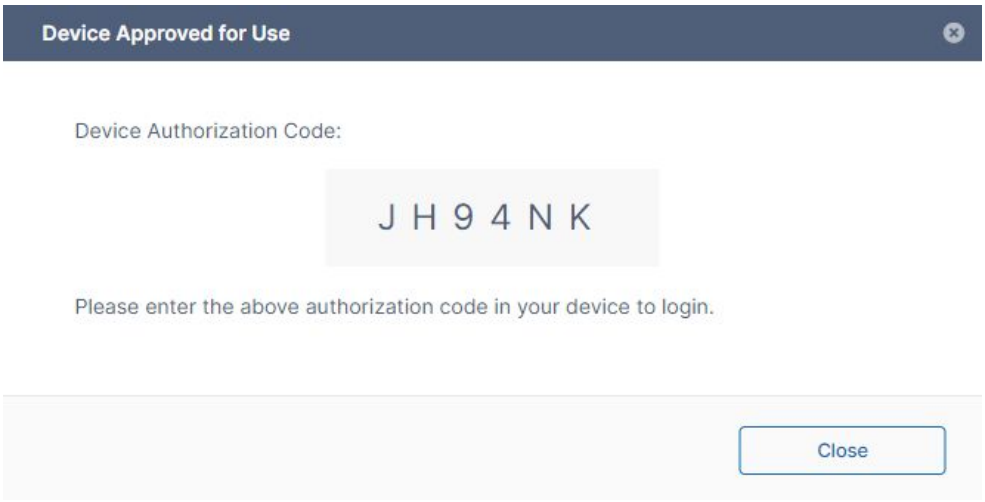
a. After entering your account name into **Account**, tap **Device Code Authentication.**
An **Authorization Code** dialog box opens:



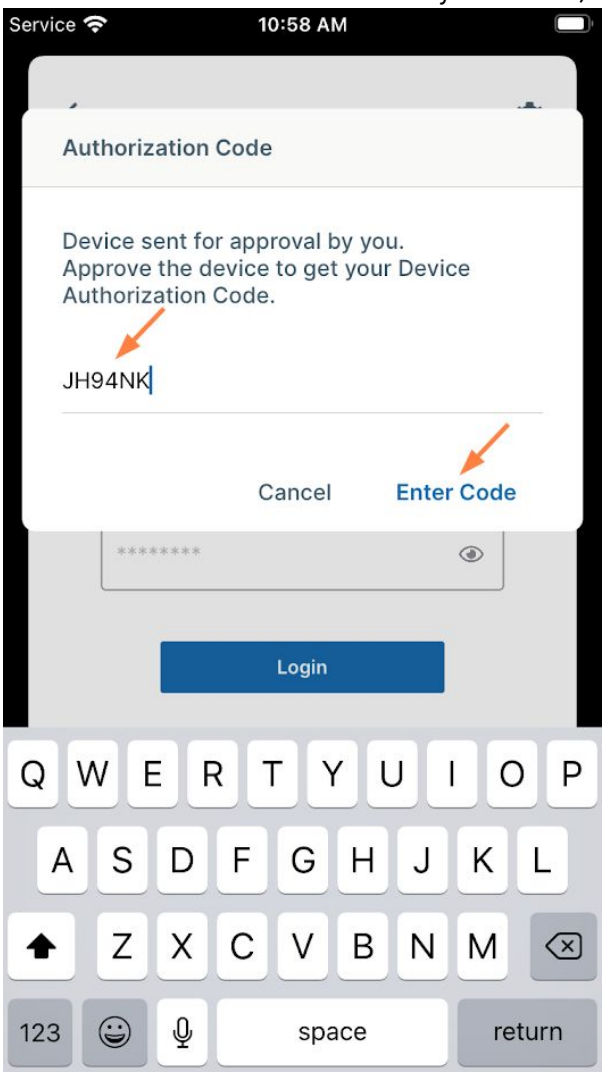
b. Log in to the FileCloud user portal, and go to **Settings > Devices**.
c. In the row for your iPhone, click the check.



A device authorization code pops up.

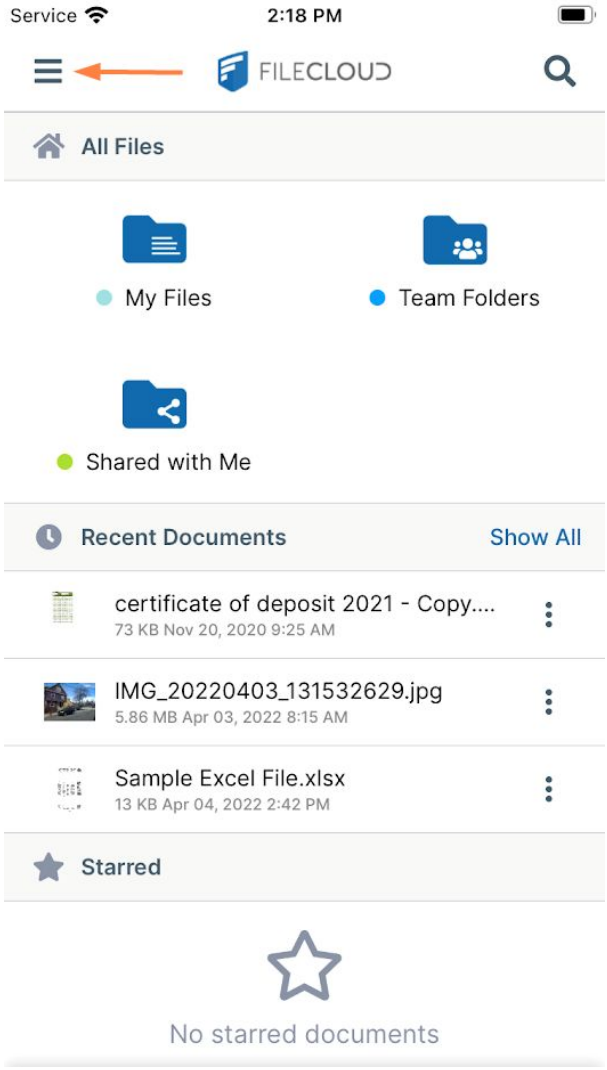


d. Enter the code into the **Code** field on your iPhone, and tap **Enter Code**.



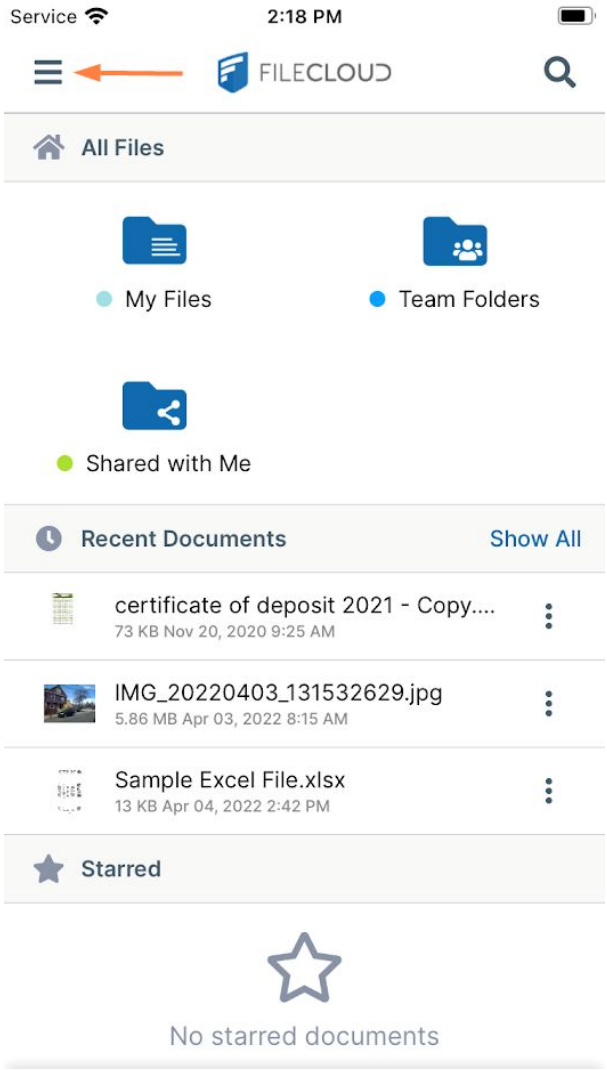
You are logged in to your FileCloud account.

Once the account is authenticated, you are logged in to FileCloud and shown the FileCloud user dashboard.

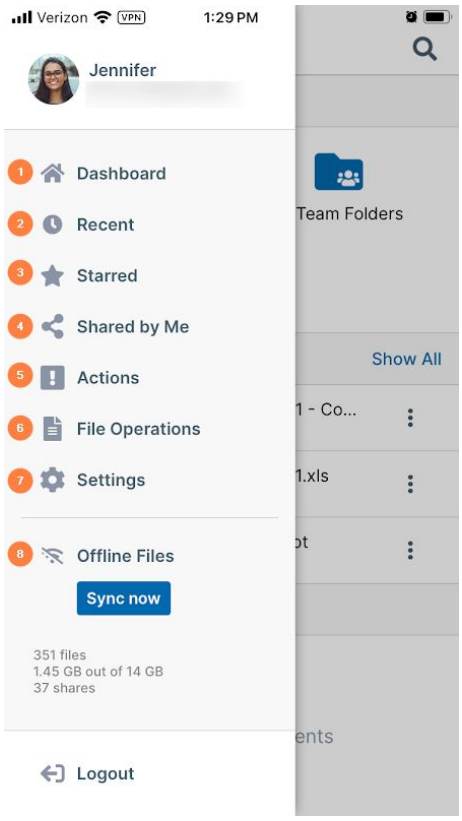


3. Navigate in FileCloud on iOS

FileCloud's iOS interface has a navigation pane that you can access by tapping the Menu icon in the upper-left corner of the screen:



Tapping the icon opens a panel of navigation links:



1. **Dashboard** - Opens the iOS dashboard. For definitions of the folders that appear on the dashboard, see My Files, Team Folders, Network Shares, and Shared with Me.

2. **Recent** - Opens the **Recent** screen, which lists the files you have accessed most recently.

3. **Starred** - Opens the **Starred** screen, which lists the files and folders you have starred as favorites. See Star a File or Folder in iOS (see page 219).

4. **Shared by Me** - Opens the **Shared by Me** screen, which list the files and folders you have shared with other users or groups.

5. **Actions** - Opens the **Actions** page, which lists any file approvals sent to you. The **Inbox** lists outstanding approvals, and the **Sent** box lists files that you have already approved or rejected. For more information, see File Approval in iOS (see page 201).

6. **File Operations** - Opens the File Operations window, which includes tabs for **Transfers**, **Operations**, and **Syncs**. The **Transfers** tab lists recent file and folder downloads and uploads. The **Operations** tab lists copy and move operations. The **Syncs** tab lists recent Sync operations. See View File Operations in iOS (see page 235).

7. **Settings** - Opens a page of FileCloud iOS settings as well as helpful information and links. See iOS Settings for FileCloud (see page 12).

8. **Offline files** - Displays the folders and files that are stored on your phone that you can view when not connected to a FileCloud server. The data will be split into sub-folders based on the server they are stored in, so that you can log in to multiple servers and the data is still clearly separated.

   Here you can also find the logs folder that stores the iOS app log files.

   In the navigation panel, a **Sync now** button appears below the **Offline files** link. Tap the **Sync now** button to synchronize your offline and online folders. See iOS File Sync (see page 248).

iOS Users Guide

Beginning with version 23.241, FileCloud no longer supports iOS 13 and iOS 14.

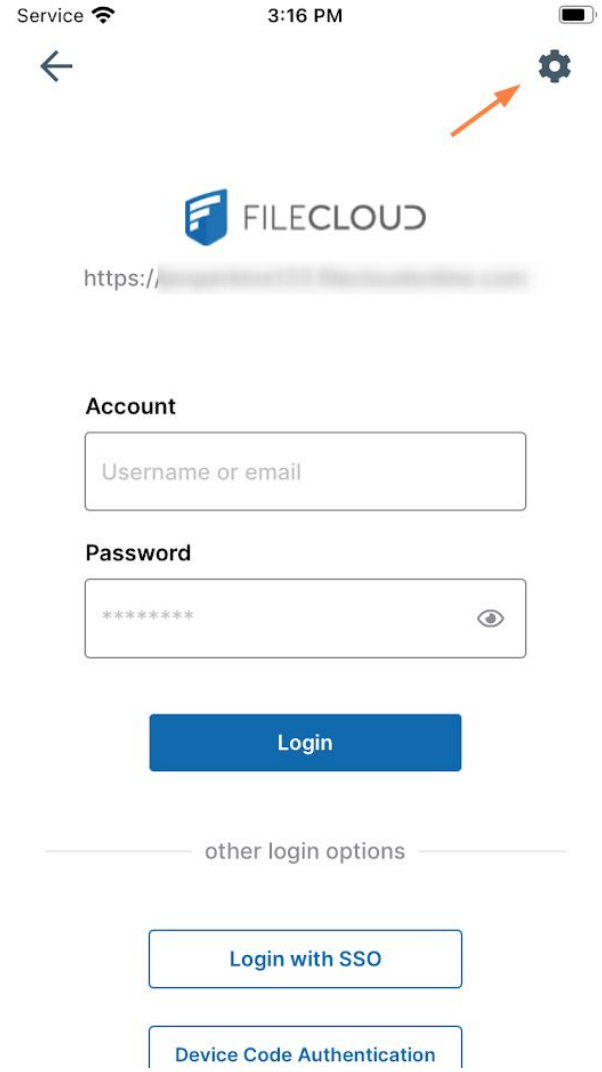
After you install the app and add your FileCloud account, you can access, edit, share, and secure your files.

- iOS Settings for FileCloud (see page 12)
- File and Folder Actions on iOS (see page 25)
- iOS File Sync (see page 248)
- iPad Multi-Tasking (see page 272)
- FileCloud iOS Integration with 3rd Party Apps (see page 275)

iOS Settings for FileCloud

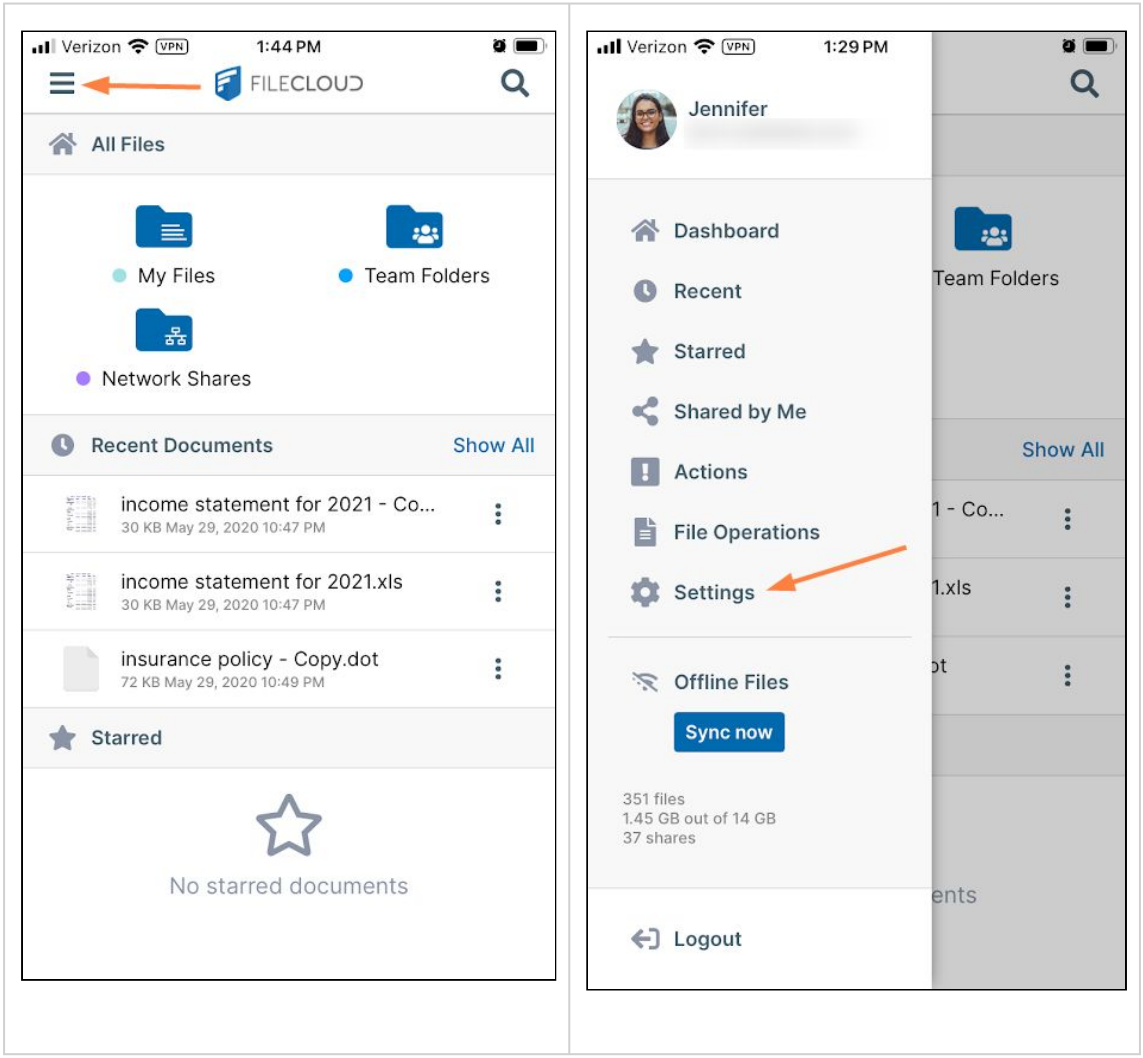
To access settings for your FileCloud iOS app, either:

- Tap the gear icon in the login screen

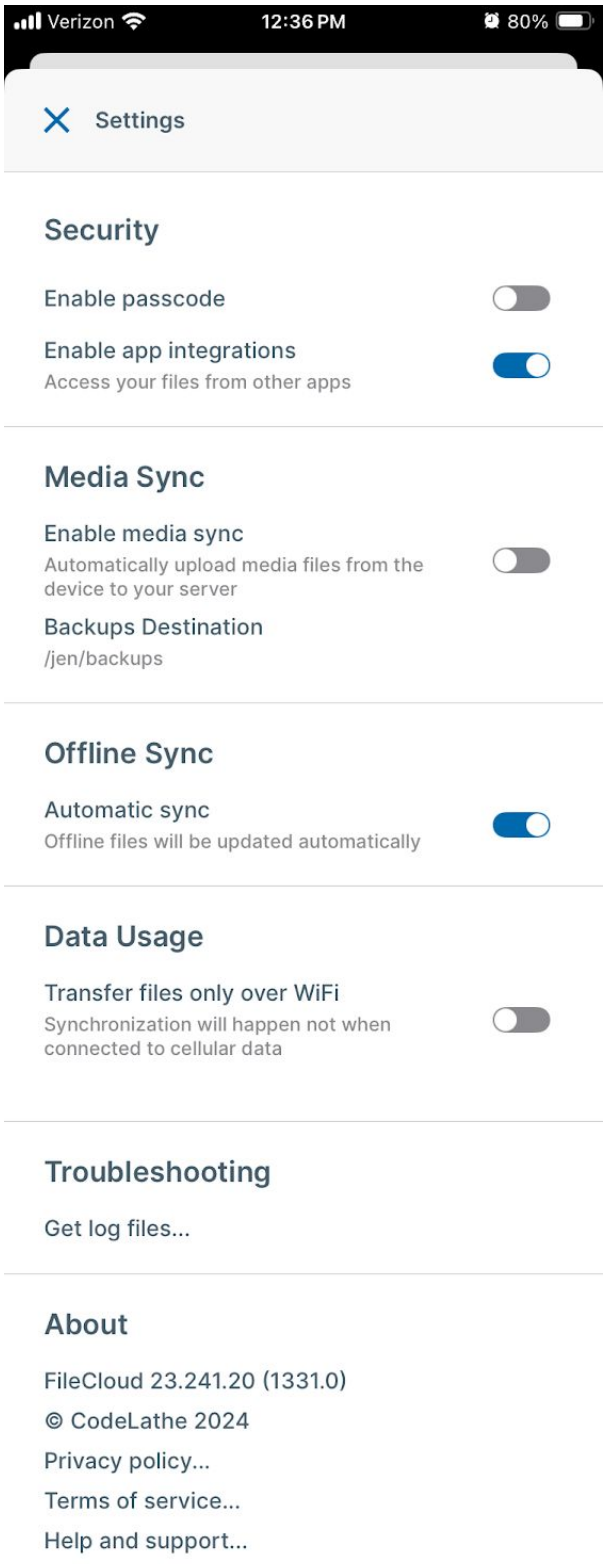


Or:

- Log in to the app, and tap the menu icon in the upper left corner, then choose **Settings**.



The **Settings** options appear.


Verizon
12:36 PM
80%
Settings
Security
Enable passcode
Enable app integrations
Access your files from other apps
Media Sync
Enable media sync
Automatically upload media files from the device to your server
Backups Destination
/jen/backups
Offline Sync
Automatic sync
Offline files will be updated automatically
Data Usage
Transfer files only over WiFi
Synchronization will happen not when connected to cellular data
Troubleshooting
Get log files...
About
FileCloud 23.241.20 (1331.0)
© CodeLathe 2024
Privacy policy...
Terms of service...
Help and support...

Security
To require a passcode for opening FileCloud, or to enable integration with third party applications, see Configure iOS Security (see page 16).

Media Sync
To automatically upload iOS media files to FileCloud, see iOS Automatic Media Backup (see page 215).

Offline Sync
To turn on synchronization of FileCloud server files and local FileCloud files, see iOS File Sync (see page 248).

Data Usage
To only sync when your device is connected to wifi, see iOS File Sync (see page 248).

Troubleshooting
To access FileCloud iOS log files, see Troubleshooting iOS Issues (see page 18).

About
View the FileCloud version you have installed, or click one of the links to view the FileCloud Privacy policy, Terms of service, or online help.

Configure iOS Security

There are several ways that your FileCloud information is kept secure when you are working in iOS.

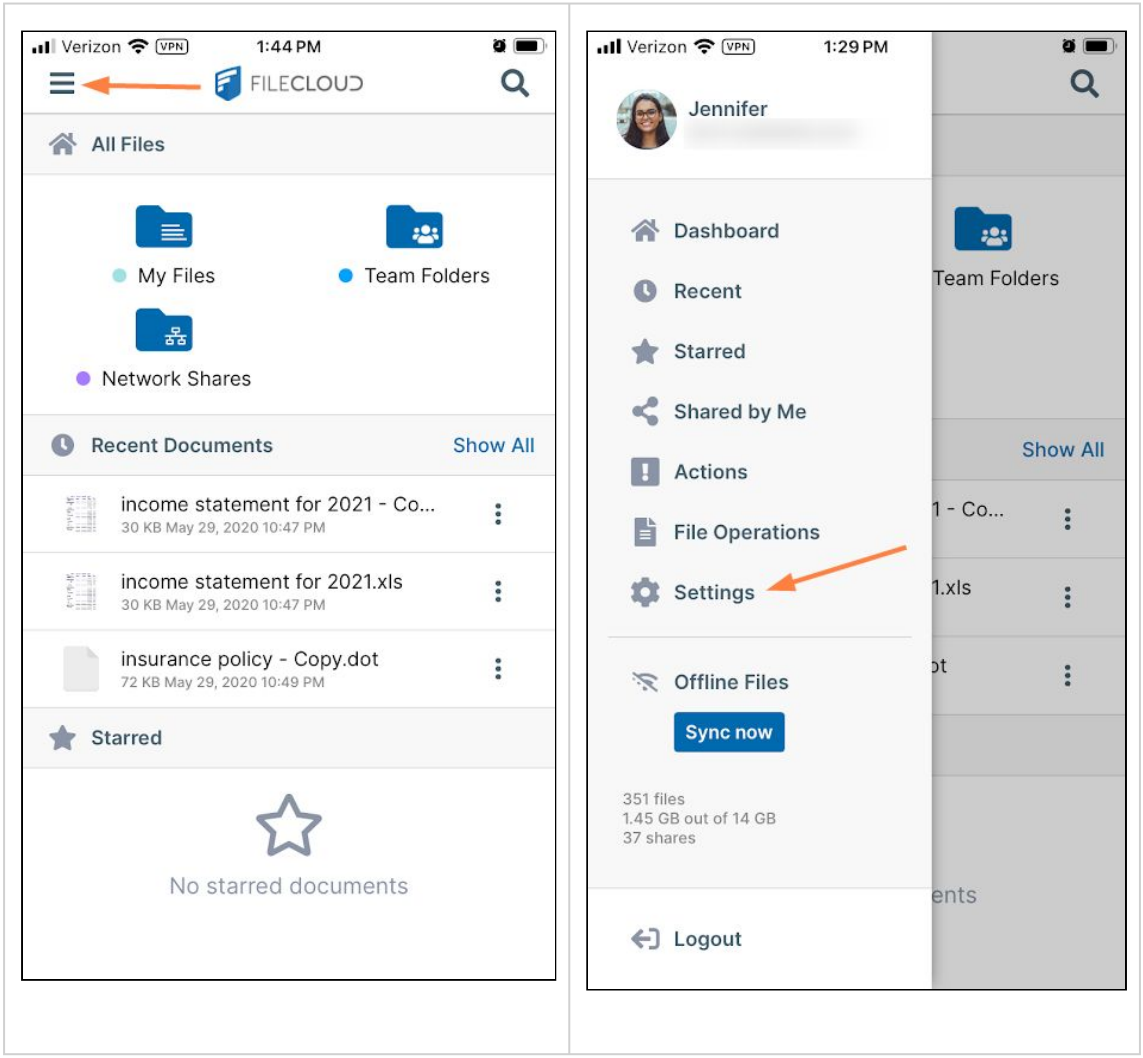
- Your FileCloud authentication information is saved securely in iOS's keychain infrastructure and cannot be accessed by anyone, even if your device is lost.
- Both your iOS device and the FileCloud Server reside in your LAN, and you always access them directly there, so your data is never sent outside the network.

To further secure your connection:

- Use https:// instead of http://
- In FileCloud's **Settings** , you can activate **Enable passcode** to require that you perform an in-app phone unlock (using, for example, TouchID, FaceID, or the phone's passcode) to open FileCloud.
- In **Settings**, you can also slide the **Enable app integrations** switch to off to disable browsing and working with FileCloud servers from the iOS Files app (which gives you the ability to access the files from third-party apps).

To configure FileCloud settings for security in iOS:

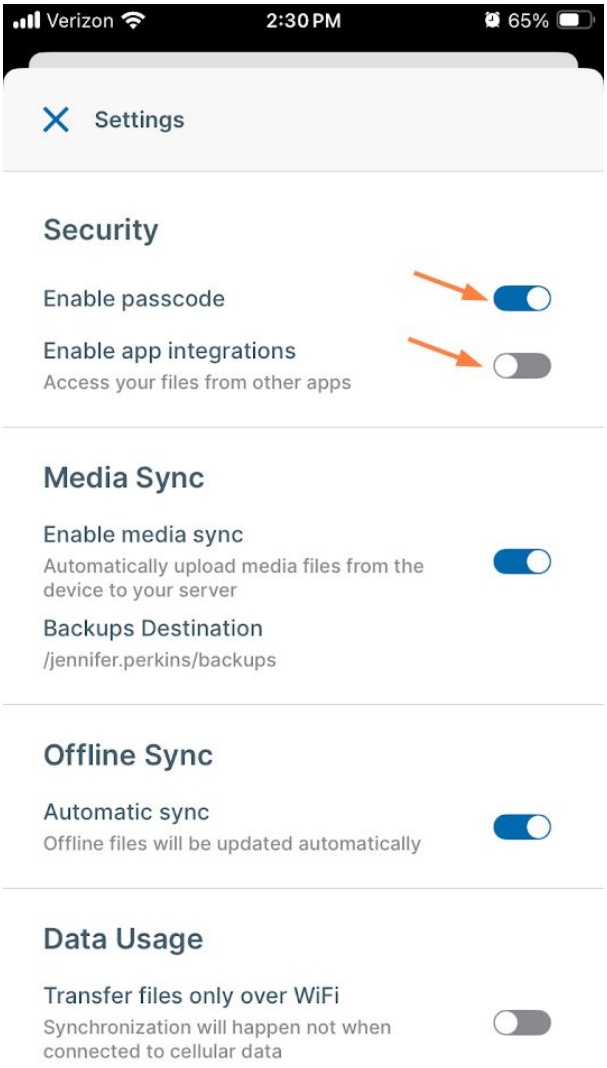
1. Log in to the app, and tap the menu icon in the upper left corner, then choose **Settings**.



The **Settings** options appear.

2. By default, **Enable passcode** is disabled. If you want to require **Touch ID** or **Face ID** entry to open FileCloud, enable it.
   You must already have **Touch ID** or **Face ID** enabled in your iOS device for this functionality to work. See https://support.apple.com/iphone for help configuring these options on your device.
3. By default, **Enable app integrations** is enabled. If you do not want the ability to access FileCloud files through the iOS Files app, which enables you to access the files through apps other then

FileCloud, disable it.



Troubleshooting iOS Issues

If you encounter problems with the FileCloud iOS app, refer to the information on this page.

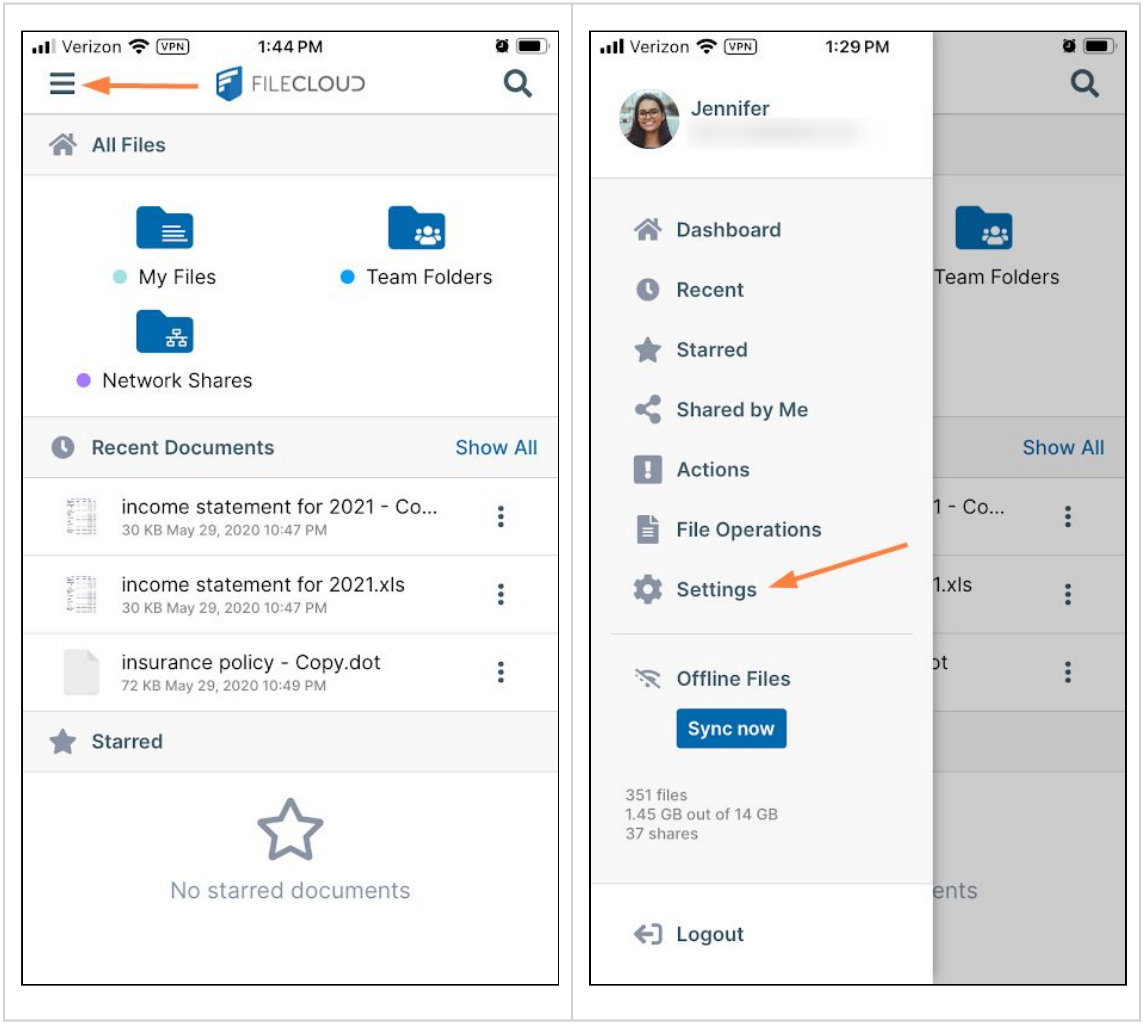
Getting Device Logs

Getting the device logs is the first step towards understanding a problem and distinguishing between server-side issues and iOS issues.

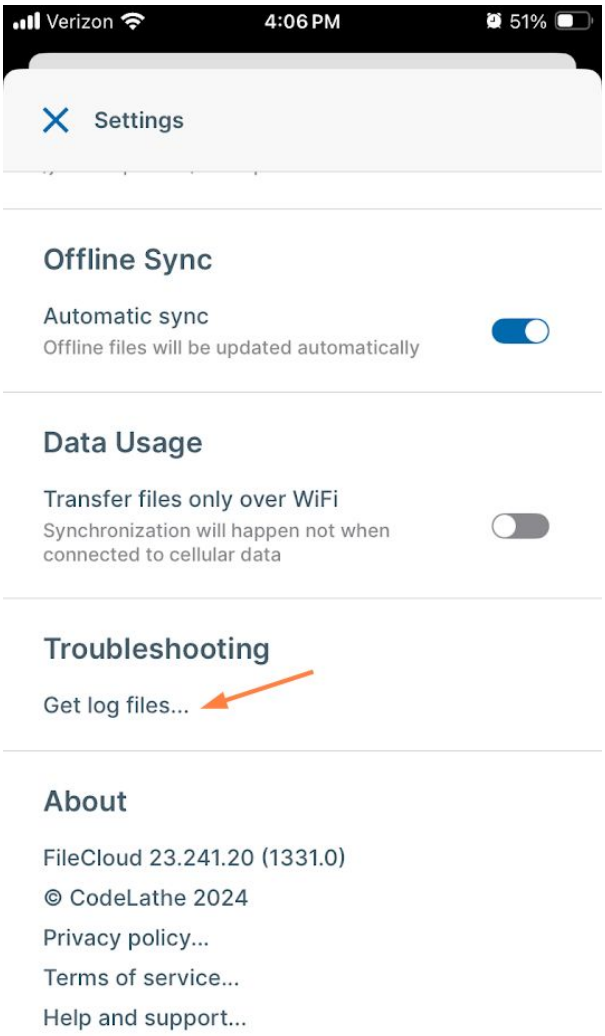
Sharing log information with our support team will help us investigate your issue and solve it promptly.

To access the log files:

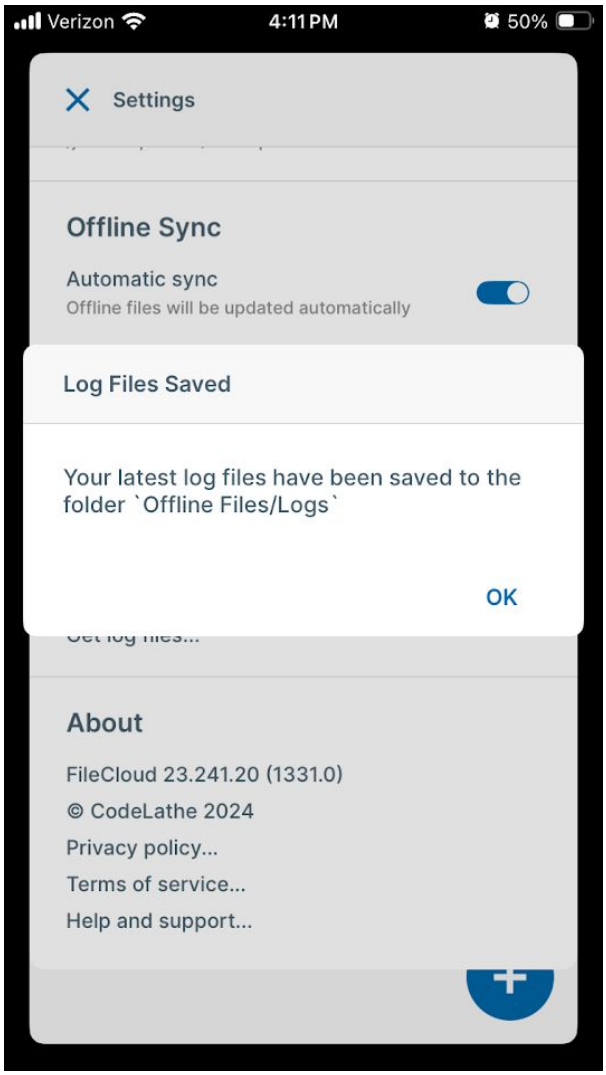
1. Log in to the app, and tap the menu icon in the upper left corner, then tap **Settings**.



2. In **Settings**, scroll down, and tap **Get log files**.



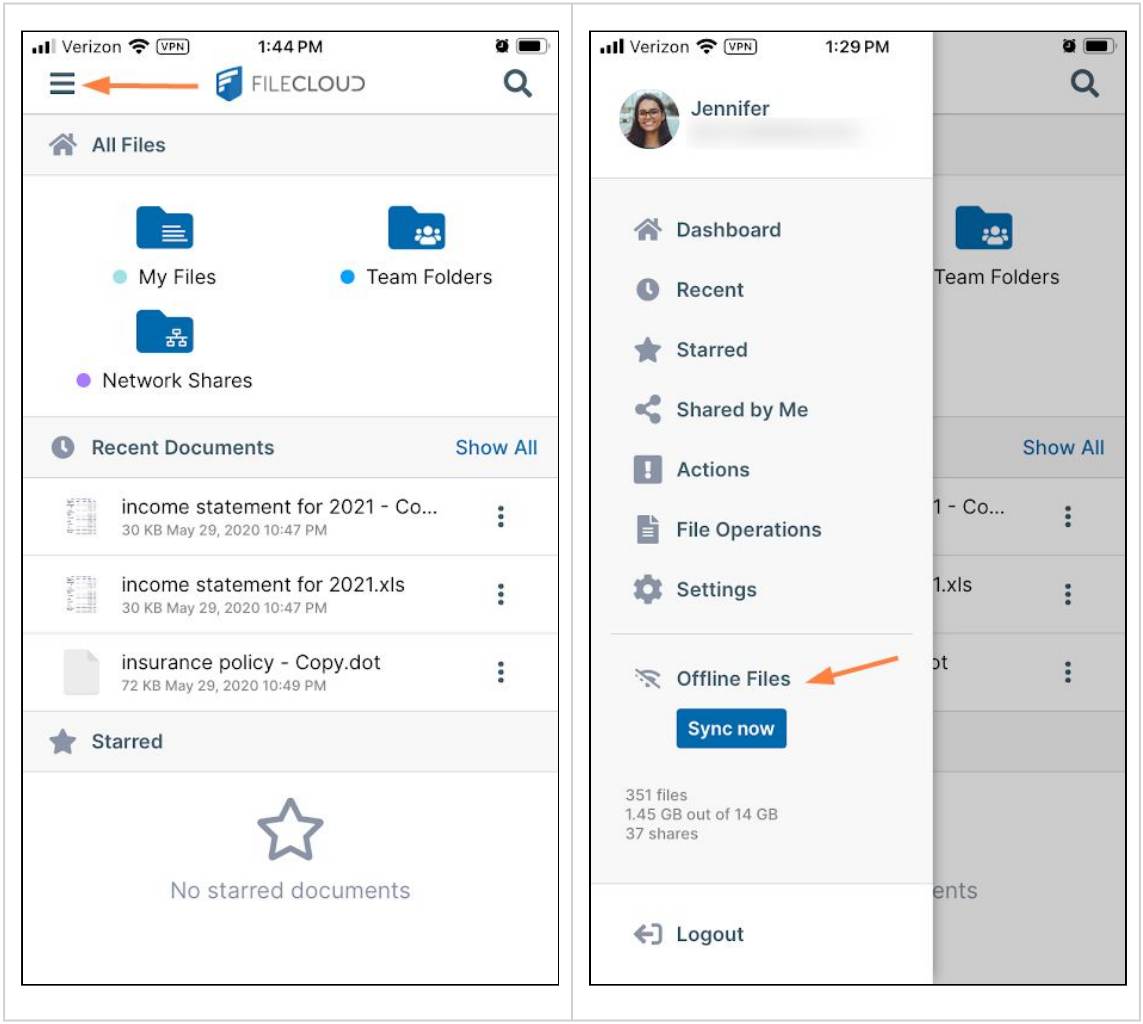
A message confirming that your log files have been saved to **Offline Files/Logs** appears.



Now, use the following procedure to download the log files.

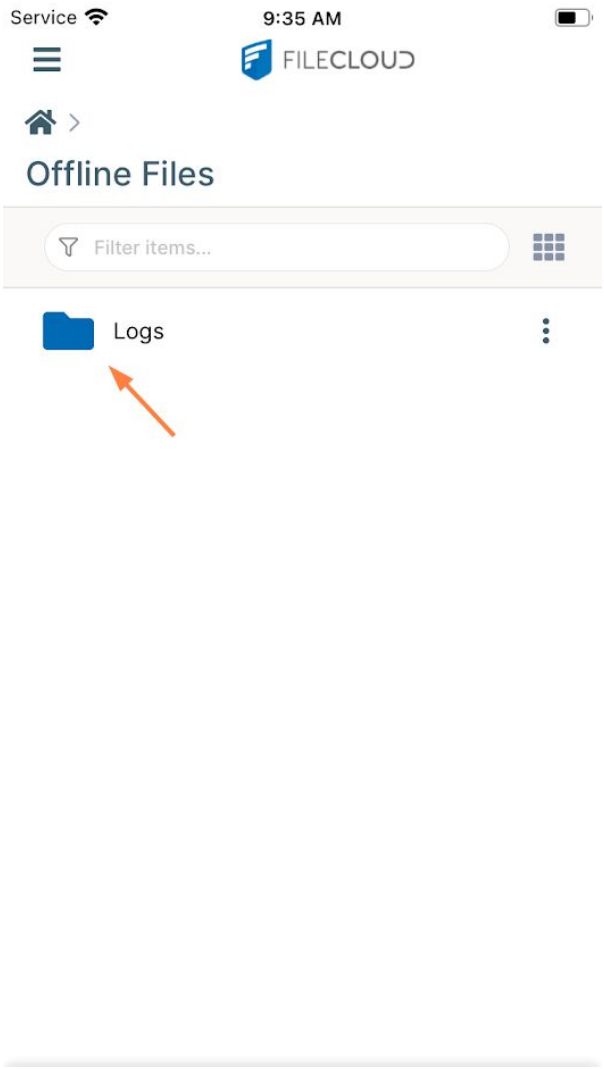
To go to the log files from user settings:

1. Tap the menu icon in the upper left corner, then tap **Offline files**.

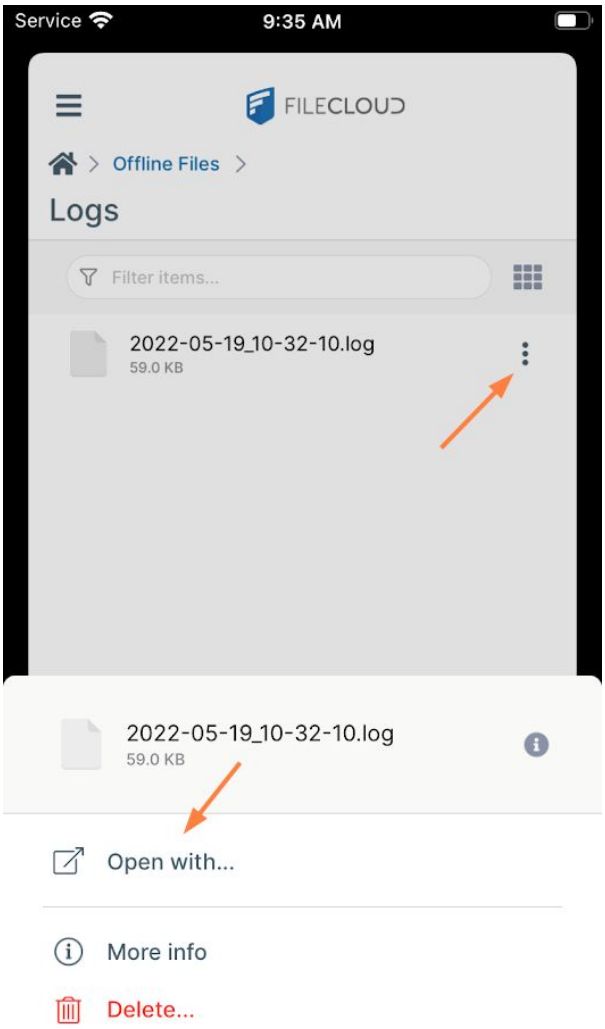


The **Offline Files** folder opens. Log files are stored in the **Logs** folder.

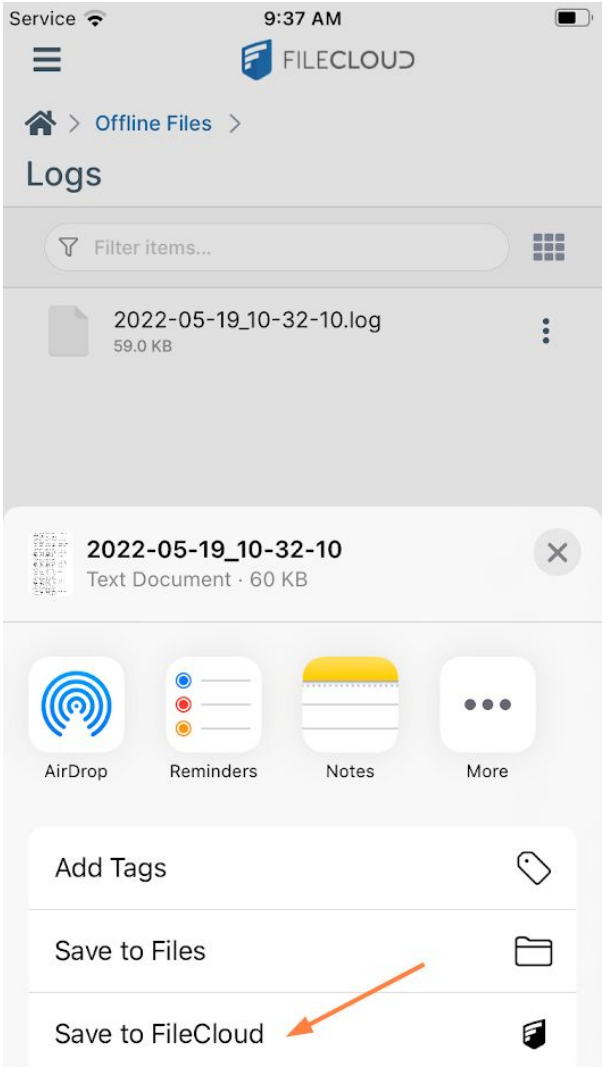
2. Tap the folder to access the log files.



3. Tap the More (3-dot) icon for the log file that you want to send, and tap **Open with** to open or save it.



4. Save it to FileCloud or choose another option that enables you to download the file and send it to FileCloud Support.



Your administrator can also get the logs from your device remotely.

Specific Errors

Issue	Error	Resolution
iOS App Fails to Login	"Invalid Configuration" Server plugin(s) missing or disabled	• Check that your device's time and date settings are correct. • Ensure that automatic time and date is not disabled.

File and Folder Actions on iOS

- Preview and Edit iOS Files (see page 26)
- Play Back iOS Audio Files (see page 41)

- View iOS images (see page 43)
- View iOS Video Files (see page 45)
- Download Files and Folders in iOS (see page 47)
- Upload Files and Folders in iOS (see page 59)
- Create New Files and Folders in iOS (see page 81)
- Share an iOS File (see page 101)
- Share an iOS Folder (see page 130)
- Delete, Move, Copy or Rename iOS data (see page 160)
- Viewing File and Folder Information in iOS (see page 184)
- File Locking in iOS (see page 193)
- File Approval in iOS (see page 201)
- iOS Automatic Photo and Video Backup (see page 215)
- Star a File or Folder in iOS (see page 219)
- Apply Color Tag Metadata in iOS (see page 223)
- Searching on FileCloud in iOS (see page 227)
- View Uploads and Downloads with FileCloud Live Activities (see page 233)
- View File Operations in iOS (see page 235)

Preview and Edit iOS Files

In the FileCloud iOS app, you can preview files in your FileCloud account. You can edit some types of files in your FileCloud account; other file types have to be downloaded and edited in a third-party application.

You can:

- Preview .pdf and .txt files and edit them in the FileCloud iOS application. No third-party app is required.
- Open Office files such as .docx, .xlsx, .pptx etc. for edit by opening them in the appropriate app or open them directly from the MS Office app.
- Open other file types by opening the file in the appropriate app.
- Stream music and video files.

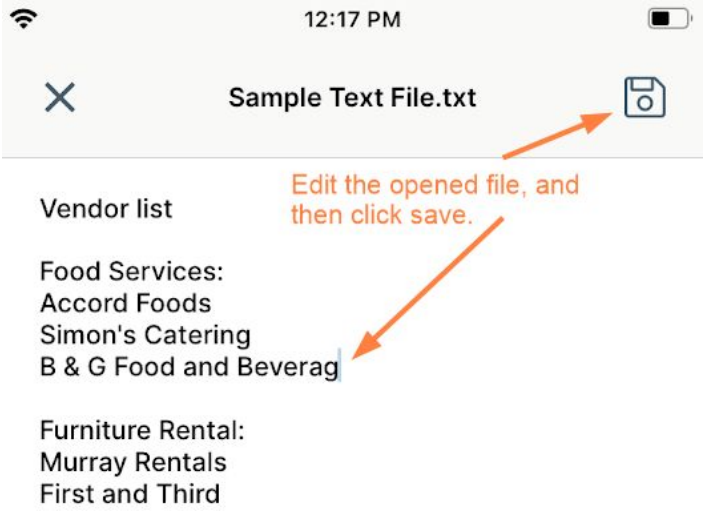
Previewing and editing PDFs and text files

How do I preview and edit PDFs and text files?

Tap the name or icon for a .pdf or .txt file, and it opens for preview in the FileCloud iOS app.
The preview screen for pdfs lets you open your document for edit using the Edit icon.
You are prompted to save your changes when you exit the file.

11:46 AM
Edit from FileCloud
Fil...
FILECLOUD
ONLINE
WWW.GETFILECLOUD.COM
Top 10 Benefits
Best ROI in the Industry
Lower cost, higher value, free unlimited partner accounts
Secure Access
Web, sync, drive, mobile apps and cloud enabled file servers
Site Sandbox
Isolated sites - site sandbox, better security and performance
Security and Data Protection
Two factor authentication, SSL/TLS, ransomware protection, DLP and endpoint backup
Custom Branding
Use your own domain, design, logos, email and terms of service
Powerful Administrator Tools
Analytics, reports, workflows, auditing, EMM, Retention, Archival and Legal hold
File Sharing and Collaboration
Public, private and temp shares, team folders, granular access permissions
Microsoft Office Integration
Office Online, DocIQ, Outlook add-on and Explorer integration
Data Residency
Store data at your preferred region (US, EU, APAC) on world class infrastructure
Premium Technical Support
Fast response, remote troubleshooting
#1 Enterprise File Share, Sync, Backup and Mobile Access for Business
Secure Remote Access
Always have secure remote access to your files. FileCloud offers many ways to access your organization's files securely: web access, sync, virtual drive, mobile apps, WebDAV and browser add-ons. It protects your files and makes them available to you across all of your devices.
The Best Return On Your Investment
FileCloud includes features and customization that competitors typically charge extra. We offer more, for a quarter of the price of our competition. To further reduce costs, FileCloud gives you an unlimited number of free accounts for your clients and partners. They will have web-only access to the files you choose to share.
Smart Drive
Our FileCloud Drive app mounts your cloud space as a local disk. It provides access to terabytes of files without consuming local storage. Virtual drive helps limit offline copies of files and comply with regulations.
Share Securely
Create public, private or password protected links. Securely receive files and set up group spaces for team file sharing. Mark your files view only, restrict the number of downloads, make them available for a limited time, FileCloud lets you share how you want.
Site Sandbox
FileCloud uses unique site sandbox architecture to provide maximum security. Our dedicated instances will isolate your site to eliminate the risks associated with other SaaS cloud services.
Unparalleled Branding Options
You put a lot of resources into creating your brand, now put it front and center. Customize your background design, logos, fonts, email templates, terms of service and more. Run FileCloud from your own domain and you control almost everything.
Cloud Enable Your File Server
When your file server is the central location for all of your data, accessing remote enterprise files through FTP and a VPN is cumbersome. FileCloud brings more efficiency to your file server, making it easier to access, share and track your data from anywhere.
1 of 10

The preview screen for text files also lets you open files for edit using an Edit icon. Tap the **Save** icon when you're done.



All changes to PDFs and text files are saved in FileCloud.

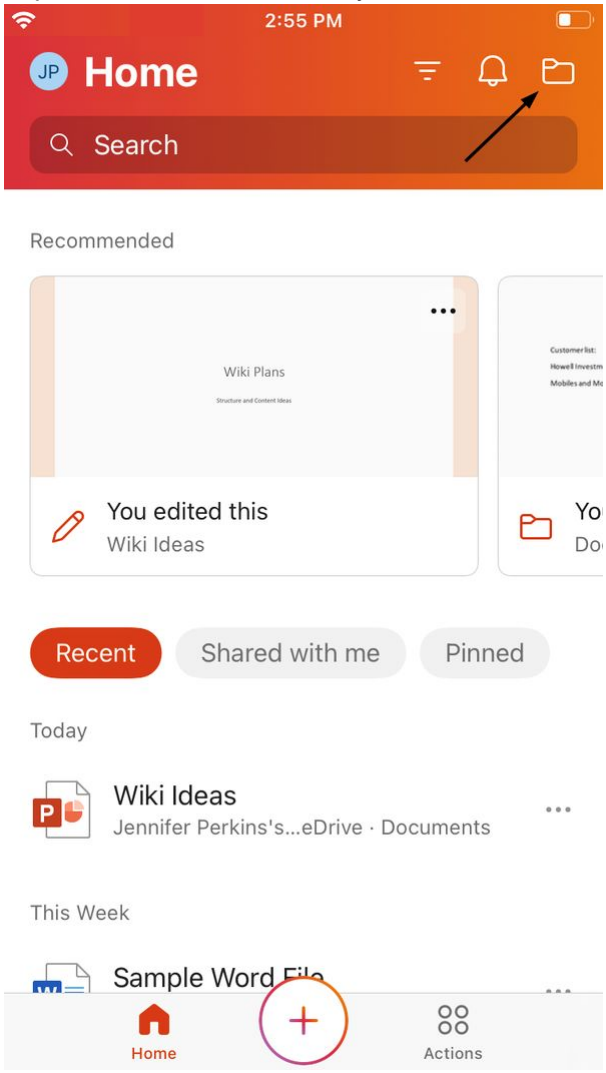
Previewing and editing Office files

What are my options for previewing and editing Office files?

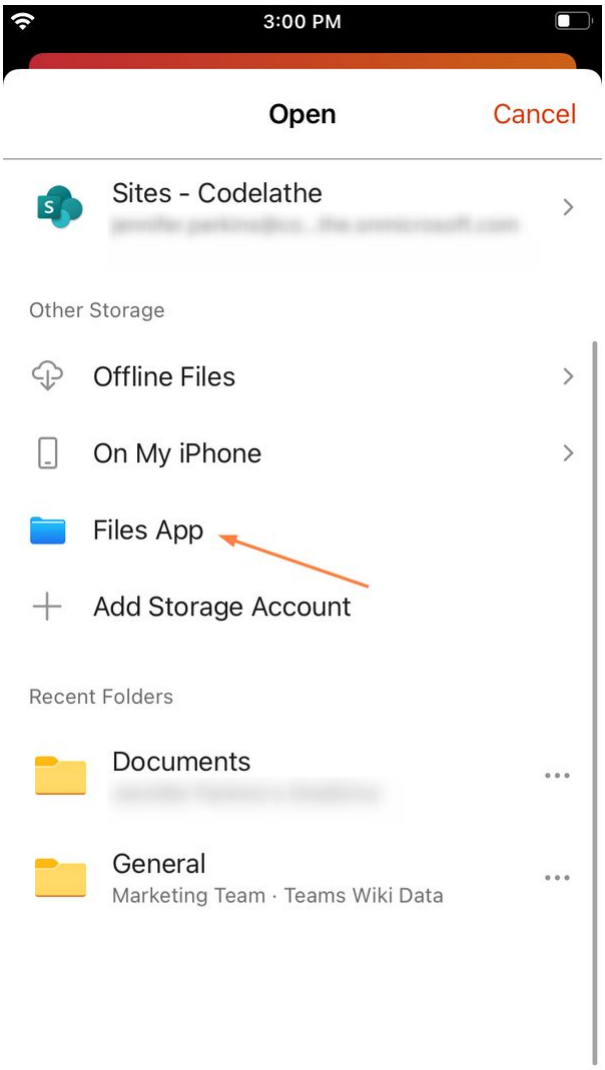
The recommended method of editing Office files in FileCloud is to open them from the Office app and make changes there. The changes are automatically saved to FileCloud.
You can also open the file in the FileCloud app and choose a third-party app to edit it with. In this case, the changes are also saved to FileCloud

To open an Office file for edit from the Office app:

1. If you do not have the Microsoft Office app installed, go to the Apps store and install it.
2. Open the Office app on your iOS device, and log in with the Office account you use with FileCloud.
3. Tap the folder icon to browse your locations.

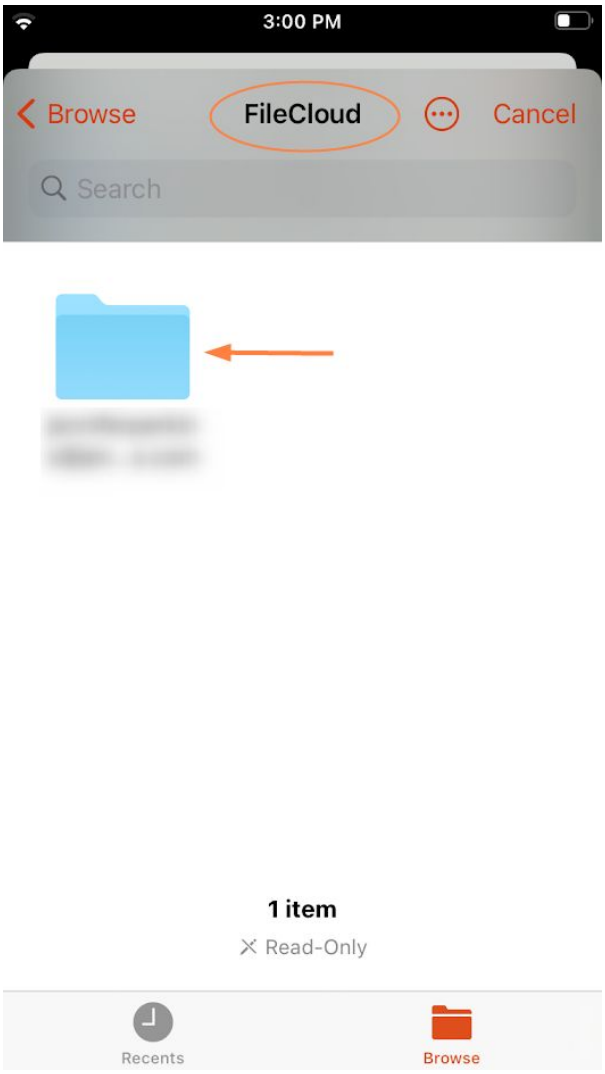


4. Tap the **Files App** folder to access FileCloud (and other apps where files are stored).

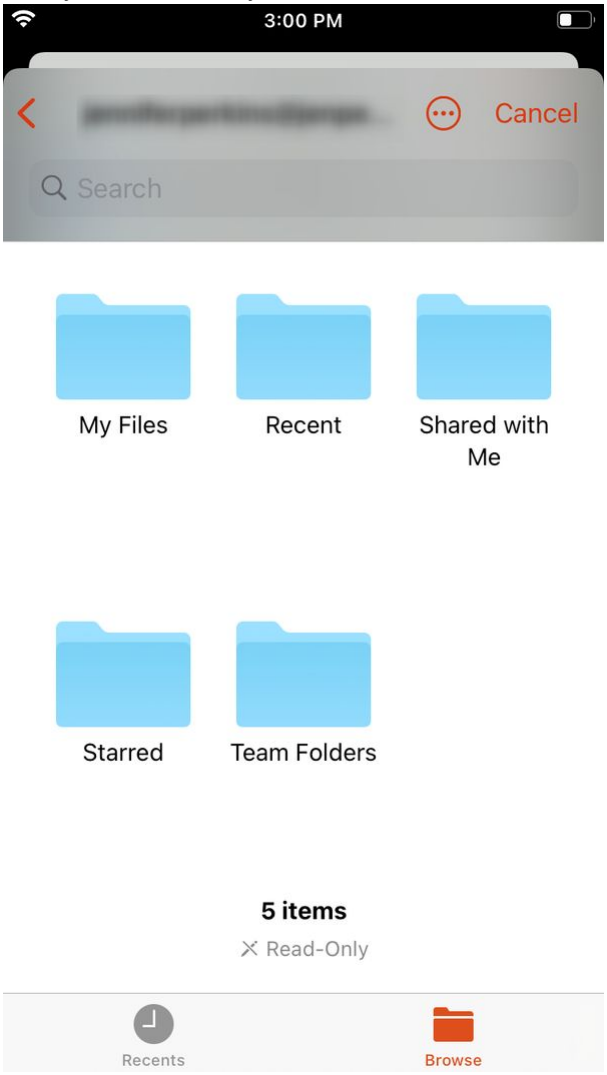


If FileCloud was the last file app you accessed, the FileCloud location opens. Otherwise, you may have to click **Browse** and choose FileCloud.

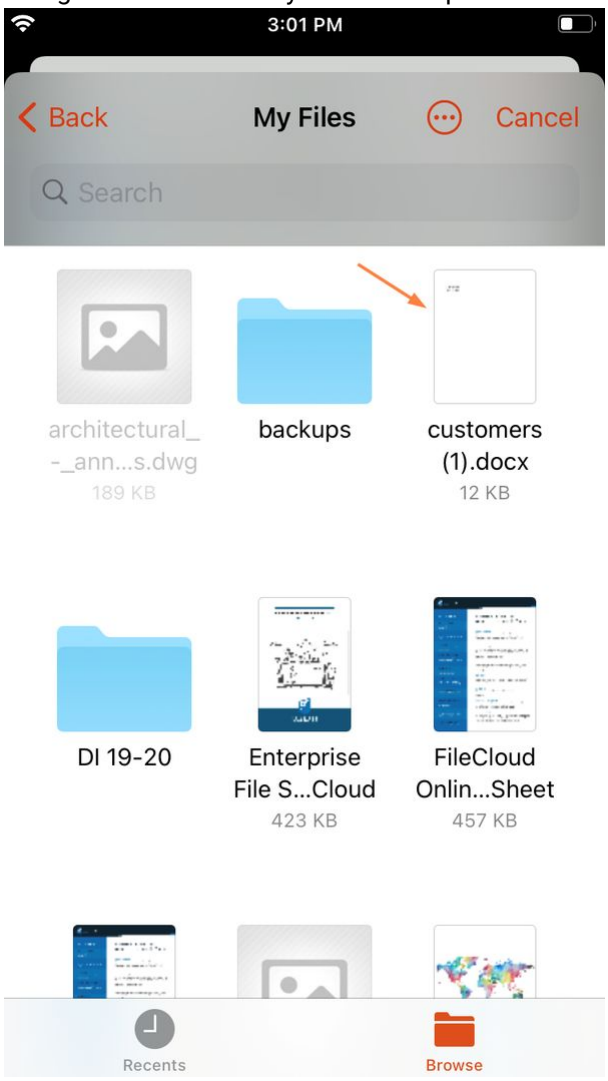
5. Tap the FileCloud folder to open it.


3:00 PM
Browse
FileCloud
Cancel
Search
1 item
Read-Only
Recents
Browse

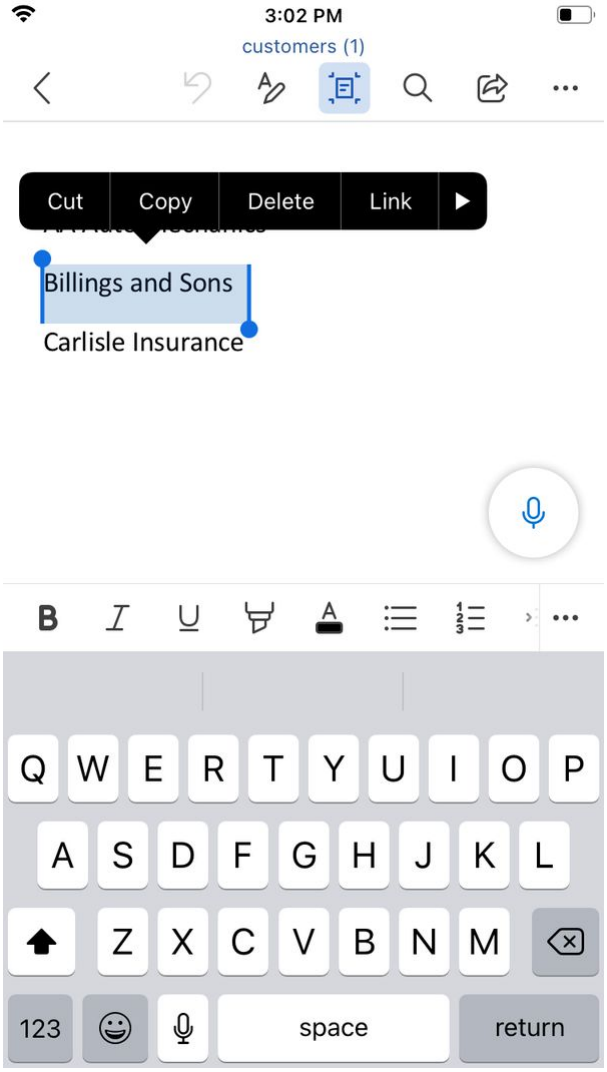
Now you should see your FileCloud folders:



6. Navigate to the file that you want to open in an Office application and tap it.



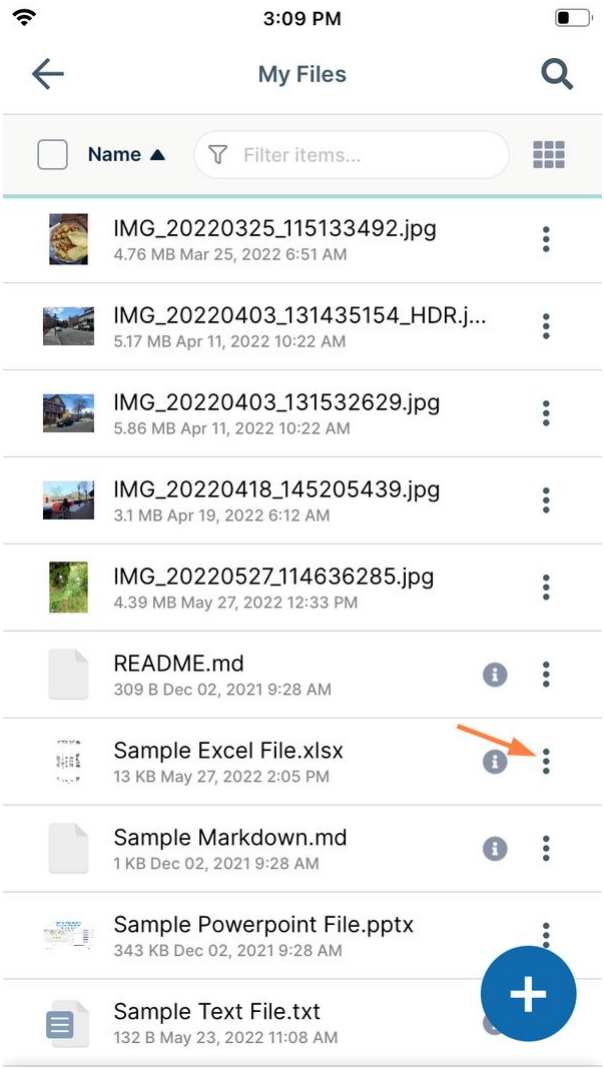
The file opens in the Office application:



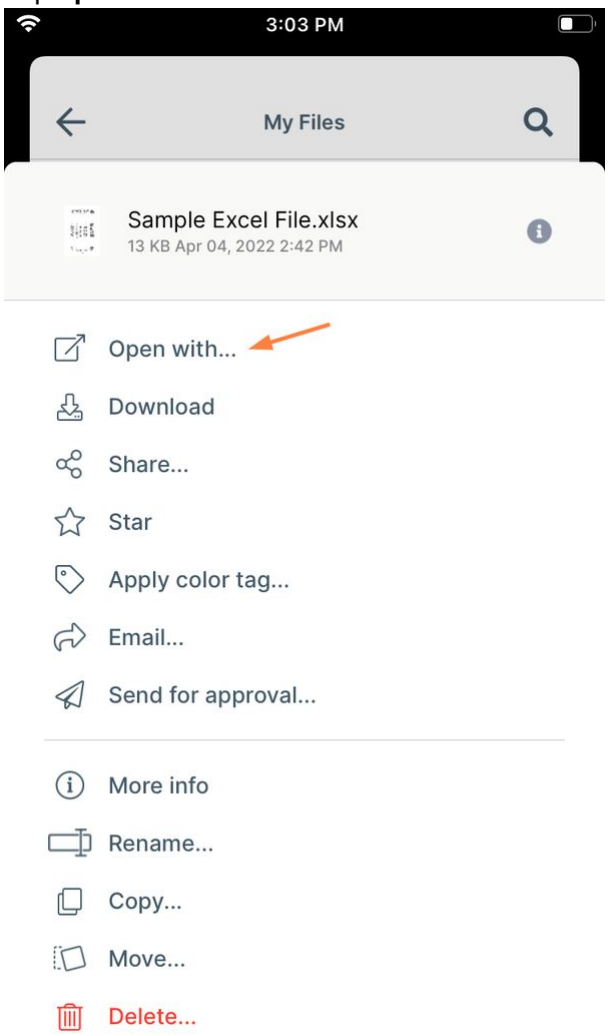
7. Changes you make to the file are automatically saved in FileCloud.

To open an Office file for edit from the FileCloud app:

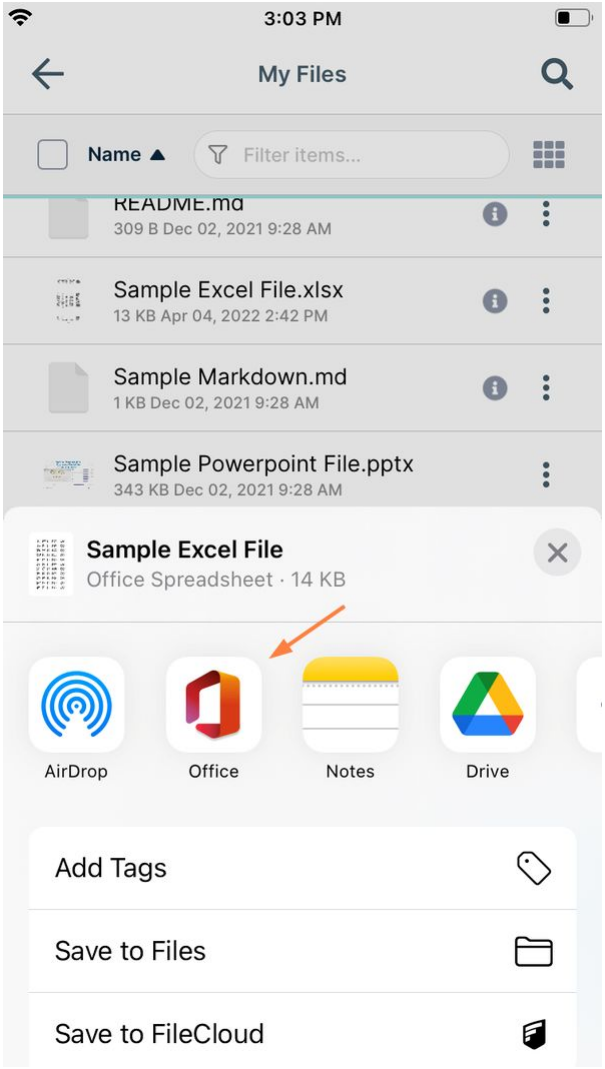
1. Open the FileCloud app and navigate to the file.
2. Tap the more (three dot) icon to the right of the file.


3:09 PM
My Files
Name
Filter items...
IMG_20220325_115133492.jpg
4.76 MB Mar 25, 2022 6:51 AM
IMG_20220403_131435154_HDR.j...
5.17 MB Apr 11, 2022 10:22 AM
IMG_20220403_131532629.jpg
5.86 MB Apr 11, 2022 10:22 AM
IMG_20220418_145205439.jpg
3.1 MB Apr 19, 2022 6:12 AM
IMG_20220527_114636285.jpg
4.39 MB May 27, 2022 12:33 PM
README.md
309 B Dec 02, 2021 9:28 AM
Sample Excel File.xlsx
13 KB May 27, 2022 2:05 PM
Sample Markdown.md
1 KB Dec 02, 2021 9:28 AM
Sample Powerpoint File.pptx
343 KB Dec 02, 2021 9:28 AM
Sample Text File.txt
132 B May 23, 2022 11:08 AM

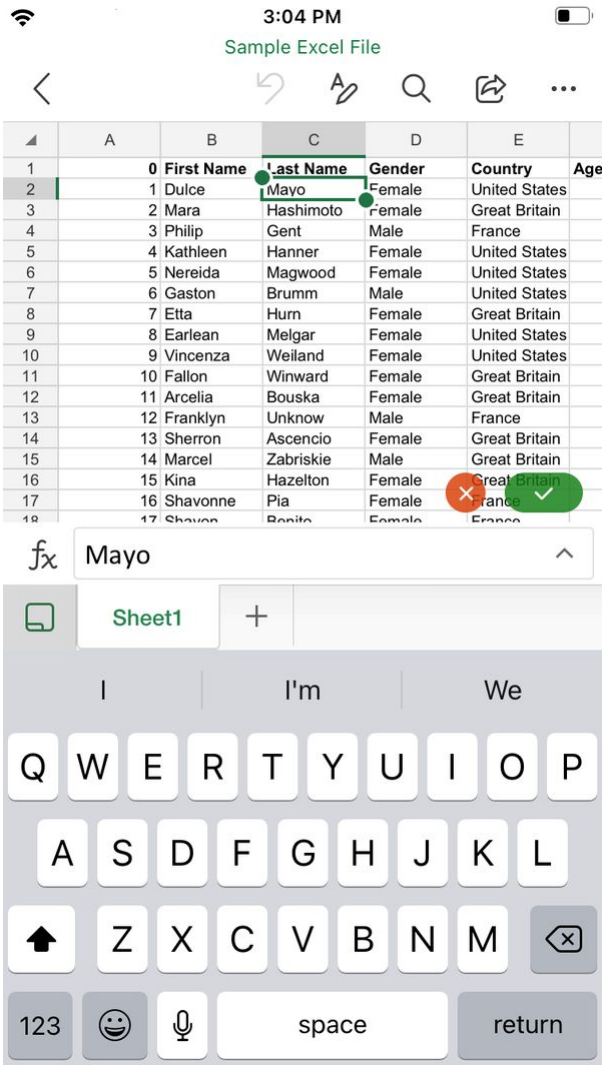
3. Tap **Open with.**



4. Choose the Office app.



The file opens for edit in the corresponding Office app.



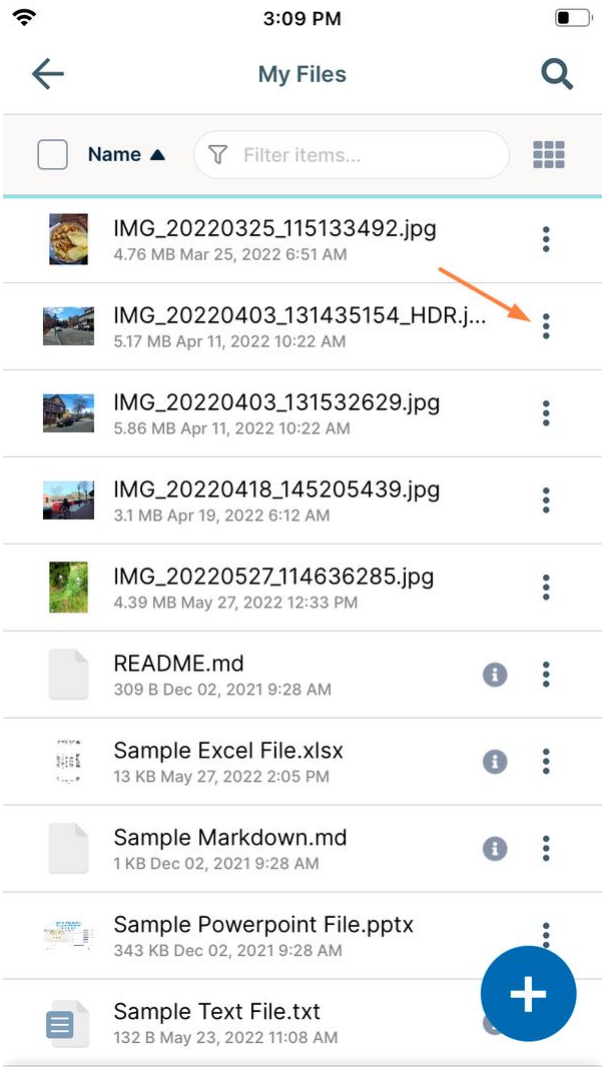
The updates to the file are saved to FileCloud.

Previewing and editing other file types

How do I open other file types for preview or edit?

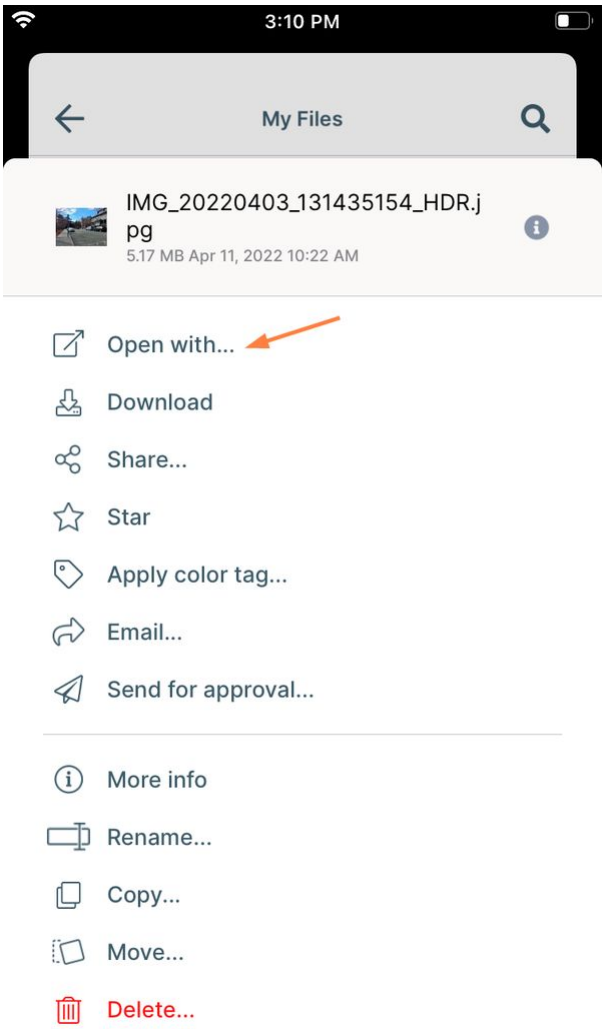
File types other than .pdf, .txt, and Office file types may be opened from FileCloud into a third-party application to edit, but they are actually being downloaded, and the edits are not automatically saved in FileCloud. To add the edits to your FileCloud copy of the file, you must manually upload the edited copy of the file into FileCloud.

1. Open the FileCloud app, and navigate to the file that you want to edit.
2. Tap the more (three dot) icon to the right of the file.

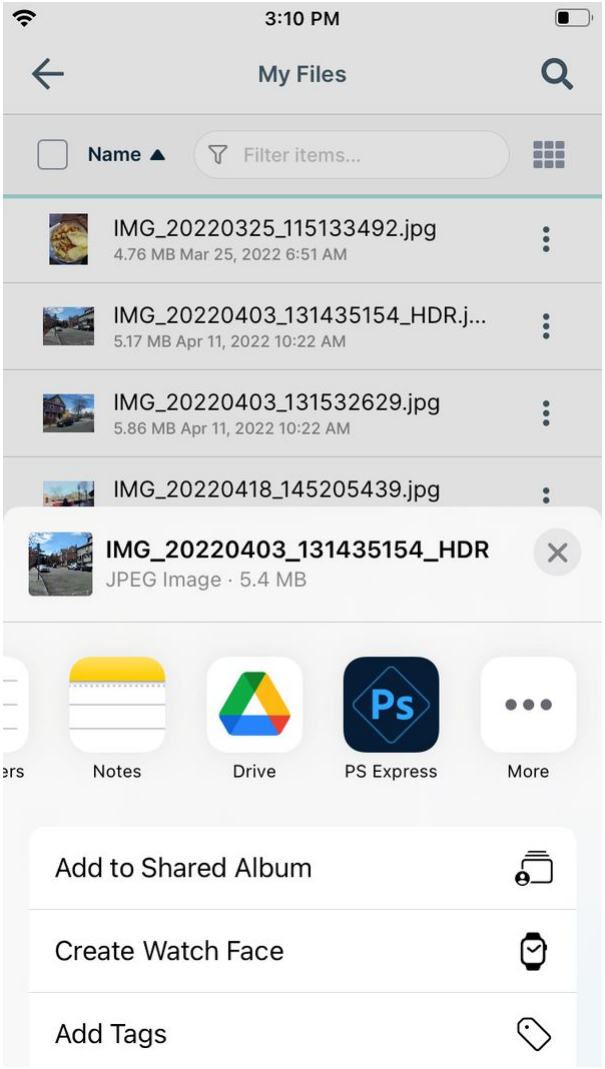


A list of options opens.

3. Tap **Open with**.



The screen displays apps available for opening the file either for viewing or editing:



4. Select one of the apps.
   The file is downloaded from FileCloud and opened in the app.
   After you edit and save the file, you must upload it to FileCloud to view the changes in FileCloud.

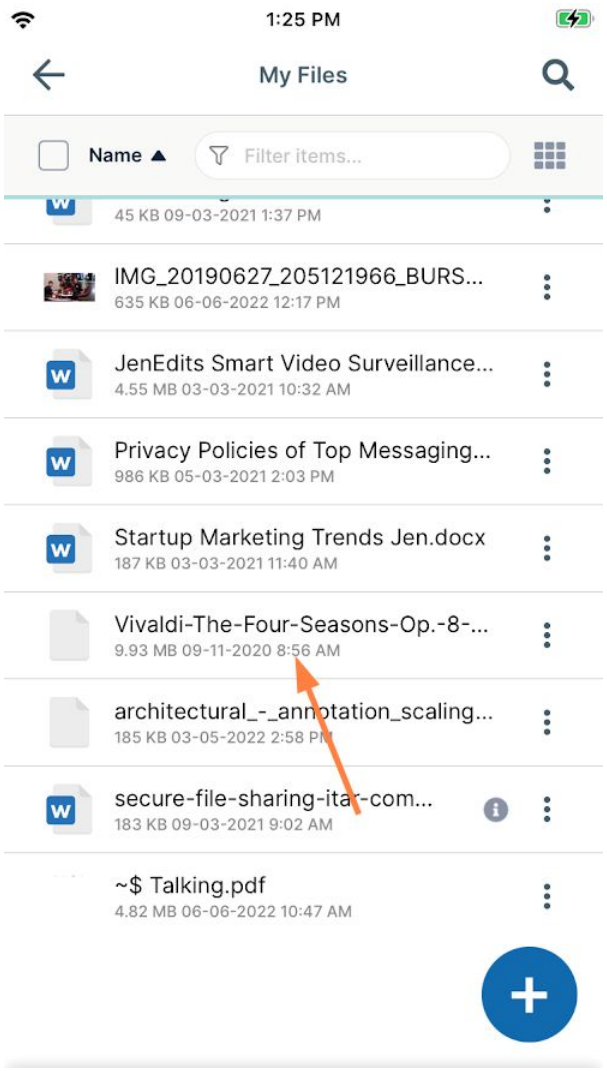
Play Back iOS Audio Files

The following formats are supported natively for playback in the FileCloud iOS app:

- .mp3
- .m4a
- .flac
- .aac
- .wma
- .wav
- .m4b
- .ogg

To play back an audio file:

1. Tap on the file.



   The file opens in an audio player.
2. Tap the play button to play the audio file.
3. Tap **Done** to return to its FileCloud folder.

You can also play back an audio file by opening it in a third-party app of your choice. See the instructions for opening a file from another application in the topic FileCloud iOS Integration with 3rd Party Apps (see page 275).

View iOS images

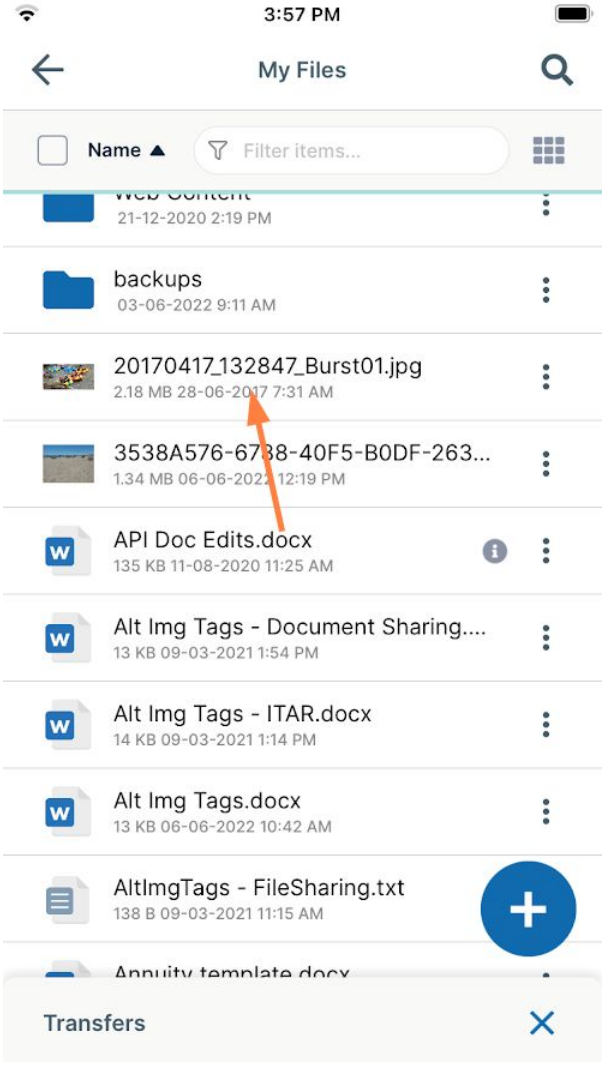
The following video formats are supported natively for viewing in the FileCloud iOS app:

- .jpg
- .jpeg
- .png
- .cr2
- .crw
- .pef
- .nef
- .arw

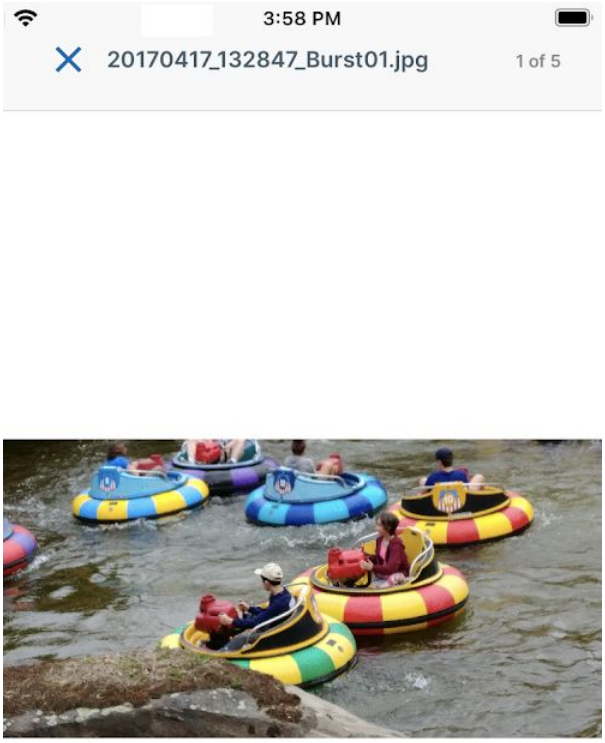
- .raf
- .gif
- .heic

To view an image file:

1. Tap the file.



The image opens for preview.



You can also preview or edit an image file by opening it in a third-party app of your choice. See the instructions for opening a file from another application in the topic FileCloud iOS Integration with 3rd Party Apps[2].

View iOS Video Files

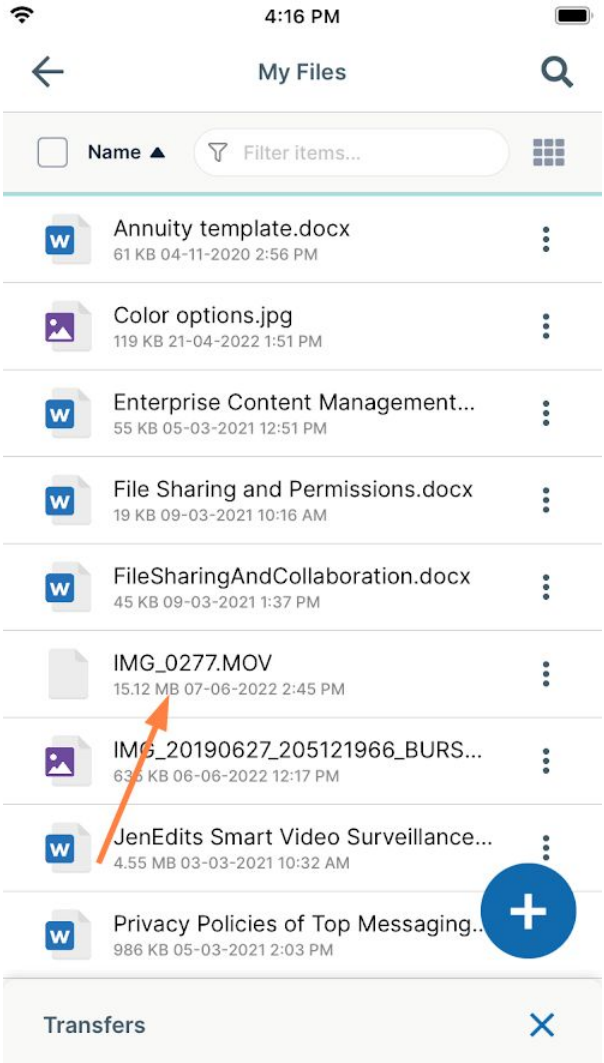
The following video formats are supported natively for viewing in the FileCloud iOS app:

2. https://www.filecloud.com/supportdocs/display/FCDOC/.FileCloud+iOS+Integration+with+3rd+Party+Apps+v2V

• .mov • .mp4 • .avi • .mpg • .mpeg • .vob • .mkv • .wmv • .xvid	• .flv • .divx • .swf • .ogg • .gp3 • .mts • .m2ts • .m4v

To view a video:

1. Tap the video file.



The video begins playing:

2. Use the controls to stop or replay the file.
3. Tap X in the upper left to return to the FileCloud folder.

You can also preview or edit a video file by opening it in a third-party app of your choice. See the instructions for opening a file from another application in the topic FileCloud iOS Integration with 3rd Party Apps[3].

Download Files and Folders in iOS

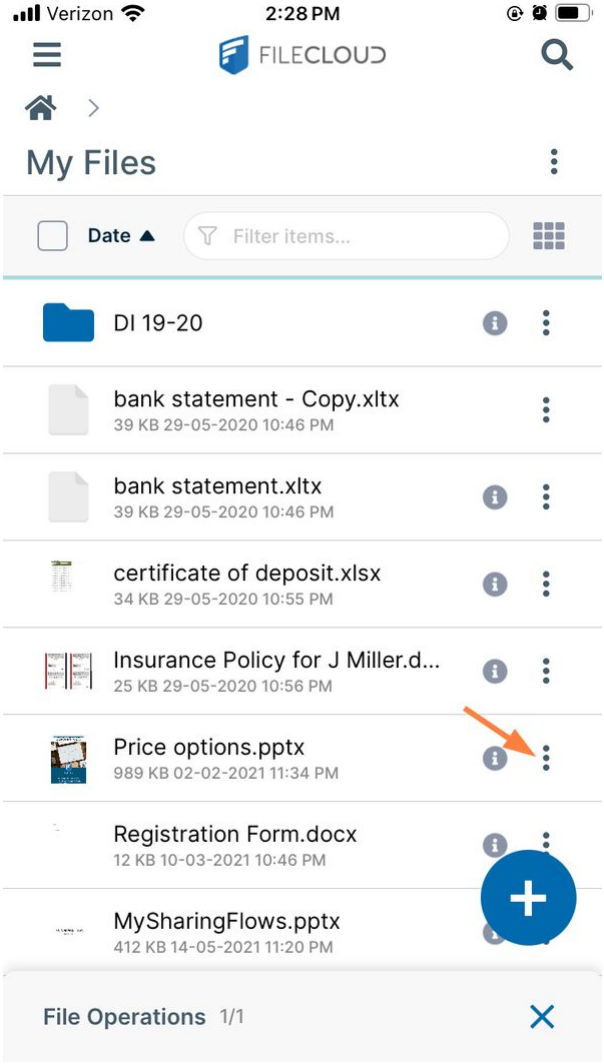
Files and Folders can be downloaded directly to the iOS device to allow access when there is no connectivity.

⚠ The FileCloud iOS App must be in foreground when the download is started; you may switch to another app while the download is in progress.

3. https://www.filecloud.com/supportdocs/display/FCDOC/.FileCloud+iOS+Integration+with+3rd+Party+Apps+v2V

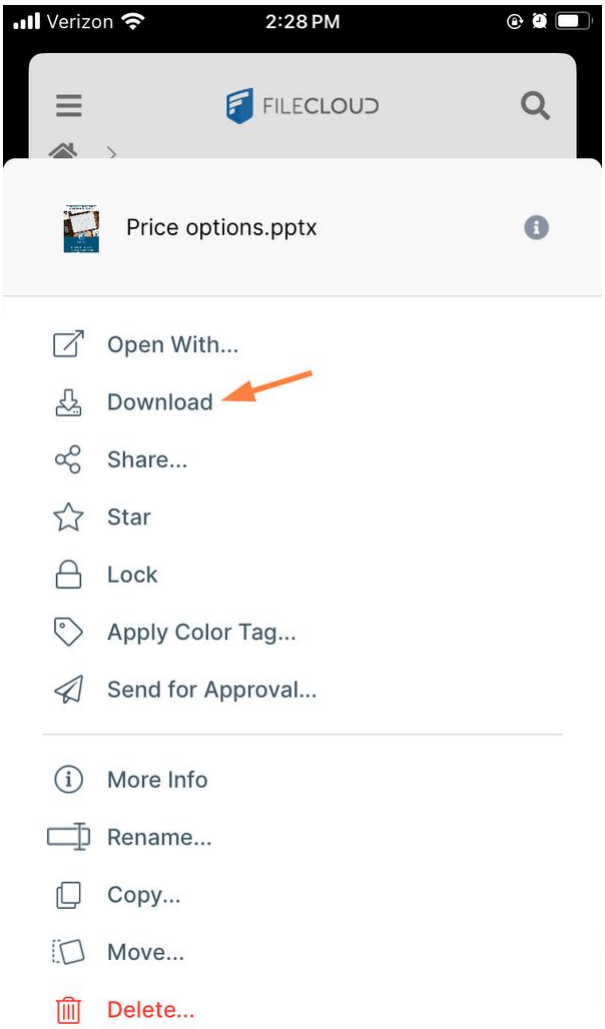
To download a file from the FileCloud Server:

1. Open the FileCloud iOS app.
2. Navigate to the file you want to download.
3. Tap the more (triple-dot) icon to the right of the file.

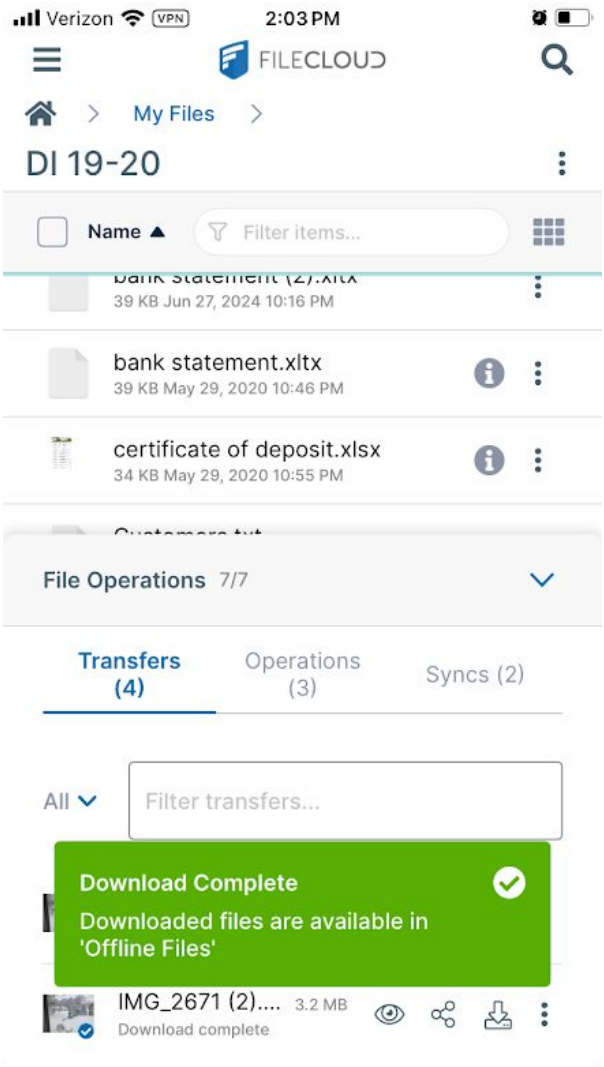


A list of file actions opens.

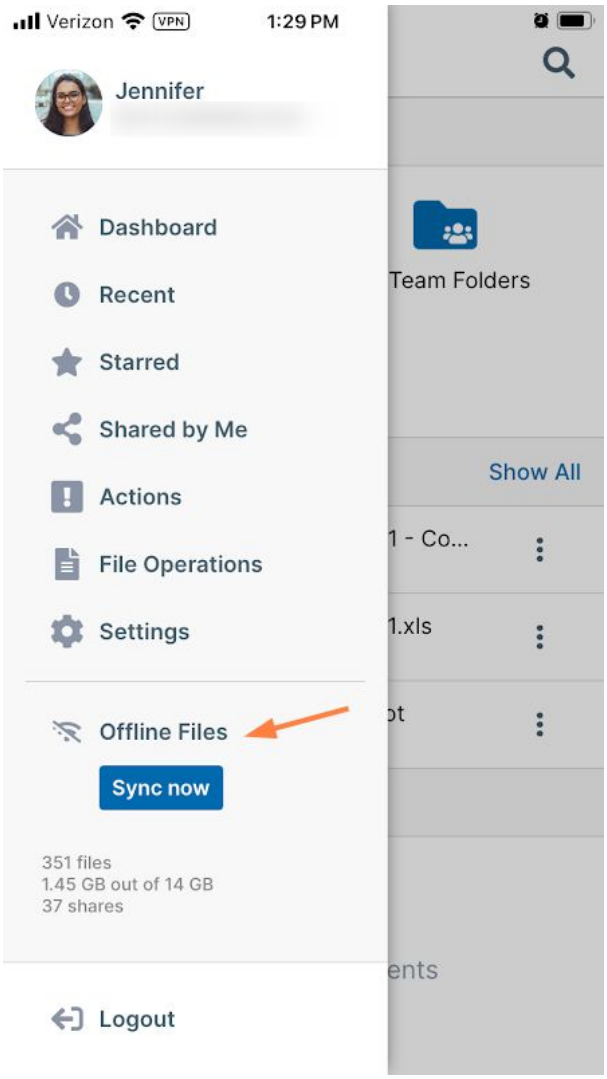
4. Tap **Download**.



The File Operations window opens at the bottom of the screen and the download appears on the **Transfers** tab. Here, you can pause, restart, and view the progress of the download.
Note: You can continue working while the download is in progress.
You are alerted when the download is complete.

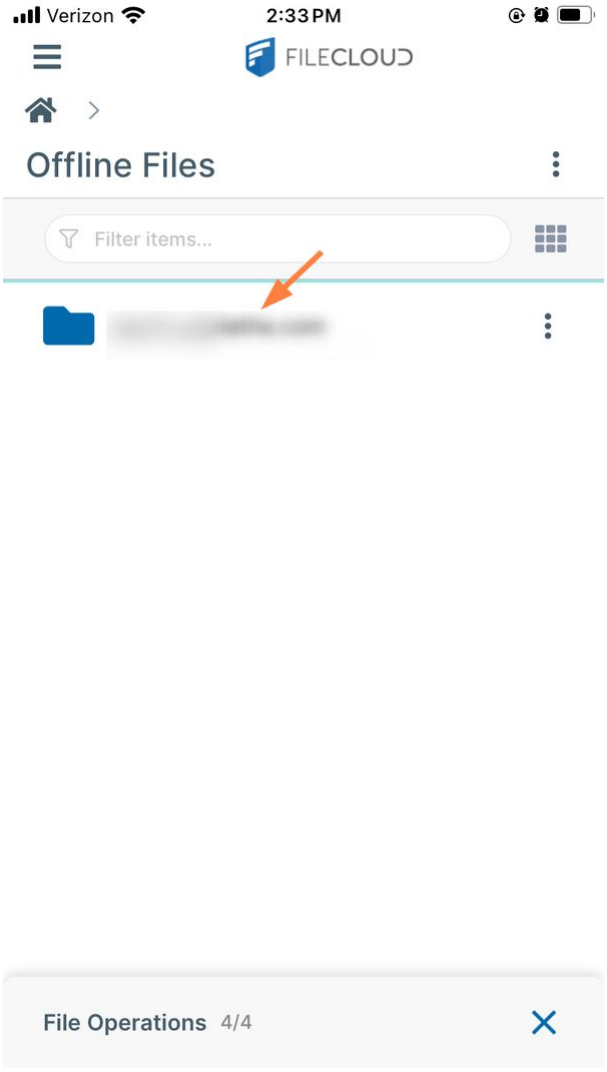


5. To access the downloaded files, tap the menu icon at the top of the screen and choose **Offline Files**.

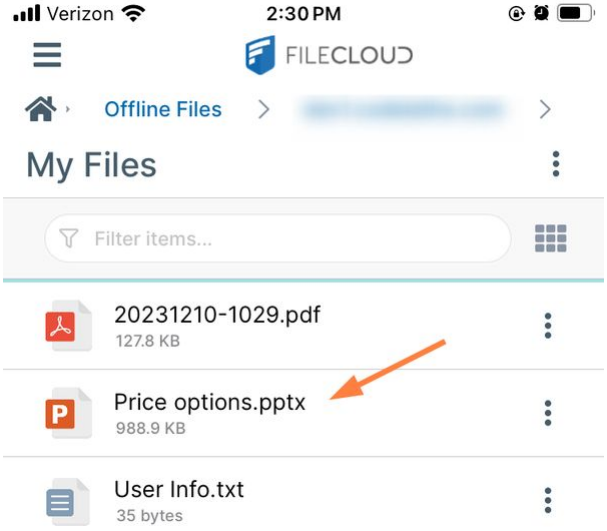


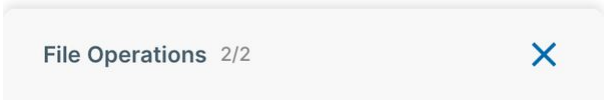
Your Offline Files locations appear.

6. Tap the folder with the name of your FileCloud site:



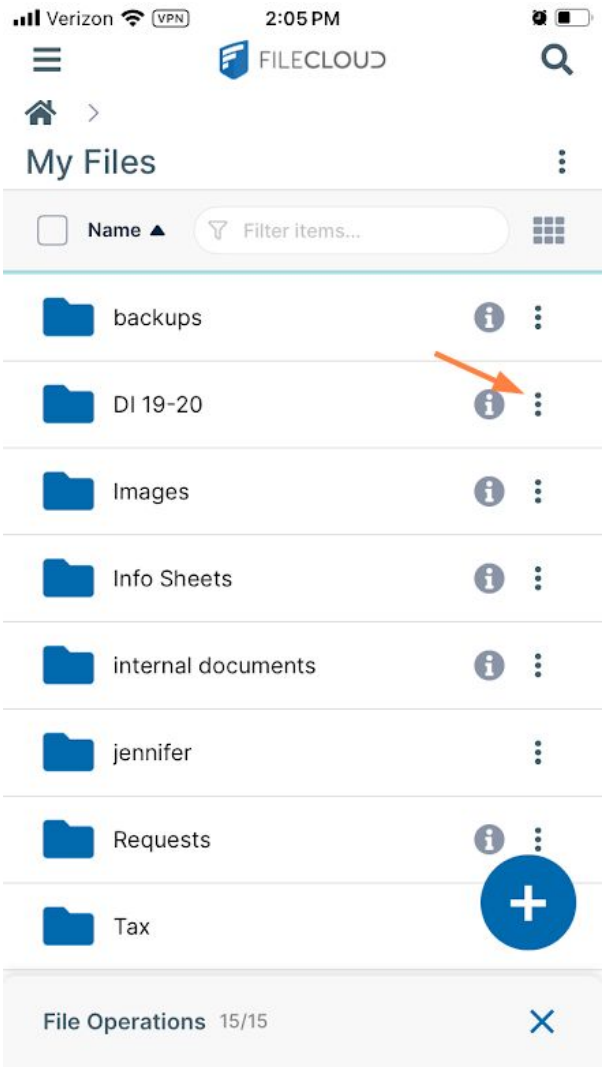
You can access your downloaded file or files from here.





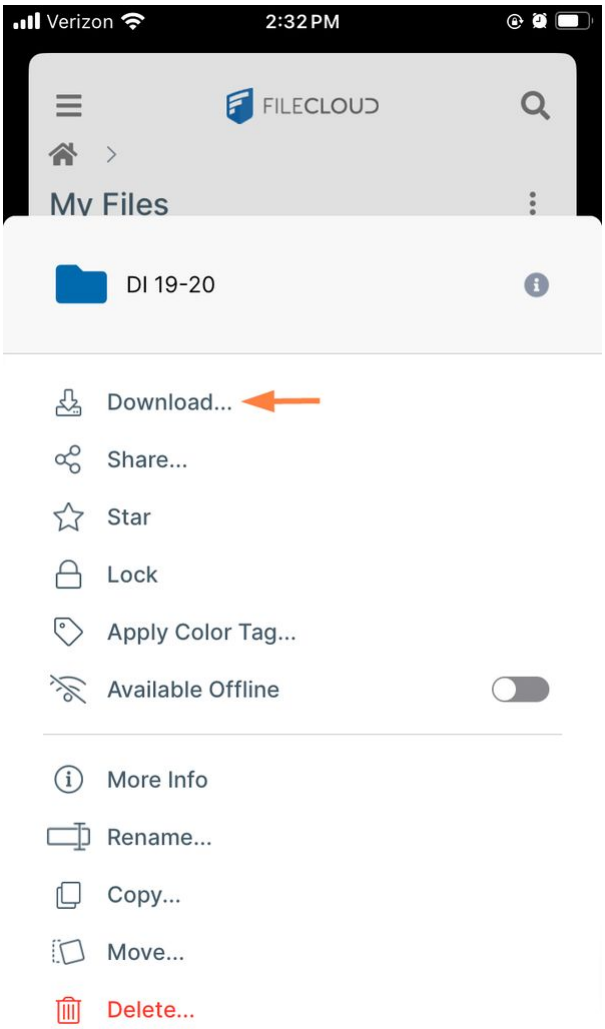
To download a folder from the FileCloud Server:

1. Open the FileCloud iOS app.
2. Navigate to the folder you want to download.
3. Tap the more (triple-dot) icon to the right of the folder.



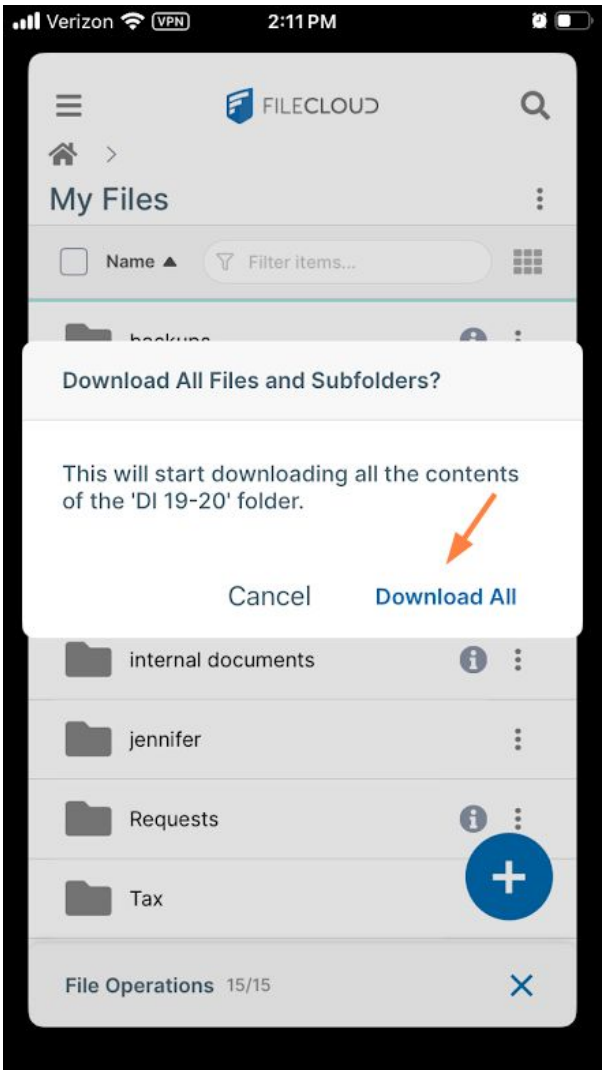
A list of folder actions opens.

4. Tap **Download**.

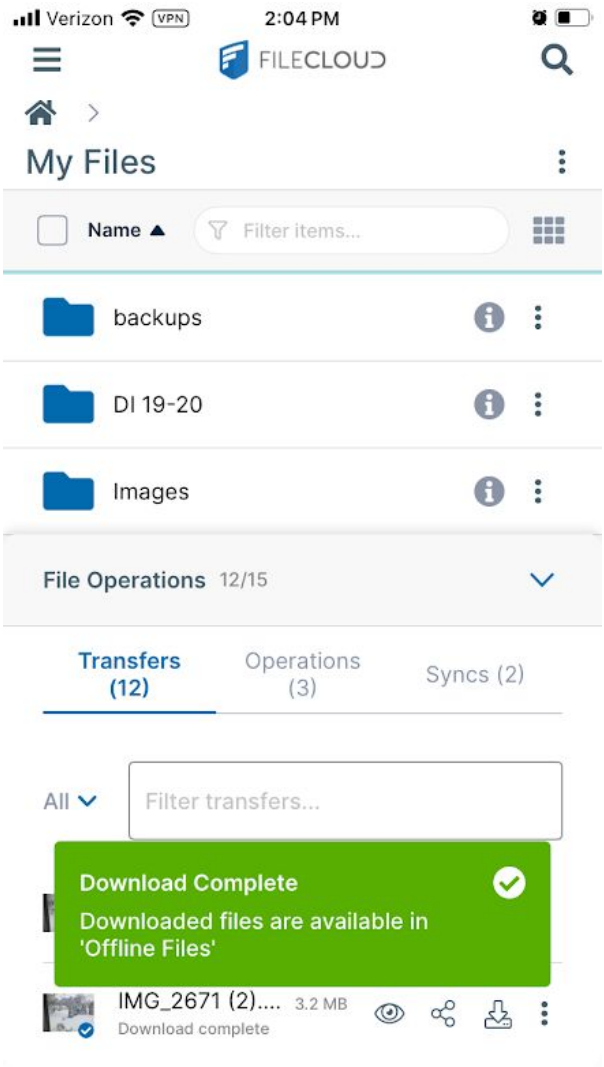


You are prompted to confirm that you want to download all of the folder contents.

5. Tap **Download All**.

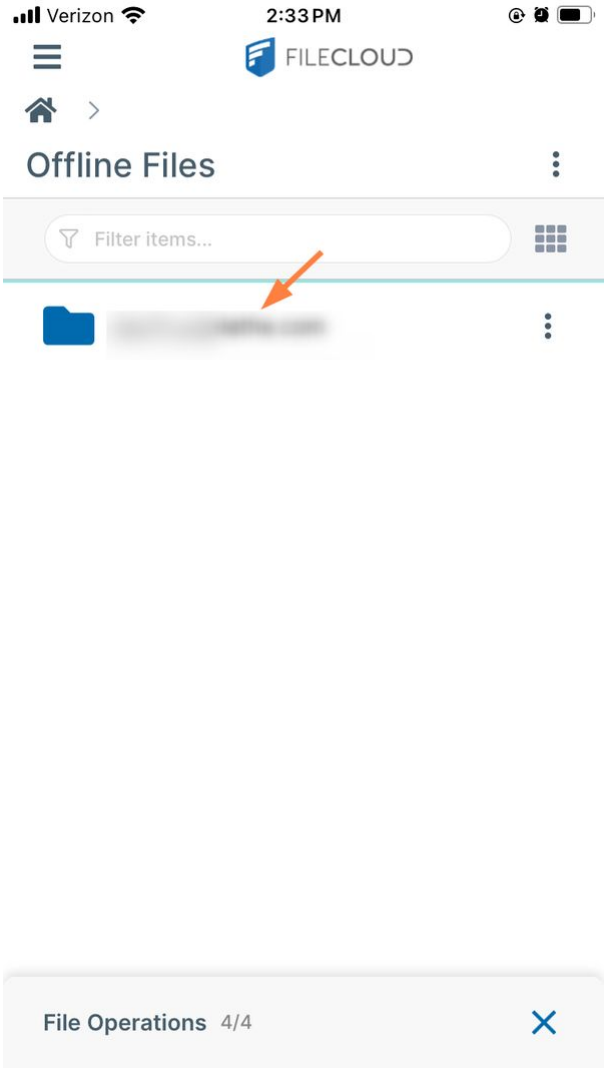


You can continue working while the download is in progress.
You are alerted when the download is complete.

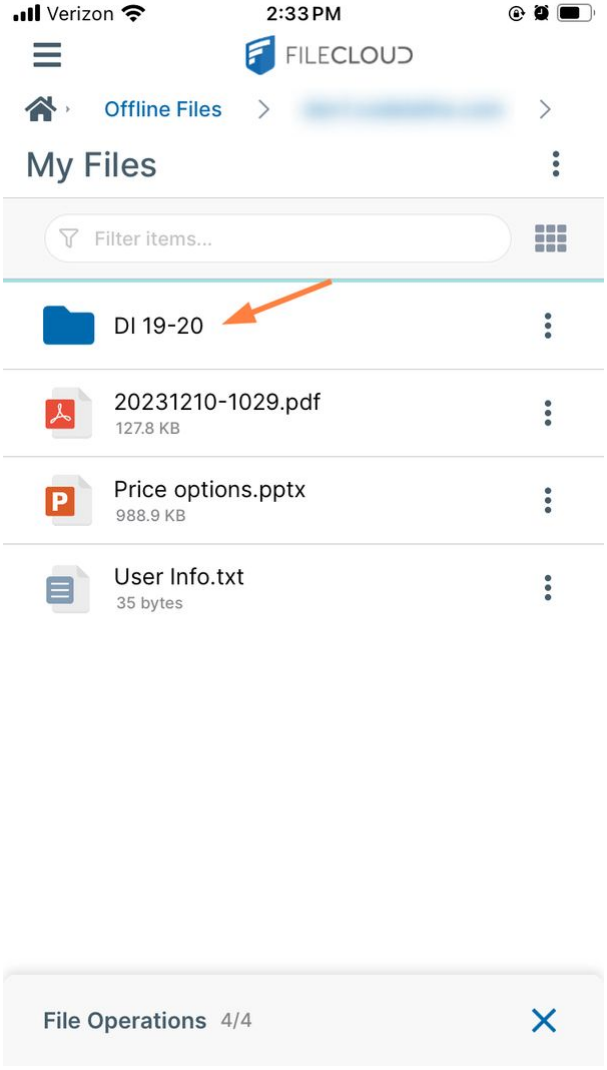


6. To access the downloaded folder and its contents, tap the menu icon at the top of the screen and choose **Offline Files**.
   Your Offline Files locations appear.

7. Tap the folder with the name of your FileCloud site:



You can access your downloaded folder and its contents from here.



Upload Files and Folders in iOS

The FileCloud iOS app supports uploading files from the following locations on your device:

- Local storage on your iOS device
- Cloud storage connected to your iOS device (for example, Google Drive)

💡 The time it takes to upload files to the FileCloud server varies depending on connection speed. You must also have sufficient privileges and storage space on the FileCloud server.

⚠️ The FileCloud iOS App must be in foreground when the upload is started; you may switch to another app while the upload is in progress.

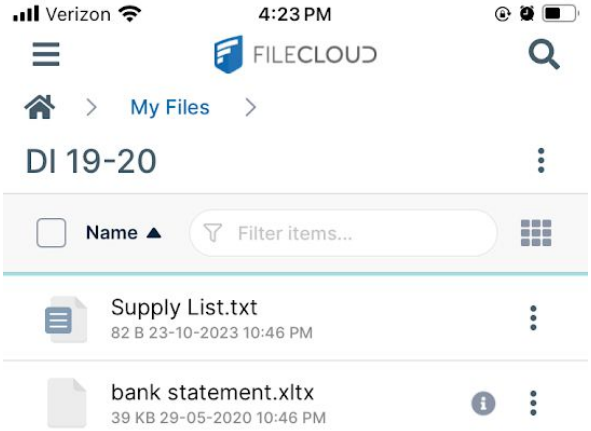
There are a few different ways to upload a file or folder to FileCloud.

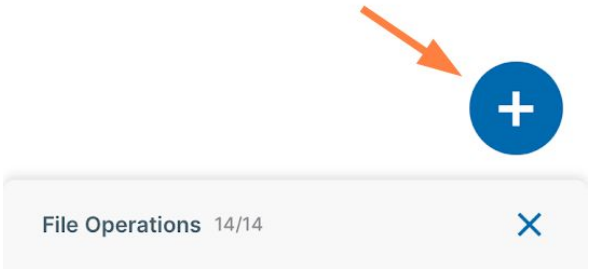
Upload a file while you're in FileCloud by tapping the + icon:

Upload by tapping the plus icon

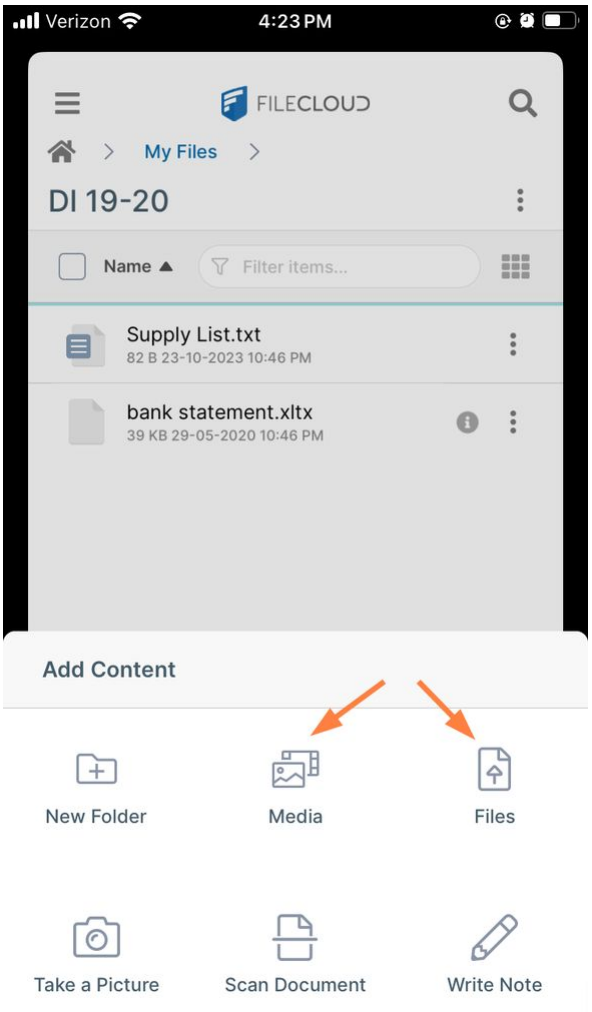
If you have upload permission for a folder, a + icon appears on the screen when the folder is open.

1. Log in to the iOS app, and navigate to the folder that you want to upload the file or folder to.
2. Click the plus icon.





Various options for adding content pop up.



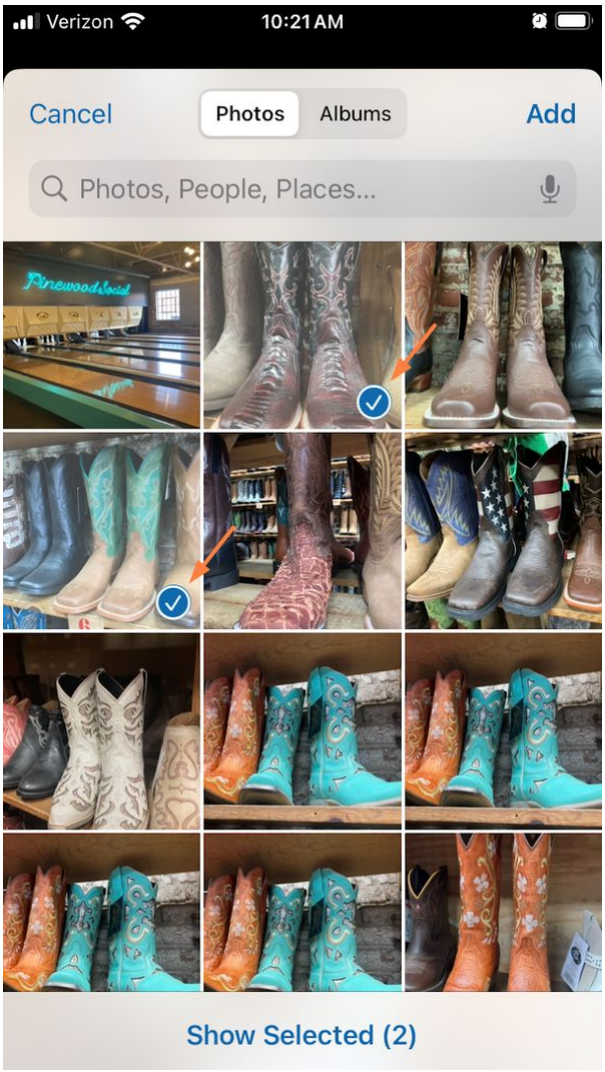
3. Tap **Media** to upload media files stored on your iOS device, or tap **Files** to upload files or folders from your iOS device or from a remote location.
Upload images or videos stored on your iOS device

   The **Media** option enables you to upload image or video files stored on your device into the folder on FileCloud.

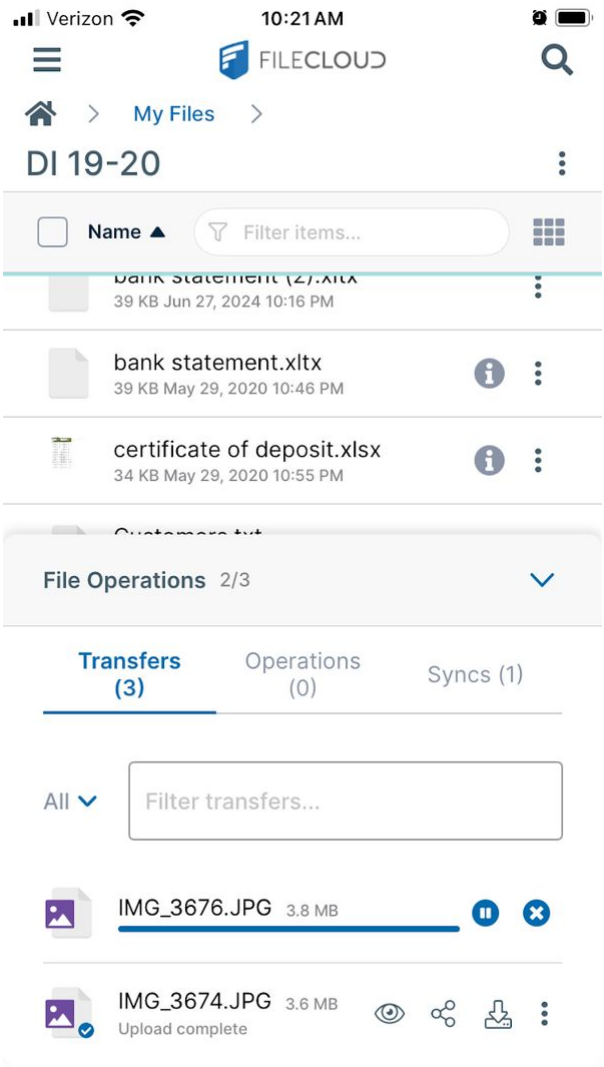
   a. After tapping the

   icon, tap **Media**.
   You are shown photos and videos stored on your device.

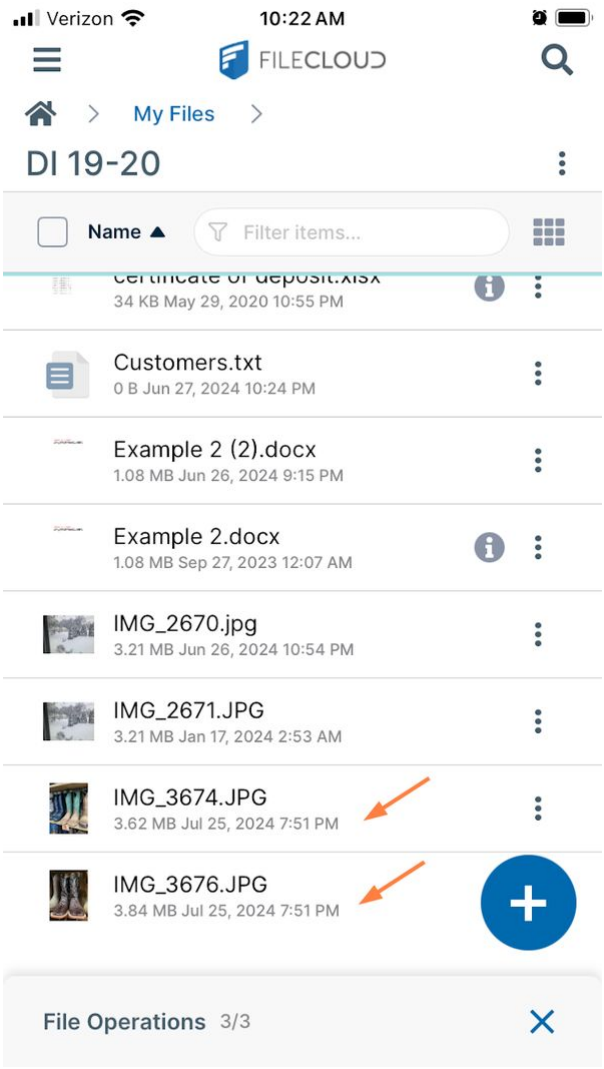
b. Tap the image or images that you want to upload, and click **Add**.



The File Operations window opens at the bottom of the screen and the progress of the upload appears on the **Transfers** tab.
Note: You can continue working while the upload is in progress.



The files are uploaded into the opened folder.



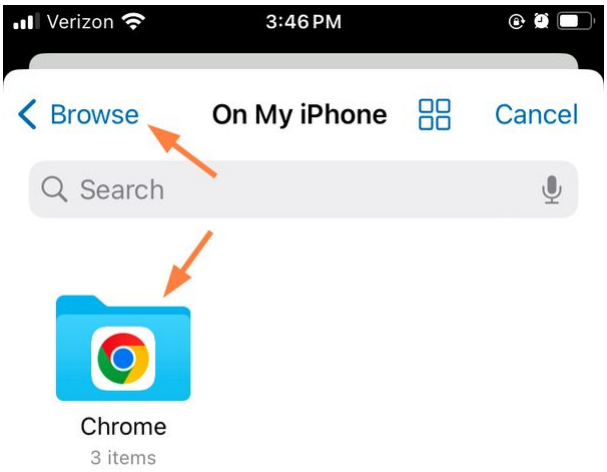
Upload files from local and remote locations

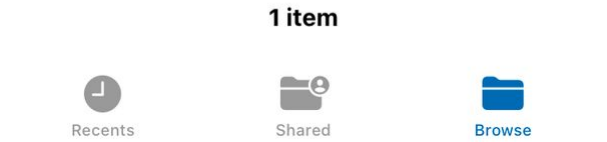
The Files option lets you upload files or folders from local or remote locations accessible from your iOS device.

a. After tapping the

icon, tap **Files**.
The last location accessed opens.

b. Change the location by tapping **Browse** or search for a file in the opened location (**On My iPhone** in the following image) .

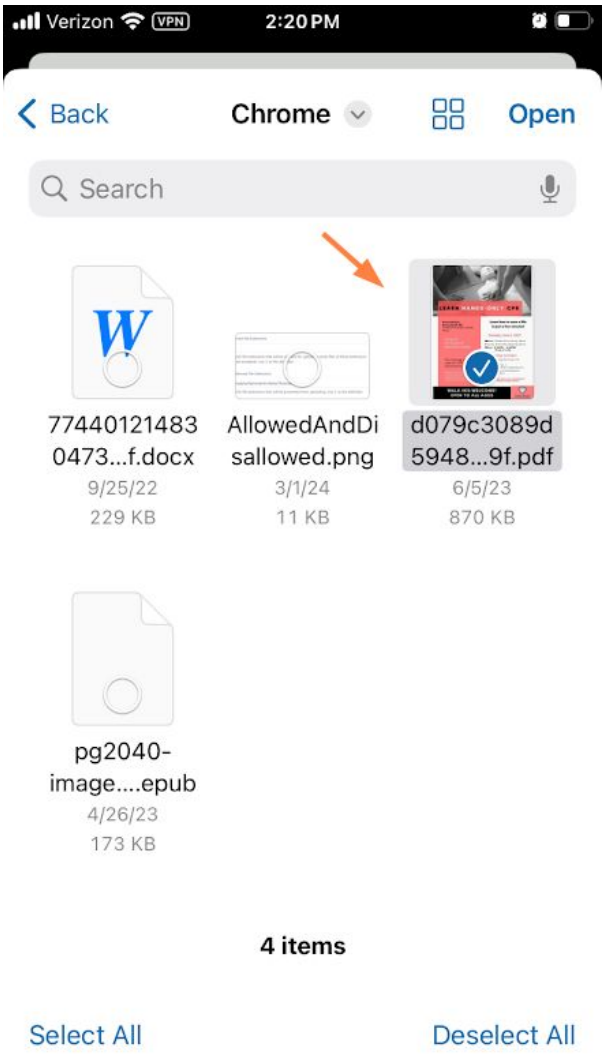




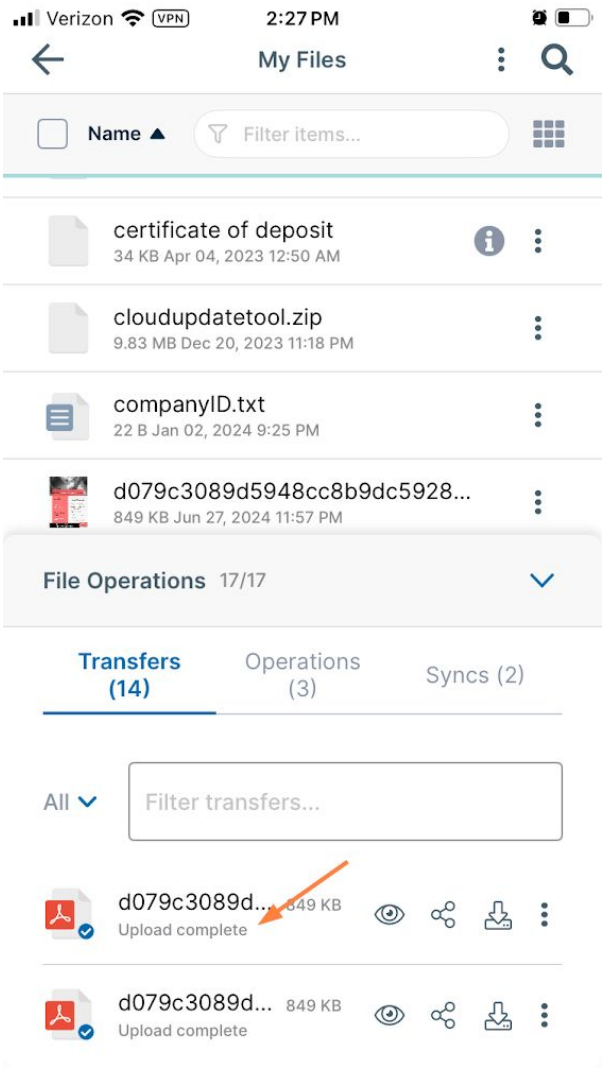
The locations available may be both local and remote.

c. In this example, open the **Chrome** folder in **On my iPhone**. The screen displays the items in the folder.

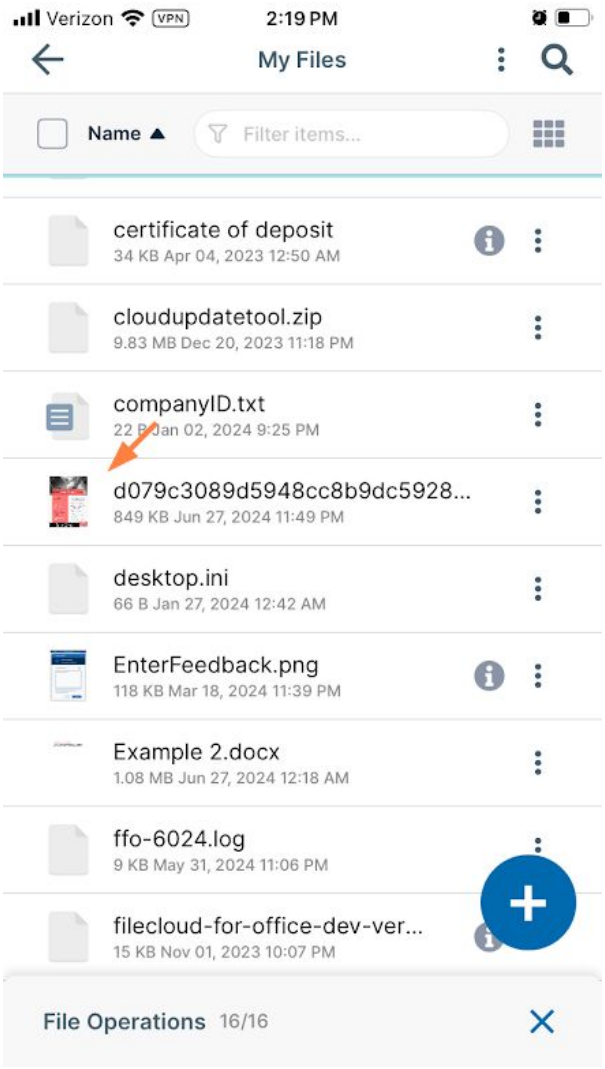
d. Tap the item that you want to upload, and tap **Open**.



A **Files Operations > Transfers** pop-up shows you upload progress.



The file is uploaded:



Upload while in another app

Upload files from third-party applications

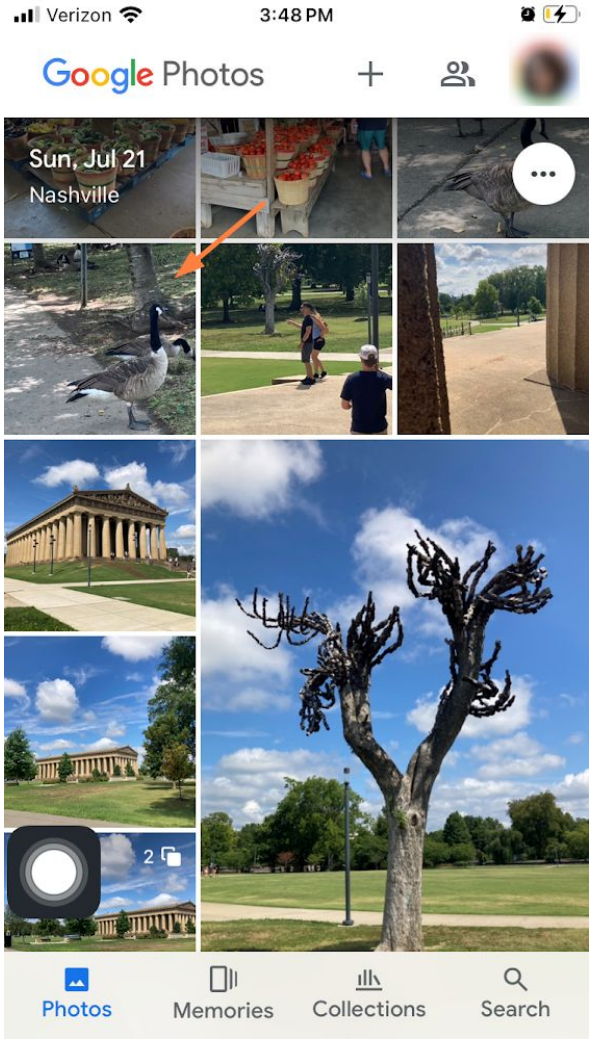
On an iOS device, when you are working in another app, you can remain in that app and save a file to FileCloud.

If you have opened an existing FileCloud file in an Office app for edit, your changes are automatically saved to FileCloud. See Preview and Edit iOS Files (see page 26).

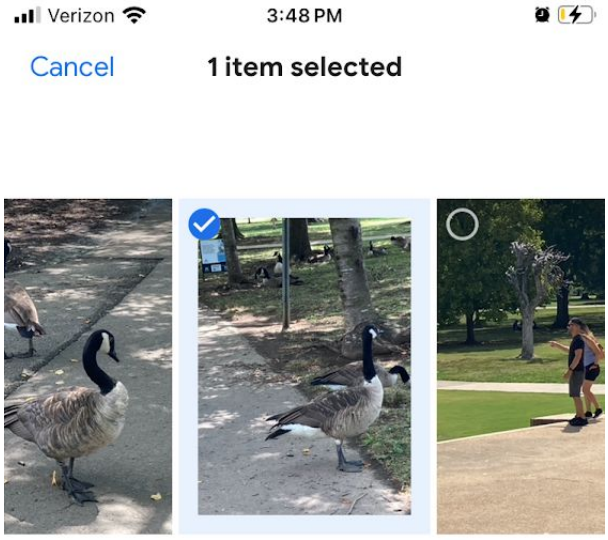
The following example uses Google Photos to demonstrate how to save files to FileCloud from another app, however, you could use the same process in any app that allows you to save to other apps.

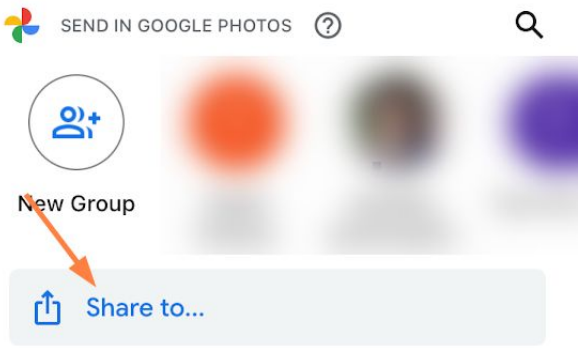
To upload from a 3rd-party application:

1. Open the file in the other app on your iOS device. Here, in Google Photos, tap on the photo to open it.

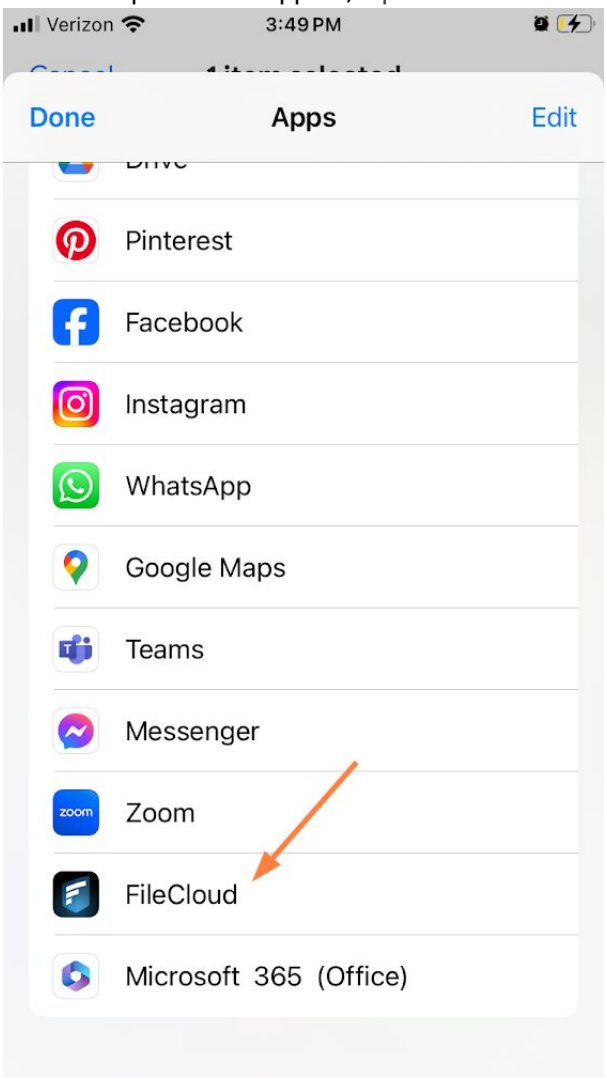


2. Depending on the app, the action to choose may be upload, share, or save. In Google Photos, after selecting the photo, tap **Share to**.



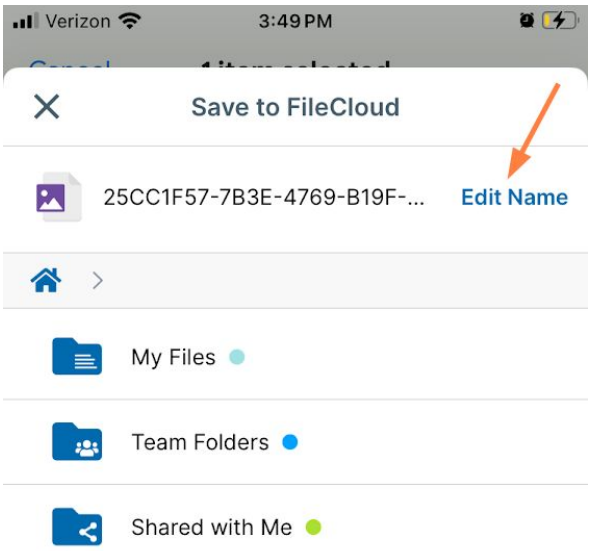


3. From the options that appear, tap **FileCloud**.



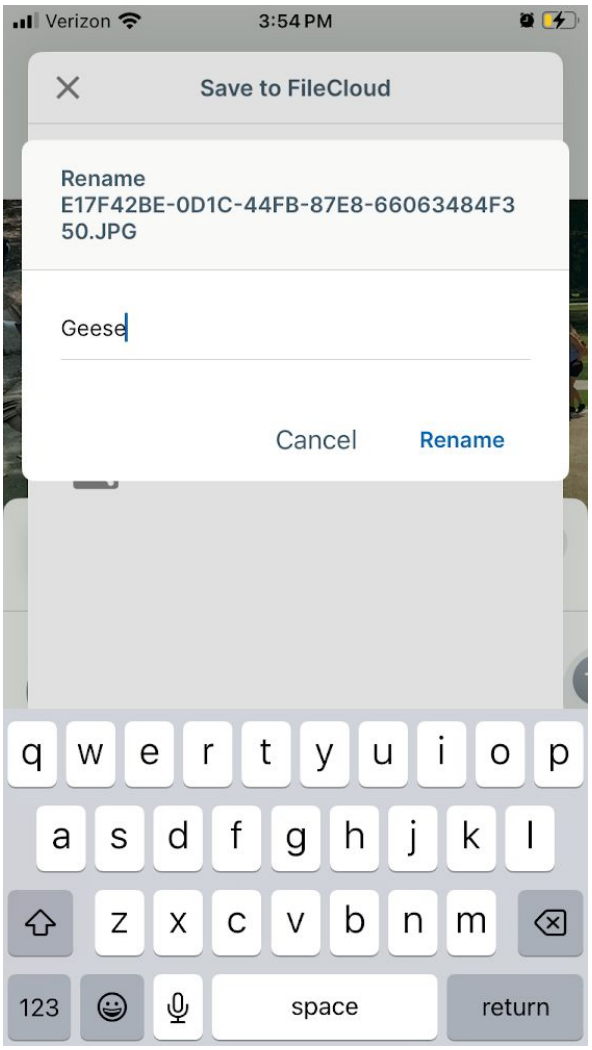
The **Save to FileCloud** screen opens. (If your FileCloud login credentials are not saved in iOS, you are prompted to log in to FileCloud first).
You are given the option of editing the filename before you save it to FileCloud.

4. To change the filename, tap **Edit Name**.

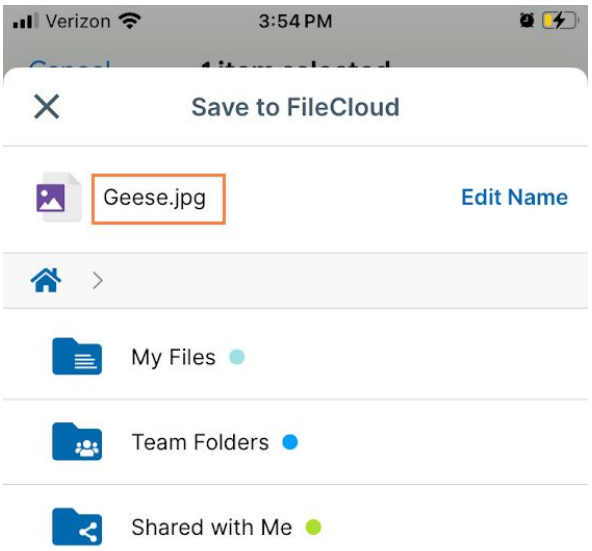


Select a save destination

5. Enter a new name for the file and tap **Rename**.

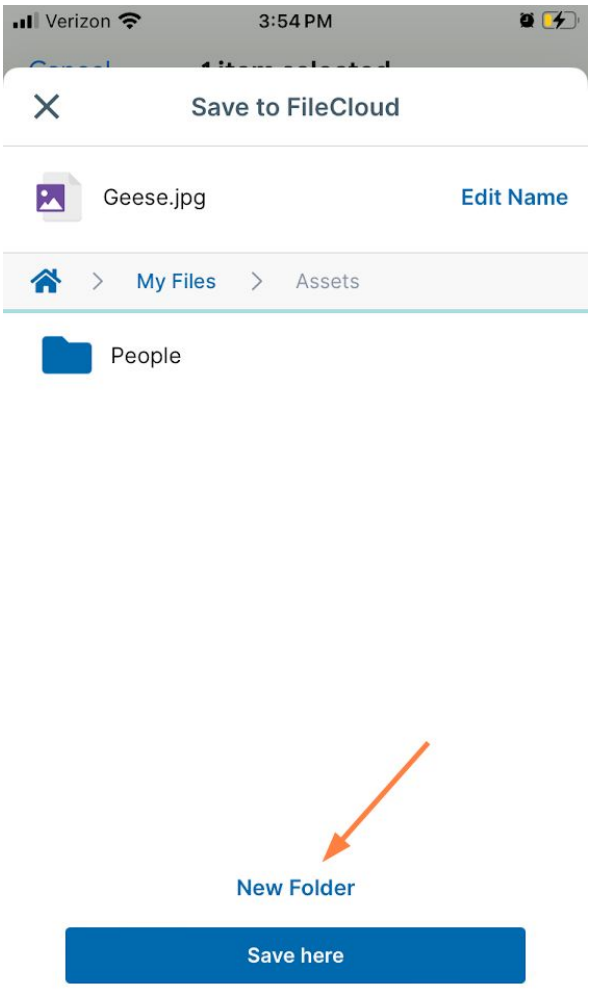


The file is renamed.

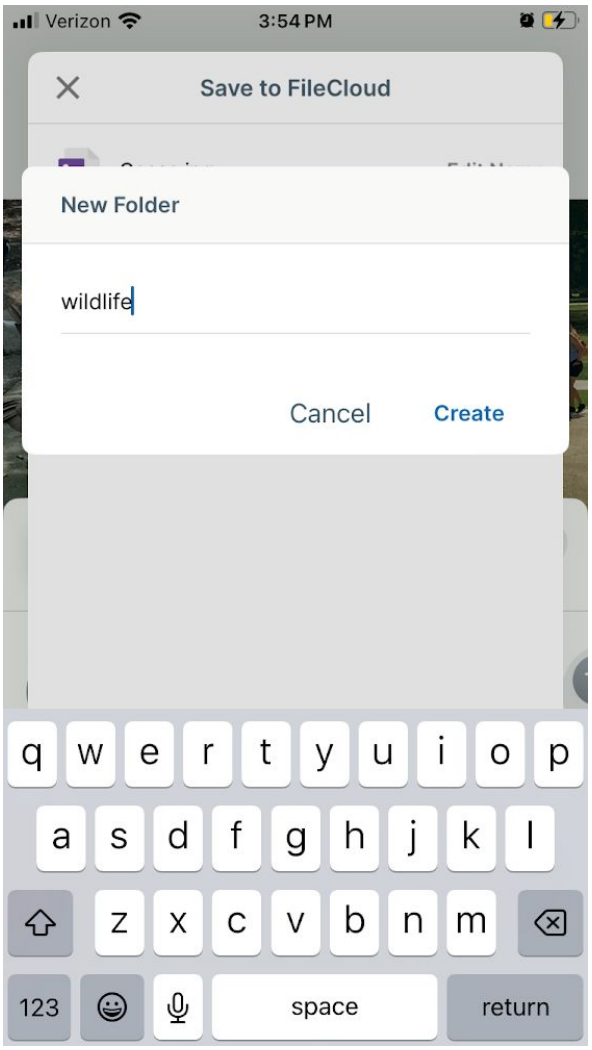


Select a save destination

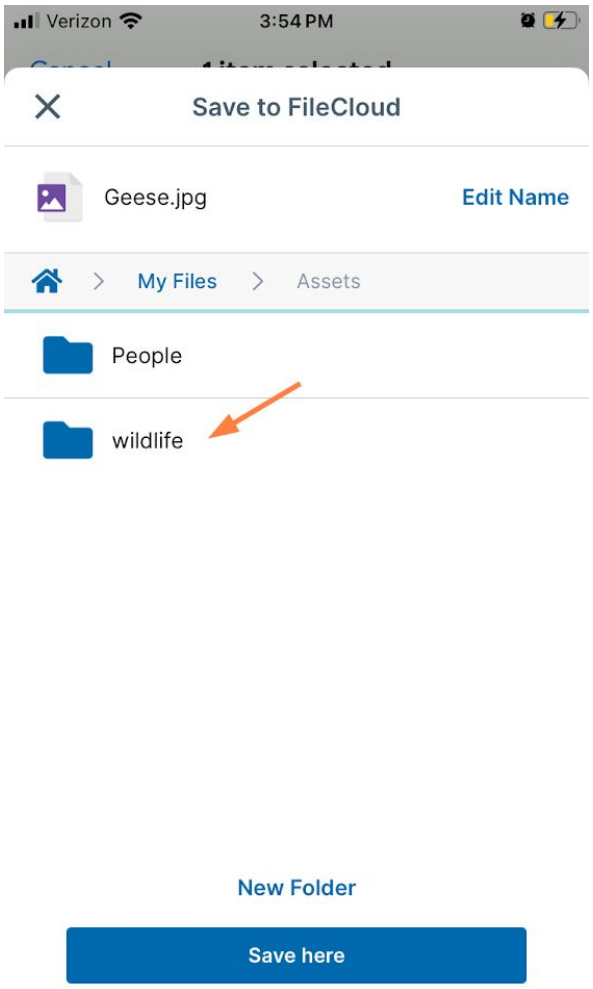
6. Navigate to the FileCloud folder where you want to save the file.
7. To create a new sub-folder for storing the file, tap **New Folder**.



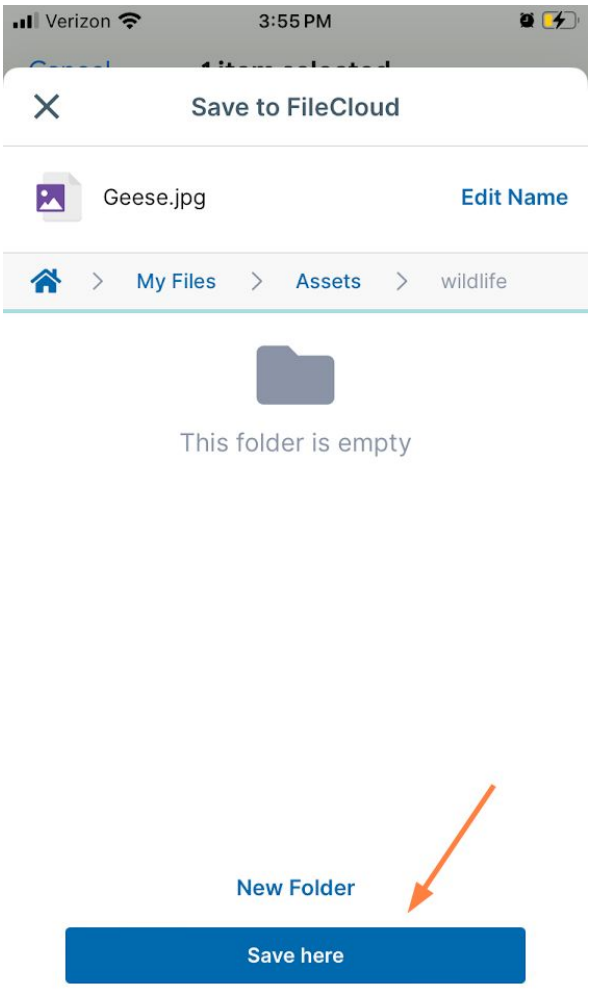
8. Enter a name for the new folder and tap **Create**.



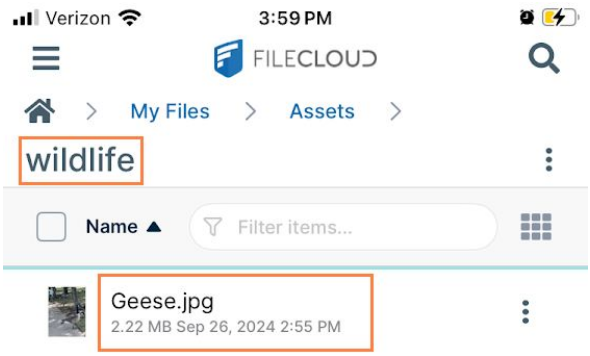
9. Tap the new folder to open it for storing the uploaded file.



10. Tap **Save here**.



The file is saved in the folder.
To confirm that the file has been saved with the correct folder and filename, open the FileCloud app and navigate to the folder you stored it in.



Please note the following restrictions when uploading files to FileCloud:

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

For Admins

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

Create New Files and Folders in iOS

While you are working in the FileCloud iOS app, various methods are provided to you for creating new files and folders.

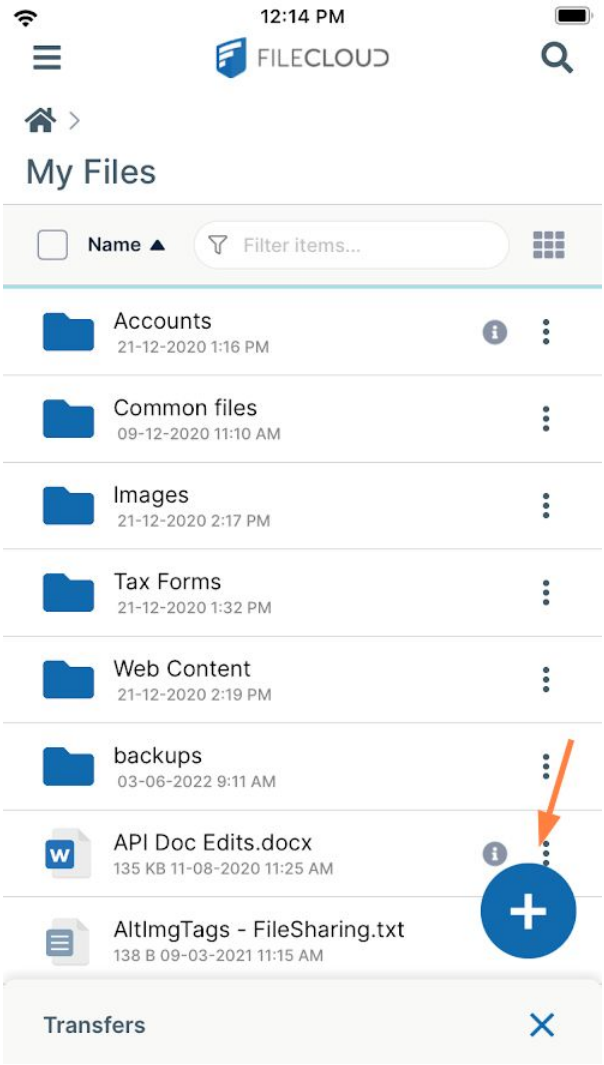
To access one of these methods, tap the icon:

- Add a folder (see page 81)
- Enter text and save it as a .txt file (see page 85)
- Take a photo and save it as a .jpg file (see page 90)
- Scan a file and save it as a .pdf or .jpg file (see page 94)

Create New Folders in iOS

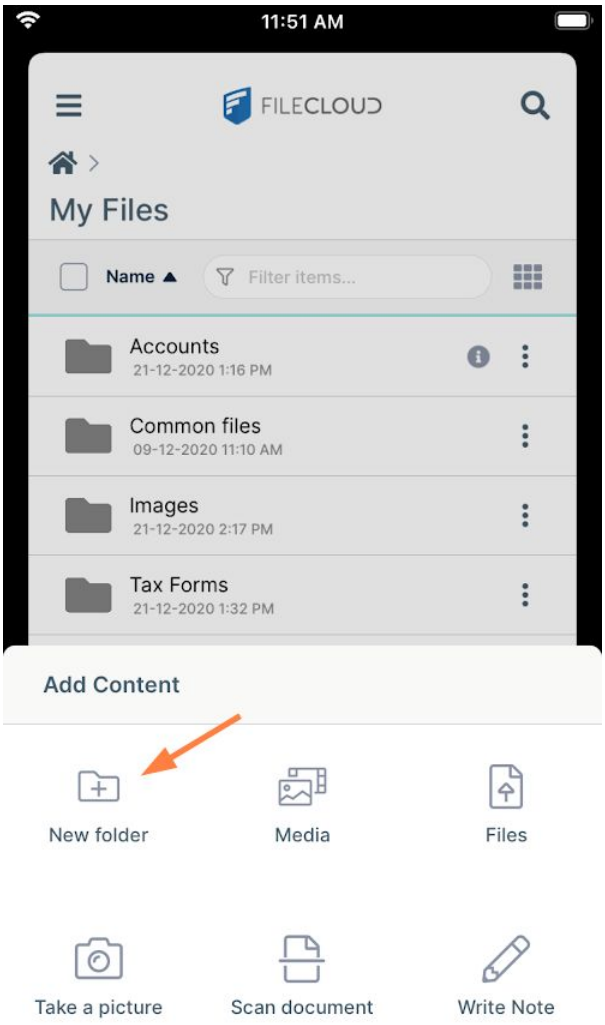
While you are working in the FileCloud iOS app, you can add a new folder to My Files or any of its sub-folders.

1. Go to My Files or navigate to a My Files sub-folder.
2. Tap .



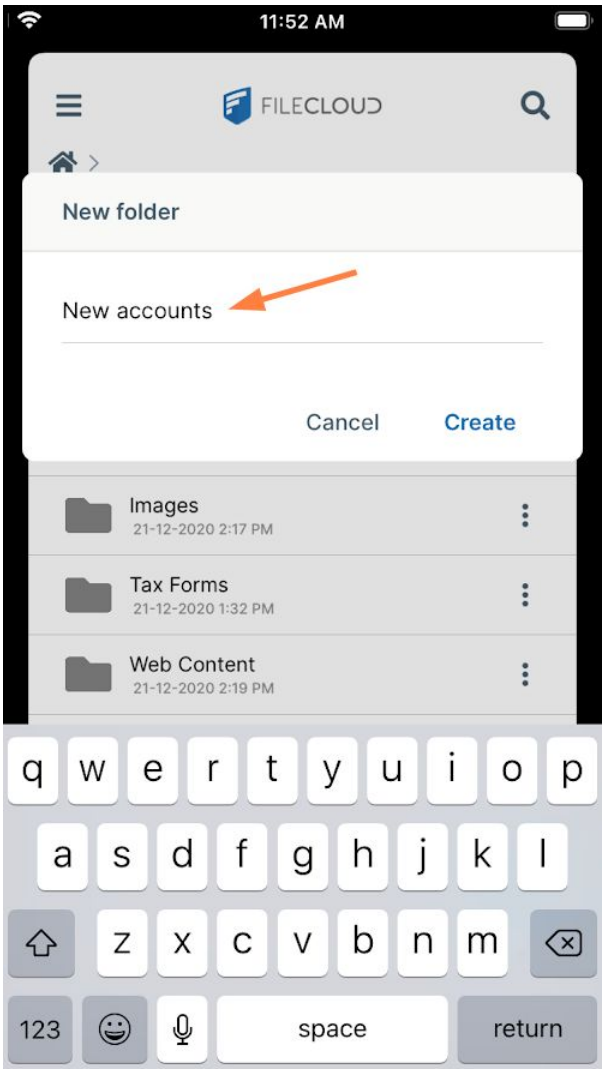
Add Content options open.

3. Tap **New Folder**.

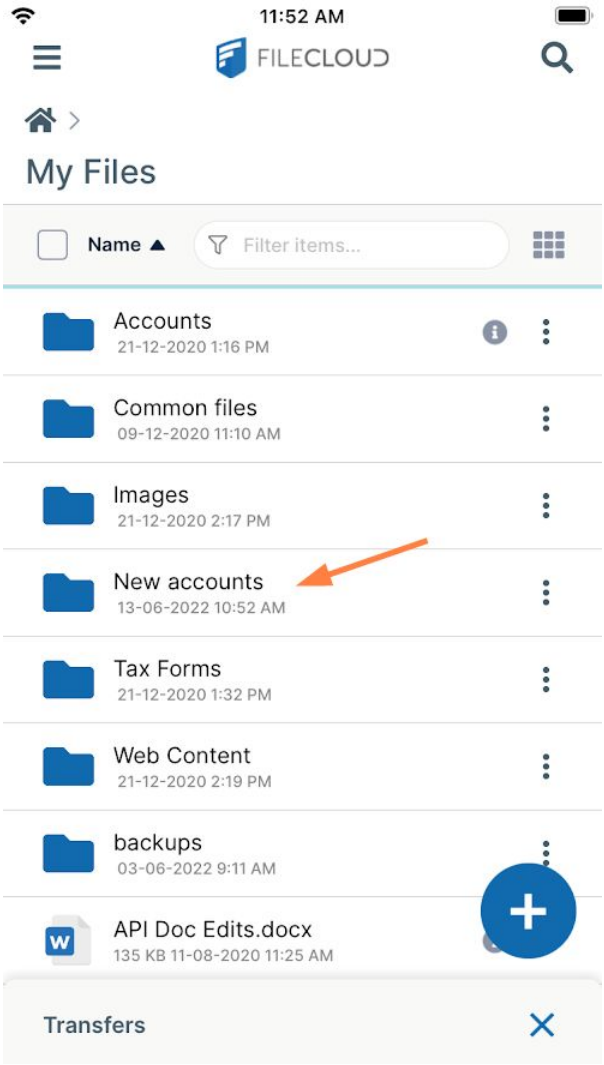


A dialog box opens.

4. Enter a name for the new folder.



5. Tap **Create**.
   The new folder appears in FileCloud.

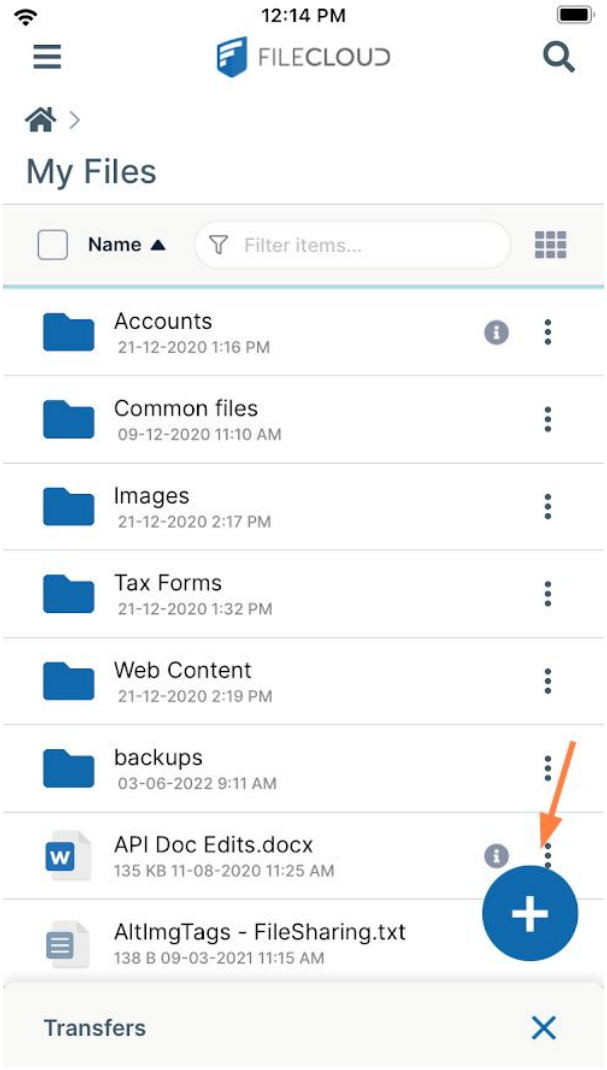


Create Text Files in iOS

While you are working in the FileCloud iOS app, you can create a new text file.

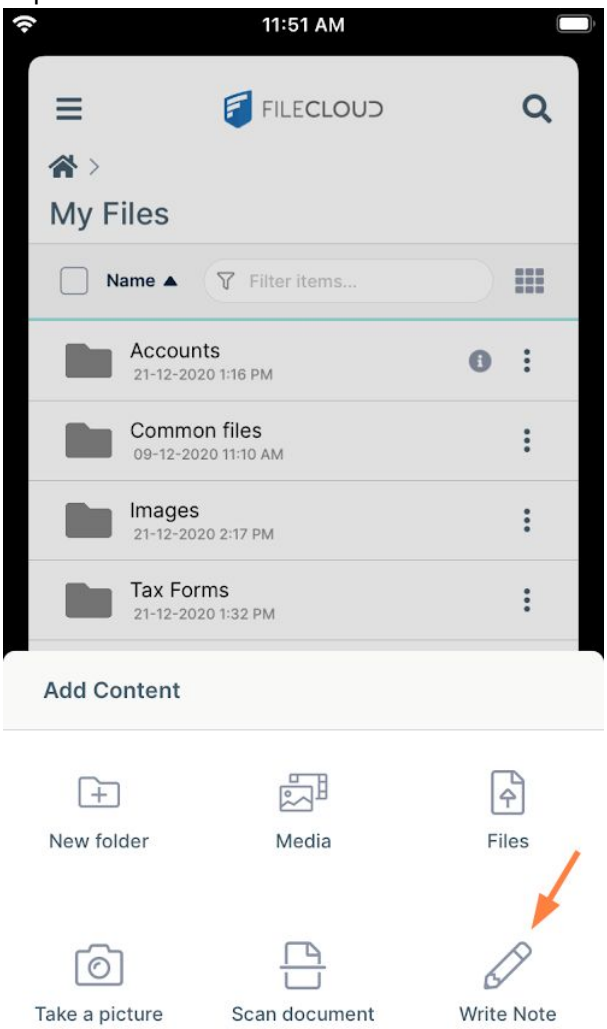
1. Go to My Files or navigate to a My Files sub-folder.

2. Tap .

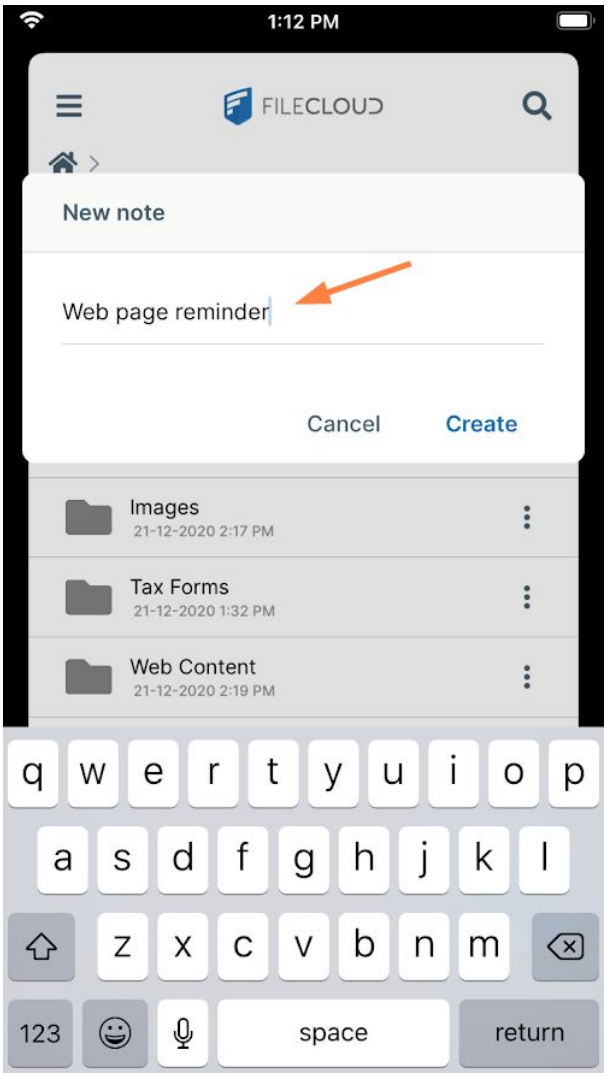


Add Content options open.

3. Tap **Write Note**.

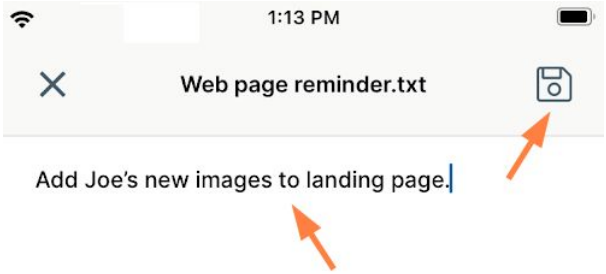


A **New Note** dialog box opens. Enter a name for the file, and tap **Create**.

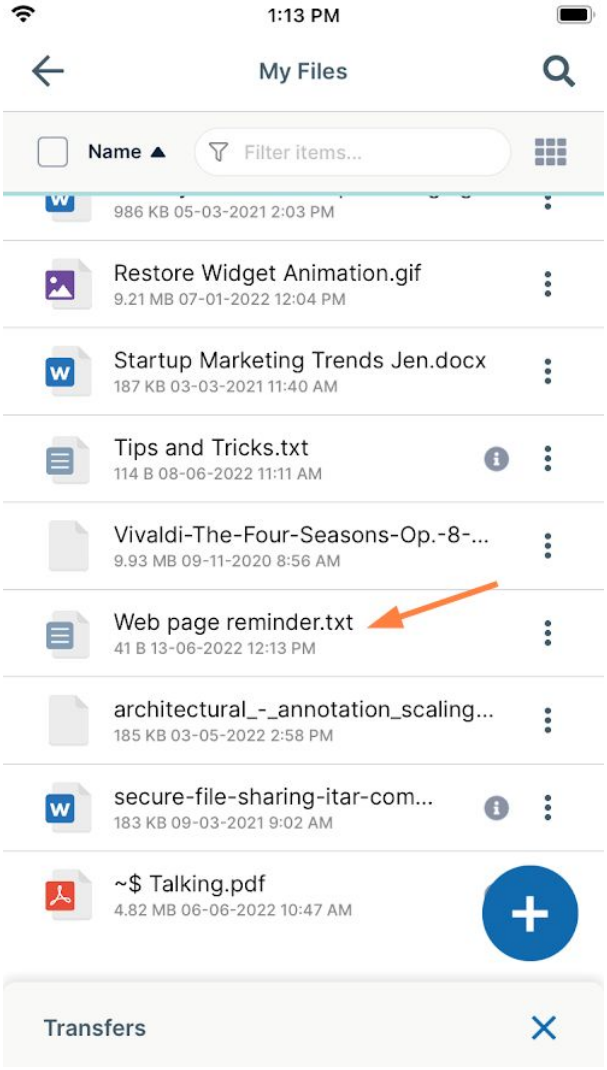


The file opens.

4. Enter the text for the note, and tap the save icon.



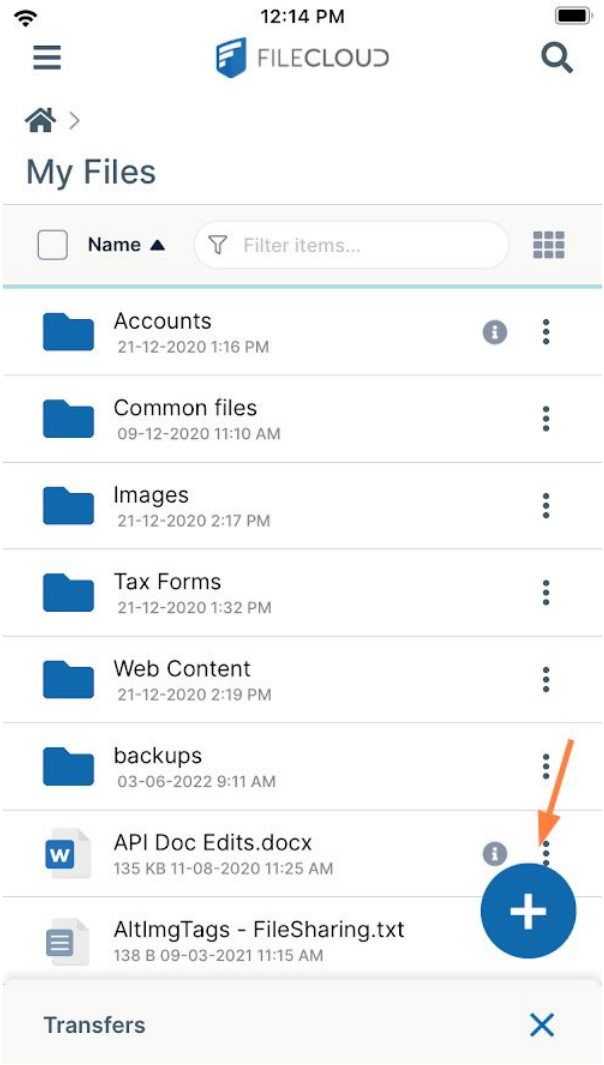
The note appears as a new text file in FileCloud.



Snap and Save a Picture in iOS

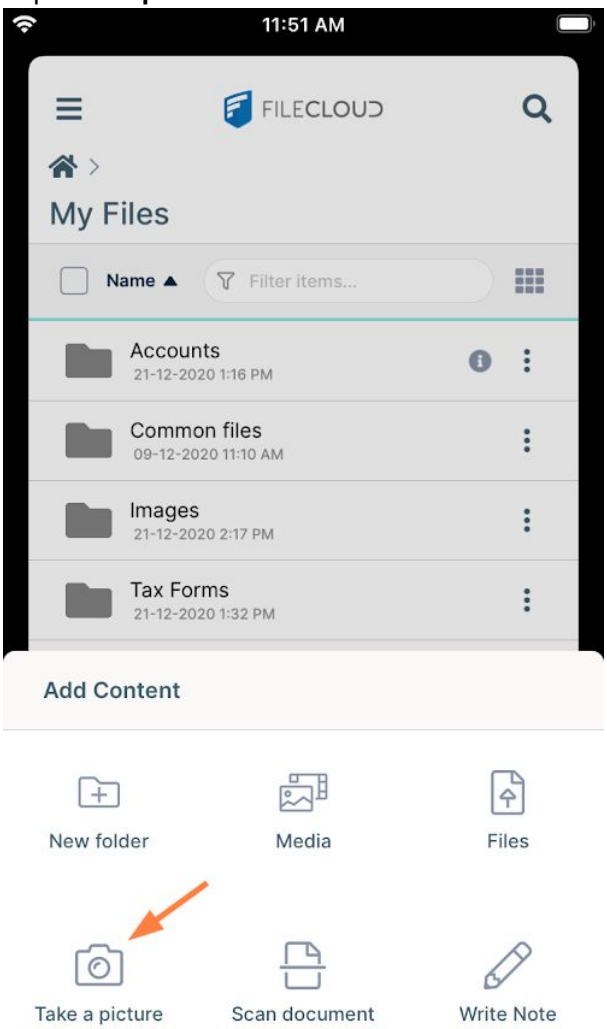
While you are working in the FileCloud iOS app, you can take a picture and add it to FileCloud as a .jpg file.

1. Go to My Files or navigate to a My Files sub-folder.
2. Tap
   .



Add Content options open.

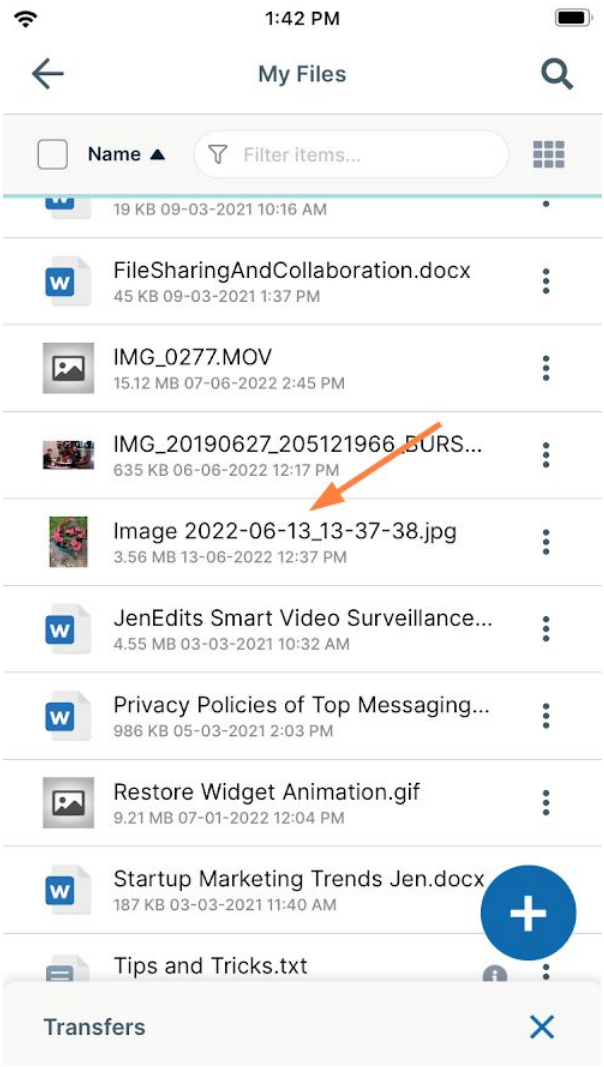
3. Tap **Take a picture.**



Your phone's camera opens.

4. Take and save the photo.

The photo is saved as a .jpg file in FileCloud.

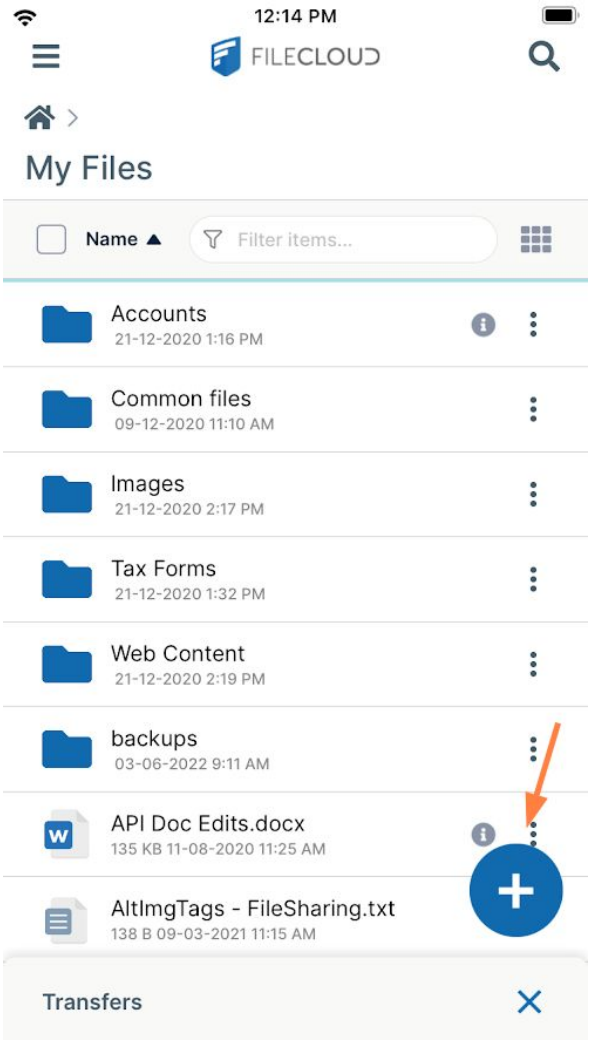


Scan a Document from iOS

While you are working in the FileCloud iOS app, you can use your phone to scan a document and add it to FileCloud as a .pdf or .jpg file.

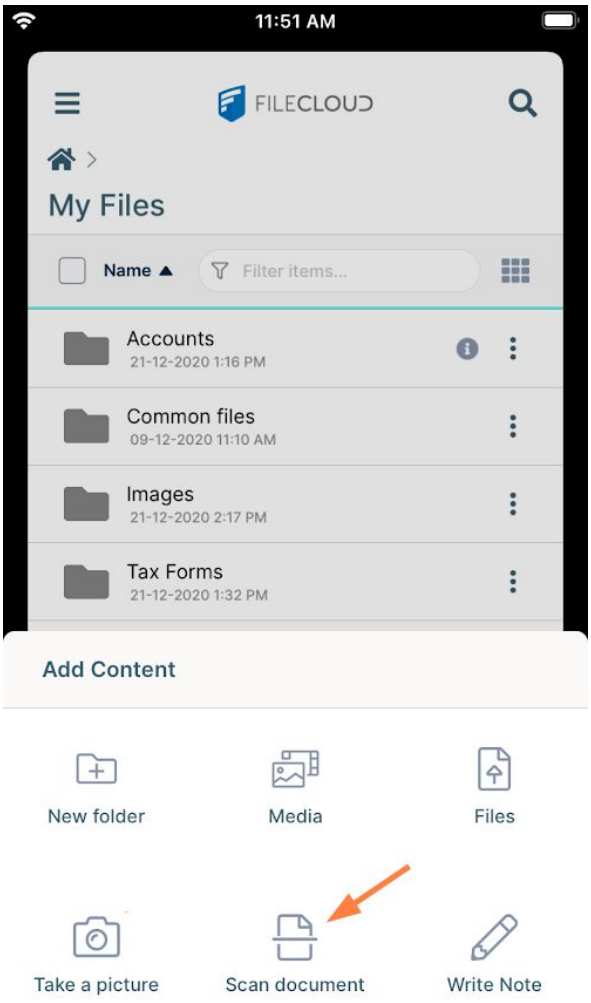
1. Go to My Files or navigate to a My Files sub-folder.
2. Tap .

.



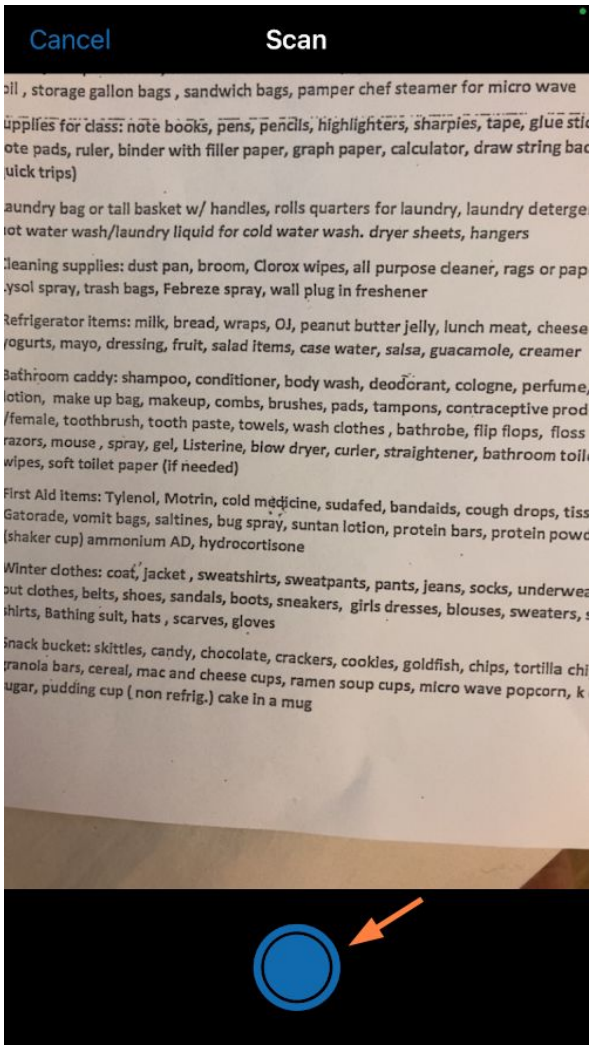
Add Content options open.

3. Tap **Scan document**.



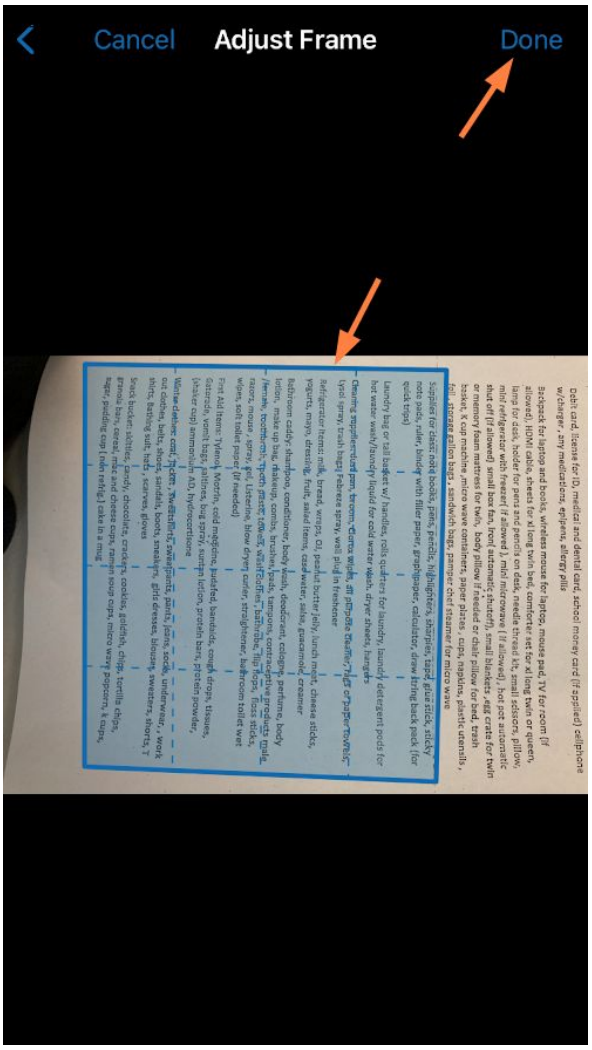
A scan screen opens.

4. Position the document, and tap the button to scan it.



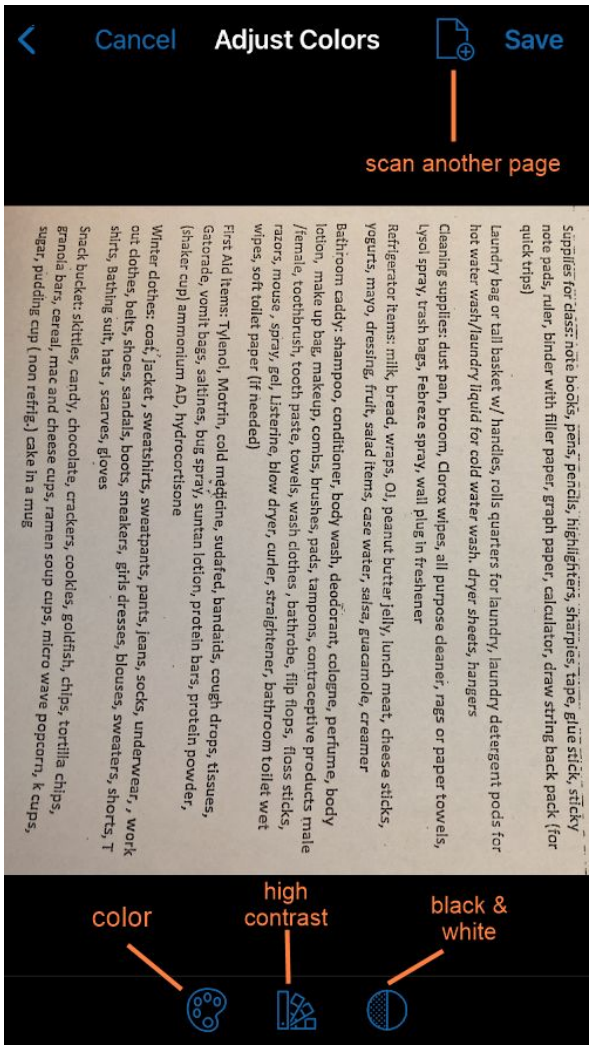
The screen prompts you to adjust the borders.

5. Tap and move the borders until you have selected the text you want to scan, and then tap **Done**.

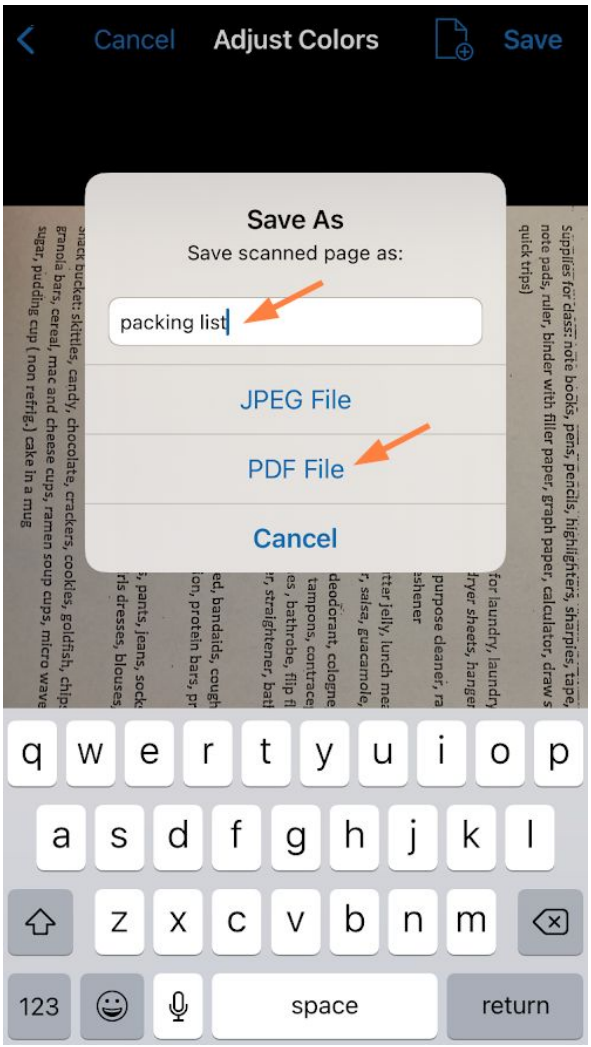


The screen prompts you to change colors.

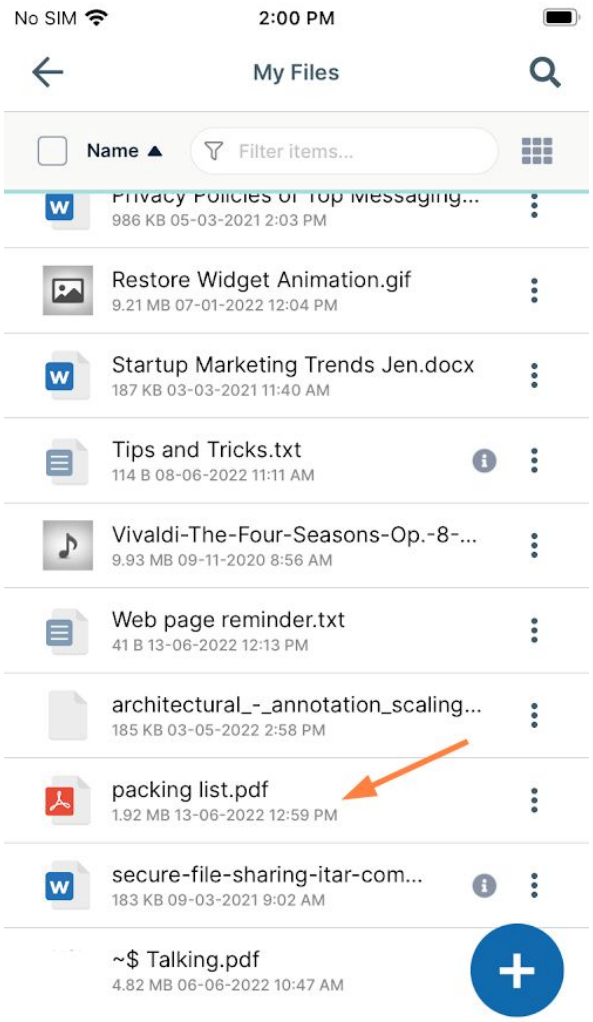
6. If you want to change the colors or contrast, use the buttons at the bottom of the screen.
7. If you want to scan another page, tap the Page+ icon at the top of the screen.



8. Tap **Save**.
   You are prompted to give the scanned file a name.
9. Enter a name for the file.
   If you have only scanned one page, you can choose to save as a .jpg or .pdf.
   If you have scanned multiple pages, you can only save as a .pdf.



The file is saved in FileCloud.



Share an iOS File

The following options are available for sharing:

- **Allow anyone with link** (Public Share). No FileCloud account required.
- **Anyone anyone with link and a password** (Protected Public Share). No FileCloud account required.
- (Default) **Allow selected users or groups** (Private share). FileCloud account required. The shared files will appear in the **Shared with Me** folder.
- If the file is available for viewing in the Secure Web Viewer: **Allow anyone with secure web viewer link and a password**. No FileCloud account required.

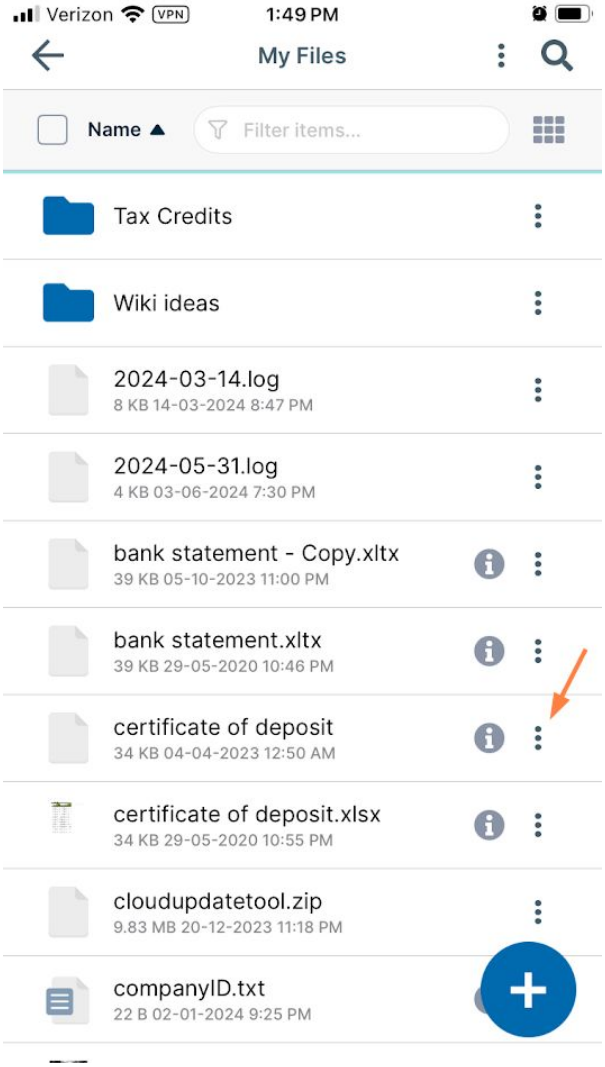
In addition, it is possible to control the access to the shared resource with read, write, or share permissions.

You can use the FileCloud app to share files on your mobile device with others. You can:

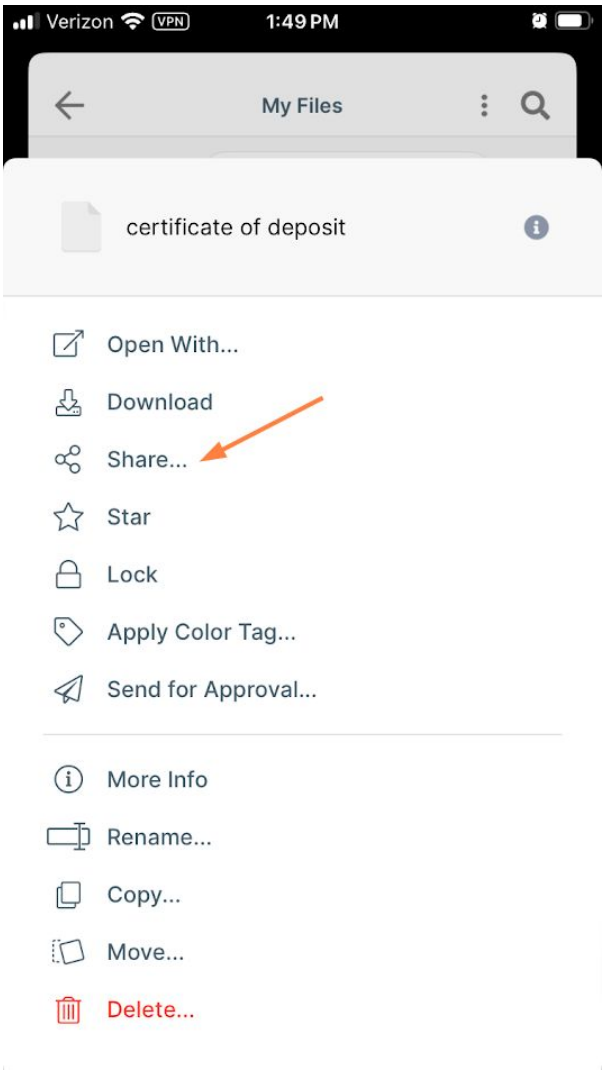
- Create a direct link to the file. This link can be sent via email to anyone who needs access to that resource.
- Let FileCloud notify the users who you add to the share.

To share a file:

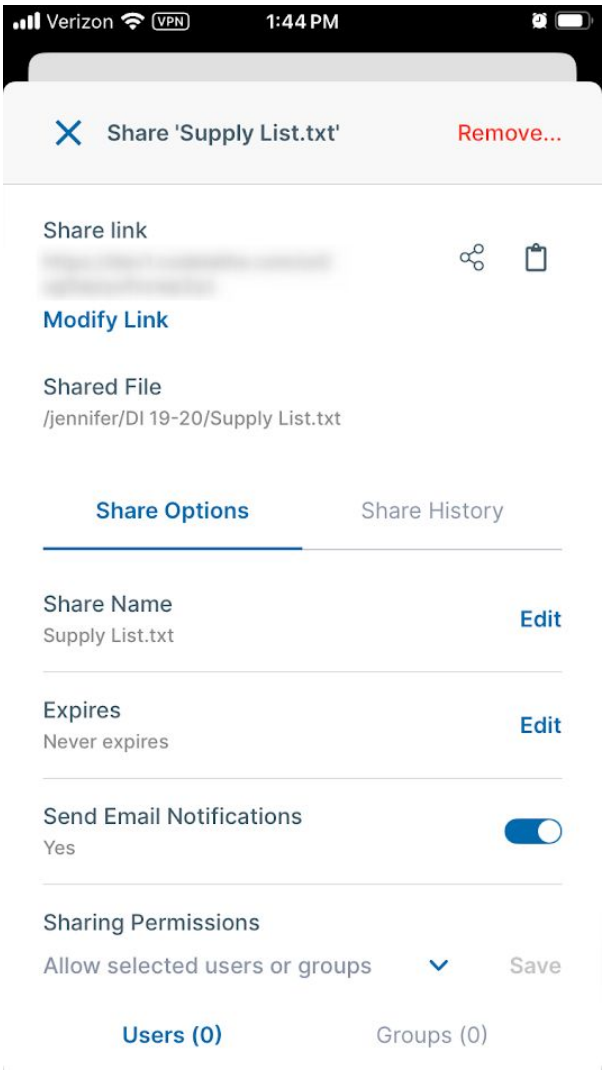
1. Open the FileCloud app.
2. Navigate to the file you want to share.
3. Tap the more (three dot) icon next to the file or folder.



4. Tap **Share**.



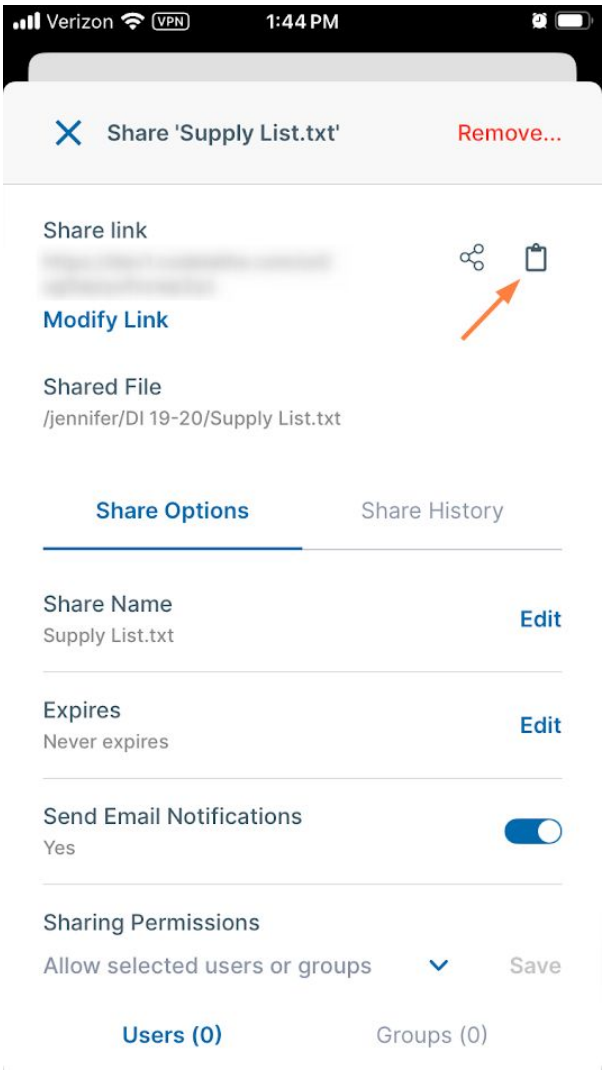
The file is shared privately although share recipients have not been added yet. Options appear for accessing the share options and copying the share link.



To copy the share link:

To copy the file share link:

1. Tap the Copy icon.

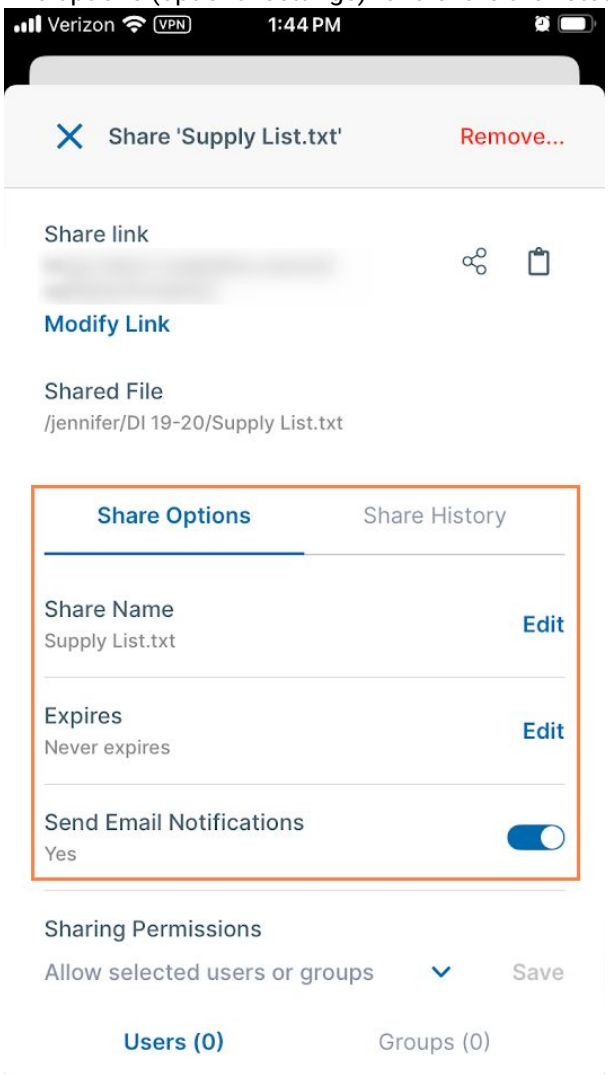


The screen displays the message **Share link copied**.

2. Paste the link into an email or text message and send it. `

To change share options:

The options (optional settings) for a share are listed under **Share Options**.



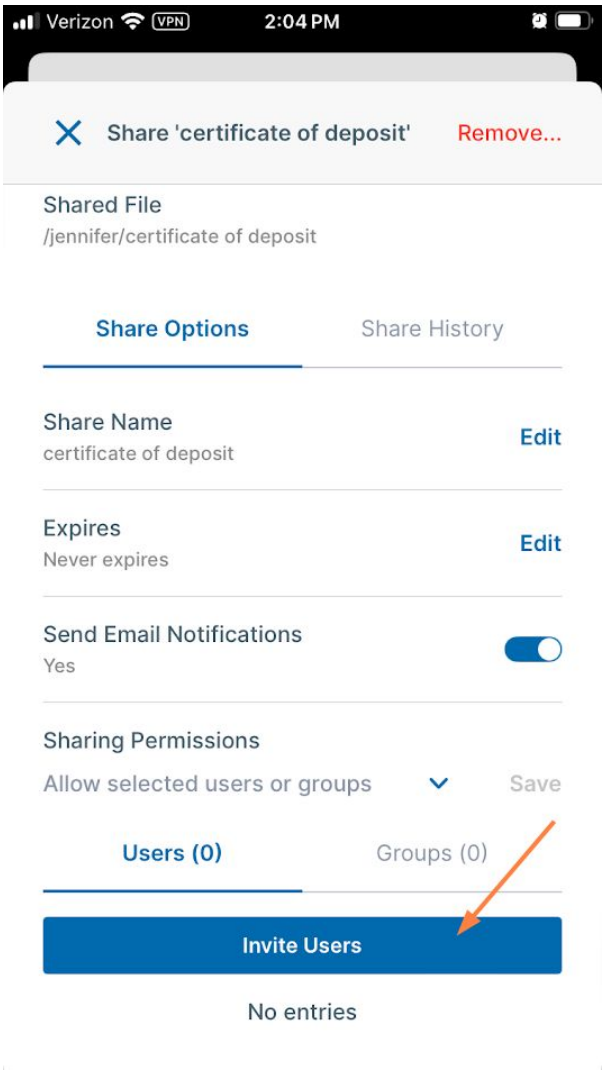
For information on setting share options, see:

- Public Share Options for Files
- Private Share Options for Files

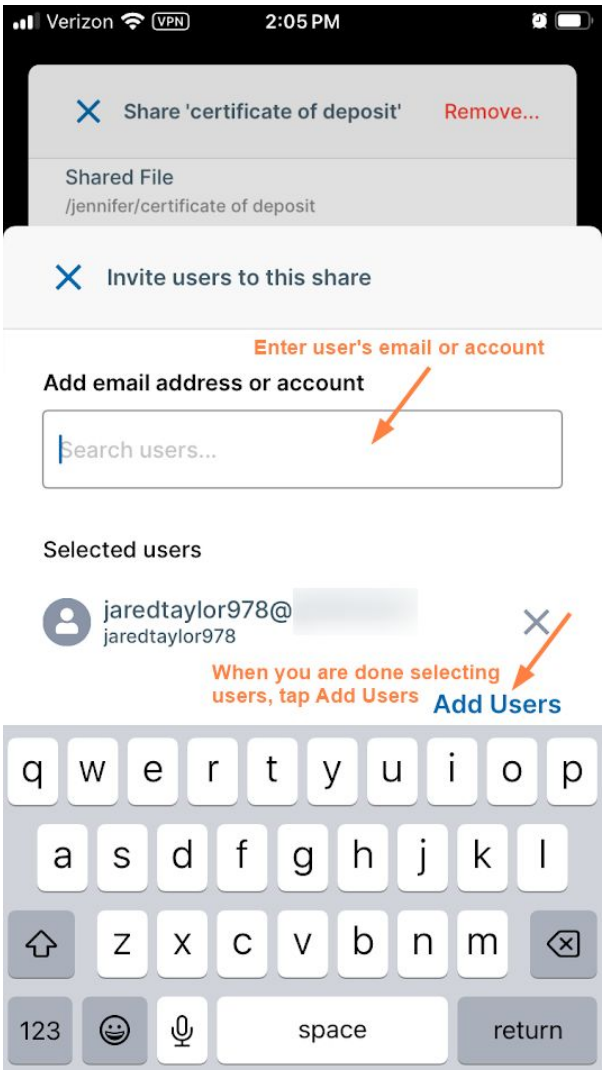
To add users to a private share:

To add a user to a private share:

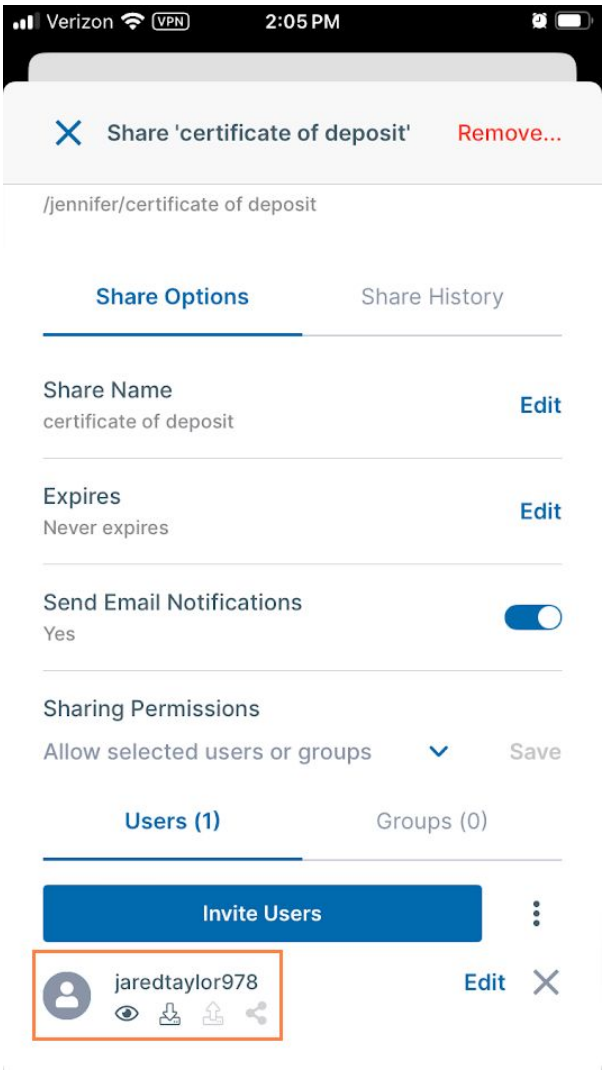
1. Tap **Invite users**.



2. In the **Invite users to this share** popup, enter a user's email address or account name, and tap the name to add it.
   If the user you enter does not have an account, a message informs you that a new account will be created and a message will be sent informing the user.
3. Enter any number of users. When you are done, tap **Add Users**.



The user is added to the share.

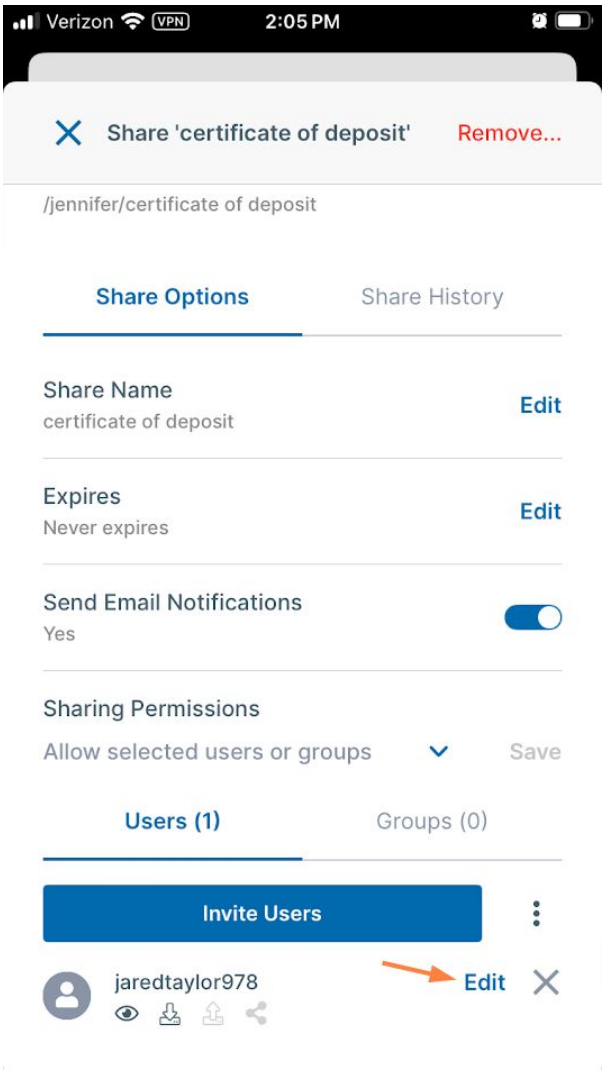


To change a user's private share permissions:

When you privately share a file with a user, the user's permissions for the file are shown in icons below the username or email. By default, the user has view and download permissions for the file.
You can also give the user upload and share permissions, and if it is allowed in your system, sync permission. Note that other settings in FileCloud affect which permissions are available.

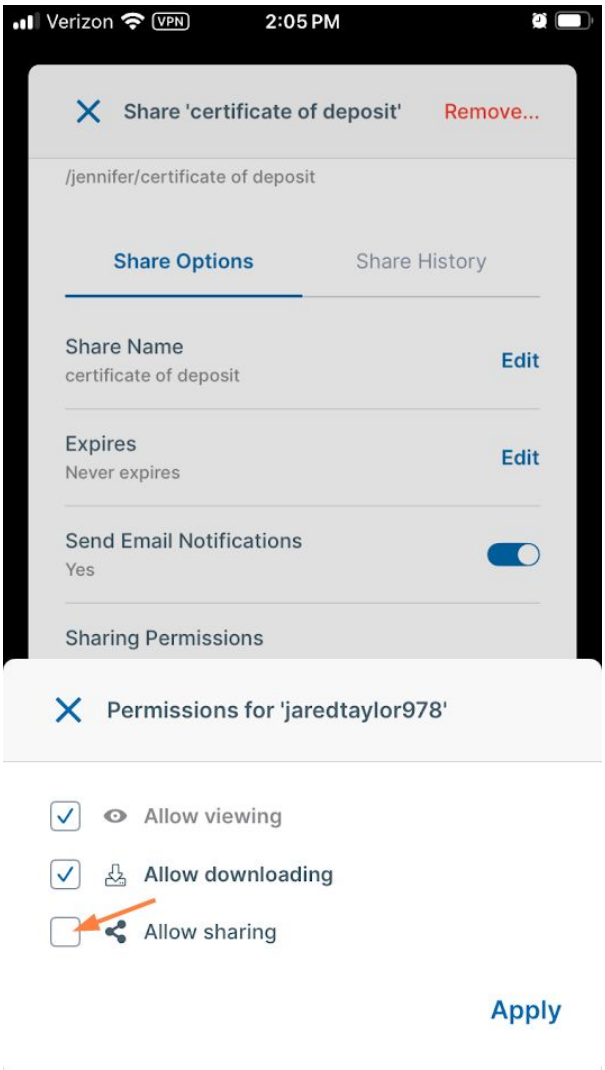
To change the user's permissions for the file:

1. Across from the user's name or email, tap **Edit**.

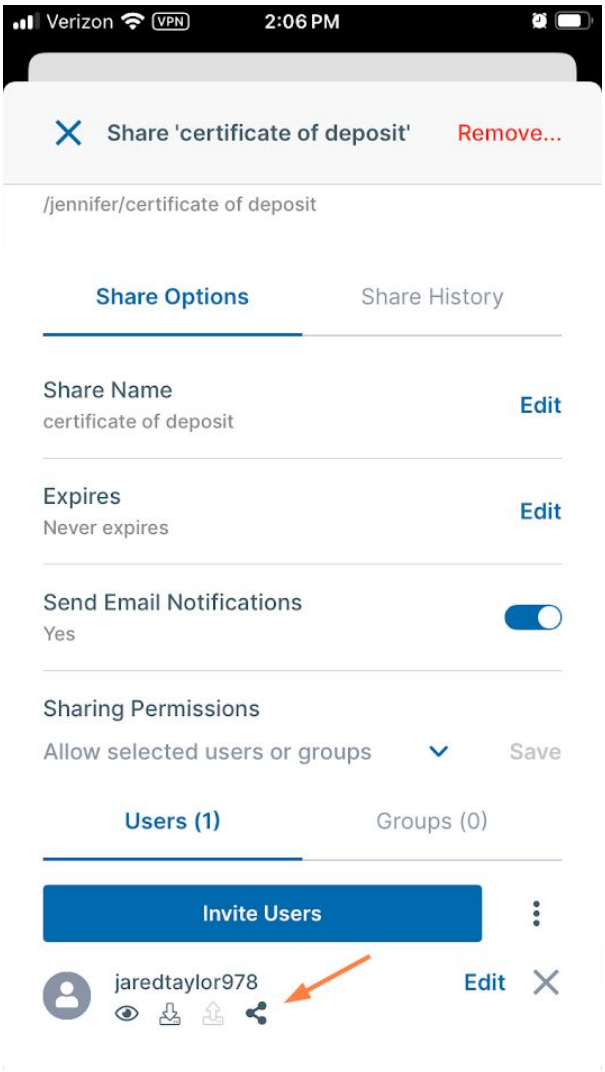


A popup shows the available permissions.

2. Check or uncheck permissions, and tap **Apply**.



The changes to the permissions are saved.

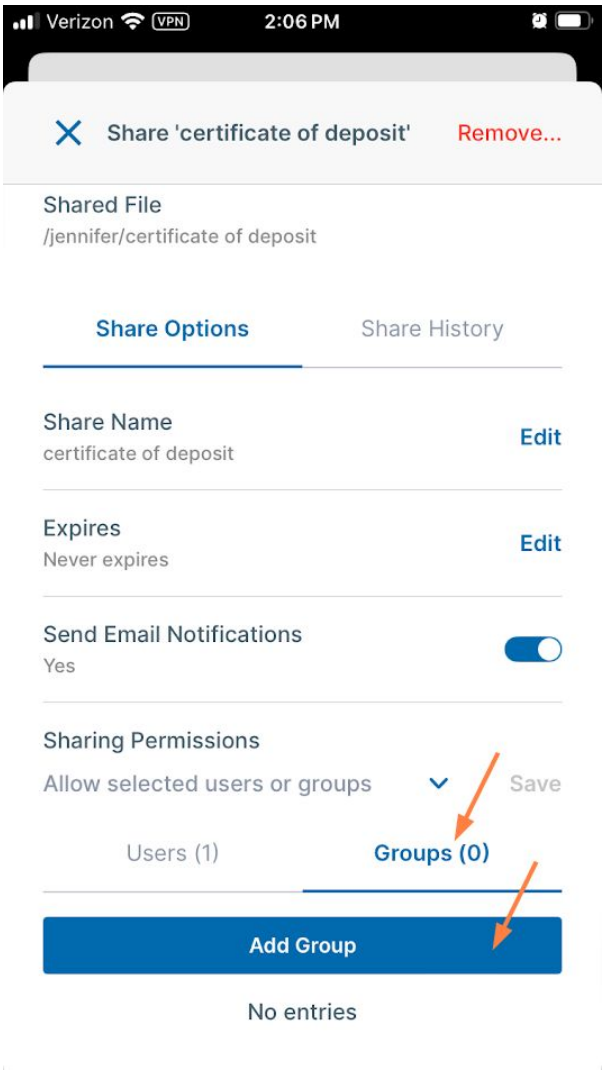


To add groups to a private share:

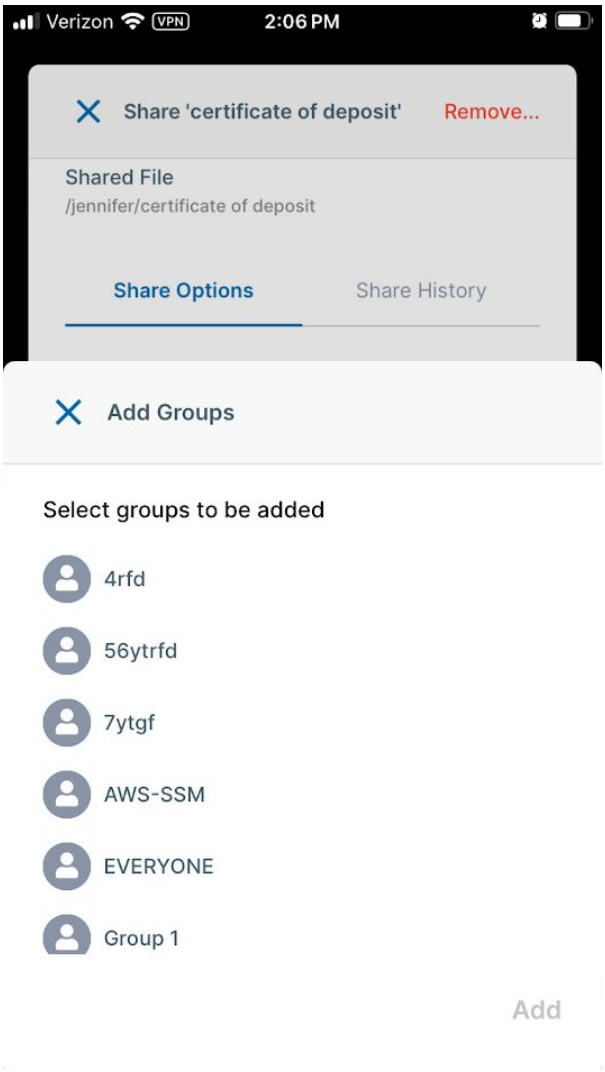
After you choose **Allow selected users or groups**, **Users** and **Groups** tabs appear.

To add a group to a private share:

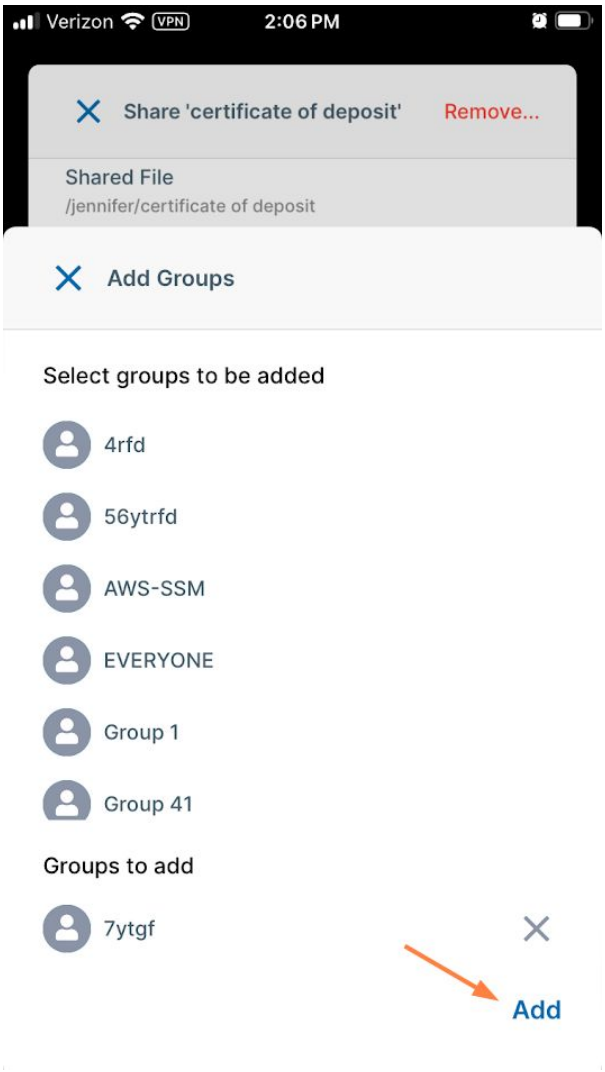
1. Tap the **Groups** tab and then tap **Add Group**.



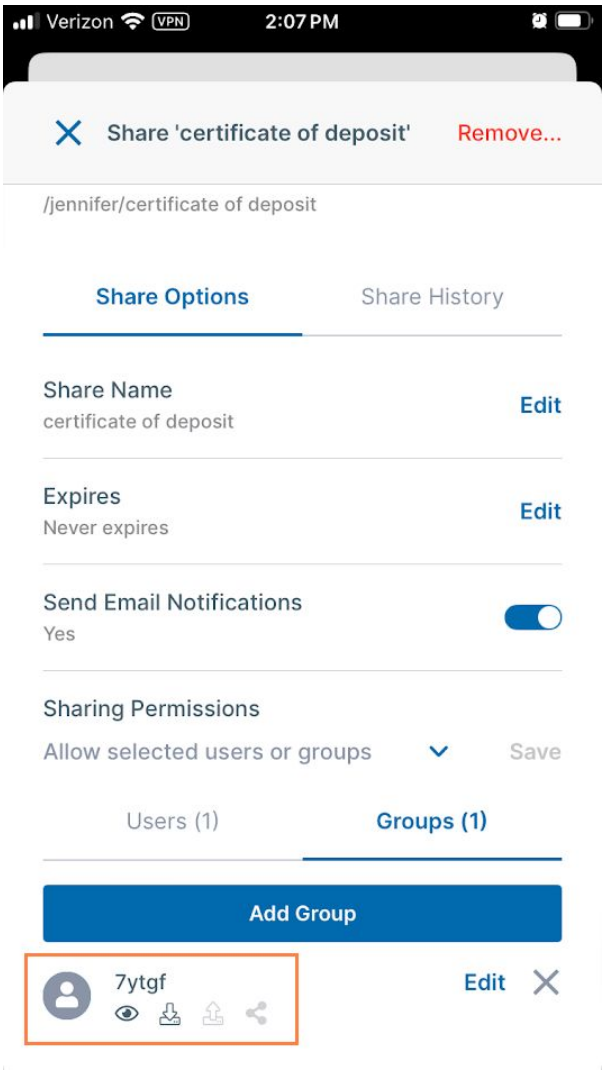
2. Tap each group that you want to add to the share.



3. When you are done selecting groups, tap **Add**.



The group or groups are added to the share:

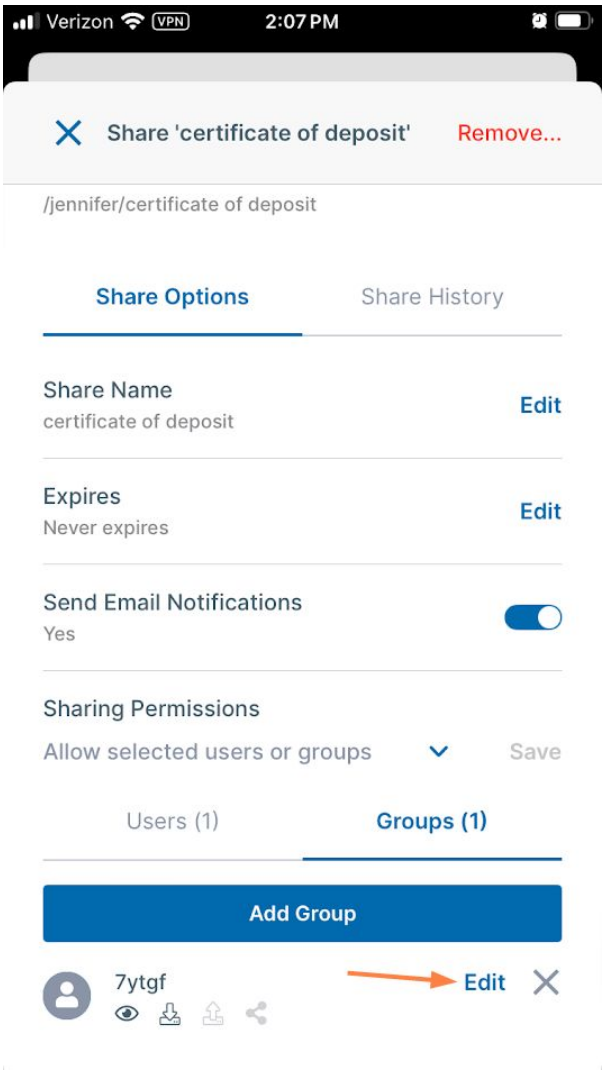


To change a group's private share permissions:

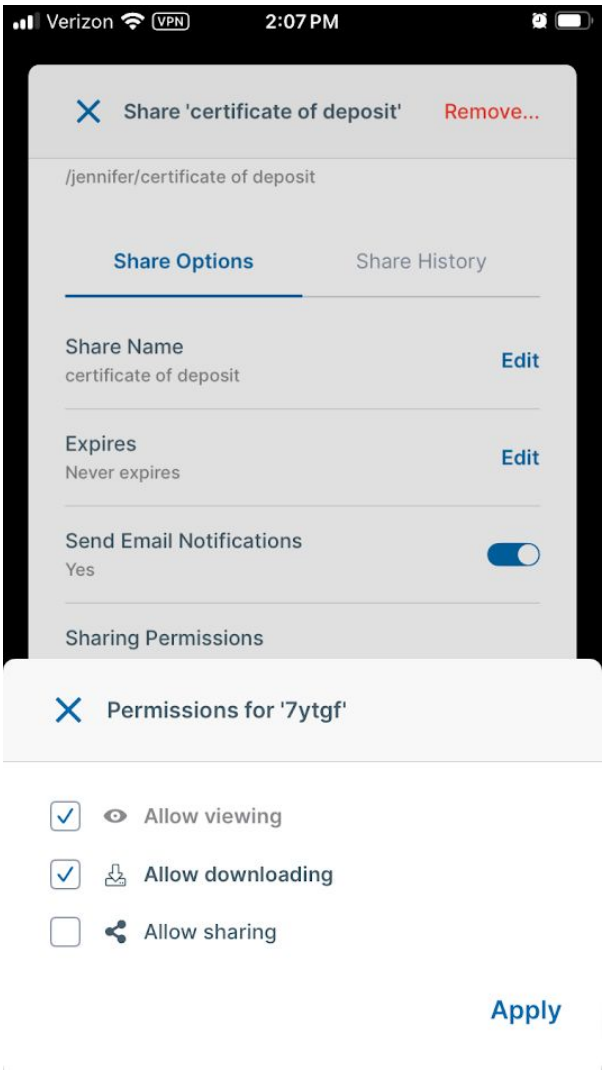
When you privately share a file with a group, the group's permissions for the file are shown in icons below the group name. By default, the members of the group have view and download permissions for the file.
You can also give the group upload and share permissions, and if it is allowed in your system, sync permission. Note that other settings in FileCloud affect which permissions are available.

To change the group's permissions for the file:

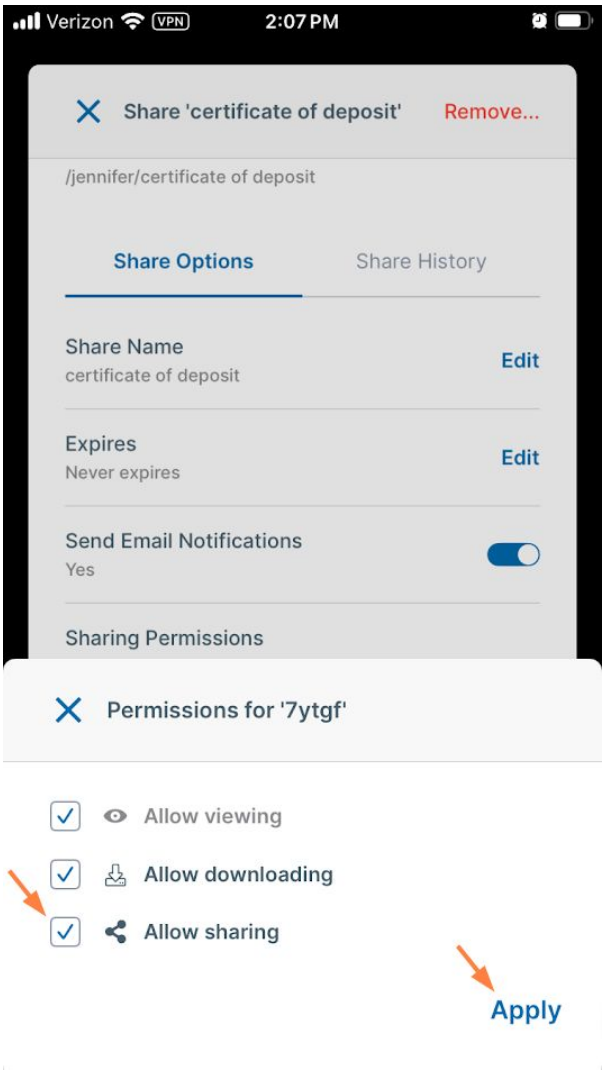
1. Across from the group, tap **Edit**.



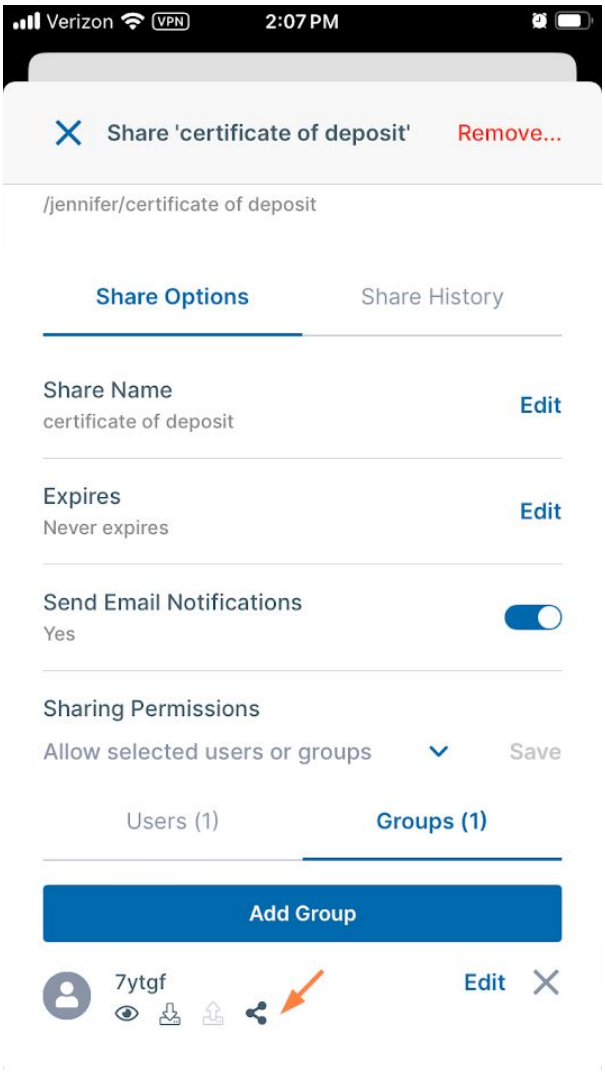
2. A popup shows the available permissions.



3. Check or uncheck permissions, and tap **Apply**.

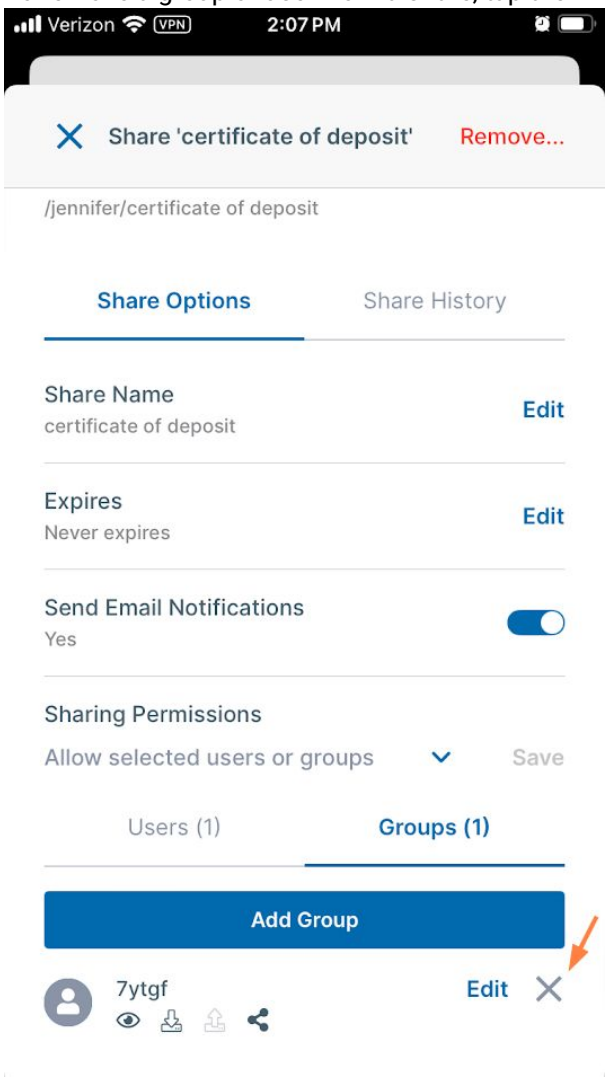


The changes to the permissions are saved.


Verizon
VPN
2:07 PM
Share 'certificate of deposit'
Remove...
/jennifer/certificate of deposit
Share Options
Share History
Share Name
certificate of deposit
Edit
Expires
Never expires
Edit
Send Email Notifications
Yes
Sharing Permissions
Allow selected users or groups
Save
Users (1)
Groups (1)
Add Group
7ytgf
Edit

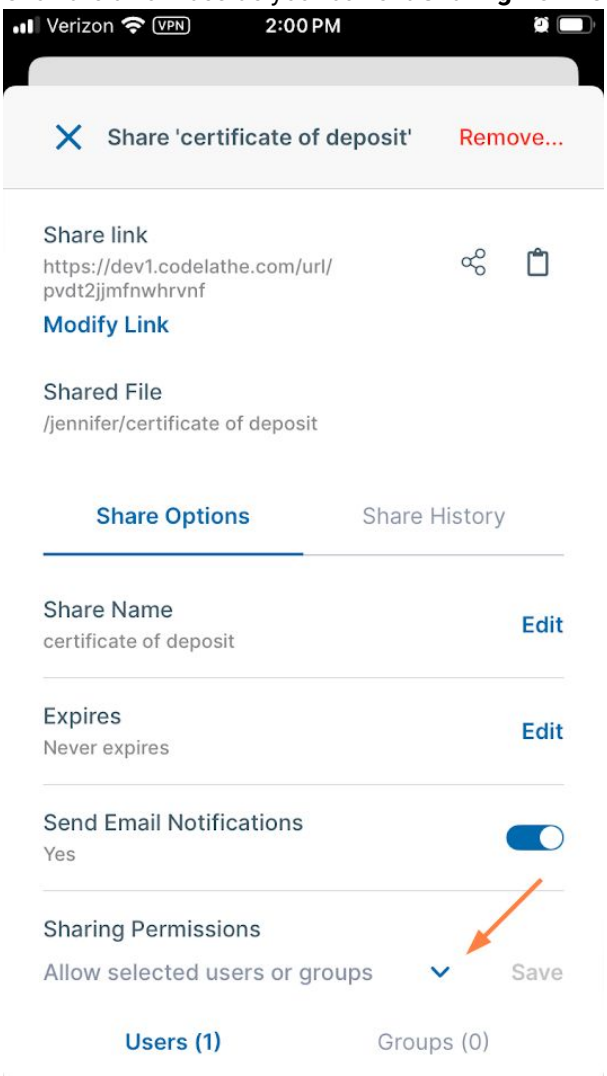
To remove a user or group from a share:

To remove a group or user from a share, tap the x next to it:



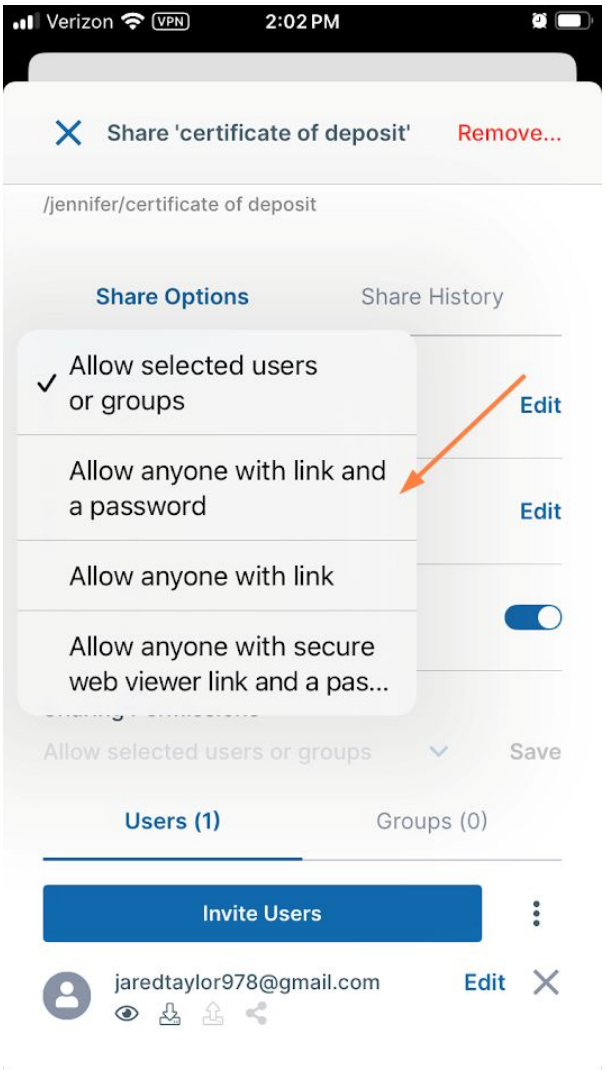
To make a share public:

1. Click the arrow beside your current **Sharing Permissions** choice.



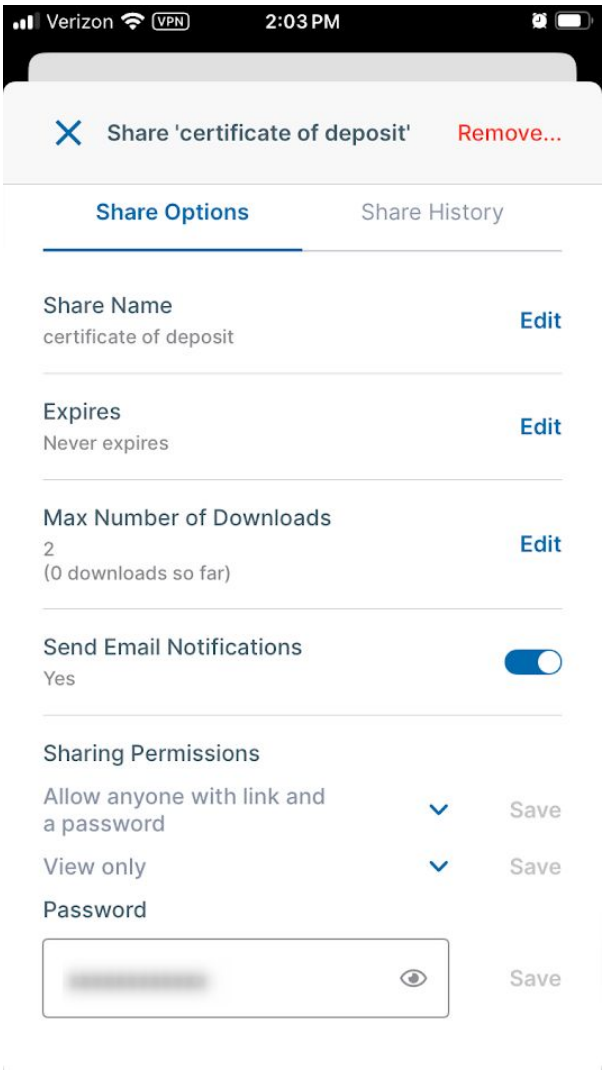
   The options **Allow anyone with link**, **Allow anyone with link and a password**, **Allow selected users or groups**, and if it is available for the file, **Allow anyone with secure web viewer link and a password**, appear.

2. Tap **Allow anyone with link and a password** to create a public share that requires a user to enter a password to access it.
   or
   Tap **Allow anyone with link** to create a public share that does not require a user to enter a password to access it.
   or
   If available, choose **Allow anyone with secure web viewer link and a password** to require users to view the share through the **Secure Web Viewer.**
   In this example, we choose **Allow anyone with link and a password**.



The new choice is listed.

3. Tap **Save**, and then tap **OK**.
   Since we choose **Allow anyone with link and a password**, a **Password** field that is filled with an auto-generated password appears. To view the password, click the eye icon. To change the password, type over it and click **Save**.

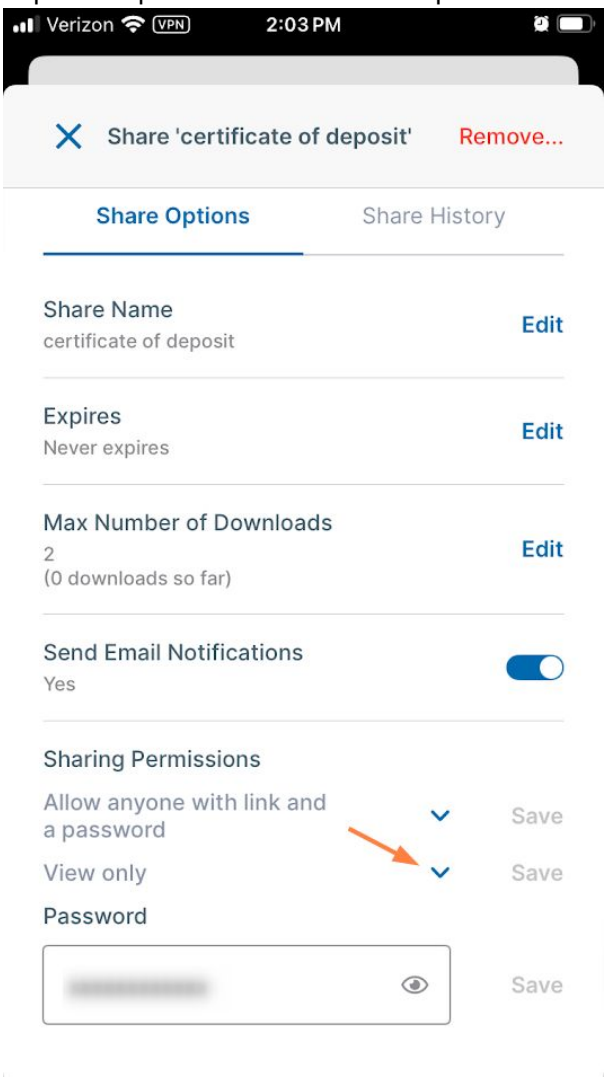


To change the permissions on a public share:

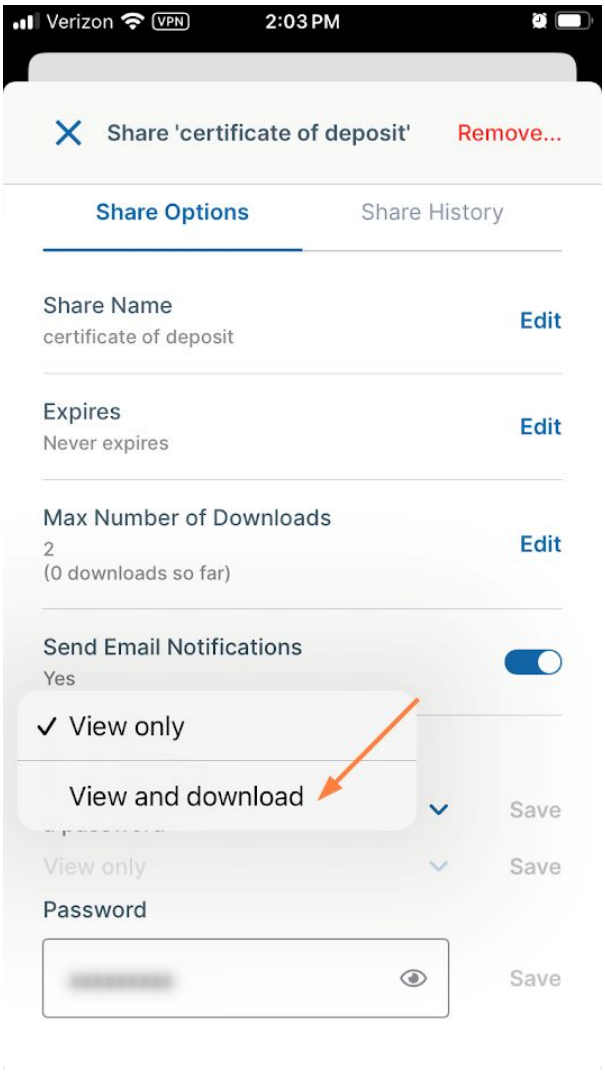
The default permission for the public share, **View only**, is listed under **Sharing Permissions**, but you may change it to **View and Download**.

To change the permissions on a public share:

1. Tap the drop-down arrow beside the permission.

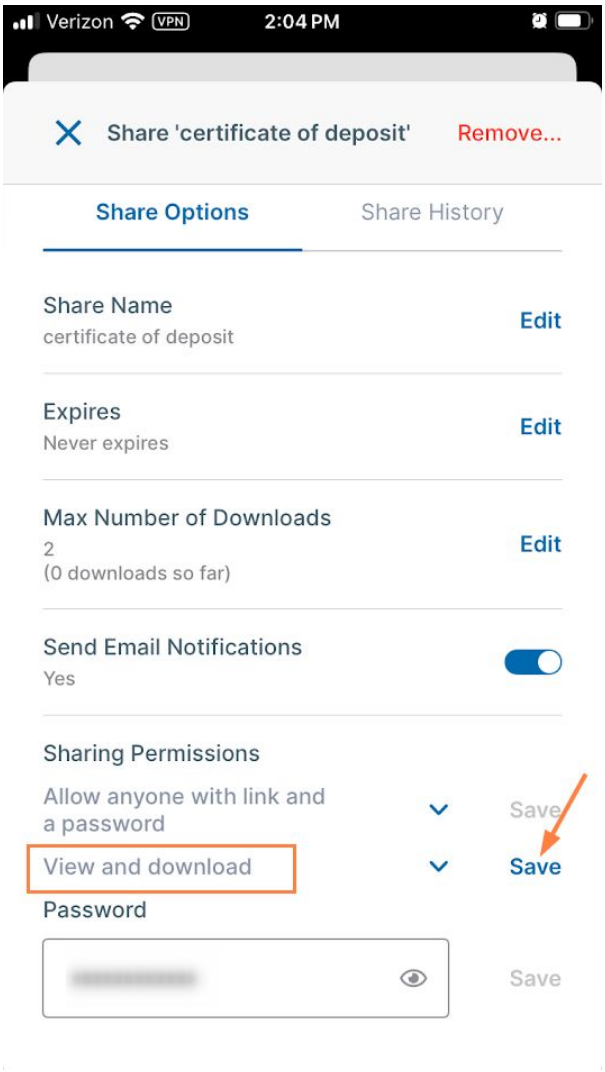


2. Tap the option, in this case, **View and Download**.



View and download replaces **View only**.

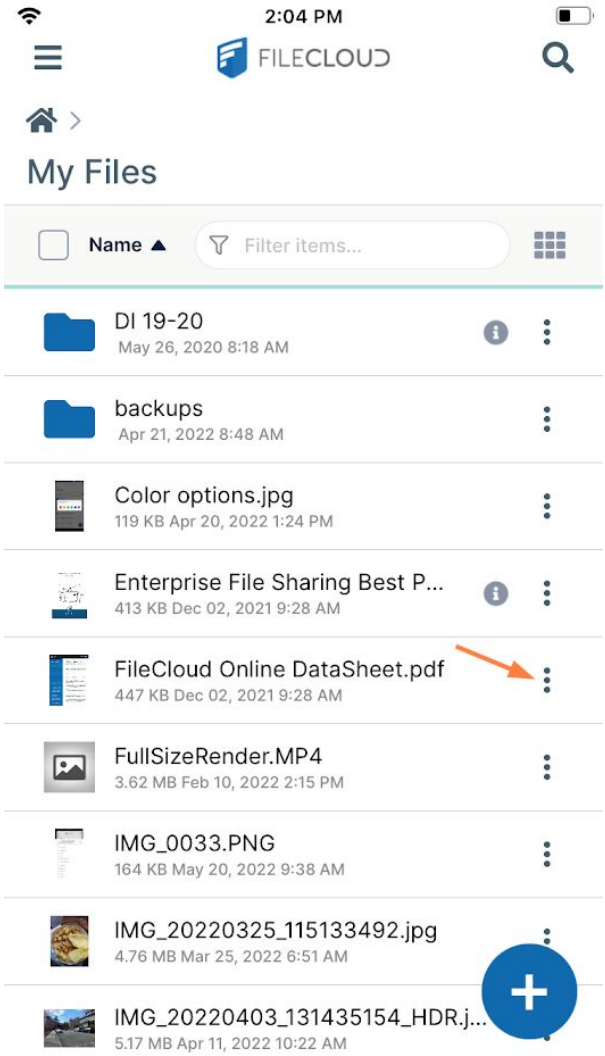
3. Click **Save**.



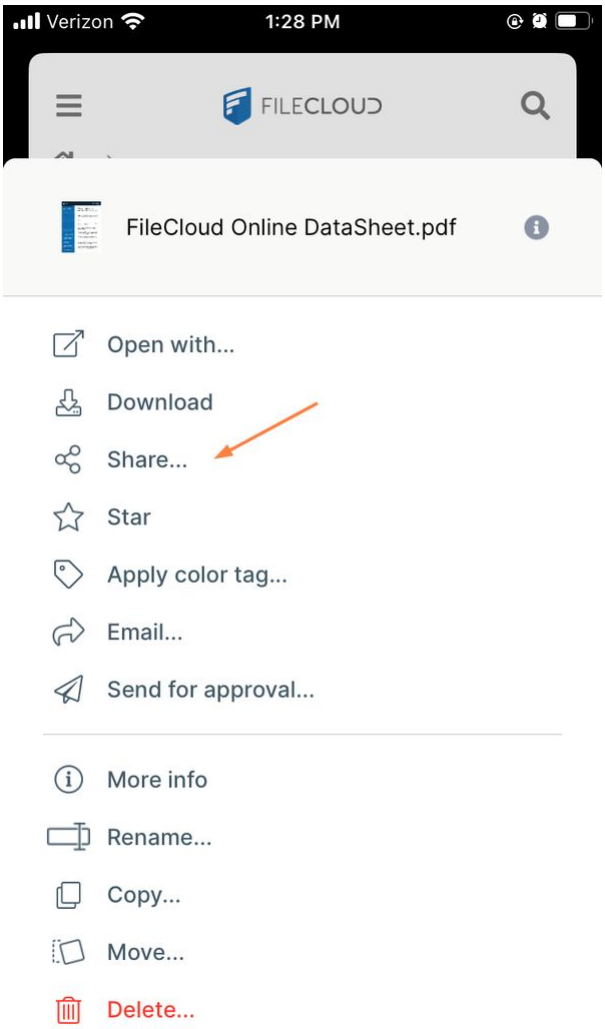
To remove a share:

You can remove a share of a file if you have created the share.

1. Open the FileCloud app.
2. Navigate to the file whose share you want to remove.
3. Tap the more (three dot) icon next to the file or folder.

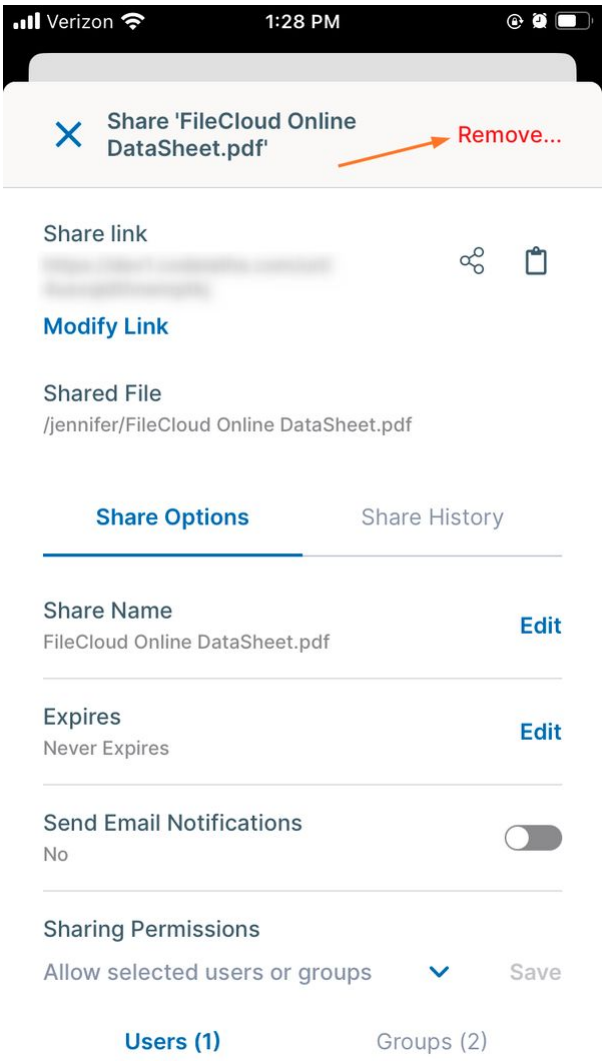

2:04 PM
FILECLOUD
My Files
Name
Filter items...
DI 19-20
May 26, 2020 8:18 AM
backups
Apr 21, 2022 8:48 AM
Color options.jpg
119 KB Apr 20, 2022 1:24 PM
Enterprise File Sharing Best P...
413 KB Dec 02, 2021 9:28 AM
FileCloud Online DataSheet.pdf
447 KB Dec 02, 2021 9:28 AM
FullSizeRender.MP4
3.62 MB Feb 10, 2022 2:15 PM
IMG_0033.PNG
164 KB May 20, 2022 9:38 AM
IMG_20220325_115133492.jpg
4.76 MB Mar 25, 2022 6:51 AM
IMG_20220403_131435154_HDR.j...
5.17 MB Apr 11, 2022 10:22 AM

4. Tap **Share**.



The share details open.

5. Tap **Remove**.



The share is removed. Users who were given access to the share can no longer view it in their **Shared with me** folder or access it through the share link.

Share an iOS Folder

The following options are available for sharing a folder:

- **Allow anyone with link** (Public Share). No FileCloud account required.
- **Anyone anyone with link and a password** (Protected Public Share). No FileCloud account required.
- **Allow selected users or groups** (Private share). FileCloud account required. The shared folder appears in the **Shared with Me** folder.

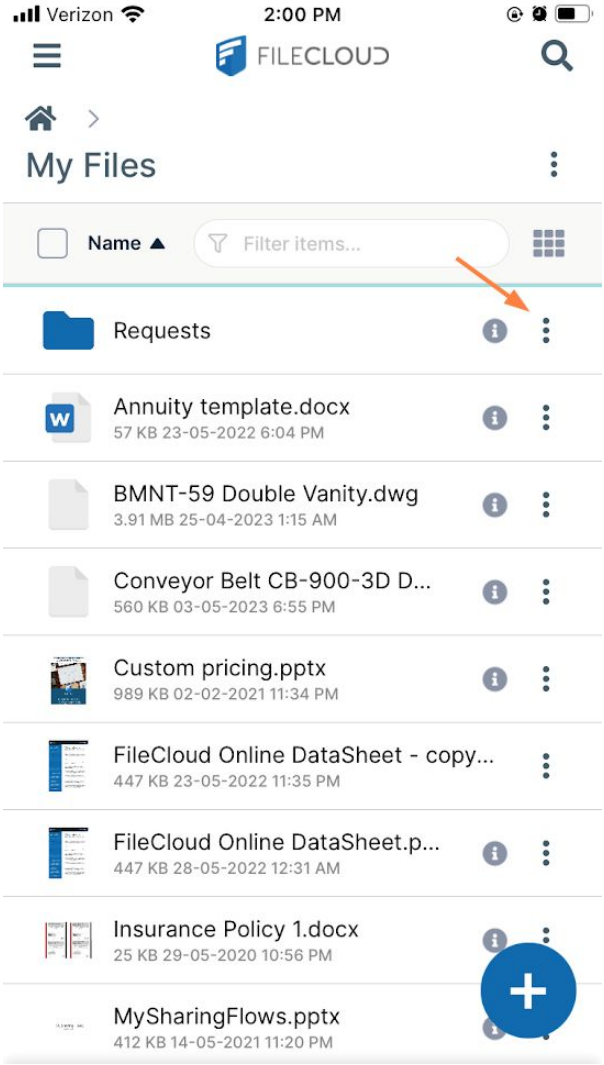
In addition, it is possible to control user access to the shared resource with read, write, or share permissions.

You can use the FileCloud app to share folders on your mobile device with others. You can:

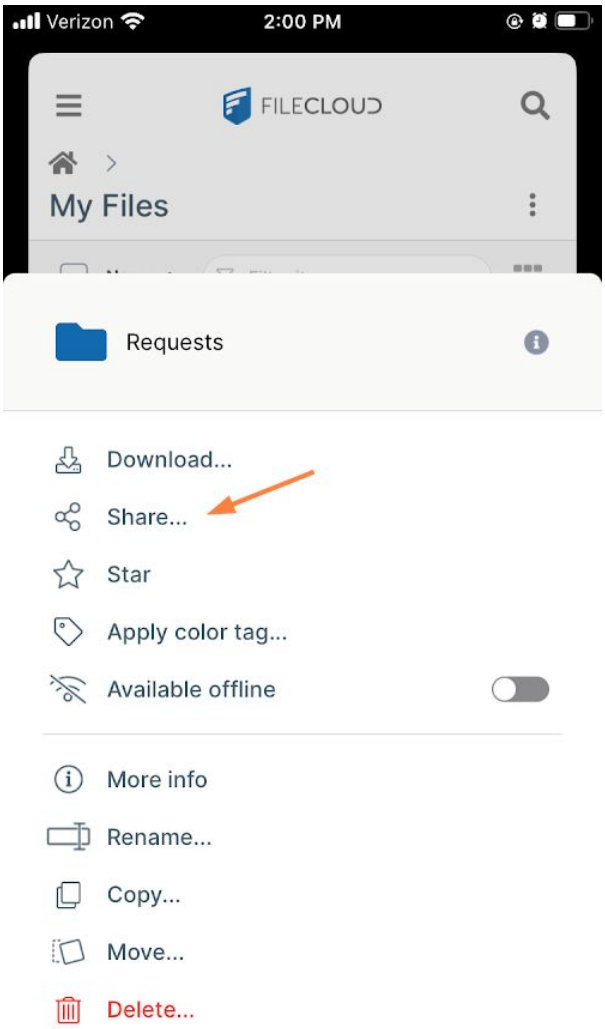
- Create a direct link to the folder. This link can be sent via email to anyone who needs access to that resource.
- Let FileCloud notify the users who you add to the share.

To share a folder:

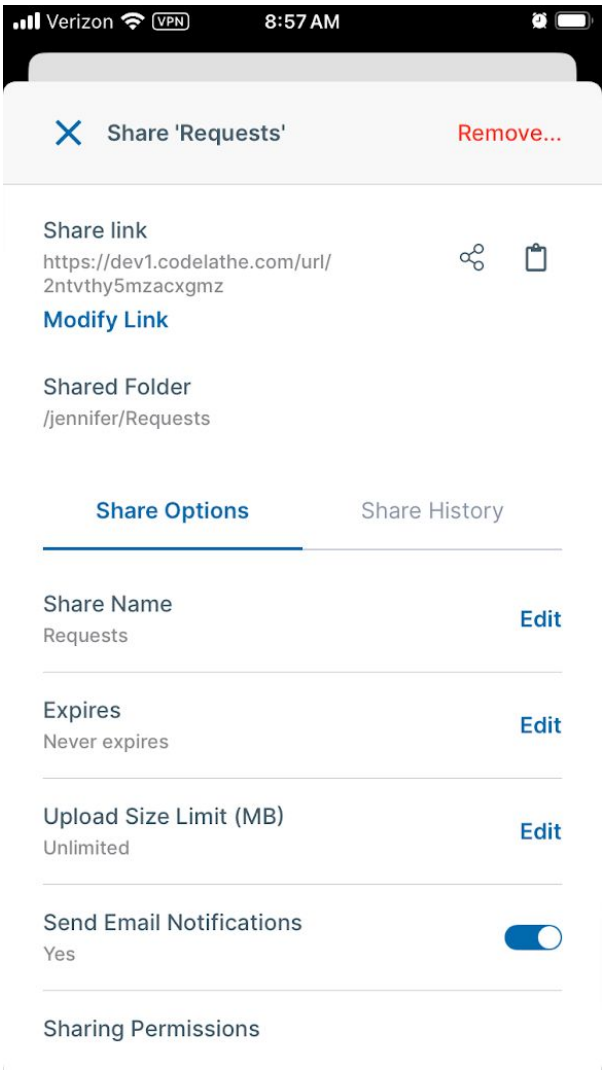
1. Open the FileCloud App.
2. Navigate to the folder you want to share.
3. Tap the more icon next to the folder.



4. Tap **Share**.



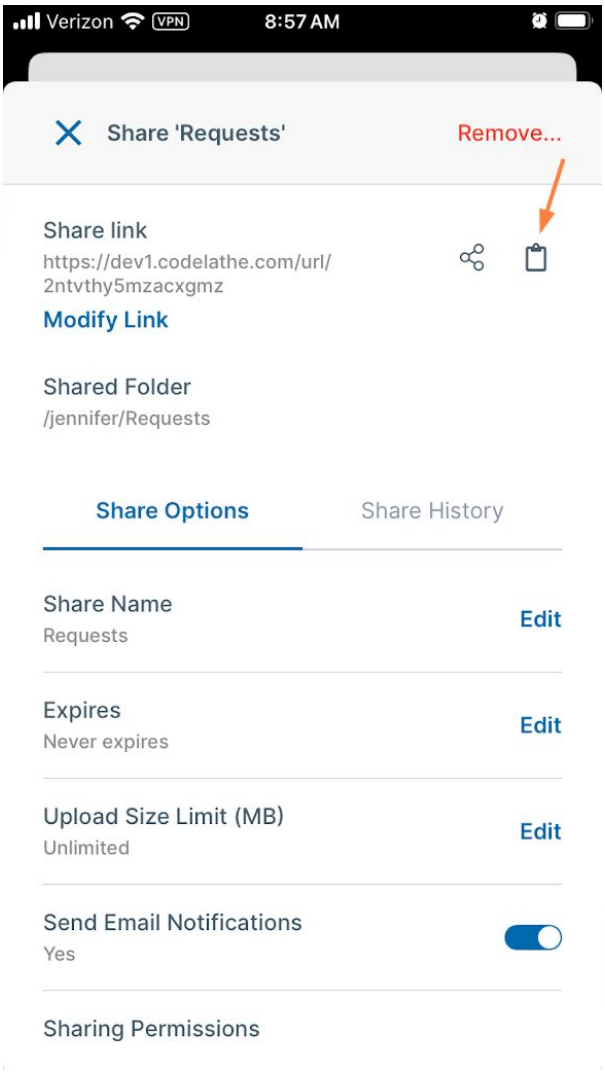
The folder is automatically shared privately although no share recipients have been added yet. A screen for accessing the share options and copying/sending the share link opens.



To copy the share link:

To copy the folder share link:

1. Tap the Copy icon.

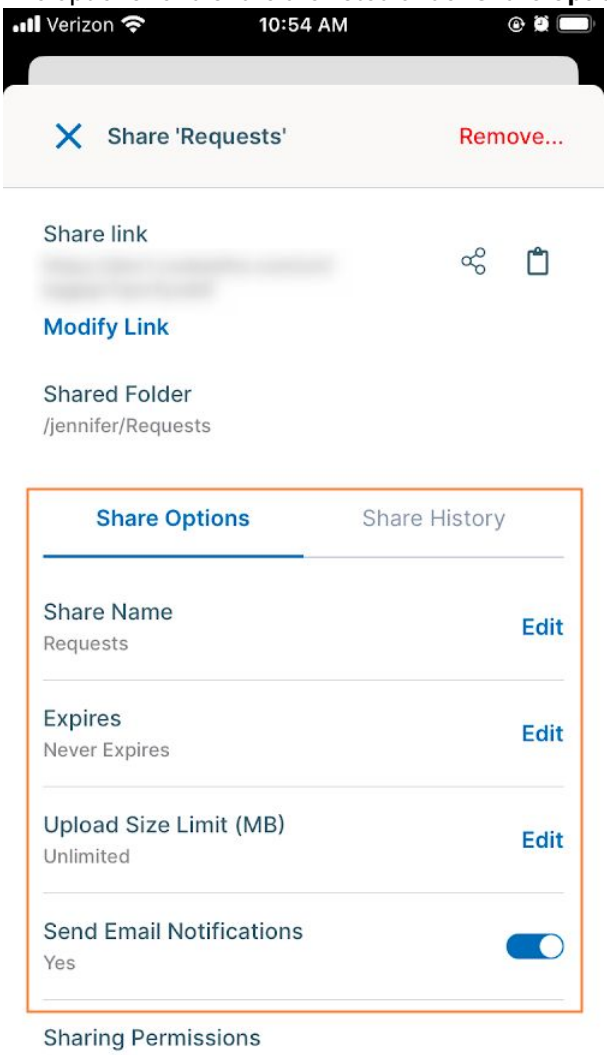


The screen displays the message **Share link copied**.

2. Paste the link into an email or text message and send it.

To change folder share options:

The options for a share are listed under **Share Options**:



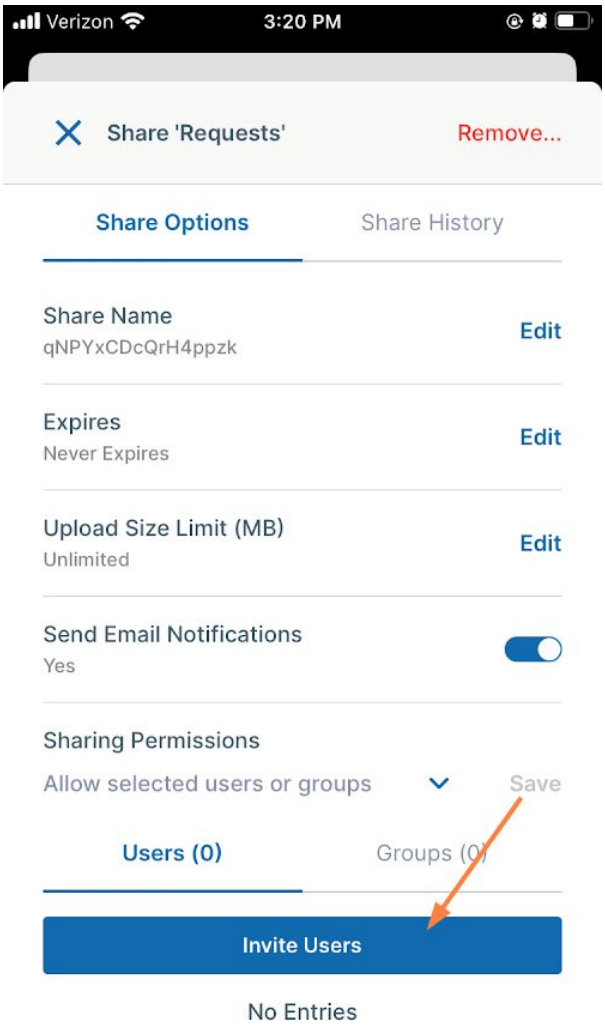
For information on setting share options, see:
Share Options for Public and Private Folders

To add users to a private share:

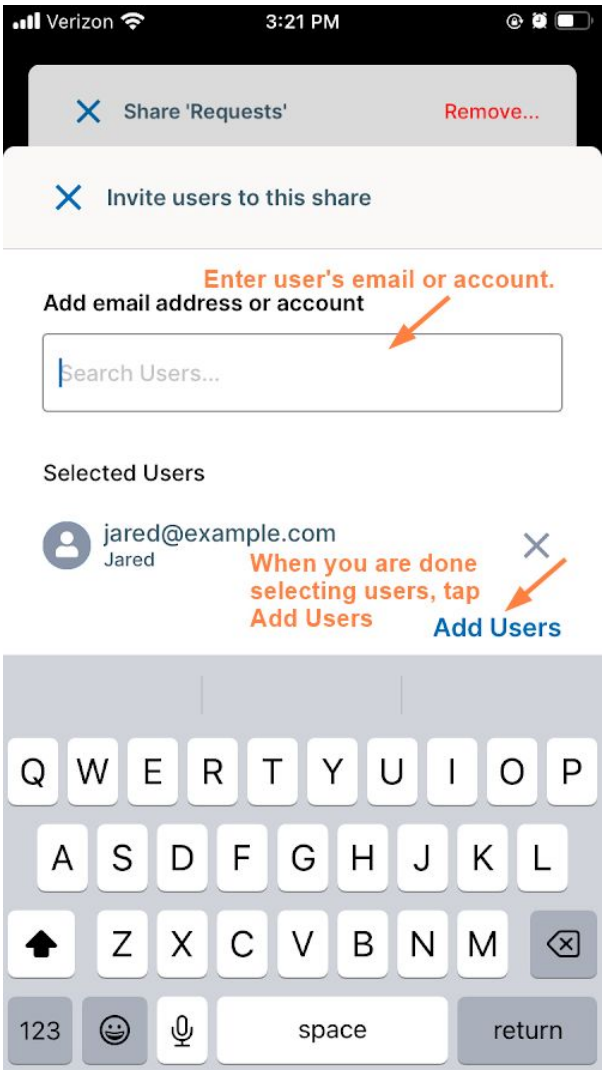
If you can't see the **Users** and **Groups** tabs, scroll to the bottom of the screen.

To add a user to a private share:

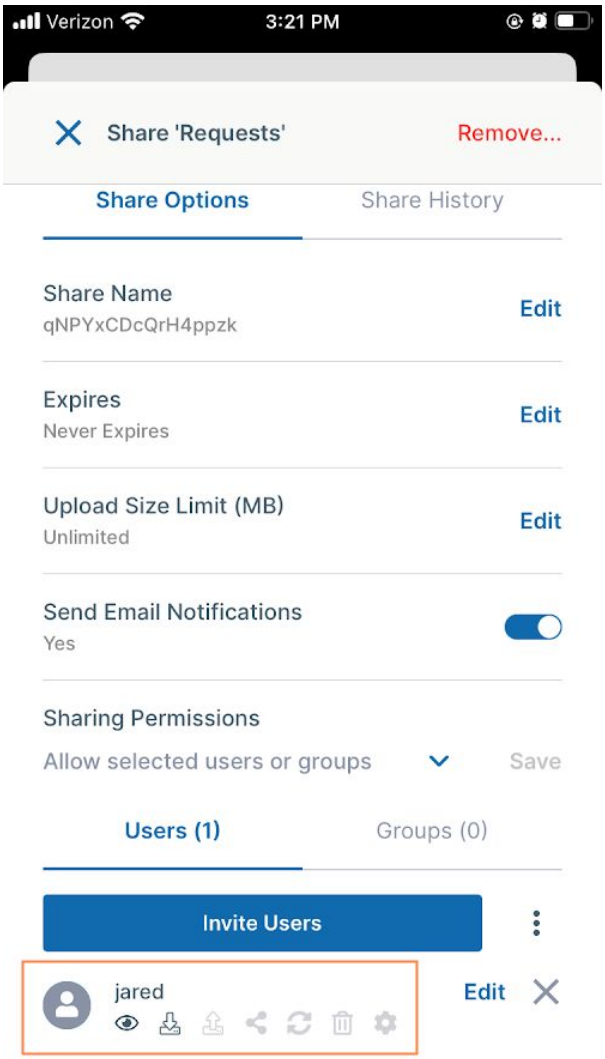
1. Tap **Invite users**.



2. Enter a username or email that exists in your system, or enter a new user's email, and tap **Add Users**.
   If you enter a new user, FileCloud sends them an email with the share link and asks them to create a FileCloud account to access the link.



The user is added to the share.

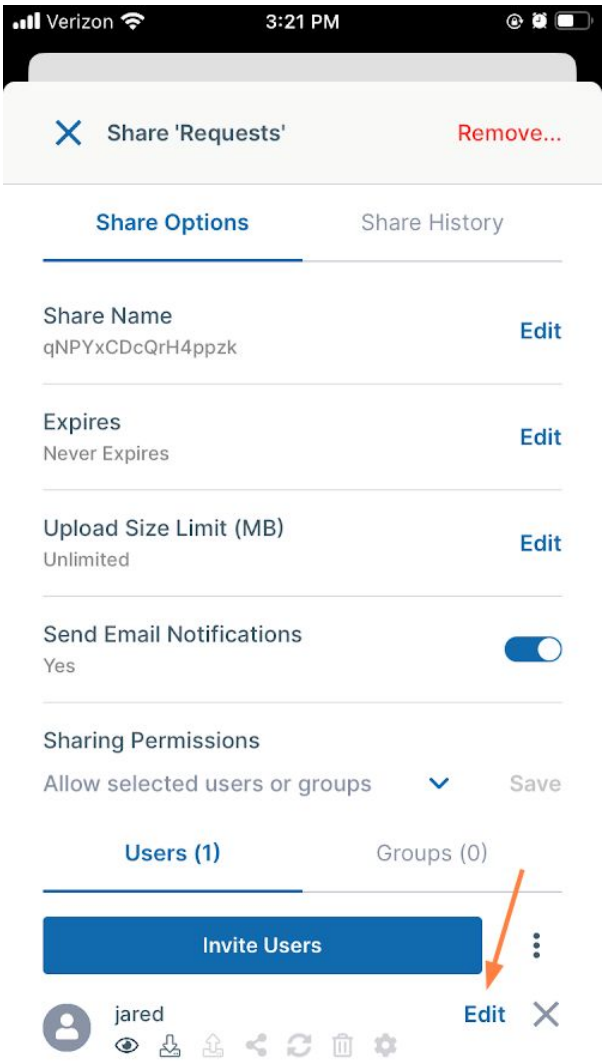


To change a user's private share permissions:

When you privately share a folder with a user, the user's permissions for the folder are shown in icons below the username or email. By default, the user has view and download permissions for the folder. You can also give the user upload and share permissions, and if they are allowed in your system, sync and delete permissions. Note that other settings in FileCloud affect which permissions are available.

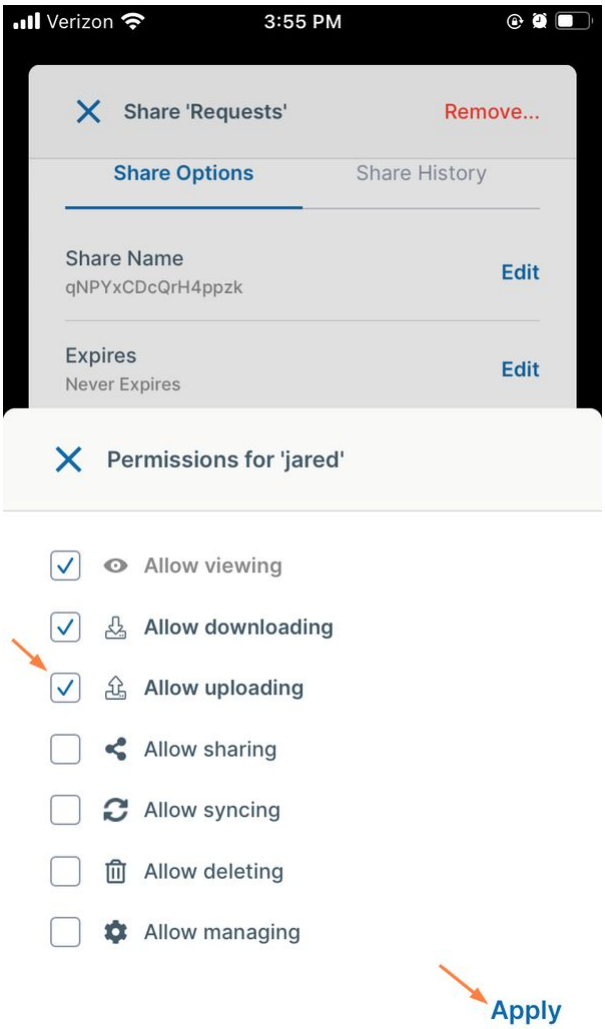
To change the user's permissions for the folder:

1. Across from the user's name or email, tap **Edit**.

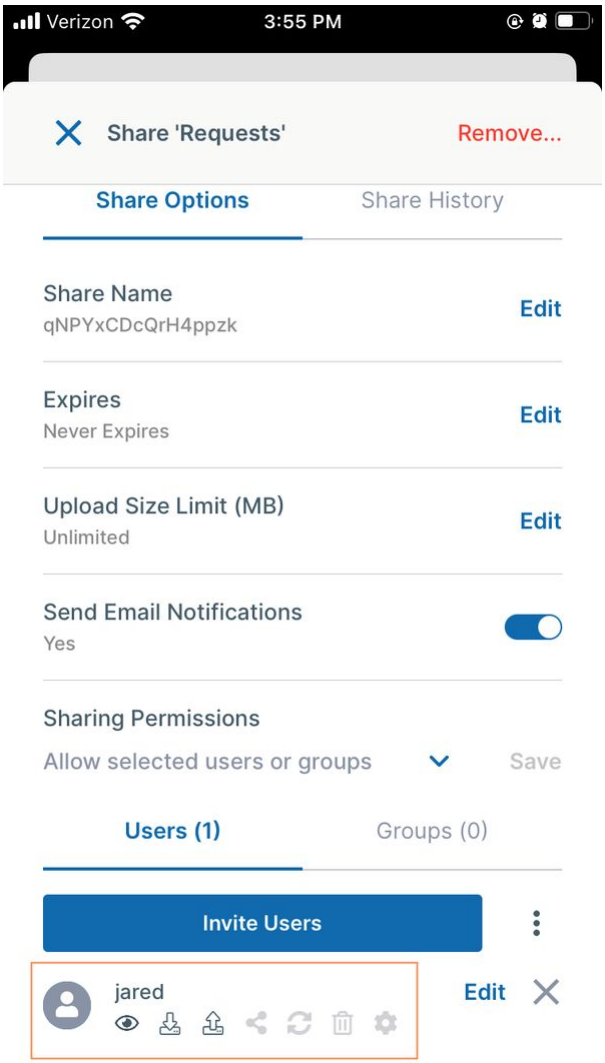


A popup shows the available permissions.

2. Check or uncheck permissions, and tap **Apply**.



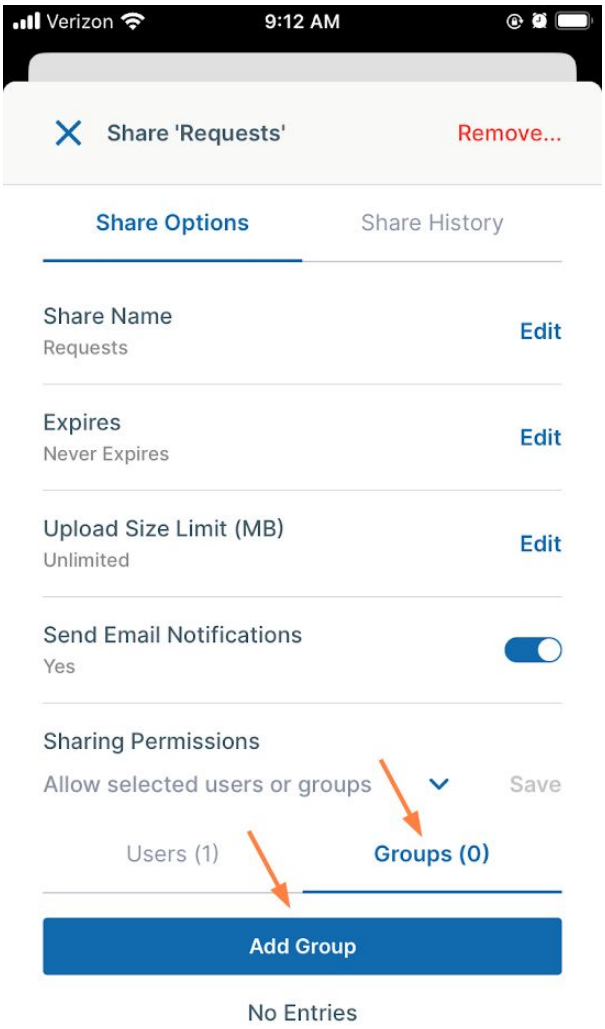
The changes to the permissions are saved.



To add groups to a private share:

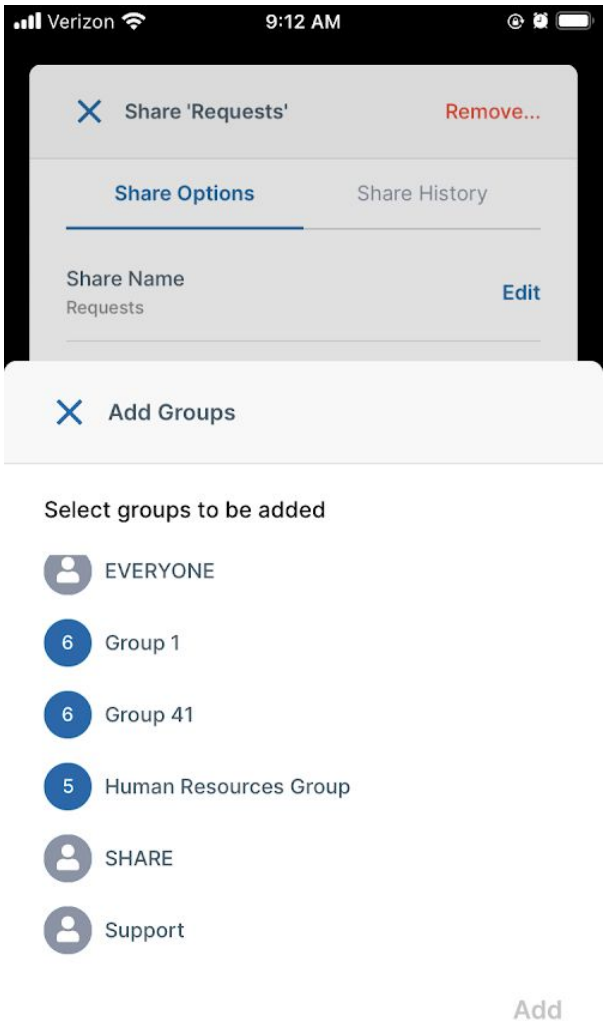
To add a group to a private share:

1. Tap the **Groups** tab, and then tap **Add Group**.

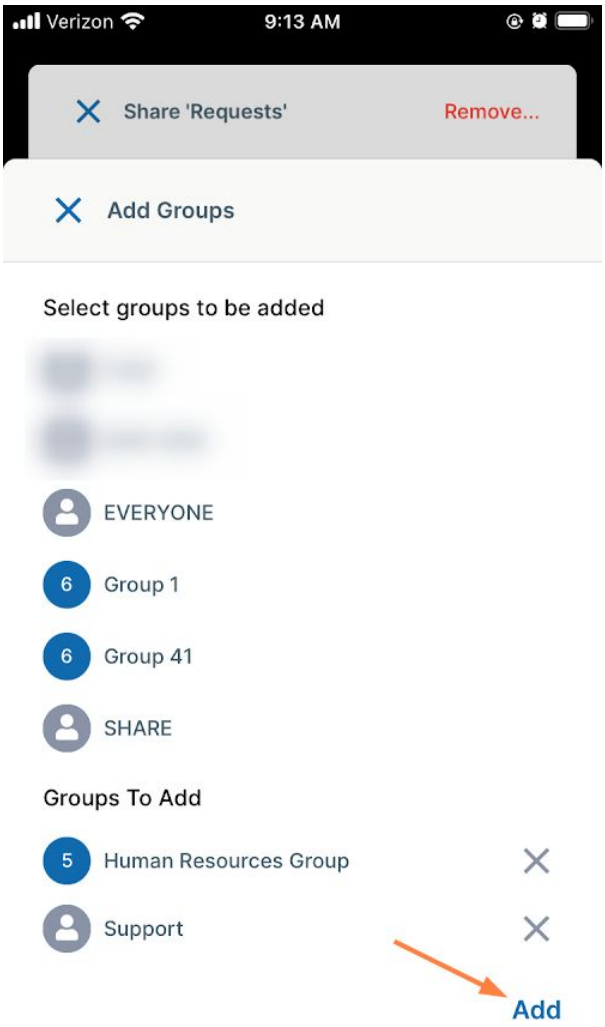


The groups that are available for you to add to the share appear.

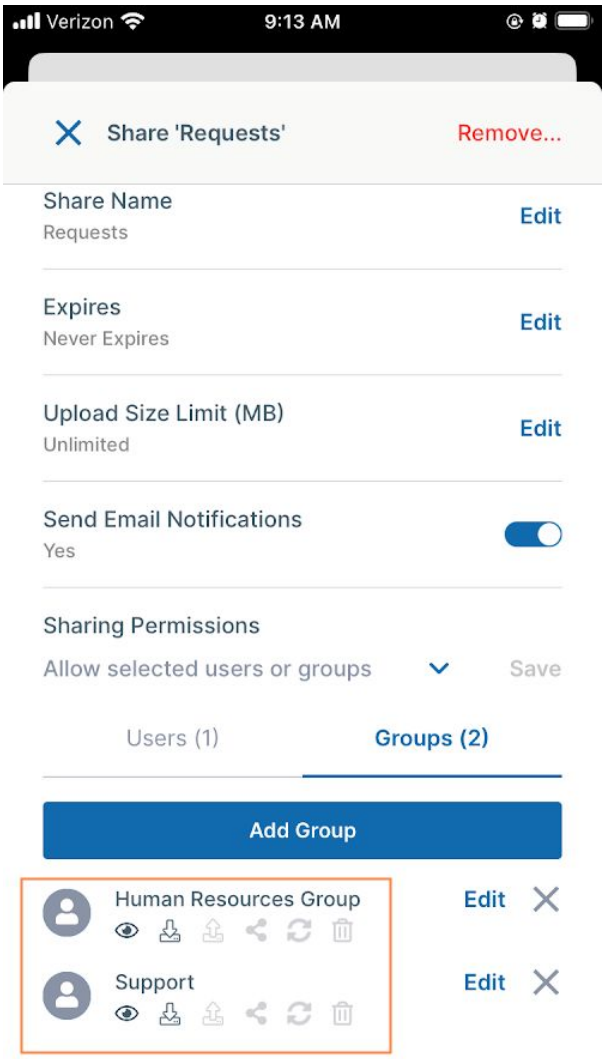
2. Tap each group that you want to add to the share.



3. When you are done selecting groups, tap **Add**.



The groups are added to the share:

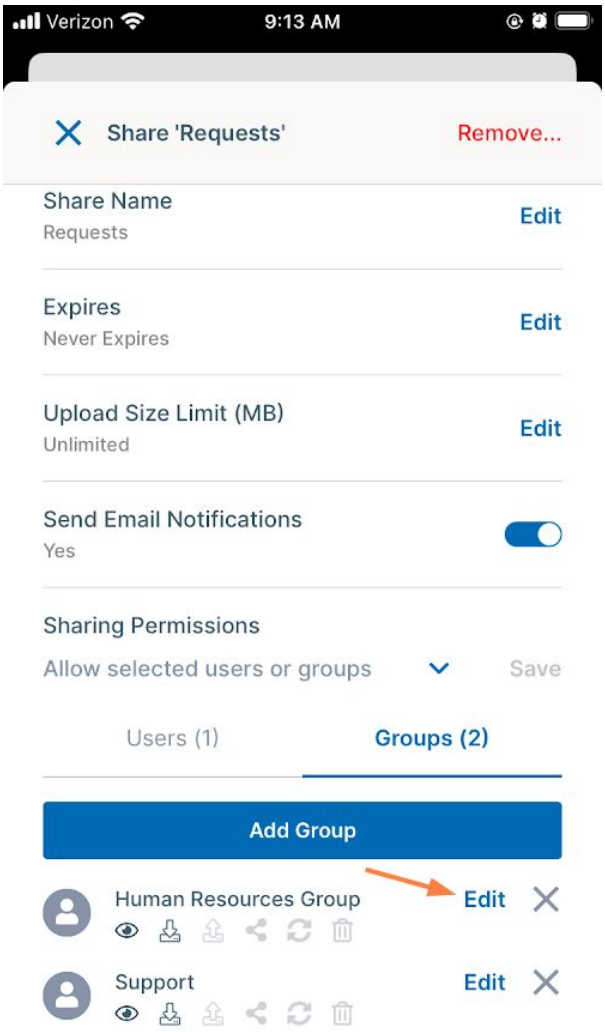


To change a group's private share permissions:

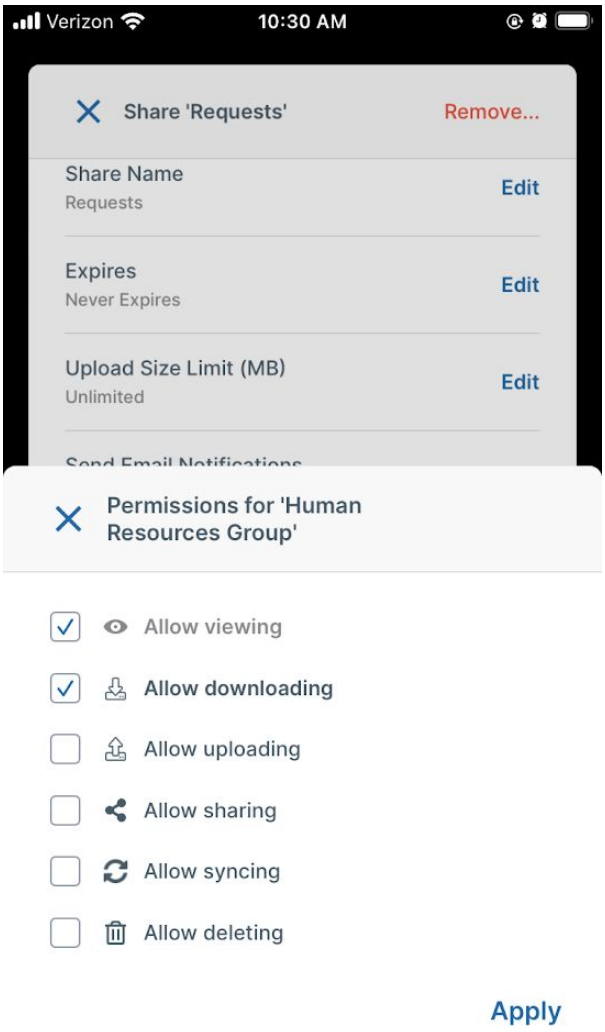
When you privately share a folder with a group, the group's permissions for the folder are shown in icons below the group name. By default, the members of the group have view and download permissions for the folder.
You can also give the group upload and share permission, and if it is allowed in your system, sync and delete permissions.

To change the group's permissions for the folder:

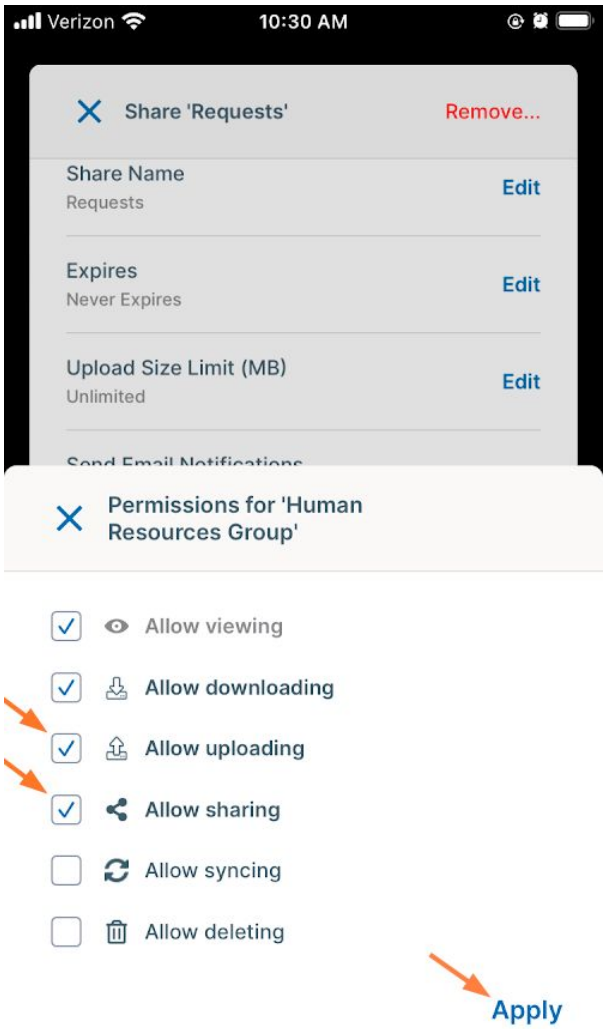
1. Across from the group, tap **Edit**.



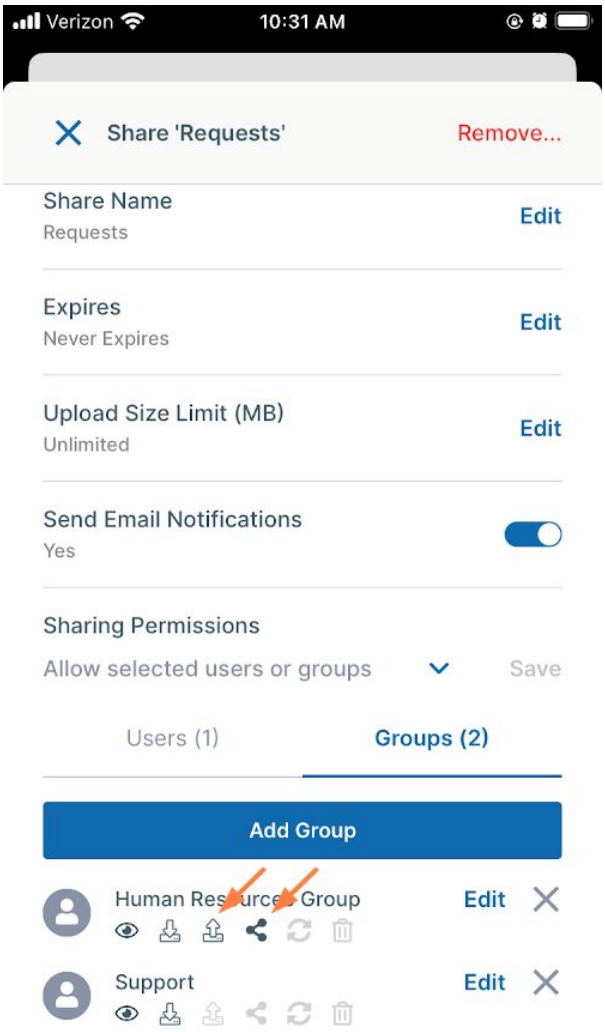
2. A popup shows the available permissions.



3. Check or uncheck permissions, and tap **Apply**.

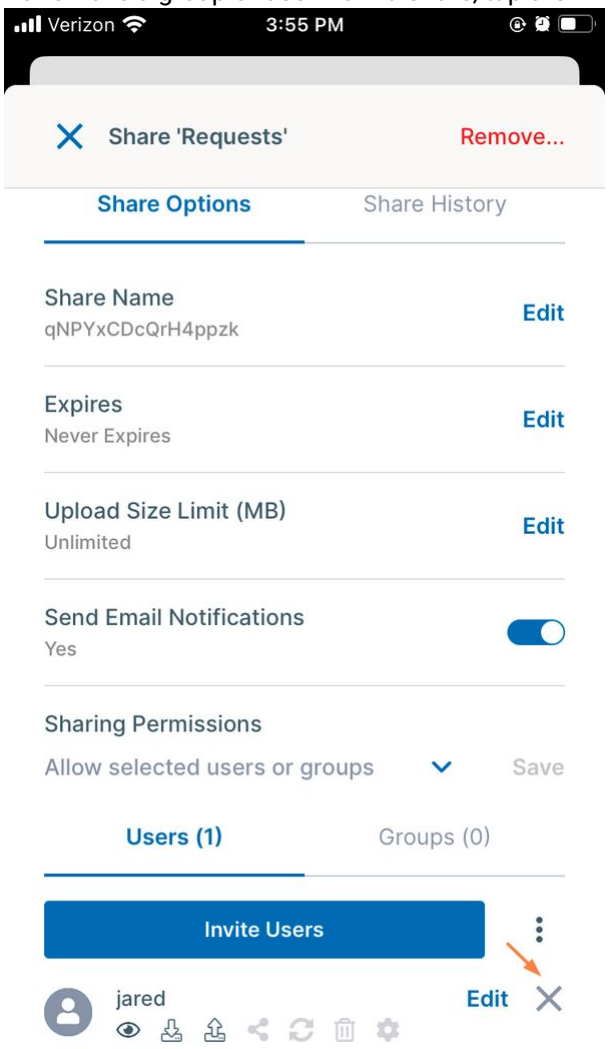


The changes to the permissions are saved.


Verizon
10:31 AM
Share 'Requests'
Remove...
Share Name
Requests
Edit
Expires
Never Expires
Edit
Upload Size Limit (MB)
Unlimited
Edit
Send Email Notifications
Yes
Sharing Permissions
Allow selected users or groups
Save
Users (1)
Groups (2)
Add Group
Edit
Support
Edit

To remove a user or group from a share:

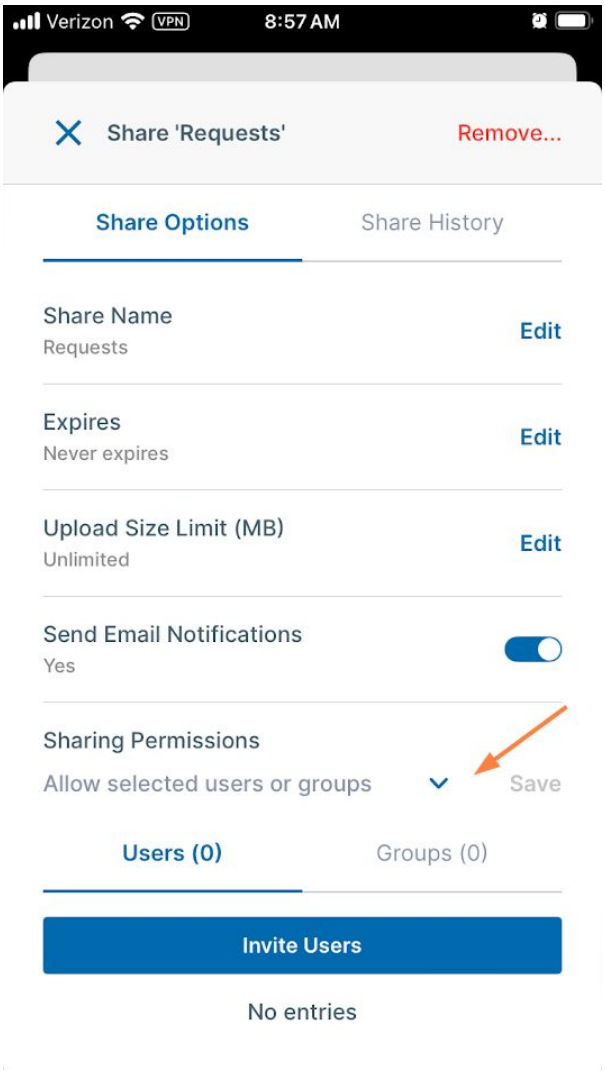
To remove a group or user from a share, tap the x next to it:



To make a share public:

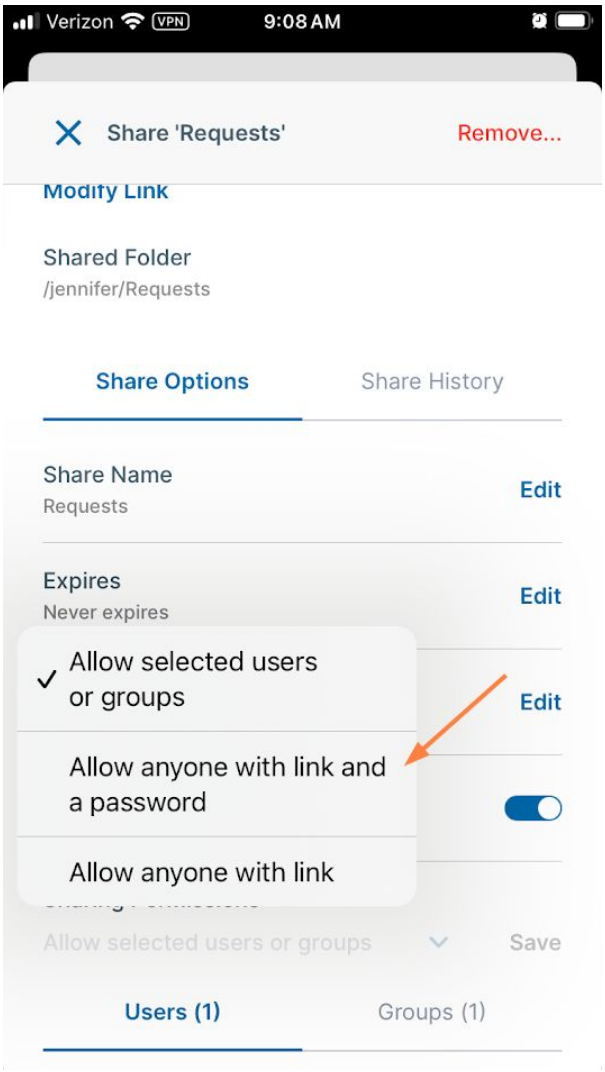
To change a private folder share to public:

1. Click the arrow beside your current **Sharing Permissions** choice.



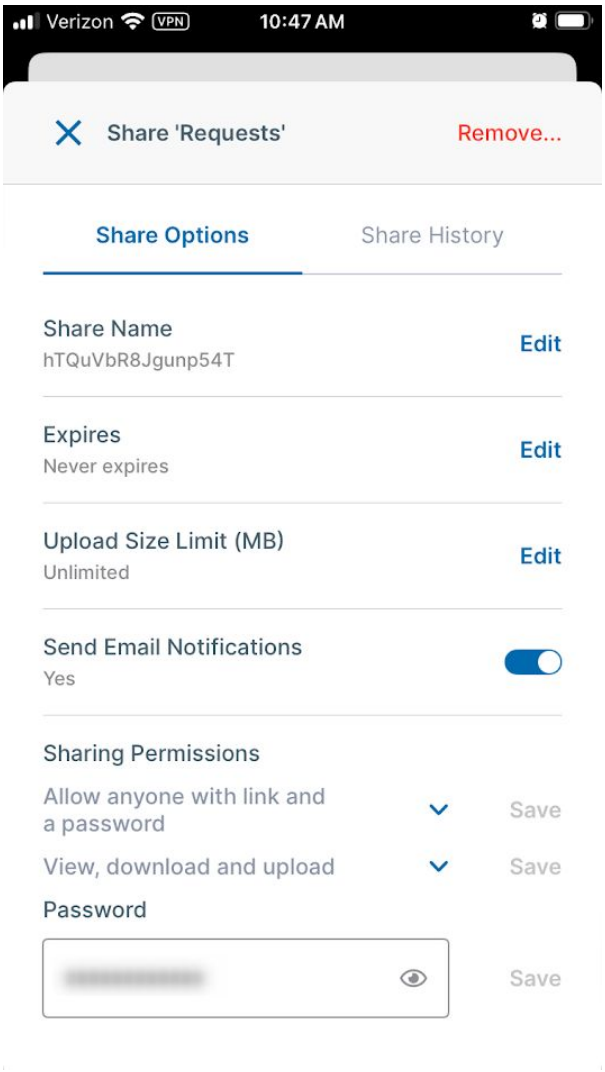
The options **Allow anyone with link**, **Allow anyone with link and a password**, and **Allow selected users or groups** appear.

2. Tap **Allow anyone with link and a password** to create a public share that requires a user to enter a password to access it.
   or
   Tap **Allow anyone with link** to create a public share that does not require a user to enter a password to access it.
   In this example, we choose **Allow anyone with link and a password**.



Allow anyone with link and a password now appears under **Sharing permissions**.

3. Tap **Save**, and then tap **OK.**
   Since we chose **Allow anyone with link and a password**, a **Password** field that is filled with an auto-generated password appears. To view the password, click the eye icon. To change the password, type over it and click **Save**.



To change the permissions on a public share

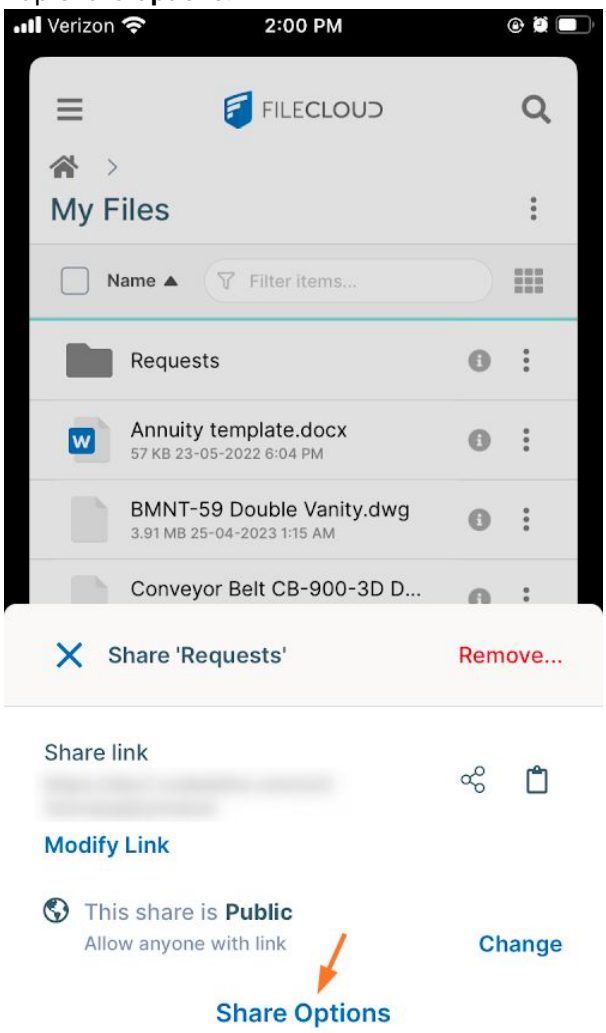
For public folder sharing, the following permissions are available. By default, the share has View + Download permission, but you may change it.

Permission	Effect
View + Download (default)	Users can browse existing files and download files to the folder.
View + Download + Upload	Users can browse existing files, download files and upload files to the folder.
View + Upload	Users can browse existing files, preview files (not download) and upload files to the folder.

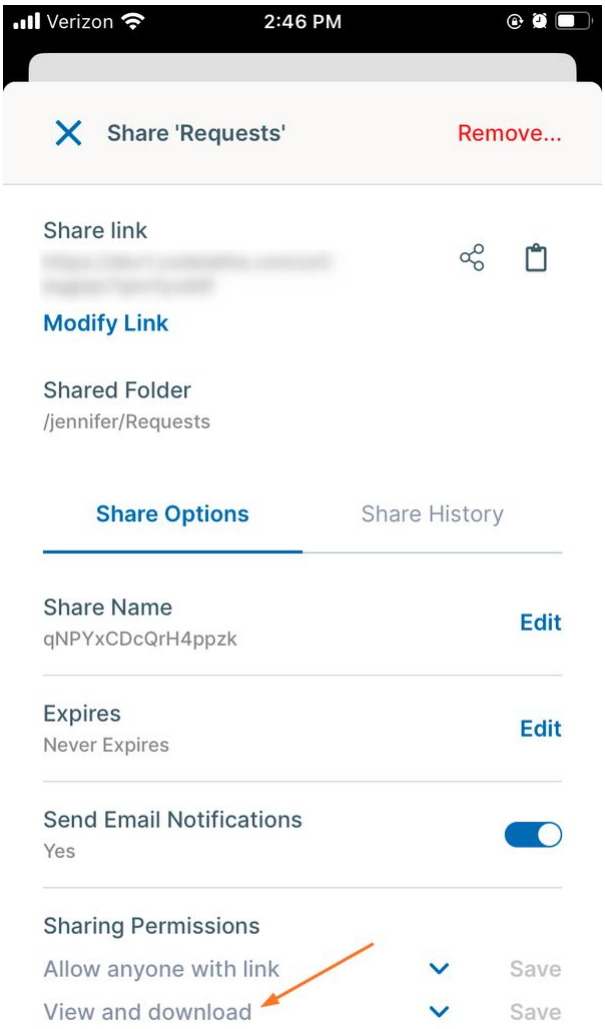
Permission	Effect
View Only	Users can only browse existing files, and preview files in the folder (not download).
Upload Only	Users cannot browse existing files, but only upload files. It is like an upload-only FTP folder. It is also possible to create a web form to embed in other sites.

To change the share permission for a folder:

1. Tap **Share Options.**

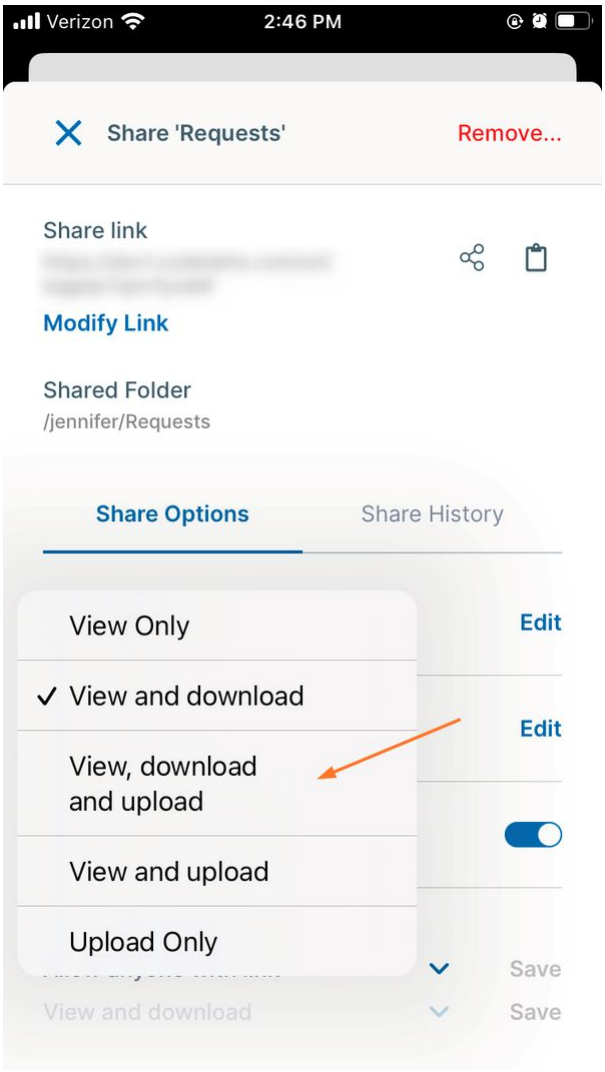


   The share screen expands.
2. Under **Sharing Permissions**, tap the current permissions (such as View and Download).



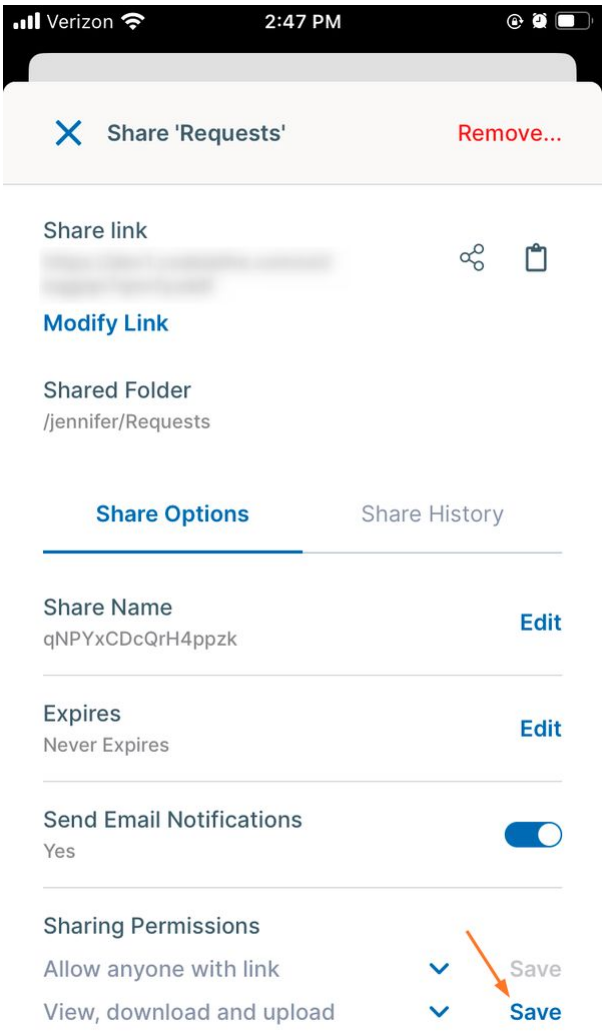
Permission options open.

3. Tap one of the permission options.



The permission appears changed.

4. Tap **Save** to save the changed permission.

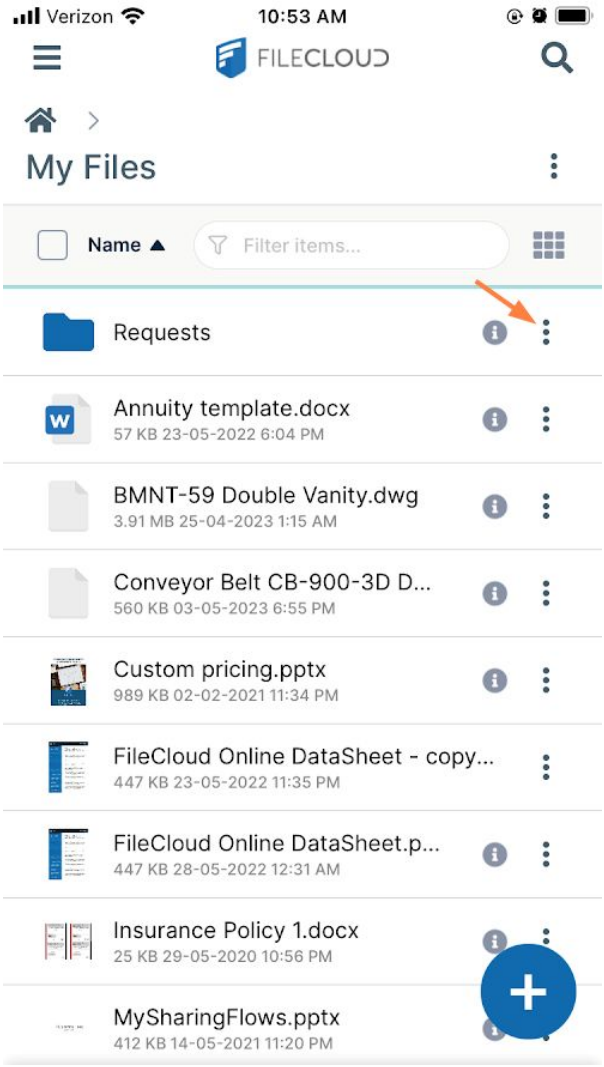


To remove a folder share:

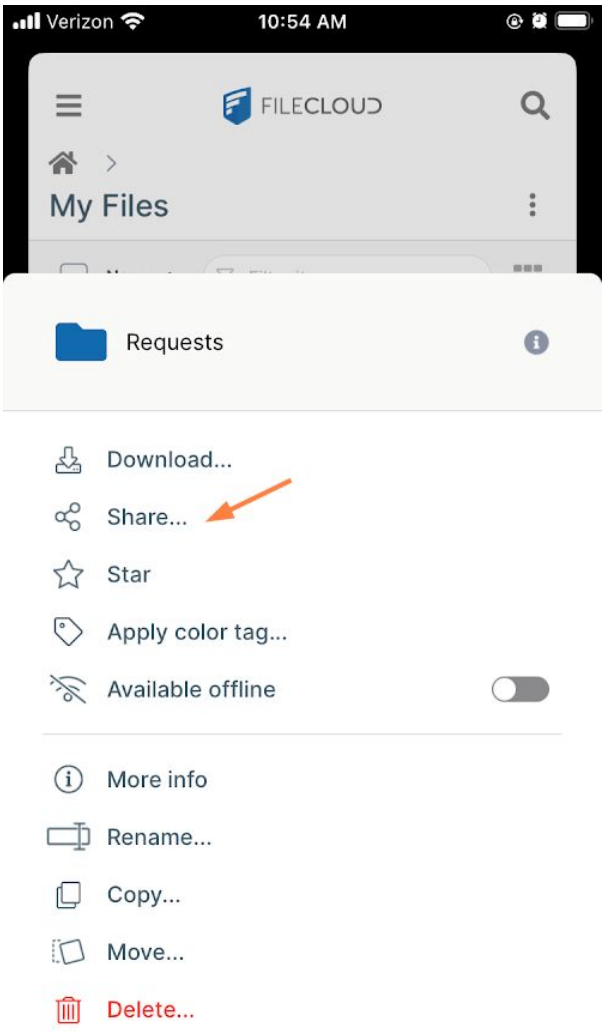
You can remove folder shares that you have created.

To remove a folder share:

1. Open the FileCloud app.
2. Navigate to the folder whose share you want to remove.
3. Tap the more icon next to the folder.

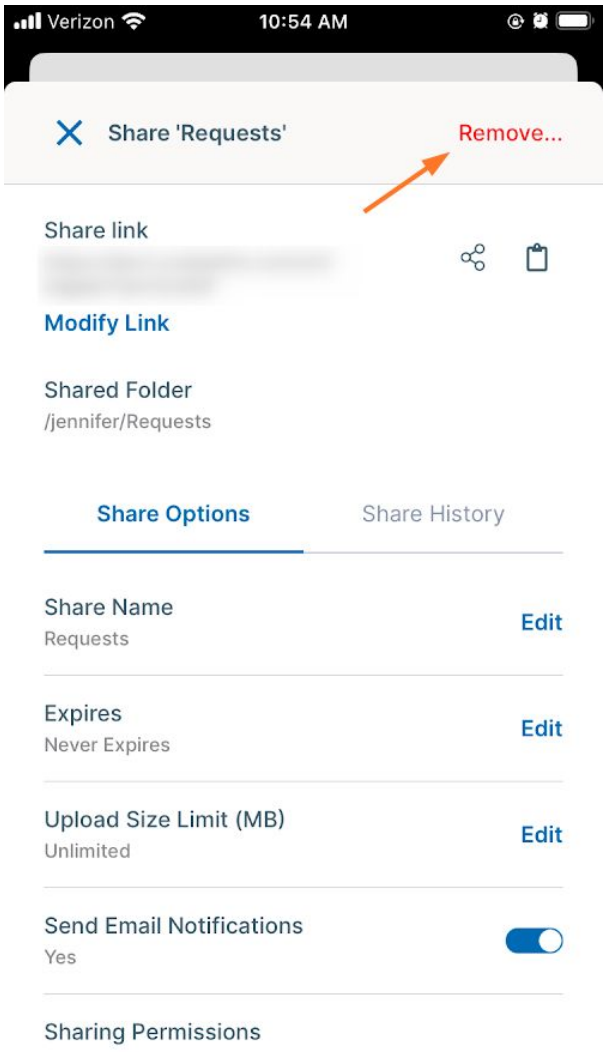

Verizon
10:53 AM
FILECLOUD
My Files
Name
Filter items...
Requests
Annuity template.docx
57 KB 23-05-2022 6:04 PM
BMNT-59 Double Vanity.dwg
3.91 MB 25-04-2023 1:15 AM
Conveyor Belt CB-900-3D D...
560 KB 03-05-2023 6:55 PM
Custom pricing.pptx
989 KB 02-02-2021 11:34 PM
FileCloud Online DataSheet - copy...
447 KB 23-05-2022 11:35 PM
FileCloud Online DataSheet.p...
447 KB 28-05-2022 12:31 AM
Insurance Policy 1.docx
25 KB 29-05-2020 10:56 PM
MySharingFlows.pptx
412 KB 14-05-2021 11:20 PM

4. Tap **Share**.



The share details open.

5. Tap **Remove**.



The share is removed. Users who were given access to the share can no longer view it in their **Shared with me** folder or access it through the share link.

To share files on iOS, see Share an iOS File (see page 101).

For more detailed information about file and folder shares, see Sharing Files and Folders[4].

Delete, Move, Copy or Rename iOS data

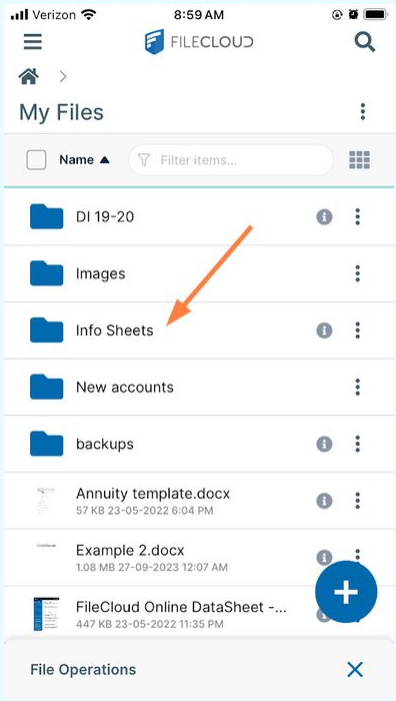
In the FileCloud iOS app, you can delete, move, copy, and rename your files and folders.
You can perform the delete, move, and copy operations on a single file or folder or on multiple files and folders at the same time, but you can only rename one file or folder at a time.

4. https://www.filecloud.com/supportdocs/display/FCDOC/Sharing+Files+and+Folders

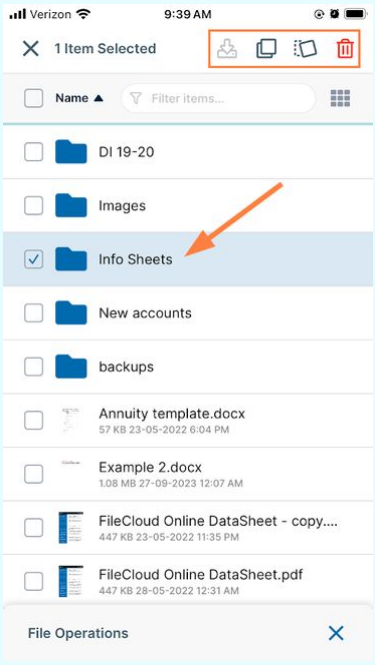
To access actions for multiple files and folders

To perform actions on multiple files and folders, check the checkboxes for the files and folders.

1. To select the files or folders, either:

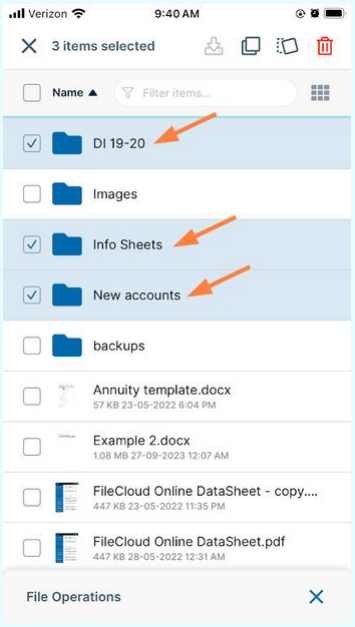


Long press on a file or folder.



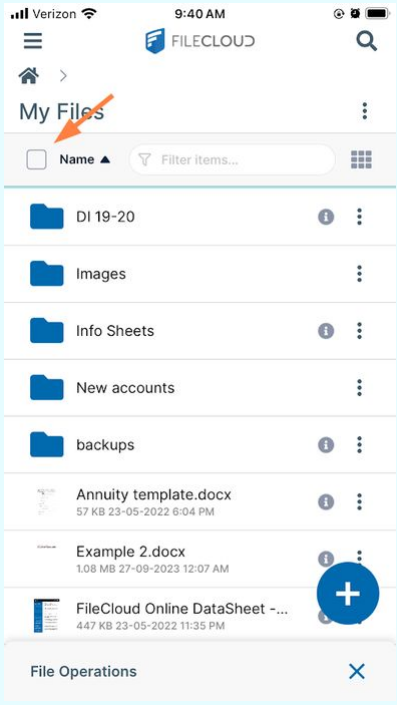
Checkboxes appear next to all files and folders.
The checkbox for the item you selected is checked.
Icons for copy, move, delete, and download appear at top.

If any folders are selected, as in the above example, the download icon is disabled since downloads are not currently supported for folders.

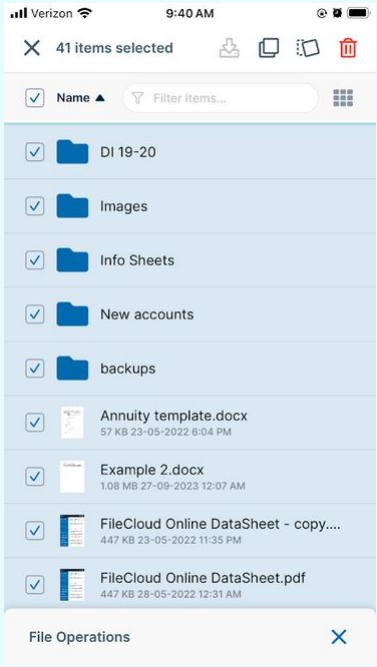


Check additional files and folders that you want to perform the action on.

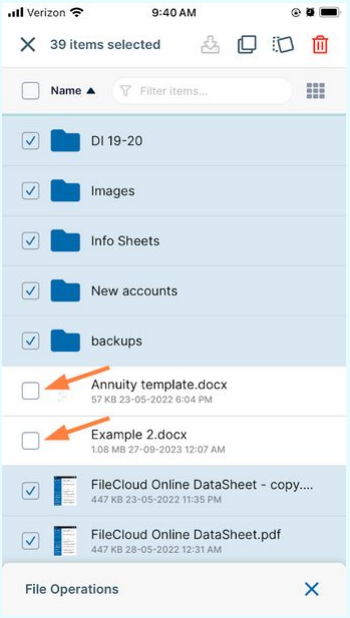
Or, if you want to act on many of the items in a folder:



Tap the checkbox at the top of the list of files and folders.



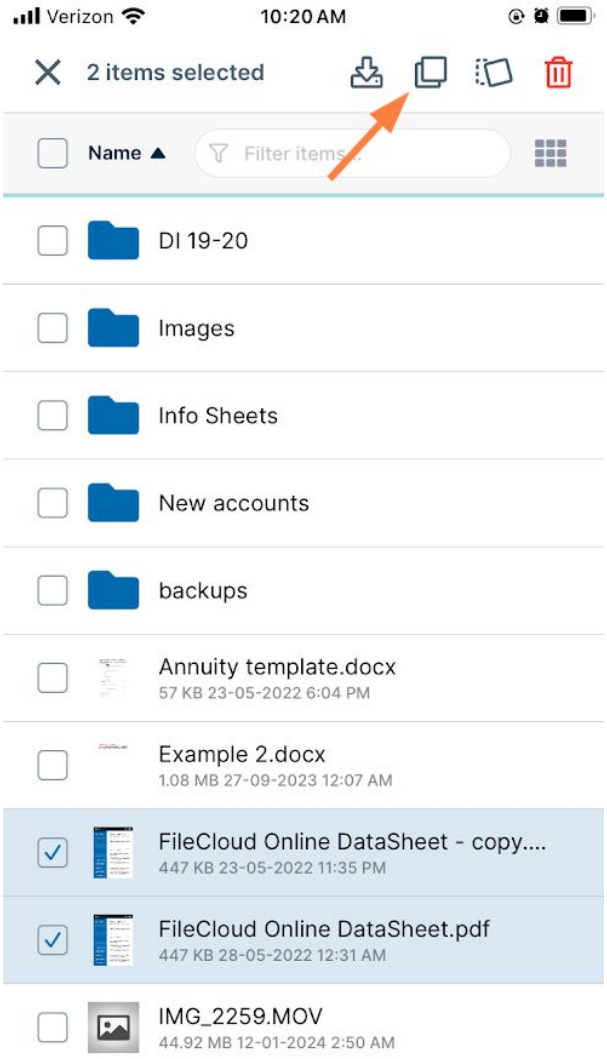
All of the folders and files in the list appear with checked boxes next to them.



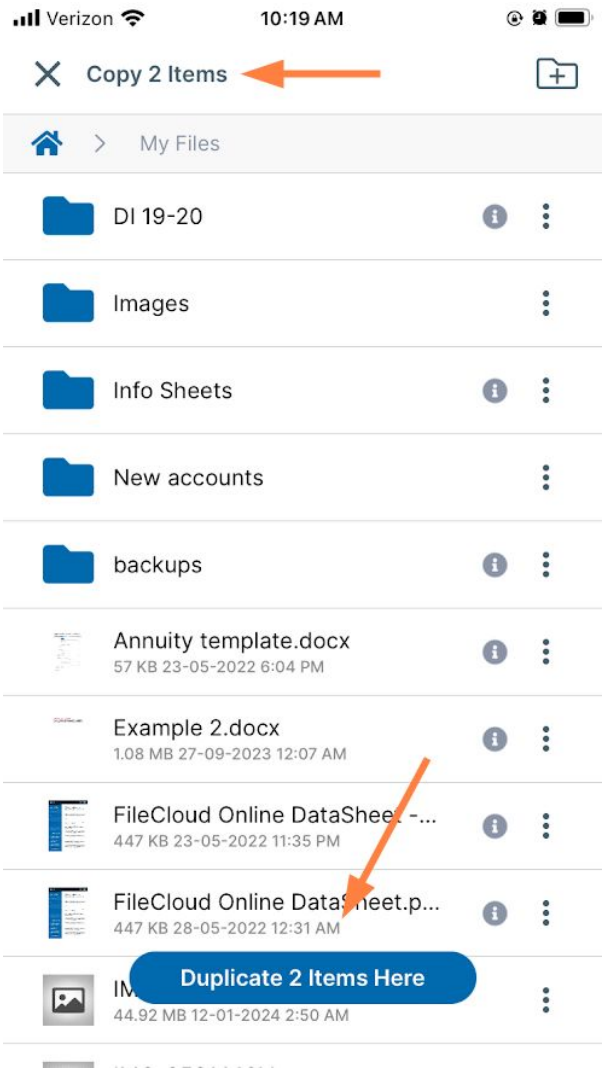
If there are a few items that you don't want to perform the action on, uncheck them.

To copy multiple files and folders:

1. Select the files and folders and tap the **Copy** icon.



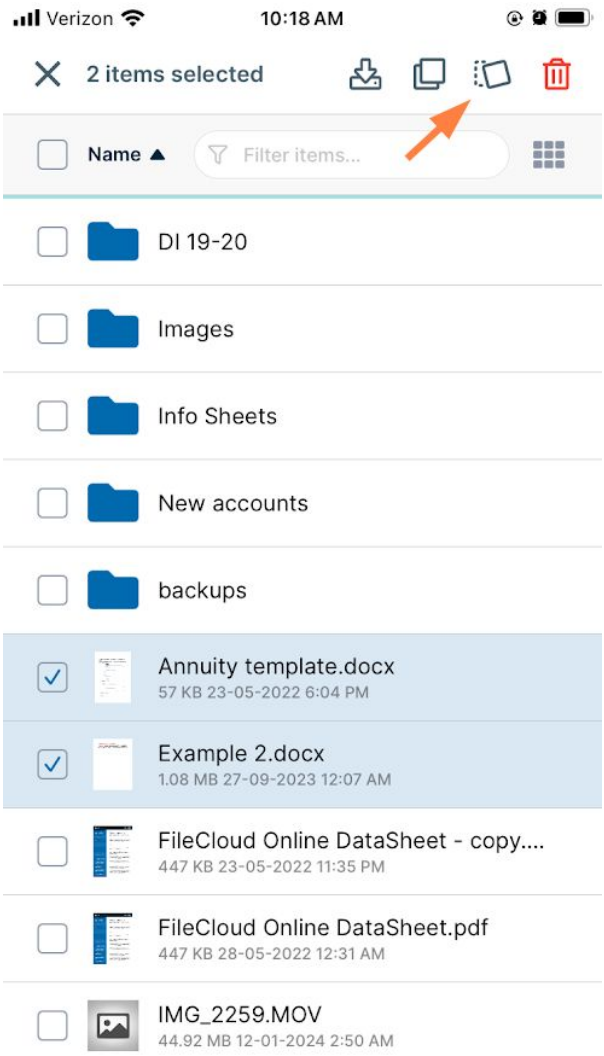
The **Copy** message at the top of the screen indicates how many items you are copying.
A **Duplicate here** message appears at the bottom of the screen.



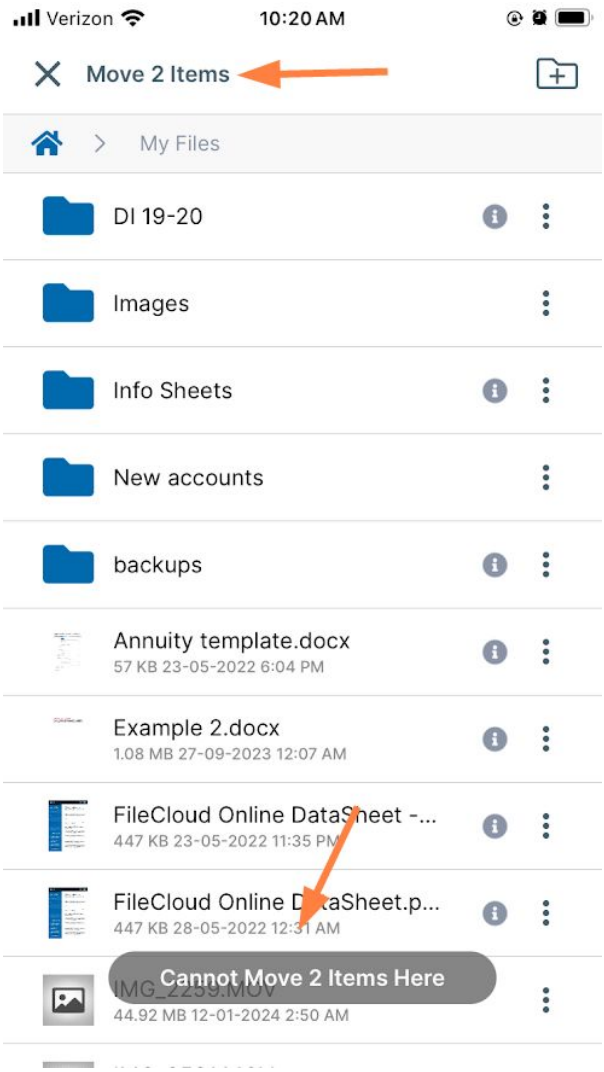
2. If you want to copy the items into the same location, tap the **Duplicate here** message.
   OR
   If you want to copy the items into another location, navigate to the location, and then tap the **Duplicate here** message.
   Copies of the files and folders are added to the location.

To move multiple files and folders:

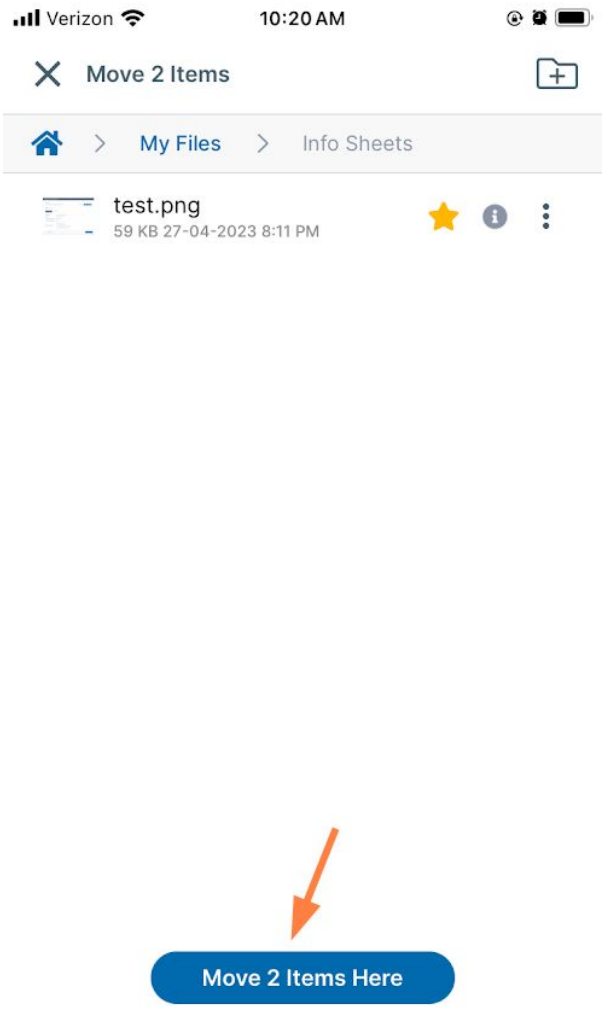
1. Select the files and folders, and tap the **Move** icon.



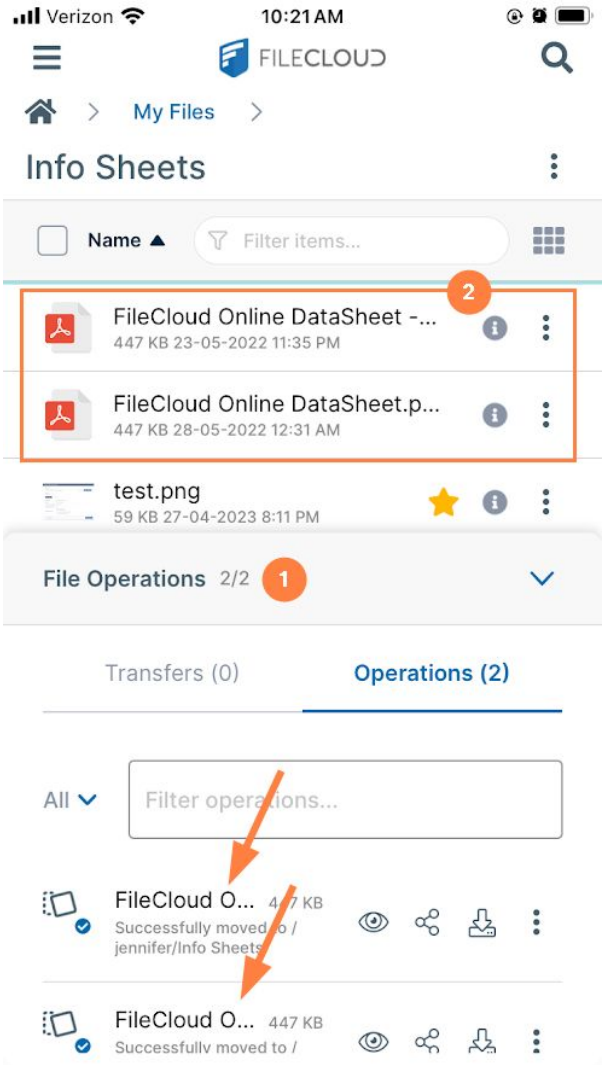
The Move message at the top of the screen indicates how many items you are moving.
A **Cannot move here** message appears at the bottom of the screen because you are still in the same folder as the original items.



2. Navigate to the location where you want to move the items, and then tap the **Move items here** message.

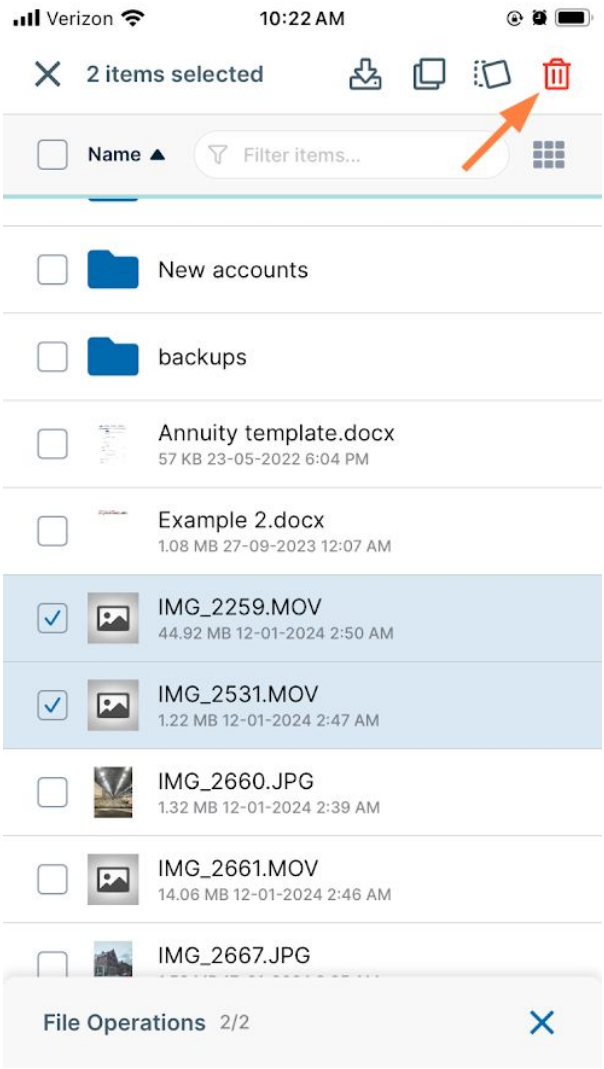


A File Operations popup shows you the progress of the move operation. Then the items appear in the new location.
Note: The popup and moved files may appear simultaneously if the files are moved quickly.

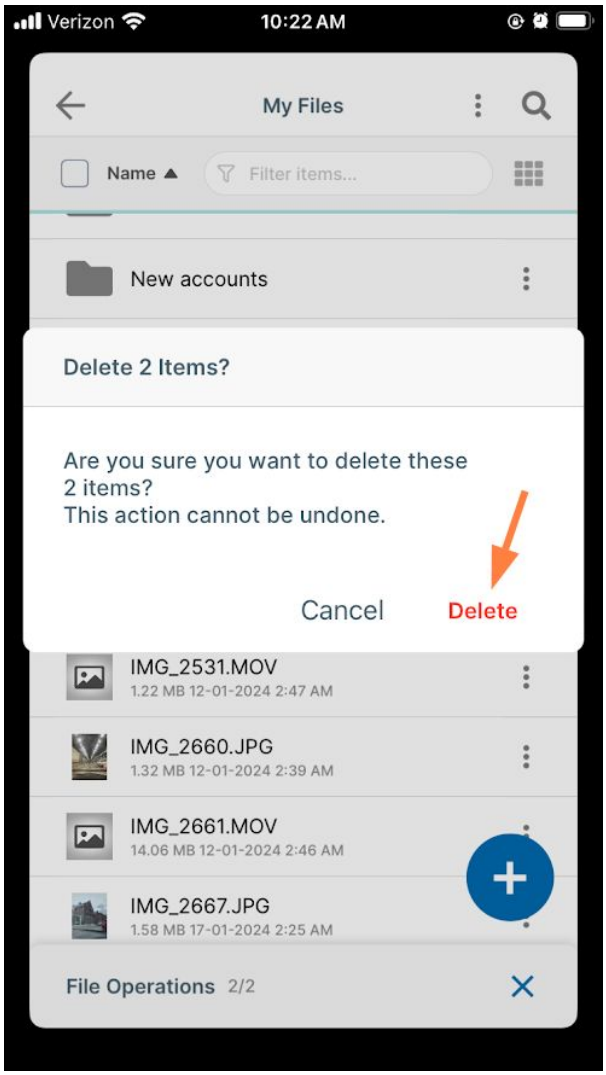


To delete multiple files or folders

1. Select the files and folders and tap the **Delete** icon.



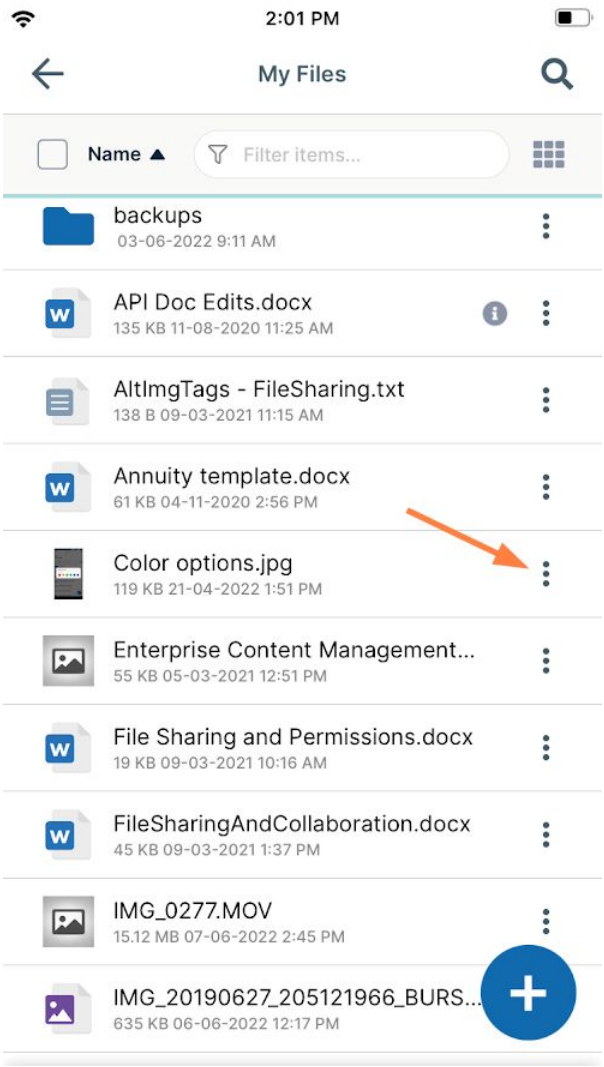
2. Tap **Delete** to confirm deletion.



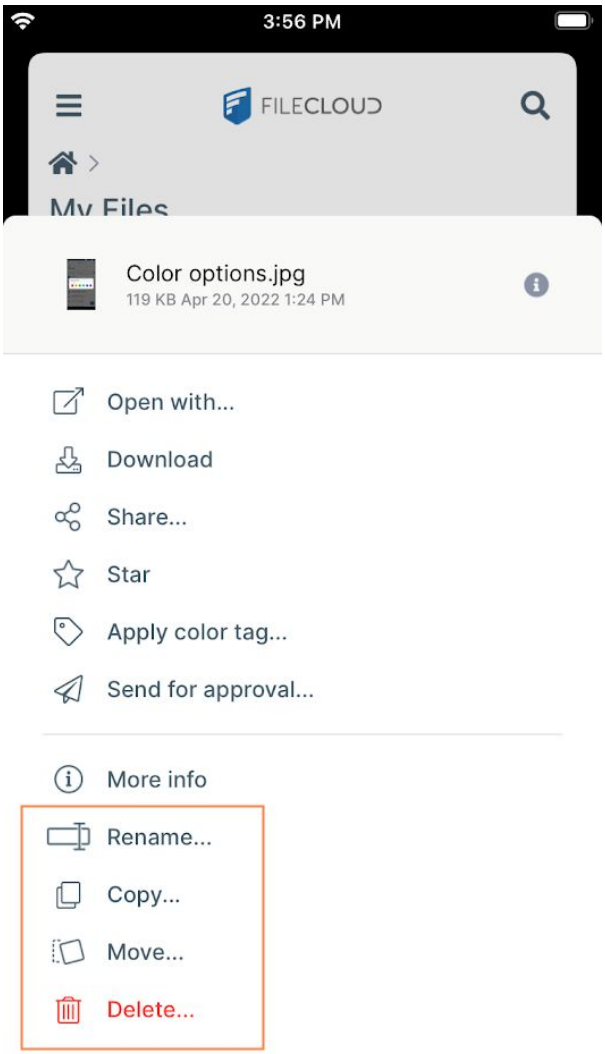
The files are deleted.

To access actions for a single file or folder by tapping the more icon

1. Tap the more (triple dot) icon to the right of the file or folder.

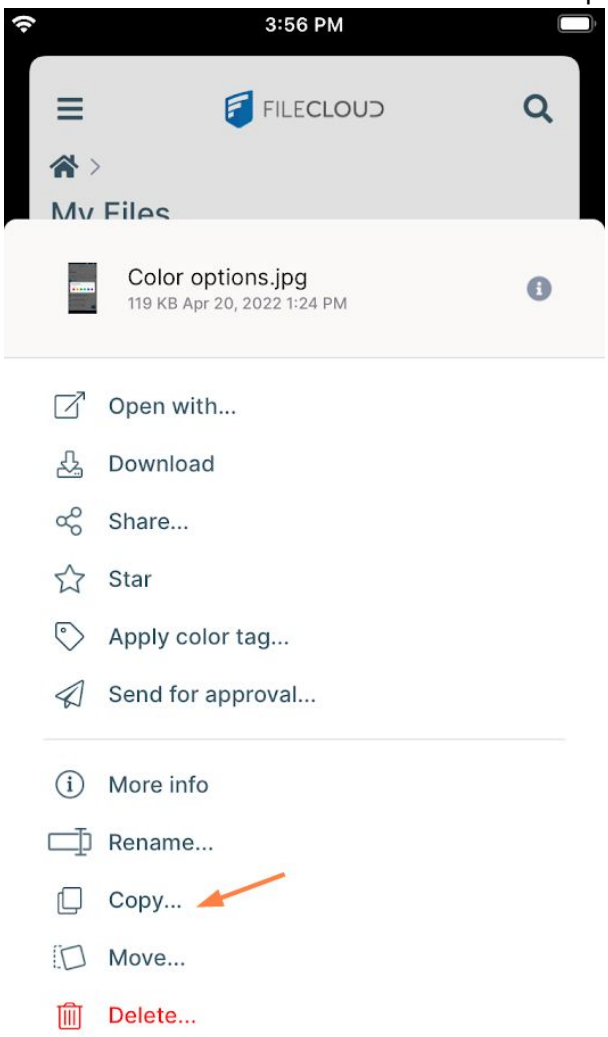


A list of file actions opens. **Rename**, **Copy**, **Move**, and **Delete** are listed at the bottom of the list.

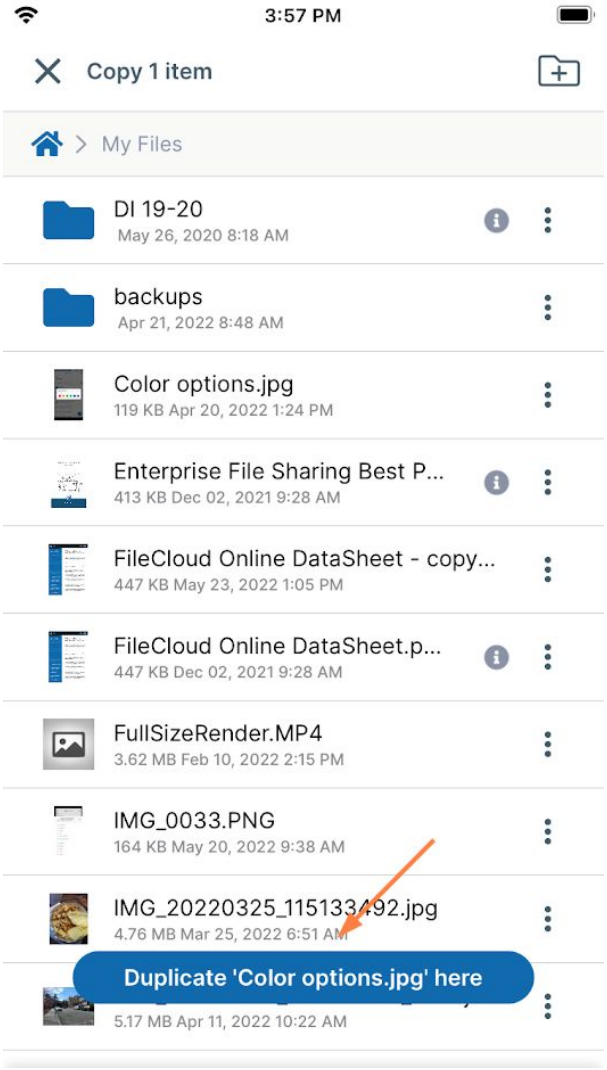

3:56 PM
FILECLOUD
My Files
Color options.jpg
119 KB Apr 20, 2022 1:24 PM
Open with...
Download
Share...
Star
Apply color tag...
Send for approval...
More info
Rename...
Copy...
Move...
Delete...

To copy a single file or folder:

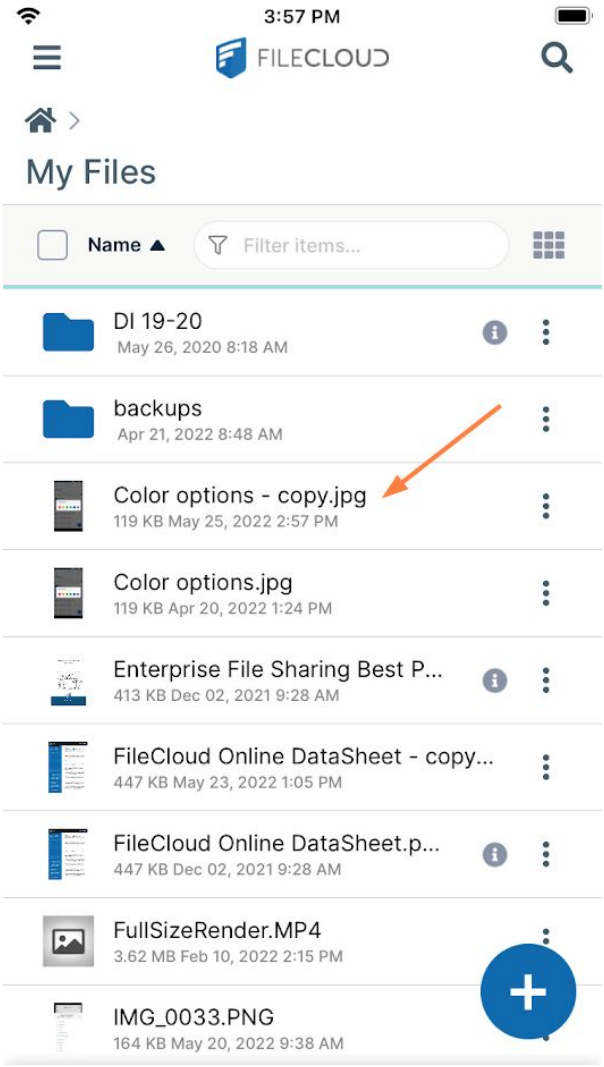
1. Access the file actions for the file or folder and tap **Copy.**



A **Duplicate here** message appears at the bottom of the screen.

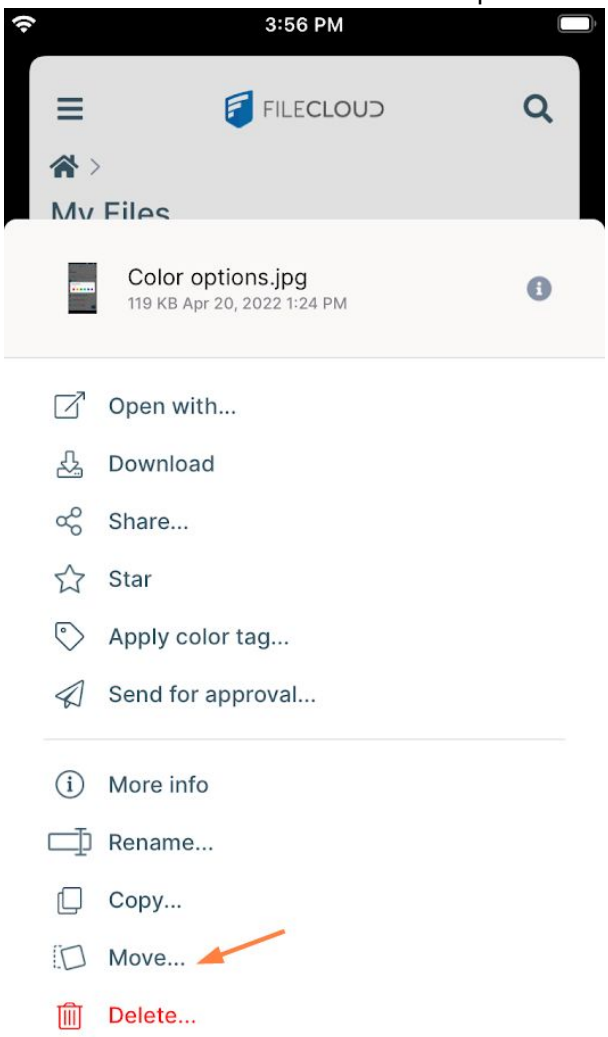


2. If you want to copy the item into the same location, tap the **Duplicate here** message.
   If you want to copy the item into another location, navigate to the location, and then tap the **Duplicate here** message.
   A copy of the file or folder is created in the location.

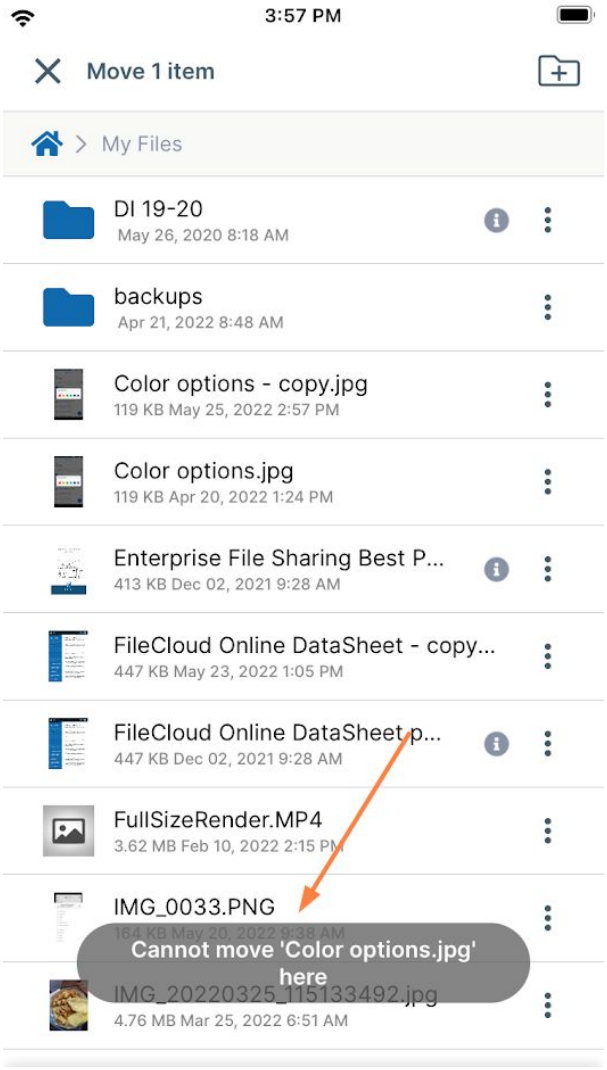

3:57 PM
FILECLOUD
My Files
Name
Filter items...
DI 19-20
May 26, 2020 8:18 AM
backups
Apr 21, 2022 8:48 AM
Color options - copy.jpg
119 KB May 25, 2022 2:57 PM
Color options.jpg
119 KB Apr 20, 2022 1:24 PM
Enterprise File Sharing Best P...
413 KB Dec 02, 2021 9:28 AM
FileCloud Online DataSheet - copy...
447 KB May 23, 2022 1:05 PM
FileCloud Online DataSheet.p...
447 KB Dec 02, 2021 9:28 AM
FullSizeRender.MP4
3.62 MB Feb 10, 2022 2:15 PM
IMG_0033.PNG
164 KB May 20, 2022 9:38 AM

To move a single file or folder:

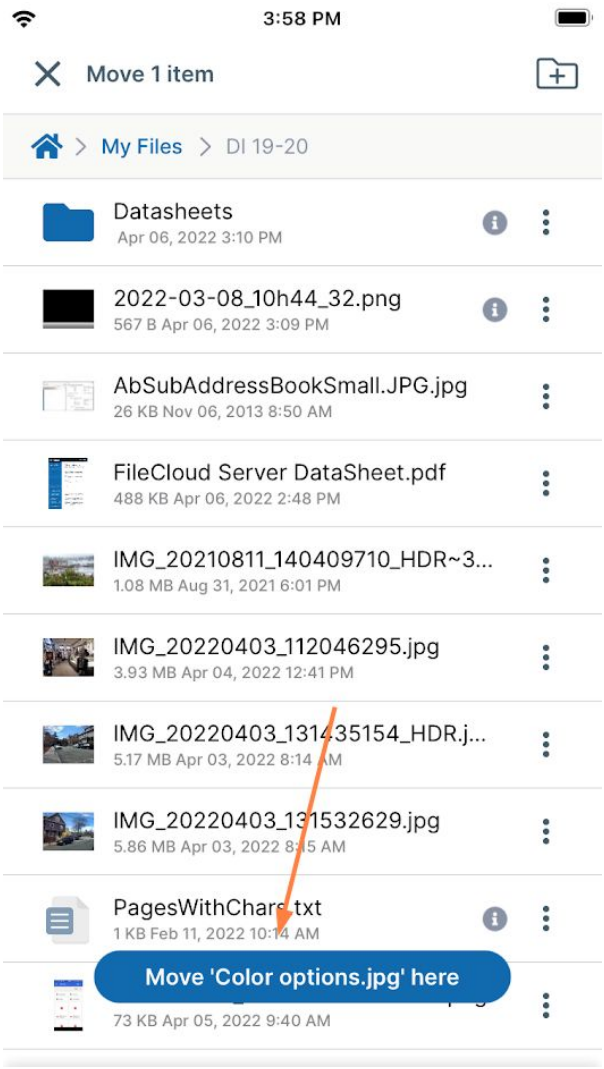
1. Access the file or folder's actions and tap **Move**.



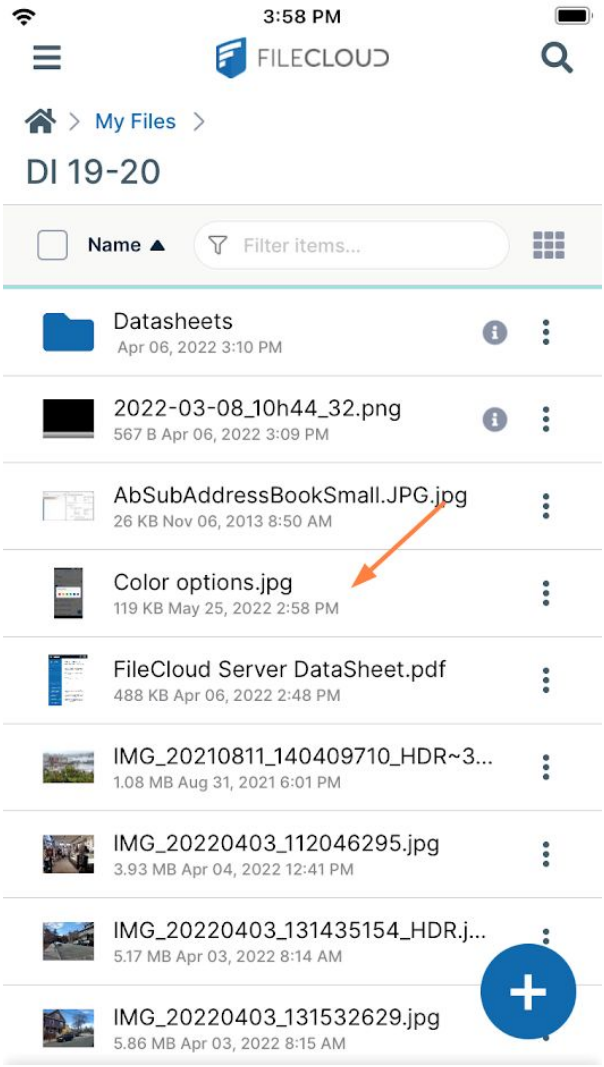
Since you are in the same folder as the original item, a message on the screen indicates that you cannot move the item here.



2. Navigate to the location where you want to move the item.
   Once you navigate out of the item's current location, a **Move here** message appears at the bottom of the screen.
3. Tap the **Move here** message.



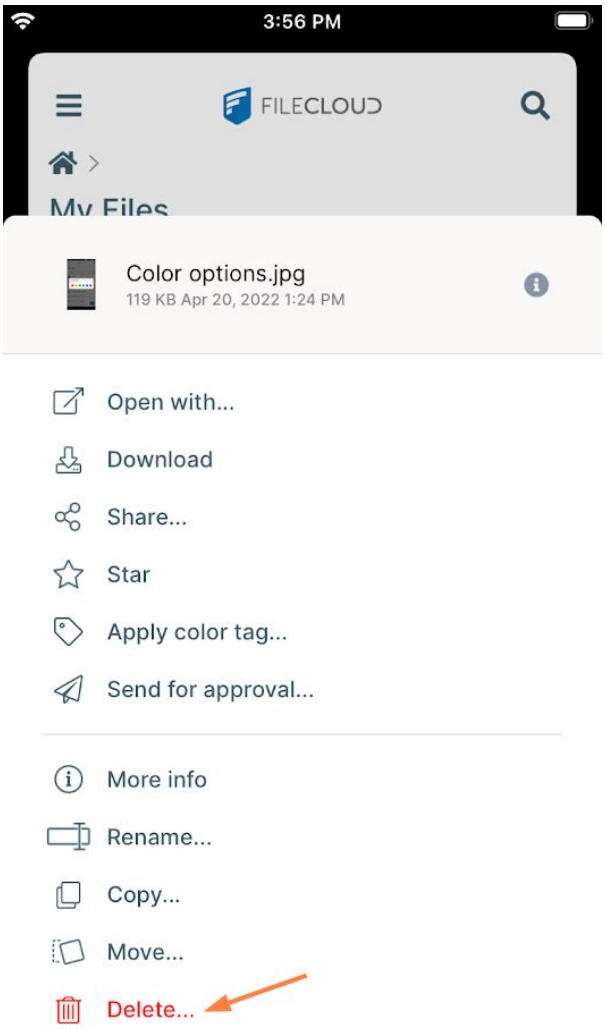
The file is moved to the new location.



.

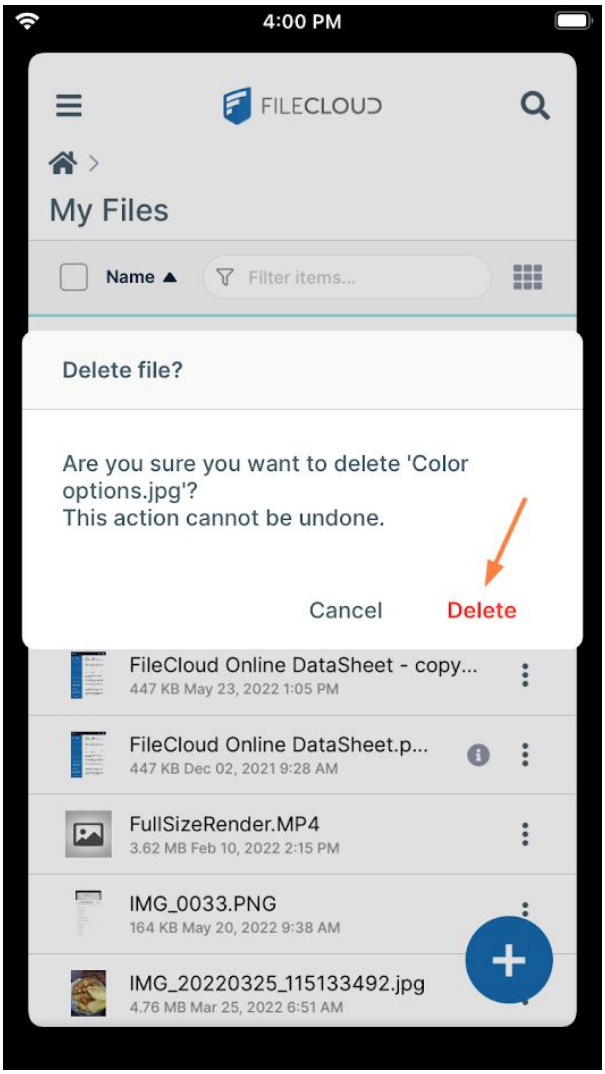
To delete a single file or folder:

1. Access the file or folder actions and tap **Delete**.



You are prompted to confirm deletion.

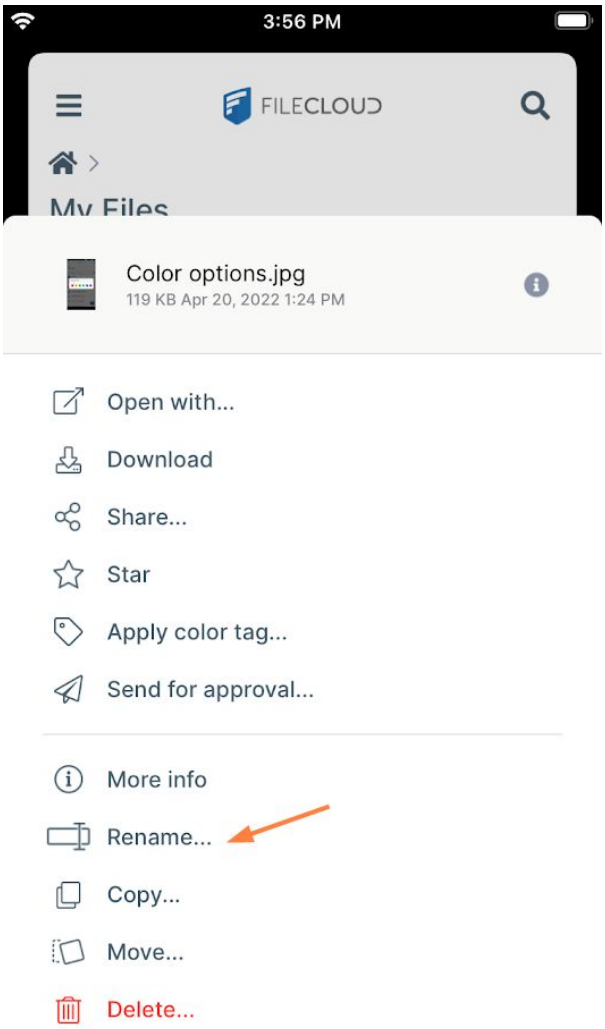
2. Tap **Delete**.



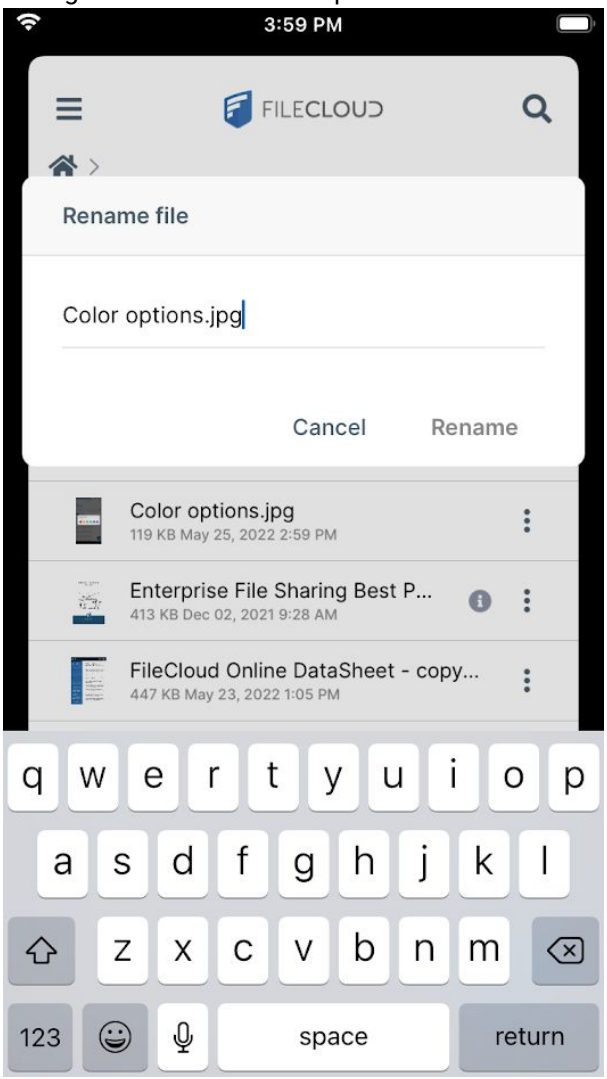
The file or folder is deleted.

To rename a file or folder:

1. Access the file actions for the file or folder, and tap **Rename**.

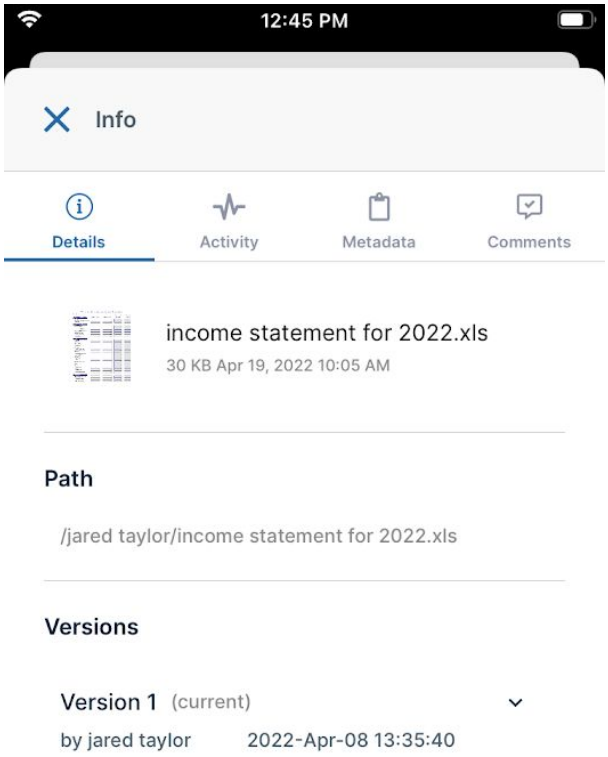

3:56 PM
FILECLOUD
My Files
Color options.jpg
119 KB Apr 20, 2022 1:24 PM
Open with...
Download
Share...
Star
Apply color tag...
Send for approval...
More info
Rename...
Copy...
Move...
Delete...

2. Change the file name and tap **Rename**.



Viewing File and Folder Information in iOS

You can view general information as well as activities, metadata, and comments for each file and folder in iOS.

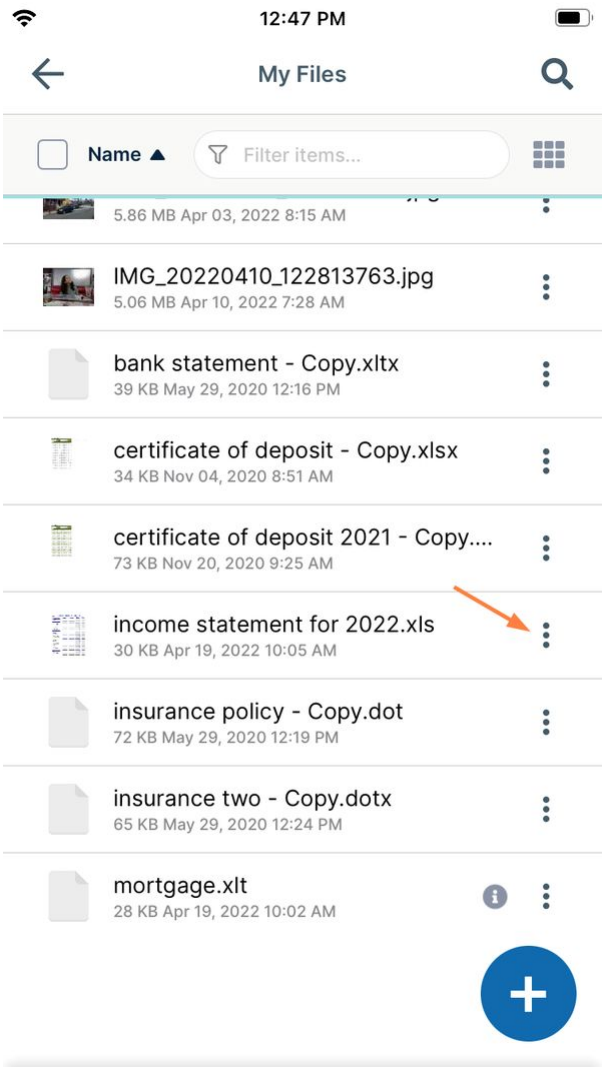


How to access details tabs for a file or folder

There are two ways to access the details tabs for a file or folder.

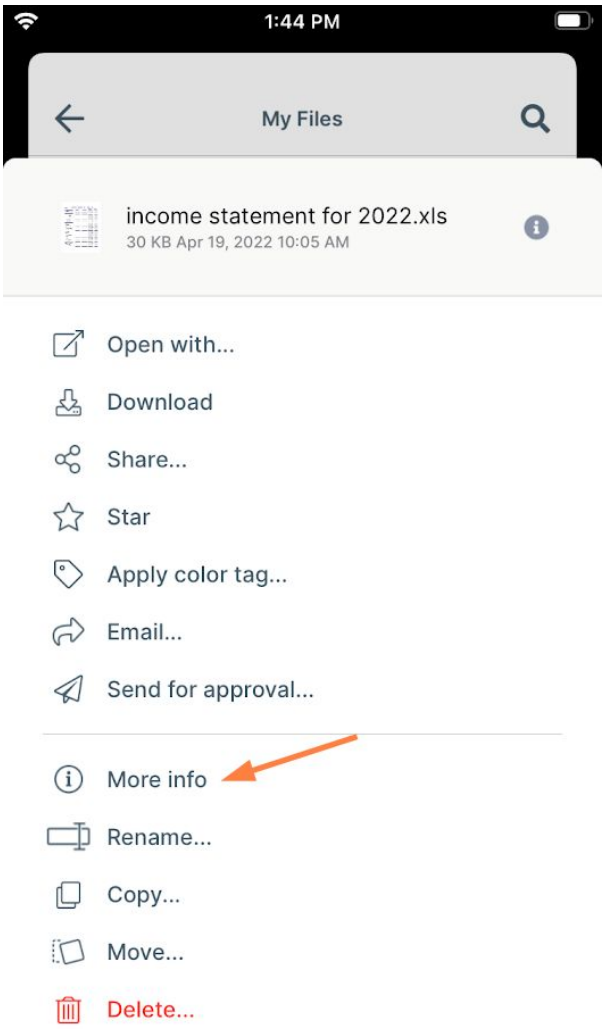
Tap the more icon

1. For any file or folder, tap the more (3 dot) icon next to the file or folder.

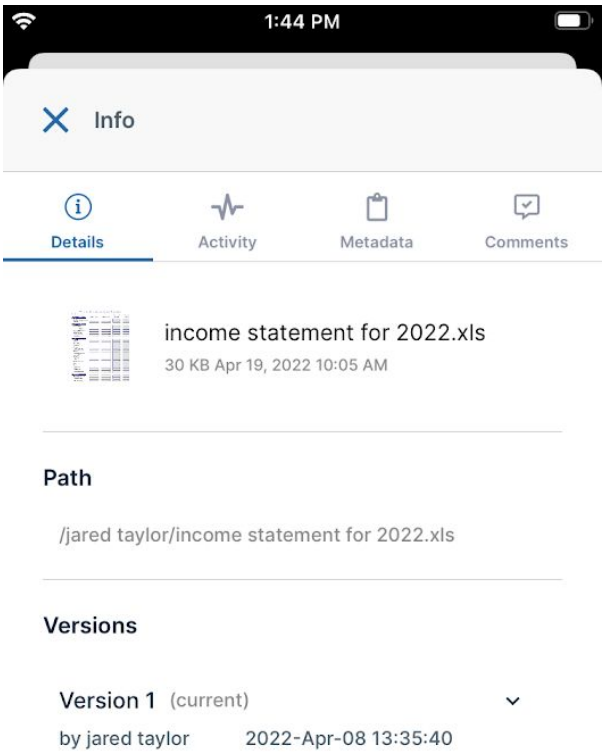


A list of options opens.

2. Tap **More info**.



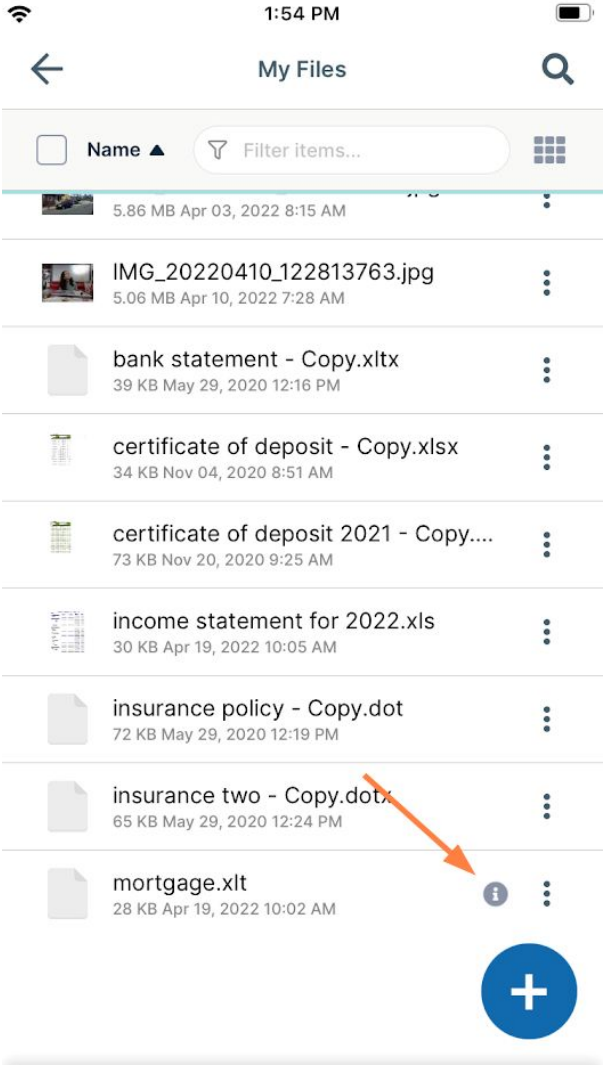
The **More info** screen opens. From there, you can browse the information on the Details (see page 189), Activity (see page 190), Metadata (see page 191), and Comments (see page 193) tabs.



Tap the information icon

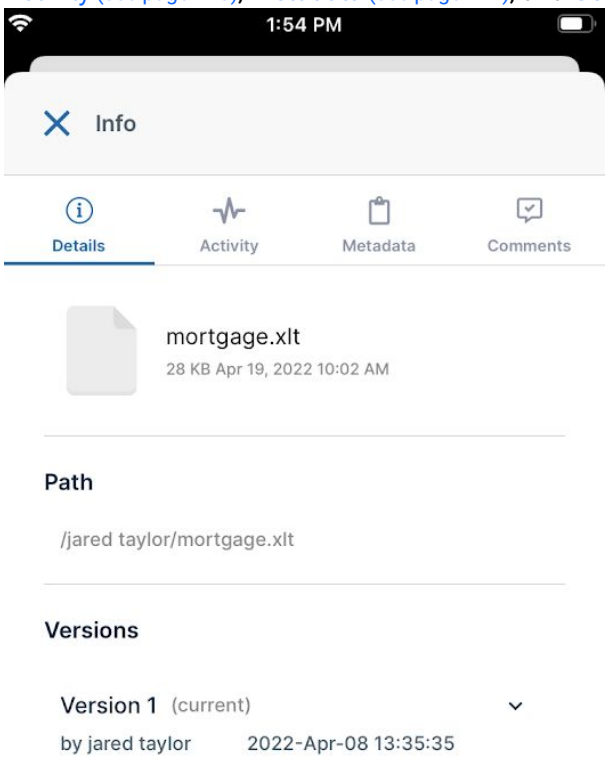
This method is a shortcut, but is only available for shared files and folders, which have the information icon next to them.

If the file or folder has an information icon next to it, tap the icon.



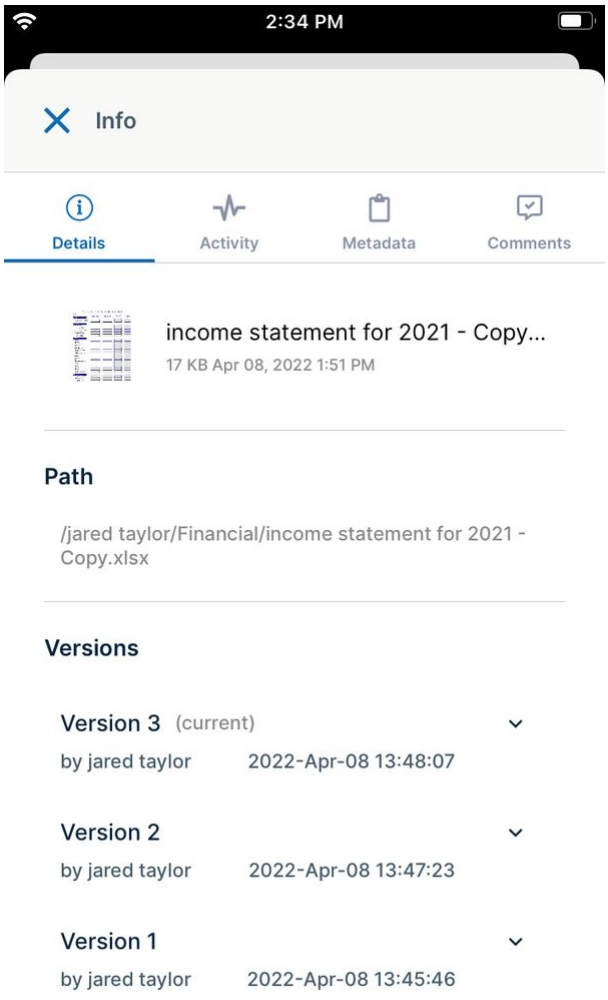
The **Info** screen opens. From there, you can browse the information on the Details (see page 189),

Activity (see page 190), Metadata (see page 191), and Comments (see page 193) tabs.



Viewing Version Information in iOS

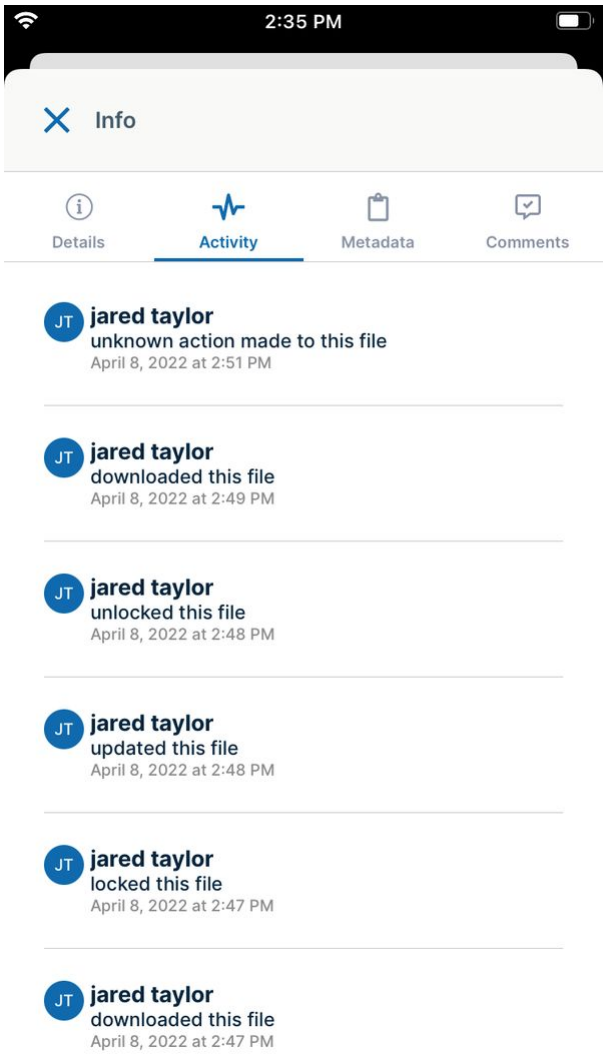
On the **Details** tab of the **Info** screen, you can view version information.
To access the **Info** screen, see Viewing File and Folder Information in iOS (see page 184).



A version is a modified copy of a file. Versions can be viewed, but not managed in iOS. However, they can be managed in the user portal.
See View Previous Versions Of Files for information about managing versions in the user portal.

Viewing Activities in iOS

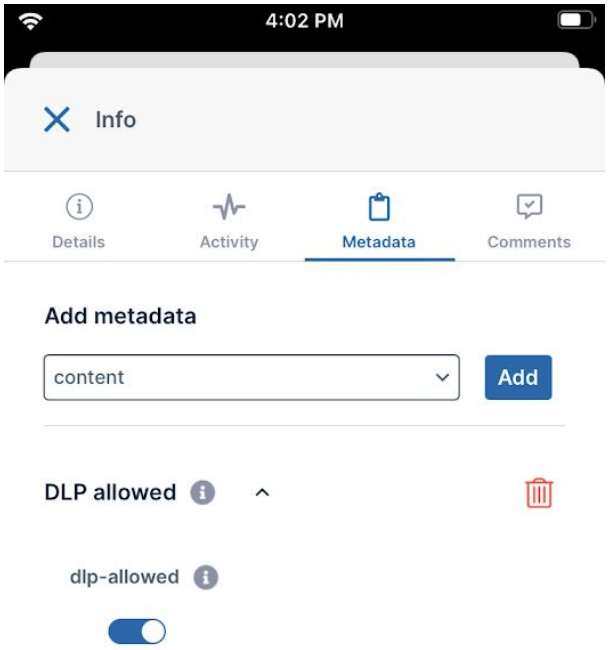
On the **Activity** tab of the **Info** screen, you can view recent activities performed on the file or folder.
To access the **Info** screen, see Viewing File and Folder Information in iOS (see page 184).



Viewing and Adding Metadata in iOS

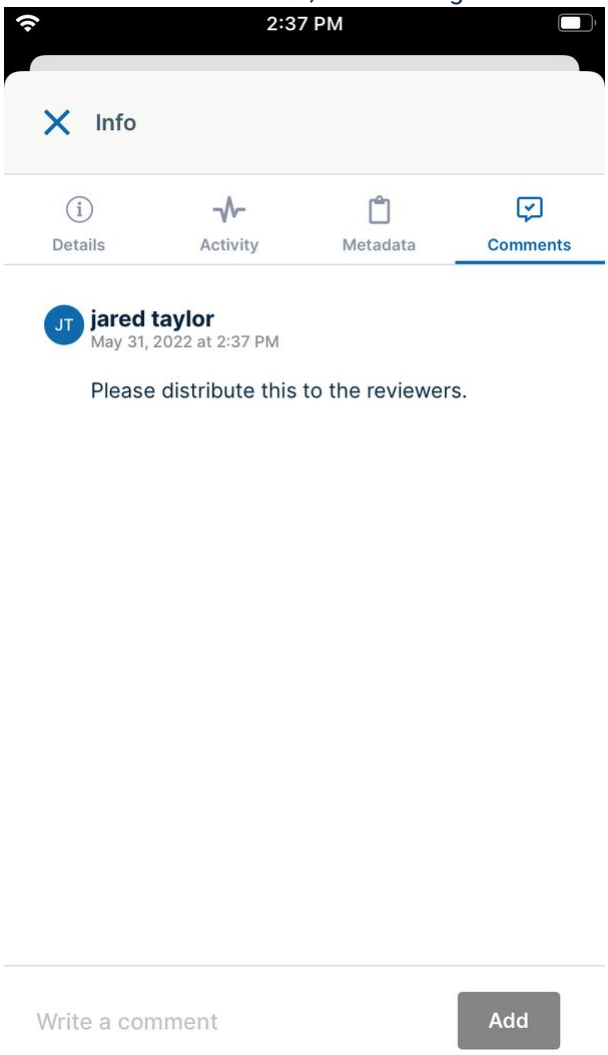
On the **Metadata** tab of the **Info** screen, you can view and add metadata information.
To access the **Info** screen, see Viewing File and Folder Information in iOS (see page 184).

For information about adding metadata to files and folders, see Adding Metadata.



Viewing and Adding Comments in iOS

On the **Comments** tab of the **Info** screen, you can view and add comments about the file or folder. To access the **Info** screen, see Viewing File and Folder Information in iOS (see page 184).



To add a comment to a file or folder, enter a comment in the comment box, and then click **Add**. Note that you cannot tag a user in a comment added in iOS as you can when you add a comment in the user portal.

File Locking in iOS

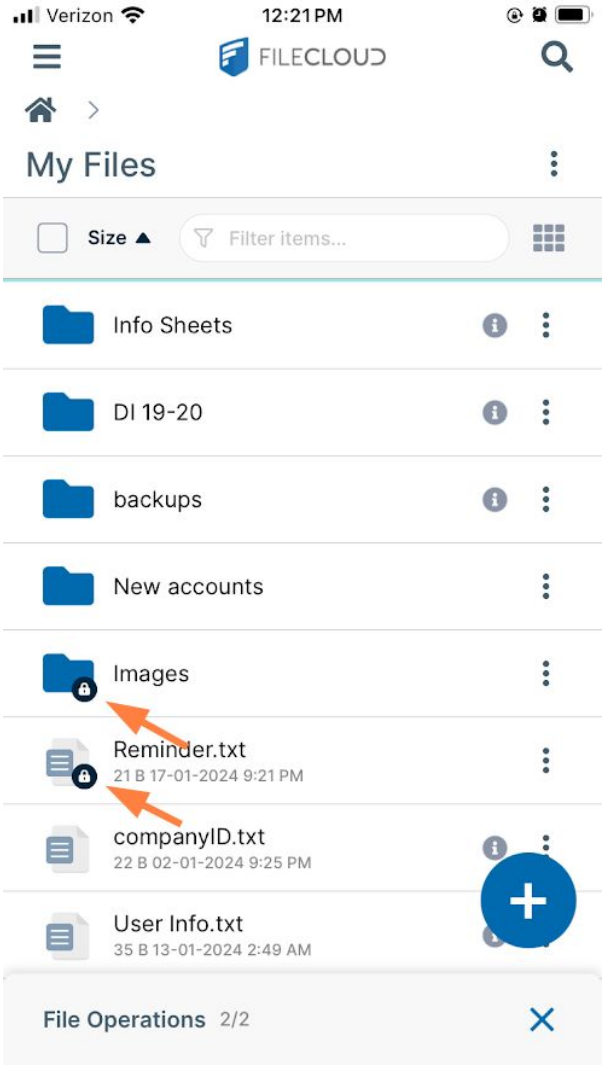
> File and folder locking is available beginning in version 23.232 of iOS.

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

Locking must be enabled by your administrator in FileCloud to enable you to lock a file or folder.

When a file or folder is locked in iOS:

- A lock icon overlays the file or folder:



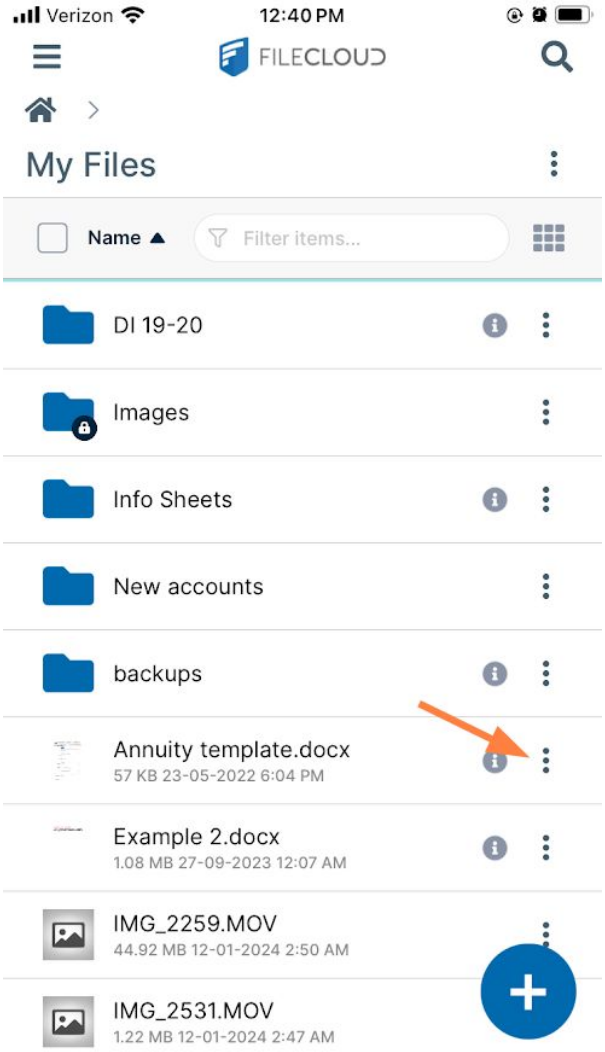
- The owner of the lock has full access to that file or folder and can modify it.
- Admins can always override a lock using the admin panel.
- A lock can be set up to prevent the locked file from being read. In that case other users cannot download or view the locked file or folder.
- The following table shows the behavior depending on the type of lock.

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

Locking a File or Folder in iOS

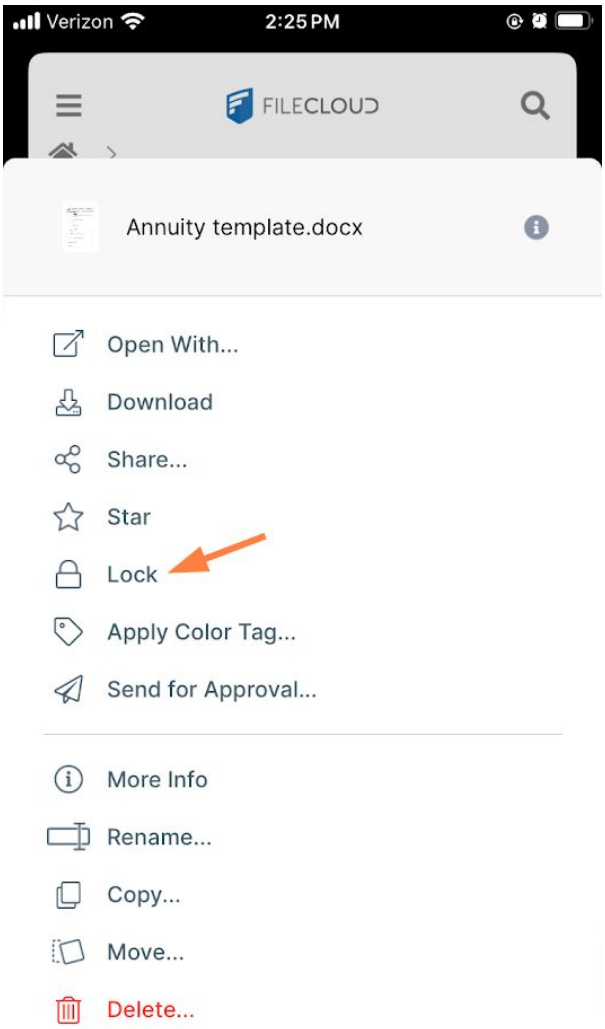
To lock a file or folder:

a. Tap the More icon to the right of the file or folder.



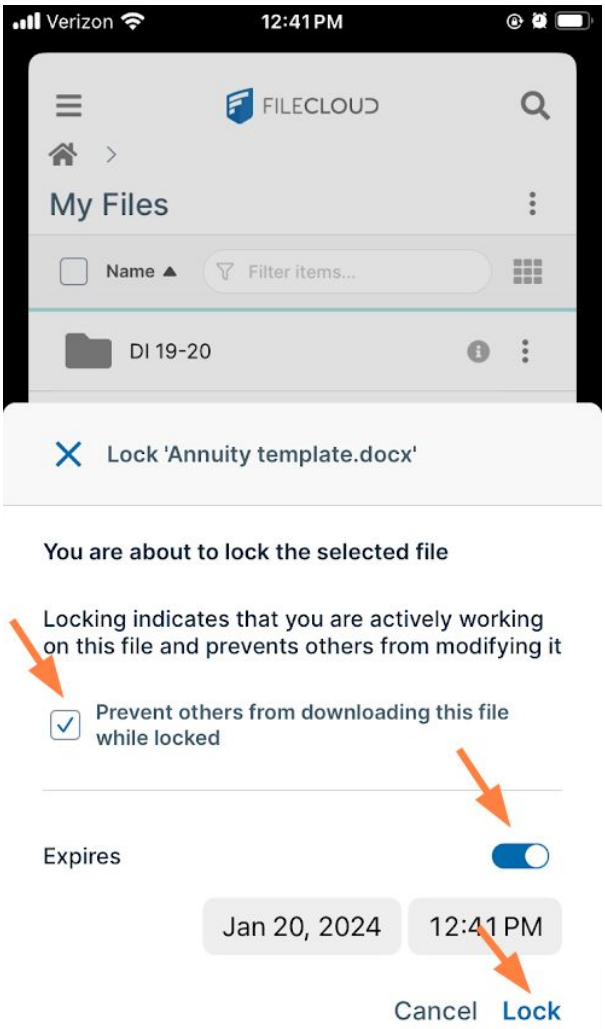
A list of actions for the file opens.

b. Tap **Lock**.

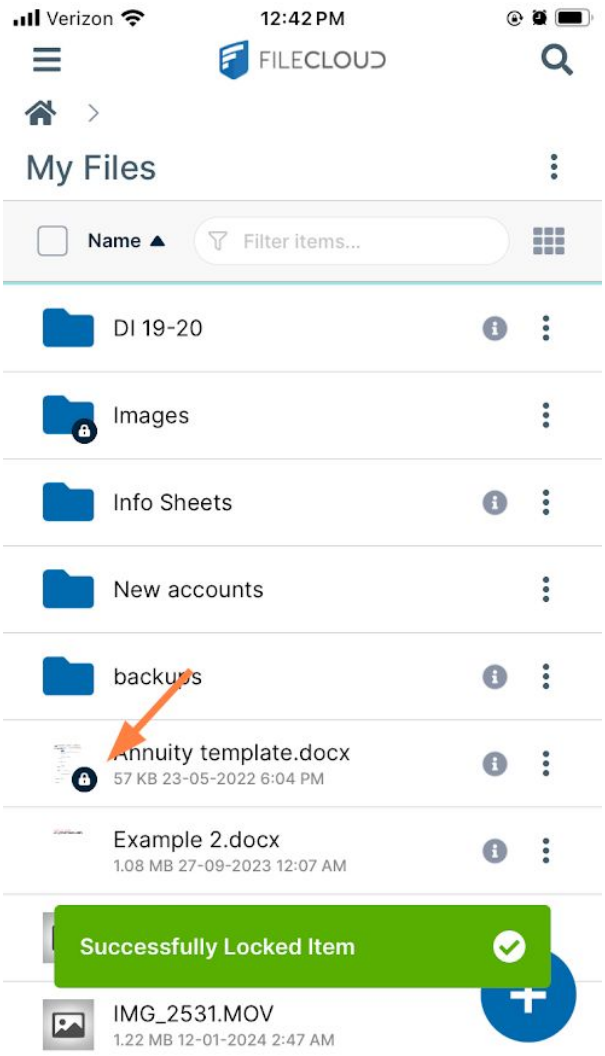


A popup with lock options opens.

c. To prevent the item from being modified by other users but to allow them to continue to download and read it, just tap **Lock**.
To prevent others from modifying, downloading and reading check **Prevent others from downloading this file while locked** before tapping **Lock**.
To set an expiration date for the lock, tap the **Expires** slider and choose an expiration date.

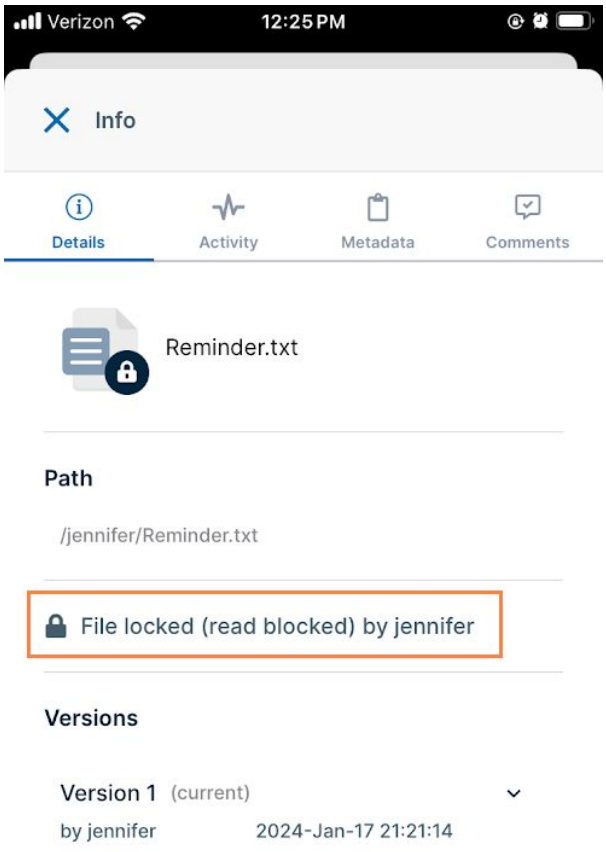


d. The popup closes and a lock icon appears on the item.



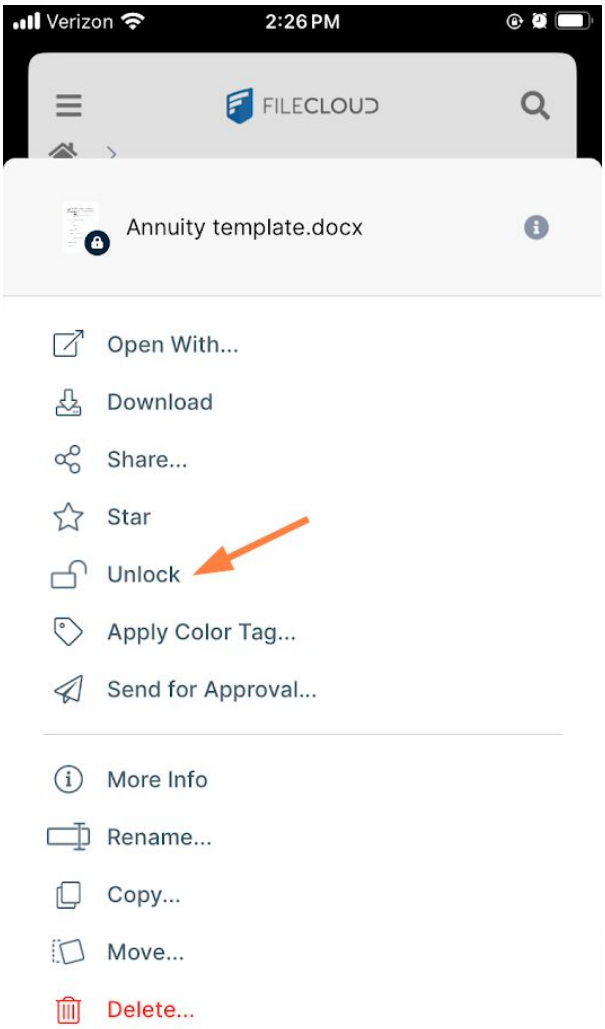
To view information about a lock

You can see who locked a file and if other users are not permitted to read it by accessing the Details tab (see page 184) (tap the More icon at the end of the file's row and choose **More Info**, or, if there is an info icon for the file, tap the Info icon).

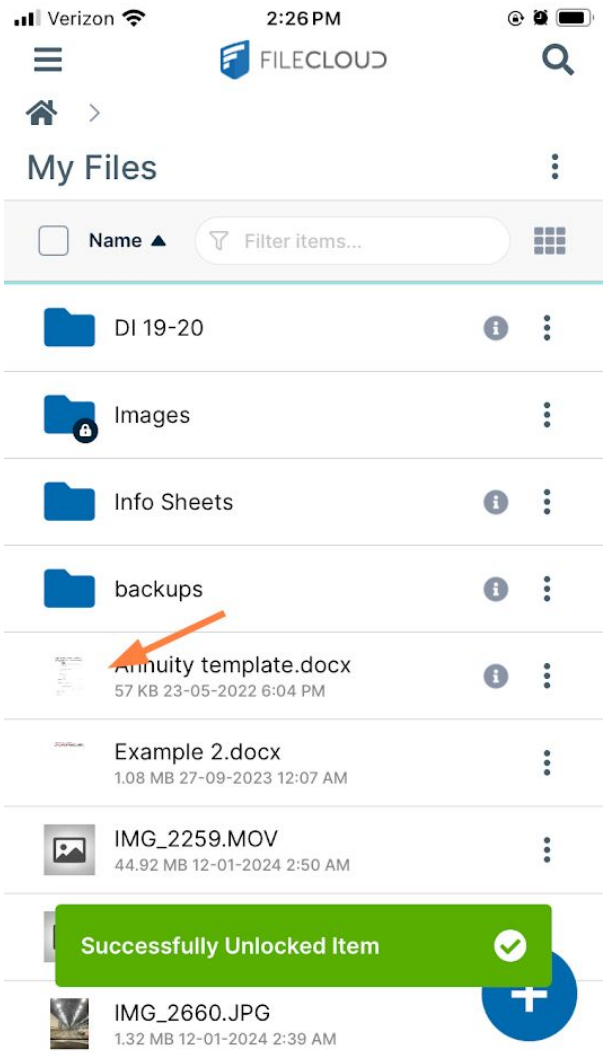


To unlock a file or folder

1. Tap the More icon to the right of the file or folder.
   The list of actions for the file or folder opens, but shows **Unlock** instead of **Lock**.
2. Click **Unlock**.



The item is unlocked and the lock icon no longer appears over it.



File Approval in iOS

The ability to request file approval is available beginning in FileCloud 21.2.

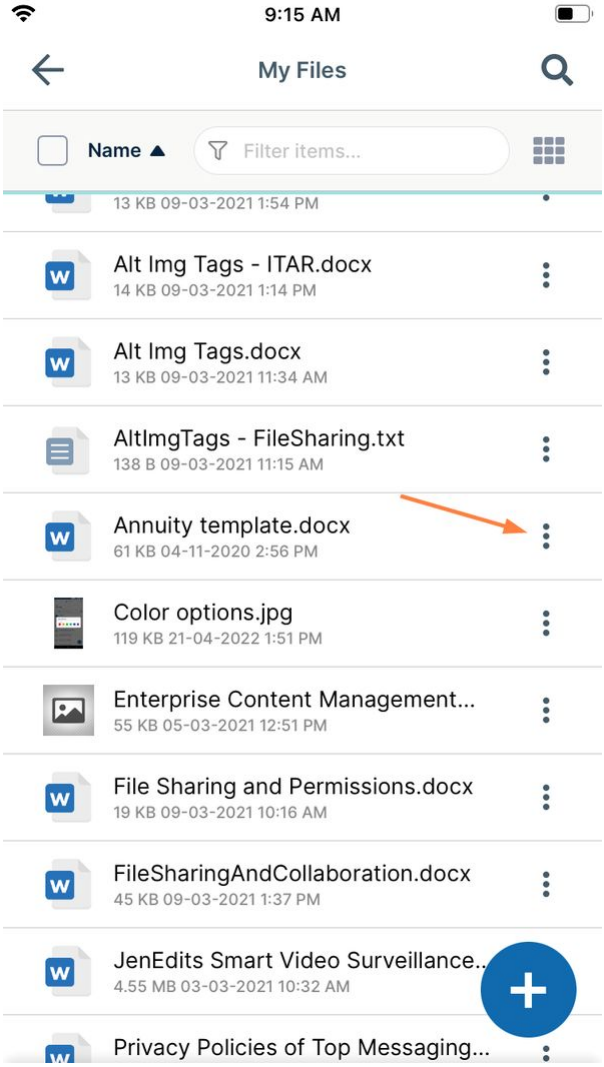
Admins: Disabling file approval through user policies is available beginning in 23.241.6.
See Disabling Send for Approval.

Users can send files to another user for approval and receive an approve or reject response. The response does not change the file's status; the person who requests approval can take any next action on the file whether it is approved or rejected.

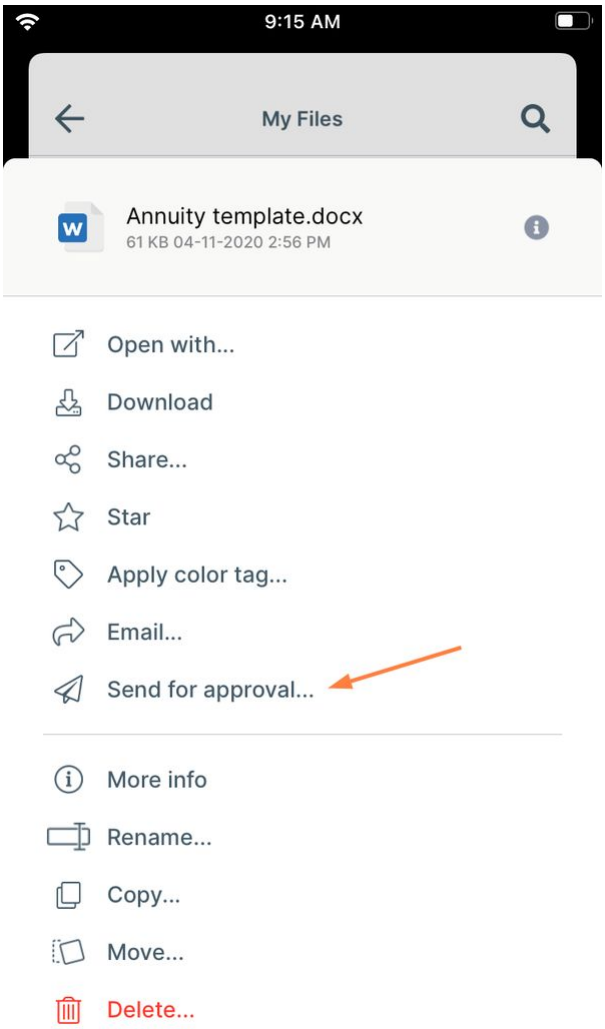
From your iOS device, you can check if files have been sent to you for approval and if files you have sent for approval have been approved or rejected. You can approve, reject, or send a comment about a file that has been sent to you for approval, and you can exchange comments with an approver that you have sent a file to.

To request approval of a file:

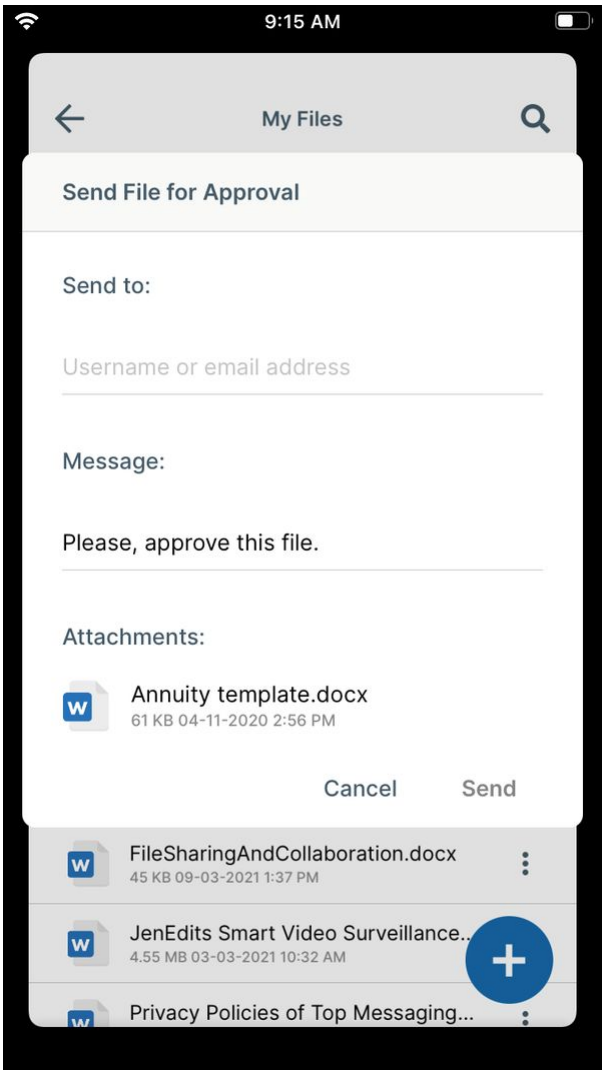
1. Log into the FileCloud app and navigate to the file that you want to send for approval.



2. Tap the more (3 dot) icon for the file, and then choose **Send for Approval**.

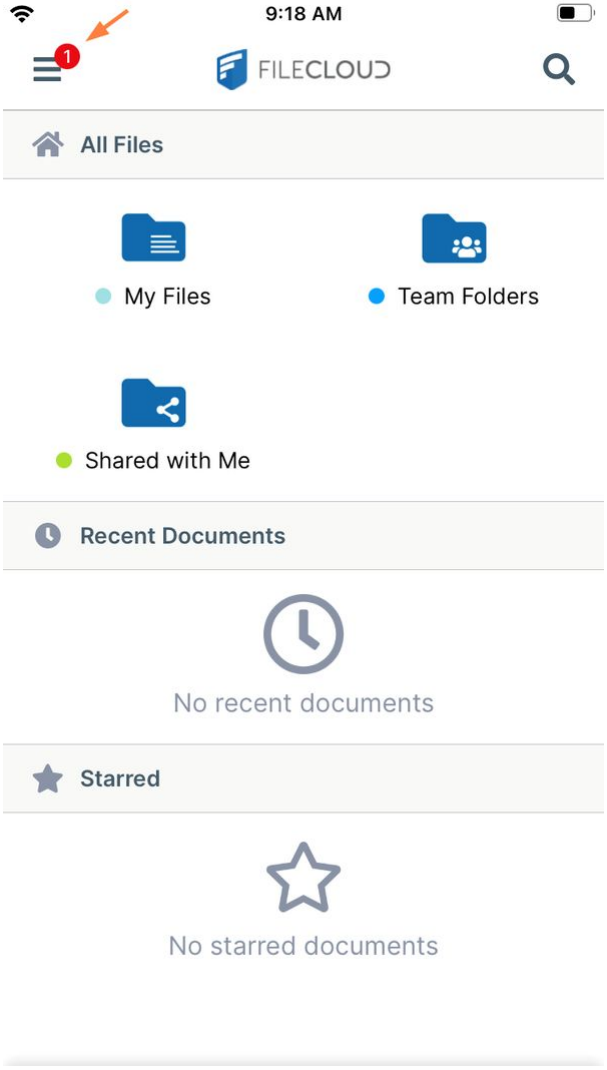


A **Send File for Approval** dialog box opens.



3. In **Send to**, enter the usernames or email addresses of existing FileCloud users.
4. You may change the note in **Message** or leave the default of **Please, approve this file**.
5. Tap **Send**.
   The approval is sent to the approvers' inboxes in FileCloud.

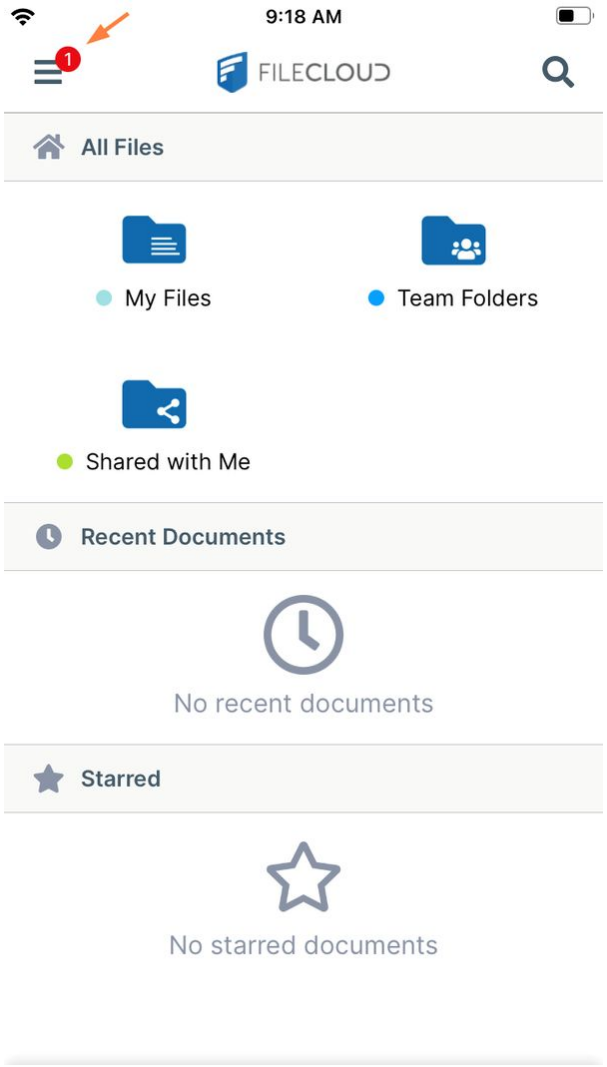
Each approver will receive a notification alert, and can proceed to approve or reject the file.



Approving files in iOS

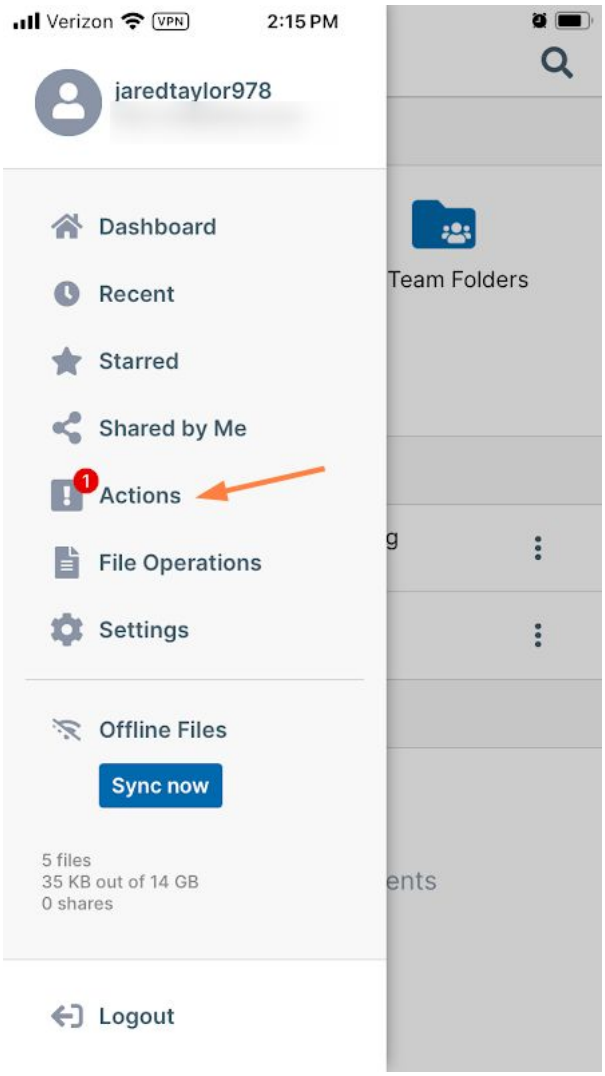
To check for approve activities on your iOS device:

1. Log into the FileCloud app on your iOS device.
   A red dot overlays the menu icon in the upper-left corner to indicate that a file is awaiting your approval.
2. Tap the menu icon.

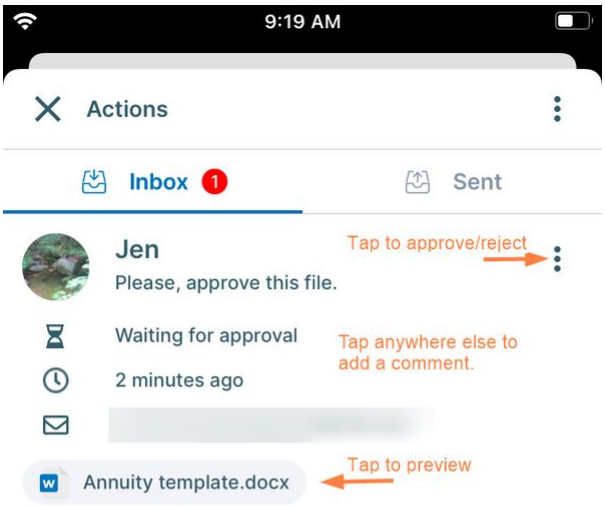


The navigation panel opens. A red dot with the number of files awaiting your approval overlays the **Actions** link.

3. Tap the **Actions** link.

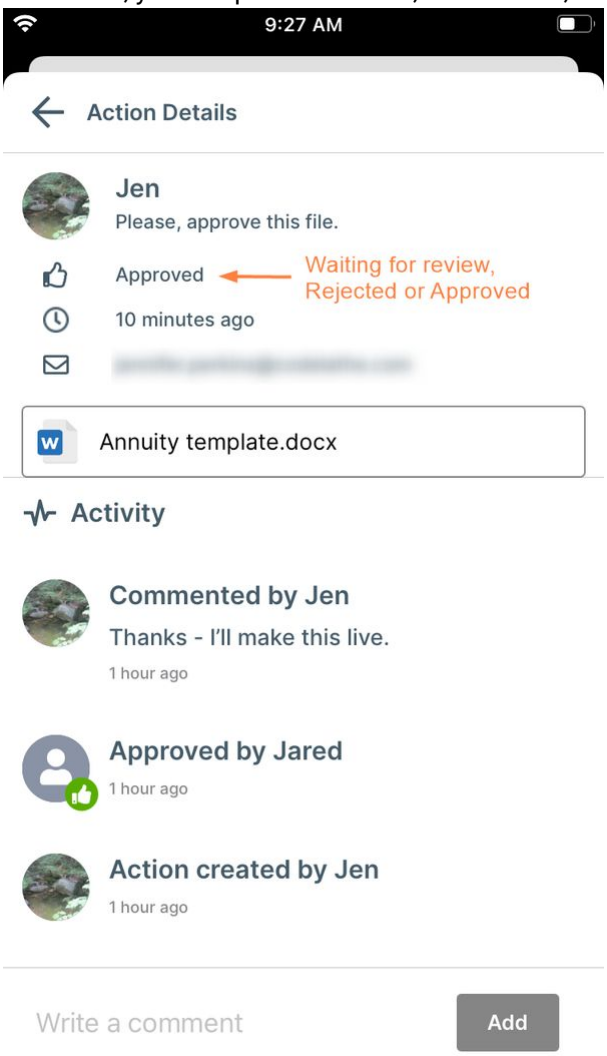


The **Actions** screen opens to the **Inbox** tab. The **Inbox** tab shows files waiting for your approval. From here, you can either approve or reject a file, view details, add a comment, or preview it.



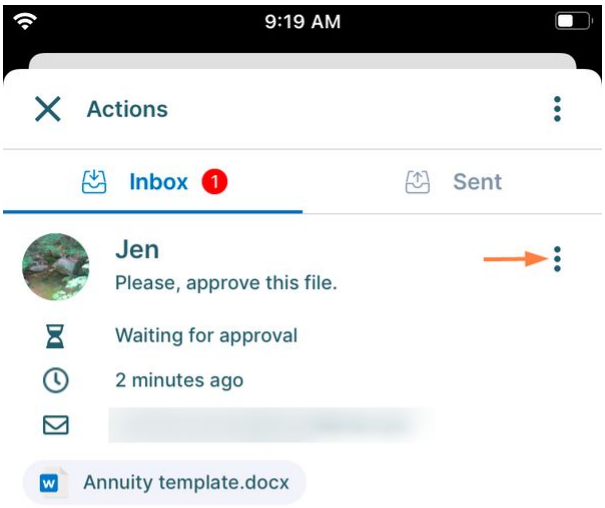
4. Tap the **Sent** tab to see files that you have sent for approval. Status is either **Waiting for review**, **Rejected**, or **Approved**.

From here, you can preview the file, view details, or add a comment.



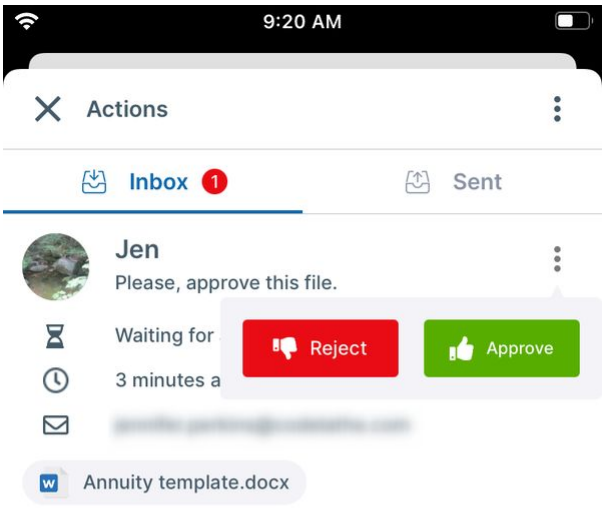
To approve or reject a file

1. In your iOS device, go to the **Actions** screen.
2. In the Inbox, tap the more (triple-dot) icon to the right of a file waiting for approval.

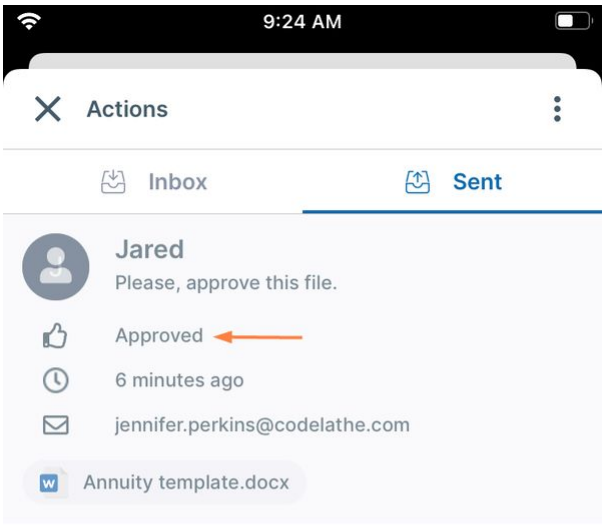


Reject and **Approve** buttons pop up.

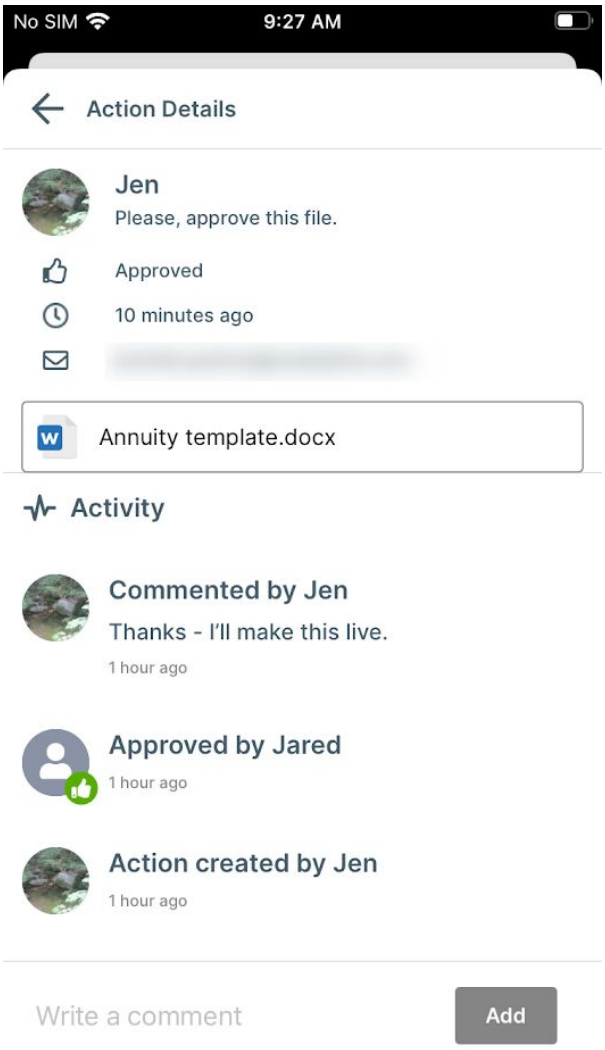
3. Tap one of the buttons.



The file disappears from your **Inbox**.
In the user portal, the user who sent the approval receives a notification of the approver's action.
In the action screen of the user who sent the file for approval, the file appears in the **Sent** box as approved or rejected:



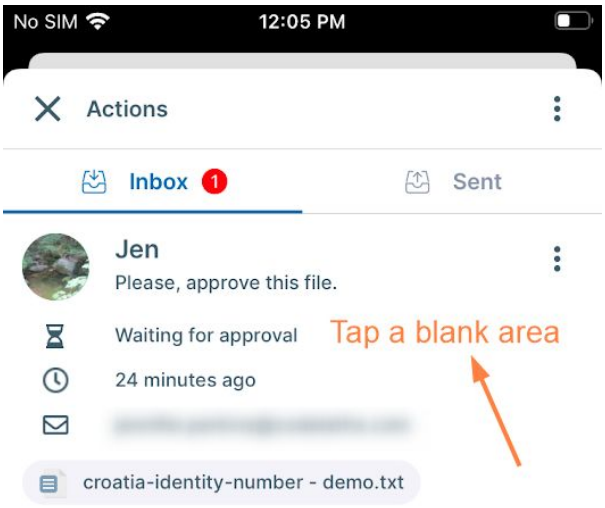
The user can tap anywhere on the **Sent** message to view details about the approval.



To view details or comment on a file

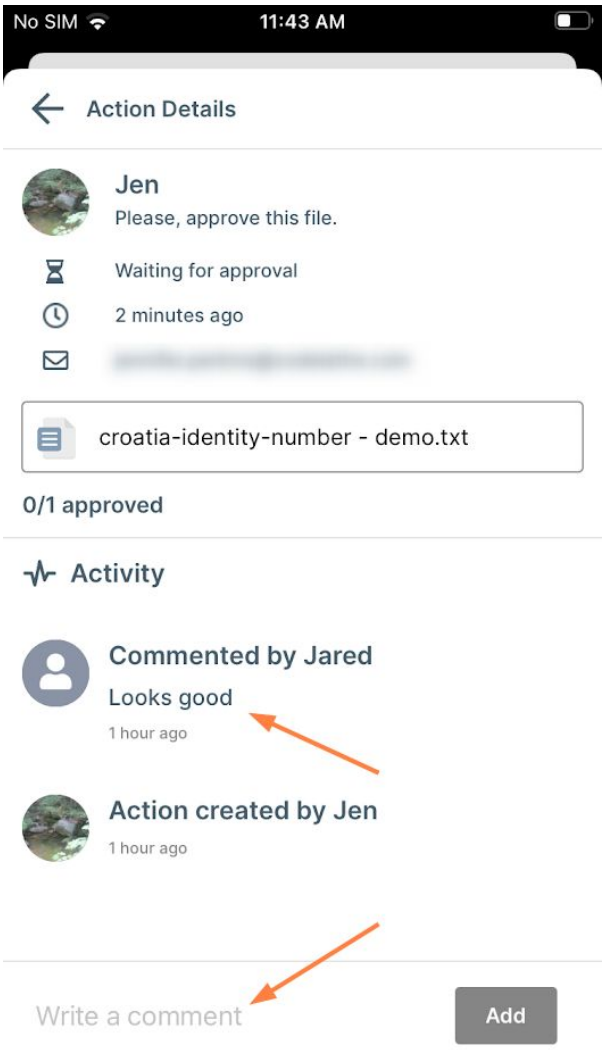
You can view details and comment on a file, whether or not it has been acted on yet, in your **Inbox** or **Sent** tab.

1. In your iOS device, go to the **Actions** screen.
2. Go to the tab where the file appears.
3. Tap any blank area in the box for the file.



Details of the file open. Comments are treated as actions, so any comment that has already been added appears under **Activity**.

4. You may enter a comment into the **Write a comment** box at the bottom of the screen, and tap **Add**.



In the user portal, the user who sent the file for approval receives a notification of the comment and can view the comment from there, or can view the comment in the approval request on their mobile device.

For instructions on approving or rejecting files in the user portal, see File Approval.

iOS Automatic Photo and Video Backup

You can automatically upload photos and videos from your mobile device to FileCloud.

⚠ This feature must first be enabled on the server by your administrator.

Frequently Asked Questions

How often is the backup done?

The iOS app cannot operate (or start automatically) in the background, so when the user starts the app, it checks and initiates the backup.

What if the FileCloud App goes to the background?

Once the FileCloud app is started, in most cases, it tries to complete the upload even when the app is in background.

What happens if a file is removed on the FileCloud server?

If a photo or video is present in the iOS device but is deleted, renamed, or moved in the remote FileCloud server, then:

- The FileCloud iOS app treats the file as a new local image and uploads it to the server.
- The only way to prevent the file from being uploaded is to manually delete the file in the iOS device itself.

What happens if the FileCloud Server folder is full?

In the following cases:

- The folder on the remote FileCloud Server is not available
- The folder on the remote FileCloud Server has been deleted
- The folder on the remote FileCloud Server is full

The iOS app will not upload any more photos or videos until that issue is resolved.

💡 The status will be set to “Exception” in the app.

Is there a size limit when uploading?

There is no limit on the number or size of photos or videos that can be uploaded to FileCloud.

The only requirement is that you need to have enough free space to allow the app to import the photo or video first and then upload it.

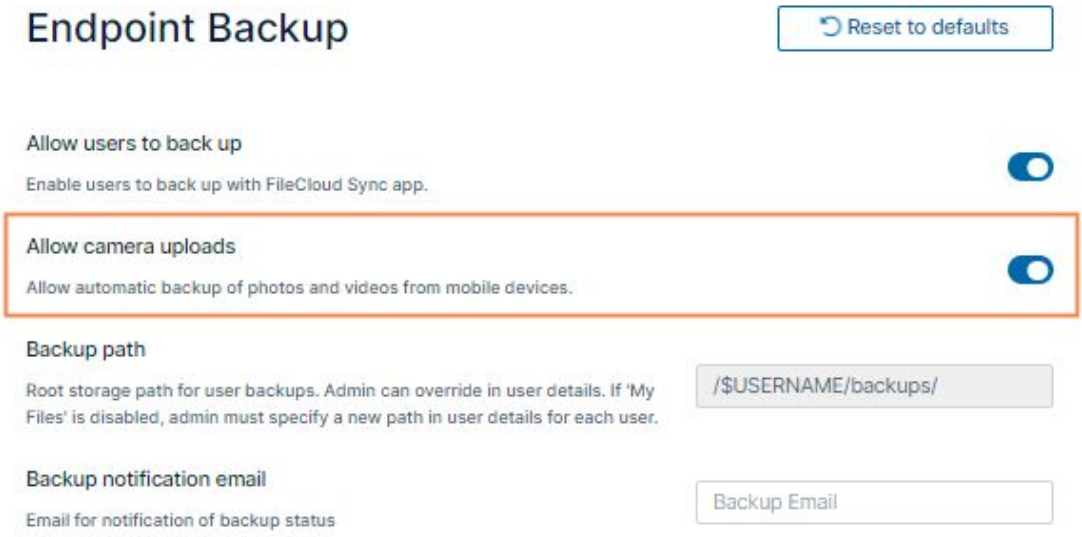
- For example, if you have a 100MB video file, then you must have at least 110MB of free space.
- Once upload is completed, the temporary file is deleted

For Administrators: Enabling Automatic Backup

To enable automatic camera uploads:

Note: The Allow Sync Apps setting in Server Settings must be enabled for Allow camera uploads to work. By default Allow Sync Apps is enabled.

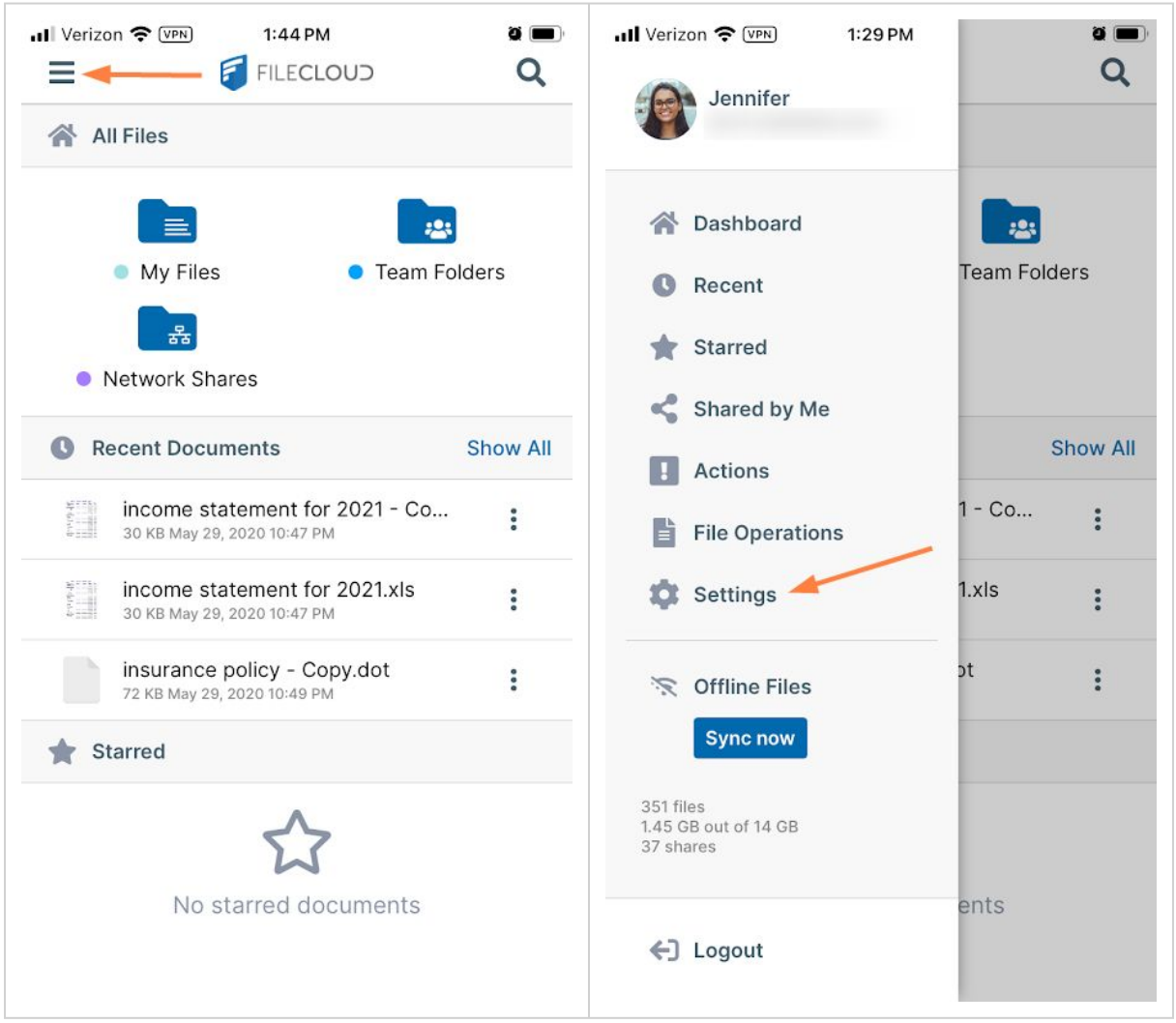
1. In the FileCloud admin portal's left navigation bar, scroll down and click **Settings**. Then, on the **Settings** navigation page, click **Endpoint Backup** .
   The **Endpoint Backup** settings page opens.
2. Enable **Allow camera uploads**.



Configure Automatic Camera Backup

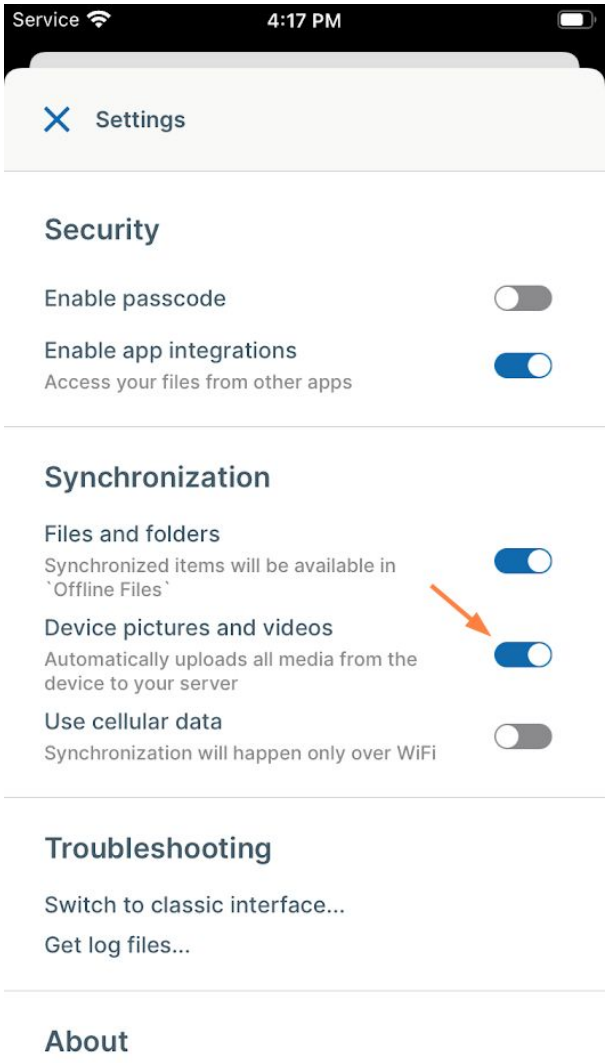
To configure camera backup settings:

1. Log in to the app, and tap the triple-dash icon in the upper left corner, then choose **Settings**.



The **Settings** options appear.
By default, **Device pictures and videos** is disabled.

2. Enable it.



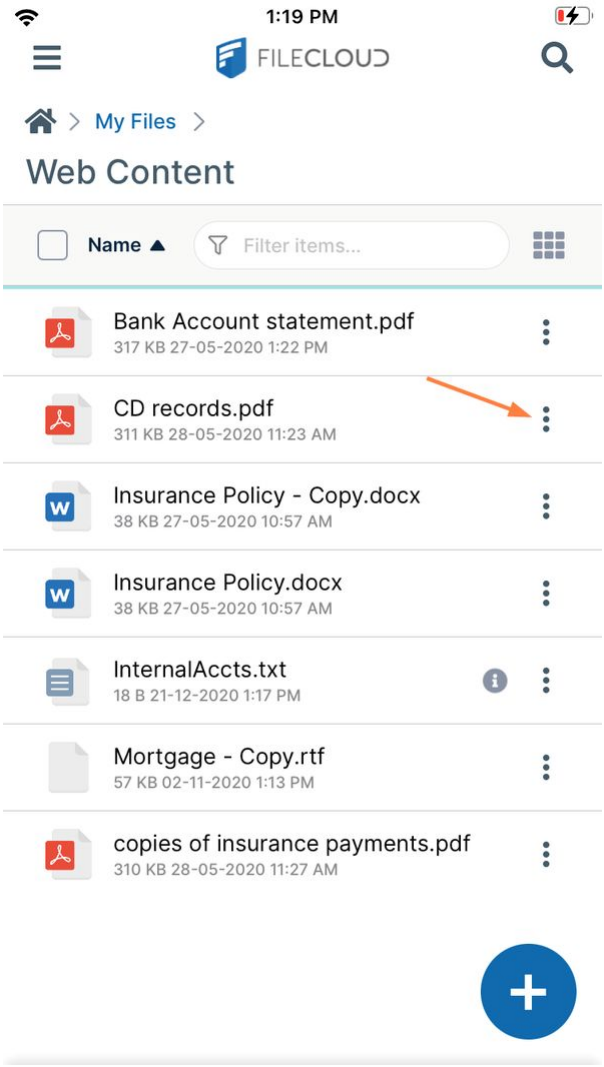
Now the pictures and videos you take on your device are automatically backed up to your FileCloud Server.

Star a File or Folder in iOS

You can star your favorite files and folders in FileCloud. The Starred folder appears on the dashboard. You can also access it by tapping **Starred** in the navigation pane.

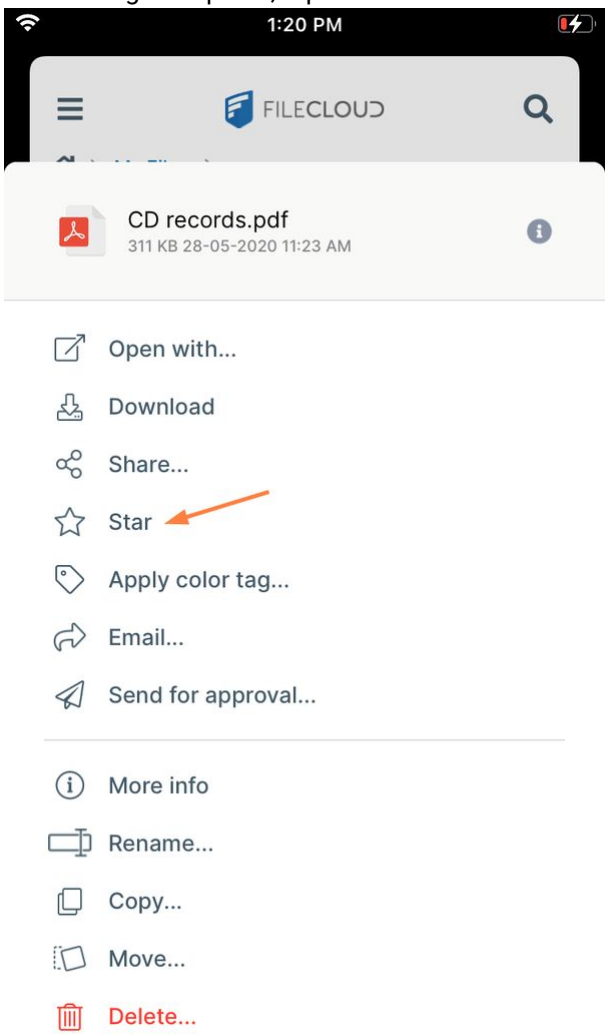
To add a file to starred:

1. Open the FileCloud App.
2. Navigate to the file or folder you want to star.
3. Tap the more (three dot) icon next to the file or folder.

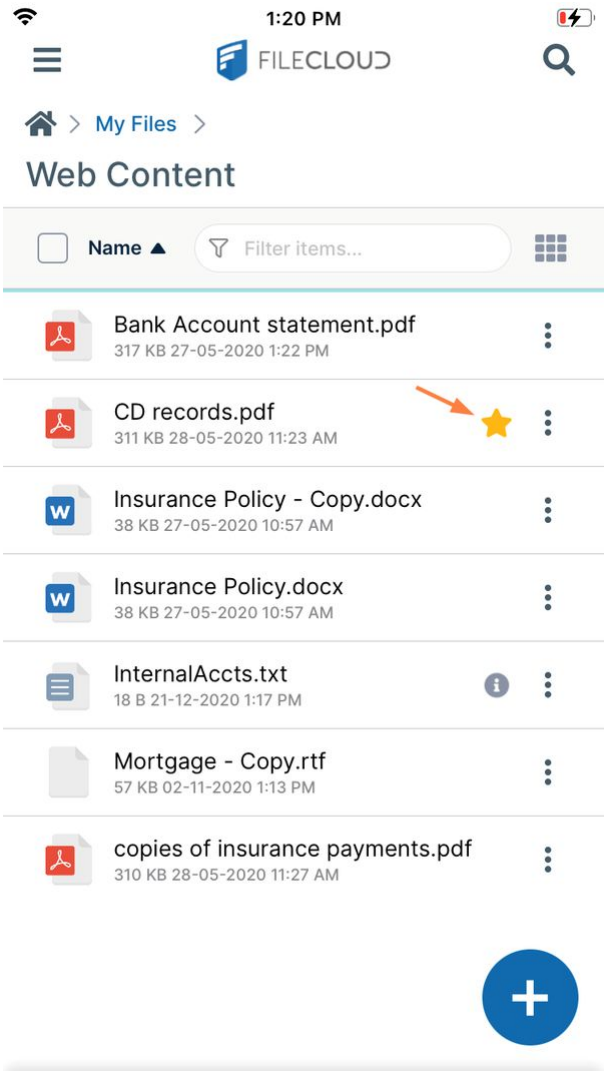


The navigation panel opens.

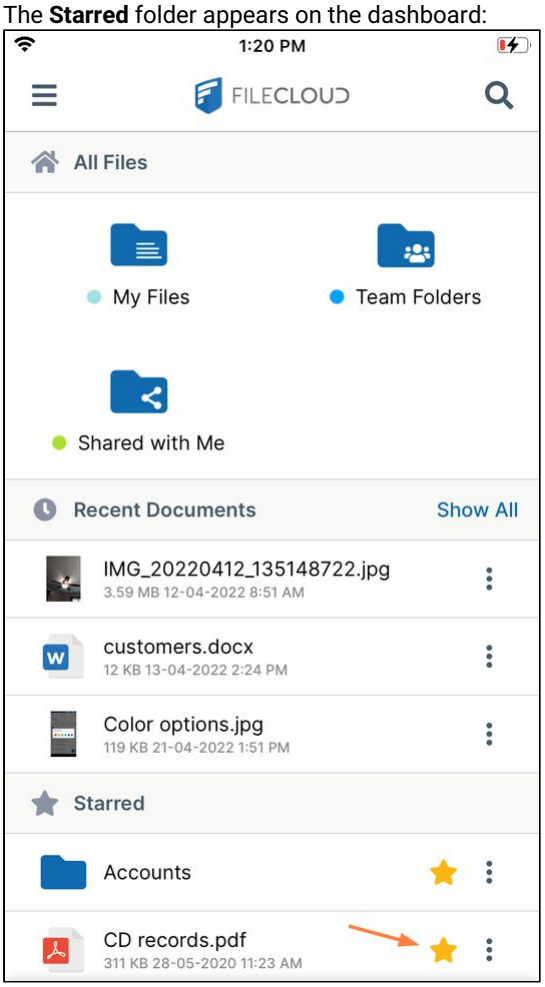
4. In the navigation panel, tap **Star**.



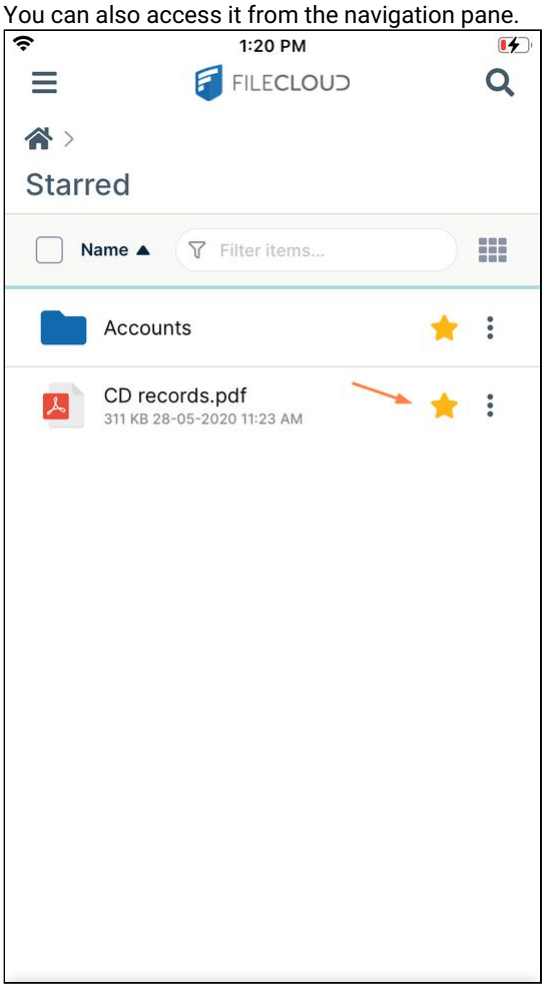
Now a star appears next to the file or folder:


1:20 PM
FILECLOUD
My Files
Web Content
Name
Filter items...
Bank Account statement.pdf
317 KB 27-05-2020 1:22 PM
CD records.pdf
311 KB 28-05-2020 11:23 AM
Insurance Policy - Copy.docx
38 KB 27-05-2020 10:57 AM
Insurance Policy.docx
38 KB 27-05-2020 10:57 AM
InternalAccts.txt
18 B 21-12-2020 1:17 PM
Mortgage - Copy.rtf
57 KB 02-11-2020 1:13 PM
copies of insurance payments.pdf
310 KB 28-05-2020 11:27 AM

The **Starred** folder appears on the dashboard:



You can also access it from the navigation pane.



Apply Color Tag Metadata in iOS

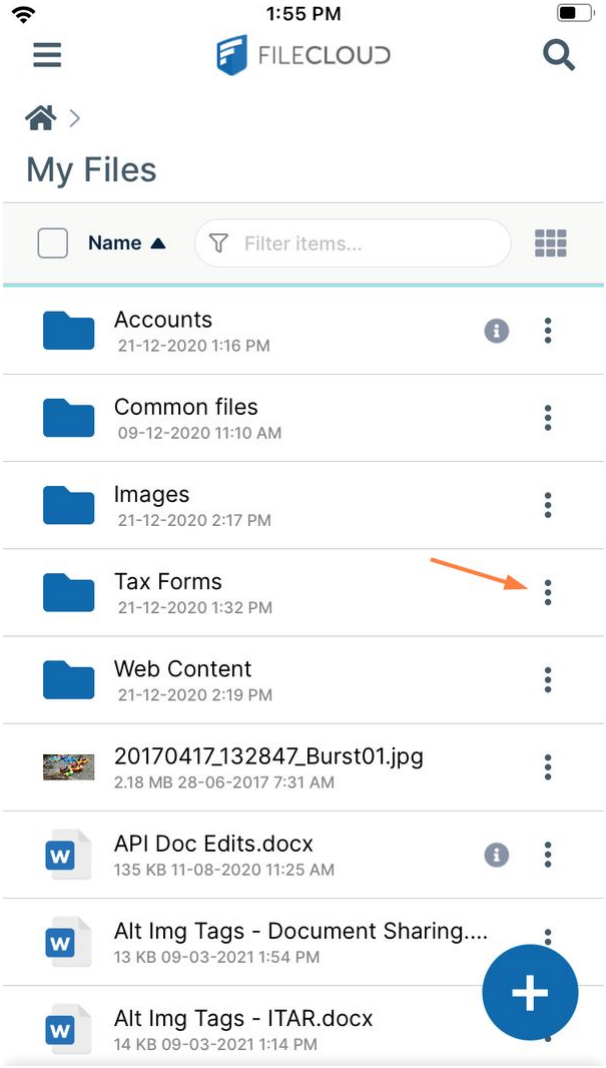
Color tag metadata enables you to assign colors to files and folders for categorization and searching.

For admins
For more information about color tag metadata, see Working with Built-In Metadata.

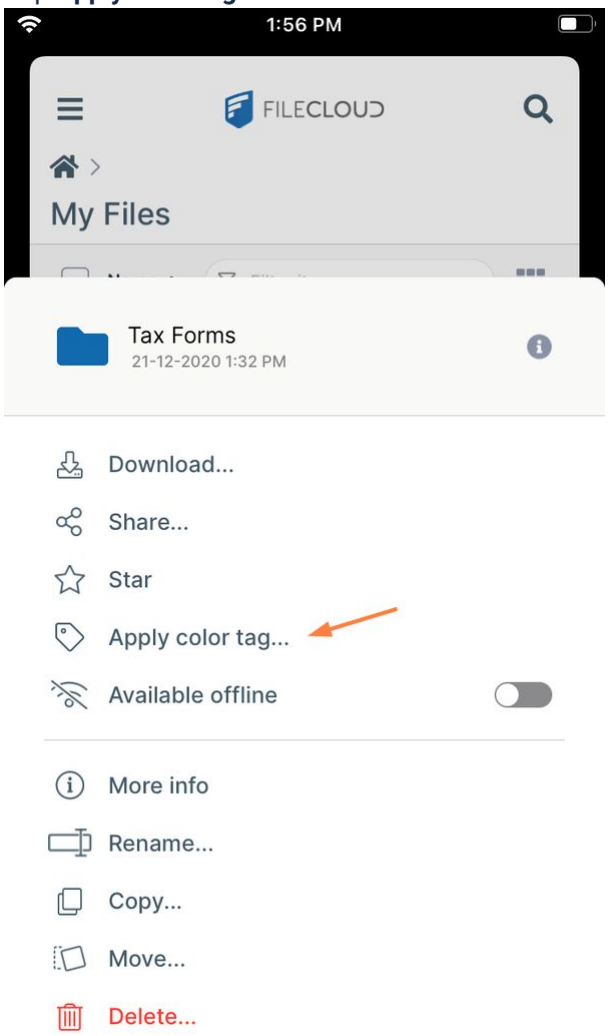
To apply a color tag to a file or folder:

1. Open the FileCloud App.
2. Navigate to the file or folder you want to apply the color tag to.

3. Tap the more (three dot) icon next to the file or folder.

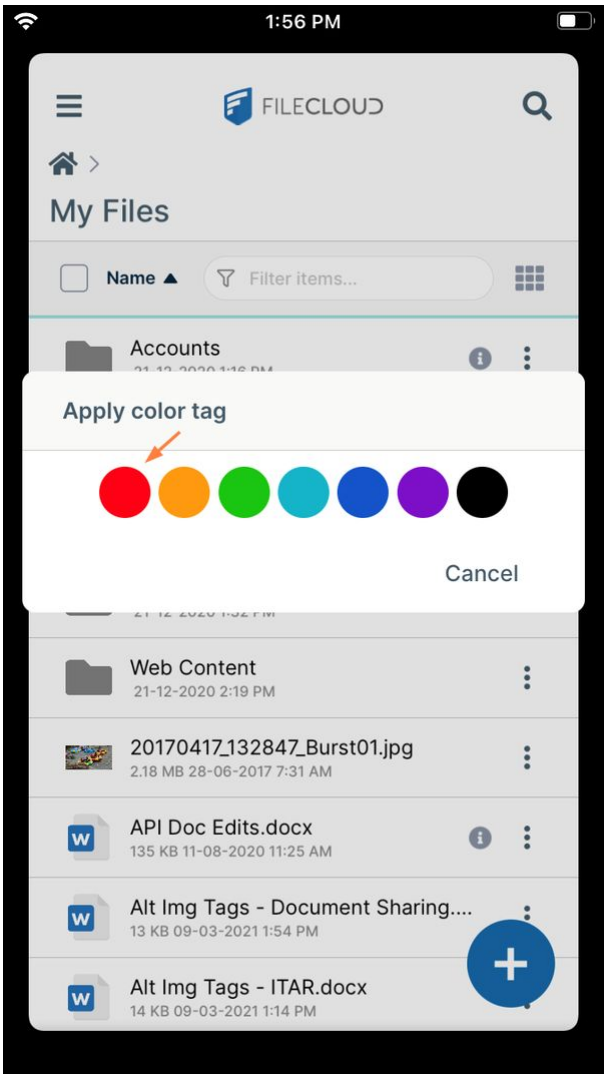


4. Tap **Apply color tag**.

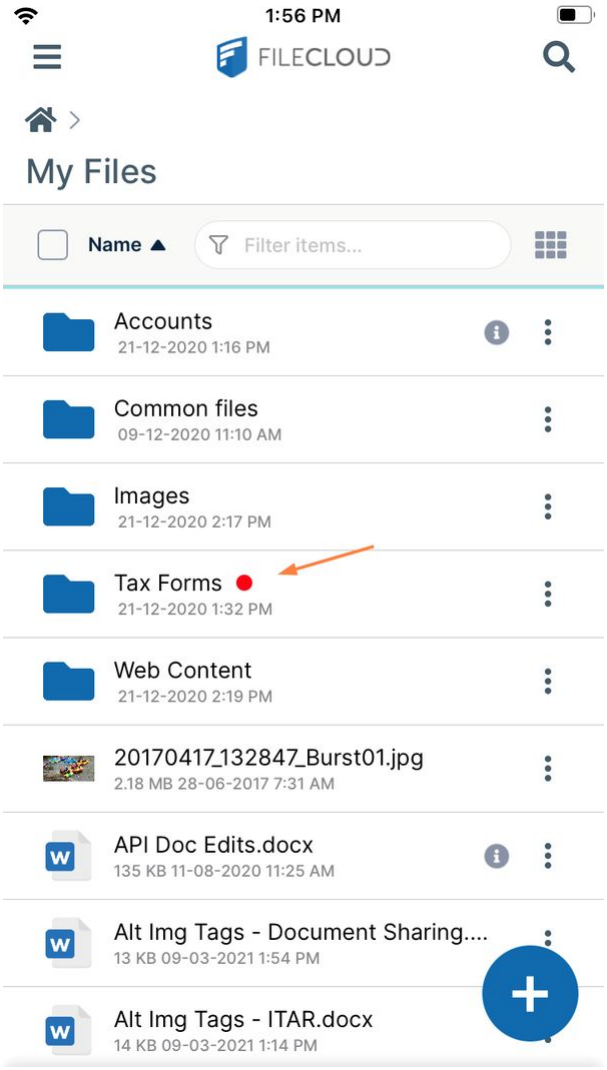


A pop-up displays colors.

5. Tap the color that you want to apply.


1:56 PM
FILECLOUD
My Files
Name
Filter items...
Accounts
Apply color tag
Cancel
Web Content
21-12-2020 2:19 PM
20170417_132847_Burst01.jpg
2.18 MB 28-06-2017 7:31 AM
API Doc Edits.docx
135 KB 11-08-2020 11:25 AM
Alt Img Tags - Document Sharing....
13 KB 09-03-2021 1:54 PM
Alt Img Tags - ITAR.docx
14 KB 09-03-2021 1:14 PM

The color tag appears next to the file or folder.



Searching on FileCloud in iOS

File and folder name search as well as content search are available in FileCloud on iOS; however, the content search feature is only available if it is configured in your system. Searching is case-insensitive.

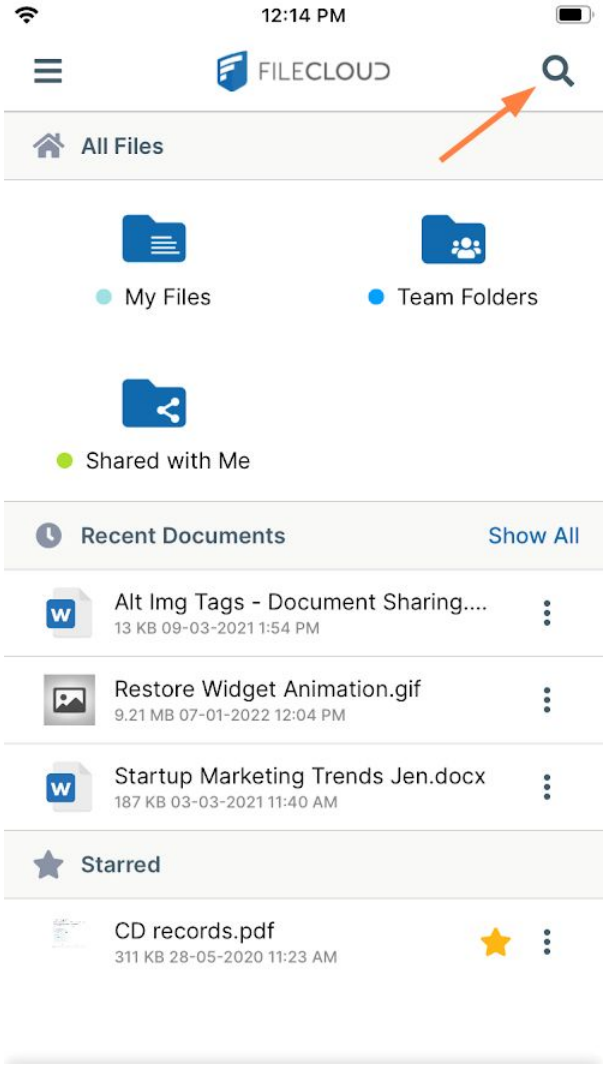
> Content search hits are returned with the matching string emphasized except in the case of lengthy search results, where omitting emphasis achieves quicker response time.

To perform a search:

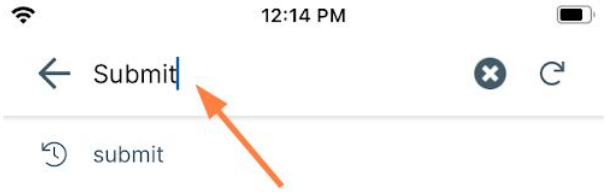
1. In the FileCloud iOS app, navigate to the folder that you want to search, or remain in the dashboard to search all files and folders.

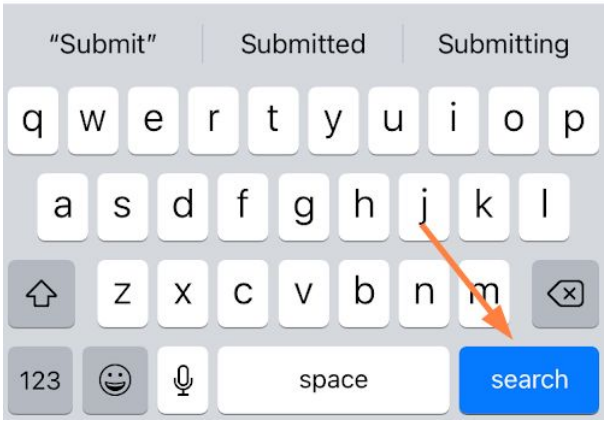
Note that searches only look in the selected folder and its sub-folders. It does not search in parent folders.

2. Tap the Search icon in the upper right corner.

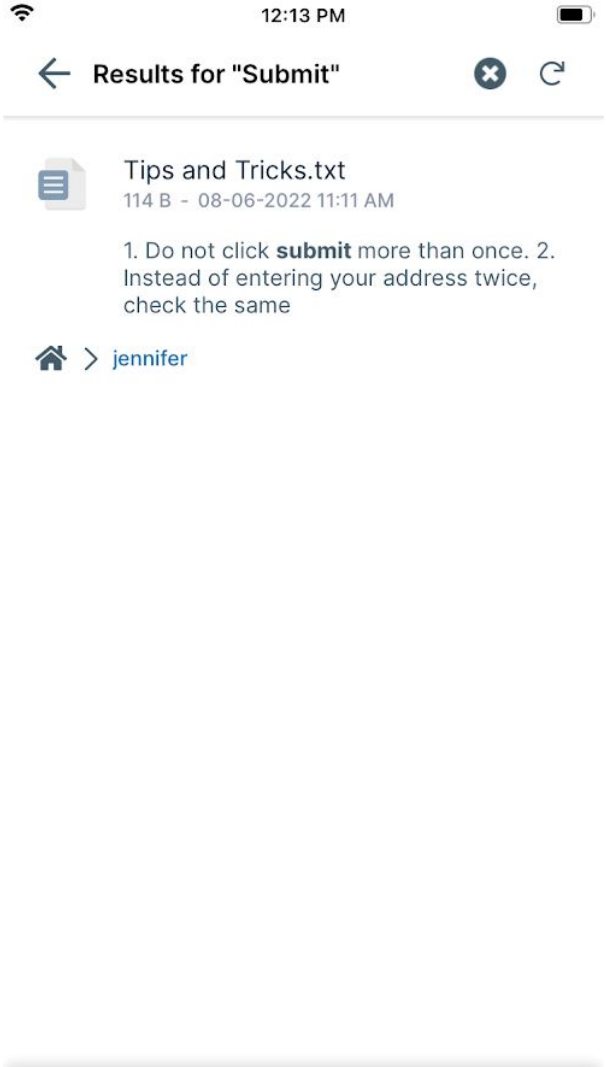


3. Enter your search term, and tap **Search**.





Your search results are listed. Content search results are bolded.

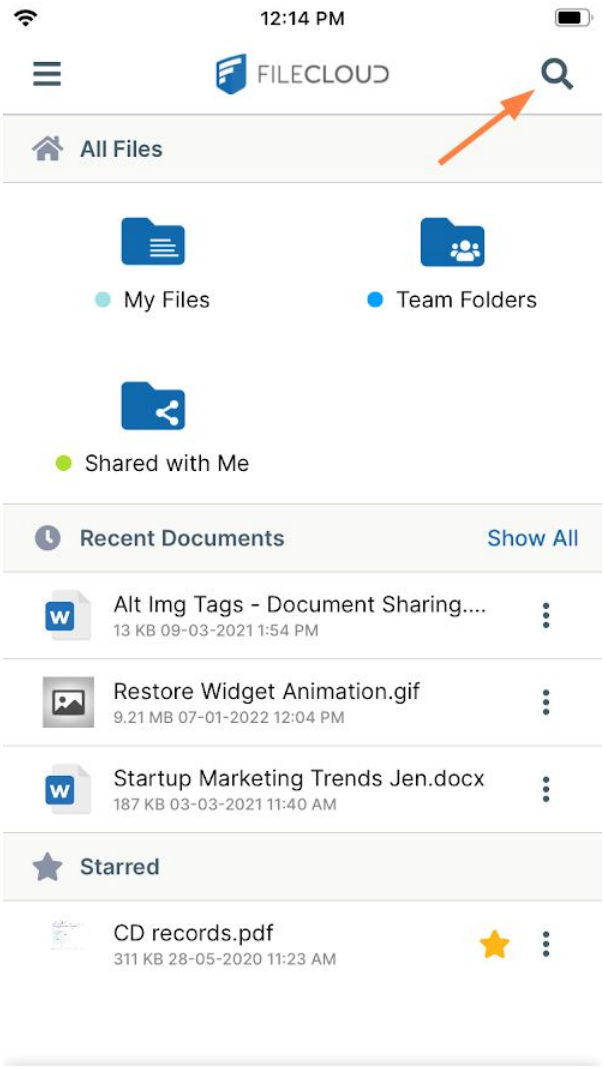


4. Perform any of the following actions after the search results are returned:
    - Tap a file to preview it or tap a folder to open the location.
    - Tap **x** in the search bar to perform another search.
    - Tap the back arrow to return to the folder.

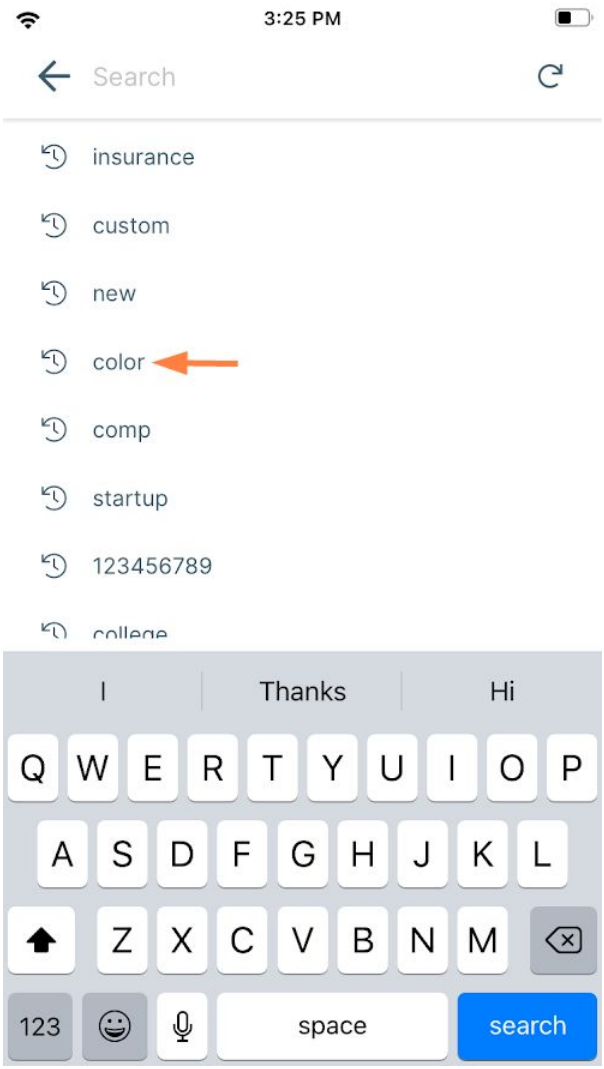
To view prior search results:

After you perform a search, the results are cached.

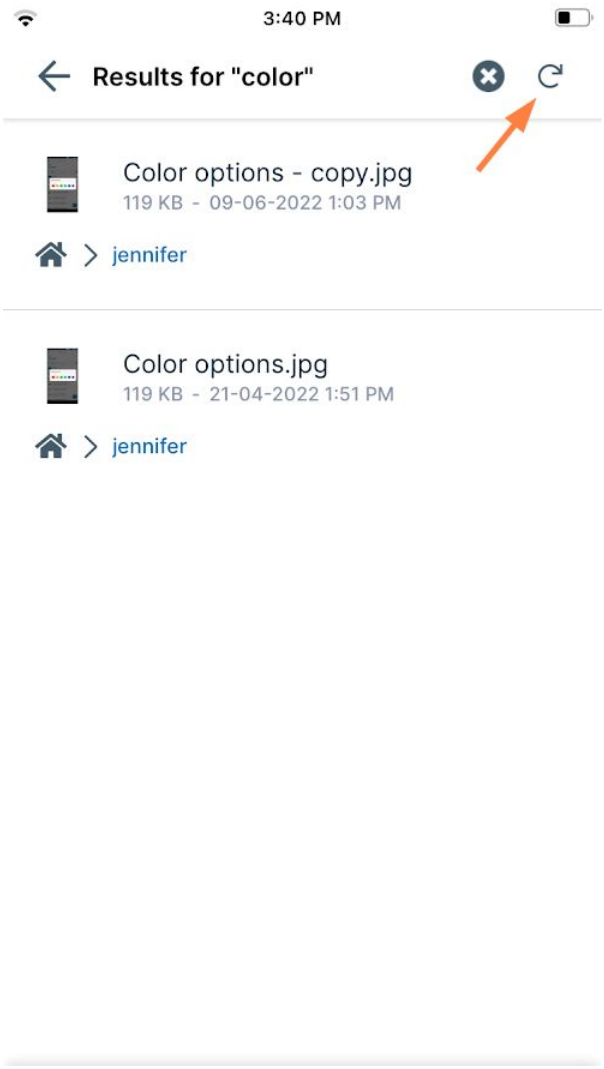
1. Tap the Search icon.



2. Tap on a prior search listed under the search box to see the cached results of the search.



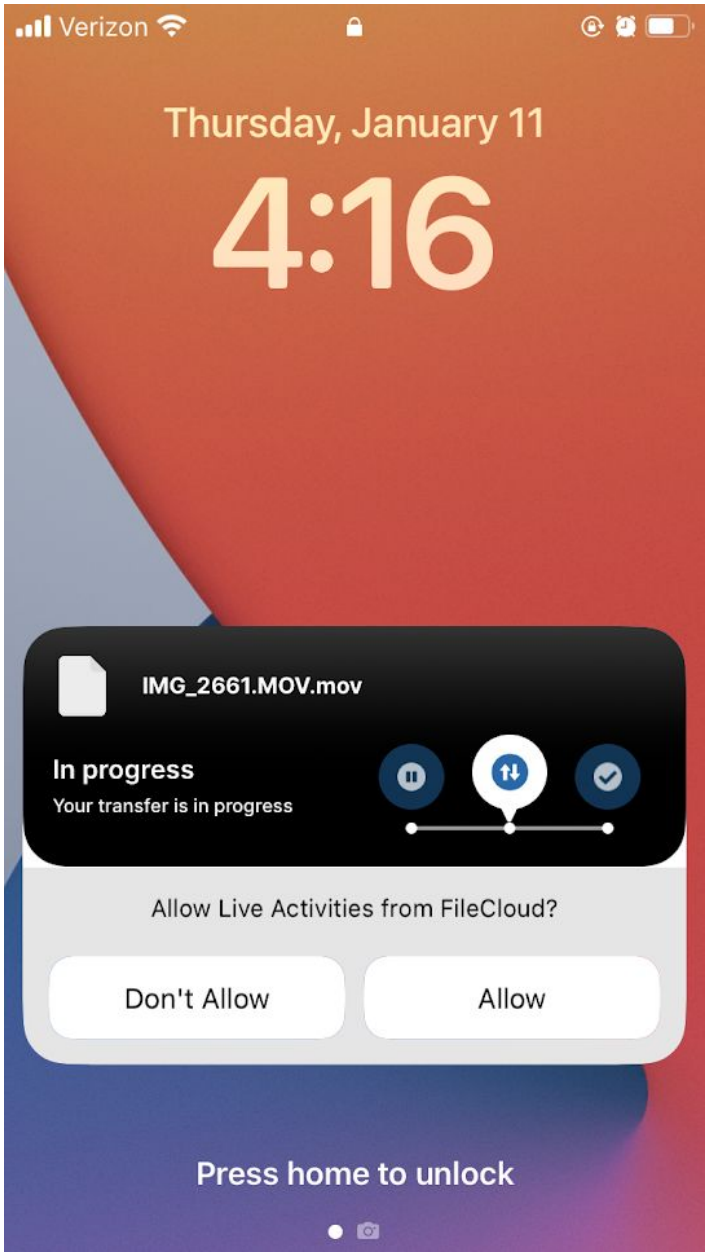
3. To discard the cached results and perform the search again, tap the repeat icon.



View Uploads and Downloads with FileCloud Live Activities

The ability to view FileCloud live activities in iOS is available in version 23.232 and higher.
The live activities feature is only available on devices that use iOS 16.1 and higher.

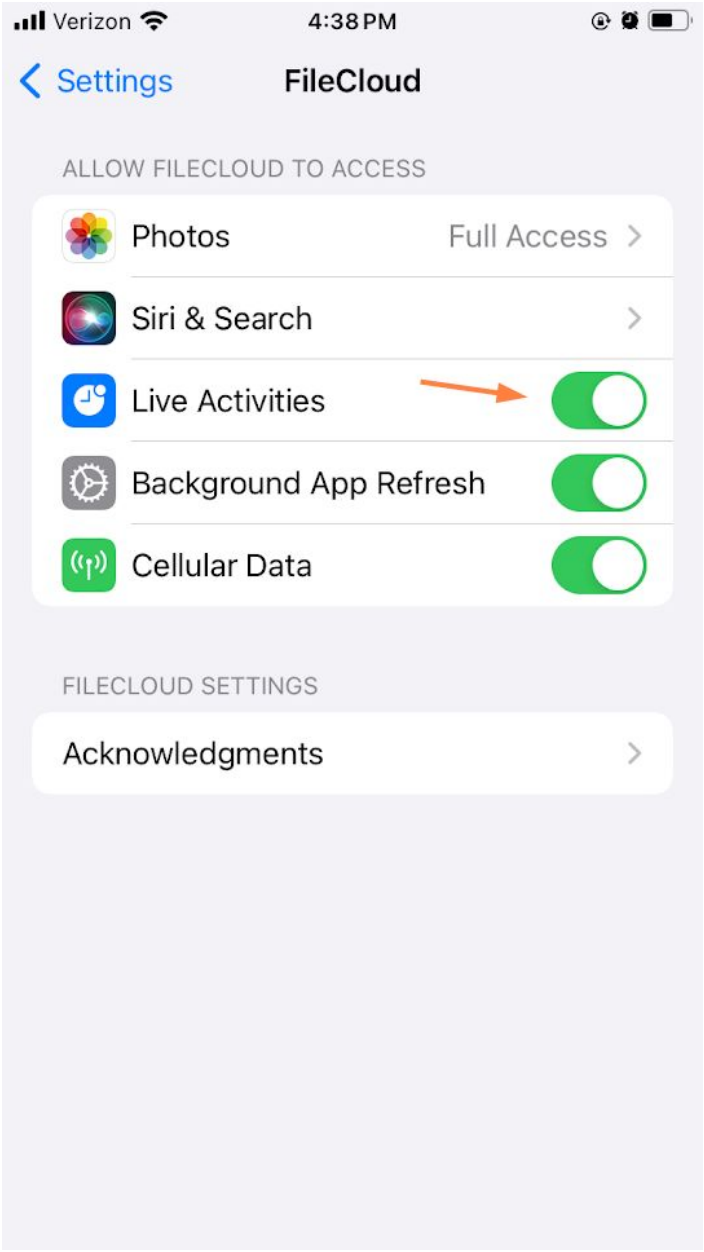
By default, the status of a file upload or download from your FileCloud account is displayed on your device when the FileCloud app is in the background or your device is locked.



If you don't want to show FileCloud live activities on your lock screen, click **Don't Allow**.

You can also go to your iOS settings and click the FileCloud icon to view FileCloud access settings. From there, toggle the **Live Activities** slider to show/not show FileCloud live activities on your lock

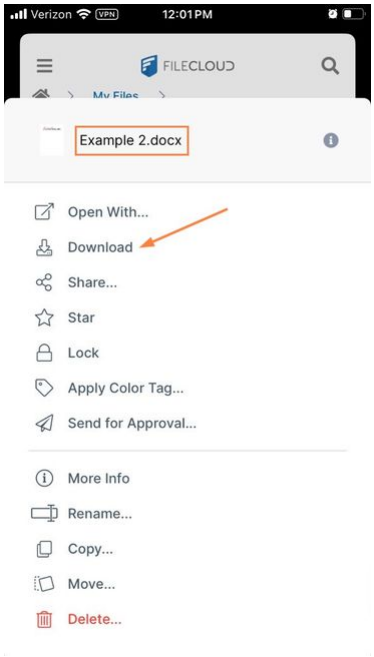
screen.



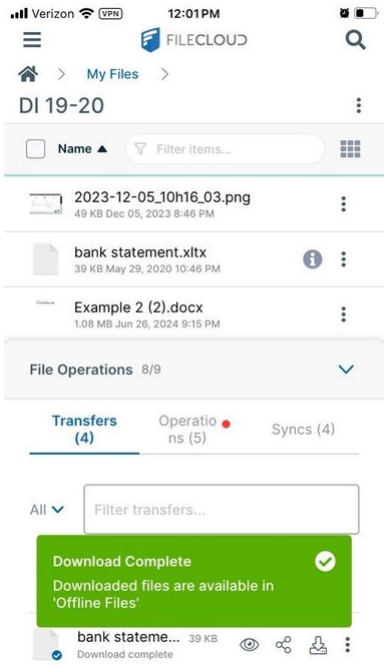
View File Operations in iOS

You can view records of recent uploads and downloads, copies and moves, and sync operations in the **File Operations** window.

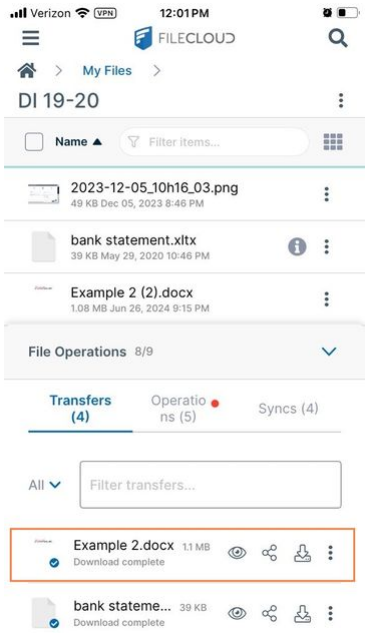
The **File Operations** window opens automatically after you perform one of these operations. If the operation is still being performed, the window shows you its progress; if the operation completed successfully the window displays a Complete message. When the progress bar or message disappears, you can see records of the operation and previous operations.



Here the, user downloads the file **Example2.docx**.

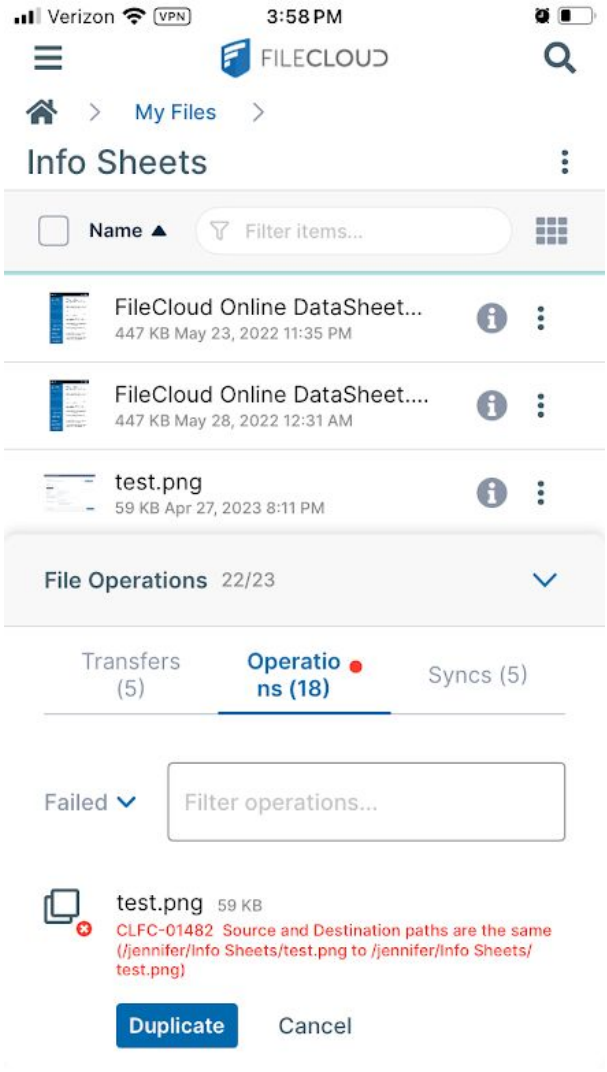


The **File Operations** window opens and shows the message **Download Complete**.



When the message disappears, the user can see the downloaded file **Exmple2.docx**, and can also perform preview, share, download and other actions on the file by tapping the icons next to it.

If the file completes with an error, a red dot appears next to its tab, and when you click the tab, the file is shown with an error message.

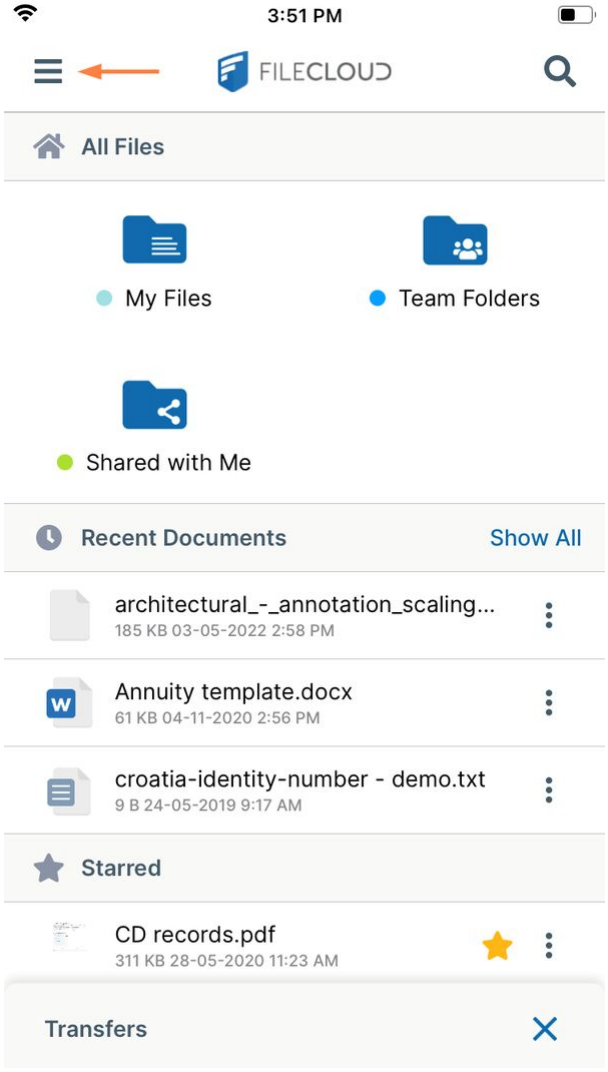


You can also open the **File Operations** window manually to view records of recent operations.

Opening the File Operations window manually

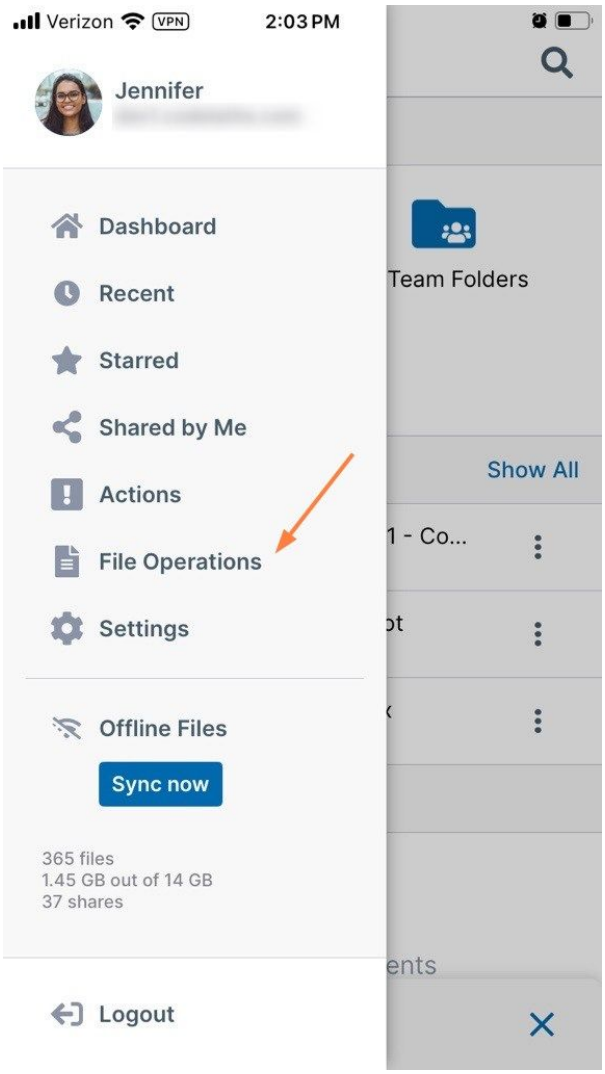
To open the File Operations window manually:

1. Tap the menu icon in the upper left of the screen.

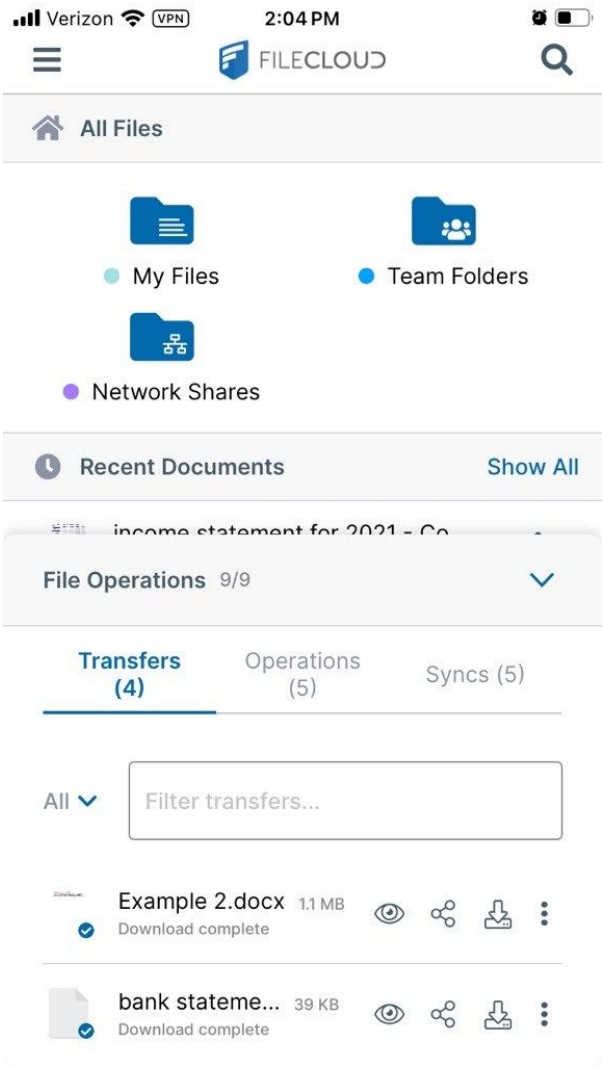


A navigation pane opens.

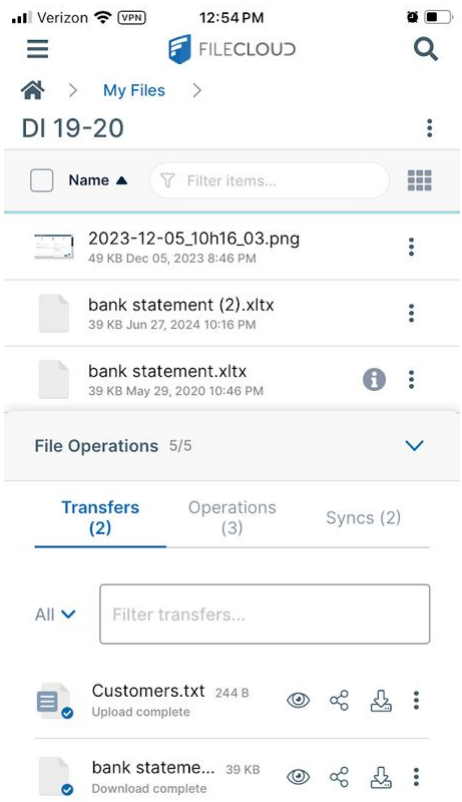
2. Tap **File Operations**.



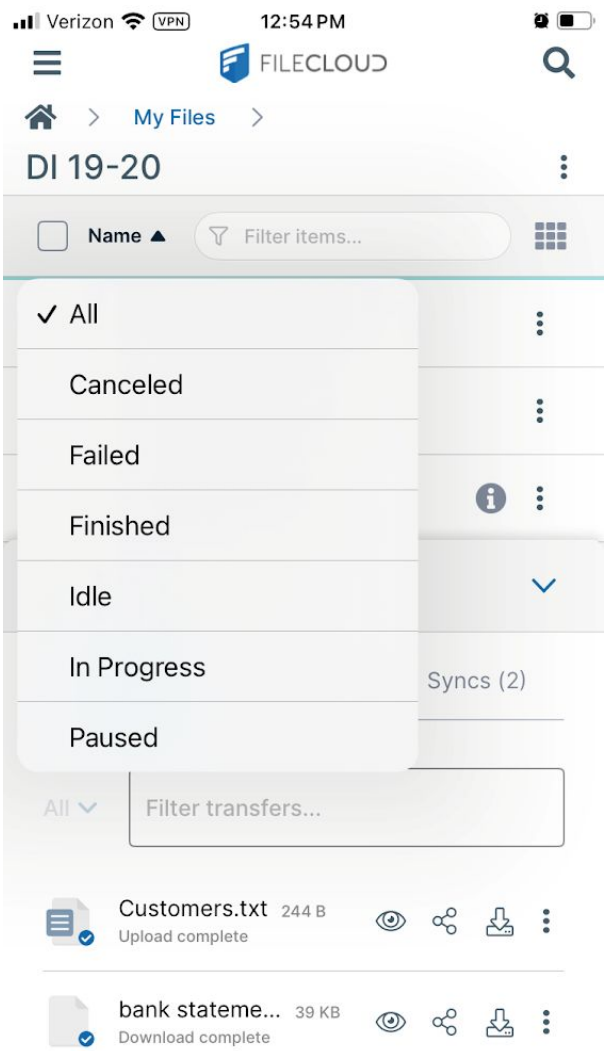
3. The **File Operations** window opens to the **Transfers** tab or the last tab you opened.


Verizon
VPN
2:04 PM
FILECLOUD
All Files
My Files
Team Folders
Network Shares
Recent Documents
Show All
File Operations 9/9
Transfers (4)
Operations (5)
Syncs (5)
All
Filter transfers...
Example 2.docx 1.1 MB
Download complete
bank stateme... 39 KB
Download complete

The Transfers tab (uploads and downloads)

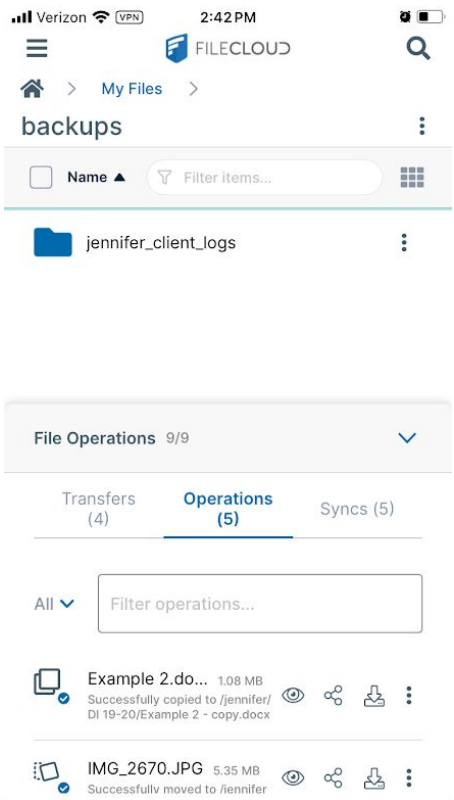


The **Transfers** tab lists all recent upload and download operations.

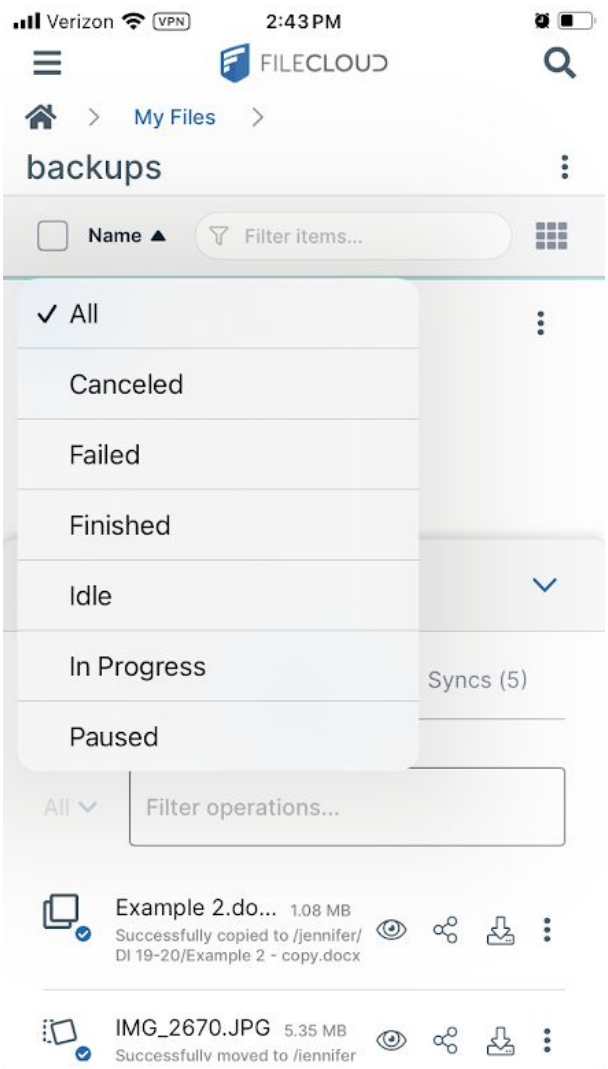


You can filter which transfers are shown by tapping the **All** drop-down arrow and choosing an option.

The Operations tab (copies and moves)



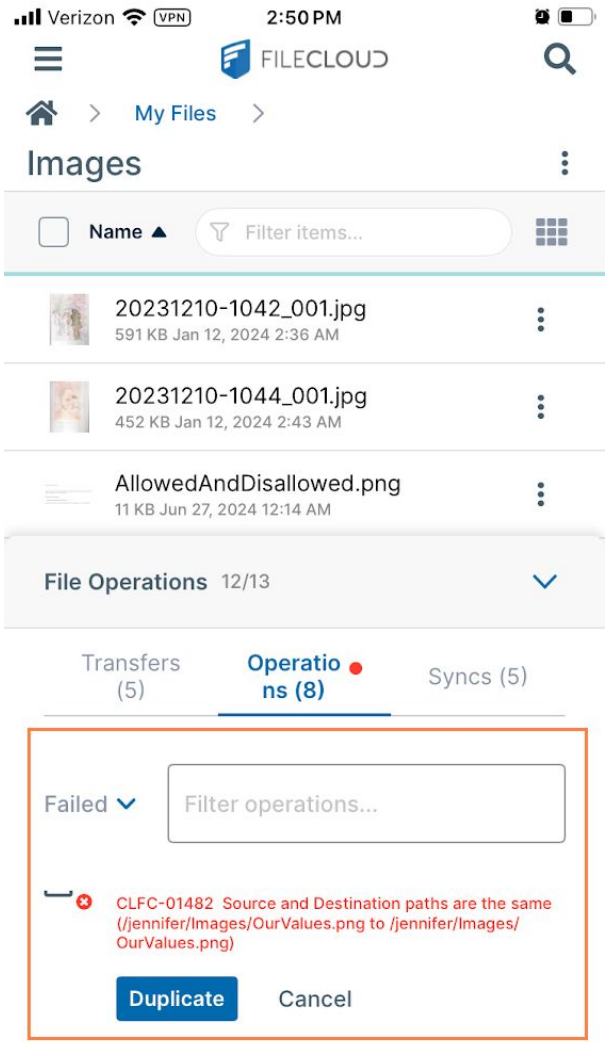
The **Operations** tab lists all recent copy and move operations.



You can filter which operations are shown by tapping the **All** drop-down arrow and choosing an option.

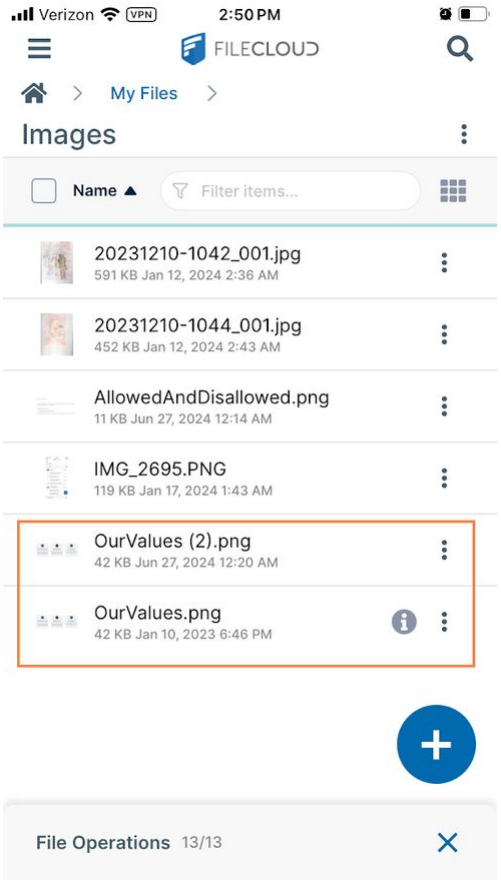
Resolving issues on the Operations tab

If a copy or move is fails, the **Operations** tab displays a red dot. To view failed operations, choose **Failed** in the **Filter operations** drop-down list.
If there is a way to resolve the failure, buttons under the issue give you the option of resolving it or cancelling it.



If you attempt to copy a file or folder into its original location, the copy operation fails, but gives you the option of duplicating the file in the location or cancelling the operation.

If you tap **Canceled**, the **Duplicate** and **Cancel** buttons are removed. (Now the listing can be found by filtering on **Canceled** instead of **Failed**).



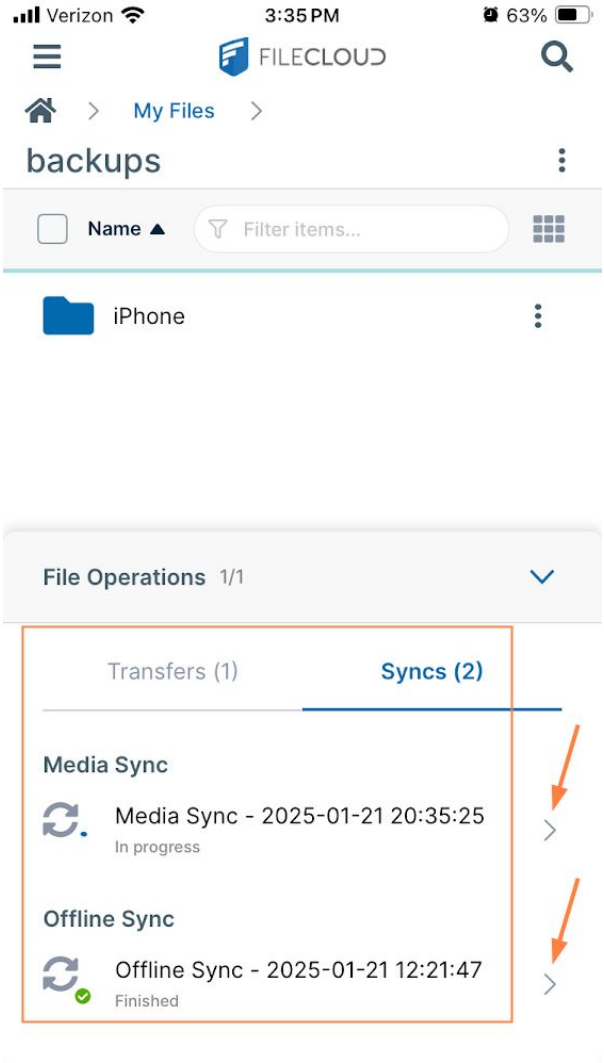
If you tap **Duplicate**, a copy of the file with a number appended to it is added to the same location, and the failed result is replaced with a successful one.

The Syncs tab (offline sync and media sync operations)

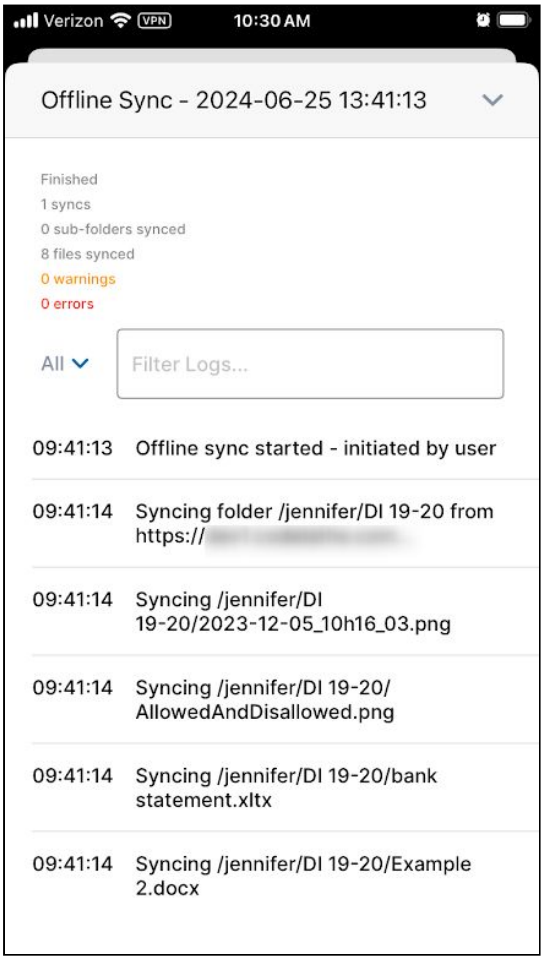
To view the results of Sync operations:

1. Select the **Syncs** tab if it is not already selected.
   The **Syncs** tab lists the most recent offline sync operation, either in progress or recently

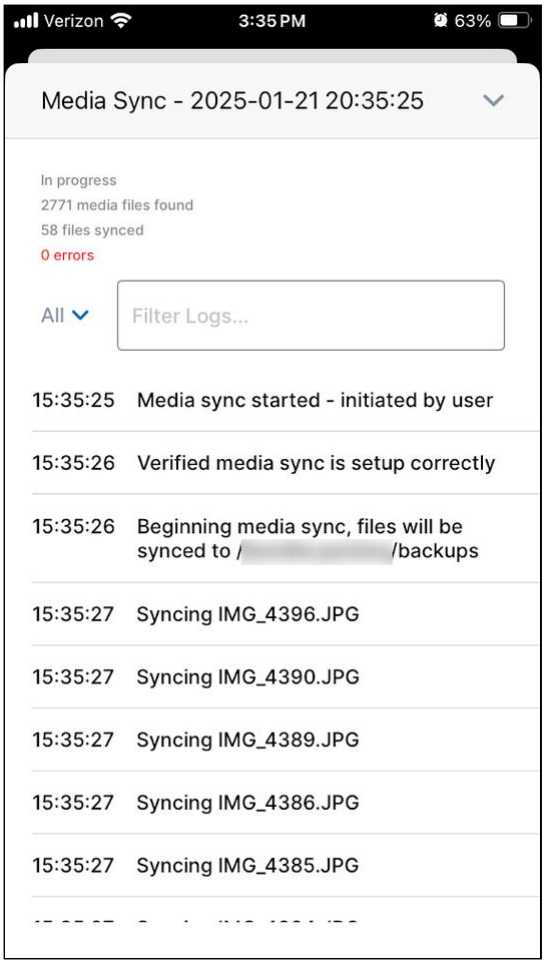
completed. The tab also shows the most recent completed or in progress media sync (see page 215).



2. To view detailed information or logs of a sync, click the arrow next to the listing.



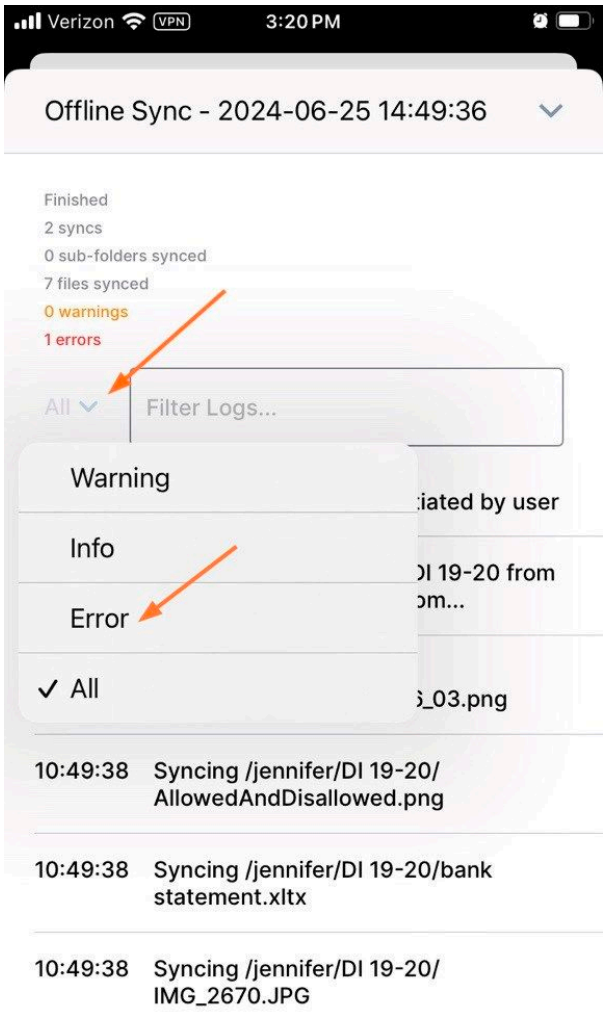
File/folder sync log



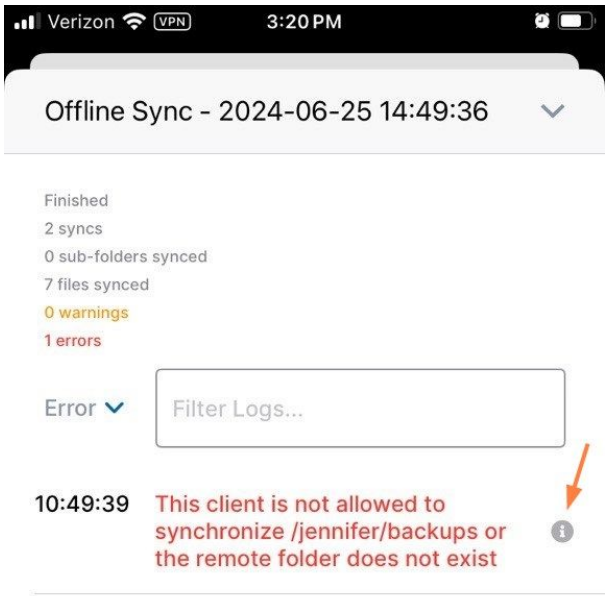
Media sync in progress

To filter sync logs

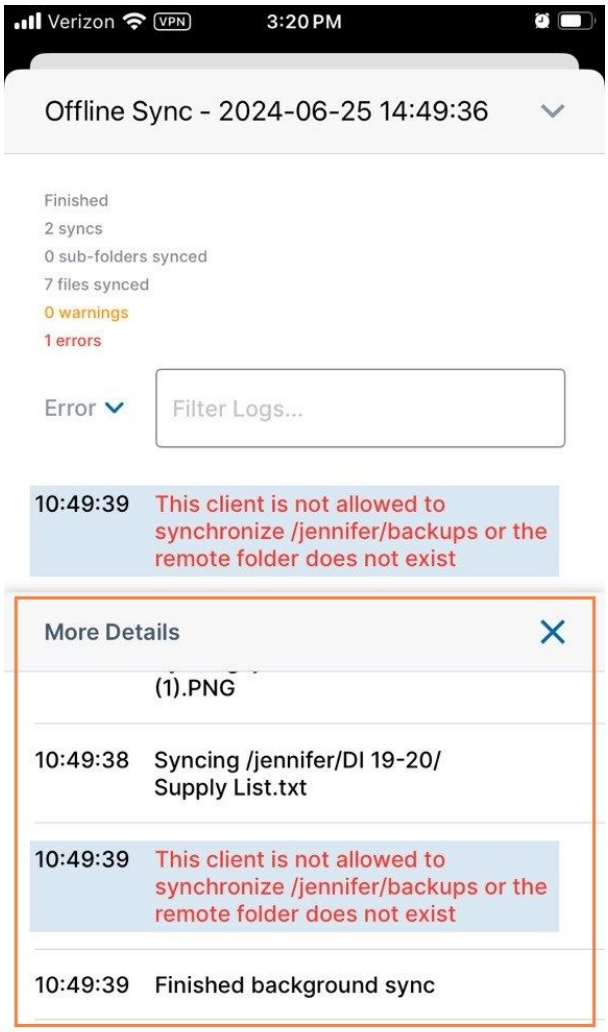
You can filter sync logs by tapping the drop-down arrow next to the **Filter Logs** field and choosing an option.



For example, if you want to see a list of sync errors, you can choose **Error** to view them all together. To view a particular error in context of the log, tap the info icon next to it.



A **More Details** box shows you the error as it appears within the log, so you can see its context.



For more information about sync operations, see iOS File Sync (see page 248).

iOS File Sync

Automatic synchronization of files and folders between your iOS device and the FileCloud server is available in the FileCloud iOS App version 4.9 and later.

You can choose to synchronize FileCloud folders and their contents with your iOS device:

- Download files on your device to access them while offline
- Update your local version of a file when the remote version has changed
- Add new local files that will be uploaded remotely when connectivity is available

When you activate this option you can choose between:

Mode	Description
Two Way Sync	This option will download changes from server as well as upload changes from the device back to the server
Download Only	This option will ignore any changes made to local downloaded files and will download changes from the server only

In order to synchronize a file, the following requirements must be met:

- Syncing My Files - Your admin must enable Sync.
- Syncing Team Folders - Your admin must enable Sync and give you sync permission on the specific team folder.
- Syncing Network Shares - Your admin must enable Sync and enable syncing of network folders (in FileCloud storage settings), and give you Sync permission for the specific Network Share.

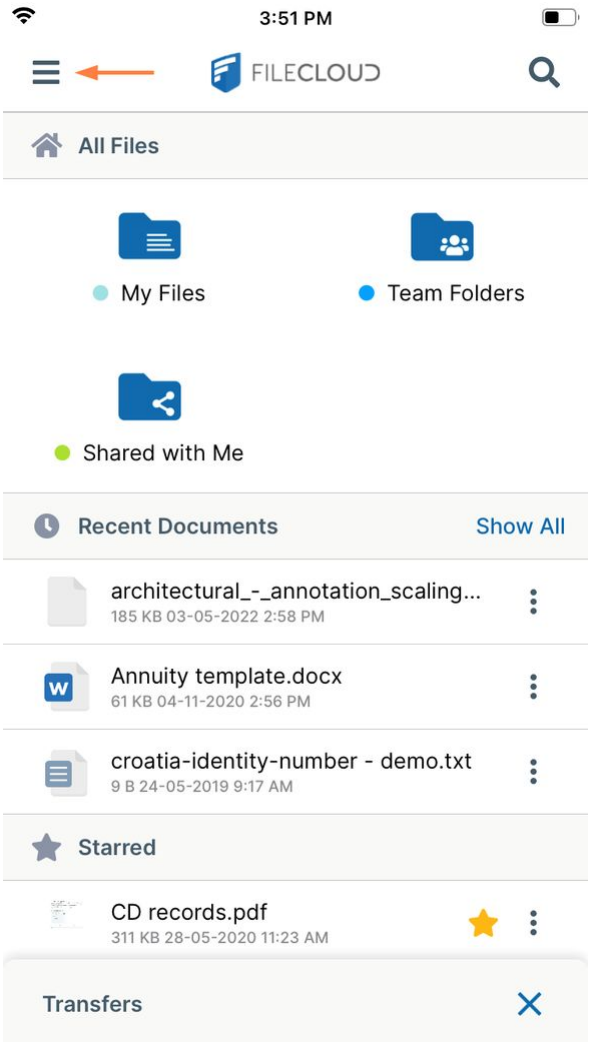
Locally renaming the root sync folder is detected as a deletion of that folder during two-way syncing, so the renamed root folder will be remotely deleted on the server and no further sync will happen from there on.
This limitation only happens when renaming the root folder, and not when renaming its child items.

View Offline Sync settings

Settings that configure FileCloud sync can be viewed and managed from the Settings screen. The **Files and folders** setting is enabled by default; if you disable it, files and folders that you individually configure for automatic syncing will not sync automatically.

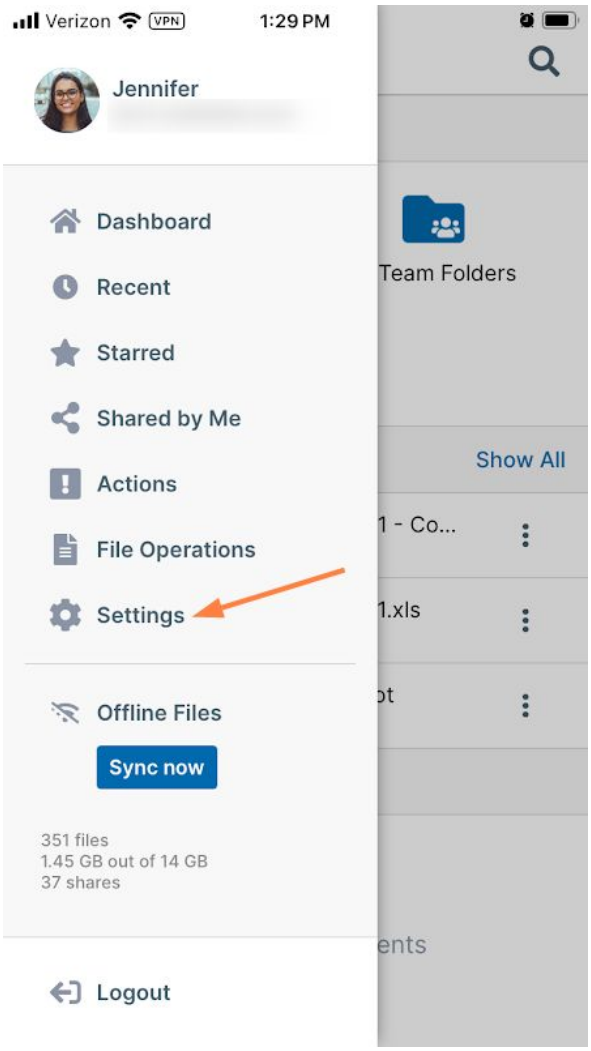
To access sync settings:

1. Open the FileCloud iOS app.
2. Tap the menu icon in the upper left of the screen.

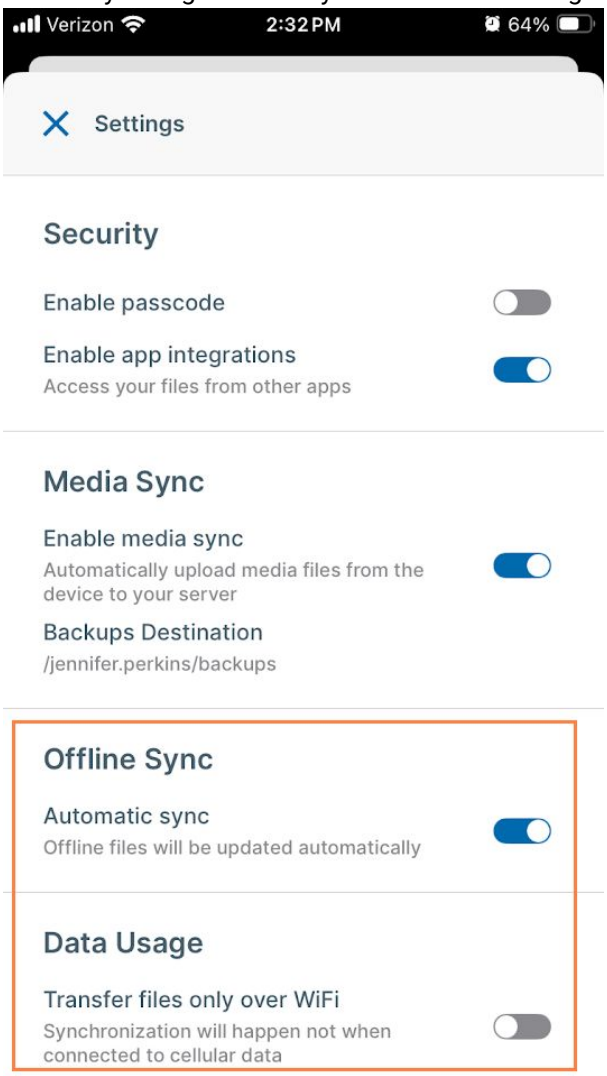


A navigation pane opens.

3. Tap **Settings**.


Verizon
VPN
1:29 PM
Jennifer
Dashboard
Recent
Starred
Shared by Me
Actions
File Operations
Settings
Offline Files
Sync now
351 files
1.45 GB out of 14 GB
37 shares
Logout
Team Folders
Show All
1 - Co...
1.xls
ot
ents

4. Make any changes to the Synchronization settings.



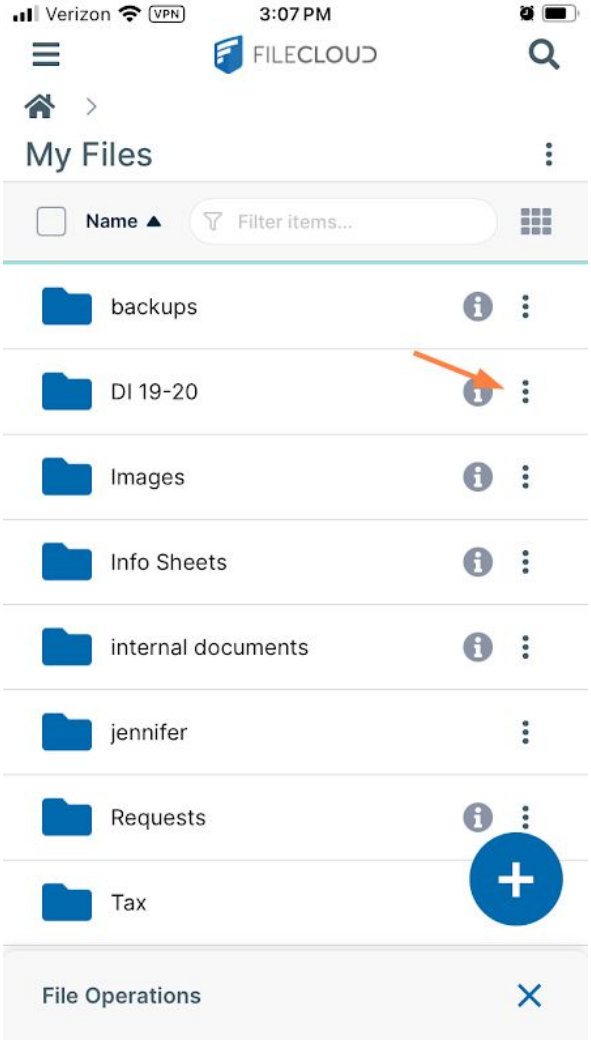
Setting	Description
Automatic Sync	Enabled by default. Turns on automatic syncing for files and folders that are enabled for syncing. If this is disabled, even files and folders enabled for syncing are not synced automatically.
Data Usage	Disabled by default, so that synchronization only occurs when your device is connected to wifi. When enabled, synchronization occurs over wifi or cellular data.

Enable automatic sync for a folder

All files in the folder and its sub folders are marked for sync. Empty folders are not synced.

To enable automatic sync:

1. Open the FileCloud iOS app.
2. Navigate to the folder you want to automatically sync when changes are made to its contents.
3. Tap the more (three dot) icon next to the file or folder.

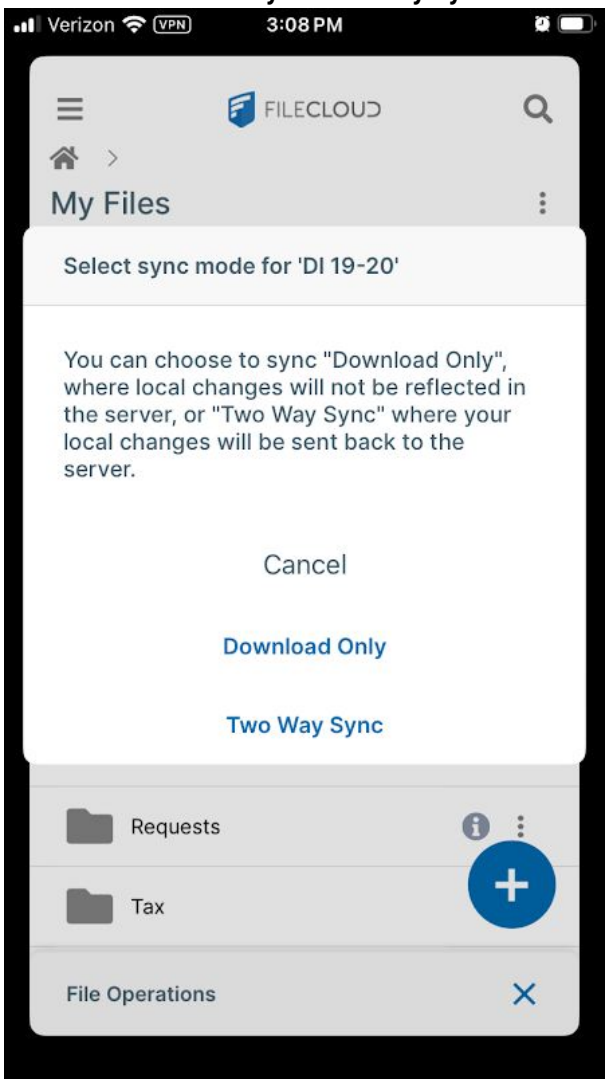


File options appear.

4. Tap **Available Offline**.

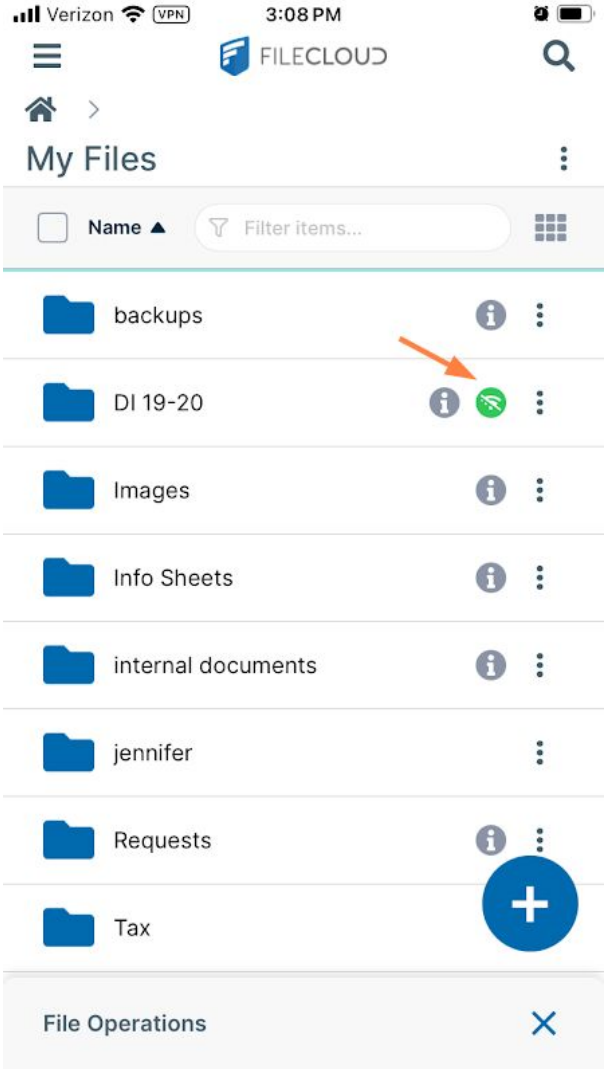
A Select sync mode dialog box opens.

5. Choose **Download Only** or **Two Way Sync.**



Now this folder and its contents are automatically synced either as a one-way download or in

both directions based on your selection, and an Available Offline icon appears next to the folder:

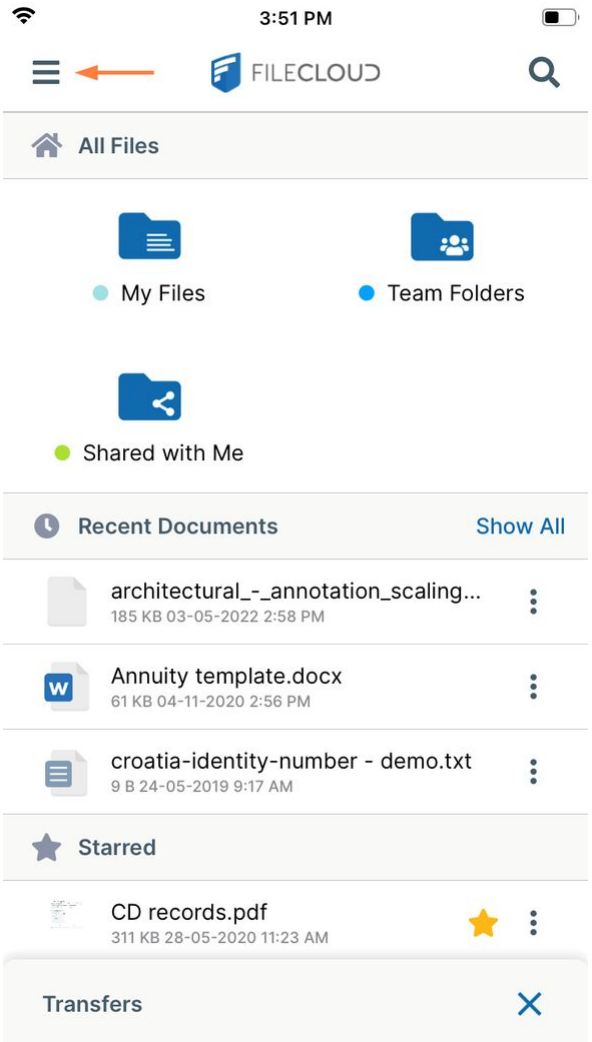


Manual syncing

When the synchronization setting **Files and Folders** is enabled in the FileCloud app settings and specific files and folders are configured for automatic syncing, sync will occur automatically at intervals. However, you can initiate syncing of configured files and folders at any time by tapping **Sync now**.

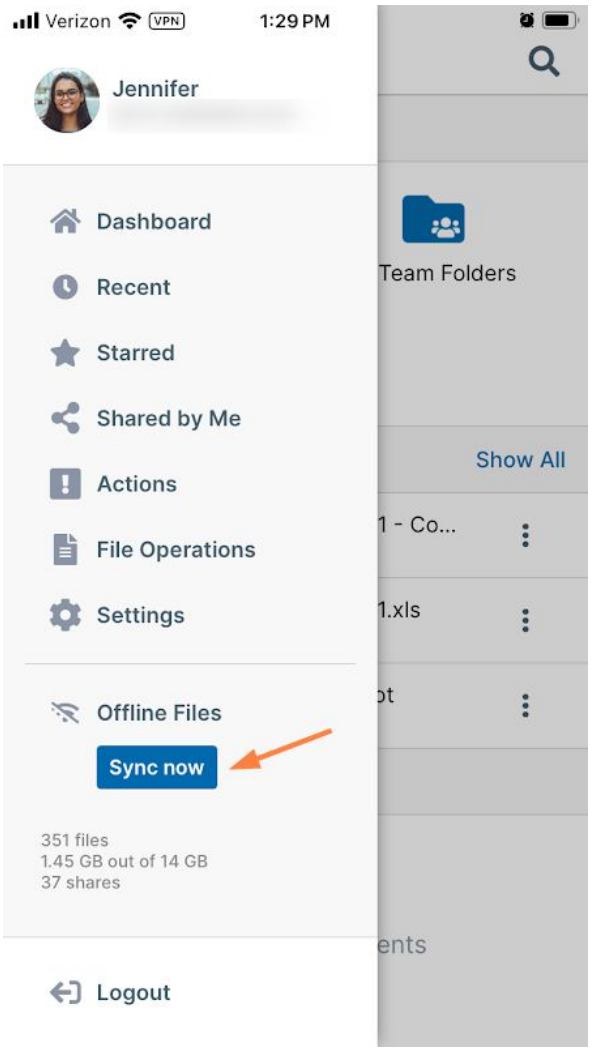
To initiate a sync manually:

1. Open the FileCloud iOS app.
2. Tap the menu icon in the upper left of the screen.

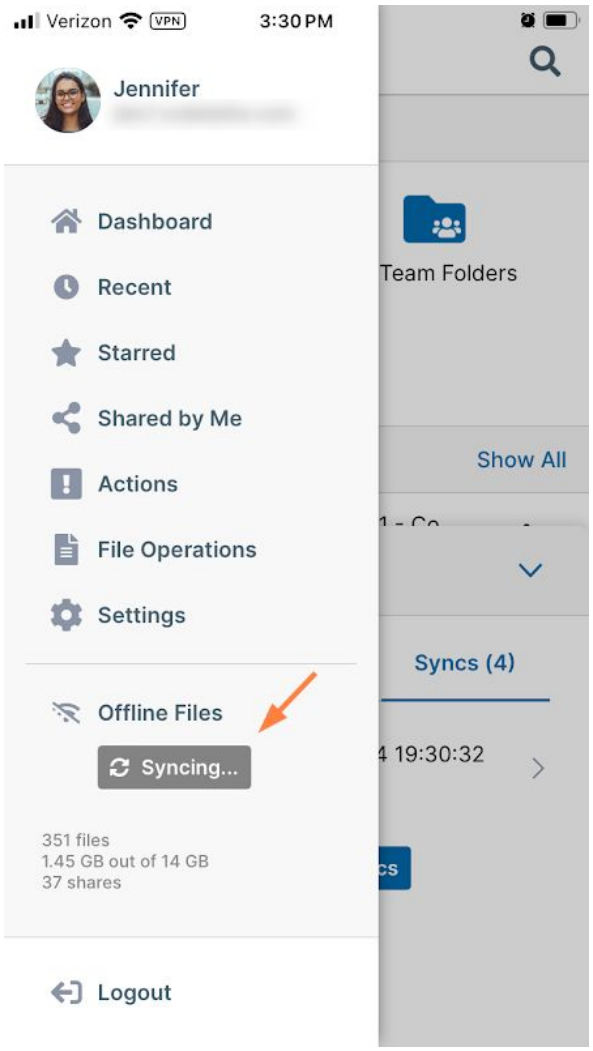


A navigation pane opens.

3. Tap **Sync now**.



The Sync button now displays **Syncing** and rotating arrows to indicate that synchronization is taking place for all sync-enabled files and folders.



View sync results

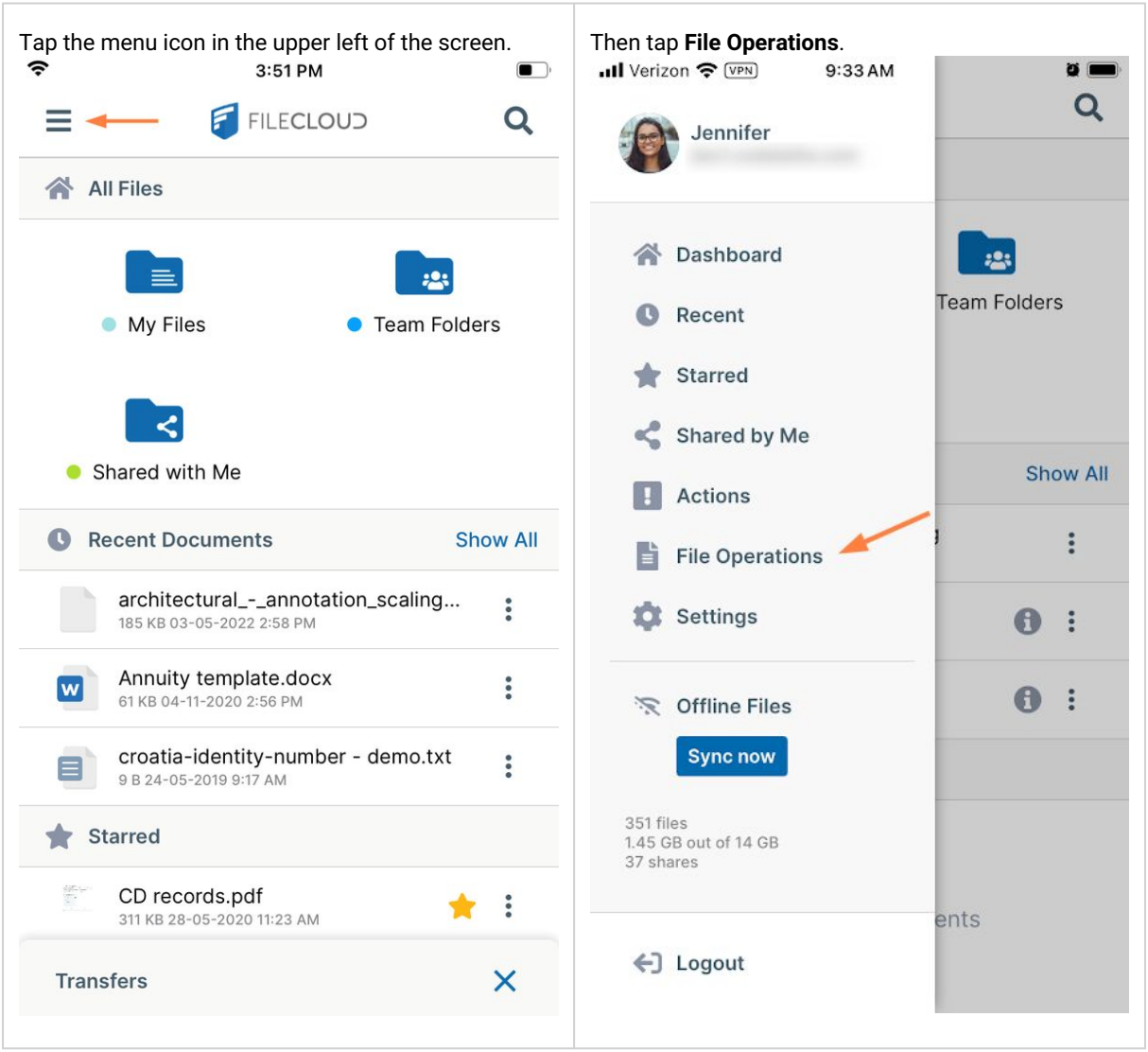
You can see the results of your recent offline sync operations in the **File Operations** window.

To access the File Operations window:

If you perform a manual sync by tapping **Sync Now**, the **File Operations** window automatically opens when the sync begins.
If you want to check results of previous syncs, either automatic or manual, tap the menu icon in the upper left of the screen, and in the navigation pane, tap **File Operations**.

Tap the menu icon in the upper left of the screen.

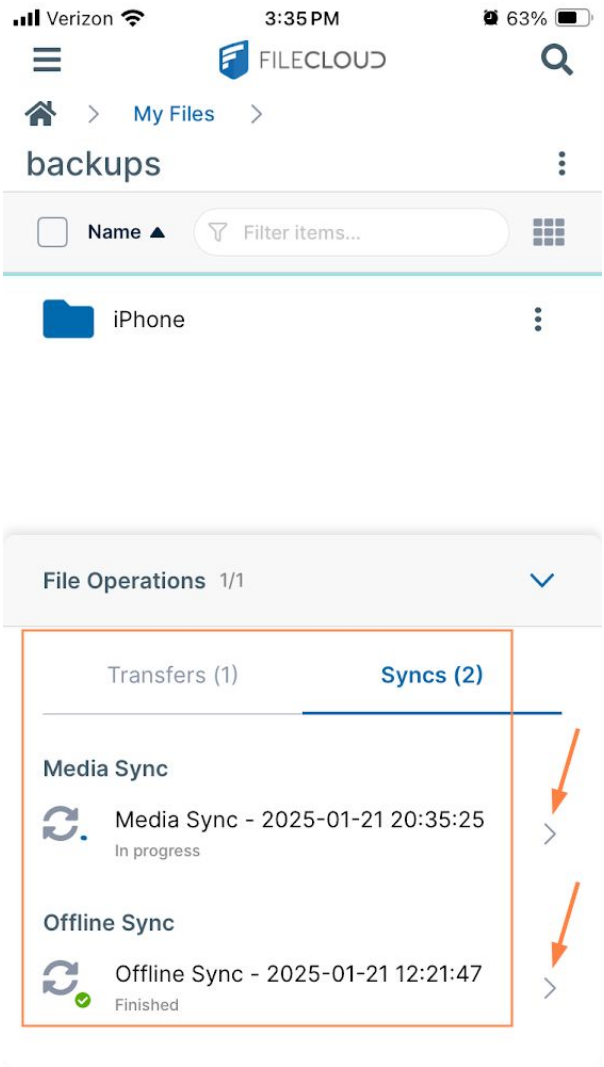
Then tap **File Operations**.



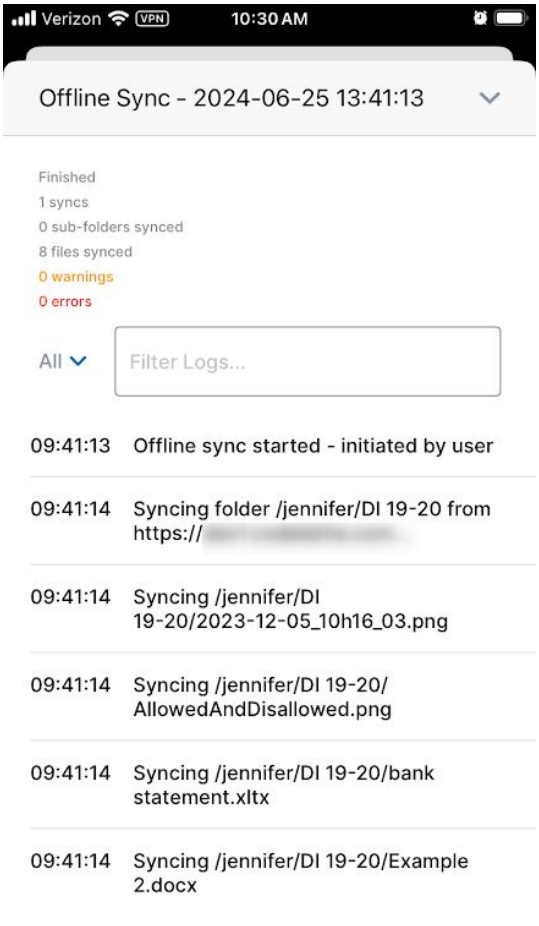
The File Operations window opens at the bottom of the screen.

To view the results of Sync operations:

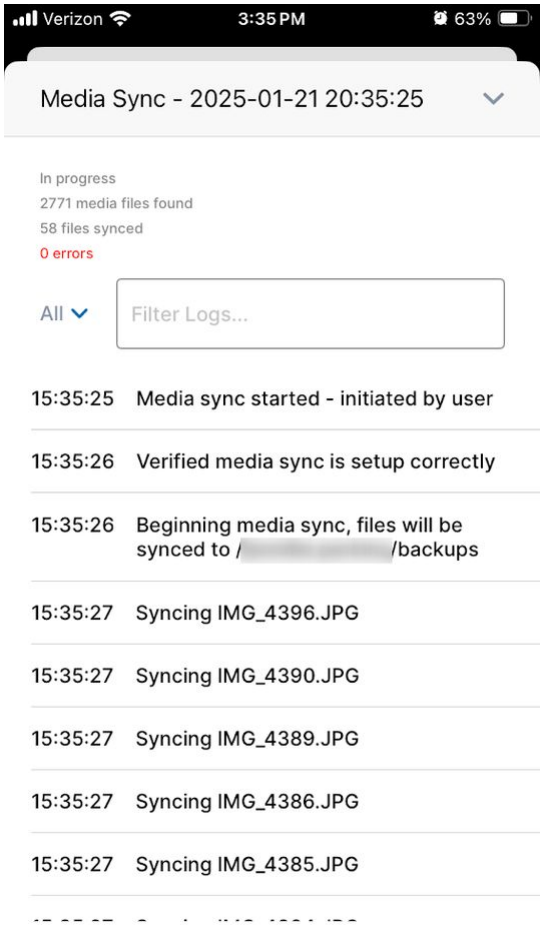
1. Select the **Syncs** tab if it is not already selected.
   The **Syncs** tab lists the most recent offline sync operation, either in progress or recently completed. The tab also shows the most recent completed or in progress media sync (see page 215).



2. To view detailed information or logs of a sync, click the arrow next to the listing



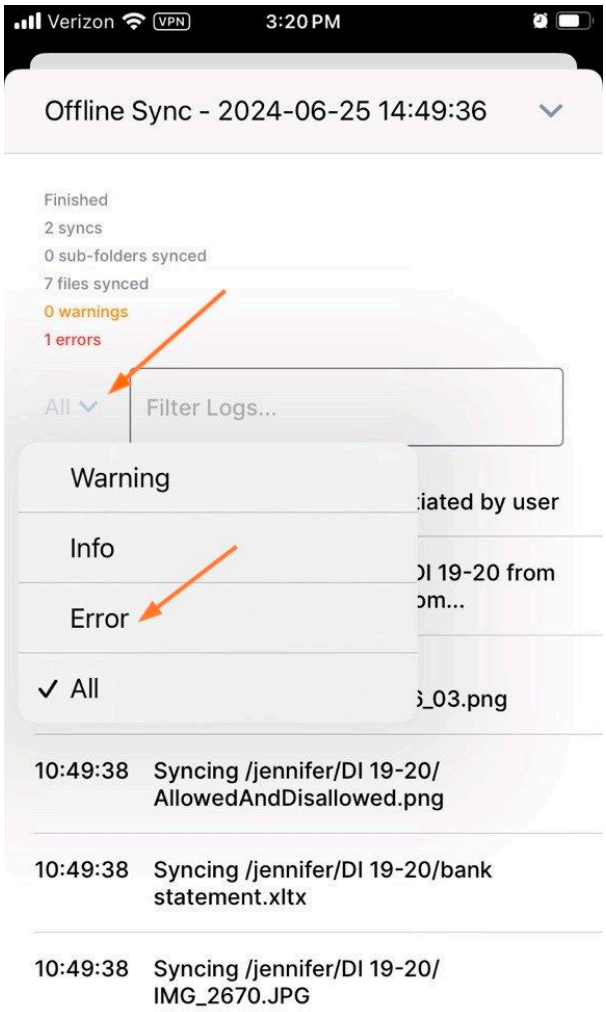
File/folder sync log



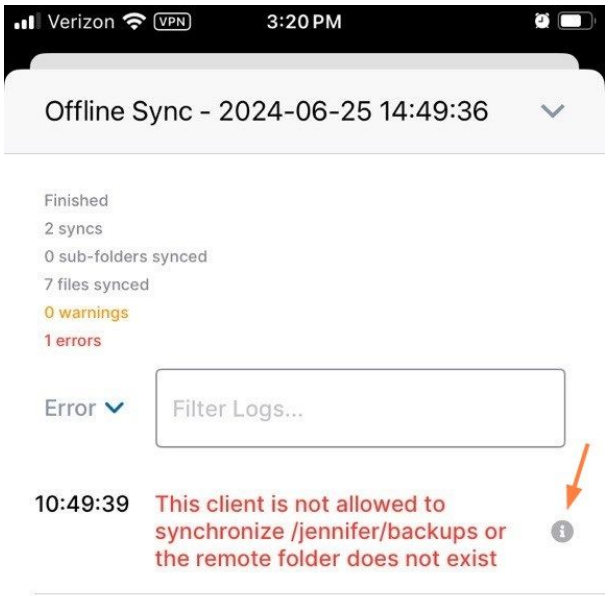
Media sync in progress

To filter sync logs

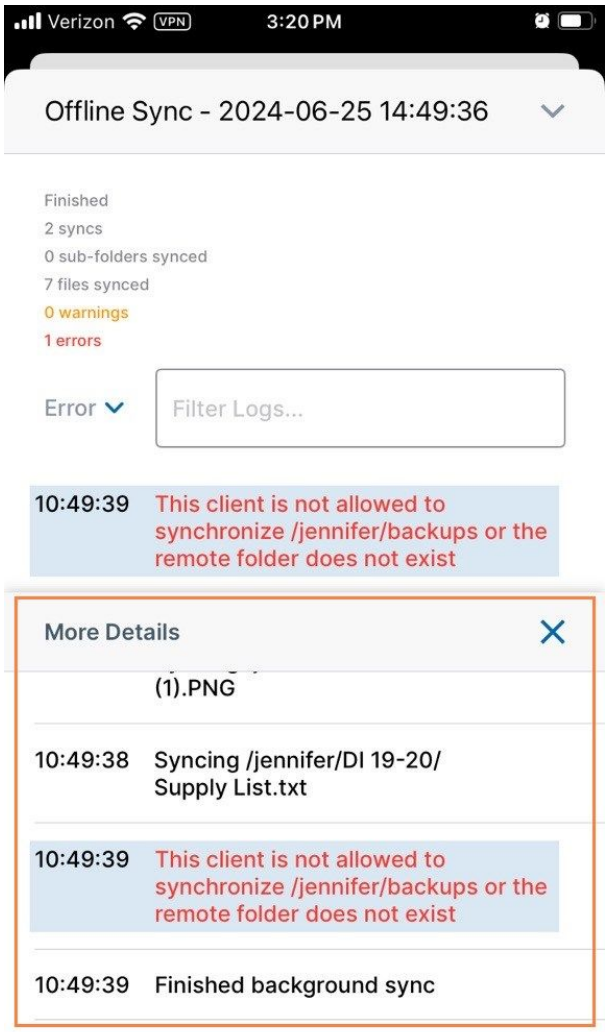
You can filter sync logs by tapping the drop-down arrow next to the **Filter Logs** field and choosing an option.



For example, if you want to see a list of sync errors, you can choose **Error** to view them all together. To view a particular error in context of the log, tap the info icon next to it.



A **More Details** box shows you the error as it appears within the log, so you can see its context.

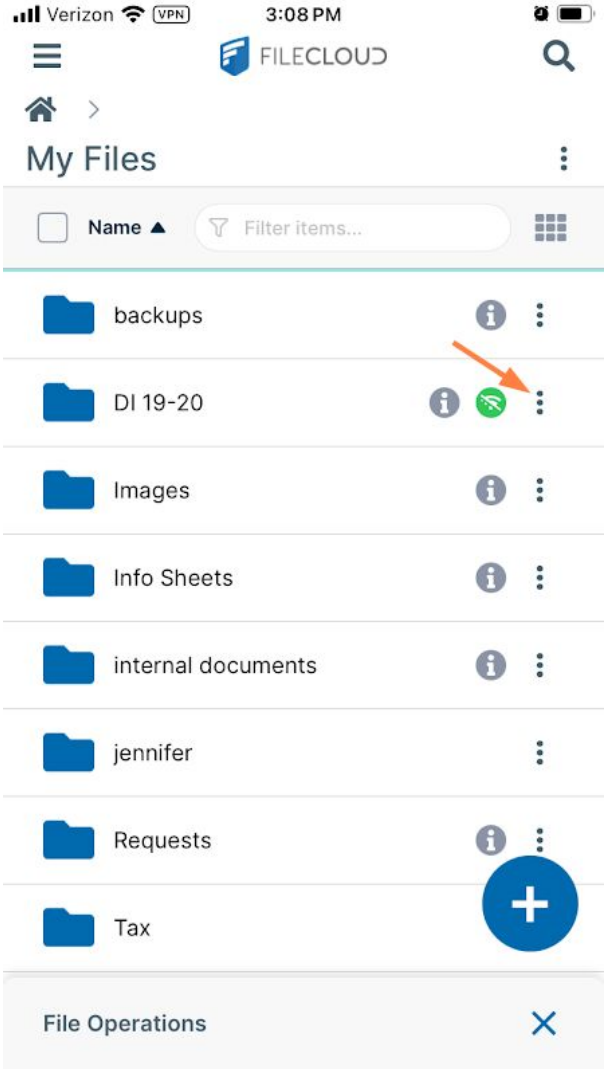


Disable offline sync for a folder

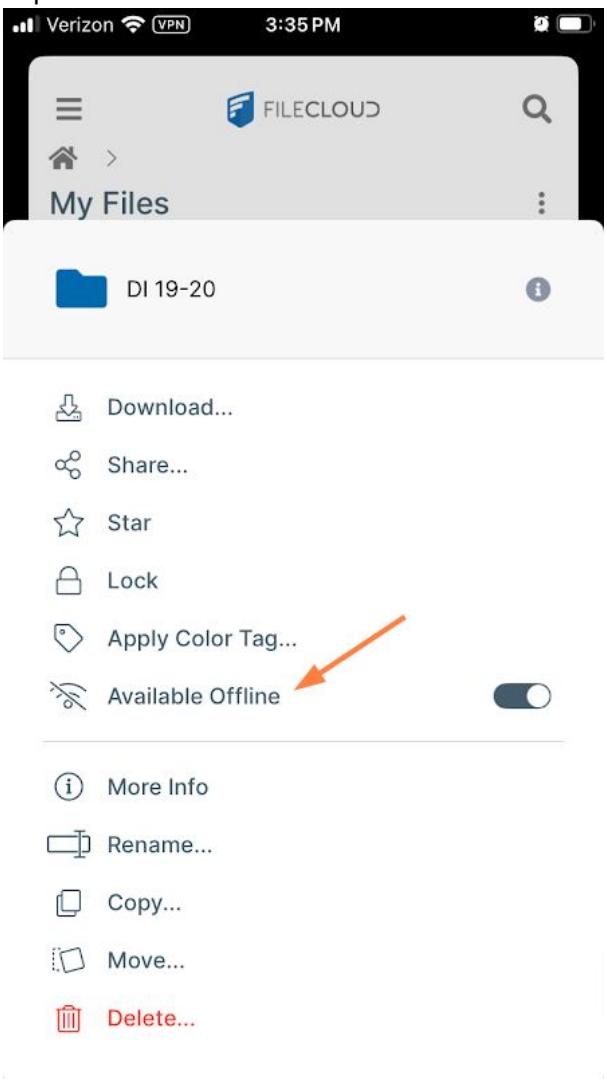
To disable automatic sync:

1. Open the FileCloud iOS app.
2. Navigate to the folder you no longer want to sync automatically.

3. Tap the more (three dot) icon next to the file or folder.

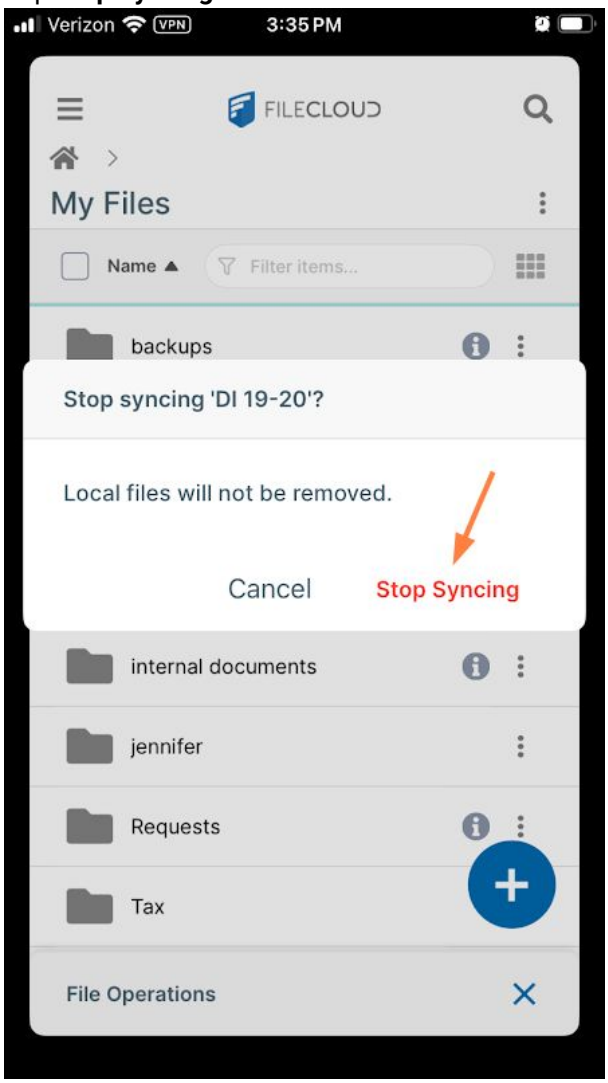


4. Tap **Available offline**.



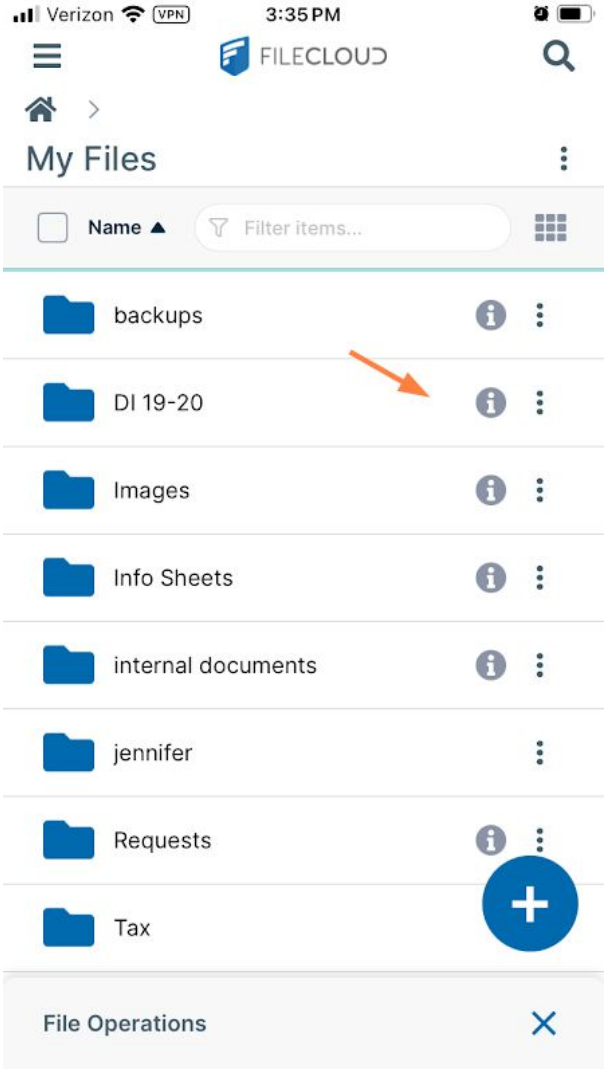
You are prompted with the message "**Stop syncing <foldername>?**"

5. Tap **Stop Syncing**.



Automatic syncing no longer occurs, but your previously synced local files remain on your

device. The Available Offline icon no longer appears next to the folder:

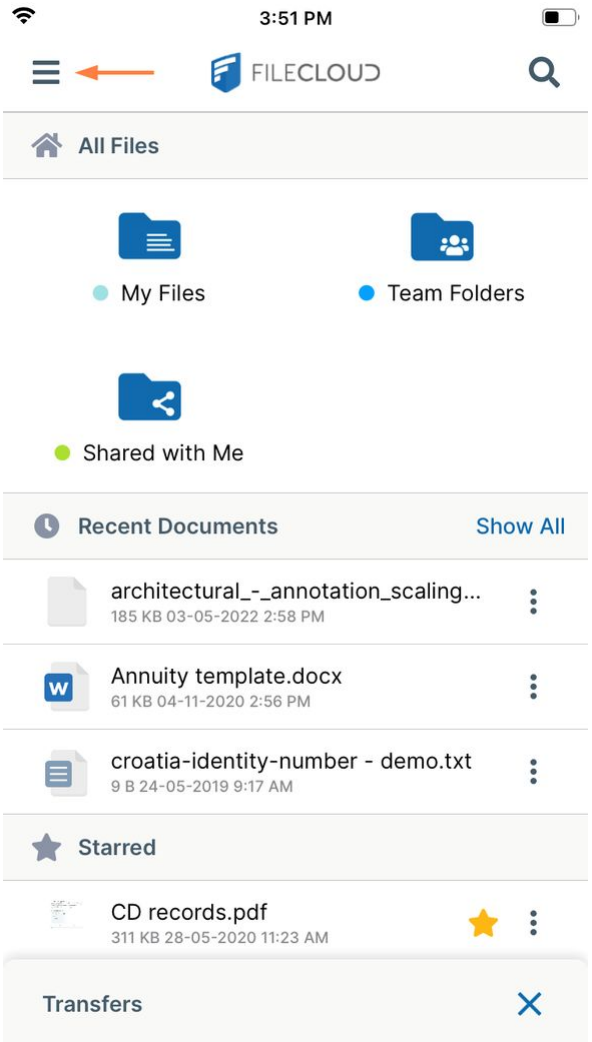


Get Offline Sync Logs

Log files are saved in your **Offline Files** folder.

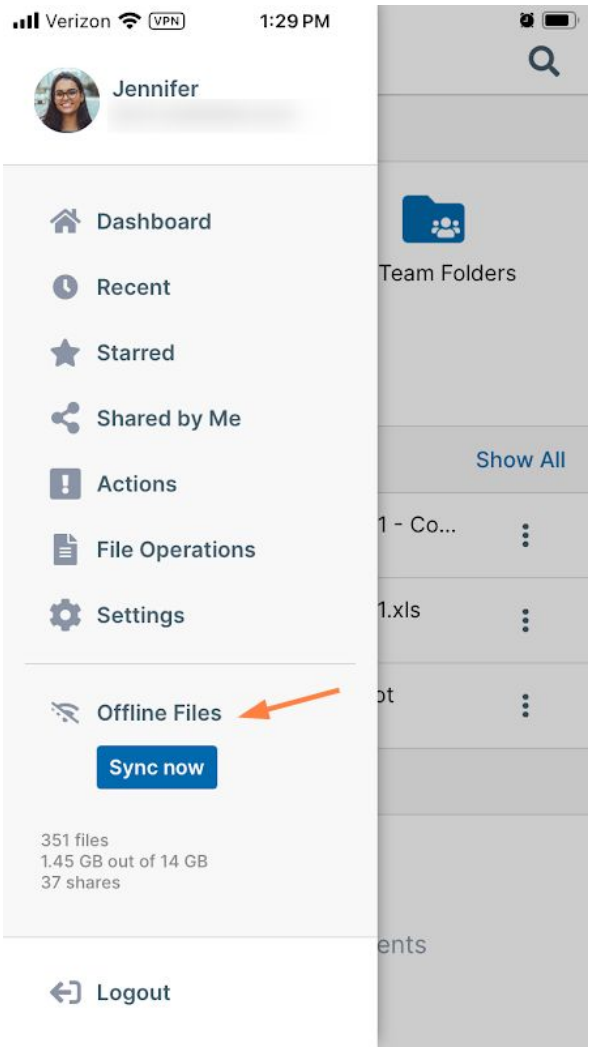
To get Offline Sync logs:

1. Open the FileCloud iOS app.
2. Tap the menu icon in the upper left of the screen.



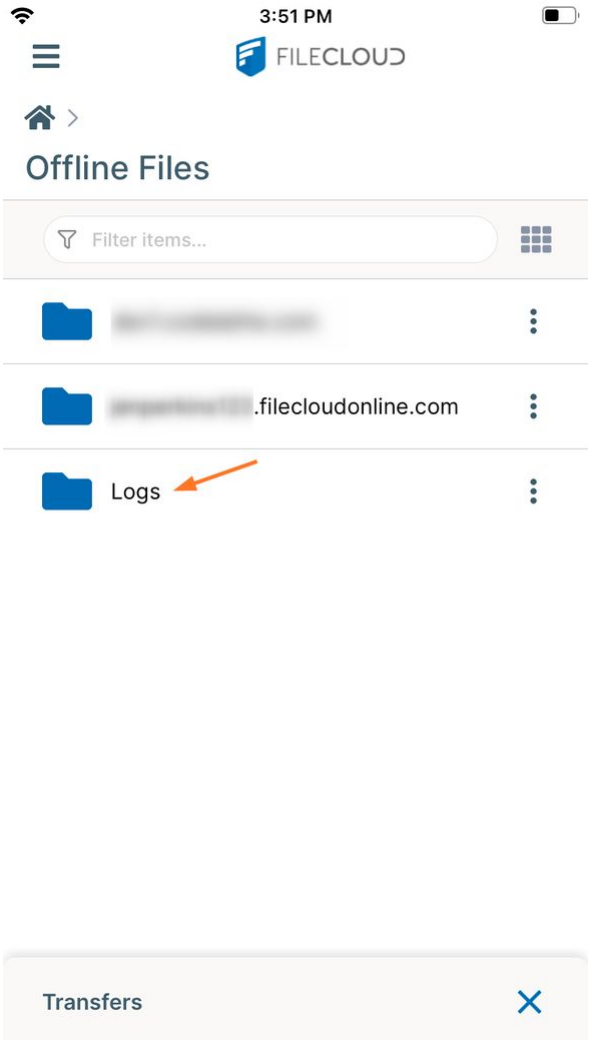
A navigation pane opens.

3. Tap **Offline files**.

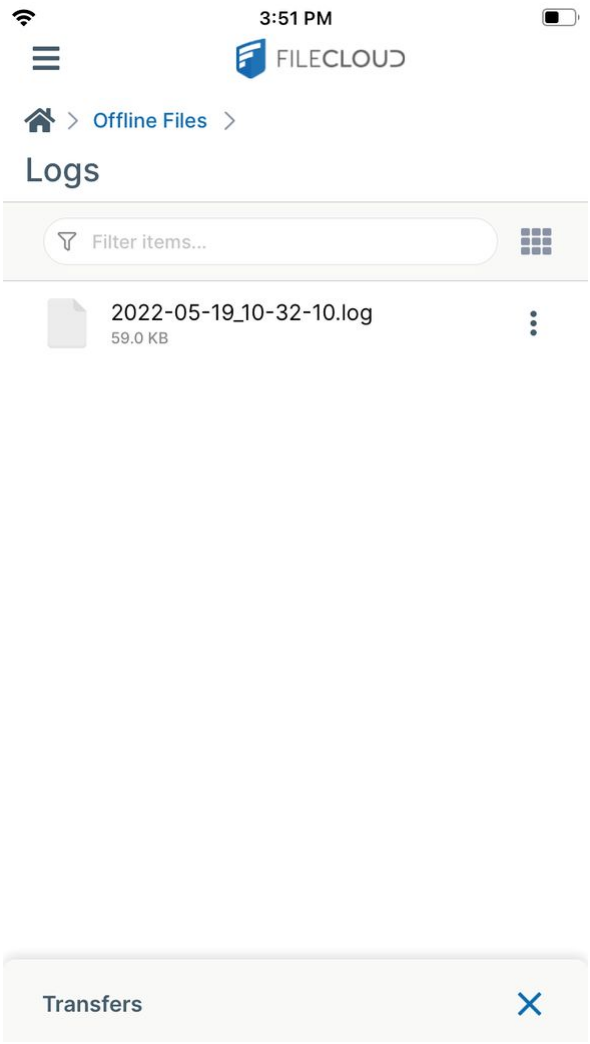


Your **Offline Files** folder opens.

4. Tap the **Logs** sub-folder to access your offline log files.



5. View or download any of the log files.



iPad Multi-Tasking

On iPads you can use the FileCloud in Slide Over mode or Side by Side with other apps.

To learn more, read Apple's documentation on how to Use Multitasking on your iPad[5].

Drag and Drop Support

You can drag and drop files to and from FileCloud for advanced multitasking workflows.

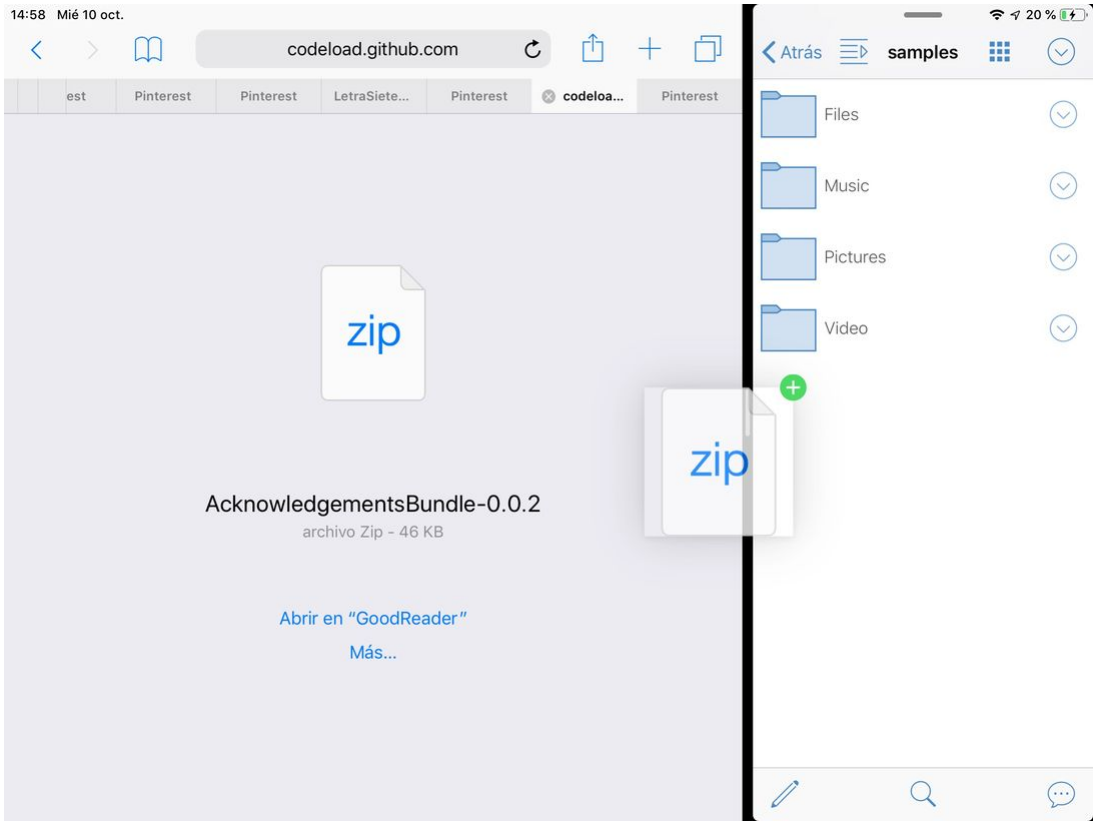
> You can only drag one item at a time.
> Drag support varies from one app to another.

5. https://support.apple.com/en-us/HT207582

Dragging Content From Other Apps

When multitasking you can drag images and files to the FileCloud to upload them to the currently viewed folder.

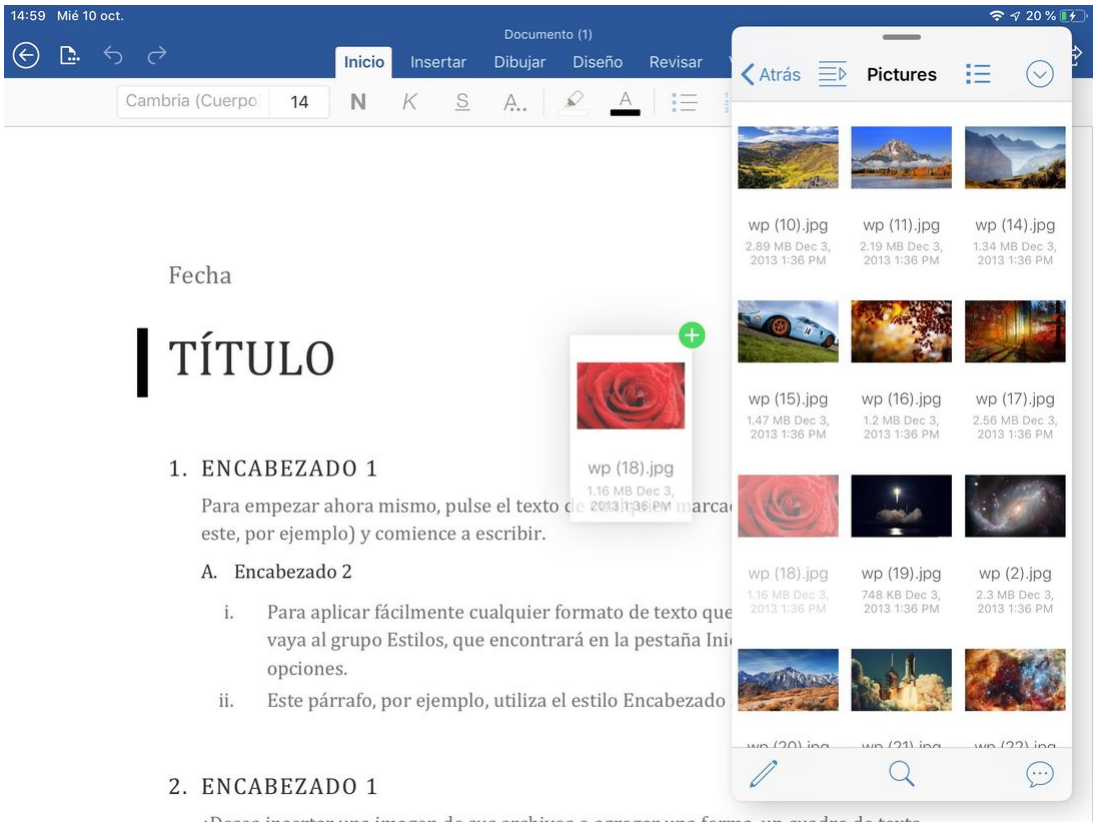
Test app elements to discover draggable items and see how they get uploaded to TestFlight.



Dragging FileCloud Files to Other Apps

When multitasking you can drag images and files to your FileCloud site to upload them to the currently viewed folder.

💡 It is recommended that you test app elements to discover where FileCloud files can be dropped, as drag support varies from one app to another.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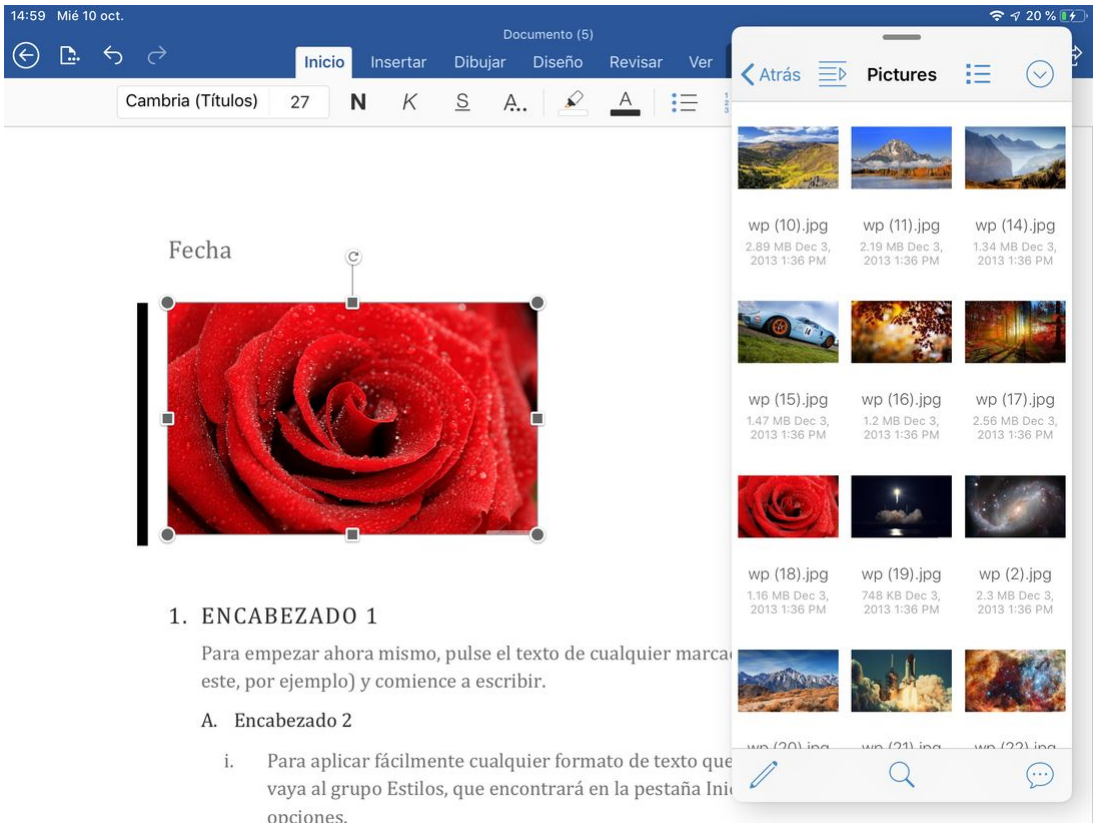
1.16 MB Dec 3, 2013 1:36 PM
wp (19).jpg
748 KB Dec 3, 2013 1:36 PM
wp (2).jpg
2.3 MB Dec 3, 2013 1:36 PM
Fecha
TÍTULO
1. ENCABEZADO 1
A. Encabezado 2
i.
ii.
2. ENCABEZADO 1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748 KB Dec 3, 2013 1:36 PM
wp (2).jpg
2.3 MB Dec 3, 2013 1:36 PM
Fecha
1. ENCABEZADO 1
A. Encabezado 2
i.

FileCloud iOS Integration with 3rd Party Apps

You can interact with your FileCloud site using 3rd party applications in several ways.

Integration with other apps will only work if:

- You enable App Integrations from the Global Settings
- App Integrations is enabled by default

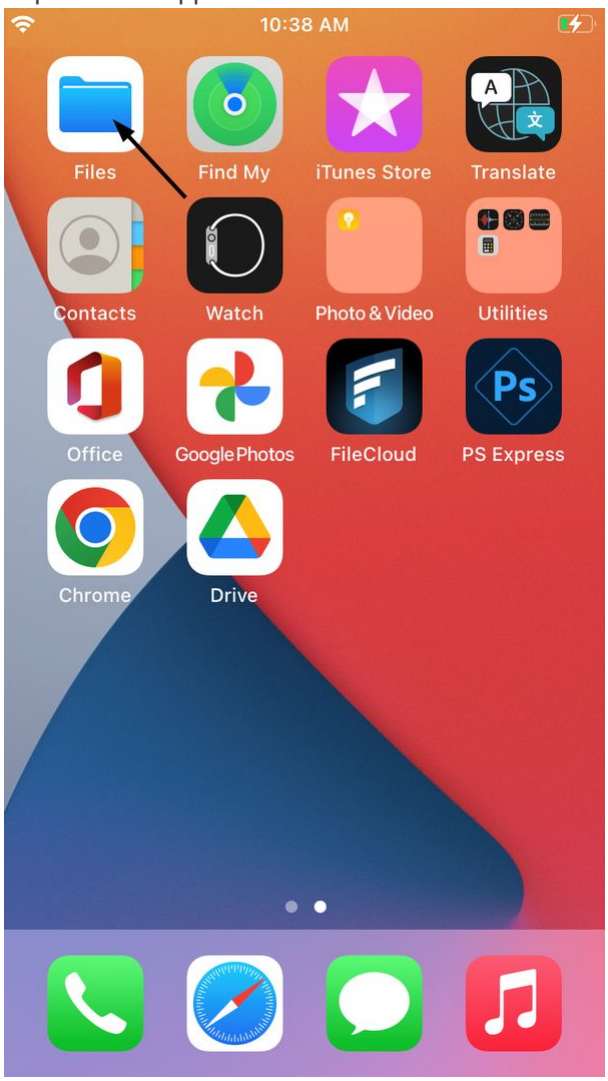
Accessing FileCloud Files through the Files app

To access FileCloud files and folders through the Files app:

On iOS 11 and newer you can natively browse your FileCloud contents, preview files, and even launch in-place editing, all without directly opening the FileCloud app through the Files app.

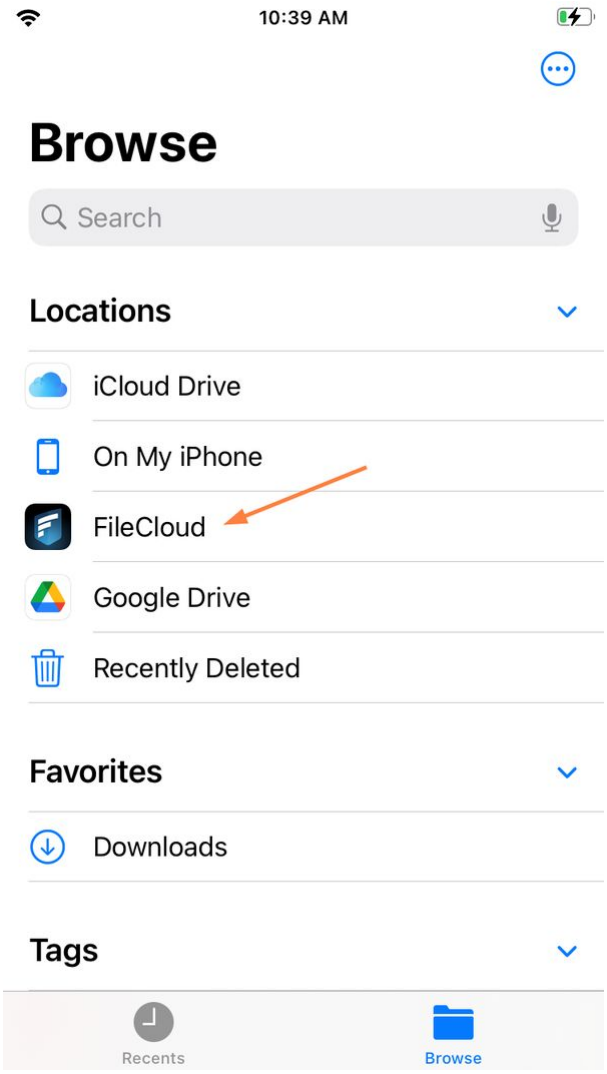
💡 You must enable the FileCloud service from the Files app the first time you use it.

1. Tap the **Files** app.



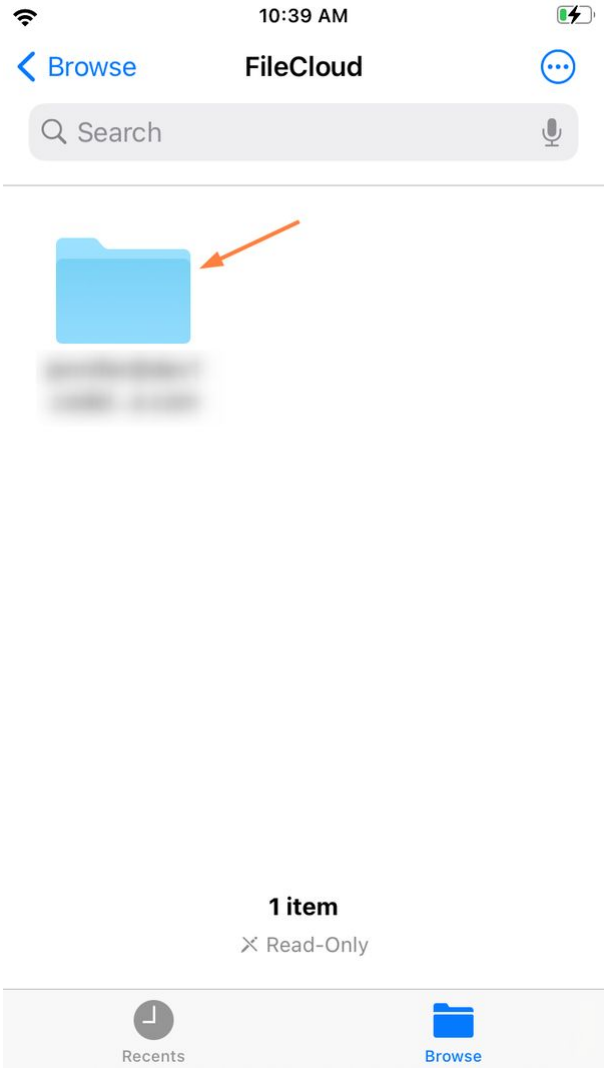
The **Browse** screen opens.

2. Tap **FileCloud**.

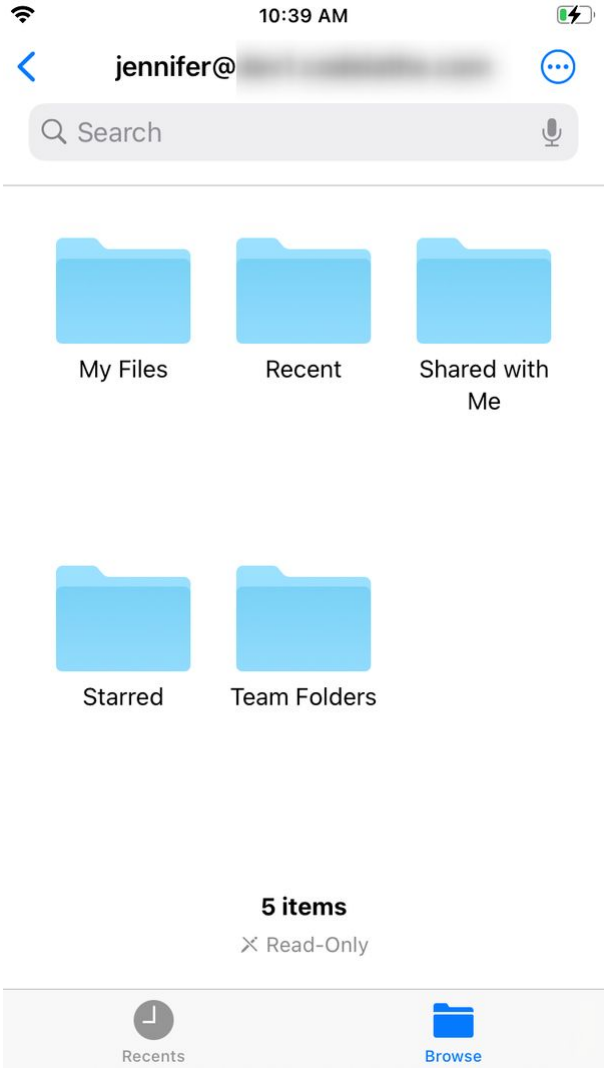


A folder named for your FileCloud server opens.

3. Tap the folder.

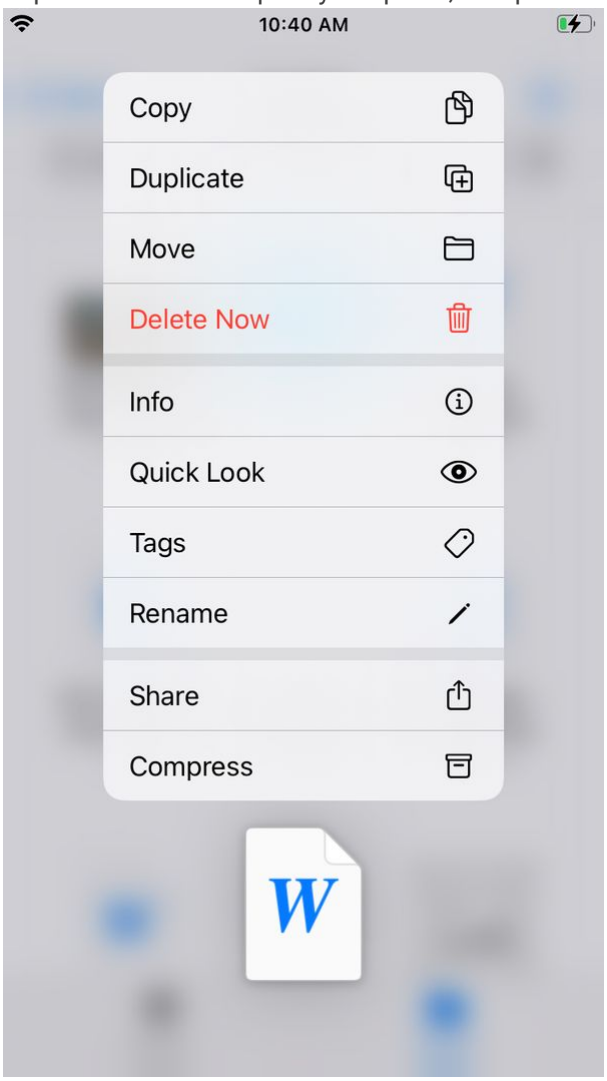


Your FileCloud folders open.



4. Navigate to a file or folder.

5. Tap the file or folder quickly to open it, or tap and hold to access a list of options:



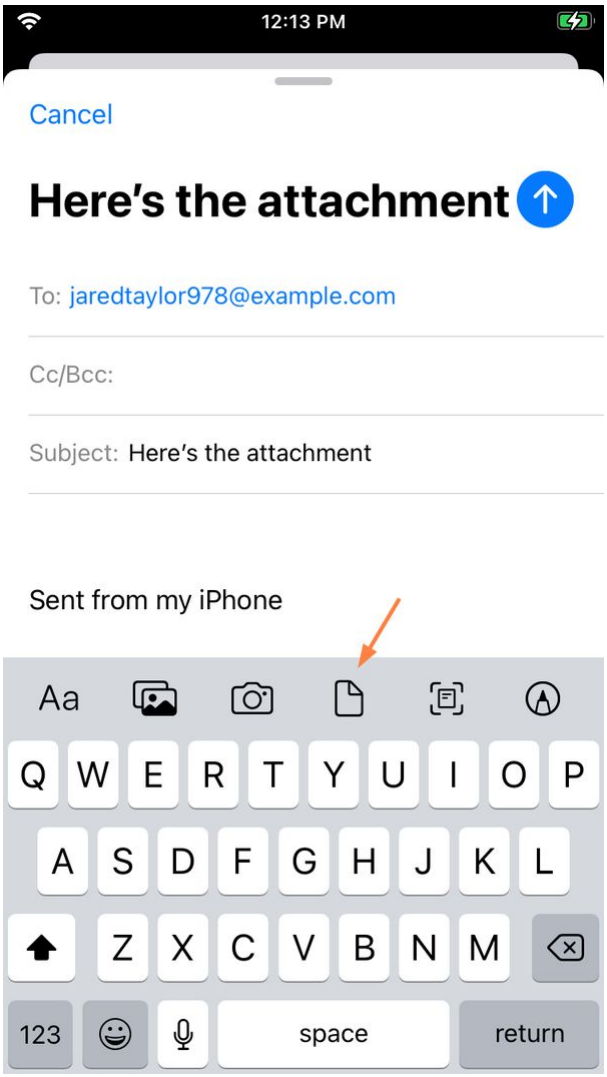
Attaching or uploading a FileCloud file into another application

To attach or upload a FileCloud file while working in another app:

On iOS, when you are working in another app, you can remain in that app to upload or attach a file stored in FileCloud.

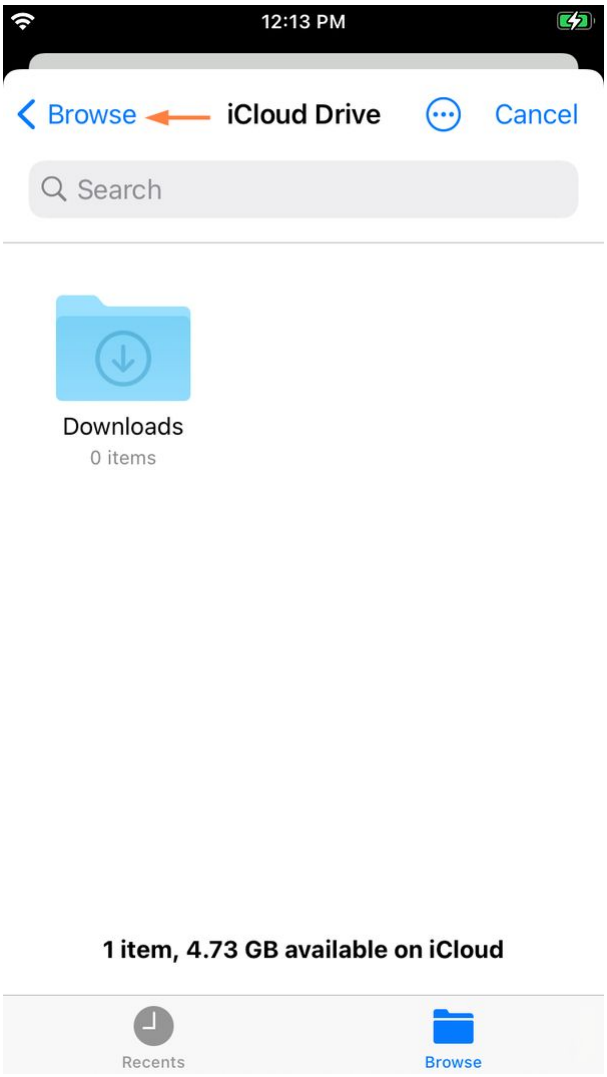
The following example uses **Mail** to demonstrate how to access FileCloud files from another app, however, you could use the same process in any app that allows you to upload or browse files external to it.

1. Open the Mail app.
2. Compose your message and tap the file icon.

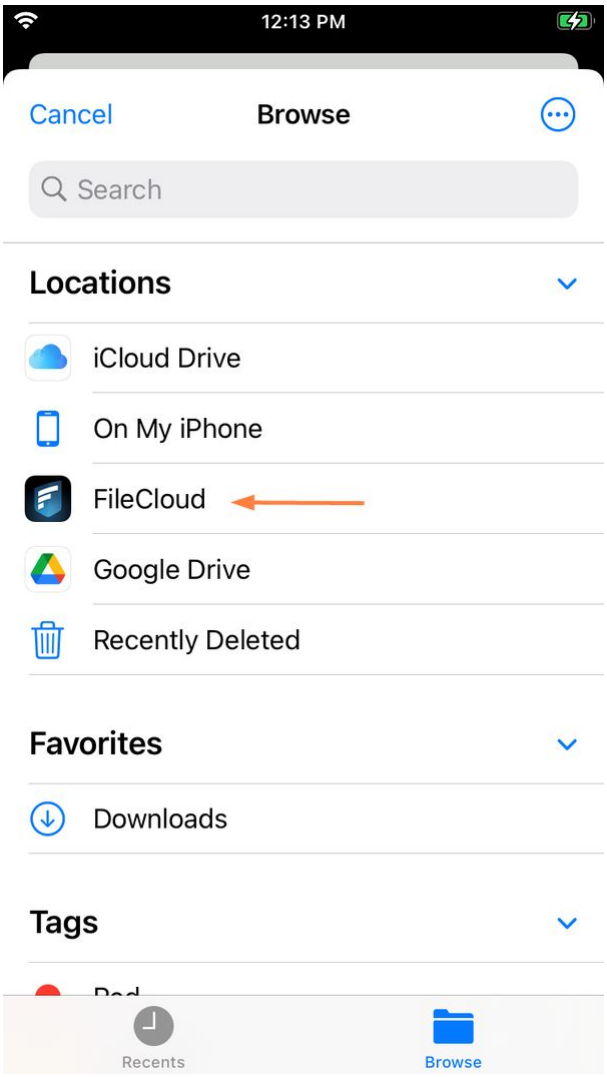


iOS opens the last location accessed, which may not be the FileCloud server.

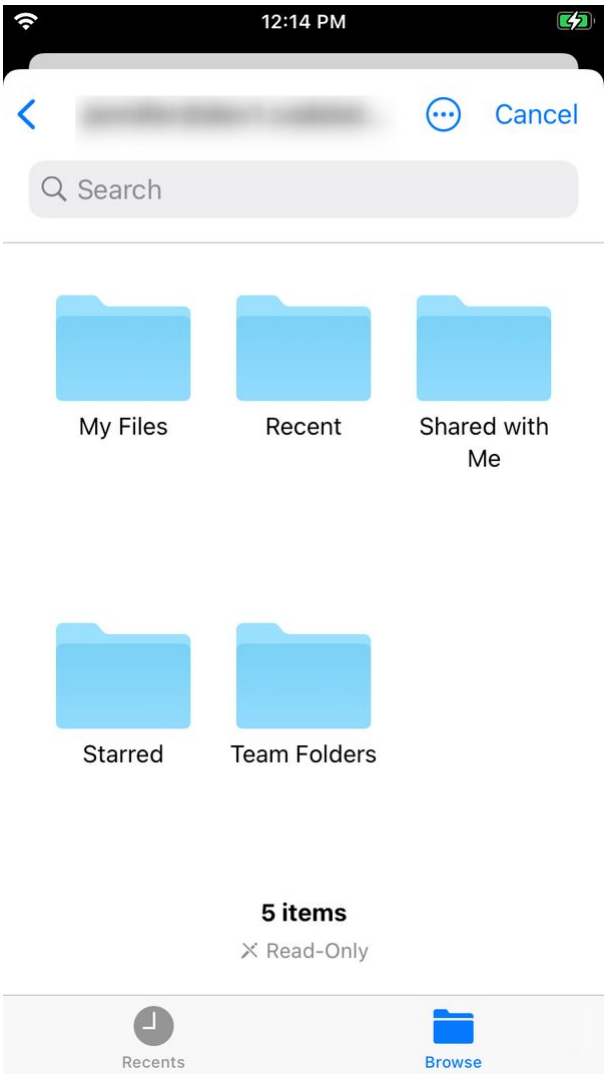
3. Tap the back arrow until you reach the locations screen.



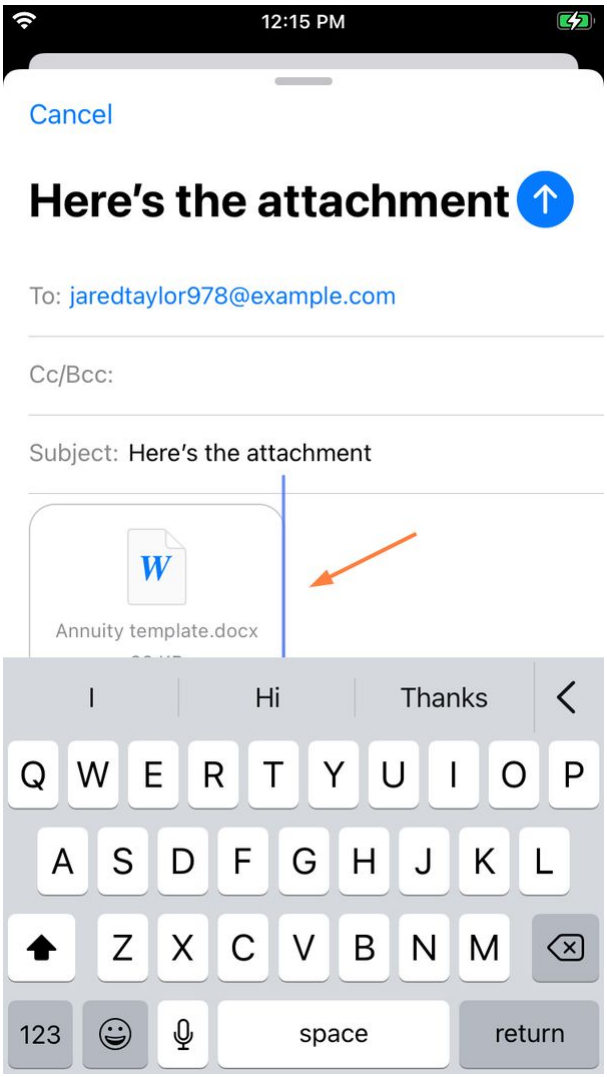
4. In the **Locations** screen, tap **FileCloud**.



Your FileCloud folders appear.



5. Navigate through the folders to the file you want to attach to the email, and tap it quickly. The file is attached to the email.

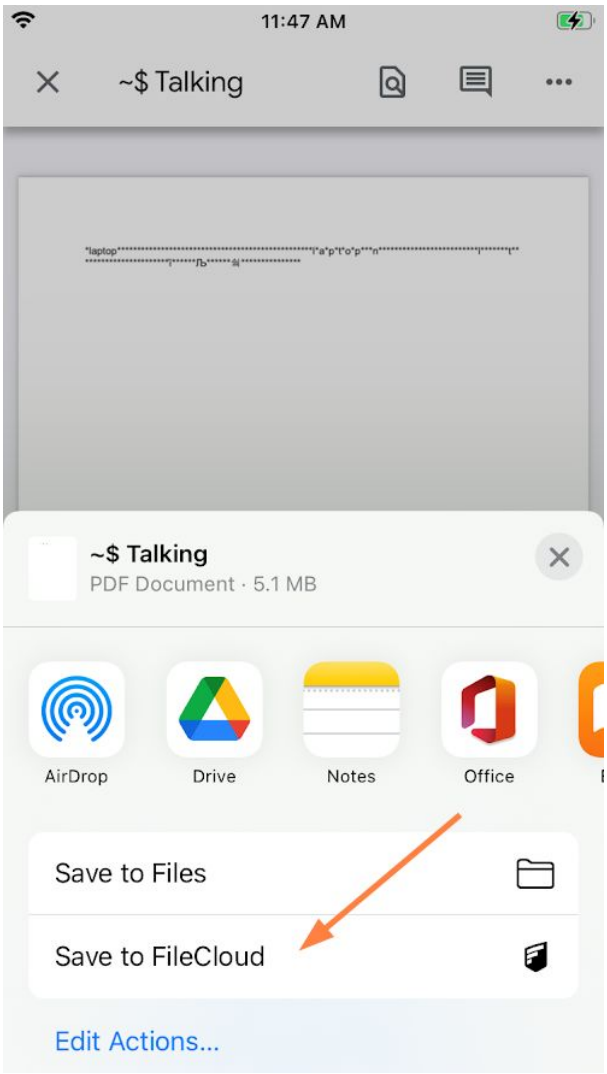


Saving directly from a 3rd party application

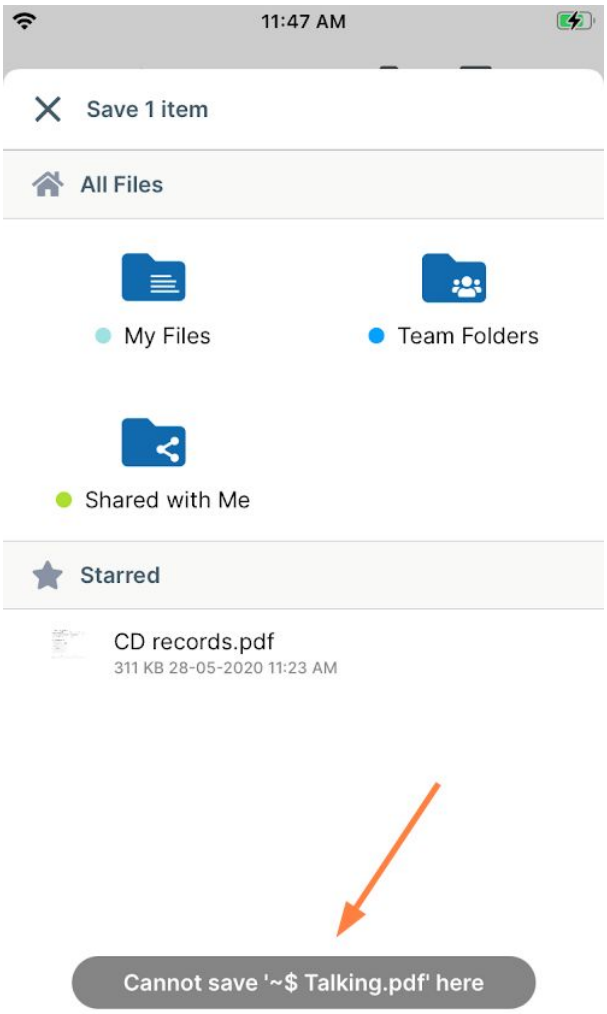
You can save a file to your FileCloud server directly from a 3rd party application in a few different ways:

To use Save to FileCloud

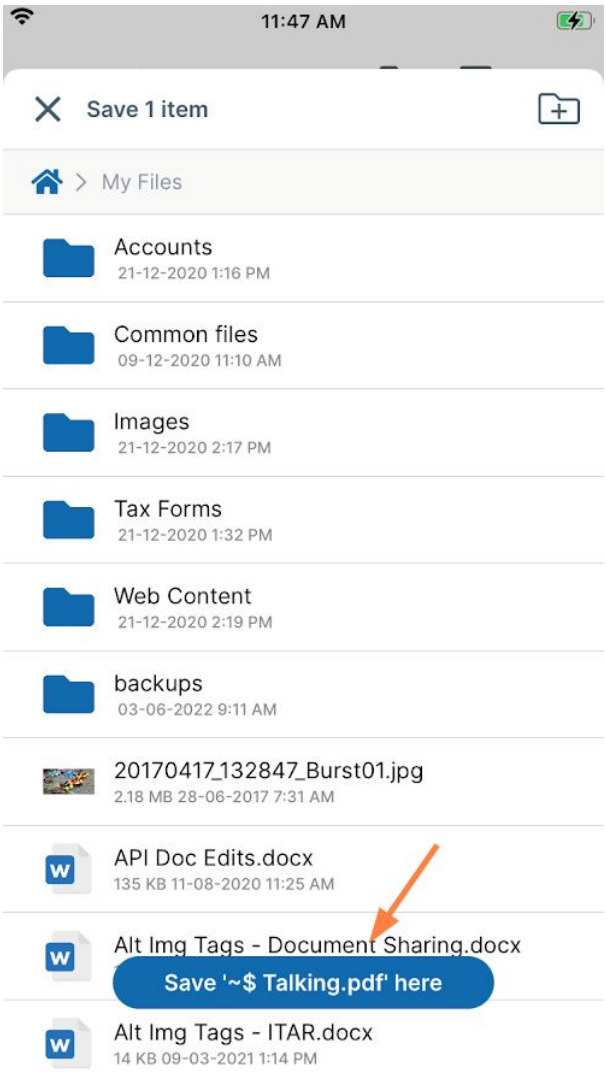
1. When using a share or open with option in a third party application, find and tap the **Save to FileCloud** option.



The FileCloud Dashboard opens with the message **Cannot save <file> here** because you have not opened a specific folder to save in.



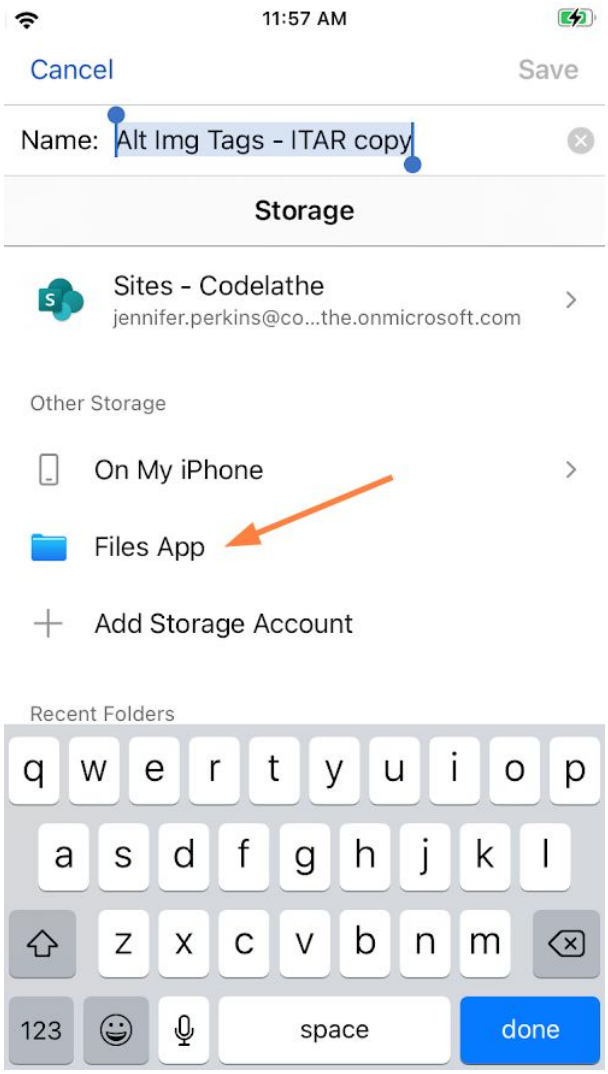
2. Navigate to the location where you would like to save the file, and tap the **Save <filename> here** button.



To Save to the FileCloud location in the Files app

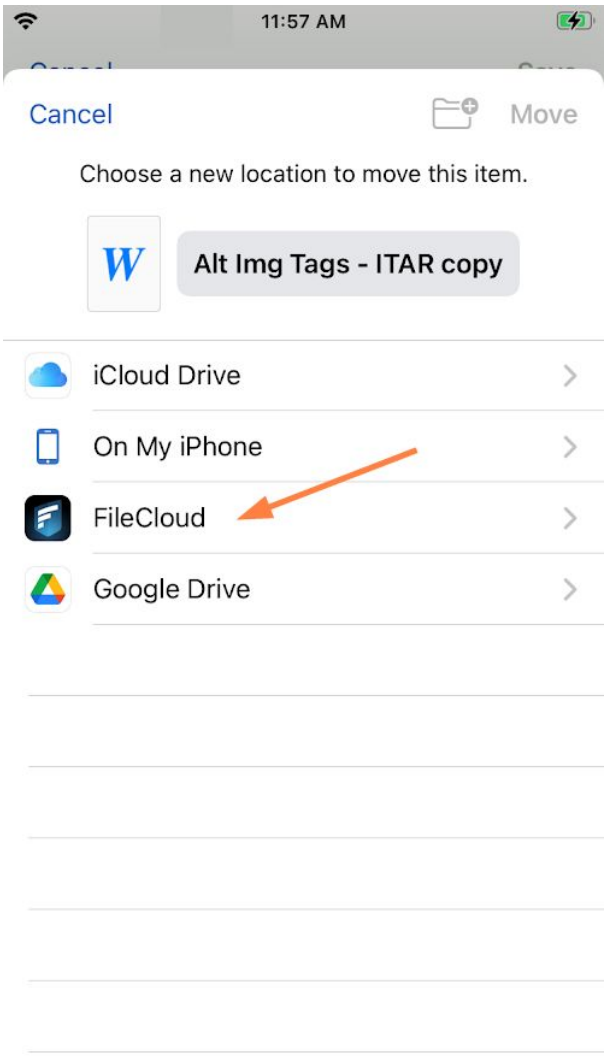
As FileCloud is natively integrated in the Files app, you can choose this option to send a file to your FileCloud server.

1. When you save the file in the third-party application, choose the **Files app** option.

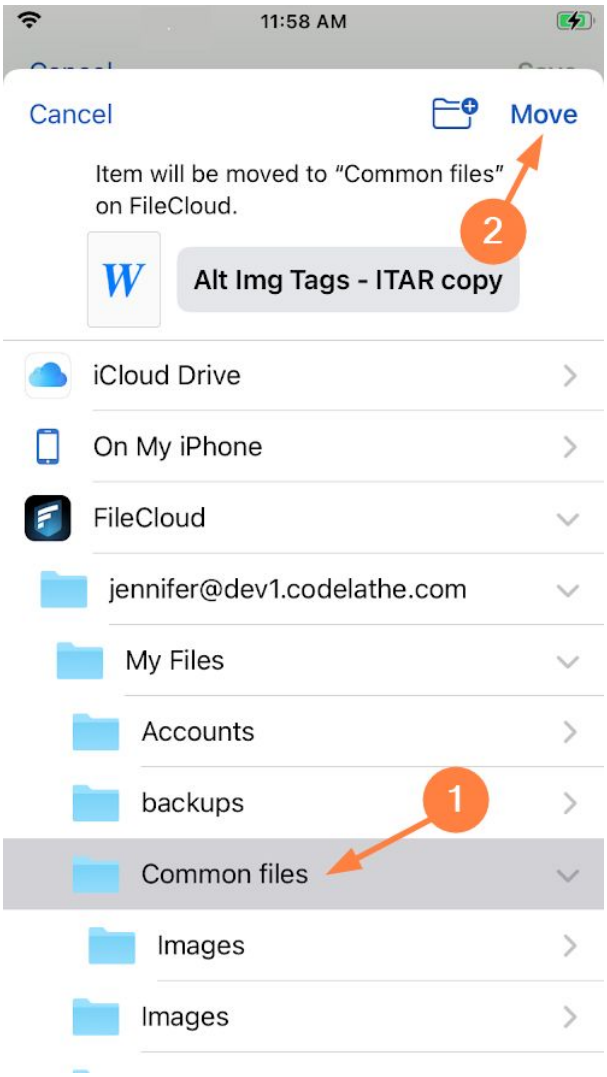


Your iPhone locations appear.

2. Tap the FileCloud location.



3. Navigate to the FileCloud folder where you would like to store the file, and tap **Move**.

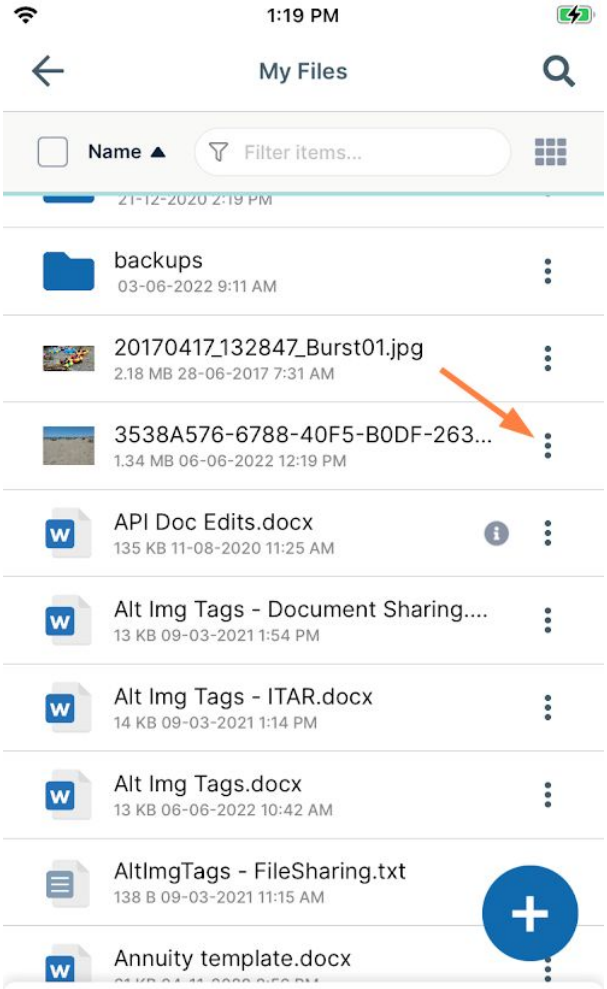


Opening a file from FileCloud with another application

To open a FileCloud file in another application:

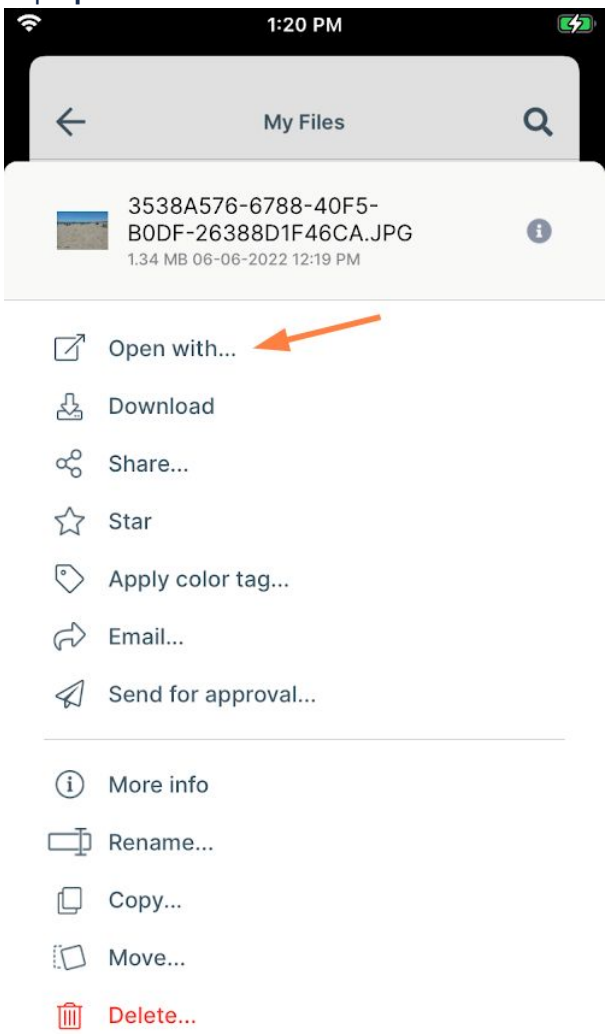
1. Open the FileCloud App.
2. Navigate to the file you want to open.

3. Tap the more (three dot) icon next to the file.



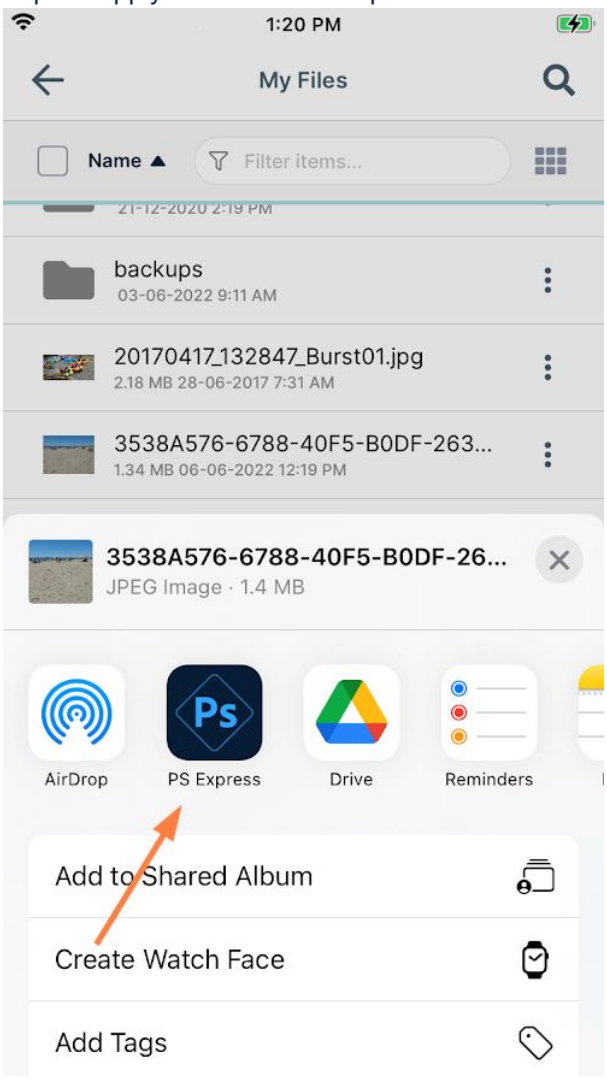
A list of options opens:

4. Tap **Open with**.

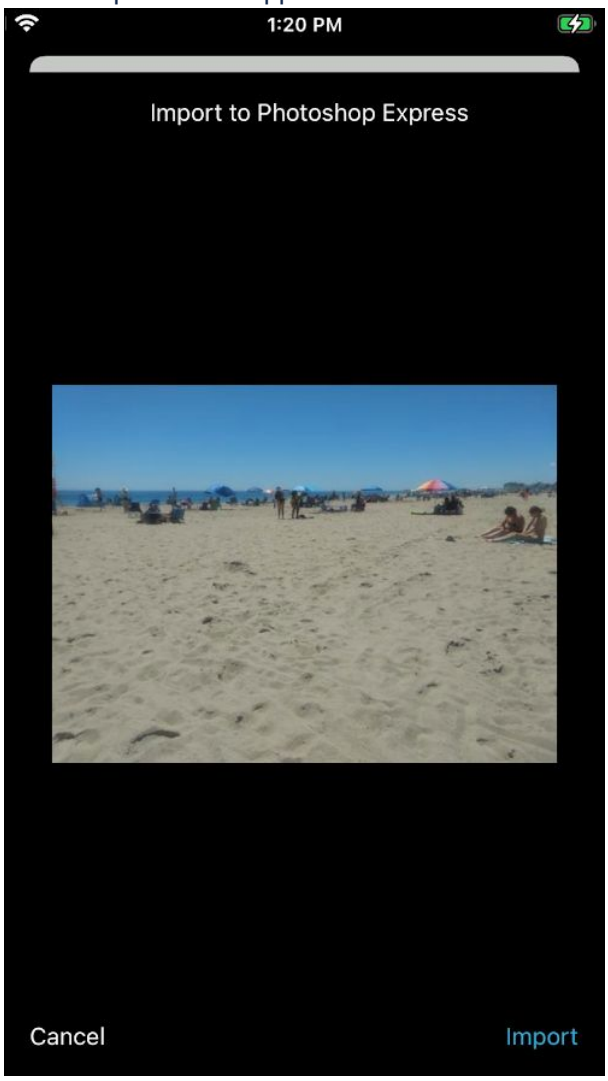


Various apps are shown as suggestions for opening the file.

5. Tap the app you would like to open the file with.



The file opens in the app.

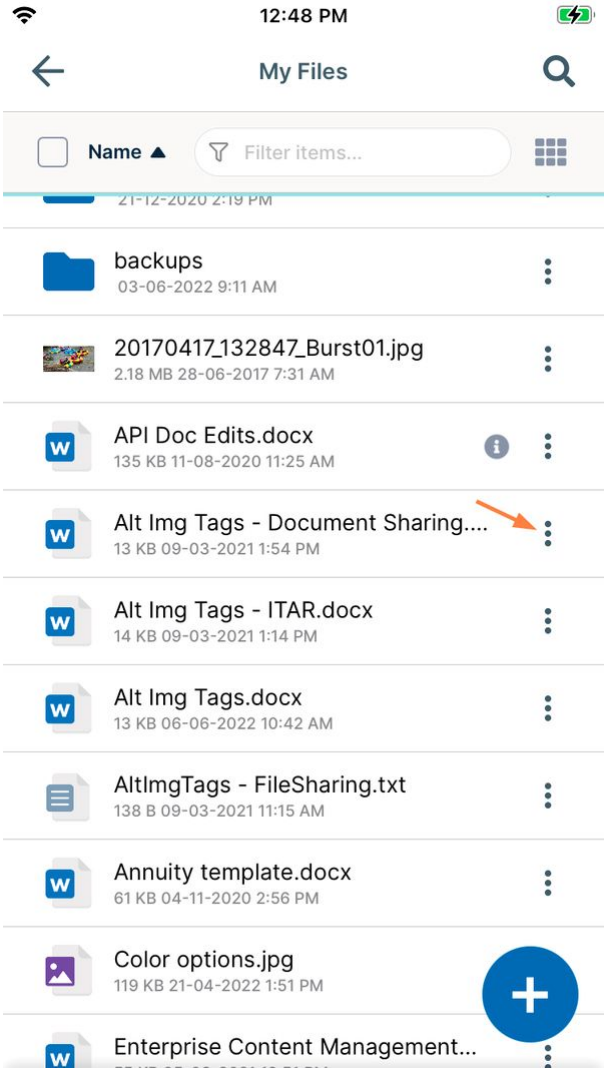


Mailing a file from FileCloud

To mail a file from the FileCloud app:

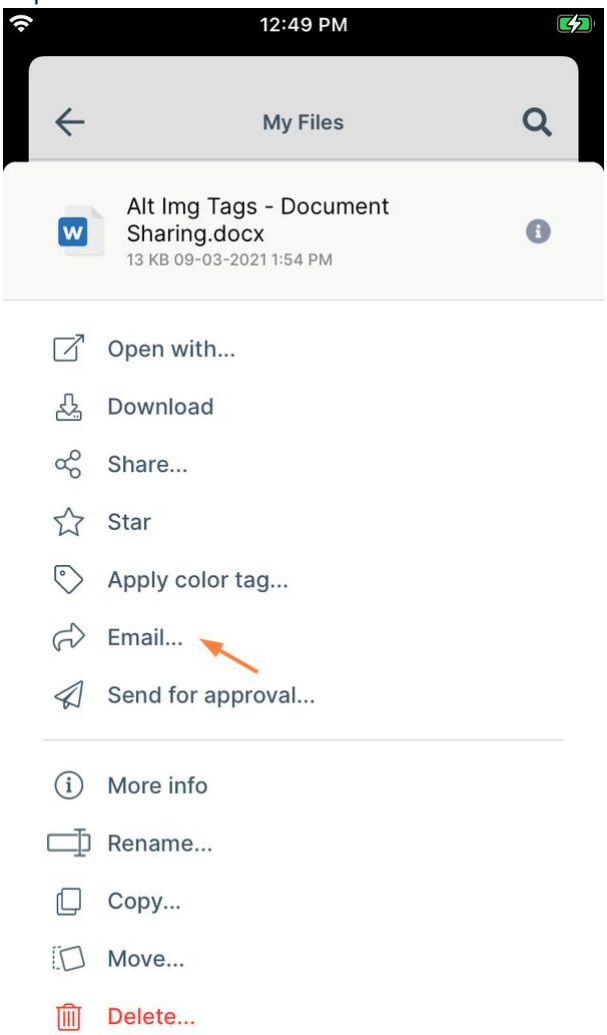
1. Open the FileCloud App.
2. Navigate to the file you want to send.

3. Tap the more (three dot) icon next to the file.

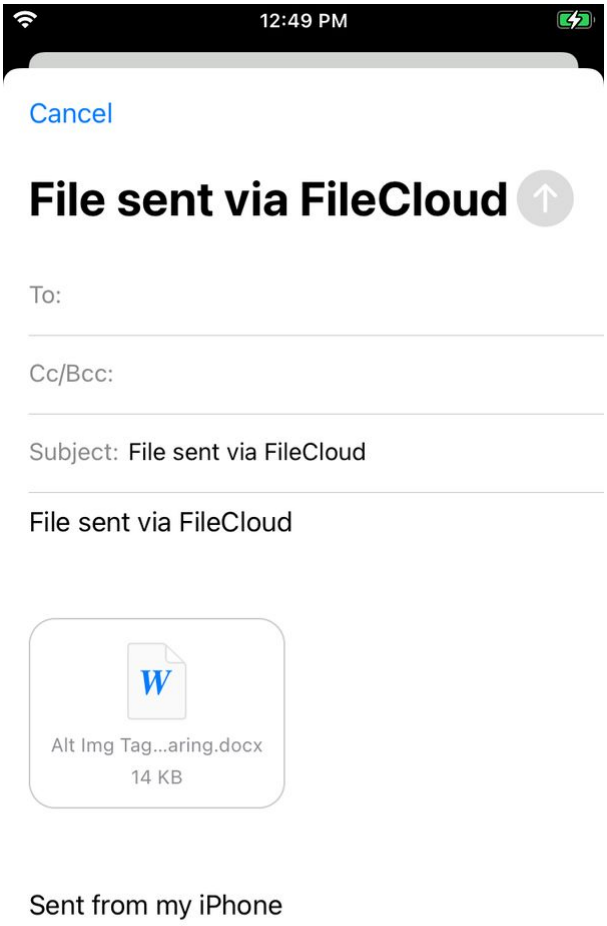


A list of options opens.

4. Tap **Email**.


12:49 PM
My Files
Alt Img Tags - Document Sharing.docx
13 KB 09-03-2021 1:54 PM
Open with...
Download
Share...
Star
Apply color tag...
Email...
Send for approval...
More info
Rename...
Copy...
Move...
Delete...

The file is attached to an email that contains the subject and message **File sent via FileCloud**.



5. Enter **To:** addresses and send the email.

Android

After you install FileCloud's Android app and add your FileCloud account, you can access, edit, share, and secure your files.

In this section:

- Installing FileCloud on Android and Logging in to Your Account (see page 299)
- Android Settings for FileCloud (see page 317)
- File and Folder Actions on Android (see page 325)
- Syncing FileCloud on Android (see page 507)
- Using FileCloud with Other Android Apps (see page 518)
- Troubleshooting Android Issues (see page 540)

Also see:

Microsoft Office Integration

Installing FileCloud on Android and Logging in to Your Account

- Installing the App on Android (see page 299)
- Logging in to FileCloud on Android (see page 301)
- Logging in with Device Authentication on Android (see page 305)
- Logging in with SSO on Android (see page 311)
- Log in with Two-Factor Authentication on Android (see page 312)
- Navigating in FileCloud on Android (see page 316)

Installing the App on Android

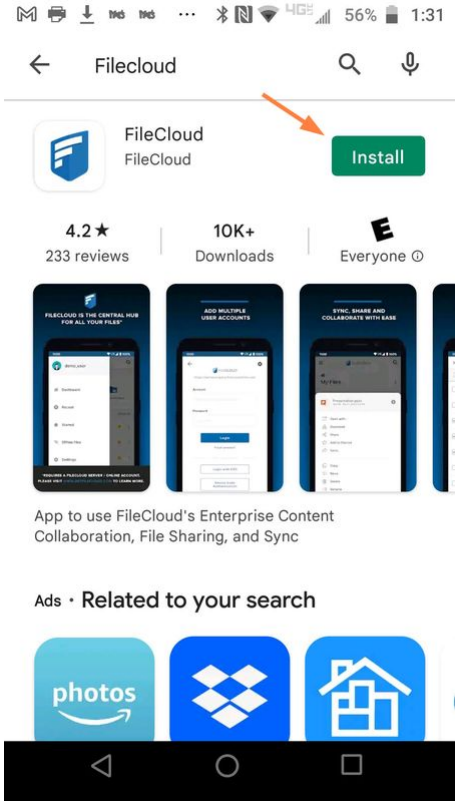
You must set up the FileCloud Android App before you can access the files in your FileCloud account.

To install the FileCloud app:

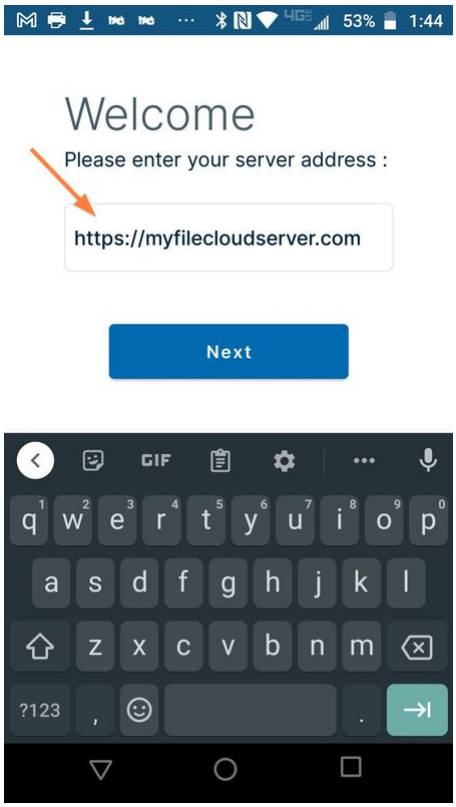
1. On your Android device, open the Google Play Store, and find the FileCloud App[6].

6. https://play.google.com/store/apps/details?id=com.filecloud.android

2. Click **Install**.



3. Once the app is installed, click **Open**.
   The **Welcome** screen for the app opens.
4. Enter your FileCloud address, and click **Next**.
   The **Welcome** screen opens.



Now, you can enter your FileCloud address and log in (see page 301).

Account security

How secure is my account?

Authentication information is saved securely in Android's security infrastructure and cannot be accessed by anyone even if your device is lost.

- The connection between your Android device and FileCloud can be secured by using https:// instead of http:// (at a cost of speed).
- All access to FileCloud in a LAN (where your Android device and FileCloud are in the same network) is always direct (your data is never sent outside the network in those cases).

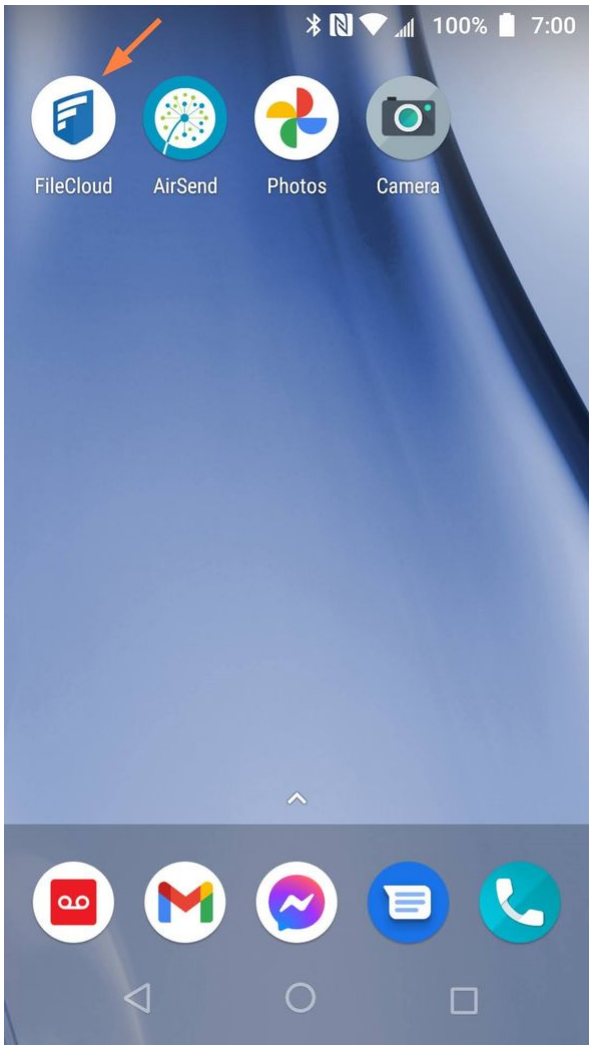
How can I keep my account locked and use a PIN or fingerprint scan to open it?

See Setting a Lock on Your Android App (see page 322) to lock your app and add a PIN or fingerprint for opening it.

Logging in to FileCloud on Android

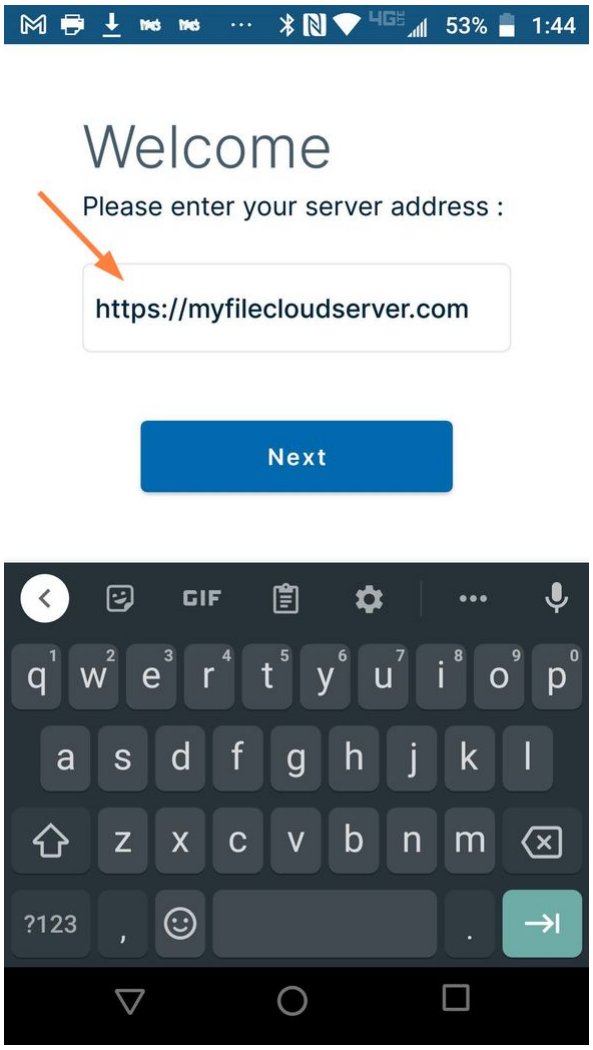
To log in to the FileCloud app on Android:

1. Tap the FileCloud icon.

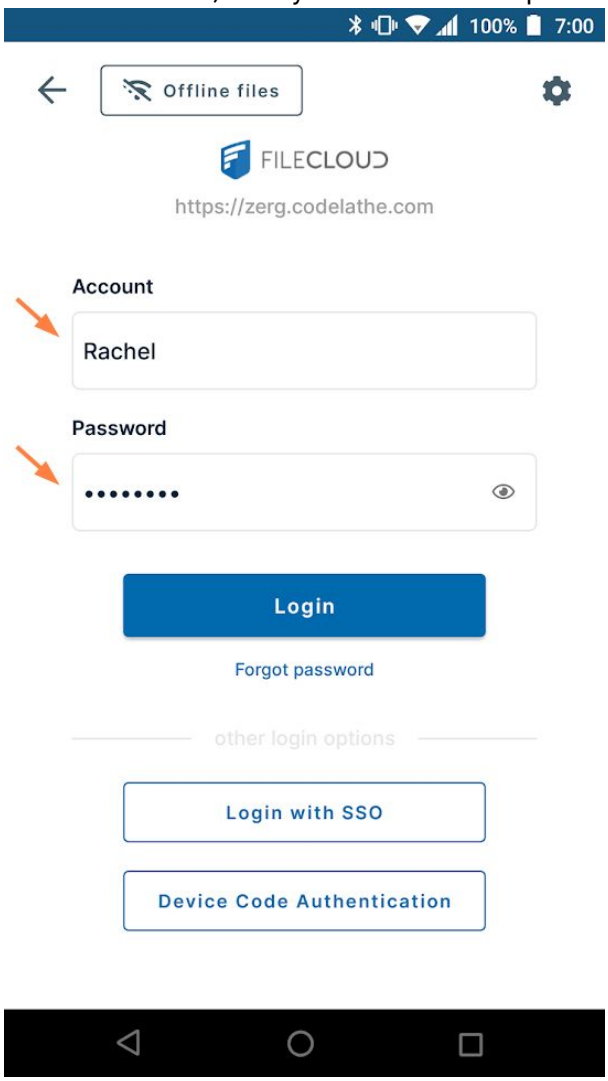


The **Welcome** screen opens.

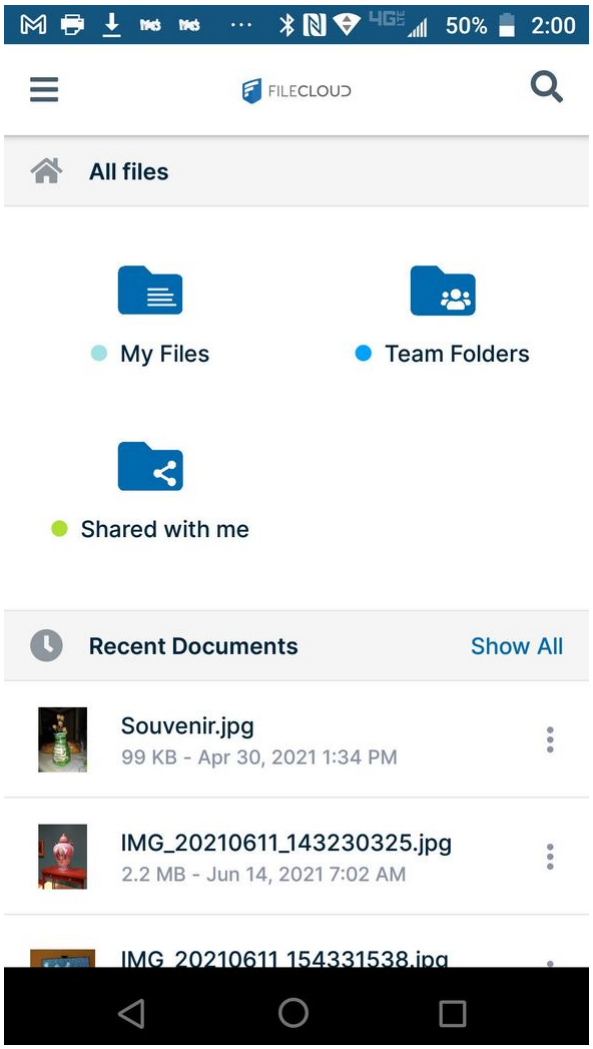
2. Enter your FileCloud address, and tap **Next**.


53% 1:44
Welcome
Please enter your server address :
https://myfilecloudserver.com
Next
GIF
?123

3. In the next screen, enter your username and password and tap **Login**.



Once the account is authenticated, your dashboard opens, and you can access your files.



Logging in with Device Authentication on Android

Logging in with a device authentication code requires you to enter an additional code that confirms you are approved to log in through your Android device.

Admin configuration for Device Authentication

To enable users to use a device authentication code to log in, you must enable it in the admin portal's settings.

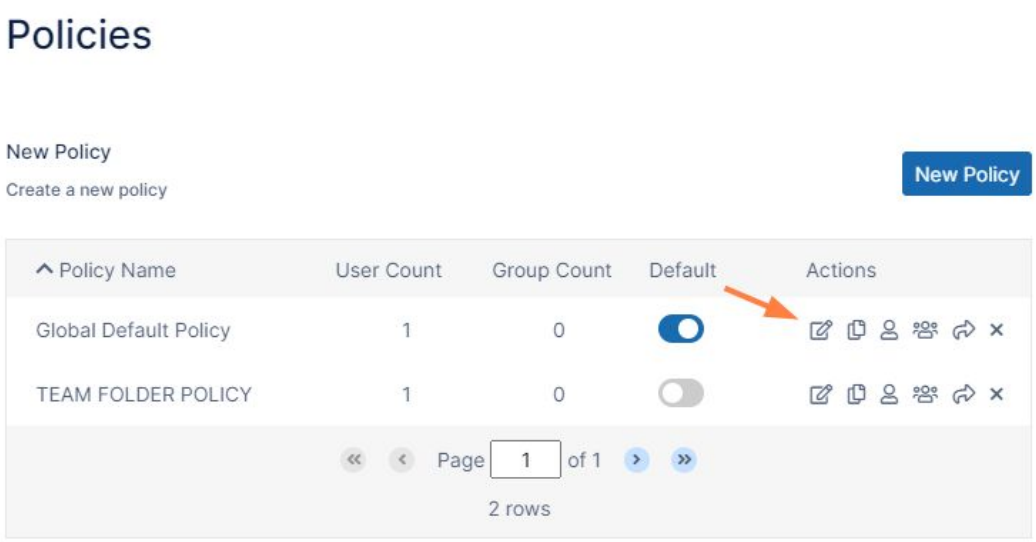
Code-based device authentication is set by policy. It requires users to request approval to log in to a desktop app or mobile app. When the request is approved, a code is created which the user must enter into the app to log in. Requests are approved in the user portal, but additional admin approvals may also be required.

Enabling code-based device authentication

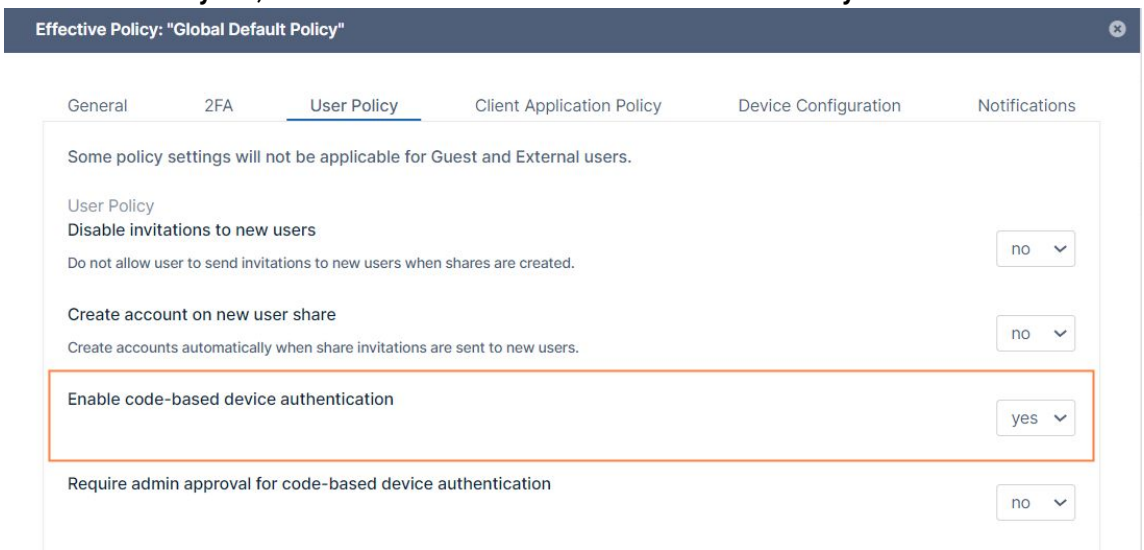
Enable Code based device authentication

To enable code-based device authentication:

1. In the FileCloud admin portal's left navigation bar, scroll down and click **Settings**. Then, on the **Settings** navigation page, click **Policies** .
   The **Policies** settings page opens.
2. Click the Edit icon in the row for the users' policy.



   The **Policy Settings** dialog box opens.
3. Click the **User Policy** tab.
4. In the **User Policy** tab, set **Enable code-based device authentication** to **yes**.



   Now, when a user logs in to a client app, an approval request appears in in the user portal. The user must approve the request to receive a code that is entered into the client app to

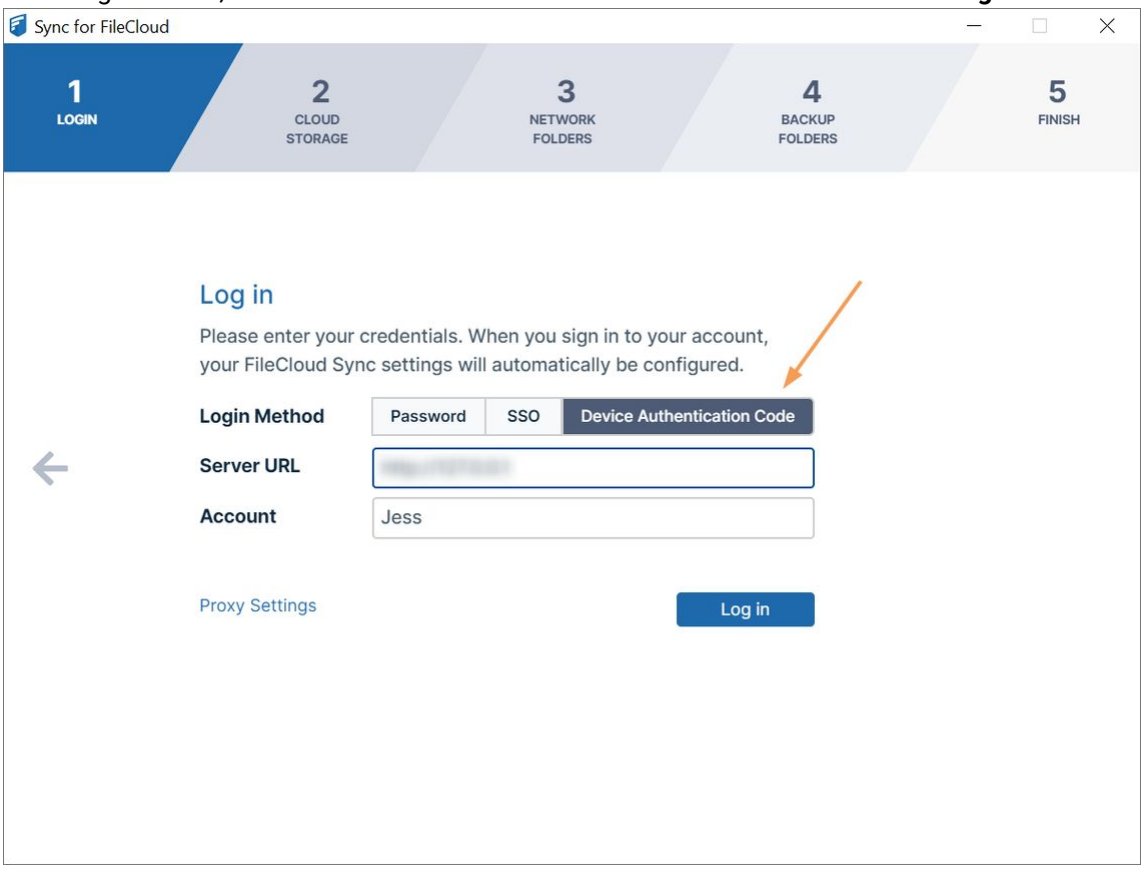
successfully log in.
How users log in with device authentication, below, shows how this process works.

How users log in with device authentication

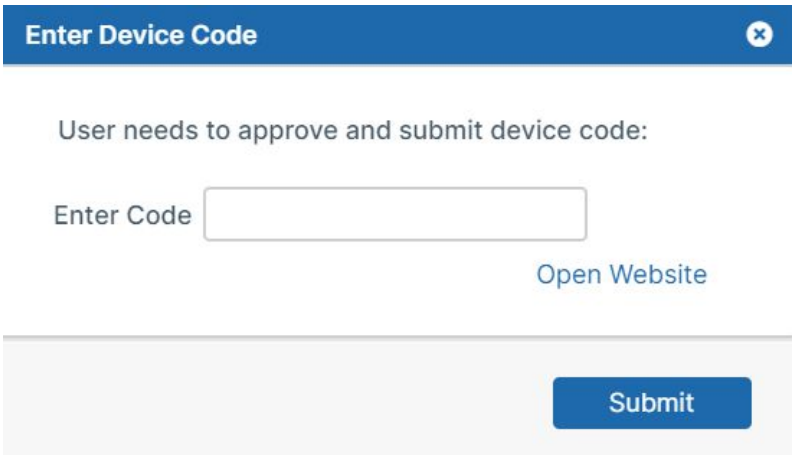
How users log in with device authentication to desktop apps

Once code based authentication is enabled, the user can follow these steps to log in via a desktop app.
The following example uses the Sync application, but the procedure is the same for all of the desktop applications and the mobile apps.

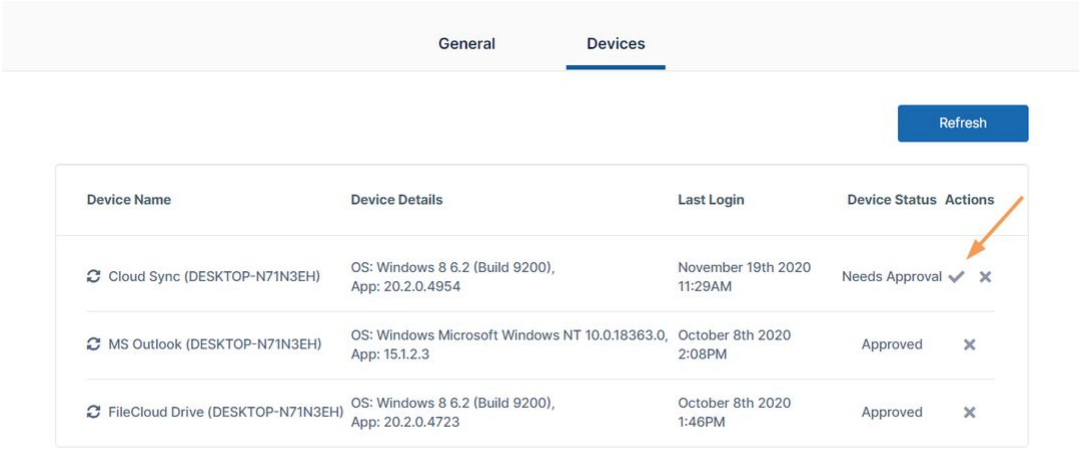
1. In the login screen, the user selects **Device Authentication Code** and then clicks **Log in**.



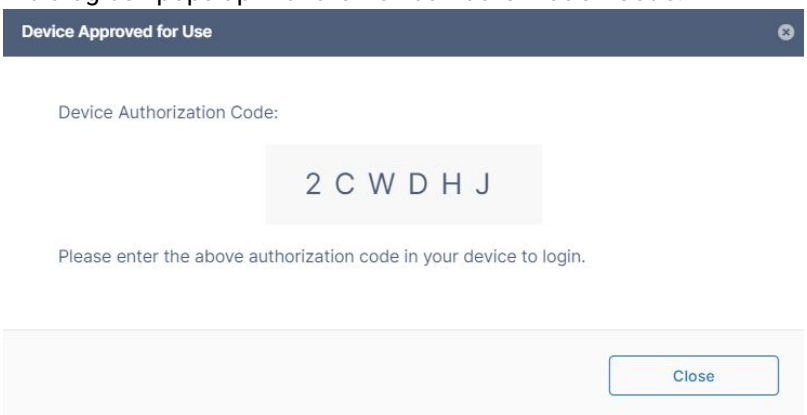
The following dialog box opens.



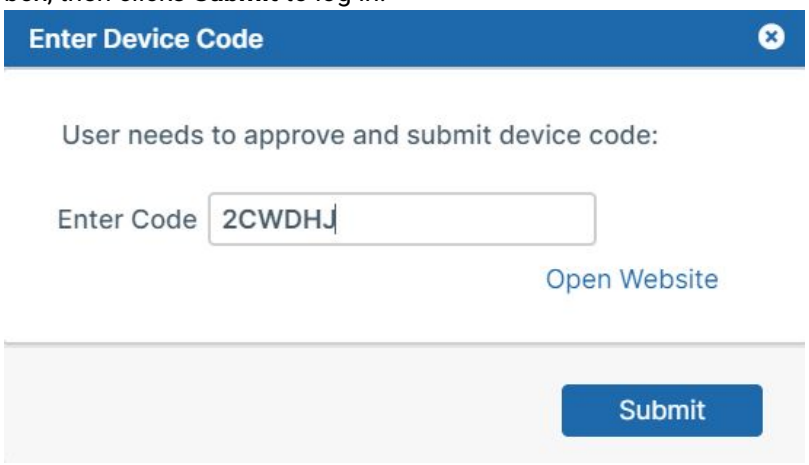
2. To get the device authorization code:
   a. The user logs in to the user portal, then clicks the arrow next to the username and chooses **Settings**..
   b. In the **Settings** screen, the user click the **Devices** tab.
   c. The user clicks the check next to **Needs Approval**.



A dialog box pops up with the **Device Authorization Code**:



3. The user copies the **Device Authorization Code** and pastes it into the **Enter Device Code** dialog box, then clicks **Submit** to log in.



Requiring admin approval as well as user approval for devices

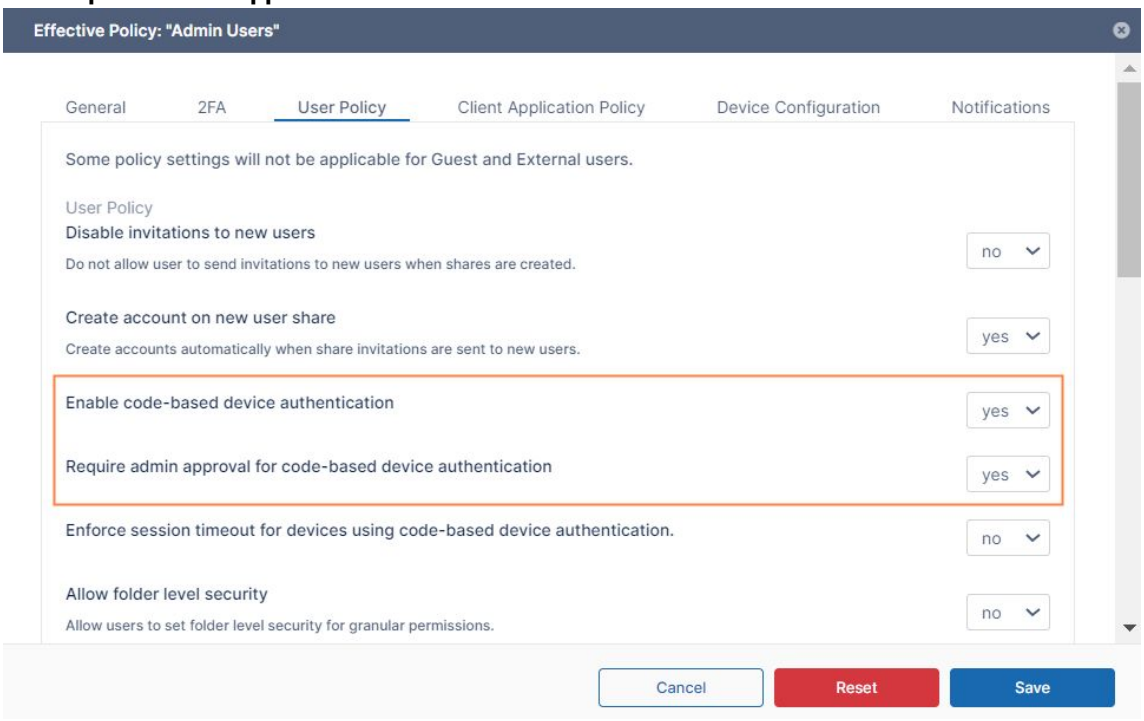
Requiring admin approval to log in with client devices

The **Enable code based device authentication** setting lets users log in to desktop apps using a device authorization code without admin approval. You can also can configure FileCloud to require logins to desktop apps to be approved by admins before being approved by users.

To require admin approval for device authentication:

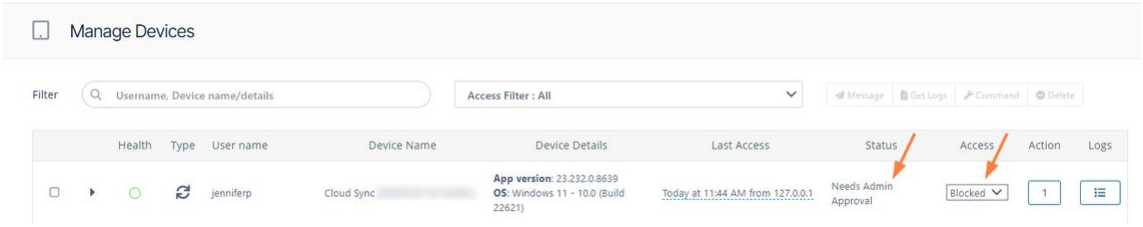
1. In the FileCloud admin portal's left navigation bar, scroll down and click **Settings**. Then, on the **Settings** navigation page, click **Policies** .
   The **Policies** settings page opens.
2. Open a policy for edit.
3. In the **User Policy** tab, set **Enable code based device authentication** to **YES**.
   The **Require Admin Approval for Device Authentication** setting becomes enabled.

4. Set **Require Admin Approval for Device Authentication** to **YES.**

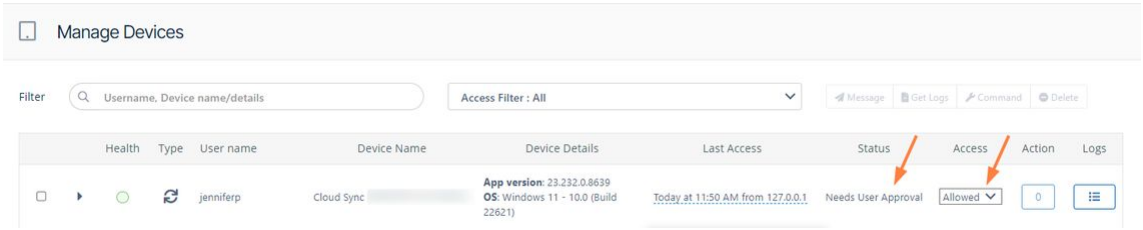


To approve a client device that has been sent to you for admin approval

1. Go to **Device Management in the admin portal to view the listing for the device approval. The device is listed with Status showing Needs Admin Approval and Access set to Blocked.**



2. **In the Access column, change Blocked to Allowed.**
   Now the Status column shows Needs User Approval, and the user must approve the client device (as shown above in How users log in with device authentication) and get an authorization code before log in can occur.



Logging in with SSO on Android

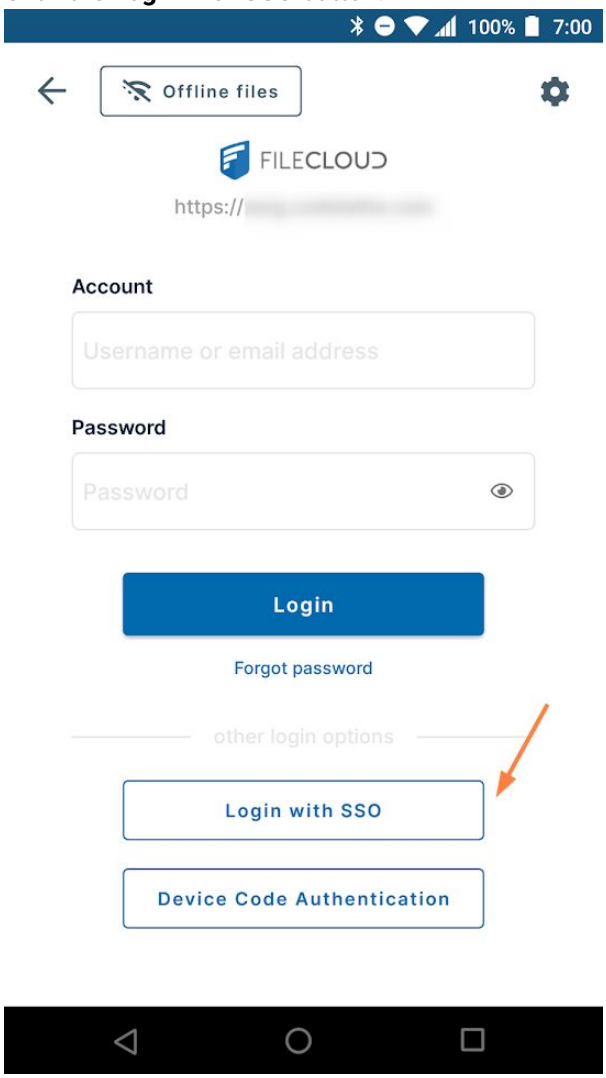
Note: Filecloud only supports SAML SSO. It does not support NTLM SSO.

Single sign-on (SSO) is a type of a user authentication that enables you to log in once to multiple software applications. If your admin sets it up, they will provide you with an SSO username and password.

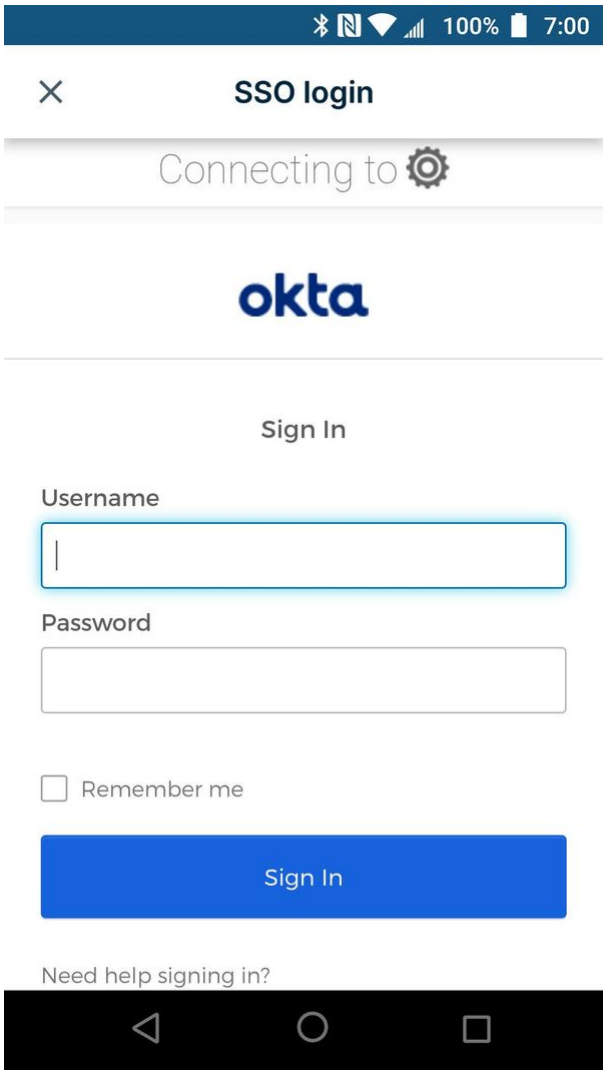
If SSO is set up in your system, you will see a **Login with SSO** button on the **Login** screen.

To log in with SSO:

1. Click the **Login with SSO** button.



2. You are redirected to your SSO login page.
   For example:



3. Enter with your SSO username and password.
   You are logged in to FileCloud.

Log in with Two-Factor Authentication on Android

To log in with two-factor authentication, your administrator has to configure this feature.

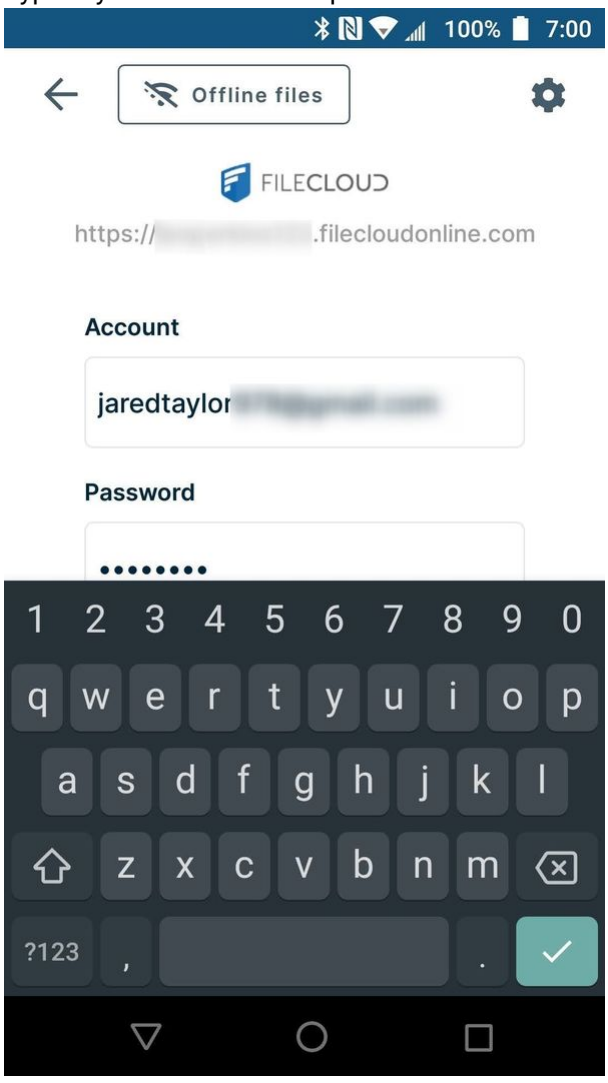
Your company might require you to use two-factor authentication.

- Two-factor authentication provides an extra layer of security.
- In order to access FileCloud, you must know not only the password and username for your account but also an extra security code that is sent to you.

If you cancel a login attempt without entering the security code, and then re-enter your FileCloud account information, you will be sent a new security code.
Once you successfully log in, you will not have to enter a security code again unless your administrator deletes your Android from FileCloud's list of devices.

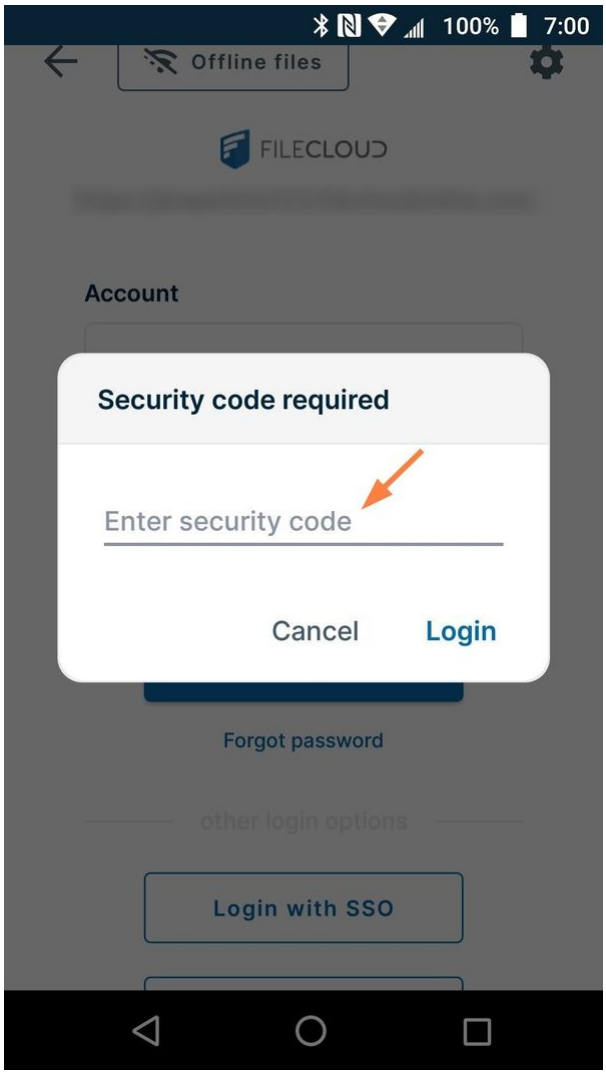
To log in with two-factor authentication:

1. Open the Filecloud app.
2. Type in your username and password.

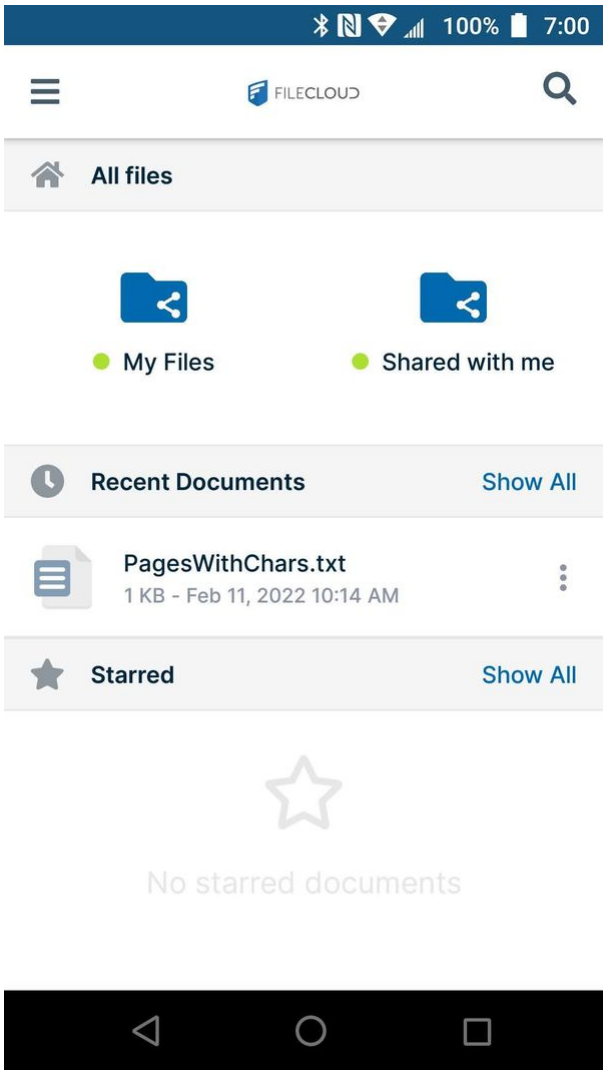


You are prompted to enter your security code. Your admin can tell you if your security code is sent to you by email, sms, or another method.

3. Enter your security code into the prompt, and click **Login**.

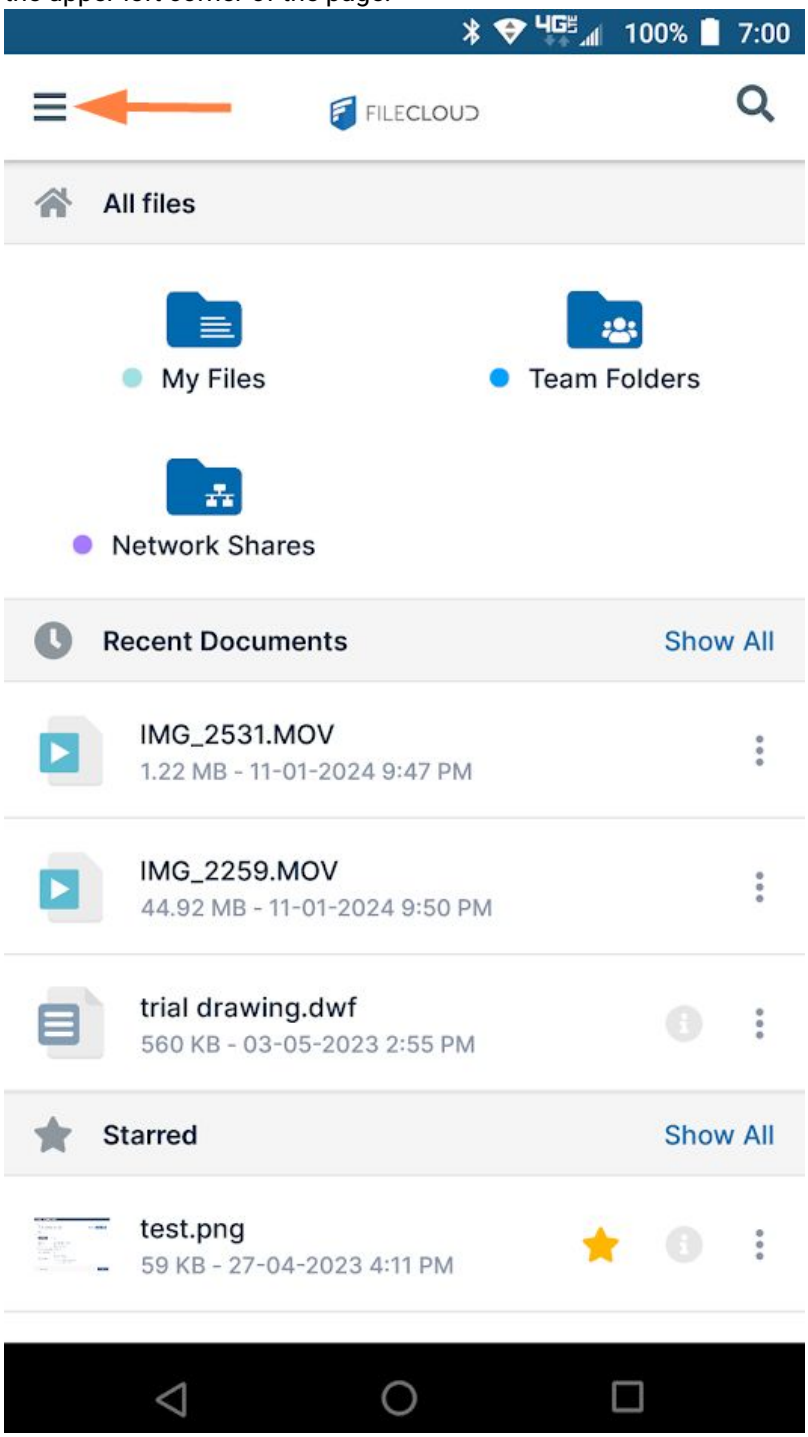


You are logged in to your FileCloud account.

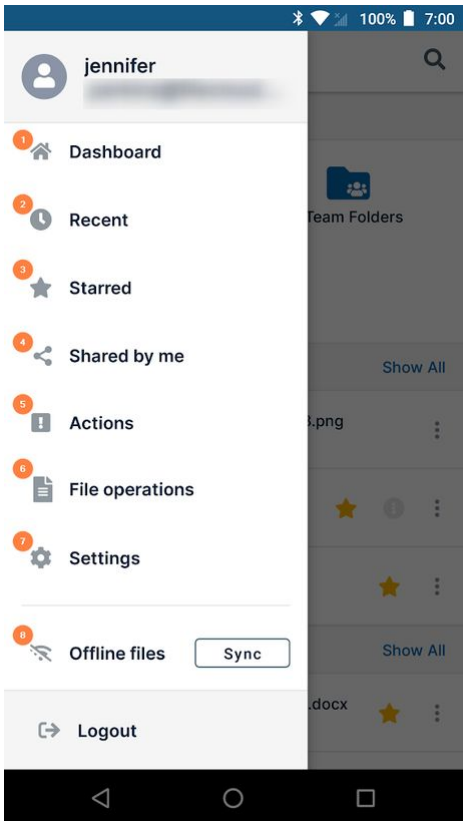

100% 7:00
FILECLOUD
All files
My Files
Shared with me
Recent Documents
Show All
PagesWithChars.txt
1 KB - Feb 11, 2022 10:14 AM
Starred
Show All
No starred documents

Navigating in FileCloud on Android

FileCloud's Android interface has a navigation pane that you can access by clicking the menu icon in the upper-left corner of the page:



Clicking the icon opens a panel of navigation links:



1. **Dashboard** - Opens the Android dashboard. For definitions of the folders that appear on the dashboard, see My Files, Team Folders, Network Shares, and Shared with Me.

2. **Recent** - Opens the **Recent** screen, which lists the files you have accessed most recently.

3. **Starred** - Opens the **Starred** screen, which lists the files and folders you have starred as favorites.

4. **Shared by me** - Opens the **Shared by Me** screen, which list the files and folders you have shared with other users or groups.

5. **Actions** - Opens the **Actions** page, which lists any file approvals sent to you. The Inbox lists outstanding approvals, and the Sent box lists files that you have already approved or rejected. For more information, see Approving files in Android (see page 468).

6. **File operations** - Opens the File Operations window, which lists recent media sync operations. See View File Operations in Android (see page 501).

7. **Settings** - Opens a page of FileCloud Android settings as well as helpful information and links. See Android Settings for FileCloud (see page 317).

8. **Offline files** - Opens a list of the folders that store offline files on your phone. If you are the only FileCloud user on your Android device, and you use offline files, you will see only one folder that stores your offline files. However, if more than one FileCloud account use your Android device and use offline folders, you will see a separate folder for each user's offline files.

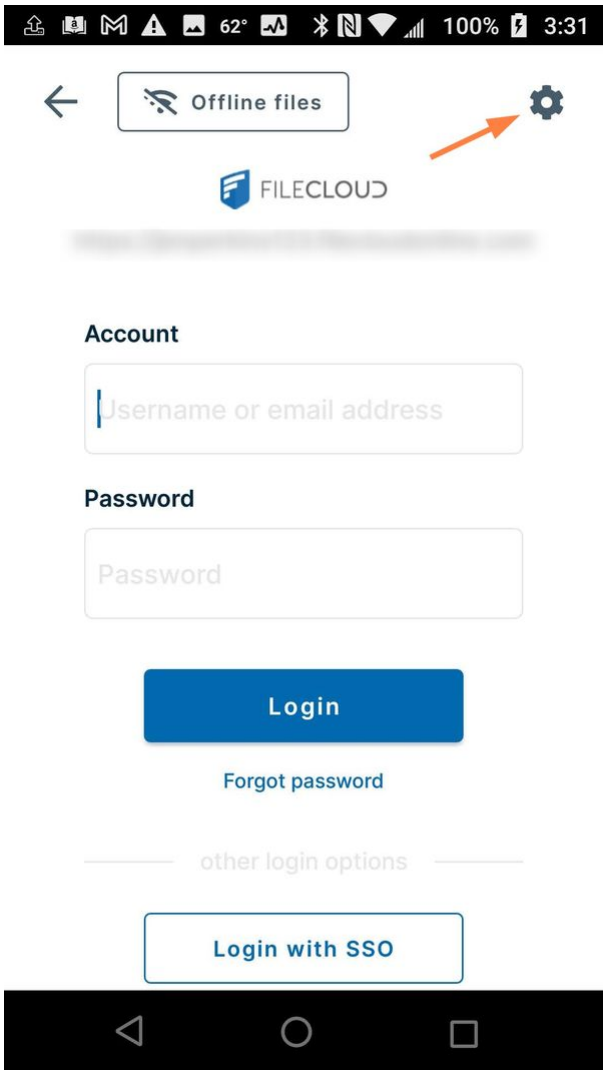
   In the navigation panel, a **Sync** button appears beside the **Offline files** link. Click the **Sync** button to synchronize your offline and online folders.

   For more information about setting up offline folders and syncing files in Android, see Syncing FileCloud on Android (see page 507).

Android Settings for FileCloud

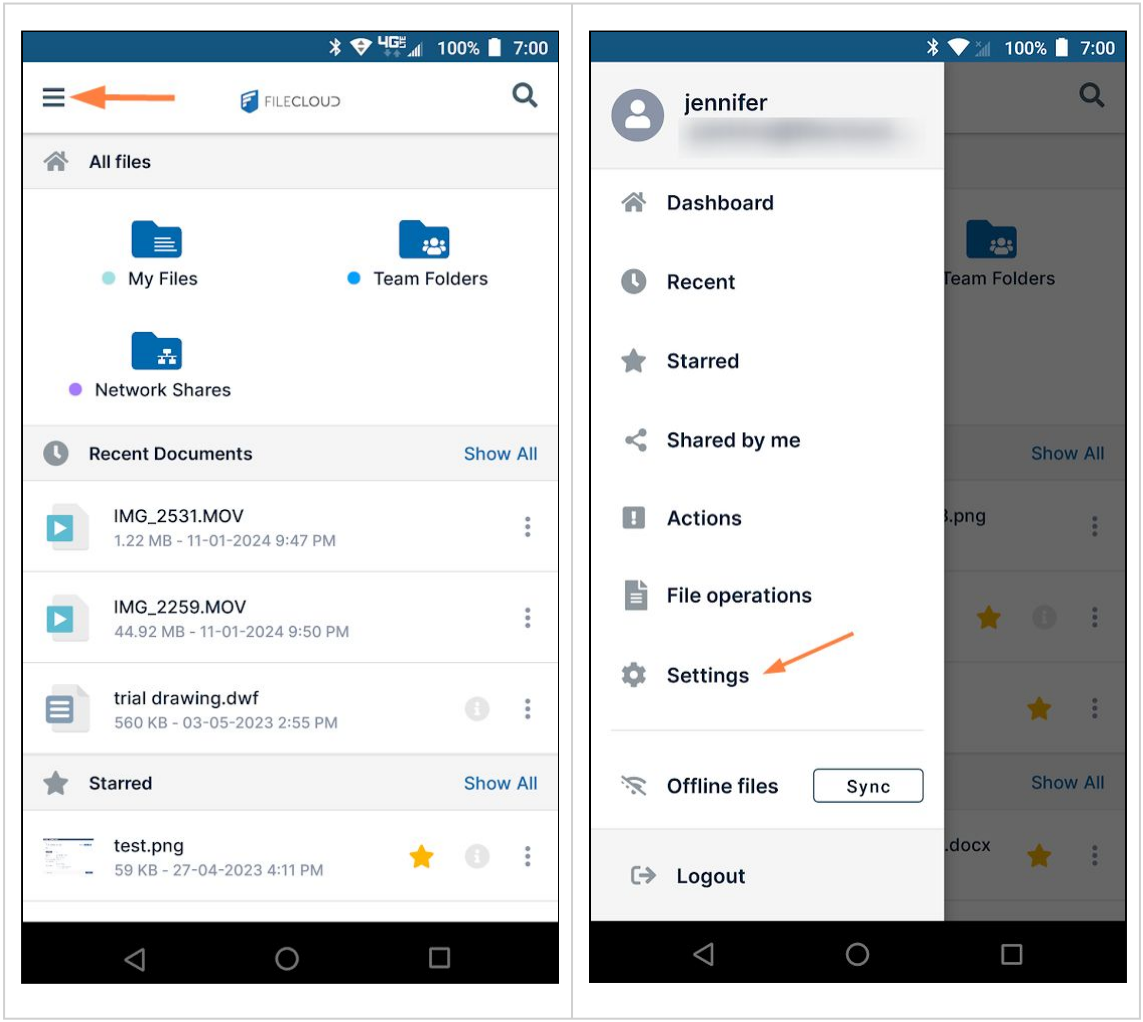
To access settings for your FileCloud Android app, either:

- Tap the gear icon in the login screen

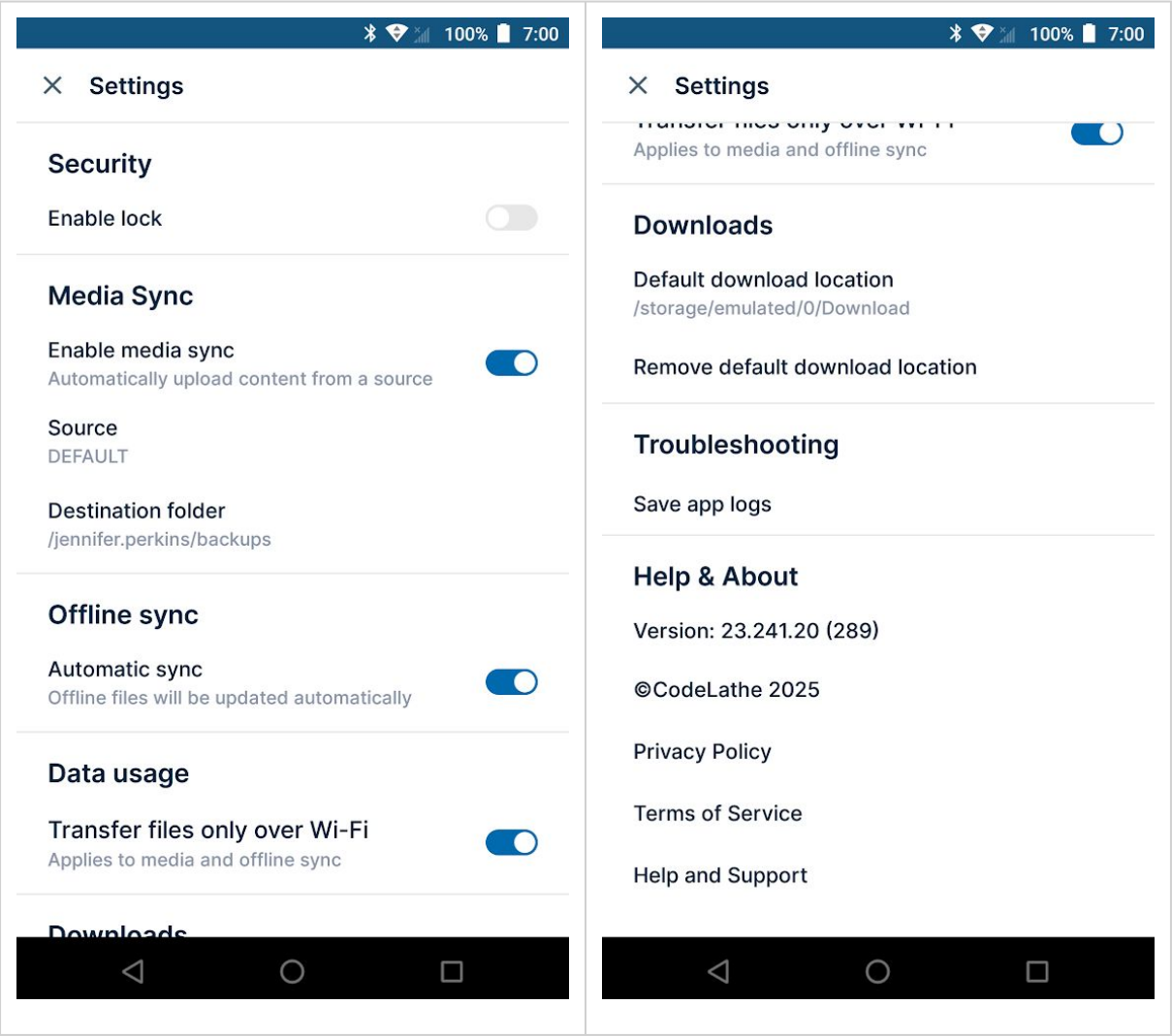


or

- Log in to the app, and tap the menu icon in the upper left corner, then choose **Settings**.



The Settings options appear.



Security: To add a password or fingerprint for unlocking the app, see Installing the App on Android (see page 299).

Media Sync: To automatically upload media files to FileCloud. When this is enabled, the **Source** and **Destination folder** appear. See Media Backup on Android (see page 478).

Offline sync: To configure FileCloud files for offline editing and syncing, see the section Syncing FileCloud on Android (see page 507).

Data usage: By default, **Transfer files only over wi-fi** is enabled. To transfer files to your app by another method, disable the option.

Downloads: To set a default download location in Android, see Set a Default Download Location on Android (see page 321).

Troubleshooting: To set a location for storing your Android logs, see Troubleshooting Android Issues (see page 540).

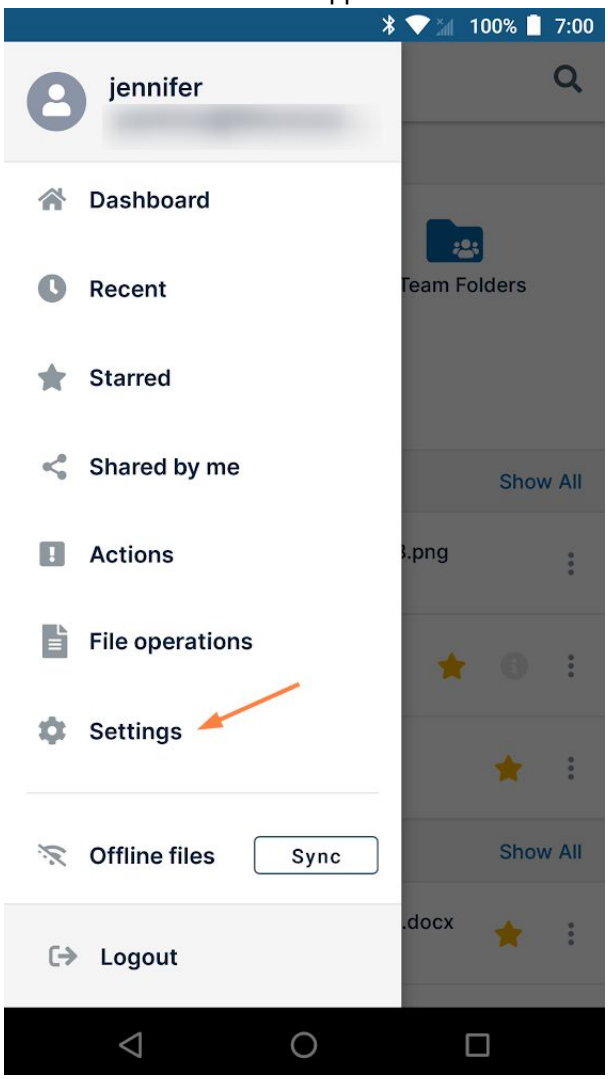
Set a Default Download Location on Android

You can set a default download location where all downloaded files will automatically be stored.

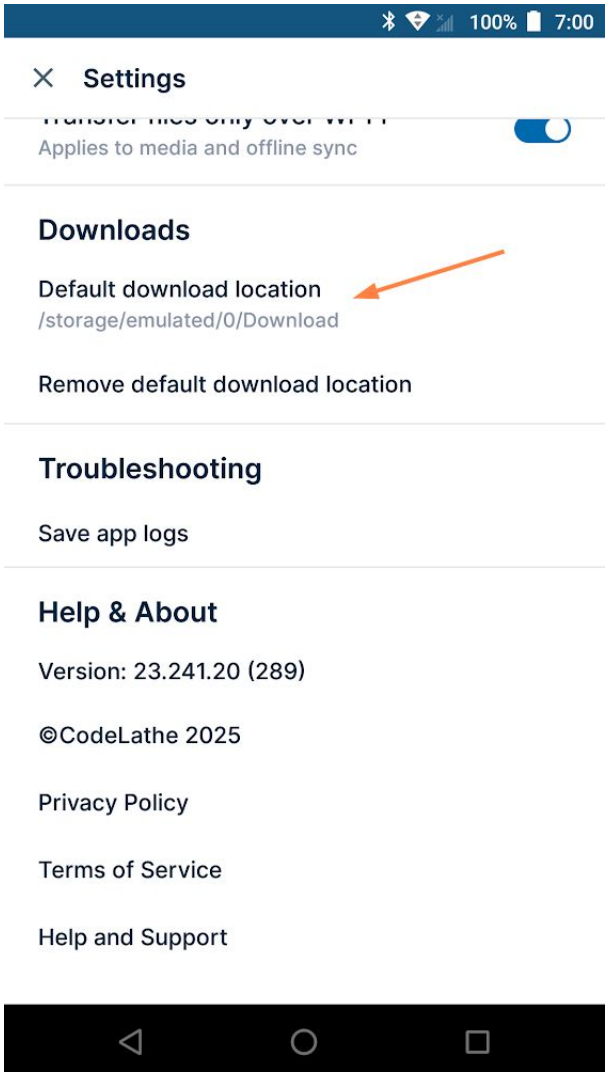
Setting a default download location will block a prompt from requesting a destination for each file you download.

To set a default download location:

1. Open the FileCloud app.
2. Click the menu icon in the upper-left corner and choose **Settings.**



3. Scroll down to the **Downloads** section.



4. Tap **Default download location**, then tap the listed storage space, and change the location or select a folder.

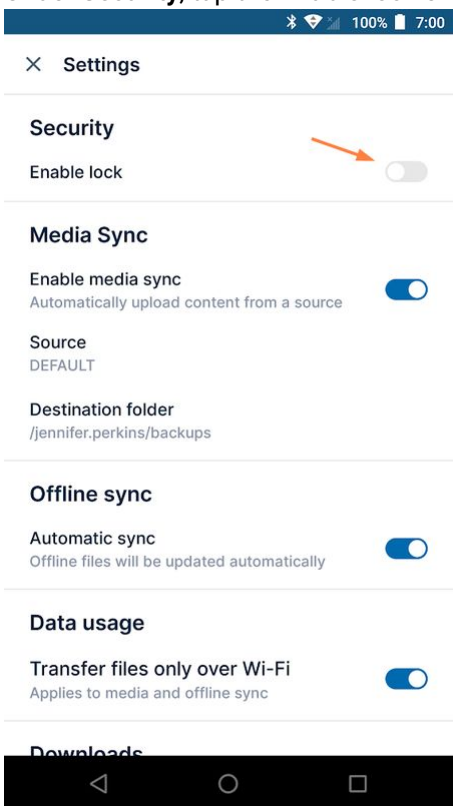
After you have chosen a destination, you will see an option to remove it.
Removing your default download location will cause a prompt to request the destination of each file you download.

Setting a Lock on Your Android App

FileCloud's Android App allows setting a PIN code/fingerprint scan so you can lock the app.

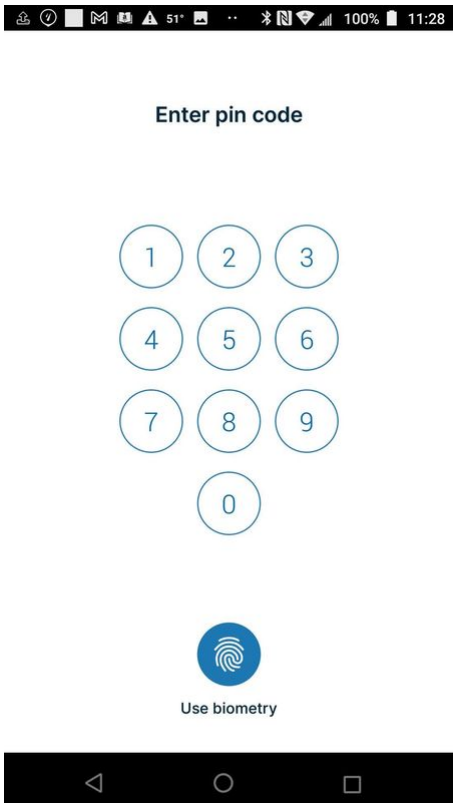
To set up PIN code or fingerprint scan:

1. Open your Android settings (see page 317).
2. Under **Security**, tap the **Enable lock** slider so that it moves to the on position.



An **Enter Pin Code** screen automatically opens.

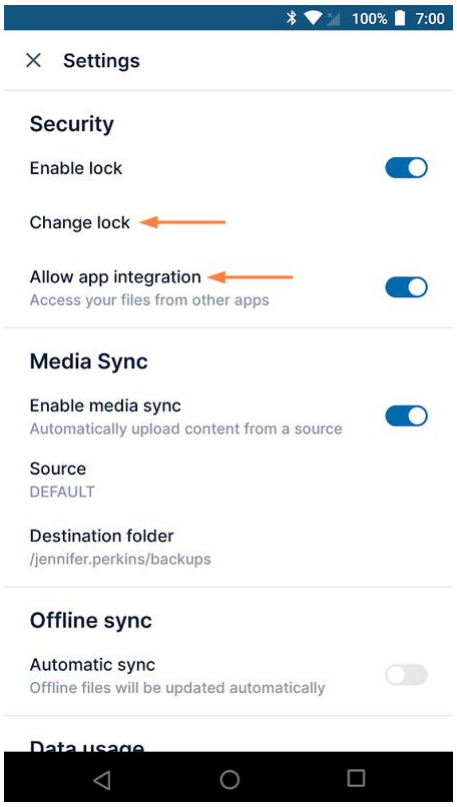
3. Enter a 4-digit pin code.
You are prompted to re-enter it. You may also be given the option of adding a fingerprint.



Now, each time you open the FileCloud app, you must enter your pin code or use your fingerprint to open the app to the login page.

Changing your pin code and allowing FileCloud access from other apps

After you add a pin code, two more options, **Change Lock** and **Allow app integration** appear in **Settings**:



- Tap the **Change lock** setting to change your 4-digit pin code.
- Leaving **Allow app integration** enabled lets you continue to access FileCloud files from other applications, although this function does not require the pin code. You may disable it if you want your lock protection to also prevent access to FileCloud files from other apps.
  Tap the slider for **Allow app integration**, so it appears disabled, to prohibit access to FileCloud apps from other apps on your phones.

File and Folder Actions on Android

- Previewing and Editing Your Files in Android (see page 326)
- Share a File on Android (see page 342)
- Share a Folder on Android (see page 372)
- Upload a File to the Server on Android (see page 403)
- Create New Files and Folders in Android (see page 416)
- Download Files on Android (see page 436)
- Copy and Paste Files or Folders on Android (see page 439)
- Move Files or Folders on Android (see page 443)
- Delete Files or Folders on Android (see page 447)
- Rename Files or Folders in Android (see page 450)
- Viewing File and Folder Information in Android (see page 455)
- Sending a File for Approval in Android (see page 464)

- Approving files in Android (see page 468)
- Media Sync/Photo Backup on Android (see page 478)
- Star a File or Folder (see page 482)
- Searching on FileCloud Android (see page 486)
- Apply Color Tag Metadata in Android (see page 489)
- File Locking in Android (see page 493)
- View File Operations in Android (see page 501)

Previewing and Editing Your Files in Android

After you install the FileCloud Android App you can preview the files in your FileCloud Server Account. You can edit some types of files in your FileCloud account; other file types have to be downloaded, edited in a third-party application, and re-uploaded to FileCloud.

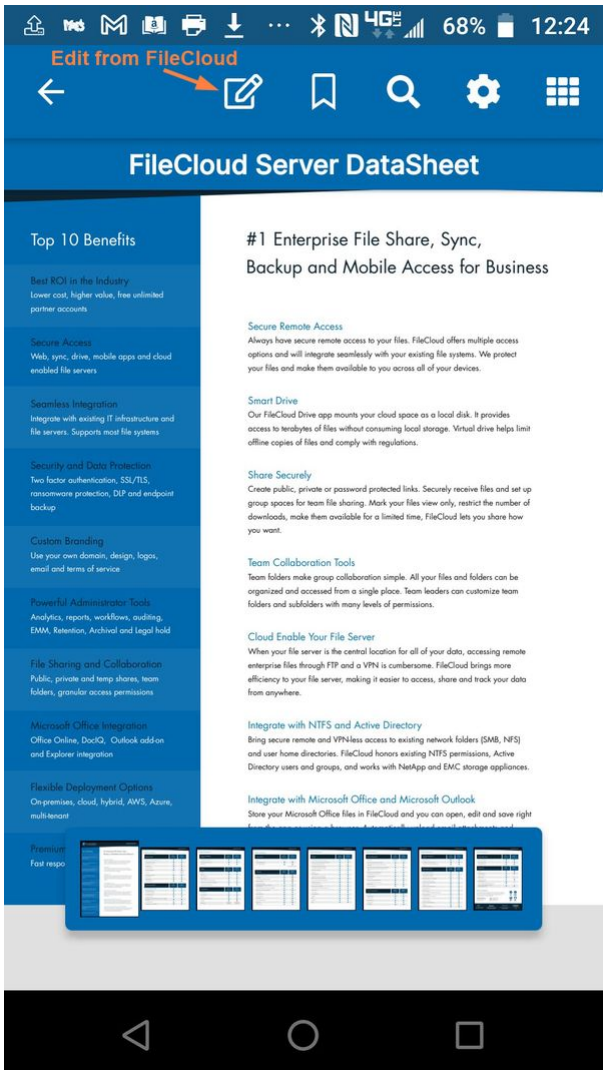
In the FileCloud Android App you can:

- Preview .pdf and .txt files and edit them in the FileCloud Android application. No third-party app is required.
- Open Office files such as .docx, .xlsx, .pptx etc. by sending the file to the appropriate Android app or open them directly from the MS Office app.
- Open other file types by opening the file in the appropriate Android app.
- Stream music and video files.

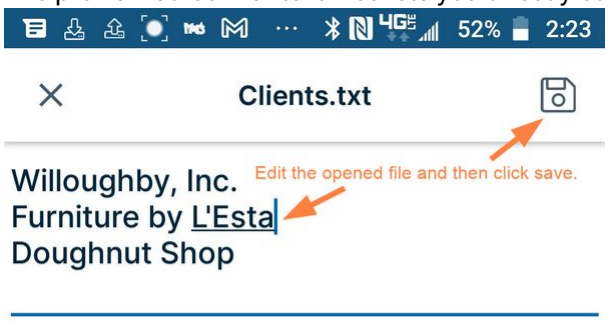
Previewing and editing PDFs and text files

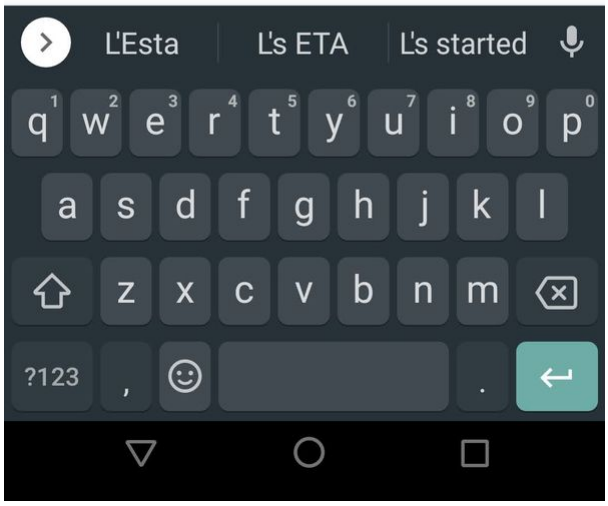
How do I preview and edit PDFs and text files??

Tap the name or icon for a .pdf or .txt file, and it opens for preview in the FileCloud Android app. The preview screen for pdfs lets you open your document for edit using the Edit icon :


68% 12:24
Edit from FileCloud
FileCloud Server DataSheet
Top 10 Benefits
Best ROI in the Industry
Lower cost, higher value, free unlimited partner accounts
Secure Access
Web, sync, drive, mobile apps and cloud enabled file servers
Seamless Integration
Integrate with existing IT infrastructure and file servers. Supports most file systems
Security and Data Protection
Two factor authentication, SSL/TLS, ransomware protection, DLP and endpoint backup
Custom Branding
Use your own domain, design, logos, email and terms of service
Powerful Administrator Tools
Analytics, reports, workflows, auditing, EMM, Retention, Archival and Legal hold
File Sharing and Collaboration
Public, private and temp shares, team folders, granular access permissions
Microsoft Office Integration
Office Online, DocIQ, Outlook add-on and Explorer integration
Flexible Deployment Options
On-premises, cloud, hybrid, AWS, Azure, multi-tenant
#1 Enterprise File Share, Sync, Backup and Mobile Access for Business
Secure Remote Access
Always have secure remote access to your files. FileCloud offers multiple access options and will integrate seamlessly with your existing file systems. We protect your files and make them available to you across all of your devices.
Smart Drive
Our FileCloud Drive app mounts your cloud space as a local disk. It provides access to terabytes of files without consuming local storage. Virtual drive helps limit offline copies of files and comply with regulations.
Share Securely
Create public, private or password protected links. Securely receive files and set up group spaces for team file sharing. Mark your files view only, restrict the number of downloads, make them available for a limited time, FileCloud lets you share how you want.
Team Collaboration Tools
Team folders make group collaboration simple. All your files and folders can be organized and accessed from a single place. Team leaders can customize team folders and subfolders with many levels of permissions.
Cloud Enable Your File Server
When your file server is the central location for all of your data, accessing remote enterprise files through FTP and a VPN is cumbersome. FileCloud brings more efficiency to your file server, making it easier to access, share and track your data from anywhere.
Integrate with NTFS and Active Directory
Bring secure remote and VPN-less access to existing network folders (SMB, NFS) and user home directories. FileCloud honors existing NTFS permissions, Active Directory users and groups, and works with NetApp and EMC storage appliances.
Integrate with Microsoft Office and Microsoft Outlook
Store your Microsoft Office files in FileCloud and you can open, edit and save right

The preview screen for text files lets you directly edit the files. Tap the **Save** icon when you're done.





All changes to PDFs and text files are saved in FileCloud.

Previewing and editing Office files

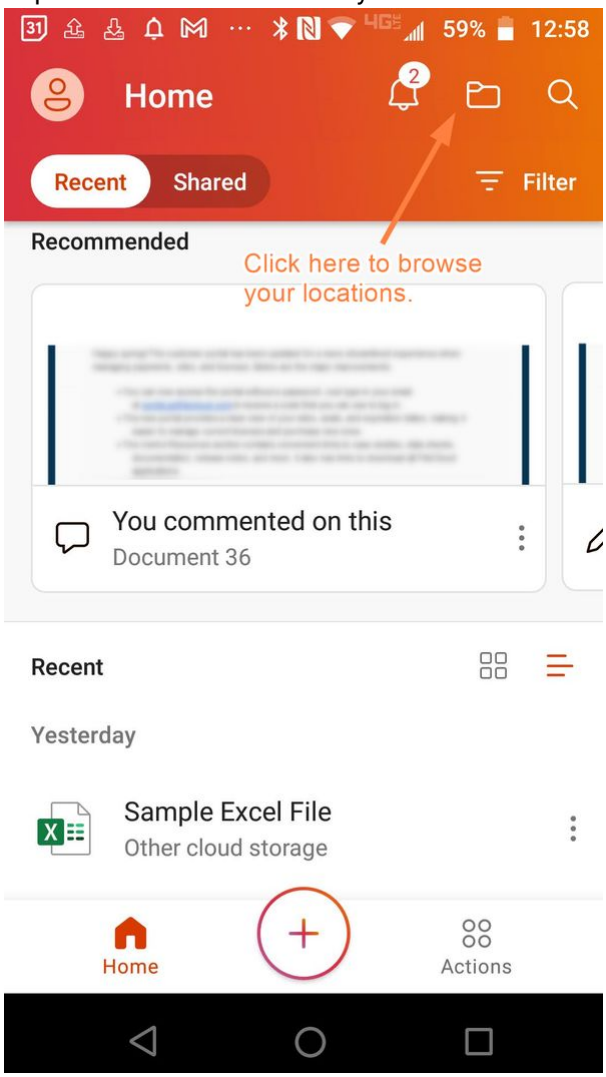
What are my options for previewing and editing Office files?

The recommended method of editing Office files in FileCloud is to open them from the Office app and make changes there. The changes are automatically saved to FileCloud.
You can also open the file in the FileCloud app and choose a third-party app to edit it with. However, in this case, the changes are not saved to FileCloud and you must upload the modified file to FileCloud.

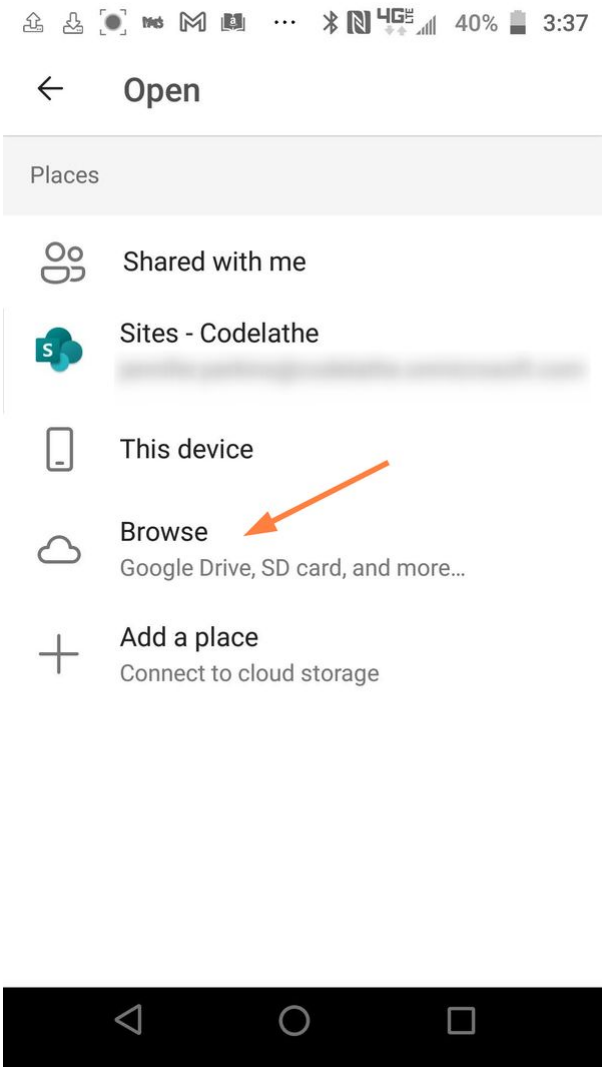
To open an Office file for edit from the Office app:

1. If you do not have the Microsoft Office app installed, go to the Google Play store and install it.
2. Open the Office app on your Android device, and log in with the Office account you use with FileCloud.

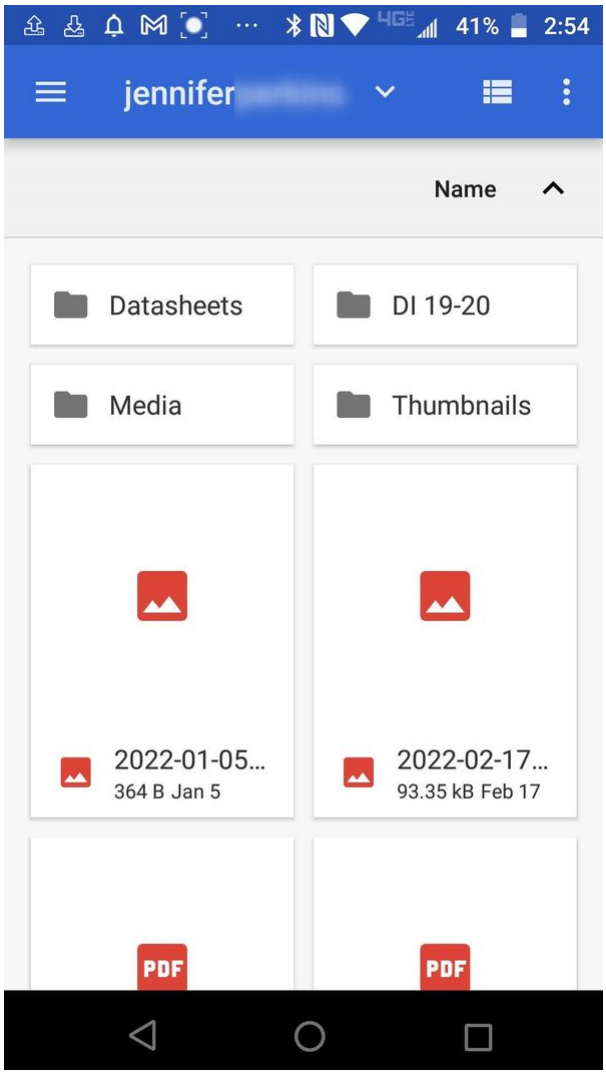
3. Tap the folder icon to browse your locations.



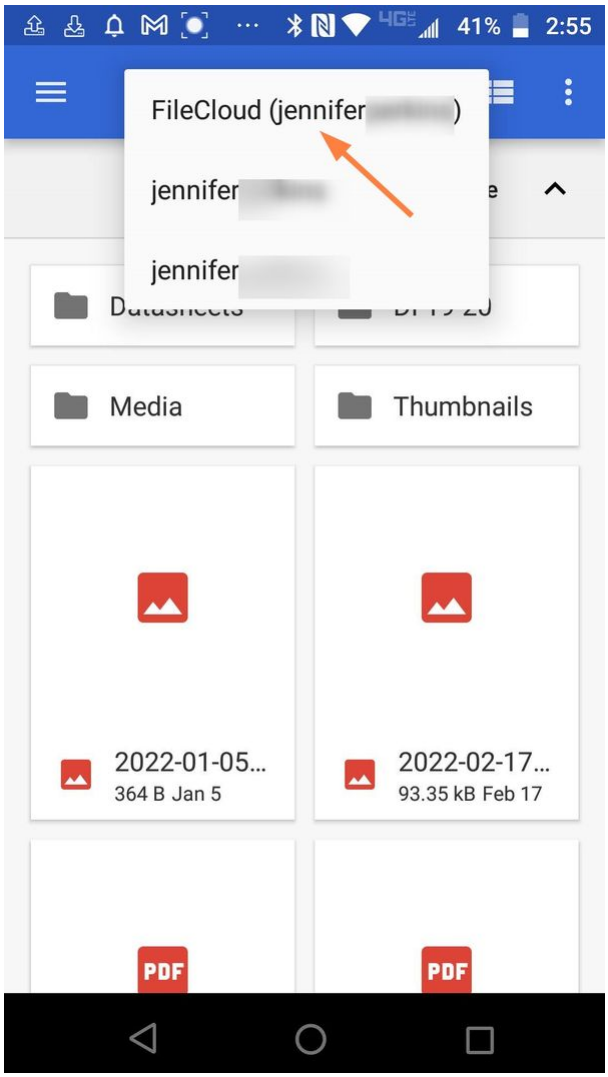
4. Then tap the **Browse** cloud icon.



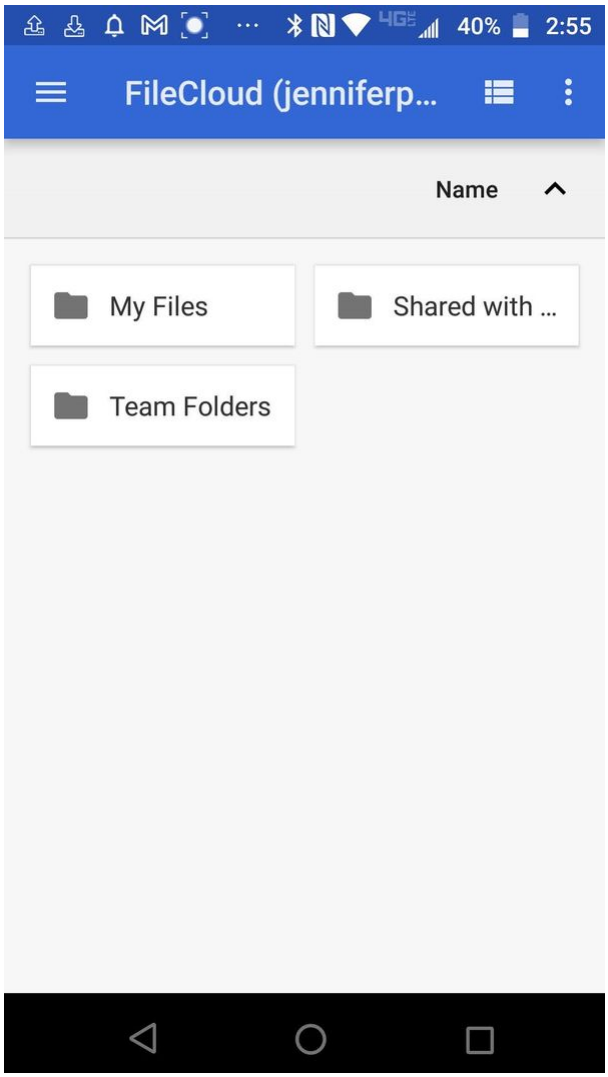
Files and folders stored in different locations appear.



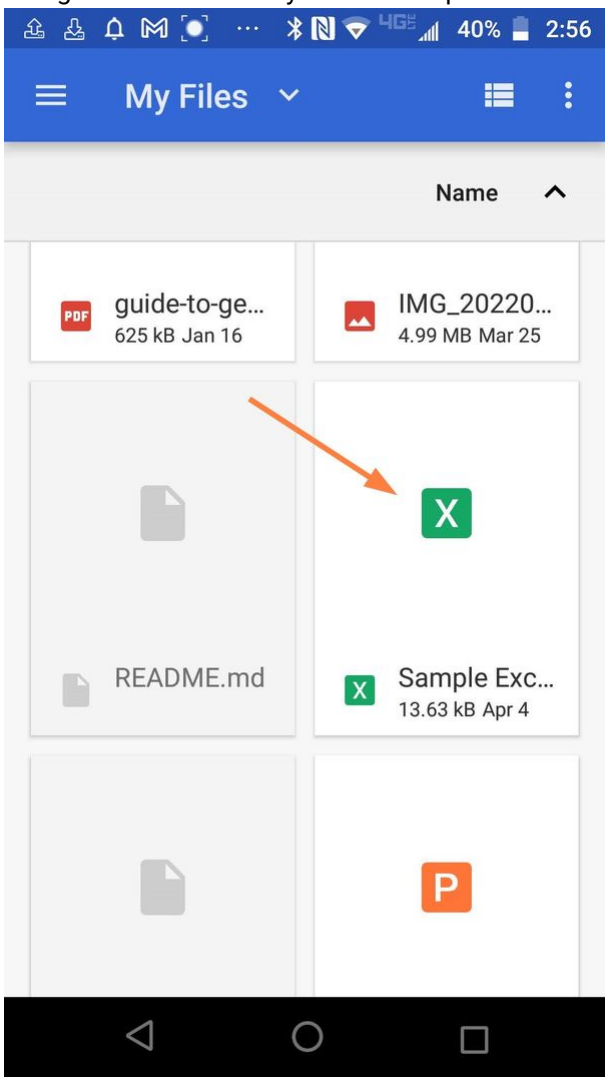
A different location than FileCloud may initially appear (for example, your Google Drive account) The name of the location at the top of the screen should be **FileCloud (username)**. If it is not, tap the drop-down arrow and choose **FileCloud (username)**.



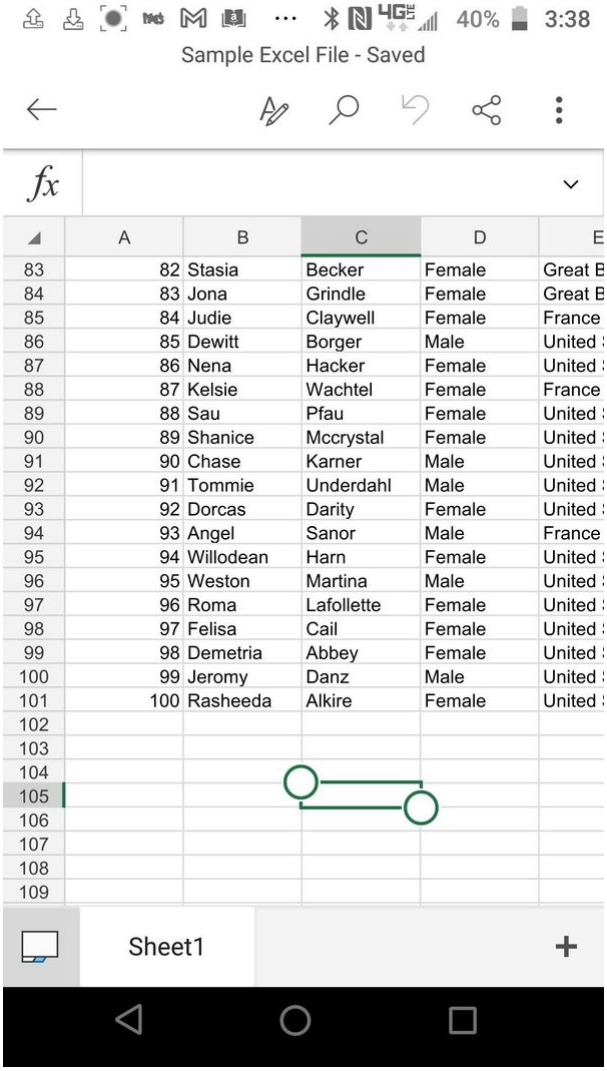
Now you should see your FileCloud folders:


40% 2:55
FileCloud (jenniferp...
Name
My Files
Shared with ...
Team Folders

5. Navigate to the file that you want to open in an Office application and tap it.



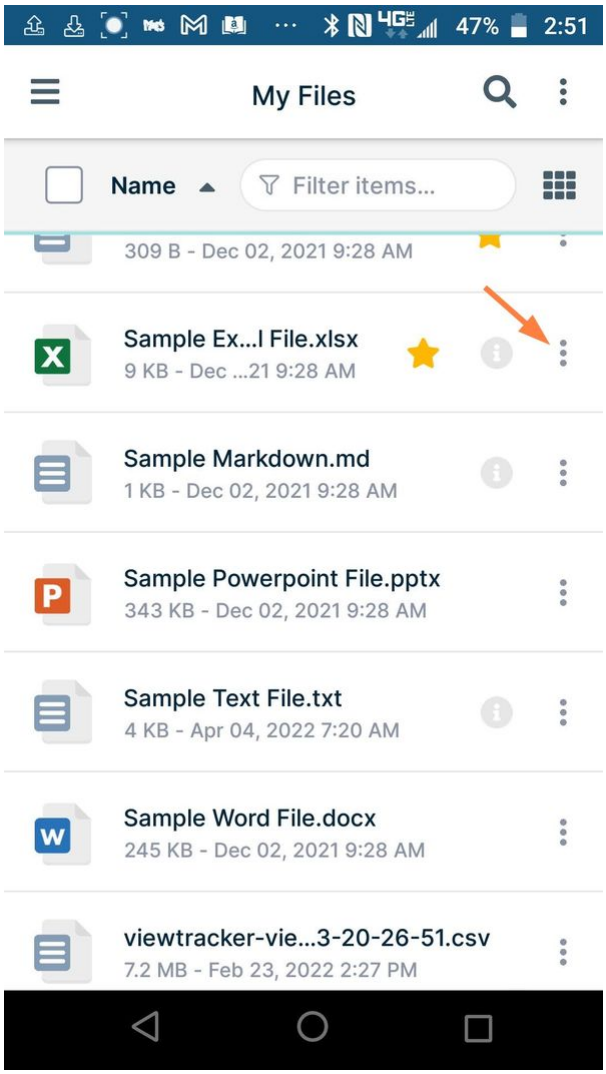
The file opens in the Office application:



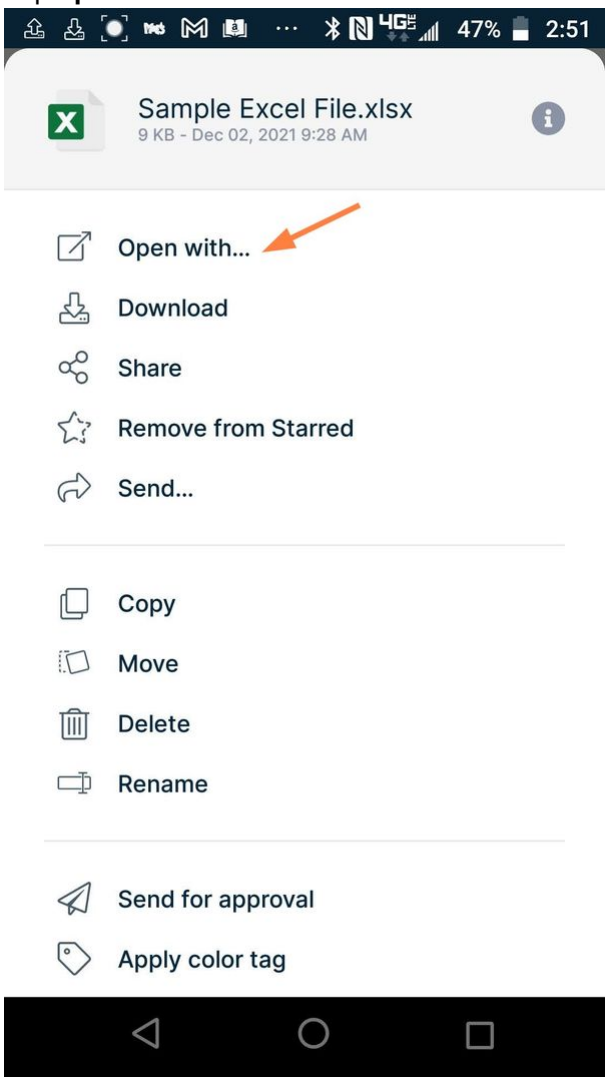
6. Changes you make to the file are automatically saved in FileCloud.

To open an Office file for edit from the FileCloud app:

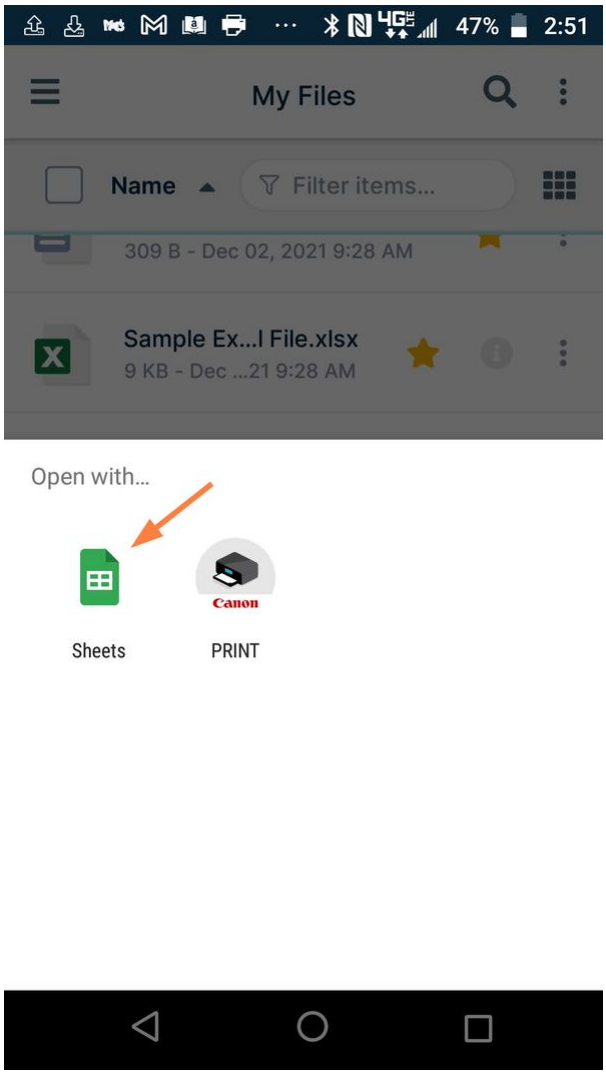
1. Open the FileCloud app and navigate to the file.
2. Tap the more (three dot) icon to the right of the file.


47% 2:51
My Files
Name
Filter items...
309 B - Dec 02, 2021 9:28 AM
Sample Ex...l File.xlsx
9 KB - Dec ...21 9:28 AM
Sample Markdown.md
1 KB - Dec 02, 2021 9:28 AM
Sample Powerpoint File.pptx
343 KB - Dec 02, 2021 9:28 AM
Sample Text File.txt
4 KB - Apr 04, 2022 7:20 AM
Sample Word File.docx
245 KB - Dec 02, 2021 9:28 AM
viewtracker-vie...3-20-26-51.csv
7.2 MB - Feb 23, 2022 2:27 PM

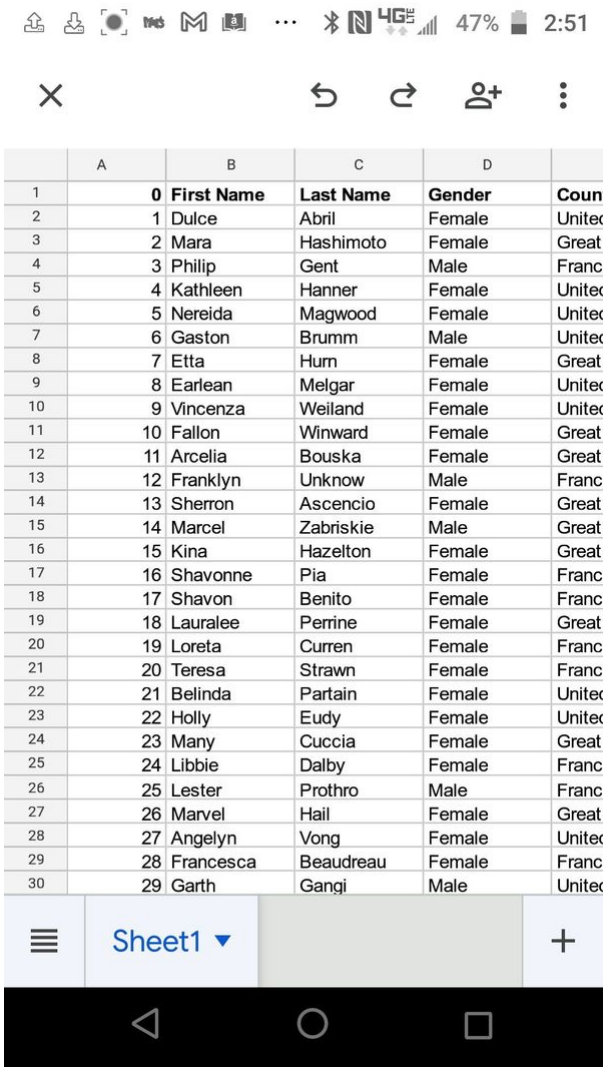
3. Tap **Open with.**



4. Choose the app you want to open the file with.



The file opens for edit in the app:



The updates to the file are not saved to FileCloud.

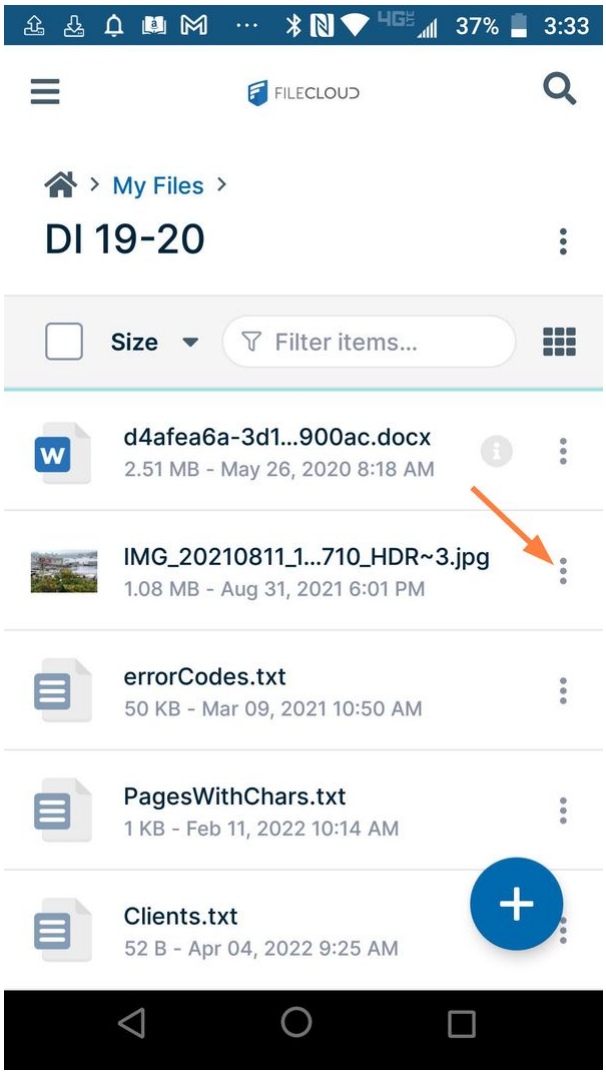
5. Upload the modified file to FileCloud.

Previewing and editing other file types

How do I open other file types for preview or edit?

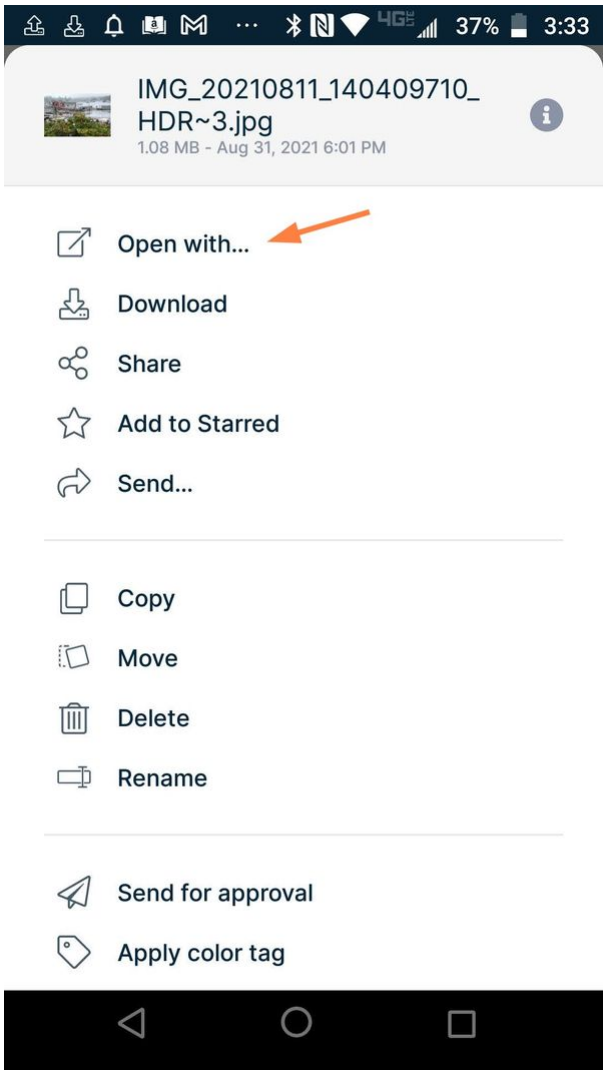
File types other than .pdf, .txt, and Office file types may be opened from FileCloud into a third-party application to edit, but they are actually being downloaded, and the edits are not automatically saved in FileCloud. To add the edits to your FileCloud copy of the file, you must manually upload the edited copy of the file into FileCloud.

1. Open the FileCloud app, and navigate to the file that you want to edit.
2. Tap the more (three dot) icon to the right of the file.

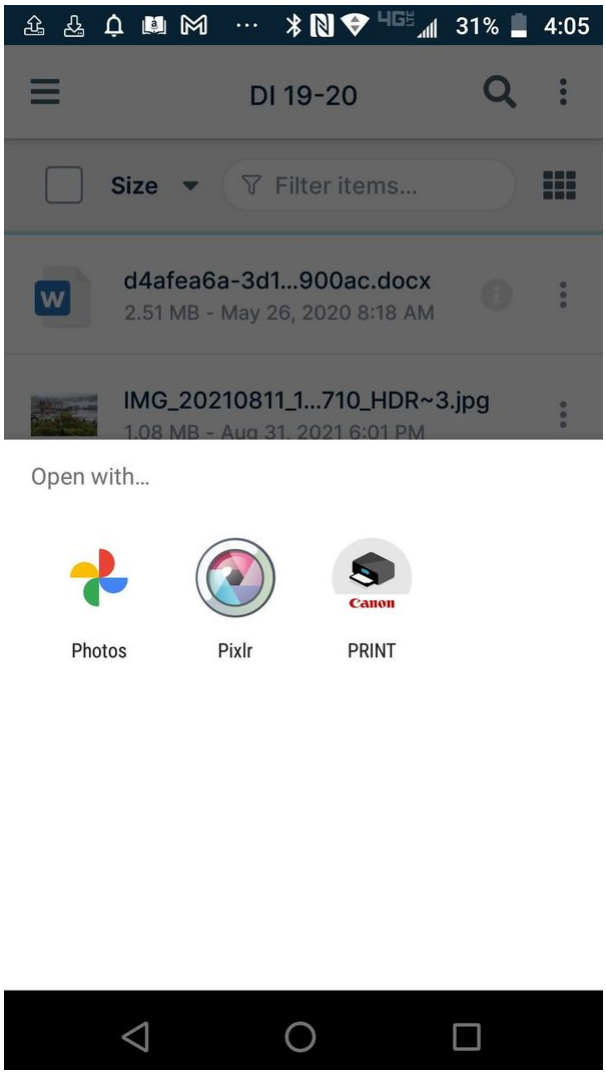


A list of options opens.

3. Tap **Open with**.



The screen displays apps available for opening the file either for viewing or editing:



4. Select one of the apps.
   The file is downloaded from FileCloud and opened in the app.
   After you edit and save the file, the changes are not saved to FileCloud.
5. Open FileCloud again and upload the edited file.

Share a File on Android

The following options are available for sharing:

- **Allow anyone with link** (Public Share). No FileCloud account required.
- **Anyone anyone with link and a password** (Protected Public Share). No FileCloud account required.
- **Allow selected users or groups** (Private share). Default. FileCloud account required. The shared files will appear in the **Shared with Me** folder.
- If the file is available for viewing in the Secure Web Viewer: **Allow anyone with Secure Web Viewer link and a password**. No FileCloud account required.

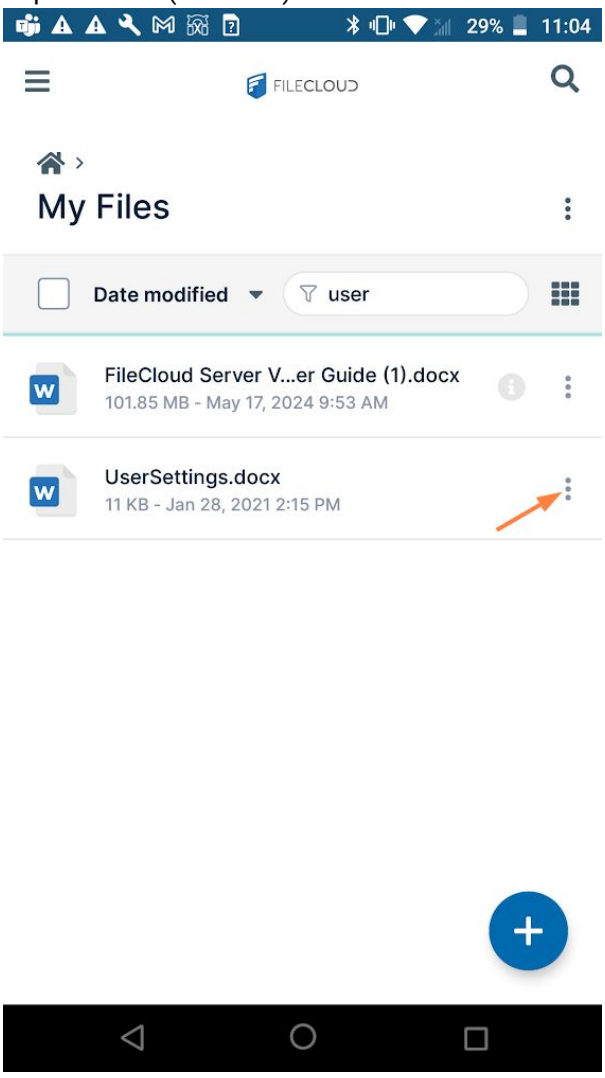
In addition, it is possible to control the access to the shared resource with read, write, or share permissions.

You can use the FileCloud app to share files on your mobile device with others. You can:

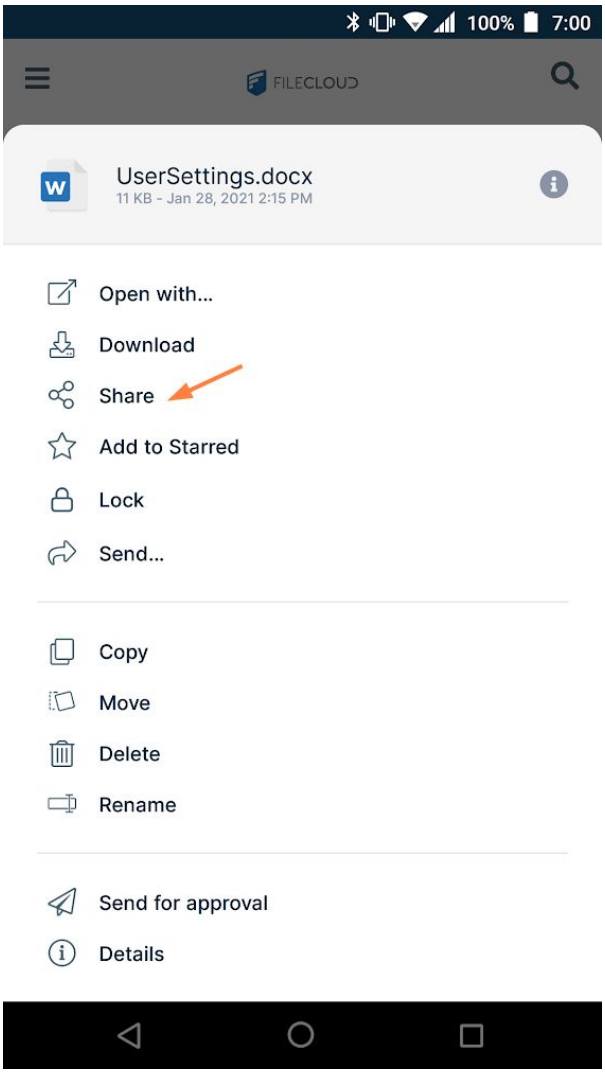
- Create a direct link to the file. This link can be sent via email to anyone who needs access to that resource.
- Add users and groups as share recipients to a private share.

To share a file:

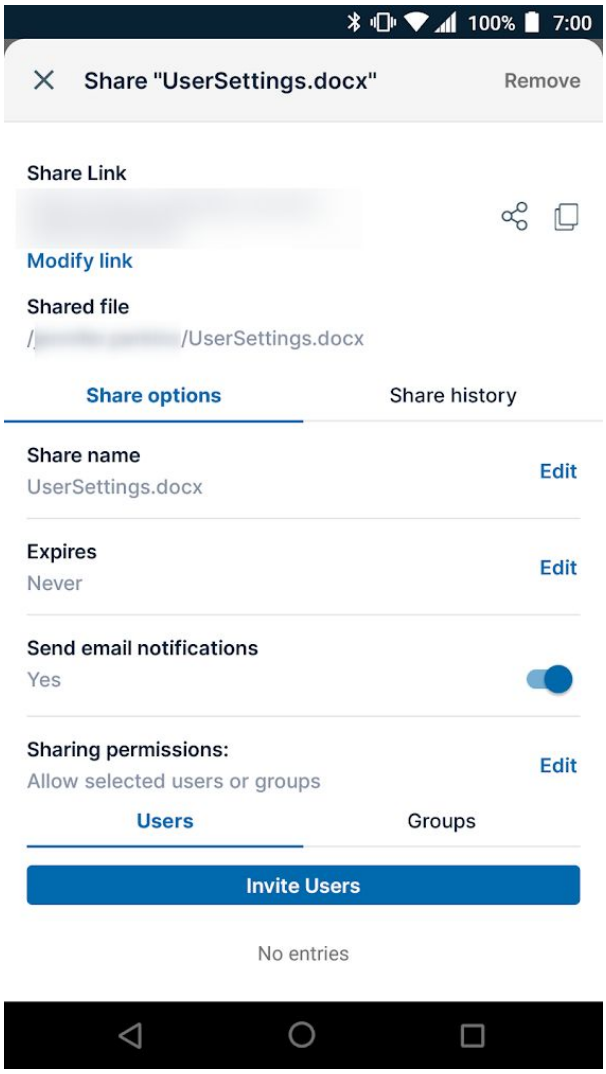
1. Open the FileCloud App.
2. Navigate to the file you want to share.
3. Tap the more (three dot) icon next to the file or folder.



4. Tap **Share**.



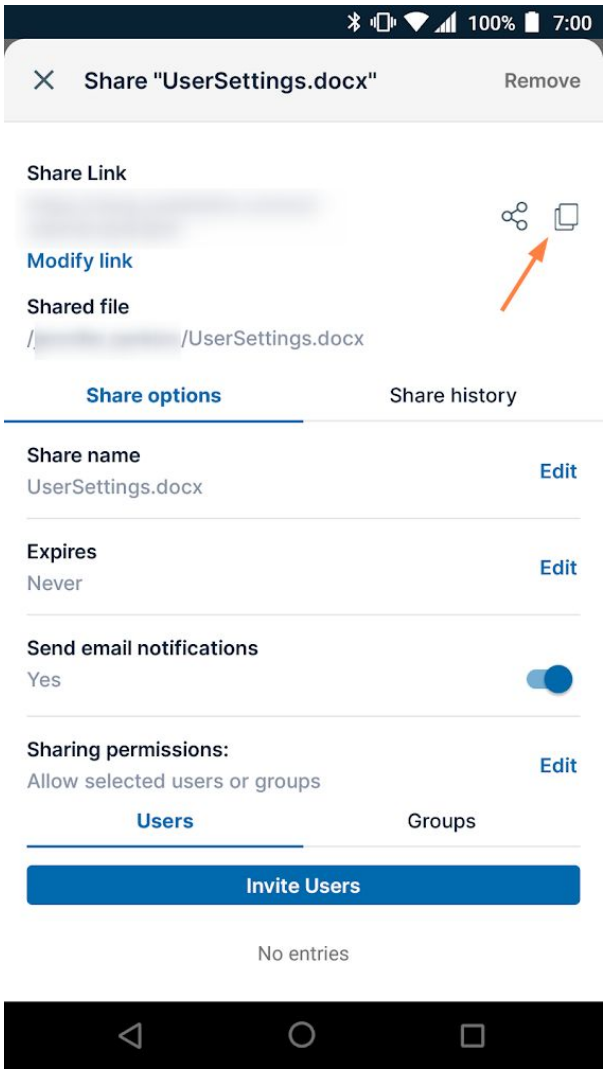
The file is automatically shared privately, and a screen for accessing share options and adding users and groups to the share opens.



To copy the share link:

To copy the file share link:

1. Tap the Copy icon.



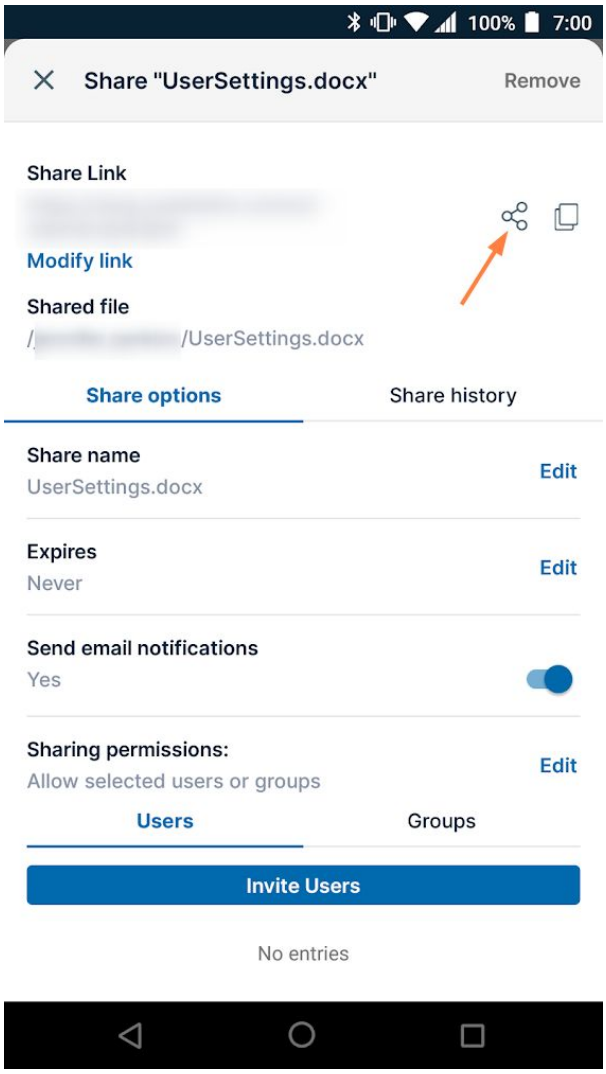
The screen displays the message **Link copied to clipboard**.

2. Paste the link into an email or text message and send it.

To share the share link:

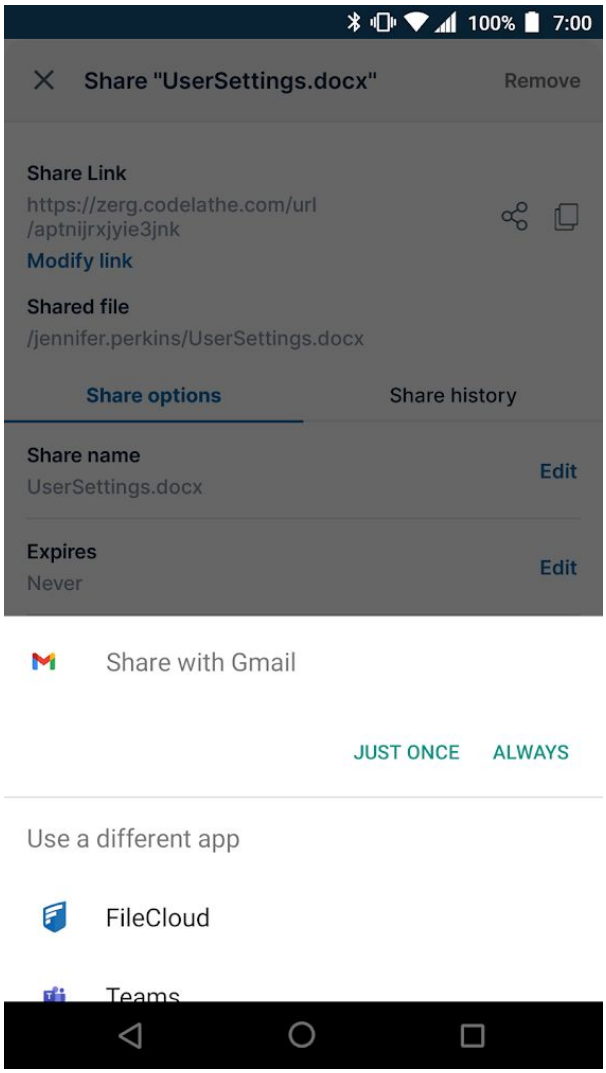
To share the file share link:

1. Tap the Share icon.



A **Share with** screen pops up.

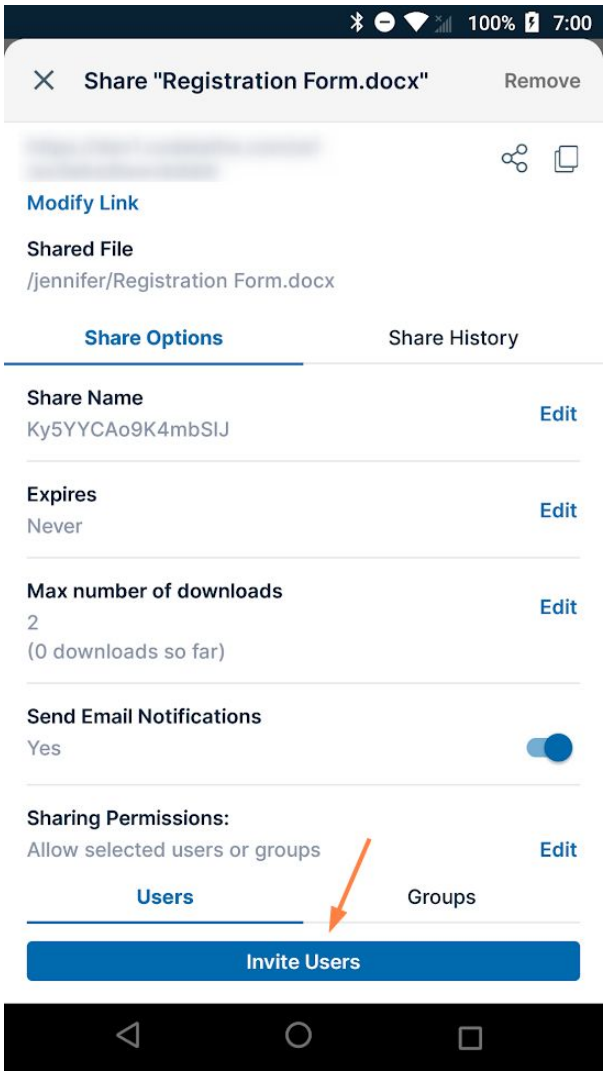
2. Choose an app and share the link.



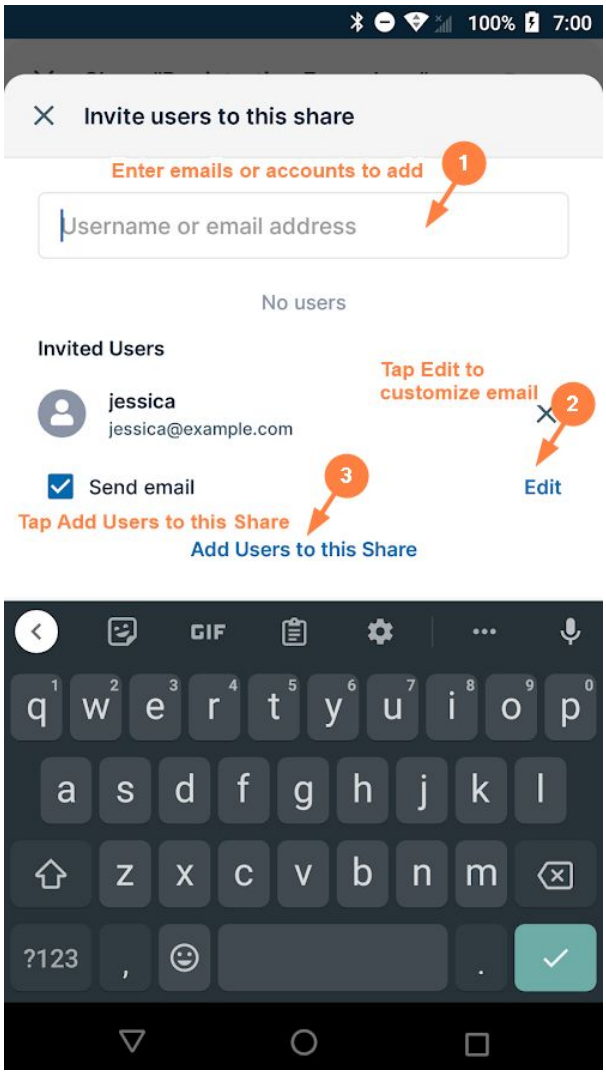
To add users to a private share:

To add a user to a private share:

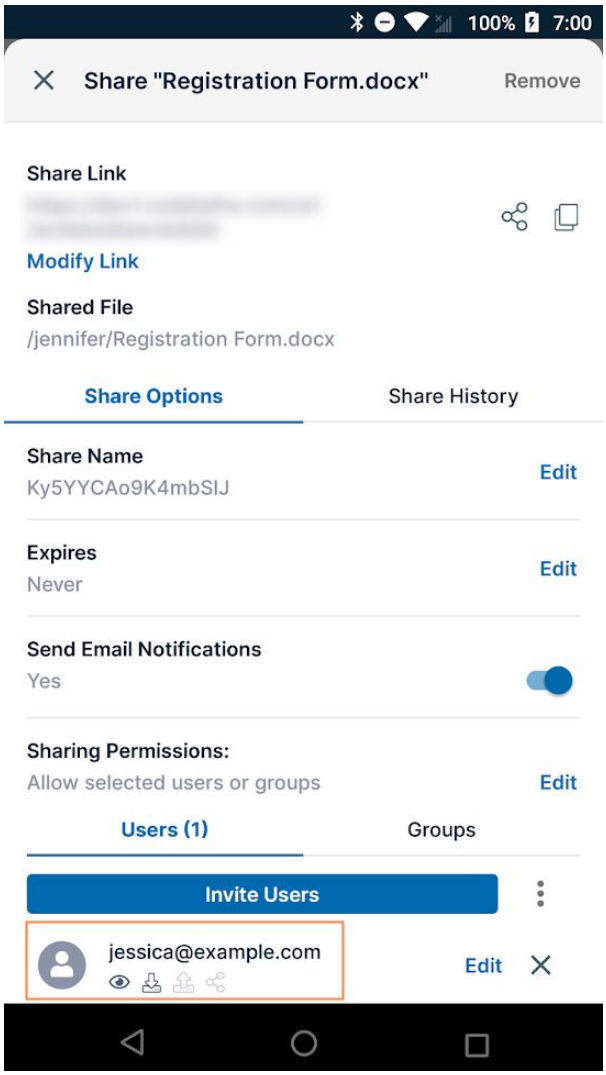
1. Tap **Invite Users**.



2. In the **Invite users to this share** popup, enter a user's email address or account name, and tap the name to add it.
   If the user you enter does not have an account, a message informs you whether or not, depending on your system settings, a new account will automatically be created for the user.
3. Add any number of users.
4. Uncheck **Send email** if you do not want to send users an email informing them about the share. Click **Edit** across from **Send email** to customize the email sent to users.
5. Once you have finished adding users, tap **Add Users to this Share**.



The users are added to the share:

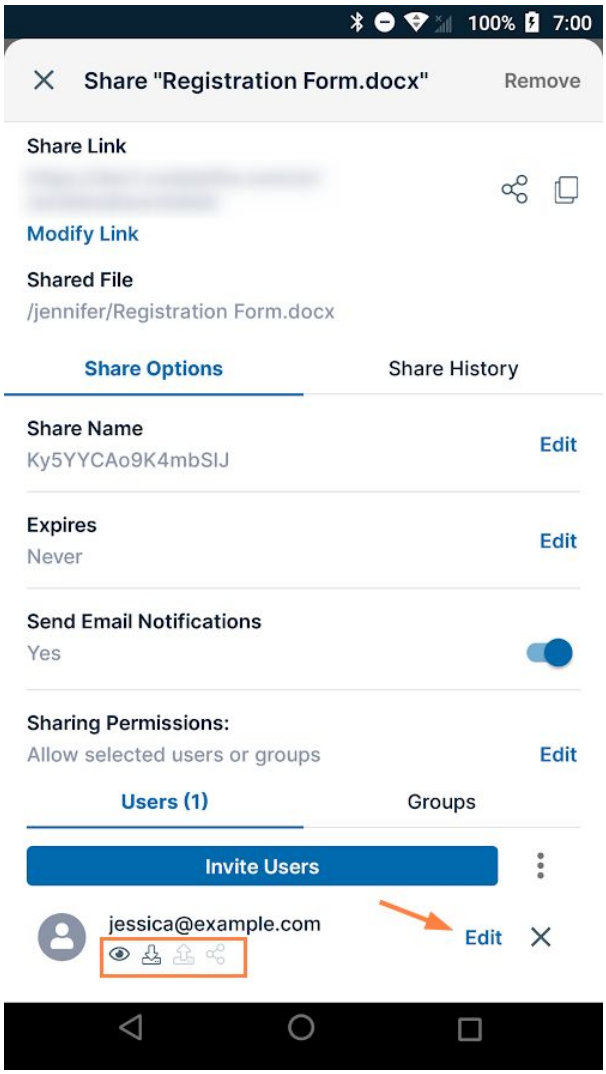


To change a user's private share permissions:

When you privately share a file with a user, the user's permissions for the file are shown in icons below the username or email. By default, the user has view and download permissions for the file.
You can also give the user upload and share permissions, and if it is allowed in your system, sync permission. Other settings in FileCloud affect which permissions are available.

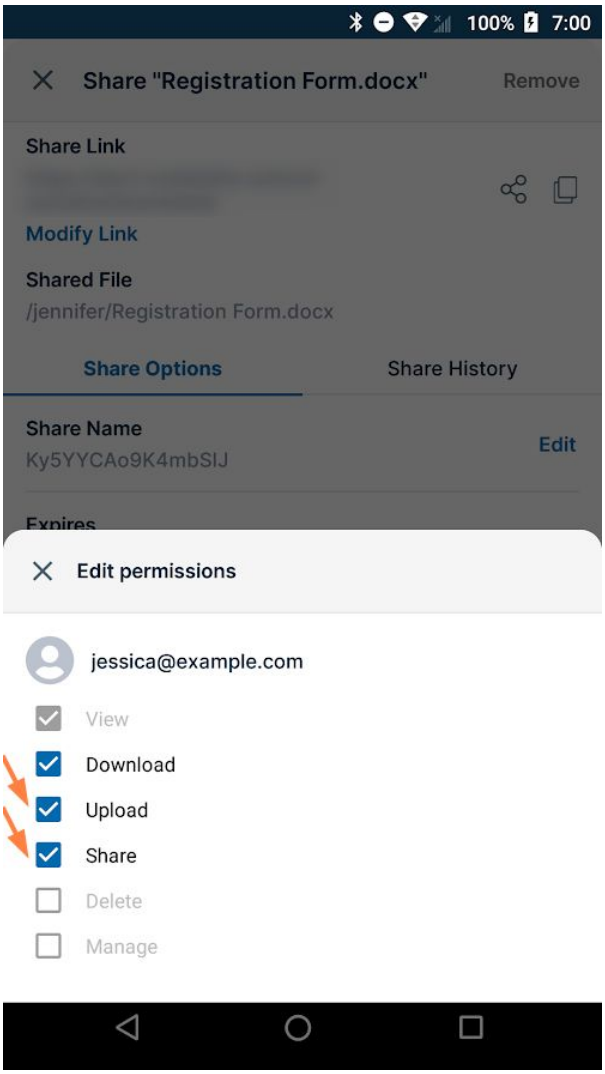
To change the user's permissions for the file:

1. Across from the user's name or email, tap **Edit**.

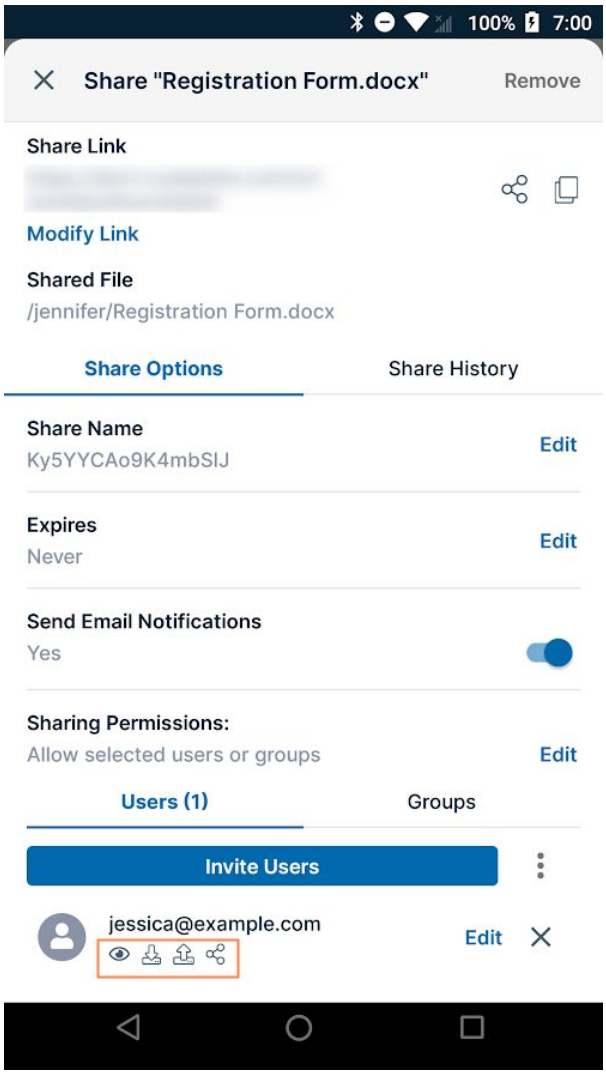


A popup shows the available permissions.

2. Check or uncheck permissions.



3. Close the **Edit permissions** box.
   The changes appear in the permissions icons.

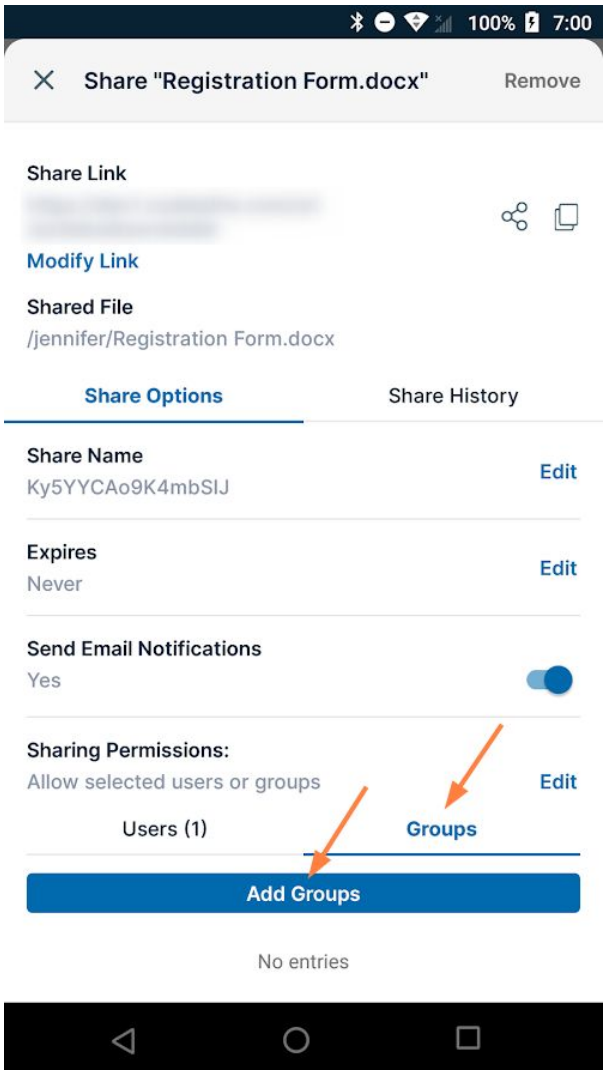


Note: Checking **Share** permission gives the group both upload and share permissions for the file.

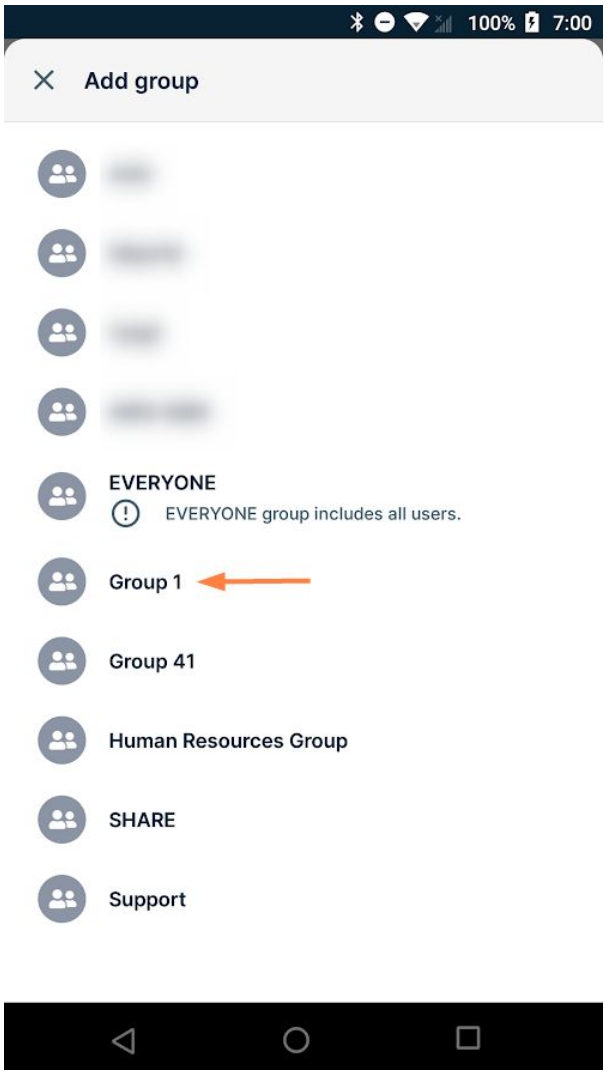
To add groups to a private share:

To add a group to a private share:

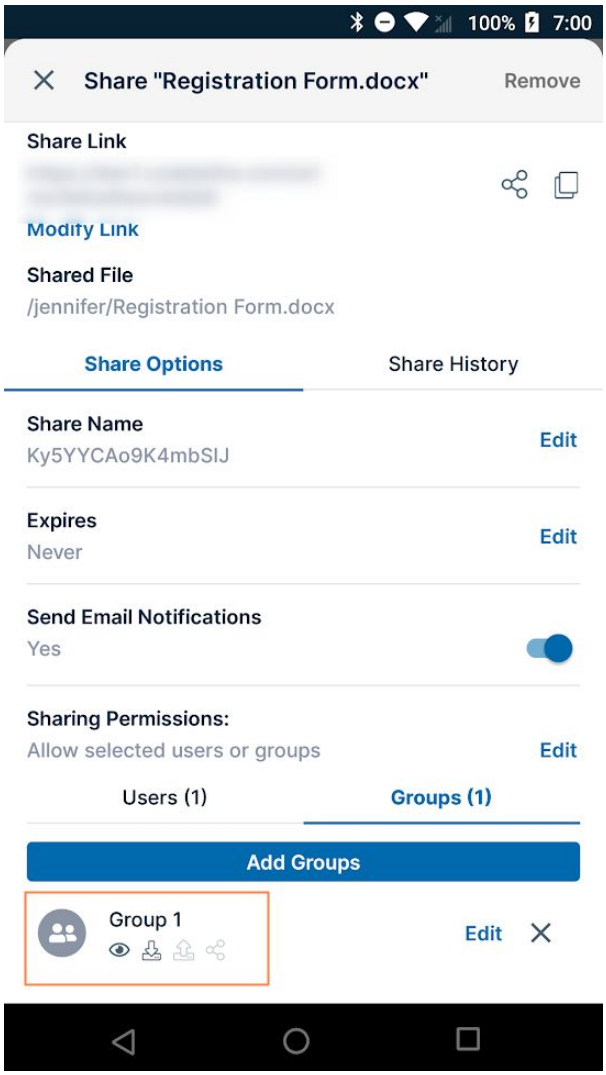
1. Tap the **Groups** tab and then tap **Add Groups**.



2. Tap a group that you want to add to the share.



The group is added to the share:



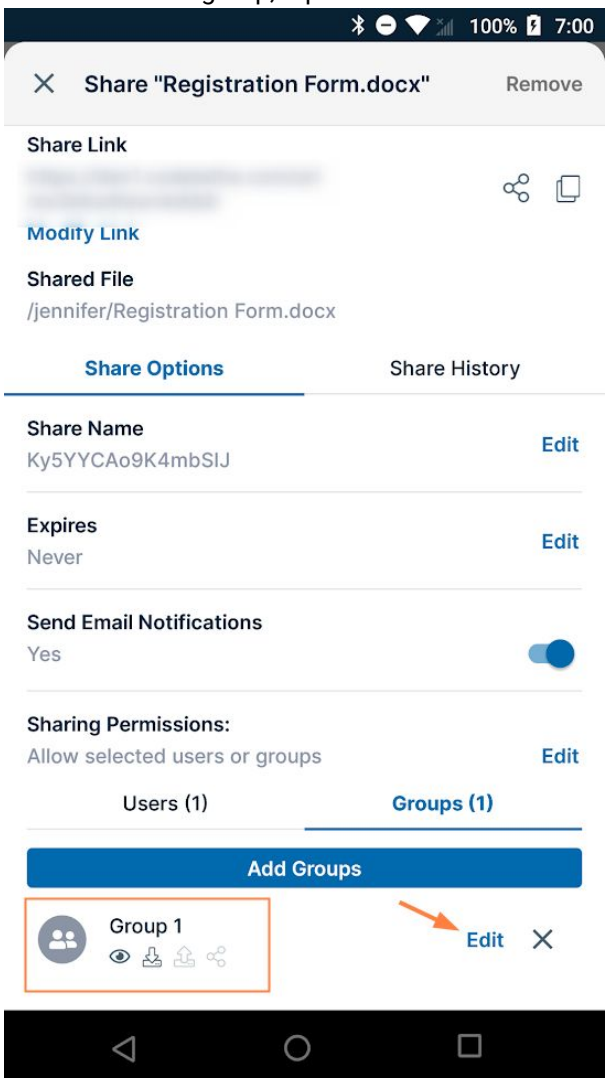
3. Add any number of the groups to the share.

To change a group's private share permissions.

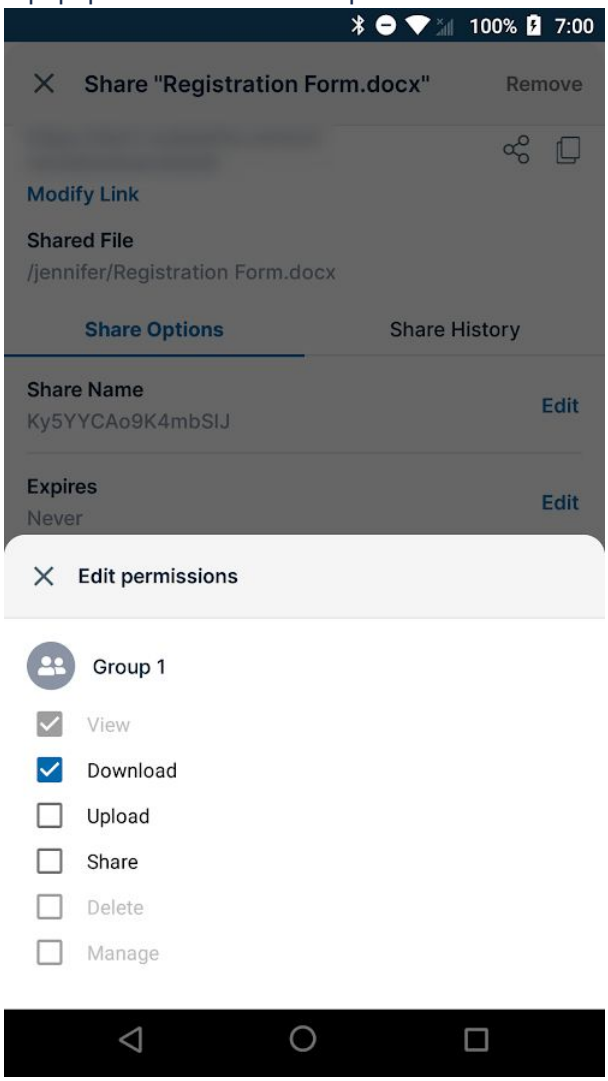
When you privately share a file with a group, the group's permissions for the file are shown in icons below the group name. By default, the members of the group have view and download permissions for the file.
You can also give the group upload and share permission, and if it is allowed in your system, sync permission. Note that other settings in FileCloud affect which permissions are available.

To change the group's permissions for the file:

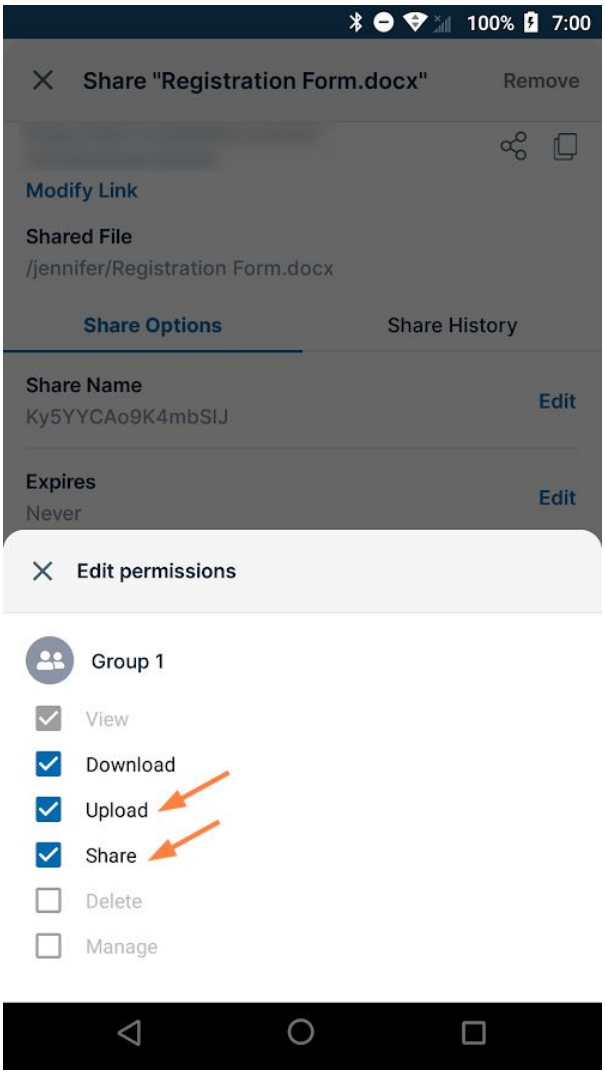
1. Across from the group, tap **Edit**.



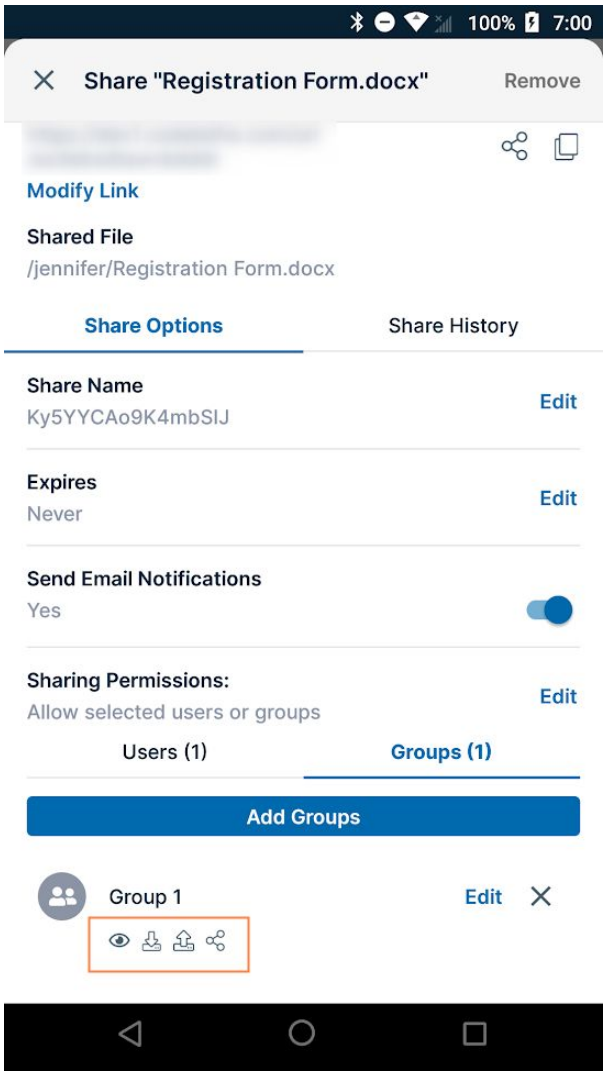
A popup shows the available permissions.



2. Check or uncheck permissions:



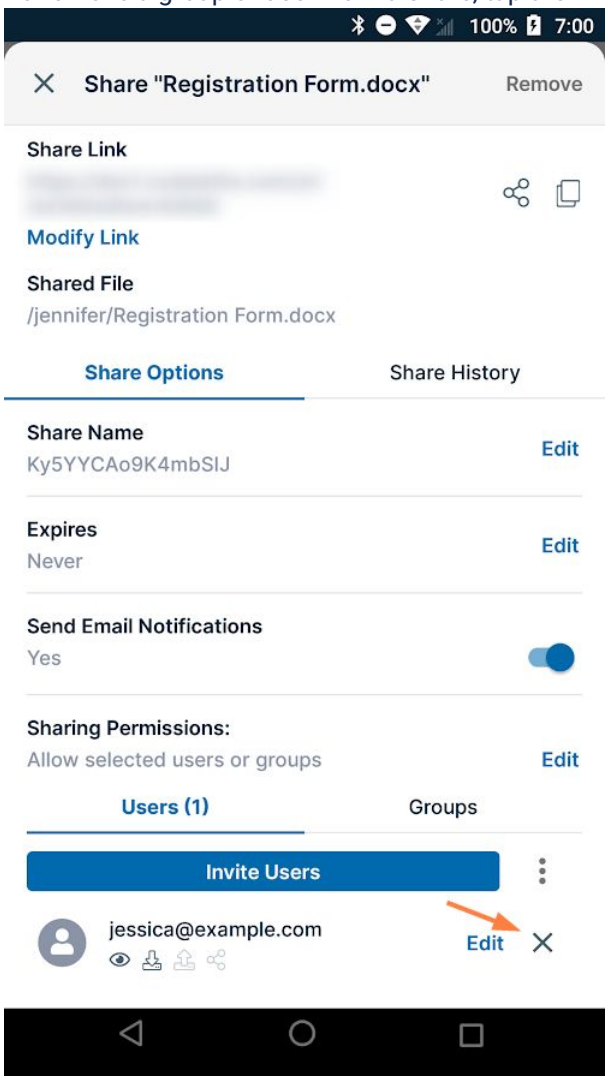
3. Close the **Edit permissions** box.
   The changes appear in the permissions icons.



Note: Checking **Share** permission gives the group both upload and share permissions for the file.

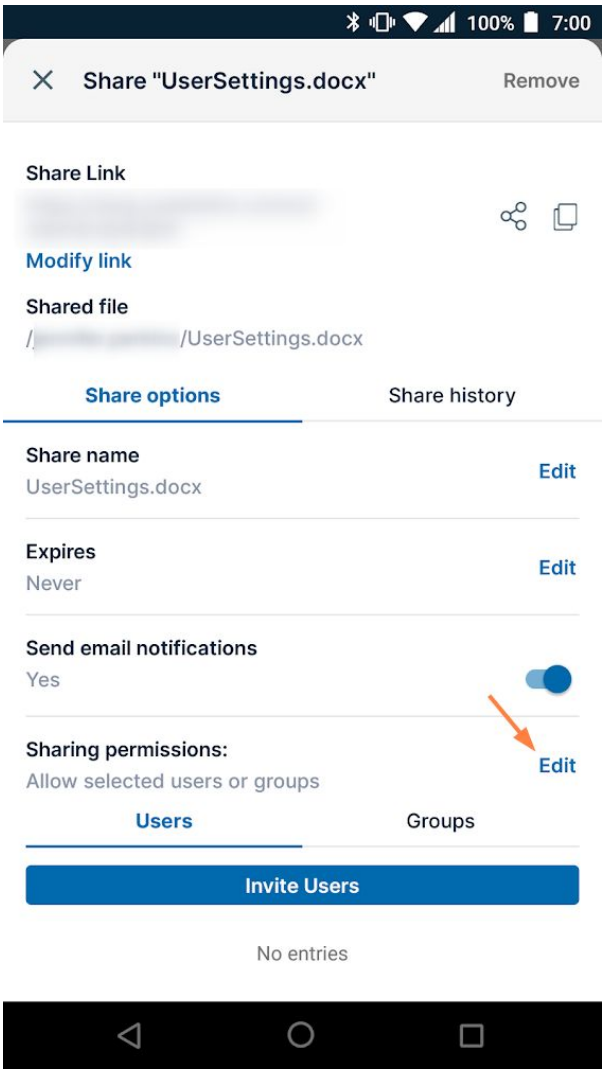
To remove a user or group from a share

To remove a group or user from a share, tap the x next to it:

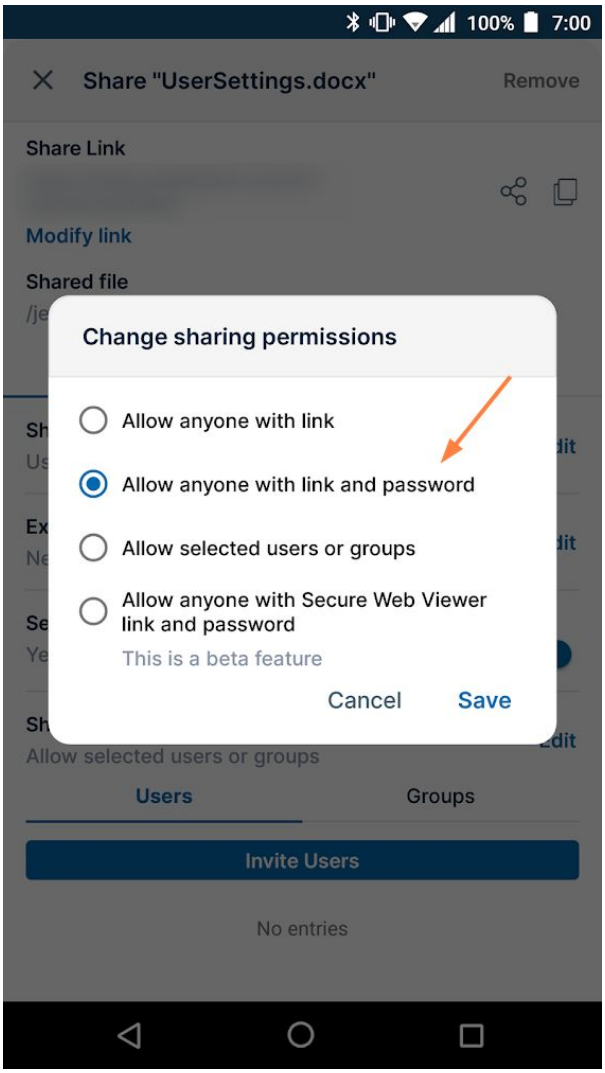


To change a share from private to public:

1. In **Sharing Permissions**, tap **Edit**.

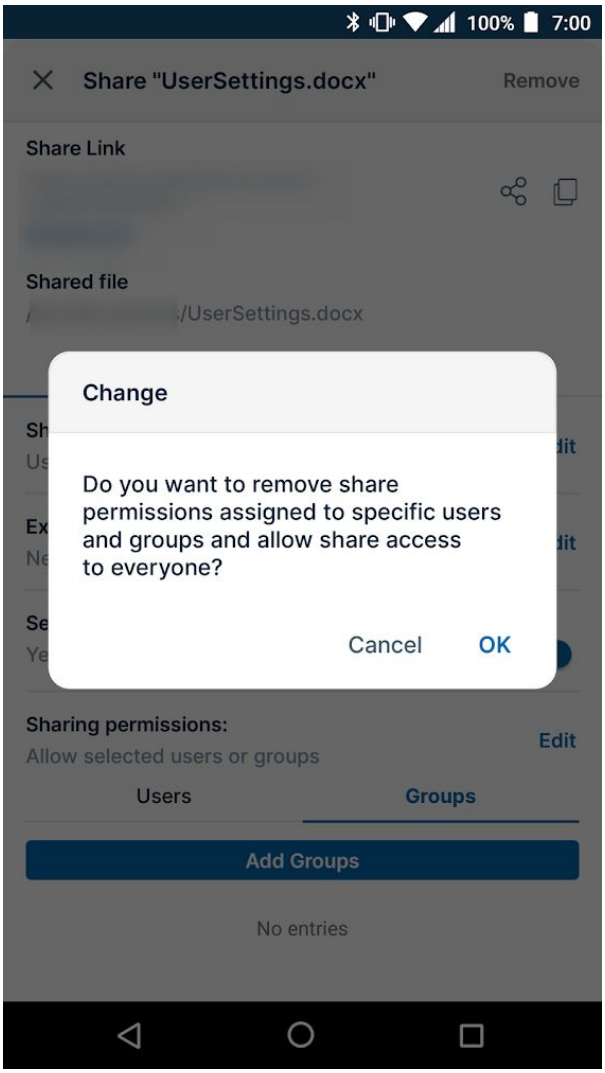


2. If you don't want to require users to enter a password to access the share, choose **Allow anyone with link**.
   If you want to require users to enter a password to access the share, choose **Allow anyone with link and a password.**
   Here, we'll choose **Allow anyone with link and a password**, and tap **Save.**



A confirmation dialog asks you to confirm that you want to remove share permissions for specific users and groups and allow share access to everyone.

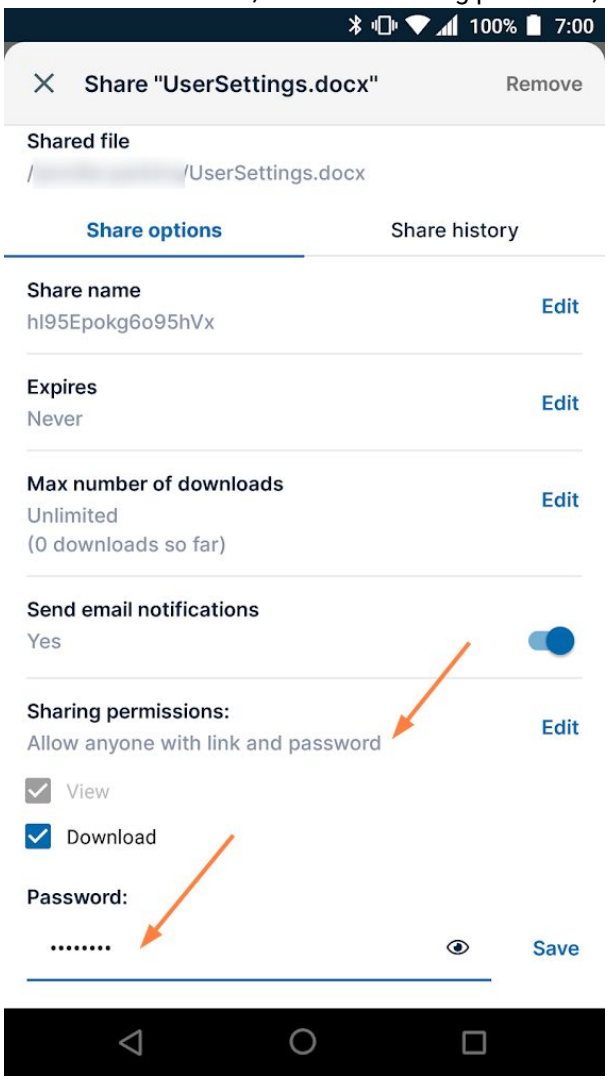
3. Tap **OK**.



Allow anyone with link and password replaces **Allow selected users or groups**.
Note: If the option **Allow anyone with Secure Web Viewer link and a password** appears, the file is available for viewing in the Secure Web Viewer, which protects files with digital rights management (DRM) features. See Using the Secure Web Viewer[7] for help with this option.

7. https://www.filecloud.com/supportdocs/display/FCDOC/.Using+the+Secure+Web+Viewer+v23.232

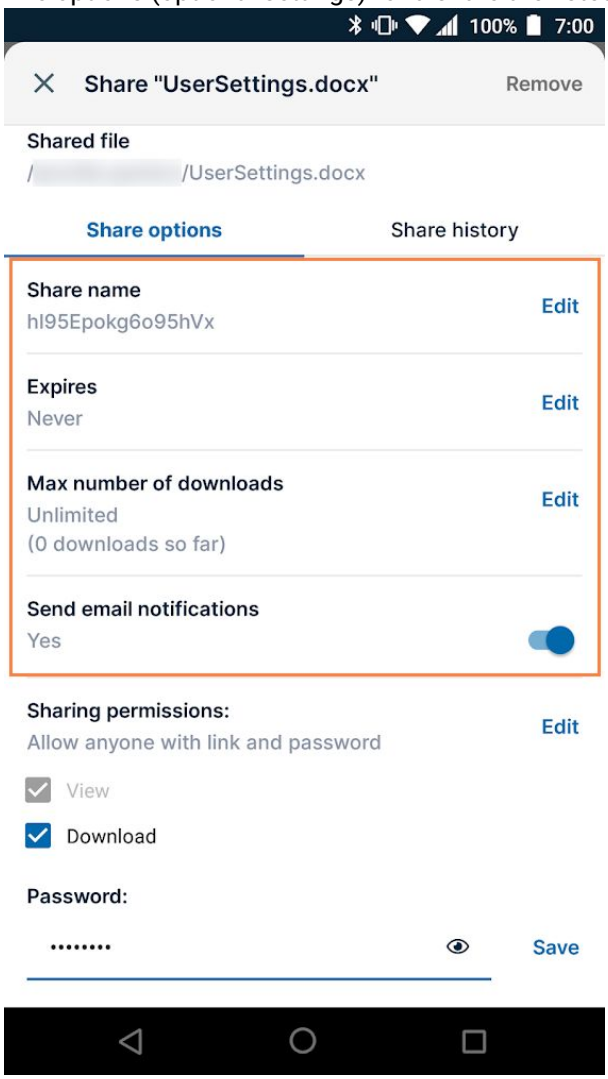
4. In the **Password** field, leave the existing password, or enter another one, and then click **Save**.



Users must now enter the password to access the share from the link.

To change share options:

The options (optional settings) for a share are listed under **Share Options**.



For information on setting share options, see:

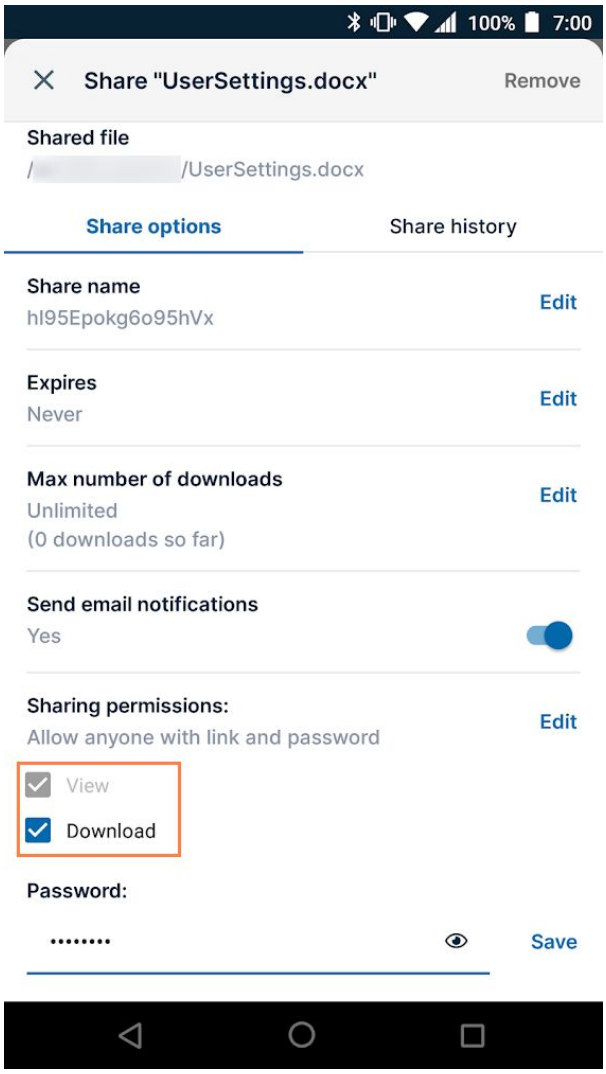
- Public Share Options for Files
- Private Share Options for Files

To change the permissions on a public share:

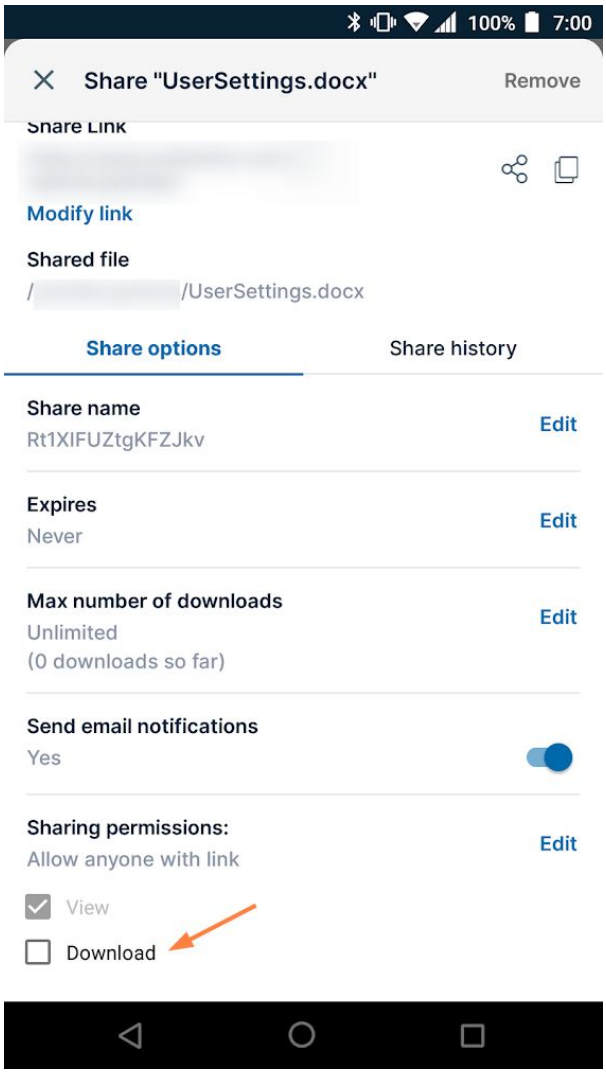
The permissions for a public share are listed under **Sharing Permissions.** The default permissions are **View** and **Download**, but you may remove **Download** permission.

To change the permissions on a public share:

1. Under **Sharing Permissions**, both **View** and **Download** are checked.
   You cannot remove **View** permission.



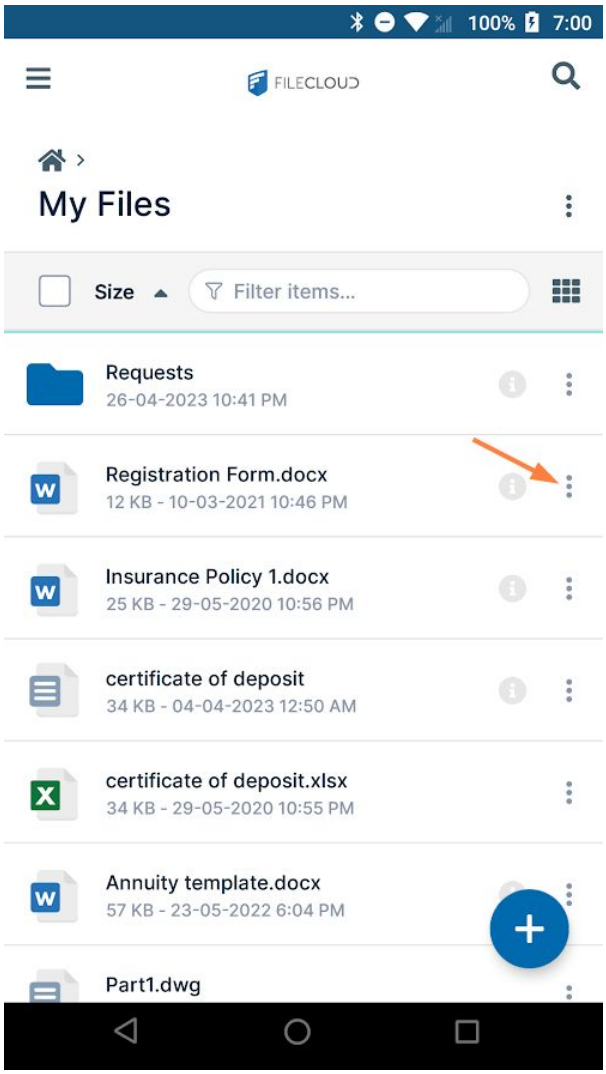
2. Uncheck **Download**.



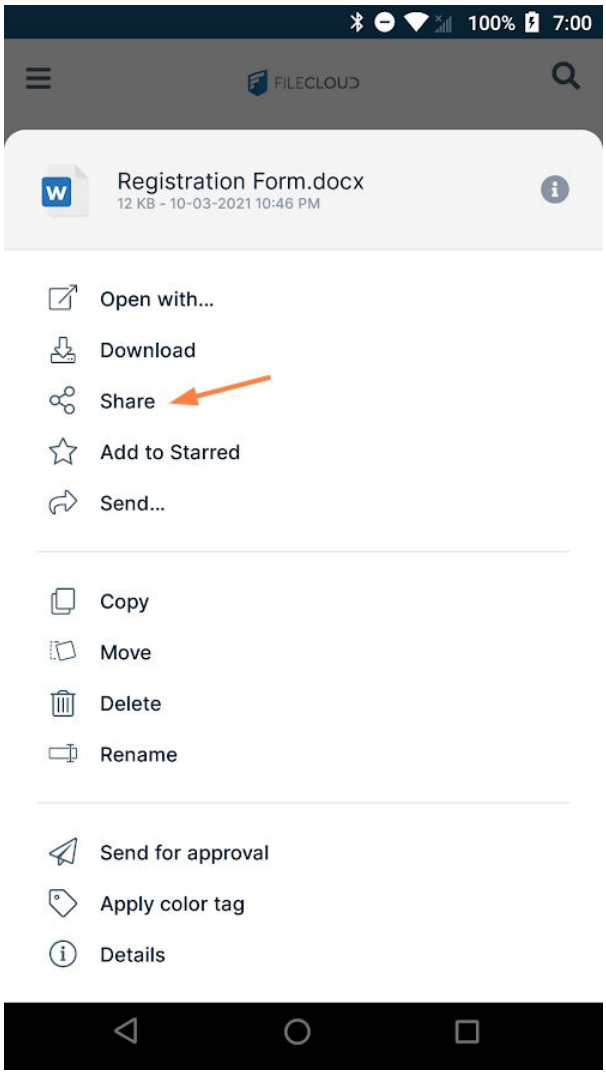
To remove a share:

You can remove a share of a file if you have created the share.

1. Open the FileCloud app.
2. Navigate to the file whose share you want to remove.
3. Tap the more (three dot) icon next to the file or folder.

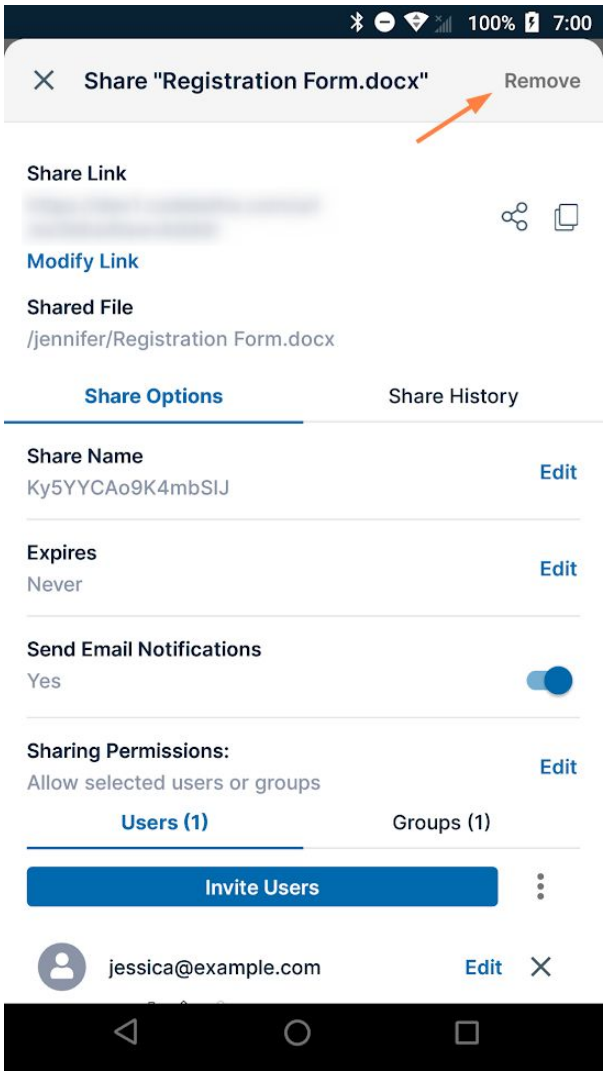

100% 7:00
FILECLOUD
My Files
Size
Filter items...
Requests
26-04-2023 10:41 PM
Registration Form.docx
12 KB - 10-03-2021 10:46 PM
Insurance Policy 1.docx
25 KB - 29-05-2020 10:56 PM
certificate of deposit
34 KB - 04-04-2023 12:50 AM
certificate of deposit.xlsx
34 KB - 29-05-2020 10:55 PM
Annuity template.docx
57 KB - 23-05-2022 6:04 PM
Part1.dwg

4. Tap **Share**.



The share details open.

5. Tap **Remove**.



The share is removed. Users who were given access to the share can no longer view it in their **Shared with me** files or access it through the share link.

To share folders on Android, see Share a Folder on Android (see page 372).

For more detailed information about file and folder shares, see Sharing Files and Folders.

Share a Folder on Android

A folder can be shared with:

- **Allow anyone with link** (Public Share). No FileCloud account required.
- **Anyone anyone with link and a password** (Protected Public Share). No FileCloud account required.

- **Allow selected users or groups** (Private share). Default. FileCloud account required. The shared folder appears in the **Shared with Me** folder.

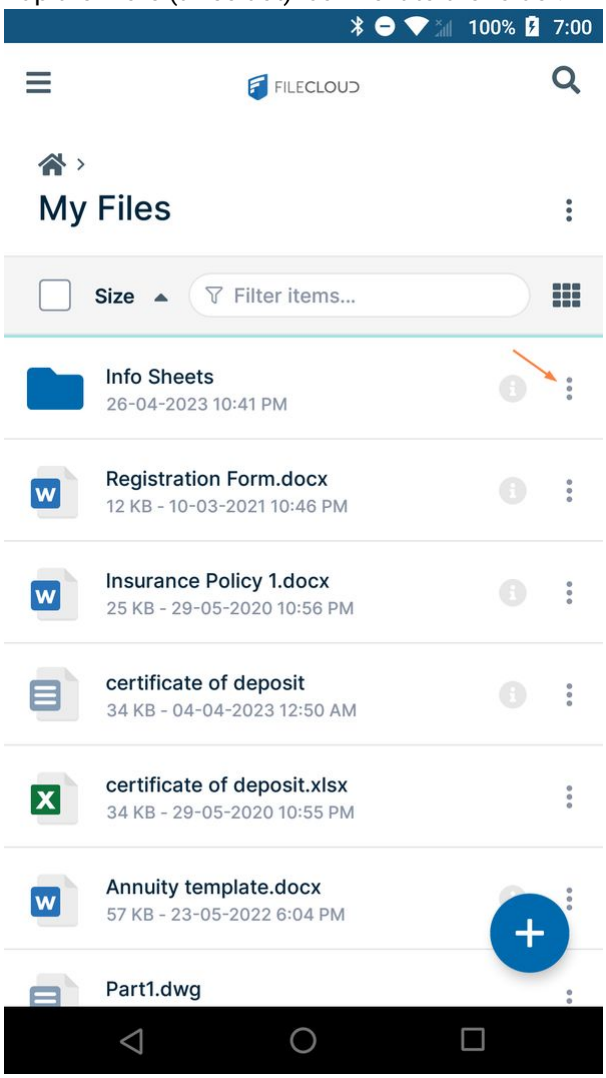
In addition, it is possible to control the access to the shared resource with read, write, or share permissions.

You can use the FileCloud app to share folders on your mobile device with others. You can:

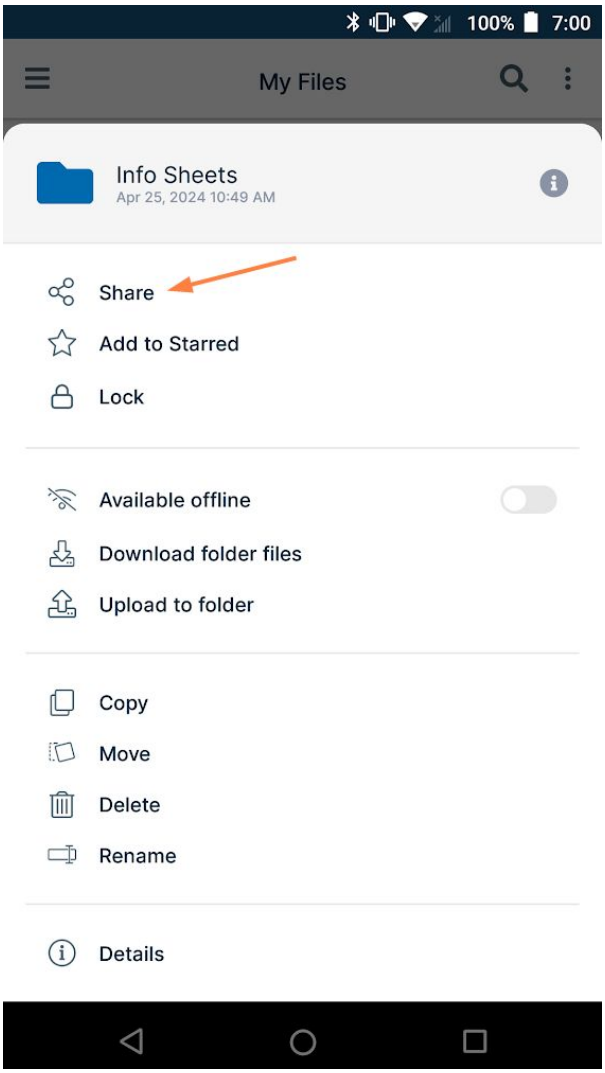
- Create a direct link to the folder. This link can be sent via email to anyone who needs access to that resource.
- Add users and groups as share recipients to a private share.

To share a folder:

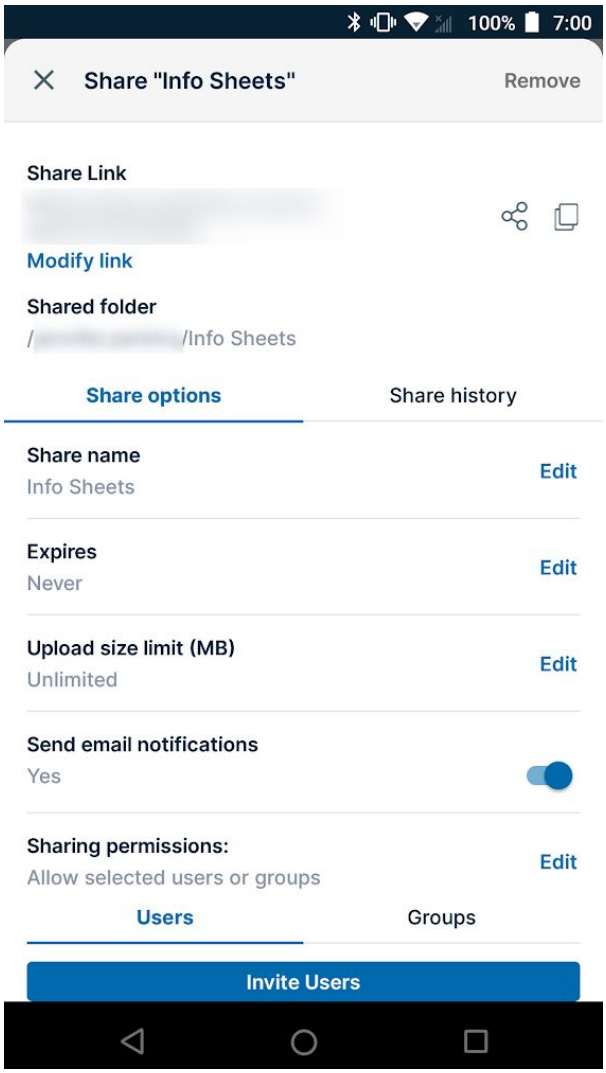
1. Open the FileCloud App.
2. Navigate to the folder you want to share.
3. Tap the more (three dot) icon next to the folder.



4. Tap **Share**.



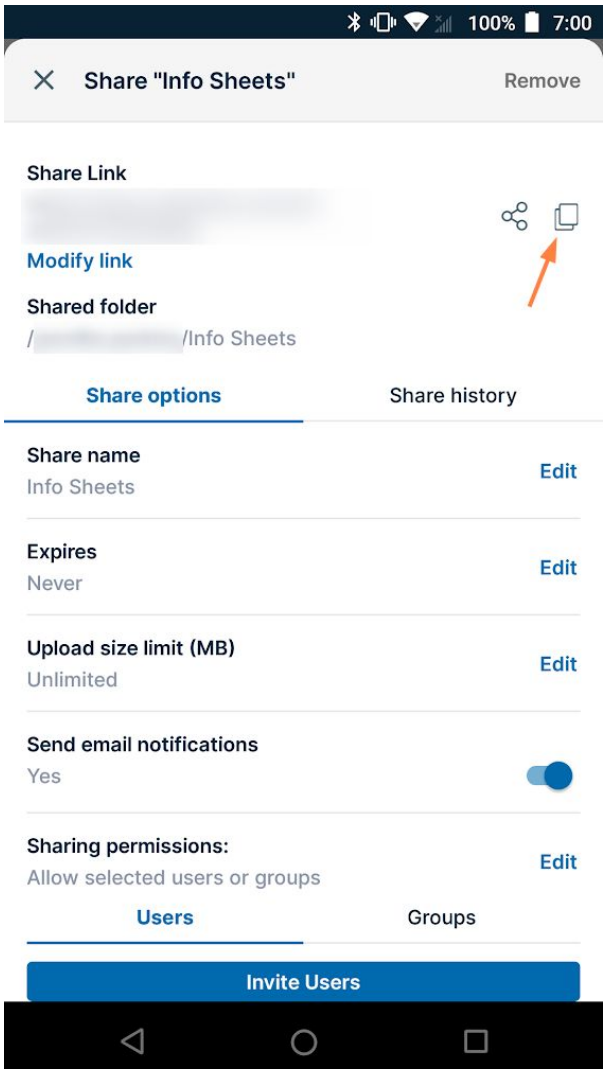
The folder is automatically shared privately, and a screen for accessing share options and adding users and groups to the share opens.



To copy the share link:

To copy the file share link:

1. Tap the Copy icon.



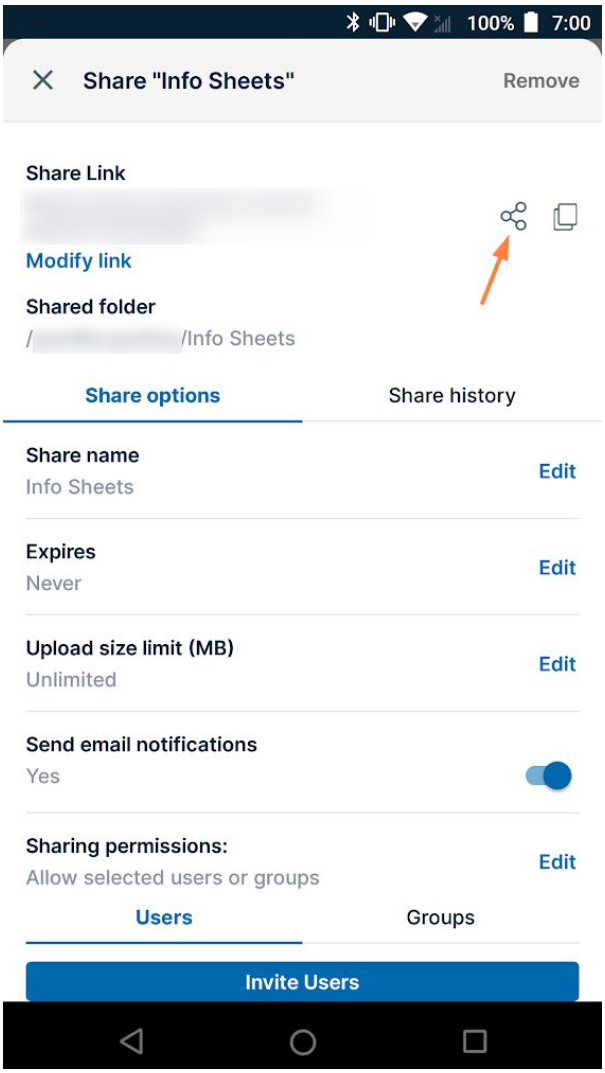
The screen displays the message **Link copied to clipboard**.

2. Paste the link into an email or text message and send it.

To share the share link:

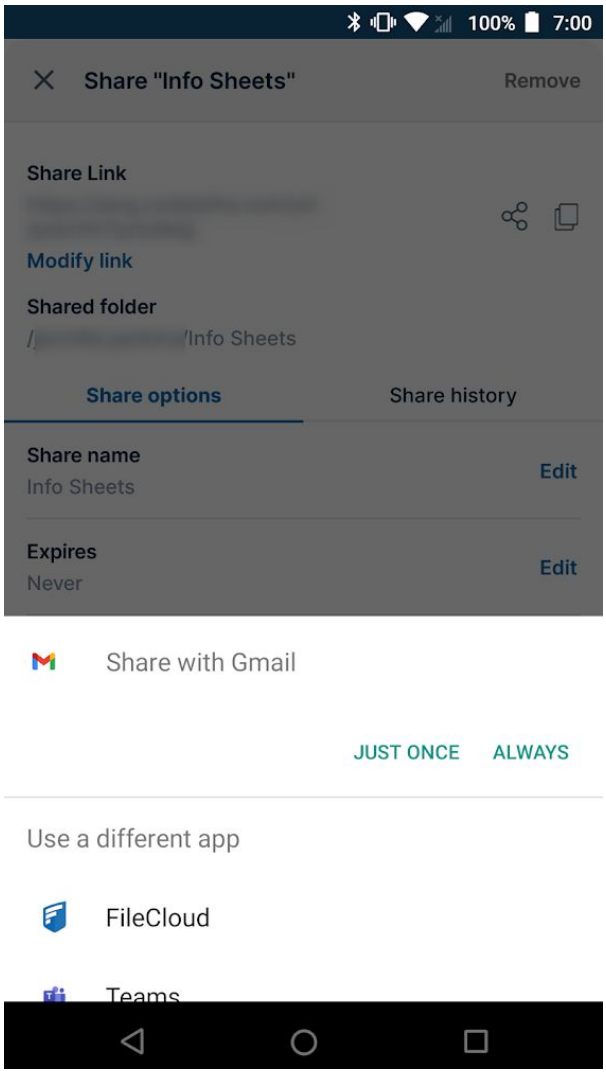
To share the file share link:

1. Tap the Share icon.



A **Share with** screen pops up.

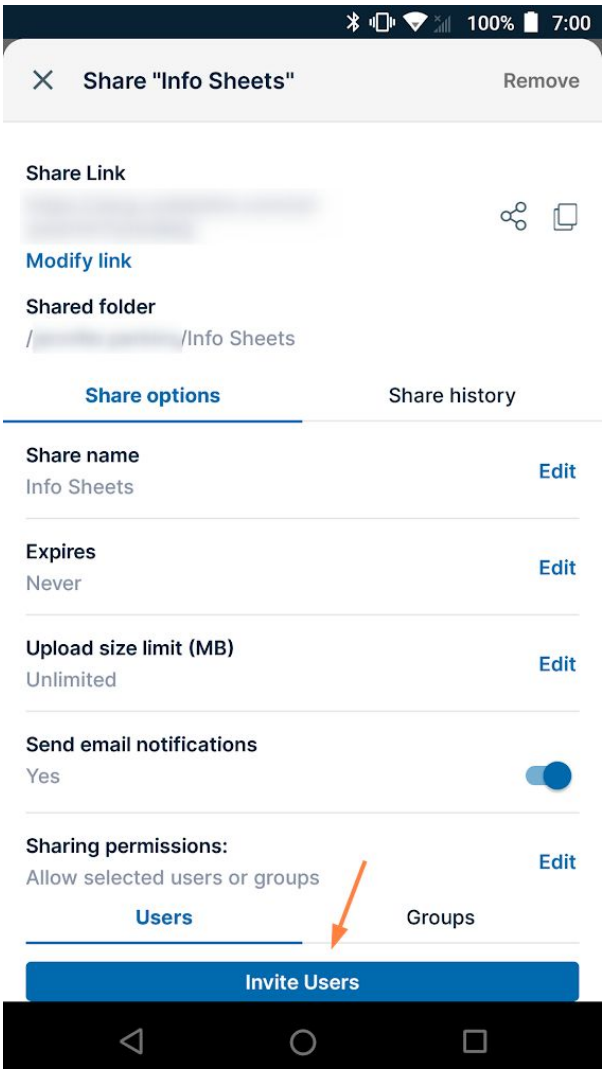
2. Choose an app and share the link.



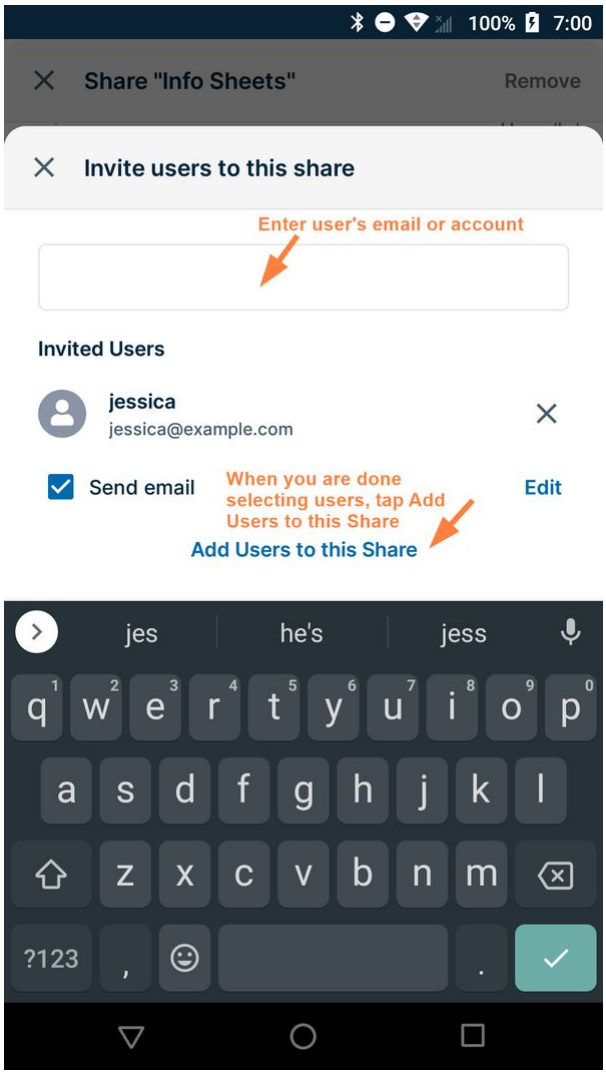
To add users to a private share:

To add a user to a private share:

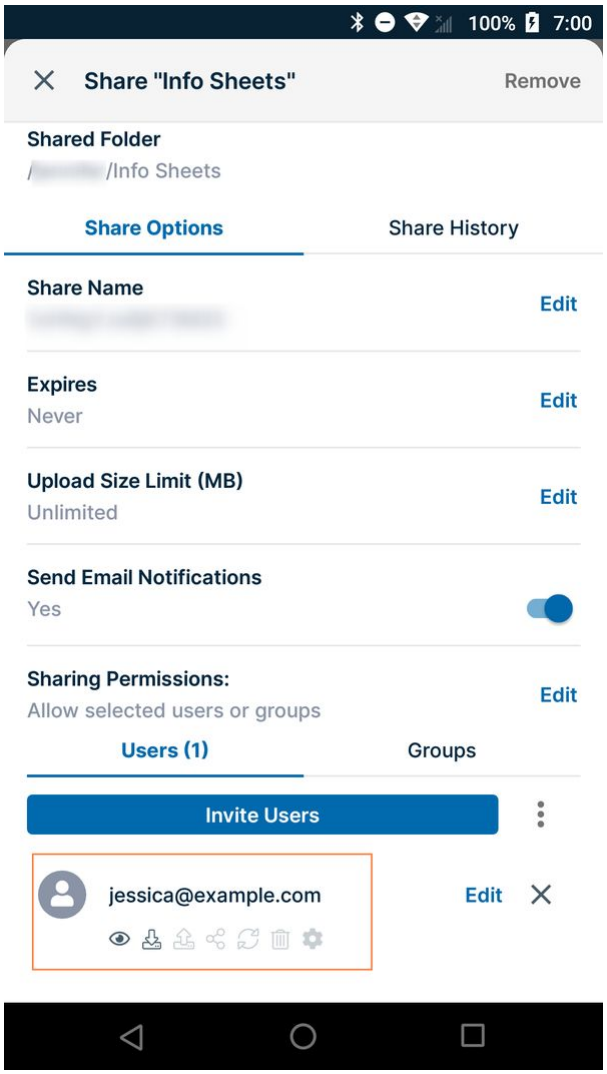
1. Tap **Invite users**.



2. Enter a username or email that exists in your system, or enter a new user's email, and and tap **Add Users to this Share**.
   If you enter a new user, FileCloud sends them an email with the share link and asks them to create a FileCloud account to access the link.



The user is added to the share.

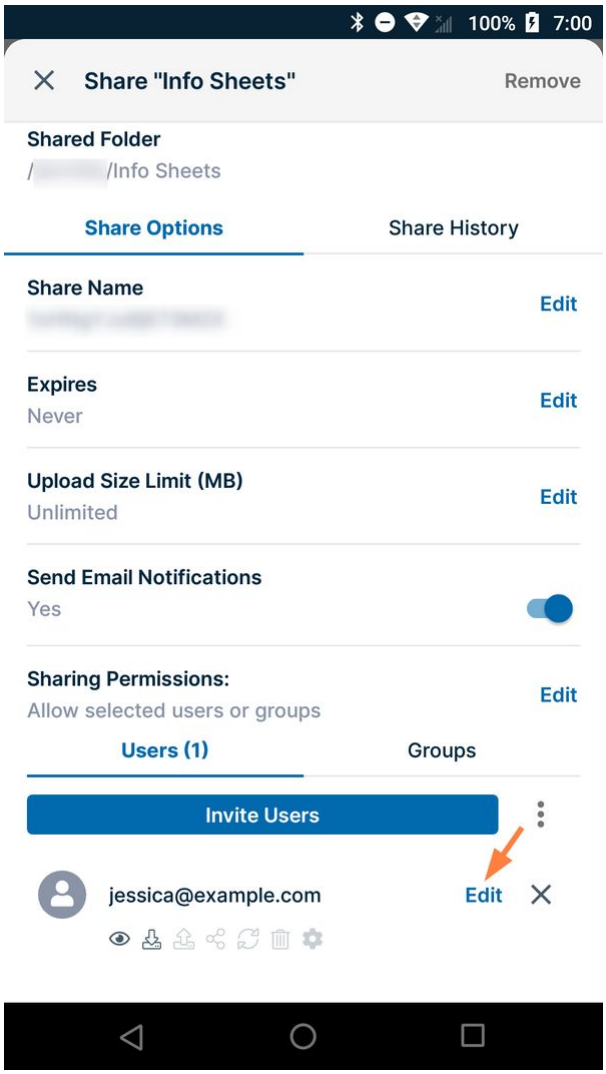


To change a user's private share permissions:

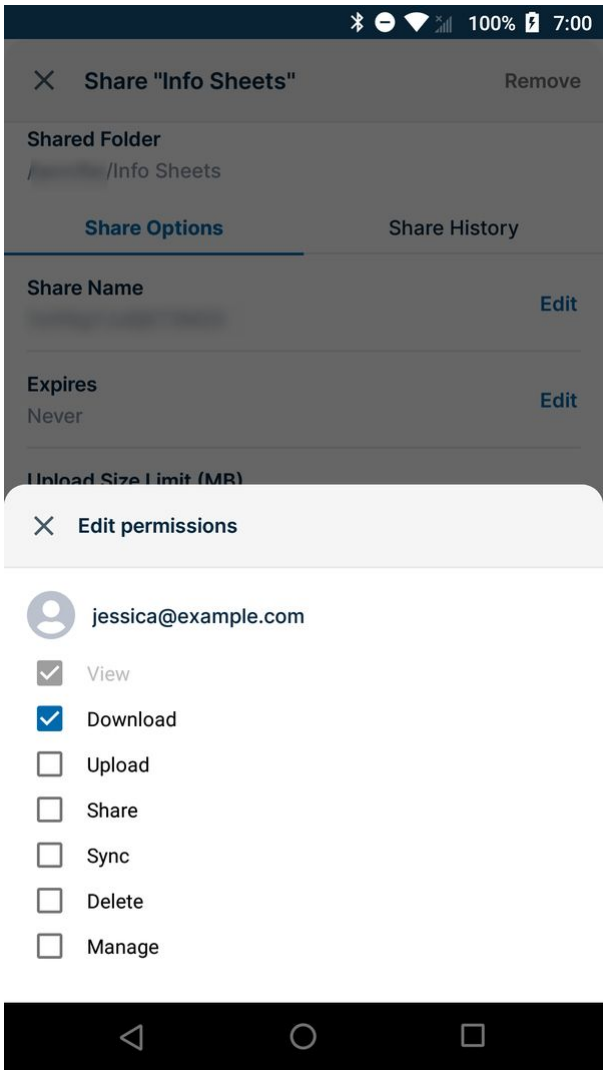
When you privately share a folder with a user, the user's permissions for the folder are shown in icons below the username or email. By default, the user has view and download permissions for the folder. You can also give the user upload and share permissions, and if it is allowed in your system, sync permission.

To change the user's permissions for the folder:

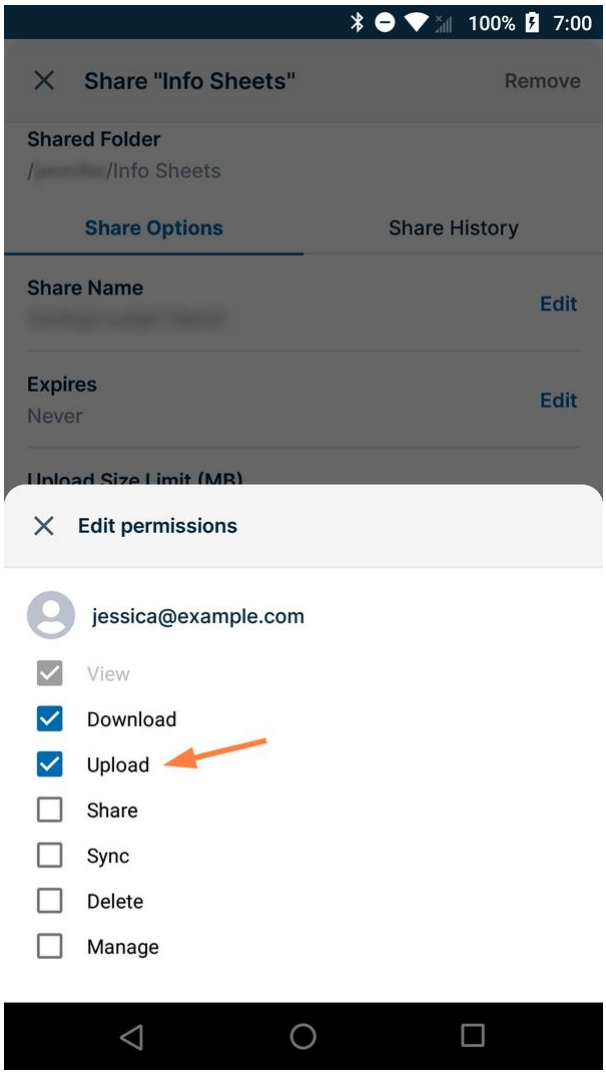
1. Tap **Edit** across from the user's name or email:



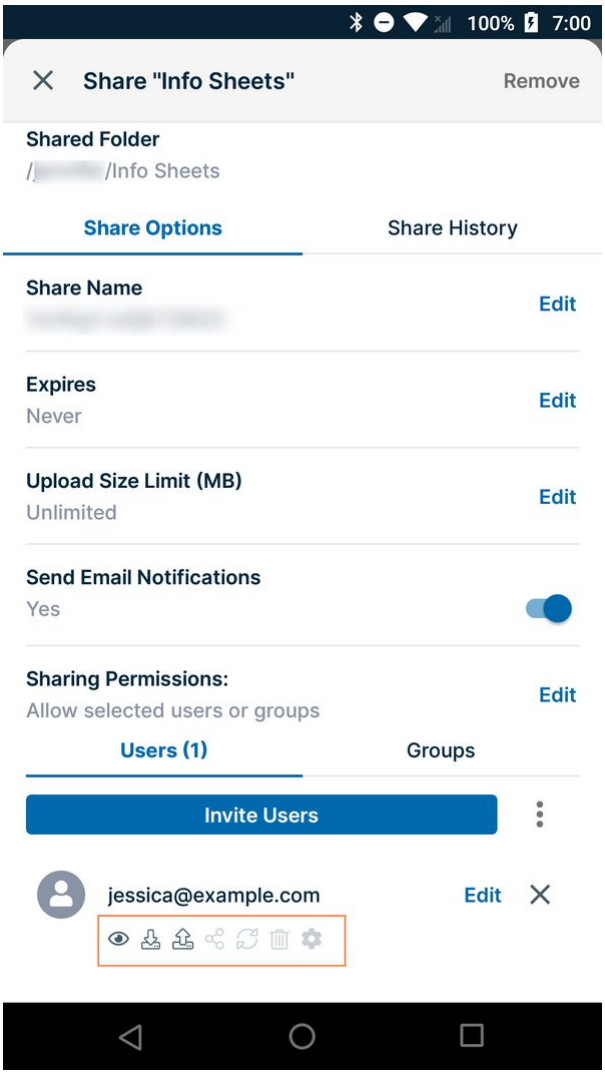
A popup shows the available permissions.



2. Check or uncheck permissions:



3. Close the **Edit permissions** box.
   The changes appear in the permissions icons:

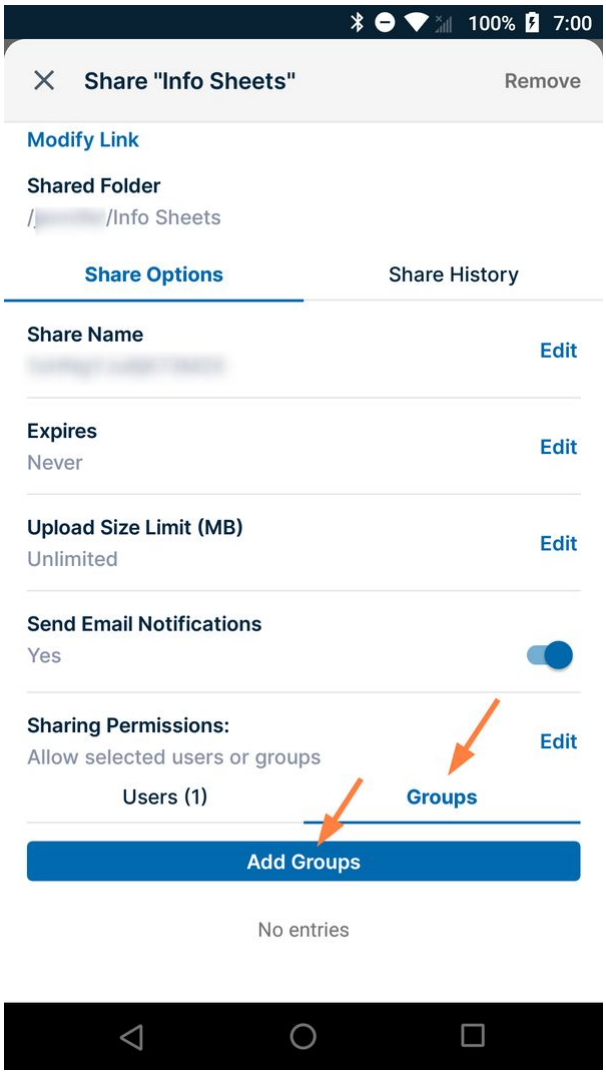


Note: Checking **Share** permission gives the user both upload and share permissions for the folder.

To add groups to a private share:

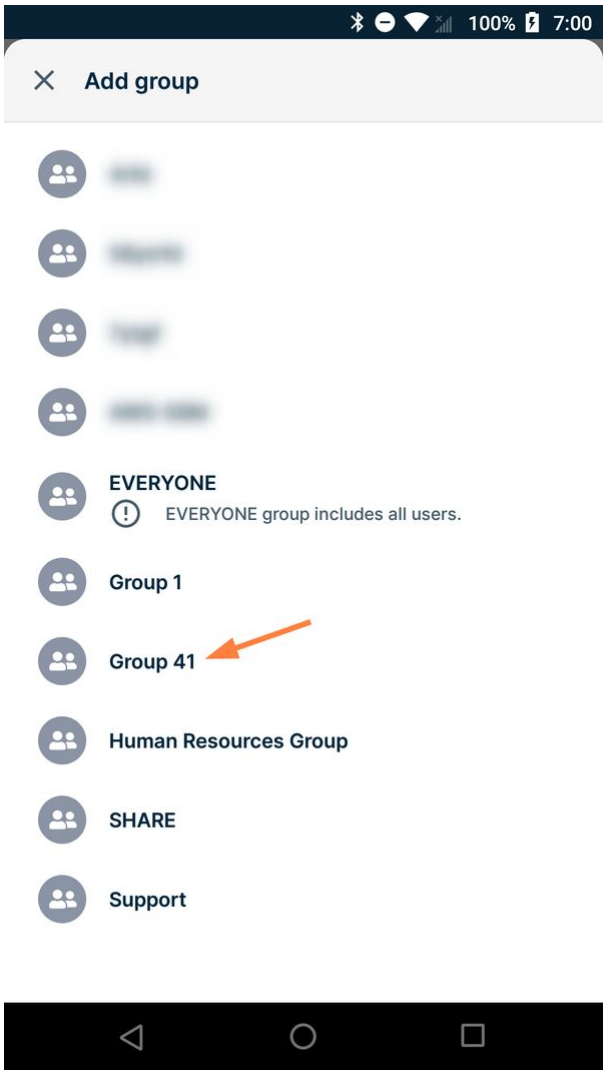
To add a group to a private share:

1. Tap the **Groups** tab.
2. Tap **Add Groups**.

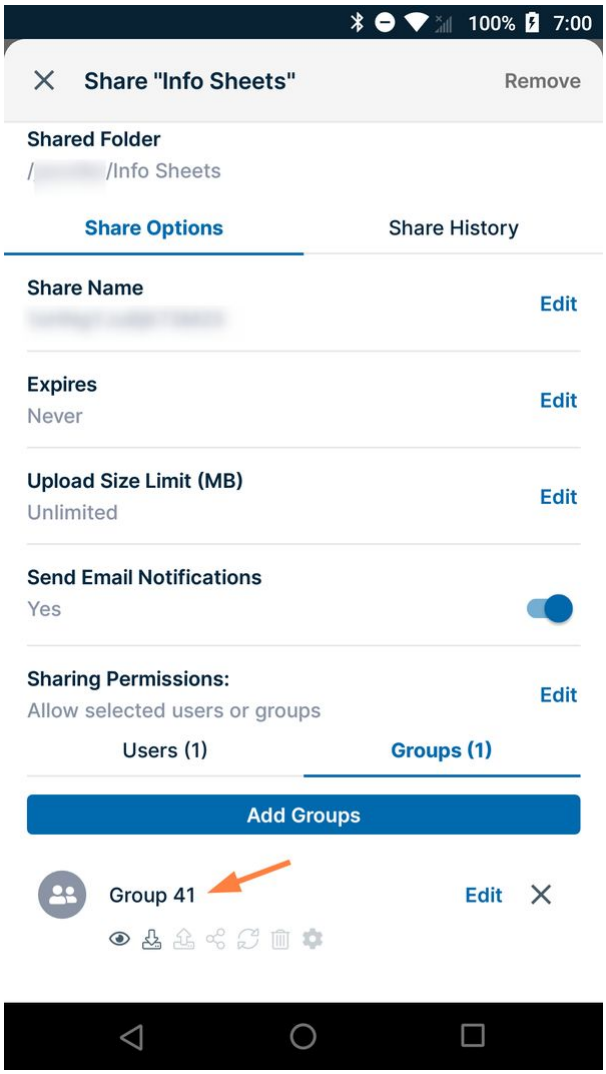


The groups that are available for you to add to the share appear.

3. Tap a group to add it to the share.



The group is added to the share:



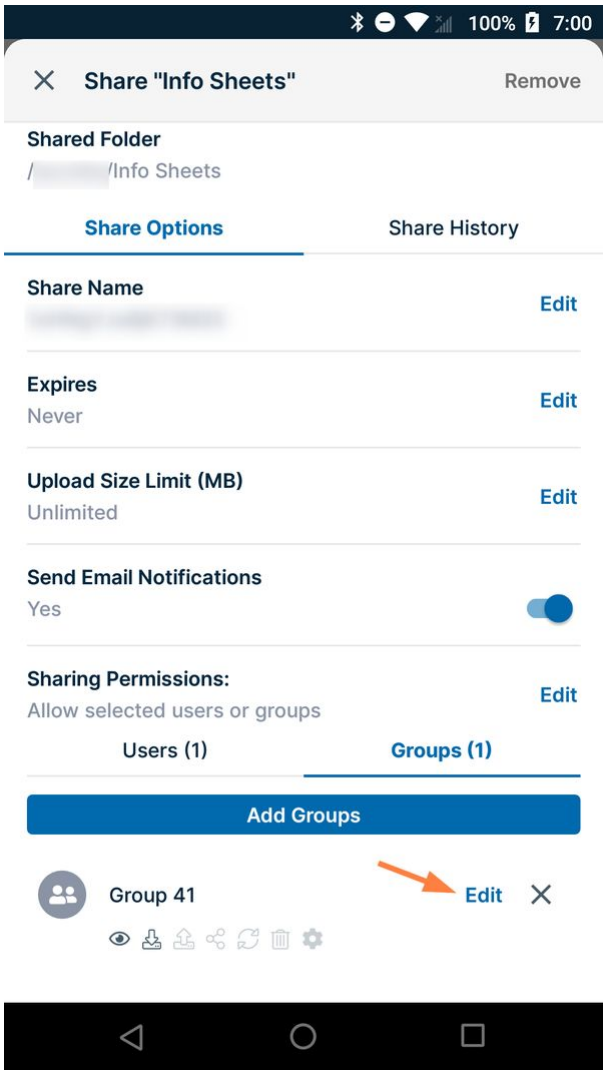
4. Add any number of the groups to the share.

To change a group's private share permissions.

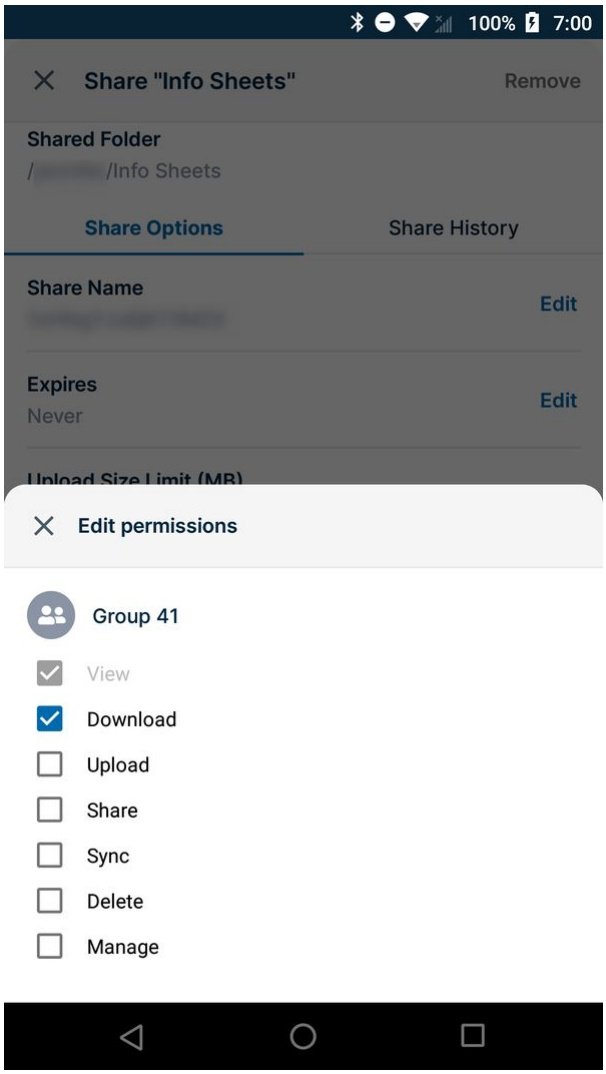
When you privately share a folder with a group, the group's permissions for the folder are shown in icons below the group name. By default, the members of the group have view and download permissions for the folder.
You can also give the group upload and share permissions, and if it is allowed in your system, sync and delete permissions.

To change the group's permissions for the folder:

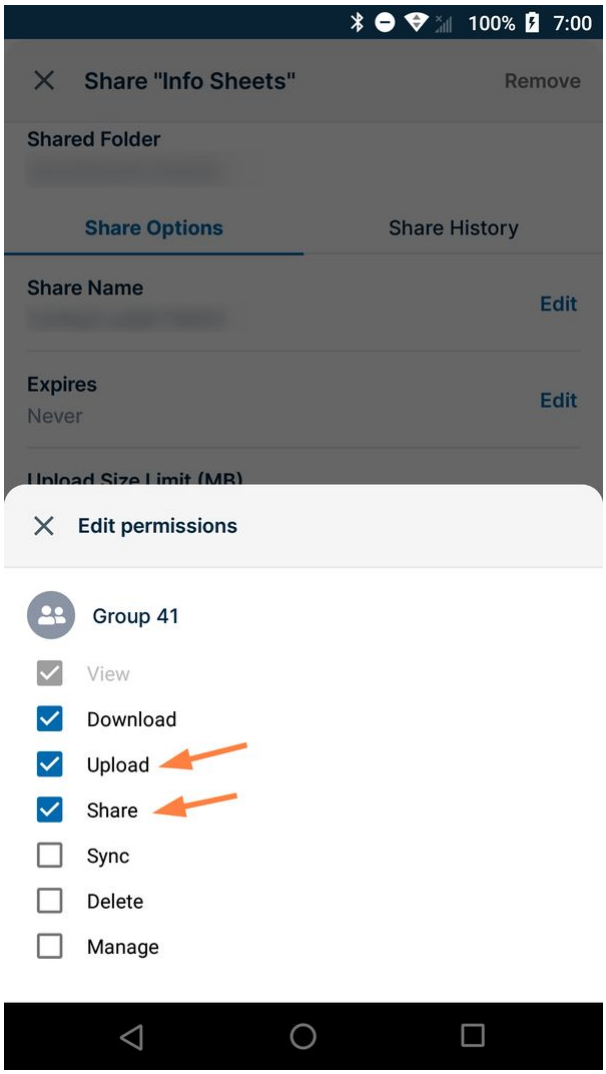
1. Across from the group, tap **Edit**.



A popup shows the available permissions:

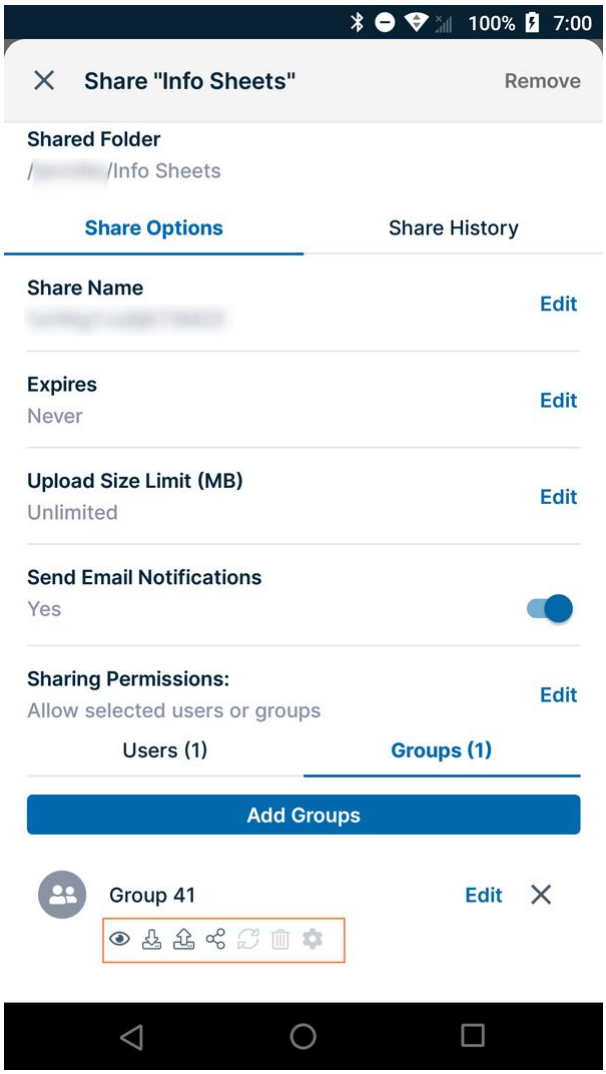


2. Check or uncheck permissions:



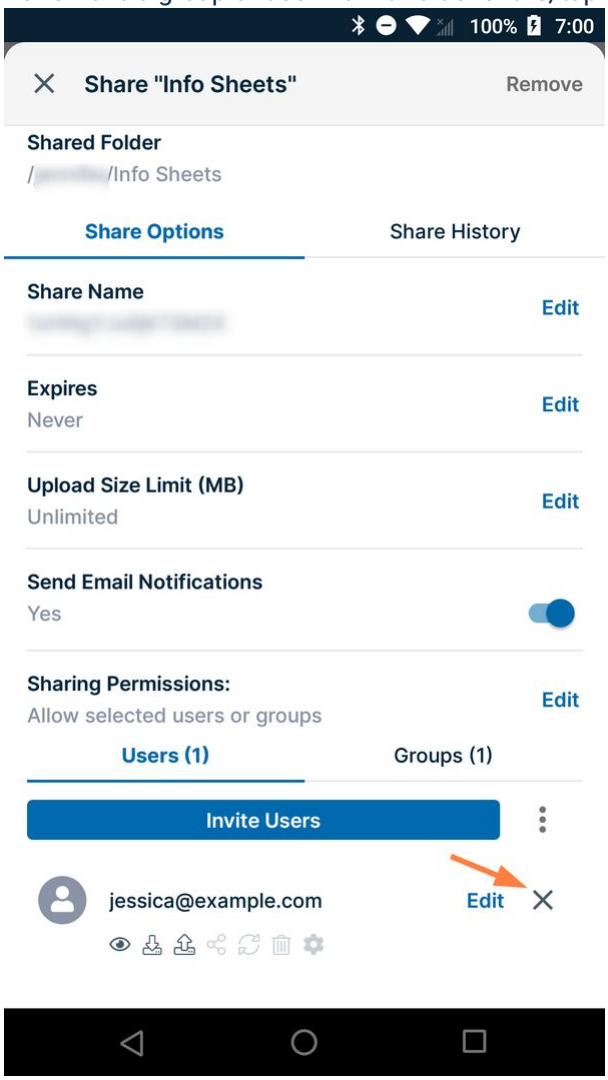
Note that if you check **Share** or **Sync**, **Upload** is automatically also checked.

3. Close the **Edit permissions** box.
   The changes to the permissions are saved.


100% 7:00
Share "Info Sheets"
Remove
Shared Folder
/Info Sheets
Share Options
Share History
Share Name
Edit
Expires
Never
Edit
Upload Size Limit (MB)
Unlimited
Edit
Send Email Notifications
Yes
Sharing Permissions:
Allow selected users or groups
Edit
Users (1)
Groups (1)
Add Groups
Group 41
Edit

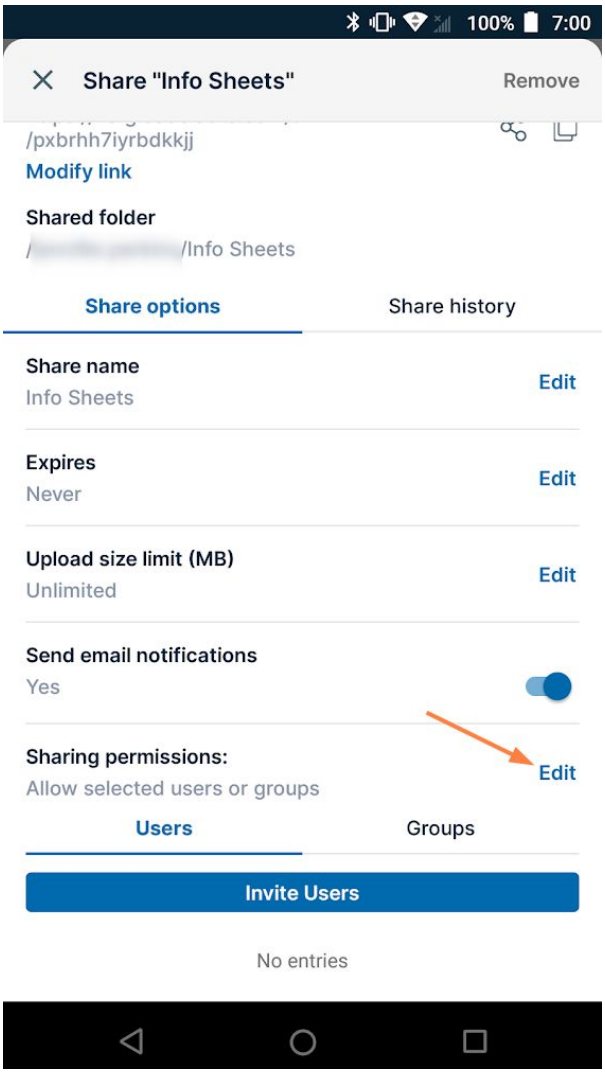
To remove a user or group from a folder share:

To remove a group or user from a folder share, tap the x next to it:

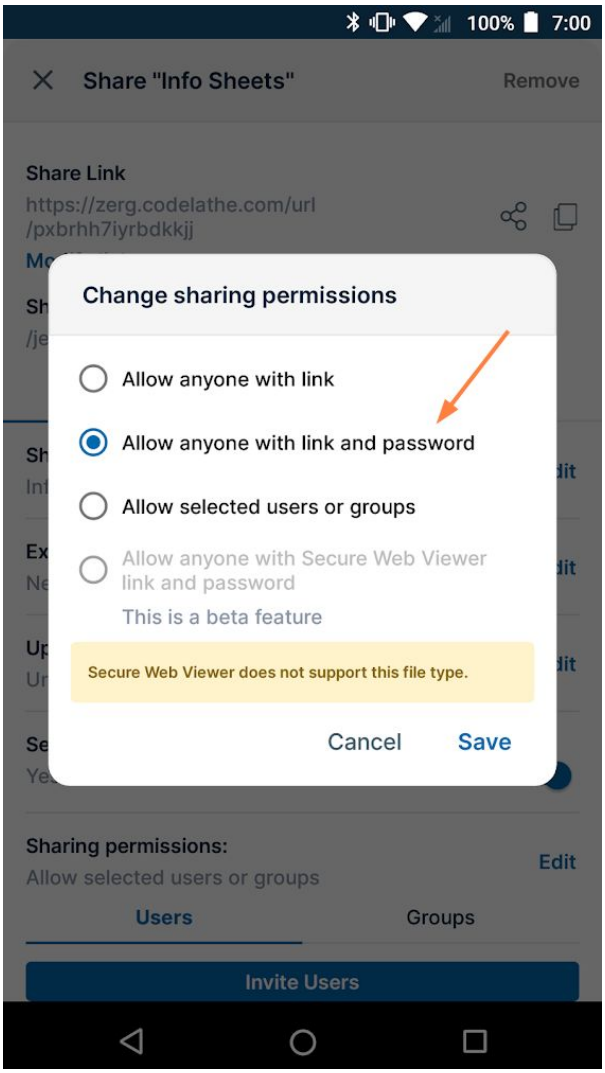


To change a folder share from private to public:

1. In **Sharing Permissions**, tap **Edit**.



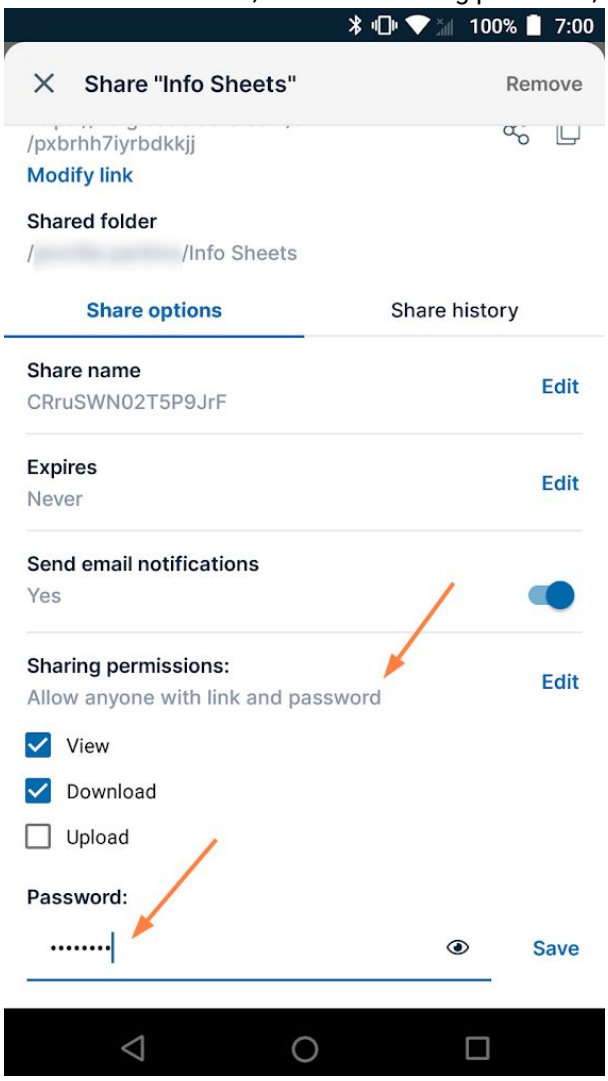
2. If you don't want to require users to enter a password to access the share, choose **Allow anyone with link**.
   If you want to require users to enter a password to access the share, choose **Allow anyone with link and a password.**
   Here, we'll choose **Allow anyone with link and a password**, and tap **Save.**



A confirmation dialog asks you to confirm that you want to remove share permissions for specific users and groups and allow share access to everyone.

3. Tap **OK**.
   Allow anyone with link and password replaces **Allow selected users or groups**.

4. In the **Password** field, leave the existing password, or enter another one, and then click **Save**.



Users must now enter the password to access the share from the link.

To change the permissions on a public share

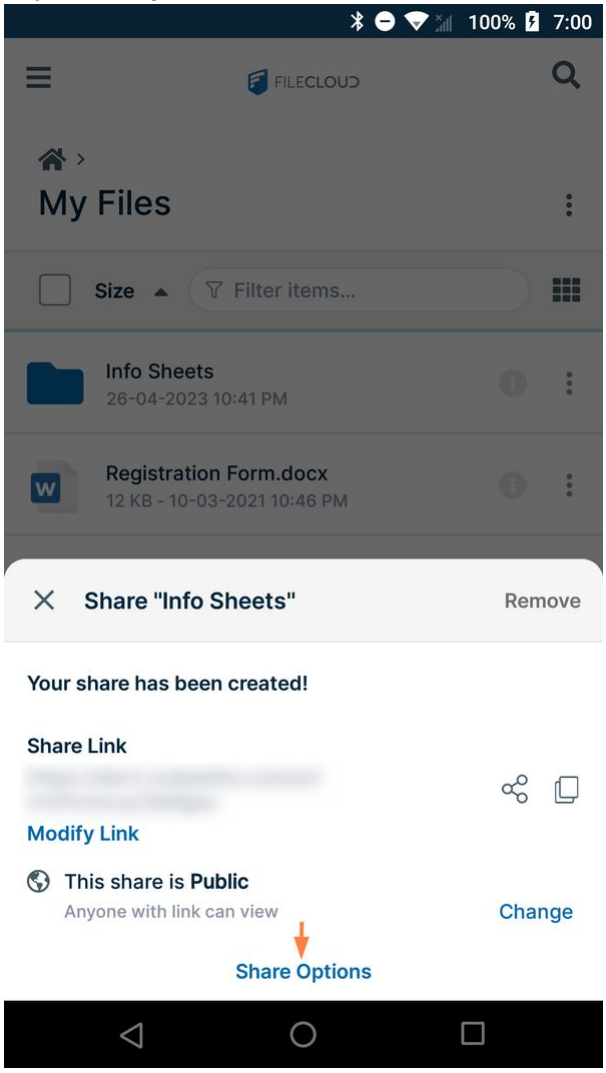
For public folder sharing, the following combinations of options are available.

Permission	Effect
View + Download (default)	Users can browse existing files and download files.
View + Download + Upload	Users can browse existing files, download files and upload files to the folder.
View + Upload	Users can browse existing files, preview files (not download) and upload files to the folder.

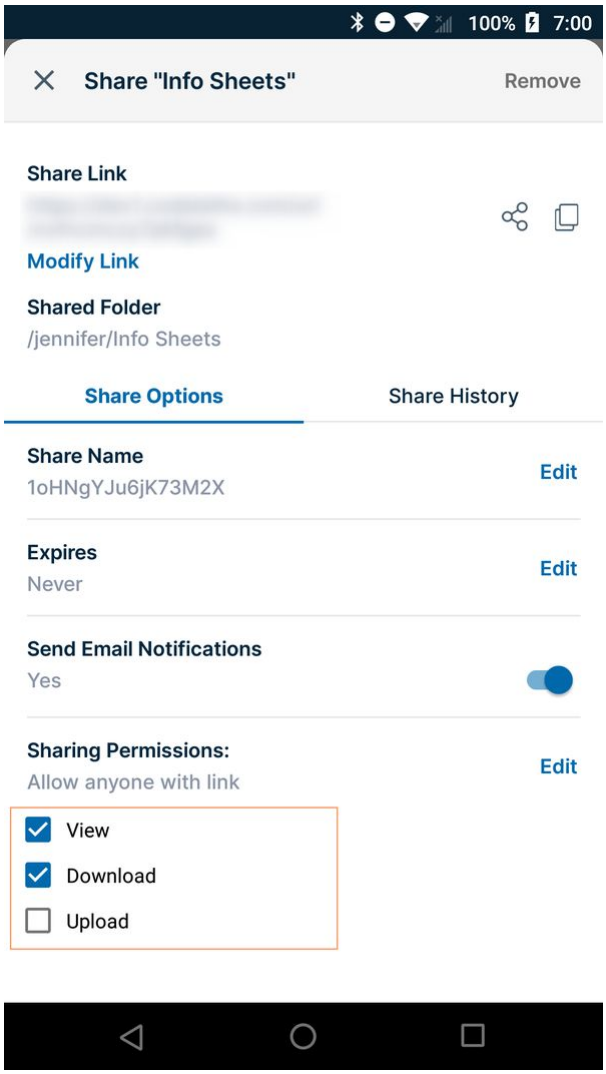
Permission	Effect
View Only	Users can only browse existing files, and preview files (not download).
Upload Only	Users cannot browse existing files, but only upload files. It is like an upload only FTP folder. It is also possible to create a web form to embed in other sites.

To change the permissions on a public share for a folder:

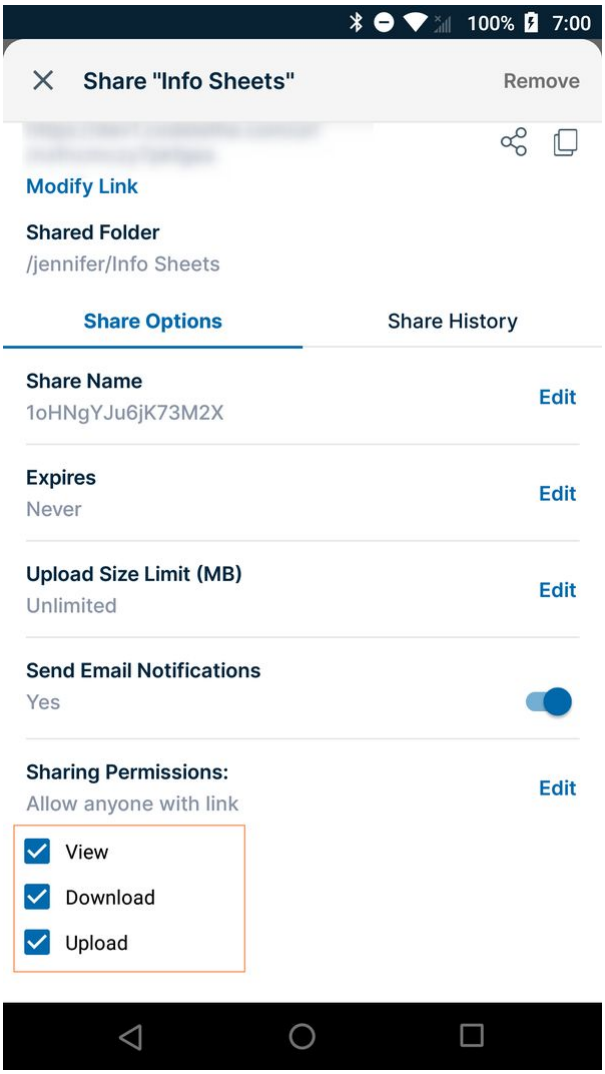
1. Tap **Share Options**.



The share screen expands, and **Sharing Permissions** appears at the bottom. By default, the share has View and Download permissions.

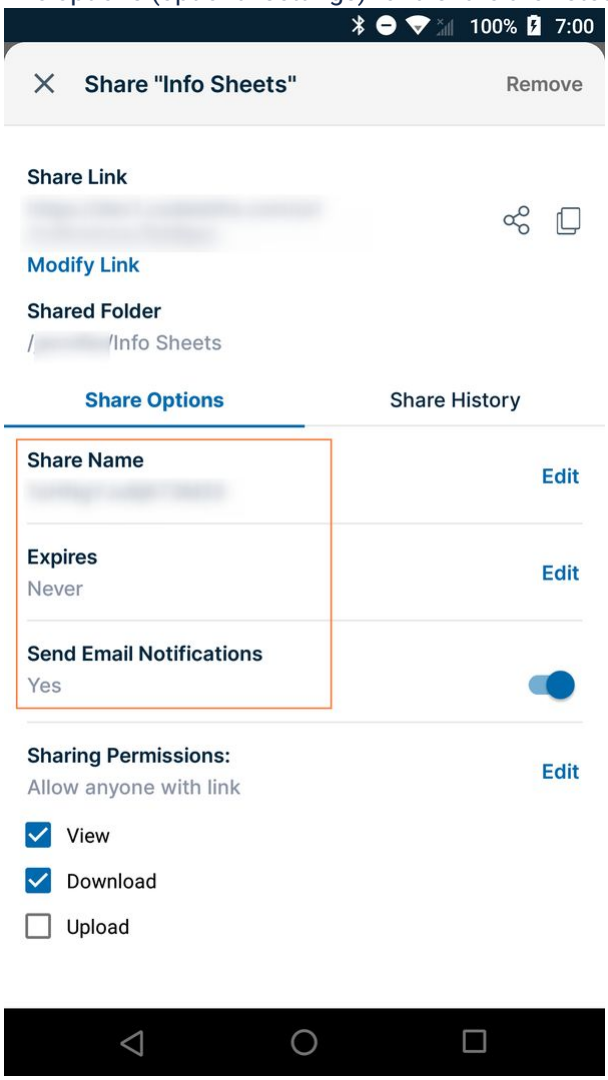


2. Check or uncheck permissions.
   Your changes are saved.


100% 7:00
Share "Info Sheets"
Remove
Modify Link
Shared Folder
/jennifer/Info Sheets
Share Options
Share History
Share Name
1oHNgYJu6jK73M2X
Edit
Expires
Never
Edit
Upload Size Limit (MB)
Unlimited
Edit
Send Email Notifications
Yes
Sharing Permissions:
Allow anyone with link
Edit
View
Download
Upload

To change folder share options:

The options (optional settings) for a share are listed under **Share Options**:



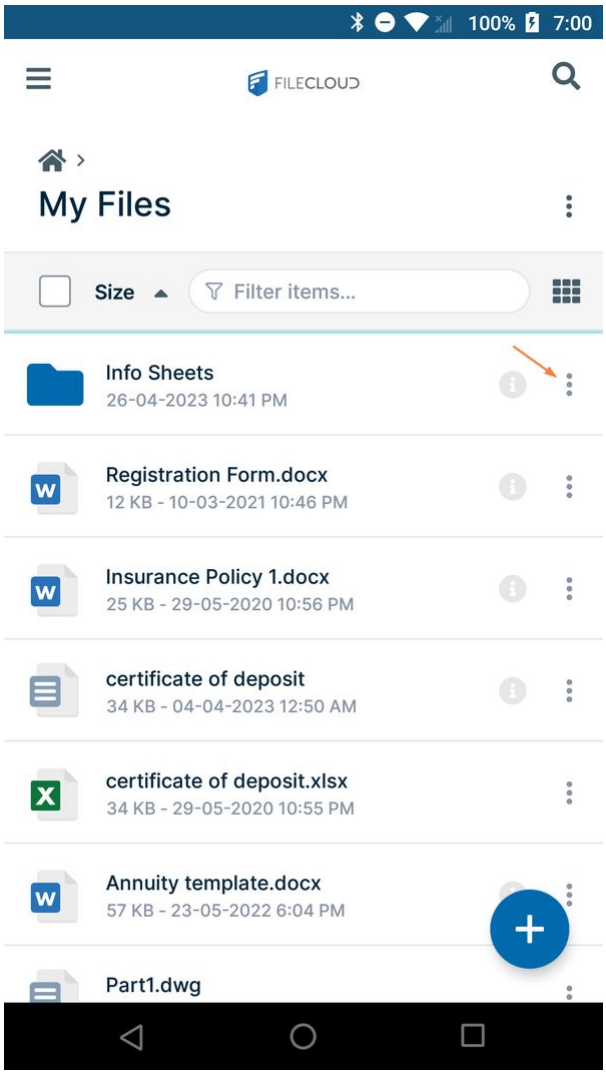
For information on setting share options, see:
Share Options for Public and Private Folders[8]

To remove a folder share:

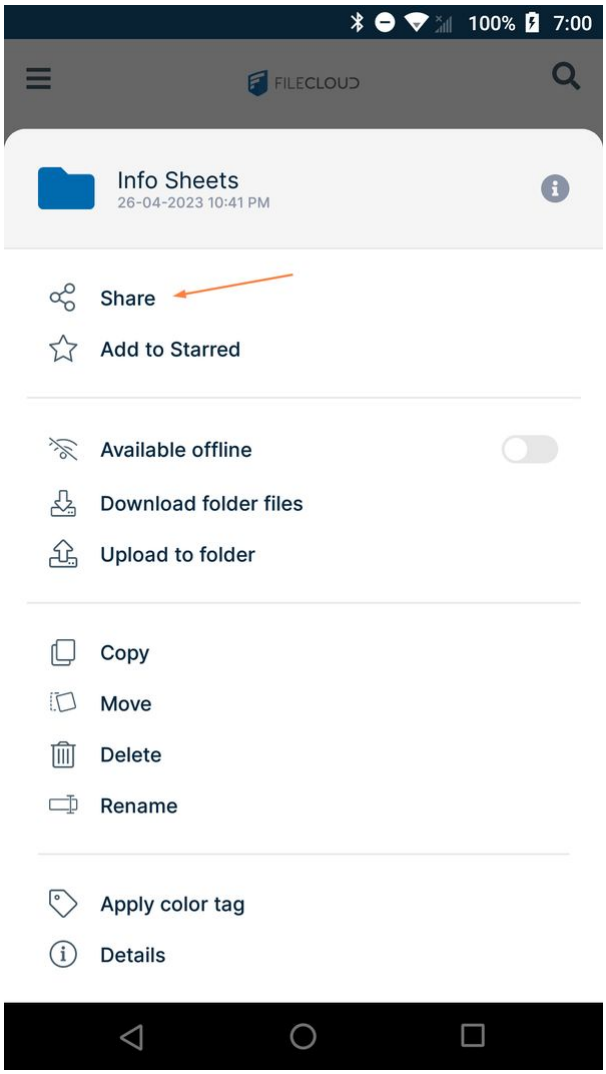
To remove a folder share:

1. Open the FileCloud app.
2. Navigate to the folder whose share you want to remove.
3. Tap the more (three dot) icon next to the folder.

8. https://www.filecloud.com/supportdocs/display/FCDOC/.Share+Options+for+Public+and+Private+Folders+v23.1

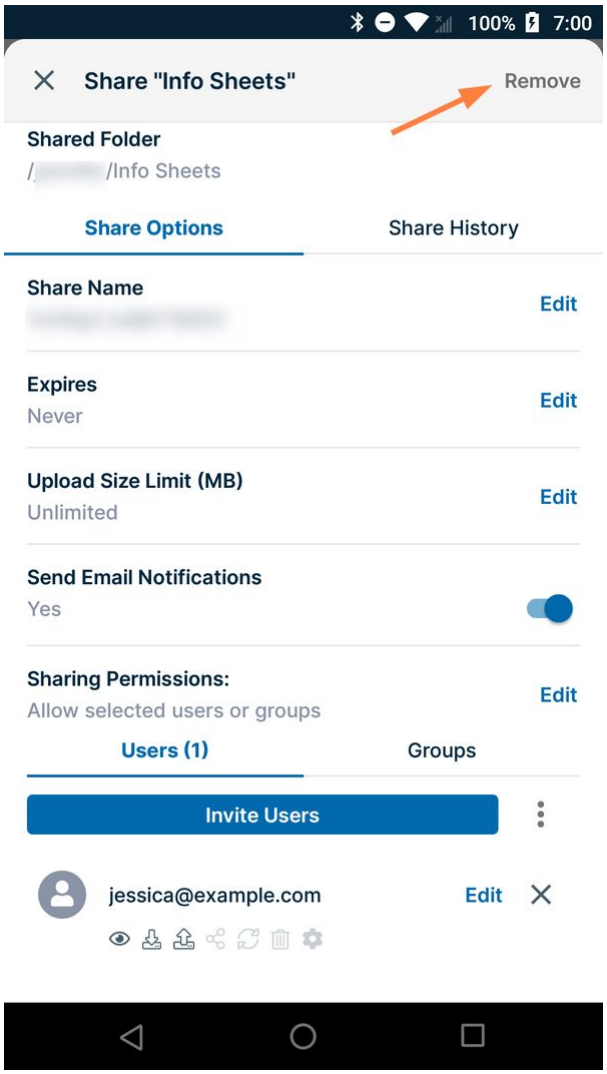

100% 7:00
FILECLOUD
My Files
Size
Filter items...
Info Sheets
26-04-2023 10:41 PM
Registration Form.docx
12 KB - 10-03-2021 10:46 PM
Insurance Policy 1.docx
25 KB - 29-05-2020 10:56 PM
certificate of deposit
34 KB - 04-04-2023 12:50 AM
certificate of deposit.xlsx
34 KB - 29-05-2020 10:55 PM
Annuity template.docx
57 KB - 23-05-2022 6:04 PM
Part1.dwg

4. Tap **Share**.



The share details open.

5. Tap **Remove**.



The share is removed. Users who were given access to the share can no longer view it in their **Shared with me** folder or access it through the share link.

To share files on Android, see Share a File on Android (see page 342).

For more detailed information about file and folder shares, see Sharing Files and Folders.

Upload a File to the Server on Android

If you have stored or are editing a file on another app on your Android, and you want to save the file to FileCloud, you can upload the file.

In the FileCloud App, you can choose a file from the following locations:

- Local storage on your Android device
- Cloud storage connected to Android device (for example, Google Drive)

The FileCloud app uploads files and folders in background.
You can continue working while upload is in progress.
However, the FileCloud app must be in foreground and you should not switch to a different server until the upload is completed.

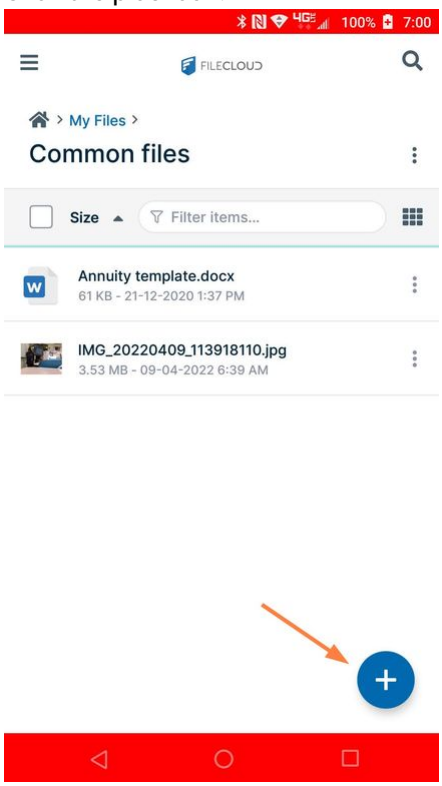
To upload a file or folder:

There are a few different ways to upload a file or folder to FileCloud.

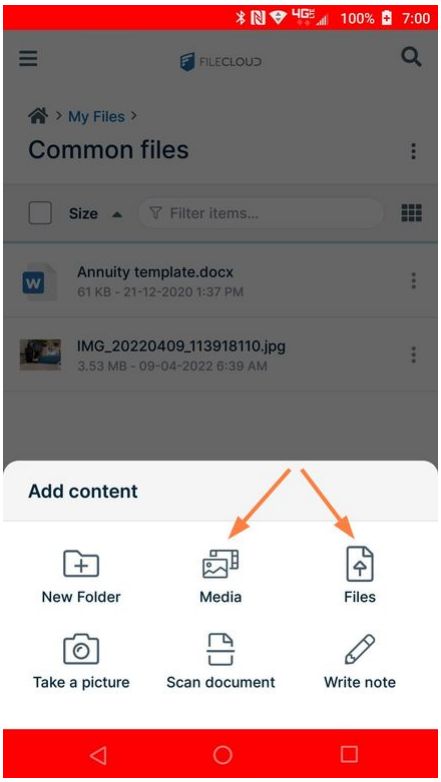
When you're working in FileCloud, the easiest method is clicking the + that appears when you have a folder selected.

Upload a file by tapping the + icon:

1. Log in to the Android app, and navigate to the folder that you want to upload the file or folder to.
2. Click the plus icon.



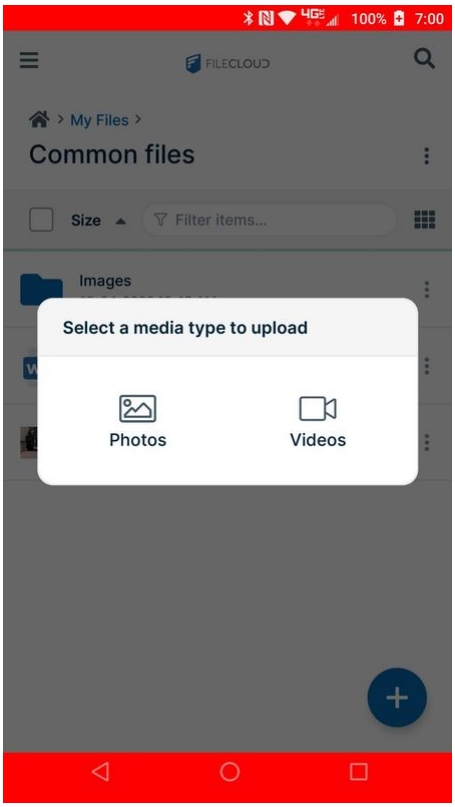
Various options for adding content pop up.



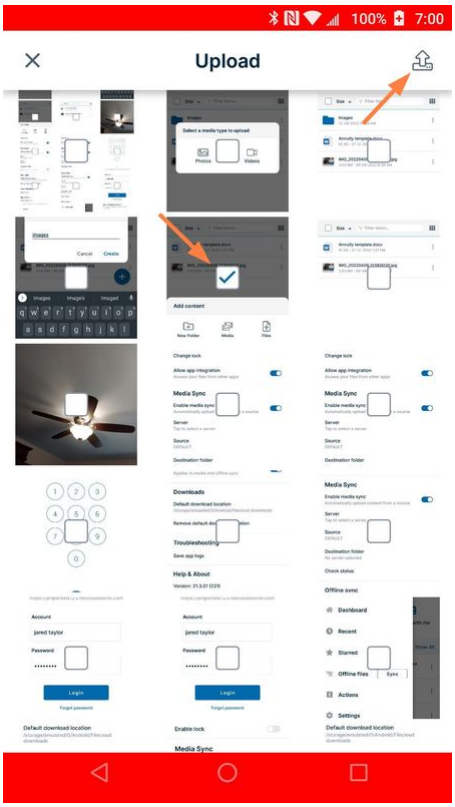
3. Tap **Media** to upload media files stored on your Android, or tap **Files** to upload files or folders from your Android or from a remote location.
   Upload images or videos stored on your Android

   The Media option enables you to upload image or video files stored on your device into the folder in FileCloud.

   a. Tap **Media**.
      You are prompted to choose **Photos** or **Videos**.



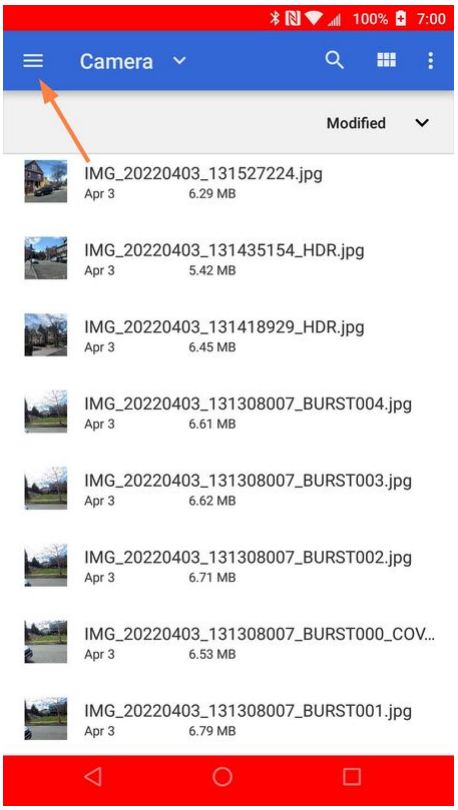
b. If you choose **Photos**, the **Pictures** folder in your Android's **File Manager** opens; If you choose **Videos**, the **Videos** folder in your Android's **File Manager** opens.
c. Check the checkboxes for the files that you want to upload, and click the upload icon.



Upload files from local and remote locations

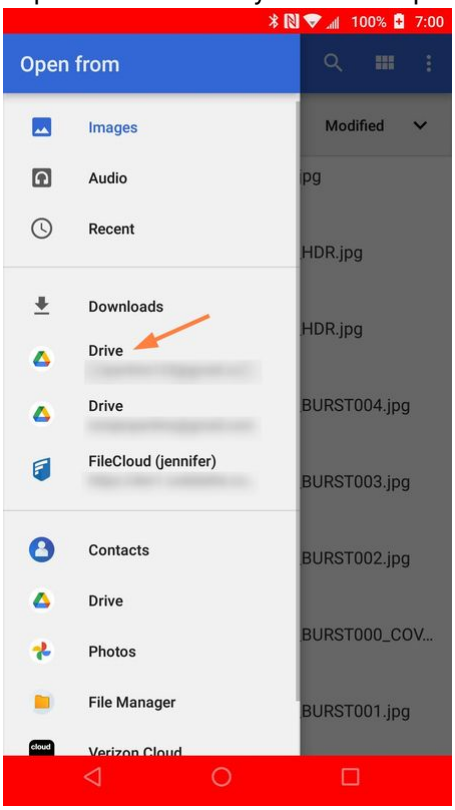
The Files option lets you upload files or folders from local or remote locations accessible from your Android.

a. Tap **Files**.
   Initially, Android may open the last location accessed.
   To access the location you're looking for, tap the menu icon in the upper-right corner.



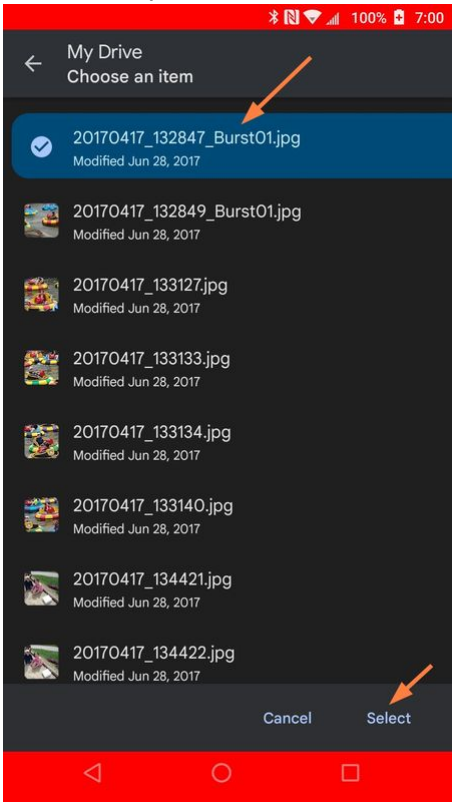
Locations that you can access from your Android device open. The locations may be both local and remote.

b. Tap the location that you want to upload a file or folder from.



The screen displays the items in the location.

c. Select and upload a file or folder.

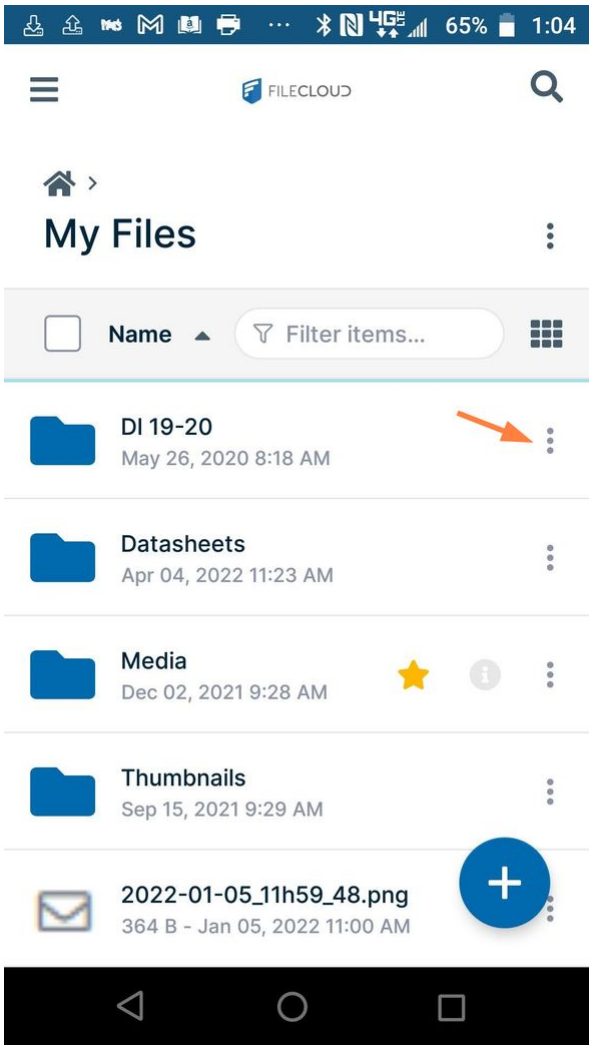


Pop-up notifications inform you when upload is in progress and when upload is complete.

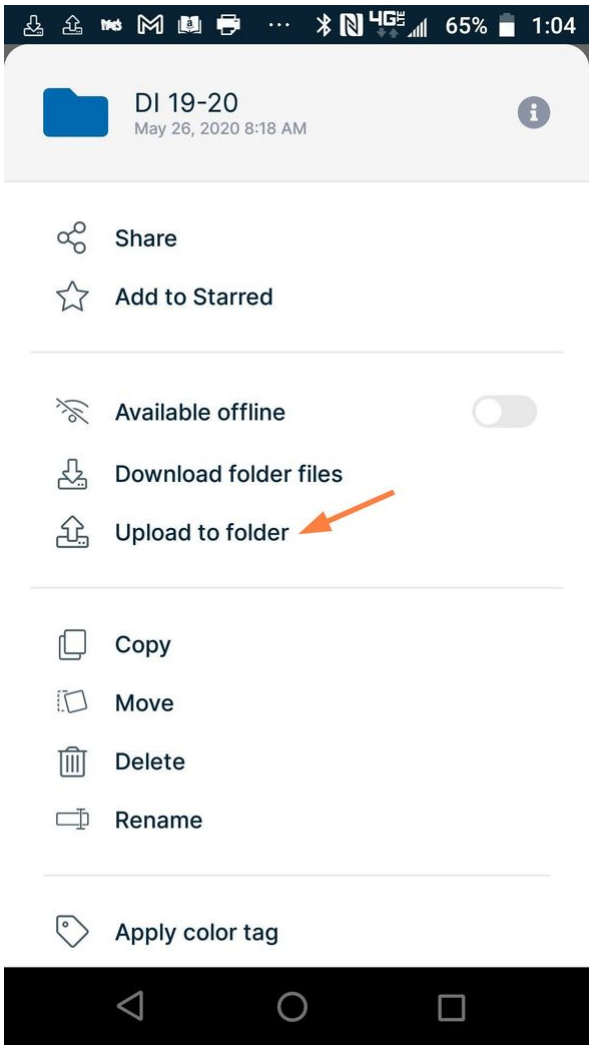
Upload a file by tapping More > Upload

To upload a file:

1. Open the FileCloud app.
2. Navigate to the folder where you want to save the file.
3. Click the more (three dot) icon for the folder.

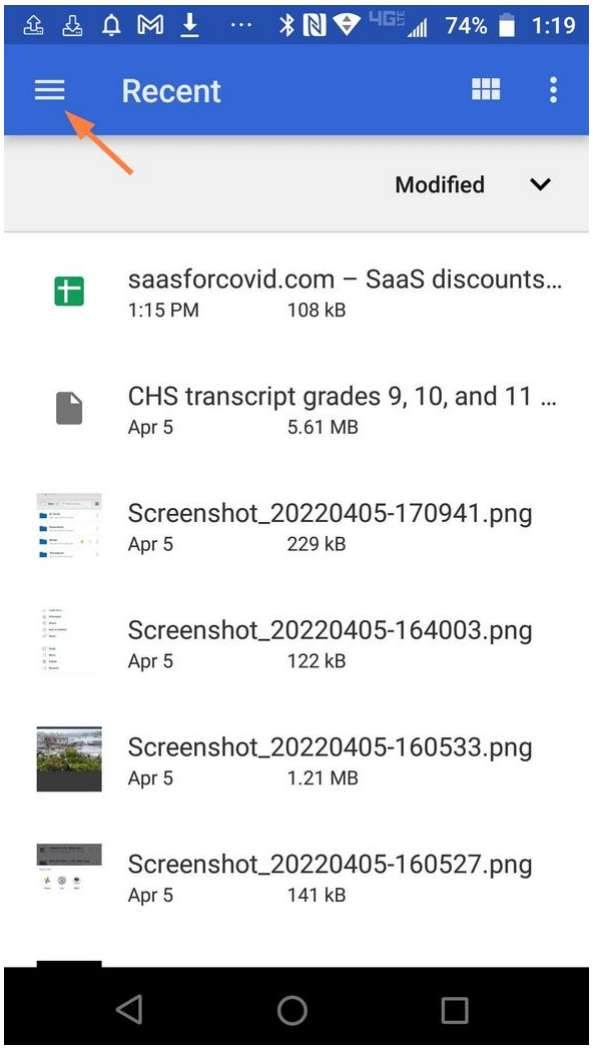


4. In the options that open, choose **Upload to folder**.

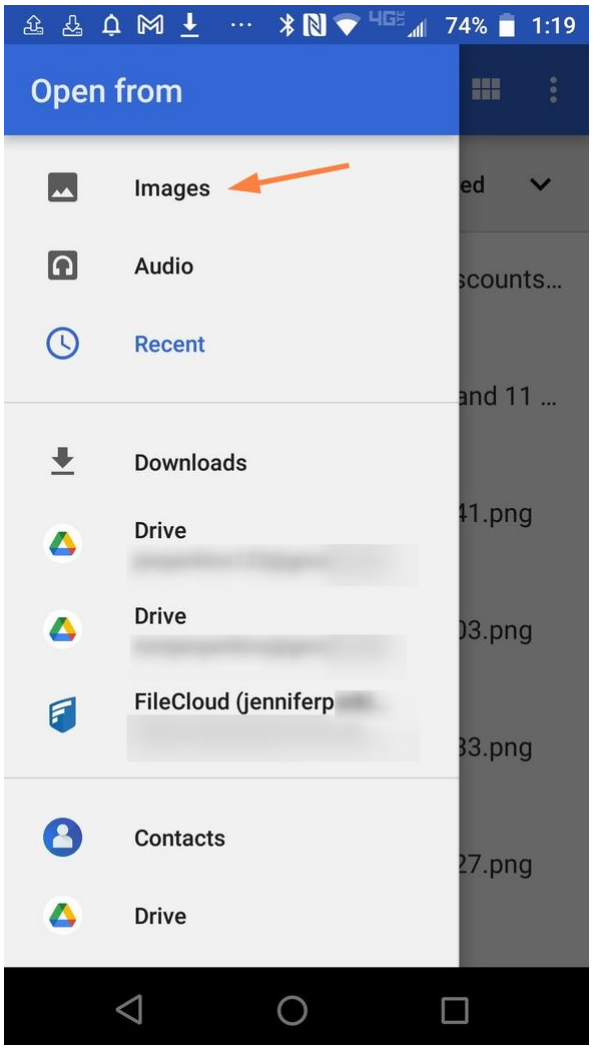


A default location either local to or remote from your Android device opens, for example, **Recent** (local files).

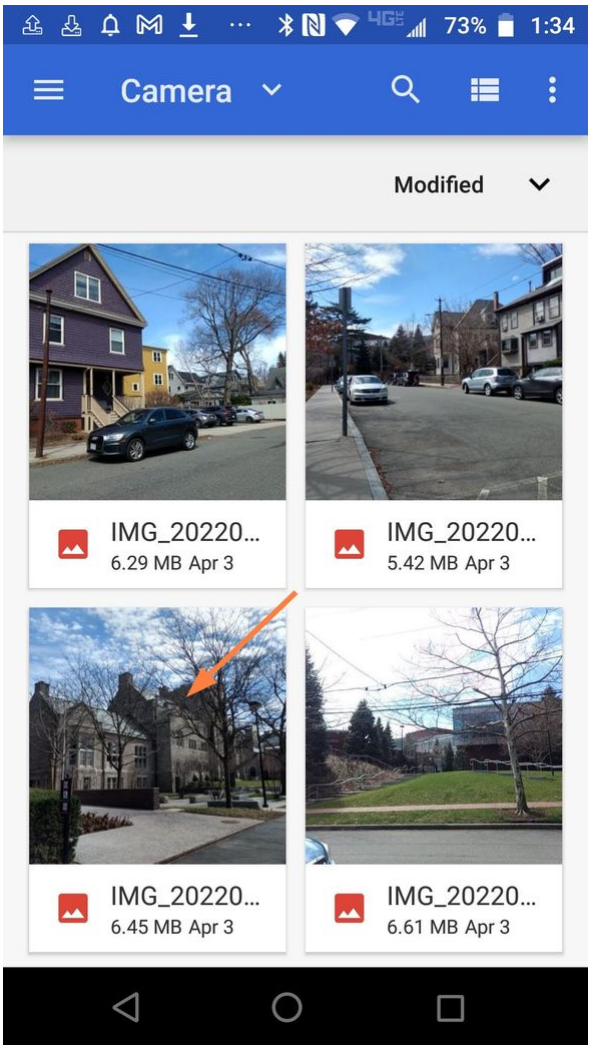
5. Click the menu icon in the upper left corner to see other locations.



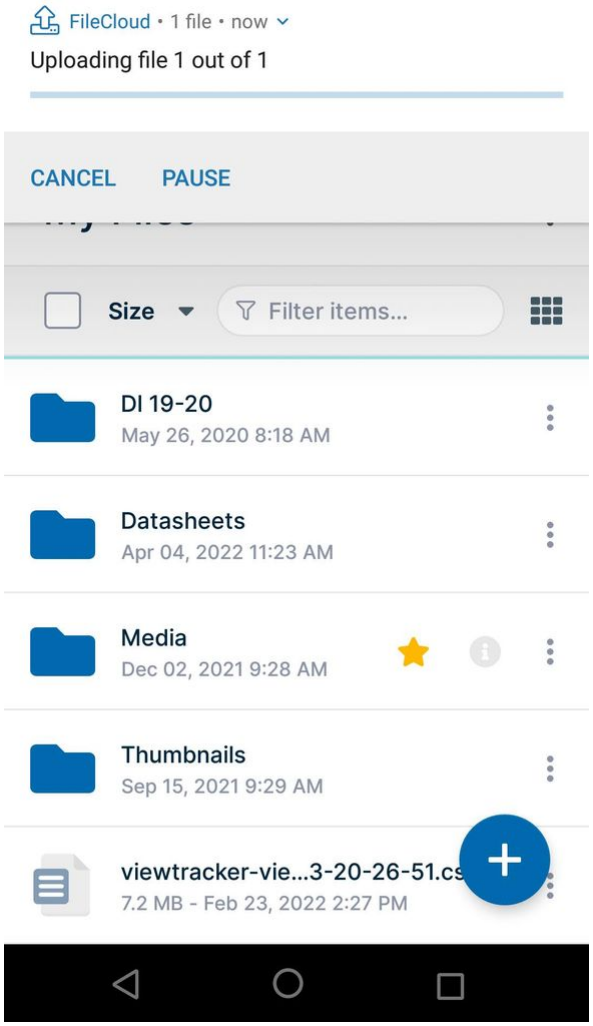
6. Tap the location you want to choose a file from.



7. Navigate to the file that you want to upload and tap it.



Pop-up notifications inform you when the file is being uploaded and when upload is complete.



Upload while in another app

On Android, when you are working in another app, you can remain in that app and save a file in FileCloud.

If you have opened an existing FileCloud file in an Office app for edit, when you save the file, the changes are automatically saved to FileCloud. See Previewing and Editing Your Files in Android (see page 326).

For general instructions on uploading a file from another app to FileCloud, see Saving Files from Other Apps to FileCloud (see page 524).

Restrictions on filenames and file extensions in FileCloud

Please note the following restrictions when uploading files to FileCloud:

- Files with the same name:

- If you upload a file with the same name and the same case as another file in the same folder, it overwrites the file.
- If you upload a file with the same name but a different case than another file in the same folder, you cannot upload the file and the File Operations window displays a file name conflict message.
- If you upload files with the same name but different file extensions, like **myfile.doc** and **myfile.docx**, they are treated as different files.

- FileCloud cannot upload files with leading spaces in the filename.
- By default, files with the extensions **php**, **php5**, **phar**, and **phtml** cannot be uploaded into FileCloud.

For Admins

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

Create New Files and Folders in Android

While you are working in the FileCloud Android app, various methods are provided to you for creating new files and folders.

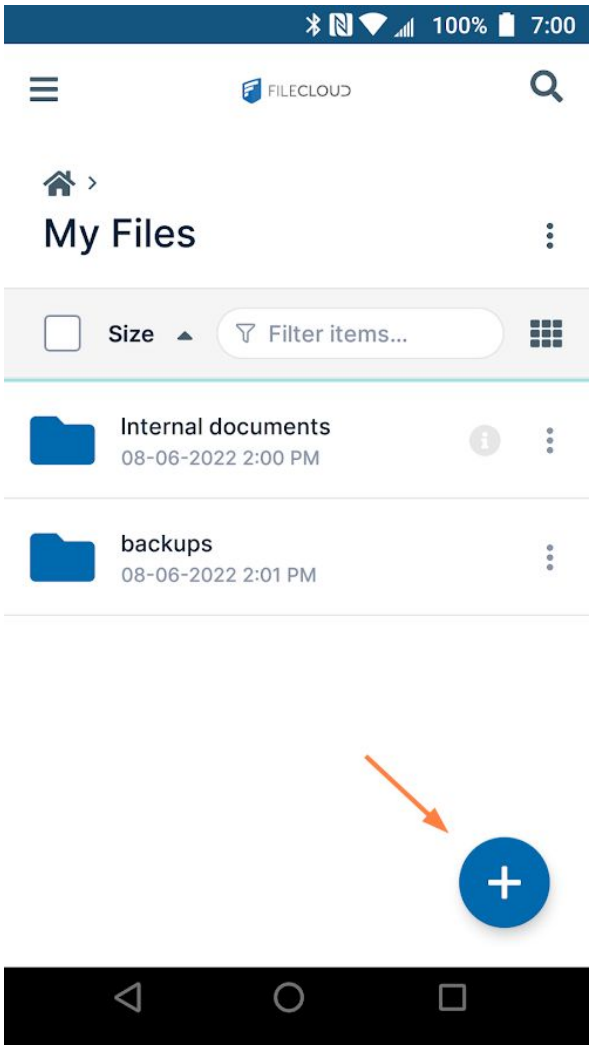
To access one of these methods, tap the icon:

- Add a folder (see page 416)
- Enter text and save it as a .txt file (see page 420)
- Take a photo and save it as a .jpg file (see page 432)
- Scan a file and save it as a .pdf or .jpg file (see page 425)

Create New Folders in Android

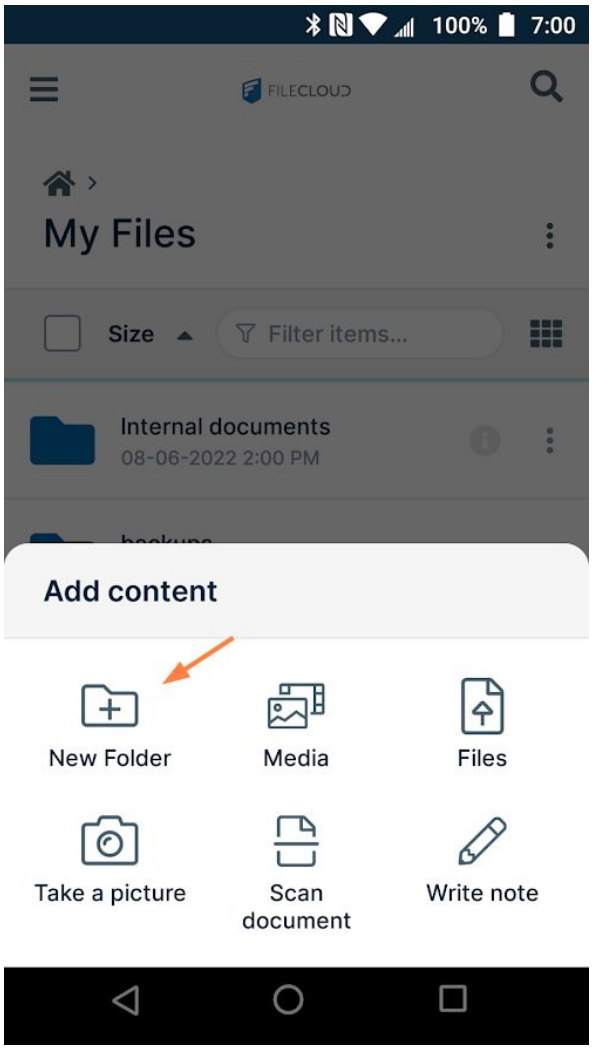
While you are working in the FileCloud Android app, you can add a new folder to My Files or any of its sub-folders.

1. Go to My Files or navigate to a My Files sub-folder.
2. Tap .



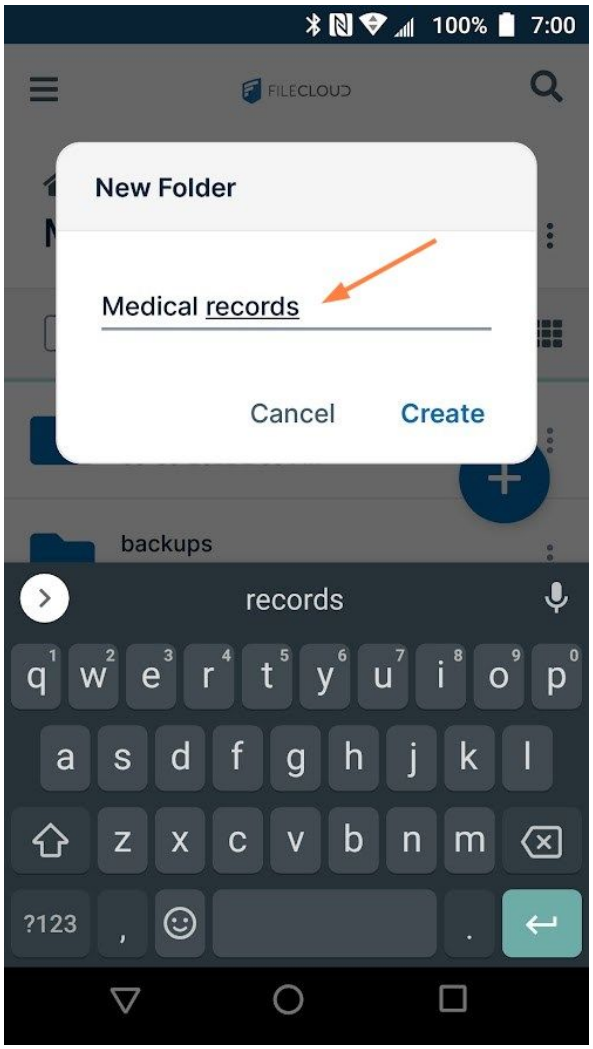
Add Content options open.

3. Tap **New Folder**.

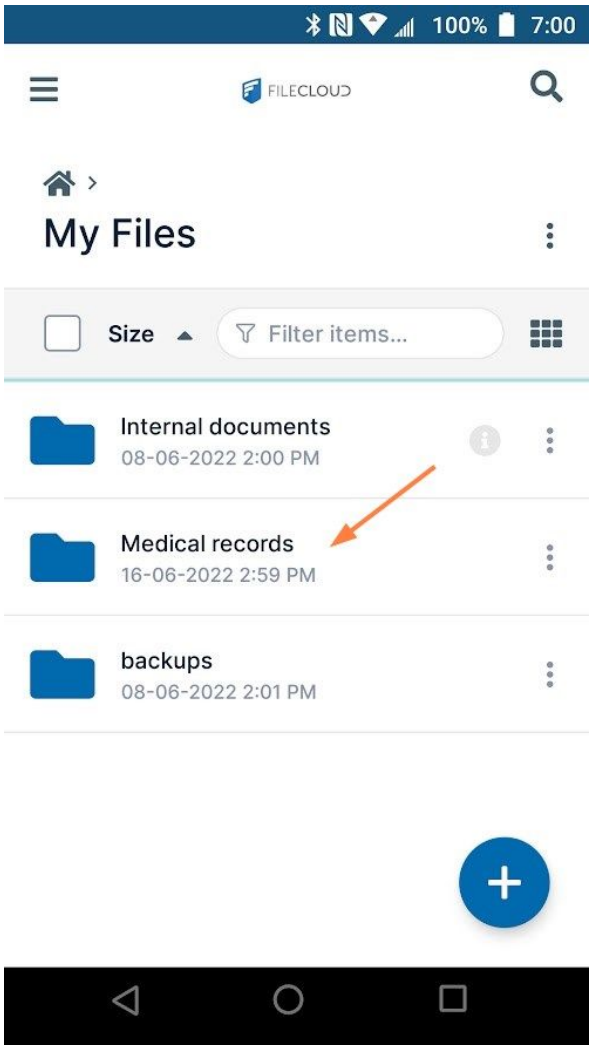


A dialog box opens.

4. Enter a name for the new folder.



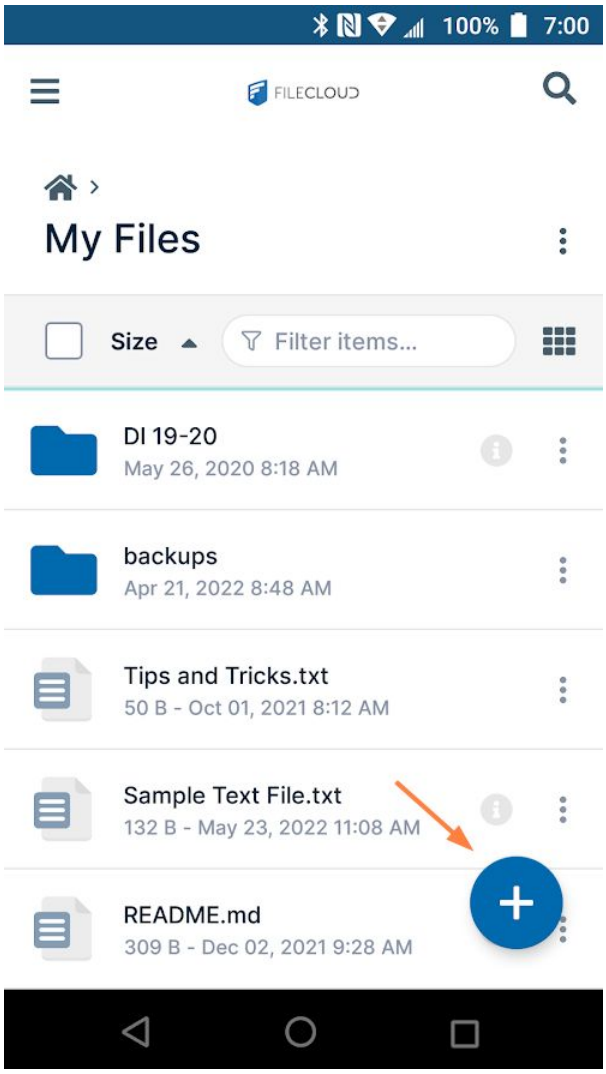
5. Tap **Create**.
   The new folder appears in FileCloud.



Create Text Files in Android

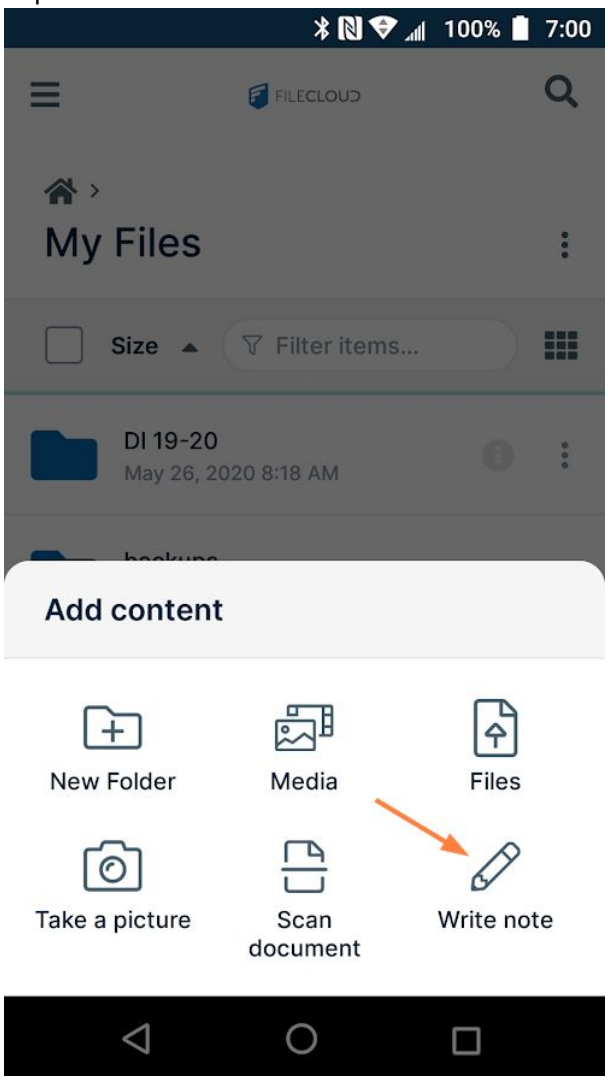
While you are working in the FileCloud Android app, you can create a new text file.

1. Go to My Files or navigate to a My Files sub-folder.
2. Tap .

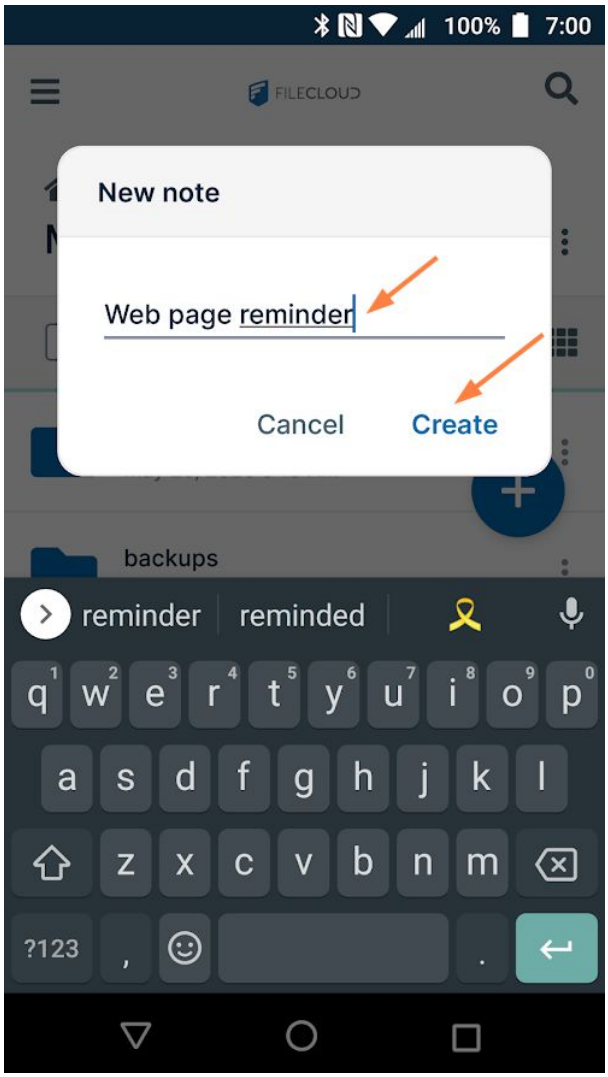


Add Content options open.

3. Tap **Write note**.

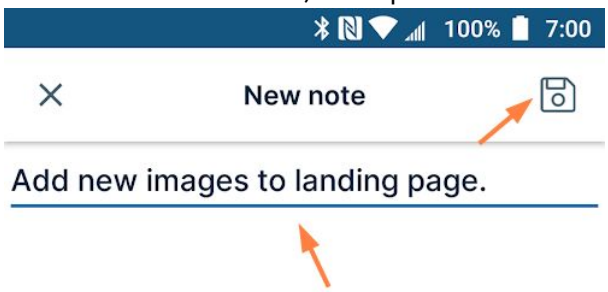


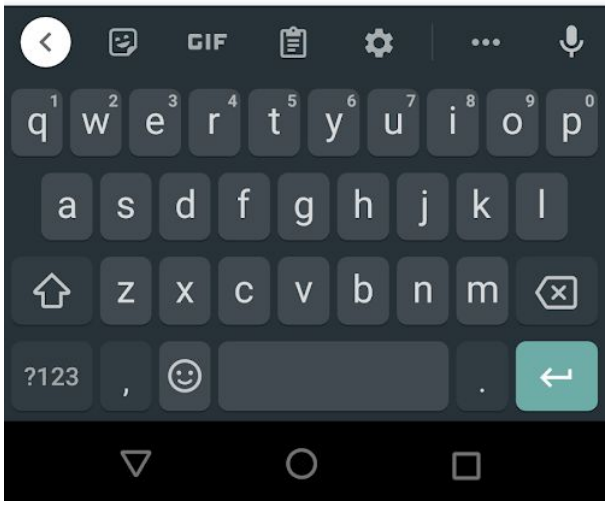
A **New note** dialog box opens. Enter a name for the file, and tap **Create**.



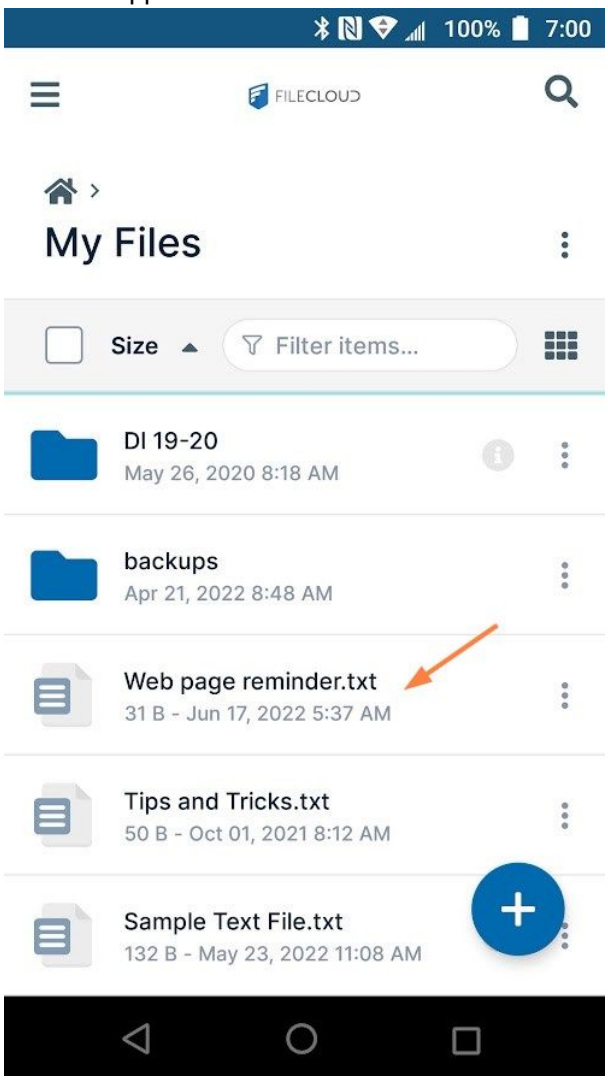
The file opens.

4. Enter the text for the note, and tap the save icon.





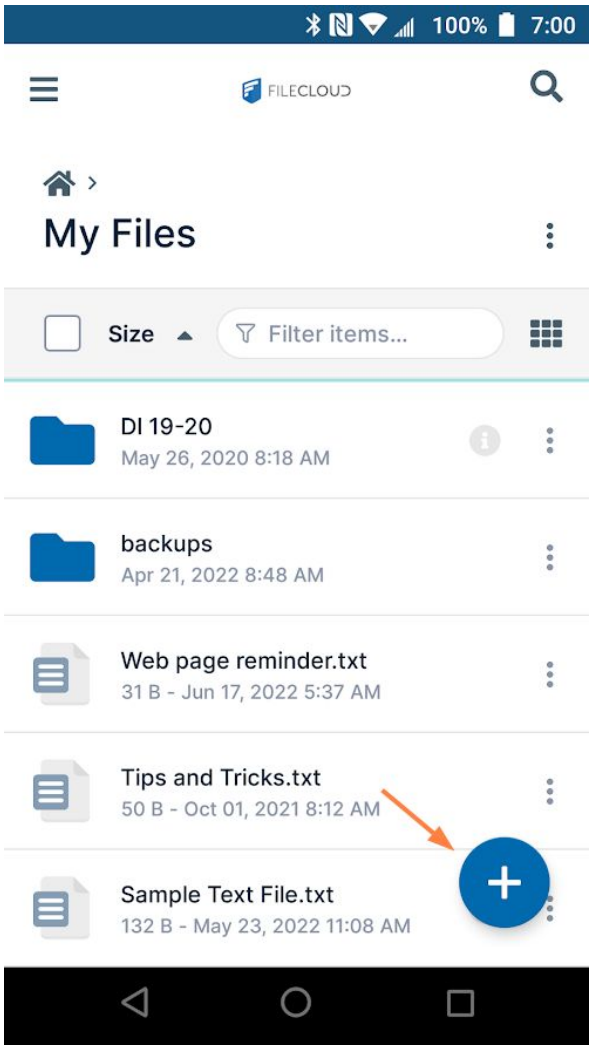
The note appears as a new text file in FileCloud.



Scan a Document from Android

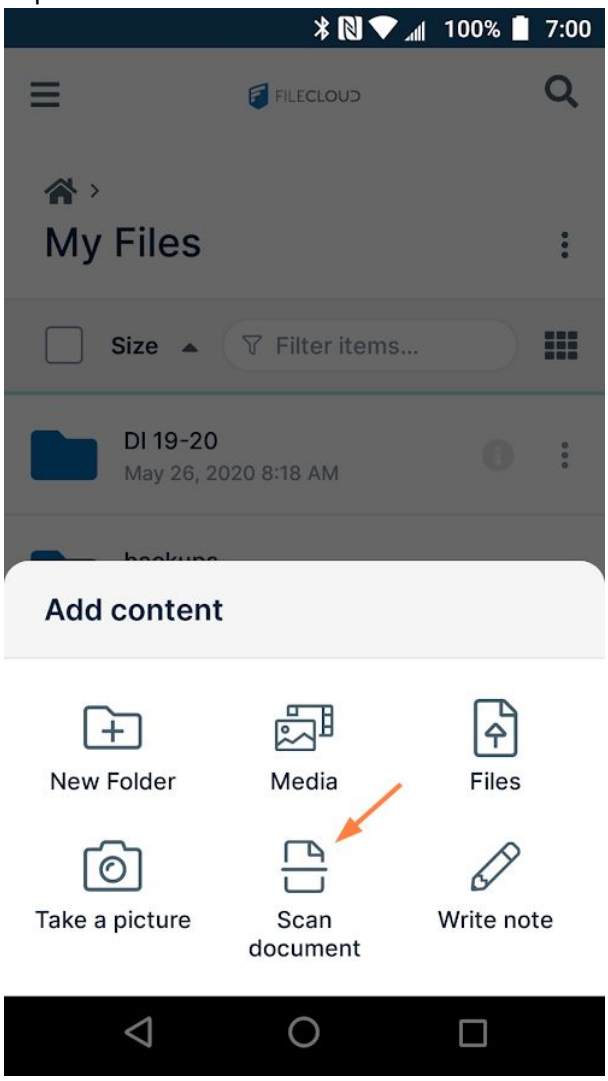
While you are working in the FileCloud Android app, you can use your phone to scan a document and add it to FileCloud as a .pdf or .jpg file.

1. Go to My Files or navigate to a My Files sub-folder.
2. Tap .



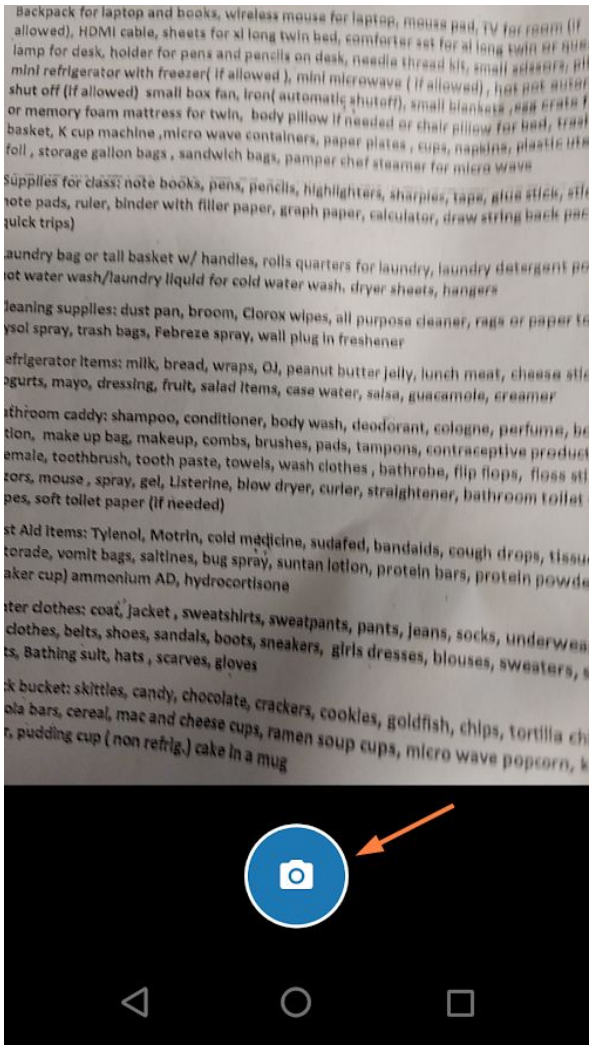
Add content options open.

3. Tap **Scan document**.



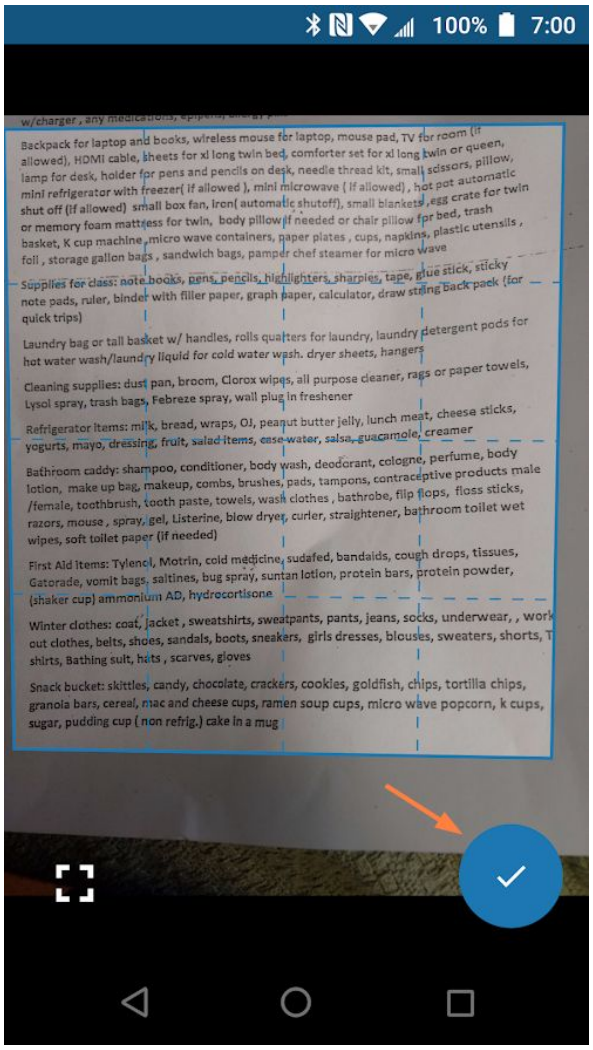
A scan screen opens.

4. Position the document, and tap the Camera button to scan it.

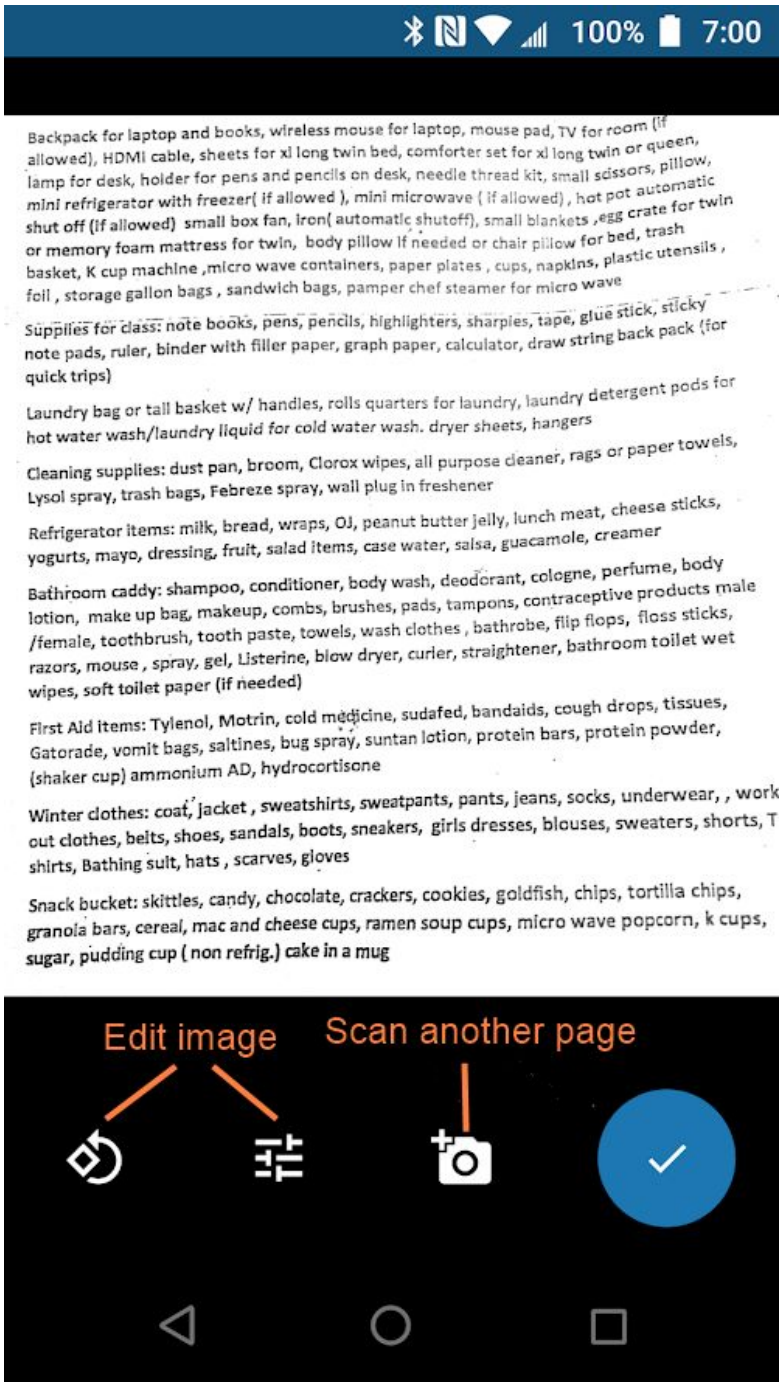


The screen displays the borders of your selection for you to adjust.

5. Adjust the borders to include the text you want, and click the check button.

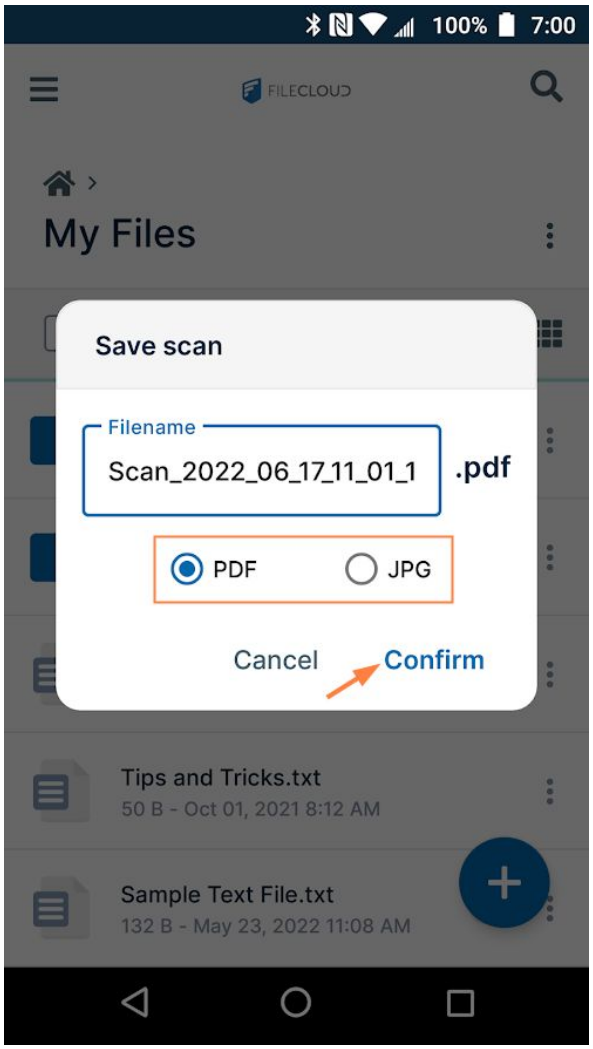


6. To make adjustments to the image, use the edit buttons below the image.
7. To scan another page, use the camera+ button below the image.
8. Then tap the check button to save the scanned image.

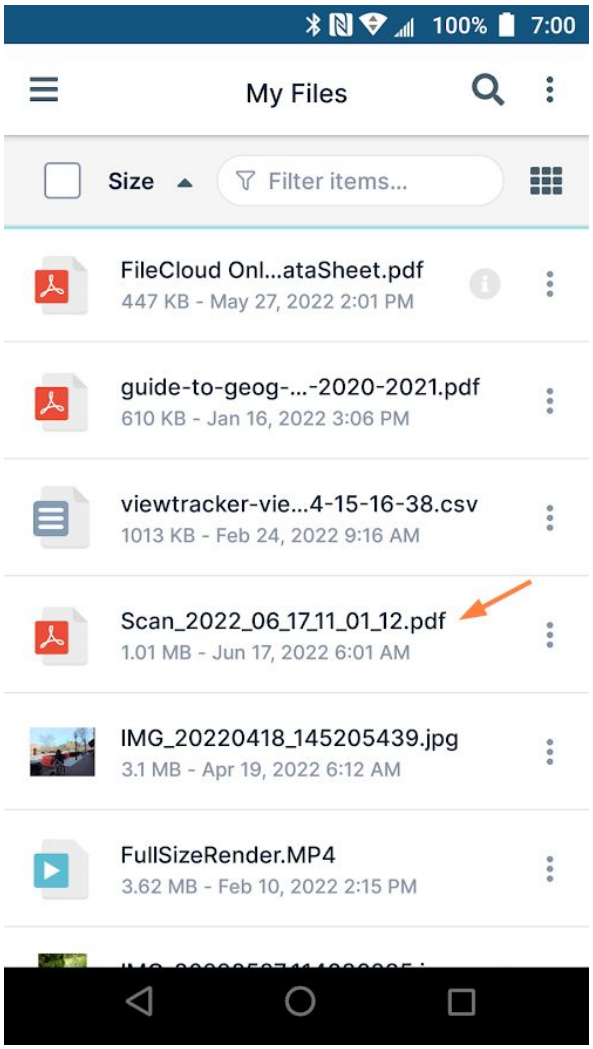


A **Save scan** dialog box opens.

9. You may change the file name, If you have only scanned one page, you are prompted to choose to save it as a pdf or jpg file; if you have scanned multiple pages, you can only save them as a pdf file.
10. Click **Confirm**.



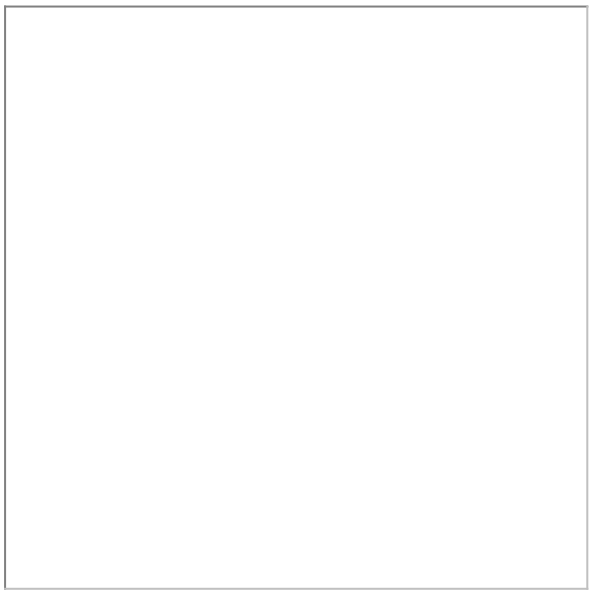
The file is saved in FileCloud.



Snap and Save a Picture in Android

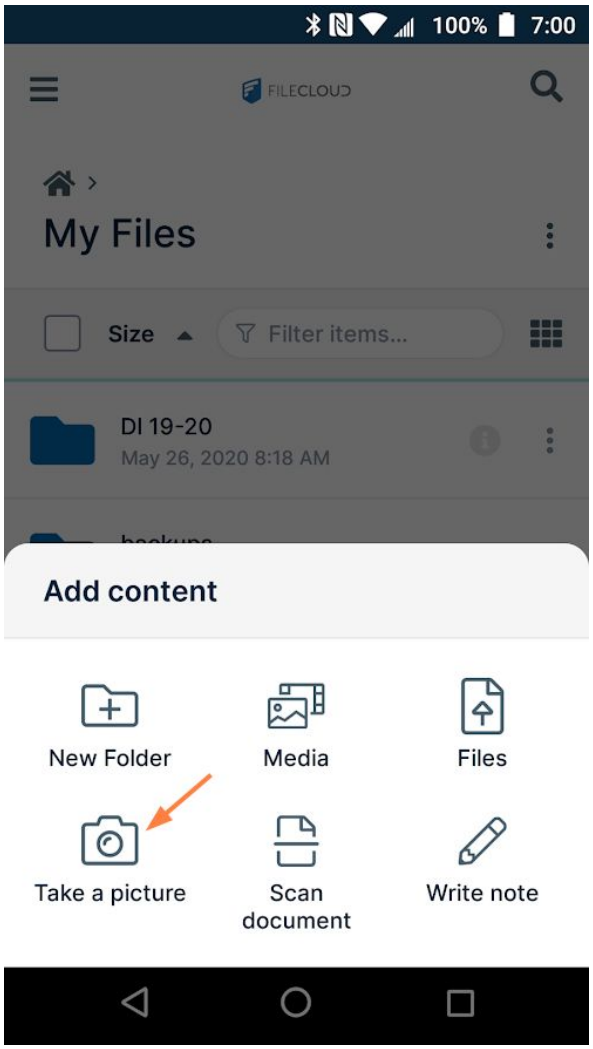
While you are working in the FileCloud Android app, you can take a picture and add it to FileCloud as a .jpg file.

1. Go to My Files or navigate to a My Files sub-folder.
2. Tap .



Add content options open.

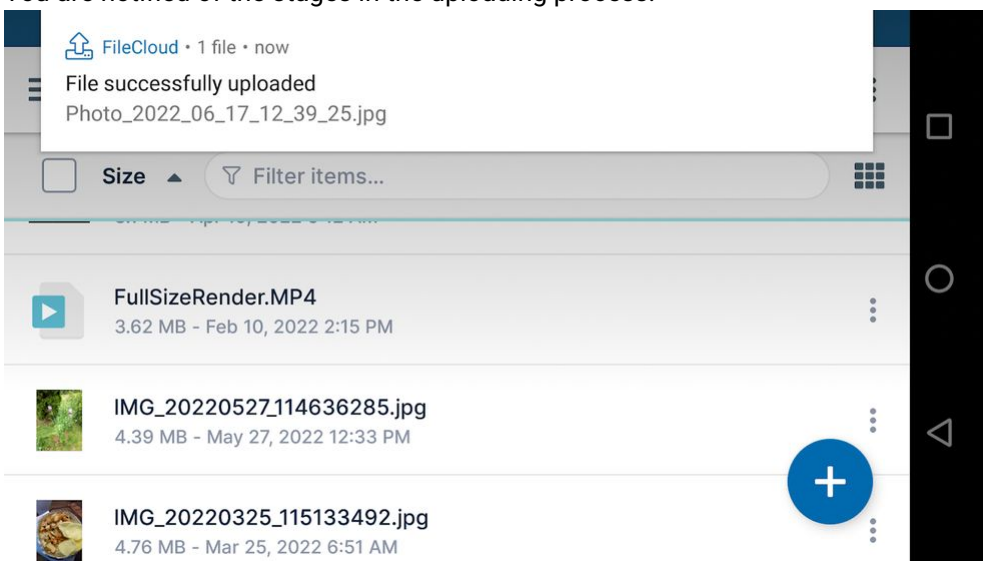
3. Tap **Take a picture.**



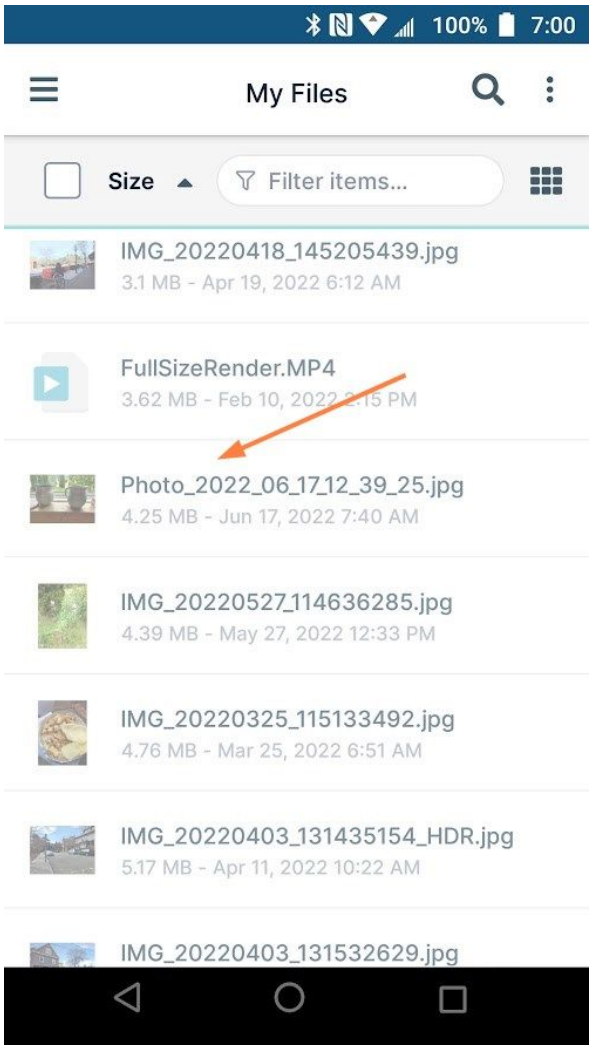
Your phone's camera opens.

4. Take the photo.

You are notified of the stages in the uploading process.



Once upload is complete the file appears in FileCloud.

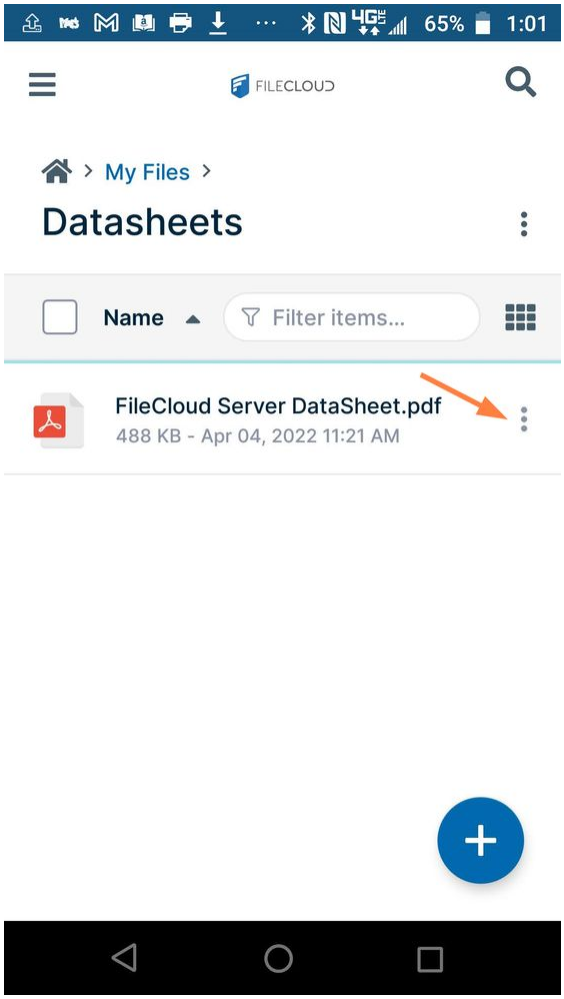


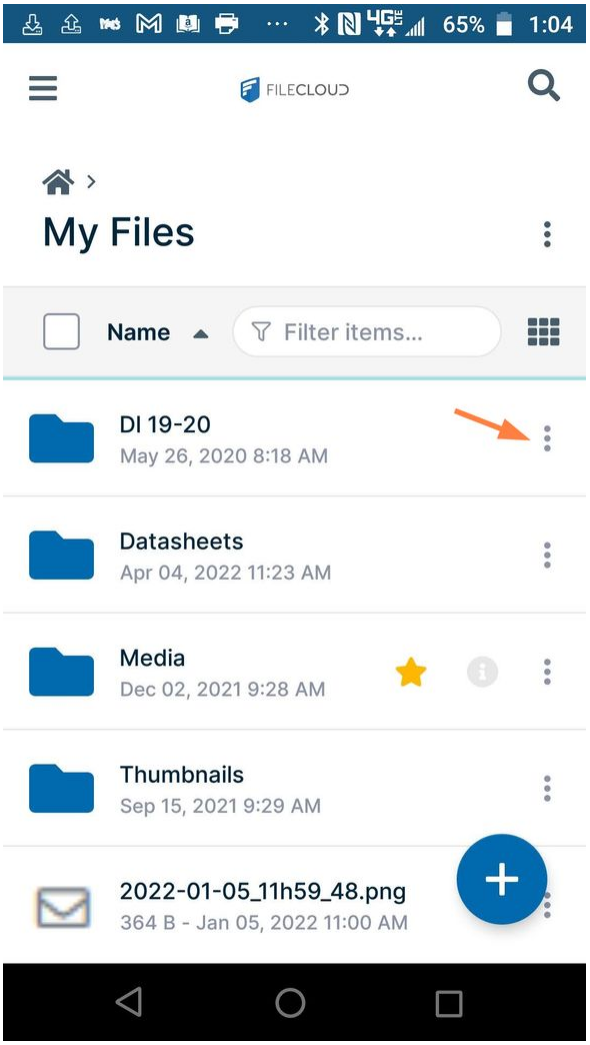
Download Files on Android

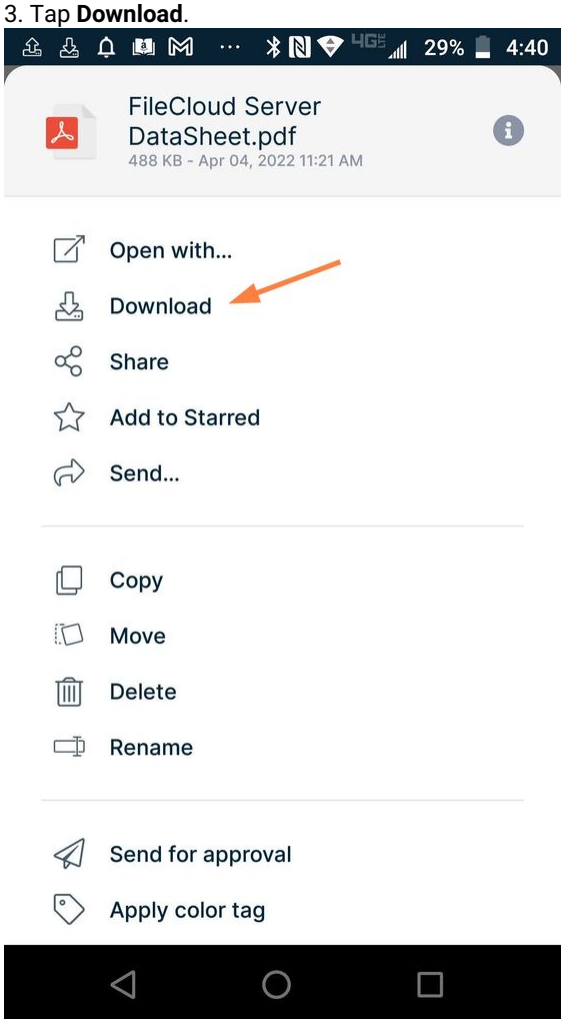
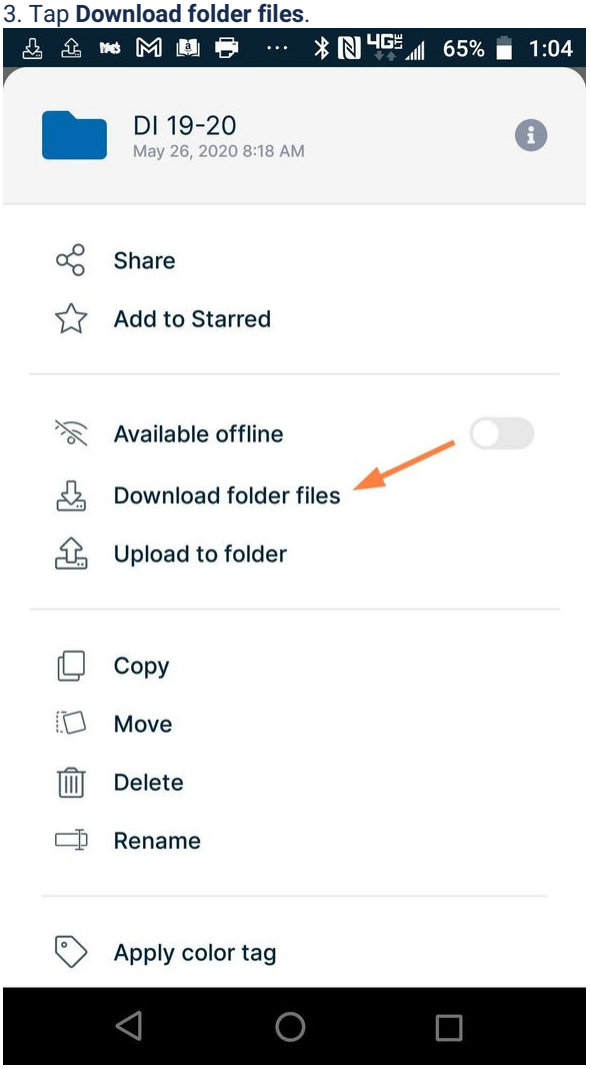
If you don't want to sync files, you can perform a one-time download of a file or all files in a folder.

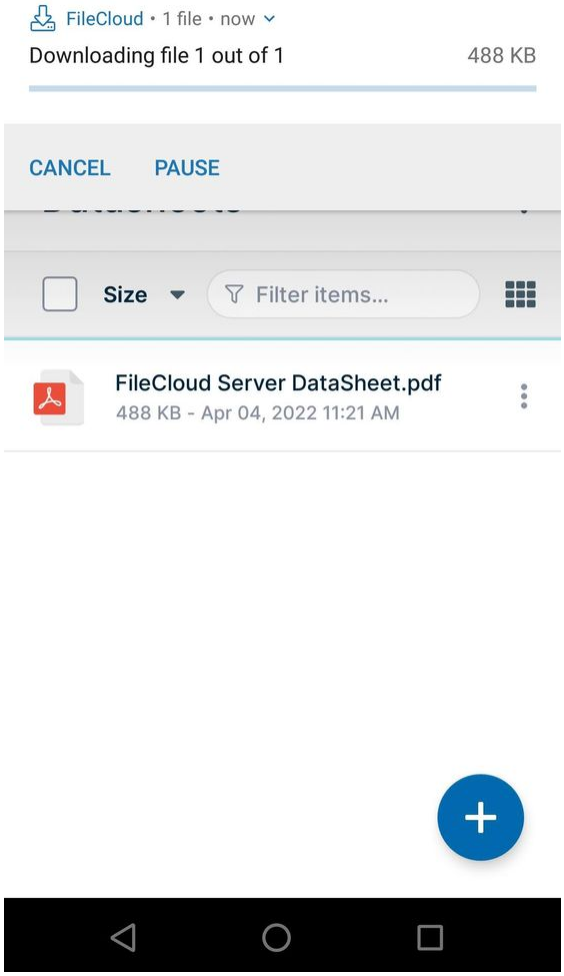
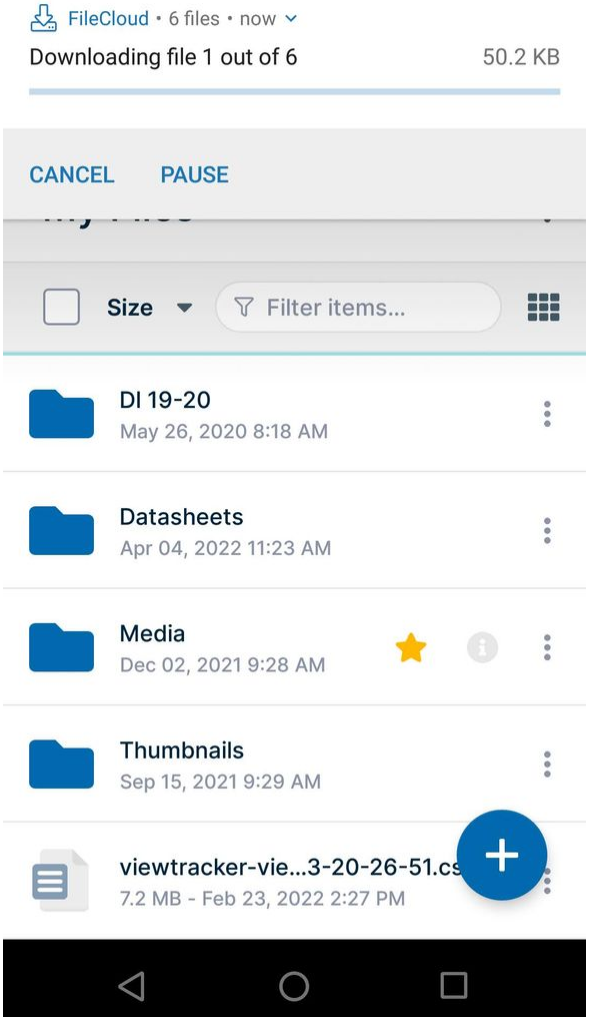
To download a file:	To download a folder:
1. Open the FileCloud app.	1. Open the FileCloud app.

To download a file:	To download a folder:
2. Open the folder where the file is located, and tap the more (3 dot) icon next to the file.	2. Navigate to the folder, and click the more (3 dot) icon next to the folder.





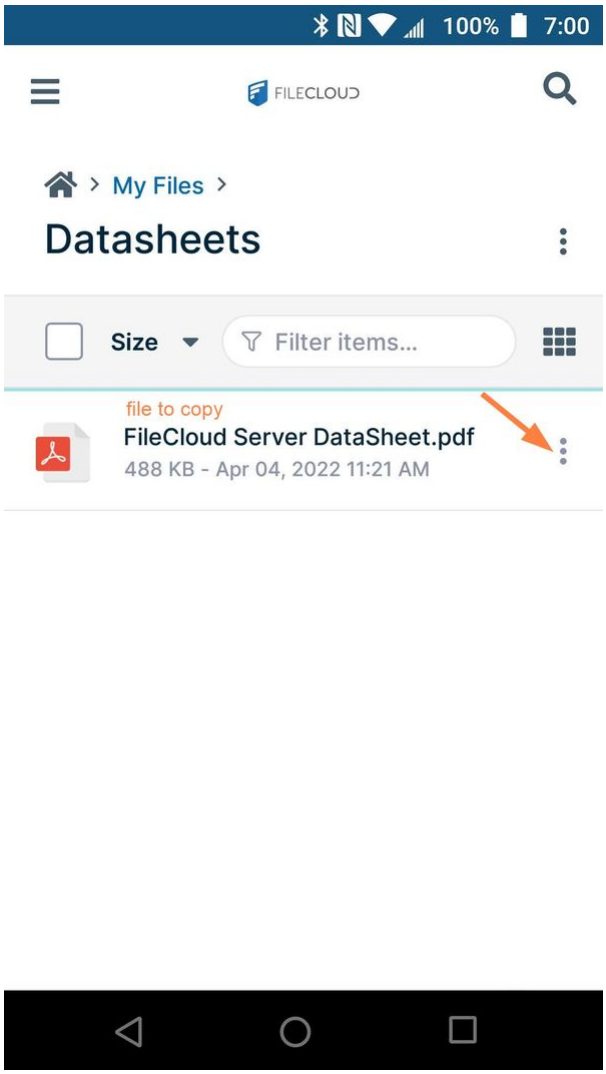
To download a file:	To download a folder:
A list of actions opens. 3. Tap **Download**. 	A list of actions opens. 3. Tap **Download folder files**. 

To download a file:	To download a folder:
A pop-up notification confirms that the file is being downloaded.  The file is saved to your default download location on Android. Set a default download location on Android (see page 321).	You are prompted to confirm that you want to download all files in the folder. 4. Tap **Confirm**. A pop-up notification confirms that the files are being downloaded.  The files are saved to your default download location on Android.

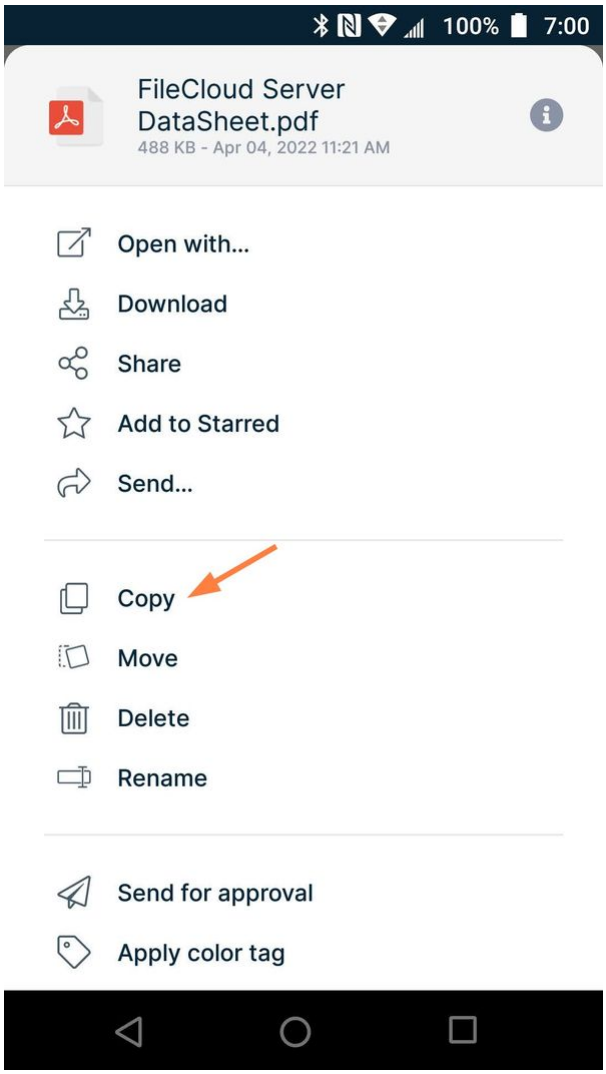
Copy and Paste Files or Folders on Android

To copy and paste files or folders:

1. Open the FileCloud App.
2. Navigate to the file or folder you want to copy.
3. Tap the more (three dot) icon next to the file or folder.

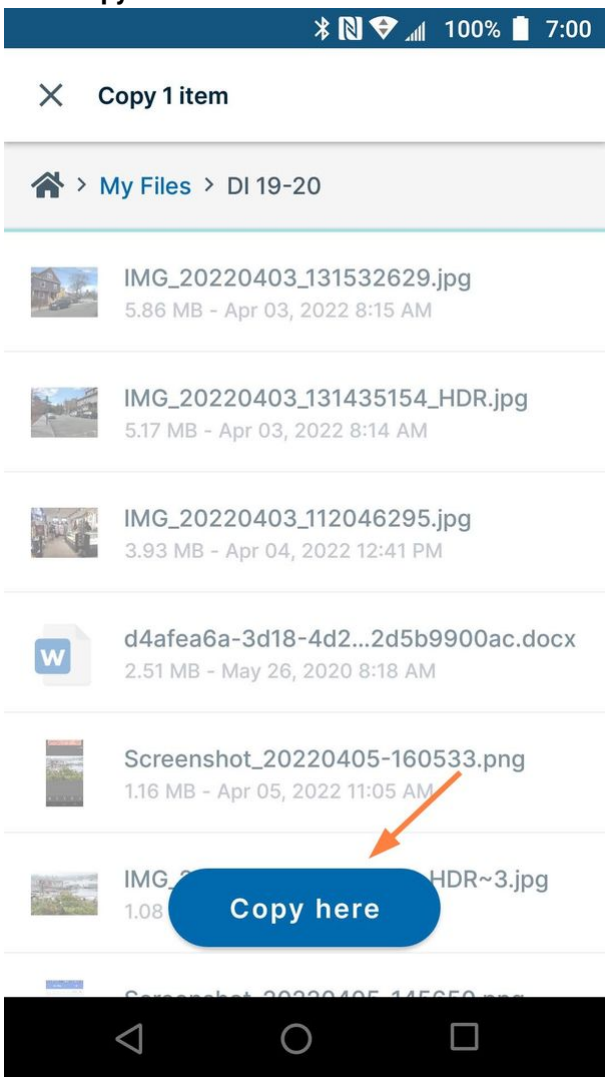

100% 7:00
FILECLOUD
My Files
Datasheets
Size
Filter items...
file to copy
FileCloud Server DataSheet.pdf
488 KB - Apr 04, 2022 11:21 AM

4. Tap copy.

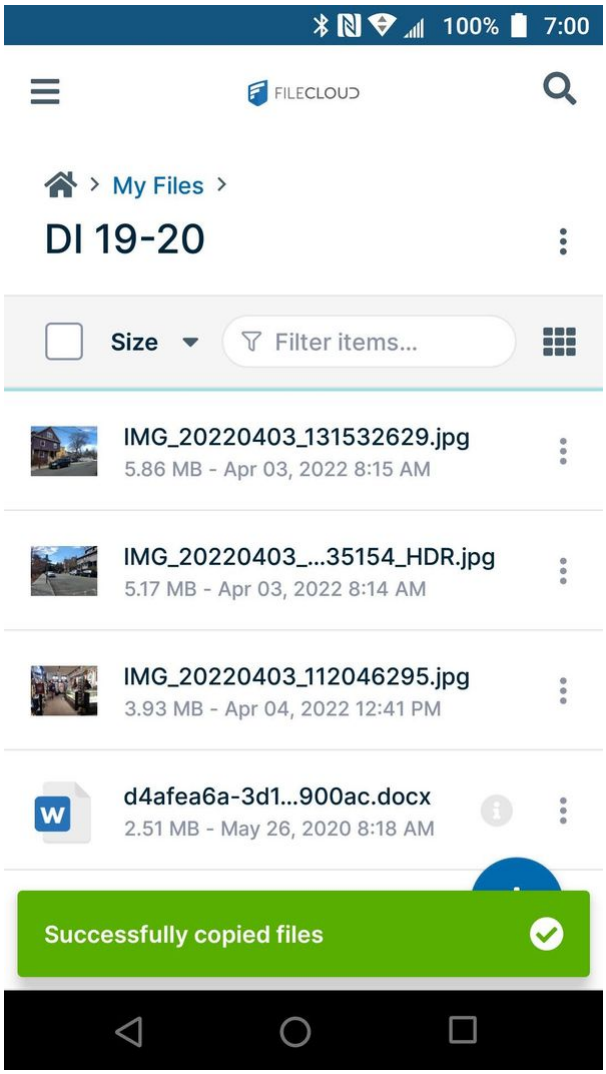


5. Navigate to the location where you want to copy the file or folder.

6. Click **Copy here**.



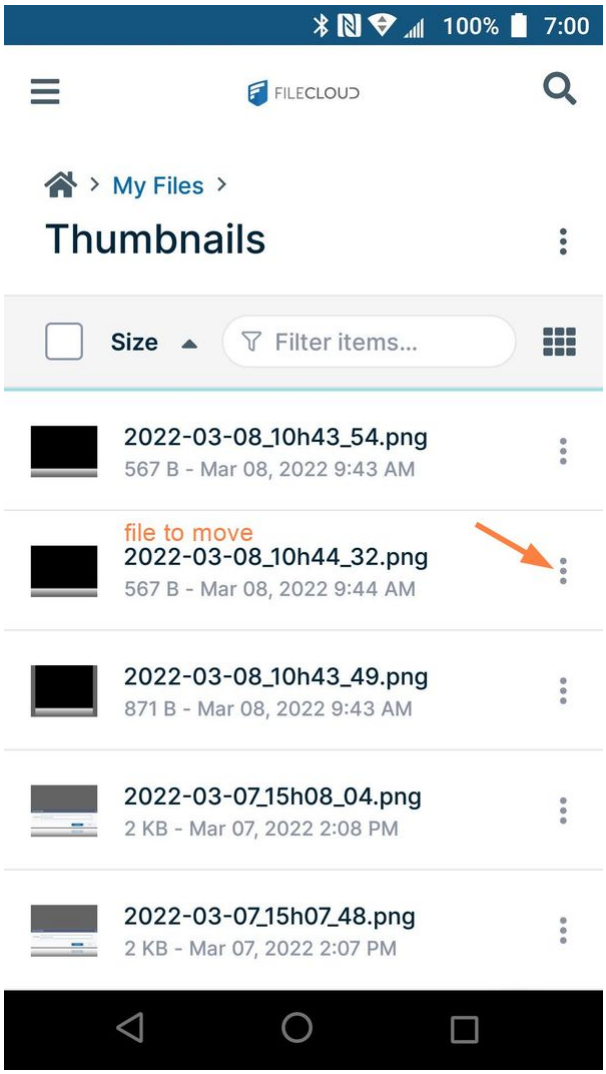
You are notified that the file or files in the folder have been copied to the location.



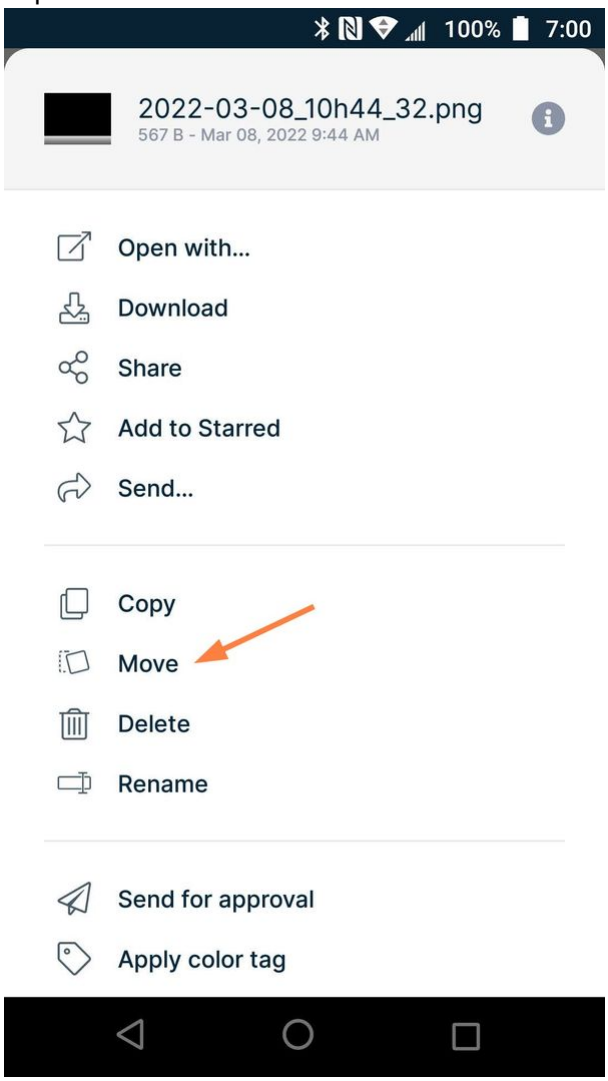
Move Files or Folders on Android

To move files:

1. Open the FileCloud App.
2. Navigate to the file or folder you want to move.
3. Tap the more (three dot) icon next to the file or folder.

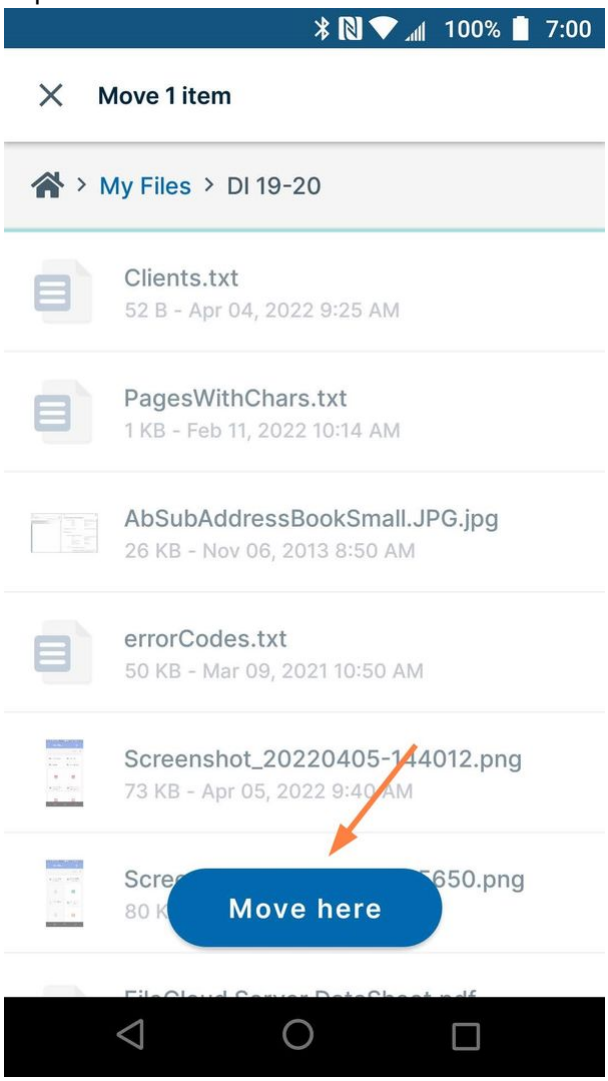

100% 7:00
FILECLOUD
My Files
Thumbnails
Size
Filter items...
2022-03-08_10h43_54.png
567 B - Mar 08, 2022 9:43 AM
file to move
2022-03-08_10h44_32.png
567 B - Mar 08, 2022 9:44 AM
2022-03-08_10h43_49.png
871 B - Mar 08, 2022 9:43 AM
2022-03-07_15h08_04.png
2 KB - Mar 07, 2022 2:08 PM
2022-03-07_15h07_48.png
2 KB - Mar 07, 2022 2:07 PM

4. Tap **Move**.

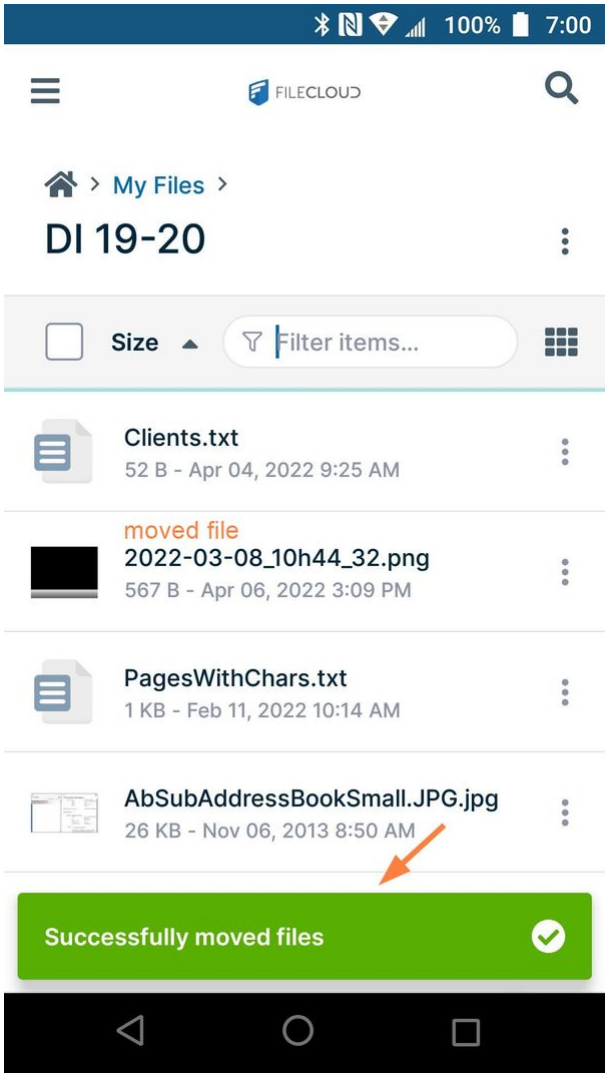


5. Navigate to the location where you want to move the file or folder.

6. Tap **Move here**.



You are notified that the file or files in the folder have been moved to the location.

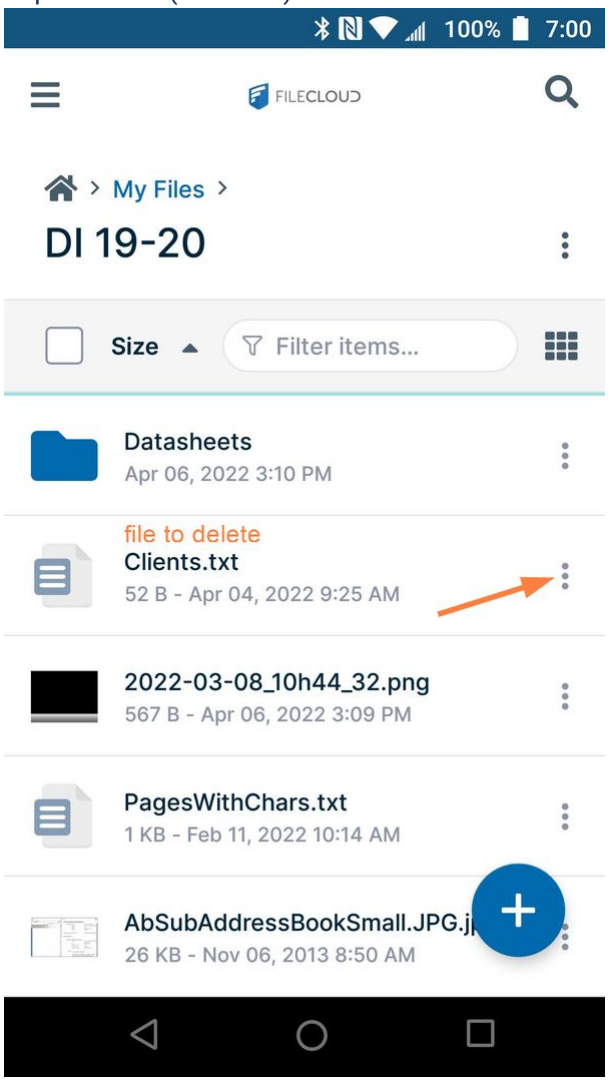


Delete Files or Folders on Android

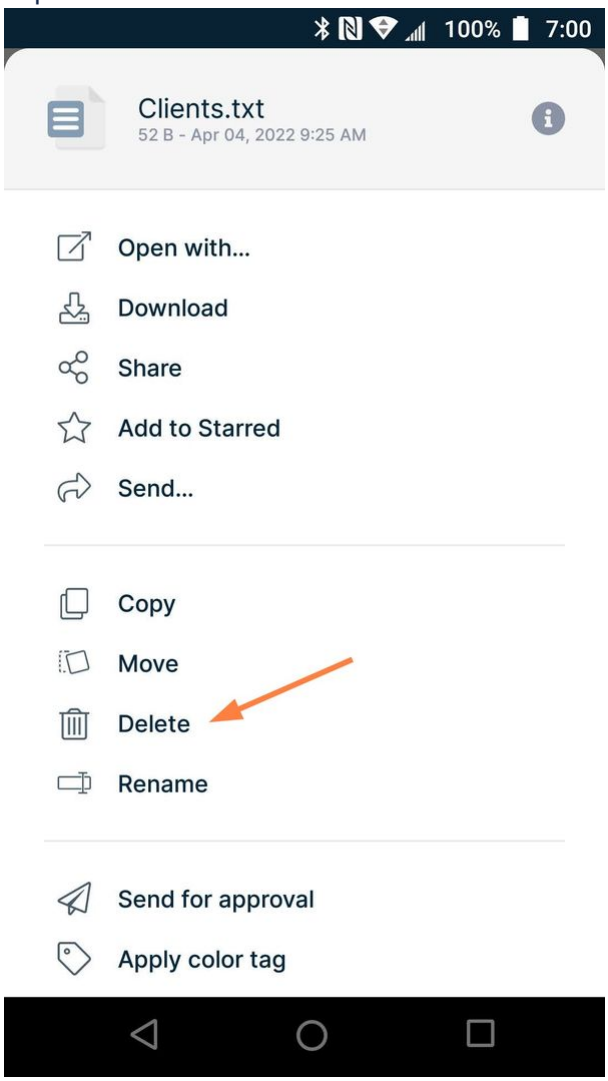
To delete files or folders permanently:

1. Open the FileCloud App.
2. Navigate to the file or folder you want to delete.

3. Tap the more (three dot) icon next to the file or folder.

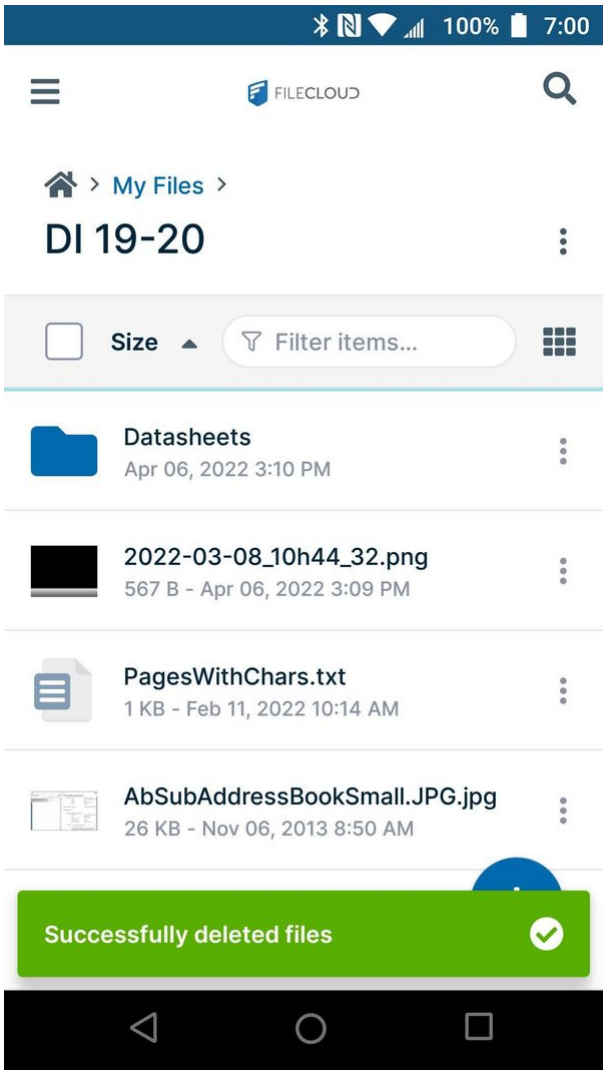


4. Tap **Delete**.



You are prompted to confirm.

5. Confirm the deletion.
6. You are notified that the file or files have been deleted.



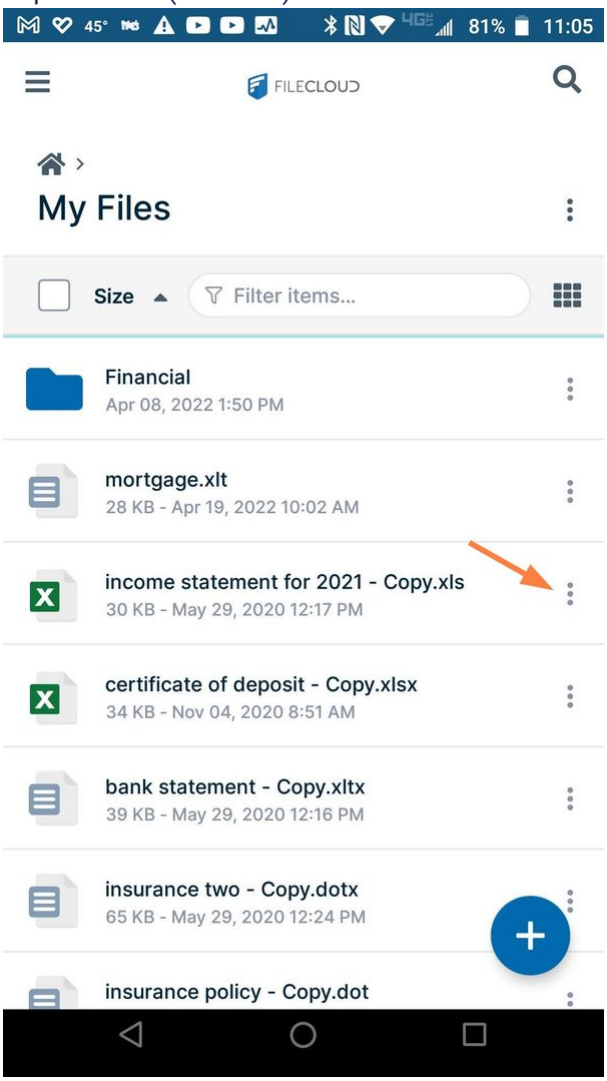
Note: If you are deleting a folder, the folder as well as the files in it are deleted.

Rename Files or Folders in Android

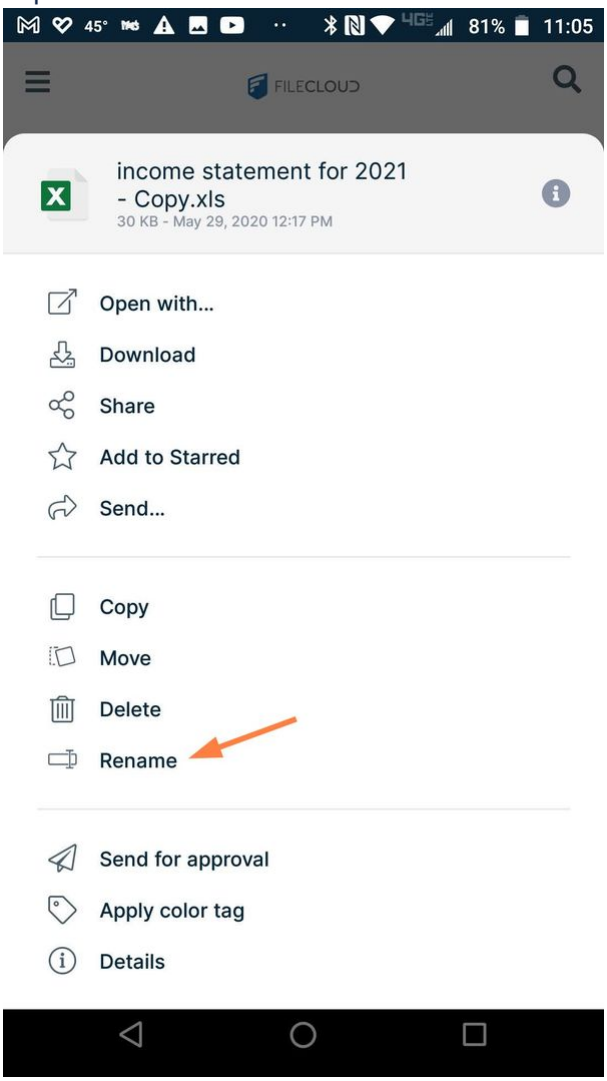
To rename files or folders:

1. Open the FileCloud App.
2. Navigate to the file or folder you want to delete.

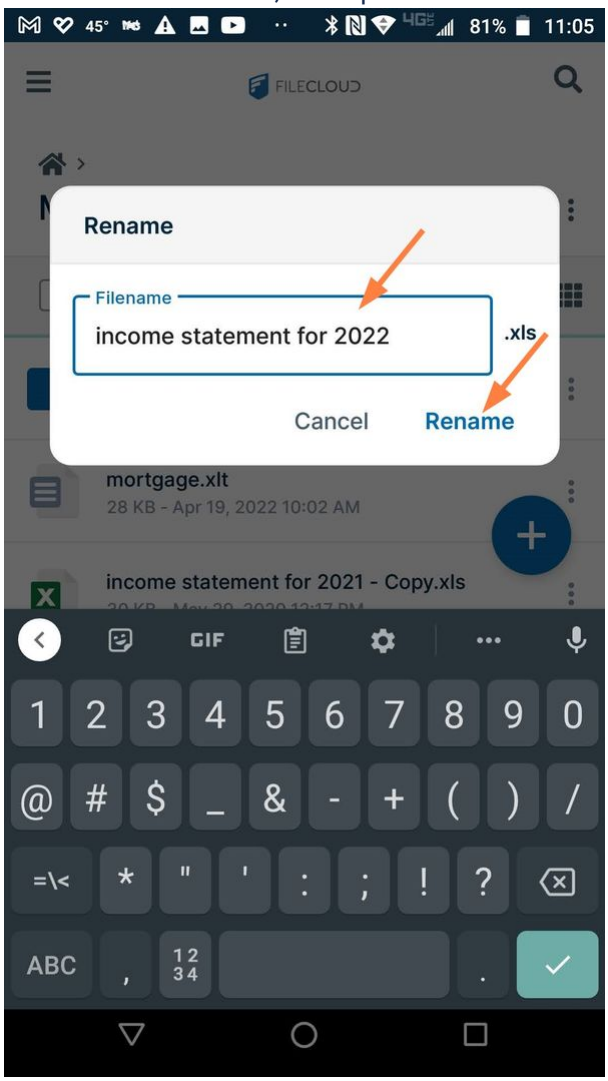
3. Tap the more (three dot) icon next to the file or folder.



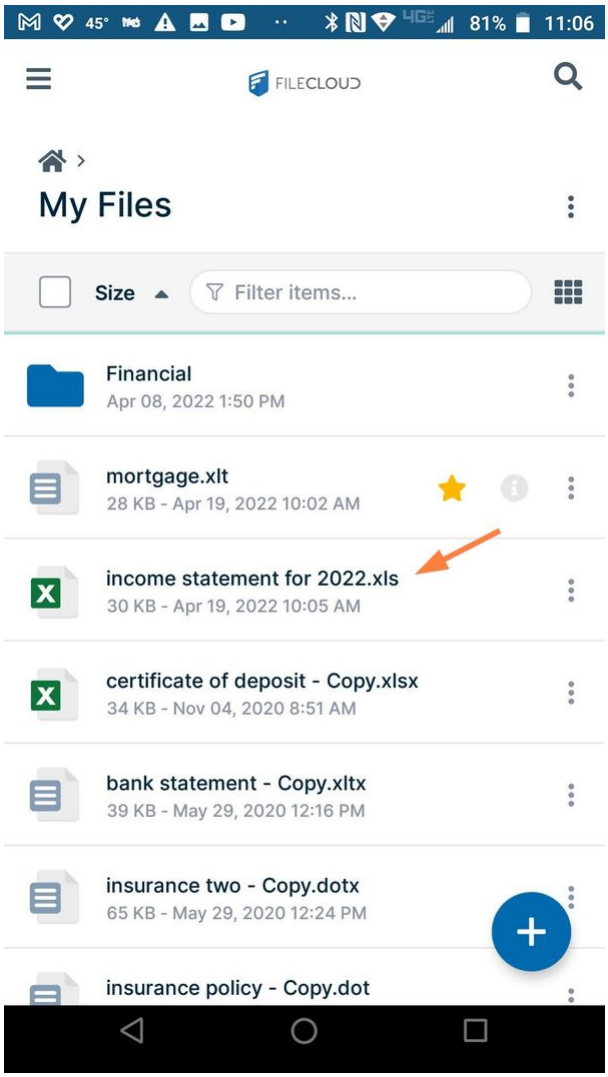
4. Tap **Rename**.


81% 11:05
FILECLOUD
income statement for 2021 - Copy.xls
30 KB - May 29, 2020 12:17 PM
Open with...
Download
Share
Add to Starred
Send...
Copy
Move
Delete
Rename
Send for approval
Apply color tag
Details

5. Enter the new filename, and tap **Rename**.

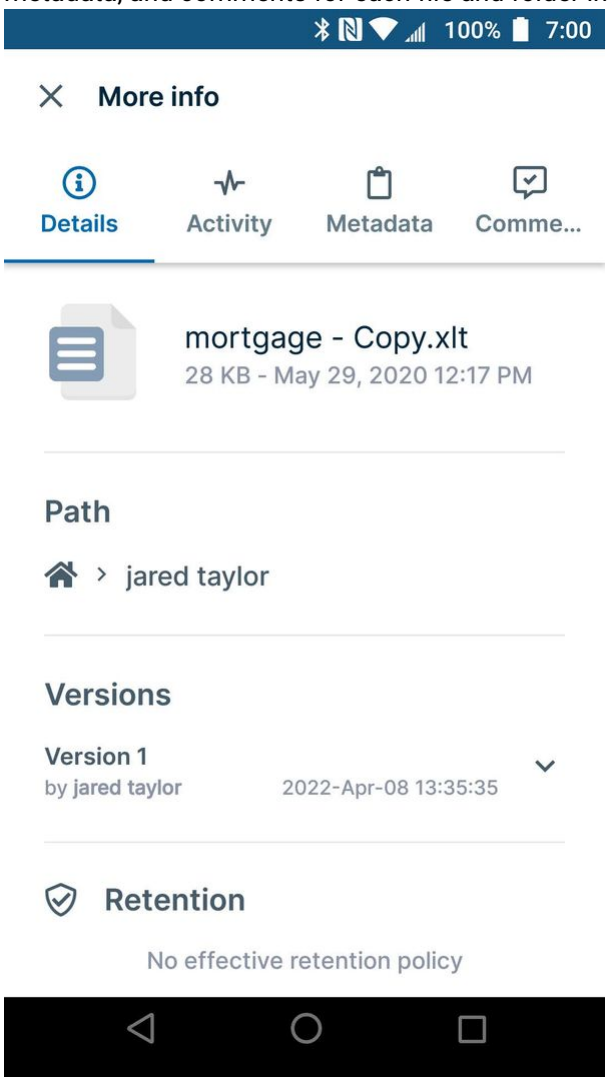


The file or folder is renamed.


81% 11:06
FILECLOUD
My Files
Size
Filter items...
Financial
Apr 08, 2022 1:50 PM
mortgage.xlt
28 KB - Apr 19, 2022 10:02 AM
income statement for 2022.xls
30 KB - Apr 19, 2022 10:05 AM
certificate of deposit - Copy.xlsx
34 KB - Nov 04, 2020 8:51 AM
bank statement - Copy.xltx
39 KB - May 29, 2020 12:16 PM
insurance two - Copy.dotx
65 KB - May 29, 2020 12:24 PM
insurance policy - Copy.dot

Viewing File and Folder Information in Android

You can view general information including version and retention policy details, as well as activities, metadata, and comments for each file and folder in Android.

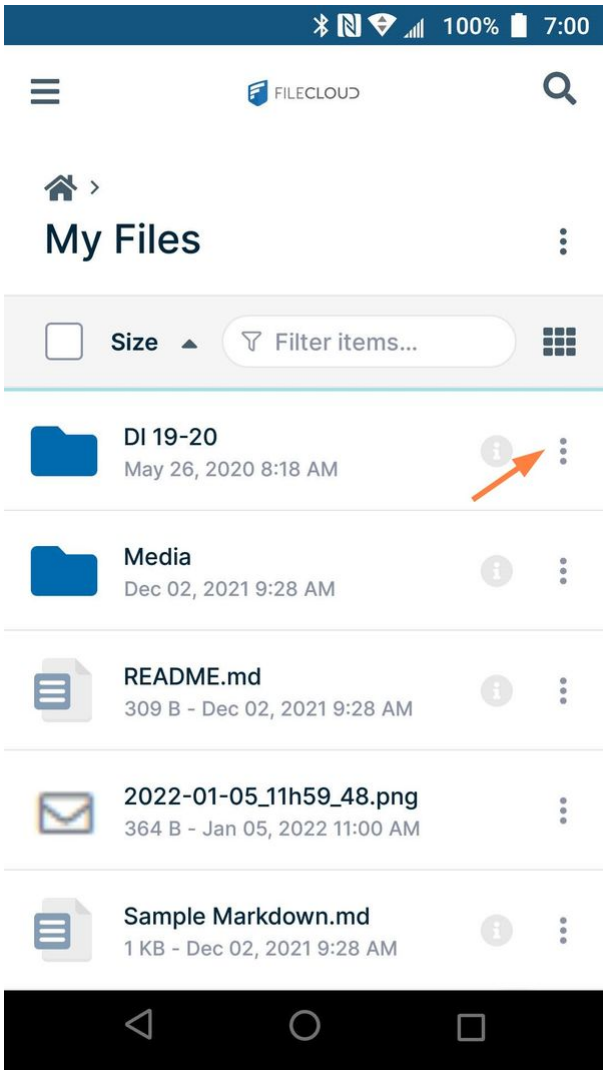


How to access details tabs for a file or folder

There are two ways to access the details tabs for a file or folder.

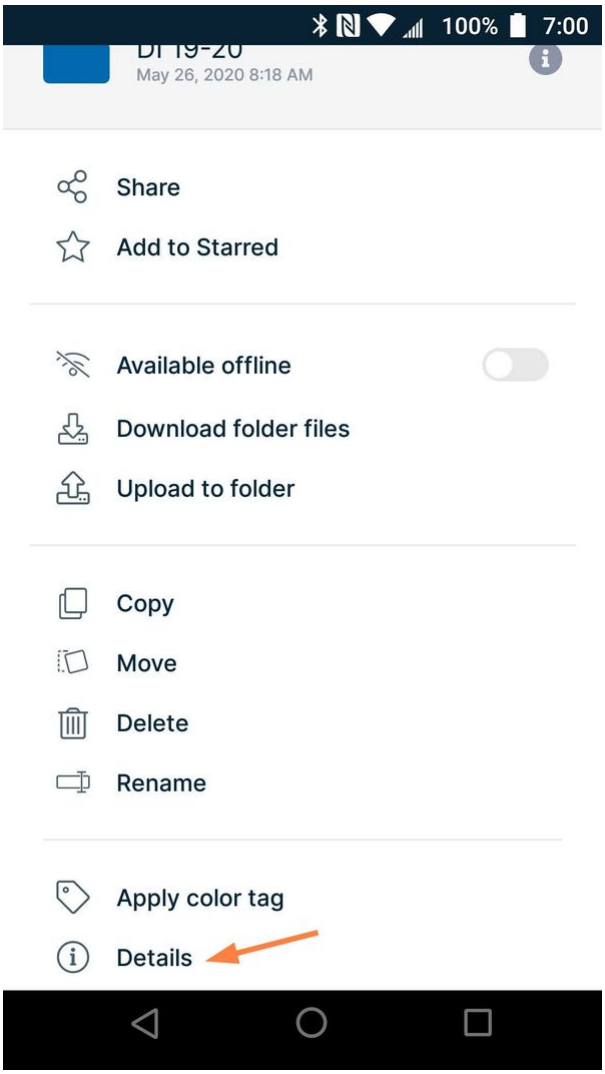
Click the more icon

1. For any file or folder, click the more (3 dot) icon next to the file or folder.

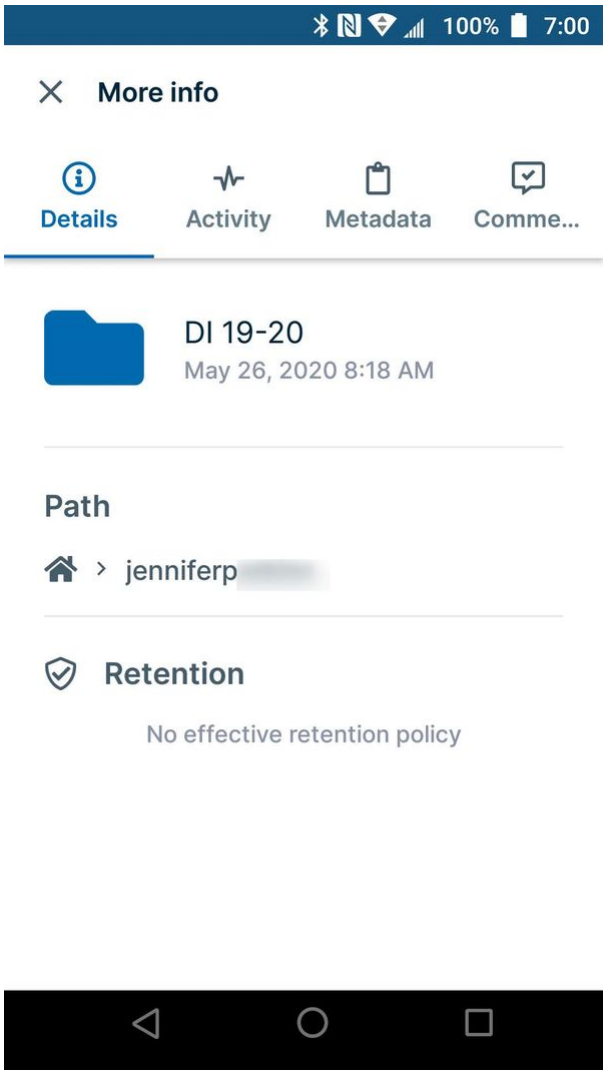


A list of options opens.

2. Click **Details**.



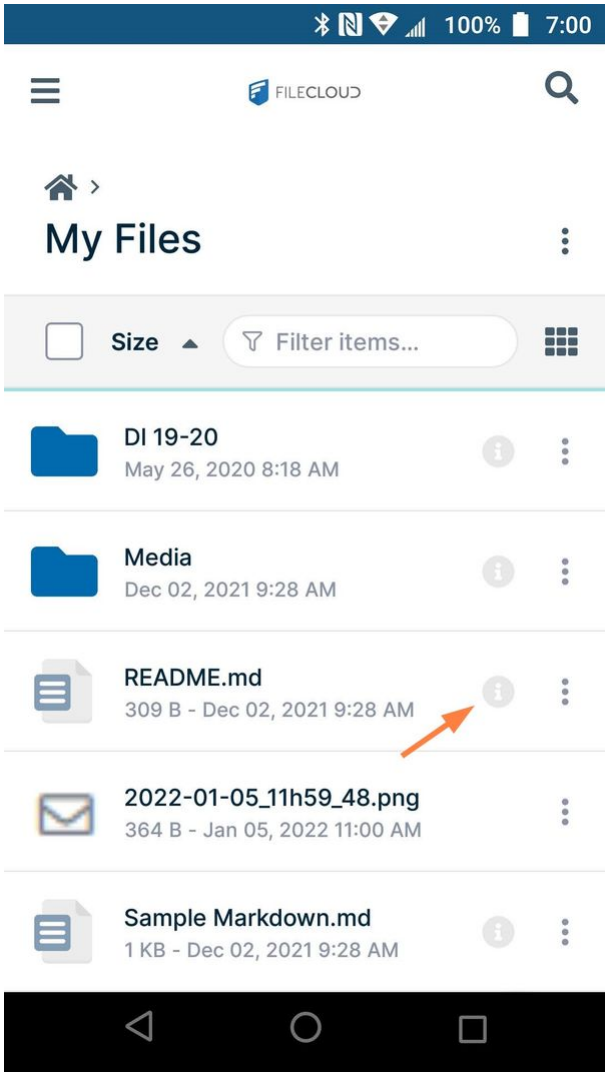
The **More info** screen opens. From there, you can browse the information on the Details (see page 460), Activity (see page 461), Metadata (see page 462), and Comments (see page 463) tabs.



Click the information icon

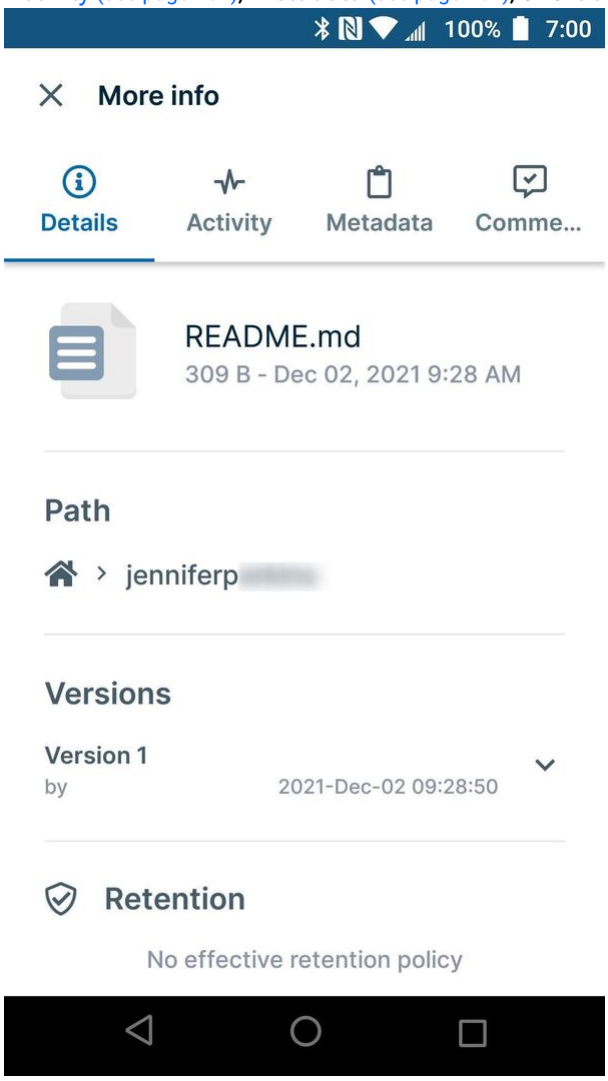
This method is a shortcut, but is only available for some files and folders.

If the file or folder has an information icon next to it, click the icon.



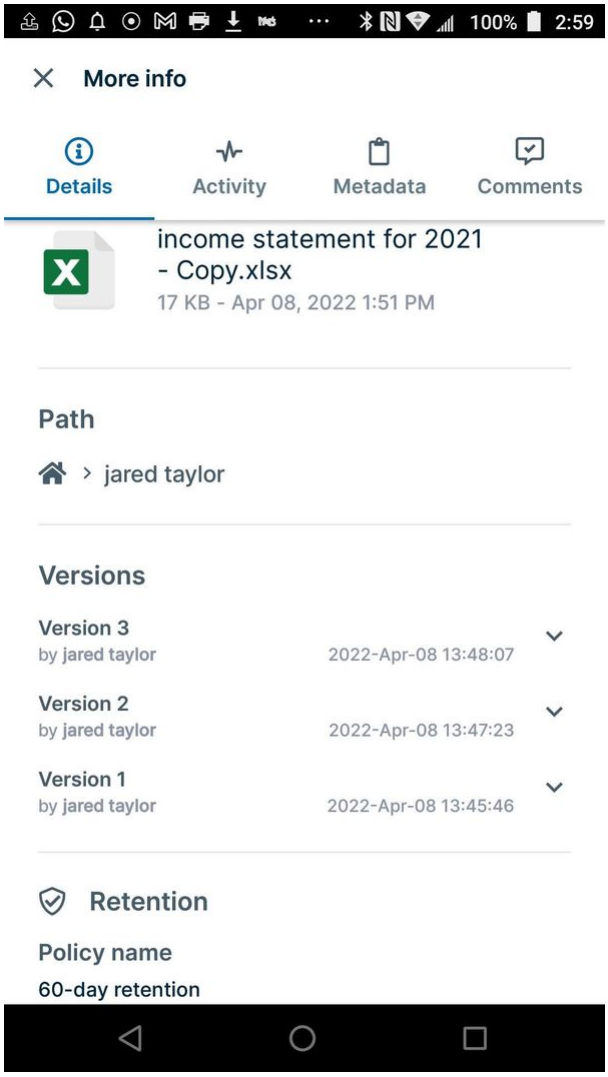
The **More info** screen opens. From there, you can browse the information on the Details (see page 460),

Activity (see page 461), Metadata (see page 462), and Comments (see page 463) tabs.



Viewing Version and Retention Policy Information in Android

On the **Details** tab of the **More Information** screen, you can view version and retention policy information.
To access the **More Information** screen, see Viewing File and Folder Information in Android (see page 455).



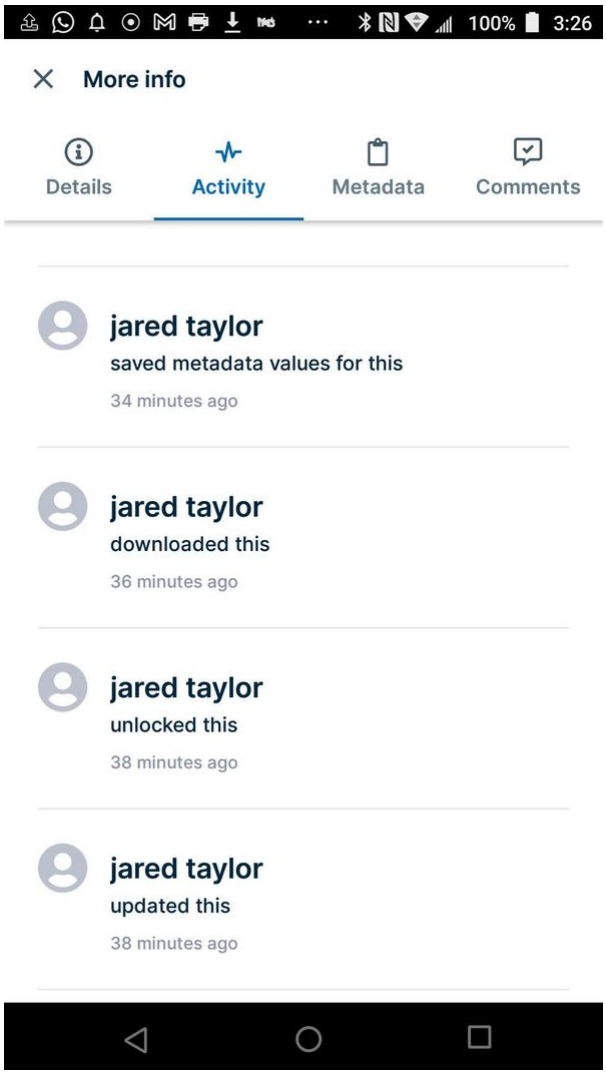
A version is a modified copy of a file. Versions can be viewed, but not managed in Android. However, they can be managed in the user portal.
See View Previous Versions Of Files for information about managing versions in the user portal.

A retention policy places restrictions on the way a file or folder can be handled. Retention policies can be viewed in Android, but can only be modified in the admin portal.
See Retention Policies for more information.

Viewing Activities in Android

On the **Activity** tab of the **More Information** screen, you can view recent activities performed on the file or folder.
To access the **More Information** screen, see Viewing File and Folder Information in Android[9].

9. https://www.filecloud.com/supportdocs/display/



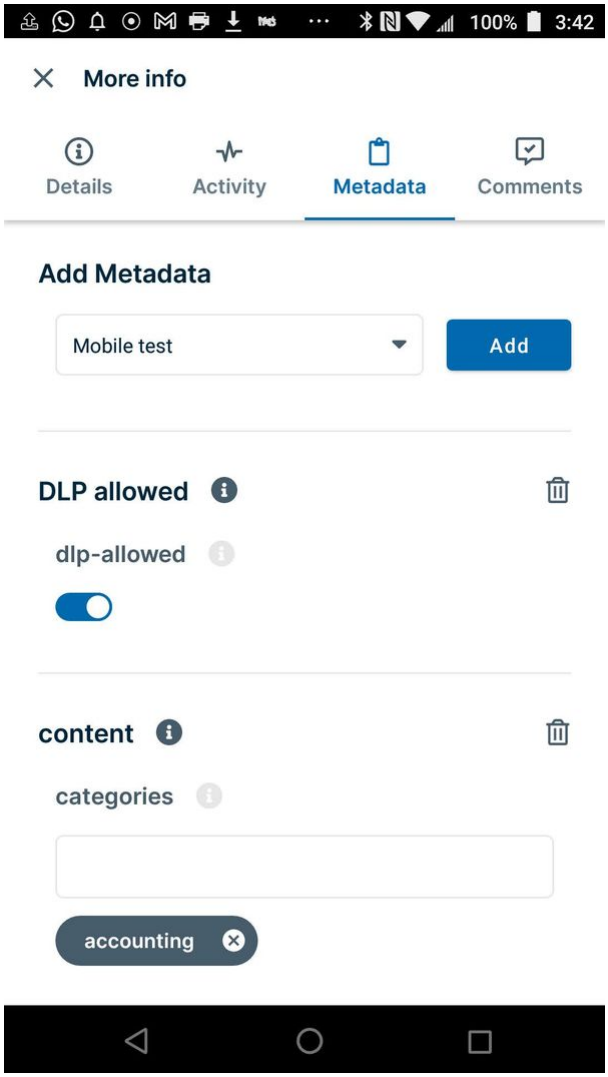
Viewing and Adding Metadata in Android

On the **Metadata** tab of the **More Information** screen, you can view and add metadata information. To access the **More Information** screen, see Viewing File and Folder Information in Android[10].

FCDOC/.Viewing+File+and+Folder+Information+in+Android+v2V

10. https://www.filecloud.com/supportdocs/display/FCDOC/.Viewing+File+and+Folder+Information+in+Android+v2V

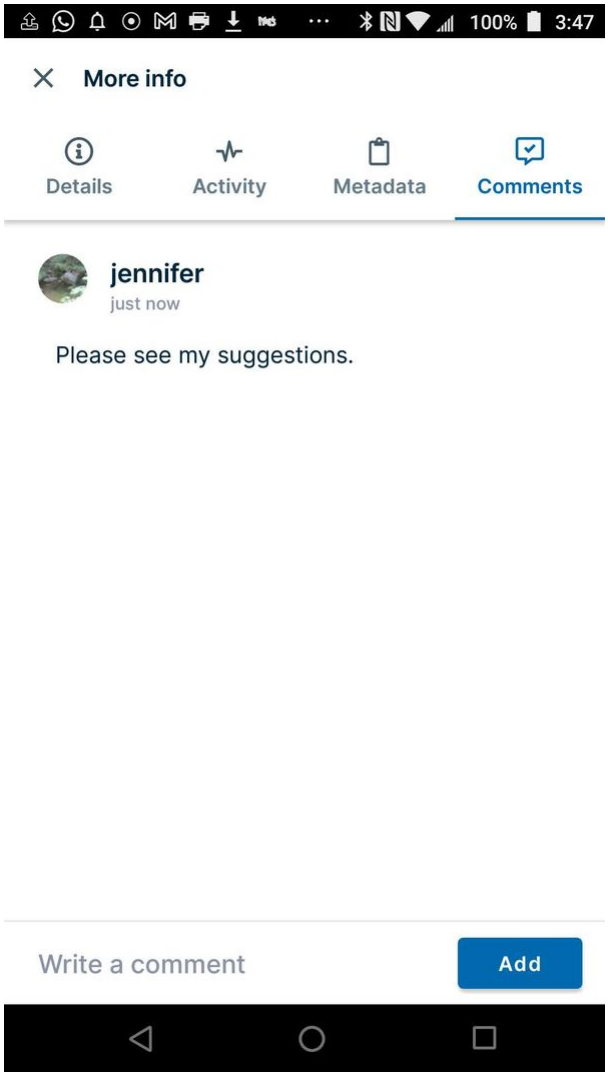
For information about adding metadata to files and folders, see Adding Metadata.



Viewing and Adding Comments in Android

On the **Comments** tab of the **More Information** screen, you can view and add comments about the file or folder.

To access the **More Information** screen, see Viewing File and Folder Information in Android[11].



To add a comment to a file or folder, click **Add**, and enter the comment in the text box.
Note that you cannot tag a user in a comment added in Android as you can when you add a comment in the user portal.

Sending a File for Approval in Android

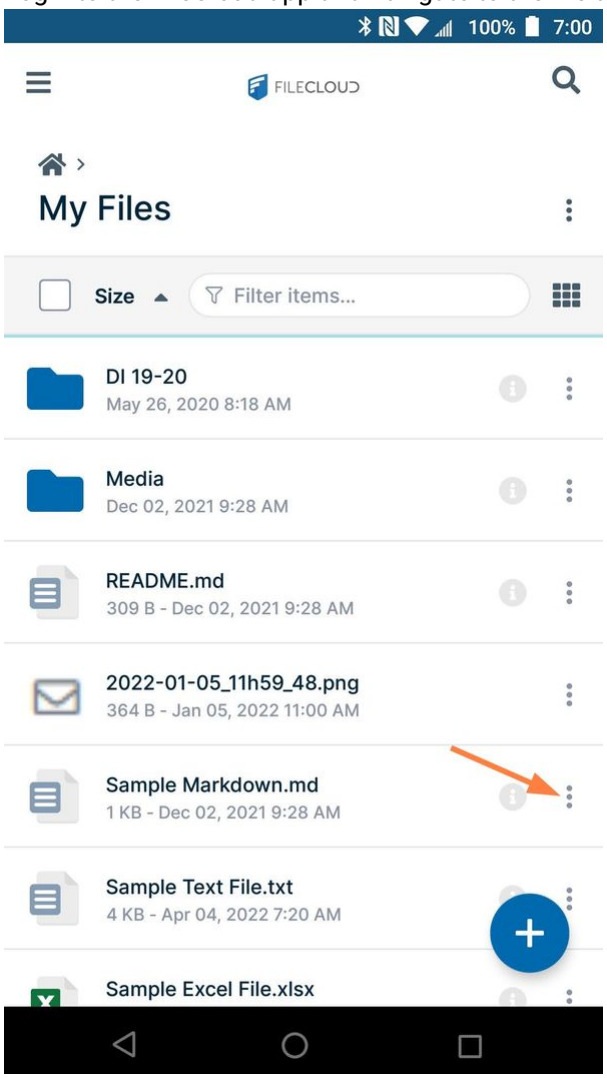
The ability to request file approval is available beginning in FileCloud 21.2.
Admins: Disabling file approval through user policies is available beginning in 23.241.6.
See Disabling Send for Approval.

11. https://www.filecloud.com/supportdocs/display/FCDOC/.Viewing+File+and+Folder+Information+in+Android+v2V

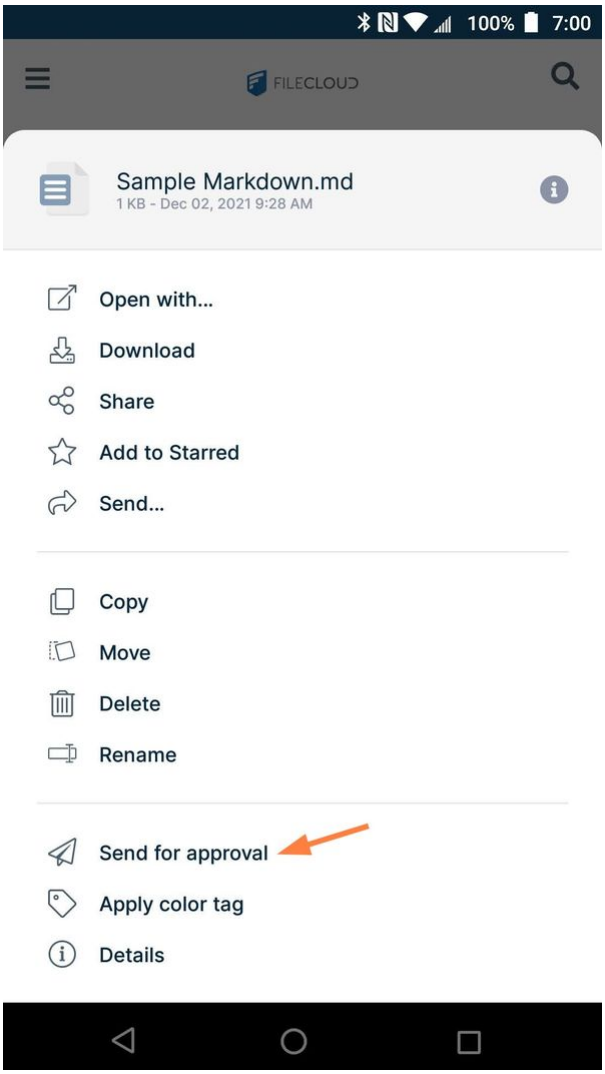
When you request that another user approve a file, you are notified of the approver's response, but the response does not alter the file's status.

To request approval of a file:

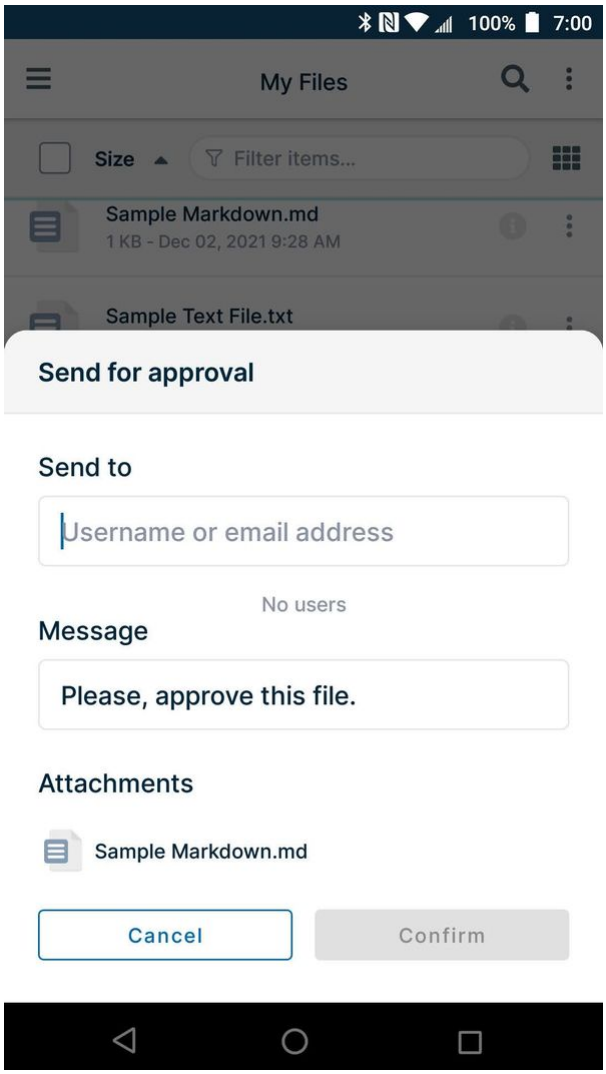
1. Log into the FileCloud app and navigate to the file that you want to send for approval.



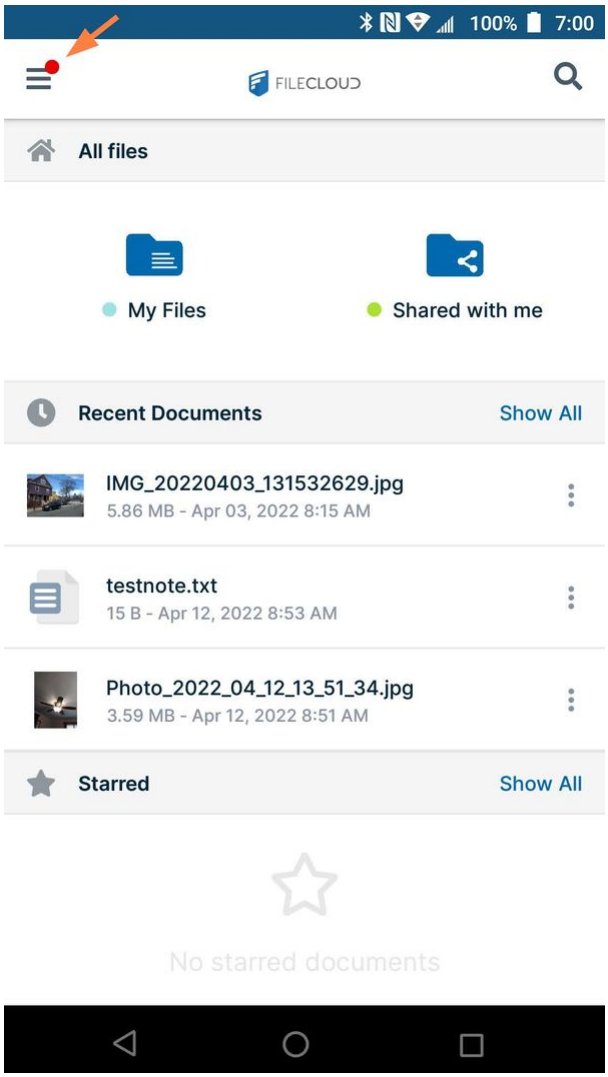
2. Tap the More (3 dot) icon for the file, and then choose **Send for Approval**.



A **Send File for Approval** dialog box opens.



3. In **Send to**, enter the usernames or email addresses of existing FileCloud users.
4. You may change the note in **Message** or leave the default of **Please, approve this file**.
5. Click **Confirm**.
   The approval is sent to the approvers' inboxes in FileCloud.
   The approver will receive a notification alert, and can proceed to approve or reject the file.



For instructions on approving or rejecting files, see Approving files in Android (see page 468).

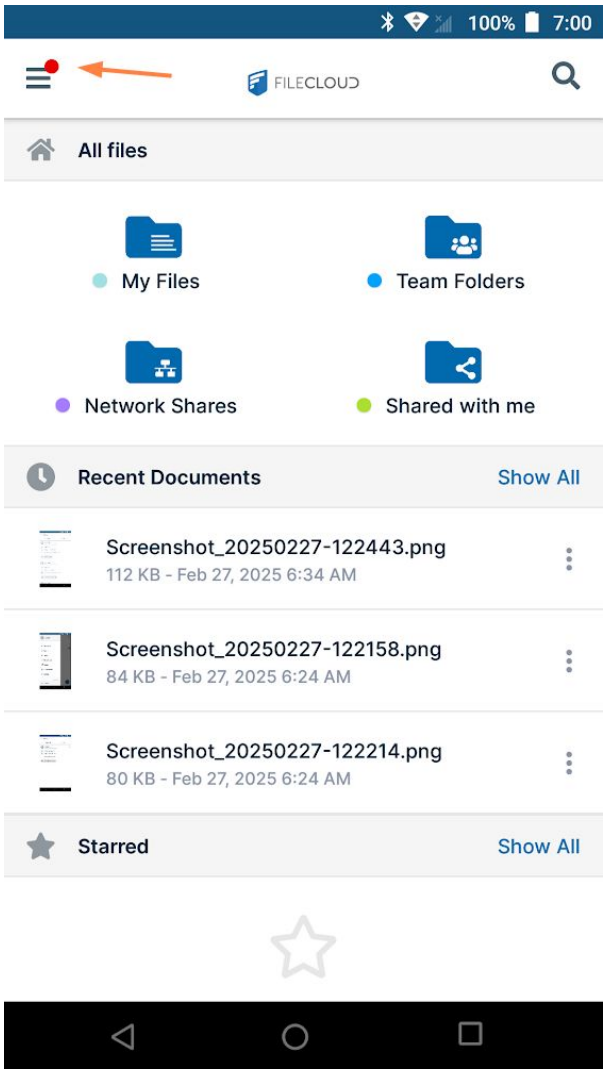
Approving files in Android

Users can send files to another user for approval and receive an approve or reject response. The response does not change the file's status; the person who requests approval can take any next action on the file whether it is approved or rejected.

From an Android device, you can check if files have been sent to you for approval and if files you have sent for approval have been approved or rejected. You can approve, reject, or send a comment about a file that has been sent to you for approval, and you can exchange comments with an approver that you have sent a file to.

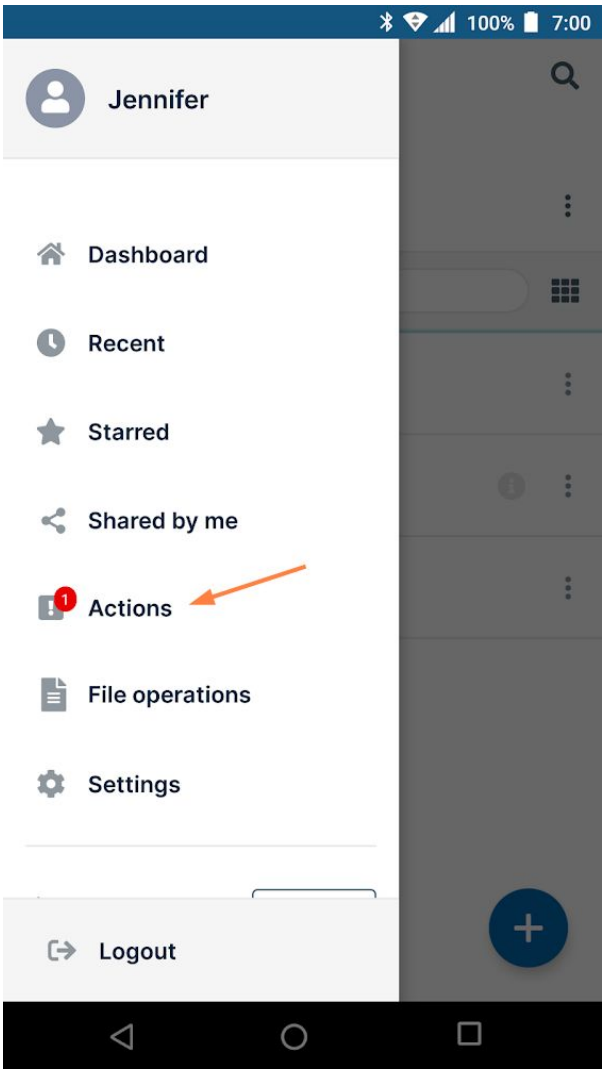
To check for approve activities on your Android:

1. Log into the FileCloud app on your Android.
   A red dot overlays the menu icon in the upper-left corner to indicate that a file is awaiting your approval.
2. Tap the menu icon.

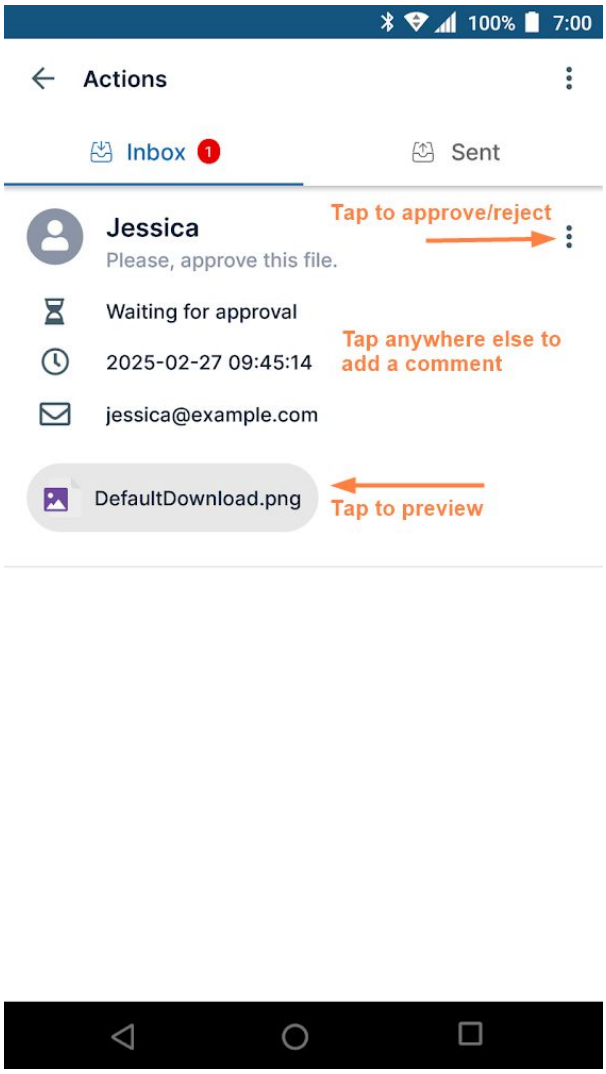


The navigation panel opens. A red dot with the number of files awaiting your approval overlays the **Actions** link.

3. Tap the **Actions** link.

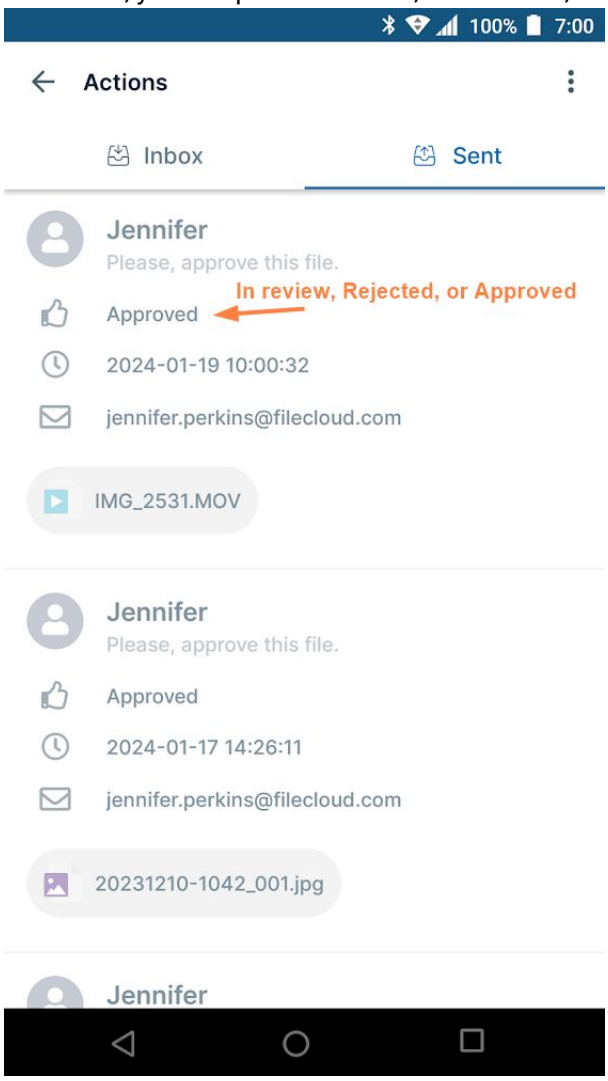


The **Actions** screen opens to the **Inbox** tab. The **Inbox** tab shows files waiting for your approval. From here, you can either approve or reject a file, view details, add a comment, or preview it.



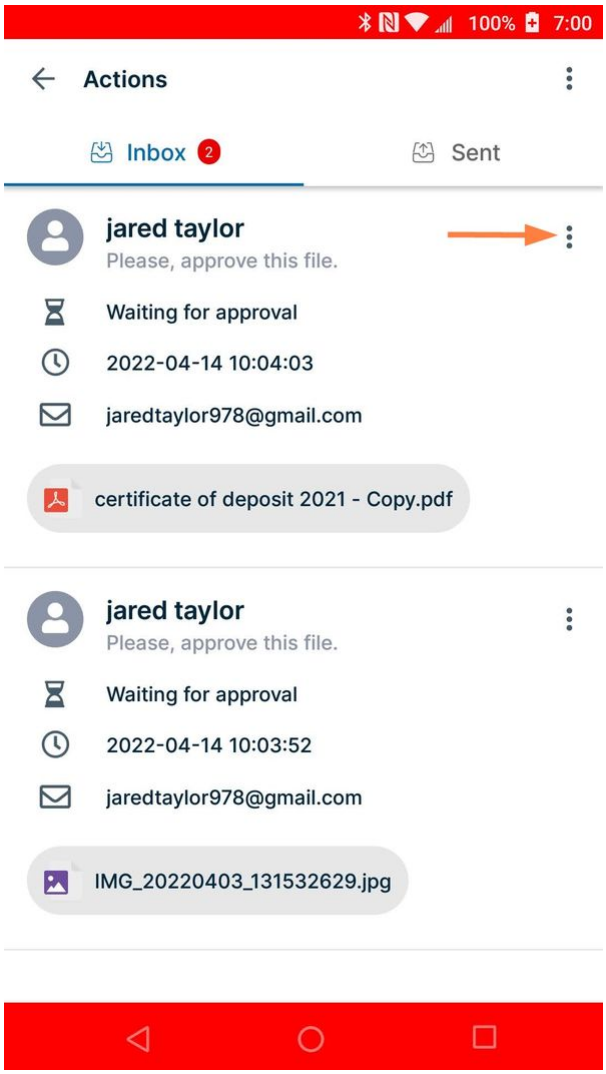
4. Click the **Sent** tab to see files that you have sent for approval. Status is either **In review**, **Rejected**, or **Approved**.

From here, you can preview the file, view details, or add a comment.



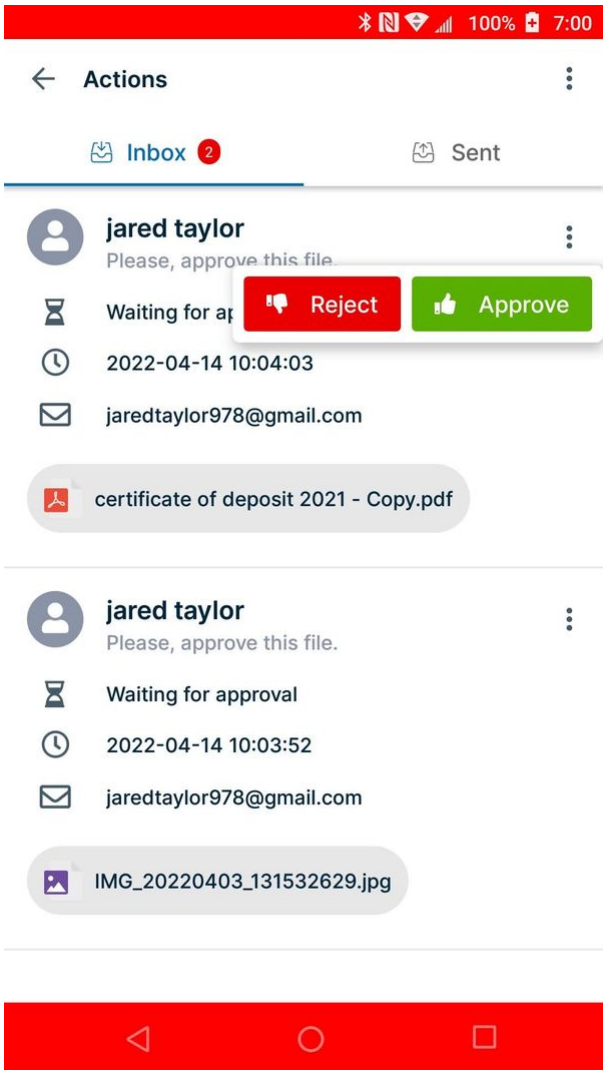
To approve or reject a file

1. In your Android, go to the **Actions** screen.
2. In the Inbox, tap the more (triple-dot) icon to the right of a file waiting for approval.

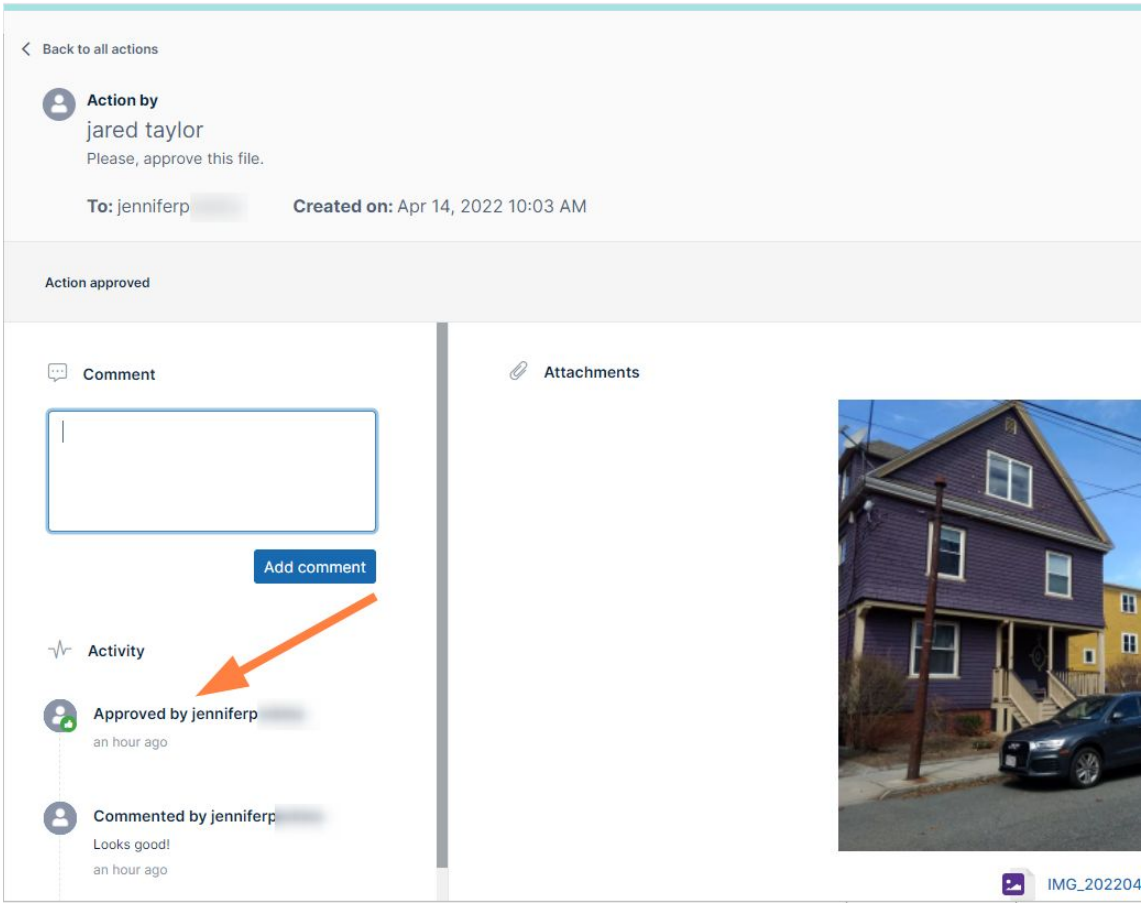


Reject and **Approval** buttons pop up.

3. Click one of the buttons.



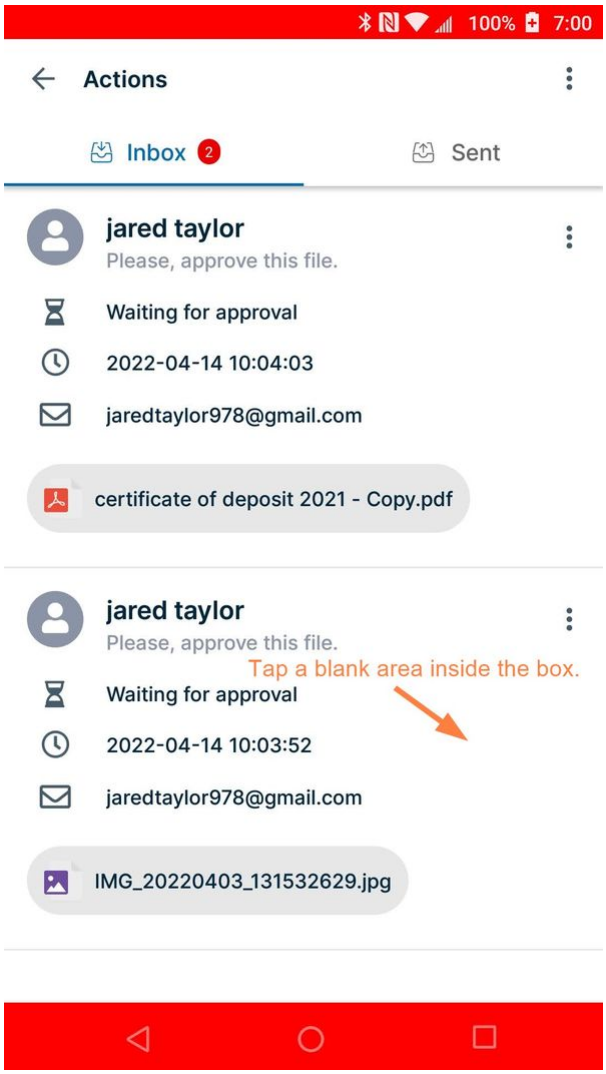
The file disappears from your inbox. The user who sent the file for approval will receive a notification that it has been acted on, and in their action screen the file appears as approved or rejected:



To view details or comment on a file

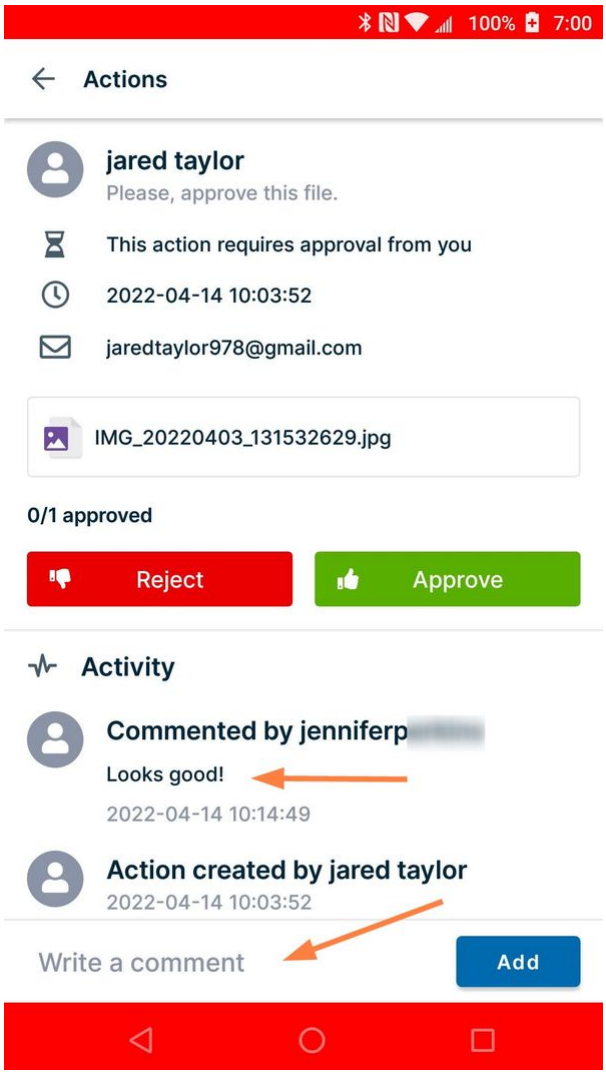
You can view details and comment on a file, whether or not it has been acted on yet, in your **Inbox** or **Sent** tab. If the file is in your **Inbox** tab, the details screen also displays **Approve** and **Reject** buttons.

1. In your Android, go to the **Actions** screen.
2. Go to the tab where the file appears.
3. Tap any blank area in the box for the file.



Details of the file open. Comments are treated as actions, so any comment that has already been added appears under **Activity**.

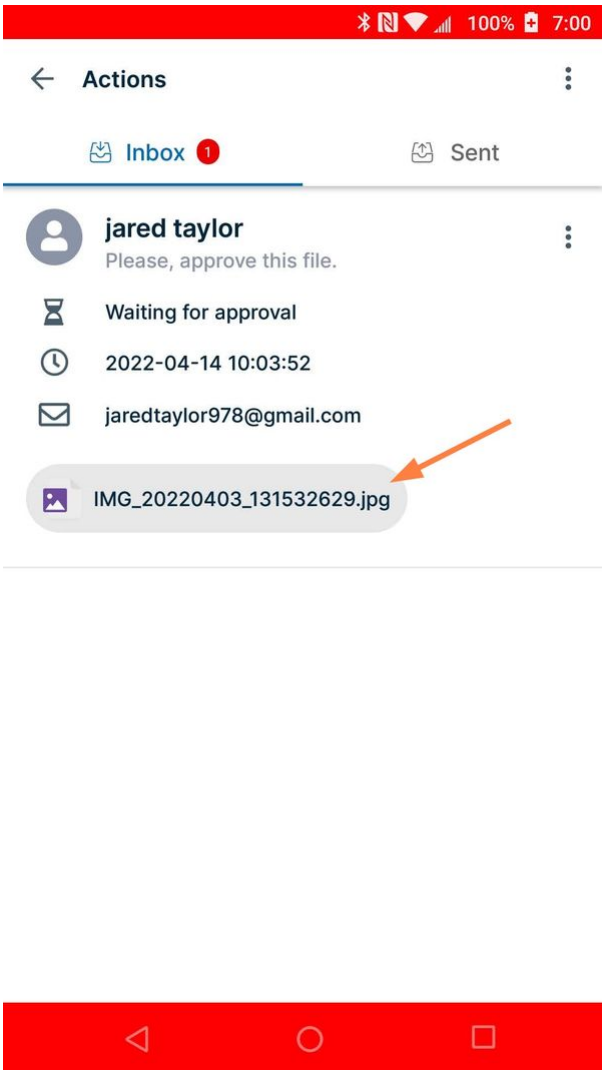
4. You may enter a comment into the **Write a comment** box at the bottom of the screen, and tap **Add**.
   The user who sent the file for approval receives notification of the comment and can open the file and view it
5. You may also **Reject** or **Approve** the file from this screen.



To preview a file

You can preview a file that has been sent for approval, whether or not it has been acted on yet, in your **Inbox** or **Sent** tab.

1. In your Android, go to the **Actions** screen.
2. Go to the tab where the file appears.
3. Tap the filename.



Depending on the file type, FileCloud either opens it immediately for preview or prompts you to choose an application to open it in. For information about how different file types are previewed in Android, see Previewing and Editing Your Files in Android (see page 326).

Media Sync/Photo Backup on Android

You can use the FileCloud app to sync media (automatically back up photos and videos) to the FileCloud server in the background.

- The FileCloud app will automatically detect new photos and videos and back them up to the selected location.

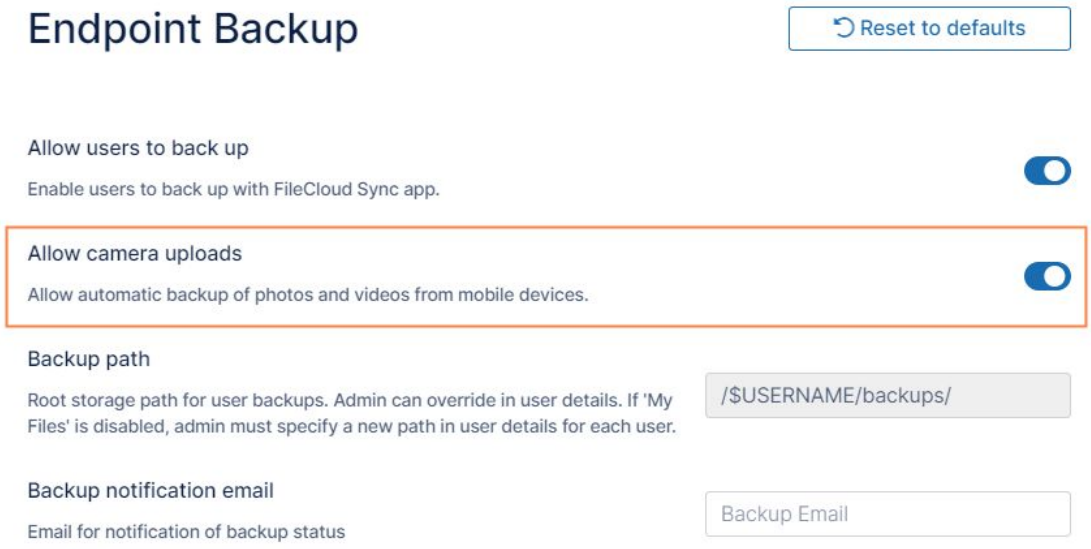
To enable automatic backup, you either need an administrator account or your administrator has to configure this setting for you.

To configure automatic backup of photos and videos:

1. Configure the Admin Settings

To configure the administrator settings:

1. In the FileCloud admin portal's left navigation bar, scroll down and click **Settings**. Then, on the **Settings** navigation page, click **Endpoint Backup** .
   The **Endpoint Backup** settings page opens.
2. Enable **Allow camera uploads**.

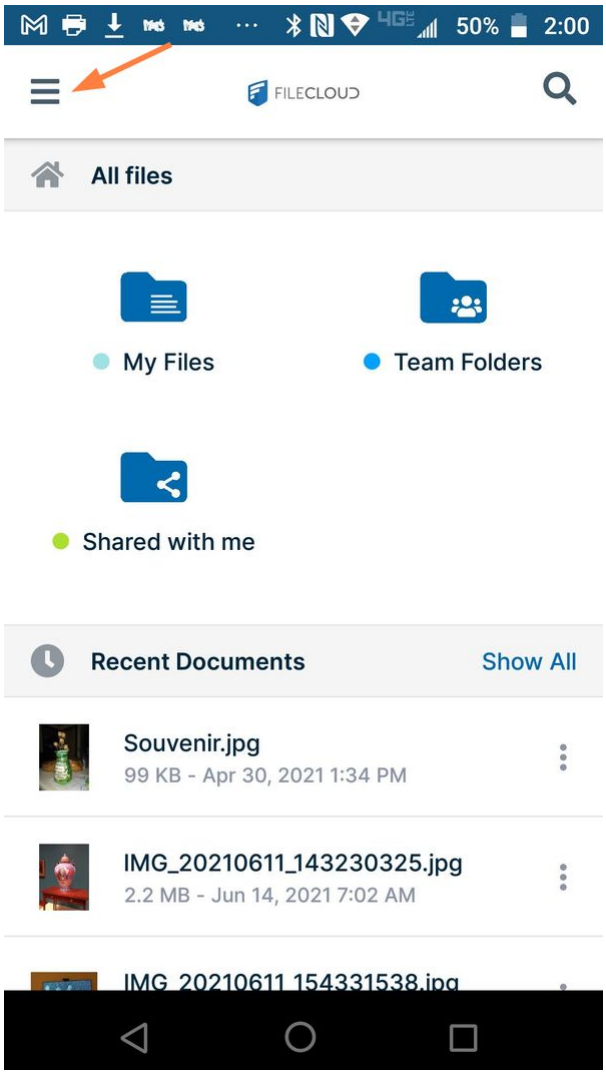


3. Click **Save**.

2. Configure Your Android Device

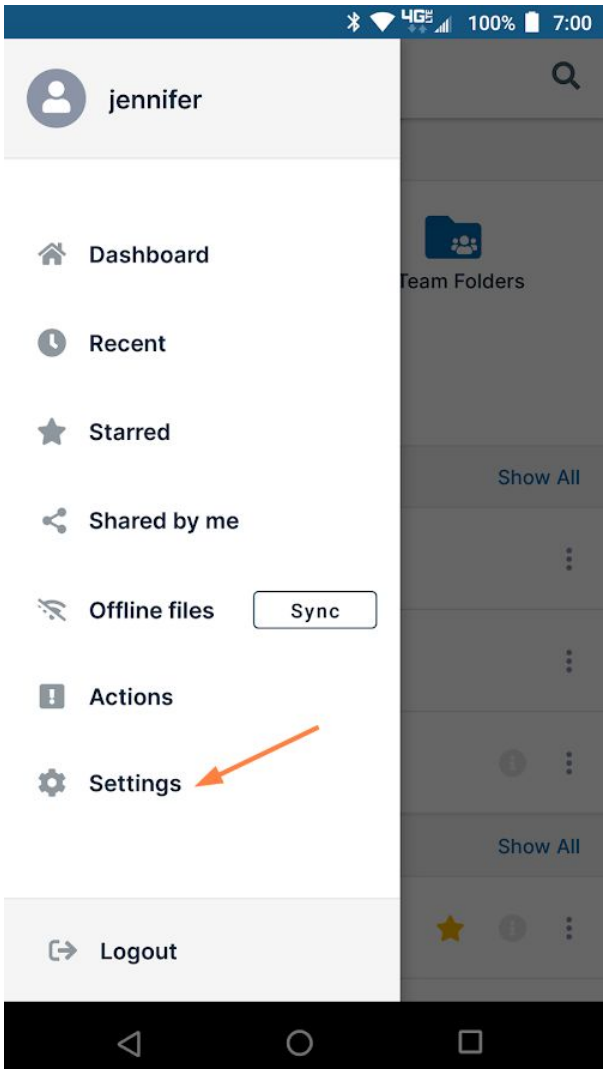
To configure your Android device:

1. Open the FileCloud app.
2. In the upper-left corner, tap the menu icon.

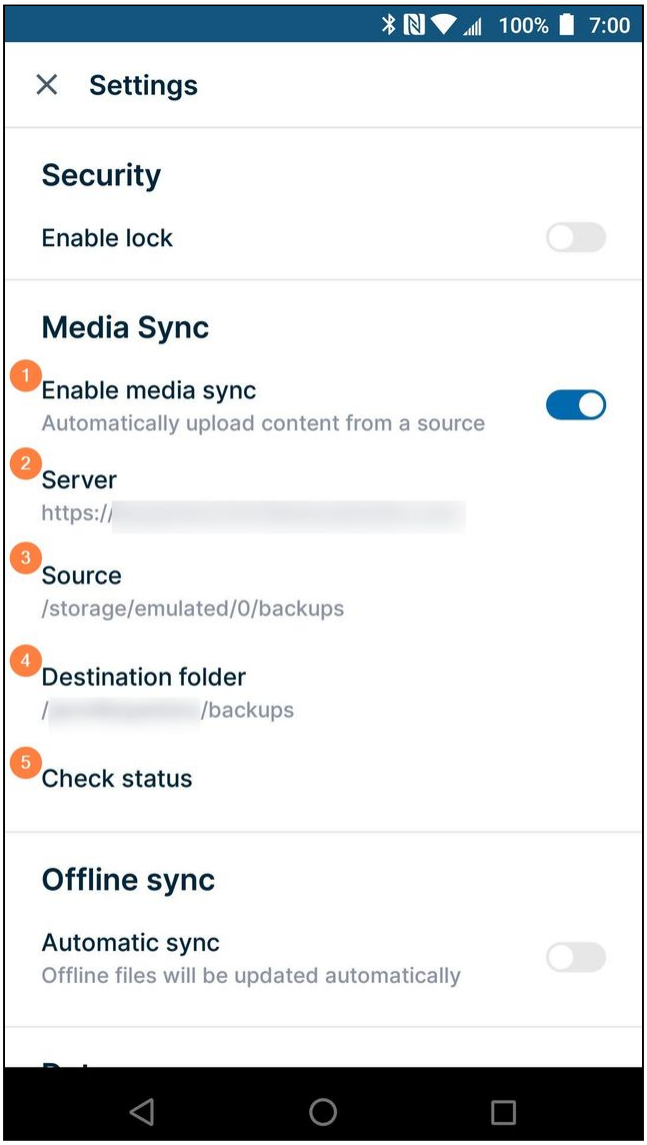


A list of options opens.

3. Click **Settings**.



4. In the list of settings, slide the **Media Sync** switch to the right so that it is on.
   Although **Media Sync** has multiple options, the only one required to set up automatic backup is **Server**.
5. Tap **Server**.
   Choose a server to select it as the backup server.
6. Set any of the other options shown in the table below.



1 Enable media sync - Turns media sync on.

2 Server - (required) The backup server.

3 Source - (optional) The local folder the app retrieves pictures from for backup. By default, your Android's main camera folder is used.

4 Destination folder - (read-only) Displays the path to the server folder your media is uploaded to and stored for backup.

5 Check status - Displays a dialog box with information about the current status of media uploads.

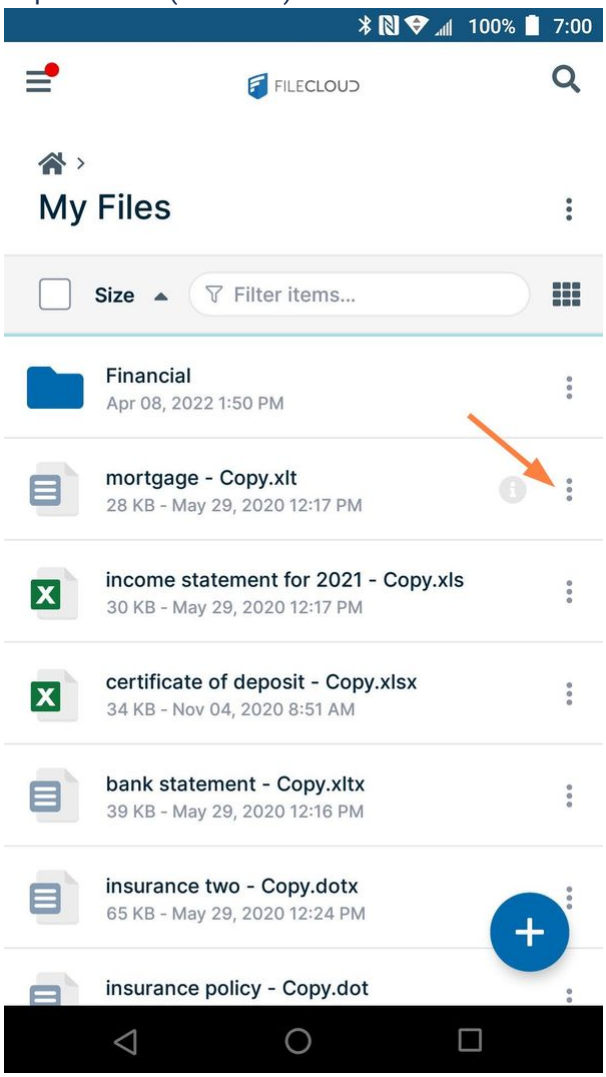
Star a File or Folder

You can star your favorite files and folders in FileCloud. The Starred folder appears when you initially log in on Android, and when you tap **Starred** in the navigation pane.

To add a file to starred:

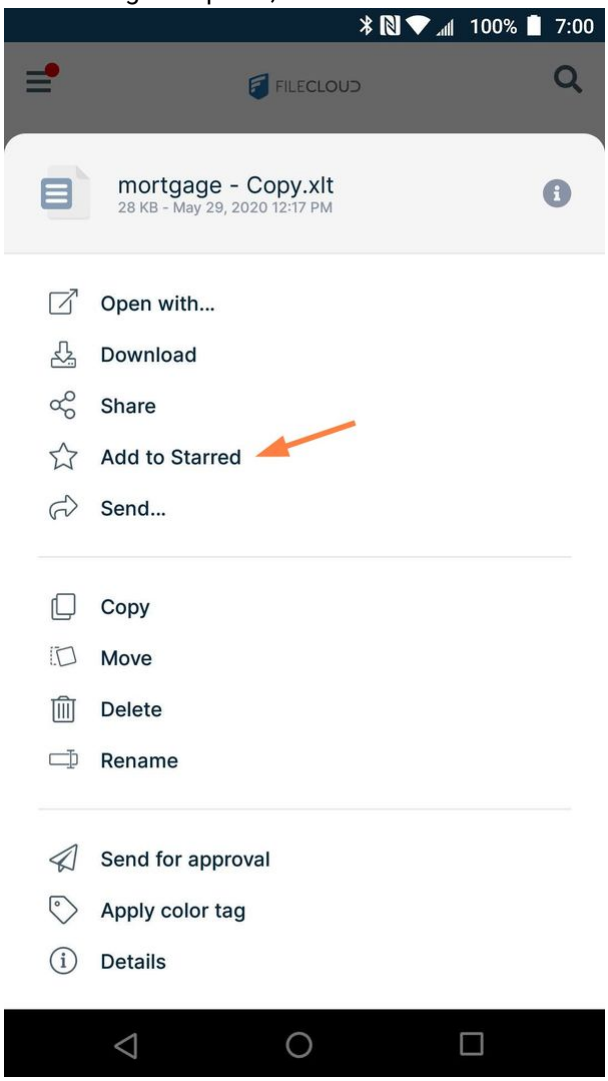
1. Open the FileCloud App.
2. Navigate to the file or folder you want to star.

3. Tap the more (three dot) icon next to the file or folder.

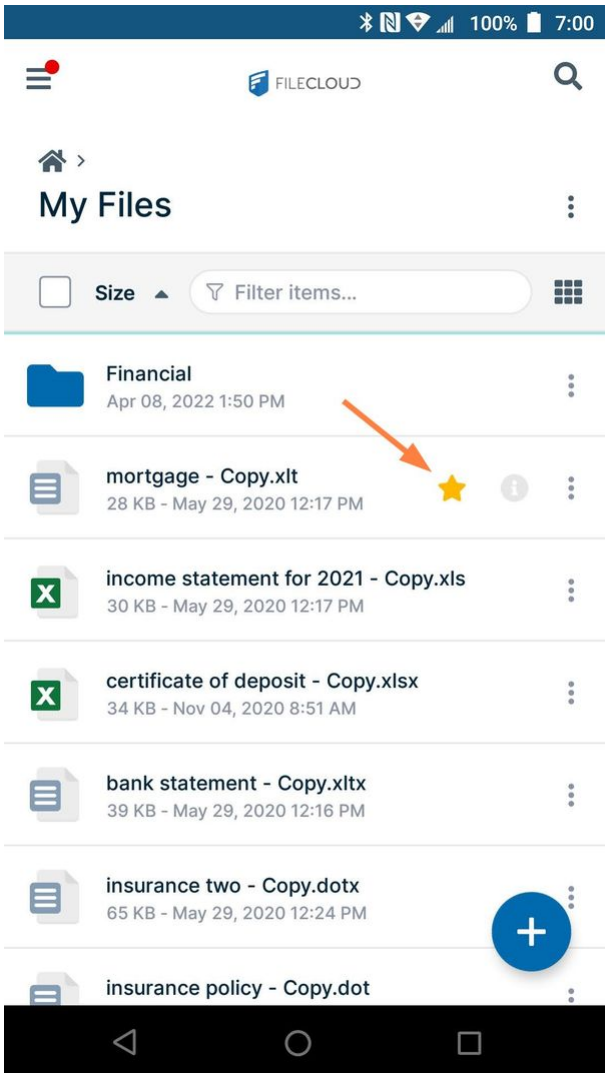


The navigation panel opens.

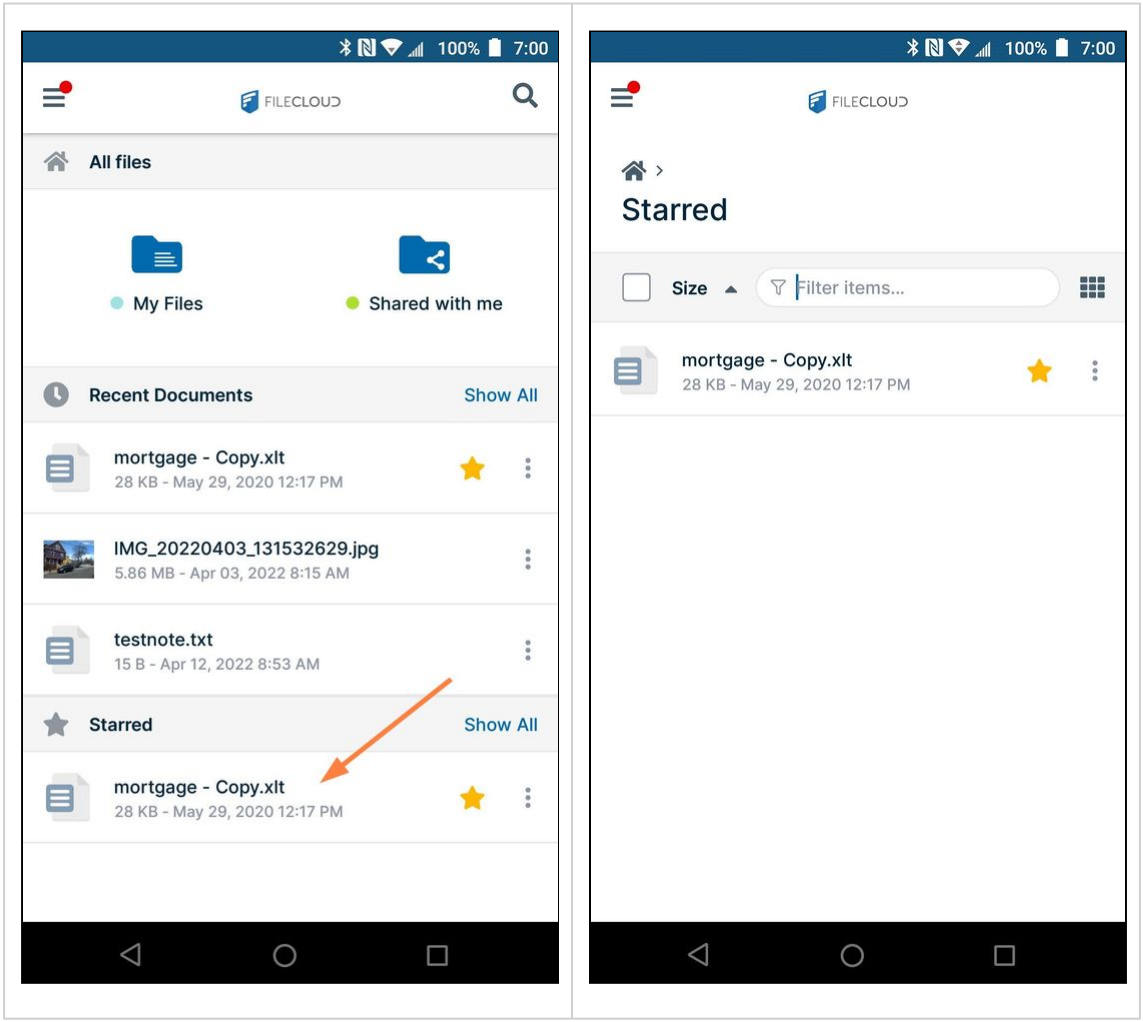
4. In the navigation panel, click **Add to Starred**.



Now a star appears next to the file or folder:



and when you first log in to FileCloud on Android or when you click **Starred** in the navigation pane it appears in the list of **Starred** files and folders.



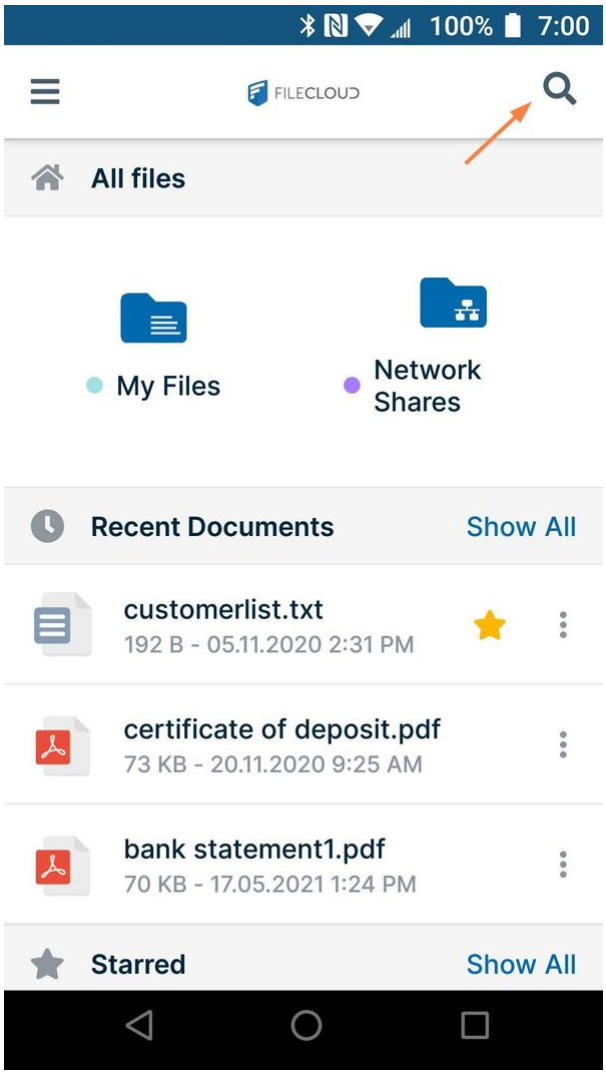
Searching on FileCloud Android

File and folder name search as well as content search are available in FileCloud on Android; however, the content search feature is only available if it is configured in your system. Searching is case-insensitive.

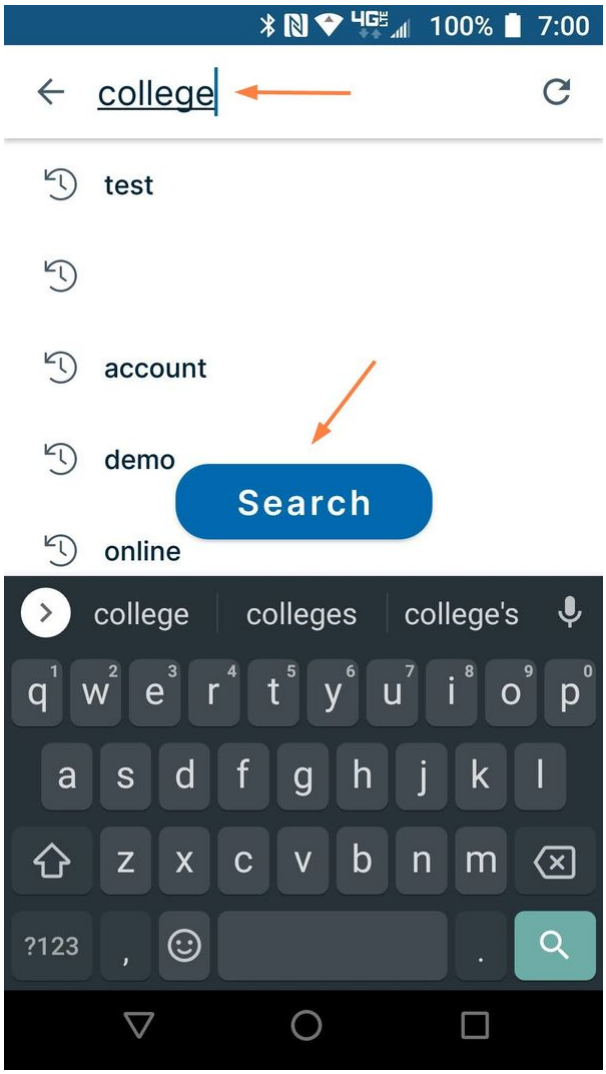
> Content search hits are returned with the matching string emphasized except in the case of lengthy search results, where omitting emphasis achieves quicker response time.

To perform a search:

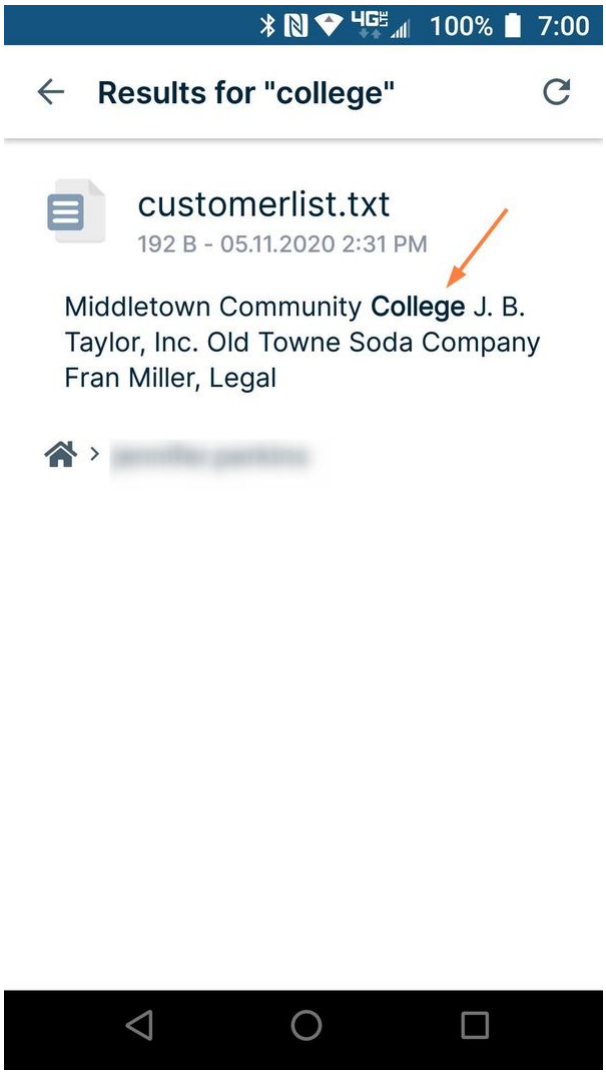
1. In the FileCloud Android app, navigate to the folder that you want to search, or remain in **All files** to search all files and folders.
2. Tap the Search icon in the upper right corner.



3. Enter your search term, and tap **Search**.



Your search results are listed. Content search results are bolded.



Apply Color Tag Metadata in Android

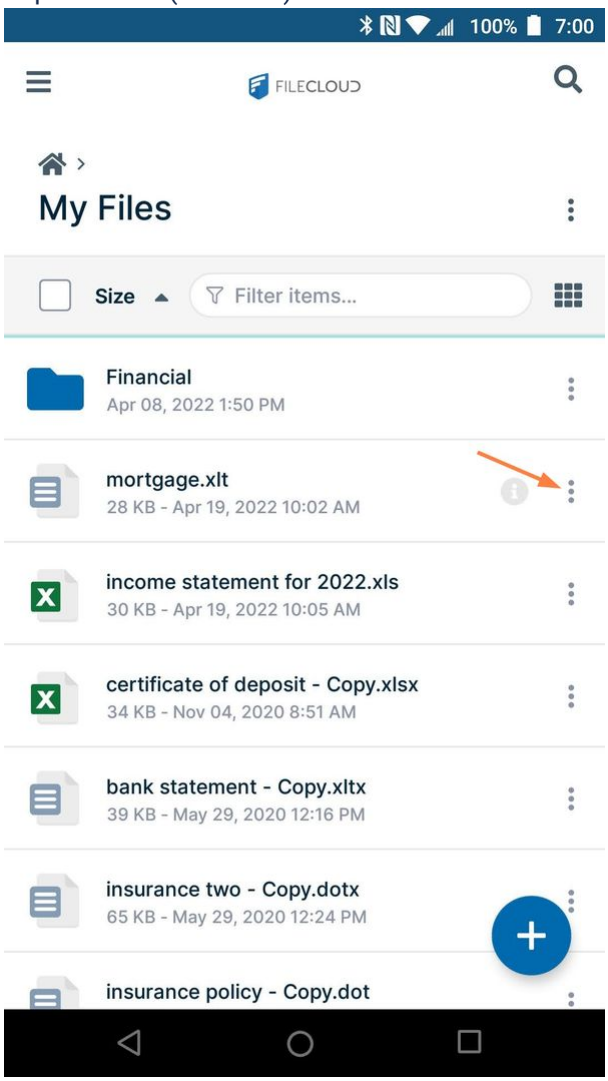
Color tag metadata enables you to assign colors to files and folder for categorization and searching.

For admins
For more information about color tag metadata, see Working with Built-In Metadata.

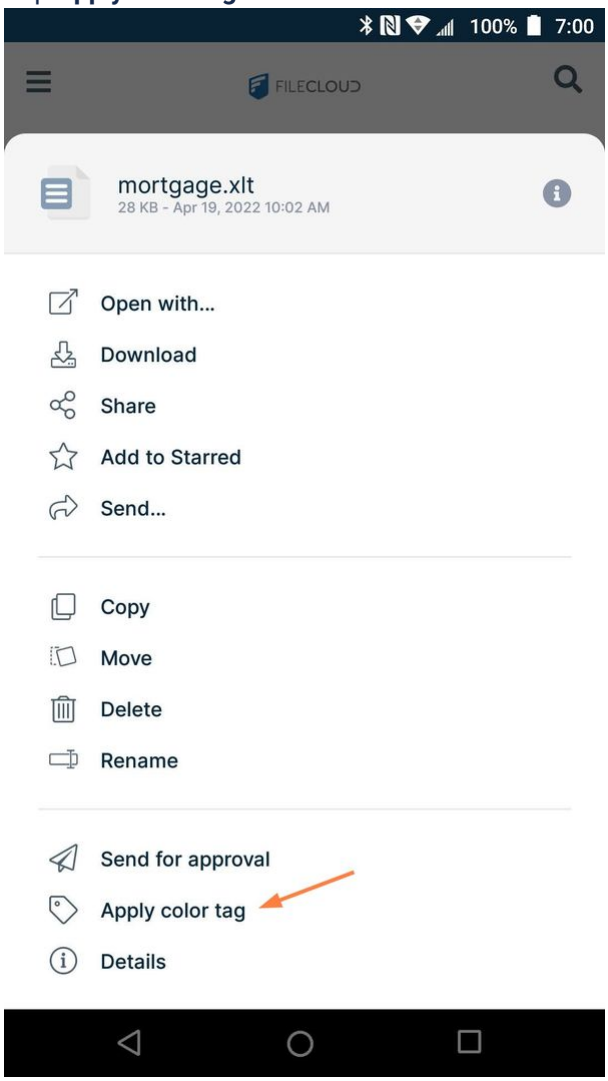
To apply a color tag to a file or folder:

1. Open the FileCloud App.
2. Navigate to the file or folder you want to apply the color tag to.

3. Tap the more (three dot) icon next to the file or folder.

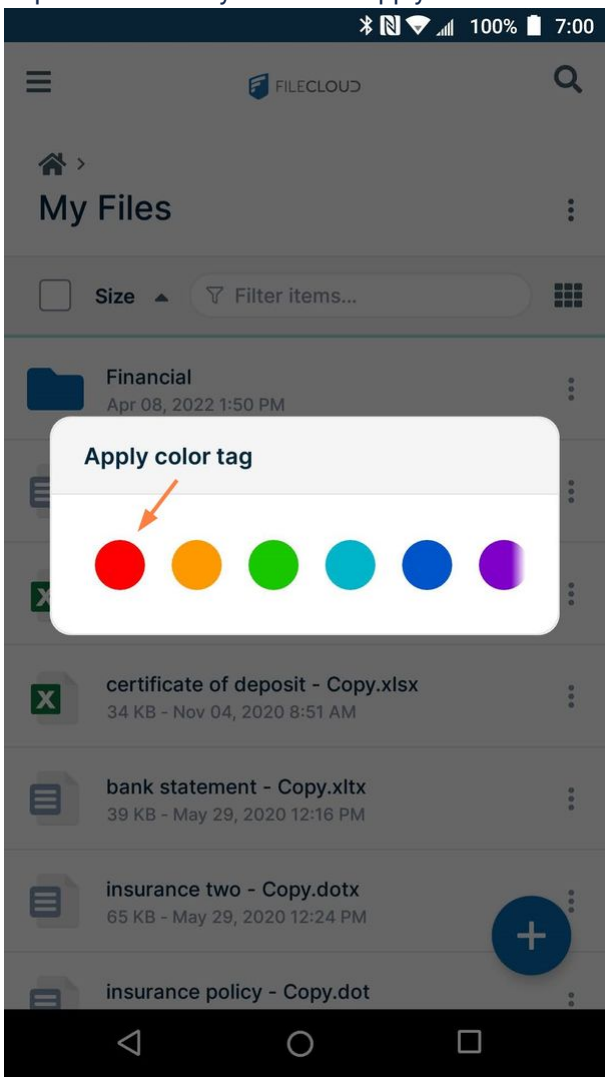


4. Tap **Apply color tag**.

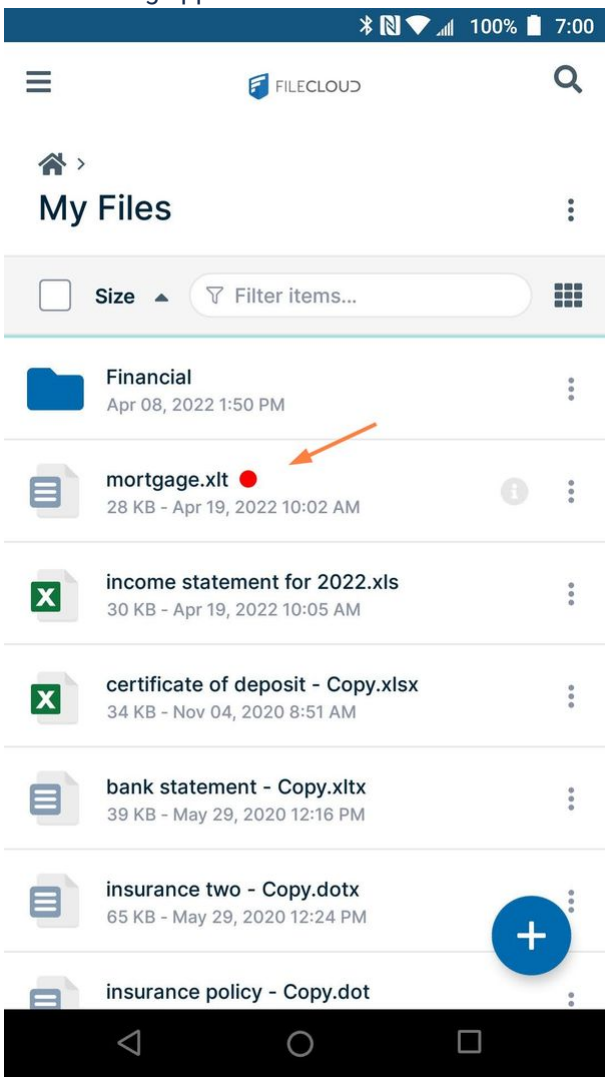


A pop-up displays colors.

5. Tap the color that you want to apply.



The color tag appears next to the file or folder.



File Locking in Android

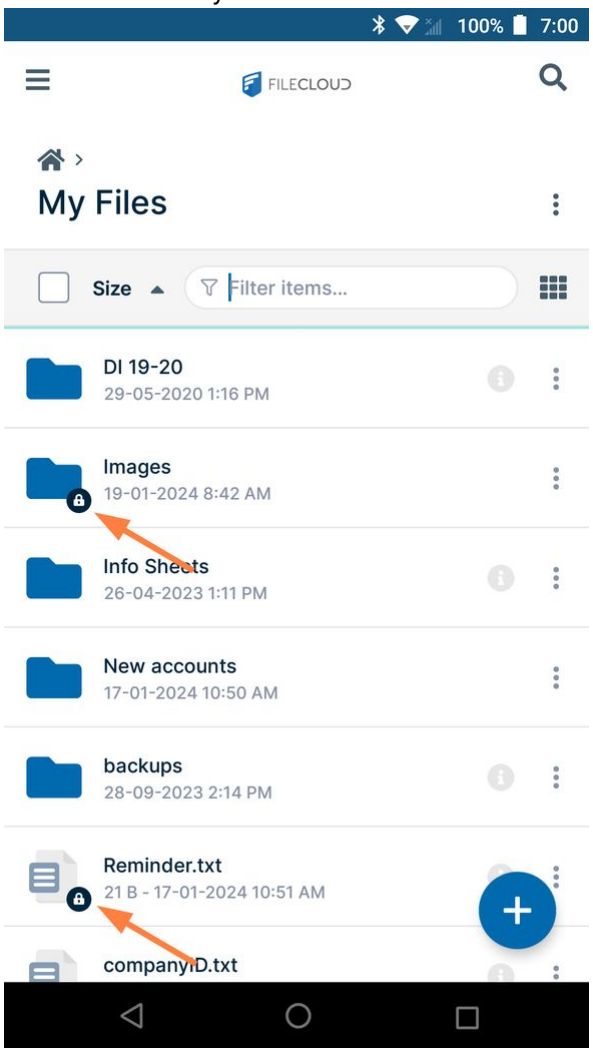
File and folder locking is available beginning in version 23.232 of Android.

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

Locking must be enabled by your administrator in FileCloud to enable you to lock a file or folder.

When a file or folder is locked in Android:

- A lock icon overlays the file or folder:



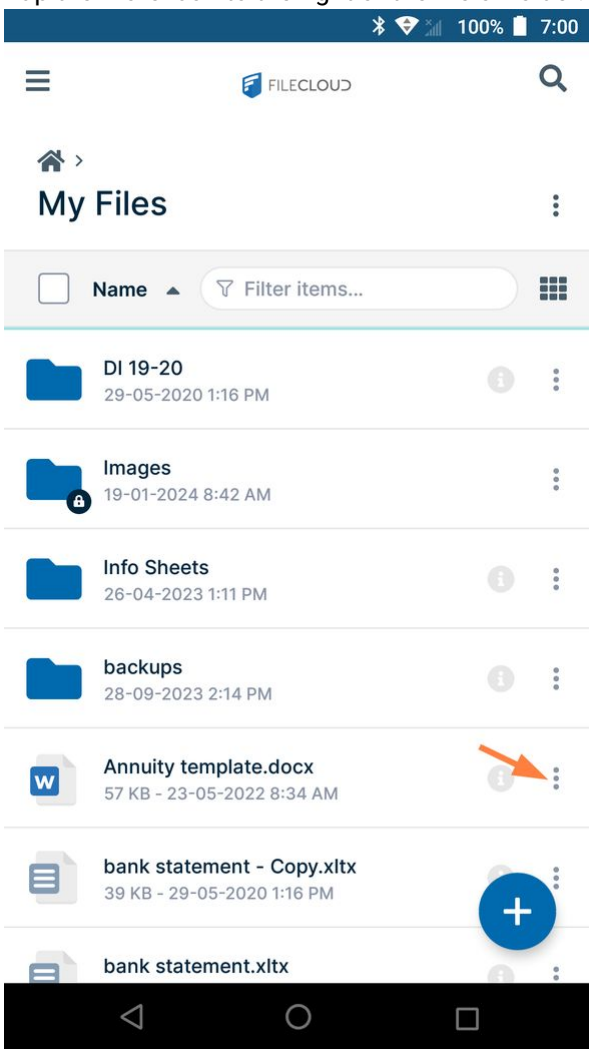
- The owner of the lock has full access to that file or folder and can modify it.
- Admins can always override a lock using the admin panel.
- A lock can be set up to prevent the locked file from being read. In that case other users cannot download or view the locked file or folder.
- The following table shows the behavior depending on the type of lock.

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

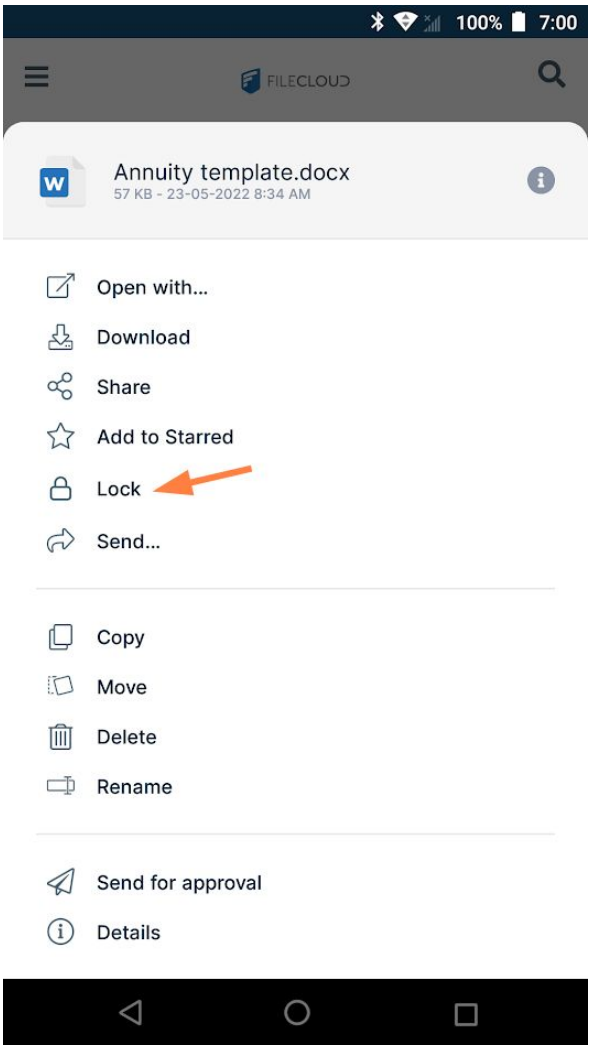
Locking a File or Folder in Android

To lock a file or folder:

1. Tap the More icon to the right of the file or folder.



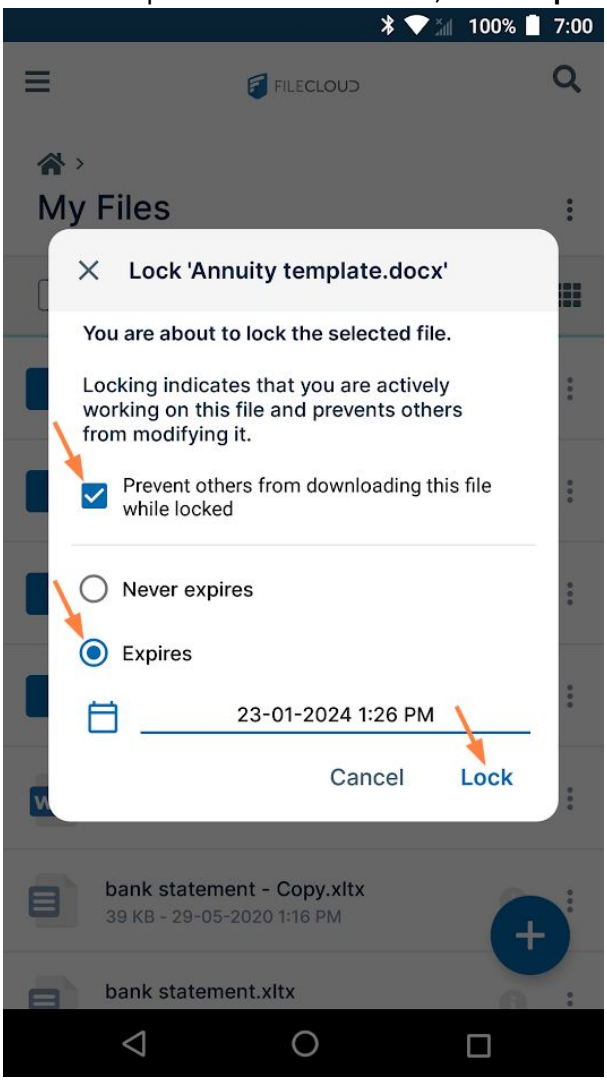
   A list of actions for the file opens.
2. Tap **Lock**.



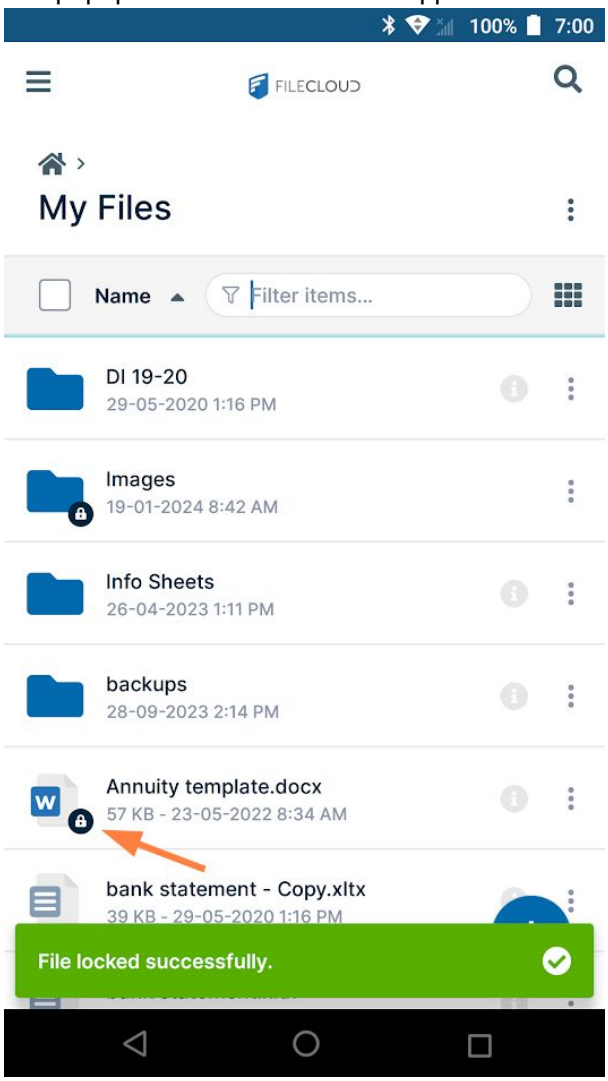
A popup with lock options opens.

3. To prevent the item from being modified by other users, but to allow them to continue to download and read it, just tap **Lock**.
   To prevent others from modifying, downloading and reading the item check **Prevent others from downloading this file while locked** before tapping **Lock**.

To set an expiration date for the lock, select **Expires** and choose an expiration date.



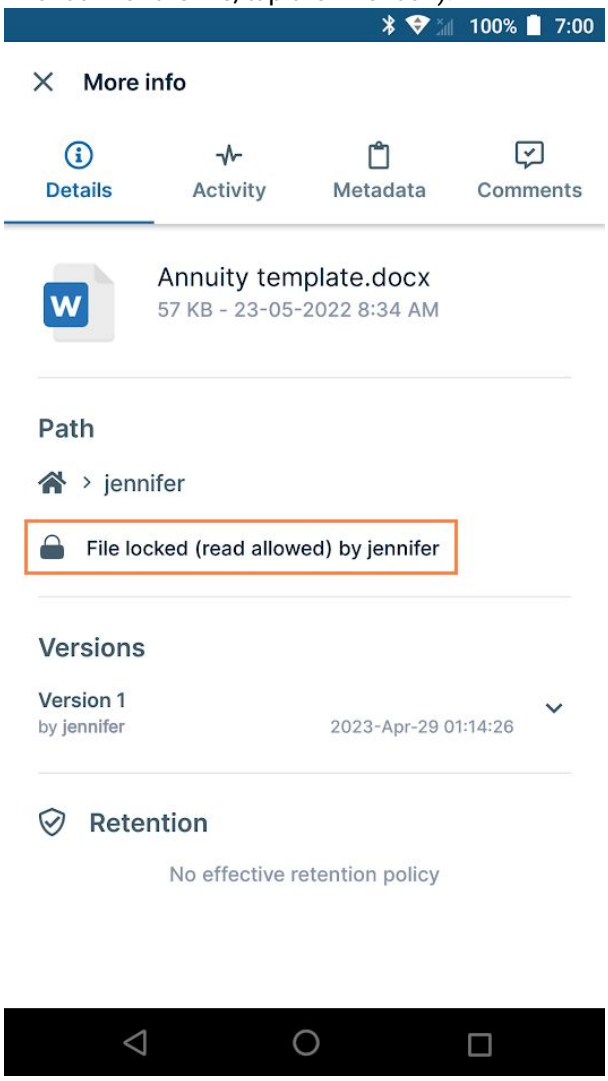
4. The popup closes and a lock icon appears on the item.



To view information about a lock

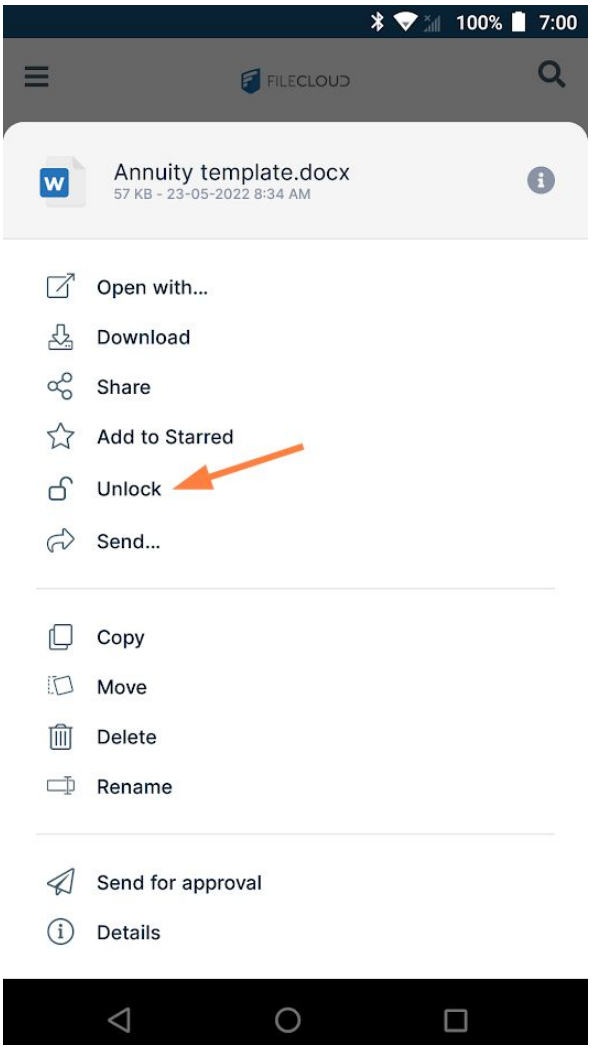
You can see who locked a file and if other users are not permitted to read it by accessing the Details tab (see page 184) (tap the More icon at the end of the file's row and choose More Info, or, if there is an

info icon for the file, tap the Info icon).

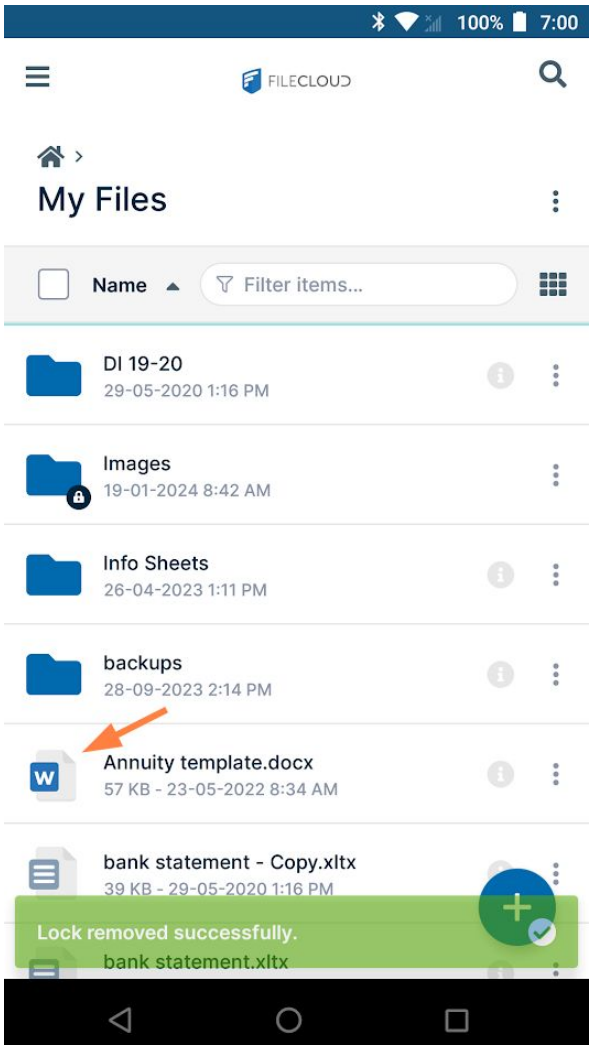


To unlock a file or folder

1. Tap the More icon to the right of the file or folder.
   The list of actions for the file or folder opens, but shows **Unlock** instead of **Lock**.
2. Click **Unlock**.



The item is unlocked and no longer appears with a lock icon.



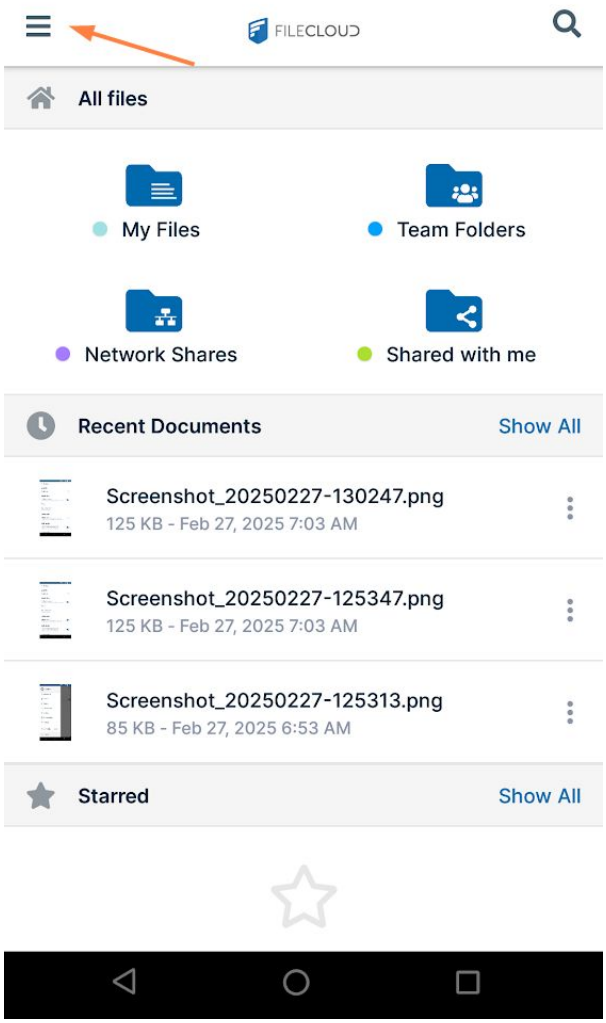
View File Operations in Android

You can view media sync operations in the **File Operations** window.

If the media sync is still being performed, the window shows you its progress. When the operation completes, the window displays a finished message with a green check icon if it completed successfully or a red x icon if it finished with errors. You can see log records of the completed operation by clicking the arrow next to it.

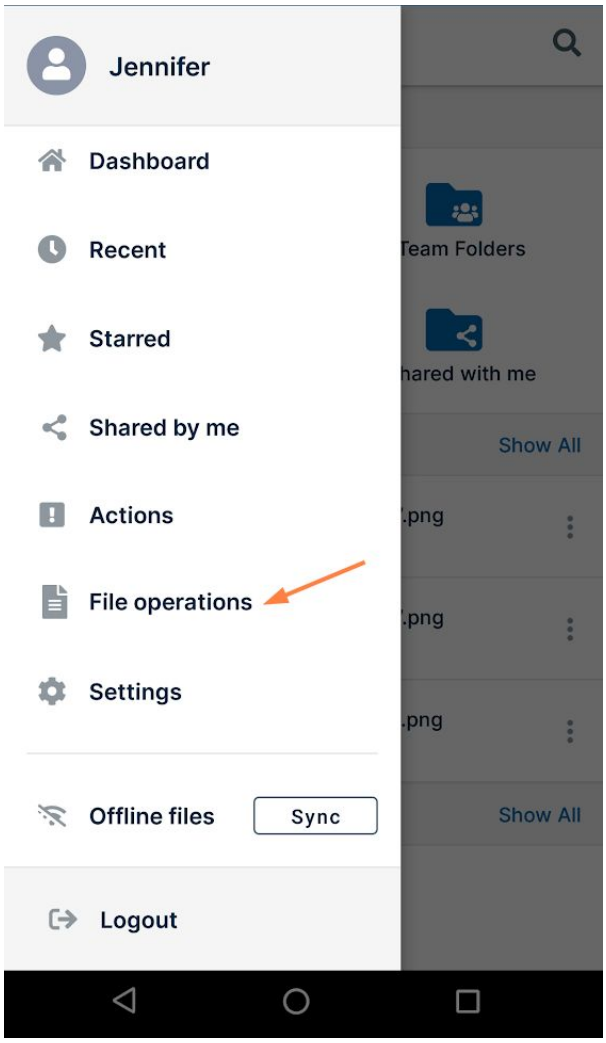
To open the File Operations window:

1. Tap the menu icon in the upper-left of the screen.



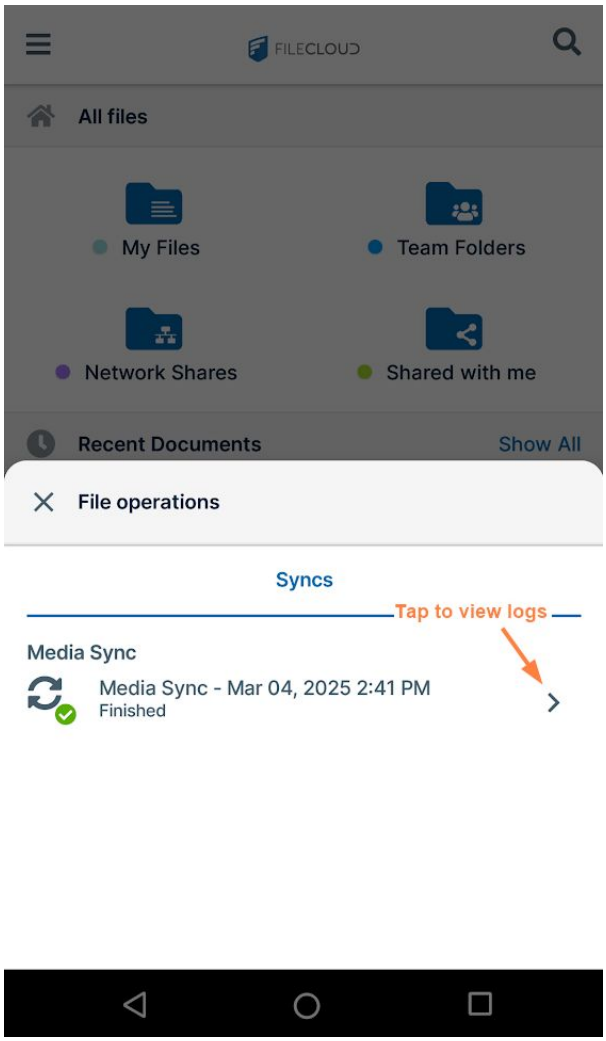
The navigation pane opens.

2. Tap **File Operations**.

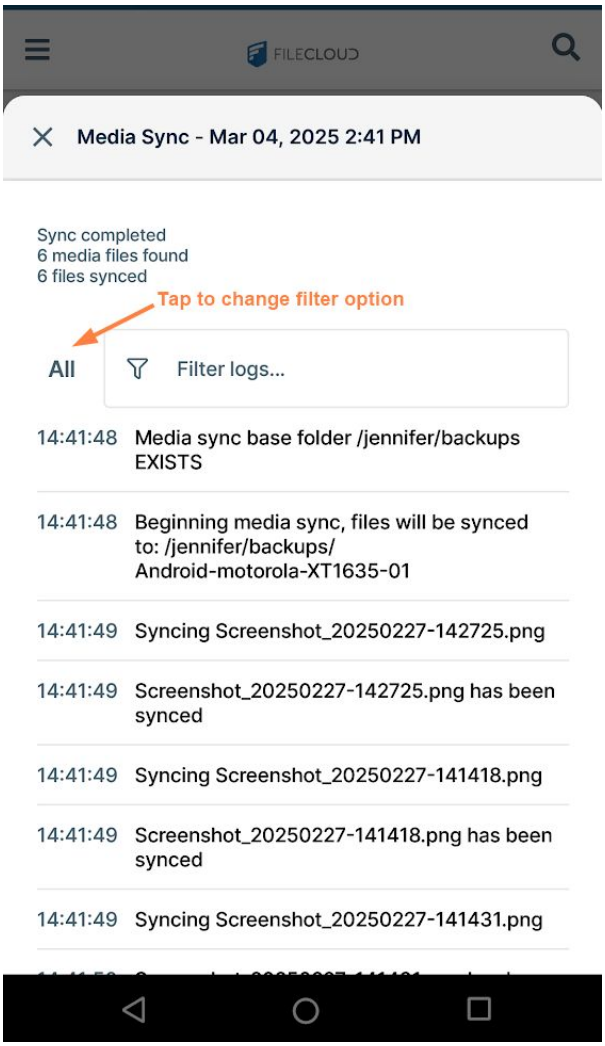


The File Operations window opens and displays the most recent media sync.

3. Tap the arrow next to the media sync action to see the log files associated with it.

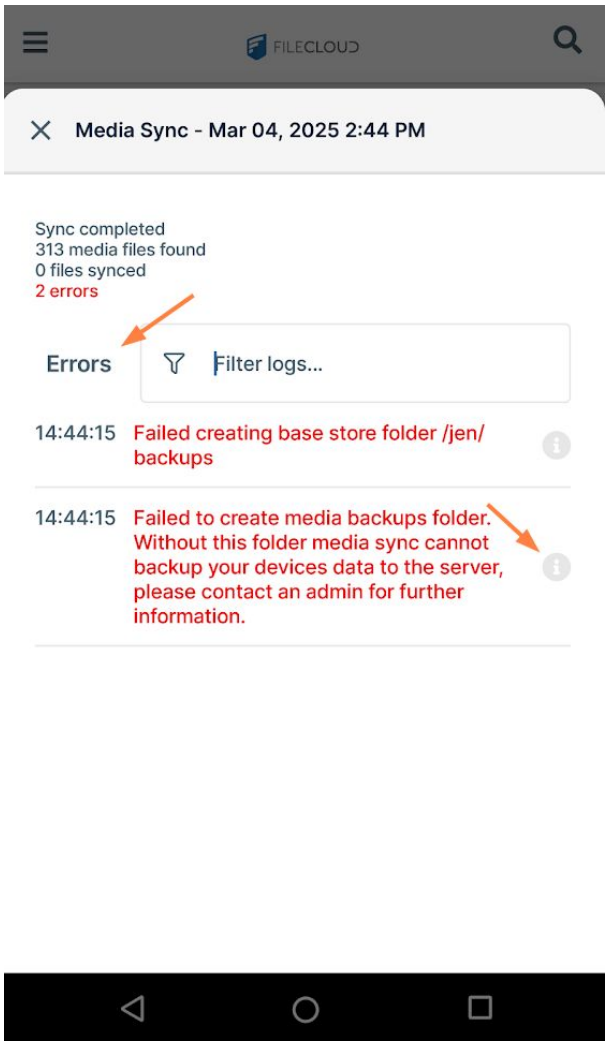


4. You can filter sync logs by entering a text string in the **Filter logs** box or, to view log files by status, by tapping the label next to the **Filter logs** box and choosing **All**, **Info**, or **Errors**.

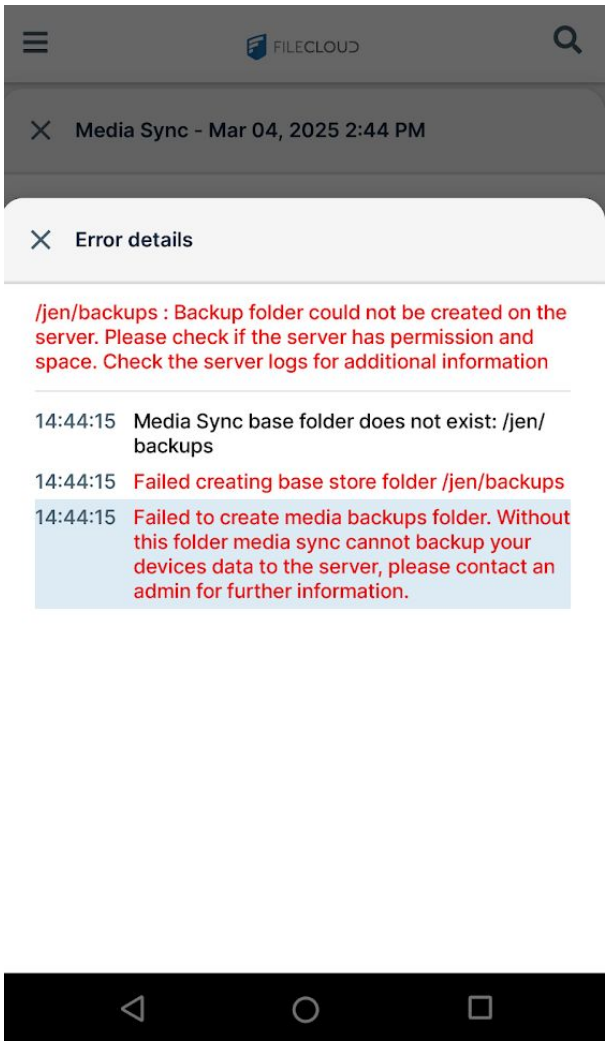


Viewing errors

If you want to see a list of sync errors, tap the label of the **Filter logs** box until it says **Errors**, as in the following screenshot.
When you filter by errors, each error log entry has an info icon next to it that you can tap to view error details.



The details for the second log entry in the image above appear as follows:



Syncing FileCloud on Android

- Enabling Offline Sync on Android (see page 507)
- Starting an Offline Sync on Android (see page 510)
- Checking Sync Status on Android (see page 514)
- Disabling Offline Sync on Android (see page 516)

Enabling Offline Sync on Android

FileCloud supports offline sync.

With this feature you are able to :

- Download files to access them while offline

- Update your local version of a file when the remote version has changed
- Add new local files that will be uploaded when connectivity is available

Note: Only folders can be synchronized.

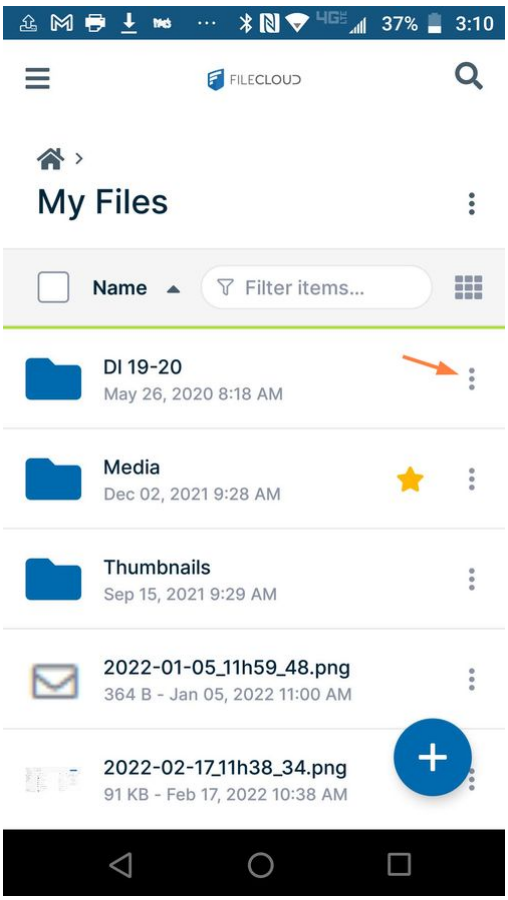
To have a folder's content available when you are offline, you must:

1. Enable the feature.
2. Start an offline sync. (see page 510)

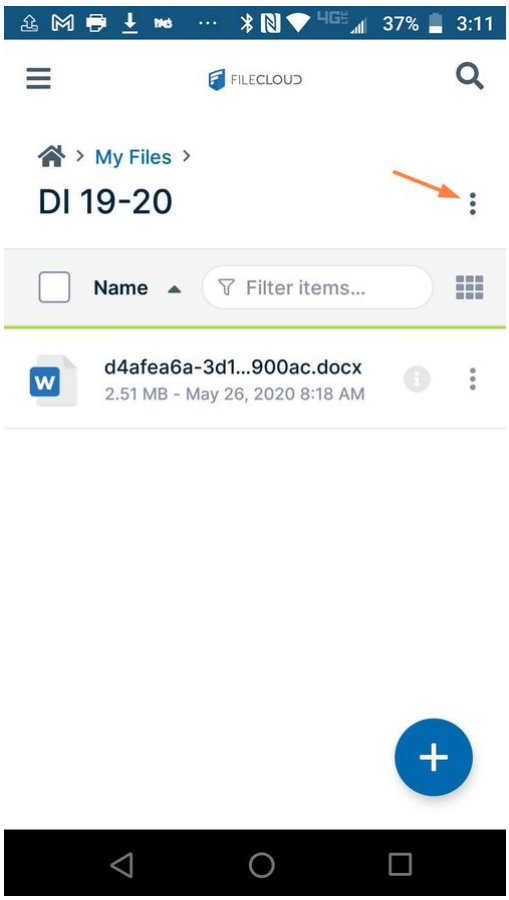
To enable offline availability:

1. Open the FileCloud app.
2. Navigate to the folder you want available when you are offline.
3. Open the folder options from the folder listing or from inside the folder:

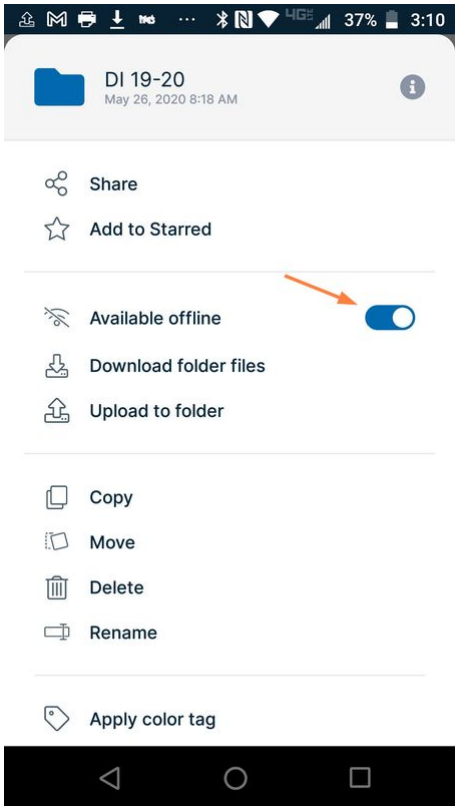
From the folder listing menu



From the menu inside the folder

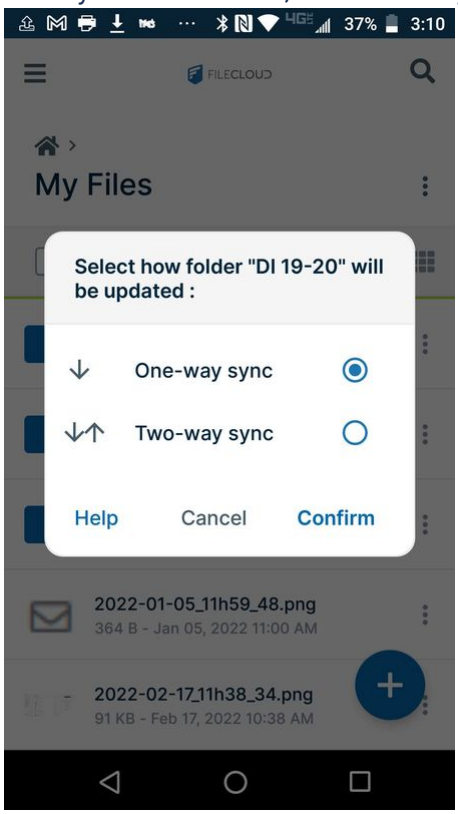


4. For **Available offline**, slide the switch to the right so that it is on.



5. Choose a Sync direction.
   One-way sync: Any changes made to your local files will be ignored. When syncing, your local files will be overwritten with updated files from the server.
   Two-way sync: Changes made to your local files will be uploaded to the server when syncing. Any files on the server that have updated since the last sync will replace your local files.

When you click **Confirm**, the folder is synced.



To have a folder's most recent content available, sync before you go offline.
Starting an Offline Sync (see page 510)

Starting an Offline Sync on Android

After you enable Offline Availability for a folder, you must sync the contents before you go offline.

- Only folders can be synchronized
- Files will be uploaded or replaced depending on whether you chose One-Way or Two-Way Synchronization
- **One-way sync:** Any changes made to your local files will be ignored. When syncing, your local files will be overwritten with updated files from the server.
- **Two-way sync**: Changes made to your local files will be uploaded to the server when syncing. Any files on the server that have updated since the last sync will replace your local files.

To have a folder's content available when you are offline, you must:

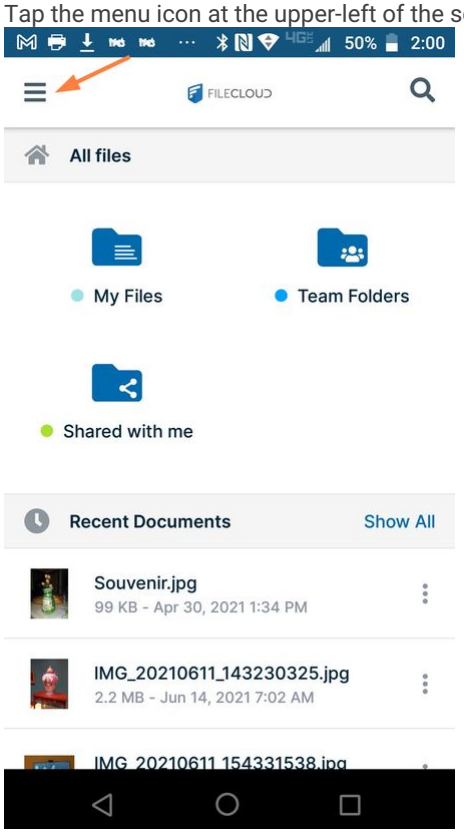
1. Enable the feature. (see page 507)
2. Start an offline sync.

Starting an offline sync.

To perform the actual sync, you have two options:

For a one-time sync:

1. Tap the menu icon at the upper-left of the screen.

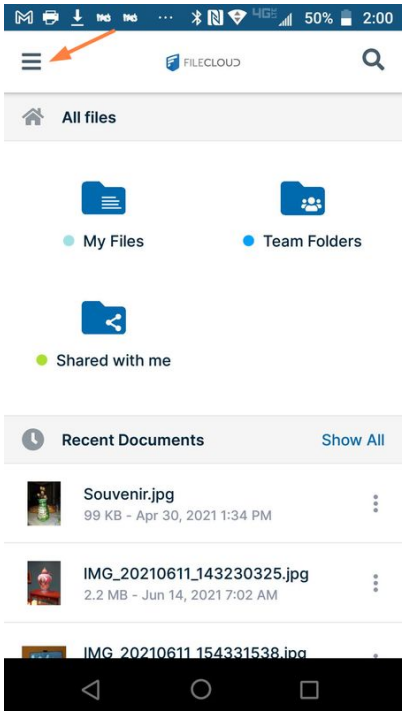


2. Next to **Offline files**, tap **Sync**.

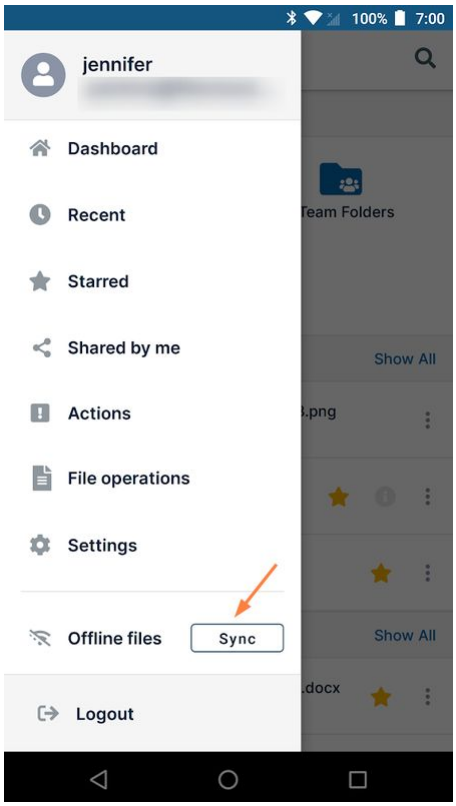
To automatically start an offline sync when:

- you open the app
- you open the accounts screen

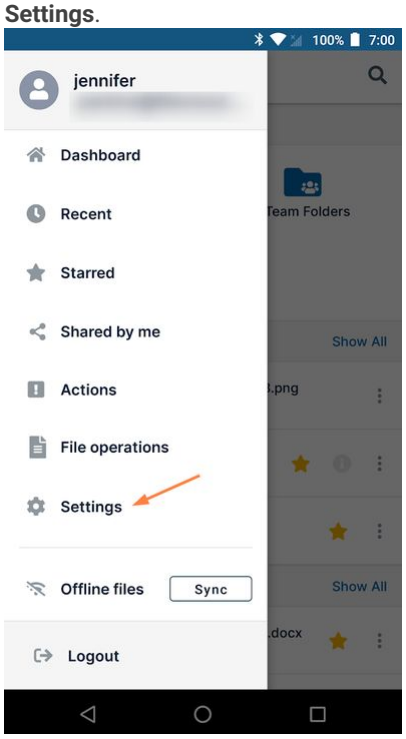
1. Click the menu icon at the upper-left of the screen.



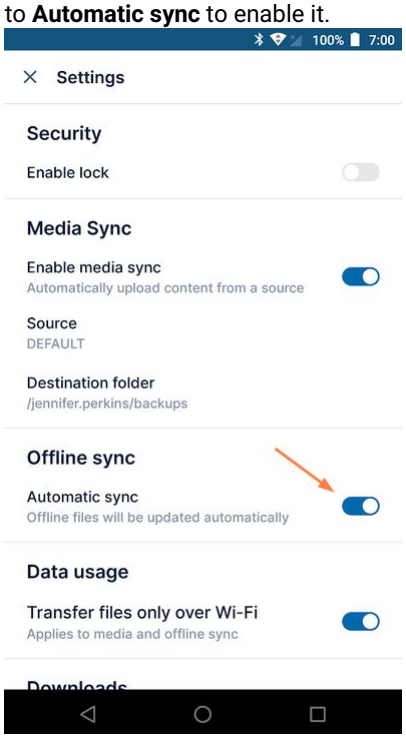
To perform the actual sync, you have two options:



2. In the screen that opens, click **Settings**.



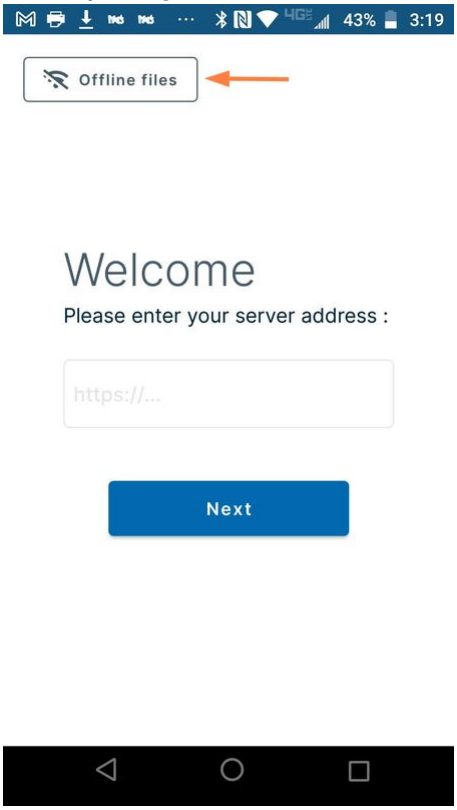
3. In the **Settings** screen, scroll down to **Offline sync** and click the slider next to **Automatic sync** to enable it.



Browsing your offline files

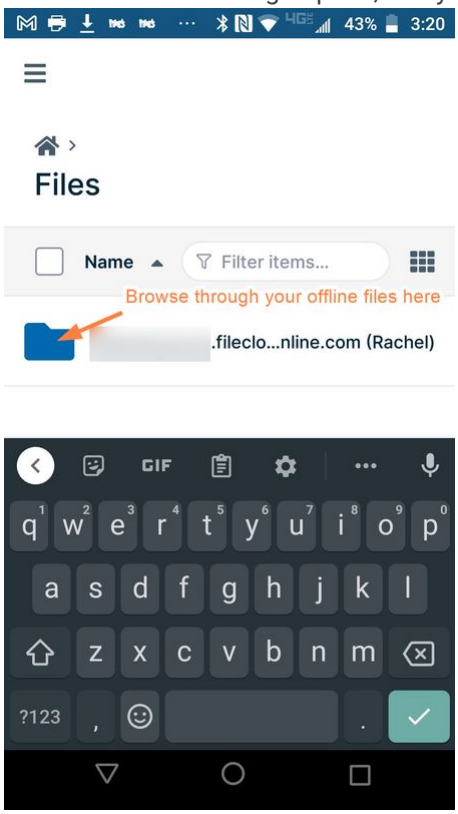
To browse your offline files:

1. Before you log in, if there are offline files synced, an **Offline files** button appears.



2. Click the **Offline files** button.

3. Your offline files storage opens, and you can browse through the folders to access your files.



Checking Sync Status on Android

While offline sync is performing in the background, you can monitor its progress and check for issues.

An online sync includes:

- Downloading files to access them while offline
- Updating your local version of a file when the remote version has changed
- Adding new local files that will be uploaded when connectivity is available

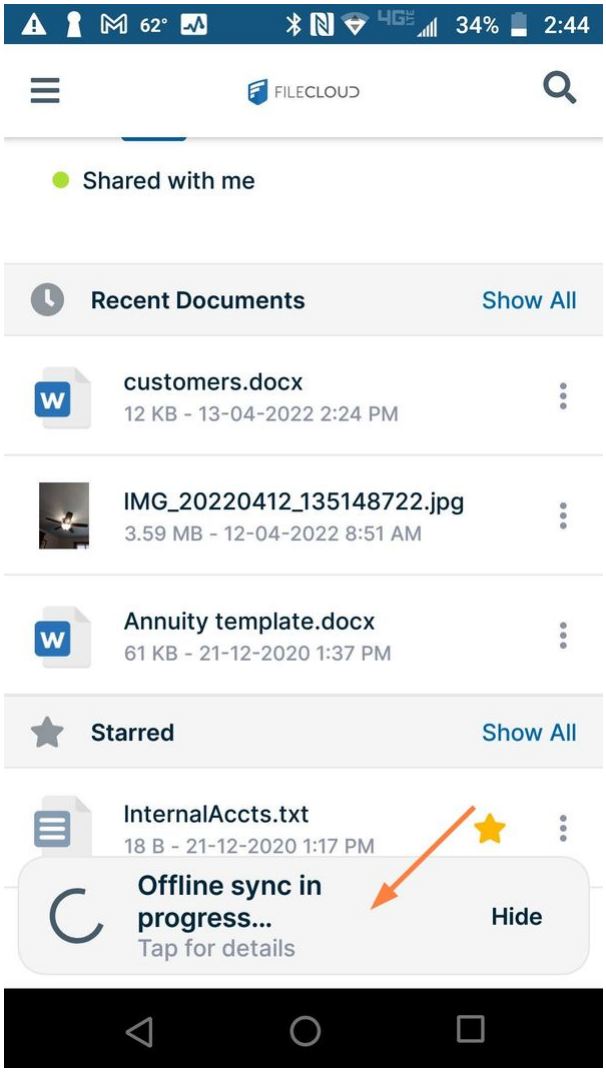
Only folders can be synchronized.

Files will be uploaded or replaced depending on whether you chose One-Way or Two-Way Synchronization.

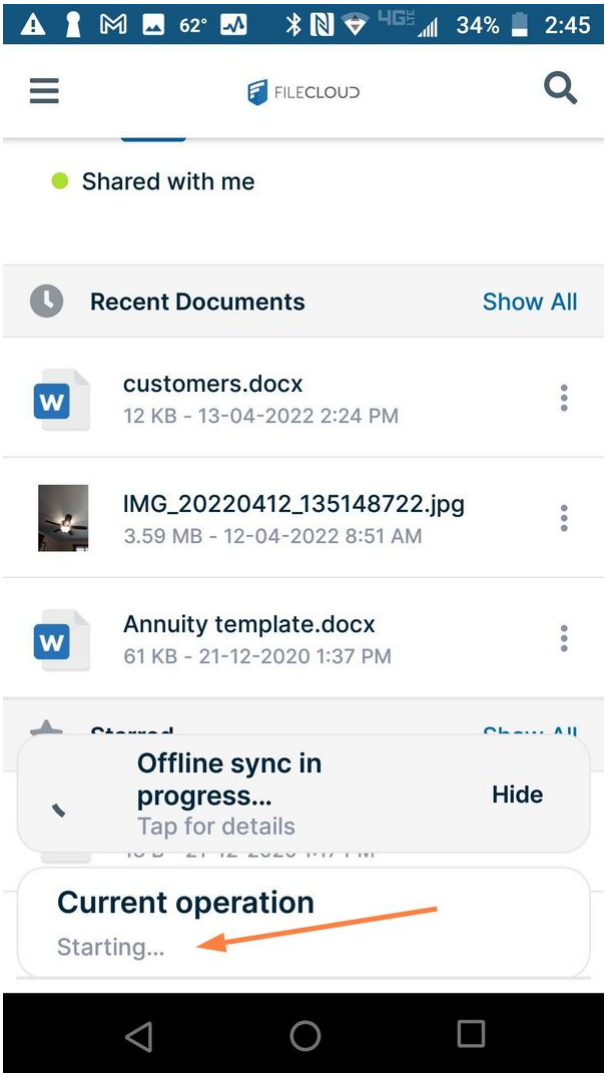
- **One-way sync**: Any changes made to your local files will be ignored. When syncing, your local files will be overwritten with updated files from the server.
- **Two-way sync**: Changes made to your local files will be uploaded to the server when syncing. Any files on the server that have updated since the last sync will replace your local files.

To check the status of an offline sync:

During a sync, a pop-up notification remains at the bottom of your screen in the FileCloud app with the message **Offline sync in progress**:



Click **Tap for details** to see the app's current action in the sync process:



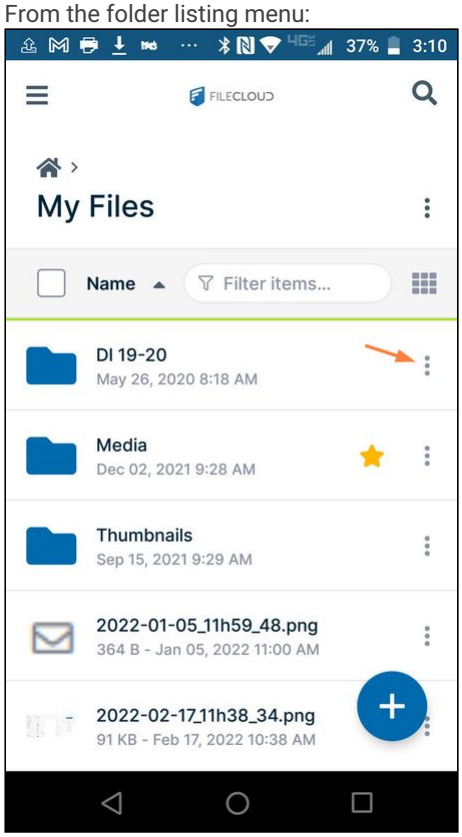
Disabling Offline Sync on Android

If you no longer want to download files to access them while offline or update your local version of files, you can disable offline availability.

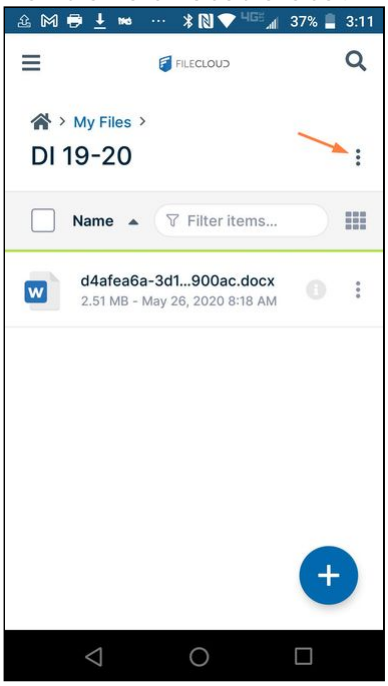
To disable offline availability:

1. Open the FileCloud app.
2. Navigate to the folder that was available offline.
3. Open the options menu from:
   - the folder listing
   - inside the folder

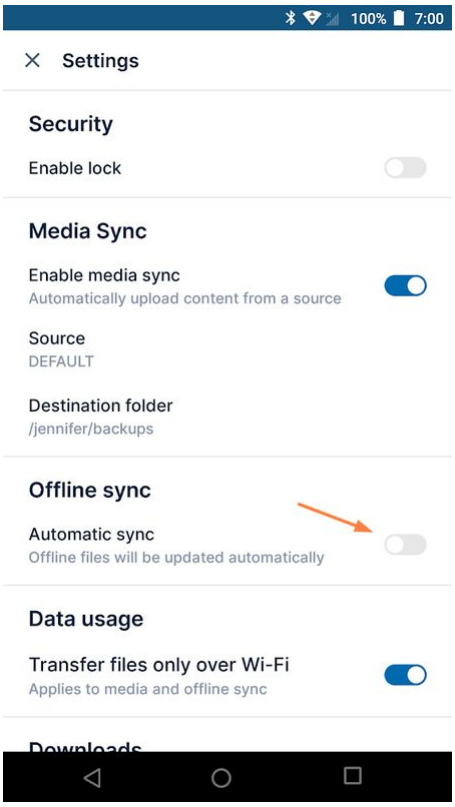
From the folder listing menu:



From the menu inside the folder:



4. Disable offline availability.
   Slide the **Available offline**, switch to the left so that it is off.



Using FileCloud with Other Android Apps

- Access FileCloud Server Files from Other Apps (see page 518)
- Saving Files from Other Apps to FileCloud (see page 524)
- Sending FileCloud Files Using Other Android Apps (see page 536)

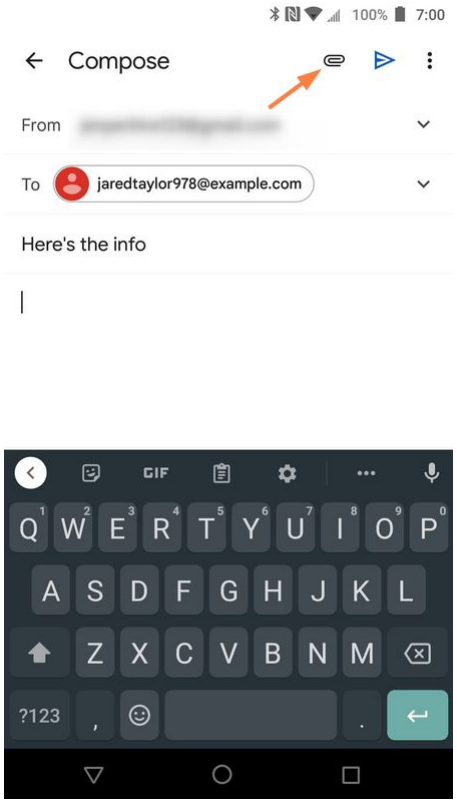
Access FileCloud Server Files from Other Apps

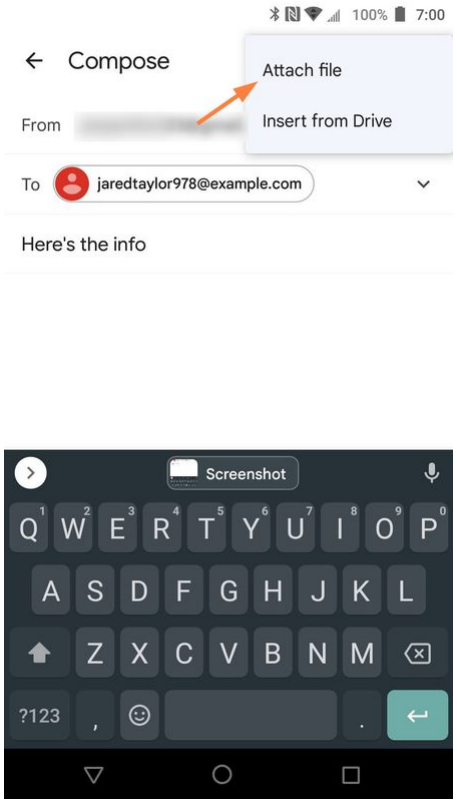
On Android, when you are working in another app, you can remain in that app to upload or attach a file stored in FileCloud.

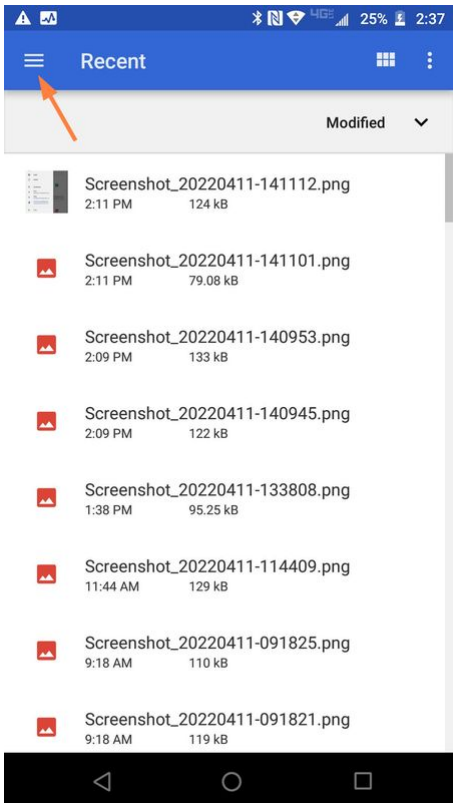
The following example uses Gmail to demonstrate how to access FileCloud files from another app, however, you could use the same process in any app that allows you to upload or browse files external to it.

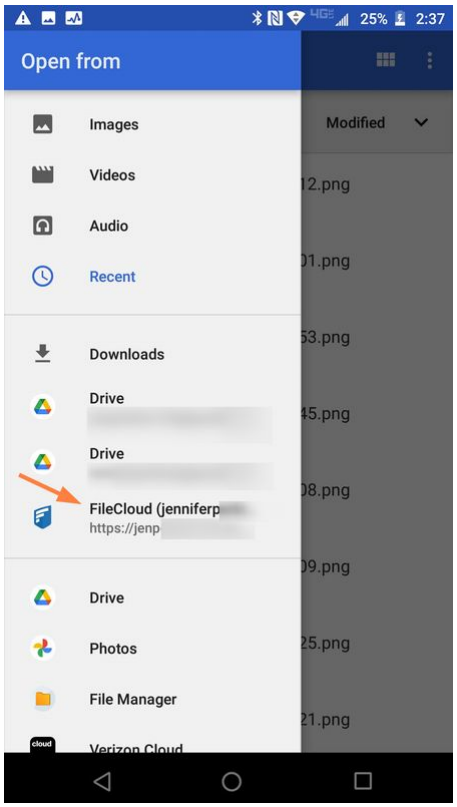
Attach a file to an email using Android's Gmail app

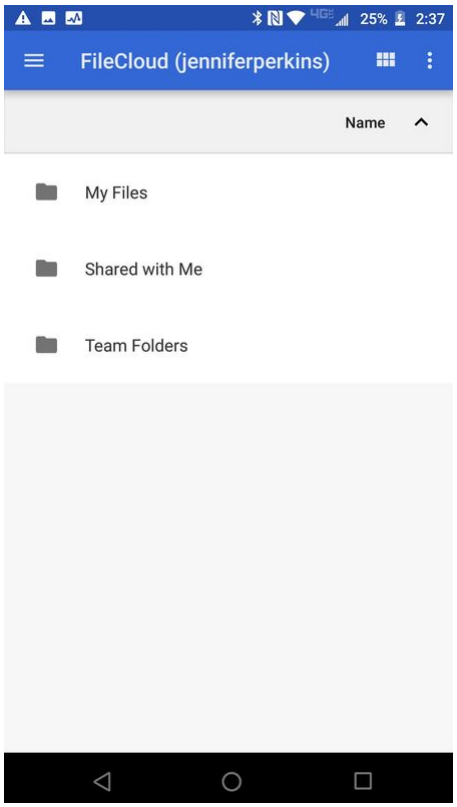
1. On your Android device, open Gmail.
2. Tap **Compose**.
3. To attach a file, tap on the paperclip.

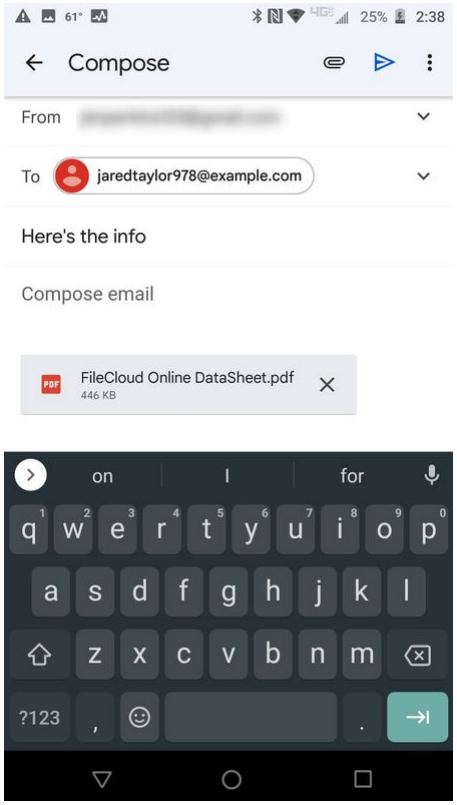


Attach a file to an email using Android's Gmail app	
4. Tap **Attach file**.	

Attach a file to an email using Android's Gmail app	
Initially, Android may open the last location accessed. If it does, tap the menu icon in the upper-left corner.	

Attach a file to an email using Android's Gmail app	
You should see a panel similar to the one shown here. 5.Tap **FileCloud**.	

Attach a file to an email using Android's Gmail app	
Your FileCloud folders appear. 6. Navigate to the folder containing the file, and select the file to attach to the email.	

Attach a file to an email using Android's Gmail app	
Now the FileCloud file is attached to the email.	

Saving Files from Other Apps to FileCloud

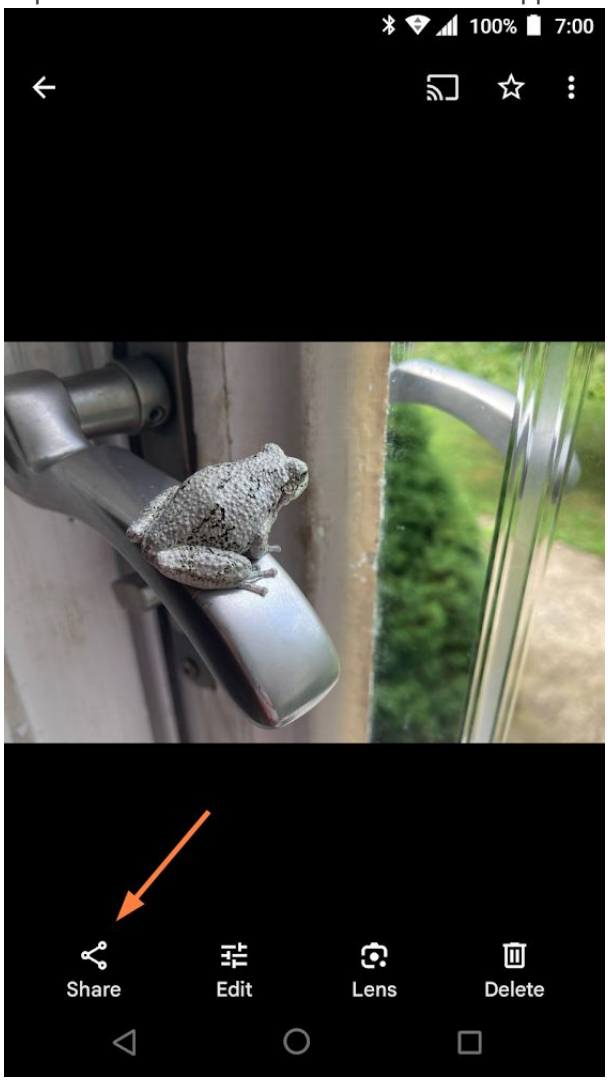
On Android, when you are working in another app, you can remain in that app and save a file to FileCloud.

The following example uses Google Photos to demonstrate how to save files to FileCloud from another app, however, you could use the same process in any app that allows you to save to other apps.

To save files from other apps to FileCloud:

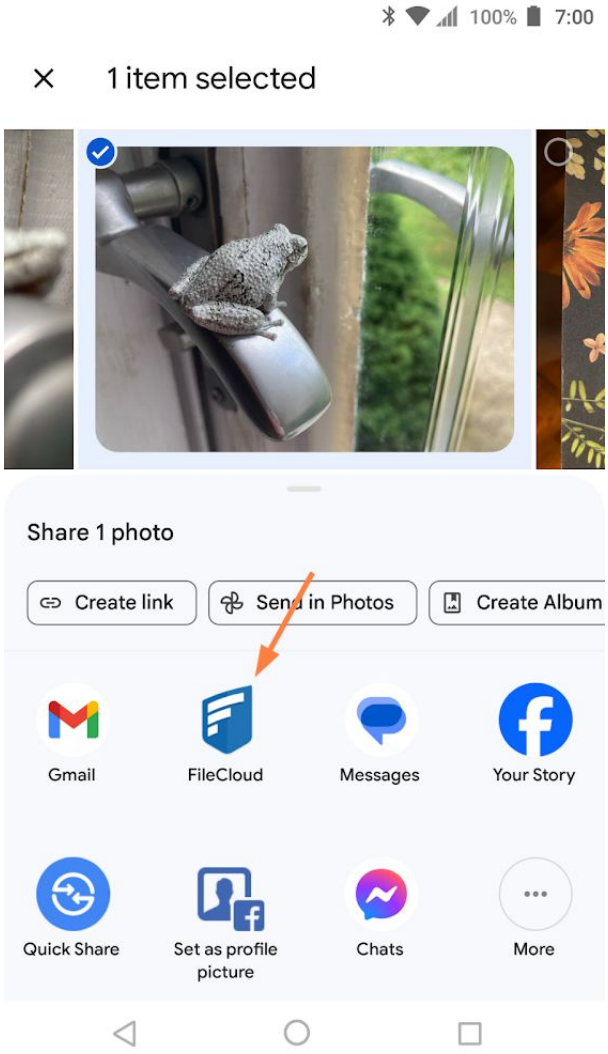
1. Open the other app on your Android device.
2. Access the file(s) to upload.

3. Tap the the icon to **Share** or **Save** to in the app.

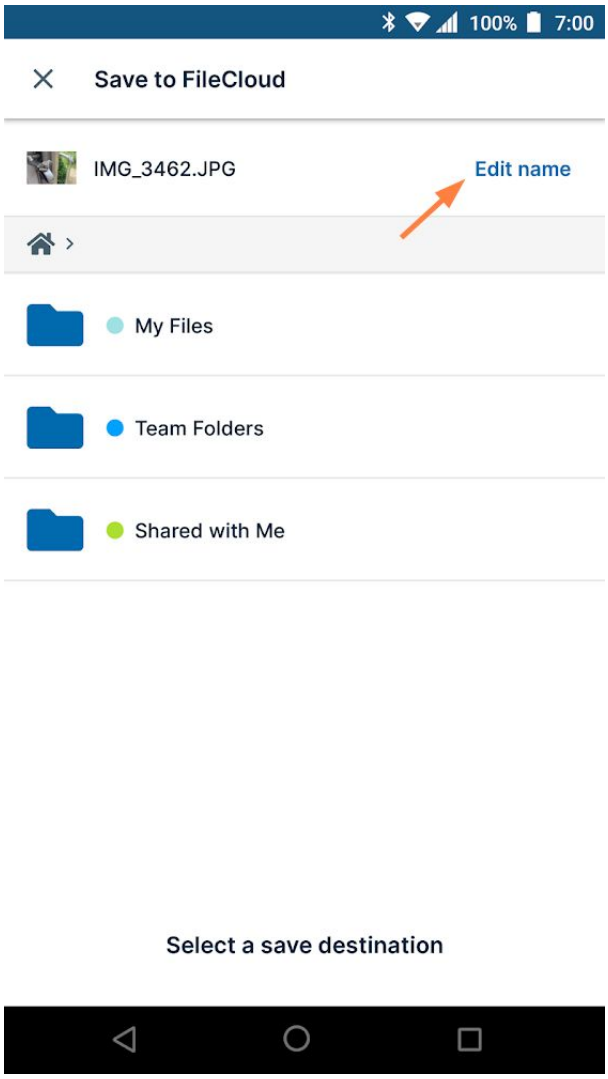


In Google Photos, the option is **Share**.

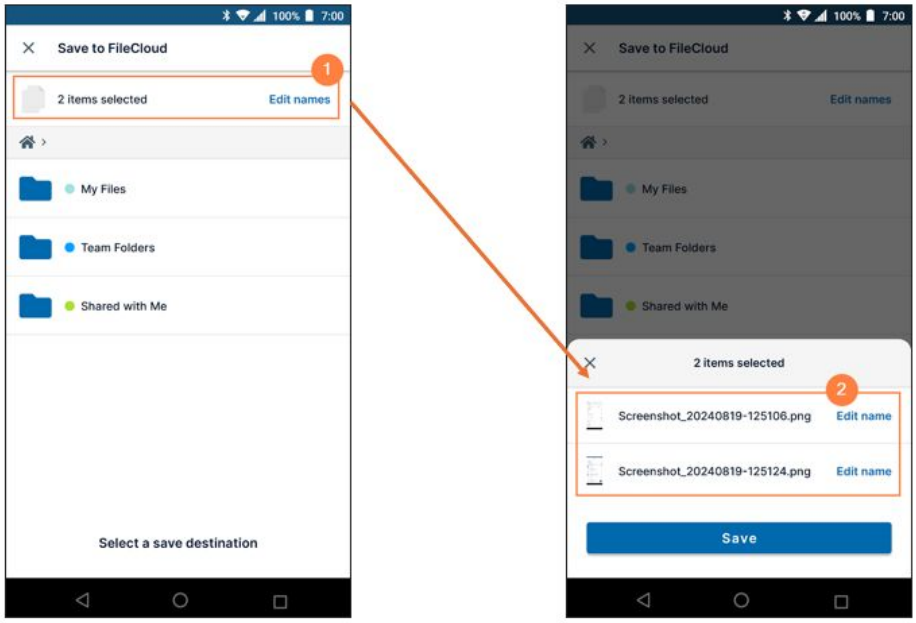
4. Select the FileCloud app icon from the list of options.



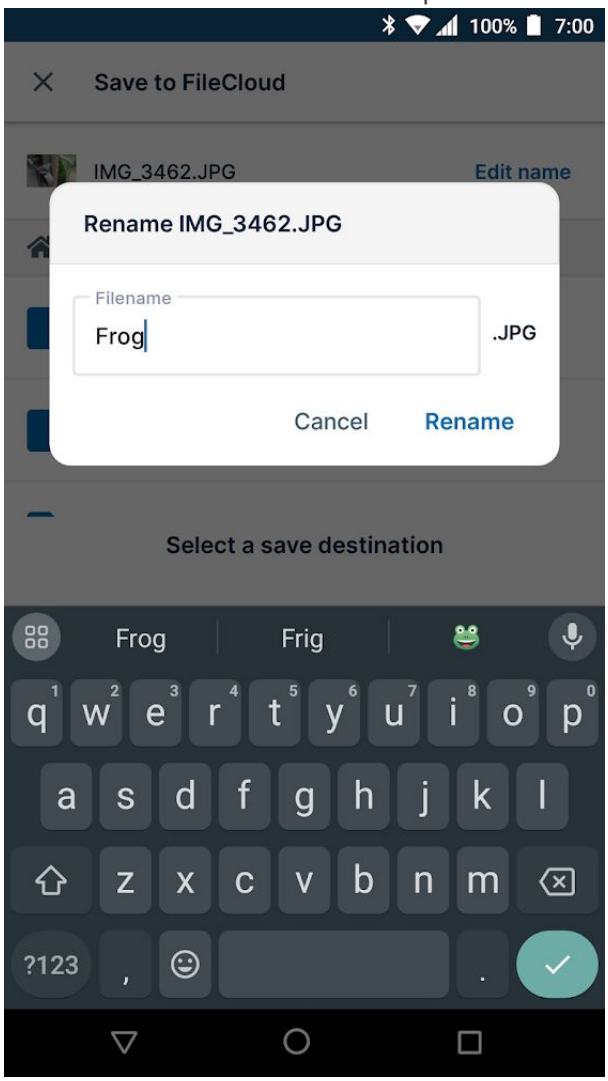
The **Save to FileCloud** screen opens. (If your FileCloud login credentials are not saved in Android, you are prompted to log in to FileCloud first).
You are given the option of editing the filename before you save it to FileCloud.


100% 7:00
Save to FileCloud
IMG_3462.JPG
Edit name
My Files
Team Folders
Shared with Me
Select a save destination

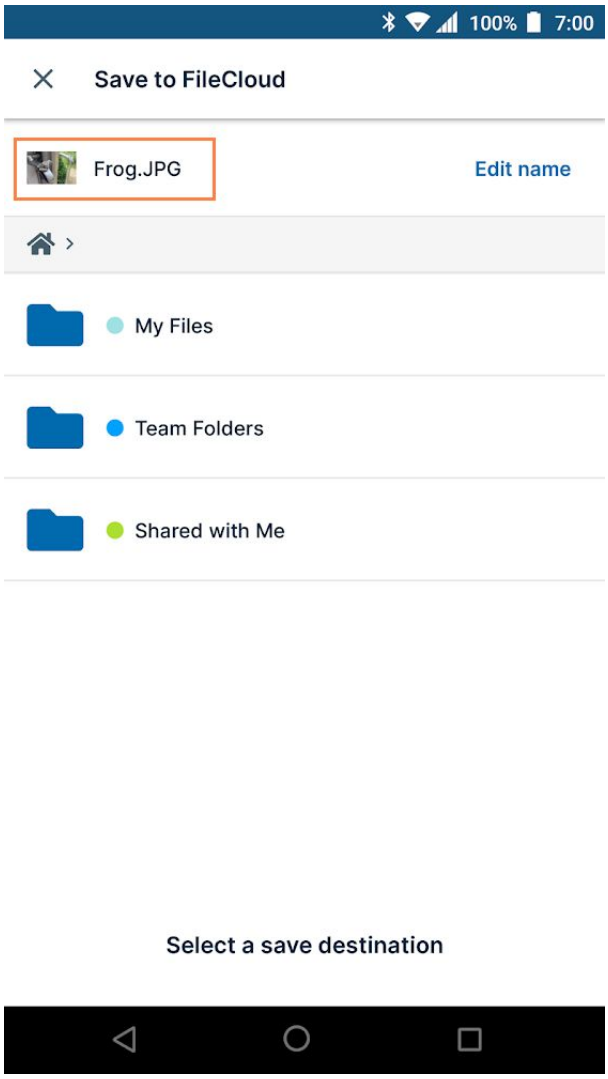
If you choose multiple files, first you see an option to edit all files selected, and after you click **Edit Name**, the **Edit Name** option for each file appears.



5. Enter a new name for the file and tap **Rename**.

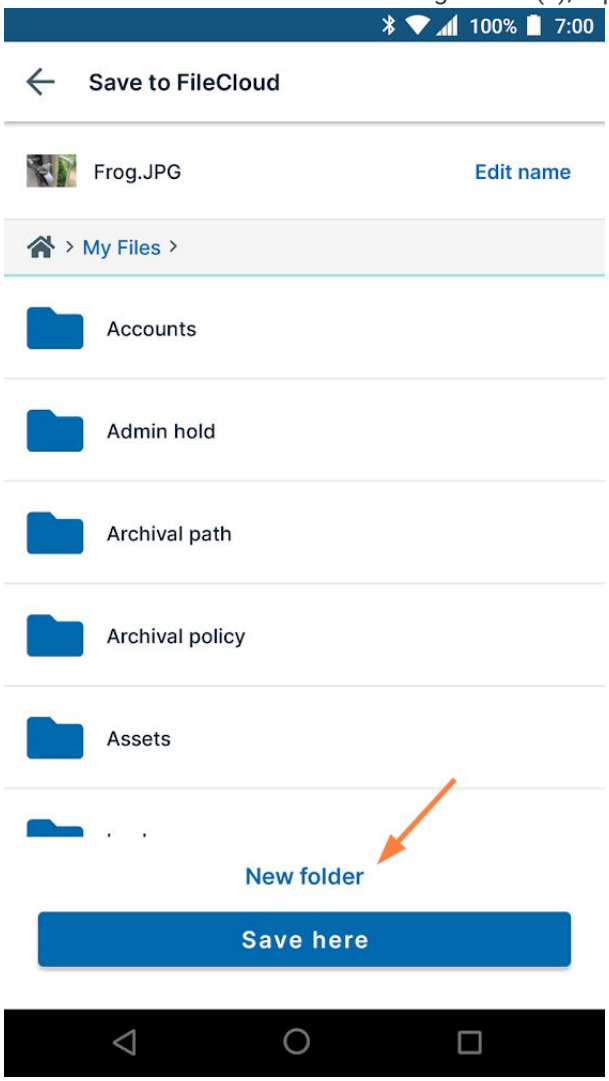


The file is renamed.

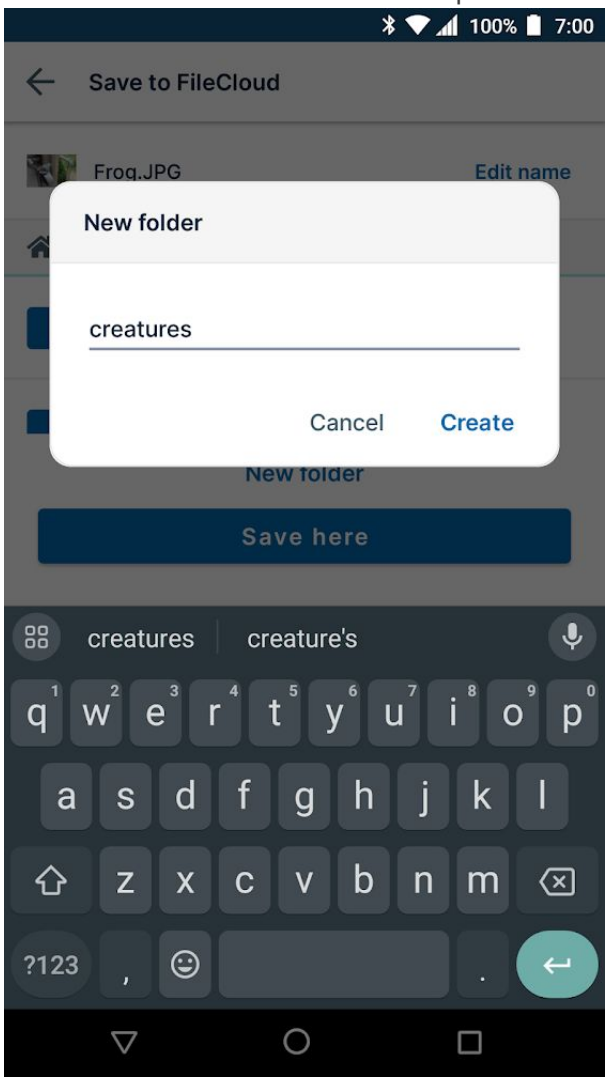


6. Navigate to the FileCloud folder where you want to save the file(s).

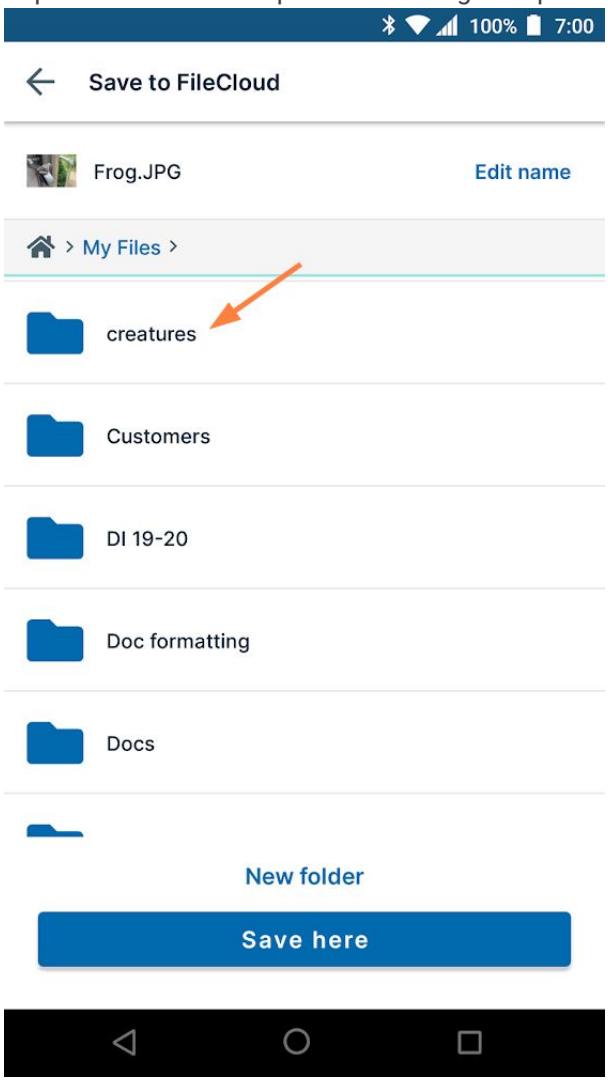
7. To create a new sub-folder for storing the file(s), tap **New Folder**.



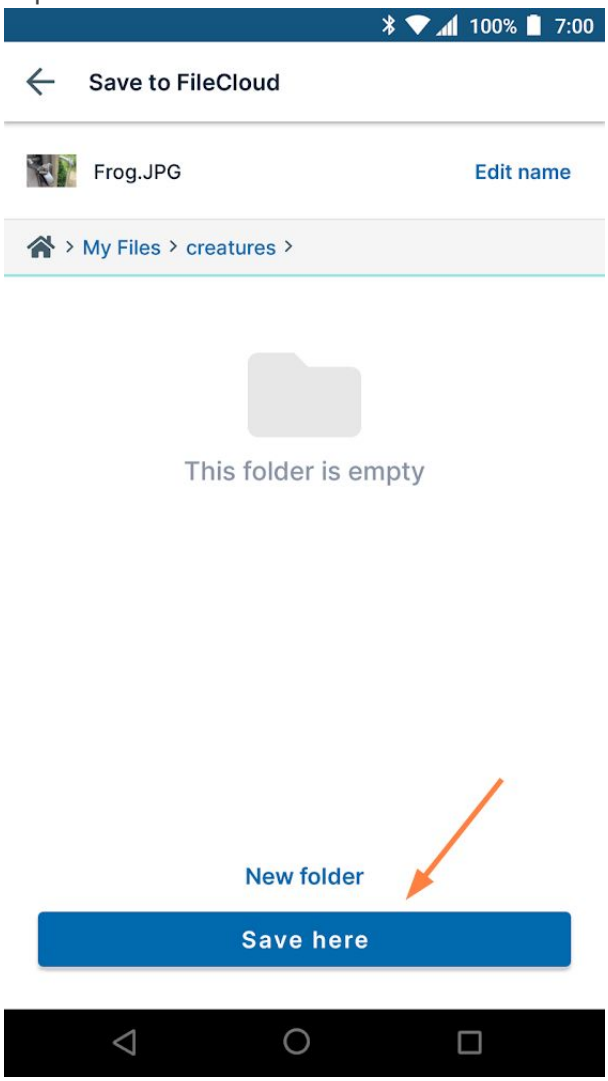
8. Enter a name for the new folder and tap **Create**.



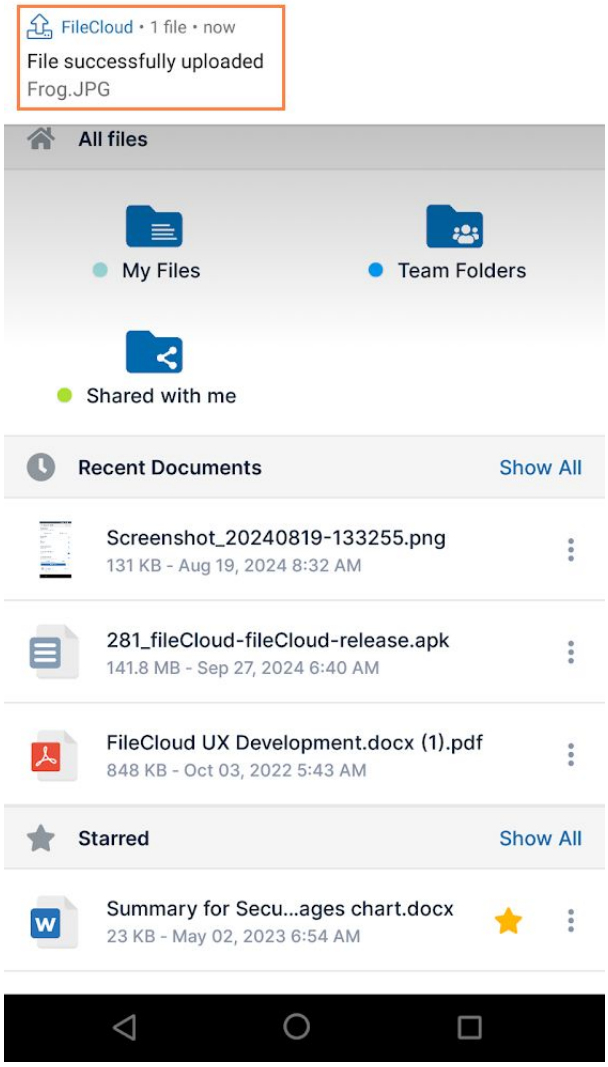
9. Tap the new folder to open it for storing the uploaded file(s).



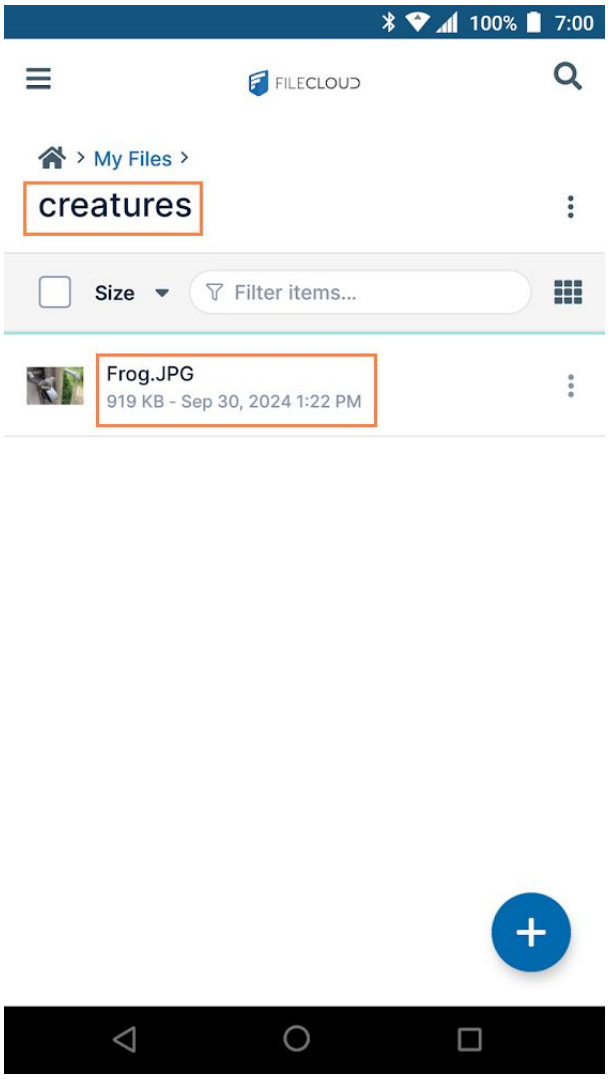
10. Tap **Save here**.



The file(s) are uploaded to FileCloud and saved in the new folder.



Navigate to the folder where you stored a file to confirm that it was saved there with the correct filename.



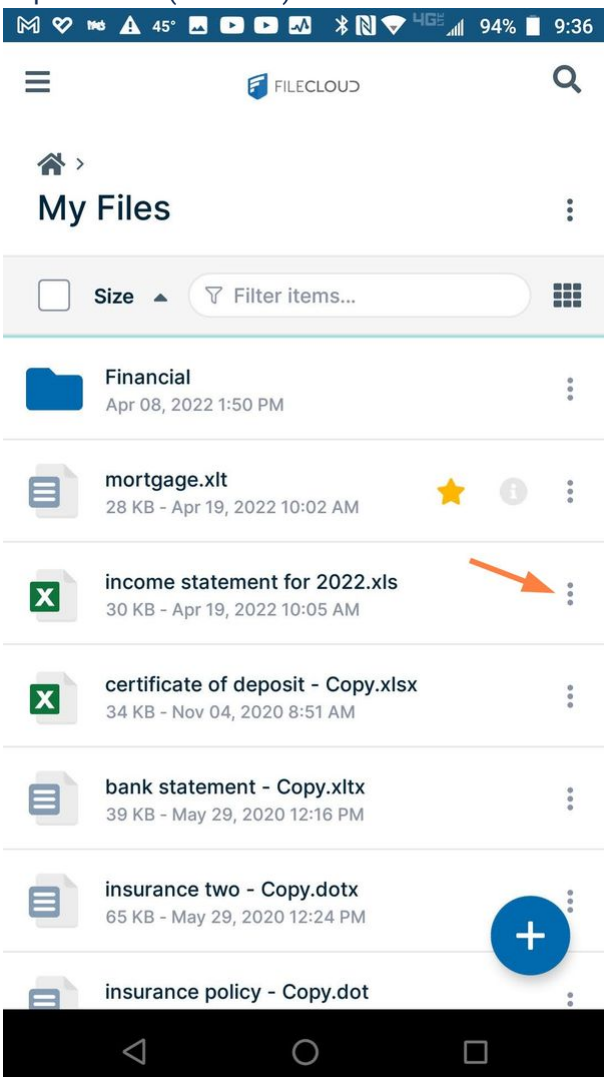
Sending FileCloud Files Using Other Android Apps

From the FileCloud Android app, you can use the **Send** action to send a FileCloud file using another Android app. For example, you can send the file through an email or messaging app to deliver it to another user, or you can send it to a PDF to store it in PDF format.

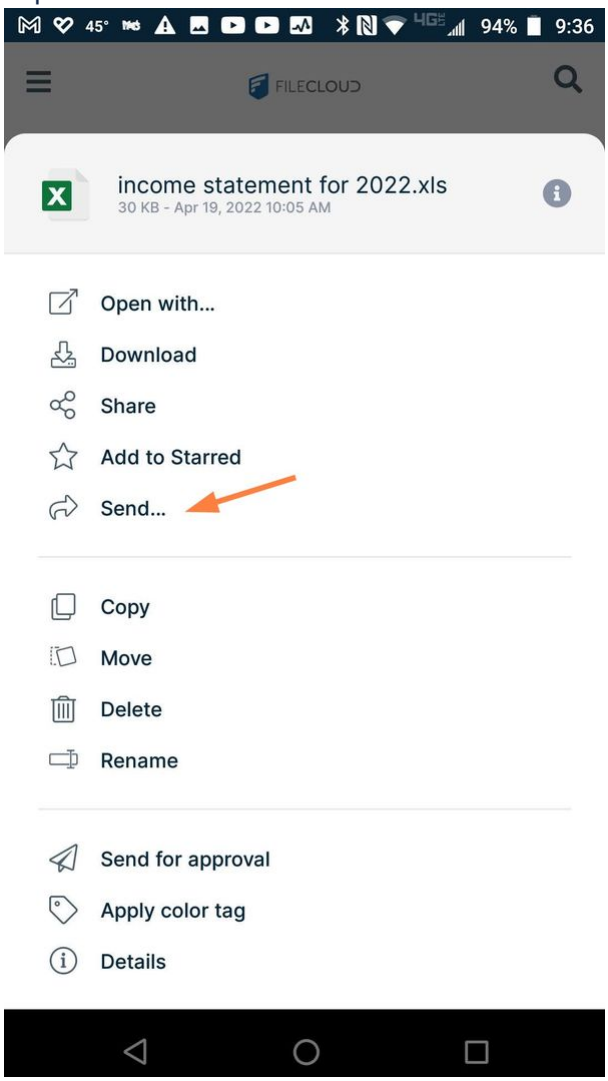
To send a file using another Android app:

1. Open the FileCloud App.
2. Navigate to the file you want to send.

3. Tap the more (three dot) icon next to the file.

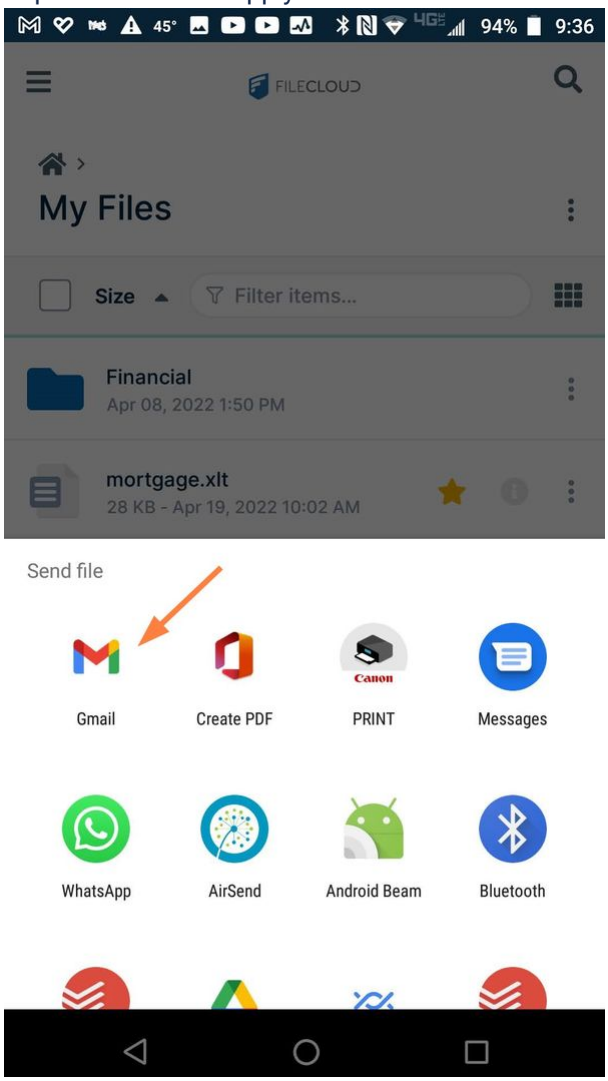


4. Tap **Send**.

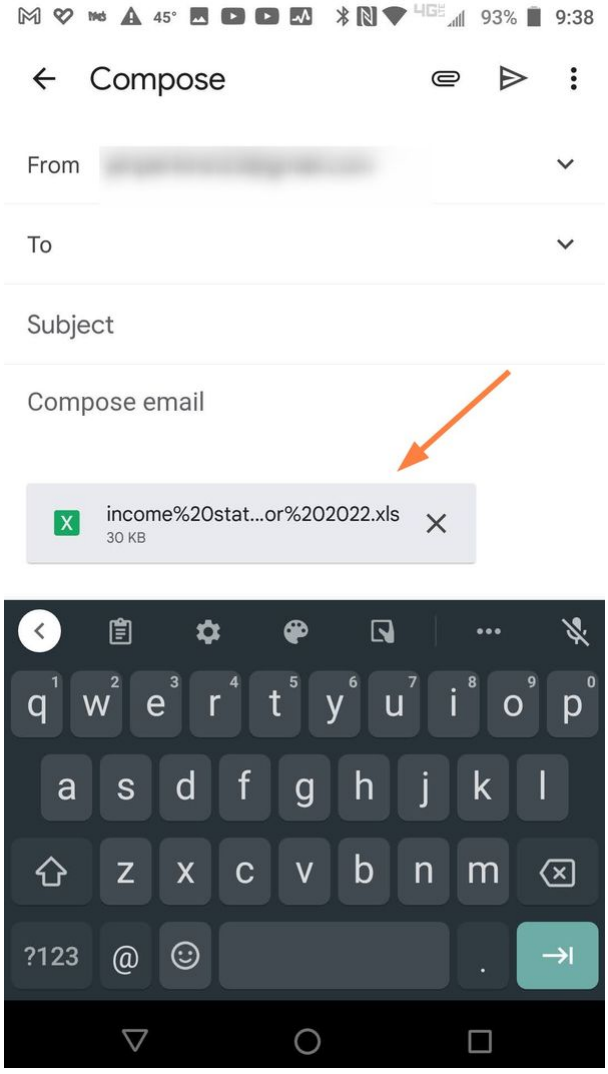


A window displaying various app icons opens.

5. Tap the icon of the app you want to use.



The app opens with the file attached.



6. Use the app as you normally would to deliver the file.

Troubleshooting Android Issues

If you encounter problems with the FileCloud Android app, you can you can use the information on this page to try and locate the issue and resolve it.

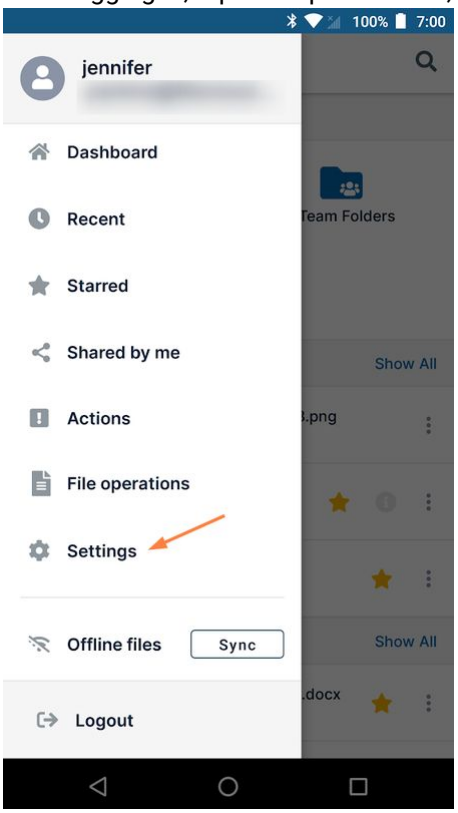
Getting Device Logs

Getting the device logs is the first step towards understanding a problem and distinguishing between server-side issues and Android issues.

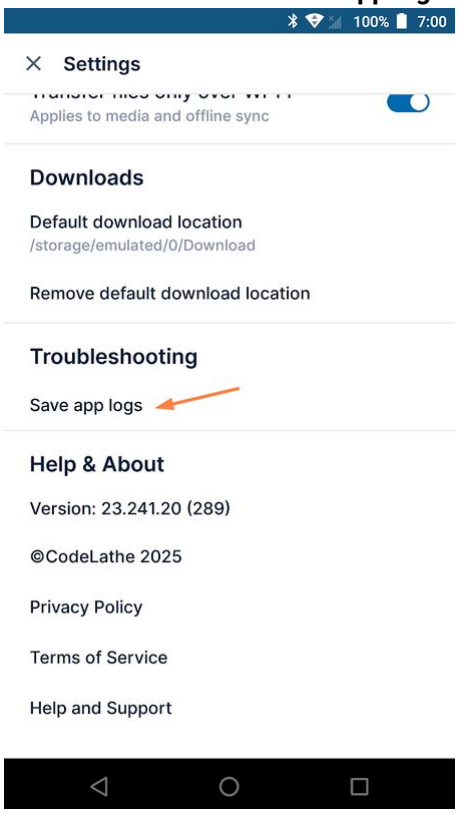
Sharing log information with our support team will help us investigate your issue and solve it promptly.

To retrieve app logs:

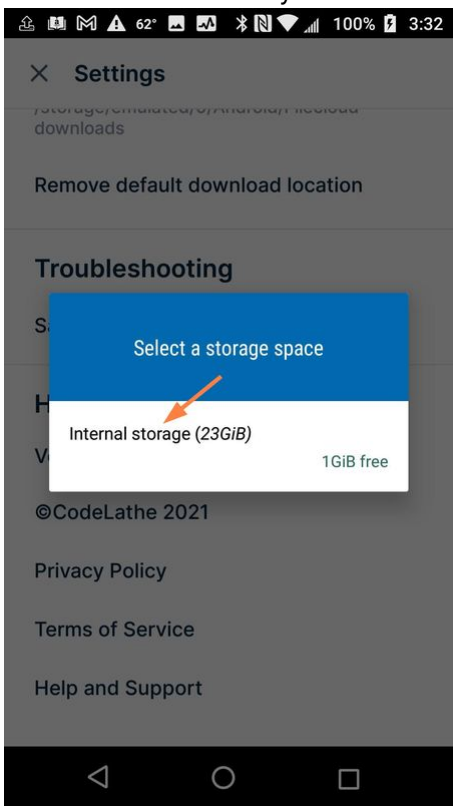
1. Go to **Settings** :
   a. From the login page, tap the **gear icon** in the top right corner.
   or
   b. After logging in, tap the triple-bar icon, and then tap **Settings.**



2. Scroll down and select **Save app logs.**



3. Select a destination on your device to save the log file



Your administrator can also get the logs from your device remotely.

Just contact your administrator and reproduce the actions that cause the issue you are experiencing.

Specific Errors

Issue	Error	Resolution
Android App Fails to Login	"Invalid Configuration" Server plugin(s) missing or disabled	• Check that your device's time and date settings are correct • Ensure that automatic time and date is not disabled

Using MDM Software with FileCloud Mobile Apps

Permissions can be set for both mobile apps and other FileCloud clients using folder permissions or share permissions. Permissions set through MDM apps (or any third party applications) override these permissions.
This page is intended for admins, and only addresses using MDM software with FileCloud mobile apps. To use MDM software with FileCloud client apps, see Managing FileCloud Client Apps with MDM Software

Support for Mobile Device Management (MDM) app configurations is available with the following versions of the FileCoud mobile apps:

- iOS 18.2.10 and higher
- Android 18.2.1 and higher

FileCloud support complies with the AppConfig Community Standards[12].

Mobile device management (MDM) is an industry term for the administration of mobile devices, such as:

- smartphones
- tablet computers
- laptops
- desktop computers

However, the information on this page only addresses MDM of FileCloud on iOS and Android devices.

MDM is usually implemented with the use of a third-party product that has management features for particular vendors of mobile devices.

Mobile devices can also be managed through:

- Enterprise Mobility Management (EMM)
- Unified Endpoint Management (UEM)

How Do I Add FileCloud to My MDM?

Remember that MDM settings are case sensitive.
When typing in configuration settings such as account and SSO information, make sure you are using lowercase letters.

12. https://www.appconfig.org/

Although you may use any MDM software to manage your FileCloud devices, it has only been tested with Manage Engine Mobile Device Manager Plus[13].

1. Enroll Your Device

When you enroll your device in the MDM software, you are issued an MDM certificate. This certificate is used to communicate with your MDM service.

Since there are many MDM providers and ways to enroll, please check your MDM documentation for instructions on how to enroll your device.

You must enroll your device. It doesn't matter if it is a personal or company-owned device.

- Personally-owned devices - in this scenario the MDM only manages some apps and those apps' configurations
- Company-owned devices - in this scenario the MDM manages everything, including the ability to remotely wipe clean all content from the device

2. Add FileCloud to Your MDM

Since there are many MDM providers and ways to add applications, please check your MDM documentation for instructions on:

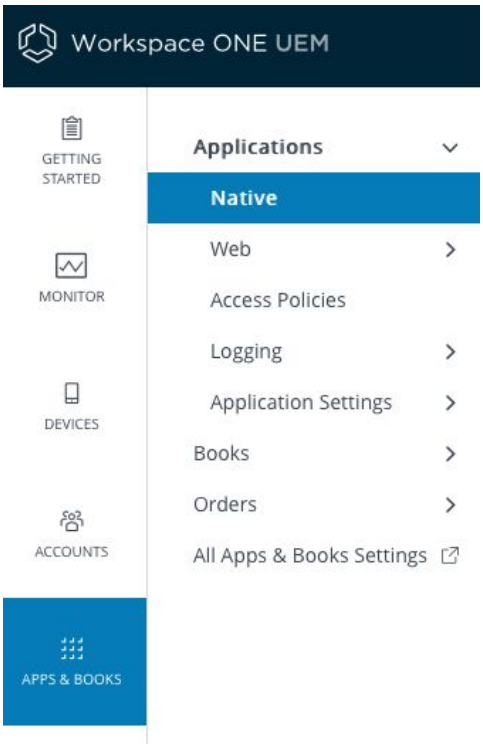
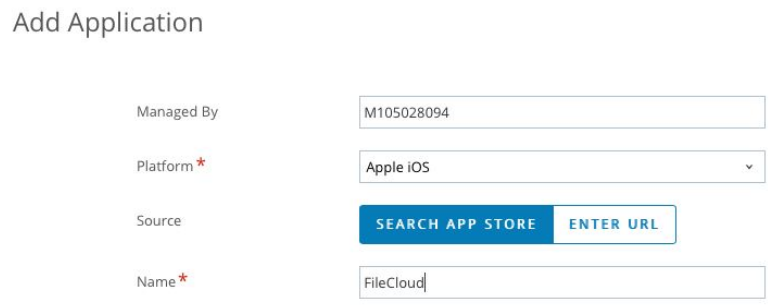
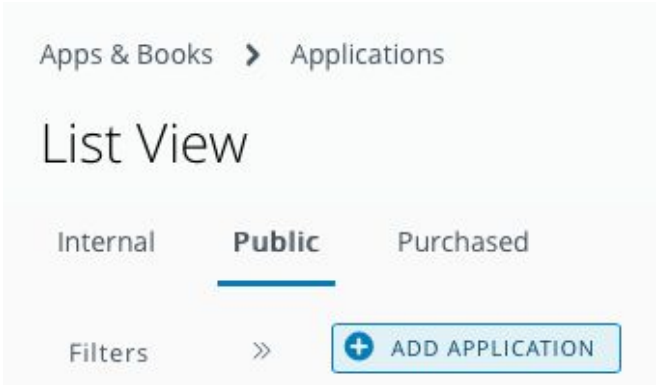
- how to add FileCloud to your MDM software.

In general, the steps for adding FileCloud to your MDM will include:

1. Open your MDM software.
2. Search for the FileCloud app.
3. Choose to add the FileCloud App.

For example, in VMWare's AirWatch MDM:

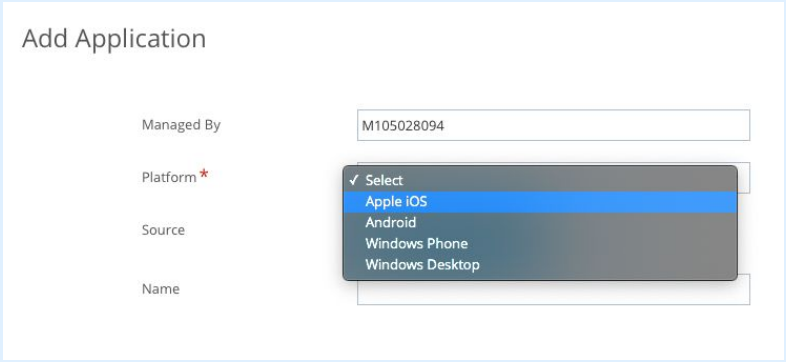
13. https://www.manageengine.com/mobile-device-management/

1. Open your MDM software.	
2. Search for the FileCloud app.	
3. Add the FileCloud App.	

Once the FileCloud app is added, complete the following steps:

- Assign the FileCloud App
- Configure the FileCloud App

These steps are discussed below in Steps 3 and 4.



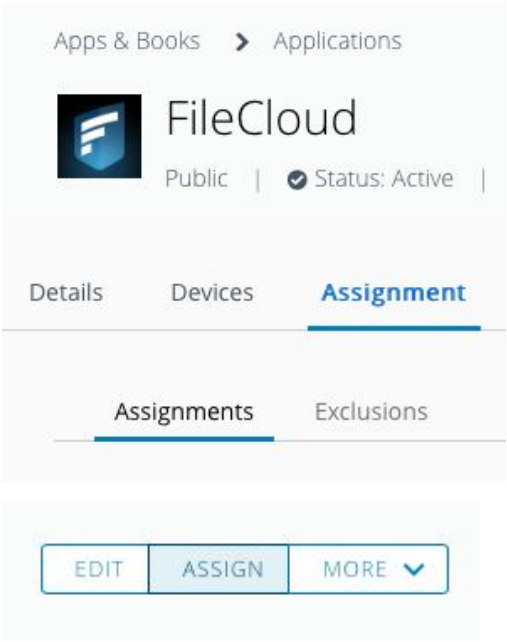
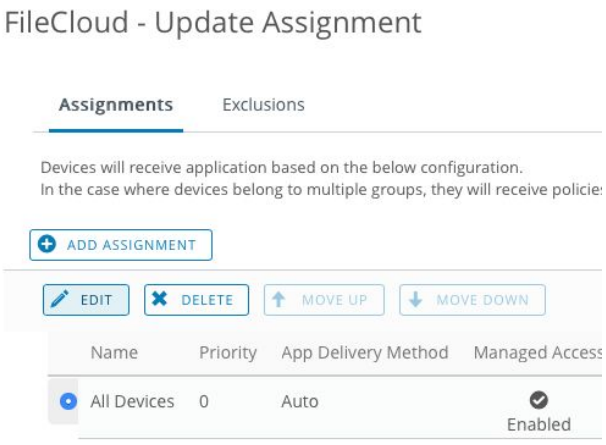
Workspace ONE® is powered by VMWare AirWatch[14], which is the unified digital workspace platform that simplifies and secures app access and IT management.

3. Assign the FileCloud App

Assignments allow you to edit the settings of an application to exclude or include specific devices, use Groups, profiles, and compliance policies.

- You can edit Assignment settings when adding the app
- To change or edit the settings, navigate to the app in your MDM software and find the Assignments section

14. https://www.vmware.com/

In your MDM software, navigate to the FileCloud app	
Add an assignment OR Edit an existing one	

For FileCloud, use the following assignments:

Managed Access = **Enabled**

Remove On Unenroll = **Disabled**

Prevent Application Backup = **Disabled**

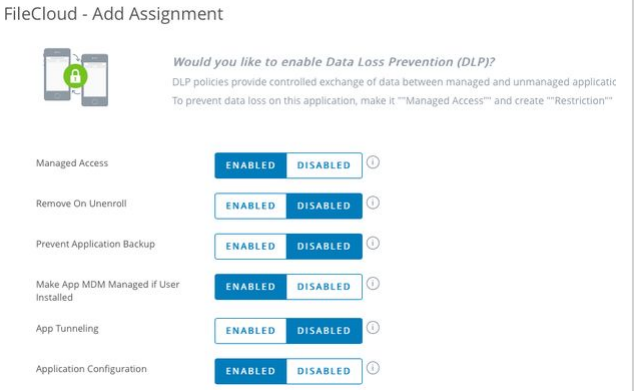
Make App MDM Managed if User Installed = **Enabled**

App Tunneling = **Disabled**

Application Configuration = **Enabled**

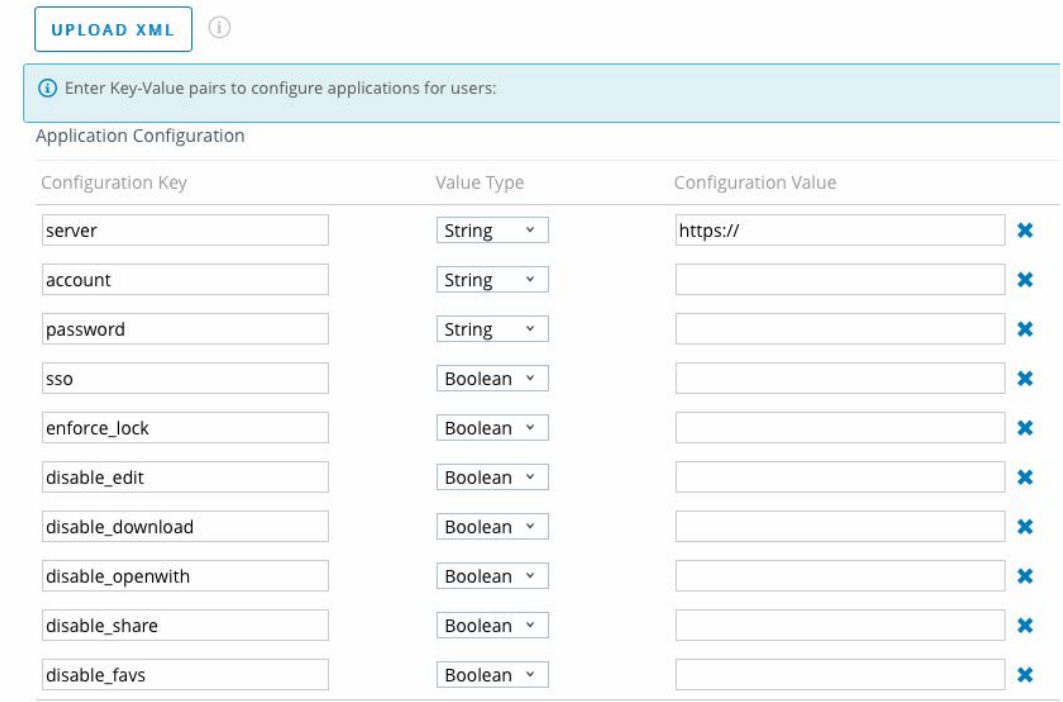
💡 Once you set **Application Configuration** to **Enabled**, you can configure FileCloud.

To configure FileCloud, use the steps below in 4. Configure the FileCloud App



4. Configure the FileCloud App

Once you set **Application Configuration** to **Enabled**, you can configure FileCloud by uploading your xml file configuration file into the MDM application or entering the values manually into the MDM application.



To configure FileCloud, you can do one of the following:

- Upload the XML configuration files listed below. This populates the configuration fields for an administrator to configure.
- Manually enter the XML. If your MDM doesn't recognize any of the provided XML spec files, you can enter these values manually.

Upload one of these configuration files:

- FileCloud MDM specfile.xml
- FileCloud MDM specfile simple.xml

Enter these values manually, using the information in the table as a guide:

XML Tag	Type	Description
account	String	Enter the name of the account you want to setup
sso	Boolean	Set this value to true to create an SSO account
password	String	Password of the account to setup (for non-SSO accounts)
server	String	Server address / URL of your FileCloud server (MUST start with http:// or https://)
enforce_authentication	String	Either **code**, **sso** or **password**
enforce_lock	Boolean	Set to true to prevent login if an app-specific passcode has not been set
disable_edit	Boolean	Set to true to disable operations such as rename, copy, upload (if applicable)
disable_download	Boolean	Set to true to disable prevent file and folder downloads
disable_openwith	Boolean	Set to true to disable "Open with..."
disable_share	Boolean	Set to true to disable "Share" operation
disable_favs	Boolean	Set to true to disable "Add to Star" operation

You can delete any configuration fields that do not apply to your organization.

Sensitive information such as password are best removed from the configuration. When not present users will be prompted to input their password manually on the device once.