

# Top FAQs

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## Getting Started

### How do I get started with the Sync service?

1. Download and install the Sync desktop agent.
2. Download the Sync mobile app (Sync ITSupport247) from the App Store.
3. Create a Project.
4. Share your Project with other team members.

### How do I access my Sync Online account?

Click on the Sync icon on the toolbar/system tray of your desktop or laptop machine. This will launch your default web browser and open your Sync Online account.

## Teams/Team Members

### How do I add a Member to my team?

Log in to your Sync Online account and click on the **Team** button. Select the **Members** tab and then click **+Add a Member**. Add information about your new member and click **Create Member** (If you want the new Member to have administrator privileges, select the **This Member is an administrator of the Team** check box.) Your new Member will receive an email with instructions for completing the account setup process.

### What are the differences between the 'Administrator' and 'Team Member' user types?

Administrators are those users authorized to perform administrative functions and manage **Team** user accounts. When creating a new **Sync Team**, the user who creates the **Team** becomes the **Default Administrator**. All Administrators have the capacity to delete a Team Member's account.

A **Team Member** seat license is for regular users of Sync who are the individuals themselves. When a **Team Member** is created for the first time, these users may also be given Administrator rights by the Default Administrator.

### What's a Linked Team?

If you're a **Team Member** (using the same email address) of two or more Teams on the Sync service, those teams are considered **Linked Teams**. As a **Linked Teams** participant, you'll see a drop-down list in the upper-right hand corner of the Sync web UI that lets you switch between Teams.

## How do Linked Teams work in Sync?

Any Sync user can be a **Team Member** or an Admin in multiple team accounts, using the same user name (e-mail address). For example, a user may be an Admin on one team, and a Team Member on another team. You can also link other Sync teams that you participate in (using a different e-mail address) to your **Linked Team** list to enable easy switching between all of your teams in the Sync Web UI.

When Linked Teams exist, one of the teams, typically the first team created, is designated as the **Primary** team. This is the team that shows up as the default team when you log in to the Sync web UI.

For security reasons, the passwords and policies associated for all **Linked Teams** are forced by the service to be the same (analogous to single sign-on). This enables switching from team to team without additional authentication steps. However, if one of the teams is using Active Directory for password management, then switching to that particular team will always require re-authentication.

## Can a user be a member of more than one Sync Team?

Yes. Sync Teams operate independently of one another, making it possible for users to be members of multiple Teams. To switch between teams, follow these steps:

**Sync Online:** click on the Team pull-down menu, located in the upper right-hand corner of the Sync web interface (directly next to your user name).

**Sync Mobile:** Navigate to Settings -> Team -> Change Team

Note: The Sync desktop agent can only be associated with one team – your Primary Team. This means that only Projects and files associated with your Primary Team (the Team you associate with your account when you install the Sync desktop agent) will be stored locally on your machine.

## What should I do if I forget my Sync password?

From the Sync login page, click on **Forgot Password** (between the Email and Password fields). Enter the email or mobile number associated with the account to receive instructions for resetting your password.

## Storage

### How is Sync storage distributed?

Each Sync **Team** is allocated a storage **Quota** – a total storage amount that is shared between **Team** members. Storage allocation is then distributed on a Member-by-Member basis. For example, if your **Team** storage quota is 200Gb and Member 1 has been allocated 25Gb of storage, there is 175Gb of storage left that can be allocated between the remaining members of your **Team**.

### How is Sync storage allocated for shared Projects?

Storage usage for shared Projects is deducted from the Project owner's storage allocation. For example:

- User 1 owns **Project A**
- User 1 shares **Project A** with Users 2 and 3
- User 2 and User 3 each upload 50Mb of files to **Project A** (100Mb total)
- 100Mb is deducted from User 1's storage allocation. There is no deduction from the storage allocation of Users 2 and 3.

## How can I free up storage without deleting a Project or Project files?

Re-assign a Project you own to another Team Member. Right-click on a Project (in the Sync Online interface) and select **Manage** -> **Reassign**. Then, select a Team member from the list of available members and click **Reassign Project**. The selected member will become the new Project owner and the Project storage amount will be deducted from the new owner's storage allocation.

## How do I adjust storage allocation for individual Team Members?

Go to your Sync **Online** account and click on the **Team** tab. Click on the **Members** pane and then click the **Show more information** button (next to the **Import Members** button). Click on the **manage quota** link to open the **Manage Team Quota** window and adjust the storage allocation for individual members.

## Is there a limit to how much storage can be allocated to each Team Member?

No. Each **Member** can be allocated as much, or as little, of the total available Team storage allocation as desired.



# Working with Projects and Files

## What is a Public link?

A Public link is a URL you can generate from the Sync Online interface that lets you share Projects and files with non-Team members.

## How do I create a Public link?

- **Sync Online:** Right-click on a Project folder or file and go to **Share** -> **Public Link**
- **Sync Mobile:** Select a Project folder or file and go to the **Actions** menu. Then select **Link** -> **Public**.
- **Sync Desktop Agent:** Right-click on a Project folder or file in your local Sync repository and go to **Sync** -> **Create Public Link**

## Are there different types of Public links?

Yes. **Standard Links** and **Direct Links**. **Standard Links** let users view files through a web portal interface with optional download capacity. **Direct Links** let users download Projects and files directly with minimal user interaction.

1. A **Standard Link** lets you:
  - Enable/disable downloading of Projects and files
  - Convert files to PDF for download (if desired)
  - Enable/disable uploading, to allow users to upload files to a Project folder
  - Password protect the link
  - Auto-expire the link on a specified day and time
1. A **Direct Link** lets you:
  - Convert files to PDF for download (if desired)
  - Password protect the link
  - Auto-expire the link on a specified day and time

## How do I disable a Public link?

Right-click on the item (file or folder) and select Share -> Public Link. This will open the **Edit Public Link** page. Then, de-select the **Allow public access to this file** check box to disable the link.

## How do I enable the Sync 'Workplace' tab?

In the Sync Online interface, click on **Settings** (in the top right corner, right under your username) to open the **Account Settings** page. Then, select the **show workplace tab** checkbox.

## How can I adjust the Desktop Agent sync speed?

Open the Sync desktop agent **Preferences** and click on the **Network** tab (Windows users: navigate to Sync -> Settings -> Network. Mac users: Sync -> Network). From here, you can adjust the sync speed, from 10Kb/second to 1000Kb/second.

## How do I track the progress of my current syncs?

Open the Sync desktop agent **Preferences** and click on the **Progress** button (found on the main Sync agent window for Windows users, from the General tab for Mac users). This will allow you to view progress of currently syncing and recently synced files.

## How do I make a Project *not* sync to my machine?

There are two ways to "unsync" a Project:

- **Sync Online:** From the **Projects** tab, click on the Project. On the next page, click on Sync (in the sub-toolbar directly below the Project name) to display the list of devices currently synced to the Project. Click **remove** to remove a device from the list.
- **Sync desktop agent:** Open your desktop agent and locate the **Project** settings. Select the desired Project and click the **Unsync Project** button. This will delete the Project files from your local machine.

## Is there a size restriction on files I upload to a Project?

No. You can upload files of any size as long as you have enough available storage in your account to accommodate the file you're uploading.

## What if I'm working on a Project file and I don't want others to work on it?

Use the **Lock** feature. Right-click on the file on your local machine or in the Sync Online interface and select **Lock**. This will add a lock icon to the file name and let other users know that someone is currently working on the file. **Note:** This is not a hard lock on the file but a notification that makes others aware when a file is currently in use.

## What if I forget to unlock a file after I'm done making changes?

Any Member with shared access to a Project can unlock a locked file. File-locking is just an added layer of alerting that lets users know a file is currently being modified by someone else.

## Can I email files into a Project?

All users participating in a Project are able to email files directly into it. To find the Project URL, go to your Sync Online account and scroll to the bottom of the Project folder page.

## Mobile Devices

### Does Sync offer mobile device support?

Yes. Sync mobile applications are available for iOS and Android platforms. With these applications, users have the ability to annotate, edit and share their Projects and files with their Team or other users.

### What version of iOS does Sync Mobile support?

Sync Mobile supports iOS 7. Apple devices that support iOS 7 include:

- iPhone 4, 4S, 5, 5S, 5C
- iPod Touch (5th generation)
- iPad 2
- iPad (3rd generation)
- iPad (4th generation)
- iPad Mini (1st generation)

### What version of Android does Sync Mobile support?

Sync Mobile supports Android v2.2 and later.

### Can I access files from my mobile device?

Yes. You can access all Sync Projects and files from your mobile device. You can even edit MS Office files from your mobile device.

### Can I access my files offline from my mobile device when I don't have an internet connection?

Yes. Using Sync's **Favorite** feature, you can cache files and folders directly to your mobile device and access them even when you're offline.

### How do I Favorite a file or folder?

Follow these steps:

- **Sync Mobile:**
  1. Select a file or folder
  2. On the next page, press **Actions** (in the upper right corner of the Sync interface)
  3. On the next page, press the star icon in the upper right corner. This will designate the file or folder as a **Favorite**
- **Sync Online:**
  1. Right-click on a file or folder and select **Favorite**. The next time your mobile device connects to the internet, the Sync service will download the **favorited** item for offline viewing.

## File Versioning

### How do I view previous versions of a file?

Right-click on a file and select **Manage -> Previous Versions**. The resulting page will display the version history as a series of individual files, each labeled with the date it was uploaded and the user who changed the file. Click on a file to view it.

### How do I revert a file to a previous version?

Right-click on a file and select **Manage -> Previous Versions**. The resulting page will display the version history as a series of individual files, each labeled with the date it was uploaded and the user who changed the file. Click on the drop-down menu at the far right of the version field and select **revert** to make the selected version the *current* version.

### How can I recover a file I've accidentally deleted? How long are these undeletes available to me?

The Sync desktop agent tracks all user activity, including **delete** actions. To **undelete** a file, open your Sync Online account and, from the **Dashboard** tab, click on **Recent Changes**. A **Deleted** tag will show up next to any items that have been recently deleted. Right-click on the item and select **Undelete**. All Sync users who had access to this item will have the item restored to its original location. Sync archives your deleted files for up to 180 days.

## Deleting Files/Wiping a Device

### How do I remotely wipe or delete Sync content on a desktop/laptop?

The easiest method is to log in to your Sync Online account. Then, follow these steps:

1. In the Sync Online web interface, select the Devices tab. This will show you all devices associated with your account that have been configured to sync your data.
2. Click on the desktop/laptop you want to delete content from. This will open up a dedicated page for that device that displays the list of Projects that have been synced to that device.
3. Click on **Select Projects** (above the **Date** column). In the resulting window, click **remove** next to any Project to remove that Project from the selected machine. You can also click **Remove all Projects from sync** to remove all Projects.

If you plan on removing a machine from use with the Sync service, you should disable it in the Devices tab.

### How do I remotely wipe or delete my Sync content on a Smartphone or Tablet?

Working with mobile devices (smartphones and tablets) is a bit different than working with desktops and laptops since mobile devices don't utilize a sync/backup agent. This means that the only Sync-associated items stored locally on a smartphone or tablet are those files and folders that have been designated as **Favorites**.

You can **Unfavorite** these items from the Dashboard of the Sync Online interface (click on the **Favorites** sub-tab, select all files, right-click and select **Unfavorite**). This will cause the files to be erased the next time the device logs out of the Sync mobile app. Another way to force this file deletion is to change a user's password, so the next time the mobile app tries to log into the service, it will be locked out, and after 5 incorrect login attempts, the local cache will be wiped clean.

## How do I disable a device?

1. From your Sync Online account, click on the **Devices** tab.
2. Mouse-over the device you want to disable to highlight it.
3. Click on the pull-down arrow (far right in the 'device name' field) and select **Disable**.
4. Enter your user account password (**Note:** your account password, not the password associated with the device being disabled), and click **Disable**.

## What should I do if a device is lost or stolen?

If a device is lost or stolen, you should remove all Sync projects from the device and then remove the device itself from the Sync service. Open the Sync Online web interface and follow these steps:

- From the **Devices** tab, mouse-over the device to highlight it.
- From the pull-down arrow at the far right of the device field, select **Disable**.
- Enter your user password and click **Disable**.
- From the device pull-down arrow, now select **Recycle**.
- Enter your user password and click **Recycle**.
- From the device pull-down arrow, now select **Delete**.
- In the next window, enter your user account password and click the **Remove** button. This will remove the device from the Sync service.

## How do I re-enable a device that has been disabled?

1. From your Sync Online account, click on the **Devices** tab.
2. Mouse-over the device you want to re-enable to highlight it (a disabled device will have the **Disabled** tag next to the device name).
3. Click on the pull-down arrow (far right in the 'device name' field) and select **Enable**.

## What's the difference between the 'Lost Device' and 'Disable' options on the Devices tabs?

Selecting **Lost Device** from the **Devices** tab points you to the **Disable** option as a recommended action.



## Configuration

### What should I do if I want to move my Sync folder to a separate drive/partition?

Shut down the Sync desktop agent. Then, move your **Sync** folder (the Master Project folder that contains your local Sync Projects and files) to the desired location on your computer. When you re-launch Sync, the agent will ask you to select your Master Project Folder. Click on the **Select Folder** button to point the agent to the new folder location.

**Note:** For Mac agent installation, the Sync installer prompts you for a location to store locally synced Projects and files. The Windows installer creates a directory in a pre-defined location. After installation, Windows users should follow the steps above to re-point the agent to the proper directory.

## I have an agent that is online and running on my machine but I am receiving messages telling me that my machine has not been connected to the Sync service. What's going on?

If you have ever re-installed the Sync desktop agent on the same machine you may see machine duplicates in the **Devices** tab of the Sync Online interface. To remove a duplicate, you will need to **Disable**, **Recycle**, and **Delete** the device duplicate. Follow these steps:

- From the **Devices** tab, mouse-over a duplicate to highlight it.
- From the pull-down arrow at the far right of the device field, select **Disable**.
- Enter your user password and click **Disable**. This will disable the device duplicate.
- From the device pull-down arrow, select **Recycle**.
- Enter your user password and click **Recycle**. This will place the device in the Recycle bin. Files associated with the device will be automatically deleted after 14 days.
- To delete the device, select **Delete** from the device pull-down arrow.
- In the next window, enter your user account password and click **Remove**. This will remove the device from the Sync service.

## How do I uninstall Sync?

**Windows** users, follow these steps:

- Open the Windows Control Panel.
- Under **Program and Features**, select **Sync**.
- When you see the prompt **Do you plan to re-install this software?** select **No**.
- Select the **Keep configuration and projects** check box if you want to uninstall the Sync agent but keep your Projects and files. De-select the **Keep configuration and projects** check box to perform a complete uninstall. *This will delete all local Sync Projects and files from your machine.*

**Mac** users:

- Open your Sync preferences from the desktop agent icon (**Open Sync preferences**) and click on the **About** tab.
- Click on the **Uninstall** button.
- Select the **Keep configuration and projects** check box if you want to uninstall the Sync agent but keep your Projects and files. De-select the **Keep configuration and projects** check box to perform a complete uninstall. *This will delete all local Sync Projects and files from your machine.*