



User guide – Storegate Team

About the Service

With Storegate Team you have full control over your company's important digital information. You can easily store, share and synchronize files within your company with the highest security. You can also share files and folders with external customers and other partners.

Working with Storegate Team

Share internally in your team

Storegate Team includes two different parts:

Common files

Here you place the files to be shared internally within your team. You can then set different permissions for the different members of the team, for example if a member should be able to synchronize a folder or not (read more under "Permissions").

My files

Here you place your own personal information, which only you should have access to.

This means, if you need to share a file with other members of the team, it needs to be placed under Common files.

Share externally

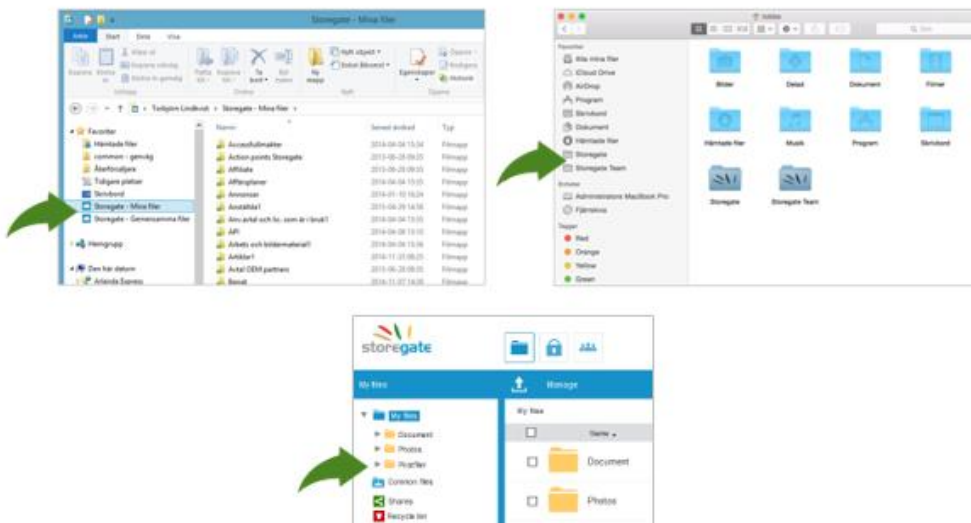
If you want to share files and folders externally to someone outside your team you use the "Share button" shown when you hover over the desired file or folder with your cursor. You can share externally both from **Common files** and **My files**. If you choose to share a folder there are additional settings to use (read more under "Share folder externally").

Get Started

Below you will find a quick-start guide to get started with the service.

1. Install sync client

If you haven't already done so, please install Storegate Sync by logging in to our website and click "Downloads". You will then see two new folders on your computer; **Common files** and **My files** (see picture 1).



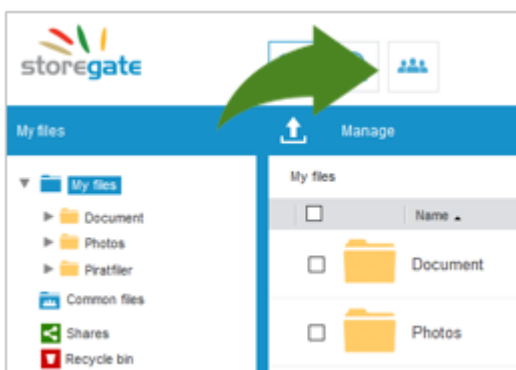
Picture 1

2. Create folders

Under **Common files** on your computer, copy the folder-structure you want to share internally with your colleagues. If you don't have an existing folder-structure you can of course create new folder under **Common files**.

3. Create users

Log in to your account on www.storegate.com and click the icon to create your users (see picture 2).



Picture 2

After you've entered the details your users will receive an e-mail where they will complete the registration of their user account.

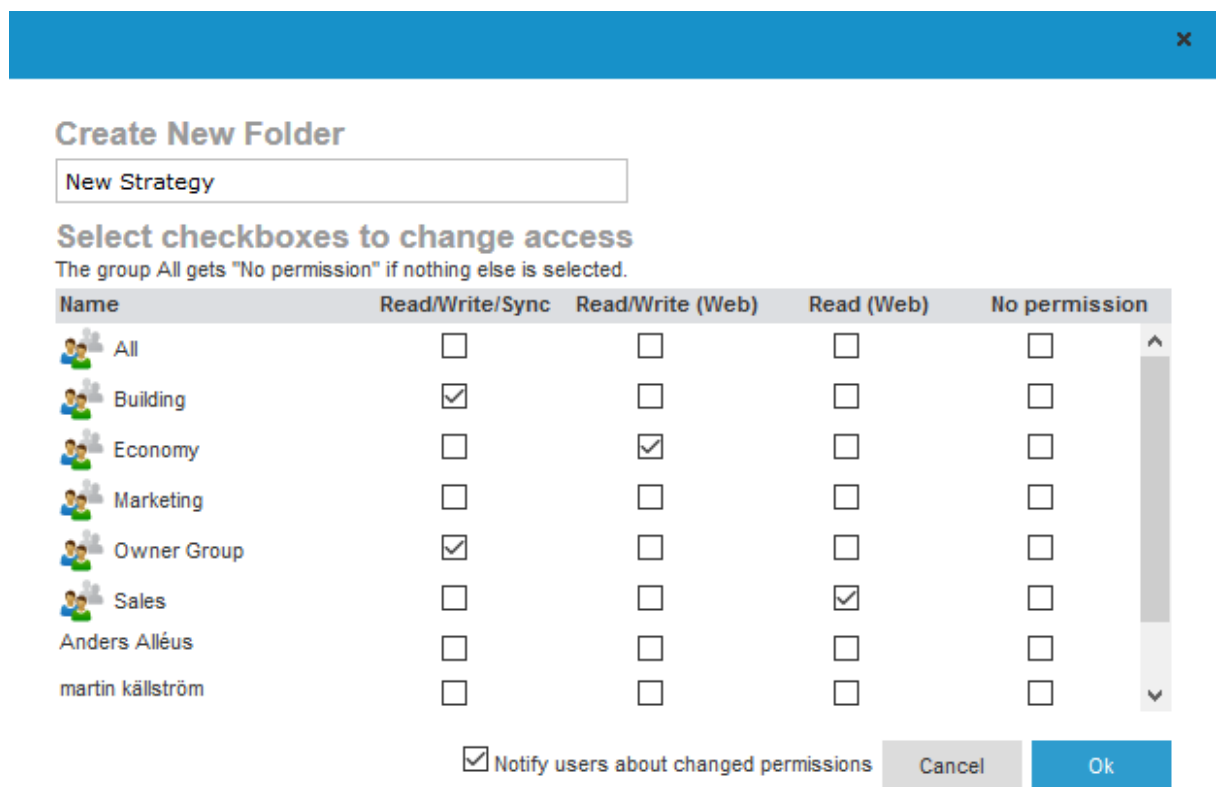
4 Set permissions

- a. Go to "Account/Settings" (Account is found in the drop down menu under your username on the top right of the website). Under "Global permissions for Common files", change the setting to "Read/Write/Sync".
- b. After this, click on **Common files** in the website interface. To set a permission: select a folder and click the "Permissions" menu, and then choose the option "Read/Write/Sync" for the users who should be allowed to synchronize this folder.

Now your team can start sharing files safely. Please read the rest of this document for more information about the service and your role as administrator.

Permissions

By setting permissions on folders, you and your team can control who has access to your information (see picture 3).



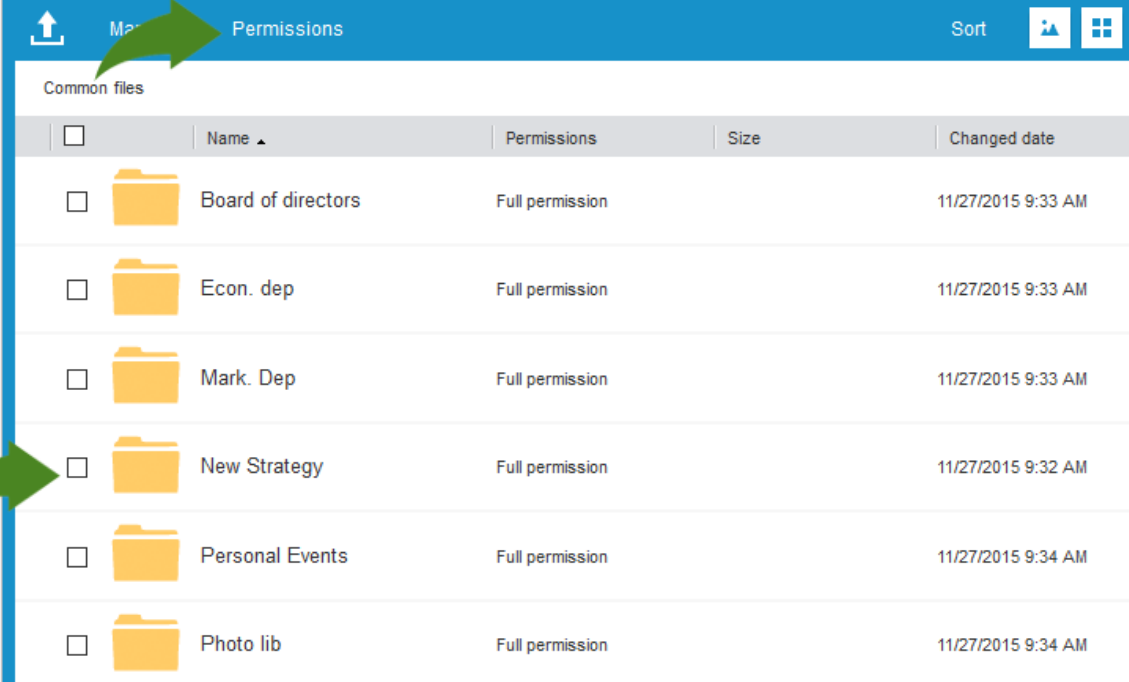
Picture 3

Permissions are only available for folders in the **Common files** work space and is set to the root (the so called top level, i.e. not on sub folders). When you create a new folder you can also set the permissions for that folder. If a folder is copied or moved from **My files** to **Common files**, or if the folder is uploaded from your local computer to **Common files**, "no permission" is set by default. This is due to security reasons, preventing anybody else to see the folder before you edit the permissions.

There are five levels of permissions:

- **No permissions** – users with no permissions for a folder cannot see it at all, not on the website, in applications or in your Sync folder.
- **Read** – users can (on the website and applications) see the folder as well as open and download the contents, but they cannot move, delete or edit the folder or its contents.
- **Read/Write** – users can (on the website and applications) see, read, write, delete, copy and move the folder and its contents but they cannot sync it.
- **Read/Write/Sync** – users have the same permissions as above, as well as the ability to sync the folder and its contents.
- **Full permission** – users have the same permissions as "Read/Write/Sync", as well as, the ability to share the contents to other users. Full permission is given to the user that creates the folder (the administrator always has "Full permission" for all folders and can also take this permission from a user).

All permissions on top level folders are visible on the website (see picture 4).



<input type="checkbox"/>	Name ▲	Permissions	Size	Changed date
<input type="checkbox"/>	Board of directors	Full permission		11/27/2015 9:33 AM
<input type="checkbox"/>	Econ. dep	Full permission		11/27/2015 9:33 AM
<input type="checkbox"/>	Mark. Dep	Full permission		11/27/2015 9:33 AM
<input type="checkbox"/>	New Strategy	Full permission		11/27/2015 9:32 AM
<input type="checkbox"/>	Personal Events	Full permission		11/27/2015 9:34 AM
<input type="checkbox"/>	Photo lib	Full permission		11/27/2015 9:34 AM

Picture 4

Set or edit permissions on a folder:

1. Click **Common files** on left side.
2. Select the folder you want to set/edit permissions on.
3. Select "Edit permissions" under the "Permissions" menu.
4. In the window that appears, use the checkboxes to set permissions to users and/or groups for the folder.
5. Finish by clicking "Ok".

Good to know about permissions

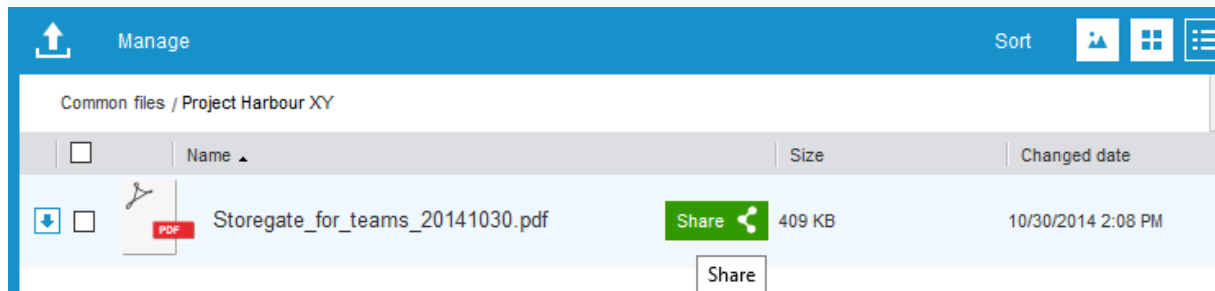
For the sake of simplicity, permissions can, by default, only be set in the top level of **Common files** (if you want to change this to allow permissions in sub folders as well, see the section for "Settings"). This means that users who have permission to synchronize a folder has the right to synchronize the entire folder including its sub-folders.

If you create a folder under **Common files** it will, for security reasons, be set to "No permissions", which means that only the folder's creator will be able to see and synchronize it. To make the folder visible to other users you will need to change the permissions when logged into the website. This applies only to folders in the top level of **Common files**.

If you change the permissions from "Read/Write/Sync" to "No permissions" on a folder, it will de-synchronize from the user's computer.

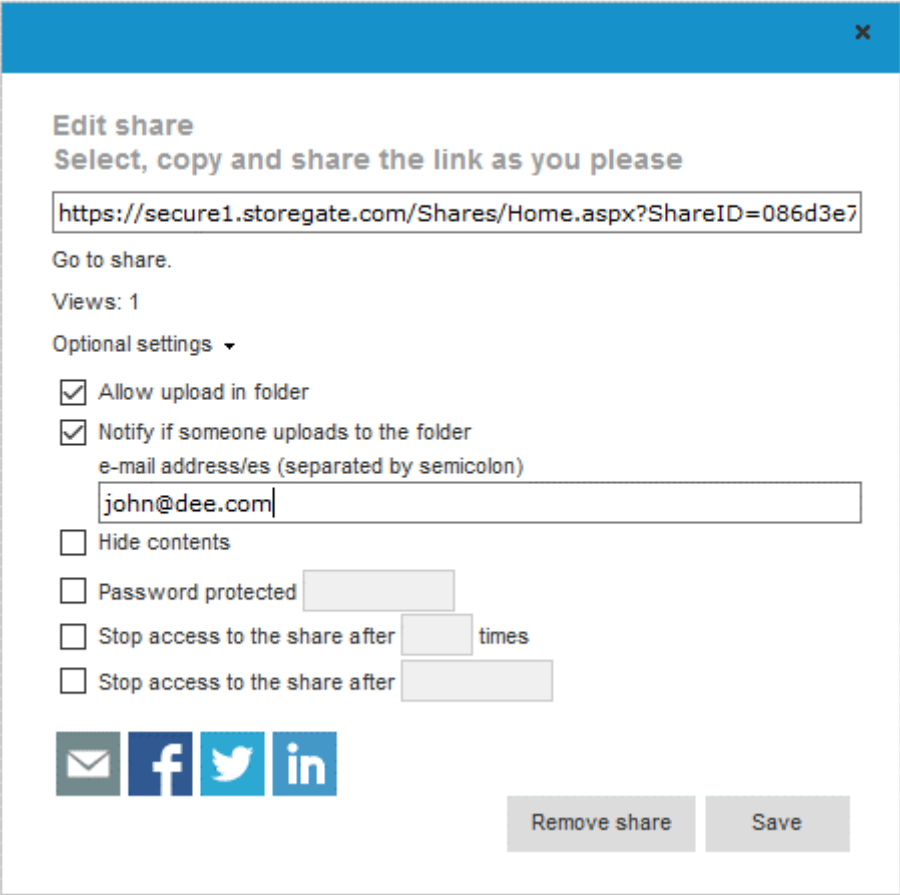
Share externally

If you want to share files or folders externally to somebody outside your team, you use the "Share button" shown when hovering your cursor over the file or folder you want to share (see picture 5).



Picture 5

You can share objects externally from both **Common files** and **My files**. If you choose to share a folder there are also a number of settings to use (see picture 6).



Picture 6

By selecting "Allow upload in folder" others, who are not members of the team, can easily upload files using the website without having to install any software.

The administrators role

As administrator of the account you manage users and determine which rules will apply to them. Examples of rules could be:

- If the user should have a reserved part of the storage space or not and if so, how large this area should be.
- Which users who should be able to see which folders in **Common files** (see paragraph "Permissions" above).
- The number of versions to be saved.
- If the "Recycle bin" should be enabled or not for the account (it is recommended that the "Recycle bin" is enabled at all times)
- Restrict users from writing in the root of the **Common files** (see paragraph below)

Since the administrator is liable for payments of the service, it is only the administrator who can upgrade the account, both in terms of number of users and how large the total storage space should be (all costs appear on the same invoice).

The administrator is also able to access the contents of all user accounts through the "Login as" function. (see paragraph below).

Adding Users:

1. Login to your account and click on the "Manage users" icon (see picture 2) at the top of the page (this is only visible for the administrator)
2. Click "Create new user"
3. Enter the name and e-mail address of the person to be invited to the account.
4. If desired, set reserved space. If you chose to set "0 GB", available space will be allocated dynamically among all users.
5. Advanced settings: here you can set the permissions for the user in the root of **Common files**. Read more under section "Restrict users from writing in the root of Common files".
6. Click "Save".

The person added will receive an e-mail with an invitation to the account from you. The e-mail also contains a link to complete the registration. Upon registration, the user only needs to enter a username, a password and a secret question.

After clicking on "Save" (number 6 above), a list of users is shown, displaying the status of those you have invited, for example if they have completed their registration or not.

Editing a user:

1. Click on "Account" and select "Users" in the menu to the left.
2. Click the first name of the user you wish to edit (or tick the checkbox before the name, then select "Edit" from the "Manage" menu).
3. You can now make your changes.
4. Select "Save" when you are done.

Groups

By creating groups, you can simplify the administration of permissions. When a group is created it will appear on top of the list of the "Edit permissions" window.

Creating a group:

1. Click the "Admin" icon (top of page) and then "Groups" in left field.
2. Select "Create new group".
3. Enter the group name and save.

Adding users to a group:

1. Click the "Admin" icon (top of page).
2. Select the users you wish to add to a group from the list.
3. Click "Add to group" in the menu bar above.
4. Select which group the users should be included in (you can also create a new group with the selected users at this point).
5. A confirmation message saying that the selected users are added to the group is shown.

Restrict users from writing in the root of common

As the administrator you can decide if your users should be able to upload files and create folders in the root of **Common files**. This can be done by either restricting the whole account or individual users.

Restrict the whole account

This can be done under "Settings" and "Global permissions in Common files". Here you can choose between the following settings:

Read

With this setting the user can (via the website and applications) only read. This means the user can download files and folders under the root of **Common files**.

Read/Write (default)

With this setting the user can (via the website and applications) read and write. This means the user can download and upload files and folders under the root of **Common files**. This is the default setting preventing users from synchronizing any folders before you, as the administrator, have given them the permission to do so.

Read/Write/Sync

Same as above but the user can also sync in the root of **Common files**.

Allow or restrict individual users

As the administrator, you can also set individual permissions for all users. This is done under each user separately. See section "Editing a User" above.

Follow the account settings

Follows the settings as above, i.e the accounts global settings.

Read

With this setting the user (via the website and applications) can only read. This means the user can download files and folders under the root of **Common files**.

Read/Write (default)

With this setting the user can (via the website and applications) read and write. This means the user can download and upload files and folders under the root of **Common files**.

Read/Write/Sync

Same as above but the user can also sync in the root of **Common files**.

Settings

The settings for your account are accessed under "Account", which is found in the drop down menu under your username on the top right of the website.

Versioning

Here you can set how many versions to be saved of each file. "1" means that no extra versions of the file will be saved. You can see how many versions a file has on the versions icon in the file list. By clicking on the icon you will get access to the older versions.

Recycle bin

All deleted files from your team's accounts are put in the recycle bin and can be restored by navigating to the recycle bin, selecting the file(s) and/or folders(s) and clicking "Restore" from the "Manage" menu.

Note that, all files deleted from **Common files** are put in the administrators recycle bin and can only be restored from this account. If another user deletes files/folders from their own storage space (**My files**) these will be placed in their respective recycle bins.

The recycle bin is activated by default on all new accounts. If you choose to deactivate it, all future deleted files and folders will be deleted permanently without any possibility of restoring them. Deactivating the recycle bin also means that all files and folders already located in the recycle bin of any user will be deleted permanently.

Global permissions in Common files

See above section "Restrict users from writing in the root of common".

Start page

Choose which page you wish to use as your start page in the website interface.

File options

Here you can choose to show hidden files (files flagged as hidden by your operating system) in the website interface.

Other

Increase storage area/Increase number of users

1. Click "Account" at the top right of the page (under your username).
2. Under "Modify price plan", select new size for storage and/or new number of users.
3. Click "Confirm".

Overview storage space

Click "Account" and then "Storage space" on the left. Here you will see an overview showing the storage space and how it is divided among users with reserved space and those who share the remaining available space.

"Log in as"

There may be times when the administrator may need to access stored material on an employee's own storage space. As an extra safety, a message is automatically sent to the email address of the account the administrator logged into.

To log into another user's account:

1. Click "Admin" icon.
2. Click the first name of the user you want to log in as.
3. You are now at the "Edit User" view, select "Manage" in the top menu and then "Log in as".
4. A new tab opens in your browser and you are logged in as the selected user.

Support

If you have any questions or concerns about our service, feel free to contact our support:

support@storegate.com