Egnyte for Power and Standard Users

User Guide

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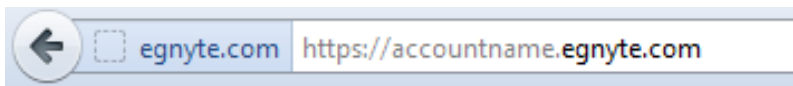
Chapter 1: Getting Started

Here are the first steps to using Egnyte.

Sign In

Open your web browser and enter your Egnyte account's web address. Your address will be a combination of your account name and ".egnyte.com" For example, if your account name was "anyco", your web address would be "anyco.egnyte.com"


Enter your username and password to log in.

Upload

Select files from your desktop and drag them anywhere on the screen. Alternately, drag files directly into a folder in the directory on the left side of the screen. You can upload files up to 10 GB in size this way.
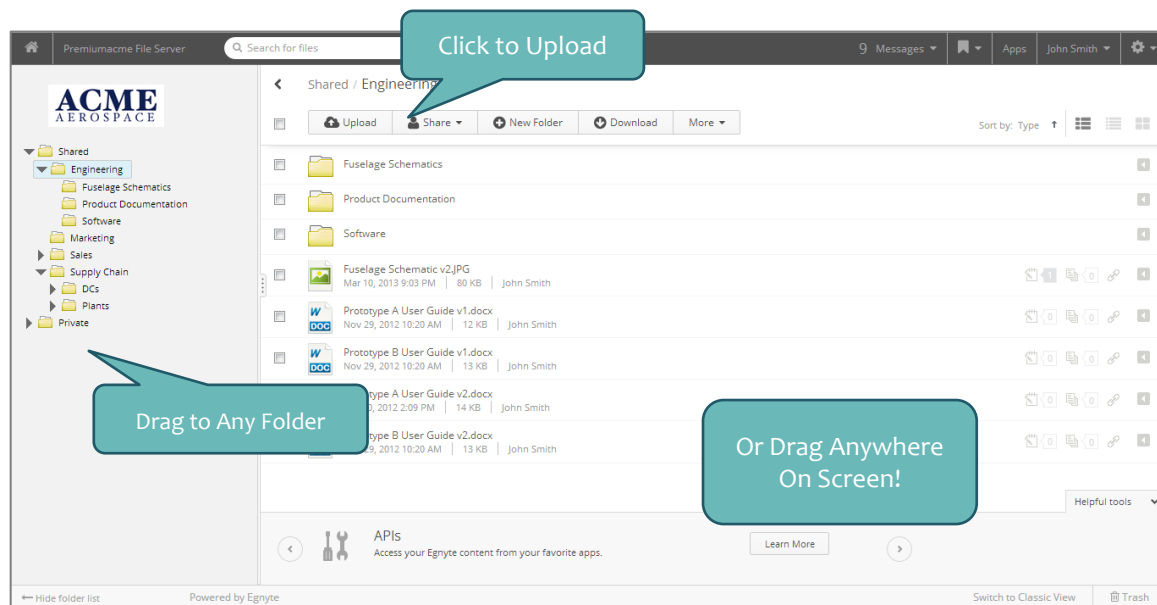
Drag and drop is available for Firefox, Chrome, Safari (versions 6 and newer) and Internet Explorer 10. You can install Google Frames support to use drag and drop on earlier versions of IE.

A second way to upload folders is via the "Browse for Files" button, accessed through the "Upload" dialog. As with drag and drop, you'll be able to upload multiple files as long as each one is smaller than 10 GB.
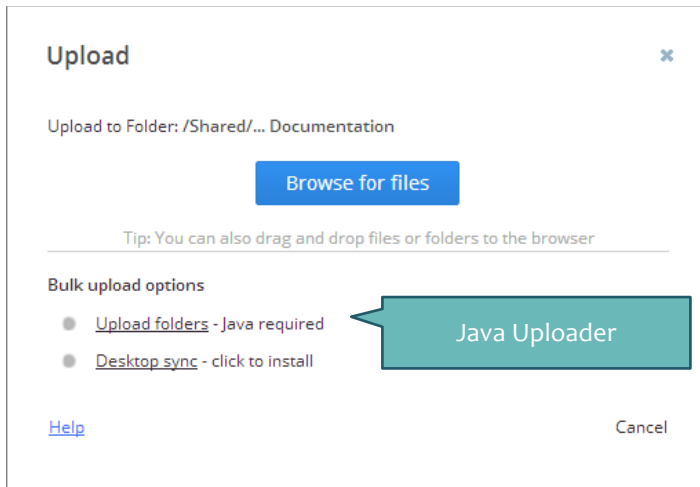
If you want to upload folders, you'll need to use either the "Upload Folders" (aka "Java Uploader") or the FTP upload option. Java Uploader permits folder uploads containing up to 1,000 files and 2 GB total content. Larger uploads should be handled through the FTP mechanism, or by syncing your desktop or server with a Local Cloud product.

Download

Download files and folders by selecting them and clicking "Download" in the file menu. You can also access the "Quick Menu" of any file to take file actions, including download.
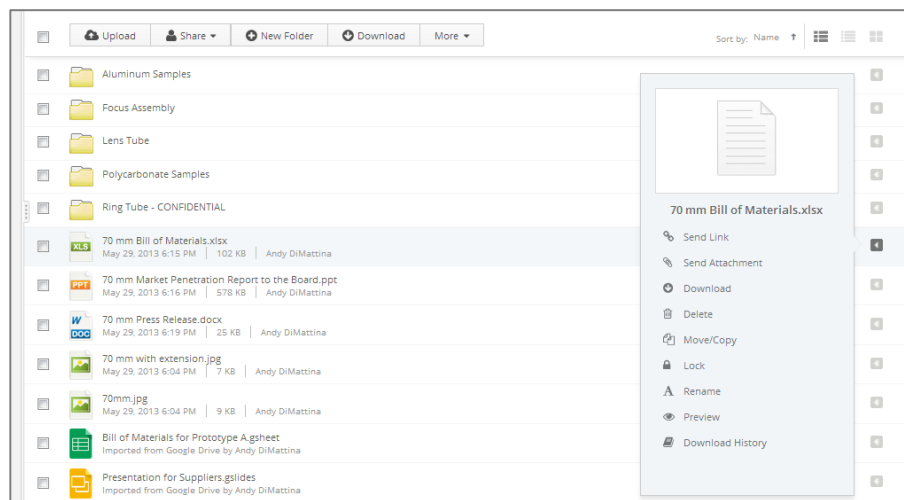
Navigate

To move through folders in Egnyte, use the folder list or click on folder icons to access them. You can navigate back to previous folders by clicking on the previous folder name or the back arrow in the folder path. You can also click the back arrow in your browser to return to previous folders in Egnyte.
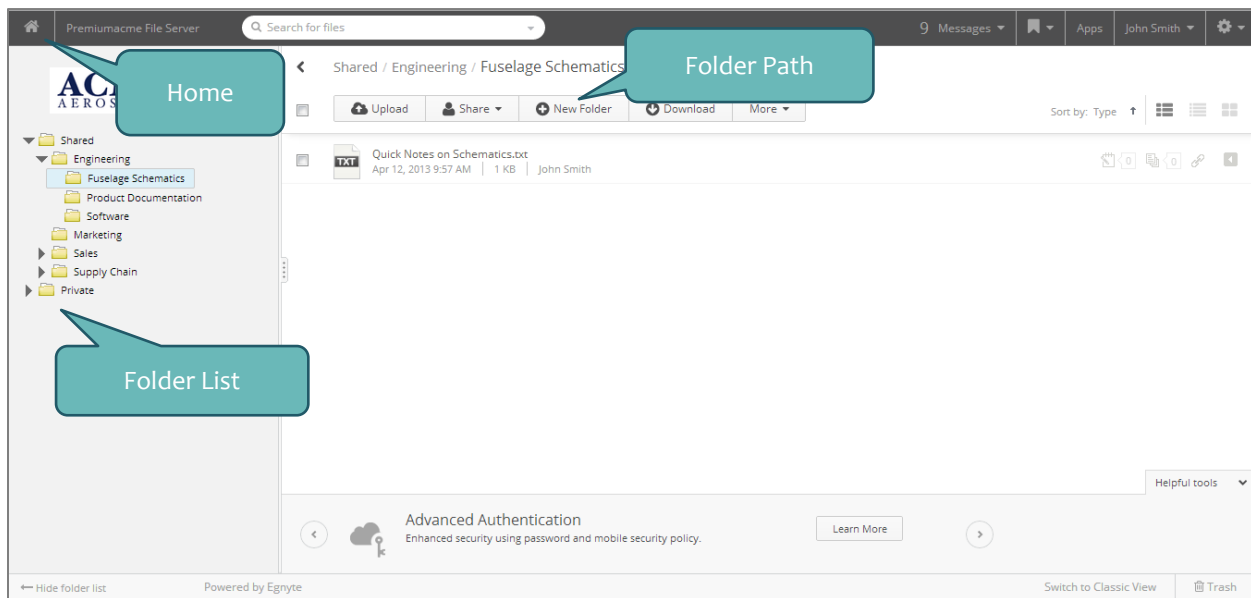
The "Shared" folder is where your organization's shared files live. If you have been granted the "Power User" role, you may also have a personal subfolder under the "Private" folder where you can store files that only you (and the account administrator) can see.

Under the Bookmarks tab, you can customize your login experience to start in any folder. Just click on "Set current view as home." The next time you log in or click on the home icon, you'll start in the folder you selected (To navigate back to top-level/root folders, use the folder path or folder list).
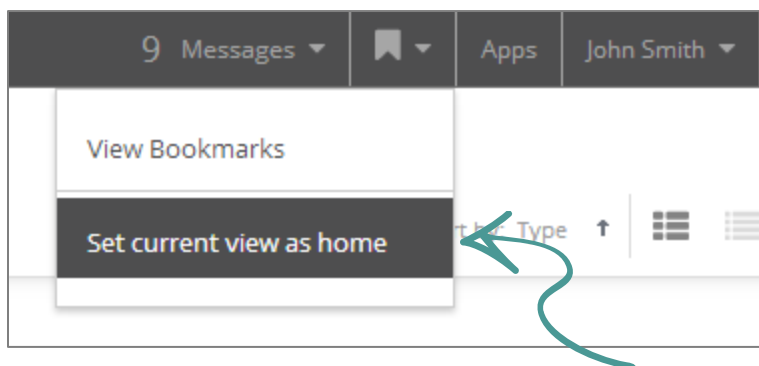
Egnyte offers a number of apps to complement the web-based Cloud File Server: mobile apps, desktop sync, and integrations for third party software like Outlook and Salesforce. You can learn more about these apps and find download links by clicking on the "Apps" button in the top right corner of the screen.
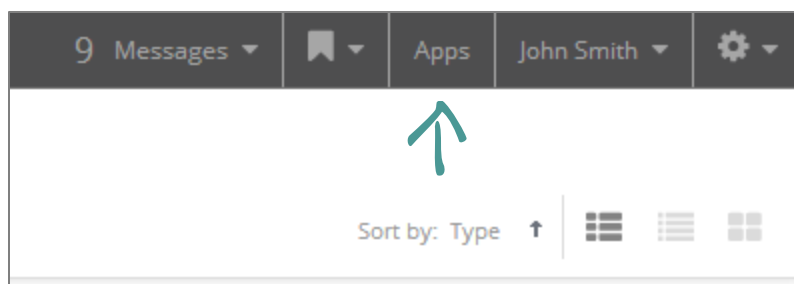
Preview Files (Online)

To view a file online without downloading it, click the icon that looks like an eye next to the file. This feature works with most file types.
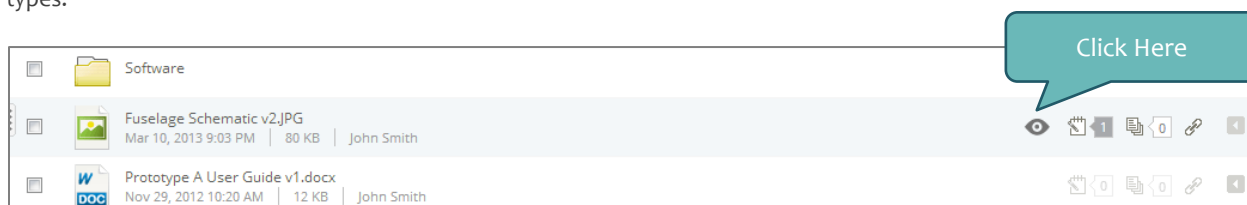
You can also highlight the file by clicking on the checkbox next to the filename, then click "Preview" in the file menu.
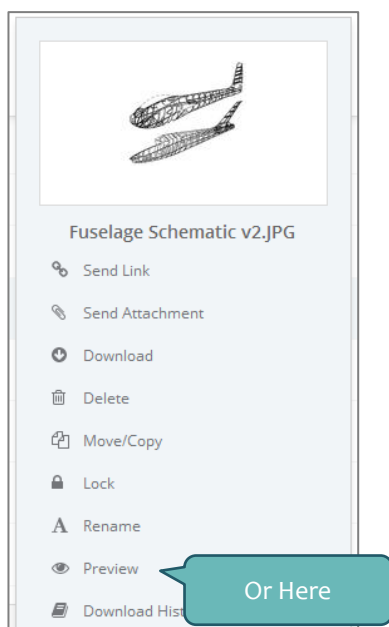
Bookmarks

Bookmarks are shortcuts that allow you to navigate to a folder quickly. To navigate to your bookmarks, click on the Quick Links menu and select "Bookmarks."

To bookmark a folder, select it and click the "bookmark" option from the action menu.

Chapter 2: File Collaboration

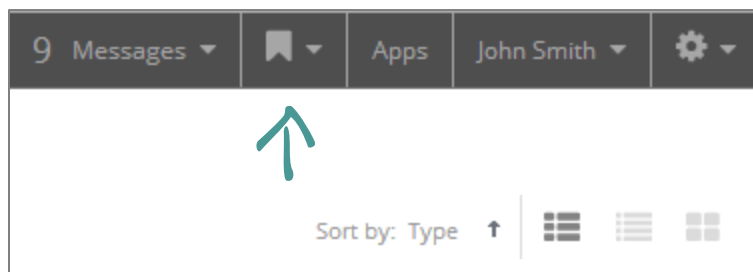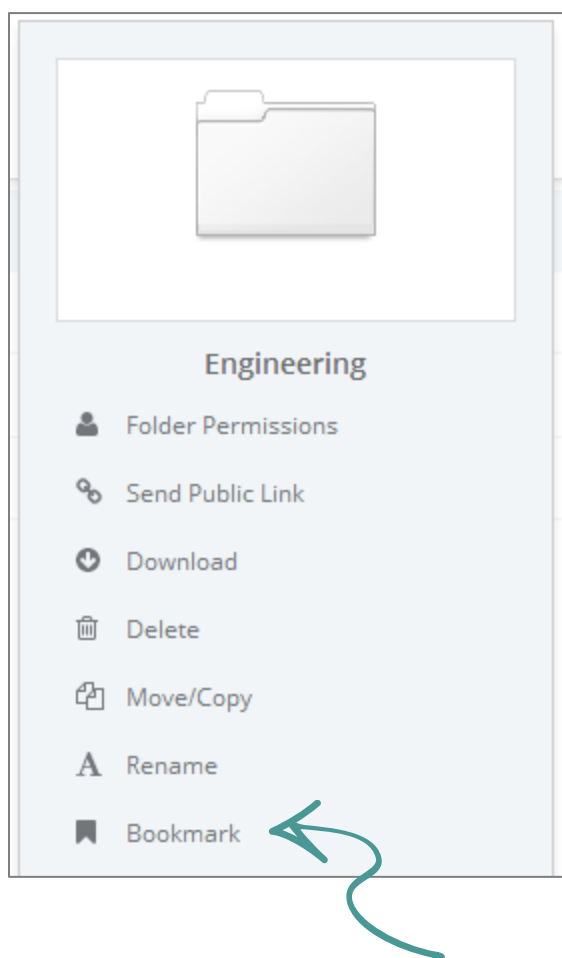Share files with outside business partners, work together with colleagues in the office, and share folders with new users in Egnyte. For a complete review of file sharing in Egnyte, follow this link.

Files in Egnyte are saved into one of two folders. The shared folder contains all of your company's shared files. The contents of private folders are visible only to you and your account's administrators.

Share Folders

The easiest way to collaborate on files is to share folders. Folder "Owners" can share folders they own[1]. To share a folder, navigate into the folder and click "Share" in the folder actions bar. Search for your colleague's username in the search bar, or click on "Invite New User" to create a new user account for them. An invitation will be sent to your colleague's email address with instructions for logging in. You can share folders with anyone; they don't have to be registered with Egnyte.

[1] Note: The option to invite Standard Users must be enabled by your account admin
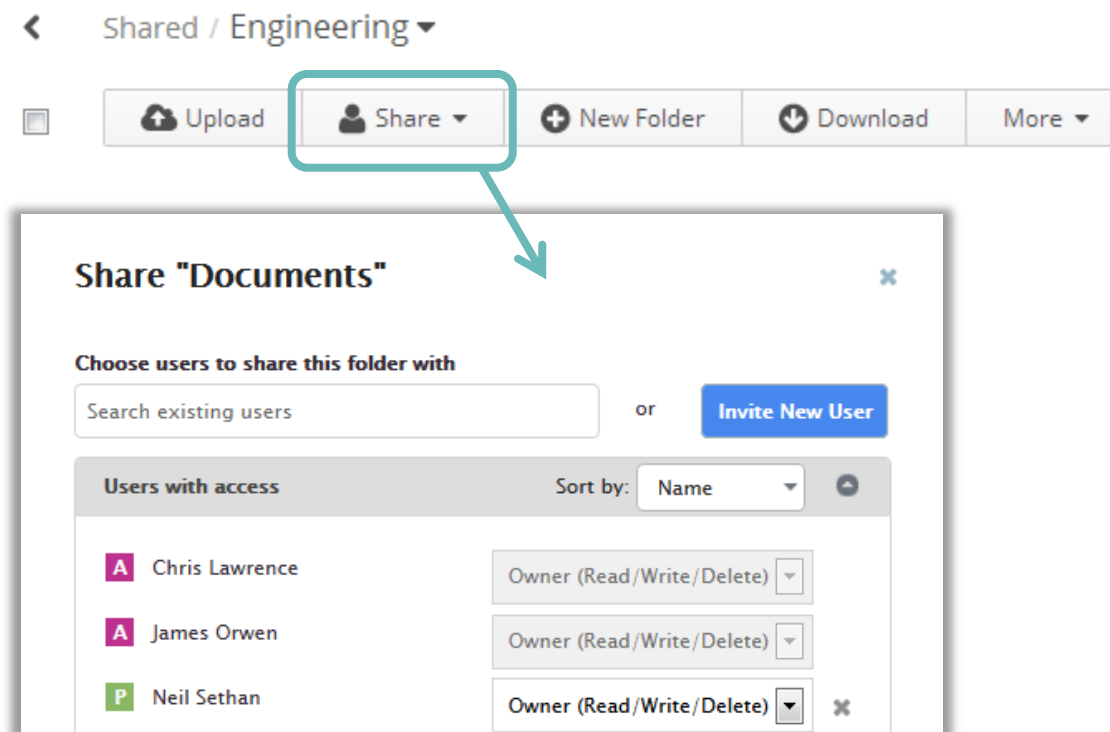
Granting access to a folder automatically gives users access to access all subfolders contained therein. You can remove users from subfolder access by modifying subfolder sharing.

When you invite a new user to share a folder, they will have immediate access to all files in the folder as well as all subfolders within the folder. It works like this:
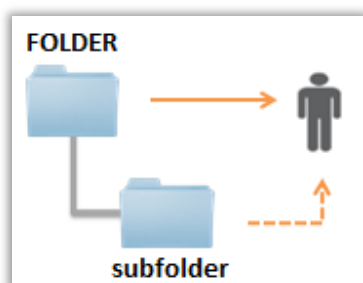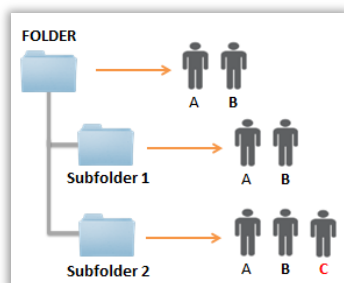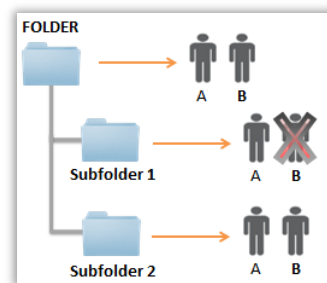

Folder access automatically passes to subfolders

Folders can be shared at any folder level

Existing access can be modified at any level

Users can be granted one of four access levels: viewer, editor, full, or owner. Viewers can view and download files, but are not allowed to make file changes. Editors can view and edit files. Users with the "full" permission can do everything except change who has access to the folder. Owners are responsible for managing file locations, file deletions, and folder sharing. This is a more detailed list of what each user type can do:

	Viewer (Read)	Editor (Read/Write)	Full (Read/Write/Delete)	Owner (Read/Write/Delete)
Download Files	Yes	Yes	Yes	Yes
Copy Files	Yes	Yes	Yes	Yes
Upload/Edit Files	No	Yes	Yes	Yes
Create sub-folders	No	Yes	Yes	Yes
Rename Files	No	Yes	Yes	Yes
Move Files	No	No	Yes	Yes
Delete Files	No	No	Yes	Yes
Edit Folder Sharing	No	No	No	Yes
Create Upload Links	No	Yes	Yes	Yes

Click here to learn more about sharing folders

Share Links

If you only want to send one or a few files to a colleague, send them a file link. This is more secure than emailing an attachment, and the recipient will not have to become an Egnyte user. When your colleague clicks on the link, the file will automatically download using Egnyte's secure encrypted transfer protocol.

To send a file link, click the little icon that looks like a chain next to the file.

You can also select the file and click "Send Link" from the menu on the right side of the screen.
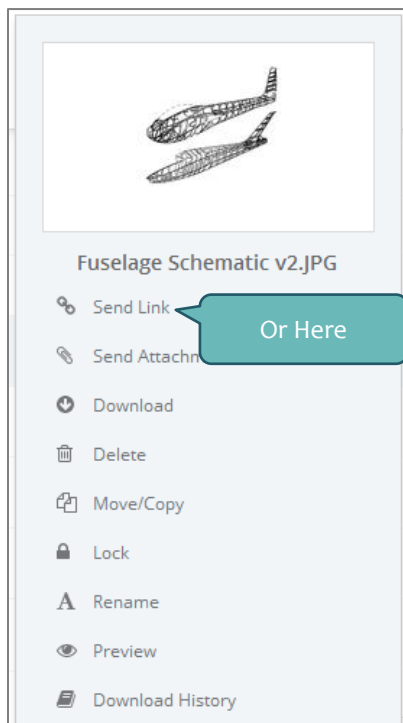
Egnyte allows you to send both Public and Private links. A public link is a link which anyone can click. Public links can be secured with a password, an expiration date or a click lifespan.

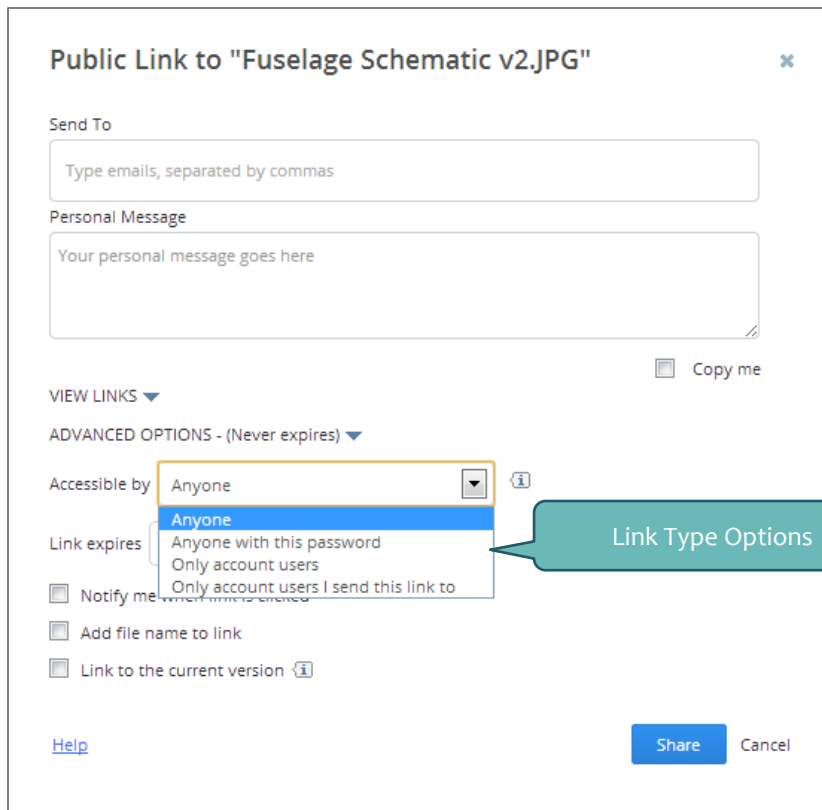A private link can only be accessed by somebody from your Egnyte account. You can further restrict private links by only making them available to the person whose email address you specify in the "to:" field of the share link dialogue.

You can copy a link and post it in social media, or embed it in a document or website, by clicking on the "View Link" tab. The settings you select will apply for this pasted link, even if you click "Cancel" in the link dialogue.

The other options under "Advanced Options" allow you to perform actions like setting a link expiration date, configuring notifications whenever the link is clicked, and choosing to always link to the version of the document that existed at the time you created the link (by default, the link will take recipients to the LATEST version of the file).

[Click here to learn more about sharing files](#)

File Versions and Locking

When files are updated in Egnyte, versions are created instead of overwriting the original file. The updated file becomes the newest version and the original file becomes an older version. The number of versions that have been created for a file are indicated by a counter to the right of the document.

When you click this version counter, a list of those older versions will appear. You can download an older version, or promote it to become the "current" version.

Files can be locked by selecting the lock icon next to the file name in the web UI.

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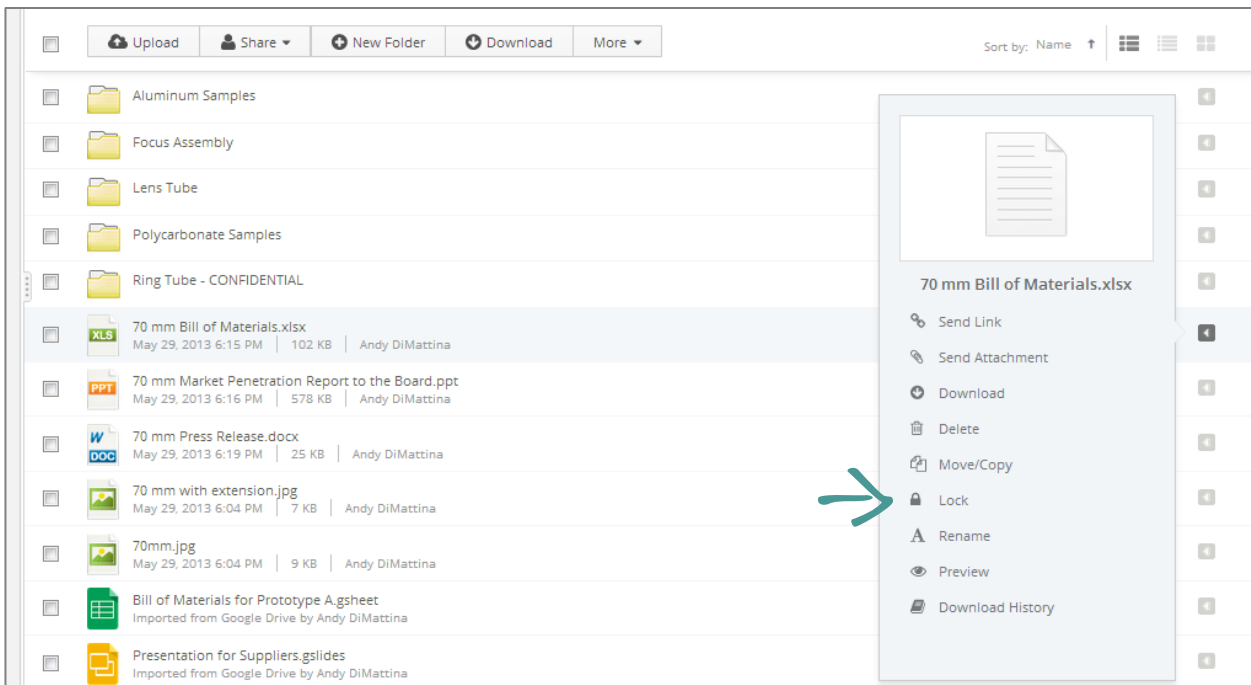
When a file is locked, other users cannot upload new versions of it.

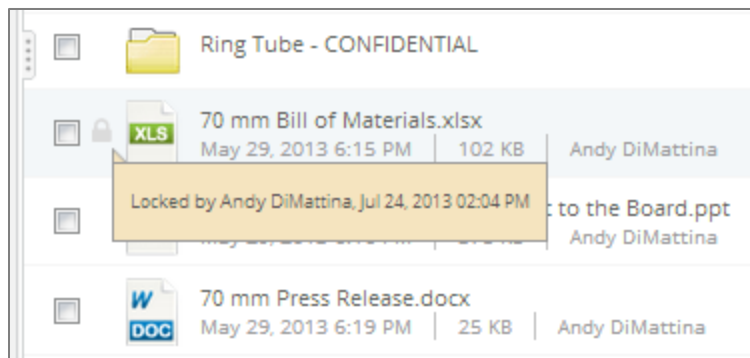The file can be unlocked from the same file action menu used to perform the original lock.
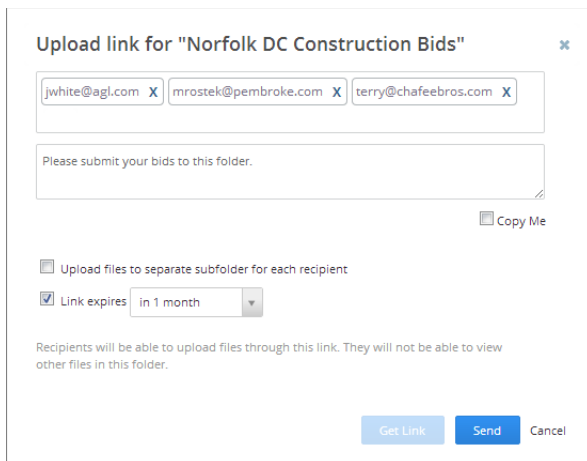
Click here to learn more about file versions and locking.

Upload Links

Upload links allow you to confidentially collect documents from outside collaborators without having to give them access to your Egnyte account. If you have at least Editor permissions to a Shared Folder, you'll be able to create an upload link.
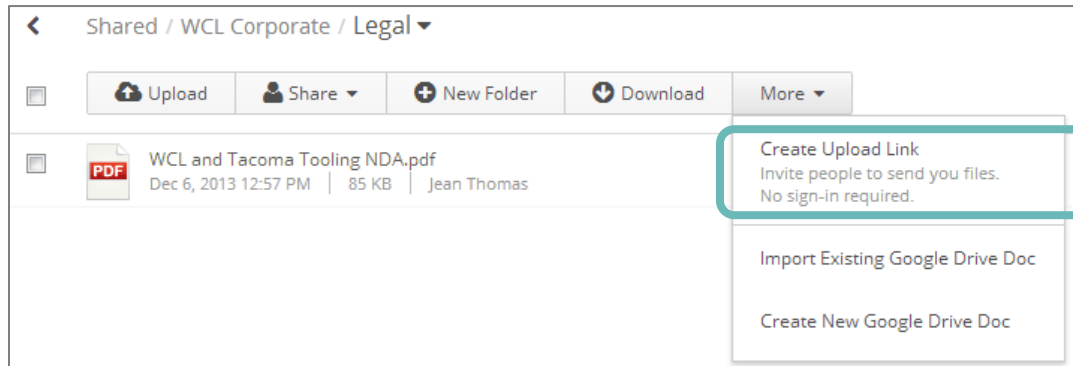
Enter the email addresses of the people who need to upload, and click "Send." If you'd rather copy the upload link (so that you can paste it into an email or website), you can do that by selecting the "Get Link" option at the bottom.

Upload link for "Norfolk DC Construction Bids"   ×

jwhite@agl.com X   mrostek@pembroke.com X   terry@chafeebros.com X

Please submit your bids to this folder.

☐ Copy Me

☐ Upload files to separate subfolder for each recipient

☑ Link expires   in 1 month ▾

Recipients will be able to upload files through this link. They will not be able to view other files in this folder.

Get Link   Send   Cancel

Collaborators who click the upload link will be able to upload files directly to the Shared Folder, without seeing the other files contained there. For more information about this powerful feature, visit the Upload Links article on our Helpdesk.

Chapter 3: File Access

Egnyte provides one of the fastest, most comprehensive platforms for accessing files online or offline. Use Personal Local Cloud to work with files saved on your computer, conveniently manage files online with Map Drive, and transfer large files quickly using FTP.
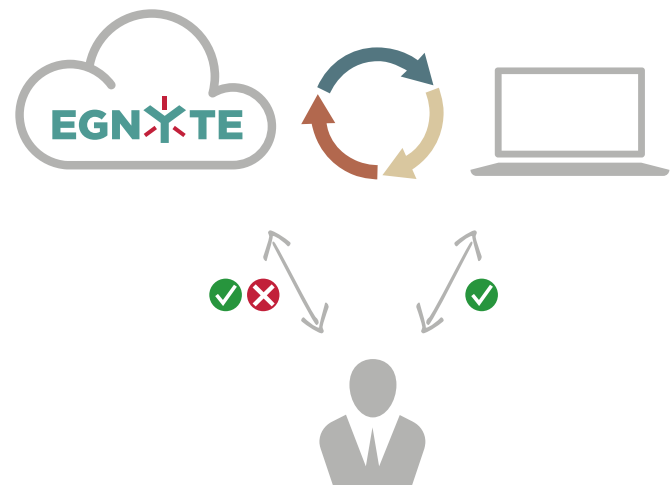
Desktop Sync

Desktop Sync (aka Personal Local Cloud) provides a desktop sync capability: a file you create or modify from your desktop will automatically sync with a version stored in the cloud, and vice-versa.

Desktop sync is only available to power users.

With Desktop Sync you can continue working on files offline; file changes are automatically synced once you're back online.

Download and install Desktop Sync by navigating to the "Apps" button on the header bar of the browser when logged into Egnyte.

After installation, select the folders you want to synchronize between your desktop and the cloud. Please note that you can only view and select folders that your administrator has granted you access to.
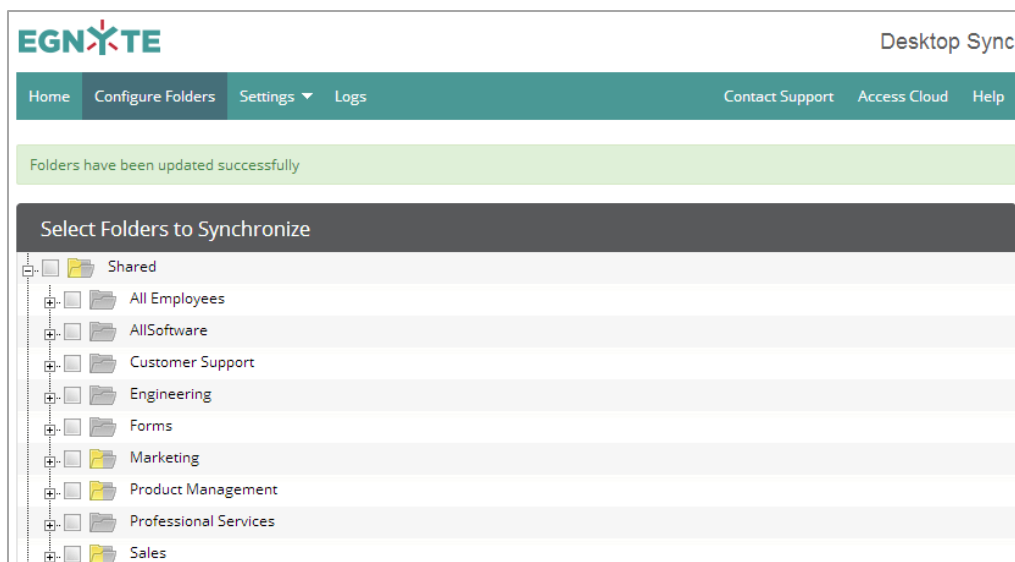
Once your files are synced, an icon labeled "Egnyte Local Cloud" will appear on your desktop, just like any other drive. Click on this icon to begin.
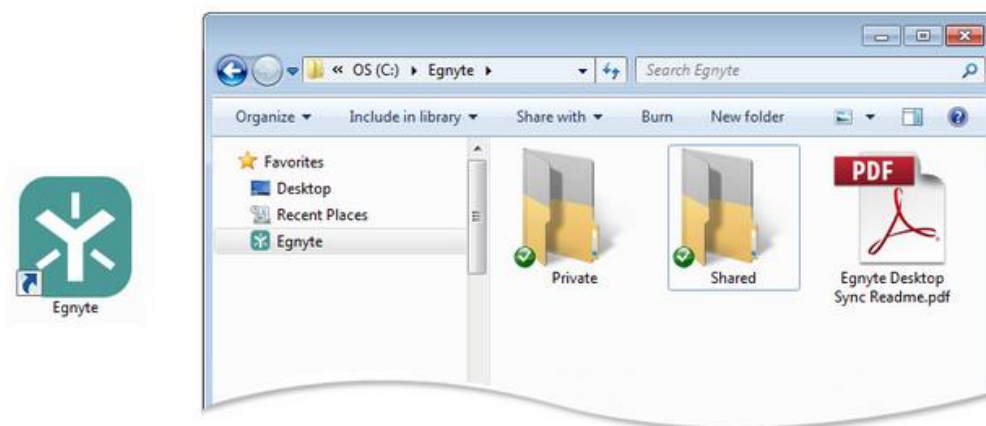
In settings you can configure how often to sync, modify which folders to sync, and check your sync status.

Access Desktop Sync settings through http://127.0.0.1:8806 or the following paths:

PC: Start Menu → All Programs → Egnyte Local Cloud → Settings

Mac: Top right bar Egnyte menu icon → Preferences

Map Drive

Map Drive allows you to access the same Egnyte content available in the Web UI from your familiar desktop. Map Drive is similar in this respect to Desktop Sync, but Map Drive does not create local versions of your files. When you use Map Drive, you are accessing files stored on the web directly. Consequently, Map Drive only works when you have an internet connection.
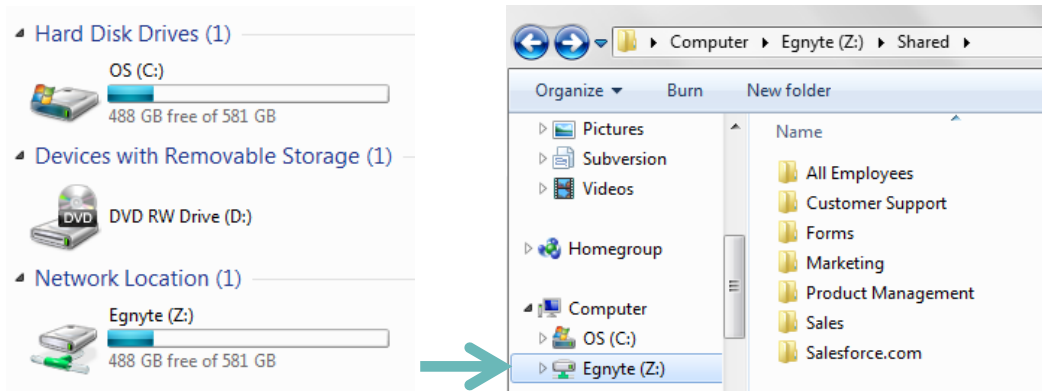
You can find a link to download Map Drive from the Apps Page in the header bar. Map Drive is only available to power users.

Desktop Sync
Versus Map Drive

Desktop Sync maintains a copy of Egnyte files on your computer's hard drive. You can access these files without an internet connection.

Map Drive accesses the Cloud File Server directly. An internet connection is required, but no space is used on your hard drive.

Map Drive is only supported for Windows. Desktop Sync is available for Windows and Mac.

Egnyte FTP

Egnyte allows you to transfer files using FTP (file transfer protocol). FTP is a technology that transfers files more efficiently than standard HTML web browsers, decreasing your upload/download times anywhere from 20 to 60%. FTP is only available to power users.

First, you'll need to download and install and FTP client. While most FTP clients will work well with Egnyte, we've provided a list of some of our users' favorites on our helpdesk. The following screenshots are taken from the popular Filezilla program.
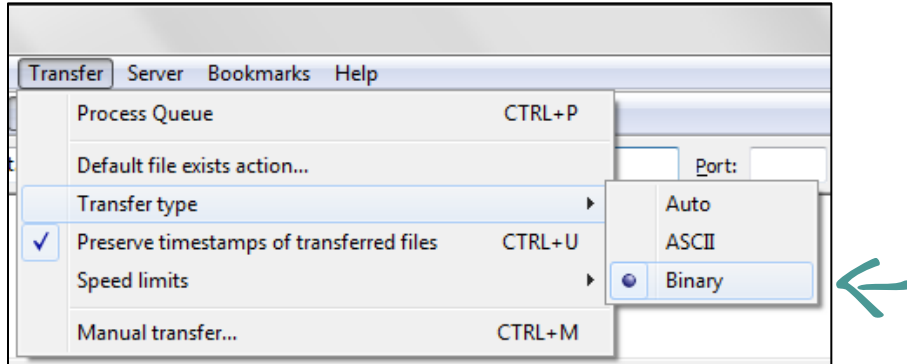
Once installed, log into your account with the following information:
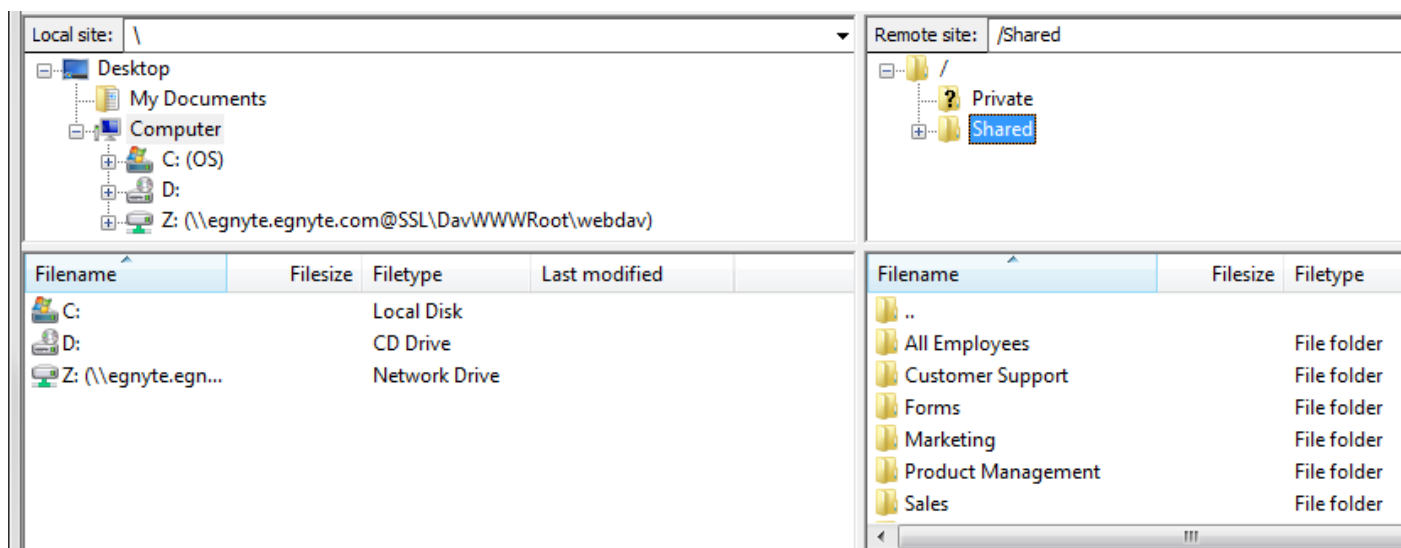
Host: ftp-*account*.egnyte.com   *(where account = your account name)*

Username: *username@account*   *(where username = your login ID)*
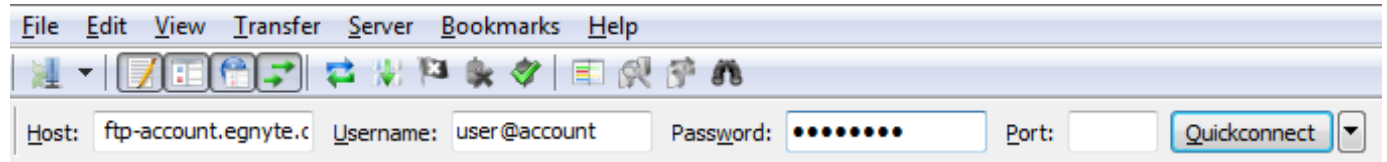
Set the transfer type to binary.

Navigate to folders in the cloud using the navigation tree. Transfer files and folders to and from the cloud by dragging them in or clicking on the files.
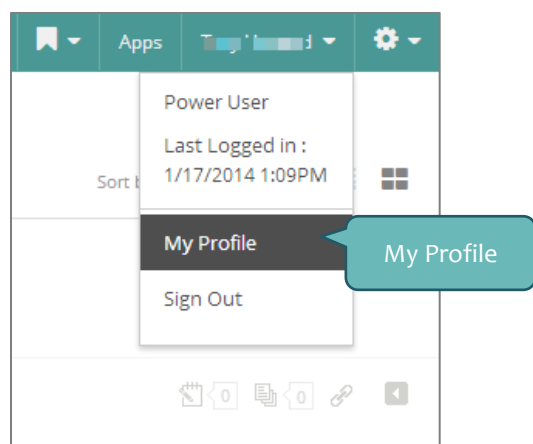
Note: For trial customers, FTP file size transfer is restricted to 1 GB per file.
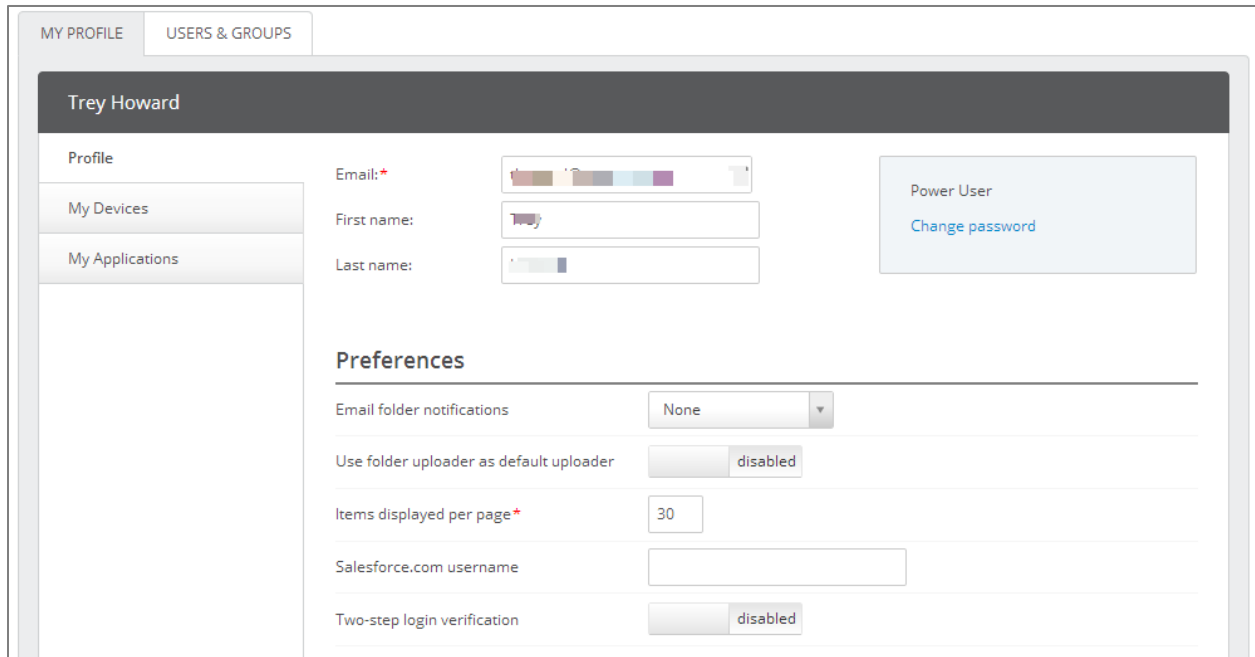
Chapter 4: Resources

Egnyte provides a number of additional resources to make your experience better.

Manage Your Profile

Click the upper right corner of your screen and choose My Profile.

The resulting screen allows you to manage shared folder notifications, your password, your account email address , and other personal preferences.

Mobile Access

Egnyte provides one of the most comprehensive sets of mobile applications for accessing files in the Cloud. We offer apps for the following platforms, and will soon release a Windows 8 app for the Microsoft Surface.
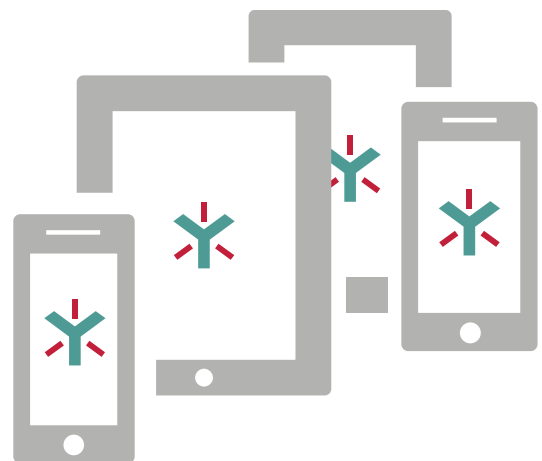
Download the following mobile applications:

iPhone

iPad

Android

HP WebOS

Kindle Fire

Nook

Windows Phone

3rd Party Applications

Egnyte integrates with popular third-party applications. Below are some examples of our integrations.

Salesforce.com

Microsoft Outlook

Google Drive

Docusign

Explore additional mobile integrations here

Support

Egnyte provides a host of resources so you can stay up to date with product improvements and train users.

Live web training

Detailed product articles

Egnyte user videos

Product updates and announcements

Egnyte's online community

Chapter 5: Egnyte Glossary

These are some common Egnyte terms.

Administrator

Administrators are the managers of your company's Cloud File Server; they are power users with additional administrative privileges. Administrators can set up power users and standard users, organize shared folders, and control user permissions. In addition, administrators are responsible for managing your Egnyte subscription settings. By default, the person who registers for an Egnyte account is the administrator of that account.

Cloud File Server

The Egnyte Cloud File Server (CFS) is an online file storage server hosted by Egnyte. Files are stored in Egnyte's data centers using industry-leading security standards. Files can be accessed using a web browser, mapped drive, or mobile application. When we refer to the "Web UI", we're talking about the front-end of the CFS.

Desktop Sync

Desktop Sync (aka Personal Local Cloud) provides a desktop sync capability. It is a local cloud installed on the user's Windows or Mac computer that synchronizes files between the hard drive and the Cloud File Server. This enables secure access to desktop files from any device, any time, on-line as well as off-line.

Map Drive

Map Drive uses WebDAV to connect your desktop to the Cloud File Server, just like a network drive. Unlike Desktop Sync, Map Drive does not actually sync files to your desktop; you are accessing the files directly in the cloud. Consequently, Map Drive does not work when internet access is unavailable.

Power Users

You should make employees of your company power users. This will allow them to share folders, invite standard users to collaborate on documents and take advantage of other Egnyte features like FTP upload, Map Drive, and Local Cloud.

Private Folders

Every power user gets a private folder. The contents of the private folder can only be viewed by the power user and the account admins. Consequently, these folders cannot be shared like Shared folders.

Shared Folders

A folder that anybody in your Egnyte account can access (provided they are given folder permissions to that folder). Egnyte offers multiple different user permission levels that govern what users can do in shared folders.

Standard Users

Make your outside business partners standard users. This will allow them to access files stored on Egnyte once a power user from your account invites them. They will be able to view Egnyte files using the Web UI or a mobile device, but won't have access to Map Drive or Local Cloud.