Online Storage Help Guide

Online Storage is a legacy product and is no longer sold. This guide contains archived Help content for Online Storage to help answer questions. However, it's no longer being updated as of July 2021.

To find answers in this guide:

- Select any title in the Contents to go directly to a specific Help article.
- Use the **Find** function (**Ctrl + F** for Windows OR **Command + F** for Mac) in your browser to search the whole PDF for specific keywords.

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What is Online Storage

Online Storage is a browser-based application that allows you to store and access your important files, safely and securely — online. Much like a folder on your hard drive, Online Storage allows you to back up your files and stores them in a safe place for you. You'll have access to your files 24/7, you can share your files with others, and you can even encrypt your files for an extra level of protection.

Set up my Online Storage

After purchasing Online Storage, you set up your account and specify preferences, such as whether you want to associate your Online Storage with your email account. Once the setup is complete, it may take up to 30 minutes for your Online Storage account to become active.

When you've finished setting up your account, you can start using your Online Storage.

1. Log in to your account.
2. Next to Workspace Email, click **Manage All**.
3. Click **View Files**.
4. Click **Create** (or **Add one now**).
5. Complete the **Create a new account** form:

   > **Note:** if you have not added an Online Storage account click **Add Now**.

   - o **Email Address** — Select the email address you want to associate with your Online Storage account. This is your user name.
   - o **Password** and **Confirm Password** — Enter the password you want to use.
   - o **Select Plan** — Select the Online Storage plan you want to use.
6. Click **Create**. Now that set up is complete, it may take 30 minutes to activate your account.

Try it out: Online Storage trial accounts

Online Storage is a service that lets you store and access files from any computer through a simple web-based interface.

We offer 30-day 1GB Online Storage trial accounts so you can try its services before you buy it.

To sign up for an online free trial

1. Go to **onlinefilefolder.com.**
2. Click **Get Started Now**.

3. When prompted, **Already use Workspace Webmail?**, click:
    o   **Yes** if you have a Workspace Webmail account and want to connect it with your Online Storage trial account. Enter your **Email Address**, Workspace Webmail **Password**, and then click **Log In**.

        Connecting your Online Storage trial and Workspace Webmail accounts lets easily you switch between applications.
    o   **No** if you do not have a Workspace Webmail account or do not want to associate one with your Online Storage trial account.
4. Complete the following fields, and then click **Register**.
    o   **Email address** — The email address you want to associate with your Online Storage trial account. If you entered your Workspace Webmail address information, this field is already completed.
    o   **Password** and **Confirm password** — The password you want to use to log in to your Online Storage trial account. If you entered your Workspace Webmail address information, this field is already completed, and is your Workspace Webmail password.
    o   **PIN** — A four-digit number to help you retrieve your password, if you forget it
    o   **Zip code** — Your zip code to help you retrieve your password, if you forget it
    o   **Enter the letters shown above** — Complete the CAPTCHA (security code).

You must activate your Online Storage trial account within 24 hours using the activation code we email to you.

Upgrade your Online Storage trial account at any time by purchasing and setting up a new Online Storage account using the same user name (your email address) and password as your Online Storage trial account. You'll also be invited to upgrade your Online Storage account after your Online Storage trial account expires.

When upgrading, we move all of your files from your Online Storage trial account to your new Online Storage account.

Accessing Online Storage using an FTP client

You can access your Online Storage account from a remote location using an FTP client. Some common FTP clients are:

- FileZilla
- SmartFTP
- Fetch (Mac)
- gTFP (Linux)
- Acronis Image Server

Once you download the FTP client you want to use, you can connect to Online Storage and manage your files and folders. You need the following information:

To connect to Online Storage

1. Open the FTP Client.
2. In the menu bar at the top, type **www.onlinefilefolder.com**.
3. Enter your Online Storage user name and password.
4. Click **Enter**.

When connected to your Online Storage, the folder structure displays in one pane of your window.

- The username, or email address associated to your Online Storage account: FTP User Name
- The password for your Online Storage account: FTP Password
- http://www.onlinefilefolder.com: website URL
- ftp://www.onlinefilefolder.com: FTP Site URL

 Note: Online Storage supports active and passive mode for FTP. Extended passive mode is not supported.

Viewing account information in Online Storage

View the following information by tapping **Account** from any page in Online Storage Mobile:

- **Usage** — Check how much space your files are using in your Online Storage account.
- **View Intro Document** — View a quick guide that highlights Online Storage Mobile's features.
- **Version** — See which version of Online Storage Mobile is installed on your phone.
- **Get Support** — Look up support documents for Online Storage Mobile.
- **Give Feedback** — Let us know what you think of Online Storage Mobile.

Managing your Online Storage settings

Online Storage's settings let you customize everything from the application's color scheme, to the email address you use to send information, to how you manage saving your files.

It's all organized into tabs that let you quickly and easily update the settings you want to change. Clicking **OK** saves the updates you made on that tab.

1. Log in to your online storage account.
2. From the **Settings** menu, select one of the following to manage the corresponding settings:

Display settings

- o **Theme Setting** — Changes the color of page elements.
- o **Time Setting** — Sets the interval Online Storage uses before logging you out due to inactivity.
- o **Navigation Behavior** — Select **Open Each Application in a New Window** to open other Workspace applications in new windows.

Email identity

- o **Email From Name** — This name displays as the sender of emails you send from Online Storage, such as collaboration requests.
- o **Email Address** — This is the return address for emails you send from Online Storage.

Password

- o **Set Password** — Complete the fields to reset your password.

File settings

- o **Filename Conflicts** — When your existing files already use a name of those you're trying to upload, select whether to **Replace existing files** with the new ones, **Leave existing files** so two files exist with the same name, or **Rename the file.**
- o **Workspace Desktop Tool Options** — If you're using Workspace Desktop Tools, select **Automatically open file for editing** to have files you upload to Online Storage open automatically in Workspace Desktop Tools.
- o **Set Dropbox Options** — Designate an email address as a dropbox for collaborators to send files to your Online Storage account. For an additional layer of security, enable a remote delivery ID that senders must enter in the subject lines of their emails. You can also apply settings for filename conflicts to dropbox files.

3. Click **OK**. Your settings update.

Managing Online Storage plans

The amount of storage space in your Online Storage account depends on the plan that you purchased. You can get more space by upgrading your plan. If you still require additional storage space, you may purchase also incrementally larger packs. If you no longer need all your storage space, you can downgrade your plan.

1. Log in to your account.
2. Click **Online Storage**.
3. Next to the Online Storage account you want to upgrade, click **Options**.
4. Go to the **Customize** tab, and then do one of the following:

- To upgrade your plan, from the **Plan** menu, select an upgraded plan, and then click **Checkout**.
- To downgrade your plan, from the **Plan** menu, select a downgraded plan, and then click **Checkout**.
- To purchase storage-space packs, from the **Add Disk Space** menu, select a pack, and then click **Checkout**.
- Proceed through the checkout process.

Note: If canceling additional storage reduces the space of your plan below the amount of storage currently in use, your account will be locked. Future uploads are unavailable until you purchase additional storage or purge files to free up space.

Changing the space for your Online Storage account

Your Online Storage account comes with varying amounts of storage space, depending on the plan that you purchased. If you require additional storage space, you may purchase it in incremental packs.

To upgrade storage space

1. Log in to your account.
2. Click **Online Storage**.
3. Next to the Online Storage account you want to upgrade, click **Options**.
4. Go to the **Customize** tab, select a new plan or additional storage space, and then click **Checkout**.
5. Proceed through the checkout process.

If you no longer need the additional storage, you may remove it from your account.

To downgrade storage space

1. Log in to your account.
2. Click **Online Storage**.
3. Next to the Online Storage account you want to downgrade, click **Options**.
4. Go to the **Customize** tab, select a new plan or additional storage space, and then click **Checkout**.
5. Proceed through the checkout process.

Note: If canceling additional storage drops the capacity of your Online Storage below the amount of storage currently in use, your account will be locked. Future uploads are unavailable until additional storage is purchased or files are purged to free up storage space.

Changing the space for your Online Storage account

If you forget your Online Storage password, you can change it in the Workspace Control Center.

1. Log in to your Account Manager.
2. Click **Online Storage**.
3. Next to the account you want, click **Manage**.
4. Click **View Files**.
5. Select the account you want to change, hover over the menu icon, and then click **Edit**.
6. Enter and confirm your new password.
7. Click **Save**.

Note: Your password takes up to 30 minutes to change.

Changing your Online Storage password in the email control center

If you forget your Online Storage password, you can change it in the Email Control Center.

1. Log in to your Account Manager.
2. Click **Online Storage**.
3. Click **Launch** next to the account you want to modify.
4. Click the user name of the account you want to modify.
5. In the **Change Password** and **Confirm** fields, enter a new password, and then click **OK**.

Note: Your password takes up to 30 minutes to change. Also, username cannot be changed for Online Storage once the account is set up.

Setting your email identity in Online Storage

You can set the email address that displays to your recipients when you share files through Online Storage.

1. Log in to your Online Storage account.
2. From the **Settings** menu, select **Email Identity**.
3. In the **Email From Name** field, enter the name you want to display in the **From** field when sharing files.
4. Click **OK**.

Why associate an email address with your Online Storage account?

You can email files to other users through Online Storage—without having to log in to your email account. You can associate an email address located within the same account as Online Storage, and then recipients can easily reply to your email messages. If you do not associate an email address with your Online Storage account, messages display from no-reply@onlinefilefolder.com.

Adding folders

Folders help you organize your files. As you create files, you can click and drag them into folders.

1. Log in to Online Storage.
2. Click **New Folder**.
3. From the **New Folder** window in the **Choose Parent Folder** window, select the existing folder where you want to create the new folder.
4. In the **Folder Options** window, enter a **Folder name**.
5. Click **OK**.

Using web folders (WedDAV) to connect to Online Storage

You can create a folder link between your desktop and Online Storage that gives you easy file and folder access to Online Storage content.

You navigate through the files using Microsoft Windows® Explorer or Mac OS X® Finder, and you can copy, move, delete, and create folders through the interface.

The process to connect to Online Storage as a WebDAV folder varies, depending on your operating system and browser.

Using Windows XP

1. From the **Start** menu, select **My Network Places**.
2. Double-click **Add Network Place**.
3. Click **Next**.
4. Select **Choose another network location**, and then click **Next**.
5. In the **Internet or network address** field, enter **https://onlinefilefolder.com/dav**.
6. Enter your Online Storage user name and password, and then click **OK**.

Using Windows 7 and Windows Vista

1. Right-click the **Start** button, and then select **Explorer** or **Open Windows Explorer**.
2. From the **Tools** menu, select **Map Network Drive**.
3. In the **Folder** field, enter **https://onlinefilefolder.com/dav**, and then click **Finish**.
4. Enter your Online Storage user name and password, and then click **OK**.

Windows lists your WebDAV connection to Online Storage under Network Locations in Computer.

Using Windows 10

1. Right-click the **Start** button, and then select **File Explorer**.
2. Select **This PC** in the left pane.
3. Click **Computer** from the top menu and select **Map Network Drive**.
4. In the **Folder** field, enter **https://onlinefilefolder.com/dav**, and then click **Finish**.
5. Enter your Online Storage user name and password, and then click **OK**.

Windows lists your WebDAV connection to Online Storage under Network Locations in Computer.

Using Mac OS X

1. Click **Finder** from your application dock.
2. At the top of the screen, from the **Go** menu, select **Connect to Server**.
3. In the **Server Address** field, type **https://www.onlinefilefolder.com/dav**.

   Note: You can add this server address to your Favorites list for future access.

4. Click **Connect**.
5. When prompted, enter your Online Storage user name and password.

What are Quick Find folders in Online Storage?

Use Quick Find folders to easily locate images and videos you upload to Online Storage. Each time you upload a file, Online File Folder detects the file type. If they're image or video files, Online File Folder then automatically moves them to the appropriate Quick Find folders. Every file you upload also displays in your **Home** folder by default, so you can organize them any way you like.

Sharing folders with other Online Storage users

Online Storage lets you share files and folders by collaborating with other Online Storage users. Collaborating lets other users view or modify contents of your shared folders, based on permissions you assign.

Sharing files and folders requires three steps:

Adding collaborators

Before you can share folders with other Online Storage users, you must assign them as collaborators and they must accept your collaboration requests.

1. Log in to your Online Storage account.
2. Click **Collaborators**.
3. Click **Add Collaborator**, and then complete the following fields:
    - *(Required field)* **Email** — The collaborator's email address
    - **First Name** — The recipient's first name
    - **Last Name** — The recipient's last name
    - **Message** — A message for the recipient
4. Click **Invite**.

Setting up a folder to share

To share files, move them into a folder, and then share that folder. To share any file it must be within a shared folder.

1. Right-click on the folder you want to share, and then select **Convert To Share**.
2. *(Optional)* Select the permissions for any collaborators that have accepted your request.
3. *(Optional)* Click **Add Collaborator** to send a new user request, complete the following fields, and then click **Invite**.
    - **Email** *(Required field)* — The collaborator's email address
    - **First Name** — The recipient's first name
    - **Last Name** — The recipient's last name
    - **Message** — A message for the recipient
4. Click **Save**.

Granting permissions for collaborators

1. Right-click your **Shared Folders**, and then select **Create Share**. Or, right-click an existing folder, and then select **Convert to Share**.
2. Select the collaborators and their levels of access, and then click **Save**:
    - **No Access** — Collaborators cannot view this folder in their shared folder.
    - **Read Only** — Collaborators can view but cannot make changes to the folder and its content in their shared folder.
    - **Admin** — Collaborators can view and modify the folder's contents in their shared folder.

> **Note:** Once a shared folder is created you can add, modify, or remove user permissions at any time. Right-click on the shared folder, select **Manage Share**, select the collaborator's new permissions, and then click **Save**.

If you want to share folders with people who *are not* Online Storage users you have two options:

- You can email links so they can download individual files.
- You can send a collaboration request to a non-user. When the recipient accepts the request they are given the option of creating a 30 day Online Storage trial account.

What is the Dropbox folder in Online Storage?

The Dropbox folder lets your Online Storage account receive files through email. To use the Dropbox folder, you must enable and configure it through your Online Storage account first.

Deleting and recovering files and folders from Online Storage

When you delete files or folders from your Online Storage account you can't recover them unless you enable the trash feature. You can then recover them by moving them out of the trash.

Files or folders in the trash still count against the space allotted to your account. You can permanently delete them by emptying the trash.

Please keep in mind, you can't recover files or folders once you empty the trash.

To enable the trash

1. Log in to Online Storage.
2. From the **Settings** menu, select **File Settings**.
3. Go to the **Set Trashcan Options**, and then select **Enable trashcan**.

To delete files or folders

1. Log in to Online Storage.
2. Right-click the file or folder you want to delete, and then select **Delete**.
3. In the **Delete** window, click **OK** to confirm the deletion.

> **Note:** Your Home, Trash and Shared folders cannot be deleted.

To recover files or folders

1. Log in to Online Storage.
2. Double-click **Trash**.
3. Drag and drop the file or where you want to store it.

To empty the trash

1. Log in to Online Storage.
2. Right-click **Trash**.
3. Select **Empty**.
4. Click **OK**.

Renaming files and folders in Online Storage

You can rename any folders that you have created or files that you have added to Online Storage.

1. Log in to Online Storage.
2. Locate and select the files you want to rename.

> **Note:** Select multiple files by pressing and holding the **CTRL** key, and then clicking individual file names you want to select.

3. Right-click the file, and then select **Rename**.
4. In the **Rename** window, enter a new name for the file or folder, and then click **OK**.

> **Note:** Your Home and Dropbox folders cannot be renamed.

Why am I getting the error 'This folder cannot be displayed' when I browse to the Web Folder for Online Storage?

If Windows cannot find the Web Folder you created for your Online Storage, log in to Online Storage and verify that the folder you are trying to view doesn't contain files with invalid characters. Online Storage only supports UTF-8 characters.

Managing files in Online Storage

Manage your Online Storage's® files on the go with Online Storage Mobile.

Tap a folder to open the contents of that folder.

Tap a file to open a menu to perform the following actions:

- **Share** — Email a link, which is valid for seven days, to download the file.
- **Delete** — Delete the file from your Online Storage account.
- **Open** — Open text, image, music, video, or spreadsheet files.

Uploading files to Online Storage

Online Storage Mobile lets you upload photos and videos from your iPhone® to your Online Storage account.

1. Open **Online Storage Mobile**.
2. Tap folder to navigate to the destination where you want to upload the file.
3. Tap **Upload Files**.
4. Tap **Select from Existing** to upload existing photos and videos or **Take Photo or Video** to create a new photo or video.
5. (*Optional*) If you took a new photo or video, tap **Use**.
6. Enter a name for your file, and then tap **Upload**.

Can I view how many times a shared file has been downloaded?

Yes. When you are logged in to Online Storage you can hover over the **Public Link** icon to see the total download count.

Can I preview files I upload to Online Storage?

Yes. You can preview ASF, AVI, FLV, M2V, M4V, MOV, MPEG, MPG, MTS, QT, WMV and MP4 files up to 1GB in size using the Quick View feature in Online Storage®.

1. Log in to Online Storage.
2. Navigate to the file you want to view.
3. Right-click the file, and then select **Quick View**.

Searching for files in Online Storage

If you need to locate a specific file, Online Storage offers two search options:

- **Basic Search** — Quickly search files for a specific keyword without opening the full search feature.
- **Advanced Search** — Select a value to search for, and narrow search parameters to specific fields, folders, size, and dates.

Use the **Basic Search** in the upper-left corner of Online Storage by entering your search term and pressing **Enter** on your keyboard.

To search for files using Advanced Search

1. Log in to Online Storage.
2. Click **Advanced Search** located below the Basic Search field at the top of the folders list.
3. In the **Advanced Search** field, enter the keyword, phrase, or other value you want to search for.
4. (*Optional*) Enter parameters to narrow your search:
    - **Type** — Specify if you want to search files and/or folders.
    - **Date range** — Select a specific date range to search.
    - **Size range** — Enter a minimum and a maximum file size, and then specify whether the size is in kilobytes or megabytes.
5. Click **Search**.

Receiving files through email with Online Storage

Email files directly to your Online Storage account with the Dropbox feature.

Files emailed to your Online Storage account save to the **Dropbox** folder, which displays under your Home folder.

To receive files in your Dropbox folder, email them to *you*@onlinefilefolder.com, where *you* is your Dropbox email address. You can configure your Dropbox email address using the instructions below.

To enable your Dropbox

1. Log in to Online Storage.
2. Go to the **Settings** tab, and then select **File Settings** tab.
3. In the **Set Dropbox Options** section, select **Enable Dropbox**, and then complete the following:
    - **Dropbox Email** — Enter a Dropbox email address.

- o **Enable remote delivery ID** — (*Optional*) Restrict who has permission to send files to your Online Storage account using this option. Select Yes to require an ID to send a file. To allow anyone to send files to your Dropbox, select No.
- o **Remote Delivery ID** — (*Optional*) If you enabled the remote delivery ID, you must specify a word or phrase for senders to use when sending you a file. Senders must use the word or phrase as the subject of their email to send files to your Online Storage account.
- o **Overwrite action** — Select to replace any existing file of the same name with the file you are receiving, retain or leave any existing file of the same name as the file you are receiving. With this option, the new file will not be uploaded to your Online Storage. Or, if a file exists with the same name, rename the file you are receiving by adding a 1 to the end of the filename.
4. Click **OK**.

Encrypting and decrypting files in Online Storage

Online Storage lets you encrypt files by creating passwords that must be entered to view them.

To encrypt files

1. Log in to Online Storage
2. Select the files you want to encrypt.
3. Right-click the file, and then select **Encrypt**.
4. In the **Encrypt Files** window, complete the following:
    - o **Encryption password** and **Confirm encryption password** — Enter the password you want to require to open the file.
    - o **Password hint** — Specify a hint to remind you of the encryption password.
5. In the **Password hint** field, specify a hint that will remind you of the password.
6. Click **OK**.

To decrypt files

1. Double-click the encrypted file.
2. Enter the encryption password, and then click **OK**.

You cannot reset or change encryption passwords without first decrypting the file. If you forget or lose your encryption password, you cannot access the file.

Compressing files in Online Storage

By compressing or zipping files in Online Storage, you can minimize the amount of storage space that your files use. You also minimize the size of outgoing email message attachments or files you are downloading.

 Note: Compressed files are stored with a .zip extension.

1. Log in to Online Storage.
2. Locate and select the files you want to compress.

    Note: Select multiple files by pressing and holding the **CTRL** key, and then clicking individual file names you want to select.

3. Right-click the file, and then select **Zip/Compress**.
4. In the **Zip Files** window, complete the following:

    Save Zip archive as
    Enter a name for the compressed files.

    Download
    Select this option to download the compressed files immediately.

    Save in Online Storage
    Select this option to save the compressed files in Online Storage.

    Send as email attachment
    Select this option to email the compressed files.

    To send the compressed files as an email attachment, complete the following:

    To
    Enter the email address of the persons to whom you want to send the file.
    Subject
    Enter a subject line for the email message.
    Comment
    Enter any comments or message that you want to include in the email message.

5. Click **OK**.

Sending files with public links in Online Storage

Online Storage lets you create Public Links to share your files and folders through downloadable links.

1. Log in to Online Storage.
2. Locate and select the files or folders you want to share.

     Note: To select multiple files, press and hold the **CTRL** or **CMD** key, and then click the individual file names you want to select.

3. Click the arrow to the right of the file, and then select **Public Link**.
4. Click **OK**.
5. Select the method you want to share the file. You can copy, email, Facebook, or tweet the public link.
6. If you choose to email the public link, complete the following:

    To
    Enter the email addresses of the Public Link recipients.
    Subject
    Enter a subject line for the email message.
    Comment
    Enter any comments that you want to include in the email message.

7. Click **OK**.

Online Storage emails the recipient a Public Link to download the file.

To remove a Public Link, right-click the file or folder, select **Manage Public Link**, click **Remove Public Link**, and then click **Yes**.

If you hover over the Public Link icon, the creation date and the number of downloads of the Public Link displays. The Public Link's URL displays when you click the icon.

 Note: To password protect a file, add a password when the public link box opens and then click **Apply**.

Emailing files as attachments in Online Storage

You can send files from Online Storage as email attachments.

1. Log in to Online Storage.
2. Navigate to the file you want to send in an email.

   Note: Select multiple files by pressing and holding the **CTRL** key, and then clicking individual file names you want to select.

3. Right-click the file, and then select **Send via Email**.
4. In the **Send Files via Email** window, in the **Send Email** section, complete the following:
   o **To** — Enter the email address of the persons to whom you want to send the file.
   o **Subject** — Enter a subject line for the email message.
   o **Comment** — Enter the text for the email message.
5. Click **OK**.

Download files from Online Storage

After uploading files to Online Storage, you can download them to any computer at any time.

1. Log in to Online Storage.
2. Right-click the file you want, and then select **Download**.
3. In the **File Download** window, click **Save**.
4. In the **Save As** window, select where you want to save the file, and then click **Save**.

Adding files

To back up or share files, upload them to Online Storage. You can upload as many files as your plan's storage space allows, up to 2GB at a time.

1. Log in to Online Storage.
2. Select the destination folder from the **Folder** menu.
3. Click **Add File**. Or, click the destination folder, and then drag and drop files from your desktop into the folder.
4. In the **Select Files to Upload** window, locate the file you want, and then click **Upload**. Repeat this step for each file you want to upload.
5. Click **Start Upload**.

After copying or moving files in my Online File Folder Web Folder, there is an error that one or more files may not have been copied.

If you received an error that one or more of your files may not have been copied when you copy or move files, you may need to download the web folders update from Microsoft®.

What file formats can I upload to an Online Storage?

You can upload any file type that you choose to your Online Storage, but you cannot exceed your file size limit for total storage space. The individual file size limit is 2 GB.

Why can I not copy files into Online Storage? Windows reports that there was an error copying the file.

An error like this is usually due to a lack of storage space in your Online Storage. Check your available storage space by logging in to Online Storage.

Is Online Storage compatible with my computer?

Because Online Storage offers a Web-based interface, you can use it with any computer connected to the Internet using a Web browser.

Create a public link in Online Storage

Online Storage lets you create a Public Link to share your files and folders.

To create a public link in Online Storage

1. Log in to Online Storage.
2. Locate and select the file or folder you want to share.
3. Right-click a file or folder, and then click **Public Link**.
4. Click **OK**.

To remove a public link in Online Storage

1. Log in to Online Storage.
2. Right-click the file or folder you want to manage.
3. Click **Manage Public Link**.
4. Click **Yes**.

On the file or folder, if you hover over the Public Link icon, the creation date and the number of downloads of the Public Link displays.

Sending a public link in Online Storage

Online Storage lets you create Public Links to share your files and folders. You can easily send these links to others through email, Facebook®, or Twitter®.

Sharing a public link

You can easily share a Public Link with others by giving out the URL.

1. Log in to Online Storage.
2. Locate and select the files or folders you want to share.
3. Right-click a file or folder, and then select **Manage Public Link**.
4. In the **Public Link** window, click on the link icon.
5. Copy the Public URL.
6. Click **OK**.

Emailing a public link

When emailing a Public Link, Online Storage sends the recipient a downloadable link.

1. Log in to Online Storage.
2. Locate and select the files or folders you want to share.

   Note: To select multiple files, press and hold the **CTRL** or **CMD** key, and then click the individual file names you want to select.

3. Right-click a file or folder, and then select **Manage Public Link**.
4. In the **Public Link** window, in the **Share Options** section, complete the following:
   o **To**— Enter the email addresses of the Public Link recipients.
   o **Subject**— Enter a subject line for the email message.
   o **Comment**— Enter any comments that you want to include in the email message.
5. Click **OK**.

Posting a public link on Twitter

Online Storage posts a Public Link to download the file on your Twitter Account.

1. Log in to Online Storage.
2. Locate and select the file or folder you want to share.
3. Right-click a file or folder, and then select **Manage Public Link**.
4. In the **Public Link** window, click on the Twitter icon.
5. Click **Post**.

Posting a public link on Facebook

Online Storage posts a Public Link to download the file on your Facebook Account.

1. Log in to Online Storage.
2. Locate and select the file or folder you want to share.
3. Right-click a file or folder, and then select **Manage Public Link**.
4. In the **Public Link** window, click on the Facebook icon.
5. Click **Post**.

Removing a public link

If you no longer need a file or folder to be publicly linked you can easily remove the link.

1. Right-click the file or folder, select **Manage Public Link**.
2. Click **Remove Public Link**.
3. Click **Yes**.

If you hover over the Public Link icon, the creation date and the number of downloads of the Public Link displays.

Previewing videos in Online Storage

You can preview ASF, AVI, FLV, M2V, M4V, MOV, MPEG, MPG, MTS, QT, WMV and MP4 files up to 1GB in size using the Quick View feature in Online Storage.

1. Log in to Online Storage.
2. Navigate to the file you want to view.
3. Right-click the file, and then select **Quick View**.

What's the best format for uploading videos to Online Storage?

There are several. With certain file types, Online Storage displays Quick Views of videos. They let you view videos from Online File Folder simply by clicking the thumbnail icons. Quick Views also display for public files, letting anyone with the Public Links view the videos.

> **Note:** Previews might not display immediately. If your preview isn't displaying, try waiting a few hours to see if it does.

Quick Views display with these formats:

- .ASF
- .AVI
- .FLV
- .M2V
- .M4V
- .MOV
- .MP4
- .MPEG
- .MPG
- .MTS
- .QT
- .WMV

Previewing images in Online Store

Use Online Storage to preview image files. You can preview .bmp, .gif, .jpe, .jpeg, .jpg, .png, and .xpm files using the Quick View feature.

1. Log in to Online Storage.
2. Navigate to the file you want to view.
3. Right-click the file, and then select **Quick View**.

What is the upload limit for Online Storage?

The individual file size limit for uploads to Online Storage is 2GB. The total upload limit for your account depends on your plan. To view the available space for your plan, look below the **Advanced Search** and **Upgrade** links in the upper-left corner. You cannot upload files that exceed the available space in your Online Storage plan.

You can upload multiple files or folders at once. However, you cannot upload more than 100,000 total items (including files and/or folders), within any single directory or folder, in your Online Storage account. Keep in mind, if you upload a large number of files at one time, the upload may take several minutes to complete.

Sorting in the view window with Online Storage

Online Storage offers three options for viewing your files. Click one of the following options to change your view:

- **List** — Displays a single list of your files.
- **Icon** — Displays a grid of your files.
- **Column** — Displays lists of your files in columns, which display folders' contents or information about files you select.

You can sort any view by clicking **Sort By**, and then selecting one of the following options:

- **Name** — Sorts your files alphabetically.
- **Size** — Sorts your files based on their size.
- **Date** — Sorts your files based on the date they were uploaded.
- **Type** — Sorts and group your files based on their file-type extension.

Once you've sorted your files by one of the options, select the same option again to change the order from ascending to descending.

Adding and managing Online Storage contacts

When you share files through Online Storage, it uses your Online Storage Contacts to auto-fill the recipients' email addresses.

To add a contact to your address book

1. Log in to Online Storage
2. Go to **Contacts**, and then select **New**.
3. In the **Create Contact** section, complete the following:
   - *(Optional)* **First Name** — The contact's first name.
   - *(Optional)* **Last Name** — The contact's last name.
   - **Email** — The contact's email address.
   - *(Optional)* **Nickname** — A nickname or display name for the contact.
4. Click **OK**.

To delete a contact to your address book

1. Log in to Online Storage.
2. Go to **Contacts**, and then select **All**.
3. Click **Delete** next to the the contact you want to remove.
4. Click **OK**.

To edit a contact to your address book

1. Log in to Online Storage.
2. Go to **Contacts**, and then select **All**.
3. Click **Edit** next to the contact you want to edit and make any changes.
4. Click **OK**.

> Note: If your Online Storage account is associated with a Workspace Webmail account via the Workspace Control Center, then you will see contacts from your Workspace Webmail address book automatically. These Workspace Webmail contacts are not editable in Online Storage.

Accepting Online Storage collaboration requests

Other Online Storage users can share folders with you by adding you as a collaborator, and then assigning you permissions to their folders. Being a collaborator lets you view, modify, or manage files directly in other users' Online Storage accounts, based on the permissions they assign to you.

First, though, you must accept the collaboration request.

1. Open the email titled, *A user* **is sending you a collaboration request**, where *A user* is the Online Storage user sending you the request.
2. Click the link to accept the invitation.
3. Enter your Online Storage **User name** or **email address**, **Password**, and then click **Log In**.

You are assigned as a collaborator.

Before you can access files through collaborations, the other user must assign your collaboration permissions.

Why can't I access Online Storage?

You may not be able to access the Online Storage application because your security settings are set to High. To access the application, you can either change the security level to Medium, or add the application's URL to your Trusted Sites list.

To add Online Storage to your trusted sites

1. In **Internet Explorer**, from the **Tools** menu, click **Internet Options**.
2. Click **Security**.
3. Click **Trusted Sites**.
4. In the **Security level for this zone** box, check your security level. You may need to do one of the following:
   o If it is set to High, use the slider to change it to a **Medium** or lower security level.
   o If it is set to Custom, click **Default Level**, and then use the slider to change it to a **Medium** or lower security level.
5. Click the **Sites** button.
6. Clear the **Require server verification** check box.
7. In the **Add this website to the zone** field, type **http://www.onlinefilefolder.com**.
8. Click **OK**.
9. On the **Internet Options** window, click **OK**.

Why can't I proceed past the user agreement after I select I Accept?

You must scroll through the User Agreement until you reach the end of the agreement in the text box. Then you can accept it and continue.

Connect my webmail and Online Storage accounts

You can connect your Workspace webmail and Online Storage accounts. This lets you switch between the applications using the header tabs labeled **Email** and **Files**, while in webmail.

1. In your Workspace account, click **View Files**, to see your Online Storage accounts.
2. Click the user name of the account you want to use.
3. In the **Associated Email Address** field, select the Workspace email address you want to connect to this Online Storage account.
4. Click **Save**.