
Amazon WorkDocs

User Guide



Amazon WorkDocs: User Guide

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What Is Amazon WorkDocs?

Amazon WorkDocs is a fully managed, secure, enterprise storage and sharing service with strong administrative controls and feedback capabilities that improve user productivity. Your files are stored in [the cloud](#), safely and securely. Amazon WorkDocs even includes a synchronization application that always keeps selected folders on your local computer in sync with your cloud folders. Your files are only visible to you, and your designated contributors and viewers. Other members of your organization do not have access to any of your files unless you specifically grant them access.

You can share your files with other members of your organization for collaboration or review. The Amazon WorkDocs client applications can be used to view many different types of files, depending on the Internet media type of the file. Amazon WorkDocs supports all common document and image formats, and support for additional media types is constantly being added.

For more information, see [Amazon WorkDocs](#).

Accessing

You use the client applications to access your files. Amazon WorkDocs offers several different client applications and utilities:

- A web application used for document management and review.
- Apps for mobile devices that support document review.
- A synchronization client that allows you to synchronize a folder on your Mac or Windows desktop with your Amazon WorkDocs files.

How to Get Started

To get a hands-on introduction to Amazon WorkDocs, complete the tutorial at [Getting Started with Amazon WorkDocs \(p. 3\)](#).

Pricing

With Amazon WorkDocs, there are no upfront fees or commitments. You pay only for active user accounts, and the storage you use. For more information, go to [Pricing](#).

Resources

The following related resources can help you as you work with this service.

- **Classes & Workshops** – Links to role-based and specialty courses as well as self-paced labs to help sharpen your AWS skills and gain practical experience.
- **AWS Developer Tools** – Links to developer tools, SDKs, IDE toolkits, and command line tools for developing and managing AWS applications.
- **AWS Whitepapers** – Links to a comprehensive list of technical AWS whitepapers, covering topics such as architecture, security, and economics and authored by AWS Solutions Architects or other technical experts.
- **AWS Support Center** – The hub for creating and managing your AWS Support cases. Also includes links to other helpful resources, such as forums, technical FAQs, service health status, and AWS Trusted Advisor.
- **AWS Support** – The primary web page for information about AWS Support, a one-on-one, fast-response support channel to help you build and run applications in the cloud.
- **Contact Us** – A central contact point for inquiries concerning AWS billing, account, events, abuse, and other issues.
- **AWS Site Terms** – Detailed information about our copyright and trademark; your account, license, and site access; and other topics.

Getting Started with Amazon WorkDocs

Amazon WorkDocs is based on organizations and include the users who belong to the organization, as well as information about each user's folders and documents. Before you can start using Amazon WorkDocs, you must complete the following tasks.

Tasks

- [Step 1: Get Invited \(p. 3\)](#)
- [Step 2: Register \(p. 3\)](#)
- [Step 3: Start Using Amazon WorkDocs \(p. 4\)](#)

Step 1: Get Invited

Participation in an Amazon WorkDocs organization is by invitation only. Your Amazon WorkDocs administrator creates an organization and invites the users to join that organization. An administrator can also enable other people in the organization to invite others to join the organization.

You will receive communication from your Amazon WorkDocs administrator with information about how to register (if necessary) and where to download the client applications from.

Step 2: Register

When you receive your invitation to join an Amazon WorkDocs organization, you may need to complete your user registration. Completing your registration involves setting your user information, which includes the following:

- First name
- Last name
- Password

You can change your profile photo, timezone, and password from your **Profile** page after you complete your registration. For more information, see [User Profile \(p. 11\)](#).

Step 3: Start Using Amazon WorkDocs

After the previous steps are complete, you can begin working with Amazon WorkDocs using one of the client applications. There are several clients used for document collaboration. Additionally, there is a document synchronization client that enables you to synchronize a folder on your Mac or Windows desktop with your Amazon WorkDocs files. For more information, see [Amazon WorkDocs Clients \(p. 5\)](#).

Amazon WorkDocs Clients

Amazon WorkDocs provides client applications that are used for document collaboration, as well as a synchronization client. Users can view and provide feedback about shared files.

People

The **People** tab displays the owner of a file and the people that the file is shared with. People are identified by role: owner, viewer, or contributor.

From the web client, you can share a file, share a folder, or send a message.

Feedback

The **Feedback** displays the feedback that was saved for a file. The overall feedback appears at the top, and the context-specific feedback appears in order from the beginning to the end of the file. You can scroll through the feedback and select a specific piece of feedback to review. When you select a piece of feedback, the portion of the file that the feedback belongs to is scrolled into view. Similarly, if you scroll through the file and select a highlighted portion of the file, the feedback for that portion is scrolled into view and selected.

The procedure for giving feedback on a file varies slightly depending on which collaboration client you are using. For more information about giving feedback with a specific client, see the documentation for the client.

Activity

The **Activity** tab displays the history of activity for a file, such as uploads, when feedback was requested, and when feedback was saved. You can view the version of a file that was uploaded.

Clients

- [Amazon WorkDocs Web Client \(p. 6\)](#)
- [Amazon WorkDocs Android Tablet Client \(p. 21\)](#)
- [Amazon WorkDocs Android Phone Client \(p. 28\)](#)
- [Amazon WorkDocs iPad Client \(p. 34\)](#)

- [Amazon WorkDocs iPhone Client \(p. 42\)](#)
- [Amazon WorkDocs Sync Client \(p. 49\)](#)

Amazon WorkDocs Web Client

The Amazon WorkDocs web client is a fully-functioning website that allows you to upload, download, and organize your online Amazon WorkDocs document store. It is also used to view and comment on your documents and documents from others. The web client can display previews for many different types of files, depending on the Internet media type of the document.

Contents

- [System Requirements \(p. 6\)](#)
- [Log In \(p. 6\)](#)
- [Web Client View \(p. 7\)](#)
- [Folders \(p. 12\)](#)
- [Adding and Updating Files \(p. 14\)](#)
- [Locking and Unlocking Files \(p. 14\)](#)
- [File Versions \(p. 15\)](#)
- [Renaming Files \(p. 15\)](#)
- [Moving Files \(p. 15\)](#)
- [Deleting Files \(p. 16\)](#)
- [Downloading Files \(p. 16\)](#)
- [Sharing a Folder or File \(p. 16\)](#)
- [Sending a Message \(p. 18\)](#)
- [Creating a Shared Link \(p. 18\)](#)
- [Giving Feedback \(p. 18\)](#)
- [Viewing the Activity Feed \(p. 21\)](#)
- [Viewing File Properties \(p. 21\)](#)

System Requirements

The Amazon WorkDocs web client requires one of the following web browsers:

- Google Chrome version 30 or later
- Mozilla Firefox ESR version 24.6 or later
- Mozilla Firefox version 30 or later
- Apple Safari version 7 or later
- Microsoft Internet Explorer 10 or later

Log In

When you launch the Amazon WorkDocs web client, you need to log in with your organization name, user name, and password. The organization name and user name are provided in the welcome email

that you received from your Amazon WorkDocs administrator. Your password was established when you completed the initial user registration. For more information, see [Step 2: Register \(p. 3\)](#).

If your Amazon WorkDocs administrator has enabled multi-factor authentication for your organization, you are also prompted for a passcode to complete your login. Your Amazon WorkDocs administrator will provide more information about how to obtain your passcode.

Enabling Single Sign-On

Amazon WorkDocs provides the ability to allow you to access Amazon WorkDocs from a computer that is joined to the same directory that Amazon WorkDocs is registered with, without having to enter your credentials separately. If your Amazon WorkDocs administrator has enabled single sign-on for your organization, you might need to take additional steps to enable your web browser to support single sign-on. For more information, see [Single Sign-On for Internet Explorer and Google Chrome](#) and [Single Sign-On for Firefox](#) in the *AWS Directory Service Administration Guide*.

Note

Single sign-on only works when used on a computer that is joined to the AWS Directory Service directory. It cannot be used on computers that are not joined to the directory.

Web Client View

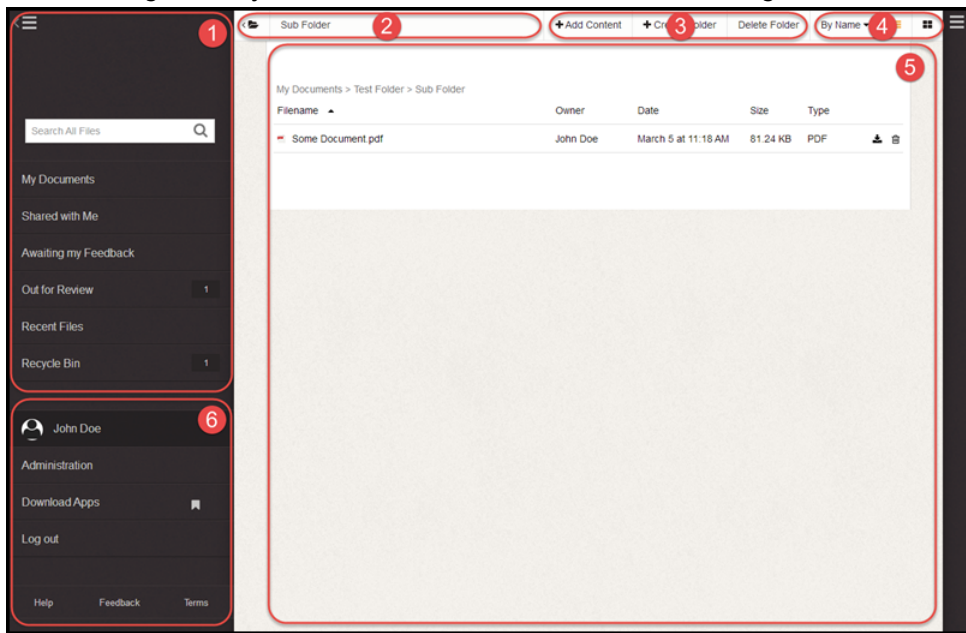
The Amazon WorkDocs web client provides the following basic views.

Views

- [Navigation Viewshare \(p. 7\)](#)
- [File View \(p. 11\)](#)

Navigation Viewshare

The following is the layout of the Amazon WorkDocs web client navigation view.



1 - [Files Pane \(p. 8\)](#)

[2 - Folder Navigation Controls \(p. 9\)](#)

[3 - Content Controls \(p. 9\)](#)

[4 - View Controls \(p. 9\)](#)

[5 - View Pane \(p. 9\)](#)

[6 - User Control Pane \(p. 10\)](#)

Files Pane

The files pane contains the following controls.

Controls

- [My Documents \(p. 8\)](#)
- [Shared with Me \(p. 8\)](#)
- [Awaiting my Feedback \(p. 8\)](#)
- [Out for Review \(p. 8\)](#)
- [Recent Files \(p. 8\)](#)
- [Recycle Bin \(p. 8\)](#)

My Documents

Displays your root folder.

Shared with Me

Displays a list of the files that have been shared with you.

Awaiting my Feedback

Displays a list of the files for which your feedback has been requested.

Out for Review

Displays a list of the files that you have shared with others.

Recent Files

Displays the files you have viewed most recently.

Recycle Bin

Displays the folders and files that have been deleted. Deleted folders and files are moved to the Recycle Bin and are kept there for a minimum of 30 days so they can be recovered if needed.

To restore a file or folder that is in your Recycle Bin, place a check mark next to the item or items to be restored and choose **Restore**.

To permanently delete an item that is in your Recycle Bin, place a check mark next to the item or items to be deleted and choose **Delete**.

You can empty your Recycle Bin by de-selecting all items and choosing **Empty Recycle Bin** in the Recycle Bin.

Folder Navigation Controls

The folder navigation controls display the name of the current folder and can be used to navigate up in the folder hierarchy. You can move up one level in the folder hierarchy by choosing the folder up icon (< 📁) in the navigation controls area.

Content Controls

The content controls provide controls for adding and removing files and folders.

View Controls

The view controls allow you to change the way the view pane displays files and folders. You can change the sort order of the items as well as switch between list and tile view.

You can view the items in the view pane in either tile view or list view. You change to list view by choosing the list view icon (☰) in the view controls. You change to tile view by choosing the tile view icon (📁) icon in the view controls.

View Pane

The view pane displays the contents of the currently selected folder.

To get to an existing folder, click the folder name and the contents of the folder are displayed. You can see your current folder location in the breadcrumb trail at the top of the view pane. You can get to any folder in the hierarchy by selecting the folder name in the breadcrumb trail.

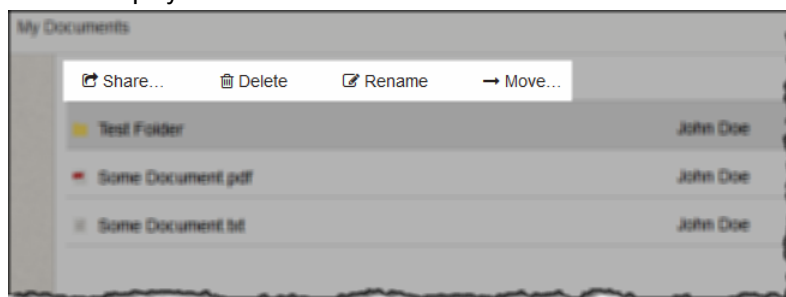
To open a file, click the file name and the file opens in the file view.

Menus

- [Folder Menu \(p. 9\)](#)
- [File Menu \(p. 10\)](#)

Folder Menu

To display the menu for a folder, click anywhere on the folder line except the folder name. The folder menu is displayed above the list.



The folder menu gives you access to the following folder commands:

Share

Allows you to share the folder with other users. For more information, see [Sharing a Folder \(p. 13\)](#).

Delete

Allows you to delete the folder. For more information, see [Deleting a Folder \(p. 13\)](#).

Rename

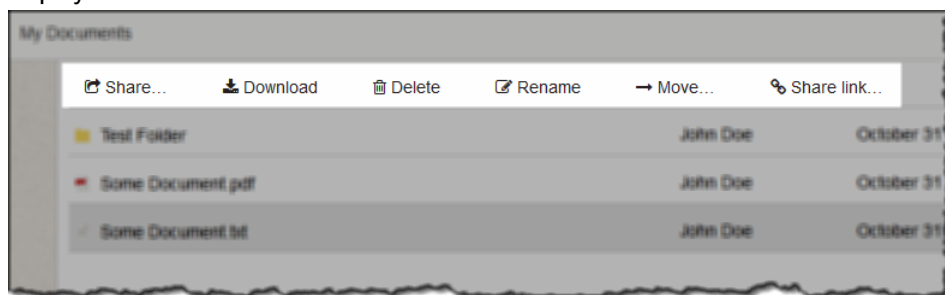
Allows you to rename the folder. For more information, see [Renaming a Folder \(p. 13\)](#).

Move

Allows you to move the folder. For more information, see [Moving a Folder \(p. 13\)](#).

File Menu

To display the menu for a file, click anywhere on the file line except the file name. The file menu is displayed above the list.



The file menu gives you access to the following folder commands:

Share

Allows you to share the file with other users. For more information, see [Sharing a Folder or File \(p. 16\)](#).

Download

Allows you to download the file. For more information, see [Downloading Files \(p. 16\)](#).

Delete

Allows you to delete the file. For more information, see [Deleting Files \(p. 16\)](#).

Rename

Allows you to rename the file. For more information, see [Renaming Files \(p. 15\)](#).

Move

Allows you to move the file. For more information, see [Moving Files \(p. 15\)](#).

Share link

Allows you to create a link to the file that you can share with others. For more information, see [Creating a Shared Link \(p. 18\)](#).

User Control Pane

The user control pane provides the following controls.

Controls

- [User Profile \(p. 11\)](#)
- [Administration \(p. 11\)](#)

- [Download Apps \(p. 11\)](#)
- [Logout \(p. 11\)](#)

User Profile

You can update your user profile in the Amazon WorkDocs web client by clicking on your name in the Amazon WorkDocs user control pane. On this page, you can change the following items:

- Your profile photograph
- Timezone
- Password (applies to cloud directories only; to change your password in a connected directory, contact your system administrator for instructions)

You cannot use the web client to change your name or email address. Contact your Amazon WorkDocs administrator if you need to change these.

Administration

Note

This control is only available to Amazon WorkDocs administrators.

This control displays the administration dashboard. For more information, see [Administration Dashboard](#) in the *Amazon WorkDocs Administration Guide*.

Download Apps

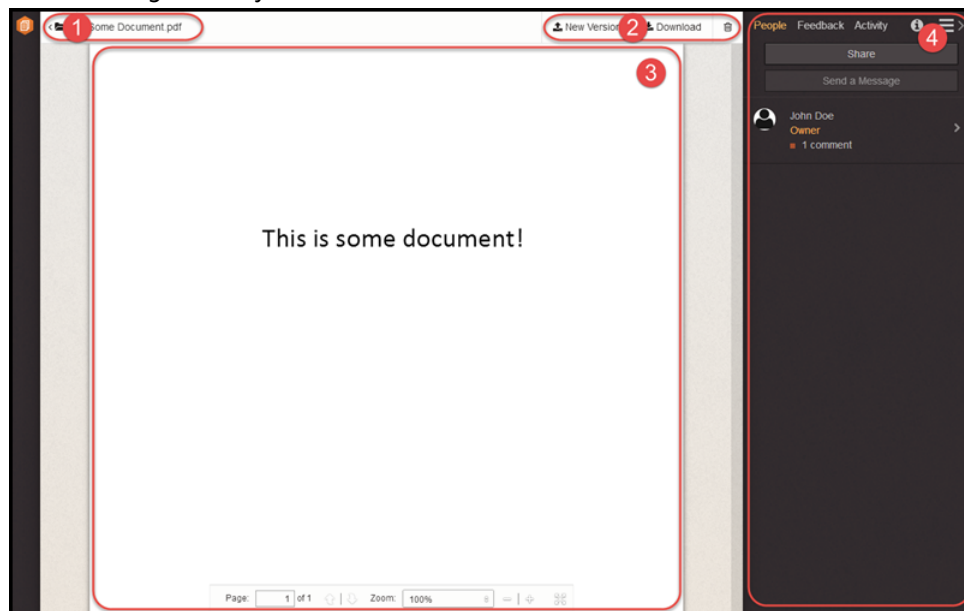
This control takes you to the Amazon WorkDocs client app download page.

Logout

This control logs you out of the Amazon WorkDocs web client.

File View

The following is the layout of the Amazon WorkDocs web client file view.




1 - [File Navigation Controls](#) (p. 12)

2 - [Content Controls](#) (p. 12)

3 - [File View Pane](#) (p. 12)

4 - [File Control Pane](#) (p. 12)

File Navigation Controls

You use the file navigation controls to move back to the navigation view. To get to back to the navigation view, choose the folder up icon (< ) in the navigation controls area.

Content Controls

You use the content controls to select a specific version of the file, upload a new version of the file, or download a local copy of the file.

File View Pane

The file view pane contains the file display.

File Control Pane

You use the file control pane to view the people that the file has been shared with, give feedback on the file, view the past activity on the file, and view and update the file properties. For more information, see the following topics:

- [People](#) (p. 5)
- [Feedback](#) (p. 5)
- [Activity](#) (p. 5)
- [Viewing File Properties](#) (p. 21)

Folders

The following topics discuss how you can manipulate and manage folders in the Amazon WorkDocs web client.

Topics

- [Creating a Folder](#) (p. 12)
- [Renaming a Folder](#) (p. 13)
- [Moving a Folder](#) (p. 13)
- [Deleting a Folder](#) (p. 13)
- [Sharing a Folder](#) (p. 13)

Creating a Folder

To create a folder

1. In the web client, open the folder in which to create the new folder.
2. Choose **Create Folder**, enter the name of the folder, and choose **Create It**.

Renaming a Folder

You can change the name of a folder by performing the following steps.

To rename a folder

1. In the web client, open the folder that contains the folder to be renamed.
2. Click anywhere on the folder line except the folder name, to display the folder menu.
3. In the folder menu, choose **Rename**.
4. Enter the new name and press the Enter key.

Moving a Folder

When you move a folder, all of the files and folders within the folder are moved along with it.


To move a folder

1. In the web client, open the folder that contains the folder to be moved.
2. Click anywhere on the folder line except the folder name, to display the folder menu.
3. In the folder menu, choose **Move**.
4. In the **Move** dialog box, navigate to the target folder and choose **Move**.

Deleting a Folder

You can delete a folder in one of three ways. When you delete a folder, the folder is moved to the [Recycle Bin \(p. 8\)](#). If there are files or other folders in the folder, they are moved to the recycle bin as well.

To delete a folder

- Choose one of the following ways to delete the folder:
 - a. In the web client, open the folder to be deleted and choose **Delete Folder**.
 - b. In the web client, open the folder to be deleted and choose the trash can icon () for the folder.
 - c. In the web client, open the folder that contains the folder to be deleted, click anywhere on the folder line except the folder name, to display the folder menu and choose **Delete**.

Sharing a Folder

You can share a folder with other users in your organization. When you share a folder, all files within the folder are available to the users that the folder is shared with. If new files are added to the folder, the shared users also have access to the new files.

To share a folder with other users

1. In the web client, open the folder that contains the folder to be shared.
 - a. In the document control pane, choose **People** and **Share**.
 - b. Click anywhere on the folder line except the folder name to display the folder menu. In the folder menu, choose **Share**.

2. In the **Share** dialog box, start typing the first or last name of the person in your organization that you want to share the folder with, and select the desired name when it is displayed in the list. If your Amazon WorkDocs administrator has authorized you to share folders with people outside your organization, you can also enter email addresses for external people and add them to the list of people to share the folder with.

Repeat this step for any others you want to share the folder with.

3. Enter a personal message (if desired) of no more than 2048 characters, and choose if the folder is read-only. If the folder is not read-only, the users can upload new files or new versions of existing files to the folder.
4. Choose **OK**.

An email is sent to the people notifying them that a folder has been shared with them. The email includes a web link to the folder and the personal message that was entered, if one was specified. The users, along with their assigned role, are also added to the People tab. If you receive an error message that indicates that you cannot share a folder with people outside of your organization, your administrator has not authorized you to invite new users to the organization. Contact your Amazon WorkDocs administrator for assistance.

Adding and Updating Files

To add a file to your documents, perform the following steps.

To add one or more files

1. In the web client, open the folder where you want the file to be placed.
2. Choose **Add Content**, and select the file or files to be added.

You can also add files by dragging and dropping files from your computer into the web client. File drag and drop is not supported in all web browsers.

To upload a new version of an existing file, perform the following steps:

To upload a new version of a file

1. In the web client, open the file.
2. Choose **New Version** and select the new version of the file to upload.

Locking and Unlocking Files

You can lock a file to prevent others from overwriting your work while you're editing it. Collaborators can see a lock icon next to the file to know when it's locked. While it's locked, only the person who locked it can upload a new version.

Owners, co-owners, and contributors can lock files and send requests to unlock a file. Owners and co-owners can also unlock files, and contributors can unlock a file if they locked it.

To lock and unlock a file

1. Open the Amazon WorkDocs file to lock.
2. To lock the file, choose the down arrow in the upper-right corner and choose **Lock**.
3. To edit the file while it's locked, choose one of the following options:

- Choose the down arrow in the upper-right corner, choose **Download**, and make your changes. When you're done making changes, open the file again in Amazon WorkDocs, choose the down arrow in the upper-right corner, and choose **Upload new version**.
 - Edit the file from the [Amazon WorkDocs Sync Client \(p. 49\)](#).
4. To unlock the file, choose the down arrow in the upper-right corner and choose one of the following options:
 - If you made changes that you want to save, choose **Unlock and save changes**.
 - If you made changes that you don't want to save, choose **Unlock and discard changes**.
 - If you didn't make any changes, choose **Unlock**.

To send an unlock request

1. In the Amazon WorkDocs file, choose the down arrow in the upper-right corner and choose **Request unlock**.
2. In the **Request unlock** dialog box, enter a comment (optional) and choose **Send request**.
3. The request is sent to the person who locked the file, the file owner, and any co-owners.

File Versions

If more than one version of a file has been uploaded, you can select the version to view by performing the following steps:

To open a specific version of a file

1. In the web client, open the file.
2. Choose **Version *x* of *x*** and select the version of the file to view. If there is only one version of a file that has been uploaded, the **Version *x* of *x*** control is not displayed.

Renaming Files

You can change the name of a file by performing the following steps.

To rename a file

1. In the web client, open the folder that contains the file to be renamed.
2. Click anywhere on the file line except the file name, to display the file menu.
3. In the file menu, choose **Rename**.
4. Enter the new name and press the Enter key.

Moving Files

To move a file from one folder to another, perform the following steps.

To move a file


1. In the web client, open the folder that contains the file to be moved.
2. Click anywhere on the file line except the file name, to display the file menu.
3. In the file menu, choose **Move**.

4. In the move dialog box, navigate to the folder you want to move the file to and choose **Move**.

Deleting Files

You can delete a file in one of two ways. Deleted files are moved to the [Recycle Bin \(p. 8\)](#).

To delete a file

- Use one of the following ways:
 - a. In the web client, open the file and choose the trash can icon ().
 - b. In the web client, open the folder that contains the file to be deleted, click anywhere on the file line except the file name, to display the file menu, and choose **Delete**.

Downloading Files

You can download a file in one of two ways.

To download a file

- Use one of the following ways:
 - a. In the web client, open the file and choose **Download**.
 - b. In the web client, open the folder that contains the file to be downloaded, click anywhere on the file line except the file name, to display the file menu, and choose **Download**.

Sharing a Folder or File

You can share a folder or file with other users and groups in your organization. You can also revoke the share, and the users can remove themselves from the share.

Limits

- You can only share with directory groups, not email distribution lists.
- If your administrator configured Amazon WorkDocs with AD Connector, you can't share with users outside the directory.

Tasks

- [Share a Folder or File \(p. 16\)](#)
- [Revoke a Share \(p. 17\)](#)
- [Remove Yourself from a Share \(p. 17\)](#)

Share a Folder or File

You can share a folder or file with other users and groups in your organization. In addition, you can specify the type of access permissions.

To share a folder or file with other users and groups

1. In the web client, open the folder or file.

2. In the control pane, choose **People** and **Share**.
3. In the **Share** dialog box, start typing the name of the person or group in your organization that you want to share with, and select the desired name when it is displayed in the list. If your Amazon WorkDocs administrator has authorized you to share files with people outside your organization, you can also enter email addresses for external people and add them to the list of people to share the folder or file with.

Repeat this step for any others you want to share the file with.

4. Select the desired permissions for the folder or file.

Co-Owner

The users/groups are co-owners of the file or files in the folder. They can rename and delete files, and share the file or files with others.

Contributor

The users/groups can provide feedback on the file or files in the folder.

Viewer

The users/groups can only view the file or files in the folder. They cannot provide feedback.

5. Enter a personal message (if desired) of no more than 2048 characters, and select if feedback is requested. If feedback is requested, you can optionally specify a deadline for receiving feedback.

Note

Feedback can only be requested for files, not folders. Feedback can only be requested from users, not groups.

6. Choose **OK**.

An email is sent to the people notifying them that a file has been shared with them. The email includes a web link to the file, the personal message that was entered, and the feedback deadline, if one was specified. The users/groups, along with their assigned role, are also added to the People tab. If you receive an error message that indicates that you cannot share a document with people outside of your organization, your administrator has not authorized you to invite new users to the organization. Contact your Amazon WorkDocs administrator for assistance.

Revoke a Share

After you have shared a folder or file, you can remove a user or groups from the share if you need to.

To revoke a share

1. In the web client, open the folder or file.
2. In the control pane, choose **People**.
3. From the list of people that the folder or file is shared with, choose **Close** next to the user or group to remove from the share list.
4. In the confirmation dialog box, choose **Remove It**. The user or group is immediately removed from the share list.

Remove Yourself from a Share

After a folder or file has been shared with you, you can remove yourself from the share if desired.

To remove yourself from a share

1. In the web client, open the folder that contains the folder or file that has been shared with you.

2. Choose the arrow for the item and **Remove me from share**.
3. In the confirmation dialog box, choose **Yes, remove me**. You immediately lose access to the share.

Sending a Message

To send a message to the people with whom you have already shared a file, perform the following steps while viewing the document:

To send a message to others

1. In the web client, open the file.
2. In the right pane, choose **People** and **Send a Message**.
3. Enter your message and choose **OK**. Your message is sent to all of the people with whom the file is shared.

Note

By default, your email is sent from "Amazon WorkDocs <no-reply@amazon.awsapps.com>", an unmonitored email address. Contributor email addresses are not included.

Creating a Shared Link

In addition to [sharing a folder or file with specific people \(p. 16\)](#), you can create a link to a folder or file that you can share with anyone in your organization.

To create a shared link

1. In the web client, open the folder that contains the folder or file.
2. Choose the down arrow on the right side of the file or folder you want to share, and choose **Share**. Or select the file or folder to highlight it and choose **Share**.
3. In the **Share link** dialog box, choose one of the following settings for the link:

Viewer

The link recipient can only read the contents of the folder or file.

Contributor

For a folder, the link recipient can read the contents of the folder, give feedback on, and upload new versions of any of the files or folder.

For a file, the link recipient can read the file, give feedback, and upload new versions of the file.

Private

Only you, the owner, can access the link.

4. After you choose your setting, the shared link appears in the **Share link** dialog box. Copy the link and choose **Save**.

Giving Feedback

Other people in your organization can request feedback from you on specific files. You can add feedback to a file, or add a message about the entire file. You can also reply to feedback, give private feedback, and decline to give feedback.

You can see the files for which your feedback has been requested in your [Awaiting my Feedback](#) (p. 8) list.

Tasks

- [Adding Feedback](#) (p. 19)
- [Declining Feedback](#) (p. 20)
- [Disabling Feedback](#) (p. 20)
- [Requesting the Ability to Add Feedback](#) (p. 20)

Adding Feedback

You can add overall feedback that applies to the entire file, or add feedback on a specific portion of a file.

To add overall feedback

1. Open a document in Amazon WorkDocs.
2. In the right pane, choose **Feedback, Add Overall Feedback**.
3. Enter your feedback and choose **Publish**. Your comment is uploaded to the server at the next opportunity.

To add feedback for a portion of a file

1. Open a document in Amazon WorkDocs.
2. Select the portion of the file on which to give feedback, and enter your feedback in the right pane.
3. After you have entered your feedback, choose **Post**. This saves your feedback as a draft. You can edit or delete any of your feedback from the **Feedback** tab of the right pane.

To reply to feedback

Replies to comments are visually grouped together, sorted chronologically with the most recent comment on top, and include timestamps and usernames. The number of replies are unlimited, and replies can be collapsed and expanded. If you download the file to your hard drive, all comments, including replies, are included.

1. In the right pane, choose **Feedback**.
2. Under the comment to which to reply, choose **Reply**.
3. Enter your reply and choose **Post**.

To add private feedback

Private comments are only visible to the file owner and co-owners. They cannot be seen by contributors, unless you make a private reply to a contributor comment. They are not included if you download the file to your hard drive. Replies to private comments are also marked private.

1. Underneath your comment, choose **Mark as Private**.
2. Choose **Post** and verify that your comment is marked **Private**.

To notify a user in feedback

You can notify a specific user in a comment to bring a user's attention to a specific comment. The user receives an email notification that includes the comment.

1. In the comment box, choose the @ button and then choose the username from the list that appears. Or, type @ followed by the username (for example, @username).
2. The user specified automatically receives an email that includes your comment and a link to view the file.

To format feedback

1. To bold a word, add ** before and after the word. (For example, **word**)
2. To italicize a word, add _ before and after the word. (For example, _word_)
3. To strike through a word, add ~before and after the word. (For example, ~word~)

Declining Feedback

You can decline to give feedback on any file for which you have received a feedback request. When you decline feedback, the file is removed from your **Awaiting my Feedback** list, and you can no longer view the file.

To decline feedback

1. In the web client, open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Decline Feedback**.

You can also remove a file from the **Awaiting my Feedback** list without declining feedback.

To remove a file from your Awaiting my Feedback folder

1. In the web client, open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Delete**.

Disabling Feedback

If you are the owner or co-owner of a file, you can lock the file to prevent it from receiving additional comments.

To disable feedback

1. In the right pane, choose **Feedback**.
2. Choose **Settings, Disable feedback for the document**.

Requesting the Ability to Add Feedback

If you have viewer access to a file and can't give feedback, you can request contributor access to add feedback.

To request ability to add feedback

1. Open the document.
2. Under the message **You don't have access to the feedback**, choose **Request Access**.

3. Enter the justification for your request and choose **Request Access**.
4. The file owner receives an email notification about your request and grants you access.
5. You receive an email that the file has been shared with you.

Viewing the Activity Feed

You can see a log of your and other users' activities on your recent files and folders. You can also search for a specific file, then see if that file was deleted, renamed, or modified. Additionally, you can see who changed the file and when the file was changed.

To view the activity feed

1. In the web client, choose **Activity feed**.
2. Browse to view the latest activities, or use the search box to search for a specific file, folder, or username. Choose **Filter** to narrow the results by **Date Modified** or **Activity Type** to see who commented, deleted, shared, or moved a file.

Viewing File Properties

You can view the properties for a file by opening the information icon () in the right pane.

In this area, you can see the file type, size, the created date and time, and the last modified date and time.

Owners and co-owners can disable feedback for a document to prevent it from receiving additional comments. Use the checkbox in the file properties or feedback to disable or enable comments.

If you are the file owner, you can also view and modify the following security setting for the file:

Allow others to download

If selected, the file can be downloaded by viewers. If not selected, only the file owner can download the document. This setting is on by default.

Amazon WorkDocs Android Tablet Client

The Amazon WorkDocs Android client application allows you to view, comment on, and download documents from your Amazon WorkDocs files. The Android app can also be used to view, give feedback on, and download other organization documents for which you have been given permissions.

Contents

- [System Requirements \(p. 22\)](#)
- [Log In \(p. 22\)](#)
- [Android Tablet Client Navigation View \(p. 22\)](#)
- [Android Tablet File View \(p. 24\)](#)
- [Giving Feedback on a File \(p. 25\)](#)
- [Locking and Unlocking Files \(p. 27\)](#)
- [Viewing Offline Files \(p. 28\)](#)

System Requirements

The Amazon WorkDocs Android tablet application requires one of the following:

- An Android tablet with Android 2.3.3 or later
- Kindle Fire HD 7 (2nd Gen)
- Kindle Fire HD 8.9 (2nd Gen)
- Kindle Fire HD 7 (3rd Gen)
- Kindle Fire HDX 7 (3rd Gen)
- Kindle Fire HDX 8.9 (3rd Gen)

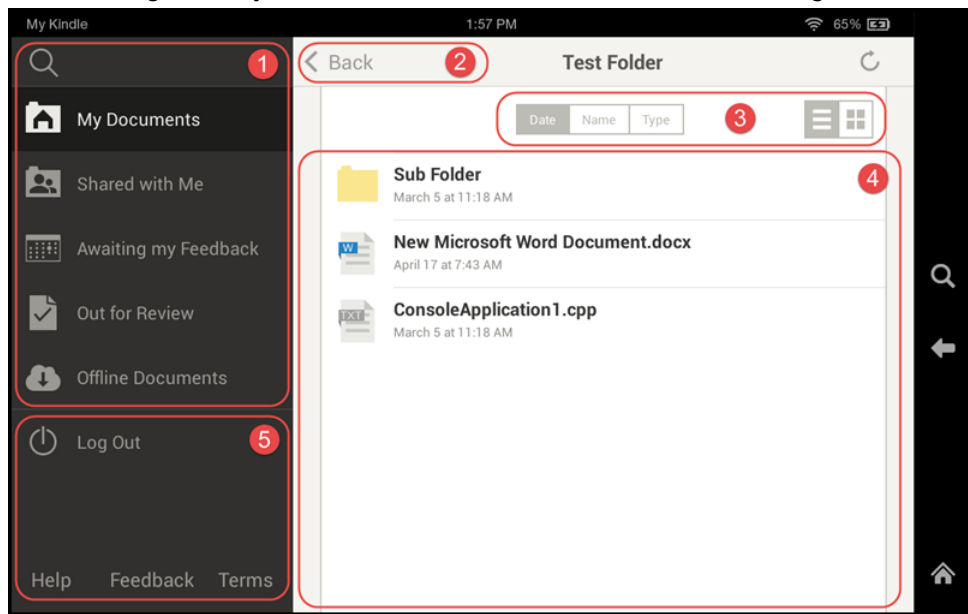
Log In

The first time you launch the Amazon WorkDocs app, you need to log in with your organization name, user name, and password. The organization name and user name are provided in the welcome email you received from your Amazon WorkDocs administrator. Your password was established when you completed the initial user registration. For more information, see [Step 2: Register \(p. 3\)](#).

If your Amazon WorkDocs administrator has enabled multi-factor authentication for your organization, you are also prompted for a passcode to complete your login. Your Amazon WorkDocs administrator will provide more information about how to obtain your passcode.

Android Tablet Client Navigation View

The following is the layout of the Amazon WorkDocs Android tablet navigation view.



- 1 - [Files Pane \(p. 23\)](#)
- 2 - [Navigation Controls \(p. 23\)](#)
- 3 - [View Controls \(p. 23\)](#)
- 4 - [View Pane \(p. 24\)](#)

5 - User Control Pane (p. 24)

Files Pane

The files pane contains the following controls.

Topics

- [Search \(p. 23\)](#)
- [My Documents \(p. 23\)](#)
- [Shared with Me \(p. 23\)](#)
- [Awaiting my Feedback \(p. 23\)](#)
- [Out for Review \(p. 23\)](#)
- [Recent Files \(p. 23\)](#)
- [Offline Documents \(p. 23\)](#)

Search

Allows you to perform a text search of all of your documents, or the documents that have been shared with you.

My Documents

Displays your root folder.

Shared with Me

Displays a list of the files that have been shared with you.

Awaiting my Feedback

Displays a list of the files for which your feedback has been requested.

Out for Review

Displays a list of the files that you have shared with others.

Recent Files

Displays the files you have viewed most recently.



Offline Documents

Displays the files that have been downloaded to the device.

Navigation Controls

The folder navigation controls display the name of the parent of the current folder and can be used to navigate up in the folder hierarchy. You can move up one level in the folder hierarchy by choosing the name of the parent folder in the navigation controls area.

View Controls

You can view the items in the view pane in either tile view or list view. Change to list view by choosing the list view icon () in the upper-right corner of the view pane. Change to tile view by choosing the tile view icon () in the upper-right corner of the view pane.

View Pane

The view pane displays the contents of the currently selected folder. To get to an existing folder, choose the folder, and the contents of the folder are displayed.

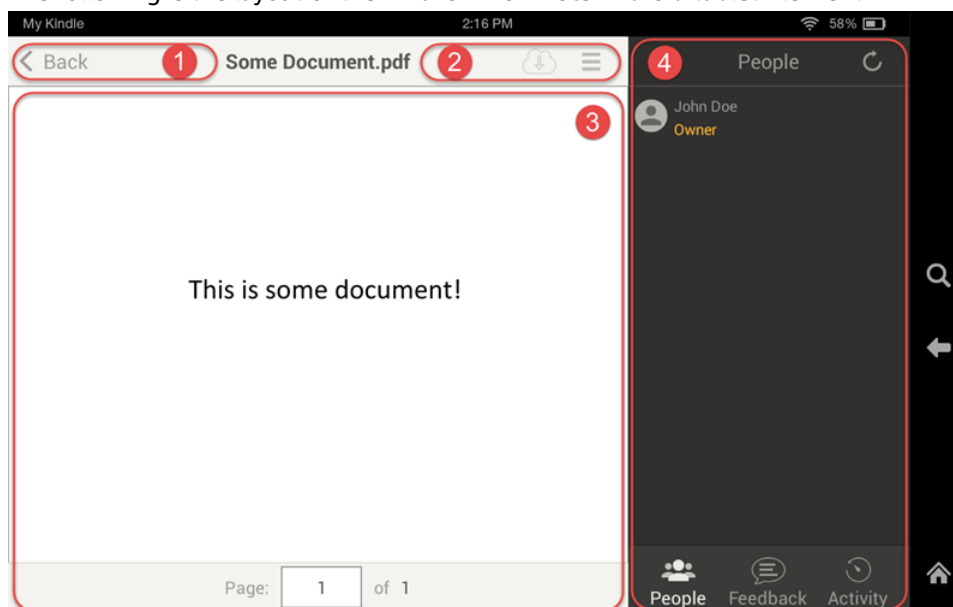
To view a document, choose the document and the document is displayed if it is of a type that the app can interpret and display. If the document cannot be displayed, a message saying so is displayed.

User Control Pane

The user control pane enables you to get access to help, give feedback on the client or service, and read the usage terms. Choose **Log Out** to log out of the Amazon WorkDocs client.

Android Tablet File View

The following is the layout of the Amazon WorkDocs Android tablet file view.



1 - [File Navigation Controls \(p. 24\)](#)

2 - [Content Controls \(p. 24\)](#)

3 - [File View Pane \(p. 25\)](#)

4 - [File Control Pane \(p. 25\)](#)

File Navigation Controls

You use the file navigation controls to move back to the navigation view. To get to back to the navigation view, choose **Back** in the navigation controls area.

Content Controls

You use the content controls to download a local copy of the file. For more information, see [Viewing Offline Files \(p. 28\)](#).

File View Pane

The file view pane contains the file display.

File Control Pane

You use the file control pane to view the people that the file has been shared with, give feedback on the file, and view the past activity on the file. For more information, see the following topics:

- [People \(p. 5\)](#)
- [Feedback \(p. 5\)](#)
- [Activity \(p. 5\)](#)

Giving Feedback on a File

Other people in your organization can request feedback from you on specific files. You can add feedback to a file, or add a message about the entire file. You can also reply to feedback, give private feedback, and decline to give feedback.

You can see the files for which your feedback has been requested in your [Awaiting my Feedback \(p. 8\)](#) list.

Tasks

- [Adding Feedback \(p. 19\)](#)
- [Declining Feedback \(p. 26\)](#)
- [Disabling Feedback \(p. 27\)](#)
- [Requesting the Ability to Add Feedback \(p. 27\)](#)

Adding Feedback

You can add overall feedback that applies to the entire file, or add feedback on a specific portion of a file.

To add overall feedback

1. Open a document in Amazon WorkDocs.
2. In the right pane, choose **Feedback, Leave a Quick Comment**.
3. Enter your feedback and choose **OK**. Your comment is uploaded to the server at the next opportunity.

To add feedback for a portion of a file

1. Open a document in Amazon WorkDocs.
2. To select the text on which to give feedback, choose an area of the text. You can then expand or contract the selection to include the desired text. When you have selected the text, choose **Comment**.
3. Enter your feedback and choose **OK**. This saves your feedback as a draft. You can edit or delete any of your drafts from the feedback view of the right pane. Feedback is saved and merged with the document on the server when you choose **Send** in the feedback view.

To reply to feedback

Replies to comments are visually grouped together, sorted chronologically with the most recent comment on top, and include timestamps and usernames. The number of replies are unlimited, and replies can be collapsed and expanded. If you download the file to your hard drive, all comments, including replies, are included.

1. In the right pane, choose **Feedback**.
2. Under the comment to which to reply, choose **Reply**.
3. Enter your reply and choose **Post**.

To add private feedback

Private comments are only visible to the file owner and co-owners. They cannot be seen by contributors, unless you make a private reply to a contributor comment. They are not included if you download the file to your hard drive. Replies to private comments are also marked private.

1. Underneath your comment, choose **Mark as Private**.
2. Choose **Post** and verify that your comment is marked **Private**.

To notify a user in feedback

You can notify a specific user in a comment to bring a user's attention to a specific comment. The user receives an email notification that includes the comment.

1. In the comment box, choose the **@** button and then choose the username from the list that appears. Or, type **@** followed by the username (for example, **@username**).
2. The user specified automatically receives an email that includes your comment and a link to view the file.

To format feedback

1. To bold a word, add ****** before and after the word. (For example, ****word****)
2. To italicize a word, add **_** before and after the word. (For example, **_word_**)
3. To strike through a word, add **~** before and after the word. (For example, **~word~**)

Declining Feedback

You can decline to give feedback on any file for which you have received a feedback request. When you decline feedback, the file is removed from your **Awaiting my Feedback** list, and you can no longer view the file.

To decline feedback

1. Open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Decline Feedback**.

You can also remove a file from the **Awaiting my Feedback** list without declining feedback.

To remove a file from your Awaiting my Feedback folder

1. Open the **Awaiting my Feedback** folder.

2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Delete**.

Disabling Feedback

If you are the owner or co-owner of a file, you can lock the file to prevent it from receiving additional comments.

To disable feedback

1. In the right pane, choose **Feedback**.
2. Choose **Settings, Disable feedback for the document**.

Requesting the Ability to Add Feedback

If you have viewer access to a file and can't give feedback, you can request contributor access to add feedback.

To request ability to add feedback

1. Open the document.
2. Under the message **You don't have access to the feedback**, choose **Request Access**.
3. Enter the justification for your request and choose **Request Access**.
4. The file owner receives an email notification about your request and grants you access.
5. You receive an email that the file has been shared with you.

Locking and Unlocking Files

You can lock a file to prevent others from overwriting your work while you're editing it. Collaborators can see a lock icon next to the file to know when it's locked. While it's locked, only the person who locked it can upload a new version.

Owners, co-owners, and contributors can lock files and send requests to unlock a file. Owners and co-owners can also unlock files, and contributors can unlock a file if they locked it.

To lock and unlock a file



1. Open the Amazon WorkDocs file to lock.
2. To lock the file, choose the down arrow in the upper-right corner and choose **Lock**.
3. To edit the file while it's locked, choose one of the following options:
 - Choose the down arrow in the upper-right corner, choose **Download**, and make your changes. When you're done making changes, open the file again in Amazon WorkDocs, choose the down arrow in the upper-right corner, and choose **Upload new version**.
 - Edit the file from the [Amazon WorkDocs Sync Client \(p. 49\)](#).
4. To unlock the file, choose the down arrow in the upper-right corner and choose one of the following options:
 - If you made changes that you want to save, choose **Unlock and save changes**.
 - If you made changes that you don't want to save, choose **Unlock and discard changes**.

- If you didn't make any changes, choose **Unlock**.

To send an unlock request

1. In the Amazon WorkDocs file, choose the down arrow in the upper-right corner and choose **Request unlock**.
2. In the **Request unlock** dialog box, enter a comment (optional) and choose **Send request**.
3. The request is sent to the person who locked the file, the file owner, and any co-owners.

Viewing Offline Files

You can download any file that you are authorized to download by viewing the document and opening the download icon (). This makes the file available on the device even if you are offline. If the file you are viewing has already been downloaded, the download icon changes to a dark background ().

You can view your offline files by choosing **Offline Documents** in the navigation pane.

You can give feedback on a document even while offline. Your feedback is synchronized to the server the next time you have Internet access.

Amazon WorkDocs Android Phone Client

The Amazon WorkDocs Android phone client application allows you to view, comment on, and download documents from your Amazon WorkDocs files. The Android phone app can also be used to view, give feedback on, and download other organization documents for which you have been given permissions.

Contents

- [System Requirements](#) (p. 28)
- [Log In](#) (p. 28)
- [Android Phone Main Menu](#) (p. 29)
- [Android Phone Folder View](#) (p. 29)
- [Android Phone File View](#) (p. 30)
- [Giving Feedback on a File](#) (p. 31)
- [Locking and Unlocking Files](#) (p. 33)
- [Viewing Offline Files](#) (p. 34)

System Requirements

The Amazon WorkDocs Android phone client application requires the following:

- An Android phone with Android 4.0.3 or later

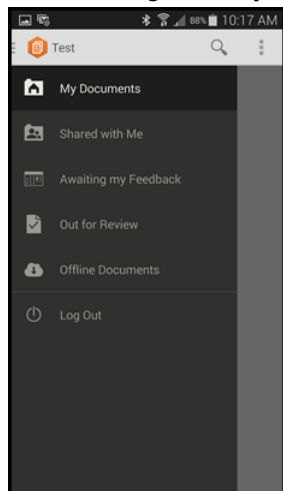
Log In

The first time you launch the Amazon WorkDocs app, you need to log in with your organization name, user name, and password. The organization name and user name are provided in the welcome email you received from your Amazon WorkDocs administrator. Your password was established when you completed the initial user registration. For more information, see [Step 2: Register](#) (p. 3).

If your Amazon WorkDocs administrator has enabled multi-factor authentication for your organization, you are also prompted for a passcode to complete your login. Your Amazon WorkDocs administrator will provide more information about how to obtain your passcode.

Android Phone Main Menu

The following is the layout of the Amazon WorkDocs Android phone main menu.



(Search)

Allows you to perform a text search of all of your documents, or the documents that have been shared with you.

My Documents

Displays your root folder.

Shared with Me

Displays a list of the files that have been shared with you.

Awaiting my Feedback

Displays a list of the files for which your feedback has been requested.

Out for Review

Displays a list of the files that you have shared with others.

Offline Documents

Displays the files that have been downloaded to the device.

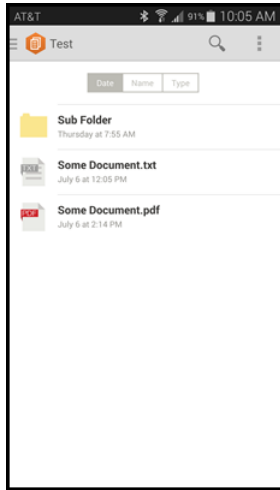
Log Out

Log out of the app.

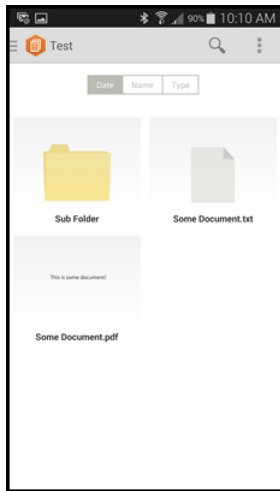
Android Phone Folder View

You can view folder items in either list view or grid view.

The following is the layout of the Amazon WorkDocs Android phone folder list view.



The following is the layout of the Amazon WorkDocs Android phone folder grid view.

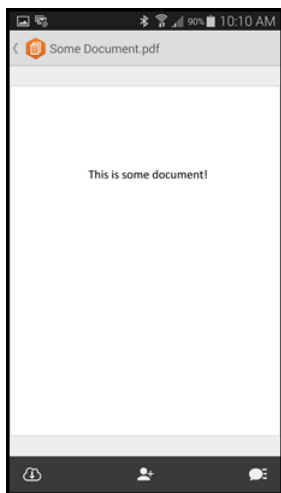



While in grid view, change to list view by choosing the menu control (☰) and **View as Grid**.


While in list view, change to grid view by choosing the menu control (☰) and **View as List**.


Android Phone File View

The following is the layout of the Amazon WorkDocs Android phone file view.




Choose the download icon  to download the current document to the device. For more information, see [Viewing Offline Files \(p. 34\)](#).

Choose the tab control  to display the following controls. You use these controls to display different control views for the file.

 (p. 5) - Displays the people view. For more information, see [People \(p. 5\)](#).

 (p. 5) - Displays the feedback view. For more information, see [Feedback \(p. 5\)](#).

 (p. 5) - Displays the activity view. For more information, see [Activity \(p. 5\)](#).

Giving Feedback on a File

Other people in your organization can request feedback from you on specific files. You can add feedback to a file, or add a message about the entire file. You can also reply to feedback, give private feedback, and decline to give feedback.

You can see the files for which your feedback has been requested in your [Awaiting my Feedback \(p. 8\)](#) list.


Tasks

- [Adding Feedback \(p. 19\)](#)
- [Declining Feedback \(p. 33\)](#)
- [Disabling Feedback \(p. 33\)](#)
- [Requesting the Ability to Add Feedback \(p. 33\)](#)

Adding Feedback

You can add overall feedback that applies to the entire file, or add feedback on a specific portion of a file.

To add overall feedback

1. Open a document in Amazon WorkDocs.
2. Open the  icon, choose the tab control, and then choose **Feedback, Leave a Quick Comment**.
3. Enter your feedback and choose **OK**. Your comment is uploaded to the server at the next opportunity.

To add feedback for a portion of a file

1. Open a document in Amazon WorkDocs.
2. To select the text on which to give feedback, choose an area of the text. You can then expand or contract the selection to include the desired text. When you have selected the text, choose **Comment**.
3. Enter your feedback and choose **OK**. This saves your feedback as a draft. You can edit or delete any of your drafts from the feedback view of the right pane. Feedback is saved and merged with the document on the server when you choose **Send** in the feedback view.

To reply to feedback

Replies to comments are visually grouped together, sorted chronologically with the most recent comment on top, and include timestamps and usernames. The number of replies are unlimited, and replies can be collapsed and expanded. If you download the file to your hard drive, all comments, including replies, are included.

1. In the right pane, choose **Feedback**.
2. Under the comment to which to reply, choose **Reply**.
3. Enter your reply and choose **Post**.

To add private feedback

Private comments are only visible to the file owner and co-owners. They cannot be seen by contributors, unless you make a private reply to a contributor comment. They are not included if you download the file to your hard drive. Replies to private comments are also marked private.

1. Underneath your comment, choose **Mark as Private**.
2. Choose **Post** and verify that your comment is marked **Private**.

To notify a user in feedback

You can notify a specific user in a comment to bring a user's attention to a specific comment. The user receives an email notification that includes the comment.

1. In the comment box, choose the **@** button and then choose the username from the list that appears. Or, type **@** followed by the username (for example, **@username**).
2. The user specified automatically receives an email that includes your comment and a link to view the file.

To format feedback

1. To bold a word, add ****** before and after the word. (For example, ****word****)
2. To italicize a word, add **_** before and after the word. (For example, **_word_**)
3. To strike through a word, add **~** before and after the word. (For example, **~word~**)

Declining Feedback

You can decline to give feedback on any file for which you have received a feedback request. When you decline feedback, the file is removed from your **Awaiting my Feedback** list, and you can no longer view the file.

To decline feedback

1. Open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Decline Feedback**.

You can also remove a file from the **Awaiting my Feedback** list without declining feedback.

To remove a file from your Awaiting my Feedback folder

1. Open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Delete**.

Disabling Feedback

If you are the owner or co-owner of a file, you can lock the file to prevent it from receiving additional comments.

To disable feedback

1. In the right pane, choose **Feedback**.
2. Choose **Settings, Disable feedback for the document**.

Requesting the Ability to Add Feedback

If you have viewer access to a file and can't give feedback, you can request contributor access to add feedback.

To request ability to add feedback

1. Open the document.
2. Under the message **You don't have access to the feedback**, choose **Request Access**.
3. Enter the justification for your request and choose **Request Access**.
4. The file owner receives an email notification about your request and grants you access.
5. You receive an email that the file has been shared with you.

Locking and Unlocking Files

You can lock a file to prevent others from overwriting your work while you're editing it. Collaborators can see a lock icon next to the file to know when it's locked. While it's locked, only the person who locked it can upload a new version.

Owners, co-owners, and contributors can lock files and send requests to unlock a file. Owners and co-owners can also unlock files, and contributors can unlock a file if they locked it.



To lock and unlock a file

1. Open the Amazon WorkDocs file to lock.
2. To lock the file, choose the down arrow in the upper-right corner and choose **Lock**.
3. To edit the file while it's locked, choose one of the following options:
 - Choose the down arrow in the upper-right corner, choose **Download**, and make your changes. When you're done making changes, open the file again in Amazon WorkDocs, choose the down arrow in the upper-right corner, and choose **Upload new version**.
 - Edit the file from the [Amazon WorkDocs Sync Client \(p. 49\)](#).
4. To unlock the file, choose the down arrow in the upper-right corner and choose one of the following options:
 - If you made changes that you want to save, choose **Unlock and save changes**.
 - If you made changes that you don't want to save, choose **Unlock and discard changes**.
 - If you didn't make any changes, choose **Unlock**.

To send an unlock request

1. In the Amazon WorkDocs file, choose the down arrow in the upper-right corner and choose **Request unlock**.
2. In the **Request unlock** dialog box, enter a comment (optional) and choose **Send request**.
3. The request is sent to the person who locked the file, the file owner, and any co-owners.

Viewing Offline Files

You can download any file that you are authorized to download by viewing the document and opening the download icon  to download the current document to the device. If the document has already been downloaded, the download icon is highlighted .

You can view your offline files by choosing **Offline Documents** in the main menu. You can give feedback on a document even while offline. Your feedback is synchronized to the server the next time you have Internet access.

Amazon WorkDocs iPad Client

The Amazon WorkDocs iPad application allows you to view, comment on, and download documents from your Amazon WorkDocs files. The iPad app can also be used to view, give feedback on, and download other organization documents for which you have been given permissions.

Contents

- [System Requirements \(p. 35\)](#)
- [Log In \(p. 35\)](#)
- [iPad Navigation View \(p. 35\)](#)
- [iPad File View \(p. 37\)](#)
- [Giving Feedback on a File \(p. 38\)](#)
- [Locking and Unlocking Files \(p. 40\)](#)
- [Viewing Offline Files \(p. 41\)](#)
- [Opening a File in Another iOS App to View or Edit \(p. 41\)](#)

- [Saving a File from Another iOS App to Amazon WorkDocs \(p. 41\)](#)

System Requirements

The Amazon WorkDocs iPad application requires the following:

- iPad or iPad 2 with iOS 6.1.2 or later

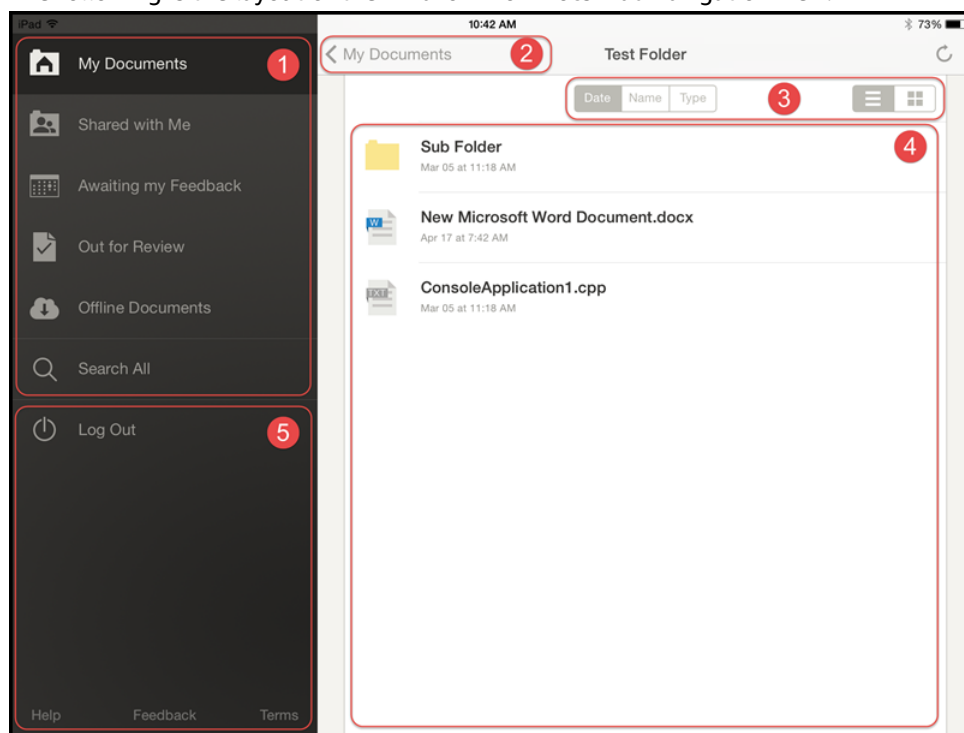
Log In

The first time you launch the Amazon WorkDocs app, you need to log in with your organization name, user name, and password. The organization name and user name are provided in the welcome email you received from your Amazon WorkDocs administrator. Your password was established when you completed the initial user registration. For more information, see [Step 2: Register \(p. 3\)](#).

If your Amazon WorkDocs administrator has enabled multi-factor authentication for your organization, you are also prompted for a passcode to complete your login. Your Amazon WorkDocs administrator will provide more information about how to obtain your passcode.

iPad Navigation View

The following is the layout of the Amazon WorkDocs iPad navigation view.



- 1 - [Files Pane \(p. 36\)](#)
- 2 - [Navigation Controls \(p. 36\)](#)
- 3 - [View Controls \(p. 36\)](#)
- 4 - [View Pane \(p. 37\)](#)

5 - [User Control Pane \(p. 37\)](#)

Files Pane

The files pane contains the following controls.

Topics

- [My Documents \(p. 36\)](#)
- [Shared with Me \(p. 36\)](#)
- [Awaiting my Feedback \(p. 36\)](#)
- [Out for Review \(p. 36\)](#)
- [Recent Files \(p. 36\)](#)
- [Offline Documents \(p. 36\)](#)
- [Search All \(p. 36\)](#)

My Documents

Displays your root folder.

Shared with Me

Displays a list of the files that have been shared with you.

Awaiting my Feedback

Displays a list of the files for which your feedback has been requested.

Out for Review

Displays a list of the files that you have shared with others.

Recent Files

Displays the files you have viewed most recently.

Offline Documents

Displays the files that have been downloaded to the device.

Search All

Allows you to perform a text search of all of your documents, or the documents that have been shared with you.

Navigation Controls

The folder navigation controls display the name of the parent of the current folder and can be used to navigate up in the folder hierarchy. You can move up one level in the folder hierarchy by choosing the name of the parent folder in the navigation controls area.

View Controls

You can view the items in the view pane in either tile view or list view. You change to list view by choosing the list view icon (≡) in the upper-right corner of the view pane. You change to tile view by choosing the tile view icon (≡) in the upper-right corner of the view pane.

View Pane

The view pane displays the contents of the currently selected folder. To get to an existing folder, choose the folder and the contents of the folder are displayed.

To view a folder, choose the folder and the contents of the folder are displayed.

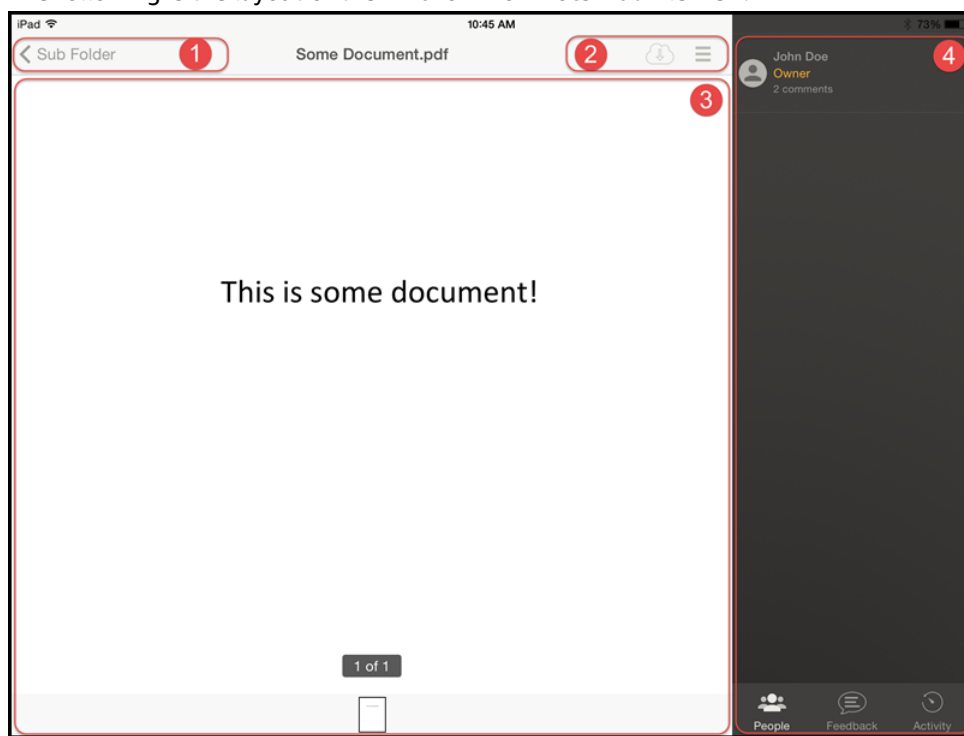
To view a document, choose the document and the document is displayed if it is of a type that the app can interpret and display. If the document cannot be displayed, a message saying so is displayed.

User Control Pane

The user control pane enables you to get access to help, give feedback on the client or service, and read the usage terms. Choose **Log Out** to log out of the Amazon WorkDocs client.

iPad File View

The following is the layout of the Amazon WorkDocs iPad file view.



1 - [File Navigation Controls](#) (p. 37)

2 - [Content Controls](#) (p. 38)

3 - [File View Pane](#) (p. 38)

4 - [File Control Pane](#) (p. 38)

File Navigation Controls

You use the file navigation controls to move back to the navigation view. To get to back to the navigation view, tap the name of the parent folder in the navigation controls area.

Content Controls

You use the content controls to download a local copy of the file. For more information, see [Offline Documents](#) (p. 36).

File View Pane

The file view pane contains the file display.

File Control Pane

You use the file control pane to view the people with whom the file has been shared, give feedback on the file, and view the past activity on the file. For more information, see the following topics:

- [People](#) (p. 5)
- [Feedback](#) (p. 5)
- [Activity](#) (p. 5)

Giving Feedback on a File

Other people in your organization can request feedback from you on specific files. You can add feedback to a file, or add a message about the entire file. You can also reply to feedback, give private feedback, and decline to give feedback.

You can see the files for which your feedback has been requested in your [Awaiting my Feedback](#) (p. 8) list.

Tasks

- [Adding Feedback](#) (p. 19)
- [Declining Feedback](#) (p. 39)
- [Disabling Feedback](#) (p. 40)
- [Requesting the Ability to Add Feedback](#) (p. 40)

Adding Feedback

You can add overall feedback that applies to the entire file, or add feedback on a specific portion of a file.

To add overall feedback

1. Open a document in Amazon WorkDocs.
2. In the right pane, choose **Feedback, Leave a Quick Comment**.
3. Enter your feedback and choose **OK**. Your comment is uploaded to the server at the next opportunity.

To add feedback for a portion of a file

1. Open a document in Amazon WorkDocs.
2. To select the text on which to give feedback, choose an area of the text. You can then expand or contract the selection to include the desired text. When you have selected the text, choose **Comment**.

3. Enter your feedback and choose **OK**. This saves your feedback as a draft. You can edit or delete any of your drafts from the feedback view of the right pane. Feedback is saved and merged with the document on the server when you choose **Send** in the feedback view.

To reply to feedback

Replies to comments are visually grouped together, sorted chronologically with the most recent comment on top, and include timestamps and usernames. The number of replies are unlimited, and replies can be collapsed and expanded. If you download the file to your hard drive, all comments, including replies, are included.

1. In the right pane, choose **Feedback**.
2. Under the comment to which to reply, choose **Reply**.
3. Enter your reply and choose **Post**.

To add private feedback

Private comments are only visible to the file owner and co-owners. They cannot be seen by contributors, unless you make a private reply to a contributor comment. They are not included if you download the file to your hard drive. Replies to private comments are also marked private.

1. Underneath your comment, choose **Mark as Private**.
2. Choose **Post** and verify that your comment is marked **Private**.

To notify a user in feedback

You can notify a specific user in a comment to bring a user's attention to a specific comment. The user receives an email notification that includes the comment.

1. In the comment box, choose the **@** button and then choose the username from the list that appears. Or, type **@** followed by the username (for example, **@username**).
2. The user specified automatically receives an email that includes your comment and a link to view the file.

To format feedback

1. To bold a word, add ****** before and after the word. (For example, ****word****)
2. To italicize a word, add **_** before and after the word. (For example, **_word_**)
3. To strike through a word, add **~** before and after the word. (For example, **~word~**)

Declining Feedback

You can decline to give feedback on any file for which you have received a feedback request. When you decline feedback, the file is removed from your **Awaiting my Feedback** list, and you can no longer view the file.

To decline feedback

1. Open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Decline Feedback**.

You can also remove a file from the **Awaiting my Feedback** list without declining feedback.

To remove a file from your Awaiting my Feedback folder

1. Open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Delete**.

Disabling Feedback

If you are the owner or co-owner of a file, you can lock the file to prevent it from receiving additional comments.

To disable feedback

1. In the right pane, choose **Feedback**.
2. Choose **Settings, Disable feedback for the document**.

Requesting the Ability to Add Feedback

If you have viewer access to a file and can't give feedback, you can request contributor access to add feedback.

To request ability to add feedback

1. Open the document.
2. Under the message **You don't have access to the feedback**, choose **Request Access**.
3. Enter the justification for your request and choose **Request Access**.
4. The file owner receives an email notification about your request and grants you access.
5. You receive an email that the file has been shared with you.

Locking and Unlocking Files

You can lock a file to prevent others from overwriting your work while you're editing it. Collaborators can see a lock icon next to the file to know when it's locked. While it's locked, only the person who locked it can upload a new version.

Owners, co-owners, and contributors can lock files and send requests to unlock a file. Owners and co-owners can also unlock files, and contributors can unlock a file if they locked it.

To lock and unlock a file

1. Open the Amazon WorkDocs file to lock.
2. To lock the file, choose the down arrow in the upper-right corner and choose **Lock**.
3. To edit the file while it's locked, choose one of the following options:
 - Choose the down arrow in the upper-right corner, choose **Download**, and make your changes. When you're done making changes, open the file again in Amazon WorkDocs, choose the down arrow in the upper-right corner, and choose **Upload new version**.
 - Edit the file from the [Amazon WorkDocs Sync Client \(p. 49\)](#).
4. To unlock the file, choose the down arrow in the upper-right corner and choose one of the following options:

- If you made changes that you want to save, choose **Unlock and save changes**.
- If you made changes that you don't want to save, choose **Unlock and discard changes**.
- If you didn't make any changes, choose **Unlock**.

To send an unlock request

1. In the Amazon WorkDocs file, choose the down arrow in the upper-right corner and choose **Request unlock**.
2. In the **Request unlock** dialog box, enter a comment (optional) and choose **Send request**.
3. The request is sent to the person who locked the file, the file owner, and any co-owners.

Viewing Offline Files

You can download any file that you are authorized to download by viewing the document and opening the download icon. This makes the file available on the device even if you are offline. If the file you are viewing has already been downloaded, the download icon changes to a dark background.

You can view your offline files by choosing **Offline Documents** in the navigation pane. You can give feedback on a document even while offline. Your feedback is synchronized to the server the next time you have Internet access.

Opening a File in Another iOS App to View or Edit

You can open an Amazon WorkDocs file in any other iOS app that supports file sharing. After opening the file, you can view or edit it in the other app, then save it back to Amazon WorkDocs.

To open a file in another iOS app

1. Open the Amazon WorkDocs file that you want to open in another app.
2. Choose **Menu, Share**, and then select the app to which to open the file.
3. If you want to save the file back to Amazon WorkDocs when you're done, see [Saving a File from Another iOS App to Amazon WorkDocs \(p. 41\)](#).

Saving a File from Another iOS App to Amazon WorkDocs

You can save a file from any other iOS app that supports file sharing to Amazon WorkDocs. This makes the file available on other Amazon WorkDocs mobile apps, the web client, and the sync client.

To save a file from another iOS app to Amazon WorkDocs

1. Choose the file, photo, or attachment from any iOS app that supports file sharing.
2. Choose the export function in the app (this appears under different names depending on the app), and choose **WorkDocs iOS app**.

Note

If **WorkDocs iOS app** doesn't appear in the list of apps, choose **Browse more** and slide the button to choose **WorkDocs iOS app**.

3. Select a target Amazon WorkDocs folder and choose **Save**.

Amazon WorkDocs iPhone Client

The Amazon WorkDocs iPhone client application allows you to view, comment on, and download your documents from your Amazon WorkDocs files. The iPhone app can also be used to view, give feedback on, and download other organization documents for which you have been given permissions.

Contents

- [System Requirements \(p. 42\)](#)
- [Log In \(p. 42\)](#)
- [iPhone Main Menu \(p. 42\)](#)
- [iPhone Folder View \(p. 43\)](#)
- [iPhone File View \(p. 44\)](#)
- [Giving Feedback on a File \(p. 45\)](#)
- [Viewing Offline Files \(p. 47\)](#)
- [Opening a File in Another iOS App to View or Edit \(p. 48\)](#)
- [Locking and Unlocking Files \(p. 48\)](#)
- [Saving a File from Another iOS App to Amazon WorkDocs \(p. 49\)](#)

System Requirements

The Amazon WorkDocs iPhone client application requires the following:

- An iPhone with iOS 7.0 or later

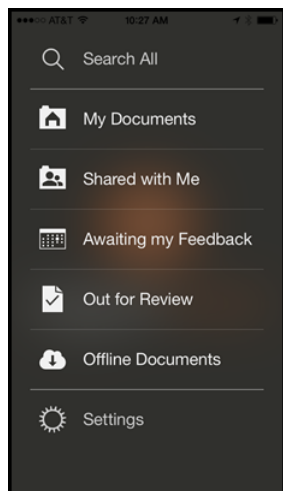
Log In

The first time you launch the Amazon WorkDocs app, you need to log in with your organization name, user name, and password. The organization name and user name are provided in the welcome email you received from your Amazon WorkDocs administrator. Your password was established when you completed the initial user registration. For more information, see [Step 2: Register \(p. 3\)](#).

If your Amazon WorkDocs administrator has enabled multi-factor authentication for your organization, you are also prompted for a passcode to complete your login. Your Amazon WorkDocs administrator will provide more information about how to obtain your passcode.

iPhone Main Menu

The following is the layout of the Amazon WorkDocs iPhone main menu.



Search All

Allows you to perform a text search of all of your documents, or the documents that have been shared with you.

My Documents

Displays your root folder.

Shared with Me

Displays a list of the files that have been shared with you.

Awaiting my Feedback

Displays a list of the files for which your feedback has been requested.

Out for Review

Displays a list of the files that you have shared with others.

Offline Documents

Displays the files that have been downloaded to the device.

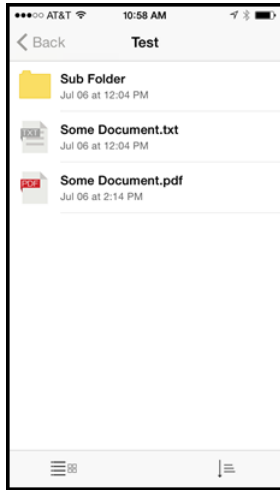
Settings

Change the app settings.

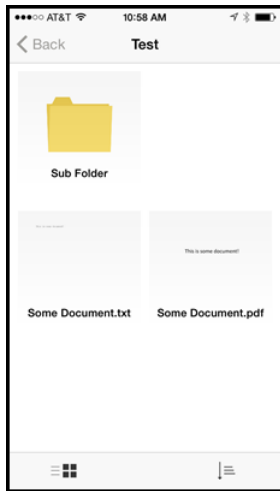
iPhone Folder View


You can view folder items in either list view or grid view.


The following is the layout of the Amazon WorkDocs iPhone folder list view.



The following is the layout of the Amazon WorkDocs iPhone folder grid view.

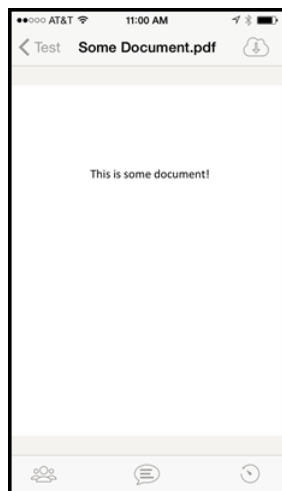



While in grid view, you change to list view by choosing the list view icon () in the lower-left corner of the screen and **List**.

While in list view, you change to grid view by choosing the grid view icon () in the lower-left corner of the screen and **Grid**.


iPhone File View

The following is the layout of the Amazon WorkDocs iPhone file view.




Open the download icon  to download the current document to the device. For more information, see [Viewing Offline Files \(p. 47\)](#).

You use the controls at the bottom of the screen to display different control views for the file.

 (p. 5) - Displays the people view. For more information, see [People \(p. 5\)](#).

 (p. 5) - Displays the feedback view. For more information, see [Feedback \(p. 5\)](#).

 (p. 5) - Displays the activity view. For more information, see [Activity \(p. 5\)](#).

Giving Feedback on a File

Other people in your organization can request feedback from you on specific files. You can add feedback to a file, or add a message about the entire file. You can also reply to feedback, give private feedback, and decline to give feedback.

You can see the files for which your feedback has been requested in your [Awaiting my Feedback \(p. 8\)](#) list.

Tasks


- [Adding Feedback \(p. 19\)](#)
- [Declining Feedback \(p. 47\)](#)
- [Disabling Feedback \(p. 47\)](#)
- [Requesting the Ability to Add Feedback \(p. 47\)](#)

Adding Feedback

You can add overall feedback that applies to the entire file, or add feedback on a specific portion of a file.

To add overall feedback

1. Open a document in Amazon WorkDocs.

2. Open the  icon and choose **Leave a Quick Comment**.
3. Enter your feedback and choose **OK**. Your comment is uploaded to the server at the next opportunity.

To add feedback for a portion of a file

1. Open a document in Amazon WorkDocs.
2. To select the text on which to give feedback, choose an area of the text. You can then expand or contract the selection to include the desired text. When you have selected the text, choose **Comment**.
3. Enter your feedback and choose **OK**. This saves your feedback as a draft. You can edit or delete any of your drafts from the feedback view of the right pane. Feedback is saved and merged with the document on the server when you choose **Send** in the feedback view.

To reply to feedback

Replies to comments are visually grouped together, sorted chronologically with the most recent comment on top, and include timestamps and usernames. The number of replies are unlimited, and replies can be collapsed and expanded. If you download the file to your hard drive, all comments, including replies, are included.

1. In the right pane, choose **Feedback**.
2. Under the comment to which to reply, choose **Reply**.
3. Enter your reply and choose **Post**.

To add private feedback

Private comments are only visible to the file owner and co-owners. They cannot be seen by contributors, unless you make a private reply to a contributor comment. They are not included if you download the file to your hard drive. Replies to private comments are also marked private.

1. Underneath your comment, choose **Mark as Private**.
2. Choose **Post** and verify that your comment is marked **Private**.

To notify a user in feedback

You can notify a specific user in a comment to bring a user's attention to a specific comment. The user receives an email notification that includes the comment.

1. In the comment box, choose the **@** button and then choose the username from the list that appears. Or, type **@** followed by the username (for example, **@username**).
2. The user specified automatically receives an email that includes your comment and a link to view the file.

To format feedback

1. To bold a word, add ****** before and after the word. (For example, ****word****)
2. To italicize a word, add **_** before and after the word. (For example, **_word_**)
3. To strike through a word, add **~** before and after the word. (For example, **~word~**)

Declining Feedback

You can decline to give feedback on any file for which you have received a feedback request. When you decline feedback, the file is removed from your **Awaiting my Feedback** list, and you can no longer view the file.

To decline feedback

1. Open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Decline Feedback**.

You can also remove a file from the **Awaiting my Feedback** list without declining feedback.

To remove a file from your Awaiting my Feedback folder

1. Open the **Awaiting my Feedback** folder.
2. Click anywhere on the file line except the file name, to display the feedback menu.
3. In the feedback menu, choose **Delete**.

Disabling Feedback

If you are the owner or co-owner of a file, you can lock the file to prevent it from receiving additional comments.

To disable feedback

1. In the right pane, choose **Feedback**.
2. Choose **Settings, Disable feedback for the document**.



Requesting the Ability to Add Feedback

If you have viewer access to a file and can't give feedback, you can request contributor access to add feedback.

To request ability to add feedback

1. Open the document.
2. Under the message **You don't have access to the feedback**, choose **Request Access**.
3. Enter the justification for your request and choose **Request Access**.
4. The file owner receives an email notification about your request and grants you access.
5. You receive an email that the file has been shared with you.

Viewing Offline Files

You can download any file that you are authorized to download by viewing the document and opening the download icon  to download the current document to the device. If the document has already been downloaded, the download icon is highlighted .

You can view your offline files by choosing **Offline Documents** in the main menu. You can give feedback on a document even while offline. Your feedback is synchronized to the server the next time you have Internet access.

Opening a File in Another iOS App to View or Edit

You can open an Amazon WorkDocs file in any other iOS app that supports file sharing. After opening the file, you can view or edit it in the other app, then save it back to Amazon WorkDocs.

To open a file in another iOS app

1. Open the Amazon WorkDocs file that you want to open in another app.
2. Choose **Menu, Share**, and then select the app to which to open the file.
3. If you want to save the file back to Amazon WorkDocs when you're done, see [Saving a File from Another iOS App to Amazon WorkDocs \(p. 49\)](#).

Locking and Unlocking Files

You can lock a file to prevent others from overwriting your work while you're editing it. Collaborators can see a lock icon next to the file to know when it's locked. While it's locked, only the person who locked it can upload a new version.

Owners, co-owners, and contributors can lock files and send requests to unlock a file. Owners and co-owners can also unlock files, and contributors can unlock a file if they locked it.

To lock and unlock a file

1. Open the Amazon WorkDocs file to lock.
2. To lock the file, choose the down arrow in the upper-right corner and choose **Lock**.
3. To edit the file while it's locked, choose one of the following options:
 - Choose the down arrow in the upper-right corner, choose **Download**, and make your changes. When you're done making changes, open the file again in Amazon WorkDocs, choose the down arrow in the upper-right corner, and choose **Upload new version**.
 - Edit the file from the [Amazon WorkDocs Sync Client \(p. 49\)](#).
4. To unlock the file, choose the down arrow in the upper-right corner and choose one of the following options:
 - If you made changes that you want to save, choose **Unlock and save changes**.
 - If you made changes that you don't want to save, choose **Unlock and discard changes**.
 - If you didn't make any changes, choose **Unlock**.

To send an unlock request

1. In the Amazon WorkDocs file, choose the down arrow in the upper-right corner and choose **Request unlock**.
2. In the **Request unlock** dialog box, enter a comment (optional) and choose **Send request**.
3. The request is sent to the person who locked the file, the file owner, and any co-owners.

Saving a File from Another iOS App to Amazon WorkDocs

You can save a file from any other iOS app that supports file sharing to Amazon WorkDocs. This makes the file available on other Amazon WorkDocs mobile apps, the web client, and the sync client.

To save a file from another iOS app to Amazon WorkDocs

1. Choose the file, photo, or attachment from any iOS app that supports file sharing.
2. Choose the export function in the app (this appears under different names depending on the app), and choose **WorkDocs iOS app**.

Note

If **WorkDocs iOS app** doesn't appear in the list of apps, choose **Browse more** and slide the button to choose **WorkDocs iOS app**.

3. Select a target Amazon WorkDocs folder and choose **Save**.

Amazon WorkDocs Sync Client

Amazon WorkDocs provides a client synchronization application that allows you to synchronize a folder on your desktop with the Amazon WorkDocs service. The local Amazon WorkDocs folder is a mirror of your Amazon WorkDocs My Documents folder and subfolders in the cloud. If you add a file under your local Amazon WorkDocs folder, that file is automatically synchronized to your online Amazon WorkDocs My Documents folder, in the background. Likewise, if you delete a file from your online Amazon WorkDocs My Documents folder or one of its subfolders, the file is automatically removed from your local Amazon WorkDocs folder. This provides you with safe and secure off-site storage for your important files.

You can store any type of file in Amazon WorkDocs, except for those defined in [Excluded Files and Folders \(p. 51\)](#). The Amazon WorkDocs collaboration clients can display previews for many different types of files, depending on the Internet media type of the file. Support for additional media types is constantly being added.

Note

It can take up to a few minutes for syncing to begin, depending on your connection speed and bandwidth availability.

Contents

- [System Requirements \(p. 50\)](#)
- [Install the Sync Application \(p. 50\)](#)
- [Set Up the Sync Application \(p. 50\)](#)
- [Single Sign-On \(p. 51\)](#)
- [Excluded Files and Folders \(p. 51\)](#)
- [Sync Operation \(p. 52\)](#)
- [Shared Sync Folder \(p. 52\)](#)
- [Delete Shared Folders and Files \(p. 52\)](#)
- [Select Sync Folders \(p. 53\)](#)
- [Uninstall the Sync Application \(p. 53\)](#)

System Requirements

The Amazon WorkDocs sync application requires a computer running one of the following operating systems:

- Microsoft Windows 7, Windows 8, or Windows 10
- Microsoft Windows Server 2008
- Microsoft Windows Server 2012 R2 (with Microsoft AD, not Simple AD)
- Mac OS X 10.10 or later

On all Windows clients, including all WorkSpaces, you must enable JavaScript in Internet Explorer. For more information, see [How to enable JavaScript in a web browser?](#).

The sync application requires HTTPS access on port 443 for all IP addresses for AWS.

The sync application communicates with the Java engine. You can identify the port as follows:

- On Windows, locate the client.log file in the %USERPROFILE%\AppData\Local\Amazon WorkDocs\SyncClient folder. Search for http://127.0.0.1. The port is specified as follows: http://127.0.0.1:port.
- On Mac OS X, locate the sync-service.port file in the /Users/user/Library/Application Support/Amazon WorkDocs/SyncClient folder. The port is stored in plaintext.

The sync application supports local drives, but does not support non-local drives, including network drives and external USB drives.

Install the Sync Application

The Amazon WorkDocs sync application is available for both Windows and Mac desktops.

To download and install the Amazon WorkDocs sync application for Windows

1. Download the Amazon WorkDocs sync application installer for Windows from <https://d28gdqadgmua23.cloudfront.net/win/AmazonWorkDocsSetup.exe>.
2. Run the installer. The Amazon WorkDocs sync application is downloaded, installed, and launched.

To download and install the Amazon WorkDocs sync application for Mac

1. Open the Amazon WorkDocs sync application for Mac from <https://d28gdqadgmua23.cloudfront.net/mac/AmazonWorkDocs.pkg>.
2. Drag the Amazon WorkDocs Sync icon to the **Applications** folder.
3. Open the **Applications** folder and open **Amazon WorkDocs Sync**.

Set Up the Sync Application

The next step is registering the Amazon WorkDocs sync application. You can run the Amazon WorkDocs sync application on more than one local desktop. No matter how many desktops you synchronize, all of the files and folders in the sync folder are replicated on all of the desktops.

To complete the initial setup of the Amazon WorkDocs sync application

1. In the **Amazon WorkDocs Setup** dialog box, choose **Get Started**.

2. Type your Amazon WorkDocs site URL, which is provided by your Amazon WorkDocs administrator, and choose **Next**.
3. The default for the sync folder is the `workDocs` folder in your user directory. This folder is created if it does not already exist. To choose a different folder, choose **Change** and select the folder. Choose **Next**.
4. Select the option to synchronize all files and folders or the option to synchronize only selected folders, and then choose **Next**.
5. Choose **Ok** to exit the setup program.

Single Sign-On

The Amazon WorkDocs sync application does not require additional steps to enable single sign-on. If you experience any issues, restart the sync application to have the settings applied on your behalf.

Excluded Files and Folders

Any files or folders that meet the following criteria are not synchronized:

- Any file or folder name that starts with a period (.), such as the following:
 - ".lock"
 - ".~doctor.ppt"
 - "."
 - ".."
- Any file or folder name that starts and/or ends with a tilde (~), such as the following:
 - "hello.txt~"
 - "-WRD0000.tmp"
 - ".~doctor.ppt"
 - "-\$filename.txt"
- Any file or folder name ending with ".tmp", such as the following:
 - "pptC407.tmp"
 - "-WRD0000.tmp"
- Any file or folder with one of the following names (the name and case must be an exact match):
 - Microsoft User Data
 - Outlook Files
 - Thumbs.db
 - Thumbnails
 - thumbnails
- Any file or folder name that includes any of the following characters:
 - * (asterisk)
 - / (forward slash)
 - \ (back slash)
 - : (colon)
 - < (less than)
 - > (greater than)
 - ? (question mark)
 - | (vertical bar/pipe)
 - " (double quotes)

- character code 202E (\202E)
- Any file/folder that has a trailing space (' ') or period ('.') character:
 - "filename "
 - "filename."
- Any file or folder name that is longer than 128 characters
- Any file that is greater than 5 TB

Sync Operation

After the Amazon WorkDocs sync application is installed and running, any non-excluded files in your local sync folder that you add, remove, or modify are automatically synchronized with your Amazon WorkDocs My Documents folder.

File uploads and downloads that are in progress when you close the sync application are automatically resumed the next time you log in.

Shared Sync Folder

In addition to the files and folders that you own, the Amazon WorkDocs sync application also allows you to sync the files and folders that have been shared with you.

To sync files and folders that have been shared with you

1. Open the preferences dialog box for the Amazon WorkDocs sync application.
2. Choose **Enable Shared Folder Sync**, and then close the preferences dialog box.

A folder called **Shared With Me** is created in your Amazon WorkDocs sync folder that contains copies of all of the files and folders that have been shared with you.

Delete Shared Folders and Files

If you want to free up local storage space, you can delete a file or folder that has been shared with you in the **Shared with me** folder. There are two ways to do this, depending on where you want the file or folder deleted from.

To delete a file or folder from your desktop, but still allow it to be accessed in the **Shared with me** folder by other users, other devices, and the web client, delete it from your computer only. You can access it again from the **Shared with me** folder by re-selecting it from the **WorkDocs Selective Sync Settings** on your desktop.

If you permanently delete a file or folder in the **Shared with me folder** for all users, all of your devices, and the web client, it cannot be accessed again. You must have collaborator or co-owner permissions to do this.

To delete a file or folder from your computer only

- Delete it from the **Shared with me** folder on your desktop, or de-select it from the **WorkDocs Selective Sync Settings** on your desktop.

To delete a file or folder for all users and devices

1. Open the web client.

2. On the **Shared with me** tab, choose the file or folder to delete.
3. Choose **Delete**.
4. The file or folder appears in the **Recycle Bin** of your web client.
 - To restore the item, open the context (right-click) menu of the **Recycle Bin**, choose **Open**, right-click on the item, and choose **Restore**.
 - To delete the item permanently, open the context (right-click) menu of the **Recycle Bin** and choose **Empty Recycle Bin**.

Select Sync Folders

Syncing files and folders automatically backs up your local data to Amazon WorkDocs. You can sync all files and folders or choose specific files or folders, which allows you to avoid syncing large amounts of data unnecessarily.

To remove files and folders from your computer, de-select them in **WorkDocs Selective Sync Settings**. This removes them from your computer, but they remain available for other users, and you can still access them from the web client and your other computers.

To select sync folders during setup

1. Begin the Amazon WorkDocs setup process.
2. When you are prompted to choose files to sync, choose **Sync only the files and folders I select from WorkDocs** or **Sync all file and folders from WorkDocs**.

To sync specific files or folders after setup

1. Open the context (right-click) menu for the Amazon WorkDocs icon in your taskbar (or menu bar if you have a Mac OS X).
2. Choose the gear icon to open **Preferences** and choose **Select files and folders to sync**.
3. Select the check boxes for the items to sync. You can expand the top-level folders to select subfolders and individual documents.
4. To sync all new folders and files that you create in the future, choose **My Documents, New Folders And Files, Update**.

Uninstall the Sync Application

If you are finished with the Amazon WorkDocs sync application, you can uninstall it. Uninstalling the Amazon WorkDocs sync application does not affect the files that were last synchronized to your sync folder.

To uninstall the Amazon WorkDocs sync application for Windows

1. In Control Panel, choose **Programs and Features, Amazon WorkDocs, Uninstall**.
2. When prompted for confirmation, choose **OK**.
3. (Optional) Delete the files from your sync folder.

To uninstall the Amazon WorkDocs sync application for Mac OS X

1. Open the **Applications** folder.
2. Drag the Amazon WorkDocs icon to the trash.

3. Empty the trash.
4. (Optional) Delete the files from your sync folder.

Amazon WorkDocs Sharing Permissions

Amazon WorkDocs controls access to folders and files through the use of permissions. Permissions are applied based on the role of the user.

Contents

- [Roles \(p. 55\)](#)
- [Shared Folder Permissions \(p. 56\)](#)
- [File Permissions \(p. 56\)](#)
- [Shared File Permissions \(p. 57\)](#)

Roles

Both folder and file permissions are granted based on user roles. The following are the roles defined by Amazon WorkDocs that apply to folders:

- Folder owner – The owner of the folder or file.
- Folder co-owner – A user or group that the owner designates as the co-owner of the folder or file.
- Folder contributor – Someone who the folder has been shared with, without limited access to the folder.
- Folder viewer – Someone who a folder has been shared with, but has been given limited access (view only) to the folder.

The following roles apply to files:

- Owner – The owner of the file.
- Co-Owner – A user or group that the owner designates as the co-owner of the file.
- Contributor – Someone who has been asked for feedback on file.
- Viewer – Someone who a file has been shared with, but has been given limited access (view only) to the file.

- Anonymous viewer – A non-registered user outside of the organization who can view a file that has been shared via an external viewing link. Unless otherwise indicated, an anonymous viewer has the same permissions as a viewer.

Shared Folder Permissions

The following are the permissions defined by Amazon WorkDocs for shared folders:

- View – View the contents of a shared folder.
- View sub-folder – View a sub-folder.
- View shares – View the other users a folder is shared with.
- Add sub-folder – Add a sub-folder.
- Share – Share the top-level folder with other users.
- Revoke share – Revoke the sharing of the top-level folder.
- Delete sub-folder – Delete a sub-folder.
- Delete top-level folder – Delete the top-level shared folder.

Permissions for shared folders

Permission	Folder owner	Folder co-owner	Folder contributor	Folder viewer
View	X	X	X	X
View Sub-folders	X	X	X	X
View Shares	X	X	X	X
Add Sub-folder	X	X	X	
Share	X	X		
Revoke Sharing	X	X		
Delete Sub-folder	X	X		
Delete Top-level folder	X			

File Permissions

The following are the permissions defined by Amazon WorkDocs for files that are not in a shared folder:

- View – View a file.
- Delete – Delete a file.
- Annotate – Can add feedback to a file.
- View Shares – View the other users that a file is shared with.
- View Annotations – View feedback from other users.
- View Activity – View the activity history of a file.
- View Versions – View previous versions of a file.

- Download – Download a file. This is the default permission. The ability to download shared files can be allowed or denied in the file properties.
- Prevent Download – Prevent a file from being downloaded.
- Upload – Upload new versions of a file.
- Share – Share a file with other users.
- Revoke Sharing – Revoke the sharing of a file.

Permissions for a file not in a shared folder

Permission	Owner/Co-Owner	Contributor	Viewer	Anonymous Viewer
View	X	X	X	X
View Shares	X	X	X	X
Download	X	X	X	
Annotate	X	X		
View Annotations	X	X		
View Activity	X	X		
View Versions	X	X		
Upload	X	X		
Delete	X			
Prevent Download	X			
Share	X			
Revoke Sharing	X			

Shared File Permissions

The following are the permissions defined by Amazon WorkDocs for files in a shared folder:

- View – View a file in a shared folder.
- View Shares – View the other users that a file is shared with.
- Download – Download a file.
- Annotate – Can add feedback to a file.
- View Annotations – View feedback from other users.
- View Activity – View the activity history of a file.
- View Versions – View previous versions of a file.
- Upload – Upload new versions of a file.
- Delete – Delete a file in a shared folder.
- Prevent Download – Prevent a file from being downloaded. This is the default permission for files in the folder.
- Share – Share a file with other users.
- Revoke Sharing – Revoke the sharing of a file.

- Private Comments – Owner/Co-owner can see all private comments for a document, even if it is not a reply to their comment.

Permissions for a file in a shared folder

Permission	Folder Owner/ Co-Owner	File Owner*	Folder Contributor	Folder Viewer	Anonymous Viewer
View	X	X	X	X	X
View Shares	X	X	X	X	X
Download	X	X	X	X	
Annotate	X	X	X		
View Annotations	X	X	X		
View Activity	X	X	X		
View Versions	X	X	X		
Upload	X	X	X		
Delete	X	X	X		
Rename	X	X	X		
Prevent Download	X	X			
Share	X	X			
Revoke Sharing	X	X			
See All Private Comments**	X	X			

* - The file owner, in this case, is the person that uploaded the original version of a file to a folder that was shared with them. The permissions for this role apply only to the owned file, not all files in the shared folder.

** File Owner/Co-Owner can see all private comments. Contributors can see private comments only if they are replies to their comments.

Document History

The following table describes important additions to the *Amazon WorkDocs User Guide*.

- **Latest documentation update:** May 24, 2017

Change	Description	Date Changed
Lock and unlock files	Locking and Unlocking Files (p. 14)	May 24, 2017
Mobile enhancements	<ul style="list-style-type: none"> • Opening a File in Another iOS App to View or Edit (p. 41) • Saving a File from Another iOS App to Amazon WorkDocs (p. 41) • Opening a File in Another iOS App to View or Edit (p. 48) • Saving a File from Another iOS App to Amazon WorkDocs (p. 49) 	April 25, 2017
Commenting enhancements	<ul style="list-style-type: none"> • Amazon WorkDocs Web Client (p. 6) • Amazon WorkDocs Android Tablet Client (p. 21) • Amazon WorkDocs Android Phone Client (p. 28) • Amazon WorkDocs iPad Client (p. 34) • Amazon WorkDocs iPhone Client (p. 42) 	March 10, 2017
Delete shared folders and files	Delete Shared Folders and Files (p. 52)	January 18, 2017
Multiple features	<ul style="list-style-type: none"> • Storage limit increased to 1 TB • Enhanced commenting features • Enhanced Windows sync client 	November 22, 2016
Selective file and folder sync	Select Sync Folders (p. 53)	May 7, 2015

Change	Description	Date Changed
Multiple features	<ul style="list-style-type: none">• Folder link sharing• Sharing with groups• Co-Ownership	April 28, 2015
Single sign-on support	Enabling Single Sign-On (p. 7)	March 31, 2015
Shared sync folder	Shared Sync Folder (p. 52)	December 9, 2014
Phone apps	<ul style="list-style-type: none">• Amazon WorkDocs Android Phone Client (p. 28)• Amazon WorkDocs iPhone Client (p. 42)	November 20, 2014
Multiple features	<ul style="list-style-type: none">• Multi-factor authentication support• Declining Feedback (p. 20)• Creating a Shared Link (p. 18)• Web client UI changes	November 3, 2014
Initial release	Initial release.	July 10, 2014