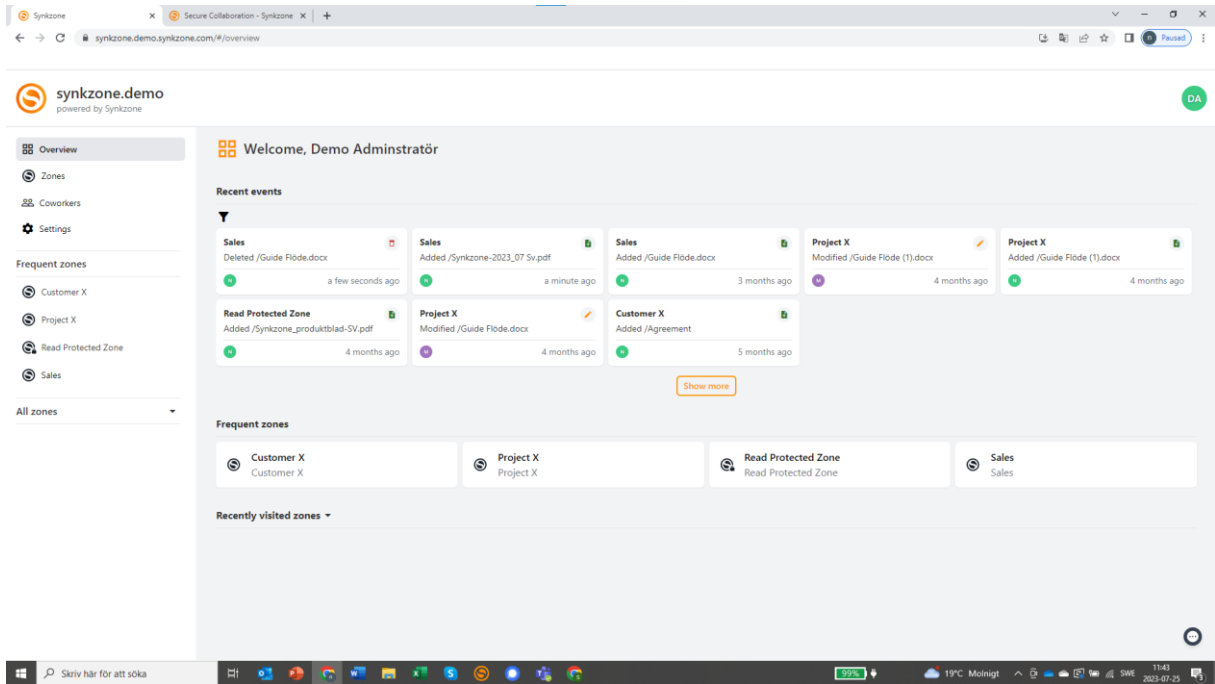# User Guide

Synkzone Desktop och Synkzone Web

What is Synkzone?

Synkzone is secure collaboration service with secure storage and sharing of information/files. Built upon a strong security model based upon principles like Zero Knowledge, End-to-End Encryption, Multilayer Encryption and a unique Zone-concept.
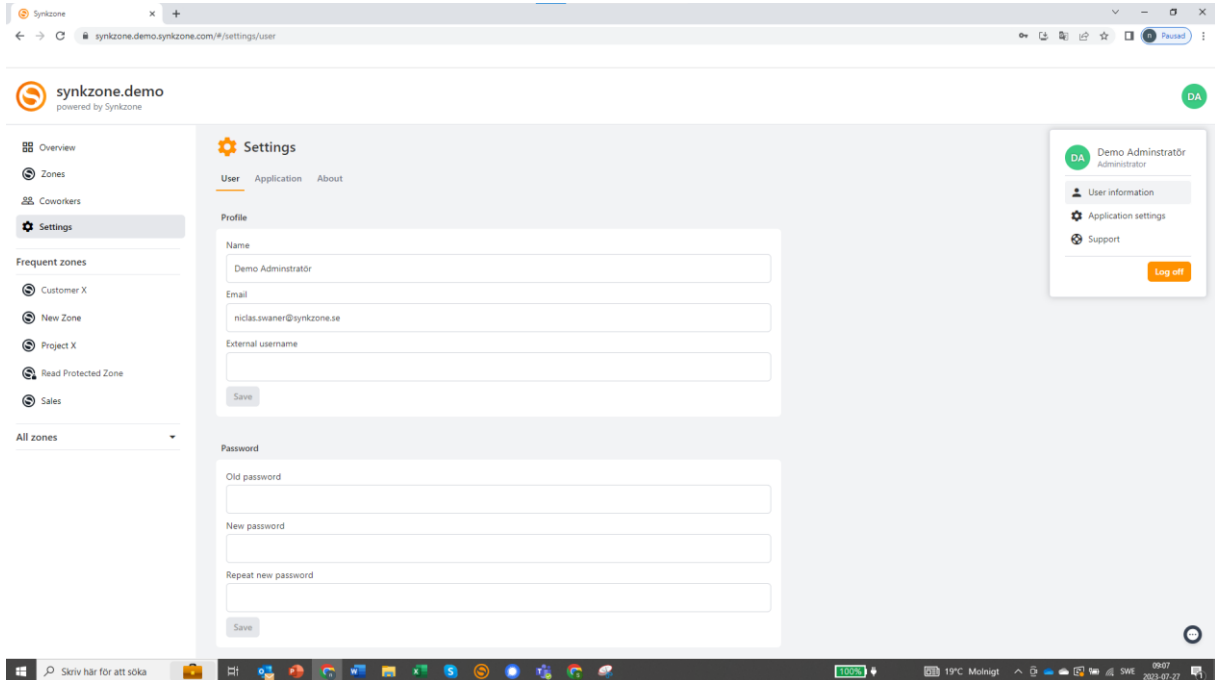
1.1   Overview

This is the start view and as a user you will find your zones, your co-workers and the most recent events in the zones you are a member of.

1.2 Settings

Update your profile under Settings in the left panel or by clicking your initials up in the right corner and select User Information. This is also where you change your password
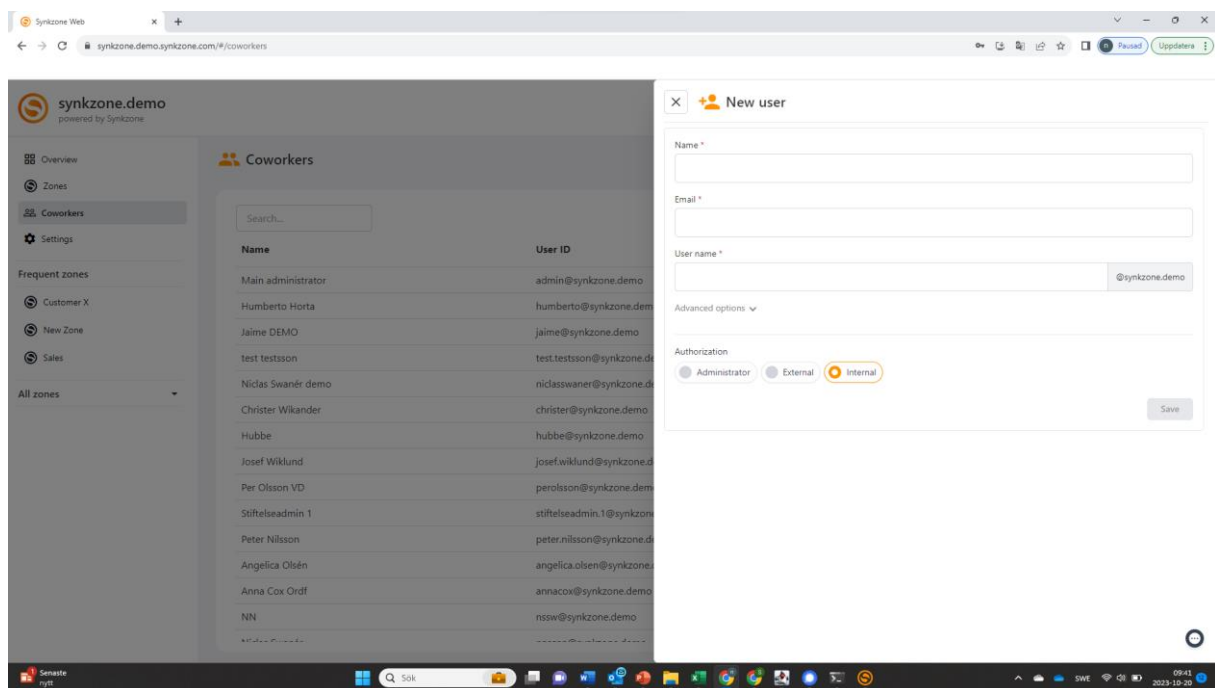
1.3 User handling

1.3.1 Create a User

To be able to create new Users you need to have the role of Administrator.

An overview of all the users in your organsiation (or the users you have an interaction with) will be found under "Coworkers"

To create a new User Click Create New User in the upper right corner.

Fill out the requested information about the user; Name, email-address, and username is mandatory. Synkzone will suggest a unique user name but this can also be changed if you would like to

Then select the appropriate Role:

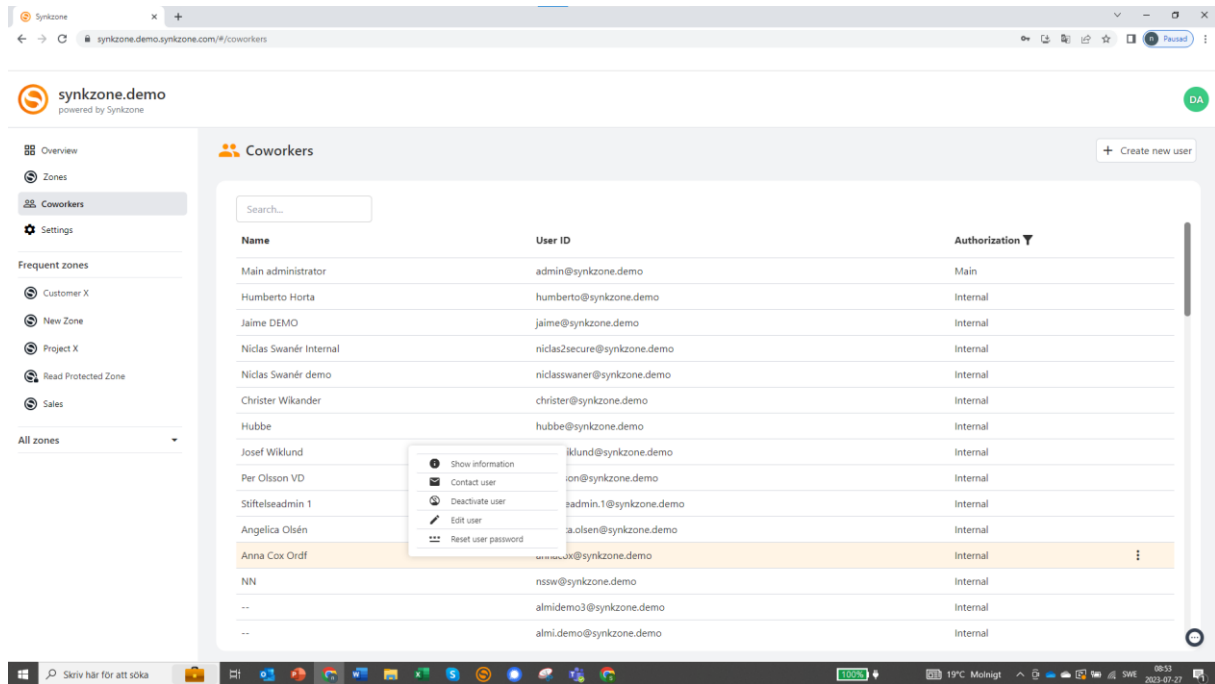| Access Level	Create User	Reset credentials	Set Access level	Create shared zone	Create private zone *	Member of "all at"-Group
Administrator	Yes	Yes	Internal and lower	Yes	Yes	Yes
Internal	No	No	No	No	Yes	Yes
External	No	No	No	No	No	Yes

*The possibility to create Private Zones is an Organizational Setting. Not all Organisations will allow this. Create the User by Clicking "Save". Credentials and information will be sent directly to the users email.

1.3.2 Existing users

In Coworkers you will see all the users that you have an interaction with. (Eg members in a zone where you also participate)

Right click on a user in "Coworkers" to show more information about the user. If you are an Administrator, you will aslo be able to deactive a user
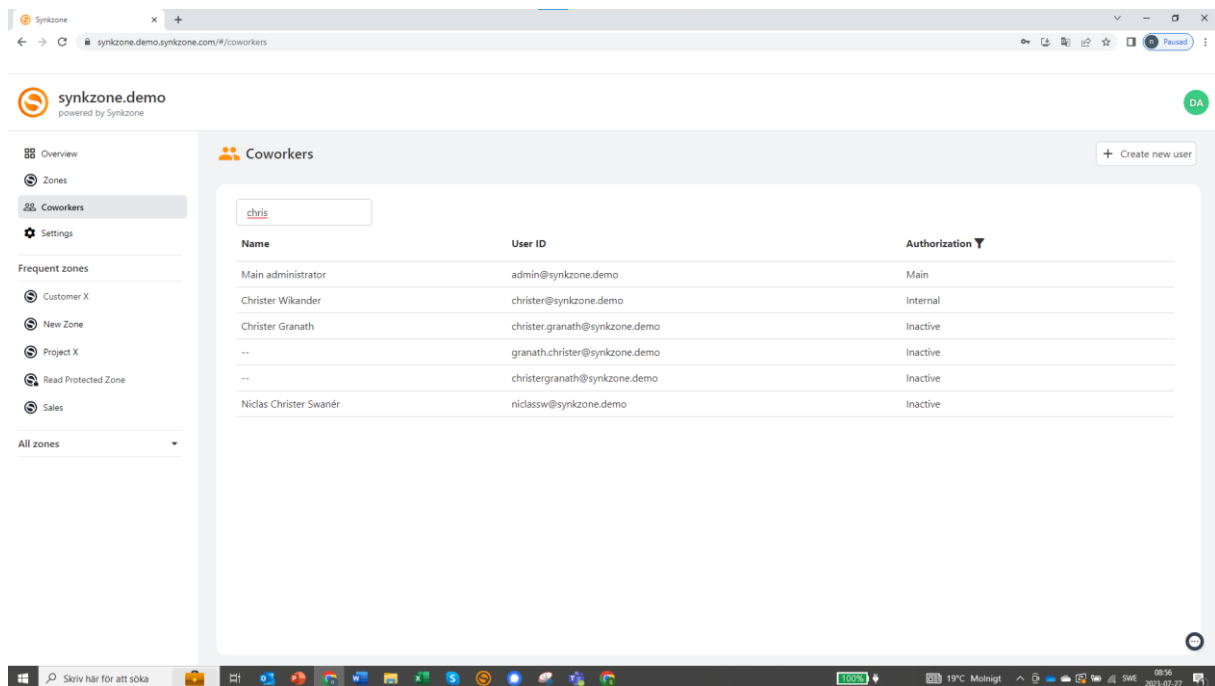
If you are an Administrator this is also where you Reset a User Password.

The List of users is also searchable.

1.3.3 Users in Zones

Navigate to the Zone Logg and Information. Here you will find a list of all members (and there access rights) in the specific Zone.
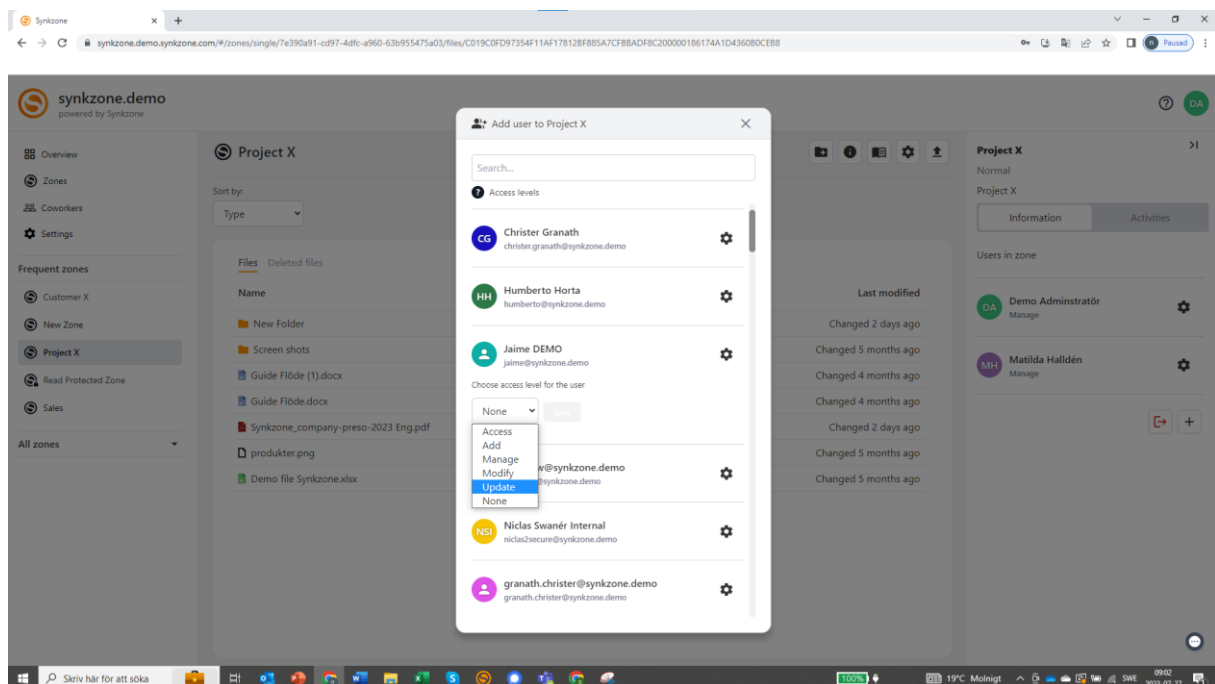
To add a user in a Zone you need to be a Zone Manager. Below the member list you will find "+". Press this and select a user from the list presented.
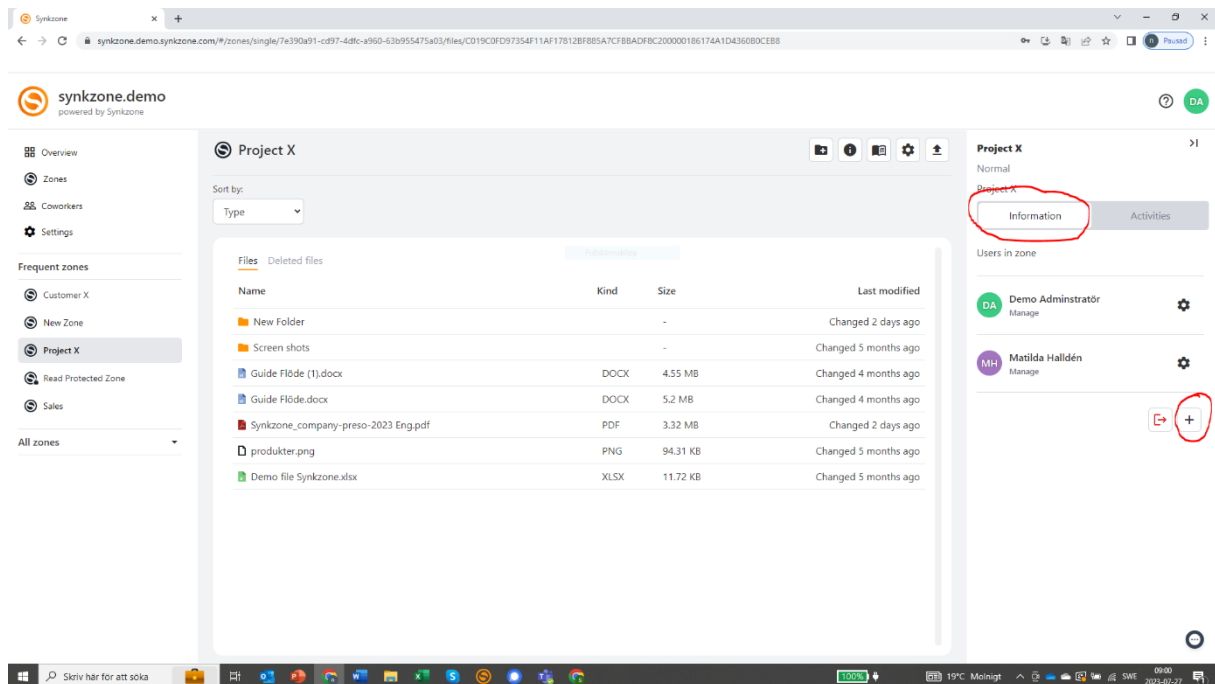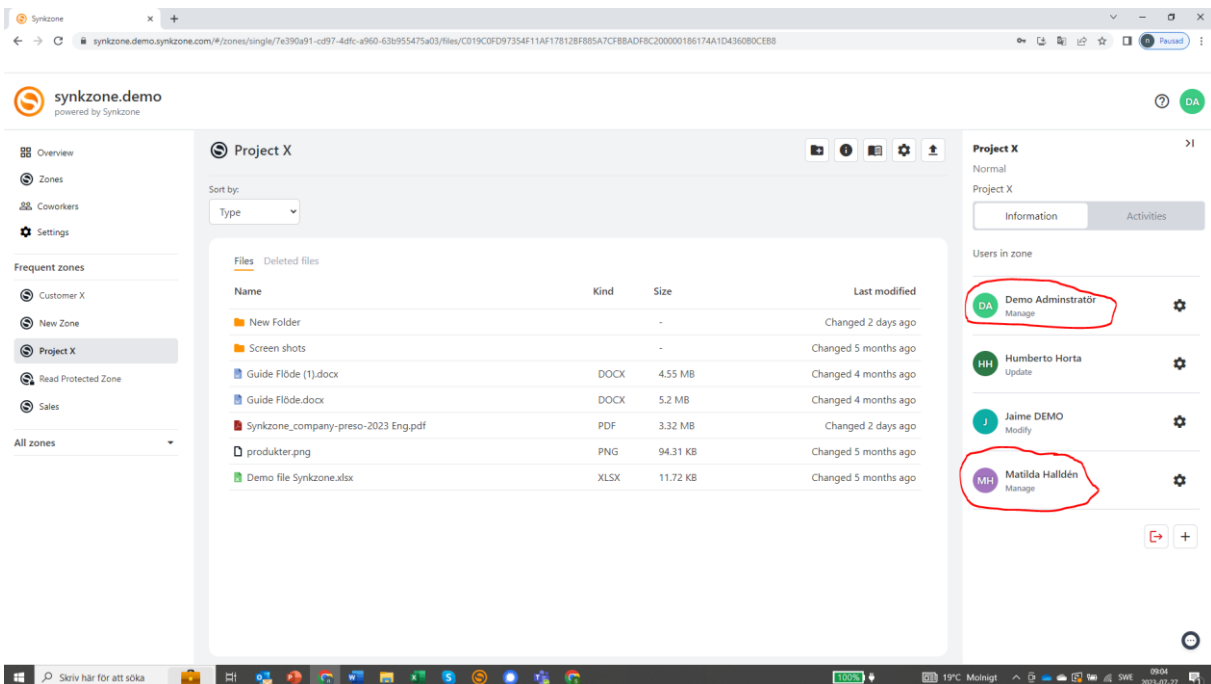

Search or scroll the list for the user you are looking for. Push the settings wheel and select the appropriate access level. Select Access Level None if you would like to withdraw a member from the zone.
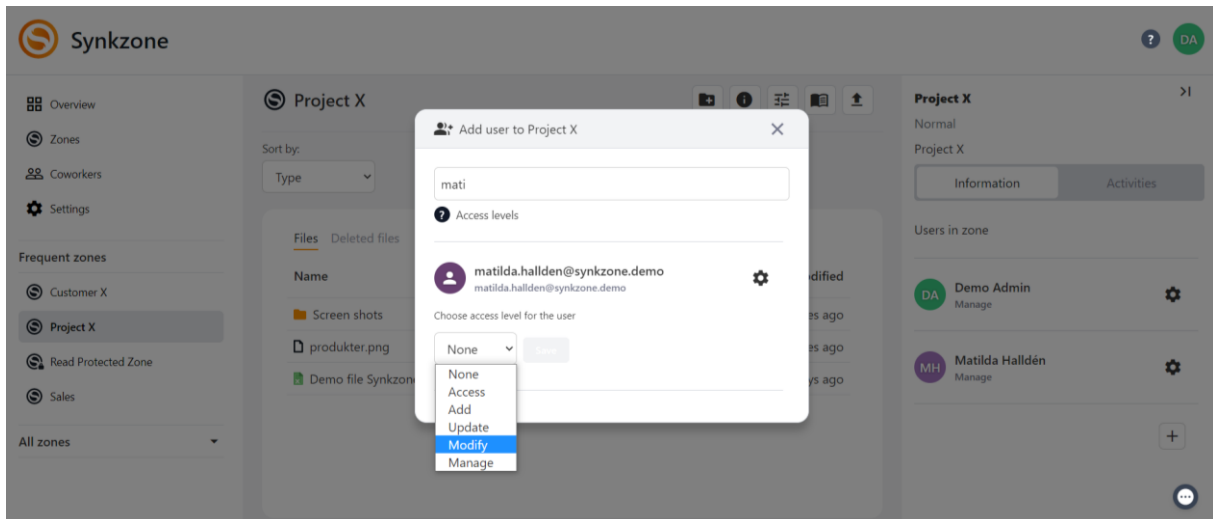
Access-rights	Manage	Modify	Update	Add	Access
Change access Rights	Yes	No	No	No	No
Change Zone Properties	Yes	No	No	No	No
Override File Lock	Yes	No	No	No	No
Permanent delete files	Yes	No	No	No	No
Delete Files and Folders	Yes	Yes	No	No	No
Modify Filed and Folders	Yes	Yes	Yes	No	No
Add Files and Folders	Yes	Yes	Yes	Yes	No
Access and Open Files and Folders	Yes	Yes	Yes	Yes	Yes

The individual who created the Zone is Automatically Zone Manager. There has to be at least one Zone Manager in a Zone and the creator of the Zone can hand over the Zone Manager role to an individual and then leave the zone. We do recommend at least two Zone Managers in a Zone.
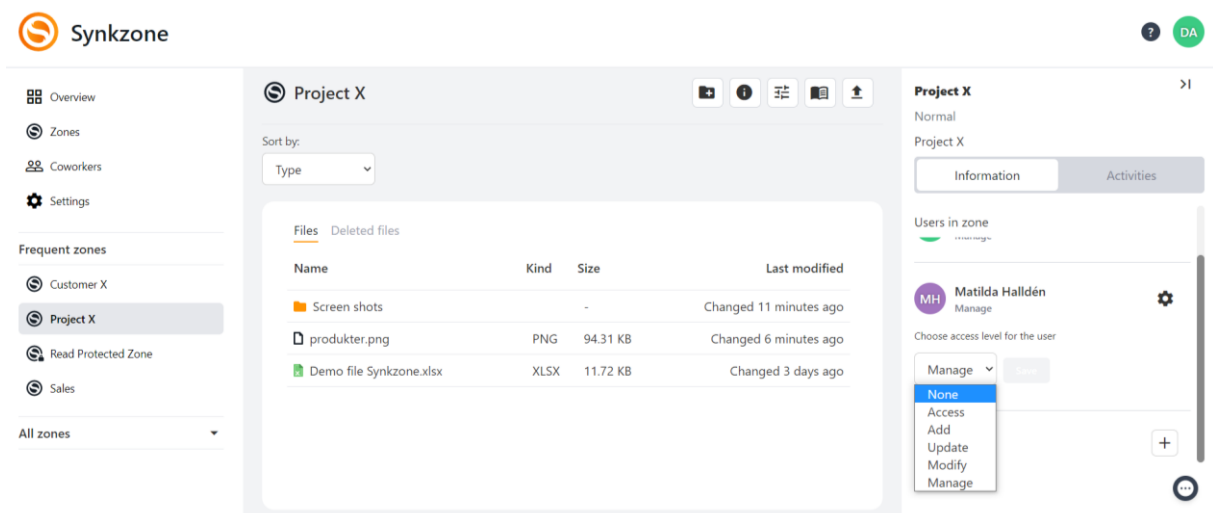
Access leves for existing members in a Zone can be altered directly in the list of members by clicking the settings wheel, change and press Save.

To withdraw a member from a Zone, select Access Level "None" and press Save.

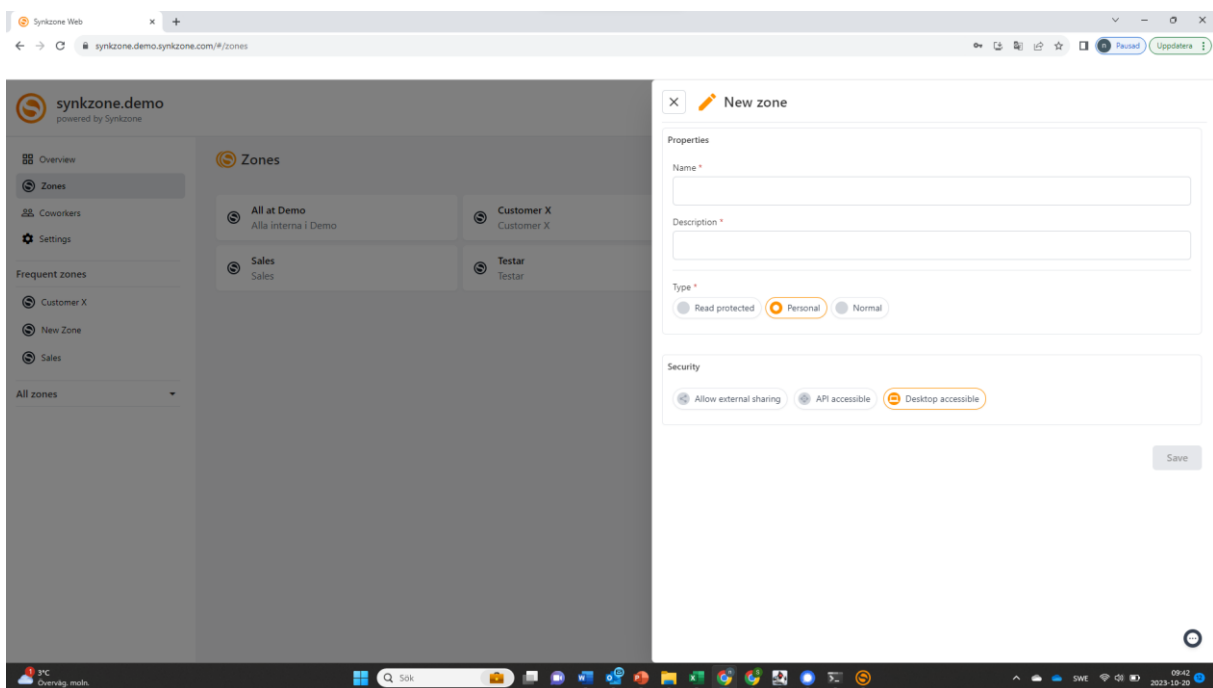# 1.4 Zones ans Zone Settings

1.4.1 Create a Zone

A Zone is a Secure space for collaboration where you can both store and share files securely, internally within the organization, in a project externally with partners or customers

Create a Zone by navigating to Zones in the left panel. Click "Create a New Zone".
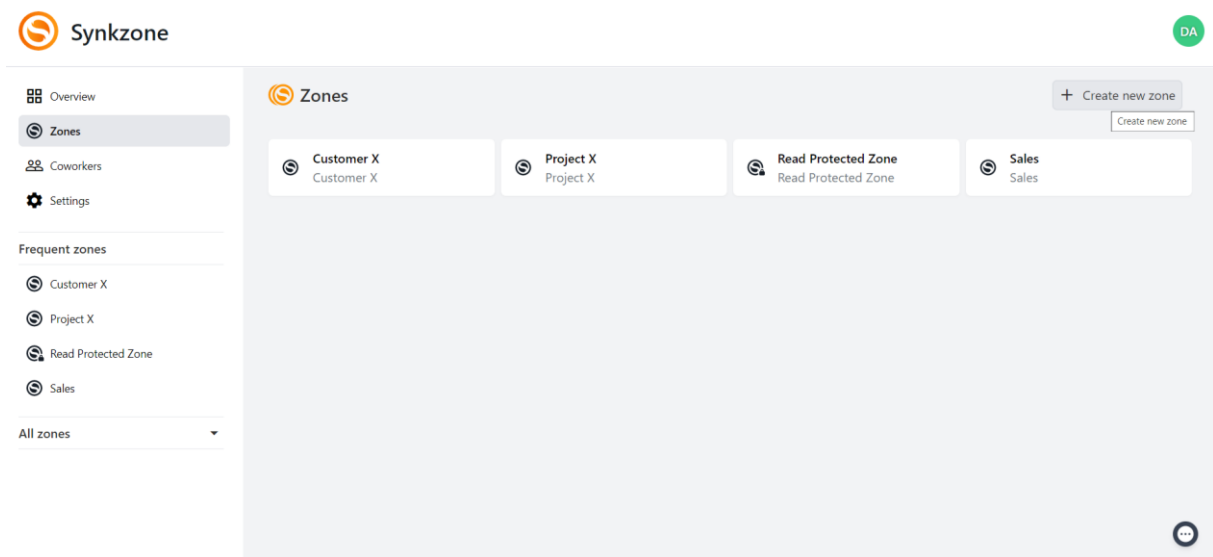
Ge zonen ett namn och en beskrivning.

Chose how the zone should be accessible and if you will allow sharing of external links.

- *Allow external sharing* – Enables the possibility to share links to documents with non-members of the zone.
- Synkzone API Accessible – This should only be checked if your organization also uses Synkzone API.
- Synkzone Desktop Accessible/Synkzone Web Accessible – Depending if the Zone is created within the Web client or the Desktop client you can chose if it also should be accessible from the Desktop or Web.

Finally Selct the Zone Type.

- Normal – In a normal Zone all material is accessible for all the members in the Zone. When using the Desktop client information will also be synchronized and downloaded to your local client. Read more about this in section 1.5.4.
- Personal – This is only available in Organizations that allows this. A Personal Zone is only available for the specific user.
- Read protected – I en Read Protected Zone all members will see the content available. To access any content you need to identify yourself by password or OTP. In the Desktop Client the content will be Synchronized, but not Downloaded to your local storage. Read more about this in section 1.5.4.

Press Save

The new Zone will now be visible under "Zones" and in the list "All Zones" in the left panel.

As Zone Manger you can always change the settings under "Zone settings".
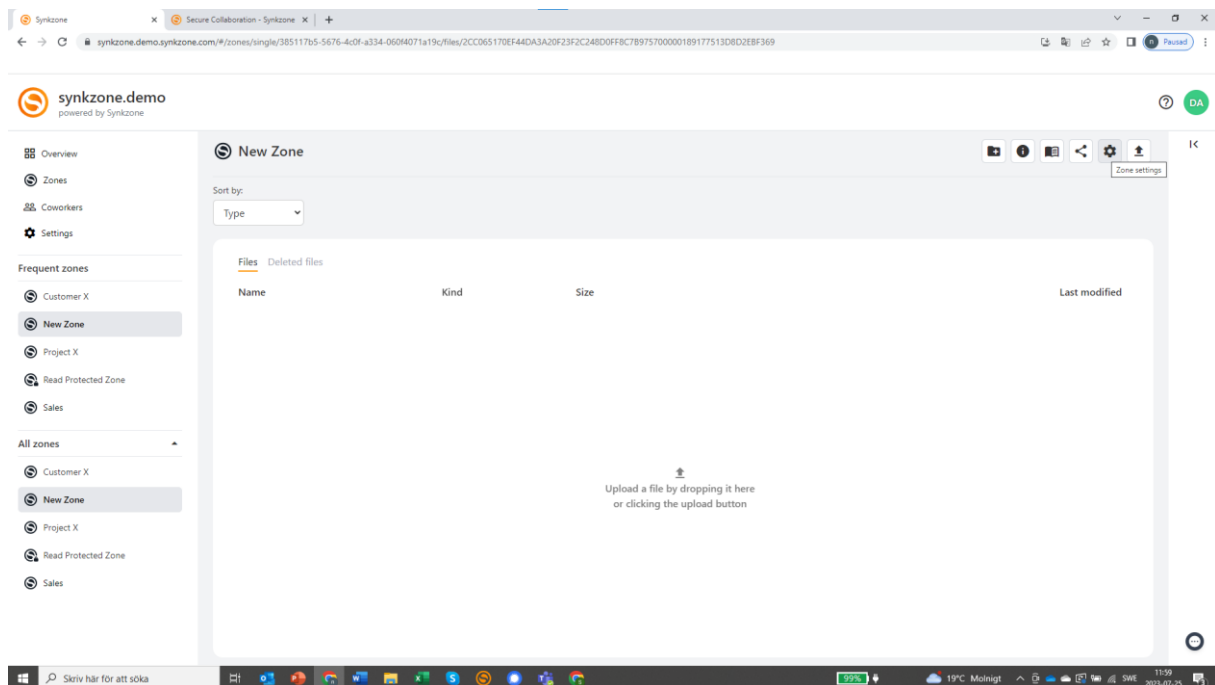
1.4.2 Zone log

Each Zone has their own Zone Log. This Log contians all activities within the zone. The Zone Log will be reached either by expanding the right panel or by pressing "i" Zone Information. Under "Activities" all actions will be listed.
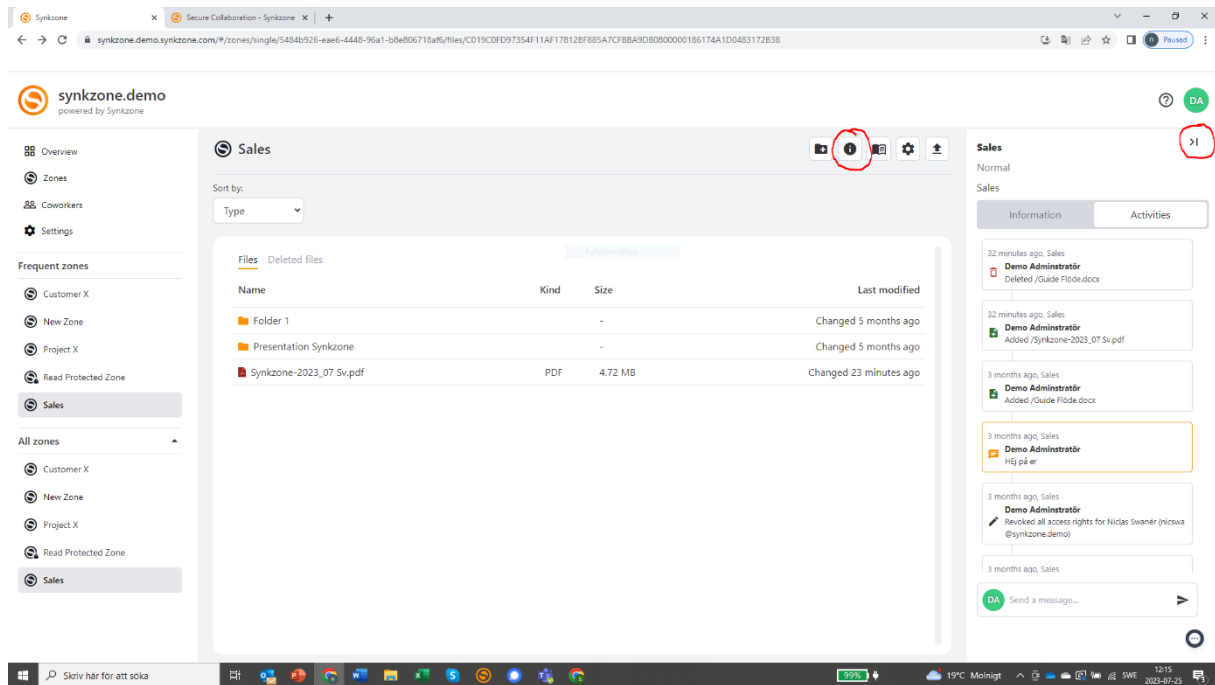
The Zone Log is also available in a more detailed version. Press Open Zone Log and yoy will access the details log.
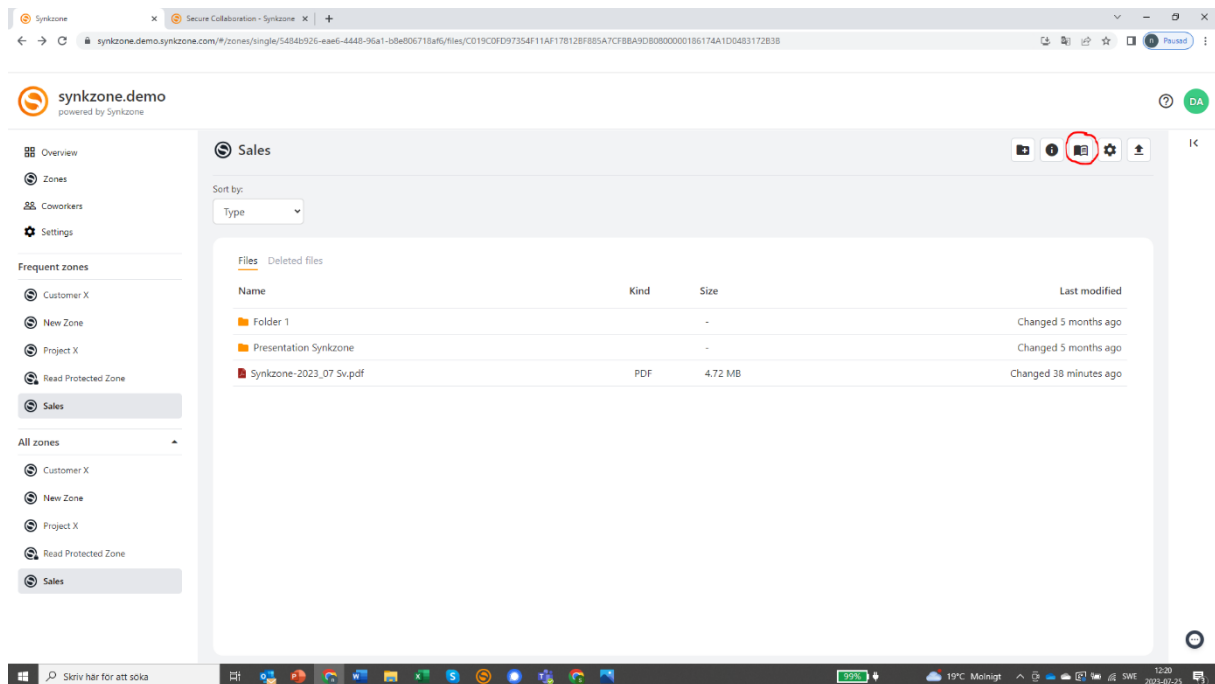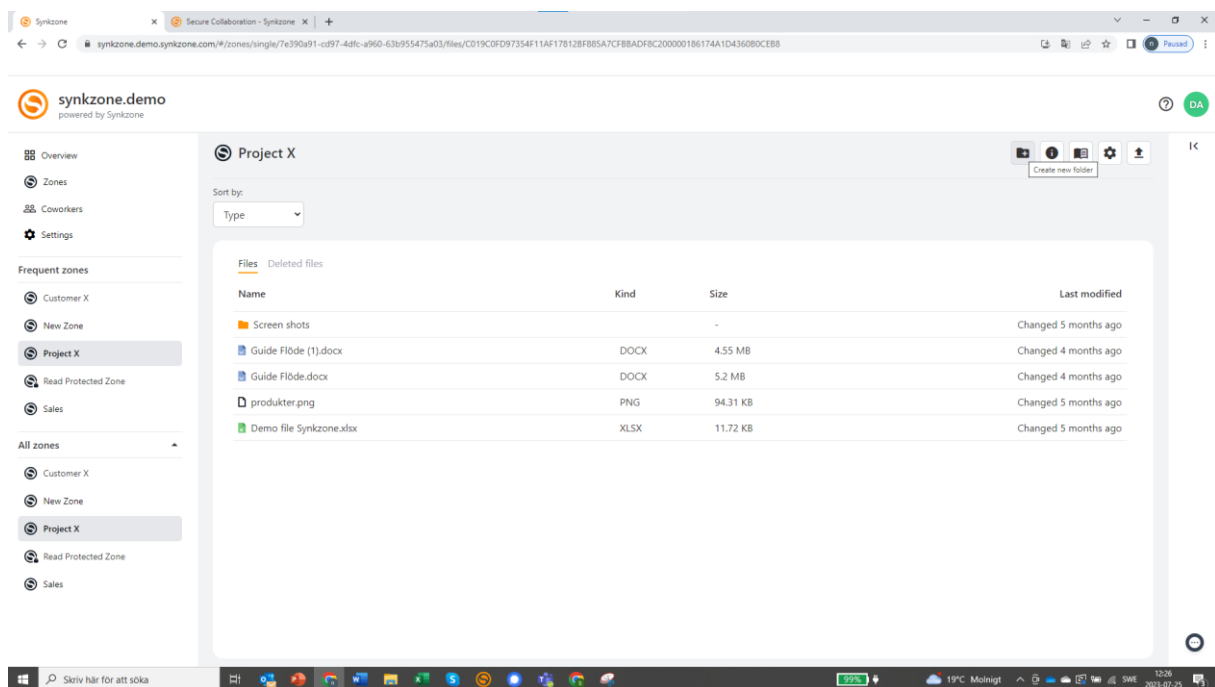
This detailed view contains more information, you can both filter the log and search the log. The log can also be downloaded and saved.
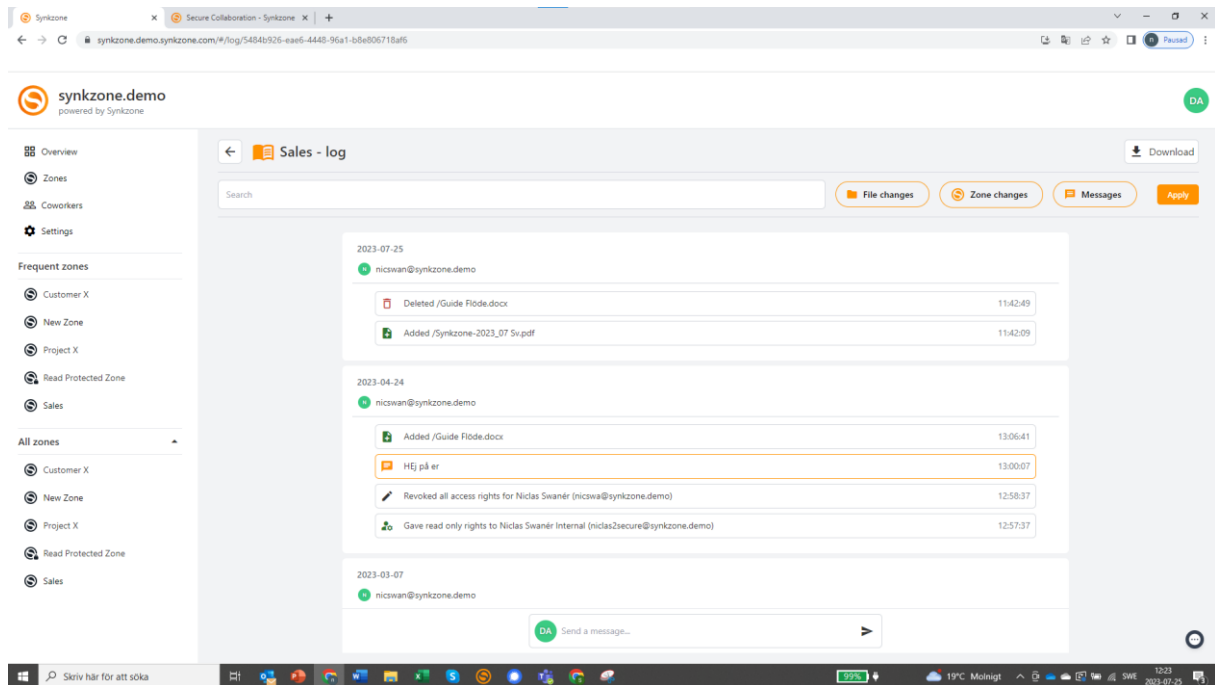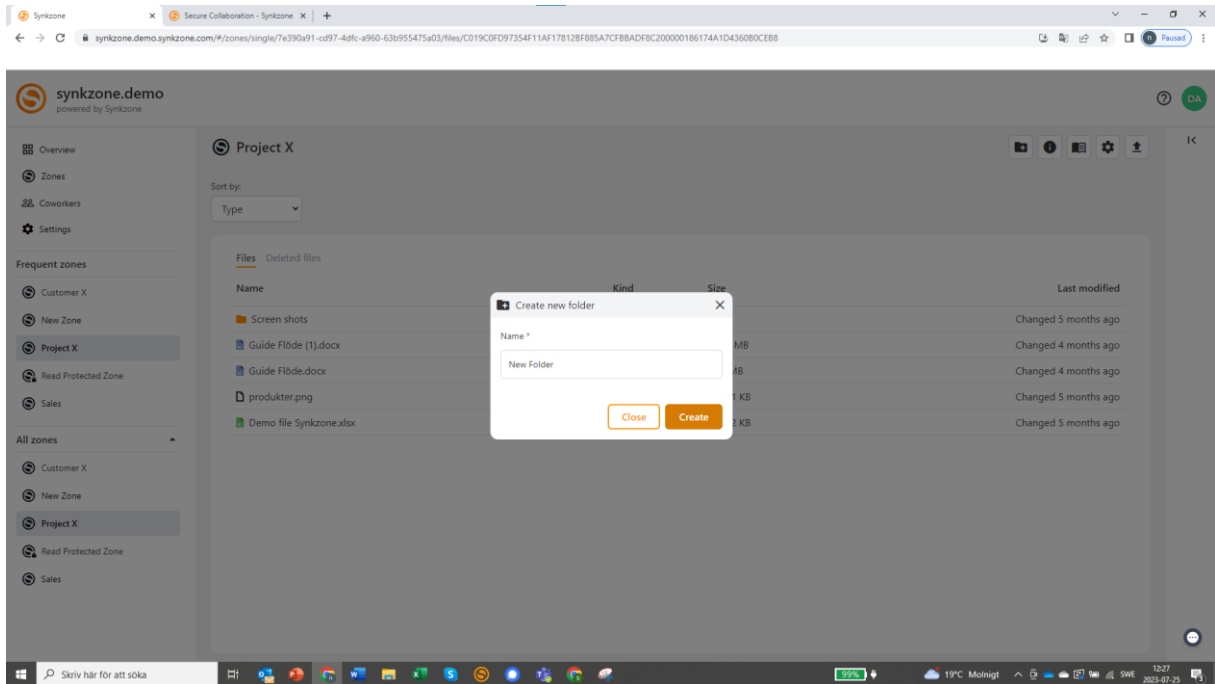

1.5   Handling Files

1.5.1   Create a Folder

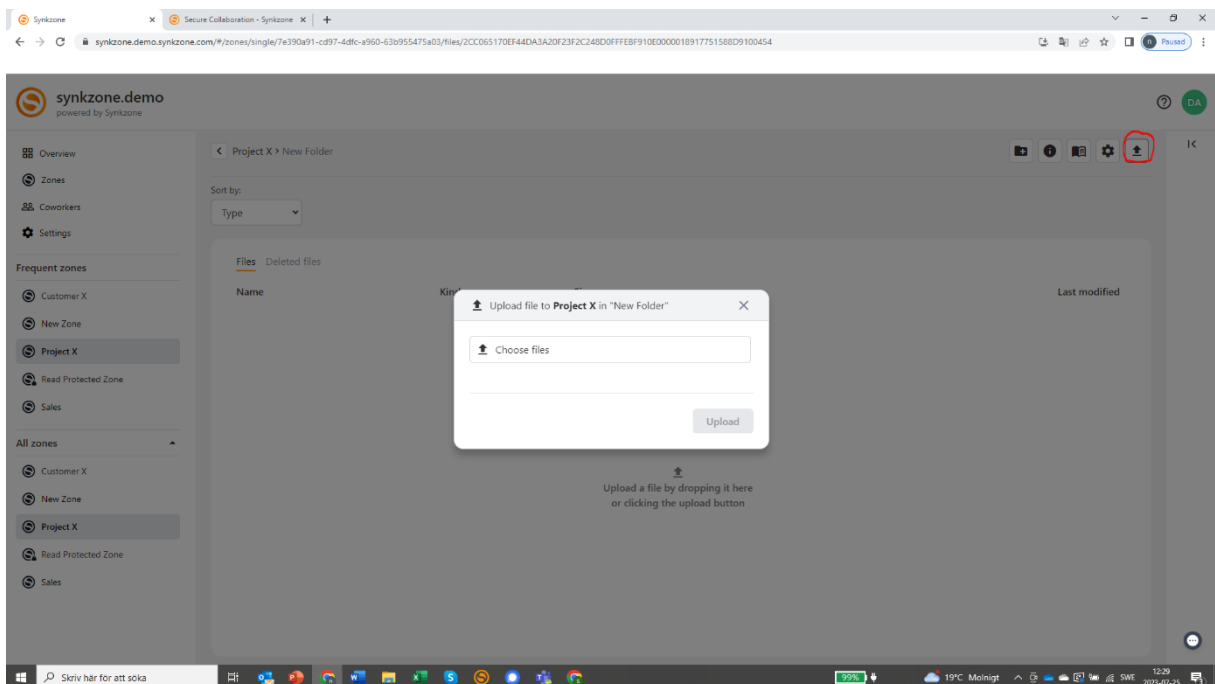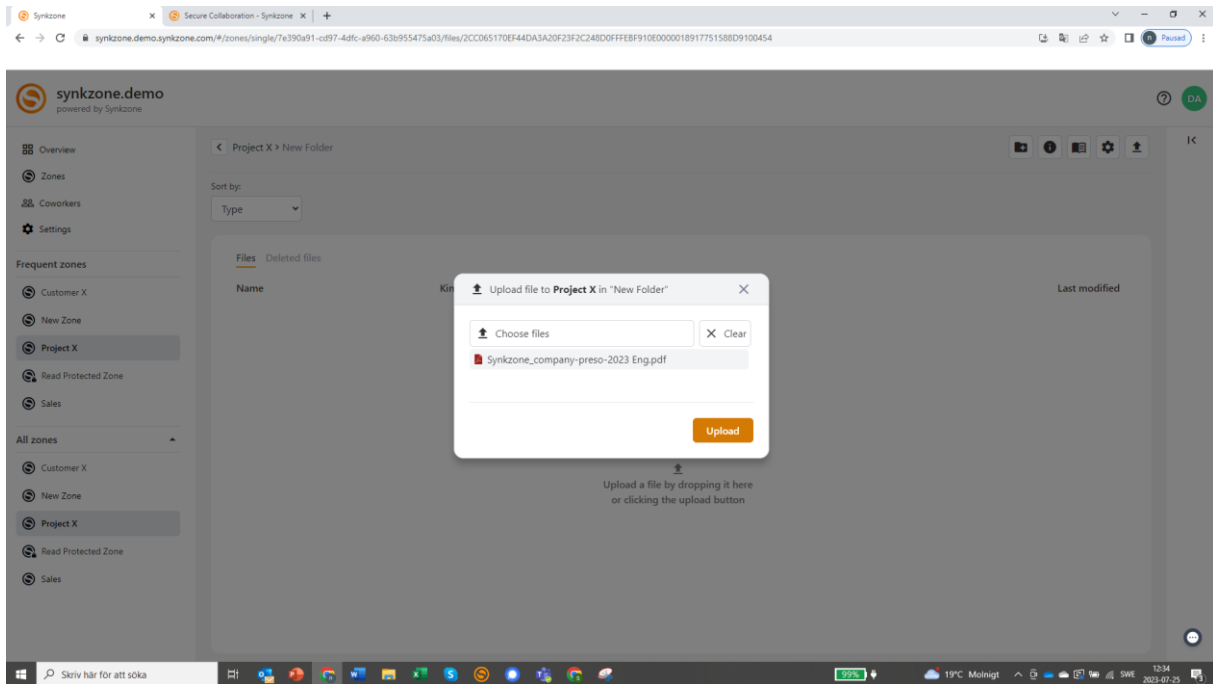Create a Folder in a Zone by clicking "Create new folder" and name the Folder.

Name your Folder and press Create.

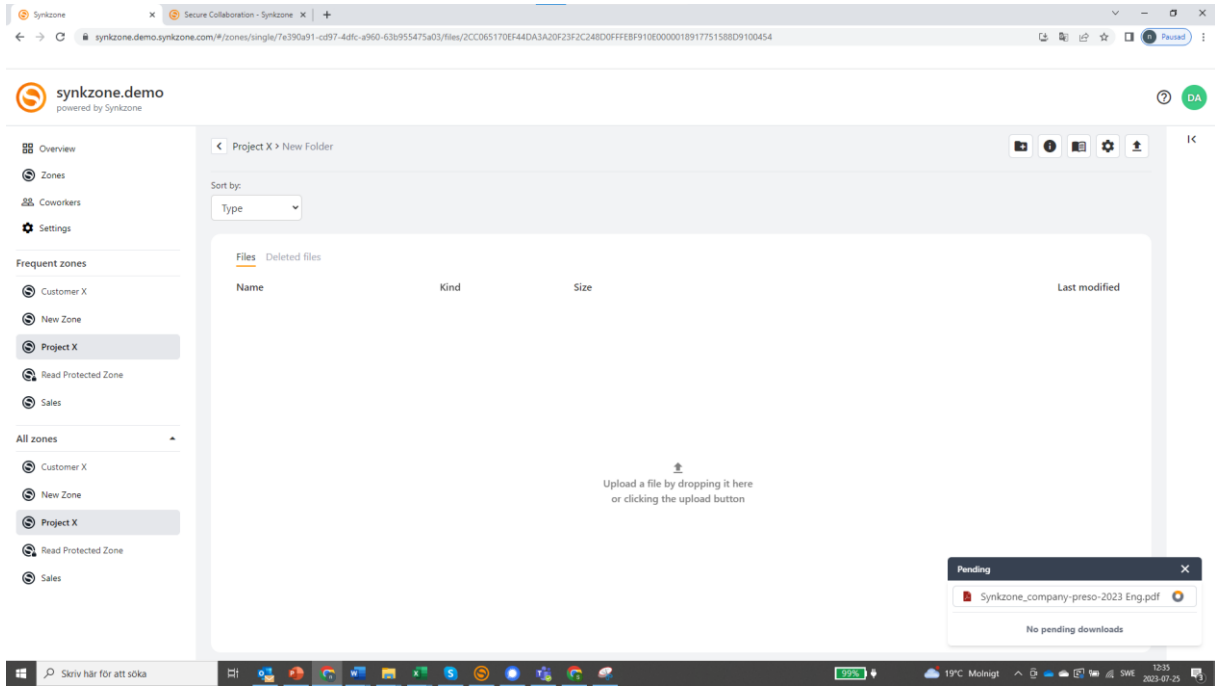## 1.5.2 Upload Files (Synkzone Web)

Files can either be uploaded by "drag-and-drop" or by "Upload file" in the upper right corner. Chose the files you would like to upload and press "Upload".
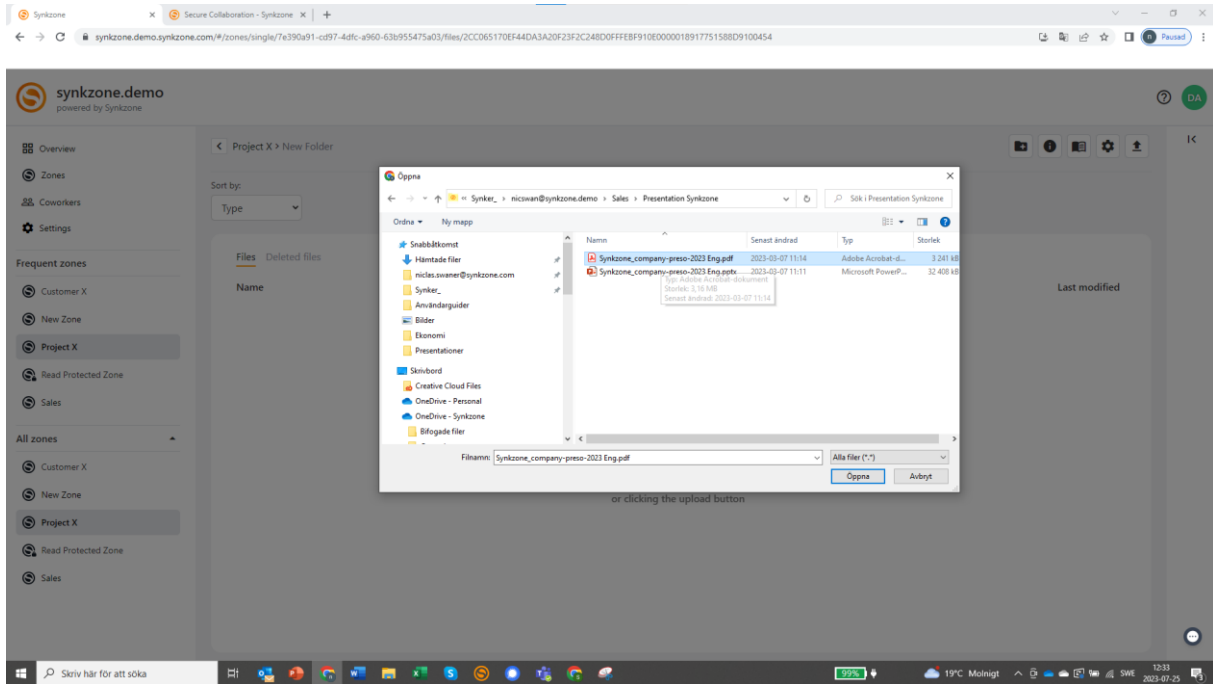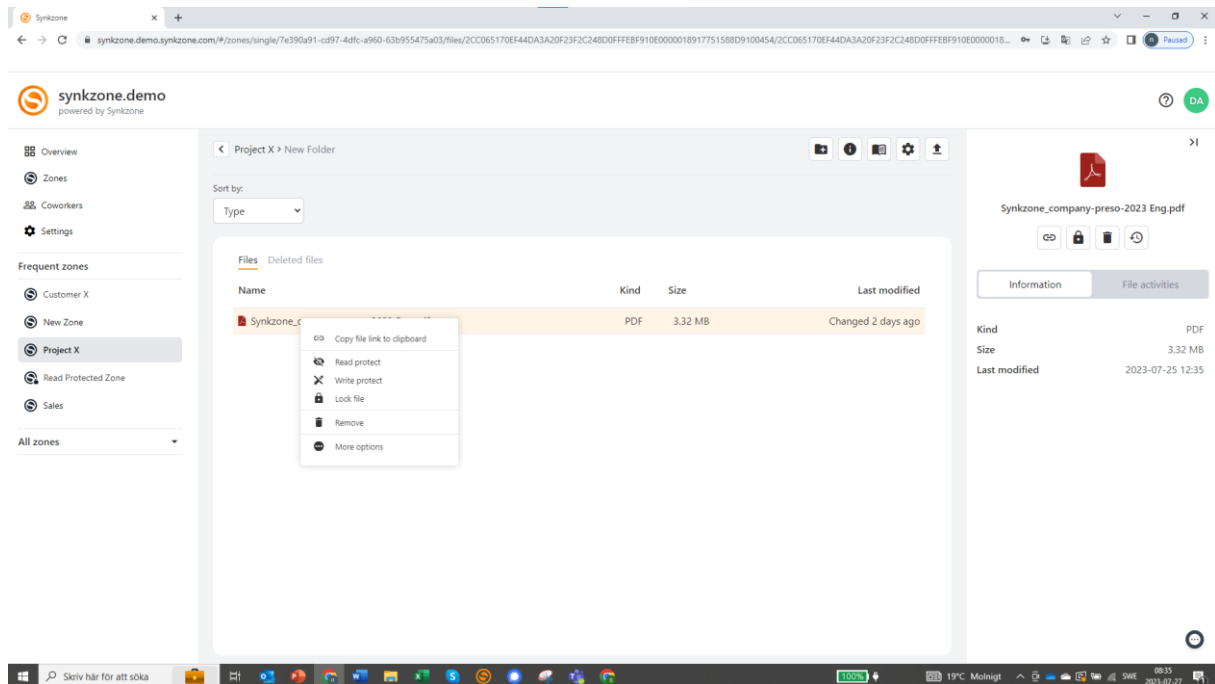
Files under upload will be shown in the bottom right corner. Press the three dots to view the current status of any Upload/Download of files.

When a file is uploaded it will be visible in the file structure.

1.5.3 Download Files (Synkzone Web)

By Double-clicking a file it will instantly be downloaded.

1.5.4 File locks

Synkzone has the funcionallity of different file locks. Simply right click a file and you will have the following options:

Read Protect: A file that is read protected requires that you enter either your passwrd or your OTP (depending on log on policies).

Write Protect: Prevents a file from being modified. No one can modify a write proetcetd file and Upload it with the same name. Used when you would like to avoid changes to a certain file.

Lock File: Protects the file from being changed by anyone else than the one that locked the file. The file can only be changed at the specific client where the file was locked. Used when you would like to make sure that a file can't be changed by anyone else.

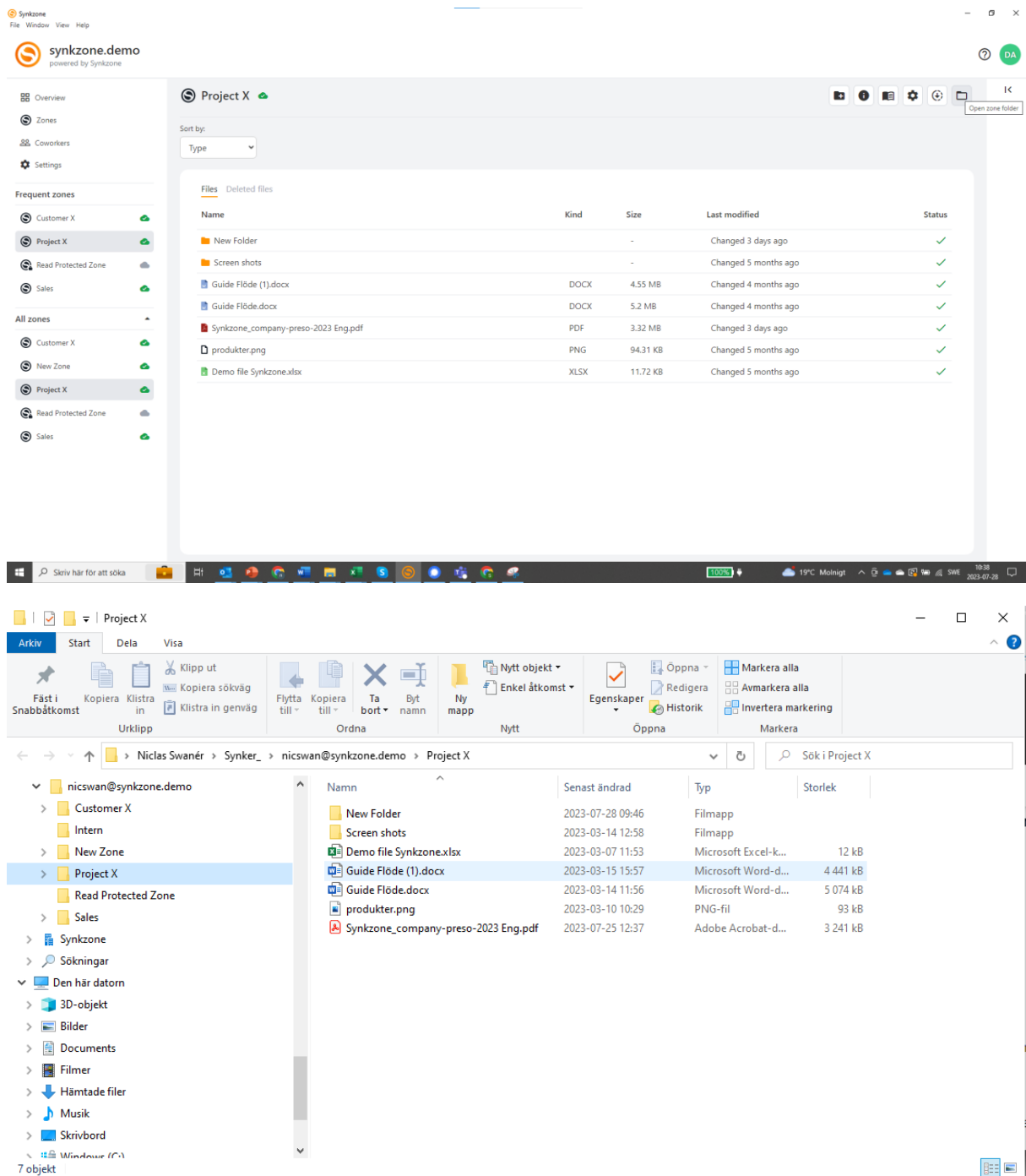Note! A Zone Manager can override any file lock.

1.5.5 Synchronizing files; Synkzone Desktop.

Using the Synchronizing client Synkzone Desktop you will never need to Upload or Download any files. This will be taking care of the client as long as it is running on your computer and you are logged in.

As soon as you save a file within the file structure that is controlled by Synkzone Desktop the files will be Synchronized and available for all members within the Zone

You will easily locate the local mountpoint of the Zone by clicking "Open Zone Folder" in the top right corner.
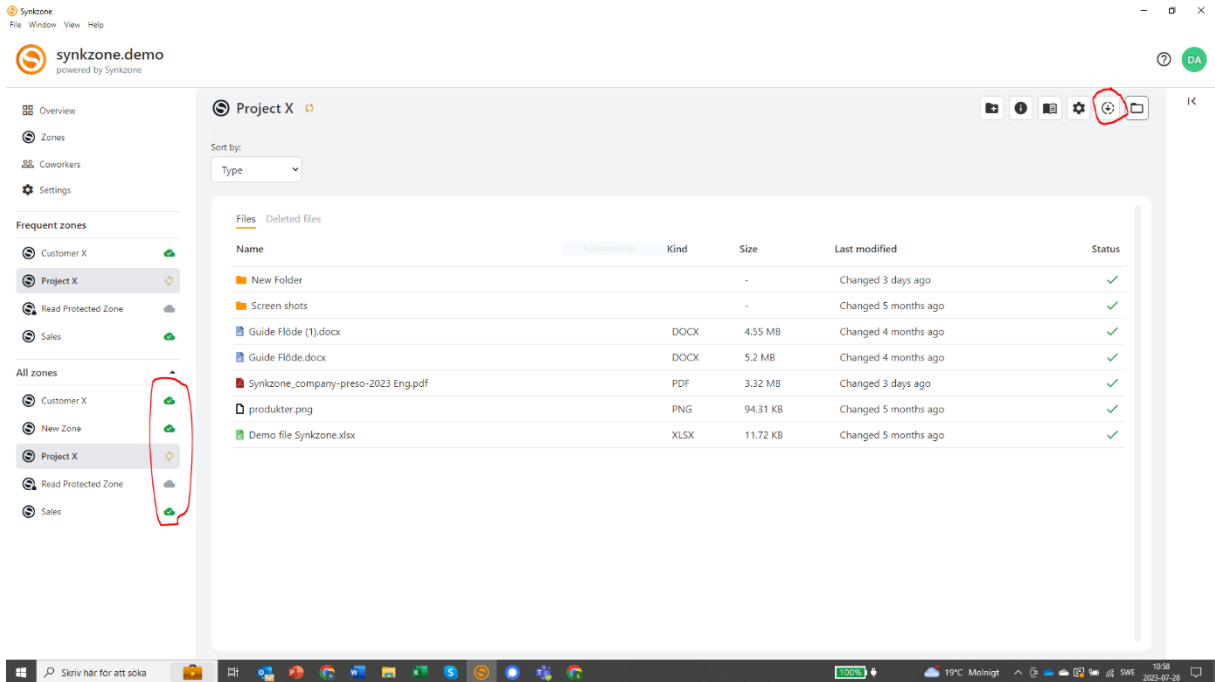
By clicking Open Zone Status you will see all ongoing Uploads/Downloads within the Zone. In the left panel you will also see the status of each zone

You are able to set the rules for the Synchronization for each client.
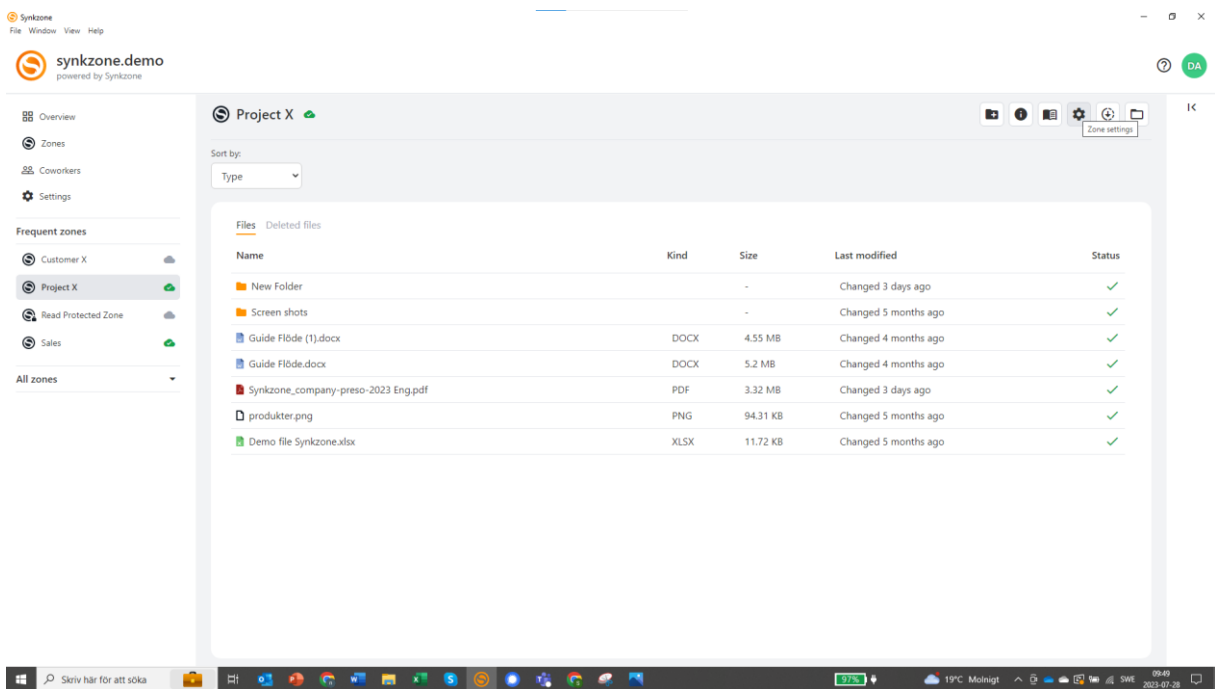
Open "Zone Settings"

Here you can set the rules for the Synchronization:

- If you are a Zone manager you can cahnge the Zone Properties.
- As a member of a Normal Zon you can make the following settings:
    - Mountpoint, select where the files will be downloaded and saved. Default setting is made by the application and the recommended for most users
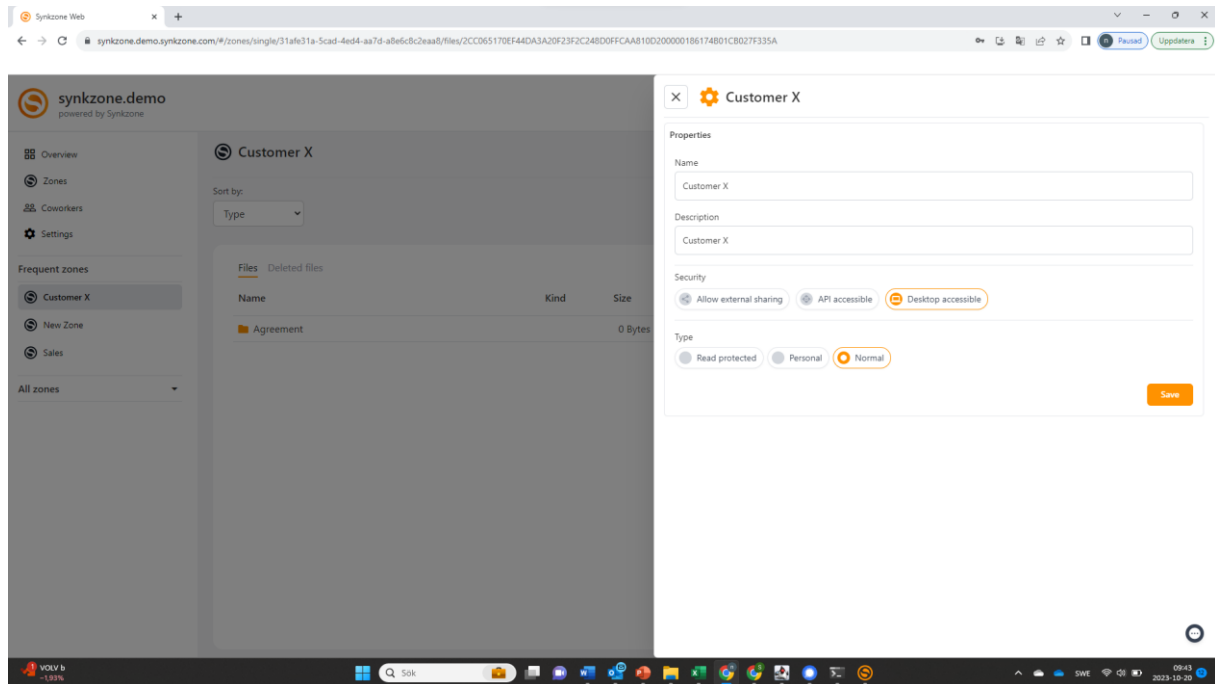   - Mistake Protection helps you avoiding any mistakes. Recommended.
    - Allocated Discspace. How much local disc space that you allow a certain zone. Ex. If a zone contains 2Gb of data and you set it to 1 GB, the latest 1Gb will be downloaded locally and the rest will be "archived files." An Archived File will be accessible when connected to the Internet.
    - Synchronization mode. You have six different options on how ypou would like the zone to be synchronized. All different options are descriibed within the application.
    - When all settings are made Press SAVE

1.5.6 Version history of Files

When a file is changed a new version will be created and uploaded. You can always revert a file to an earlier version. Synkzone saves 20 versions for 30 days. If tehre are more than one version of the file, the two latest will always be saved (also more than 30 days) To see the different versions, Click "Manage file versions"..

Within Manage File Versions you can download an earlier version, select "Revert to file version" of the current one or save an earlier version with a new name.
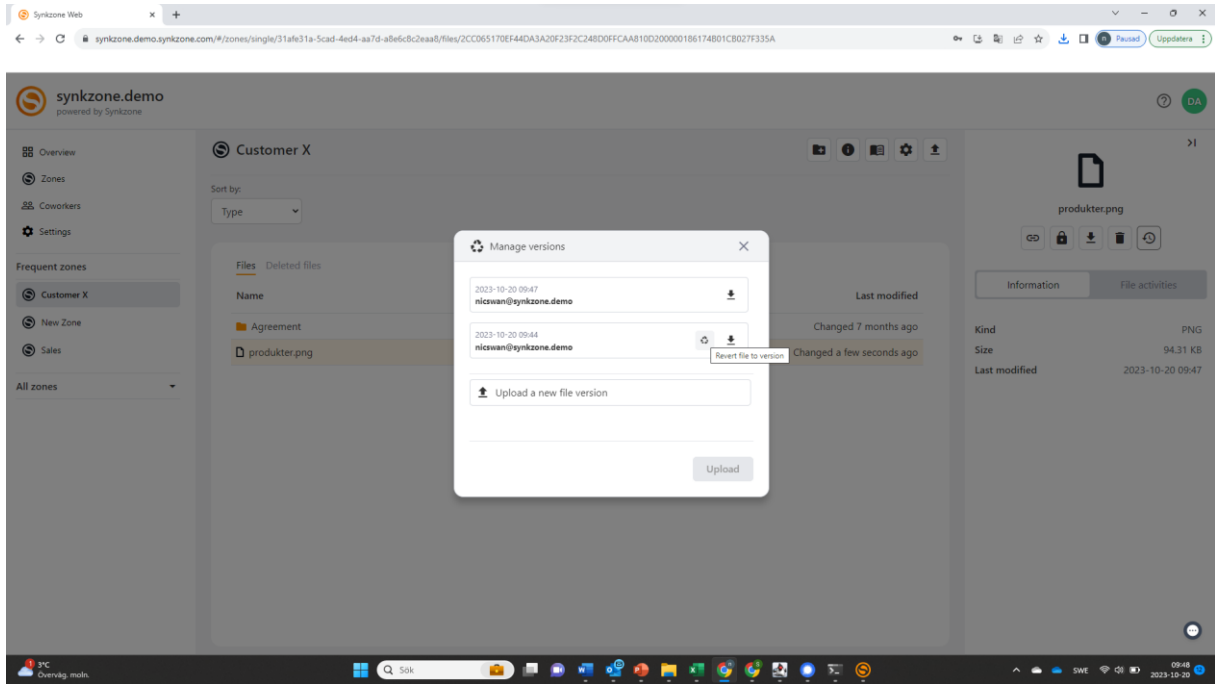
1.5.7 Deleted files

In all zones there are one tab for deleted files. In this tab you can view any file that has been deleted. From this tab files can be either restored or permanently deleted.

To Remove a file from the Zone, right click the sected file and chose "Remove". The file will now be moved to the tab "Deleted Files".

As a built-in protection from deleting files by mistake only Zone Managers can permanently delete files from Zone.

To Restore a file simply right click the file and chose "Restore"

To Delete a file permanently Go To "Deleted Files", mark the file and right click and select "More Options" and chose the red icon Paper Basket
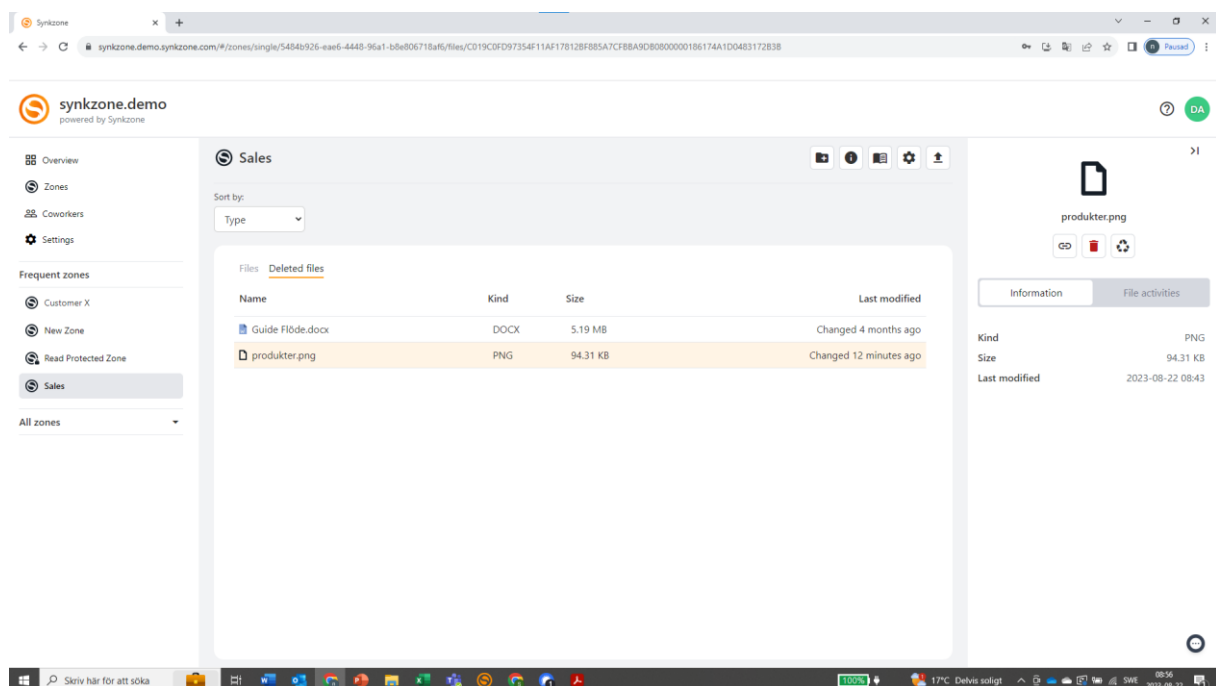

1.5.8 Share single files with an individual that is not a member of a Zone. Synkzone Share

This functionality is only available from within Zones where the Zone Manager allows "External Sharing". **Note that both Allow External Sharing and Web accessible need to be marked on a zone to enable the File Sharing feature.**

Within Synkzone there is a functionality allowing file sharing. This function is great for sharing single files with users outside the zone if needed. Very usable for example large files that is not possible to send via email.

Mark the file you would like to share. Right-click and select "Share File"
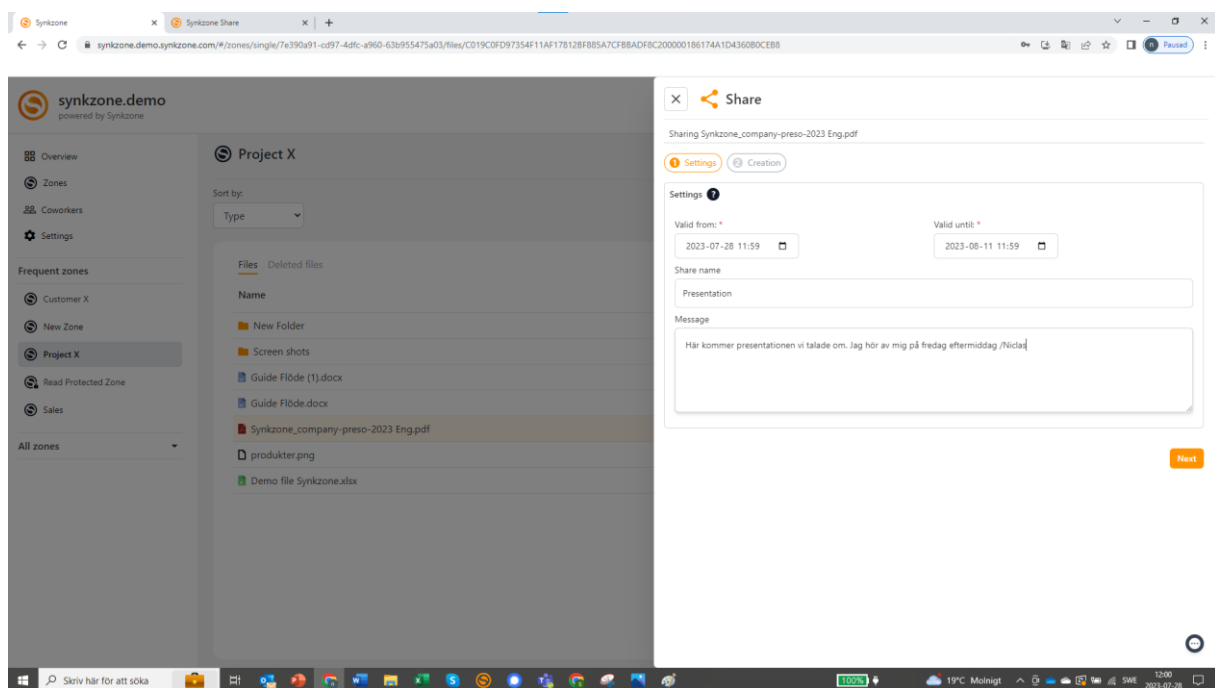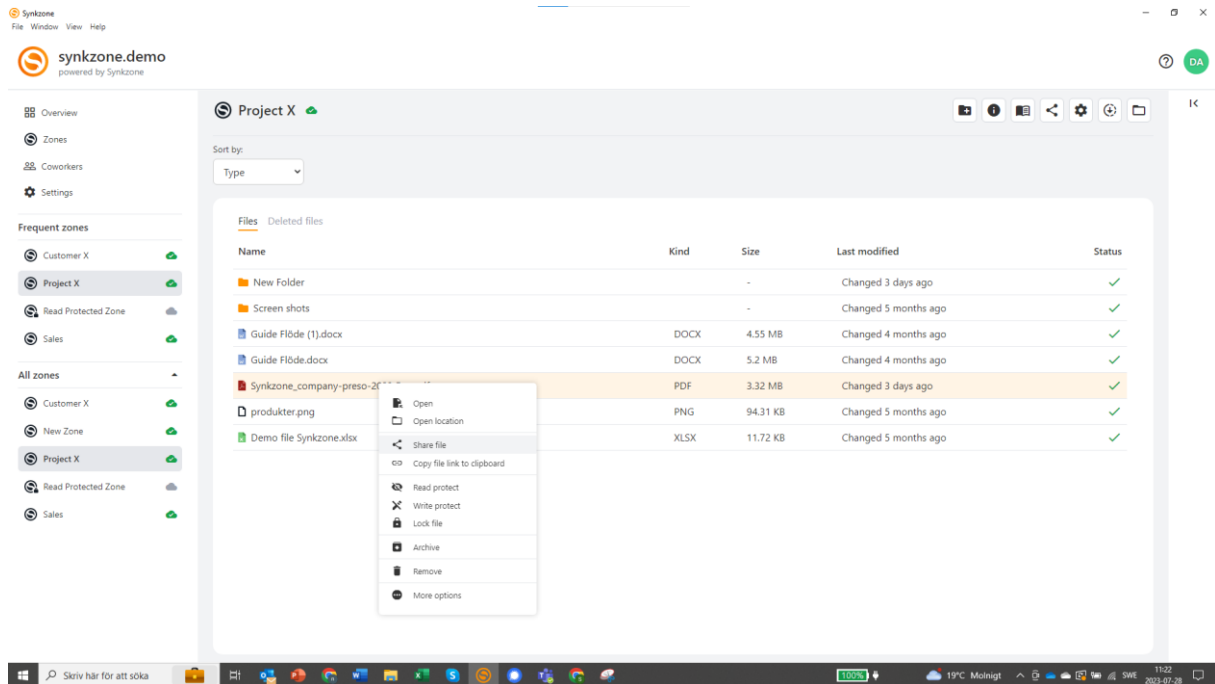
Her you can set how long you would like the file to be available for downloading. Default is seven (7) days but you can select whatever suitable.

Add a Shre name for internal reference.

In Message you can write a message to the receiving part.

Press "Next"

To enable the encrypted link to be read by a non-member of the zone you need to Identify yourself by your password. By doing this you embed the encryption key to the file. Press "Next".
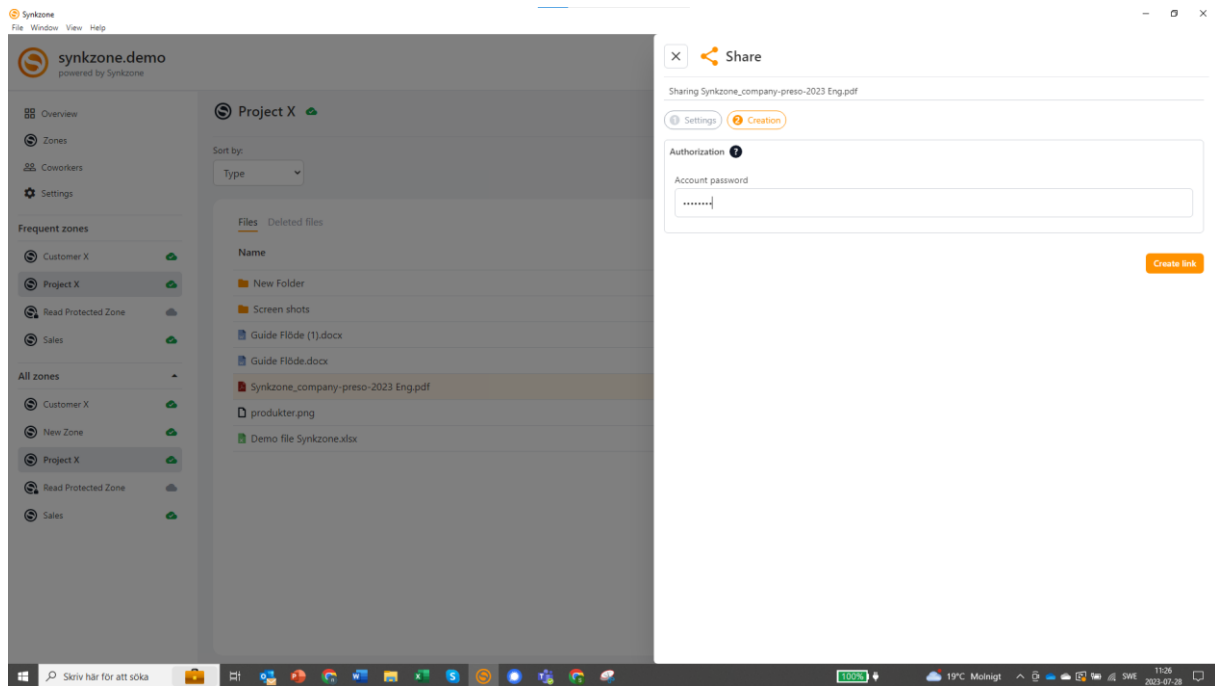
The link will be created. When turning green "Available" you can copy the link and send it to the recipient by using email or a chat. Using an encrypted channel gives you a secure way of distributing files. However, remember that everyone that can access the link can download the file.
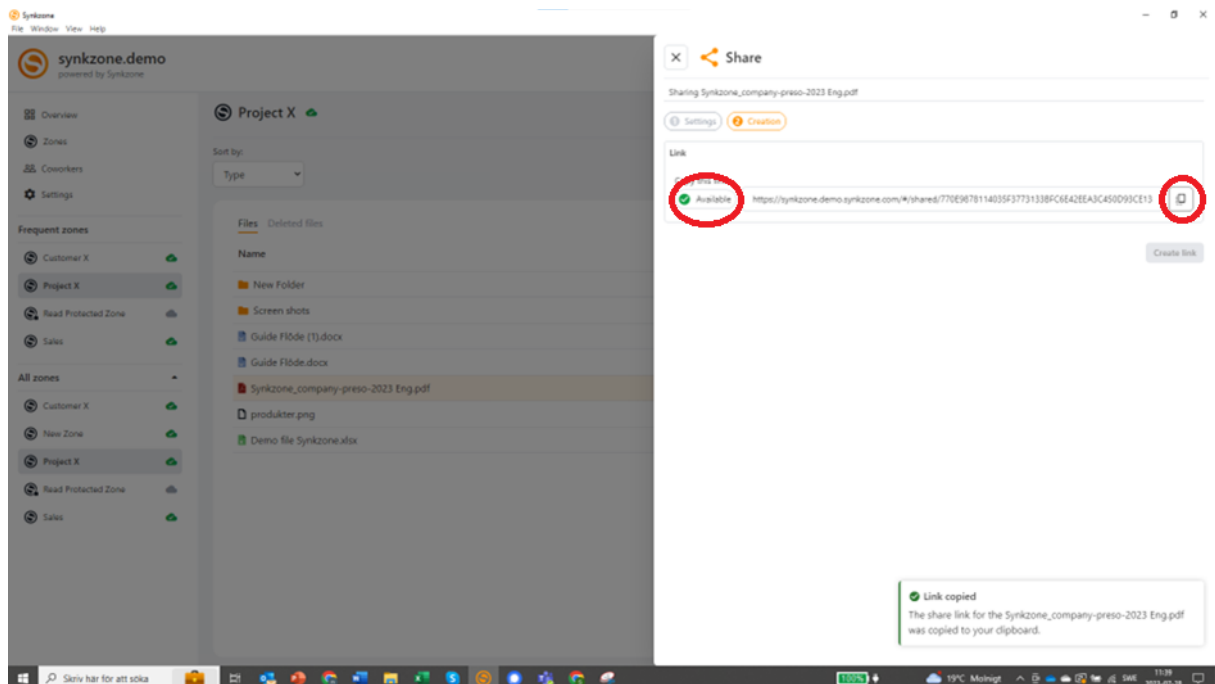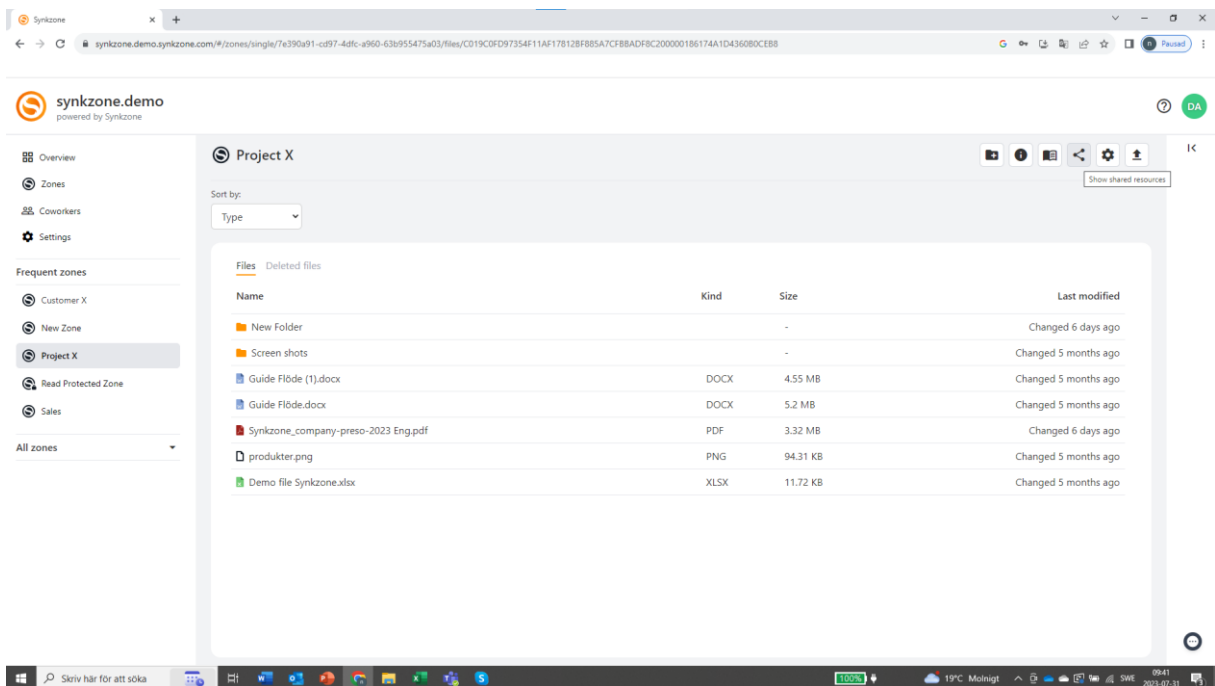
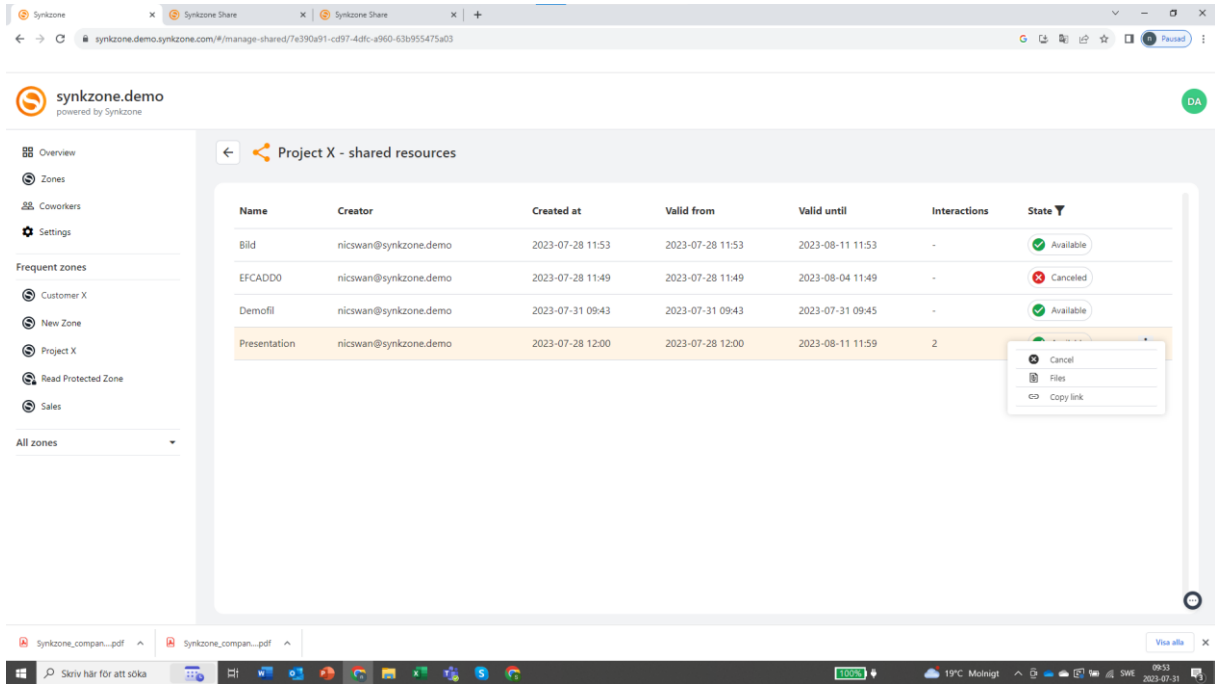The receiver will by clicking the link see the following:
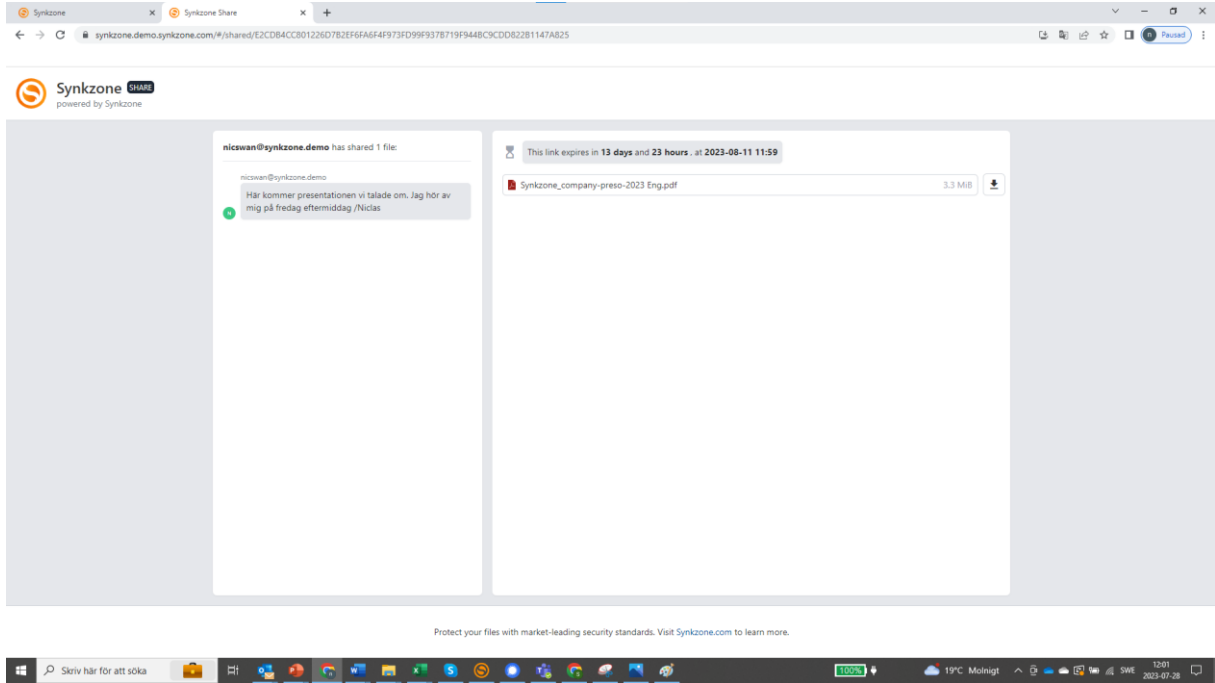
1.5.9 Overview Shared Files

By clicking the icon "Shared resources" you will access all shared files from the specific Zone.

An overview of the shared resources is presented. You will be able to see how many times a link is downloaded. You can also by pressing the three dots copy the link, go directly to the file or stop sharing the file.