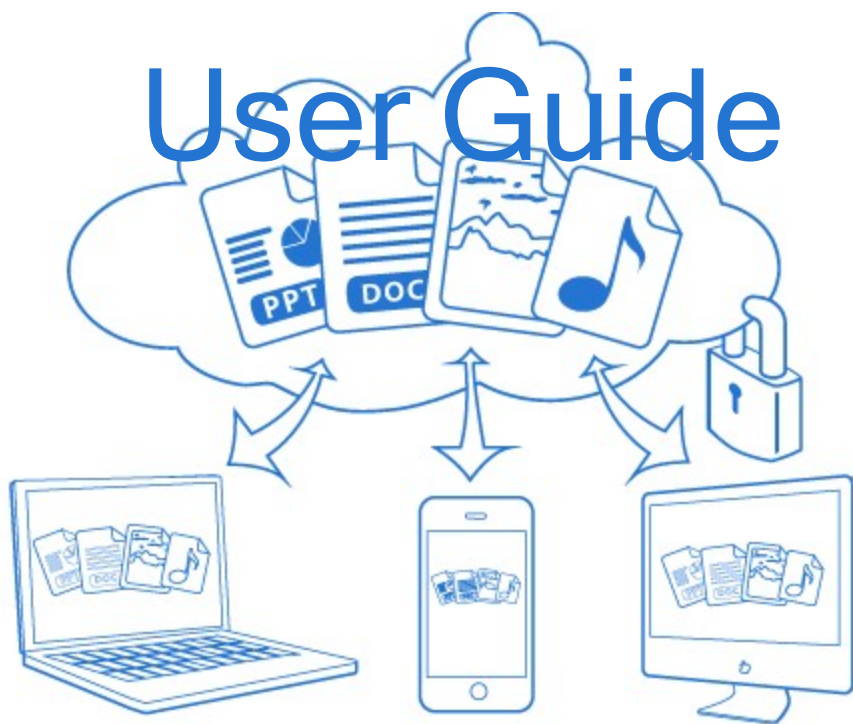




User Guide



Version 3.01, October, 2012

Copyright © 2012 SugarSync, Inc. All rights reserved.

SugarSync® User Guide, Version 3.01.

If this guide is distributed with software that includes an end-user agreement, this guide, as well as the software described in it, is furnished under license and may be used or copied only in accordance with the terms of such license. Except as permitted by any such license, no part of this guide may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of SugarSync, Inc. Please note that the content in this guide is protected under copyright law even if it is not distributed with software that includes an end-user license agreement.

The content of this guide is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by SugarSync, Inc. SugarSync, Inc. assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this guide.

Any references to company names in examples are for demonstration purposes only and are not intended to refer to any actual organization.

SugarSync is a registered trademark of SugarSync, Inc.

Apple, Macintosh, Mac, Mac OS, iPhone, iPad, iPod touch are registered trademarks of Apple Computer, Inc. Microsoft, Windows, Windows Mobile, and Windows NT are registered trademarks of Microsoft Corporation. BlackBerry is a registered trademark of Research In Motion®. Android is a registered trademark of Google, Inc®. Symbian™, Symbian OS™ and all other Symbian-based marks and logos are trademarks of Symbian Software Limited. S60™ is a trademark of Nokia.

Contents

Getting Started	5
Creating a SugarSync Account	6
Choosing Folders to Sync	7
Installing SugarSync on Your Computer	8
System Requirements	8
Instructions for Installing on a Windows PC	8
Instructions for Installing on a Mac	10
Syncing for the First Time	11
How You Know Your Files are Syncing	12
Check the System Tray Icon	12
Check File Transfer Status	13
Check SugarSync File and Folder Icons	14
Three Ways to Access Your Files	14
The SugarSync Website	14
SugarSync Manager on Your Desktop or Laptop	14
SugarSync Mobile Apps	14
Accessing Your Files from a Browser	16
Logging In to the SugarSync Website	16
Log In from Your Computer	17
Log In from Other Computers	18
Using the SugarSync Website to Access Your Files	18
Advanced Topic: Editing Files from Any Browser Using WebSync	20
Accessing Your Files from Your Desktop	23
Opening SugarSync Manager Components	23
Viewing Files in SugarSync File Manager	24
Working on Files from Other Computers	26
Windows Explorer and Mac Finder Features	27
Accessing Your Files with SugarSync Mobile Apps	30
Installing the SugarSync Mobile App	31
Mobile Apps Feature Summary	31
Viewing a File	32
Syncing to Your Device for Offline Access	33
Uploading Photos	33
Uploading Photos from Android Devices	33
Uploading Photos from BlackBerry Devices	34

Uploading Photos from Other Devices	34
Using the Website to Sync Folders to Your Apple or Android Device	34
Editing Documents Using Your Mobile Device	36
Using Editing Apps with SugarSync for iPhone and iPad	36
Using Editing Apps with SugarSync for BlackBerry, Android, and Symbian	38
Advanced Topic: Uploading Files by Email to Your Account	38
Sending a File	40
Advanced Topic: SugarSync Folders and Your Mobile App	40
Managing Your Synced Files and Folders	43
Adding More Folders to SugarSync	43
Excluding Subfolders	44
Stopping or Interrupting Syncing	46
Viewing File Transfer Status	47
Using Magic Briefcase for Quick Syncing	48
Storing Files in the Cloud with Web Archive	50
Moving Files into Web Archive from Anywhere on Your Computer	50
Moving Files into Web Archive from the SugarSync Website	50
Deleting Files from SugarSync	51
Permanently Deleting Files	52
Deleting Files from Shared Folders	53
Syncing iTunes	54
Advanced Topic: Freeing Up Storage Space	55
Stop Syncing Non-Essential Folders	56
Exclude Some Subfolders from Your Synced Folders	56
Move Some Files Out of Your Synced Folders	56
Empty Your SugarSync Deleted Files Folder	56
Advanced Topic: Speeding Up Your Backup	57
Change Your Syncing Speed	57
Set Upload Priority for Files	58
Syncing Across Two or More Computers	59
Syncing to a Second Computer	59
Syncing a Folder To Your Current Computer ("Pull" Syncing)	60
Syncing a Folder From Your Current Computer ("Push" Syncing)	62
Syncing Across Three or More Computers	64
Advanced Topic: Merging Folders	65
Advanced Topic: Syncing a Subfolder to Another Computer	67
Sharing Files, Folders, and Photos	70
Sharing Individual Files	70
Sending a File	71
Sharing Public Links	71
Managing Public Links	73
Sharing a Folder	73
Editing Files in a Shared Folder	75

Receiving a Shared Folder Invitation	75
Managing Your Shared Folders	76
Syncing a Shared Folder to Your Computer	77
Creating a Shortcut to a Shared Folder	78
Sharing Photos	79
Sharing as a Photo Album Versus Sharing As a Folder	79
Sharing a Photo Album	80
Publishing Photos or Albums to Facebook	82
Adding or Importing Contacts	84
Adding a Contact	84
Importing Contacts	85
Restoring Files	87
Restoring Deleted Files	87
Restoring Deleted Files Using the SugarSync Website	88
Restoring Files Using SugarSync Manager	88
Restoring Deleted Files from Shared Folders	89
Viewing or Restoring Past Versions of a File	90
Viewing or Restoring Files Using the SugarSync Website	90
Viewing or Restoring Versions Using SugarSync Manager	90
Restoring Your Full Backup	91
Removing a Computer	93
Restoring the Same Folders When You Reinstall SugarSync	94
Appendix A: Setting Preferences	96
SugarSync Website Preferences	96
Modifying Plan Details	96
Modifying Notifications	96
Modifying Settings	97
Setting SugarSync Manager Preferences	97
SugarSync Manager Tools	98
Appendix B: Guide to SugarSync for Business	100
Creating a SugarSync for Business Account	100
Configuring Account Settings and Billing Details	101
Account Settings	101
Billing Settings	102
Managing Storage	104
Changing the Total Storage for the Business Account	104
Changing a User's Storage Allocation	104
Managing Users	105
Adding a User	105
Adding a User with a Pre-existing SugarSync Account	106
Disabling or Removing a User	106
Logging In as a Disabled User	107

Guide to SugarSync for Outlook	108
Installing SugarSync for Outlook	108
Sending Attachments	109
Check Your Settings	109
Attaching SugarSync Links	109
Attaching Links from Other Computers	110
Tracking the Number of Downloads	111
Turning Off Attachment Links	112
Setting SugarSync for Outlook Preferences	113
General Settings	114
Proxy Settings	115
Account Settings	115
Index	116

Chapter 1:

Getting Started

Welcome to SugarSync! In this guide, we'll walk you through the steps to install SugarSync on your main computer and set up your folders to sync to the SugarSync cloud. We'll show you how to use the SugarSync Website to access your files from any web browser, and how to share files and folders with friends, family, and coworkers. We'll also show you how to access all of your data using your mobile device.

First, let's start with the big picture.

Let's say you have lots of files on your computer and you want to back them up. Cloud storage with online backup sounds like a great idea. You've also heard of file syncing. You'd like to be able to work on your files from any computer and have the copies of the files updated automatically on your other computers and devices. SugarSync combines online backup and file syncing into one great service.



Here's how SugarSync works:

1. You install SugarSync on your computer.
2. You select any of the folders on your computer containing documents, photos, music, videos, and other files to upload to SugarSync.

3. SugarSync copies the files from your computer to SugarSync's storage computers on the Internet, called the cloud.
4. If you make any changes to the files on your computer, SugarSync instantly updates the files in the cloud. If you make changes to the copies in the cloud, SugarSync instantly updates the files on your computer. SugarSync provides real-time, two-way file syncing between your computer and the cloud.
5. With your data stored securely in the cloud, you have a convenient backup of your files. If you need to restore a backup copy of any file, you can restore files from the cloud. And, since your files are securely stored on the Internet, you can access them or share them even if the computer where the files reside is turned off.
6. You can install SugarSync on additional computers and on your mobile device. Then you can use the file syncing capabilities of SugarSync to keep your files backed up and in sync across computers and devices. No matter which device you're using, your files will always be identical in every location and on every device.

So that's a quick overview of how SugarSync works. To begin using SugarSync, all you need is a SugarSync account and the SugarSync Manager software installed on at least one computer.

This section describes:

- [What the system requirements are for SugarSync](#)
- [How to sign up for a SugarSync account](#)
- [How to install SugarSync on your computer and how to choose your folders for syncing](#)
- [Three ways to access your synced files](#)

Creating a SugarSync Account

To begin using SugarSync, you'll need a SugarSync account.

Choose an account type with enough storage to meet your needs. The more data you want to backup and sync, the larger account you should choose. If you need more storage, you can upgrade at any time. SugarSync also offers a 5 GB free account to get you started.

To create a new SugarSync account:

1. Visit the SugarSync website at [SugarSync.com](https://sugarsync.com) and click Get SugarSync Free.
2. Choose a plan with adequate storage to meet your needs and click Download.

3. Enter your name, email address, and a password for your account. Then click Continue.

The image shows a web form for creating a SugarSync account. At the top is the SugarSync logo. Below it is the heading "Start Your 30-day Free Trial - 30 GB Plan". The form contains several input fields: "First Name", "Last Name", "Email", "Password", and "Primary Mobile Device". The "Primary Mobile Device" field is a dropdown menu with "Please select" as the current option. Below the "Password" field is a note: "Must be at least 6 characters". Below the "Primary Mobile Device" field is a note: "Optional". At the bottom of the form is a blue "Continue" button. Below the button is a link: "Already have an account? Sign in". At the very bottom is a small disclaimer: "By signing up for SugarSync you agree to our terms and privacy policy. No obligations or commitments, we will never sell your information to a third party."

Your account is now active. The next step is to [install SugarSync Manager](#) on your computer. During the setup process, you will be asked to pick folders from your computer to sync to SugarSync. Before installing SugarSync Manager software, you might want to consider which folder you'll choose.

Choosing Folders to Sync

During SugarSync Manager installation you'll be asked to select the folders you want to sync to the cloud. Before proceeding with the installation steps, you might want to consider which of the folders on your computer you want to set up for syncing to SugarSync.

Consider these questions:

- What folders do I want safely backed up to the cloud?
- What folders do I want to access remotely through a browser or my mobile device?
- What folders would I want to share with others?
- What folders would I want synced to other computers?

So, for example, if you were a graphic designer using SugarSync, you'd want to back up all the image files you create, plus any files related to managing your business. During SugarSync Manager installation, you would select the folders holding all your sketches and draft files, your final files, and also your documents relating to client management like project proposals and invoices. You could even set up a separate folder to share with each of your clients for direct collaboration.

If you worked in finance for a large company, you might want to sync the folder holding all of your Excel analysis files. You could send the files to your boss using just your phone. If the folder was shared, your coworkers could contribute data or edit the files from their own computers. And, if your computer died, you could restore all of your synced files from the cloud.

People typically sync folders containing their documents, photos, videos, and music files. You can change the folders in SugarSync at any time.



SugarSync backs up and syncs the files you create with your applications, not the software itself. So, for example, you'll want to back up your Documents folder, not the Microsoft Word program.

If you've decided which folders to set up or syncing, you're ready to [install SugarSync Manager](#) software on your computer.

Installing SugarSync on Your Computer

Once SugarSync Manager is installed on your computer, it runs in the background keeping track of any changes to your synced files. For example, if you make changes to a document, SugarSync detects the change and immediately syncs the file to the cloud and to your other computers where SugarSync is installed.

When you start your computer, SugarSync starts, too. If your computer is turned off for a while, no problem. The next time your computer is turned on, SugarSync finds any changes made from your other computers, from the web, or from your mobile devices and updates the files on your current computer.

During the installation of SugarSync Manager, you select folders for syncing. The folders you select are your Sync Folders. Sync Folders can be accessed from the web or mobile devices and can be shared with other people.

System Requirements

SugarSync Manager requires:

- Operating System: Windows XP, Vista and 7, or Mac OS X 10.5 or greater
- Memory: At least 256 MB RAM
- Available Disk Space: At least 100 MB

For information about operating system requirements for SugarSync Mobile Apps, visit the [SugarSync Customer Support](#) site.

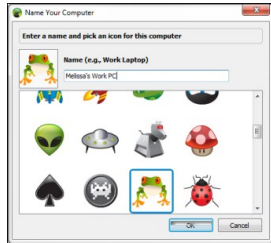
Instructions for Installing on a Windows PC

The first step when you install SugarSync is to download the setup file. Open your web browser to SugarSync.com/downloads. Locate and download the appropriate version for your computer (Windows or Mac). Follow the online instructions to download the setup file to your computer.

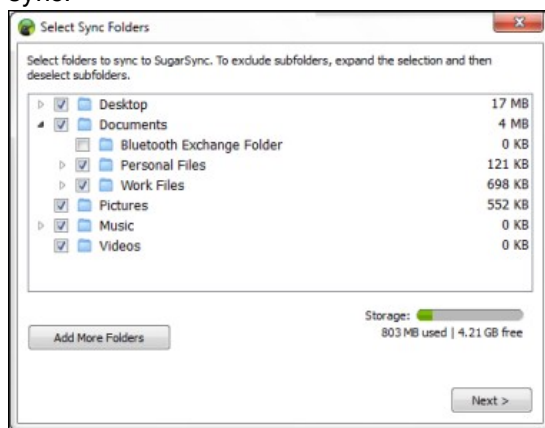
To install SugarSync Manager on a Windows PC:

1. After downloading the installation program for Windows, locate the file **SugarSyncSetup.exe** on your computer. (Many browsers will save the file to your Downloads folder; check your web browser preferences if you are unsure of the download location.)
2. Double-click the file to start the installation program. If Windows asks you to confirm this operation, click **Run**.
3. Select your language preference and click **OK**.
4. SugarSync asks you to read and accept the End User License Agreement. Click **I Agree**.
5. In the Welcome screen click **Next**.
6. Browse to select an installation folder or accept the default location. Click **Install**.
7. After the installation is complete, click **Finish**. SugarSync Manager launches on your computer.

8. Log in to SugarSync using the same email and password you entered when you created your account. Click **OK**.
9. Choose an icon and a name for your computer. When you install SugarSync on more than one computer, the name and icon will help you tell the computers apart. Click **Next**.



10. Select folders and subfolders you want to sync and backup.
 - For help deciding which folders to set up for syncing, see [Choosing Folders to Sync](#).
 - Browse anywhere in your computer's folder structure. Select the check box next to any folder or subfolder you want to sync. Deselect subfolders you don't want to sync.



- If there are additional folders on your computer that you want to sync, but you don't see them listed, click **Add More Folders** and select the additional folders.



Some file types are not supported in SugarSync. These include Outlook personal storage files (.pst), system files, and program files.

11. Click **Next**.
12. Click **Finish** on the last panel of the setup wizard.

SugarSync immediately begins to back up and sync your files from the folders you selected. You don't need to do anything to start your backup. It happens automatically as soon as SugarSync is installed and your folders are selected.

Instructions for Installing on a Mac

The first step when you install SugarSync is to download the setup file. Open your web browser to SugarSync.com/downloads. Locate and download the appropriate version for your computer (Windows or Mac). Follow the online instructions to download the setup file to your computer.

To install SugarSync Manager on a Mac:

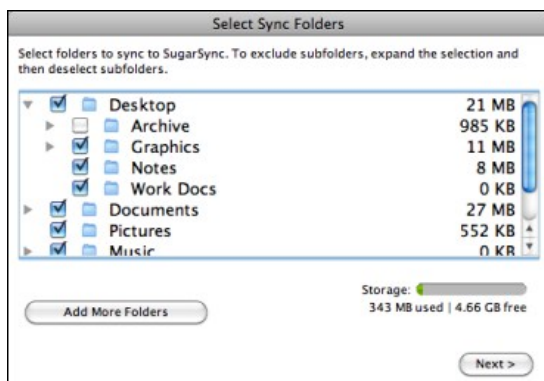
1. After downloading the installation program for Mac, locate the file **SugarSyncManager.dmg** on your computer. (Many browsers will save the file to your Downloads folder. Check your web browser preferences if you are unsure of the location.)
2. Double-click the file to start the installation program.
3. SugarSync asks you to read and accept the End User License Agreement. Click **Agree**.
4. Drag the green SugarSync icon to the **Applications** folder.



You can drag the SugarSync icon to the Applications folder within the onscreen dialog, or you can use the Finder to open the Applications folder and then drag the SugarSync icon into it.



5. Open the Applications folder to locate SugarSync Manager. Double-click the **SugarSync.app** file to open it. If your operating system asks you to confirm this operation, click **Open**.
6. Select your language preference and click **OK**.
7. Log in to SugarSync using the same email and password you entered when you created your account. Click **OK**.
8. Choose an icon and a name for your computer. When you install SugarSync on more than one computer, the name and icon will help you tell the computers apart. Click **Next**.
9. Your operating system may ask you to enter an Administrator name and password for your computer account. Enter the information and click **OK**.
10. Select folders and subfolders you want to sync.
 - For help deciding which folders to set up for syncing, see [Choosing Folders to Sync](#).
 - Browse anywhere in your computer's folder structure. Select the check box next to any folder or subfolder you want to sync. Deselect subfolders you don't want to sync.



- If there are additional folders on your computer that you want to sync, but you don't see them listed, click **Add More Folders** and select the additional folders.



Some file types are not supported in SugarSync. These include Outlook personal storage files (.pst), font files, system files, and program files.

11. Click **Next**.
12. Click **Finish** on the last panel of the setup wizard.

SugarSync immediately begins to back up and sync your files from the folders you selected. You don't need to do anything to start your backup. It happens automatically as soon as SugarSync is installed and your folders are selected.

Syncing for the First Time

SugarSync syncs your files from your personal computer to SugarSync's secure computers on the Internet (the cloud). When you install the SugarSync Manager software on your computer, SugarSync keeps all your files up to date automatically between the cloud and your computer. Anytime you add, delete or modify a file on your computer, SugarSync immediately detects the change and uploads the file to the cloud.

Depending on the size of the folders and subfolders you select, the initial upload can take several minutes, hours, or even days in the case of very large accounts (100 GB or higher). Generally speaking, you can expect to upload 3GB of data in 24 hours. After your first upload, changes to files are synced *much* faster since SugarSync updates only the changed parts of your file rather than syncing the entire file over again.



During the initial upload you can set your upload speed to **High**, then leave your computer running overnight while your files sync. For more information, see [Setting Preferences](#).

Here's a chart with time estimates for uploading 1 GB of data to SugarSync:

Type of Connection	Megabits (Mb) per Second	Hours, Minutes
56 kbps dial-up	0.053	42 hrs, 36 mins
128K ISDN/DSL rural US DSL	0.122	18 hrs, 38 mins

Type of Connection	Megabits (Mb) per Second	Hours, Minutes
1.5 Mbps average US DSL/cable	1.43	1 hr, 32 mins
10 Mbps fast US DSL/cable	10	15 mins
44 Mbps international/office network	43.8	3 mins

Keep in mind that SugarSync syncs updates to your files much faster after your initial upload.

After you select folders for syncing, each synced folder displays in [SugarSync File Manager](#) and in the [SugarSync Website](#). You can add or change the folders you're syncing at any time. See [Adding or Changing Your Synced Folders](#).

How You Know Your Files are Syncing

There are several ways to confirm that SugarSync is syncing your files:

- Check the SugarSync icon on the system tray (or menu bar for Mac).
- Check the File Transfer Status page.
- Check the file and folder icons in Windows Explorer or Mac Finder.

Check the System Tray Icon

When SugarSync is in the process of syncing your files, you'll notice a change in your SugarSync system tray icon. The SugarSync icon normally looks like this with a hummingbird on a green background (on a Mac, the hummingbird is on a white background):



SugarSync hummingbird icon in the system tray.

When files are being synced, or when SugarSync Manager is checking for updates to your files, the SugarSync hummingbird changes to an icon with two arrows. It looks like this:



SugarSync icon changes when SugarSync is checking your files for updates or transferring files.

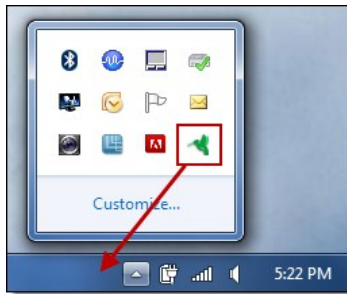


For Windows 7 computers: If your computer is running Windows 7 and you don't see the SugarSync icon, follow these steps to show the hummingbird icon in your system tray, or "Notification Area" as it is now called in Windows 7.

Click the expand arrow to the left of the system tray icons to open the list of all icons.

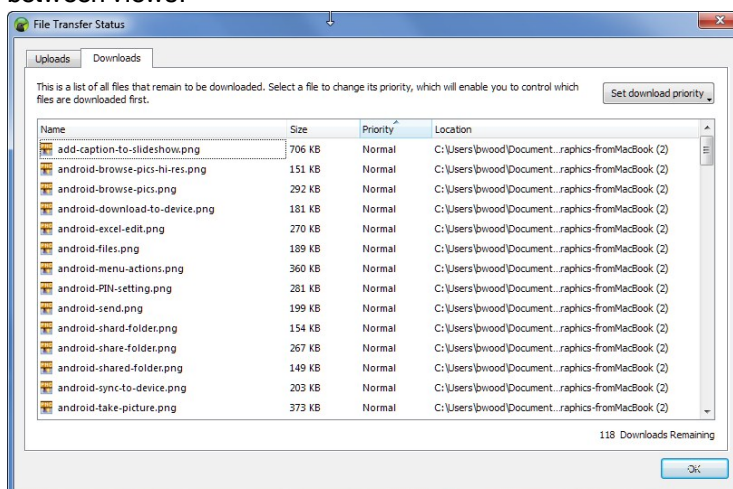


Drag the SugarSync icon onto the system tray or select **Customize > SugarSync icon > Show icon and notifications**. The SugarSync icon now shows in the system tray for easy access.



Check File Transfer Status

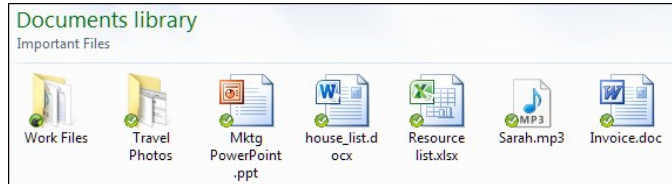
To see which files are currently being uploaded or downloaded, click the SugarSync hummingbird icon and select **File Transfer Status**. The File Transfer Status window opens and displays files currently being uploaded or downloaded from the SugarSync cloud. Click the **Upload** or **Download** tab to switch between views.



You can set priority files to upload before other files. For more information, see [Viewing File Transfer Status](#).

Check SugarSync File and Folder Icons

SugarSync also displays icons on your files and folders that indicate syncing status.



For more information, see [Mac Finder and Windows Explorer Features](#).

Three Ways to Access Your Files

When you installed SugarSync, you selected folders to sync between your computer and the cloud. Once your files are in the cloud, you can access them three ways:

- The SugarSync Website using any browser
- SugarSync Manager on your computer
- SugarSync Mobile Apps on your smartphone or tablet

The SugarSync Website

Using the SugarSync Website on any browser, you can access your synced files from any of your computers. Documents, spreadsheets, photos, videos, music, graphics, and other files can all be backed up and accessed from the SugarSync Website. Share folders with colleagues, friends, and family with complete control over how the files are shared and with whom. View photos from any of your computers organized into photo albums or a slideshow presentation. Your photo albums can be published to Facebook or shared with friends or family. Select songs from any folder on your computers and create an instant playlist for the SugarSync music player. To learn about using the SugarSync Website, see [Accessing Your Files From a Browser](#).

SugarSync Manager on Your Desktop or Laptop

SugarSync Manager is the software that you install on your computer (PC or Mac). SugarSync Manager automatically syncs the files you choose from your computer to the cloud. You'll also use SugarSync Manager to add or change the folders you selected for syncing during setup. If you decide to sync files across computers, you'll use SugarSync Manager to control which folders from each of your computers sync across to your other computers. You can also use SugarSync File Manager to open and work on the files from any of your computers. To learn about using SugarSync on your computer, see [Accessing Your Files From Your Desktop](#).

SugarSync Mobile Apps

For access to all of your files when you are on the go, you can download the SugarSync app for your mobile device. You can view, edit, or share files or folders right from your device. With SugarSync's

mobile app, you can even sync files and folders down to your device for use when you're offline (Android and Apple).

SugarSync has apps for:

- iPhone®, iPad®, and iPod®
- Android™ smartphones and tablets
- BlackBerry® devices
- Symbian® devices
- Windows Mobile® devices

To learn about using SugarSync on your mobile device, see [Accessing Your Files with SugarSync Mobile Apps](#).

With your files stored in the SugarSync cloud, your data is available to you anytime, anywhere, and from any device.

Chapter 2:

Accessing Your Files from a Browser

You can access your files in SugarSync by logging in to your SugarSync account from any web browser. Because your files are synced to the cloud, your data is available even if your computer is turned off. This section explains how to use a browser to access your files.

This section describes:

- [How to log in to the SugarSync Website](#)
- [How to use any browser to access your synced files.](#)
- [How to edit your files on a borrowed or public computer.](#)

You can use the SugarSync Website for many tasks that are explained in other sections of this guide. Here are some other things described in later sections that you can do from the SugarSync Website:

- [Send a File](#)
- [Share a Public Link](#)
- [Share a Folder](#)
- [Manage Your Shared Folders](#)
- [Store Files in the Cloud with Web Archive](#)
- [View or Restore Past Versions of a File](#)
- [Share Photos](#)

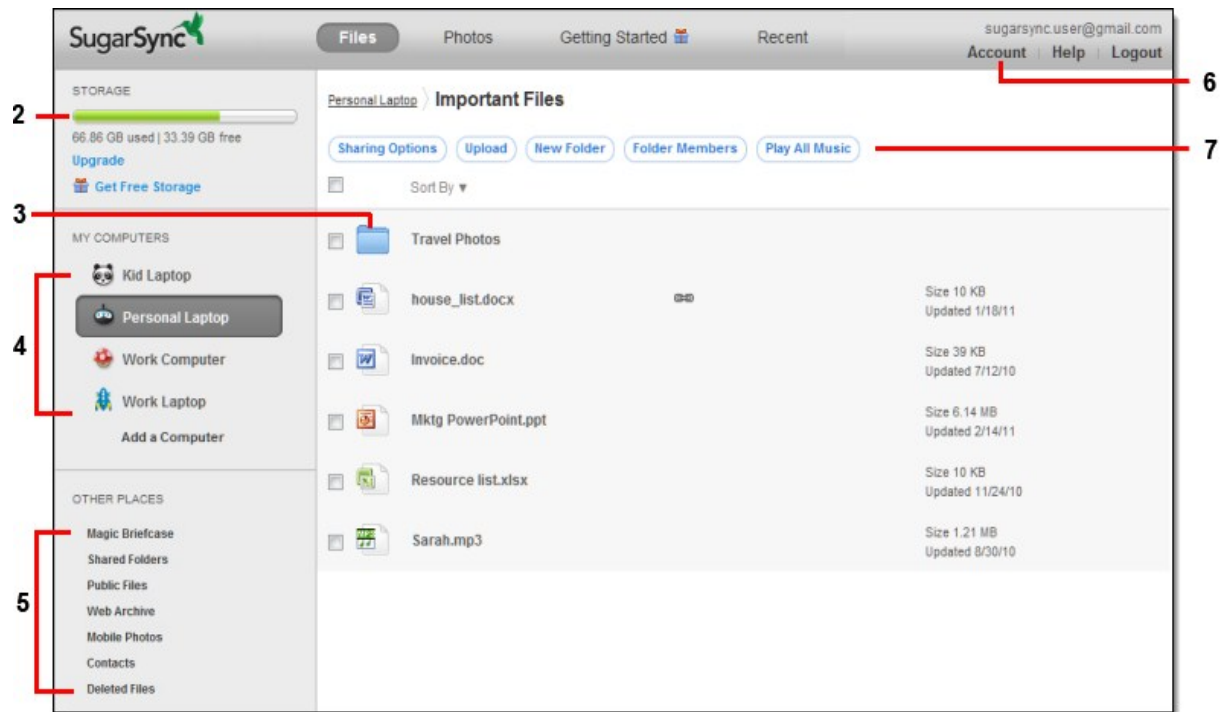
Logging In to the SugarSync Website

When you log in to SugarSync from a browser, the SugarSync Website opens to the File tab with all of your synced data arranged by computers, folders, and files. Two more tabs are available including Photos and Recent. A fourth tab, Getting Started, includes tasks you can complete to familiarize yourself with SugarSync and to earn bonus storage as you learn.



If you have already completed the tasks in the Getting Started tab, you can hide the tab by clicking **Account > Settings > Getting Started Tab > Hide**.

These are the components of the SugarSync Website.

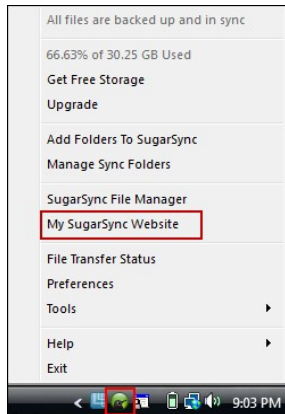


Item	Component
1	Tabs for SugarSync Website include Files, Photos, Getting Started, and Recent.
2	Storage meter shows current usage and available space.
3	Roll your mouse cursor over a file or folder for actions. Select the check box for one or more files or folders to open a contextual menu with more actions.
4	Access files from any of your synced computers.
5	SugarSync folders and Other Places including Magic Briefcase , Shared Folders , Public Files , Web Archive , Contacts , and the Deleted Files folder. Note that in SugarSync Website, Mobile Photos are listed as an Album in the Photos tab.
6	Click the Account link to set preferences for SugarSync like your preferred email, your password, and your notifications settings, or to check your current billing status.
7	The name of the selected folder is listed at the top of the page, with links to folder actions like sharing or streaming music.

Log In from Your Computer

To log in to SugarSync from your PC or Mac:

1. Click the hummingbird icon in the system tray (PC) or the menu bar (Mac) and select **SugarSync Website**.

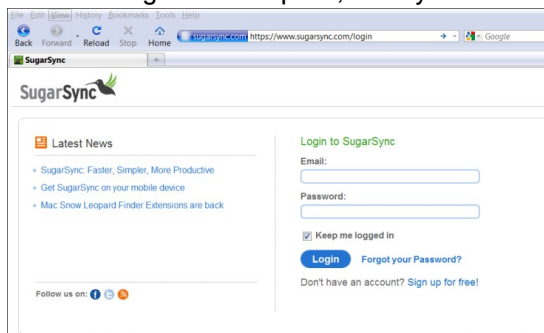


2. SugarSync opens and logs in for you.

Log In from Other Computers

To open the SugarSync Website from a browser on any other computer:

1. Open a browser window or tab and type www.SugarSync.com in the location bar. The SugarSync corporate website opens.
2. In the top right corner of the window, click the link to  **Log In**.
3. When the login screen opens, enter your email address and password at the prompt.



Using the SugarSync Website to Access Your Files

With your files synced to the cloud, you can access them when you log into the SugarSync Website from any computer with a web browser. Even if you're borrowing someone else's computer or using a public computer, you can download, share, edit, and save your files back to the cloud.

To access a file from the SugarSync Website:

1. Open any web browser (Internet Explorer, Firefox, and Safari are recommended) to SugarSync.com.
2. From the SugarSync website, click the  **Log in** link in the top right corner of the window.

3. Enter your email address and password at the prompt.

Login to SugarSync

Email:

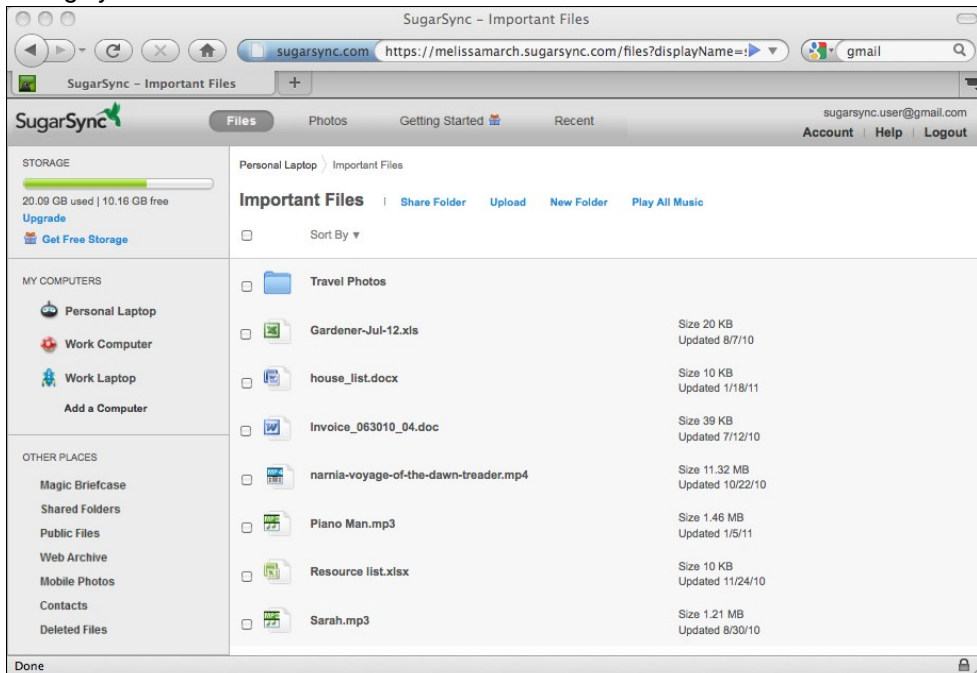
Password:

☒ Keep me logged in

[Forgot your Password?](#)

Don't have an account? [Sign up for free!](#)

4. When My SugarSync opens, you'll see your list of synced computers in the column on the left. On the right you'll see your list of synced folders. Click the computer name or a folder name to browse through your files.



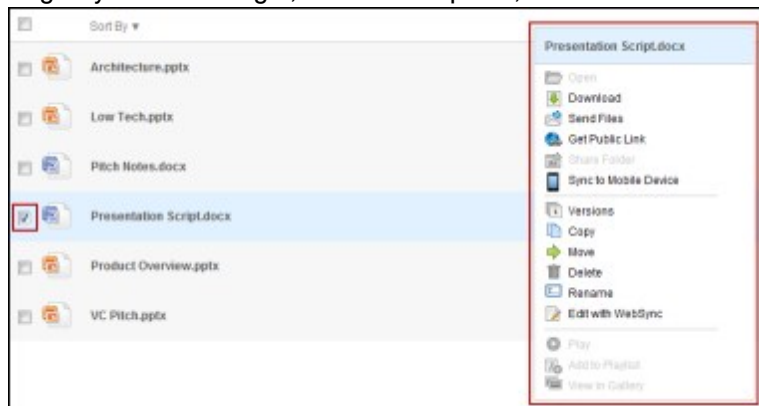
5. Roll your cursor over a file or folder name to see clickable options:

- **Open**, which opens the folder or downloads the file
- **Share**, which opens a dialog for generating a public link or sharing via email
- **More**, which opens the action box with additional options



6. Select the check box for any file (or roll over the file and click **More**) to open the action box. The action box displays a list of actions that you can perform on the file:

- **Download**, which downloads the file to the current computer and, depending on your browser, either opens the file using the appropriate application or adds the file to a download window. If your browser does not open the file, double-click the file name in the download window to open it.
- **Send Files**, which opens a dialog to [send a link to your file](#) by email. Great for sending very large files.
- **Get Public Link**, which opens a dialog to [send a Public Link](#) by email, or a link for you to copy and paste into instant messages, tweets, websites, or into an email using your own email application.
- **Share Folder**, available when a folder (rather than a file) is selected. Opens a dialog to [share a folder](#).
- **Versions**, which allows you to [view or restore past versions](#) of the file.
- **Copy, Move, Delete, and Rename**, which are standard file operations.
- **Edit with WebSync**, which is explained in the topic [Editing a File Using WebSync](#). If you are working on a borrowed computer, use Edit with WebSync. If you are using your own computer, it's much simpler to open and edit the file using SugarSync File Manager, Windows Explorer, or Mac Finder.



7. When you are finished browsing or editing your files, click the **Logout** link in the top right corner of the SugarSync Website.



To keep your files secure, make sure you log out of your SugarSync session and close the browser when you are finished.

Advanced Topic: Editing Files from Any Browser Using WebSync

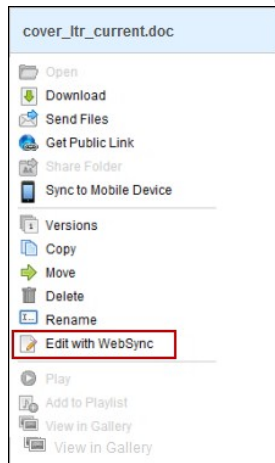
To edit your files from a borrowed computer, for example at an Internet café, SugarSync provides a helper application called WebSync. Use WebSync when you want to edit files from a browser and sync the changes back to SugarSync and your other computers.

WebSync helps by:

- Keeping track of one or more files as they are downloaded and edited.
- Automatically saving the file or files back to your SugarSync account and matching up the new version with the earlier version.
- Removing all temporary files created by other applications while editing. (For example, Microsoft Word creates temporary files while you are editing documents.) This step ensures your files remain private when you are working on a borrowed computer.

To edit a file with WebSync:

1. Open a browser to SugarSync.com.
2. From the SugarSync Website, browse to the file you want to edit.
3. Roll over the name of the file you want to open and select **More**.
4. Select **Edit with WebSync** from the action box.



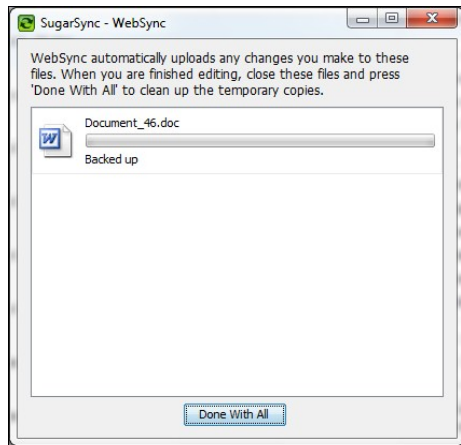
WebSync requires Java 1.5 or higher. If you don't have it, SugarSync prompts you to install it.



If you're using Firefox, you'll see the **Opening WebSync.jnlp** window. Make sure "Open with Java™ Web Start Launcher" is selected.

5. The first time you use WebSync, you see the 'Warning - Security' window. Click **Run**. You won't see this window again.

The **SugarSync - WebSync** window appears.



WebSync downloads your file and opens it with the associated application on your computer. The WebSync window shows which files you have opened and the status for each. When you open more than one file, they all appear in the same WebSync window.

6. When you're finished working, save and close your files.
7. Exit the applications you used for editing.
8. Return to the WebSync dialog and click **Done with All**. WebSync syncs your files, removes the temporary copies from the borrowed computer, and exits.
9. Log out of SugarSync and close the browser window.



WebSync removes temporary files created while editing your files on a remote computer. However, to make sure your files remain private and secure, make sure you log out of the SugarSync Website and close the browser when you are finished.

This section covered the basics of accessing your files from the SugarSync Website. There's so much more you can do when you log into your account from a browser, like sharing files, photos, or folders, or restoring deleted files or past versions of files. These topics are covered in later sections:

- [Sending a File](#)
- [Sharing a Public Link](#)
- [Sharing a Folder](#)
- [Managing Your Shared Folders](#)
- [Storing Files in the Cloud with Web Archive](#)
- [Restoring Deleted Files Using the SugarSync Website](#)
- [Viewing or Restoring Past Versions of a File](#)
- [Sharing Photos, including publishing photos directly to Facebook.](#)

Chapter 3:

Accessing Your Files from Your Desktop

After your initial upload is complete and your files and folders are synced to the cloud, you can access your files and folders three ways:

- From your desktop using SugarSync File Manager
- From any browser using the SugarSync Website
- From your smartphone or tablet with SugarSync Mobile Apps

This section describes using SugarSync Manager on your desktop or laptop computer including:

- [How to use the system tray icon to access SugarSync Manager components](#)
- [How to view files from any of your computers using the File Manager component of SugarSync Manager](#)
- [How to use Windows Explorer and Mac Finder features with SugarSync](#)

Opening SugarSync Manager Components

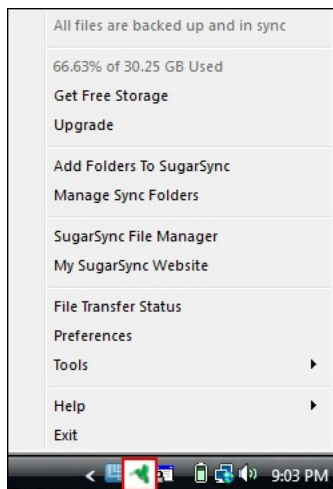
After SugarSync Manager is installed on your computer, it runs in the background syncing your files as you work. SugarSync Manager starts when you turn on your computer and immediately checks for changes or updates to your synced files or folders. There are several components to SugarSync Manager including a File Manager and dialogs for adding more folders to SugarSync or managing your folders syncing across computers.

From the SugarSync icon you can:

- **Open SugarSync File Manager.** Use the SugarSync File Manager to view or make changes to your synced files from your current computer, or from any of your other synced computers. For more information, see [Viewing Files in SugarSync File Manager](#).
- **Manage Sync Folders.** Use the Manage Sync Folders dialog to control how your folders sync across your computers. You can also turn off syncing for a folder or control syncing for subfolders. For more information, see [Syncing to a Second Computer](#) or [Stopping or Interrupting Syncing for a Folder](#).

- **Add Folders to SugarSync.** Select this option when you want to sync more folders from your computer. For more information, see [Adding Additional Synced Folders](#).

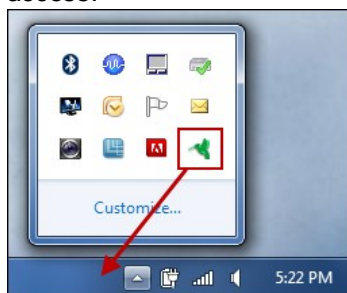
Click the hummingbird icon in the system tray (or the menu bar for Macs) and select the SugarSync Manager component you want to use.



For Windows 7 computers: If your computer is running Windows 7 and you don't see the SugarSync icon, follow these steps to show the hummingbird icon in your system tray. Click the expand arrow to the left of the system tray icons to open the list of all icons.



Drag the SugarSync icon onto the system tray or select **Customize > SugarSync icon > Show icon and notifications**. The SugarSync icon now shows in the system tray for easy access.



Viewing Files in SugarSync File Manager

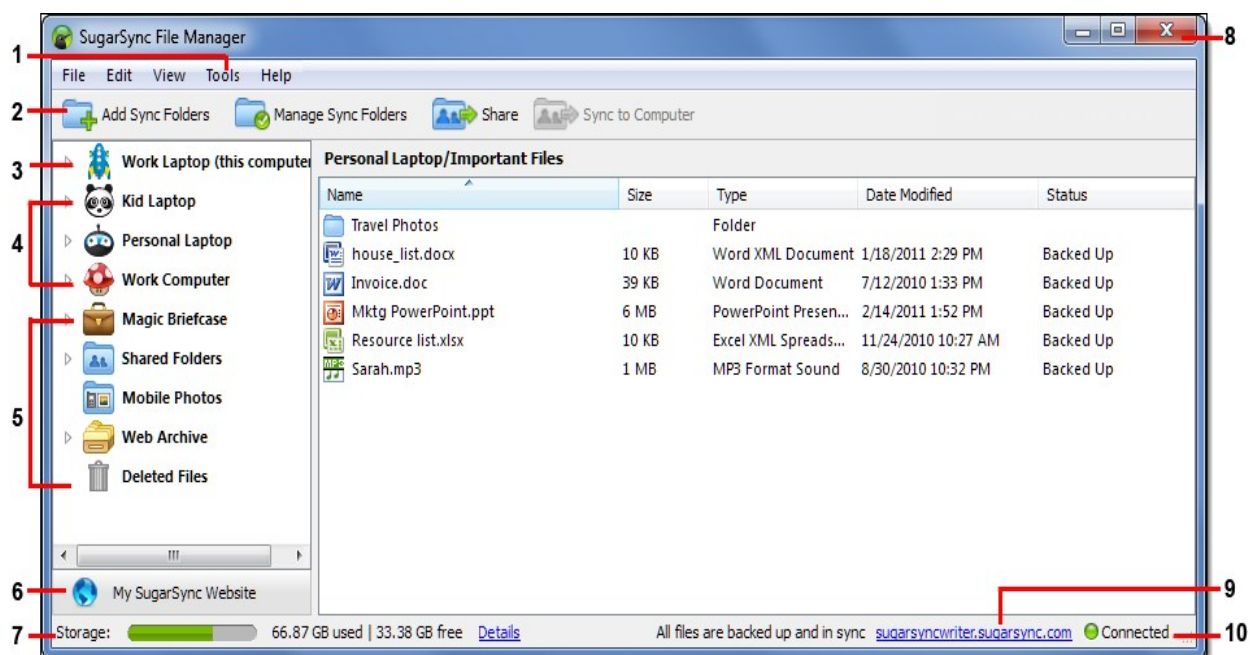
The File Manager component of SugarSync Manager is similar to Windows Explorer or Mac Finder in that it shows you the synced files from your current computer. If you have other computers synced to your SugarSync account, the files from your other computers are listed in the SugarSync File Manager as well.

Most of the file actions you can perform from Explorer or Finder can also be performed from SugarSync File Manager including copy, edit, move, and delete.

The difference is that SugarSync File Manager:

- Displays only your synced files and folders. Files and folders that are not set up for syncing do not display in SugarSync File Manager.
- Displays the files from your current computer AND from other synced computers.

You can open files from your other computers, make changes, and save the changes. SugarSync syncs the updates back to the cloud and back to the originating computer. If you make changes to the file while the other computer is turned off, SugarSync syncs the updates the next time the computer is online again.



Item	Component
1	Use the Tools menu to open Preferences , Rename your current computer, or Remove a computer from SugarSync.
2	Quick icons for common actions: Add Sync Folders , Manage Sync Folders , Share , and Sync to Computer .
3	Your current computer's synced files and folders.
4	Your other synced computers.
5	SugarSync folders and places including Magic Briefcase , Shared Folders , Mobile Photos , Web Archive , and the Deleted Files folder.
6	Click to open the SugarSync Website .
7	Current storage usage and available space.
8	Closes SugarSync File Manager. SugarSync Manager continues to run in the background syncing your files.

Item	Component
9	Click your account email to open and log in to the SugarSync Website in one step.
10	Connection status: Green indicates you are connected to SugarSync servers.

To open SugarSync File Manager:

1. Click the SugarSync system tray (or menu bar for Mac) icon.
2. Select **SugarSync File Manager**.



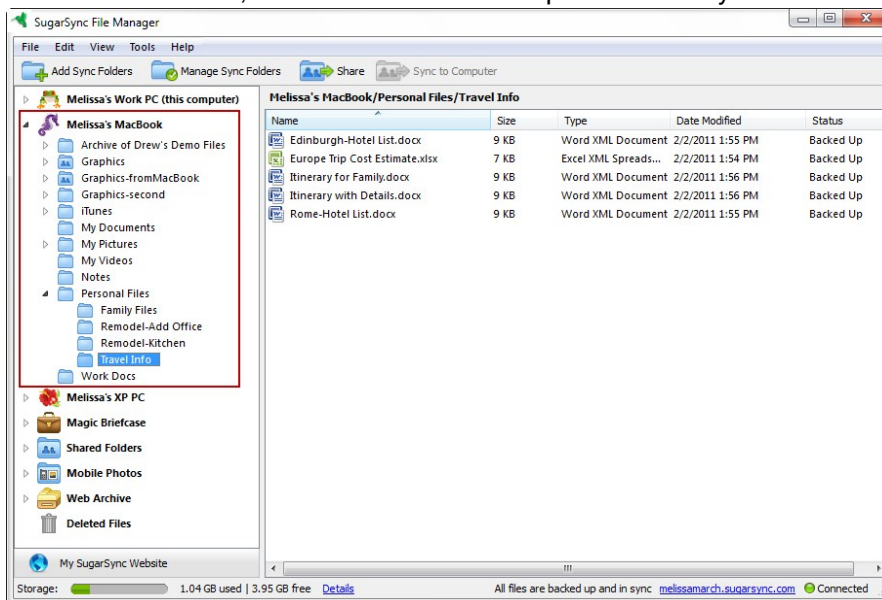
You can close the File Manager window without affecting file syncing since SugarSync Manager keeps working in the background even when the file manager component is closed. However, if you select **Exit** from the system tray icon (or Quit from the menu bar for Macs), you are exiting SugarSync Manager completely so that it no longer runs in the background. Your files stop syncing until you start SugarSync Manager again. You can start SugarSync Manager by double-clicking the SugarSync desktop icon, or selecting SugarSync from your list of programs in the Start menu (or the Applications folder for Mac).

Working on Files from Other Computers

You can work on the files from any of your computers using SugarSync File Manager. Simply install SugarSync on your second computer and add your folders. Then you can open files from the second computer and work on them just like you would normally. Your changes save back to the second computer.

To open and edit a file from one of your other computers:

1. Click the hummingbird icon in the system tray (or Menu bar for Mac) and select **SugarSync File Manager**.
2. From the left column, click the name of the computer with files you'd like to edit.

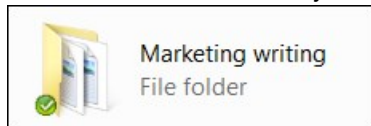


3. Browse to the file and double-click to open it. Work on the file normally using any application.
4. Save the file and close it. SugarSync syncs the file back to the original computer.

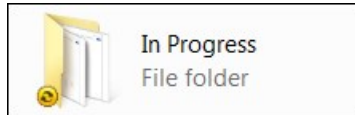
Windows Explorer and Mac Finder Features

SugarSync integrates with the standard file management features in Windows Explorer and Mac Finder. An indicator icon at the folder and file levels gives you information about the SugarSync status of each:

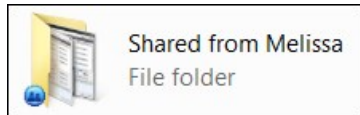
- Files or folders that are in sync with the cloud are displayed with a green check mark.



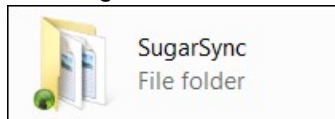
- Files or folders that are currently being uploaded or downloaded are represented with a yellow syncing icon.



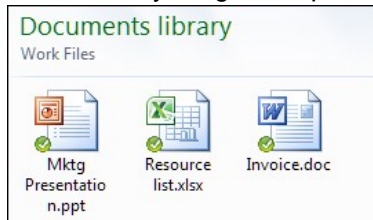
- Shared folders are shown with a blue “people” icon.



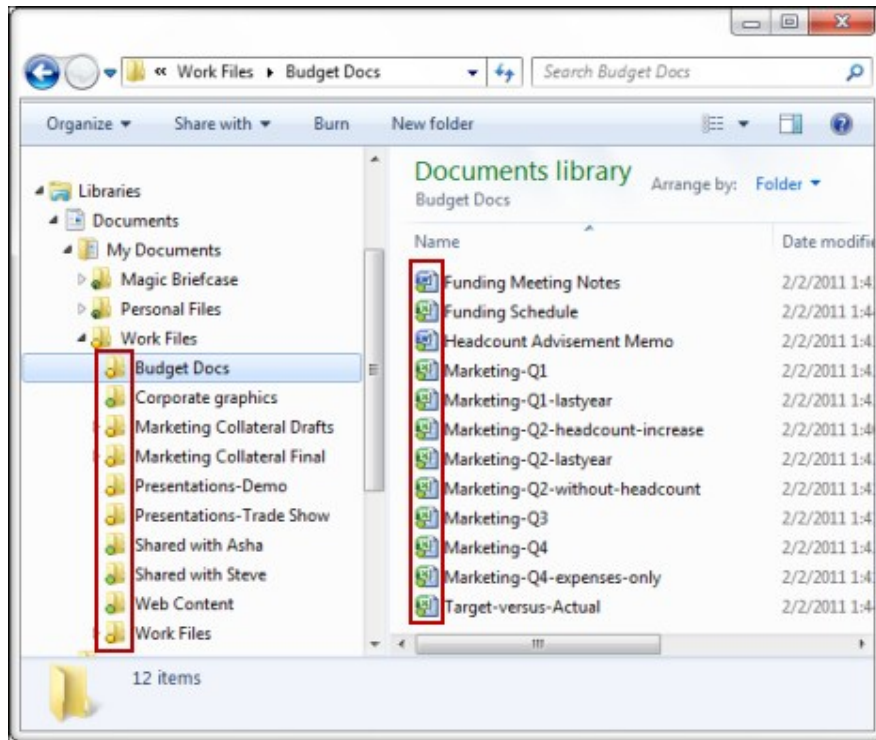
- Top level Sync Folders (available to sync across computers or to share) are shown with a hummingbird icon.



- Files display with the same yellow syncing icon when they are in progress and the green check mark when syncing is complete.

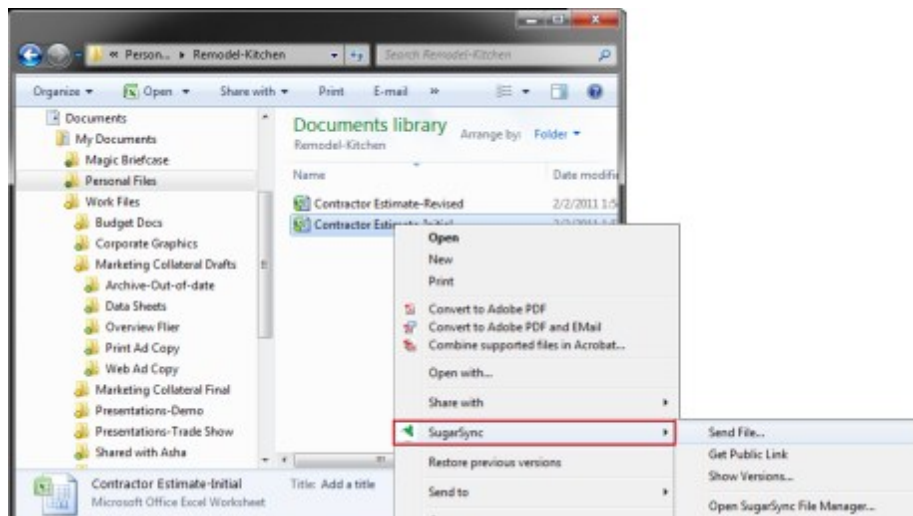


When viewed in smaller sizes, for example in a condensed file view, the icons appear more like colored circles on your folders and files.



SugarSync icons might not appear on some Windows Vista computers. If you cannot see the file and folder icons, you can [check File Transfer Status](#) to monitor your syncing.

In addition to the SugarSync status icons, you can also use some SugarSync functions by right-clicking (or control-clicking for Macs). When you right-click a file or folder a special menu called a "contextual menu" appears. The menu options that you see in a contextual menu depend on what you have clicked. So, for example, you see different options when you click a folder than when you click a file.



Using the contextual menus, you can:

- [Open sharing options](#)
- [Send a link to the file](#)
- [Get a Public Link](#)
- [Show past versions of a file](#)

Now that you've learned how to use SugarSync to manage your synced files and folders, you can learn how to sync your folders across to a second or third computer. When you sync your folders across computers, the files are copied to the new location and continuously maintained by SugarSync. As soon as you make a change to a file on either computer, SugarSync updates the file in the cloud and then syncs the change to the other synced computers. Your files are always up to date no matter which computer you're using.

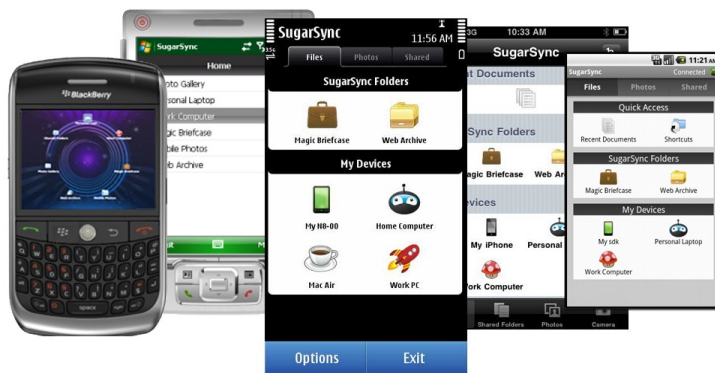
Chapter 4:

Accessing Your Files with SugarSync Mobile Apps

SugarSync Mobile Apps give you remote access to your files when you're on the go. With your SugarSync Mobile App, you can view, send, or share your files from anywhere. You can use your wireless connection to upload photos from your phone to SugarSync, which then syncs the photos directly to your computer. Using your mobile app, you can send large files or share entire folders with other people for instant collaboration. You can even stream music from your SugarSync folders to your phone. For iPhone/iPad® and Android™ smartphone or tablet users, you can sync files or folders to your device for offline access.

SugarSync offers free apps for:

- Android™
- iPhone®, iPad®, and iPod touch
- Blackberry®
- Windows Mobile®
- Symbian®



SugarSync offers the most mobile apps.



If SugarSync does not offer an app for your device type, you can take advantage of the SugarSync Website optimized for mobile devices by pointing your device's browser to **m.sugarsync.com**.

This section describes:

- [How to install the SugarSync Mobile App](#)
- [How to view a file on your device](#)
- [How to sync a folder to your device for offline access \(Android, Apple, and BlackBerry\)](#)
- [How to edit documents on your device](#)
- [How to upload photos from your device](#)
- [How to upload files by email](#)
- [How to send a file from your device](#)
- [How to find all the files and photos uploaded from your device on your computers](#)

Installing the SugarSync Mobile App

You can find SugarSync's free mobile app at the app store for your device. Search the store for "SugarSync" and then follow the instructions to download and install SugarSync on your mobile device.

If you own this device...	Get the SugarSync app here...
iPhone, iPad, or iPod Touch	iTunes App Store
Android smartphone or tablet	Google Play
BlackBerry	App World
Symbian/Nokia	Ovi Store
Windows Mobile	Visit SugarSync.com/Downloads

Each app might have slightly different installation instructions, but in general the steps to install SugarSync's free mobile app are as follows:

1. Use your device to visit the app store for your device type. For example, if you are using an Android, click the icon for **Android Market**.
2. Find the search icon or text box for your store. Type in "SugarSync" and click **Search**.
3. Click **SugarSync** in the search results.
4. Click the link to **Install** or **Download**.
5. Enter your credentials and confirm the installation or download. The SugarSync app appears on your phone.
6. Browse to the SugarSync app and open it.
7. Enter your SugarSync account email address and password.
8. Browse your files.

Mobile Apps Feature Summary

Features available for each app vary depending on the capabilities of the mobile operating system. The following table summarizes the capabilities of the SugarSync Mobile app for each supported platform.

Feature	iPhone, iPad, or iPod Touch	BlackBerry	Android	Symbian/Nokia	Windows Mobile
Browse your computers and folders	Yes	Yes	Yes	Yes	Yes
Open files supported by your device	Yes	Yes	Yes	Yes	Yes
Edit files with an editing app	Yes	Yes	Yes	Yes	Yes
Share files	Yes		Yes		
Share folders	Yes	Yes	Yes	Yes	Yes
Access folders shared with me	Yes	Yes	Yes	Yes	Yes
View photo albums	Yes	Yes	Yes	Yes	Yes
High resolution photo option	Yes	Yes	Yes	Yes	
Thumbnails	Yes	Yes	Yes	Yes	Yes
Wireless photo upload with SugarSync app	Yes, and video	Yes	Yes, using phone camera (turn on AutoSync Photos)	Yes	Yes
Music streaming	Yes	Yes	Yes		
Play device-compatible Video	Yes		Yes		
Upload files from device to cloud	Yes	Yes	Yes		
Sync files from cloud to device	Yes	Yes	Yes		
Sync folders to device	Yes, with manual resync		Yes, with automatic resync		
Security PIN	Yes		Yes		

Viewing a File

The operating system for each mobile device allows you to open and view specific file types. If you cannot view a file type on your phone, you might need to install a file viewing app. For example, DocumentsToGo, Quickoffice, and Goodreader offer file viewing for Microsoft Office files and PDFs.

To view a file using the SugarSync Mobile App:

1. Open the SugarSync app on your device. You'll see a list of your synced computers.
2. Click the name of the computer you want to access, and drill-down to the desired file.
3. Click the file name and the file opens. If your device does not support the file type, download a file viewing or editing app.

Syncing to Your Device for Offline Access

If you use an Apple, Android, or BlackBerry device, you can sync files or folders to your smartphone or tablet so that you have access to files while you're offline.

Sync a folder of music and listen to tunes while you're on a plane. Sync documents to your device to review while you're on a plane. When you're online again, you can sync the changes back to the cloud and your other devices.

To sync a folder or a file to your device:

1. Open the SugarSync app on your device. You'll see a list of your synced computers.
2. Click the name of the computer you want to access, and browse to the desired folder or file.
3. Click the icon next to the folder or file name.
4. Select the option to **Sync to Device** (iPhone/iPad, Android, BlackBerry). The file or folder is synced to the local device memory.

To locate the files on your device:

1. Open the SugarSync app on your device. You'll see a list of your synced computers, and an icon representing your device.
2. Click the icon for your device and browse to the folder or file.

Uploading Photos

With SugarSync for iPhone, iPad, iPod touch, Android, and BlackBerry, you can sync the camera or pictures folder on your device to upload all the photos you take to SugarSync.

Alternatively, you can take a picture using the SugarSync app on your device, and SugarSync will automatically upload the photo to the cloud and to your synced computers. Find your photos on your computer in Pictures > Mobile Photos (or My Pictures > Mobile Photos for Windows XP).

Uploading Photos from Android Devices

With SugarSync for Android, you can enable AutoSync for Photos in the Settings for the app. Then, whenever you take a photo using your phone's camera, the picture automatically uploads to the SugarSync cloud and to your synced computers.

To enable automatic photo uploads on your device

1. Click the menu button on your device.
2. Select **Actions > Settings > AutoSync Photos > ON**.

You can find the photos on your computer in the Mobile Photos folder. SugarSync automatically creates this folder in your Pictures folder (or the My Pictures folder for Windows XP). See the [SugarSync Customer Support](#) site for detailed instructions on how to upload existing photos previously saved on your phone

Uploading Photos from BlackBerry Devices

Your BlackBerry stores every photo you take in a folder on your device. Depending on the OS version you are running or options you may have set, the photos might be located in the Pictures folder in Device Memory, or might be saved in a Camera folder on your SD card. The cool thing is that you can find them with your SugarSync app, and then sync that folder to SugarSync so that all your photos upload to your computer(s).

To locate the folder where your photos are saved:

1. Open the SugarSync app and select **My BlackBerry**.
2. You'll see two options: **SD Card** and **Device Memory**. Browse through each of these to find the folder with a lot of images. That's the folder you want to sync to SugarSync. (The folder will likely be called **camera** or **Pictures**.)
3. Long tap or click the folder name to open the contextual menu.
4. Select **Sync to SugarSync**. All the photos in the folder will be uploaded to your computer(s) in Magic Briefcase > Mobile Folders.

To sync additional photos to SugarSync, return to the folder and open the contextual menu. Select **Resync**. All your new photos will upload to your computer(s).

Uploading Photos from Other Devices

With SugarSync for iPhone, iPad, and Symbian, open the SugarSync app on your device first.

To upload a photo from these devices:

1. Open the SugarSync mobile app and click **Camera**.
2. Select **Take a picture**, and then snap your photo.

The photo is immediately uploaded to the SugarSync cloud and automatically synced to your computer.

You can find the photos on your computer in the Mobile Photos folder. SugarSync automatically creates this folder in your Pictures folder (or the My Pictures folder for Windows XP).

You can also upload existing photos that you have taken previously. Visit the [SugarSync Customer Support](#) site for detailed instructions by device type.

Using the Website to Sync Folders to Your Apple or Android Device

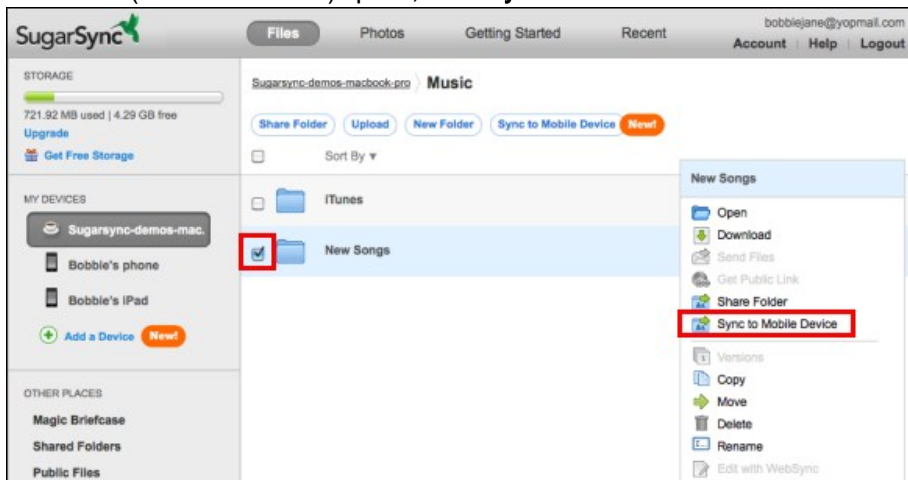
You can now use the SugarSync Website to "push" sync requests to your iPhone, iPad, iPod touch or Android device.

Let's say you're hopping on a plane and you know you'll need files on your iPad to review during your flight. Use the SugarSync Website to send a sync request to your iPad for any files or folders you'll

need. From your device, log into the SugarSync app and accept the sync requests. The files and folders are copied to your local device memory so you can access them when you no longer have an Internet connection. (Make sure you sync the files to your device while you're still online. SugarSync can't copy the files to your device without a connection.)

To sync folders to your device using the SugarSync Website:

1. Log in to your account and browse to the computer with the files or folders you want synced to your device.
2. Select the checkboxes for the files and folders you want copied to your iPhone or iPad. When the action box (contextual menu) opens, click **Sync to Mobile Device**.



3. The next time you open the SugarSync app on your device, you'll see an Alert reminding you to sync the files and folders to your device. Click the Alerts tab and then click Sync All.



The files and folders are copied to your iPhone or iPad so you can access them when you're offline. Be sure to resync the files on your device if you make changes to your files. To resync your files, click the Resync Reminder on your device.



If you delete files or folders using the SugarSync Website, your device is treated just the same as one of your computers. That means that any action you take from the website will take effect on all of your computers, and your devices as well. The folders or files are deleted from your device the next time you tap the Resync Reminder.



Your physical device gets special treatment. If you delete files from local storage using your physical device, nothing is deleted from your computers.

Editing Documents Using Your Mobile Device

If you travel frequently or rely heavily on your smartphone or tablet, you can take advantage of SugarSync's integration with file viewing and editing apps including DocumentsToGo, Quickoffice Connect for iPad, and GoodReader on the iPad. Using these apps, you can access your files in the cloud, make changes, and sync the files back to the cloud. For specific instructions for your device type, visit the [SugarSync Support](#) site.

Using Editing Apps with SugarSync for iPhone and iPad

There are two methods for editing files on iOS devices:

- Using an editing app that's directly integrated with SugarSync so that your files from the cloud are downloaded, changed, and synced back.
- Using other editing apps such as iWorks or Pages. For these apps, you sync the file to your device. Open the file in SugarSync, make your changes and save the file. Then, to save the new file back to the cloud, upload the file by email to your SugarSync account.

For the smoothest editing experience on iOS devices, you can use one of the file editing apps directly integrated with SugarSync such as:

- On the iPhone or iPad, use DocumentsToGo Premium
- On the iPad, use Quickoffice Connect Mobile Suite for iPad
- On the iPad, use GoodReader to open and annotate PDF files

Using an Integrated Editing App

When you use an integrated app, you can create a connection to your files in SugarSync. That way you can access your SugarSync files directly from the editing app and then save the changes directly back to SugarSync and your computers.

To annotate a PDF document, or to edit a MS Office document, spreadsheet, or presentation:

1. Install one of these file editing apps:
 - On the iPhone or iPad, use DocumentsToGo Premium
 - On the iPad, use Quickoffice Connect Mobile Suite for iPad
 - On the iPad, use GoodReader to open and annotate PDF files
2. Open the editing app and designate SugarSync as your cloud or online file source.
3. Enter your SugarSync email and password to allow the editing app to access to your files in the cloud.
4. Browse to the file you want to edit.
5. Make the changes to your document, spreadsheet, or presentation using the tools provided in the editing app.
6. Save the file. Your changes sync back to the cloud and to your other synced computers.

Using Other Editing Apps

If you use an editing app not directly integrated with SugarSync such as iWorks or Pages, you can use [Upload By Email](#) to save your edited files back to SugarSync.

Before editing your files on your device, you might want to make sure the files are all up-to-date by resyncing prior to editing. To resync the most recent version of files to your device:

1. Open the SugarSync app and click **Files**.
2. Select your device from the My Devices area.
3. Click the resync icon in the top right corner of the page.



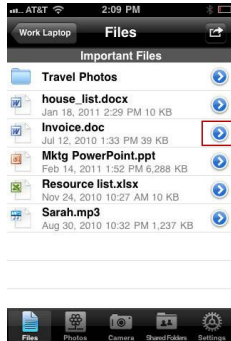
4. Click **Yes** to confirm. The most recent version of your files syncs to your iPhone or iPad.

To edit a document using an app such as iWorks or Pages:

1. From the SugarSync app, tap the file name to open the file you want to edit.
2. The file usually opens in an editing app automatically, or you can click the curved arrow icon at the top right corner of the page to see the **Open In** options. Select your editing app of choice.
3. Make the changes to your document, spreadsheet, or presentation using the tools provided in the editing app.
4. Save and close the file.

After the file closes, upload the file to SugarSync and your computers.

1. Click the blue arrow icon to the right of the file name.



2. From the menu, select **Share**.
3. Enter your [Upload by Email address](#) into the "To" field and click **Send**.

The file uploads to Documents > Magic Briefcase > Uploaded By Email on your computer. Magic Briefcase is also available from the SugarSync Website and SugarSync File Manager.

Using Editing Apps with SugarSync for BlackBerry, Android, and Symbian

Follow these general instructions to edit your files on your device and sync them back to the cloud:

1. Install a file editing app to use with SugarSync. For example:
 - DocumentsToGo
 - Quickoffice
 - Goodreader for PDFs
2. From the SugarSync app, open the file you want to edit.
3. Depending on your device, the file either opens in an editing app automatically, or you can click the curved arrow icon at the top right corner of the page to see the **Open In** list of apps. Select your editing app of choice.
4. Using the tools provided in the editing app, make changes to your document, spreadsheet, or presentation.
5. Save the file. After the file closes, SugarSync detects the change and asks if you would like to upload the file to SugarSync.
6. Select **Yes** to sync the file back to the cloud and to your other computers.

Advanced Topic: Uploading Files by Email to Your Account

SugarSync provides a secure and unique email address you can use to send files to yourself as email attachments. You can also forward any emails with attachments to this email address to automatically add the attached files to your SugarSync account. Your Upload by Email address can be shared with other people to allow them to send files straight to your SugarSync account.

Your Upload By Email address:

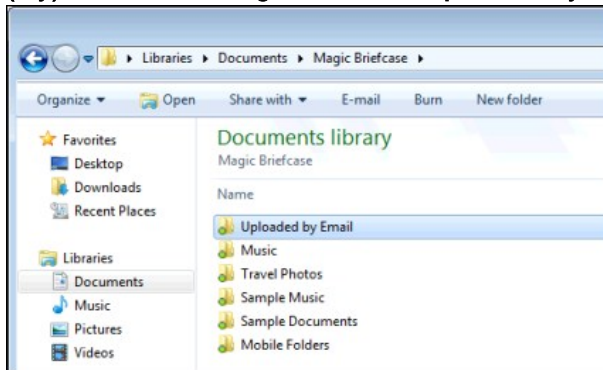
- is a secure, unique address created using a random encrypted key
- can be shared with other people to allow them to send files directly to your SugarSync account.
- can be regenerated at any time to create a new unique, secure address.



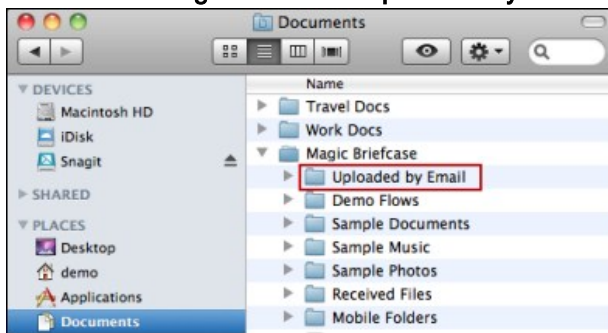
Add your Upload by Email address to your email address books as a contact so you have it handy when you need it. And your Upload By Email address is a convenient way to upload files from your mobile device to the cloud and your other computers.

When you send or forward an email to your Upload By Email address, any files attached to the email are automatically uploaded to the SugarSync cloud and synced to your computers in a special folder created by SugarSync:

- On a PC, you'll find the uploaded files under **(My) Documents\Magic Briefcase\Uploaded by Email**.

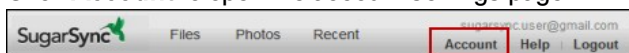


- On a Mac, you'll find the uploaded files under **Documents/Magic Briefcase/Uploaded by Email**.



To enable Upload By Email:

1. Login to the SugarSync Website at SugarSync.com.
2. Click **Account** to open the account settings page.



3. Under the **Settings** section, you'll see an **Upload by Email** option.
4. Click **Enable**. A new page opens displaying your unique Upload by Email address.
5. Copy your unique Upload-by-Email address and paste it into the "To" field in any email program.

6. Send your email. Any file attachments are automatically uploaded to your Magic Briefcase and available from any of your computers.

Sending a File

To send someone a link to a file of any size from your SugarSync account using your mobile device:

1. Open the SugarSync app on your device. You'll see a list of your synced computers.
2. Click the name of the computer you want to access. Browse to the desired file.
3. Click the icon next to the file name (or click the menu button, depending on your device).
4. Select the option to **Send File**, enter the email addresses of the recipients, and send the link.



You can also send files to your SugarSync account from your mobile device by sending files to your Upload By Email address. When you send files to yourself using Upload By Email, you can find the files on your computer in **Documents > Magic Briefcase > Uploaded By Email**. For more information, see [Uploading Files by Email](#).

Advanced Topic: SugarSync Folders and Your Mobile App

SugarSync automatically creates folder locations on your computer the first time files or photos are uploaded from your device. If you have never uploaded photos or files to your account from a mobile device, then these folders do not appear.

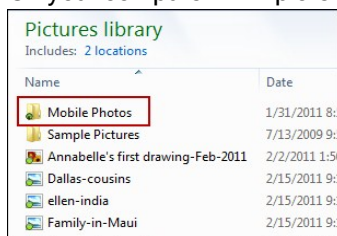
These are the folders created on your computer and in SugarSync when you upload files from your device

- Mobile Photos
- Uploaded By Email
- Mobile Folders

Mobile Photos

Photos uploaded from your device are stored in this location on each of your synced computers. In SugarSync File Manager, the Mobile Photos folder is listed below your computers. In the SugarSync Website, the Mobile Photos folder appears in the Photos page as a tab called Mobile Photos.

- On your computer in Explorer or Finder - **Pictures > Mobile Photos**

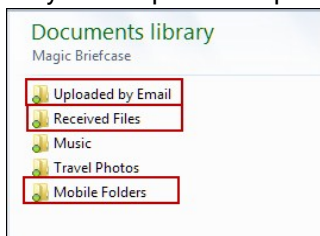


- On your computer in SugarSync File Manager - **Mobile Photos** (Left column below computers)
- On the SugarSync Website - **In the Photos page, listed as a tab called Mobile Photos**

Uploaded By Email

The Uploaded By Email folder is the location for files sent to [your Upload by Email address](#) from your smartphone or tablet, from any computer as an email attachment, or by other people with whom you've shared the address.

- On your computer in Explorer or Finder - **Documents > Magic Briefcase > Uploaded By Email**

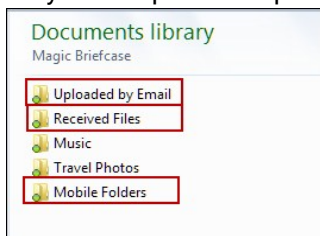


- On your computer in SugarSync File Manager - **Magic Briefcase > Uploaded By Email**
- On the SugarSync Website - **Magic Briefcase > Uploaded By Email**

Mobile Folders

Mobile Folders is the location for folders synced from your device to the cloud, originating on your device.

- On your computer in Explorer or Finder - **Documents > Magic Briefcase > Mobile Folders**

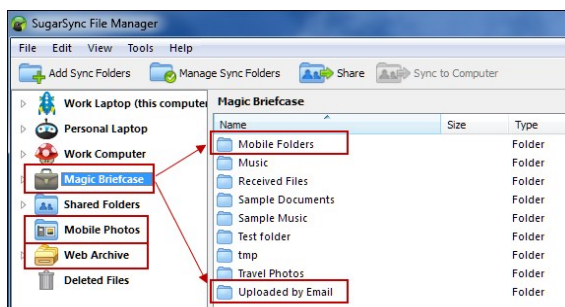


- On your computer in SugarSync File Manager - **Magic Briefcase > Mobile Folders**
- On the SugarSync Website - **Magic Briefcase > Mobile Folders**

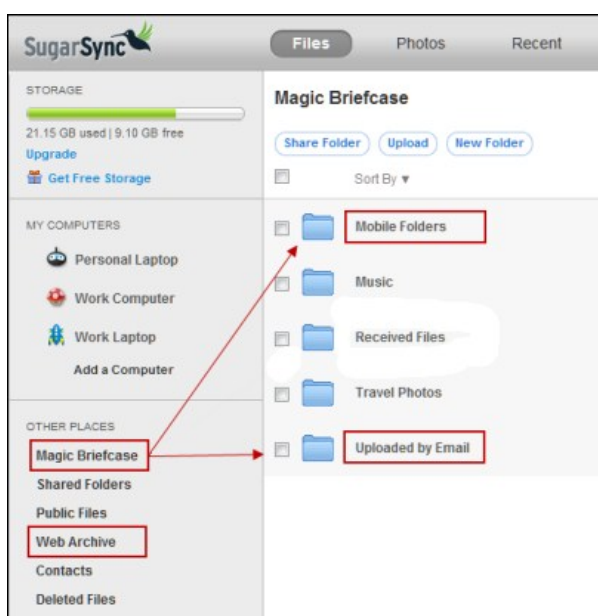
Web Archive

Web Archive is one of the folders created automatically when SugarSync is first installed on your computer. It is a cloud storage only location, without file syncing. Web Archive is also the location for files (not photos) originating on your device which have been uploaded to SugarSync for backup or storage. Keep in mind that Web Archive is a cloud folder location only; files from Web Archive do not appear in Explorer or Finder.

- On your computer in Explorer or Finder - **Not available (Web Archive is cloud only)**
- On your computer in SugarSync File Manager - **Web Archive**
- On the SugarSync Website - **Web Archive**



SugarSync File Manager folder locations created for mobile uploads.



SugarSync Website folder locations created for mobile uploads.

You'll find additional instructions for your device on the [SugarSync Support](#) website. Instructions are listed by mobile operating system, such as Android, BlackBerry, or Symbian. If you are using an iPhone, iPad, or Android device, you can find online help on your device by clicking Settings and selecting Help.

Chapter 5:

Managing Your Synced Files and Folders

After you install SugarSync on your computer and your files and folders are synced to the cloud, you can use SugarSync to add more folders to your account, to stop syncing some folders or subfolders, and you can free up storage space in your account. You can learn about how to use Magic Briefcase for quick syncing between computers, and how to move files into the SugarSync Web Archive for cloud storage without the syncing.

This section describes:

- [Adding more folders for syncing](#)
- [Deleting Files from SugarSync](#)
- [Stopping \(discontinuing\) syncing for selected folders](#)
- [Moving folders into the Web Archive](#)
- [Using Magic Briefcase for Quick Syncing](#)
- [Freeing up storage space](#)
- [Speeding Up Your Backup](#)

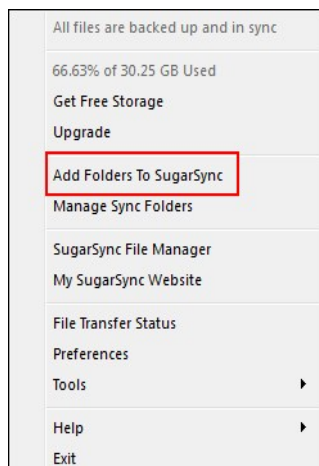
If you want to learn how to sync your files between computers, see [Syncing Files Across Computers](#).

Adding More Folders to SugarSync

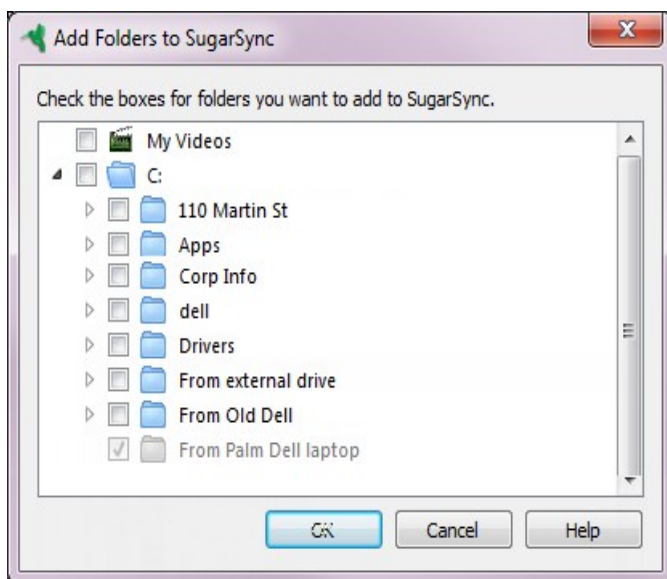
You can add new folders to SugarSync at any time. Remember that if you add a new subfolder beneath an existing synced folder, you do not need to add the subfolder to SugarSync. SugarSync backs up subfolders automatically.

To add more folders to your SugarSync account:

1. Click the SugarSync icon in the system tray (or Menu bar for Mac) and select **Add Folders to SugarSync**.



2. When the dialog opens, browse until you see the folders or subfolders you want to sync.
3. Check the box next to any folder or subfolder to select it for syncing. Deselect the check boxes for subfolders you want to exclude. Folders that appear dimmed or gray are already set up for syncing.



4. Click **OK** when you are finished. SugarSync immediately begins backing up the files in the selected folders to the cloud.

To stop syncing a folder, see [Stopping or Interrupting Syncing for a Folder](#).

Excluding Subfolders

If you initially set up a large folder with many subfolders for syncing, you might decide later that you're syncing more data than you need. If so, you can exclude some of the subfolders from the synced folders.



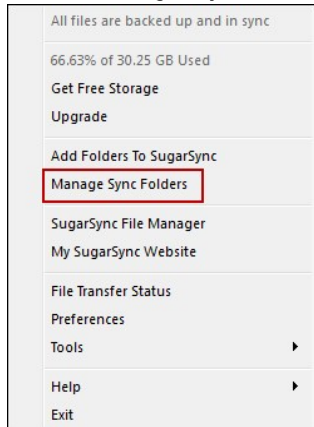
For example, let's say you initially set up your Documents folder to sync to SugarSync. But a year later your Documents folder contains 30 subfolders below it. You really only need to



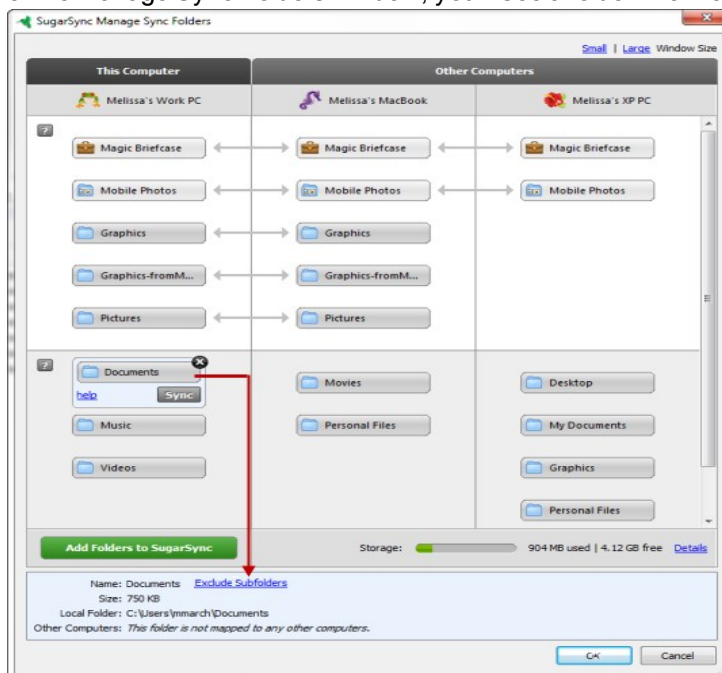
sync 12 of the 30 subfolders, and you'd really like to save some space in your SugarSync account. You can turn off syncing for those extra subfolders by using **Exclude Subfolders**.

To stop syncing one or more subfolders from a synced folder:

1. Click the SugarSync hummingbird icon in the system tray (Windows) or menu bar (Mac) and select **Manage Sync Folders**.



2. Click the name of the folder containing the subfolders you want to exclude. In the lower section of the Manage Sync Folders window, you'll see a folder information area for the selected folder.



3. Click the blue **Exclude Subfolders** link.
4. When the folder selection dialog opens, uncheck the subfolders you want to exclude.
5. Click **OK**.

Now if you click the folder name in the Manager Sync Folders dialog, the link changes to Manage Excluded Subfolders. To resync the subfolders later, select the folder and click the blue **Manage Excluded Subfolders** link in the folder information area.



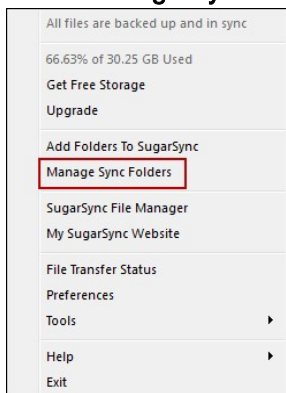
If you want to sync a subfolder to another computer or to your mobile device, but you have already synced the parent folder, see [Syncing a Subfolder to Another Computer](#).

Stopping or Interrupting Syncing

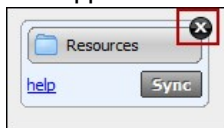
You might want to stop syncing a folder to [free up storage space](#) or because you are no longer actively using the folder (See [Storing Files in the Cloud with Web Archive](#)). When SugarSync stops syncing your folder, your files are removed from the cloud. The files on your computer are not affected.

To stop syncing a folder:

1. Click the SugarSync hummingbird icon in the system tray (Windows) or menu bar (Mac) and select **Manage Sync Folders**.



2. From the current computer column, click the name of the folder you want to stop syncing. An **X**-icon appears in the top right corner of the folder name.



3. Click the **X** to stop syncing for that folder.
4. Click **OK** to confirm the stop-sync request.

Your files are deleted from SugarSync. The files on your computer are not affected.

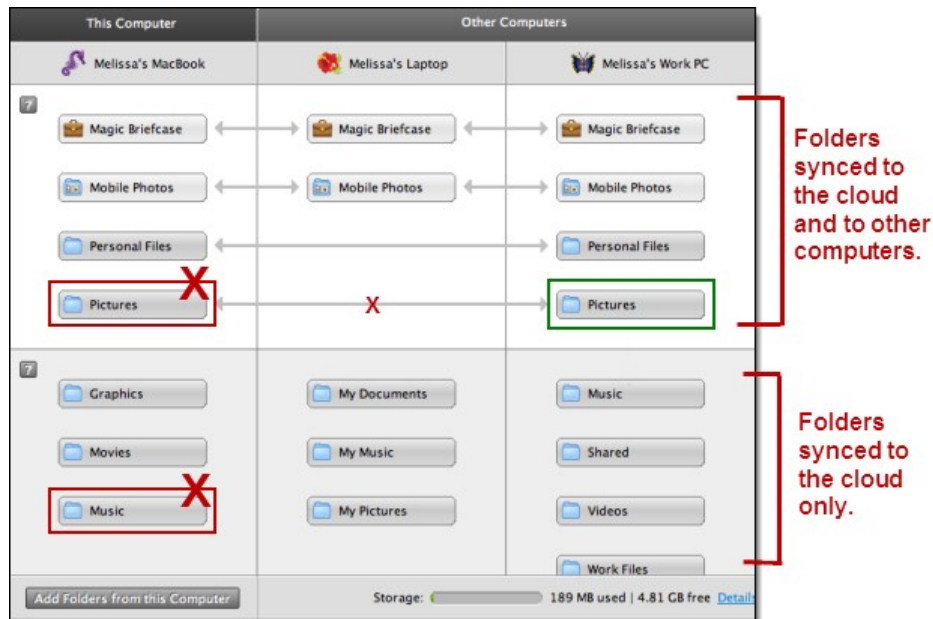


To completely stop syncing a folder that is synced across multiple computers, open the Manage Sync Folders dialog on each computer and stop syncing the folder.

When you stop syncing a folder, what happens on your other computers?

Folders listed in the gray area of the Manage Sync Folders dialog are synced to the cloud only. Folders listed in the white area are synced to the cloud and also to other computers. Arrows show the syncing relationships between the folders.

In the example below, The Music folder is synced to the cloud only. The Pictures folder is synced from the current computer (Melissa's MacBook) to a second computer (Melissa's Work PC).



If we stop syncing the Music folder, then the files from Music are removed from the cloud. The original files on Melissa's MacBook are not affected.

If we stop syncing the Pictures folder on the current computer (Melissa's MacBook), then the Pictures folder on *Melissa's MacBook* is no longer synced to the cloud, or across to the second computer (Melissa's Work PC). However, the Pictures folder on *Melissa's Work PC* is still synced to the cloud.

Viewing File Transfer Status

The File Transfer Status window shows a list of all files currently uploading or downloading from your computer. To open the list, click the hummingbird icon in your system tray (or menu bar for Mac) and select **File Transfer Status**. The window has two tabs: **Uploads** and **Downloads**. The Uploads page lists the files currently transferring from your computer to the cloud. The Downloads page lists the files currently transferring from the cloud to your computer.

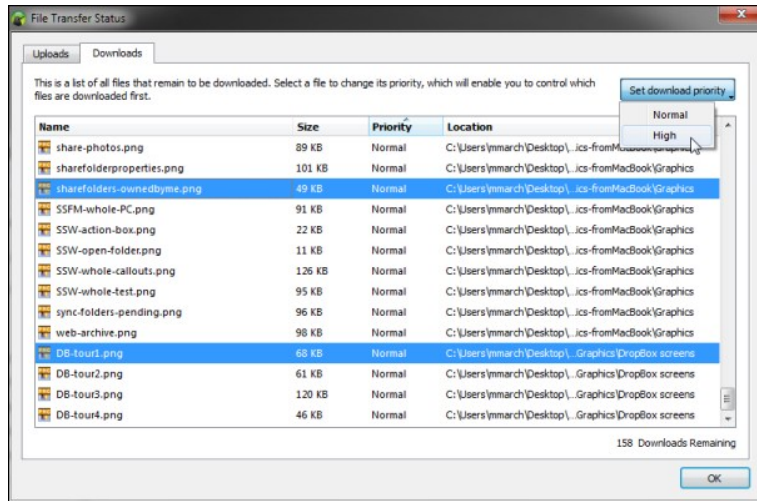
If the window is empty, then file transfers for your current computer are complete, and all your files are backed up and in sync. If files are in progress, they'll be listed in the File Transfer Status window.



Occasionally, a file's status will display as Pending Upload after transfers are complete. To give the file a nudge, you can select the file and set the upload priority to **High**.

The order of the files in the list does not necessarily represent the order in which the files are transferred. Instead the files are uploaded in the following priority order:

- Files smaller than 100 Kb
- Files larger than 100 Kb and smaller than 4 MB are uploaded sequentially by name
- Files larger than 4 MB



You can select one or more files from the list and set the upload priority to **High**.

The bottom section of the file transfer page also shows the transfer progress for the current file, the name of the file, and the total number of files pending upload or download. For advanced information on how to set the upload priority of one or more files to transfer before other files, see [Setting Upload Priority for Files](#).

Using Magic Briefcase for Quick Syncing

Magic Briefcase is a folder that SugarSync creates for you when you install SugarSync on any computer. Anything you put into the Magic Briefcase automatically syncs to the cloud and is available from the web or your mobile device. If you have other computers synced, Magic Briefcase is available on each computer and is automatically synced across all computers or devices in your SugarSync account.



Magic Briefcase automatically syncs across each of your computers.

On your computer, the Magic Briefcase folder is located in the Documents folder (or the My Documents folder for Windows XP).

You can use Magic Briefcase as a shortcut if you're in a hurry and need to quickly sync a file or folder to the cloud for remote access, or to your other computers. Couldn't you just drop a file into one of your synced folders? Yes, you could. But there are some situations where Magic Briefcase offers an ideal alternative.

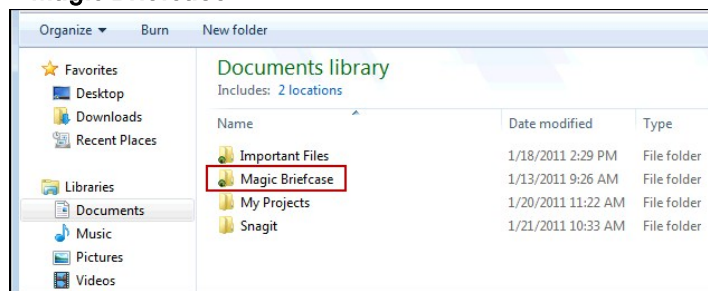


For example, you might want access to a certain file or folder from a second computer, but the file or folder is not set up for syncing. Drop the files into Magic Briefcase. They are instantly available to you from any of your synced computers.

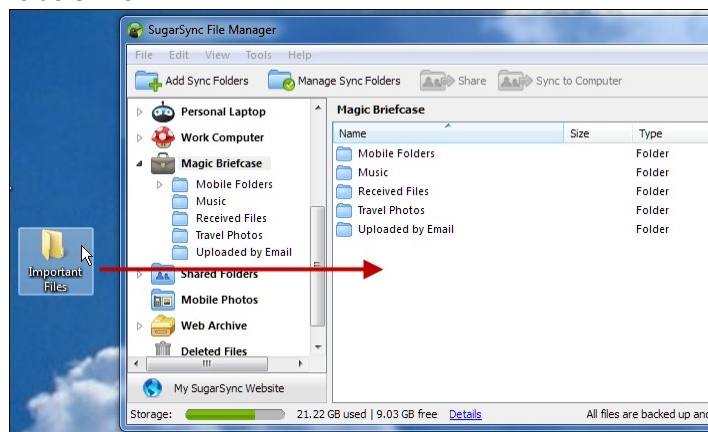
If you are traveling and want access to files like movies, music, photos, or videos from the web or mobile device while you're on your trip, just drop the files into Magic Briefcase.

To quickly sync a file or a folder to the cloud and to your other synced devices, choose one of these methods:

- Using Windows Explorer or Mac Finder, copy-and-paste or drag a file or folder into **Documents > Magic Briefcase**.



- Open SugarSync File Manager, click to open Magic Briefcase in the window, then drag files or folders into it.



- Save your file from any application to **Documents > Magic Briefcase**.



You can create a shortcut to the Magic Briefcase on your desktop or anywhere on your computer for quick file or folder drops.

Storing Files in the Cloud with Web Archive

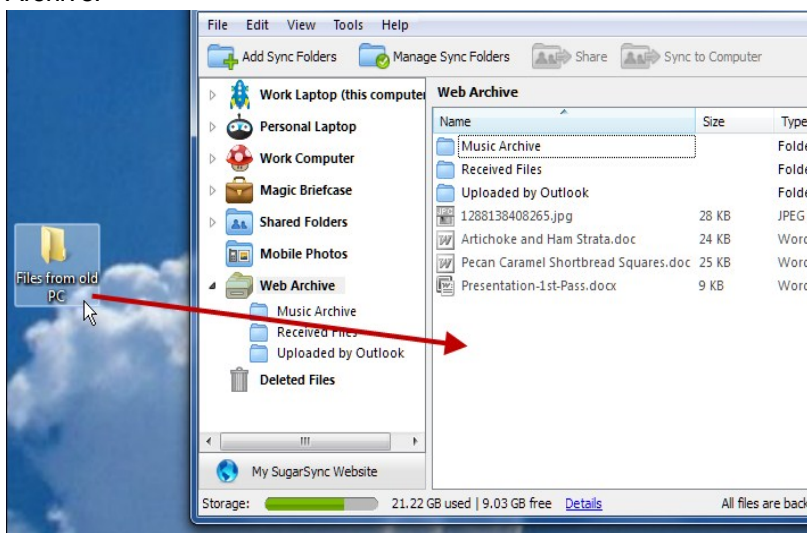
The Web Archive is a location for backing up and storing files online with no syncing or updates. If you want to make room on your hard drive, and you no longer need to make changes to the files, then they're perfect for storing in the Web Archive. Files stored in the Web Archive are available to you remotely through the [SugarSync Website](#) or through [your mobile app](#). You can access the stored files from any web browser by logging into the SugarSync Website at [SugarSync.com](#) and clicking Web Archive from the Other Places list.

Remember that if you copy files to your Web Archive, they are not updated if you make changes to the original files on your computer. Web Archive is cloud storage only without the file syncing.

Moving Files into Web Archive from Anywhere on Your Computer

To move files into the Web Archive from anywhere on your computer:

1. Open SugarSync File Manager by clicking the system tray icon and selecting **SugarSync File Manager**.
2. In SugarSync File Manager, select **Web Archive** from the left column.
3. Browse to the file or folder you want to move to Web Archive.
4. Drag the file or folder into the Web Archive in SugarSync Manager. On Mac, Cmd + drag into Web Archive.



To quickly copy folders from your other synced computers into the Web Archive, drag the folders (or cut and paste) from within SugarSync File Manager.

Moving Files into Web Archive from the SugarSync Website

Whenever possible, use SugarSync Manager to upload data to Web Archive. In some cases, your browser or ISP may time out, which interrupts the upload,

To move files into the Web Archive from the SugarSync Website:

1. Log in to SugarSync Website at [SugarSync.com](https://sugarsync.com).
2. Click **Web Archive** in the Other Places list.
3. Click **Upload**.
4. Select files to move into the Web Archive.
5. Click **Start Upload**.

When the upload process completes, your files are securely stored and accessible from the SugarSync Website.

Deleting Files from SugarSync

When you delete files they are moved to the Deleted Files folder in SugarSync. The Deleted Files folder is similar to the Recycle Bin in Windows and the Trash folder in a Mac. You can [restore the files from the Deleted Files folder](#).

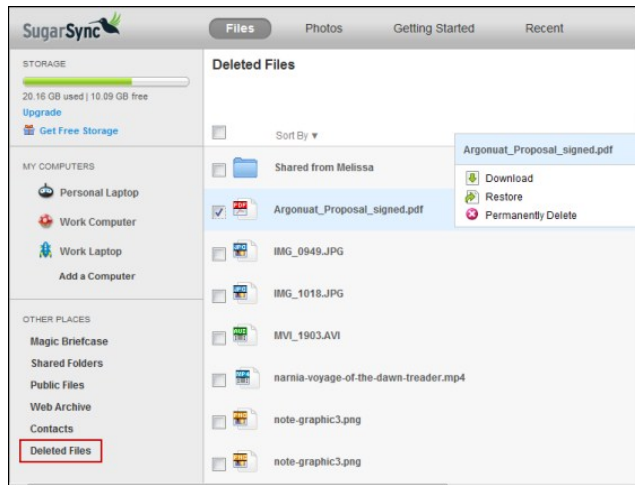
Before Deleting Files

It's easy to forget that your files in SugarSync are linked between the cloud and your computers. This can lead to confusion about how to remove files from the cloud versus removing files from your computers:

- **To remove your files FROM THE CLOUD ONLY:**
[Follow instructions to stop syncing](#). Do not delete your files if you are trying to remove them from the cloud.
- **To remove files from ONE COMPUTER ONLY:**
If you want to keep the files on your other synced computers, [stop syncing the folder on the current computer](#). Once the files are no longer connected to SugarSync, you can delete them from the current computer without affecting the other synced computers.
- **To remove your files from ALL OF YOUR SYNCED COMPUTERS:**
Delete your files. When you delete your files from SugarSync, the files are moved to the Deleted Files folder in SugarSync. Your storage meter will not change since files in your Deleted Files folder still count against your storage limit. You can [restore your data as long as it remains in the Deleted Files folder](#).
- **To permanently delete your files from both your computer AND the cloud FOREVER:**
[Permanently delete your files from the Deleted Files folder](#). Permanently deleted files cannot be restored or recovered, so use caution when permanently deleting your files from the Deleted Files folder.



It's important to understand that deleting files using SugarSync File Manager or the SugarSync Website also deletes them from your computers since the files are synced together. Syncing works in two-directions, if you make a deletion in SugarSync, the files delete on your computers as well.



The Deleted Files folder in the SugarSync Website.

Permanently Deleting Files

When you delete files from your synced folders, the files are moved to the Deleted Files folder. The files in the Deleted Files folder count towards your storage since they are saved in the cloud. If you are running low on free space in your account you can select a few or all files stored in the Deleted Files folder and permanently delete them.

Files deleted from the Web Archive are also permanently deleted from SugarSync. Files deleted from Web Archive are not moved to the Deleted Files folder.



Permanently deleted files are gone forever and cannot be restored or recovered. Make sure you are ready to permanently delete the files from all of your computers and from the cloud when you choose this option.

Permanently deleting files from the web

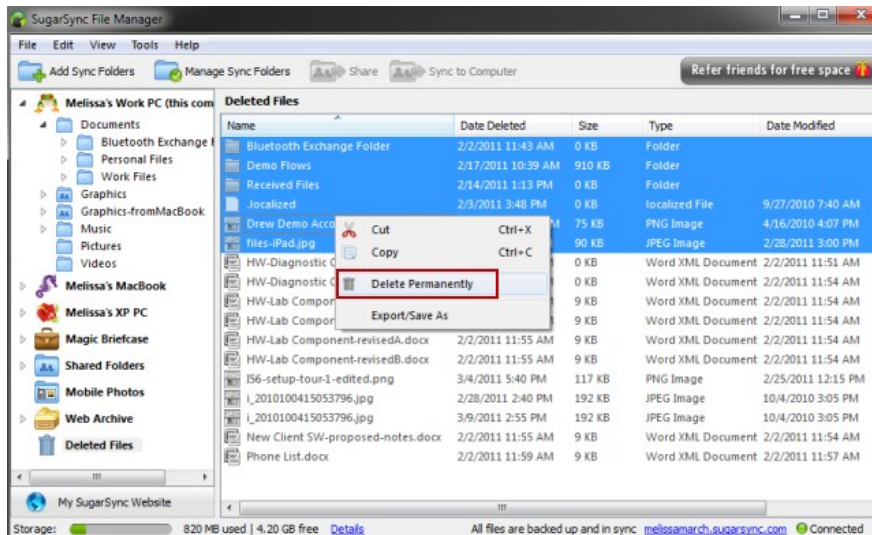
To permanently delete a file or folder from the Deleted Files folder or from the Web Archive folder using the SugarSync Website:

1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync Website**.
2. Select the check box next to the file or folder.
3. From the contextual menu (or action box) select **Permanently Delete** if you are sure you want to remove the file or folder from your computers and from the cloud forever. Even SugarSync cannot restore Permanently Deleted Files, so use caution when selecting this option.

To permanently delete a file or folder from the Deleted Files folder using the SugarSync File Manager:

1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync File Manager**.

2. Select the files you want to permanently delete. Right-click (control+click for Mac) the selected files or folders.



3. Select **Delete Permanently** if you are sure you want to remove the file or folder from your computers and from the cloud forever. Even SugarSync cannot restore Permanently Deleted Files, so use caution when selecting this option.

Deleting Files from Shared Folders

When different people share a SugarSync folder, any member of the folder can delete files. [Deleted files can be restored to the shared folder](#) by any folder member.

Only the owner of the shared folder can permanently delete the files in a shared folder. After the folder owner has deleted the files permanently, they cannot be restored. However, by deleting files permanently, the folder owner can free up space in his SugarSync account.

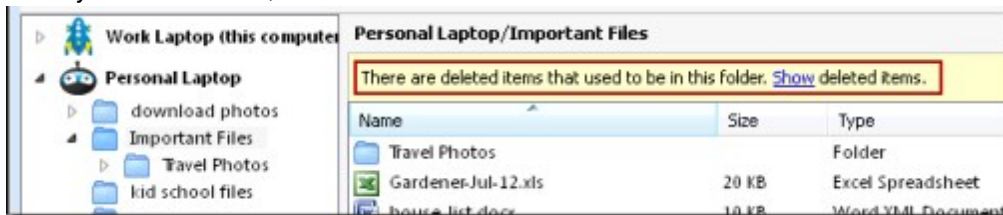


Permanently deleted files are gone forever and cannot be restored or recovered. Make sure you are ready to permanently delete the files from all of your computers and from SugarSync when you choose this option.

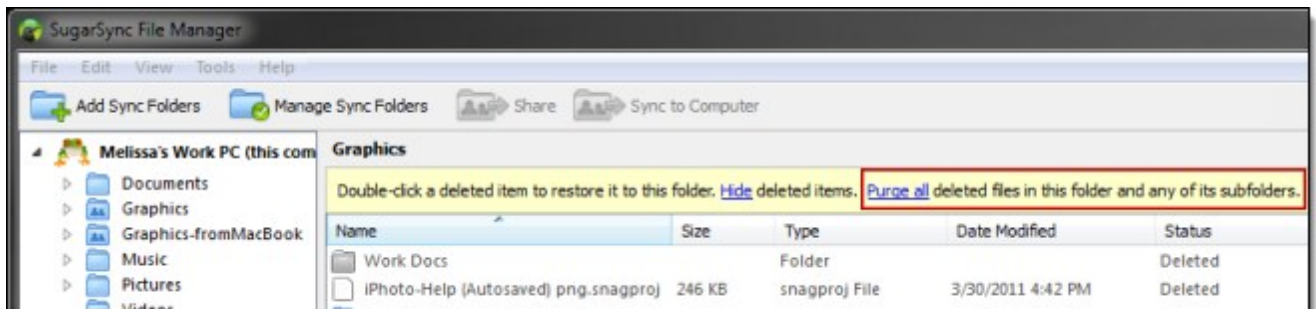
To permanently delete files from a shared folder:

1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync File Manager**.
2. Click **Shared Folders** in the left column and browse to the shared folder from which you'd like to permanently delete files.

3. In the yellow notice bar, click the link to **Show** deleted items.



4. When deleted items show, the yellow notice bar displays a new message.



5. Check over the deleted files carefully before proceeding. Permanently deleted files cannot be restored or recovered. To completely and permanently delete the files from the Shared Folder, click **Purge All**.

Syncing iTunes

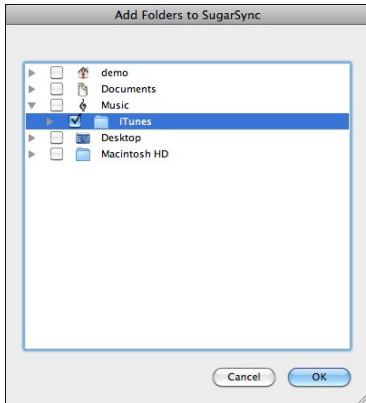
iTunes is an application designed to directly manage the additions and deletions of songs in your music library. Syncing your music across multiple computers using SugarSync bypasses iTunes, which can cause the iTunes index to become out-of-date, possibly creating problems.

Instead of syncing across two or more computers, just sync your iTunes folder to the cloud from only one computer. After you've synced your music to SugarSync, you can stream your music to any of your devices.

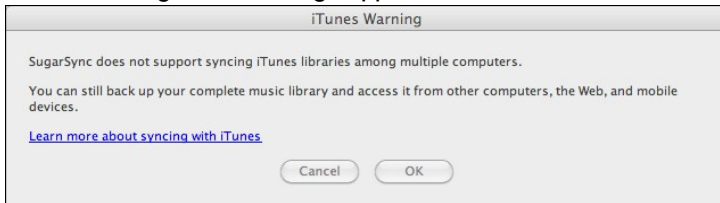
To sync your iTunes library:

Click the SugarSync icon in the system tray and select **Add Folders from this Computer**.

Browse to the iTunes folder and check the box to select it.



If the following error message appears, click **OK**.



Click **OK**. In the Manage Sync Folders window. When your music finishes syncing, you can access your music from any synced computer using SugarSync File Manager, the SugarSync Website, or on your mobile device.

Advanced Topic: Freeing Up Storage Space

If you are trying to reduce the amount of storage you're currently using in SugarSync, there are several ways to handle this while keeping your essential data intact. Keep in mind that SugarSync only counts your current data in the cloud; synced folders on multiple computers count only once. If you [sync a shared folder to your computer](#), the storage counts against the folder owner only, and not against your plan.

Here are a few suggestions for freeing up storage space:

- Stop syncing less essential folders
- Exclude some subfolders
- Move some files out of your synced folders
- Permanently delete files from the Deleted Files folder



Do not delete files to free up storage space. You will be deleting files from both your computer and the cloud. Use these suggested methods instead. For more information, see [Deleting Files from SugarSync](#).

Stop Syncing Non-Essential Folders

To stop syncing a folder:

1. Click the SugarSync hummingbird icon in the system tray (Windows) or menu bar (Mac) and select **Manage Sync Folders**.
2. Click the folder name you want to stop syncing.
3. Click the **X**-icon. SugarSync stops syncing the folder and removes those files from the cloud so you have room to store other files. Keep in mind that you will need to stop syncing the folder on each of the computers where the folder is synced to see a drop in your storage meter. See [Stopping or Interrupting Syncing for a Folder](#).

Exclude Some Subfolders from Your Synced Folders

If you want to keep syncing a folder and only exclude some subfolders:

1. Click the SugarSync hummingbird icon in the system tray (Windows) or menu bar (Mac) and select **Manage Sync Folders**.
2. Click the folder name you want to stop syncing.
3. Near the bottom of the window, you'll see a folder information area. Click the **Exclude Subfolders** link.
4. Deselect the checkboxes for the subfolders you no longer need to sync. See [Excluding Subfolders](#).

Move Some Files Out of Your Synced Folders

To move some files out of your synced folders, you can use your computer's file manager, Windows Explorer or Mac Finder, to drag files (or cut and paste) into a folder that is not set up for syncing to SugarSync. The more files you move out of your synced folders, the more storage space you free up.

Empty Your SugarSync Deleted Files Folder

Deleted files in the [SugarSync Deleted Files folder](#) count against your storage space. You can free up storage space by [permanently deleting](#) files from the **Deleted Files** folder. If you permanently delete the files, they will be removed from the cloud.



You cannot retrieve permanently deleted files, so use caution when freeing up space using this method.

To permanently delete files from your Deleted Files folder:

1. Click the SugarSync hummingbird icon in the system tray (Windows) or menu bar (Mac) and select **SugarSync File Manager**. You can also go to your SugarSync Website and click **Files**.
2. Click **Deleted Files** to view the list of previously deleted files. Right-click the files you'd like to delete and select **Delete Permanently**. Confirm the action to remove the files from the cloud.



To permanently delete files quickly, right-click (or control+click for Mac) the **Deleted Files** folder and select **Empty Deleted Files**.

Advanced Topic: Speeding Up Your Backup

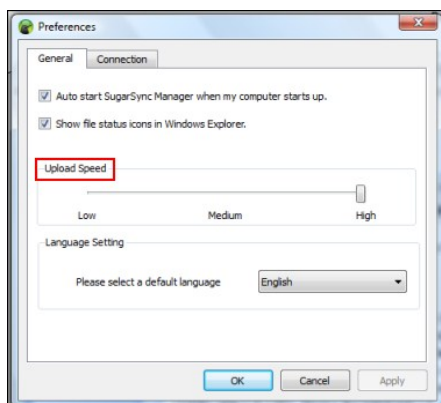
When you setup your account the first time, or when you add new sync folders, it takes some time to upload all the files to the cloud. The exact duration depends on how much data you have in the folders. The effective upload speed is mostly determined by the speed of your Internet connection. SugarSync File Manager reports the approximate transfer speed on the status bar.

This chart shows time estimates for data transfer depending on your connection speed:

Type of Connection	Bits per Second	Hours, Minutes
56 kbps, dial-up	56,000	42 hrs, 36 mins
128K ISDN/DSL, rural US DSL	128,000	18 hrs, 38 mins
1.5 Mbps, average US DSL/cable	1,500,000	1 hr, 32 mins
10 Mbps, fast US DSL/cable	10,500,000	15 mins
44 Mbps, international/office network	46,000,000	3 mins

Change Your Syncing Speed

If your syncing and backup seems to progress more slowly than you'd like, adjusting your upload speed can make a difference. Click the SugarSync icon in the system tray (Windows) or menu bar (Mac) on your computer and select **Preferences**. Under the **General** tab, you'll see a slider for setting your **Upload Speed**.



The pre-set speed in SugarSync is **Medium** (80% of available bandwidth). If you want other programs to have greater access to bandwidth while SugarSync is uploading files, change the speed to **Low** (50% of available bandwidth). If you want your SugarSync backup to finish more quickly, change the speed to **High** (100% of available bandwidth). For downloads, SugarSync uses 100% of available bandwidth.



During the initial upload of your synced folders, you can set the upload speed to High, then leave your computer running overnight.

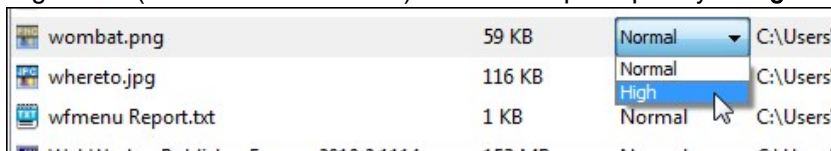
Set Upload Priority for Files

You can see your files uploading and downloading by opening the File Transfer Status window. To open the list, click the hummingbird icon in your system tray (or menu bar for Mac) and select **File Transfer Status**.

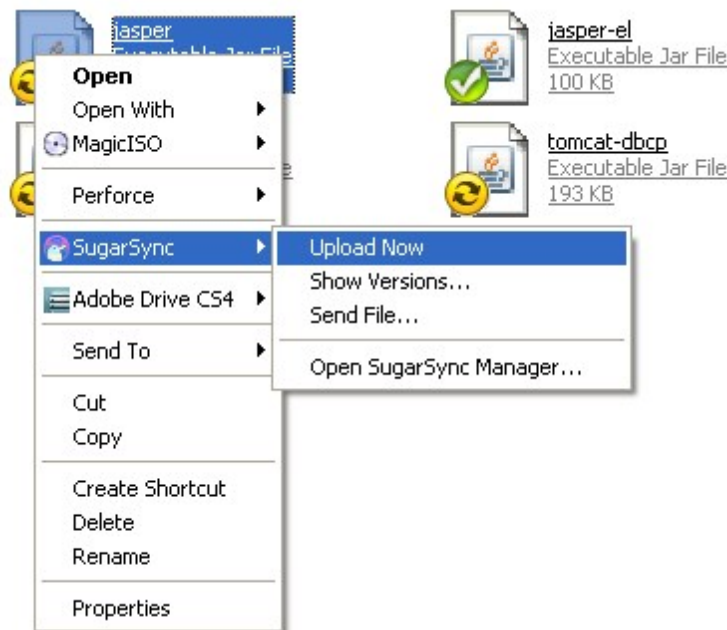
If you are waiting for a particular file, you can tell SugarSync to upload the file before the other files upload.

To sync a file before the remaining files in the list:

1. Select one or more important files from the File Transfer list.
2. Right-click (or control-click for Mac) and set the upload priority to **High**.



You can also browse to the file in Windows Explorer or Mac Finder. Increase the priority of a file waiting to upload by right-clicking (or control+click for Mac) and selecting **Upload Now** from the SugarSync menu.



Now that you've learned how to manage your synced files and folders on one computer, you can learn how to sync files and folders to your other computers.

Chapter 6:

Syncing Across Two or More Computers

With SugarSync, you can sync files and folders across multiple computers, both PC and Mac. When you sync folders across computers, you'll always have the most current version of a file no matter which computer you're using. For example, with SugarSync, you can start editing a file on your office PC and finish it on your Mac at home. No need to email files to yourself, connect to VPN, or use key drives. You can sync your family's computers together so that everyone has access to their files from any computer in the house. It's much easier than setting up a home network.

You decide which folders you want to sync and where you want to sync them. You might want to synchronize your music collection to a computer with a lot of available hard disk space, but not to a smaller device like a netbook. With SugarSync, you can be selective about which files you want synced to other devices.



There are a few folders that can be synced to the SugarSync cloud for backup, but should not be synced across computers. This includes any application which has its own database intended to keep files in sync within the application. Examples include iPhoto, Quickbooks, Quicken, and iTunes.

This chapter describes:

- [How to sync folders between two computers.](#)
- [How to sync across three or more computers.](#)
- [How to merge folders together or keep them separate.](#)
- [How to sync a subfolder to another computer.](#)

Syncing to a Second Computer

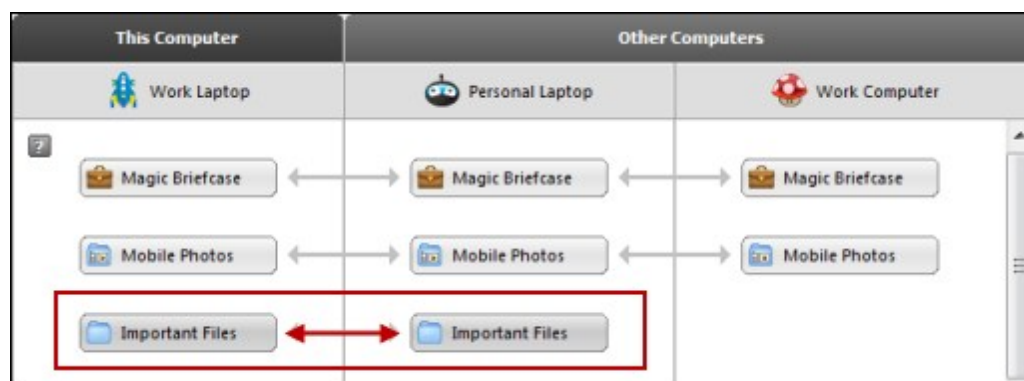
From the Manage Sync Folders dialog, you can initiate syncing across two (or more) computers from either the source computer or the destination computer. You can think of this as "[pushing](#)" a folder to another computer, or "[pulling](#)" a folder onto your current computer.



There are a few folders that can be synced to the SugarSync cloud for backup, but should not be synced across computers. This includes any application which has its own database intended to keep files in sync within the application. Examples include iPhoto, Quickbooks, Quicken, and iTunes.

When you sync a folder to a second computer, SugarSync copies the folder and its contents from the cloud to the second computer. After the folder is synced across the two computers, any time you save a change on either computer, SugarSync instantly updates the cloud and the second computer.

For example, let's say you have a folder on your work laptop called "Important Files" that contains all of your work-related files. You want to make sure you can always access those files from your personal computer at home. You can sync the Important Files folder from your Work Laptop to your Personal Laptop computer. After the folder is synced across the two computers, the contents of the Important Files folder will always be the same no matter which computer you're using.



Once the folder is synced to the two computers, SugarSync keeps the files in sync in both locations. Any changes you make to the files in the synced folder on one computer are automatically synced to the other computer. If you are using a computer that is offline when you make changes to your files, the next time you are online SugarSync syncs the files to the cloud and your other computers running SugarSync.



SugarSync Manager must be installed on each of the computers you want to sync. Use the same account email and password for each computer.

Syncing a Folder To Your Current Computer ("Pull" Syncing)

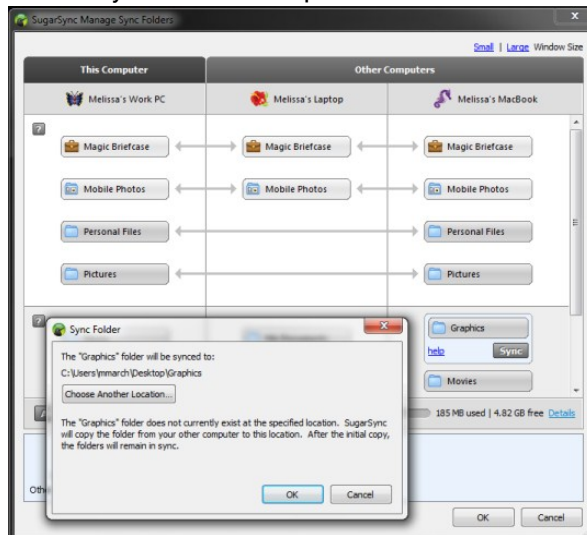
To sync a folder *to* your current computer *from* another computer:

1. Install SugarSync Manager on each of the computers you'd like to sync using the same account email and password that you entered when you created your SugarSync account. [Make sure the folder you want to sync is set up for syncing](#) on the originating computer.

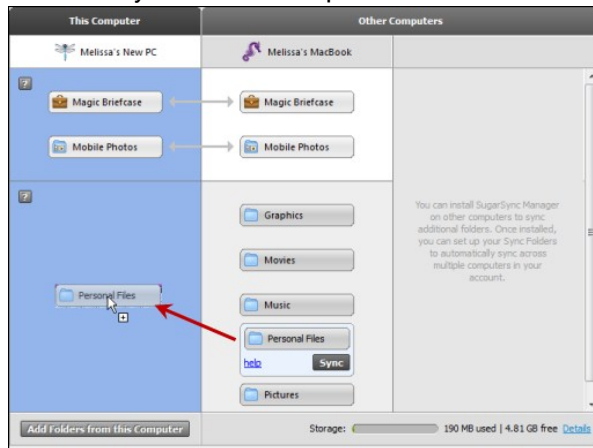
2. Click the SugarSync system tray icon (or menu bar on a Mac), and select **Manage Sync Folders**.



3. From the Manage Sync Folders dialog, click the name of the folder that you want to sync from one of your other computers. Within the Manage Sync Folders dialog, there are two ways to initiate syncing:
 - Click the name of the folder you want to sync. A **Sync** button appears. Click **Sync** on the folder icon to open the sync dialog (shown below). Select a location for the folder on your current computer.



- Drag the folder from the column for your *other* computer to an open space on the column for your *current* computer.



If you drag one folder on top of another, SugarSync asks if you want to [merge the folders](#). To avoid merging folders, just drag the folder to a clear section of the column.

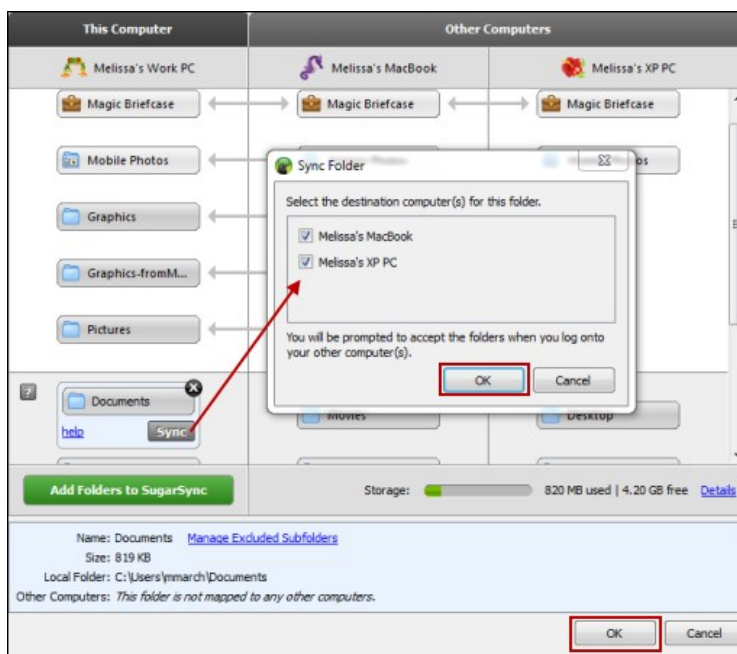
If the folder does not exist on your current computer, SugarSync creates the folder and syncs the files to the folder.

If a folder of the same name already exists on your current computer, SugarSync asks whether you want to merge the contents of the two folders together on both computers. So, for example, if you sync your Documents folder from your PC to your Mac, the folder probably already exists in both places. You can decide whether to merge the two folders, rename one of the folders, or move the folder of the same name to a different location. For more information about merging, see [Merging Folders](#).

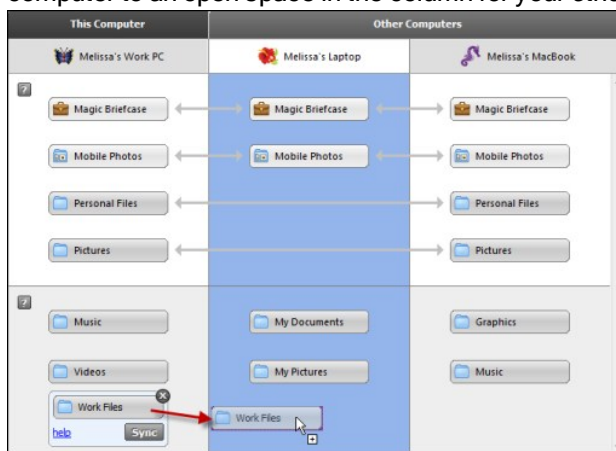
Syncing a Folder *From* Your Current Computer ("Push" Syncing)

To sync a folder on your current computer to another computer, you can use push syncing.

1. You can initiate push syncing in two ways:
 - In the column for the current computer, click to select the folder. A Sync button appears. Click **Sync** and select the computers to which you want to sync the folder.

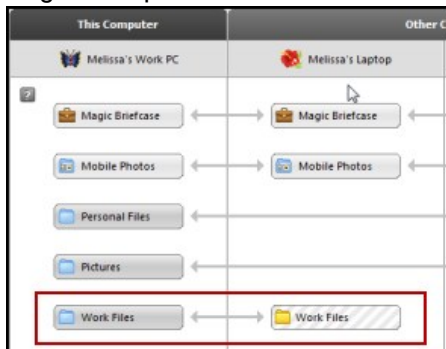


- From the Manage Sync Folders dialog, drag the folder from the column for your *current* computer to an open space in the column for your *other* computer.

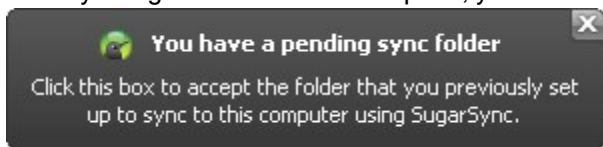


If you drag one folder on top of another, SugarSync asks if you want to [merge the folders](#). To avoid merging folders, just drag the folder to a clear section of the column.

The Manage Sync Folders dialog shows the pending status for the folder with a yellow icon and diagonal stripes.



2. Click **OK**.
3. When you log in to the second computer, you will see a Pending Sync Folder request.



As soon as you accept the pending request on the second computer, SugarSync syncs the folder there. After the folder is synced to the second computer, any changes you make to the files on either computer are synced back to the cloud and to your other computers running SugarSync.



If you ignore or close the pending sync folder request, the notification closes. To accept the pending request after the notice closes, open the Manager Sync Folders dialog and accept the request.

For information on how to check the upload or download status of files as they are synced to your computers, see [Viewing File Transfer Status](#).

Syncing Across Three or More Computers

Syncing a folder across three or more computers is a simple extension from [syncing across two computers](#) and follows the same sequence. You can initiate syncing across computers from either the source computer or the destination computer. You can think of this as "pushing" a folder to another computer, or "pulling" a folder onto your current computer. There is no limit to the number of devices or folders you can sync.

Folders can be synced to all your computers, or just to one other computer.

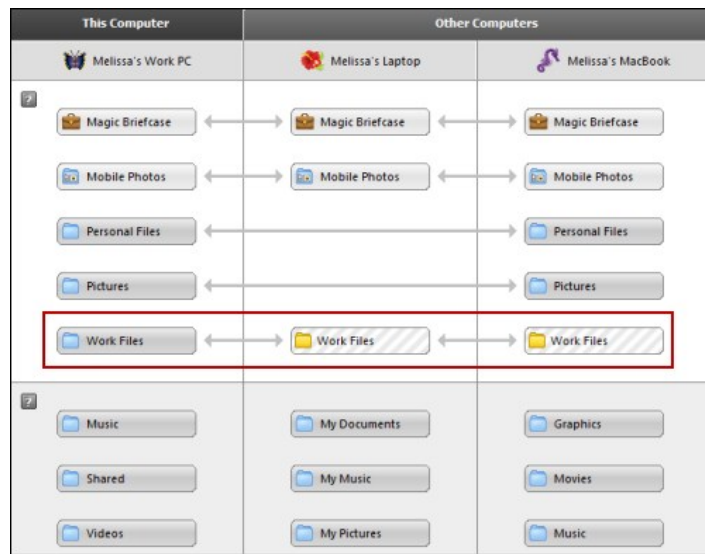


For example, in the graphic that follows, Melissa has three computers: **Melissa's Work PC**, **Melissa's Laptop**, and **Melissa's MacBook**. She uses her Work PC and her MacBook most often. The laptop is an older computer that she only uses on occasion.

Melissa has decided to sync her Work Files folder across all of her computers. She always



wants those files available to her no matter which computer she's using. But Melissa decided to sync her Pictures folder only to her MacBook and her Work PC. Her older laptop doesn't have much disk space available so she decided not to sync her Pictures folder there.



To sync across three or more computers:

1. Install SugarSync Manager on each of the computers you'd like to sync using the same account email and password.
2. From each of the originating computers, make sure the folder you want to sync across computers is [set up for syncing in SugarSync](#). If the folder you want to sync is a subfolder, see [Syncing a Subfolder Instead of the Parent Folder](#).
3. Follow [instructions for Push Syncing](#)—drag the folder from your current computer to the destination computer or computers.
4. From the destination computer, accept the sync request.
5. For each of the remaining computers, follow steps one through three above.

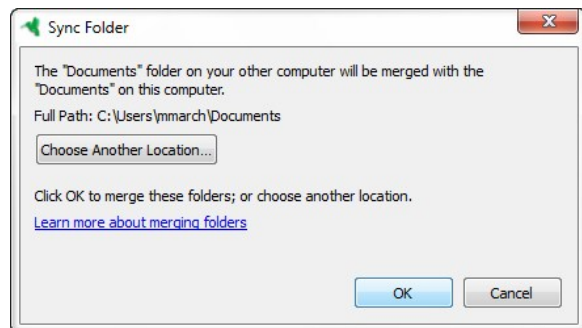


You can also "pull" folders to your current computer by dragging folders from other computers to your current computer.

Advanced Topic: Merging Folders

When you sync a folder, if the folder initially exists on only one of your computers, SugarSync copies the folder and its contents to your other synced computers. After the initial sync, any changes you make on one computer are automatically synced to your other computers.

When syncing your folders across computers, you can choose to sync existing folders together by merging them. Folders can be merged between two PCs, between two Macs, or between PCs and Macs.



It is much easier to merge files together than it is to "un-merge" them. Make sure you want to combine the contents of both folders before deciding to merge. There is no way to automatically reverse a folder merge. However, you can always separate the files manually by sorting them into new folders.

If you don't want to merge folders of the same name, a simple solution is to rename one of the folders or change the location before syncing.

The folders do not need to have the same name in order to merge them together. If you select an existing folder for the sync folder location, SugarSync combines the contents of the folders and all of the files in both folders are available from both computers.

To help you understand the way folders merge in SugarSync, a number of examples are provided. In these examples, we use one PC and one Mac, but the answers apply for any combination of PCs or Macs.

Scenario	Result After the Folder Merge
Two different files: You have a file named important-file.doc on your PC and a file named another-file.doc on your Mac.	Both files will exist on both computers. The merged folder on both your PC and your Mac will contain important-file.doc and another-file.doc .
Two files with the same name: You have important-file.doc on your PC and important-file.doc on your Mac.	In this case, a file with the same name exists in both folders before the merge. SugarSync detects whether the contents of the files are exactly the same or slightly different. If the content of the files is identical, after the merge each folder will contain only one version of important-file.doc. If you make changes to the file, SugarSync syncs the changes by updating the file on both computers. If the content of the two files with the same name is different, SugarSync keeps both versions and adds a suffix to the name of one of the files, like important-file (from Tom's MacBook).doc. Each folder will contain both versions of the file. For

Scenario	Result After the Folder Merge
	example, the “My Folder” on both your PC and Mac will contain important-file.doc and important-file(from Tom's MacBook).doc . You should review both versions and decide which one to keep.
One folder with two different subfolders: You have a folder on your PC called Projects with a subfolder called Project-1 and you also have a Mac with a folder called Projects which has a subfolder called Project-2 .	Both subfolders, Project-1 and Project-2 (including all of the folder contents), will exist on your PC and your Mac in one folder called Projects .
One folder with two subfolders of the same name: Projects on my PC has a subfolder Project-3 and Projects on my Mac has a subfolder Project-3 .	Each computer will contain one folder called Projects . Within Projects , the contents of the subfolder Project-3 are merged. Each computer will have only one subfolder called Project-3 , which contains the combined contents.
Merging folders with shared subfolders: You are the owner of a subfolder in Projects on one of your computers that is currently shared with other people. You just merged Projects on your PC with Projects on your Mac.	For your privacy, the subfolder will no longer be shared with any folder members. As the folder owner, you will have to decide whether to re-share the subfolder since it may contain new files resulting from the merge.

If you are unsure whether you want to merge folders, you can change the location for the synced folder or change one of the folder names.



After merging the two folders, you might notice a temporary increase in your storage meter. When merging, SugarSync makes a temporary copy of the merged folder contents and then runs an analysis to determine whether all the files are actually identical. During this analysis period, you might see a temporary spike in your storage. This usually happens very quickly and most users will not notice the temporary change to their storage meter. For folders with a huge number of large files, you might see this temporary increase.

Advanced Topic: Syncing a Subfolder to Another Computer

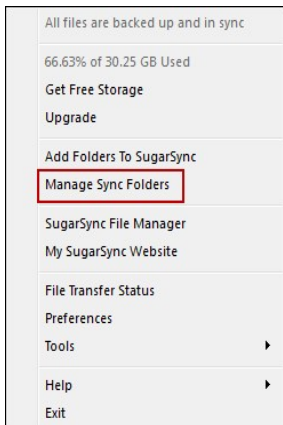
When you initially set up your folders for syncing, you might have chosen top-level folders like Documents or Desktop. These top level folders could have many subfolders, some of which you would like to sync individually to other computers.

If you need to sync only a subfolder to another computer, but you have already synced the parent folder, follow these steps to change a subfolder into a top-level folder that can be shared between computers. Here are the general steps:

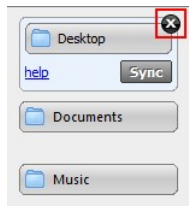
1. [Stop syncing the parent folder.](#)
2. [Add the subfolder as a top-level Sync Folder.](#)
3. [Resync the parent folder.](#)
4. [Sync the subfolder to other computers.](#)

Here are the detailed steps to promote a subfolder to a Sync Folder:

1. Click the SugarSync system tray icon (or the menu bar for Macs) and select **Manage Sync Folders**.



2. Stop syncing the parent folder in the Manage Sync Folders dialog.
 - Click the name of the parent folder.
 - Click the X-icon to stop syncing the parent folder.

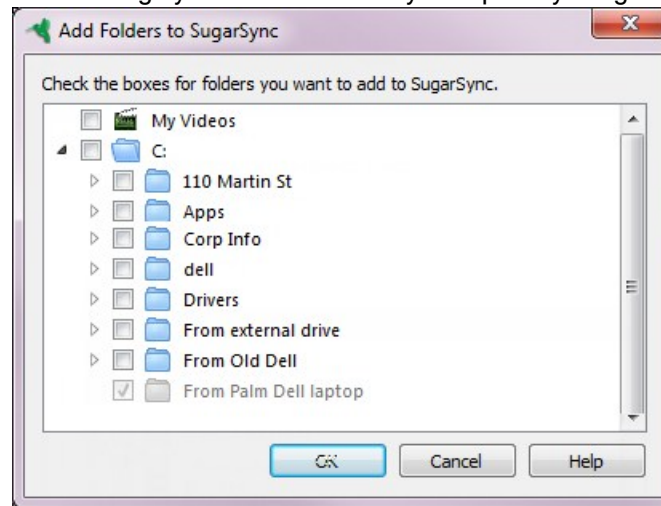


- Click **OK** to confirm the stop syncing request.
3. Add the subfolder to SugarSync separately so that it appears in Manage Sync Folders.
 - Click **Add folders from this Computer**. (Or click the system tray icon and select Add Folders to SugarSync).
 - Select the check box for the subfolder to select it for syncing.
 - Click **OK** to confirm the action and return to the Manage Sync Folders dialog.
4. Now that the subfolder appears on its own in Manage Sync Folders, you can set up the parent folder for syncing once again.
 - Click **Add Folders from this Computer**.
 - Select the checkbox for the parent folder.

- Click **OK** to confirm the action.



SugarSync automatically excludes the subfolder when you sync the parent folder. In the Add Folders dialog, the subfolder you set up earlier appears dimmed or grayed since it is already set up for syncing.



5. Click **OK** in the Manage Sync Folders dialog to confirm the changes. The subfolder now appears in the Manage Sync Folders dialog and is ready to sync across computers, share with others, or sync to your Android or Apple device. See [Syncing Folders to Your Android Device](#) or [Syncing Folders to Your iPhone or iPad](#).

In this section, you learned how to sync folders across computers so that your files are always up-to-date no matter which computer you're using. You learned about merging folders, and how to promote a subfolder to a Sync Folder when you are already syncing the parent folder. Remember, there is no limit to the number of computers you can add to your SugarSync account, and no limit to the number of folders you can sync across them.

Chapter 7:

Sharing Files, Folders, and Photos

Syncing your files to the cloud makes file and folder sharing simple. Individual files stored in the cloud can be shared with links, or unique URLs, that don't take up space as file attachments. You can send files of any size, even from your mobile app. And your recipient does not need a SugarSync account to access the file.

Shared folders offer a powerful solution for increasing collaboration and productivity. Folders can be shared with Read Only or Add & Edit permissions. Share one folder or share 20 folders—the storage only counts once. You can create shared folders to meet your needs:

- Freelancers and consultants can create and share separate folders for each business client.
- Teachers can create and share folders for each student or for a group of students.
- Owners and managers can create shared folders to hold centralized resources for sales personnel like presentations and pricing sheets.
- Employees in the field can drop files into shared folders using their mobile devices. Someone at the office can instantly pick up the file and start working on next steps.

Photos can be shared as photo albums. Recipients can download full resolution copies of the photos or browse the album as a slideshow. When photos are shared in a Photo Album, your recipients do not need to have a SugarSync account to view or download the photos.

This section describes:

- [How to send a link to a file of any size](#)
- [How to send a link called a "Public Link"](#)
- [How to share a folder with another person or a group](#)
- [How to sync a folder shared from someone else onto your own computer](#)
- [How to share photos along with an explanation of your photo sharing options](#)

Sharing Individual Files

There are two ways to share individual files from your SugarSync account:

- **You can [send a link](#) to a static, unchanging copy of a file.**
When your recipient clicks this type of link, they download a copy of the file as it appeared at the

time you sent it. If you make changes after sending, you must resend the file for your recipients to see the changes. These file links expire after 21 days. The file can be any size, including very large files.

- You can [share a Public Link](#), which is a live, or dynamic, link to the file on your computer. Whenever a recipient clicks the Public Link, he or she downloads the most recent saved version of the file. If you make changes to the file, the next recipient to click the Public Link downloads the file with your changes. Public Links are URLs, or Internet addresses, that can be posted on a website or blog, or shared using social media like Facebook or Twitter. Files shared through Public Links can be any size.

Sending a File

To send someone a link to a file of any size from your SugarSync account using your mobile device:

1. Open the SugarSync app on your device. You'll see a list of your synced computers.
2. Click the name of the computer you want to access. Browse to the desired file.
3. Click the icon next to the file name (or click the menu button, depending on your device).
4. Select the option to **Send File**, enter the email addresses of the recipients, and send the link.



You can also send files to your SugarSync account from your mobile device by sending files to your Upload By Email address. When you send files to yourself using Upload By Email, you can find the files on your computer in **Documents > Magic Briefcase > Uploaded By Email**. For more information, see [Uploading Files by Email](#).

Sharing Public Links

A **Public Link** is a URL, or a path, straight to the file stored in the cloud. You can send the Public Link in an email or a text message, you can post it on your blog, or you can publish it to Facebook or Twitter. The recipient or website visitor can click the link at any time to download the latest version of the file.

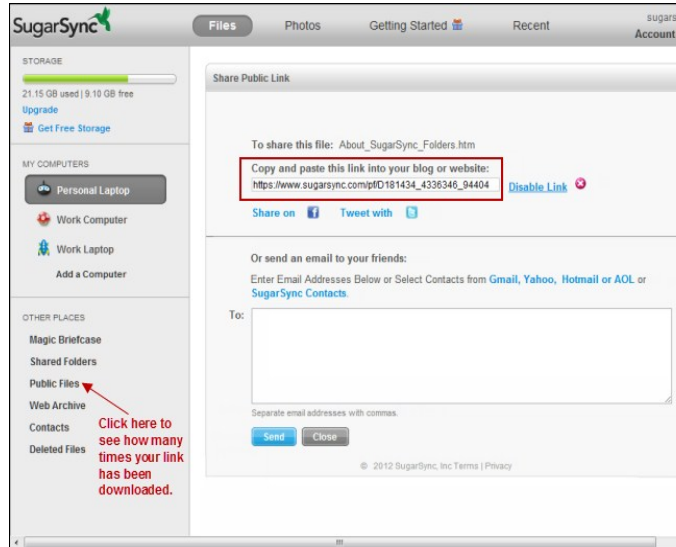
- The link you send is a “live” link to the most current version of the file. If you make changes to the file, your recipients can click the link to download the updated version.
- It's easy to paste this link into your own email program and send it to your recipients. Since you are not sending the file as an attachment, you save tons of space in your mailbox.
- You can go to Other Places > Public Files in the SugarSync Website to see how many times the file has been downloaded. You can also disable the link in the Public Files dashboard when you no longer want to share the file.
- The recipient does not need to have a SugarSync account, and does not need to sign into SugarSync to access the file.

Sharing a Public Link from the SugarSync Website

To generate and then share a Public Link from the SugarSync Website:

1. Click the SugarSync icon in the system tray (or the Menu bar for Macs) and select **SugarSync Website**.
2. Browse to the file you want to share.

3. Roll your mouse over the file name and click **Share**.



4. Type in email addresses and a message in SugarSync's email template. SugarSync includes the Public Link in the message when you click **Send**. If you prefer, you can share your Public Link by copying the highlighted URL and then pasting the link into a Facebook post, into a tweet, into an HTML page or blog post, or into an email message of your own.

Sharing a Public Link from Your Desktop or Laptop Computer

To generate a Public Link using Windows Explorer or Mac Finder on our desktop or laptop computer:

1. Right-click the file (Control + click for Mac).
2. Select **Generate Public Link**. The link is copied to your system clipboard and available to paste into your own email message, into website comments, or to your blog.

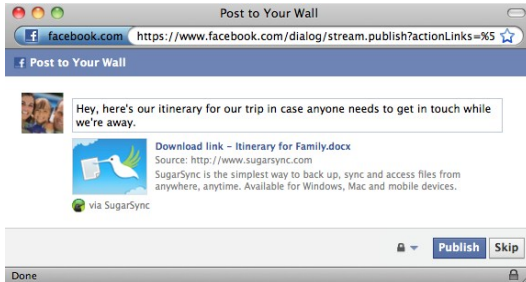
Sharing a Public Link on Facebook or Twitter

To post your public link directly to Facebook or Twitter:

1. When the email template opens, click one of the links to:
 - Share on Facebook
 - Share on Twitter



2. Log into your Facebook or Twitter account and click **Publish**.

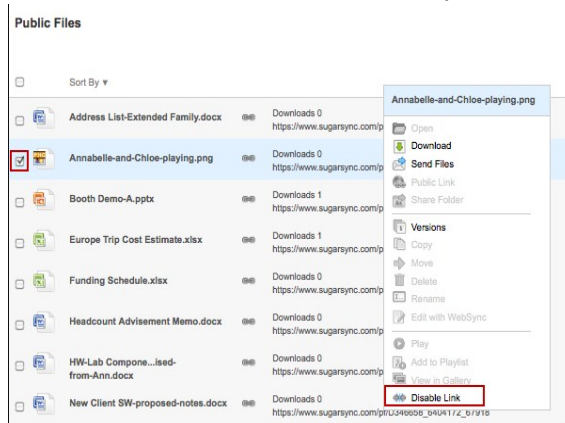


Managing Public Links

If you want to stop sharing a file, Public Links can be disabled. You can manage your Shared Public Links from the Public Files page in the SugarSync Website.

To manage your Public Links:

1. Click the SugarSync icon in the system tray (or the menu bar for Mac) and select **SugarSync Website**.
2. From the Other Places list in the left column, select **Public Files**. Your list of shared Public Links displays on the right side of the page.
3. To stop sharing a file, check the box beside the file name to open the contextual menu. Select **Disable**. After the link is disabled, recipients can no longer access the file by clicking the link.



Sharing a Folder

SugarSync shared folders are an excellent collaboration and productivity tool. With SugarSync, you can skip the costs and hassles of setting up a complex network and still enjoy all the benefits of sharing folders.



Many freelance photographers, web designers, consultants, and other small business owners use SugarSync shared folders to collaborate with their clients and coworkers. For example, a web designer can create a folder for each of his clients, drop in sketch files or wireframes, and let his clients mark them up electronically—all without sending any files or using complicated methods like FTP transfers.

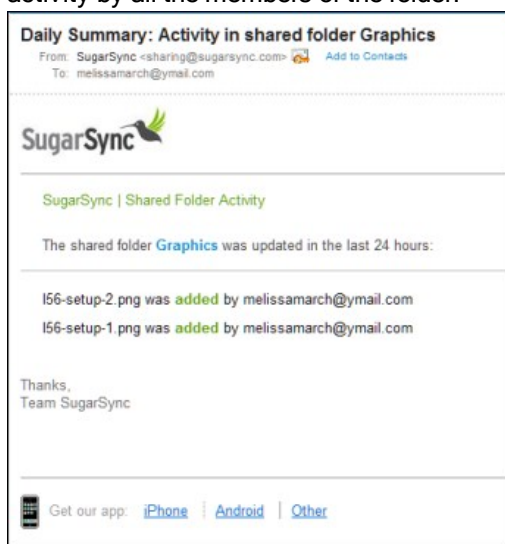


With SugarSync, the client can sync the shared folder directly to her computer, and then open and edit the files. As soon as the client saves any changes, the web designer can see them on his computer in his shared folder. The owner of the folder receives a daily email with a summary report of all activity in the shared folder.

To join a shared folder, your recipients need to have a SugarSync account. If they are not already using SugarSync, they can easily sign up for a free account. To sync the shared folder to their computers (rather than downloading files from the web), your recipients need to install SugarSync Manager.

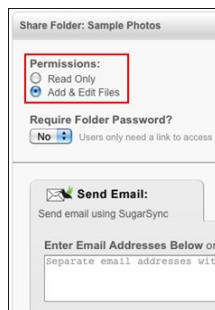
If you share a folder with other people, you are the folder "owner." The owner of the folder decides:

- Who is invited to join the folder (the folder members).
- Whether the folder is shared as Read Only or with Add & Edit permissions so the folder members can sync the folder to their own computers.
- Whether the shared folder requires a password for member access.
- Whether he or she (the owner) wants to continue to receive daily emails reporting a summary of activity by all the members of the folder.



To share one of your synced folders:

1. Select the folder in the SugarSync File Manager, or in the SugarSync Website.
2. Click **Share Folder**.
3. Choose an option under **Permissions**:
 - **Read Only** means that recipients can view and download files from the shared folder, but cannot make any changes to the files.
 - **Add & Edit Files** allows recipients to add new files to the folder, or to change the files and save them to the shared folder. If you want your recipients to be able to sync the folder to their own computers, your recipients need Add & Edit permissions. See [Syncing a Shared Folder to Your Computer](#) for more information.



4. Enter each recipient's email address, and type an optional message.
5. Click **Send**.



To keep your password secure, it is best to send the folder password in a separate email message to your recipients rather than including it in the shared folder invitation message.

Editing Files in a Shared Folder

Any member of a shared folder can open a file and make changes. When the changes are saved, SugarSync sends the updated file to the cloud and to the other folder members' computers.

Occasionally, more than one person opens the same file in a shared folder and makes changes. How does SugarSync handle this? SugarSync saves both copies of the file: one from each person who made changes. The files are named with an extension like this:

- Important-document(from Tom's computer).doc
- Important-document(from Mary's computer).doc

It's impossible for SugarSync to know which file should be treated as the "master" file, so SugarSync saves everyone's changes and lets the folder members decide which changes to keep.

Receiving a Shared Folder Invitation

If someone shares a SugarSync folder with you, you can access and download the files from the SugarSync Website, or you can [sync the folder to your computer](#). After syncing to your computer, you can locate the shared folder in **Documents > SugarSync Shared Folders**.



If you change the location of the SugarSync Shared Folders directory, or move any of its subfolders, SugarSync will not be able to update your shared files. To access your shared folders from a different location on your computer, you can create a shortcut (or an Alias for Mac) to the folder or any of the subfolders in any location. For more information, see [Creating Shortcuts to Shared Folders](#).

When you send an invitation to a shared folder, your recipients receive an email with a link button.

If they don't have a SugarSync account, they can [sign up for a free account](#).

After creating an account, SugarSync walks them through the SugarSync Manager installation. As soon as the installation completes, the folder syncs to the recipient's computer in a new folder created automatically by SugarSync: **Documents > SugarSync Shared Folders**.

After the folder is synced to the recipient's computer, SugarSync keeps the shared files up-to-date in everyone's shared folder no matter who makes changes to the files.

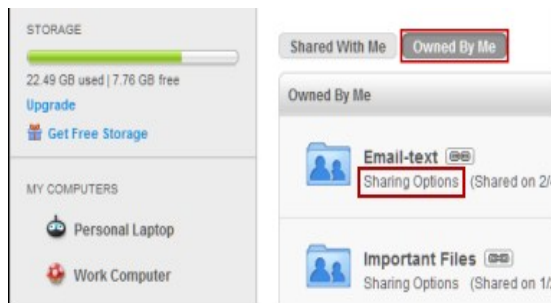
Managing Your Shared Folders

Your Shared Folders are managed through the SugarSync Website. As the folder owner, you can:

- Stop sharing the folder. Folder members are notified by email.
- Change the folder permissions from Add & Edit to Read Only, or from Read Only to Add & Edit.
- Invite new members, remove existing members, or resend invitations for folder members.
- Turn on or turn off your daily activity summary email.

To change the properties of a shared folder:

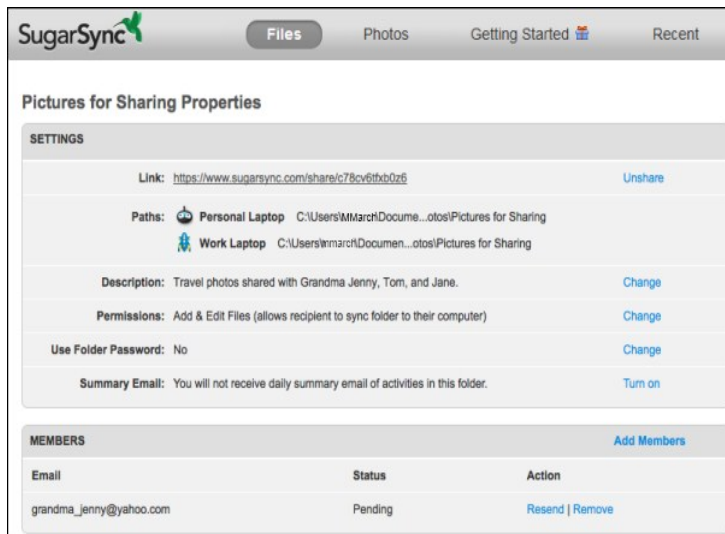
1. Open the SugarSync Website by clicking the SugarSync system tray icon and selecting **SugarSync Website**.
2. In the Other Places section, click **Shared Folders**.
3. Select the tab for **Owned by Me**.
4. Click **Sharing Options** below the folder name to open the Folder Properties dialog.



From the Folder Properties dialog, you can:

- Click **Unshare** to stop sharing the folder. If your recipients have synced the folder to their own computers, the files remain but are no longer synced to or from the shared folder.
- Change the folder **Permissions**:
 - **Add & Edit** is the preset value for all shared folders. If you do not want to allow Add & Edit permissions, you must change this setting to Read Only. With Add & Edit permissions, your recipients can sync the folder to their own computers, make changes to the files in the folder including deletions, and contribute their own files.
 - **Read Only** is an optional setting for a shared folder. Set the permissions to Read Only when you want to allow your recipients to view and download files, but not to make changes to your files in the folder.

- Change the Folder Password option to require a folder password that you create. Changing the **Use Folder Password** option to **Yes** restricts access to the folder to only those new recipients with whom you've shared the password. Existing folder members are not required to enter the password.
- Turn on or off your option for receiving a **Summary Email** of folder activities.
- Invite additional members to the shared folder by clicking **Add Members**.
- Remove individual folder members in the **Members** section.
- Resend a shared folder invitation by clicking **Resend** next to the folder member's name.



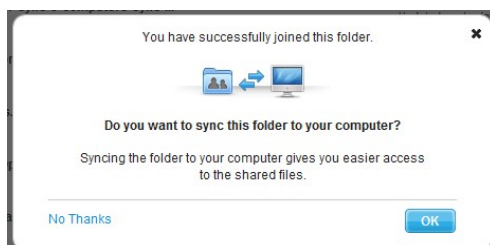
For folders that contain photos or graphics, you can choose to [Share as a Photo Album](#) or to [Share as a Folder](#).

Syncing a Shared Folder to Your Computer

If someone has shared a SugarSync folder with you, you have the option to sync the folder to your own computer. When the folder is synced to your computer, you can see and interact with the folder just like you would with any other folder. All changes, updates, deletes, or modifications you make to the files in the folder are instantly reflected back to the other folder members' computers.

If you receive an invitation to join a shared folder, follow these instructions to sync the folder to your computer:

1. In the email you receive, click **Get Folder**.
2. SugarSync asks if you want to sync the folder to your computer.



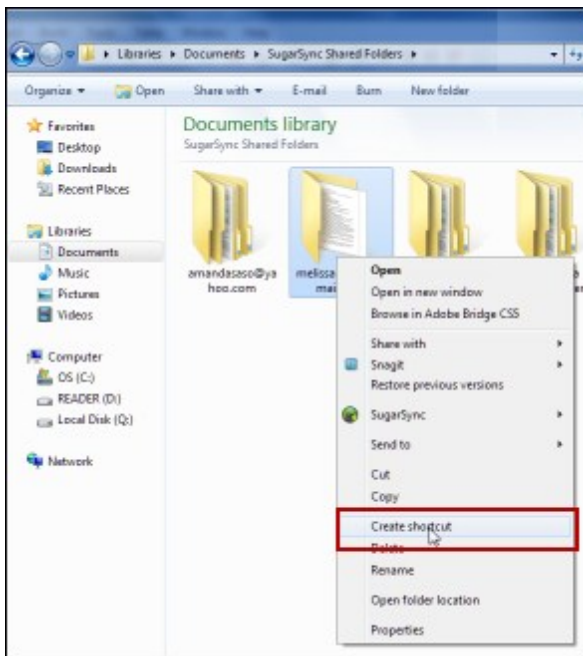
3. Click **OK**.

You can find the shared folder on your computer in **Documents > SugarSync Shared Folders**. Whenever any folder member makes a change to a file in the shared folder, SugarSync updates the file changes in everyone's shared folder.

Creating a Shortcut to a Shared Folder

When you join a shared folder, SugarSync saves the shared folder on your computer in **Documents > SugarSync Shared Folders**. Each folder you join is named with the email address or name of the folder owner (the person who invited you to join his or her folder).

If you change the location of the SugarSync Shared Folders directory, or move any of its subfolders, SugarSync will not be able to update your shared files. However, if you want the folder to appear in a different location, you can easily create a shortcut (or an Alias for Mac) to the folder and place the shortcut in any location on your computer.



To create a shortcut to the folder on a PC:

1. Right-click the folder for which you want a shortcut. Select **Create Shortcut**.
2. Drag the shortcut (or cut+paste it) to your preferred location on your computer.

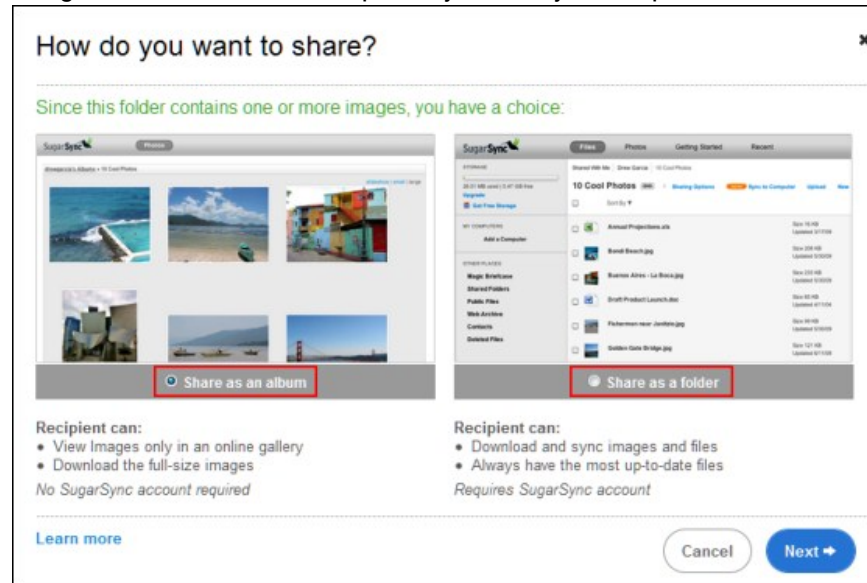
To create an Alias to the folder on a Mac:

1. Control+click the folder for which you want a shortcut. Select **Create Alias**.
2. Drag the alias (or cut+paste it) to your preferred location on your computer.

Sharing Photos

SugarSync organizes your photos for you by creating Photo Albums for all the photos you have stored in SugarSync. Each Photo Album is a collection of images from each of your synced folders.

If you share a folder with both images and documents, SugarSync gives you the option to choose which way to share. You can choose to share the photos using "Share Photo Album" option, or share the photos using the "Share as a Folder" option if you want your recipients to be able to contribute their own photos.



If you decide to share your photos as a folder, see [Sharing a Folder](#). For more information about sharing as a Photo Album, see:

Sharing as a Photo Album Versus Sharing As a Folder

Sharing photos as a Photo Album is streamlined and easy. Your recipients can view and download the original high-resolution photos, but can't make changes or contribute their own photos (since Photo Albums are always shared as Read Only). If you want to give friends or family access to your photos in a one-way sharing environment (you-to-them), then sharing as a photo album is your best choice.

Sharing photos as a folder gives you more options, like allowing your recipients to add files to the folder and sharing other type of files such as documents or videos. To join a shared folder, your recipients need to have a SugarSync account. If they are not already using SugarSync, they can easily sign up for a free account.

The following table summarizes the key differences between sharing as a folder and sharing as a photo album:

Recipients...	Share as a Photo Album	Share as a Folder
Need a SugarSync Account?	No	Yes
Can view photos in a thumbnail gallery	Yes	Yes

with slideshow capability?		but recipients must click the 'View in a Gallery' link
Allowed to add more files or make changes?	No	Yes if shared as Add & Edit No if shared as Read Only
Can download high-resolution images?	Yes	Yes
Can view other types of files in the same folder, like videos or documents?	No	Yes
Can sync the folder to their own computers where they can add or edit the files and always have the latest synced version of all files in the folder?	No	Yes if shared as Add & Edit; Recipients must also download SugarSync Manager to their computers.

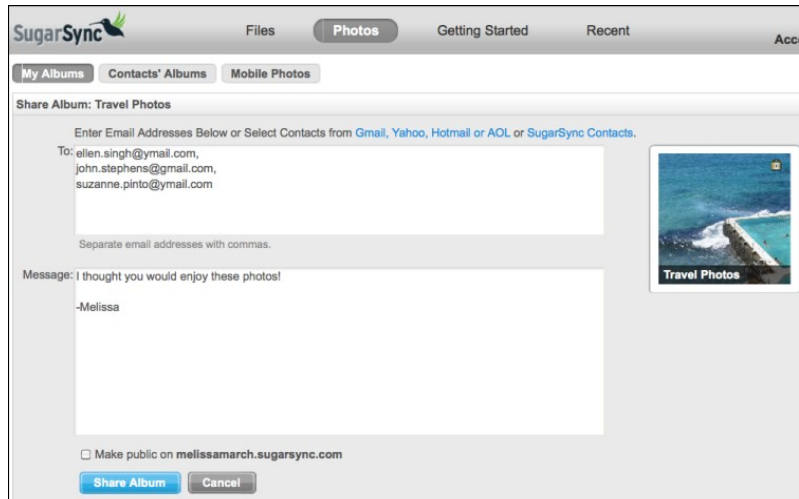
To share your photos as a shared folder, see [Sharing a Folder](#).

Sharing a Photo Album

If you decide to share your folder as a Photo Album, you can share from SugarSync Manager, the SugarSync Website, or from your mobile app. You can continue to add photos or images to the album folder after you share it. Your recipients see the new files when they next click on the link.

To share your photos from the SugarSync Website:

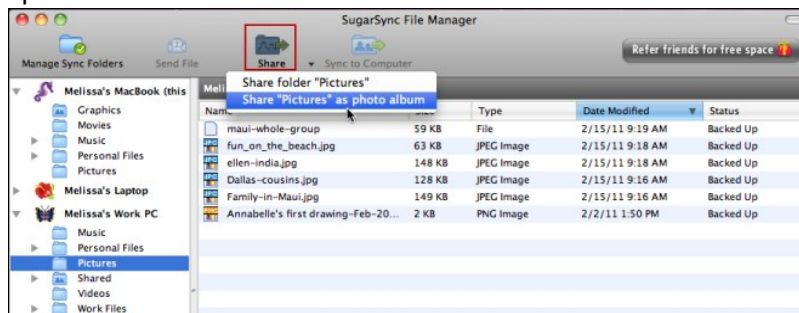
1. Open the SugarSync Website by clicking the hummingbird icon from the system tray (or menu bar for Macs) and selecting **SugarSync Website**.
2. Browse to the folder you want to share as a Photo Album. Click to select the folder.
3. Click **Share**, and select **Share "Folder Name" as a photo album**. The SugarSync Website opens.
4. Type email addresses for your recipients and a message.



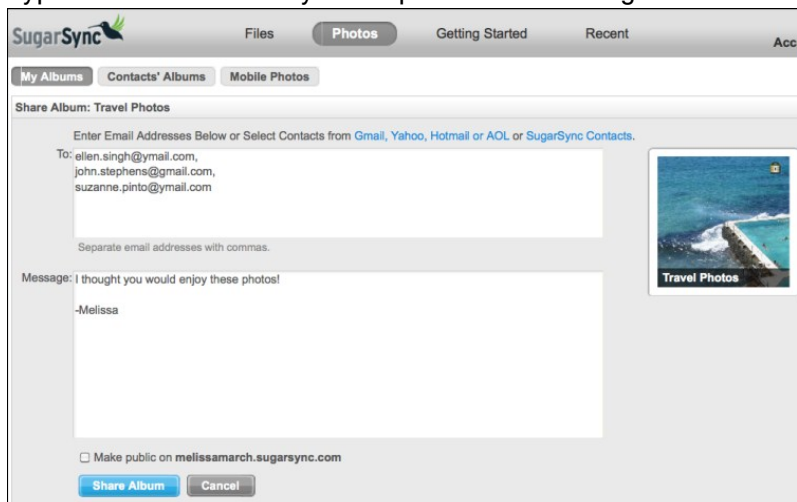
5. Click **Share Album**.

To share your photos as a photo album from SugarSync File Manager:

1. Open SugarSync Manager by clicking the hummingbird icon from the system tray (or menu bar for Macs) and selecting **SugarSync File Manager**.
2. Browse to the folder you want to share as a Photo Album. Click to select the folder.
3. Click **Share**, and select **Share "Folder Name" as a photo album**. The SugarSync Website opens.



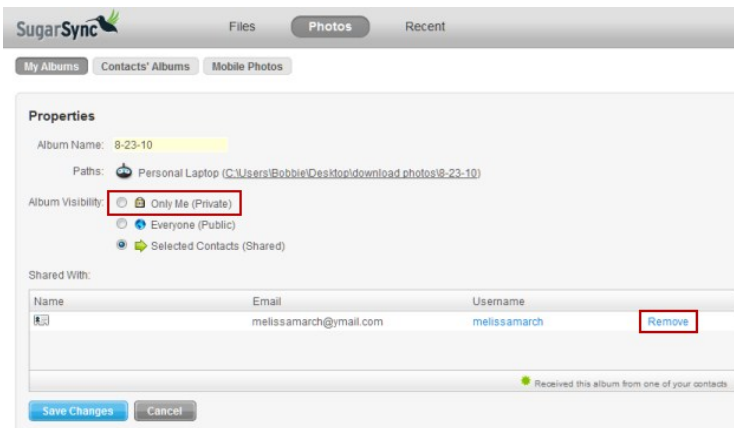
4. Type email addresses for your recipients and a message.



5. Click **Share Album**.

To stop sharing a photo album:

1. Click the SugarSync icon in the system tray (or menu bar for Mac) and select SugarSync Website.
2. Click the Photos tab at the top of the page.
3. Below the shared Album, click **Actions > Properties**. The Album Properties dialog opens.
4. To stop sharing the album with an individual, click **Remove** next to the person's name.
5. To stop sharing the album altogether, change the album visibility to **Only Me**.

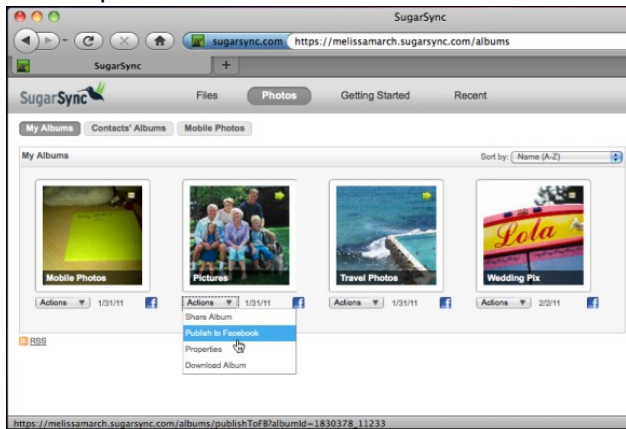


Publishing Photos or Albums to Facebook

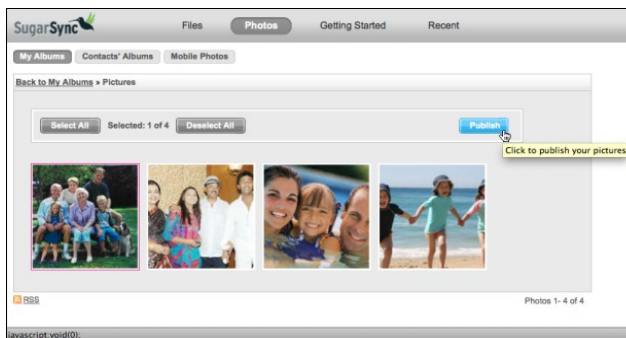
SugarSync automatically uploads photos and creates albums for any folder in your system that contains photos. These albums are visible in the SugarSync Website for you to enjoy and share with friends. Because your photos are already in the SugarSync cloud all you need to do is to select the specific album or photos to publish and SugarSync will do the rest. You don't need to manually re-upload your photos to Facebook.

To publish photos or albums to Facebook:

1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync Website**.
2. Go to the Photo tab and select the photo album with photos you want to share on Facebook.
3. From the Actions menu, select **Publish to Facebook**, or click the Facebook icon . The Photo Album opens.



4. Select the images from the album you want to publish to Facebook. A pink box around the photo indicates it is selected. If you want to publish the entire Photo Album to Facebook, you can click **Select All**.



5. When you are finished selecting photos, click **Publish**. If you are not already logged in to Facebook, a log in screen appears.
6. Enter your Facebook log in email address and password. When your Facebook page opens, SugarSync begins uploading the photos to Facebook. Depending on how many photos you selected, the upload might take a few seconds or a few minutes. You can upload a maximum of

200 photos to Facebook. When the upload is complete, your photos appear in your status.



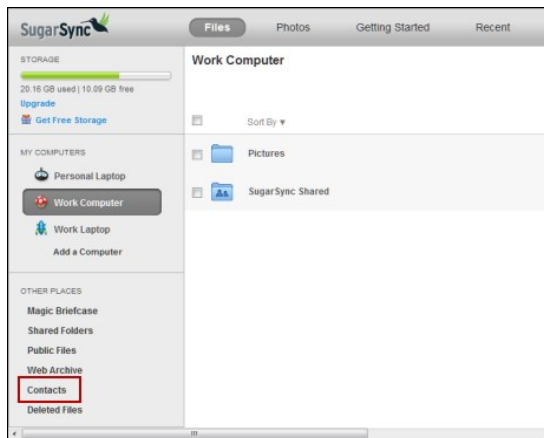
Adding or Importing Contacts

Contacts are created in SugarSync whenever you send or share a file or a folder. You can also add contacts manually one at a time, or you can import contacts from web mail accounts like Gmail or Yahoo mail. After importing your contacts, email addresses auto-complete when you begin to type them into the templates for sharing files, folders, or photo albums.

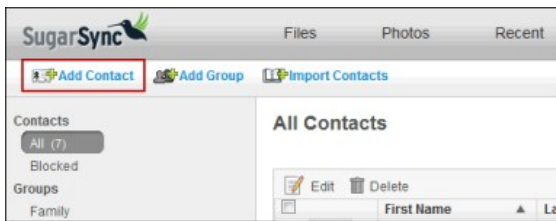
Adding a Contact

To add a contact to the SugarSync address book:

1. Click the SugarSync system tray icon and select **SugarSync Website**,
2. Click **Contacts** in the Other Places section.



3. Click **Add Contact**.



4. When the Add Contact form opens, type in as much information as you need and click **OK**.

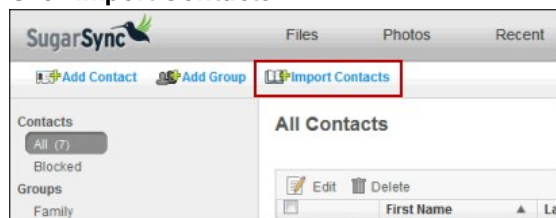
A screenshot of the 'Add Contact' form. It features a profile picture placeholder on the left. To the right, there are input fields for 'First Name' and 'Last Name'. Below these, there is a 'Change Photo' link. Further down, there are sections for 'Phones' and 'Emails'. Each section has a primary field and a 'Make primary' link. The 'Phones' section includes 'Mobile', 'Work', and 'Home' fields. The 'Emails' section includes 'Personal' and 'Work' fields. At the bottom, there are 'OK' and 'Cancel' buttons, and an 'Import Contacts' link.

Importing Contacts

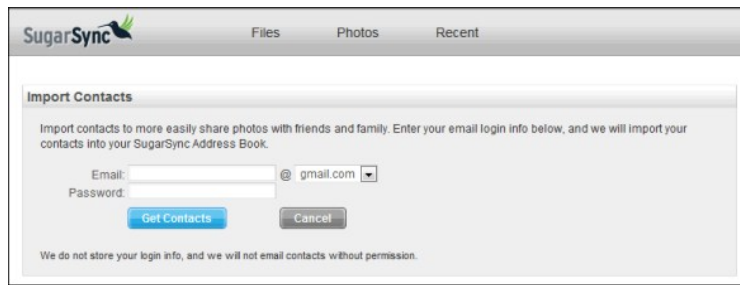
If you prefer, you can add contacts to your SugarSync address book by importing contacts from your web-based email account.

To import contacts:

1. Launch the SugarSync Website, log in, and click **Contacts** in the Other Places section.
2. Click **Import Contacts**.



3. Type in your email address and password to give SugarSync one-time access to your account. Click **Get Contacts** to import your contacts to SugarSync.



There are so many ways to take advantage of your data stored in the cloud by sharing files and folders. To review, in this section you learned:

- How to send a file,
- How to share a public link,
- How to share folders.
- How to share photo albums.

Many or all of these options are also available from your mobile device. For details on how to share using your smartphone or tablet, [visit the SugarSync Support site](#).

Chapter 8:

Restoring Files

One of the biggest reasons people use SugarSync is for the ease of restoring backup copies of their files from the cloud.

First, a little about SugarSync's online backup benefits. Data security and confidentiality are our top priorities. Only you can see your files. Your files are transferred securely using SSL and are stored in an encrypted format using 128 bit AES (the same level of protection used by major banks). All data is stored and backed up in world class data centers. When you need to restore files—because they were accidentally deleted, because your hard drive crashed, or because you overwrote a file with a change you no longer want—SugarSync has you covered.

In this section we cover topics related to restoring files from the cloud including:

- [How to restore deleted files](#)
- [How to restore past versions of a file](#)
- [How to restore your all of your data from the cloud to a new computer or hard drive](#)
- [How to restore the same folders you had before when you reinstall SugarSync](#)

Restoring Deleted Files

In SugarSync, the Deleted Files folder contains the files that have been deleted from your synced folders. This includes synced files deleted through the SugarSync Website, SugarSync File Manager, or using Windows Explorer or Mac Finder.



Deleted files count toward your storage limit. To reduce the amount of data you have stored in the cloud, you must permanently delete your files from the Deleted Files folder.

You can restore files from the Deleted Files folder. If you permanently delete files from the Deleted Files folder, they cannot be recovered or restored.



Use caution when permanently deleting files. Permanently deleted files are gone forever and cannot be restored. Make sure you are ready to **permanently delete** the files when you choose this option.

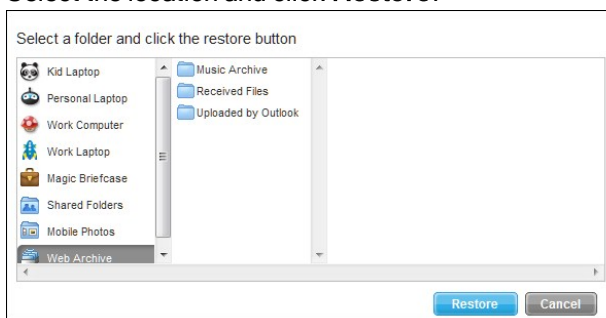
You can recover deleted files using the SugarSync Website, SugarSync Manager, or from Shared Folders.

Restoring Deleted Files Using the SugarSync Website

Files in the Deleted Files folder lose their folder structure. If you restore from the SugarSync Website, you'll have to choose the location where you restore files.

To recover deleted files from the SugarSync Website:

1. From Other Places, click **Deleted Files**.
2. Select the check box for the file or files you want to restore. A contextual menu (or action box) opens. Click **Restore**.
3. Select the location and click **Restore**.

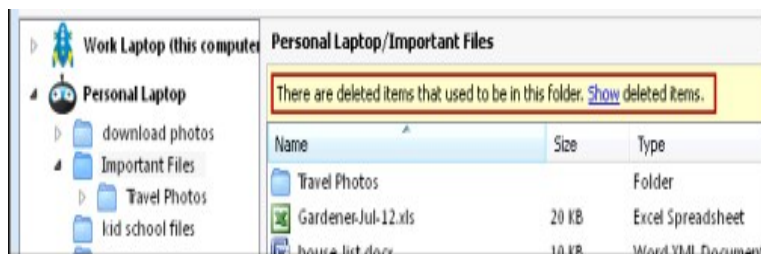


The files are restored to the location you choose. Any public links and file versions are restored as well.

Restoring Files Using SugarSync Manager

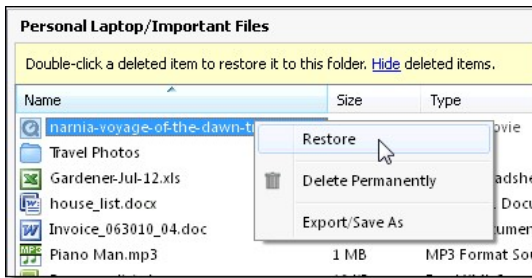
Like a Recycle Bin or Apple Trash folder, the files in the Deleted Files folder can be restored just by dragging them out of the folder. Files can be dragged out of the Deleted Files folder in SugarSync File Manager and then moved to one of your synced folders, or to any folder on your computer.

You can also restore deleted files in SugarSync File Manager by opening the folder from which the files were deleted. A light yellow band shows at the top of the screen indicating that some files have been deleted from the selected folder.



When you select the **Show** link, the deleted files appear in the folder with the status listed as **Deleted**.

You have the option of restoring them by right-clicking (control+click for Mac) on the file name and choosing **Restore**.



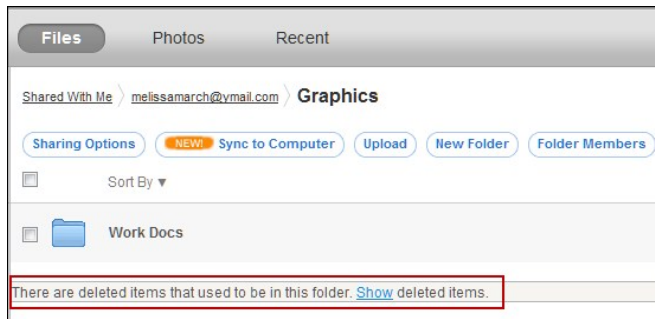
When you restore a file you have access to all of its [past versions](#).

Restoring Deleted Files from Shared Folders

Any member of a shared folder can delete a file. The file is removed from everyone's computer, but any folder member can restore the file. Only the folder owner can permanently delete the file from the shared folder.

To restore a deleted file or subfolder back to a shared folder using SugarSync Website:

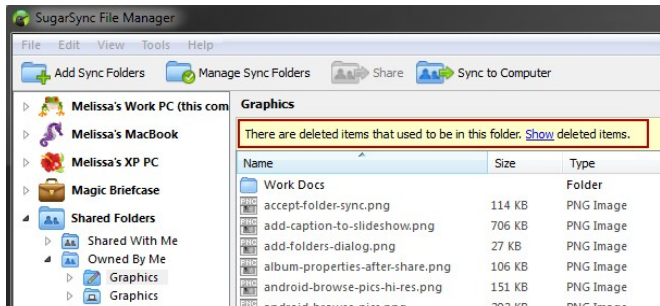
1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync Website**.
2. From the left column in Other Places, click **Shared Folders**.
3. Click the tab for **Owned By Me** or **Shared With Me** to locate the folder with file or files you want to restore.
4. Click the folder name to display the list of files for the folder.
5. Below the list of files, you will see a strip that says, "There are deleted items that used to be in this folder. Show deleted items." Click **Show** to select and restore any of the deleted files and folders.



To restore a deleted file or subfolder to a shared folder using SugarSync File Manager:

1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync File Manager**.
2. From the left column below your computers, click **Shared Folders**.
3. Click the folder for **Owned By Me** or **Shared With Me** to locate the folder with file or files you want to restore.

4. Above the list of files, you will see a yellow strip that says, "There are deleted items that used to be in this folder. Show deleted items." Click **Show** to select and restore any of the deleted files and folders.



Once the files are restored, they sync back to each member's folder.

Viewing or Restoring Past Versions of a File

SugarSync automatically saves past versions of your files. For all account types (paid and free), five past versions plus the current version of the file are saved.

Viewing or Restoring Files Using the SugarSync Website

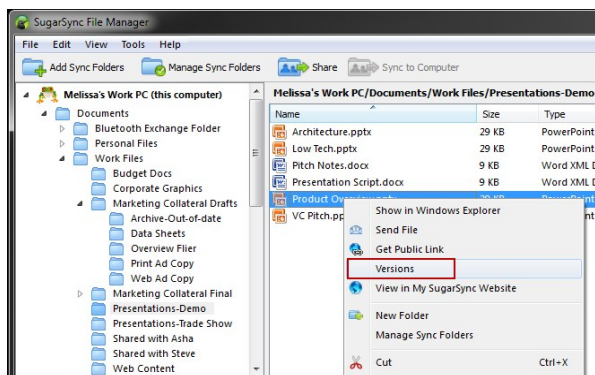
To view or restore a past version of a file from the SugarSync Website:

1. In the SugarSync Website, select the **Files** tab.
2. Browse to the desired file, then select the checkbox to the left of the file name. The contextual menu (or action box) opens.
3. Select **Versions** to open the Versions page.
4. In the **Actions** column, you have the option to **View Current** to open the most recent version of the file, or **View** to open a past version, or **Save As** to restore an older version of the file. Select your preferred action.

Viewing or Restoring Versions Using SugarSync Manager

To view or restore an older version of a file from SugarSync Manager:

1. Click the SugarSync icon in the system tray (Windows) or menu bar (Mac) and select **SugarSync File Manager**.
2. When SugarSync Manager opens, browse to the file with older versions you'd like to view or restore.
3. Right-click (or control+click for Mac) the file name and select **Versions**. The SugarSync Website opens to the Versions page.



4. In the **Actions** column, you have the option to **View Current** to open the most recent version of the file, or View or Save As for older versions of the file:
 - **View** downloads and opens the previous version of the file.
 - **Save As** lets you save the older version of the file to your computer with a new name so that the file is restored.

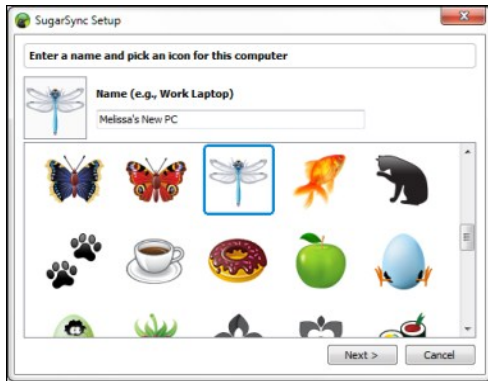
SugarSync					
Files Photos Getting Started Recent					
Versions					
19-magic-briefcase.png SugarSync maintains the last 5 versions of your files					
Date Modified	Size	Computer	Modified By	Action	
9/19/10 3:42:37 PM PDT	46 KB	Personal Laptop	Sugarsync Writer	View Current	
9/19/10 3:42:08 PM PDT	43 KB	Personal Laptop	Sugarsync Writer	View Save As	
9/13/10 7:50:12 PM PDT	33 KB	Personal Laptop	Sugarsync Writer	View Save As	
9/9/10 8:15:30 PM PDT	18 KB	Personal Laptop	Sugarsync Writer	View Save As	

Restoring Your Full Backup

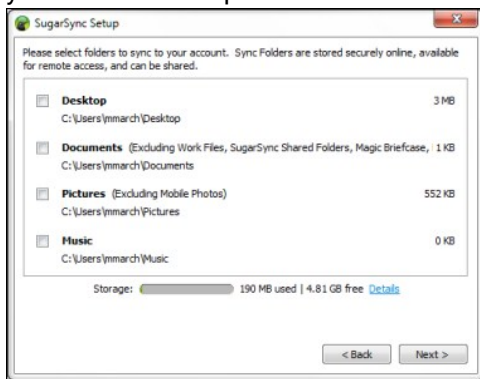
If your computer is stolen or the hard drive crashes, you can use SugarSync to restore your synced folders and files to a new computer or to a replacement hard drive. Do not [remove your old computer from SugarSync](#) until *after* you have restored all of your files.

To restore (download) your synced files and folders to a new computer:

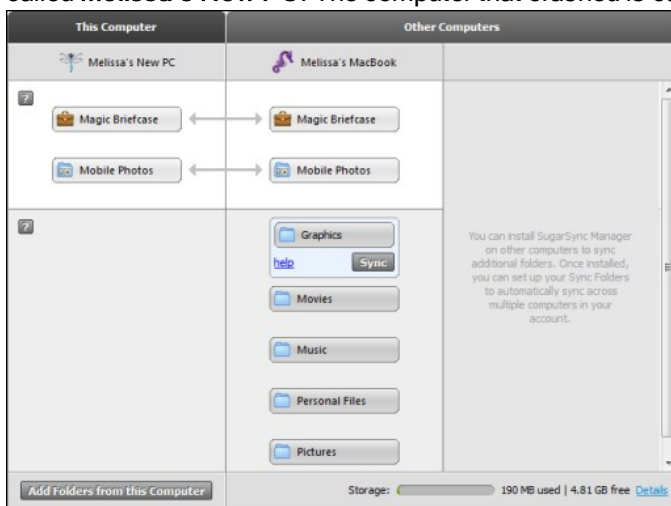
1. [Install SugarSync Manager](#) on the new computer using your existing SugarSync account information. During the installation, give the new computer a name and select an icon.



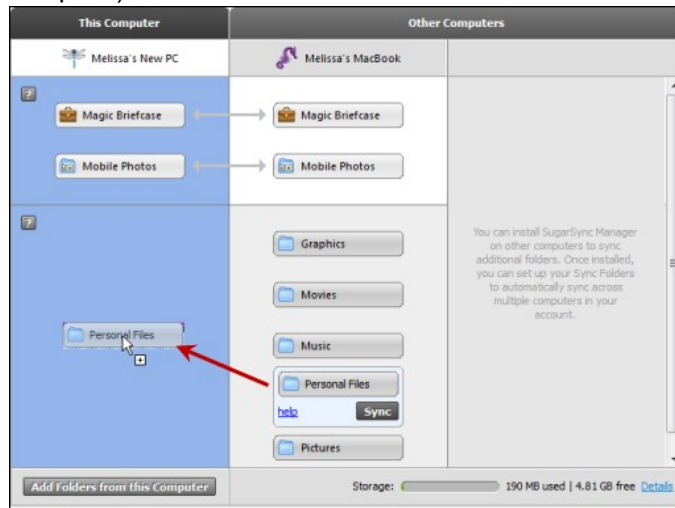
2. Deselect all the folder check boxes. You can set up new folders for syncing and [add folders](#) after your restore is complete.



3. When the installation is finished, click the SugarSync system tray icon and select **Manage Sync Folders**.
4. In the Manage sync folders dialog, you will see your synced folders from your old computer listed in a column on the right. Your current computer is on the left. In our example, the new computer is called **Melissa's New PC**. The computer that crashed is called **Melissa's MacBook**.



5. Drag your synced folders from the right column (old computer) to the left column (new computer).



6. Continue to drag your folders to the new computer.
7. Click **OK** in the Manage Sync Folders dialog and the files begin to copy to your new computer. Depending on the amount of data in the folders, the initial syncing time can take anywhere from a few minutes to a few hours.



If you had a large number of files and folder synced, you can set your upload speed to **High**, then leave your computer running overnight while your files are restored to your computer. For more information, see [Setting Preferences](#).

The Magic Briefcase and Mobile Photos folders are restored automatically to your new computer.

Removing a Computer

If you are certain that all of your data has been restored, you can remove the old computer from your SugarSync account.

If you buy a new computer, you can [sync your SugarSync folders to the new computer](#) so that all of your files are available. Make sure you back up all of your files to SugarSync and sync them to your new computer prior to removing the old computer from your account. If your old computer crashed completely, do not remove the computer until after you have restored the folders to the new computer.

When you remove a computer, SugarSync moves the files from the removed computer to [the Web Archive](#). The files are available if you need them, but your old computer will no longer show in your Manage Sync Folders dialog.

To remove your old computer:

1. Click the SugarSync icon in the system tray and select **Tools > Remove A Computer**.



2. Select your old computer and click **Remove**. The files from the old computer are moved to the [Web Archive](#). Files in Web Archive are backed up to the cloud, but are not synced. From the Web Archive, your old files can be deleted, or you can store them there in case you need them.



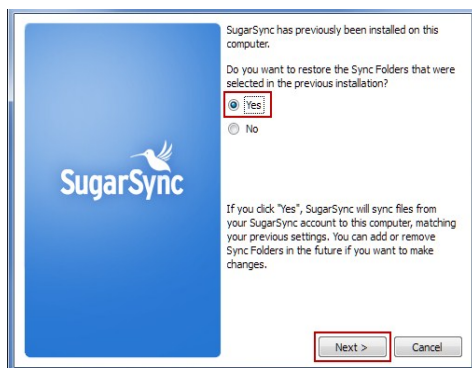
When you remove a computer, your storage meter does not change since the files are moved to Web Archive. If you no longer need these copies of your files from the removed computer and you want to reclaim storage space, [delete the files](#) from Web Archive, and then permanently delete them from the Deleted Files folder.

To view your files in Web Archive, [open the SugarSync Website](#) and click **Web Archive** from the Other Places list.

Restoring the Same Folders When You Reinstall SugarSync

If for any reason you need to re-install SugarSync Manager on a computer where SugarSync was previously installed, you can restore the same folders to the computer that you had before. SugarSync detects that the software was previously installed, and the installation process changes automatically to give you a choice: "Do you want to restore the Sync Folders that were selected in the previous installation?"

- If you select **Yes**, SugarSync syncs the folders from your SugarSync account to the computer exactly matching your previous set of folders.



- If you select **No**, you can start from scratch and choose new folders to sync.

After restoring the files, you can [add or change the folders](#) at any time.

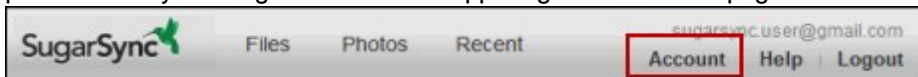
You've learned how to restore deleted files and how to restore past versions of your files using the SugarSync Website and the SugarSync File Manager. You've also learned that you can restore all of your synced files and folders to a new computer or hard drive. Make sure all of your important files are backed up in SugarSync so you can always restore the files you need. To add more folders to SugarSync, see [Adding Additional Synced Folders](#).

Appendix A: Setting Preferences

Some preferences are set in the SugarSync Website and some are set in SugarSync File Manager . SugarSync File Manager preferences are set by clicking the SugarSync system tray icon and selecting **Preferences** or **Tools**. Preferences for the SugarSync Website are set by logging in and clicking the **Account** link in the top right area of the page.

SugarSync Website Preferences

Open SugarSync Website by clicking the system tray icon and selecting **SugarSync Website**. Open preferences by clicking **Account** in the upper-right corner of the page.



The Account Page has three sections:

- Plan Details
- Notifications
- Settings.

Modifying Plan Details

Your SugarSync account details can be changed if you decide you need to upgrade for more storage, if you want to purchase a support plan, or to change the current billing method.

- **Usage:** Click Upgrade to increase the storage available for your SugarSync account.
- **Current Plan:** Click Change to review plan options on the SugarSync website.
- **Customer Care:** Click Change to purchase a plan for phone support.
- **Bonus Storage:** Click Details to see a list of email referrals you have sent and the total bonus storage earned to date.
- **Credit Card:** Click Change or Add to open a form where you can enter the credit card details for SugarSync billing.

Modifying Notifications

SugarSync sends occasional email communications to keep you updated on the status of your account, as well as a monthly Newsletter with tips and offers. You can turn these notifications off if you decide you'd rather not receive them. You can turn them back on at any time.

- **Newsletters:** Click Unsubscribe to stop receiving the monthly SugarSync newsletter
- **Send File Email:** Click Unsubscribe to stop receiving email notices about files you've sent.
- **Shared Folder Email:** Click Unsubscribe to stop receiving notices of activity for any Shared Folders. The change takes effect for new shared folders only. Shared Folders notices can be changed at the folder level for each separate folder. For more information, see [Managing Your Shared Folders](#).
- **Referral Program Email:** Click Unsubscribe to stop receiving a notice of activity about your referrals for bonus storage.

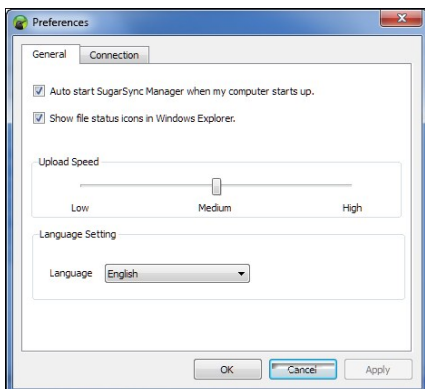
Modifying Settings

You can modify the following settings for the SugarSync Website:

- **Name:** Click Edit to change the name displayed for your SugarSync account, and the way SugarSync addresses you in email correspondence.
- **Email:** Click Add/Edit to add a second email address to your account, or to change your primary email address used for your SugarSync account. Enter a new email address, and click Add Email Address. To change the primary email for the account, select an email address and click Make Primary.
- **Password:** Click Change, type the current password, then enter and confirm a new password. Click Save.
- **Time Zone:** Click Change to reset the time zone of the account. Choose a new time zone and click Save.
- **Language Setting:** Click the current language, and then click a new language.
- **Getting Started Tab:** Click Hide to stop displaying the Getting Started tab at the top of the SugarSync Website.
- **Upload by Email:** Click Enable to generate a unique upload by email address. When you send an email with a file attachment to your Upload By Email address, the file is copied to a folder in Magic Briefcase. For more information, see [Uploading Files by Email](#).
- **Remove Computer:** Click Remove and then select a computer to remove it from your SugarSync account. For more information, see [SugarSync Manager Tools](#).

Setting SugarSync Manager Preferences

When you click the SugarSync system tray icon and select **Preferences**, a dialog opens with two tabs: **General** and **Connection**.



From the General tab, you can:

- Select or deselect the check box to **Auto start SugarSync Manager when my computer starts up**.



If you deselect the check box for **Auto start SugarSync Manager when my computer starts up**, your files cannot be synced unless you manually start SugarSync by opening the SugarSync File Manager.

- Select or deselect the check box to **Show file status icons in Explorer** (or **Finder** for Macs). See [Mac Finder and Windows Explorer Features](#) for more information.
- Select an **Upload Speed: Low, Medium, or High**. See [Speeding Up Your Backup](#) for more information.
- Select a **Language Setting: English, Chinese, German, Japanese, or Spanish**. Changes the language for the SugarSync File Manager software interface. For the new language setting to take effect, you must restart SugarSync. From the system tray icon, select **Exit**. Restart SugarSync by double-clicking the desktop icon.

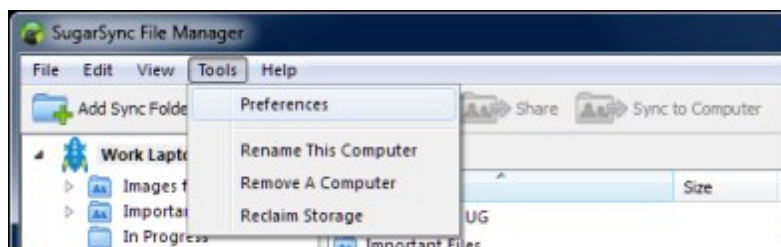
From the Connection tab, you can:

- Change your proxy settings. The default connection is a direct (no proxy) connection. You can select Auto-detect proxy settings, or you can manually enter proxy connection details including a specific address and port number.
- Enter Authentication Information. You can specify details including a user name, a password, and a domain name to authenticate your connection.

SugarSync Manager Tools

When you click the SugarSync system tray icon and select **Tools**, or when you click the **Tools** menu in SugarSync Manager, a submenu appears with three options:

- **Rename this Computer**. When you rename a computer, the display name changes in the SugarSync Website, in SugarSync File Manager, and in your mobile app.
- **Remove a Computer**. When you remove a computer, the data from the computer is moved to Web Archive. For more information, see [Removing a Computer](#).
- **Reclaim Storage**. When you elect to reclaim storage, SugarSync helps you restore orphan files and re-map disconnected folders.





Appendix B: Guide to SugarSync for Business

SugarSync for Business provides powerful backup and collaboration for business:

- Continuously back up files in real time to secure cloud storage
- Automatically sync data between computers and devices
- Share folders and files with password protection and permissions

Easily manage user access for teams and groups:

- Pooled storage for multiple users
- Enable and disable users
- Set storage limits per user

Get help when you need it:

- Access free customer phone support

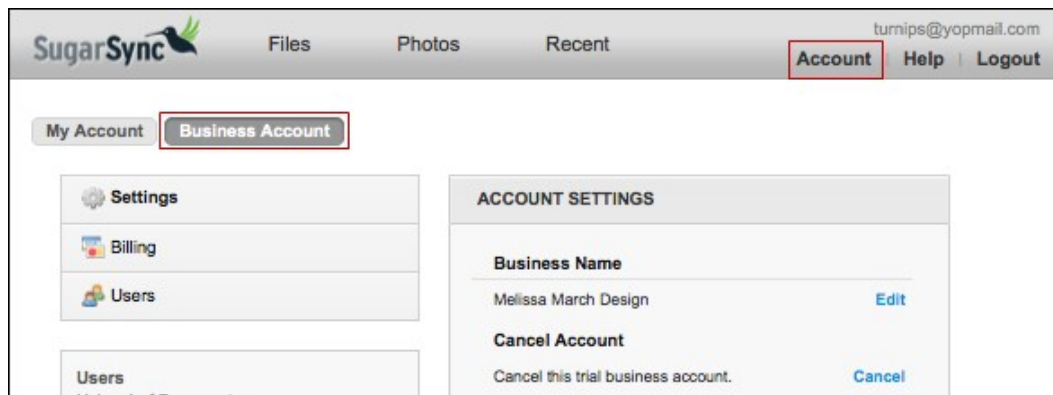
SugarSync for Business accounts start with 3 seats and 100 GB of storage and can scale up as your business grows. Add seats or storage at any time. Centralized billing lets you manage your business expenses and frees your employees from maintaining separate accounts.

For more information about plans for businesses, visit [the SugarSync website](#).

Creating a SugarSync for Business Account

The person who creates the SugarSync for Business account is designated as the permanent administrator. As the permanent administrator or "admin" you can designate secondary admins for your business account. Admins can add users and allocate storage to them.

Admins can access the administrative console by clicking the tab in the Account section of the SugarSync Website labeled **Business Account**. The **Business Account** tab shows the administrative control panel where you can add new users and allocate storage, upgrade or downgrade the account, designate secondary admins, or change billing information.



Settings for the administrator's individual account can be changed in the My Account tab.

The Business Account tab includes section links for:

- **Settings**
- **Billing**
- **Users**

Configuring Account Settings and Billing Details

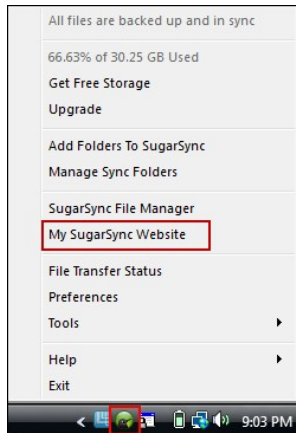
In the SugarSync for Business administrative console, you can change account and billing settings.

Account Settings

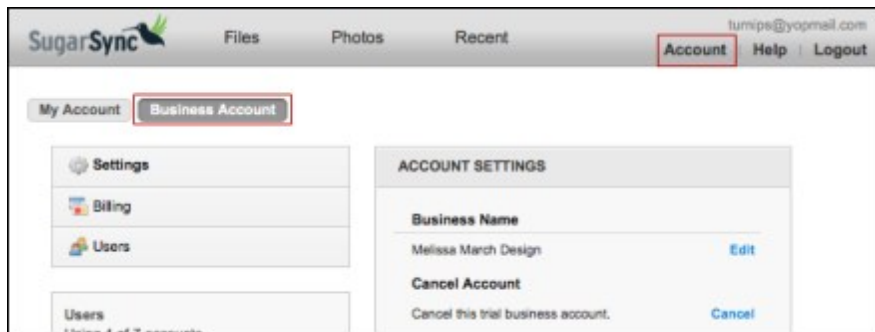
In the **Account Settings** section, administrators can change the display name for the Business Account, cancel the account, or turn on or off email notifications when users approach their storage limit.

To access Account Settings:

1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync Website**.



2. In the top right of the SugarSync page, click **Account**.
3. Select the **Business Account** tab.



4. Click **Settings**.
 - To change the business name, click **Edit**. Type the new business name and click **OK**.
 - To cancel your account, click **Cancel**. Click **Yes** to confirm the account cancellation.
 - To stop receiving notifications by email if users in the business account approach their storage quota, click **Turn off**. To turn notifications back on, click **Turn on**.

Billing Settings

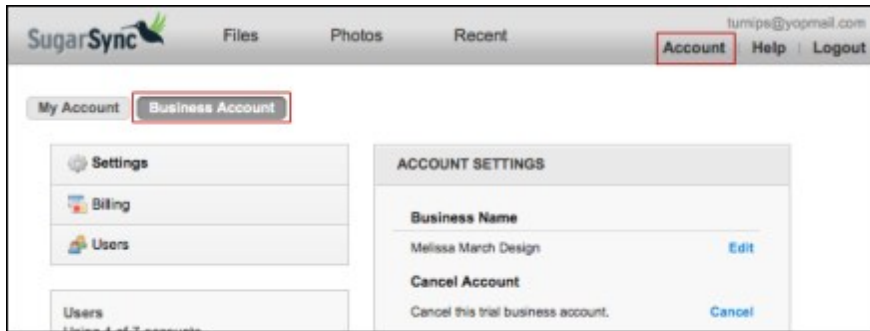
In the **Billing** section, administrators can upgrade the Business plan to add storage or user seats, downgrade the account for fewer user seats or less storage, change or update the billing credit card information, or switch from monthly billing to annual billing. Seats can be changed in single increments, and storage can be changed in 100 GB increments.



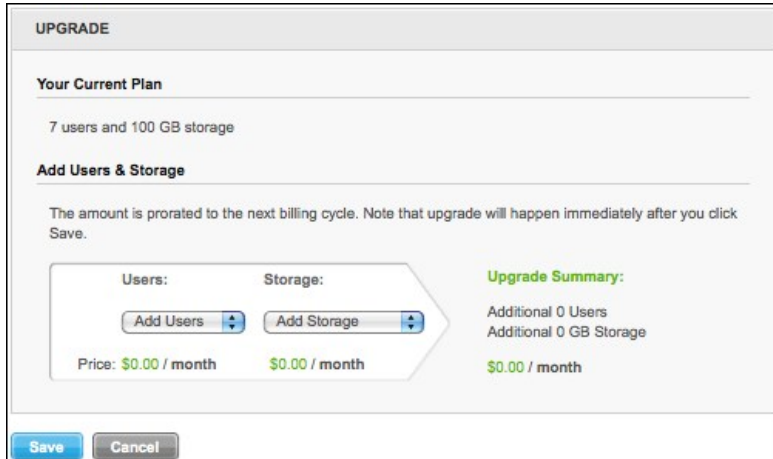
If you switch from annual billing to monthly billing, the change takes effect only after the current annual billing cycle ends.

To access the Billing Details for your Business Account:

1. Click the SugarSync icon in the system tray (or the menu bar for Macs) and select **SugarSync Website**.
2. In the top right of the SugarSync page, click **Account**.
3. Select the **Business Account** tab.



4. Click **Billing**. The Upgrade page opens.



- To upgrade your current plan, click **Upgrade**. Select the number of user seats you'd like to add to the account in addition to the current seats. Select the amount of storage you want to add in addition to your current storage amount. Click **Save** to confirm the upgrade.
- To downgrade your current plan, select the total number of users, including administrators, you want for your account. The minimum number of users for a Business Account is three. To decrease your storage, select an amount less than your current plan. The minimum storage limit for Business Accounts is 100 GB.
- To change the billing subscription from monthly to annual, in the Subscription section, click **Edit**. Select the monthly plan or the annual plan and click **Save**.



Paying for your SugarSync Business Account on an annual basis saves you a significant amount equivalent to about two months free or 20% off the monthly rate.

5. To review your billing history, see the **Billing History** section.

Managing Storage

Administrators for the Business Account can change the total storage for the account by upgrading or downgrading the account in 100 GB increments. The storage allotment for individual users can also be changed at any time.

The administrator sees a popup warning message when the total storage limit (combined storage for all users) for the account is near, and again when the total storage limit is reached. When an individual user has reached their storage limit, both the user and the administrator are notified by email.

Changing the Total Storage for the Business Account

To change the total amount of pooled storage for the Business Account:

1. From the Business Account tab, click **Billing** to open the Billing Details page.

2. To increase the storage for your current plan, click **Upgrade**. Select the amount of storage you want to add in addition to your current storage amount. Click **Save** to confirm the upgrade.
3. To decrease the storage for your current plan, click **Downgrade**. To decrease your storage, select an amount limit less than your current plan. The minimum storage limit for Business Accounts is 100 GB.

Changing a User's Storage Allocation

Individual users with a limited storage amount are not permitted to exceed their limit. Individual users with a storage limit set to **Unlimited** can use any available storage for the account.

To change an individual user's storage limit:

1. From the Business Account tab, click **Users**.
2. Click **Edit** to edit the settings for the person with the storage allocation you want to change.

3. Change the user's storage allocation to **Unlimited**, or type a new GB amount in the text box.

Edit User [Remove User \[?\]](#)

Status & Role

Status: Active [Disable Account](#)

Administrator: ☐ Assign this user as administrator
Administrator will have the ability to manage this group from the Business Account subtab.

Storage

Current Usage: 256.22 MB

Storage Limit (GB): ☐ Unlimited ☒ 1 GB

Unlimited means this user can use as much of this account's storage space as they need.

Admins can elect to receive an email notification when a user with a limited storage quota approaches their storage limit. The notice arrives when the user is within ten percent of his or her limit. Users can click a link to send a request for additional storage to their administrator.

Managing Users

With a SugarSync for Business account, administrators can assign users to available seats. Each user must have a unique user name and password. Users can be assigned an Administrator role with full permission to add new users or make changes to account settings.

In the event that a user is removed from the business account, the seat can be reassigned to a new user. Removal of a user does not automatically downgrade the account plan by one seat. Accounts can be upgraded or downgraded by a single seat as long as the account maintains the minimum three required seats.

Adding a User

Admins can add users to the Business Account at any time if additional unoccupied seats are available for the account.

To add a new user account:

1. From the Business Account tab, click **Users**.
2. Click **Add User Account**.

USERS [Add User Account](#)

Name	Role	Usage	Storage Limit	Status	
Derek Stephens	Member	0 KB	Unlimited	Pending Activation	Edit
Edgar Vasquez	Member	26.80 MB	15 GB	Active	Edit
Jackson Jones	Admin	26.80 MB	10 GB	Active	Edit
Melissa March	Admin	316.21 MB	Unlimited	Active	Edit
Tina Martin	Member	0 KB	15 GB	Pending Activation	Edit

Users: Using 5 of 7 accounts [Add User Account](#)

Storage: Used 369.81 MB | 99.64 GB Free [Upgrade](#)

3. Enter the user's first name, last name, and email address.



If the user has already has a SugarSync account prior to signing on with the Business Account, he or she must contact SugarSync Customer Care. The new Business Account cannot be installed on the same computer as the existing account.

4. Set the user's storage as **Unlimited**, or limit the user's storage by entering a storage amount in gigabytes.
5. To give the user all administrative privileges including assigning new users and allotting storage quotas, select **Assign this User as Administrator**.
6. Click **Add**. An email invitation is sent to the user. The new user verifies his or her email address and then creates an account with a unique password.

After the account is created, the user can download and [install SugarSync Manager](#) and [set up folders for syncing and sharing](#).

Adding a User with a Pre-existing SugarSync Account

Only one SugarSync account can be installed on a computer at a time. If a user has a pre-existing SugarSync account, there are two options:

- If the Business Account user wants to keep his or her existing SugarSync account (leaving his or her personal files intact), then the Business Account cannot be installed on the same computer.
- The user can cancel the existing individual account and contact SugarSync Customer Care for help on moving their files from the personal account to the new Business Account.

Disabling or Removing a User

Disabling a user prevents the person from logging in and allows the administrator to access the user's data. The data is not deleted and the seat is not freed up for another user. When you disable a user, the data from the user can still be restored, even if the user didn't return the computer or laptop.

An administrator can disable a user without his or her knowledge, or SugarSync can send an email notifying the user that his or her account status has changed from 'active' to 'disabled.' Two new links appear after the user is disabled: **Reactivate** and **Log in as this user**.

To disable a user

1. From the Business Account tab, click **Users**.
2. Click **Edit** next to the user's name.
3. Click **Disable Account** to disable the user.
4. To notify the user that he or she has been disabled, select **Email user about this change**.
5. Click **Yes** to disable the account.

After a user is disabled, an administrator can reactive the account, or [log in to the disabled account](#) to access files.

Removing a user deletes the user account, which cannot be restored. SugarSync recommends that you first disable a user so that you can retrieve data from the account. Then, remove the user so that you can reassign the seat.

To remove a user:

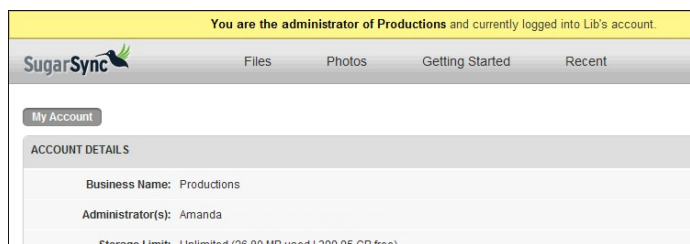
1. From the Business Account tab, click **Users**.
2. Click **Edit** next to the user's name.
3. When the Edit User page opens, click **Remove User**.



Make sure you retrieve any necessary data from the user's account by [logging in to the disabled account](#) before removing the user permanently. You cannot log in as a removed user.

Logging In as a Disabled User

Administrators can log in to a disabled account to retrieve files. When an administrator logs in as a disabled user, the SugarSync Website looks and functions like it normally does, except for a yellow band across the top that notes your status.



All data in the user's account is available to the administrator to download or delete. SugarSync retains the data for as long as you continue your Business subscription.

To log in as a disabled user:

1. Open the SugarSync Website by clicking the SugarSync system tray icon and selecting **SugarSync Website**.
2. Click **Account** to open the Account Settings page.
3. Click the **Business Account** tab.
4. Click **Users** on the Business Account page.
5. Click **Edit** next to the disabled user's name.
6. Click **Log in as User**. Download or delete files as necessary.

When you are finished, log out and log back in to your normal account.

Guide to SugarSync for Outlook

SugarSync for Outlook improves the way large attachments are handled by sending a link to your attachment rather than sending the actual file along with your message. Your recipients click the link to download your attachment directly from SugarSync. You save tons of space in your mailboxes and avoid large-file attachment issues.

With SugarSync for Outlook you can:

- [Send large files as links](#)
- [Select files from any of your synced PCs or Macs](#)
- [Track the number of downloads of each attachment](#)
- [Disable your attachment links to stop sharing any file](#)

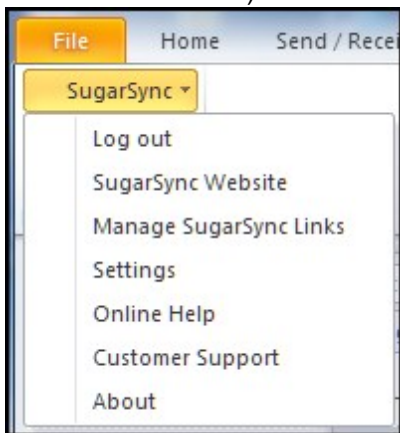
Installing SugarSync for Outlook

Make sure Outlook is closed prior to installing SugarSync for Outlook.

To install SugarSync for Outlook:

1. Open your browser to www.SugarSync.com/downloads/.
2. Click the link to download the SugarSync for Outlook installation file.
3. Close Outlook if it is currently running.
4. When the download completes, double-click the installation file and follow the prompts in the installation wizard.
5. Click **Finished**.

Open Outlook as you would normally. The menu now includes a SugarSync menu option. (For OL 2010, click the Add-Ins tab.)



Create a new message as you would normally. Now when you click **Attach**, SugarSync sends a link for files over 2 MB. To change the file size setting, see [Setting SugarSync for Outlook Preferences](#).

Sending Attachments

You can save a ton of space in your mailbox and avoid Outlook errors like 'over size-limit' by sending your attachments as SugarSync links.

Check Your Settings

SugarSync for Outlook sends your file attachment as a SugarSync link when the file size reaches the preset value of 2 MB or larger. You can change the threshold value to any file size, or you can change your settings to always send your attachments as SugarSync links. To change your settings:

1. Open Outlook and select **Settings** from the SugarSync menu.
2. Click the option to **Always send attachments using SugarSync**. You'll save tons of space in your mailbox, and all your file attachments will be backed up to SugarSync.

Attaching SugarSync Links

You can attach a link to any file on your computer—even files that are not already in SugarSync. If you select a file from outside of your SugarSync folders, SugarSync uploads the file in the background, then sends a SugarSync link with your message.

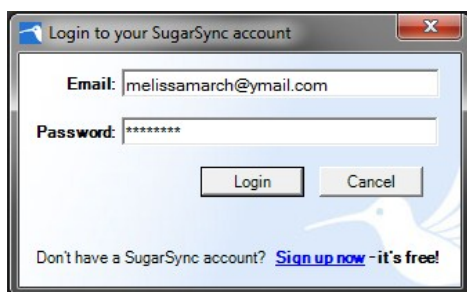
To attach a SugarSync link to an outgoing email:

1. In Outlook, create a new email message.
2. Click the standard Outlook **Attach** icon.
 - If your selected file is smaller than the preset value in your Settings (2 MB), then the file is attached as a regular Outlook attachment.
 - If your selected file is larger than the preset value, or you have changed your settings to Always send as SugarSync links, your file is attached as a SugarSync link.



SugarSync cannot detect your file if you drag it into your message rather than clicking the Attach icon. Any files dragged into your message will be sent as traditional attachments.

3. When sending files as SugarSync links, log in to your SugarSync account by entering your email address and password.



4. Select the file you want to send and click **OK**.
 - Files from outside of your synced folders (files that are not currently in the cloud) are uploaded to SugarSync, then attached as SugarSync links. You can locate these uploaded files in **Web Archive > Uploaded By Outlook**.
 - Files from SugarSync folders are attached immediately as SugarSync links.



There are a few file types that Outlook does not allow as attachments. These include any files that can easily carry viruses to your computer. For a complete list, see the Microsoft Support article [Blocked attachments in Outlook](#).

5. Select additional files if needed, and then click **Send**.

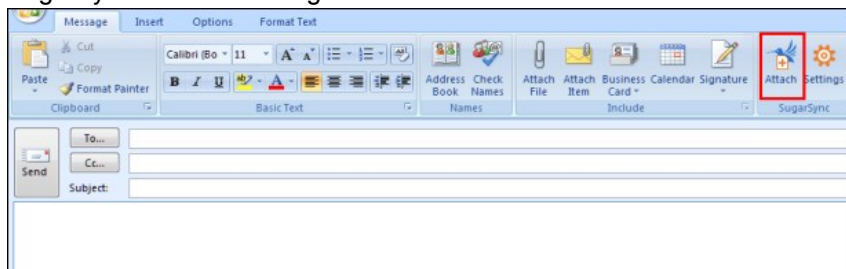
When your friends or coworkers receive your email, they can click the SugarSync link to download and open the attached file. To send attachments from a computer other than the one you are currently using, see [Attaching Files from Other Computers](#).

Attaching Links from Other Computers

You can send files from any of your computers running SugarSync by using the SugarSync Attach icon.

To send files from one of your other computers:

1. Create a new message in Outlook.
2. Click the **SugarSync Attach** icon to choose files from any of your synced computers or from SugarSync folders like Magic Briefcase.



3. Browse through your computers and folders to locate the file you'd like to send as a SugarSync link.
4. Select the file and click **OK**. The file name appears in the attachment area of your message.

5. Select additional files, if needed. Finish typing and addressing your message and then click **Send**.

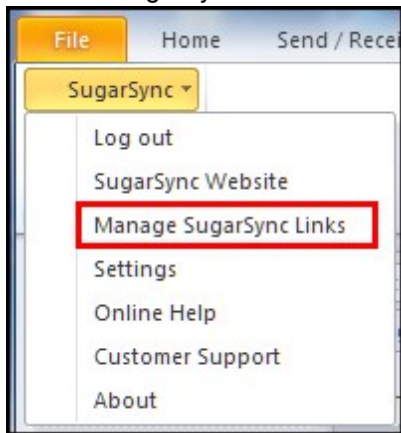
When your recipients open your email, they can click the SugarSync link to download and open the attachment.

Tracking the Number of Downloads

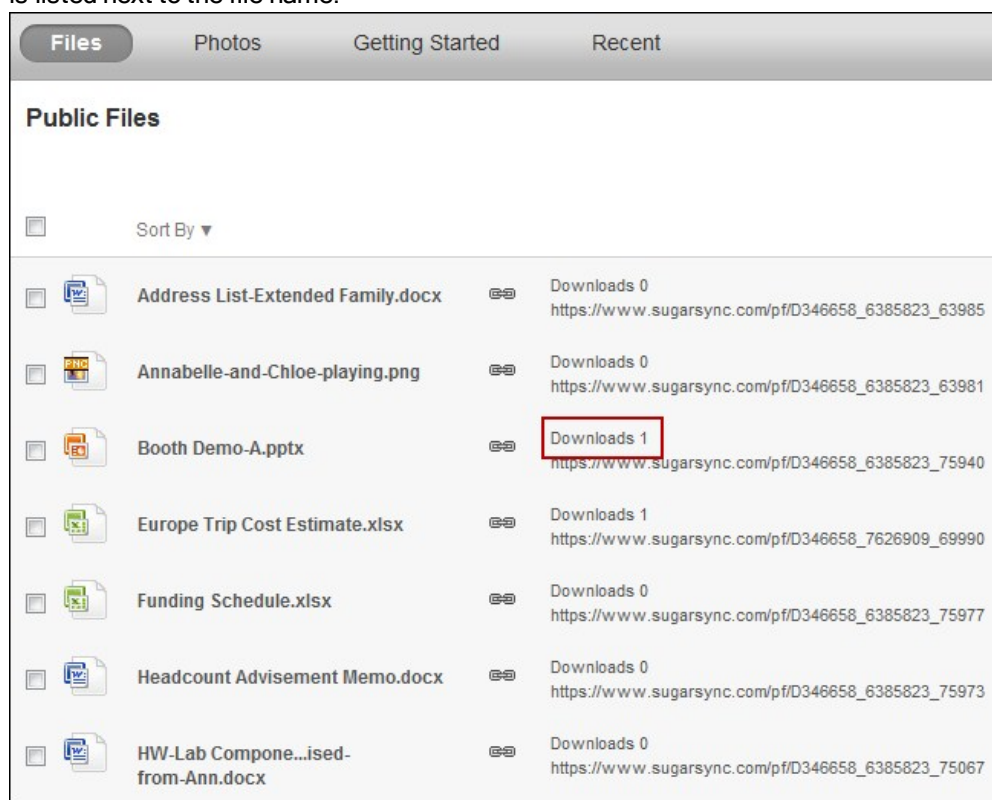
Each file you attach as a link using SugarSync is downloaded by your recipients. You can open the SugarSync Website to check the number of downloads for each file.

To view the number of times your attachment has been downloaded:

1. From the SugarSync menu at the top of the Outlook window, select **Manage Attachment Links**.



2. The Public Files page opens with a list of your attachments. The number of downloads for each is listed next to the file name.



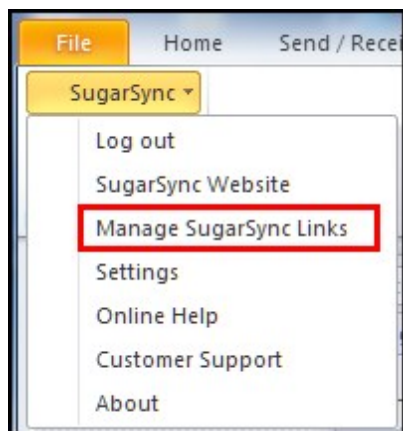
Turning Off Attachment Links

The links you send using SugarSync for Outlook are called SugarSync links or Public Links. A "Public Link" isn't really public, but it is a very easy way to send files. When you attach a SugarSync link to an outgoing email, your recipients can click the link at any time to see the most recent version of the file.

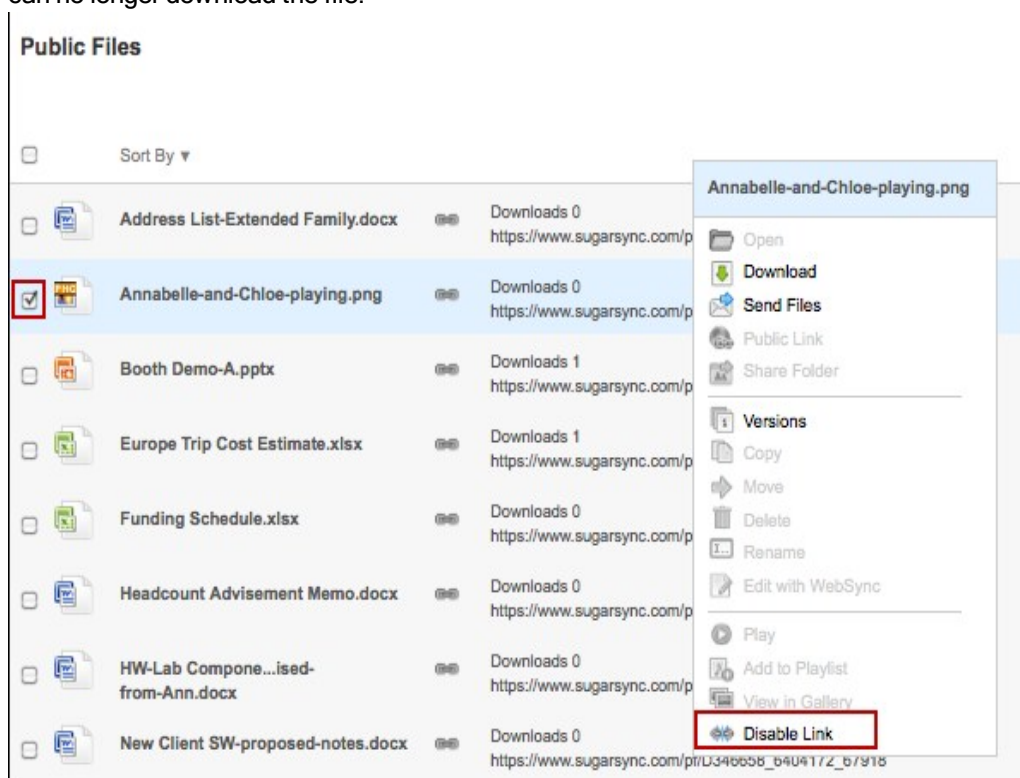
To stop sharing any file, you can turn off the SugarSync link. After you disable the link, anyone who clicks on the link from one of your past emails will see a message explaining that the file is no longer available.

To stop sharing a SugarSync link:

1. From the SugarSync menu at the top of the Outlook window, select **Manage SugarSync Links**.

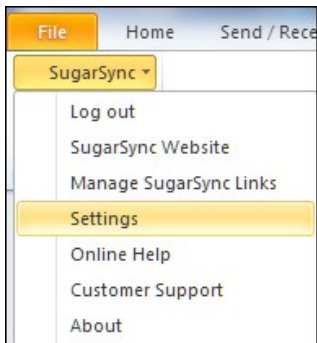


2. Check the box beside the file name and select **Disable Link**. After the link is disabled, recipients can no longer download the file.



Setting SugarSync for Outlook Preferences

You can change settings such as when to send your files as SugarSync links or which notifications you'd like to see. To open SugarSync for Outlook settings, select the Settings option from the menu.



General Settings

In the General tab, set how often you want to send files as SugarSync links. Choose one of these options:

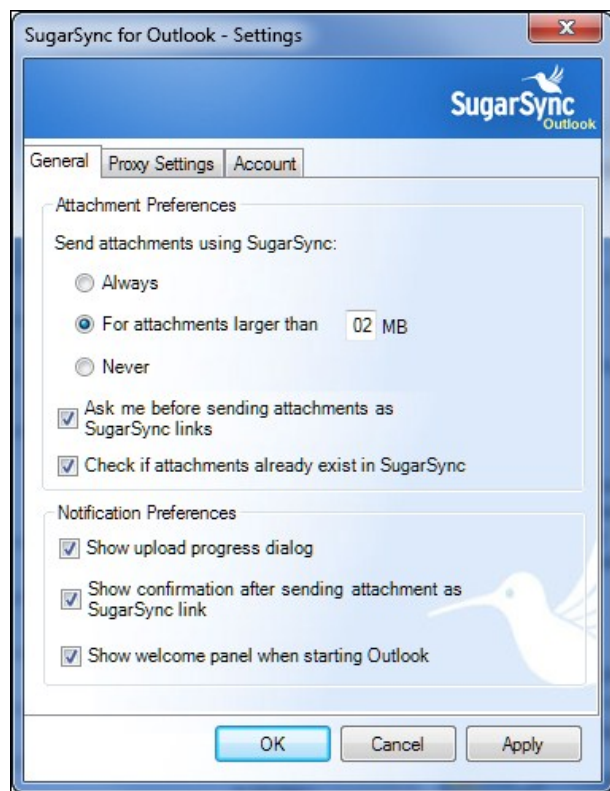
- Always send attachments as SugarSync links.
- Send attachments as SugarSync links only when the file is larger than a preset file size.
- Never send as SugarSync links.

Select or deselect the checkboxes for more options:

- Check the box if you want SugarSync to ask you each time before sending an attachment.
- Check the box if you want SugarSync to check if each file is already in SugarSync. If you deselect this option, SugarSync uploads every attachment file to Web Archive > Uploaded by Outlook.



SugarSync cannot detect your file if you drag it into your message rather than clicking the Attach icon, or if you send an attachment using the Send-to option in the contextual (right-click) menu in Explorer. Files attached to messages using these methods will be sent as traditional attachments.



You can also set Notification Preferences. Select the checkboxes if you want SugarSync for Outlook to:

- Always show a progress bar when sending attachment links.
- Display a confirmation message when attachments are sent successfully.
- Show the SugarSync Welcome screen when you open Outlook.

Proxy Settings

In the Proxy Settings tab, select the option to:

- Use a Direct Connection to connect directly to SugarSync without using a network.
- If you select the option for Proxy Server, type the address and port settings for the Proxy Server.
- If Proxy Authentication is required, select the check box and type the user name and password for the associated account.

Account Settings

The Account tab displays your current storage usage statistics.

Index

A

- add folders to SugarSync 24
- Add/Edit permissions for shared folder 74
- Android app 30

B

- before you merge folders 66
- BlackBerry app 30

C

- can't open file on mobile device 32
- can't sync subfolder to another computer 67
- change folders 43
- change shared folder permissions 76
- changing files in a synced folder 60, 64
- changing files when the computer is offline 60

D

- data security 87
- delete files from the cloud 51
- Deleted Files folder 51
 - emptying 56
 - permenently deleting files from 56
- deleting files from a shared folder 53
- difference sharing folder or album 79

- disabling Public Links 71
- DocumentsToGo 36
- download files from the web 18
- duplicate files 75

E

- editing shared files 75
- editing your files from the web 20
- emptying the Deleted Files folder 56
- encryption
 - files in storage 87
 - files in transfer 87
- exclude subfolders 44, 56
- Exit SugarSync 26

F

- Facebook 82
- file conflicts 75
- file encryption 87
- File Transfer Status 47
- files from applications using databases 7
- find SugarSync mobile app 31
- finding a file uploaded from your device 40
- finding your uploaded photos 40
- folder merge 65
- folder no longer shared after merge 67
- freeing up storage 55

G

GoodReader 36

I

installing on a PC 8

integrated file viewing and editing apps

- GoodReader, DocsToGo,
Quickoffice 36

iPad app 30

iPhone app 30

iPod app 30

J

Java required to use WebSync 21

K

keep shared folder password secure 75

knowing when your files are syncing 12

L

location for shared folders 78

log in to SugarSync 17

M

manage excluded subfolders 46

manage sync folders 23

- folder with diagonal stripes 64

Manage Sync Folders dialog

- syncing a subfolder instead 46, 67

- syncing a subfolder instead of parent
folder 67

merging a previously shared folder 67

merging files with same name 66

merging folder between PC and Mac 66

merging folders 65

merging folders with different names 66

mobile apps

- folder for synced files 33

- folders on your computer 40

- installation instructions 31

- sending a file 40, 71

- system requirements 8

Mobile Website 31

moving files into Web Archive 50

N

no app for mobile device 31

O

offline access from a mobile device 33

open SugarSync File Manager 26

open SugarSync Website 17

operating systems supported 8

Outlook files 9

P

pending sync folder 64

permanently deleted files 51, 56

post a link to a file on the web 20

post a photo or an album on Facebook 83

post Public Link to website or Twitter 71-72

preferences 57

program files can't be synced 7

PST files (from Outlook) 9

Public Link

- definition 71
 - disabling 71
 - sharing or sending 71
- publish photos to Facebook 83

Q

Quickoffice 36

R

- Read-only shared folder 74
- reclaiming storage space 55
- remove a computer 98
- remove files from the cloud 46, 51
- remove shared folder members 76
- remove temporary files 21
- required disk space 8
- restart SugarSync 26
- restore past versions of a file 20

S

- secure editing from the web 22
- security 87
- sending files to your SugarSync account 38
- set up additional folders 43
- Share Folder 20
- share photo album 81
- shared folders
- add members 77
 - create shortcut or alias 78
 - invitation example 75
 - location on your computer 75, 78
 - merging 67

permissions 74

remove members 77

sharing a photo album 79

Shell Extensions 27

show subfolder in Manager Sync Folders 67

sign up for a free account 75

starting SugarSync 8

starting your backup 9

stop sharing a folder 76

stop sharing a photo album 82

stop syncing a subfolder 44

storage space

- freeing up or reclaiming 55

subfolder syncing not allowed 67

subfolders after folder merge 66

SugarSync File Manager 24

SugarSync Manager preferences 57

Symbian app 30

sync a shared folder to your computer 77

sync across three or more computers 65

Sync button 61

Sync Folders 8

sync two computers 60

syncing a subfolder to another computer 67

syncing after computer has been off 8

syncing files back after remote editing 20

syncing files to your mobile device 33

system requirements, mobile apps 8

system tray icon 12

system tray menu 24

T

third-party apps integrated with SugarSync

- DocumentsToGo 36

- GoodReader 36

Quickoffice 36

turn off shared folder emails 76

turn off syncing for a folder 46

U

un-merging folders 66

Upload By Email address 38

Uploaded By Email folder 39

uploading email attachments 38

using a borrowed computer 18

W

Web Archive 50

WebSync 20

when does backup start 9

where deleted files go 52

Windows 7, no system tray icon 13, 23-24

Windows Mobile app 30

work on files from other computers 25