



sync.com

Getting Started 

Getting Started

Signing up	4
Desktop app installation	5
Finding the Sync folder	7
Syncing your first file	8
Syncing multiple computers	8

Web Panel

Accessing the web panel	10
File and folder menu options	10
Uploading and downloading	11
File version history	11

Backups

Recovering your files	12
Folders outside the Sync folder	12
Vault	13
Selective sync	14

Sharing

Secure links and file requests	15
Multi-user collaboration	18
Creating a shared workspace	19
Adding users	19
Permissions and remote wipe	20
Desktop notifications	21
Folder organization	21

Mobile Apps

Overview and features	22
-----------------------	----

Security

Passwords	24
Two-factor authentication	25

Troubleshooting and Support

Contact us	26 - 28
------------	---------

Welcome to Sync.com

Sync.com is your secure hard drive in the cloud.

Most cloud storage providers differ from Sync because they can access, scan and read your files. Sync's zero-knowledge storage platform ensures that only you have access to your data. We can't read your files - your privacy guaranteed.

Your files are safe, secure, and 100% private with Sync.

Why use Sync?

- Protect your files with realtime backups
- Access your files from multiple computers and devices easily
- Send and receive files securely
- Create shared workspaces to collaborate with clients, co-workers, and teams
- Meet data privacy compliance and regulations



Getting Started

Create an Account

Sync's starter plan includes 5 GB of storage space free, and never expires. The starter plan is a great way to give Sync a test drive, and includes all of the basic features needed to securely sync and share your files. You can upgrade to Pro at any time.

Signing up

1. Click the **free signup** button anywhere on the Sync.com website.
2. Enter your **email address** and a **password**.
3. Enter an optional **password hint** (a word or phrase to help you remember your password).
4. Click the **create account** button.

An important note about your password

Sync does not store, transmit, or keep a copy of your password. This is part of what makes Sync so secure. Password recovery options are available only after you've installed the Sync desktop app. As such, it's good practice to keep a copy of your password in a safe place, and provide a password hint during signup.

Email verification

Once you've signed up be sure to check your email inbox for an account verification email sent from Sync.com. The account verification step tells us that you have access to your inbox, and enables sharing functionality on your account.

Installation

Once you've signed up for Sync you'll want to install the desktop app on at least one computer. The desktop app seamlessly integrates Sync with your computer, working behind the scenes to encrypt and sync your files securely to the cloud.

System requirements

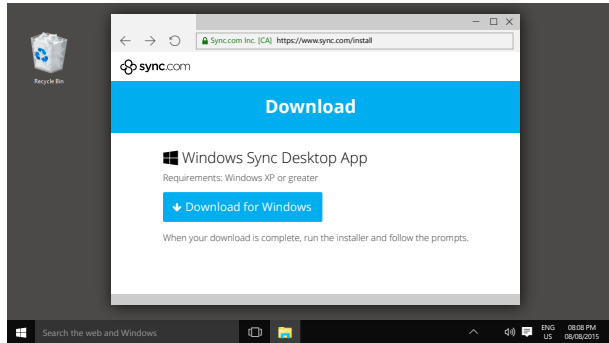
The desktop app is available for Microsoft Windows XP and later, and Mac OS X (10.5+). You'll need to be an administrator on your computer to install the app.

Downloading

Download instructions are provided during signup, or you can download the desktop app by clicking the download link located at the bottom of the Sync.com website.

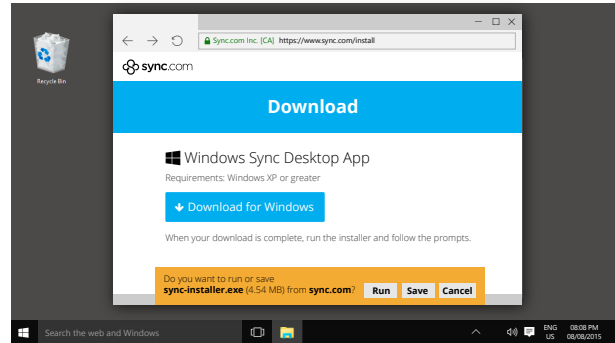
Installing on Windows

Step 1



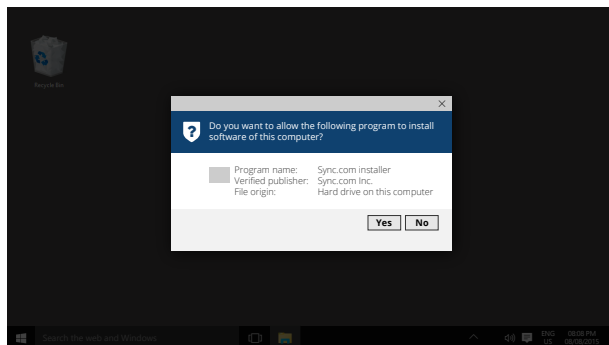
Navigate to the download page on the Sync.com website and click the **Download for Windows** link.
<https://www.sync.com/install>

Step 2



Your web browser will prompt you to run or save the sync-installer.exe program. Click **Run** when prompted.

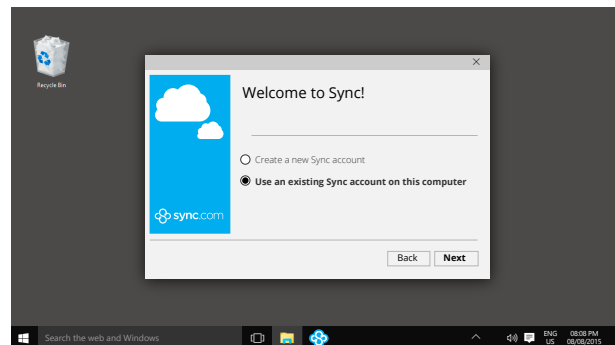
Step 3



Windows will ask you to allow Sync to install software on your computer. Click **Yes** when prompted.

Note: you may need to click the Sync icon on the Windows start bar if the installer is hidden behind other windows.

Step 4

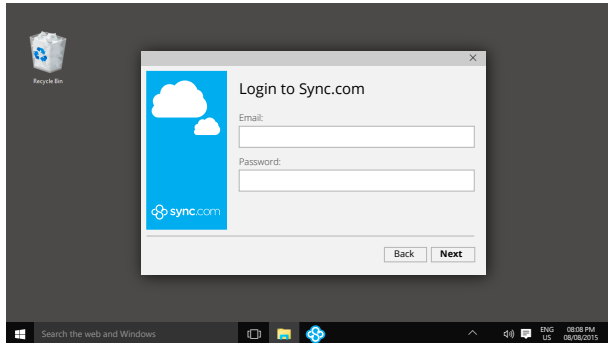


It will take a few seconds for the installer to configure itself, at which point you will be greeted with the Sync installer welcome screen.

If you've already created a Sync account (by signing up on the Sync.com website), or you're installing Sync on multiple computers, select the **Use an existing account option** and click **Next**.

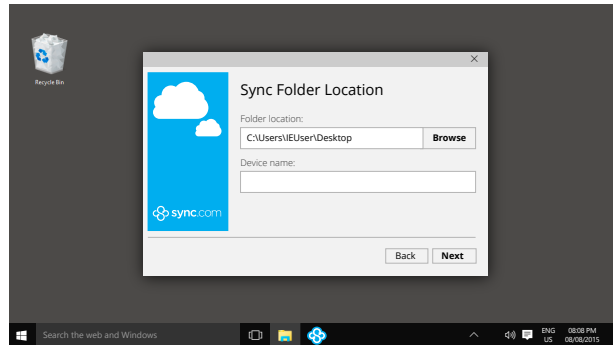
Installing on Windows

Step 5



Enter your **Email address** and **Password** and click **Next**.

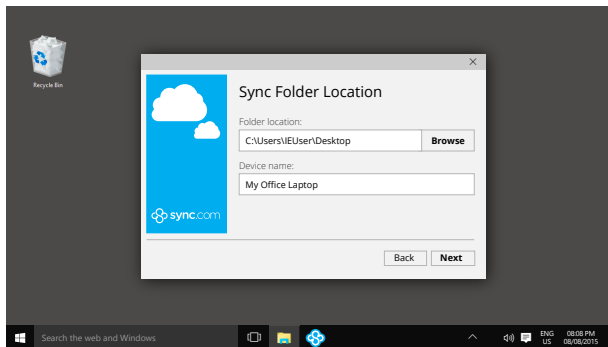
Step 6



Select a **Sync folder location**. By default the installer will create a folder named “Sync” in your Documents folder.

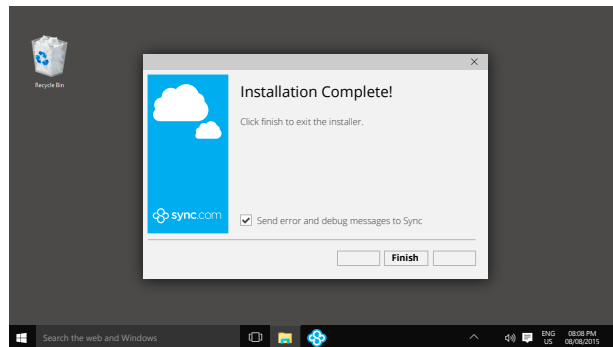
Click **Browse** to choose a different location. For example, to place the Sync folder on your Desktop, click Browse and then navigate to This PC, and select Desktop.

Step 7



Enter a **Device name** that allows you to easily identify your computer, for example “Kitchen Computer” or “Dave’s Laptop”. This is helpful if you plan to use Sync with multiple computers. Click **Next**.

Step 8



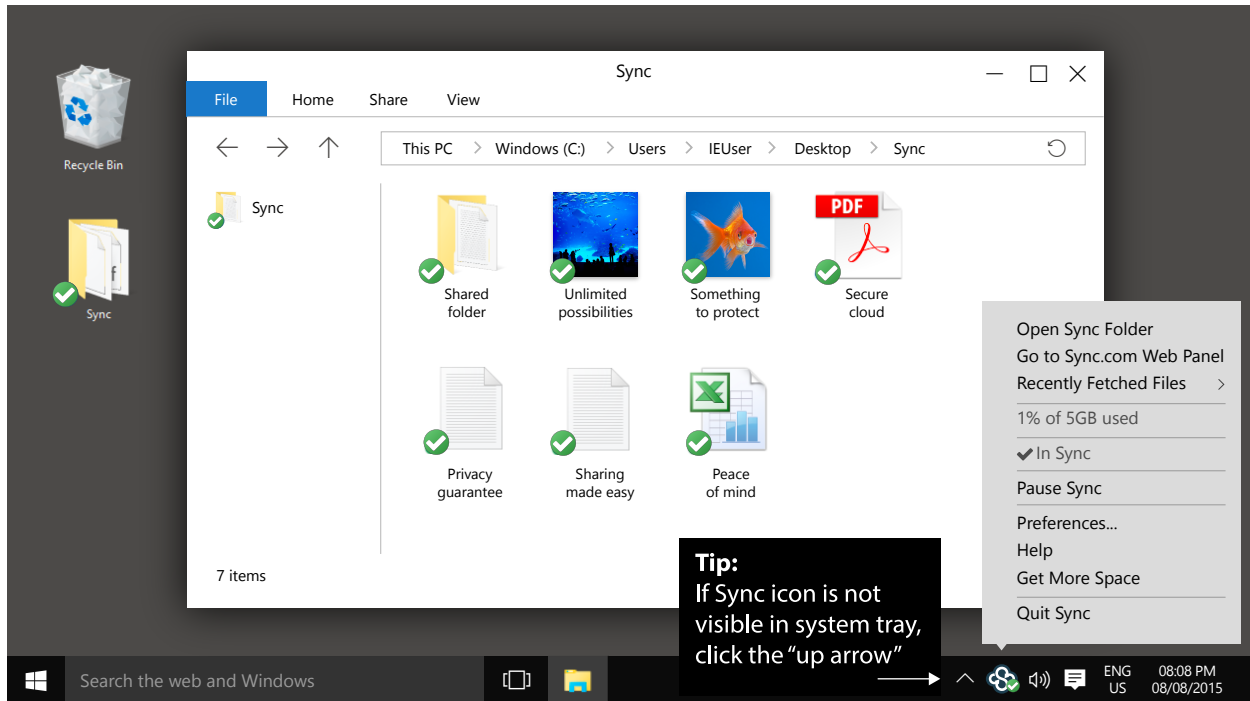
The installer will then create a new folder titled Sync at the location you specified. Click **Finish** to exit the installer.

Congratulations, you now have Sync installed on your computer!

Sync Basics

Accessing the desktop app on Windows

Once installed, the desktop app is accessible from the Windows system tray, located on bottom right-hand corner of the screen. If you don't immediately see the Sync icon in the system tray after installation you'll need to click the show hidden icons arrow first (the white up arrow).



The Sync system tray icon serves a number of purposes:

- It provides a visual cue as to the status of Sync. For example the Sync icon spins when files are being transferred, and displays a checkmark when syncing is complete.
- It provides easy access to your Sync folder, the web panel, technical support, password recovery, and app preferences (settings).

Finding the Sync folder

During installation you were prompted to select a Sync folder location on your computer. Files and folders you copy or save into the Sync folder are automatically encrypted and backed up (synced) to the cloud.

You can access the Sync folder using Windows file explorer, the same way you would access any other folder on your computer. If you're not sure where the Sync folder is located, click the Sync icon in the Windows system tray and select **Open Sync Folder**. This provides quick access to your Sync folder.

Syncing your first file

1. Navigate to the Sync folder using Windows file explorer, or by clicking the Sync icon in the Windows system tray and selecting **Open Sync Folder**.
2. Copy, save, create or **drag a file** or folder into the Sync folder on your computer.
3. You should see the system tray Sync icon spin and then display a checkmark. This means your file has synced successfully to the cloud.
4. You'll notice that Sync also places a green checkmark overlay on every file in the Sync folder to indicate which files have been successfully synced, and which files are in progress.

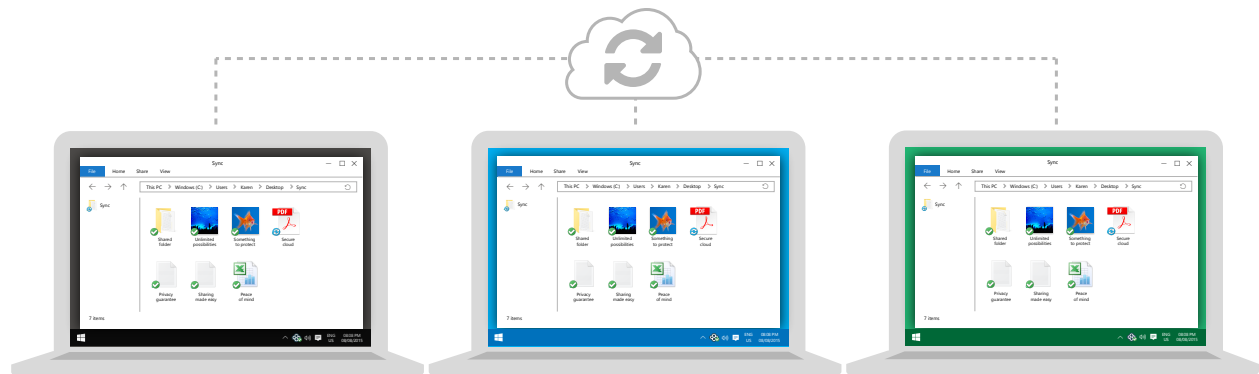
Working from the Sync folder

You can work directly from the Sync folder using virtually any Windows application. From Word and Excel, to Photoshop and Acrobat, Sync works with the desktop applications you use today.

Saving to the Sync folder ensures that your files are automatically backed up as you work on them. Simply copy existing documents to your Sync folder before opening them, or use the file menu from within any Windows application to save your file directly into the Sync folder.

Syncing Files across multiple computers

One of the primary benefits of using Sync is the ability to access your files and folders from multiple computers. Your Sync folder is automatically backed up to the cloud, and synced to any other computers you've installed the desktop app on.

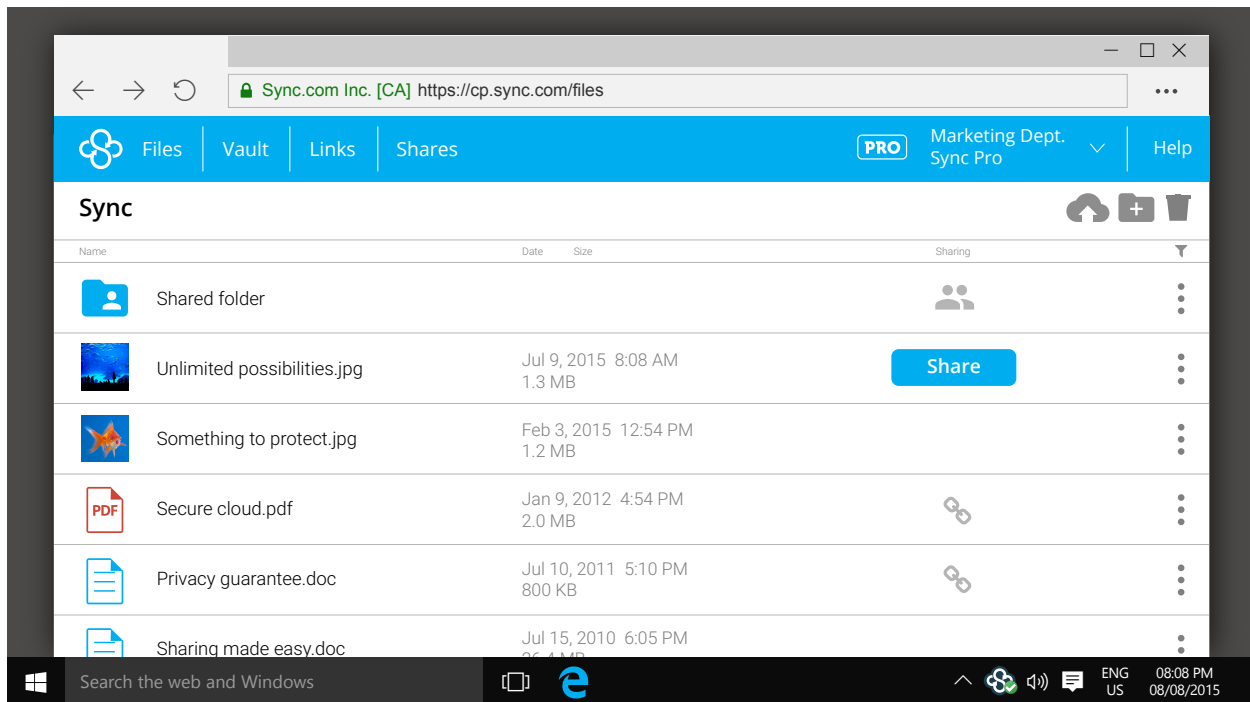


Simply download and install the desktop app on each of your computers, and the desktop app will place a copy of your Sync folder on each computer. During installation, select the **Use an existing account option**. To remove a computer, uninstall the desktop app.

Note: for multi-user business setup see page 17.

Web Panel

Sync provides web-based access to your files via the web panel. The web panel is a secure way to access your documents and account settings when you're not at your computer, or when you don't have the desktop app installed.



Web panel key features

- Securely access your files from virtually any web browser.
- Restore deleted files.
- Preview and restore file version history.
- Sharing - send files to anyone - with secure links.
- Create shared workspaces to collaborate with clients, co-workers, and teams.
- Upgrade your account: more storage space and advanced sharing controls.

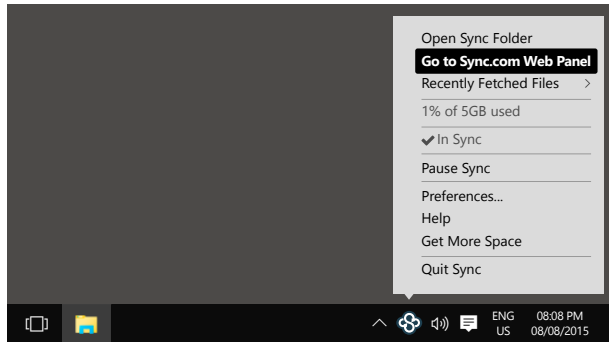
The web panel provides the same level of security, privacy and zero-knowledge encryption as the Sync desktop apps. Your files are encrypted and decrypted locally, using web browser local storage and Javascript, and your password is never transmitted.

The web panel is compatible with all modern web browsers - Internet Explorer 10+, Edge, Safari 7+, Firefox 15+ and Chrome 20+.

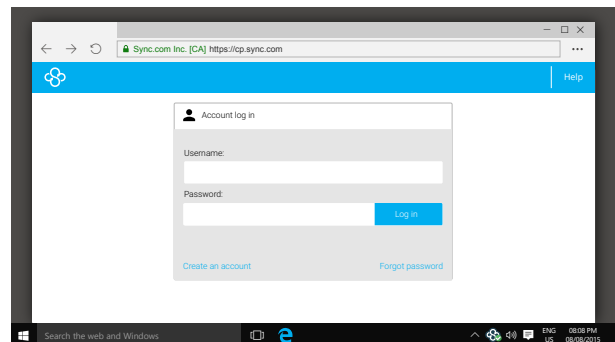
Accessing the web panel

You can access the web panel directly from the Sync desktop app by choosing Go to Sync.com Web Panel from the Sync icon in your Windows system tray. This method will log you in automatically from an authenticated desktop app using single-sign-on (SSO). Alternatively, you can click Log In at the top right corner of the Sync.com website.

Step 1



Step 2



Navigate to the web panel log in page at <https://cp.sync.com>.

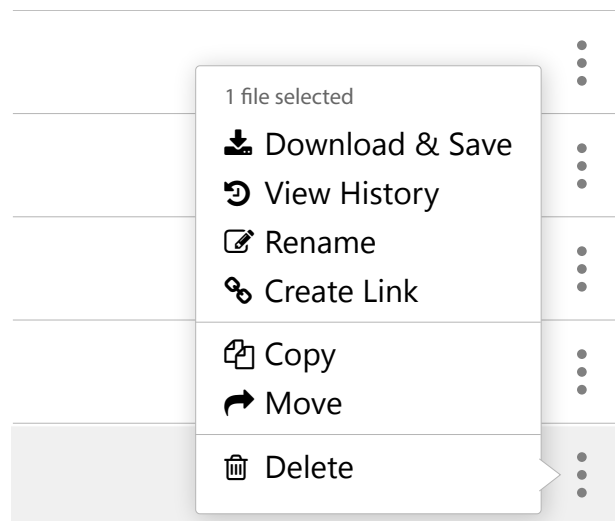
Enter your **username** (email address) and **password**, and click **Log In**.

Note: if you log in from an authenticated Sync desktop app you'll be logged in automatically (skipping the next step).

File and folder menu options


Right click on a file name, or click the **ellipsis** ⋮ beside a file or folder to open the file menu.

Options include **rename**, **copy**, **move** and **delete**. Changes you make to your files and folder structure are immediately synced to any computer you've installed the desktop app on.



Uploading files using the web panel

Files you upload within the web panel will automatically get synced to any computers that have the desktop app installed.

1. Log in to the web panel.
2. Click the **upload**  icon.
3. Click the **choose files** button.
4. Select a file from your computer and click the **select** button.
5. The file transfer dialogue box will appear, and the file will start uploading automatically.
6. When the upload is complete, click **Done** to exit.

Downloading files from the web panel

Sync provides two download methods: Private download (always the default) and Compatible download. Private download utilizes zero-knowledge encryption, however may not be compatible with all web browsers. Compatible download uses standard encryption and is compatible with all web browsers.

1. Log in to the web panel.
2. **Right click** on a file name, or click the **ellipsis** beside any file to open the file menu.
3. Select **Private Download** or **Compatible Download**.
4. This will open a file transfer dialogue box. Once the download is complete click **Save** (this process happens automatically in most browsers - you may not need to click save)
5. Downloads are saved to the web browser's default downloads folder location.

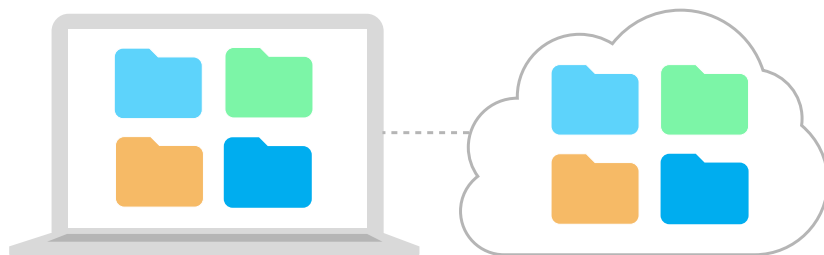
File version history

Sync keeps your data safe by keeping a copy of every change you've ever made to the files in your Sync folder. You can preview or restore any previous version of a file, at any time.

1. Log in to the web panel.
2. **Right click** on a file name, or click the **ellipsis** beside any file to open the file menu.
3. Select **View History**.
4. Select the revision and click Preview or **Restore**.

Backups

The Sync desktop app creates a special Sync folder on your computer. Files and folders you place in the Sync folder are backed up to the cloud in realtime. Backups happen automatically as the files in your Sync folder are updated.




Recovering your files to a new computer

1. Install the Sync desktop app on the new computer.
2. During installation, select the **use an existing account** option and enter your existing username (email address) and password.
3. Sync will then download and restore your files from the cloud.

Deleted file recovery

Sync keeps a hidden copy of every file you've deleted from your Sync folder. At any time you can restore a deleted file.

1. Log in to the web panel.
2. Click the **show deleted trashcan** icon  located at the top right corner of the screen.
3. The file manager will now display deleted files in grey text, alongside your regular files.
4. Right click on a file name, or click the ellipsis beside any deleted file and select **Restore**

Sync also provides the option to purge a deleted file. Purging a deleted file will remove it from the cloud completely. You cannot restore a file once it has been purged.

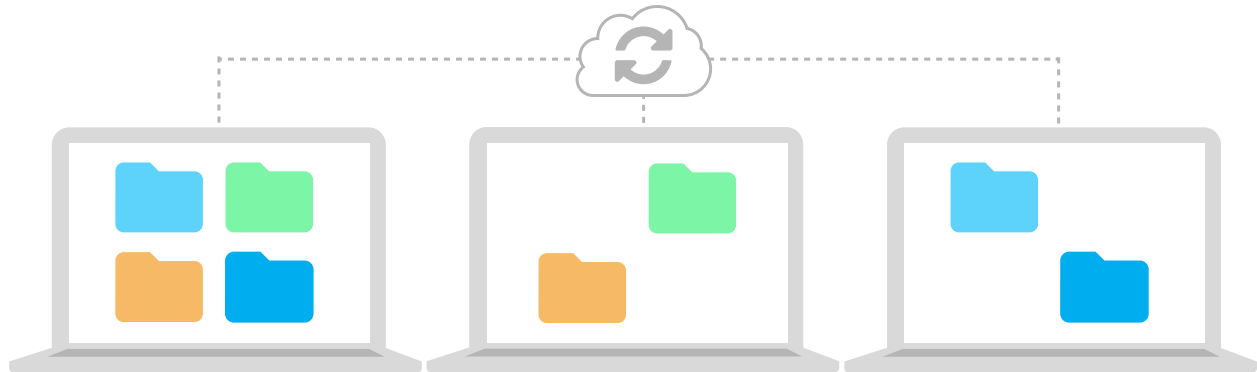
Backing up folders outside the Sync folder

Sync works best when you work directly out of the Sync folder.

That said, there may be instances when you want to backup files outside of your Sync folder - for example, if you have an external hard drive. This is possible through an operating system feature called symbolic links, or through Sync's Copy to Vault Windows file explorer integration (see page 14).

Selective Sync

When you have multiple computers running the desktop app you may want to control which folders within your Sync folder get synced to each computer. This is accomplished via selective sync.



By configuring selective sync you choose which folders sync to each computer.

Configuring selective sync

1. Click the **Sync icon** in the Windows system tray and select **Preferences**.
2. Click the **advanced tab**. This displays a list of folders currently syncing to the computer.
3. **Uncheck** folders you do not want synced.
4. Click **Apply**.
5. If you need to free up space you can proceed to delete any unchecked folders on the computer you've configured selective sync on, because these folders would no longer be actively synced on that computer. If you re-check the folders in the future, Sync will re-download them from the cloud.

Selective sync is configured per computer, and typically used when you have a primary computer with many files taking up lots of space, and a secondary computer with limited space. You would uncheck folders on the secondary computer to ensure it doesn't run out of space.

Vault

Vault is your cloud-only file archive, where files are stored in the cloud but not synced or accessible from the Sync folder on your computer.



Vaults allows you to store files in the cloud-only, freeing up space on your computers.

Moving a file or folder into Vault

1. Log in to the web panel.
2. **Right click** on a file name, or click the **ellipsis** beside any file to open the file menu.
3. Select **Move**.
4. Check the **Vault checkbox**.
5. Click **Move**.

Moving a file or folder from any location on your computer into Vault

1. Navigate to a file or folder on your computer using **Windows file explorer**,
2. **Right click** on the file or folder name
3. Select **Copy to Sync Vault**
You should see the system tray Sync icon spin for the duration of the copy, and then display a checkmark when complete. This means your file or folder has been copied successfully to Vault.
4. Click the **Sync icon** in the Windows system tray to view the transfer progress, or to cancel

Moving a file or folder out of Vault (and back to your computer)

1. Log in to the web panel.
2. Click the **Vault tab** on the top menu bar.
3. **Right click** on a file name, or click the **ellipsis** beside any file to open the file menu.
4. Select Download & Save to download an individual file. Or select **Move** to move your files back into the Sync folder via the desktop app.
5. If you selected Move, check the **Sync folder checkbox**, and click **Move**.

File Sharing with Secure Links

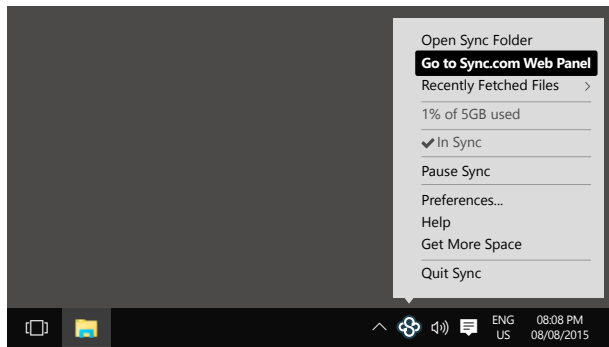
Sync allows you to securely share your files with anyone - simply by creating a link.

Key features

- Share large files via email, website and blogs, or social media by providing a link.
- Links are zero-knowledge encrypted and 100% private.
- Protect your links with passwords, expiry dates and download limits.
- Recipients of links do not need a Sync account (and will not be prompted to sign up for one)

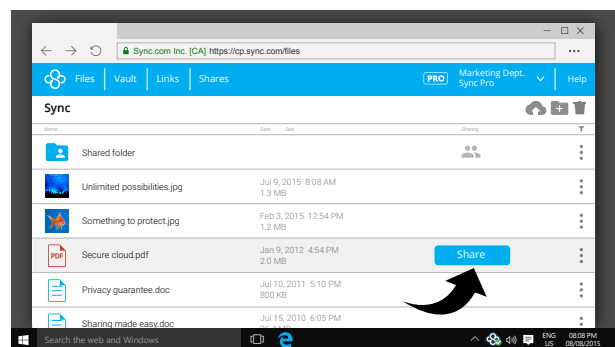
Creating a secure link

Step 1



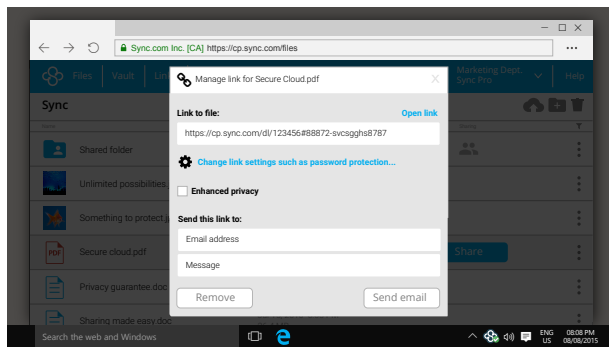
Log in to the web panel.

Step 2



Click the **share button** that appears when you hover your mouse over any file or folder. Alternatively, click the ellipses beside any file and select Create Link.

Step 3



Once the link is created you'll be presented with optional **link settings** (see page 17 for details on managing links).

Step 4

To: Dave
From: Karen
Subject: Please review this file

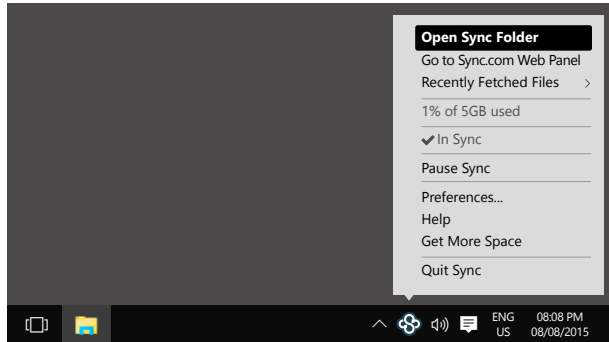
Hi Dave,
Click this link to review the file we were talking about last week:
<https://cp.sync.com/dl/123456#88872-svcsghs8787>

Copy the link **and paste** it into an email, place it on your website, or share it via social media. The recipient will be able to download and view the file simply by clicking on the link.

Creating a secure link from the desktop

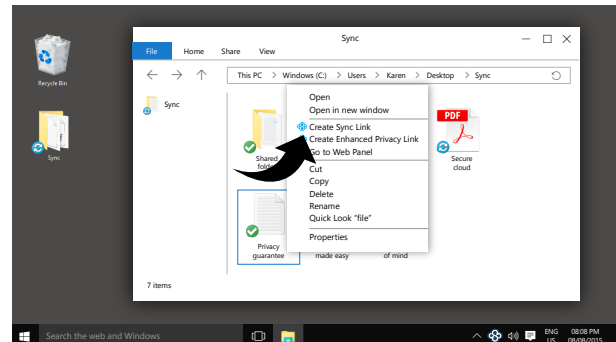
Link creation from the Windows File Explorer Finder is available on all versions of Windows. Right click on any file in your Sync folder to create a link.

Step 1



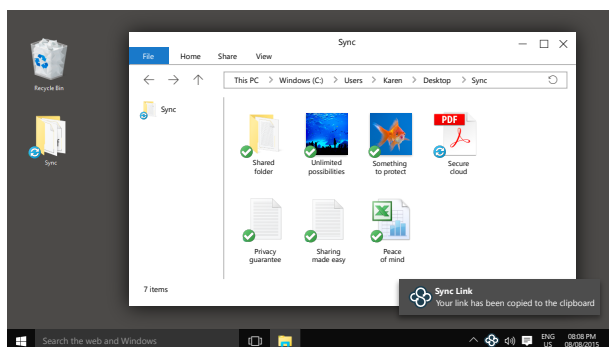
Open your Sync folder from the Windows File Explorer, or select Open Sync Folder from the Sync menu.

Step 2



Right click on any file in your Sync folder to open the file context menu. Select the **Create Link** or **Create an Enhanced Privacy Link** menu option.

Step 3



The link will be created and copied to your clipboard.

Step 4

To: Dave
From: Karen
Subject: Please review this file

Hi Dave,
Click this link to review the file we were talking about last week:
<https://cp.sync.com/dl/123456#88872-svcsgghs8787>

Paste the link into an email, place it on your website, or share it via social media. The recipient will be able to download and view the file simply by clicking on the link.

Managing Secure Links

Log into the web panel and click the **Links tab** at the top of the screen to access link settings. Alternatively, right click the file from the File Explorer and select **Manage Sync Link**.

Enhanced privacy option

Selecting this option adds zero-knowledge encryption (in addition to standard encryption), making the link more private. Be aware that recipients of the link will then be required to use Chrome, Firefox, Internet Explorer 10+ or Edge. The enhanced privacy option is not supported by Safari, most mobile browsers, or linked files larger than 500 MB.

Password protection

If you set a password the recipient of the link will be prompted to enter the password to gain access to the link. You'll have to inform the recipient what the password is.

PRO Link expiry date

If you set an expiry date, your link will automatically stop working at the date and time of expiry. This is a great way to secure time-sensitive information.

PRO Set download limit

Your link will no longer be accessible once the download limit has been reached.

PRO Enable notifications

Receive an email each time one of your links has been downloaded.

PRO Enable upload / requesting files (option available on linked folders)

By default links are read-only (download only). By enabling uploads, the recipient of a link can add their own files to the linked folder (no Sync account required). Recipients will not be able to overwrite or modify existing files, they will only be able to add new files.

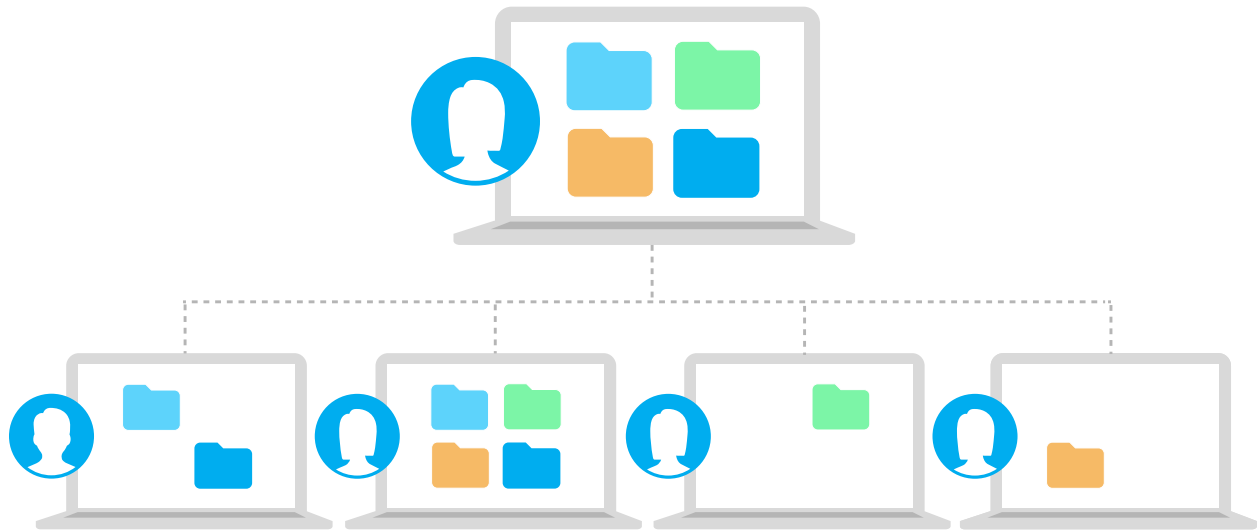
Uploaded files can be hidden from view by enabling the optional **hide contents** selection, which is useful if multiple recipients have access to the same link.

Disabling and removing a link

Click the **Remove link button** from the manage link settings. Alternatively, renaming a linked file will also disable the link.

Multi-User Setup and Collaboration

Sync can be setup for use with multiple users, typical in a business environment where administrative access control is required. Multi-user collaboration allows you to securely share folders and collaborate on files with clients and co-workers, in a fully managed work space.



With multi-user collaboration you'll create shared workspaces, and add users to these workspaces. This feature provides administrative control in an office environment with multiple employees, and is an easy way to collaborate with remote employees, clients or customers.

Key features

- Administration controls for easy on-boarding and off-boarding of users.
- Per user file permissions (read only, read and write).
- Per user remote wipe (remotely delete shared data from a user's computer or device).
- File audit logs, file version history and restore.
- Deleted file recovery.
- Collaboration features are zero-knowledge encrypted and 100% private.

PRO Requirements

Multi-user collaboration can be setup with both Sync free and Sync Pro plans, however advanced administrative controls are only available to Sync Pro users.

Creating a shared folder workspace

1. Log in to the web panel.
2. Click the **Shares tab** on the top menu bar.
3. Click the **Create Share** button. By creating a share you'll automatically become the Administrator.
4. Enter a **folder name**. Users you add will be given access to this folder. Alternatively, you can create a share on existing folders by clicking the share button that appears when you hover your mouse over any folder in the web panel.
5. Enter the **email addresses** of the users you wish to add to the share. Each user will be sent an invite email, with an authorization link to join the share.
6. Select the appropriate **file permissions** for the users you've added. Permissions are adjustable per-user once the share has been added, and you can continue to add additional users once the share has been added.
7. Enter a **display name**. The display is your visible name on the share, as seen by the other users of the share.

Management

Administrative controls are accessible from the shares tab in the web interface.

1. Log in to the Web Panel.
2. Click the **Shares tab** on the top menu bar.
3. Click the **gear icon** beside any share to access settings and administration.

Adding users

1. Log in to the web panel.
2. Click the **Shares tab** on the top menu bar.
3. Click the **gear icon** beside any share to access settings and administration.
4. Click the **+ Add User** tab.
5. Enter the **email address** of the user you wish to add to the share. The user will be sent an on-boarding email, with an authorization link to join the share.
6. Select the appropriate **file permissions** for the user.
7. Click the **Send Invites** button.

Joining a share

The invite email contains an authorization link to join the share. If the user already has a Sync account, they simply need to click the link to join the share.

Users who do not yet have Sync accounts will be prompted to create an account. If the share is 5 GB or less in size a free Sync account is all that is required. Once the user creates an account you'll be notified, via email, with an extra authorization step to maintain the security of the share.

PRO Managing user permissions

1. Log in to the web panel.
2. Click the **Shares tab** on the top menu bar.
3. Click the **gear icon** beside any share to access settings and administration.
4. Click the **Permissions** button beside any user to selectively set permissions per user
 - Can view** - sets read-only access to the files in the share
 - Can edit** - set read and write access access to the files in the share
 - Can invite** - gives the user admin access to add other users
 - Can see others** - gives the user the ability to see user activity on the share
5. Permissions are immediately applied when you select or deselect the checkbox

Removing users and remote wipe

1. Log in to the web panel.
2. Click the **Shares tab** on the top menu bar.
3. Click the **gear icon** beside any share to access settings and administration.
4. **Check the checkbox** to the left of the user you wish to remove.
5. Select or deselect the **remote wipe** option. When selected, remote wipe will permanently delete all shared files on the user's remote computer and devices.
6. Click the **remove selected users** button.


File audit logs and version control

When working in a multi-user environment, it is important to keep tabs on the activity of each user. Sync keeps a record of all file activity in the form of file audit logs that include file version history and the ability to preview restore any previous version of a file.

To access file history:

1. Log in to the web panel.
2. Navigate into any shared folder.
3. **Right click** on a file name, or click the **ellipsis** beside any file to open the file menu.
4. Select **View History**. This option displays a visible log of every user action and revision made to the file. You can easily see who has made edits and modification, and easily preview or restore any previous version of a file.
5. To preview or restore a previous version select the file revision and click **Preview** or Restore.

Deleted file recovery

You can easily restore and recover deleted files in a shared folder workspace by clicking the the show deleted trashcan icon  located at the top right corner of the web panel screen.

Desktop notifications

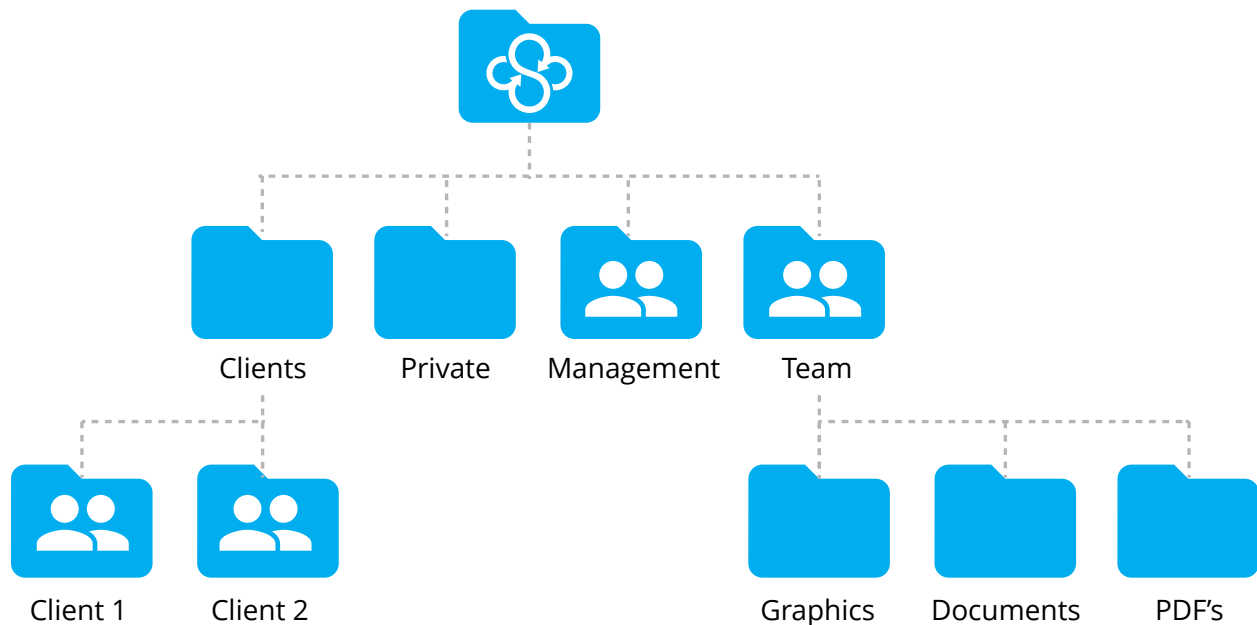
The Sync desktop app will display onscreen notifications to all users associated with a shared folder workspace whenever there has been an edit, addition, or deletion to the files within the share. This feature can be enabled or disabled by each user of the share.

1. Click the **Sync icon** in the Windows system tray and select **Preferences**.
2. Click the **options tab**.
3. Check or uncheck **Show Desktop Notifications**.

Folder Organization

Sync allows you to create as many shared folders as you wish, however you can only share a top-level folder or its sub-folders, but not both. As such, a flat folder structure is recommended to ensure that access is clearly defined and easily understood by all users.

In general, it's easiest to organize your shares based on who needs access. For example you could organize by employees or teams, or organize by project or client.



In this example the team has access to all of the folders within the team folder, whereas the client and management folders are shared separately.

Mobile Apps

With Sync you can easily access and preview your files from any iPhone, iPad, or Android device.

Key features

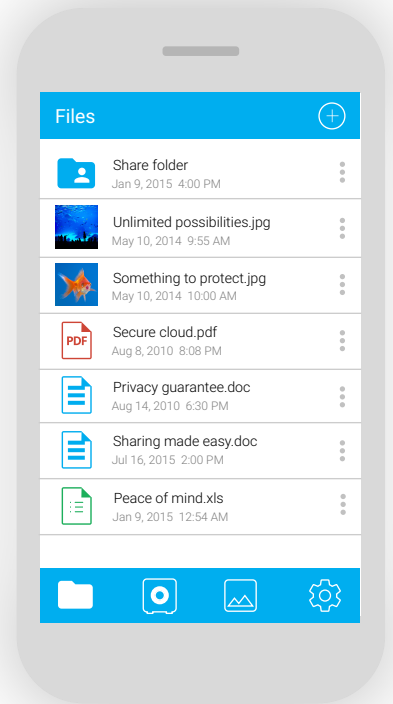
- Preview and share your files from your smartphone or tablet.
- Files are downloaded on demand, rather than synced.
- Upload files from your phone or tablet to your Sync account.
- Automatic camera upload.
- Passcode lock for added security.
- Mobile apps are zero-knowledge encrypted and 100% private.

Installation

Sync's mobile apps are available from the Apple App Store or Google Play Store. Simply search for "Sync.com" to find the app and install.



<https://itunes.apple.com/us/app/sync.com/id917410266>
<https://play.google.com/store/apps/details?id=com.sync.mobileapp>



When you run the app for the first time you'll be prompted to login with your Sync username (email address) and password. Once logged in you'll have access to your files via an easy to navigate file browser.

Previewing and sharing files

1. Open the Sync mobile app on your phone or tablet.
2. Tap the **folder icon** at the bottom left of the screen to open the Sync folder file listing.
3. Tap a file name to download and preview the file, or tap the **ellipsis** \vdots beside any file to open the file menu, and select **Preview**.
4. The file will then download to your phone, and open up automatically in a preview window. Android users may be prompted to select an external helper app to preview the file.
5. From the preview window tap the **share icon** to share the file via your phones native share functions.

Uploading files

1. Open the Sync mobile app on your phone or tablet.
2. Tap the **folder icon** at the bottom left of the screen to open the Sync folder file listing.
3. Tap the **large ellipses** icon on the blue bar at the top right of your screen.
4. Select **upload**.
5. Select the file you wish to upload and tap **Upload**.
6. Photos and files you upload will be synced to any other computers you've installed the desktop app on.

Automatic Camera Upload

With automatic camera upload enabled, every time you take a photo on your phone or tablet, it will be automatically uploaded to your Sync account. To enable camera upload:

1. Open the Sync mobile app on your phone or tablet.
2. Tap the **gear icon** at the bottom right of the screen to open settings.
3. Tap **Camera Upload**.
4. Tap Enabled (or **Enabled on Wifi Only**). Automatic camera upload can use up a lot of mobile data - we recommend enabling on wifi only for this reason.
5. Automatic camera upload will create a folder in your Sync folder titled "Camera Upload", which will be synced automatically to any other computers you've installed the desktop app on (use selective sync to configure which computers get camera uploads).

Passcode lock

For added privacy Sync's mobile app includes a passcode lock feature. When enabled, the mobile app will lock itself with a four digit code whenever you leave the app or your phone goes to the lock screen. To enable passcode lock:

1. Open the Sync mobile app on your phone or tablet.
2. Tap the **gear icon** at the bottom right of the screen to open settings.
3. Tap the **Passcode Lock** switch.
4. Enter and re-enter a four digit **PIN code**.
5. Passcode lock is now enabled.

If you forget your PIN code you'll need to uninstall and reinstall the app.

Security and Privacy

Overview

At Sync we're serious about protecting your security and privacy in the cloud.

To keep your files safe and secure Sync utilizes end-to-end, zero-knowledge encryption on all files and file meta data. "Zero-knowledge" means we absolutely cannot access, or provide access to the encrypted data stored on our servers, because only you have access to the encryption keys.

While most consumer grade cloud storage providers also offer encryption, they keep a copy of your encryption keys, which gives them backdoor access to your data. This is the wrong approach to security and privacy in the cloud, and it's the reason why we built Sync in the first place.

Passwords

Sync does not store or transmit your password. In fact, your password remains local on your computer or device at all times - even when using the web panel. This is part of what makes Sync so secure. But it also means that's it's more difficult to recover a forgotten password because we can't easily provide a temporary password, or reset it for you.

When creating a password do not reuse a password that you've used elsewhere. Most online services do not provide the same level of security as Sync, and as such reusing passwords could lead to unauthorized access on your account.

Password recovery

Password recovery options are available only after you've installed the Sync desktop app. As such, it's good practice to keep a written copy of your password in a safe place, and provide a password hint during signup.

Password hint

A password hint is a word or phrase you create, to help you remember your password. Because password hints are sent to you via email, you'll want to ensure that your password hint is a clue that only you would understand. To set a password hint:

1. Log into the web panel.
2. Access **Account Settings** from the dropdown menu at the top right corner of the screen.
3. Click the **Security tab**.
4. Enable password hint.
5. Your password hint will be emailed to you in the event that you've forgotten your password.

Changing your password

If you've forgotten your password or simply want to change it, you can do so anytime through the Sync desktop app. Passwords can only be changed via the desktop app.

1. Click the **Sync icon** in the Windows system tray and select Preferences.
2. Click the **Account tab**.
3. Enter a **new password**. Write your password down and keep it in a safe place.

Password lock

The password lock features allows you to disable the password change functionality for any computer you've installed the desktop app on.

1. Log into the web panel.
2. Access **Account Settings** from the dropdown menu at the top right corner of the screen.
3. Click the **Devices tab**.
4. Enable or disable password lock on a per device basis. Note: this feature requires two-factor authentication to be enabled, as well as a password hint to be set (otherwise the feature will not be available).

Two-factor authentication

Enabling two-factor authentication adds an extra level of security on all web-based Sync.com features. Once enabled, Sync will either email you a six digit code after you enter your password, or you can use an authenticator app like Google Authenticator to get the code. To enable two factor authentication:

1. Log into the web panel.
2. Access **Account Settings** from the dropdown menu at the top right corner of the screen.
3. Click the **Security tab**.
4. Enable two-factor authentication for email, or for Google Authenticator.

Remote device lockout

In the event that your computer or device gets lost or stolen, Sync provides remote lockout from the web panel. Remote lockout allows you to disable any computer or device attached to your Sync account. To enable or disable a device remotely:

1. Log into the web panel.
2. Access **Account Settings** from the dropdown menu at the top right corner of the screen.
3. Click the **Devices tab**.
4. Click **Delete** beside the device you wish to disable. You can also re-enable a device if needed.

Remote session management

The Devices tab also provides an overview of all web browsers currently logged into the web panel on the account, with the ability to remotely logout any session.

Remote wipe

Remote wipe is available as part of Sync's multi-user collaboration functionality. The administrator of a shared folder workspace has the ability to remotely wipe data from any Sync user managed on a share. Remote wipe will permanently delete all files on a user's computer and device.

Permission handling

Per-user permission handling is available as part of Sync's multi-user collaboration functionality. The administrator of a shared folder workspace has the ability to set file access permissions on a per user basis.

Troubleshooting

Speed Optimization

Sync is fast, and in most cases much faster than a typical internet connection. Sync's desktop app supports transfer speeds up to 5 MB/sec (megabytes per second). In contrast, the average home internet speed in the United States and Canada is only 10 Mb/sec (megabits per second). 10 Mb/sec equals 1.5 MB/sec (much slower than Sync's maximum transfer speed).

Sync's reported transfer speed also factors in encryption overhead.

This can make large files appear like they are transferring slower than the maximum available speed, as the desktop app will scan and encrypt each file before transferring. File transfers are multi-threaded, and will resume when interrupted (rather than starting over).

Sync provides network optimization tools within the desktop app to ensure that your data usage matches what is offered by your ISP:

1. Click the Sync icon in the Windows system tray and select Preferences.
2. Select Preferences.
3. Click the Network tab. Set your bandwidth and monthly rates to equal what your ISP allows.

Files Not Syncing

From time-to-time you may find that your files are not syncing properly to the cloud, or may not be syncing to other computers. These are the most common solutions:

File or folder has a grey overlay icon and is not syncing

Check for illegal characters in your file names. Sync maintains compatibility between Windows and Mac, and each operating system has a list of characters that cannot be used when naming a file. Renaming the file should solve this.

The desktop app will display a list of these files under the Progress tab (when idle). For more information:

<https://www.sync.com/help/why-arent-certain-files-on-my-computer-syncing/>

File not syncing on a shared folder

If you and a colleague are working on the same document, on different computers, there may be times when the document gets locked. This will cause Sync to spin indefinitely (until the lock is released). Closing and reopening the document should solve this. For example, if you're working on an Excel spreadsheet, you may need to close and re-open the Excel application.

Folder has a grey overlay icon and is not syncing

Check to see if you've setup selective sync on that folder. Folders you selectively sync will no longer sync to the cloud. Adjusting your selective sync settings should solve this.

File or folder is simply not syncing

1. Ensure you are running the latest desktop app on all of your computers. Sometimes an outdated desktop app can cause syncing issues.
2. Disable realtime file scanning in your antivirus software, or whitelist Sync. Because Sync works on your files as a background process, sometimes antivirus or firewall software will mistakenly block Sync from functioning correctly.
3. Check to make sure Sync is running, and that you're saving files into the Sync folder.
4. Restart Sync.

Contacting Customer Support

Help center

Visit our help center knowledge base to get step-by-step instructions and in-depth answers to the most common questions:

<https://www.sync.com/help/>

Contacting customer support

The fastest way to get a hold of customer service is through the Support link at the bottom of every page of the Sync.com website. You can access the support page directly right here:

<https://www.sync.com/support/>