
Amazon WorkDocs

User Guide



Amazon WorkDocs: User Guide

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What is Amazon WorkDocs

Amazon WorkDocs enables you to store, manage, share, and collaborate on files with your coworkers. Amazon WorkDocs stores your files in [the cloud](#). Your files are only visible to you and your designated contributors and reviewers. Other members of your organization can't open, read, or change your files unless you grant them access.

You can share your files with other members of your organization for collaboration or review, and you can view many different types of files, including all common document and image formats.

For more information, see [Supported file types \(p. 1\)](#).

Note

Amazon WorkDocs isn't available on Linux.

Accessing Amazon WorkDocs

You can run Amazon WorkDocs in a browser on a PC or Mac. You can also install the Amazon WorkDocs apps on Android or iOS devices at no charge. For more information, see:

- [Getting started with the web client \(p. 4\)](#)
- [Getting started with Android \(p. 5\)](#)
- [Getting started with iOS \(p. 6\)](#)

Note

Amazon WorkDocs isn't available on Linux.

Amazon WorkDocs also offers Amazon WorkDocs Drive, an app that syncs your desktop with your Amazon WorkDocs site, at no charge. For more information, see [Using Amazon WorkDocs Drive \(p. 9\)](#).

Supported file types

You can upload any type of file to Amazon WorkDocs, but you can only view and provide feedback on these file types:

- Microsoft Office Word
- Microsoft Office Excel
- Microsoft Office PowerPoint
- Text file with `.txt` extension
- `.pdf`
- Office Open XML files
- `.rtf`, `.xml`, `.xhtml+xml`, and `.xslt+xml`
- OpenDocument Text files with extension `.vnd.oasis.opendocument.text`
- `.javascript`, `.x-javascript`, `.x-sh`, `.x-python`, `.vnd.lotus-screencam`, and `.smil`
- Text files with extension `.html`, `.plain`, `.csv`, `.x-c`, `.x-c++`, `.x-makefile`, `.x-java-source`, `.x-java`, `.javascript`, `.x-perl-script`, `.x-python-script`, `.x-ruby-script`, `.php`, `.rtf`, and `.xml`

- CAD files with extension `.dwg`, `.vnd.dwg`, and `.autocad_dwg`
- Image files with extension `.jpeg`, `.png`, `.tiff`, and `.bmp`

You can also play audio and video files in the Amazon WorkDocs web application and Amazon WorkDocs iOS applications. Supported file types include `.mp4`, `.3gp`, `.mov`, `.m4a`, and `.m4v`. For more information about iOS applications, see [Getting started with iOS \(p. 6\)](#).

How to get started

For a hands-on introduction to Amazon WorkDocs, see the next section, [Getting started with Amazon WorkDocs \(p. 3\)](#).

Getting started with Amazon WorkDocs

You use Amazon WorkDocs to store and share documents, give and receive document feedback, and collaborate with others in your Amazon WorkDocs organization. You can access Amazon WorkDocs on the web, or install apps for Windows, MacOS, Android and iOS devices. Download and install the Amazon WorkDocs apps from [Apps & Integrations for Amazon WorkDocs](#).

Note

Amazon WorkDocs isn't available for Linux.

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Step 1: Get invited

You must be invited to join an Amazon WorkDocs organization. Your Amazon WorkDocs administrator creates an organization and invites you and other users to join. The administrator can also grant "invite" privileges to people in the organization, and in turn they can invite others to join.

Your Amazon WorkDocs administrator sends you an email message with the information needed to log in and register—if necessary—and instructions on how to download the client applications.

Step 2: Register

When you receive your invitation to join an Amazon WorkDocs organization, you may need to register. That involves entering your user information, which includes the following:

- First name
- Last name
- Password

You can change your profile photo, time zone, and password from your account after you complete your registration. For more information, see [Updating your user profile \(p. 39\)](#).

Step 3: Start using Amazon WorkDocs

After you complete the previous steps, you can begin working with Amazon WorkDocs. You can use the web client, or the apps for mobile devices such as Android, iPad, or iPhone. For more information, see:

- [Getting started with the web client \(p. 4\)](#)
- [Getting started with Android \(p. 5\)](#)
- [Getting started with iOS \(p. 6\)](#)

Getting started with the web client

The Amazon WorkDocs web client is a website where you can upload, download, and organize your files in Amazon WorkDocs. You can upload and download files of up to 5 GB each. You can also view and comment on your documents and documents shared by others. The web client displays previews for many different types of files, depending on the type of document.

If you haven't already, download and install the Amazon WorkDocs web client from [Apps & Integrations for Amazon WorkDocs](#).

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- [Using single sign-on \(p. 4\)](#)

System requirements

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

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

Signing in

When you launch the Amazon WorkDocs web client for the first time, you sign in with your organization name, user name, and password. The welcome email message from your administrator has the organization and user names, and you set the password when you registered. For more information, see [Step 2: Register \(p. 3\)](#).

If your Amazon WorkDocs administrator has enabled multi-factor authentication (MFA) for your organization, you are also prompted for a passcode to finish signing in. Your Amazon WorkDocs administrator provides information about how to get your passcode.

To reset your password, choose **Forgot password** on the sign-in screen. If you need more help with signing in, contact your administrator.

Using single sign-on

If your administrator enables single sign-on, you can use your regular network login to access Amazon WorkDocs. However, you may need to take additional steps to allow your browser to support single sign-on. For more information, see [Single sign-on for IE and Chrome](#) and [Single sign-on for Firefox](#) in the *AWS Directory Service Administration Guide*.

Getting started with Android

The Amazon WorkDocs Android phone and tablet applications allow you to view, comment on, and download your Amazon WorkDocs files. You can also view, give feedback on, and download other documents if you have permissions to do so.

Download the Android application from Google Play or the Amazon Appstore for Android, and sign in with your organization name, user name, and password. The welcome email message from your administrator has the organization and user names, and you set the password when you registered. For more information, see [Step 2: Register \(p. 3\)](#).

To reset your password, choose **Forgot password** on the sign-in screen. If you need more help with signing in, contact your Amazon WorkDocs administrator.

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System requirements

The Amazon WorkDocs Android phone client application requires the following:

- An Android phone with Android 4.0.3 or later

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

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

Switching visual themes

You can switch visual themes by changing a setting in the Amazon WorkDocs mobile app, or by changing your device settings. Usually, you switch to the Dark theme when you want to reduce eye strain. The Dark theme can also improve battery life.

To switch themes in the mobile app

1. Open your settings and choose **Theme**.
2. If it's on, turn off **Use device appearance**.
3. Choose **Dark** or **Light**.

To switch themes in device settings

1. Open your settings and choose **Theme**.
2. Choose **Dark** or **Light**.

Getting started with iOS

The Amazon WorkDocs applications for iPhone and iPad allow you to view, comment on, and download your Amazon WorkDocs files. You can also view, give feedback on, and download other documents if you have permissions to do so.

The iPhone and iPad applications allow you to view and edit files in other iOS apps, and you can save files from other iOS apps to Amazon WorkDocs.

Download the iPhone and iPad applications from the Apple App Store, and sign in with your organization name, user name, and password. The welcome email message from your administrator has the organization and user names, and you set the password when you registered. For more information, see [Step 2: Register \(p. 3\)](#).

To reset your password, choose **Forgot password** on the sign-in screen. If you need more help with signing in, contact your Amazon WorkDocs administrator.

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- [Viewing and editing files in other iOS apps \(p. 6\)](#)
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- [Saving a file from another iOS app to Amazon WorkDocs \(p. 7\)](#)
- [Switching visual themes \(p. 7\)](#)

System requirements

The Amazon WorkDocs iPhone client application requires the following:

- An iPhone with iOS 11 or later

The Amazon WorkDocs iPad application requires the following:

- iPad or later with iOS 11 or later

Viewing and editing files in other iOS apps

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

To open a file in another iOS app

1. Open the Amazon WorkDocs file that you want to open in another app.
2. Choose **Menu**, **Share**, and then select the app with which to open the file.

To save the file to Amazon WorkDocs, see [Saving a file from another iOS app to Amazon WorkDocs \(p. 7\)](#).

Using the Files app in iOS

Use the Files app in iOS version 11 or later to view, edit, lock, unlock, add, copy, move, and delete Amazon WorkDocs content that you have permissions for.

To use Amazon WorkDocs with the iOS Files app

1. Install the Amazon WorkDocs iOS app on your iOS device and sign in.
2. In the Files app, choose **Locations**, **Edit**, then turn on Amazon WorkDocs.
3. Choose **Done**, then choose **Workdocs** to browse your files in the Files app.

To open and manage content directly in the Amazon WorkDocs app, choose **Open in WorkDocs** from the Files app menu. You can now access the feedback and sharing features.

Saving a file from another iOS app to Amazon WorkDocs

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

You can also use the Files app in iOS version 11 or later to save your file to Amazon WorkDocs.

To save a file from another iOS app to Amazon WorkDocs

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

Note

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

3. Select an Amazon WorkDocs folder and choose **Save**.

Switching visual themes

You can switch visual themes by changing a setting in the Amazon WorkDocs mobile app, or by changing your device settings. Usually, you switch to the Dark theme when you want to reduce eye strain. The Dark theme can also improve battery life.

To switch themes in the mobile app

1. Open your settings and choose **Theme**.
2. If it's on, turn off **Use device appearance**.
3. Choose **Dark** or **Light**.

To switch themes in device settings

1. Open your settings and choose **Theme**.
2. Choose **Dark** or **Light**.

Using Amazon WorkDocs Companion

Amazon WorkDocs Companion lets you open and edit a file from the web client in one step. When you edit a file, Companion saves your changes to Amazon WorkDocs as a new file version.

For Windows users, Amazon WorkDocs Companion integrates with File Explorer to let you:

- Upload multiple files and folders from File Explorer to the Companion Uploads folder under **MyDocs** on the Amazon WorkDocs site.
- Share a link to the uploaded files, or share a link with a 4-digit passcode.

You can download Amazon WorkDocs Companion from [Apps & Integrations for Amazon WorkDocs](#).

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- [System requirements \(p. 8\)](#)

System requirements

To use Amazon WorkDocs Companion, you must meet the following requirements:

- You must have owner, co-owner, or contributor permissions for a file.
- You must run Windows 7 or later, or macOS 10.12 or later.
- You must have one of the following browsers:
 - Google Chrome
 - Mozilla Firefox
- The file type must be one of the following:
 - Microsoft Office Word
 - Microsoft Office Excel
 - Microsoft Office PowerPoint
 - PDF
 - Text file with a .txt file extension

Using Amazon WorkDocs Drive

Amazon WorkDocs Drive enables you to open and work with Amazon WorkDocs files on your computer's desktop. By default, Amazon WorkDocs Drive appears on your computer as drive **W:**, and you use Amazon WorkDocs Drive like you would any other disc drive.

Note

Your system administrator may assign a different drive letter. If you're unsure of the drive letter, contact your administrator.

Amazon WorkDocs Drive is available for PC and macOS users, and for Amazon WorkSpaces on Windows. Amazon WorkDocs Drive can upload and download files of up to 5 TB each, and allows file path lengths of up to 260 characters.

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- [Troubleshooting Amazon WorkDocs Drive \(p. 14\)](#)

Installing Amazon WorkDocs Drive

You must be an administrator on your device to install Amazon WorkDocs Drive.

Amazon WorkDocs Drive is available for 64-bit versions of Windows 7, Windows 8, and Windows 10, plus Windows Server 2008 R2 SP1, Windows Server 2012 R2, and Windows Server 2016.

Amazon WorkDocs Drive for Windows also requires Microsoft .NET Framework 4.6.2 or later. You can download the latest framework from <https://dotnet.microsoft.com/download/dotnet-framework>.

Amazon WorkDocs Drive is available for macOS version 10.11 or later.

Amazon WorkDocs Drive isn't supported on Apple silicon products.

To install Amazon WorkDocs Drive on the supported platforms

1. Download Amazon WorkDocs Drive from <https://amazonworkdocs.com/en/clients> and follow the installation prompts.
2. Open Amazon WorkDocs Drive. When prompted, enter the name of your Amazon WorkDocs site, user name, and password.

Note

macOS High Sierra 10.13 users might encounter this error message during installation: `System Extension Blocked`.

To unblock the installation, open **System Preferences**, choose **Security & Privacy**, then choose **Allow**.

To install Amazon WorkDocs Drive for macOS Big Sur on Intel machines

1. Complete the steps in the previous section, and then choose the Amazon WorkDocs Drive icon on the menu bar.
2. In the Amazon WorkDocs Drive window, choose **Open Drive in Finder**, and when prompted to update the system extension, choose **Open Security Preference**.

3. In the **Security Preferences** window, choose the lock icon, enter your credentials, and choose **Allow** for **System software from developer "AMZN Mobile LLC" has been updated**.
4. Restart the machine.
5. Open terminal. If you don't know how to do that, search for "terminal" in Finder.
6. In your terminal, enter `kernelstat | grep fuse` and press **Enter**.
7. Repeat the previous step to run these commands in the order listed: `clear`, `exit`. Close The terminal window when finished.

Using the Windows Subsystem for Linux to mount Amazon WorkDocs Drive

If you run the Windows Subsystem for Linux, you can use the following `Bash` commands to mount Amazon WorkDocs Drive for PC.

```
$ sudo mkdir /mnt/w
$ sudo mount -t drvfs W: /mnt/w
$ cd /mnt/w
$ ls
```

Uninstalling Amazon WorkDocs Drive

These steps explain how to uninstall Amazon WorkDocs Drive. Typically, you uninstall Amazon WorkDocs Drive to troubleshoot an error. For more information, see [Critical Dependency Unavailable](#).

To uninstall Amazon WorkDocs Drive

1. Do one of the following:

Windows

In Windows, open the Notifications pane, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose **Quit Amazon WorkDocs Drive**.

macOS

On the menu bar, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose **Quit Amazon Workdocs Drive**.

2. Do one of the following:

Windows

Start **Control Panel**, choose **Programs and Features**, **Amazon WorkDocs Drive**, **Uninstall**, then **OK**.

macOS

From the **Applications** folder, choose the Amazon WorkDocs Drive icon, then choose **Move to Trash**.

Logging in to and out of Amazon WorkDocs Drive

By default, Amazon WorkDocs Drive logs in to your Amazon WorkDocs site when you start or restart your computer, but you can log in or out of Amazon WorkDocs Drive at any time.

- In Windows, open the Notifications pane, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose **Log out**.
- On a Macintosh, on the menu bar, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose **Log out**.

Using Amazon WorkDocs Drive

The topics in this section explain how to complete the various folder and file tasks that Amazon WorkDocs Drive provides.

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Understanding the Amazon WorkDocs Drive file icons

Amazon WorkDocs Drive uses these icons to communicate file status:

- **Gray arrow**—A file is syncing to the cloud.
- **Blue cloud**—A file resides in the cloud.
- **Green checkmark**—A file resides on your device.
- **Blue star**—You marked a file or folder as a Favorite.
- **Red lock**—You or another user locked the file for editing.

Note

As a best practice, always lock your files for editing. If you and another user work on a file simultaneously, your changes can overwrite each other.

Opening Amazon WorkDocs Drive folders

Windows and macOS users have several ways to open Amazon WorkDocs files and folders. Follow the step of your choice.

Note

By default, Amazon WorkDocs Drive displays two folders—*My Documents* and *Shared With Me*—plus any folders that you create. You can take actions on those folders, such as copying their web links or opening them in your browser. For more information, see [Taking actions on folders \(p. 12\)](#)

Windows

- Start File Explorer and open the **w:** drive. The WorkDocs folders appear.

Taking actions on folders

Currently, you can copy your folder's web links, and you can open your folders in a browser. These steps explain how to complete both actions, and they apply to Windows and macOS computers.

To copy web links

1. Right-click or tap and hold a folder, choose **Amazon WorkDocs Drive**, then choose **Copy web link**.
A success message appears. Choose **OK**.
2. As needed, paste the link into your browser's address bar, an email, or wherever you need to use it.

To open folders in your browser

- Right-click or tap and hold a folder, choose **Amazon WorkDocs Drive**, then choose **Open in browser**.

Amazon WorkDocs opens in your default browser and lists the files in the folder.

Other common actions

You can also take these actions on folders. This guide assumes you know how to:

- Create folders.
- Rename folders.
- Move folders. Folders moved out of Amazon WorkDocs Drive go to the recycle bin on your Amazon WorkDocs site. For example, say you move a folder from Amazon WorkDocs Drive to your hard drive. In that case, Amazon WorkDocs moves the online instance of the folder to the recycle bin.
- Delete folders. Deleted folders also go to the recycle bin in Amazon WorkDocs.

Taking actions on files

You can create, rename, move, and delete files in Amazon WorkDocs Drive. Moving files out of Amazon WorkDocs Drive sends them to the **Recycle bin** on your site.

Note

If you add files to a folder, and those files have identical names but different upper and lowercase letters, only one of the files appears in Amazon WorkDocs. For example, if you have `MyFile.doc` and `myFile.doc`, only one of those files appears on the site. The operating system controls which file appears.

Also, if multiple users edit a file simultaneously, their changes can overwrite each other. To avoid editing conflicts, always lock a file whenever you need to change it. See the steps in the next section for information about locking files.

You can take a number of actions on the files in Amazon WorkDocs Drive and the steps in this section explain how. The steps apply to Windows and macOS computers.

1. Right-click or tap and hold the file that you want to take action on, then choose **Amazon WorkDocs Drive**.
2. Do any
 - To generate a link for sharing content with other users, choose **Copy web link**.
 - To view or edit content in a web browser, choose **Open in browser**.
 - To allow specific users to access a file, choose **Share by invite**.

- To prevent others from changing a file while you work on it, choose **Lock and Edit**. When you're done, choose **Unlock**.
- To mark a file or folder as a favorite, choose **Add to Favorites**.

Working offline

You can't always be connected. But even when you aren't, you can work offline. Enabling offline access to your files and folders downloads files to your computer. You then work on them, and upload your changes to Amazon WorkDocs when you go back online.

Note

Enabling offline access uses network bandwidth to download your content, plus space on your hard drive for storing the files. Downloads can take time, depending on the number of files and your network bandwidth.

To enable offline access to your content

1. In the notification area on a Windows machine, or the menu bar on a macOS machine, choose the Amazon WorkDocs Drive icon.
2. Choose the gear icon.
3. Choose **Work offline**.

The **Sync settings** dialog box appears.

4. Select **Choose files for offline access**.
5. Choose **Next**.
6. Select the files that you want to save to your computer.

Note

The size of the selected files appears in the **Sync settings** pane, along with the amount of space on your hard drive.

7. Choose **Save**.
8. Wait for Amazon WorkDocs Drive to download your files. This can take some time.

Reconnecting after working offline

To stop offline syncing, you set Amazon WorkDocs Drive to access files on demand. Follow these steps.

To access your content on demand

1. Do one of the following:
 - In Windows, open the Notifications pane and choose the Amazon WorkDocs Drive icon.
 - On a macOS machine, on the menu bar, choose the Amazon WorkDocs Drive icon.
2. Choose the gear icon.
3. Choose **Work offline**.
4. For **Sync settings**, select **Access files on demand**.
5. Choose **OK**.

Pausing file sync

If you have network bandwidth issues, you can download files, pause file syncing, then resume syncing after you make your changes.

To pause file syncing

1. Open the Amazon WorkDocs Drive application on your computer.
2. Choose the gear icon.
3. Choose **Pause file sync**, then work on your downloaded files.
4. To resume syncing, clear **Pause file sync**.

Amazon WorkDocs Drive uploads your changed files as new versions.

Searching Amazon WorkDocs Drive

Amazon WorkDocs Drive provides its own search function. You can start a WorkDocs search from File Explorer in Windows or Spotlight on a Macintosh. However, you can't use the search functions in File Explorer or Spotlight to find files on your WorkDocs drive.

You can also search WorkDocs Drive from the Windows Notification pane or the Macintosh menu bar, and the following steps explain how to do those tasks.

Note

Remember that a WorkDocs Drive search is case sensitive.

To search Amazon WorkDocs Drive in Windows

Do one of the following:

- In Windows File Explorer, right-click the Amazon WorkDocs Drive icon, point to **Amazon WorkDocs Drive**, choose **Search**, then enter a search term.
- In the Notifications pane, choose the Amazon WorkDocs Drive icon and enter a search term.

To search Amazon WorkDocs Drive on a Macintosh

Do one of the following:

- On the menu bar, choose the WorkDocs icon and enter a search term.
- Start Finder, and under **Favorites**, right-click the Amazon WorkDocs Drive icon.

You can search for files in all folders, or narrow your search to the **My Documents** or **Shared With Me** folders.

Quitting Amazon WorkDocs Drive

You quit running Amazon WorkDocs Drive for a number of reasons, such as low network bandwidth, or you don't want to risk unauthorized people getting into your files. Follow these steps:

To quit Amazon WorkDocs Drive

- Choose the Amazon WorkDocs Drive icon in the notification area in Windows, or the menu bar on a macOS machine, and choose **Quit**.

Troubleshooting Amazon WorkDocs Drive

This section provides troubleshooting tips for common Amazon WorkDocs Drive errors.

Recovered Files

If you change a file that you don't have permissions to edit, you can't upload that file to your Amazon WorkDocs site. Instead, the site saves the changes to your local `Recovered Files` folder. You can open this folder from the Amazon WorkDocs Drive menu by choosing the question mark icon, then **Go to recovery folder**. From there, you can upload the file to Amazon WorkDocs as a new file.

Recovery Folder Full

Delete unnecessary files from your local `Recovered Files` folder.

Drive Repair Required

Restart Amazon WorkDocs Drive by choosing the gear icon, then **Log out (change site)**. Sign in again and check the `Recovered Files` folder for any files you might need to save.

Local Disk Full

Delete unnecessary files from your local disk and `Recovered Files` folder.

Storage Limit Exceeded

Delete unused files to free up storage space. If you need more space after deleting unused files, contact your Amazon WorkDocs administrator.

Critical Dependency Unavailable

Restart the **Message Queuing** service on your computer by opening the **Services** app. For **Message Queuing**, choose **Restart** or **Start**.

If the error persists, open **Computer Management, Services and Applications**. If **Message Queuing** does not appear in the navigation pane, [uninstall Message Queuing](#) and Amazon WorkDocs Drive. When you reinstall Amazon WorkDocs Drive, it reinstalls **Message Queuing** for you. For more help, contact your administrator.

You can also report an issue from the Amazon WorkDocs Drive menu.

Report an Issue

From the Amazon WorkDocs Drive menu, choose the question mark icon, then **Report an issue** to send us a description of the problem. Note the tracking number. It serves as a reference for support cases or correspondence with us.

Known Limitations

Amazon WorkDocs Drive doesn't support Symlinks.

Working with files and folders

Create folders, upload and download files, edit files, and delete folders and files in Amazon WorkDocs. You can also lock a file while you are editing it.

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- [Organizing and editing files and folders \(p. 16\)](#)
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Organizing and editing files and folders

The following topics discuss how you can organize and edit files and folders in the Amazon WorkDocs web client.

Contents

- [Creating folders \(p. 16\)](#)
- [Renaming and moving folders and files \(p. 17\)](#)
- [Editing files \(p. 17\)](#)
- [Deleting folders and files \(p. 18\)](#)
- [Managing the recycle bin \(web only\) \(p. 18\)](#)

Creating folders

To create a folder

1. In the web client, open the folder in which to create the new folder.
2. Choose **Create, Folder**.
3. Enter the folder name, then choose **Create**.

If your site administrator has enabled Hancm ThinkFree, you can also create new files in the web client. For more information, see [Editing with Hancm ThinkFree \(p. 32\)](#).

To create a team folder

1. Follow the previous steps to create a folder.
2. Send an invite to share the folder with your team directory group. For more information on sharing the folder by invite, see [Sharing by invite \(p. 21\)](#).

If you do not have a team directory group, ask your Amazon WorkDocs site administrator to create one. Contact your administrator from the web application by choosing **Tasks, New task, Contact Administrators**.

Renaming and moving folders and files

If you have permissions, you can change the name of a folder or file. For more information, see [Permissions \(p. 25\)](#).

To rename a folder or file

1. In the web client, select the check box next to the folder or file to be renamed.

Note

Just select the check box. Choosing the file or folder name opens the file or folder in Preview mode, and that disables the commands for renaming and moving.

2. For **Actions**, choose **More...**, **Rename**.
3. Enter the new name, then press **Enter**.

When you are signed in to the Amazon WorkDocs site, you can sort documents by name, owner, and other attributes. Use the dropdown arrows in the menu above your documents to do so. If you have permissions, you can also move folders or files to other folders by following these steps.

To move a folder or file

1. In the web client, select the check box next to the folder or file to be moved.

Note

Just select the check box. Choosing the file or folder name opens the file or folder in Preview mode, and that disables the commands for renaming and moving.

2. For **Actions**, choose **More...**, **Move**.
3. In the dialog box, navigate to the target folder and choose **Move**.

Note

Moving a folder also moves the files and sub-folders within the folder. To move multiple files at the same time, move them into a folder, and then move that folder.

Editing files

You can edit a file in the web client. When you save your edits to a file, the changes are saved to Amazon WorkDocs as a new file version.

To edit a file

1. In the web client, select or open the file.
2. Choose **Edit, Desktop app**.

Note

If your site administrator has enabled a collaborative editing feature, you can select that option to edit your file. For more information, see [Feedback and collaborative editing \(p. 29\)](#).

3. If Amazon WorkDocs Companion isn't installed, follow the prompts to install it.
4. After installing Amazon WorkDocs Companion, the file opens on your computer for editing. Choose whether to lock the file while you edit it.

5. When you're done editing, choose **Save** to automatically save your changes to Amazon WorkDocs as a new file version.

If you lock the file, you can unlock it when you're done with your changes. For more information about locking and unlocking files, see [Locking and unlocking files \(p. 19\)](#).

For more information about Amazon WorkDocs Companion, see [Using Amazon WorkDocs Companion \(p. 8\)](#).

Deleting folders and files

When you delete a folder or file, it is moved to the recycle bin. If there are files or other folders in a deleted folder, they are moved to the recycle bin as well.

To delete folders or files

1. In the web client, select the files or folders to be deleted.
2. For **Actions**, choose **More...**, **Delete**.

Managing the recycle bin (web only)

Manage your **Recycle bin** in the web client.

To delete folders or files from the Recycle bin

1. In the web client, choose **Recycle bin**.
2. Select the folders or files to delete, and choose **Delete**.
3. The folders or files are permanently deleted.

To restore folders or files from the Recycle bin

1. In the web client, choose **Recycle bin**.
2. Select the folders or files to restore, and choose **Restore**.
3. The restored folders or files appear in **MyDocs**.

Uploading and downloading files

To upload files or a folder to your documents, perform the following steps. Windows users can use Amazon WorkDocs Companion with File Explorer to upload multiple files and folders. For more information, see [Using Amazon WorkDocs Companion \(p. 8\)](#).

To upload files or a folder

1. In the web client, choose **Upload**, **Upload files** or **Upload folder**.
2. Select the files or folder to upload.

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

To upload a new version of a file

1. In the web client, open the file.

2. For **Actions**, choose **Upload new version** and select the new version of the file to upload.

You can download files or folders from the web client.

To download files or folders

- In the web client, use one of the following ways:
 - Select the files or folders to download. For **Actions**, choose **Download**.
 - Open the file. For **Actions**, choose **Download**.
 - Open the folder. For the folder name, choose **Download**.

Note

On a Macintosh, downloaded files land in the *Hard Drive Name/Users/User Name/WorkDocsDownloads* folder.

Locking and unlocking files

Lock a file to prevent others from overwriting your work. While a file is locked, only the person who locked it can upload a new version.

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

To lock a file

1. Select or open the file to lock.
2. For **Actions**, choose **Settings** and select **Lock**.
3. A lock icon appears next to the file.

If you locked a file, you can unlock it when you're done.

To unlock a file

1. In the web client, select or open the file to unlock it, and choose the lock icon.
2. The lock icon disappears and the file is unlocked.

To edit a locked file, send an unlock request to the user who locked it.

To send an unlock request

1. In the web client, select or open the file to unlock it, and choose the lock icon.
2. When prompted, send the unlock request. The request is sent to the user who locked the file, the file owner, and any co-owners.

Viewing file versions

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

To open a specific version of a file

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

Viewing files offline

To view files offline, use Amazon WorkDocs Drive. For more information, see [Using Amazon WorkDocs Drive \(p. 9\)](#).

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

To view your offline files, choose **Offline Documents** in the app. You can give feedback on a document even when offline. Your feedback is synchronized to the server the next time you have Internet access.

Searching files and folders

Amazon WorkDocs smart search searches for search terms in all files and folders that you have permissions for. By default, it searches for terms in file and folder names, metadata, comments, labels, user names, and file owners. It also searches content within text-searchable files, such as Word, Excel, PowerPoint, PDF, .txt, JavaScript, and other code files. Choose the **Advanced** search option to view and select available search filters.

To use Amazon WorkDocs smart search

1. In the Amazon WorkDocs web application, for **Search**, enter a partial or complete search term.
 - a. Optionally, enter the AND or OR operators.
 - b. Optionally, enclose the search term in quotation marks (for example, "search term") to limit search results to that exact search term.
2. Do one of the following:
 - Press the **Enter** key.
 - Choose **Advanced** to select search filters such as **Locations**, **Time**, **Resource Types**, and others, then choose **Search**.
3. The search results appear in the web application.

Sharing files and folders

You can share a folder or file with other users and groups both within and outside your organization. Share by sending a link, or share by sending an invite to a user's email address. When you share by invite, you choose which permissions to grant to the users that you're sharing with. For more information about permissions, see [Permissions \(p. 25\)](#).

You can also revoke shares, and users can remove themselves from the share. To see a list of users that have access to a file or folder, select the file or folder, then choose **Share, Permissions**.

To see a list of all the changes that users have made to your files and folders, view your activity feed. For more information, see [Tracking file activity \(p. 38\)](#).

Note

You can only share with directory groups, not email distribution lists.

Contents

- [Sharing by invite \(p. 21\)](#)
- [Sharing a link \(p. 22\)](#)
- [Removing share permissions \(p. 23\)](#)
- [Removing yourself from a share \(p. 23\)](#)
- [Transferring document ownership \(p. 23\)](#)

Sharing by invite

You can invite users and groups to share a folder or file, either within or outside your organization. When you invite people, you choose which permissions to grant to the people that you're sharing with. If you share a folder, the permissions for that folder apply to all the documents inside the folder.

To invite people to share a folder or file

1. In the web client, select the folder or file to share.
2. Choose **Share** (located next to **Edit**) then **Invite people**.
3. In the dialog box, start typing the name of the person or group in your organization with whom to share, and select the desired name when it is displayed in the list. If your Amazon WorkDocs administrator has authorized you to share files with people outside your organization, you can also enter email addresses for external people and add them to the list of people with whom to share the folder or file.

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

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

Co-Owner

These users and groups can rename and delete files, and share the file or files in the folder with others.

Contributor

These users and groups can provide feedback on the file or files in the folder.

Viewer

These users and groups can only view the file or files in the folder. They cannot provide feedback. External users have **Viewer** as the default permission, and this can't be changed unless they are converted from a **Guest** to regular **User** by an administrator.

5. Optionally, choose **Add personal message** to enter your own message to the people you're inviting.
6. Choose from the following options:
 - If you're sharing a folder, choose whether it is read-only. If the folder is not read-only, users can upload new files or new versions of existing files to the folder.
 - If you're sharing a file, choose **Request feedback** to ask for feedback. You can also set deadlines for feedback requests.

Note

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

7. Choose **Save**.

An email is sent to the invitees notifying them that a file or folder has been shared with them. The email includes a web link to the file or folder, any personal message that was entered, and the feedback deadline, if one was specified. If you receive an error message that indicates that you cannot share a document with people outside of your organization, your administrator has not authorized you to invite new users to the organization. Contact your Amazon WorkDocs administrator for assistance.

Contact your administrator from the web application by choosing **Tasks, New task, Contact Administrators**.

Sharing a link

Share files and folders stored in Amazon WorkDocs by sharing the link to the file or folder with others. You can share a file link with coworkers and external partners, both inside and outside your organization. A folder link can only be shared with internal site members.

You can configure a file link to allow access to site members only, or to anyone on the internet. Site members can open the link to view, comment on, update, or delete the file. A public file link is restricted to viewing only. For a file link, you can also set an expiration date and a 4-digit passcode for access to the file.

To share a link

1. In the web client, select the folder or file to share.
2. Choose **Share, Share a link**.
3. For **Link access level**, select the desired access level. Options include the following:
 - **Off** – No access is allowed.
 - **View** – View only access is allowed to anyone inside your Amazon WorkDocs organization.
 - **View and edit** – View and edit access is allowed to anyone inside your Amazon WorkDocs organization.
 - **Public (file links only)** – Anyone who has the link can view the file, whether they are outside or inside your Amazon WorkDocs organization.
4. (Optional, file links only) For **Link expiry date**, choose the date when the link expires. The link expires at midnight of the specified date.

5. (Optional, file links only) For **Passcode**, enter a 4-digit access code that link recipients must enter to access the content.
6. Choose **Create & Copy**.

The link is copied to your clipboard for sharing.

Removing share permissions

If you are the owner or co-owner of a folder or file, you can remove users or groups from the share permissions.

To remove share permissions

1. In the web client, select the folder or file.
2. For **Share**, choose **Permissions**.
3. For **Access**, choose the dropdown menu next to the user or group to remove, and choose **Remove**.
4. Choose **OK**. The user or group is removed from the **Permissions** list immediately.

Removing yourself from a share

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

To remove yourself from a share

1. In the web client, select the folder or file that has been shared with you.
2. Do one of the following:
 - Choose **Actions, Remove me from share, Yes, remove me**.
 - For **Share**, choose **Permissions**. For **Access**, choose the dropdown menu next to your name, and choose **Remove, OK**.

You are removed from the **Permissions** list immediately.

Transferring document ownership

You can request a transfer of ownership for any combination of folders and files that you own. Transfers remove ownership from you and grant it to a user that you specify, but remember, that user must accept ownership.

As you go, remember that transferring a folder automatically transfers ownership of all the files in that folder.

Note

If you are a system administrator, you can transfer an inactive user's files and folders to an active user. For more information, see [Transferring document ownership](#) in the *Amazon WorkDocs Administration Guide*.

To transfer ownership of files and folders

1. On your **My Docs** page, select the check box next to the files, folders, or files and folders that you want to transfer.

Note

Don't select the file or folder names. Doing so opens the file or folder in Preview mode, and you can't transfer files. Just select the check boxes.

2. Open the **Actions** list and choose **Transfer**.

The **Transfer Resource Ownership** dialog box appears.

3. In the search box, enter the name of the new owner. If the search returns multiple names, choose the correct recipient.
4. Choose **Transfer**.

The new owner receives a task under **My Tasks** in Amazon WorkDocs. After the new owner accepts the files, they appear on that owner's **My Docs** page.

Permissions

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

Contents

- [Roles \(p. 25\)](#)
- [Shared folder permissions \(p. 25\)](#)
- [File permissions \(p. 26\)](#)
- [Shared file permissions \(p. 27\)](#)

Roles

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

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

The following roles apply to files:

- Owner – The owner of the file.
- Co-Owner – A user or group that the owner designates as the co-owner of the file.
- Contributor – Someone who has been asked for feedback on file.
- Viewer – Someone who a file has been shared with, but has been given limited access (view only) to the file.
- Anonymous viewer – A non-registered user outside of the organization who can view a file that has been shared via an external viewing link. Unless otherwise indicated, an anonymous viewer has the same permissions as a viewer.

Shared folder permissions

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

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

- Delete sub-folder – Delete a sub-folder.
- Delete top-level folder – Delete the top-level shared folder.

Permissions for shared folders

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

File permissions

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

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

Permissions for a file not in a shared folder

Permission	Owner/Co-Owner	Contributor	Viewer	Anonymous Viewer
View	X	X	X	X
View Shares	X	X	X	X

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

Shared file permissions

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

- View – View a file in a shared folder.
- View Shares – View the other users that a file is shared with.
- Download – Download a file.
- Annotate – Can add feedback to a file.
- View Annotations – View feedback from other users.
- View Activity – View the activity history of a file.
- View Versions – View previous versions of a file.
- Upload – Upload new versions of a file.
- Delete – Delete a file in a shared folder.
- Prevent Download – Prevent a file from being downloaded. This is the default permission for files in the folder.
- Share – Share a file with other users.
- Revoke Sharing – Revoke the sharing of a file.
- Private Comments – Owner/co-owner can see all private comments for a document, even if they are not replies to their comment.

Permissions for a file in a shared folder

Permission	Folder Owner/ Co-Owner	File Owner*	Folder Contributor	Folder Viewer	Anonymous Viewer
View	X	X	X	X	X
View Shares	X	X	X	X	X
Download	X	X	X	X	

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

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

** File owner/co-owner can see all private comments. Contributors can only see private comments that are replies to their comments.

Feedback and collaborative editing

Use Amazon WorkDocs to share document feedback and send messages.

If your Amazon WorkDocs administrator has enabled the Hancm ThinkFree or Open with Office Online feature, users with edit permissions can join live collaborative editing sessions.

Topics

- [Sharing feedback \(p. 29\)](#)
- [Sending messages \(p. 32\)](#)
- [Editing with Hancm ThinkFree \(p. 32\)](#)
- [Using Open with Office Online \(p. 33\)](#)

Sharing feedback

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

You can see the files for which your feedback has been requested in your **Awaiting my Feedback** list. To request feedback, you can share your document with other people in your organization. For more information, see [Sharing files and folders \(p. 21\)](#).

Contents

- [Adding feedback \(p. 29\)](#)
- [Requesting the ability to add feedback \(p. 31\)](#)
- [Declining feedback \(p. 31\)](#)
- [Disabling feedback and muting email notifications \(p. 31\)](#)

Adding feedback

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

To add overall feedback

1. Open the file in Amazon WorkDocs.
2. Choose **Feedback, Add Overall Feedback**.
3. Type your feedback and choose **Publish**.

To add feedback for a portion of a file

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

To reply to feedback

1. Open the file and choose **Feedback**.
2. Under the comment to which to reply, choose **Reply**.
3. Type your reply and choose **Reply**.

To add private feedback

Only the file owner and co-owners can see private comments. Contributors can't see them unless you make a private reply to a contributor comment.

- Enter your comment, select **Private**, then post your comment.

To notify a user in feedback

When you want a user to pay attention to a comment, you can notify that user. The user receives the comment in email.

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

To format feedback

1. To bold a word, add ****** before and after the word. (For example, ****word****)
2. To italicize a word, add **_** before and after the word. (For example, **_word_**)
3. To strikethrough a word, add **~~** before and after the word. (For example, **~~word~~**)
4. To create a new line, enter **Shift + Enter**.

To filter feedback

Filter feedback to view the comments that are most important to you.

1. Open the file in Amazon WorkDocs.
2. Choose **Feedback**. For **Filters**, choose **Add filters**.
3. To view specific feedback, choose from any of the following filters:
 - **Version**
 - **User**
 - **Show**: Select the check box next to one or more of the following options:
 - **Draft comments**
 - **Published comments**
 - **Resolved comments**
 - **Unresolved comments**
 - **Comments that mention me**
4. Choose **Apply** to apply the selected filters.

To resolve feedback

You can hide comments from view by resolving them.

1. Open the file in Amazon WorkDocs.
2. Choose **Feedback**.
3. Under each comment to hide, choose **Resolve**.

To show a resolved comment again, filter by **Resolved comments** and choose **Unresolve** under the comment.

Requesting the ability to add feedback

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

To request contributor access

1. Open the file or folder in Amazon WorkDocs.
2. Copy the file or folder URL to your clipboard.
3. Choose **Tasks**.
4. For **New task**, choose **Access request**.
5. For **Access request**, paste the file or folder URL.
6. Choose **Send**.

The file owner receives a notification and can grant you access. Amazon WorkDocs then notifies you when you receive access.

Declining feedback

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

To decline feedback

1. In the web client, choose **Collaborate, Awaiting my feedback**.
2. Select the file, choose **Feedback, Decline feedback**.

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

To remove a file from your Awaiting my feedback folder

1. In the web client, choose **Collaborate, Awaiting my feedback**.
2. Select the file, choose **Feedback, Delete**.

Disabling feedback and muting email notifications

If you own or co-own a file, you can disable feedback to prevent additional comments. You can also mute email notifications to stop receiving them when a file receives feedback. You can only mute notifications for yourself, not others.

To disable feedback

1. Select or open the file in Amazon WorkDocs.

2. For **Actions**, choose **Settings** and clear **Allow feedback**.

To mute email notifications

1. Open the file in Amazon WorkDocs.
2. For **Actions**, choose **Settings** and select **Mute notifications**.

Sending messages

You can send an email message to the people with whom you have already shared a file.

To send an email message

1. Open the file in Amazon WorkDocs.
2. Choose **Share, Permissions, Email people you've shared with**.
3. Type your message and choose **OK**.

Note

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

Editing with Hancom ThinkFree

Hancom ThinkFree lets you create Microsoft Office files (.docx, .pptx, and .xlsx) from the Amazon WorkDocs web application. You can also co-author and collaboratively edit .docx, .doc, .pptx, .ppt, .xlsx, and .xls files.

When you edit a document with Hancom ThinkFree, other users with edit permissions can join the live collaborative session to edit the document with you in real time. Amazon WorkDocs automatically saves files edited with Hancom ThinkFree.

Note

Hancom ThinkFree doesn't support all the features that Microsoft Office provides. For more information, see [Unsupported features](#) on the *Hancom Office Online for Amazon WorkDocs site*.

To use Hancom ThinkFree, your site administrator must enable the feature for your Amazon WorkDocs site. For more information, site administrators can see [Enabling Hancom ThinkFree](#).

Creating a new file

Use Hancom ThinkFree to create new Microsoft Office files from the Amazon WorkDocs web application.

To create a new file with Hancom ThinkFree

1. In the web application, choose **New**.
2. Choose the file type: **Document**, **Spreadsheet**, or **Presentation**.
3. Edit the file in the web application.
4. When you are done editing, choose **Save & Exit**. The file is saved with a generic file name, such as **New Document**.
 - Rename the file as needed. For more information, see [Renaming and moving folders and files \(p. 17\)](#).

Editing a file

Use Hancm ThinkFree to edit Microsoft Office files and join live collaborative editing sessions from the Amazon WorkDocs web application.

To edit an Office file with Hancm ThinkFree

1. In the web application, view the file. You can also open it in the file browser view.
2. Choose **Edit**.
3. Edit the file in the web application.

To join a live collaborative session

You can join another user in a live collaborative editing session to edit an Office file using Hancm ThinkFree.

1. In the web application, view the file. You can also open it in the file browser view.
2. Choose **Live edit**.
3. Edit the file in the web application with the other users.

Using Open with Office Online

Open with Office Online lets you co-author and collaboratively edit Microsoft Office files (.docx, .pptx, and .xlsx) from the Amazon WorkDocs web application. When you edit a document with Office Online, other users with edit permissions can join the live collaborative session to edit the document with you in real time. Files edited with Office Online are saved automatically in Amazon WorkDocs.

Prerequisites

To use Open with Office Online, you need a Microsoft Office 365 **Work** or **School** account with a license to edit in Office Online, and your site administrator needs to enable the feature for your Amazon WorkDocs site. For more information, site administrators can see [Enabling Open with Office Online](#).

For more information about getting a Microsoft Office 365 license, see [Microsoft Office Licensing](#), [Get the latest advanced features with Office 365](#), and [Get the most from Office with Office 365](#).

Open with Office Online works with the Amazon WorkDocs web application in the most recent versions of Firefox, Chrome, Internet Explorer, and Safari.

Using Open with Office Online

After meeting the [Prerequisites \(p. 33\)](#), you can use Open with Office Online to edit Microsoft Office files and join live collaborative editing sessions from the Amazon WorkDocs web application.

To edit a file with Office Online

Follow these steps to edit a Microsoft Office file using Open with Office Online.

1. In the web application, open the file or select it in the file browser view.
2. Choose **Edit**.
 - If this is your first time using Open with Office Online, or if it's been a while since you last used it, you are prompted to enter your Microsoft Office credentials.

3. The file opens in the web application for you to edit.

To join a live collaborative session

If another user is editing a Microsoft Office file using Open with Office Online, you can join them in a live collaborative editing session.

1. In the web application, open the file or select it in the file browser view.
2. Choose **Live edit**.
 - If this is your first time using Open with Office Online, or if it's been a while since you last used it, you are prompted to enter your Microsoft Office credentials.

The file opens in the web application for you and other users to edit.

Working with approvals

Use the Amazon WorkDocs Approvals app to request that users in your Amazon WorkDocs organization approve your files and folders.

If you receive an approval request, you can use the Approvals app to view, approve, or reject the request.

To access the Approvals app, from the Amazon WorkDocs site, choose **Apps**. For **Approvals**, choose **Launch**.

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- [Creating approval requests \(p. 35\)](#)
- [Responding to approval requests \(p. 36\)](#)
- [Updating approval requests \(p. 36\)](#)
- [Canceling approval requests \(p. 36\)](#)
- [Viewing completed approval requests \(p. 37\)](#)

Creating approval requests

Use the Amazon WorkDocs Approvals app to ask other users in your Amazon WorkDocs organization to approve your files and folders.

To create an approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. Choose **Create Approval**.
4. Choose **Add Files**, and select the files or folders to add to the approval request.
5. Choose **Done, Next**.
6. For **Group 1**, enter names to add to the first group of approvers. You can enter only the names of users in your Amazon WorkDocs organization.
7. Select one of the following:
 - **Anyone can approve** – Any individual approver in this group can approve on behalf of the group.
 - **Everyone must approve** – Every approver in this group must approve.
8. (Optional) For **Due date**, select the date by which approvals are due.
9. (Optional) Choose **Add Group** and repeat the previous two steps to add additional groups of approvers. The approval request is sent to each group of approvers in the order in which the groups are created.
10. Choose **Next**.
11. For **Title**, enter a title.
12. (Optional) For **Description**, enter a description.
13. Choose **Next**.
14. Review the approval request and do one of the following:
 - Choose **Back** to go back and make changes.
 - Choose **Send** to send the approval request to the approvers.

Responding to approval requests

When another Amazon WorkDocs user requests your approval of their files or folders, you receive an email notification.

To respond to an approval request

1. Do one of the following:
 - In the approval request email, choose **View Approval**.
 - From the Amazon WorkDocs site, choose **Apps**. For **Approvals**, choose **Launch**, and choose the approval request.
2. For **Files**, choose the file links to preview the files for approval.
3. (Optional) For **Comment**, enter a comment.
4. Choose **Approve** or **Reject**.

Updating approval requests

After you create an approval request, you can update it as long as it is in **Pending** status. The items you can update depend on whether you have received any responses from approvers.

- **If there is no response from an approver yet** – You can update the files, groups, approvers, due date, and description.
- **If an approver has responded, but the approval request is still pending further approvals** – You can add a new approver to a group that is still pending response, remove an approver who has not yet responded, and change the due date.

To update an approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. (Optional) Choose **Filters** to apply filters which show only the approval requests that match the filters you apply.
4. Choose the approval request to update.
5. Choose **Edit approval**.
6. Make your updates, and choose **Send**.

The updated approval request is sent to the approvers.

Canceling approval requests

After you create an approval request, you can cancel it as long as it is in **Pending** status.

To cancel an approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. (Optional) Choose **Filters** to apply filters which show only the approval requests that match the filters you apply.

4. Choose the approval request to cancel.
5. Choose **Cancel**.

Viewing completed approval requests

You can still view approval requests after they have been approved or rejected.

To view a completed approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. (Optional) Choose **Filters** to apply filters which show only the approval requests that match the filters you apply.
4. Choose the approval request to open for viewing.

Tracking file activity

View your Amazon WorkDocs activity feed to keep track of changes to your files and folders, and to see who made the changes. See when files were viewed, downloaded, commented on, shared, locked, and deleted, and search for specific files, folders, or users. Activity feed searches can be filtered by activity type and date modified.

If you are an administrator, you can view activities performed by all users of a site. For more information, see [Site-wide activity feed](#).

To view the activity feed

1. In the web client, choose **Activity feed** and browse to view the latest activities.
2. To search and filter for specific activity, follow these steps:
 - a. In the search box, type a file, folder, or user name.
 - b. Choose **Filter**, then select **Activity Type** filters and choose a **Date Modified** option as needed.
 - c. Choose **Apply**.

To see the activity feed of a file or folder, choose **Show Activity** from the file or folder menu.

Managing your account

From the Amazon WorkDocs web application, choose your profile picture to update your account settings.

Updating your user profile

Update your user profile under your **My account** settings.

To update your user profile

1. Choose your profile picture to open your **My account** settings.
2. Update your profile photo, time zone, and preferred email language as necessary. If you are part of a cloud directory, you can change your password by choosing **Change** next to your password.

If you do not have the option to change your password, contact your Amazon WorkDocs site administrator for assistance by completing the following steps. Your administrator can also change your name or email address for you.

Contacting your administrator

Contact your Amazon WorkDocs site administrator from the web application by choosing **Tasks, New task, Contact Administrators**.

Using Amazon WorkDocs for Amazon Business

If you are invited to access business documents with Amazon WorkDocs for Amazon Business, you can complete the following actions by signing in to <https://workdocs.aws/> using your Amazon Business credentials.

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- [Viewing and searching for files \(p. 40\)](#)
- [Sharing and commenting on files \(p. 41\)](#)
- [Uploading and downloading files \(p. 41\)](#)
- [Moving, renaming, and deleting files \(p. 42\)](#)
- [Viewing activity \(p. 42\)](#)

Viewing and searching for files

You can view your recently shared and viewed files from the Amazon WorkDocs for Amazon Business home page. You can also view files that are shared with you or by you.

To view files that are shared with you or by you

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **Recently Shared**.
4. For **Shared**, choose **Shared By Me** or **Shared With Me**.

Open a file to preview its content.

To view the content of a file

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the file to view its content.

Use search terms to find files or folders that you want.

To search for files or folders

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. For **Search files or folders**, enter a search term.
4. Press **Enter**.
5. (Optional) Choose **+ Filter** to filter the search results by date range and owner, and then choose **Apply**.

6. (Optional) Choose **Save** to save these search settings for future use. Enter a filter name, and then choose **Save**.

Sharing and commenting on files

You can upload and share files and folders from the Amazon WorkDocs for Amazon Business home page.

To upload files and folders for immediate sharing

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, choose **+ Share**.
3. Select the files or folders to share.
4. For **Recipients**, enter the names or email addresses of the people to share the file with.
5. Choose **Next**.
6. Enter a **Title** and **Description**.
7. Choose **Next**.
8. Choose **Done**.

You can also share files or folders that are already uploaded to Amazon WorkDocs for Amazon Business.

To share existing files or folders

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file you want to share, and then choose **Share**.
5. For **Recipients**, enter the names or email addresses of the people to share the file with.
6. Choose **Share**.

Add comments to files when you view the file content.

To comment on files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the file to view its content.
5. For **Add a comment**, enter your comment.
6. Choose **Comment**.

Uploading and downloading files

You can upload files or folders to Amazon WorkDocs for Amazon Business, and download files from it.

To upload files or folders

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.

3. Choose **My Files**.
4. Choose **+ Upload**.
5. Choose **Upload files** or **Upload folders**.
6. Select the files or folders to upload.

To download files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file you want to download, and then choose **Download**.

Moving, renaming, and deleting files

Move, rename, and delete files from Amazon WorkDocs for Amazon Business.

To move files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file you that want to move, and then choose **Move**.
5. Choose the destination folder to move the file to, and then choose **Move to here**.

To rename files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file that you want to rename, and then choose **Rename**.
5. Enter the new name for the file.
6. Press **Enter**.

To delete files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file that you want to delete, and then choose **Delete**.

Viewing activity

View the activity for your Amazon WorkDocs for Amazon Business team.

To view all activity

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.

2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **Activity**.

View the activity for a specific file on Amazon WorkDocs for Amazon Business.

To view activity for a file

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file, and then choose **Activity**.

Document history

The following table describes important changes to the *Amazon WorkDocs User Guide*, beginning in February 2018. For notifications about updates to this documentation, you can subscribe to an RSS feed.

update-history-change	update-history-description	update-history-date
Using Amazon WorkDocs for Amazon Business (p. 44)	Amazon WorkDocs for Amazon Business is supported. For more information, see Using Amazon WorkDocs for Amazon Business in the Amazon WorkDocs User Guide.	March 26, 2020
Updates to Amazon WorkDocs Drive troubleshooting (p. 44)	Various updates to Amazon WorkDocs Drive troubleshooting tips. For more information, see Troubleshooting Amazon WorkDocs Drive in the Amazon WorkDocs User Guide.	August 2, 2019
Amazon WorkDocs Drive default drive (p. 44)	Users can select a default drive when installing Amazon WorkDocs Drive. For more information, see Installing Amazon WorkDocs Drive in the Amazon WorkDocs User Guide.	July 18, 2019
Amazon WorkDocs approvals (p. 44)	Use the Amazon WorkDocs Approvals app to request that users in your Amazon WorkDocs organization approve your files and folders. For more information, see Working with approvals in the Amazon WorkDocs User Guide.	April 16, 2019
Amazon WorkDocs Drive Offline Access (p. 44)	Use Amazon WorkDocs Drive to enable offline access to your files and folders. For more information, see Enabling Offline Access in the Amazon WorkDocs User Guide.	March 19, 2019
Amazon WorkDocs tasks (p. 44)	Amazon WorkDocs supports Tasks , which lets you transfer document ownership and request document access. For more information, see Transferring document ownership and Requesting the ability to add feedback in the Amazon WorkDocs User Guide.	December 19, 2018
Amazon WorkDocs Drive for macOS (p. 44)	Amazon WorkDocs Drive is available for macOS users. For	October 25, 2018

	more information, see Using Amazon WorkDocs Drive in the Amazon WorkDocs User Guide.	
Amazon WorkDocs smart search (p. 44)	Amazon WorkDocs smart search is available for the Amazon WorkDocs web application. For more information, see Searching files and folders in the Amazon WorkDocs User Guide.	October 19, 2018
Updates to web application (p. 44)	The user interface for the Amazon WorkDocs web application is updated. For more information, see the topics linked from Working with files and folders , Sharing files and folders , and Feedback and collaborative editing in the Amazon WorkDocs User Guide.	October 4, 2018
Amazon WorkDocs Companion updates for Windows users (p. 44)	Amazon WorkDocs Companion supports the ability for Windows users to upload and share files by using a single step. For more information, see Using Amazon WorkDocs Companion in the Amazon WorkDocs User Guide.	August 28, 2018
Various updates (p. 44)	Various updates to topic layout and organization.	August 3, 2018
iOS Files app integration (p. 44)	Access Amazon WorkDocs content with the Files app for iOS version 11 and later. For more information, see Using the Files app in iOS in the Amazon WorkDocs User Guide.	July 24, 2018
Hancm ThinkFree (p. 44)	Hancm ThinkFree editing is available. Create and collaboratively edit Microsoft Office files from the Amazon WorkDocs web application. For more information, see Editing with Hancm ThinkFree in the Amazon WorkDocs User Guide.	June 21, 2018
Open with Office Online (p. 44)	Open with Office Online is available. Collaboratively edit Microsoft Office files from the Amazon WorkDocs web application. For more information, see Open with Office Online in the Amazon WorkDocs User Guide.	June 6, 2018

[Amazon WorkDocs Drive \(p. 44\)](#)

Amazon WorkDocs Drive is available for all Windows PC users. Enable offline access for Amazon WorkDocs Drive. For more information, see [Amazon WorkDocs Drive](#) in the Amazon WorkDocs User Guide.

April 2, 2018

[Web client UI update \(p. 44\)](#)

Various changes to the web client interface. For more information, see [Amazon WorkDocs web client](#) in the Amazon WorkDocs User Guide.

February 22, 2018

AWS glossary

For the latest AWS terminology, see the [AWS glossary](#) in the *AWS General Reference*.