## Table of Contents

What is Amazon WorkDocs ................................................................. 1
Accessing Amazon WorkDocs .......................................................... 1
Supported file types ......................................................................... 1
How to get started ........................................................................... 2
Getting started .................................................................................. 3
  Step 1: Get invited .......................................................................... 3
  Step 2: Register ............................................................................. 3
  Step 3: Start using Amazon WorkDocs .......................................... 3
Getting started with the web client .................................................. 4
  System requirements ................................................................. 4
  Signing in ..................................................................................... 4
  Using single sign-on .................................................................... 4
Getting started with Android .......................................................... 5
  System requirements ................................................................. 5
  Switching visual themes ............................................................... 5
Getting started with iOS ................................................................... 6
  System requirements ................................................................. 6
  Viewing and editing files in other iOS apps ................................. 6
  Using the Files app in iOS ......................................................... 6
  Saving a file from another iOS app to Amazon WorkDocs ........... 7
  Switching visual themes ............................................................... 7
Using Companion ............................................................................ 8
  System requirements ................................................................. 8
Using Amazon WorkDocs Drive ...................................................... 9
  Installing Amazon WorkDocs Drive ......................................... 9
    Using the Windows Subsystem for Linux to mount Amazon WorkDocs Drive .................. 10
    Uninstalling Amazon WorkDocs Drive .................................... 10
Logging out of Amazon WorkDocs Drive ....................................... 11
Logging in to Amazon WorkDocs Drive after you log out ............... 11
Using Amazon WorkDocs Drive ...................................................... 11
  Understanding the Amazon WorkDocs Drive file icons .............. 12
  Opening Amazon WorkDocs Drive folders ............................... 12
  Taking actions on folders .......................................................... 12
  Taking actions on files ............................................................... 13
  Working offline .......................................................................... 13
  Reconnecting after working offline ......................................... 14
  Pausing file sync ....................................................................... 14
  Searching Amazon WorkDocs Drive ........................................ 15
  Quitting Amazon WorkDocs Drive ........................................... 15
  Restarting Amazon WorkDocs Drive after you quit ..................... 15
Troubleshooting Amazon WorkDocs Drive ................................... 15
Working with files and folders ....................................................... 17
  Organizing and editing files and folders ................................. 17
    Creating folders ..................................................................... 17
   Renaming and moving folders and files ................................. 18
    Editing files ........................................................................... 18
    Deleting folders and files ...................................................... 19
  Managing the recycle bin (web only) ........................................... 19
Uploading and downloading files .................................................. 19
Locking and unlocking files ......................................................... 20
Viewing file versions .................................................................... 21
Reverting a file to a previous version .......................................... 21
Viewing files offline ....................................................................... 21
Searching files and folders ........................................................... 22
Sharing files and folders .......................................................................................................................... 23
  Sharing by invite ........................................................................................................................................ 23
  Sharing a link ........................................................................................................................................... 24
  Removing share permissions .................................................................................................................. 25
  Removing yourself from a share ........................................................................................................... 25
  Transferring document ownership ...................................................................................................... 25
Permissions .................................................................................................................................................. 27
  Roles ......................................................................................................................................................... 27
  Shared folder permissions ...................................................................................................................... 27
  File permissions ..................................................................................................................................... 28
  Shared file permissions .......................................................................................................................... 29
Feedback and collaborative editing ........................................................................................................... 31
  Sharing feedback .................................................................................................................................... 31
    Adding feedback .................................................................................................................................. 31
    Requesting the ability to add feedback .............................................................................................. 33
    Declining feedback ............................................................................................................................... 33
    Disabling feedback and muting email notifications .......................................................................... 33
  Sending messages ............................................................................................................................ 34
  Editing with Hancom ThinkFree .......................................................................................................... 34
    Creating a new file ................................................................................................................................ 34
    Editing a file ........................................................................................................................................ 35
  Open with Office Online ....................................................................................................................... 35
    Prerequisites .................................................................................................................................... 35
    Using Open with Office Online ......................................................................................................... 35
Working with approvals ............................................................................................................................ 37
  Creating approval requests ................................................................................................................... 37
  Responding to approval requests ......................................................................................................... 38
  Updating approval requests .................................................................................................................. 38
  Canceling approval requests ................................................................................................................ 39
  Viewing completed approval requests ................................................................................................. 39
Tracking file activity ................................................................................................................................. 40
Managing your account ............................................................................................................................ 41
  Updating your user profile .................................................................................................................... 41
  Contacting your administrator ............................................................................................................ 41
Using Amazon WorkDocs for Amazon Business ...................................................................................... 42
  Viewing and searching for files ............................................................................................................. 42
  Sharing and commenting on files .......................................................................................................... 43
  Uploading and downloading files ........................................................................................................ 43
  Moving, renaming, and deleting files .................................................................................................... 44
  Viewing activity ................................................................................................................................... 44
Document history ........................................................................................................................................ 46
AWS glossary ............................................................................................................................................ 49
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
How to get started

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

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).

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

Contents
• Step 1: Get invited (p. 3)
• Step 2: Register (p. 3)
• Step 3: Start using Amazon WorkDocs (p. 3)
• Getting started with the web client (p. 4)
• Getting started with Android (p. 5)
• Getting started with iOS (p. 6)

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. 41).

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

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.

Contents
- System requirements (p. 4)
- Signing in (p. 4)
- 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.

Contents
• System requirements (p. 5)
• Switching visual themes (p. 5)

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.

Contents
- System requirements (p. 6)
- Viewing and editing files in other iOS apps (p. 6)
- Using the Files app in iOS (p. 6)
- 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.

Contents
• 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.
• Your 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 \texttt{W:}, and you use Amazon WorkDocs Drive like you would any other disc drive.

\textbf{Note}
You must belong to a network domain in order to use Amazon WorkDocs Drive. Also, your system administrator may assign a different drive letter. If you’re unsure about your network domain or drive letter, contact your administrator.

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

As you go, remember that Amazon WorkDocs Drive only creates links to your files. It doesn't write copies to your hard drive. For example, say you open a word processor file from Amazon WorkDocs Drive. Editing that file changes the current version of the file in Amazon WorkDocs.

\textbf{Important}
If you delete a link in Amazon WorkDocs Drive you also delete the source file in Amazon WorkDocs. Also, the links created by Amazon WorkDocs Drive use a small amount of storage, and deleting them doesn't save any significant storage space.

Topics
- Installing Amazon WorkDocs Drive (p. 9)
- Logging out of Amazon WorkDocs Drive (p. 11)
- Logging in to Amazon WorkDocs Drive after you log out (p. 11)
- Using Amazon WorkDocs Drive (p. 11)
- Troubleshooting Amazon WorkDocs Drive (p. 15)

Installing Amazon WorkDocs Drive

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


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

Amazon WorkDocs Drive is available for macOS version 10.12 or later.

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

\textbf{To install Amazon WorkDocs Drive on the supported platforms}

1. Download Amazon WorkDocs Drive from \url{https://amazonworkdocs.com/enclients} 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

2. Open Amazon WorkDocs Drive. When prompted, enter the name of your Amazon WorkDocs site, user name, and password.
3. Choose the WorkDocs Drive icon on the menu bar.
4. In the WorkDocs Drive window, choose Open Drive in Finder. When prompted to update the system extension, choose Open Security Preference.
5. 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.
6. Restart the machine.

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.

```bash
$ 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 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 Amazon WorkDocs Drive out at any time. Typically, you log Amazon WorkDocs Drive out when you want to save network bandwidth or connect it to a different Amazon WorkDocs site.

**Note**
Before you log out, note the URL of your Amazon WorkDocs site. To do that, choose the My account icon in the upper-right corner of the Amazon WorkDocs screen and note the Site name value.

**To log out of Amazon WorkDocs Drive**

1. In Windows, open the Notifications pane, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose Log out (change site).

   —OR—

2. On a Macintosh, on the menu bar, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose Log out.

   A log in screen appears. If you don't see the screen, look for and choose the Amazon WorkDocs Drive icon in your Windows Task Bar or on the Macintosh menu bar.

2. Follow the steps in the next section to log back in to Amazon WorkDocs Drive.

Logging in to Amazon WorkDocs Drive after you log out

When you manually log out of Amazon WorkDocs Drive, a restart screen appears. If you don't see the screen, look for and choose the Amazon WorkDocs Drive icon in your Windows Task Bar or Macintosh menu bar. Follow these steps to log in.

**To log in to Amazon WorkDocs Drive after you log out**

1. In the log in screen, enter the indicated part of your Amazon WorkDocs URL.
2. Choose Next.

   Amazon WorkDocs Drive reconnects to your Amazon WorkDocs site.

Using Amazon WorkDocs Drive

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

**Topics**
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

You open folders in Amazon WorkDocs Drive the same way that you open folders on a regular drive. Just remember that Amazon WorkDocs Drive appears as drive W:

**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)

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. Remember, when you delete a file in Amazon WorkDocs Drive you only delete a link from your local drive, but you move the source file to the Recycle bin on your site. Moving a file out of Amazon WorkDocs Drive also has the same effect.

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.

In addition to creating, renaming, and so on, Amazon WorkDocs Drive also provides a number of actions, and the steps in this section explain how. These 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.

Restarting Amazon WorkDocs Drive after you quit

To restart Amazon WorkDocs Drive after you quit, do one of the following.

- On a PC, choose Start to open your list of programs, choose the Amazon folder, then choose Amazon WorkDocs Drive.
- On a Mac, go to the menu bar and choose Amazon WorkDocs Drive.

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

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

macOS – Restart Amazon WorkDocs Drive by choosing the Amazon WorkDocs Drive icon on the menu bar, choose the gear icon, then choose Log out. 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, lock files for editing, and delete folders and files in Amazon WorkDocs. If your Amazon WorkDocs site administrator deploys Amazon WorkDocs Backup to your organization, you can also back up your folders from your Windows or macOS computers to Amazon WorkDocs.

Contents

• Organizing and editing files and folders (p. 17)
• Uploading and downloading files (p. 19)
• Locking and unlocking files (p. 20)
• Viewing file versions (p. 21)
• Reverting a file to a previous version (p. 21)
• Viewing files offline (p. 21)
• Searching files and folders (p. 22)

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. 17)
• Renaming and moving folders and files (p. 18)
• Editing files (p. 18)
• Deleting folders and files (p. 19)
• Managing the recycle bin (web only) (p. 19)

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 Hancom ThinkFree, you can also create new files in the web client. For more information, see Editing with Hancom ThinkFree (p. 34).

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. 23).

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.

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. 31).

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. 20).

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
The steps in this section explain how to upload and download files and folders. 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 checkboxes next to the files or folders that you want to upload.

You can also add files by dragging and dropping them from your computer to 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 version of the file to upload.

You can also download files or folders from the web client.

To download files or folders

In the web client, do one of the following:

- Select the checkboxes next to the files or folders that you want to download, open the Actions menu and choose Download.
- Open the file, then open the Actions menu and choose Download.
- Open the folder. The folder name appears in a list, with a downward facing arrow. Open that list and choose Download.

Note

On a PC, downloaded files land by default in the Downloads/WorkDocsDownloads/folder name folder.
On a Macintosh, if files do not land in your /Downloads folder, look for them in the Hard Drive Name/Users/User Name/WorkDocsDownloads folder. The destination can vary for a number of reasons. For example, your IT department may change your operating system's default settings.

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. Open the file that you want 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

- Open the file and choose the lock icon.

  The lock icon disappears, and you can work on the file.

To edit a file that someone else locked, you can send an unlock request to the user who locked it.

To send an unlock request

1. Select the file that you want to unlock it.
2. Choose Actions, then Settings, then Request unlock. Amazon WorkMail sends the request to the user who locked the file, the file owner, and any co-owners.

Viewing file versions

If you or another user upload more than one version of a file, you can view a specific version by performing the following steps.

To open a specific version of a file
1. In the web client, open the file.
   The file's title appears just below the menu bar, along with a list control that reads \( v_x \) of \( x \).
   \( \text{Note} \)
   If only one version of a file exists, the list control doesn't appear.
2. Open the \( v_x \) of \( x \) list and select the version you want to view.

Reverting a file to a previous version

You can revert a file to a previous version at any time.

To revert a file
1. In the web client, open the file.
   The file's title appears just below the menu bar, along with a list control that reads \( v_x \) of \( x \).
   \( \text{Note} \)
   If only one version of a file exists, the list control doesn't appear.
2. Open the \( v_x \) of \( x \) list and select the version that you want to revert to.
3. Choose Edit, choose the appropriate editor for the file, such as Companion App, then choose Yes to lock the file.
4. In the editor, save the file to your local drive. If prompted, overwrite the existing file.
5. In Amazon WorkDocs open the Actions list and choose Upload new version.
   The Open dialog box appears.
6. Open the file that you saved in step 4.
   Amazon WorkDocs uploads and locks the file. You need to unlock the file to edit it.

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, refer to Permissions.

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

To view a list of all the changes that users have made to your files and folders, go to your activity feed. For more information, see Tracking file activity (p. 40).

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

Contents
• Sharing by invite (p. 23)
• Sharing a link (p. 24)
• Removing share permissions (p. 25)
• Removing yourself from a share (p. 25)
• Transferring document ownership (p. 25)

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.
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.
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. The permissions granted depend on user role.

**Note**
If you need to change or revoke permissions, refer to Sharing files and folders. Also, users with viewer permissions cannot search for files or folders, and they cannot download files or folders. Users must have contributor permissions in order to run search and download operations.

Contents
- Roles (p. 27)
- Shared folder permissions (p. 27)
- File permissions (p. 28)
- Shared file permissions (p. 29)

Roles

Folder and file permissions vary, depending on user roles. Amazon WorkDocs defines these roles for 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

Amazon WorkDocs defines these permissions 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

<table>
<thead>
<tr>
<th>Permission</th>
<th>Folder owner</th>
<th>Folder co-owner</th>
<th>Folder contributor</th>
<th>Folder viewer</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View Sub-folders</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View Shares</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Download</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Add Sub-folder</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Share</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revoke Sharing</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete Sub-folder</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete Top-level folder</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Permission</th>
<th>Owner/Co-Owner</th>
<th>Contributor</th>
<th>Viewer</th>
<th>Anonymous Viewer</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
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.
- 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

<table>
<thead>
<tr>
<th>Permission</th>
<th>Folder Owner/Co-Owner</th>
<th>File Owner*</th>
<th>Folder Contributor</th>
<th>Folder Viewer</th>
<th>Anonymous Viewer</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View Shares</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Permission</td>
<td>Folder Owner/Co-Owner</td>
<td>File Owner*</td>
<td>Folder Contributor</td>
<td>Folder Viewer</td>
<td>Anonymous Viewer</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------</td>
<td>-------------</td>
<td>--------------------</td>
<td>---------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Download</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Annotate</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View Annotations</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View Activity</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View Versions</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Upload</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Delete</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Rename</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Prevent Download</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Share</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Revoke Sharing</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>See All Private Comments**</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

* 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 Hancom ThinkFree or Open with Office Online feature, users with edit permissions can join live collaborative editing sessions.

Topics
- Sharing feedback (p. 31)
- Sending messages (p. 34)
- Editing with Hancom ThinkFree (p. 34)
- Using Open with Office Online (p. 35)

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.

Contents
- Adding feedback (p. 31)
- Requesting the ability to add feedback (p. 33)
- Declining feedback (p. 33)
- Disabling feedback and muting email notifications (p. 33)

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 to save 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 message that includes your comment and a link to view the file.

**To format feedback**

1. To bold a word, add two asterisk symbols (***) before and after the word. (For example: **word**)
2. To italicize a word, add one underscore (_) before and after the word. (For example: _word_)
3. To strike through a word, add two tilde symbols (~~) 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 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 message 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. 18).
Editing a file

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

To edit an Office file with Hancom 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 Hancom 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 Editions, Get the latest advanced features with Office 365, and Reimagine productivity with Microsoft 365 and Microsoft Teams.

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. 35), 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.
Creating approval requests

You use the Amazon WorkDocs Approvals app to ask users in your Amazon WorkDocs organization to approve your files and folders. The Approvals app also allows you to approve or reject requests from other users in your organization.

To start the Approvals app

1. In Amazon WorkDocs, choose Apps.
2. On the Apps page, under Approvals, choose Launch.

Contents

- Creating approval requests (p. 37)
- Responding to approval requests (p. 38)
- Updating approval requests (p. 38)
- Canceling approval requests (p. 39)
- Viewing completed approval requests (p. 39)

Creating approval requests

You 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. In Amazon WorkDocs, choose Apps, and under Approvals, choose Launch.
2. Choose Create Approval.
3. Choose Add Files, select the check box next to the files or folders that you need approved, choose Done, then choose Next.
4. Under Group 1, enter the names or email addresses of your approvers. You don't need a delimiter between the names or addresses. However, the approvers must belong to your Amazon WorkDocs organization.
5. Choose one of the following:
   - Anyone can approve – Any individual approver in this group can approve on behalf of the whole group.
   - Everyone must approve – All approvers in this group must approve.
6. You can also choose the following optional settings:
   - (Optional) For Due date, select a date by which approvals are due.
   - (Optional) Choose Add Group to create another approval group, then repeat step 4 and step 5 to add approvers to the group.

   Note
   You must add approvers to all the groups that you create. You can't proceed until you do.
7. Choose Next.
8. Under Title, enter a title, under Description, enter an optional description, then choose Next.
9. Review the approval request and do one of the following:
Responding to approval requests

When another Amazon WorkDocs user requests an approval from you, you receive an email notification. You can use the email or Amazon WorkDocs to respond to the request. The following steps explain how to use either process.

**To respond to a request from an email message**
1. Choose the View Approval link in the email.
2. (Optional) Under Comment, enter a comment.
3. Choose Approve or Reject.

**To respond to a request in Amazon WorkDocs**
1. In Amazon WorkDocs, choose Apps.
2. Under Approvals, choose Launch.
3. Choose the Menu ( ) button in the upper-left corner to open the navigation pane, then choose Awaiting my approval.
4. A set of approval request tiles appears.
5. Choose the approval tile to open the approval request.
6. (Optional) Under Comment, enter a comment.
7. Choose Approve or Reject.

Updating approval requests

You can update your approval requests as long as they have a status of Pending. The changes you can make depend on whether any approvers have responded.

- **If an approver hasn't responded** – 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, remove an approver who has not yet responded, and change the due date.

**To update an approval request**
1. In Amazon WorkDocs, choose Apps.
2. Under Approvals, choose Launch.
3. Choose the Menu ( ) button in the upper-left corner of the screen to open the navigation pane.
4. Choose My approval requests, then choose the tile for request that you want to update.
5. Choose Edit approval.
6. Update the approval, then choose Send.
Amazon WorkDocs sends the updated approval request to the approvers.

Canceling approval requests

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

Note
You can only cancel requests that you create.

To cancel an approval request

1. In Amazon WorkDocs, choose Apps.
2. Under Approvals, choose Launch.
3. Choose the Menu (anan) button in the upper-left corner of the screen to open the navigation pane.
4. Choose My approval requests, then choose the tile for the approval request to cancel.
5. Choose Cancel Request.

Viewing completed approval requests

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

To view a completed approval request

1. In Amazon WorkDocs, choose Apps.
2. Under Approvals, choose Launch.
3. Choose the Menu (anan) button in the upper-left corner of the screen to open the navigation pane.
4. Do one of the following:
   - Choose All to see all your completed requests.
   - Choose Awaiting my approval to see the requests that require your approval or rejection.
   - Choose My approval requests to see a list of all the requests you've created, including canceled requests.
Tracking file activity

Use the Amazon WorkDocs activity feed to keep track of changes to your files and folders, and to see who made the changes. The activity feed shows you when files were viewed, downloaded, commented on, shared, locked, and deleted. You can also search for specific files, folders or users, and you can filter activity feed searches by activity type and date modified.

Administrators can view the 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 and browse to view the latest activities.
2. To search and filter for specific activity, follow these steps:
   a. In the search box, enter a file, folder, or user name.
   b. Choose Filter, then select Activity Type 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.

Contents
- Viewing and searching for files (p. 42)
- Sharing and commenting on files (p. 43)
- Uploading and downloading files (p. 43)
- Moving, renaming, and deleting files (p. 44)
- Viewing activity (p. 44)

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.
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.
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 ellips...
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/](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.

<table>
<thead>
<tr>
<th>update-history-change</th>
<th>update-history-description</th>
<th>update-history-date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using Amazon WorkDocs for Amazon Business (p. 46)</td>
<td>Amazon WorkDocs for Amazon Business is supported. For more information, see Using Amazon WorkDocs for Amazon Business in the Amazon WorkDocs User Guide.</td>
<td>March 26, 2020</td>
</tr>
<tr>
<td>Updates to Amazon WorkDocs Drive troubleshooting (p. 46)</td>
<td>Various updates to Amazon WorkDocs Drive troubleshooting tips. For more information, see Troubleshooting Amazon WorkDocs Drive in the Amazon WorkDocs User Guide.</td>
<td>August 2, 2019</td>
</tr>
<tr>
<td>Amazon WorkDocs Drive default drive (p. 46)</td>
<td>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.</td>
<td>July 18, 2019</td>
</tr>
<tr>
<td>Amazon WorkDocs approvals (p. 46)</td>
<td>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.</td>
<td>April 16, 2019</td>
</tr>
<tr>
<td>Amazon WorkDocs Drive Offline Access (p. 46)</td>
<td>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.</td>
<td>March 19, 2019</td>
</tr>
<tr>
<td>Amazon WorkDocs tasks (p. 46)</td>
<td>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.</td>
<td>December 19, 2018</td>
</tr>
<tr>
<td>Amazon WorkDocs Drive for macOS (p. 46)</td>
<td>Amazon WorkDocs Drive is available for macOS users. For</td>
<td>October 25, 2018</td>
</tr>
<tr>
<td>Date</td>
<td>Category</td>
<td>Description</td>
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<td>----------------------------------------------------------------------------------------------</td>
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<tr>
<td>October 19, 2018</td>
<td>Amazon WorkDocs smart search (p. 46)</td>
<td>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.</td>
</tr>
<tr>
<td>October 4, 2018</td>
<td>Updates to web application (p. 46)</td>
<td>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.</td>
</tr>
<tr>
<td>August 28, 2018</td>
<td>Amazon WorkDocs Companion updates for Windows users (p. 46)</td>
<td>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.</td>
</tr>
<tr>
<td>August 3, 2018</td>
<td>Various updates (p. 46)</td>
<td>Various updates to topic layout and organization.</td>
</tr>
<tr>
<td>July 24, 2018</td>
<td>iOS Files app integration (p. 46)</td>
<td>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.</td>
</tr>
<tr>
<td>June 21, 2018</td>
<td>Hancom ThinkFree (p. 46)</td>
<td>Hancom ThinkFree editing is available. Create and collaboratively edit Microsoft Office files from the Amazon WorkDocs web application. For more information, see Editing with Hancom ThinkFree in the Amazon WorkDocs User Guide.</td>
</tr>
<tr>
<td>June 6, 2018</td>
<td>Open with Office Online (p. 46)</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Amazon WorkDocs Drive (p. 46)</strong></td>
<td>Amazon WorkDocs Drive is available for all Windows PC users. Enable offline access for Amazon WorkDocs Drive. For more information, see <a href="#">Amazon WorkDocs Drive</a> in the Amazon WorkDocs User Guide.</td>
<td>April 2, 2018</td>
</tr>
<tr>
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<tr>
<td><strong>Web client UI update (p. 46)</strong></td>
<td>Various changes to the web client interface. For more information, see <a href="#">Amazon WorkDocs web client</a> in the Amazon WorkDocs User Guide.</td>
<td>February 22, 2018</td>
</tr>
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</table>
AWS glossary

For the latest AWS terminology, see the AWS glossary in the AWS General Reference.