
Amazon WorkDocs

User Guide



Amazon WorkDocs: User Guide

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What Is Amazon WorkDocs?

Amazon WorkDocs is a fully managed, secure enterprise storage and sharing service with strong administrative controls and feedback capabilities that improve user productivity. Files are stored in [the cloud](#), safely and securely. Your files are only visible to you, and your designated contributors and viewers. Other members of your organization do not have access to any of your files unless you specifically grant them access.

You can share your files with other members of your organization for collaboration or review. The Amazon WorkDocs client applications can be used to view many different types of files, depending on the Internet media type of the file. Amazon WorkDocs supports all common document and image formats, and support for additional media types is constantly being added.

For more information, see [Amazon WorkDocs](#).

Accessing Amazon WorkDocs

Users can access their Amazon WorkDocs files using a web browser on their PC or Mac, or by installing the free Amazon WorkDocs app on their Android or iOS device. For more information, see one of the following topics:

- [Getting Started with the Web Client \(p. 3\)](#)
- [Getting Started with Android \(p. 4\)](#)
- [Getting Started with iOS \(p. 5\)](#)

Amazon WorkDocs also offers free desktop sync applications. For more information, see [Using Amazon WorkDocs Drive \(p. 8\)](#) and [Using Amazon WorkDocs Sync Client \(p. 13\)](#).

Supported File Types

With Amazon WorkDocs, you can share the following file types for viewing and feedback:

- 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

With the Amazon WorkDocs iOS clients, you can play audio and video files. Supported file types include .mp4, .3gp, .mov, .m4a, and .m4v. For more information about iOS clients, see [Getting Started with iOS \(p. 5\)](#).

Pricing

With Amazon WorkDocs, there are no upfront fees or commitments. You pay only for active user accounts, and the storage you use. For more information, go to [Pricing](#).

How to Get Started

To get a hands-on introduction to Amazon WorkDocs, complete the tutorial at [Getting Started with Amazon WorkDocs \(p. 3\)](#).

Getting Started with Amazon WorkDocs

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 Android and iOS devices.

Step 1: Get Invited

Participation in an Amazon WorkDocs organization is by invitation only. Your Amazon WorkDocs administrator creates an organization and invites the users to join that organization. An administrator can also enable other people in the organization to invite others to join the organization.

You will receive communication from your Amazon WorkDocs administrator with information about how to register (if necessary) and where to download the client applications from.

Step 2: Register

When you receive your invitation to join an Amazon WorkDocs organization, you may need to complete your user registration. Completing your registration involves setting your user information, which includes the following:

- First name
- Last name
- Password

You can change your profile photo, timezone, 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 the previous steps are complete, you can begin working with Amazon WorkDocs using one of the client applications for web browsers and mobile devices such as Android, iPad, or iPhone. For more information, see one of the following topics:

- [Getting Started with the Web Client \(p. 3\)](#)
- [Getting Started with Android \(p. 4\)](#)
- [Getting Started with iOS \(p. 5\)](#)

Getting Started with the Web Client

The Amazon WorkDocs web client is a fully functioning website that allows you to upload, download, and organize your online Amazon WorkDocs document store. It is also used to view and comment on your documents and documents from others. The web client can display previews for many different types of files, depending on the internet media type of the document.

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- [Signing In \(p. 4\)](#)
- [Enabling Single Sign-On \(p. 4\)](#)

System Requirements

The Amazon WorkDocs web client requires one of the following web 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, sign in with your organization name, user name, and password. The organization name and user name are provided in the welcome email that you received from your Amazon WorkDocs administrator. Your password was established when you completed the initial user registration. 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 Amazon WorkDocs administrator.

Enabling Single Sign-On

Amazon WorkDocs allows you to access Amazon WorkDocs from a computer that is joined to the same directory that Amazon WorkDocs is registered with, without having to enter your credentials separately. If your Amazon WorkDocs administrator has enabled single sign-on for your organization, you might need to take additional steps to enable your web browser to support single sign-on. For more information, see [Single Sign-On for Internet Explorer and Google Chrome](#) and [Single Sign-On for Firefox](#) in the *AWS Directory Service Administration Guide*.

Note

Single sign-on only works when used on a computer that is joined to the AWS Directory Service directory. It can't be used on computers not joined to the directory.

Getting Started with Android

The Amazon WorkDocs Android phone and tablet applications allow you to view, comment on, and download documents from your Amazon WorkDocs files. You can also view, give feedback on, and download other organization documents for which you have been given permissions.

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 organization name and user name are provided in the welcome email that you received from your Amazon WorkDocs administrator. Your

password was established when you completed the initial user registration. 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)
- Kindle Fire HD 8.9 (2nd Gen)
- Kindle Fire HD 7 (3rd Gen)
- Kindle Fire HDX 7 (3rd Gen)
- Kindle Fire HDX 8.9 (3rd Gen)

Getting Started with iOS

The Amazon WorkDocs applications for iPhone and iPad allow you to view, comment on, and download documents from your Amazon WorkDocs files. You can also view, give feedback on, and download other organization documents for which you have been given permissions.

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 organization name and user name are provided in the welcome email that you received from your Amazon WorkDocs administrator. Your password was established when you completed the initial user registration. 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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- [Saving a File from Another iOS App to Amazon WorkDocs \(p. 6\)](#)

System Requirements

The Amazon WorkDocs iPhone client application requires the following:

- An iPhone with iOS 7.0 or later

The Amazon WorkDocs iPad application requires the following:

- iPad or iPad 2 with iOS 6.1.2 or later

Opening a File in Another iOS App to View or Edit

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 to which to open the file.
3. If you want to save the file back to Amazon WorkDocs when you're done, see [Saving a File from Another iOS App to Amazon WorkDocs \(p. 6\)](#).

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**. Slide to 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 feedback and share functionality.

Saving a File from Another iOS App to Amazon WorkDocs

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

You can also use the Files app in iOS version 11 or later to save your file to Amazon WorkDocs. For more information, see the previous topic.

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 button to choose **WorkDocs iOS app**.

3. Select a target Amazon WorkDocs folder and choose **Save**.

Using Amazon WorkDocs Companion

Amazon WorkDocs Companion lets you open and edit a file from the web client in one step. Your changes are saved 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.

Download Amazon WorkDocs Companion from [Apps & Integrations for Amazon WorkDocs](#).

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System Requirements

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

- You must have owner, co-owner, or contributor permissions for the file.
- Your operating system must be Windows 7 or later, or macOS 10.1 or later.
- You must have one of the following internet browsers:
 - Chrome
 - Firefox with Flash Player 10 or later
 - Internet Explorer with Flash Player 10 or later
 - Safari with Flash Player 10 or later
- 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 provides a native desktop experience for accessing Amazon WorkDocs content. With Amazon WorkDocs Drive, users get the power of the AWS Cloud on their desktops. They can access all of their folders and files with minimal use of local storage. Users don't need to change the way they work, because they can see all of their Amazon WorkDocs folders and files on their computer.

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

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- [Enabling Offline Access and Syncing \(p. 11\)](#)
- [Troubleshooting Amazon WorkDocs Drive \(p. 11\)](#)

Installing Amazon WorkDocs Drive

If you have administrator permissions on your device, you can install Amazon WorkDocs Drive.

Amazon WorkDocs Drive is available for 64-bit versions of Windows 7, Windows 8, and Windows 10, and Windows Server 2008, Windows Server 2012 R2, and Windows Server 2016. Amazon WorkDocs Drive for Windows also requires Microsoft .NET Framework 4.6.2 or later. Amazon WorkDocs Drive is available for macOS version 10.11 or later.

Amazon WorkDocs Drive requires HTTPS access on port 443 for all IP addresses for AWS.

To install Amazon WorkDocs Drive

1. Download Amazon WorkDocs Drive from [Apps & Integrations for Amazon WorkDocs](#) and follow the installation prompts.
2. Open the Amazon WorkDocs Drive application. When prompted, enter the name of your Amazon WorkDocs site, username, 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** on your computer and choose **Security & Privacy**. Then, choose **Allow** to install Amazon WorkDocs Drive.

Installing Amazon WorkDocs Drive for Windows to Multiple PCs and WorkSpaces

Administrators who are responsible for managing the domain-joined machine fleet for their organization can install the Amazon WorkDocs Drive client by using Group Policy Objects (GPO) or System Center Configuration Manager (SCCM) Tools.

Note

When deploying with GPO or SCCM tools, we recommend installing the Amazon WorkDocs Drive client after users have logged in.

The MSI installer for Amazon WorkDocs Drive supports an optional install parameter that pre-populates the Amazon WorkDocs site information for users during registration; for example:

`SITEID:site-name`

Mounting Amazon WorkDocs Drive for PC with Windows Subsystem for Linux

You can mount Amazon WorkDocs Drive for PC using the following Bash commands in Windows Subsystem for Linux. For more information, see [File System Improvements to the Windows Subsystem for Linux](#).

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

Using Amazon WorkDocs Drive

Windows users can open Amazon WorkDocs Drive from the **Desktop** shortcut or the W: drive in File Explorer. macOS users can open Amazon WorkDocs Drive from the menu bar, from their **Applications**, or from the Finder under **Favorites**.

Create, rename, move, and delete files and folders directly from Amazon WorkDocs Drive on your computer. Moving files out of Amazon WorkDocs Drive deletes them. Deleted files are moved to your **Recycle bin** on Amazon WorkDocs.

Note

If two files or folders have the same name, only one of them appears in Amazon WorkDocs Drive.

To work with files and folders

1. Do one of the following:

Windows

Open Amazon WorkDocs Drive from File Explorer, or choose or right-click the Amazon WorkDocs Drive icon in the notification area and choose **Open Drive**.

macOS

Open Amazon WorkDocs Drive from your **Applications**, or from the Finder, under **Favorites**, or choose or right-click the Amazon WorkDocs Drive icon on the menu bar and choose **Open Drive**.

2. Choose or right-click an Amazon WorkDocs file or folder, choose **Amazon WorkDocs Drive**, and choose one of the following actions:
 - To generate a link to share the content with other users, choose **Copy web link**.
 - To view or edit the content in a web browser, choose **Open in browser**.
 - To mark a file or folder as a favorite, choose **Add to Favorites**.

The following actions apply to files only:

- To allow specific users in an organization to access the content, choose **Share by invite**.

- To prevent other users from changing the file while you're working on it, choose **Lock and Edit**. When you're done, choose **Unlock**.
3. Your changes are automatically uploaded to Amazon WorkDocs and made available on all of your devices.

To quit running Amazon WorkDocs Drive on your device, do the following.

To quit Amazon WorkDocs Drive

- Choose or right-click the Amazon WorkDocs Drive icon in the notification area or menu bar, and choose **Quit**.

To uninstall Amazon WorkDocs Drive from your device, do the following.

To uninstall Amazon WorkDocs Drive

1. Choose or right-click the Amazon WorkDocs Drive icon in the notification area or menu bar, and choose **Quit**.
2. Do one of the following:

Windows

From the **Control Panel**, choose **Programs and Features**, **Amazon WorkDocs Drive**, **Uninstall**, **OK**.

macOS

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

Searching Amazon WorkDocs Drive

Search for file names in Amazon WorkDocs Drive.

To search for content in Amazon WorkDocs Drive

1. Choose or right-click the Amazon WorkDocs Drive icon in the notification area or menu bar, then choose **Search**.
2. Enter search terms to search for files in Amazon WorkDocs. File names are case sensitive. Either search for files in all folders, or narrow your search to the **My Documents** or **Shared With Me** folders.
3. Open the files directly from the search results list.

Note

File Explorer search for Windows and Spotlight search for macOS are not supported in Amazon WorkDocs Drive.

File Icons

Amazon WorkDocs Drive provides the following visual icons to communicate file status:

- **Gray arrow icon**—A file is syncing to the cloud.

- **Blue cloud icon**—A file is stored in the cloud.
- **Green checkmark icon**—A file is stored locally on your device.
- **Blue star icon**—A file or folder is marked as a Favorite.
- **Red lock icon**—A file is locked by the user for exclusive editing.

Enabling Offline Access and Syncing

Enable offline access to your files and folders so that you can work on your content when your device is offline. Changes made in Amazon WorkDocs Drive while offline will sync to the Amazon WorkDocs website the next time your device is online.

To enable offline access to files and folders, first add them to your **Favorites**, then enable the option to store **Favorites** for offline use.

To enable offline access to files and folders

1. Do one of the following:

Windows

Open File Explorer on your computer, and go to the W: drive.

macOS

Open the Finder on your computer, and go to Amazon WorkDocs Drive under **Favorites**.

2. Choose or right-click the files or folders that you want access offline, and choose **Amazon WorkDocs Drive, Add to Favorites**.
3. In the notification area or menu bar, choose or right-click the Amazon WorkDocs Drive icon, and select **Store Favorites for offline use**.
4. Wait for Amazon WorkDocs Drive to finish downloading favorited content from the Amazon WorkDocs website to your device. This can take some time depending on how much content is downloaded.

To turn off this option and remove the downloaded content from your device, choose or right-click the Amazon WorkDocs Drive icon in your notification area or menu bar, and clear **Store Favorites for offline use**.

You can temporarily pause the syncing of Amazon WorkDocs content to your device, and resume syncing later. If you have limited network bandwidth for syncing, you might consider using this option.

To pause file and folder syncing

1. In the notification area or menu bar, choose or right-click the Amazon WorkDocs Drive icon.
2. Select **Pause sync**.
3. To resume syncing your files and folders, clear **Pause sync**.

While syncing is paused, you can continue working on downloaded files that are available on your local device. When syncing resumes, your changes are uploaded as new versions.

Troubleshooting Amazon WorkDocs Drive

Troubleshooting tips for the most commonly encountered Amazon WorkDocs Drive errors are listed below.

Recovered Files

If you don't have permissions to edit a file, you can't upload it to the Amazon WorkDocs site. Your changes are saved in your local `Recovered files` folder, which you can open from the Amazon WorkDocs Drive menu by choosing **Help, Recovered files**. From there, you can upload the file to Amazon WorkDocs as a new file.

Report an Issue

From the Amazon WorkDocs Drive menu, choose **Help, Report an issue** to send us a description of the problem. Take note of the tracking number provided, which serves as a reference for support cases or correspondence with us.

Known Limitations

Symlinks are not supported.

Using Amazon WorkDocs Sync Client

Amazon WorkDocs provides a client synchronization application that allows you to synchronize a folder on your desktop with the Amazon WorkDocs service. The local Amazon WorkDocs folder is a mirror of your Amazon WorkDocs `My documents` and `Shared with me` folders and subfolders in the cloud. If you add a file under your local Amazon WorkDocs folder, that file is automatically synchronized to your online Amazon WorkDocs `My documents` folder, in the background. Likewise, if you delete a file from your online Amazon WorkDocs `My documents` folder or one of its subfolders, the file is automatically removed from your local Amazon WorkDocs folder. This provides you with safe and secure off-site storage for your important files.

You can store any type of file in Amazon WorkDocs, except for those defined in [Excluded Files and Folders \(p. 15\)](#). The Amazon WorkDocs collaboration clients can display previews for many different types of files, depending on the internet media type of the file. Support for additional media types is constantly being added.

Note

It can take up to a few minutes for syncing to begin, depending on your connection speed, bandwidth availability, and the size of the files you are syncing.

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System Requirements

The Amazon WorkDocs sync application requires a computer running one of the following operating systems:

- Microsoft Windows 7, Windows 8, or Windows 10
- Microsoft Windows Server 2008
- Microsoft Windows Server 2012 R2 (with Microsoft AD, not Simple AD)
- macOS 10.10 or later

On all Windows clients, including all WorkSpaces, you must enable JavaScript in Internet Explorer. For more information, see [How to enable JavaScript in Windows](#).

The sync application requires HTTPS access on port 443 for all IP addresses for AWS.

The sync application communicates with the Java engine. You can identify the port as follows:

- On Windows, locate the client.log file in the %USERPROFILE%\AppData\Local\Amazon WorkDocs\SyncClient folder. Search for http://127.0.0.1. The port is specified as follows: http://127.0.0.1:port.
- On macOS, locate the sync-service.port file in the /Users/user/Library/Application Support/Amazon WorkDocs/SyncClient folder. The port is stored in plaintext.

The sync application supports local drives, but does not support non-local drives, including network drives and external USB drives.

Installing the Sync Application

The Amazon WorkDocs sync application is available for both Windows and macOS desktops.

To download and install the Amazon WorkDocs sync application using the console

1. Connect to the Amazon WorkDocs console
2. On the **Download apps** menu, choose **WorkDocs Companion**.
3. Under **Sync Files**, choose an option from the list of available installation options, and complete the installation.

To download and install the Amazon WorkDocs sync application for Windows

1. Download the Amazon WorkDocs sync application installer for Windows from <https://d28gdqadgmua23.cloudfront.net/win/AmazonWorkDocsSetup.exe>.
2. Run the installer. The Amazon WorkDocs sync application is downloaded, installed, and launched.

To download and install the Amazon WorkDocs sync application for macOS

1. Open the Amazon WorkDocs sync application for macOS from <https://d28gdqadgmua23.cloudfront.net/mac/AmazonWorkDocs.pkg>.
2. Drag the Amazon WorkDocs Sync icon to the **Applications** folder.
3. Open the **Applications** folder and open **Amazon WorkDocs Sync**.

Setting up the Sync Application

The next step is registering the Amazon WorkDocs sync application. You can run the Amazon WorkDocs sync application on more than one local desktop. No matter how many desktops you synchronize, all of the files and folders in the sync folder are replicated on all of the desktops.

To complete the initial setup of the Amazon WorkDocs sync application

1. In the **Amazon WorkDocs Setup** dialog box, choose **Get Started**.
2. Type your Amazon WorkDocs site URL, which is provided by your Amazon WorkDocs administrator and choose **Next**.
3. Type your Amazon WorkDocs user credentials and choose **Sign In**.
4. The default for the sync folder is the `workDocs` folder in your user directory. This folder is created if it does not already exist. To choose a different folder, choose **Change** and select the folder. Choose **Next**.

Note

If you have previously installed the Amazon WorkDocs sync client, the initial folder may be renamed. We recommend using the default name to ensure that previous content is not overwritten.

5. Select the option to synchronize all files and folders or the option to synchronize only selected folders, and then choose **Next**.
6. Choose **Ok** to exit the setup program.

Note

The Amazon WorkDocs sync client is updated automatically when new versions are available.

Single Sign-On

The Amazon WorkDocs sync application does not require additional steps to enable single sign-on. If you experience any issues, restart the sync application to have the settings applied on your behalf.

Changing the Amazon WorkDocs Account

To change the Amazon WorkDocs account you have registered within the sync client, do the following:

Changing the Amazon WorkDocs account used in the sync client

1. Open the context (right-click) menu for the Amazon WorkDocs icon in your taskbar (or menu bar if you have a macOS).
2. Choose the gear icon to open **Preferences** and choose **Deregister this account**. Confirm your selection.
3. To register a new site, choose **Get Started** and go through the site registration steps.

Excluded Files and Folders

Any files or folders that meet the following criteria are not synchronized:

- Any file or folder name that starts with a period (.), such as the following:
 - ".lock"
 - ".~doctor.ppt"
 - "."
 - ".."
- Any file or folder name that starts or ends with a tilde (~), such as the following:
 - "hello.txt~"
 - "~WRD0000.tmp"
 - ".~doctor.ppt"
 - "~\$filename.txt"
- Any file or folder name ending with ".tmp", such as the following:
 - "pptC407.tmp"
 - "~WRD0000.tmp"
- Any file or folder with one of the following names (the name and case must be an exact match):
 - Microsoft User Data

- Outlook Files
- Thumbs.db
- Thumbnails
- thumbnails
- Any file or folder name that includes any of the following characters:
 - * (asterisk)
 - / (forward slash)
 - \ (back slash)
 - : (colon)
 - < (less than)
 - > (greater than)
 - ? (question mark)
 - | (vertical bar/pipe)
 - " (double quotes)
 - character code 202E (\202E)
- Any file/folder that has a trailing space (' ') or period ('.') character:
 - "filename "
 - "filename."
- Any file or folder name that is longer than 255 characters
- Any file that is greater than 5 TB

Sync Operation

After the Amazon WorkDocs sync application is installed and running, any non-excluded files in your local sync folder that you add, remove, or modify are automatically synchronized with your Amazon WorkDocs My documents folder.

Note

Moving files you own out of the sync folder deletes them from your Amazon WorkDocs file repository in the web client, mobile apps, and other devices where the Amazon WorkDocs sync client is installed.

File uploads and downloads that are in progress when you close the sync application are automatically resumed the next time you log in.

You can add, remove, or modify files while offline and these changes will be updated to your Amazon WorkDocs repository when the sync client connects the next time. When you edit a file, your changes are synced to Amazon WorkDocs as a new file version.

To see the upload and sync status of your files, choose the Amazon WorkDocs icon in the status notification tray on your computer. You also see a list of recently synced files as well as when it was synced.

Using the Shared Sync Folder

In addition to the files and folders that you own, the Amazon WorkDocs sync application also allows you to sync the files and folders that have been shared with you.

To sync files and folders that have been shared with you

1. Open the preferences dialog box for the Amazon WorkDocs sync application.

2. Choose **Enable Shared Folder Sync**, and then close the preferences dialog box.

A folder called **Shared With Me** is created in your Amazon WorkDocs sync folder that contains copies of all of the files and folders that have been shared with you.

Deleting Shared Folders and Files

To free up local storage space, you can delete a file or folder that has been shared with you in the **Shared with me** folder. There are two ways to do this, depending on where you want the file or folder deleted from.

To delete a file or folder from your desktop, but still allow it to be accessed in the **Shared with me** folder by other users, other devices, and the web client, delete it only from your computer. You can access it again from the **Shared with me** folder by re-selecting it from the **WorkDocs Selective Sync Settings** on your desktop.

If you permanently delete a file or folder in the **Shared with me folder** for all users, all of your devices, and the web client, it cannot be accessed again. You must have collaborator or co-owner permissions to do this.

To delete a file or folder from your computer only

- Delete it from the **Shared with me** folder on your desktop, or de-select it from the **WorkDocs Selective Sync Settings** on your desktop.

To delete a file or folder for all users and devices

1. Open the web client.
2. On the **Shared with me** tab, choose the file or folder to delete.
3. Choose **Delete**.
4. The file or folder appears in the **Recycle Bin** of your web client.
 - To restore the item, open the context (right-click) menu of the **Recycle Bin**, choose **Open**, right-click on the item, and choose **Restore**.
 - To delete the item permanently, open the context (right-click) menu of the **Recycle Bin** and choose **Empty Recycle Bin**.

Note

If you delete a file or folder from **My documents**, it is moved to the recycle bin on the web client. It does not appear on the sync client folders on any other device for you or other users.

Selecting a Sync Folder

Syncing files and folders automatically backs up your local data to Amazon WorkDocs. You can sync all files and folders or choose specific files or folders, which allows you to avoid syncing large amounts of data unnecessarily. Keep the following notes in mind when selecting a folder:

- You can only sync files that are included in your Amazon WorkDocs sync folder. Amazon WorkDocs sync does not support selecting folder outside of the Amazon WorkDocs sync folder.

- If the Amazon WorkDocs sync client is registered to a folder that includes files, they are updated as the latest versions of the files. To avoid overwriting online files with files synced from your desktop, select a new empty folder as your Amazon WorkDocs sync folder.

To remove files and folders from your computer, de-select them in **WorkDocs Selective Sync Settings**. This removes them from your computer, but they remain available for other users. You can still access them from the web client and your other computers.

To select sync folders during setup

1. Begin the Amazon WorkDocs setup process.
2. When you are prompted to choose files to sync, choose **Sync only the files and folders I select from WorkDocs** or **Sync all file and folders from WorkDocs**.

To sync specific files or folders after setup

1. Open the context (right-click) menu for the Amazon WorkDocs icon in your taskbar (or menu bar if you use macOS).
2. Choose the gear icon to open **Preferences** and choose **Select files and folders to sync**.
3. Select the check boxes for the items to sync. You can expand the top-level folders to select subfolders and individual documents.
4. To sync all new folders and files that you create in the future, choose **My Documents, New Folders And Files, Update**.

Uninstalling the Sync Application

You can uninstall the Amazon WorkDocs sync application from your local device without affecting the files that were last synchronized to or from your sync folder. These files and folders are no longer automatically updated after you uninstall the sync client, and you can delete them at any time.

To uninstall the Amazon WorkDocs sync application for Windows

1. Search for and open Control Panel from your Windows taskbar, choose **Programs and Features, Amazon WorkDocs, Uninstall**.
2. When prompted for confirmation, choose **OK**.
3. (Optional) Delete the files from your sync folder.

To uninstall the Amazon WorkDocs sync application for macOS

1. Open the context menu for the Amazon WorkDocs icon in your menu bar.
2. Choose the gear icon to open **Preferences** and choose **Quit WorkDocs**.
3. Open the **Applications** folder.
4. Drag the Amazon WorkDocs icon to the trash.
5. Empty the trash.
6. (Optional) Delete the files from your sync folder.

Troubleshooting Sync Issues

The following are common issues and fixes with the Amazon WorkDocs sync client. For further assistance, you can [contact Support](#) or post on the [AWS forum](#).

Topics

- [Files Are Not Syncing \(p. 19\)](#)
- [Obtaining the Amazon WorkDocs Sync Client Log File \(p. 19\)](#)

Files Are Not Syncing

If your files are not syncing, you can check for the following issues:

- Excluded files in the sync folder. For more information about file naming restrictions, see [Excluded Files and Folders \(p. 15\)](#).
- File naming collisions. Ensure that each file name is unique.
- Selective sync preventing sync. Verify your selective sync settings and ensure that your folder is selected.
- Internet connectivity issues. Syncing resumes after internet connectivity is resumed.

Obtaining the Amazon WorkDocs Sync Client Log File

To further troubleshoot issues with the Amazon WorkDocs sync client, you may be asked to provide your Sync activity logs to help investigate and resolve your issue. You can do so with the following steps:

Obtaining the Amazon WorkDocs sync client log files

1. Open the context (right-click) menu for the Amazon WorkDocs icon in your taskbar (or menu bar if you use macOS).
2. Choose the gear icon to open **Preferences** and choose **Send Diagnostic Logs**.
3. In the description field, include the following information:
 - Short description of the problem
 - Full path of the affected documents or folders
 - Names of affected users
4. Choose **Submit**.

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.

Contents

- [Organizing and Editing Files and Folders \(p. 20\)](#)
- [Uploading and Downloading Files \(p. 22\)](#)
- [Locking and Unlocking Files \(p. 22\)](#)
- [Viewing File Versions \(p. 23\)](#)
- [Viewing Files Offline \(p. 23\)](#)
- [Searching Files and Folders \(p. 23\)](#)

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 \(p. 20\)](#)
- [Renaming and Moving Folders and Files \(p. 20\)](#)
- [Editing Files \(p. 21\)](#)
- [Deleting Folders and Files \(p. 21\)](#)
- [Managing the Recycle Bin \(Web Only\) \(p. 21\)](#)

Creating Folders

To create a folder

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

If your site administrator has enabled Hancm Online Editing, you can also create new files in the web client. For more information, see [Using Hancm Online Editing \(p. 35\)](#).

Renaming and Moving Folders and Files

You can change the name of a folder or file by performing the following steps.

To rename a folder or file

1. In the web client, select the folder or file to be renamed.
2. For **Actions**, choose **More...**, **Rename**.

3. Enter the new name, then press the Enter key.

To move a folder or file

1. In the web client, select the folder or file to be moved.
2. For **Actions**, choose **More...**, **Move**.
3. In the dialog box, navigate to the target folder and choose **Move**.

Note

When you move a folder, all of the files and folders within the folder are moved along with it. To move multiple files at the same time, move them all into the same folder, and then move the 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 \(p. 32\)](#).

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 \(p. 22\)](#).

For more information about Amazon WorkDocs Companion, see [Using Amazon WorkDocs Companion \(p. 7\)](#).

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 \(p. 7\)](#).

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 a file in one of two ways.

To download a file or folder

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

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 **vX 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 **vX 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 \(p. 8\)](#).

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 \(p. 28\)](#).

You can also revoke shares, and users can remove themselves from the share.

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 \(p. 25\)](#)
- [Sharing a Link \(p. 26\)](#)
- [Removing Share Permissions \(p. 27\)](#)
- [Removing Yourself from a Share \(p. 27\)](#)
- [Transferring Document Ownership \(p. 27\)](#)

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, 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.

Sharing a Link

You can copy hyperlinks to content stored in Amazon WorkDocs. Share file links with coworkers and external partners, both inside and outside your organization. Folder links can only be shared with internal site members.

You can configure file links to allow access to site members only, or to anyone on the internet. Site members can view, comment, update, and delete. Public links are restricted to viewing only. For additional security, you can set an expiration date and a 4-digit passcode for access to your content.

To share a link

1. In the web client, select the folder or file to share.
2. Choose **Share, Share a link**.
3. In the dialog box, copy the link to your clipboard for sharing.
4. (Optional) Choose **Edit link settings** to set the following settings:

Enable link

Choose **On** or **Off**.

Set expiry date

Choose the date when the link expires. The link expires at midnight of the specified date.

4 digit access code

Enter a 4-digit access code that link recipients must enter to access the content.

Access

Choose **Anyone can view** (file links only), **View only - internal**, or **View & comment - internal**.

5. Choose **Done**.

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 or open 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 or open the folder or file that has been shared with you.
2. For **Share**, choose **Permissions**.
3. For **Access**, choose the dropdown menu next to your name, and choose **Remove**.
4. Choose **OK**. You are removed from the **Permissions** list immediately.

Transferring Document Ownership

There are two ways to transfer document ownership to other users:

- 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*.
- If you are an active user with owner permissions for a document, you can grant other users co-owner permissions. Co-owners have the same permissions as owners except for the ability to delete top-level folders. For more information about permissions, see [Permissions \(p. 28\)](#).

To assign co-owner permissions

1. In the web client, select or open the folder or file to share with a co-owner.
2. Choose **Share, Invite people**.
3. Type the name of the user or group in the search box, and then choose **Co-Owner**.
4. Choose **Save**.

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 \(p. 28\)](#)
- [Shared Folder Permissions \(p. 28\)](#)
- [File Permissions \(p. 29\)](#)
- [Shared File Permissions \(p. 30\)](#)

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

Topics

- [Sharing Feedback \(p. 32\)](#)
- [Sending Messages \(p. 35\)](#)
- [Using Hancm Online Editing \(p. 35\)](#)
- [Using Open with Office Online \(p. 36\)](#)

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 \(p. 25\)](#).

Contents

- [Adding Feedback \(p. 32\)](#)
- [Requesting the Ability to Add Feedback \(p. 34\)](#)
- [Declining Feedback \(p. 34\)](#)
- [Disabling Feedback and Muting Notifications \(p. 34\)](#)

Adding Feedback

You can add overall feedback that applies to the entire file, or add feedback on a specific 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 have entered 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

Private comments are only visible to the file owner and co-owners. They cannot be seen by contributors, 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

You can notify a specific user in a comment to bring a user's attention to a specific comment. The user receives an email notification that includes the comment.

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 ability to add feedback

1. Open the file in Amazon WorkDocs.
2. Under the message **You don't have access to the feedback**, choose **Request Access**.
3. Type the justification for your request and choose **Request Access**.

The file owner receives an email notification about your request and can grant you access. When access is granted, you receive an email that the file has been shared with you.

Declining Feedback

You can decline to give feedback on any file for which you have received a feedback request. When you decline feedback, the file is removed 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 Notifications

If you are the owner or co-owner of a file, you can disable feedback to prevent additional comments.

To disable feedback

1. Select or open the file in Amazon WorkDocs.
2. For **Actions**, choose **Settings** and clear **Allow feedback**.

Mute notifications to stop receiving emails when a file receives feedback.

To turn off 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.

Using Hancom Online Editing

Hancom Online Editing 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 Online Editing, other users with edit permissions can join the live collaborative session to edit the document with you in real time. Files edited with Hancom Online Editing are saved automatically in Amazon WorkDocs.

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

Creating a New File

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

To create a new file with Hancom Online Editing

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 \(p. 20\)](#).

Editing a File

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

To edit an Office file with Hancom Online Editing

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 Online Editing.

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 \(p. 36\)](#), 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.
3. The file opens in the web application for you to edit, along with other users.

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. Your administrator can also change your name or email address for you.

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
Amazon WorkDocs Drive for macOS (p. 40)	Amazon WorkDocs Drive is available for macOS users. For more information, see Using Amazon WorkDocs Drive in the Amazon WorkDocs User Guide.	October 25, 2018
Amazon WorkDocs Smart Search (p. 40)	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. 40)	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. 40)	Amazon WorkDocs Companion supports the ability for Windows users to upload and share files by using a single step. For more information, see Edit Files Using Amazon WorkDocs Companion in the Amazon WorkDocs User Guide.	August 28, 2018
Various Updates (p. 40)	Various updates to topic layout and organization.	August 3, 2018
iOS Files App Integration (p. 40)	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 Online Editing (p. 40)	Hancm Online Editing is available. Create and collaboratively edit Microsoft Office files from the Amazon WorkDocs web application. For more information, see Hancm	June 21, 2018

Open with Office Online (p. 40)	<p>Online Editing in the Amazon WorkDocs User Guide.</p> <p>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.</p>	June 6, 2018
Amazon WorkDocs Drive (p. 40)	<p>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.</p>	April 2, 2018
Web Client UI Update (p. 40)	<p>Various changes to the web client interface. For more information, see Amazon WorkDocs Web Client in the Amazon WorkDocs User Guide.</p>	February 22, 2018