🟦 1. Getting Started

Q: What is CloudSync?
CloudSync is a secure, cloud-based data storage and synchronization platform designed for teams and enterprises to store, share, and manage large volumes of files across devices and regions.

Q: How do I create an account?
Visit cloudsync.com/signup and register using your work email. After email verification, you'll be taken to your dashboard.

Q: Are there free trials?
Yes, we offer a 14-day free trial with full feature access.

Q: What platforms are supported?
We support Windows, macOS, Linux (Deb, RPM), Android, and iOS.

🟧 2. Subscription & Billing

Q: What are your pricing tiers?

- Free: 5 GB, 1 user

- Pro: $9.99/month/user (1 TB/user, version history, email support)

- Business: $24.99/month/user (unlimited storage, SSO, priority support)

- Enterprise: Custom pricing

Q: What billing options are supported?
We accept credit/debit cards, PayPal, Stripe, and enterprise invoicing (Net 30).

Q: Can I cancel anytime?
Yes, plans are month-to-month. You can cancel via Settings → Billing.

Q: Where do I access invoices?
Go to Dashboard → Account → Billing History.

🟩 3. Storage & Syncing

Q: How does CloudSync sync files?
We use delta sync — only changes are transmitted. Our desktop app monitors file changes and syncs them to the cloud securely in real-time.

Q: Is there a file size limit?

- Free: 2 GB

- Pro: 20 GB

- Business/Enterprise: Unlimited

Q: Can I sync external drives?
Yes, external drives can be linked under Preferences → Devices.

Q: Can I control what gets synced?
Absolutely — selective sync lets you choose which folders to keep on each device.

🟪 4. Collaboration & Permissions

Q: How do I share files?
You can generate shareable links with permission settings (view/comment/edit). Users can access via web or the app.

Q: Can I set expiry dates on links?
Yes, Pro and higher plans support setting expiration and download limits.

Q: Can we create team folders?
Yes, Admins can create and assign team folders with access levels.

Q: Is version history supported?
Yes, up to 30 days for Pro, 180 days for Business, and custom policies for Enterprise.

🟥 5. Security & Compliance

Q: How is my data secured?

- AES-256 encryption at rest

- TLS 1.3 in transit

- Zero-trust internal access model

- SOC 2 Type II certified

Q: Do you support 2FA and SSO?
Yes. Two-factor authentication (via TOTP or Authenticator apps) is available for all users. SAML-based SSO is available for Business and Enterprise.

Q: Where is data stored?
In geo-redundant data centers across the US, EU, and APAC. Enterprise users may choose specific regions.

Q: Are you compliant with GDPR, HIPAA, and ISO27001?
Yes, we are GDPR-compliant, HIPAA-ready, and ISO27001 certified.

🟦 6. Technical Support

Q: What support is available for each plan?

- Free: Knowledge base + community

- Pro: Email support (24h response)

- Business: Priority email + live chat (8x5)

- Enterprise: 24/7 phone, CSM, onboarding specialist

Q: How do I file a support ticket?
Via the Help Center or by emailing support@cloudsync.com.

Q: What's your average response time?

- Pro: < 12 hours

- Business: < 4 hours

- Enterprise: < 1 hour (SLA-bound)

Q: Is there a dedicated success manager?
Yes, for Enterprise clients only.

🟧 **7. Integrations & API**

Q: What apps integrate with CloudSync?
We support integrations with:

- Microsoft 365, Google Workspace

- Slack, Zoom

- Zapier, Trello

- Salesforce, HubSpot

Q: Do you provide an API?
Yes. The RESTful CloudSync API allows programmatic access to storage, file management, user provisioning, and audit logs.

Q: Where's the API documentation?
At developers.cloudsync.com.

Q: What SDKs are available?
Official SDKs exist for Python, JavaScript, and Go.

🟩 **8. Troubleshooting**

Q: My files aren't syncing. What should I do?

- Ensure internet connectivity

- Restart the CloudSync client

- Check for device storage limits

- Check error logs at ~/.cloudsync/logs/

Q: I'm getting "Access Denied" on shared files.
Ensure the link hasn't expired and that your email has access permissions. Contact the file owner if needed.

Q: Why am I being logged out repeatedly?
This can happen due to expired sessions, system time mismatch, or cookie blocking by your browser.

Q: App crashes on macOS Ventura.
Update to the latest version. If it persists, collect crash logs and send to support.

🟪 9. Admin & Enterprise Management

Q: Can I manage users and groups?
Yes, from the Admin Console. You can invite users, assign groups, and enforce role-based permissions.

Q: Do you support audit logs?
Yes, Enterprise users get detailed audit logs for all user activity.

Q: Can I set storage quotas?
Yes, per-user and per-group quotas can be enforced via policy.

Q: Is device restriction supported?
Yes, admins can whitelist IP ranges and manage allowed devices.

🟥 10. Data Recovery & Retention

Q: Can I recover deleted files?
Yes:

- Free: 7 days
- Pro: 30 days
- Business: 180 days
- Enterprise: Up to 1 year (configurable)

Q: Can I request account data export?
Yes, via the Privacy Center. Data is provided in ZIP format within 72 hours.

Q: How do I permanently delete all my data?
Go to Account → Delete Account. All files are securely purged within 30 days.

Q: Do you offer backups?
Yes, continuous snapshots + weekly full backups are stored in redundant data centers.