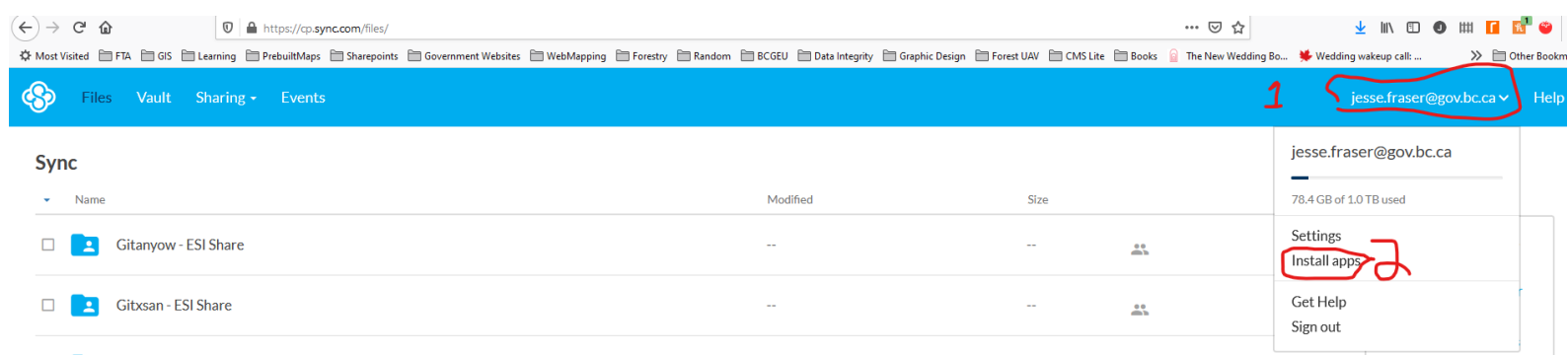


Sync Tips and Tricks

Getting Started

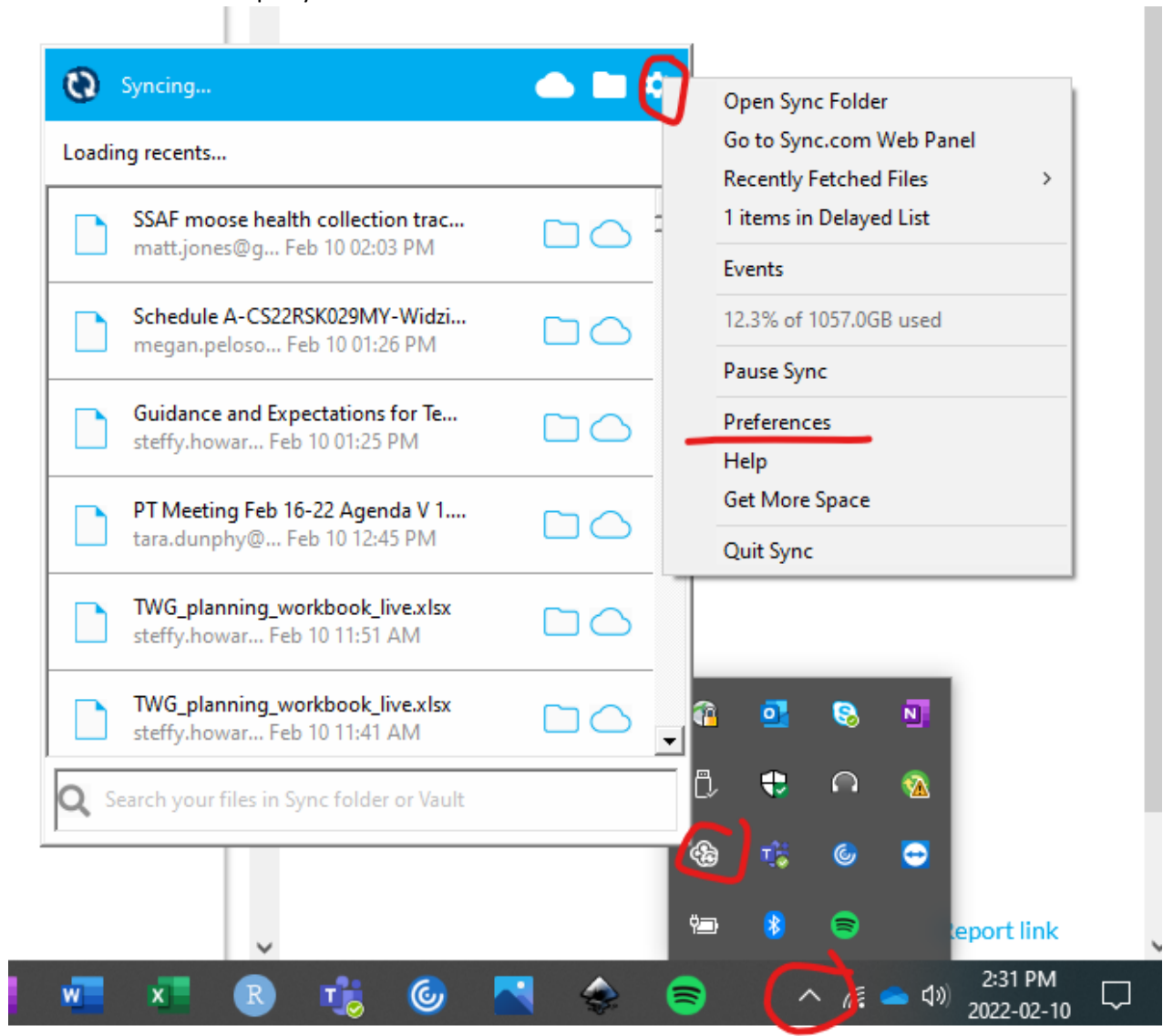
1. Sign-up with organization email at sync.com
2. Install the desktop file/folder structure
 - a.



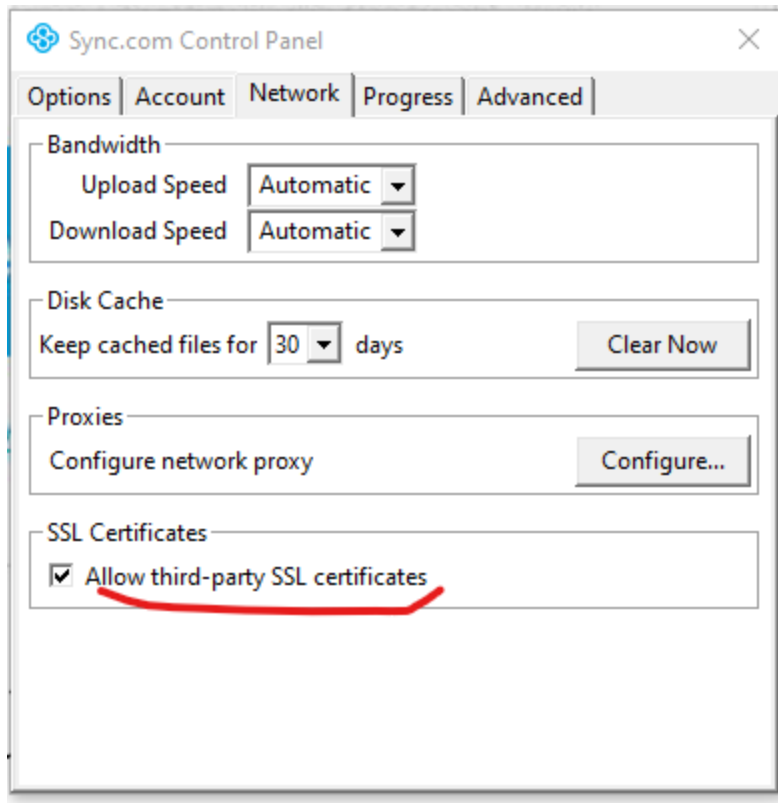
Include screenshot of the strange issue when installing

- b. Installation will stall at a point in terms of setting up proxy servers to remedy.
 - i. Click the configure button
 - ii. Change the proxy to none and click apply
 - iii. Change the proxy back to automatic click apply, and then click done (or okay)
- c. Get an individual to invite you to "share folders"
- d. You will receive an email inviting you to the share folder. Click the join share.

- e. Make sure that the 3rd party SSL Certificate box is checked.



- i. Open your preferences by:
1. Clicking the up arrow in your windows tray
 2. Click the Sync App
 3. Click the Gears
 4. Click the Preferences



- ii. Select the Network tab and turn on the checkmark for the “Allow third-party SSL certificates”



Hi,

jesse.fraser@gov.bc.ca has shared a folder **Skeena Region GIS Playground** with you! To access the shared folder click the button or link below.

Join Share

https://cp.sync.com/shares/invite?invite_id=8e4e0b250

- f. Keep the folder name as it is (You can change it if you want, but others will see a different name than you). You can change your display name if you would like. Click the “Join Share” button

Join a share folder

jesse.fraser@gov.bc.ca has invited you to join a shared folder. This folder will be added to your Sync account.

Folder name:

Skeena Region GIS Playground

Display name:

jesse.william.fraser@gmail.com

Name shown to other users on the share.


Destination:

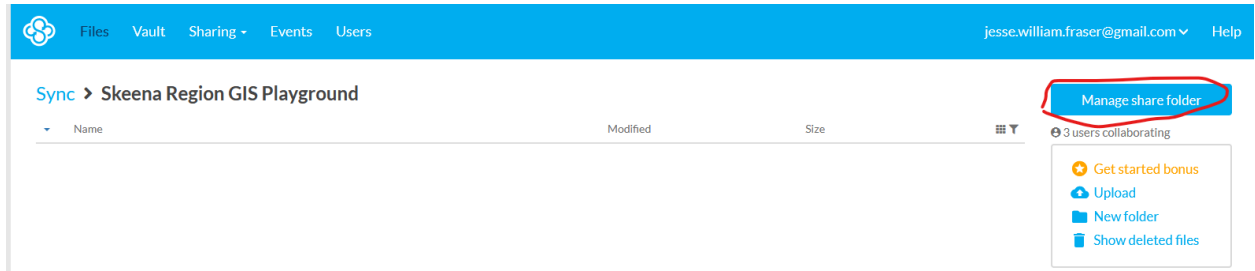
Sync Folder

Decline

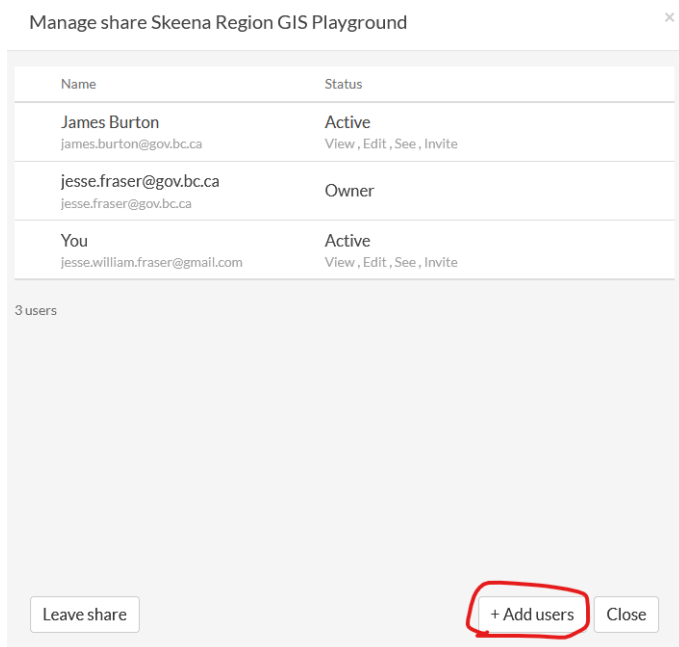
Join share

Inviting a user to a Share Folder

1. Drive to the Share Folder (share folders have a little person icon inside the folder icon ) in the Sync website.
2. Click the “Manage share folder” button in the top right



3. In the bottom right click the “+ Add User” button (if you do not see the button you do not have the capacity to invite. In this area you can see the other users in the folder their status (Active, Quit, Waiting Signup) and everyone’s permissions under the status column



4. Enter the user's email, and then click the + button followed by the "Add users" button.

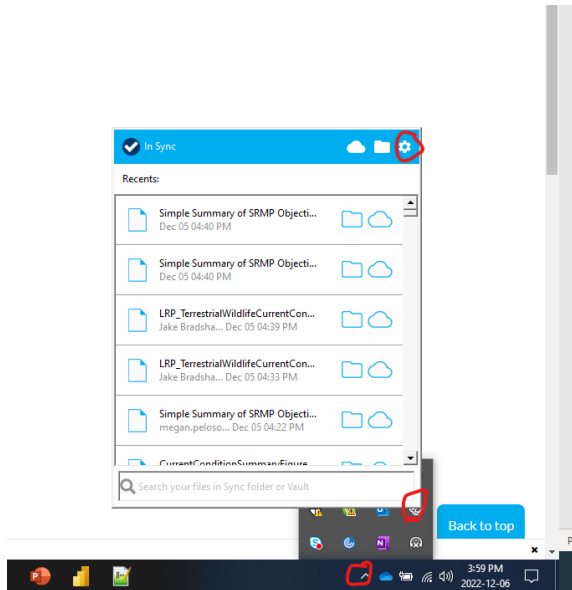
The screenshot shows a dialog box titled "Add user Skeena Region GIS Playground" with a close button (X) in the top right corner. The dialog is divided into three sections: "Users to invite:", "Your display name:", and "Permissions:". In the "Users to invite:" section, there is a text input field containing "jesse.fraser@gov.bc.ca" (annotated with a red "1" and underlined) and a blue button with a white "+" sign (annotated with a red "2" and circled). In the "Your display name:" section, there is a text input field containing "jesse.william.fraser@gmail.com" with a note "(visible to other users on the share)" below it. In the "Permissions:" section, there is a checked checkbox for "Can view and edit" and a link "Upgrade your account to set read only permissions." At the bottom right of the dialog, there is a blue button labeled "Add users" (annotated with a red "3" and circled).

[Firewalls, and Virus Protection Issues](#)

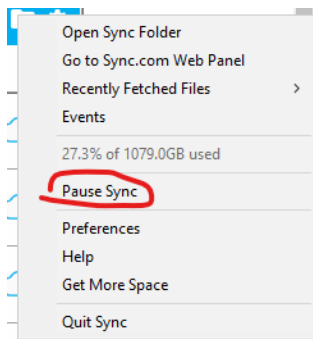
Changing the Save Location of the Sync Folder

<https://www.sync.com/help/moving-your-sync-folder-to-a-new-location/>

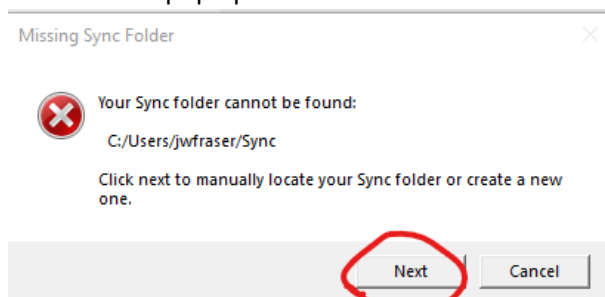
1. Click the Sync icon on the Windows system tray or the Mac menu bar.



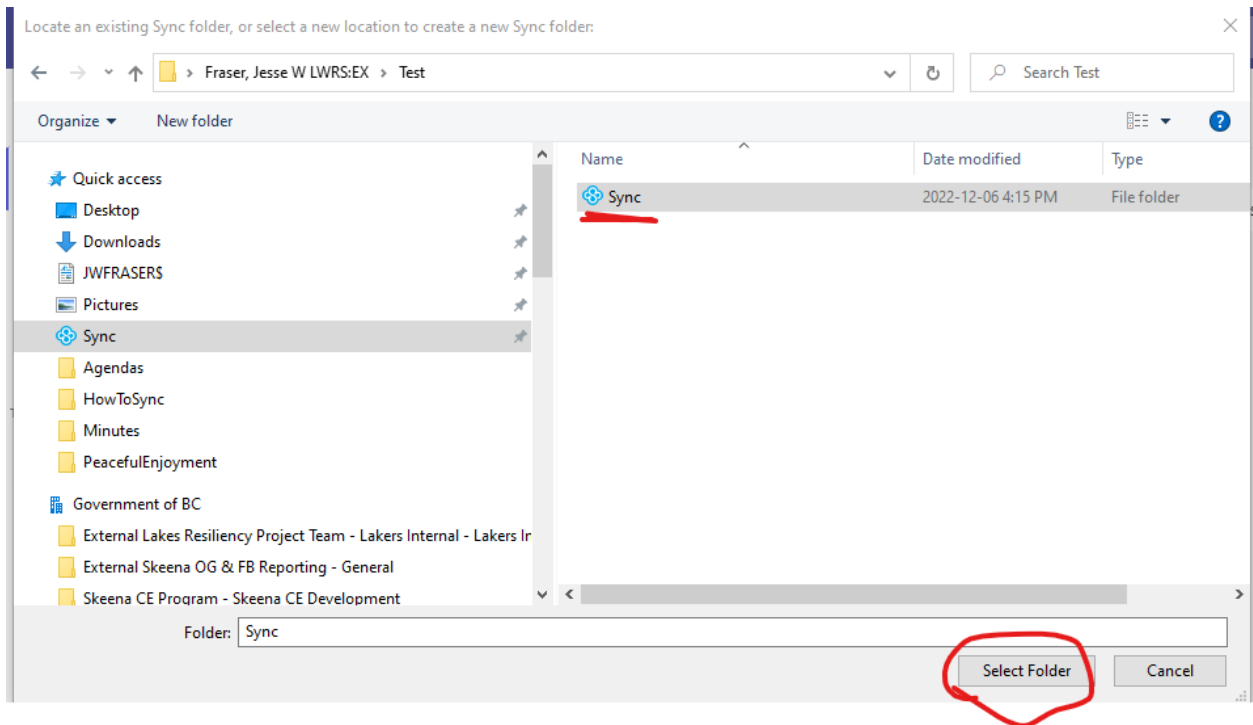
2. Click the Settings icon (cog) and select Pause Sync.



3. Make sure that you have paused Sync. The icon in the tray (drive to it the same as Step 1 and 2) should look like it does on the left.
4. Cut and paste your Sync folder into the new location.
5. Resume Sync the same way you paused Sync (step 1 and 2)
6. A screen will pop up -> click next



7. Another screen will show up. Find and select the Sync folder in its new location.



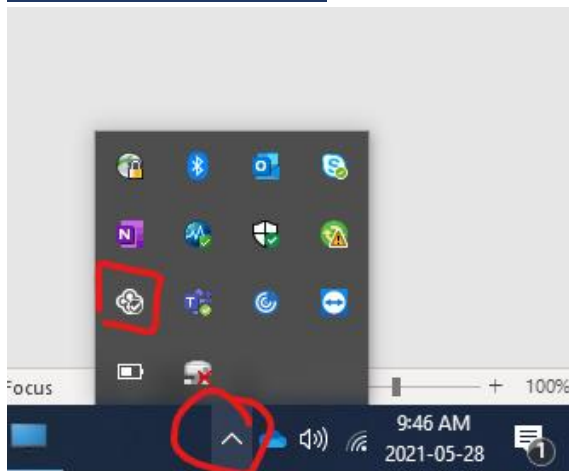
8. Make sure that Sync is working (Step 1 or 2 with icon Indexing or In Sync – see tips and trick “Is the Sync App working?”)

Tips and Tricks

This section takes largely from the Sync.com help - <https://www.sync.com/help>.

For desktop application help - <https://www.sync.com/help/the-sync-desktop-application/>

Is the Sync App working?



The app will display a status icon in the Windows system tray or Mac menu bar that shows overall syncing status.

Status icons:

The Sync status icon is located in the [Windows system tray](#) or the [Mac menu bar](#).



In sync – a check mark means all files in your Sync folder have finished syncing (backed up to the cloud) and are up-to-date.



Indexing – a syncing icon means that the Sync app is indexing or transferring your files. Indexing means that the app is verifying that your files are in sync. When files are transferring you can view transfer status and speeds by clicking the status icon.



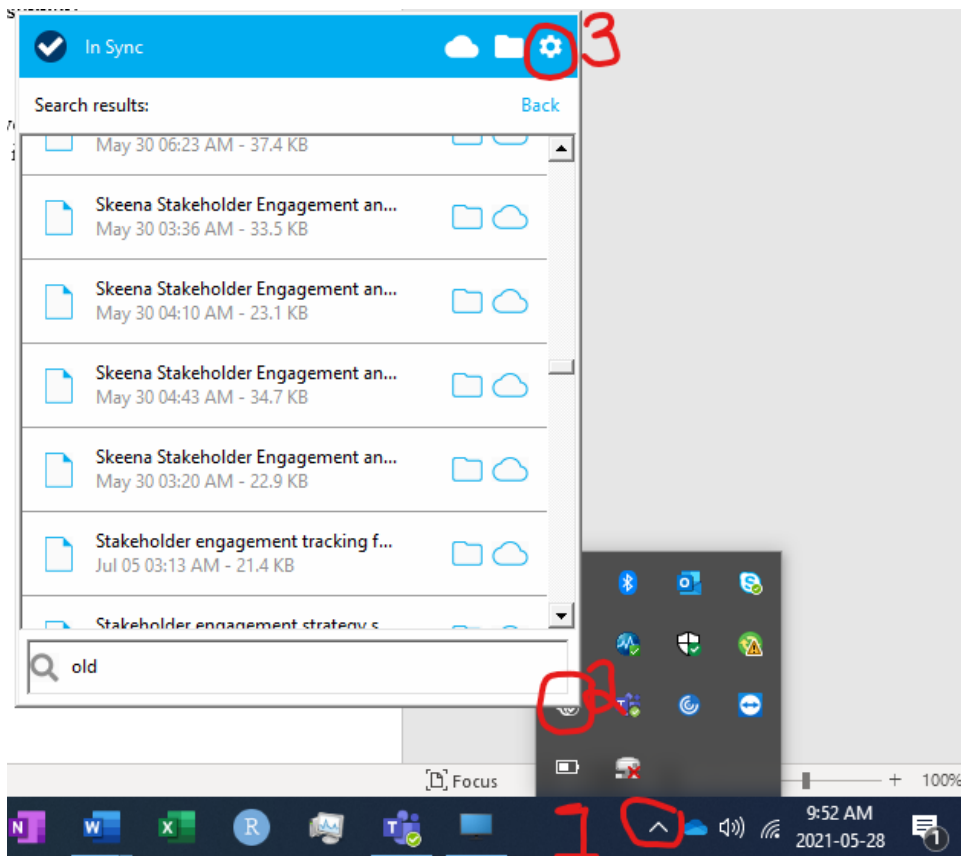
Paused – a circle with minus sign means that the Sync app is paused (not running). Click the icon and select **Resume**. If the Sync app keeps pausing contact support.



Error – an alert symbol means that Sync is unable to synchronize your files and folders. This can occur if you temporarily lose your network connection, or if you go over quota. If the Sync app is stuck in this state contact support

Choosing Which Folders to Sync (Saving Space)

1. Click on the up arrow to open the windows tray
2. Click the Sync Icon
3. Click the cog on



4. In this menu select "preferences" and then the "Advanced" tab. In this tab you can choose which folders will synchronize to your computer.

Best Practices

Sending files locations in Sync

1. Always send the file path based on the folder structure when sending documents.
 - a. For the web panel format it by each folder name you have to click on
 - b. For the file/folder structure copy and paste **ONLY** from the share folder, and below.
 - i. For example the full file path for this how to is: "C:\Users\jwfraser\Sync\Indigenous Stewardship Forums\SSAF\Data Management\Background Info\How To\Sync\HowToSync"
 - ii. The correct on to send out is -> "\Data Management\Background Info\How To\Sync\HowToSync"
2. If you have a paid Account send the a link alongside the path.
3. Sending both allows people to either easily access via the link, or go into Sync and edit via the file path.