Customer and User Documentation

Overview

This section provides essential information for customers and users of the AutoSync Cloud Service, offering guidance on how to use the system, perform common tasks, and troubleshoot any issues. It includes user onboarding, best practices, and troubleshooting tips to ensure a seamless experience.

4.1 Onboarding Process

- **Account Creation**:
  - New users can sign up for AutoSync Cloud Service through the **Sign Up** page, which requires basic information such as email, password, and organization details.
  - Once signed up, users must verify their email address to activate their account.
- **Initial Setup**:
  - **API Key Generation**: After account verification, users must generate an API key from the **User Dashboard** to integrate with AutoSync services.
  - **Setting Up Data Sync**: Users can configure the data sync process by selecting folders or files they wish to sync across devices and cloud storage solutions.
  - **Authentication Setup**: If using Single Sign-On (SSO) or third-party authentication providers (e.g., **Keycloak** or **Firebase**), users will need to authenticate and configure their identity provider.
- **First Sync**:
  - Users can initiate their first data sync by selecting the "Sync Now" button in the dashboard. This will sync selected files across devices, which can then be monitored through progress indicators.

4.2 Common User Workflows

- **File Syncing**: Users can upload, download, or synchronize files between devices using the AutoSync service.
  - **Syncing Files**: Select a folder or file, click **Sync Now**, and choose the destination (e.g., cloud, another device).
  - **Conflict Resolution**: If two versions of the same file are detected, AutoSync will notify the user to resolve the conflict by choosing a preferred version.
- **Sharing Files**:
  - Users can share files by generating a **shareable link** from the dashboard. Permissions can be set to allow read-only or edit access.
  - Files can also be shared with specific users or groups within an organization.
- **Monitoring Sync Status**:
  - Users can track the progress of their ongoing sync jobs through the **Sync Dashboard**, which shows real-time sync activity, failures, and successful completions.
- **Automated Sync**:
  - Set up automated sync intervals (e.g., every 30 minutes) for critical files or directories, ensuring that the latest version is always available across all platforms.

4.3 FAQs and Troubleshooting

- **Why is my sync taking too long?**
  - This could be due to a slow internet connection or a large number of files being synced. Ensure you have a stable network connection and check the Sync Dashboard for any paused or failed syncs.

- **How do I recover deleted files?**
  - If you have enabled versioning, you can recover deleted or previous versions of files from the **Version History** section in the dashboard.
- **Why can't I authenticate via SSO?**
  - Ensure that your SSO provider is properly configured in the **Authentication Settings**. If the issue persists, contact support to ensure there are no configuration issues with the SSO integration.