



Documentation for File-Works Administrators

QuickStart: Everything you need to know in 3 minutes

First, a couple of definitions:

- The "**Tree**" is the view of your company's files and folders that your users will see when they log in. It looks very much like what you see in the left pane of the Windows Explorer. You can open folders in your Tree and click on files and folders to perform certain actions.
- From the **Tree View**:
 - files can be uploaded and downloaded,
 - new folders (except root folders) can be created, and
 - folders and files can be moved, renamed, or deleted.
- A "**Root Folder**" is a top-level folder in your company's tree. You can think of your tree as a group of filing cabinets, and a Root Folder as a drawer in your filing cabinets. You can control which of your users can access each of your Root Folders, and you can control (individually) what rights each of those users have in Root Folders to which you have granted them access.

Root folders must be added by your account administrator(s) using your account's Administration Page.

Here's what you need to know to get started:

- Any item on the Administration page that is an image, or that is text displayed in **red** can be clicked upon, and performs some function. The only exception is in the legend bar at the very top of the page (if it is displayed).
- In order to do anything useful, you need to set up at least one Root Folder (use "Add New Root Folder") and give at least one user access rights to it (click on the ⇌ to the left of the Root Folder and move a user from the right column to the left column).
- To add or remove Users from Groups, or to grant or deny Users or Groups access to Root Folders, click on the appropriate ⇌ image. Then, in the area that opens up to the right, click on the name of a user or group to move it to the other "side".
- You can avoid using Groups altogether, but they can save you some time if you have many users that will be granted rights to the same Root Folders.
- Not only can Access Rights be granted to a user for a particular Root Folder, but the type of access that a user has to folders and files in a particular Root Folder can be controlled. Administrators can grant or deny View, Download, Upload, Add Folder, Delete, Rename, and Move rights to each user inside each Root Folder to which they have access. Click on the ✎ to the left of a user's name to modify that user's rights in the Root Folders to which they have access.
- Only Administrators can create, name, and rename Root Folders. The users to which you grant the "Add Folder" right in a particular Root Folder can create a new folder, or even a structure of folders-within-folders inside a Root Folder, but they cannot create Root Folders.
- Administrators can delete Root Folders, but only if they don't contain any files. If you want to delete a Root Folder, you'll first need to delete the files they contain (or move them into another Root Folder). Only when the Root Folder is empty of files will the ✖ symbol (which will allow you to delete the folder) appear next to its name on your Administration page.
- When a user logs in, their Tree View will only display the folders to which they have been granted access.
- File-Works sessions will time out after 60 minutes of inactivity by default (you can change this timeout value on your Administration Page). When this happens, just log in again.

Your Administration Page

Here's an initial Administration page for a company that has just been set up:

Click on images or **red text**. ? = Help = Edit ↻ = Add/Remove Users/Groups ✕ = Delete

You are logged in as: [jjones](#) 0.0 MB in use / 512.0 MB available

General Telephone & Telegraph Administration Page

(Tree) (Log File) (Help) (Log Out)

Administrator: ↻ [John Jones](#)

Options: ? Personal User Folders? **Yes No**
? Allow E-mail notification of uploaded files? **Yes No**
? Notify administrators of all file uploads? **Yes No**
? Open root folders when tree first loads? **Yes No**
? Default Root Folder Rights: **View Download Upload Add Folder Delete Rename Move**
? Logo: **upload**
? Session Timeout:

Root Folders: (Add New Root Folder)
None

Groups: (Add New Group)
None

Users: (Add New User)

	Name	User name	Password	E-mail address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com

[Contact us \(support, comments, questions, suggestions, or to cancel your account\)](#)

This Administration Page will only be accessible to the company's Master Administrator and to any other Administrators that might be set up by the Master Administrator. The Administration Page above shows the Master Administrator as the only user, and there are no Root Folders or Groups.

Let's look at the Administration Page in some detail. First, the legend at the top:

Click on images or **red text**. ? = Help = Edit ↻ = Add/Remove Users/Groups ✕ = Delete

You'll only see this legend the first 20 or so times you log in. After that, you won't need it. It describes the function of each of the images that you'll be working with, and reminds you that these images, along with text showing up in red (except for the text in this line) is always clickable — and that some function is performed when it is clicked.

What's in the Title Area?

You are logged in as: [jjones](#)

0.0 MB in use / 512.0 MB available

General Telephone & Telegraph Administration Page

[\(Tree\)](#) [\(Log File\)](#) [\(Help\)](#) [\(Log Out\)](#)

At the top right of this area, you'll see the total amount of disk space currently occupied by your company's files (none), and the amount yet available (512 MB). At the bottom of this area are 4 links:

- [Tree](#) — takes you to your company's file tree display
- [Log File](#) — lets you examine and search your company's log file
- [Help](#) — displays the page you are looking at now
- [Log Out](#) — logs you out (use when you're finished working or when you want to log in as another user)

Setting your Company's Options

Options: ? Personal User Folders? **Yes No**
? Allow E-mail notification of uploaded files? **Yes No**
? Notify administrators of all file uploads? **Yes No**
? Open root folders when tree first loads? **Yes No**
? Default Root Folder Rights: **View Download Upload Add Folder Delete Rename Move**
? Logo: **upload**
? Session Timeout:

Before we talk about this, let's click on "Yes" after "Personal User Folders?" and after "Allow E-mail notification of uploaded files?" (you'll then see three additional options in the list):

Options: ? Personal User Folders? **Yes No**
? Allow file uploads into others Personal User Folders? **Yes No**
? Allow E-mail notification of uploaded files? **Yes No**
? Show administrators in E-mail notification lists? **Yes No**
? Notify administrators of all file uploads? **Yes No**
? Provide a direct download link to uploaded files? **Yes No**
? Open root folders when tree first loads? **Yes No**
? Default Root Folder Rights: **View Download Upload Add Folder Delete Rename Move**
? Logo: **upload**
? Session Timeout:

And let's click "Yes" next to "Allow file uploads into others Personal User Folders" (more about this later):

Options: ? Personal User Folders? **Yes No**
? Allow file uploads into others Personal User Folders? **Yes No**
? Allow E-mail notification of uploaded files? **Yes No**
? Show administrators in E-mail notification lists? **Yes No**
? Notify administrators of all file uploads? **Yes No**
? Provide a direct download link to uploaded files? **Yes No**
? Open root folders when tree first loads? **Yes No**
? Default Root Folder Rights: **View Download Upload Add Folder Delete Rename Move**
? Logo: **upload**
? Session Timeout:

You can get help on each of these items by clicking on the **?** to the left of the item.

Here's what they do:

- **Personal User Folders?** (default = " **No**")

If you set "Personal User Folders?" to " **Yes**", File-Works will set up a private folder for each of your users. The files in a Personal User Folder can be seen by the user who owns the folder and by Administrators, but not by other users. The Personal User Folder will display as "My Folder" for each logged in user. For an Administrator, all users' Personal User Folders will appear inside a folder called "Other Users".

- **Allow file uploads into others Personal User Folders?** (default = " **No**")

If you set "Personal User Folders?" to " **Yes**", this option will appear. For companies with Personal User Folders enabled, you can specify whether or not your users can upload files into Personal User Folders belonging to other users.

If you set this option to " **Yes**", the Personal User Folders of other users will display for all of your users, and may be selected for file uploads. All folders inside each Personal User Folder will also display, giving the uploading user control over where to place the uploaded file. However, none of the files inside the Personal User Folder of other users will be visible.

If you set this option to " **No**", the only Personal User Folders that will appear to each user will be the one that belongs to the user ("My Folder").

- **Allow E-mail notification of uploaded files?** (default = " **Yes**")

If you select " **Yes**" for this option, after each file upload, the uploading user will be presented with a list of all of the users in your company who have the rights to view the file. A checkbox next to each of these names can be checked to send an automatic E-mail notification to each desired user.

If you select " **No**" for this option, the E-mail notification option will not be presented to your users after file uploads.

- **Show administrators in E-mail notification lists?** (default = " **Yes**")

If you set "Allow E-mail notification of uploaded files" to " **Yes**", this option will appear.

If you select " **Yes**" for this option, users designated as administrators **will appear** in the list of names of users who may be selected to receive an automatic E-mail notification.

If you select " **No**" for this option, your company's administrators **will not appear** in in this list of names.

- **Notify administrators of all file uploads?** (default = " **No**")

If you select " **Yes**" for this option, users designated as administrators will receive Email notifications of every file that is uploaded (including files that are replaced). Administrator names will not appear in E-mail notification lists, and notifications will be sent to them regardless of any action (or lack of action) on the part of the person uploading the file.

- **Provide a direct download link to uploaded files?** (default = " **No**")

If you set "Allow E-mail notification of uploaded files" to " **Yes**", this option will appear.

If you select " **Yes**" for this option, the Email notification will contain a direct link to the file that was just uploaded. This link will allow the recipient of the Email to download the file without logging in to the File-Works site. Please be aware of the **security considerations*** of using this option before turning it on.

If you select " **No**" for this option, the file download link described above **will not appear** in the Email Notification that your users will receive, and they will need to log in to File-Works in order to download the file.

* **Security considerations:** Providing a direct download link to a file in an Email message is slightly more risky than having your users log in to File-Works to access files. In the unlikely event that the Email Notification is "hijacked", the hijacker would have access to your file. Also, if the recipient of the Email Notification forwards it to someone else, then that person would be able to download the file by clicking on the download link in the message. For these reasons, please exercise caution in using this option.

The download link in the Email Notification **will stop working** if:

- The file is deleted, moved, or renamed.
- The user who receives the Email no longer exists (i.e., was deleted from your list of users).
- The user who receives the Email no longer has download access to the root folder containing the downloadable file.

- **Open root folders when tree first loads?** (default = " **Yes**")

If you select " **Yes**" for this option, whenever your users log in or you go to the "Tree" page, the root folders will be **open** in the tree display. In addition, if you are using Personal User Folders, "My Folder" and the "Other Users" folder will be **open**.

If you select " **No**" for this option, the root folders and the "Other Users" folder will be **closed**.

- **Default Root Folder Rights** (default = All Enabled)

You'll be able to specify the rights that each user or group has to each of your Root Folders. "Default Root Folder Rights" are the company-wide settings that are applied by default to all of your users, groups, and folders.

Don't confuse rights with access. You can determine which Root Folders each user can access, and then assign the rights that each user will have in each of the Root Folders to which access has been granted.

Some companies give all rights to all users; others withhold certain rights from certain users in certain Root Folders. "Default Root Folder Rights" should be set to the rights you will assign to the majority of your users. You can change rights for individual users later.

You might consider disabling the Delete, Rename, and Move default rights if you would like a more restrictive system.

Rights in bold (**Delete**) are enabled. Rights in light red (**Delete**) are not. To enable or disable a right, click on it.

NOTE: Disabling the View right will automatically disable the Download, Add Folder, Delete, Rename, and Move right, leaving only the Upload right enabled. This will allow users to upload files into Root Folders to which they have no other rights.

- **Logo** (default = none)

Upload an image file to be displayed at the top of the tree page. Images are resized to 60 pixels in height, so horizontal images are best. Most image formats will work but if yours does not, try uploading a JPG, GIF, or PNG.

- **Session Timeout** (default = 1 hour)

User sessions will expire after being inactive for the specified amount of time, requiring them to log in again to continue. You can change this timeout value for your account here.

Adding, deleting, and modifying Users

Let's look at the "Users" area next. Click on "Add New User" and fill in the information about the new user:

Users: (Never Mind)


First name:

Last name:

User name:

Password:


Email address:

	Name	User name	Password	Email address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com


Clicking on "Add User" adds the new user to the table:


Users: (Add New User)

	Name	User name	Password	Email address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com
 	Smith, Mary	msmith	ilove2fly	msmith@generaltelephone.com

Note that the new user can be deleted (), but the Master Administrator's account cannot:

Users: (Never Mind)

	Name	User name	Password	Email address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com
 	Smith, Mary	msmith	ilove2fly	msmith@generaltelephone.com

To modify any of the information for a user (change their password, etc.), just click on the () to the left of the user's name:

Users: (Never Mind)

First name:




Last name:

User name:

Password:

Email address:

Root Folder Access Rights for [Mary Smith](#)
None

	Name	User name	Password	Email address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com
 	Smith, Mary	msmith	ilove2fly	msmith@generaltelephone.com

Make any changes necessary and click "Update User Info". We'll talk about "Root Folder Access Rights" a bit later.

Adding, deleting, modifying, and using Groups





Next, let's look at "Groups". Groups are entities that contain users that will have identical rights to all Root Folders.

You might use groups like "Outside Sales", "Accounting Clerks", or "Software Engineers". You don't need to use groups at all if you don't want to, so if you're not clear on their use (or if you have just a few employees), just skip this section.

Let's click on "Add New Group" and add a group called "Administrative Assistants":

Groups: (Never Mind)

None

After we click "Add Group", we'll see our new group in the table. We can modify the name of the group (), delete the group (), or move users into and out of the group (). Let's add our new user to our new group. Click on the  to the left of the "Administrative Assistants" group:

Groups: (Add New Group)

   Administrative Assistants

Administrative Assistants group	
Members	Non-members
None	Smith, Mary
Close	

Remember, any red text is clickable. Mary's name shows up under "Non-members". All users not already members of the group will show up under "Non-members", except for Administrators, who have full rights to all groups.

Click on Mary's name, and she'll be added to the group:

Groups: (Add New Group)

   Administrative Assistants

Administrative Assistants group	
Members	Non-members
Smith, Mary	None
Close	

If you want to remove Mary from the group, just click on her name again.

Adding and working with Root Folders


Let's move on to the "Root Folders" area, click on "Add New Root Folder", and type in a folder name, say "Accounting Files":

Root Folders: (Never Mind)




Accounting Files

Add Folder

None

Click on "Add Folder" and then on the  to the left of your new Root Folder:




Root Folders: (Add New Root Folder)

   Accounting Files

Access to Accounting Files root folder	
Groups with access	Groups without access
None	Administrative Assistants
Users with access	Users without access
Through group membership:	Smith, Mary
None	
Individually:	
None	
Close	

If we want to give Mary access to the "Accounting Files" root folder, there are two ways we can do it. We can click on her name under "Users without access":




Root Folders: (Add New Root Folder)

   Accounting Files

Access to Accounting Files root folder	
Groups with access	Groups without access
None	Administrative Assistants
Users with access	Users without access
Through group membership:	
None	
Individually:	
Smith, Mary	
Close	

or, since Mary is a member of the "Administrative Assistants" group, we can give her access to the "Accounting Files" root folder by click on "Administrative Assistants" under "Groups without access":

Root Folders: (Add New Root Folder)


   Accounting Files




Access to Accounting Files root folder	
Groups with access	Groups without access
Administrative Assistants	None
Users with access	Users without access
Through group membership:	
Smith, Mary	
Individually:	
None	
Close	

Using groups is a good way to grant Root Folder access to a large number of users in one step. Groups can include hundreds of users. When you give a group access to a Root Folder, you'll be able to see which users were given access as a result. They'll be listed under "Users with access, Through group membership".

Controlling User Access to Root Folders

Let's go back briefly and revisit the issue of Root Folder Access Rights for individual users. Click on the


 to the left of Mary Smith's name:











Click on images or **red text**. ? = Help  = Edit  = Add/Remove Users/Groups  = Delete




You are logged in as: [jjones](#) 0.0 MB in use / 512.0 MB available




General Telephone & Telegraph
Administration Page

(Tree) (Log File) (Help) (Log Out)

Administrator:  [John Jones](#)

Options:  Personal User Folders? **Yes** No
 Allow file uploads into others Personal User Folders? **Yes** No
 Allow E-mail notification of uploaded files? **Yes** No
 Show administrators in E-mail notification lists? **Yes** No
 Notify administrators of all file uploads? **Yes** No
 Provide a direct download link to uploaded files? **Yes** No
 Open root folders when tree first loads? **Yes** No
 Default Root Folder Rights: **View Download Upload Add Folder Delete Rename Move**
 Logo: [upload](#)
 Session Timeout:

Root Folders: (Add New Root Folder)
   [Accounting Files](#)

Groups: (Add New Group)
   [Administrative Assistants](#)

Users: (Never Mind)

First name:

Last name:




User name:

Password:

E-mail address:

Root Folder Access Rights for [Mary Smith](#)

[Accounting Files*](#): **View Download Upload Add Folder Delete Rename Move**

	Name	User name	Password	E-mail address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com
 	Smith, Mary	msmith	ilove2fly	msmith@generaltelephone.com

Now that Mary has been granted access to a Root Folder, we see the list of "Root Folder Access Rights" at the bottom of the User Information area. You'll see a line here for each of the Root Folders to which the user has been granted access. Note that the rights are the same as the "Default Root Folder Rights" above. This is because no changes (from the default rights) have yet been made to Mary's rights to this folder.




Lets take away Mary's right to Delete, Rename, and Move folders and files. Click on these three rights in Mary's User Information area:

Users: (Never Mind)

First name:
Last name:
User name:
Password:
Email address:

Root Folder Access Rights for [Mary Smith](#)

Accounting Files: [View](#) [Download](#) [Upload](#) [Add Folder](#) [Delete](#) [Rename](#) [Move](#)

	Name	User name	Password	Email address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com
 	Smith, Mary	msmith	ilove2fly	msmith@generaltelephone.com

You've just modified Mary's rights in the "Accounting Files" root folder. The next time she logs in and selects a file or a folder in the "Accounting Files" root folder, the Delete, Rename, and Move buttons will be inactive, because she no longer has those rights.

What's up with "View" Rights

A note about "View" rights : If you disable a user's "View" rights to a particular Root Folder, all other rights except "Upload" will be automatically disabled. This creates a situation wherein the user can see the root folder (and any folders inside it), and can upload files into the root folder (or any folder inside it), but cannot see or download any of the files inside the root folder (or any folder inside it). This may be useful in situations where employees are providing files for managers, and you don't want them to be able to see or download any of the other files in the manager's file area.

We now have a Root Folder, a Group, and two users (the Administrator and Mary) set up. It's time to take a look at the "Tree" area. Click on "Tree" in the Title Area:

You are logged in as: [jjones](#) [\(Admin\)](#) [\(Help\)](#) [\(Log Out\)](#)

Select a File or Folder, then click one of the buttons below:

[open all](#) [close all](#)

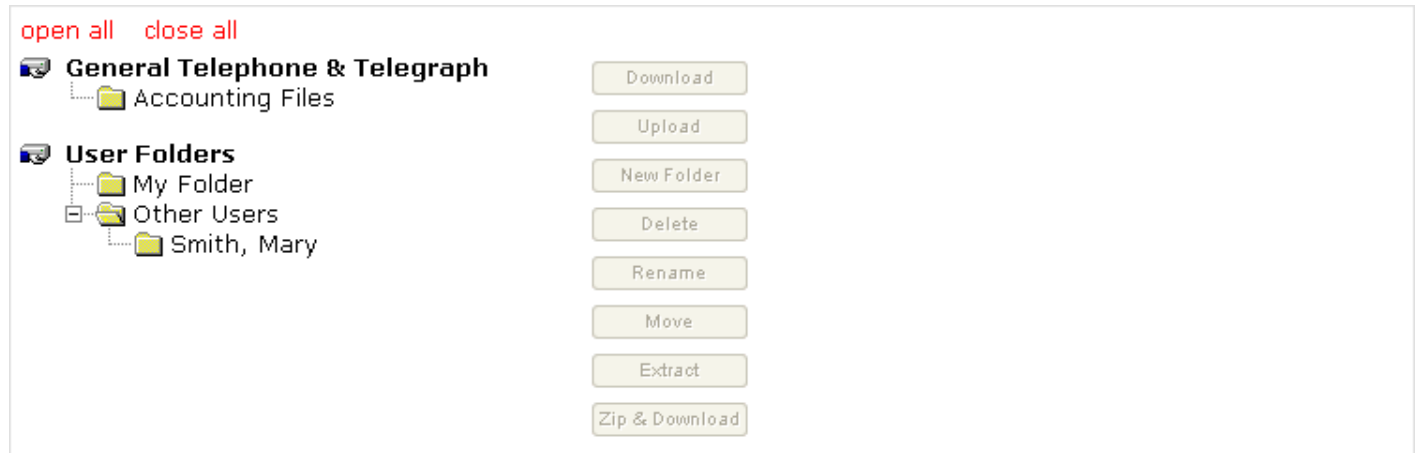
 General Telephone & Telegraph	<input type="button" value="Download"/>
 Accounting Files	<input type="button" value="Upload"/>
 User Folders	<input type="button" value="New Folder"/>
 My Folder	<input type="button" value="Delete"/>
 Other Users	<input type="button" value="Rename"/>
 Smith, Mary	<input type="button" value="Move"/>
	<input type="button" value="Extract"/>
	<input type="button" value="Zip & Download"/>

This "Tree" view is what your users will see when they log on. It's where all the file uploading and downloading is done, where new folders can be created, and where files and folders can be renamed, moved and deleted. All of these things can be done only by users who have the rights to do them — rights that were granted by an account Administrator.

When a user logs on, the Tree that they see will only contain the Root Folders to which they have been granted access. Only the buttons that they have been given rights to use will be available to them, and their rights to use these buttons can be different for different Root Folders.

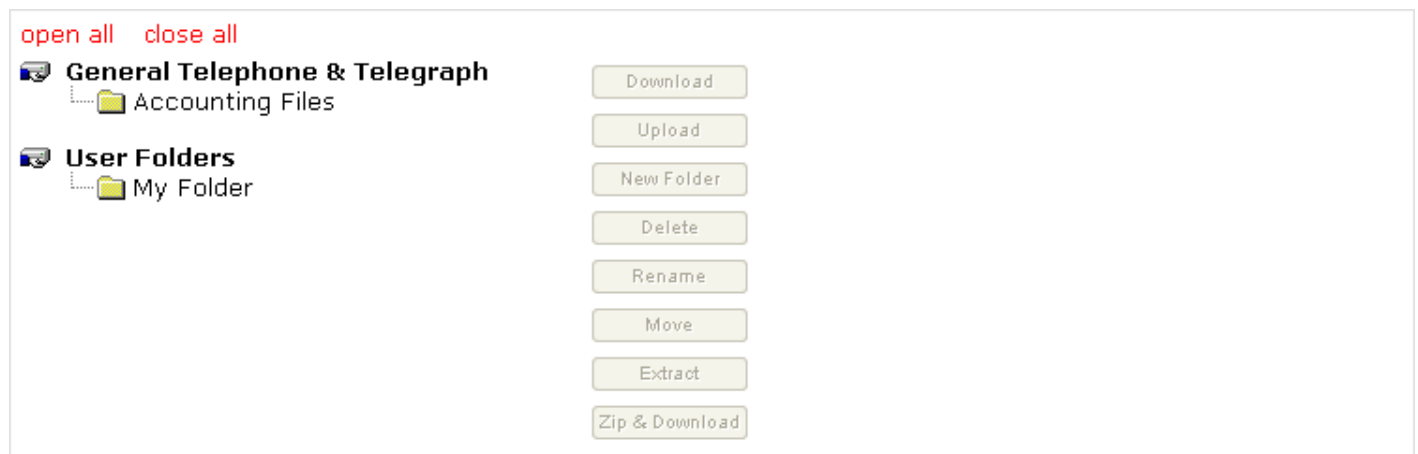
All about User Folders

Note 1 about "User Folders": If you have set "User Personal Use Folders" to "Yes" and "Allow file uploads into others Personal User Folders" to "Yes", your users will see a "User Folders" area in the Tree Display:

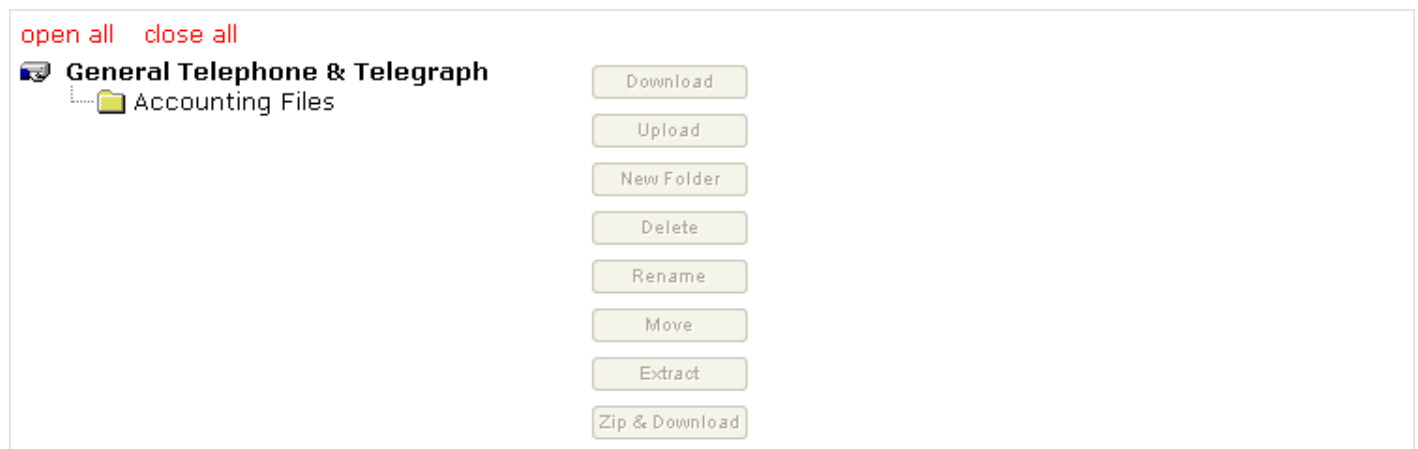


"My Folder" contains all the folders and files belonging to the user currently logged in. "Other Users" contains a folder for each of the other users in your company. Uploads can be performed into any of these other user's folders (or sub-folders inside). The contents of these other user's folders are not visible, except to Administrators.

Note 2 about "User Folders": If you have set "User Personal Use Folders" to "Yes" and "Allow file uploads into others Personal User Folders" to "No", your users will see a "User Folders" area in the Tree Display, but it will only contain "My Folder" (that user's own personal file folder):




Note 3 about "User Folders": If you have set "User Personal Use Folders" to "No" your users will see only those of your company's Root Folders to which they have been granted access. No "User Folders" and "My Folder" will appear:



You may have noticed that the last two examples are showing "msmith" as the logged in user. We had to log out as Administrator and log in as Mary in order to show you what the users will see in these instances. If you have Personal User Folders enabled, Administrators will always be able to view and work with files and folders inside any of the company's Personal User Folders. Administrators essentially have access to everything.

Adding additional Administrators

One last topic... As your company's Master Administrator, you may need to create one or more additional Administrators from time to time. You can do this by clicking on the  to the left of your name in the "Administrator" area. This will bring up a list of all current administrators (on the left) and all current users who are not administrators (on the right):


Administrator:  John Jones	Administrators Jones, John	non-Administrators Smith, Mary Close
--	--------------------------------------	---










Click on Mary's name to give her Administrator privileges:



You are logged in as: [jjones](#) 0.0 MB in use / 512.0 MB available


General Telephone & Telegraph
Administration Page

[\(Tree\)](#) [\(Log File\)](#) [\(Help\)](#) [\(Log Out\)](#)




Administrators:  [John Jones](#)
[Mary Smith](#)

Options:  Personal User Folders? **Yes** [No](#)
 Allow file uploads into others Personal User Folders? **Yes** [No](#)
 Allow E-mail notification of uploaded files? **Yes** [No](#)
 Show administrators in E-mail notification lists? **Yes** [No](#)
 Notify administrators of all file uploads? **Yes** [No](#)
 Provide a direct download link to uploaded files? **Yes** [No](#)
 Open root folders when tree first loads? **Yes** [No](#)
 Default Root Folder Rights: **View** **Download** **Upload** **Add Folder** **Delete** **Rename** **Move**
 Logo: [upload](#)
 Session Timeout:

Root Folders: [\(Add New Root Folder\)](#)
  [Accounting Files](#)

Groups: [\(Add New Group\)](#)
  [Administrative Assistants](#)

Users: [\(Add New User\)](#)

	Name	User name	Password	E-mail address
	Jones, John	jjones	2much2do	jjones@generaltelephone.com
 	Smith, Mary	msmith	ilove2fly	msmith@generaltelephone.com

Note that Mary's name and other information in the "Users" table is now displayed in brown, signifying that she is an Administrator.

Master Administrator vs. Other Administrators

Each company has only one Master Administrator. Master Administrators can create new Administrators, but other Administrators cannot. Other Administrators cannot see or modify the User Information for a Master Administrator.

When Mary logs on after having been made an Administrator, her Administration page will look like this:

Click on images or red text .				? = Help	= Edit	↔ = Add/Remove Users/Groups	= Delete
You are logged in as: msmith				0.0 MB in use / 512.0 MB available			
General Telephone & Telegraph Administration Page (Tree) (Log File) (Help) (Log Out)							
Administrators: John Jones Mary Smith							
Options: ? Personal User Folders? Yes No ? Allow file uploads into others Personal User Folders? Yes No ? Allow E-mail notification of uploaded files? Yes No ? Show administrators in E-mail notification lists? Yes No ? Notify administrators of all file uploads? Yes No ? Provide a direct download link to uploaded files? Yes No ? Open root folders when tree first loads? Yes No ? Default Root Folder Rights: View Download Upload Add Folder Delete Rename Move ? Logo: upload ? Session Timeout: <input type="text" value="1 hour"/>							
Root Folders: (Add New Root Folder) Accounting Files							
Groups: (Add New Group) Administrative Assistants							
Users: (Add New User)							
	Name	User name	Password	E-mail address			
	Smith, Mary	msmith	ilove2fly	msmith@generaltelephone.com			

As you can see, there is no ↔ to the left of Mary's name in the "Administrators" area, so she can't get into the "Add/Remove Administrator" dialog. Also, the Master Administrator (jjones) doesn't show up in the "Users" list that Mary sees, so she has no way of discovering the Master Administrator's password.

Thank you for using File-Works!

Although the design and operation of File-Works is quite powerful and complex, we've tried to create an easy-to-use administrative interface. We greatly value your input. If you find something that doesn't work the way you think it should, if you have any suggestions to improve the operation of the site or the clarity of the Help system, or if there is a new feature that you'd like to see, please [let us know](#).