



FAQ IntesaBox

What is IntesaBox all about?

IntesaBox lets you share multiple folders over all your desktop and mobile devices and therefore is one easy way to sync, share and backup files.

- The IntesaBox desktop client is a software that monitors one or more folders on your desktop computer and syncs any changes to the web and other computers.
- The IntesaBox website allows you to access your files on any computer from a web browser. You can also use the IntesaBox website to share your files or folders with others.
- The IntesaBox mobile apps let you connect to your folders on the web and let you sync the files and folders you need right to your mobile device, so you can take your files with you wherever you go.

Is it useful for me?

A lot of people are nowadays exchanging data connecting to networks drives, passing USB thumb drives to each other, sending emails with large attachments or uploading them via web forms. With IntesaBox you can drop all of those obsolete ways and instead use IntesaBox to securely transfer data over the internet and improve productivity within your team.

Adding files and folders to your IntesaBox

You may notice that IntesaBox will create a new folder called *IntesaBoxs* right under your user profile as soon as you logged in the first time. From there you are just a few clicks away of sharing or backing up your files. Let's start synchronizing your first folder!

- Step 1: Create a new folder in *IntesaBoxs*.
- Step 2. Drag and drop some files into that new folder.

That's it! The new folder you've just created and its contents will now be synchronized to the server. All changes in this folder will be synchronized automatically in the future. The folder is also ready for sharing with others now.

What do I do now?

There are three ways to interact with IntesaBox installation on your computer:

The *IntesaBoxs* Folder

You probably found the *IntesaBoxs* folder already, if you read this guide from the beginning. When you start IntesaBox for the first time, it creates a folder for you on your hard drive called "PowerFolder". It's like any other folder on your hard drive, however the IntesaBox Desktop Client will automatically detect if you create a new folder including some files in it.

Whenever you move a file to one of these folders managed by your IntesaBox Desktop Client, you are also moving your file to the same folder on the web and your other computers. No need for manual copying or uploading anymore, IntesaBox takes care of everything for you!

You may ask yourself how to check what's the status of the folders you have created in your IntesaBoxs folder. Just continue reading the next section.

The IntesaBox Desktop Client

When you start the client it will ask you to login. You simply have to supply your username and password and it will start. Once started you will see the overall status.

The circle with the checkmark means IntesaBox is fully synced.

The circle with the rotation means IntesaBox is currently syncing.

The circle with the hourglass means IntesaBox is waiting to sync your folders, for example when the client waits for a connection to the web.

The circle with the exclamation mark means IntesaBox is requiring your attention.

Common reasons are that you are not logged in yet, your hard drive is full or your storage quota is exceeded.

The circle with the two bars means IntesaBox has been paused.

Not only you can see the overall status of all your folders here, but also a list of all folders managed by IntesaBox as well as their status. Simply click on *Show Folders*.

The IntesaBox System Tray/Menu Bar Icon

The IntesaBox system tray or menu bar icon is where you can check the current status of the synchronization. The same status icons which you can see in the desktop client are displayed in the system tray as well, so you can check the status without opening the client.

When you right-click the system tray or menu bar icon, you have a menu, where you can

- ☐ open the desktop client,
- ☐ go to your IntesaBoxs folder on your hard drive
- ☐ go to your folders on the IntesaBox website,
- ☐ see the latest changes,
- ☐ change preferences,
- ☐ exit the desktop client.

How do I share my files with other people?



There are two ways of sharing files with IntesaBox:

- ☐ Send download links to quickly share files and folders.
- ☐ Send invitations for others synchronize your folders using a desktop client.

To share a file or folder via download link:

1. Log in to the web interface.
2. Click on **Folders**.
3. Click on a folder or browse inside of a folder.
4. Click on the share icon next to a folder or file.
5. Click on **Copy link to clipboard** to copy & paste it into another application or click on **Share link** to send it directly via email.

To stop sharing links, click on **Links** in the main menu and remove the files you want to stop sharing from the list.

To send an invitation for others to synchronize your folders:

1. Log in to the web interface.
2. Click on Folders.
3. Click on the invitation icon next to a folder.
4. Insert the email address of the person to invite into the input field, select the permission to grant to that person and click on **Add**.

In the same place you can also manage existing members of your folders and their permissions.

Frequently Asked Questions

IntesaBox is slow! How long until my files are fully synced?

IntesaBox will download as fast or as slow as your network allows the files to be synced, doing its best not to interfere with your normal activity.

IntesaBox is fast! How could it have possibly synced all of my files in that time?

IntesaBox will look to see if it already has the file you're uploading on our servers before it uploads it. If it recognizes a file that has already been uploaded, it won't bother to upload it again. If the file has been changed recently, it will only upload/download the changes rather than the whole file.

How secure is IntesaBox?

We take the utmost care to ensure IntesaBox is secure. All transfers are encrypted using AES and the access to the IntesaBox website is secured using SSL. These are the same standards that banks and the military use to protect their data!

Can I access IntesaBox on my mobile device?

Just point your mobile device to the IntesaBox website for an optimized version of the site. If you have an Android mobile device, iPhone or iPad, native IntesaBox applications are available for free. To install IntesaBox on your mobile device, go to the built-in stores of your mobile device, search for IntesaBox and install it.