



User Guide

# Amazon WorkDocs



# Amazon WorkDocs: User Guide

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# Table of Contents

.....	<b>vii</b>
<b>What is Amazon WorkDocs</b> .....	<b>1</b>
Pricing .....	1
How to get started .....	1
<b>Getting started</b> .....	<b>2</b>
System requirements .....	2
WorkDocs Drive for Windows .....	3
WorkDocs Drive for macOS .....	3
WorkDocs Drive for macOS (Apple Silicon) .....	4
Supported Android versions .....	4
Supported iOS versions .....	5
WorkDocs for FireOS .....	5
Browser requirements .....	5
Support ending for the following operating systems .....	6
Step 1: Get invited .....	6
Step 2: Register .....	7
(Optional) Install the mobile apps .....	7
Step 4: Sign in to WorkDocs .....	7
Using WorkDocs on Android .....	8
Switching visual themes .....	9
Using WorkDocs on iOS .....	10
Viewing and editing files in other iOS apps .....	11
Using the Files app in iOS .....	11
Saving a file from another iOS app to Amazon WorkDocs .....	11
Switching visual themes .....	12
If you have trouble signing in .....	12
<b>Using Amazon WorkDocs Companion</b> .....	<b>13</b>
System requirements .....	13
Installing Amazon WorkDocs Companion .....	14
Uninstalling Amazon WorkDocs Companion .....	14
<b>Using Amazon WorkDocs Drive</b> .....	<b>16</b>
Installing Amazon WorkDocs Drive .....	17
Installing Amazon WorkDocs Drive on Windows devices .....	17
Installing Amazon WorkDocs Drive on macOS devices .....	18

---

Using the Windows Subsystem for Linux to mount Amazon WorkDocs Drive .....	19
Opening the Amazon WorkDocs Drive settings .....	20
Uninstalling Amazon WorkDocs Drive .....	21
Logging out of Amazon WorkDocs Drive .....	22
Logging in to Amazon WorkDocs Drive after you log out .....	24
Using Amazon WorkDocs Drive .....	24
Understanding the Amazon WorkDocs Drive file icons .....	25
Opening Amazon WorkDocs Drive folders .....	25
Creating folders in Amazon WorkDocs Drive .....	26
Duplicating folders .....	26
Taking actions on folders .....	26
Taking actions on files .....	27
Working offline .....	29
Reconnecting after working offline .....	30
Pausing file sync .....	30
Searching Amazon WorkDocs Drive .....	30
Deleting files from Amazon WorkDocs Drive .....	31
Quitting Amazon WorkDocs Drive .....	32
Restarting Amazon WorkDocs Drive after you quit .....	33
Troubleshooting Amazon WorkDocs Drive .....	33
Reporting issues .....	36
Known limitations .....	36
<b>Working with files .....</b>	<b>37</b>
Naming files .....	38
Creating files .....	39
Opening files .....	39
Uploading files .....	40
Downloading files .....	41
Downloading Word documents with feedback .....	42
Marking files as favorites .....	42
Requesting approvals for files .....	43
Changing file settings .....	45
Locking and unlocking files .....	45
Renaming files .....	47
Moving files .....	47
Transferring file ownership .....	48

---

Deleting files .....	49
Viewing file activity .....	49
Sharing files .....	50
Editing files .....	50
Viewing files offline .....	51
Using smart search .....	51
Managing the recycle bin (web only) .....	52
<b>Working with file versions .....</b>	<b>53</b>
Understanding version creation .....	53
How versions impact your storage limit .....	54
Deleting previous versions of a file .....	54
Reducing the number of Amazon WorkDocs Drive versions .....	57
Using past versions of a file .....	57
Reverting a file to a previous version .....	58
<b>Working with folders .....</b>	<b>59</b>
Creating folders .....	60
Opening folders .....	62
Duplicating folders .....	62
Downloading folders .....	62
Marking folders as favorites .....	63
Requesting approvals for folders .....	64
Renaming folders .....	65
Moving folders .....	66
Transferring folder ownership .....	67
Deleting folders .....	68
Viewing folder activity .....	68
Sharing folders .....	69
Uploading folders .....	69
Managing the recycle bin (web only) .....	69
<b>Sharing files and folders .....</b>	<b>70</b>
Sharing link .....	70
Sharing by invitation .....	71
Removing share permissions .....	73
Removing yourself from a share .....	74
<b>Permissions .....</b>	<b>76</b>
User roles .....	76

---

---

Permissions for shared folders .....	77
Permissions for files in shared folders .....	78
Permissions for files not in shared folders .....	80
<b>Feedback and collaborative editing .....</b>	<b>82</b>
Sharing feedback .....	82
Sending messages .....	87
Editing with Hancom ThinkFree .....	87
Creating a new file .....	88
Editing a file .....	88
Using Open with Office Online .....	89
Prerequisites .....	89
Using Open with Office Online .....	89
<b>Working with approvals .....</b>	<b>91</b>
Creating approval requests .....	91
Responding to approval requests .....	92
Updating approval requests .....	92
Canceling approval requests .....	93
Viewing completed approval requests .....	93
<b>Tracking file activity .....</b>	<b>95</b>
<b>Managing your Amazon WorkDocs account .....</b>	<b>96</b>
Updating your user profile .....	96
<b>Using Amazon WorkDocs for Amazon Business .....</b>	<b>97</b>
Viewing and searching for files .....	97
Sharing and commenting on files .....	98
Uploading and downloading files .....	99
Moving, renaming, and deleting files .....	100
Viewing activity .....	101
<b>Document history .....</b>	<b>102</b>

**Notice:** New customer sign-ups and account upgrades are no longer available for Amazon WorkDocs. Learn about migration steps here: [How to migrate data from Amazon WorkDocs](#).

# What is Amazon WorkDocs

You use Amazon WorkDocs to store, manage, share, and collaborate on documents, spreadsheets, and other files with your coworkers. Amazon WorkDocs stores your files in [the cloud](#), and you work with your files in a browser, or in the Amazon WorkDocs mobile app.

Your files are only visible to you and your designated contributors and reviewers. Other users can't open, read, or change your files unless you grant them access.

You can also share your files with other users for collaboration or review, and you can view many different types of files, including all common document and image formats.

## Pricing

Amazon WorkDocs has no upfront fees or commitments. For more information, see [Pricing](#).

## How to get started

For a hands-on introduction to Amazon WorkDocs, see the next section, [Getting started with Amazon WorkDocs](#).



# Getting started with Amazon WorkDocs

The following sections explain how to get started using Amazon WorkDocs. You must complete the first two steps in order to use Amazon WorkDocs in the cloud or on a mobile app. You can use Amazon WorkDocs in any of the supported browsers listed here. You can also use the Amazon WorkDocs mobile app on the supported Android and iOS devices listed here.

In addition, you can install Amazon WorkDocs Drive on Windows and macOS machines. Amazon WorkDocs Drive enables you to open and work with Amazon WorkDocs files on your computer's desktop. For more information about Amazon WorkDocs Drive, see [Using Amazon WorkDocs Drive](#).

The following sections list the system requirements for using Amazon WorkDocs and explain how to get started.

## Contents

- [System requirements](#)
- [Step 1: Get invited](#)
- [Step 2: Register](#)
- [3: \(Optional\) Install the Amazon WorkDocs mobile apps](#)
- [Step 4: Sign in to WorkDocs](#)
- [Using WorkDocs on Android](#)
- [Using WorkDocs on iOS](#)
- [If you have trouble signing in](#)

## System requirements

Amazon WorkDocs is available on Windows, macOS, Android, and iOS. You can also use and on the web.

### Note

Amazon WorkDocs isn't available on Linux.

WorkDocs and Amazon WorkDocs Drive have the following system requirements.

## WorkDocs Drive for Windows

- Windows 11
- Windows 10 - version 20H1 or later
- Windows 10 - 19H2 or earlier (until March 30, 2024)
- Windows 10 - (until March 30, 2024)
- Windows 8 (until March 30, 2024)
- Windows 7 (until March 30, 2024)
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016 (until March 30, 2024)
- Windows Server 2012 R2 (until March 30, 2024)
- Windows Server 2008 (until March 30, 2024)

### Minimum hardware:

- An Intel or AMD 64-bit CPU, 1 GB memory available for Drive to use.

### Installation dependencies:

- .NET Framework 4.7.2
- Microsoft [WebView2 runtime](#).
- Firewall access to the [.s3.amazonaws.com](https://s3.amazonaws.com) end point.

## WorkDocs Drive for macOS

- macOS 13
- macOS 12
- macOS 11 (until March 30, 2024)
- macOS 10 (until March 30, 2024)

**Minimum hardware:**

- Intel MacBooks with a minimum of Intel 64-bit CPU, 1 GB memory available for Drive to use.

**Installation dependencies:**

- Firewall access to the [.s3.amazonaws.com](https://s3.amazonaws.com) end point.

**WorkDocs Drive for macOS (Apple Silicon)**

- macOS 13
- macOS 12.3+

**Minimum hardware:**

- Apple silicon MacBooks with a minimum of Apple 64-bit CPU, 1 GB memory available for Drive to use.

**Installation dependencies:**

- Rosetta2
- Firewall access to the [.s3.amazonaws.com](https://s3.amazonaws.com) end point.

**Supported Android versions**

- Android 13
- Android 12L
- Android 12
- Android 11
- Android 10
- Android 9 (until March 30, 2024)
- Android 8.1 (until March 30, 2024)
- Android 8 (until March 30, 2024)
- Android 7.1 (until March 30, 2024)

- Android 7 (until March 30, 2024)
- Android 6 (until March 30, 2024)
- Android 5.1 (until March 30, 2024)

## Supported iOS versions

- iOS 16
- iOS 15
- iOS 14
- iOS 13
- iOS 12

## WorkDocs for FireOS

### Supported FireOS versions:

- FireOS 8 (until March 30, 2024)
- FireOS 7 (until March 30, 2024)

## Browser requirements

The Amazon WorkDocs web application supports the following web browsers. Open the Amazon WorkDocs' web application by signing in to [https://site\\_name.awsapps.com/](https://site_name.awsapps.com/) in a supported browser.

### Supported browsers:

The Amazon WorkDocs web client requires one of the following browsers:

- Google Chrome (Latest three major versions)
- Mozilla Firefox (Latest three major versions)
- Microsoft Edge (Latest three major versions)
- Apple Safari for macOS (Latest three major versions)

## Support ending for the following operating systems

### Important

Active support for the following operating systems will end on March 30, 2024. After March 30, 2024, WorkDocs Drive will be available for use on these operating systems, but will no longer receive updates.

### Operating systems and end dates:

- Windows 10 - 19H2 or earlier (until March 30, 2024)
- Windows 8 (until March 30, 2024)
- Windows 7 (until March 30, 2024)
- Windows Server 2016 (until March 30, 2024)
- Windows Server 2012 R2 (until March 30, 2024)
- Windows Server 2008 (until March 30, 2024)
- macOS 11 (until March 30, 2024)
- macOS 10 (until March 30, 2024)
- Android 9 (until March 30, 2024)
- Android 8.1 (until March 30, 2024)
- Android 8 (until March 30, 2024)
- Android 7.1 (until March 30, 2024)
- Android 7 (until March 30, 2024)
- Android 6 (until March 30, 2024)
- Android 5.1 (until March 30, 2024)
- FireOS 8 (until March 30, 2024)
- FireOS 7 (until March 30, 2024)

## Step 1: Get invited

You must be invited to join an Amazon WorkDocs organization. Your Amazon WorkDocs administrator creates an organization and invites you and other users to join it. The administrator

can also grant "invite" privileges to people in the organization, and in turn they can invite others to join.

Your Amazon WorkDocs administrator sends you an email message with the information needed to sign in and register—if necessary—and instructions on how to download the client applications.

### **Important**

Save your invitation email, or save the address of the person who sent the email. You may need to contact that person for help with tasks that only administrators can do, such as enabling Hancm Thinkfree.

## Step 2: Register

When you receive your invitation to join an Amazon WorkDocs organization, you may need to register. That involves entering your user information, which includes the following:

- First name
- Last name
- Password

You can change your profile photo, time zone, and password after you register. For more information, see [Updating your user profile](#).

## 3: (Optional) Install the Amazon WorkDocs mobile apps

You can install Amazon WorkDocs on supported versions of Android and iOS. For more information, see [Supported Android versions](#) and [Supported iOS versions](#). earlier in this guide.

- For Android, download the app from Google Play or the Amazon Appstore for Android.
- For iOS, download the app from the Apple App Store.

## Step 4: Sign in to WorkDocs

The following sets of steps explain how to sign in to WorkDocs on the web and the Android and iOS apps.

**Note**

- The welcome email message from your administrator has the URL, organization, and user name that you use to sign in. You set the password when you registered. For more information, see [Step 2: Register](#). If your Amazon WorkDocs administrator has enabled multi-factor authentication (MFA) for your organization, you are also prompted for a passcode to finish signing in. Your Amazon WorkDocs administrator provides information about how to get your passcode.
- If your administrator enables single sign-on, you can use your regular network credentials to sign in to Amazon WorkDocs. However, you may need to take additional steps to allow your browser to support single sign-on. For more information, see [Single sign-on for IE and Chrome](#) and [Single sign-on for Firefox](#) in the *AWS Directory Service Administration Guide*.
- To reset your password, choose **Forgot password** on the sign-in screen. The screen appears in WorkDocs on the web, and the Android and iOS apps. If you need help signing in, contact your administrator.

**Signing in to WorkDocs on the web**

1. Open any of the [approved browsers](#) and enter the URL provided by your administrator.
2. To start Amazon WorkDocs for the first time, enter your organization name, your user name, and your password.

**Signing in to WorkDocs for Android or iOS**

- To sign in to any of the apps, enter your organization name, user name, and password.

**Using WorkDocs on Android**

The Amazon WorkDocs app for Android allows you to view, comment on, and download your Amazon WorkDocs files. You can also view, give feedback on, and download other documents if you have permissions to do so.

**Contents**

- [Switching visual themes](#)

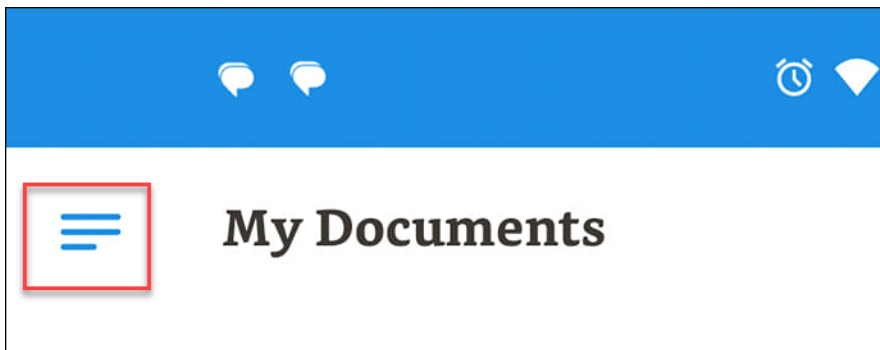
## Switching visual themes

By default, the Amazon WorkDocs mobile app uses your device's visual theme. You can switch visual themes by changing your device's theme, or you can change a setting in the app. Usually, you switch to the dark theme when you want to reduce eye strain. The dark theme can also improve battery life.

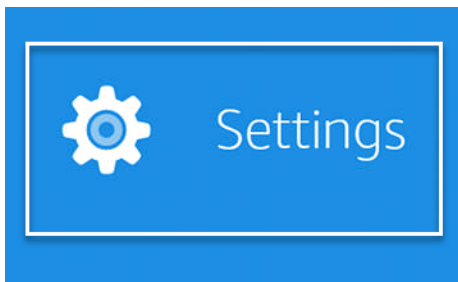
The following steps explain how to switch themes independently of your device's visual theme.

### To switch themes in the mobile app

1. Start the Amazon WorkDocs mobile app.
2. Open the program menu in the upper-left corner of the app.



3. On the menu that appears, choose **Settings**.



4. Choose **Theme**.
5. Move the **Use device appearance** slider to the off position.
6. Choose **Dark** or **Light**.

The app saves your changes automatically.

The following steps explain how to change the visual theme on an older Motorola phone. The steps that you follow may vary, depending on your device and version of Android.



## To switch themes in your device settings

1. Open the settings for your device. If you don't know how to open the settings, see the help for your device.
2. Choose **Display**.

### Note

This step may vary, depending on your device and your version of Android. If it does, see the help for your device.

3. Move the **Dark theme** slider to the on or off position as desired.

### Note

This step may vary, depending on your device and your version of Android. If it does, see the help for your device.

## Using WorkDocs on iOS

The Amazon WorkDocs applications for iPhone and iPad allow you to view, comment on, and download your Amazon WorkDocs files. You can also view, give feedback on, and download other documents if you have permissions to do so.

Also, the iPhone and iPad applications allow you to view and edit files in other iOS apps, and you can save files from other iOS apps to Amazon WorkDocs.

### Contents

- [Viewing and editing files in other iOS apps](#)
- [Using the Files app in iOS](#)
- [Saving a file from another iOS app to Amazon WorkDocs](#)
- [Switching visual themes](#)

## Viewing and editing files in other iOS apps

You can open an Amazon WorkDocs file in any other iOS app that supports file sharing. After opening the file, you can view or edit it in the other app, then save it back to Amazon WorkDocs.

### To open a file in another iOS app

1. Open the Amazon WorkDocs file that you want to open in another app.
2. Choose **Menu**, **Share**, and then select the app with which to open the file.

To save the file to Amazon WorkDocs, see [Saving a file from another iOS app to Amazon WorkDocs](#).

## Using the Files app in iOS

Use the Files app in iOS version 11 or later to view, edit, lock, unlock, add, copy, move, and delete Amazon WorkDocs content that you have permissions for.

### To use Amazon WorkDocs with the iOS Files app

1. Install the Amazon WorkDocs iOS app on your iOS device and sign in.
2. In the Files app, choose **Locations**, **Edit**, then turn on Amazon WorkDocs.
3. Choose **Done**, then choose **Workdocs** to browse your files in the Files app.

To open and manage content directly in the Amazon WorkDocs app, choose **Open in WorkDocs** from the Files app menu. You can now access the feedback and sharing features.

## Saving a file from another iOS app to Amazon WorkDocs

You can save a file to Amazon WorkDocs from any iOS app that supports file sharing. This makes the file available on other Amazon WorkDocs mobile apps and the web client.

You can also use the Files app in iOS version 11 or later to save your file to Amazon WorkDocs.

### To save a file from another iOS app to Amazon WorkDocs

1. Choose the file, photo, or attachment from any iOS app that supports file sharing.
2. Choose the export function in the app (this appears under different names, depending on the app), and choose **WorkDocs iOS app**.

**Note**

If **WorkDocs iOS app** doesn't appear in the list of apps, choose **Browse more** and slide the toggle to choose **WorkDocs iOS app**.

3. Select an Amazon WorkDocs folder and choose **Save**.

## Switching visual themes

You can switch visual themes by changing a setting in the Amazon WorkDocs mobile app, or by changing your device settings. Usually, you switch to the Dark theme when you want to reduce eye strain. The Dark theme can also improve battery life.

### To switch themes in the mobile app

1. Open your settings and choose **Theme**.
2. If it's on, turn off **Use device appearance**.
3. Choose **Dark** or **Light**.

### To switch themes in device settings

1. Open your settings and choose **Theme**.
2. Choose **Dark** or **Light**.

## If you have trouble signing in

If you have trouble signing in to Amazon WorkDocs, contact your administrator, the person who invited you to start using Amazon WorkDocs.

# Using Amazon WorkDocs Companion

## Important

Amazon WorkDocs Companion is reaching end of life and will no longer be available starting on **April 25, 2025**, the end of Life (EOL) date for Amazon WorkDocs.

Amazon WorkDocs Companion lets you open and edit a file from the web client in one step. When you edit a file, Companion saves your changes to Amazon WorkDocs as a new file version.

## Note

You never use Amazon WorkDocs Companion directly. All you need to do is work with your files.

For Windows users, Amazon WorkDocs Companion integrates with File Explorer to let you:

- Upload multiple files and folders from File Explorer to the Companion Uploads folder under **MyDocs** on the Amazon WorkDocs site.
- Share a link to the uploaded files, or share a link with a 4-digit passcode.

## Contents

- [System requirements](#)
- [Installing Amazon WorkDocs Companion](#)
- [Uninstalling Amazon WorkDocs Companion](#)

## System requirements

To use Amazon WorkDocs Companion, you must meet the following requirements:

- You must have owner, co-owner, or contributor permissions for a file.
- You must run Windows 7 or later, or macOS 10.12 or later.
- You must have one of the following browsers:

- Google Chrome
- Mozilla Firefox
- The file type must be one of the following:
  - Microsoft Office Word
  - Microsoft Office Excel
  - Microsoft Office PowerPoint
  - PDF
  - Text file with a .txt file extension

## Installing Amazon WorkDocs Companion

You install Amazon WorkDocs Companion by downloading and running an installation program.

### To install Amazon WorkDocs Companion

1. Start Amazon WorkDocs and choose **Apps**.

The **Apps** page appears.

2. Under **Companion App**, choose **PC** or **Mac**.

The next step depends on your choice.

- If you chose **PC**, the **Opening Amazon WorkDocs Companion.msi** dialog box appears. Choose **Save File**.
- If you chose **Mac**, the **Opening Amazon WorkDocs Companion.pkg** dialog box appears. Choose **OK**.

Either choice saves the file to your download folder.

3. When the download finishes, open the file and follow the steps in the installation program.

## Uninstalling Amazon WorkDocs Companion

The following steps explain how to uninstall Amazon WorkDocs Companion from PCs and Macs.

## To uninstall from a PC

1. Choose **Start**, and then choose **Settings**.

The **Windows Settings** page appears.

2. Choose **Apps**, and then choose **Amazon WorkDocs Companion**.
3. Choose **Uninstall**, and on the message that appears, choose **Uninstall** again.

You remove Amazon WorkDocs Companion from a Mac by first stopping the app, and then removing it. Follow these steps.

## To uninstall from a Mac

1. On the menu bar, right-click the **Amazon WorkDocs Companion** icon, and then choose **About Amazon WorkDocs Companion**.

The **About** screen appears.

2. Choose **Stop Application**.

Companion stops running, and the **About** screen closes.

3. Choose **Finder**, and then choose **Applications**.
4. Locate the **Amazon WorkDocs Companion** icon and drag it to the trash bin.

# Using Amazon WorkDocs Drive

Amazon WorkDocs Drive enables you to open and work with Amazon WorkDocs files on your computer's desktop. By default, Amazon WorkDocs Drive appears on your computer as drive **W:**, and you use Amazon WorkDocs Drive like you would any other disc drive.

## Note

You must belong to a network domain in order to use Amazon WorkDocs Drive. Also, your system administrator may assign a different drive letter. If you're unsure about your network domain or drive letter, contact your administrator.

Amazon WorkDocs Drive is available for PC and macOS users, and for WorkSpaces on Windows. Amazon WorkDocs Drive can upload and download files of up to 5 TB each, and allows file path lengths of up to 260 characters.

## Note

Amazon WorkDocs Drive only creates links to your files. It doesn't write copies to your hard drive. For example, say you open a word processor file from Amazon WorkDocs Drive. Editing that file changes the current version of the file in Amazon WorkDocs.

## Important

If you delete a link in Amazon WorkDocs Drive you also delete the source file in Amazon WorkDocs. Also, the links created by Amazon WorkDocs Drive use a small amount of storage, and deleting them doesn't save any significant storage space.

## Topics

- [Installing Amazon WorkDocs Drive](#)
- [Opening the Amazon WorkDocs Drive settings](#)
- [Uninstalling Amazon WorkDocs Drive](#)
- [Logging out of Amazon WorkDocs Drive](#)

- [Logging in to Amazon WorkDocs Drive after you log out](#)
- [Using Amazon WorkDocs Drive](#)
- [Troubleshooting Amazon WorkDocs Drive](#)

## Installing Amazon WorkDocs Drive

The steps in the following sections explain how to install Amazon WorkDocs Drive on Windows and macOS devices.

### Note

- You must have access to a WorkDocs site before you can install Amazon WorkDocs Drive. For information about installing WorkDocs, see [Getting started with Amazon WorkDocs](#).
- You must be an administrator on your device to install Amazon WorkDocs Drive. For information about determining whether you're an administrator, see the help for your operating system, or contact your system administrator.
- You can't install Amazon WorkDocs Drive on iOS or Android devices.

### Topics

- [Installing Amazon WorkDocs Drive on Windows devices](#)
- [Installing Amazon WorkDocs Drive on macOS devices](#)
- [Using the Windows Subsystem for Linux to mount Amazon WorkDocs Drive](#)

## Installing Amazon WorkDocs Drive on Windows devices

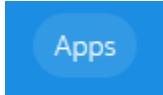
The following steps explain how to install Amazon WorkDocs Drive on Windows and Windows Server. Amazon WorkDocs Drive runs on 64-bit versions of Windows 10 and 11, Windows Server 2016, Windows Server 2019, and Windows Server 2022.

### To install Amazon WorkDocs Drive on Windows devices

1. Download and install Microsoft .NET Framework 4.8 or later. Go to <https://dotnet.microsoft.com/download/dotnet-framework> and follow the instructions.
2. Using the address (URL) provided by your administrator, start Amazon WorkDocs.



3. On the blue command bar, choose **Apps**.



4. In the **Apps** dialog box, under **Drive App**, choose **PC**.

WorkDocs downloads the installation package. Your browser displays the download and prompts you to open it.

5. Open the installation package and follow the installation prompts.
6. When installation completes, start Amazon WorkDocs Drive and when prompted, enter the name of your WorkDocs site, user name, and password.

## Installing Amazon WorkDocs Drive on macOS devices

The following steps explain how to install Amazon WorkDocs Drive on macOS devices, including Intel and Apple silicon machines.

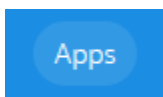
### Note

You must have access to WorkDocs to complete these steps. For information about getting started with WorkDocs, see [Getting started with Amazon WorkDocs](#).

If you have an Intel machine, you must have macOS 11 or later. If you have an Apple silicon machine, you must have Monterey 12.3 or later.

### To install Amazon WorkDocs Drive on Intel machines

1. Start Amazon WorkDocs and on the blue command bar, choose **Apps**.



2. In the **Apps** dialog box, under **Drive App**, choose **Mac**.

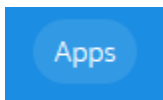
WorkDocs downloads the installation package. Your browser displays the download and prompts you to open it.

3. Open the installation package and follow the installation prompts.

4. Choose the WorkDocs Drive icon on the menu bar.
5. In the WorkDocs Drive window, choose **Open Drive in Finder**. When prompted to update the system extension, choose **Open Security Preference**.
6. In the **Security Preferences** window, choose the lock icon, enter your credentials, and choose **Allow** for **System software from developer "AMZN Mobile LLC" has been updated**.
7. Restart the machine.

## To install Amazon WorkDocs Drive on macOS Apple silicon machines

1. Start Amazon WorkDocs and on the blue command bar, choose **Apps**.



2. In the **Apps** dialog box, under **Drive App**, choose **Apple silicon**.

WorkDocs downloads the installation package. Your browser displays the download and prompts you to open it.

3. Open the installation package and follow the installation prompts.
4. Start **Finder**, go to **Locations**, and verify that the **WorkDocs** folder is present. You may be prompted to enable WorkDocs. If so, choose the button in the upper-right corner.

### Note

If you don't see the **WorkDocs** folder, make sure you enable **Cloud Storage** in your Finder preferences.

## Using the Windows Subsystem for Linux to mount Amazon WorkDocs Drive

If you run the Windows Subsystem for Linux, you can use the following Bash commands to mount Amazon WorkDocs Drive for PC.

```
$ sudo mkdir /mnt/w
$ sudo mount -t drvfs W: /mnt/w
```

```
$ cd /mnt/w  
$ ls
```

## Opening the Amazon WorkDocs Drive settings

The following steps explain how to open the Amazon WorkDocs Drive settings on Windows and macOS Intel machines. Settings for Apple silicon machines are not yet available.

You use the settings to complete several tasks, such as logging out and back in, and working offline.

### To open the settings on Windows machines

1. On the Windows task bar, choose the up arrow, near the lower-right corner of your screen.



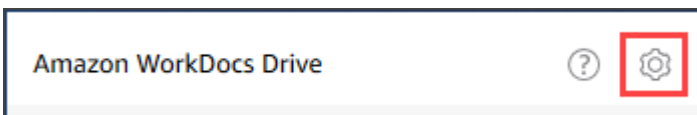
A pop-up window appears and displays a set of icons.

2. Choose the **WorkDocs Drive** icon.



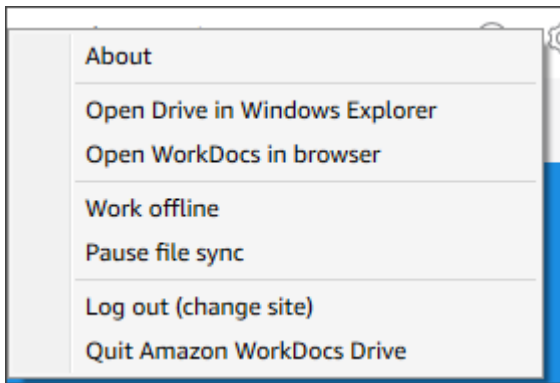
The **The Amazon WorkDocs Drive** task pane appears.

3. On the right side of the pane's title bar, choose the settings (gear) icon.



A menu appears and lists the tasks you can perform.

4. Choose the desired task.



### To open the settings on macOS Intel machines

1. On the menu bar at the top of your screen, choose the **Drive** icon.
2. Choose the **Amazon WorkDocs Drive** icon.

The **Amazon WorkDocs Drive** pane appears.

3. On the right side of the pane's title bar, choose the settings (gear) icon.
4. From the menu that appears, choose the desired task.

## Uninstalling Amazon WorkDocs Drive

These steps explain how to uninstall Amazon WorkDocs Drive from Windows macOS, and Apple silicon machines.

### To uninstall Amazon WorkDocs Drive from Windows machines

1. Open the Amazon WorkDocs Drive settings and choose **Quit Amazon WorkDocs Drive**. If you don't remember how to open the settings, see [Opening the Amazon WorkDocs Drive settings](#).
2. Start **Control Panel**, choose **Programs and Features**, **Amazon WorkDocs Drive**, **Uninstall**, and then choose **OK**.

### To uninstall Amazon WorkDocs Drive from macOS Intel machines

1. On the menu bar, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose **Quit Amazon Workdocs Drive**.

2. From the **Applications** folder, choose the Amazon WorkDocs Drive icon, then choose **Move to Trash**.
3. Navigate to `~/.config/Amazon/AWSWorkDocsDriveClient` on your hard drive and remove the **WorkDocs** folder and any sub folders. Finally, navigate to `~/Library/Caches/` and empty your WorkDocs cache.

You can remove Amazon WorkDocs Drive from macOS Apple silicon machines manually by using the **Applications** folder, or you can use the command line. The following steps explain how to use both methods.

### To uninstall Amazon WorkDocs Drive from macOS Apple silicon devices (manual)

1. Open the **Applications** folder.
2. Open the **WorkDocs Drive** context menu and choose **Show package contents**.
3. Select the **macOS** folder.
4. Tap and hold (double-click) to uninstall Amazon WorkDocs Drive.

### To uninstall Amazon WorkDocs Drive from macOS Apple silicon devices (command line)

- Open Terminal and run the following command. Enter the command on a single line with no line breaks, and enter your password when prompted.

```
sudo /Applications/WorkDocs\ Drive.app/Contents/MacOS/uninstall.app/  
Contents/MacOs/uninstall
```

## Logging out of Amazon WorkDocs Drive

By default, Amazon WorkDocs Drive logs in to your Amazon WorkDocs site when you start or restart your computer, but you can log Amazon WorkDocs Drive out at any time. Typically, you log Amazon WorkDocs Drive out when you want to save network bandwidth or connect it to a different Amazon WorkDocs site.

**Note**

Before you log out, note the URL of your Amazon WorkDocs site. To do that, choose the **My account** icon in the upper-right corner of the Amazon WorkDocs screen and note the **Site name** value.

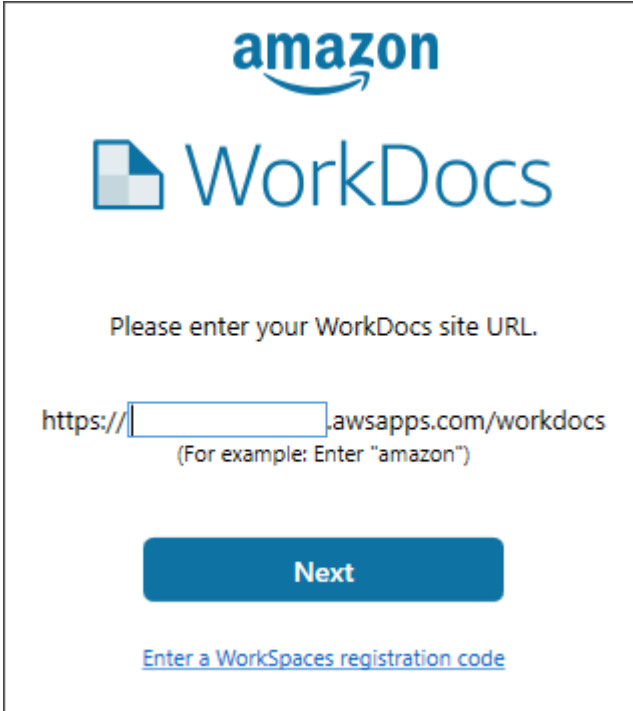
**To log out of Amazon WorkDocs Drive**

1. In Windows, Open the Amazon WorkDocs Drive settings and choose **Log out (change site)**. If you don't remember how to open the settings, see [Opening the Amazon WorkDocs Drive settings](#).

—OR—

On a Macintosh, on the menu bar, choose the Amazon WorkDocs Drive icon, choose the gear icon, then choose **Log out**.

A login screen appears, and the Amazon WorkDocs Drive icon appears in your Windows Task Bar or Macintosh menu bar.



amazon

WorkDocs

Please enter your WorkDocs site URL.

https://[ ]awsapps.com/workdocs  
(For example: Enter "amazon")

Next

[Enter a WorkSpaces registration code](#)

2. Leave the login screen open while you work offline, and then follow the steps in the next section to log back in to Amazon WorkDocs Drive.

## Logging in to Amazon WorkDocs Drive after you log out

When you manually log out of Amazon WorkDocs Drive, a restart screen appears. If you don't see the screen, look for and choose the Amazon WorkDocs Drive icon on your Windows Task Bar or Macintosh menu bar.



### To log in to Amazon WorkDocs Drive after you log out

1. In the log in screen, enter the indicated part of your Amazon WorkDocs URL.
2. Choose **Next**.

Amazon WorkDocs Drive reconnects to your Amazon WorkDocs site.

## Using Amazon WorkDocs Drive

The topics in this section explain how to use Amazon WorkDocs Drive to manage files and folders on your computer desktop. Actions include creating, copying, renaming, moving, and deleting files and folders.






### Topics

- [Understanding the Amazon WorkDocs Drive file icons](#)
- [Opening Amazon WorkDocs Drive folders](#)
- [Creating folders in Amazon WorkDocs Drive](#)
- [Duplicating folders](#)
- [Taking actions on folders](#)
- [Taking actions on files](#)
- [Working offline](#)
- [Reconnecting after working offline](#)
- [Pausing file sync](#)
- [Searching for files and folders on Amazon WorkDocs Drive](#)
- [Deleting files from Amazon WorkDocs Drive](#)
- [Quitting Amazon WorkDocs Drive](#)

- [Restarting Amazon WorkDocs Drive after you quit](#)

## Understanding the Amazon WorkDocs Drive file icons

Amazon WorkDocs Drive uses these icons to communicate file status:

Icon	Name	Description
	Gray arrow	File is syncing to the cloud.
	Blue cloud	File resides in the cloud.
	Green checkmark	File resides on your device.
	Blue star	File or folder marked as a Favorite.
	Red lock	File locked for editing.

## Opening Amazon WorkDocs Drive folders

You open folders in Amazon WorkDocs Drive the same way that you open folders on a regular drive. Just remember that Amazon WorkDocs Drive appears as drive **W:**.

### Note

By default, Amazon WorkDocs Drive displays two top-level folders — My Documents and Shared With Me. You can't create additional top-level folders. You can create sub-folders in those top-level folders. You can also take actions on the top-level and sub-folders, such as copying their web links or opening them in your browser. For more information, see the next section, [Taking actions on folders](#).



## Creating folders in Amazon WorkDocs Drive

You create folders in Amazon WorkDocs Drive the same way that create them on a regular drive. However, you can only create them as sub-folders in your **MyDocs** or **Shared With Me** top-level folders. You can't create additional top-level folders. You can create as many sub-folders levels as desired.

## Duplicating folders

Amazon WorkDocs doesn't provide a command for duplicating folders. However, you can use Amazon WorkDocs Drive to create copies of the folders, and those copies appear in the web client.

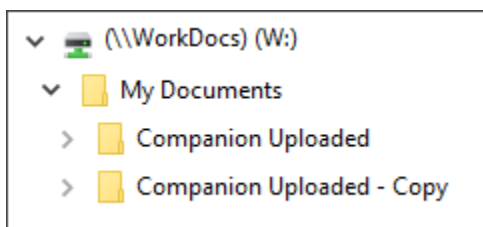
Remember the following:

- Copying a folder also copies its subfolders and files.
- You must own a folder in order to copy it, or have permission from a folder's owner to copy it.

### To copy a folder

1. Start Finder (macOS) or Explorer (Windows) and expand drive **W**.
2. Open the **My Documents** or **Shared With Me** folder.
3. Use your preferred method to copy and paste the desired folder.

The system appends - **copy** to the folder name, and the copied folder appears in the web client.

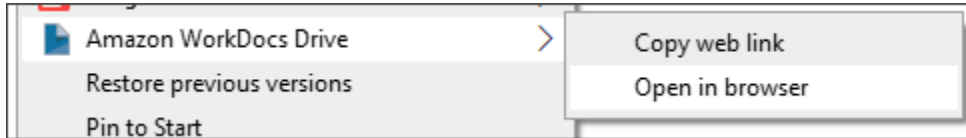


## Taking actions on folders

You can perform several actions on folders, such as copying a folder's web link or opening the folder in a browser. The actions vary, depending on whether you use a top-level folder, such as MyDocs, or a sub folder. These steps apply to Windows and macOS computers.

## Actions you can take on top-level folders

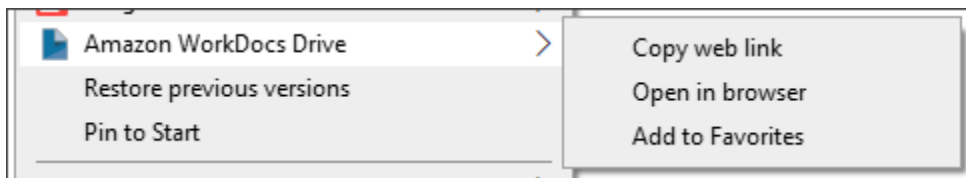
1. In Windows Explorer or Finder, expand **W:**.
2. Right-click or tap and hold a top-level folder, such as **MyDocs**, and point to **Amazon WorkDocs Drive**.



3. Do one of the following:
  - Choose **Copy web link**, choose **OK**, then paste the copied link into your browser's address bar, an email, or wherever you need to use it.
  - Choose **Open in browser** to open the folder in your browser.

## Actions you can take on sub-folders

1. In Windows Explorer or Finder, expand **W:**.
2. Right-click or tap and hold a sub-folder and point to **Amazon WorkDocs Drive**.



3. Do one of the following:
  - Choose **Copy web link**, choose **OK**, then paste the copied link into your browser's address bar, an email, or wherever you need to use it.
  - Choose **Open in browser** to open the folder in your browser.
  - Choose **Add to favorites** to add the folder to you list of favorites.

## Taking actions on files

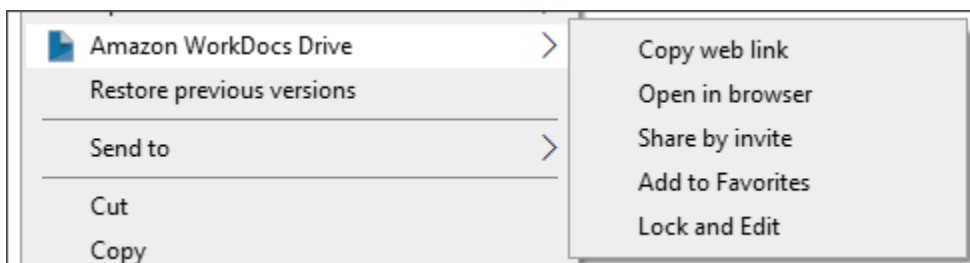
You can take several actions on files in Amazon WorkDocs Drive, such as creating, renaming, and deleting them. Remember the following:

**Note**

- When you delete a file in Amazon WorkDocs Drive you only delete a link from your local drive, but you move the source file to the **Recycle bin** on your site. Moving a file out of Amazon WorkDocs Drive also has the same effect.
- If you add files to a folder, and those files have identical names but different upper and lowercase letters, only one of the files appears in Amazon WorkDocs. For example, if you have MyFile.doc and myFile.doc, only one of those files appears on the site. The operating system controls which file appears.
- If multiple users edit a file simultaneously, their changes can overwrite each other. To avoid editing conflicts, always lock a file whenever you need to change it. See the steps in the next section for information about locking files.

In addition to creating, renaming, and so on, Amazon WorkDocs Drive also provides several other actions, and the steps in this section explain how to complete them. These steps apply to Windows and macOS computers.

1. In Windows Explorer or Apple's Finder, expand **W**:
2. Open the folder that contains the file that you want to take action on.
3. Right-click or tap and hold the file name, then choose **Amazon WorkDocs Drive**.



4. On the menu that appears, do any of the following:
  - To generate a link for sharing content with other users, choose **Copy web link**.
  - To view or edit content in a web browser, choose **Open in browser**.
  - To allow specific users to access a file, choose **Share by invite**.
  - To mark a file or folder as a favorite, choose **Add to Favorites**.
  - To prevent others from changing a file while you work on it, choose **Lock and Edit**. When you're done, right-click or tap and hold the file name and choose **Unlock**.

## Working offline

If you think you might lose network access, you can set Amazon WorkDocs Drive to work offline. Enabling offline access to your files and folders downloads files to your computer. You then work on them, and upload your changes to Amazon WorkDocs when you go back online.

### Note

Enabling offline access uses network bandwidth to download your content, plus space on your hard drive for storing the files. Downloads can take time, depending on the size and number of files and your network bandwidth.

### To enable offline access to your content

1. Open the Amazon WorkDocs Drive settings. If you don't remember how to open the settings, see [Opening the Amazon WorkDocs Drive settings](#).

2. Choose **Work offline**.

The **Sync settings** dialog box appears.

3. Select **Choose files for offline access**.
4. Choose **Next**.
5. Select the files that you want to save to your computer.

### Note

The size of the selected files appears in the **Sync settings** pane, along with the amount of space on your hard drive.

6. Choose **Save**.
7. Wait for Amazon WorkDocs Drive to download your files. This can take some time. The files appear in **File Explorer** on your **W** drive. Choose **My Documents** or **Shared With Me** to open and use the files.

## Reconnecting after working offline

To stop offline syncing, you set Amazon WorkDocs Drive to access files on demand. Follow these steps.

### To access your content on demand

1. Do one of the following:
  - Open the Amazon WorkDocs Drive settings. If you don't remember how to open the settings, see [Opening the Amazon WorkDocs Drive settings](#).
  - On a macOS machine, on the menu bar, choose the Amazon WorkDocs Drive icon, then choose the gear icon.
2. Choose **Work offline**.
3. For **Sync settings**, select **Access files on demand**.
4. Choose **OK**.

## Pausing file sync

If you have network bandwidth issues, you can download files, pause file syncing, then resume syncing after you make your changes.

### To pause file syncing

1. Open the Amazon WorkDocs Drive settings. If you don't remember how to open the settings, see [Opening the Amazon WorkDocs Drive settings](#).
2. Choose **Pause file sync**, then work on your downloaded files.
3. To resume syncing, repeat steps 1 and 2, then clear **Pause file sync**.

Amazon WorkDocs Drive uploads your changed files as new versions.

## Searching for files and folders on Amazon WorkDocs Drive

You can use several tools to search for files stored on Amazon WorkDocs Drive.

**Note**

Remember that a WorkDocs Drive search is case sensitive.

## To search Amazon WorkDocs Drive in Windows

Do one of the following:

- In Windows File Explorer, right-click the Amazon WorkDocs Drive icon, point to **Amazon WorkDocs Drive**, choose **Search**, then enter a search term.
- Open the Amazon WorkDocs Drive task pane and enter a term in the search box. If you don't remember how to open the pane, follow steps 1 and 2 in [Opening the Amazon WorkDocs Drive settings](#).

## To search Amazon WorkDocs Drive on a Macintosh

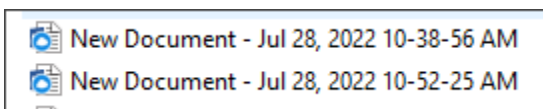
Do one of the following:

- On the menu bar, choose the WorkDocs icon and enter a search term.
- Start Finder, and under **Favorites**, right-click the Amazon WorkDocs Drive icon.

You can search for files in all folders, or narrow your search to the My Documents or Shared With Me folders.

## Deleting files from Amazon WorkDocs Drive

Amazon WorkDocs Drive only contains links to the files on your WorkDocs site. WorkDocs Drive displays the following icon to indicate the files' location:



When you delete a file from WorkDocs Drive, you only delete the link to that file. When you delete a link, WorkDocs moves the corresponding file to the **Recycle bin** on your web site. To free up space in WorkDocs Drive, you empty the bin on your WorkDocs web site.

## To delete files in WorkDocs Drive

1. Start Finder (on a Mac) or File Explorer (in Windows) and expand your **W:** drive.
2. Select the file or files that you want to delete.
3. Press Delete.

—or—

Drag the files to another location on your hard drive.

## To empty the Recycle bin in WorkDocs

1. Navigate to WorkDocs in your browser, and in the breadcrumbs above your list of files and folders, choose **Recycle bin**.



2. Do one of the following:
  - a. To delete all the files in the bin, choose **Empty recycle bin**.
  - b. To delete some of the files, select the checkbox next to the files that you want to delete, then choose **Delete (N)**, where *N* is the number of files that you selected.

## Quitting Amazon WorkDocs Drive

You quit running Amazon WorkDocs Drive for a number of reasons, such as low network bandwidth, or you don't want to risk unauthorized people getting into your files. Do one of the following:

### To quit Amazon WorkDocs Drive in Windows

1. Open the Amazon WorkDocs Drive settings. Open the Amazon WorkDocs Drive settings. If you don't remember how, see [Opening the Amazon WorkDocs Drive settings](#).
2. Choose **Quit**.

### To quit Amazon WorkDocs Drive on a Macintosh

1. Go to the menu bar and choose the **Amazon WorkDocs Drive** icon.

## 2. Choose **Quit**.

## Restarting Amazon WorkDocs Drive after you quit

To restart Amazon WorkDocs Drive after you quit, do one of the following.

- On a PC, choose **Start** to open your list of programs, choose the **Amazon** folder, then choose **Amazon WorkDocs Drive**.
- On a Mac, go to the menu bar and choose **Amazon WorkDocs Drive**.

## Troubleshooting Amazon WorkDocs Drive

The following sections provide troubleshooting tips for common Amazon WorkDocs Drive errors. Choose a section to expand it.

### Critical Dependency Unavailable

Restart the **Message Queuing** service on your computer by opening the **Services** app. For **Message Queuing**, choose **Restart** or **Start**.

If the error persists, open **Computer Management, Services and Applications**. If **Message Queuing** does not appear in the navigation pane, [uninstall Message Queuing](#) and Amazon WorkDocs Drive. When you reinstall Amazon WorkDocs Drive, it reinstalls **Message Queuing** for you. For more help, contact your administrator.

### Drive Repair Required

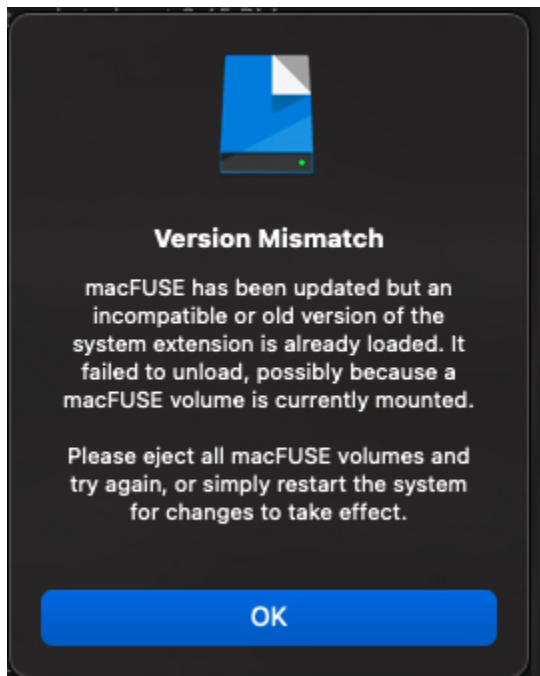
**Windows** – Restart by opening the Amazon WorkDocs Drive settings and choosing **Log out (change site)**. Repeat those steps to sign in again, and then check the Recovered Files folder for any files you might need to save. If you don't remember how to open the settings, see [Opening the Amazon WorkDocs Drive settings](#).

**macOS** – Restart Amazon WorkDocs Drive by choosing the **Amazon WorkDocs Drive** icon on the menu bar, choosing the gear icon, then choosing **Log out**. Repeat those steps to sign in again, and then check the Recovered Files folder for any files you might need to save.



## Kernel extensions version mismatch

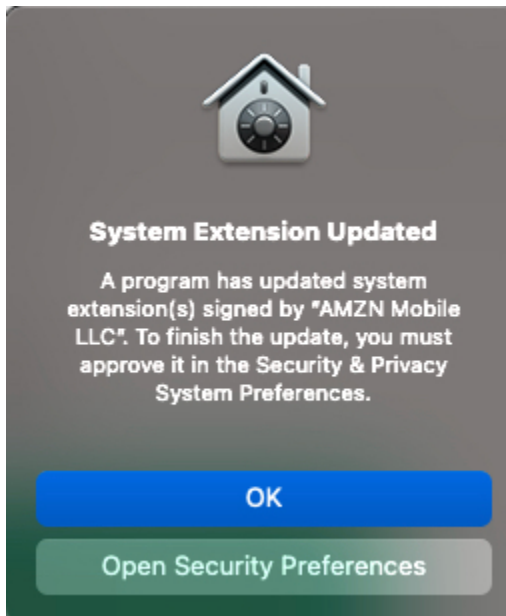
If you use a Mac, you may see the following **Version Mismatch** notification when you try to launch WorkDocs Drive:



This happens when a WorkDocs Drive update uses a new kernel extension. Follow these steps to fix the issue.

### To fix the mismatch

1. Restart your machine. This unloads the current extension.
2. Try to start Amazon WorkDocs Drive. Your OS blocks the new kernel extension and prompts you to allow it.
3. Go to **System Preferences**, then **Security and Privacy**, and allow the extension.



4. Restart your machine. This loads the new kernel extension.
5. Start Amazon WorkDocs Drive.

## Local Disk Full

Delete unnecessary files from your local disk and Recovered Files folder.

## Recovered Files

If you change a file that you don't have permissions to edit, you can't upload that file to your Amazon WorkDocs site. Instead, the site saves the changes to your local Recovered Files folder. You can open this folder from the Amazon WorkDocs Drive menu by choosing the question mark icon, then **Go to recovery folder**. From there, you can upload the file to Amazon WorkDocs as a new file.

## Recovery Folder Full

Delete unnecessary files from your local Recovered Files folder.

## Storage Limit Exceeded

Delete unused files to free up storage space. If you need more space after deleting unused files, contact your Amazon WorkDocs administrator.

## Newer version already installed

Follow these steps:

### To fix the error

1. Remove your current version of Amazon WorkDocs Drive. For more information, see [Uninstalling Amazon WorkDocs Drive](#).
2. Restart your machine.
3. Install Amazon WorkDocs Drive. For more information, see [Installing Amazon WorkDocs Drive](#).

## Reporting issues

You use the Amazon WorkDocs Drive task pane to report issues. The following steps explain how.

### To report an issue

1. Open the Amazon WorkDocs Drive task pane. If you don't remember how, see steps 1 and 2 in [Opening the Amazon WorkDocs Drive settings](#).
2. Choose the question mark icon, and then choose **Report an issue** to send us a description of the problem. Note the tracking number. It serves as a reference for support cases or correspondence with us.

## Known limitations

Amazon WorkDocs Drive doesn't support Symlinks.

# Working with files

The following topics explain how to work with files in the Amazon WorkDocs web client and mobile application.

## Note

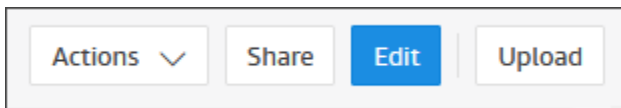
The web client allows you to do more with files than the mobile app. For example, you can only use the web client to move files.

In the web client, you use the following items to work with files.

- The **Create** menu:

A blue rectangular button with the word "Create" in white text.

- The **Actions** list, and the buttons next to it:



In the Amazon WorkDocs mobile app, you use the ellipsis menu at the top of each file icon:



## Important

You must install Amazon WorkDocs Companion to complete some of the tasks listed in this section. For example, you can't upload or download files without Companion. For more information about installing and using Companion, see [Using Amazon WorkDocs Companion](#).

## Topics

- [Naming files](#)
- [Creating files](#)
- [Opening files](#)

- [Uploading files](#)
- [Downloading files](#)
- [Downloading Word documents with feedback](#)
- [Marking files as favorites](#)
- [Requesting approvals for files](#)
- [Changing file settings](#)
- [Locking and unlocking files](#)
- [Renaming files](#)
- [Moving files](#)
- [Transferring file ownership](#)
- [Deleting files](#)
- [Viewing file activity](#)
- [Sharing files](#)
- [Editing files](#)
- [Viewing files offline](#)
- [Using smart search](#)
- [Managing the recycle bin \(web only\)](#)

## Naming files

Before you create files in Amazon WorkDocs you need to know how to name them. Incorrect characters in file names can cause your Amazon WorkDocs administrator several problems. For example, your administrator can't migrate your data to a faster server or a different user group. Here's a list of what to look for and avoid.

- **Trailing spaces** – For example: an extra space at the end of a file name.
- **Periods at the beginning or end** – For example: `.file`, `.file.ppt`, `..`, `...`, or `file.`
- **Tildes at the beginning or end** – For example: `file.doc~`, `~file.doc`, or `~$file.doc`
- **File names ending in `.tmp`** – For example: `file.tmp`
- **File names exactly matching these case-sensitive terms** – Microsoft User Data, Outlook files, `Thumbs.db`, or `Thumbnails`

- **File names containing any of these characters** – \* (asterisk), / (forward slash), \ (back slash), : (colon), < (less than), > (greater than), ? (question mark), | (vertical bar/pipe), " (double quotes), or \202E (character code 202E).

## Creating files

The following steps explain how to create files in Amazon WorkDocs. You can create documents, spreadsheets, and presentations. By default, Amazon WorkDocs creates Microsoft Word, Excel, and PowerPoint files. If you have Hancm ThinkFree, all new files open in that application. You can only create files in the Amazon WorkDocs web client

### To create files

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Choose **Create**, and on the menu that appears, choose one of the following:
  - **Document** – Creates a Word document in the docx format.
  - **Spreadsheet** – Creates an Excel spreadsheet in the xlsx format.
  - **Presentation** – Creates a PowerPoint slide deck in the pptx format.

#### Note

The **Folder** command also appears on the menu. For information about creating and using folders, see [Working with folders](#).

## Opening files

The following steps explain how to open files in the Amazon WorkDocs web client and mobile app.

### To open files in the web client

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Choose the file name.

—OR—

Select the check box next to the file name, open the **Actions** menu, and then choose **Open**.

## To open files in the mobile app

- Choose the file's icon.

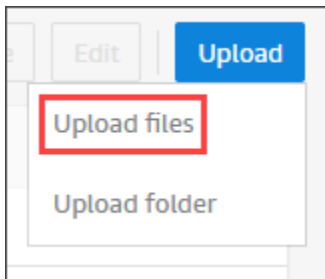
## Uploading files

The following steps explain how use the Amazon WorkDocs web client to upload files.

When you use the Amazon WorkDocs web client up upload files, you use **File Explorer** in Windows or **Finder** in macOS to select and open the files. You can also drag them from **File Explorer** or **Finder** and drop them on the WorkDocs screen.

### To upload files

1. In the web client, choose **Upload**, and then **Upload files**.

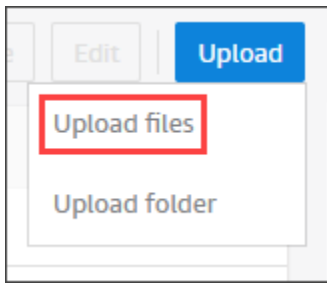


If you run Windows, **File Explorer** appears. If you run macOS, **Finder** appears.

2. In **File Explorer** or **Finder**, select the files that you want to upload, then choose **Open**.
3. In the dialog box that appears, select the files that you want to upload, and then choose **Open**.

### To upload files by dragging and dropping

1. As needed, open the folder that you want to store the files in.
2. In the web client, choose **Upload**, and then **Upload files**.



3. In **File Explorer** or **Finder**, select the files that you want to upload, and then drag them to the WorkDocs screen.

#### **Note**

The following steps assume that you have a local file with multiple versions.

### **To upload a new version of a file**

1. In the web client, open the file.
2. Open the **Actions** menu and choose **Upload new version**.
3. In **File Explorer** or **Finder**, select the version, then choose **Open**.

## **Downloading files**

The following steps explain how to download files from the Amazon WorkDocs web client. You download single files, or download them in bulk. You can only perform this action in the web client.

### **To download files**

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Select the check boxes next to the files that you want to download.
3. Open the **Actions** menu and choose **Download**.

On a Windows machine, the **New Folder** dialog box appears and displays the folder's contents. On a macOS machine, **Finder** appears and does the same.



**Note**

On a PC, downloaded files land by default in **Downloads/WorkDocsDownloads/folder name**.

On a Macintosh, downloaded files land by default in the *Hard Drive Name/***Users/User Name/WorkDocsDownloads**.

## Downloading Word documents with feedback

You can download Microsoft Word documents and any comments added by yourself or other Amazon WorkDocs users.

### To download files and feedback

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Open the document file that you want to download.
3. Open the **Actions** list, point to **Download**, and on the menu that appears, choose **Download with comments**.

**Note**

On a PC, downloaded files land by default in **Downloads/WorkDocsDownloads/folder name**.

On a Macintosh, downloaded files land by default in the *Hard Drive Name/***Users/User Name/WorkDocsDownloads**.

## Marking files as favorites

Marking files as favorites makes them easier to find.

### To mark a file as a favorite in the web client

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Do one of the following:

- Choose the star icon next to the desired folder.

—OR—

Select the check box next to the desired folder, open the **Actions** list, and then choose **Favorite**.

### To mark a folder as a favorite in the mobile app

- Choose the ellipsis at the top of the folder, and then choose **Favorite**.

## Requesting approvals for files

The steps in this section explain how to request approvals for Amazon WorkDocs files. Remember the following:

- You can only use the web client to request approvals.
- You use the Amazon WorkDocs Approvals app to create and work with approval requests. You can start the app automatically after you choose a file, or you can start it manually. The steps in this section explain both methods.
- You can request approvals from individual users, or from one or more groups of users.

### Note

This section only explains how to create approval requests. For information about responding to, updating, and canceling requests, see [Working with approvals](#).

### To create an approval request automatically

### Note

These steps explain how to request approval for one file. If you need approvals for multiple files, follow the steps for creating approval requests manually.

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Select the check box next to the file that you want to have approved.
3. Open the **Actions** list and choose **Request Approval**.

The **Approvals** app opens in a new browser tab.

4. Under **Group 1**, enter the names or email addresses of your approvers. You can only use the names or addresses of users in your Amazon WorkDocs organization.
5. Select one of the following:
  - **Anyone can approve** – Any individual approver in this group can approve on behalf of the group.
  - **Everyone must approve** – Every approver in this group must approve.
  - (Optional) Choose **Due date**, and then use the calendar control to select a due date for the approvals.
  - (Optional) Choose **Add Group**, and then repeat the previous step and this step to add a group of approvers. The system sends the approval request to each group in the order that you create them.
6. Choose **Next**, and then do the following:
  - Under **Title**, enter a title.
  - (Optional) Under **Description**, enter a description.
7. Choose **Next**, review the approval request, and then do one of the following:
  - Choose **Back** to go back and make changes.
  - Choose **Send** to send the request.

### To create an approval request manually

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. In the web client, choose **Apps**.

The **Approvals** page appears.

3. Under **Approvals**, choose **Launch**.

The **Amazon WorkDocs Approvals** app opens in a new browser tab.

4. Choose **Create Approval**.

5. Choose **Add Files**, and select the file or files that you want to have approved.
6. Choose **Done**, and then choose **Next**.
7. Complete steps 3 through 6 in the previous procedure to create and send the request.

## Changing file settings

You change file settings when you need to: You also use the command to lock and unlock files, and for more information about that, see

- Enable or disable file downloads and user feedback.
- Lock and unlock files.

The following steps explain how to change the settings for downloads and user feedback. For information about locking files, see [Locking and unlocking files](#)

### To change settings

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Select the check box next to the file that you want to change. You can only select one file at a time.
3. Open the **Actions** list and choose **Settings**.
4. Select or clear the **Allow Downloads** and **Allow feedback** buttons.

## Locking and unlocking files

Locking a file prevents others from overwriting your work. Remember the following about locking files.

- Owners, co-owners, and contributors can lock files and send requests to unlock a file. Owners and co-owners can also unlock any locked files.
- Contributors can unlock a file only if they locked it
- Only the person who locks a file can upload a new version while the file is locked.

**Note**

You can only use the web client to lock and unlock files. You can't use the mobile app or Amazon WorkDocs Drive.

**To lock a file**

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Select the check box next to the file that you want to lock.

—OR—

Open the file that you want to lock.

3. Open the **Actions**, choose **Settings** and then choose **Lock**.
4. A lock icon appears next to the file.

If you locked a file, you can unlock it when you're done.

**To unlock a file**

- Open the file and choose the lock icon.

The lock icon disappears, and you can work on the file.

You can unlock a file that someone else locked, but you must be a co-owner to do so.

**To unlock a file that you co-own**

1. Open the file.
2. Choose the lock icon.

When you aren't a co-owner of a file, and you need to edit that file, you can send an unlock request to the user who locked it.

## To send an unlock request

1. Select the check box for file that you want to unlock.
2. Open the **Actions** list, choose **Settings**, and then choose **Request unlock**. Amazon WorkMail sends the request to the user who locked the file, the file owner, and any co-owners.

## Renaming files

You can rename files if you have the ownership role for those files. For more information about roles, see [Permissions](#).

### Important

Make sure your file names only contain allowed characters. For information about characters to avoid, see [Naming files](#).

## To rename a file

1. In the web client, select the check box next to the file you want to rename.

### Note

Just select the check box. Choosing the file opens it Preview mode, and that disables the **Rename** command.

2. For **Actions**, choose **More, Rename**.
3. Enter the new name, then press **Enter**.

## Moving files

You can move files if you have the ownership role for those files. For more information about roles, see [Permissions](#).

## To move files

## To move a file

1. In the web client, select the check box next to the file that you want to move.

### Note

Just select the check box. Choosing the file name opens the file in Preview mode, and that disables the commands for renaming and moving.

2. For **Actions**, choose **More, Move**.
3. In the dialog box, navigate to the target folder and choose **Move**.

### Note

Moving a folder also moves the files and sub-folders within the folder. To move multiple files at the same time, move them into a folder, and then move that folder.

## Transferring file ownership

You can request a transfer of ownership for any files that you own. Remember the following:

- 
- Transfers remove ownership from you and grant it to a user that you specify.
- The specified user must accept ownership. You retain ownership until the other user accepts.


### Note

System administrators can transfer an inactive user's files and folders to an active user. For more information, see [Transferring document ownership](#) in the *Amazon WorkDocs Administration Guide*.

## To transfer file ownership

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.

2. On your **My Docs** page, select the check box next to the item that you want to transfer.

 **Note**

Don't select the folder name. Doing so opens the folder in Preview mode and disables the **Transfer** command. Just select the check boxes.

3. Open the **Actions** list and choose **Transfer**.

The **Transfer Resource Ownership** dialog box appears.

4. In the search box, enter the name of the new owner. If the search returns multiple names, choose the correct recipient.
5. Choose **Transfer**.

The new owner receives a task under **My Tasks** in Amazon WorkDocs. After the new owner accepts the files, they appear on that owner's **My Docs** page.

## Deleting files

You can use the web client or the mobile app to delete files. When you delete a file, Amazon WorkDocs moves it to the recycle bin.

### To delete files in the web client

1. In the web client, select the files you want to delete.
2. Open the **Actions** list, choose **More**, and then choose **Delete**.

### To delete files in the mobile app

1. Choose the ellipsis above the file that you want to delete.
2. Choose **Delete**.

## Viewing file activity

In the Amazon WorkDocs web client, you can view the activities taken on a file, including its creation date, who viewed the file, and the date when someone downloaded the file. For more information, see [Tracking file activity](#).



# Sharing files

You follow the same steps for sharing files and folders. For more information, see [Sharing files and folders](#).

## Editing files

The steps in this section explain how to edit files in Amazon WorkDocs. You can only edit files in the web client. If you haven't installed Amazon WorkDocs Companion, the system prompts you to do so the first time you edit a file. From there, you can edit files on your desktop. When you save your changes, Amazon WorkDocs saves them as a new file version.

### To edit a file

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Do one of the following:
  - Open the file that you want to edit. The file appears in Amazon WorkDocs.
  - Select the check box next to the file name.
3. Choose **Edit**, and then choose **Companion App**.

#### Note

If your site administrator has enabled a collaborative editing feature, such as Microsoft Office Online, you can select that option to edit your file. For more information, see [Feedback and collaborative editing](#).

4. If Amazon WorkDocs Companion isn't installed, follow the prompts to install it.
5. After installing Amazon WorkDocs Companion, the file opens on your computer desktop for editing. Choose whether to lock the file while you edit it.
6. When you're done editing, choose **Save** to automatically save your changes to Amazon WorkDocs as a new file version.

If you lock the file, you can unlock it when you're done with your changes. For more information about locking and unlocking files, see [Locking and unlocking files](#).

For more information about Amazon WorkDocs Companion, see [Using Amazon WorkDocs Companion](#).

## Viewing files offline

To view files offline, use Amazon WorkDocs Drive. For more information, see [Using Amazon WorkDocs Drive](#).

If you are using Amazon WorkDocs on your Android or iOS device, you can download any file that you are authorized to by viewing the document and choosing the download icon. This makes offline files available on your device. Once you download a file, the download icon changes to a dark background.

To view your offline files, choose **Offline Documents** in the app. You can give feedback on a document even when offline. Your feedback is synchronized to the server the next time you have Internet access.

## Using smart search

Amazon WorkDocs smart search looks for search terms in all files that you have permissions for. By default, it searches file names, metadata, comments, labels, user names, and file owners. It also searches content within text-searchable files, such as Word, Excel, PowerPoint, PDF, .txt, JavaScript, and other code files. Choose the **Advanced** search option to view and select available search filters.

### To use Amazon WorkDocs smart search

1. In the Amazon WorkDocs web application, for **Search**, enter a partial or complete search term.
  - a. Optionally, enter the AND or OR operators.
  - b. Optionally, enclose the search term in quotation marks (for example, "search term") to limit search results to that exact search term.
2. Do one of the following:
  - Press **Enter**.
  - Choose **Advanced** to select search filters such as **Locations**, **Time**, or **Resource Types**, and then choose **Search**.
3. The search results appear in the web application.

## Managing the recycle bin (web only)

You use the web client to manage your **Recycle bin**.

### To delete files from the Recycle bin

1. In the web client, choose **Recycle bin**.
2. Select the files to delete, and choose **Delete**.
3. Amazon WorkDocs deletes the files permanently.

### To restore files from the Recycle bin

1. In the web client, choose **Recycle bin**.
2. Select the files to restore, and choose **Restore**.
3. The restored files appear in **MyDocs**.

# Working with file versions

The topics in this section explain how to work with file versions. Amazon WorkDocs supports unlimited versions of a file. The versions preserve your files' change histories. Each version includes all content and any feedback.

You can only use the Amazon WorkDocs web client to view and use past versions of a file.

## Topics

- [Understanding when Amazon WorkDocs creates versions](#)
- [How versions impact your storage limit](#)
- [Deleting previous versions of a file](#)
- [Reducing the number of Amazon WorkDocs Drive versions](#)
- [Using past versions of a file](#)
- [Reverting a file to a previous version](#)

## Understanding when Amazon WorkDocs creates versions

As a rule, Amazon WorkDocs creates file versions when you overwrite a file or save changes to a file. However, that process varies, depending on where you are and what you do with a file.

### From the Amazon WorkDocs web client

When you upload a file to the web client, and that file already exists in the same folder, the uploaded file becomes the new version.

Also, when you preview a file in the web client, and you then drag any file from your local drive and drop it onto the previewed file, the dropped file becomes the new version.

### From Amazon WorkDocs Companion

If you edit a file while using Companion, Amazon WorkDocs creates a new version each time you save the file.

### From Amazon WorkDocs Drive

When you edit a file stored in Amazon WorkDocs Drive the system creates a new version every 30 seconds while you edit.

**Note**

Amazon WorkDocs Drive can create versions of large files that consume a lot of your storage space. For information on how to reduce the amount of storage, see the next section.

## How versions impact your storage limit

Your Amazon WorkDocs subscription includes a certain amount of cloud storage space, and file versions count toward that limit.

The amount of space depends on your subscription. If you exceed your limit, you can ask your Amazon WorkDocs site administrator for more space. AWS bills you for the additional space. For more information about storage limits and rates, see the [WorkDocs Pricing page](#).

## Deleting previous versions of a file

If you own or co-own a file, you can delete one or more previous versions of that file. You can:

- Delete a single version.
- Delete a version and all prior versions. For example, you can keep the last three versions of a file and delete the rest.
- Delete all prior versions and only keep the latest version.

**Important**

To recover deleted files, you must use the Amazon WorkDocs application programming interfaces (APIs). For issues using the APIs, contact Amazon WorkDocs customer support.

You can use the **vX of X** list or the **Actions** menu to delete previous versions. Steps in the following sections explain each method.

## Using the v X of X list to delete versions

### To delete a single version

1. In the Amazon WorkDocs web client, select the checkbox next to the file that contains the version or versions you want to delete.

The file's title appears just below the menu bar, along with a list control that reads **vX of X**.



#### Note

If only one version of a file exists, the list control doesn't appear.

2. Open the list, scroll down to the version that you want to delete, and then choose the **Trash** icon.
3. In the **Confirm Document Version Deletion** dialog box, choose **Delete It**.

### To delete a selected version and previous versions

1. Repeat steps 1 and 2 in the procedure above.
2. In the **Confirm Document Version Deletion** dialog box, choose the **Delete the selected and all previous versions** checkbox.
3. Choose **Delete It**.

### To delete all previous versions

1. Repeat steps 1 and 2 in the first procedure above, but select the most recent previous version. For example, select version 14 of 15.
2. In the **Confirm Document Version Deletion** dialog box, choose the **Delete the selected and all previous versions** checkbox.
3. Choose **Delete It**.

## Using the Actions menu to delete versions

### To delete a single version

1. In the Amazon WorkDocs web client, select the checkbox next to the file that contains the version or versions you want to delete.

The file's title appears just below the menu bar, along with a list control that reads **vX of X**.



#### Note

If only one version of a file exists, the list control doesn't appear.

2. Open the list and choose the version that you want to delete.
3. Open the **Actions** menu.
4. Choose **More**.
5. Choose **Delete Version**.
6. In the **Confirm Document Version Deletion** dialog box, choose **Delete It**.

### To delete a selected version and previous versions

1. Repeat steps 1 through 5 in the procedure above.
2. In the **Confirm Document Version Deletion** dialog box, choose the **Delete the selected and all previous versions** checkbox.
3. Choose **Delete It**.

### To delete all previous versions

1. Repeat steps 1 and 2 in the first procedure above, but select the most recent previous version. For example, select version 14 of 15.
2. Open the **Actions** menu.
3. Choose **More**.
4. Choose **Delete Version**.

5. In the **Confirm Document Version Deletion** dialog box, choose the **Delete the selected and all previous versions** checkbox.
6. Choose **Delete It**.

## Reducing the number of Amazon WorkDocs Drive versions

For greater safety and convenience, Amazon WorkDocs Drive stores all versions of a file, and it automatically creates new versions of the file every 30 seconds while you modify the file.

If you download large files directly to Amazon WorkDocs Drive, and the download time exceeds 30 seconds, the system creates multiple versions of those big files. To prevent those unwanted versions, download the files to a local folder, and then copy them from there to Amazon WorkDocs Drive.

For existing files with multiple versions, you can delete the files from Amazon WorkDocs and upload them from your local drive. That removes the unwanted versions and reclaims the storage space.

## Using past versions of a file

You can use past versions of a file like you can any other file. For example, you can download, lock, share, or edit any version of a file. Follow these steps.

### To use a past version of a file

1. In the web client, open the file.

The file's title appears just below the menu bar, along with a list control that reads **vX of X**.



#### Note

If only one version of a file exists, the list control doesn't appear.

2. Open the **vX of X** list and select the version you want to view.

At this point, you can use any of the commands except **Create**.



## Reverting a file to a previous version

You can revert a file to a previous version at any time.

### To revert a file

1. In the web client, open the file.

The file's title appears just below the menu bar, along with a list control that reads **vX of X**.



#### Note

If only one version of a file exists, the list control doesn't appear.

2. Open the **vX of X** list and select the version that you want to revert to.
3. Choose **Edit**, choose the appropriate editor for the file, such as **Companion App**, then choose **Yes** to lock the file.
4. In the editor, save the file to your local drive. If prompted, overwrite the existing file.
5. In Amazon WorkDocs open the **Actions** list and choose **Upload new version**.

The **Open** dialog box appears.

6. Open the file that you saved in step 4.

Amazon WorkDocs uploads and locks the file. You need to unlock the file to edit it. For more information about locking and unlocking files, see [Locking and unlocking files](#).

# Working with folders

The following topics explain how to work with folders in the Amazon WorkDocs web client and mobile application.

## Note

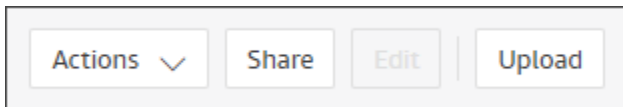
The web client allows you to do more with folders than the mobile app. For example, you can only use the web client to download or move folders.

In the web client, you use the following items to work with folders.

- The **Create** menu:

A blue rectangular button with the word "Create" in white text.

- The **Actions** list, and the buttons next to it:



In the Amazon WorkDocs mobile app, you use the ellipsis menu at the top of each folder:



## Important

You must install Amazon WorkDocs Companion to complete some of the tasks listed in this section. For example, you can't upload or download folders without Companion. For more information about installing and using Companion, see [Using Amazon WorkDocs Companion](#).

## Contents

- [Creating folders](#)
- [Opening folders](#)

- [Duplicating folders](#)
- [Downloading folders](#)
- [Marking folders as favorites](#)
- [Requesting approvals for folders](#)
- [Renaming folders](#)
- [Moving folders](#)
- [Transferring folder ownership](#)
- [Deleting folders](#)
- [Viewing folder activity](#)
- [Sharing folders](#)
- [Uploading folders](#)
- [Managing the recycle bin \(web only\)](#)

## Creating folders

You can only create folders in the Amazon WorkDocs web client. You can create the following types of folders:

- Individual folders. You can keep individual folders for your own use, or share them with other users in your Amazon WorkDocs organization.
- Team folders. You create a team folder by inviting your team directory group to share the folder. If you don't have a team directory group, ask your Amazon WorkDocs site administrator to create one. Your administrator is the person who invited you to join Amazon WorkDocs.

You can create folders in these locations:

- Your **MyDocs** folder.
- In the folders that you create in your **My Docs** folder.
- In folders that others share with you, if you have owner or co-owner permissions to the shared folders.

**Note**

As you create sub-folders, remember that Amazon WorkDocs only displays the first 260 characters of a folder path.

**To create a folder**

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Make sure you're in the correct location for the new folder.
3. Open the **Create** menu and choose **Folder**.

The **Create Folder** dialog box appears.

4. Enter a name for the folder, and then choose **Create**.

**Note**

Be careful when entering folder names. Using characters such as periods (.) and tildes (~) prevents your administrator from migrating your folders. As a result, you may find your data on a slower server, or your data may not be available if you move to a different Amazon WorkDocs group. For more information, see [Naming files](#)

**To create a sub folder**

1. In the Amazon WorkDocs web client, open the folder that will contain the sub folder.
2. Open the **Create** menu and choose **Folder**.
3. Enter a name for the sub folder, and then choose **Create**.

**To create a team folder**

1. Follow the previous steps to create a folder.
2. Send an invitation to share the folder with your team directory group. For more information on sharing folders by invitation, see [Sharing by invitation](#). Your team members will have the permissions that you set when you create the invitation.

## Opening folders

Amazon WorkDocs provides the following ways to open folders.

- In the web client or the mobile app, choose the folder name.
- In the web client, select the check box next to the folder that you want to open, and from the **Actions** list, choose **Open**.

A list of any files and any sub-folders appears.

## Duplicating folders

The Amazon WorkDocs web client doesn't provide a command for duplicating folders. However, if you use Amazon WorkDocs Drive, you can create a copy of a folder, and that copy appears in the web client. For information about copying folders, see [Duplicating folders](#). For information about installing Amazon WorkDocs Drive see [Using Amazon WorkDocs Drive](#).

## Downloading folders

### Note

You must have Amazon WorkDocs Companion to follow the steps in this topic.

The following steps explain how to download folders from the Amazon WorkDocs web client. Downloading a folder also downloads everything in the folder. You can only perform this action in the web client.

### To download folders

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Select the check boxes next to the folders that you want to download.

—OR—

To download one or more sub-folders, open the parent folder, and then select the check boxes next to the sub-folders that you want to download.

**Note**

Just select the check box or boxes. Choosing a folder name opens the folder in Preview mode, and that disables the **Download** command.

3. Open the **Actions** menu and choose **Download**.

On a Windows machine, the **New Folder** dialog box appears and displays the folder's contents. On a macOS machine, **Finder** appears and does the same.

**Note**

On a PC, downloaded folders land by default in **Downloads/WorkDocsDownloads/folder name**.

On a Macintosh, downloaded folders land by default in the *Hard Drive Name/Users/User Name/WorkDocsDownloads*.

## Marking folders as favorites

Marking a folder as a favorite can help you find items that you use frequently.

### To mark a folder as a favorite in the web client

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Do one of the following:
  - Choose the star icon next to the desired folder.

—OR—

Select the check box next to the desired folder, open the **Actions** list, and then choose **Favorite**.

### To mark a folder as a favorite in the mobile app

- Choose the ellipsis at the top of the folder, and then choose **Favorite**.

# Requesting approvals for folders

The steps in this section explain how to request approvals for a Amazon WorkDocs folder. Remember the following:

- You can only use the web client to request approvals.
- You use the Amazon WorkDocs Approvals app to create and work with approval requests. You can start the app automatically after you choose a folder, or you can start it manually. The steps in this section explain both methods.
- You can request approvals from individual users, or from one or more groups of users.

## Note

This section only explains how to create approval requests. For information about responding to, updating, and canceling requests, see [Working with approvals](#).

## To create an approval request automatically

## Note

These steps allow you to request approval for one folder. If you need approvals for multiple folders, follow the steps for creating approval requests manually.

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Select the check box next to the folder that you want to have approved.
3. Open the **Actions** list and choose **Request Approval**.

The **Approvals** app opens in a new browser tab.

4. Under **Group 1**, enter the names or email addresses of your approvers. You can only use the names or addresses of users in your Amazon WorkDocs organization.
5. Select one of the following:
  - **Anyone can approve** – Any individual approver in this group can approve on behalf of the group.

- **Everyone must approve** – Every approver in this group must approve.
  - (Optional) Choose **Due date**, and then use the calendar control to select a due date for the approvals.
  - (Optional) Choose **Add Group**, and then repeat the previous step and this step to add a group of approvers. The system sends the approval request to each group in the order that you create them.
6. Choose **Next**, and then do the following:
    - Under **Title**, enter a title.
    - (Optional) Under **Description**, enter a description.
  7. Choose **Next**, review the approval request, and then do one of the following:
    - Choose **Back** to go back and make changes.
    - Choose **Send** to send the request.

### To create an approval request manually

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. In the web client, choose **Apps**.

The **Approvals** page appears.

3. Under **Approvals**, choose **Launch**.

The **Amazon WorkDocs Approvals** app opens in a new browser tab.

4. Choose **Create Approval**.
5. Choose **Add Files**, and select the folder or folders for the approval request.
6. Choose **Done**, and then choose **Next**.
7. Complete steps 3 through 6 in the previous procedure to create and send the request.

## Renaming folders

You can rename folders if you have the ownership role for those folders. For more information about roles, see [Permissions](#).



## To rename a folder in the web client

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Select the check box next to the folder you want to rename.

### Note

Just select the check box. Choosing the file or folder name opens the folder in Preview mode, and that disables the **Rename** command.

3. Open the **Actions** list, choose **More**, and then choose **Rename**.
4. Enter the new name, and then press **Enter**.

## To rename a folder in the mobile app

1. Use the credentials provided by your administrator to log in to Amazon WorkDocs.
2. Choose the ellipsis menu for the folder you want to rename, and then choose **Rename**.

The **Rename** dialog box appears.

3. Enter the new name for the folder, and then press **OK**.

## Moving folders

You can move folders in the web client if you have the ownership role for those folders. For more information about roles, see [Permissions](#).


### To move a folder

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. In the web client, select the check box next to the folder you want to move.

### Note

Just select the check box. Choosing the folder name opens the folder in Preview mode, and that disables the **Move** command.

3. Open the **Actions** list, choose **More**, and then choose **Move**.
4. In the dialog box, navigate to the target folder and choose **Move**.


 **Note**

Moving a folder also moves the files and sub-folders within the folder. To move multiple files at the same time, move them into a folder, and then move that folder.

## Transferring folder ownership

You can request a transfer of ownership for any folders that you own. Remember the following:


- Transferring a folder automatically transfers ownership of all the files in that folder.
- Transfers remove ownership from you and grant it to a user that you specify.
- The specified user must accept ownership. You retain ownership until the other user accepts.

 **Note**

System administrators can transfer an inactive user's files and folders to an active user. For more information, see [Transferring document ownership](#) in the *Amazon WorkDocs Administration Guide*.

### To transfer ownership folders

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. On your **My Docs** page, select the check box next to the folder that you want to transfer.

 **Note**

Don't select the folder name. Doing so opens the folder in Preview mode and disables the **Transfer** command. Just select the check boxes.

3. Open the **Actions** list and choose **Transfer**.

The **Transfer Resource Ownership** dialog box appears.

4. In the search box, enter the name of the new owner. If the search returns multiple names, choose the correct recipient.
5. Choose **Transfer**.

The new owner receives a task under **My Tasks** in Amazon WorkDocs. After the new owner accepts the files, they appear on that owner's **My Docs** page.

## Deleting folders

When you delete a folder, Amazon WorkDocs moves it to the recycle bin. If a folder contains other files or folders, they go to the recycle bin as well.

### To delete folders in the web client

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Select the check box next to the folder that you want to delete.

#### Note

Just select the check box. Choosing the folder name opens the folder in Preview mode, and that disables the **Delete** command.

3. Open the **Actions** list, choose **More**, and then choose **Delete**.

### To delete folders in the mobile app

1. Choose the ellipsis menu above the folder that you want to delete.
2. Choose **Delete**.

## Viewing folder activity

In the Amazon WorkDocs web client, you can view the activities taken on a folder, including its creation date, and the date when you or someone else renamed the folder. For more information, see [Tracking file activity](#).

## Sharing folders

You follow the same steps for sharing files and folders. For more information, see [Sharing files and folders](#).

## Uploading folders

The following steps explain how to upload folders to Amazon WorkDocs. If you run Windows, you can use Amazon WorkDocs Companion with File Explorer to upload multiple folders. For more information, see [Using Amazon WorkDocs Companion](#).

### To upload folders

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. In the web client, choose **Upload**, and then **Upload folder**.

On a Windows machine, the **Select file to upload** dialog box appears. On a Mac, **Finder** appears.

3. Select the folder or folders that you want to upload, and then choose **Upload**.

## Managing the recycle bin (web only)

You use the web client to manage your **Recycle bin**.

### To delete folders from the Recycle bin

1. In the web client, choose **Recycle bin**.
2. Select the folders to delete, and then choose **Delete**.
3. Amazon WorkDocs deletes the folders permanently.

### To restore folders from the Recycle bin

1. In the web client, choose **Recycle bin**.
2. Select the folders to restore, and then choose **Restore**.
3. The restored files appear in **MyDocs**.

# Sharing files and folders

You can share files and folders with other users, inside and outside of your organization. You can share by inviting other users, or by emailing links to files or folders. When you share by invitation, you can choose which permissions the user has. For more information about permissions, see [Permissions](#).

You can also revoke permissions, and users can remove themselves from a shared item.

## Note

You can only share with directory groups, not email distribution lists.

## Topics

- [Sharing link](#)
- [Sharing by invitation](#)
- [Removing share permissions](#)
- [Removing yourself from a share](#)

## Sharing link

If your site administrator enables link sharing, you can share your Amazon WorkDocs files and folders by sharing links to them. You can share file links inside and outside your organization, but you can only share folder links internally.

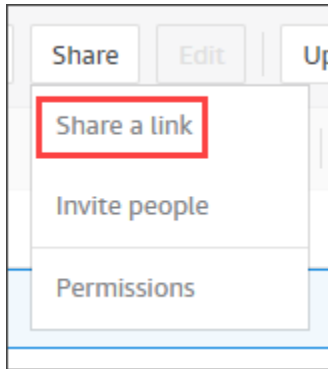
In addition, you can configure a file link to allow access to site members only, or to anyone on the internet. Site members can view, comment on, update, or delete a file. Public links only allow viewing. You can also set an expiration date and a 4-digit passcode for access to the file.

If you don't see the commands listed in the following steps, ask your administrator to enable link sharing.

### To share a link

1. In the web client, select the file or folder to share.

## 2. Choose **Share, Share a link**.



## 3. Under **Link access level**, select the desired access level. Options:

- **Off** – No access is allowed.
- **View** – View only access is allowed to anyone inside your Amazon WorkDocs organization.
- **View and edit** – View and edit access is allowed to anyone inside your Amazon WorkDocs organization.

## 4. (Optional) Under **Link expiry date**, choose the date when the link expires. The link expires at midnight on the specified date.

## 5. (Optional) Under **Passcode**, enter a 4-digit access code that link recipients must enter to access the content.

## 6. Choose **Create & Copy**.

Amazon WorkDocs copies the link to your clipboard for sharing.

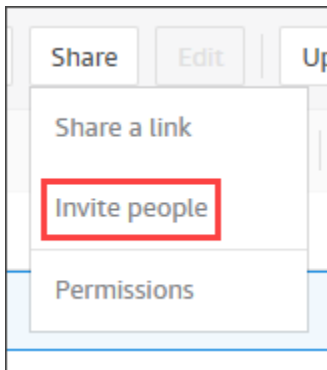
## Sharing by invitation

You can invite users and groups to share files or folders. You can invite users within your organization by default. If your Amazon WorkDocs administrator enables it, you can also share files and folders with users outside your organization.

Inviting people also allows you to set their permissions. If you share a folder, the permissions for that folder apply to all the documents in the folder.

### To invite people to share files or folders

1. In the web client, select the file or folder that you want to share.
2. Choose **Share**, then **Invite people**.



3. To invite people in your organization, in the **Invite specific people** box, enter the name of the person or group with whom you want to share, then select the desired name from the list of results.

—OR—

To invite people outside your organization, enter the email address of the person or group with whom you want to share. When you finish, the address appears in a pop-up. Select that pop-up to add the address to your list of users.

#### **Note**

Sharing invitations do not include members of nested groups. To include those members, you must add them to the **Share by Invite** list.

4. Select the desired permissions for the folder or file.

#### **Co-Owner**

These users and groups can rename and delete files, and share the file or files in the folder with others.

#### **Contributor**

The default permission level. These users and groups can provide feedback on the file or files in the folder.

#### **Viewer**

These users and groups can only view the file or files in the folder. They cannot provide feedback. External users have **Viewer** as the default permission, and this can't be changed unless they are converted from a **Guest** to regular **User** by an administrator.

5. Optionally, choose **Add personal message** to enter your own message to the people you're inviting.
6. Choose from the following options:
  - If you're sharing a folder, choose whether to make it read-only. If you don't, users can upload new files or new versions of existing files to the folder.
  - If you're sharing a file, choose **Request feedback** to ask for feedback. You can also set deadlines for feedback requests.

**Note**

You can only request feedback for files, not folders, and you can only request feedback from users, not groups.

7. Choose **Save**.

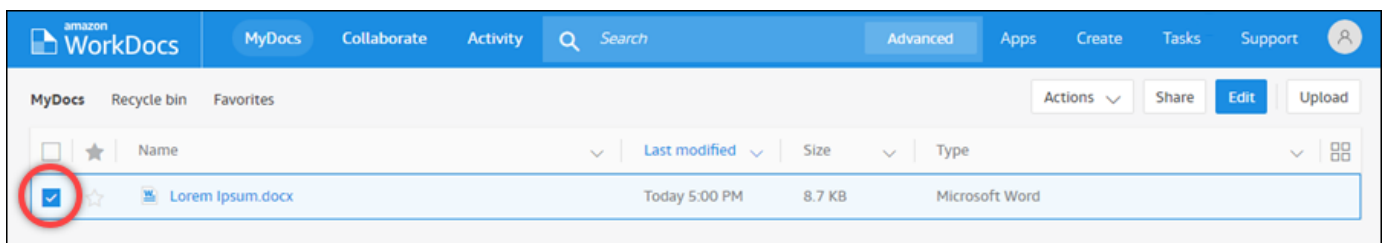
Amazon WorkDocs sends an email to the invitees notifying them of the shared file or folder. The email includes a link to the file or folder, any personal message, and the feedback deadline, if you specified one. If you receive an error message saying that you can't share a document with people outside of your organization, your Amazon WorkDocs administrator hasn't authorized you to share externally. Contact that administrator for assistance.

## Removing share permissions

If you are the owner or co-owner of a folder or file, you can remove users or groups from the share permissions.

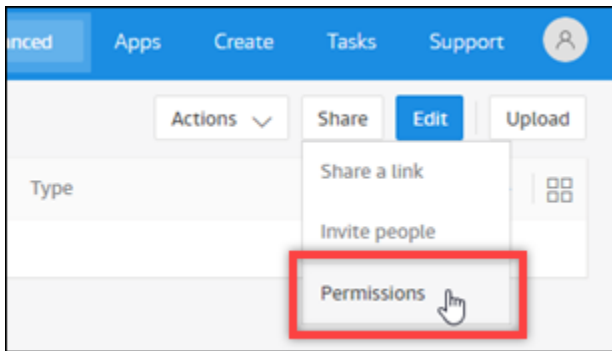
### To remove share permissions

1. In the web client, select the folder or file.



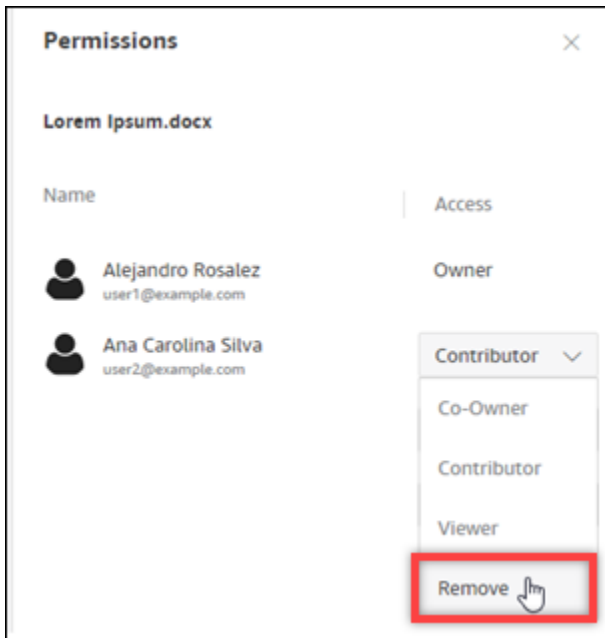
2. Open the **Share** menu, and then choose **Permissions**.





The **Permissions** pane appears and displays the names of the users or groups that share the document.

3. For **Access**, choose the dropdown menu next to the user or group that you want to remove, and then choose **Remove**.



4. Choose **OK**. The system removes the user or group from the **Permissions** list immediately.

## Removing yourself from a share


After someone shares a file or folder with you, you can remove yourself from the share.

### To remove yourself from a share

1. In the web client, select the shared file or folder.
2. Do one of the following:

- Choose **Actions**, **Remove me from share**, then **Yes, remove me**.
- For **Share**, choose **Permissions**. For **Access**, choose the dropdown menu next to your name, and choose **Remove**, **OK**.

WorkDocs removes you from the **Permissions** list immediately.

 **Note**

If you can't complete these steps, ask the document owner to remove you from the share.

# Permissions

Amazon WorkDocs uses permissions to control access to folders and files. Permissions are applied based on user roles.

## Contents

- [User roles](#)
- [Permissions for shared folders](#)
- [Permissions for files in shared folders](#)
- [Permissions for files not in shared folders](#)

## User roles

User roles control folder and file permissions. You can apply the following user roles at the folder level:

- **Folder owner** – The owner of a folder or file.
- **Folder co-owner** – A user or group that the owner designates as the co-owner of a folder or file.
- **Folder contributor** – Someone with unlimited access to a folder.
- **Folder viewer** – Someone with limited access (read-only permissions) to a folder.

You can apply the following user roles at the individual file level:

- **Owner** – The owner of a file.
- **Co-owner** – A user or group that the owner designates as the co-owner of the file.
- **Contributor\*** – Someone allowed to give feedback on file.
- **Viewer** – Someone with limited access (read-only and view activity permissions) to the file.
- **Anonymous viewer** – A non-registered user outside of the organization who can view a file that has been shared using an external viewing link. Unless otherwise indicated, an anonymous viewer has the same read-only permissions as a viewer. Anonymous viewers cannot view file activity.

\* Contributors can't rename existing file versions. However, they can upload a new version of a file with a different name.

## Permissions for shared folders

The following permissions apply to user roles for shared folders:

### Note

Permissions applied for a folder also apply to the sub-folders and files in that folder.

- **View** – View the contents of a shared folder.
- **View sub-folders** – View a sub-folder.
- **View shares** – View the other users a folder is shared with.
- **Download folder** – Download a folder.
- **Add sub-folder** – Add a sub-folder.
- **Share** – Share the top-level folder with other users.
- **Revoke share** – Revoke the sharing of the top-level folder.
- **Delete sub-folder** – Delete a sub-folder.
- **Delete top-level folder** – Delete the top-level shared folder.

	View	View sub-folders	View shares	Download folder	Add sub-folder	Share	Revoke share	Delete sub-folder	Delete top-level folder
<b>Folder owner</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Folder co-owner</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Folder contributor</b>	✓	✓	✓	✓	✓				

	View	View sub-folders	View shares	Download folder	Add sub-folder	Share	Revoke share	Delete sub-folder	Delete top-level folder
Folder viewer	✓	✓	✓	✓					

## Permissions for files in shared folders

The following permissions apply to user roles for files in a shared folder:

- **Annotate** – Add feedback to a file.
- **Delete** – Delete a file in a shared folder.
- **Rename** – Rename files.
- **Upload** – Upload new versions of a file.
- **Download** – Download a file. This is the default permission. You can use file properties to allow or deny the ability to download shared files.
- **Prevent download** – Prevent a file from being downloaded.

### Note

- When you select this option, users with **View** permissions can still download files. To prevent that, open the shared folder and clear the **Allow Downloads** setting for each of the files that you don't want those users to download.
- When the owner or co-owner of an MP4 file disallows downloads for that file, contributors and viewers cannot play it in the Amazon WorkDocs web client.

- **Share** – Share a file with other users.
- **Revoke sharing** – Revoke the sharing of a file.
- **View** – View a file in a shared folder.
- **View shares** – View the other users that a file is shared with.
- **View annotations** – View feedback from other users.
- **View activity** – View the activity history of a file.

- **View versions** – View previous versions of a file.
- **Delete versions** – Delete one or more versions of a file.
- **Recover versions** – Recover one or more deleted versions of a file.
- **View all private comments** – Owner/co-owner can see all private comments for a document, even if they are not replies to their comment.

	Annotations	Delete versions	Recover versions	Upload	Download	Prevent download	Share	Revoke share	View share	View share as annotations	View activity	View version	View version	Delete version	Recover version	View all private comments*
<b>File own</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Fold own</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Fold co-own *</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Fold cont or**:</b>	✓			✓	✓				✓	✓	✓	✓	✓			
<b>Fold view</b>					✓				✓	✓		✓				
<b>Ano view</b>									✓	✓						

\* In this case, the file owner is the person who uploaded the original version of a file to a shared folder. The permissions for this role apply only to the owned file, not to all the files in the shared folder.

\*\* Owners and co-owners can see all private comments. Contributors can only see private comments that are replies to their comments.

\*\*\* Contributors can't rename existing file versions. However, they can upload a new version of a file with a different name.

## Permissions for files not in shared folders

The following permissions apply to user roles for files that do not reside in a shared folder:

- **Annotate** – Add feedback to a file.
- **Delete** – Delete a file.
- **Rename** – Rename files.
- **Upload** – Upload new versions of a file.
- **Download** – Download a file. This is the default permission. You can use file properties to allow or deny the ability to download shared files.
- **Prevent download** – Prevent a file from being downloaded.

### Note

When the owner or co-owner of an MP4 file disallows downloads for that file, contributors and viewers cannot play it in the Amazon WorkDocs web client.

- **Share** – Share a file with other users.
- **Revoke share** – Revoke the sharing of a file.
- **View** – View a file.
- **View shares** – View the other users that a file is shared with.
- **View annotations** – View feedback from other users.
- **View activity** – View the activity history of a file.
- **View versions** – View previous versions of a file.
- **Delete versions** – Delete one or more versions of a file.
- **Recover versions** – Recover one or more deleted versions of a file.

	Annotations	Delete	Rename	Upload	Download	Prevent download	Share	Revoke share	View share	View annotations	View activity	View versions	Delete versions	Recover versions
<b>Owner</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Co-owner</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Contributor**</b>	✓			✓	✓				✓	✓	✓	✓		
<b>View</b>					✓				✓	✓		✓		
<b>Anonymous view</b>									✓	✓				

\* File owners and co-owners can see all private comments. Contributors can only see private comments that are replies to their comments.

\*\* Contributors can't rename existing file versions. However, they can upload a new version of a file with a different name.



# Feedback and collaborative editing

Use Amazon WorkDocs to share document feedback and send messages.

If your Amazon WorkDocs administrator has enabled the Hancm ThinkFree or Open with Office Online feature, users with edit permissions can also join live collaborative editing sessions.

## Topics

- [Sharing feedback](#)
- [Sending messages](#)
- [Editing with Hancm ThinkFree](#)
- [Using Open with Office Online](#)

## Sharing feedback

Other people in your organization can request feedback from you on specific files. You can add feedback to a file, or add a message about the entire file. You can also reply to feedback, give private feedback, and decline to give feedback.

You can see the files for which your feedback has been requested in your **Awaiting my feedback** list. To request feedback, you can share your document with other people in your organization. For more information, see [Sharing files and folders](#).

Expand the sections below as needed.

## Adding feedback

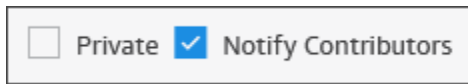
You can add overall feedback that applies to the entire file, or add feedback on a portion of a file.

### To add overall feedback

1. Open the file in Amazon WorkDocs, and on the top bar, choose **Feedback**.

A rectangular button with a thin border and the text "Feedback" centered inside.

2. In the **Feedback** pane, choose **Add Overall Feedback**.
3. Enter your feedback and choose **Private** or **Notify contributors**.



**Private** only sends the feedback to the file owner and any co-owners. **Notify Contributors** sends the feedback to the owner, co-owners, and all contributors.

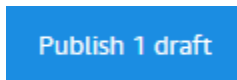
4. Choose **Publish**.

### To add feedback for a portion of a file

1. Open the file in Amazon WorkDocs, and on the top bar, choose **Feedback**.
2. Select the portion of the file on which to give feedback, and enter your feedback.
3. (Optional) Choose **Private** to send your feedback to just the file owner and any co-owners. If you don't, everyone with contributor permissions and above sees your feedback.
4. Choose **Post**.

That saves your feedback as a draft, and only you see your message. You can edit or delete any of your feedback by choosing the **Feedback** button on the top bar.

5. To send your feedback, choose **Publish n draft**, at the bottom of the **Feedback** pane.



### Replying to feedback

When you reply to feedback, everyone with permissions to the file sees your feedback by default. However, you can reply privately. The following sets of steps explain how to send public and private replies.

#### To reply to feedback

1. Open the file and choose **Feedback**.
2. Under the comment that you want to reply to, choose **Reply**.
3. Enter your reply and choose **Reply**.

## To reply to feedback privately

Only file owners and co-owners can see private feedback. Contributors only see private feedback when you reply to a contributor comment.

- Enter your comment, select **Private**, then post your comment.

## Notifying others about feedback

### To notify a user in feedback

When you want a user to pay attention to a comment, you can notify that user. The user receives the comment in email.

1. In the comment box, choose the **@** button and then choose the user name from the list that appears. Or, type **@** followed by the user name (for example, @username).
2. The user specified automatically receives an email message that includes your comment and a link to view the file.

## Formatting feedback

You can apply several types of formatting to your feedback. Follow these steps.

### To format feedback

1. To bold a word, add two asterisks (**\*\***) before and after the word. (For example: **\*\*word\*\***)
2. To italicize a word, add one underscore (**\_**) before and after the word. (For example: **\_word\_**)
3. To strike through a word, add two tilde symbols (**~~**) before and after the word. (For example: **~~word~~**)
4. To create a new line, press **Shift + Enter**.

## Filtering feedback

Filter feedback to view the comments that are most important to you.

### To filter feedback

1. Open the file in Amazon WorkDocs.

2. Choose **Feedback**. For **Filters**, choose **Add filters**.
3. To view specific feedback, choose from any of the following filters:
  - **Version**
  - **User**
  - **Show**: Select the check box next to one or more of the following options:
    - **Draft comments**
    - **Published comments**
    - **Resolved comments**
    - **Unresolved comments**
    - **Comments that mention me**
4. Choose **Apply** to apply the selected filters.

## Resolving feedback

Resolving comments hides those comments from view. That makes it easier to see which comments you still need to address.

### To resolve feedback

1. Open the file in Amazon WorkDocs.
2. Choose **Feedback**.
3. Under each comment to hide, choose **Resolve**.

To show a resolved comment again, filter by **Resolved comments** and choose **Unresolve** under the comment.

## Requesting the ability to add feedback

If you have viewer access to a file and can't give feedback, you can request contributor access to add feedback.

### To request contributor access

1. Open the file or folder in Amazon WorkDocs.
2. Copy the file or folder URL to your clipboard.

3. Choose **Tasks**.
4. For **New task**, choose **Access request**.
5. For **Access request**, paste the file or folder URL.
6. Choose **Send**.

The file owner receives a notification and can grant you access. Amazon WorkDocs then notifies you when you receive access.

## Declining feedback

You can decline to give feedback on any file for which you have received a feedback request. When you decline to give feedback, Amazon WorkDocs removes the file from your **Awaiting my feedback** list, and you can no longer view the file.

### To decline feedback

1. In the web client, choose **Collaborate, Awaiting my feedback**.
2. Select the file, choose **Feedback, Decline feedback**.

You can also remove a file from the **Awaiting my feedback** list without declining feedback.

### To remove a file from your Awaiting my feedback folder

1. In the web client, choose **Collaborate, Awaiting my feedback**.
2. Select the file, choose **Feedback**, and then choose **Delete**.

## Disabling feedback

If you own or co-own a file, you can disable feedback to prevent additional comments.

### To disable feedback

1. Select or open the file in Amazon WorkDocs.
2. For **Actions**, choose **Settings** and clear **Allow feedback**.

## Unmuting notifications

If you want to send an email notification when you provide feedback, you must unmute notifications. Amazon WorkDocs mutes them by default.

### To unmute email notifications

1. Open the file in Amazon WorkDocs.
2. Open the **Actions** list, choose **Settings**, and then clear the **Mute notifications** radio button.

## Sending messages

When you share a file with other users, you can email those users, except for users with viewer permissions.

For more information about sharing files, see [Sharing files and folders](#). For more information about permissions, see [Permissions](#).

### To send an email message

1. Open the file in Amazon WorkDocs.
2. Choose **Share, Permissions, Email people you've shared with**.
3. Enter your message and choose **OK**.

#### Note

By default, your email message is sent from "Amazon WorkDocs <no-reply@amazon.awsapps.com>," an unmonitored email address. Contributor email addresses are not included.

## Editing with Hancor ThinkFree

Hancor ThinkFree lets you create Microsoft Office files (.docx, .pptx, and .xlsx) from the Amazon WorkDocs web application. You can also co-author and collaboratively edit .docx, .doc, .pptx, .ppt, .xlsx, and .xls files.

When you edit a document with Hancom ThinkFree, other users with edit permissions can join the live collaborative session to edit the document with you in real time. Amazon WorkDocs automatically saves files edited with Hancom ThinkFree.

### Note

Hancom ThinkFree doesn't support all the features that Microsoft Office provides. For more information, see [Unsupported features](#) on the *Hancom Office Online for Amazon WorkDocs site*.

To use Hancom ThinkFree, your site administrator must enable the feature for your Amazon WorkDocs site. For more information, site administrators can see [Enabling Hancom ThinkFree](#).

## Creating a new file

Use Hancom ThinkFree to create new Microsoft Office files from the Amazon WorkDocs web application.

### To create a new file with Hancom ThinkFree

1. In the web application, choose **Create**.
2. Choose the file type: **Document**, **Spreadsheet**, or **Presentation**.

A blank file of the type you chose appears.

3. Edit the file in the web application.
4. When you finish editing, choose **Save & Exit**. Amazon WorkDocs saves the file with a generic name, such as **New Document**.
  - Rename the file as needed. For more information, see [Renaming folders](#).

## Editing a file

Use Hancom ThinkFree to edit Microsoft Office files and join live collaborative editing sessions from the Amazon WorkDocs web application.

### To edit an Office file with Hancom ThinkFree

1. In the web application, view the file. You can also open it in the file browser view.

2. Choose **Edit**.
3. Edit the file in the web application.

### To join a live collaborative session

You can join another user in a live collaborative editing session to edit an Office file using Hancm ThinkFree.

1. In the web application, view the file. You can also open it in the file browser view.
2. Choose **Live edit**.
3. Edit the file in the web application with the other users.

## Using Open with Office Online

Open with Office Online lets you co-author and collaboratively edit Microsoft Office files (.docx, .pptx, and .xlsx) from the Amazon WorkDocs web application. When you edit a document with Office Online, other users with edit permissions can join the live collaborative session to edit the document with you in real time. Files edited with Office Online are saved automatically in Amazon WorkDocs.

### Prerequisites

To use Open with Office Online, you need a Microsoft Office 365 **Work** or **School** account with a license to edit in Office Online, and your site administrator needs to enable the feature for your Amazon WorkDocs site. For more information, site administrators can see [Enabling Open with Office Online](#).

For more information about getting a Microsoft Office 365 license, see [Microsoft Office Licensing Editions](#), [Get the latest advanced features with Office 365](#), and [Reimagine productivity with Microsoft 365 and Microsoft Teams](#).

Open with Office Online works with the Amazon WorkDocs web application in the most recent versions of Firefox, Chrome, Internet Explorer, and Safari.

### Using Open with Office Online

After meeting the [Prerequisites](#), you can use Open with Office Online to edit Microsoft Office files and join live collaborative editing sessions from the Amazon WorkDocs web application.



## To edit a file with Office Online

Follow these steps to edit a Microsoft Office file using Open with Office Online.

1. In the web application, open the file or select it in the file browser view.
2. Choose **Edit**.
  - If this is your first time using Open with Office Online, or if it's been a while since you last used it, you are prompted to enter your Microsoft Office credentials.
3. The file opens in the web application for you to edit.

## To join a live collaborative session

If another user is editing a Microsoft Office file using Open with Office Online, you can join them in a live collaborative editing session.

1. In the web application, open the file or select it in the file browser view.
2. Choose **Live edit**.
  - If this is your first time using Open with Office Online, or if it's been a while since you last used it, you are prompted to enter your Microsoft Office credentials.

The file opens in the web application for you and other users to edit.

# Working with approvals

Use the Amazon WorkDocs Approvals app to request that users in your Amazon WorkDocs organization approve your files and folders.

If you receive an approval request, you use the Approvals app to view and approve the files or folders, or reject the request.

To start the Approvals app, from the Amazon WorkDocs site, choose **Apps**. For **Approvals**, choose **Launch**.

## Contents

- [Creating approval requests](#)
- [Responding to approval requests](#)
- [Updating approval requests](#)
- [Canceling approval requests](#)
- [Viewing completed approval requests](#)

## Creating approval requests

Use the Amazon WorkDocs Approvals app to ask other users in your Amazon WorkDocs organization to approve your files and folders.

### To create an approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. Choose **Create Approval**.
4. Choose **Add Files**, and select the files or folders to add to the approval request.
5. Choose **Done, Next**.
6. For **Group 1**, enter names to add to the first group of approvers. You can enter only the names of users in your Amazon WorkDocs organization.
7. Select one of the following:
  - **Anyone can approve** – Any individual approver in this group can approve on behalf of the group.

- **Everyone must approve** – Every approver in this group must approve.
8. (Optional) For **Due date**, select the date by which approvals are due.
  9. (Optional) Choose **Add Group** and repeat the previous two steps to add additional groups of approvers. The approval request is sent to each group of approvers in the order in which the groups are created.
  10. Choose **Next**.
  11. For **Title**, enter a title.
  12. (Optional) For **Description**, enter a description.
  13. Choose **Next**.
  14. Review the approval request and do one of the following:
    - Choose **Back** to go back and make changes.
    - Choose **Send** to send the approval request to the approvers.

## Responding to approval requests

When another Amazon WorkDocs user requests your approval of their files or folders, you receive an email notification.

### To respond to an approval request

1. Do one of the following:
  - In the approval request email, choose **View Approval**.
  - From the Amazon WorkDocs site, choose **Apps**. For **Approvals**, choose **Launch**, and choose the approval request.
2. For **Files**, choose the file links to preview the files for approval.
3. (Optional) For **Comment**, enter a comment.
4. Choose **Approve** or **Reject**.

## Updating approval requests

After you create an approval request, you can update it as long as it is in **Pending** status. The items you can update depend on whether you have received any responses from approvers.

- **If there is no response from an approver yet** – You can update the files, groups, approvers, due date, and description.
- **If an approver has responded, but the approval request is still pending further approvals** – You can add a new approver to a group that is still pending response, remove an approver who has not yet responded, and change the due date.

### To update an approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. (Optional) Choose **Filters** to apply filters which show only the approval requests that match the filters you apply.
4. Choose the approval request to update.
5. Choose **Edit approval**.
6. Make your updates, and choose **Send**.

The updated approval request is sent to the approvers.

## Canceling approval requests

After you create an approval request, you can cancel it as long as it is in **Pending** status.

### To cancel an approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. (Optional) Choose **Filters** to apply filters which show only the approval requests that match the filters you apply.
4. Choose the approval request to cancel.
5. Choose **Cancel**.

## Viewing completed approval requests

You can still view approval requests after they have been approved or rejected.

## To view a completed approval request

1. From the Amazon WorkDocs site, choose **Apps**.
2. For **Approvals**, choose **Launch**.
3. (Optional) Choose **Filters** to apply filters which show only the approval requests that match the filters you apply.
4. Choose the approval request to open for viewing.

# Tracking file activity

Use the Amazon WorkDocs activity feed to keep track of changes to your files and folders, and to see who made the changes. The activity feed lists anyone who viewed downloaded, commented on, shared, or deleted a file. You can also search for specific files, folders or users, and you can filter the results by activity type and date modified.

## To view the activity feed

1. Use the credentials provided by your administrator to log in to the Amazon WorkDocs web client.
2. Select the check box next to the folder that you want to view activities for.

### Note

Just select the check box. Choosing the folder name opens the folder in Preview mode, and that disables the **Show Activity** command.

3. Open the **Actions** list, choose **More**, and then choose **Show Activity**.

The **Results for *file name*** page appears and lists the activities taken on the file.

4. As needed, use the search box, plus the **Sort** and **Filter** commands to find an activity.

# Managing your Amazon WorkDocs account

The steps in the following sections explain how to manage your Amazon WorkDocs account settings.

## Updating your user profile

Update your user profile under your **My account** settings.

### To update your user profile

1. Choose your profile picture to open your **My account** settings.
2. Update your profile photo, time zone, and preferred email language as necessary. If you are part of a cloud directory, you can change your password by choosing **Change** next to your password.

If you do not have the option to change your password, contact your Amazon WorkDocs site administrator for assistance. Your administrator is the person who invited you to start using Amazon WorkDocs.

# Using Amazon WorkDocs for Amazon Business

If an administrator invites you to access business documents with Amazon WorkDocs for Amazon Business, you can complete the following actions by signing in to <https://workdocs.aws/> using your Amazon Business credentials.

## Contents

- [Viewing and searching for files](#)
- [Sharing and commenting on files](#)
- [Uploading and downloading files](#)
- [Moving, renaming, and deleting files](#)
- [Viewing activity](#)

## Viewing and searching for files

You can view your recently shared and viewed files from the Amazon WorkDocs for Amazon Business home page. You can also view files that you share, and that others share with you.

### To view files that are shared with you or by you

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **Recently Shared**.
4. For **Shared**, choose **Shared By Me** or **Shared With Me**.

Open a file to preview its content.

### To view the content of a file

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the file to view its content.



Use search to find files or folders.

### To search for files or folders

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. For **Search files or folders**, enter a search term.
4. Press **Enter**.
5. (Optional) Choose **+ Filter** to filter the search results by date range and owner, and then choose **Apply**.
6. (Optional) Choose **Save** to save these search settings for future use. Enter a filter name, and then choose **Save**.

## Sharing and commenting on files

You can upload and share files and folders from the Amazon WorkDocs for Amazon Business home page.

### To upload files and folders for immediate sharing

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, choose **+ Share**.
3. Select the files or folders to share.
4. For **Recipients**, enter the names or email addresses of the people to share the file with.
5. Choose **Next**.
6. Enter a **Title** and **Description**.
7. Choose **Next**.
8. Choose **Done**.

You can also share files or folders that already reside on Amazon WorkDocs for Amazon Business.

### To share existing files or folders

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.

2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file you want to share, and then choose **Share**.
5. For **Recipients**, enter the names or email addresses of the people to share the file with.
6. Choose **Share**.

Add comments to files when you view the file content.

### To comment on files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the file to view its content.
5. For **Add a comment**, enter your comment.
6. Choose **Comment**.

## Uploading and downloading files

You can upload files or folders to Amazon WorkDocs for Amazon Business, and download files from it.

### To upload files or folders

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose **+ Upload**.
5. Choose **Upload files** or **Upload folders**.
6. Select the files or folders to upload.

## To download files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file you want to download, and then choose **Download**.

## Moving, renaming, and deleting files

Move, rename, and delete files from Amazon WorkDocs for Amazon Business.

### To move files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file you that want to move, and then choose **Move**.
5. Choose the destination folder to move the file to, and then choose **Move to here**.

### To rename files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file that you want to rename, and then choose **Rename**.
5. Enter the new name for the file.
6. Press **Enter**.

### To delete files

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.

2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file that you want to delete, and then choose **Delete**.

## Viewing activity

View the activity for your Amazon WorkDocs for Amazon Business team.

### To view all activity

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **Activity**.

View the activity for a specific file on Amazon WorkDocs for Amazon Business.

### To view activity for a file

1. Sign in with your Amazon Business credentials at <https://workdocs.aws/>.
2. On the Amazon WorkDocs for Amazon Business home page, open the navigation pane on the left.
3. Choose **My Files**.
4. Choose the ellipsis (...) next to the file, and then choose **Activity**.

# Document history

The following table describes important changes to the *Amazon WorkDocs User Guide*, beginning in February 2018. For notifications about updates to this documentation, you can subscribe to an RSS feed.

Change	Description	Date
<a href="#">Version deletion</a>	Users can now delete one or more specific past versions of a file. For more information, see <a href="#">Delete previous versions of a file</a> in the <i>Amazon WorkDocs User Guide</i> . Also, developers can use the <a href="#">DeleteDocumentVersion</a> and <a href="#">RestoreDocumentVersions</a> APIs to programmatically delete and restore file versions.	November 14, 2022
<a href="#">Amazon WorkDocs Companion end of life</a>	Amazon WorkDocs began phasing out Amazon WorkDocs Companion and moving its functionality to Amazon WorkDocs Drive. For more information, see <a href="#">Using Amazon WorkDocs Companion</a> in the <i>Amazon WorkDocs User Guide</i> .	November 8, 2022
<a href="#">New file-sharing link options</a>	Amazon WorkDocs administrators now have the option of allowing only power users to send file-sharing links to external customers. For more information, see <a href="#">Managing</a>	September 15, 2022

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	<a href="#">link sharing</a> in the <i>Amazon WorkDocs Administrator Guide</i> .	
<a href="#">Using Amazon WorkDocs for Amazon Business</a>	Amazon WorkDocs for Amazon Business is supported . For more information, see <a href="#">Using Amazon WorkDocs for Amazon Business</a> in the Amazon WorkDocs User Guide.	March 26, 2020
<a href="#">Updates to Amazon WorkDocs Drive troubleshooting</a>	Various updates to Amazon WorkDocs Drive troubleshooting tips. For more information, see <a href="#">Troubleshooting Amazon WorkDocs Drive</a> in the Amazon WorkDocs User Guide.	August 2, 2019
<a href="#">Amazon WorkDocs Drive default drive</a>	Users can select a default drive when installing Amazon WorkDocs Drive. For more information, see <a href="#">Installing Amazon WorkDocs Drive</a> in the Amazon WorkDocs User Guide.	July 18, 2019
<a href="#">Amazon WorkDocs approvals</a>	Use the Amazon WorkDocs Approvals app to request that users in your Amazon WorkDocs organization approve your files and folders. For more information, see <a href="#">Working with approvals</a> in the Amazon WorkDocs User Guide.	April 16, 2019

[Amazon WorkDocs Drive Offline Access](#)

Use Amazon WorkDocs Drive to enable offline access to your files and folders. For more information, see [Enabling Offline Access](#) in the Amazon WorkDocs User Guide.

March 19, 2019

[Amazon WorkDocs tasks](#)

Amazon WorkDocs supports **Tasks**, which lets you transfer document ownership and request document access. For more information, see [Transferring document ownership](#) and [Requesting the ability to add feedback](#) in the Amazon WorkDocs User Guide.

December 19, 2018

[Amazon WorkDocs Drive for macOS](#)

Amazon WorkDocs Drive is available for macOS users. For more information, see [Using Amazon WorkDocs Drive](#) in the Amazon WorkDocs User Guide.

October 25, 2018

[Amazon WorkDocs smart search](#)

Amazon WorkDocs smart search is available for the Amazon WorkDocs web application. For more information, see [Searching files and folders](#) in the Amazon WorkDocs User Guide.

October 19, 2018

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<a href="#">Updates to web application</a>	The user interface for the Amazon WorkDocs web application is updated. For more information, see the topics linked from <a href="#">Working with files and folders</a> , <a href="#">Sharing files and folders</a> , and <a href="#">Feedback and collaborative editing</a> in the Amazon WorkDocs User Guide.	October 4, 2018
<a href="#">Amazon WorkDocs Companion updates for Windows users</a>	Amazon WorkDocs Companion supports the ability for Windows users to upload and share files by using a single step. For more information, see <a href="#">Using Amazon WorkDocs Companion</a> in the Amazon WorkDocs User Guide.	August 28, 2018
<a href="#">Various updates</a>	Various updates to topic layout and organization.	August 3, 2018
<a href="#">iOS Files app integration</a>	Access Amazon WorkDocs content with the Files app for iOS version 11 and later. For more information, see <a href="#">Using the Files app in iOS</a> in the Amazon WorkDocs User Guide.	July 24, 2018



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<a href="#">Hancom ThinkFree</a>	Hancom ThinkFree editing is available. Create and collaboratively edit Microsoft Office files from the Amazon WorkDocs web application. For more information, see <a href="#">Editing with Hancom ThinkFree</a> in the Amazon WorkDocs User Guide.	June 21, 2018
<a href="#">Open with Office Online</a>	Open with Office Online is available. Collaboratively edit Microsoft Office files from the Amazon WorkDocs web application. For more information, see <a href="#">Open with Office Online</a> in the Amazon WorkDocs User Guide.	June 6, 2018
<a href="#">Amazon WorkDocs Drive</a>	Amazon WorkDocs Drive is available for all Windows PC users. Enable offline access for Amazon WorkDocs Drive. For more information, see <a href="#">Amazon WorkDocs Drive</a> in the Amazon WorkDocs User Guide.	April 2, 2018
<a href="#">Web client UI update</a>	Various changes to the web client interface. For more information, see <a href="#">Amazon WorkDocs web client</a> in the Amazon WorkDocs User Guide.	February 22, 2018