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DROBOACCESS 8.2 USER MANUAL INTRODUCTION

Welcome to DroboAccess: your self-hosted file share solution.

DroboAccess is a remote file sharing solution for the Drobo 5N and Drobo B810n NAS products, and provides an easy-to-configure private cloud solution which allows you to access files remotely and share them with others. It works with the myDrobo platform to provide end-to-end encrypted access to your files.

You can share one or more files and folders on your Drobo NAS, either via a web link, or directly to another DroboAccess system.

Files can be easily accessed via a web browser, or with the Android app, or iOS app.

- DroboAccess Android App
- DroboAccess iOS App
CHAPTER TWO

CONFIGURATION OF DROBOACCESS 8.2

The DroboAccess application was designed to be self configuring as much as possible, however, there are a small number of configuration items

2.1 Users, passwords and share management

All user, password and share management should be performed from within Drobo Dashboard. See the Creating and Using Shares and Modifying the Administrator Username and Password Drobo Dashboard documentation for further details.

User, password and share settings will be reflected in DroboAccess immediately.

Please ensure you use strong passwords as DroboAccess accounts are available over the Internet.

2.2 DroboAccess Configuration page

All users are enabled to be accessed via DroboAccess. Access for individual users can be controlled from the DroboAccess configuration page in the DroboApps menu in Drobo Dashboard.

This page will also report the strength of the chosen password.
WHAT’S NEW FOR USERS IN DROBOACCESS 8.2

This is the first release of DroboAccess for the Drobo 5N and B810n
File upload action is now in the “New” menu in the files app.
The Files app has a new sidebar displaying file details.
The Pictures app has been almost entirely rewritten and is now known as Gallery.
Federated shares now appear on your “Shared with you” tab.

3.1 Groups Listings on Personal Page

Now you can see which DroboAccess groups you belong to on your Personal page in the Web interface.

3.2 Favorites

Users can now assign a favorite icon to files and folders. Look for improvements in this feature in future DroboAccess editions to make finding and managing files even easier.

3.3 Improved Federated Cloud Sharing

Federated Cloud Sharing, allows you to mount file shares from remote DroboAccess servers, and create a “cloud of DroboAccess”. In DroboAccess 8 the process for creating a new sharing link is easier and more streamlined.

3.4 Improved Search

The search interface has been streamlined and simplified, with more features including enhanced result set reporting and additional search parameters.

3.5 Web Interface Enhancements

The DroboAccess Web interface has been improved to make it easier for all users to access, edit, sync and share their files.
THE DROBOACCESS WEB INTERFACE

You can connect to your DroboAccess server using any Web browser; just point it to your DroboAccess server and enter your username and password. Supported Web browsers are:

- Firefox 14+
- Chrome 18+
- Safari 5+
- IE9+ (except Compatibility Mode)

4.1 Navigating the Main User Interface

By default, the DroboAccess Web interface opens to your Files page. You can add, remove, and share files, and make changes based on the access privileges set by you (if you are administering the server) or by your server administrator.

The DroboAccess user interface contains the following fields and functions:

- **Apps Selection Menu**: Located in the upper left corner, click the arrow to open a dropdown menu to navigate to your various available apps.
- **Apps Information** field: Located in the left sidebar, this provides filters and tasks associated with your selected app. For example, when you are using the Files apps you have a special set of filters for quickly finding your files, such as files that have been shared with you, and files that you have shared with others. You’ll see different items for other apps.
- **Application View**: The main central field in the DroboAccess user interface. This field displays the contents or user features of your selected app.
- **Navigation Bar**: Located over the main viewing window (the Application View), this bar provides a type of breadcrumbs navigation that enables you to migrate to higher levels of the folder hierarchy up to the root level (home).
- **New** button: Located in the Navigation Bar, the New button enables you to create new files, new folders, or upload files.

**Note**: You can also drag and drop files from your file manager into the DroboAccess Files Application View to upload them to DroboAccess.

- **Search** field: Click on the magnifier in the upper right hand corner of to search for files.
- **Gallery** button. This looks like four little squares, and takes you directly to your image gallery.
Chapter 4. The DroboAccess Web Interface
• **Personal Settings** menu: Click on your DroboAccess username, located to the right of the Search field, to open your Personal Settings dropdown menu. Your Personal page provides the following settings and features:
  
  – Links to download desktop and mobile apps
  – Re-run the First Run Wizard
  – Server usage and space availability
  – Password management
  – Name, email, and profile picture settings
  – Group memberships
  – Interface language settings
  – Manage notifications
  – Federated Cloud ID
  – Social media sharing buttons
  – DroboAccess Version information
  
  See *Setting Your Preferences* section to learn more about these settings.
5.1 Accessing your Files Using the DroboAccess Web Interface

You can access your DroboAccess files with the DroboAccess web interface and create, preview, edit, delete, share, and re-share files. Your DroboAccess administrator has the option to disable these features, so if any of them are missing on your system ask your server administrator.

DroboAccess can display thumbnail previews for image files, MP3 covers, and text files, if this enabled by your server administrator. Hover your cursor over a file or folder to expose the controls for the following operations:

**Favorites** Click the star to the left of the file icon to mark it as a favorite, and quickly find all of your favorites with the Favorites filter on the left sidebar.

**Share** Share the file or folder with a group or other users, and create public shares with hyperlinks. You can also see who you have shared with already, and revoke shares by clicking the trash can icon. If username auto-completion is enabled, when you start typing the user or group name DroboAccess will automatically complete it for you. If your administrator has enabled email notifications, you can send an email notification of the new share from the sharing screen.
You have five share permissions:

- Can share; allows the users you share with to re-share.
- Can edit; allows the users you share with to edit your shared files, and to collaborate using the Documents app.
- Create; allows the users you share with to create new files and add them to the share.
- Change; allows uploading a new version of a shared file and replacing it.
- Delete; allows the users you share with to delete shared files.

**Overflow Menu**  The Overflow menu (three dots) displays file details, and allows you to rename, download, or delete files.

### 5.1.1 Previewing Files

You can display uncompressed text files, OpenDocument files, videos, and image files in the DroboAccess embedded viewers by clicking on the file name. There may be other file types you can preview if your DroboAccess administrator has enabled them. If DroboAccess cannot display a file, it starts a download process and downloads the file to your computer.

Video streaming by the native DroboAccess video player depends on your Web browser and the video format. If your DroboAccess administrator has enabled video streaming, and it doesn’t work in your Web browser, it may be a browser issue.

### 5.1.2 Navigating Inside Your DroboAccess

Navigating through folders in DroboAccess is as simple as clicking on a folder to open it and using the back button on your browser to move to a previous level. DroboAccess also provides a navigation bar at the top of the Files field for quick navigation.
Figure 5.1: The Details view shows Activities, Sharing, and Versions information.

5.1. Accessing your Files Using the DroboAccess Web Interface
5.1.3 Sharing Status Icons

Any folder that has been shared is marked with the Shared overlay icon. Public link shares are marked with a chain link. Un-shared folders are blank.

5.1.4 Creating or Uploading Files and Directories

Upload or create new files or folders directly in a DroboAccess folder by clicking on the New button in the Files app.

The New button provides the following options:

**Up arrow**  Upload files from your computer into DroboAccess. You can also upload files by dragging and dropping them from your file manager.

**Text file**  Creates a new text file and adds the file to your current folder.

**Folder**  Creates a new folder in the current folder.
5.1.5 Selecting Files or Folders

You can select one or more files or folders by clicking on their checkboxes. To select all files in the current directory, click on the checkbox located at the top of the files listing.

When you select multiple files, you can delete all of them, or download them as a ZIP file by using the Delete or Download buttons that appear at the top.

Note: If the Download button is not visible, the administrator has disabled this feature.

5.1.6 Filtering the Files View

The right sidebar on the Files page contains several filters for quickly sorting and managing your files.

- **All files** The default view; displays all files that you have access to.
- **Favorites** Files or folders marked with the yellow star.
- **Shared with you** Displays all files shared with you by another user or group.
- **Shared with others** Displays all files that you have shared with other users or groups.
- **Shared by link** Displays all files that are shared by you via public link.
- **External Storage** Files that you have access to on external storage devices and services such as Dropbox, Google, and Amazon S3.

5.1.7 Moving Files

You can move files and folders by dragging and dropping them into any directory.

5.1.8 Change in Share Expiration Date

You can set an expiration date only on public shares, and local shares do not expire when public shares expire. The only way to “expire” a local share is to click the trash can icon to un-share your files.

5.1.9 Creating or Connecting to a Federated Cloud Sharing Link

Federated Cloud Sharing allows you to mount file shares from remote DroboAccess servers, and manage them just like a local share. In DroboAccess 8 the process for creating a new sharing link is easier and more streamlined. See *Using Federated Cloud Sharing* to learn how to create and connect to new Federated Cloud shares.

5.2 Gallery App

The Pictures app has been rewritten and improved, and is now called the Gallery app. It supports more image formats, sorting, zoom, and scrolling. It also supports advanced customizations via a simple text file.

On your main DroboAccess Files page, click the little icon at the top right, underneath your username, to open your Gallery. The Gallery app automatically finds all images in your DroboAccess folders, and overlays the thumbnails with the folder names. Click on the folder thumbnails to open the folders. At the top left you have two sorting options, alphabetical and by date.
After entering any folder, click on any image to open it in slideshow mode. This has the following features: a download button at the top center, forward and back buttons at the right and left sides, an automatic slideshow button at the bottom right, and a close button at the top right.

5.3 Managing Deleted Files

When you delete a file in DroboAccess, it is not immediately deleted permanently. Instead, it is moved into the trash bin. It is not permanently deleted until you manually delete it, or when the Deleted Files app deletes it to make room for new files.

Find your deleted files by clicking on the **Deleted files** button on the Files page of the DroboAccess Web interface. You’ll have options to either restore or permanently delete files.

5.3.1 Quotas

Deleted files are not counted against your storage quota. Only files that originate with users count against their quotas, not files shared with them that originate from other users. (See [quota](#) to learn more about quotas.)

5.3.2 What Happens When Shared Files Are Deleted

Deleting files gets a little complicated when they are shared files, as this scenario illustrates:

1. User1 shares a folder “test” with User2 and User3
2. User2 (the recipient) deletes a file/folder “sub” inside of “test”
3. The folder “sub” will be moved to the trashbin of both User1 (owner) and User2 (recipient)
4. But User3 will not have a copy of “sub” in her trash bin

When User1 deletes “sub” then it is moved to User1’s trash bin. It is deleted from User2 and User3, but not placed in their trash bins.

When you share files, other users may copy, rename, move, and share them with other people, just as they can for any computer files; DroboAccess does not have magic powers to prevent this.
5.3.3 How the Deleted Files app Manages Storage Space

To ensure that users do not run over their storage quotas, the Deleted Files app allocates a maximum of 50% of their currently available free space to deleted files. If your deleted files exceed this limit, DroboAccess deletes the oldest files (files with the oldest timestamps from when they were deleted) until it meets the memory usage limit again.

DroboAccess checks the age of deleted files every time new files are added to the deleted files. By default, deleted files stay in the trash bin for 180 days. Additionally, DroboAccess calculates the maximum available space every time a new file is added. If the deleted files exceed the new maximum allowed space DroboAccess will expire old deleted files until the limit is met once again.

5.4 Using Federated Cloud Sharing

Federated Cloud Sharing, allows you to mount file shares from remote DroboAccess servers, in effect creating your own cloud of DroboAccess. You can create direct share links with users on other DroboAccess servers.

5.4.1 Creating a New Federated Cloud Share

Federated Cloud Sharing is enabled on new or upgraded DroboAccess installations by default. Follow these steps to create a new share:

1. Go to your Files page and click the Share icon on the file or directory you want to share. In the sidebar enter the username and URL of the remote user in this form: <username>@<droboaccess-url>.mydrobo.com. In this example, that is layla@example.mydrobo.com. The form automatically echoes the address that you type and labels it as “remote”.

2. When your local DroboAccess server makes a successful connection with the remote DroboAccess server you’ll see a confirmation.

3. Your recipient on the other end of the link, on the remote DroboAccess server, will see a dialog asking them to confirm the new share. All they have to do is click the Add remote share button, and it’s done.

Click the Share button anytime to see who you have shared your file with. Remove your linked share anytime by clicking the trash can icon. This only unlinks the share, and does not delete any files.
Activities  **Sharing**  Versions

**D** Shared with you by drobo

Share with users, groups or remote users ...

**L** layla@example.mydrobo.com  □ can edit

☑ Share link

https://cloud.mydrobo.com/index.php/s/mWLcT7FWx9l8RrA

☐ Password protect

☐ Set expiration date

Remote share

Do you want to add the remote share /kitty.jpg from user@example.mydrobo.com/?

[Cancel] [Add remote share]
5.4.2 Creating a New Federated Cloud Share via Email

What if you do not know the username or URL? Then you can have DroboAccess create the link for you and email it to your recipient.

When your recipient receives your email they will have to take a number of steps to complete the share link. First they must open the link you sent them in a Web browser, and then click the Add to your DroboAccess button.

The Add to your DroboAccess button changes to a form field, and your recipient needs to enter the URL of their DroboAccess server in this field and press the return key, or click the arrow.

Next, they will see a dialog asking to confirm. All they have to do is click the Add remote share button and they're finished.

Remove your linked share anytime by clicking the trash can icon. This only unlinks the share, and does not delete any files.

5.5 Version Control

DroboAccess supports simple version control system for files. Versioning creates backups of files which are accessible via the Versions tab on the Details sidebar. This tab contains the history of the file where you can roll back a file to any previous version. Changes made at intervals greater than two minutes are saved in data/[user]/versions.

To restore a specific version of a file, click the circular arrow to the left. Click on the timestamp to download it.

The versioning app expires old versions automatically to make sure that the user doesn’t run out of space. This pattern is used to delete old versions:

- For the first second we keep one version
• For the first 10 seconds DroboAccess keeps one version every 2 seconds
• For the first minute DroboAccess keeps one version every 10 seconds
• For the first hour DroboAccess keeps one version every minute
• For the first 24 hours DroboAccess keeps one version every hour
• For the first 30 days DroboAccess keeps one version every day
• After the first 30 days DroboAccess keeps one version every week

The versions are adjusted along this pattern every time a new version gets created.

The version app never uses more than 50% of the user’s currently available free space. If the stored versions exceed this limit, DroboAccess deletes the oldest versions until it meets the disk space limit again.
As a user, you can manage your personal settings.

To access your personal settings:

1. Clicking on your username in the top, right corner of your DroboAccess instance.

   The Personal Settings Menu opens.

   ![Personal Settings Menu]

   **Personal Settings Menu**

   2. Choose *Personal* from the drop down menu.

   The Personal Settings Page opens in the main viewing window.

The options listed in the Personal Settings Page depend on the applications that are enabled by the administrator. However, some of the default settings for this page include the following:

### 6.1 Full Name

Enables you to specify your full name. This name appears at the top of the Personal Settings Menu.
Chapter 6. Setting Your Preferences

Full Name
Reginald Merryweather
6.2 Profile picture

Enables you to specify a new avatar (profile image) that identifies you on the DroboAccess server. By default, the profile picture is the first initial of your username. You can choose to keep the letter designation, upload a new image from an external source, or select an image from any existing images in your DroboAccess folders.

6.3 Language

Enables you to change your Web interface language, if you want to override the browser settings.

6.4 Version

Specifies the DroboAccess software version that you are using.
Using the DroboAccess iOS App

Accessing your files on your DroboAccess server via the Web interface is easy and convenient, as you can use any Web browser on any operating system without installing special client software. However, the DroboAccess iOS app offers some advantages over the Web interface:

- A simplified interface that fits nicely on an iPhone or iPad
- Automatic synchronization of your files
- Share files with other DroboAccess users
- Easily upload files from your device to DroboAccess
- Optional PIN for stronger security

7.1 Getting the DroboAccess iOS App

Open Safari, or any Web browser, and point it to your DroboAccess server. Log in and look on your Personal page for a link to the DroboAccess app on iTunes.
When you install the DroboAccess app and open it you’ll be prompted for your DroboAccess server URL and login. When it connects it opens to your Files page.
You’ll also find links and information at the DroboAccess information page.

### 7.2 Managing Your Files

All your files on your DroboAccess server are listed on the Files page, but are not downloaded to your iPhone or iPad until you tap on them. Downloaded files are marked with a little green arrow. Thumbnails are displayed for both downloaded and not-downloaded files. Click the overflow button at the top right (the three-dot button) to upload files.
to your server, create a new folder, or sort your files alphabetically or by date.

The Files button at the bottom takes you back to your main Files page. The Uploads button shows your history of uploads to your DroboAccess server. The Shared Links button shows how many files you have shared by link.

When you’re in the Files view, slide any filename to the right to expose your file management options: Trash, Share, and the More button has options for Open With, Rename, Move, or mark as Favorite.

The More button has different options for folders: Rename, Move, Download Folder, and Favorite.

When you tap any file in the Files view it downloads to your iPhone or iPad, if it hasn’t already been downloaded, and opens a preview.
The little arrow button on the bottom left has options for sharing the file via email and instant messaging, saving or copying, and printing. The star button marks it as a Favorite. The triangular Share button opens a share dialog. The trashcan allows you to delete the file from your device, your DroboAccess server, or both.

7.3 Sharing Files

You can share with other DroboAccess users, and create public share links. If your DroboAccess server administrator has enabled username auto-completion, when you start typing user or group names they will auto-complete. After you have shared files, click the Share button to see who you have shared with, and to remove shares.

You may also create Federation shares from your iOS app. If you are sharing files with DroboAccess 9.x users, you
can enter their username (auto-completion is supported for Federation sharing) and server URL in the User and Groups dialog to create a Federation share; for example freda@example.mydrobo.com. (The exact Federation share link is on every DroboAccess user’s Personal page in the DroboAccess Web interface.) Please note that this is not yet fully-implemented in the iOS app: your recipient needs to use their DroboAccess Web interface to receive the notification asking if they wish to accept the share, and then they must click an “Accept” button.

You may share files with people who are not using DroboAccess, and with older DroboAccess servers by creating a share link. Tap “Get Share Link”, and this opens a menu with options to automatically create an email notification, or to copy the link so that you can paste it wherever you like. You have options to put an expiration date on the share, and to password-protect it.

When you create a share link on a folder, you also have the option to make it editable.
7.4 Settings

The Settings button (bottom right of any screen) takes you to the Settings screen. You can add and edit new accounts, set a login PIN (personal identification number), and it has links to Help, Recommend to a Friend, Send Feedback, and your app version number. Click the information button at the right of your DroboAccess accounts to change your password. Slide the account name to the left to expose the Delete button.
Accessing your files on your DroboAccess server via the Web interface is easy and convenient, as you can use any Web browser on any operating system without installing special client software. However, the DroboAccess Android app offers some advantages over the Web interface:

- A simplified interface that fits nicely on a tablet or smartphone
- Automatic synchronization of your files
- Share files with other DroboAccess users and groups, and create public share links
- Instant uploads of photos or videos recorded on your Android device
- Easily add files from your device to DroboAccess
- Two-factor authentication

8.1 New In Version 2.0.0

This release contains a number of improvements, including:

- View status of uploads and manage failures
- Federated sharing is now supported with users on DroboAccess servers
- UI improvements, following Material Design lines
- Share-by-link folders are editable
- Instant uploads automatically stop when Wifi connection is interrupted
- Server certificate warnings are supported
- Improvement when other apps send files to DroboAccess
- Bug fixes

8.2 Upgrading

When you download your DroboAccess Android App from the Google Play store, it will be upgraded just like any other Play Store app, according to your settings on your Android device. It will either upgrade automatically, or give you a notification than an upgrade is available.
8.3 Getting the DroboAccess Android App

One way to get your DroboAccess Android app is to log into your DroboAccess server from your Android device using a Web browser such as Chrome, Firefox, or Dolphin. The first time you log in to a new DroboAccess account you’ll see a screen with a download link to the DroboAccess app in the Google Play store.

You will also find these links on your Personal page in the DroboAccess Web interface.

Find more information from the DroboAccess info page.

8.4 Connecting to Your DroboAccess Server

The first time you run your DroboAccess Android app it opens to a configuration screen. Enter your server URL, login name, password, and click the Connect button. (Click the eyeball to the right of your password to expose your password.)

You must connect via https. The DroboAccess app will test your connection as soon as you enter it and tell you if you entered it correctly.

8.5 Managing Files

Now you should see the Files page of your DroboAccess account. Note some differences from the previous release: click the blue button at the bottom right to expose the Upload, Content from other apps, and New folder buttons.
Use the **Upload** button to add files to your DroboAccess account from your Android filesystem. Use **Content from other apps** to upload files from Android apps, such as the Gallery app.

Click the overflow button at the top right (that’s the one with three vertical dots) to open a user menu. **Grid view** toggles between grid and list view. **Refresh account** syncs with the server, and **Sort** gives you the option to sort your files by date, or alphabetically.

The DroboAccess menu at the top left shows the name of the logged-in user, has a shortcut to your files, the **Uploads** button, and the **Settings** button.

The Uploads page displays the status of files currently uploading, a list of your recently-uploaded files, and a Retry option for any failed uploads. If credentials to access the file have changed, you’ll see a credentials error. Tap the file to retry, and you’ll get a login screen to enter the new credentials.

If the upload fails because you’re trying to upload to a folder that you do not have permission to access, you will see a “Permissions error”. Change the permissions on the folder and retry the upload, or cancel and then upload the file to a different folder.
8.5. Managing Files

- Refresh account
- Sort
- Grid view

CURRENT

- breakfast.jpg
  - Uploading
  - admin@cloud.mydrobo.com

- kitty.jpg
  - Waiting to upload
  - admin@cloud.mydrobo.com

- ocean.jpg
  - Waiting to upload
  - admin@cloud.mydrobo.com

- rails.jpg
  - Waiting to upload
  - admin@cloud.mydrobo.com

FAILED (TAP TO RETRY)

- photo-1451906278231-17b8ff0a8880.jpg
  - 2.0 MB, Unknown error
  - admin@cloud.mydrobo.com
  - Access/Projects

- Weekly Meeting.ppt
  - 9.3 MB, Unknown error
  - admin@cloud.mydrobo.com
  - Access/
All files (that you have permission to access) on your DroboAccess server are displayed in your Android app, but are not downloaded until you click on them. Downloaded files are marked with a green arrow.

Download and view a file with a short press on the filename. Then a short press on the overflow button opens a menu with options for managing your file.

When you are on your main Files page, a long press on any file or folder displays a list of options: Share, Open With, Synchronize, Rename, Move, Copy, Remove, Send, Favorite, and Details.

Click Share to share files. You can share with other DroboAccess users and groups, and create public share links. If your DroboAccess server administrator has enabled username auto-completion, when you start typing user or group names they will auto-complete. After you have shared files, click the Share button to see who you have shared with, and to remove shares.

Create a Federated share link by clicking Add User or Group and entering the username and remote URL of the person you want to share with in this format: user@domain.com. You don’t have to guess; the Personal page in the DroboAccess Web GUI tells the exact Federated Cloud ID. Just ask them to copy and paste and send it to you.

### 8.6 Settings

Use the Settings screen to control your DroboAccess app functions.

In the Accounts section you can set up and manage multiple accounts.

The Security section sets up strong two-factor authentication by allowing you to add a PIN (personal identification number) to access your account.

The Instant Uploads section creates a directory, /InstantUpload, and any photos or videos created with your Android device’s camera are instantly uploaded to this directory. You also have the option to choose any other existing directory, or to create a new one. Another nice option is Upload Pictures/Video via WiFi Only, to conserve your mobile data usage.
The bottom section of the Settings screen has links to Help, Recommend to a friend, Feedback, and the version number.

8.7 Changing password

On your Settings page, a long press on an account name opens a dialog to Change password. Change password is, of course, changing your password.
8.7. Changing password