DriveHQ Quick Start Guide

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Overview

DriveHQ offers a complete suite of cloud solutions that help businesses and consumers manage, back up, and share data. We offer many types of features and services that have been built from the ground up since our company started in 2003. Our products are very powerful, so it's a good idea to take the time to read this quick start guide to learn about everything we have to offer.

All of our products and services are free to try. You only need one log-on username and password to access them all. Free accounts each get 1GB of storage space (and 200 MB/month download bytes to start; to unlock more, please see here). Storage and download bytes are shared across all products (except for our Email Manager software which is the only product sold separately).

Our Solutions

DriveHQ offers the following products and services.

Online file storage	Upload your files and access them from anywhere
File sharing	Share files privately to other people, whether they're DriveHQ users or not
File publishing	Host files that can be accessed from a URL
Drop Box	If you have friends, clients, or partners that need to upload files to you quickly, the drop box feature allows them to do so instantly, without having to log on. Simply provide them a drop box URL they can go to upload.
Online Backup	Schedule periodic backup tasks, or if you have small folders, set up real-time backups. Database and Outlook PST files are supported.
Full FTP Support	Access your DriveHQ files via FTP, using a third party client, Windows Explorer, or Mac Finder.
Drive mapping	Map your online storage account to your computer and access files just like you would locally.
Folder encryption	For the highest level of security, encrypt folders before uploading. These folders cannot be opened without your encryption key.
Email service	Every DriveHQ account is assigned its own email address: username@drivehq.com. Configure your email in Outlook, or access it from our

	Webmail system. If you have a custom domain name, you can map it to our email server.
Webmail	Our webmail system lets you compose emails, set-up email rules, create & manage contact lists, and more.
Email backup	Our Email Manager software lets you back up individual emails via drag and drop, as well as schedule periodic backups. (Email Manager sold separately)
website hosting (static only)	Host your static website with us; upload your website files and see them hosted instantly. If you have a private domain name, you can map it to your website.
Group Account service	If you're using DriveHQ for business, use our group account service. Create and manage sub-users, control what they can access, log-on to their accounts, and more.
Event logging	If you wish to monitor the activity of your data, you can use the Event Logging feature. Log activities which include when and who downloaded, uploaded, modified, or deleted a file, and more.

Our Products

If you read the previous section, you will notice that we offer many different solutions. These solutions can be found across our products. To determine which products are best for your needs, please read the following.

Website - Access your online storage account; transfer, share and publish files; manage your account settings and balance.
File Manager – File Manager is a downloadable desktop software. It has most of the features of the website and more. We highly recommend using it to manage, transfer, share, publish, and synchronize your files.
Online Backup – Online Backup is our backup software. Back up files and folders, as well as database files.
Email Manager (sold separately) – Back up emails, email folders, and contacts using drag and drop or by creating a scheduled backup task.

Download:

Download File Manager and Online Backup software here:
http://www.drivehq.com/downloads/downloads.aspx

Signing up

To sign up for a free account, go to www.drivehq.com and click "Sign up for free". After signing up, you will need to activate your account by opening the activation email sent to you and clicking on the activation link. Your DriveHQ account can access all of our products mentioned above.

If you don't receive the activation email within 20 minutes:
- check if the email has been filtered into your junk or spam folder.
- check if your email server has filtered DriveHQ email. Notify your system administrator or your ISP to not block our emails.
- try to log on with the un-activated username and password. You can click "resend the activation email".
- email your username to support@drivehq.com to have it activated. Please note that if a new account is not activated within 2 days, it will be deleted and you will have to sign up again.
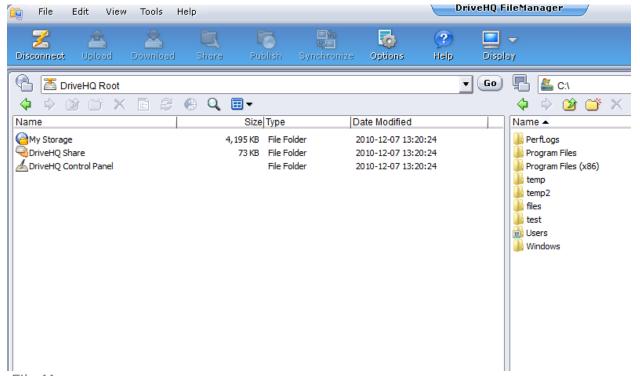
How DriveHQ works

At the core of every DriveHQ account is online storage. Every DriveHQ customer has their own online storage account. Most of our products and services are connected to your online storage.

You can access your online storage account via:

- www.drivehq.com
- Our software:
    - File Manager
    - Online Backup (access only backed up files)
- Windows Explorer (not Internet Explorer) – type in: ftp://username:password@ftp.drivehq.com
- Third party FTP client
- Drive Mapping – map your online storage account to your computer and access your files the same way you would if they were stored locally.

Online Storage

Your online storage begins at DriveHQ Root which contains three virtual folders.

File Manager

My Storage: Upload and store your data in **My Storage**.

DriveHQ Share: Folders shared to you by other DriveHQ users are accessed inside **DriveHQShare**. If another user has shared a folder to you with full access, you can upload, download, delete and rename files in that folder. Other permissions include:

- Thumbnail/list view only
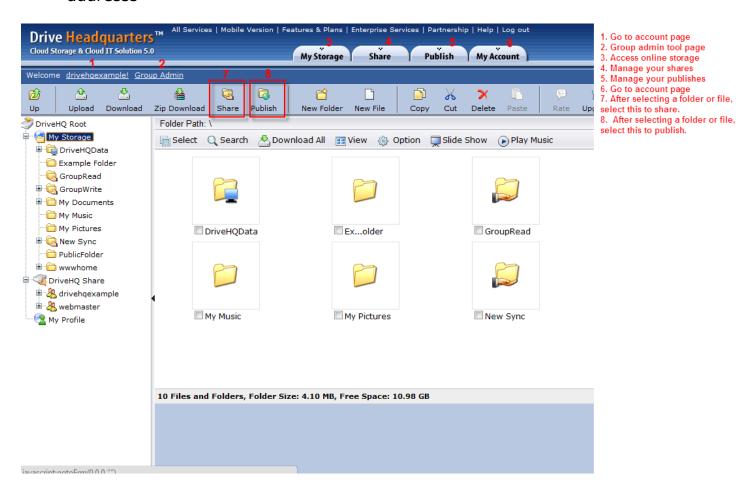- Read/download only
- Upload/Add
- Full access

Permissions are incremental. For example, the "Upload/Add" permission also includes the "Read/download only" and "Thumbnail/list view only" permissions.

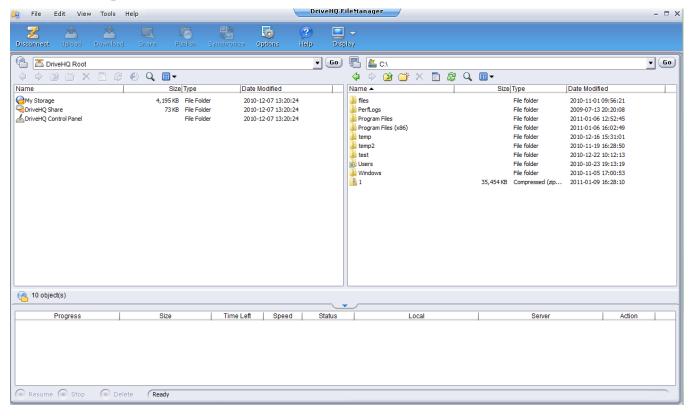**DriveHQ Control Panel:** Access tools for managing your DriveHQ account and settings.

The website – www.drivehq.com

The website lets you:

- Deposit money and order subscription plans
- Manage your data, including sharing and publishing (see sharing and publishing sections below)
- Map private domain names to your website, FTP server, and email addresss
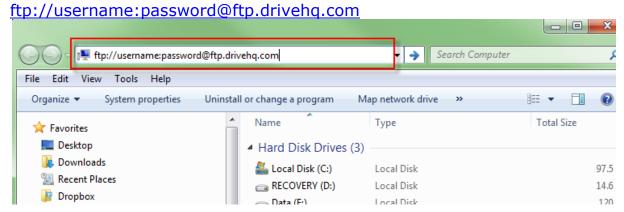
File Manager

File Manager is our flagship product. It offers the following features:
- Manage your online files – Upload/download, edit, rename, move
- Directly open a file, edit it, and save back to your online storage
- Share and publish files (see sharing and publishing section below)
- Folder encryption – Encrypt a folder before uploading it to DriveHQ. The folder can only be decrypted with the right password and using File Manager.
- Folder Synchronization – You can schedule periodic synchronization tasks or set up real-time synchronization tasks.
- Automatic file compression – receive faster transfer speeds than using the website, Webdav, or FTP
- Automatic Resuming – if your internet connection gets interrupted during a file transfer, the transfer will resume automatically when it reconnects.

FTP

Access your online storage account via FTP.

A. In Windows Explorer, just type:
   ftp://username:password@ftp.drivehq.com

B. If using a third party FTP client, use the following settings:

   FTP server: ftp.drivehq.com or
                            proFTP.drivehq.com (premium users only)
   Port number: 21
   Username & password: your DriveHQ user name and password
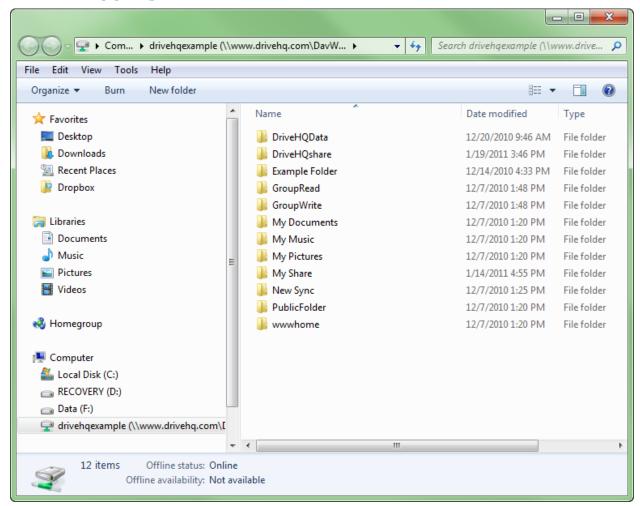   Remote directory: Leave blank or enter "/". You can also enter a
                            folder path.

Note: When accessing behind a NAT or firewall, please set FTP access mode to passive. Note: Microsoft command-line FTP doesn't support passive mode.

proFTP.drivehq.com can be accessed if you're a premium user. It has better support for FTP in ACTIVE mode and Microsoft command-line FTP.

Drive Mapping

Map your online storage account to your computer and access it like a local drive. For instructions, please go here:
http://www.drivehq.com/mapdrive/WebDAVdrivemapping.aspx

Online Backup

If you need to schedule periodic backups of your data or need a real-time backup solution, use Online Backup. Online Backup can be used on any number of PC's, even if you only have one DriveHQ account.
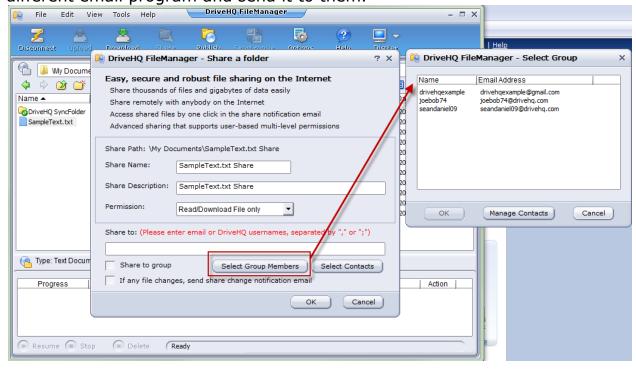

To back up files, first create a backup task. Choose Quick Backup to back up small files in real-time. As a file is modified, it will be backed up automatically and immediately. Choose Advanced Backup to schedule a periodic backup. Choose Email/Database Backup to backup database files and other open files, such as Outlook PST files.

You can restore your backed up data at anytime by clicking the Restore tab and selecting a task name or files.

Sharing Files

You can share folders to anyone who has an email address. However, if the user is not a DriveHQ member, the highest permission they can have is read/download only (regardless of which permission you assign). To share a folder or file, select it, then hit "Share". Input an email address or DriveHQ username in the "Share-to" field. You can also select people from your group account or contact groups.

To notify recipients that you shared something to them, select the "send share change notification" option. An email template with instructions on how to access the share will pop-up in Microsoft Outlook or Windows Mail, if you have them installed. You can also copy and paste the message into a different email program and send it to them.
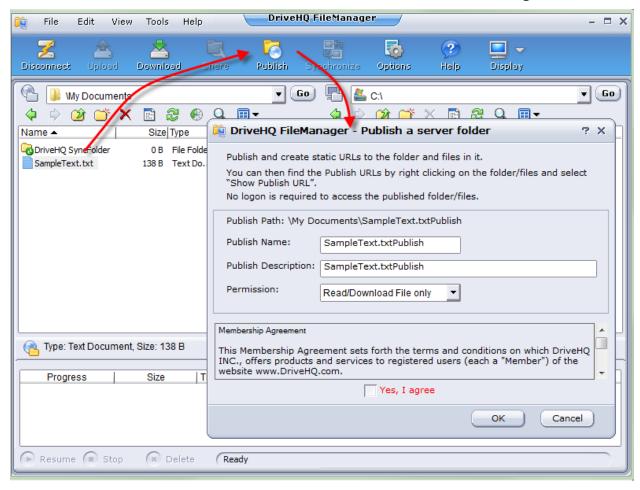

To manage your shares in File Manager, go to Tools → Manage My Share. On the website, click on the "Share Tab" → Manage Share.

Files shared to someone can be accessed in the DriveHQShare virtual folder. **Important:** Files uploaded to a shared folder will deduct storage space from the sharer's account. Similarly, any downloads from that folder will reduce the sharer's download bytes.

Publishing Folders

Publishing a folder is the same as hosting a folder. Anybody with the URL to a published folder or file can access it. To publish a folder, select a folder and click Publish. This can be done on the website or File Manager.

To access your publishes, go to Tools → Manage My Publish. On the website, go to Publish -> Manage My Publishes.

Account Page

Your account page lets you manage your account information, order subscriptions, and make deposits.

Click your username at the top left to get to your account page. Here you can:

- View account details like your registered email address
- View account balance, billing date (same as the date you signed up for a free account), amount of used storage space, amount of used download bytes, total number of files, and more.
- View and modify account options, such as enabling SSL across the entire website (including file transfers)
- Subscribe to the custom logon page and logo services. This is ideal for businesses that want a logon portal for their employees and/or clients.
- Deposit money into your account to pay for current or future subscriptions.
- View transaction and order history, and more.
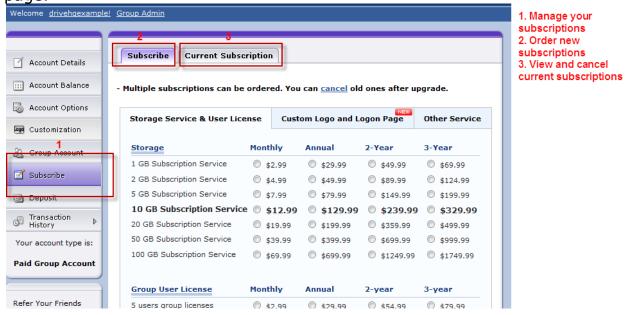
Subscriptions

If you've decided to upgrade to a premium account, you just need to order a subscription plan. The differences between a free account and a premium one can be read here:
https://drivehq.com/Premium/default.aspx

For pricing information, please go here:
https://drivehq.com/help/features/PricingPlans.aspx

Your account can have any number of subscriptions. For example, you can order a 2GB plan today, and order a 5GB plan tomorrow. You will then have 7GB of storage total.

To order a subscription, click the Subscribe button located on your Account page.

Paying for Subscriptions

DriveHQ never keeps your credit card information on file. Instead, we have a deposit payment system. When you order a new subscription, the money will be deposited into your account as credit. After that, you only need to deposit money as needed.

You can order either monthly or yearly subscriptions. If you want to try our service or you only need it for a short period of time, the monthly plan is ideal. However, if you are incorporating DriveHQ into your business, the yearly plan is recommended. Going with the yearly plan saves you two months of service compared to the monthly price.

Regardless of whether you order a monthly or yearly subscription, our system will always bill you monthly. For example, say you want to order a 10 GB yearly subscription for $129.99 per year. When you complete the order, $129.99 will be transferred into your account as credit. Every month, your account will deduct $10.83 to cover your subscription. With this payment system, you have the flexibility to change subscriptions at any time. If you want to upgrade or downgrade your subscription in the future, you can cancel the 10GB subscription and order a different one using your unused credit. All subscription plans recur every month until cancelled.

Your monthly billing day is the day you signed up for a free DriveHQ account. For example, even if you ordered a 10 GB subscription on December 26, but you signed up for your free DriveHQ account on the 20th, your billing day each month will still be the 20th.

If you order a subscription plan after your billing day, your first month will be prorated. For example, if you order a 10 GB yearly subscription for $129.99 on February 25 and your billing day is February 20, the cost for the first month will be $8.90 instead of $10.83. You subscription will not require a deposit until February 20 of the following year. At that time, you can deposit $129.99 to cover another year of service.
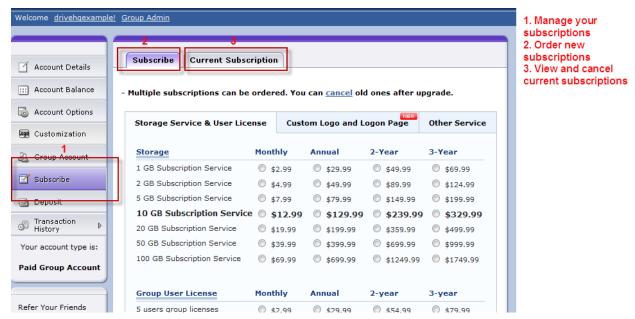
Any credit in your account will either be part of the **cash balance** or the **service coupon balance**. The cash balance is any money that has not been put aside for a subscription, i.e. when you make a deposit. The service coupon balance is credit that has been put aside when you ordered a subscription. For example, say you order a 10 GB yearly subscription for $129.99. Your service coupon balance will become $119.16 ($129.99 – first month's service), and your cash balance will be 0. If you simply make a deposit of $50, the $50 will become a part of your cash balance.

When your account runs out of credit to cover your subscription(s), your account will have a negative balance. If your account balance remains negative beyond our standard one month grace period, certain features will become locked including the ability to download files.

Please note that deposits less than $10 will incur a $.50 processing fee (when you order a new subscription, this fee is waived).

Changing Subscription Plans

If you need to upgrade or downgrade your subscription plan, you can do so at any time by going to the **Subscribe Page**.
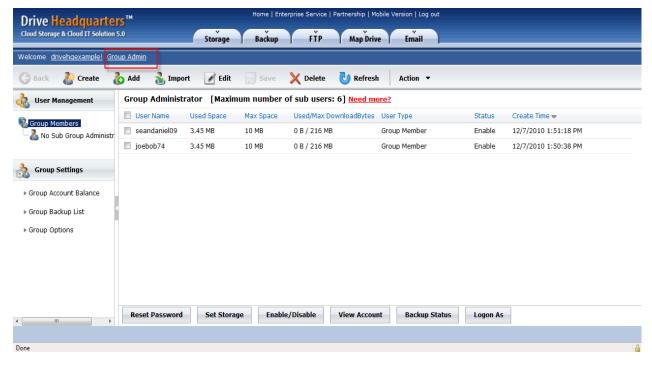

First, order a new subscription plan. Next, cancel your old one. To cancel a subscription, click on **Current Subscription**, then click on an order item ID. Click the Cancel button. Unused credit from your old subscription will be used toward your new subscription automatically. If you are upgrading your plan, please contact DriveHQ and request your service coupon balance be transferred to your cash balance. This will allow you to use your unused credit toward a new subscription.

If you are downgrading your service, please make sure your storage usage is less than the storage provision of your new subscription.
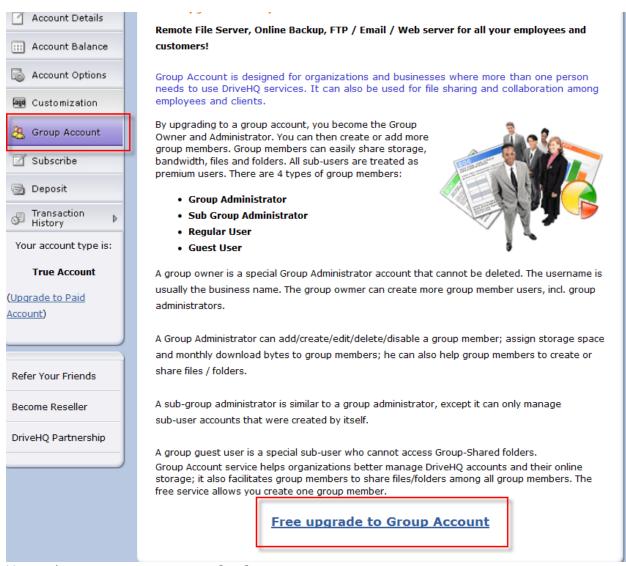
If you have any questions or experience any problems with subscriptions, please contact support@drivehq.com.

Group Account Service

Group account service is ideal for businesses that have more than one user. With this service, sub-users and sub-groups can be created and managed by the group owner and specially assigned administrators.
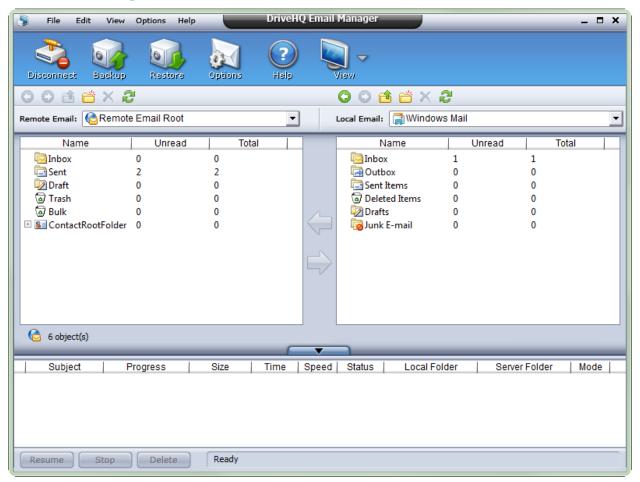
You can upgrade to a free group account at any time. To do so, log on to the website and go to your account page. Click Group Account -> Free upgrade to Group Account.

Upgrade to a group account for free

Email Manager

Email Manager is DriveHQ's desktop software that lets you back up emails, email folders, and contacts by drag and drop. Be able to access your backed up emails from anywhere by logging into our webmail system.

Note: Email Manager is sold separately. For more information about email manager, please go to:
http://www.drivehq.com/downloads/downloadEmailmanager.aspx

Need More Help?

To download our service manual with detailed information about how to use our products and services, or to see other help articles, please visit our support page: https://drivehq.com/help/support.aspx.

If you need technical or sales assistance, please email support@drivehq.com.