BT Cloud

CUSTOMER GUIDE

Contents

BT Cloud Overview

The fear of losing personal files and data is growing rapidly as more of our digital lives are stored on mobile devices. The BT Cloud solution provides the capability to access, sync, create, and manage content from any device running most mobile operating systems.

With BT Cloud, you have the flexibility to set what content types to back up, how to back up the content, and schedule automatic backups. Giving you added control allows for quicker retrieval of the content that is important to you. You can easily restore and transfer personal data to new or replacement devices, while keeping digital content secure, in sync, and accessible across all smartphones, tablets, PCs, and Macs. You can also activate scheduled backups to run automatically in the background to ensure content is always safe.

Glossary of Terms

TERM		DEFINITION
CLIENT		A client is an application that is accessible via a device. Below are the clients available for BT Cloud.
	Web Client	The Web Client allows users to access BT Cloud via an internet browser. The Web version of BT Cloud can be accessed by visiting this site: https://home.bt.com
	Desktop Client	The Windows Desktop client allows you to backup, restore, synchronise, and share content on your PC or Mac within BT Cloud and across other connected devices. To sync files to the Cloud, just move or copy them into the BT Cloud folder in Windows Explorer or Mac Finder. The BT Cloud Desktop client can be downloaded by visiting the Web client, then clicking on your name, and finally selecting "Get the Desktop App" in the menu.
	Mobile App Client	The Mobile App client allows users to access BT Cloud via tablets and smartphones. The application is available on all major app stores.
CONTENT CLASS		A class of content on a device that is supported by BT Cloud. Content classification is based on file type and location. Content classes include: contacts, call logs, SMS, MMS, photos, videos, music, and documents.
	Contacts (stored in device memory & SIM)	A collection of contact data records, which are stored in the applicable repository on a device. Contacts typically include a name, address, phone number, email, and may include other information the end-user stored for the contact. Contacts may also include a Contact Photo (an image linked to an individual contact and stored in the applicable repository on the device).
	Call Logs	A collection of log entries stored in the applicable repository on the device. Log entries describe calls made, calls missed, calls received, messages sent, and messages received.
	SMS	A collection of text messages that have been received and stored on a device. Text messages typically contain "from" and "to" information, sent time, read and receipt indications, and delivery options that were stored in the applicable repository on the device.
	MMS	A collection of multi-media messages that have been received and stored on the device. MMS typically contain one or more multi-media attachments and a file (such as SMIL) specifying how the multi-media files should be viewed.

	Pictures	A collection of photos, typically from the device's camera roll or gallery, but may also include other pictures stored by the end-user in the applicable repository on the device.
	Videos	A collection of video files, primarily from the device's camera roll or gallery, as well as other videos the end-user has stored on the device.
	Music	A collection of music files that the end-user has stored on the device.
	Documents	Documents or files that the end-user has created and/or stored in the applicable repository on the device.
FUNCTIONS		
	Backup	Copying content so it can be preserved and accessed in case of data loss.
	Sync	Replicating data across multiple devices and the Cloud. Web, Desktop, and Mobile clients offer sync capabilities.
	Access	Organising and manipulating data as needed including search, browse, view, playback, edit, organise, and delete.
	Share	Sharing data through the following methods: Private Share, Public Link and Send as Attachment
	Restore	Loading content from the Cloud onto a device that does not have that content.
	Create	Interacting and organising content and customizing it for specific needs. Features include Playlists, Slideshows, Contacts, and Contact Groups.

Key Functions

BACKUP

You can backup content into the Cloud from all BT Cloud platforms – Web, Desktop, and Mobile. On both Desktop and Mobile, backup can be automated with no action required, ensuring that your content is kept safe in the Cloud as soon as the content is created on the device.

SYNC

Keeping content in sync means that content is accessible across multiple devices and the Cloud. Both the Desktop and Mobile clients offer sync capabilities. On the Desktop, files and folders are synced to the Cloud and to/from any other computers that are running the BT Cloud application. On mobile devices, sync is used to ensure that a user's address book is kept up to date across all their mobile devices as well as the Cloud.

ACCESS

BT Cloud provides you access to your content in a variety of ways and the flexibility to organise that content as you see fit. The key actions supported by BT Cloud are:
- Search
- Browse
- View/Playback
- Edit
- Organise
- Delete

SHARE

BT Cloud provides various features to share your content. The share methods include: Public Link and Send as Attachment.

RESTORE

Restore is an easy way to get content from the Cloud onto a device that does not have that content. This may be content that was backed up from a mobile device. BT Cloud offers the flexibility to perform bulk restores of content or single/multi-file download for getting content back to a device.

CREATE

BT Cloud provides various features that allows users to interact with and organise and customise their content their specific needs. These features include Playlists, Slideshows, Contacts, and Contact Groups.

Content Classes

BT Cloud can support any type of content. However, specific types of content have special features built into the clients to enhance the user experience of the product. The following content classes receive special treatment in the BT Cloud applications:

- Contacts
- Photos
- Videos
- Music
- Documents
- Messages
- Call Logs

Supported Platforms

BT CLOUD MOBILE ANDROID & IOS

BT Cloud provides clients for the following mobile platforms:
- Android (v6- v9) – Smartphones and Tablets
  - The Android reference devices are the Google referenced ones: Pixel, Samsung S8, LG Nexus 10

- iOS (v12 and v13) – iPhones and iPads
  - The current iOS reference devices are the iPhone X, iPhone 8, and iPad 9.7" Pro.

BT CLOUD DESKTOP WINDOWS PC & MAC

BT Cloud provides clients for the following desktop platforms:
- Microsoft current version and previous version.
- Apple Mac OS current version and previous version.

BT CLOUD WEB FIREFOX, CHROME, INTERNET EXPLORER, & SAFARI

BT Cloud supports the following Web browsers:
- Microsoft Internet Explorer – 10 & 11
- Mozilla Firefox – current version (Windows only)
- Apple Safari (Mac only)
- Google Chrome – current version (Windows & Mac)

BT Cloud Mobile – Android

The new version of the Android app is available for download.

Get Started

1. Download and install the mobile app, available in Google Play.
2. Enter your BT Cloud username and password and click on **Login**.
3. You will then be prompted to select the content classes that you would like to synchronize with the BT Cloud platform
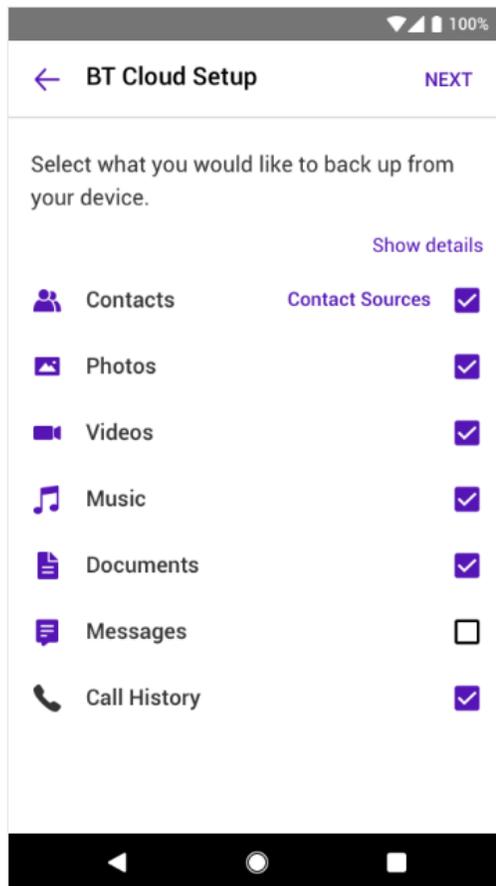
4. As of Android M, the client prompts the user to accept each permission request separately. This results in a number of successive permission requests. Denying the relevant permission will prevent the app from backing up the associated content

BT Cloud   NEXT

BT Cloud needs additional permissions to
back up your content to your Cloud.

Phone Number Access
Required, so we can identify your
account.

Pho
Req
vide

Allow BT Cloud to
access your Contacts?

☐ Never ask again

DENY   ALLOW

Cor
Nee
Con

SMS Access
Needed if you want to back up your
Messages.
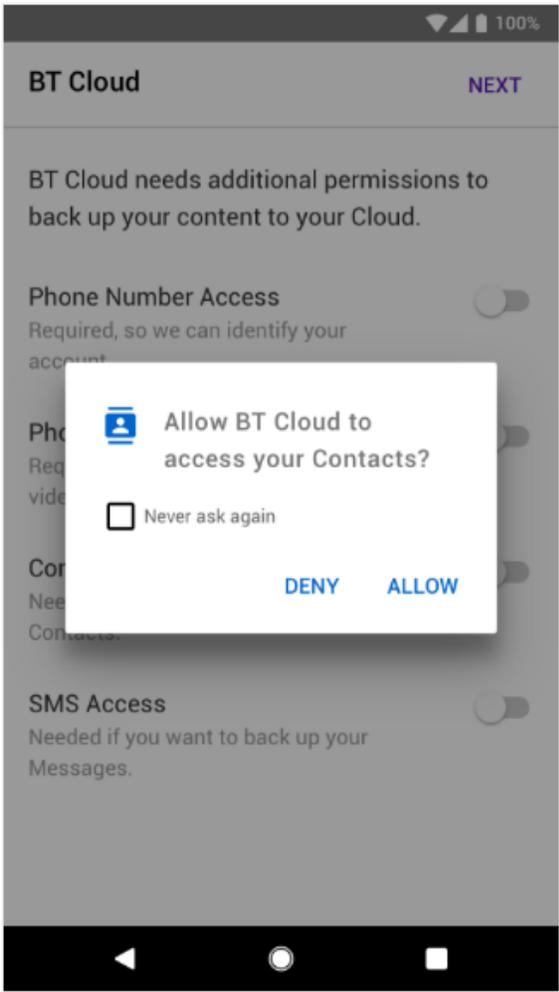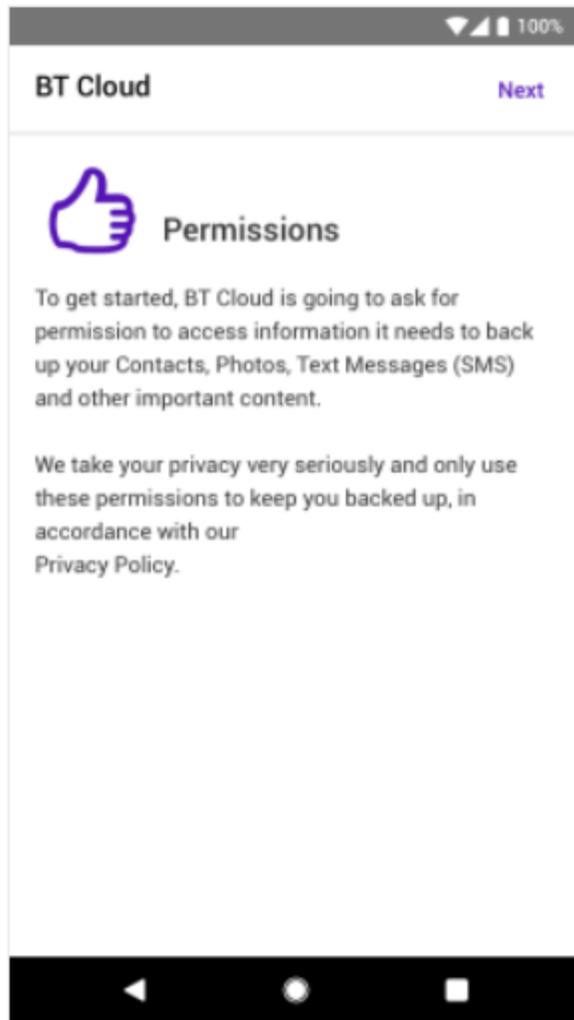
App Shortcuts

Make backing up, uploading, and sharing content easier, directly from the device home screen (Must have Android 7.1 or higher)

App Notification Preferences

On Android, to control your notification type select the **Navigation Menu** > **Settings** > **Notification Manager**

Home Screen

To access, click **Navigation Menu** (three lines in upper left corner) **> Home**
The diagram below features the basic elements of the BT Cloud Home Screen and Side Bar Menu .
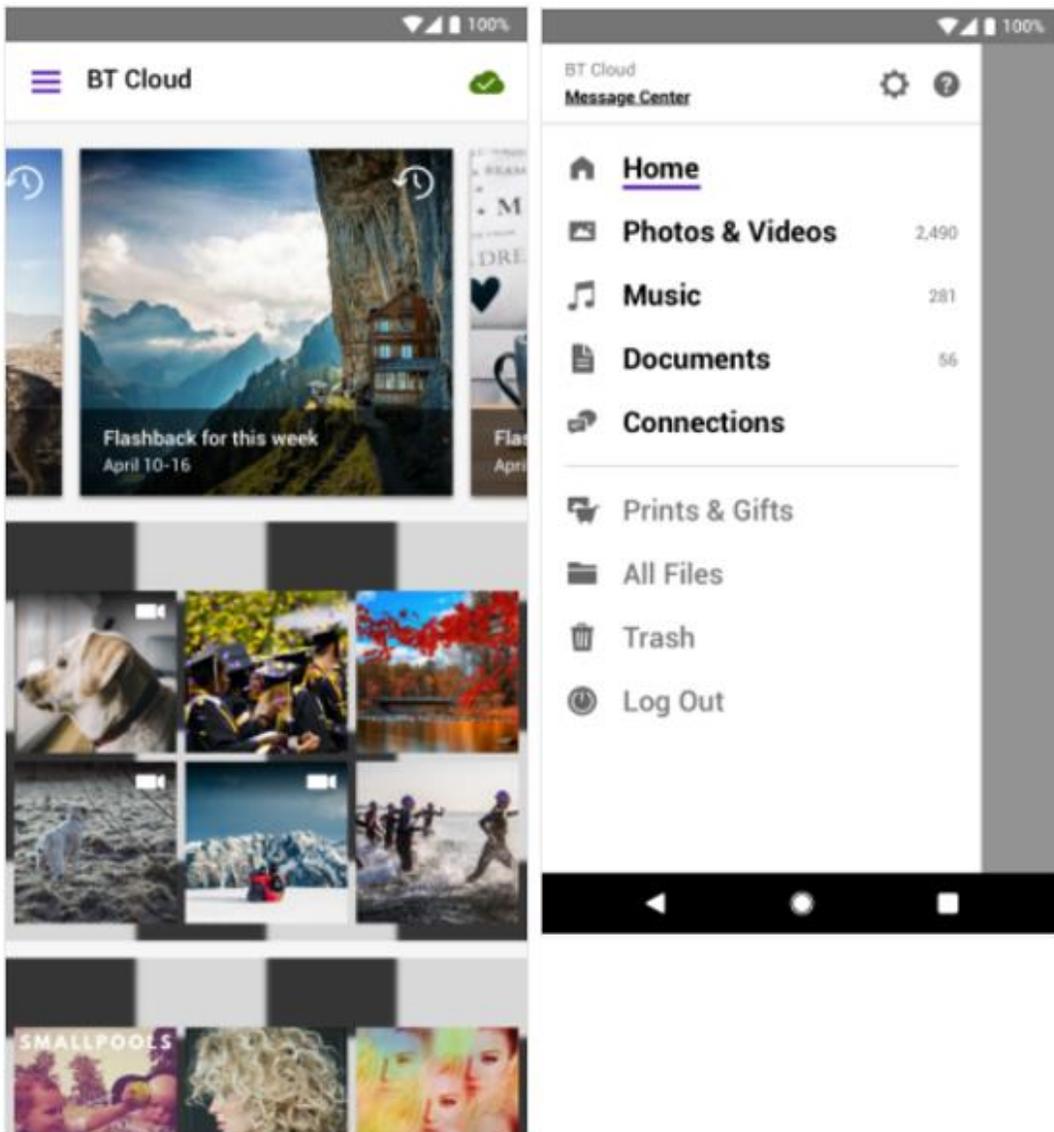
Back Up

1. Click on the **Navigation Menu** (three lines in upper left corner).
2. Select **Settings**
   a. Select **What to Back Up** to select the type of data you would like to back up
   b. Select **How to Back Up** to determine what network will be used to back up. The options are WiFi Only or WiFi & Mobile Networks
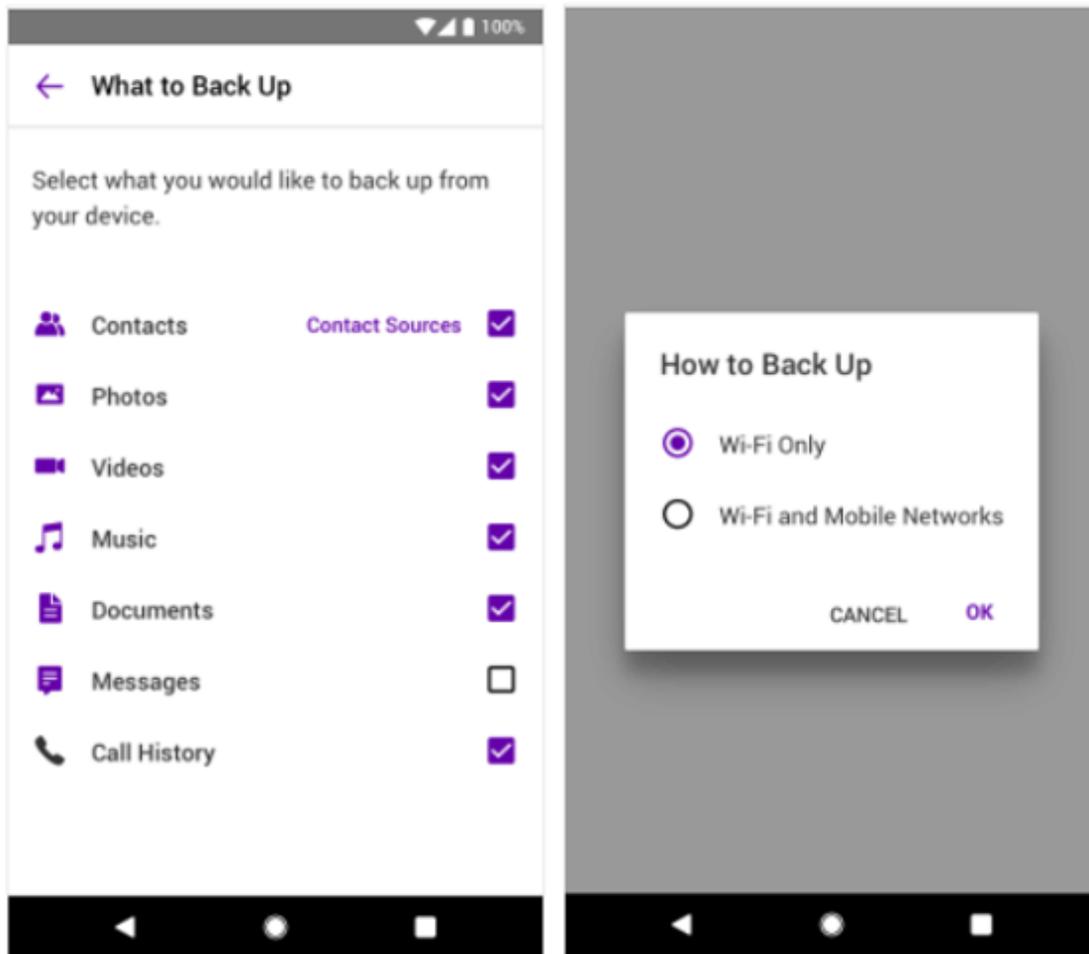
Restore

1. To restore content, select the **Navigation Menu** (three lines in upper left corner) **> Settings > Tools**
2. Select **Content Restore**
3. Select the type of content you would like to restore
4. Select **Restore**

   Restorable content for Android:
   - Photos
   - Videos
   - Music
   - Documents
   - Messages
   - Contacts
   - Call logs

To access your photos and videos, select the **Navigation Menu** (three lines in upper left corner)
> Photos & Videos

You can choose to view photos organized by:

- All Photos
- Flashbacks
- Highlights
- Albums
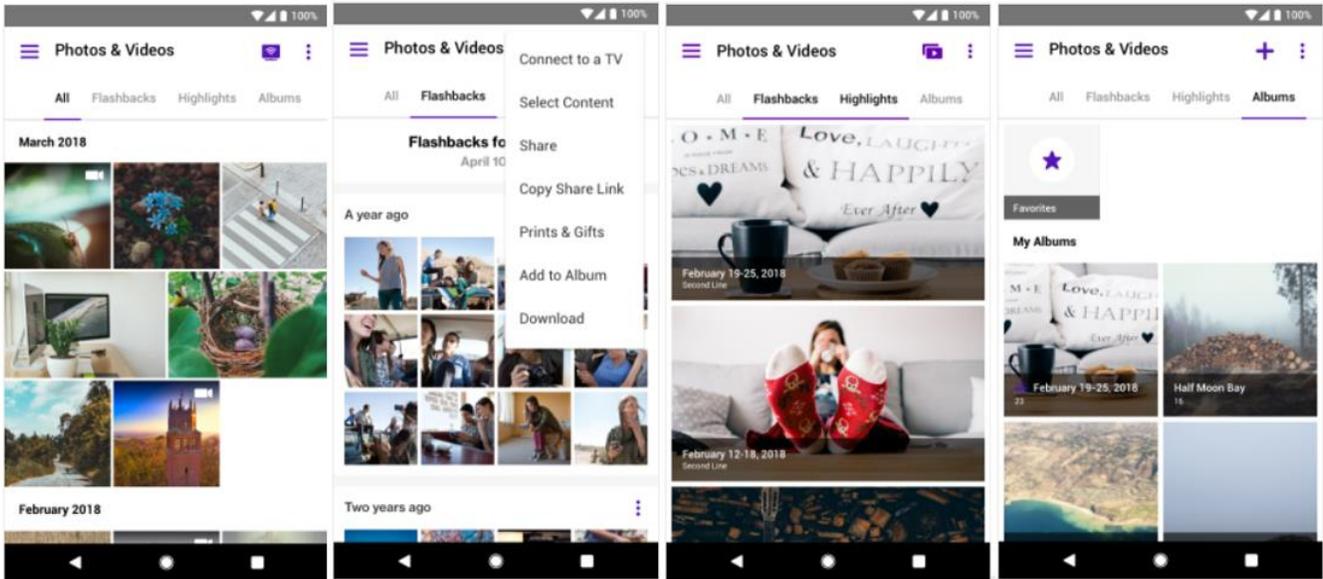
Click and Drag (Multi-Select)
1. **Click** on one photo/video and **drag** to select multiple photos/videos
2. Allows for **easier** management of user content

In the Albums view, we've added the capability to sort the layout as follows:
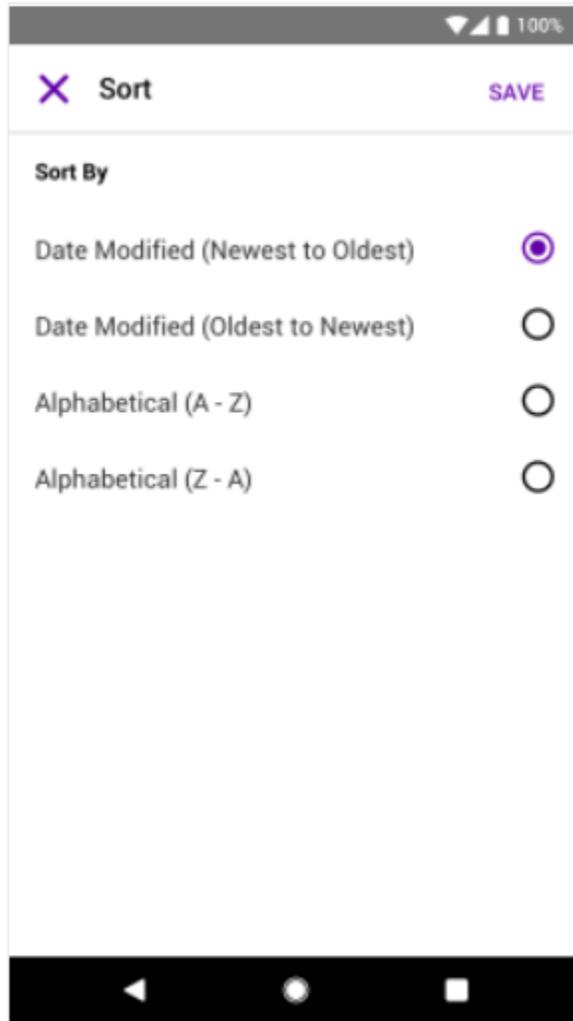
From the **Detail** view, you can complete the following tasks.
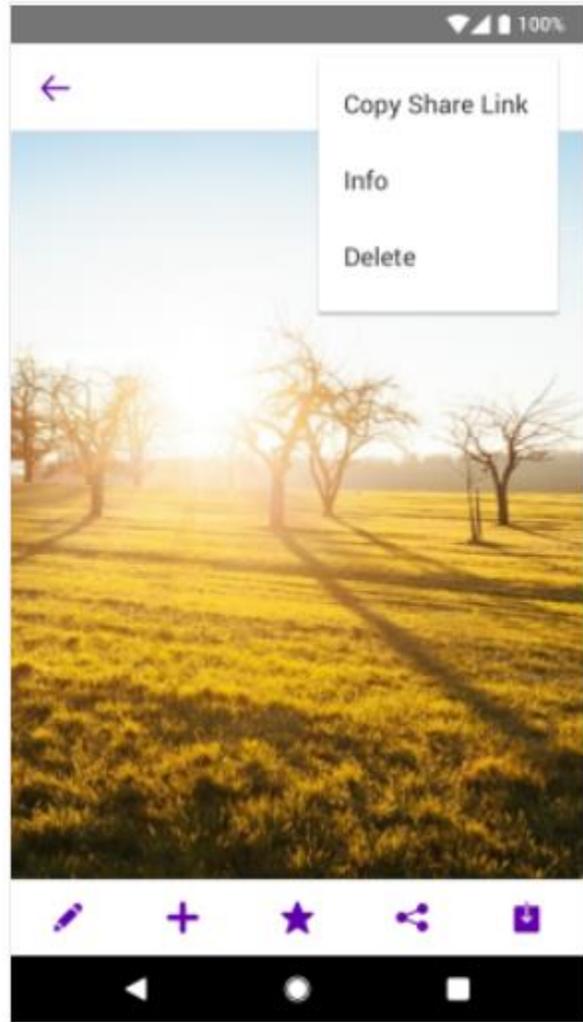
- **Print a Photo ***

- **Start a Slideshow**

- **Connect to a TV (for casting, where available)**

- **Copy Share Link**

- **Get Info on a Photo/Video**

- **Delete a Photo/Video**

* Note: Photo printing is currently only available in the US and is dependent on Carrier agreement with our print partner.

You can also leverage the bottom action bar to do the following:
- **Edit a Photo**

- **Add to Album**

- **Favourite / Unfavourite a Photo/Video**

- **Share a Photo/Video**

- **Download a Photo/Video**

To provide a bit more colour on Slideshow functionality, here are some aspects of the feature:
1. Select the photos and videos you would like to add to the slideshow
2. Select the slideshow icon in the upper right hand corner
3. Format the slideshow using themes, add music, add and intro, add an outro
4. Select save to save the slideshow
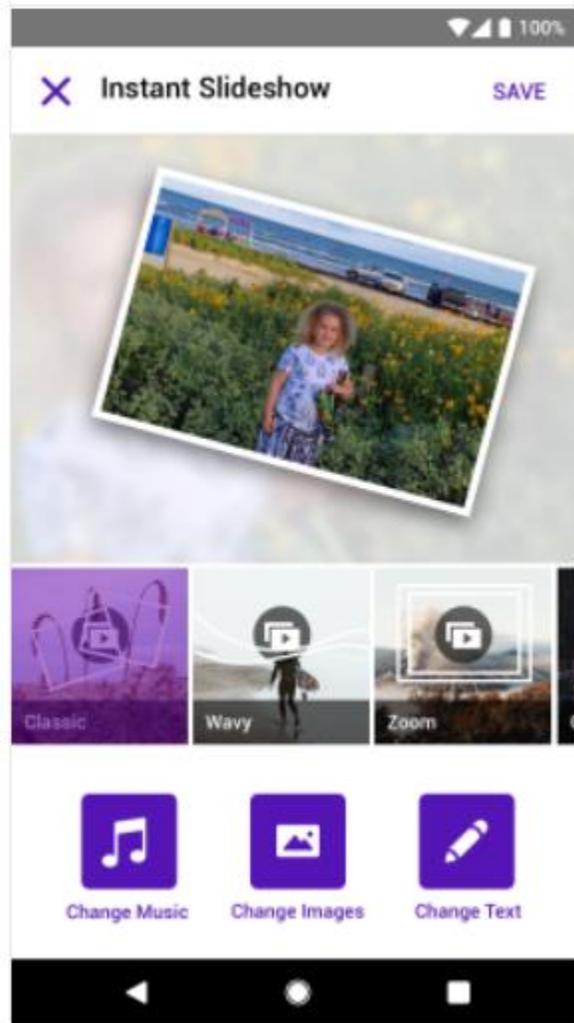
Edit Photo is a recent addition to the product. It offers you multiple ways to enhance your photos.
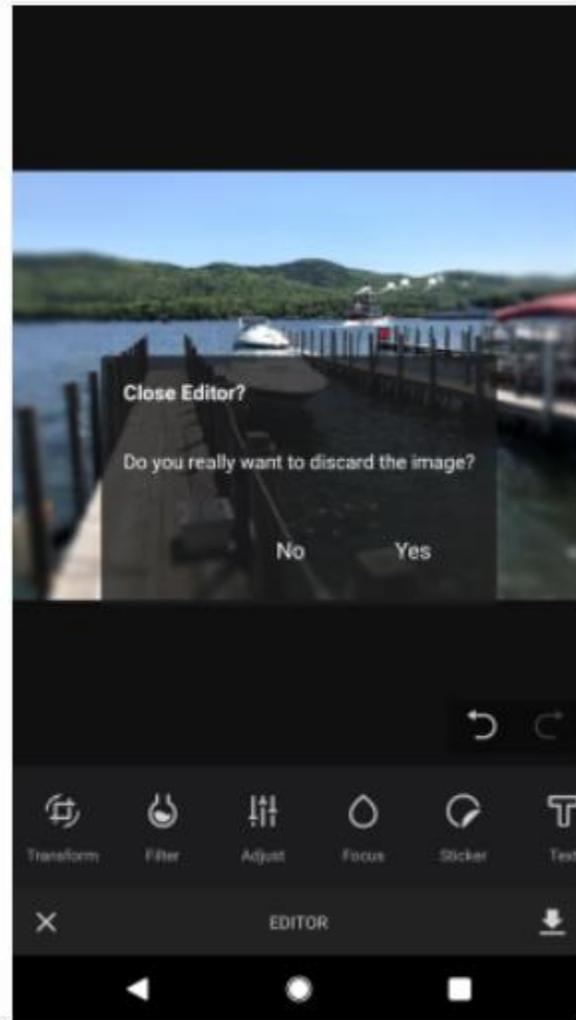
Music

To access music, select the **Navigation Menu** (three lines in upper left corner) **> Music**
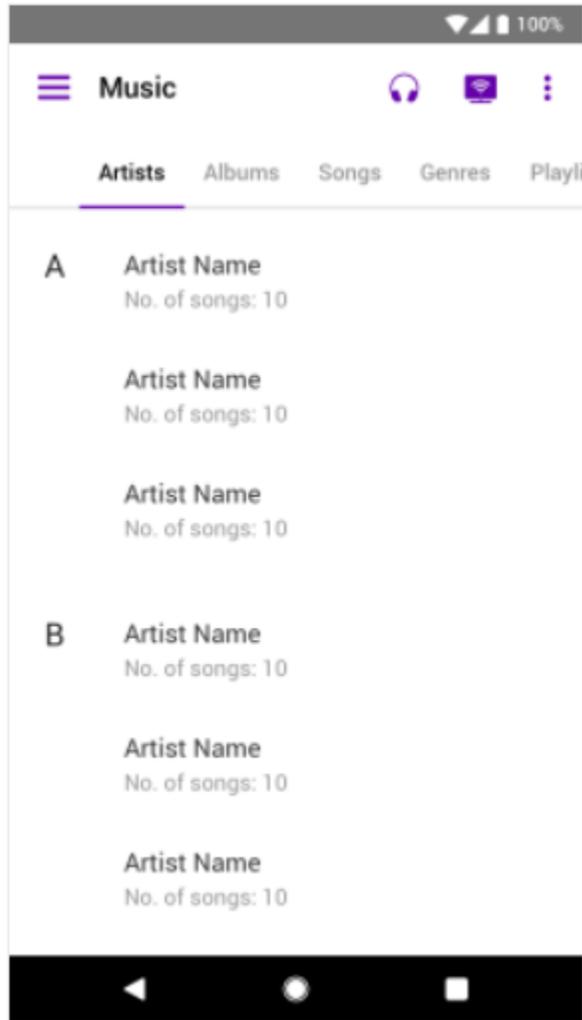
You can choose to view music organised by:

- Artists
- Albums
- Songs
- Genres
- Playlists
- Favourite

Play Music
Select the song you wish to play and select the **Play** button.

Create Playlists
1. Select the **Action Menu** (three dots in the upper right corner) > **Select Songs**
2. Select the song(s) you would like to add
3. Select the **Action Menu** (three dots in the upper right corner) > **Add to Playlist**
4. Select the playlist you would like to add the song to or create a new playlist by selecting **New Playlist**

Mark as Favourite
☆
1. Select the **Action Menu** (three dots in the upper right corner) > **Select Songs**

2. Select the song(s) you like
3. Select the **Favourite icon** (star icon) in the top right corner
4. To undo this action, select the icon again
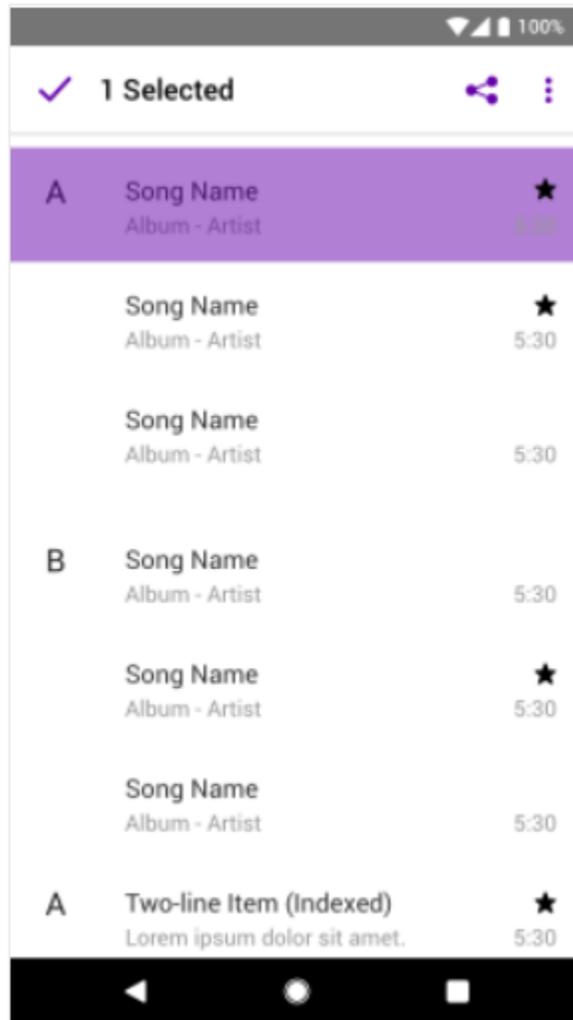
Delete a Song
1. Select the **Action Menu** (three dots in the upper right corner) > **Select Songs**
2. Select the song you would like to delete
3. Select the **Action Menu** > **Delete**
4. Select **Delete**

Documents

To access your documents, select the **Navigation Menu** (three lines in upper left corner)> **Documents**
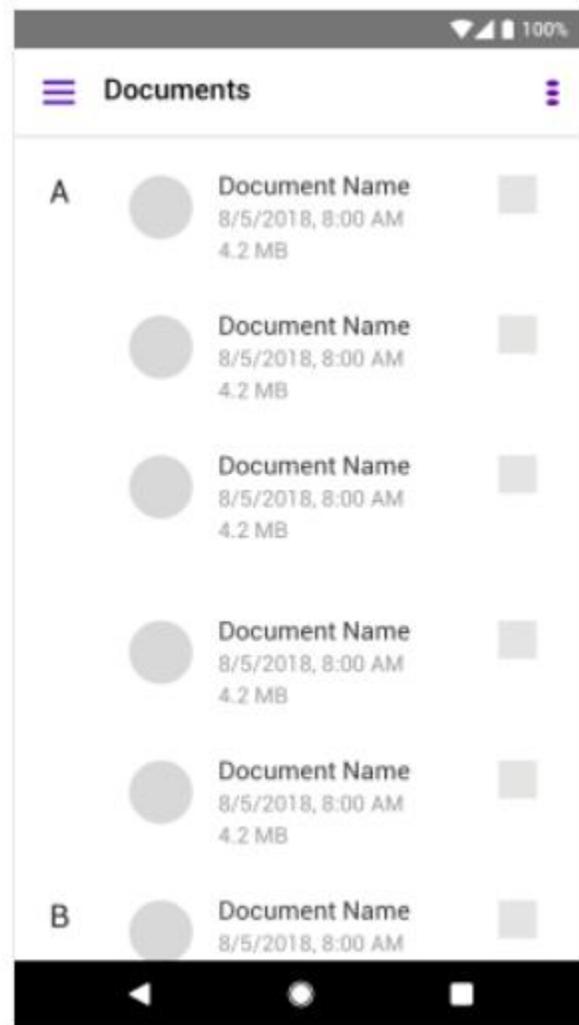
Share a Document by mail or SMS

1. Select the **Action Menu** (three dots in the upper right corner) **>**
   Select Documents
2. Select the document(s) you would like to share
3. Select the **Share icon**
4. Select an option from the various ways to share

Mark as Favourite

1. Select the **Action Menu** (three dots in the upper right corner) **>**
   Select Documents
2. Select the document(s) you would like to mark as favourite
3. Select the **Favourite Icon** (star icon)

Delete a Document

1. Select the **Action Menu** (three dots in the upper right corner) **>**
   Select Documents
2. Select the document(s) you would like to delete
3. Select the **Action Menu > Delete**
4. Select **Delete**

All Files View

To access the "All files" view, select **All Files** in the **Navigation Menu**.

You can view all of the folders/files laid out in a hierarchal list and choose between the SyncDrive view or to look at individual Backups from Desktop clients. The ability to preview a file without downloading it is also available by clicking on a file.

From this view you can complete the following tasks (see Documents section above to have details on how to perform the tasks):

- Open a file
- Download a file
- Share a file (except for music files)
- Delete a file

Move a File

1. Select **All Files** from the **Navigation Menu** (three lines in the upper left corner)
2. Choose the folder that you wish to view
3. Select the file or files you want to move > Click the **Action Menu** (three dots in the upper right corner)
4. Select **Move**
5. Choose which folder to move to > **Move Here**

BT Cloud Mobile – iOS

The new version of the iOS app is available for download.

Get Started

1. Download and install the mobile app, available in the app stores.
2. Enter your username and password and click on Login.
3. On the mobile apps, you will be presented with a Quick Start overlay with tips on how to navigate the menus.
4. You are then prompted to select the content classes that you would like to synchronize with the BT Cloud platform:
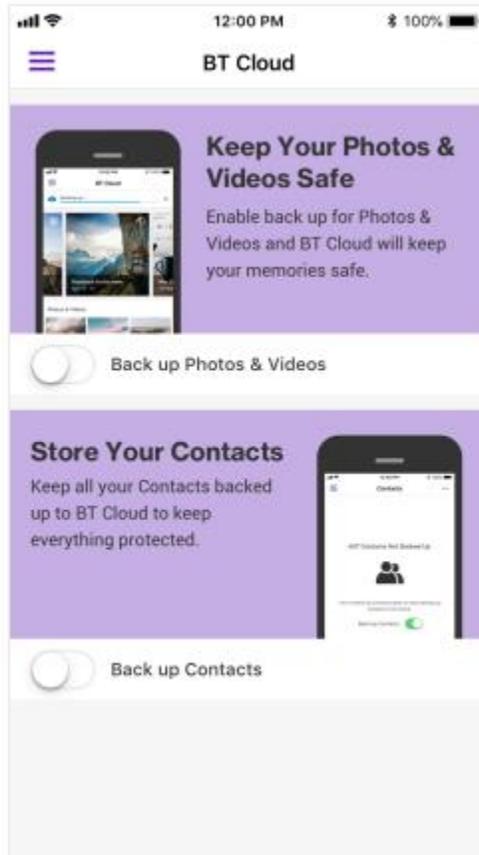
Home Screen

The diagram below features the basic elements of the BT Cloud Home Screen and Side Bar Menu
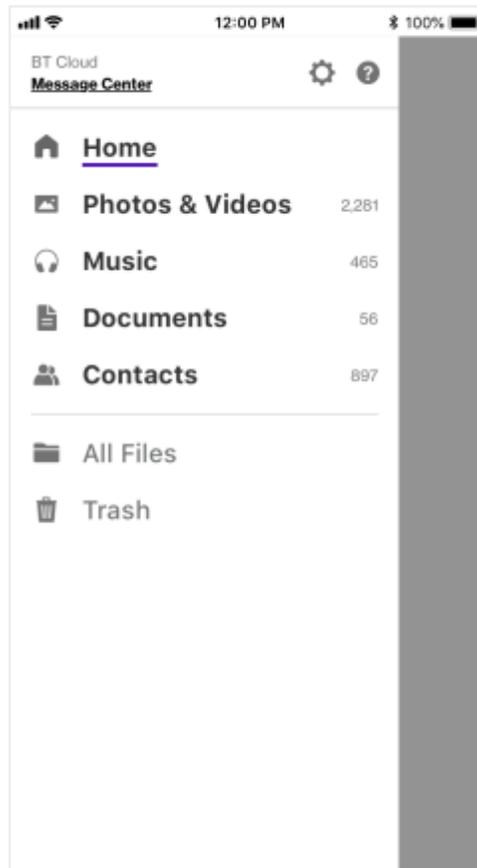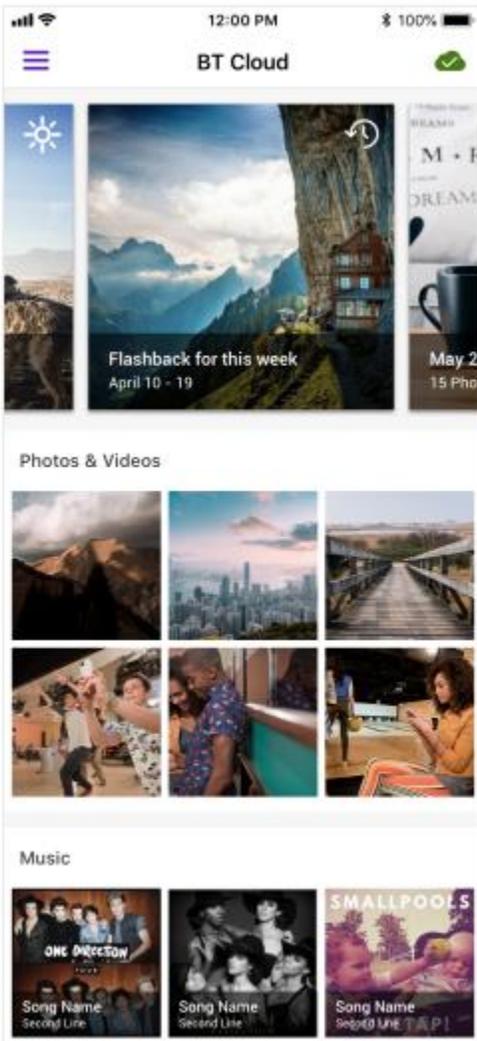
Back Up

1. Click on the **Navigation Menu** (three lines in upper left corner).
2. Select **Settings**
    a. Select **What to Back Up** to select the type of data you would like to back up
    b. Select **How to Back Up** to determine what network will be used to back up. The options are WiFi Only or WiFi & Cellular
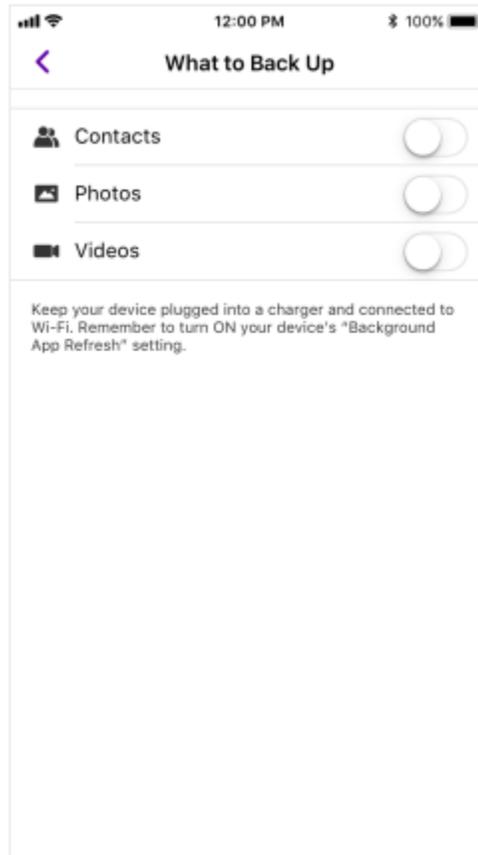
Restore

1. To restore content, select the **Navigation Menu** (three lines in upper left corner) **> Setting > Tools**
2. Select **Content Restore**
3. Select the type of content and the network to use and then select **Restore**

Restorable content for iOS:
- Photos
- Videos
- Contacts

Photos & Videos

To access your photos and videos, select the **Navigation Menu** (three lines in upper left corner) **> Photos & Videos**

You can choose to view photos organized by:

- All Photos & Videos
- Flashbacks
- Highlights
- Albums
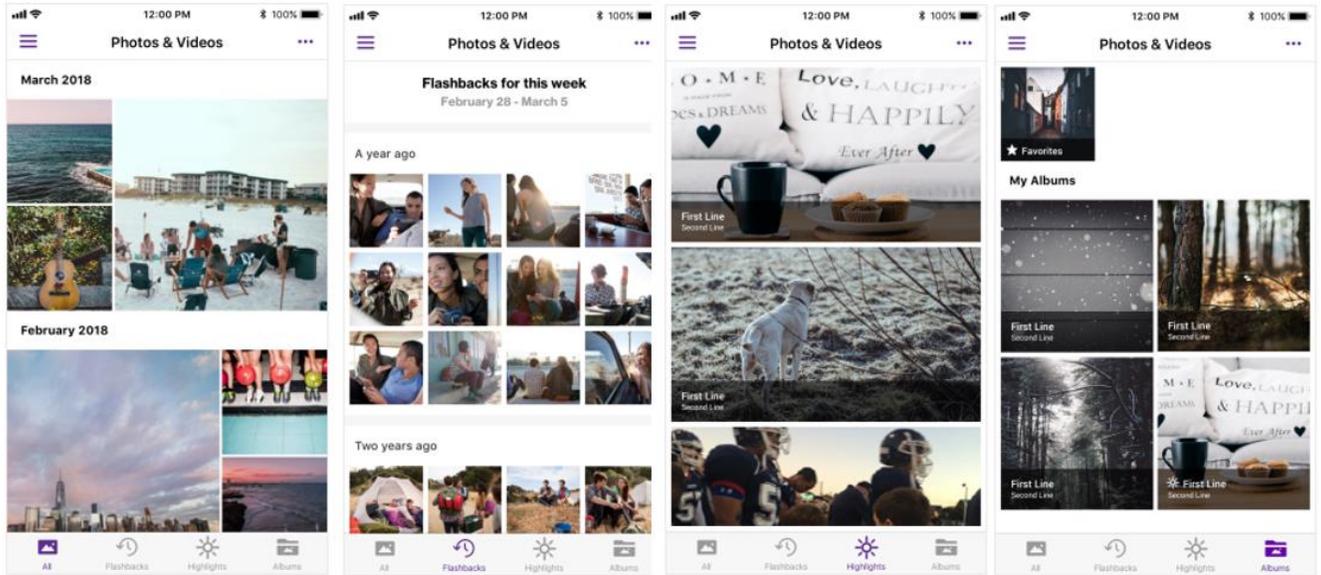
Click and Drag (Multi–Select)
1. **Click** on one photo/video and **drag** to select multiple photos/videos
2. Allows for **easier** management of user content
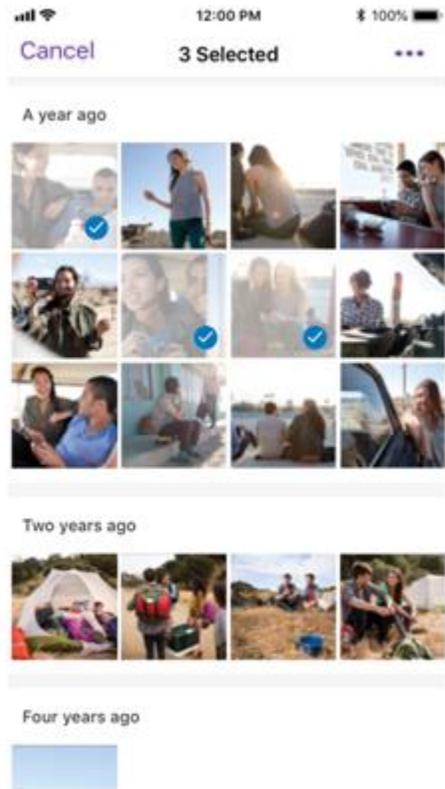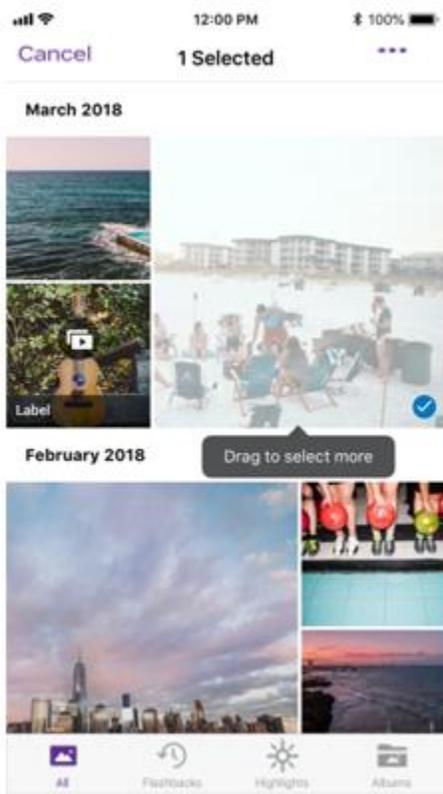
In the Albums view, we've added the capability to sort the layout as follows:
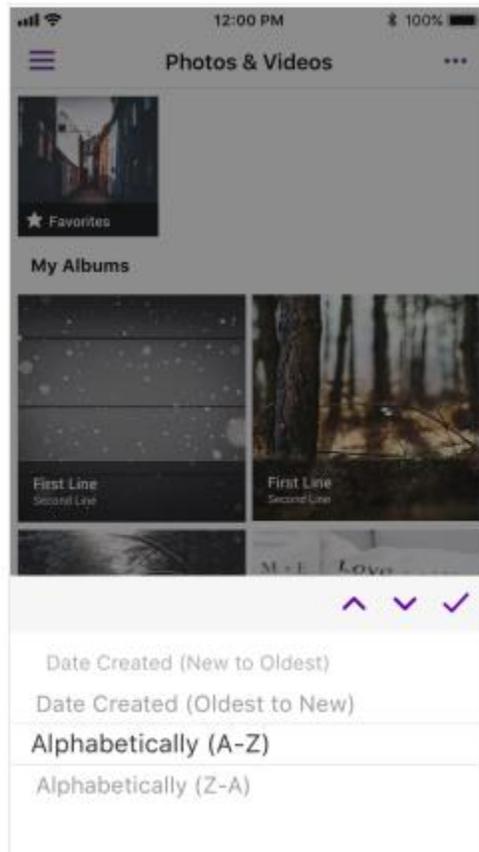
From the **Detail** view you can complete the following tasks.
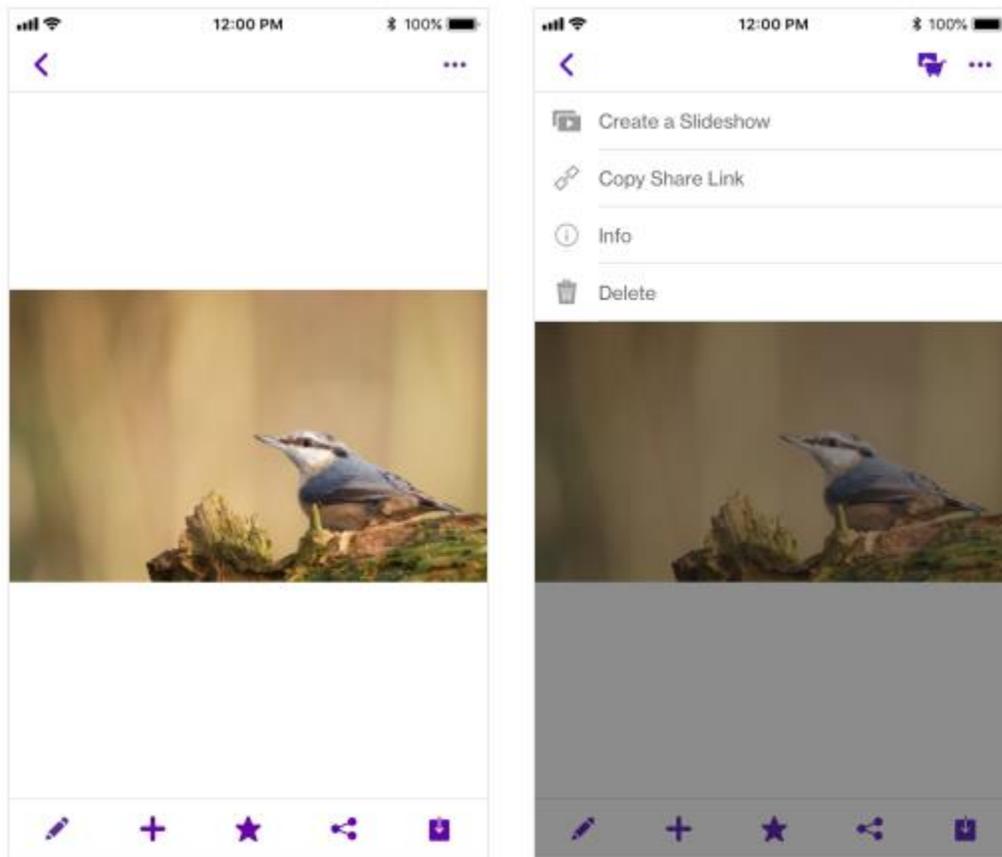
- **Start a Slideshow**
- **Copy Share Link**
- **Get Info on a Photo/Video**
- **Delete a Photo/Video**

Note: Photo printing is currently only available in the US and is dependent on Carrier agreement with our print partner.

You can also leverage the bottom action bar to do the following:
- Edit a Photo
- Add to Album
- Favorite / Unfavorite a Photo/Video
- Share a Photo/Video
- Download a Photo/Video

To provide a bit more colour on Slideshow functionality, here are some aspects of the feature:
1. Select the photos and videos you would like to add to the slideshow
2. Select the slideshow icon in the upper right hand corner
3. Format the slideshow using themes, add music, add and intro, add an outro
4. Select save to save the slideshow
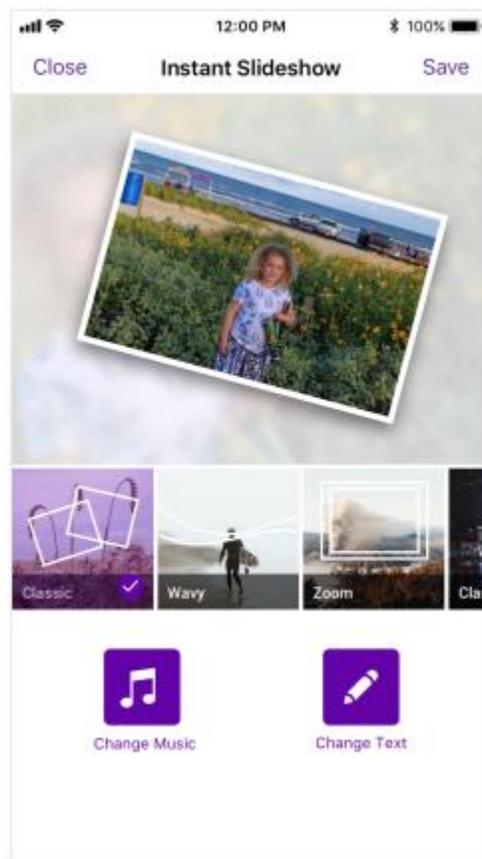
Add to an Album
1. Select the photo/video you would like to add.
2. Select the **Action Menu** > **Add To Album**.
3. Select the Album you would like to add the photo/video to or create a new album by selecting **"+,"** creating an album name, and selecting **OK**.

Mark as Favorite
1. Select the photo/video you like to assign as a Favorite.
2. Select the **Star icon** (Favorite).
3. To undo this action, select the **Star icon** again (Unfavorite)**.**

Music

To access music, select the **Navigation Menu** (three lines in upper left corner) **> Music**.
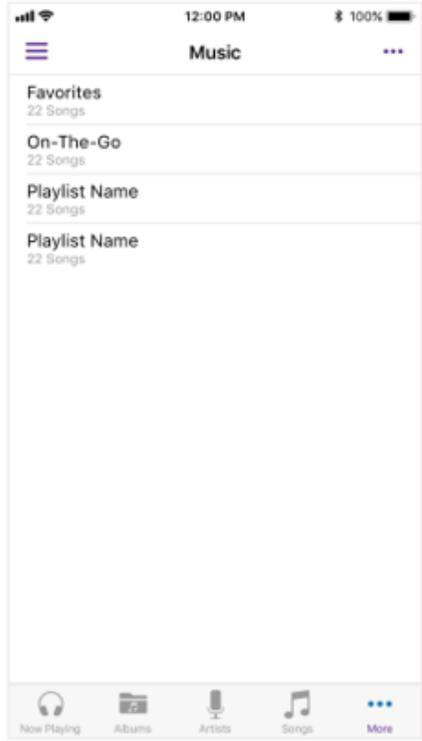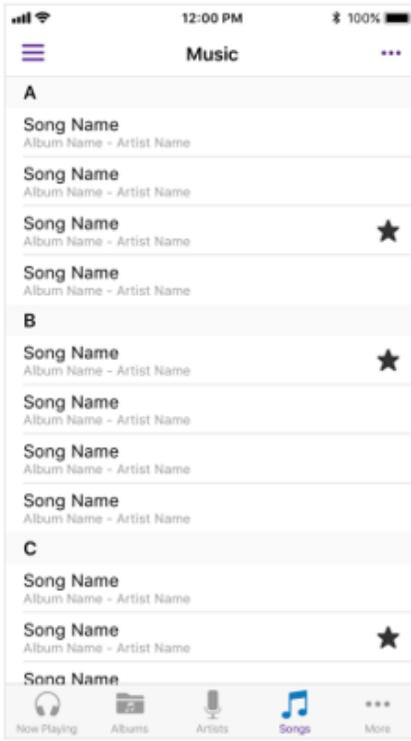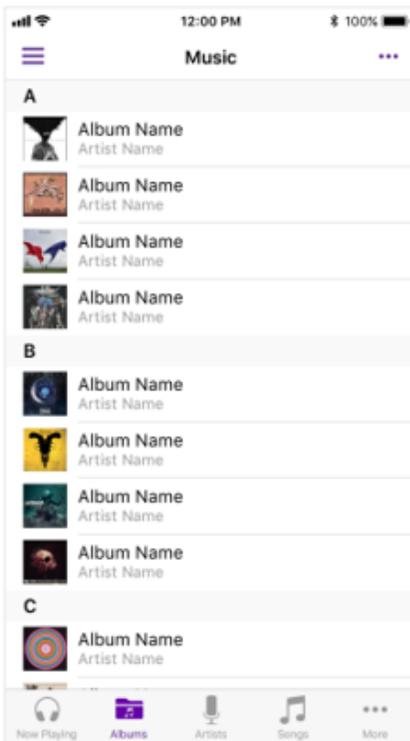
You can choose to view music organised by:

- Artists
- Albums
- Songs
- Genres
- Playlists
- Favorites

Play Music
Select the song you wish to play and select the play button.

Create Playlists

1. Select **Action Menu** (three dots in the upper right corner) **> Select**
2. Select the song(s) you wish to add
3. Select **Action Menu > Add to Playlist**
4. Select the playlist you would like to add the song to or create a new playlist by selecting **New Playlist**
5. and then select **Check Mark**

Mark as Favorite

6. Select **Action Menu** (three dots in the upper right corner) **> Select**
7. Select the song you would like to assign as a favorite
8. Select the **Action Menu > Favorite**
9. To undo this action, select **Unfavorite**

Delete a Song

1. Select **Action Menu** (three dots in the upper right corner) **> Select**.
2. Select the song you would like to delete.
3. Select the **Action Menu** and select **Delete**.

Documents

To access your documents, select the **Navigation Menu** (three lines in upper left corner) **>Documents**.
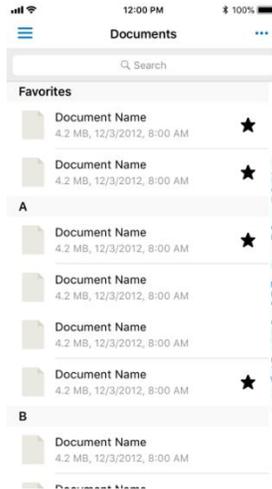
From this view you can complete the following tasks:

Share a Document
1. Select the document you would like to share
2. Select the **Action Menu** (three dots in the upper right corner) and select **Share**
3. Select an option from the various ways to share

Mark as Favorite
1. Select the document you would like to assign as a favorite
2. Select the **Action Menu** (three dots in the upper right corner) **> Favorite**
3. To undo this action, select **Unfavorite**

Delete a Document
1. Select the document you would like to delete
2. Select the **Action Menu** (three dots in the upper right corner) and select **Delete**

To access the All Files view, select **All Files** in the **Navigation Menu**.

You can view all of the folders/files laid out in a hierarchal list and choose between the SyncDrive view or to look at individual Backups from Desktop clients. The ability to preview a file without downloading it is also available by clicking on a file.

From this view you can complete the following tasks (see Documents section above to have details on how to perform the tasks):
- Open a file
- Download a file
- Share a file (except for music files)
- Delete a file

Move a File
1. Select **All Files** from the **Navigation Menu** (three lines in the upper left corner)
2. Click on the folder you want to view
3. Select the file or files and click on the **Action Menu** (three dots in the upper right corner).
4. Select **Move** > choose which folder to move to
5. Select **Move Here**

BT Cloud Web Client

Get Started

1. Open a window in a supported web browser and enter the following web address: https://home.bt.com
2. Enter your username and password and click on **Login**.
3. You should now see the home screen of BT Cloud.
4. During your initial login, you will be presented with a Welcome Screen and helpful tips on how to navigate BT Cloud.

FIRST USE EXPERIENCE – SKIP TOUR

Without local storage for the Web client, user behavior that needs to be remembered is done using cookies. As users can remove cookies at any time, use multiple browsers, or run browsers in "private" mode, it is likely that a user will be presented with the first use wizard on multiple occasions. The latest Web client provides the user with the option to "Skip Tour".

Activity Screens

The image below features the basic elements of the BT Cloud Activity Screen.
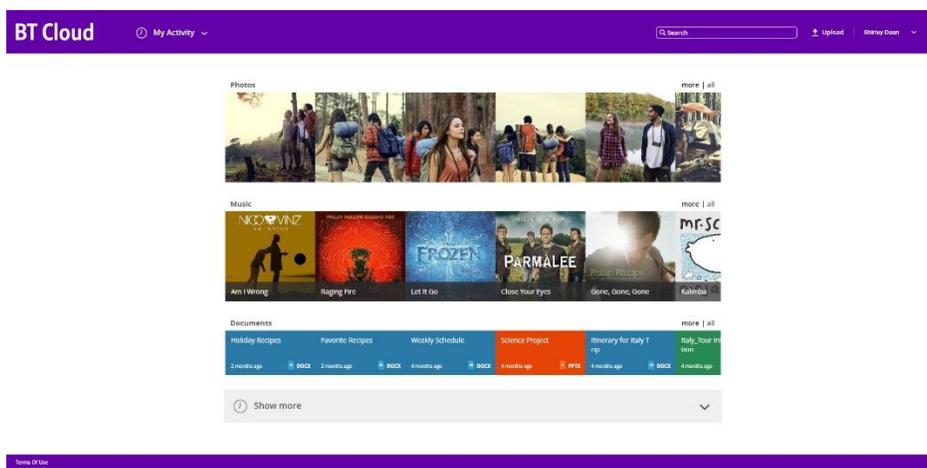
Settings

1. Click on the **drop-down menu** (your account name in the upper right-hand corner).
2. Select **My Settings** to:
   a. Change your account name and email address.
   b. Buy more storage.
   c. Select if you want to be notified by email, or not all.
   d. Enable Smart Albums.

Upload File(s)

1. Click on **Upload** in the upper right-hand portion of the browser window.
2. Click on **Browse your computer** and select the file(s) you would like to upload, or drag the file(s)you would like to upload to the box that says or **Drag and drop files here**.

3. You will receive a message confirming the file(s) has been uploaded.

Sync

All changes made to your content on the Web will be synced to the Cloud and to the Mobile and Desktop clients where sync applies. For example, if you delete a file from the Cloud on the Web client, that file will no longer be available on any other device running BT Cloud. It will NOT, however, be deleted from the source computer or device storage that it was uploaded/backed-up/synced from.

Edits to existing contacts or new contacts created via the Web client will trigger a sync to the BT Cloud Mobile client to propagate the edit to the local address book.

Access
The BT Cloud Web client allows you to access the Cloud using a file centric view, or to use a view optimised for the media type. For example, photo views would be displayed in a grid, whereas music views would allow views per artist, album, song, etc.

Photos & Videos

To access your photos & videos, click on **Main Navigation Menu** (to the right of the logo) > **Photos**.
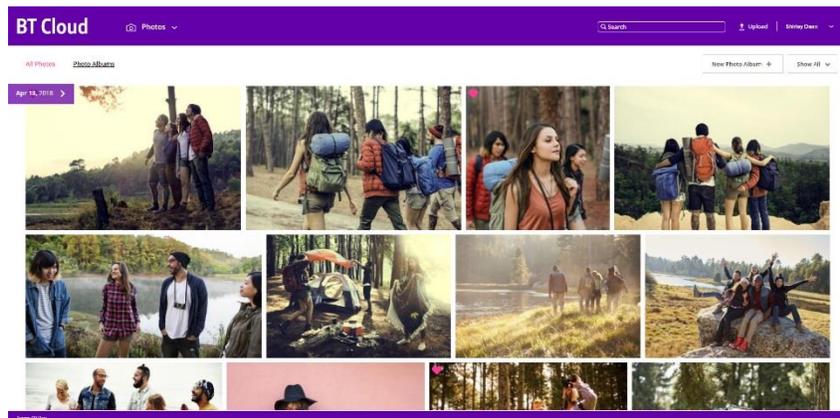
From this view you can complete the following tasks:

Create a Slideshow – Select some or all photos to view in Slideshow mode.
1. Click the check mark in the upper right corner of the photos/videos you would like to include.
2. Click **Slideshow**.

Download a Photo/Video – Download a single item or all items as a zip file.
1. Click the check mark in the upper right corner of the photos/videos you would like to download.
2. Click **More** > **Download**.
3. If multiple photos have been selected, name the zip file and click **OK**.

Delete a Photo/Video – You can either send a file to the Trash Can, where it can be recovered later, or delete it forever.
1. Click the check mark in the upper right corner of the photos/videos you would like to delete.
2. Click **More** > **Delete** > **Move to Trash Can**.

3. If you would like to delete the file permanently from the Cloud, click **Navigation Menu > Trash**.
4. Select the check mark next to the file and click **Delete Forever**.

Share a Photo/Video – You can share single items or albums though an email or a restricted share link.
1. Click the check mark in the upper right-hand corner of the photos/videos you would like to share.
2. Click **Share** and choose **By Public Link, Facebook, Twitter, or Google+**.

Share via Social Network – You can also send your photos/videos to a social network.
1. Click the check mark in the upper right-hand corner of the photos/videos you would like to share.
2. Click **Share** and choose one of the following options:

- Facebook
- Twitter
- G+

Create a Link – You can create a link to share your photos/videos.
1. Click the check mark in the upper right corner of the photos/videos you would like to share.
2. Click **Share** and choose **By Public Link**.

Adjust the Version of a Photo/Video – You can use this feature to revert to previous versions of a photo/video.
1. Click the check mark in the upper right corner of the photo/video you would like to adjust.
2. Click **More > Versions**.

Add to An Album – Users can add/remove content to/from Albums/Playlists.
1. Click the check mark in the upper right-hand corner of the photos/videos you would like to include.
2. Click **Add to Album**, name the new photo Album you would like to create or select the existing photo Album you would like to add to and click **Add**.

Add Tag(s) to a Photo/Video – You can tag content, which makes it easier to search for content in the Cloud.
1. Click the check mark in the upper right corner of the photo/video you would like to tag.
2. Click **More > Tags**.
3. Enter the tags you want to add to the file and click **Save**.

Rename a Photo/Video – You can rename content directly in the Cloud.
1. Click the check mark in the upper right corner of the photo/video you would like to rename.
2. Click **More > Rename**.
3. Enter the name you would like to change the file to and click **Rename**.

Contacts
To access your contacts, click on the **main Navigation Menu** (to the right of the logo) > **Contacts**.
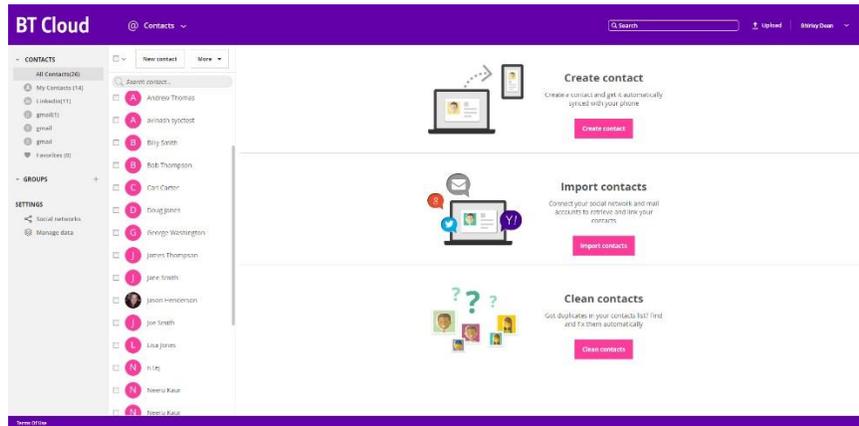
From this view you can complete the following tasks:

Create a Contact Manually
1. Click **New contact**.
2. Enter the contact's information.
3. Click **Save**.

Import Contacts from a CSV or vCard upload
1. Click **More**.
2. Click **Import**.
3. Select a CSV or vCard file to upload by clicking on **File**.
4. Click **Import**.

Import Contacts from a Third Party Service
1. Click **More**.
2. Click **Import**.
3. Select the social network account or file that you would like to add contacts from and enter the necessary login credentials.
4. Click **Accept**.
5. Click **Import**.

Edit a Contact
1. Click on the contact you wish to edit.
2. Click **Edit**.
3. Make changes and click **Save**.
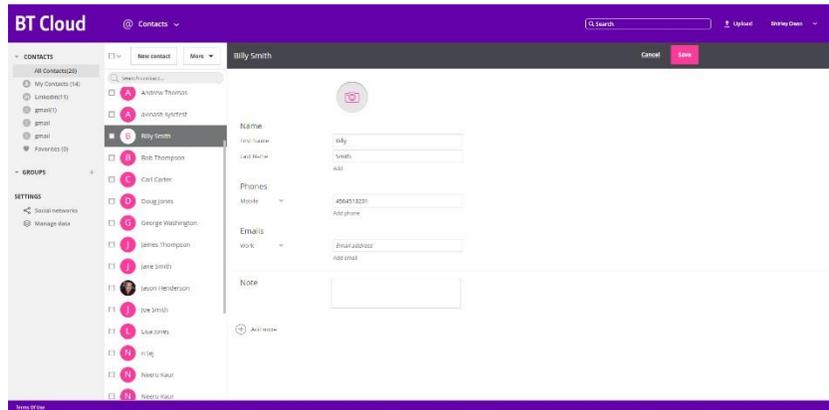
Remove a Contact
1. Check the box next to the contact(s) you wish to remove.
2. Click **More**.
3. Click **Delete**.

Create a Group of Contacts
1. Check the box next to the contact(s) you wish to include in the group.
2. Click **More** > **Assign to group**.
3. Select **Create new group** and add a group name or select the group you would like to add the contact to and click **Apply**.

Add a Contact to a Group
1. Drag and drop the contact that you would like to add to the **Group name** under the **Groups section** in the left-hand menu.

Clean (De-duplicate) Contacts
1. Click **More** > **Clean duplicates**.
2. Select the check marks next to the names you would like to merge/clean.
3. Select **Remove**.

Music

To access your music, click on the **main Navigation Menu** (to the right of the logo) > **Music.**

You can choose to view music organised by:

- Artists
- Albums
- Songs
- Playlists
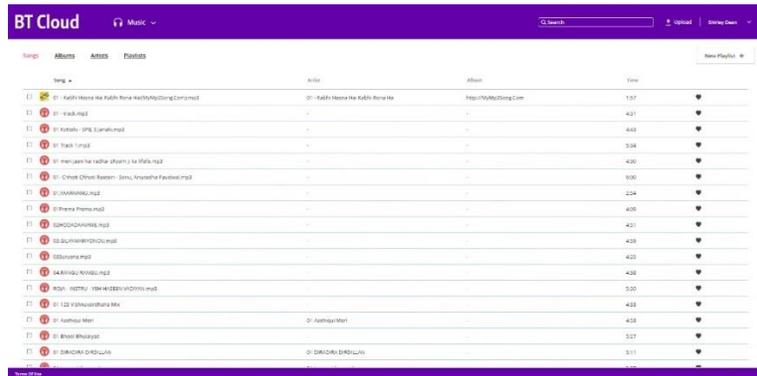
From this view you can complete the following tasks:

Play Music
Check the song you wish to play and select the play button.

Create a Playlist
1. Check the song(s) you would like to include in the playlist.
2. Click **Add to Playlist**.
3. Select the playlist you would like to add the songs to or select **Add to a new Music Playlist** to create a new playlist for the selected songs.
4. Select **Add**.

Download a Song
1. Check the song(s) you would like to download.
2. Click **More** > **Download**.

Delete a Song
1. Check the song(s) you would like to delete.
2. Click **More** > **Delete** > **Move to Trash Can**.
3. If you would like to delete the file permanently from the Cloud, click the **main Navigation Menu > Trash**.
4. Select the check mark next to the file and click **Delete Forever**.

Adjust the Version of a Song
1. Check the song(s) you would like to adjust.
2. Click **More** > **Versions**.

Add Tag(s) to a Song – You can tag content, which makes it easier to search for content in the Cloud.
1. Check the song(s) you would like to tag.
2. Click **More** > **Tags**.
3. Enter the tags you want to add to the file and click **Save**.

Mark as Favourite
1. Check the song(s) you would like to make Favourite(s).
2. Select **Favourite**.
3. To undo this action, select **Favourite** again.

BT Cloud Folder

The BT Cloud Folder is the destination for any file content uploaded from the BT Cloud Web, Mobile, and Desktop clients. This provides a convenient way to store content in the Cloud, edit it, and keep it in sync with any changes made on the desktop. If a change is made to the file in any of the synced locations, the update is then synced to all the other locations in real-time.

Restore

You can restore content from the Cloud to any computer. You can browse content that has been previously backed up from any computer and select, on a folder-by-folder basis, what content they wish to restore.

Favourites

You can mark important content as Favourites and access these across all devices. Files, folders, photos, and songs can be marked as Favourites.

All My Files View

To access the All My Files view, select **All My Files** in the **Navigation Menu**.

You can view all of the folders/files laid out in a hierarchal list and choose between the BT Cloud Folder view or to look at individual backups from the Desktop client. The ability to preview a file without downloading it is also available by clicking on a file.

From this view you can complete the following tasks:
- Open a file.
- Download a file.
- Share a file (except for music files).
- Delete a file.

Share View

To access the Share view, select **Shares** in the **Navigation Menu**. Content can be shared via Public Links. Public Links shows all Public Links that you have shared and that have been shared with you.

The Shares menu will indicate if any Public Links have been shared with you.

PUBLIC LINK

Public Links are URLs to user content in BT Cloud. Anybody with the URL can access the content so long as the content remains publicly accessible.

From the Public Links view you can see the content that has been shared with you. Which lets you:

- See who has shared content with you.
- See the date of the share.
- Download the share.
- Remove/revoke the share.

From this view you can complete the following tasks:

Open the **Shared by Others** view which lets you see:

- Who has shared content with you.
- The date of the share.
- The number of items shared with you.

Open the **Shared by Me** view which allows you to:

- Edit the content you have shared (add/remove content, add/remove recipients) by clicking on a shared item, or long press the shared item and choose **Manage** from the menu.
- Delete (revoke) a previous share by selecting a shared item, or long press on a shared item, and select **Remove Share** from the menu.

BT Cloud Desktop Client

This section highlights some of the key features and user interfaces of the desktop computer clients.

The desktop computer clients support two primary capabilities:
1) The backup of selected files and folders from the desktop computer to the cloud.
2) Sync of files and folders across multiple computers with the cloud.

The Personal Cloud desktop version is deployed with both capabilities. Earlier versions of the client enabled the configuration of each capability separately or jointly.

Get Started

1. Download the client to your desktop.
2. Enter your username and password and click on **Login**.

REDUCED UI

The Desktop client provides a minimal UI. Once configured, the objective is that the client runs consistently, reliably, and unobtrusively in the background. The result is that the UI has been reduced to:
- A systray icon that indicates the status of the client and from which the systray menu is launched
- A systray menu that provides a view of in-process and recently processed files and from which the user can access the configuration options.
- A preferences screen, through which the user configures backup and sync.
   The initial run of the client forces the user to configure backup or sync.

ADDITIONAL CONFIGURATION CAPABILITY

The Desktop Client provides additional configurability for backup folders:
1. Frequency
   Users can change the frequency with which backup folder changes are backed up to the cloud.
   The purpose of backup is to provide the user with the peace of mind that should anything happen to their content, a version of that content is protected elsewhere. Important files can change with varying frequency and scale.

The default backup folder behaviour is to continuously backup changes i.e. whenever a user saves changes to a file to a folder marked for backup, a new version of that file gets backed up to the user's cloud account. The consequence is that a large file that is changed and saved frequently will result in a large number of backup versions of that file, most of which will unnecessarily and needlessly take up space. To avoid this issue, the user can now change the frequency of a backup from 'Continuous' to 'Daily' or 'Weekly'. The result is that a file that changes and is saved multiple times a day can be backed up once a day or once a week rather than multiple times a day.

2. Direction

The default backup folder behavior is to backup changes. The configuration result is that the Direction is set to 'Upload'. If the folder content is updated, the changes are backed up to the user's Cloud backup folder. The outcome is that the Cloud backup folder, once updated, will contain the most recent additions and updates to the contents of the desktop backup folder.

Default backup folders can only be configured with an 'Upload' direction. 'Download' is reserved for user-created mappings only. See Storage Mapping.
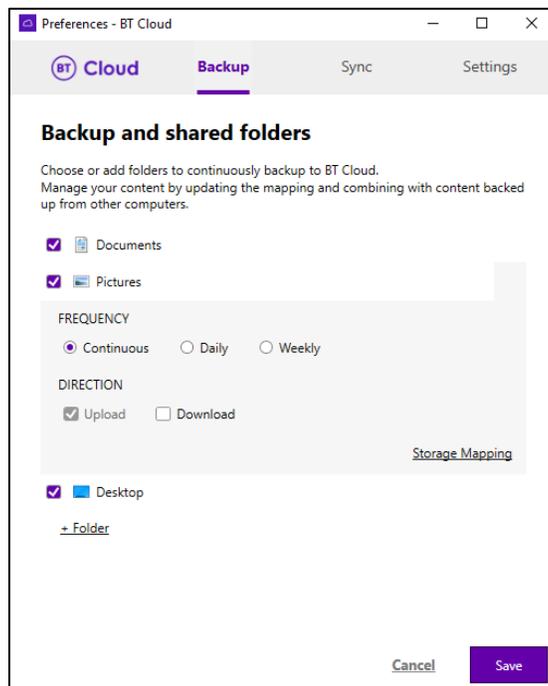
Figure 1 - Desktop Backup Folder Configuration

Desktop Backup

Desktop Backup can be described as follows:

- A user can designate a folder on the computer for 'Backup'.
- The path from which the folder is backed up is replicated in the Desktop backup repository in the user's Personal Cloud account.
- Any new content found by the client in a folder marked for Backup is backed up to the user's cloud account.
- Any changes to content in an actively backed up folder are uploaded to the cloud with the frequency configured by the user, ensuring the cloud backup gets updated with changes to content in the backup folder.

- Any deletes to content on the desktop client are NOT replicated in the cloud Backup folder. This ensures that the cloud content is secure even if the user inadvertently deletes a file or their desktop is lost or stolen.
In addition, it enables the user to backup content, delete it locally to save space, and easily get the content back to the same path by selecting 'Download' in the backup folder configuration.
- Any deletes of active backup folder contents in the cloud are not automatically replaced from the desktop client. This enables a user to remove content from a Cloud backup folder (perhaps to temporarily free up space) without the desktop client replacing the content automatically. New content added to the folder on the desktop will be backed up. To ensure that all the contents of a folder get backed up to a Cloud backup folder the user can unselect and save the changes to the folder in the backup list and then select the folder and save the changes.
- When a desktop repo has been deleted via the web client, the list of folders backed to that repo will be unselected and disabled in the desktop client Preferences. To recreate the backup repo, the user shall select and save any folder in the list or add a new folder to the list.
- Should a user remove a backup folder from the computer, the Backup folder list will visually indicate that the location no longer exists on the computer.
- A user can retrieve content from any Cloud backup folder and restore it to any location on their computer by
    o Adding a new or existing folder to the backup list, into which the content will be downloaded
    o Opening the Backup folder configuration
    o Checking 'Selective Download'
    o Selecting the folders from which to retrieve content in the Storage Mapping control.
      Content can be retrieved from one or more repositories.
    o Saving the changes
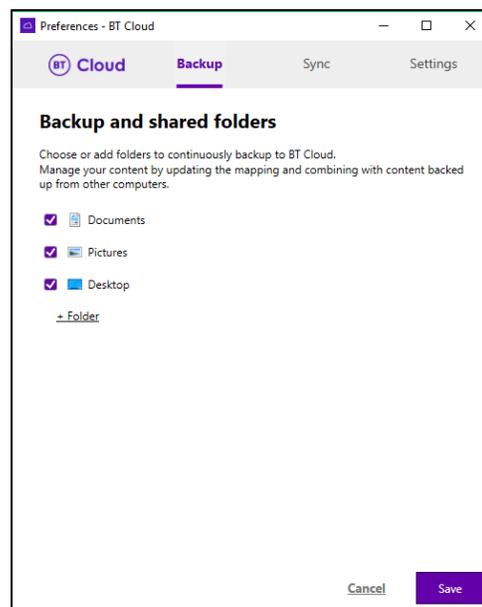
Figure 2 - Desktop: Default Backup Folders

31

BT Cloud Folder

BT Cloud Desktop clients provide direct access to the Cloud through the BT Cloud Folder. You can Search, Browse, View, Edit, Organise, and Delete files. Any file that is copied or dragged to the BT Cloud Folder will be synced to all desktops that have the BT Cloud Desktop client installed. The content is also replicated in the Cloud. If a change is made to the file in any of the synced locations, the update is then synced to all the other locations in real-time.

BT Cloud Folder is also the destination for any file content uploaded from the BT Cloud Web and Mobile clients. This provides a convenient way to store content in the Cloud, edit it, and keep it in sync with any changes made on the Desktop.

Selective Sync Feature

As the cloud storage market evolves, storage quotas are increasing, and users are storing more and more data in the cloud. In some cases, users' cloud quota may be larger than the available space on the hard drive of their computers. As a result, users need the ability to choose which folders are to be synchronized from the cloud to a given computer.

There are also scenarios where users may not wish certain content to be synchronized to a computer, for example, users may not want personal content on a work computer or work content on a personal computer.

For the reasons above, Synchronoss has added the Selective Sync feature to the Personal Cloud Desktop applications.

With the Selective Sync feature, users can select which folders are synchronized with any specific computer. Syncing folders can be different across all computers on which the Personal Cloud applications are installed.

The Selective Sync feature is found on the Summary screen of the Dashboard. From here, the user is presented with a list of all the folders that sit at the root of the Sync repository in the cloud. Users can select/deselect any of these folders to sync to a computer or can navigate inside a folder to select sub-folders. Any folders that have been selected will sync from the cloud to that computer and a local copy stored on the computer. Any folders that are not selected will not be stored on the computer. If a folder had previously been selected for syncing to a computer and was subsequently deselected, the local copy will be deleted from the computer. The cloud copy will be unaffected.
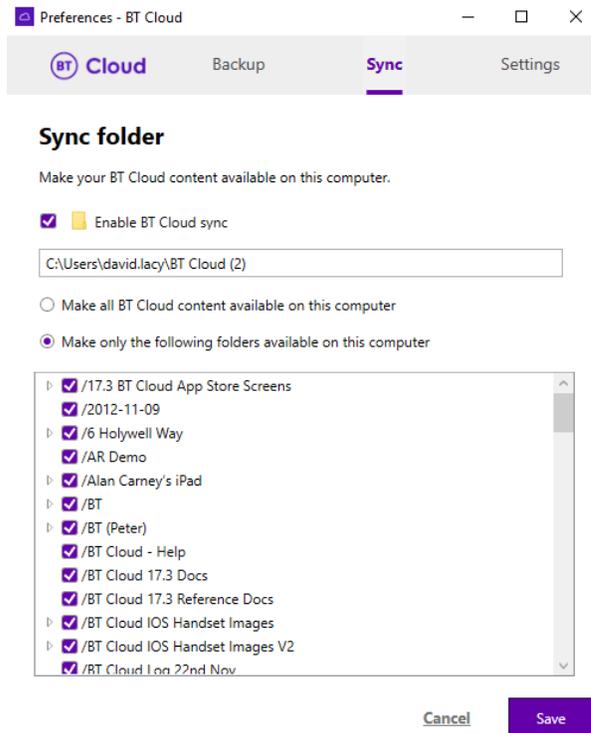
Figure 3 – Desktop Selective Sync Configuration

The carrier may now configure a storage limit above which the user will be prompted, as part of the first use experience, to select which folders to sync to the desktop. A user may have synced a large quantity of files to their cloud account before using the desktop application. On first run, the user may decide which of the sync folders it will sync to the desktop. The objective is to ensure that the user's first experience with the desktop is not simply to wait for a long time to sync content from the cloud, unless the user explicitly chooses to do so.

Access

The BT Cloud Desktop client provides direct access to the Cloud through the BT Cloud folder.

- Search – You can search with Windows Explorer or Mac Finder. Search can be done in the same way as searching on the OS natively.
- Browse – You can browse using Explorer/Finder.
- View – Selecting the file in Explorer/Finder will open the desktop application associated with that file.
- Edit – Any files that are edited or updated while in the BT Cloud folder on the computer have the same edits or updates applied to the files in the Cloud. Any changes on files or folders that are in the Cloud are replicated to all computers that have the Desktop client.
- Organise – You can create, edit, and remove folders in the BT Cloud folder. You can move/copy files between folders. You can perform cut/copy/paste operations on the files and all operations are synced to the Cloud.
- Delete – Any files or folders that are deleted from the BT Cloud folder on the computer are deleted (moved to Trash) on the BT Cloud server.

FAQ's

General Questions

1. **What is BT Cloud?**
   BT Cloud is designed to allow you to backup, sync, restore, create and share your valuable content across smartphones, tablets, computers and other connected devices --- accessible from anywhere at any time.

2. **Why should I use BT Cloud?**
   The fear of losing personal data is growing rapidly as more and more of consumers' digital lives are stored on mobile devices. The Synchronoss Personal Cloud solution provides the capability to backup, access, sync, manage, and create content from any device running any mobile operating system. Having your content backed up makes it easy to upgrade your device and protect your data if your device is ever lost, stolen, or damaged. Storing your content in the cloud allows you to access your data anywhere and on any device. Personal Cloud keeps your digital life safe and secure

3. **What BT Broadband products are eligible for what storage?**

Package name	Average download speed	Free Cloud storage
Superfast Fibre Unlimited	50Mb	200GB
Superfast Fibre 2 Unlimited / Superfast Fibre Plus	67Mb	1000GB
Broadband Unlimited	10Mb	200GB
Superfast Fibre Essential (30GB usage)	36Mb	10GB

4. **Who can I contact if I have any issues with BT Cloud?**
   There are multiple ways you can get in contact with BT to solve any issues you may be having:
   a) e-chat: www.bit.ly/1fruGGM
      (or https://www.bt.com/help/home/contactus/index.html#/broadband/fix-broadband-problems)
   b) Send a message to the email general help box at btcloud.support@bt.com
   c) Call our help desk: 0800 800 150

Windows Desktop Client

1. **What is the Windows Desktop Client?**
   The Windows Desktop Client allows you to backup, restore, sync, and share content on your PC within BT Cloud and across other connected devices. To sync files to the Cloud, just move or copy them into the BT Cloud folder in Windows Explorer.

2. **How do I install the desktop client for Windows?**

   The BT Cloud Desktop Clients can be downloaded by visiting the Web client, then clicking on your name, and finally selecting Get the Desktop App in the menu.

3. **How do I access my BT Cloud files from Windows Explorer?**

   You can access your files in Windows Explorer by clicking on the Summary tab of the BT Cloud dashboard and then selecting Open BT Cloud.

4. **What are the system requirements for BT Cloud?**

   You must have the following OS versions in order for the BT Cloud to function correctly:
   Microsoft Windows current and last version.

5. **How does the automatic upload of files work?**

   Files and folders are automatically uploaded to the Cloud by placing them in the BT Cloud folder in Windows Explorer.

6. **How can I stop content syncing to my computer?**

   The Sync tab allows users to prevent the syncing of BT Cloud content onto a specific computer. By unchecking a folder, it prevents that folder syncing to that computer but the folder remains on the server.

7. **How can I delete files from BT Cloud?**

   You can delete a file by opening the BT Cloud folder within Windows Explorer and selecting the file you would like to delete. All files deleted from this folder will be deleted from BT Cloud. Deleted files can be restored from the Waste Can via the BT Cloud Web application.

8. **Where can I access the BT Cloud Web App?**

   Open the application menu from the system tray menu, right click on the Cloud, and select BT Cloud Website.

9. **How do I share my content?**

   You can share a file by opening the BT Cloud folder within Windows Explorer, then copy the file to an email.

10. **How can I get more file space?**

    Open the application menu from the system tray menu, right click on the Cloud, and select the Upgrade link on
    the bottom right. You will then have to log in to the Web App if you have not already.

11. **How can I manage and organise my files?**

    You can manage and organise the files within the Cloud by accessing the files and folders in the BT Cloud folder in Windows Explorer.

12. **How do I add folders to back up?**

You can add folders to back up by going to the Backup section of the BT Cloud Dashboard and selecting Add Folder. You can also back up a folder by right clicking the desired folder, then clicking on the Cloud option, and "Add to Cloud Backups."

13. How do I change the location of my BT Cloud folder?

You can change the location of your BT Cloud folder by going to the Settings section of the BT Cloud Dashboard and selecting Change in the Location section of this menu.

Mac Desktop Client

1. What is the Mac Desktop Client?

The Mac Desktop Client allows you to backup, restore, sync, and share content on your Mac within BT Cloud and across other connected devices. To sync files to the Cloud, just move or copy them into the BT Cloud folder in Finder.

2. How do I install the desktop client for Mac?

The BT Cloud Desktop Client can be downloaded by visiting the Web client, then clicking on your name, and finally selecting Get the Desktop App in the menu.

3. How do I update the BT Cloud Desktop version I have?

A bar will appear at the top of your desktop dashboard advising you to update to the latest version. You simply click on the update button and the rest will automatically update itself.

4. How do I access Cloud from the Finder?

You can access the BT Cloud folder from the Finder by clicking on the BT Cloud icon in the Apple Menu bar at the top of the screen and then selecting Open BT Cloud. BT Cloud can also be found in your Favourites list in Finder.

5. How does the automatic upload of files work?

Files and folders are automatically uploaded to the Cloud by placing them in the BT Cloud folder in Finder.

6. How can I stop content syncing to my computer?

The Sync tab allows users to prevent the syncing of Cloud content onto a specific computer. By unchecking a folder, it prevents that folder syncing to that computer but the folder remains on the server.

7. How can I delete files from Cloud?

You can delete a file by opening the BT Cloud folder within Finder, selecting the file you would like to delete, and moving it to the Trash.

8. Where can I access the BT Cloud Web App?

You can access the Web App by clicking on the BT Cloud icon in the Apple Menu bar at the top of the screen and then selecting BT Cloud Website.

9. **How do I share my content?**
    You can share a file by opening the BT Cloud folder within Finder, right clicking on the file you would like to share, selecting BT Cloud, and then Share BT Cloud Link.

10. **How can I get more file space?**
    Click on the BT Cloud icon in the Apple Menu bar at the top of the screen, select Upgrade Storage and complete the purchase process to get more space.

11. **What are the system requirements for BT Cloud?**
    You must have the following OS versions in order for the BT Cloud to function correctly: Apple Mac OS (current and last version).

12. **How can I manage and organise my files?**
    You can manage and organise the files within the Cloud by accessing the files and folders through the BT Cloud folder within Finder.

13. **What are Smart Folders and how do they work?**
    Smart Folders allow you to organise your photos into folders on the computer and have those same folders automatically converted into Photo Albums once the folder has been backed up to the Cloud. By creating Photo Albums from these folders, you can view your photos in the Photos view in the web and mobile applications with richer photo browsing experience over the standard Folder list view. Once a Smart Folder has been created in the Cloud, you can add, remove, and re-order content within the Album, similar to any album you have
    created yourself.

14. **How do I add folders to back up?**
    You can add folders to back up by going to the Backup section of the BT Cloud Dashboard and selecting Add Folder.

15. **What is the BT Cloud Desktop dashboard and how do I access it?**
    The BT Cloud Desktop Dashboard provides you with key information regarding the desktop client including what content has been backed up and when. It also allows you to select which folders to sync from the Cloud to your computer, manage your desktop backup folders, perform music uploads from your iTunes music collection, and configure desktop client settings.

    You can access the dashboard by clicking on the BT Cloud icon in the Apple Menu bar at the top of the screen, and then selecting Show Dashboard.

16. **How do I move my iTunes music to BT Cloud?**

Open the Music tab in the BT Cloud Dashboard. Click on Find Music. If you have iTunes installed and you're logged into your account, the BT Cloud client will present all the music in your iTunes library. Simply select which songs to upload to BT Cloud.

Note: If you do not have iTunes installed on the computer, the Music tab may not be visible in the dashboard.

17. How do I change the location of my BT Cloud folder?

You can change the location of your BT Cloud folder by going to the Settings section of the BT Cloud Dashboard and selecting Change in the Location section of this menu.

Web Client

1. What is My Activity?

My Activity is the home screen of the Web client, broken down by content class in the order in which they are updated. This includes: Photos, Music, Documents, Albums, Playlists, and Contacts. This drives home the value of the Cloud for each user by displaying their content on the BT Cloud Activity screen.

2. What are the system requirements for BT Cloud?

You must have the following browser versions in order for the BT Cloud to function correctly:

Microsoft Internet Explorer – current and latest version

Mozilla Firefox – latest version (Windows only)

Apple Safari – (Mac only)

Google Chrome – latest version (Windows & Mac)

Edge Browser

3. What data classes can I view on the Web?

You can view all of your files from the web application. There are specific views for Contacts, Photos, Videos, Music, and Documents on the Web. If you wish to browse by folder or files, you can do this in the All My
Files section.

4. I backed up my videos but can't find a videos section.

Videos are located within the Photos section of the Web Client. Simply roll your cursor over My Activity at the top of the screen to show the navigation, then select Photos. You can filter by Videos Only by selecting the "Show All" button on the right and selecting "Videos Only."

5. I backed up my messages and call logs but can't find them on the Web.

Because we don't allow the editing or deletion of messages or call logs, they are not displayed in the Web Client. Messages and Call Logs can only be backed up and restored from the mobile applications.

6. How do I upload files?

Select Upload in the upper right-hand corner of the Web Client to upload files. Then drag and drop files onto the screen or select Browse your Computer to manually select what you would like to upload.

7. How do I search for files?
    Select Search in the upper right-hand corner of the Web Client and type the complete file name of what you're looking for, or you can search based on tags.

8. How can I download files from BT Cloud?
    Click the check mark of the file you would like to download. Once a file is selected a More menu will appear. Select More > Download.

9. How do I install the app for Windows?
    Click on your name in the upper right corner and select Get the Desktop App.

10. How can I delete files from Cloud?
    Click the check mark for the file you would like to delete and then click More > Delete > Move to Trash Can. If you would like to delete the file permanently from the Cloud (delete forever), click the main Navigation Menu (to the right of the logo) > Trash. Select the checkbox next to the file and click Delete Forever.

11. How can I retrieve files from the Trash Can?
    From the main Navigation Menu, select Trash, select the checkbox for the file you would like to retrieve from the Trash, and then select Restore.

12. How do I share my content on social media and with other people?
    Click the check mark of the file you would like to share, select Share, By Public Link (user can choose to share through email or receive a Public Link), or choose a social media site.

13. How do I revoke a shared file?
    From the main Navigation Menu, select Shared Files. Click on Public Links section, then click the checkbox of the file you would like to revoke. Select Unshare and click OK.

14. How can I get more file space?
    Click on your name in the upper right corner and select My Settings and then select Get More Storage Now.

15. How can I view a document?
    From the main Navigation Menu, select Documents. Then click on the file name of the document you would like to view. Some document types, such as Excel, will need to be downloaded in order to be viewed.

16. How do I create a new Photo Album?
    From the main Navigation Menu, select Photos. Hover over the photo/video you would like to include in this Album and click the check mark on the upper right- hand corner, then select Add to Album, and name the new Photo Album. You can also add to existing Albums using this same process.

17. How do I view photo slideshows?

From the main Navigation Menu, select Photos. Click the check mark on the upper right- hand corner of the photos/videos you would like to include, then select Slideshow.

18. How do I Favourite content?

Check the file(s) you would like to Favourite and then select Favourite.

19. How do I create or add to Playlists?

From the main Navigation Menu, select Music. Check the song(s) you would like to include in the playlist, select Add to Playlist. Select the playlist you would like to add the songs to, or select Add to a New Music Playlist to create a new playlist for the selected songs.

20. Can I play music while still navigating through BT Cloud?

Yes, you can play music and navigate to a different screen of BT Cloud while your music continues to play.

21. How do I create a contact?

From the main Navigation Menu, select Contacts. Click Create Contact, enter the contact's information, then select Save.

22. How do I import contacts from Google, Twitter, Yahoo, etc.?

From the main Navigation Menu, select Contacts. Click Import Contacts, then select the service you would like to import from. Enter your credentials to import your contacts.

23. How do I de-duplicate my contacts?

From the main Navigation Menu, select Contacts. Click Clean Contacts. BT Cloud will search and look for all duplicates. Select the contacts you would like to de-duplicate and click Clean.

24. What is the web upload limit?

The web upload limit is 2GB.

iOS Client

1. What do I see on the home screen?

The home screen provides users with a summary of content such as recent highlights, photos and music. This view also displays any content, as well as any flashbacks.

2. What are the system requirements for BT Cloud?

You must have the following OS versions in order for the BT Cloud to function correctly:
iOS (v12 and v13) – iPhones and iPads

    a. The current iOS reference devices are the iPhone X, iPhone 8, and iPad 9.7" Pro.

3. What content can I view on iOS?
   You can access any file that is in your BT Cloud from the mobile application. You can browse by Photos/Videos, Documents or Music or you can browse by folder in the All Files view.

4. What content can I backup on iOS?
   You can backup Photos, Videos & Contacts.

5. How do I backup my phone?
   Click the Navigation Menu (three lines in upper left corner), then select Home, and then click on the on the cloud then select back up now.

6. How do I restore content to my phone?
   Click the Navigation Menu (three lines in upper left corner), then select Tools, and then click on Content Restore. Select the device that you would like to restore content from and then select Next. Choose the media to restore and the network connection to use while restoring and then select Restore.

7. How do I upload files to Cloud?

   Navigate to your native photos app select the content you would like to upload select share then select Synchronoss personal cloud as your destination.

8. How does the background photo back up work?
   Synchronoss Personal Cloud keeps your content safe automatically. Click Navigation Menu (three lines in upper left corner), then select Settings > What to Backup. Toggle on the Background Photo Back up feature to ensure your content is always safe in the cloud. This is for photos only.

9. How can I delete files from Cloud?
   Select the file you would like to delete, select Delete within Action Menu (three dots in the upper right corner).

10. How do I share my content on Social Media and with other people?
    Navigate to the file you would like to share. Select the Action Menu (three dots in the upper right corner) then tap Select. Select one or more files. In the Action Menu click Share. You will receive a link you can place in any of your social media accounts. You can also download and upload the file you would like to share.

11. How can I view a document?
    Click the Navigation Menu (three lines in upper left corner), then select Documents. Then select the document you would like to view.

12. How do I create Photo Albums?

Click the Navigation Menu (three lines in upper left corner), then select Photos. Select the Action Menu (three dots in the upper right corner) then Select. Select the photo/video(s) you would like to add, from the Action Menu, select Add To Album. Select the album you would like to add the photo/video to or create a new album by selecting New Album and then select Add. If creating a New Album, name the new album and click Save.

13. How do I favourite content?

Navigate to the content you would like to favourite. Select the Action Menu (three dots in the upper right corner) then Select. Select the file(s) you would like to favourite. Select the Action Menu again, then Favourite.

14. How do I create or add to a Playlist?

Click the Navigation Menu (three lines in upper left corner), then select Music. Select the Action Menu (three dots in the upper right corner) then Select. Select the song you wish to add. Select Action Menu > Add to Playlist. Select the playlist you would like to add the song to, then select the Checkmark. If you would like to create a new playlist, select the +, name the playlist, and hit Save.

15. Can I play music while still navigating through Cloud?

Yes, you can play music and navigate to a different screen while the music is playing.

16. Can I tell Cloud what, and how to backup my device?

Click the Navigation Menu (three lines in upper left corner), then select Settings.
   a. Select What to Back Up to select the type of data you would like to back up
   b. Select How to Back Up to determine what network will be used to back up. The options are WiFi Only or WiFi & Cellular

17. What is the maximum number of contacts?

The maximum number of contacts is 5k

18. Does the iOS client support Live Photos?

The iOS client supports Live Photos

Live Photos
support

19. Is Click-and-Drag supported on iOS client?

    Click-and-Drag allows the user to select multiple photos at once and move, delete, share, etc.

20. Is folder/file management supported in iOS client?

    User can manage all folders and files from the iOS mobile client

Android Client

1. What do I see on the home screen?

   This activity view provides users with a summary of content broken down by data class: photo albums, photos, documents, Highlights, music added.

2. What are the system requirements for BT Cloud?

   You must have the following OS versions in order for BT Cloud to function correctly:

   Android (OS current and last version) – Smartphones and Tablets

   a. The Android reference devices are the Google referenced ones (http://www.google.com/pixel/) which are currently the Pixel 2 XL, Pixel 2.

3. What content can I view on Android?

   You can access any file that is in your BT Cloud from the mobile application. You can browse by Photos/Videos, Documents or Music or you can browse by folder in the All Files view. You cannot view messages or call logs, only back them up or restore them.

4. What content can I backup on Android?

   Documents, Music, Photos, Videos, Contacts, Messages, and Call Logs.

5. How do I backup my phone?

   Click the Navigation Menu (three lines in upper left corner), then select Home, and then click on the Back Up icon (cloud in the upper right corner) then select back up, to back up the latest content on your phone.

6. How do I restore content to my phone?

   Click the Navigation Menu (three lines in upper left corner), then select Tools, and then click on Content Restore. Select the device that you would like to restore content from, choose the media to restore and then select Restore.

7. How can I download files from Cloud?

   Navigate to the file you would like to download. To download one file, select the file then click on the Action Menu (three dots in the upper right corner) and click Download. To download multiple files, navigate, for

example to Photos, then to an album. Select the Action Menu, then Select. Select the files you would like to download. Then Select the Action Menu again and click Download.

8. How does the automatic upload of files work?
   BT Cloud keeps your content safe automatically every time a collection of pictures are taken.

9. How can I delete files from BT Cloud?
   Select the file you would like to delete, select Delete within Action Menu (three dots in the upper right corner).

10. How can I view a document?
    Click the Navigation Menu (three lines in upper left corner), then select Documents. Then select the document you would like to view.

11. How do I create Photo Albums?
    Click the Navigation Menu (three lines in upper left corner), then select Photos. Select the Action Menu (three dots in the upper right corner) then Select. Select the photo/video(s) you would like to add, from the Action Menu, select Add To Album. Select the album you would like to add the photo/video to, or create a new album by selecting New Album and then select Add. If creating a New Album, name the new album and click Save.

12. How do I favourite content?
    Navigate to the content you would like to favourite. Select the Action Menu (three dots in the upper right corner) then Select. Select the file(s) you would like to favourite. Select the Action Menu again, then Favourite.

    How do I create or add to Playlists?
    Click the Navigation Menu (three lines in upper left corner), then select Music. Select the Action Menu (three dots in the upper right corner) then Select. Select the song you wish to add. Select Action Menu > Add to Playlist. Select the playlist you would like to add the song to then select the Checkmark. If you would like to create a new playlist select the +, name the playlist, and hit Save.