S-Drive
Portal
Guide
v1.24

Important Note

This user guide contains detailed information about S-Drive Portal usage.

CyanGate

www.cyangate.com

Contents

A. S-Drive Account

In order to use S-Drive, you should create a free S-Drive account.

1. Login

- Go *https://portal.sdriveapp.com*. You will see Login form (Figure 1). Type your *Email* and *Password,* then click the "Login to S-Drive" button.

Figure 1

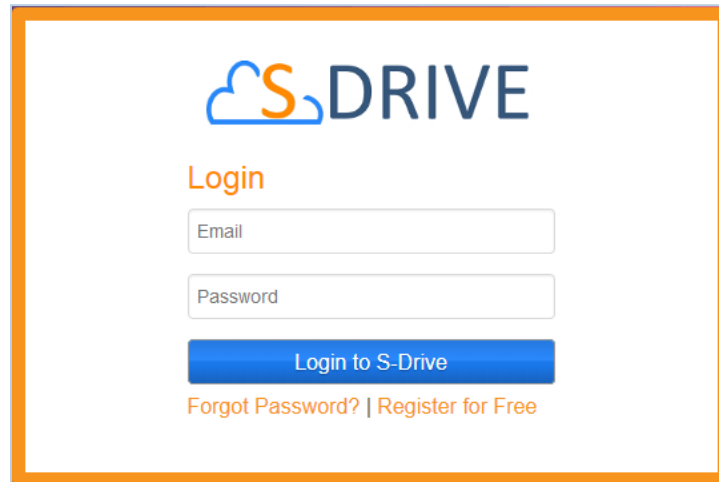### a) Password Resetting

- If you forget your password, click the "Forgot Password?" link (Figure 1). You will see Password reset form (Figure 2). Type your *Email* then click the "Reset" button. If there is no problem, You will receive an email for password resetting. You should use new password which sent with this email.
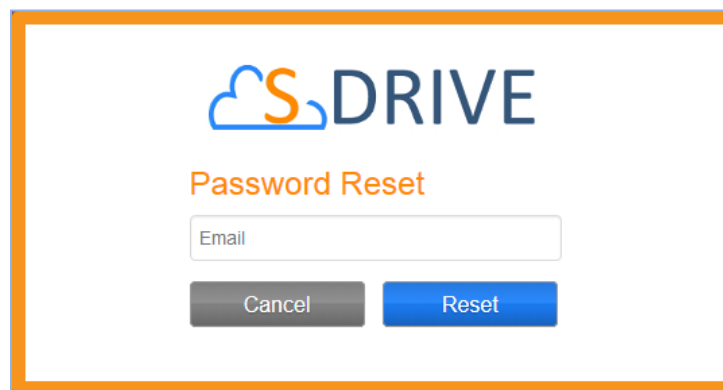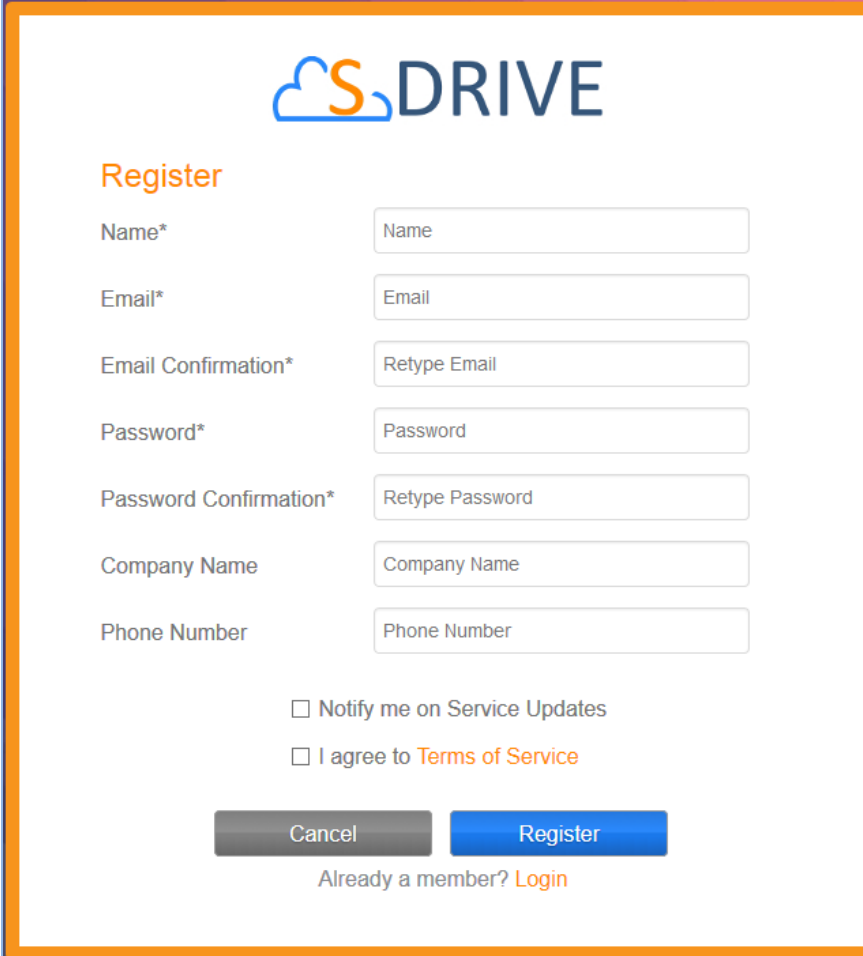

Figure 2

2. Register

- Go *https://portal.sdriveapp.com*. It redirects the login page. Click the "Register for Free" link (Figure 1). You will see Register form (Figure 3). You must type *Name*, *Email*, *Email Confirmation, Password, Password Confirmation* and select *Terms of Service*. Click the "Register" button. If there is no problem, you will receive an email for S-Drive account activation. You should click the link on activation mail. If your S-Drive account is successfully activated, You can login with your S-Drive account.

Figure 3

3. Update S-Drive Account

- Click *Account* link on menu (Figure 4). You see "Edit Account" and "Change Password" tabs (Figure 5).

Figure 4

- To edit S-Drive account information, click "Edit Account" tab. It fills *Name*, *Email*, *Company Name* and *Phone Number* fields. Edit information which you want to change, then click "Update" button (Figure 5).

Note

  * *Name*, *Email* and *Email Confirmation* fields are required.
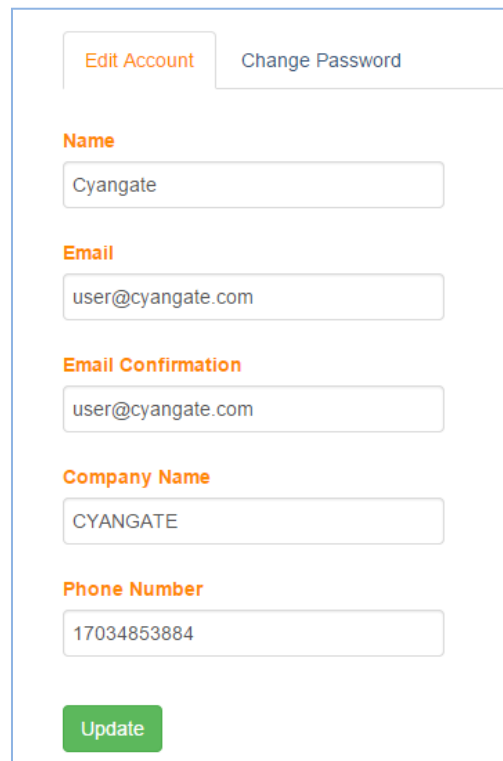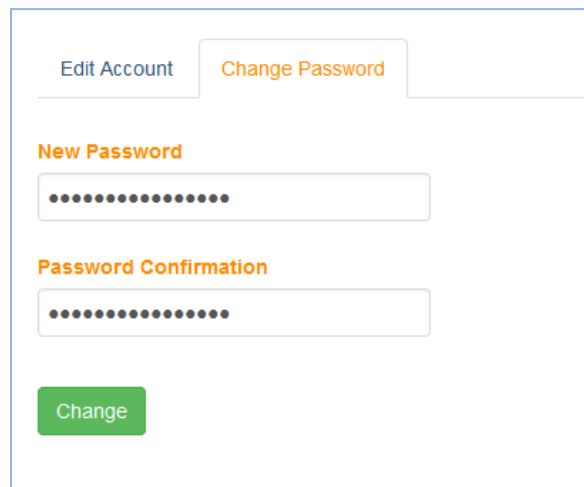
Figure 5

- To change S-Drive account password, click "Change Password" tab. Type *New Password* and *Password Confirmation*, then click "Change" button (Figure 5).

Figure 6

B. Connected Organizations

In order to use S-Drive, you should connect your Salesforce.com organization to S-Drive.

Note

* You can connect your organization, If S-Drive 1.24 package is installed on this organization and You have sufficient privileges to make OAuth authorization.

1. Connect Salesforce.com Organization

- Click *Connected Organizations* link on menu (Figure 7). You see "Connect Salesforce.com Organizations" and " Connected Salesforce.com Organizations " sections (Figure 8).
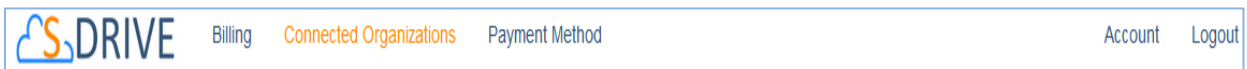
Figure 7
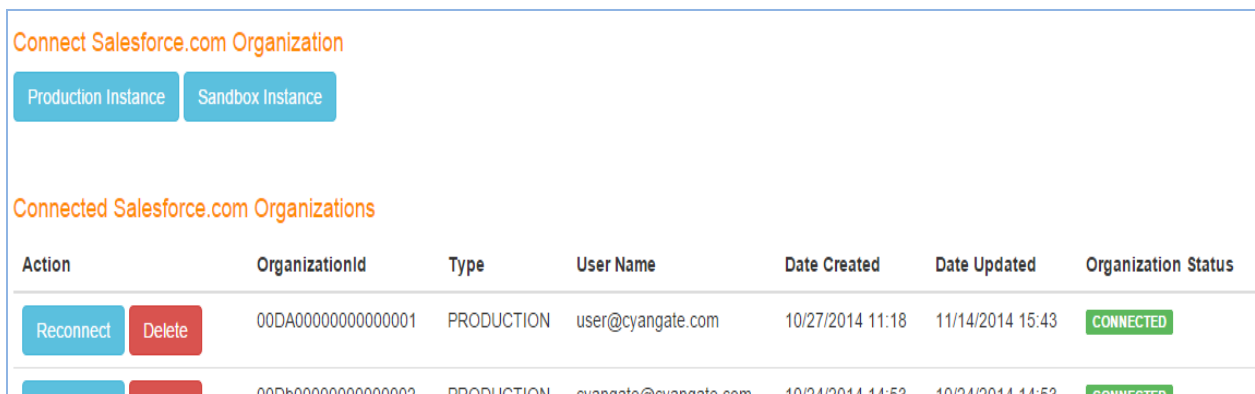
Figure 8

- For make OAuth authorization, click "Production Instance" button if your organization is production or click "Sandbox Instance" button if your organization is sandbox (Figure 7). It redirects the salesforce.com login page (Figure 9)(Figure 10). You should login with your organization account.

All Rights Reserved - CyanGate LLC
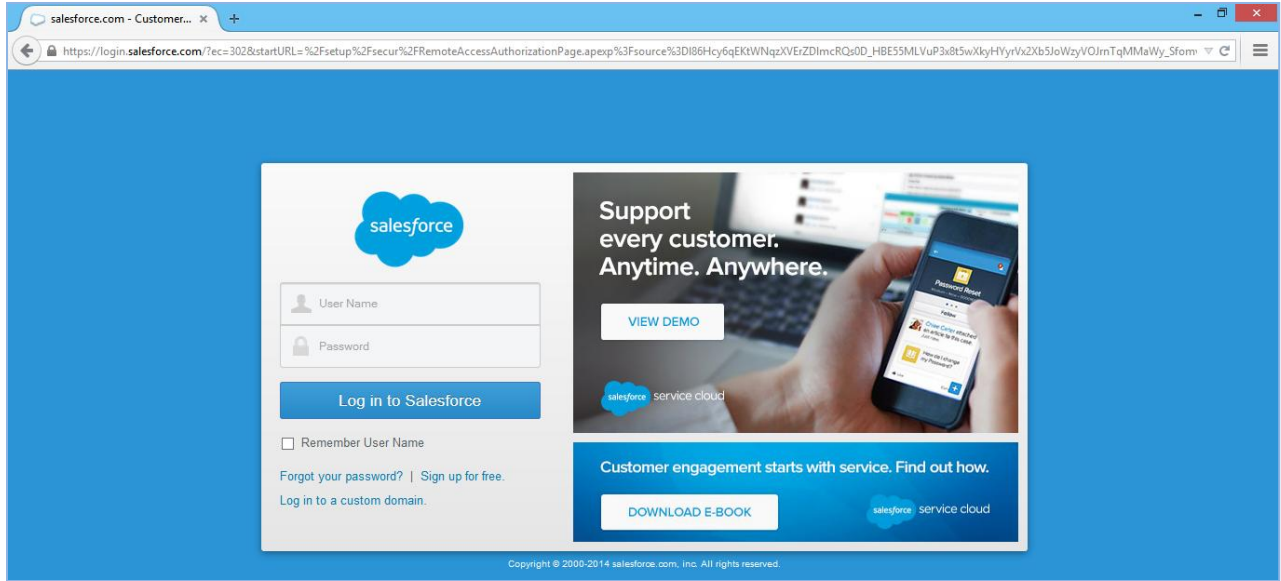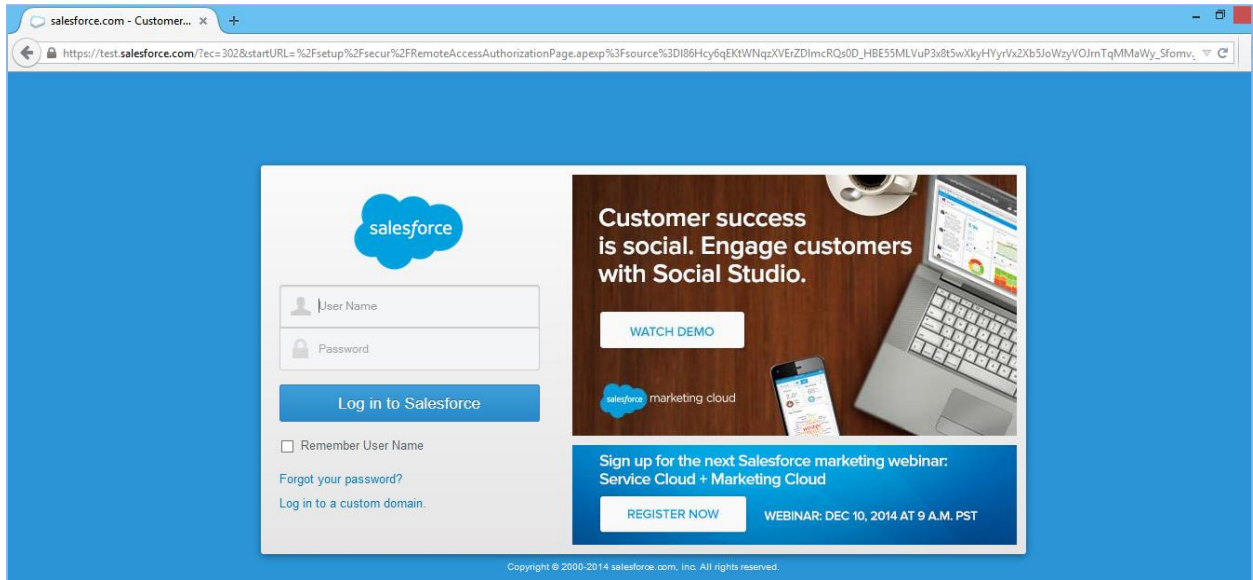
Figure 9

Figure 10

- Allow for S-Drive connected app (Figure 11).
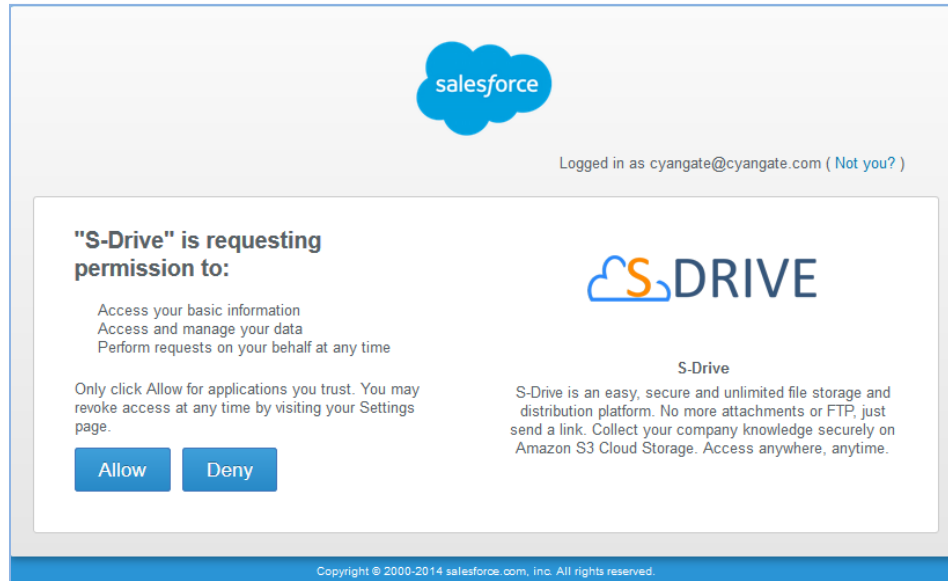
Figure 11

- After complete OAuth authorization, you see your organization(s) on "Connected Salesforce.com Organizations " section (Figure 12).

Figure 12

- If you see *DISCONNECTED* status organization (Figure 13), you should connect your organization again by clicking "Connect" button or "Production Instance" -"Sandbox Instance" button (Figure 7). You can also reconnect your *CONNECTED* status organization by clicking "Reconnect" button (Figure 12).
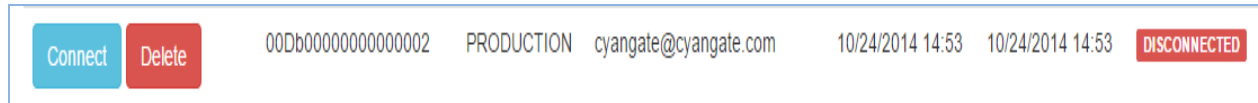
Figure 13

2. Remove Salesforce.com Organization from S-Drive Account

- Click "Delete" button (Figure 12). But, You are responsible with deleted organization' usages until different account connect this organization.

All Rights Reserved - CyanGate LLC

C. Amazon Payment

In order to use S-Drive, you should add Amazon payment method if your S-Drive account trial expired.

1. Register Payment Method

- Click *Payment Method* link on menu (Figure 14).

S DRIVE   Billing   Connected Organizations   Payment Method   Account   Logout

Figure 14

- Click *Login with Amazon* button on "Amazon Payment" section (Figure 15).

Amazon Payment

a Login with Amazon

Figure 15

- It opens *Amazon.com Sign-in* page (Figure 16). You should login with your Amazon account.

Amazon.com Sign In - Google Chrome

https://www.amazon.com/ap/signin?_encoding=UTF8&openid.assoc_handle=iba&openid.return_to=https%3A%

amazon   S DRIVE

Sign in to S-Drive using your Amazon account

What is your e-mail address?

What is your password?

Sign in using our secure server

Forgot your password?

Create an Amazon.com account.

Shop safely
We do not share your password and payment information. Your purchases are protected by the A-to-z Guarantee.

Speed thru checkout
Access your shipping and payment information from your Amazon Payments account.

Login without hassle
Use Amazon to log into this site without another password.

Learn More

Conditions of Use   Privacy Notice   © 1996-2014, Amazon.com, Inc. or its affiliates

Figure 16

- If you login for S-Drive first time, it will open *Amazon.com Consent* page (Figure 16). You should click "Okay" button.
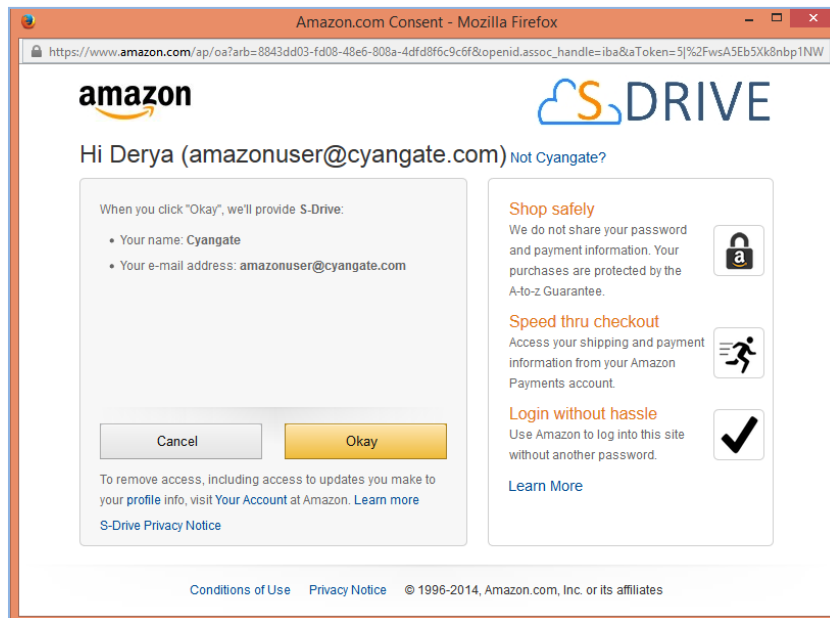
- After login, select a *Payment Method*, then check the consent (Figure 18). Click the "Approve" button (Figure 19).

All Rights Reserved - CyanGate LLC

Figure 18

Figure 19

All Rights Reserved - CyanGate LLC

- After complete payment method registration, you see billing details related Amazon account on "Billing Details " section (Figure 12).

This account is registered to be payed via Amazon Payments using the Amazon account **amazonuser@cyangate.com**. If you would like to make any changes to your payments, use the Login button below to make changes.

Billing Details

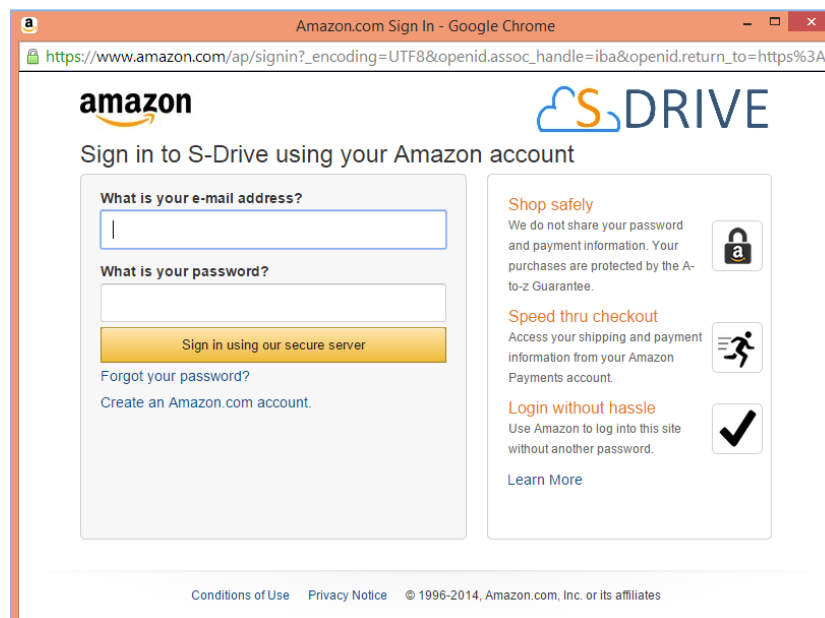| Amazon Email	Date Created	Date Updated	Payment Method Status
amazonuser@cyangate.com	11/08/2014 13:14	11/08/2014 13:14	OPEN

Amazon Payment

a Login with Amazon

Figure 20

- If you see *CLOSED* payment method status (Figure 21), you should update your payment method again by clicking "Login with Amazon" button. You can also change or update your method by clicking "Login with Amazon" button.

There is a problem with Amazon account **amazonuser@cyangate.com**. You can update your payment details by clicking the Login button.

Billing Details

Amazon Email	Date Created	Date Updated	Payment Method Status
amazonuser@cyangate.com	11/08/2014 13:14	11/08/2014 13:14	CLOSED

Amazon Payment

a Login with Amazon

Figure 21

All Rights Reserved - CyanGate LLC

D. Billing

You can see payment details, organizations' current month usages and cost on "Billing" tab.

1. Payment Details

- Click *Billing* link on menu (Figure 22). You see "Current Usage" and "Payment History" sections (Figure 23).

Figure 22

Figure 23

- On "Current Usage" section, You can see your organizations current month usage and cost.

- To see payment details, select a payment date from "Payment History" select list (Figure 24).
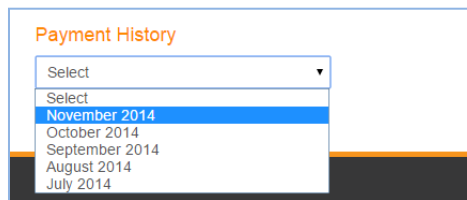
Figure 24

- You can see the details payment on "Payment Details" section (Figure 25). You can see billing cycle, payment status, your organizations' billable usages and usage amounts.

Figure 25

- If there are active organization(s) and there is payment cost which is not zero and payment is charged, you see "Payment received" message (Figure 25).

- If there are active organization(s) and there is payment cost which is not zero and has not charged yet you see "Payment processing" message (Figure 26).

Figure 26

- If there are no active organizations on billing cycle, there will be no payment cost and you see "No payment required" message (Figure 27).

All Rights Reserved - CyanGate LLC

Figure 27

2. Pricing

S-Drive pricing is based on usage and it is calculated by us at the beginning of the next month and charged from your payment method. S-Drive pricing is tiered and as your usage increases, the cost per usage will decrease significantly (Figure 28).

Price of S-Drive Usage	Pricing Tiers
$10.00 per GB-Month	First 5 GB-Month
$5.00 per GB-Month	Greater than 5 GB-Month through 25 GB-Month
$2.50 per GB-Month	Greater than 25 GB-Month through 100 GB-Month
$1.25 per GB-Month	Greater than 100 GB-Month through 1000 GB-Month
$0.50 per GB-Month	Greater than 1000 GB-Month

Figure 28

- First 1 GB storage and bandwidth usage is FREE every month.

- After create S-Drive account, You can use S-Drive on Salesforce.com organizations freely within 15 days.

- You can use S-Drive on Sandbox Salesforce.com organizations freely.

E. Troubleshooting Tips

- Could not login because of locked S-Drive account.
    - Your S-Drive account has been locked because of too many invalid attempts. You can reactivate your account by resetting your password. See "**Password Resetting**" section of this document.

- Could not login because of inactive S-Drive account.
    - Check your email address to activate your S-Drive account.

- Forgot S-Drive account password.
    - Reset your S-Drive account password. See "**Password Resetting**" section of this document.

- 15 days trial has expired for S-Drive usage.
    - Add your Amazon payment details. See "**Register Payment Method**" section of this document.

- See *DISCONNECTED* status organization on "Connected Organizations" or "Billing" page.
    - You may revoke the S-Drive connected app or uninstall the S-Drive package. You can connect this organization. See "**Connect Salesforce.com Organization**" section of this document.

- See *CONNECTED* status organization on "Connected Organizations" or "Billing" page, although uninstall the S-Drive package or revoke the S-Drive connected app.
    - Your organization status will be *DISCONNECTED* , after next time we try to connect your Salesforce.com organization to calculate hourly S-Drive usage.

- Could not see *DELETED* organization on "Connected Organizations" or "Billing" page.
    - You could not see *DELETED* organization. But this organization belongs your S-Drive account until another S-Drive organization connect this. Also, you can reconnect this organization. See "**Connect Salesforce.com Organization**" section of this document.

- Could not use S-Drive, although there is a *CONNECTED* status organization.
    - You may uninstall the S-Drive package or revoke the S-Drive connected app.

- Can use S-Drive, although there is a *DISCONNECTED* status organization.
    - You can continue to use S-Drive max more 6 hour, after revoke the S-Drive connected app. After this, you could not use S-Drive.

- Non-admin user could not make "OAuth Authorization-Connect Organization" .
  - Only administrator user who has modify all data permission can make "OAuth Authorization-Connect Organization".

- Could not complete "OAuth Authorization-Connect Organization" because of necessity for installing latest version (1.24 or greater) of S-Drive package.
  - You must install 1.24 or greater versioned S-Drive package.

- Could not complete "OAuth Authorization-Connect Organization" because of there is a organization which already authorized with different S-Drive account.
  - You could not connect other S-Drive account' organization until this account delete the organization.

- Could not see *Connect Salesforce.com Organization* section and *Connect-Reconnect-Delete* buttons on "Connected Organizations" page.
  - If your Amazon payment detail is *CLOSED* status, You could not connect your organization. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.

- Could not make "OAuth Authorization-Connect Organization" for other organization shortly after authorize one organization.
  - Clear your browser cookies and session, then retry make "OAuth Authorization-Connect Organization".

- Get an email from us related *AMAZON ACCOUNT* issue*.*
  - We could not charge you for S-Drive usage because of you did not add your Amazon payment detail. Add your Amazon payment details. See "**Register Payment Method**" section of this document.

- 15 days trial has expired for S-Drive usage.
  - Add your Amazon payment details. See "**Register Payment Method**" section of this document.

- Get an email from us related *INVALID PAY MENT METHOD* issue*.*
  - We could not charge you for S-Drive usage because of Invalid Payment Method issue. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.

- Get an email from us related *CLOSED AMAZON PAYMENT* issue*.*
  - ➢ We could not charge you for S-Drive usage because of *CLOSED* status Amazon payment method related Invalid Payment Method issue. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.

- See *CLOSED* status Amazon payment detail on "Payment Method" page .
  - ➢ The Amazon billing detail turned to *CLOSED* because of INVALID PAYMENT METHOD issue. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.

- Could not use S-Drive, although update Amazon payment details for Payment Method and see *OPEN* status.
  - ➢ Because of there is uncompleted payment charge due to *INVALID PAYMENT METHOD* issue, You can continue to use S-Drive after payment charge is completed.

- See "Payment processing..." message on Billing Details section of "Billing" page.
  - ➢ We has not charge you yet for S-Drive usage.

- See "Session Expired" message on portal.sdriveapp.com page.
  - ➢ Because of your session has expired, you should login again.

- See error messages on Login, Reset Password, Register, Connected Organizations, Payment Method, Account pages.
  - ➢ Try your operation . If you got error message again, please contact to us.

- See "You did not register a S-Drive account. Please register for free, then configure S-Drive connectivity for this organization at https://portal.sdriveapp.com" message on Salesforce.com account.
  - ➢ Create a free S-Drive account or use your existing S-Drive account, then connect your organization to S-Drive. See "**Register**" and "**Connect Salesforce.com**" sections of this document.

- See "*You did not configure S-Drive connectivity for this organization. Please configure S-Drive connectivity for this organization at https://portal.sdriveapp.com*" message on Salesforce.com account.
  - ➢ Connect your organization to S-Drive. See "**Connect Salesforce.com**" section of this document.

- See "*There is a problem with your S-Drive connectivity with this organization. Please check your account, organization status and reconnect this organization at http://portal.sdriveapp.com*" message on Salesforce.com account.
    - Reconnect your organization to S-Drive. See "**Connect Salesforce.com**" section of this document.

- See "*Your trial has expired. Please add your payment details at https://portal.sdriveapp.com* " message on Salesforce.com account.
    - Add your Amazon payment details. See "**Register Payment Method**" section of this document.

- See "*There is a problem with your payment method. Please update your payment details at https://portal.sdriveapp.com*" message on Salesforce.com account.
    - Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.

All Rights Reserved - CyanGate LLC

F. S-Drive Support

You can contact S-Drive Support team for any questions or problems that you couldn't solve using S-Drive documents:

1. Open a Ticket at Support Site: sdriveapp.com/support

2. Email: sdrive@sdriveapp.com

You can find up-to-date product information, documents, tutorial videos, tools in our web page: www.sdriveapp.com