

S-Drive Portal Guide v1.24

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







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A. S-Drive Account

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

1. Login

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

<mark>℃S</mark> _DRIVE
Login
Email
Password
Login to S-Drive
Forgot Password? Register for Free
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.

Password Reset				
Email Cancel Reset				
Figure 2				





2. Register

• Go <u>https://portal.sdriveapp.com</u>. 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.

<mark>℃S</mark> 」DRIVE					
Register					
Name*	Name				
Email*	Email				
Email Confirmation*	Retype Email				
Password*	Password				
Password Confirmation*	Retype Password				
Company Name	Company Name				
Phone Number	Phone Number				
 Notify me on Service Updates I agree to Terms of Service Cancel Register Already a member? Login 					

Figure 3





3. Update S-Drive Account

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

<mark>∠S</mark> _DRIVE	Billing	Connected Organizations	Payment Method	Account	Logout
			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).



* Name, Email and Email Confirmation fields are required.

Edit Account	Change Password
Name	
Cyangate	
Email	
user@cyangate.	com
Email Confirmati	on
user@cyangate.	com
Company Name	
CYANGATE	
CYANGATE Phone Number	





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

Edit Account	Change Password	
New Password		
•••••	•••	
Password Confi	rmation	
•••••	•••	
Change		

Figure 6





B. Connected Organizations

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



* 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).



• 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.







Figure 9



Figure 10





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

	Logged in as cyangate@cyangate.com (Not you?)
"S-Drive" is requesting permission to:	
Access your basic information Access and manage your data Perform requests on your behalf at any time	S-Drive
Only click Allow for applications you trust. You may revoke access at any time by visiting your Settings page. Allow Deny	S-Drive is an easy, secure and unlimited file storage and distribution platform. No more attachments or FTP, just send a link. Collect your company knowledge securely on Amazon S3 Cloud Storage. Access anywhere, anytime.

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

Connected Salesforce.com Organizations							
Action	OrganizationId	Туре	User Name	Date Created	Date Updated	Organization Status	
Reconnect Delete	00DA000000000000000001	PRODUCTION	user@cyangate.com	10/27/2014 11:18	11/14/2014 15:43	CONNECTED	
Reconnect Delete	00Db00000000000002	PRODUCTION	cyangate@cyangate.com	10/24/2014 14:53	10/24/2014 14:53	CONNECTED	
Reconnect Delete	00DL00000000000003	SANDBOX	testuser@cyangate.com	11/02/2014 11:32	11/13/2014 17:38	CONNECTED	



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).



- 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.





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).





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



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

a Amazon.com Sign In - Goog	gle Chrome 🚽 🗖 🗙				
https://www.amazon.com/ap/signin?_encoding=UTF8&openid.assoc_handle=iba&openid.return_to=https%3					
amazon Sign in to S-Drive using your Amazon					
What is your e-mail address?	Shop safely We do not share your password and payment information. Your purchases are protected by the A- to-z Guarantee.				
Sign in using our secure server	Speed thru checkout Access your shipping and payment information from your Amazon				
Create an Amazon.com account.	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

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• 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).







Figure 18

VISA VISA I I I I	
✔ Visa1111 VISA	MasterCard4444
American Expr0005	Discover9424 Discover
 Bay with Amazon Use my selected payment n payments to this merchant. Learn more 	nethod for future purchases and





• 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							



• 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 a	account amazonuser@cyangate.co	m. You can update your payment del	alls 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			

Figure 21





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).

	Billing Connected Orga	anizations Payment Method		Account	Logout
		Figure 22			
Current Usage					
OrganizationId	Туре	Organization Status	Current Month Usage	Current Month Cost	
00DA0000000000001	PRODUCTION	CONNECTED	1.80493 GB	\$8.05	
00Db0000000000002	PRODUCTION	CONNECTED	0.000016 GB	\$0.00	
00DL0000000000003	SANDBOX	CONNECTED	2.002790 GB	\$0.00	
			Total Cost:	\$8.05	
Payment History					
Select	T				



- 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). •

P	Payment History		
ſ	Select •		
	Select		
	November 2014		
	October 2014		
	September 2014		
	August 2014		
	July 2014		
	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.

Paymer	it History	
Novemb	er 2014 •	
Paymer	it Details	
Charges	billed on November 1, 2014	
Billing	Cycle : October 1 - October 31, 2014	
Item	Description	Amount
1	00DA00000000001 PRODUCTION ORG USED 0.0 GB, BILLABLE USAGE 0.0 GB	\$0.00
2	00Db00000000002 PRODUCTION ORG USED 1.676526 GB, BILLABLE USAGE 1.676526 GB	\$6.77
3	00DL00000000003 SANDBOX ORG USED 2.0 GB, BILLABLE USAGE 0.0 GB	\$0.00
	Total Amount:	\$6.77
Charges	Due on November 1, 2014	
- Payme	nt received on November 1, 2014 (AMAZON) - Thank you!	



- 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).

- Payment processing - Thank youl	Charges Due on December 1, 2014	
r synon processing Thank you	- Payment processing Thank you!	

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).





Payment Details		
Charges billed on December 1, 2014		
Billing Cycle : November 1 - November 30, 2014		
Item	Description	Amount
1	There are no active organizations.	\$0.00
	Total Amount:	\$0.00
Charges Due	on December 1, 2014	
- No payment required - Thank you!		

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.





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: <u>sdriveapp.com/support</u>
- 2. Email: <u>sdrive@sdriveapp.com</u>

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