

# Syncplicity Sync & Share Tip Sheet

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1. If you will be setting up a complex nested folder structure to synchronise or share, remember that on certain devices, a file name and the full name (or path) of a file cannot be too long (typically 256 characters). Ignoring this may mean your files do not sync or share successfully. Try to keep your file names as short and concise as possible while still being descriptive.
2. If you are setting up a set of folders for sharing with others, work out its structure and the folder names before sharing; once shared with others, be careful when changing folder names – it is best to stop sharing and syncing the folders first, amend them, then re-sync/re-share.
3. If you would like to drag and drop files and folders into Syncplicity on Windows and Mac OS X computers, use the link supplied to you by ITS to go to your University of Otago Syncplicity Sync & Share account online (use the Chrome web browser for the best experience). Browser support is listed here: <https://support.syncplicity.com/hc/en-us/articles/201569954-Supported-platforms>
4. To recover Syncplicity Sync & Share files and nested folders that you have deleted accidentally, use the link supplied to you by ITS to go to your University of Otago Syncplicity Sync & Share account online, navigate to your **Files** tab, and go to the containing folder. Click on the right-hand **Show Deleted Items** button to locate your lost material and click **Restore**.
5. If you are using Syncplicity Sync & Share on a Windows computer, there may be a delay of up to 10 minutes before changes to existing files are picked up and synchronised - on other operating systems and devices this happens much quicker.
6. The Syncplicity Sync & Share support website is located here: <https://support.syncplicity.com/hc/en-us>
7. If you are using Syncplicity Sync & Share on an iPad, you can securely edit Word, Excel, and PowerPoint files within the Syncplicity client and upload the changes.
8. Useful Syncplicity Sync & Share training and informational videos can be viewed here: <https://resources.axway.com/syncplicity-videos>