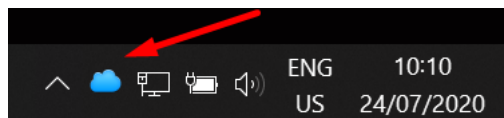


## Tips and Tricks for Cloud Station (Synology)

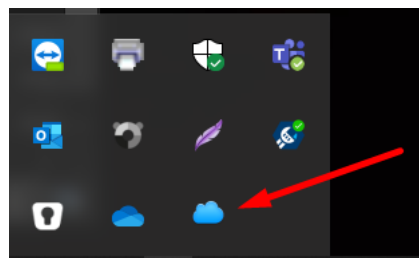
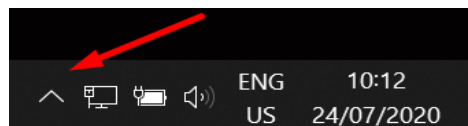
### Tip 1: How to find out where your Cloud Station (Synology) folder is located.

If a user wants to check where the Cloud Station (Synology) folder is located on Local PC, follow the below steps.

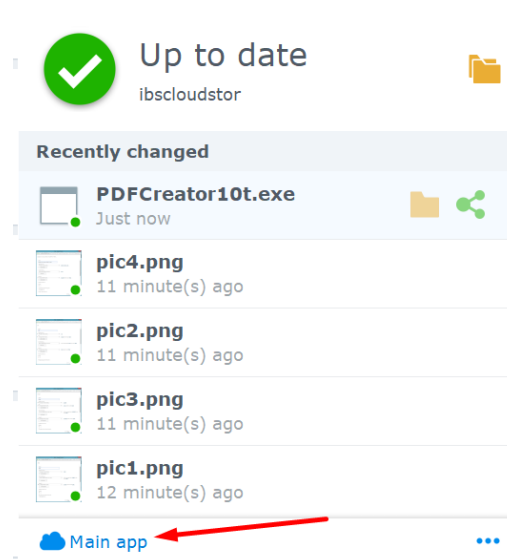
- 1) With one of the below options you can find the Cloud Station (Synology) in your system tray. System tray can be found on the right bottom corner of your screen.
  - If the Cloud Station (Synology) is found as it is depicted in picture below. Left-click on the Cloud Station (Synology) icon.



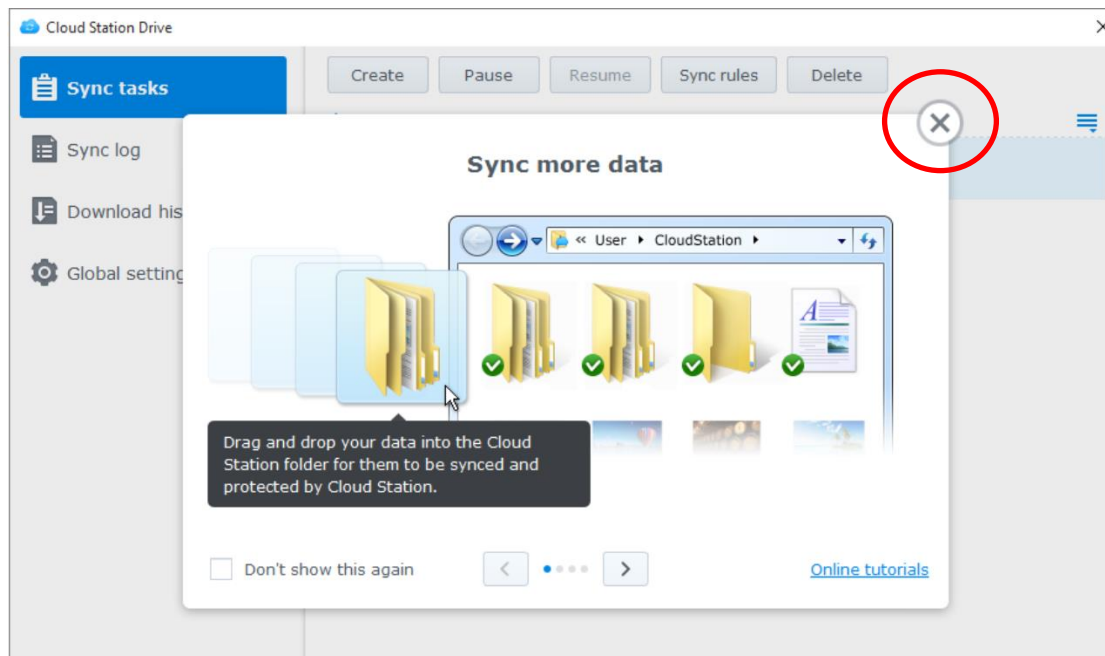
- If the Cloud Station (Synology) is not visible, please left-click on the arrow to show all hidden icons. Once all the hidden icons are visible, left-click on the Cloud Station (Synology) icon.



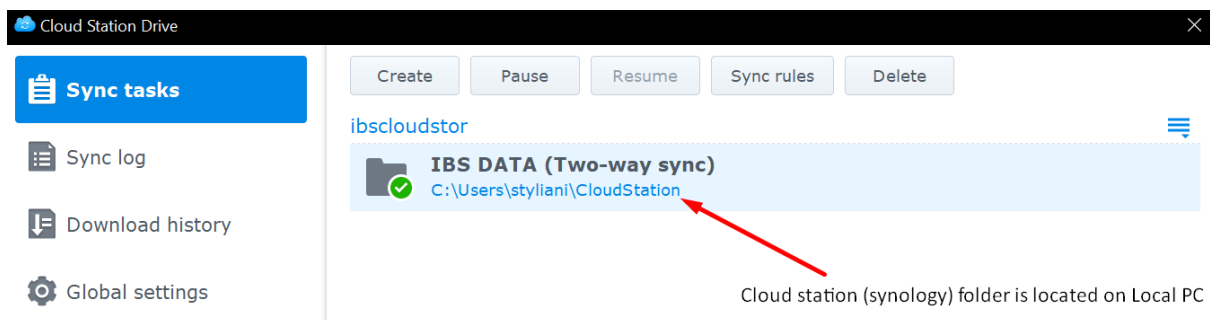
- 2) Click **Main app** to launch Cloud Station (Synology).



- 3) Once the application is open, you will be shown some tips on how to use Cloud Station (Synology).
  - Click the right arrow to see more tips or click **Online tutorials** for more information. If the tips are not needed, tick the box next to **Don't show this again**.
  - Left-click on close button



- 4) Now you can check where your Cloud Station (Synology) is located.
  - Please do not change the folder location - if a user changes the location, the synchronization will fail.



## Tip 2: Cloud Station (Synology) icons meaning

The following guide will help you recognize if your Cloud Station (Synology) has a connection issue.



- If the Cloud Station (Synology) looks like this, it means that the user has a connection problem and the user might not be receiving the new changes.



- This icon indicates that Cloud Station (Synology) is synchronizing.



- This icon means that Cloud Station (Synology) is up to date.



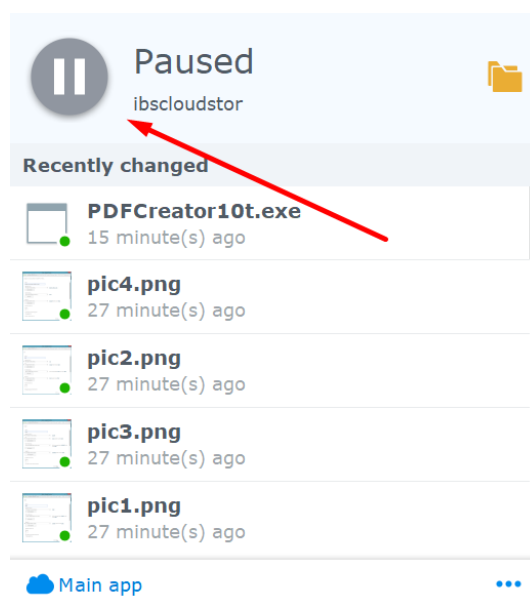
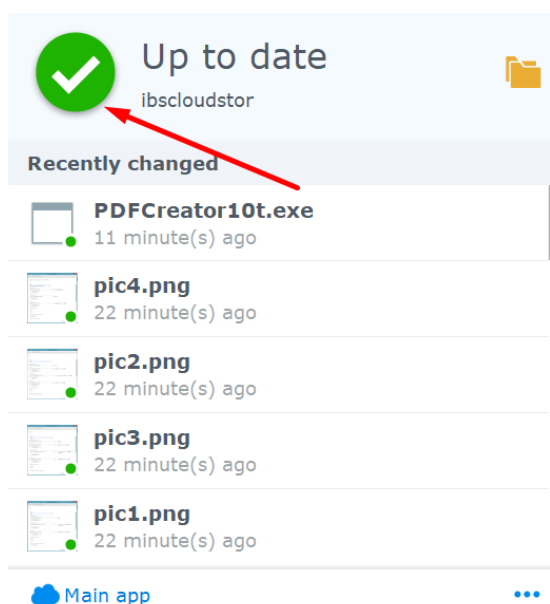
- This icon means that the user has paused Cloud Station (Synology).
- If a user pauses Synology, synchronisation will stop.



- This icon means that the user has an error connecting with the Cloud Station (Synology)

## Tip 3: How to pause or un pause Cloud Station (Synology).

If a user presses on the icon on the top right of the application, the user can pause or un pause the synchronisation of the Cloud Station (Synology).

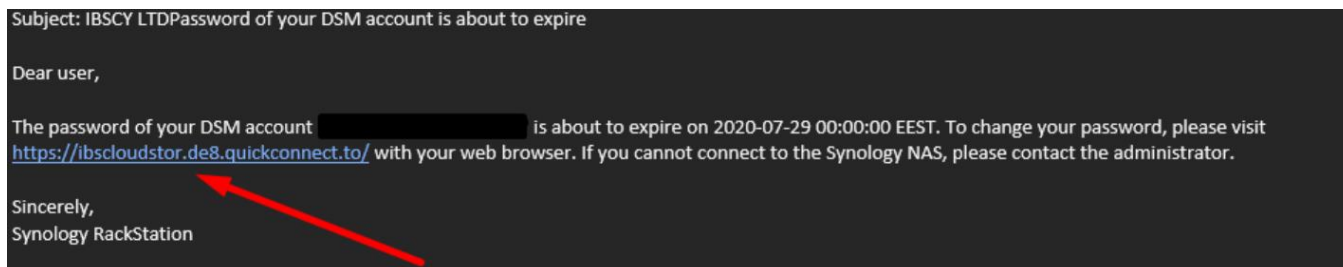


#### Tip 4: How to change password.

If the user will receive an email from Synology as the below picture, user must change their password.

Follow the below instruction in order to change the password.

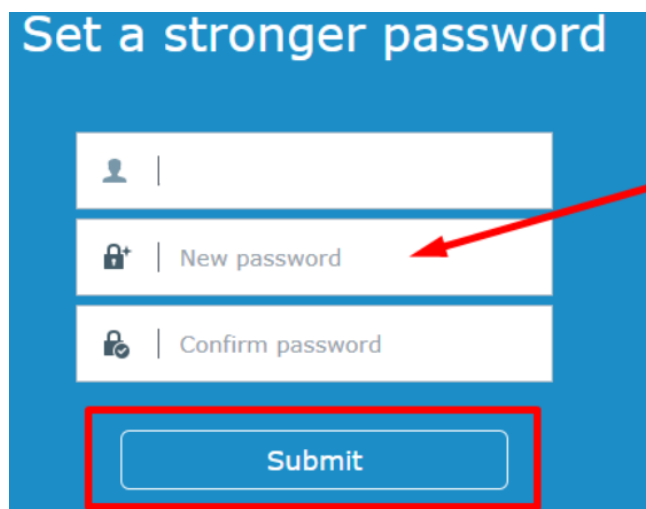
- 1) Open the email and click on the **Link**.



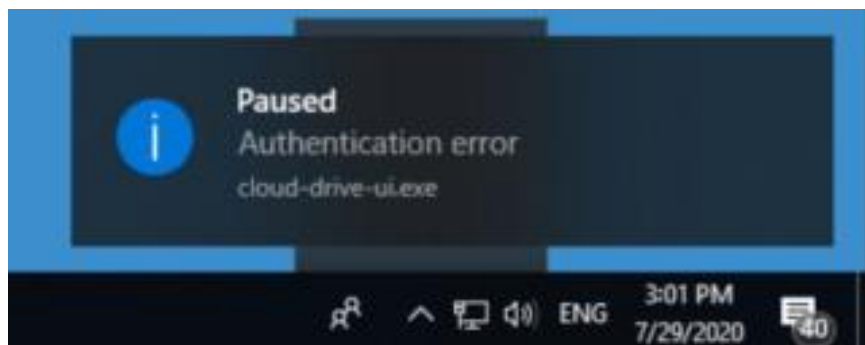
- 2) Once the website is open, type your username and your password and press **sign in**.



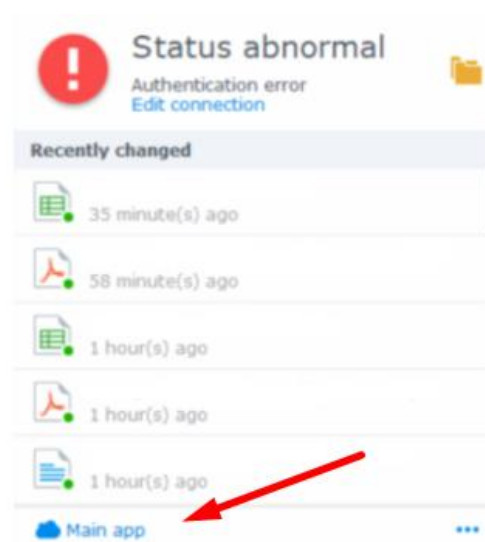
- 3) Upon first log on user will be asked to change their password and press **Submit**.



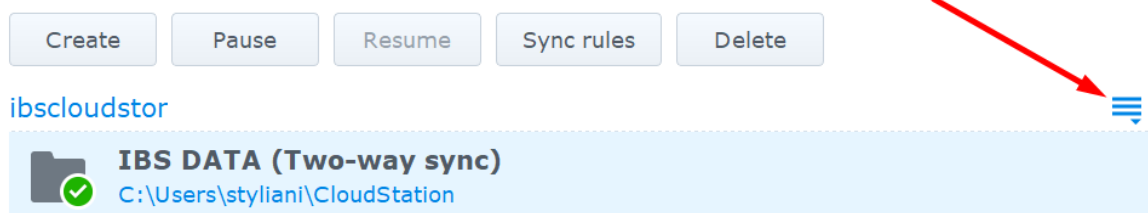
- 4) Once the password has changed, a notification will appear on the bottom right corner on your screen.



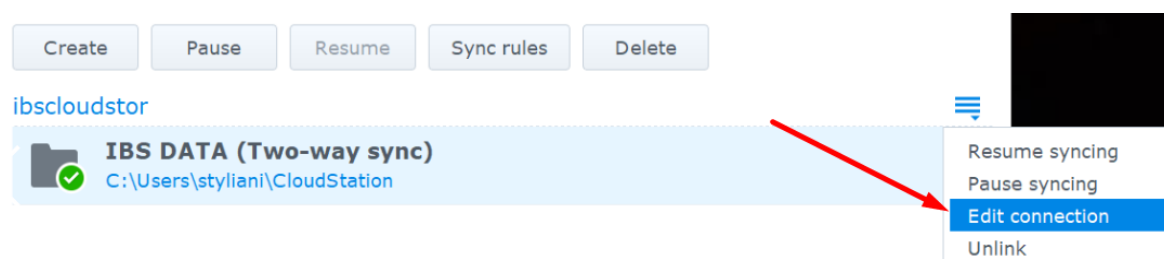
- 5) In order to update the password, navigate on the **main app** (as show on Tip 1) of the Cloud Station (Synology).



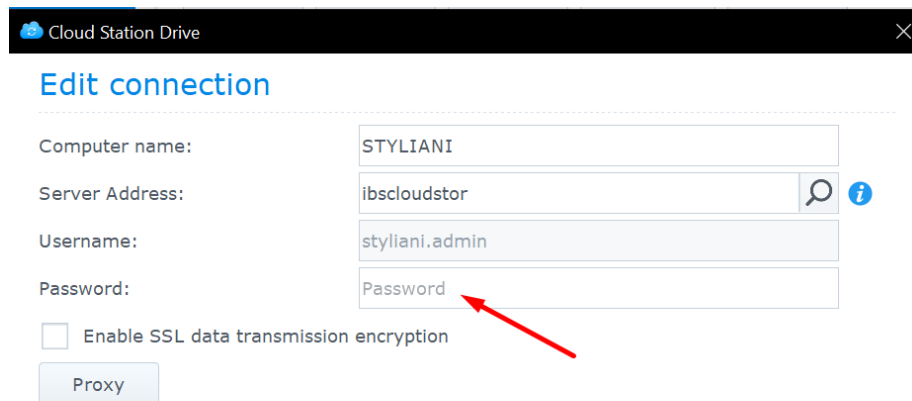
- 6) On the main app is open left-click on the **option button**.



- 7) Once the option is shown, left click on **edit connection**.

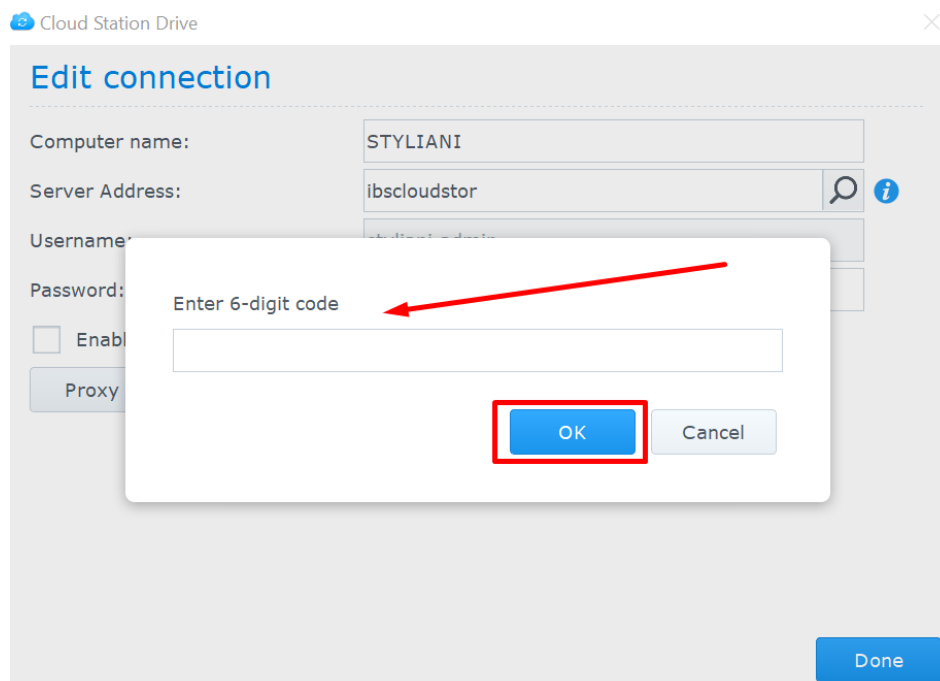


8) Edit connection window will appear, then type the new password and click **done**.



Done

9) Once you click Done, you will be prompted to enter the **6 digit code** option from your authenticator application on your phone and click **OK**.

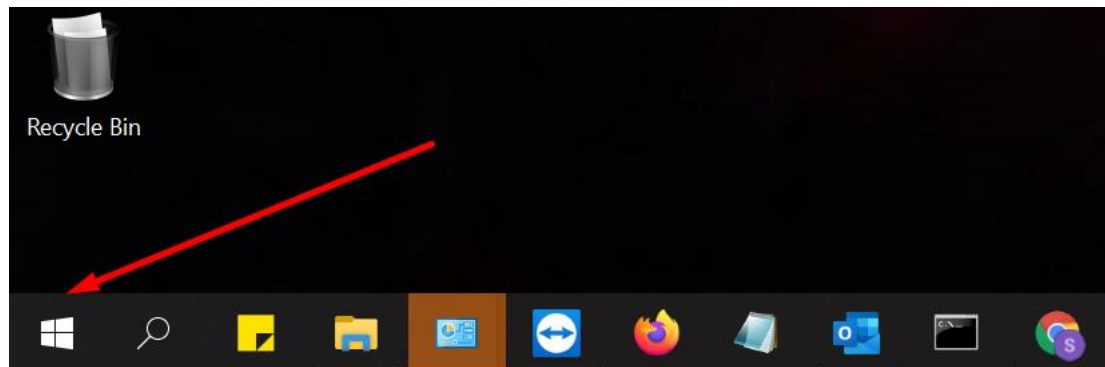


### Tip 5: How to keep the PC turn on through the night.

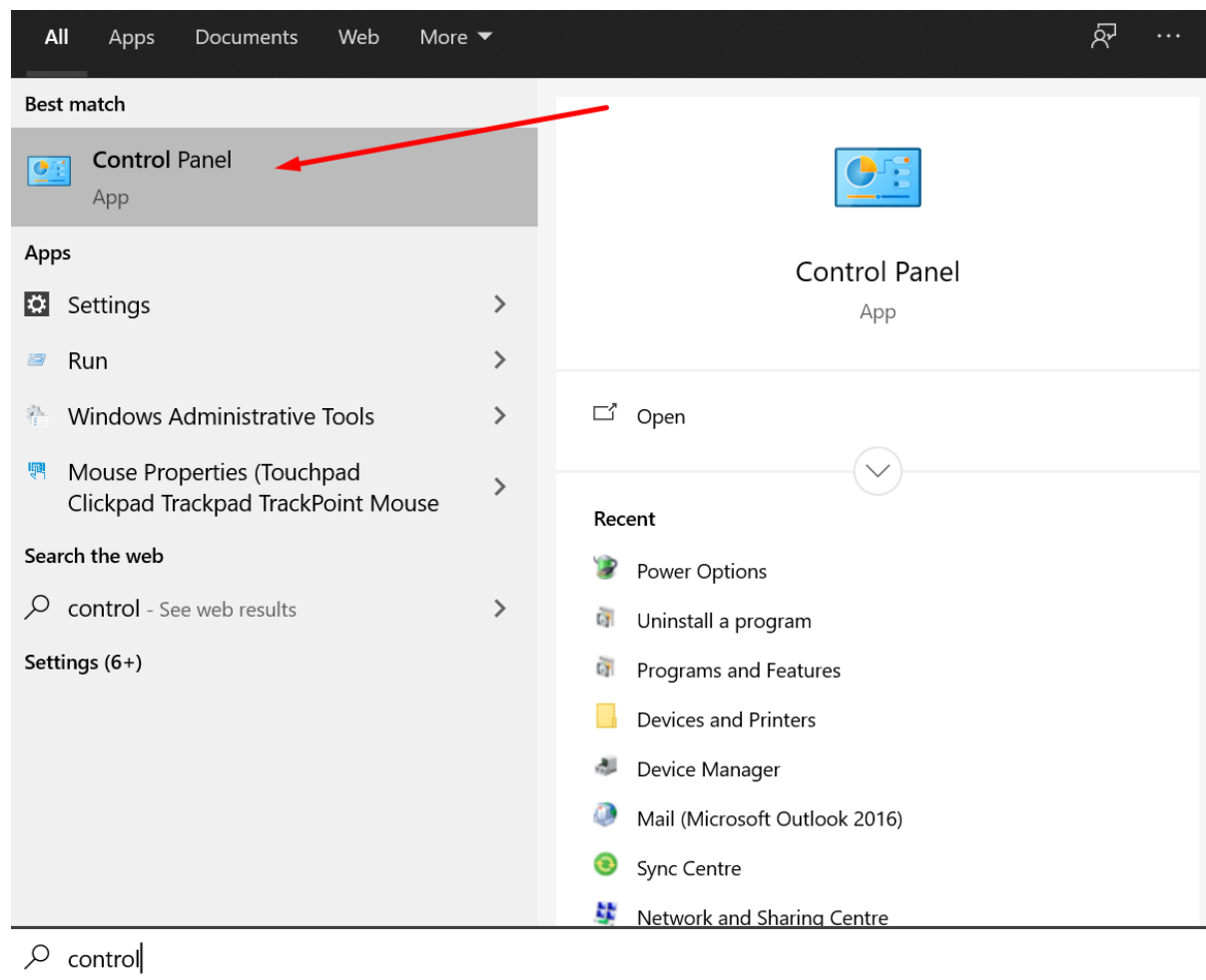
If a user wants to keep the PC open for the Cloud Station (Synology) to keep synchronising, User must lock the PC. (No sleep or shut down.)

- Follow the below instruction in order to keep your PC turn on.

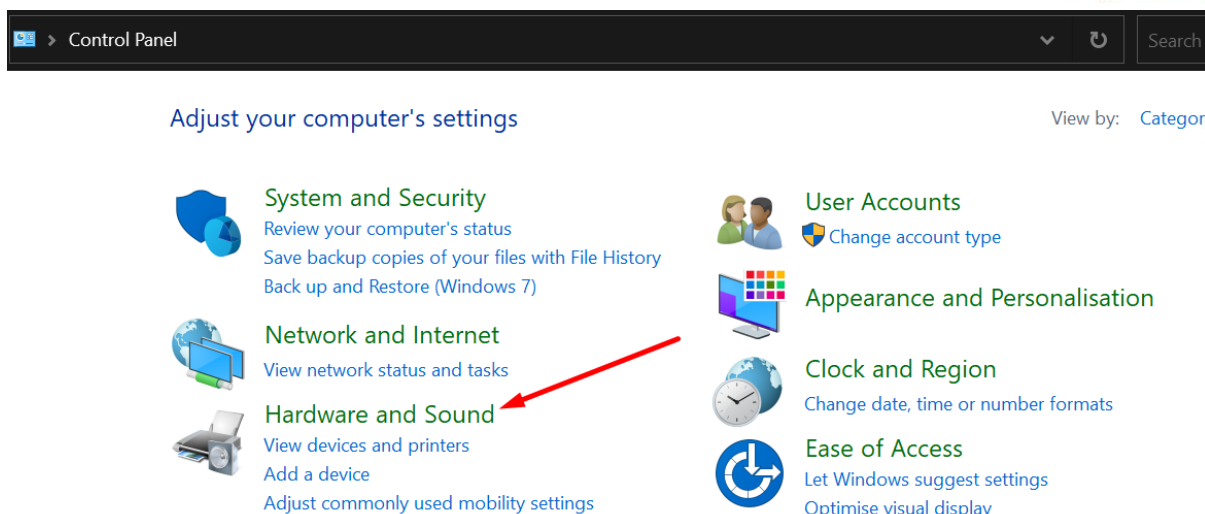
1) Left-click on the start button and then type **Control Panel**.



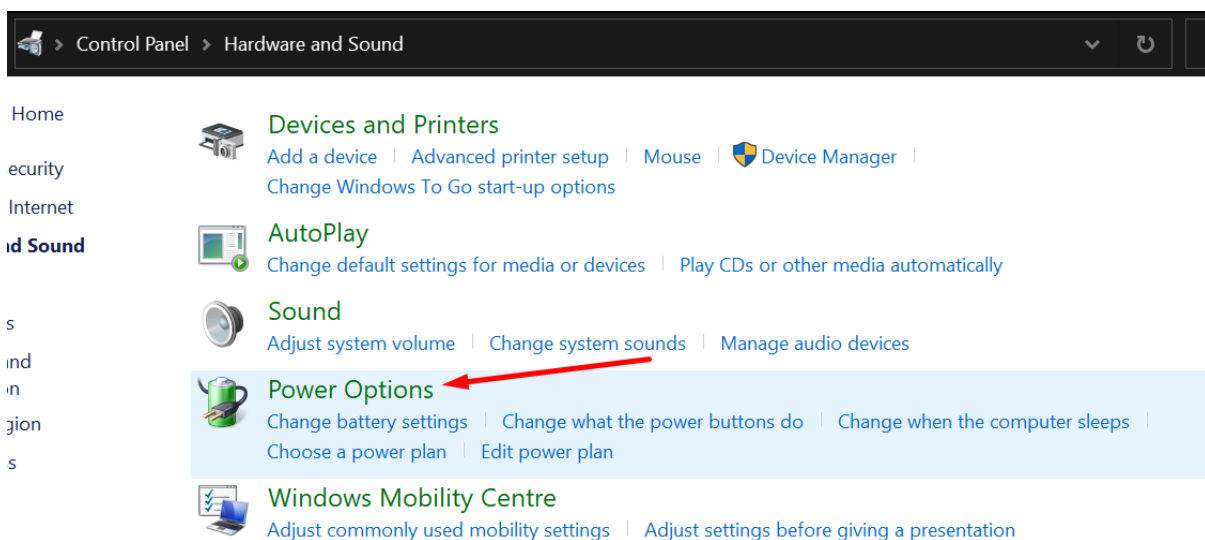
2) Left-click on **Control Panel**.



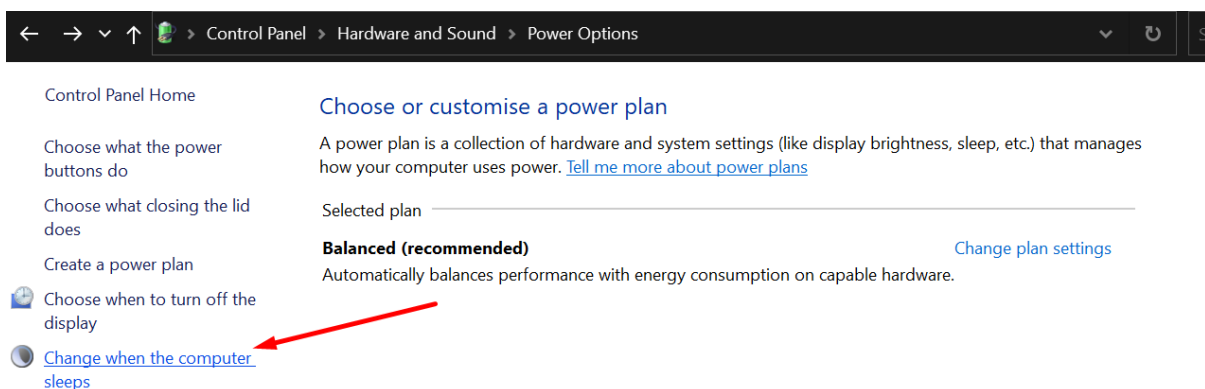
### 3) Left-click on **Hardware and Sound**.



### 4) Left-click on **Power Options**.

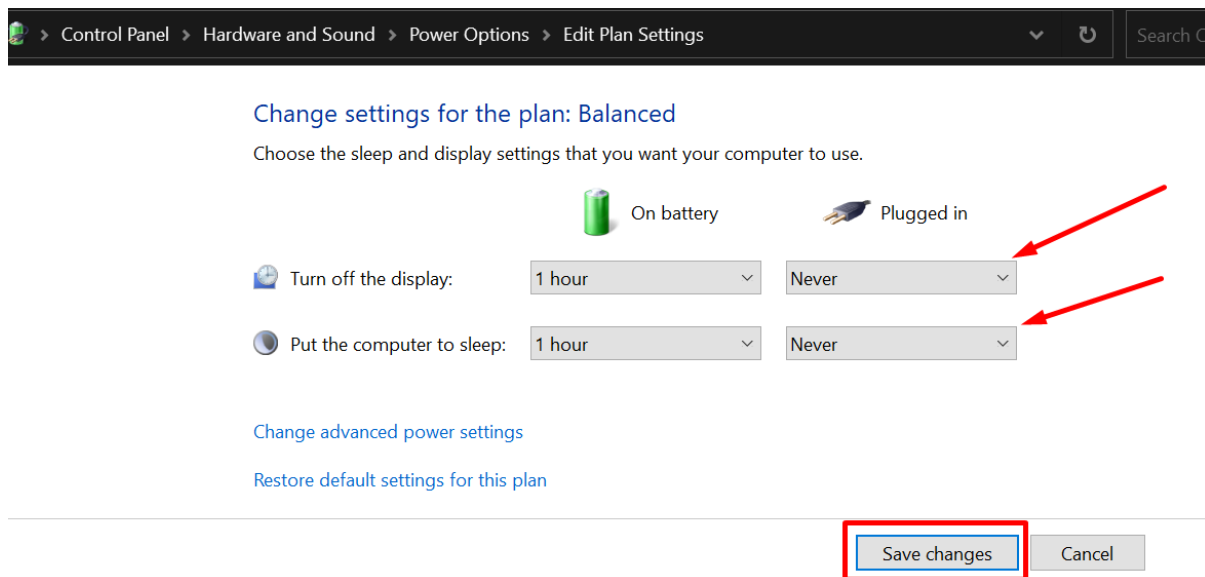


### 5) Left-click on **Change when the computer sleeps**.

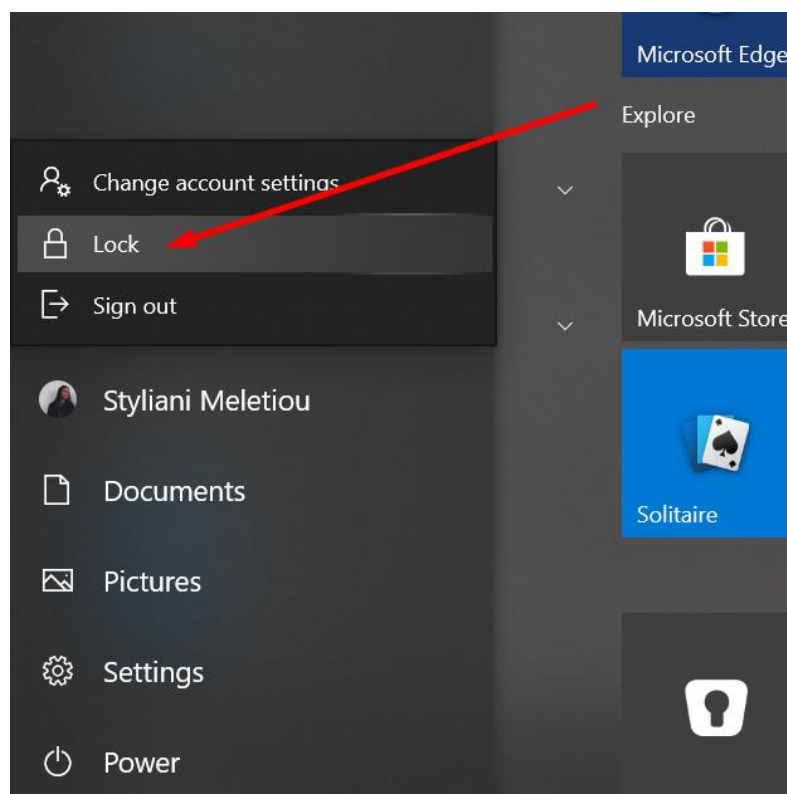




6) Change the Plugged in options to **Never** and save changes.



7) Left-click on **Lock**.



*if you have any questions, follow the procedure on how to contact us.*

<http://helpdesk.ibs.com.cy/support/solutions/articles/6000093707-ibs-support-document>