DOQEX® QUICK START GUIDE

Main Menu
https://doqex.york.gov.uk

File Space switcher
Click to switch between Project Spaces and your own files

Email
Send and reply to messages from your Securemail account

search

Homepage
Click the logo to return to your homepage

Search Click here to search. You can search the current folder or all your folders

Settings Change your account settings or configure the system

Logout
Close your session

File Controls

File Controls
Select one or more files then download, share, delete, move, copy or edit expiry date.

⊕ Add
1.Upload Files
2.Request Files

Select File
Click the circle for additional controls.

○ File Name ⬍ ↑≣	Type⬍	Size⬍	Expiry⬍	Shares⬍			
○ Bid Document.pdf	📄	1.95 MB	📅 8 weeks	4▾			
○ Client Database.xls	📄	9.77 MB	📅 8 weeks	⌁			
⌁ Document shared by someone else.doc	📄	2.2 MB	about 2 days	👤 DOQEX Demo			

Download file to your computer.

View File Open the document in your browser. Restrictions apply.

Rename File
Click the filename to edit it. Only edit your own files.

Expiry Click 📅 to edit expiry date. When files expire they are deleted!

Share Summary Click ▾ to manage shares for this file

Info Click 👤 to view audit information about this file.

Version Control Use ≣ to manage document versions.

Need Support? City of York Council ICT Service Desk
T: 01904 552222 E: ictservicedesk@york.gov.uk

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Sharing Files and Folders

Create Share Click the ⸭ icon next to a file or folder to share it.

Select share recipients
Start typing an email address. Select a contact from the list or type a new address.

External User
(Public share)
This person will be emailed a download link.
Enter a mobile number here to send the password by text message.

Share Recipients
List of people you have selected to share the file or folder with. Click 👤 to remove the contact from the list.

Internal User
(Private share)
This person has to login to see your data. Click the link 🔗 to switch to emailing them a download link instead.

Password
If you set a password external recipients must use it to access the file.
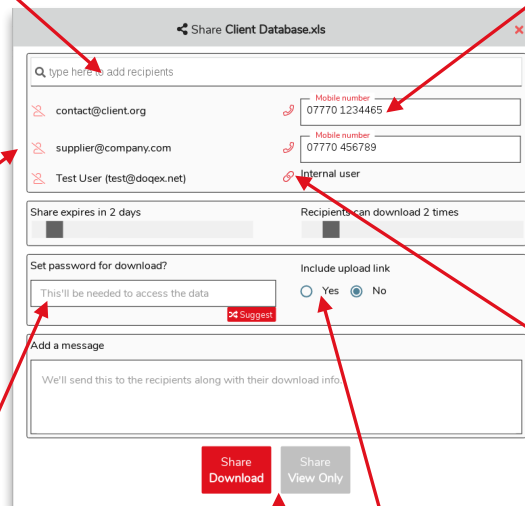
Tip: You can click the **Suggest** button to generate a password.

Download or View Only?
Choose to create the share with download rights or view only. **Note**: Not all files can be viewed. Security watermarks may be applied.

Upload Link
Selecting this will add an upload link to the email. The link allows the recipient to upload files to you.

Share dialog — "Share Client Database.xls"

- type here to add recipients
- contact@client.org — Mobile number 07770 1234465
- supplier@company.com — Mobile number 07770 456789
- Test User (test@doqex.net) — Internal user
- Share expires in 2 days | Recipients can download 2 times
- Set password for download? | Include upload link ○ Yes ● No
- This'll be needed to access the data — Suggest
- Add a message — We'll send this to the recipients along with their download info.
- [Share Download] [Share View Only]

Managing Shares

▼ **Share Summary** Indicates the number of active shares. Click the arrow or number to open the share management screen.

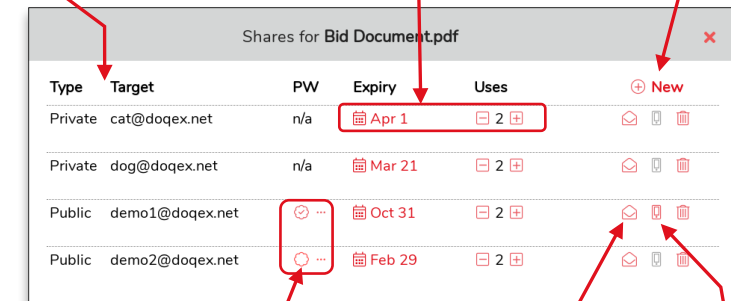**Share Recipients**
Shown here by email address. Private shares are accessed by logging in. Public shares are sent download links.

Access Rights
Click 📅 to change the expiry date. Change the number of downloads allowed with **Uses** ⊟ ⊞

⊕ **New**
Create additional shares.

*Shares for **Bid Document.pdf***

Type	Target	PW	Expiry	Uses		⊕ New
Private	cat@doqex.net	n/a	📅 Apr 1	⊟ 2 ⊞		✉ 📱 🗑
Private	dog@doqex.net	n/a	📅 Mar 21	⊟ 2 ⊞		✉ 📱 🗑
Public	demo1@doqex.net	⊘ ⋯	📅 Oct 31	⊟ 2 ⊞		✉ 📱 🗑
Public	demo2@doqex.net	◯ ⋯	📅 Feb 29	⊟ 2 ⊞		✉ 📱 🗑

Set and Change Passwords
Click ◯ to add a download password to the share.
Use ⊘ to view or change the current download password
Tip: Use the 📱 button send the password by text message to a mobile phone.

Email reminder
Click ✉ to send a reminder email. External recipients will be sent another copy of the download link.

Send Password
Click 📱 to send the password by text message to a mobile phone.

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Folder Controls

DOQEX Demo's My Files
Folder shared with me

- Home
- **Folder shared with me** 👥
  - 🗑 From another DOQEX User
- A Folder ↪
- Clients
- ➕ Contracts
- ➕ Templates

Shared Folder
The 👥 icon means this is **someone else's** folder which they have shared with you.

Open Sub-folders
The ➕ icon means this folder has sub-folders. Click to reveal them.

Shared Folder
The ↪ icon means **you** have shared this folder. Expand the folder to manage shares.

Share this Folder
Click ⤴ the icon to share this folder with other people.

DOQEX Demo's My Files
A Folder

- Home
- **A Folder** ↪

🔗 👤 🗑 ✏ 📁➕

Create New Folder
Add a sub-folder within this folder.

Rename Folder
Change the folder name.

Delete Folder
Only empty folders can be deleted!

Manage Shares
Control the shares for this folder. Send email reminders. Send passwords by SMS.

FAQ's

Q. Why can't I login?
A. Check you are using the correct email address and passphrase. You will be emailed if you enter an incorrect passphrase or if your account is suspended.

Q. Help! My account is suspended.
A. Call the City of York Council ICT Service Desk on 01904 552222 or email ictservicedesk@york.gov.uk

Q. How do I request a file?
A. Select the destination folder first then click the ⊕Add button at the top-right of the screen and choose *Request a file from someone else*.

Q. I need an account, how do I get one?
A. CYC staff can use the link on the login page.
A. Non-CYC staff must submit a request via their CYC contact.
A. Received a Securemail? You already have an account. One has been automatically created for you.

Q. Where is my file? / A file has disappeared!
A. The file may have expired or been deleted. Check deleted items in the ⚙ Settings main menu.
A. If the file wasn't yours, ask the file or folder owner to share it with you again.
A. Search for it. It might be in a different folder.

Q. How do I move files?
A. You can drag and drop files between folders. You can drag Folders too.
A. Select files and then use the ✛ move button or copy ⧉ to a project space.

Q. My contact got an email but no link!
A. Only **Public** shares contain links. Private share recipients have accounts on the service and should login.
Check the share summary (see file controls) by clicking the share indicator, e.g. 4▾ to see what type of shares are active.

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