



FileGenius®

FAQ, Version 3.0



applied answers

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FAQ



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What is FileGenius?

FileGenius allows you to upload, store, organize and share files with anyone through a secure, easy-to-use website using nothing more than a web browser. You can send files already located on your site or transfer them directly from your desktop to someone else's. Files are managed within workspaces – private sub-sites that allow you to organize, isolate and store files by client/customer, project, or job. Users are assigned a secure, private login and can only access the workspaces and functions you've assigned to them, allowing you to control what each person does on the site.

Could FileGenius replace our FTP site and sending files by email attachment?

Absolutely. FTP is difficult to use. Email attachments have severe size limits (typically 10MB or less). And neither FTP nor email are secure, and both can create a lot of support and clean-up work for your IT and technical personnel.

Is FileGenius easy to use?

Our customers think so. Users who that have experienced other systems before coming over to FileGenius claim it's the easiest to use of any software of its type, possibly the easiest to use of any software tool they use frequently in their job. Ease-of-use shares top priority with security at FileGenius.

Are my files secure with FileGenius?

Our data center is one of the most secure in the US, audited and certified as SAS 70 Type II. All files are transferred by SSL AES-256, 256-bit encryption, from your desktop to your site and to your recipients' desktops. Our security policies and methods are equal to or exceed even the most stringent industry requirements. In addition to traditionally and technically insured security, FileGenius offers "common sense" security, making your file transfer site's URL or web address invisible to search engines. You can be confident that your files are secure with FileGenius.

What does FileGenius cost?

Unlike our competition we do not confuse you with a lot of price options, nor do we place key features in higher-priced site packages when the lower priced version would suit your needs. FileGenius offers two standard price options, only distinguished by the storage capacity. Both offer the same complete set of features, including unlimited employee users, client users, bandwidth/transfer capacity, and transactions. Again, unlike our competition, we do not charge for users and bandwidth/transfer capacity or any other "extras". The attractive base price they offer quickly becomes very unattractive. FileGenius offers a 20GB site for \$149 a month, \$659 for six months, or \$1199 a year. A 30GB site is \$179 a month, \$849 for six months, and \$1525 for a year. Larger, custom storage capacities and longer terms are available – please ask for a quote. Both are further discounted to continue to make FileGenius the best value of all solutions of this type.

Do you have a demo or ways I can try FileGenius?

We currently have four ways you can experience FileGenius “up close”. The best way is the free trial, which gives you your own site for several weeks, to brand and do with what you wish. The trial site has all the working features of a site you’d buy, only restricted to 1GB of storage. There is also a public demo where you can log in and use all of our features to get an idea of how it works. We also have a self-running video tutorial that can be run in the privacy of your own office. All three of these options can be accessed from any page of our web site: www.filegenius.com. Finally, you can contact us at demo@appliedanswers.com to schedule a live, private demo exclusively for yourself and others in your organization. Using an online meeting service such as GoToMeeting you can witness firsthand how FileGenius performs and get all of your questions answered.

Who uses FileGenius?

While FileGenius was designed to be a useful tool for many kinds of businesses and organizations, our primary users are architectural and engineering firms, construction companies, accounting firms, attorneys, printers, creative services and multimedia firms. FileGenius is exclusively for business. We offer no “introductory” packages that allows FileGenius to be used for storing music, personal photographs, videos, or games. During the trial period we monitor activity and any site not being used for legitimate business purposes is disabled. This ensures our server resources and bandwidth are reserved for our paying customers only.

Do I need to purchase any software or install and use any specialized software?

Absolutely not. A javascript-capable web browser is all you need. You can use FileGenius — and all its features — with Windows, Mac OS X, various flavors of UNIX and Linux. All in all, FileGenius supports over 32 different web browsers, including Internet Explorer, Firefox, Chrome, Safari, Opera, OmniWeb, iCab, and many, many others. Our 100% compatibility means you don't need any downloaded applets, browser plug-ins, or even Flash to run all of our features. Everything necessary to use FileGenius runs from our servers — nothing has to be installed on your computers or network, which is good news for your IT people. That’s just something else for them to support — and a lot more to go wrong.

How long does it take to set up my trial or real site? Is there a setup charge?

Your site is ready to go within seconds of your submission of a brief form. You’ll immediately receive an email containing your login and other useful information. And there is NEVER a setup or any other extra charges with FileGenius.

If I purchase a site what happens to my trial site, the files on it, and the users I set up?

Nothing. Your trial site merely becomes your purchased site and it will now reflect your subscription renewal date and actual storage capacity in the Control Panel, on your very next login to the site. All files, folders, users, and workspaces remain fully intact.

Does FileGenius back up all the data on my site?

We do, twice a day, at noon and midnight, EST/US. We don't, however, guarantee the restoration of your files. To do so would require a second-by-second cumulative mirror and incremental backup system. The cost of this would greatly increase the price you pay for FileGenius. While we have been able to restore every request to date, ultimately the responsibility for back-up is yours.

Do I have 24/7 access to my data? What if I forget my password during off hours?

Your FileGenius site is always accessible, 365 days per year, 24 hours per day. While direct phone or email support is limited to Monday - Friday, 9am to 6pm, EST/US, you can receive or change your password anytime. You only have to click on the link on your login page and a new temporary password is sent to your email address immediately. Logging in with the new temporary password will allow you to change it to anything you like, even the old one.

How fast will my files upload or download with FileGenius?

Unlike many file transfer providers we do not restrict or "throttle" bandwidth, a practice meant to save the provider money. FileGenius will run as fast for you as your connection speed allows, subject to differences in your upload and download speeds and various traffic loads you may experience in your geographical location.

What types of files does FileGenius support? What about maximum file size?

FileGenius is compatible with thousands of file types, running on multiple operating systems. They include txt, pdf, dxf, dwg, and other CAD file types, word processing and spreadsheet documents like Word and Excel, presentation documents like PowerPoint, accounting program files like QuickBooks and others, large graphic files from applications like Photoshop and Illustrator, multi-media files, like wav, aiff, mov, mp3, and thousands of other file types. Have a file you think FileGenius won't support? It probably already does but you only have to ask and we'll provide practically instant support for your file type – it's that easy. Currently you can upload and/or send up to a 2GB single or batch archive file.

How long do my files stay active on FileGenius before they are deleted or archived?

Your files stay on your site, fully accessible, until you delete them yourself. Unlike our competition we understand the open-ended chronological needs of professionals who work with projects, jobs, or client documents. We do not delete or archive any files, for any reason. We do, however, provide powerful search and housekeeping tools that will let you perform batch deletes on files based on any combination of critical parameters, including date, size, type, who modified last, workspace location, etc. We also offer you the option to expire links to files when you send them to other individuals. This provides security, not allowing the links to stay in others' computers, but preserves the file itself.

Can I view and manage my files and folders in FileGenius, similar to how I do it on my own computer?

FileGenius displays your files in a nested, hierarchal manner like your Windows or Mac OS X user interface. These files and folders can be sorted by Name, Date, and Size, like your own computer, and additionally by File ID and Username. You navigate like you do on your computer, clicking on folders to open and using the path above each window to move backward (a "breadcrumb" path). We're dedicated to making FileGenius the easiest solution of its type and offering you a familiar look and feel goes a long way toward that goal.

Can I search for my files on FileGenius?

Yes, with the most powerful search tool of its kind among file transfer solutions. You can search on any combination of nine different criteria including file name, date and date range, size and size range, file ID, file comments, which user last modified it, the workspace location, whether or not it's been deleted (there's always a record of deleted files on the site) and even the file type . Our search engine is so much more powerful and versatile than competing solutions because unlike our competitors we use a proxy file system that makes powerful, complete searching possible (as well as adds another layer of security).

FileGenius almost seems too easy to use. Does the user-friendly appearance mean my files are not secure or there aren't enough powerful features to manage my files?

Of course not. Making FileGenius easy to use — while still offering powerful features and strong security — wasn't easy, but we did it. Don't let the easy, intuitive interface fool you — FileGenius can be a powerful tool for your organization.

Who else can see or manage my files and folders?

Only people YOU give express permission to by way of an industry-preferred, user-based permission scheme. FileGenius lets you set permissions for users one time versus constantly reminding users to set privileges on each of hundreds, maybe thousands of individual files and folders. User permission options include: upload files, download files, move/copy files, rename files, delete files, create folders, and delete folders. Users can also be restricted to specific workspaces — private segments

of the site that are used to house and organize files by company, client, project, or job. YOU decide who can access your files and what they can do with them.

How many individual users can access the site? Are there extra charges for additional users?

There is no limit on the number of users you can create that will have full access to your FileGenius site. Unlike all the rest of our competitors who restrict the number of “employee” users (those with full access potential) but offer unlimited “client” users (those that can receive files only), FileGenius makes no distinction. All users can be “employee” users and there is no limit on these and no extra charges. There are never any extra charges or additional billings with a FileGenius site.

Can I create separate, secure file transfer and management sub-sites/portals for my clients, vendors, and various associates?

Of course. Just as with users, there are no limits on the number of private workspaces or sub-sites you can create with FileGenius. Create one for every client, customer, project, job, department or whatever other organizational division you may need. And an unlimited number of users can also belong to one or more of each of these workspaces.

Can non-users upload files to FileGenius?

Only if you permit it with an easy “DropBox” feature that you can turn on or off as your needs change. That way anyone can send you a secure, encrypted file WITHOUT access to your site. They can even include a message about the file they've uploaded — all from your login screen but still securely OUTSIDE your actual site. If you don't need to accept files from non-users you can simply disable the DropBox feature, removing it completely from view.

What if I need for a non-user to download a file? Do I need to make them a user?

Not at all. Our Send File feature lets you securely make files available to anyone outside your system with access to email, especially those that may be infrequent or one-time contacts. This applies to files still on your own computer as well as those that are stored on the site.

Are users notified when files are sent to them, uploaded, or downloaded?

Yes. Individuals you send files to receive an email notification with a secure link to download the file. The notification will say who sent it, from which site, the file's name and when it was sent. The user only needs to click on the encrypted link to securely download the file to their desktop. Or, for added security, you can select the option to require the user to log into the system, ensuring only registered site users have access to that file. Additionally you can select the option to receive a confirmation that your file recipient actually received the file. Plus, any user who has download and/or upload notification turned on in their user options will receive notifications of all files uploaded or downloaded from the workspaces to which they belong.

Can I upload, send, and download multiple files at one time with FileGenius?

Yes. We've successfully tested our batch upload, send, and download features up to 3,000 files at once. Best still, our batch features are 100% server-side, meaning they don't require any software (aside from your browser) to be installed on your computer. Since we are the only file transfer solution that doesn't require additional software to be installed on your computer for the use of any feature, you will always have access to these features with FileGenius — even if your IT department doesn't allow outside parties to install software on your computers.

Can I sort and organize files by things like job number, department, or other specific information?

We provide two ways to “tag” or identify files — a File ID field and a comments field, both of which are searchable. This allows you to sort, find, and manage files by user, workspace, job numbers, name, comments, date and time, size, and extension — or by any other creative tagging or identification system you may use — even if the file has been deleted. The rich search capabilities of FileGenius do not compromise, in any way, the security of your files.

Can I change account or user information at any time?

The site's Administrator (Admin) and anyone with Admin user account status can make changes to the site's custom branding features and the primary contact information. They can also add, edit, or delete users, workspaces, and all files. Additionally the Admin can change or update payment information, change the storage capacity, subscription duration, and cancel the account, all in the Admin interface.

I signed up for your FREE TRIAL but didn't get my login and password information as promised. What happened?

Many spam and junk email filters today automatically reject mail from addresses from which you've never received mail before (it's called “greylisting”). It may be necessary to “whitelist” (allow) our mail domain, @appliedanswers.com and our notifications domain, @filetransfers.net. You may have to do this with your desktop email application or have someone do it at your mail server or both, wherever the greylisting may be based. When anything unexpected happens please contact us at 1-888-753-2245, ext. 701 (customer service) or email us at support@appliedanswers.com. We're here to serve your needs.

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