Guest sharing

About guest sharing

As inSync Share users, you can share data with guest users. Guest users are individuals with whom you need to collaborate with and share data for a temporary duration. These users can be people within or outside your organization. Only a inSync Server administrator can provide inSync Share users the permission to share data with guest users.

A guest user can have any of the following accounts:

- inSync users of one organization can be guest users of some other organization.
- Guest user of one organization can be a inSync user of other organization.
- Guest user of one organization can be a guest user of other organization.

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Note: These guest account types are available only on inSync Cloud.

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To access a guest account, you must log on by using inSync Web only. However, if you are a inSync user, you can access the shared folder by logging on to inSync Web or by accessing inSync Web from inSync Client.

Tasks that a guest user can perform

Guest users can log on to inSync Web to access, download, or update files and folders that are shared with them. Following are the permissions available for guest users:

<table>
<thead>
<tr>
<th>Permission</th>
<th>Tasks that the guest user can perform</th>
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<tr>
<td>Guest user with View permissions</td>
<td>Guest user can only download the shared files and folders.</td>
</tr>
<tr>
<td>Guest user with Edit permissions</td>
<td>Guest user can perform the following tasks:</td>
</tr>
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https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/Share_and_Sync/030_Share_folders_with...
<table>
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<tr>
<th>Permission</th>
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<tr>
<td></td>
<td>• Upload files</td>
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<td></td>
<td>• Create folders</td>
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<td>• Delete files from the shared folder</td>
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</table>

Guest users cannot perform the following tasks:

Install inSync Client and inSync Mobile App and use it for data backup or share. Sync shared folders with their devices. Leave a shared folder.

**Guest user licenses**

By default, inSync provides 50 guest user licenses with the inSync Share license. Guest user licenses are allotted to your organization and are shared by all your users. The guest user licenses are used when you share files or folders with users who do not have an inSync Share account for your organization. Each guest user consumes one guest license. If you need more guest user licenses, raise a request to [Druva Support](https://docs.druva.com).

**How to create a guest account?**

As a inSync user, you can create a guest account to provide temporary access to your shared data.

**Prerequisite**

The inSync Server administrator must enable guest sharing for the profile that you are associated to. For more information about how inSync Server administrators can enable guest sharing for a profile, see [Manage guest users](https://docs.druva.com).

**Procedure**

To create a guest account,

1. Open inSync Web. The **inSync Share** page appears.
2. In the **All Content** tab, click the row of the folder for which you want to update the collaborator permission, and then click the **Share** icon and then click **Manage Collaborators**. The **Manage Collaborator** window appears.
3. In the Manage Collaborator window, enter the email address of the user that you want to add as a guest, and then click Add.

4. In the confirmation dialog box that appears, click Yes.

5. From the list of users that are displayed in the Manage Collaborators window, select the guest user that you added and assign View or Edit permissions to the account.

6. Click Done.

Guest account login policies

The following policies are applicable for guest accounts:

- inSync treats a managed inSync user and a guest user as separate accounts. Therefore, if you have both a inSync user account and a guest account, then you can have the same or different login credentials.

The following scenarios can occur when you log on to inSync Web:

  - Same password for both managed inSync account and guest account
    
    In this case, inSync prompts you to choose the account that you want to access. Based on your selection, inSync displays the data for that account.
  
  - Different password for managed inSync account and guest account
    
    In this case, inSync navigates to the account for which the password matches. You can then access the data for that account.

- If you are a guest user who is associated with multiple organizations, then you can use the same password to access shared data of different organizations. Once you are logged on to inSync Web, you can simply switch between different guest accounts to access the respective shared data.

- If you are a inSync user of one organization and a guest user of other organization, you cannot switch between the guest account and the managed inSync account from inSync Web. You must enter the login credentials for the specific account separately.

- By default, if you are associated with multiple guest accounts, then inSync Web navigates to the latest guest
Login scenarios

See the following scenarios for more information about how inSync handles different guest accounts combinations:

What happens when a new user on inSync Cloud is added as a guest user?

A inSync user for one organization can be added as a guest user for other organization.

Once the guest user is added to inSync, the user receives an invitation email, which contains the guest user login credentials and the link to the shared folder. To activate the guest account, the user must click the View Shared Folder link and log on by using the login credentials specified in the invitation email.

Upon first time login, the guest user is required to change the password and then again log on to access the guest account.

What happens when a guest user for one organization is added as a guest user for other organization?

Note: This scenario occurs only on inSync Cloud.

In this case, the guest account for that organization is created and the guest user receives an invitation email, which contains the activation details. However, no password is shared because the guest account already exists. The invitation email also contains an option to request a new password.

To activate the guest account, the user must click the View Shared Folder link and log on by using the login credentials of the previous guest account.

When the guest user logs on to inSync Web, the user can access the shared files. Additionally, the user can switch between different guest accounts. The guest user is not required to provide the login credentials again when switching between different guest accounts.

What happens when inSync user of one organization is added as a guest user of other organization?

Note: This scenario occurs only on inSync Cloud.

You can add an inSync Share user of one organization as a guest user of other organization. Once the guest user is added to inSync, the user receives an invitation email, which contains the guest user login credentials and the link to the shared folder.
To activate the guest account, the user must click the View Shared Folder link and log on by using the login credentials specified in the invitation email.

Upon first time login, the guest user is required to change the password and then again log on to inSync Web.

**Note:** Although the email address is the same, only the guest account’s password will be changed here.

Upon subsequent login, inSync Web prompts whether the user wants to access the guest account or the inSync Share account. Per the user's selection, inSync Web navigates to the selected account. The user is not required to provide the user credentials again here. If the password for both inSync managed account and guest account is the same, then the following screen appears:

![inSync Web Screen](image)

If the password for both inSync managed account and the guest account is different, then inSync Web navigates to the account for which the entered password matches.

**What happens when inSync user of one organization and guest user of other organization is added as a guest user of another organization?**

![inSync Web Screen](image)

**Note:** This scenario occurs only on inSync Cloud.

You can add an inSync Share user of one organization and a guest user of other organization as a guest user of another organization. Once the guest user is added to inSync, the user receives an invitation email, which contains the link to the shared folder.

To activate the guest account, the user must click the View Shared Folder link and log on by using the username that is specified in the invitation email, and the updated password.
When the user logs on to the guest account, the user can switch between the multiple guest accounts.

What happens when the guest user of one organization is added as a inSync user of another organization?

Note: This scenario occurs only on inSync Cloud.

Administrators can add a guest user of another organization as a inSync user of their organization. For more information about how to add a inSync user, see Add users individually. The user receives an invitation email to activate their inSync user account.

To log on to inSync Web as an inSync Share user, the user must use the login credentials specified in the invitation email. inSync Web prompts whether the user wants to access the guest account or the inSync Share account. Per the user's selection, inSync Web navigates to the selected account.

Guest user password policies

Following password policies are applicable for guest user:

- If the guest user associated with a single organization, the password policy of that organization will be applicable.
- If the guest user is associated with multiple guest accounts and organizations, the password will be determined by the password policies of all the associated organizations. The guest must comply with the strongest password policy among the associated organizations.
- If any organization updates to a stronger password policy, then the guest user will be asked to reset the password to comply with the updated password policy.
- The administrator cannot reset the password of the guest user till the user activates the guest account for that organization, by accessing the shared folder of that organization.

Note: These password policies are applicable only on inSync Cloud.
Reset or change the guest user password

If the guest user has forgotten the password, then the user must request the administrator to reset the password. This allows the guest user to set a new password without providing the old password.

If the guest user wants to update the password by providing the old password, then the guest user must change the password.

**How to reset the password of the guest account?**

Only the administrator can reset the password of the guest account from the inSync Management Console. For more information, see [Manage guest users](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/Share_and_Sync/030_Share_folders_with…).

To request for a password reset, the guest user must perform the following steps:

1. Open the auto-generated invitation email that you received. The email contains a link to request for a new password. This email is received when another folder is shared with the guest user, either from the same organization or from other organization.

2. Click **Request New Password**.

3. On the dialog box that appears, choose the organization for which you want to reset the password. The password policy for that organization will be applicable.

**Notes:**

- If any organization updates to a stronger password policy, then the guest user will be asked to reset the password to comply with the updated password policy.

- If the guest user is associated with multiple organizations, the user must activate all the guest accounts to access the shared folder. The administrator cannot reset the password of the guest user till the user activates the guest account for that organization.

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**Request Password**

You can request a new guest password from any of your existing shared folder owners. Password will be sent by email.

Request new guest password from 'VCloud Default Customer'

Request new guest password from 'orgB'

You will receive the new guest password by email once the administrator for that organization approves the request. With the new password, the guest will be able to access data of all associated organizations.
How to change the password for a guest account?

To change the password,

1. Log on to inSync Web as a guest user.
   1. From the upper right-hand side of inSync Web, click My Account. The Account Information dialog box appears.

2. Click Change Password. The Change Password dialog box appears.

3. Provide the following information:
   - In the Old password field, enter the current password.
   - In the Enter new password field, enter the new password.
   - In the Confirm new password field, reenter the new password.

4. Click Change Password.

The password for the guest account is updated.

Password scenarios

What happens when the password of the guest account and managed inSync account is the same?

In this case, on logging in to inSync Web, an intermediate screen is displayed requesting the user to choose the account of interest. Depending on the choice, inSync Web redirects the user to that account. However, if the user
accesses inSync Web from inSync Client, then the intermediate screen is not displayed. The user is automatically redirected to the managed inSync account.

If the password is different, then on logging from inSync Web, you are redirected to the account for which the password matches.

What happens when the password of managed inSync account is reset?

The inSync Server administrator can reset the password of the inSync user. For more information, see Reset the password for a user.

If the inSync user is a guest user of other organization, then resetting the managed inSync account's password does not impact the guest account's password. This is because both the accounts are separate.

What happens when guest user's password is reset?

The administrator can reset the guest user's password. For information about how the administrator can change the guest user's password, see Manage guest users.

If only one shared folder is shared with the guest user, and the user forgets the password, then the user can do the following:

- Contact the user who has added the guest user to the shared folder, who can do any of the following:
  - Request the administrator for a password reset.
  - Unshare and again share the folder with the guest user. The guest user will receive the invitation email that contains the Request New Password link.

Account deletion policy

The following scenarios provide information about how inSync handles guest account deletion and inSync account deletion, and the impact on shared data.

What happens when a guest account is deleted?

Administrator can delete the guest user from the inSync Management Console. For more information, see Manage guest users.

If the guest user is associated to a single organization, then the guest user will no longer be able to access the shared data of that organization.

If the guest user is associated to multiple organizations, then the user will no longer be able to access the shared data of the organization for which the guest account is deleted. The guest user will still be associated to other organizations and can access their shared data.

What happens when inSync user account is deleted?

The administrator can delete the inSync user account. For more information, see Disable, enable, and delete users.

If the inSync user is a guest user of other organization, then deletion of the inSync user account will not impact the guest account.
Frequently asked questions

What happens if the guest user does not access the shared folder?

If the guest user does not access the shared folder, then the user cannot view the shared data till the activation is completed. Additionally, inSync Web displays the following message:

Note: This scenario occurs only on inSync Cloud.

What happens if the guest user does not access the latest shared folder of the same organization?

In the same organization only, inSync user can share abc folder with a guest user, and then shares pqr folder with the guest user. In this case, if the user has not activated the guest account by clicking abc folder's link, then the abc link is invalid when the pqr folder is shared. Therefore, the guest user must click pqr folder's link so that the user can access shared data from both abc folder and pqr folder.

Note: This scenario occurs only on inSync Cloud.

What happens if the guest user does not receive the invitation email?

If the guest user does not receive the auto-generated email, the inSync user must perform the following steps:

Remove the guest user from the shared folder. For more information, see Remove collaborators from a shared folder. Add the guest user for the shared folder. For more information, see How to create a guest account?

The guest user will receive an auto-generated invitation email. However, the login credentials will not be included in the email. Therefore, the guest user must click Request New Password so that the administrator can reset the password for the guest user.