



# **S-Drive Portal Guide v1.27**

***Important Note***

This user guide contains detailed information about S-Drive Portal usage.



[www.cyangate.com](http://www.cyangate.com)

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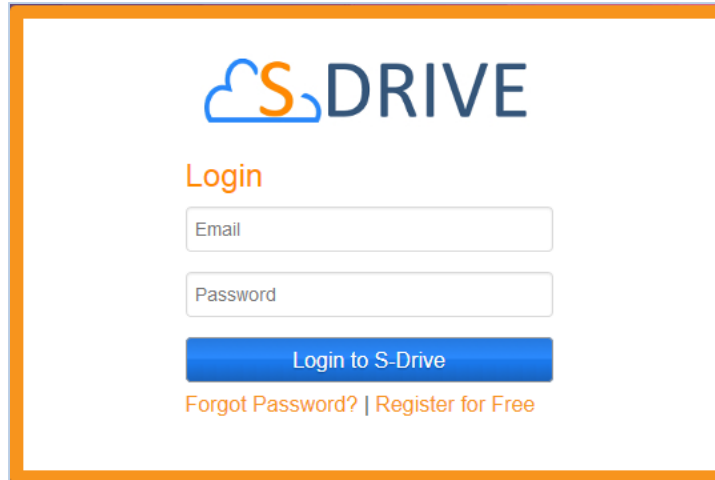
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## A. S-Drive Account

In order to use S-Drive, you should create a free S-Drive account.

### 1. Login

- Go <https://portal.sdriveapp.com>. You will see Login form (Figure 1). Type your *Email* and *Password*, then click the "Login to S-Drive" button.

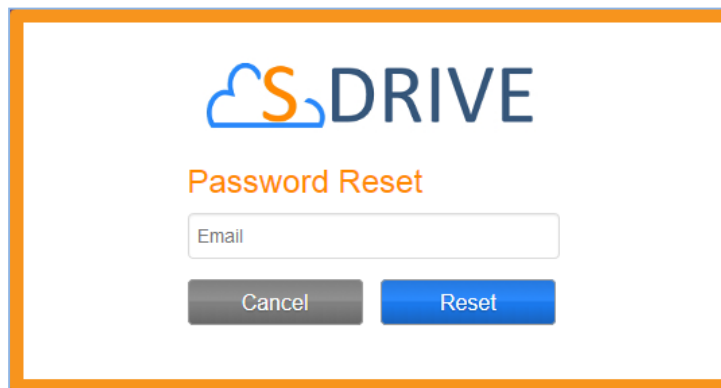


The login form for S-Drive is displayed within an orange border. At the top is the S-Drive logo. Below it, the word "Login" is written in orange. There are two input fields: "Email" and "Password". Below these fields is a blue button labeled "Login to S-Drive". At the bottom, there are two links: "Forgot Password?" and "Register for Free", both in orange text.

Figure 1

#### a) Password Resetting

- If you forget your password, click the "Forgot Password?" link (Figure 1). You will see Password reset form (Figure 2). Type your *Email* then click the "Reset" button. If there is no problem, you will receive an email for password resetting. You should use new password which sent with this email.

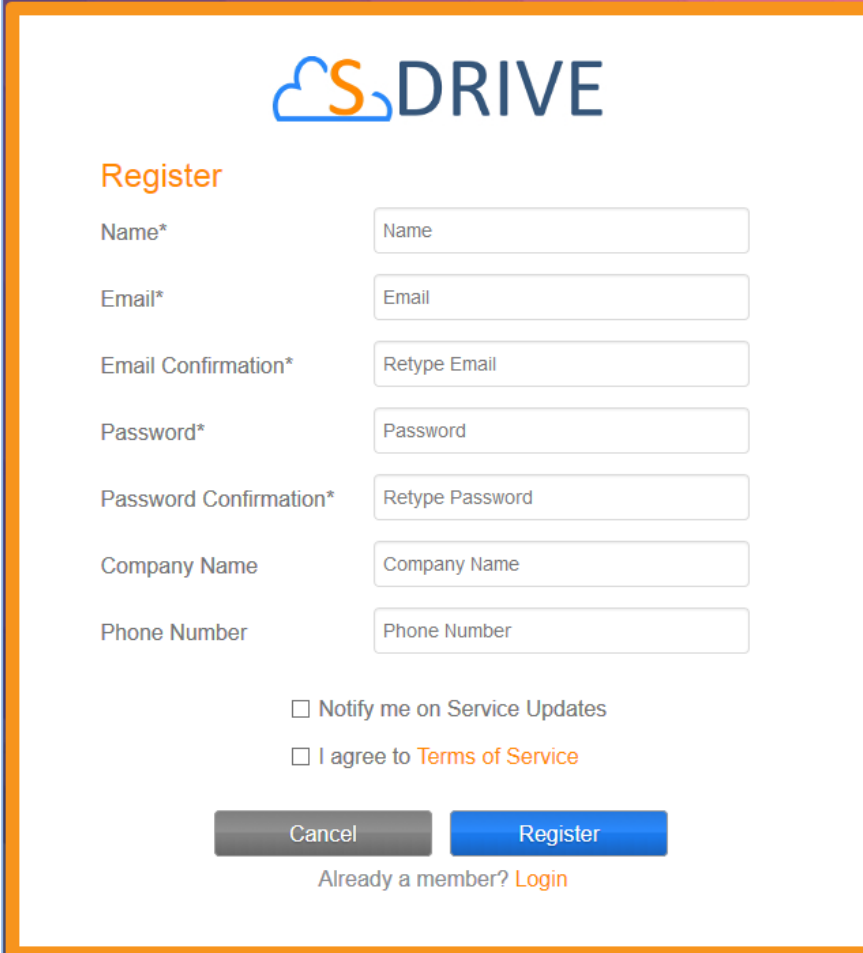


The password reset form for S-Drive is displayed within an orange border. At the top is the S-Drive logo. Below it, the words "Password Reset" are written in orange. There is one input field labeled "Email". Below this field are two buttons: a grey "Cancel" button and a blue "Reset" button.

Figure 2

## 2. Register

- Go <https://portal.sdriveapp.com>. It redirects the login page. Click the "Register for Free" link (Figure 1). You will see Register form (Figure 3). You must type *Name*, *Email*, *Email Confirmation*, *Password*, *Password Confirmation* and select *Terms of Service*. Click the "Register" button. If there is no problem, you will receive an email for S-Drive account activation. You should click the link on activation mail. If your S-Drive account is successfully activated, You can login with your S-Drive account.

The image shows a web form titled "S-DRIVE Register". At the top is the S-DRIVE logo. Below it, the word "Register" is written in orange. The form contains several input fields: "Name\*" with placeholder "Name", "Email\*" with placeholder "Email", "Email Confirmation\*" with placeholder "Retype Email", "Password\*" with placeholder "Password", "Password Confirmation\*" with placeholder "Retype Password", "Company Name" with placeholder "Company Name", and "Phone Number" with placeholder "Phone Number". Below these fields are two checkboxes: "Notify me on Service Updates" and "I agree to Terms of Service". At the bottom are two buttons: a grey "Cancel" button and a blue "Register" button. Below the buttons is the text "Already a member? Login" with "Login" in orange.

**S-DRIVE**

**Register**

Name\*

Email\*

Email Confirmation\*

Password\*

Password Confirmation\*

Company Name

Phone Number

☐ Notify me on Service Updates

☐ I agree to [Terms of Service](#)

Already a member? [Login](#)

Figure 3

### 3. Update S-Drive Account

- Click *Account* link on menu (Figure 4). You see "Edit Account" and "Change Password" tabs (Figure 5).

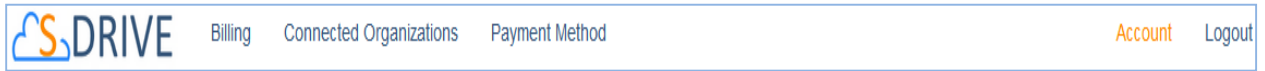


Figure 4

- To edit S-Drive account information, click "Edit Account" tab. It fills *Name*, *Email*, *Company Name* and *Phone Number* fields. Edit information which you want to change, then click "Update" button (Figure 5).



**Note**

\* *Name*, *Email* and *Email Confirmation* fields are required.

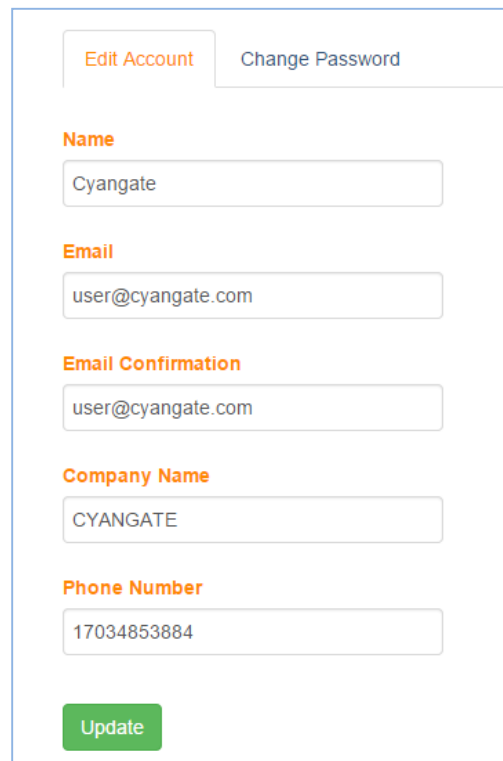
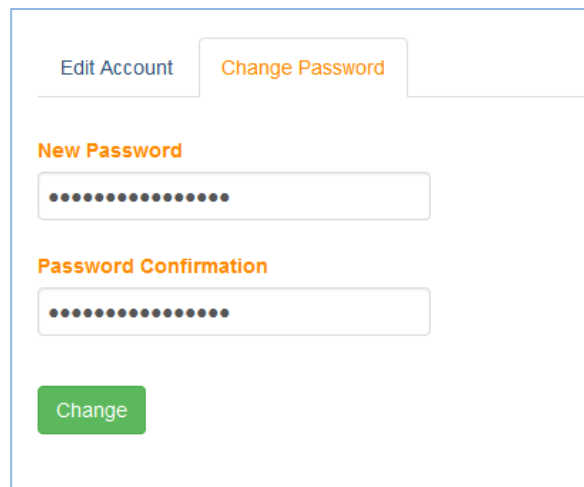


Figure 5

- To change S-Drive account password, click "Change Password" tab. Type *New Password* and *Password Confirmation*, then click "Change" button (Figure 5).



The screenshot shows a web interface for changing an S-Drive account password. At the top, there are two tabs: "Edit Account" and "Change Password". The "Change Password" tab is selected and highlighted in orange. Below the tabs, there are two input fields. The first is labeled "New Password" in orange text and contains a series of black dots. The second is labeled "Password Confirmation" in orange text and also contains a series of black dots. At the bottom of the form, there is a green button labeled "Change".

Figure 6

## B. Connected Organizations

In order to use S-Drive, you should connect your Salesforce.com organization to S-Drive.



**Note**

\* You can connect your organization, If S-Drive 1.24 or greater versioned package is installed on this organization and *You* have sufficient privileges to make OAuth authorization.

### 1. Connect Salesforce.com Organization

- Click *Connected Organizations* link on menu (Figure 7). You see "Connect Salesforce.com Organizations" and "Connected Salesforce.com Organizations" sections (Figure 8).

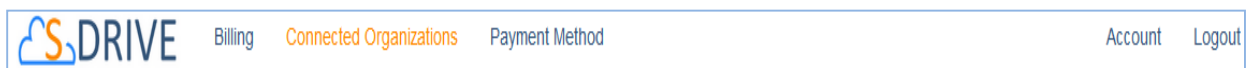


Figure 7

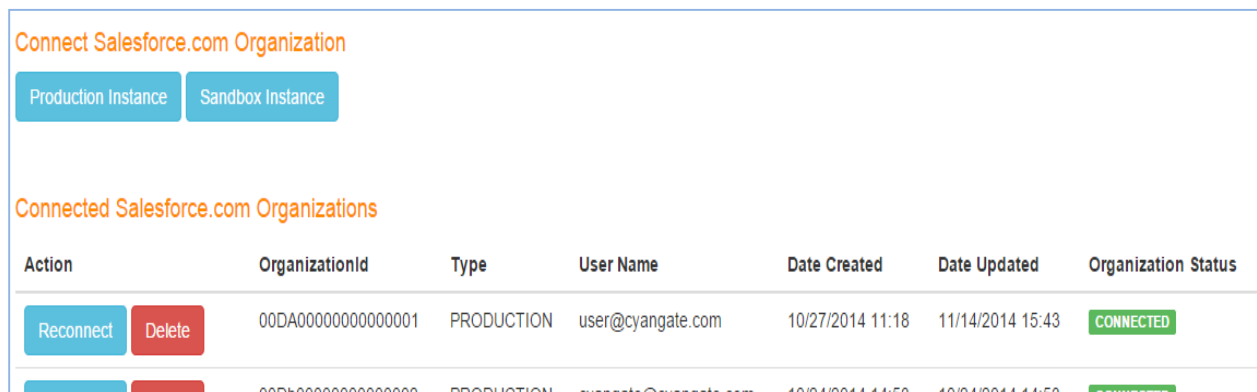


Figure 8

- For make OAuth authorization, click "Production Instance" button if your organization is production or click "Sandbox Instance" button if your organization is sandbox (Figure 7). It redirects the salesforce.com login page (Figure 9)(Figure 10). You should login with your organization account.

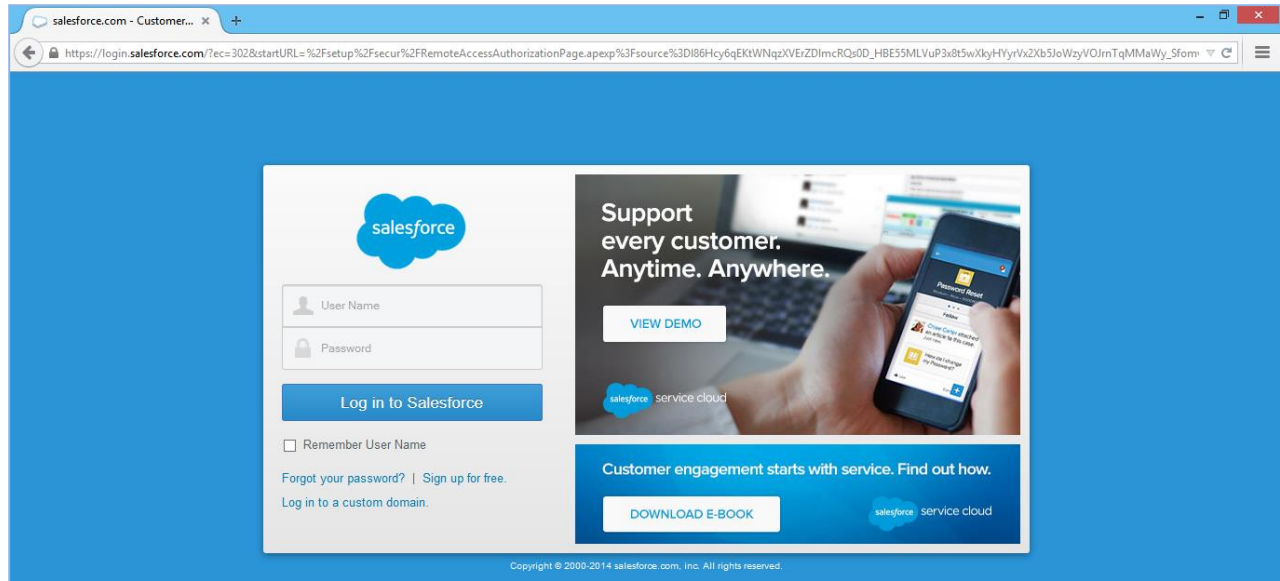


Figure 9

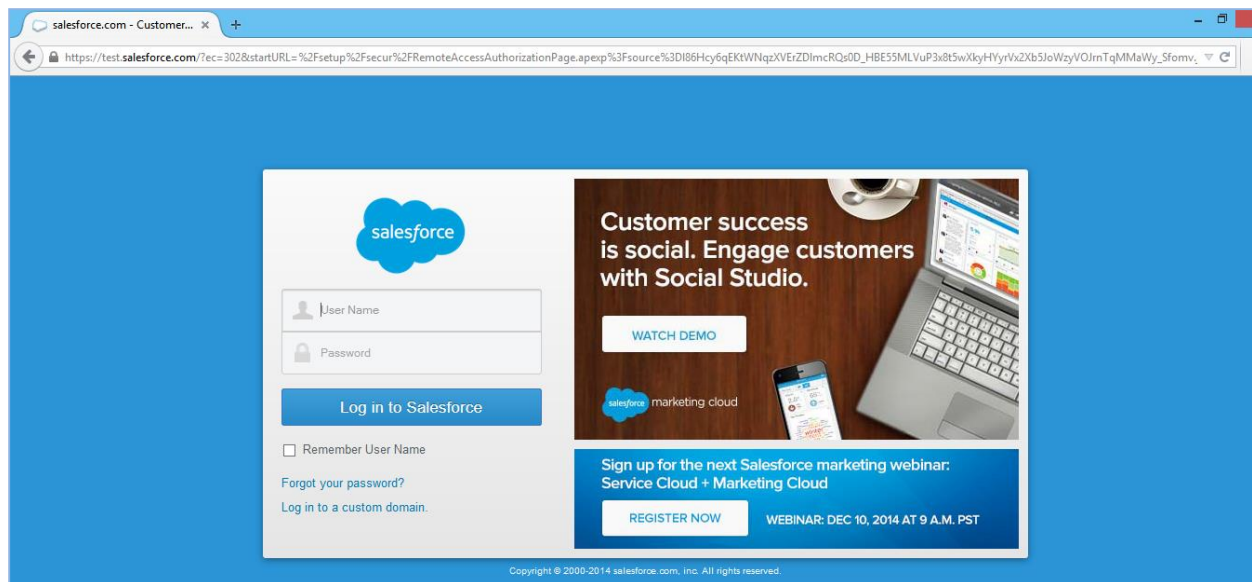


Figure 10



- Allow for S-Drive connected app (Figure 11).

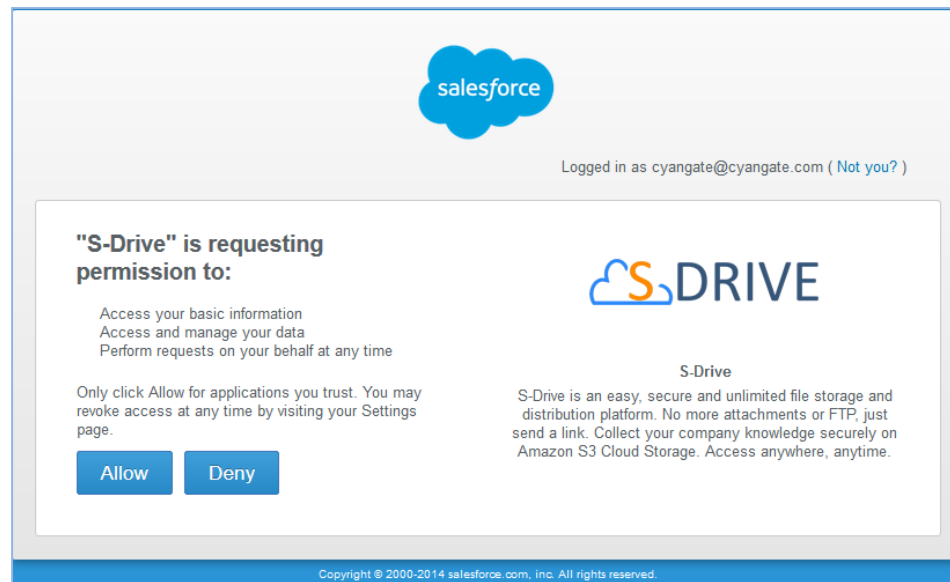


Figure 11

- After complete OAuth authorization, you see your organization(s) on "Connected Salesforce.com Organizations" section (Figure 12).

Connected Salesforce.com Organizations						
Action	OrganizationId	Type	User Name	Date Created	Date Updated	Organization Status
<a href="#">Reconnect</a> <a href="#">Delete</a>	00DA00000000000001	PRODUCTION	user@cyangate.com	10/27/2014 11:18	11/14/2014 15:43	CONNECTED
<a href="#">Reconnect</a> <a href="#">Delete</a>	00Db00000000000002	PRODUCTION	cyangate@cyangate.com	10/24/2014 14:53	10/24/2014 14:53	CONNECTED
<a href="#">Reconnect</a> <a href="#">Delete</a>	00DL00000000000003	SANDBOX	testuser@cyangate.com	11/02/2014 11:32	11/13/2014 17:38	CONNECTED

Figure 12

- If you see *DISCONNECTED* status organization (Figure 13), you should connect your organization again by clicking "Connect" button or "Production Instance" - "Sandbox Instance" button (Figure 7). You can also reconnect your *CONNECTED* status organization by clicking "Reconnect" button (Figure 12).

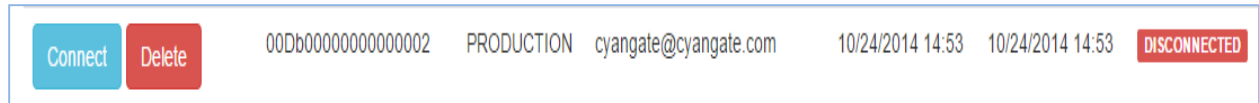


Figure 13

## 2. Remove Salesforce.com Organization from S-Drive Account

- Click "Delete" button (Figure 12). But, you are responsible with deleted organization' usages until different account connect this organization.

## C. Amazon Payment

In order to use S-Drive, you should add Amazon payment method if your S-Drive account trial expired.

### 1. Register Payment Method

- Click *Payment Method* link on menu (Figure 14).



Figure 14

- Click *Login with Amazon* button on "Amazon Payment" section (Figure 15).



Figure 15

- It opens *Amazon.com Sign-in* page (Figure 16). You should login with your Amazon account.

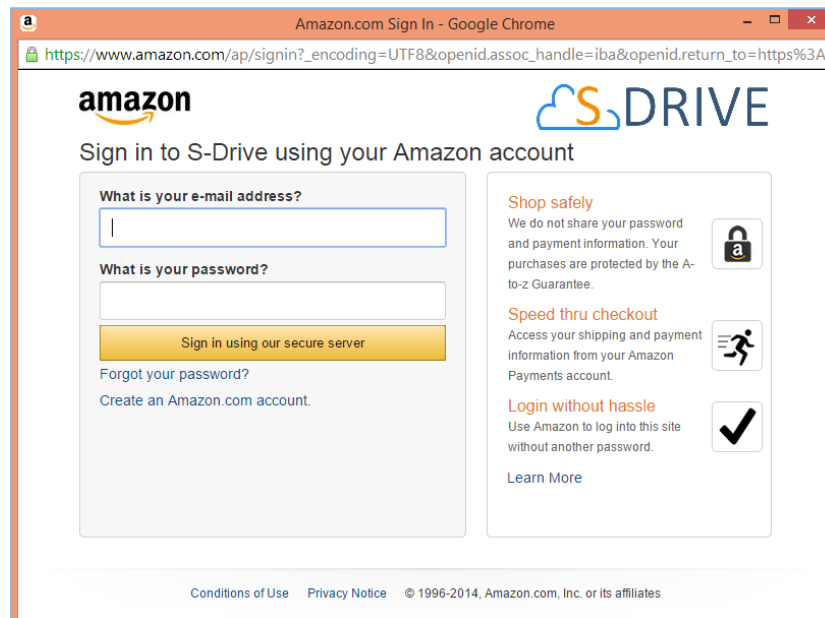


Figure 16

- If you login for S-Drive first time, it will open *Amazon.com Consent* page (Figure 16). You should click "Okay" button.

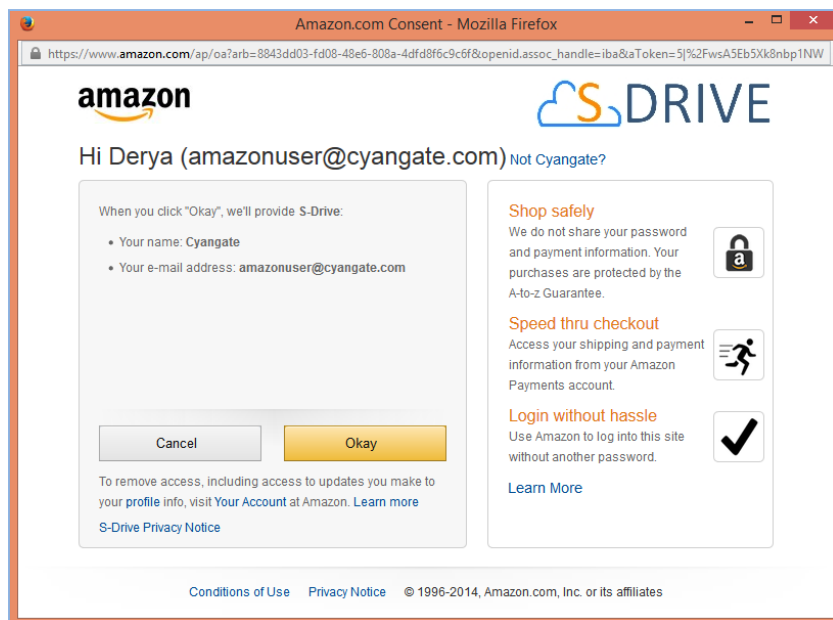





Figure 17


- After login, select a *Payment Method*, then check the consent (Figure 18). Click the "Approve" button (Figure 19).


### Amazon Payment



**Payment Method**




 Visa ...1111


 Visa ...1111



 MasterCard...4444


 American Expr...0005


 Discover...9424



 1-4 of 5

Amazon Payments  
Privacy


**Pay with Amazon**


☐ Use my selected payment method for future purchases and payments to this merchant.
   
[Learn more](#)


You should select the consent!


Approve


Figure 18


### Amazon Payment



**Payment Method**




 Visa ...1111


 Visa ...1111



 MasterCard...4444


 American Expr...0005


 Discover...9424



 1-4 of 5

Amazon Payments  
Privacy


**Pay with Amazon**

☒ Use my selected payment method for future purchases and payments to this merchant.
   
[Learn more](#)

You should select the consent!

Approve

Figure 19

- After complete payment method registration, you see billing details related Amazon account on "Billing Details" section (Figure 12).

This account is registered to be paid via Amazon Payments using the Amazon account **amazonuser@cyangate.com**. If you would like to make any changes to your payments, use the Login button below to make changes.

**Billing Details**

Amazon Email	Date Created	Date Updated	Payment Method Status
amazonuser@cyangate.com	11/08/2014 13:14	11/08/2014 13:14	<span style="background-color: #28a745; color: white; padding: 2px 5px; font-weight: bold;">OPEN</span>

**Amazon Payment**

Login with Amazon

Figure 20

- If you see *CLOSED* payment method status (Figure 21), you should update your payment method again by clicking "Login with Amazon" button. You can also change or update your method by clicking "Login with Amazon" button.

There is a problem with Amazon account **amazonuser@cyangate.com**. You can update your payment details by clicking the Login button.

**Billing Details**

Amazon Email	Date Created	Date Updated	Payment Method Status
amazonuser@cyangate.com	11/08/2014 13:14	11/08/2014 13:14	<span style="background-color: #dc3545; color: white; padding: 2px 5px; font-weight: bold;">CLOSED</span>

**Amazon Payment**

Login with Amazon

Figure 21

## D. Billing

You can see payment details, organizations' current month usages and cost on "Billing" tab.

### 1. Payment Details

- Click *Billing* link on menu (Figure 22). You see "Current Usage" and "Payment History" sections (Figure 23).

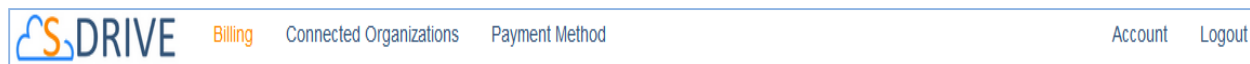


Figure 22

<b>Current Usage</b>				
OrganizationId	Type	Organization Status	Current Month Usage	Current Month Cost
00DA00000000000001	PRODUCTION	CONNECTED	1.80493 GB	\$8.05
00Db000000000000002	PRODUCTION	CONNECTED	0.000016 GB	\$0.00
00DL000000000000003	SANDBOX	CONNECTED	2.002790 GB	\$0.00
			Total Cost:	\$8.05
<b>Payment History</b>				
Select ▼				

Figure 23

- On "Current Usage" section, you can see your organizations current month usage and cost.
- To see payment details, select a payment date from "Payment History" select list (Figure 24).

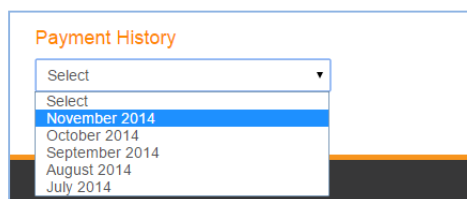


Figure 24

- You can see the details payment on "Payment Details" section (Figure 25). You can see billing cycle, payment status, your organizations' billable usages and usage amounts.

<b>Payment History</b>		
November 2014 ▼		
<b>Payment Details</b>		
<b>Charges billed on November 1, 2014</b>		
<b>Billing Cycle :</b> October 1 - October 31, 2014		
<b>Item</b>	<b>Description</b>	<b>Amount</b>
1	00DA00000000000001 PRODUCTION ORG USED 0.0 GB, BILLABLE USAGE 0.0 GB	\$0.00
2	00Db00000000000002 PRODUCTION ORG USED 1.676526 GB, BILLABLE USAGE 1.676526 GB	\$6.77
3	00DL00000000000003 SANDBOX ORG USED 2.0 GB, BILLABLE USAGE 0.0 GB	\$0.00
Total Amount:		<b>\$6.77</b>
<b>Charges Due on November 1, 2014</b>		
- Payment received on November 1, 2014 (AMAZON) - Thank you!		

Figure 25

- If there are active organization(s) and there is payment cost which is not zero and payment is charged, you see "Payment received" message (Figure 25).
- If there are active organization(s) and there is payment cost which is not zero and has not charged yet you see "Payment processing" message (Figure 26).

<b>Charges Due on December 1, 2014</b>		
- Payment processing... - Thank you!		

Figure 26

- If there are no active organizations on billing cycle, there will be no payment cost and you see "No payment required" message (Figure 27).



<b>Payment Details</b>		
<b>Charges billed on December 1, 2014</b>		
<b>Billing Cycle :</b> November 1 - November 30, 2014		
<b>Item</b>	<b>Description</b>	<b>Amount</b>
1	There are no active organizations.	\$0.00
<b>Total Amount:</b>		<b>\$0.00</b>
<b>Charges Due on December 1, 2014</b>		
- No payment required - Thank you!		

Figure 27

## 2. Pricing

S-Drive pricing is based on usage and it is calculated by us at the beginning of the next month and charged from your payment method. S-Drive pricing is tiered and as your usage increases, the cost per usage will decrease significantly (Figure 28).

<b>Price of S-Drive Usage</b>	<b>Pricing Tiers</b>
\$10.00 per GB-Month	First 5 GB-Month
\$5.00 per GB-Month	Greater than 5 GB-Month through 25 GB-Month
\$2.50 per GB-Month	Greater than 25 GB-Month through 100 GB-Month
\$1.25 per GB-Month	Greater than 100 GB-Month through 1000 GB-Month
\$0.50 per GB-Month	Greater than 1000 GB-Month

Figure 28

- First 1 GB storage and bandwidth usage is FREE every month.
- After create S-Drive account, you can use S-Drive on Salesforce.com organizations freely within 15 days.
- You can use S-Drive on Sandbox Salesforce.com organizations freely.

## E. Troubleshooting Tips

- Could not login because of locked S-Drive account.
  - Your S-Drive account has been locked because of too many invalid attempts. You can reactivate your account by resetting your password. See "**Password Resetting**" section of this document.
- Could not login because of inactive S-Drive account.
  - Check your email address to activate your S-Drive account.
- Forgot S-Drive account password.
  - Reset your S-Drive account password. See "**Password Resetting**" section of this document.
- 15 days' trial has expired for S-Drive usage.
  - Add your Amazon payment details. See "**Register Payment Method**" section of this document.
- See DISCONNECTED *status* organization on "Connected Organizations" or "Billing" page.
  - You may revoke the S-Drive connected app or uninstall the S-Drive package. You can connect this organization. See "**Connect Salesforce.com Organization**" section of this document.
- See CONNECTED *status* organization on "Connected Organizations" or "Billing" page, although uninstall the S-Drive package or revoke the S-Drive connected app.
  - Your organization status will be **DISCONNECTED**, after next time we try to connect your [Salesforce.com](#) organization to calculate hourly S-Drive usage.
- Could not see DELETED organization on "Connected Organizations" or "Billing" page.
  - You could not see DELETED organization. But this organization belongs your S-Drive account until another S-Drive organization connect this. Also, you can reconnect this organization. See "**Connect Salesforce.com Organization**" section of this document.
- Could not use S-Drive, although there is a **CONNECTED** *status* organization.
  - You may uninstall the S-Drive package or revoke the S-Drive connected app.
- Can use S-Drive, although there is a **DISCONNECTED** *status* organization.
  - You can continue to use S-Drive max more 6 hours, after revoke the S-Drive connected app. After this, you could not use S-Drive.

- Non-admin user could not make "OAuth Authorization-Connect Organization".
  - Only administrator user who has modify all data permission can make "OAuth Authorization-Connect Organization".
- Could not complete "OAuth Authorization-Connect Organization" because of necessity for installing latest version (1.24 or later) of S-Drive package.
  - You must install 1.24 or later versioned S-Drive package.
- Could not complete "OAuth Authorization-Connect Organization" because of there is an organization which already authorized with different S-Drive account.
  - You could not connect other S-Drive account' organization until this account delete the organization.
- Could not see *Connect Salesforce.com Organization* section and *Connect-Reconnect-Delete* buttons on "Connected Organizations" page.
  - If your Amazon payment detail is **CLOSED** status, you could not connect your organization. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.
- Could not make "OAuth Authorization-Connect Organization" for other organization shortly after authorize one organization.
  - Clear your browser cookies and session, then retry make "OAuth Authorization-Connect Organization".
- Get an email from us related **AMAZON ACCOUNT issue**.
  - We could not charge you for S-Drive usage because of you did not add your Amazon payment detail. Add your Amazon payment details. See "**Register Payment Method**" section of this document.
- 15 days' trial has expired for S-Drive usage.
  - Add your Amazon payment details. See "**Register Payment Method**" section of this document.
- Get an email from us related **INVALID PAYMENT METHOD** issue.
  - We could not charge you for S-Drive usage because of Invalid Payment Method issue. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.

- Get an email from us related **CLOSED AMAZON PAYMENT** issue.
  - We could not charge you for S-Drive usage because of **CLOSED** status Amazon payment method related Invalid Payment Method issue. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.
- See **CLOSED status** Amazon payment detail on "Payment Method" page.
  - The Amazon billing detail turned to **CLOSED** because of INVALID PAYMENT METHOD issue. Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.
- Could not use S-Drive, although update Amazon payment details for Payment Method and see **OPEN status**.
  - Because of there is uncompleted payment charge due to **INVALID PAYMENT METHOD** issue, you can continue to use S-Drive after payment charge is completed.
- See "Payment processing..." message on Billing Details section of "Billing" page.
  - We have not charge you yet for S-Drive usage.
- See "**Session Expired**" message on portal.sdriveapp.com page.
  - Because of your session has expired, you should login again.
- See error messages on Login, Reset Password, Register, Connected Organizations, Payment Method, Account pages.
  - Try your operation. If you got error message again, please contact to us.
- See "**You did not register a S-Drive account. Please register for free, then configure S-Drive connectivity for this organization at <https://portal.sdriveapp.com>**" message on [Salesforce.com](https://www.salesforce.com) account.
  - Create a free S-Drive account or use your existing S-Drive account, then connect your organization to S-Drive. See "**Register**" and "**Connect Salesforce.com**" sections of this document.
- See "**You did not configure S-Drive connectivity for this organization. Please configure S-Drive connectivity for this organization at <https://portal.sdriveapp.com>**" message on [Salesforce.com](https://www.salesforce.com) account.
  - Connect your organization to S-Drive. See "**Connect Salesforce.com**" section of this document.

- See *"There is a problem with your S-Drive connectivity with this organization. Please check your account, organization status and reconnect this organization at <http://portal.sdriveapp.com>"* message on [Salesforce.com](#) account.
  - Reconnect your organization to S-Drive. See "**Connect Salesforce.com**" section of this document.
- See *"Your trial has expired. Please add your payment details at <https://portal.sdriveapp.com>"* message on [Salesforce.com](#) account.
  - Add your Amazon payment details. See "**Register Payment Method**" section of this document.
- See *"There is a problem with your payment method. Please update your payment details at <https://portal.sdriveapp.com>"* message on [Salesforce.com](#) account.
  - Update your Amazon payment details to continue use S-Drive. See "**Register Payment Method**" section of this document.

## F. S-Drive Support

You can contact S-Drive Support team for any questions or problems that you couldn't solve using S-Drive documents:

1. Open a Ticket at Support Site: [sdriveapp.com/support](https://sdriveapp.com/support)
2. Email: [sdrive@sdriveapp.com](mailto:sdrive@sdriveapp.com)

You can find up-to-date product information, documents, tutorial videos, tools in our web page:  
[www.sdriveapp.com](https://www.sdriveapp.com)