

*Everyone.net*®

***one\_sync***  
Getting Started Guide

Release 1.0

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Proofpoint Protection Server

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# Preface

This guide describes installing, configuring, and using the Everyone.net one\_sync application for Microsoft Outlook. End users and administrators for Everyone.net applications are the intended audience for this guide.

## Requirements

Everyone.net's one\_sync runs on Windows XP, Windows Vista, Windows 7 and Windows 8. It is not intended to be used with an Exchange Server. One\_sync is compatible with Outlook 2003 and Outlook 2007, but Outlook 2010 is not supported. One\_sync requires its own Outlook profile that is automatically configured upon first use. This email profile must be the default email profile but you can choose to be prompted for the profile to use.

## How This Guide is Organized

**Chapter 1:** "Introduction" explains one\_sync.

**Chapter 2:** "Install one\_sync" explains how to download and install the one\_sync application.

**Chapter 3:** "Configure one\_sync" provides information about how to use the menu, and how to set sync and sharing options.

**Chapter 4:** "Use one\_sync" tells you how to start syncing events, sharing calendars, and perform other tasks.

## Documentation Conventions

This guide uses the following typographic conventions:

- New terms and book titles appear in *italic* type.
- Names of buttons, links, and interface elements appear in **bold**
- Names of keys on the keyboard appear with initial capitalization, such as the Enter key.
- Simultaneous keystrokes are joined with a hyphen. For example, "Press Alt-a."
- Consecutive keystrokes are joined with a plus sign (+). For example, Esc+m

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Everyone.net strives to produce high-quality and technically accurate documentation. Include the name of the document and the revision date with your email. Your feedback is greatly appreciated and will help us maintain our high standards for our product documentation.

Everyone.net's one\_sync is an application that runs on your local computer and lets you keep your information in the cloud synchronized with your Microsoft Outlook client. Because one\_sync provides synchronization capabilities to your Outlook software, there is no need for an Exchange Server.

With one\_sync, you can:

- Keep your Outlook and web calendar events in sync no matter where they were created.
- Send meeting invitations from Outlook and set one\_sync to automatically synchronize to your web calendar.
- See free/busy times for web and Outlook users.

The one\_sync application also works with Everyone.net's one\_mobile product. If you use one\_mobile, all of your events can be synchronized between your mobile device, Outlook, and the web.

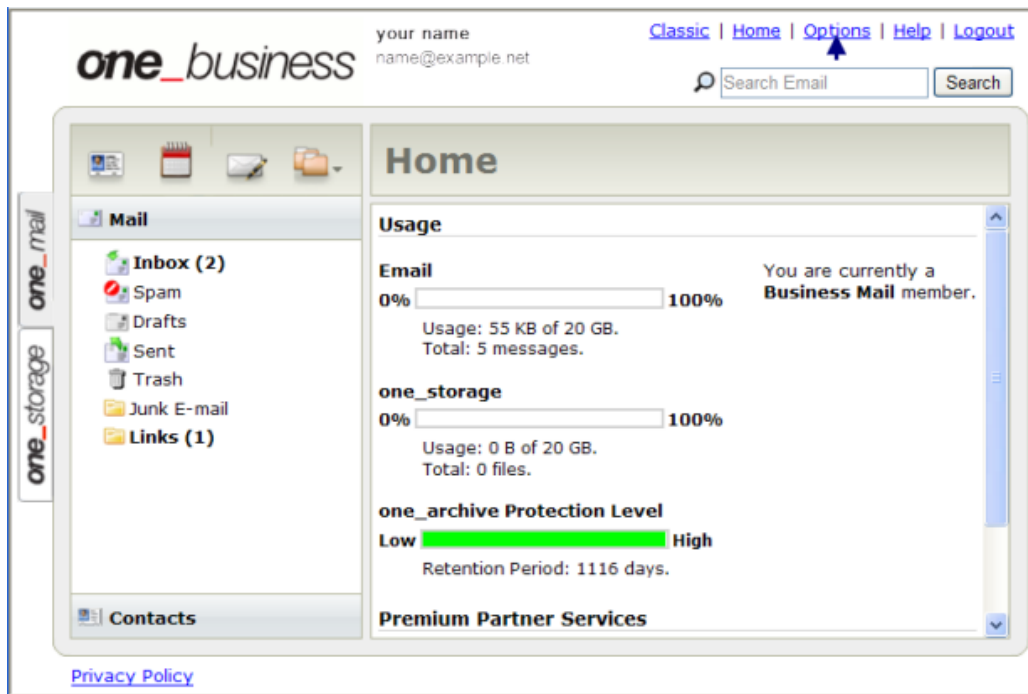
In the next chapter, you'll learn how to install one\_sync on your computer.



## Find the one\_sync Application

To install one\_sync, you'll need to open a zip file that contains the setup executable file. As a web mail user, you can find one\_sync using these instructions:

1. Log into your web mail.
2. At the top of the Home page, choose **Options** as shown.



3. In the **Options** dialog, look for the list of **Additional Options** and click **one\_sync**.
4. Click the download link and save the file to your computer.



one\_sync\_set  
up

5. Find the one\_sync setup icon you just saved.

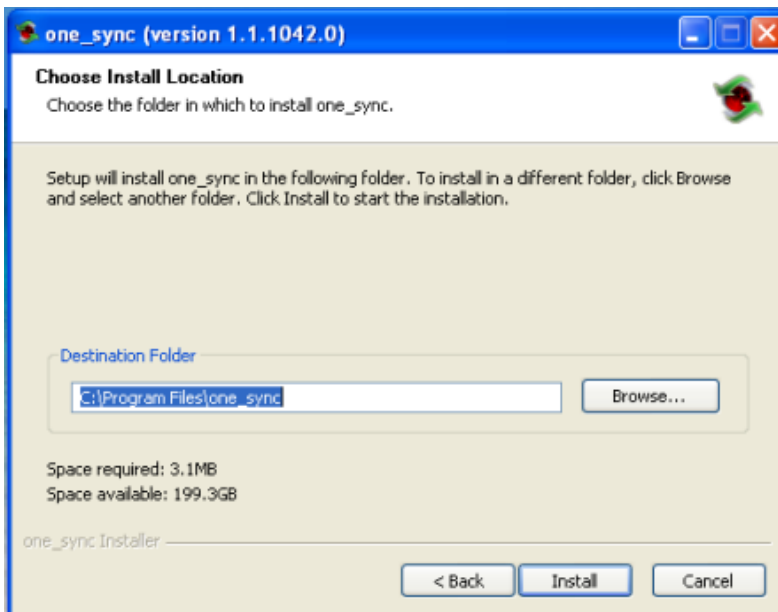


## Installing one\_sync

1. Double-click the icon to open the wizard that guides you through the installation process:
2. To continue the installation, accept the license agreement.

**Note:** If you are using something other than Windows XP, you may be prompted to respond to security messages.

3. Confirm that you want to install one\_sync in your Program Files folder and then click **Install**.



4. Click **Finish** on the last screen of the wizard. The check box to run one\_sync is selected by default, so you'll see the one\_sync icon appear in your taskbar.

The one\_sync icon shown here indicates that one\_sync is connected to the server. If your icon looks different, it may be that you are not currently connected to the sync.everyone.net server.



**Note** This is the taskbar in Windows XP. If you have Windows Vista or Windows 7, your taskbar may look different.

## Logging in for First-time Users

Before you can configure and use one\_sync, you'll need to enter your login information as shown.



one\_sync - Enter Login Information

**One\_Sync User Login Information**  
You need to provide your user credentials in order to get access to your account data.

Your Name: your name

Email Address: yourname@example.com

Password: \*\*\*\*\*

one\_sync Server: sync.everyone.net

Create/Modify Outlook profile

OK Cancel

Ready

Enter your name, email address, password, and the address of the one\_sync server, sync.everyone.net.

## About your Outlook Profile

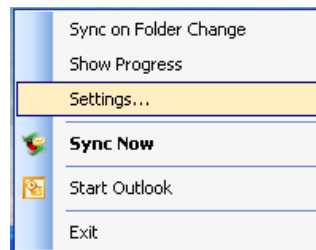
If you were using Outlook with an Exchange Server, the Create/Modify Outlook profile check box should be checked. (Note that one\_sync should *not* be used with an Exchange Server.) At this point, one\_sync will create a new Outlook profile for use with the account you entered on the login screen. Your old Outlook profile can be accessed by following the instructions in the section titled "Check Your Email Profile" on page 13. You can uncheck the Create/Modify Outlook profile check box if Outlook was being used exclusively for IMAP or POP email. In this case, one\_sync will use the default Outlook profile that contains personal folders and so on. Choosing this path can result in calendar conflicts between Outlook and the Web Calendar during the initial sync, so you should take extra care when configuring conflict resolution as described on page 12.

After you install, the one\_sync icon appears in your taskbar indicating that you are connected to the server and ready to sync.



Right-click the icon to display the one\_sync menu. The menu offers some overall options for syncing. These are described later in this chapter. First, you'll set your general preferences.

## Setting Your Preferences



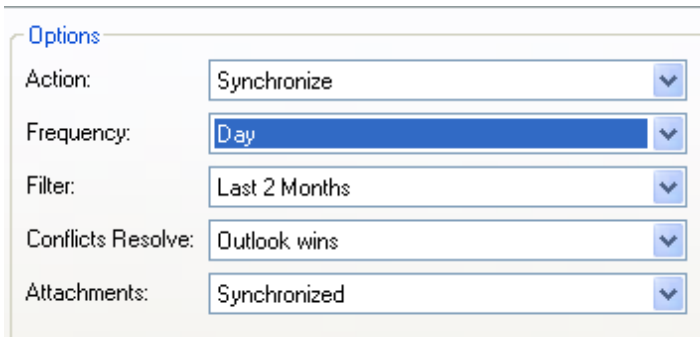
Choose **Settings** on the one\_sync menu.

1. On the **Sync** tab, select the calendar you want to sync.
2. In the **Action** field drop-down menu, select from these choices:

None	Does not sync selected folder
Synchronize	Syncs selected calendar folder
Download all from server	Overwrites all sync data in Outlook with sync data in web mail
Upload all to server	Overwrites all sync data in web mail with sync data in Outlook

Set the rest of the available options for subsequent syncs.

1. Specify the sync frequency as shown below.



The screenshot shows a dialog box titled "Options" with the following settings:

- Action: Synchronize
- Frequency: Day
- Filter: Last 2 Months
- Conflicts Resolve: Outlook wins
- Attachments: Synchronized

2. Choose a filter option by selecting either **None**, **Last 2 weeks**, or **Last 2 months**. If your syncs are taking too long, choose a shorter time.
3. Specify how one\_sync should resolve conflicts by selecting from the choices in the drop-down menu.

#### **Outlook wins**

Server wins

Duplicate

#### **Overwrites conflicting sync data in web mail**

Overwrites conflicting sync data in Outlook

No conflicting sync data is overwritten but redundant calendar entries will remain.

3.

4. Finally, decide whether or not your email attachments should be synchronized.

**Note:** Don't choose to sync all attachments if your syncs are taking too long.

5. Click **Apply** to save all settings.

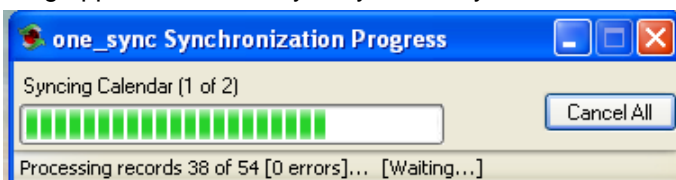
## Use Sync Menu Options

### Sync on Folder Changes

If you want to trigger a sync each time you switch between folders in Outlook, check this menu item. With **Sync on Folder** selected, a sync takes place each time you move between different Outlook folders. For example, if you check your email inbox, then move to look at your calendar, your events are synchronized.

### Show Progress

Select **Show Progress** from the menu if you want to see the progress of each sync. With this option set, this dialog appears each time you sync for any reason.



Be aware that if you previously chose the option to sync on every folder change, choosing to show progress might become intrusive. You can deselect the menu option at any time.

## Sync Now

Click **Sync Now** anytime you want to manually sync your data.

## Exit

Click **Exit** when you want to shut down one\_sync. It will no longer show up in your taskbar but you can click the one\_sync icon in the **Start** menu to get it back. However, you'll need to click **Sync Now** to resume calendar synchronization between Outlook and web mail.

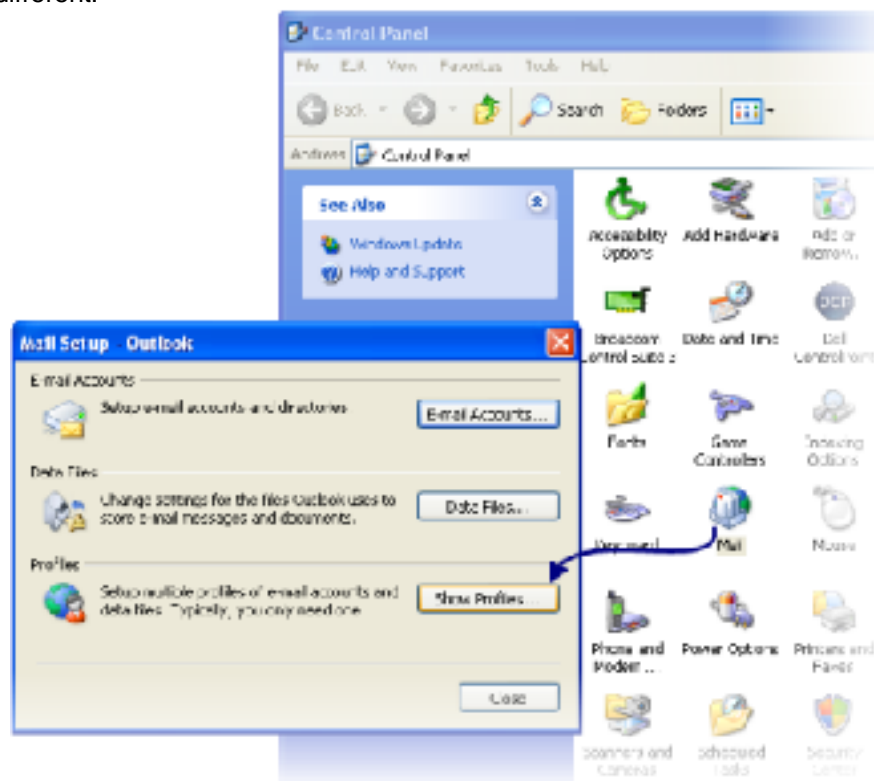
## Check Your Email Profile

The first time you install one\_sync, it creates a profile that is used as your default email profile. If you were already using Outlook when you installed one\_sync, then you'll have at least two profiles.

To verify your email profile settings or change defaults:

1. Open the control panel and click **Mail** to open the Mail Setup dialog.

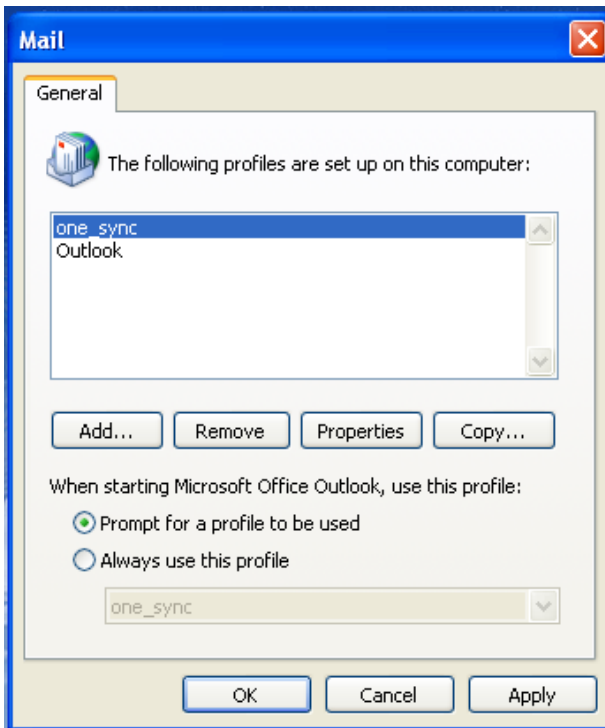
**Note:** This shows the Control Panel for Windows XP. If you have Windows Vista or Windows 7, your control panel may look different.



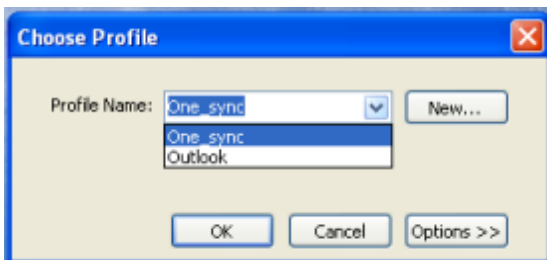
2. Click **Show Profiles**.

The Mail dialog opens showing the profiles you have set up on your computer. (This dialog is the one you'll see if you're using Windows XP.)

Make sure that one\_sync is the default choice as shown in the picture below. If you switch between web mail and Outlook, it's a good idea to select the check box so that you are always prompted for the profile to use.



If you start Outlook manually, you'll see this dialog asking which profile you want to use.



Once you've set sync and sharing options, you can start using one\_sync to look at events across calendars and check for availability of coworkers. If you have admin rights, you can also perform some tasks from the Everyone.net Control Center.

## Start Syncing Events

1. Open Outlook.
2. Create appointments or meetings in your Outlook calendar.
3. Click the one\_sync icon in the taskbar.
4. Wait for the sync to finish.
5. Return to your web mail calendar and click **Refresh** (or Reload) to see your events.

## Manage your calendars

These are some of the things you can do:

- Add a user with whom you want to share the calendar.
- View the calendar. If you have admin permissions, you can make entries here.
- Look at the access permissions other people have given you.

## Sharing a Calendar

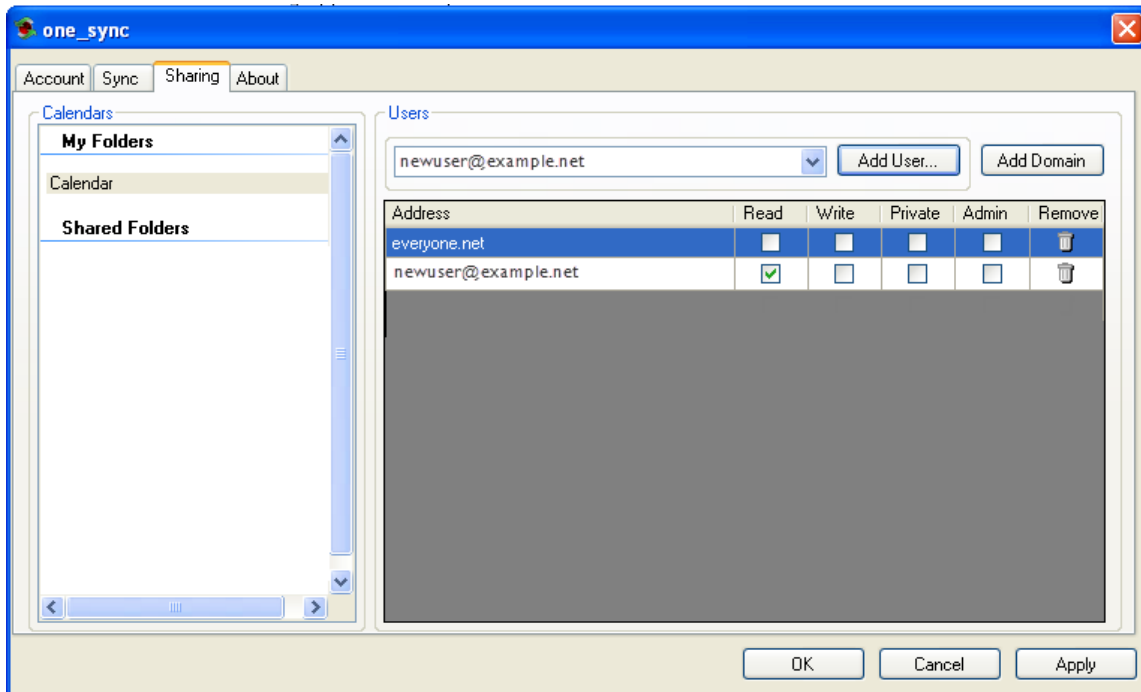
The Sharing tab shows calendar availability and lists access privileges for your calendars and for those of other one\_sync users. You can only share calendars with other one\_sync users. If you need to create meetings on another user's calendar, you can do so as follows:

1. On the one\_sync menu, choose **Settings**.
2. Click the **Sharing** tab.
3. In the **My Folders** area, choose the calendar you want to share.
4. In the **Users** area, enter an email address for the user whose calendar you want to share.

Note: The domain name of this address (the part after the @ symbol) must be the same as yours.

5. Click **Add User**.

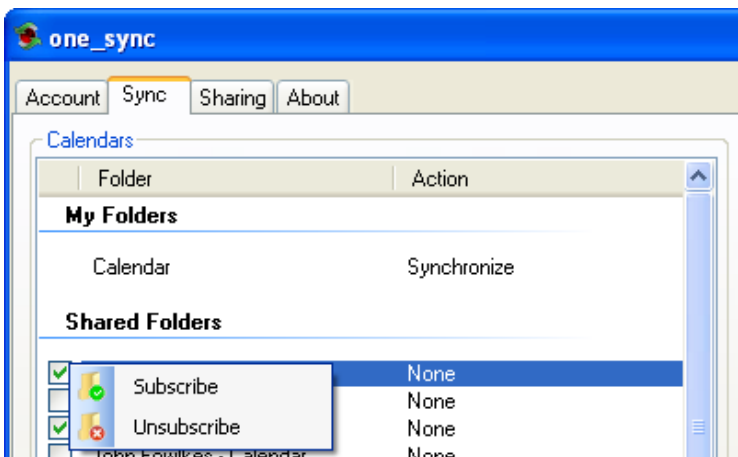
The new addition is assigned **Read** access by default as shown below.



6. If you want this user to be able to add events to your calendar, select the **Write** check box.
7. When you've finished adding one\_sync users, click **Apply** to save your changes. Users whose addresses you added will see your name in their one\_sync **Shared Folders** list.

To make sure you are subscribed to a calendar:

1. Click the **Sync** tab,
2. Select a user or group of users in the **Shared Folders** list, and right-click to subscribe as shown in the picture that follows.



After subscribing, you'll need to sync the calendar with the shared users.

### User Permissions Defined

User permissions for your shared calendars are:



**Read** User can see all event details on the selected calendar except those marked **Private**.

**Write** User can edit any event on the selected calendar.

**Private** User can see all Private event details on the selected calendar.

**Admin** User can see and edit all event details on the selected calendar. An Admin user can also share the selected calendar with other users.

**Note** Permissions don't affect how information is displayed in Outlook or in a web calendar's Scheduling (free/busy) view. Event details are always hidden for scheduling purposes. Users' free/busy time is always shared with all users of an organization. Retrieving Entries for Other Shared Calendars

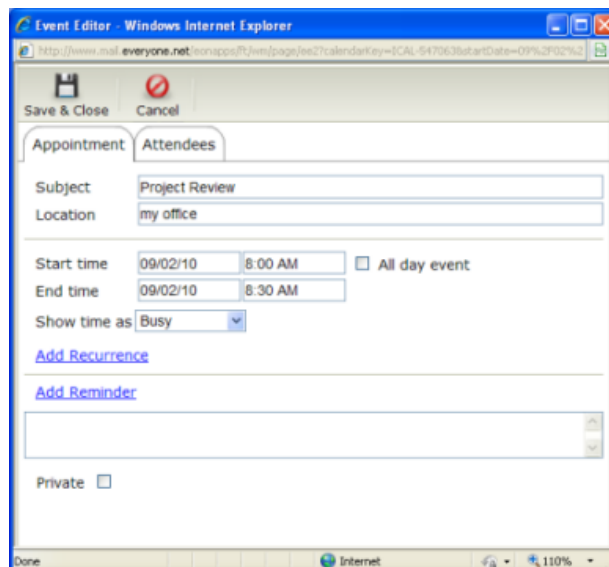
To get calendar and events from other shared calendars, simply select the user and download those entries.

## Using the Event Editor

When you schedule a meeting or event, you'll be able to check the free/busy times of your attendees by using the Event Editor in web mail.

To schedule an event in web mail:

1. With the calendar open, select the time period and double-click the left mouse button to open



the Event Editor.

2. On the **Appointment** tab, enter the subject or title of the event.
3. Click the **Attendees** tab, and enter names of attendees.
4. Click **Add** after each entry.
5. When finished, click **Save and Close**.

As shown below, free or busy time will be clearly indicated for attendees who share their calendars.

Save & Close Cancel Delete

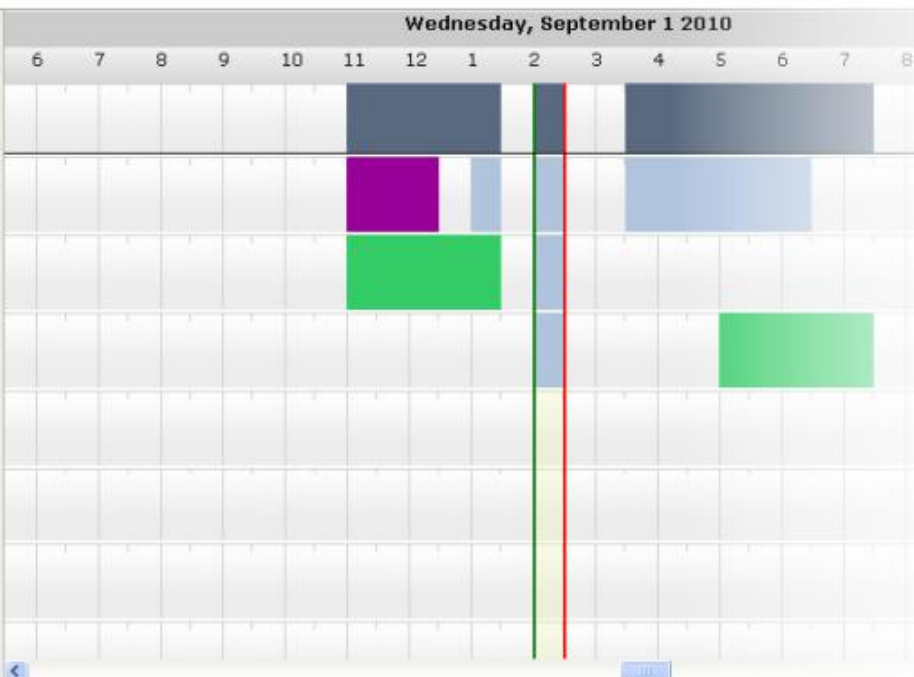
Appointment Attendees Add

Attendee List Summary (All Attendees)

myself@001.mail.coolpets.net  
steve  
Organizer

franksinatra@001.mail.coolpets.net  
Status: No Response

sammydavis@001.mail.coolpets.net  
Status: No Response



Auto Pick View Date

Start time 09/01/10 2:00 PM All day event  
End time 09/01/10 2:30 PM

Busy  
Tentative  
Out of Office

## Access one\_sync from the Control Center

If you are an email administrator, you'll be able to access one\_sync from the Control Center.

1. From the Everyone.net Control Center home page, select the **Manage Users** tab.



The screenshot displays the Everyone.net Control Center interface. At the top, the logo "everyone.net" is visible. Below it, a navigation bar includes "HOME", "MANAGE SERVICES", "MANAGE USERS" (which is highlighted), "REPORTS", and "ACCOUNT SUMMARY". The main content area is titled "Control Center" and "User Management" for account "C1891704". A left-hand menu lists various management options, with "one\_sync Calendar Administration" highlighted. The main content area is titled "Calendar Admin Role Management" and contains an "Assign Roles" section. This section includes a text input field for entering usernames, an "Assign" button, and a "Connector Software" section with a link to download the latest ONE\_SYNC connector software.

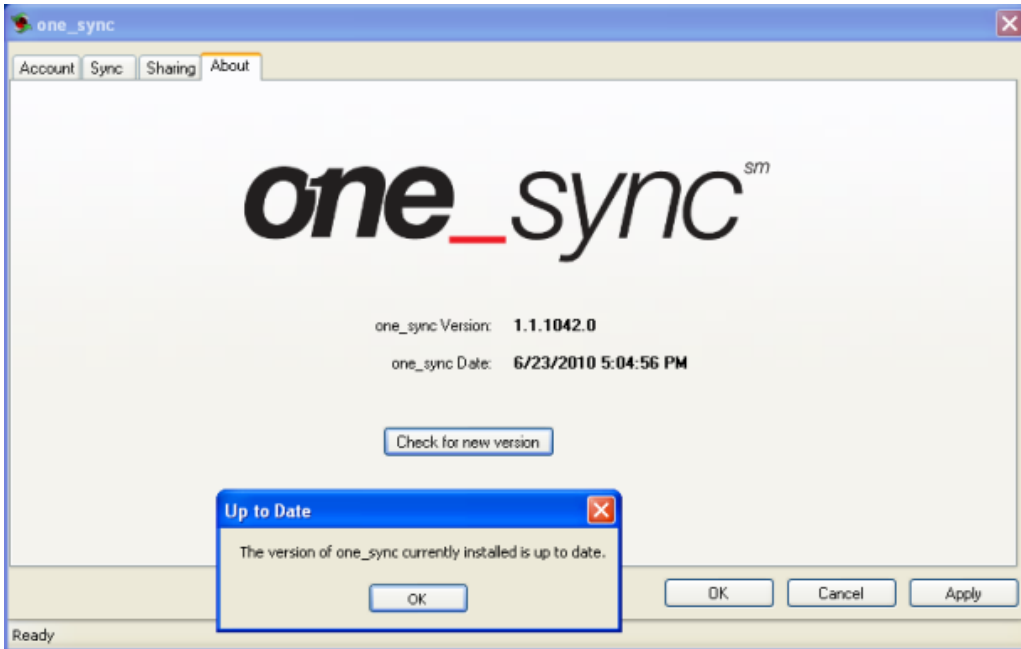
2. Click the one\_sync **Calendar Administration** link.
3. On the Calendar Admin Role Management page, enter the email names of users whose calendars you administer.

Note: You cannot add new users here. To add users, click the **Create Users** link.

## Update one\_sync

If new versions of one\_sync are available, you can find them by displaying the About tab and clicking the link.

1. Select the **About** tab.
2. Click **Check for new version**.



Before attempting to update one\_sync, make sure you close Outlook.

## Troubleshoot one\_sync

If you encounter any problems using the application, you can send us a copy of your user log files for analysis. Here's how to find the log files.

1. Display the **Start** menu on your computer.
2. Click the **All Programs** arrow.
3. Select the one\_sync menu item.
4. Select **User Files**.
5. Zip the log files and send the zipped file to: support@everyone.net

Need help creating a zip file?

1. Right-click an area on your desktop.
2. Select New and then click Compressed (zipped) Folder.
3. Enter a name for the zipped file.
4. Once you've named the folder, open it.
5. Drag the log files to the new folder.

Website: [www.everyone.net](http://www.everyone.net)  
Technical Support: <https://everyone.net/support>

**Everyone.net one\_sync Getting Started Guide  
August 2010**