App installation
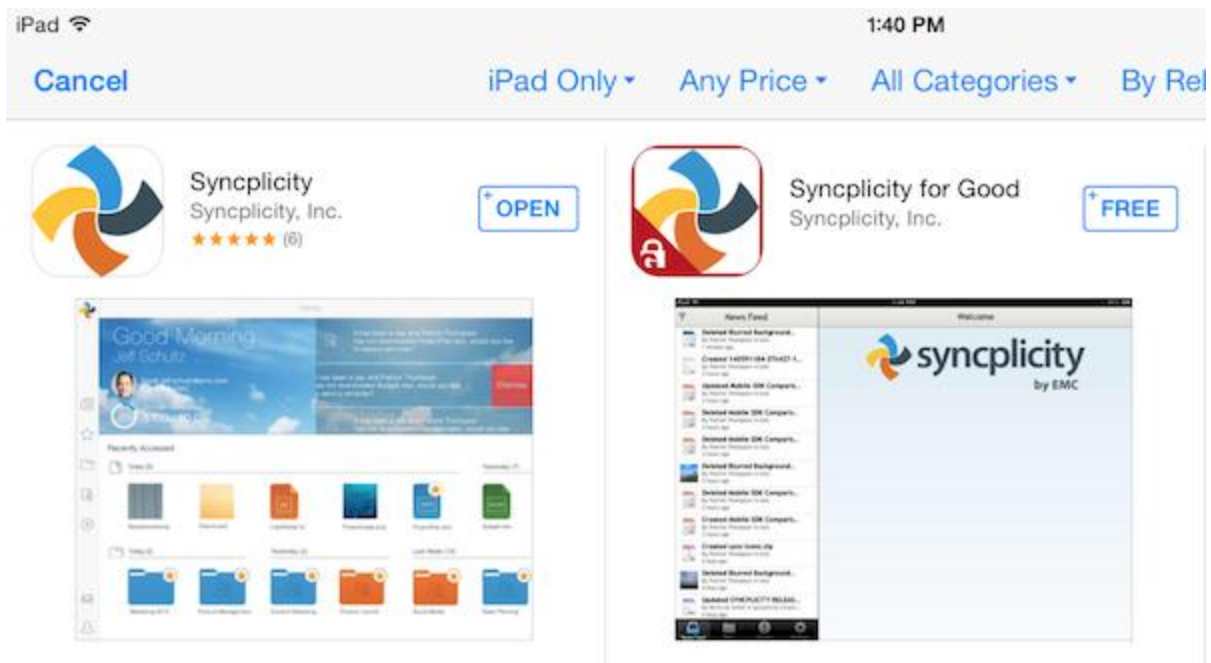
The Syncplicity for iPad app is free and available from the Apple App Store. Check here for the supported iOS versions. To download the app:

1. Open the App Store on your iPad.
2. Search for Syncplicity.
   The search should find two apps: "Syncplicity" and "Syncplicity for Good".
3. Download the "Syncplicity" app unless your administrator has asked you to specifically download the "Syncplicity for Good" app.

Once installed, tap on the Syncplicity app to start it. You are prompted to log in to your Syncplicity account. Click here for more detail on the first time user experience.

Upgrading

If you wish to upgrade the Syncplicity app, go to the Apple App Store and download the app you are using (Syncplicity or Syncplicity for Good). If you are logged into the app, the upgraded app works seamlessly as before. If not logged in, start the app and log in.
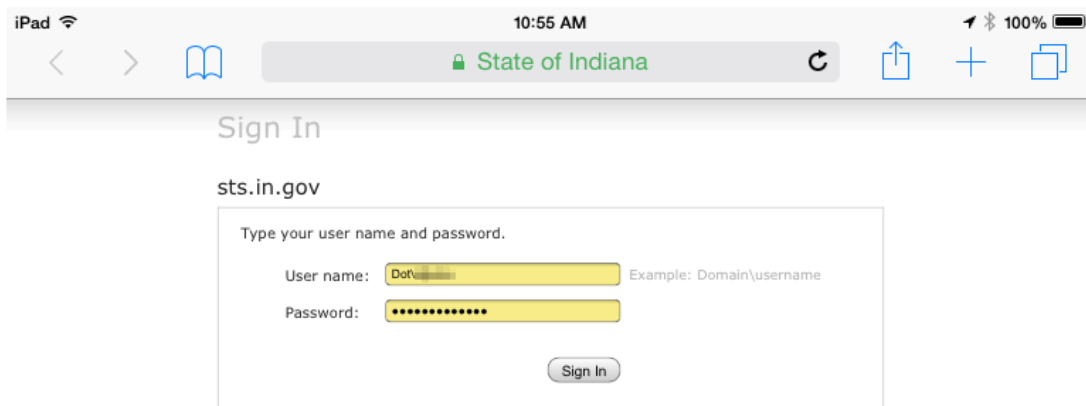
App first-time experience

Once the Syncplicity app is installed, open the app and enter your credentials to log in to your Syncplicity account.

- If you do not yet have a Syncplicity account, click here to learn how to set up your account by registering for one of the Syncplicity editions.
- Log in with either your Syncplicity account or your Single Sign-on account. By default, the **Log in using corporate account** box is checked. If you are not a corporate user, uncheck this option to expose the password field.
- If you are logging in using a corporate account simply enter your email address and tap **Login**, and you are taken through a Single Sign-on authentication process using your company's identity provider solution.

- As noted, the corporate account option will proceed to require a login into the IOT Single Sign On portal. This will open a Safari tab connected to sts.in.gov. Note that the page both identifies itself as sts.in.gov and shows the secure State of Indiana certificate connection. This login should be provided as your DOT\accountname and INDOT Domain/E-mail/Citrix password.

- Once you log in, you see a tutorial for the first time only. The tutorial takes you through a series of steps that explains how Syncplicity works. The tutorial explains the home screen, sheet based navigation and mobile editing, which are the key features of the 3.x app. You can close the tutorial at any time.
- Once the tutorial finishes, the home screen displays with all the tooltips for key actions explained. The Files and Folder navigation and Settings have their own tooltips to explain the available actions. You can skip the tooltips, but long tapping on any menu item brings the tooltip back.
- Upgrading the app does not take you through the experience of viewing the tutorial and tooltips, unless you are upgrading from an app version less than 3.0 to 3.x.

The **Home Screen** of the iPad app is personalized to show your account information including your consumed storage, provides access to recently accessed files and folders as well as Syncplicity Insights™, a feature that increases user productivity by automating mundane tasks. Click here to learn more about the home screen. From the home screen, you can also**:**

- Access the **Activity Feed**
- View your **Favorites**
- Browse through **Files**
- View and track **Shared Links**
- Choose a file to **Upload** content
- Configure app **Settings**
- View account level Notifications