FileGenius®

FAQ, Version 2.0

applied answers

FAQ

What is FileGenius?

FileGenius is a web-based, fully hosted, fully managed file transfer and management solution for organizations and people in different locations that need to access and work with the same files.

What can I do with FileGenius?

It's the perfect solution for sending and sharing large (or small) files like graphics, spreadsheets, media files, databases, correspondence, and presentation documents. FileGenius excels at securely and reliably handling your critical business documents.

Is there any special software or requirements needed to use FileGenius?

Absolutely not. A javascript-capable web browser is all you need. Confidently use FileGenius, and all its features, with Windows and Mac OS X, and all mainstream web browsers. Our 100% compatibility means you don't need any downloaded applets or browser plug-ins. Everything necessary to use FileGenius runs from our servers — nothing has to be installed on your computers or network.

Does FileGenius grow with my needs, can I scale up features and options?

You don't need to "scale up" with FileGenius; we eliminated the need to labor over tedious options and pricing decisions. ALL FileGenius accounts are the "deluxe" version, with UNLIMITED users, workspaces, and bandwidth built in to EVERY account — all for one low cost, simple pricing option. If you need more than 15GB of storage, choose our equally cost-effective 25GB or custom storage options.

Do you have a demo? How do I try out FileGenius to see if it's for me?

We have a FREE TRIAL that has no restrictions but the 1GB total storage limit. Our free trial requires NO credit card or payment information, and runs a full 14 days, giving you an entire two weeks of unrestricted access to all of the FileGenius features. Create as many users or workspaces as you need to learn, firsthand, why FileGenius is your best choice.

What does FileGenius cost?

FileGenius is not like many file transfer solutions, confusing you with up to dozens of complex pricing options and feature mixes. Our entire feature set is available for one price. In other words, everyone gets the deluxe edition. Our only pay option is storage capacity, with a 15GB, 25GB, and custom storage option. Our 15GB option is less than $5/day by the month, less than $4/day for the annual prepay.

What kinds of organizations would benefit from FileGenius?

All kinds. FileGenius is ideal for ad agencies, magazines, catalog production houses, direct marketing firms, all types of printers, sign makers, silk screeners, manufacturers, industrial designers, engineers, architects, lawyers, court reporters, document management firms, healthcare facilities, financial institutions, K-12 schools, universities, faith organizations, non-profits, associations, sales, human resources, and countless other organizations and businesses. Find out more on our Industries page.

Is it a suitable replacement for sending files by FTP and email attachments?

Absolutely. For starters FTP (File Transfer Protocol) and email are not secure and email has severe size and encoding limitations. FTP is often difficult and cumbersome to use, creating problems for users and management issues for IT and tech support.

Are my files secure with FileGenius?

We protect your files with multiple levels of leading edge security. Our data center is protected from intrusion by sophisticated security systems. Layers of security devices, software, and data encryption protect our network and servers. On the web, where your files travel, protection takes the form of the highest form of SSL data encryption. Logins are encrypted and FileGenius does not store passwords in a cookie on your browser. Cookies that store marketing or tracking information are NOT used by FileGenius. We also do something no other file transfer solution does, we "hide" your site, from all search engines and site explorers. We use no session files that leave a trail, in many cases, right back to your files, easily found with any search engine.

What kind of files can I send, manage, and store with FileGenius?

Any kind or type of file is 100% compatible with FileGenius, including simple text files, word processing files, graphic file formats, page layout documents, presentation documents, spreadsheets, databases, CAD/CAM documents, and all flavors of compressed archives. All file types, of all sizes, up to 2GB, are fully supported by FileGenius.

How big a file can FileGenius handle?

Up to 2GB. You can also download any file an unlimited number of times, with absolutely no bandwidth, transfer, or transaction limits. You'll never get error messages at FileGenius that say, "The sender has exceeded the download limit."

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 does, at any given time, subject to differences in your upload and download speeds and various traffic loads you may experience.

When I transfer a file with FileGenius is it deleted in a matter of days or sooner?

No, only you decide when a file is deleted. FileGenius offers highly secure file management along with transfers, making it possible for organizations to securely assemble and share longer-term project files and distribution documents that don't "expire" from view in a few short days.

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

FileGenius is committed to making it easy for you to work with your files by making it possible to increasingly view and work with them in familiar, convenient ways. And we're adding features all the time so FileGenius will continue to evolve to work the way you do with your own desktop computer.

Does the file and folder view along with other "familiar, convenient" features mean my files will be less secure?

Of course not. Other file transfer solution providers claim superior security simply because they quickly delete your files (usually 14 days or less) or only allow access to them by way of an email link. We figured out a better way. You have full access to your files PLUS the ability to send email links, all without compromise of your security.

What if I want to keep my files a long time? Do I need to "archive" them?

Not at all. Your files will never be deleted (except by you or those you give permission), so leave them on your site as long as you like. Other solutions force you to archive your files when you reach a transfer volume limit (something else we don't limit) if you want to keep your files. But archiving limits file access to the site Admin — and the provider, of course.

Who else can see or manage my files and folders?

Only people YOU give express permission to by way of an industry-preferred, application level, granular permission scheme. FileGenius lets you set permissions for users one time vs. constantly reminding users to set privileges on each of hundreds, maybe thousands of individual files and folders.

Can I control what users can and can't do, what they can and can't see?

First, users can belong to one, multiple, or all workspaces, seeing the files and folders associated with the workspaces(s) he or she belongs to. Then, users can have none or any combination, including all, of the following permissions: upload files, download files, move/copy files, rename files, delete files, and create folders. Delete folders is also a permission setting but that's always reserved exclusively for the Admin because of the potential consequences of an errant folder deletion. You can also create several Admin-level users, with default "see all workspaces" capability, for purposes of sharing the Admin duties.

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

Yes, without limits or restriction, a feature of every FileGenius site. We excel at features that build your business. Unlimited multiple, private workspaces are a great business builder. Create, with a few key strokes, an unlimited number of workspaces, each part of your own, master site, each branded with the workspace's name or description. Unlimited users are also a feature of every site, possible within each workspace. Users cannot see or access files or folders in a workspace unless they belong to it. Some people compare our unlimited workspace feature to having the software to set up their own file transfer business — it's that powerful.

Can non-users upload files to FileGenius?

Only if you permit it and we made it easy for you, adding a "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 the site. They can even direct an email to someone's attention, with 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 merely 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?

Of course not. Our Send File system 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.

Can I upload multiple files at one time with FileGenius?

Currently we support the upload of 3 files simultaneously but are open to adding more upload slots based on user/customer feedback. FileGenius also supports all types of archival and compression file formats and you can gang as many files as you like into a single archive file and upload it. The limit on file size is 2GB. Future versions of FileGenius may support inline archiving and compression for uploads and downloads but these functions currently require, typically, client-side software not yet 100% compatible with the filesystem or java components of some operating systems.

Can I search for files in FileGenius as well as sort and organize files by things like job number, department, or other specific information?

Part of the power and flexibility of FileGenius is the full-featured search functions in both the users' file and folder view and the Admin management view. We provide two ways to "tag" or identify files (a File ID field and a comments field, both 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, the primary contact information, add, edit, or delete users, workspaces, and 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 may be necessary to "whitelist" (allow) our mail domain, @appliedanswers.com, or simply allow for our notification address, notification@appliedanswers.com. When something doesn't happen as expected please contact us at 1-888-753-2245, ext. 701 (customer service) or email us at custservice@appliedanswers.com. We're here to serve your needs.

Contact Info

Internet

www.filegenius.com

Phone

+1.888.753.2245, Voice
+1.404.581.5048, Fax

Mailing Address

4850 Golden Pkwy., Ste. 408
Buford, Georgia 30518

Email

inquiries@appliedanswers.com
sales@appliedanswers.com
custservice@appliedanswers.com
support@appliedanswers.com

Primary Contact

Keith Bumgarner, President/CEO
fkb@appliedanswers.com
+1.888.753.2245, ext. 706