

■■ CloudVault User Guide

Version 1.0 — September 2025

Introduction

CloudVault is a secure, cloud-based file storage and collaboration platform. It allows teams to upload, share, and access files from anywhere, with built-in encryption and role-based permissions.

This guide will help you:

- Install the CloudVault desktop app
- Upload and organize files
- Share files securely with others
- Troubleshoot common issues

System Requirements

Operating Systems	Windows 10+, macOS 12+, Linux (Ubuntu 20.04+)
Disk Space	200 MB minimum
Internet	Broadband connection required

Installation

Windows

1. Download the installer from cloudvault.io/download
2. Double-click CloudVaultSetup.exe
3. Follow the on-screen instructions
4. Launch CloudVault from the Start menu

macOS

1. Download the installer from cloudvault.io/download
2. Open the .dmg file
3. Drag CloudVault into the Applications folder
4. Open CloudVault from the Applications menu

Linux (Ubuntu)

```
sudo dpkg -i cloudvault.deb  
sudo apt-get install -f
```

Getting Started

Sign In

1. Open the CloudVault app
2. Enter your email and password
3. Complete multi-factor authentication (if enabled)

Upload Files

1. Click the Upload button
2. Select files or folders from your computer
3. Uploaded items will appear in your CloudVault dashboard

Organize Files

- Create Folders: Right-click → New Folder
- Rename Items: Select file → Rename
- Move Items: Drag and drop into desired folder

Share Files

1. Select the file or folder you want to share
2. Click Share
3. Enter the recipient's email address
4. Choose permissions: View Only or Edit
5. Click Send Invitation

Troubleshooting

Issue	Possible Cause	Solution
Unable to sign in	Incorrect password	Reset password via 'Forgot Password'
Upload stuck	Weak internet connection	Check connection and retry
File not syncing	App paused or offline mode enabled	Resume sync in app settings
No MFA prompt	Time mismatch on device	Ensure system clock is set to automatic

Support

- Help Center: support.cloudvault.io
- Email: support@cloudvault.io
- Phone: 1-800-555-VAULT (Mon–Fri, 9 AM–6 PM EST)