



Seagate Access for Personal Cloud User Manual

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Introduction

Thank you for purchasing a Seagate Personal Cloud. Your Personal Cloud is designed to provide easy, centralized access to your media and documents both inside and outside the home. Connecting to your storage device outside the home is called

Use this manual for instructions on how to configure remote access to your Personal Cloud using your Seagate Access account.

This guide has a [Frequently asked questions](#) section to help resolve issues related to Seagate Access. Refer to it to resolve common issues.

For advanced troubleshooting or to report a problem with your Seagate device, contact [Seagate customer support](#).

Seagate Access Apps

What is Seagate Access?

Seagate Access is an account that you use to remotely access your Personal Cloud. Generally, the Personal Cloud owner creates a Seagate Access account for a user. The owner's Seagate Access account is created automatically when first configuring the Personal cloud.

However, it is possible for a standard user to create a Seagate Access account. See [Invitation sent to a user without a Seagate Access account](#) for instructions.

How do I use my Seagate Access account?

You can use your Seagate Access account with the following applications:

- **Seagate Media app**—Available for Android and iOS mobile devices.
- **Sdrive**—Available for Windows and Mac.

Which app should I use?

Seagate recommends both apps since each offers unique features for a wide range of devices.

Seagate Media: mobile devices

Seagate Media is an app for viewing and listening to media files on mobile devices. Install Seagate Media on your Android and iOS devices to access movies, photos and music stored on your Personal Cloud.

Example: You are at a friend's home and you want to show pictures from your family vacation. Since the photos are stored on your Personal Cloud at home, you can access them remotely with your Seagate Access account. Seagate Media is installed on your Android or iOS phone and linked to your Seagate Access account. To show the photos, you open Seagate Media and choose your Personal Cloud.

Sdrive: PC/Mac

Sdrive is an application for your computers at home, in the office and anywhere with a connection to the Internet. It creates a special Sdrive volume with all the files stored on your Personal Cloud. The Sdrive volume is easy to access since it appears on your computer like a standard hard drive.

Owners can also use Sdrive to access the Personal Cloud's management tool.



Example: You have important work files that you backed up to your Personal Cloud at home. Sdrive is installed on your work computer and linked to your Seagate Access account. You open the Sdrive volume and copy the important files to your work computer.

Seagate Media

Set up Seagate Media

Follow the directions below for installing Seagate Media and connecting to your Personal Cloud.

i **Important info for users:** Your Seagate Access account must be associated with your Personal Cloud before you use Seagate Media to access media. The owner of your Personal Cloud should have sent you an invitation email with instructions on how to link your account to the Personal Cloud. Contact the owner of your Personal Cloud if you do not know your Seagate Access credentials.

1. Install Seagate Media on your Android or iOS mobile device. Seagate Media is available at the Google Play Store and the iOS App Store. For further details, see [Seagate Media App](#).
2. Open Seagate Media on your mobile device.
3. Tap the **More** icon.
 - Android More icon: 
 - iOS More icon: 
4. Tap **Remote Access**.
5. Tap **Connect to Seagate Personal Cloud**.
6. Enter your Seagate Access account credentials.

For instructions on how to use Seagate Media to access, play and organize media stored on your Personal Cloud, choose the user manual for your mobile device:

- Seagate Media for [Android](#).
- Seagate Media for [iOS](#).

Seagate Media for Windows and Seagate Access

The Seagate Media app for Windows 8, Windows 8.1 and Windows RT does not support Seagate Access at this time.

Download and install Sdrive

Follow the directions below to install Sdrive.

1. Download Sdrive for your computer:
 - Sdrive for [Windows](#).
 - Sdrive for [Mac](#).
2. Check the Downloads folder for the Sdrive installer and open it.
3. Follow the Sdrive installer to completion. You are prompted to restart your computer.

Connect to your Personal Cloud



Important info for users: Your Seagate Access account must be associated with your Personal Cloud before you use Sdrive to access files and media. The owner of your Personal Cloud should have sent you an invitation email with instructions on how to link your account to the Personal Cloud. Contact the owner of your Personal Cloud if you do not know your Seagate Access credentials.

The Sdrive login window launches automatically each time you boot your computer. You can enter your Seagate Access account to mount the Sdrive volume or close the window.

Sdrive



Sign in to Seagate Access

[Password hint](#)

[Can't access your account?](#)

Remember me on this computer

Sign in

Not a member? [Create a new Seagate Access account](#)

Once it is launched, Sdrive takes on two roles:

- **Owner and users:** an Sdrive volume to access content at the file level. This means that you can open your Personal Cloud folders and see your files on any computer with a connection to the Internet.
- **Owner:** an application to manage your Personal Cloud.

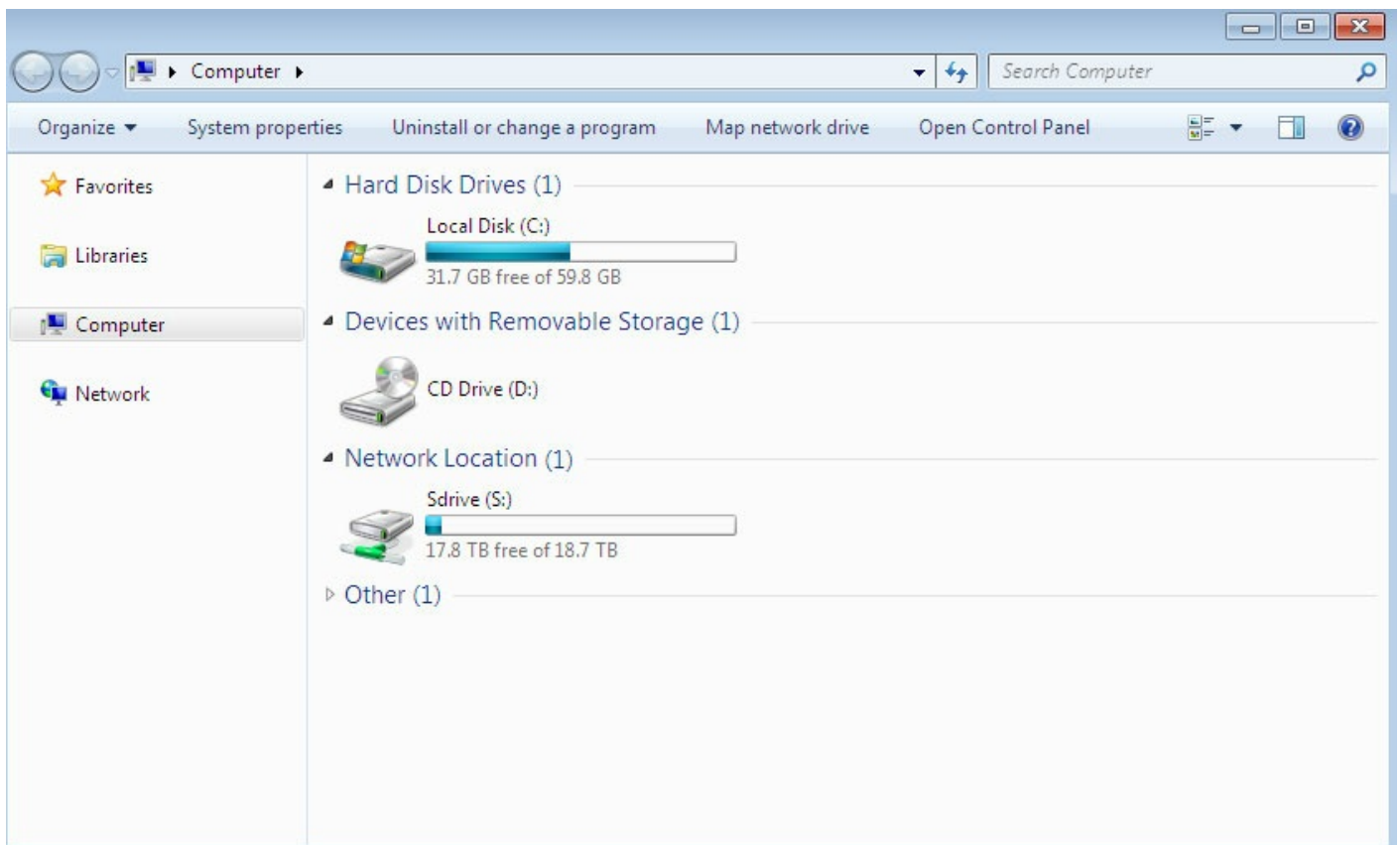
Forgotten password

If you forgot your password, enter your Seagate Access sign-in and click “Can’t access your account?”. An email is sent with a link to reset your password.

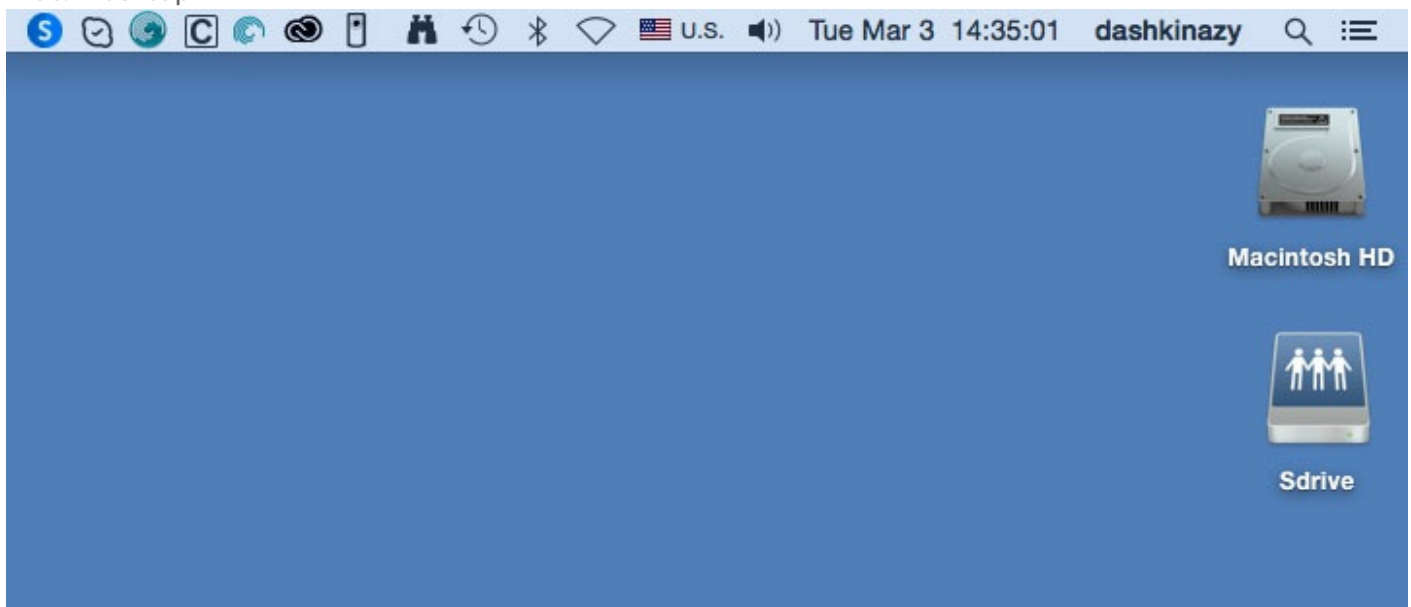
Sdrive volume

Following a successful login, the Sdrive volume is available in the following locations:

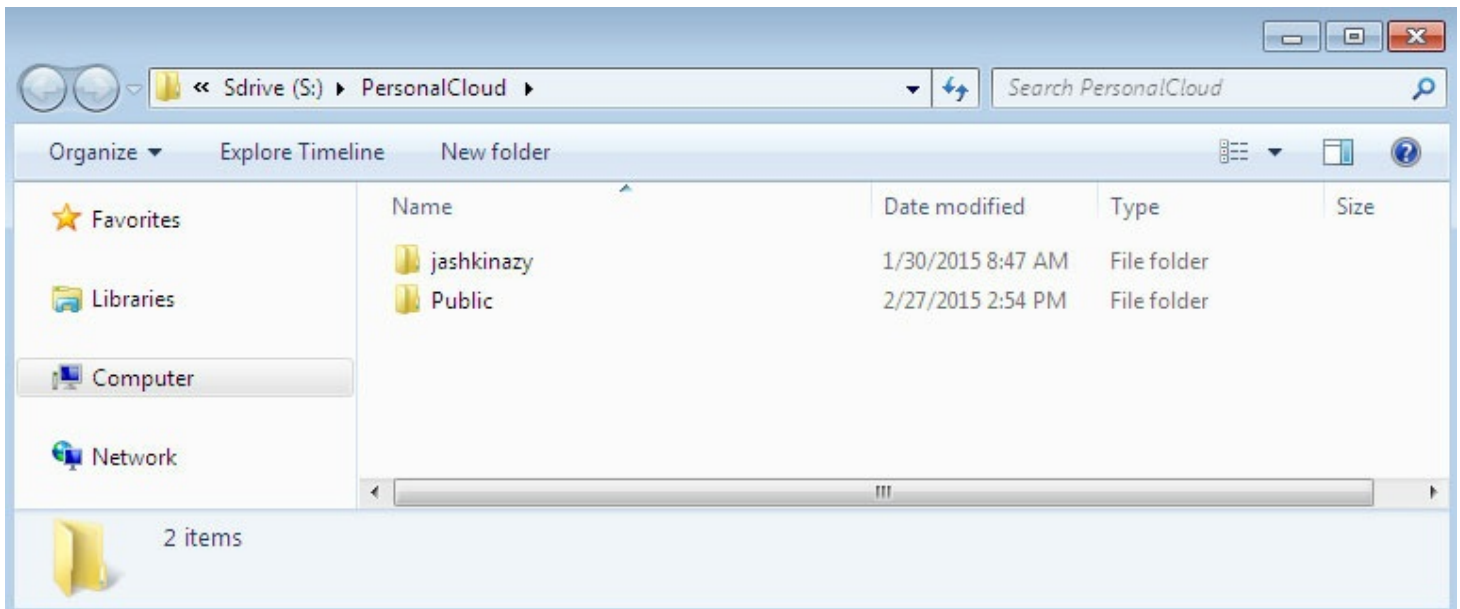
- **PC:** Explorer window > Network location



- Mac: Desktop



The Sdrive volume gives users quick access to their files on the Personal Cloud. Users can open their personal folders or the Public folder.



Users with Seagate Access accounts associated with multiple Personal Cloud devices can access all of them in the Sdrive volume.

Mac: missing Sdrive volume

If the Sdrive volume does not appear on your desktop after you successfully log in with your Seagate Access account, there may be a setting to change. Review the instructions below.

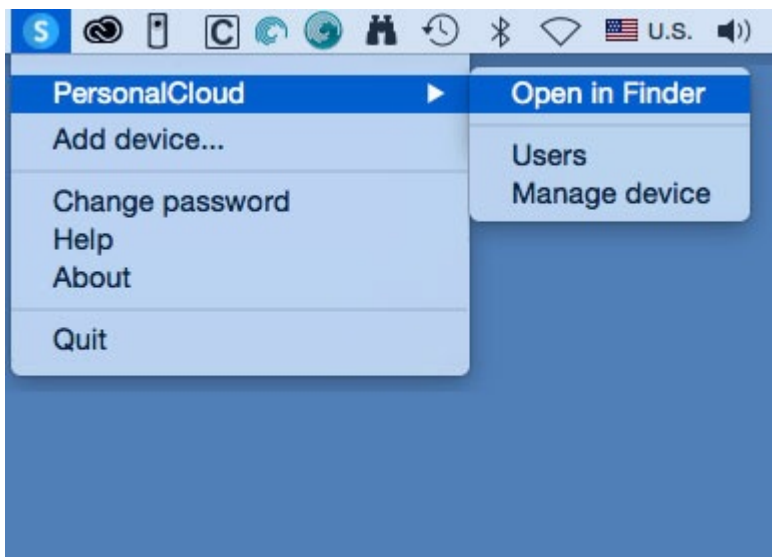
1. On your Mac desktop, go to **Finder > Preferences**.
2. Make certain that the box next to **Connected servers** is checked.



Sdrive application

Click the Sdrive application icon to access its features. The application icon location differs by operating system:

- **Windows:** System tray > Hidden icons (up arrow in the system tray). See below for instructions on how to move the Sdrive application icon to the system tray for easy access.
- **Mac:** Menu bar.

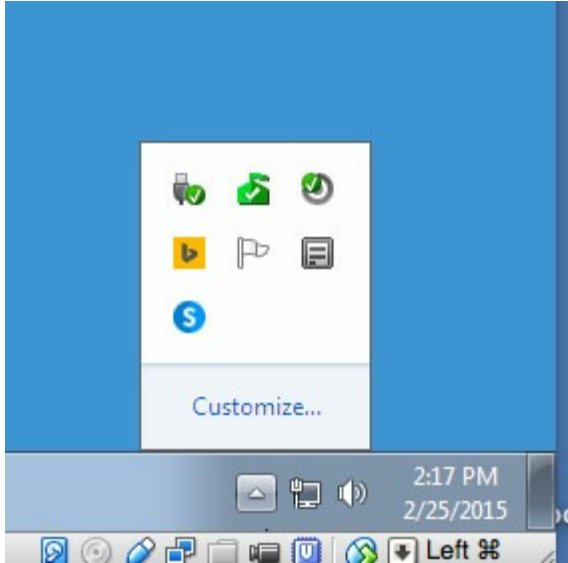


Similar to most applications in the system tray or menu bar, actions are dependent upon the operating

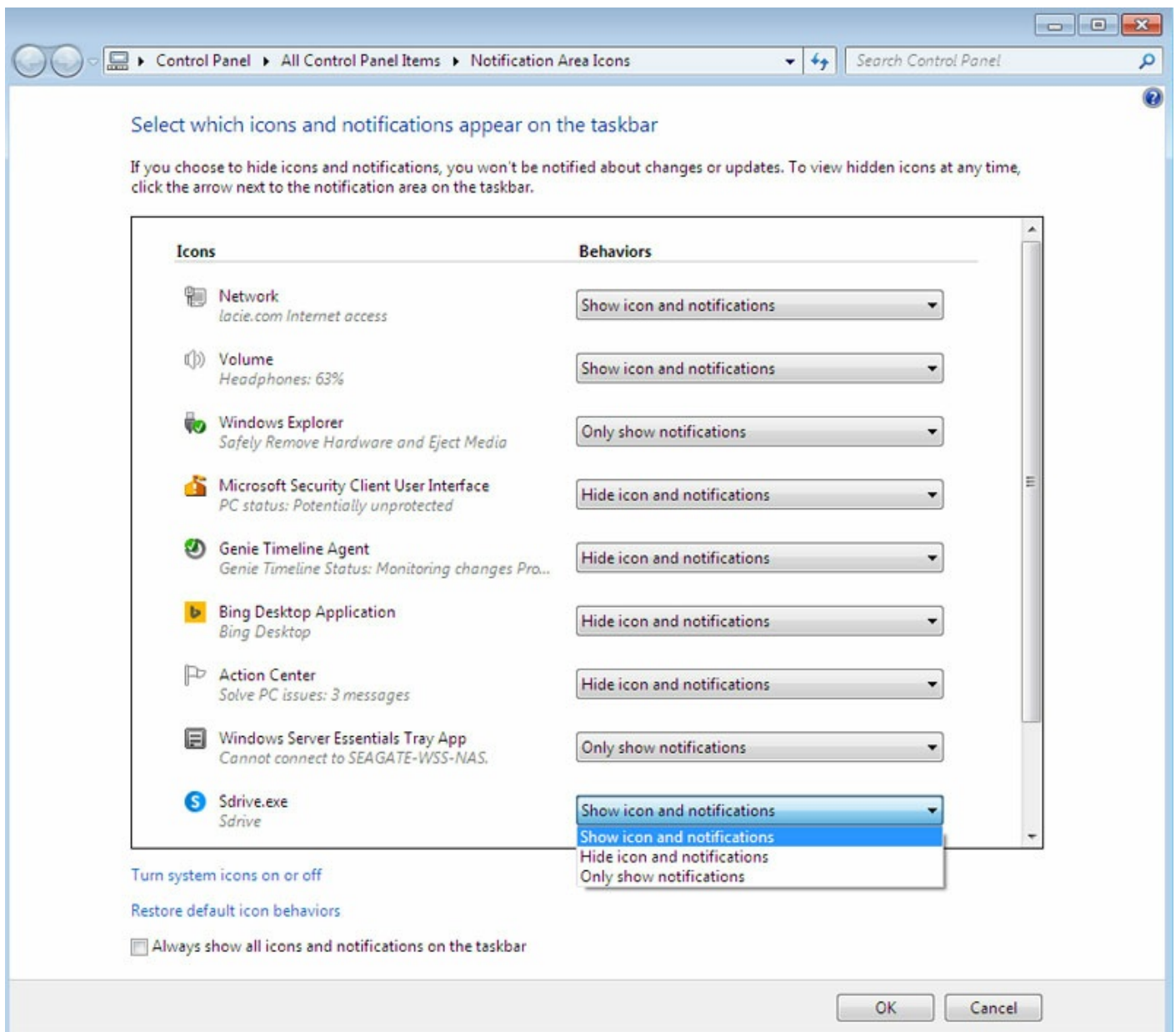
system. For example, Windows users must apply a right click on the Sdrive application icon to access most of its features. A left click in Windows launches the Sdrive volume in an Explorer window. Mac users can use a standard left click

Windows: move the Sdrive application icon to the system tray

1. In the system tray, click **Hidden icons** (up arrow).



2. Choose **Customize**.
3. Click the pull-down menu for Sdrive and choose **Show icon and notifications**.



4. Choose **OK**.
5. Sdrive is available in the system tray. Right click it to access folders or manage your Personal Cloud.

Sdrive features

Sdrive can help owners and users perform the following actions:

- Accept a Personal Cloud invitation
- Change the Personal Cloud / Seagate Access password
- Manage the Personal Cloud (owner)

Accept a Personal Cloud invitation

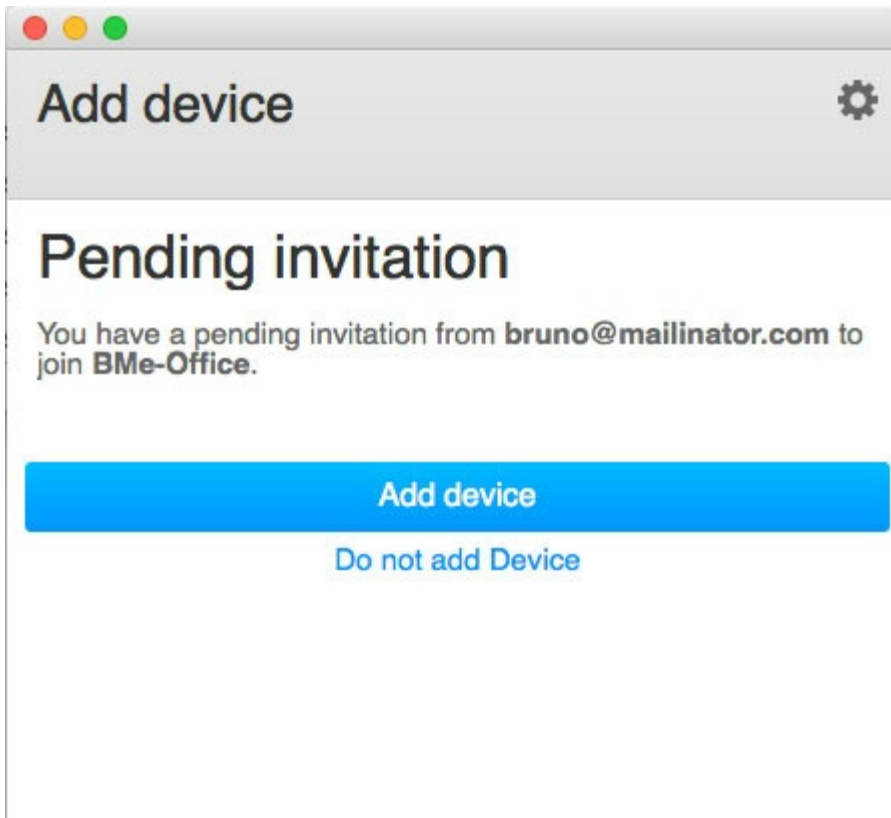
An owner can invite friends and family who live inside and outside the home to join the Personal Cloud. An email is sent to the user with instructions on how to confirm the invitation. The instructions below offer the same steps found in the email.



Note: If the email does not appear in your Inbox, check your Spam.

Invitation sent to a user with a Seagate Access account:

1. Click Sdrive in the system tray (PC) / menu bar (Mac).
2. Choose **Add device**. If you do not see the window, look behind open applications or windows.
3. The pending invitation should be listed. Choose **Add device** to add the Personal Cloud or **Do not add Device** to refuse the invitation.



Invitation sent to a user without a Seagate Access account

A user who does not have a Seagate Access account must first create one. Once the Seagate Access account is created, the user can accept the invitation using the code sent in the email.



Note: If the email does not appear in your Inbox, check your Spam.

1. Download and install Sdrive per the instructions in the invitation email.
2. Upon reboot, the Sdrive sign in window opens. Choose **Create a new Seagate Access account**.
3. Complete all fields and choose **Create account**. An email has been sent to the address you entered.
4. The verification window opens. Check your email for the confirmation code and copy it to the applicable field. If the email does not appear in your Inbox, check your Spam.
5. Choose **Verify** to create your Seagate Access account.
6. At the sign in window, enter your Seagate Access credentials and choose **Sign in**.
7. Choose **Sdrive** and select **Add device**. Sdrive is available in the following locations.

- **Windows:** hidden icons (up arrow in the system tray). Right click Sdrive to choose **Add device**. For instructions on how to move Sdrive to the system tray for easy access, see [Windows: move the Sdrive icon to the system tray](#).
- **Mac:** menu bar. Left click Sdrive to choose **Add device**.



Note: If you do not see the Add device window, look behind open applications or windows.

8. Copy the code found in the invitation email to the field in the Add device window.

9. Choose **Add device**.

Invitation sent to a user with a Seagate Account but to the wrong email address

Many people have multiple email accounts but only one is linked to Seagate Access. Follow the directions below if you receive a Personal Cloud invitation at an email account that is not linked to Seagate Access.



Note: If the email does not appear in your Inbox, check your Spam.

1. Click Sdrive and select Add device.
 - **Windows:** hidden icons (up arrow in the system tray) or system tray. Right click Sdrive to choose Add device. For instructions on how to move Sdrive to the system tray for easy access, see [Windows: move the Sdrive icon to the system tray](#).
 - **Mac:** menu bar. Left click Sdrive to choose Add device.
2. Copy the code found in the Personal Cloud invitation email.
3. Choose **Add device**.

Change your Seagate Access password

You can change your Seagate Access password in Sdrive. The change does not apply to the password that you use when signing into NAS OS, also known as the web board.

1. Click **Sdrive** and select **Change password**.
 - **Windows:** hidden icons (up arrow in the system tray) or system tray. Right click Sdrive to choose **Add device**. For instructions on how to move Sdrive to the system tray for easy access, see [Windows: move the Sdrive icon to the system tray](#).
 - **Mac:** menu bar. Left click Sdrive to choose **Add device**.
2. Complete all the fields.
3. Choose **Change password**.

Manage the Personal Cloud (owner)

Use Sdrive to access your Personal Cloud's management tool, also known as the web board.

1. Click **Sdrive** and select **Change password**.
 - **Windows:** hidden icons (up arrow in the system tray) or system tray. Right click Sdrive to choose **Add device**. For instructions on how to move Sdrive to the system tray for easy access, see [Windows: move the Sdrive icon to the system tray](#).
 - **Mac:** menu bar. Left click Sdrive to choose **Add device**.
2. Choose your Personal Cloud and select **Manage device** or **Users**.
 - **Manage device:** your default browser opens to the Personal Cloud's Overview page.
 - **Users:** your default browser opens to the Personal Cloud's Users page.

Frequently asked questions

Q. What app do I use with my mobile device to access my Personal Cloud remotely?

A. You must use Seagate Media App. Do not use Sdrive on your mobile devices. The Sdrive apps available in the Google Play and iOS app stores are for business storage devices and will not work with the Personal Cloud.

Q. How do I access files on my Personal Cloud away from home?

A. See [Sdrive](#).

Q. My confirmation code expired, how do I get another one for my user account? Note: User only.

A. If the user confirmation code expires you can have another one sent by recreating the account with Sdrive. See [Invitation sent to a user without a Seagate Access account](#).

Q. My confirmation code expired, how do I get another one for my owner account? Note: Owner only.

A. You can send another confirmation code from the Personal Cloud's web board.

1. Go to **Device Manager > Users**.
2. Locate your username and click on the dot on the right side of the username.
3. Fill in the required information and click **Submit**.
4. Check your email for a confirmation code.

Q. Why is my remote access not working?

A. Make sure that you have installed the Sdrive client available at [Mac](#) or [Windows](#). **Note:** The Sdrive mobile app is not supported with Personal Cloud. Instead, use Seagate Media for your mobile devices. The Sdrive mobile app is only compatible with professional Seagate network storage devices.

Q. I cannot change my password in the web board. I know that the option has been available to me in the past. Note: Owner only.

A. You launched the Personal Cloud web board from **Sdrive > Manage device**. The option to change the password in the web board is available when signing in on the same network as the Personal Cloud.

Q. I want to use Seagate Media to play media stored in my private folder, the folder with my name. However, when I use Seagate Media on my mobile device, I do not see any of the media files stored in my private folder. Is this normal?

A. Yes. Seagate Media can only access media stored in the Public folder.

Q. How do I add a Personal Cloud to my Seagate Access account?

A. A user must receive an invitation from the owner to add a Personal Cloud. For details, see [Accept a Personal Cloud invitation](#).

