

## Document Objective

This document instructs you on how to install and use the ReadyCLOUD application to access your shares on the server.

## Document Summary

Following the steps should take around around 10-15 minutes to set up ReadyCLOUD and access your shares.

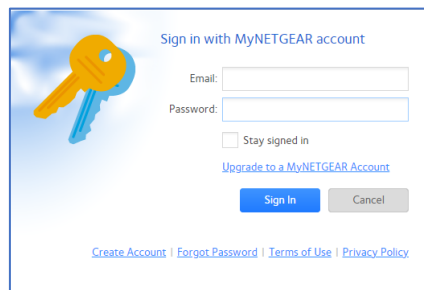
## RJS Guide to ReadyCLOUD

Your company uses a NAS server for sharing work related files, which can be connected to remotely. This guide will teach you how to connect to the NAS server while working out of the office, and how to troubleshoot or use alternatives should the need arise.

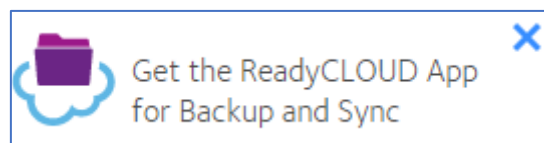
The preferred method of connectivity is the ReadyCLOUD app. This should already be installed onto your computer, but if it is not, please contact via email [helpdesk@rjs-consultants.com](mailto:helpdesk@rjs-consultants.com). Alternatively, call us at 01923 254302 to leave a message, and we will connect remotely to install it for you as soon as possible.

### Installing the ReadyCLOUD app

- Open your browser and navigate to <https://ReadyCLOUD.netgear.com>
- Sign in using the login details provided.



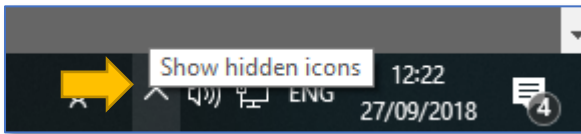
- On the bottom left of the page click 'Get the ReadyCLOUD App for Backup and Sync' then Download ReadyCLOUD App



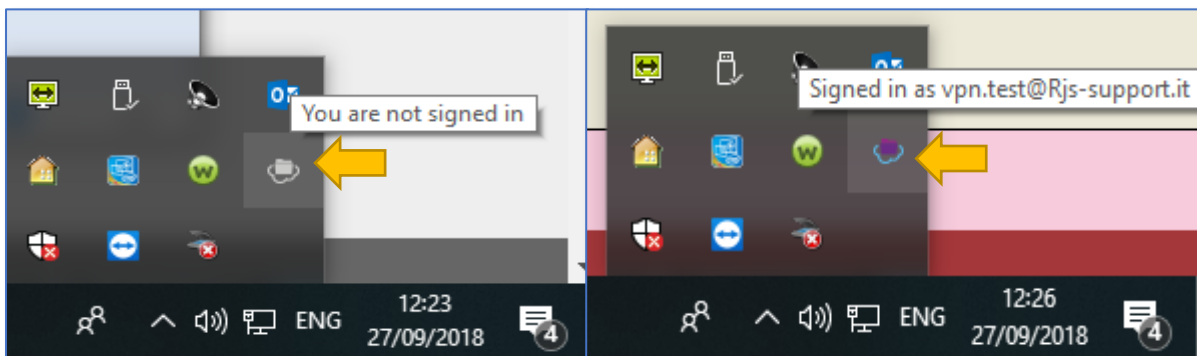
- Open the downloaded app and install. Press Yes on the confirmation screen and follow the instructions
  - Click Next
  - Click I Agree - the app should install.
  - Once installed click finish

### Using the ReadyCLOUD App

To open the ReadyCLOUD app, check whether it is already running by clicking this icon in the bottom right of your screen, shown below:

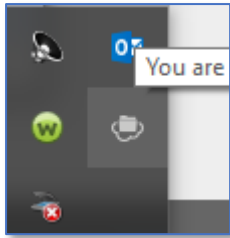


- Look for a cloud shaped icon with a square file inside, this can appear as either grey or purple.

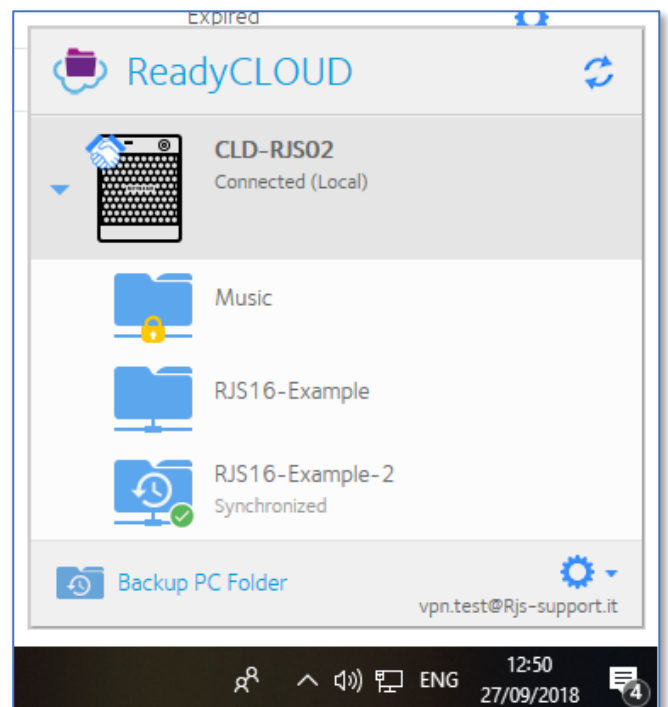
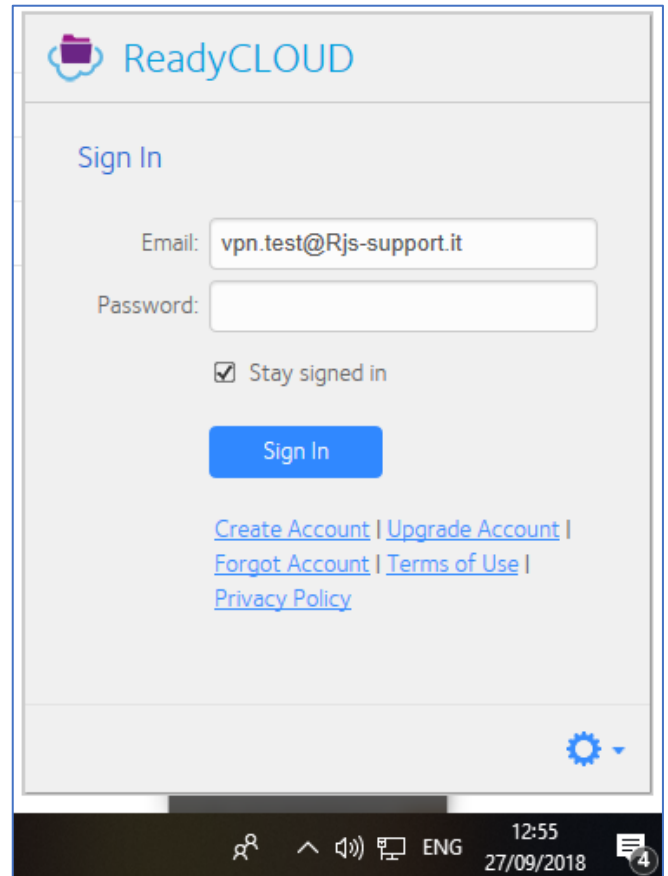
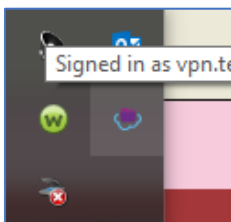


## ReadyCLOUD App guide

- Once ReadyCLOUD is running, left-click the grey icon shown in the first step, this will show a pop-up asking for a username and password. If it does not, you are already logged in.



- You should already have your username and password, but if you do not, refer to a supplied passwords sheet or contact a senior administrator within your company who should have a list of account details.
- Alternatively, contact us using the details provided above and we will send you your account details as soon as we can.
- Once logged in, clicking the purple ReadyCLOUD icon in the menu shown in the first step will open up a new window that shows the NAS you are connected to and which folders you have access to.



- Click one of these folders to have it open on your PC in File Explorer. Any files you open, edit, copy to, etc in this folder will be shared and updated live on the server.

### Troubleshooting the ReadyCLOUD App

There may be times when you are unable to log in, or your connection to the server is dropping. This most commonly happens when connected to the internet through a weak broadband service.

RJS are able to provide support regarding connectivity, but will require an internet connection to effectively do so. If you have no internet connection at all, please call us on 01923 254 302 who will guide you through regaining your internet connection.

Sometimes you may find you are unable to connect to ReadyCLOUD despite having a stable internet connection. In these cases, please attempt these fixes below:

- Click the ↻ symbol in the upper right-hand corner of the ReadyCLOUD App to reattempt connection to the NAS.
- Click the ⚙ symbol in the bottom right-hand corner of the ReadyCLOUD App and select Exit, then re-open ReadyCLOUD. This can resolve the ReadyCLOUD app being unresponsive.
- If you have your login details available, click the ⚙ symbol in the bottom right-hand corner of the ReadyCLOUD App and select Log Out. You can then re-enter your password and log back in. This can resolve issues where ReadyCLOUD is not recognised as being logged in.

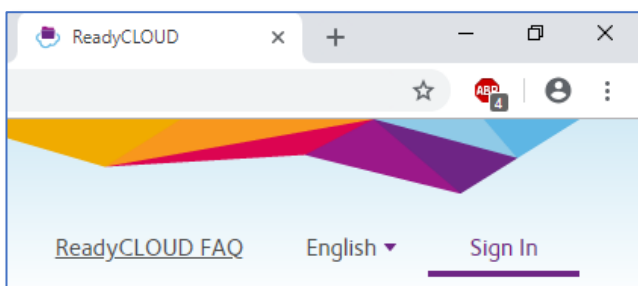
If the above do not solve the issue, please contact us to let us know and we will investigate. It may be that the ReadyCLOUD App service is experiencing difficulties, we will inform you if such and give an ETA if Netgear have provided one.

If you are currently unable to use the ReadyCLOUD App, please read the below section.

### Alternatives to the ReadyCLOUD App

If you are experiencing regular or prolonged loss of connectivity, an alternative service to ReadyCLOUD is to instead use the browser-based service: [ReadyCLOUD.netgear.com](https://ReadyCLOUD.netgear.com)

- In the upper right, click Sign In, then “Sign in with MyNetgear account”.



## ReadyCLOUD App guide

- Use the same username and password as you normally would in order to log in.

Sign in with MyNETGEAR account

Email:

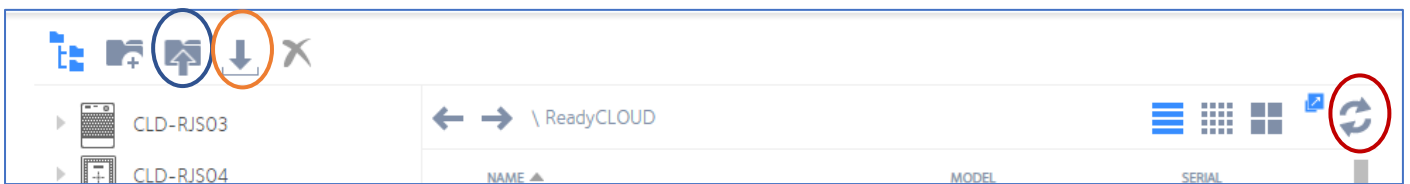
Password:

Stay signed in

[Upgrade to a MyNETGEAR Account](#)

- Once logged in you will be able to browse the server via your web browser. From here you can download files from the server to work on or upload them after.

Upload Download



Refresh

- Be sure to refresh the folder if you cannot see a recently uploaded file.
- It is advised to append the filename with the date and your name, to mark who worked on it and when. Unlike the ReadyCLOUD app, the browser service allows more than one person to work on and upload the same file, which can be easily confused for others.
- If you suddenly do not see the list of folders on the left, click the icon to the left of the “new folder” and “upload file” icons to bring it back.
- Be careful when deleting files that it is the correct one and not someone else’s.

We hope that this guide has been helpful for you to begin using you company’s NAS server. If you ever require any additional assistance with any other IT related products or services, please contact RJS Consultants.