# Nextcloud manual

Everything about working with your WebOké Nextcloud: files, sharing, syncing with your computer and phone, calendar, contacts, Talk and management. Explained step by step, with screenshots and short videos.

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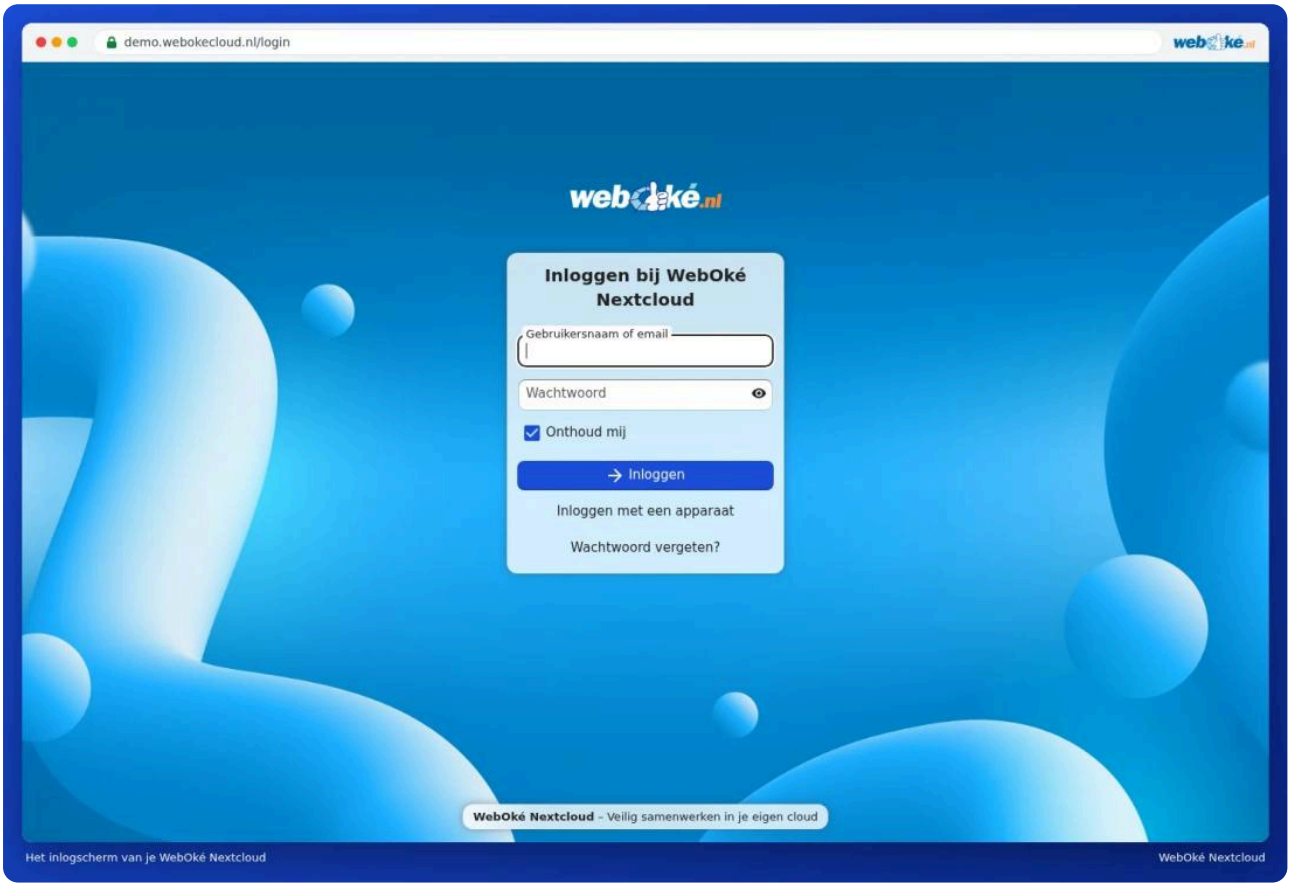
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# 1

# Getting to know

# 1.1 What is Nextcloud and what is a WebOké Nextcloud?

Nextcloud is an online workspace for your files, photos, calendar, contacts and more. You'll recognise the idea from Google Drive, Dropbox or OneDrive: your files are stored safely online and you can access them from any device. Nextcloud does that too, and much more. The difference: with a WebOké Nextcloud, your data is stored on a server in the Netherlands, not with a large American tech company.




This is where it starts: the login screen of your WebOké Nextcloud

## Nextcloud: open source from Europe

Nextcloud is open source. That means anyone can view and check the source code. The software is made by the German company Nextcloud GmbH and thousands of volunteers around the world. Governments, universities, hospitals and businesses across Europe use Nextcloud. Because it's open source, you're never locked in: your data stays yours and you can always take it with you.

## What is a WebOké Nextcloud?

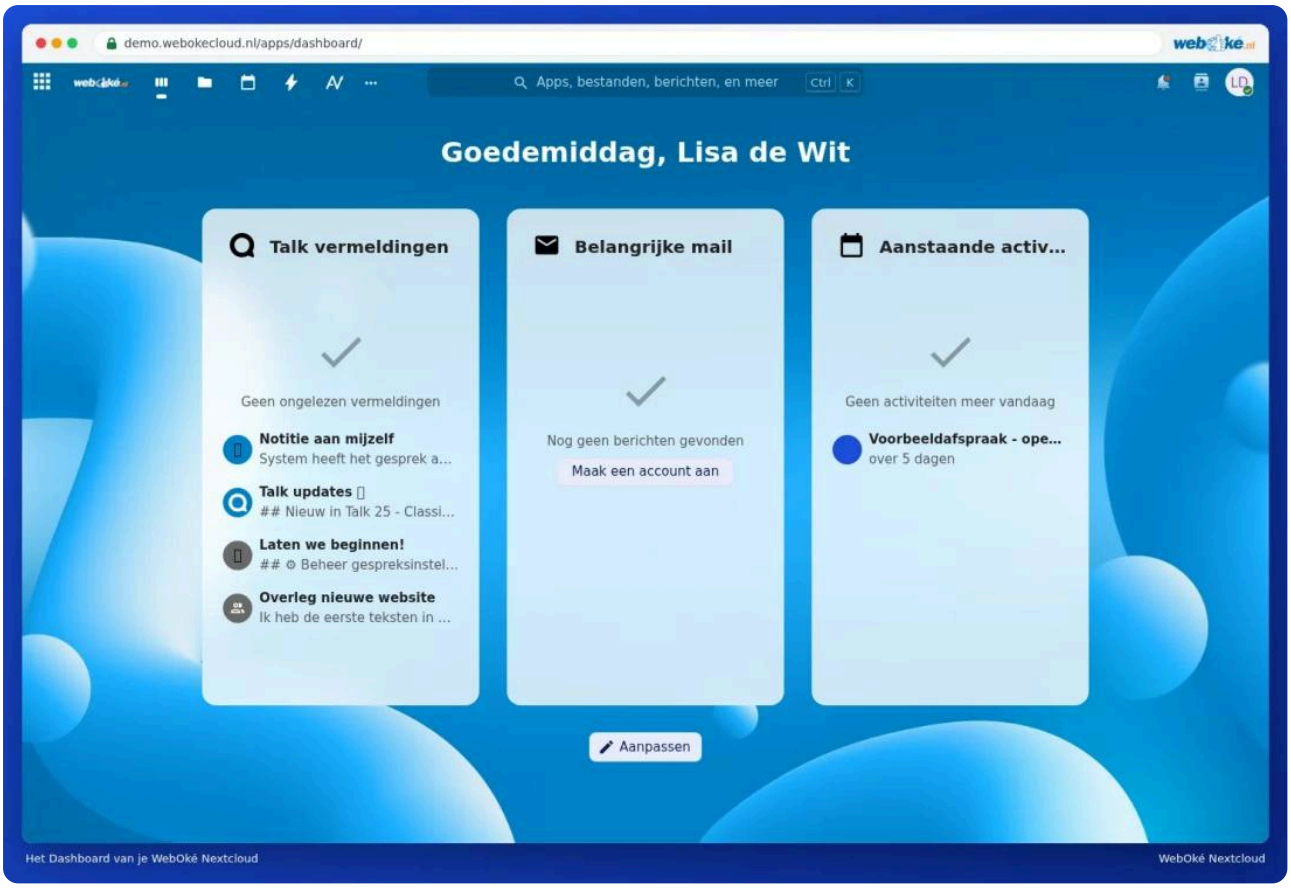
With WebOké, you get Nextcloud ready to use. You don't have to install, update or secure anything yourself: we take care of that. You open your Nextcloud in your browser at your

own address, for example *yourname.webokecloud.nl*, or on your own subdomain such as *cloud.yourcompany.com*.

- **Your own server.** With a Personal, Family or Max package, you get your own Nextcloud. Your files are not mixed in with those of other customers. Only Nextcloud Free is a shared Nextcloud: there you have your own account on a server you share with other Free users.
- **In the Netherlands.** Your data is stored in two Dutch data centres run by NorthC, in Aalsmeer and Oude Meer. These run on 100% green electricity and reuse their residual heat.
- **Securely set up.** Logging in uses an extra code by email by default, strict password rules apply, and anyone who tries a wrong password too often is slowed down. You can read all about that in How does WebOké secure your Nextcloud?.
- **Kept up to date by us.** WebOké keeps your Nextcloud up to date and makes backups (see Backups with WebOké: what we keep and what you can do yourself). When a new main version is released, the owner of the package chooses when to switch, with a single button in Mijn WebOké (Nextcloud updates: when and how).
- **Help in your own language.** If you run into something, we'll help you via a ticket or the AI assistant in Mijn WebOké, or via WhatsApp and email. With Nextcloud Free, there's no personal support; the knowledge base, this manual and the AI assistant in Mijn WebOké will help you further.

## What can you do with it?

After logging in, you land on the Dashboard. There, you see at a glance what's happening today: your upcoming appointments, messages and notifications. From there, you open the apps. The most important ones:




The Dashboard: your starting point after logging in

| App | What you use it for | Comparable to |
|---|---|---|
| Files | Storing, sharing and syncing files and folders with your computer and phone | Google Drive, OneDrive, Dropbox |
| Photos and Memories | Viewing photos and videos, organising them into albums and sharing them | Google Photos, iCloud Photos |
| Calendar, Contacts and Tasks | Your calendar, address book and task lists, also on your phone | Google Calendar, Outlook calendar |
| Email | Reading your existing mailboxes in your Nextcloud | Gmail, Outlook |
| Notes and Deck | Quick notes and task boards with cards | OneNote, Trello |
| Euro-Office (with Office) | Editing Word, Excel and PowerPoint files in your browser | Microsoft 365, Google Docs |
| Talk (with Office) | Chatting, calling and video conferencing | Teams, Zoom, WhatsApp |

You can read exactly which apps are included in your package in Which apps are included in my package?. We explain editing documents with Euro-Office in a separate manual: the Euro-Office manual.

## What does WebOké do and what do you do yourself?

| WebOké takes care of this | You do this yourself |
|---|---|
| The server, the installation and the updates of Nextcloud | Managing your files, folders, calendars and contacts |
| Security of the server and backups | Choosing a strong password and optionally setting up an authenticator app |
| The address of your Nextcloud and the certificate (the padlock in your browser) | Sharing with others and deciding what they're allowed to do |
| Help with questions and incidents | As an administrator: managing users and settings in Mijn WebOké |

**Tip:** New here? Start with Logging in for the first time and then Quick start: the five things to do on your first day. You'll have everything set up properly within a quarter of an hour.

# 1.2 Which apps are included in my package?

Every WebOké Nextcloud comes with a fixed set of apps. If you have a package with Office, you get a few extra apps on top of that. This article shows you exactly what you have.

## The apps in every personal package (Personal, Family and Max)

| App | What it's for | Read more |
|---|---|---|
| Dashboard | Your home screen with appointments, notifications and messages | Making the Dashboard your own |
| Files | Storing, sharing, restoring versions and recovering deleted files | The Files app: overview and views, Recovering a deleted file from Deleted files |
| Activity | See what's happening with your files and shared folders | Chat and activity for a file |
| Photos and Memories | Organise photos into albums, a timeline and a map, and recognise people and things | Photos or Memories: which app for what? |
| Calendar | Appointments, invitations, shared calendars | Calendar: views, making appointments, repeating and reminders |
| Contacts | Your address book, also on your phone | Contacts: creating, groups, importing and exporting |
| Tasks | Task lists with deadlines | Tasks: lists, deadlines and subtasks |
| Email | Read and send from your existing mailbox within Nextcloud | Adding your mailbox to the Email app |
| Notes | Quick notes, also on your phone | Creating notes and using them on your phone |
| Deck | Task boards with cards (kanban) | Deck: boards, lists and cards, and using them together |
| Teams | Create groups of people to share with in one go | Creating teams and sharing a folder with your whole team |
| WebOké Import Tool | Transfer your files, photos and calendar from Google | Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool |
| Data migration | Transfer files from Dropbox or OneDrive | Moving Dropbox across with Data Migration |

There are also some features that you won't see as a separate app, but that are always there: sharing via a public link or by email, a download limit on links, file versions, the recycle bin (Deleted files), end-to-end encryption and logging in with an extra code or an authenticator app.

## What you get with Office

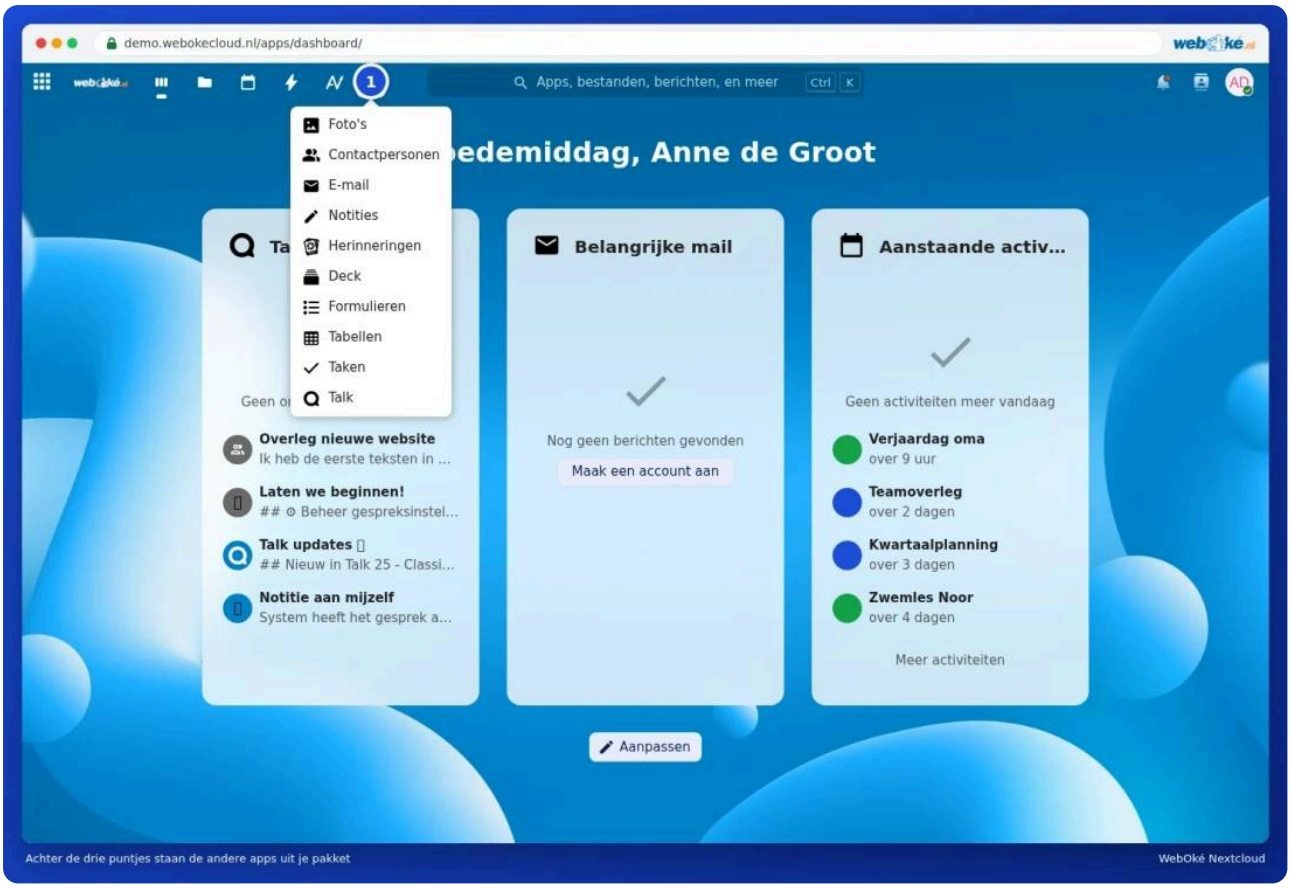
If your package has at least one Office Suite licence, you'll also get these apps:

| App | Who it's for | What it's for |
|---|---|---|
| Euro-Office | Users with a licence | Edit documents, spreadsheets, presentations and PDFs in your browser. See the Euro-Office manual. |
| Talk | Everyone in the package | Chat, call, video conference and share your screen (What is Talk and who has it?) |
| Forms | Everyone in the package | Surveys and registration forms (Creating and sharing forms and surveys, and viewing the responses) |
| Collectives | Everyone in the package | A shared knowledge base or manual (Collectives: a shared knowledge base for your team or association) |
| Tables | Users with a licence | Lists and small databases (Tables: lists and small databases without a spreadsheet) |
| Analytics | Users with a licence | Data in charts (Analytics: data in charts) |

**Please note:** If Office is removed from your package, these apps disappear from the menu. Your data is kept safe. If you switch Office back on later, your conversations, forms and tables will be there again.

## How to see which apps you have

At the top of the screen, you'll see the icons for the apps you use most. Click the three dots (1) to see the other apps. Below, you can see the menu for a package with Office: it also includes Talk, Forms and Tables. With a package without Office, these are missing.




Behind the three dots are the other apps in your package

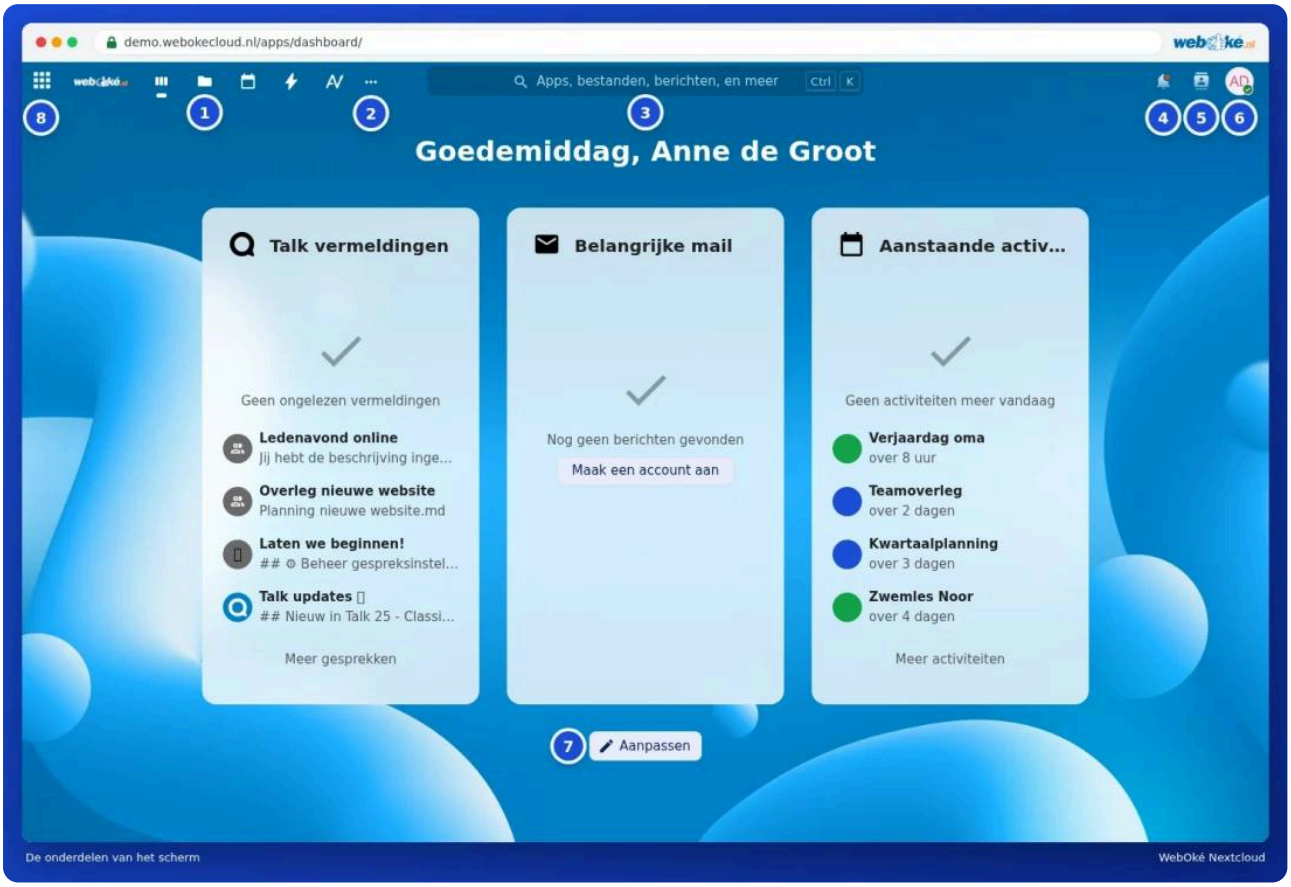
In the top left corner, there's a button with nine small squares. This opens a menu on the left with all your apps listed below each other. You can read more about the parts of the screen in A tour of the screen.

## What about Nextcloud Free?

Nextcloud Free is a free 5 GB account on a shared Nextcloud. It includes the basic apps to get to know the service: Files, Photos, Calendar, Contacts, Email, Notes and Tasks. Office, Talk and user management aren't included. If you want more, you can switch to a paid package. See Nextcloud Free, Personal, Family and Max: differences and switching.

## 1.3 A tour of the screen

Every screen in your WebOké Nextcloud has the same blue bar at the top. Once you know this bar, you'll find your way around easily. Below, we'll go through it from left to right.

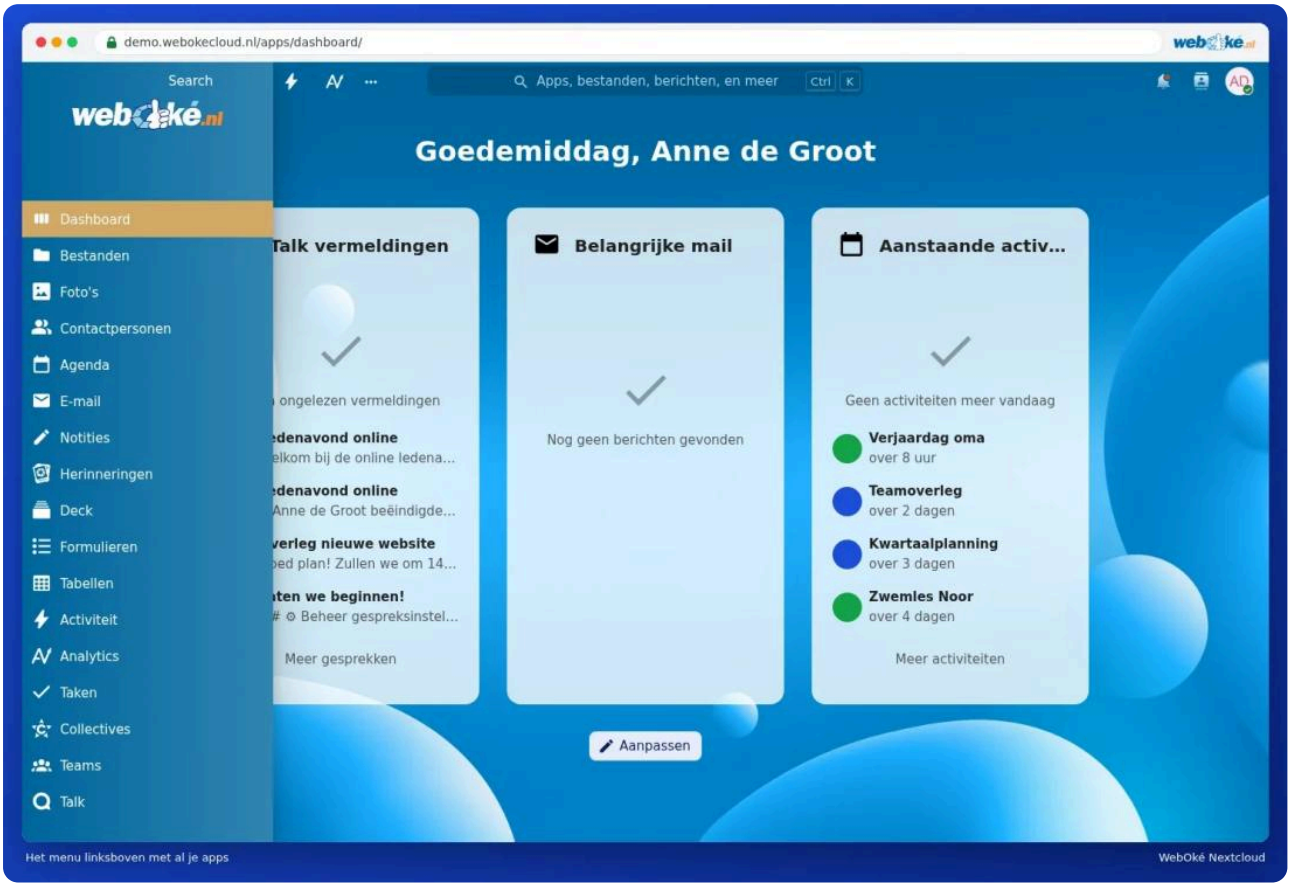



The parts of the screen

1. **The app icons.** On the left of the bar are your most used apps, such as Dashboard, Files, Calendar, Activity and Analytics. Move your mouse over an icon to see its name. The line under an icon shows which app you're currently in. The WebOké logo on the left always takes you back to the start.
2. **More apps.** Behind the three dots are the apps that don't fit in the bar.
3. **The search bar.** Search your files, calendar, tasks, contacts and conversations all at once. You can also open it with the `Ctrl` + `K` keys.
4. **Alerts.** The bell gets a red dot when there's something new: someone shared something with you, there's a reminder or a security alert.
5. **Contacts.** Quickly look someone up and send an email or start a conversation.
6. **Your profile photo.** Here you'll find your status, Settings and Log out.
7. **Customise.** Dashboard only: choose which blocks (widgets) you see.
8. **The app menu.** The button with nine squares on the far left opens a menu listing all your apps.

## All your apps in one overview

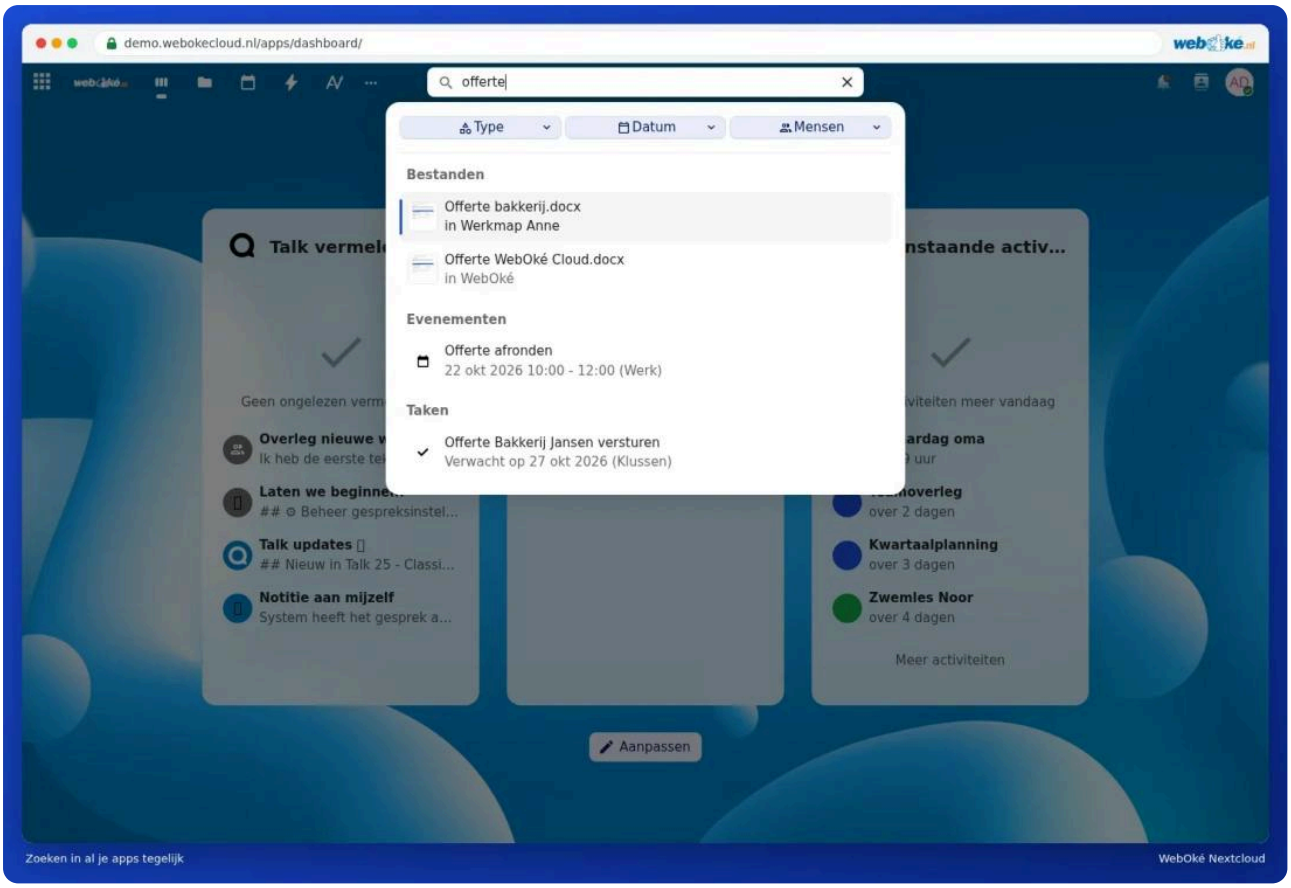
At the far left of the bar is a button with nine squares. Click it and a menu slides open on the left, listing all your apps one below another, from Dashboard to Talk. Click an app to open it, or click elsewhere to close the menu again. There's also a search button (Search) at the top of that menu.




All your apps listed via the button in the top left

## Searching

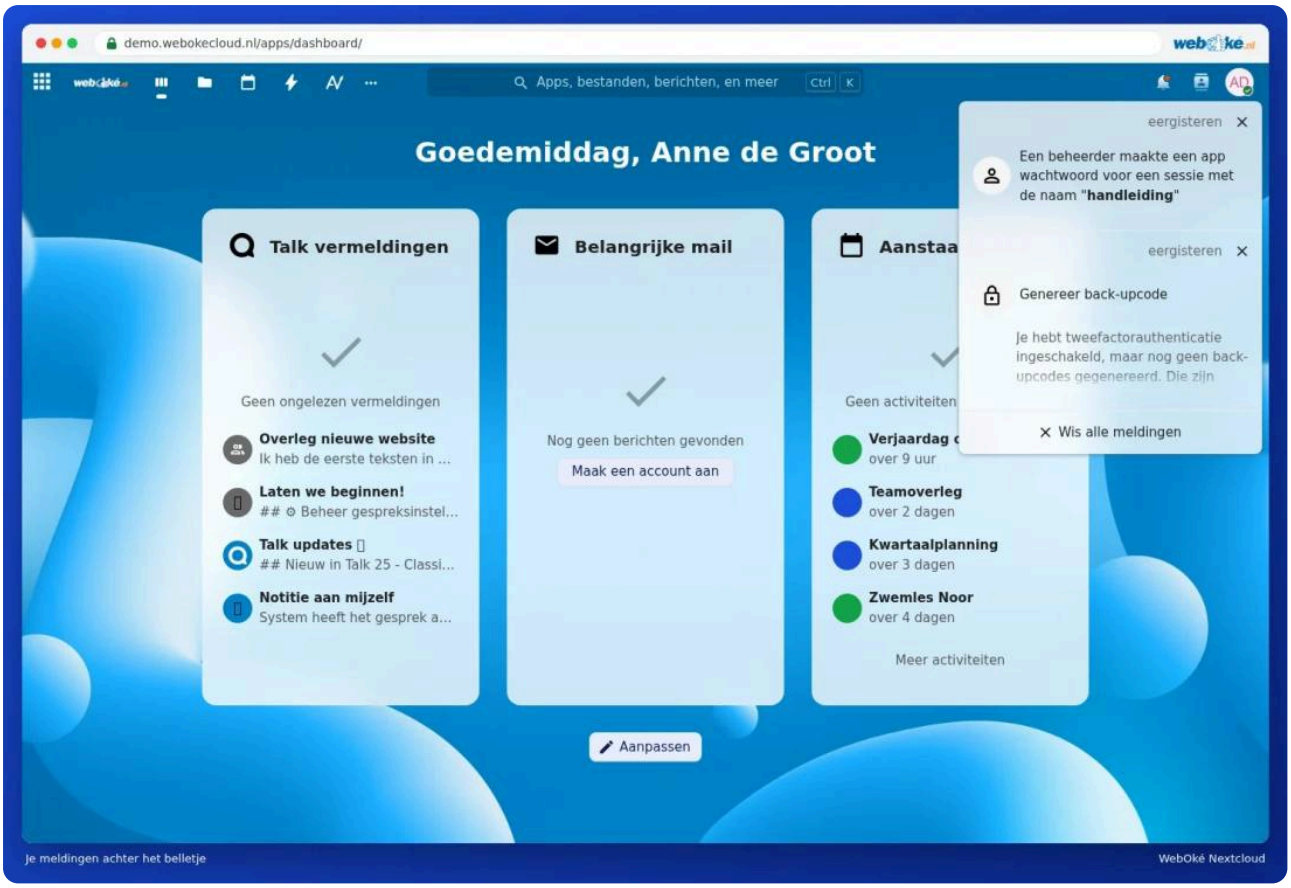
Click the search bar and type a few letters. You'll see results straight away, neatly grouped: files, appointments, tasks and more. Use the Type, Date and People buttons to narrow your search. Click a result to open it.




One search finds files, appointments and tasks

## Alerts

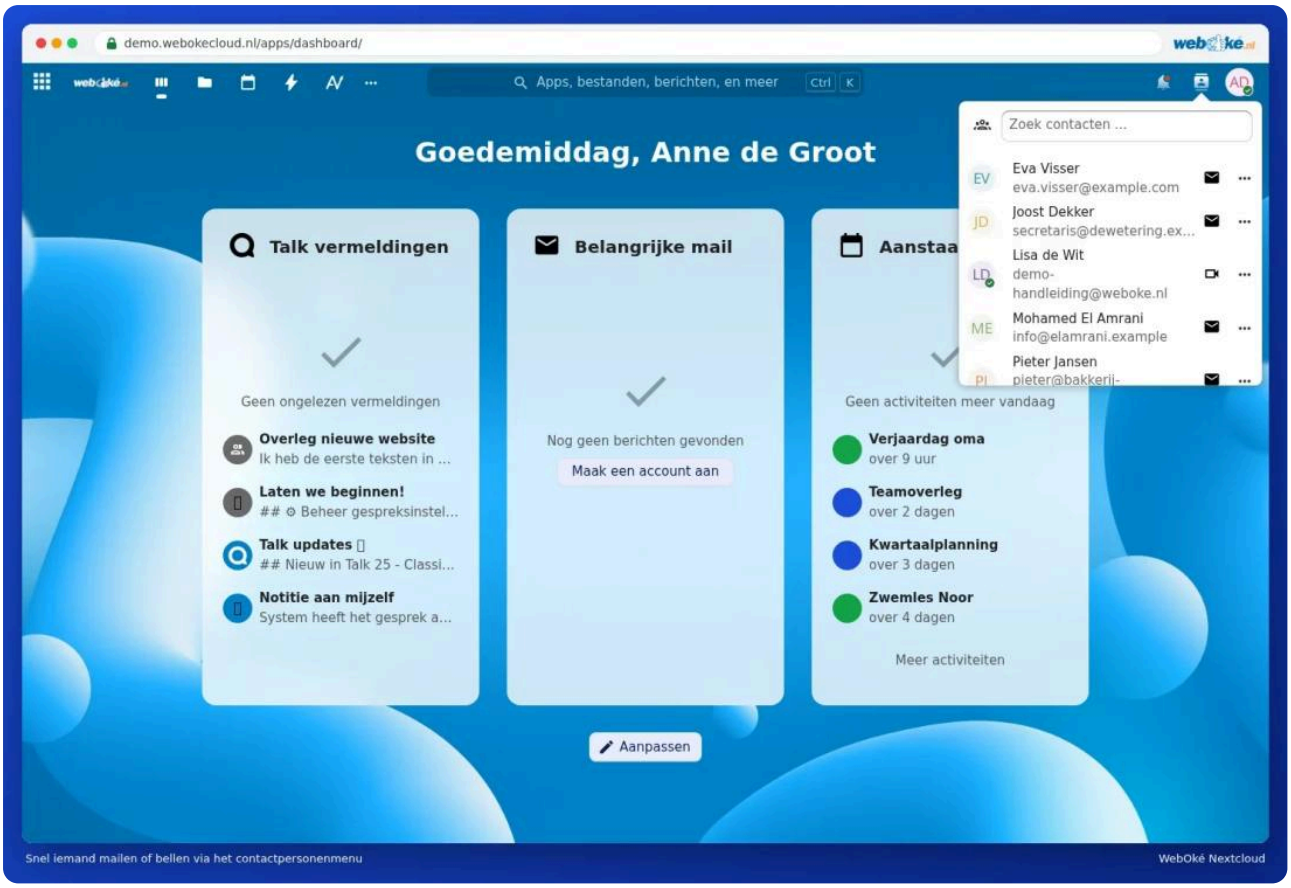
Click the bell to see your alerts. Use the cross to remove an alert, and Dismiss all notifications to clear the whole list at once. You can set which alerts you receive and whether they also arrive by email. See Setting up notifications and emails about activity.




Your alerts behind the bell

## Contacts

The icon with the card opens a quick search list of your contacts and colleagues. Use the envelope to send an email straight away, and the camera icon to start a conversation in Talk (with a package that includes Office).

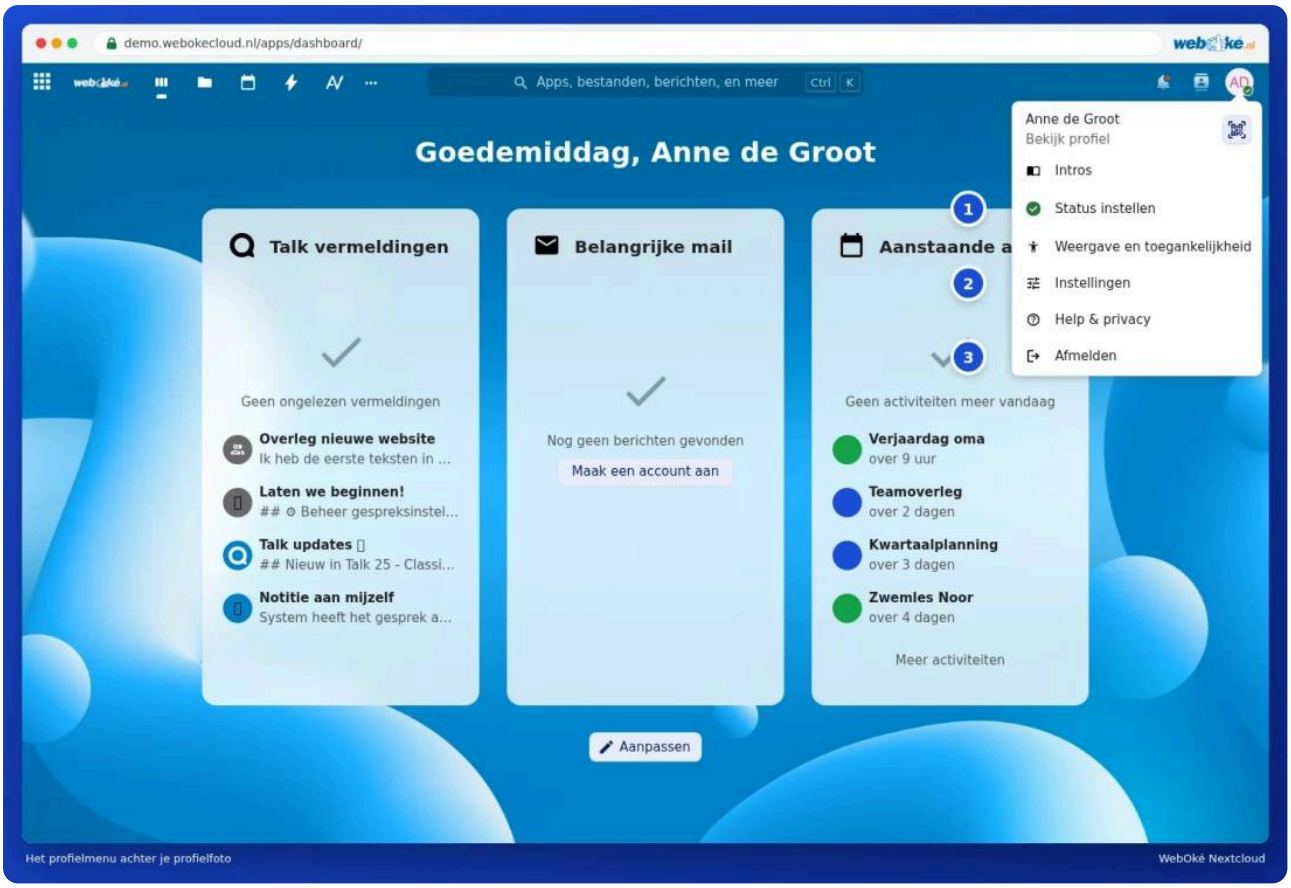



Quickly email or call someone

## The profile menu

Click your profile photo or your initials in the top right. You'll then see:

- **View profile:** how others see your profile.
- **Intros:** short guided tours of Nextcloud, like the one from the welcome window on your first visit (Logging in for the first time).
- **Set status** (1): shows whether you're online, away or busy. See Setting your status: online, away or do not disturb.
- **Appearance and accessibility:** light or dark theme, background and font.
- **Settings** (2): your profile, language, security, alerts and more.
- **Help & privacy:** help and information about Nextcloud itself.
- **Log out** (3): sign out. Always do this on a computer that isn't your own.




The profile menu behind your profile photo

**Tip:** Some settings and buttons are (still) in English, such as Profile & contact and Language & locale. This is because Nextcloud hasn't translated these texts yet. In this guide, we refer to them as you see them on your screen.

## 1.4 Nextcloud Free, Personal, Family and Max: differences and switching

WebOké offers four Nextcloud packages. They all work the same way, but differ in storage, number of users and extras. You'll find the current prices at www.weboke.nl/nextcloud.

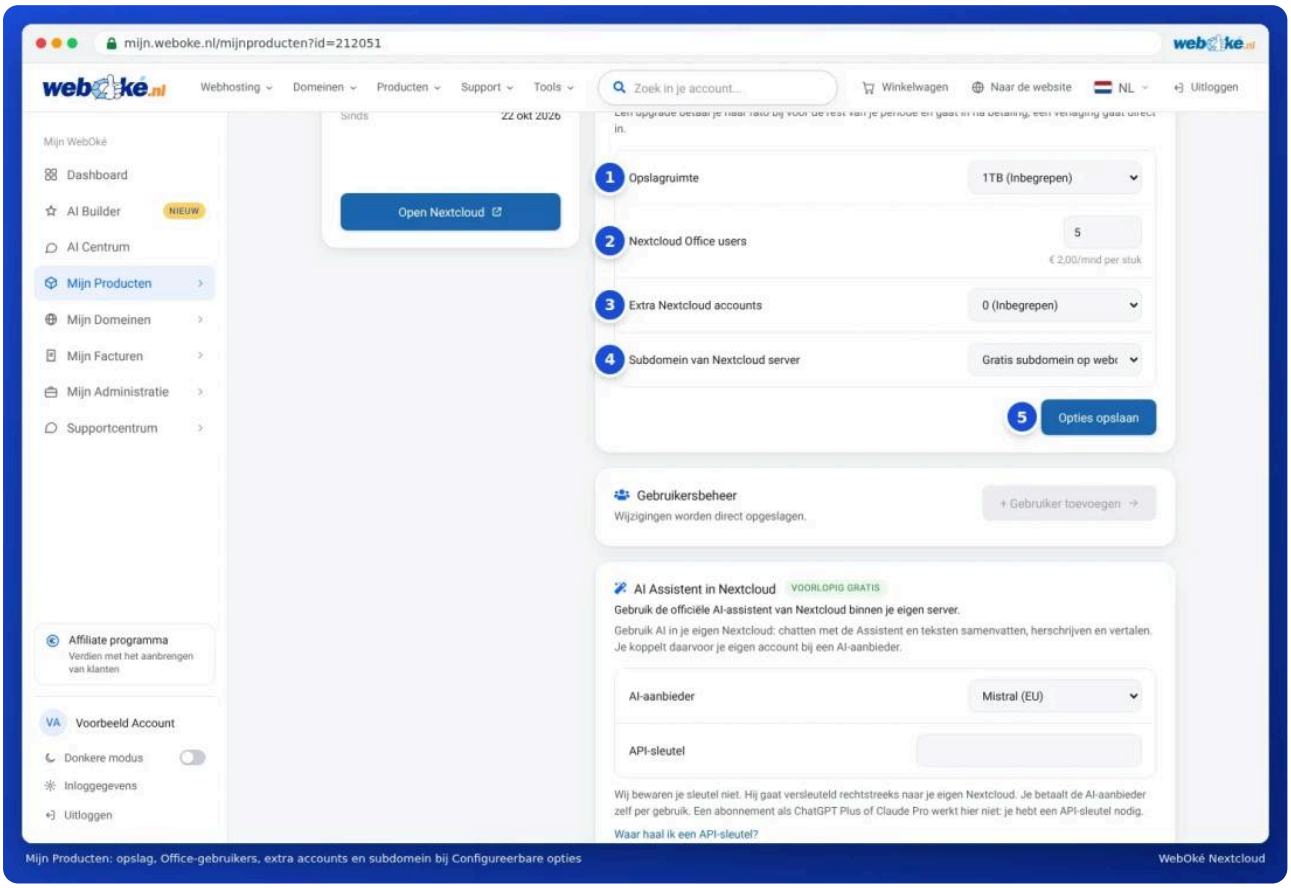
| | Free | Personal | Family | Max |
|---|---|---|---|---|
| Type of Nextcloud | Shared (your own account) | Your own server | Your own server | Your own server |
| Storage | 5 GB | 250 GB, expandable to 500 GB | 500 GB, expandable to 1 TB | 1 TB, expandable to 2 or 5 TB |
| Users | 1 | 1 | 5 | 10, expandable to 100 |
| Manage users in My WebOké | No | Yes | Yes | Yes |
| Office (Euro-Office, Talk and more) | No | Option, 1 licence | Option, up to 5 licences | Option, up to 25 licences |
| AI Assistant with your own API key | No | No | Yes | Yes |
| Your own subdomain (cloud.yourcompany.com) | No | No | Option | Option |
| Help | Knowledge base and AI assistant | Ticket, AI assistant, WhatsApp and email | Ticket, AI assistant, WhatsApp and email | Ticket, AI assistant, WhatsApp and email |

### Which package suits you?

- **Free** is for getting acquainted. You store a few files, your calendar and contacts, and discover how Nextcloud works.
- **Personal** is for one person who wants all their files, photos and calendar in their own cloud. With an Office licence, you can also edit documents in your browser.
- **Family** is for a family or a small team. Everyone has their own account and files, and you easily share folders, calendars and albums.
- **Max** is for companies, associations and larger teams. You expand storage and users as you grow.

## Expanding or switching

You arrange more storage, extra users or Office licences yourself in My WebOké. Go to My Products and open your Nextcloud package. Under **Configurable options**, choose what you need and click Save options.




Under Configurable options, you expand your package

- **An upgrade** you pay pro rata for the rest of your period. It takes effect as soon as you've paid.
- **A downgrade** takes effect immediately. Just make sure your files fit within the smaller storage space.
- **Moving to a larger package**, for example from Personal to Family, is always possible. Your files simply stay in place.
- **Moving from Free to a paid package** means switching to your own Nextcloud. You can read how to bring your files along in From Nextcloud Free to a paid package, or from another Nextcloud provider.

Everything about managing your package, such as creating users and assigning licences, you can read from The package page in My WebOké onwards.

# 1.5 Which browsers, apps and devices work?

Your WebOké Nextcloud works on almost any device. You don't need to install anything in the browser. For your computer and phone, there are free apps that automatically keep your files, calendar and contacts up to date.

## Browsers

Use the latest version of one of these browsers:

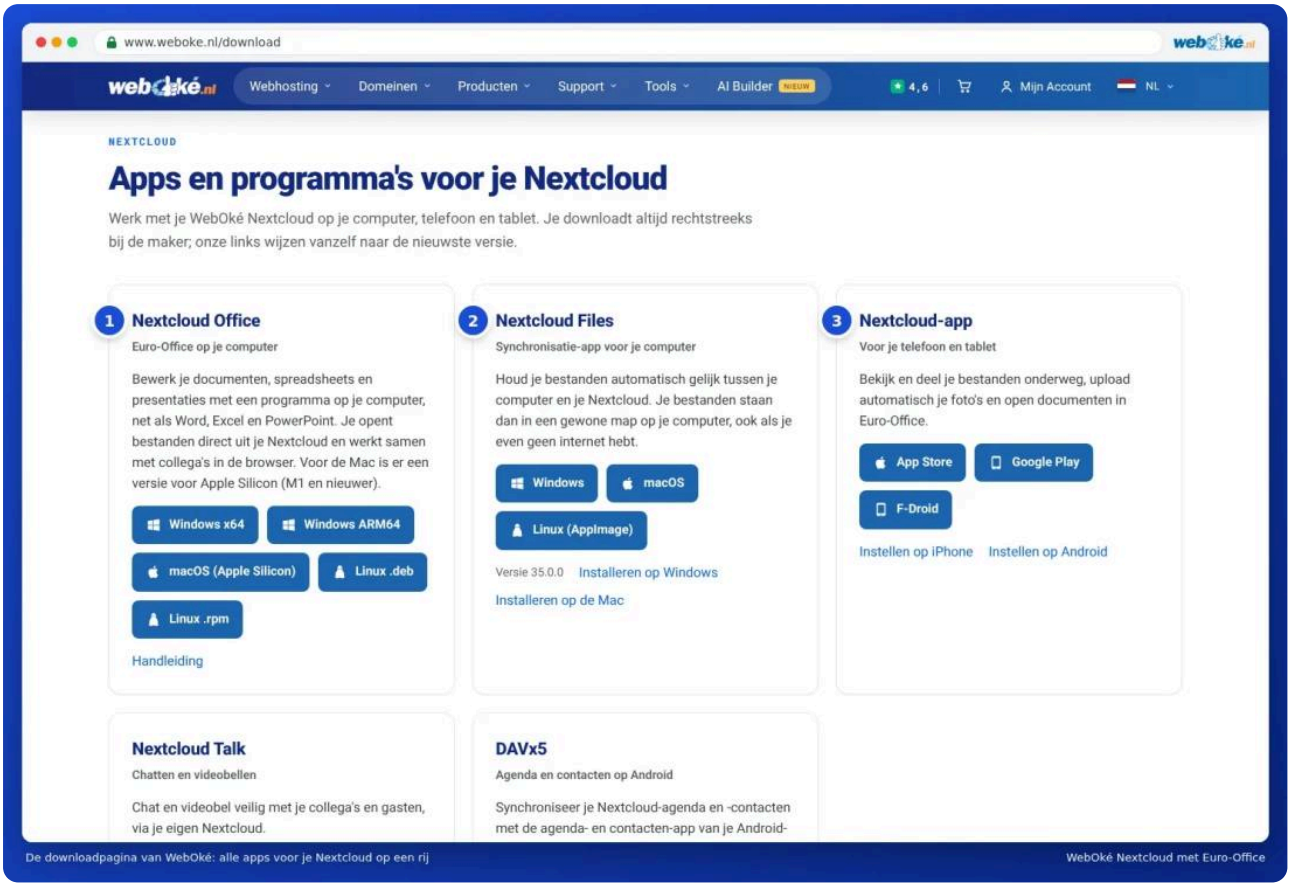
| Browser | Works on |
|---|---|
| Google Chrome or Chromium | Windows, Mac, Linux |
| Microsoft Edge | Windows, Mac |
| Mozilla Firefox | Windows, Mac, Linux |
| Safari | Mac, iPhone and iPad |

**Tip:** Does a button not do anything, or does a screen look odd? First update your browser and refresh the page. If that doesn't help, try a private window. If it works there, a browser extension (such as an ad blocker) is getting in the way.

## Apps for your computer and phone

| What | App | Where to get it | More |
|---|---|---|---|
| Synchronise files on Windows, Mac or Linux | Nextcloud Files | www.weboke.nl/download | Why the desktop app? Browser, app or network drive |
| Edit documents on your computer | Nextcloud Office (Euro-Office) | www.weboke.nl/download | Euro-Office manual |
| Files and photos on your phone or tablet | Nextcloud | App store and Google Play | Which apps do you need on your phone and tablet? |
| Chat and call (with Office) | Nextcloud Talk | App store and Google Play | Talk on your phone and notifications |
| Notes on your phone | Nextcloud Notes | App store and Google Play | Creating notes and using them on your phone |
| Calendar and contacts on the iPhone and iPad | Builtin in iOS, no app needed | | Calendar and contacts on the iPhone and iPad |

| | | | |
|---|---|---|---|
| Calendar and contacts on Android | DAVx5 | Google Play | Calendar and contacts on Android with DAVx5 |




All apps for your Nextcloud are available at www.weboke.nl/download

## Apps from others

Your Nextcloud also works together with many programs that use open standards, such as Thunderbird, the calendar and contacts on your Mac, and Outlook with an extra connector. Such programs almost always need an **app password**, because your WebOké Nextcloud works with an extra login code. You can read how that works in App passwords: when and how to use them.

**Please note:** Only use apps from the official App store, Google Play or www.weboke.nl/download. An unknown app that asks for your Nextcloud password could send your data to others.

# 2

# Getting started

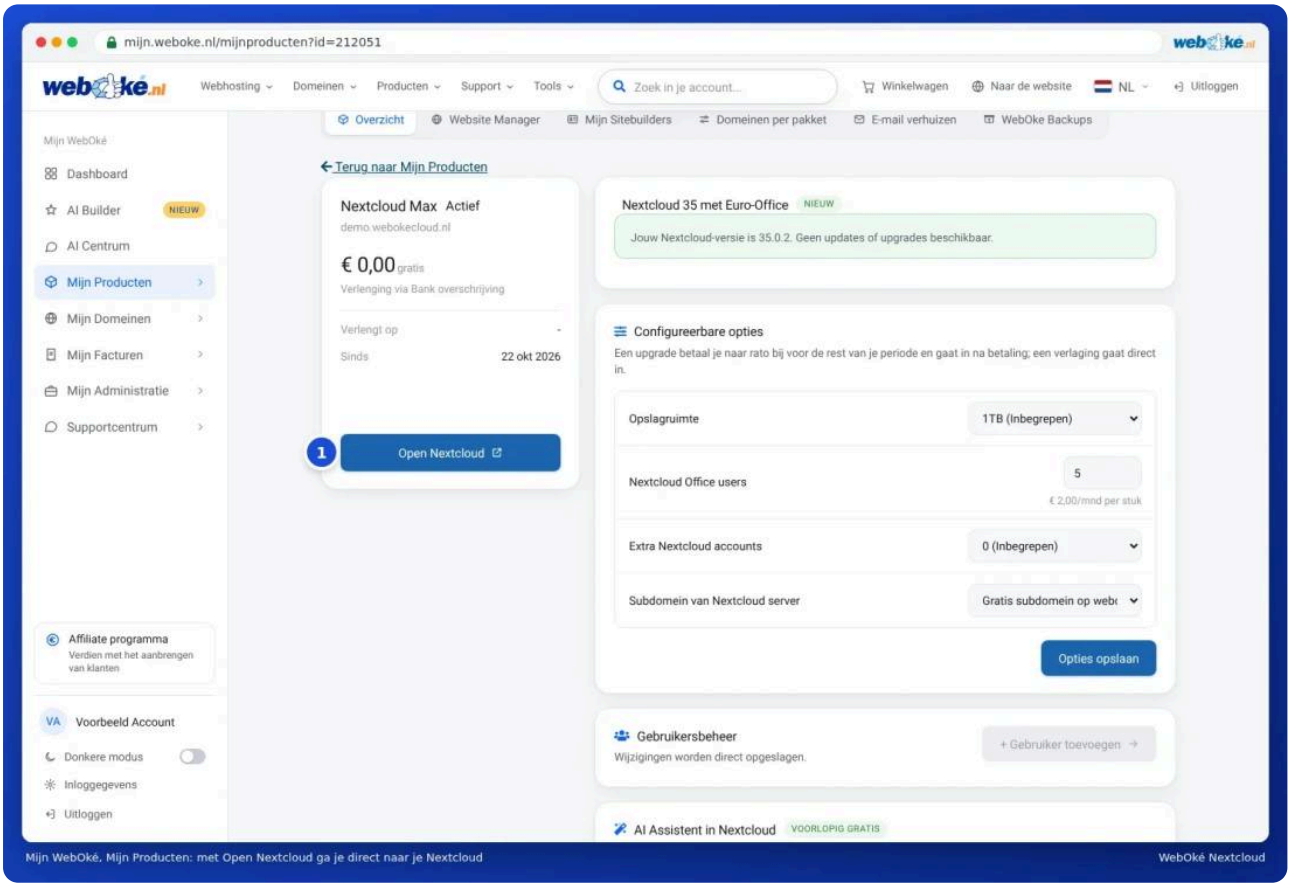
# 2.1 Logging in for the first time

Your WebOké Nextcloud is ready. In this article, you'll log in for the first time. That takes three steps: opening the address, entering your username and password, and entering the code from your email.

## What do you need?

- **The address of your Nextcloud.** This is, for example, *jouwnaam.webokecloud.nl*, or a custom address such as *cloud.jouwbedrijf.nl*. With Nextcloud Free, the address is *free.webokecloud.nl*.
- **Your username and password.** If you ordered the package yourself, you chose these when ordering. If someone else created an account for you, you'll get them from that person: the administrator of the package.
- **Access to your email.** When logging in, you'll receive a code by email.

Are you the owner of the package? Then you can also log in to My WebOké, go to My Products and open your Nextcloud package. The **Open Nextcloud** (1) button takes you straight to the right address.

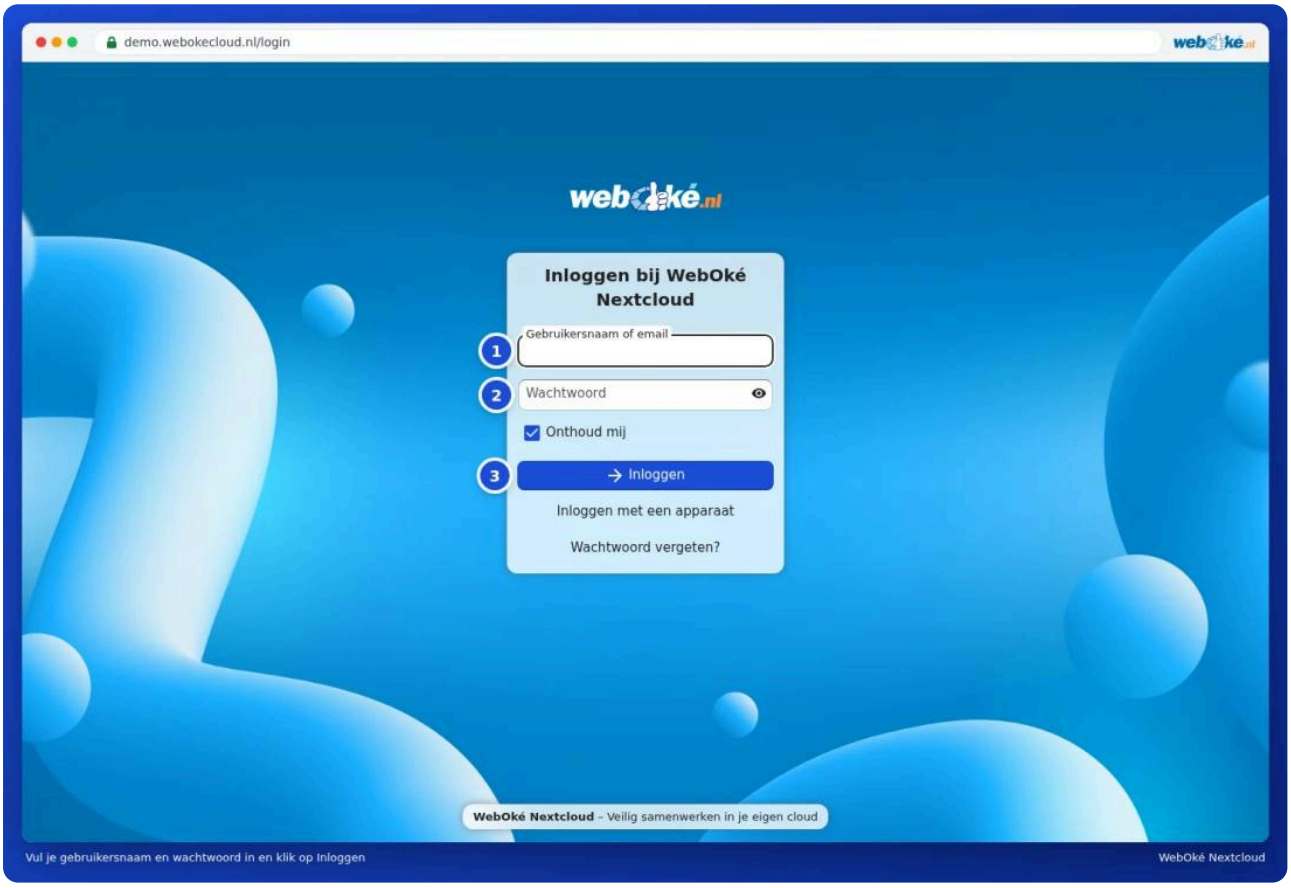



In My WebOké, Open Nextcloud takes you to your Nextcloud

## Step 1: username and password

1. Open your browser and type the address of your Nextcloud into the address bar.
2. Enter your username or email address (1).
3. Enter your password (2). Use the eye icon on the right of the field to see what you're typing.
4. Click **Login** (3).

The **Remember me** checkbox is ticked by default: this keeps you logged in on this computer for longer. If you're using a computer that isn't yours, untick it. You can read more about **Log in with a device** in Setting up an authenticator app and saving backup codes, and about **Forgot password?** in Changing or forgetting your password.




Enter your details and click Login

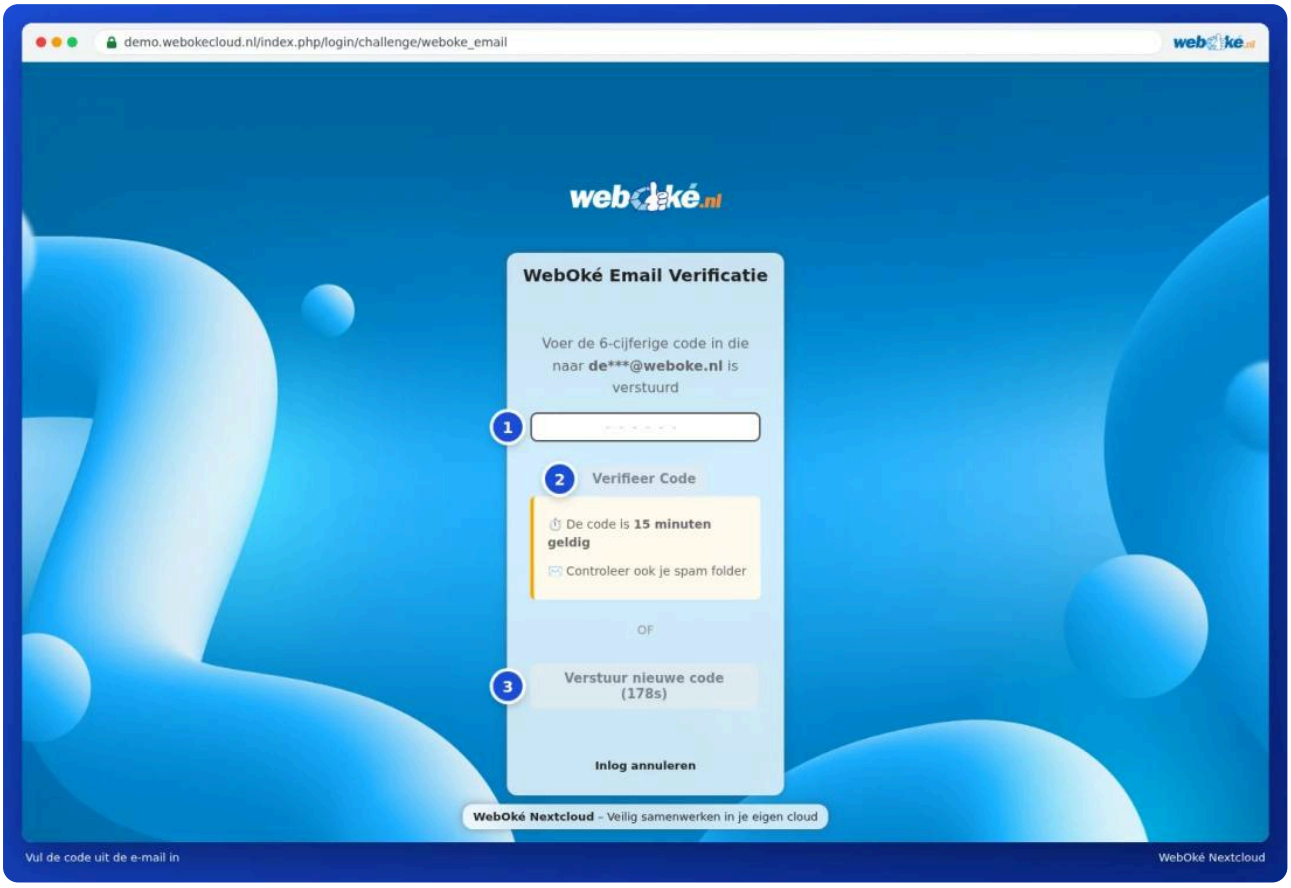
## Step 2: the code from your email

After the password, your Nextcloud asks for a six-digit code. This code has just been sent to your email address. This way, your Nextcloud knows for sure it's really you, even if someone else were to know your password.

1. Open your mailbox. You'll receive an email from **WebOké Nextcloud** with the subject *WebOké Two-Factor Authenticatie Code*.
2. Type the six digits into the code field (1). On your phone, you can often tap the code directly above the keyboard.

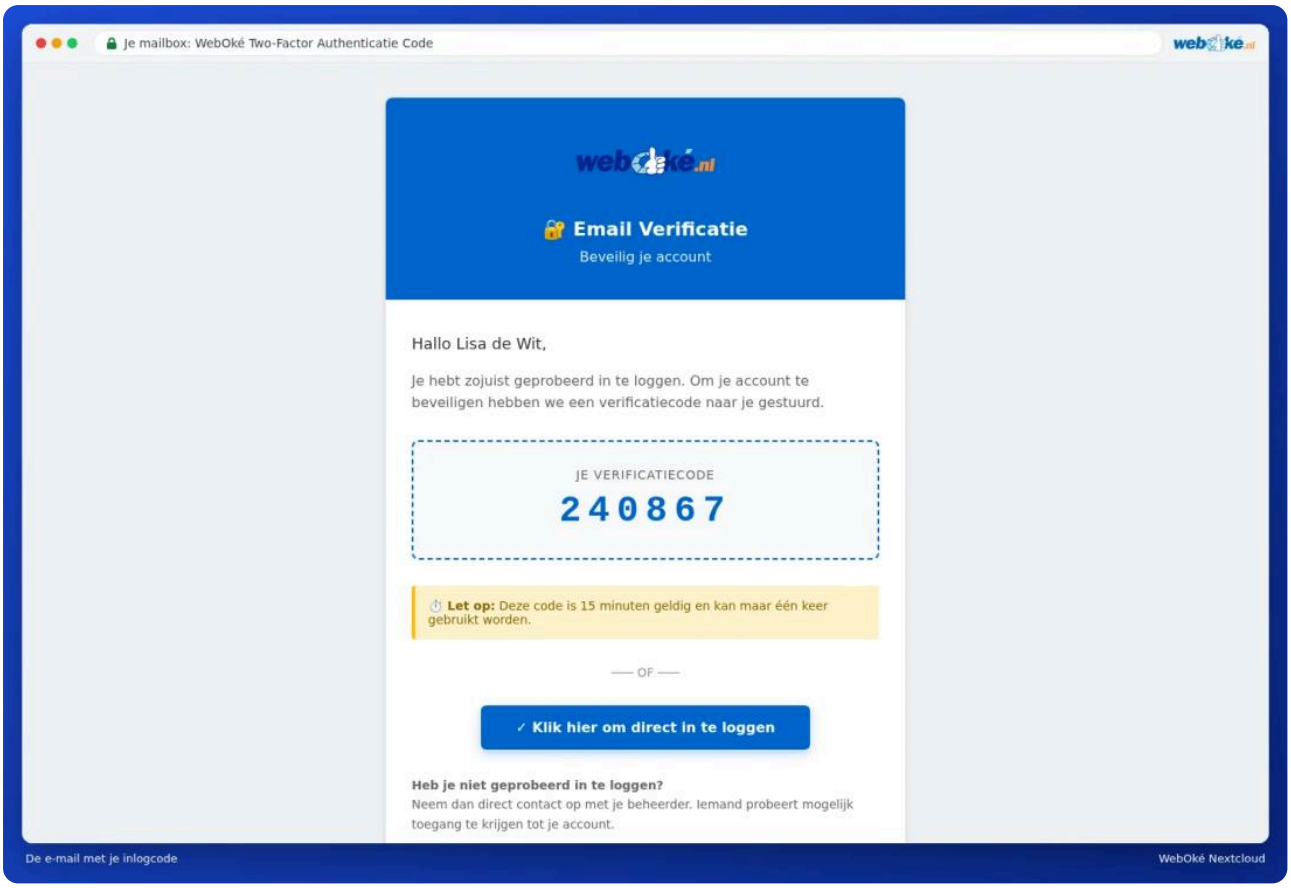
3. As soon as the six digits are entered, it usually continues automatically. If nothing happens, click **Verify** (2).

Above the code field, you'll see which address the code was sent to. Part of the address is hidden with asterisks, so a passer-by can't read it.




Enter the six digits from the email

Reading your email on the same device? Then you can also click the link in the email. You'll then be logged in straight away, without having to retype the code.



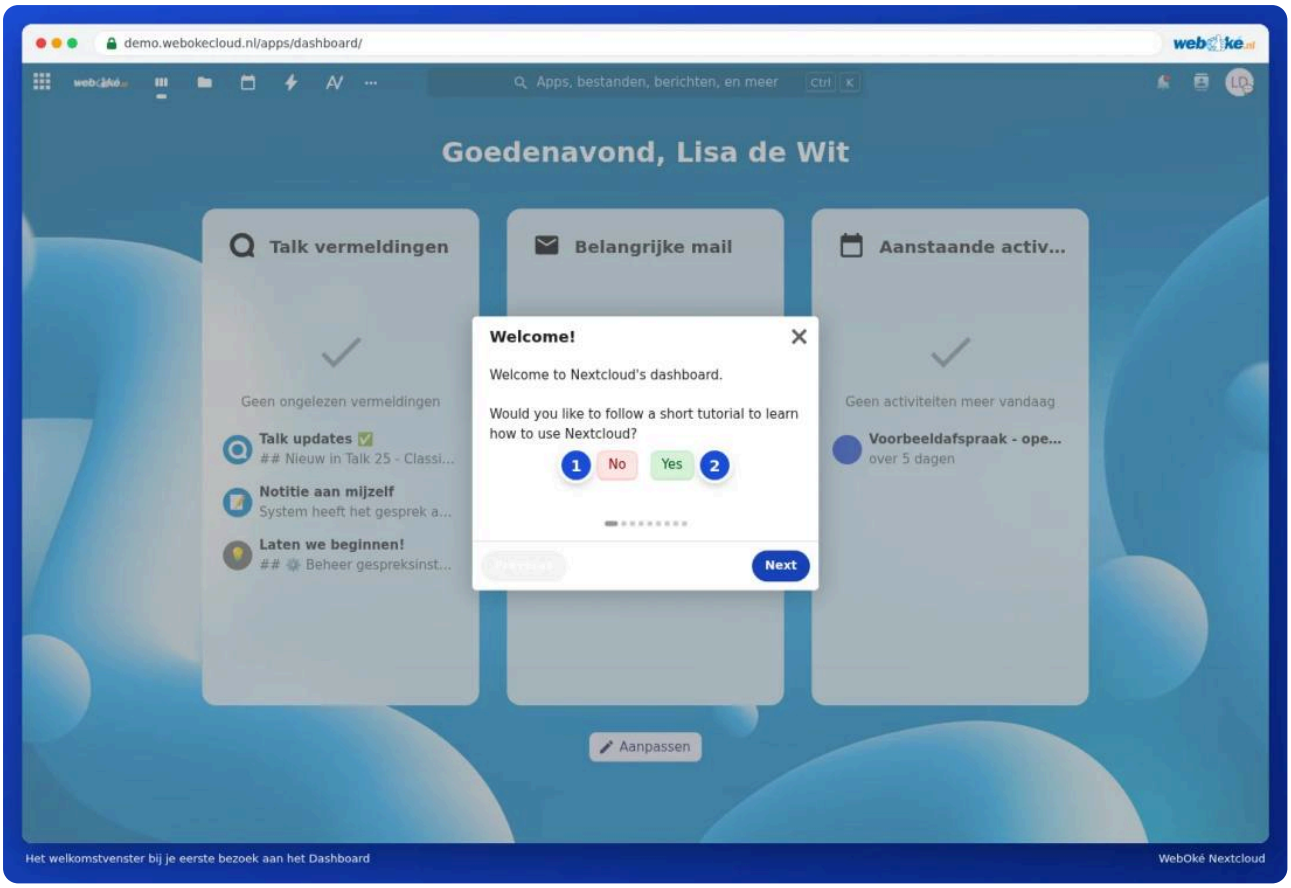

The email with your login code

Haven't received an email? Check your junk mail folder. After three minutes, you can have a new code sent using **Send new code** (3); the button counts down the seconds. If you'd rather not continue, click **Cancel login**. You can read everything about the code, and what to do if it doesn't arrive, in The email login code: how it works and what to do if the email doesn't arrive.

**Tip:** Find the email step a hassle every time you log in? Then set up an authenticator app as well. From then on, you can also type in a code from your phone. See Setting up an authenticator app and saving backup codes.

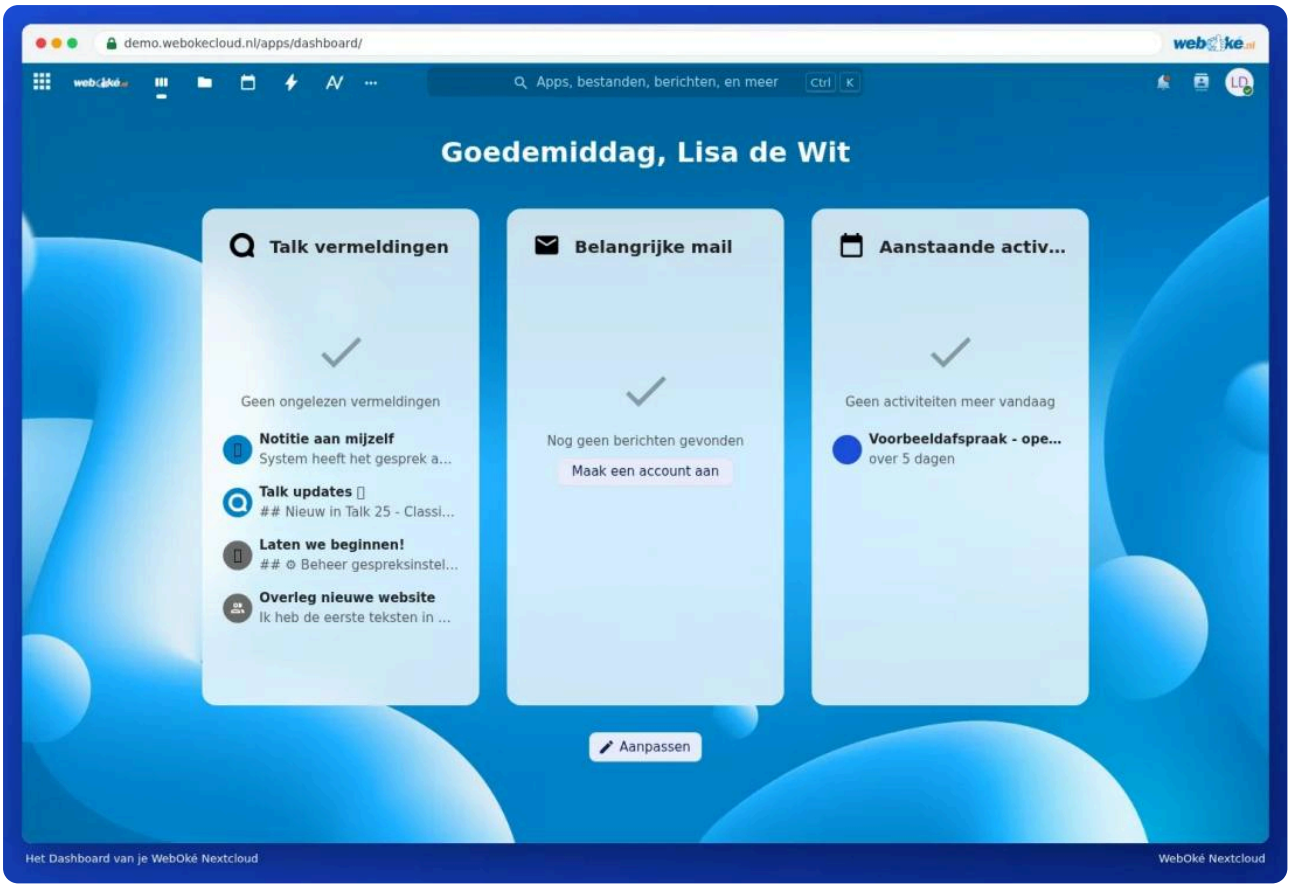
## Step 3: welcome!

You're in. You'll land on the Dashboard. The first time, a welcome window from Nextcloud appears. This is (still) in English. Choose **Yes** (2) for a short tour of the buttons, or **No** (1) to dive straight in yourself. You can also close the window with the cross.




The welcome window on your first visit

After that, you'll see your Dashboard. You can read what all the buttons do in A tour of the screen.




Your Dashboard after logging in

## Staying logged in

With Remember me ticked, you'll stay logged in on that computer for a longer period, even if you close the browser. This is handy on your own computer. If you're working on someone else's computer, always log out: click your profile picture and choose **Log out**.

## Having trouble?

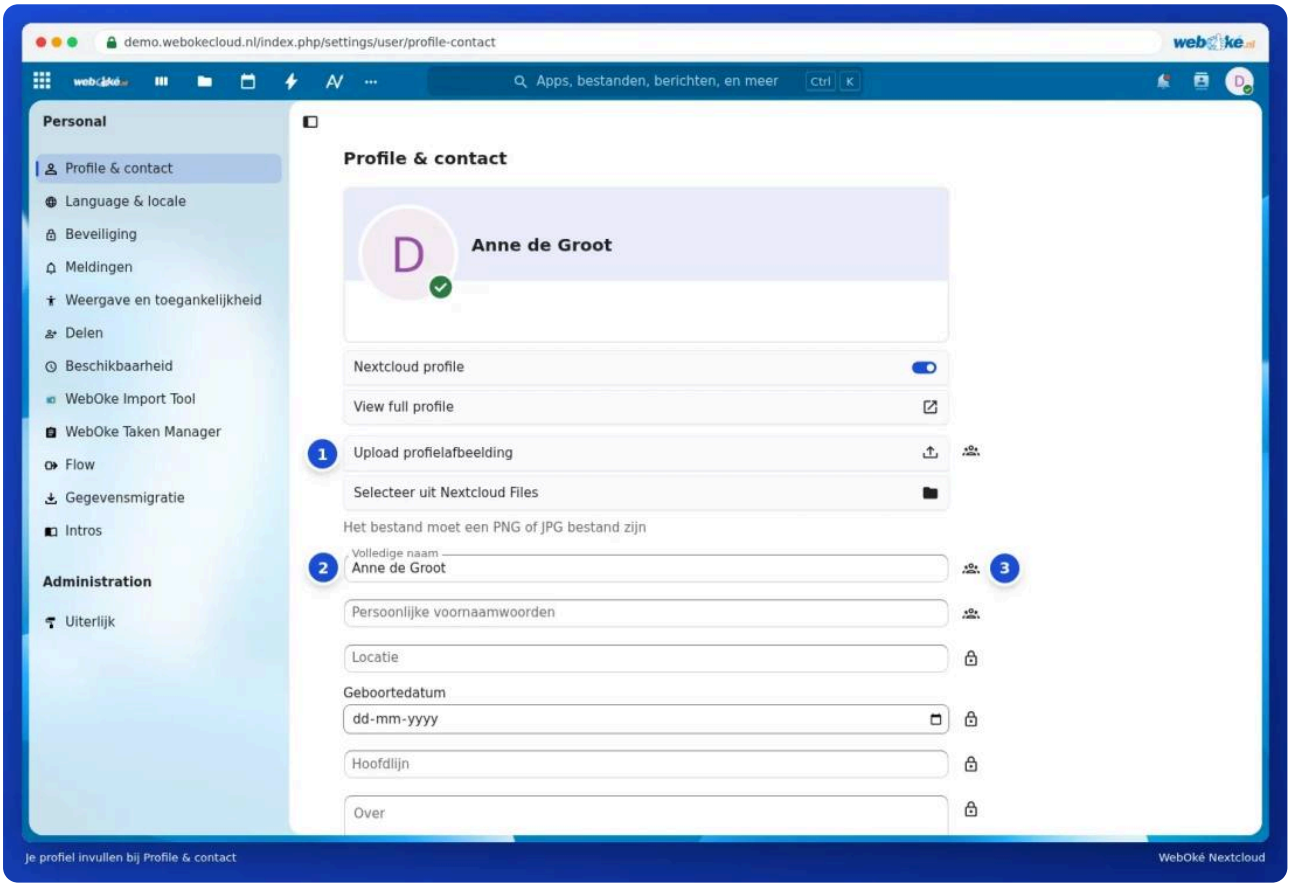
| What do you see? | What do you do? |
|---|---|
| Incorrect login or password. | Check for capital letters and whether Caps Lock is on. Forgotten your password? See Changing or forgetting your password. |
| No email with the code arrives | Check your junk mail folder and wait a few minutes. See The email login code: how it works and what to do if the email doesn't arrive. |
| A message about too many or invalid login attempts | You'll be slowed down briefly. See Multiple invalid login attempts: why you're being slowed down and how to fix it. |
| The page doesn't load or your browser warns about an insecure connection | Check the address. See Nextcloud is unreachable or slow: check this first and Certificate warning or insecure connection. |

# 2.2 Filling in your profile: name, photo, email address, language and time zone

A completed profile is handy for you and for the people you work with. They see your name and photo when you share something, and you receive notifications and login codes at the right email address. It only takes two minutes.

## Going to your profile

1. Click your profile picture or your initials in the top right corner.
2. Choose **Settings**.
3. You land directly on **Profile & contact**.




Filling in your profile under Profile & contact

## Your photo

Click **Upload profile picture** (1) and choose a photo from your computer. If the photo is already in your Nextcloud, choose **Choose from Nextcloud Files**. The photo must be a PNG or JPG file. You can crop it afterwards. Without a photo, Nextcloud shows your initials in a coloured circle.

## Your name

Under **Full name** (2), enter your first and last name. Other people see this name when you share something with them or send them an appointment. Changes are saved immediately, you don't need to click Save anywhere.

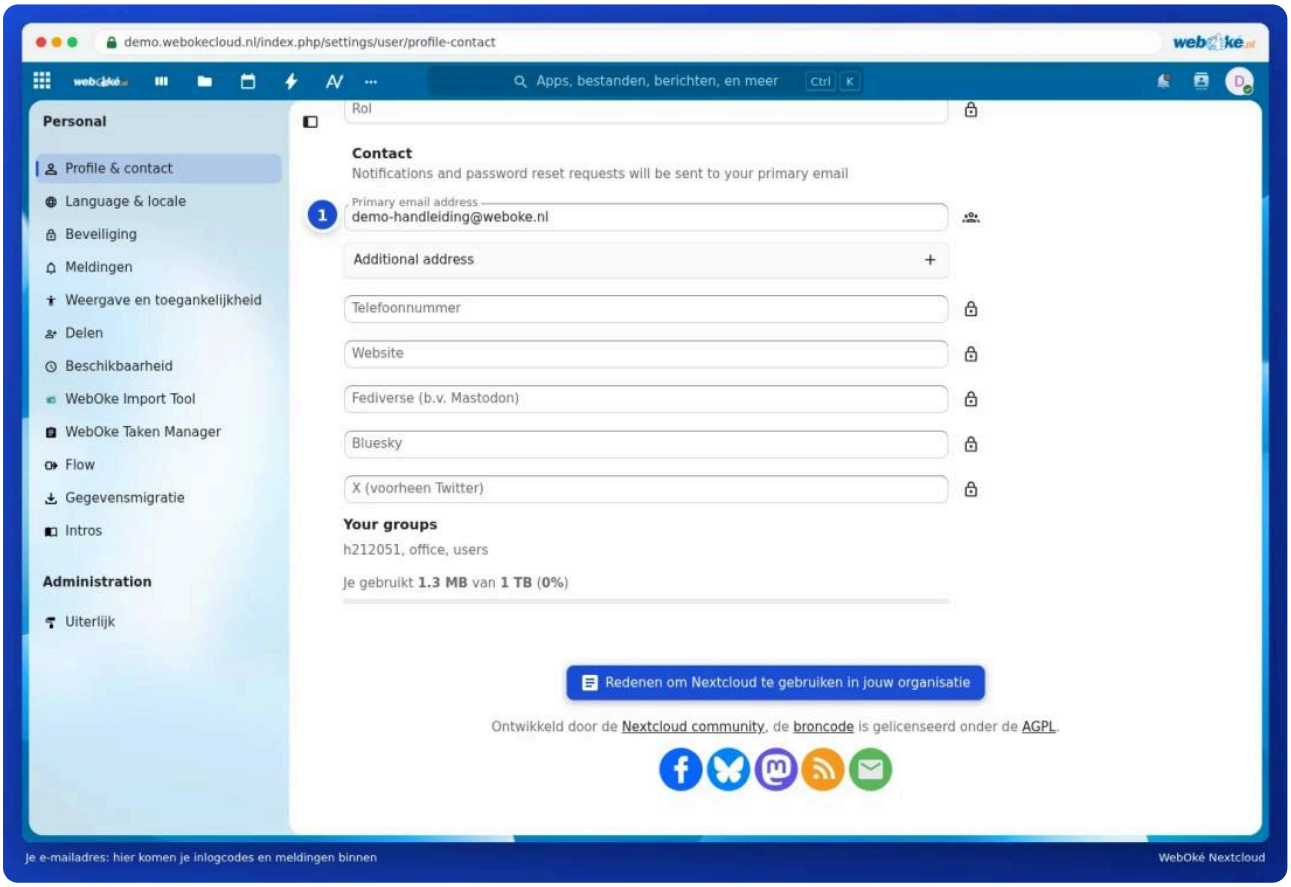
**Tip:** You can't change your username, which you use to log in. You can change your full name, though.

## Who sees what?

There's an icon next to each field (3). Use it to decide who can see that piece of information. Click the icon and choose, for example, only you, only the people in your Nextcloud, or also people on other Nextclouds you work with. Only fill in what you want to share. Location, date of birth, phone number and the social media fields are optional.

## Your email address: important!

Scroll down to the **Contact** section. Under **Primary email address** (1) is the email address where you receive notifications, your login codes and emails for a new password. Check that it's correct and that you actually read that mailbox.



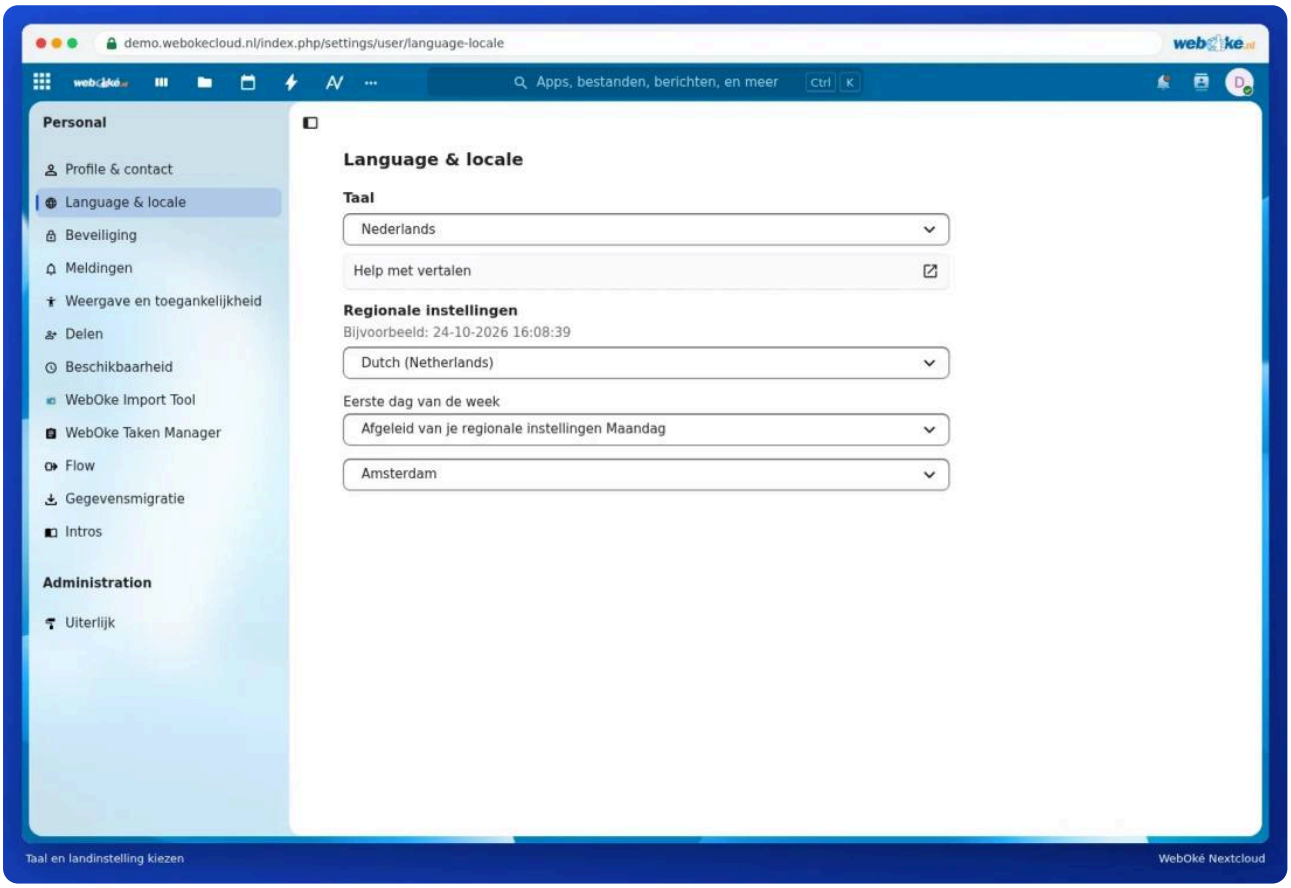

Your email address: this is where your login codes and notifications arrive

**Please note:** Your login code arrives at this address. If you change it to an address you can't read, you won't be able to log in next time. If you're unsure, leave it as it is or ask the administrator of your package.

At the bottom of this section, under **Your groups**, you can see which groups you're in, and how much storage you're using out of the total.

## Language, locale and time zone

Click **Language & locale** on the left.




Choosing language, locale and time zone

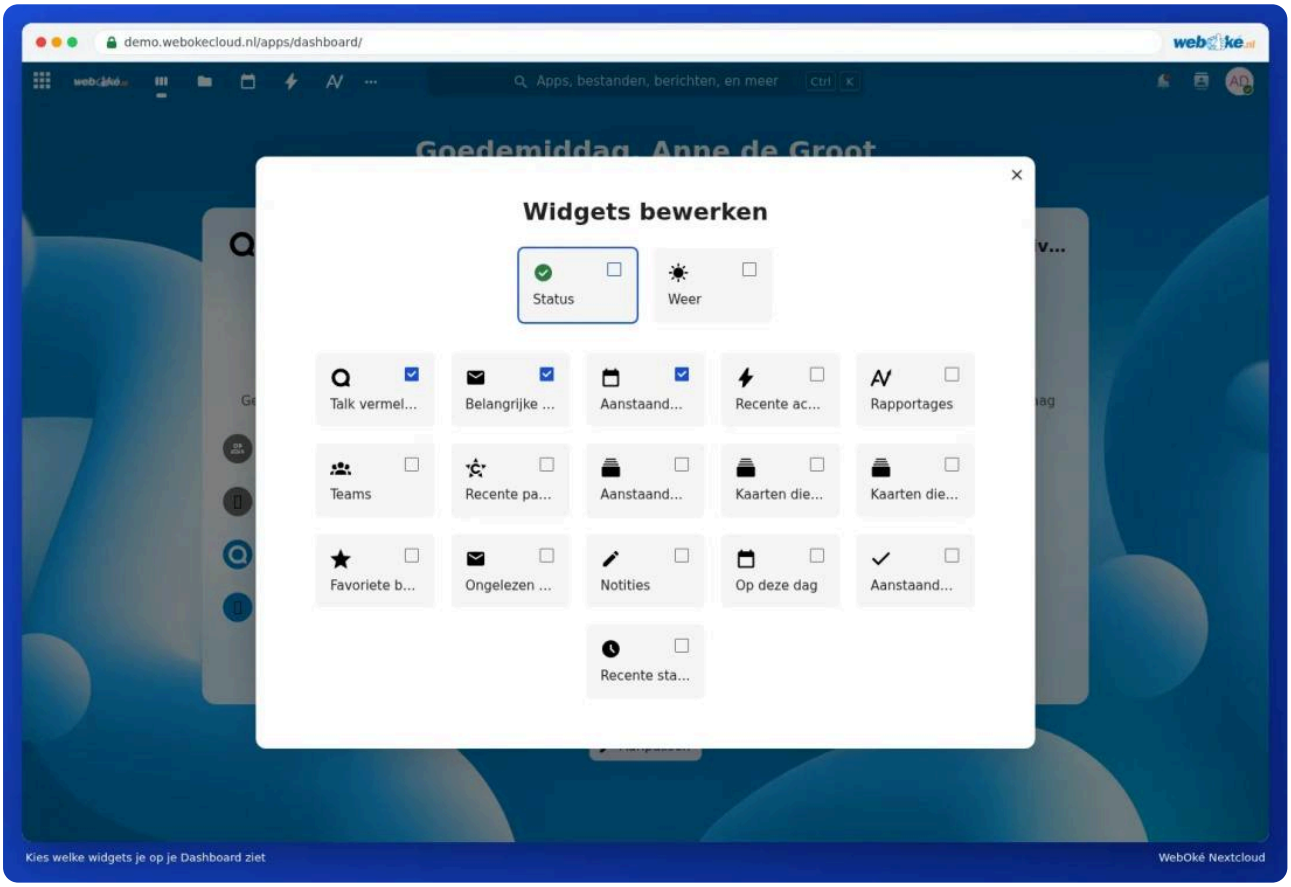
- **Language:** the language of all menus and buttons. Choose, for example, English, Deutsch or Français.
- **Locale:** determines how dates and times look. With English (United Kingdom), that's day-month-year with a 24-hour clock.
- **First day of the week:** for your calendar. In the United Kingdom, that's Monday.
- **Time zone:** the last field, for example London. If your time zone is wrong, your appointments will show at the wrong time.

# 2.3 Making the Dashboard your own

The Dashboard is the first thing you see after logging in. It's made up of blocks, called widgets. Each widget shows something from an app: your next appointments, your latest messages, tasks that are coming up. You choose which widgets you want to see.

## Choosing widgets

1. Go to the Dashboard: click the first icon in the blue bar, or the WebOké logo.
2. Click **Customise** at the bottom.
3. The **Edit widgets** window opens. Tick what you want to see and untick what you don't need.
4. Close the window with the cross. Your choice is saved straight away.




Choose which widgets you see on your Dashboard

## Which widgets are available?

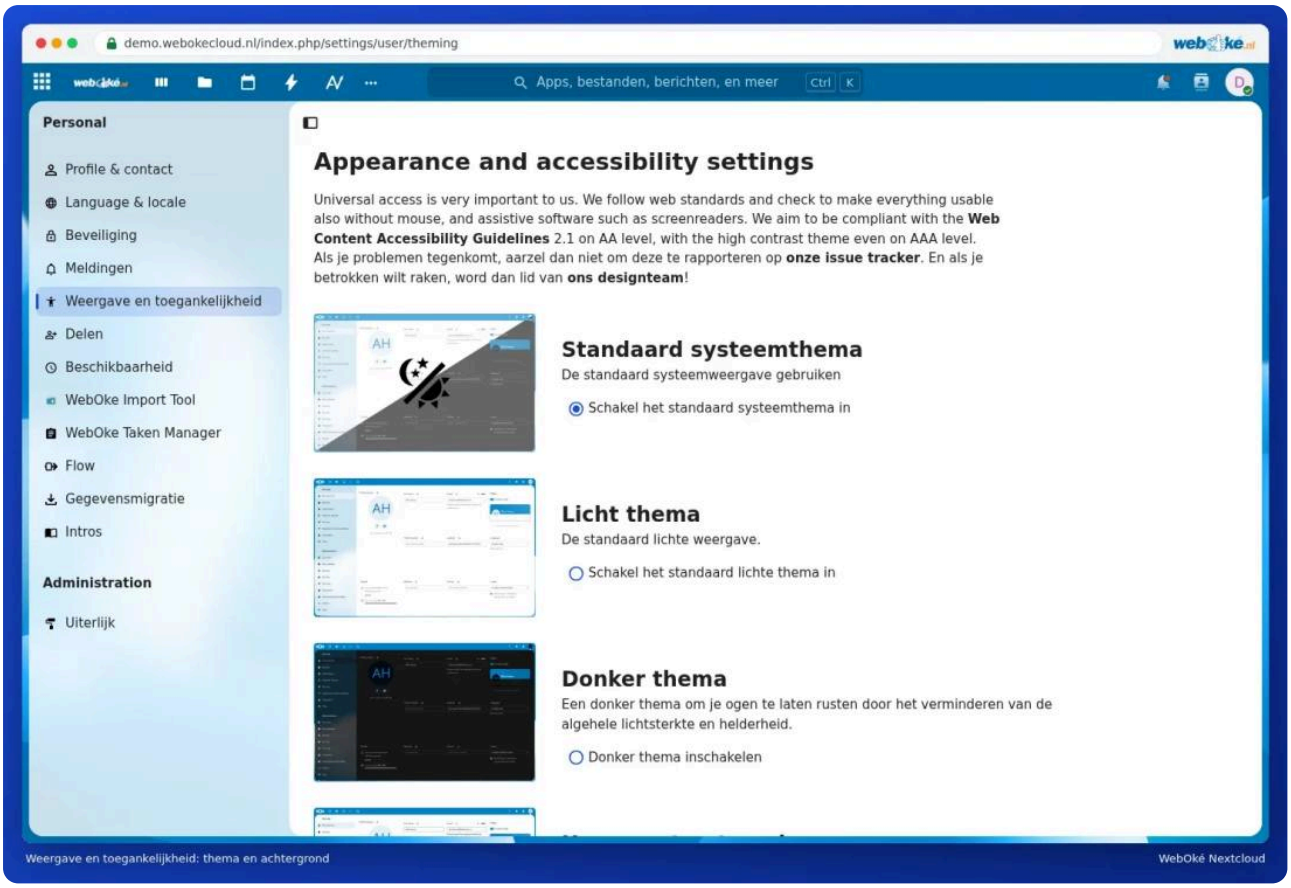
| Widget | What you see |
|---|---|
| Status and Weather | At the top, under the greeting: your own status and the weather in a location you choose |
| Upcoming events | Your next appointments from Calendar |

| | |
|---|---|
| Upcoming tasks | Tasks with a deadline from the Tasks app |
| Recent activity | What's happened with your files and shared folders |
| Favourite files | The files you've starred |
| Important mail and Unread mail | Mails from the Mail app (if you've added a mailbox there) |
| Notes | Your latest notes |
| Upcoming cards, Cards due today or tomorrow | Cards from Deck with a due date |
| On this day | Photos from the same day in previous years |
| Teams and Recent statuses | Your teams and your colleagues' status |
| Talk mentions (with Office) | Conversations where you've been mentioned |
| Recent pages (with Office) | Pages from Collectives |
| Reports (with Office) | Charts from Analytics |

## Theme and background

Do you find the screen too light or too dark? Click your profile picture and choose **Appearance and accessibility**. There you can choose, among other things:

- **Match system:** follows the setting on your computer or phone (light during the day, dark if your device is set to dark).
- **Light theme** or **Dark theme**.
- High contrast themes and a font that's easier to read if you have dyslexia. Scroll down for these.
- Further down, you can also choose a different background.




You choose the theme and background under Appearance and accessibility

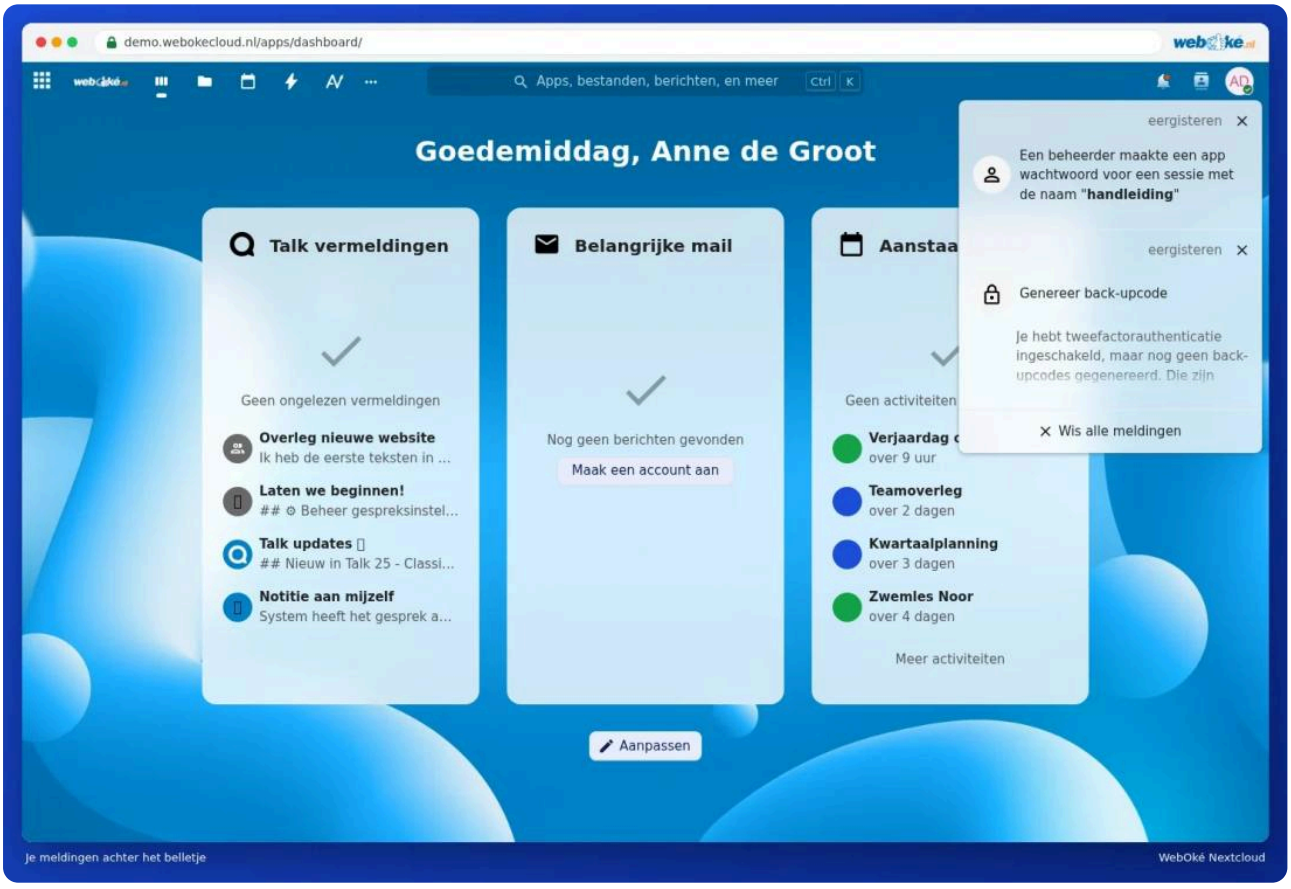
# 2.4 Setting up notifications and emails about activity

Your Nextcloud lets you know when something happens that concerns you. For example, if someone shares a file with you, posts a comment, or invites you to an appointment. This happens in three ways:

- **In your Nextcloud:** the bell icon in the top right gets a red dot.
- **By email:** a message to the address in your profile.
- **As a push notification:** a notification on your phone, if you use the Nextcloud app.

## Viewing your notifications

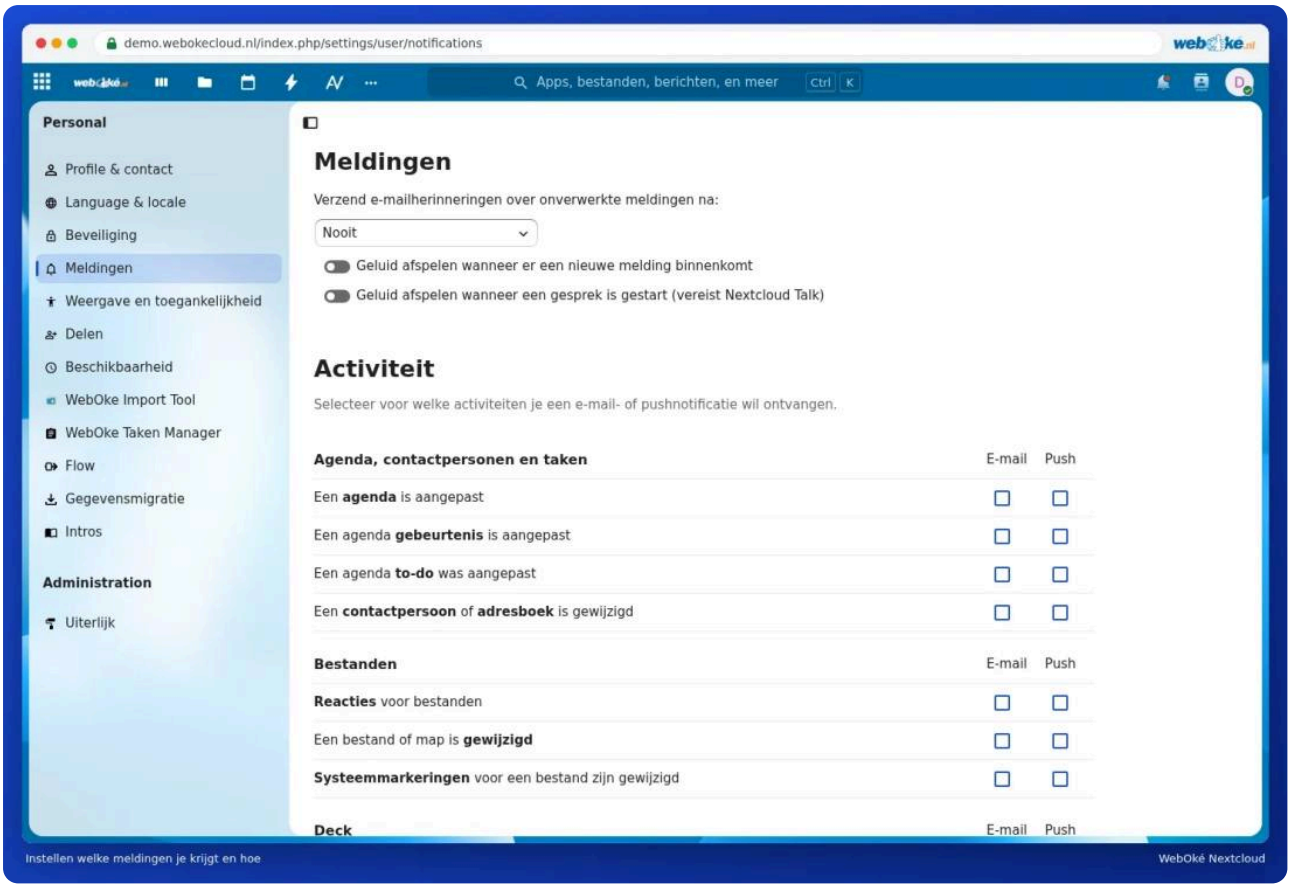
Click the bell icon. You'll see your notifications listed one below the other, with the newest at the top. Click a notification to go to it. Use the cross next to it to remove it, or **Dismiss all notifications** to clear everything.




Your notifications behind the bell icon

## Choosing what you get

1. Click your profile picture and choose **Settings**.
2. Click **Notifications** on the left.




Setting up which notifications you receive and how

At the top, under **Notifications**, you set:

- **Send email reminders for unread notifications after:** if you haven't checked a notification for a while, you'll get an email about it. Choose after how much time, or Never.
- Whether you hear a sound for a new notification or when a conversation starts in Talk.

Below that, under **Activity**, you'll see a table. For each type of event, you can tick whether you want an **Email**, a **Push** notification on your phone, or both. For example:

- *A file or folder has changed*: useful for a folder you share with others, but it can generate a lot of emails.
- *A calendar event has been modified*: if someone moves a shared appointment.
- Notifications about Deck, Talk and Forms, if you use those apps.

Right at the bottom, you can turn on a **Daily activity summary**: then you'll get a single email each day with everything that happened, instead of separate emails.

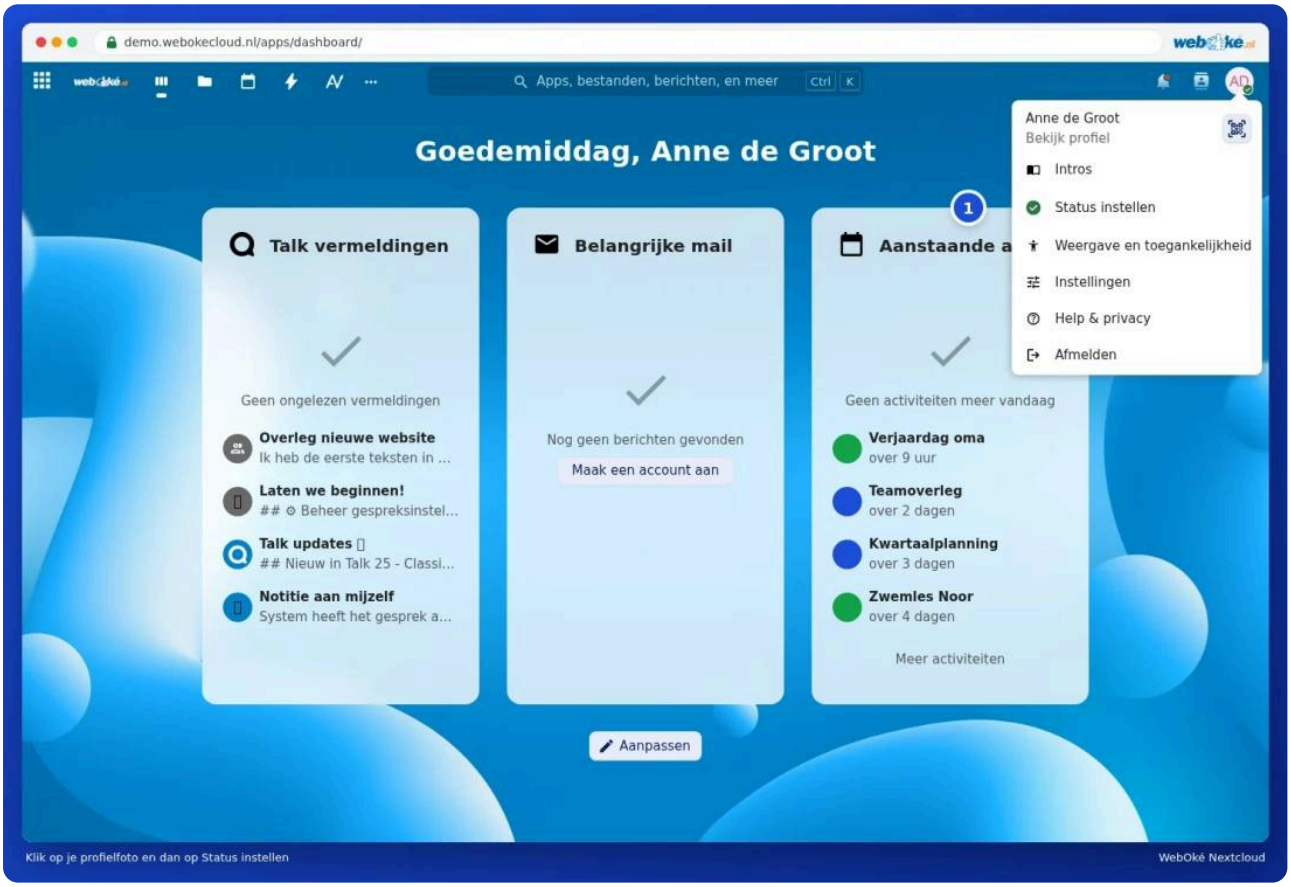
**Tip:** Getting too much email? Turn off the checkboxes under Email and choose the daily summary instead. You won't miss anything, as everything still appears behind the bell icon and in the Activity app.

# 2.5 Setting your status: online, away or do not disturb

Your status shows others in your Nextcloud whether you're available. They see your status next to your profile picture, in Talk, when sharing, and in the Recent statuses widget. The green tick next to your profile picture means: online.

## Choosing your status

1. Click your profile picture in the top right.
2. Click **Set status** (1).

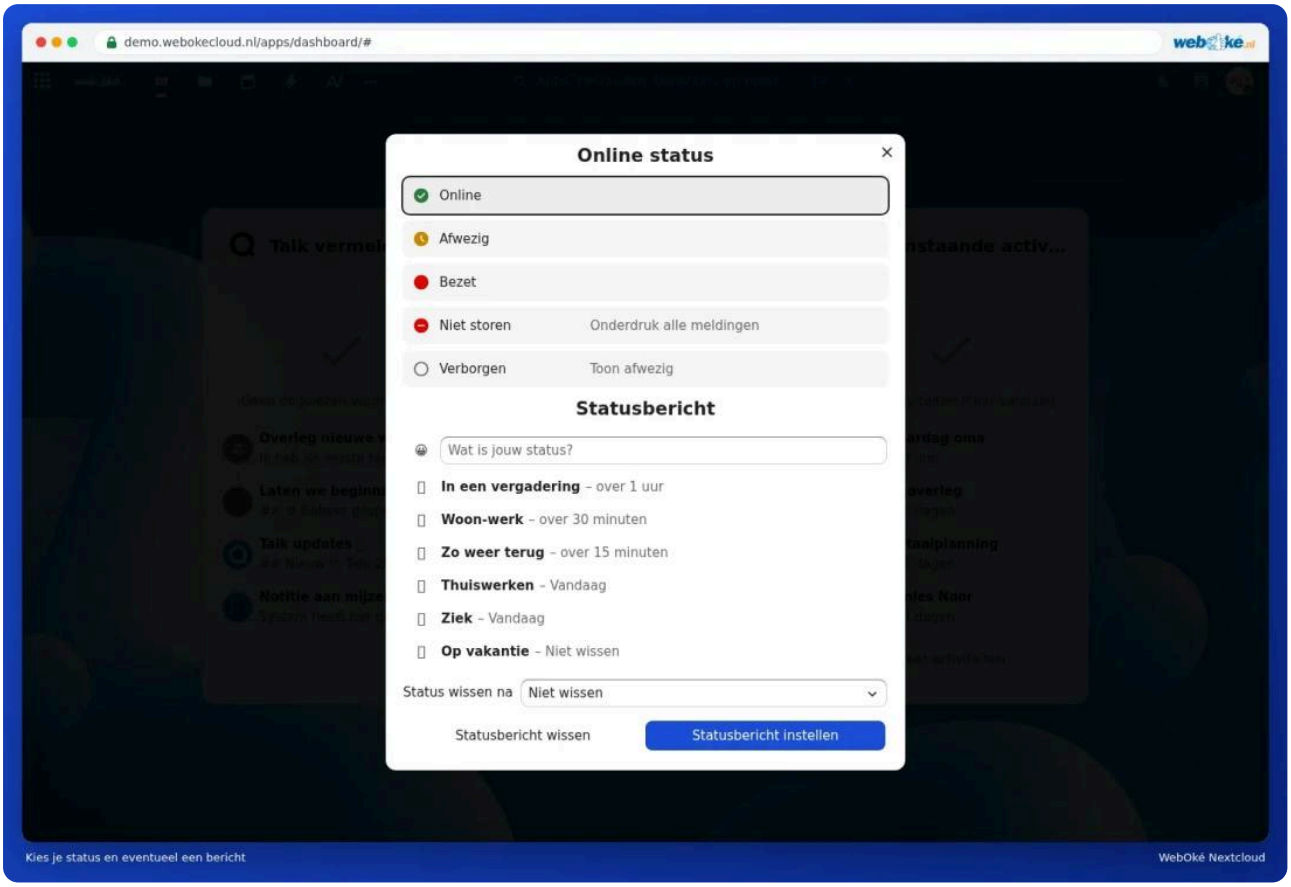



Click your profile picture, then Set status

The **Online status** window opens. Choose one of these:

| Status | Meaning |
|---|---|
| Online | You're here. |
| Away | You've stepped away for a bit. Nextcloud also sets your status to away automatically if you're inactive for a while. |
| Busy | You're here, but busy. |

| | |
|---|---|
| Do not disturb | You won't get any notifications, not even from Talk. Handy during a presentation. |
| Invisible | You're online, but others see you as away. |




Choose your status and, if you like, a message

## A status message

Under **Status message**, type a short text, such as *On a course until 2 pm*, or choose one of the examples: In a meeting, Commuting, Be right back, Working remotely, Out sick or Vacationing. Under **Clear status after**, choose when the message should disappear automatically. Click **Set status message** to save it, or **Clear status message** to remove it.

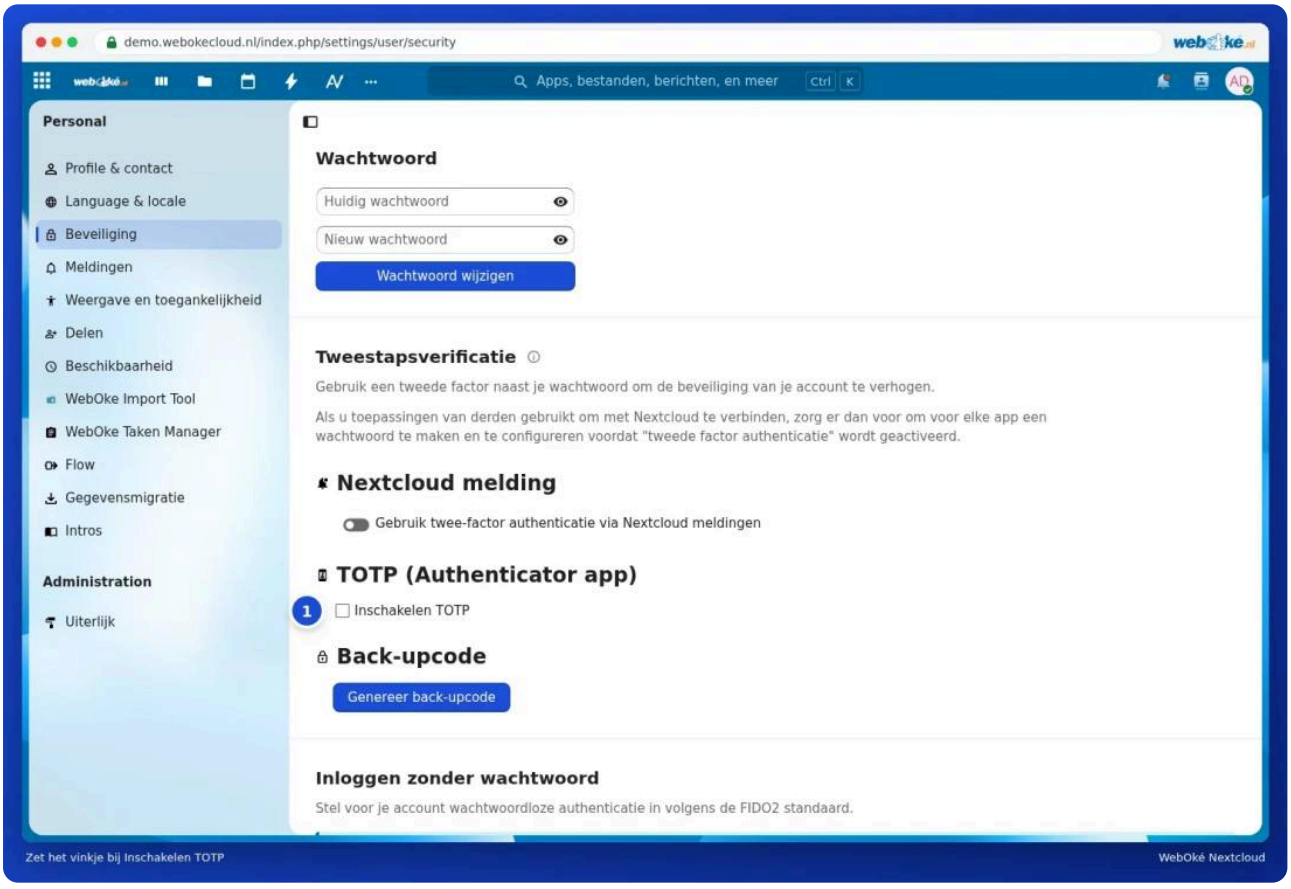
**Tip:** Away for longer, say on holiday? Set an out-of-office message too. Others will see it when they invite you. See Setting working hours and absence.

# 2.6 Quick start: the five things to do on your first day

You're logged in and you know your way around your Dashboard. These five steps will help you get the most out of your WebOké Nextcloud straight away. Each step takes just a few minutes. Do them in this order.

## 1. Set up your security properly

First, check your email address in your profile (Filling in your profile: name, photo, email address, language and time zone): that's where your login codes arrive. Then set up an authenticator app and save your backup codes (Setting up an authenticator app and saving backup codes). That way you'll always be able to log in, even if your email isn't working.




Setting up an authenticator app under Settings, Security

## 2. Install the app on your computer

With the free Nextcloud Files app, your files also appear in a regular folder on your computer, and stay automatically in sync with your Nextcloud. Download the app from www.weboke.nl/download. See Installing Nextcloud Files on Windows (Windows) or Installing Nextcloud Files on Mac (File Provider) (Mac) for the steps.

## 3. Set up your Nextcloud on your phone

Install the Nextcloud app on your iPhone (The Nextcloud app on iPhone or iPad) or Android phone (The Nextcloud app on Android). Then turn on automatic photo uploading straight away (Automatically uploading photos). That way every new photo is also safely stored in your own cloud.

## 4. Add your calendar and contacts to your phone

Want to see your Nextcloud calendar and contacts in your phone's regular calendar app too? On the iPhone, see Calendar and contacts on the iPhone and iPad, on Android, see Calendar and contacts on Android with DAVx5. For the iPhone, first create an app password (App passwords: when and how to use them). On Android, you log in to the DAVx5 app through your browser.

## 5. Share your first folder

Share a folder with a colleague or family member (Sharing with a user from your own Nextcloud), or create a public link for someone without an account (Creating a public link: viewing, editing, password, expiration date and download limit). This is where you'll really feel the benefit of having your own cloud: working together without emailing attachments.

## What's next?

- Switching from Google, Dropbox or OneDrive? Start at Preparing: what to bring and in which order.
- Want to work with Word, Excel and PowerPoint files in your browser? Read the Euro-Office manual.
- Are you the administrator of the package? Create accounts for your family or colleagues (Creating, editing, disabling and deleting users).

# 3

# Logging in and security

# 3.1 How does WebOké secure your Nextcloud?

Your Nextcloud often holds your most important files: contracts, photos, your admin. That's why your WebOké Nextcloud is well secured from day one. We take care of part of this, and you take care of the rest. This article covers both.

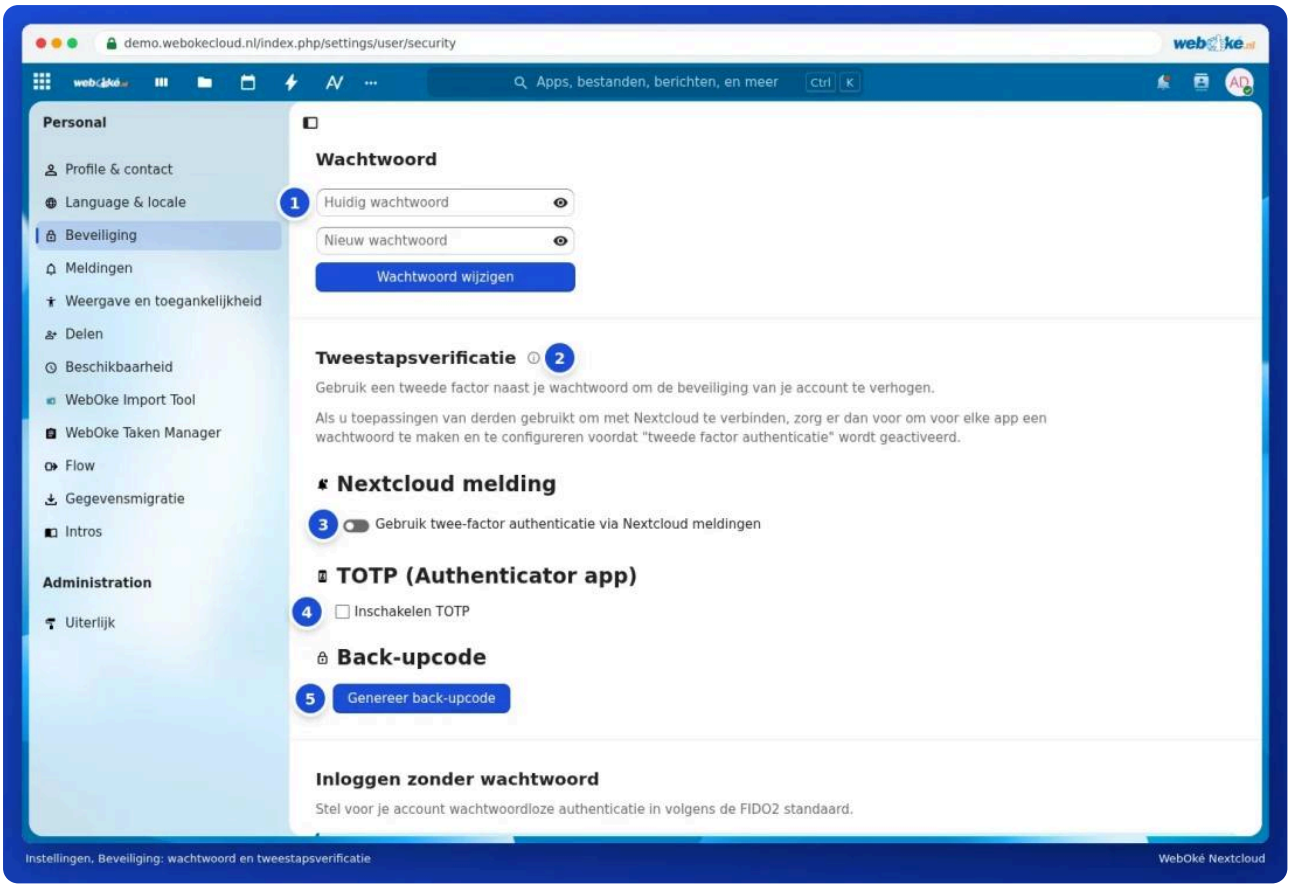
## What WebOké arranges for you

- **Your data stays in the Netherlands.** In two Dutch data centres run by NorthC, in Aalsmeer and Oude Meer. Not with an American tech company.
- **A dedicated server per package.** With Personal, Family or Max, your Nextcloud runs separately from other customers' Nextclouds. Only Nextcloud Free is a shared Nextcloud, with its own account per user.
- **Encrypted connection.** Your Nextcloud only works over https, with a valid certificate. You can see this from the padlock in your address bar.
- **Encrypted storage.** The disks holding your data are encrypted.
- **Always an extra login code.** After your password, your Nextcloud asks for a code sent by email. This is called Two-Factor Authentication (or 2FA). It's switched on for everyone and can't be turned off. See The email login code: how it works and what to do if the email doesn't arrive.
- **Strong passwords.** Your Nextcloud only accepts passwords of at least 10 characters, with an uppercase letter, a lowercase letter, a number and a special character. Passwords that are common or known from data breaches are rejected.
- **Slowing down intruders.** If someone repeatedly tries the wrong password, your Nextcloud slows down login attempts from that internet address. This makes guessing a hopeless task. See Multiple invalid login attempts: why you're being slowed down and how to fix it.
- **Updates and backups.** We keep your Nextcloud up to date with security updates and make backups. You can read what this means for you in Backups with WebOké: what we keep and what you can do yourself.

## What you do yourself

Go to your security settings:

1. Click your profile photo or initials in the top right.
2. Choose **Settings**.
3. Click **Security** on the left.




Settings, Security: here's where you manage your own security

On this page, you manage everything related to logging in. From top to bottom:

| Section | What it does | Read more |
|---|---|---|
| Password (1) | Change your password | Changing or forgetting your password |
| Two-Factor Authentication (2) | Besides the email code, also use a notification on another device (3), an authenticator app (4) or backup codes (5) | Setting up an authenticator app and saving backup codes and Approving login with a notification on another device |
| Passwordless login | Log in with a security key or passkey | Setting up an authenticator app and saving backup codes |
| End-to-end encryption | Encrypt folders that only you can read | End-to-end encryption: when to use it, and when not to |
| Devices & sessions | See where you're logged in, create and revoke app passwords | App passwords: when and how to use them and Viewing, revoking, or remotely wiping devices and sessions |

## Our tips in brief

1. Choose a long password that you don't use anywhere else. A password manager can help with this.
2. Set up an authenticator app and keep your backup codes somewhere safe (Setting up an authenticator app and saving backup codes).
3. Use a separate app password for each calendar, contacts or other app (App passwords: when and how to use them).
4. Check Devices & sessions now and then to make sure you recognise all the devices (Viewing, revoking, or remotely wiping devices and sessions).
5. Log out on computers that aren't your own.
6. Secure your mailbox well too: that's where your login codes arrive.

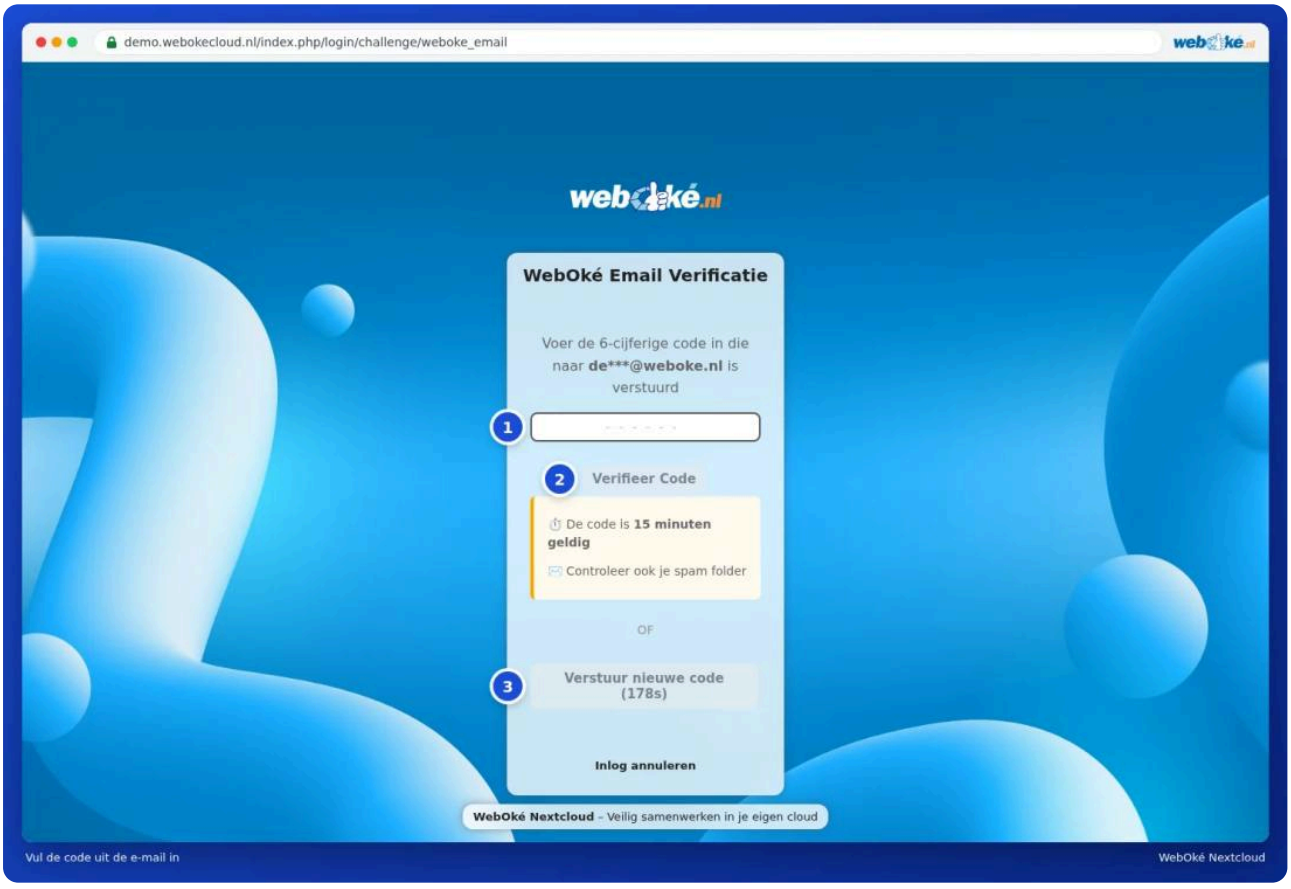
**Please note:** WebOké will never ask for your password or login code, not by email, not by phone and not via WhatsApp. If you receive such a request, don't share any information and contact us.

## 3.2 The email login code: how it works and what to do if the email doesn't arrive

Every time you log in via the browser, your WebOké Nextcloud asks for a six-digit code after your password. You receive this code by email. This way, someone who knows your password still can't just log in: they also need access to your mailbox.

### How it works

1. You enter your username and password and click Login.
2. Your Nextcloud immediately sends an email to the email address in your profile. On screen you can see which address, partly hidden with asterisks.
3. You enter the code. After six digits it usually continues automatically; otherwise click **Verifeer Code**.



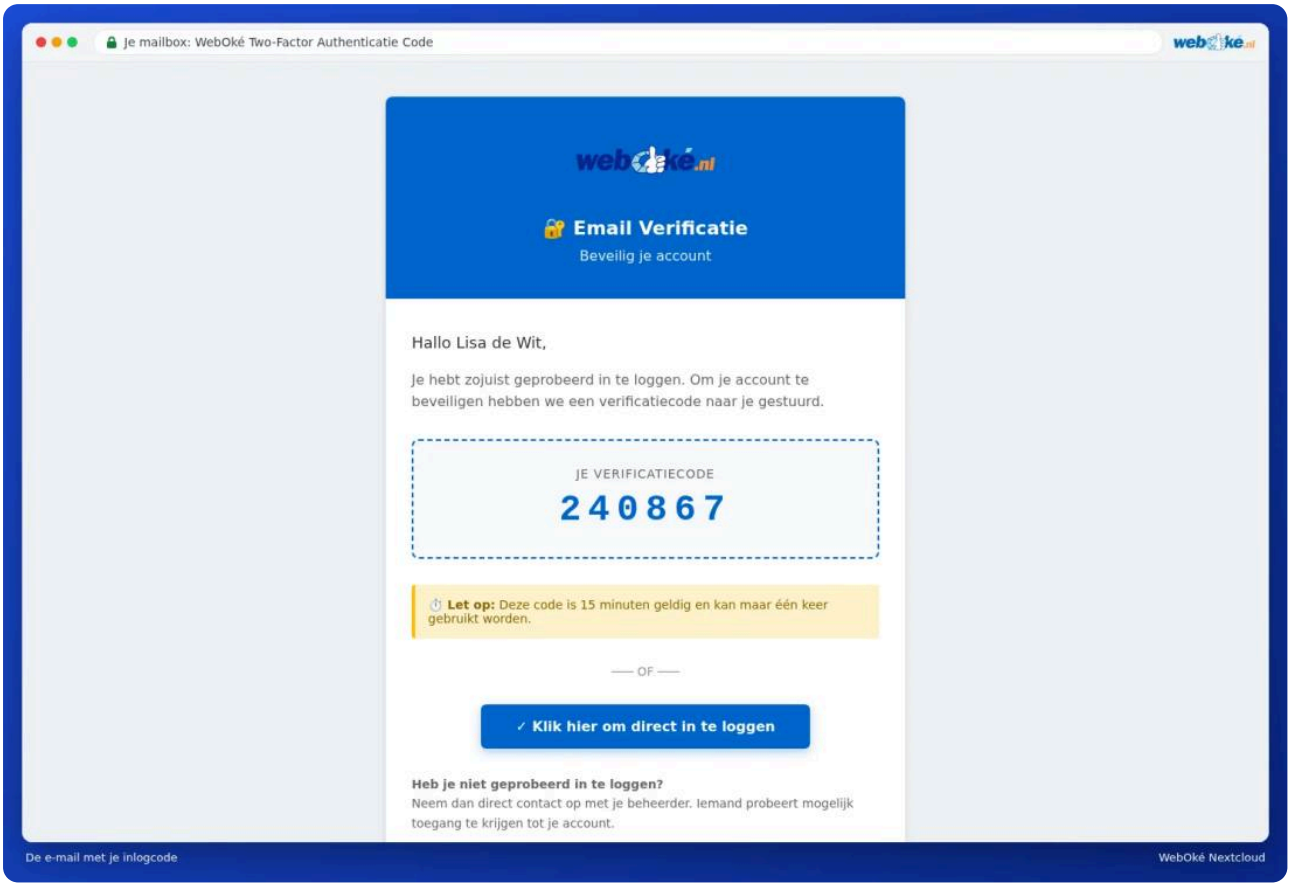

The code screen after your password

### The email

The email comes from **WebOké Nextcloud** (nextcloud@weboke.nl) with the subject *WebOké Two-Factor Authenticatie Code*. It contains:

- your six-digit verification code;

- a button **Klik hier om direct in te loggen**: handy if you're reading the email in the same browser, as you won't need to type anything;
- what to do if it wasn't you.




The email with your login code

A code is **valid for 15 minutes** and only works **once**. If you request a new code, always use the latest email.

**Please note:** Did you receive a login code while you weren't logging in? Then someone else probably knows your password. Don't use the code and don't give it to anyone. Change your password as soon as possible (Changing or forgetting your password) and check Devices & sessions for any unfamiliar devices (Viewing, revoking, or remotely wiping devices and sessions).

## The email doesn't arrive: what now?

1. **Wait a minute.** Sometimes an email takes a little while.
2. **Check your junk mail or spam folder.** If it's there, mark it as not spam. Then future emails will go straight to your inbox.
3. **Request a new code.** The **Verstuur nieuwe code** button becomes active after three minutes. After that, only use the code from the latest email.
4. **Check which address the code is sent to.** This is shown (partly hidden) on the code screen. If the address is wrong, or you can no longer access that mailbox? Ask the administrator of your Nextcloud package to change your email address. The

administrator does this in Mijn WebOké under Gebruikersbeheer, with **Edit data**. If you're the owner yourself, please contact WebOké.

5. **Is your mailbox full?** A full mailbox won't accept new mail. Clear it out and request a new code.

**Tip:** Don't want to depend on your email? Then set up an authenticator app as well (Setting up an authenticator app and saving backup codes). That way, when logging in, you can choose whether to use the code from the email or from the app.

## Why doesn't an app on my phone ask for a code?

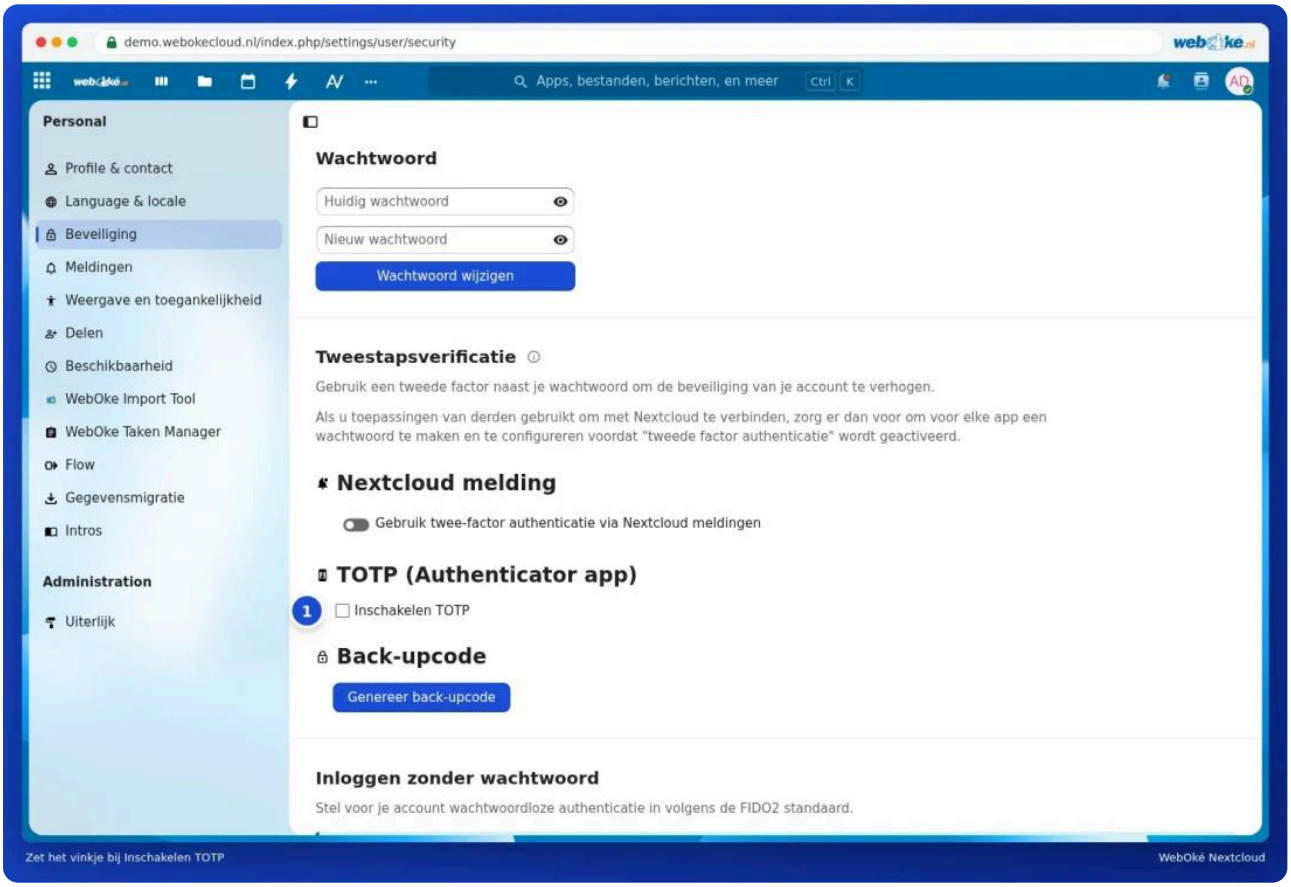
The Nextcloud apps for your computer and phone log in once via your browser, with your password and code. After that, they generate their own key and you won't need to log in again. Other apps, such as your iPhone's calendar or Thunderbird, can't enter a code. These use an app password instead. You can read how this works in App passwords: when and how to use them.

# 3.3 Setting up an authenticator app and saving backup codes

An authenticator app generates a new six-digit code on your phone every 30 seconds. You type that code in when logging in, instead of the code from your email. It's faster and it also works if your email is temporarily unavailable. Well-known free apps include Microsoft Authenticator, Google Authenticator, Aegis (Android) and the authenticator built into password managers such as Bitwarden, 1Password or Proton Pass. In Nextcloud, this is called **TOTP**.

## Step 1: enable TOTP

1. Install an authenticator app on your phone, if you don't already have one.
2. Go to your security settings in your Nextcloud: click your profile picture, choose **Settings** and click **Security** on the left.
3. Under **TOTP (Authenticator app)**, tick **Enable TOTP** (1).

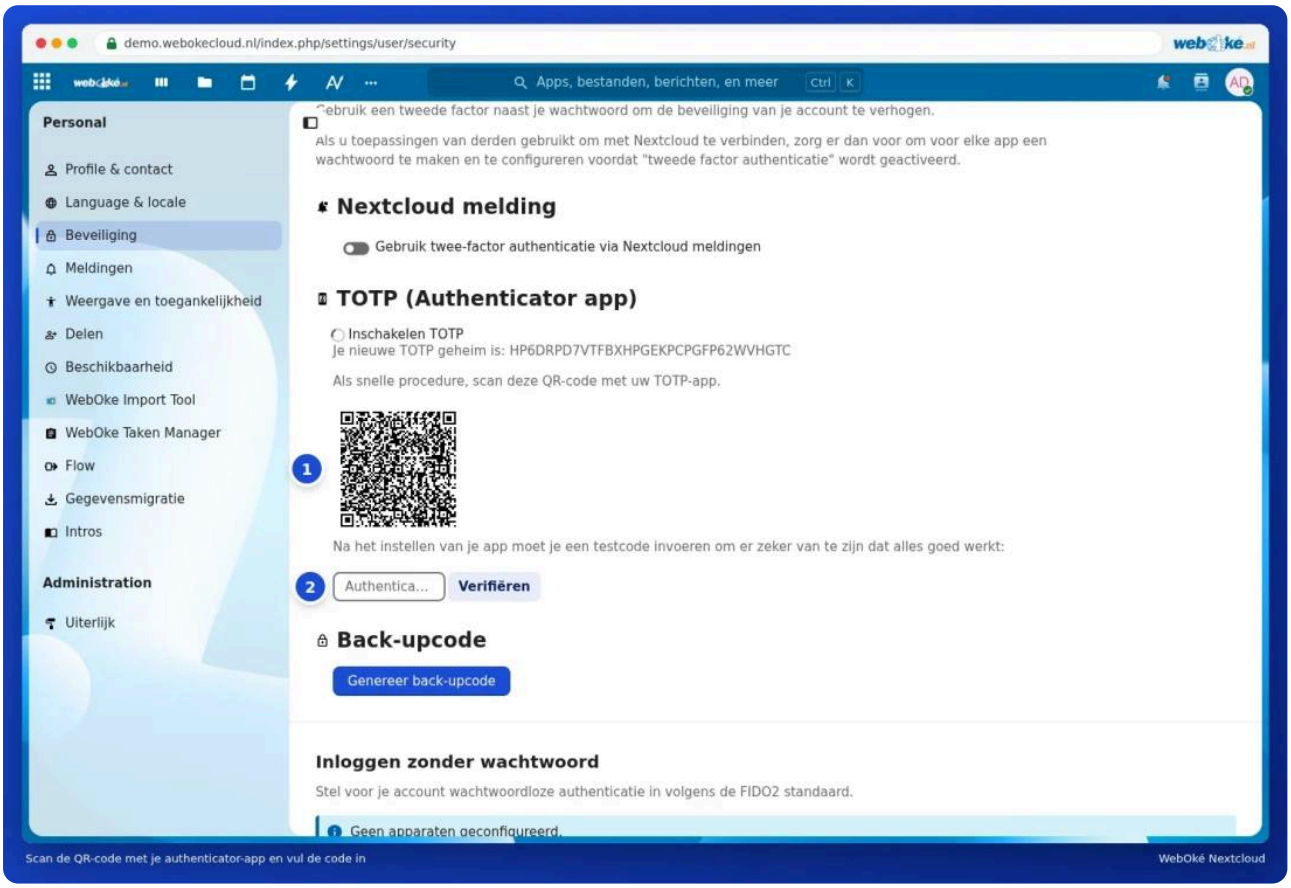



Tick the Enable TOTP checkbox

## Step 2: scan the QR code

1. Does your Nextcloud ask for your password first? Enter it to confirm. This happens with every important change to your security settings.

2. A QR code (1) appears with the text *As a quick procedure, scan this QR code with your TOTP app.* Open your authenticator app, choose to add a new account and scan the code.
3. Your app now shows a six-digit code for WebOké Nextcloud.
4. Below the QR code, your Nextcloud asks for a test code (2): *After setting up your app, you need to enter a test code to ensure everything works correctly.* Type the code from your app into the field and click **Verify**. Only then is TOTP actually switched on.




Scan the QR code and enter the code from your app to confirm

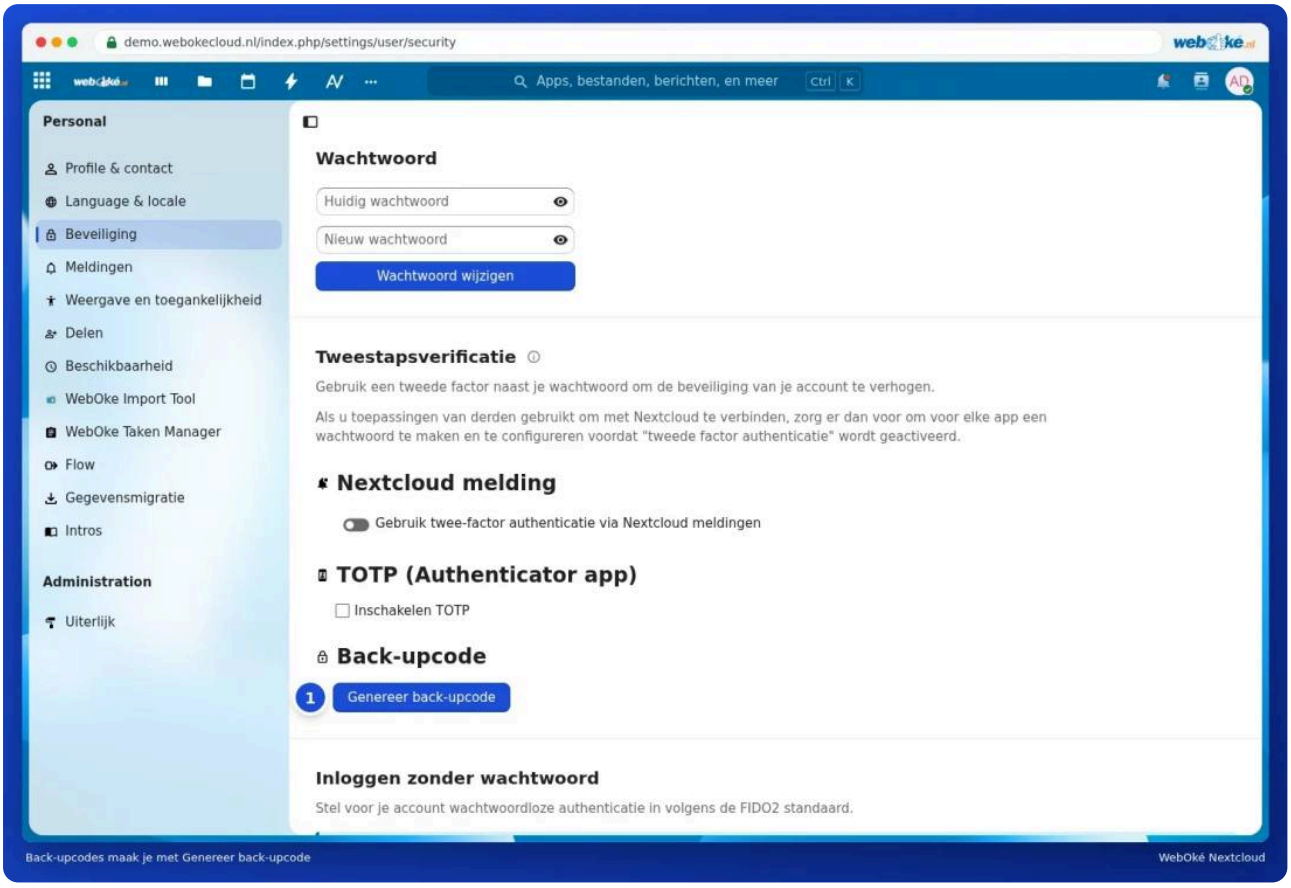
**Tip:** Can't scan, for example because your Nextcloud is open on the same phone? Above the QR code, there's also a secret key shown as text, after *Your new TOTP secret is:*. Type or paste that into your app. Password managers such as Bitwarden and 1Password can also pick up the key automatically.

## Step 3: create and save backup codes

If you lose your phone, you no longer have access to your authenticator app. That's what backup codes are for: ten codes, each of which works once.

1. On the same page, under **Backup code**, click **Generate backup codes** (1).
2. You'll see ten codes. Save them with **Save backup codes** or print them with **Print backup codes**.

3. Store them somewhere safe, not on the same phone as your authenticator app. For example, print them and keep them with your important papers, or store them in your password manager.




Create backup codes with Generate backup codes

If you've switched on TOTP but haven't created backup codes yet, your Nextcloud will remind you with a notification by the bell icon: *Generate backup codes*.

**Please note:** You only see the backup codes once. If you generate new codes later, the old ones stop working.

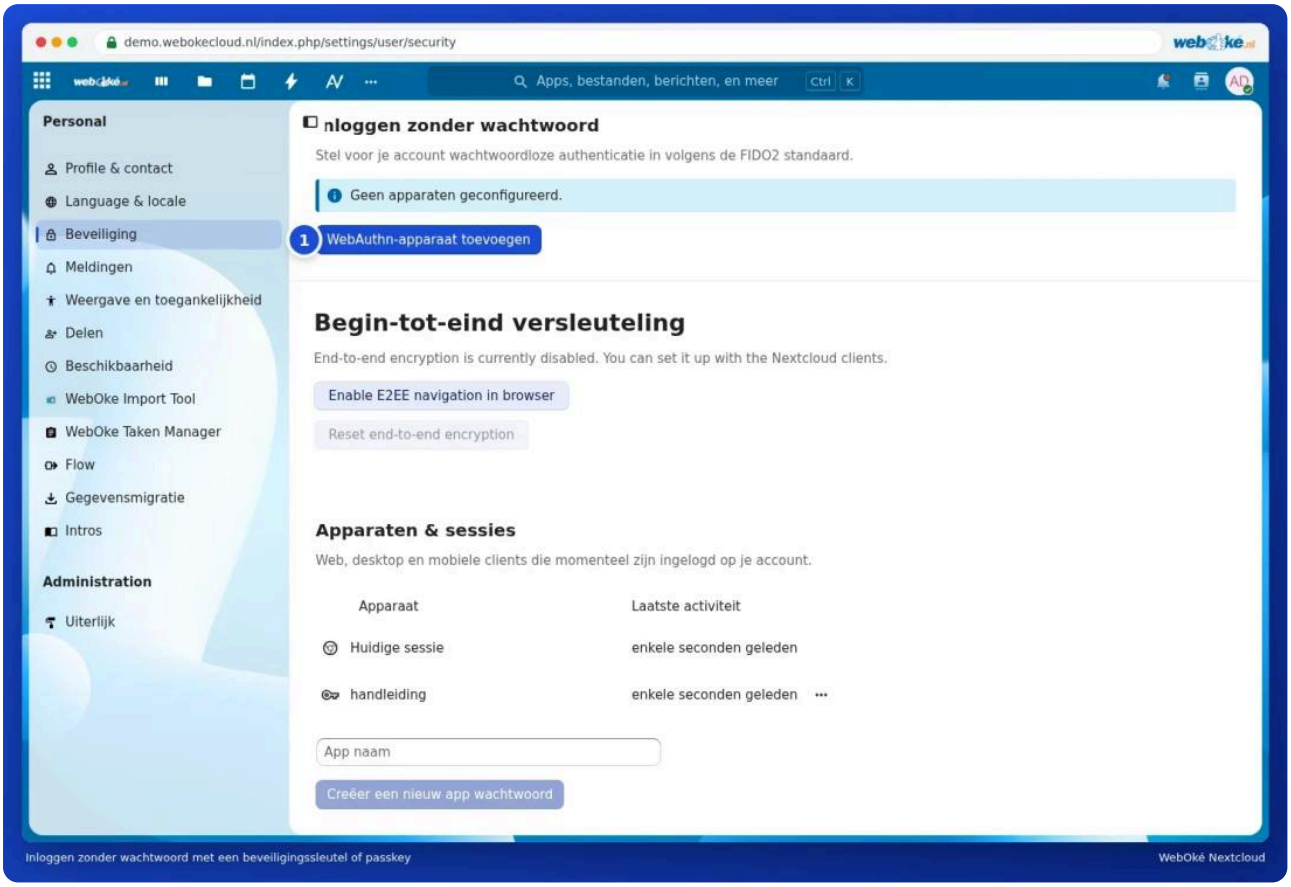
## Logging in with your authenticator app

If you have TOTP switched on alongside the email code, your Nextcloud will ask, after your password, which second step you want to use. Choose the authenticator app and type in the code your app shows at that moment. If you've lost your phone, choose **Use backup code** and enter one of your backup codes. Cross off any code you've used like this on your list.

## Passwordless Authentication

Below two-factor authentication, you'll also see **Passwordless Authentication**. There, you can use **Add WebAuthn device** (1) to link a security key (such as a YubiKey) or a passkey from your computer or phone. After that, you can choose **Log in with a device**

on the login screen. This is an extra option; your password and your other methods keep working as normal.




Linking a security key or passkey

## Getting a new phone

Switching to a different phone? First transfer your accounts in your authenticator app (most apps have a feature for this), or switch TOTP off and then on again and scan the new QR code with your new phone. Do this before you wipe or hand in your old phone.

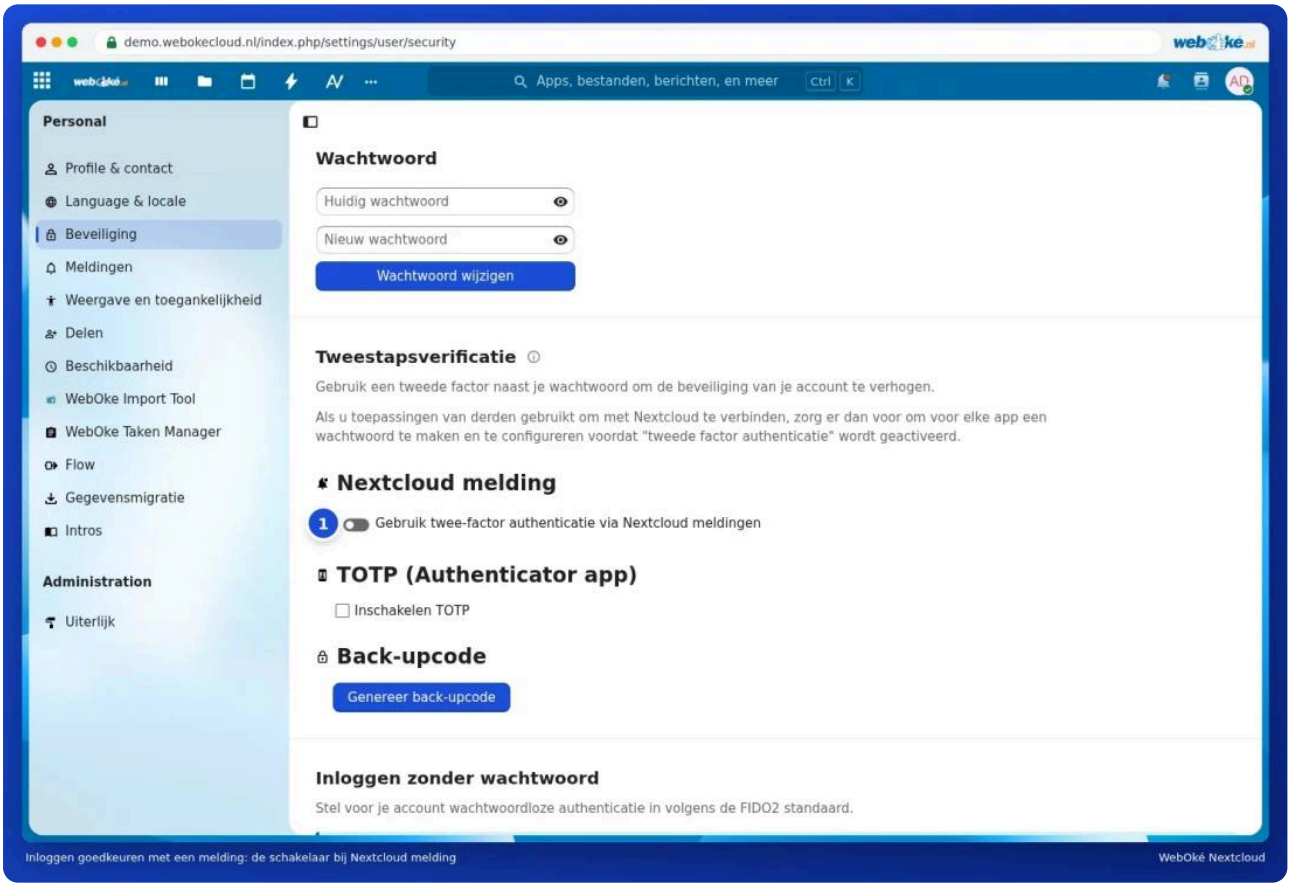
## 3.4 Approving login with a notification on another device

Are you already logged in on another device, for example in the Nextcloud app on your phone? Then you can also approve a new login with a notification. You don't need to type in a code: you get a notification on your other device and tap to approve.

### Turning it on

1. Click your profile picture or initials in the top right.
2. Choose **Settings**.
3. Click **Security** on the left.

Under **Nextcloud notification**, switch on the toggle **Use Nextcloud notifications for two-factor authentication** (1).




The toggle under Nextcloud notification

### How to log in with it

1. Log in with your username and password.
2. At the second step, choose **Nextcloud notification**.
3. Get your other device where you're already logged in: your phone with the Nextcloud app, or another browser.

4. A notification about the new login appears there. Approve it.
5. The first screen carries on automatically.

**Please note:** Only approve a login that you're doing yourself at that moment. If you get such a notification while you're not logging in, reject it and change your password (Changing or forgetting your password).

**Tip:** This method only works if you're genuinely still logged in somewhere else. The code by email always keeps working. Also set up an authenticator app or back-up codes as well (Setting up an authenticator app and saving backup codes).

# 3.5 App passwords: when and how to use them

Because WebOké Nextcloud asks for an extra code when you log in, some apps can't log in with your regular password. They simply can't enter that code. For such apps, you create an **app password**: a separate, long password that's only used for that one app.

## When do you need an app password?

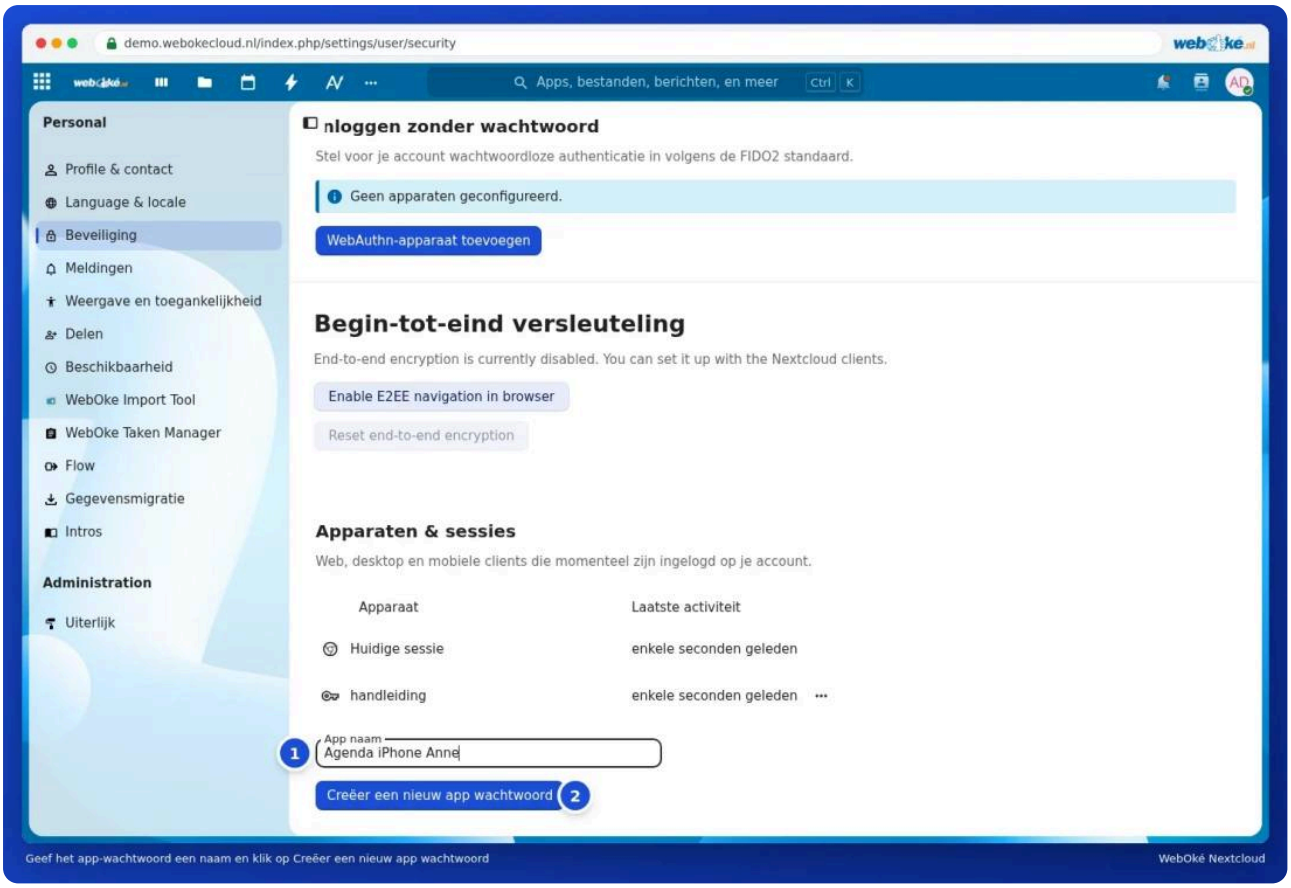
| App or device | App password needed? |
|---|---|
| Nextcloud Files on your computer | No: you log in via your browser and the app handles it itself (Installing Nextcloud Files on Windows) |
| Nextcloud app on your phone or tablet | No, you log in via the login screen in the app. However, you can scan an app password as a QR code (The Nextcloud app on iPhone or iPad) |
| Calendar and contacts on your iPhone, iPad or Mac | Yes (Calendar and contacts on the iPhone and iPad, Calendar and Contacts on the Mac) |
| DAVx5 on Android | Usually not: choose to log in via the browser. If that doesn't work, use an app password (Calendar and contacts on Android with DAVx5) |
| Thunderbird | Yes (Calendar and contacts in Thunderbird) |
| Outlook with CalDav Synchronizer | Yes (Calendar in Outlook with CalDav Synchronizer) |
| Your Nextcloud as a network drive (WebDAV) | Yes (Your Nextcloud as a network drive (WebDAV) in Explorer or Finder) |
| Other programs, such as backup software on a NAS | Yes |

**Tip:** Does an app show the error 401, or does it keep asking for your password? Then it's almost always trying to log in with your regular password. Create an app password and enter that instead. See also An app says "401" or keeps asking for your password.

## Creating an app password

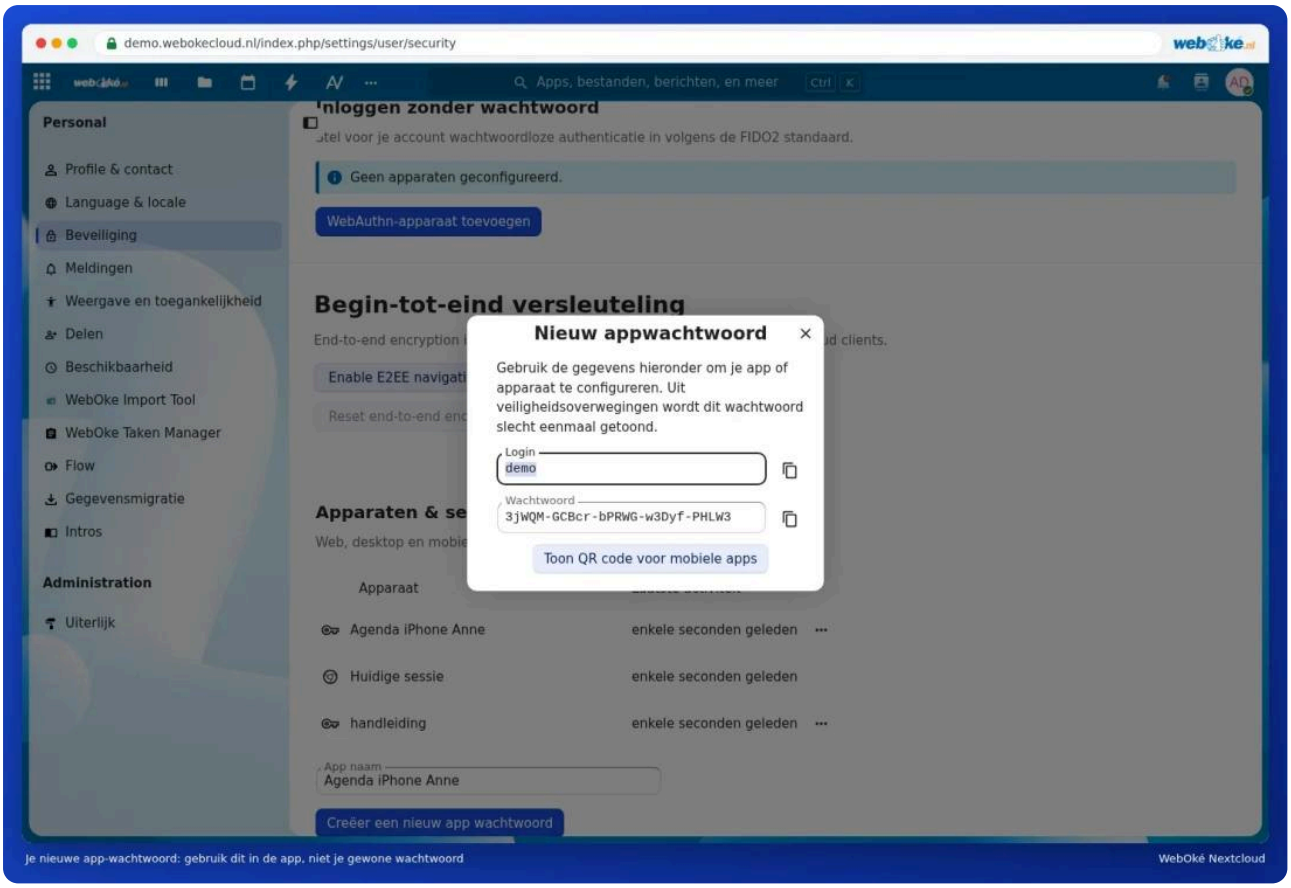
1. Click your profile picture or initials in the top right.
2. Choose **Settings**.
3. Click **Security** on the left.

4. Scroll down to **Devices & sessions**.
5. At the bottom, under **App name** (1), enter a name you'll recognise the app by later, for example *Calendar iPhone Anne*.
6. Click **Create new app password** (2).



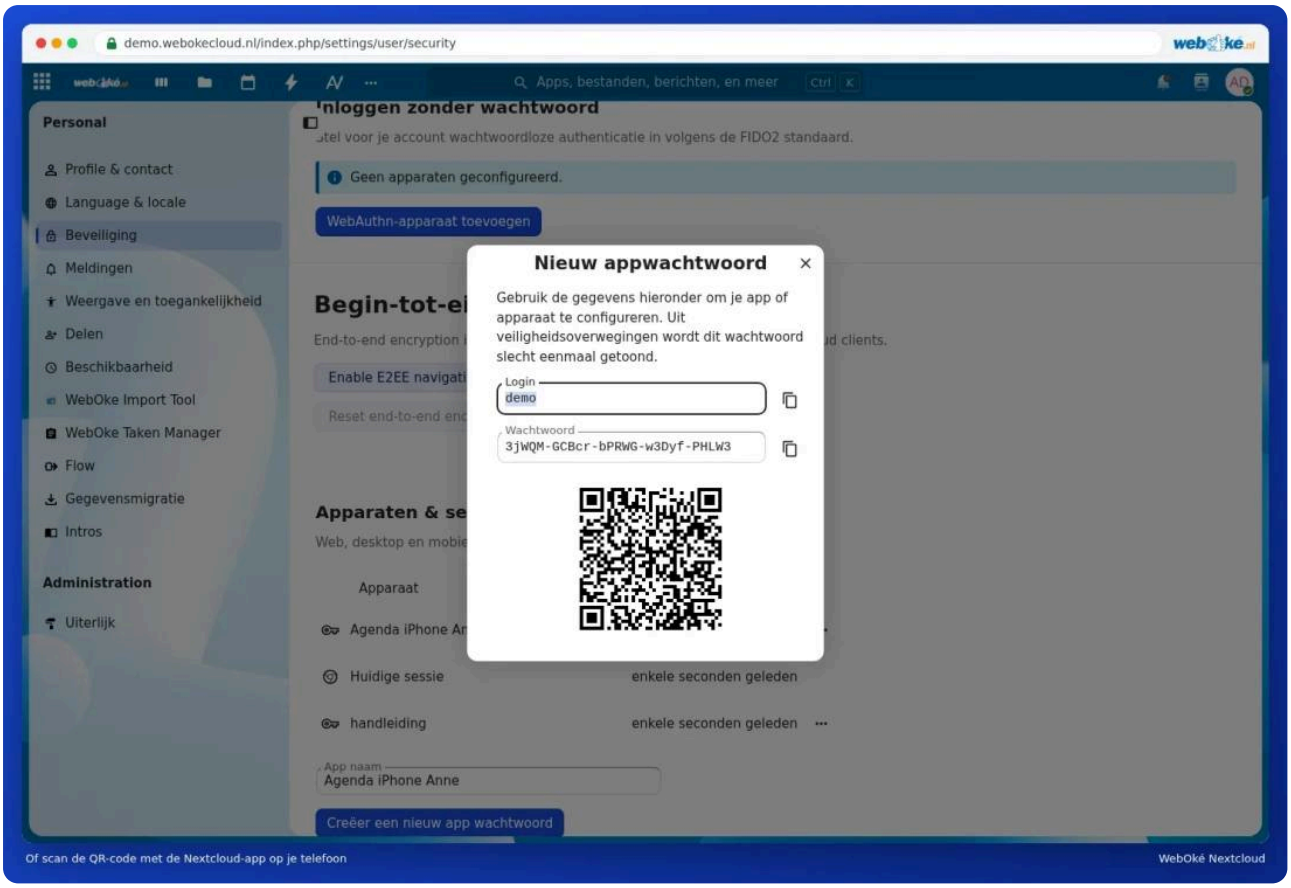

Give the app password a recognisable name

The **New app password** window opens. It shows your username (under Login) and the new app password (under Password). Copy the password and paste or type it into the app, in the field where it asks for your password. Use your regular Nextcloud username as the username.




Your new app password

If you're setting up an app on your phone, you can also click **Show QR code for mobile apps**. The Nextcloud app on your phone can scan this QR code when logging in.




The QR code for the Nextcloud app on your phone

**Please note:** You only see the app password once. Once you close the window, you can't retrieve it again. Lost it? Revoke the old one and create a new one. Treat an app password just as carefully as your regular password: whoever has it can access your files.

## Good habits

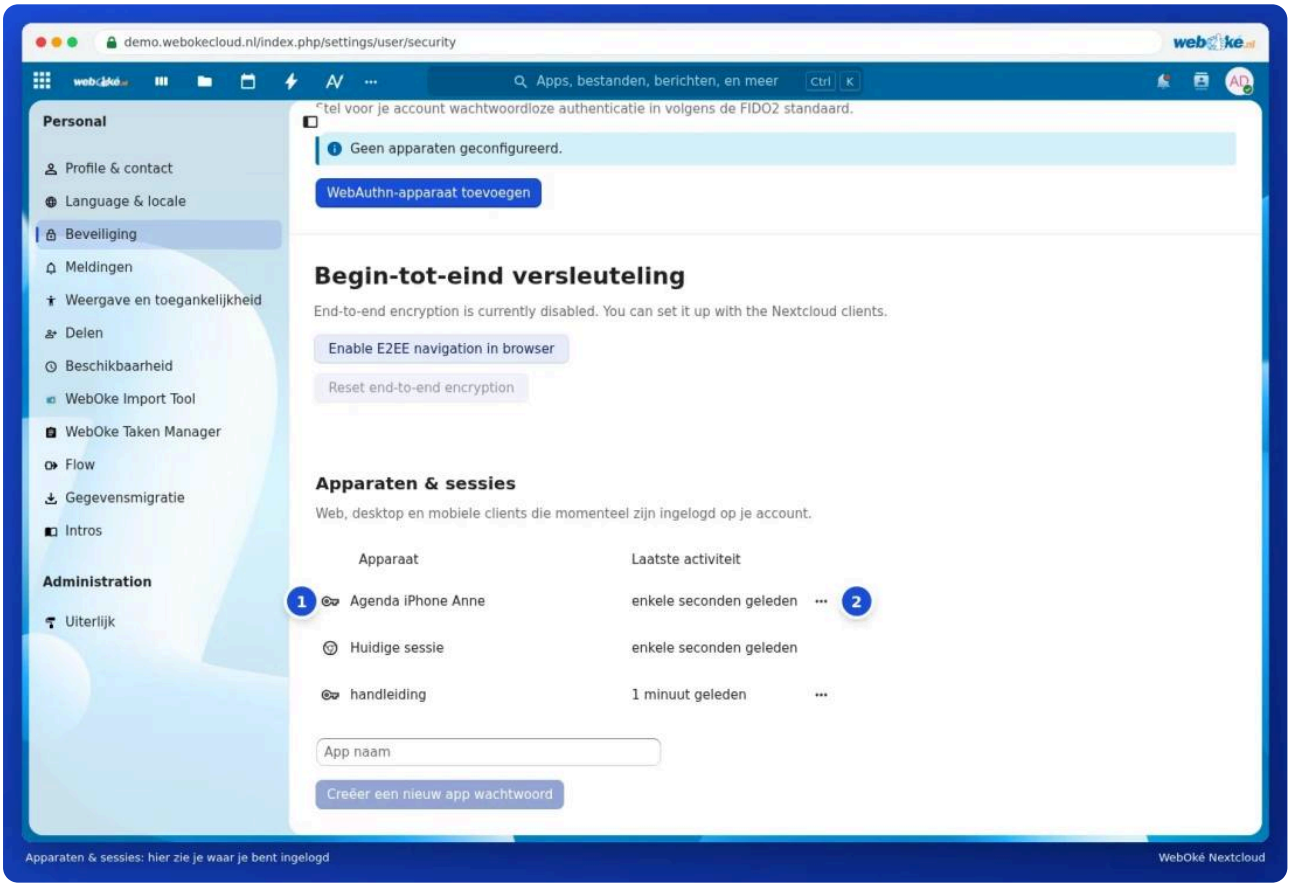
- **One app password per app per device.** So a separate one for the calendar on your iPhone and for Thunderbird on your laptop. If you lose one device, you only need to revoke that password.
- **A clear name.** Mention the device, app and owner, so you'll know what it is later.
- **Changing your regular password?** Your app passwords will simply keep working. If you want to block an app specifically, revoke its app password instead.
- **Remove.** If you no longer use an app, revoke its app password. You can read how to do that in Viewing, revoking, or remotely wiping devices and sessions.

# 3.6 Viewing, revoking, or remotely wiping devices and sessions

Under **Devices & sessions**, you can see everywhere you're logged in with your account: in browsers, in the Nextcloud apps on your computer and phone, and with app passwords. This is also where you lock out a device, for example if your phone has been stolen.

## Viewing the list

1. Click your profile picture or initials in the top right.
2. Choose **Settings**.
3. Click **Security** on the left.
4. Scroll to **Devices & sessions**.




Devices & sessions: this is where you see where you're logged in

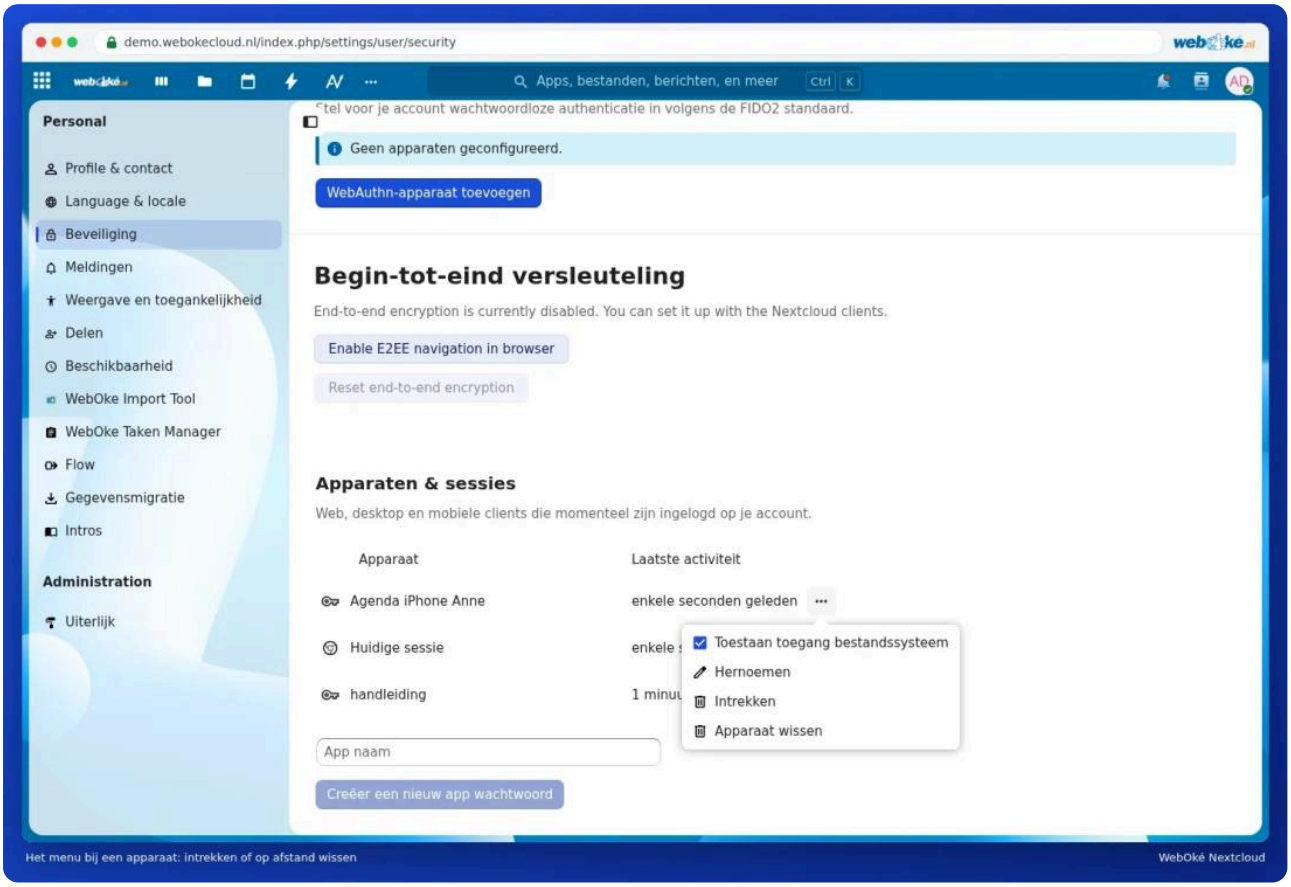
On each line, you'll see:

- **Device** (1): the name of an app password, an app such as the desktop app or the Nextcloud app with the type of device, or the browser you're logged in with. **This session** is the browser you're currently working in.
- **Last activity:** when that device last had contact with your Nextcloud.
- A three-dot button (2) showing what you can do with that device.

**Tip:** A key icon means an app password. For a browser, you'll see that browser's logo.

## Locking out a device

Click the three dots next to the device. You'll then see a menu with these options:




The menu for a device

- **Allow filesystem access:** only for app passwords. If this box is ticked, the app can also access your files. If you only use the app password for your calendar and contacts, you can untick this box.
- **Rename:** give the device or app password a clearer name.
- **Revoke:** the device is logged out immediately and can no longer access your Nextcloud. Files already on the device stay there. Use this for an old laptop, an app you no longer use, or an app password you've lost.
- **Wipe device:** as soon as the device connects again, it's instructed to log out and delete the Nextcloud files stored on it. Use this for a stolen or lost laptop or phone.

For Revoke and Wipe device, your Nextcloud sometimes asks for your password first, to confirm it's really you.

**Please note:** Wipe device only works for the Nextcloud apps themselves (the desktop app and the mobile app), and only once the device comes back online. It only deletes what that app has synced, not the rest of the device. For a browser or an app using an app

password, you revoke access instead; wiping isn't possible there. For what else to do in case of theft, see Remotely locking down a stolen laptop.

## Logging a browser out on someone else's computer

Forgot to log out on someone else's computer? Find the browser in the list by its last activity and choose **Revoke**. You'll be logged out immediately.

## What if I don't recognise something?

Do you see a device or browser you don't recognise, and it wasn't a housemate or colleague using your account either? Revoke the device and change your password straight away (Changing or forgetting your password). Also turn on an authenticator app (Setting up an authenticator app and saving backup codes) and check the password of your mailbox, since that's where your login codes arrive.

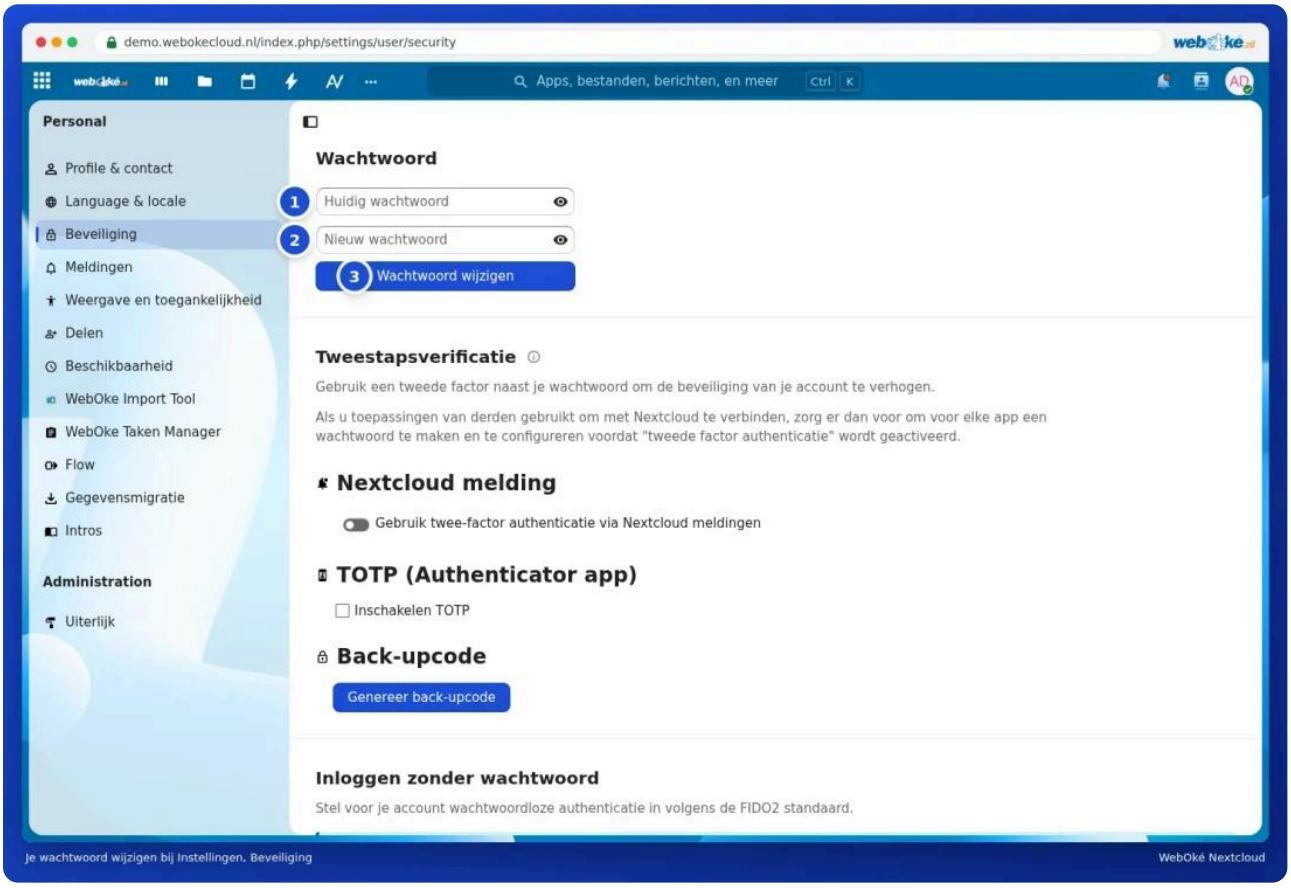
# 3.7 Changing or forgetting your password

## Changing your password

Do you still know your password and want a new one?

1. Click your profile photo or initials in the top right.
2. Choose **Settings**.
3. Click **Security** on the left.

4. At the top, next to **Password**, enter your current password (1).
5. Enter your new password (2). Use the eye icon to see what you're typing.
6. Click **Change password** (3).




Changing your password under Settings, Security

## What should a password look like?

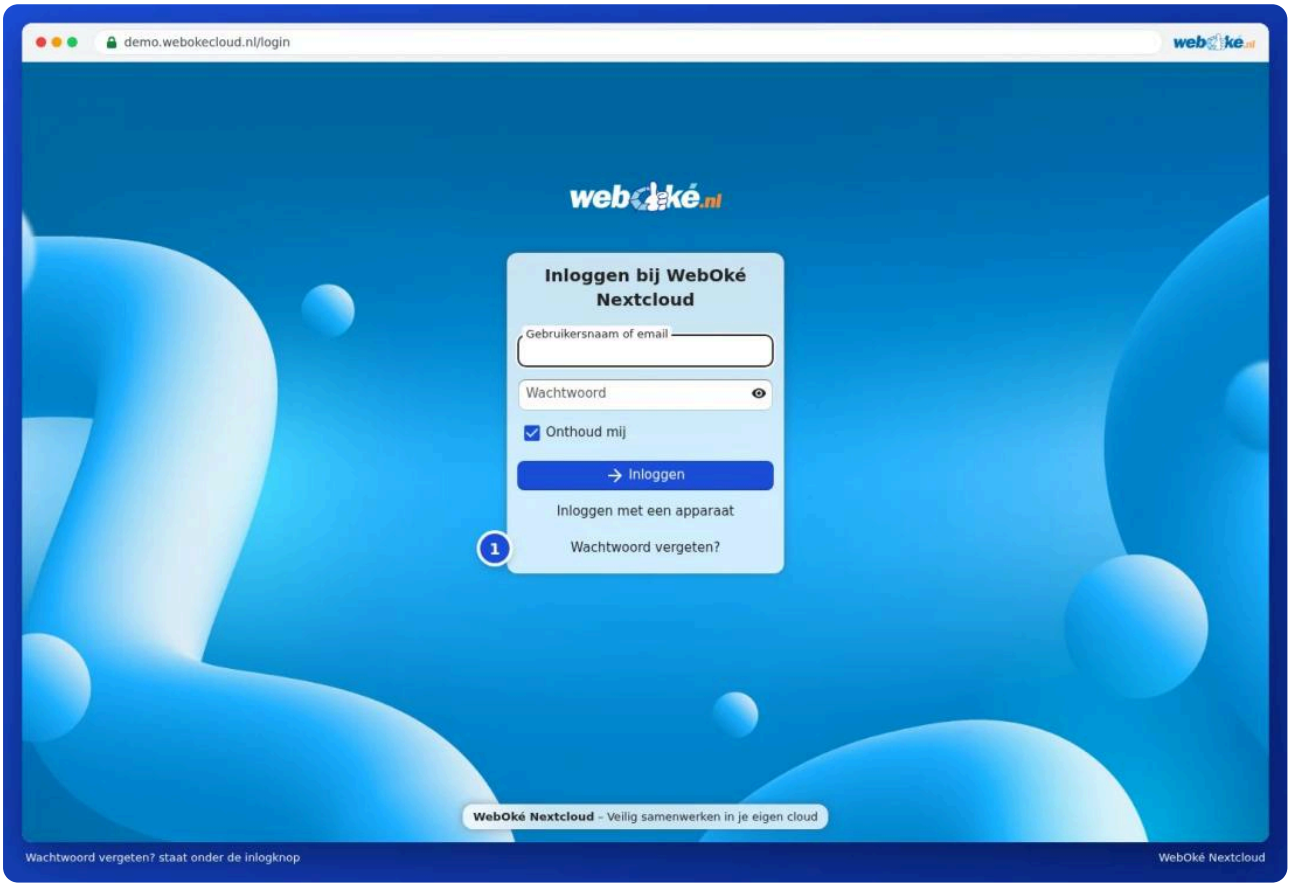
- at least 10 characters;
- at least one uppercase and one lowercase letter;
- at least one number;
- at least one special character, such as ! ? # or %;
- not a commonly used password and not a password known from a data breach.

If your new password doesn't meet these requirements, your Nextcloud will tell you what's missing. Tip: a short sentence works well, such as *Bike-to-Brighton-2026!*. Long, yet easy to remember.

After changing it, your apps with an app password, the desktop app and the mobile app keep working as normal. Think someone else knew your password? Then also check Devices & sessions (Viewing, revoking, or remotely wiping devices and sessions).

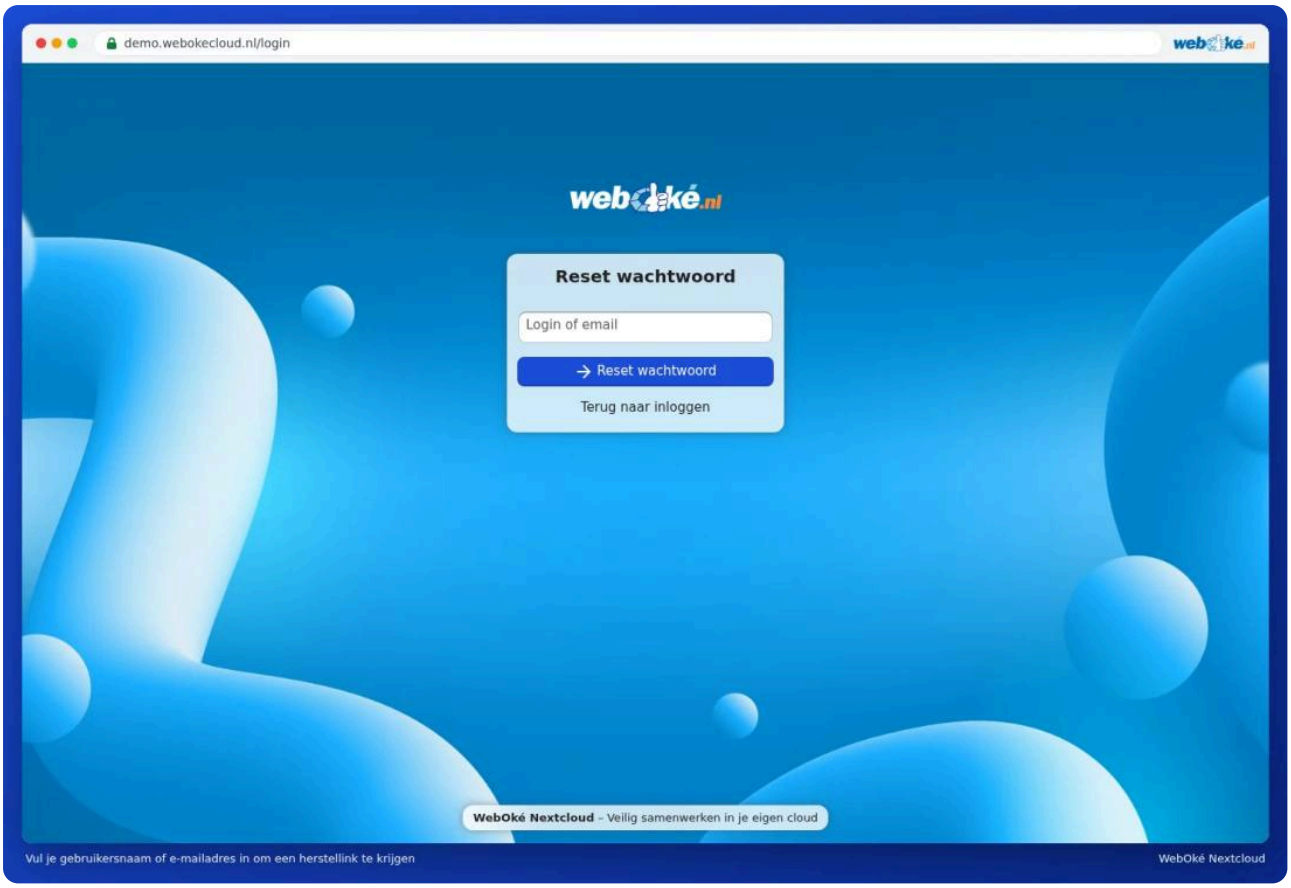
## Forgotten password

1. On the login screen, click **Forgot password?** (1).




Forgot password? appears below the login button

2. Enter your username or email address under **Login or email** and click **Reset password**.
3. You'll receive an email with a link. Click it and choose a new password.
4. Log in with your new password and the code from your email.




Request a recovery link

Your Nextcloud doesn't reveal whether the account exists, to avoid giving intruders any clues. So you'll always see a confirmation, even if you made a typo.

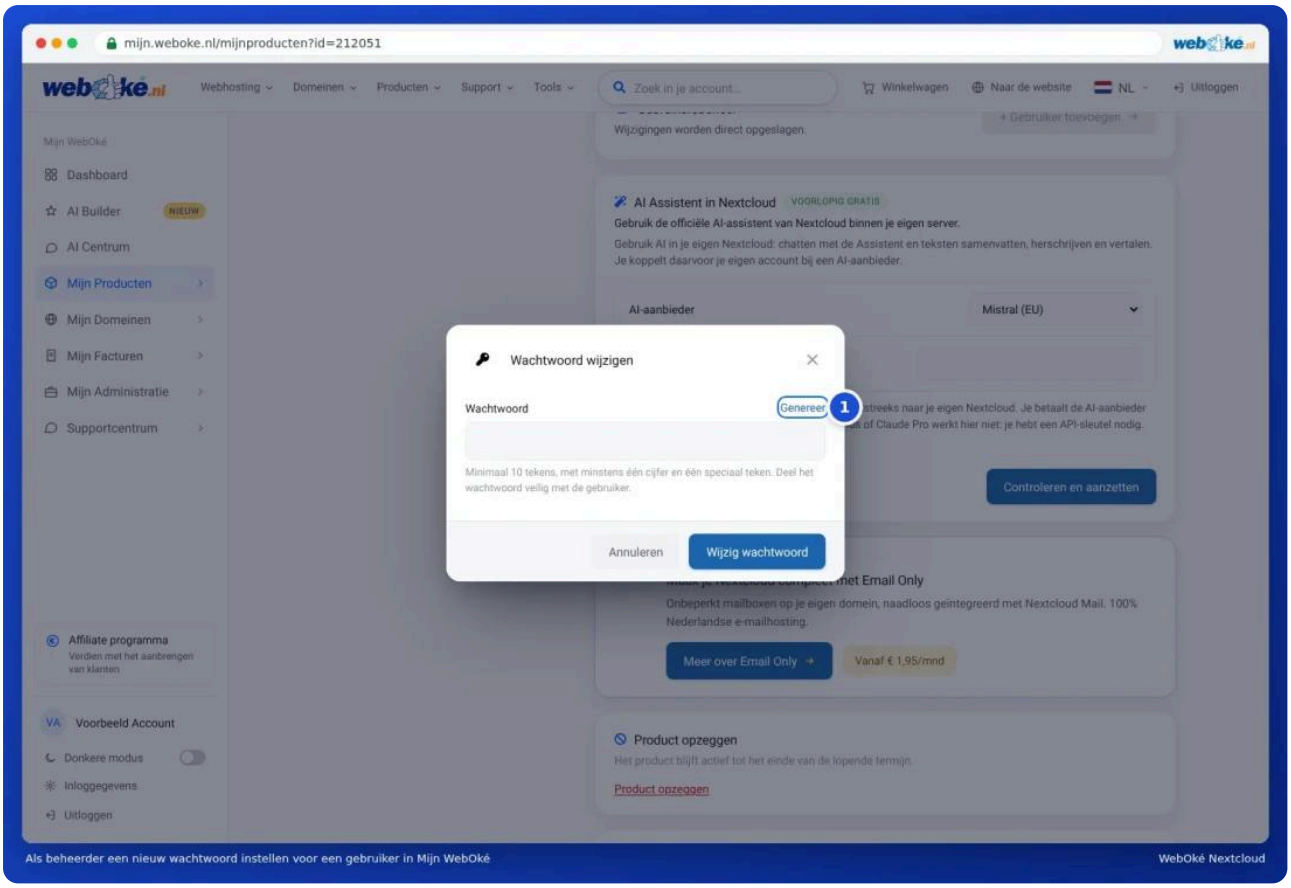
## Haven't received a recovery email?

The recovery email goes to the email address in your Nextcloud profile. First check your junk mail folder. If your profile has no email address or an outdated one, the email won't arrive. In that case, your package administrator can help.

## Setting a new password as administrator

Are you the administrator of a Personal, Family or Max package? Then you can set a new password for a user via My WebOké:

1. Log in to My WebOké and go to **My Products**.
2. Open your Nextcloud package.
3. Find the user under **User management** and choose **Change password** from the menu next to the user.
4. Type a new password or click **Generate** (1) for a strong password, then click **Change password**. If you type your own password, keep all the requirements above in mind, including the uppercase and lowercase letter.
5. Pass the password on to the user in a secure way, for example verbally or in two parts. No email is sent to the user.




Setting a new password as administrator in My WebOké

You can read all about user management in Creating, editing, disabling and deleting users. Are you the owner yourself and can you no longer access your own Nextcloud account? Then contact WebOké. With Nextcloud Free, always use Forgot password?.

# 3.8 Multiple invalid login attempts: why you're being slowed down and how to fix it

Your WebOké Nextcloud keeps track of how often someone logs in with the wrong password from a particular internet address (IP address). If that happens too often, every further attempt from that address is slowed down. This stops a hacker from trying thousands of passwords in a row. Unfortunately, you'll also notice this if one of your own apps keeps sending the wrong password.

## How do you notice it?

- Logging in through the browser takes a long time, sometimes up to half a minute per attempt.
- You see a message saying that multiple invalid login attempts have been detected and that your next login will be delayed, or: *The maximum number of failed login attempts from your location has been reached. Please wait 30 seconds and try logging in again.*
- Apps on your phone or computer show errors such as 401 or 429 (Too Many Requests), or stop synchronising.
- The problem affects everyone on the same network, for example at home or at the office, but not when you use your phone on 4G or 5G.

## Where does it come from?

Almost always, it's a device in your own home or office that keeps trying an old or incorrect password without you noticing. For example:

- the calendar or contacts on a phone or tablet that still has your regular password instead of an app password;
- Thunderbird or Outlook with an old app password that you've revoked;
- an old laptop or phone belonging to a housemate or colleague with an account that no longer exists;
- a network drive, NAS, or backup program with outdated login details;
- someone who mistyped their password a few times.

## How to fix it

1. **Find the culprit.** Go through the devices on your network and check which app shows an error or keeps asking for a password. You'll find a step-by-step guide in IP address throttled by an old app: which one is it?.
2. **Enter the correct password in that app.** Always use an app password for calendar, contacts, and other apps (App passwords: when and how to use them). Or remove the account from an app you no longer use.
3. **Have the slowdown lifted.** You can do this in two ways:

    - Ask the AI assistant in My WebOké. It checks whether your Nextcloud is really slowing down the internet address you're currently connected from, and shows a card with the details. Only when you click **Approve and carry out** is the slowdown lifted for that one address. So do this from the network where the problem is occurring.
    - Or contact WebOké support. This isn't available with Nextcloud Free; in that case, use the AI assistant or wait for the slowdown to ease off on its own.
4. **Or wait.** The slowdown eases off on its own once there have been no further incorrect attempts for a while. As long as the faulty app keeps trying, it will keep coming back.

**Please note:** Lifting the slowdown without removing the cause will only help briefly. If an app somewhere is still using the wrong password, you'll be slowed down again before long.

# 3.9 End-to-end encryption: when to use it, and when not to

Your files are already well protected with WebOké: the connection is encrypted and so are the disks in the data centre. Still, for really sensitive folders, you can go one step further with **end-to-end encryption**. Then files are encrypted on your own device before they're sent to your Nextcloud. Only your devices hold the key. Not even WebOké can read those files.

## When is it useful?

- For a small folder with highly sensitive material, such as scanned passports, medical records or password lists.
- If you want to be absolutely sure that no one but you can open the files, not even someone with access to the server.

## When not to use it

End-to-end encryption has its limitations. So don't use it for your whole Nextcloud, and not for folders where you collaborate with others.

| What | In an encrypted folder |
|---|---|
| Editing files in your browser with Euro-Office | Not possible |
| Creating a public link and collaborating in the browser | Not possible or very limited |
| Searching content, previewing photos in the browser | Not possible |
| Turning on encryption | Only in the desktop app or the mobile app, not in the browser |
| Viewing files in the browser | Only if you turn this on first, see below |
| Losing your recovery phrase and no device left with the key | Files are permanently unreadable, even for WebOké |

## How to turn it on

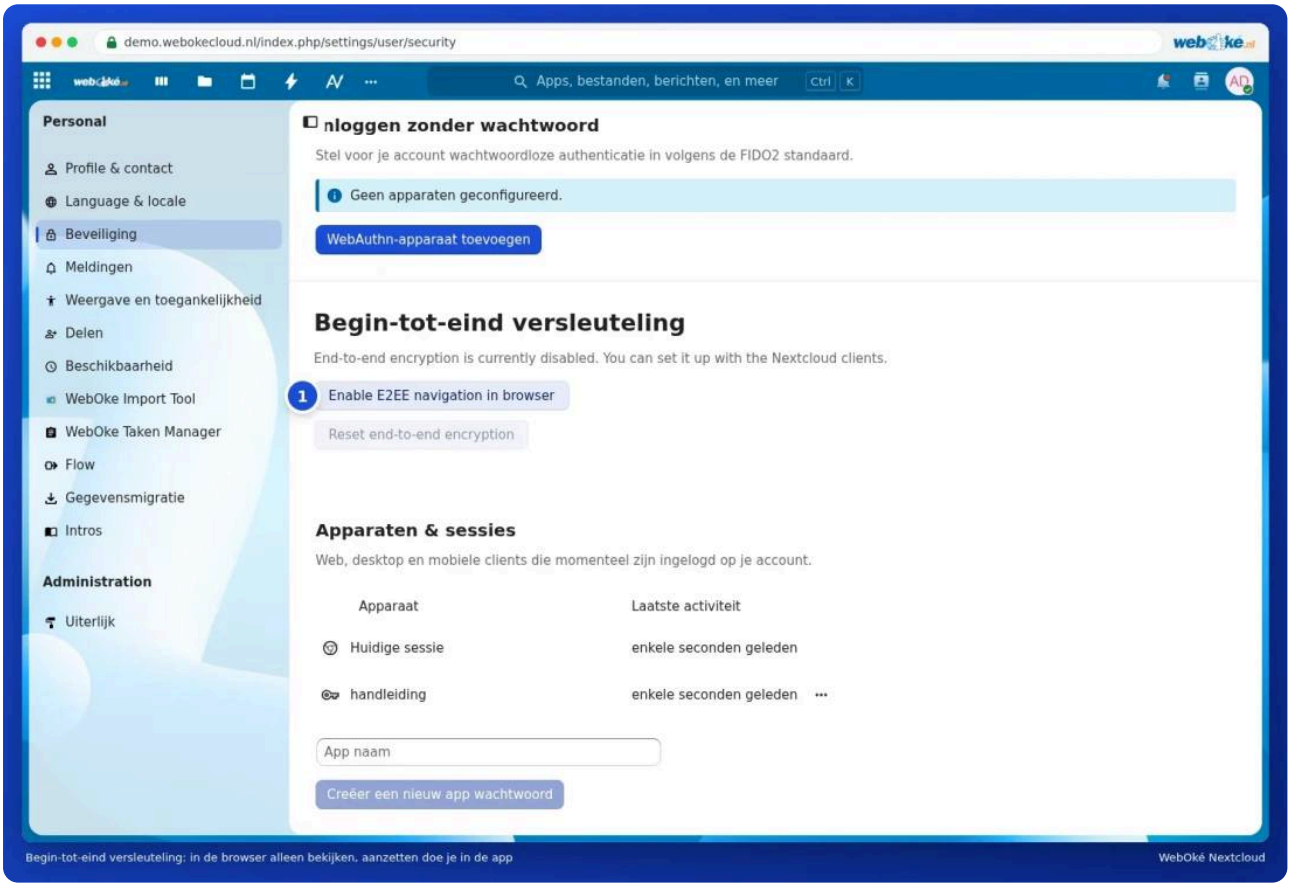
1. Install the Nextcloud Files desktop app (Installing Nextcloud Files on Windows or Installing Nextcloud Files on Mac (File Provider)) or the Nextcloud app on your phone.
2. Create a new, **empty** folder in your Nextcloud. Only an empty folder can be encrypted.
3. In the app, select encryption for that folder. The first time, the app generates your keys and shows you a **recovery phrase**: a sequence of twelve words.

4. Write down the recovery phrase and keep it somewhere safe, separate from your computer. Without that phrase, you won't be able to open your files on a new device.
5. Then put your sensitive files in the folder.

If you want to use an encrypted folder on more than one device, read End-to-end encryption on multiple devices without locking yourself out first.

## What you see in the browser

Under Settings, Security, you'll find the **End-to-end Encryption** section. As long as you haven't set it up in an app yet, it will say that it's turned off and that you set it up using the Nextcloud apps. The **Enable E2EE navigation in browser** button (1) lets you also open and view encrypted folders in the browser.




End-to-end encryption under Settings, Security

**Please note:** Don't click **Reset end-to-end encryption** if you already have encrypted folders. Doing so discards your keys, and those files can no longer be opened.

# 3.10 Lost your phone or lost 2FA: here's how to get back in

Your phone is lost, broken or stolen, and your authenticator app along with it. Or perhaps you can no longer read your mail. Don't panic: there are several ways to get back in. Start at the top.

## 1. Use a different second step

If you have more than one method enabled, your Nextcloud will ask which one you want to use after your password. Choose a method that still works:

- **The code by e-mail:** read your mail on your computer or another device (The email login code: how it works and what to do if the email doesn't arrive).
- **A backup code:** choose **Use backup code** and enter one of your ten backup codes. Each code works once.
- **Nextcloud notification:** if you're still logged in on another device, approve the login there (Approving login with a notification on another device).

## 2. Back in? Tidy up straight away

1. Go to Settings, Security, Devices & sessions and revoke the lost phone. If it was stolen, also choose **Wipe device** for the Nextcloud app on that phone (Viewing, revoking, or remotely wiping devices and sessions).
2. Change your password (Changing or forgetting your password).
3. Turn TOTP off and back on, and scan the new QR code with your new phone (Setting up an authenticator app and saving backup codes).
4. Create new backup codes and store them safely. The old ones will stop working.
5. Create new app passwords for the calendar and contacts on your new phone (App passwords: when and how to use them).

## 3. Still can't get in?

- **You can no longer access your mailbox** and have no other method: ask the administrator of your Nextcloud package to change your e-mail address to one you can read. The code will then arrive there.
- **Your authenticator app and backup codes are both gone:** contact WebOké support. We'll first check that you're really the owner of the account, or that the administrator of the package is making the request. After that, we'll reset the second step for you. Please note that, for your security, this doesn't happen immediately. With Nextcloud Free there's no personal support. There, the code by e-mail is your permanent way back in, so make sure you can always read your mailbox.

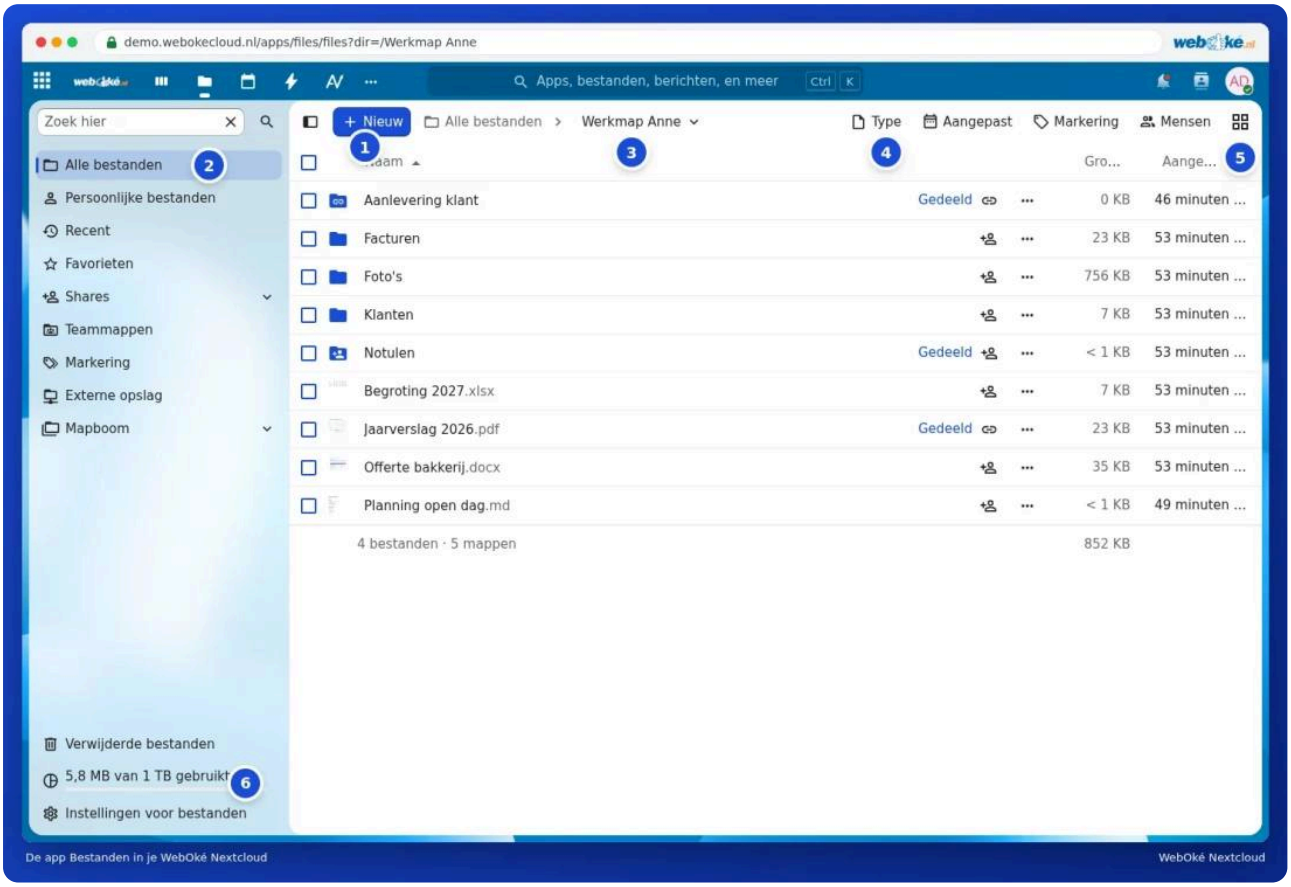
**Tip:** Prevention is easier. Keep your backup codes on paper or in a password manager, and make sure you always have at least two methods you can use.

# 4

# Working with files in the browser

# 4.1 The Files app: overview and views

The **Files** app holds all your folders and documents. Open it using the folder icon in the bar at the top, or via the menu with the nine dots in the top left. Everything you see here is stored securely in your WebOké Nextcloud and is also accessible from your computer and phone.




The Files app: navigation on the left, folder contents on the right

## The parts of the screen

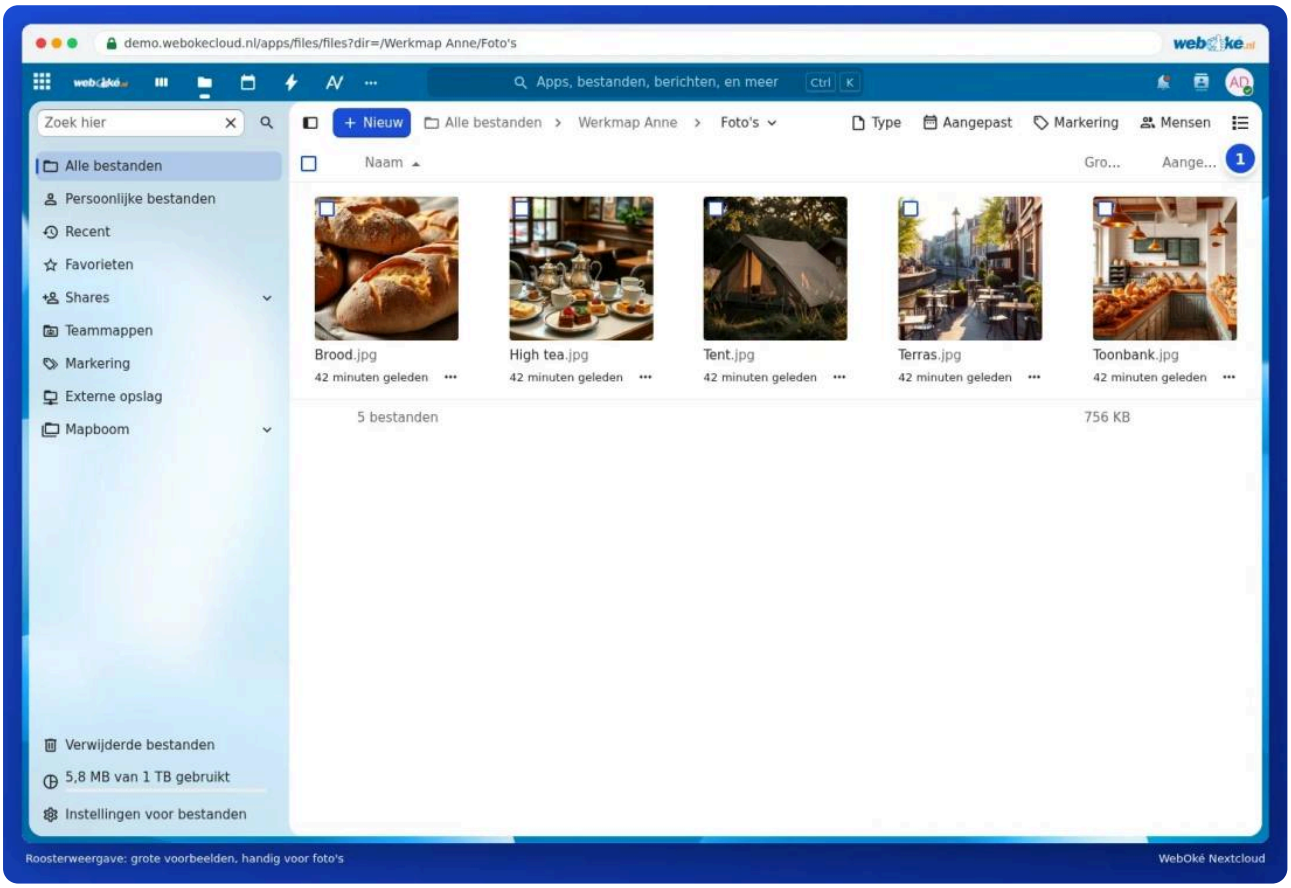
- **New** (1): upload files or folders and create new folders, documents or a file request. See Uploading and downloading, including large files, whole folders and zip and Creating, moving, copying and renaming folders.
- **Navigation** (2): **All files**, **Personal files**, **Recent**, **Favourites**, **Shares**, **Team folders**, **Tags**, **External storage** and the **Folder tree**. Above that is the **Search here** field.
- **Breadcrumb** (3): where you currently are. Click **All files** or a folder in the path to go back.
- **Filters** (4): show only a certain **Type** (for example pdf or images), files **Modified** within a certain period, with a certain **Tag**, or from certain **People**.
- **View** (5): switch between list and grid.
- **Storage** (6): how much space you're using. See Viewing your storage: what counts and what doesn't.

At the bottom left you'll also find **Deleted files** (your bin, see Recovering a deleted file from Deleted files) and **Files settings**.

## List or grid

In the list view, you see the **Name**, **Size** and when a file was last **Modified**. Click a column heading to sort by it; click again to reverse the order.

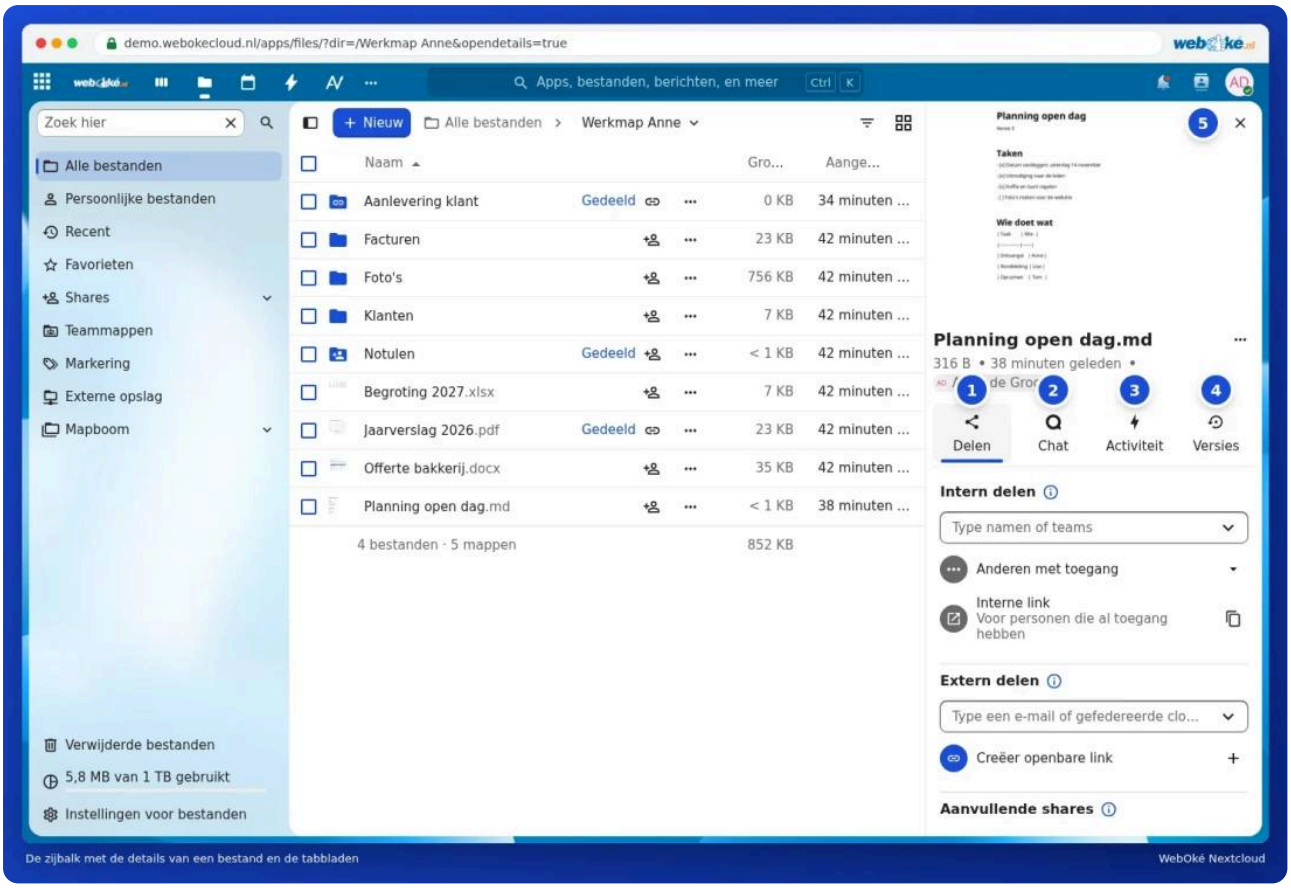
The grid view shows large previews. This is handy in a folder with photos. Use the same button at the top right (1) to go back to the list. Nextcloud remembers your choice.




The grid view in a folder with photos

## The details sidebar

Right-click a file (or the three dots in the row) and choose **Details**. The sidebar opens on the right with a preview, the size, the date and the owner. Below that are tabs:




The sidebar of a file

- **Share** (1): share the file with others or via a link. See Sharing with a user from your own Nextcloud and Creating a public link: viewing, editing, password, expiration date and download limit.
- **Chat** (2): discuss this file. See Chat and activity for a file.
- **Activity** (3): who did what with the file.
- **Versions** (4): restore earlier versions. See Restoring an older version and naming versions.

Click the cross (5) to close the sidebar again.

## Files settings

Via **Files settings** at the bottom left, you decide, among other things, whether folders appear above files, whether favourites come first, whether hidden files are visible, and whether you get a warning before deleting a file. In the same place, under **WebDAV**, you'll find the address for connecting your Nextcloud as a network drive.

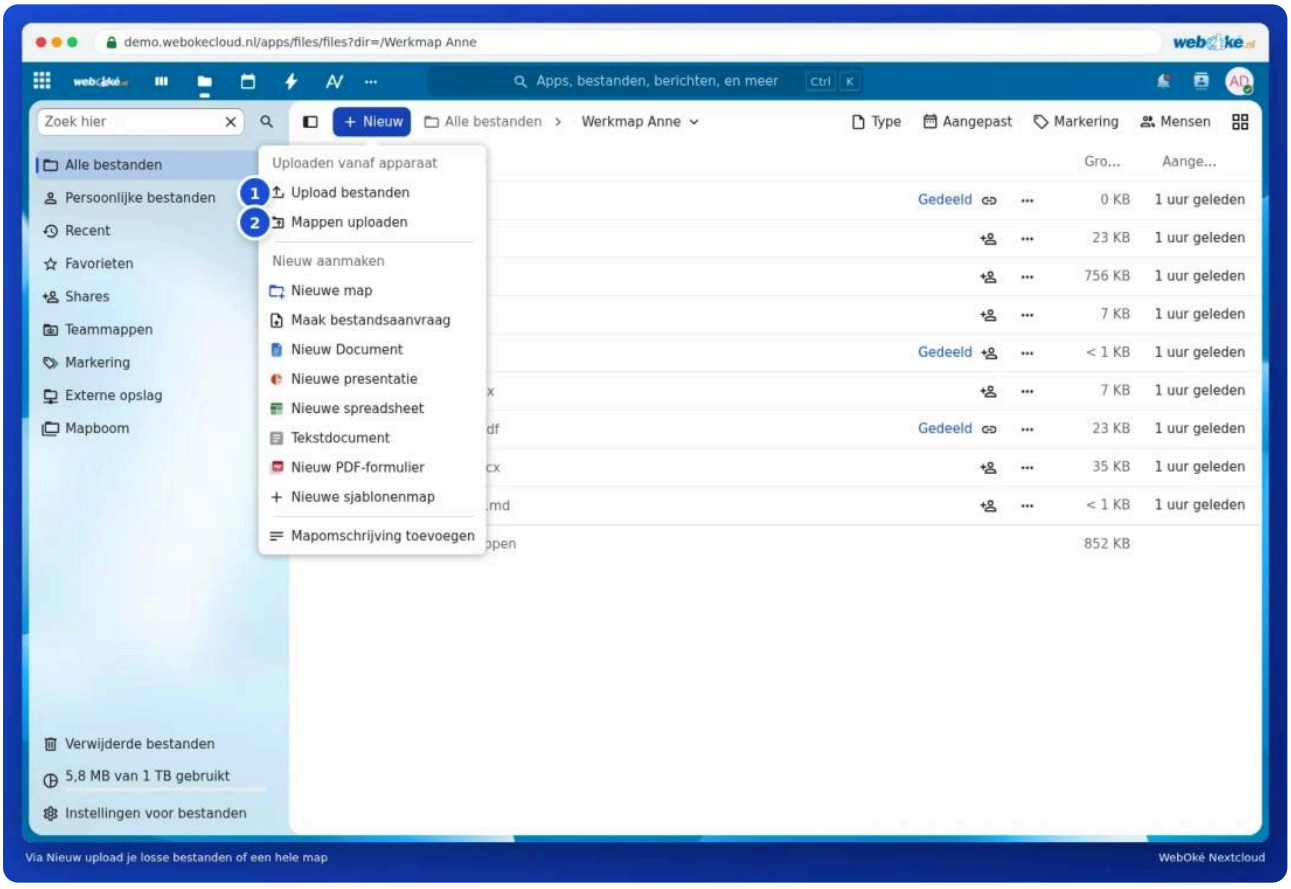
**Tip:** Office documents (Word, Excel and PowerPoint) and pdf files open in Euro-Office. You can find out how to work with them in the Euro-Office manual.

# 4.2 Uploading and downloading, including large files, whole folders and zip

You put files into your WebOké Nextcloud by uploading them. You can do this with the **New** button or by dragging them from your computer into the browser window.

## Uploading files or a folder with New

1. In **Files**, go to the folder where the files should go.
2. Click **New**.
3. Choose **Upload files** (1) to select one or more individual files, or **Upload folders** (2) to upload a whole folder with everything in it.
4. Choose the files or the folder on your computer and click **Open** or **Upload** (the name of the button depends on your computer and browser).




Uploading via the New button

At the bottom of the screen you'll see a progress bar. You can carry on working in Nextcloud in the meantime, but don't close the tab before the upload is finished.

## Drag and drop

Even faster: drag files or folders from Explorer (Windows) or Finder (Mac) into the list of files in your browser. If you drop them onto a folder in the list, they'll end up in that folder.

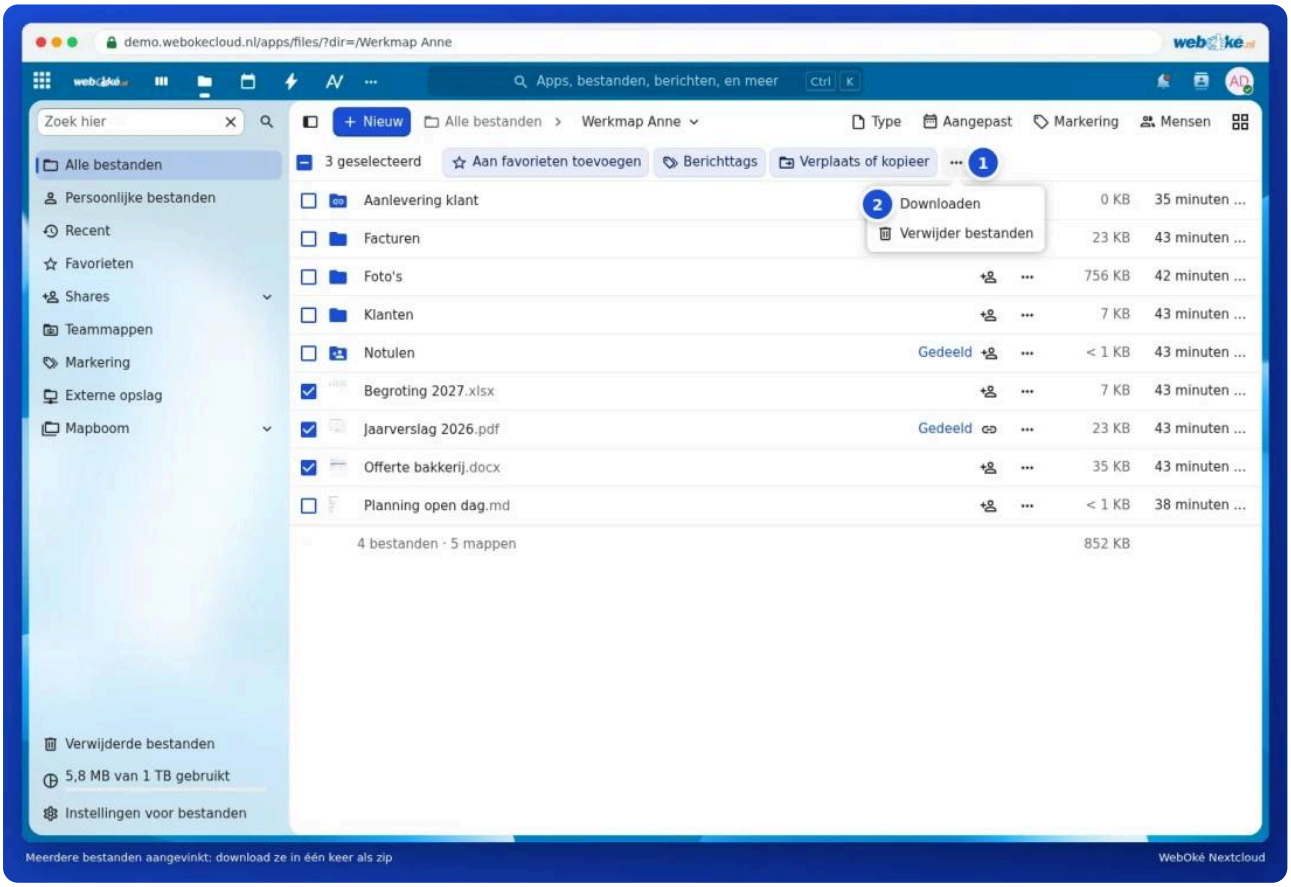
## Large files

Your WebOké Nextcloud uploads large files in chunks. So a video of several gigabytes can simply be uploaded via the browser. Keep in mind that the upload will take as long as your internet connection allows. If you want to transfer a lot of files or very large files, or if your connection is unstable, use the Nextcloud Files desktop app (Why the desktop app? Browser, app or network drive). This automatically resumes after an interruption.

**Please note:** is there already a file with the same name in the folder? Then Nextcloud will ask what you want to do: replace the existing file, skip the new one, or keep both. If you replace it, the old version is kept under **Versions** (see Restoring an older version and naming versions).

## Downloading

- **One file:** right-click the file (or the three dots) and choose **Download**.
- **A whole folder:** choose **Download** for the folder too. You'll then get a single zip file containing the entire folder.
- **Several files at once:** tick the files using the checkboxes on the left of the list. At the top you'll see how many you've selected, with buttons such as **Add to favourites**, **Manage tags** and **Move or copy**. Click the three dots (1) and choose **Download** (2): you'll get everything together as a zip file. The same menu also has **Delete files**.




Downloading several files at once

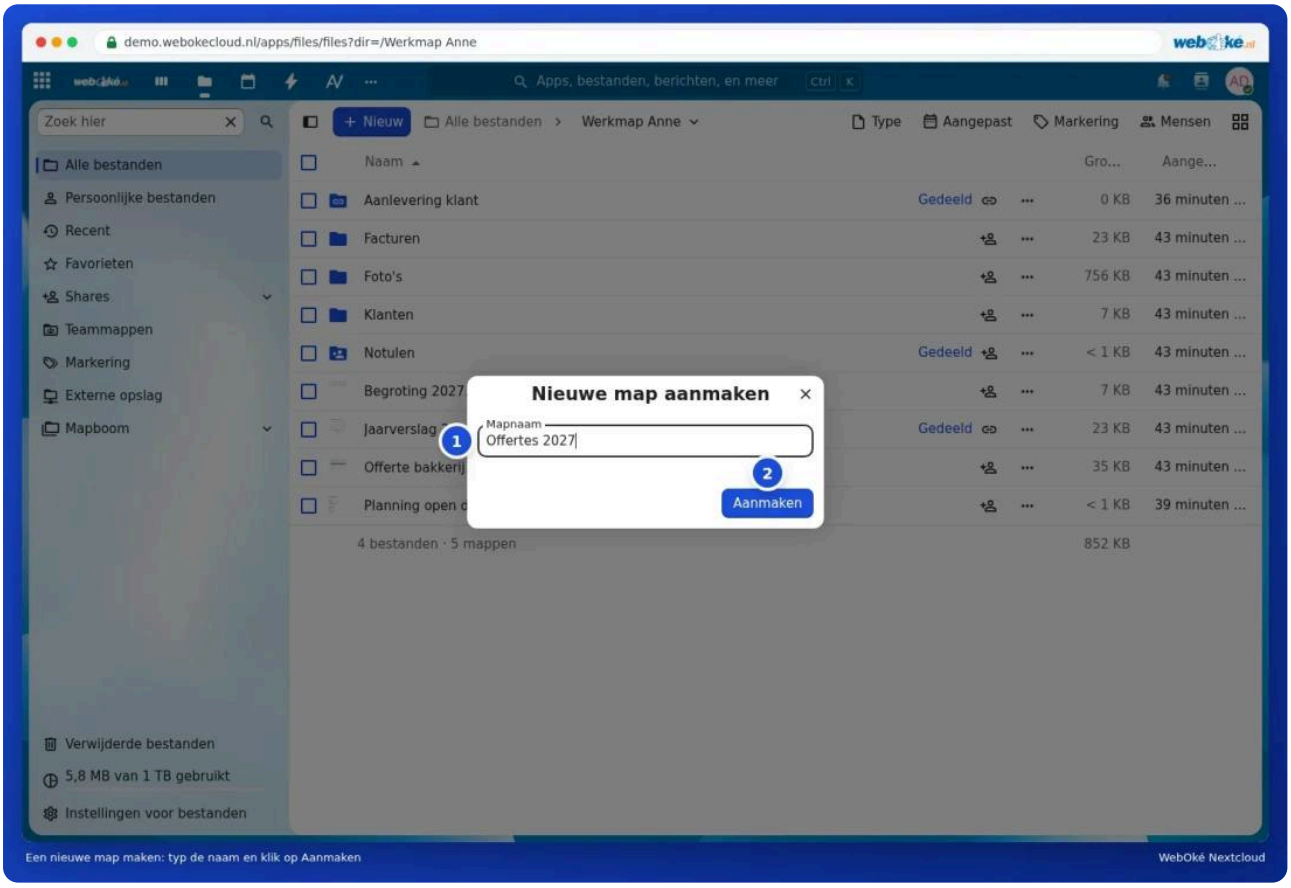
**Tip:** on Windows, you extract a zip file by right-clicking it and choosing **Extract All**; on Mac, you simply double-click it.

# 4.3 Creating, moving, copying and renaming folders

With a good folder structure you can find everything quickly, and share a whole folder in one go. You manage it all from the menu next to a file or folder.

## Creating a new folder

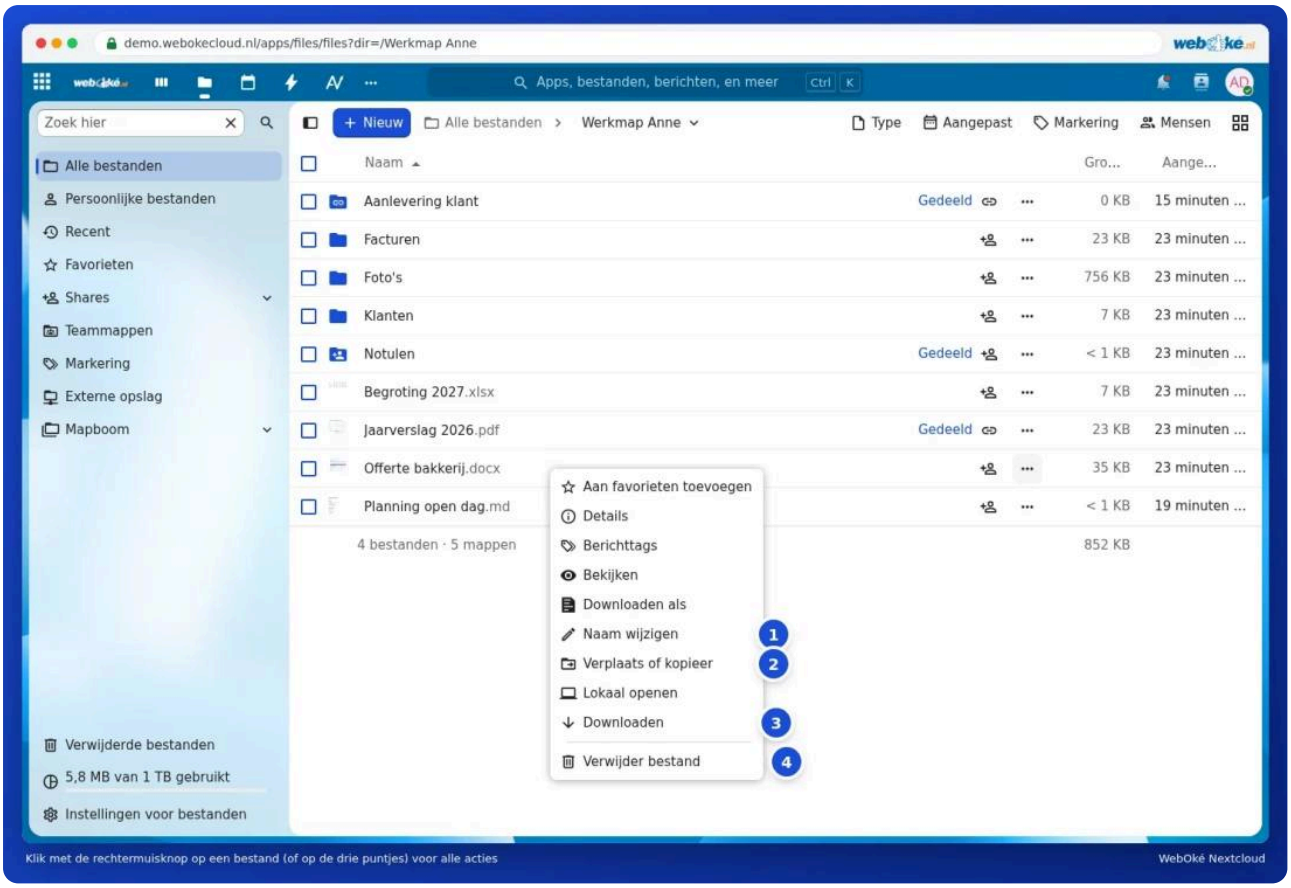
1. Go to the folder where the new folder should be created.
2. Click **New** and choose **New folder**.
3. In the **Create new folder** window, type a name next to **Folder name** (1) and click **Create** (2).




Creating a new folder

## The menu next to a file or folder

Right-click a file or folder, or click the three dots in the row. You'll then see all the available actions:



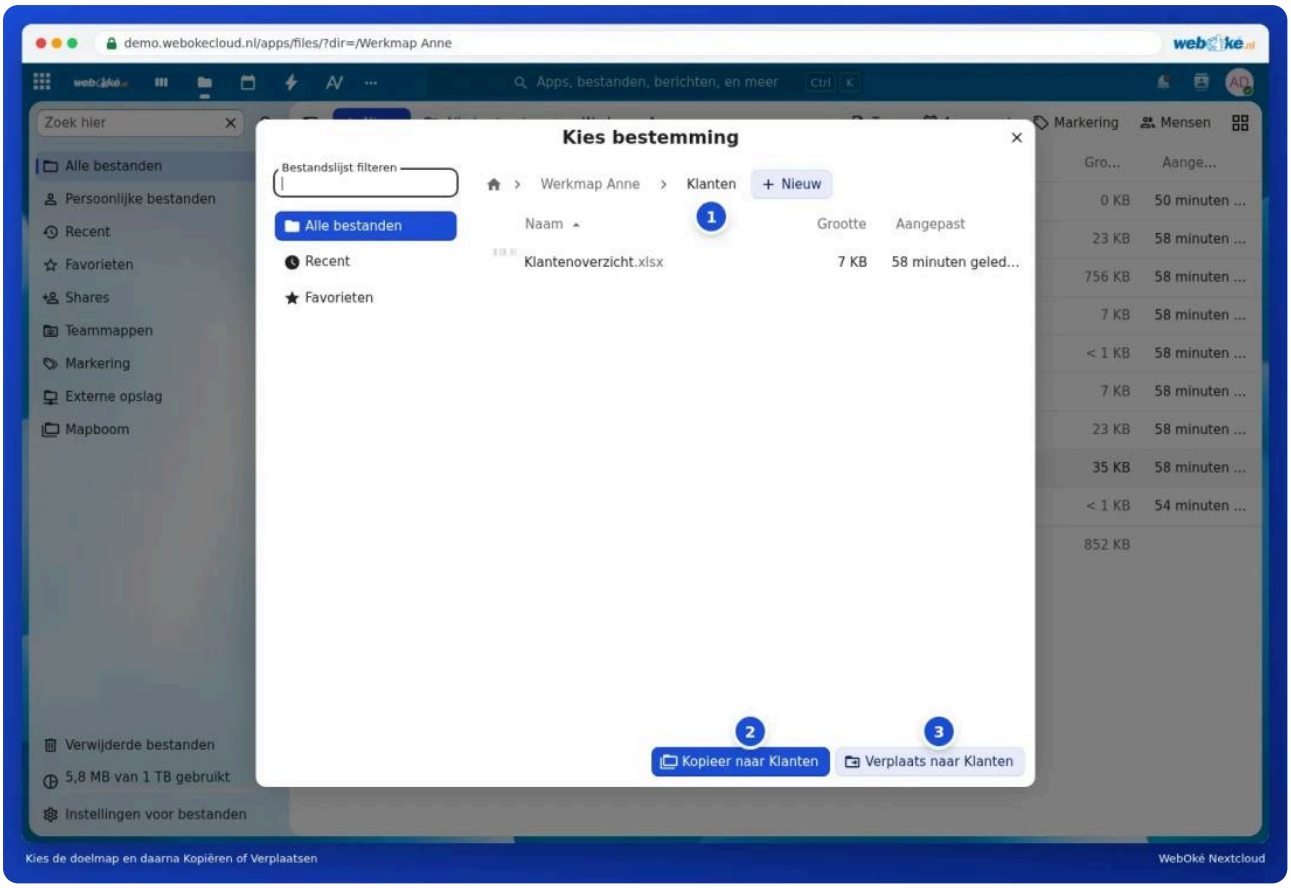

The menu next to a file

- **Rename** (1): the name becomes editable. Type the new name and press `Enter`. Faster: select the file and press F2.
- **Move or copy** (2): move the file to another folder or make a copy of it.
- **Download** (3): save the file to your computer.
- **Delete file** (4): the file goes to **Deleted files**. You can restore it from there, see Recovering a deleted file from Deleted files.

The same menu also has **Add to favourites**, **Details** (the sidebar), **Manage tags** (see Searching, favourites, recent and tags), **View** and **Open locally** (opens the file in the program on your computer, if you have the desktop app). For Office documents, you'll also see **Download as**, to save the file in a different format, for example as a PDF.

## Moving or copying

1. Choose **Move or copy**.
2. In the **Choose destination** window, click the folder you want the file to go to. The chosen folder then appears at the top of the path (1). You can also use the path to go back to a higher folder.
3. Click **Copy to** (2) to make a copy, or **Move to** (3) to move the file. The name of the chosen folder appears after the button.




Choose the destination folder

**Tip:** you can also move files by dragging them. Drag a file in the list to a folder, or to a folder in the breadcrumb path at the top. Want to move several files at once? Tick them and choose the action at the top of the list.

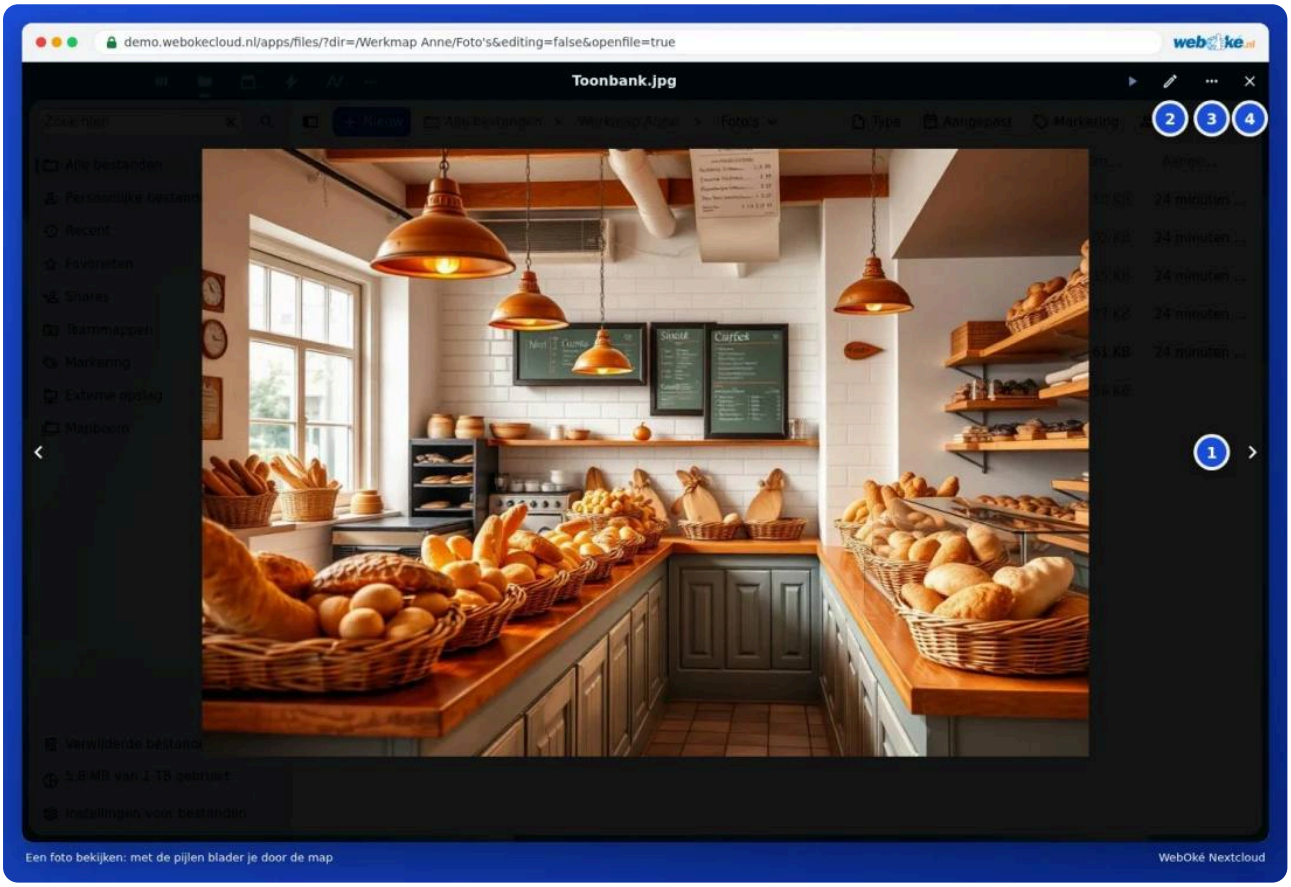
**Please note:** if you move a file to a shared folder, the people that folder is shared with will also get access to it. If you move it out of a shared folder, they'll lose access.

# 4.4 View files: photos, PDF, video and text in the browser

You can open most files in your browser simply by clicking on them. So there's no need to download them first.

## Photos and videos

Click on a photo and it opens full-size on your screen. Use the arrow on the right (1) or the arrow keys on your keyboard to browse to the next photo in the folder. Videos play the same way, with the familiar controls for play, volume and full screen.



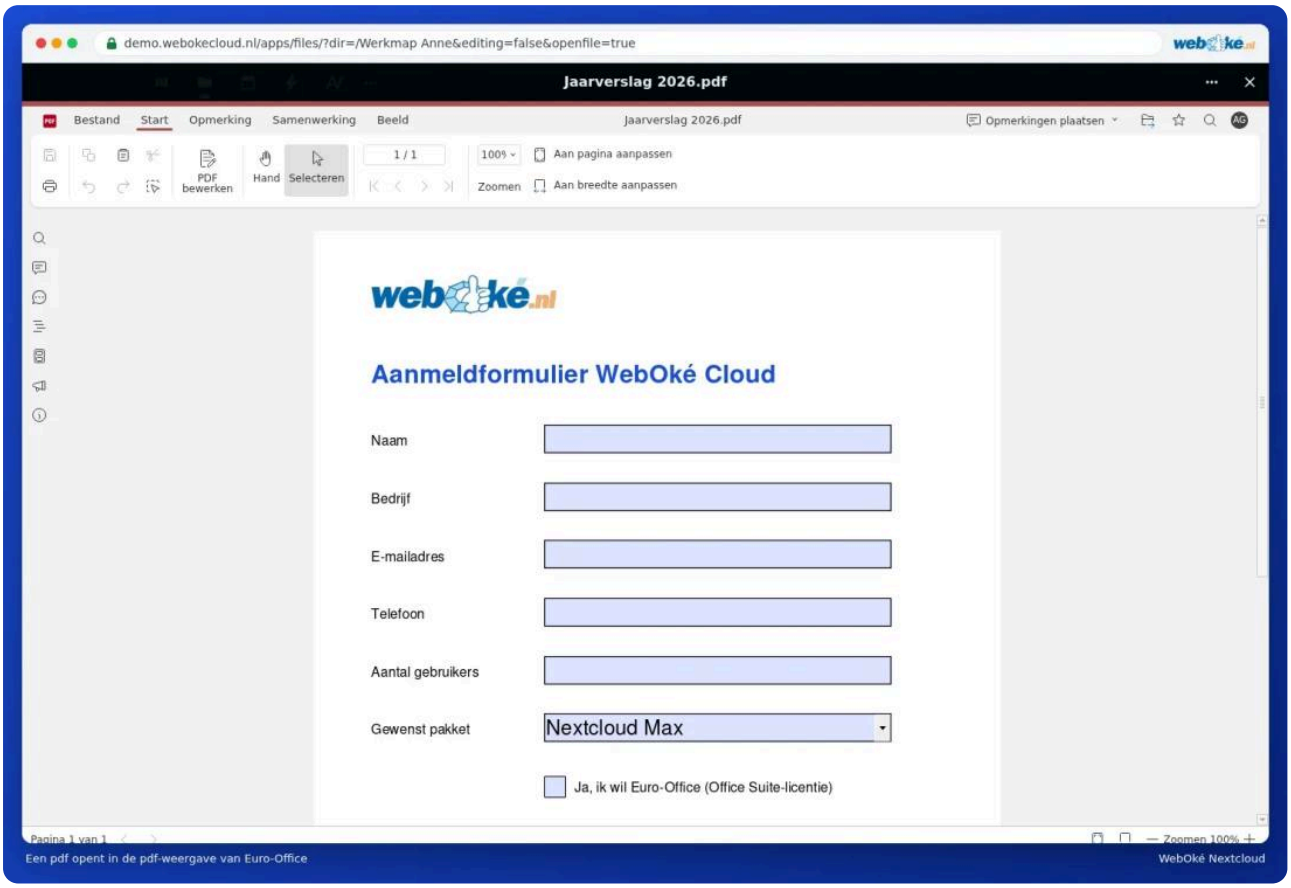

Viewing a photo in your WebOké Nextcloud

- Use the play button to the left of it to start a slideshow of all the photos in the folder.
- Use the pencil (2) to edit a photo: crop, rotate, brightness and filters. You can save the result as a copy, so the original stays untouched.
- Under the three dots (3) you'll find options such as download and details.
- Use the cross (4) or the Esc key to go back to the folder.

To view and organise all your photos at once, use the Photos and Memories apps (Photos or Memories: which app for what?).

## PDF files

A PDF opens in Euro-Office's PDF view. You can read, search and print it, and if you have an Office licence, you can also add annotations and fill in forms. You can find out how this works in the Euro-Office manual.




A PDF in the browser

## Text files

Text files (.txt) and markdown files (.md) open in the Text app. You can edit them directly there; see Creating notes and text files with Text.

## Office documents

Word, Excel and PowerPoint files (and the LibreOffice equivalents) open in Euro-Office. See the Euro-Office manual.

## Files that don't open in the browser

For other types of files, such as a zip file or a program, Nextcloud chooses to download them. You then open them on your own computer.

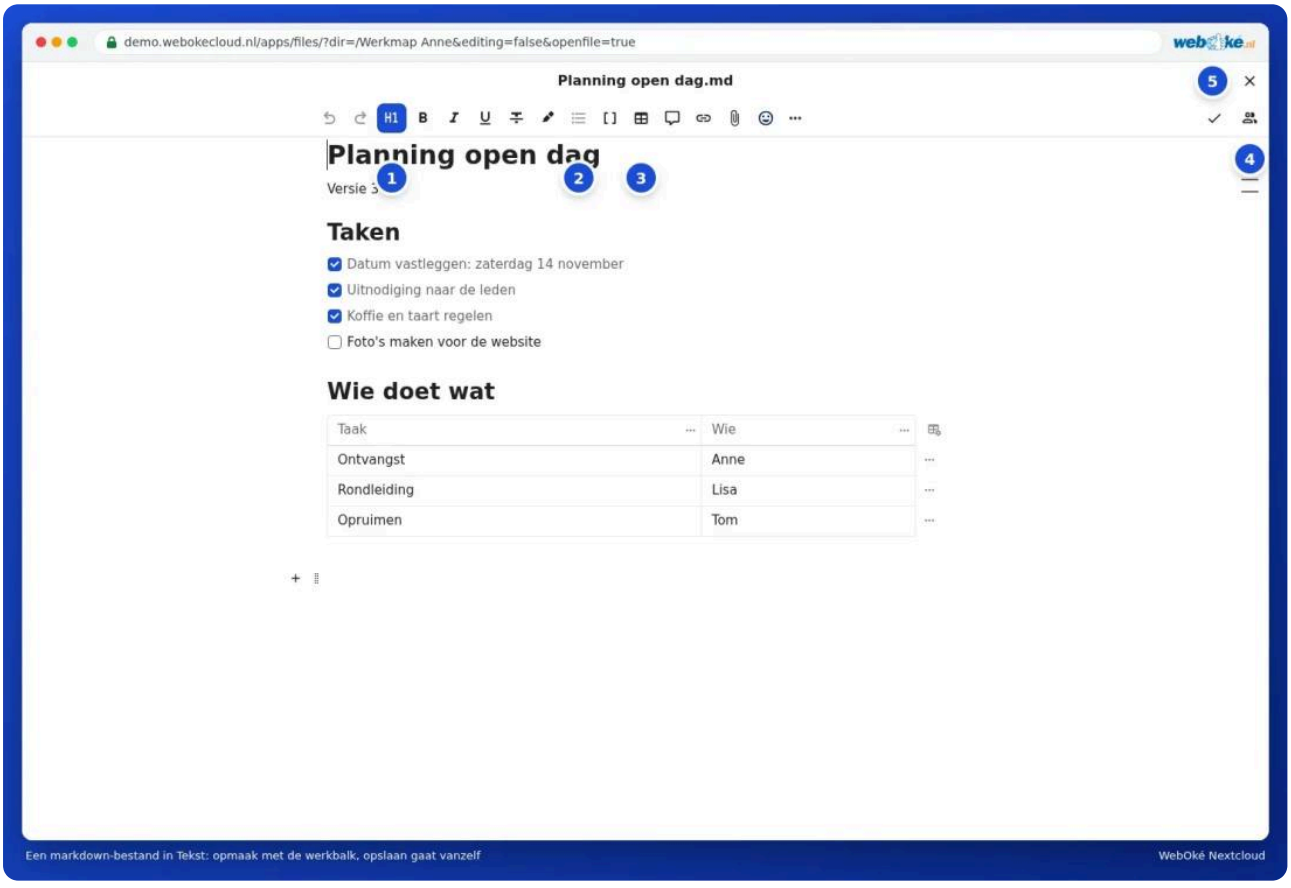
# 4.5 Creating notes and text files with Text

For short texts, minutes, lists and plans, you don't need a word processor. The **Text** app is included in every WebOké Nextcloud package and saves your text as a markdown file (.md). That's plain text with a bit of formatting, which you can open anywhere.

## Creating a new text file

1. Go to the folder where the file should be created.
2. Click **New** and choose **Text document**.
3. Type a name and confirm. The file opens straight away.

## Working in Text




A markdown file in the Text app

- With the **Headings** button (1), you turn a line into a heading.
- With **Lists** (2), you create a bulleted list, a numbered list or a checklist with ticks.
- With **Table** (3), you insert a table.
- If someone else is working in the same file at the same time, you'll see that person among the active users (4) and see their changes appear straight away.
- With the cross (5), you close the file.

There's no need to save: Text saves your changes automatically. Every saved state is added to the file's version history, so you can always go back (see Restoring an older version and naming versions).

## Keyboard shortcuts and quick formatting

- `Ctrl` + `B` for bold, `Ctrl` + `I` for italic (on Mac, `Cmd`).
- Type **#** at the start of a line for a heading, **-** for a bulleted list and **1.** for a numbered list.
- Type **/** on an empty line for a menu with everything you can insert.

## Folder description

Via **New** and **Add folder description**, you add a short text to the top of a folder, for example what belongs in it or who manages it. Everyone you share the folder with also sees that text.

## Office documents

Via **New**, you can also create a **New document**, a **New spreadsheet**, a **New presentation** or a **New PDF form**. These open in Euro-Office and require an Office licence. You'll find everything about that in the Euro-Office manual.

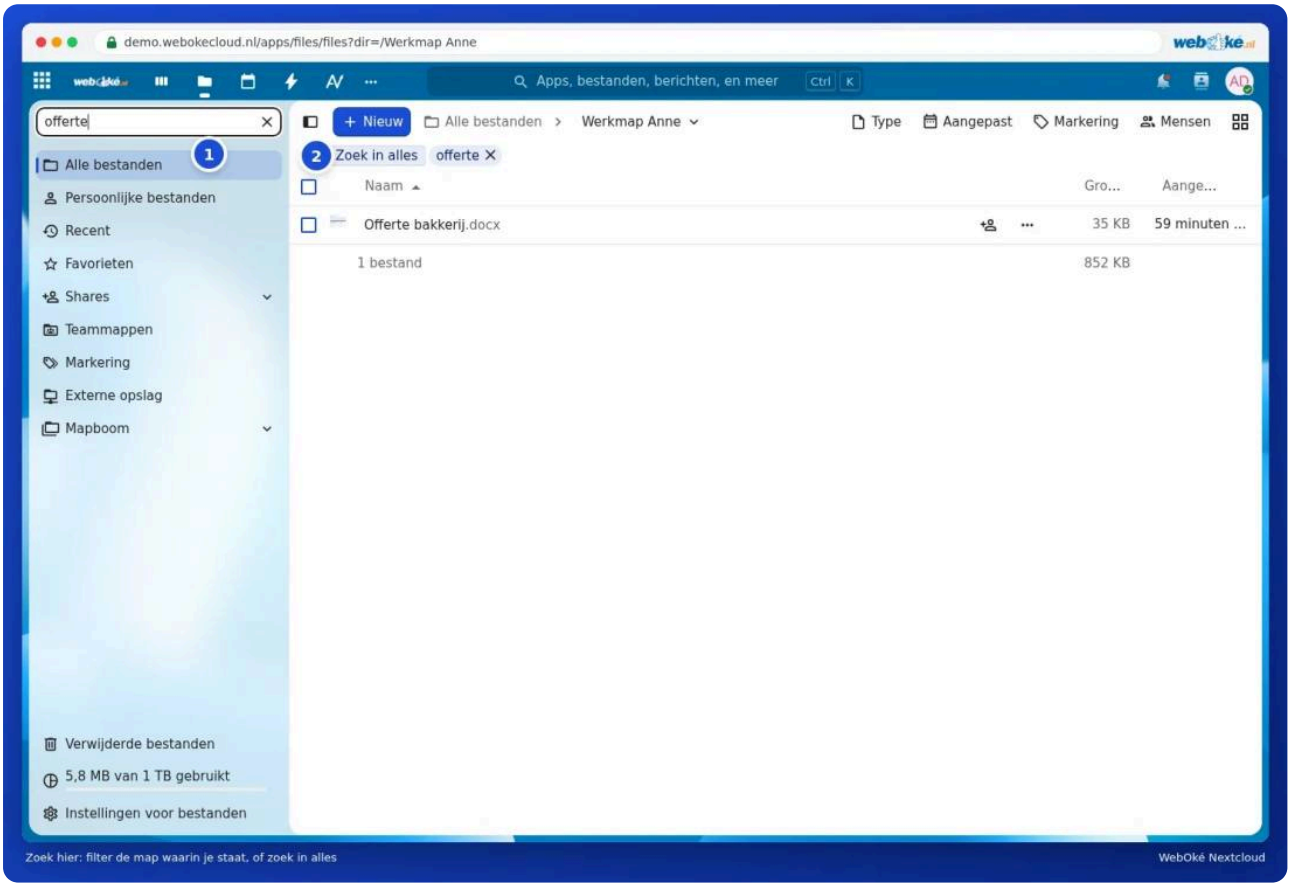
**Tip:** for standalone notes that you'd also like on your phone, there's the Notes app (Creating notes and using them on your phone). It saves your notes as files in your Nextcloud too.

# 4.6 Searching, favourites, recent and tags

The more files you have, the more important it is to find them quickly. Your WebOké Nextcloud has four tools for this.

## Search here: filtering within the folder

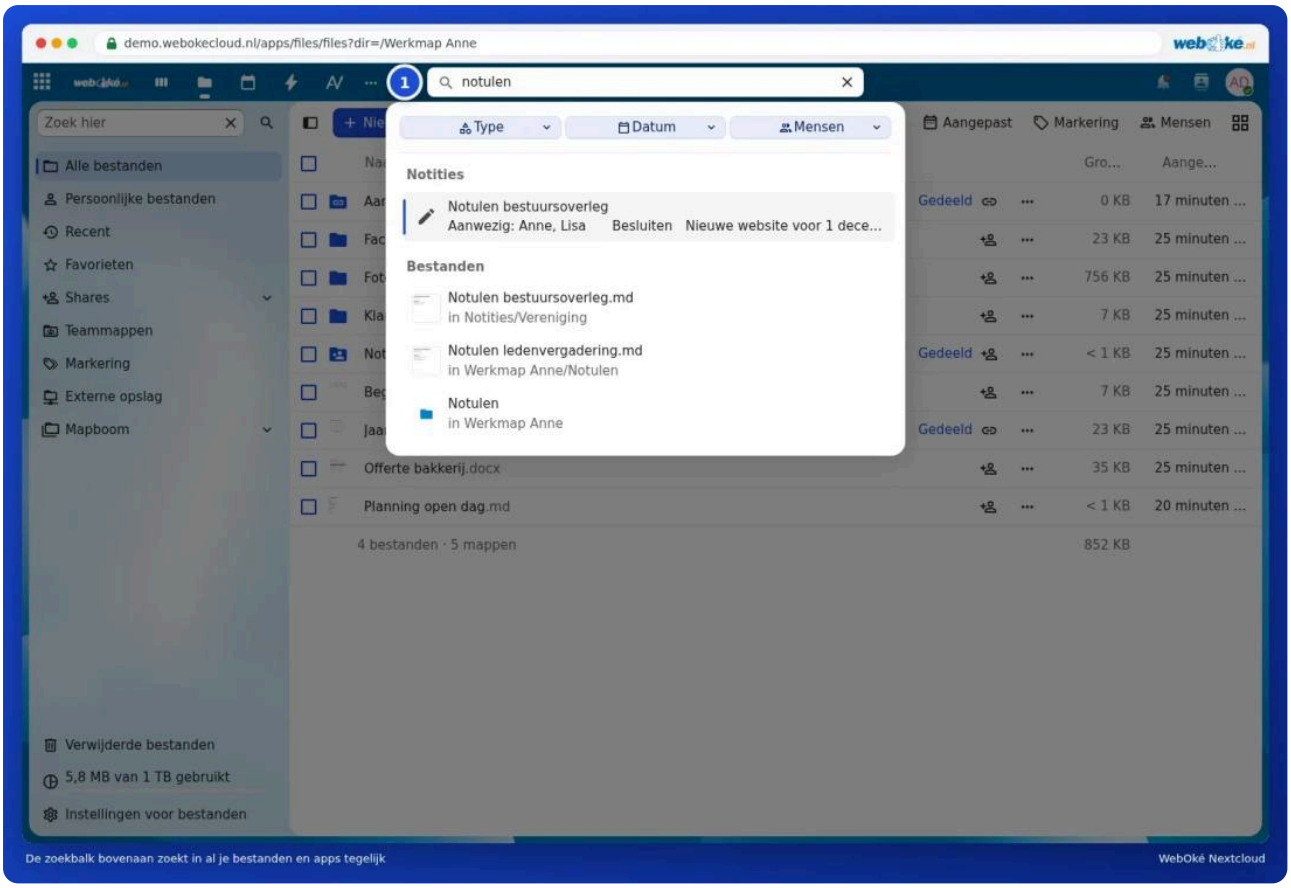
Type part of the name into the **Search here** field at the top left (1). The list immediately shows only the files in the current folder that match. Click **Search everywhere** (2) to search across all your folders. Click the cross to clear the field again.




Filtering with Search here

## The search bar at the top: searching everywhere

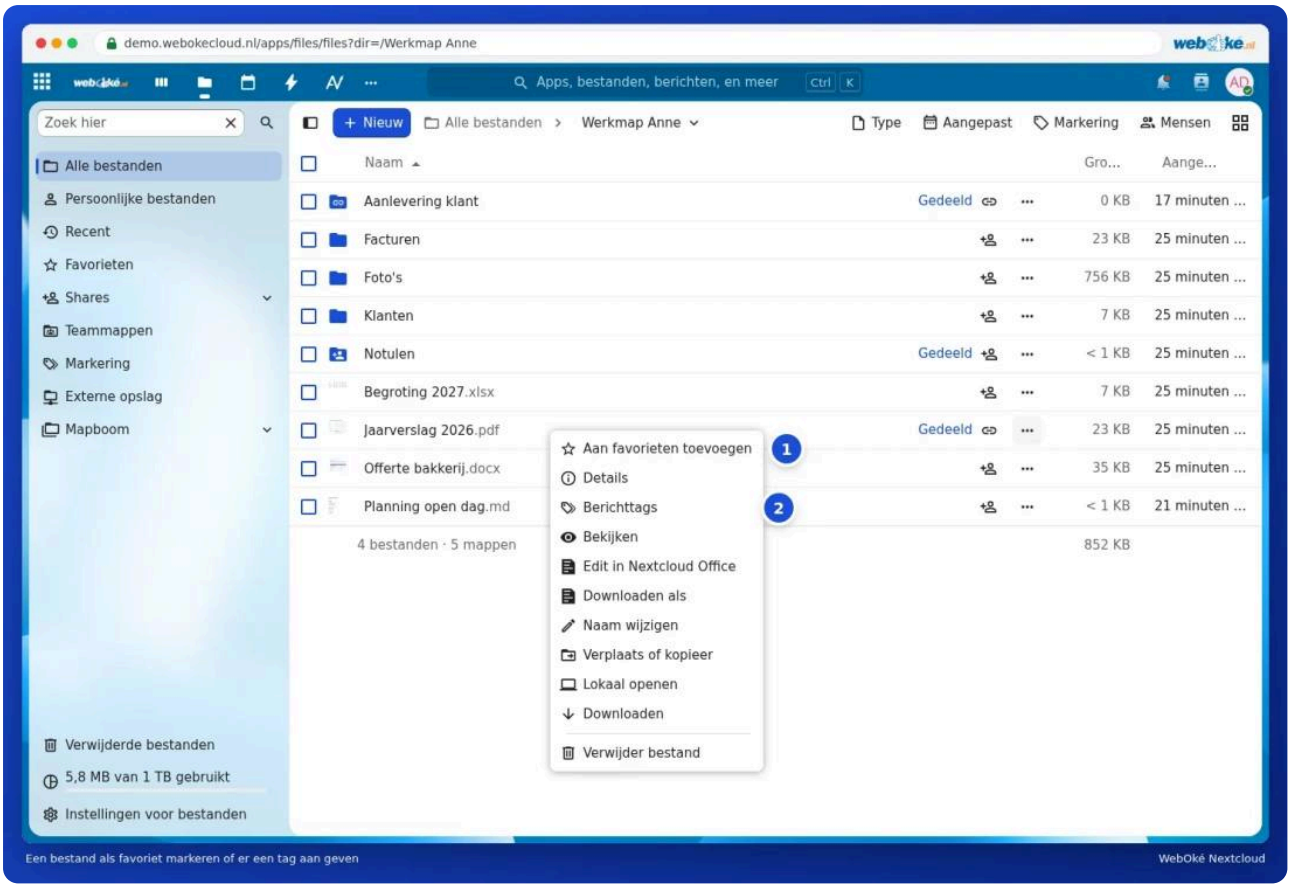
Click the search bar at the top of the screen, or press `Ctrl` + `K`, and type a search term (1). Nextcloud then searches all your files and also the other apps, such as your calendar, contacts and notes. Click a result to open it.




Searching all your files and apps

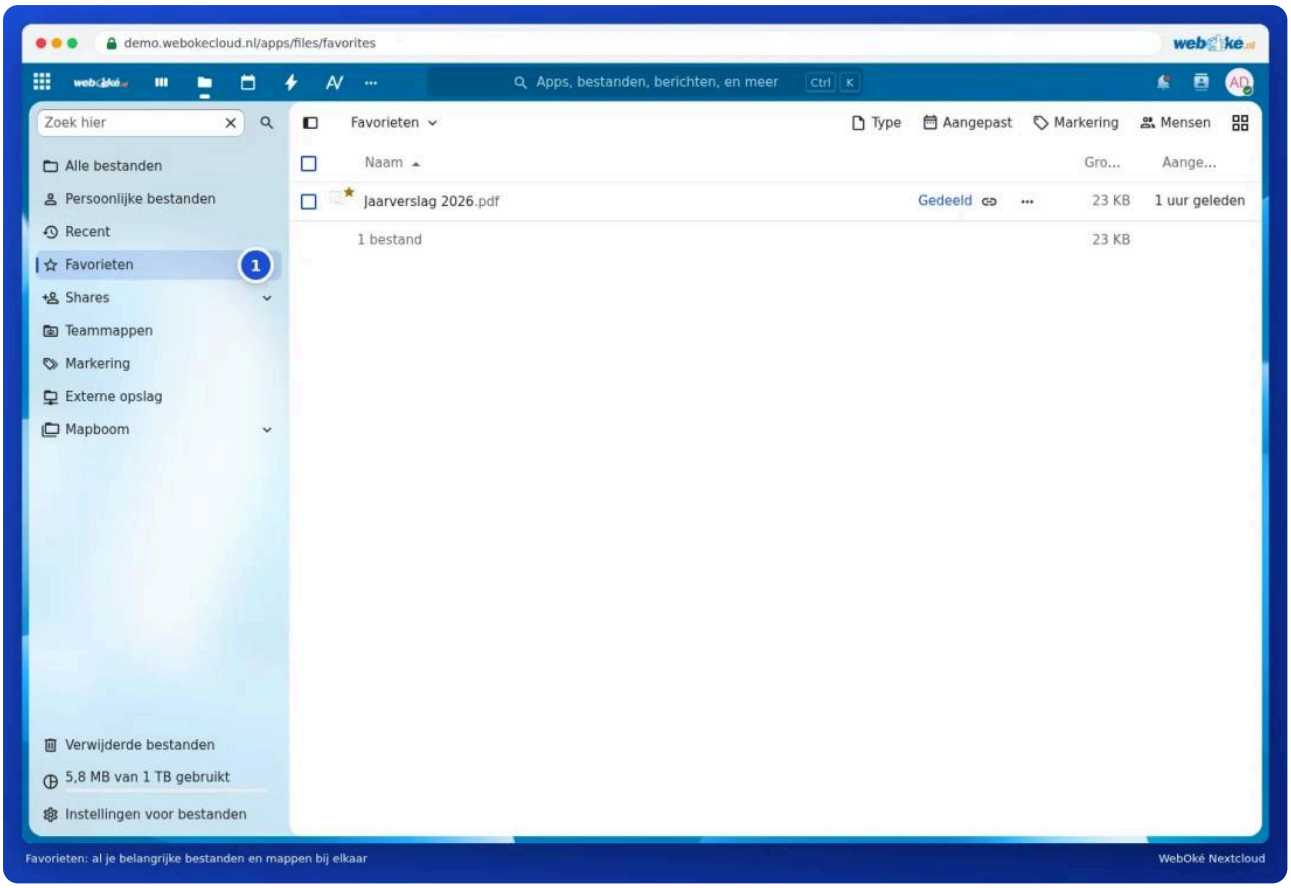
## Favourites

Mark files and folders you use often as favourites. Right-click the file and choose **Add to favourites** (1). A star appears next to it. In the same menu, you'll also see **Edit in Nextcloud Office**: this button opens the file in Euro-Office.




Marking a file as a favourite or adding a tag

Click **Favourites** (1) on the left to see all your favourites together, wherever they are. Favourite folders also appear in the navigation, so you can reach them in one click. Want to remove one from your favourites? Choose **Remove from favourites** in the menu.




All your favourites in one place

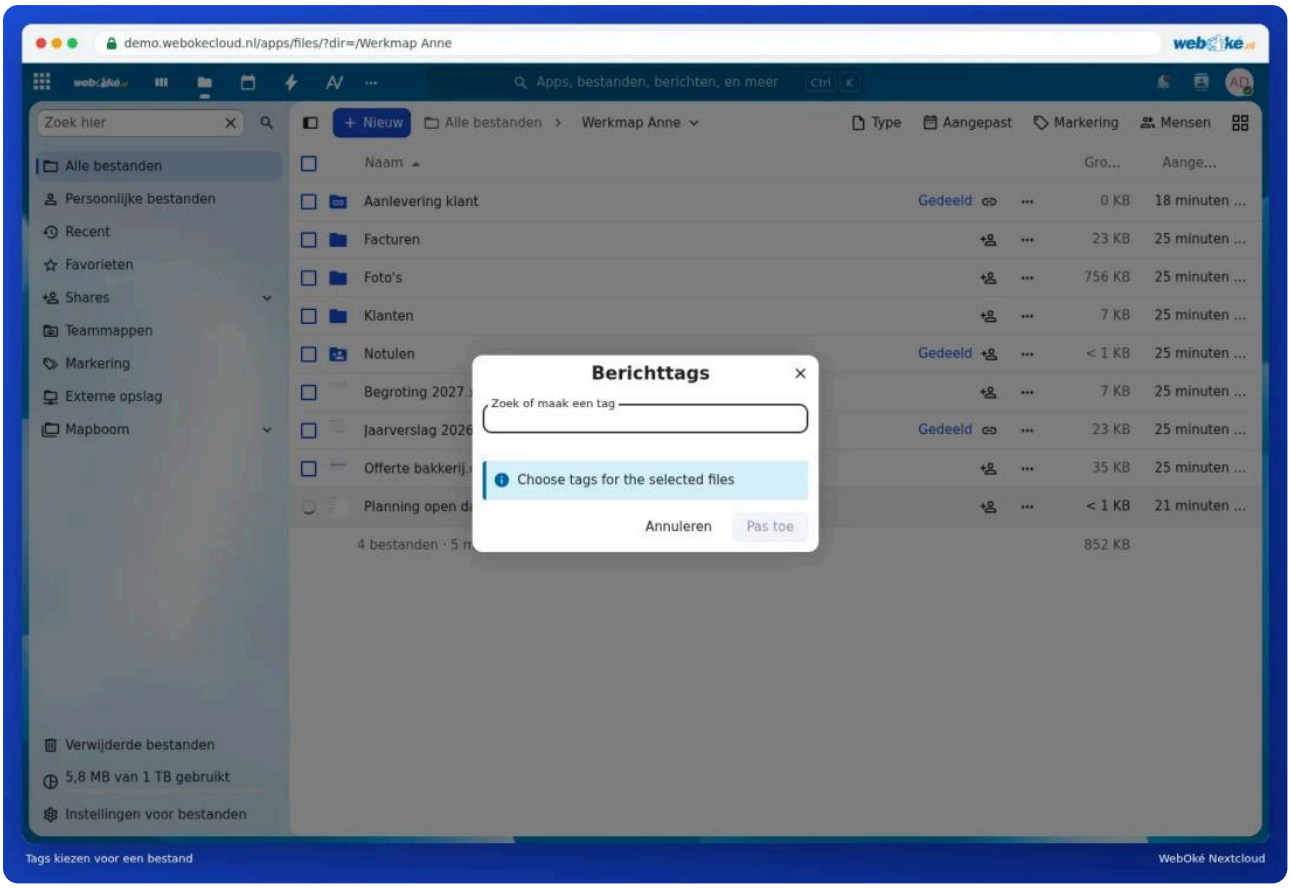
## Recent

Under **Recent**, you'll find the files that were most recently changed, by you or by someone you share them with. Handy if you can't remember where you saved that document from yesterday.

## Tags

Tags let you label files regardless of which folder they're in. For example "Tax office" or "Ready for review".

1. Right-click the file and choose **Manage tags** (2 in the image above).
2. Type a name into the **Search or create tag** field. Choose an existing tag or create a new one.
3. Click **Apply**.




Choosing tags for a file

Click **Tags** on the left to see all your tags and, for each tag, all the files that belong to it. Use the **Tags** filter above the list to show only files with a particular tag in a folder.

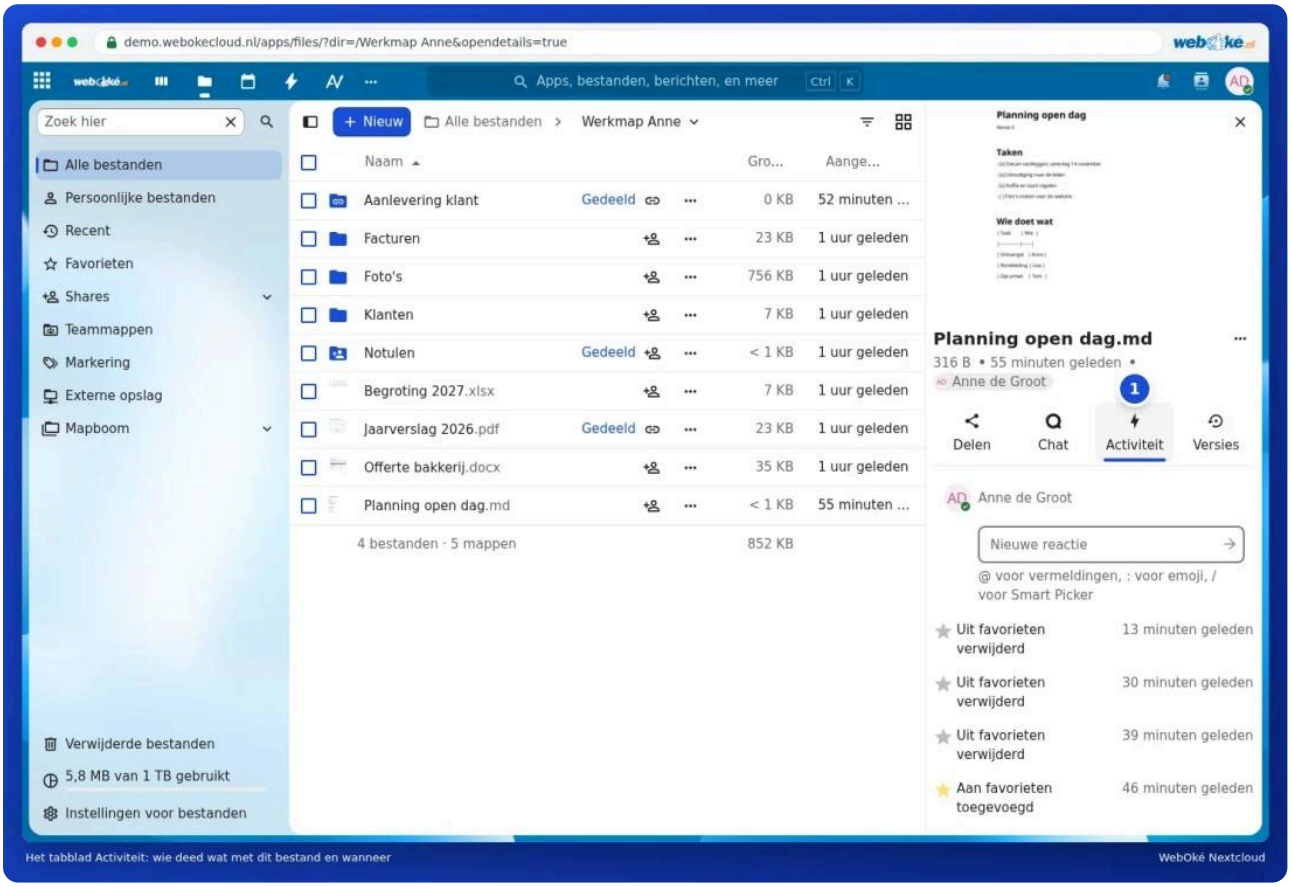
**Tip:** tags you create are visible to everyone in your Nextcloud. So use names that are clear to your colleagues or family members too.

# 4.7 Chat and activity for a file

Nextcloud keeps track of what happens to every file. And you can discuss it with others, without separate emails.

## Activity: who did what?

1. Right-click the file and choose **Details**.
2. Open the **Activity** tab in the sidebar (1).




Activity for a file

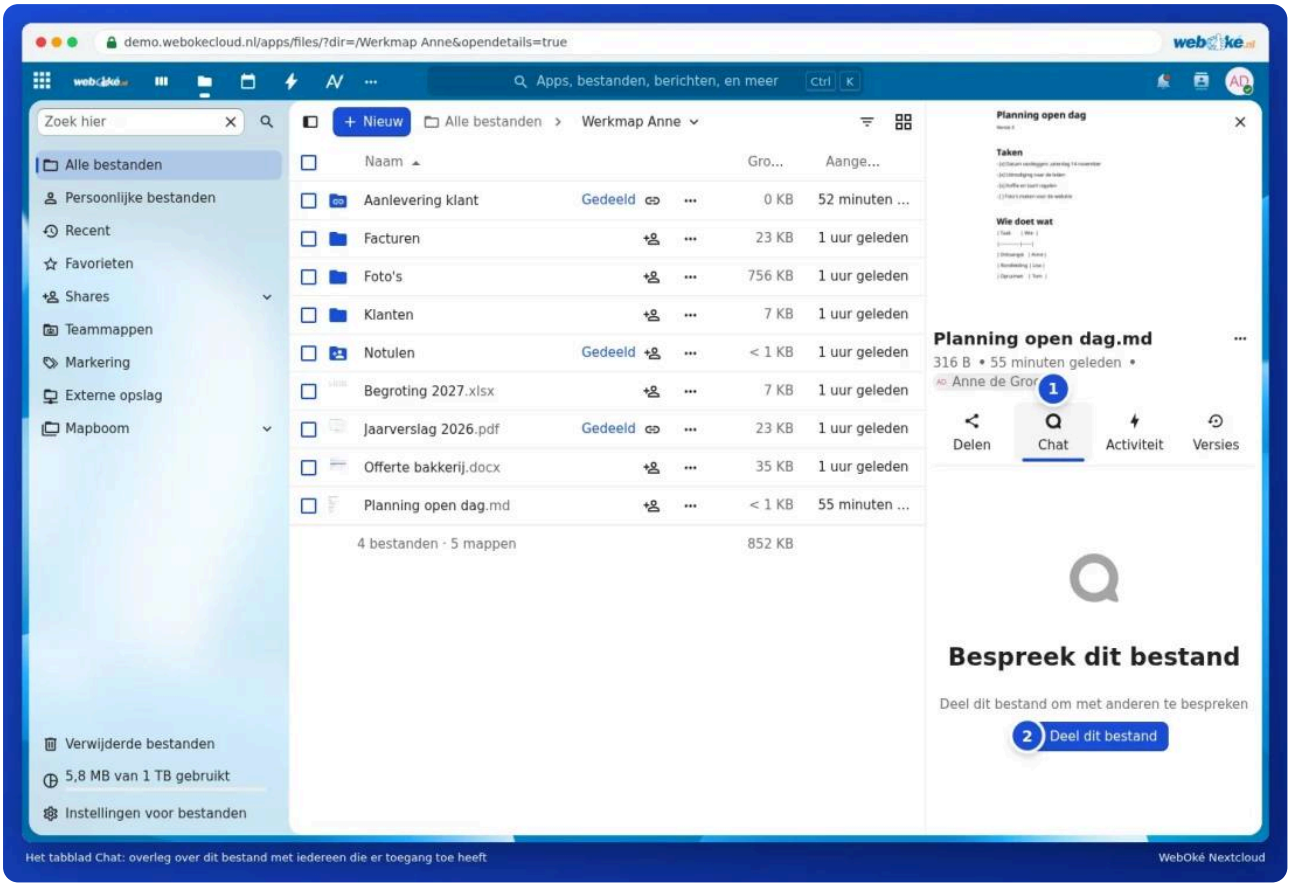
You see when the file was created, changed, renamed or shared, and by whom. This way, you can tell, for example, whether your colleague has already saved the new version. At the top of the tab, you can also leave a short comment on the file under **New comment**.

Want to see the activity of all your files and apps together? Open the **Activity** app in the top bar. There, you can filter on the left by, for example, files, sharing or calendar.

## Chat: discuss a file

In the **Chat** tab (1), you talk to everyone who has access to the file. If you haven't shared the file with anyone yet, you'll see **Discuss this file**. In that case, first click **Share this file** (2) and share it with someone (see Sharing with a user from your own Nextcloud).

Then type your message at the bottom and send it. Use @ and a name to mention someone, and they'll receive a notification.




Chat for a file

**Available in packages with Office.** Chat for a file works through Talk, and Talk is included in packages with at least one Office licence. Read more about Talk in What is Talk and who has it?.

**Tip:** the chat belongs to the file. If you share the file with someone, that person can also read the conversation and join in.

# 4.8 File names that cause problems

Your WebOké Nextcloud accepts almost any file name. But Windows, and sometimes the Mac too, is stricter. A name that works fine in the browser can therefore cause the desktop app to stumble. The tips below help you avoid that.

## Characters best avoided

| What | Example | Problem |
|---|---|---|
| The characters \ / : * ? " < > \| | Quote: client?.docx | Windows cannot save these files; the desktop app skips them. |
| A space or full stop at the end | "Minutes ." | Windows removes it, so the name no longer matches the server. |
| Reserved names | CON, PRN, AUX, NUL, COM1, LPT1 | Windows uses these names itself. |
| Very long paths | folder in folder in folder with long names | Windows programs sometimes struggle with paths longer than 260 characters. |
| Two names that only differ in capitalisation | Invoice.pdf and invoice.pdf | Windows and Mac see this as the same file. |

## How to fix it

1. Does the desktop app report an error for a file? Click the cloud icon and check which file it is (The cloud icon: reading status, activity and errors).
2. Find the file in your browser, for example using **Search here** (see Searching, favourites, recent and tags).
3. Choose **Rename** and give it a name without the characters from the table. Use a hyphen or underscore instead of a colon or slash.
4. The desktop app picks up the new name automatically and continues syncing.

## Files the desktop app deliberately skips

Some files are temporary and don't belong in your Nextcloud. The desktop app skips these by default, for example files starting with **~$** or **.~lock** (temporary files from Office and LibreOffice) and system files such as **desktop.ini** and **Thumbs.db**. That's not an error.

**Tip:** keep names short and clear, for example **2026-10 Quote Bakery.docx**. Putting the date first also keeps your files sorted automatically.

Need to clean up a whole folder full of incorrect names? Read Cleaning up files with forbidden characters so Windows syncs again.

# 5

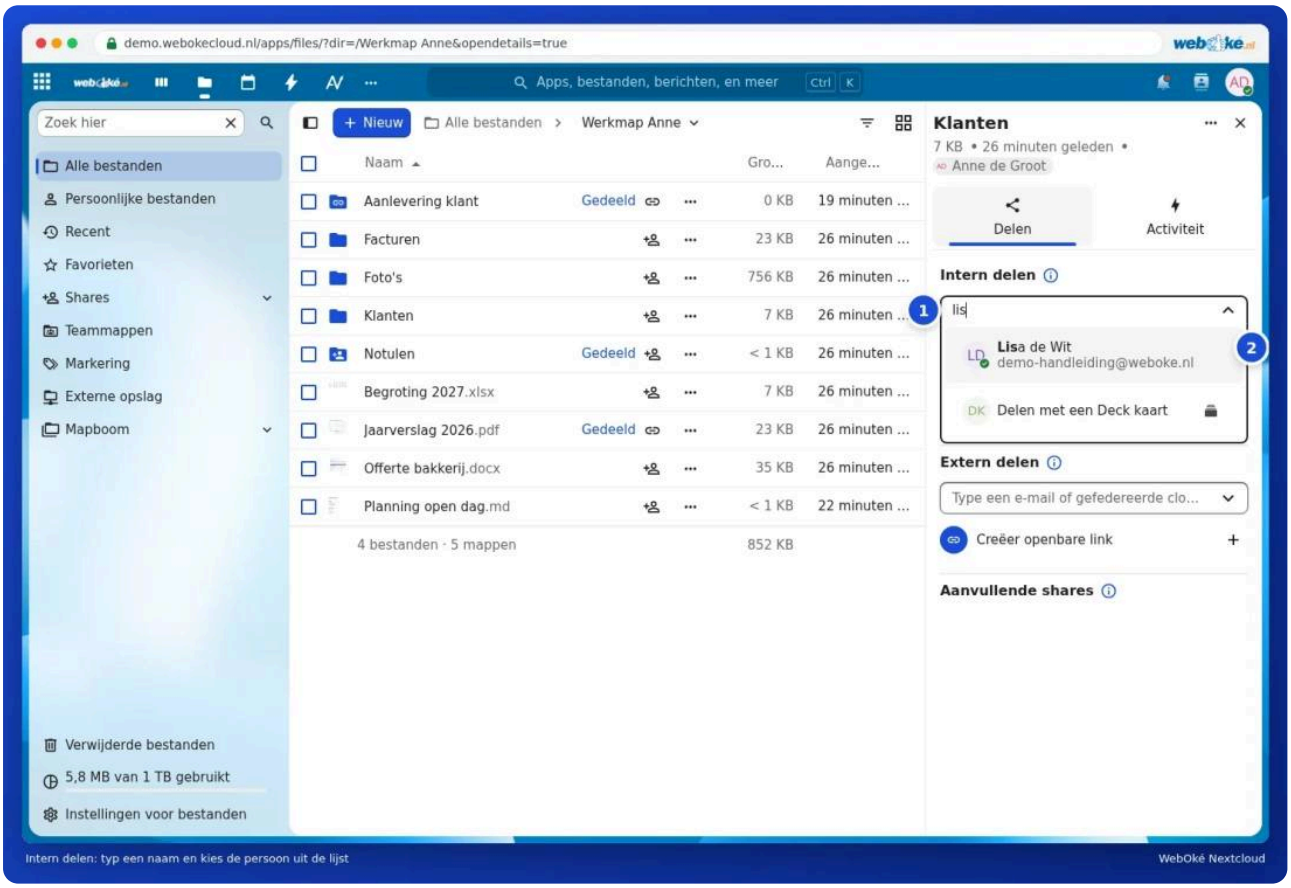
# Sharing and collaborating

# 5.1 Sharing with a user from your own Nextcloud

Do you work with several people in the same Nextcloud package, for example with colleagues (Max) or family members (Family)? Then you can share a file or folder directly with them. They'll see it in their own Files and won't need to open a link.

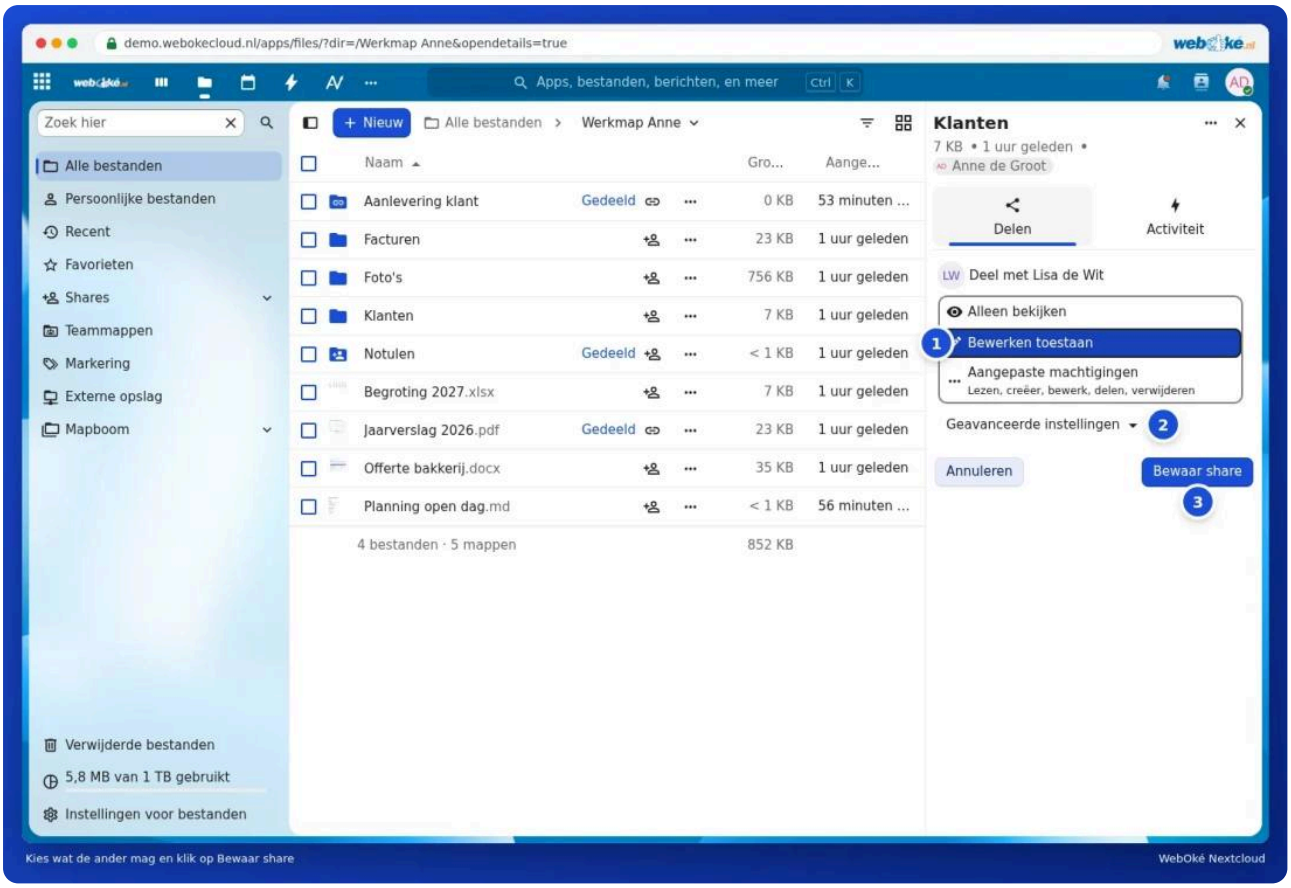
## How to share

1. Right-click the file or folder, choose **Details** and open the **Share** tab. Quicker: click the person icon with the plus sign in the row.
2. Under **Internal shares**, type part of the person's name (1).
3. Click the correct person in the list (2).



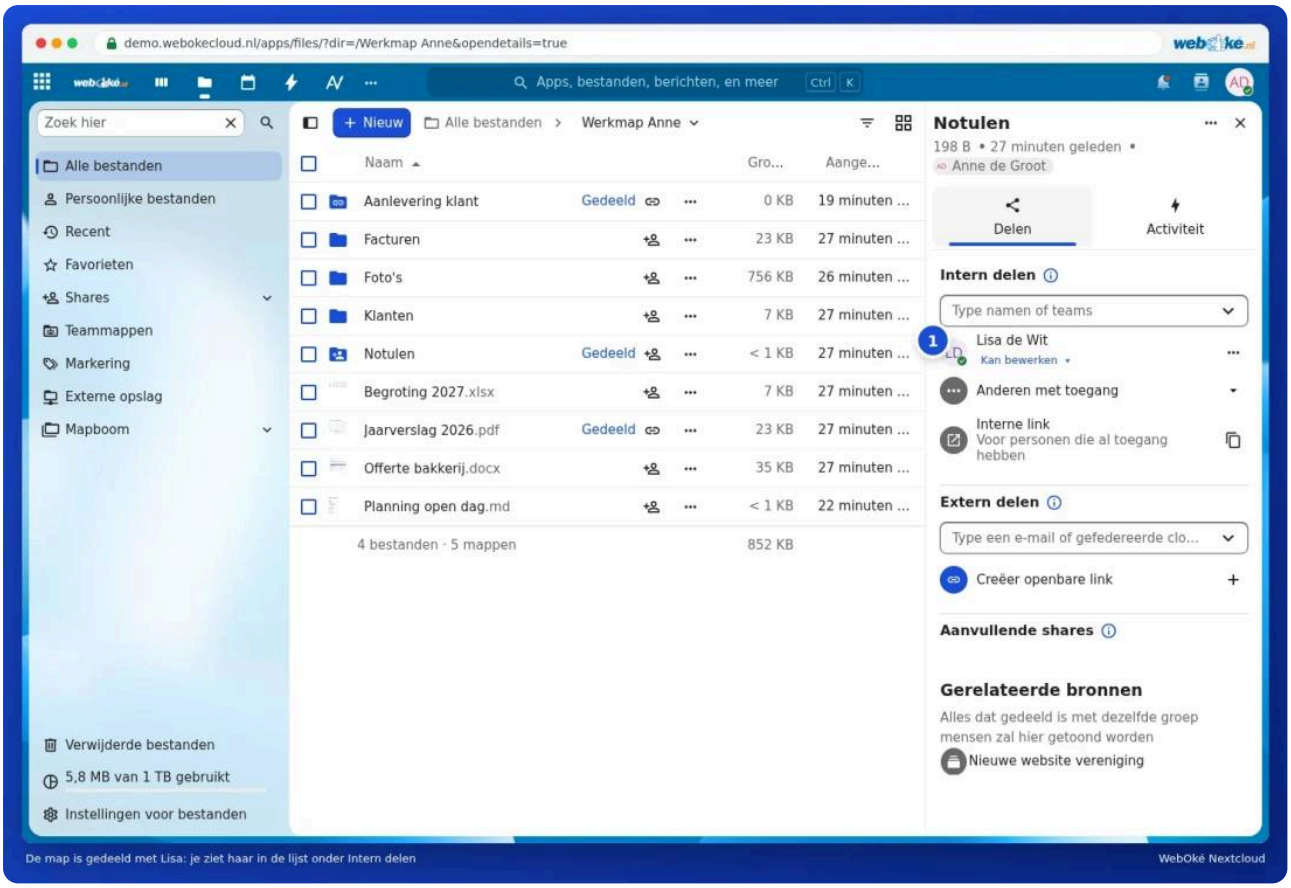

Search for the person you want to share with

4. Choose what the other person is allowed to do: **View only**, **Allow editing** (1) or **Custom permissions**. Under **Advanced settings** (2) you can set, among other things, an expiry date and a note for the recipient.
5. Click **Save share** (3).




Choosing permissions for the share

The person now appears in the list under **Internal shares** (1). They'll get a notification in Nextcloud and will find the file or folder in **Files** and under **Shares**, see Shared with you: overview, declining and re-sharing.

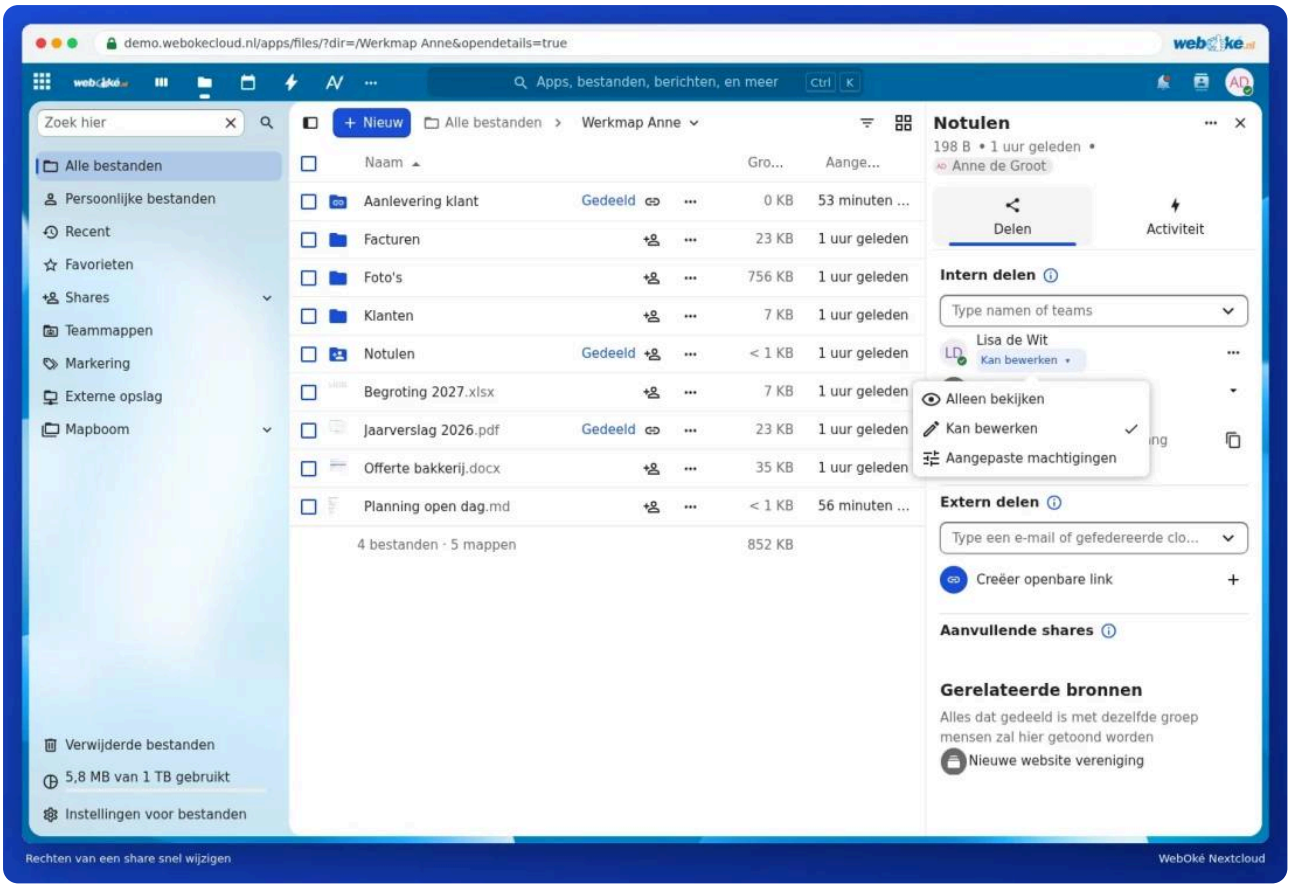



The share appears in the list

## What can the other person do?

| Permission | What the other person can do |
|---|---|
| View only | Open, read and download. Can't change anything. |
| Allow editing (in the list: Can edit) | Also make changes, and for a folder, also add, rename and delete files. |
| Custom permissions | Choose for each item yourself: read, create, edit, share and delete. |

You can always change the permissions later: in the list, click the permissions under the person's name (for example **Can edit**) and choose something else.




Adjusting the permissions of a share

## Stopping a share

Click the three dots next to the person in the list. You'll then see the details of the share. Use **Delete share** to remove it. The other person loses access immediately. Your own file remains in place.

**Tip:** can't find someone? Type the full username or the full email address. Someone who's been disabled won't appear. You'll only see the users from your own package. In Nextcloud Free, you don't share with other users directly but via a link, see Creating a public link: viewing, editing, password, expiration date and download limit.

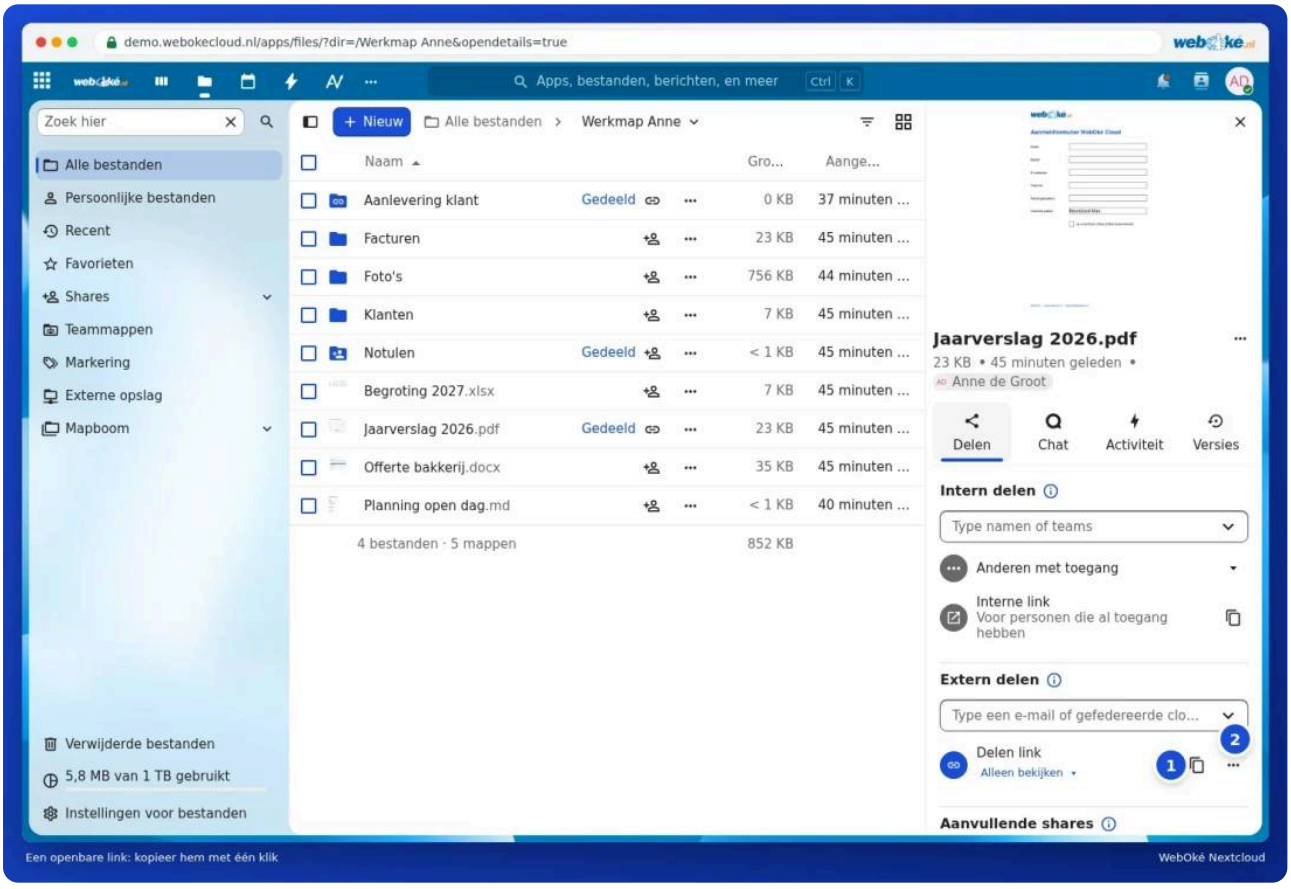
Want to share a folder with a whole group of people at once? Use a team, see Creating teams and sharing a folder with your whole team.

# 5.2 Creating a public link: viewing, editing, password, expiration date and download limit

With a public link, you share a file or folder with anyone, even people without Nextcloud. Whoever has the link can open it in their browser. You decide whether the other person can only view it or also edit it, and you can set a password and an expiration date.

## Creating a link

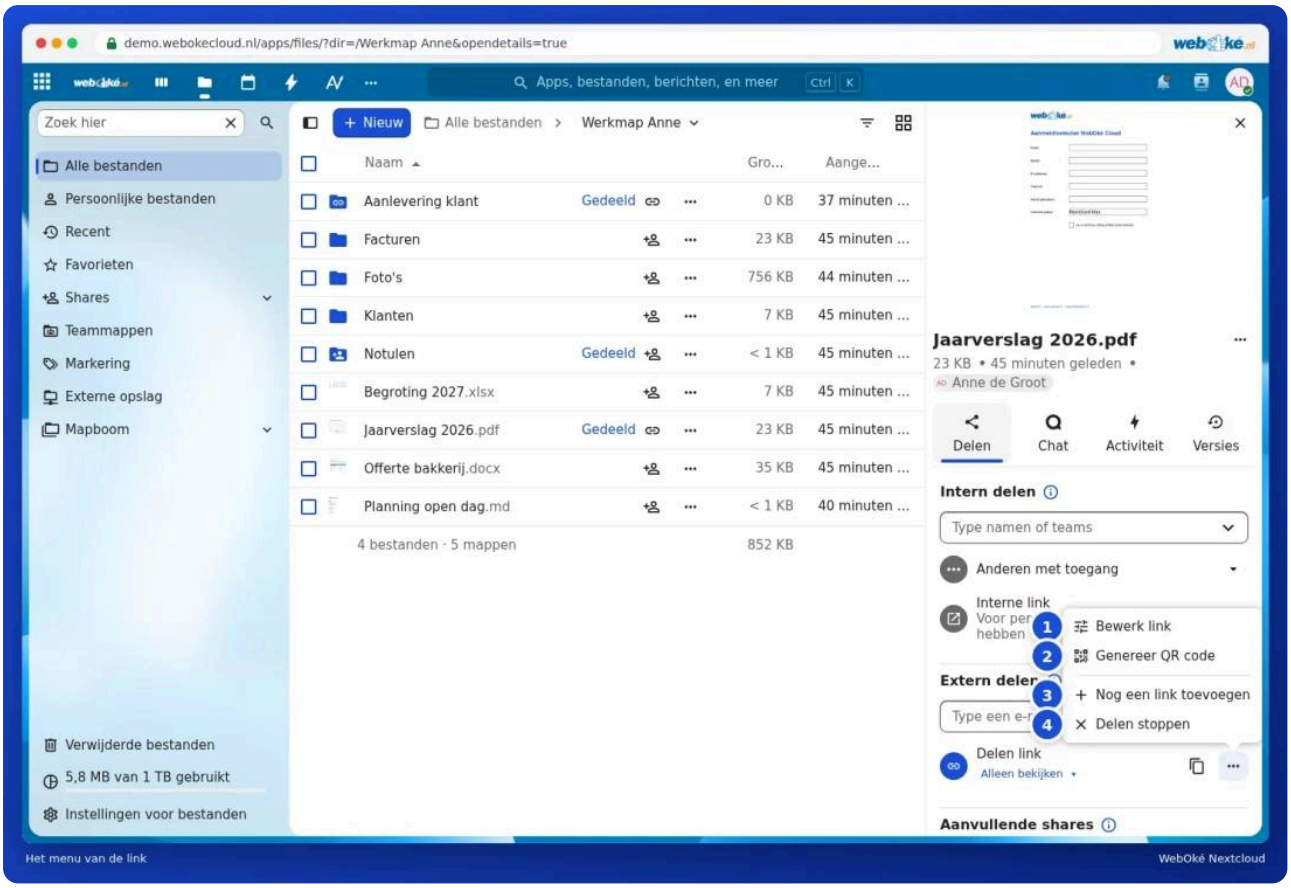
1. Right-click the file or folder, choose **Details** and open the **Share** tab.
2. Under **External shares**, click the plus icon next to **Create public link**.
3. The link is created and appears as **Share link** in the list. Use the copy button (1) to copy it to your clipboard, then paste it into an email, WhatsApp message or chat. The three dots (2) open the link's menu.




Copying a public link

## The link settings

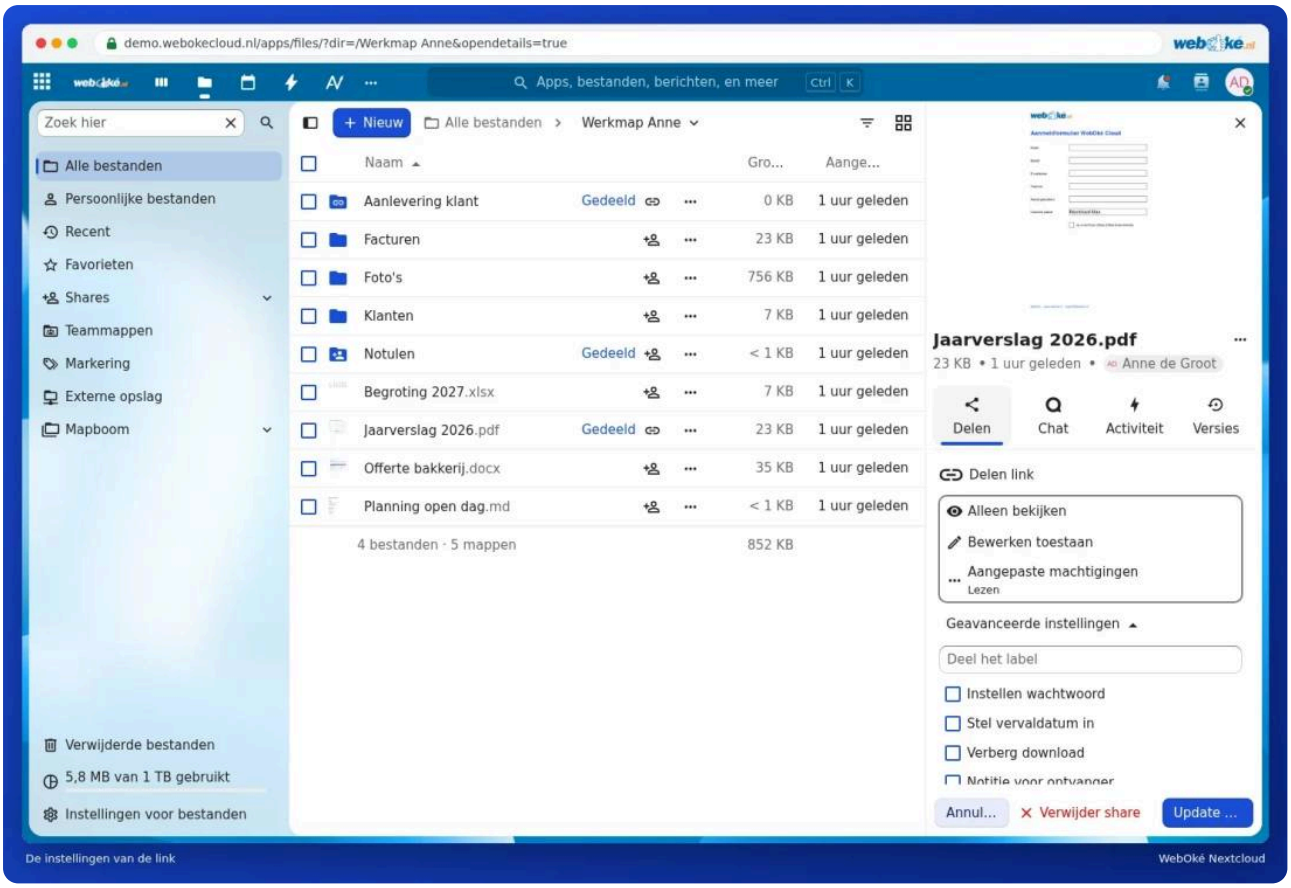
Below the link's name, you'll see what the recipient is allowed to do, for example **View only**. Click it to quickly change this. In the menu with the three dots, you'll find:




The link's menu

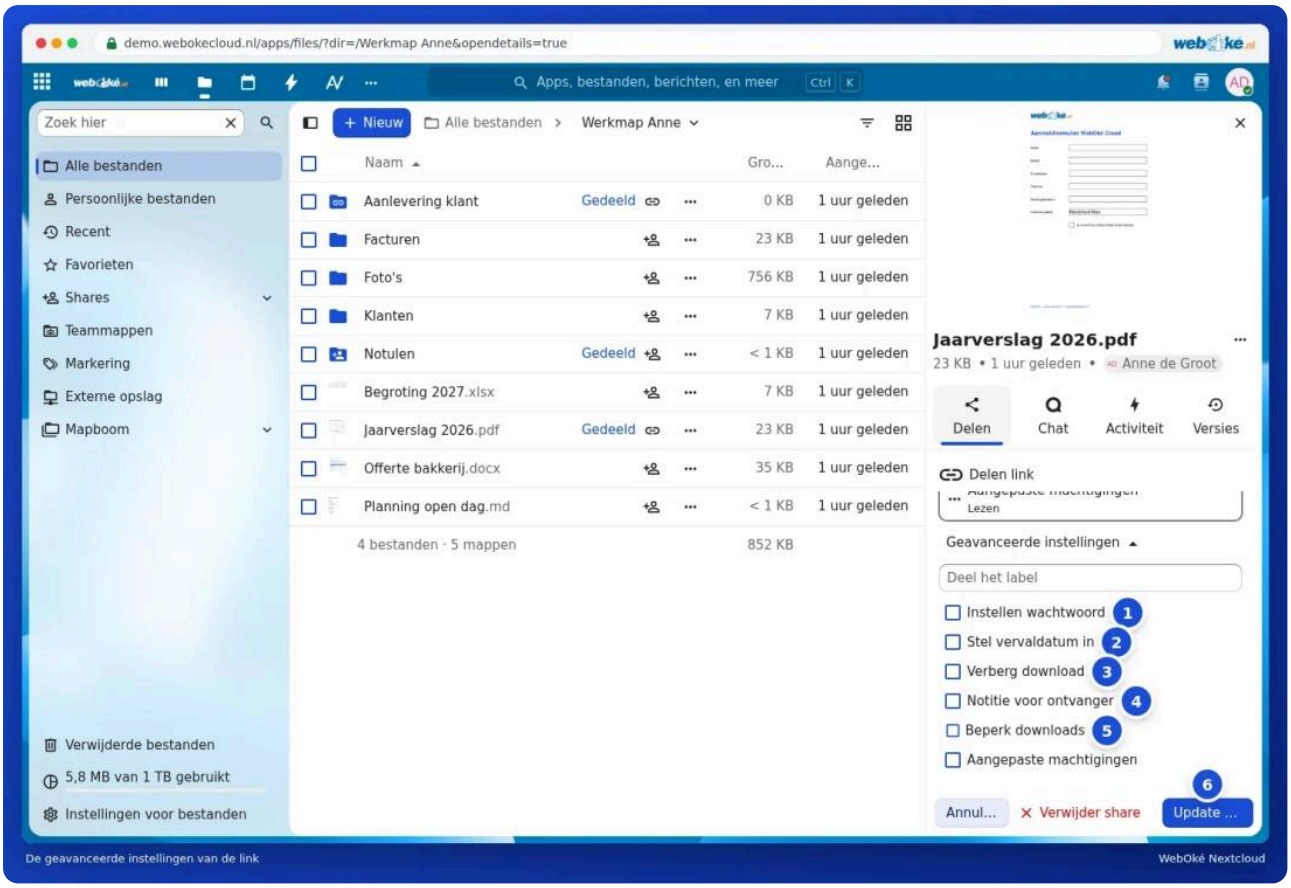
1. **Customise link**: all the link's settings, see below.
2. **Generate QR code**: a QR code for the link, handy on a poster or flyer.
3. **Add another link**: a second link with different settings.
4. **Unshare**: revoke the link.

Choose **Customise link** for the settings:




The link's settings

At the top, you choose what the recipient can do: **View only**, **Allow editing** or **Custom permissions**. For a link to a folder, you can also allow the other person to only drop off files, see Having files sent to you: file drop and file request. Then expand **Advanced settings**:



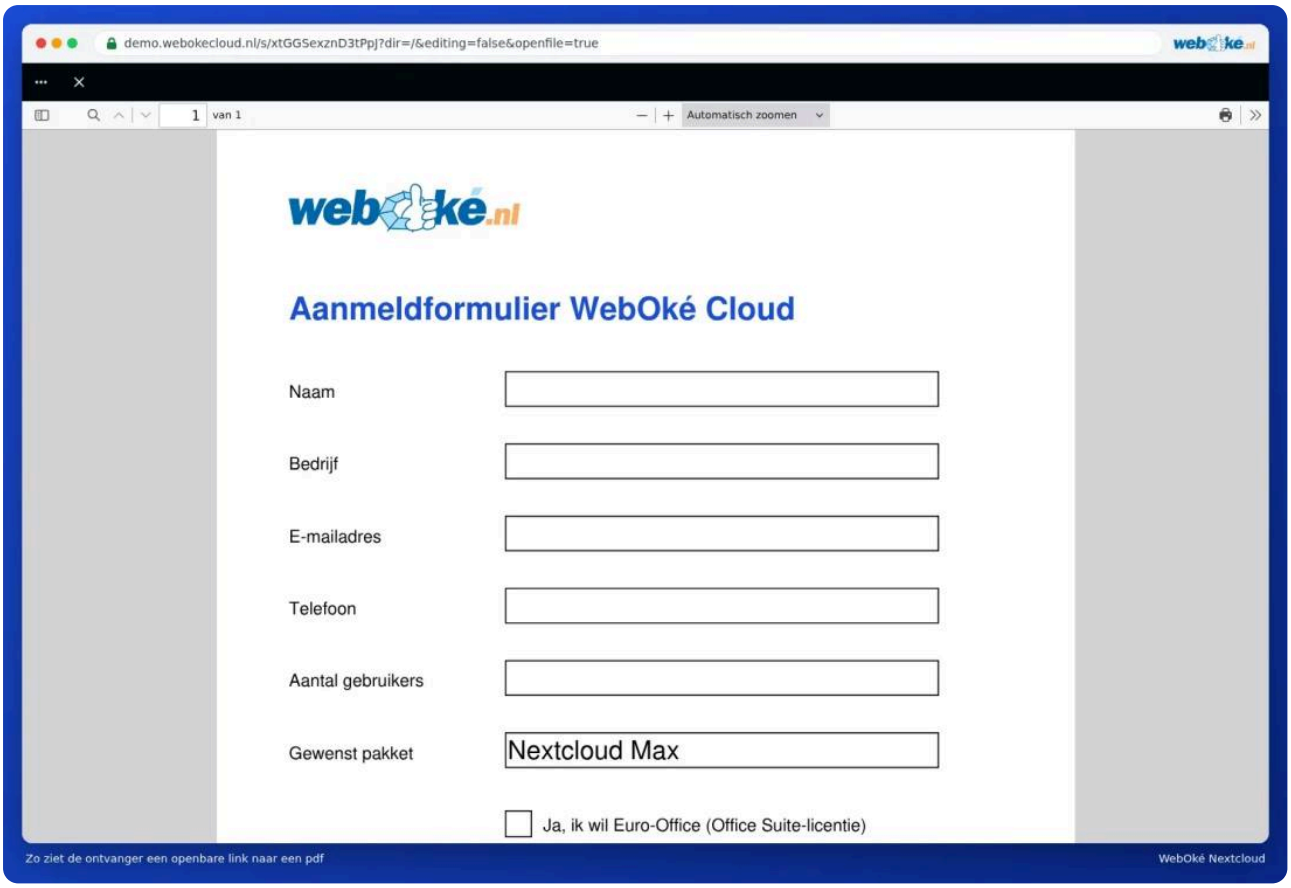

The link's advanced settings

- **Share label**: a name for the link, handy if you have multiple links.
- **Set password** (1): put a password on the link. Send the password through a different channel than the link itself, for example the link by email and the password by text message.
- **Set expiration date** (2): after this date, the link stops working.
- **Hide download** (3): the recipient can view the file but won't see a download button. This doesn't really stop anything though, a screenshot is always possible.
- **Note for recipient** (4): a short explanation that the recipient sees alongside the link.
- **Limit downloads** (5): the link stops working after the file has been downloaded a set number of times.

Click **Update share** (6) to save your changes. Use **Delete share** to revoke the link.

## What does the recipient see?

The recipient opens the link in their browser. A PDF or photo opens straight away in the browser; for a folder, they see the files in your WebOké Nextcloud's branding. Depending on the permissions, they can view, download or edit. They don't need an account.




This is how the recipient sees the link

## Multiple links and revoking links

You can create multiple links for the same file, for example a separate link per customer, each with its own password or expiration date. To revoke a link, use **Unshare** in the link's menu. The link then stops working immediately.

**Please note:** a link without a password works for anyone who has it, even if it gets forwarded. If you're sharing sensitive files, always use a password and an expiration date.

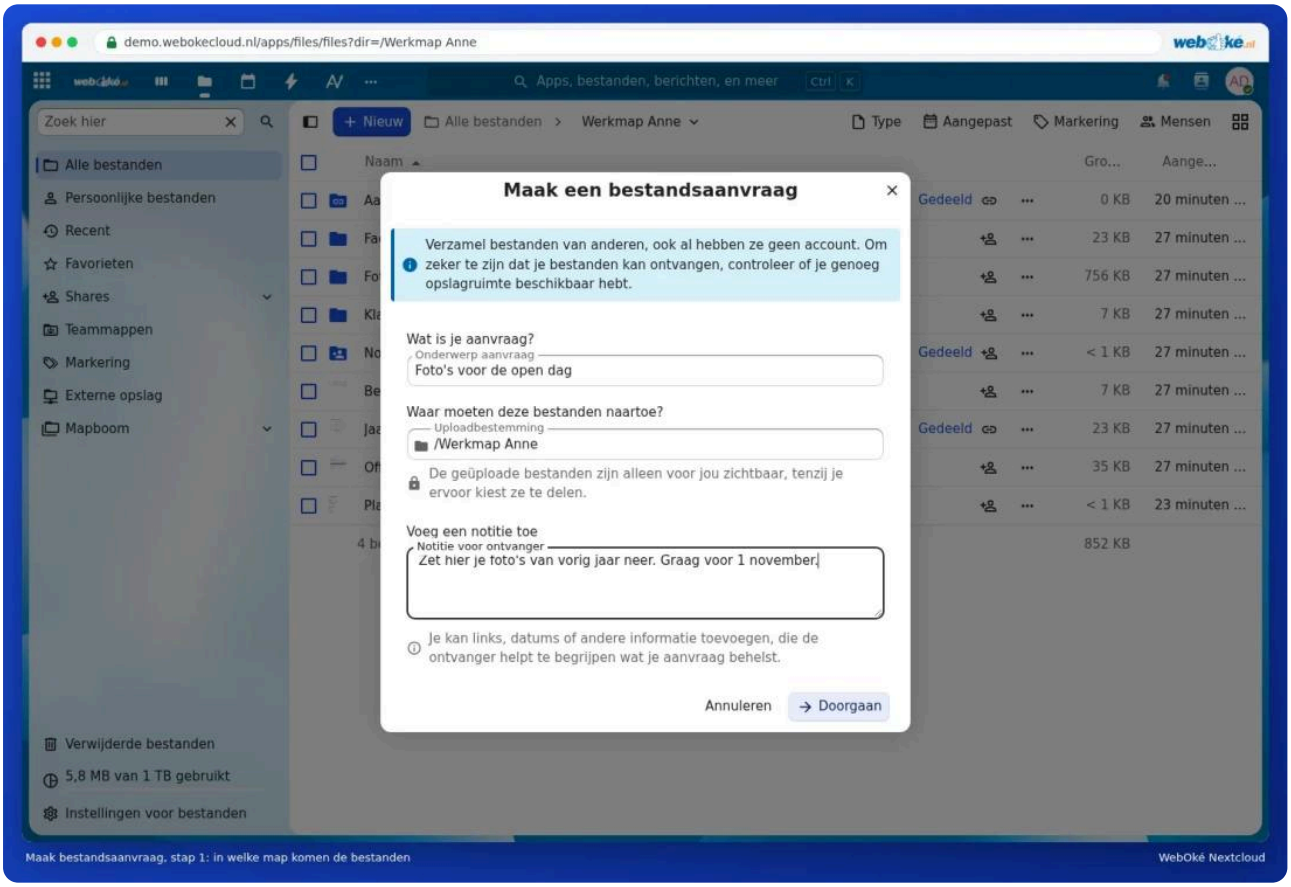
To see all the links you've created, go to **Files** under **Shares**, see Shared with you: overview, declining and re-sharing.

# 5.3 Having files sent to you: file drop and file request

Do you want a customer, supplier or family member to drop files for you, without them seeing the rest of your files? Then use a **file request** or a link with **File drop**. The other person can then only upload.

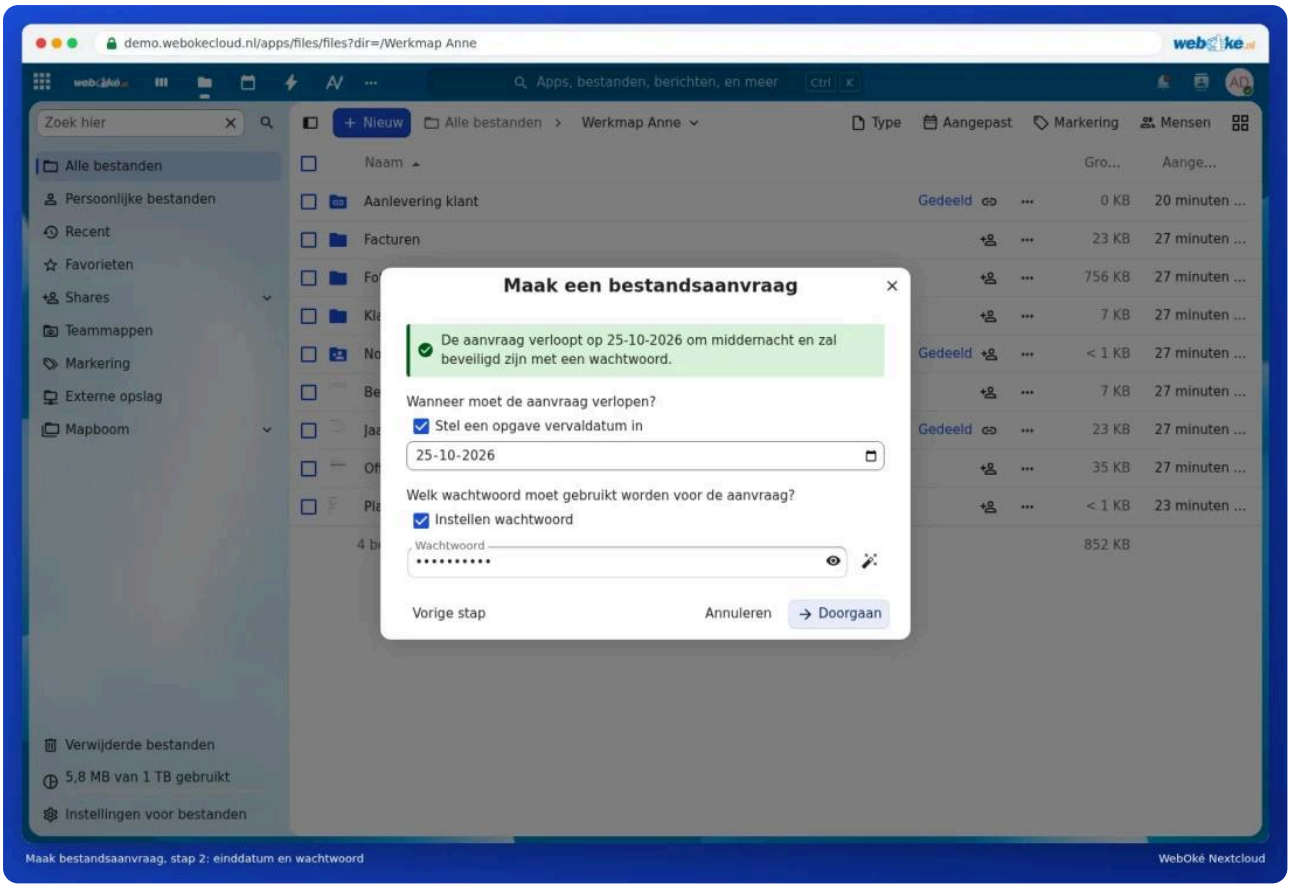
## Creating a file request

1. In **Files**, go to the place where the request should be created.
2. Click **New** and choose **Create file request**.
3. Under **Request subject**, fill in what you're asking for, choose the folder where the files will end up under **Upload destination**, and write what you need under **Note for recipient**.

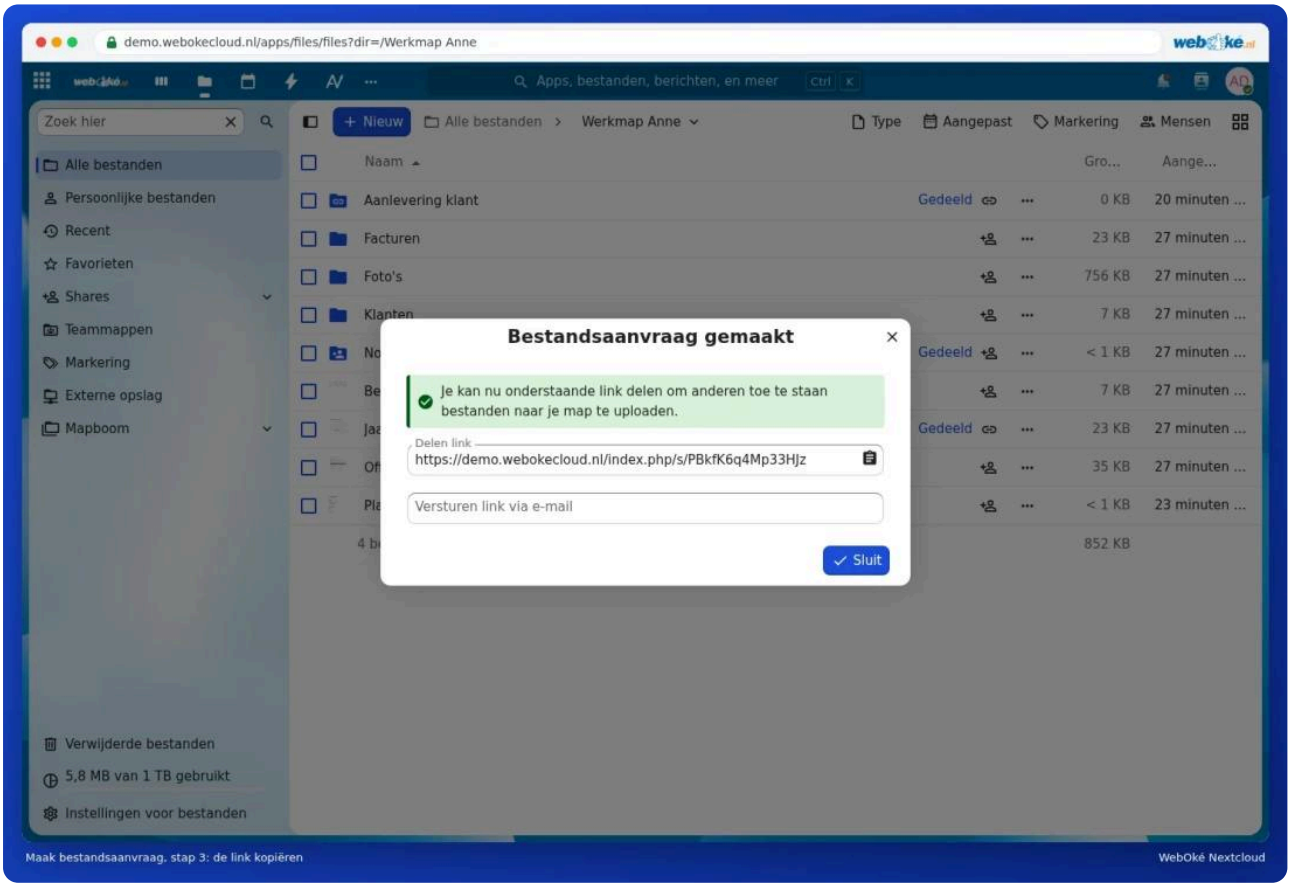



Step 1: the folder and a note

4. Click **Continue**. Tick **Set a submission expiration date** for an end date and, for sensitive documents, **Set password**. Nextcloud can also come up with a strong password for you.
5. Click **Continue**. The request has now been created. Copy the **Share link** using the button on the right of the field and send it to the other person yourself. Close the window with **Close**.




Step 2: end date and password




Step 3: copying the link

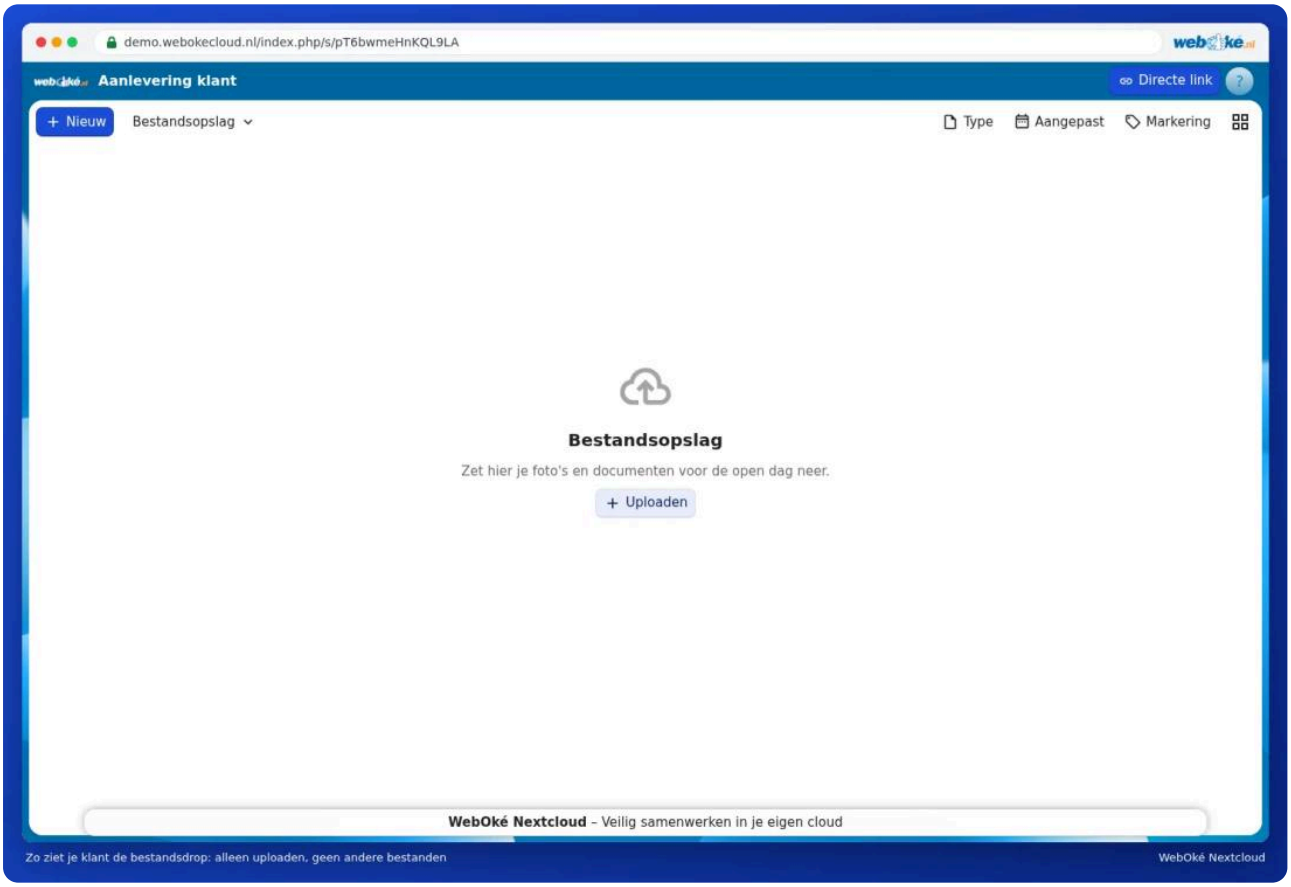
**Please note:** under **Send link via email**, you can also fill in email addresses. Nextcloud will then send the link by email itself. If you want to be sure the email arrives properly and is recognisable as coming from you, it's better to copy the link and send it yourself.

## Or: sharing a folder with File drop only

You can also create a public link on a folder (see Creating a public link: viewing, editing, password, expiration date and download limit) and choose **File drop** under the permissions. The result is the same: whoever opens the link can only drop files.

## What does the uploader see?

The other person opens the link in their browser. They see your note and the **Uploading** button, or they can drag their files into the window. They can't see what's already in the folder, nor what other people have uploaded.




This is how the other person sees your file request

The files appear in your chosen folder. In **Activity**, you can see what was uploaded and when, see Chat and activity for a file.

**Tip:** stop the request once you have everything (in the **Share** tab of the folder, with **Unshare** in the link's menu), or let it expire automatically with an end date. Have a client submit files with a password-protected file request with an expiry date has a worked example for customers.

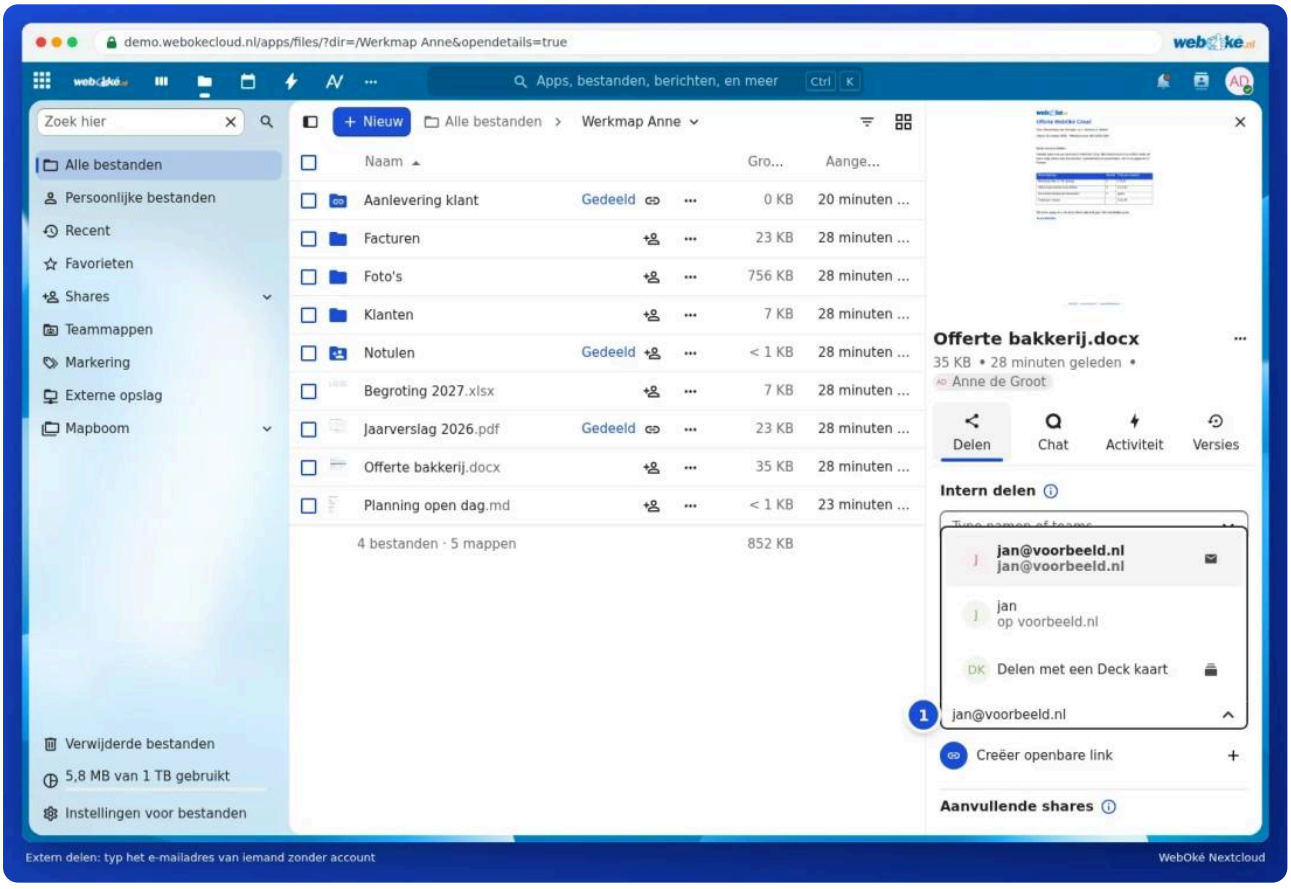
**Please note:** what others upload counts towards your storage. See Anyone using shared files uses your storage.

# 5.4 Sharing by email with someone without an account

Doesn't the other person have an account in your Nextcloud? Then you can share a file or folder directly with their email address. Nextcloud will then send them an email with a personal link.

## How it works

1. Open the **Share** tab for the file or folder.
2. Under **External shares**, type the other person's email address (1).
3. Choose the email address from the list that appears.
4. Set the permissions, just as with a public link, and save the share.




Sharing with an email address

The recipient receives an email with the link. Each recipient has their own link, so you can revoke access per person.

## Email share or public link?

| | Sharing by email | Public link |
|---|---|---|

| | | |
|---|---|---|
| Who sends the link? | Nextcloud, by email | You, copy and send it yourself |
| Revoke per person | Yes | Only if you create a separate link for each person |
| Password and expiry date | Yes | Yes |

**Please note:** doesn't the email arrive? Ask the recipient to check their junk mail folder. If that doesn't help, create a public link and send it yourself, see Creating a public link: viewing, editing, password, expiration date and download limit.

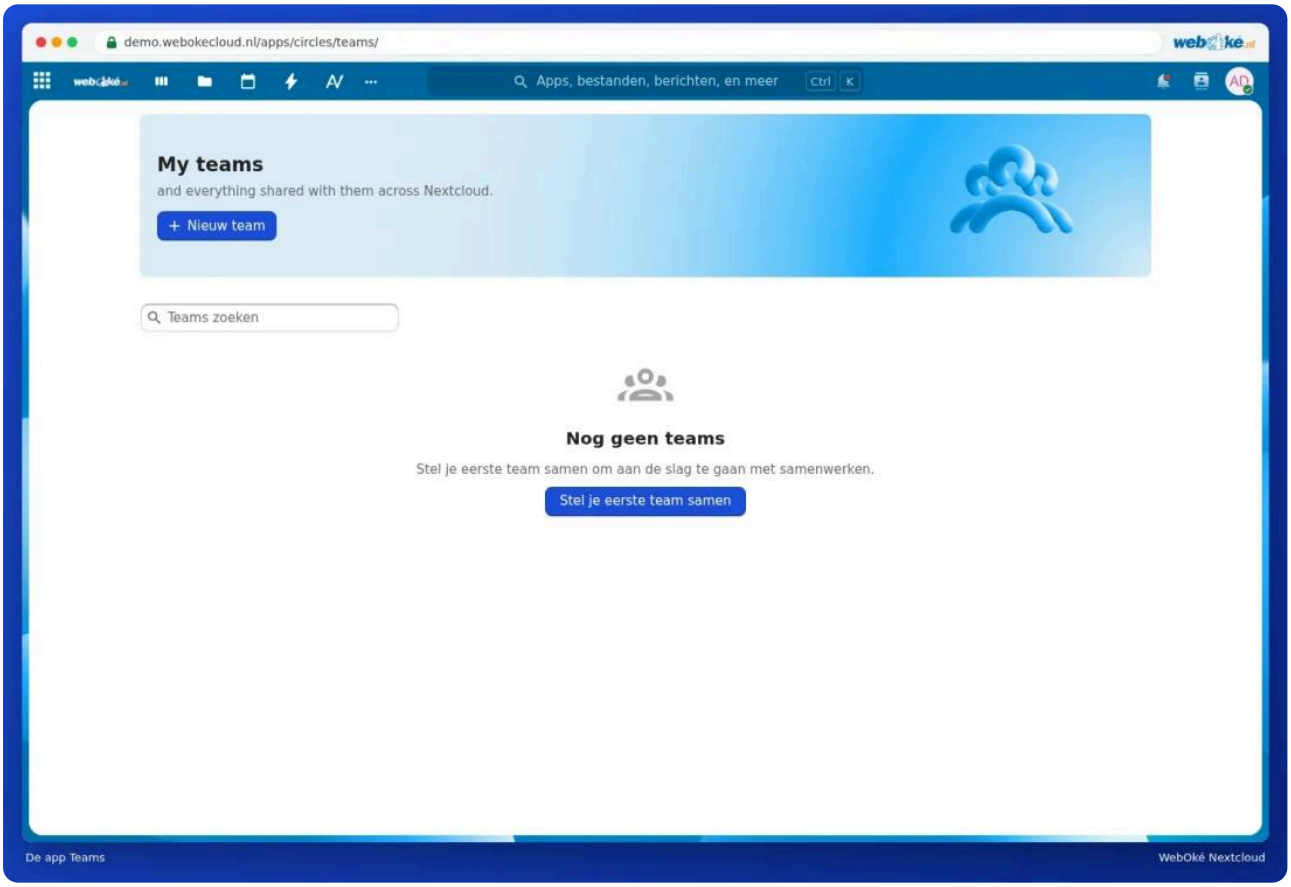
**Tip:** does the other person also use Nextcloud, whether with WebOké or elsewhere? Then you can share using their Federated Cloud ID, so the file appears directly in their own Nextcloud. See Sharing with someone on another Nextcloud (federated sharing).

# 5.5 Creating teams and sharing a folder with your whole team

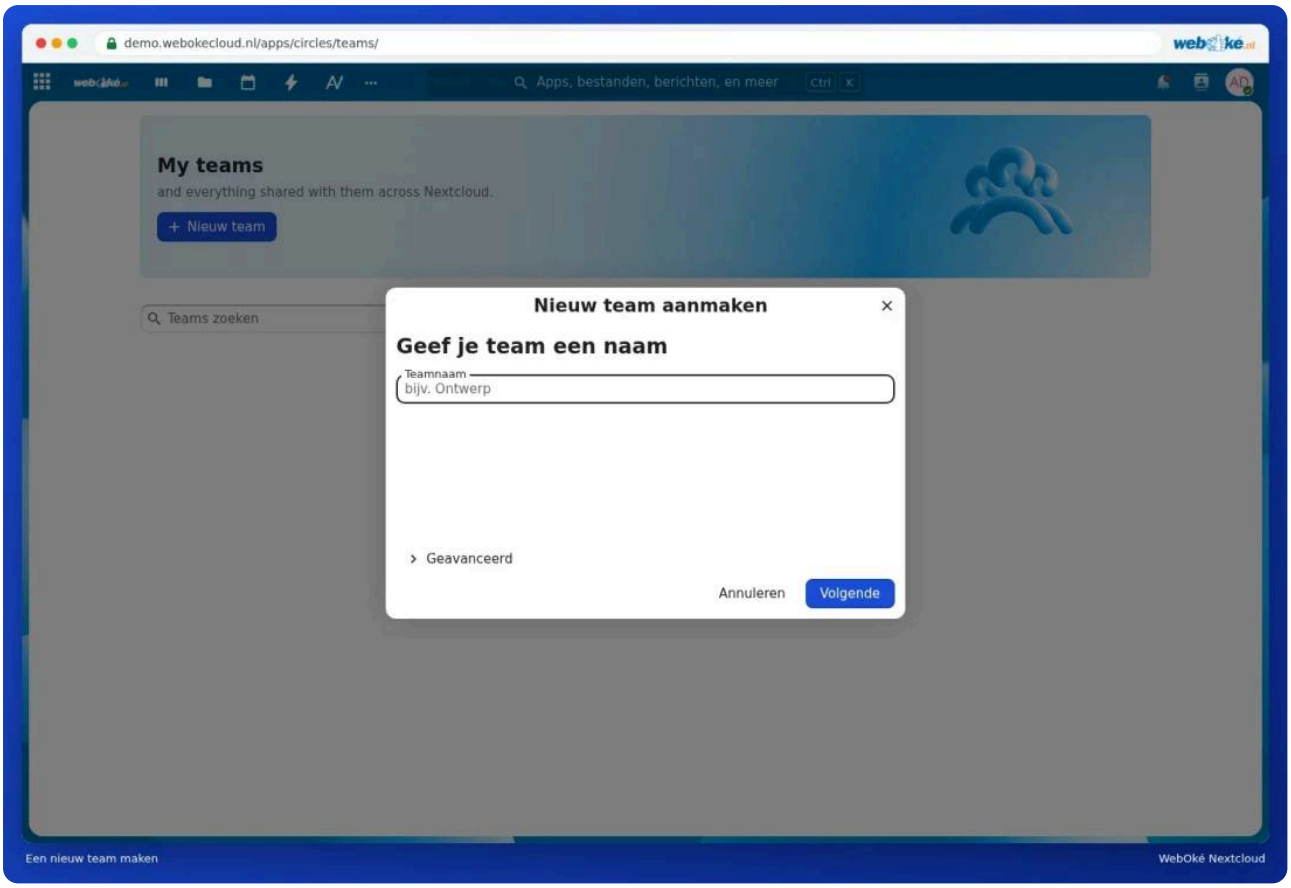
Do you often share with the same group of people, such as your department, your club's committee or your family? Then create a **team**. You can then share a folder with the whole team in one go, and anyone who joins the team later automatically gets access to it.

## Creating a team

1. Open the **Teams** app via the menu with the nine dots in the top left.
2. Click **Create a new team**.
3. Enter a name under **Team name**, for example "Committee", and click **Next**. Under **Advanced**, you'll find extra settings for the team.
4. Add members: type their name and select them from the list.




The Teams app




Creating a new team

## Sharing a folder with the team

1. Open the **Share** tab for the folder.
2. Under **Internal shares**, type the team's name and select the team from the list.
3. Choose the permissions and save the share, just as you would for a person (see Sharing with a user from your own Nextcloud).

Everyone in the team now sees the folder in their Files. If you add someone to the team later, they'll also get access. If you remove someone from the team, they'll lose access.

**Please note:** a shared folder remains the property of the person who created it. If that person leaves and their account is deleted, the folder will also disappear for the rest of the team. Want a folder that belongs to the team itself? Then read Team folders: a shared folder that belongs to the team.

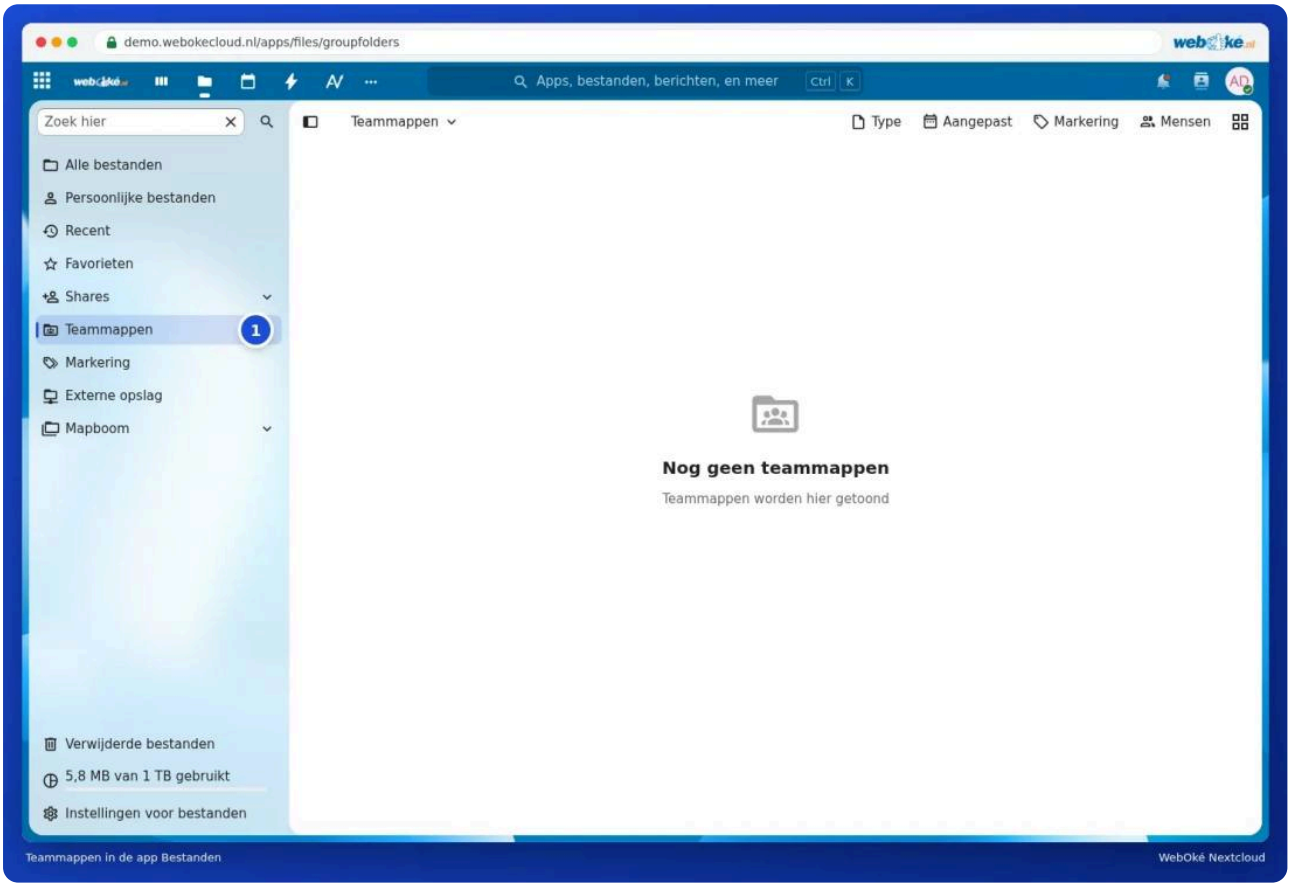
**Tip:** you don't just use a team for Files. You can also share a calendar, a Deck board or a conversation in Talk with a team.

# 5.6 Team folders: a shared folder that belongs to the team

An ordinary shared folder belongs to one person. A **team folder** doesn't belong to anyone in particular: it belongs to the team. This is ideal for a club, a business or a family, where people come and go but the files need to stay.

## Where do you find Team folders?

In **Files**, click **Team folders** on the left (1). This shows all the team folders you have access to. They also simply appear among your other folders under **All files**.




Team folders in the Files app

## Shared folder or team folder?

| | Shared folder | Team folder |
|---|---|---|
| Who owns it? | The person who created it | The team |
| Someone leaves | If they're the owner, the folder must first be transferred | The folder simply stays in place |
| Storage | Counts towards the owner | Doesn't count towards one person |

| | | |
|---|---|---|
| Who creates it? | Any user | WebOké, at your request |

## Requesting a team folder

WebOké creates a team folder for you; you can't do this yourself. Would you like one? Create a ticket in My WebOké and let us know what name the folder should have and which team or people should have access. First create the team in the Teams app (see Creating teams and sharing a folder with your whole team), so the team folder can be linked to that team straight away. Team folders are available in Personal, Family and Max, but not in Nextcloud Free.

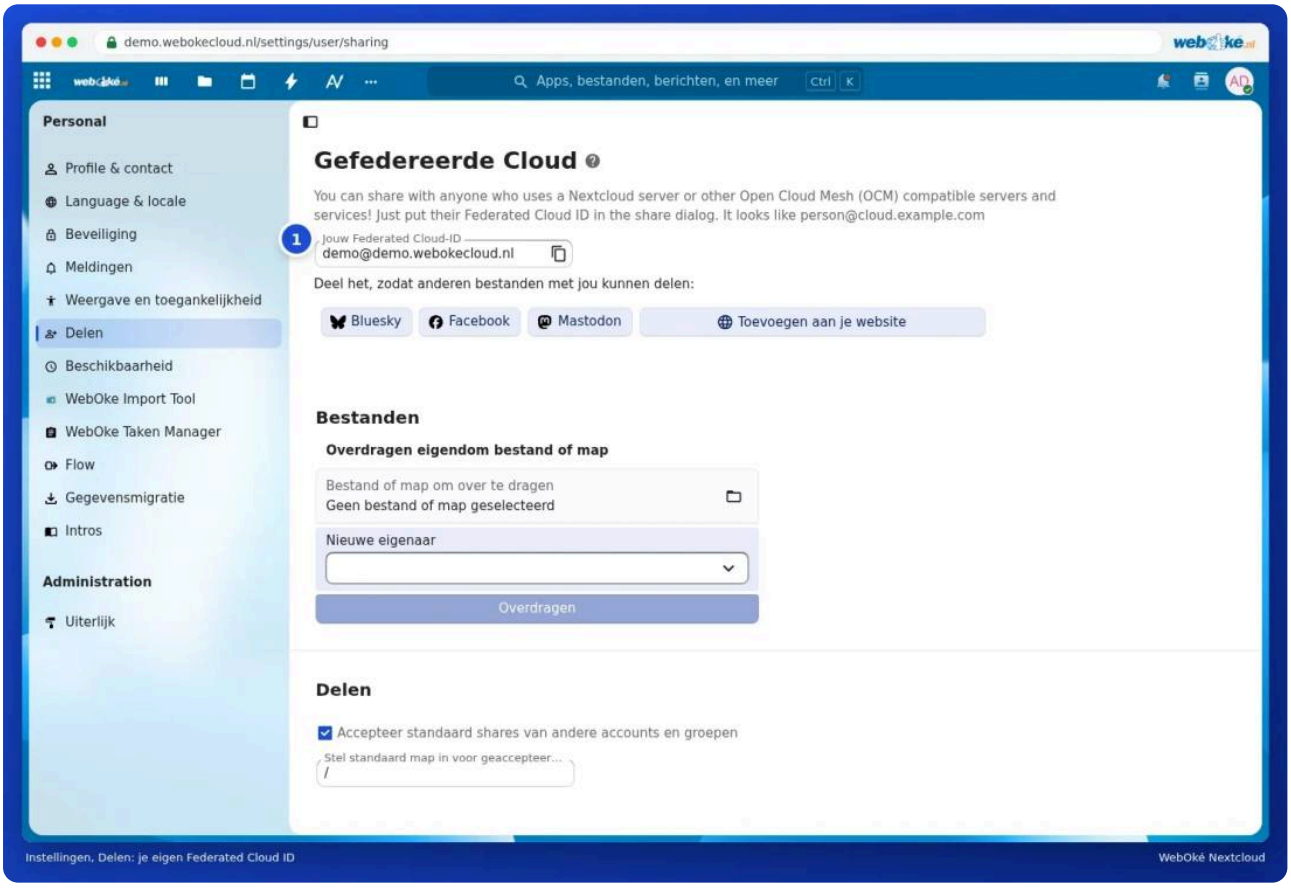
**Tip:** want to get started right away? Create an ordinary folder and share it with the team. Once the team folder is ready, move the files there. A club or family folder that doesn't disappear when someone leaves explains how to do this.

# 5.7 Sharing with someone on another Nextcloud (federated sharing)

Does the other person also use Nextcloud, with WebOké or with another provider? Then you can share directly from Nextcloud to Nextcloud. This is called federated sharing. The file then appears in the other person's own Nextcloud, as if it's stored there.

## Your own address: the Federated Cloud ID

Every Nextcloud user has a Federated Cloud ID. It looks like an email address: your username, an at sign, and the address of your Nextcloud. You'll find it via your profile picture in the top right, **Settings** and then **Sharing**, under **Your Federated Cloud ID** (1). Use the copy button next to it to copy it to your clipboard.



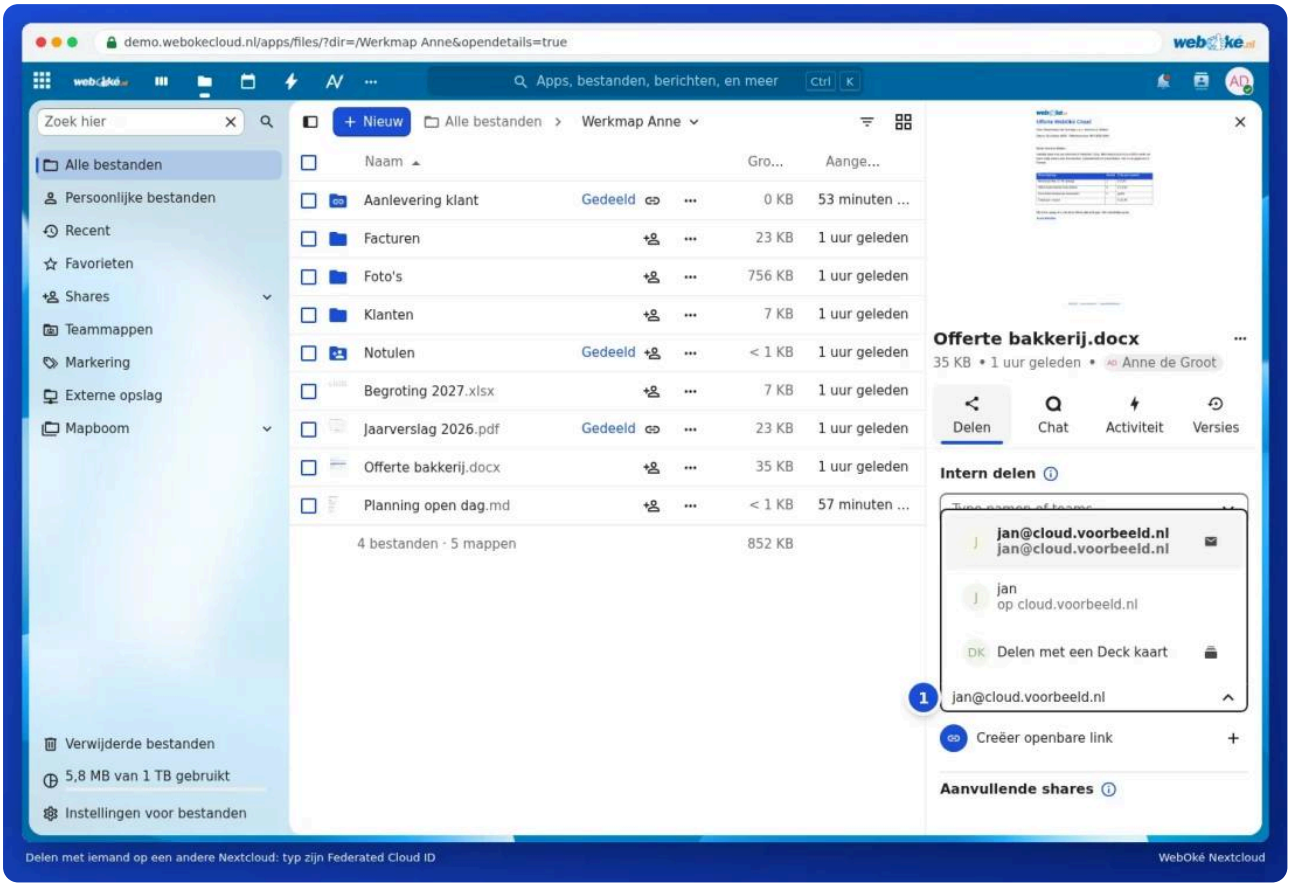

Your own Federated Cloud ID

## Sharing with another Nextcloud

1. Ask the other person for their Federated Cloud ID.
2. Open the **Share** tab for the file or folder.
3. Under **External shares**, type the other person's Federated Cloud ID (1). Two options appear in the list: the address with an envelope icon is for sharing via email (see Sharing by email with someone without an account). For federated sharing, choose

the line with the name and below it "at" and the address of the other Nextcloud, for example **jan**, **at cloud.voorbeeld.nl**.

4. Choose the permissions and save the share.




Sharing with another Nextcloud

The other person receives a notification in their Nextcloud and must accept the share first. After that, the file or folder appears in their Files.

## Someone shares with you

If someone from another Nextcloud shares something with you, you'll receive a notification (the bell icon in the top right). Click **Accept** and the share appears in your Files and under **Shares**.

**Tip:** this also works between two WebOké Nextclouds, for example between your company's package and your own Personal package.

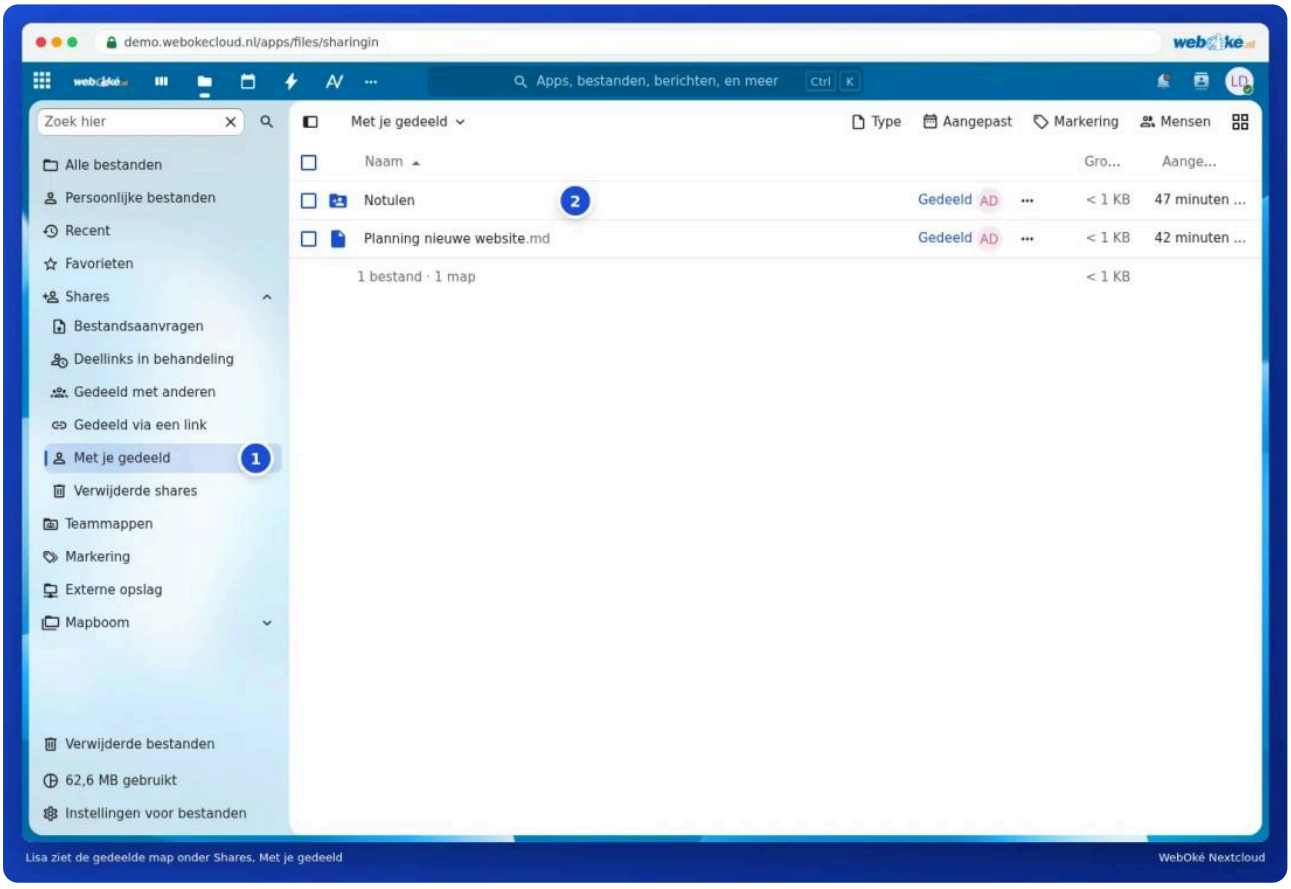
# 5.8 Shared with you: overview, declining and re-sharing

Everything others share with you, and everything you share, can be found under **Shares** in the Files app.

## The Shares overview

In **Files**, click the arrow next to **Shares** on the left. You'll see the following, among other things:

- **Shared with you**: everything others have shared with you.
- **Shared with others**: what you share with people or teams.
- **Shared by link**: all your public links.
- **File requests**: your file requests (see Having files sent to you: file drop and file request).
- **Deleted shares**: shares you've removed and can still restore.
- **Pending shares**: shares you still need to accept, for example from someone on another Nextcloud.



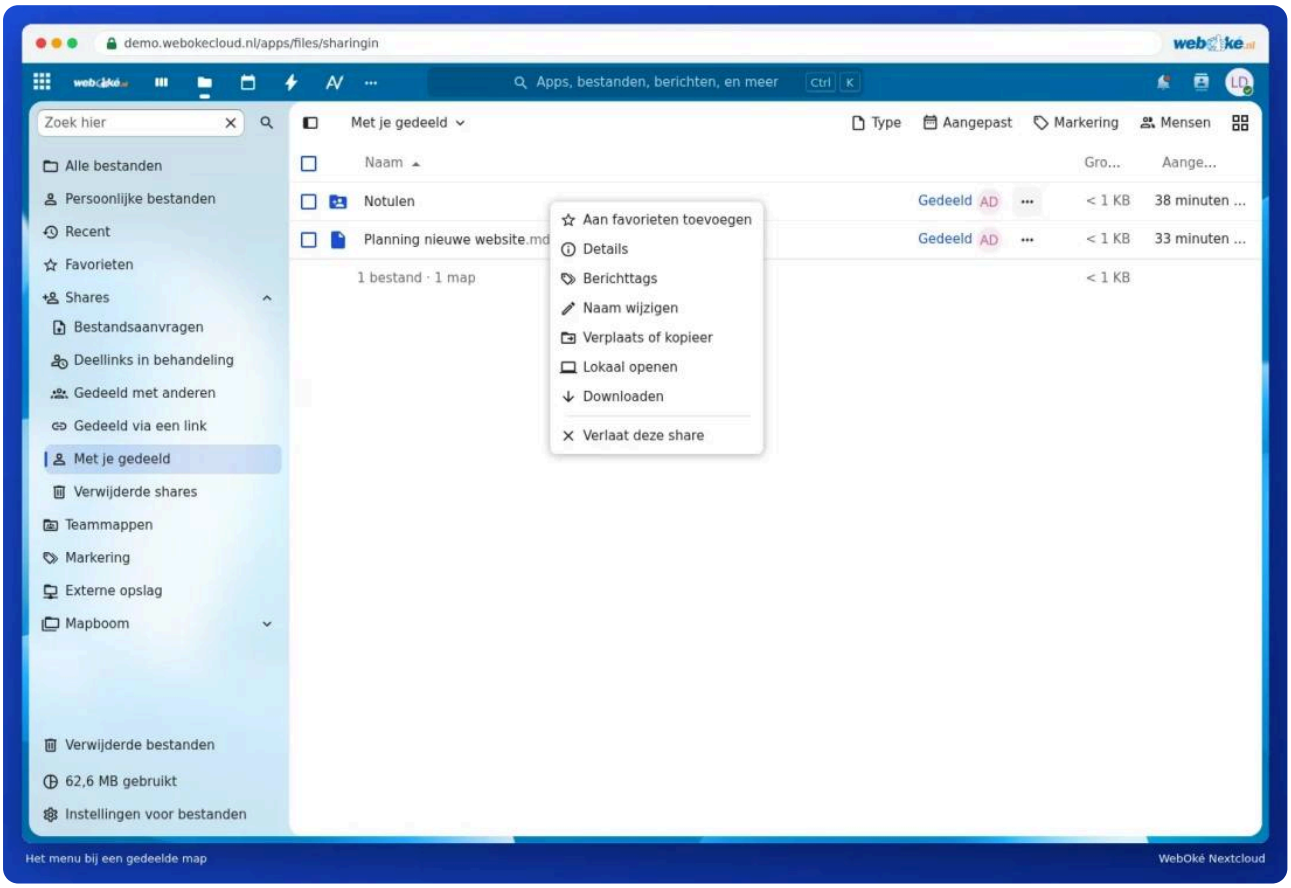

What others share with you

Here you see Lisa's screen, with whom Anne has shared the Minutes folder. The folder (2) appears under **Shared with you** (1) for Lisa. It also simply appears among her own

folders under **All files**.

## Declining or removing a share

Don't want to see a shared file or folder any more? Right-click it and choose **Leave this share**. This only removes the share for yourself. The original stays with the owner. Changed your mind? Restore it under **Deleted shares**.




The menu for a shared folder

## Re-sharing

If the owner has given you the right to re-share, you can share the file or folder with others yourself, via the **Share** tab. Without that right, you'll only see who it's shared with there.

## Automatically accepting shares or placing them in one folder

Via your profile picture, **Settings** and **Sharing**, you can use **Accept default shares from other accounts and groups** to decide whether to automatically accept shares from other users, and which folder they're placed in (**Set default folder for accepted shares**). For example, choose a folder called "Shared", so your own folder structure doesn't get cluttered.

## 5.9 Anyone using shared files uses your storage

When sharing, it's useful to know whose storage gets counted. The rule is simple: **a file counts towards the owner of the folder it's in**.

| Situation | Who does it count towards? |
|---|---|
| You share a folder with Lisa, and Lisa adds a video to it | You: it's your folder |
| Lisa shares a folder with you, and you add a file to it | Lisa |
| A client uploads via your file request | You |
| Files in a team folder | Not one single person |
| Deleted files and old versions | Don't count towards your storage (see Viewing your storage: what counts and what doesn't) |

### What can you do if it gets to be too much?

- Check Viewing your storage: what counts and what doesn't to see how to view what's using your storage.
- Agree with each other who manages which folder, or use a team folder (see Team folders: a shared folder that belongs to the team).
- Set an end date on a link or file request, so files don't keep coming in unnoticed.
- Need more space? See Storage full: making room or upgrading.

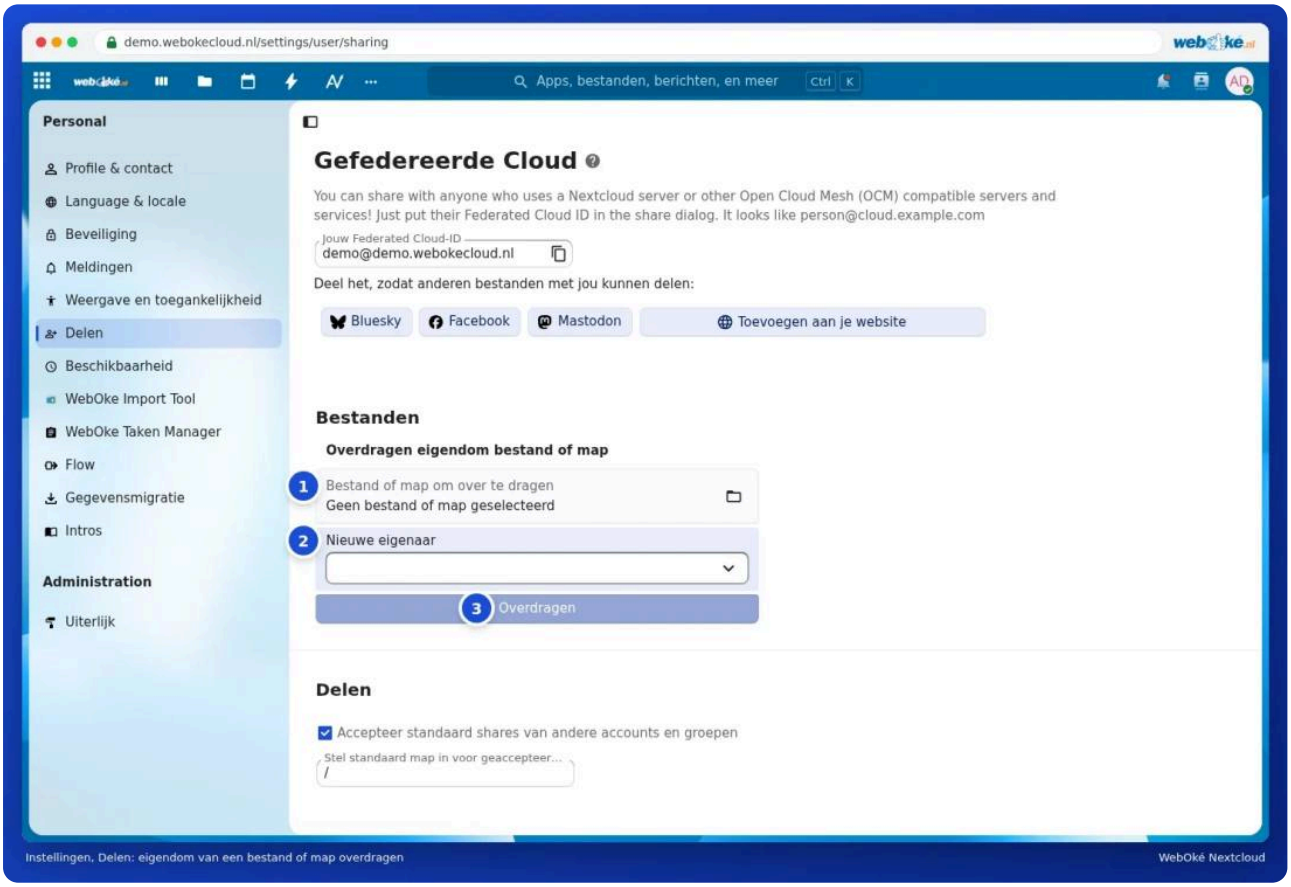
# 5.10 Transferring ownership when a colleague leaves

A file or folder always belongs to someone: the person who created it. If that person leaves, the ownership must first be transferred to someone else. Otherwise the files are lost when the account is deleted.

## Transferring ownership yourself

The current owner does this themselves, while they still have access:

1. Click your profile picture in the top right and choose **Settings**.
2. Choose **Sharing** on the left and scroll to the **Files** section.
3. Under **File or folder to transfer** (1), choose the folder. If you choose your home folder, you transfer everything.
4. Under **New owner** (2), choose the colleague taking it over.
5. Click **Transfer** (3).




Transferring ownership

The new owner receives a notification and must accept the transfer. The transfer can then take up to an hour. After that, the files appear in a new folder in their Files. Shares with others are carried over.

**Please note:** if you delete a user in My WebOké, their files, calendars and contacts are permanently gone. This cannot be undone. So always transfer ownership first.

Has the colleague already left and can they no longer log in? Then read the step-by-step guide in Colleague leaving: safely taking over files, calendar and shared folders.

# 6

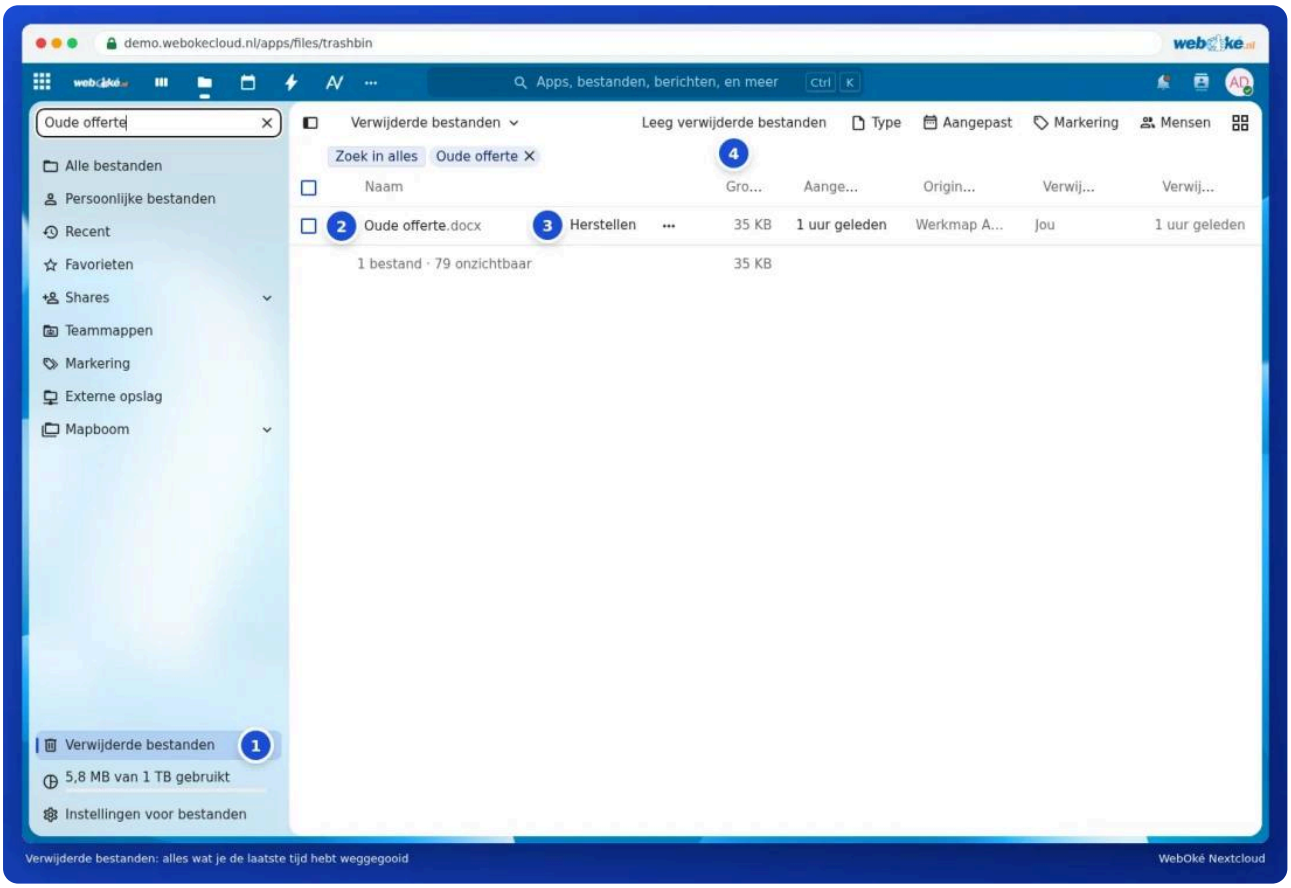
# Versions, trash and storage

# 6.1 Recovering a deleted file from Deleted files

Accidentally thrown something away? No panic. Whatever you delete in your WebOké Nextcloud goes first to **Deleted files**, the Nextcloud recycle bin. From there, you can bring it back in two clicks.

## How to recover a file

1. In **Files**, click **Deleted files** at the bottom left (1).
2. Find the file or folder in the list (2). The most recently deleted item is at the top. Use **Search here** at the top left to quickly find a name.
3. Click **Restore** (3).

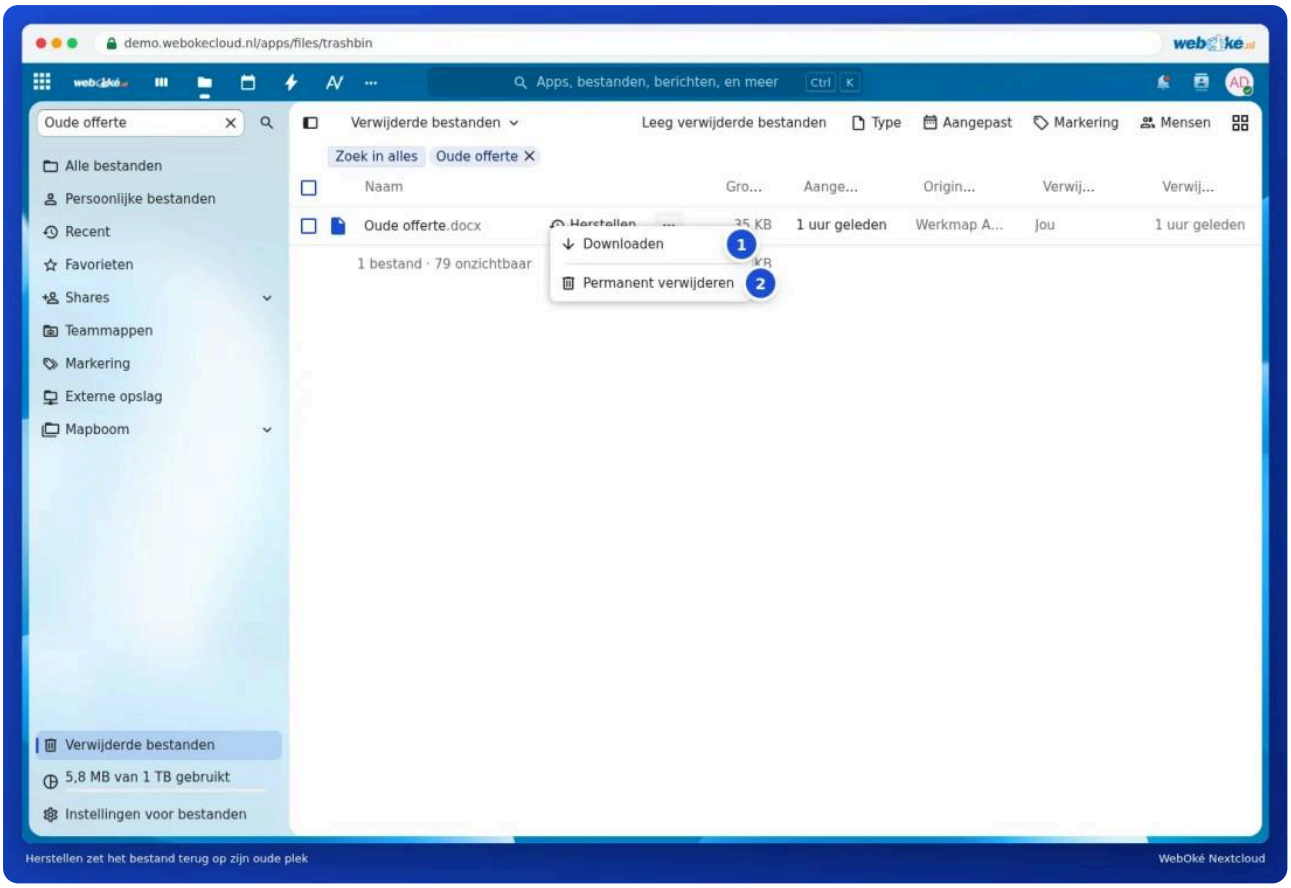



Deleted files in your WebOké Nextcloud

The file returns to its original location, with all its versions. If that folder no longer exists, Nextcloud puts the file in your main folder.

The list also shows the **Original location**, who deleted the file (**Deleted by**) and when (**Deleted**). Use **Empty deleted files** (4) to permanently remove everything in one go; only do this if you're sure.

Under the three dots in the row, you'll find **Download** (1), to save the file to your computer without restoring it, and **Delete permanently** (2), to delete it for good.




Download or delete permanently

## Multiple files at once

Tick the checkboxes next to the files in the list and choose an action at the top for the whole selection. To recover an entire deleted folder in one go, restore the folder.

## Good to know

- Deleted files don't count towards your storage.
- Find out how long they're kept in How long does Nextcloud keep versions and deleted files?.
- If you delete a file on your computer in the desktop app's folder, or in the Nextcloud app on your phone, it ends up here too.
- If someone you share a folder with deletes a file, it goes to your Deleted files if you're the owner. So you can restore it yourself.
- Once something is gone from Deleted files, it's really gone: you can't recover it yourself anymore. Read Backups with WebOké: what we keep and what you can do yourself to find out how to protect yourself against this.

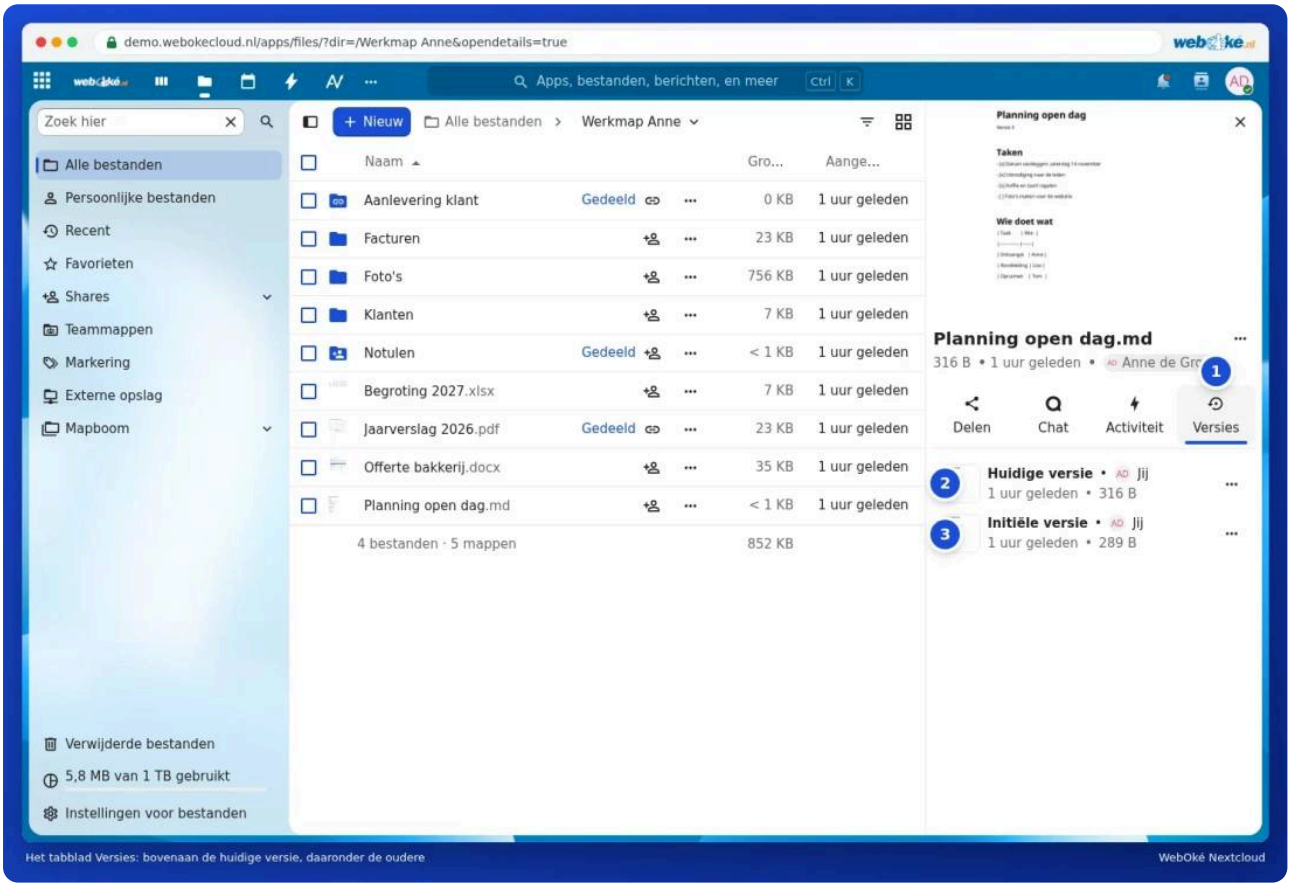
**Tip:** would you rather be asked a question before deleting something? Then turn on **Warn before deleting a file** under **Files settings** at the bottom left.

# 6.2 Restoring an older version and naming versions

Every time a file is changed, your WebOké Nextcloud saves the previous state as a version. Did you delete something you actually need, or did a colleague overwrite a document? Then you can simply restore an older version.

## Viewing the versions of a file

1. Right-click the file and choose **Details**.
2. Open the **Versions** tab (1) in the sidebar.

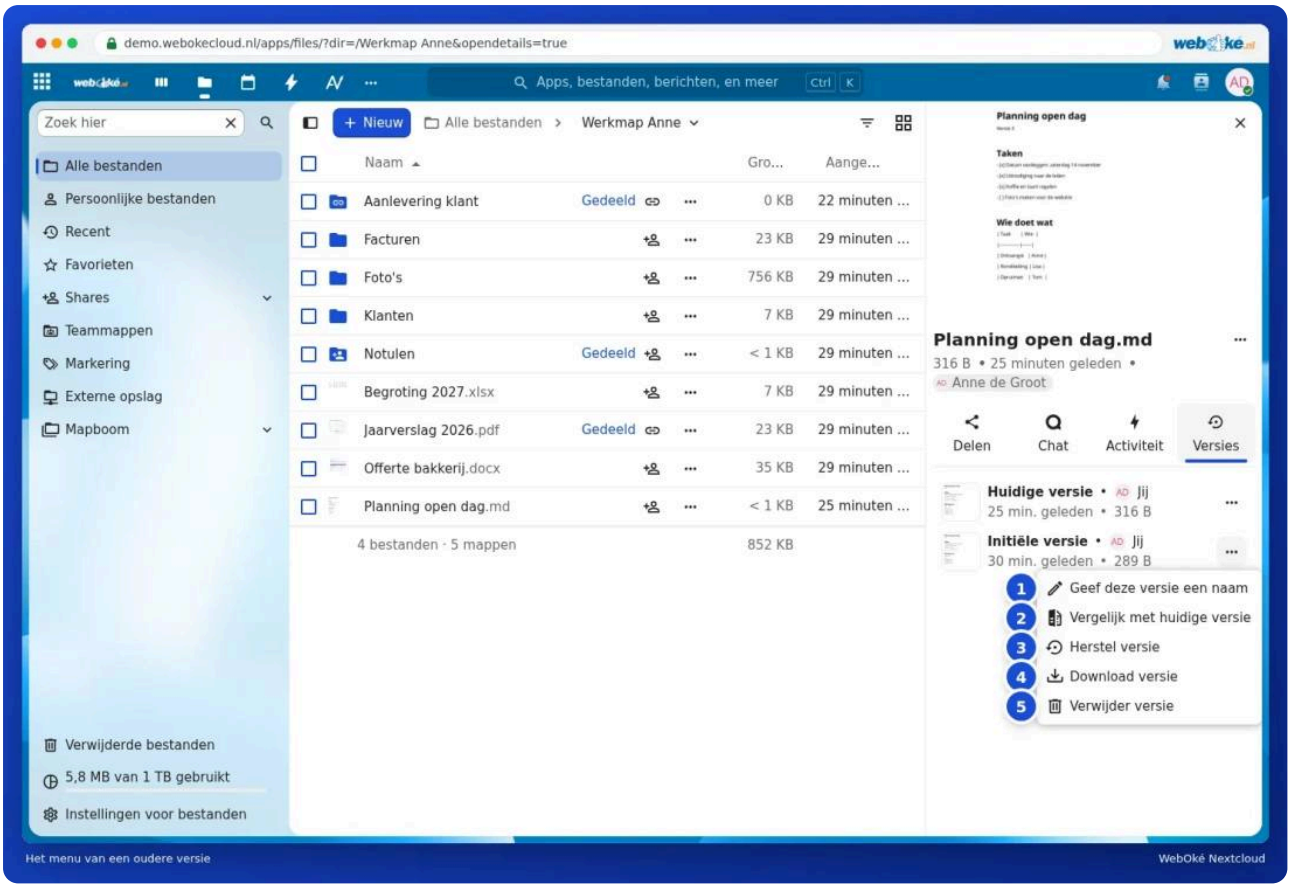



The versions of a file

At the top is the **Current version** (2). Below it are the older versions (3), showing who made the change, when, and the file size. The very first one is called **Initial version**. Click an older version to view it.

## What can you do with a version?

Click the three dots next to an older version:




The menu for a version

- **Name this version** (1): for example, "Submitted to council". This makes it easy to find again later. A named version is kept, even when older versions are automatically cleaned up.
- **Compare to current version** (2): you see the old and the current version side by side.
- **Restore version** (3): the old version becomes the current one again. The version you replace is also kept as a version itself. So you lose nothing.
- **Download version** (4): save the old version separately to your computer.
- **Delete version** (5): remove a version you no longer need.

**Tip:** if you work in Euro-Office, Euro-Office also has its own version history. See the Euro-Office manual.

**Please note:** versions only exist for files in your WebOké Nextcloud. A file that only exists on your computer and has never been synchronised has no versions.

# 6.3 How long does Nextcloud keep versions and deleted files?

Your WebOké Nextcloud automatically clears out old versions and deleted files, so your storage doesn't fill up. You don't need to do anything yourself. Here's how it works.

## Deleted files

- A deleted file stays in **Deleted files** for up to 31 days. After that, Nextcloud clears it out automatically.
- Deleted files together may not use more than half of your free space. If they do, the oldest ones are removed sooner, even if they're not yet 31 days old.
- So it's best to restore a file straight away if you notice you're missing it.

## Versions

Versions are kept for up to 31 days. During that time, Nextcloud thins them out according to a fixed schedule: the older they are, the fewer versions remain. Versions older than 31 days are cleared out by Nextcloud, except for versions with a name.

| Age of the version | What's kept? |
|---|---|
| First hour | Approximately one version per minute |
| First day | One version per hour |
| Up to 31 days | One version per day |
| Older than 31 days | None, except versions with a name |

Versions together may not use more than half of your free space. If they do, the oldest versions are removed first. Nextcloud never automatically clears out versions with a name (see Restoring an older version and naming versions). So give a version a name if you want to keep it longer.

## Do they count towards your storage?

No. Deleted files and versions don't count towards the storage you see at the bottom left in Files. See also Viewing your storage: what counts and what doesn't.

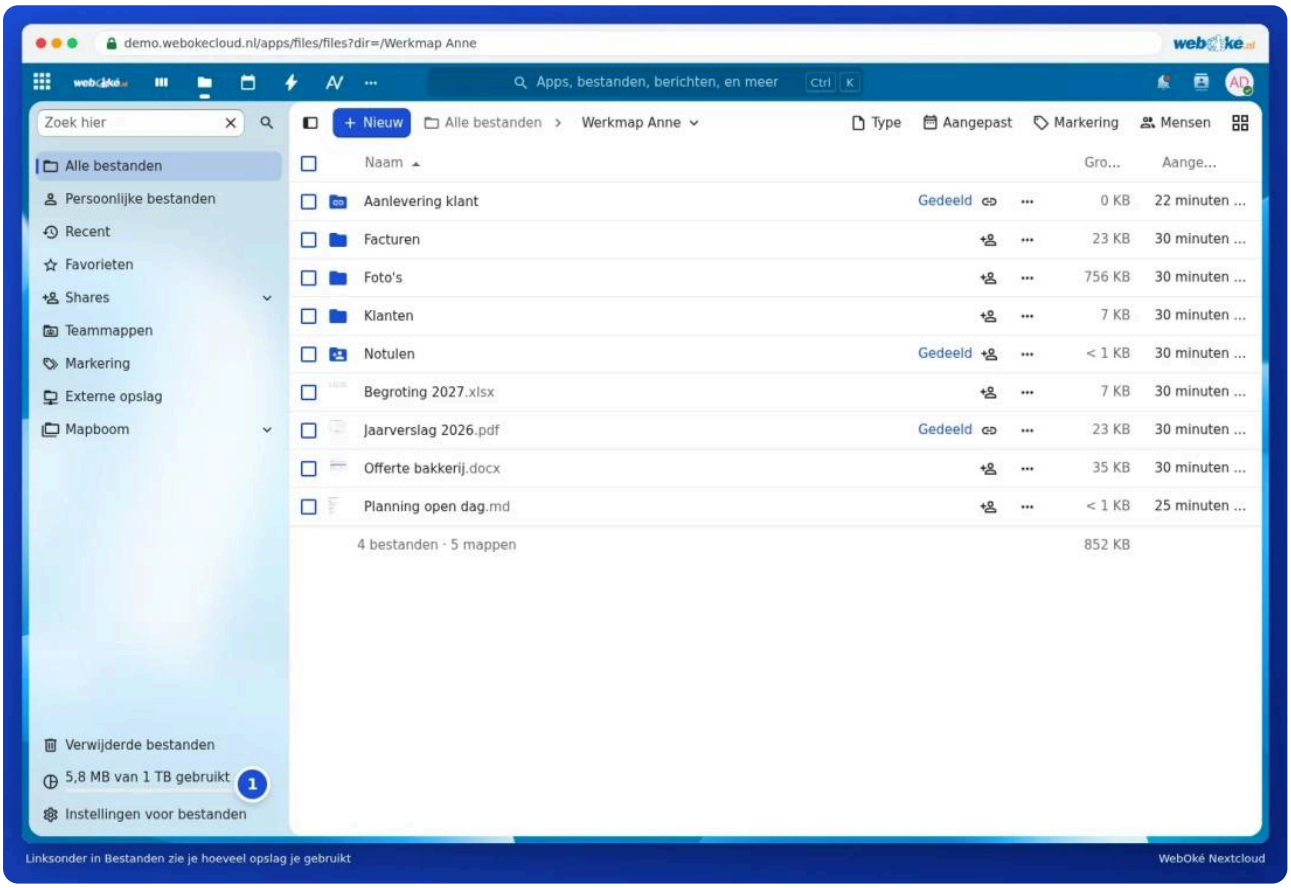
**Tip:** for files you really can't afford to lose, also keep your own copy. Read more about this in Backups with WebOké: what we keep and what you can do yourself.

# 6.4 Viewing your storage: what counts and what doesn't

You can see how much space you're using in two places: in your Nextcloud itself and, if you're the administrator of the package, in My WebOké.

## In your Nextcloud

In the **Files** app, you'll see how much you're using at the bottom left (1), for example "5.8 MB of 1 TB used". The bar underneath fills up as you store more.




Your storage usage in Files

Want to know which folders are the largest? Look at the **Size** column in the list and click the column header to sort by size. The size of a folder is everything it contains.

## In My WebOké

Are you the administrator of the package? Then, in My WebOké, under **My Products** and your Nextcloud package, you'll see at the top, under **Storage**, how much space is being used across the whole package and how much storage your package has.

## What counts and what doesn't?

| Counts | Doesn't count |
| --- | --- |
| Your own files and folders | Deleted files |
| Files that others put in your shared folders | Older versions of files |
| Uploads via your file requests and links | Files someone else shares with you (these count towards the owner) |
| Photos your phone uploads automatically | Team folders (these don't count towards one person) |

You can read more about sharing and storage in Anyone using shared files uses your storage.

**Tip:** if you use the desktop app with virtual files, your files take up little space on your computer. This doesn't change the storage used in your Nextcloud. See Virtual files: see everything, only download what you open.

# 6.5 Storage full: making room or upgrading

Is your storage full? Then you can no longer upload new files, and syncing with your computer and phone stops working. You have two options: make room or get more storage.

## Making room

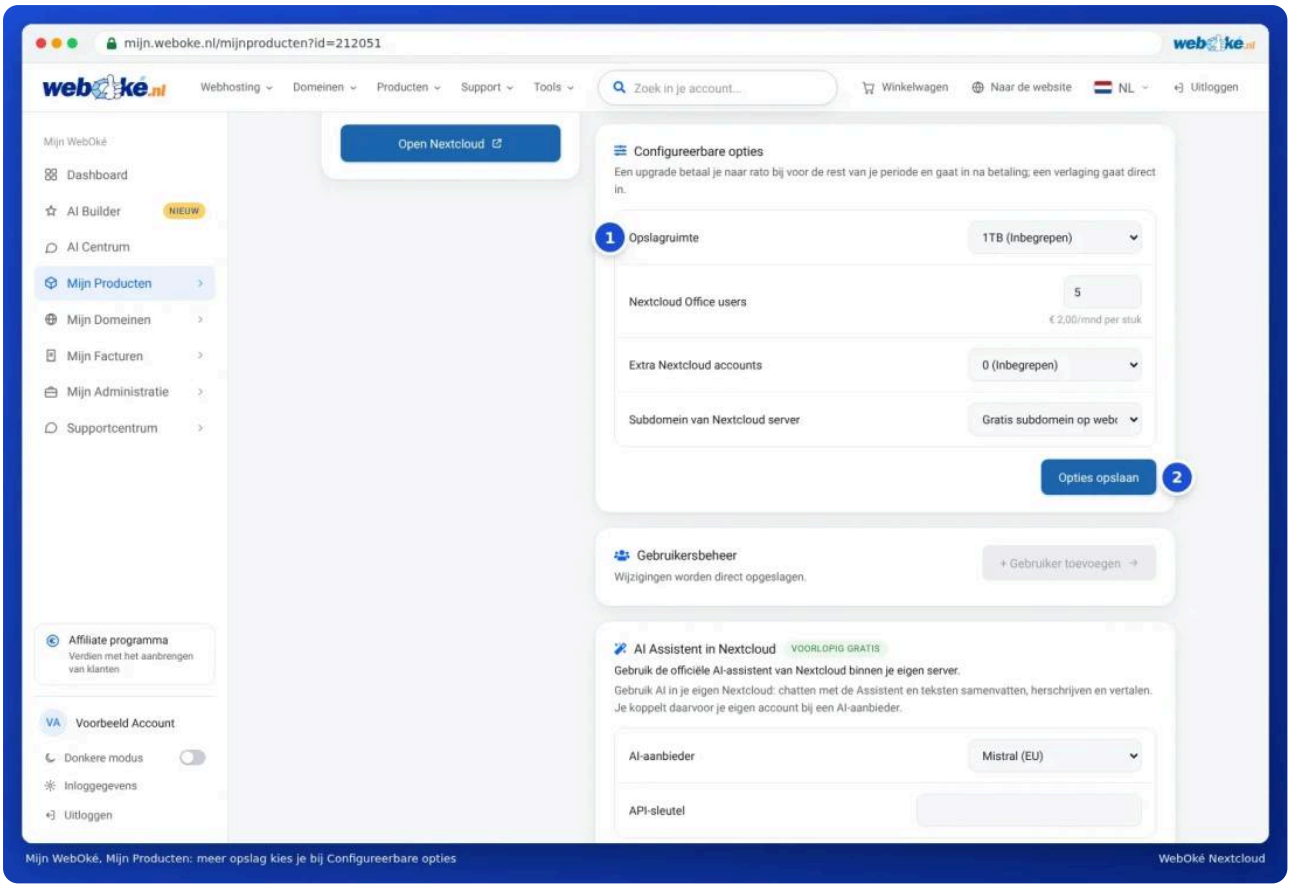
1. In **Files**, sort by **Size** to find the largest folders and files.
2. Pay particular attention to videos, old backups, installation files and duplicate photo folders.
3. Delete what you no longer need, or download it to an external drive first.
4. Check in Anyone using shared files uses your storage whether others have put a lot in your shared folders. Agree with them on what can go.

**Tip:** deleted files and old versions don't count towards your storage. Emptying your trash therefore doesn't free up space that counts.

## Getting more storage

With Nextcloud Personal, Family and Max, you can expand your storage yourself in Mijn WebOké:

1. Log in to Mijn WebOké and go to **My Products**.
2. Open your Nextcloud package.
3. Under **Configurable options**, next to **Storage space** (1), choose the size you want.
4. Click **Save options** (2).




You choose more storage under Configurable options

You pay pro rata for an upgrade for the rest of your period, and it takes effect after payment; a downgrade takes effect immediately. If you downgrade, make sure you don't use more than the new size.

Using Nextcloud Free (5 GB)? Then switch to a paid package for more space. Read about that in From Nextcloud Free to a paid package, or from another Nextcloud provider and More storage or users, changing or cancelling your package.

**Please note:** if your storage is full, Nextcloud will also clean up deleted files and old versions more quickly to free up space. So don't wait too long to make room or upgrade.

# 6.6 Backups with WebOké: what we keep and what you can do yourself

The backup you use yourself is built into your WebOké Nextcloud: the **trash** (Deleted files) and the **versions** of your files. With these, you can restore files, folders and older versions yourself, without needing anyone's help.

## What you can restore yourself

| What happened? | Solution |
|---|---|
| File or folder accidentally deleted | Restore it from **Deleted files**, see Recovering a deleted file from Deleted files |
| File overwritten or changed incorrectly | Restore an older version, see Restoring an older version and naming versions |
| Someone removed a file from your shared folder | It's in your Deleted files if you're the owner, see Recovering a deleted file from Deleted files |

You can read how long deleted files and versions are kept in How long does Nextcloud keep versions and deleted files?. In short: deleted files and versions are kept for up to 31 days, and removed sooner if space is needed. Named versions are kept.

## WebOké's system backups

WebOké also makes backups of the servers themselves. These serve as an extra safeguard against emergencies, such as a faulty server. They're not accessible to customers: you can't restore anything from them yourself. For your day-to-day work, rely on the trash and versions instead.

## What you can do yourself

- **Keep your own copy of important files:** for files you really can't afford to lose, keep a copy yourself as well. For example, using the Nextcloud Files desktop app on your computer (Why the desktop app? Browser, app or network drive): include that folder in your computer's backup, or copy it to an external drive now and then.
- **Give important versions a name**, so they're not cleared out automatically (see Restoring an older version and naming versions).
- **Don't delete things permanently too quickly:** anything you delete from Deleted files, or remove using **Empty deleted files**, can no longer be restored by you.
- **Be careful with sharing:** only give editing rights to people who really need them (see Sharing with a user from your own Nextcloud).
- **Transfer ownership** before a user is deleted, because a deleted user is removed permanently along with all their files (see Transferring ownership when a colleague leaves).

**Please note:** end-to-end encrypted folders can't be read by anyone but you, not even WebOké. If you lose the key, those files can no longer be opened. Read more about this in End-to-end encryption: when to use it, and when not to.

# 7

# Syncing with your computer

# 7.1 Why the desktop app? Browser, app or network drive

Your WebOké Nextcloud works in any browser. Still, it's often handy to have your files in a plain folder on your computer too, in Windows Explorer or the Finder on your Mac. For that, you install the free **Nextcloud Files** app. It keeps a folder on your computer and your Nextcloud automatically in sync: that's called synchronising.

There are three ways to get to your files from your computer. This chapter covers all three.

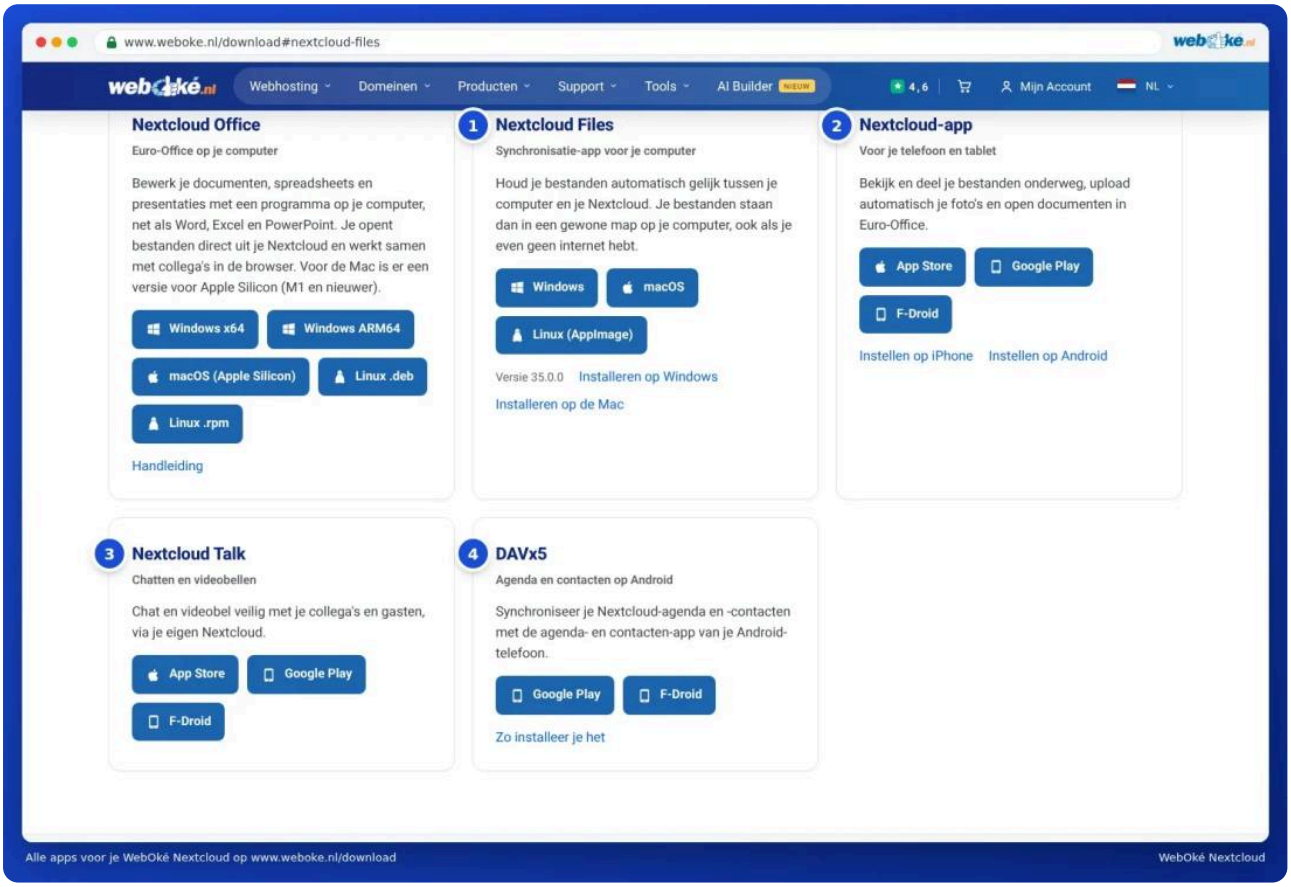
| | **In the browser** | **Desktop app Nextcloud Files** | **Network drive (WebDAV)** |
|---|---|---|---|
| Install | Not needed | Once per computer | Not needed, but needs setting up |
| Files in Explorer or Finder | No | Yes, in a regular folder | Yes, as a drive |
| Works without internet | No | Yes, for files stored on your computer | No |
| Space on your drive | None | Your choice: everything, part of it, or only what you open (Virtual files: see everything, only download what you open) | None |
| Log in | Password and login code | Once via your browser, the app creates its own app password | With an app password you create yourself |
| Large files and many files | Good, keep the tab open | Best: keeps going in the background | Varies, Windows has limits |
| Sharing, versions, trash | Yes | Via the app's menu or the browser | No, use the browser for that |
| Our advice | For quickly looking something up or sharing | For daily work | Only if there's no other way |

## What exactly does the desktop app do?

- Your files from WebOké Nextcloud sit in a folder on your computer. On Windows, that folder is called **Nextcloud** by default and is located in your user folder; on a Mac, you'll find it in Finder under **Places** on the left.

- Put a file in that folder, and it appears in your Nextcloud a few seconds later. Change something in the browser, and it automatically appears on your computer too.
- With **virtual files**, you see everything, but a file is only downloaded when you open it. That way, even a large Nextcloud fits on a small laptop (Virtual files: see everything, only download what you open).
- Working without internet for a while? You can simply carry on working in the folder. As soon as you're back online, the app puts your changes into your Nextcloud.

The app works with every WebOké Nextcloud package: Free, Personal, Family and Max.




At www.weboke.nl/download, you'll find Nextcloud Files (1), the Nextcloud app for your phone (2), Nextcloud Talk (3) and DAVx5 (4)

## What do you need?

- A computer with Windows 10 (version 1809 or newer) or Windows 11, macOS 13 or newer, or a 64-bit Linux.
- The address of your WebOké Nextcloud. That's the address you see in the browser when you're logged in, for example **https://demo.webokecloud.nl** or **https://cloud.jouwbedrijf.nl**.
- Your username and password, and your mailbox or authenticator app for the login code.

You can read how to install the app in Installing Nextcloud Files on Windows (Windows), Installing Nextcloud Files on Mac (File Provider) (Mac) and Installing Nextcloud Files on

Linux (AppImage) (Linux).

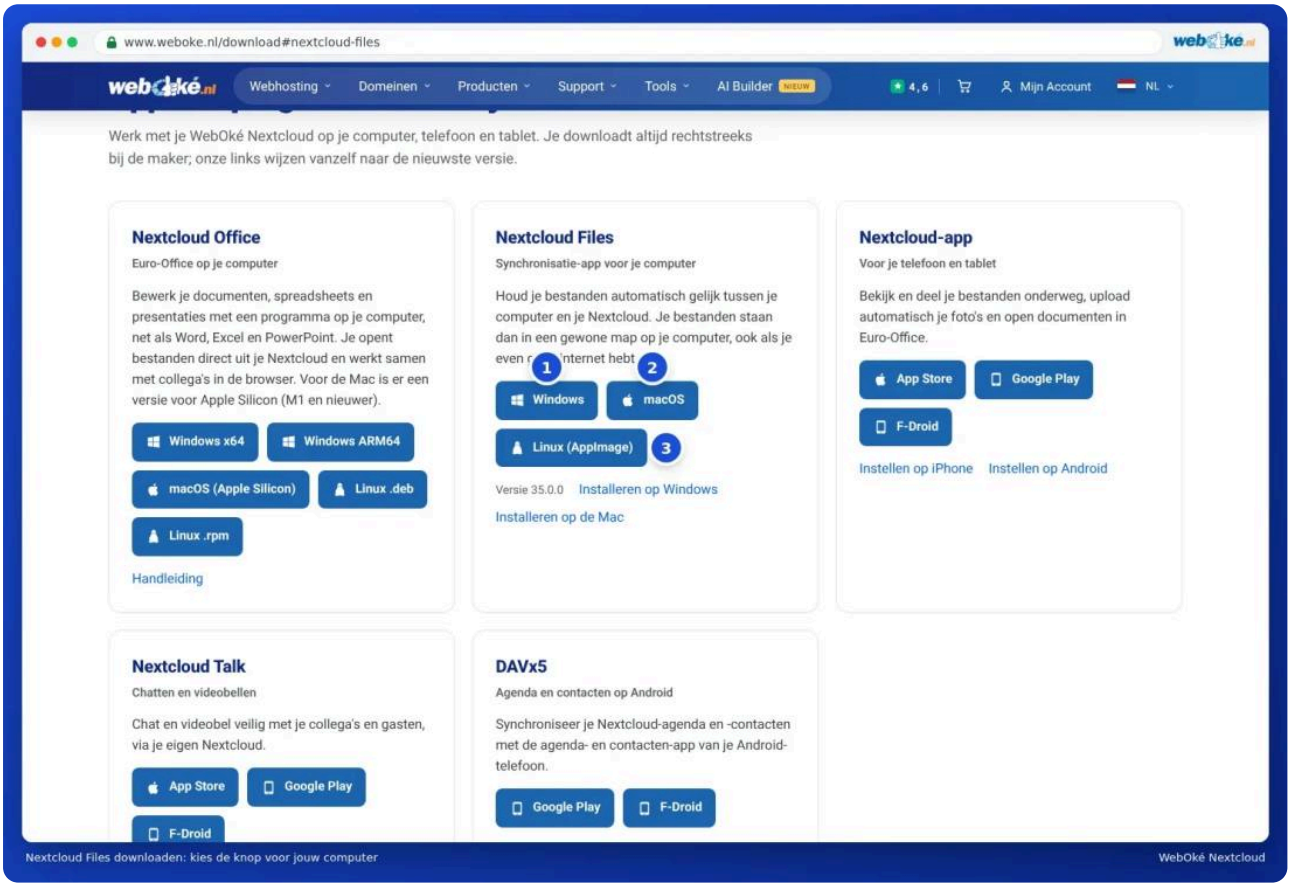
**Tip:** do you work a lot with documents, spreadsheets and presentations? Then also read Working with Office files from your computer. It explains when it's better to open a document in the browser rather than from the folder on your computer.

# 7.2 Installing Nextcloud Files on Windows

Here's how to set up the Nextcloud Files desktop app on a Windows computer and connect it to your WebOké Nextcloud. Allow about ten minutes.

## Step 1: download

1. Go to www.weboke.nl/download and click **Windows** next to **Nextcloud Files** (1). Or use this direct link: Nextcloud Files for Windows.
2. You download directly from Nextcloud. The file is called something like **Nextcloud-35.0.0-x64.msi** and ends up in your **Downloads** folder.




Choose Windows (1), macOS (2) or Linux (3); our buttons always point to the latest version

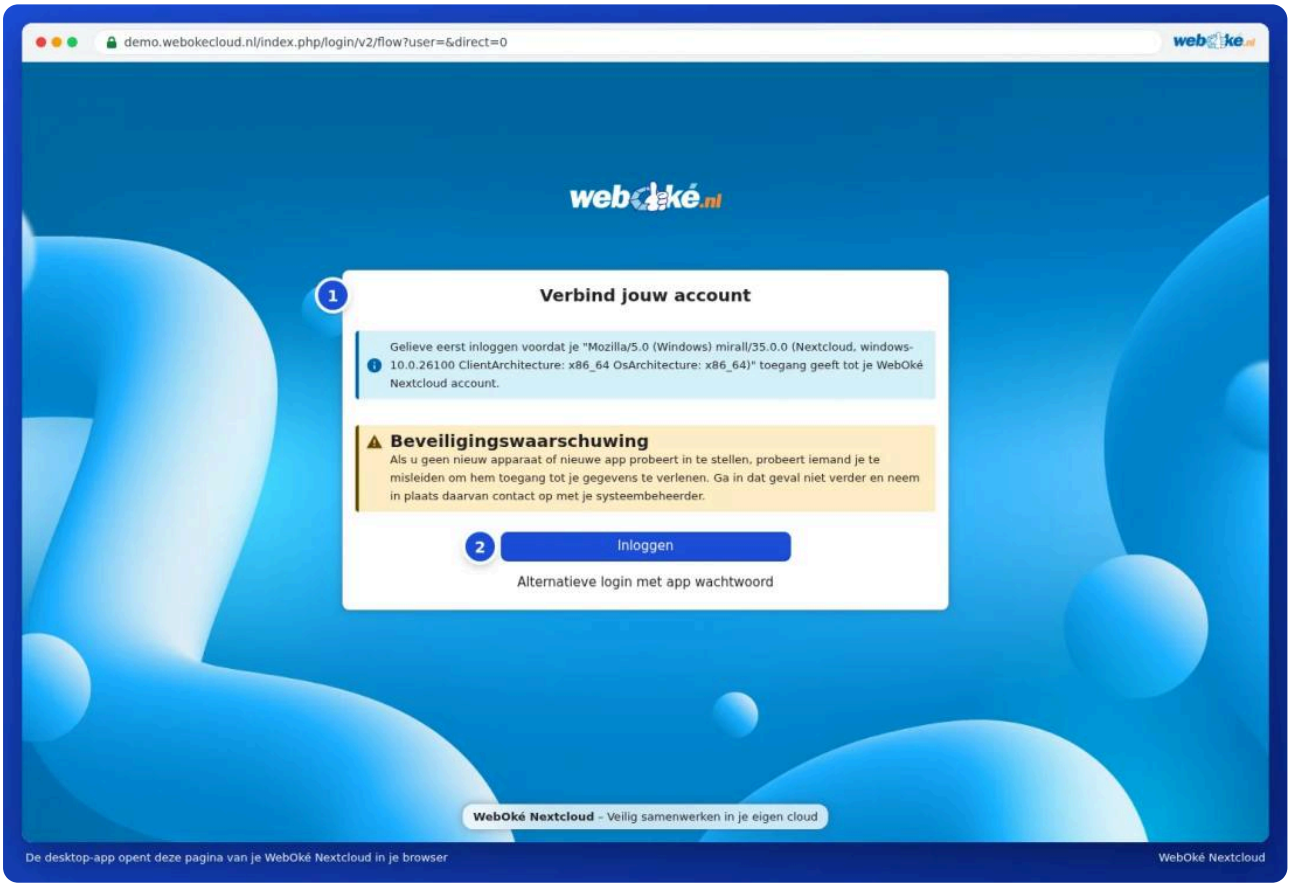
## Step 2: install

1. Double-click the downloaded file.
2. Follow the steps in the installer. You can leave the suggested settings as they are.
3. Windows asks whether the app may make changes. Click **Yes**. You'll need administrator rights on the computer for this.
4. After installation, the app starts automatically. You'll see the login window, and the Nextcloud cloud icon appears at the bottom right of the taskbar. If you don't see the icon, click the arrow pointing up next to the clock.

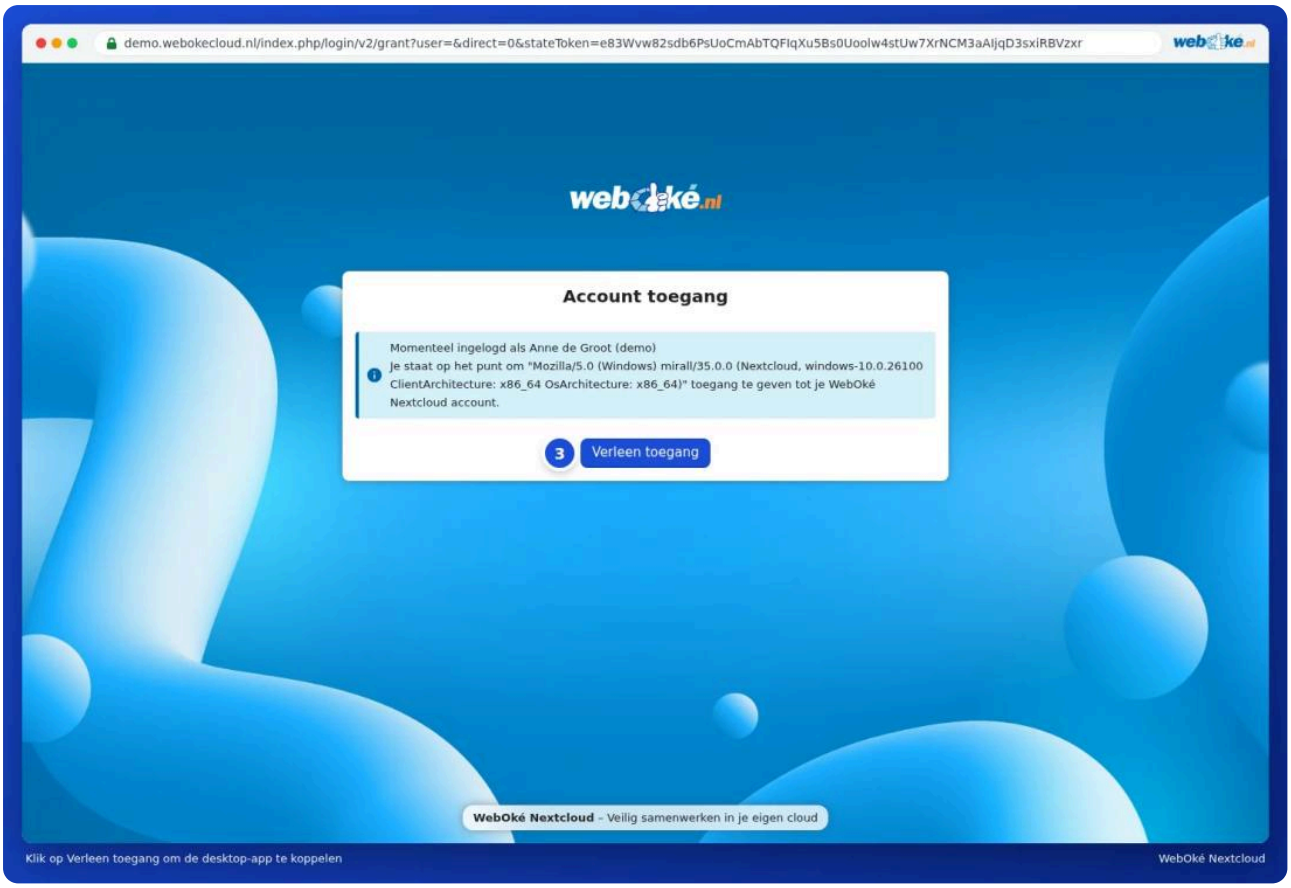
## Step 3: connect your Nextcloud

This part of the app is still largely in English, even on a computer set to another language. Below are the names as they appear in the app.

1. In the **Log in to Nextcloud** window, enter the address of your WebOké Nextcloud next to **Server address**, for example **https://demo.webokecloud.nl**. Click **Log in**.
2. The app opens your browser on the **Connect to your account** page (1). Click **Login** (2). Meanwhile, the app shows **Switch to your browser**. If the browser doesn't open automatically, click **Copy link** in the app and paste the link into your browser. The page shows a **Security warning**: only grant access if you're setting up the app yourself right now. Above it you'll see the name the app identifies itself with; for the desktop app, this is a long technical name containing "mirall" and "Nextcloud". That's normal.
3. If you're not logged in yet, log in with your username and password and enter the login code you receive by email or in your authenticator app.
4. You'll see **Account access**, showing the name you're logged in as. Click **Grant access** (3). The browser then confirms that your account is connected and that you can close the window.



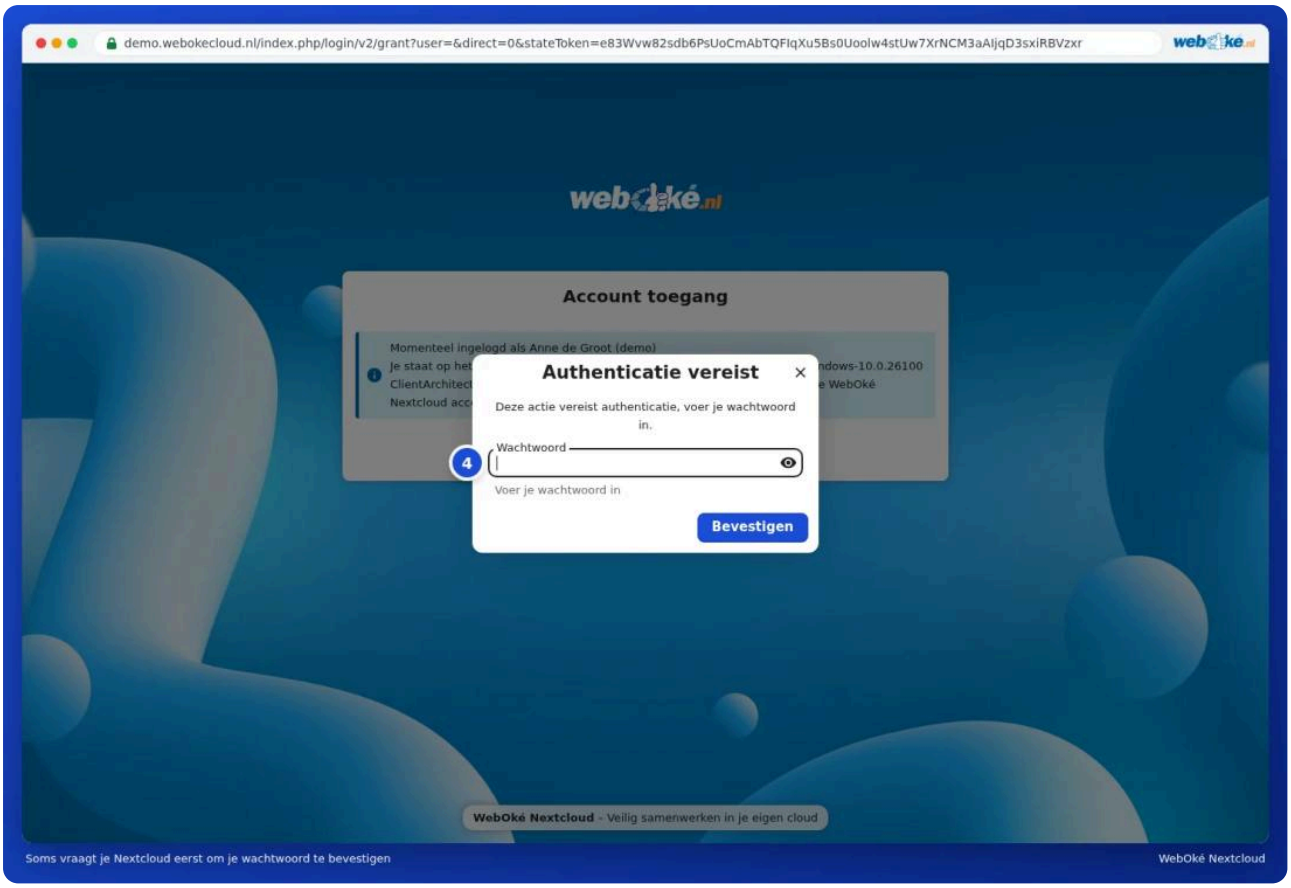

The desktop app opens this page (1); click Login (2)



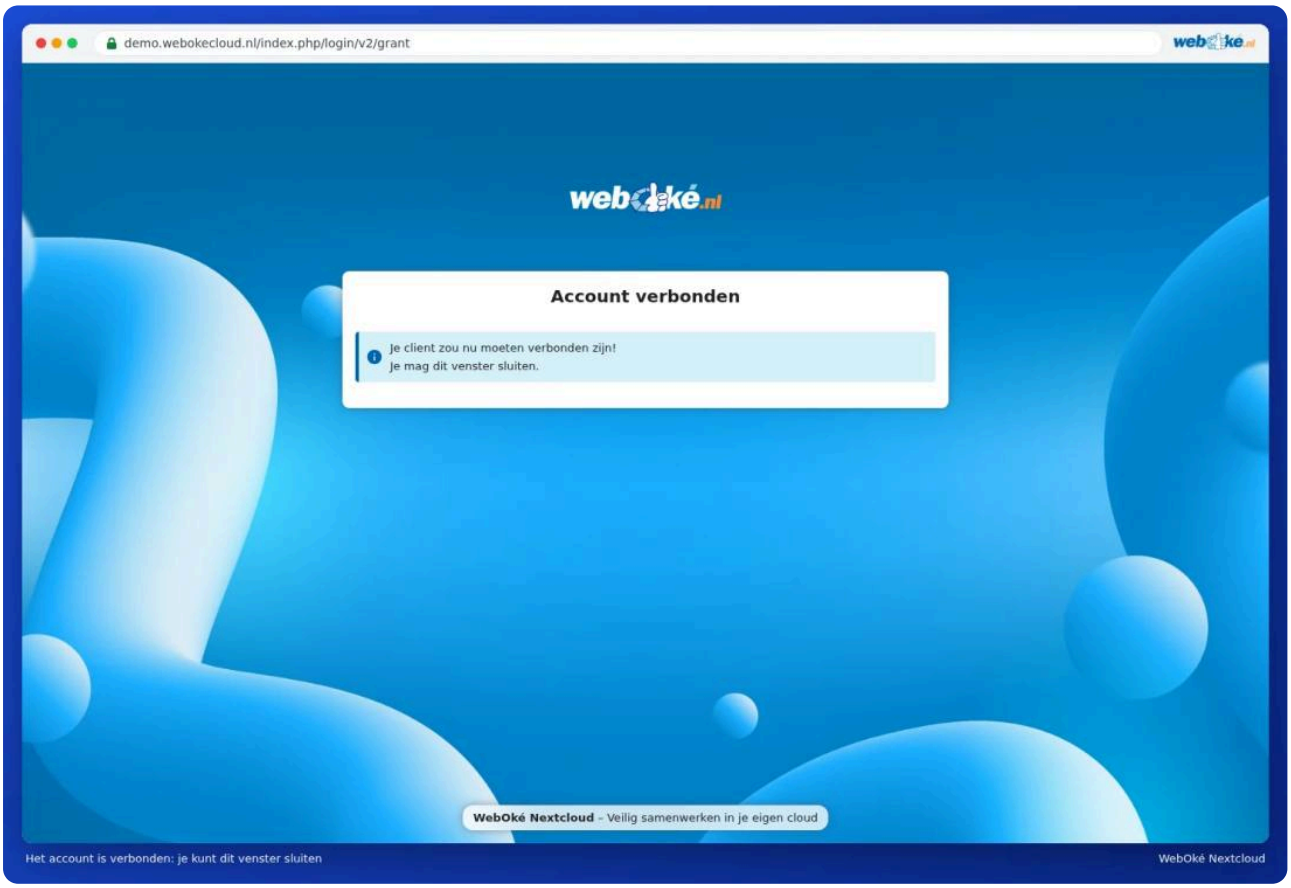

Click Grant access (3) to connect the app to your WebOké Nextcloud

So you don't need to create an app password: the app handles that itself. Afterwards, you'll find the computer listed in your Nextcloud under **Settings**, **Security**, under **Devices & sessions** (see Viewing, revoking, or remotely wiping devices and sessions).

If you've been logged in to the browser for a while, your Nextcloud may first ask you to confirm your password: **Authentication required**. Enter your usual password (4) and click **Confirm**.




Enter your password (4) and click Confirm




After Grant access, your Nextcloud confirms the account is connected; you can close the browser window

## Step 4: choosing what goes on your computer

Back in the app, choose how you want to sync:

| Choice in the app | What it does | When to choose it |
|---|---|---|
| **Virtual files** | You see all your files and folders, but a file is only downloaded when you open it. | Our recommendation for most people, especially on a laptop. See Virtual files: see everything, only download what you open. |
| **Synchronize everything** | Everything from your Nextcloud is stored as an actual file on your computer. | If you want offline access to all your files, anywhere, and your drive has enough space. |
| **Choose what to sync** | You tick which folders go on your computer. | If you only need a few folders on this computer. See Selective sync: only certain folders. |

Next to **Local sync folder**, you'll see where the folder will be placed on your computer. By default, this is the **Nextcloud** folder in your user folder. If you want a different location, click **Choose**. Pick an empty folder on a regular drive; virtual files don't work on a network drive or directly in the root of a drive (such as D:\). Then click **Connect**.

The app starts straight away. How long the first sync takes depends on the amount of files and your internet connection. With virtual files, it's fast, since nothing is downloaded yet.

## Step 5: finding your files

- Open File Explorer. On the left, you'll see **Nextcloud** with the blue cloud icon. That's where your files are.
- Click the cloud icon at the bottom right of the taskbar to see what the app is doing. You'll find an explanation of this window in The cloud icon: reading status, activity and errors.
- From now on, the app starts automatically when you turn on the computer.

**Tip:** right-click a file in the Nextcloud folder in File Explorer. Under **Nextcloud**, you'll find options such as **Share options** and **Open in browser**. This way, you can share a file without opening the browser first. (On Windows 11, these options sometimes appear under **Show more options**.)

**Please note:** Windows doesn't allow certain characters in file names, such as **: ? * " < > |**. If such a name exists in your Nextcloud, the app will skip that file. You can read how to fix this in Cleaning up files with forbidden characters so Windows syncs again.

## Updating

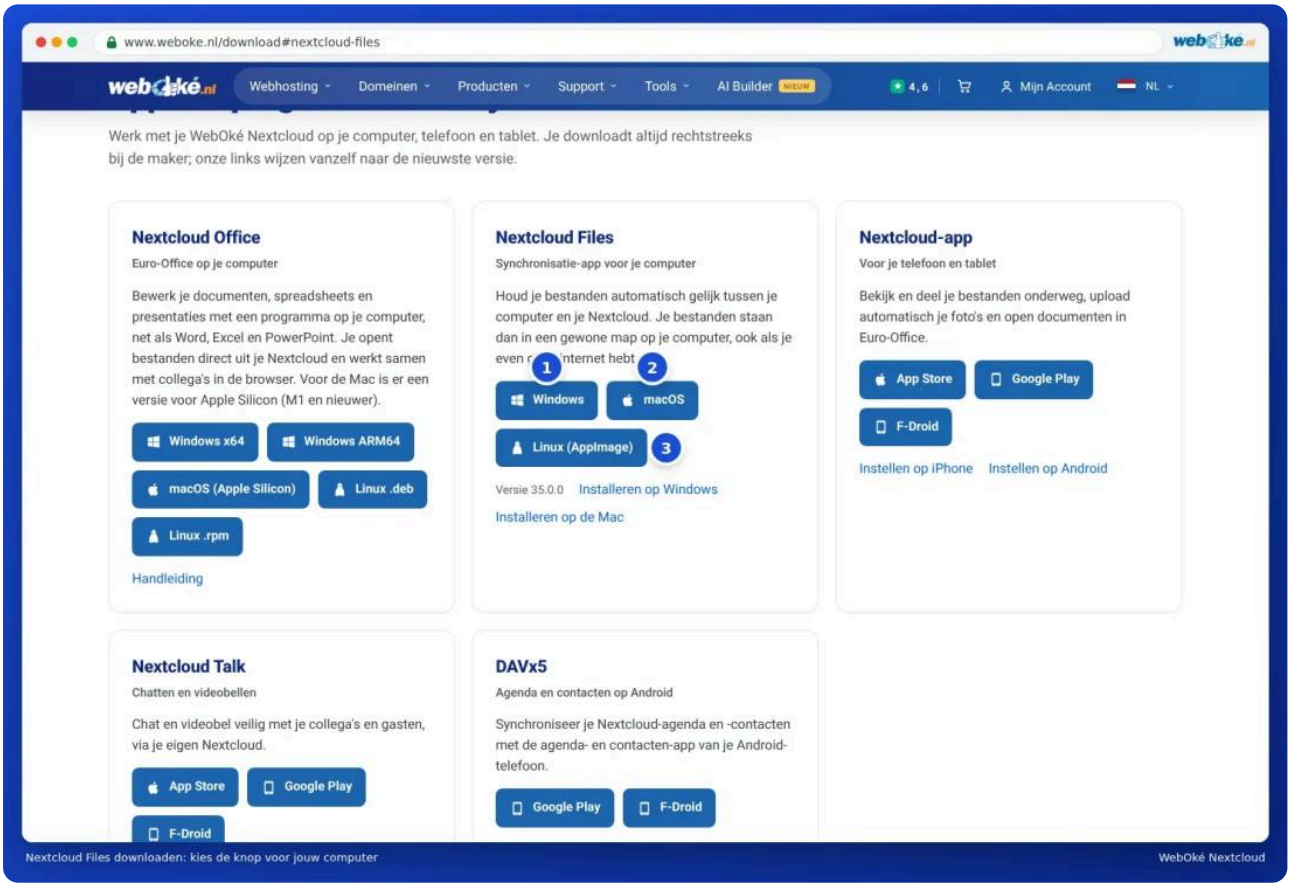
The app automatically checks for a new version and lets you know. You can also always download the latest version via the button on our download page and install it over the old one. Your settings and folder will stay exactly as they are.

# 7.3 Installing Nextcloud Files on Mac (File Provider)

On Mac, Nextcloud Files works with Apple's **File Provider**. This is the same technology used by iCloud Drive and OneDrive. Your files appear in Finder under **Places** on the left, and a file is only downloaded when you open it.

## Step 1: download and install

1. Go to www.weboke.nl/download and click **macOS** next to **Nextcloud Files** (2). Or use this direct link: Nextcloud Files for Mac. You need macOS 13 or newer.
2. Open the downloaded file **Nextcloud-35.0.0.pkg** (the number differs per version) in your Downloads folder.
3. Follow the steps in the installer. Your Mac will ask for your Mac password (not your Nextcloud password) to allow the installation.
4. Then open **Nextcloud** from the Applications folder or via Launchpad. The Nextcloud cloud icon appears at the top of the menu bar.




Click macOS next to Nextcloud Files (2)

## Step 2: connect your Nextcloud

1. In the **Log in to Nextcloud** window, enter the address of your WebOké Nextcloud under **Server address** and click **Log in**.
2. Your browser opens with **Connect to your account**. Click **Login**, sign in with your username, password and login code, and click **Grant access**. These screens look the same as on Windows; see the images in Installing Nextcloud Files on Windows.
3. Back in the app, **File Provider** is ready and selected as the sync option. Leave it enabled and click **Connect**.

## Step 3: grant permissions

macOS will ask for a few permissions the first time. Grant them, otherwise the app won't be able to sync.

- If you get a notification about an **extension** or a **File Provider**, allow it. You can check this later under **System settings**, **General**, **Login Items & Extensions** (the exact name varies slightly per macOS version).
- If your Mac asks whether Nextcloud may access files in certain folders, click **Allow**. You can review this under **System settings**, **Privacy & Security**, **Files and Folders**.
- If you want the app to start automatically when you turn on your Mac, enable Nextcloud under **System settings**, **General**, **Login Items & Extensions**, under **Open at Login**.

## Step 4: your files in Finder

Open Finder. Your Nextcloud now appears under **Places** on the left. Click it to see all your folders.

| What you see in Finder | Meaning |
|---|---|
| Cloud icon with a downward arrow | The file is still only in your Nextcloud. Double-click it and it will be downloaded and opened. |
| Pie chart | The file is currently being downloaded or uploaded. |
| Cloud icon with only an outline | Your change hasn't been fully uploaded yet. |
| No icon | The file is on your Mac and matches your Nextcloud. |
| Circle with a pin | You've set this file or folder to always stay on your Mac. |
| Crossed-out cloud icon | The file isn't included in syncing. |

Right-click (or Control-click) a file or folder to see the options. There you can choose, among other things, to always keep something downloaded (**Keep Downloaded**), let your

Mac free up the space again, and set the sharing options for your Nextcloud. More on this in Virtual files: see everything, only download what you open.

**Please note:** the files are no longer in a regular **Nextcloud** folder in your home folder, as they were with older versions of the app. Missing files after an update or after switching? Read On Mac: files missing after switching to File Provider.

## Prefer a regular folder?

Would you rather have a regular folder where everything is actually stored on your Mac (the classic way)? Click the cloud icon in the menu bar and open the app's **Settings**. Under **General**, untick **Enable File Provider**. This applies to all your accounts. Then set up a classic sync folder for your account. Only do this if you have a good reason, for example a program that doesn't work with File Provider. File Provider and classic folders don't work together: if File Provider is enabled, don't use a classic folder for the same account.

**Tip:** when disk space is low, your Mac automatically frees up space by moving files you haven't opened in a while back to online only. Your files simply remain in your Nextcloud.

# 7.4 Installing Nextcloud Files on Linux (AppImage)

For Linux, Nextcloud provides the desktop app as an **AppImage**: a single file you can run without installation, on almost any 64-bit Linux system.

## Downloading and starting

1. Go to www.weboke.nl/download and click **Linux (AppImage)** (3) next to **Nextcloud Files**, or use this direct link: Nextcloud Files for Linux.
2. Make the file executable. In most file managers, right-click the file, choose **Properties** and tick the option to run it as a program under **Permissions**. In the terminal, type: **chmod +x Nextcloud-*-x86_64.AppImage**
3. Double-click the file, or start it in the terminal with **./Nextcloud-35.0.0-x86_64.AppImage** (the number varies by version).
4. Connect your WebOké Nextcloud as described in Installing Nextcloud Files on Windows: enter the address, log in with your login code in the browser, click **Grant access** and choose what you want to synchronise.

## Good to know

- The app stores its login details in your computer's keyring (for example GNOME Keyring or KWallet). Without such password management, you'll need to log in again each time.
- Virtual files are still in testing on Linux (in the app: **Virtual files (beta)**). On Linux, it's best to choose **Synchronize everything** or **Choose what to sync**.
- If you want the app to appear in your menu and start automatically, use a tool that integrates AppImages, such as AppImageLauncher. Nextcloud mentions this in its own documentation. This also makes the **Open locally** button in the browser work.
- Many Linux distributions (such as Ubuntu, Debian, Fedora and openSUSE) also have a **nextcloud-desktop** package in their own software repository. This isn't made by Nextcloud itself and can sometimes be older.
- For buttons in your file manager (sharing, status), install the package that matches your file manager, for example **nautilus-nextcloud**, **dolphin-nextcloud**, **nemo-nextcloud** or **caja-nextcloud**.

**Tip:** downloading a new version? Replace the old AppImage file with the new one. Your settings will be kept.

# 7.5 Virtual files: see everything, only download what you open

With virtual files, you can see all your folders and files from your WebOké Nextcloud on your computer, but they take up almost no space. The app only fetches a file once you open it. Ideal for a laptop with a small disk or if your Nextcloud is much bigger than your computer.

## How to recognise the status (Windows)

In File Explorer, each file shows an icon in the **Status** column:

| Icon in File Explorer | Meaning | Works without internet? |
|---|---|---|
| Blue cloud | Online only: the file is only in your Nextcloud. | No |
| Green tick in a white circle | You've opened the file; it's now also on your computer. | Yes |
| White tick in a green circle | Always on this device: stays on your computer permanently. | Yes |
| Two blue arrows | Syncing in progress. | |

On a Mac, you'll see similar icons in Finder; these are listed in the table in Installing Nextcloud Files on Mac (File Provider).

## Keeping a file or folder on your computer permanently

Travelling or working without internet often? Pin the folders you need to your computer.

- **Windows:** right-click the folder in File Explorer and choose **Always keep on this device**. The app downloads everything in that folder, including anything added later.
- **Mac:** right-click the folder and choose the option to always keep it downloaded (**Keep Downloaded**).

## Freeing up space

Opened a large folder and now your disk is filling up? Free up some space. The files stay in your Nextcloud; only the copy on your computer is removed.

- **Windows:** right-click the file or folder and choose **Free up space**. The icon turns back into a blue cloud.
- **Mac:** right-click and choose the option to remove the download, or switch off keeping it pinned. The Mac also frees up space automatically when storage runs low.

**Please note:** on Windows, the app does **not** free up space automatically. Every file you open even once stays on your computer until you choose **Free up space** yourself. Do this now and then for large folders, such as your photos. Laptop with limited disk space: setting up virtual files and freeing up space correctly explains the best way to set up a laptop with limited storage.

**Please note:** deleting a file in the folder also deletes it in your Nextcloud, even if it was a virtual file. If you only want to free up space, choose **Free up space** rather than **Delete**. Deleted something by accident? Restore it via Recovering a deleted file from Deleted files.

## Turning virtual files on or off

Did you choose **Synchronize everything** or **Choose what to sync** during installation, but want virtual files after all? Click the cloud icon, open the app's settings, and click the three dots next to the folder under your account. Choose **Enable virtual file support**. Choosing **Disable support for virtual files** reverses this; the app will then download everything you've selected.

## When is it better not to use virtual files?

- If you often work offline for long periods and don't know in advance which files you'll need.
- If a program searches through all your files at once (such as a backup program or a photo application that indexes your entire folder). This will still end up downloading everything.
- On Linux, where it's still in the testing phase.

# 7.6 Selective sync: only certain folders

Do you only want a few folders on this computer, as actual files? Use selective sync. Folders you untick simply stay in your WebOké Nextcloud; they just won't appear on this computer.

## During installation

When linking your account in the app, choose **Choose what to sync** and tick the folders you want. See Installing Nextcloud Files on Windows.

## Changing it later

1. Click the Nextcloud cloud icon (Windows: bottom right in the taskbar; Mac: at the top in the menu bar).
2. Open the app's settings (via your name or profile picture at the top of the window, then **Settings**).
3. Choose your account on the left. You'll see the folder that's being synced.
4. Click the three dots next to the folder and choose **Choose what to sync**. You'll then see the folder list of your Nextcloud.
5. Tick or untick folders. Use **Sync all** and **Sync none** to turn everything on or off in one go.
6. Click **Apply**.

**Please note:** if you untick a folder, the app removes that folder from your computer (not from your Nextcloud). Have you changed something in that folder on your computer that hasn't been uploaded yet? Then wait until the cloud icon turns green before unticking the folder.

## Selective sync or virtual files?

| | Selective sync | Virtual files |
|---|---|---|
| What do you see on your computer? | Only the folders you've ticked | Everything |
| What's actually on your disk? | Everything in the ticked folders | Only what you open or pin |
| Without internet | All ticked folders | Only what's already downloaded |
| Mac | Only with a classic sync folder | Default (File Provider) |

If you use virtual files, you won't see any tick boxes next to the folders in the settings. That's normal: you then choose per folder with **Always keep on this device** or **Free up space** (see Virtual files: see everything, only download what you open).

## New large folders

If a new folder is added to your Nextcloud that's larger than a certain size (for example, if a colleague shares a large folder with you), the app may first ask whether you want to download it. You set this in the app's settings, under **Advanced**. You'll then see the question in the cloud icon's window.

**Tip:** for files you never want to sync, such as temporary files from a program, add them to the **Edit Ignored Files** list in the app's settings. An asterisk (*) there stands for any characters, for example ***.tmp**.

## 7.7 The cloud icon: reading status, activity and errors

The Nextcloud cloud icon sits on Windows in the bottom right of the taskbar (sometimes behind the up arrow), on the Mac at the top in the menu bar, and on Linux in the notification area. The icon shows you at a glance how syncing is going.




The status icons of the desktop app (images from Nextcloud) and what they mean

| Icon | Meaning | What do you do? |
|---|---|---|
| Green with white tick | Everything is up to date and the app is connected. | None. |
| Blue with two spinning arrows | The app is syncing. | Wait a moment. With many or large files, this can take a while. |
| Grey with two lines | Syncing is paused, usually because you paused it yourself. | Right-click the cloud icon and choose **Resume sync**. In the app's settings, next to your account, it's called **Resume sync**. |
| Grey cloud icon with a line through it | No connection to your Nextcloud. | Check your internet connection. Does your Nextcloud work in the browser? See Synchronisation on your computer is stuttering. |
| Yellow triangle with exclamation mark | Something needs your attention, for example a file that couldn't be synced. | Click the cloud icon and read the message. |
| Red with white cross | An error in the settings, for example a wrong address or an expired login. | Click the cloud icon and log in again if needed. |

## The cloud icon window

Click (with the left mouse button) the cloud icon. A window opens with:

- **At the top**, your name and profile picture. Click it for the account menu: add an account, pause or resume syncing, log out, and the app's **Settings**. There you'll also see your status (online, away, do not disturb), just as in the browser.
- **Buttons** to open your local folder and your Nextcloud in the browser, and the apps in your Nextcloud, such as Talk.
- **The activity list**: which files have just been synced, notifications from your Nextcloud (such as a file shared with you), and warnings. A file that hasn't been synced is listed with the reason why.

Right-clicking the cloud icon (Windows) gives you a short menu to open the window, pause syncing, open the settings, or quit the app.

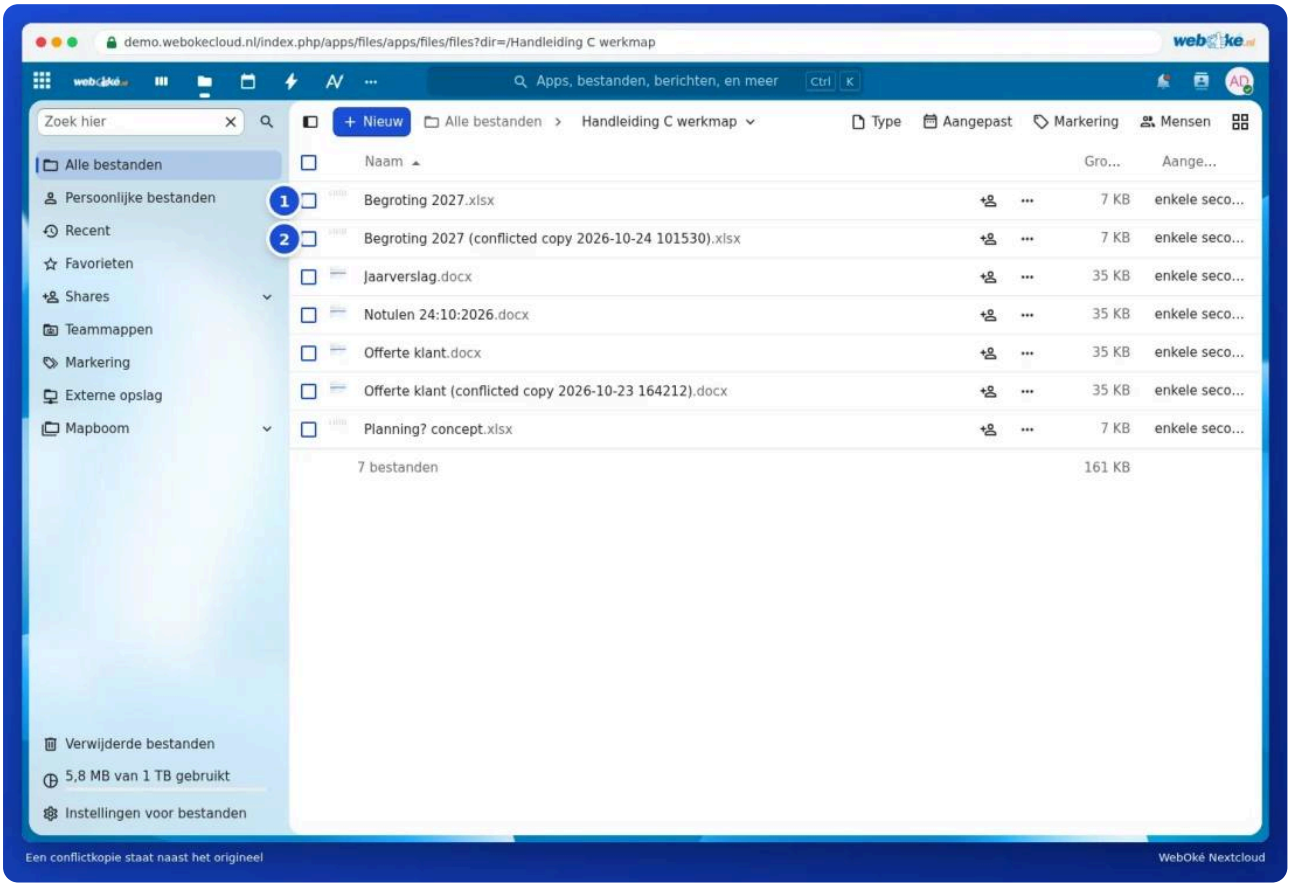
## Messages you'll often see

| Message (sometimes in English) | What it means | Solution |
|---|---|---|
| A file with an invalid name, or with characters that aren't allowed | The name contains characters Windows doesn't recognise, or ends with a space or a full stop. | Rename it in the browser. See Cleaning up files with forbidden characters so Windows syncs again. |
| File is in use, or is locked | The file is open in another program. | Close the program; the app will try again afterwards. |
| Conflict, or **Resolve conflict** | The same file has been changed in two places at once. | See Conflicted copies: what they are and how to resolve them. |
| Insufficient disk space on the server | Your storage in your WebOké Nextcloud is full. | Clean up or upgrade, see Storage full: making room or upgrading. |
| Server is in maintenance mode | WebOké is updating your Nextcloud. | Wait a moment; the app will carry on automatically afterwards. |
| A message asking you to log in again, or a red circle with a cross | The app's access has been revoked, or your password has changed. | Click the cloud icon and choose **Login**; you'll go through the steps again in the browser. |

**Tip:** want to report a problem to WebOké? Take a screenshot of the cloud icon's window, including the message, and mention the app's version. You'll find this in the app's settings. See How to report a problem to WebOké.

# 7.8 Conflicted copies: what they are and how to resolve them

Sometimes you'll spot a file in your Nextcloud folder with **(conflicted copy** and a date in the name, for example **Budget (conflicted copy 2026-10-24 101530).xlsx**. That's a conflicted copy. Nothing has been lost: these are two versions of the same file.




The original (1) and the conflicted copy with your own changes (2) side by side

## How does a conflicted copy happen?

A conflict happens when the same file is changed in two places before the app has had a chance to sync the changes. For example:

- You're working on a file on your laptop without internet, and a colleague changes the same file in the browser at the same time.
- You open a shared document from the folder on your computer, while a colleague is editing it in the browser.
- The same folder is being tracked by two sync programs at once, for example Nextcloud and OneDrive or Dropbox.

In that case, the app can't decide for itself which version is correct. So it fetches the version from your Nextcloud under the usual name (1), and saves your version next to it as a conflicted copy (2). The app doesn't upload the conflicted copy: it stays only on your

computer and your colleagues won't see it. If a conflicted copy does end up in your Nextcloud, for example because someone uploaded it manually, you'll also see it in the browser, as shown in the image above.

## How to resolve it

1. Click the cloud icon. If there's a conflict, you'll see a notification with **Resolve conflict**. Click it.
2. The app shows both versions, with date and size: **Local version** (your version) and **Server version** (the version from your Nextcloud). Tick the one you want to keep and click **Save selected version**. If you tick both, they'll both be kept and your version gets a number added to its name.
3. Want to keep changes from both versions? Open both files, copy your own changes from the conflicted copy into the original, and save the original.
4. Then delete the conflicted copy. Once it's gone, the conflict is resolved.

**Please note:** don't delete a batch of conflicted copies all at once without checking them first. They might contain work that doesn't exist anywhere else. Got a lot of them? Read Cleaning up conflict copies in a large folder without losing anything to find out how to safely clean up a large folder.

## Preventing conflicts

- If you're working on the same document with colleagues, open it in the browser in Euro-Office. That way, you're genuinely working together on one version. See Working with Office files from your computer.
- Let the app finish syncing (green cloud icon) before you close your laptop or go offline.
- Never let a folder be tracked by two sync programs at the same time.
- Don't use the same folder on two computers with different accounts.

**Tip:** have you lost something anyway? Your WebOké Nextcloud keeps older versions of every file. See Restoring an older version and naming versions.

# 7.9 Multiple accounts and folders in one app

One desktop app can keep track of several accounts and several folders at the same time. Handy if you have your own package as well as an account with a union, or if you have a paid package alongside Nextcloud Free.

## Adding a second account

1. Click the cloud icon and then on your name at the top.
2. Choose **Add account**.
3. You go through the same steps as the first time: enter the address, log in in the browser with your login code, **Grant access** and choose what you want to synchronise. See Installing Nextcloud Files on Windows.
4. Choose a **different** local folder than for your first account, for example **Nextcloud Union**.

In the cloud icon's window, you switch between your accounts at the top. In the settings, each account has its own section.

## Linking an extra folder

You can also link a separate folder on your computer with a folder in your Nextcloud, for example your **Documents** folder with a **Laptop Documents** folder in your Nextcloud.

1. Open the app's settings and choose your account.
2. Click **Add Folder Sync Connection**.
3. Choose the folder on your computer (**Choose a local folder to sync**) and then the folder in your Nextcloud (**Choose a remote destination folder**). Use **Create** to make a new one there.
4. Confirm. From then on, the app synchronises the folder just like the regular Nextcloud folder.

**Please note:** don't link a folder that's already inside your Nextcloud folder, or one that's also tracked by OneDrive, Dropbox or iCloud. This causes duplicate files and conflicts.

**Please note:** on Mac with File Provider, linking separate folders doesn't work; there, each account appears as its own location in Finder under **Places**.

## Removing a link or account

- A folder: click the three dots next to the folder in the settings, **Delete folder sync connection**. The files stay in your Nextcloud and on your computer; they just stop being tracked.
- An account: in the settings next to the account, use the button to sign out or delete the account. Signing out keeps the link, deleting removes it completely.

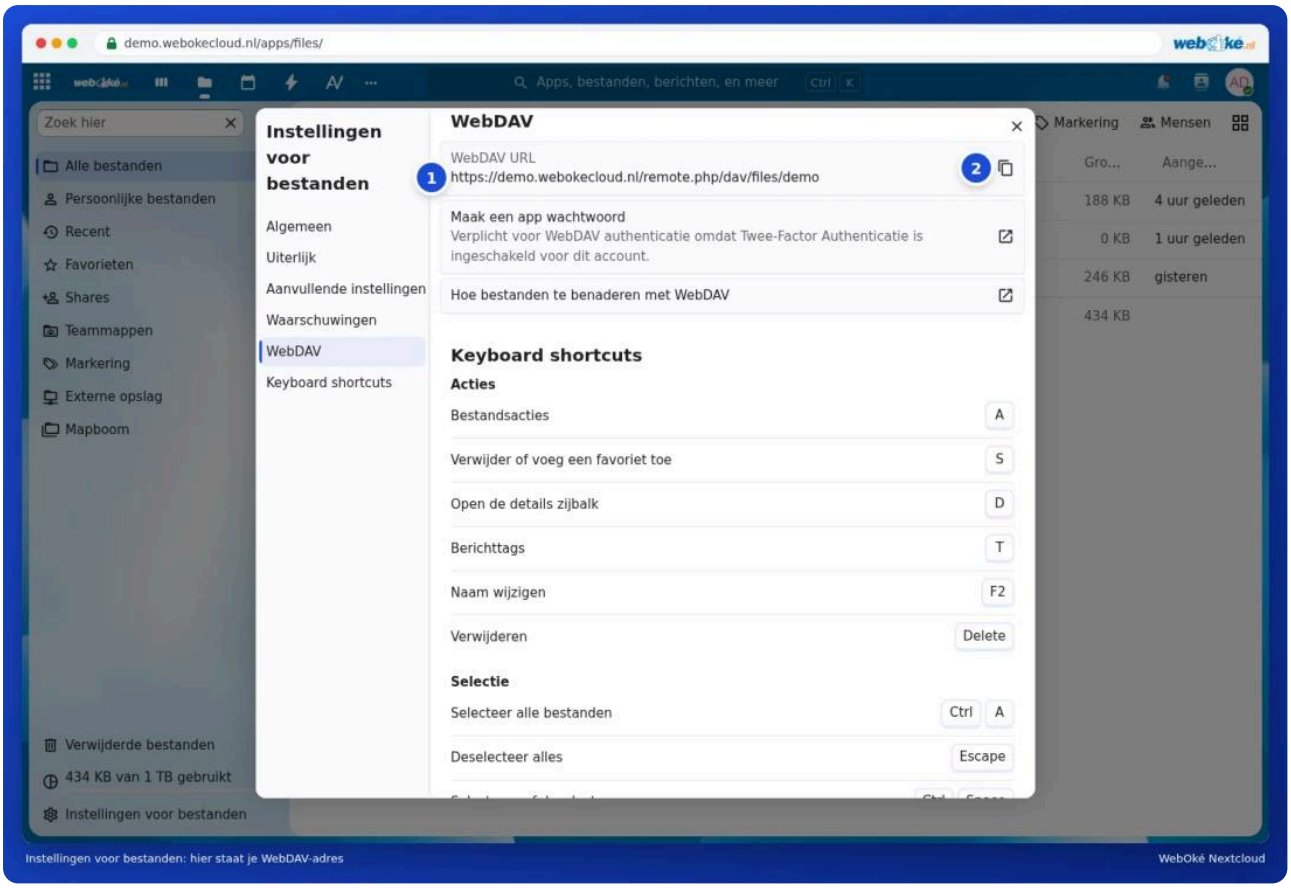
**Tip:** want to move your files from Nextcloud Free to a paid package? You don't need to synchronise two accounts side by side for that. Read From Nextcloud Free to a paid package, or from another Nextcloud provider.

# 7.10 Your Nextcloud as a network drive (WebDAV) in Explorer or Finder

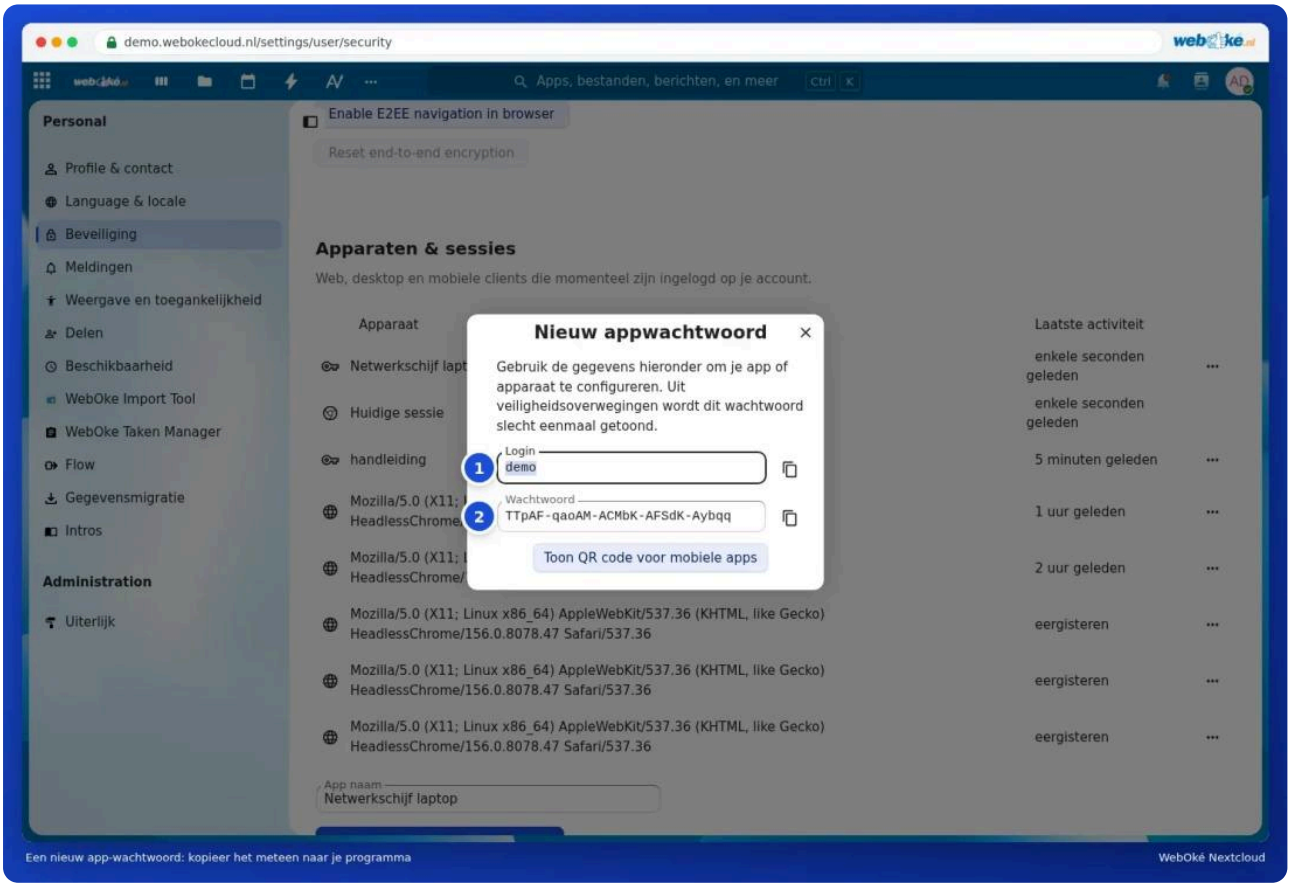
You can also connect your WebOké Nextcloud as a network drive, without an app. This works via **WebDAV**. Your files then don't sit on your computer: everything goes directly over the internet. For everyday work we recommend the desktop app with virtual files (Virtual files: see everything, only download what you open); a network drive is handy on a computer where you're not allowed to install anything, or for a program that needs a drive letter.

## What do you need?

1. **The WebDAV address.** Open the **Files** app in your Nextcloud and click **Files settings** at the bottom left. Choose **WebDAV** on the left. Next to **WebDAV URL** you'll see your address (1), with a button on the right to copy it (2). It looks like **https://demo.webokecloud.nl/remote.php/dav/files/demo/**, with your address and username.
2. **An app password.** Because your WebOké Nextcloud is protected with a login code, your usual password won't work here. Click **Create an app password** in the same window, or go to **Settings**, **Security**, **Devices & sessions**. At the bottom, enter a name such as **Laptop network drive** under **App name** and click **Create new app password**. If your Nextcloud asks for your password (**Authentication required**), enter it. In the **New app password** window you'll see your **Login** (1) and the **Password** (2). Copy the password straight away; you'll only see it once. See also App passwords: when and how to use them.




Files settings, WebDAV section: the address (1) and the copy button (2)




New app password: your login (1) and the password (2); this example was revoked straight afterwards

## Windows: setting up a network connection

1. Open Explorer and click **This PC** on the left.
2. Click the three dots at the top (or **Computer**) and choose **Map network drive**.
3. Choose a drive letter, for example **N:**, and paste the WebDAV address under **Folder**.
4. Tick **Reconnect at sign-in** and **Connect using different credentials**. Click **Finish**.
5. Enter your username and the app password, and tick **Remember my credentials**.

## Mac: connecting to server

1. In Finder, choose **Go** in the menu bar, then **Connect to Server**.
2. Paste the WebDAV address as the server address and click **Connect**.
3. Enter your username and the app password. Your Nextcloud will then appear in Finder under **Locations**.

## Linux

In most file managers (such as Files in GNOME) you choose **Other Locations** and enter the address under **Connect to Server** using **davs://** instead of https://, for example **davs://demo.webokecloud.nl/remote.php/dav/files/demo/**. In KDE, add your Nextcloud under **Online Accounts** in the system settings.

## Known limitations

| What you notice | Why | What you can do |
|---|---|---|
| After a restart, the drive is gone or Windows asks for your password again | Windows's built-in WebDAV is prone to this | See A WebDAV network drive that disappears after a restart |
| Files larger than about 50 MB don't work on Windows | Windows has a default limit for WebDAV | Use the desktop app or the browser for large files; see A WebDAV network drive that disappears after a restart |
| Windows shows the free space on your C drive instead of your Nextcloud | WebDAV doesn't pass on that information | Check how much space you have at the bottom left of Files in your Nextcloud |
| Slow with lots of small files | Each file travels separately over the internet | Use the desktop app |
| Message about too many login attempts | An old connection is trying to log in with an incorrect password | See IP address throttled by an old app: which one is it? |

**Please note:** if you no longer use the network drive, revoke the app password via **Devices & sessions** (see Viewing, revoking, or remotely wiping devices and sessions).

# 7.11 Working with Office files from your computer

You edit documents, spreadsheets and presentations in your WebOké Nextcloud with Euro-Office. That has its own manual: the Euro-Office manual. Here you'll only read about how the desktop app Nextcloud Files and Office files work together.

## Three ways to open a document

| You open the document | Together with colleagues at the same time | Without internet |
|---|---|---|
| In the browser, in Euro-Office | Yes | No |
| In the Nextcloud Office programme, from your connected Nextcloud | Yes | No |
| From the Nextcloud folder on your computer, with Word, Excel, LibreOffice or Nextcloud Office | No | Yes |

If you open a document from the folder on your computer, you work alone. The desktop app only puts the file into your Nextcloud after you save it. If a colleague is working on the same file in the browser in the meantime, you'll get a conflicting copy (Conflicted copies: what they are and how to resolve them).

**Please note:** always work on shared documents in the browser or via your connected Nextcloud in the Nextcloud Office programme. Use the folder on your computer for documents that only you work on.

## Read more in the Euro-Office manual

- Connecting the Nextcloud Office programme to your WebOké Nextcloud (Euro-Office manual 10.5)
- Collaborating between the programme and colleagues in the browser (10.6)
- Working with the Nextcloud desktop app (synchronisation) (10.8)
- Euro-Office as a programme on your computer (10.1)

**Tip:** the Nextcloud Office programme and the synchronisation app Nextcloud Files are two different programmes. You can install both; they're both available at www.weboke.nl/download.

# 8

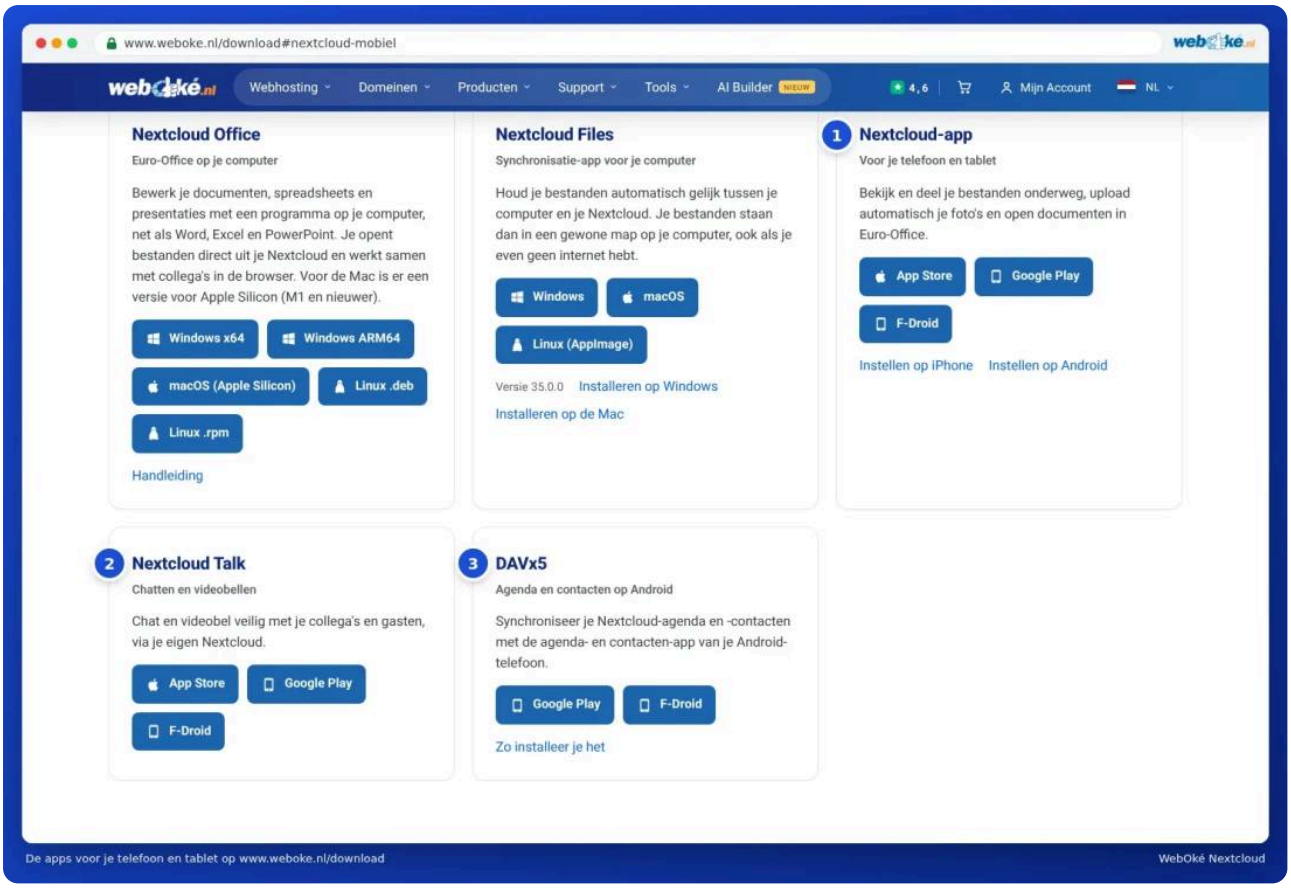
# Nextcloud on your phone and tablet

## 8.1 Which apps do you need on your phone and tablet?

With your phone or tablet, you can access your WebOké Nextcloud from anywhere. Which app you need depends on what you want to do. The Nextcloud apps are free and come straight from the makers. Only DAVx5 (for calendar and contacts on Android) costs a small amount in Google Play; it's free via F-Droid.

| What do you want to do? | iPhone and iPad | Android | Explanation |
|---|---|---|---|
| View, upload and share files; automatically upload photos; scan documents | App **Nextcloud** | App **Nextcloud** | The Nextcloud app on iPhone or iPad, The Nextcloud app on Android |
| Calendar and contacts on your phone | Built into iOS, no app needed | App **DAVx5** | Calendar and contacts on the iPhone and iPad, Calendar and contacts on Android with DAVx5 |
| Tasks on your phone | Reminders (builtin) | DAVx5 with a tasks app | Tasks on your phone: Reminders on the iPhone, Tasks.org on Android |
| Chatting, calling and meeting (only in packages with Office) | App **Nextcloud Talk** | App **Nextcloud Talk** | Talk on your phone and notifications |
| Notes | App **Nextcloud Notes** | App **Nextcloud Notes** | Creating notes and using them on your phone |
| Editing documents | In the Nextcloud app or in your phone's browser, with Euro-Office | | Euro-Office manual 10.7 |

The links to the Nextcloud app, Nextcloud Talk and DAVx5 are on our download page www.weboke.nl/download, under **Nextcloud**. There you choose the App store, Google Play or F-Droid.




The Nextcloud app (1), Nextcloud Talk (2) and DAVx5 (3) on www.weboke.nl/download

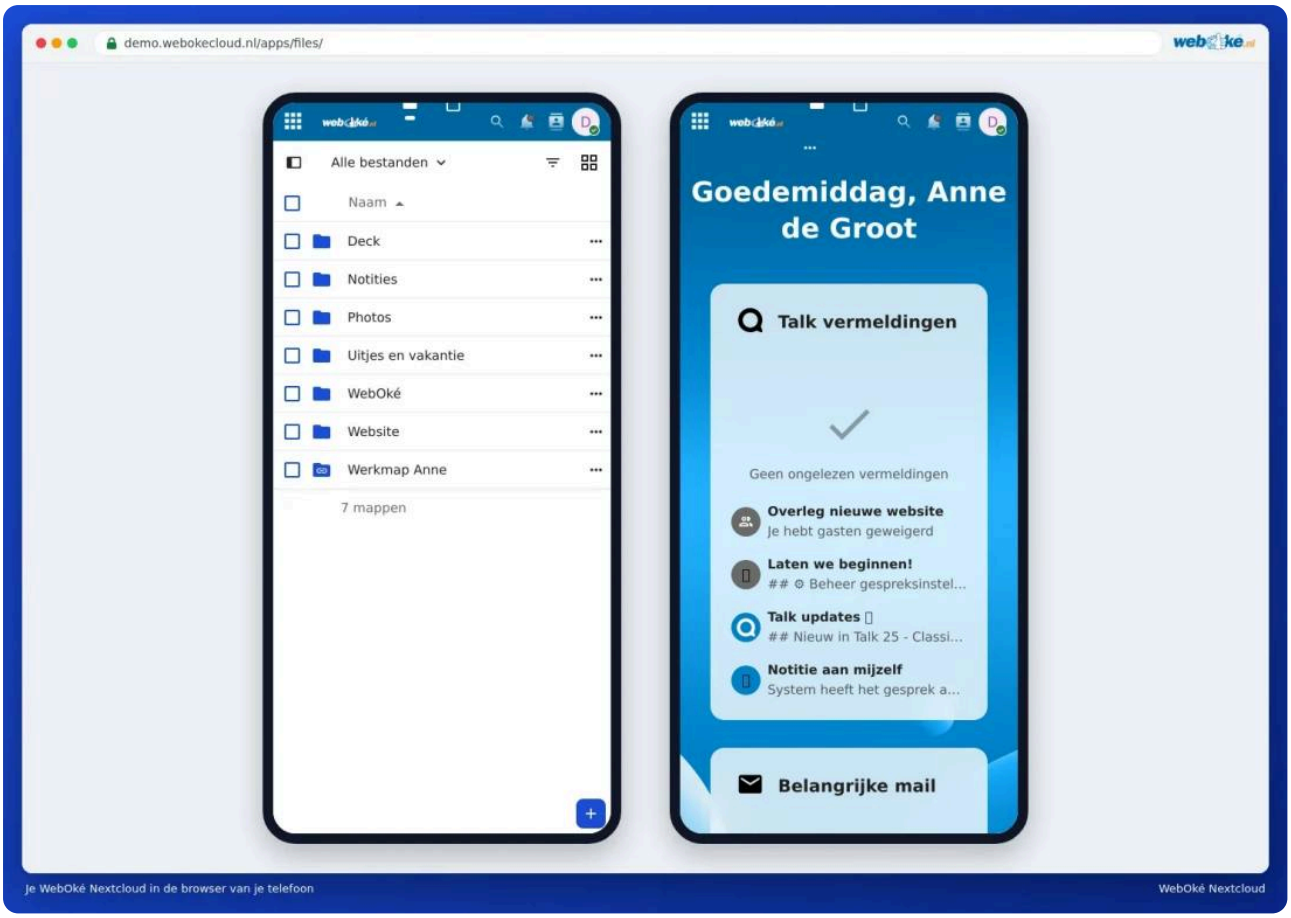
## Recognise the real app

If you search for it yourself in the App store or Google Play, choose the app that's simply called **Nextcloud**, from the maker **Nextcloud GmbH**, with the blue logo featuring three circles. There's no such thing as a WebOké app: you use the official app and enter the address of your WebOké Nextcloud in it.

| App | App store | Google Play | F-Droid |
|---|---|---|---|
| Nextcloud | App store | Google Play | F-Droid |
| Nextcloud Talk | App store | Google Play | F-Droid |
| DAVx5 (Android only) | | Google Play | F-Droid |

## Without an app: your phone's browser

You can also simply use your phone's browser. Go to the address of your Nextcloud and log in. You'll then see a view adapted to the small screen, with the same apps as on your computer.




Files (left) and the Dashboard (right) in a phone's browser

## Logging in with the login code

Your WebOké Nextcloud is secured with a login code (two-factor authentication). The Nextcloud and Nextcloud Talk apps log in via a login screen from your Nextcloud, where you also enter the code. The app then automatically creates an app password. DAVx5 can log in the same way (Calendar and contacts on Android with DAVx5). Only for apps that can't display a login screen, such as the iPhone's calendar and contacts, do you create an app password yourself. See App passwords: when and how to use them.

## 8.2 The Nextcloud app on iPhone or iPad

With the Nextcloud app on your iPhone or iPad, all your files are always to hand. You can automatically upload photos, share files and scan documents.

### Installing

1. Open the **App store** and search for **Nextcloud**, or tap this link on your phone: Nextcloud in the App store.
2. Tap **Download** (or the cloud icon if you've had the app before).

### Logging in

1. Open the app and tap **Log in**.
2. Under **Server address https://**, enter the address of your WebOké Nextcloud, for example **https://demo.webokecloud.nl**. Use the address as you see it in the browser, without /apps/files after it.
3. The login screen of your WebOké Nextcloud opens in the app: **Connect to your account** (1). Tap **Login** (2).
4. Enter your username and password, then the login code from your email or your authenticator app.
5. You'll see **Account access**. Tap **Grant access** (3). The app opens with your files.




Connect to your account (1): tap Login (2) and then Grant access (3)

This gives the app its own app password. Afterwards, you'll find your iPhone listed in your Nextcloud under **Settings**, **Security**, **Devices & sessions**. If you lose your phone, revoke its access there (see Viewing, revoking, or remotely wiping devices and sessions).

**Tip:** having trouble logging in to the app, for example because you can't paste the login code into the app? Then log in with a QR code instead. On your computer, create an app password in your Nextcloud (**Settings**, **Security**, **Devices & sessions**, name it, for example, **iPhone**, **Create new app password**) and choose **Show QR code for mobile apps**. In the app, tap the QR icon on the login screen and scan the code. See App passwords: when and how to use them.

## The app in short

At the bottom, you'll find these tabs:

| Tab | What you'll find there |
|---|---|
| **Files** | All your folders and files. Tap a file to view it; tap the three dots next to it to share, download, move and more. |
| **Favourites** | Files and folders you've marked with a star, also in the browser. |
| **+** (in the middle) | Add something: upload photos or videos, upload a file, create a folder, scan a document or create a new document. |

| | |
|---|---|
| **Media** | All your photos and videos as a timeline. |
| **More** | Including recent files, shared files, offline files, deleted files and the app's **Settings**, with **Auto upload photos** (Automatically uploading photos). |

## Your Nextcloud in the Files app on iPhone

The Nextcloud app also adds your Nextcloud to the iOS **Files** app. There, open **Browse** and look under **Places**. If Nextcloud isn't listed, tap the three dots at the top right, choose **Edit** and switch Nextcloud on. This lets you open and save files directly in your Nextcloud from other apps (Pages, Mail, your photo editor).

## Multiple accounts

Do you have more than one Nextcloud, for example one from work and one from your club or association? Tap **More**, then tap your name or profile picture, and choose **Add account**.

**Please note:** some buttons in the app are (still) in English, even if your iPhone is set to your own language. The layout stays the same.

Opening and editing documents in the app: see Euro-Office in the Nextcloud app on your phone or tablet in the Euro-Office manual.

# 8.3 The Nextcloud app on Android

The Nextcloud app for Android gives you access to your files wherever you are, automatically uploads your photos and can scan documents.

## Installing

1. Open **Google Play** and search for **Nextcloud**, or tap this link on your phone: Nextcloud in Google Play. If you'd rather not use Google Play, the same app is available on F-Droid.
2. Tap **Install**.

## Login

1. Open the app and tap **Login**.
2. Under **Server address https://…**, enter the address of your WebOké Nextcloud, for example **https://demo.webokecloud.nl**, and continue.
3. The login screen of your Nextcloud opens: **Connect to your account**. Tap **Login**. The screens look just like those on the iPhone; see the image in The Nextcloud app on iPhone or iPad.
4. Enter your username and password, followed by the login code from your e-mail or your authenticator app.
5. Tap **Grant access**. The app opens with your files.

So you don't need to create an app password. If logging in doesn't work, you can also log in with a QR code (**Login via QR code**); you'll find out how to create that code in The Nextcloud app on iPhone or iPad.

## Permissions

The app asks for a few permissions. Grant them if you want to use the feature:

| Permission | What it's for |
|---|---|
| Notifications | Notifications from your Nextcloud, such as a shared file, and the progress of uploads. |
| Photos and videos, or **Access to all files** | Needed for automatic upload (Automatically uploading photos) and to upload files from your phone. |
| Camera | For scanning documents and logging in with a QR code. |
| No battery restriction | So automatic upload keeps running in the background. The app will let you know itself if **Battery optimisation** is blocking uploads. |

## The app in brief

Tap the three lines in the top left for the menu. There you'll find, among other things:

- **All files** and **Personal files**: your folders and files.
- **Favourites**, **Recent files**, **Shared** and **On device** (what you've made available offline).
- **Media**: all your photos and videos.
- **Team folders**, if you have any.
- **Deleted files**, **Uploads**, **Activities** and **Notifications**.
- **Settings**, including **Auto upload** and **Sync calendar and contacts** (this sets up DAVx5 for you, see Calendar and contacts on Android with DAVx5).

Use the blue **+** in the bottom right to upload files, create a folder, scan a document (**Scan a document with your camera**) or create a new document.

## Multiple accounts

In the menu, tap your name or profile photo and choose **Add account**. Under **Manage accounts** you can switch between accounts or remove one.

**Please note:** removing an account from the app also deletes the files the app had downloaded to your phone. Everything stays in place in your Nextcloud.

For opening and editing documents in the app, see Euro-Office in the Nextcloud app on your phone or tablet in the Euro-Office manual.

# 8.4 Automatically uploading photos

The Nextcloud app can automatically upload every photo and video you take to your WebOké Nextcloud. That way, you always have a copy, even if your phone is broken or lost. Afterwards, you'll see your photos in the Photos and Memories apps in your Nextcloud (see Photos or Memories: which app for what?).

## On the iPhone or iPad

1. Tap **More** at the bottom and then **Settings**.
2. Choose **Auto upload photos** (in some versions **Automatic upload**).
3. Turn on uploading and choose whether you want to upload **photos**, **videos** or both.
4. Give the app access to **all photos** if iOS asks. With limited access, the app only sees the photos you've chosen.
5. Choose which folder in your Nextcloud the photos should go to, and whether you want subfolders per year or month (**Use subfolders**).
6. If you only want to upload over wifi, turn on **Only upload via wifi connection**.
7. Choose whether the app uploads all photos and videos already on your phone, or only from a certain date. In newer versions of the app, these options are called **All photos and videos** and **From a date**. The app skips anything already in your Nextcloud.

**Please note (iPhone):** iOS only gives apps a limited amount of time in the background. Because of this, uploading often only continues once you open the app. Here's how to keep it running smoothly:

- Open the Nextcloud app now and then, for example in the evening, and leave it open for a while while it's charging and on wifi.
- In the iPhone's **Settings**, under **General**, turn on **Background App Refresh** for Nextcloud.
- Turn off **Low Power Mode** while uploading, as it stops background activity.
- Don't swipe the app away from the overview of open apps.
- Newer versions of the app have a mode that keeps the app open with a dimmed screen while it uploads faster (**Focused Auto Upload**). This is handy the first time, when thousands of photos are waiting.

## On Android

1. Tap the three lines in the top left and choose **Settings**, then **Auto upload**.
2. You'll see the folders with photos and videos on your phone, such as **Camera** and **Screenshots**. Turn on the folder you want to upload. Tap the three dots next to a folder to set it up.
3. Choose the destination folder in your Nextcloud. By default this is **/InstantUpload**; you can choose your own folder.
4. Choose whether you only want to upload over wifi (**Upload on Wi-Fi only**) and whether it should only happen while charging (**Upload on charging only**).

5. Use **Upload existing files too** to choose whether the photos already on your phone should also be included.
6. Under **Original file will…**, choose what happens to the photo on your phone: leave it (recommended), move it or delete it.
7. With **Use subfolders**, the photos go into folders by year and month.

**Tip (Android):** turn off the battery restriction for Nextcloud (in Android's settings, under Apps, Nextcloud, Battery: **Unlimited**). Otherwise Android stops the app running in the background. Has automatic uploading stopped working after an app update? Read Resuming photo upload on Android after an app update.

## Where do the photos go?

The photos go into the folder you've chosen, in your own storage. So they do count towards your storage space (see Viewing your storage: what counts and what doesn't). You'll see them in the Files app and in Photos and Memories. Want to see someone else's photos, or share an album? See Sharing an album with family or friends.

**Please note: don't** choose to delete the photos on your phone until you've checked that they really are in your Nextcloud. It's best to never turn this option on.

Has uploading stopped? See Photo upload on your phone stops for a checklist.

# 8.5 Making files available offline and sharing them from your phone

The Nextcloud app only downloads a file when you open it. If you want to open a file without an internet connection too, for example on a plane, make it available offline.

## Making files available offline

| | iPhone and iPad | Android |
|---|---|---|
| Making a file or folder available offline | Tap the three dots next to the file or folder and choose **Set as available offline**. | Tap the three dots next to the file or folder and choose **Sync**. |
| Where do you find them? | **More**, then the offline files. | In the menu under **On device**. |
| Back to online only | Three dots, **Remove availability offline**. | Remove the local copy via the three dots; the file stays in your Nextcloud. |

The app keeps track of offline files: if one changes in your Nextcloud, the app fetches the new version as soon as you're back online.

**Please note:** making an entire folder available offline can take up a lot of space on your phone. Only do this for folders you really need on the go.

## Sharing from your phone

You share in the app the same way as in the browser (see Sharing with a user from your own Nextcloud and Creating a public link: viewing, editing, password, expiration date and download limit):

1. Tap the three dots next to the file or folder and choose **Share**.
2. Type a name to share with someone from your own Nextcloud, or create a public link.
3. For the link, set the permissions, and optionally a password and expiry date.
4. Copy the link or send it directly via WhatsApp, Signal, your email or another app.

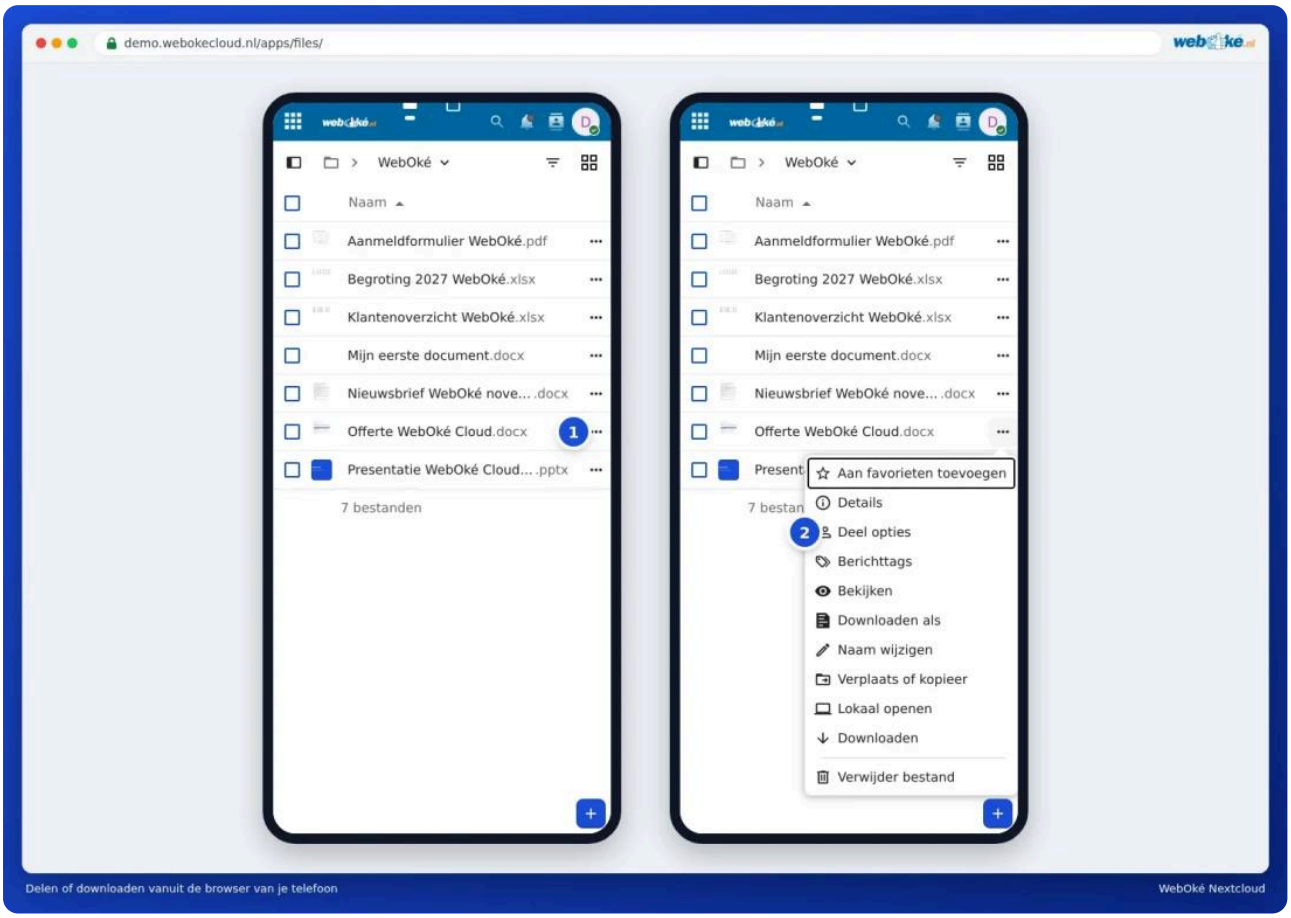
**Tip:** want to send just the file itself, not a link? Then choose the send option from the three dots (on Android **Send/share**). The file is then downloaded and handed to the app of your choice.

## Uploading something from another app

In almost any app (Photos, your email app, WhatsApp), you can use the share button to send a file to Nextcloud. In the share menu, choose **Nextcloud** and then the folder you want it to go into.

## In your phone's browser

You can also do this without the app. Log in to your Nextcloud in your phone's browser, tap the three dots next to a file (1) and choose **Sharing options** (2) or **Download**.




The three dots next to a file (1) open the menu with, among others, Sharing options (2) and Download

## 8.6 Scanning documents with the app

With the Nextcloud app, you can scan a letter, receipt or form using your phone's camera. The app turns it into a PDF (or image) and saves it straight to your WebOké Nextcloud.

### On iPhone or iPad

1. Open the folder where the scan should go.
2. Tap the **+** at the bottom and choose **Scan document**.
3. Hold the camera above the paper. The iPhone recognises the edges and often takes the photo automatically. Scan more pages if needed and confirm when you're done.
4. You'll then see the **Scanned images**. Tap the pages or drag them down to place them in the document, in the right order.
5. Continue and choose the file name and file type, for example PDF. Save it; the scan will appear in the folder you had open.

### On Android

1. Open the folder where the scan should go.
2. Tap the blue **+** and choose **Scan a document from camera**.
3. Take a photo of each page (**Scan page**). You can crop the edges.
4. Choose a name and save. The app uploads the scan to the chosen folder.

**Tip:** place the paper on a dark, plain surface and make sure there's good lighting. This helps the app find the edges best.

**Please note:** a scan is an image or PDF of a photo. If you want to edit the text, type it out again in a document; see the Euro-Office manual.

The exact names of the buttons differ slightly depending on the version of the app and may appear in English. If you don't see the scan option, update the app via the App store or Google Play.

## 8.7 Talk, Notes and Deck on your phone

Besides the Nextcloud app for your files, there are separate apps for a few parts of your WebOké Nextcloud. You'll find out how to use them in the chapters about those parts.

| Component | On your phone | Read more |
|---|---|---|
| Talk (chatting, calling, meetings; only in packages with Office) | App **Nextcloud Talk** for iPhone and Android. Without this app, you won't receive notifications of messages and calls. | Talk on your phone and notifications |
| Notes | App **Nextcloud Notes**, or the Notes folder in the Nextcloud app. | Creating notes and using them on your phone |
| Deck (boards with cards) | In your phone's browser; for Android there's also a separate community Deck app. | Deck: boards, lists and cards, and using them together |
| Calendar, contacts and tasks | Builtin in iOS, or DAVx5 on Android. | Calendar and contacts on the iPhone and iPad, Calendar and contacts on Android with DAVx5, Tasks on your phone: Reminders on the iPhone, Tasks.org on Android |
| Photos | Automatic upload with the Nextcloud app. | Automatically uploading photos, Photos from your phone to your Nextcloud |
| Documents | Euro-Office in the Nextcloud app or in the browser. | Euro-Office manual 10.7 |

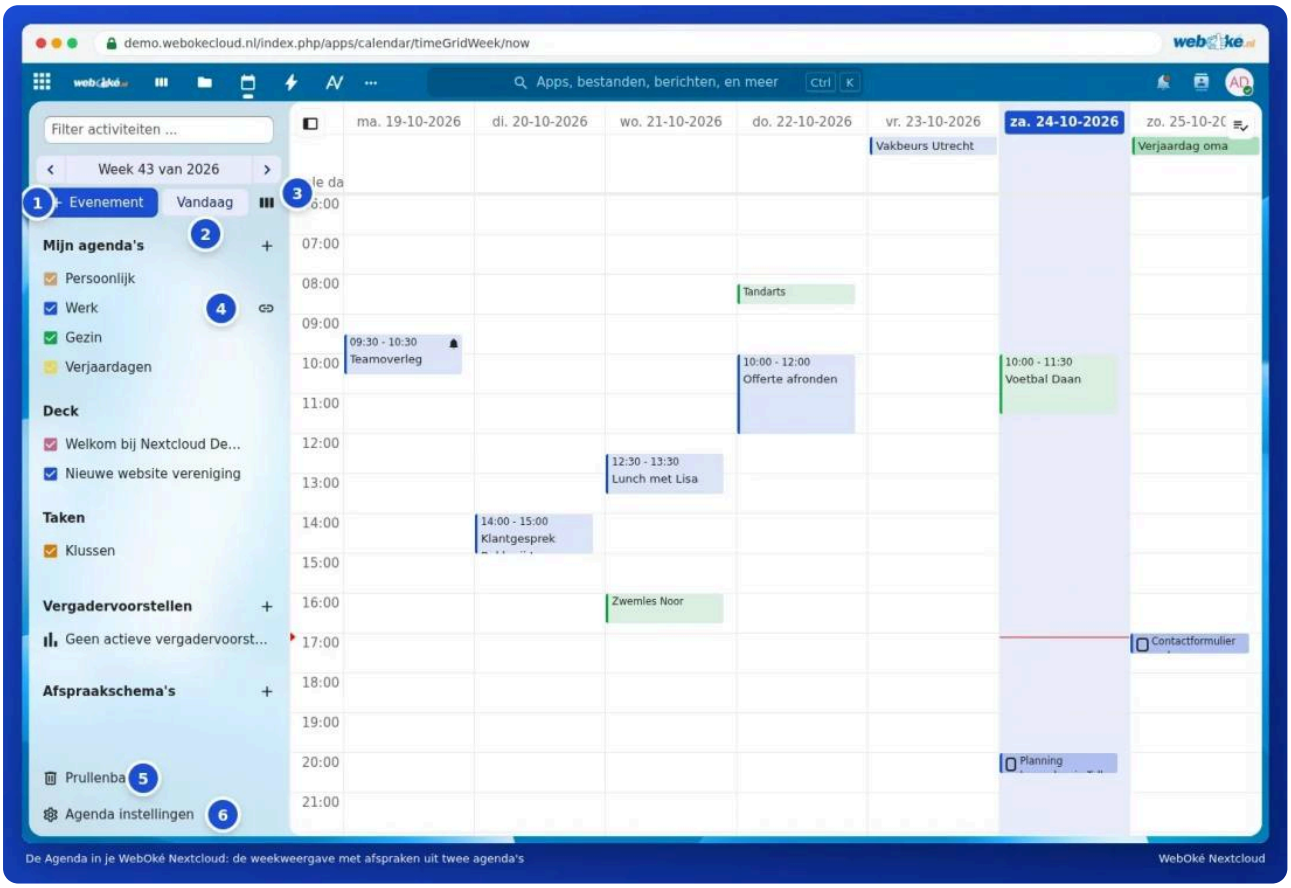
Logging in to Nextcloud Talk and Nextcloud Notes works just like in the Nextcloud app: enter the address of your Nextcloud, log in with your login code and **Grant access** (see The Nextcloud app on iPhone or iPad). On Android, these apps can also use the account already set up in the Nextcloud app.

# 9

# Calendar, contacts, tasks and mail

# 9.1 Calendar: views, making appointments, repeating and reminders

With the **Calendar** app, you keep track of your appointments in your WebOké Nextcloud. You can use several calendars side by side, for example one for work and one for your family, share them with others and see them on your phone. Open the Calendar with the calendar icon in the bar at the top.



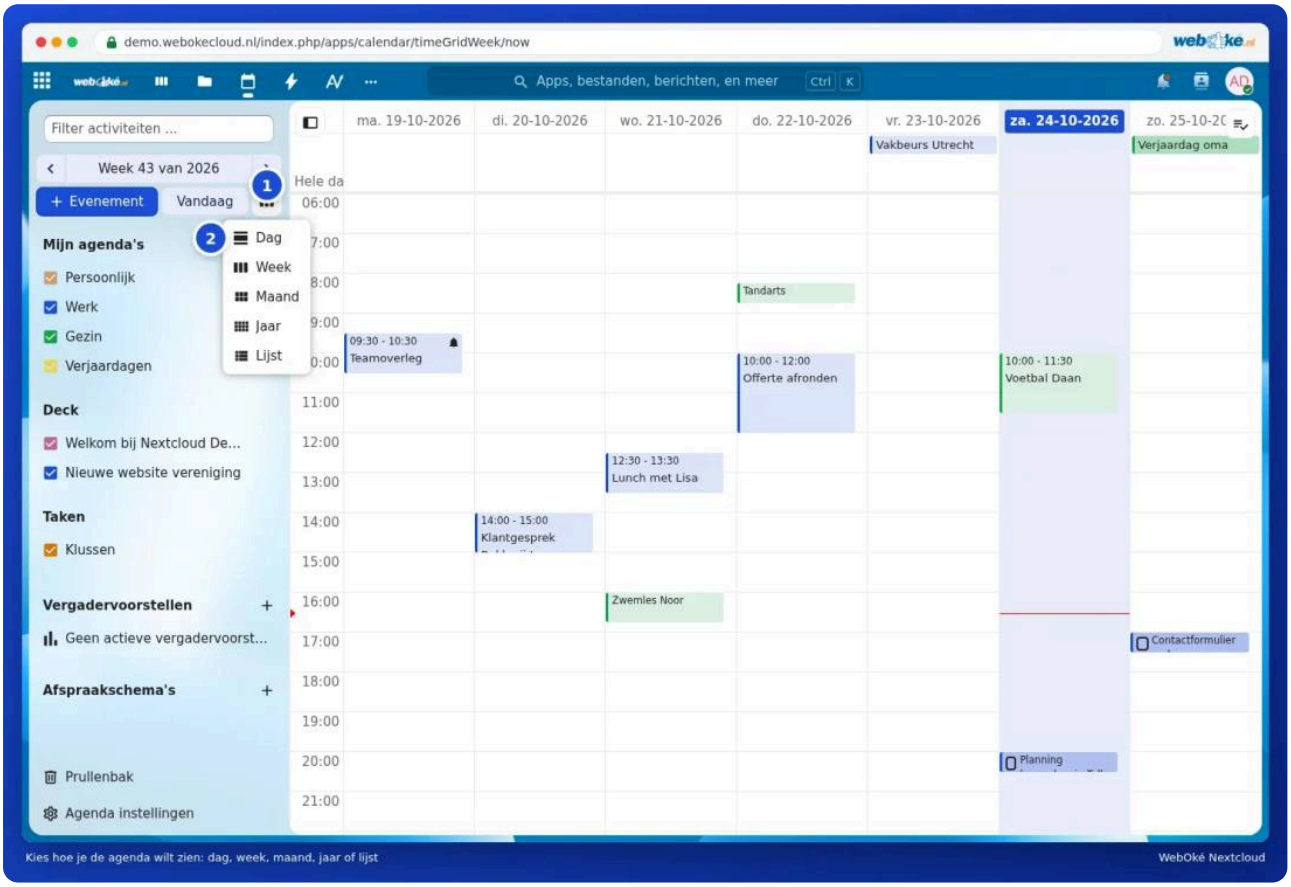

The Calendar in week view

| No | Part | What do you use it for? |
|---|---|---|
| 1 | **Event** | Create a new appointment. |
| 2 | **Today** | Back to today. Use the arrows above it to browse to the previous or next week; click the date in between to pick a day. |
| 3 | View | Choose between **Day**, **Week**, **Month**, **Year** and **List**. |
| 4 | **My calendars** | Your calendars. Use the checkbox to show or hide a calendar; each calendar has its own colour. |
| 5 | **Trash bin** | Restore deleted appointments and calendars. |
| 6 | **Calendar settings** | Time zone, importing, the addresses for your phone and more. |

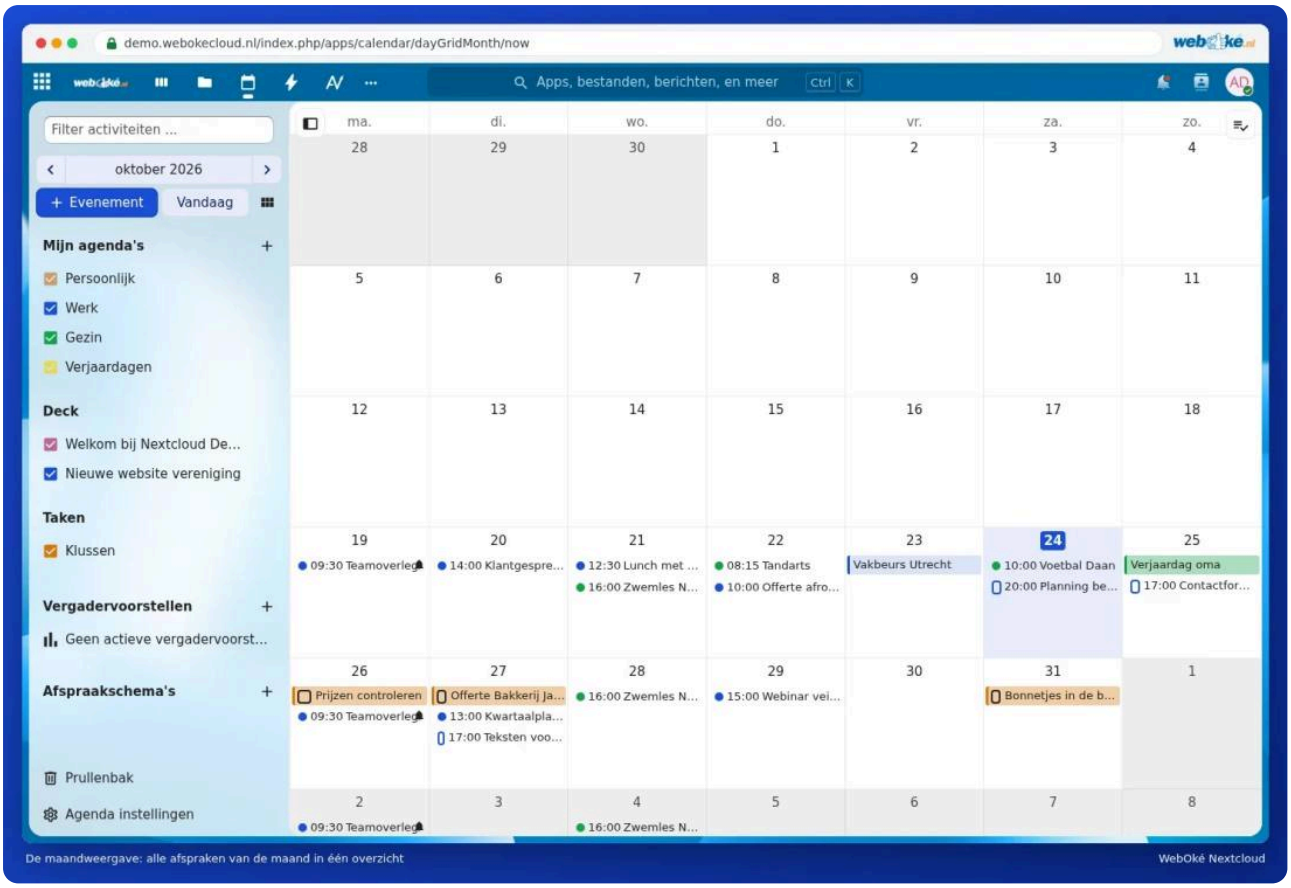
Below your own calendars, you'll also see the boards from **Deck** (cards with a due date) and your to-do lists from **Tasks**. Nextcloud creates the **Birthdays** calendar itself, using the birthdays from your contacts.

## Choosing a different view

Click the button next to **Today** (1) and choose the view (2). The **List** shows all appointments one below the other, handy for a quick look ahead.



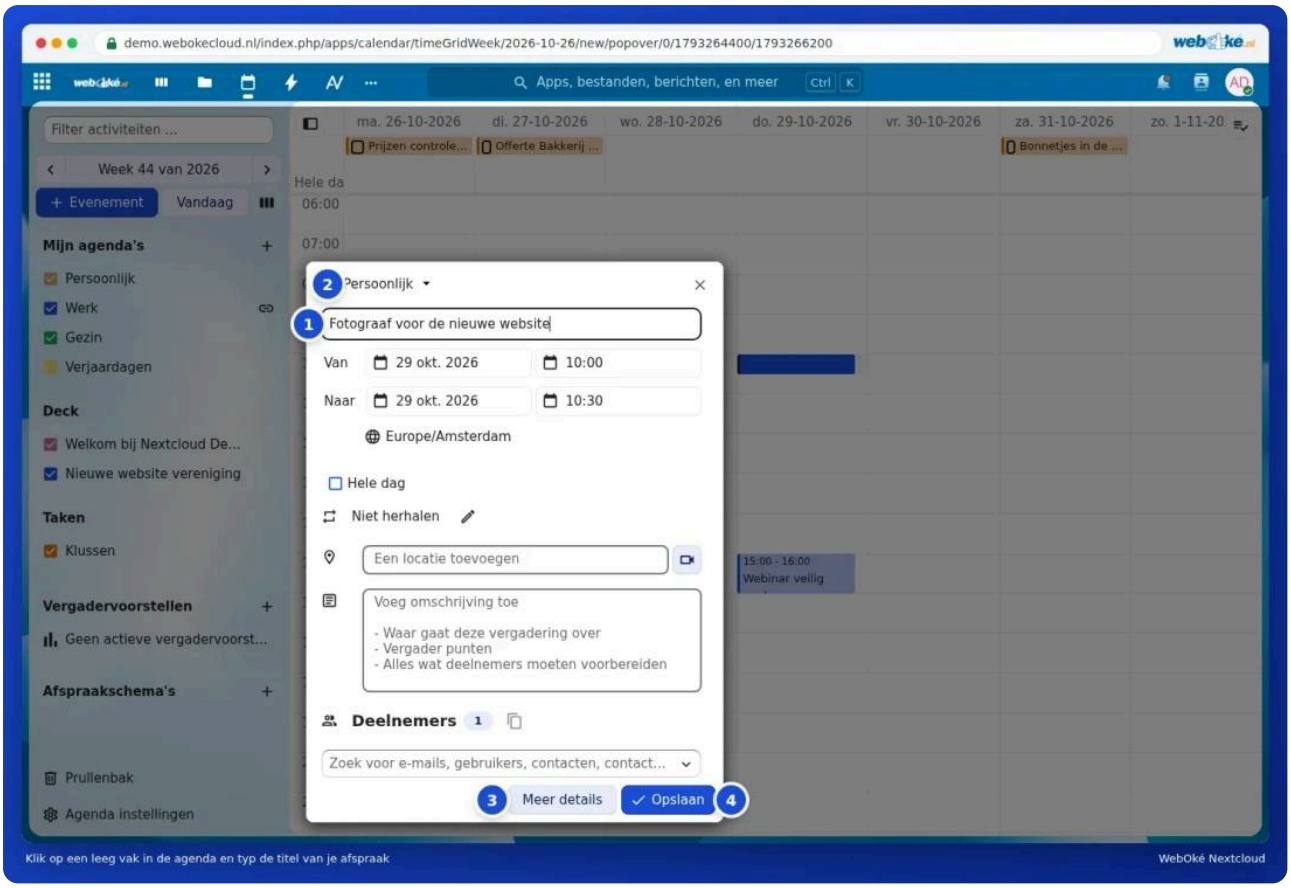

Choose a view




The month view

## Creating an appointment

1. In the week or day view, click an empty slot at the right time, or drag across several slots for a longer appointment. You can also click **Event**.
2. Type the title of the appointment (1).
3. At the top, choose which calendar the appointment goes in (2), for example Work or Family.
4. Check the date and time next to **From** and **To**. Tick **All day** for a birthday or a day off.
5. If you like, add a location and a description.
6. Click **Save** (4). Want to set more options, such as a reminder? Click **More details** (3).

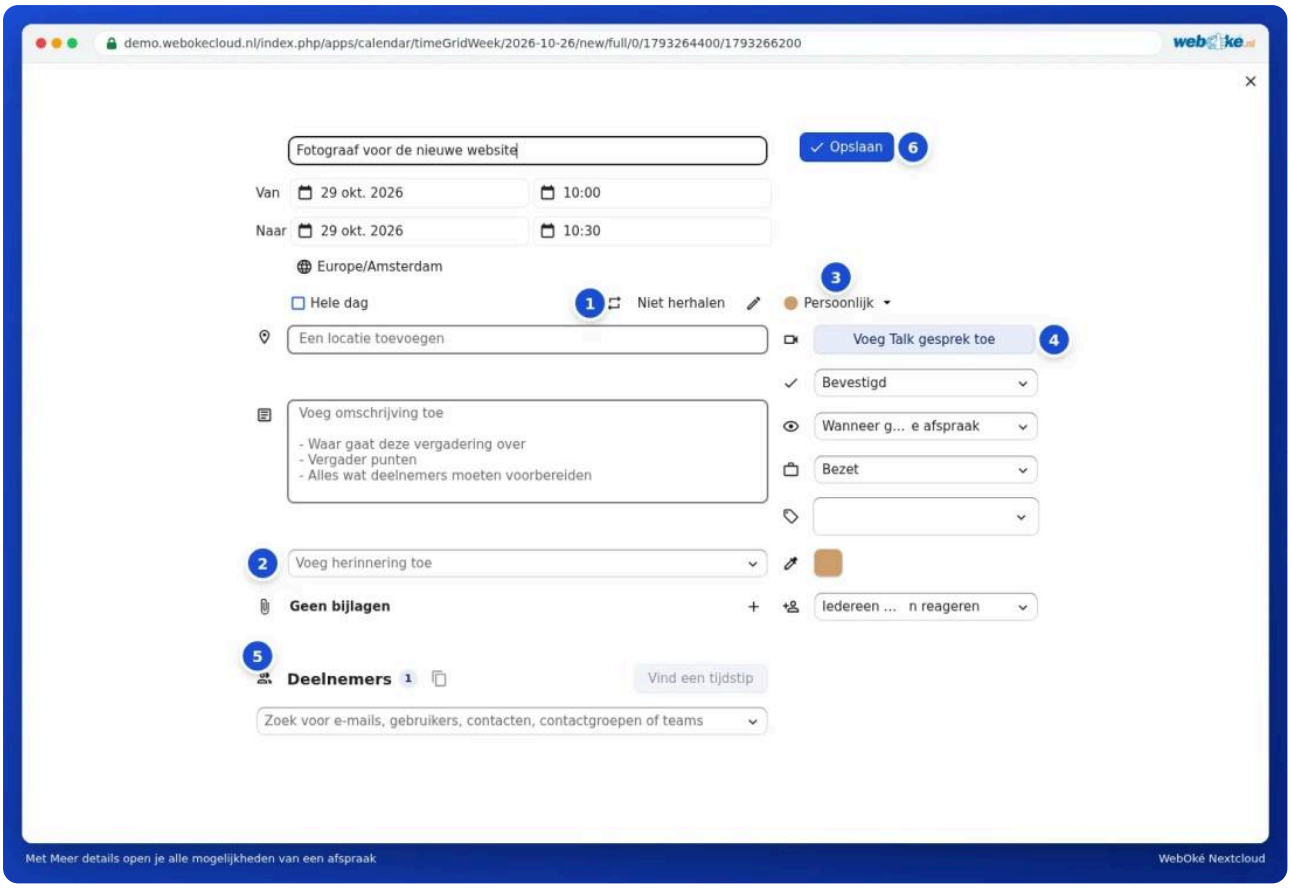



A new appointment: title (1), calendar (2), More details (3) and Save (4)

**Tip:** next to the location field is a button with a camera. In packages with Office, this adds a Talk conversation to the appointment directly, so everyone can join online (see Starting a conversation: one-to-one, group or team).

## All the options: More details

Under **More details**, you see the appointment in a large window. Here you can set:



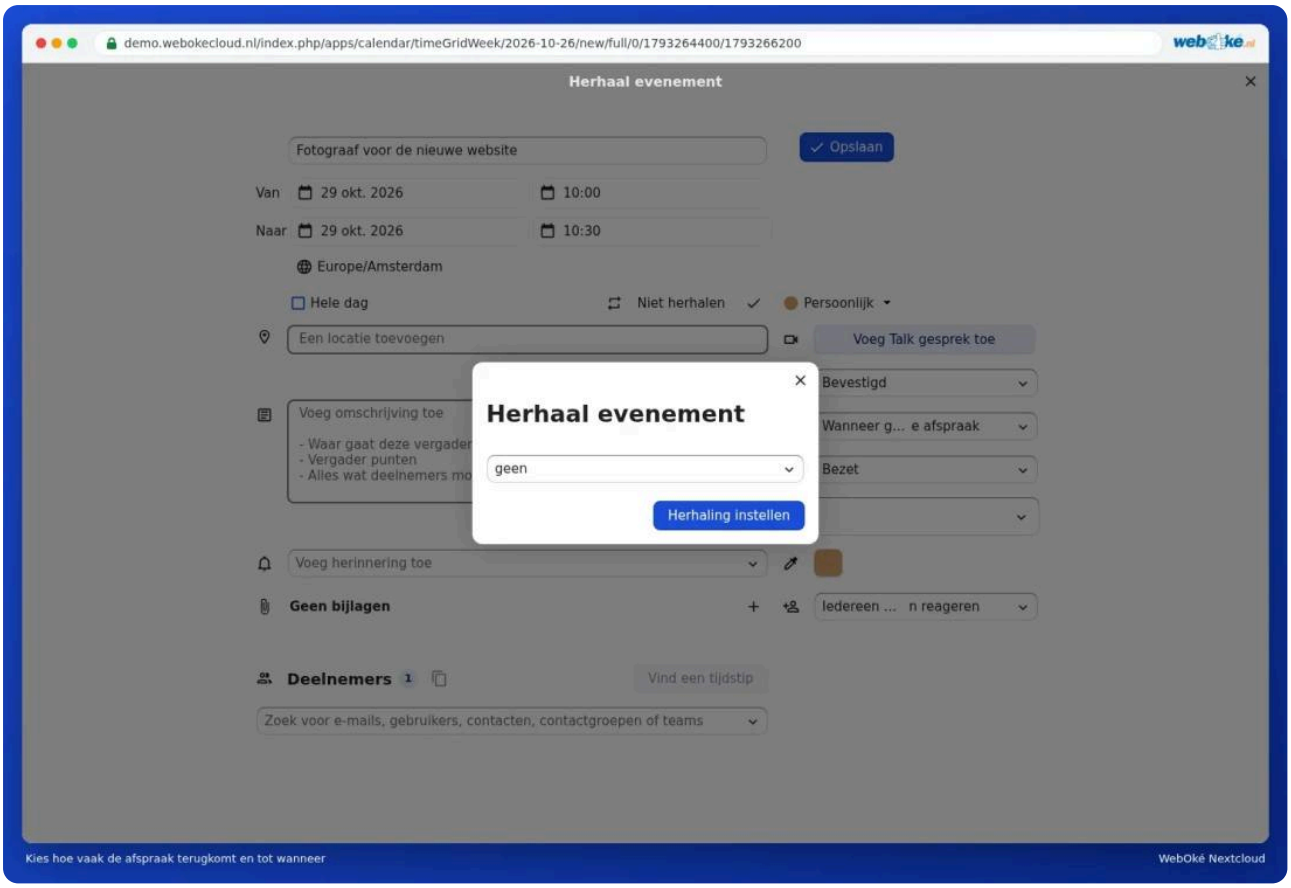

Repeat (1), reminder (2), calendar (3), Talk conversation (4), attendees (5) and Save (6)

- **Repeat** (1): click the pencil next to **Does not repeat**.
- **Reminder** (2): under **Add reminder**, choose when you want to be notified.
- **Calendar** (3): which calendar the appointment is in. If you change it, the appointment moves.
- **Talk conversation** (4): link an online meeting (packages with Office).
- **Attendees** (5): invite people, see Inviting people to an appointment.
- On the right, you'll also find: the status (for example **Confirmed**), what others see if you share the calendar, whether the time counts as **Busy** or **Free**, tags, a custom colour and who may respond to the invitation.
- Below the reminder on the left, add attachments with the plus next to **No attachments**.

Click **Save** (6). For an existing appointment, this button is called **Update**.

## Making an appointment repeat

In More details, click the pencil next to **Does not repeat**. The **Repeat event** window opens. In the drop-down list, choose how often (every day, week, month or year), then on which days and when the repetition ends. Click **Set repetition**.

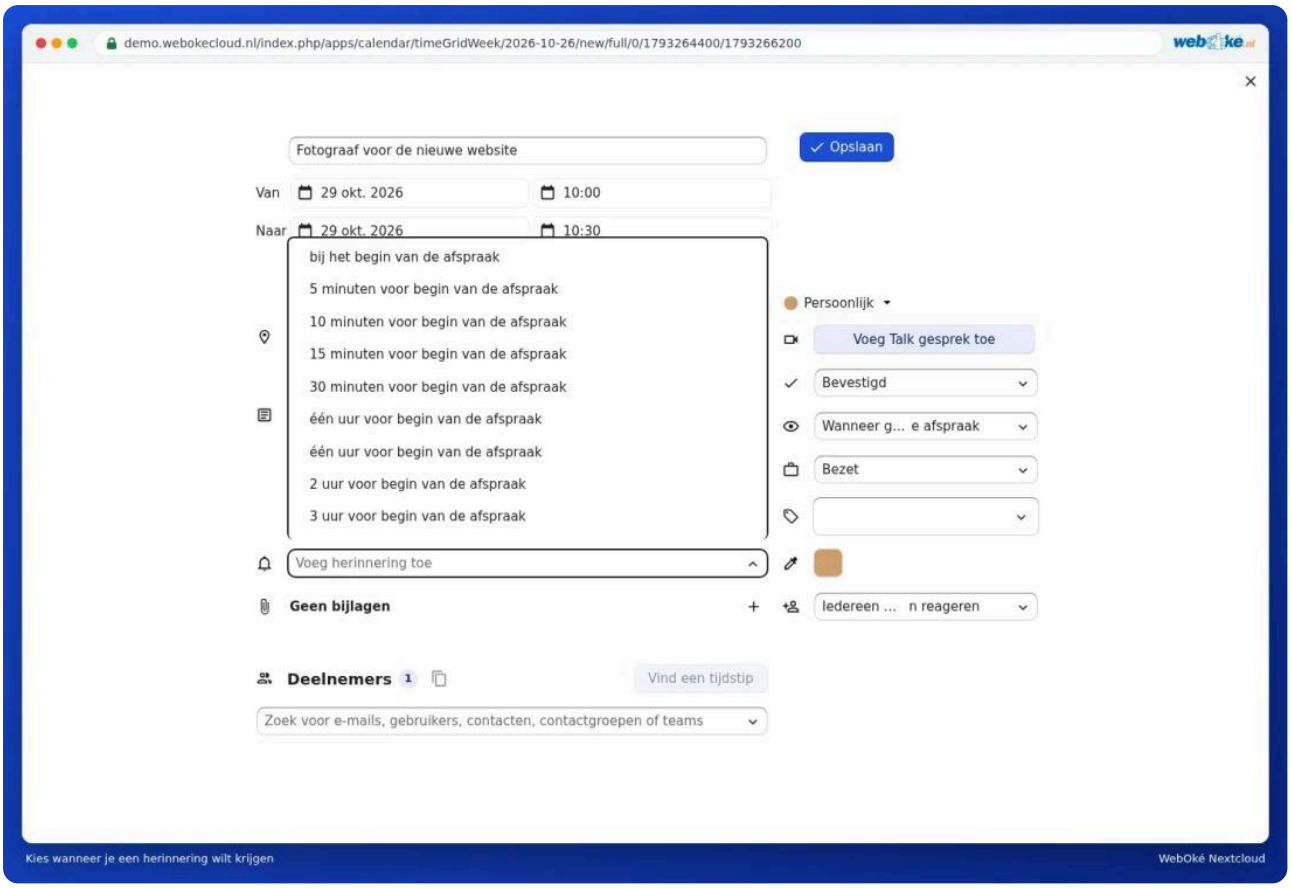



Setting up a repetition

If you later change one appointment in a series, the Calendar asks whether you want to change just this appointment or all the following ones too.

## Reminders

In More details, click **Add reminder** and choose, for example, 15 minutes or 1 day in advance. You can add several reminders. You'll get the reminder as a notification in your Nextcloud, and on your phone if you've linked the calendar there (see Calendar and contacts on the iPhone and iPad and Calendar and contacts on Android with DAVx5).

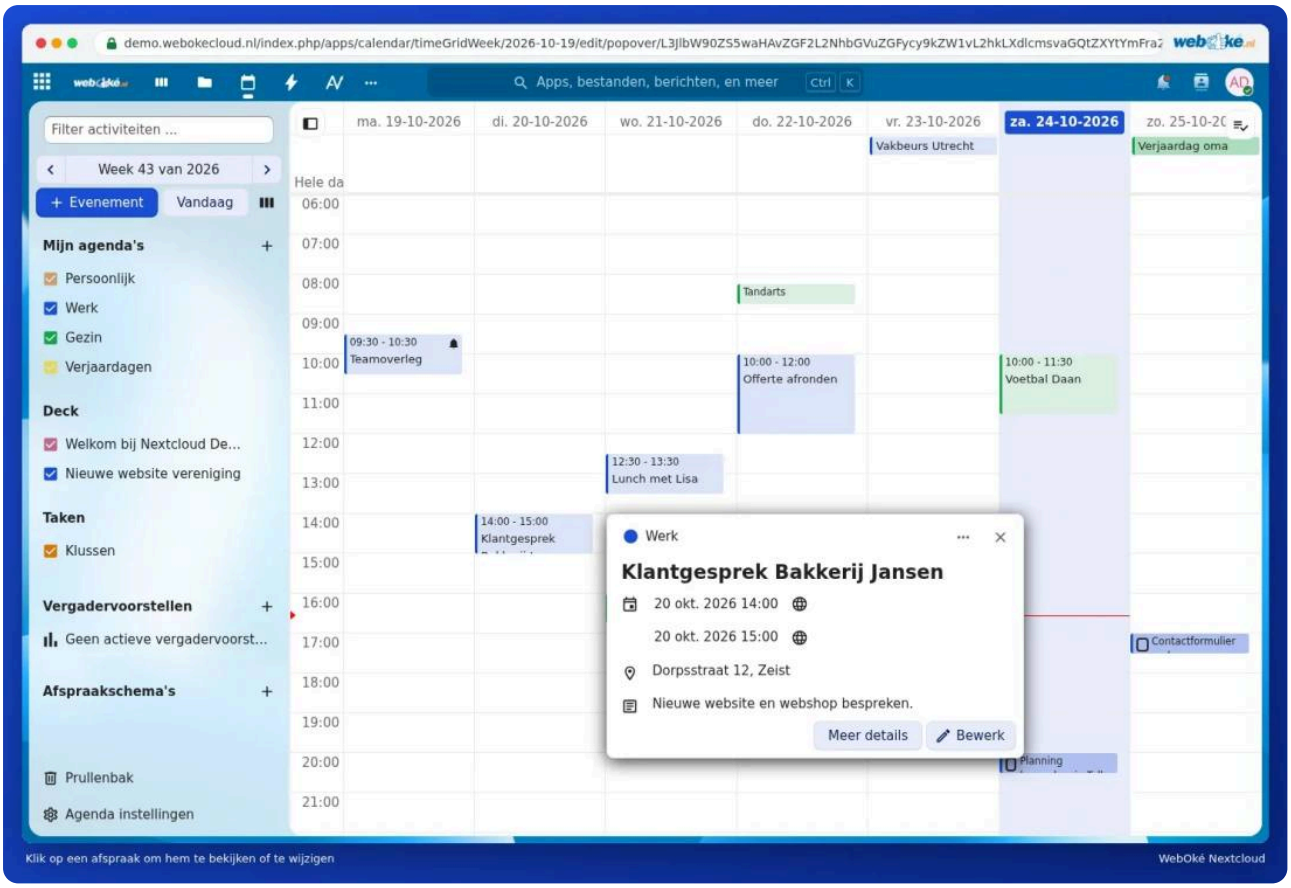



Choose when you want to be reminded

**Tip:** want a reminder automatically on every new appointment in a calendar? Set a **default reminder** on the calendar itself: hover over the calendar, click the pencil and choose under **Default reminder for part-day events** (see Sharing, publishing and embedding calendars in your website).

## Viewing, changing, moving or deleting an appointment

- **Viewing:** click the appointment. You'll see the time, place and description, with the **More details** and **Edit** buttons.
- **Moving:** drag the appointment to a different time or day. Drag the bottom edge to make it longer or shorter.
- **Deleting:** click the appointment, open the menu with the three dots and choose delete.




Click an appointment to view it

## Accidentally deleted?

Click **Trash bin** at the bottom left. This holds deleted appointments and calendars. Click **Restore** to bring them back. After a while, they disappear from the trash bin; the window shows after how many days.

## Is the time wrong?

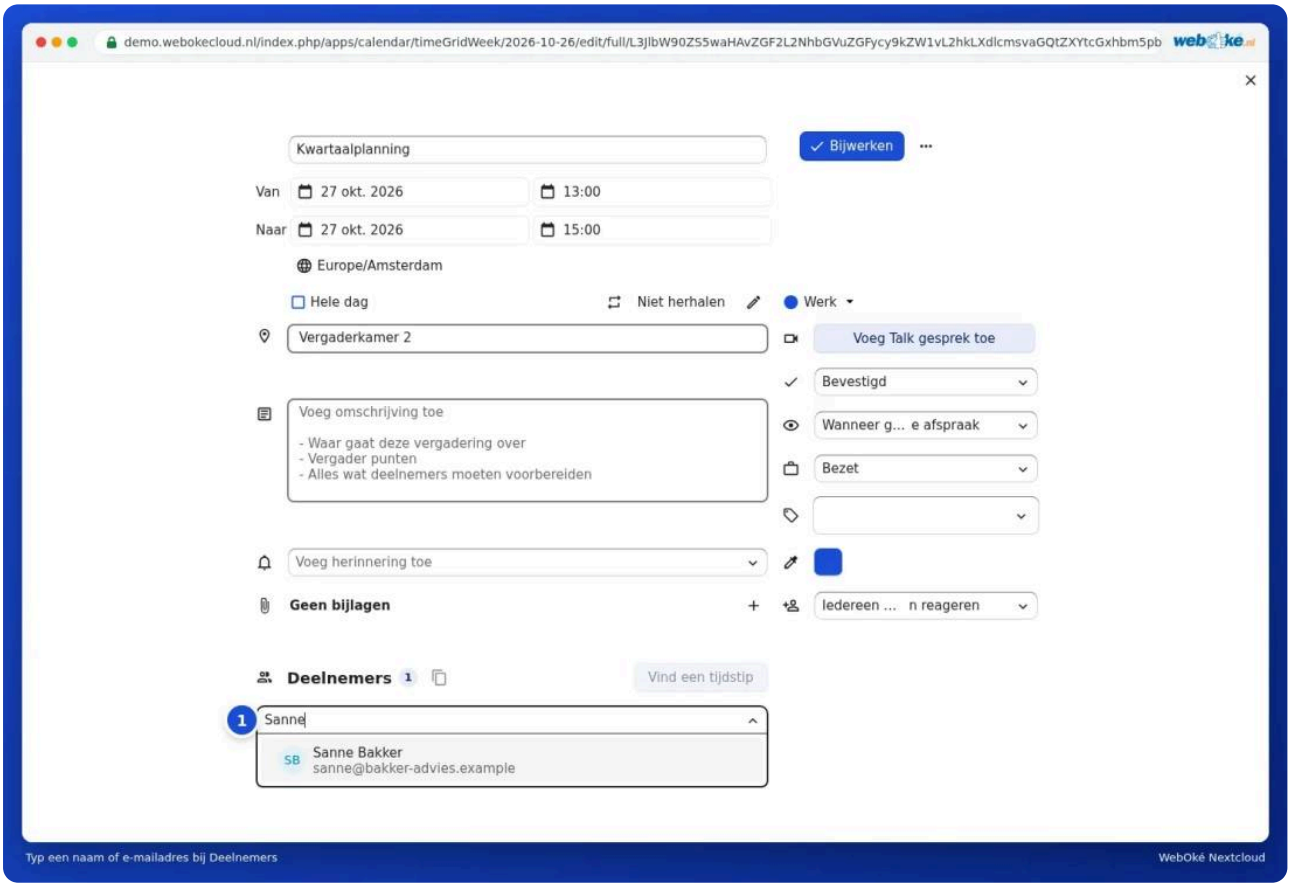
Are appointments shifted by an hour or more? Check **Calendar settings** to see which **Time zone** is set. Choose **Amsterdam** (or the time zone where you live). See also Filling in your profile: name, photo, email address, language and time zone for the language and time zone of your account.

# 9.2 Inviting people to an appointment

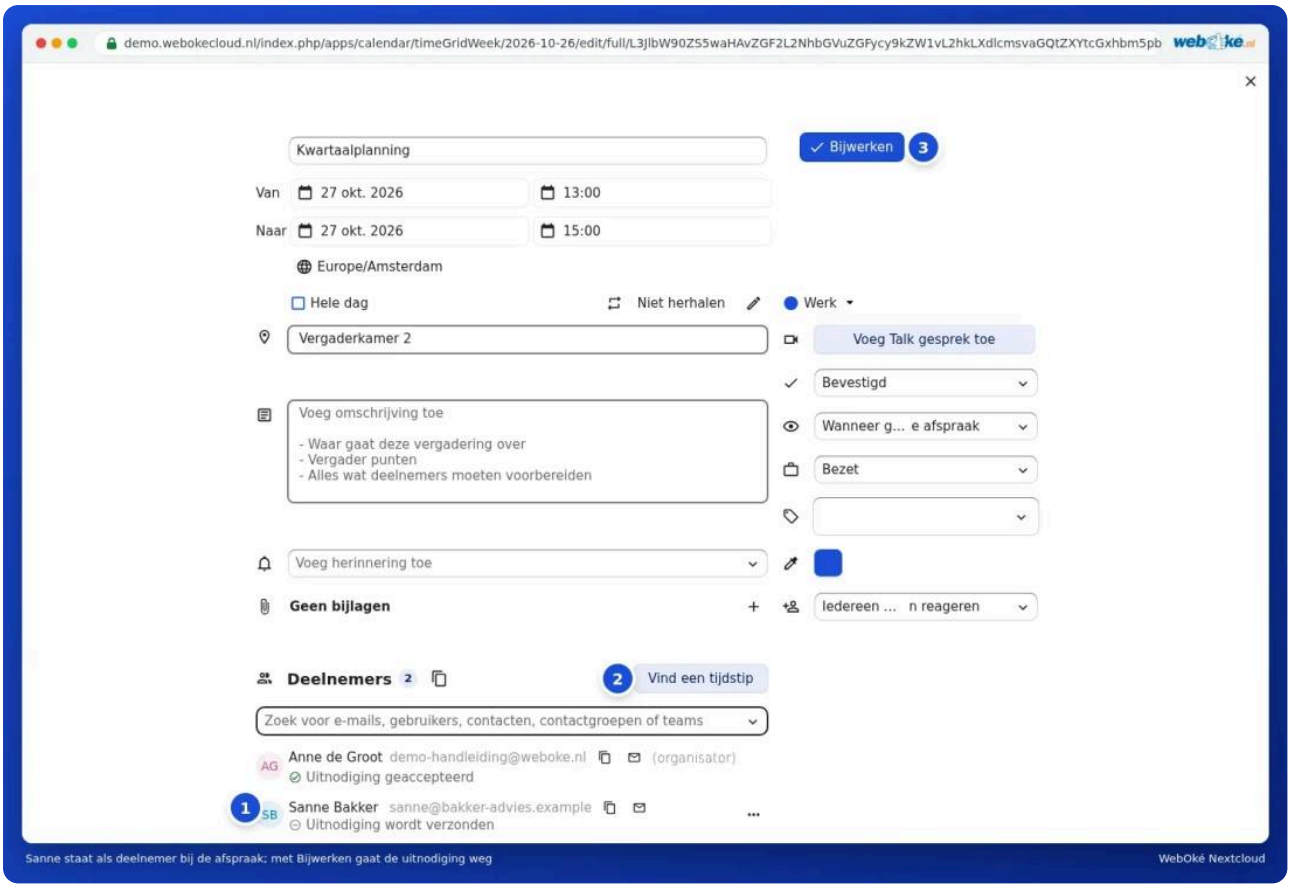
You can invite colleagues from your own WebOké Nextcloud and anyone with an email address to an appointment. They'll receive an invitation by email and can accept or decline it. Colleagues in your Nextcloud will also see the appointment straight away in their own calendar.

## Adding attendees

1. Create an appointment or open an existing one, and click **More details** (see Calendar: views, making appointments, repeating and reminders).
2. Under **Attendees**, type a name or email address in the search field (1). Your Nextcloud searches the users in your package, your contacts, your contact groups and your teams.
3. Click the right person. Is someone not listed? Then type the full email address and select it.
4. Repeat this for everyone you want to invite.
5. Click **Save** or **Update**. The invitations go out at that moment.




Type a name or email address under Attendees (1)

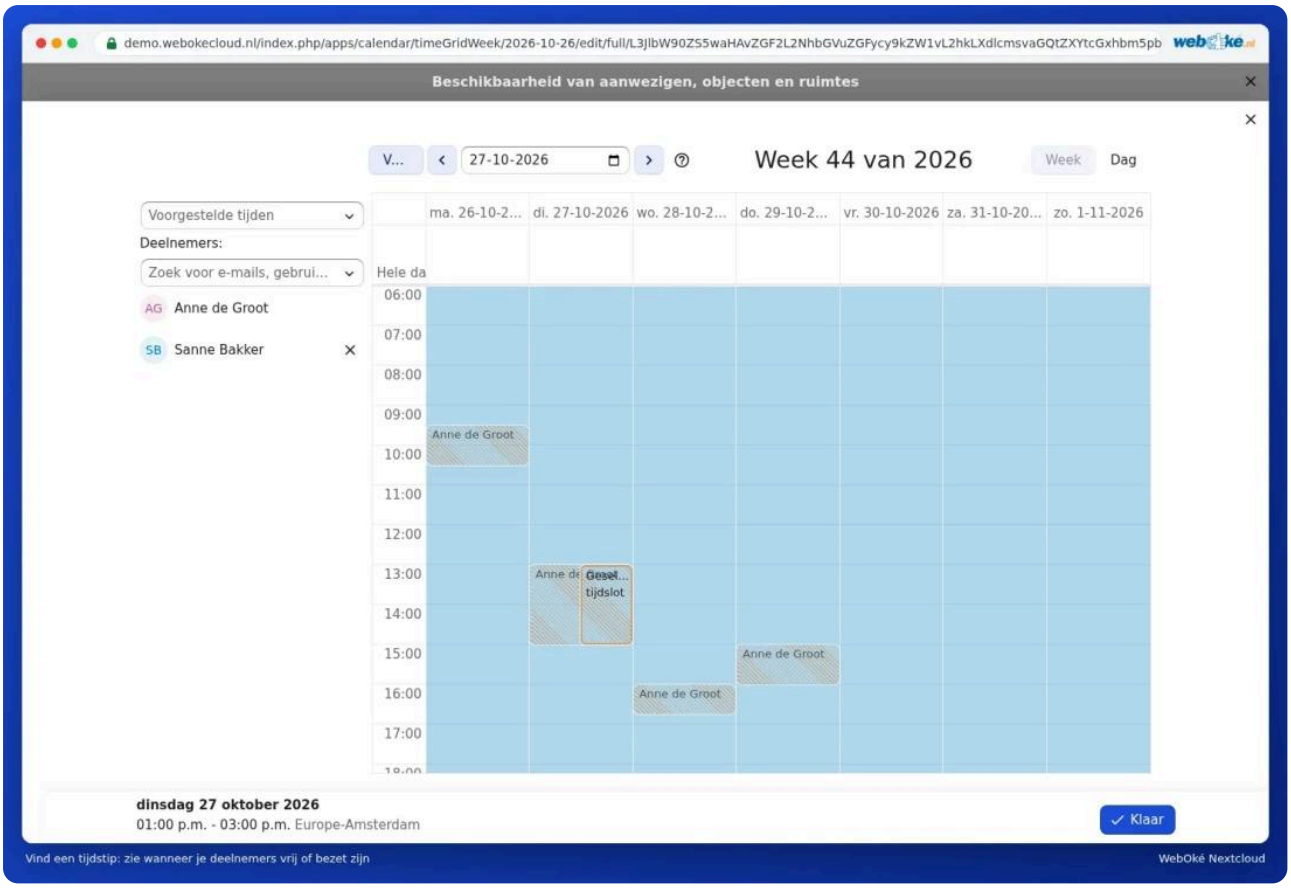



Sanne Bakker is listed as an attendee (1). With Find a time (2) you see when everyone is available; with Update (3) the invitation goes out

For each attendee, you'll later see whether they've accepted, declined or haven't responded yet.

## Finding a time that works for everyone

Click **Find a time** (2). The **Availability of attendees, resources and rooms** window opens. You'll see a weekly overview of when you and your colleagues in your Nextcloud are busy, and under **Suggested times** moments when everyone is available. Drag the appointment to a free slot and click **Done**. Availability isn't known for people outside your Nextcloud.




Find a time: the busy times of your attendees side by side

Colleagues can show even more clearly when they're working by filling in their working hours, see Setting working hours and absence.

## Who can respond?

On the right in More details, choose whether **Anyone with the invitation can respond** or **Only invited attendees can respond**. Choose the latter if you don't want an invitation to be forwarded to people you haven't invited.

## Invitations you receive yourself

If a colleague in your Nextcloud invites you, the appointment appears in your calendar with the status **Invited**. Open the appointment to accept, tentatively accept or decline it. You choose which calendar invitations arrive in under **Calendar settings**, **Default calendar for incoming invitations**.

## Why doesn't an invitation always arrive?

- You don't have an email address in your profile. Your Nextcloud sends the invitation on your behalf, and needs your email address to do so (see Filling in your profile: name, photo, email address, language and time zone).
- The appointment is in the past.

- You didn't save the appointment after adding the attendees.
- The appointment is in a calendar someone else shared with you.
- The invitation has landed in the recipient's spam folder.

You can find out how to check this step by step in Appointment invitations that don't arrive.

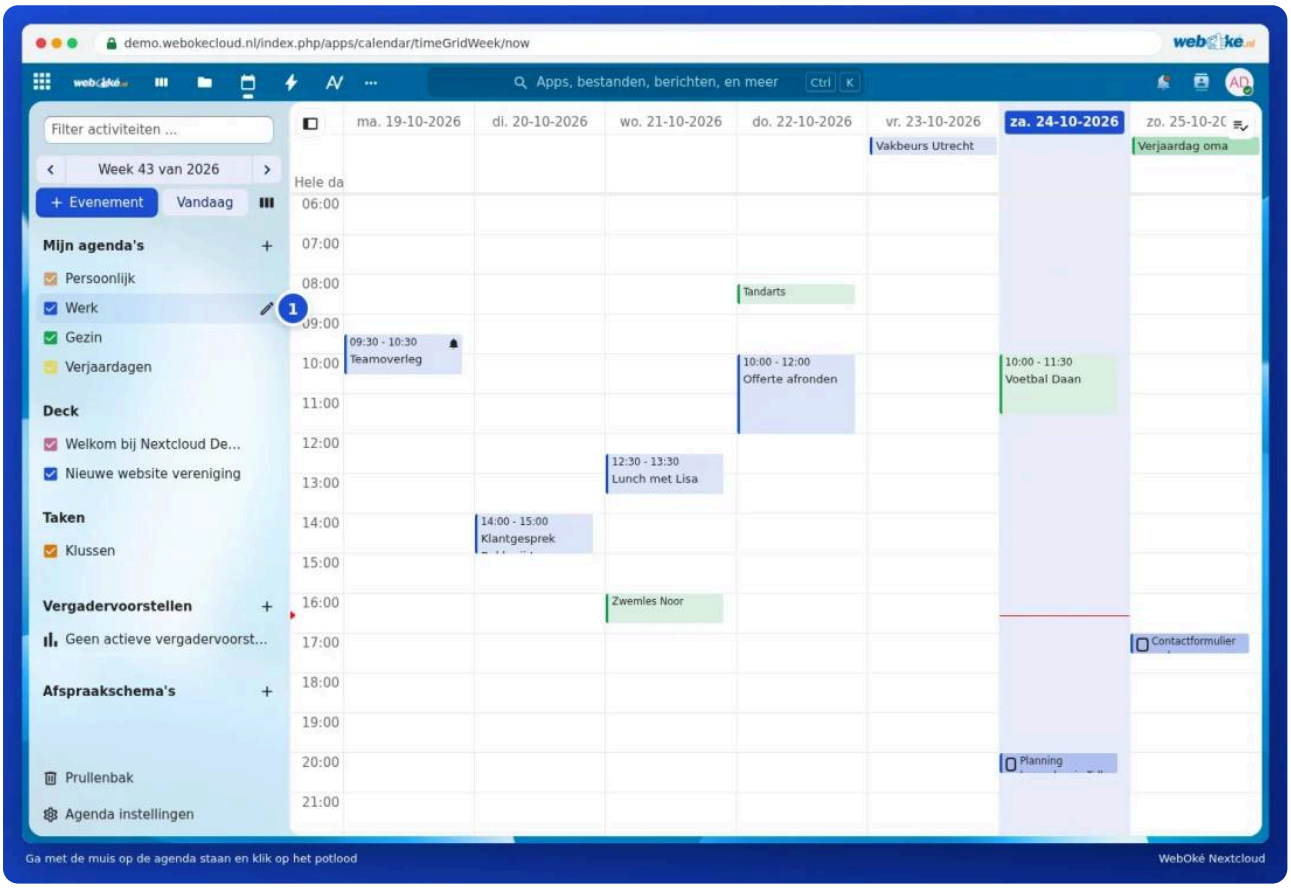
**Please note:** if you invite a contact group or a team, the members will receive an invitation. If someone joins the group or team later, they won't automatically receive the existing appointment.

# 9.3 Sharing, publishing and embedding calendars in your website

You can share a calendar with people in your WebOké Nextcloud, for example the family calendar with your partner or the team calendar with your colleagues. You can also make a calendar public with a link, so that anyone can view it, or embed it in your website.

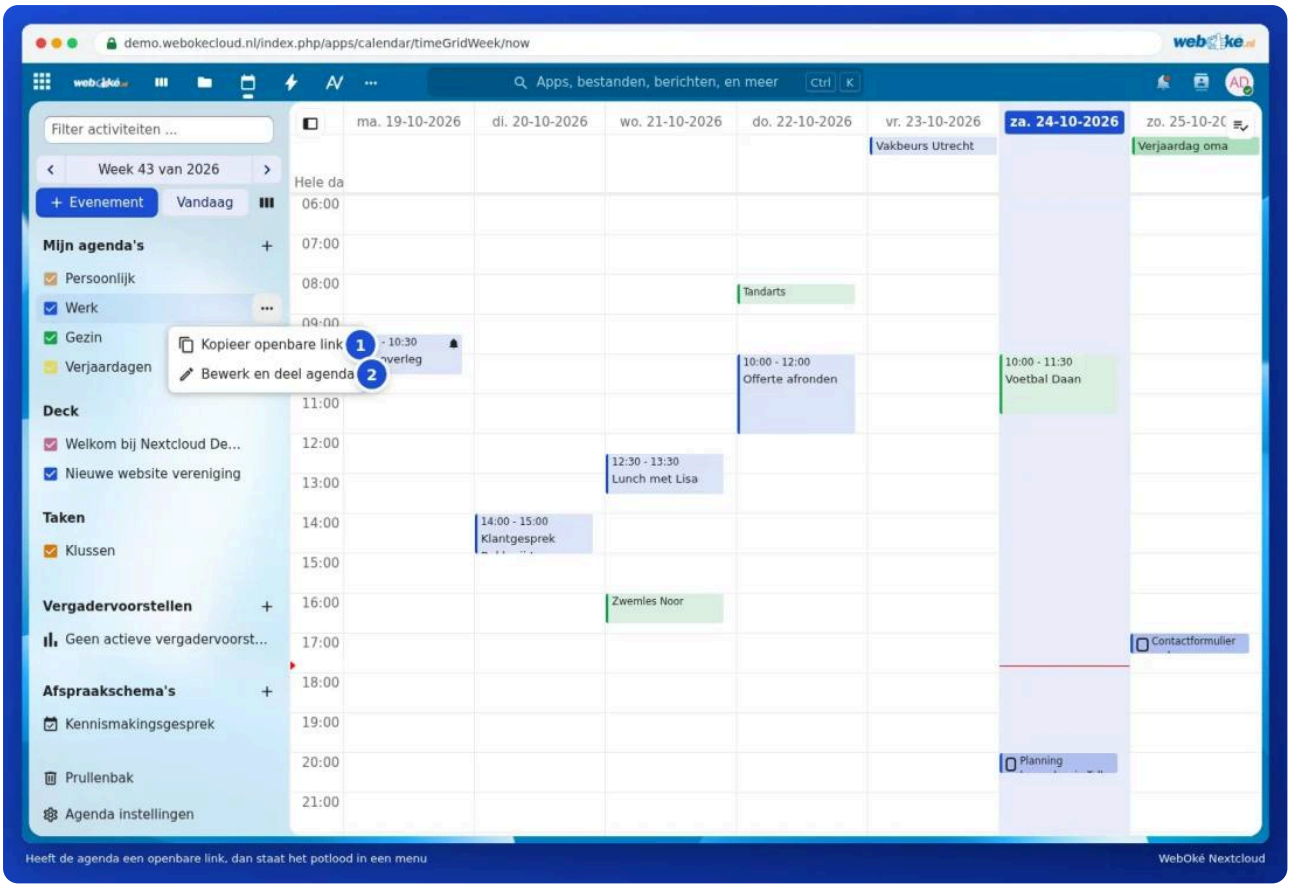
## Opening the Edit calendar window

In the **My calendars** list, hover your mouse over the calendar and click the pencil (1).




Click the pencil next to the calendar (1)

Does the calendar already have a public link? Then you'll see a button with three dots instead of the pencil. This opens a menu with **Copy public link** (1) and **Edit and share calendar** (2).

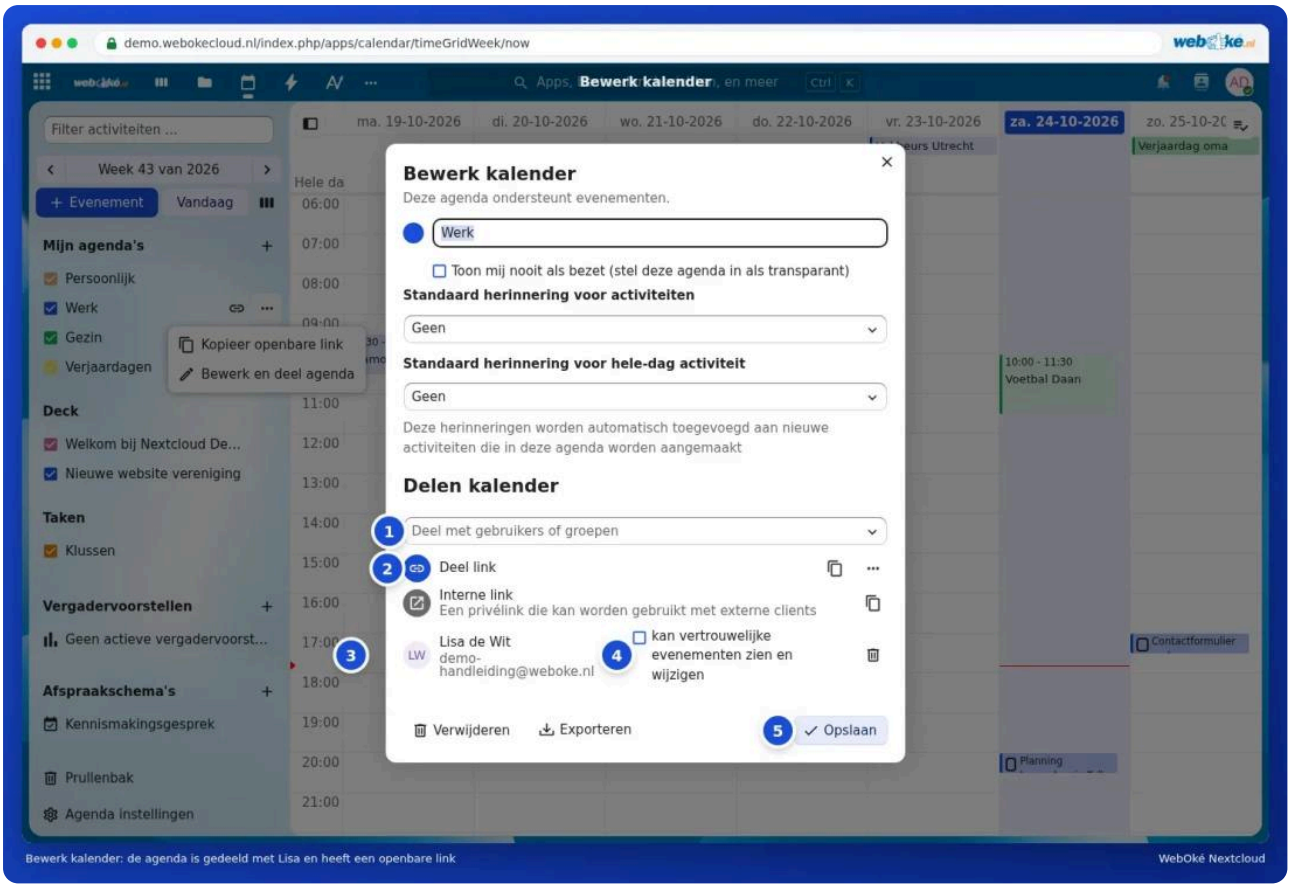



The menu of a shared calendar: Copy public link (1) and Edit and share calendar (2)

You'll now see the **Edit calendar** window. At the top, you can change the name and colour, and the default reminders for new events. With **Show me always as unavailable**, events in this calendar won't count when someone checks when you're free, handy for example for a calendar with birthdays or school holidays.

## Sharing with someone in your Nextcloud

1. Under **Share calendar**, type the name of a colleague, a group or a team in the **Share with users or groups** field (1).
2. Click the correct name. The calendar is shared immediately and the person appears in the list (3).
3. Can the other person also add and change events? Then tick **can edit** (4). Without the tick, the other person can only view.
4. Click **Save** (5) if you've also changed the name or colour.




Share with users or groups (1), the public link (2), the person you're sharing with (3), the tick for editing (4) and Save (5)

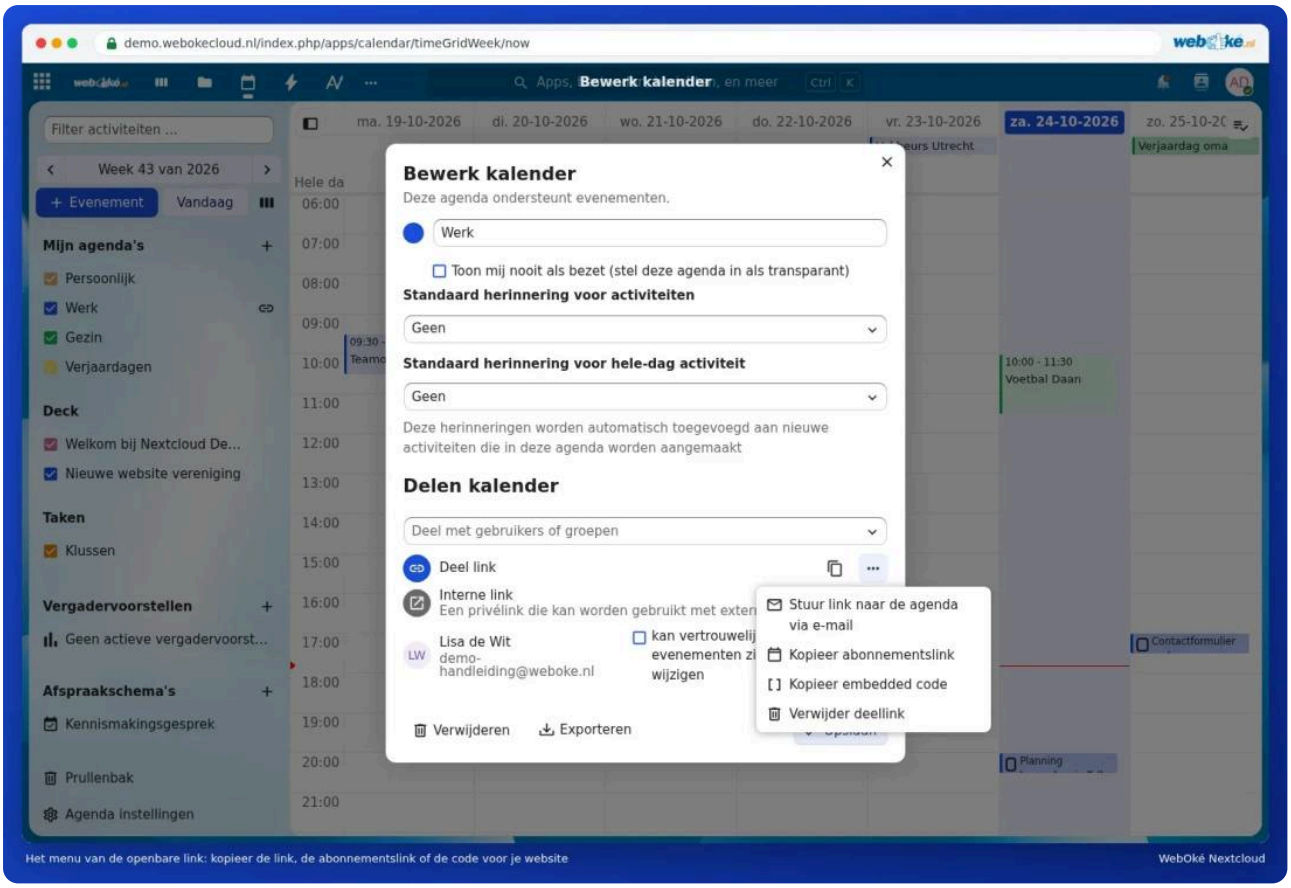
The other person then sees the calendar in their own list of calendars, with your name next to it, and also on their phone if it's linked. To stop sharing, use the trash bin icon next to the name.

**Tip:** are you sharing a calendar with someone who should only see when you're busy, but not why? Then set the sharing option for each event in More details to **When shared show as unavailable**, or to **When shared hide this event**.

## Creating a public link

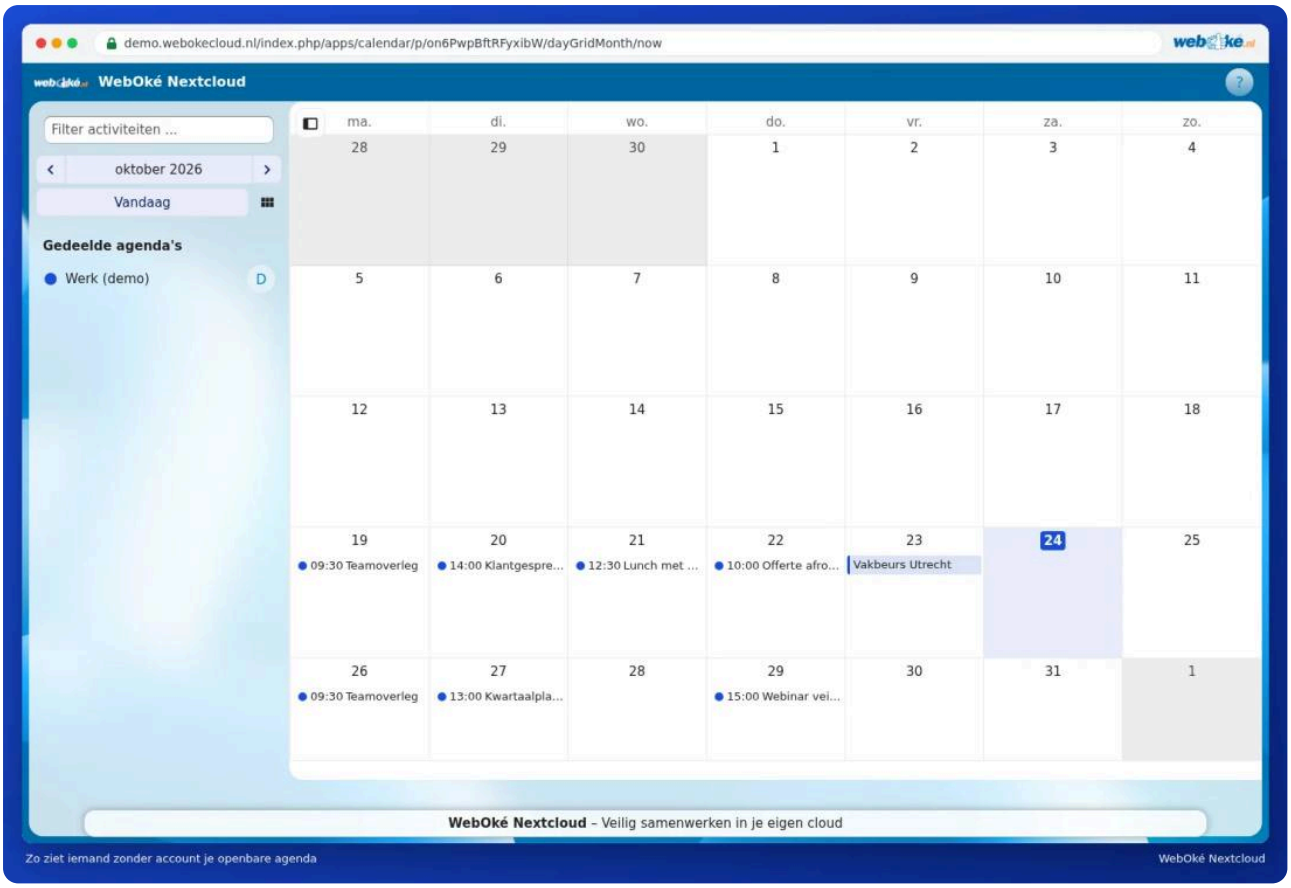
With a public link, anyone who has the link can view your calendar, without an account and without logging in. Changes aren't possible.

1. In the Edit calendar window, click the plus next to **Share link** (2). The link is created immediately.
2. Click the copy button to copy the public link, or open the menu with the three dots next to it.




The menu of the public link

| Option in the menu | What it's for |
|---|---|
| Copy button (or **Copy public link** in the My calendars list) | A web page with your calendar, to send around. |
| **Send link to calendar via email** | Emails the public link to someone straight away. |
| **Copy subscription link** | A link that others can add to their own calendar app (Outlook, Google Calendar, iPhone). They then see your events in their own calendar, read only. See Subscribing to an external calendar and importing a calendar. |
| **Copy embedding code** | A piece of code to embed the calendar in your website. See Putting a public calendar or booking page on your website. |




This is what someone without an account sees of your public calendar

You can remove a public link in the same menu with **Delete share link**. After that, the link, the subscriptions and the calendar on your website will stop working.

**Please note:** a public link shows all events in that calendar, with title, location and description. For public events, it's better to create a separate calendar.

## The internal link

Below the public link is the **Internal link**: a private link to this calendar for programmes that connect to your Nextcloud. This only works with your username and an app password. Usually you won't need it: phones and programmes find your calendars automatically (see Calendar and contacts on the iPhone and iPad to Calendar in Outlook with CalDav Synchronizer).

## Exporting and deleting

At the bottom of the Edit calendar window are **Export** (download all events as an .ics file, for example as a backup) and **Delete**. A deleted calendar stays in the Calendar's **Trash bin** for a while.

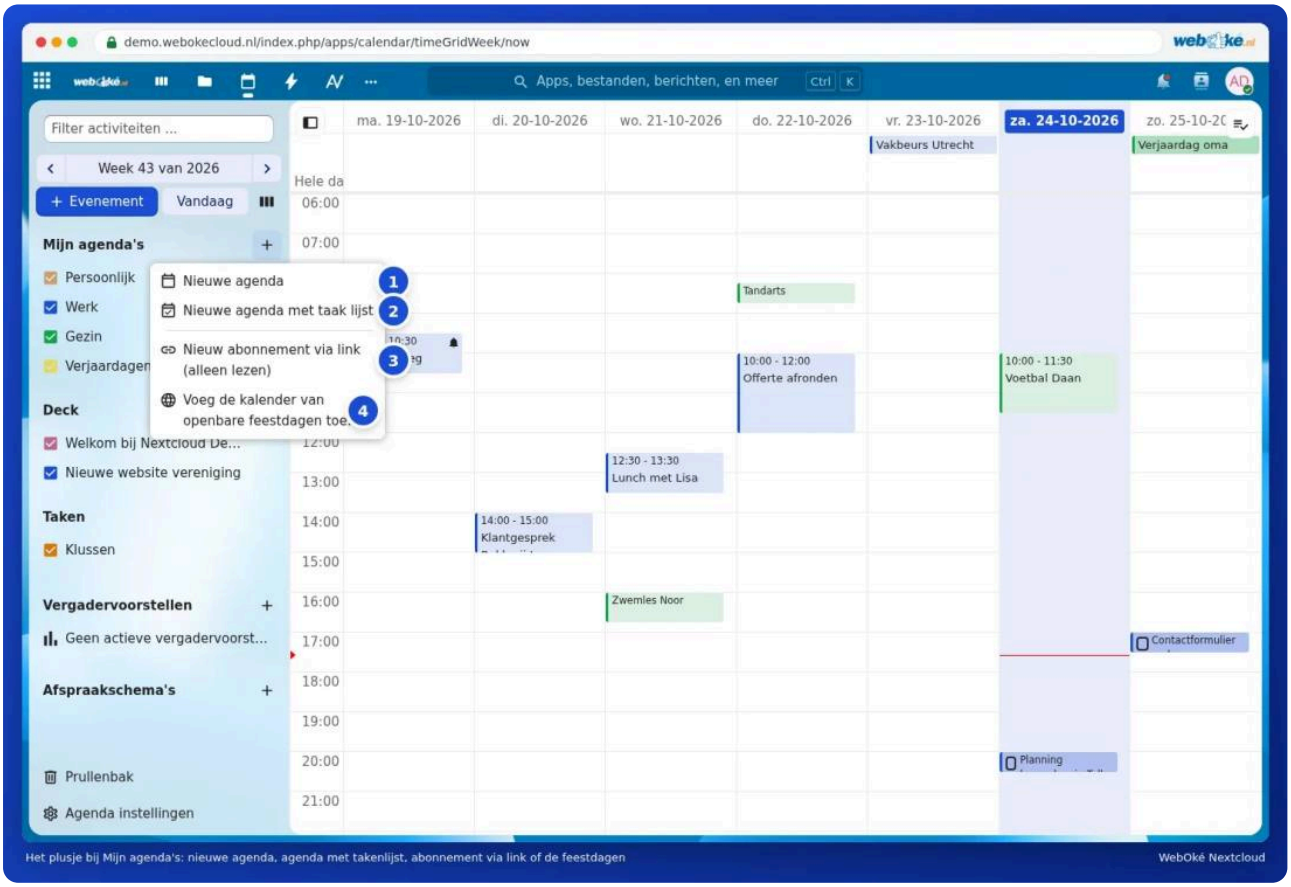
# 9.4 Subscribing to an external calendar and importing a calendar

Want to see your sports club's matches, your school timetable or public holidays in your calendar? Then subscribe to that calendar. Want to bring over your old calendar from Google, iCloud or Outlook? Then import it. The difference:

| | **Subscribe** | **Import** |
|---|---|---|
| What happens? | Your Nextcloud fetches the calendar from the address again and again. | The appointments are copied once into a calendar in your Nextcloud. |
| Changes from the source | Come through automatically (not instantly, but after a while) | Do not come through |
| Edit appointments yourself | No, read-only | Yes |
| What do you need? | An address (link) that ends in .ics or starts with webcal:// | An .ics file |

## The plus icon next to My calendars

Click the plus icon next to **My calendars**. You'll see:

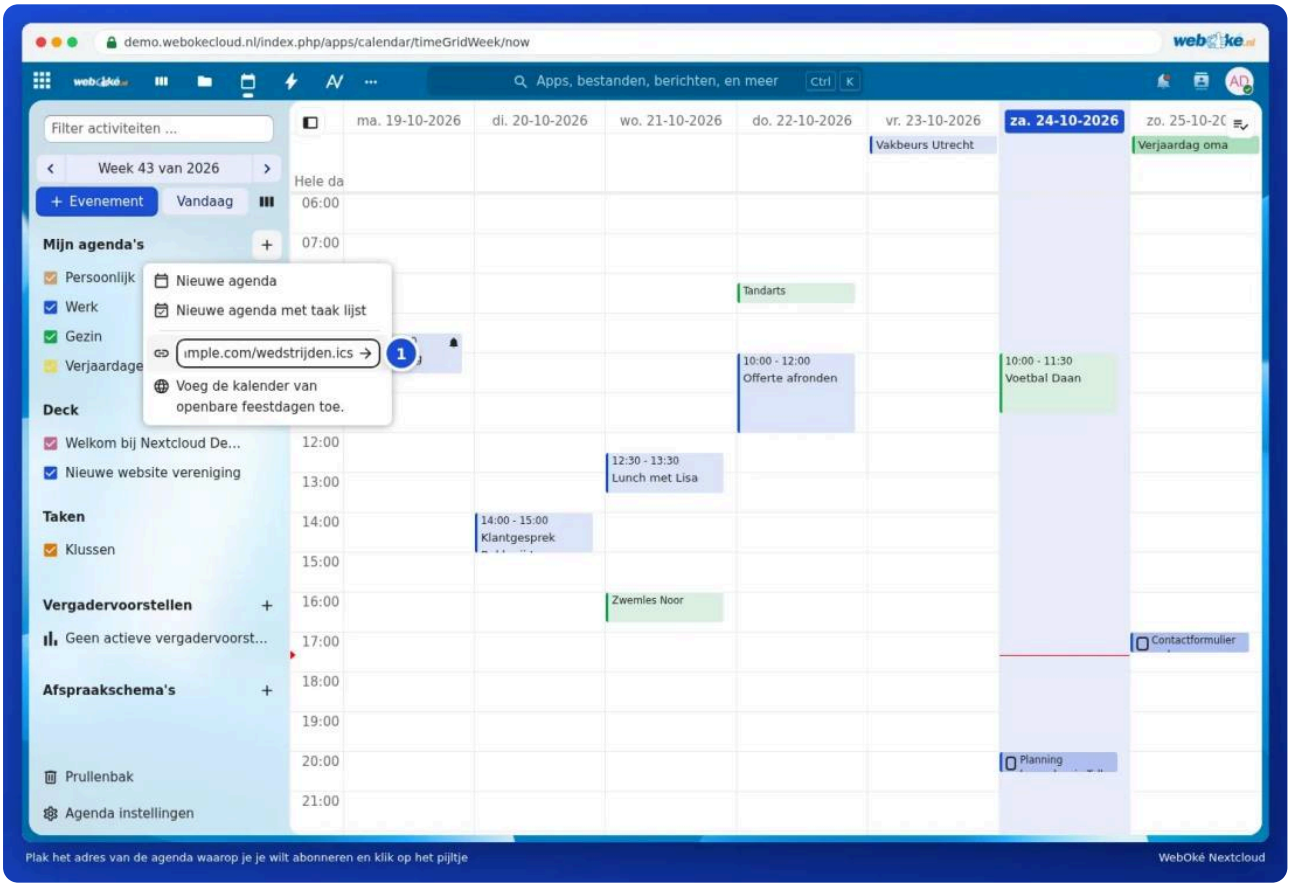



New calendar (1), New calendar with task list (2), subscribing via a link (3) and public holidays (4)

- **New calendar** (1): an empty calendar for appointments.
- **New calendar with task list** (2): a calendar that can also hold tasks (see Tasks: lists, deadlines and subtasks).
- **New subscription from link (read-only)** (3): subscribe to someone else's calendar.
- **Add public holiday calendar.** (4): choose a country and you'll have all its public holidays in your calendar. These calendars come from Thunderbird.

## Subscribing to a calendar via a link

1. Copy the calendar's address. On your club's or school's website, this is often called "add calendar", "iCal", "webcal" or "subscribe".
2. Click the plus icon next to **My calendars**, choose **New subscription from link (read-only)** and paste the address into the field that appears.
3. Click the arrow or press `Enter`. The calendar appears in your list.




Paste the address and click the arrow (1)

A subscription isn't updated instantly: your Nextcloud fetches the calendar again at set intervals. So you might not see a change from your club until a few hours later.

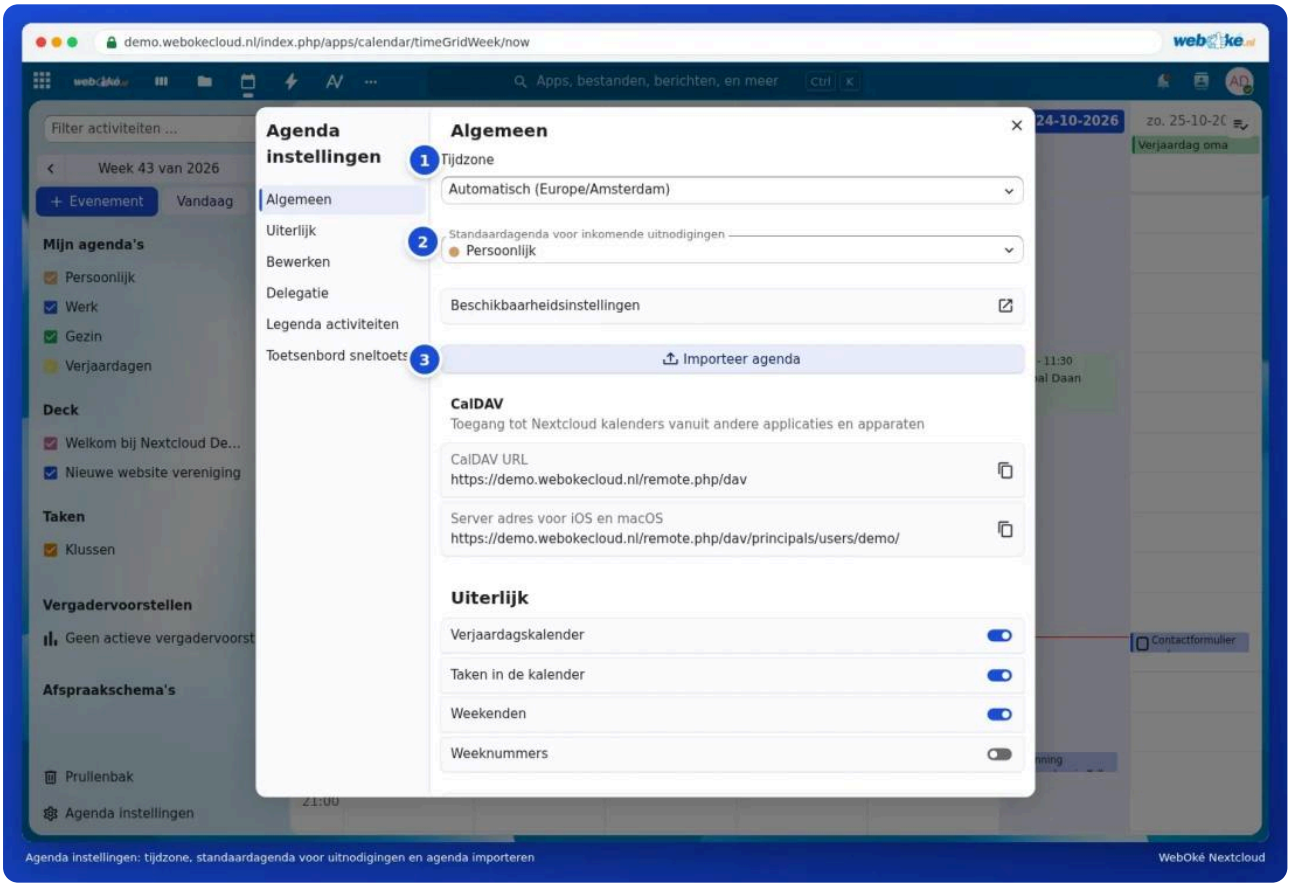
## Subscribing to your Google Calendar

Want to keep using your Google Calendar for now while also seeing it in your Nextcloud? In Google Calendar, open the calendar's **Settings** and copy the **Secret address in iCal**

**format**. Paste that as a subscription. This way you'll see your Google appointments in your Nextcloud, read-only. Want to switch over completely? Then import instead, or use the WebOké Import Tool (Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool).

## Importing a calendar

1. Make sure you have an .ics file. From Google: **Settings**, **Import & export**, **Export**; you'll get a zip file containing an .ics file for each calendar. Unzip the zip file first.
2. In your Nextcloud calendar, click **Calendar settings** at the bottom left.
3. Click **Import calendar** (3) and choose the .ics file.
4. Choose which calendar the appointments should go into. You can also have a new calendar created.
5. In the window, click **Import calendar**. Once it's done, you'll see the appointments in your calendar.




Calendar settings: Time zone (1), Default calendar for incoming invitations (2) and Import calendar (3)

**Please note:** don't import the same file twice into the same calendar. Appointments with the same identifier are skipped or updated, but a file from a different program can still cause duplicates. Not sure? Import into a new, empty calendar instead; you can always delete it if it doesn't turn out right.

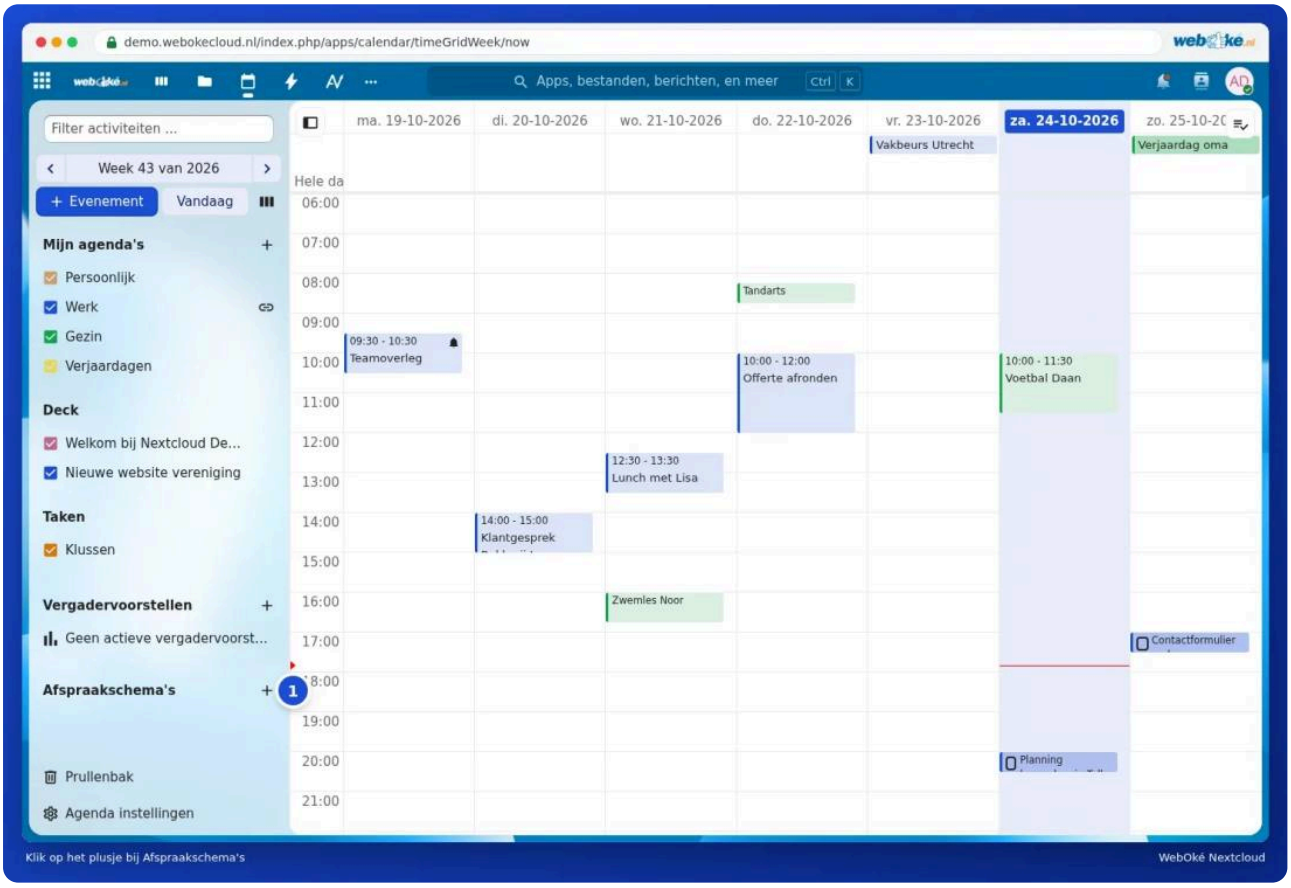
More on switching over with your calendar and contacts at the same time: Moving your calendar and contacts from Google, iCloud or Outlook (ics and vCard).

# 9.5 Letting people book appointments through a booking page

With an **appointment schedule**, you let clients, students or members book an appointment with you themselves. You decide when you're available and how long an appointment lasts. You send round a link; whoever opens it only sees the free slots and picks one. The appointment is added to your calendar automatically. You don't need a separate booking service.

## Creating an appointment schedule

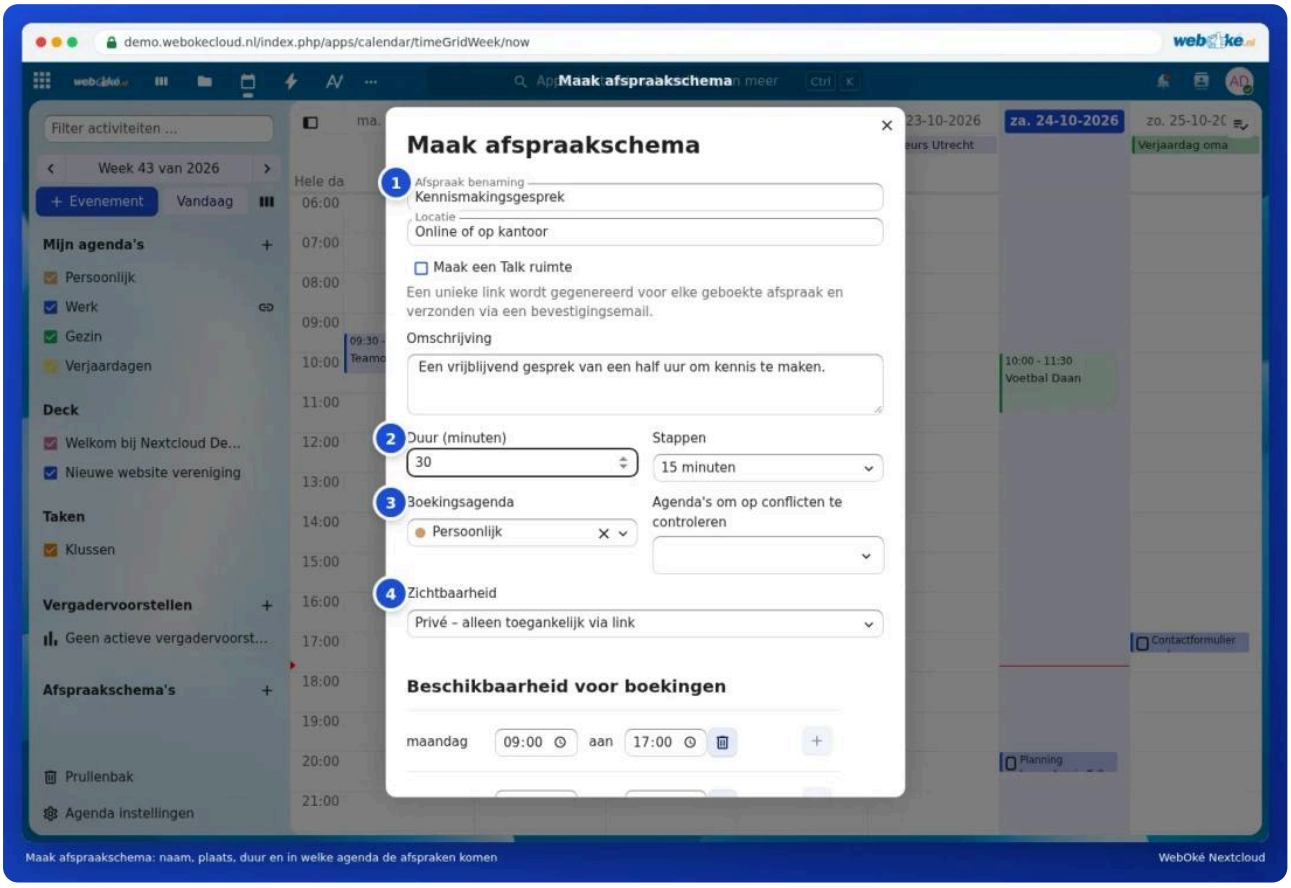
1. In Calendar, click the plus icon next to **Appointment schedules** (1).




Click the plus icon next to Appointment schedules (1)

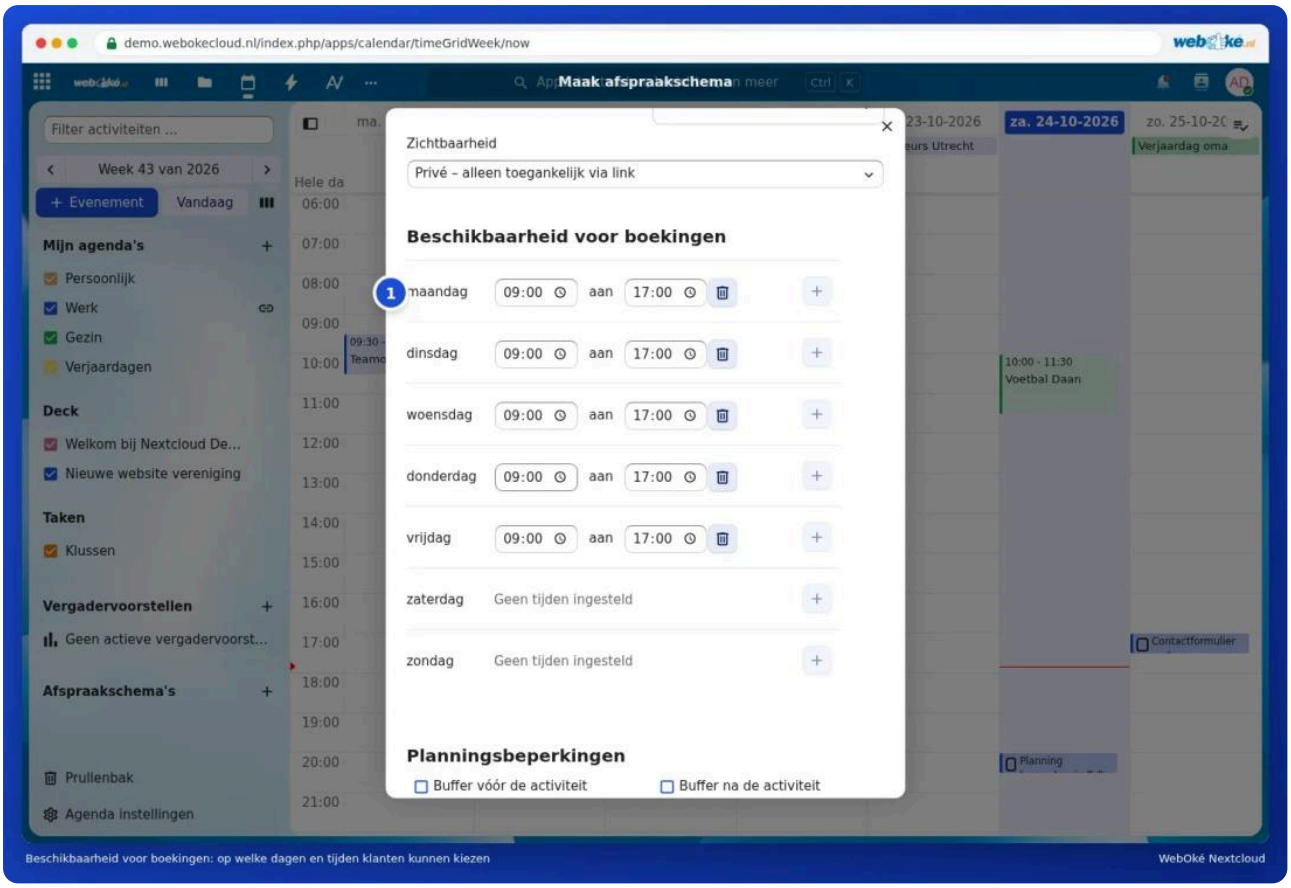
2. In the **Create appointment schedule** window, fill in the details:
   - **Appointment name** (1): the name the client sees, for example Introductory meeting.
   - **Location** and **Description**: where it takes place and what the client can expect.
   - **Create a Talk room**: every booked appointment gets its own link for an online meeting (only in packages including Office, see What is Talk and who has it?).
   - **Duration (minutes)** (2) and **Increments**: how long an appointment lasts and in what intervals an appointment can start.

- **Booking calendar** (3): which calendar booked appointments go into. Under **Calendars to check for conflicts**, choose which calendars should also be taken into account, so nobody can book when you already have something else on.
- **Visibility** (4): leave this set to **Private, only accessible via link** if only people with the link should be able to book.



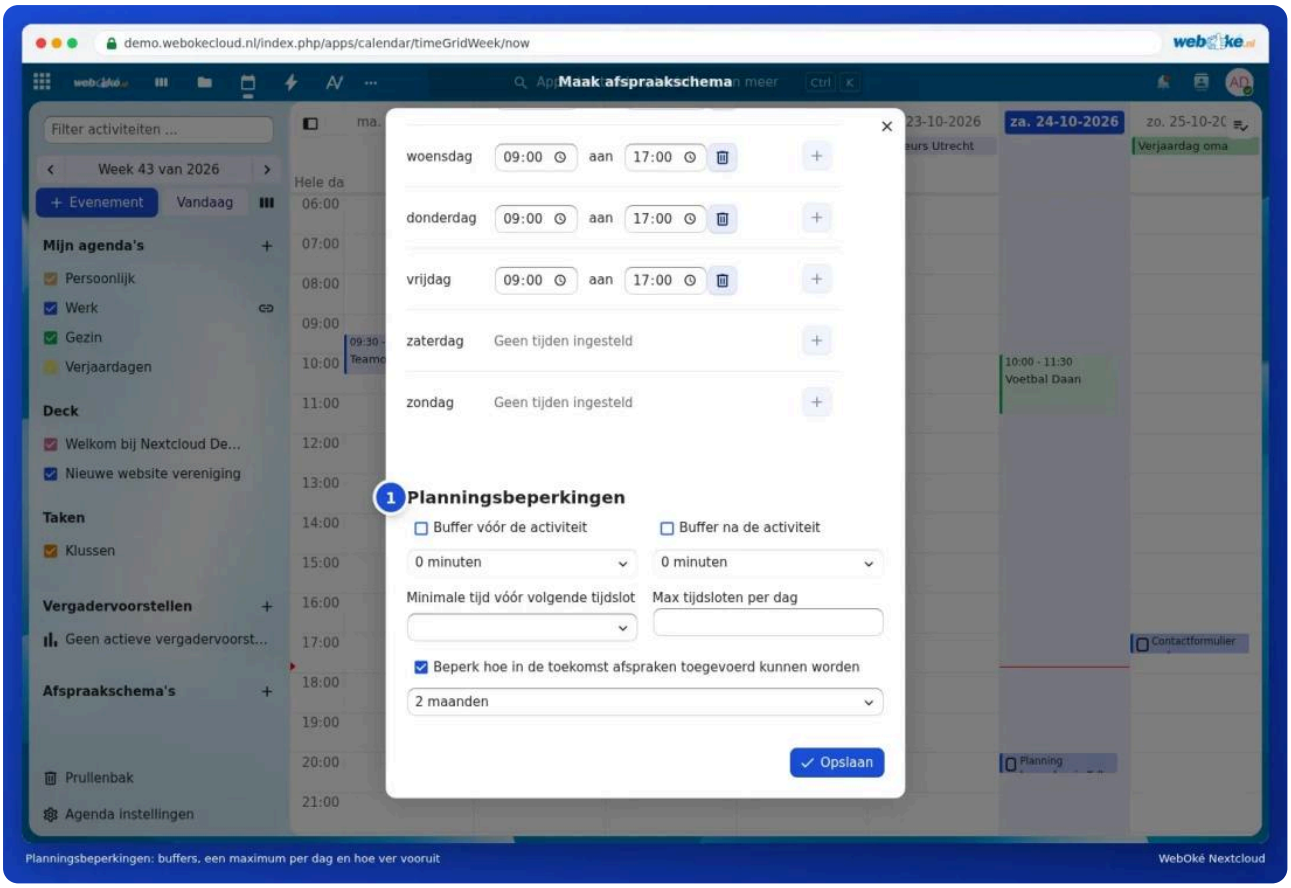

The first details of the appointment schedule

3. Scroll to **Booking availability**. By default, Monday (1) to Friday from 9:00 to 17:00 are filled in. Adjust the times, add an extra block with the plus icon, or remove a block with the bin icon. A day with no block shows **No times set**.




Booking availability: the times on which bookings can be made, per day

4. Under **Planning restrictions** (1), set a buffer before or after each appointment, the minimum notice before someone can book, a maximum number of appointments per day, and how far in advance bookings are allowed.
5. Click **Save**.

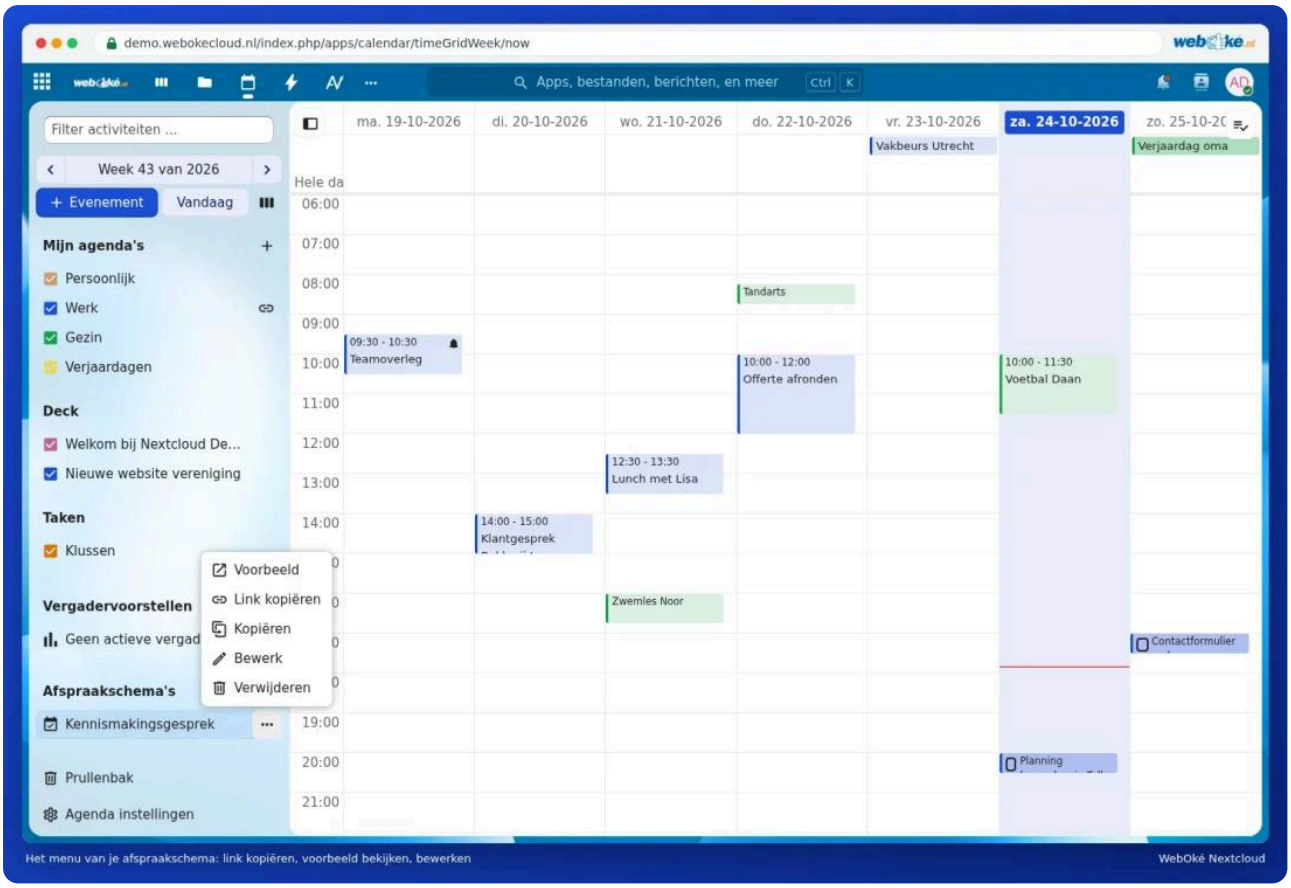



Planning restrictions (1) and the Save button

## Sharing the link

Your appointment schedule is now listed in Calendar under **Appointment schedules**. Hover over it with your mouse and open the menu with the three dots:

- **Preview**: view the booking page as a client sees it.
- **Copy link**: the link to your booking page, to send round.
- **Copy**: create a second schedule based on this one, for example for a longer meeting.
- **Edit** and **Delete**.

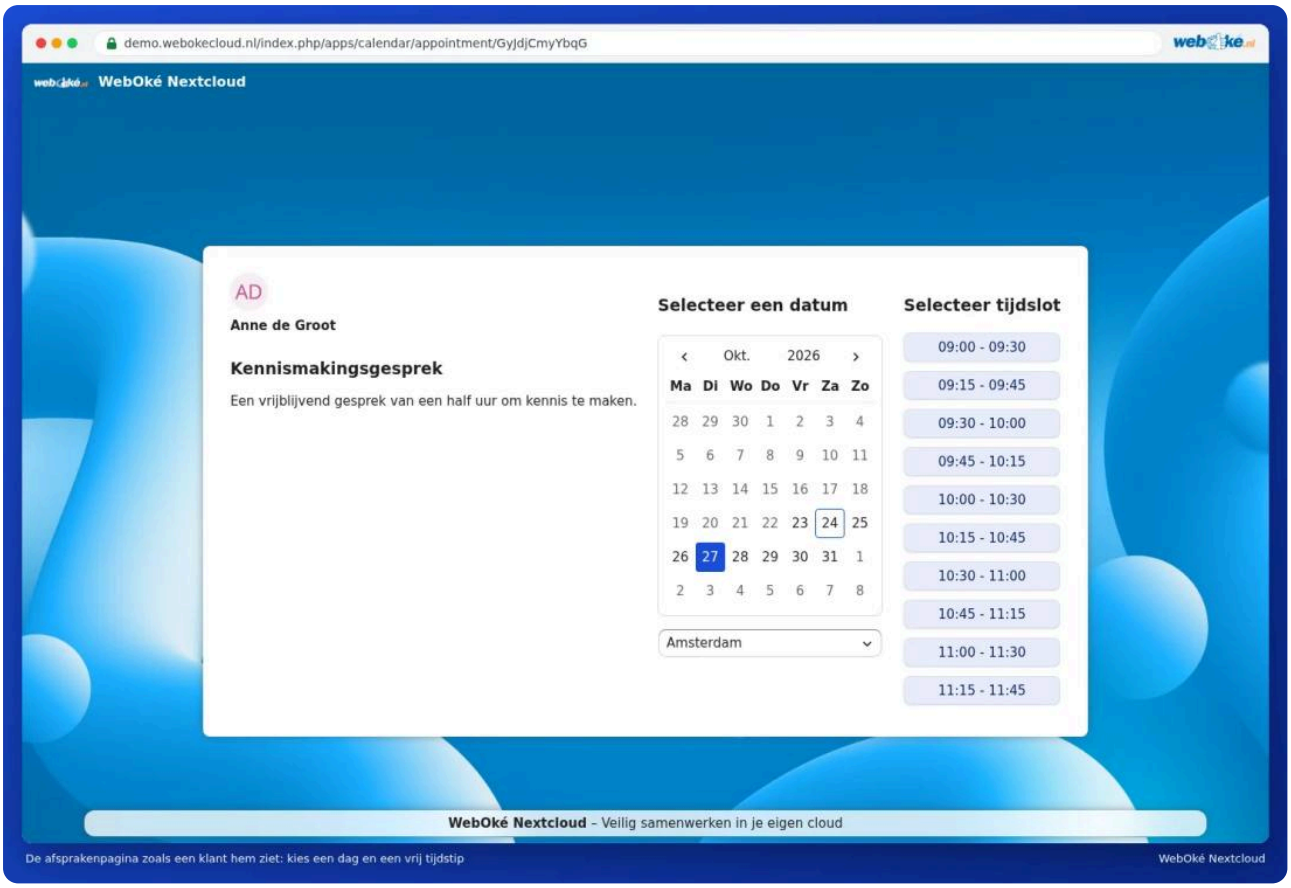



The menu of your appointment schedule

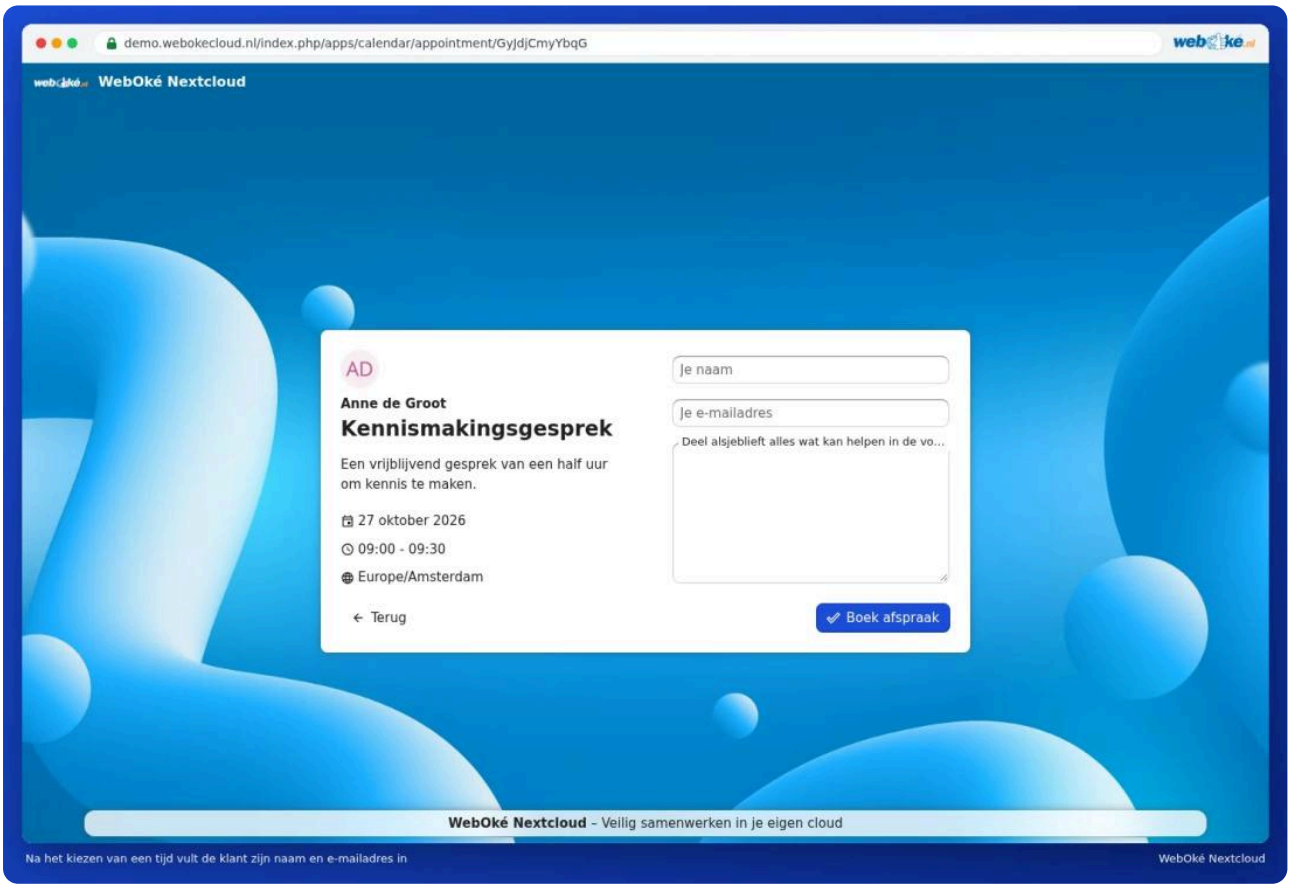
Send the link by e-mail, add it to your signature or put it on your website (see Putting a public calendar or booking page on your website).

## How someone books an appointment

1. The client opens the link and sees the available slots.
2. They choose a date and a time slot, enter their name and e-mail address, optionally with a comment, and click **Book appointment**.
3. The client receives an e-mail to confirm the appointment. The appointment is only confirmed once they've done this.
4. The appointment is added to your booking calendar and you receive a notification.




The booking page as a client sees it




After choosing a time, the client fills in their details

**Tip:** check that your e-mail address is set in your profile (see Filling in your profile: name, photo, email address, language and time zone). Your Nextcloud sends the confirmations on your behalf.

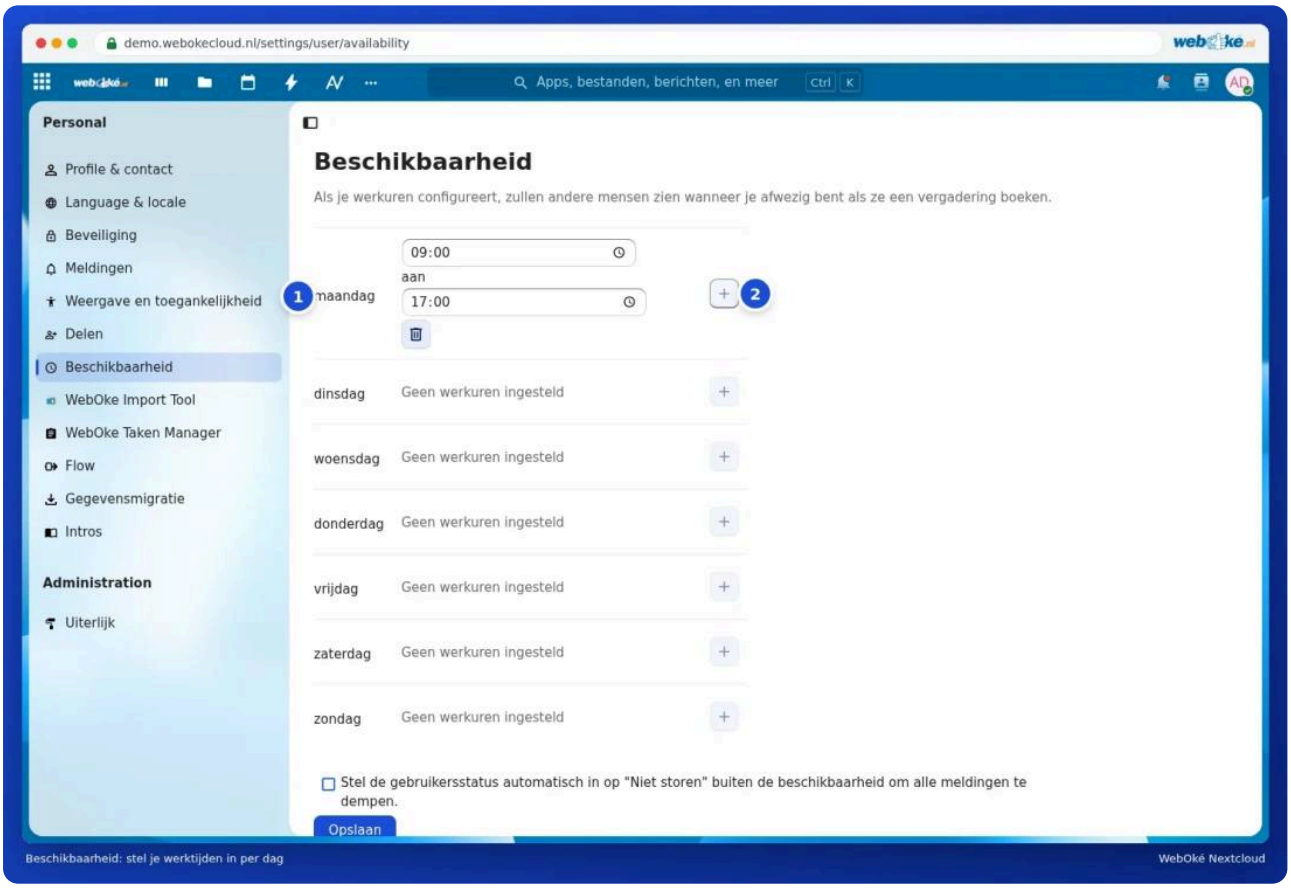
# 9.6 Setting working hours and absence

Let your colleagues know when you work and when you're away. You set this up under **Settings**, **Availability**. You can also get there via **Calendar settings**, **Availability settings**.

## Your working hours

Under **Availability**, fill in when you work for each day. Anyone who invites you to an appointment will then see under **Find a time** when you're not working (see Inviting people to an appointment).

1. Click your profile picture in the top right, choose **Settings** and click **Availability** on the left.
2. Click the plus sign (2) next to a day (1). A block from 9:00 to 17:00 appears; adjust the times. Do you work with a break or in two parts? Then add another block.
3. Repeat this for the other working days and click **Save**.



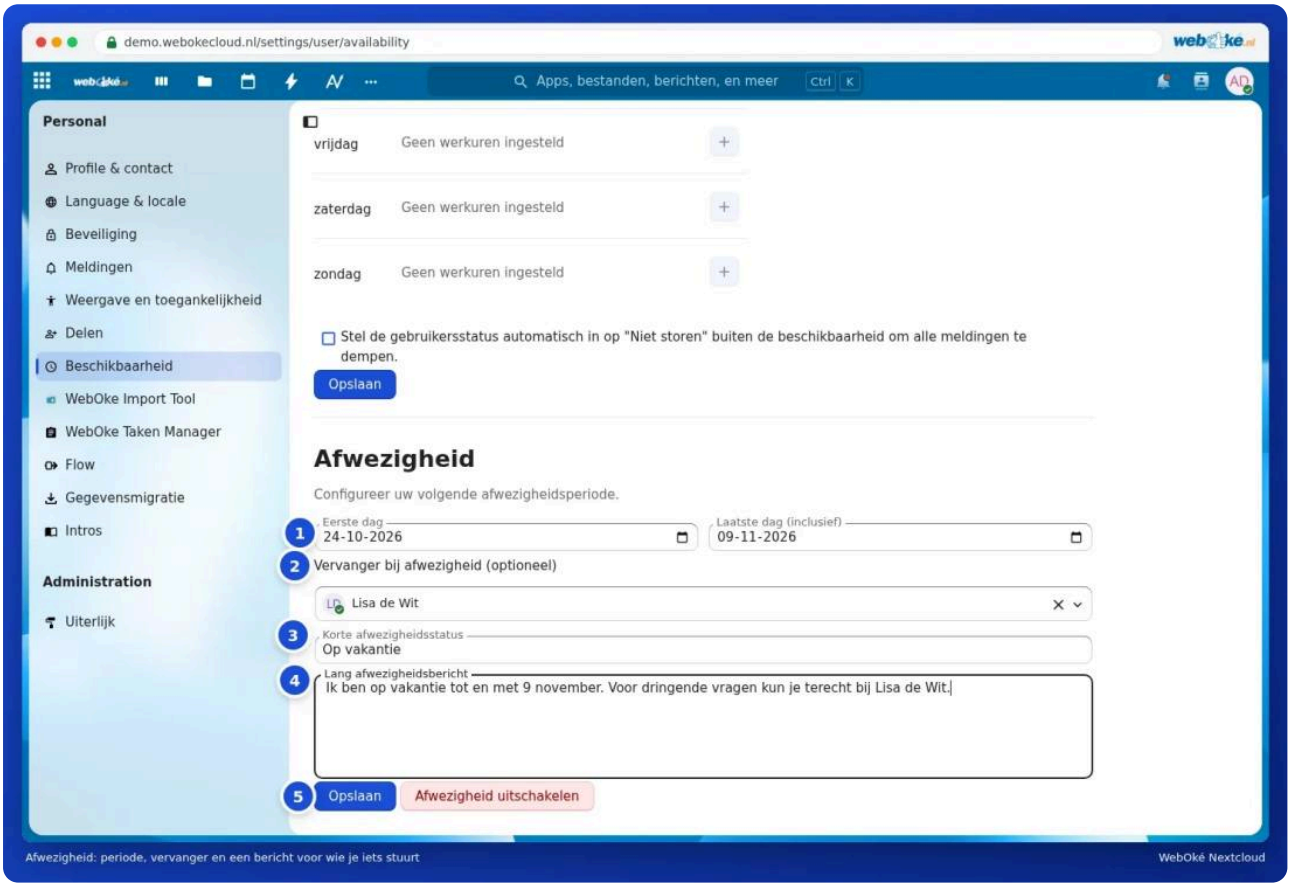

Working hours per day (1) and the plus sign to add a block (2)

If you tick **Automatically set your user status to "Do not disturb" when outside of your availability hours in order to mute all notifications**, you'll no longer receive notifications from your Nextcloud outside your working hours. You can read more about your status in Setting your status: online, away or do not disturb.

## Absence: vacation or leave

Going away for a while? Then fill in your absence on the same page, under **Absence**:

1. Choose the **First day** and the **Last day (inclusive)** (1).
2. Optionally choose a **Replacement for absence** (2): a colleague in your Nextcloud whom others can contact.
3. Fill in a **Short absence status** (3), for example Vacationing. Others will see this next to your name.
4. Write a **Long absence message** (4) stating when you'll be back and who's covering for you.
5. Click **Save** (5).



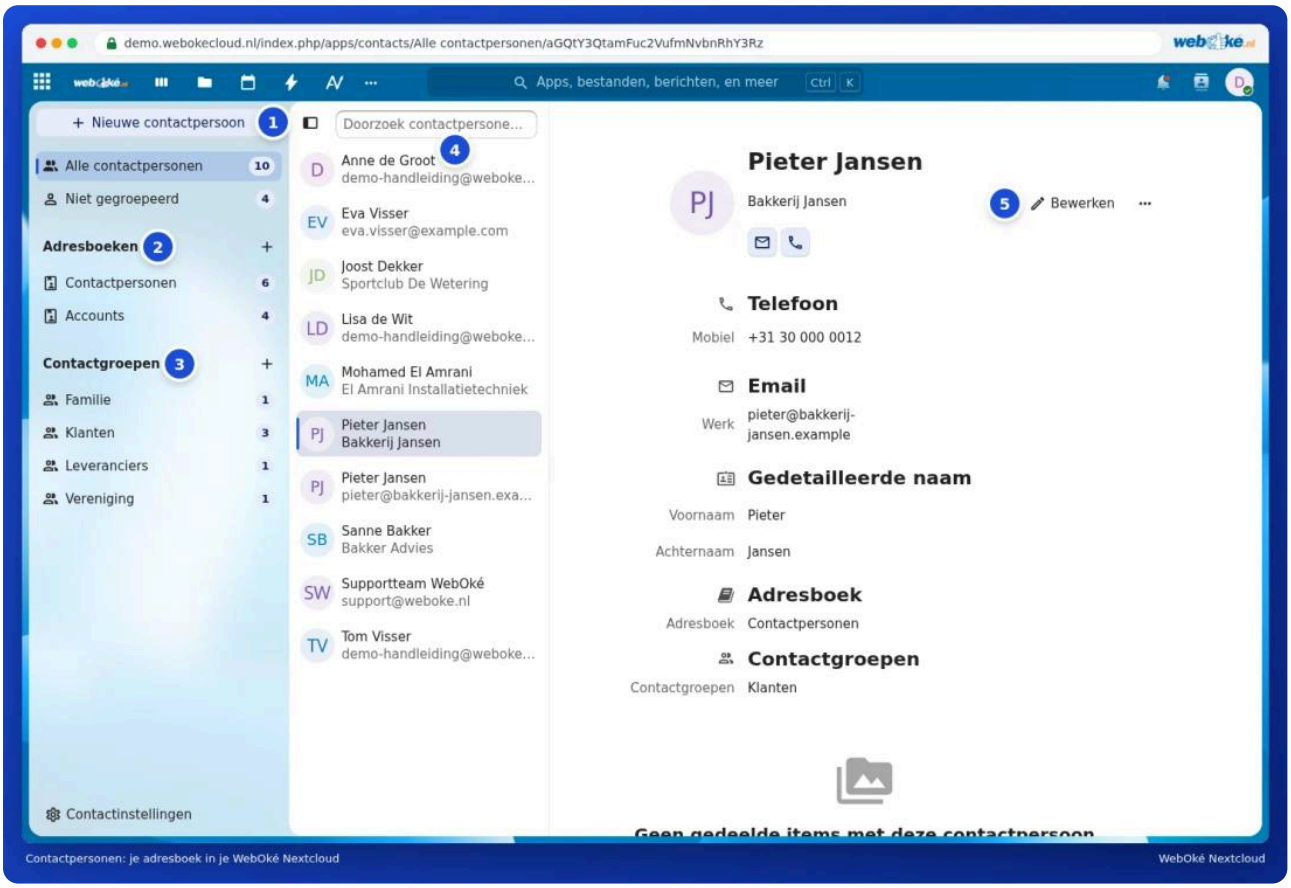

Absence: period (1), replacement (2), short status (3), message (4) and Save (5)

While you're away, colleagues in your Nextcloud will see that you're not available, for example if they send you a message in Talk. Back earlier than planned? Then click **Disable absence**.

**Please note:** this is the absence setting within your Nextcloud. An automatic reply for emails sent to your mailbox is set up in your mailbox itself, for example in your email programme or in the webmail of your email package.

## 9.7 Contacts: creating, groups, importing and exporting

In the **Contacts** app, you keep the details of your customers, suppliers, family and friends. Your contacts are also available on your phone and in your email program (see Calendar and contacts on the iPhone and iPad to Calendar and contacts in Thunderbird), and the Calendar and Mail use them to suggest names.

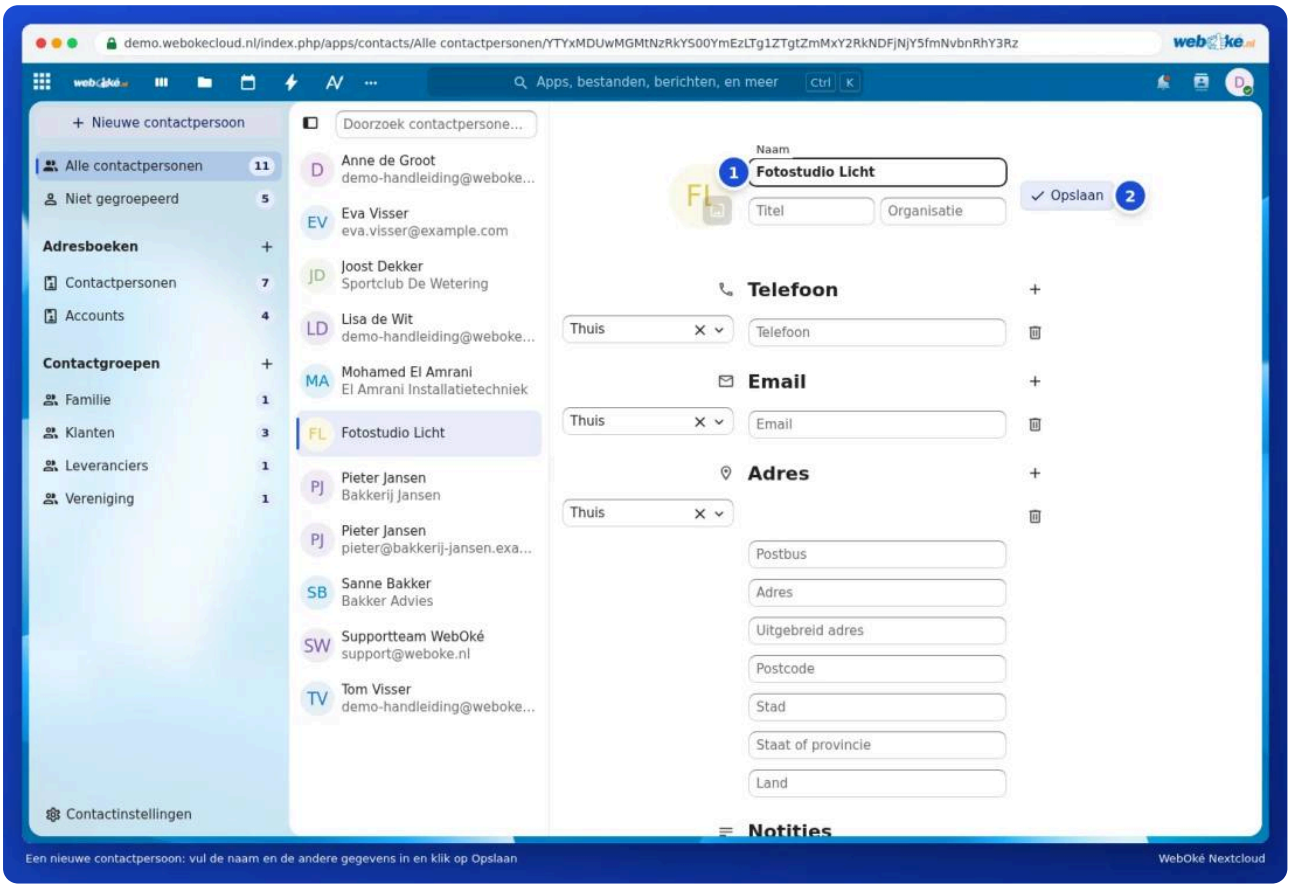



Contacts with numbered parts

| No. | Part | What do you use it for? |
|---|---|---|
| 1 | **New contact** | Add a contact. |
| 2 | **Address books** | Your address books. **Contacts** is your own address book; **Accounts** automatically contains all users of your Nextcloud. |
| 3 | **Contact groups** | Groups such as Customers or Family. A contact can be in several groups. |
| 4 | Search field | Search by name, email address, organisation or phone number. |
| 5 | Edit | Change the open contact. |

## Creating a contact

1. Click **New contact**.
2. Type the name (1). Then fill in the organisation, phone numbers, email addresses and address. Use the plus sign after a field to add another phone number or email address; use the drop-down menu in front of it to choose, for example, Work or Home.
3. Click **Save** (2).

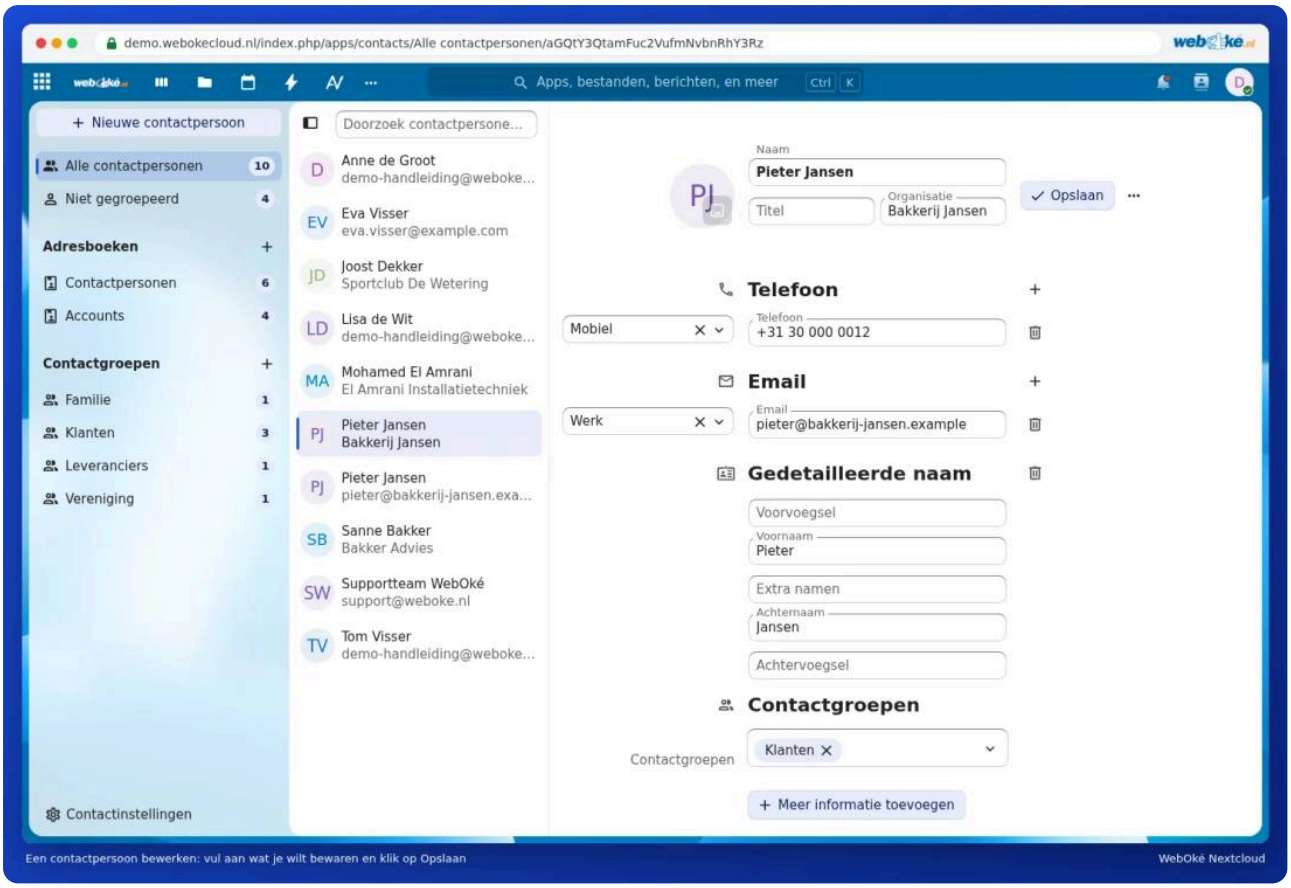



Fill in the name (1) and click Save (2)

At the bottom, you'll find **Add more info**: use this to add fields such as a birthday, a website or notes. If you fill in a **birthday**, it automatically appears in the **Birthdays** calendar in your Calendar.

## Changing or deleting a contact

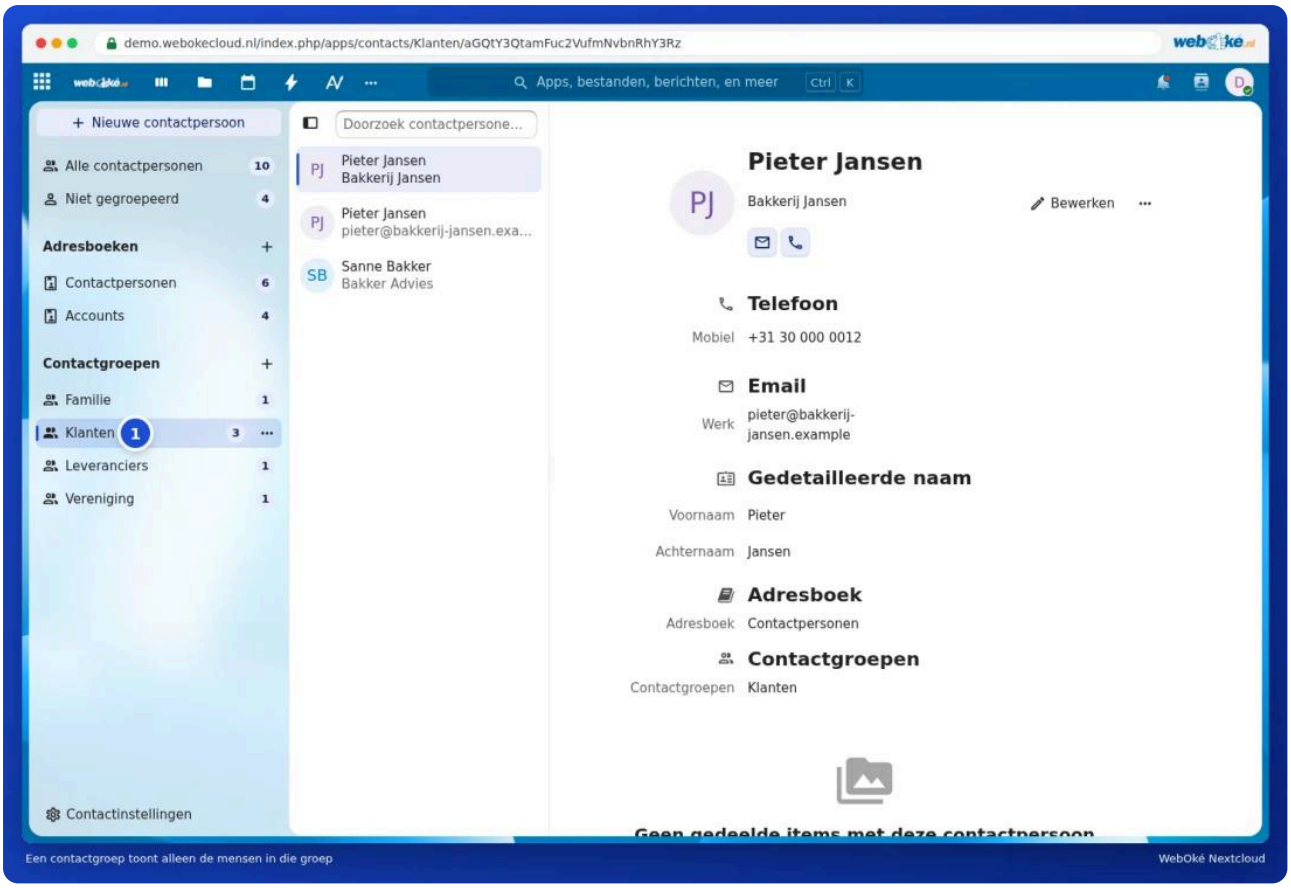
Click the contact in the list and then click **Edit**. Make the changes you want, choose which groups it belongs to under **Contact groups**, and click **Save**. You can delete a contact from the menu with the three dots in the top right corner of the contact.




Editing a contact

## Contact groups

You create a group using the plus sign next to **Contact groups**. To add someone to a group, do this while editing the contact, in the **Contact groups** field. Click a group (1) to see only those people.




Only the contacts in the Customers group (1)

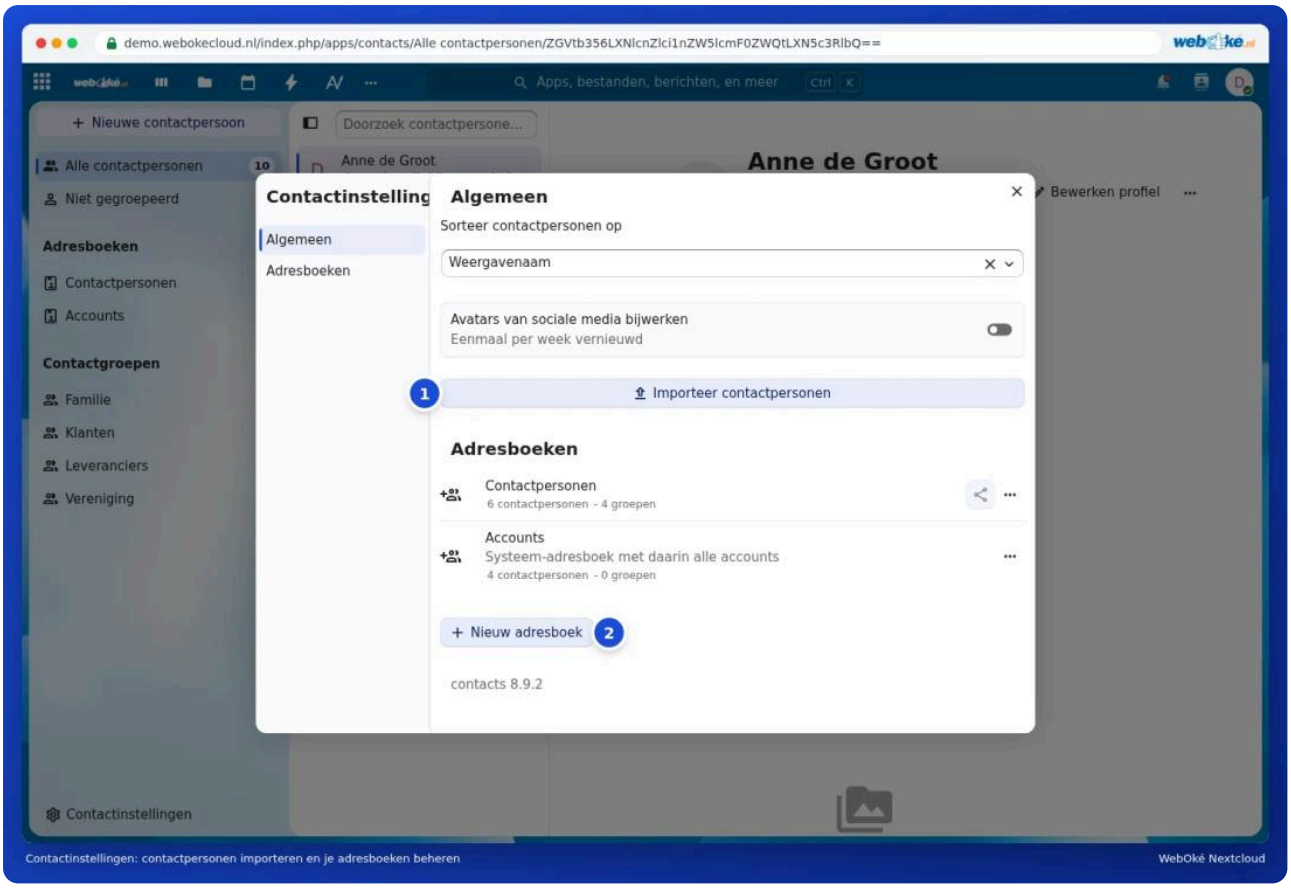
You can invite a contact group to an appointment in the Calendar (see Inviting people to an appointment). Do you work with the same colleagues on files and conversations? Then it's better to use a team (see Creating teams and sharing a folder with your whole team).

## Multiple contacts at once

Click the round photo or the letters in front of a name to select the contact. Buttons appear at the top of the list to delete the selected contacts, add them to a group, or move them to another address book. If you've selected exactly two contacts, you can also merge them. This is handy for duplicates, see Cleaning up duplicate contacts after transferring.

## Importing: contacts from Google, iCloud or Outlook

1. Export your contacts in the old program as a **vCard** (.vcf). In Google Contacts, this is called exporting as vCard; in iCloud, select all contacts and choose Export vCard.
2. In Contacts, click **Contacts settings** at the bottom left.
3. Click **Import contacts** (1). Choose whether the file is on your computer or already in your Nextcloud, and which address book it should go into.
4. Afterwards, you'll see how many contacts have been imported.

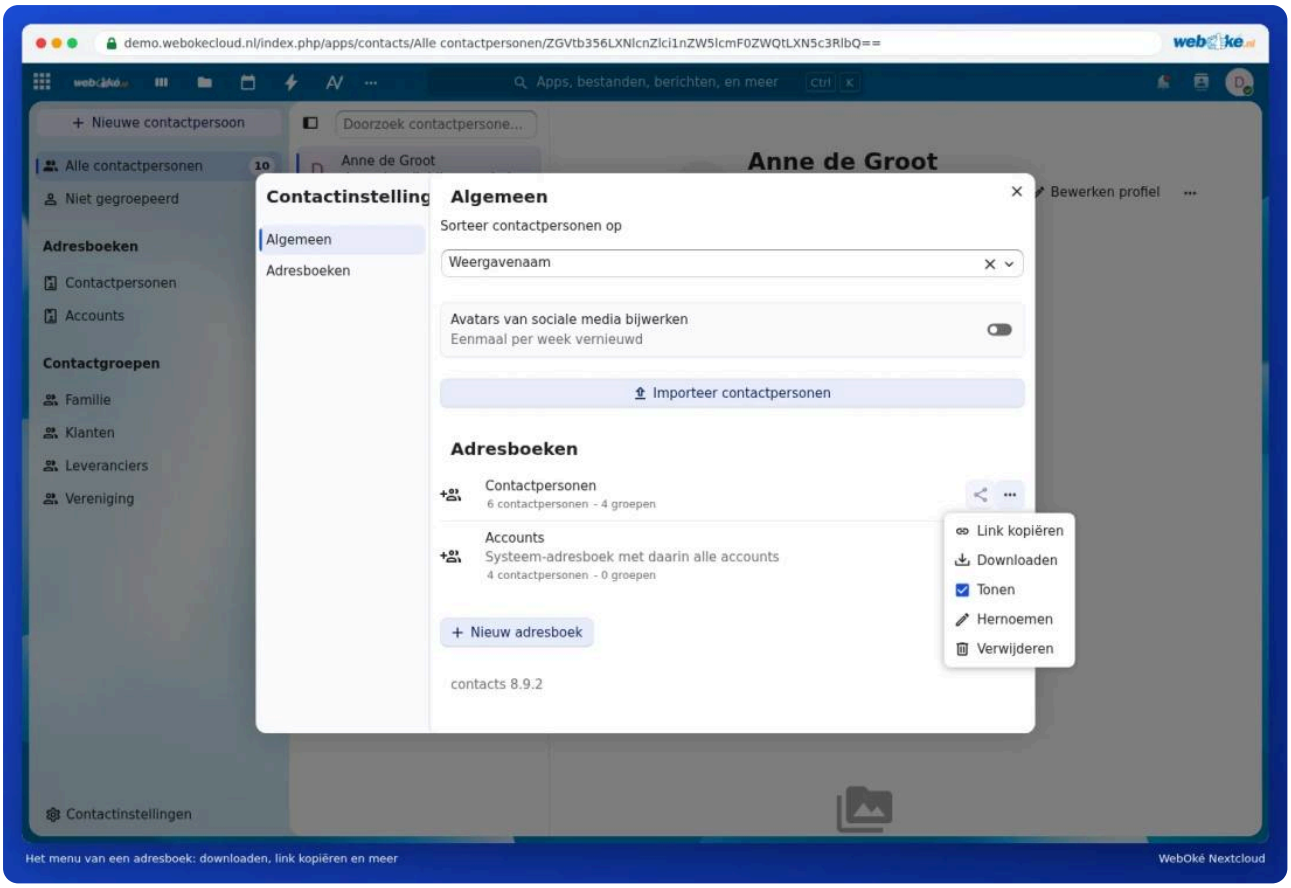



Contacts settings: Import contacts (1) and New address book (2)

**Please note:** only import a file once. Importing it twice creates duplicate contacts. Not sure? First create a new, empty address book with **New address book** (2) and import into that. Contacts reads vCard 3.0 and 4.0.

## Exporting and making a backup

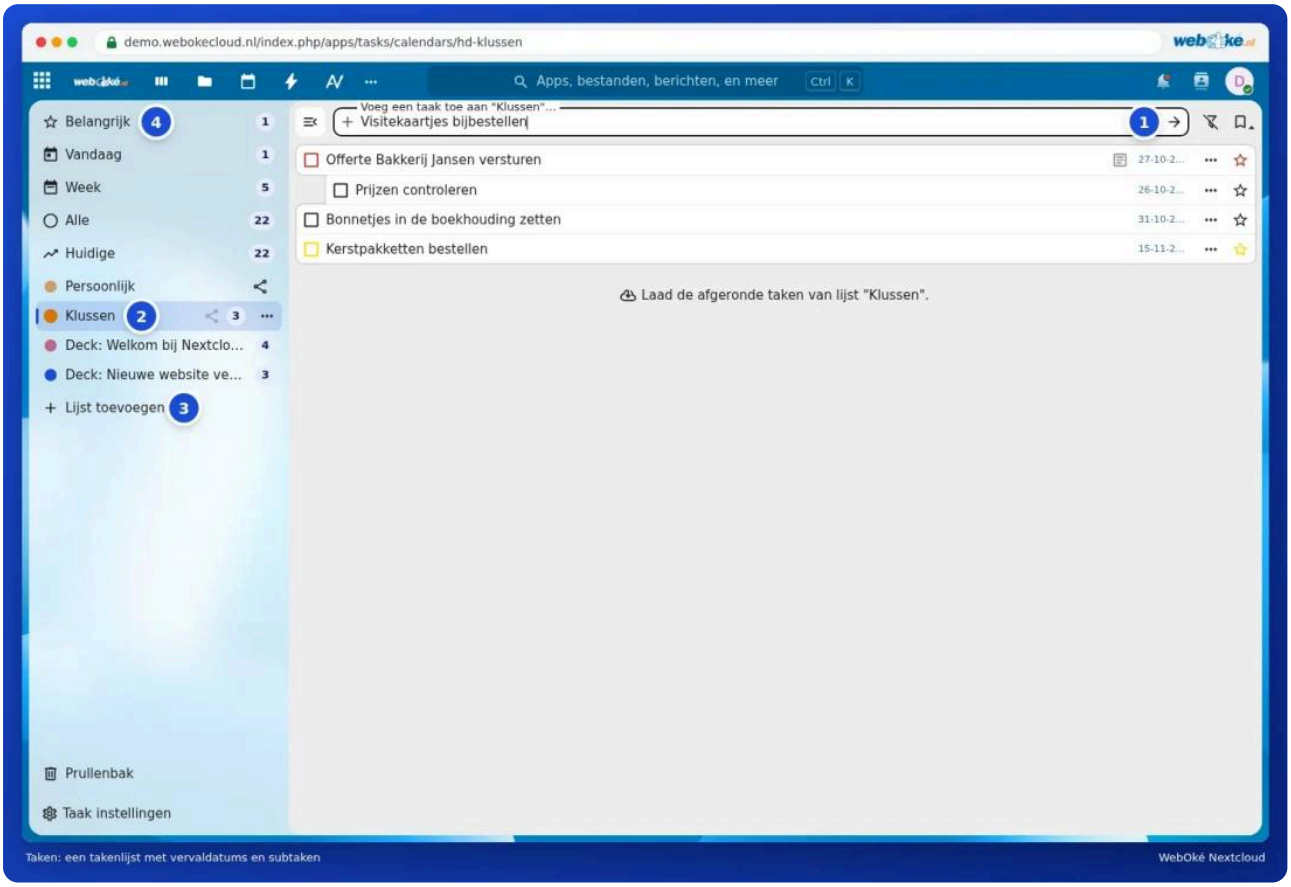
In **Contacts settings**, under **Address books**, you'll find each address book with a menu (the three dots). Choose **Download** there to save the entire address book as a .vcf file. With **Copy link**, you get the address book's address for a program that works with CardDAV. Use the share button to share an address book with someone in your Nextcloud.




The menu of an address book

# 9.8 Tasks: lists, deadlines and subtasks

With the **Tasks** app, you keep track of to-do lists, on your own or together. A task list in your Nextcloud is a kind of calendar; that's why tasks with a date also show up in Calendar, and you can use them on your phone (see Tasks on your phone: Reminders on the iPhone, Tasks.org on Android).




Tasks: new task (1), the Klussen list (2), Add list (3) and the smart lists such as Important (4)

## Creating a list

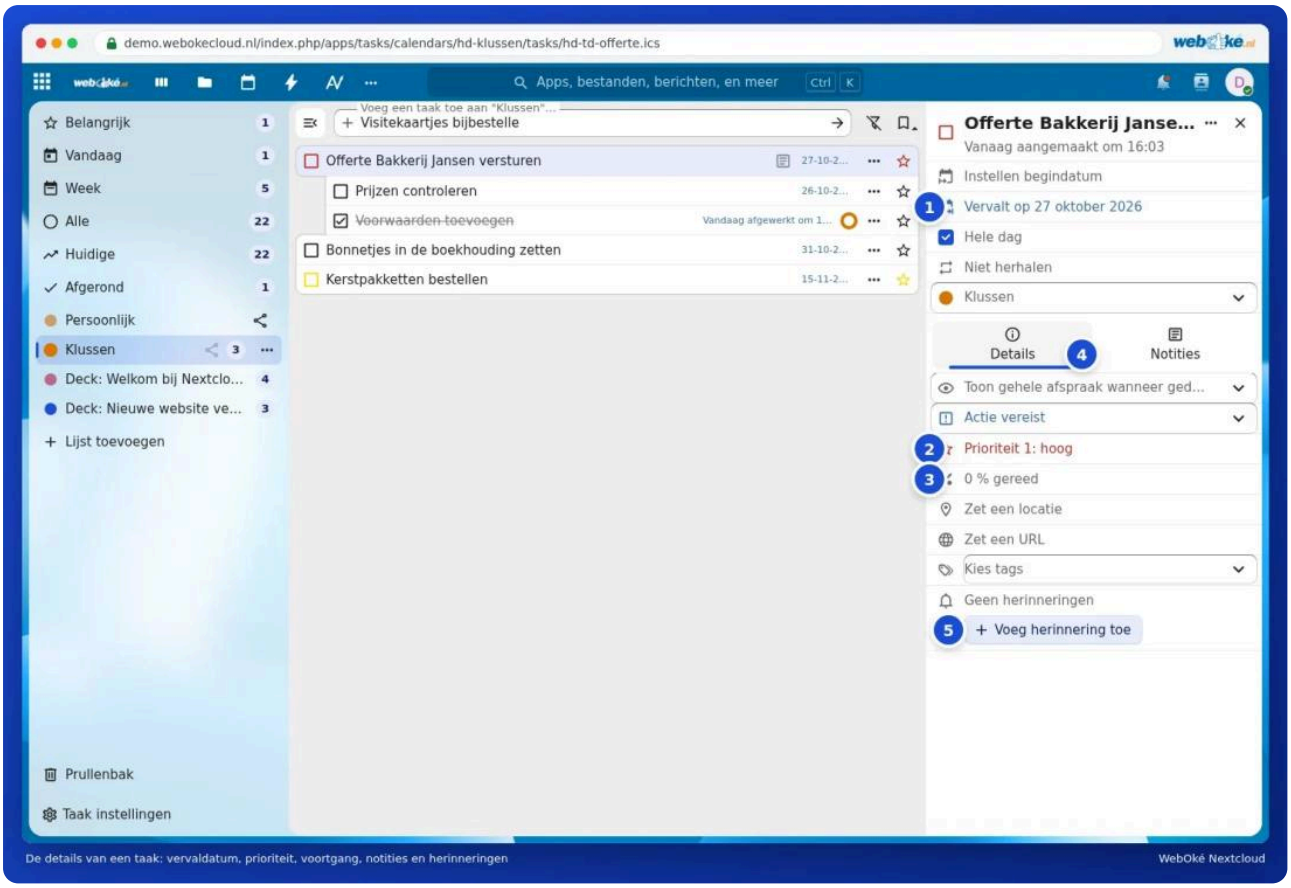
Click **Add list** on the left (3), type a name and choose a colour. At the top, you'll find smart lists (4) that your Nextcloud fills in automatically: **Important** (starred tasks), **Today**, **Week**, **All**, **Current** and **Finished**.

## Adding a task

1. Click the list on the left (2).
2. Type the task in the **Add a task to** field (1) and press `Enter`.
3. Click the task to open its details.

## Deadlines, priority and notes

On the right, you'll see the task's details:




The details of a task

- **Due date** (1): when the task needs to be finished. Use **Set start date** to also choose when you start.
- **Priority** (2): from low to high. A star in the list marks a task as important.
- **% Done** (3): how far you've got.
- **Notes** (4): on the tab next to **Details**, you write extra explanation, for example exactly what needs to be done.
- **Add reminder** (5): get a notification.

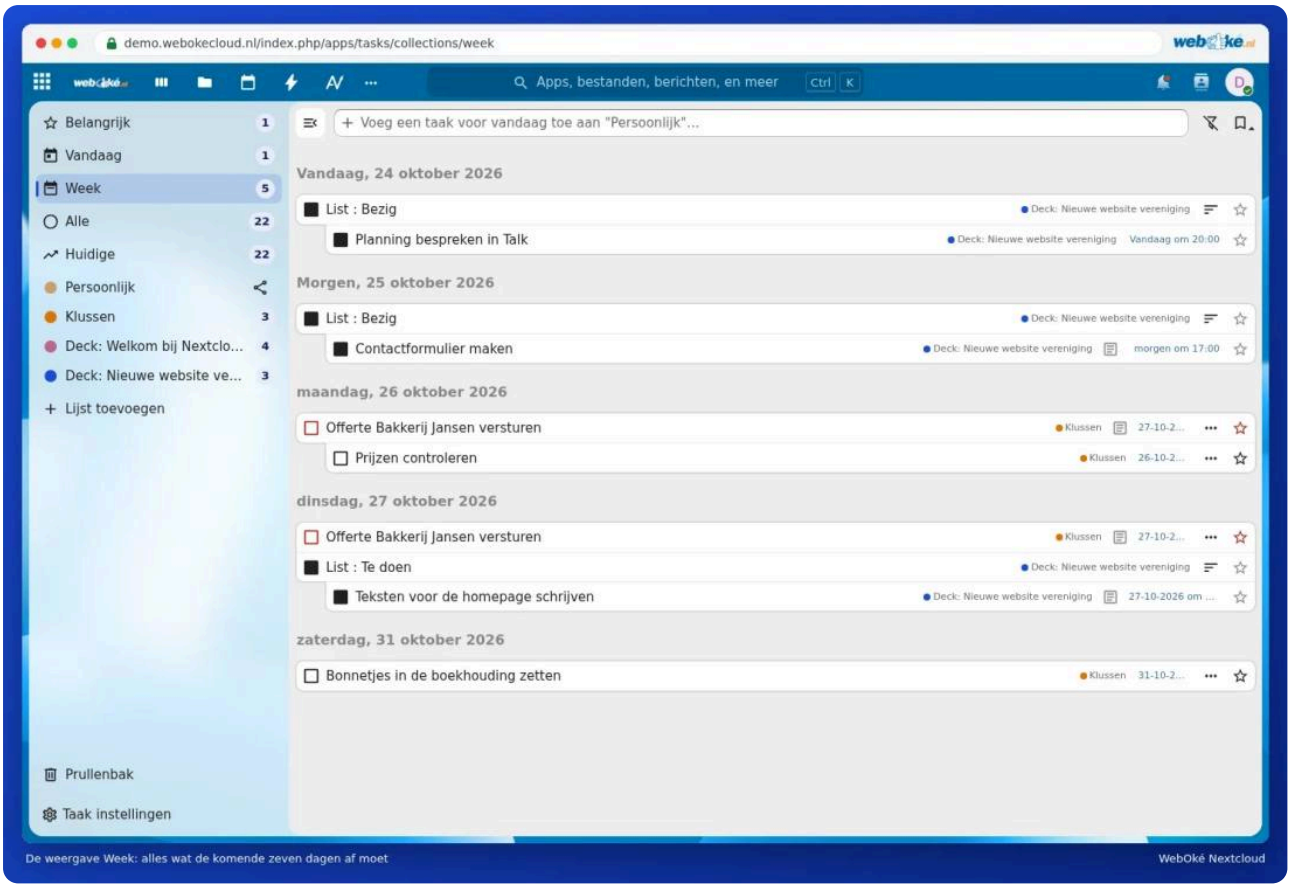
Tick off a task using the checkbox in front of it. Finished tasks disappear from the list; at the bottom of the list, you can load them again.

## Subtasks

Does a task consist of several steps? Open the menu with the three dots next to the task and choose **Add subtask**. Subtasks appear indented under the main task. You can also drag a task onto another task with your mouse to turn it into a subtask.

## Your week in one overview

Click **Week** to see everything due in the coming seven days, from all your lists.




Everything due this week

## Sharing a list

Click the share button next to the list to share it with someone in your Nextcloud. That way, you can work together in a single list, for example for shopping or household chores. For how this works with a mix of iPhones and Android phones, see Tasks on your iPhone and Android at the same time.

**Tip:** do you use Deck for your projects? Cards with a due date also show up in your Calendar and here in Tasks, in a list named after the board (see Deck: boards, lists and cards, and using them together and A Deck board with deadlines in your calendar).

# 9.9 Calendar and contacts on the iPhone and iPad

Your iPhone and iPad can work directly with your WebOké Nextcloud calendar and contacts. You don't need an extra app: in the settings, you add a **CalDAV account** for your calendars (and tasks) and a **CardDAV account** for your contacts. After that, you'll see everything in the regular Calendar, Contacts and Memories apps, and anything you change there is updated straight away in your Nextcloud.

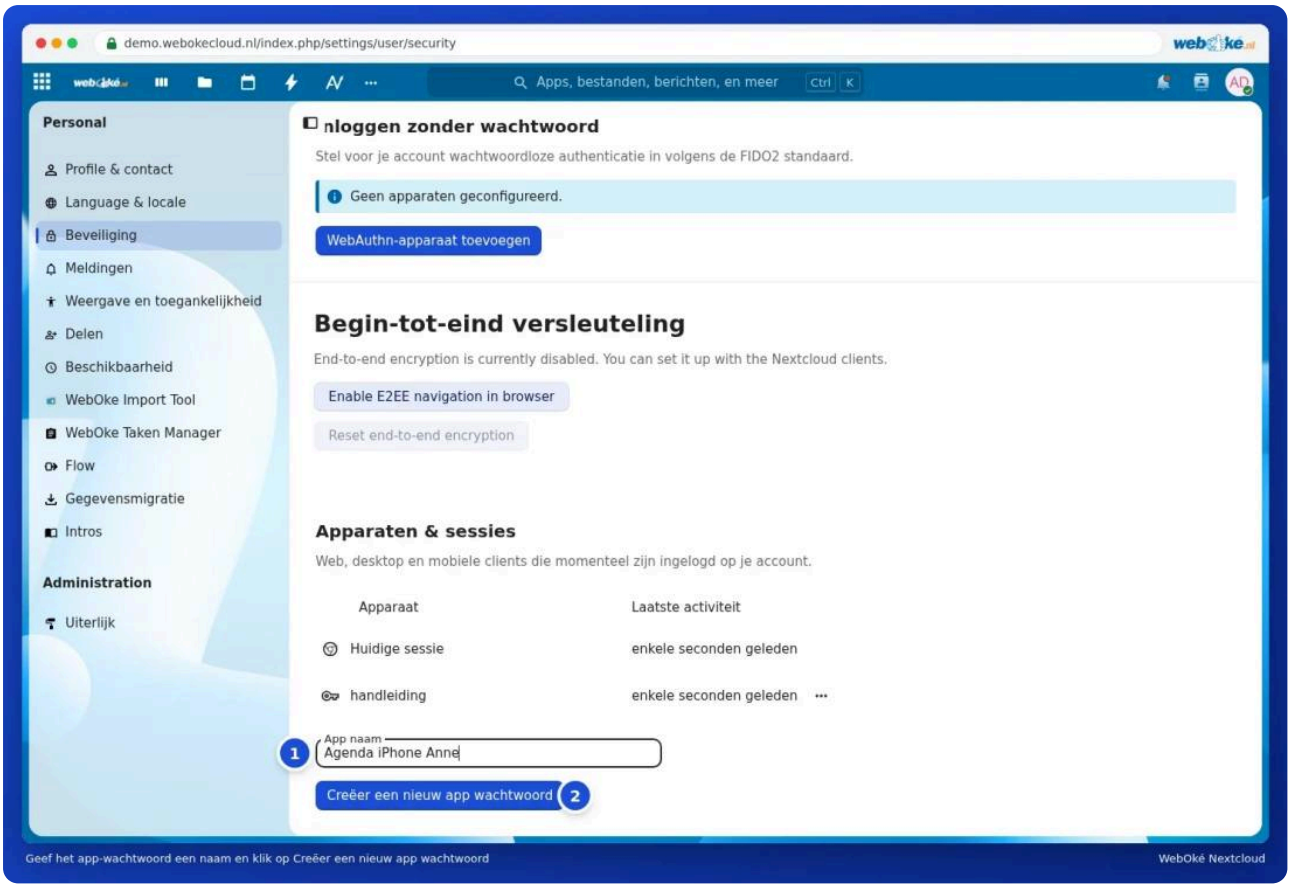
## What do you need?

| Details | Where to find it |
|---|---|
| The address of your Nextcloud | The address in your browser's address bar, for example **yourname.webokecloud.nl** |
| Your username | The name you log in with |
| An app password | You'll create this in step 1 |

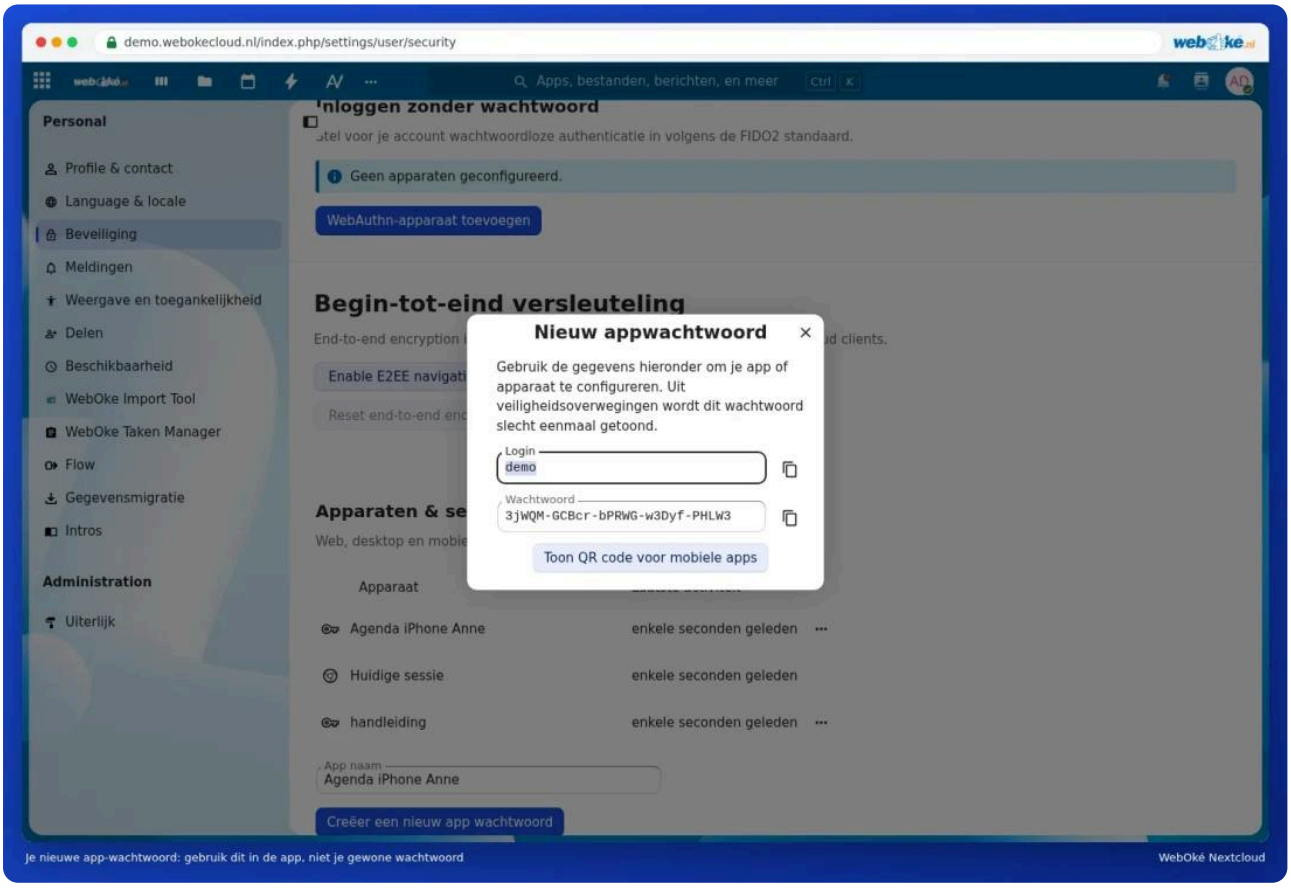
**Please note:** your regular password won't work here. Your WebOké Nextcloud asks for an extra code when you log in, and a calendar or contacts app can't fill that in. So use an **app password** instead: a separate password for one device or program. You'll find out how to create one in App passwords: when and how to use them; a short version follows below.

## Step 1: create an app password

1. Log in to your WebOké Nextcloud on your computer, click your profile picture in the top right and choose **Settings**.
2. Click **Security** on the left and scroll to **Devices & sessions**.
3. Enter a recognisable name under **App name** (1), for example **iPhone calendar**, and click **Create new app password** (2). Your Nextcloud may ask for your regular password again.
4. You'll now see your **Login** (your username) and a long **Password**. Leave this window open, you'll need it shortly. The password is only shown once.




Give the app password a name (1) and click Create new app password (2)




The new app password: copy the login and password into your phone or program

**Tip:** do you also have a Mac? Copy the password on the Mac and paste it on your iPhone. With the same Apple account, copying and pasting between your devices works automatically.

## Step 2: add your calendar (CalDAV)

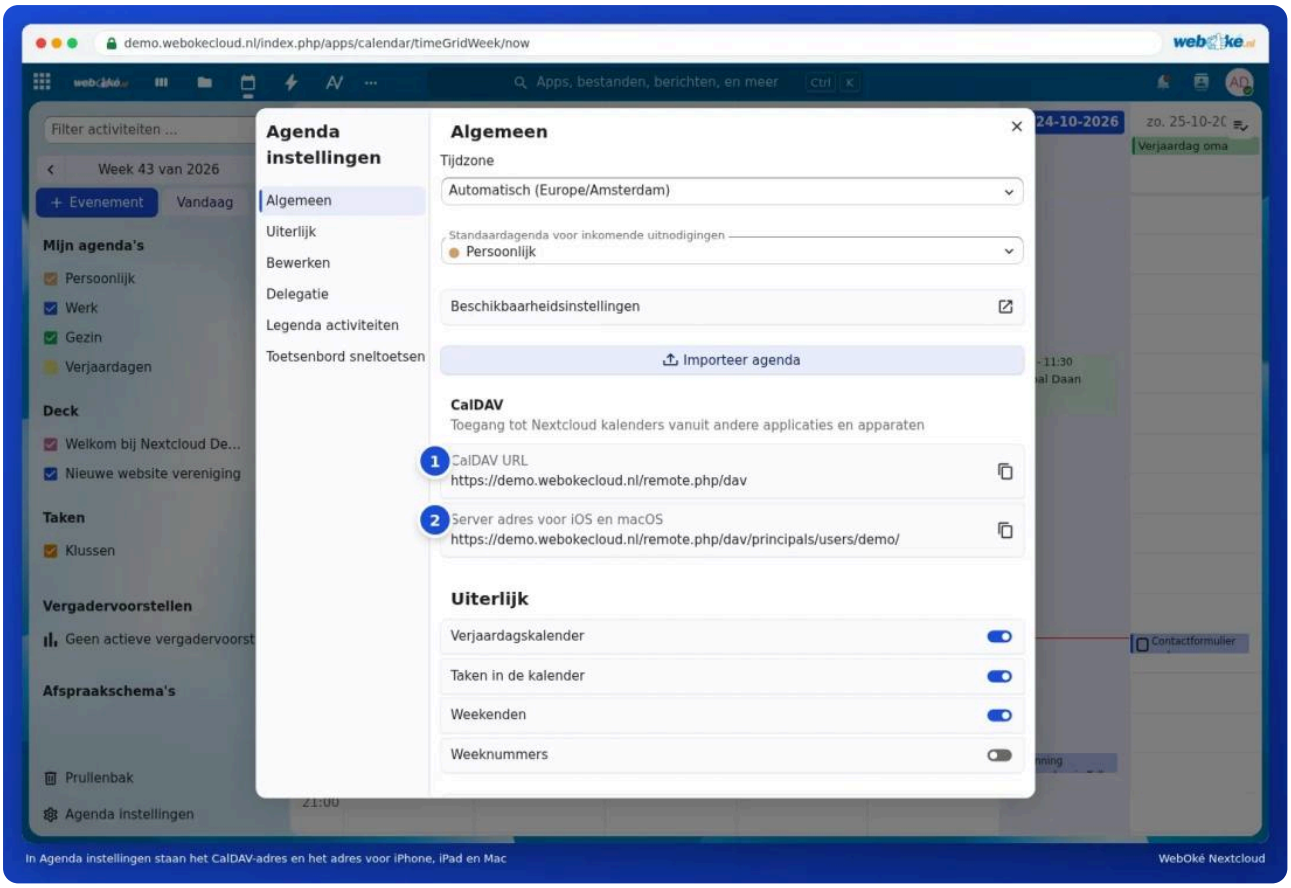
1. Open the **Settings** app on your iPhone or iPad.
2. iOS 18 and later: tap **Apps**, then **Calendar**, then **Calendar Accounts**. On an older iOS version, tap **Calendar** and then **Accounts**.
3. Tap **Add Account**, choose **Other** at the bottom and tap **Add CalDAV Account**.
4. Fill in the details as shown in the table below and tap **Next**.
5. Turn on **Calendars**, and also **Reminders** if you want to see your tasks. Tap **Save**.

| Field on the iPhone | What to enter |
|---|---|
| Server | <your-address>, for example yourname.webokecloud.nl |
| Username | Your username (also shown in the app password window) |
| Password | The app password from step 1 |
| Description | The iPhone fills this in itself; you could change it to WebOké Nextcloud |

Does the iPhone say it can't verify the account? Try again and enter the full address under **Server**:

**https://<your-address>/remote.php/dav/principals/users/<username>/**

You can also copy this address from your Nextcloud: open Calendar, click **Calendar settings** at the bottom left and click the copy button (2) next to **Server Address for iOS and macOS** under **CalDAV**.




Calendar settings shows the CalDAV URL (1) and the Server Address for iOS and macOS (2), each with a copy button

## Step 3: add your contacts (CardDAV)

1. In **Settings**, go to **Apps**, **Contacts**, **Contact Accounts** (on an older iOS version: **Contacts**, **Accounts**).
2. Tap **Add Account**, **Other** and **Add CardDAV Account**.
3. Enter the same server, username and app password as for the calendar and tap **Next**.

You can use the same app password on the same device for both the calendar and contacts.

## Step 4: check that it works

- Open the **Calendar** app and tap **Calendars** at the bottom. Your Nextcloud calendars appear under the name of the new account. Tick the ones you want to see.
- Open **Contacts** and tap **Lists** at the top left: you'll see your Nextcloud address book.
- Create a test appointment in your Nextcloud calendar on the iPhone and check in your browser whether it appears in your Nextcloud.

## New appointments and contacts straight into your Nextcloud

Want new appointments and contacts to go straight into your Nextcloud, instead of iCloud or your iPhone? Then set your Nextcloud as the default:

- Calendar: **Settings**, **Apps**, **Calendar**, **Default Calendar**.
- Contacts: **Settings**, **Apps**, **Contacts**, **Default Account**.

**Tip:** do you also use the Nextcloud app for your files? That's separate from this; calendar and contacts always run through your iPhone's settings. See The Nextcloud app on iPhone or iPad for the app.

Not working? Check Calendar or contacts don't show up on the phone. Your tasks on the iPhone: Tasks on your phone: Reminders on the iPhone, Tasks.org on Android.

# 9.10 Calendar and contacts on Android with DAVx5

Android can't work with your Nextcloud calendar and contacts on its own. For that, you use the **DAVx5** app. It fetches your calendars, contacts and tasks and puts them into your phone's regular apps, such as Google Calendar, Samsung Calendar or the Contacts app. Anything you change on your phone also goes back to your Nextcloud.

## Installing DAVx5

| Where | Cost |
|---|---|
| Google Play | Paid app (a one-off payment of a few euros) |
| F-Droid | Free |

You'll also find the link on our download page www.weboke.nl/download, under Nextcloud. Want your tasks on your phone too? Then first install a tasks app such as **Tasks.org** (see Tasks on your phone: Reminders on the iPhone, Tasks.org on Android), and install DAVx5 afterwards.

## Method 1: logging in with Nextcloud (recommended)

With this method, you log in via your own Nextcloud's login screen, using your login code. DAVx5 then creates an app password itself. So you don't need to type anything in yourself.

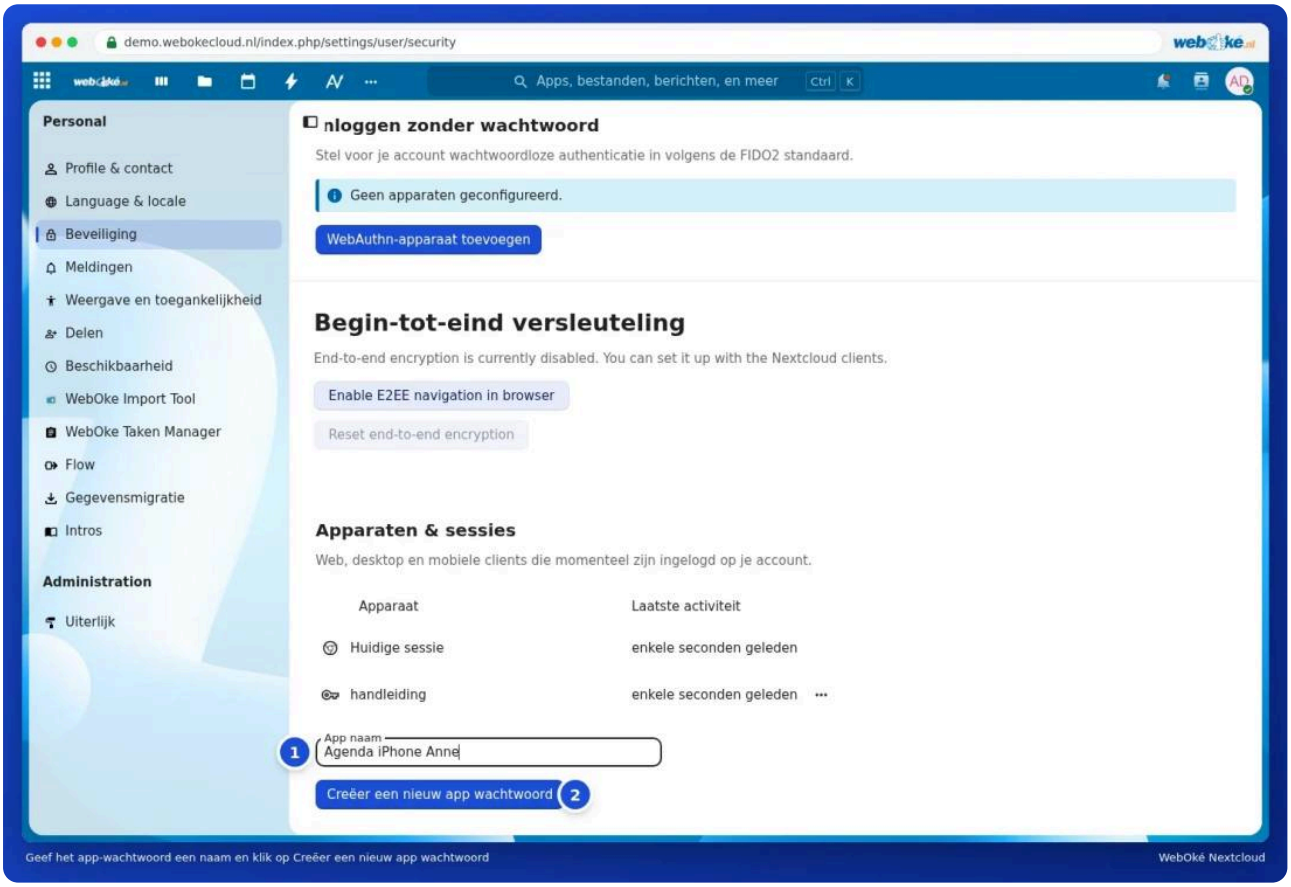
1. Open DAVx5 and give the app permission for your calendars and contacts. Also let DAVx5 run outside battery optimisation if the app asks for this, otherwise syncing will stop.
2. Tap the plus button to add an account.
3. Choose the login method for **Nextcloud**.
4. Enter your Nextcloud's address, with https:// in front of it, for example **https://yourname.webokecloud.nl**, and continue.
5. Your browser opens your WebOké Nextcloud's login screen. Click **Login**, log in with your username, your password and the login code, and click **Grant access**.
6. Back in DAVx5: give the account a name. If you use your email address, invitations will look right. Tap **Create account**.
7. Open the account in DAVx5. On the **CardDAV** tab, tick the address books, and on the **CalDAV** tab, tick the calendars and task lists.
8. Tap to sync. After a minute, your appointments and contacts will be on your phone.

**Tip:** already have the Nextcloud app on your phone? In its settings, you'll find the option **Sync calendar and contacts**. This opens DAVx5 and fills in your details for you. See The Nextcloud app on Android.

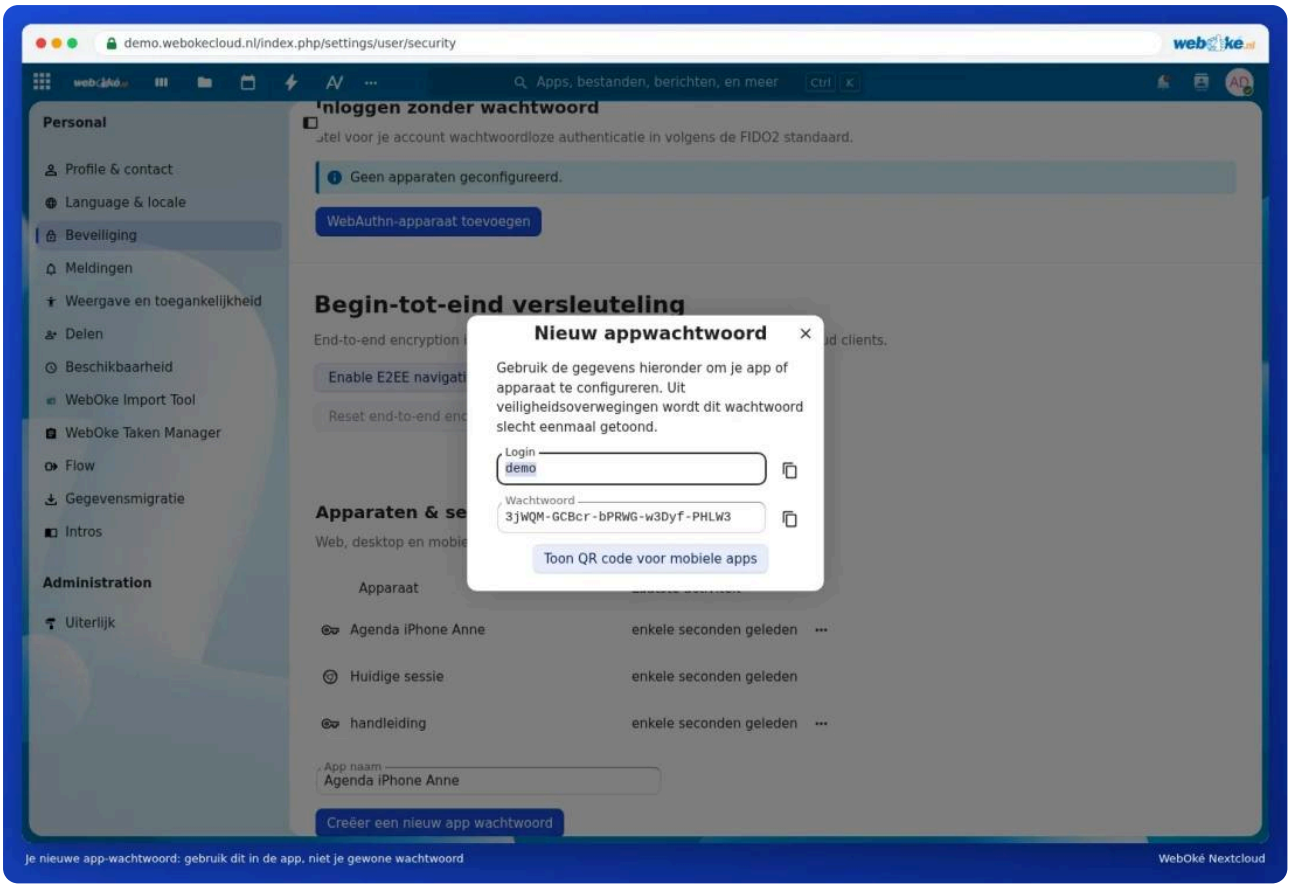
## Method 2: with address, username and app password

Doesn't method 1 work, for example because the browser doesn't switch back to DAVx5? Then use an app password.

1. Log in to your WebOké Nextcloud on your computer, click your profile picture in the top right and choose **Settings**.
2. Click **Security** on the left and scroll to **Devices & sessions**.
3. Under **App name**, enter a recognisable name (1), for example **Android calendar**, and click **Create new app password** (2). Your Nextcloud may ask for your regular password again.
4. You'll now see your **Login** (your username) and a long **Password**. Keep this window open: you'll need it in a moment. The password is only shown once.




Give the app password a name (1) and click Create new app password (2)




The new app password: copy the login and password into your phone or program

5. In DAVx5, tap the plus button and choose to log in with a **URL and username**.
6. Enter the details from the table below and continue.
7. Create the account and tick the calendars and address books as in method 1.

| Field in DAVx5 | What do you enter? |
|---|---|
| Base URL | https://<your-address>/remote.php/dav |
| Username | Your username |
| Password | The app password |

In this article, replace **<your-address>** with the address you use to open your Nextcloud in a browser (without https://), for example **yourname.webokecloud.nl** or **cloud.yourcompany.com**. Replace **<username>** with your username.

## Seeing your calendars in the calendar app

Open your calendar app (for example Google Calendar or Samsung Calendar) and look in the menu for the list of calendars. Your Nextcloud calendars appear under the name of your DAVx5 account. Switch them on. In Google Calendar, you can then choose a separate colour for each calendar.

Creating a new appointment on your phone? Choose your Nextcloud calendar at the top of the appointment, otherwise it'll end up in your Google calendar.

## Useful settings in DAVx5

| Setting | Advice |
|---|---|
| Sync interval | Every 15 or 30 minutes is a good choice. Shorter intervals use more battery. |
| Battery optimisation | Turn this off for DAVx5, otherwise Android will shut the app down. Samsung, Xiaomi and Huawei sometimes have extra settings for this. |
| Wi-Fi only | Only turn this on if you want to save mobile data; you then won't see changes while out and about. |
| Contact groups | Leave the default setting unless you don't see your groups properly on your phone. |

Not working? See Calendar or contacts don't show up on the phone. Your tasks on Android: Tasks on your phone: Reminders on the iPhone, Tasks.org on Android.

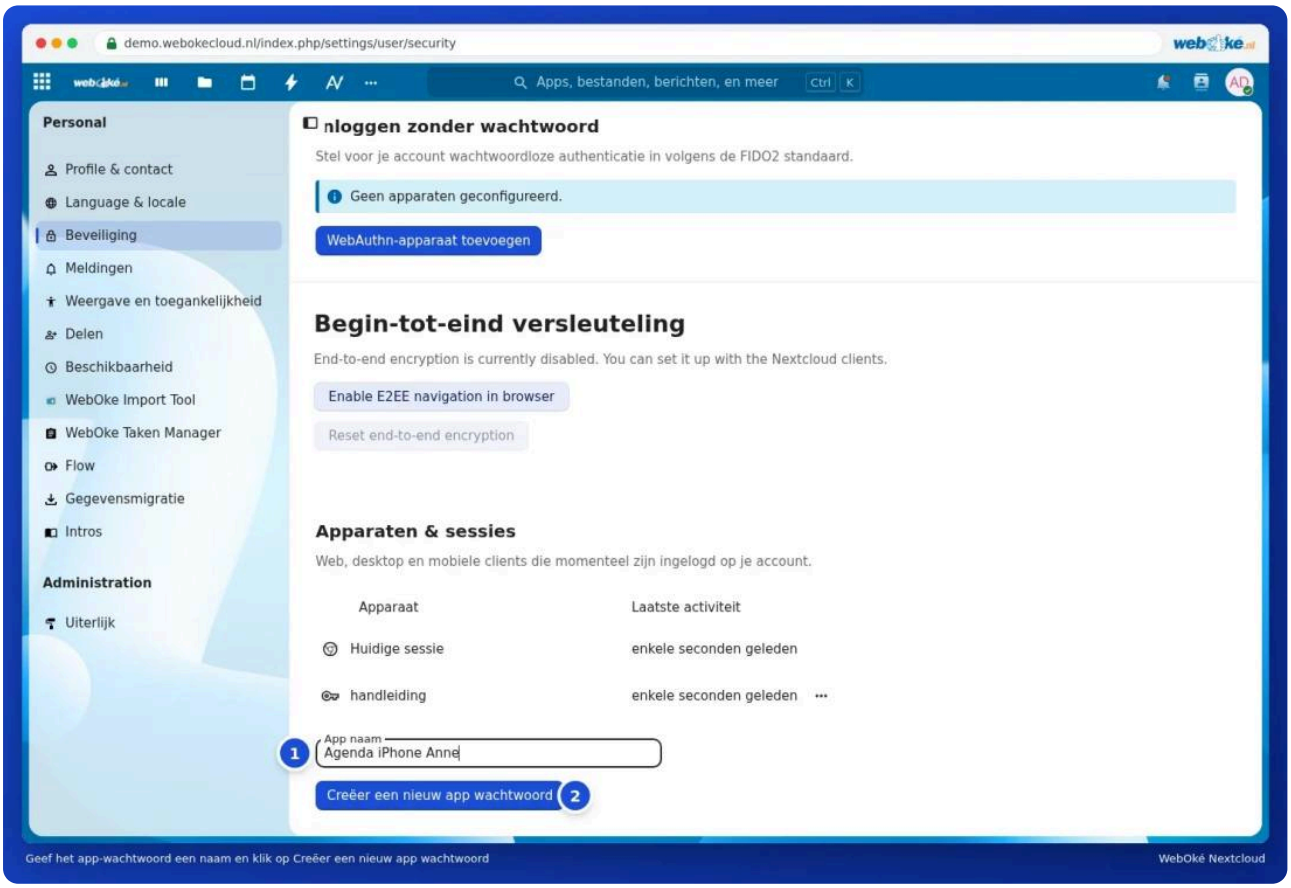
# 9.11 Calendar and Contacts on the Mac

On the Mac, the apps **Calendar**, **Contacts** and **Memories** work directly with your WebOké Nextcloud. You add a CalDAV account for your calendars and tasks and a CardDAV account for your contacts.

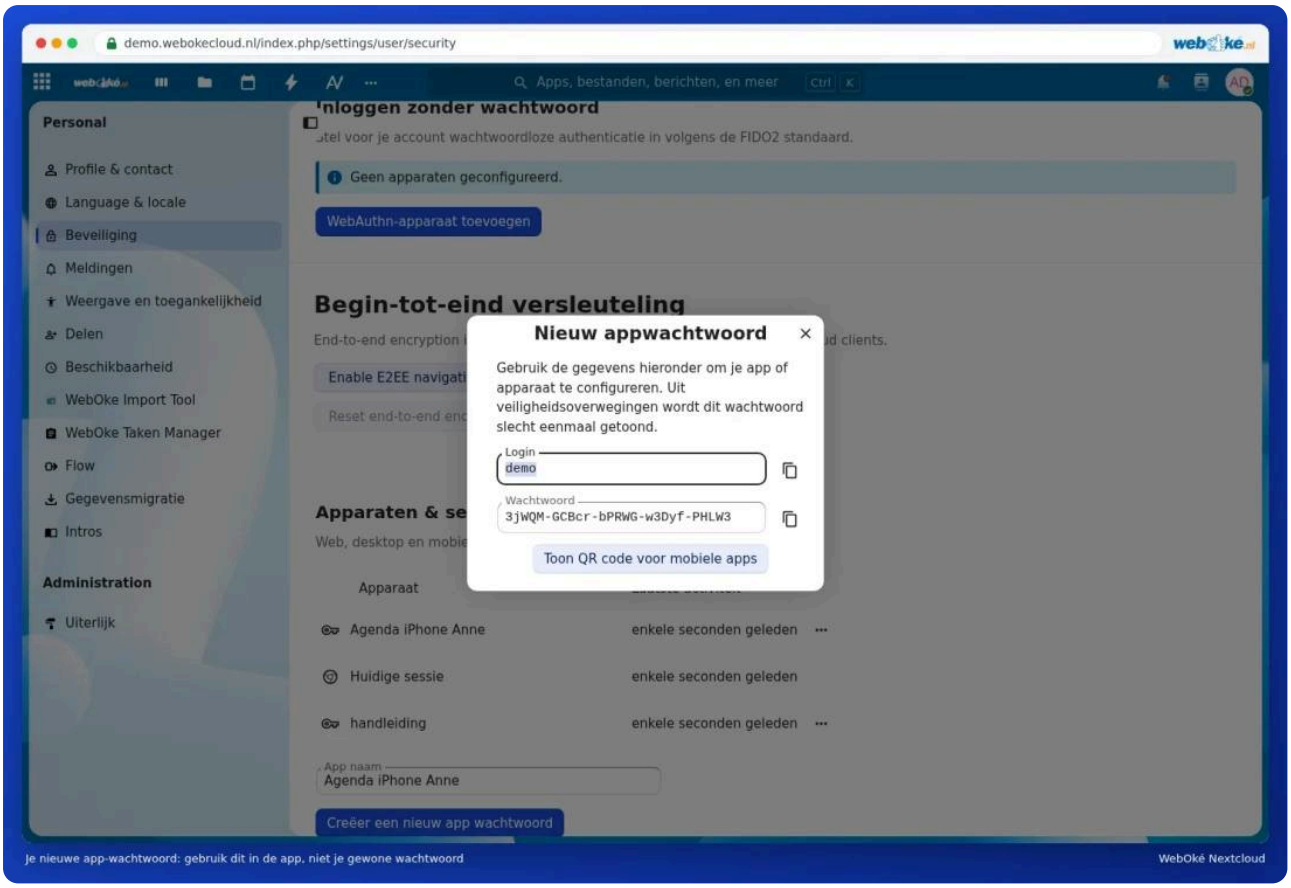
**Please note:** your usual password won't work here. Your WebOké Nextcloud asks for an extra code when you log in, and a calendar or contacts app can't fill that in. So use an **app password** instead: a separate password for one device or program. You'll find out how to create one in App passwords: when and how to use them; here's a short summary.

## Step 1: create an app password

1. Log in to your WebOké Nextcloud on your computer, click your profile picture in the top right and choose **Settings**.
2. Click **Security** on the left and scroll to **Devices & sessions**.
3. Enter a recognisable name under **App name** (1), for example **Mac calendar**, and click **Create new app password** (2). Your Nextcloud may ask for your usual password once more.
4. You'll now see your **Login** (your username) and a long **Password**. Leave this window open, you'll need it in a moment. The password is only shown once.




Give the app password a name (1) and click Create new app password (2)




The new app password: copy the login and password into your phone or program

## Step 2: add your calendar

1. Open the **Calendar** app on your Mac.
2. Choose **Calendar** in the menu bar, then **Add Account**.
3. Choose **Other CalDAV Account** and click **Continue**.
4. Choose **Manual** for **Account Type**.
5. Enter your username, the app password and **<your-address>** as the server address, then click **Sign in**.
6. Choose which apps may use the account: **Calendars** and, if you want, **Reminders**.

Doesn't Manual work? Then choose **Advanced** for Account Type and fill it in like this:

| Field | What do you enter? |
|---|---|
| Username | Your username |
| Password | The app password |
| Server Address | <your-address> |
| Server Path | /remote.php/dav/principals/users/<username>/ |
| Port | 443, with SSL ticked |

## Step 3: add your contacts

1. Open the **Contacts** app.
2. Choose **Contacts** in the menu bar, then **Add Account**.
3. Choose **Other Contacts Account** and click **Continue**.
4. Choose **CardDAV** and **Manual** for Account Type. Enter your username, the app password and **<your-address>**, then click **Sign in**.

Throughout this article, replace **<your-address>** with the address you use to open your Nextcloud in the browser (without https://), for example **yourname.webokecloud.nl** or **cloud.yourcompany.com**. Replace **<username>** with your username.

You can also add both accounts via **System Settings**, **Internet Accounts**. The exact names of the buttons vary slightly between macOS versions, but the details you enter are the same.

## Choosing a default calendar

In the Calendar app, go to **Calendar**, **Settings**, **General** and choose a calendar from your Nextcloud under **Default Calendar**. New appointments will then automatically go into your Nextcloud. In Contacts, choose the **Default Account** under **Settings**, **General**.

**Tip:** do you see duplicate contacts on your Mac after transferring them? The Contacts app can find and merge duplicate cards. See Cleaning up duplicate contacts after transferring.

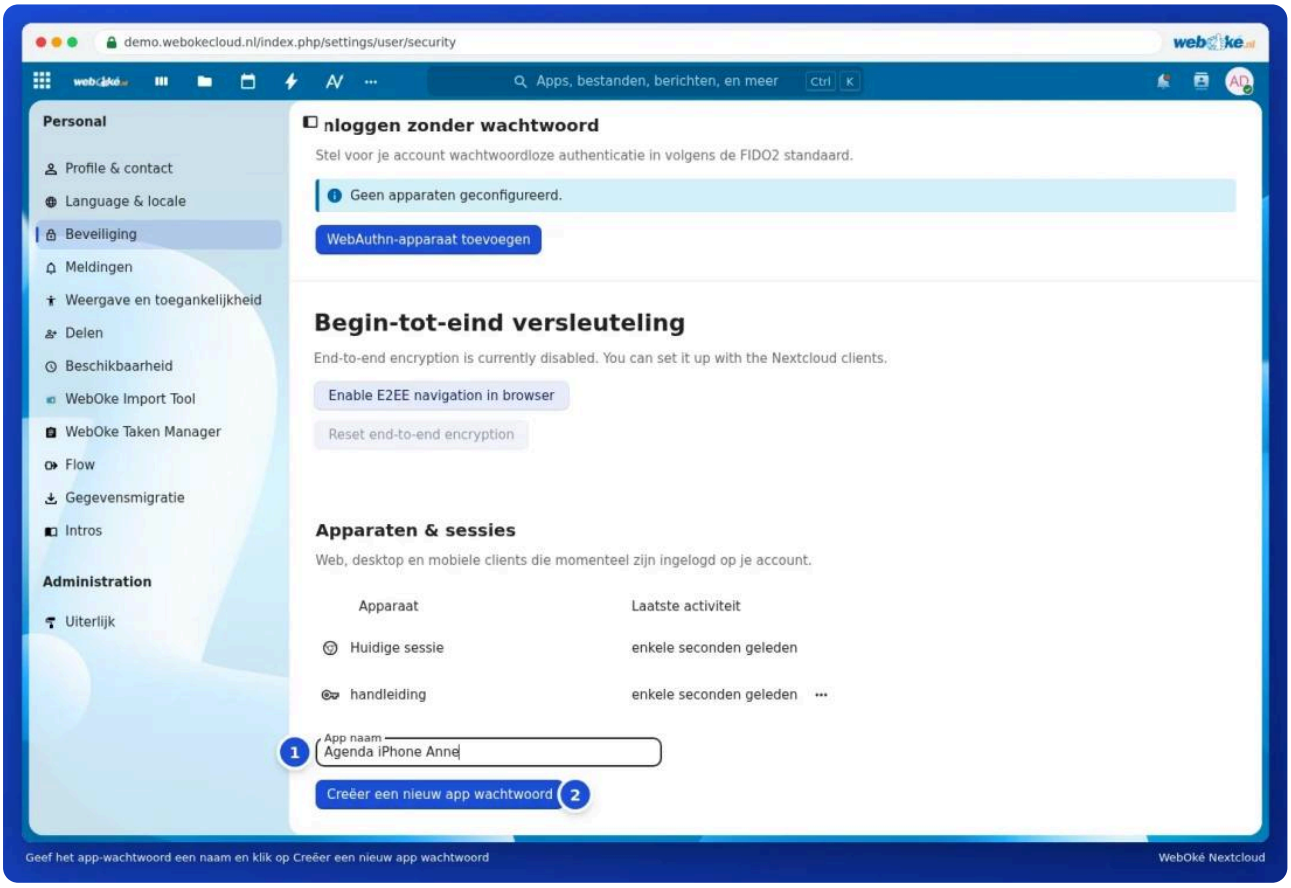
# 9.12 Calendar and contacts in Thunderbird

**Thunderbird** is a free, open-source mail program for Windows, Mac and Linux, with a built-in calendar and address book. You can connect it to your Nextcloud calendars, task lists and contacts. Anything you change in Thunderbird then also appears in your Nextcloud, and the other way round.

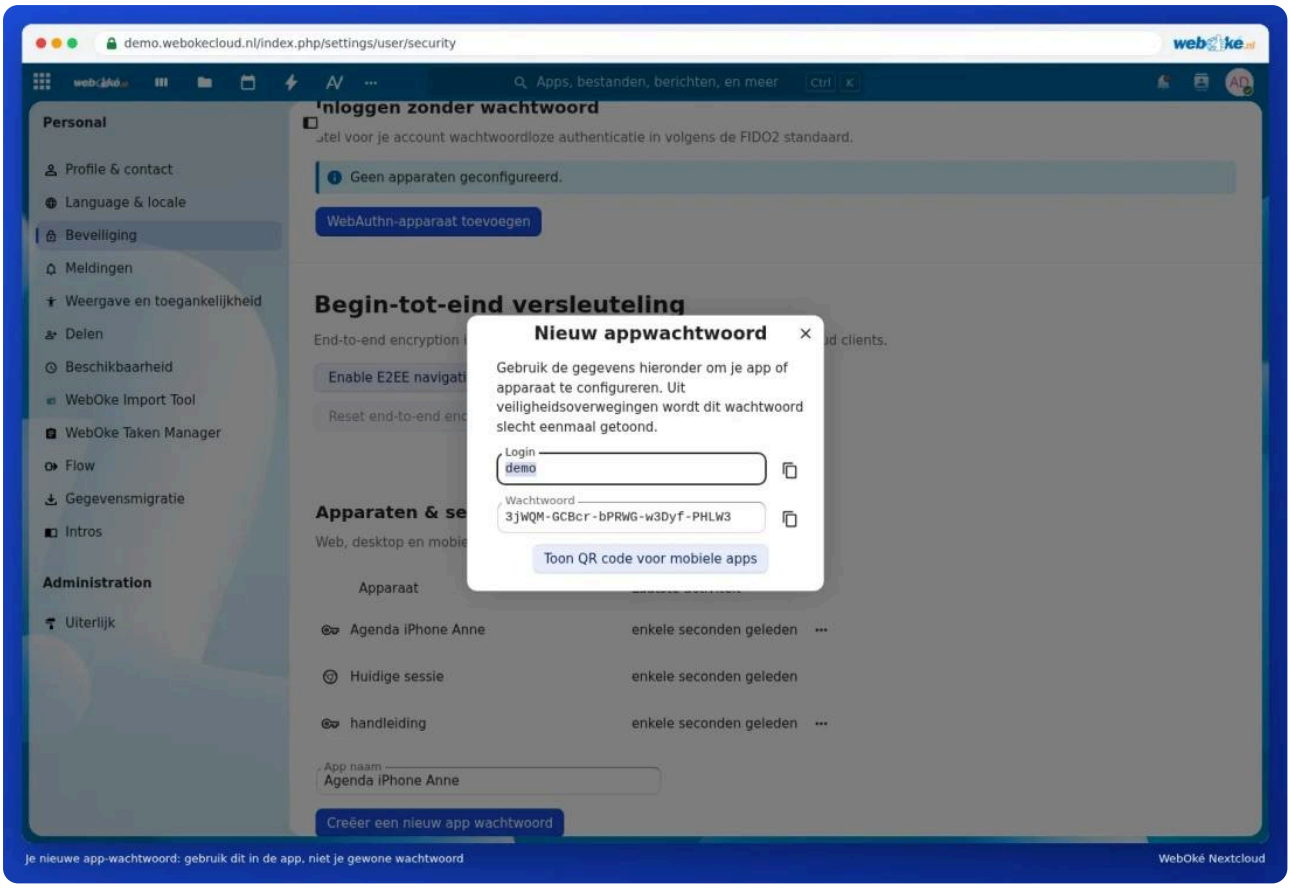
**Please note:** your usual password doesn't work here. Your WebOké Nextcloud asks for an extra code when logging in, and a calendar or contacts app can't fill that in. So use an **app password** instead: a separate password for one device or program. You'll find out how to create one in App passwords: when and how to use them; here's a quick summary below.

## Step 1: create an app password

1. Log in to your WebOké Nextcloud on your computer, click your profile photo in the top right and choose **Settings**.
2. Click **Security** on the left and scroll to **Devices & sessions**.
3. Under **App name**, enter a recognisable name (1), for example **Thunderbird**, and click **Create new app password** (2). Your Nextcloud may ask for your usual password again.
4. You'll now see your **Login** (your username) and a long **Password**. Leave this window open: you'll need it in a moment. The password is only shown once.




Give the app password a name (1) and click Create new app password (2)




The new app password: copy the login and password into your phone or program

## Step 2: add your calendar

1. Open Thunderbird and click the **Calendar** icon on the left.
2. Click **New Calendar** at the bottom left.
3. Choose **On the Network** and click **Next**.
4. Enter your username under **Username** and the address from the table below under **Location**.
5. Click **Find Calendars**. Enter the app password when Thunderbird asks for a password, and tick the box to let Thunderbird remember it.
6. Thunderbird shows all your Nextcloud calendars and task lists. Tick the ones you want to see and click **Subscribe**.

| Field in Thunderbird | What do you enter? |
|---|---|
| Username | Your username |
| Location | https://<your-address>/remote.php/dav |
| Password | The app password |

In this article, replace **<your-address>** with the address you use to open your Nextcloud in the browser (without https://), for example **yourname.webokecloud.nl** or **cloud.yourcompany.com**. Replace **<username>** with your username.

You'll find your task lists in Thunderbird under **Tasks**, the icon with the tick mark on the left.

## Step 3: add your contacts

1. Click the **Address Book** icon on the left.
2. Click the arrow next to **New Address Book** and choose **Add CardDAV Address Book**.
3. Enter your username and, under **Location**, the same address as for the calendar.
4. Click **Continue**, enter the app password and choose the address books you want to add.

## Your mail in Thunderbird

You add your mailbox separately in Thunderbird, using the email address and password for that mailbox. This has nothing to do with your Nextcloud. Want to read your mail in your Nextcloud? See Adding your mailbox to the Email app.

**Tip:** Thunderbird can send appointment invitations itself via your mailbox. If participants aren't receiving your invitations, or get them twice, read Appointment invitations that don't arrive.

# 9.13 Calendar in Outlook with CalDav Synchronizer

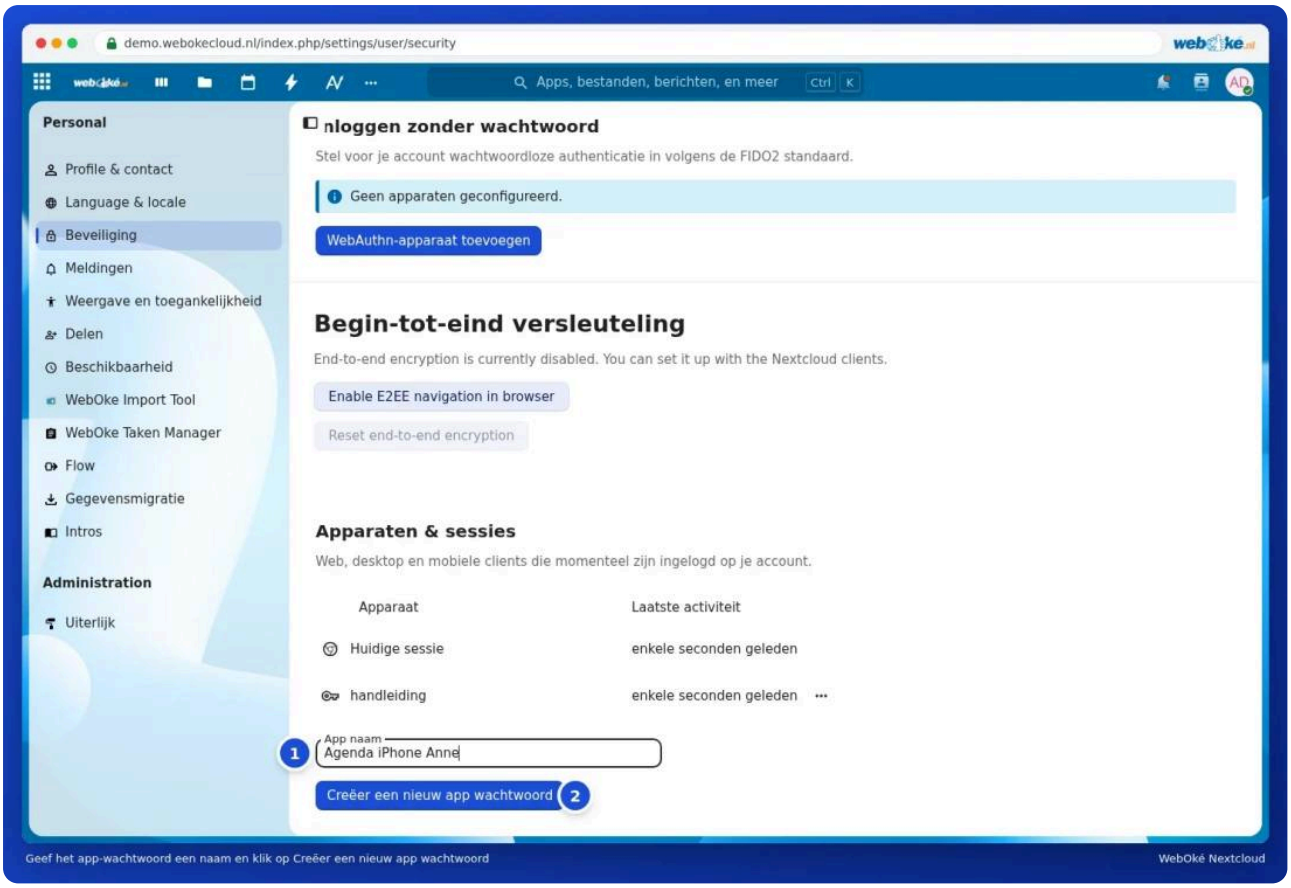
Outlook can't work with a CalDAV calendar on its own. With the free **CalDav Synchronizer** add-in for Outlook on Windows, it can: it keeps a calendar folder in Outlook in sync with a calendar in your WebOké Nextcloud, in both directions. It can also synchronise contacts and tasks.

**Let op:** this only works in the classic Outlook programme for Windows (part of Microsoft Office or Microsoft 365). The new Outlook for Windows, Outlook on the web and Outlook for Mac don't support this add-in. There, you can only view your calendar via a subscription link, see Outlook and Nextcloud calendar side by side.

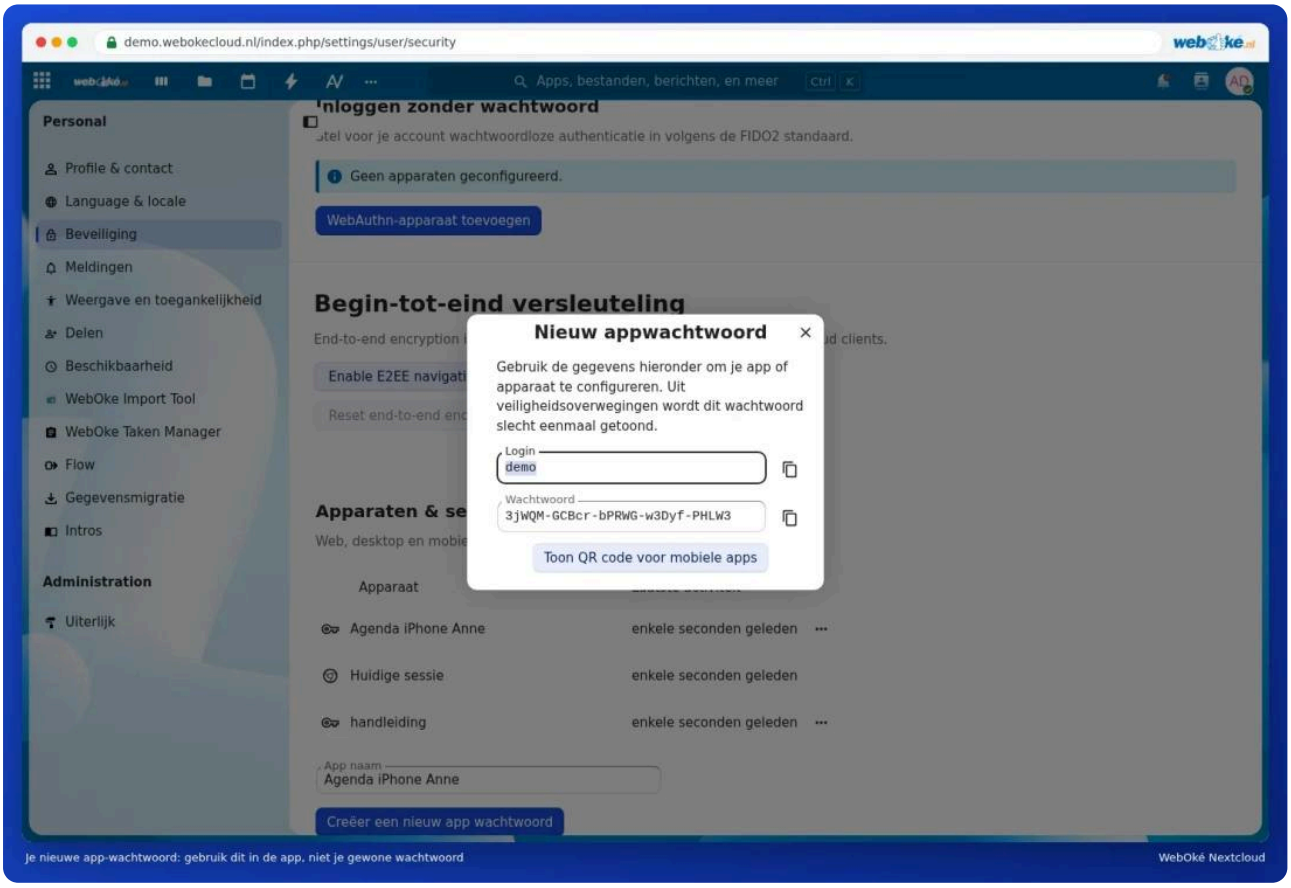
**Let op:** your normal password won't work here. Your WebOké Nextcloud asks for an extra code when you log in, and a calendar or contacts app can't fill that in. So use an **app password**: a separate password for one device or program. You'll find out how to create one in App passwords: when and how to use them; here's the short version.

## Step 1: create an app password

1. Log in to your WebOké Nextcloud on your computer, click your profile picture in the top right and choose **Settings**.
2. Click **Security** on the left and scroll down to **Devices & sessions**.
3. Enter a recognisable name in **App name** (1), for example **Outlook**, and click **Create new app password** (2). Your Nextcloud may ask for your normal password again.
4. You'll now see your **Login** (your username) and a long **Password**. Leave this window open, you'll need it in a moment. The password is only shown once.




Give the app password a name (1) and click Create new app password (2)




The new app password: copy the login and password into your phone or programme

## Step 2: install CalDav Synchronizer

1. Download the add-in from the official website caldavsynchronizer.org.
2. Close Outlook and start the installer.
3. Open Outlook. You'll now see a **CalDav Synchronizer** tab at the top. The add-in is in English.

## Step 3: create an empty calendar folder in Outlook

In Outlook, create a new, empty calendar alongside your existing calendars, for example **WebOké Nextcloud**. Your Nextcloud calendar will go there. Don't use your existing Outlook calendar: this keeps the two separate and means you won't lose anything.

## Step 4: the synchronisation profile

1. On the **CalDav Synchronizer** tab, click **Synchronization Profiles**.
2. Click the green plus icon (**Add new profile**) and choose **Nextcloud**.
3. Give the profile a name and choose the empty calendar from step 3 under **Outlook folder**.
4. Enter the server details from the table below.
5. Click **Discover resources and assign to Outlook folders** (or **Test or discover settings**) and choose which Nextcloud calendar belongs to the Outlook folder.
6. Click **OK**. The first synchronisation starts.

| Field in CalDav Synchronizer | What do you enter? |
|---|---|
| DAV URL | https://<your-address>/remote.php/dav/ |
| Username | Your username |
| Password | The app password |
| Email address | Your email address (as in your Nextcloud profile) |

In this article, replace **<your-address>** with the address you use to open your Nextcloud in the browser (without https://), for example **yourname.webokecloud.nl** or **cloud.yourcompany.com**. Replace **<username>** with your username.

## Contacts and tasks

For your contacts and tasks, create an additional profile the same way, with an empty folder for contacts or tasks in Outlook. When discovering resources, choose your address book or task list instead.

## Good to know

- The add-in synchronises every few minutes by default. You can set the interval in the profile.
- If there's an error, you'll see a notification in the bottom right. The most common one is **401 Unauthorized**: the app password is wrong or has been revoked. Create a new app password and enter it in the profile.
- Invitations you send from Outlook go through your Outlook email account. Also read Appointment invitations that don't arrive and Outlook and Nextcloud calendar side by side.

# 9.14 Tasks on your phone: Reminders on the iPhone, Tasks.org on Android

You can also keep track of the tasks from the Tasks app of your WebOké Nextcloud (see Tasks: lists, deadlines and subtasks) on your phone. A task list in your Nextcloud is actually a calendar that contains tasks. That's why tasks travel via the same connection as your calendar.

## On the iPhone and iPad: Reminders

1. Connect your Nextcloud calendar to your iPhone as described in Calendar and contacts on the iPhone and iPad.
2. Check in **Settings** under the CalDAV account whether **Reminders** is switched on.
3. Open the **Reminders** app. Your task lists appear under the name of your Nextcloud account.

Create new tasks in a list under your Nextcloud account. Tasks in an iCloud list or On My iPhone don't end up in your Nextcloud.

## On Android: Tasks.org or jtx Board with DAVx5

1. Install a tasks app that works with DAVx5, for example **Tasks.org** or **jtx Board** (Google Play or F-Droid).
2. Connect your Nextcloud with DAVx5 as described in Calendar and contacts on Android with DAVx5. Already had DAVx5? Open the account in DAVx5; if the tasks app is new, DAVx5 asks for permission for tasks. Give it.
3. In DAVx5, on the **CalDAV** tab, tick your task lists.
4. Open your tasks app: your Nextcloud lists appear in it, under the name of your DAVx5 account.

## On the computer

In the browser, you use the Tasks app. Thunderbird shows your tasks under Tasks (see Calendar and contacts in Thunderbird), and Outlook can retrieve them with CalDav Synchronizer (see Calendar in Outlook with CalDav Synchronizer). On the Mac, you use the Reminders app (see Calendar and Contacts on the Mac).

## What comes along?

| Item | Nextcloud Tasks | iPhone Reminders | Tasks.org (Android) |
|---|---|---|---|
| Title, note, ticking off | Yes | Yes | Yes |
| Due date and start date | Yes | Yes | Yes |

| | | | |
|---|---|---|---|
| Priority | Yes | Yes | Yes |
| Subtasks | Yes | Sometimes as a separate task | Yes |
| Reminders labels and sections | No | Only in iCloud lists | No |

**Tip:** it's best to create a new shared task list in your Nextcloud, using **Add list** in the Tasks app. For how to work in one list together with iPhone and Android users: Tasks on your iPhone and Android at the same time.

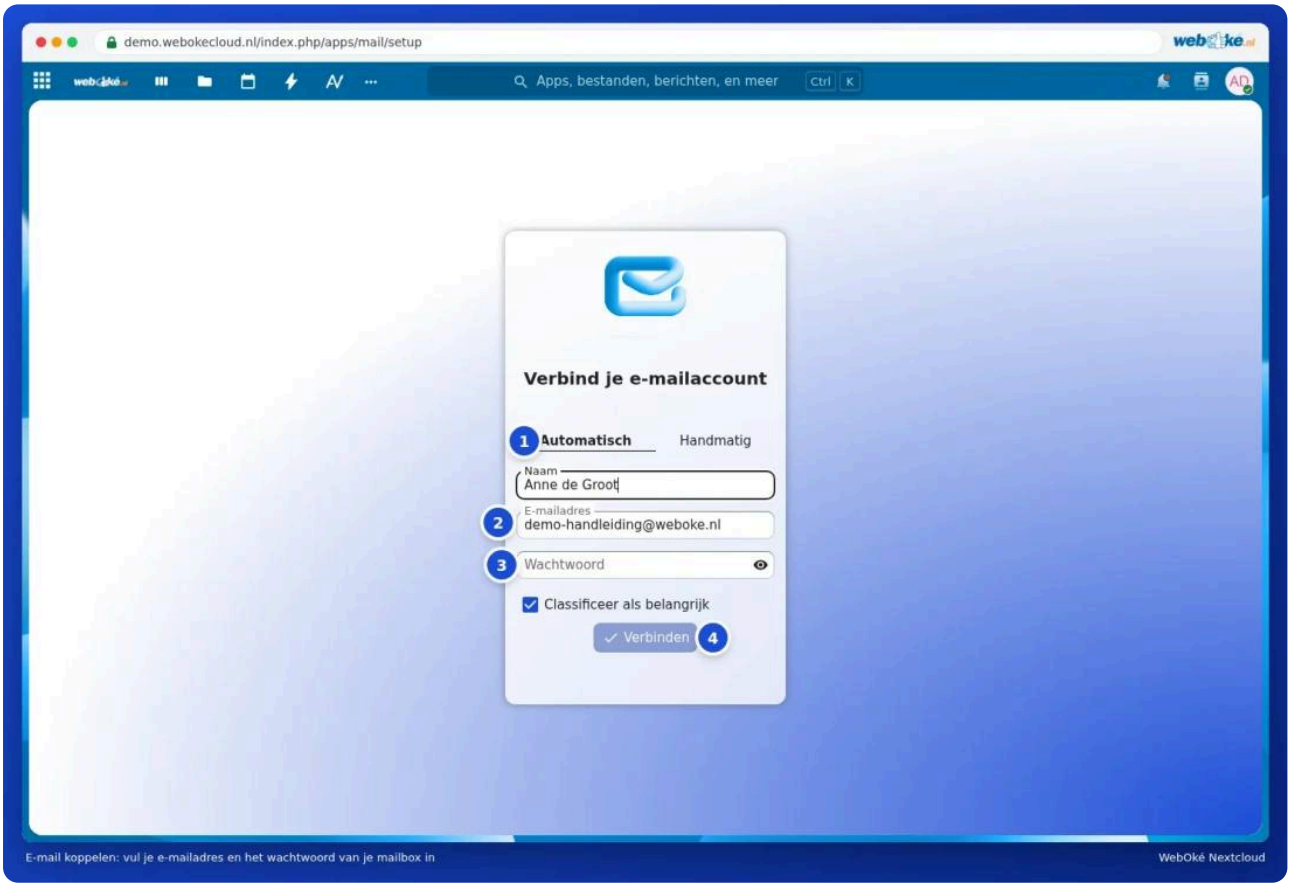
# 9.15 Adding your mailbox to the Email app

With the **Email** app, you read and write your email in your WebOké Nextcloud, alongside your files, calendar and contacts. Your Nextcloud is not a mailbox itself: you connect your existing mailbox, for example from your WebOké hosting package or Email Only package. Mailboxes from other providers work too.

**Tip:** don't have your own email address on your own domain name yet? With an Email Only package from WebOké, you get a mailbox that you connect here.

## Connecting automatically

1. Open the **Email** app in the bar at the top. The first time, you'll see **Connect your mail account**.
2. Leave the **Automatic** tab (1) open.
3. Check your name and enter your **Email address** (2) and the **Password** of your mailbox (3). This is the password of the mailbox itself, not the one for your Nextcloud.
4. Click **Connecting** (4). Your Nextcloud will look up the right settings itself.



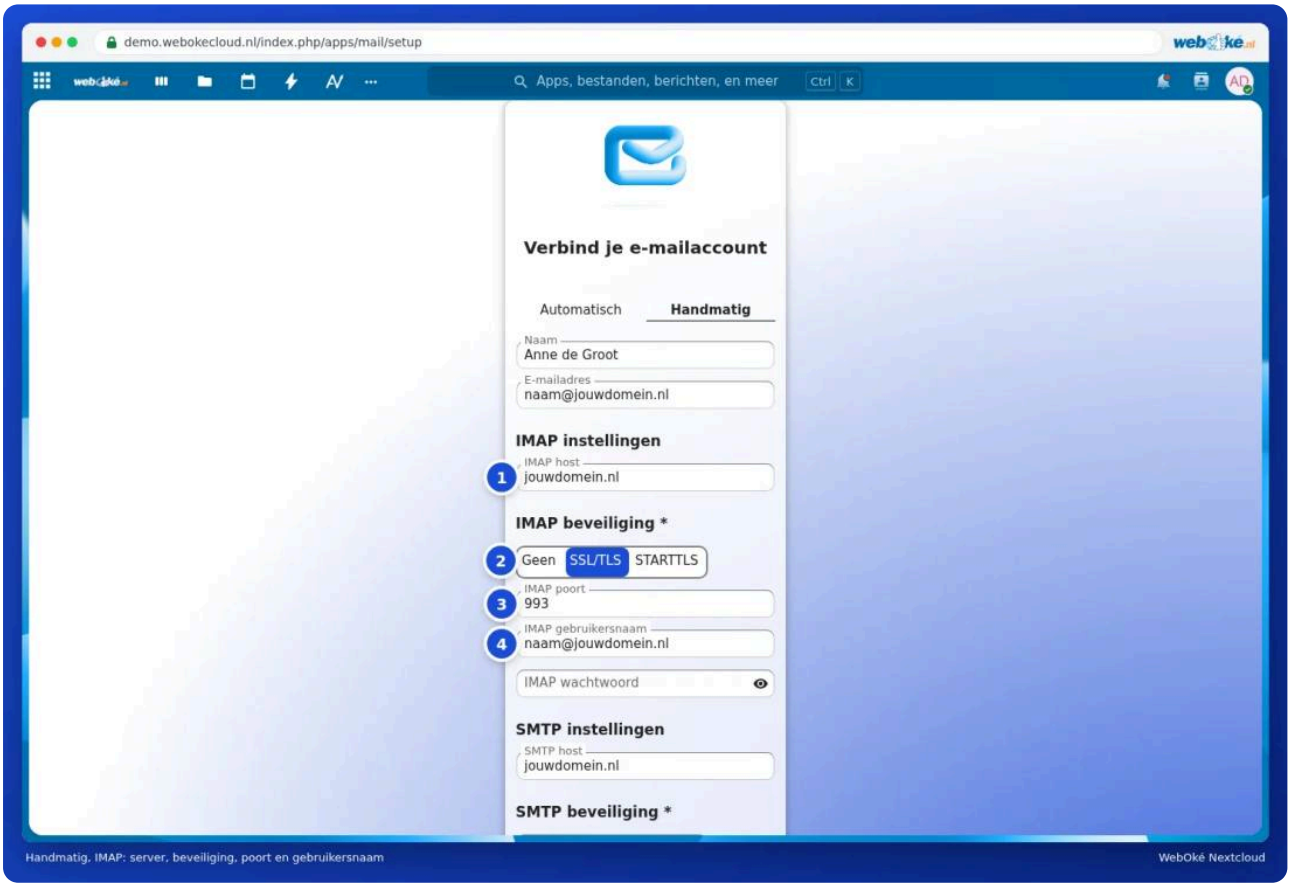

Automatic (1), your email address (2), the password of your mailbox (3) and Connecting (4)

For most mailboxes at WebOké, this works straight away. If it doesn't work, use **Manually**.

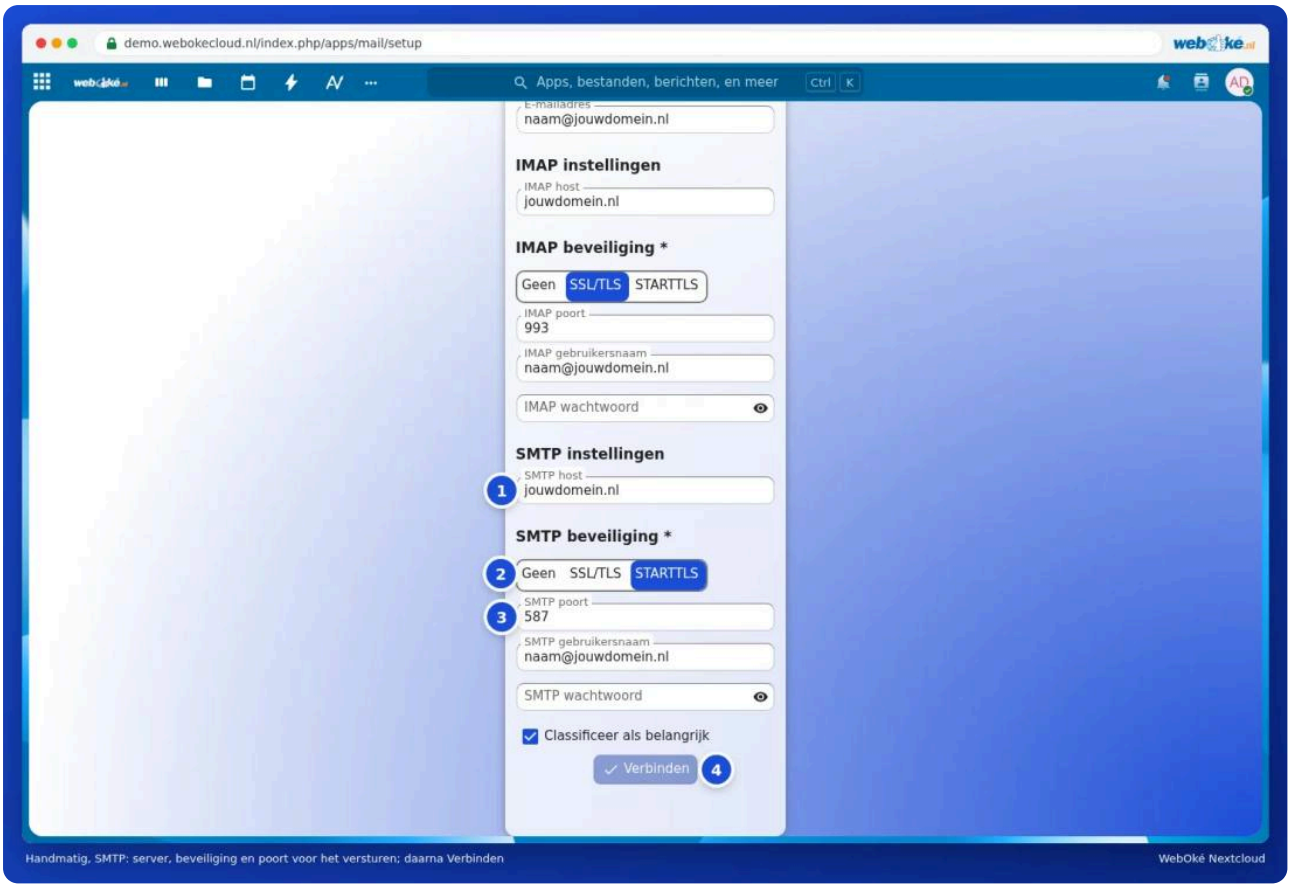
## Connecting manually

Click the **Manually** tab and fill in the details. For a mailbox at WebOké:

| Field | What do you enter? (mailbox at WebOké) |
|---|---|
| IMAP Host | Your domain name, for example yourdomain.com (see the note below) |
| IMAP security | SSL/TLS |
| IMAP port | 993 |
| IMAP username | Your full email address |
| IMAP password | The password of your mailbox |
| SMTP host | Same as the IMAP host |
| SMTP security | STARTTLS |
| SMTP port | 587 |
| SMTP username and password | Same as for IMAP |




IMAP: host (1), security SSL/TLS (2), port 993 (3) and username (4)




SMTP: host (1), security STARTTLS (2), port 587 (3) and Connecting (4)

**Please note:** does your domain's DNS not point to WebOké, for example because your website is hosted elsewhere and you only have an Email Only package with us? Then the domain name won't work as the host. In that case, enter the server name of your mail package instead. You'll find it in the email you received when you purchased the package, and it looks like linux2410.webawere.nl.

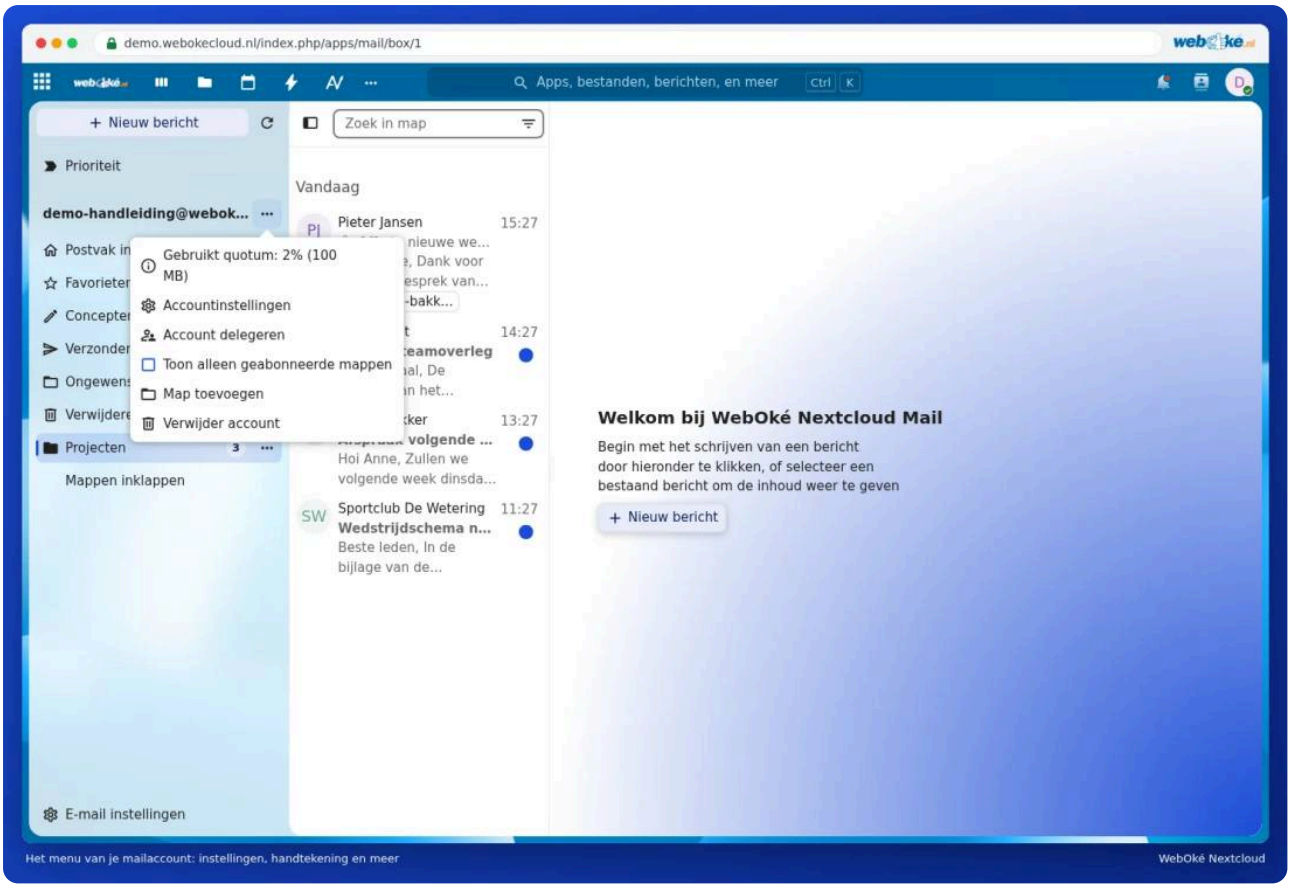
With another provider (Gmail, Outlook.com, KPN, Ziggo), you'll find the IMAP and SMTP details on that provider's website. Gmail and Outlook.com often require a separate app password from their end.

## After connecting

Your Nextcloud now retrieves your mail. For a large mailbox, this may take a while the first time; you can simply carry on in the meantime. You can read how to work with the app in Reading and writing mail, folders and saving attachments to Files.

## Adding a second mailbox, or removing a mailbox

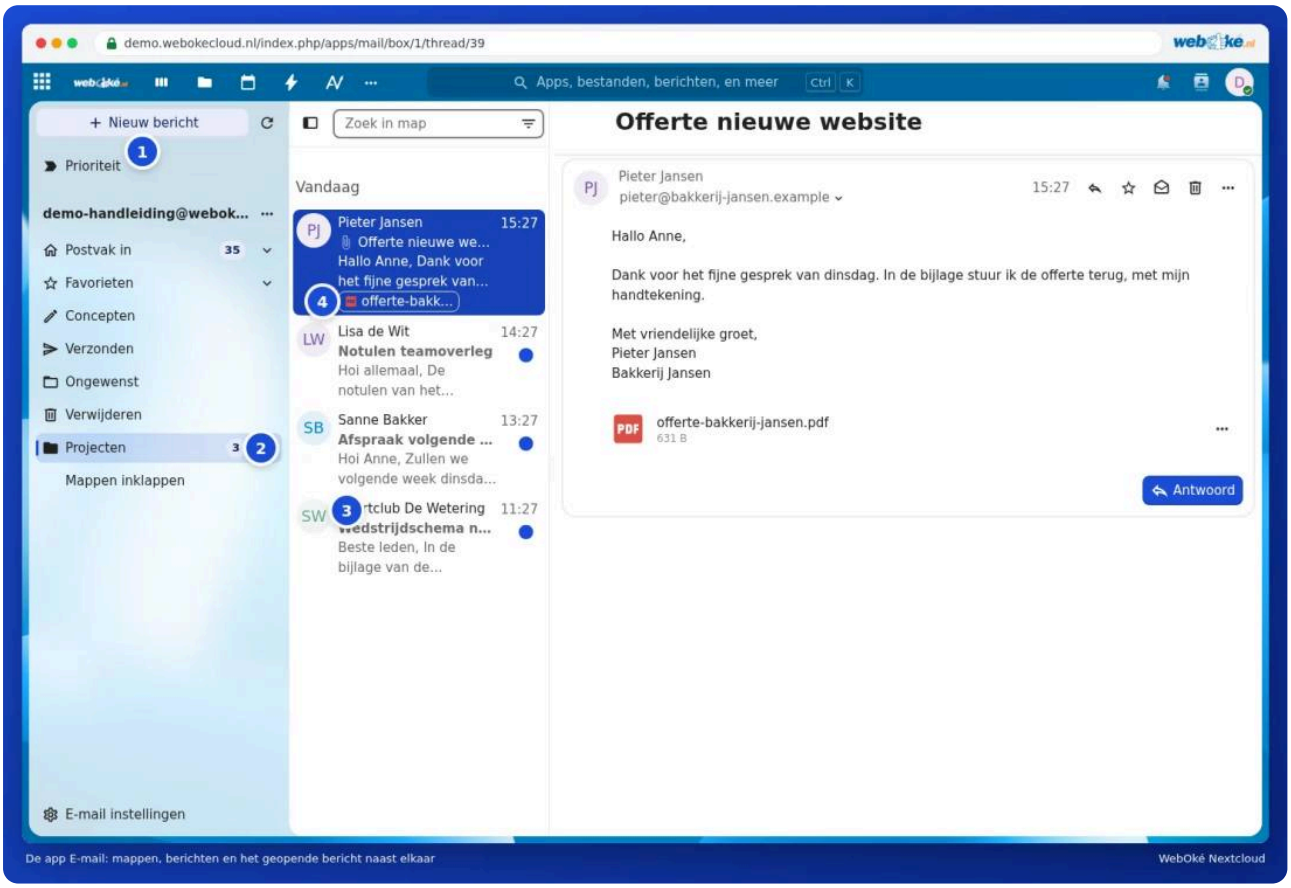
Want to add another mailbox? Click **Email settings** at the bottom left and choose **Add mail account**. Via the menu with the three dots next to your account in the left-hand column, you'll find the **Account settings** (including your **Signature**), and you can remove the account again with **Remove account**. This only removes the connection; your mail simply stays in your mailbox.




The menu of your mail account

# 9.16 Reading and writing mail, folders and saving attachments to Files

Have you connected your mailbox (see Adding your mailbox to the Email app)? Then you work in the **Email** app just like in any mail program. Everything you do also really happens in your mailbox: a message you've read is also marked read on your phone, and a message you move appears in the new folder everywhere.




New message (1), your folders (2), the messages in the folder (3) and an attachment (4)

## The screen

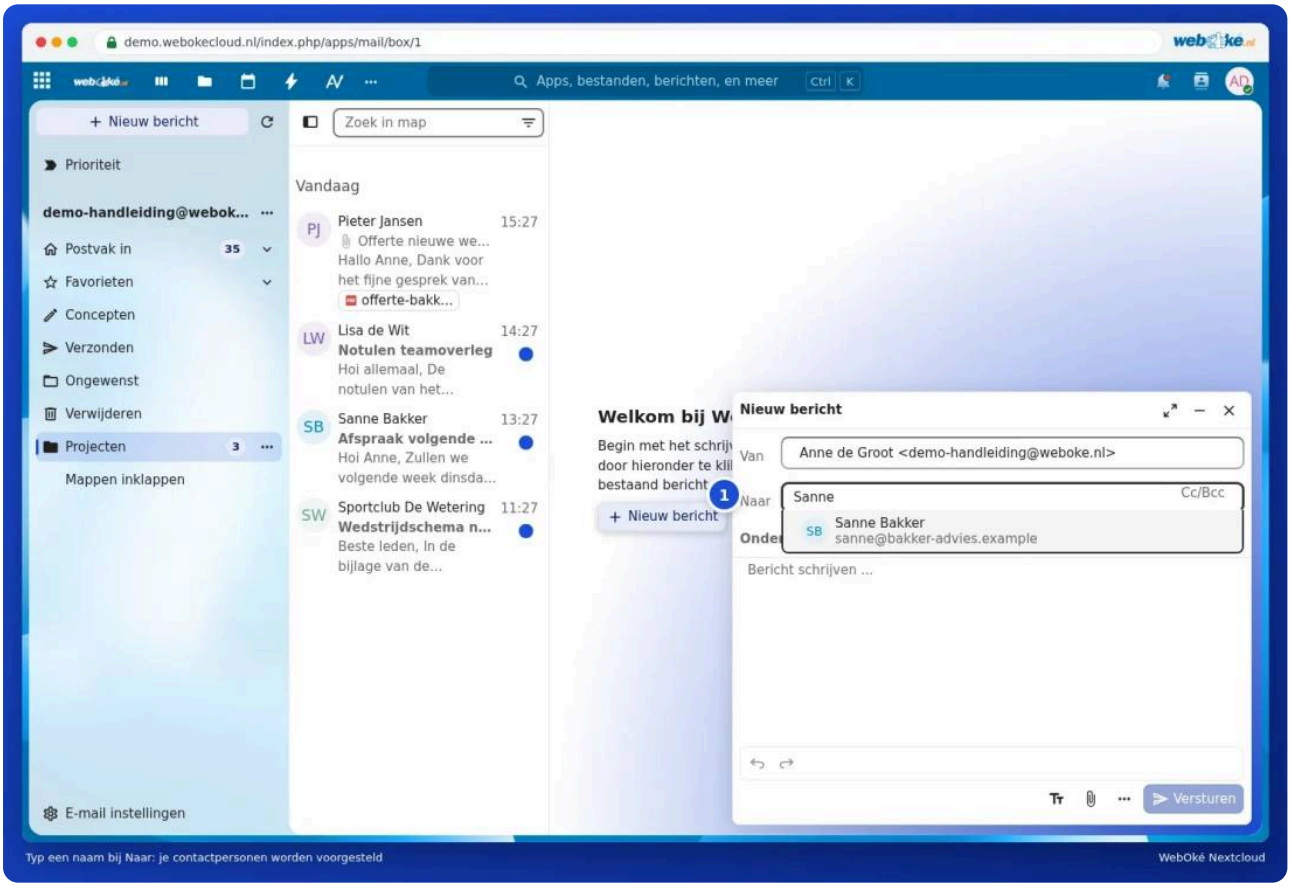
- **New message** (1): write an email.
- On the left are your folders (2), such as **Inbox**, **Favourites**, **Drafts**, **Sent** and **Delete**. You'll see your own folders after clicking **Show all folders**. Use **Add folder** in your account menu to create a new folder.
- In the middle are the messages (3), and on the right is the open message.
- Right at the top is **Priority**: there the app groups together the messages that matter most to you.

## Reading and replying to a message

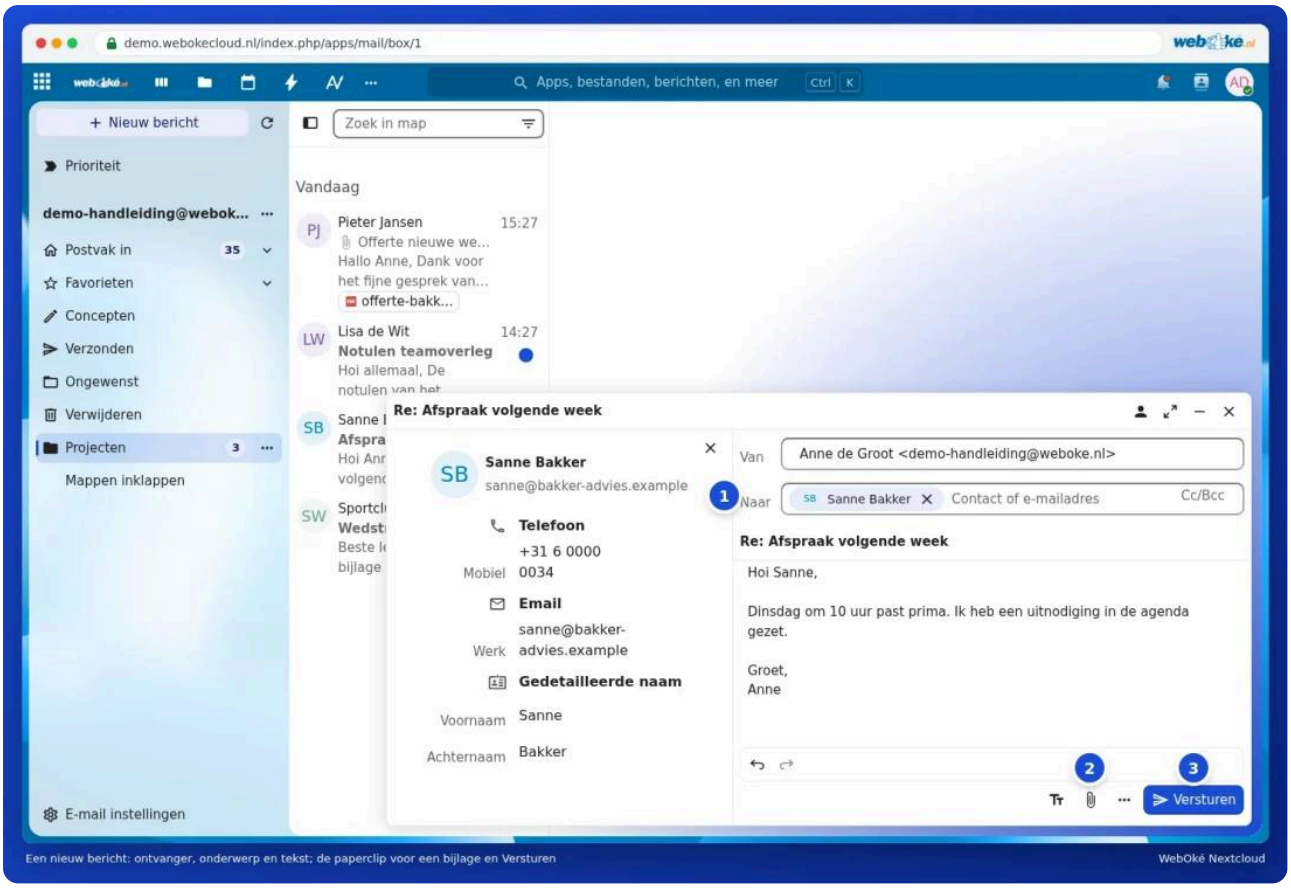
Click a message to open it. Use **Reply** below the message to respond straight away. At the top right of the message are buttons to reply, star it, mark it as unread and delete it. In the menu with the three dots you'll find, among other things, **Forward**, **Mark as spam** and **Move** to another folder. You can also drag a message to a folder in the left-hand column.

## Writing a new message

1. Click **New message**. A window for your message opens at the bottom right.
2. Type a name or email address next to **To** (1). The app suggests names from your contacts. Use **Cc/Bcc** to add more recipients.
3. Fill in the subject and your message. Use the paperclip (2) to add an attachment, including directly from your Nextcloud files.
4. Click **Submit** (3).




Type a name next to To (1): your contacts are suggested



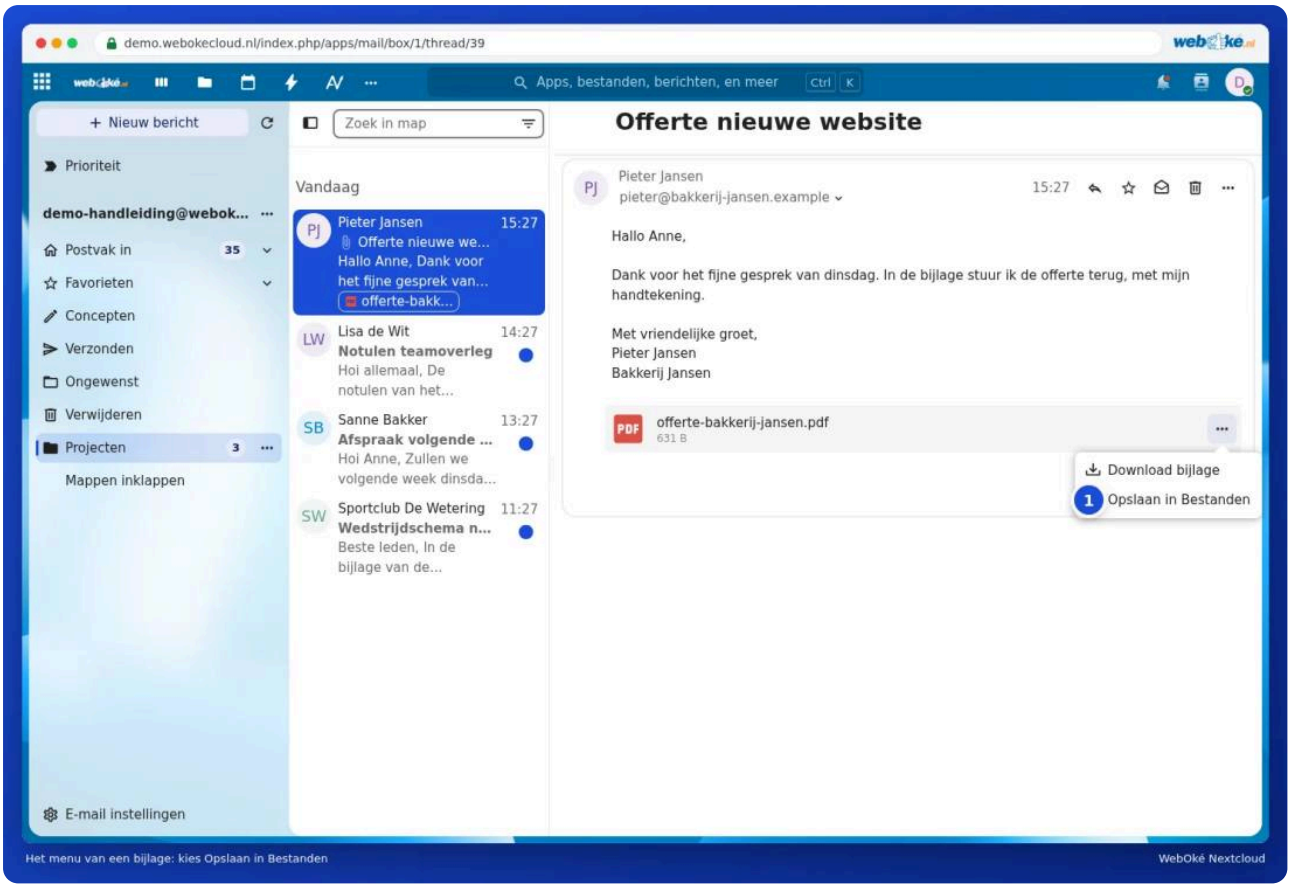

Writing a message: recipient (1), attachment (2) and Submit (3)

If you close the window without sending, the app saves your message under **Drafts**.

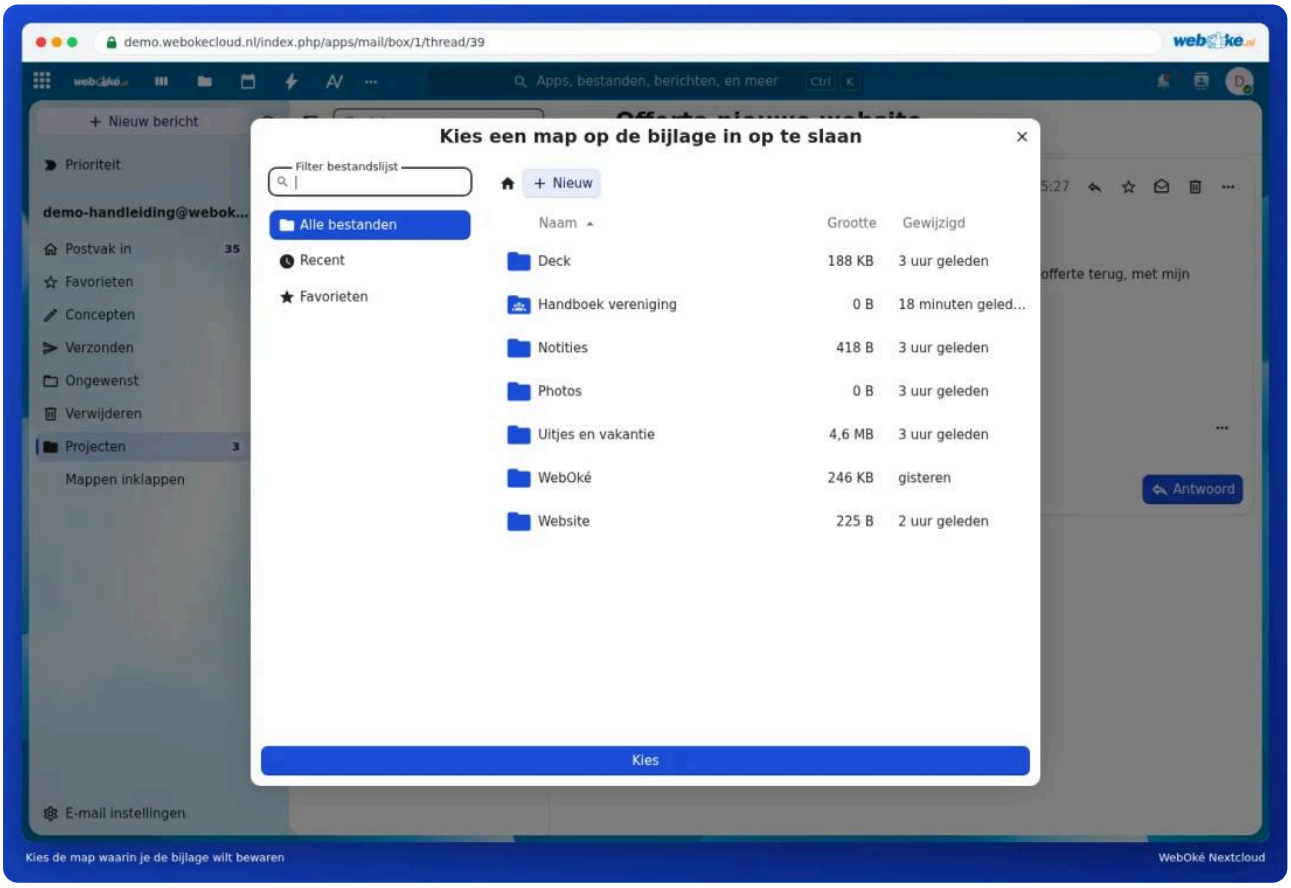
**Tip:** it's best not to send large files as an attachment. Share them from your Nextcloud with a link instead (see Creating a public link: viewing, editing, password, expiration date and download limit). The Email app can even do this for you when you add an attachment.

## Saving an attachment to your Files

1. Open the message with the attachment.
2. Click the three dots next to the attachment and choose **Save to Files** (1). If there are several attachments, you can also save them all at once with **Save all to Files**.
3. Choose the folder in your Nextcloud and click **Choose**.




Saving an attachment to your Files (1)




Choose the folder in which you want to keep the attachment

The attachment then simply appears among your files, and is therefore also available on your computer and phone. Open a document with Euro-Office, see the Euro-Office manual.

## Signature and automatic reply

You set up your signature via your account menu, under **Account settings**, under **Signature**. That's also where you'll find the **Autoresponder**, if your mailbox supports it.

## Is the app slow?

The first time, the app reads your entire mailbox. With a mailbox containing tens of thousands of messages, this can take a while; after that, it's faster. If the app stays slow or gets stuck on a folder, contact WebOké (see How to report a problem to WebOké) and let us know which folder is affected.

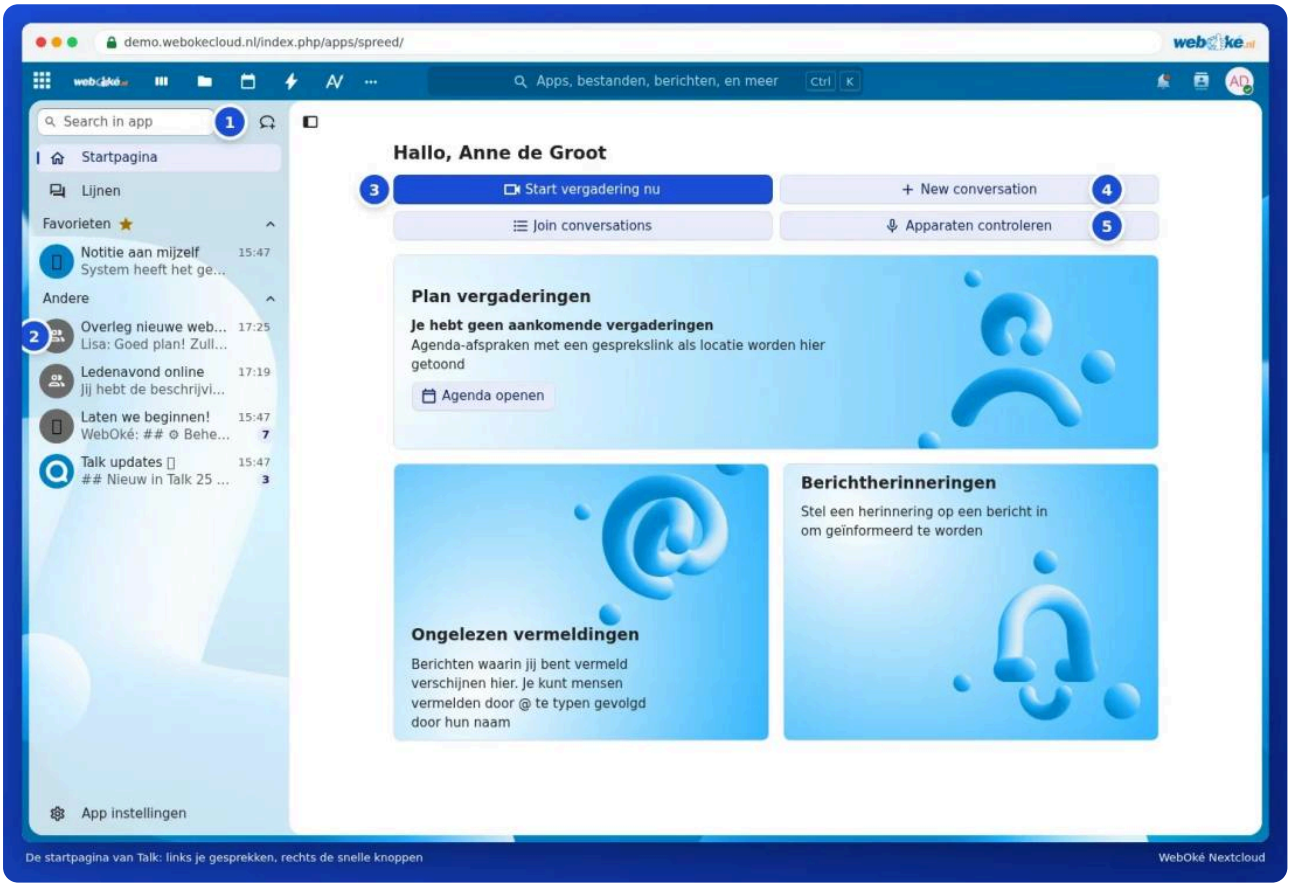
10

# Talk: chatting, calling and meeting

# 10.1 What is Talk and who has it?

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

Talk is the chat and calling app in your WebOké Nextcloud. You send messages to colleagues, family members or other members of your association, make calls with or without video, share your screen and invite guests via a link. Everything runs through your own Nextcloud on our servers in the EU, so not through Microsoft Teams, Zoom or WhatsApp.




The Home page of Talk

## Opening Talk

Click the Talk icon at the top (a speech bubble with a magnifying glass), or choose Talk from the three dots in the app menu. You'll land on the Talk **Home** page.

1. Use the **Search in app** search field (1) to find a conversation or a person. Next to it is the button for creating a new conversation.
2. Your conversations are listed on the left (2), with the newest at the top. A number next to a conversation shows the number of unread messages. Conversations you mark as a favourite appear at the top under **Favourites**.

3. **Start meeting now** (3) immediately creates a meeting with a link you can forward.
4. **New conversation** (4) creates a new conversation. **Join conversations** shows open conversations you can join yourself.
5. **Check devices** (5) tests your camera, microphone and speaker before you call.

**Tip:** a few buttons on the Home page are still in English (New conversation, Join conversations). That's because they come from Nextcloud itself; once the translation is ready, they'll appear in your language automatically.

## What can you do with Talk?

| What | How | Read more |
|---|---|---|
| Chat with one person or a group | Create a conversation and send messages, including emoji, reactions and voice messages | Starting a conversation: one-to-one, group or team |
| Make calls and hold video conferences | Click **Start call** in a conversation | Video calling and meetings: camera, microphone, background and raising your hand |
| Show your screen | Share your screen during a call | Sharing your screen |
| Let people without an account join | Share a guest link | Inviting guests via a link (without an account) |
| Share files and view them together | Using the plus sign next to the message field | Sharing files and viewing them together in a conversation |
| Talk on your phone | The Nextcloud Talk app | Talk on your phone and notifications |

## Who can I reach?

- **Everyone in your own Nextcloud.** You can add all users in your package to a conversation, including groups and teams.
- **People without an account** can join as a guest via a link. All they need is a browser. See Inviting guests via a link (without an account).
- **Users of a different Nextcloud** (for example, with another provider) can't be added directly. Send them a guest link instead.

**Please note:** you can't record conversations in your WebOké Nextcloud. Calling an ordinary phone number isn't possible either. If you want to keep a record, take minutes in a shared document or in Creating notes and using them on your phone.

## What happens if Office is removed from your package?

Then Talk disappears from the menu. Your conversations and messages are kept. If you switch Office back on later, they'll be there again. You manage Office licences in My

WebOké, see Assigning and ordering extra Office licences.

# 10.2 Starting a conversation: one-to-one, group or team

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

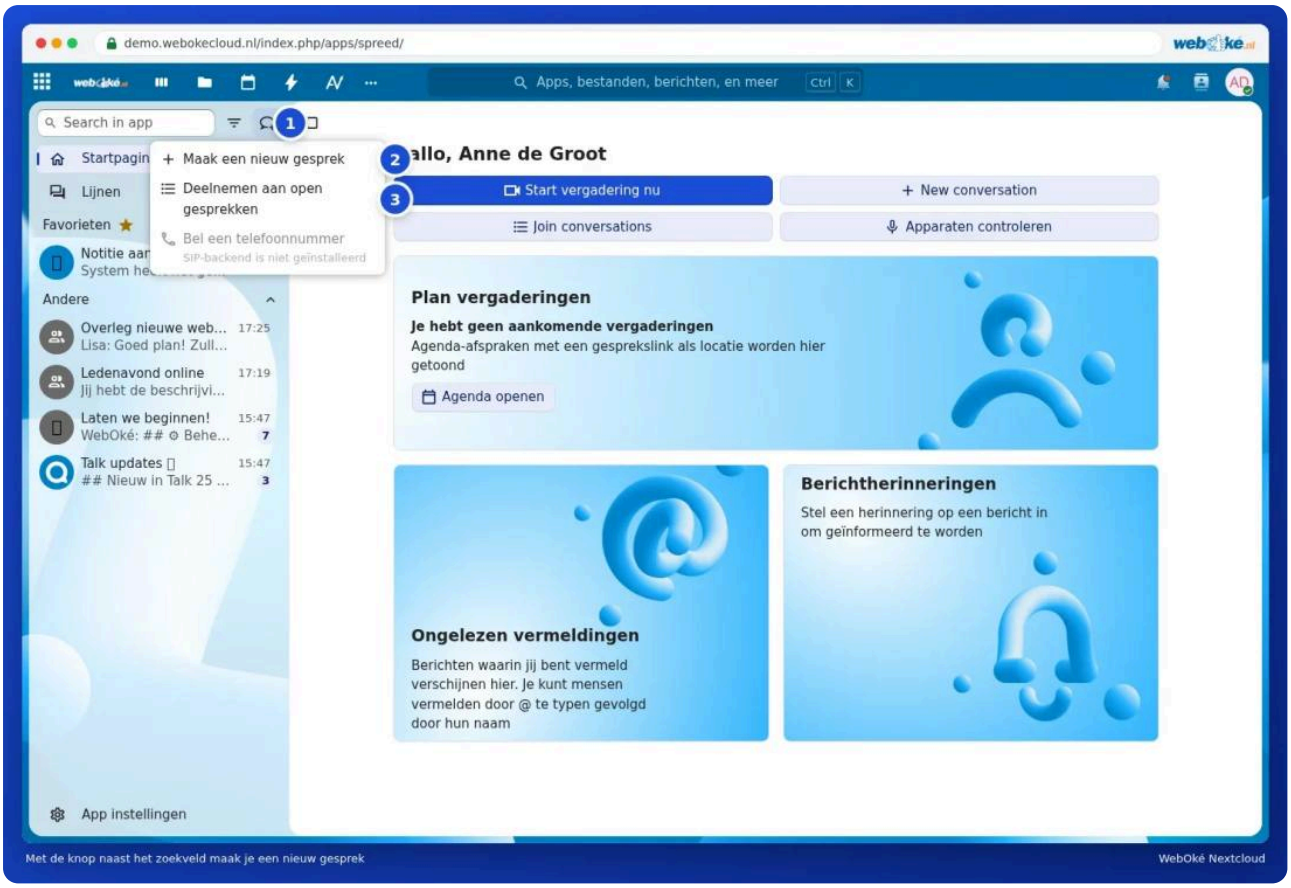
In Talk, everything is a **conversation**: a chat with one colleague, a group for your project or a fixed meeting room. In every conversation, you can chat and make calls.

## A one-to-one conversation

1. Type the person's name in the search field at the top left.
2. Click the person in the search results. Talk immediately opens a conversation with just the two of you.
3. Type your message at the bottom and press `Enter`.

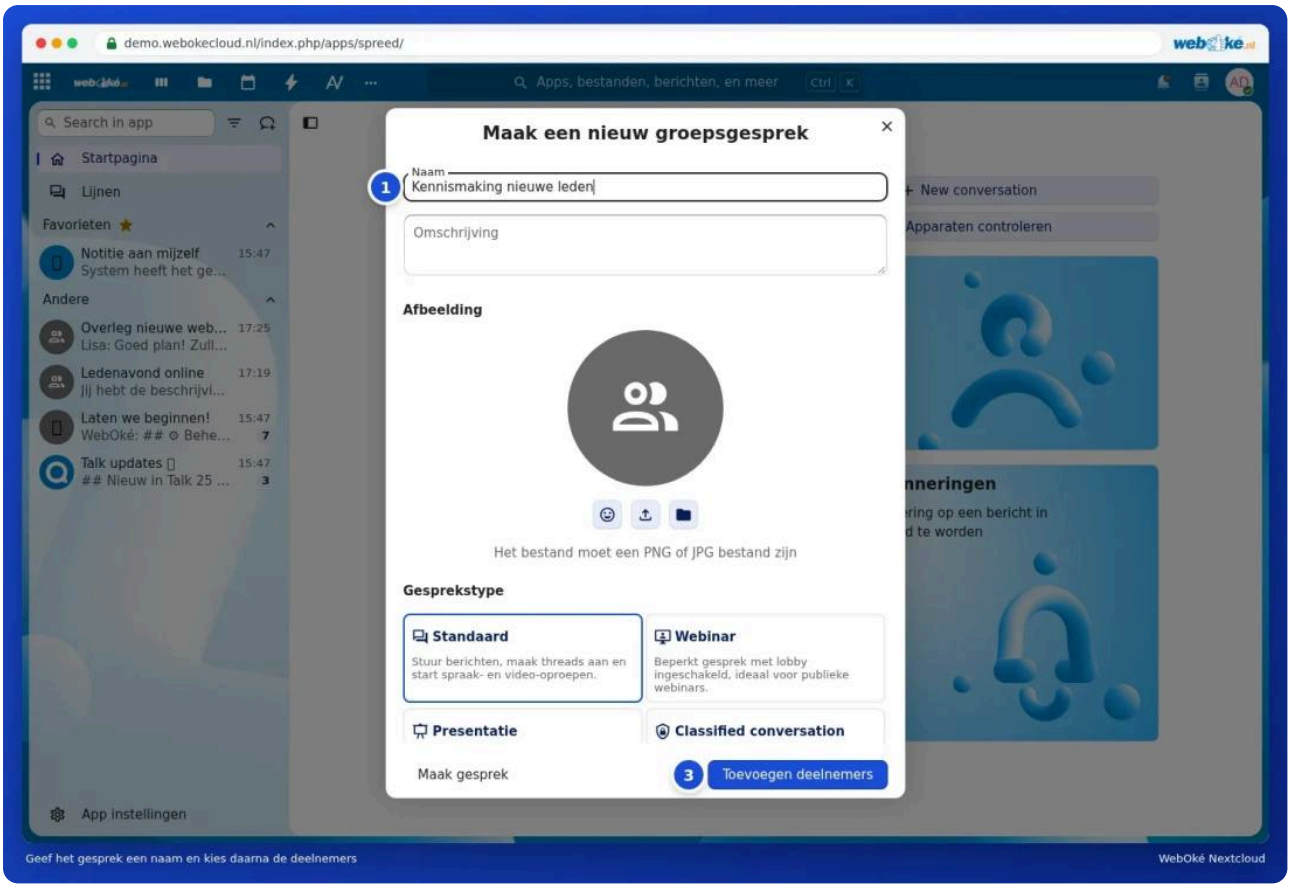
## Creating a group conversation

1. Click the button next to the search field (1) and choose **Create a new conversation** (2). With **Join open conversations** (3) you see conversations that others have opened for everyone.



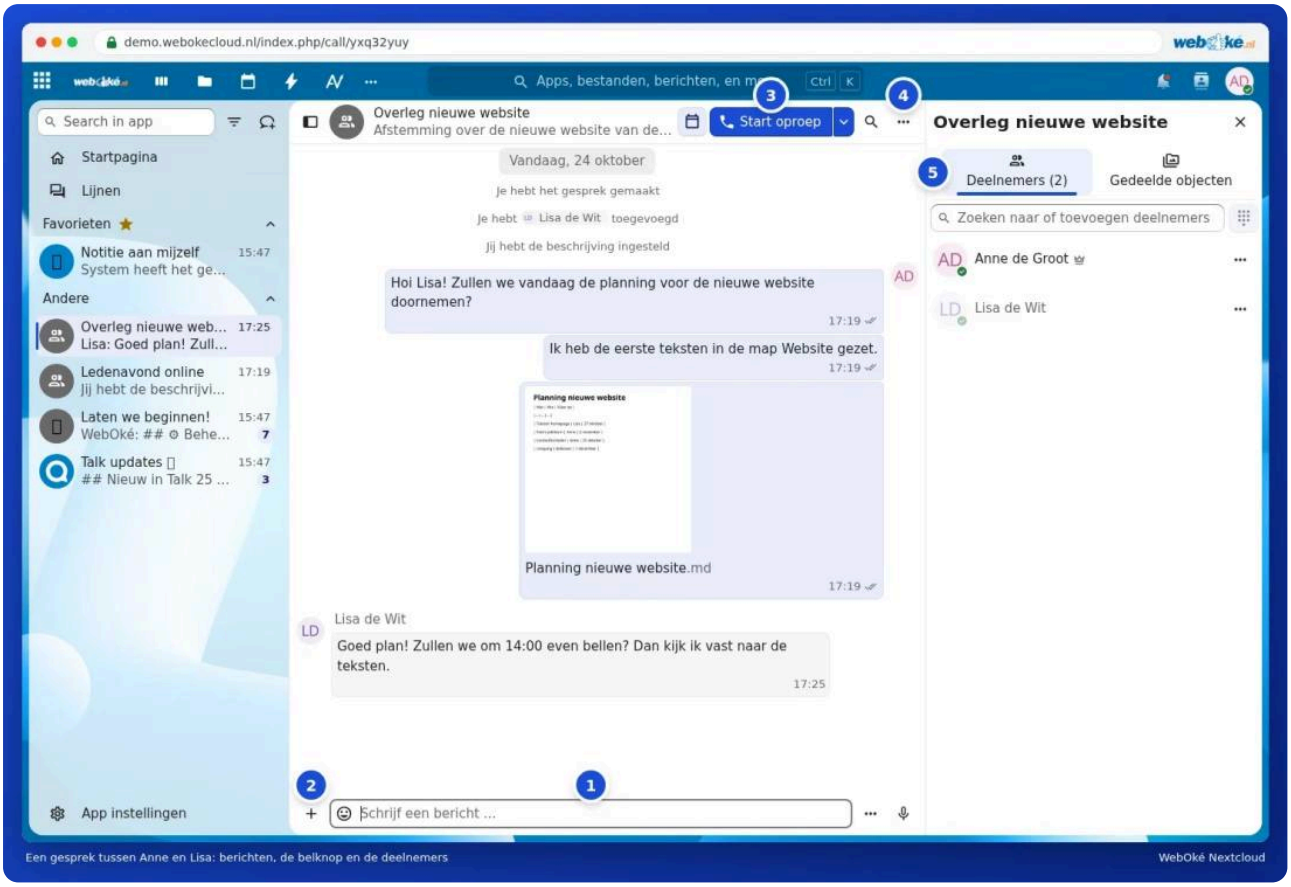

Creating a new conversation

2. The **Create a new group conversation** window opens. Under **Name** (1), enter a clear name, for example the name of your project. A **Description** and an image are not required.
3. Under **Conversation type**, usually choose **Default**: messages, threads and calls. Scroll down in the window to find this. A **Webinar** has a lobby built in, handy for a meeting with people from outside (see Guests in a Talk meeting with a waiting room (lobby)).
4. Click **Add participants** (3) and choose the people who should join. Or click **Create conversation** and add the participants later.




Name, description and type of the conversation

## The conversation screen

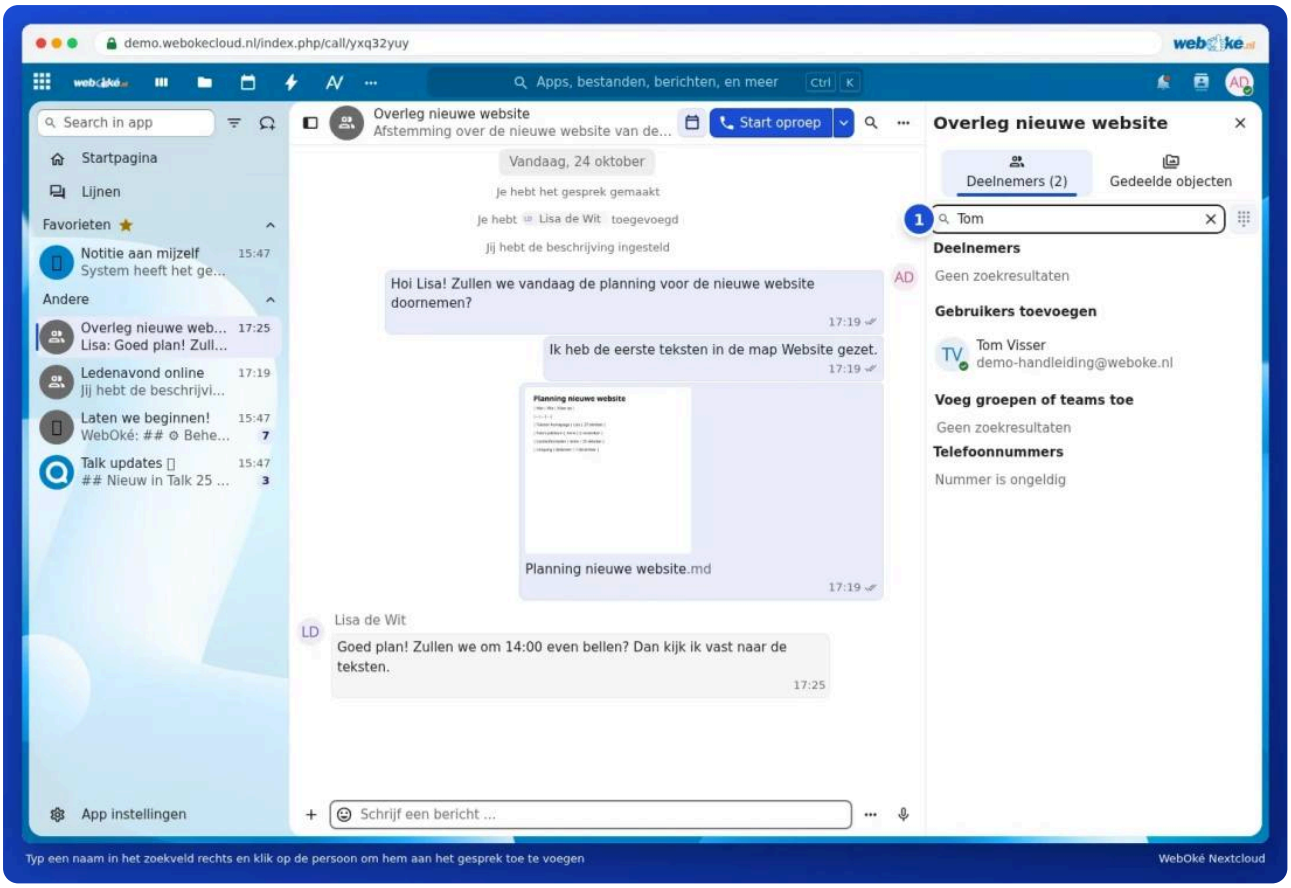



A group conversation in Talk

1. Type your message at the bottom (1). Press `Enter` to send it, or `Shift` + `Enter` to start a new line. The smiley icon adds an emoji, and the microphone on the right lets you record a voice message.
2. Use the plus icon (2) to share a file, create a new document or start a poll. See Sharing files and viewing them together in a conversation.
3. Use **Start call** (3) to begin a (video) call. See Video calling and meetings: camera, microphone, background and raising your hand.
4. Behind the three dots (4) you'll find **Conversation settings**, full screen and separate breakout rooms.
5. On the right, you see the **Participants** (5) and under **Shared items** everything that has been shared in the conversation. Click the cross to close this sidebar.

## Adding participants: people, groups and teams

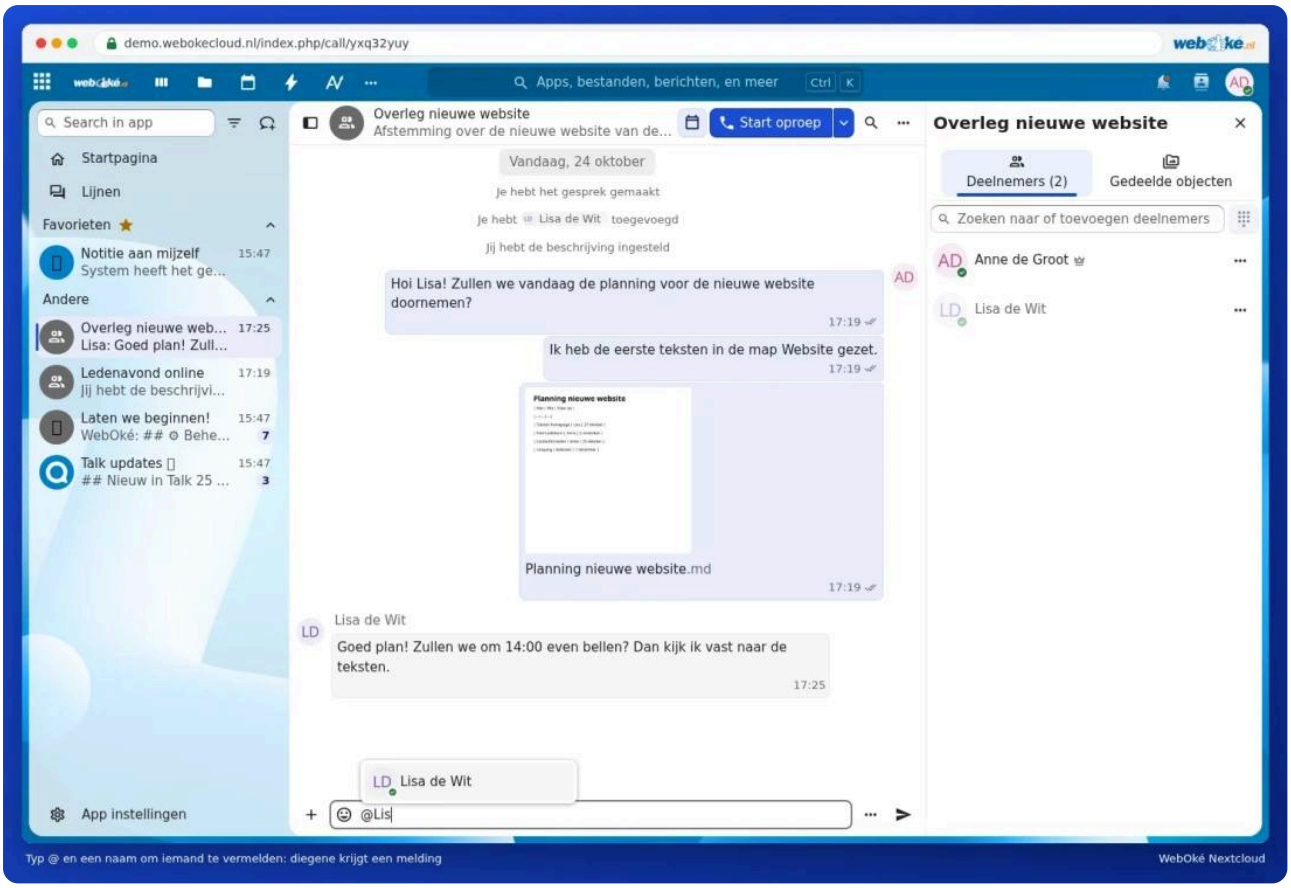
Type a name in the **Search or add participants** search field (1). Under **Add users** you'll find the people in your Nextcloud, and under **Add groups or teams** your groups and teams. Click them to add them. If you add a team, people who join that team later will also be included. You can read how to create a team in Creating teams and sharing a folder with your whole team.




Searching for and adding a participant

## Mentioning someone

Type @ and the first letters of a name. Choose the person from the list. They'll receive a notification, even if they've set the notifications for that conversation to **@-mentions only**. Use **@all** to mention everyone in the conversation.




Mentioning someone with @

## Handy tips for a conversation

- **Reacting to a message:** hover your mouse over a message. You can then give an emoji reaction, reply (the original message is shown alongside it), or use the three dots to set a reminder, edit or delete the message.
- **Sending later:** click the three dots next to the message field and choose **Send later**. Use **Send without notification** to send a message without the others receiving a notification.
- **Threads:** if a conversation gets busy, start a thread on one topic. You can see all threads on the left under **Threads**.
- **Searching:** use the magnifying glass at the top to search the messages in this conversation. The search field at the top of Nextcloud also searches Talk.
- **Favourite:** hover over a conversation in the list on the left, click the three dots and mark it as a favourite. It will then always stay at the top.

## Leaving or deleting a conversation

Open **Conversation settings** and go to **Danger zone**. Use **Leave conversation** to leave it yourself, the others can carry on. **Delete conversation** removes the conversation for everyone, and **Delete chat messages** only erases the messages. Only a moderator, usually the person who created the conversation, can do these last two.

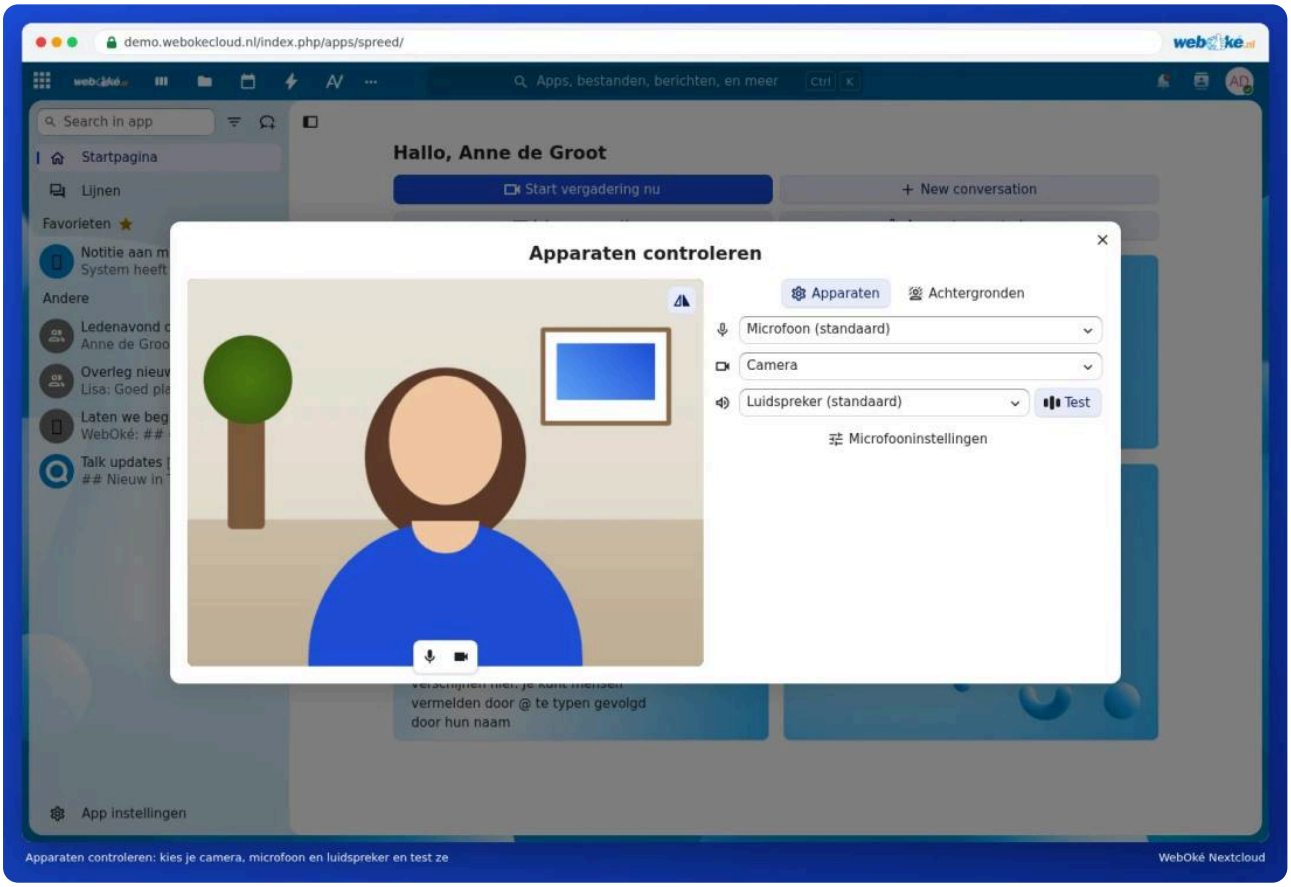
# 10.3 Video calling and meetings: camera, microphone, background and raising your hand

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

In every conversation, you can make calls, with or without video. All you need is a browser (Chrome, Edge, Firefox or Safari) or the Talk app on your phone. There's nothing to install.

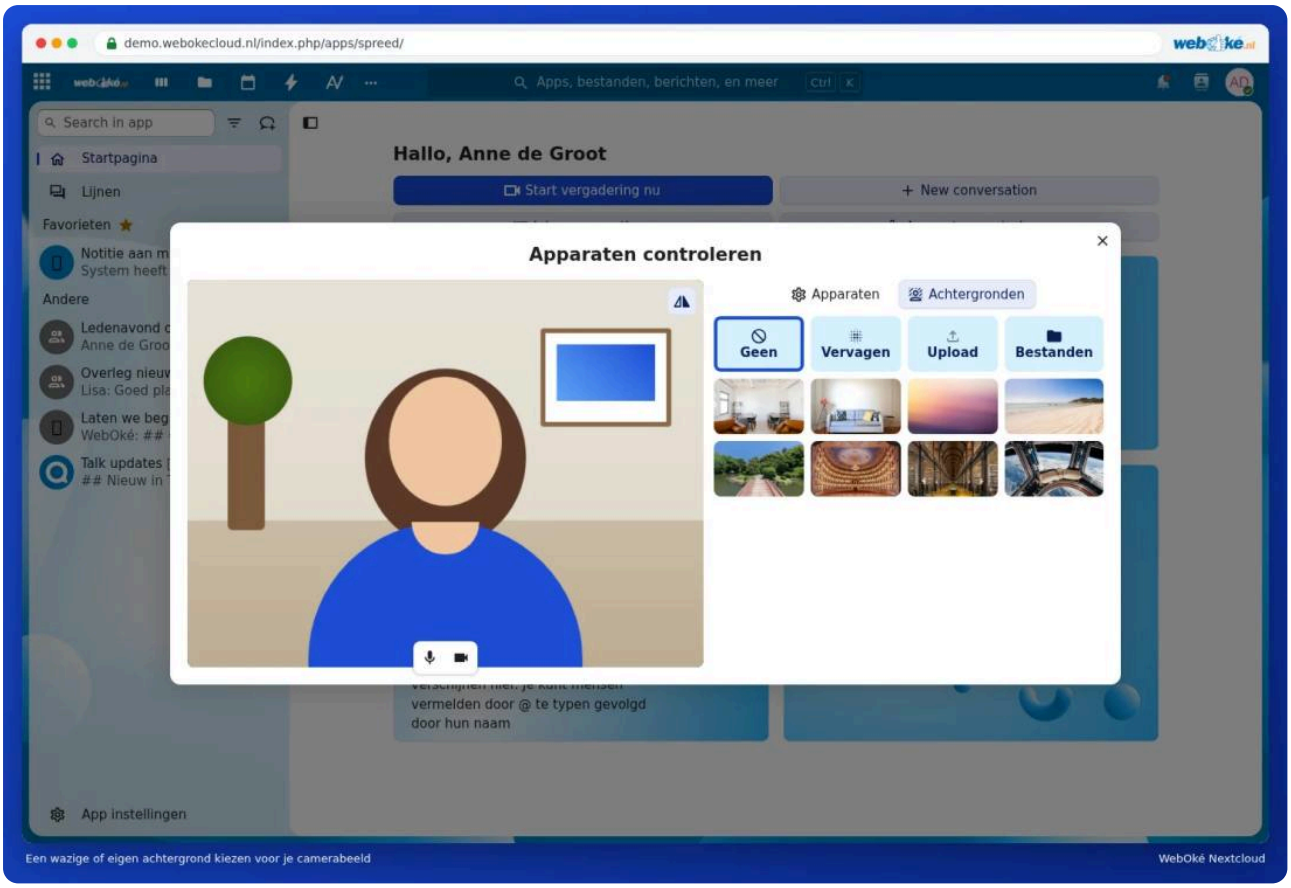
## Test your devices first

On the Home page of Talk, click **Check devices**. You'll see your own camera image and can choose which camera, microphone and speaker Talk uses. Click **Test** to hear whether the speaker works. The first time, your browser will ask whether Talk may use your camera and microphone: click **Allow**.




Check devices

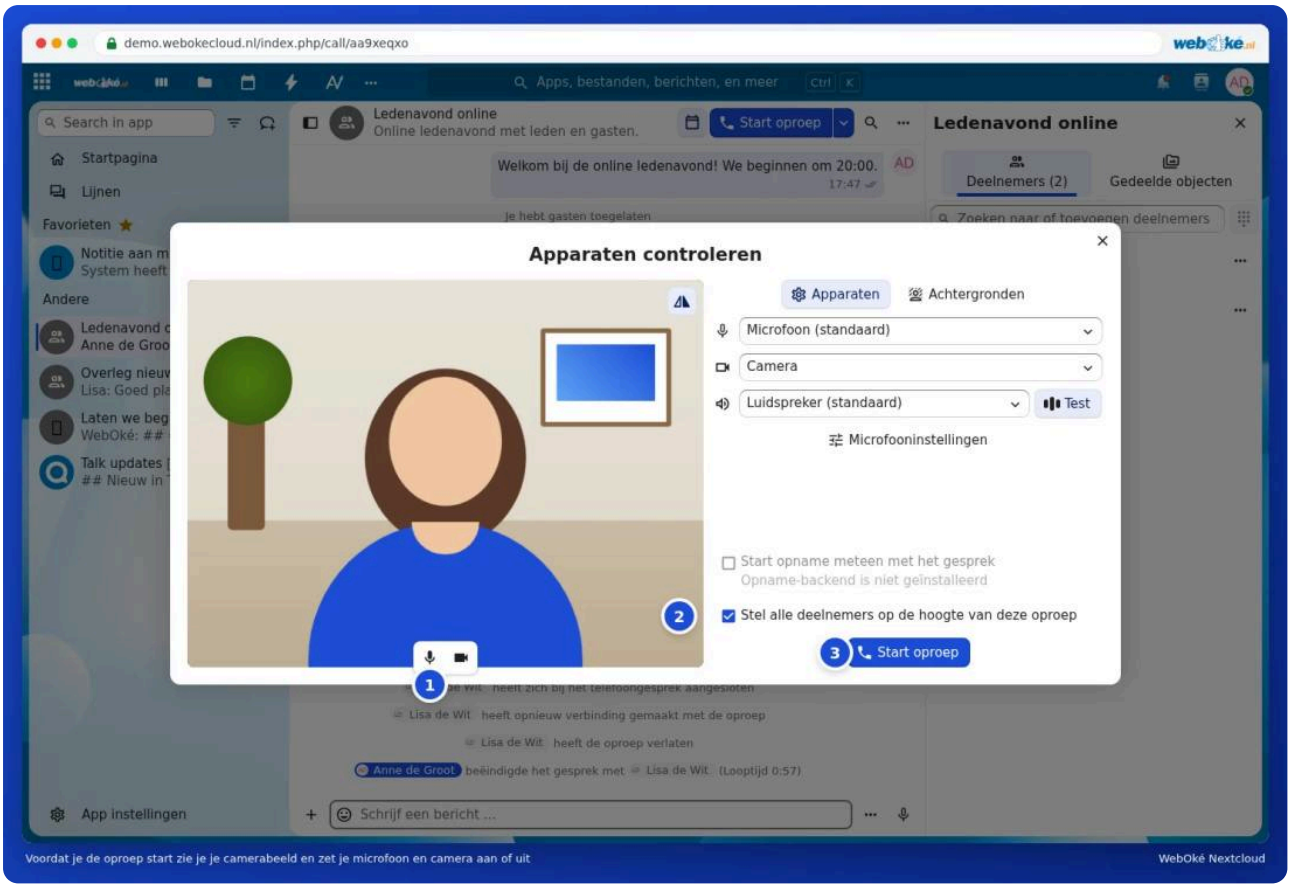
Under **Backgrounds**, you can blur your background with **Blur**, choose one of the default backgrounds, or upload your own photo with **Upload** or **Files**. That way, nobody sees your kitchen or your messy desk.




Choosing a background

## Starting or joining a call

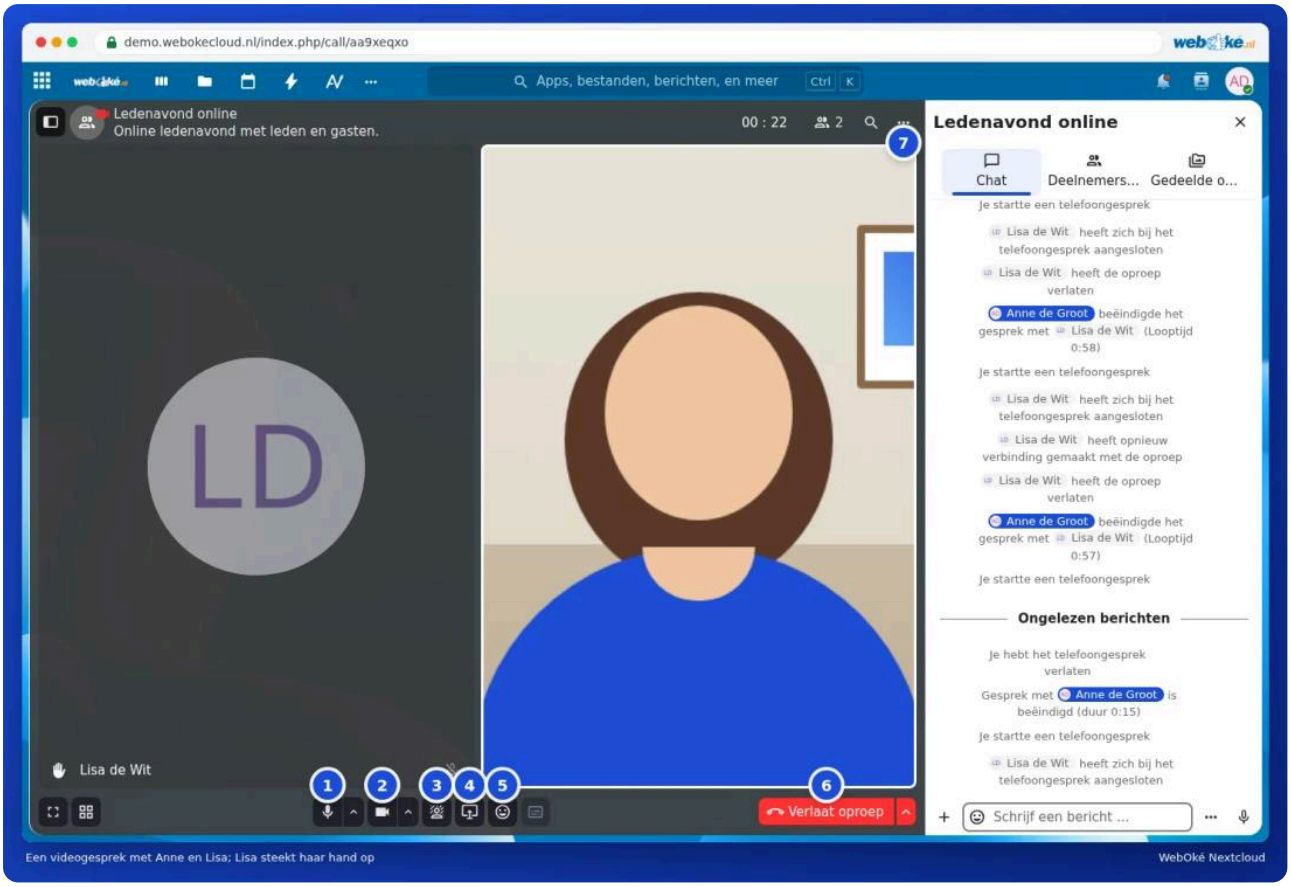
1. Open the conversation and click **Start call** in the top right. If a call is already in progress, the button is green and is called **Join call**.
2. The **Check devices** window opens. You'll see your own camera image. Use the buttons below the image (1) to turn your microphone and camera on or off, so you don't appear on screen unexpectedly.
3. Leave **Notify all participants about this call** (2) ticked if the others should receive a call notification.
4. Click **Start call** (3).




Before you start the call: microphone and camera on or off

**Tip:** do you want to call without everyone receiving a call notification? Click the arrow next to **Start call** and choose **Start call silently**. The participants will then only see in the chat that a call is in progress.

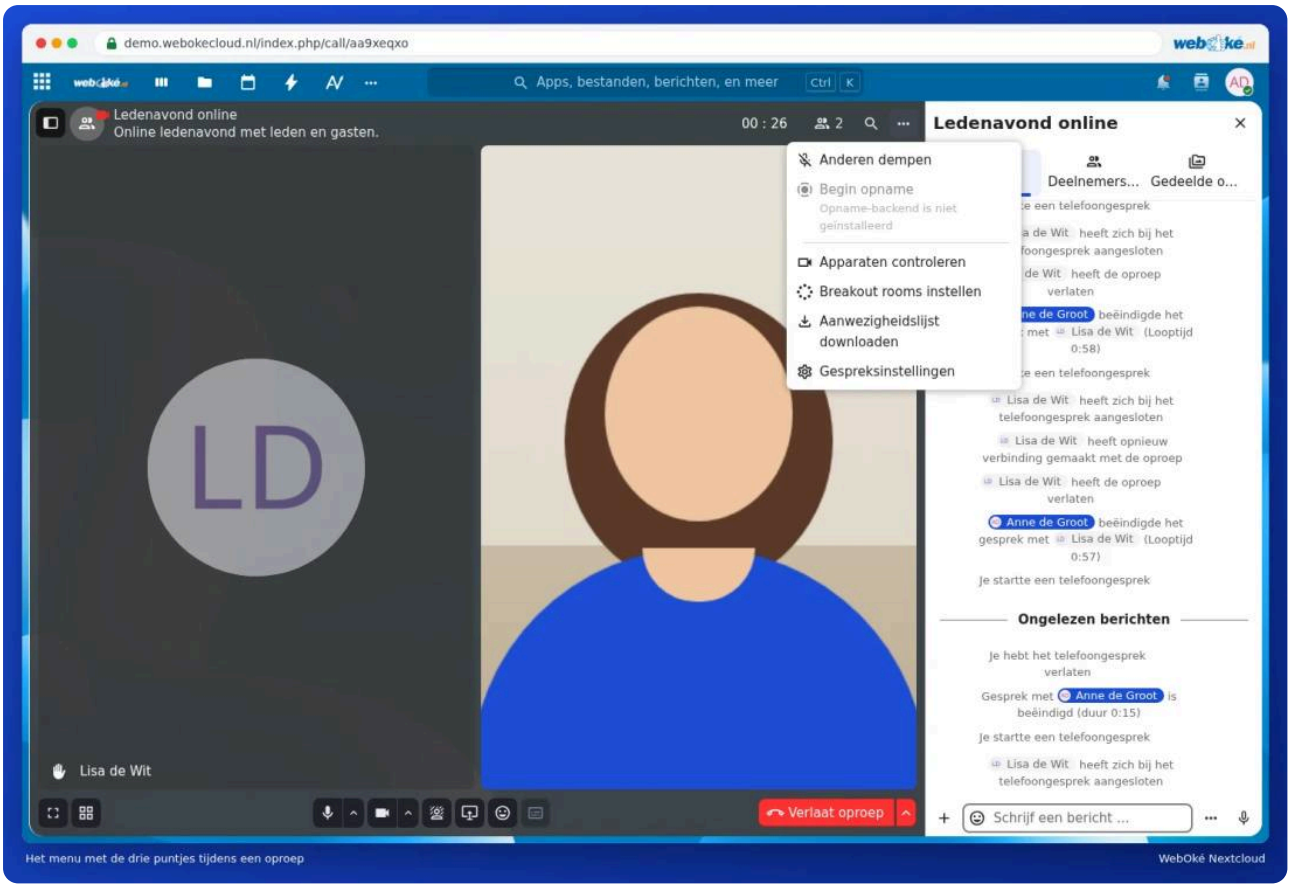
## During the call




The buttons during a call

1. Microphone on or off (1). Keyboard shortcut: `M`. Use the arrow next to it to choose a different microphone.
2. Camera on or off (2). Keyboard shortcut: `V`.
3. Background (3): blur your background or choose a different one.
4. Screen sharing (4), see Sharing your screen.
5. Reactions (5): send a thumbs up, applause or another reaction, without turning on your microphone.
6. **Leave call** (6) to hang up. If you're the moderator, you can use the arrow next to it to choose **End call for everyone**.
7. Behind the three dots (7), you'll find **Mute others**, **Check devices**, **Set up breakout rooms**, **Download attendance list** and **Conversation settings**, among other things.

Want to say something without interrupting anyone? Raise your hand with the keyboard shortcut `R`. A small hand will then appear next to your name, as shown above for Lisa. Press `R` again to lower your hand.




The menu with the three dots during a call

You can keep chatting during the call: the chat is in the sidebar on the right. In the bottom left, use the buttons to switch between full screen (keyboard shortcut F) and grid view, where everyone appears the same size on screen.

## Scheduling a meeting

Create an appointment in Calendar and add the link to the Talk conversation under **Location**. These appointments appear on the Home page of Talk under **Schedule meetings** and behind the calendar icon at the top of the conversation. Find out how to create an appointment and invite people in Calendar: views, making appointments, repeating and reminders and Inviting people to an appointment.

## Large groups and separate rooms

- In a large conversation, you won't see everyone on screen at once. Talk then mainly shows whoever is speaking in a larger view.
- Use **Set up breakout rooms** (via the three dots) to divide participants across separate meeting rooms, for example for working groups. Afterwards, you can bring everyone back together.
- Under **Conversation settings**, in **Permissions**, you decide whether participants can use their own microphone, camera and screen. Choose **Restricted** if only the moderators are allowed to speak, as in a presentation.

If calling isn't working, nobody can see you, or the call button is grey, see Camera or microphone not working, or the call button is greyed out.

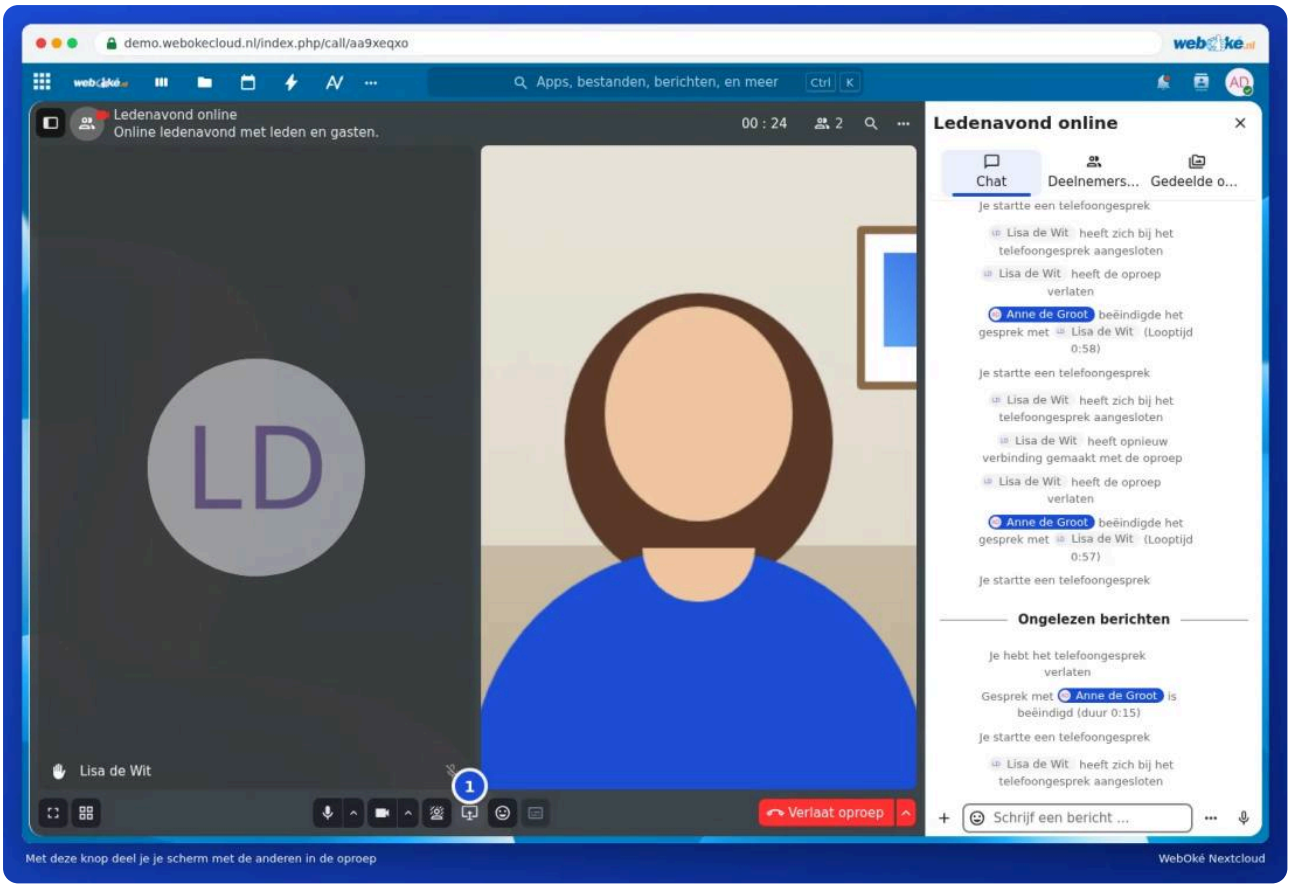
# 10.4 Sharing your screen

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

During a call, you can let others watch your screen. Handy for giving a presentation, explaining something or looking at a document together.

## How to share your screen

1. Start or join a call (see Video calling and meetings: camera, microphone, background and raising your hand).
2. Click the screen sharing button at the bottom (1), the screen icon with the arrow pointing up.
3. Your browser asks what you want to share. Choose:
    - **Entire screen**: everything you see on your computer. If you have two monitors, you choose which one.
    - **Window**: just one programme, for example your presentation. Notifications from your mail stay out of view.
    - **Tab** (Chrome and Edge): just one tab of your browser. Here you can also share the tab's audio, for example from a video.
4. Click **Share**. The others can now see your screen. Your own browser shows a bar indicating that your screen is being shared.
5. To stop, use the same button in Talk, or click **Unshare** in your browser's bar.




The screen sharing button

**Tip:** it's best to share one window rather than your entire screen. That way, others won't see notifications, passwords or other windows you open by accident.

## Can't everyone share their screen?

A moderator decides under **Conversation settings**, **Permissions**, who can share. With **Restricted**, participants can only share their screen once a moderator allows it. If you don't see the screen sharing button or it's greyed out, ask the moderator of the conversation.

## On Mac: give permission first

The first time, macOS asks whether your browser may record the screen. Go to **System settings**, **Privacy & Security**, **Screen Recording** (in newer versions of macOS: **Screen & System Audio Recording**) and switch on your browser. Then restart your browser.

## On your phone

In the Talk app on your phone, you can watch someone else sharing their screen. Sharing your own screen is easiest from a computer. See also Talk on your phone and notifications.

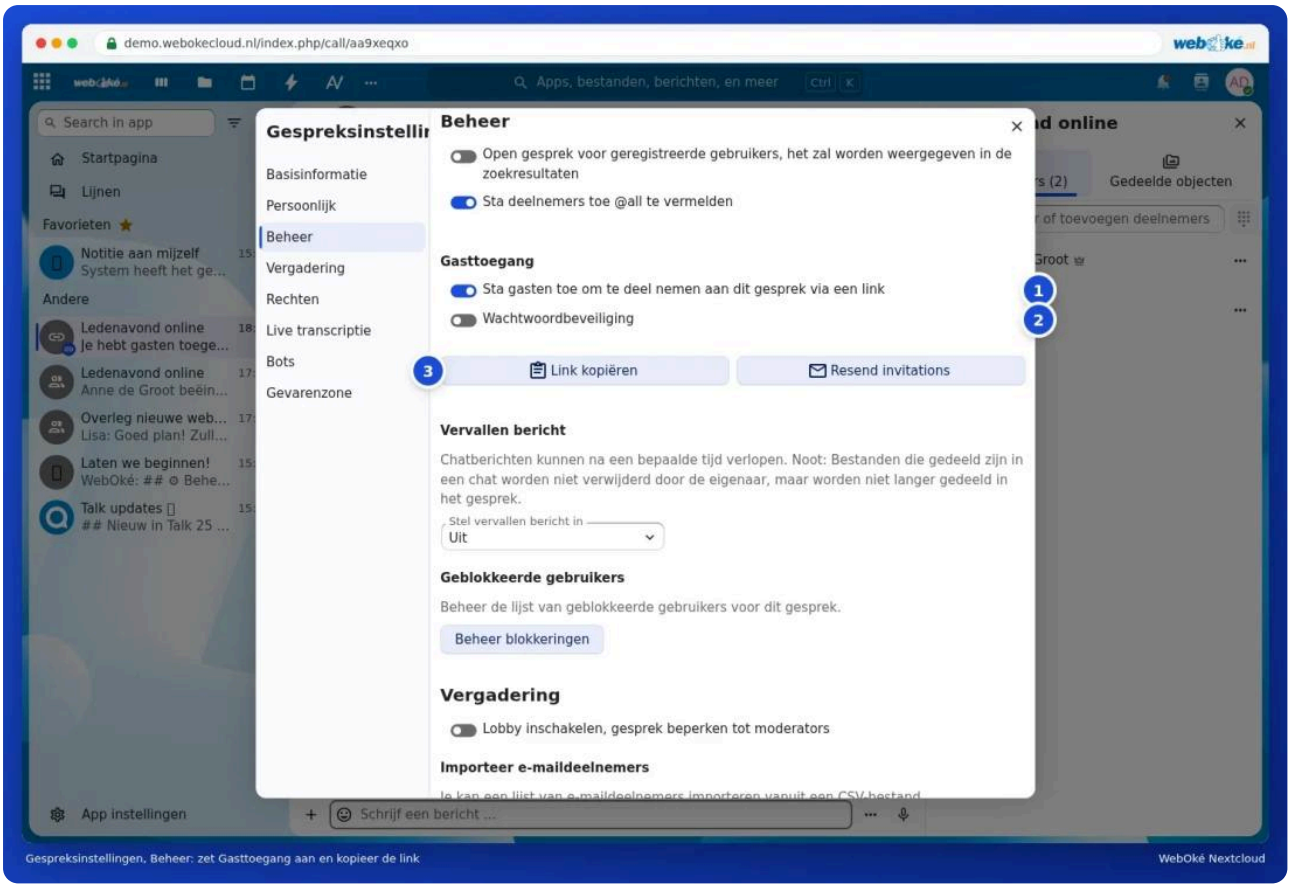
# 10.5 Inviting guests via a link (without an account)

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

Want to call someone who doesn't have an account in your Nextcloud, such as a customer, a volunteer or your doctor? Then turn on guest access and send a link. The guest joins via their browser and doesn't need to install anything.

## Turning on guest access

1. Open the conversation and click the three dots at the top. Choose **Conversation settings**.
2. Go to **Administration**.
3. Under **Guest access**, turn on the toggle **Allow guests to join this conversation via a link** (1).
4. If you want only people with a password to be able to join, also turn on **Password protection** (2) and enter a password. Send the password separately, for example by text message.
5. Click **Copy link** (3) and paste the link into an email or message to your guest.

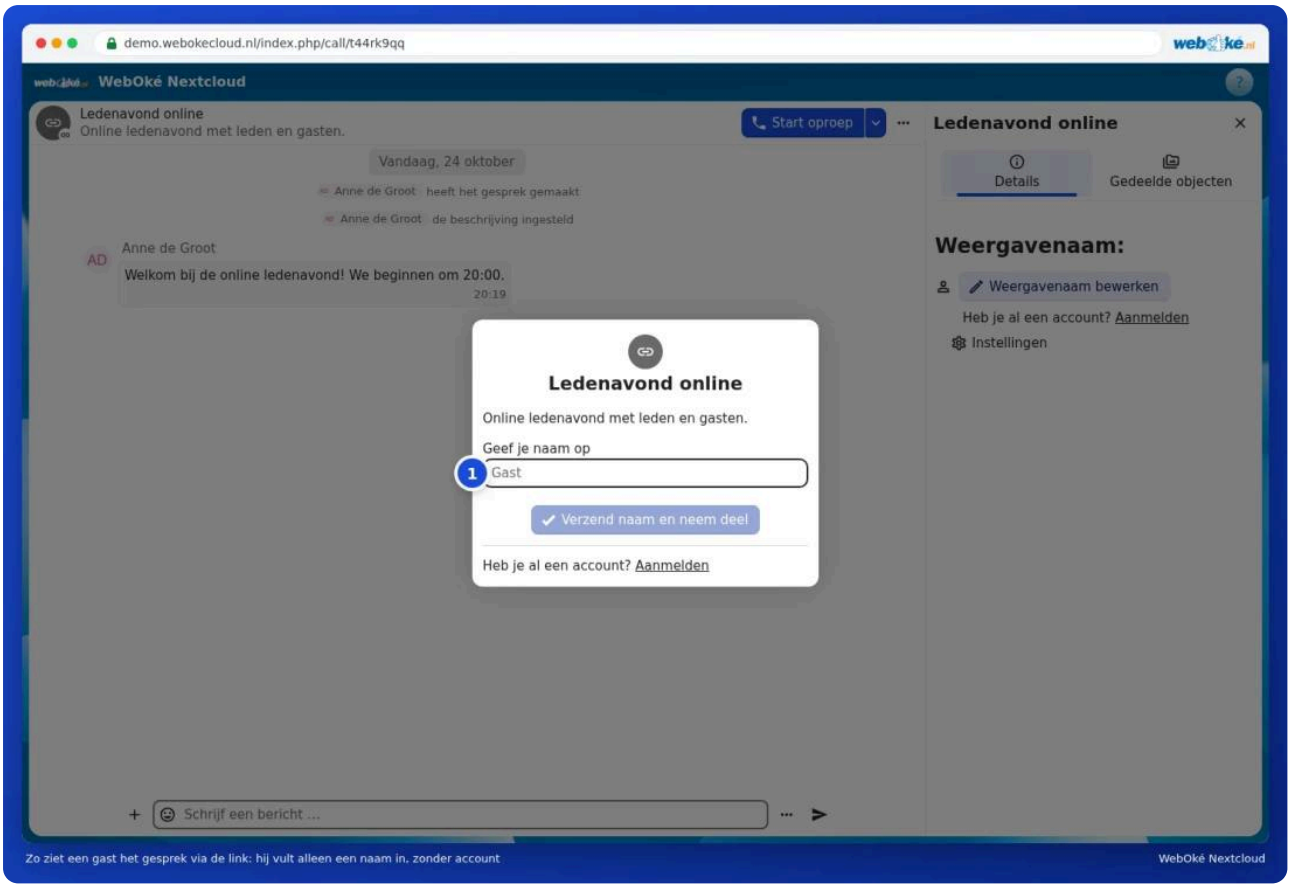



Turning on guest access and copying the link

**Tip:** the quickest way to create a meeting with a guest link is via the Home page of Talk: click **Start meeting now**, give the meeting a title and click **Create and copy link**.

## What the guest sees

The guest opens the link in their browser. They see the conversation and enter their name under **Enter your name** (1). Then they click **Submit name and join**. They can now chat and join the call. With **Edit display name** on the right, they can change their name later.




This is what a guest sees of the conversation

Guests use the browser on their computer or phone. The Talk app on the phone only works with your own account, so a guest simply opens the link in Safari or Chrome on their phone.

## Inviting guests by email

You can also type an email address in the search field next to the participants. Talk then sends that person an invitation with their own link. Use **Resend invitations** under **Guest access** to send the invitations again. If you have a long list, use **Import email participants** under **Meeting** with a CSV file.

## Staying safe with guests

- Anyone with the link can join. So only share it with the people you're expecting.
- For meetings with people from outside, use a lobby: guests then wait until you open the meeting. See Guests in a Talk meeting with a waiting room (lobby).
- Turn guest access off again afterwards, or create a new conversation for each meeting.
- You can remove an unwelcome guest via the three dots next to their name in the participant list. Under **Manage bans** you can see who you've blocked.

# 10.6 Sharing files and viewing them together in a conversation

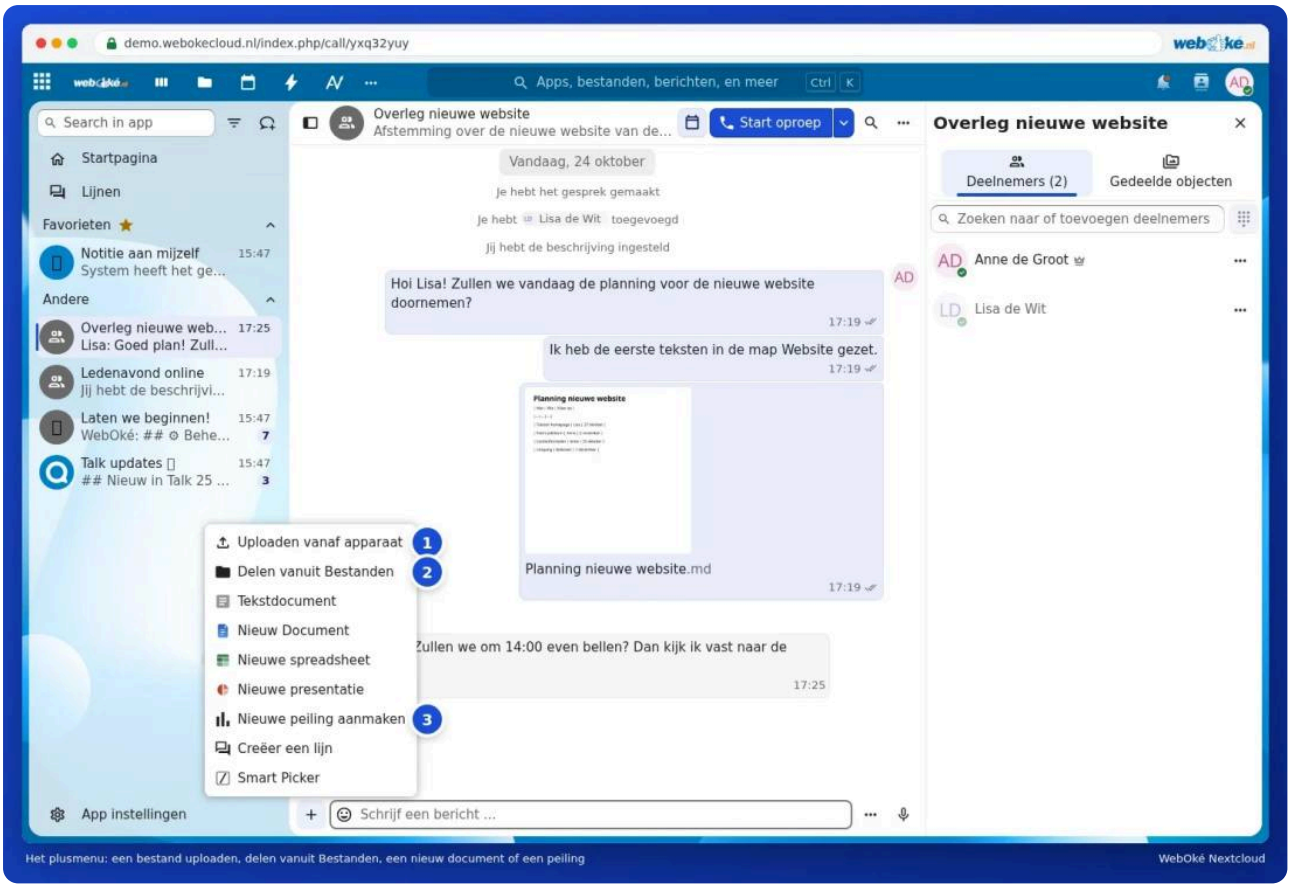
**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

Sharing a file in a conversation is more convenient than emailing it: everyone in the conversation can open it straight away, and it stays in your Nextcloud.

## Sharing a file

Click the plus icon to the left of the message field. You'll then see:

- **Upload from device** (1): a file from your computer or phone. You can also simply drag a file into the conversation.
- **Share from Files** (2): a file that's already in your Nextcloud.
- **Text document**, **New document**, **New spreadsheet** and **New presentation**: create a new file straight away and share it in the conversation. Documents, spreadsheets and presentations open in Euro-Office; only those with their own Office licence can edit them (see Assigning and ordering extra Office licences). You can read more about Euro-Office in the Euro-Office manual.
- **Create new poll** (3): ask a question with answers for participants to choose from, for example a date for the next meeting.



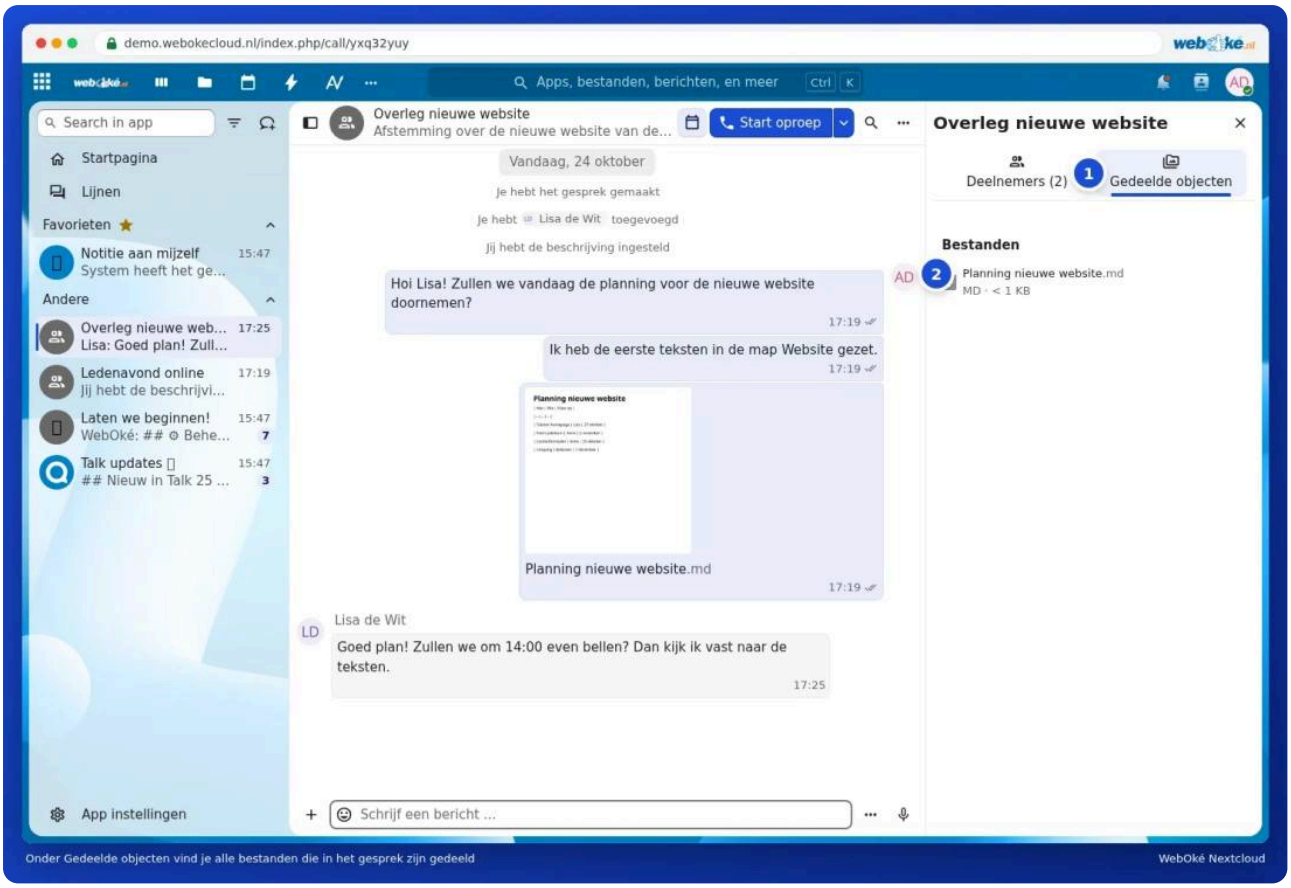

The plus menu next to the message field

## Where does an uploaded file end up?

If you upload a file in Talk, Nextcloud places it in your **Talk** folder in Files. There, it counts towards your storage. The others in the conversation receive the file as a share; it doesn't count towards their storage. See also Anyone using shared files uses your storage.

## Finding everything again: Shared items

Click **Shared items** (1) in the sidebar on the right. You'll then see all the files (2), links, polls and locations that have ever been shared in the conversation, without having to scroll through the chat.




Shared items in a conversation

## Viewing a document together

Click a shared file in the chat. It opens in your browser, next to the conversation. If you're in a call, the others stay in view while you view the file. All participants can edit a text file at the same time: you'll see each other's cursor. They can edit an Office document together in Euro-Office if they have their own Office licence.

**Tip:** sharing a file that you'll update later? The others will always see the latest version, because it remains a single file in your Nextcloud. If you want to stop sharing it, delete the message, or remove the share in Files (see Sharing with a user from your own Nextcloud).

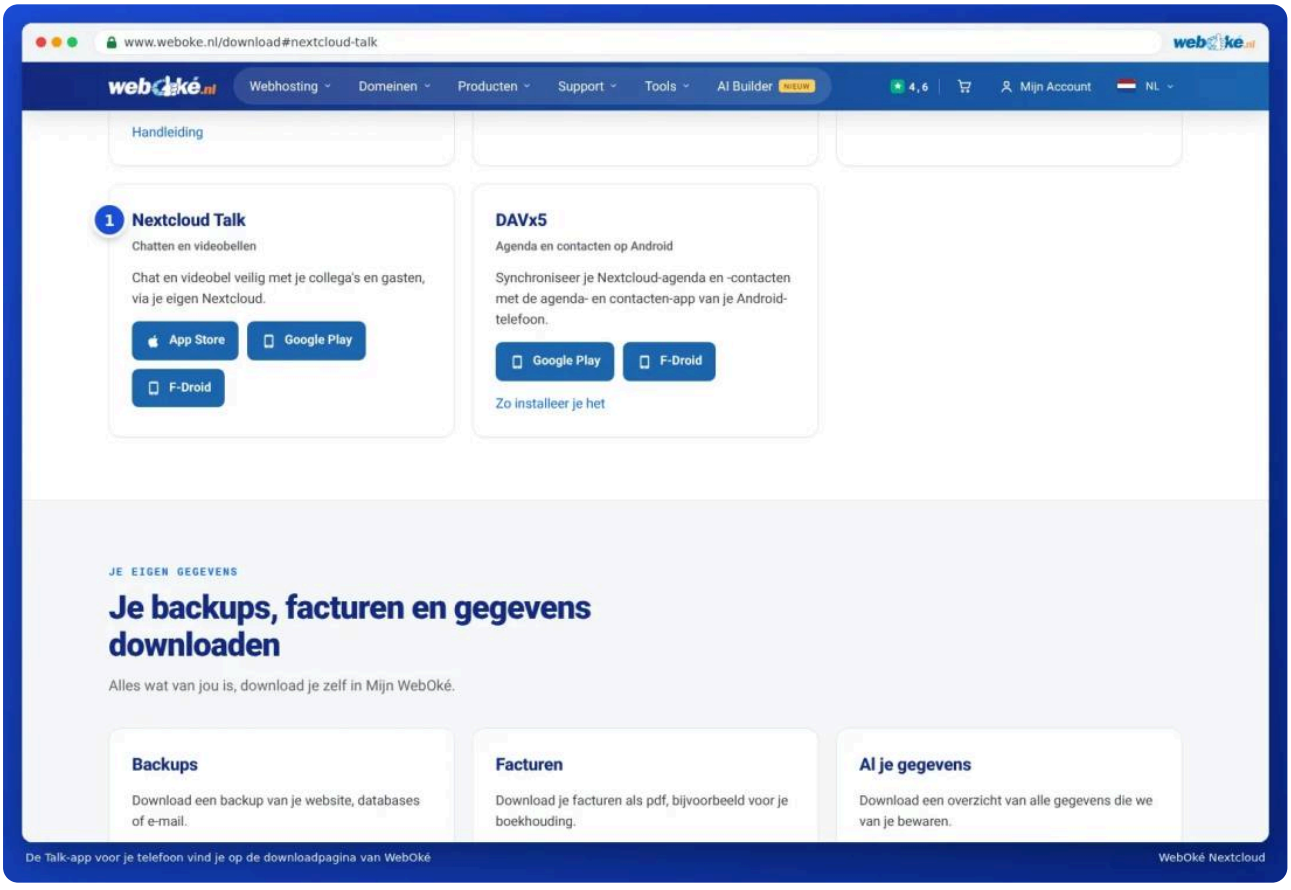
# 10.7 Talk on your phone and notifications

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as there's at least one Office Suite licence on your package. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

With the **Nextcloud Talk** app, you can chat and call on the go too. You'll get a notification when someone sends you a message or calls you.

## Installing the app

You'll find the app on the WebOké download page under **Nextcloud Talk** (1), with buttons for the App store, Google Play and F-Droid: www.weboke.nl/download. Or search for **Nextcloud Talk** in your phone's store. Always download it from the official store.




Nextcloud Talk on the download page

## Logging in to the app

1. Open the app and enter the address of your Nextcloud, for example **yourname.webokecloud.nl**.
2. The app opens a login screen for your Nextcloud. Log in with your username and password and enter the code from the email or your authenticator app.

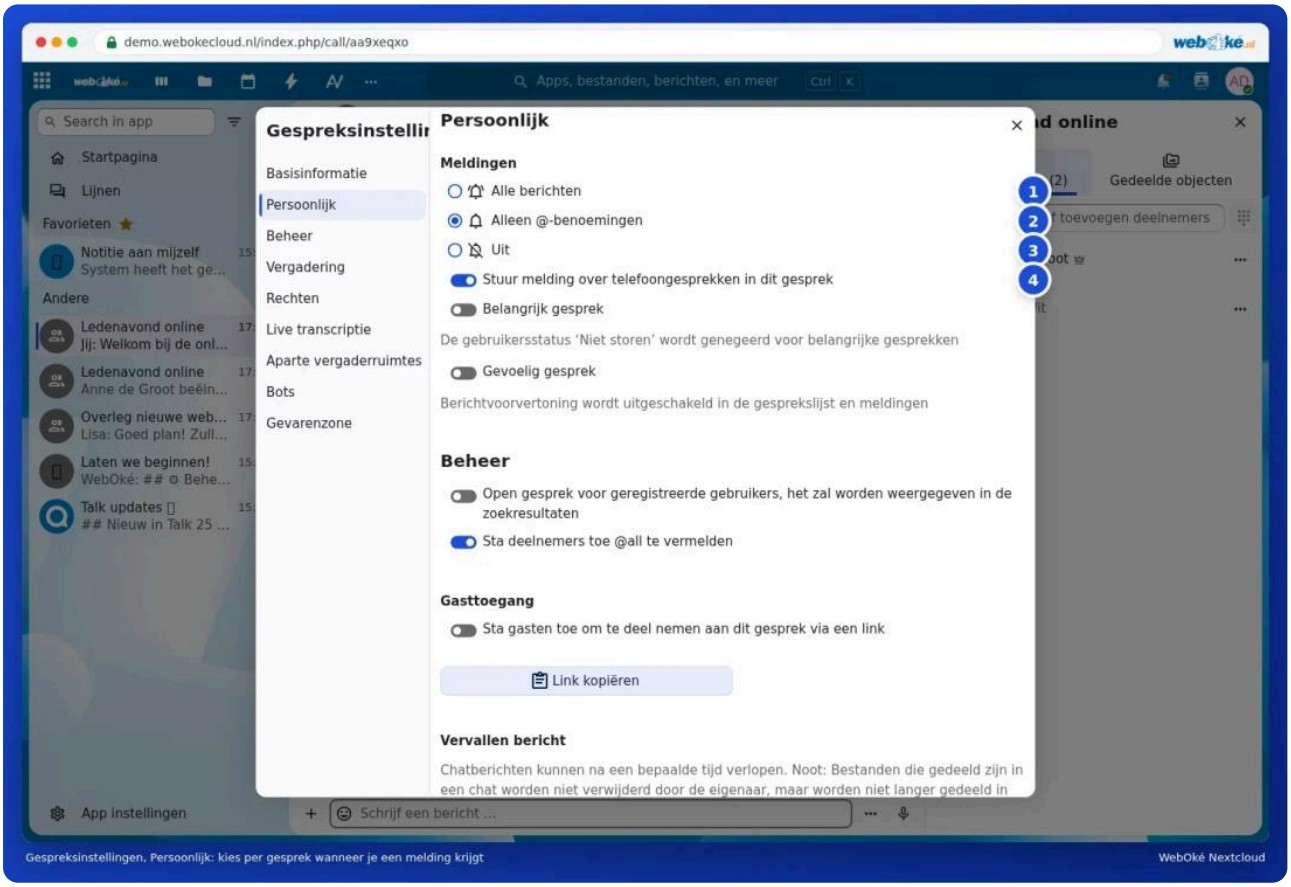
3. Grant the app access. You don't need to create an app password; the app handles that itself.
4. Allow notifications if the app asks for them.

If you already have the regular Nextcloud app on Android, the Talk app can use that account. Read more about apps on your phone in Which apps do you need on your phone and tablet? and Talk, Notes and Deck on your phone.

## Setting up notifications per conversation

You decide for each conversation when you get a notification. Open the conversation, click the three dots, choose **Conversation settings** and go to **Personal**.

1. **All messages** (1): a notification for every new message. Default in a one-to-one conversation.
2. **Only @-mentions** (2): only when someone mentions you. Default in a group conversation.
3. **Off** (3): no notifications from this conversation.
4. **Notify about calls in this conversation** (4): your phone will ring when a call starts.




Notifications per conversation

If you set a conversation to **Important conversation**, you'll still get notifications even if your status is set to Do not disturb. **Sensitive conversation** hides the content of

messages in the list and in notifications, handy if others can see your screen. Read about setting your status in Setting your status: online, away or do not disturb.

## No notifications on your phone?

- Check your phone's settings to see if notifications are turned on for Nextcloud Talk.
- On Android: turn off battery optimisation for the app (set battery to **Unlimited**). Otherwise Android stops the app running in the background.
- Check that the conversation isn't set to **Off** or **Only @-mentions**.
- If nothing helps, remove the account in the app and add it again.

## 10.8 Camera or microphone not working, or the call button is greyed out

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Talk, even users without their own licence. If you don't have Office, you won't see Talk in the menu. See Which apps are included in my package?.

Talk uses the camera and microphone through your browser or the app. If something isn't working, it's almost always down to a permission on your computer or phone. Work through this list from top to bottom.

### Checklist

| What you see | What to do |
|---|---|
| You don't see Talk in the menu at all | Talk is only included in packages with Office. See Which apps are included in my package?. If you do have Office, log out and log back in. |
| The **Start call** button is greyed out | A moderator has restricted the conversation's permissions, or a lobby is switched on. Ask the moderator to give you permission or let you in. If that's not the case, reopen the conversation (refresh the page with F5). |
| The browser doesn't ask for permission, or you accidentally clicked Block | Click the padlock or settings icon on the left of the address bar. Set **Camera** and **Microphone** to Allow and refresh the page. |
| No picture or sound on Windows | Go to **Settings**, **Privacy & security**, **Camera** and then **Microphone**. Turn on access for apps and for your browser. |
| No picture or sound on the Mac | Go to **System Settings**, **Privacy & Security**, **Camera** and **Microphone** and turn your browser on. Then restart the browser. |
| The camera is in use | Close other programs using the camera, such as Teams, Zoom or a second tab with Talk open. |
| Wrong microphone or headset | Choose the right device via **Check devices** on the Home page of Talk, or via the three dots during the call. |
| Others can't hear you | Check that your microphone in Talk isn't switched off (crossed-out microphone icon). Press M to turn it on. |
| Picture stutters or drops out | Turn off your camera or close other programs using the internet. Use a cable if possible, or sit close to your wifi router. |
| Notice that your browser isn't fully supported | Use the latest version of Chrome, Edge, Firefox or Safari. |

| | |
|---|---|
| No sound or picture on the phone | Give the Talk app access to the camera and microphone in your phone's settings (under the app). |

## Testing without disturbing anyone

On the Home page of Talk, click **Check devices**. If you can see yourself and the microphone bar moves when you speak, it's working. Use **Test** to hear a sound through your speaker.

## Still not working?

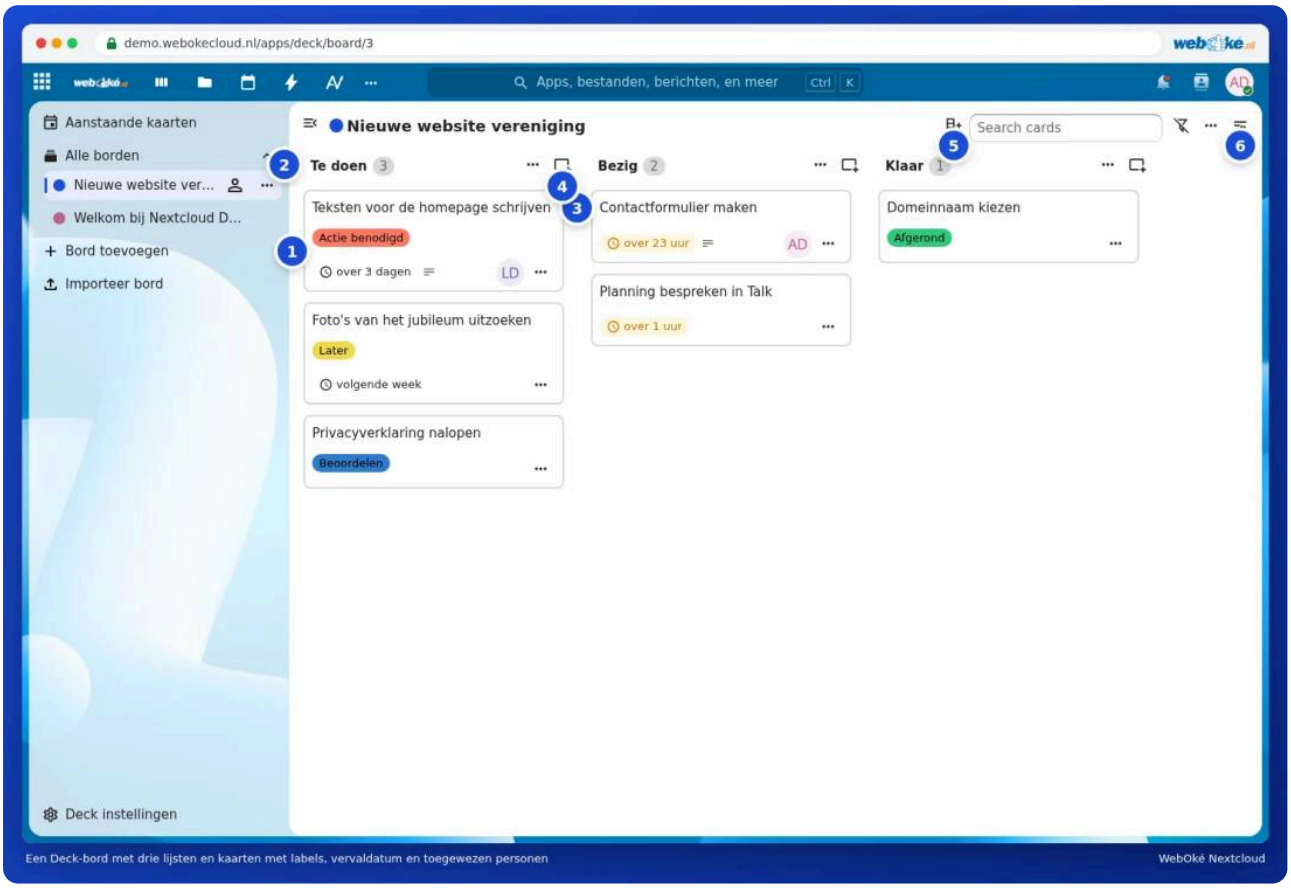
Try a different browser or your phone with the Talk app. If it works there, the problem lies in your computer's settings. If it doesn't work anywhere, contact WebOké via a ticket or the AI assistant in My WebOké. Tell us your Nextcloud address, the name of the conversation, the time and which browser you're using. See How to report a problem to WebOké.

11

# Organising: Deck, Notes, Forms, Collectives, Tables

# 11.1 Deck: boards, lists and cards, and using them together

Deck is a task board, also known as a kanban board. You create a **board** for a project, with **lists** such as To Do, In Progress and Done. Each task is a **card** that you move from list to list. This way, you can see at a glance who's doing what and what still needs to happen. Deck is included in every WebOké package.




A Deck board with lists and cards

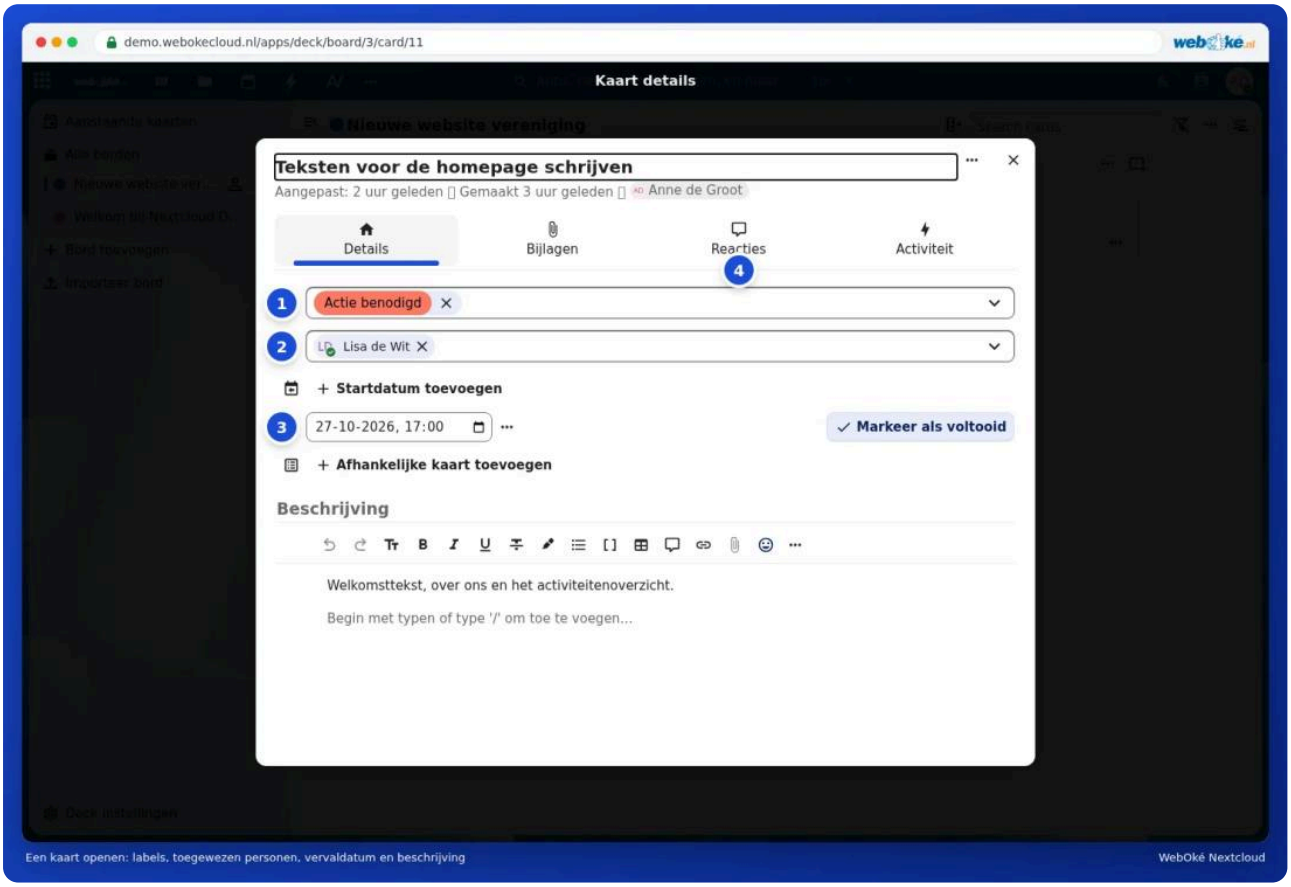
## The Deck screen

1. Your boards are on the left. Use **Add board** (1) to create a new board: give it a name and a colour.
2. Each column is a list (2). The number after the name is the number of cards.
3. A card (3) shows the title, tags, the due date and who's working on it. A small icon means there's a description, attachment or comment attached to it.
4. Use the card with a plus sign (4) at the top of a list to add a card. Type the title and press `Enter`.
5. Use **Add List** (5) to create a new column.
6. Use **Open details** (6) to open the board's sidebar, to share the board and manage tags.

You move a card by dragging it with the mouse to another list or place. You can also drag lists to change their order. Use **Search cards** at the top right to search all cards on the board, and use the funnel icon to filter by tag, person or due date.

## Filling in a card

Click a card. The card opens in a window with the tabs **Details**, **Attachments**, **Comments** and **Activity**.



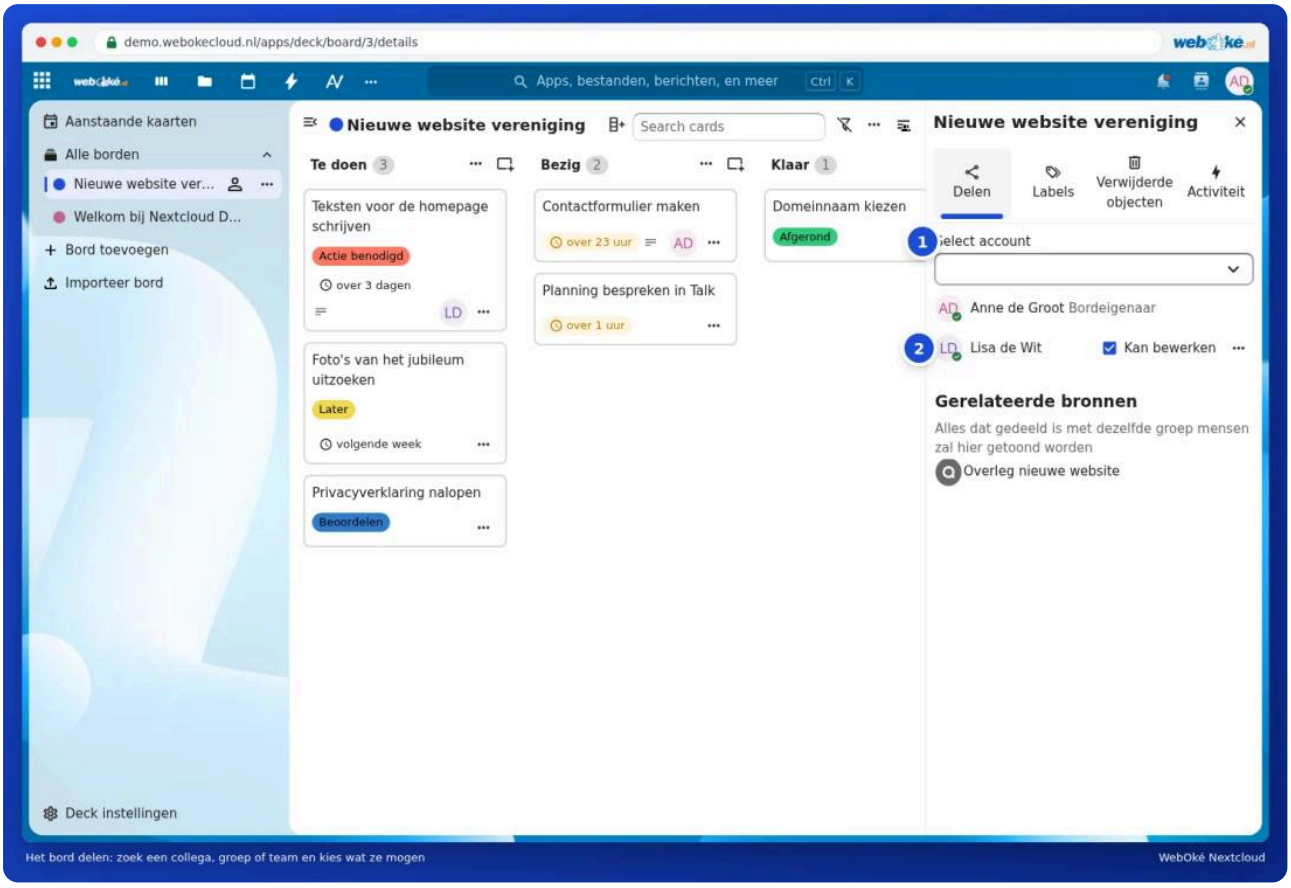

A card with all the details

1. **Tags** (1): colours to group cards. By default there are Finished, To review, Action needed and Later. You create your own tags in the board's sidebar.
2. **Assign** (2): choose who takes on the task. That person receives a notification.
3. **Due date** (3): the deadline. Use **Add start date** to also set a start. Use **Mark as done** to tick off the card.
4. Under **Comments** (4) you discuss the task, and under **Attachments** you add files. Type a description in the large field; you can use formatting, lists and checkboxes.

## Sharing a board with others

1. Click **Open details** at the top right. The board's sidebar opens on the **Share** tab.
2. Click the field under **Select account** (1) and type the name of a colleague, a group or a team. Click the name.

3. Choose what each person (2) is allowed to do. With **Can edit** they can create and change cards. Use the three dots to also give the right to share or manage the board (lists and tags), or to remove someone again.

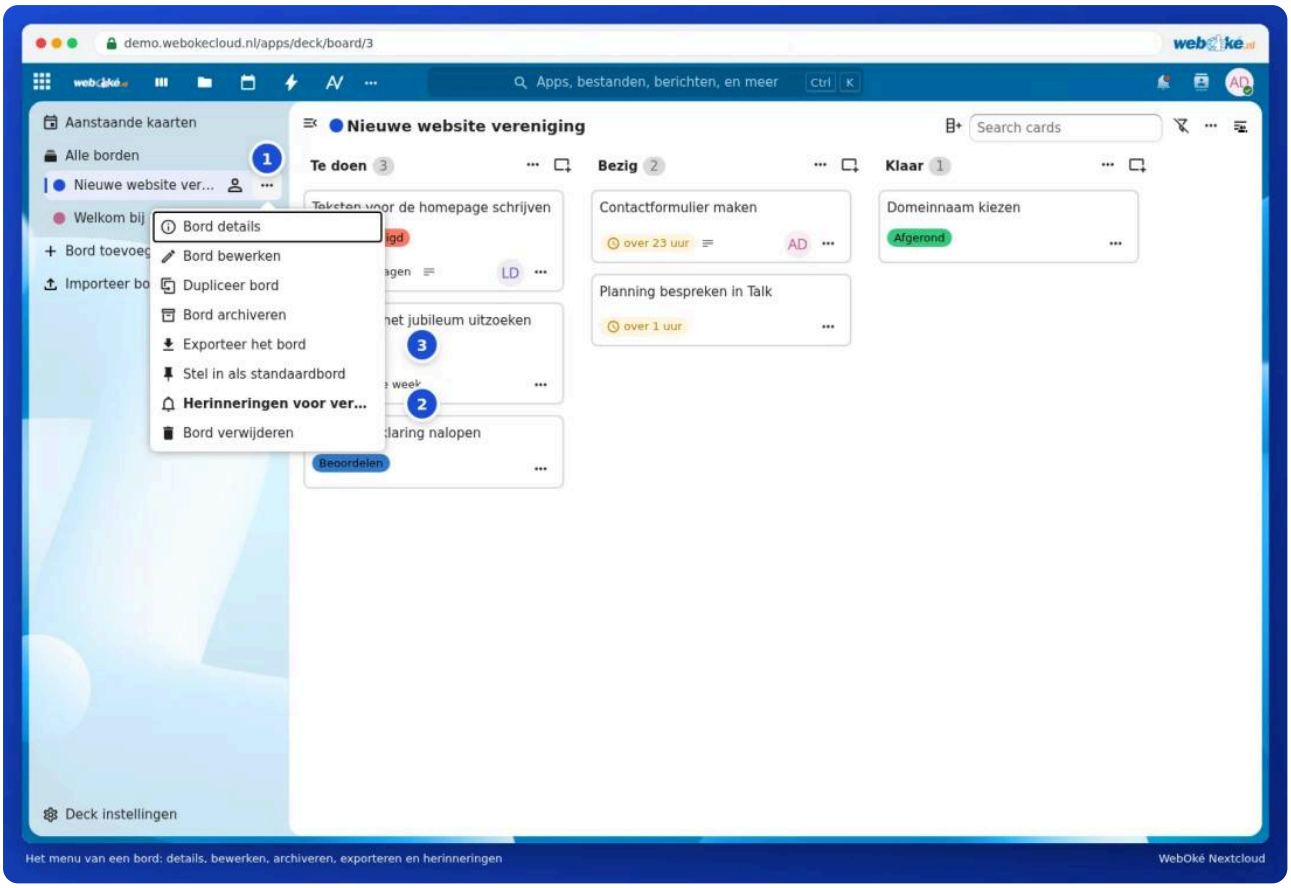



Sharing a board

In the same sidebar, you manage the board's **Tags** and find deleted lists and cards under **Deleted items**. Everyone you share the board with sees it in their own Deck under **All boards**. You can't share with people without an account in Deck; use a shared folder or Talk with a guest link for that instead.

## The board menu

Click the three dots next to a board on the left (1). You can edit, clone, archive or delete the board. Use **Due date reminders** (2) to choose whether you get a notification for cards that are about to expire. **Export board** (3) creates a file of the entire board, as a backup or to import it into another Nextcloud using **Import board**.




The board menu

## All your deadlines in one place

Under **Upcoming cards** are the cards with a due date from all your boards, divided into Expired, Today, Tomorrow, Next 7 days and Later. You can read how to add those cards to your Calendar or Dashboard in Using the Dashboard and apps together and A Deck board with deadlines in your calendar.

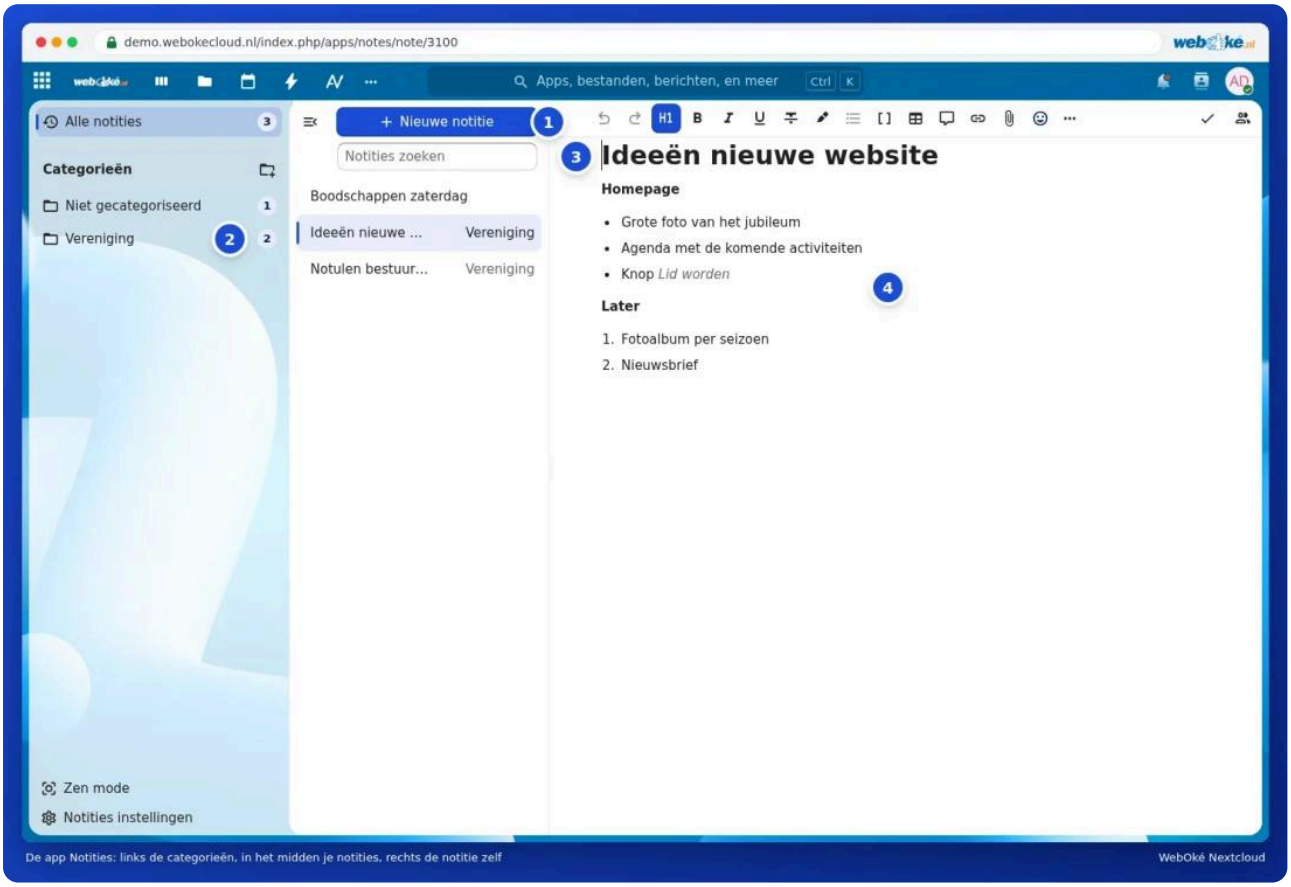
## Deck on your phone

On Android, you can use the **Nextcloud Deck** app, a community app. You log in with your Nextcloud address, just as with the Nextcloud app. On the iPhone and iPad, you use Deck in the browser. See also Talk, Notes and Deck on your phone.

**Tip:** a board is also handy at home: a shopping board, a DIY board for renovations, or a board with the kids' chores.

# 11.2 Creating notes and using them on your phone

With the Notes app you can quickly jot something down: a shopping list, ideas, minutes. Your notes are stored in your own Nextcloud and are always the same on your phone and computer. Notes is included in every WebOké package.




The Notes app

## Creating a note

1. Open **Notes** from the app menu.
2. Click **New note** (1).
3. Type your text (4). The first line becomes the title of the note. Saving happens automatically.

You can use formatting: bold, headings, lists and checkboxes. For example, type - and a space for a bullet list, or # and a space for a heading. The buttons at the top do the same thing. To see what's possible, click **Create a sample note with Markdown** on the Notes home page.

## Organising with categories

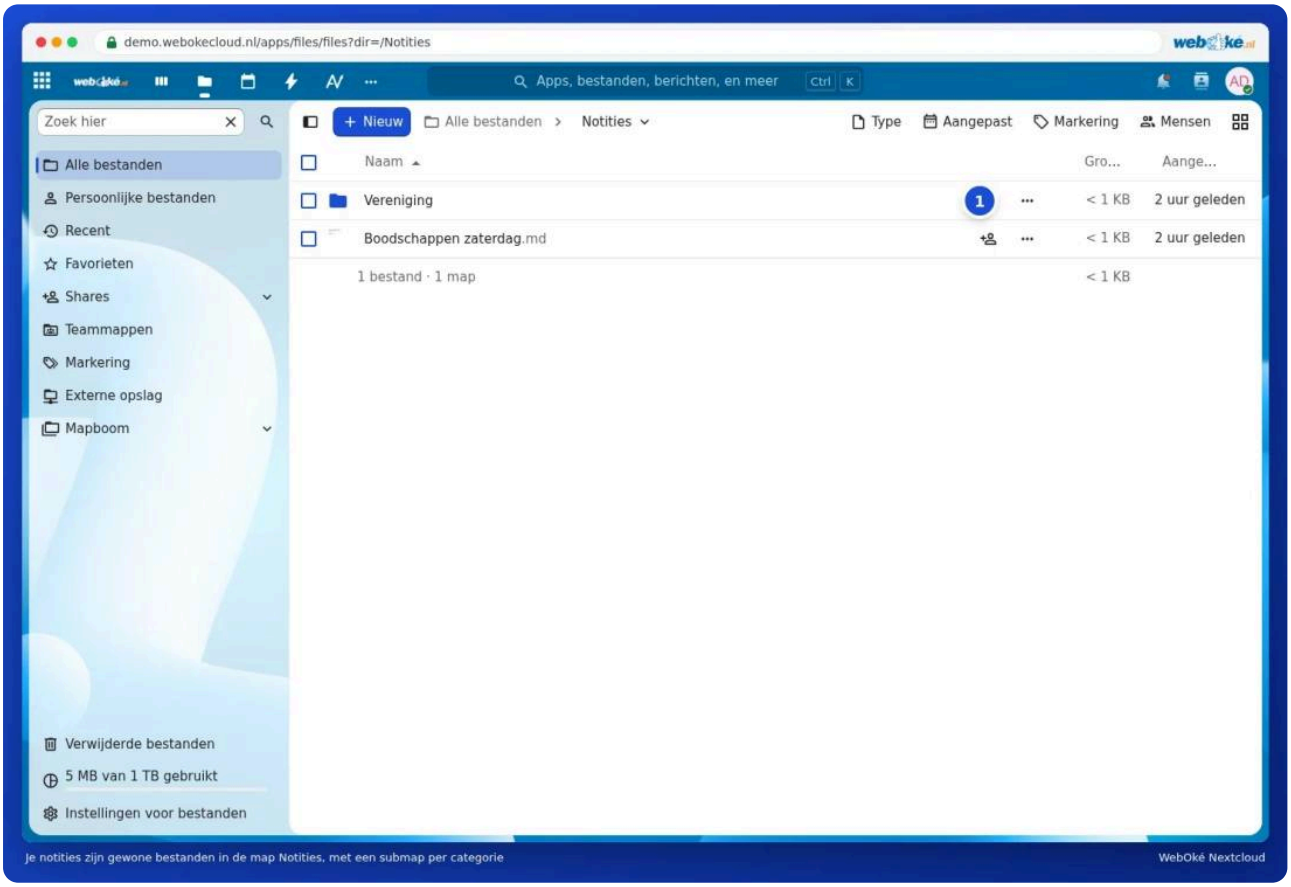
Your categories (2) are shown on the left, like folders. The folder icon with a plus sign next to **Categories** creates a new category. You put a note into a category using the three dots next to the note in the list and **Change category**. **All notes** shows everything; **Uncategorised** shows notes without a category.

Use the **Search for notes** field (3) to quickly find a note. Use the same three dots to choose **Add to favourites**; favourites appear at the top.

**Tip: Zen mode** in the bottom left hides everything except your text. Handy for writing without distractions.

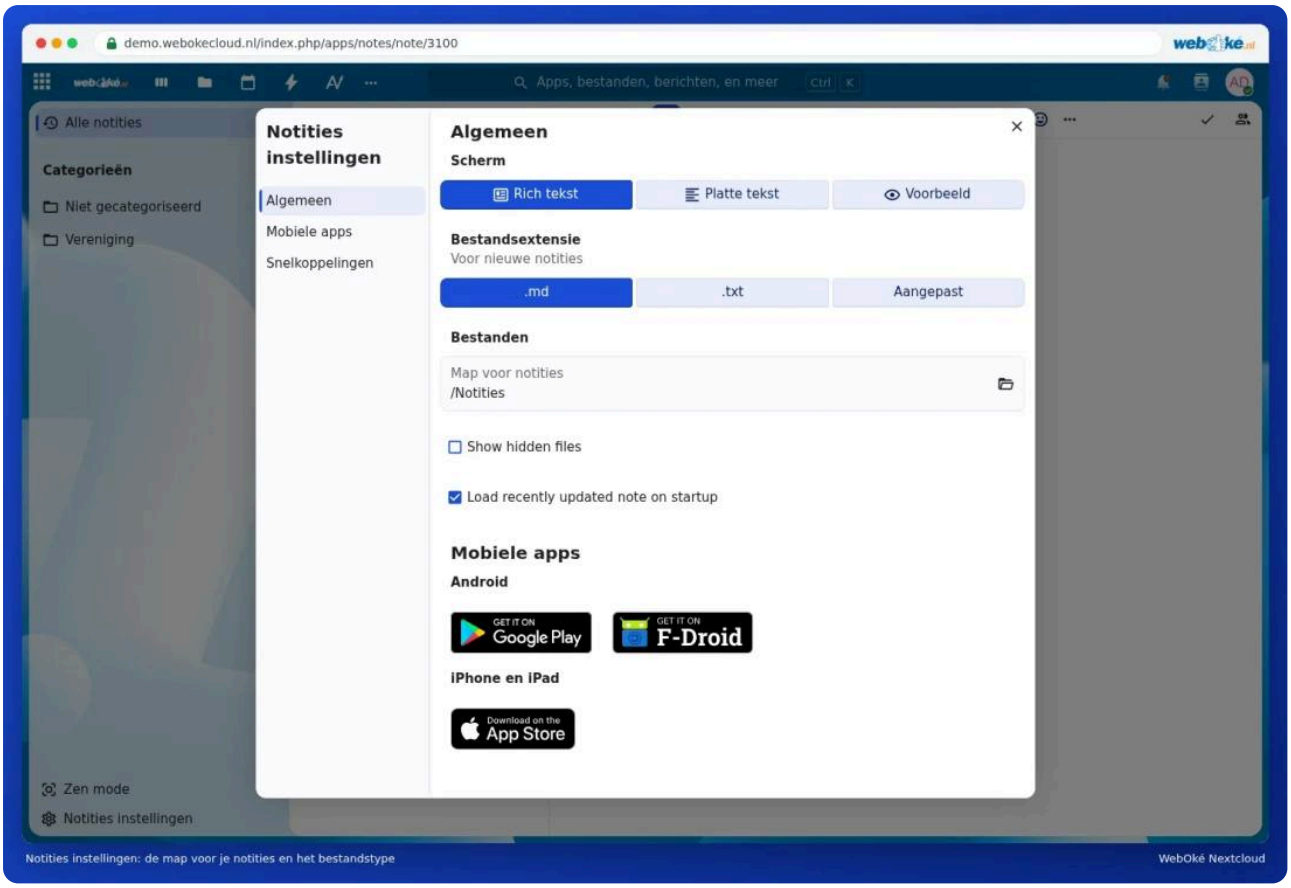
## Where are your notes stored?

Each note is a plain text file (.md or .txt) in the **Notes** folder in Files. Each category is a subfolder, such as **Union** (1). This means you can also share notes, restore them from Deleted files, or revert to an older version, just like with other files. See Recovering a deleted file from Deleted files and Restoring an older version and naming versions.




Notes as files in the Notes folder

Under **Notes settings** in the bottom left, you can choose how you view your notes (**Rich text**, **Plain text** or **Preview**), whether new notes become .md or .txt files, and which folder they're stored in (**Notes folder**).




Notes settings

## Notes on your phone

Install the **Nextcloud Notes** app. Under **Notes settings**, **Mobile apps**, you'll find buttons to Google Play and F-Droid (Android) and the App store (iPhone and iPad).

1. Open the app and choose to log in with your Nextcloud.
2. Enter your Nextcloud's address. On Android, you can also select the Nextcloud app's account if it's already set up on your phone.
3. Log in with your username and password and the code from the e-mail or your authenticator app. You don't need to create an app password.

Your notes appear in the app straight away. Anything you write on your phone appears in the browser within a few seconds, and vice versa. You can also write without an internet connection; the app will sync as soon as you're back online. More about apps on your phone in Talk, Notes and Deck on your phone.

**Please note:** don't edit the same note on two devices at once without an internet connection. If you do, Nextcloud won't be able to tell which version is correct. If needed, restore an older version via Files.

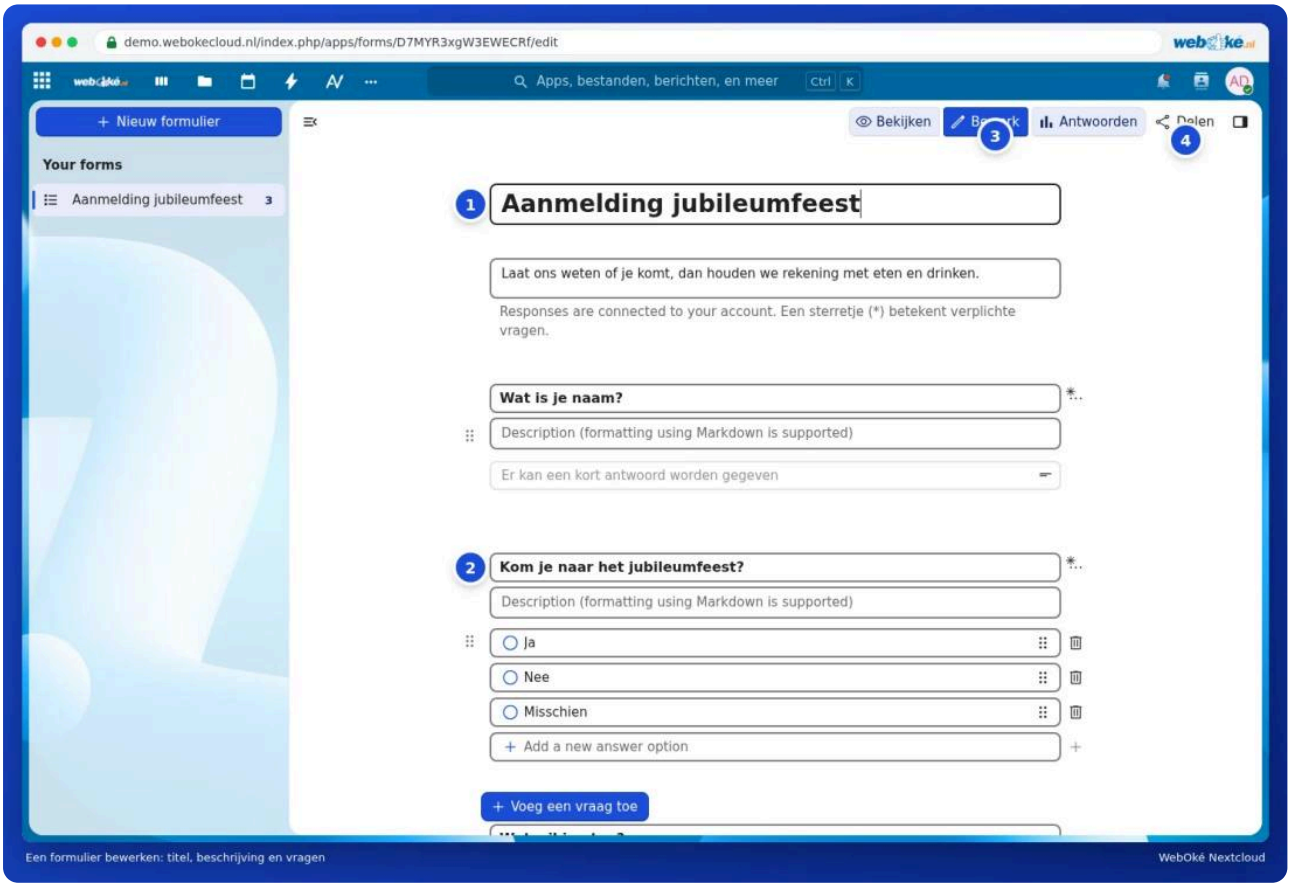
# 11.3 Creating and sharing forms and surveys, and viewing the responses

**Available in packages with Office.** Forms is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Forms. See Which apps are included in my package?.

With Forms, you create a survey, a sign-up form or a poll, just like with Google Forms or Microsoft Forms. But the responses stay in your own Nextcloud. You share the form with people in your Nextcloud or with everyone via a link.

## Creating a form

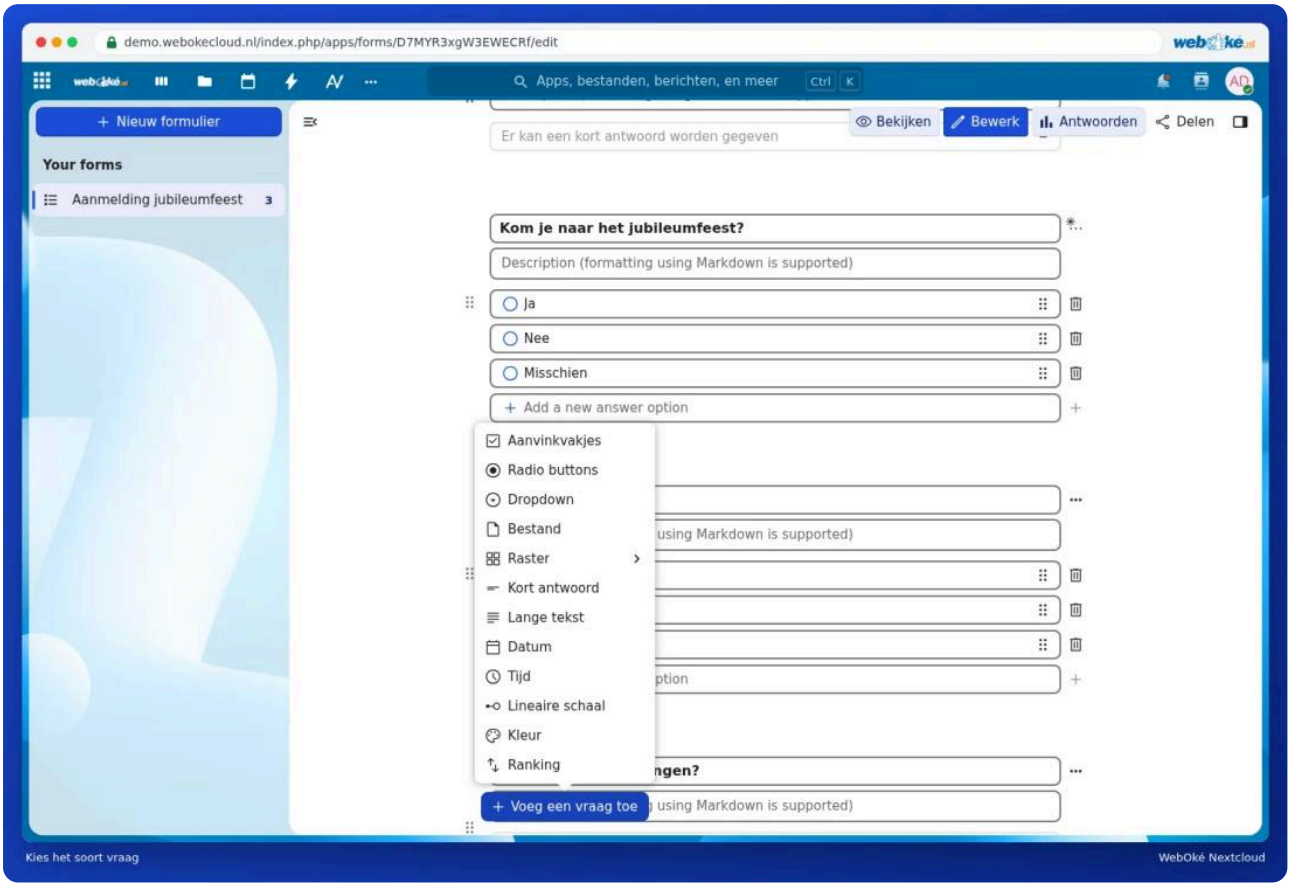
1. Open **Forms** from the app menu and click **New form**. The form opens straight away in **Edit** mode (3).
2. Type the title at the top (1) and, if you like, a description.
3. Click **Add a question** and choose the type of question. Type the question (2) and, for multiple-choice questions, the answers. Use the menu to the right of the question to make it required; required questions get an asterisk.
4. Use **View** to see the form as the person filling it in will see it. Use **Share** (4) to send it round.




Editing a form

Saving happens automatically. You move a question using the handle (the dots) to the left of the question.

## Types of questions




Choose the type of question

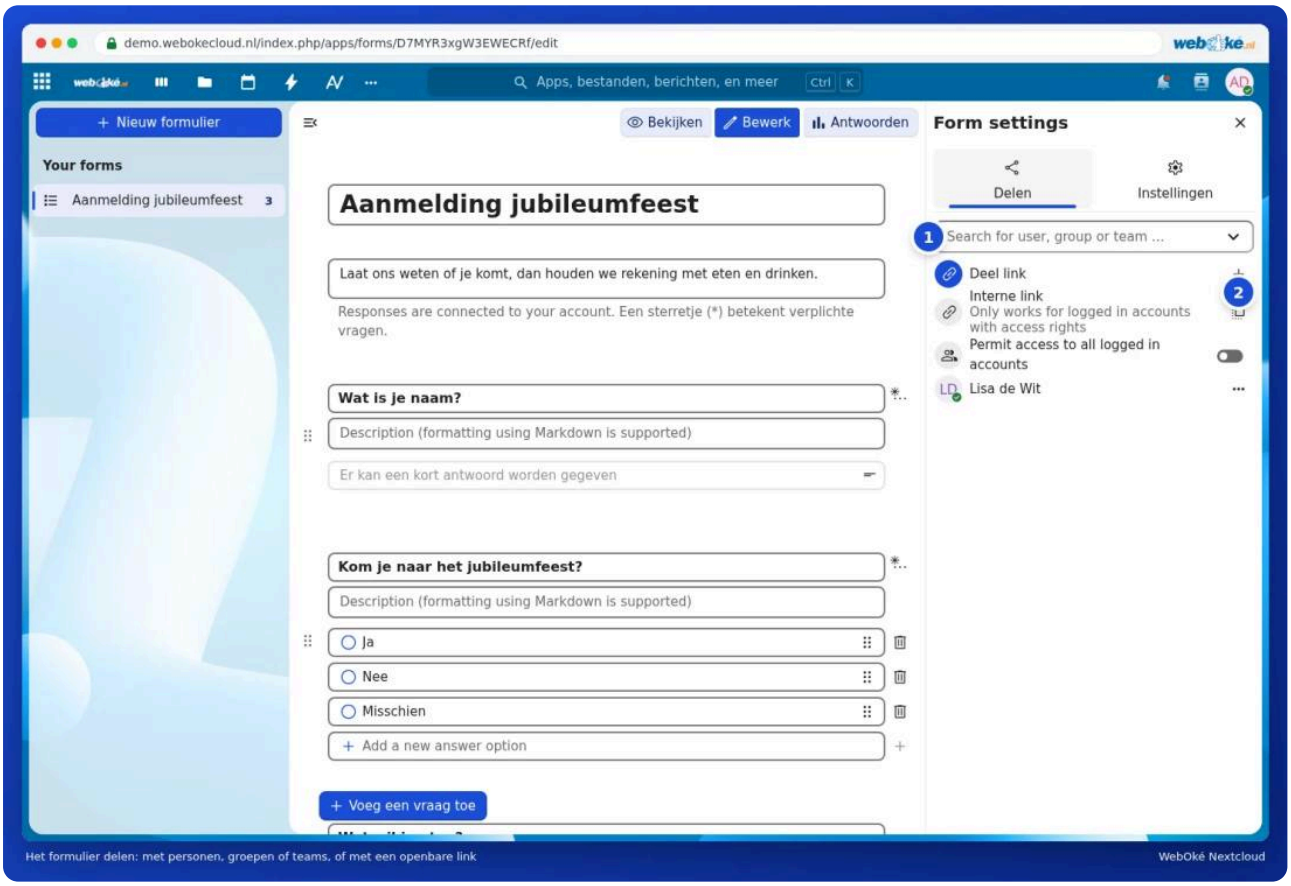
| Type | Use |
|---|---|
| Radio buttons | Choose exactly one answer, for example Yes, No or Maybe |
| Checkboxes | Tick multiple answers |
| Dropdown | One answer from a long list |
| Short answer | A name, phone number or email address |
| Long text | Comments or an explanation |
| Date, Time | For example a date of birth, a preferred day or a time |
| Linear scale | Give a score, for example from 1 to 5 |
| Grid | Multiple questions with the same answers in a table |
| Ranking | Put answers in order |
| File | The person filling in the form sends in a file |

| | |
|---|---|
| Colour | The person filling in the form picks a colour |

## Sharing the form

Click **Share** in the top right. The sidebar opens on the right with the **Share** and **Settings** tabs.

- Type the name of a person, group or team from your Nextcloud in the search field (1) to share the form with them.
- Click the plus icon next to **Share link** (2) to create a public link. Anyone can then fill in the form, even without an account. Copy the link and put it in an email, newsletter or on your website.
- The **Internal link** only works for people who already have access in your Nextcloud.




Sharing a form

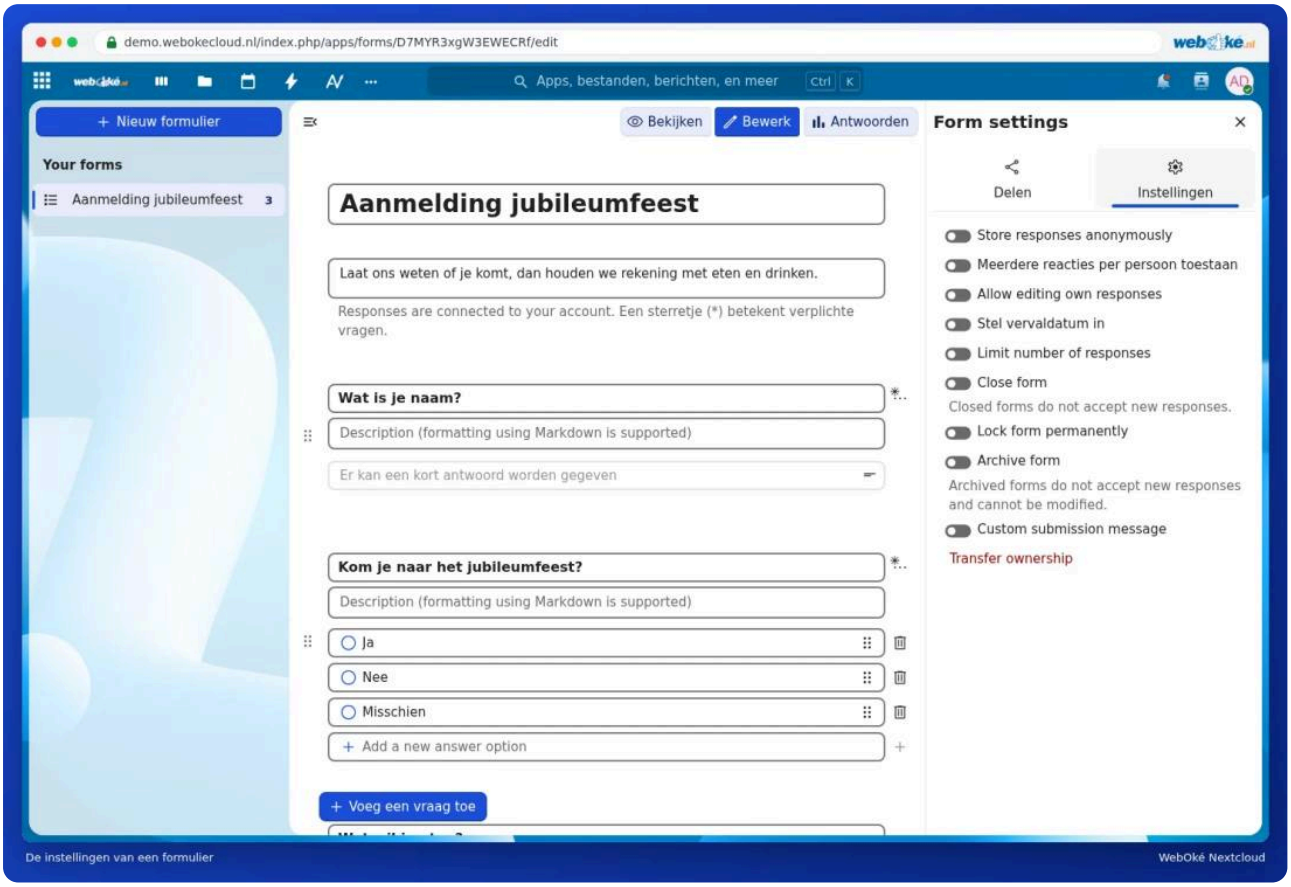
## Form settings

On the **Settings** tab, you decide, among other things:

- whether the responses are stored anonymously;
- whether someone may fill in the form more than once (**Allow multiple responses per person**) and may change their answer later;
- until when the form stays open (**Set expiration date**) and the maximum number of responses allowed;

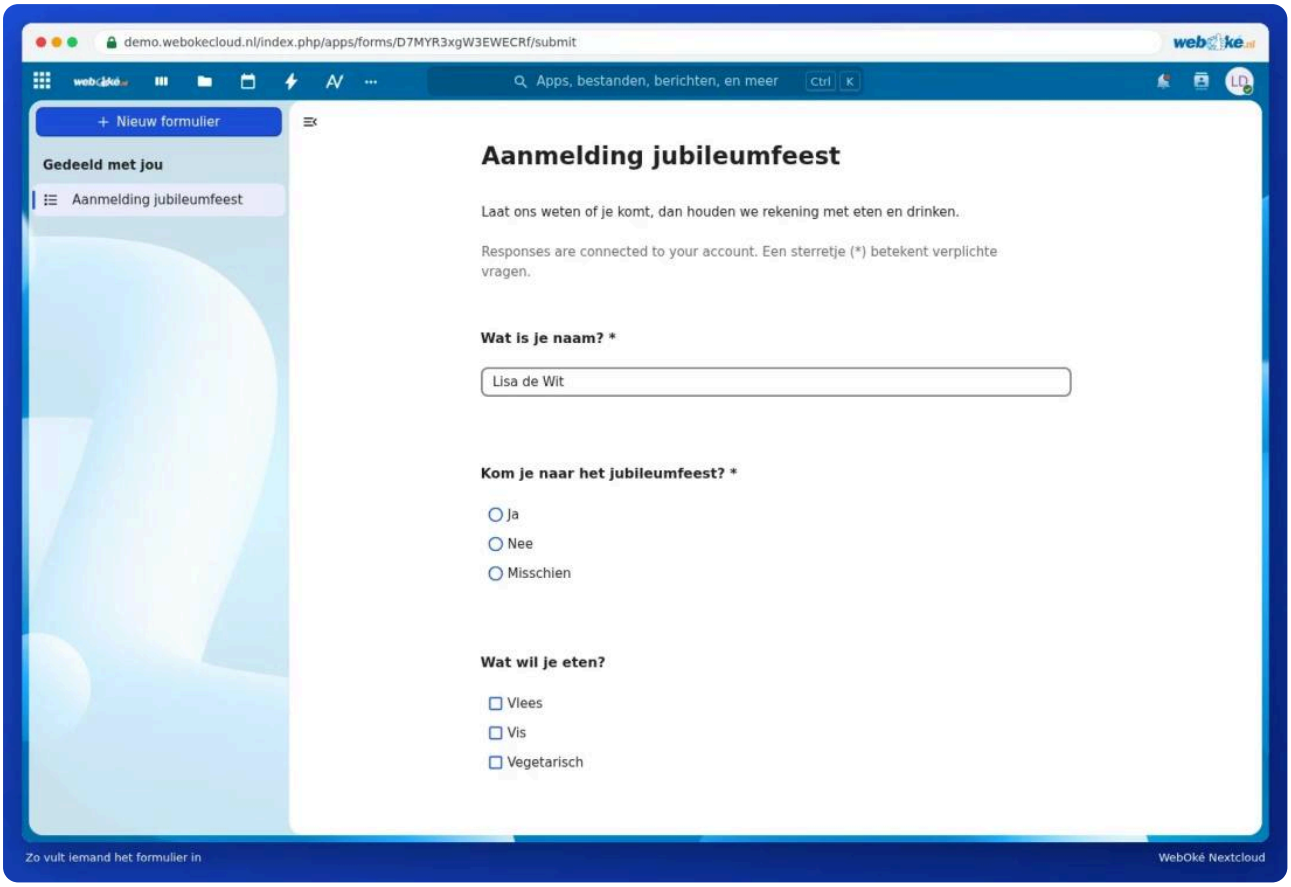
- whether the form is closed or archived, and what thank-you message the person filling it in sees.

Most of these settings are still shown in English (for example **Store responses anonymously** and **Close form**); that comes from Nextcloud itself.




The settings of a form

## What the person filling in the form sees

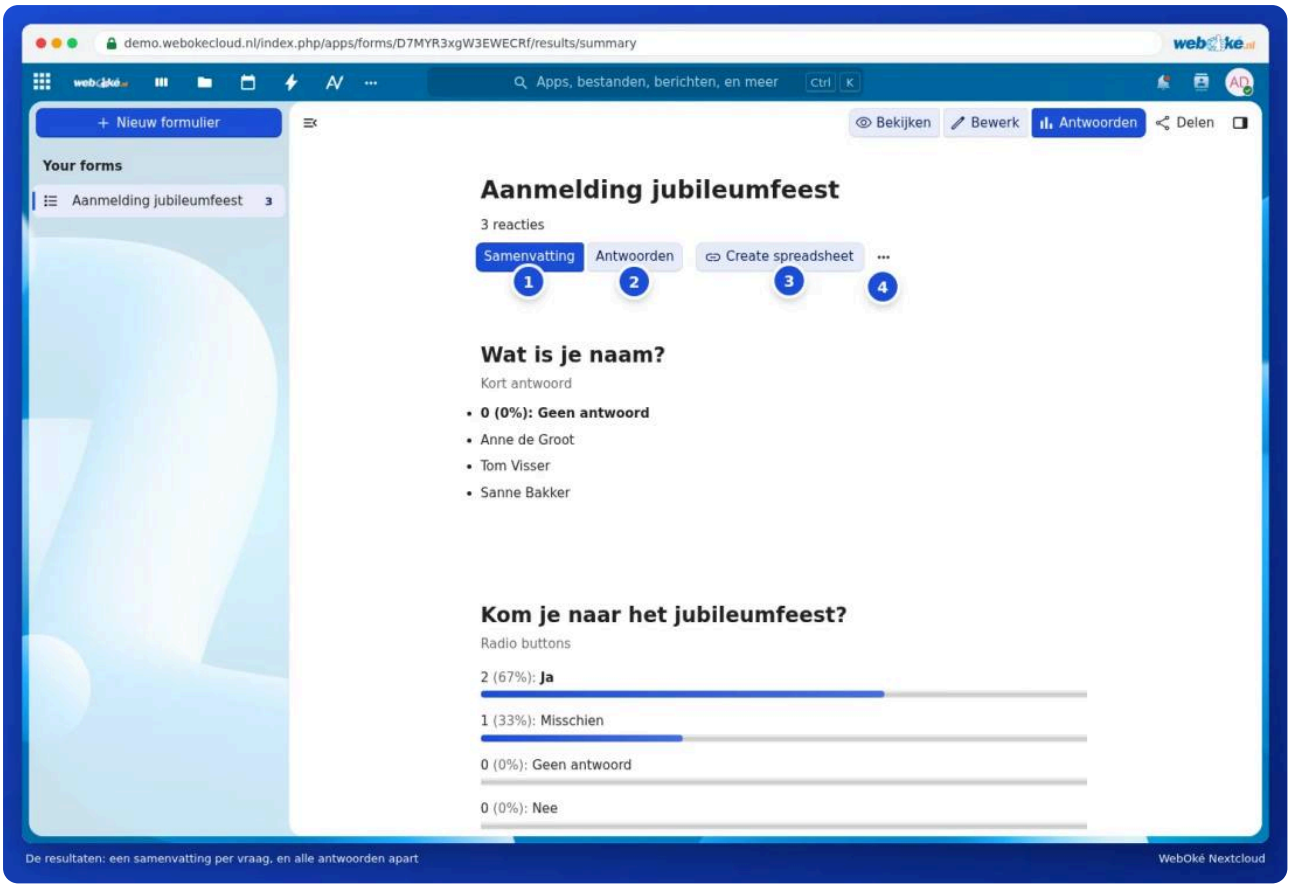



Filling in a form

The person filling in the form answers the questions and clicks **Submit** at the bottom. **Clear form** empties everything again.

## Viewing the responses

Open the form and choose **Answers** at the top. Under **Summary** (1) you see, for each question, how many people chose what, with percentages. Under **Answers** (2) you see all the submissions listed separately. Use **Create spreadsheet** (3) to put all the responses into a spreadsheet in your Nextcloud; the three dots (4) show more options. Read A survey with the answers straight into a spreadsheet to find out how that works.




The responses to a form

**Please note:** are you asking for personal data, such as name, address or phone number? Only ask for what you really need, explain what you'll use it for, and delete the responses once you no longer need them.

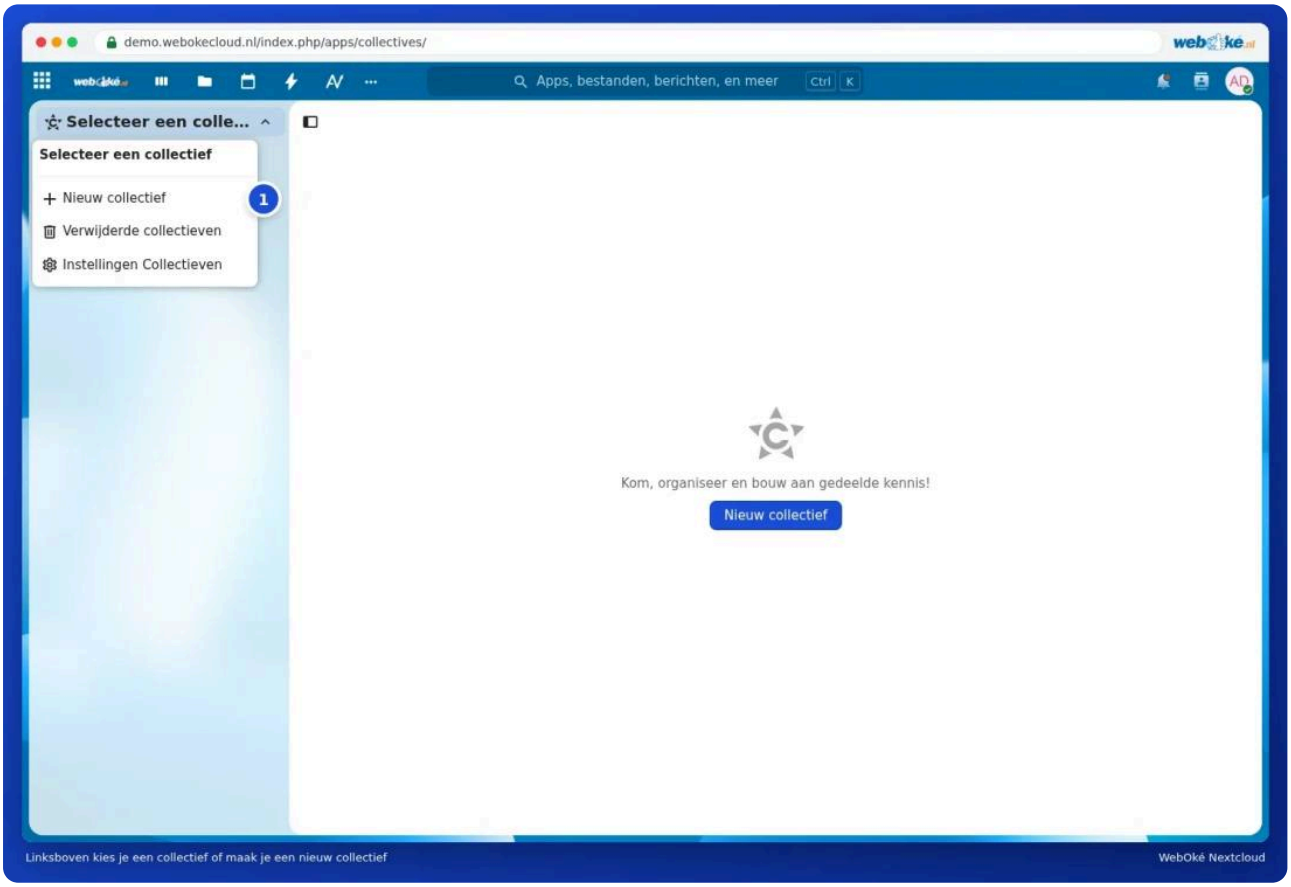
# 11.4 Collectives: a shared knowledge base for your team or association

**Available in packages with Office.** Collectives is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. Then everyone in your package can use Collectives. See Which apps are included in my package?.

A collective is a shared reference work: a handbook for your association, agreements within your team, or a family wiki with password tips and the manual for the boiler. Everyone in the collective can read and edit pages. Pages can have subpages, so you can build a clear tree structure.

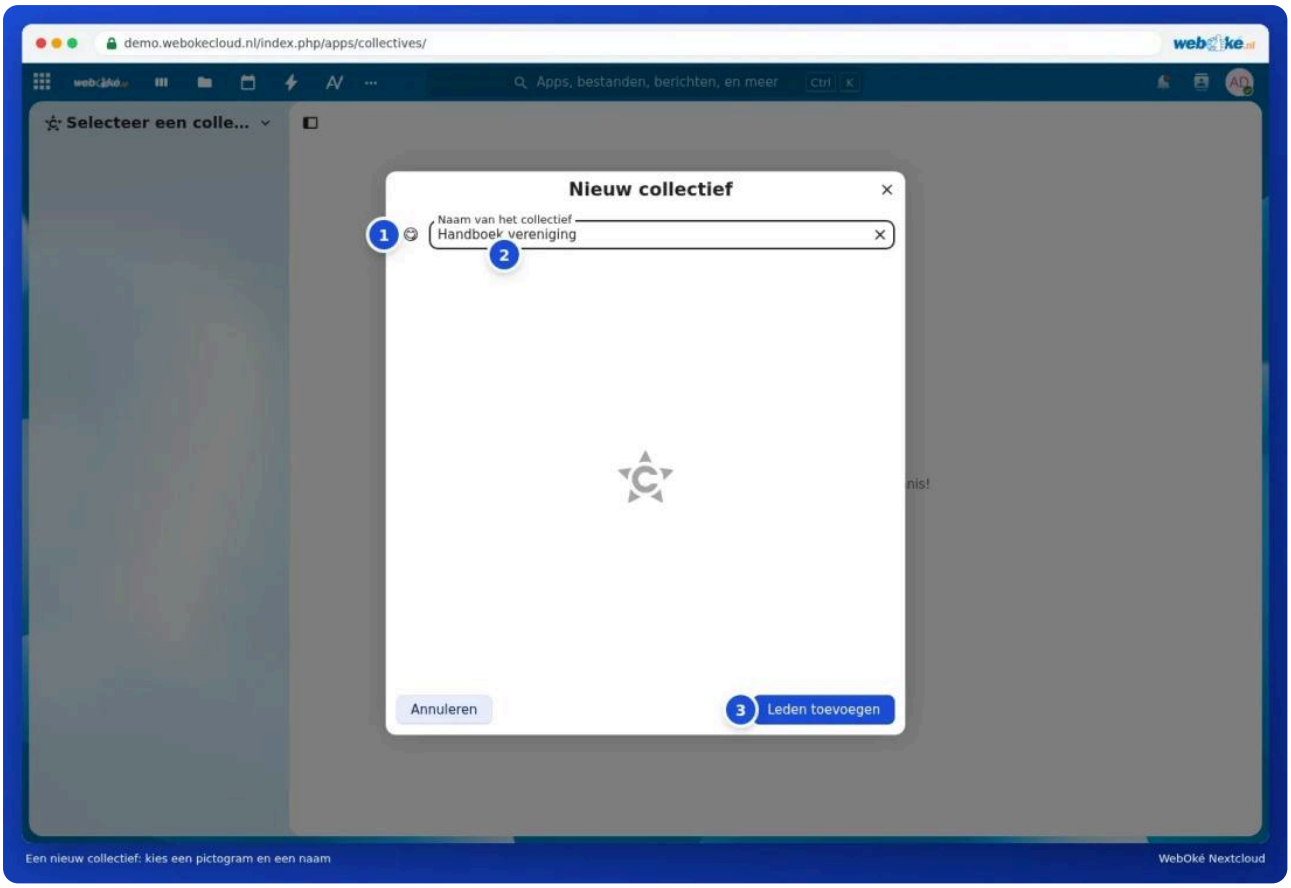
## Creating a collective

1. Open **Collectives** from the app menu.
2. Click **Select a collective** in the top left and choose **New collective** (1). If you don't have a collective yet, the **New collective** button is also shown in the middle of the screen.



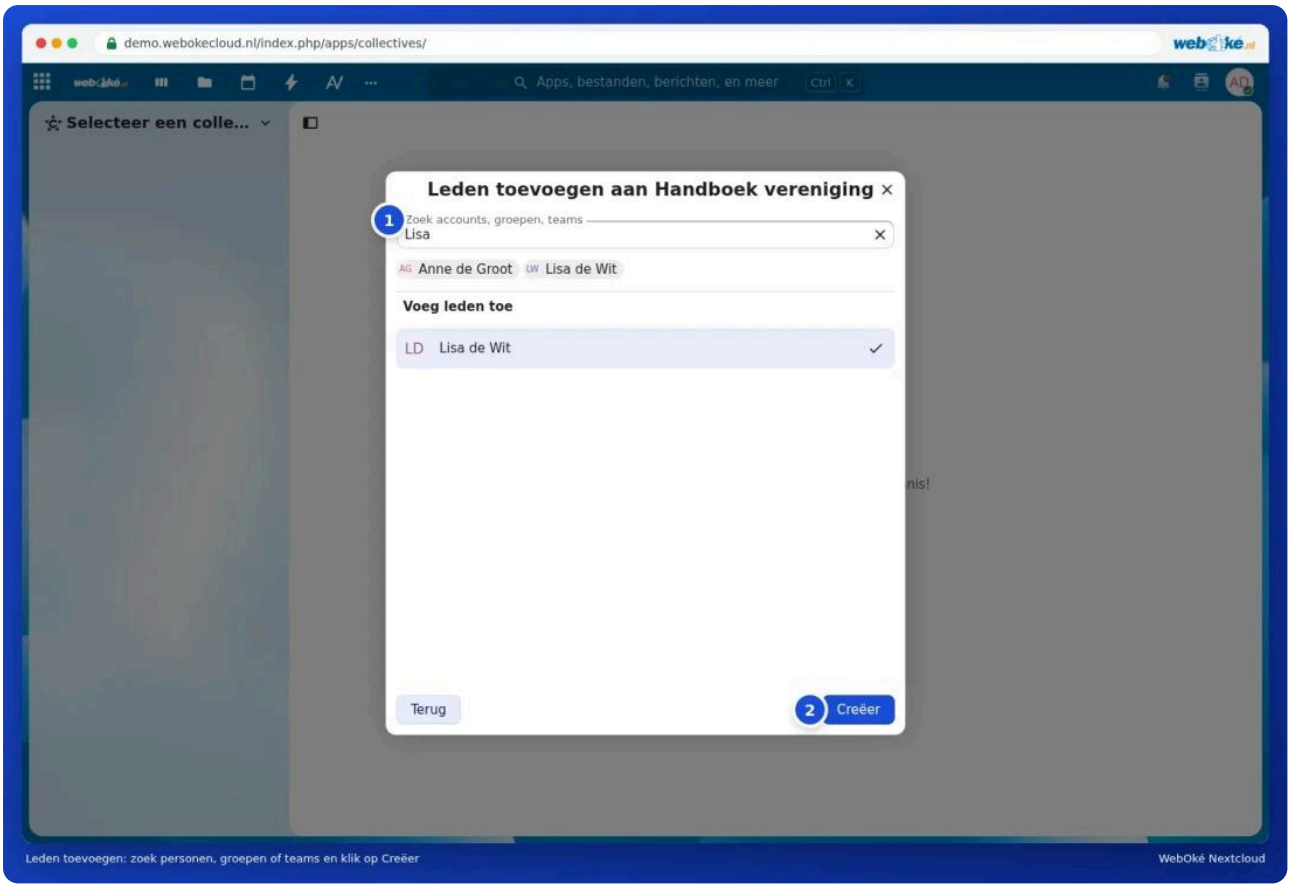

Choosing a new collective

3. In the **New collective** window, use the smiley icon (1) to choose an icon and enter a name under **Name of the collective** (2).
4. Click **Add members** (3).




Choosing a name and icon

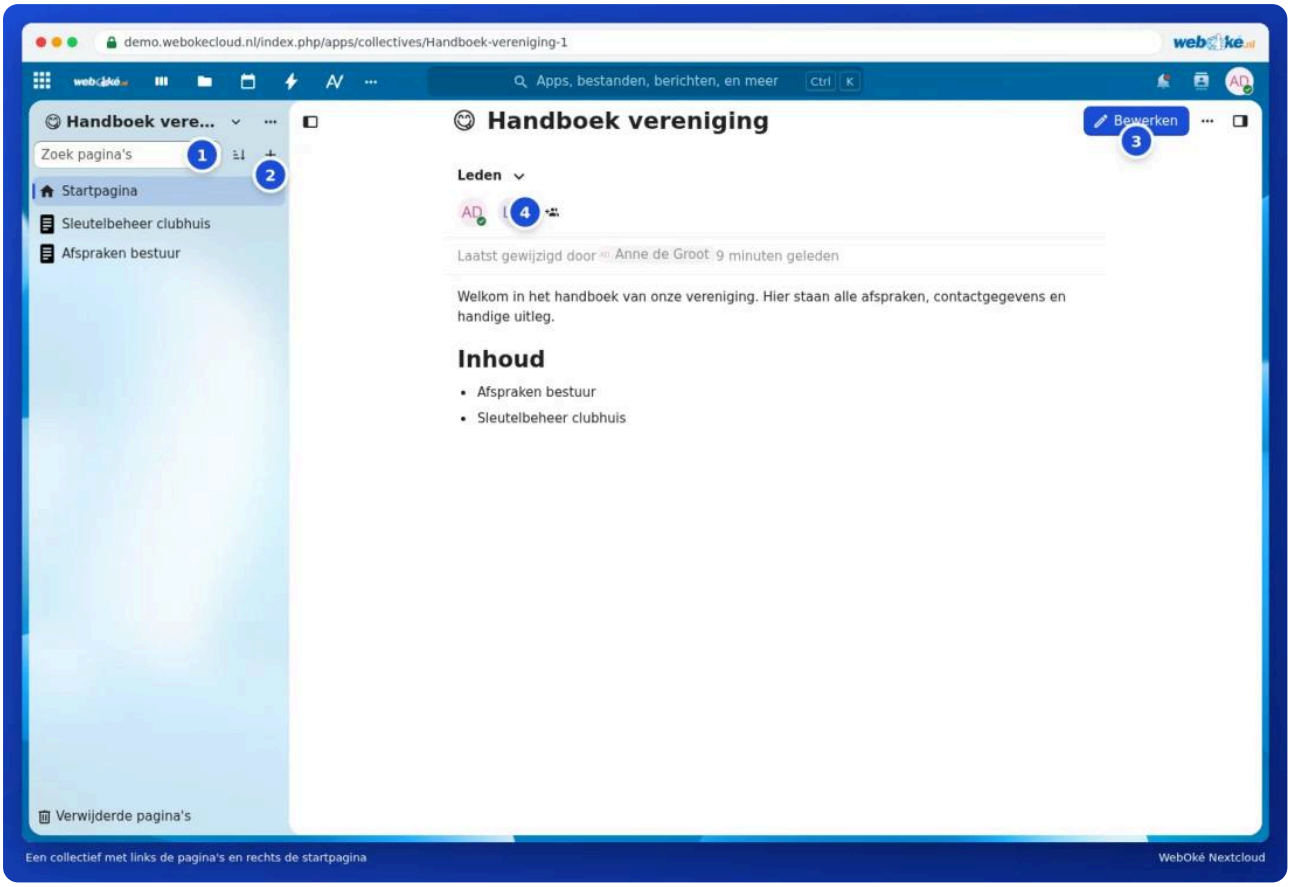
5. Under **Search accounts, groups, teams** (1), type the names of the people, groups or teams that should be included and click them. At the top you can see who's already in.
6. Click **Create** (2). If you don't want to add anyone yet, the button is called **Create without members**.




Choosing the members

Every collective has a team with the same name. Anyone you add to that team later also joins the collective. See Creating teams and sharing a folder with your whole team about teams.

## Writing pages




A collective with pages

- Every collective starts with a **Home** page. Click **Edit** (3) in the top right and start typing. Everything is saved automatically.
- Use the plus icon at the top of the list, **Add a page** (2), to create a new page. Use the plus icon next to a page to create a subpage, so you build a tree of chapters.
- Use **Search pages** (1) to find a page or a word across all pages.
- Formatting works just like in Notes and Text: headings, lists, tables, images, and links to other pages.
- If two people work on a page at the same time, you see each other's changes instantly.
- Under **Members** you can see who's in the collective. Use **Manage members** (4) to add or remove people.
- Restore a deleted page under **Deleted pages** in the bottom left. Use **Last changed by** at the top of a page to open the version history.

## Where are the pages stored?

Every page is a plain text file (markdown) in your Nextcloud, in a hidden folder called **.Collectives**. You don't need to do anything there: always work in the Collectives app. You can restore an older version of a page via **Last changed by** at the top of the page.

## Sharing with people outside your Nextcloud

You can share a collective or a single page with a public link. By default, anyone with the link can only read it. This is handy, for example, for publishing your association's house rules online without a separate website.

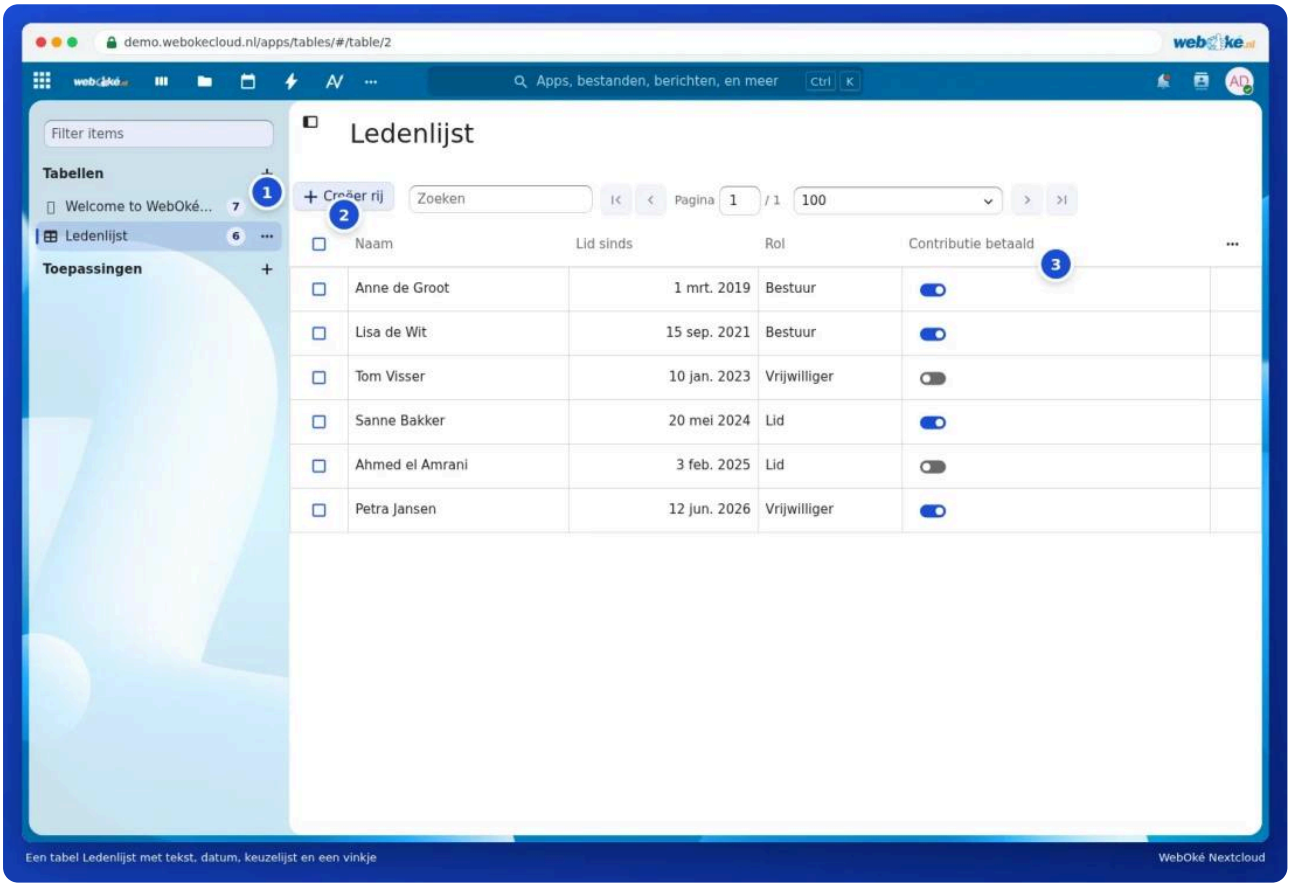
## Cleaning up a collective

The owner can delete a collective via the three dots next to the name in the top left. It then appears under **Deleted collectives** in the drop-down menu in the top left, where you can restore it or delete it permanently, optionally together with the team that belongs to it.

# 11.5 Tables: lists and small databases without a spreadsheet

**Available in packages with Office.** You can use Tables if you have your own Office Suite licence. Users in your package without a licence won't see the app. The administrator of your package assigns licences in My WebOké, see Assigning and ordering extra Office licences.

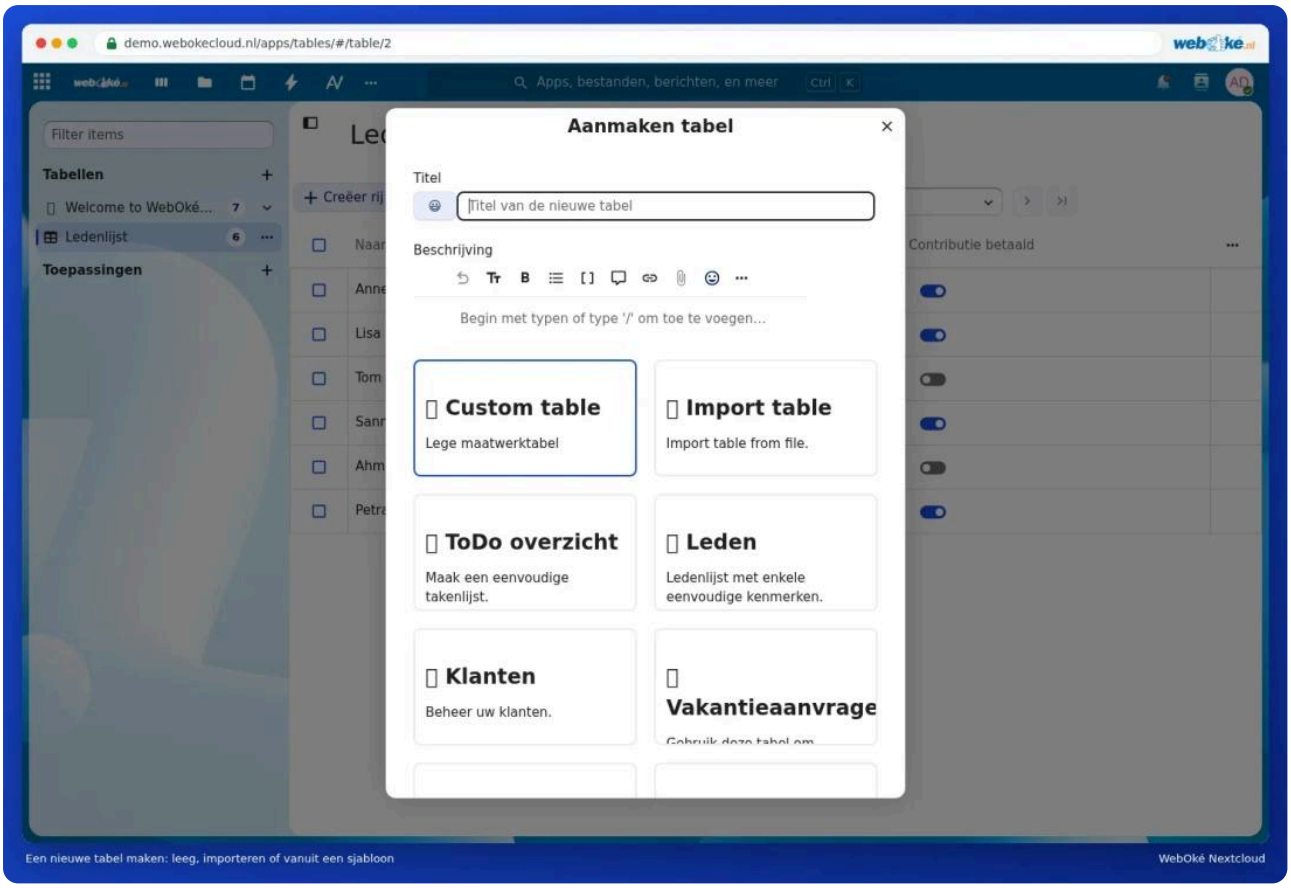
With Tables, you create clear lists with fixed columns: a membership list, an inventory, a customer list or an overview of holiday requests. Unlike a spreadsheet, each column has a fixed type of data, such as a date, a dropdown list or a checkbox. This keeps the list tidy, even when several people work in it.




A table in Tables

## Creating a table

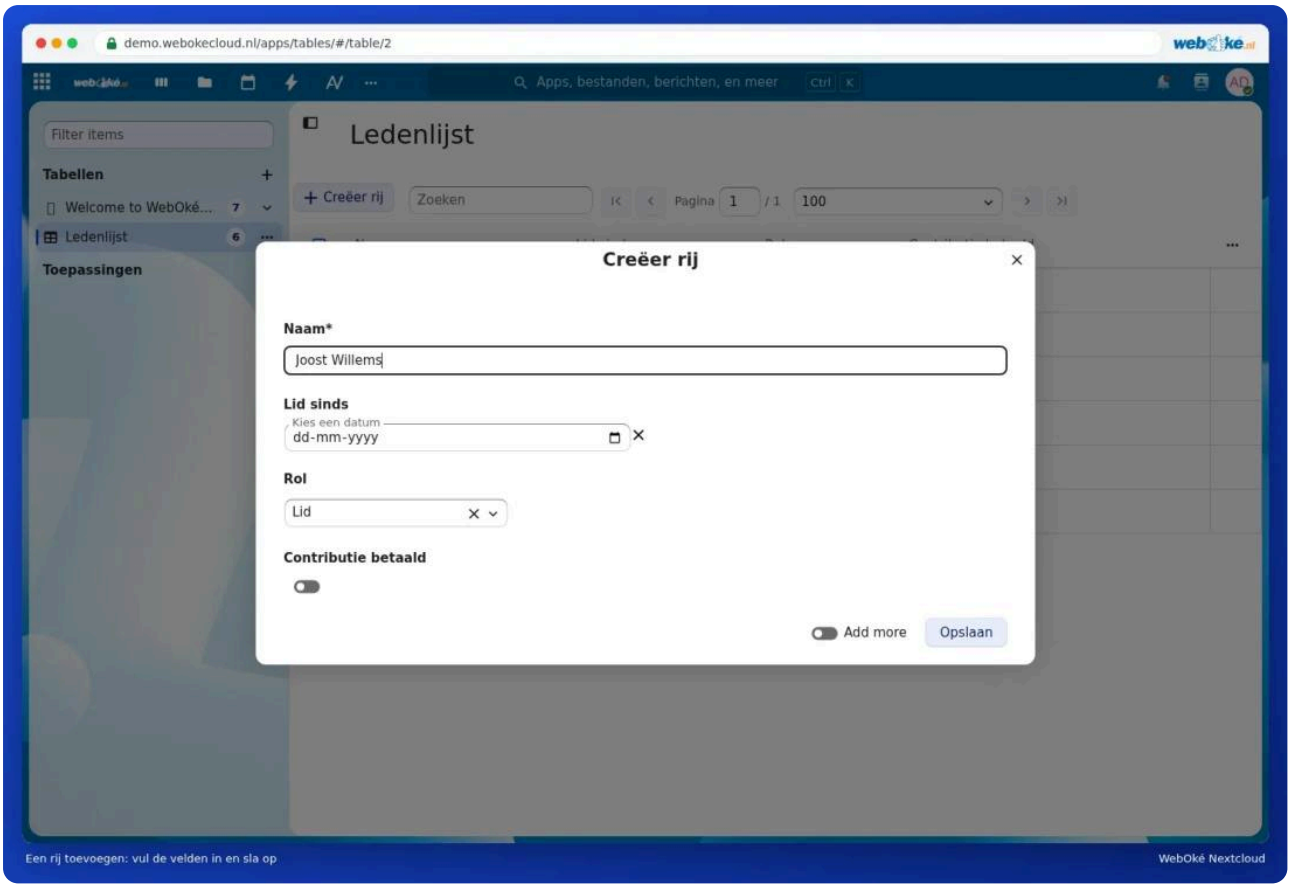
1. Open **Tables** via the app menu.
2. Click the plus icon next to **Tables** (1).
3. Choose a name and a template, or start with an empty table (**Custom table**). There are templates for, among others, a to-do list, members, customers and holiday requests. With **Import table**, you create a table from an existing csv or Excel file.
4. Click **Create table**.




A new table with a template

## Columns and rows

- You add a column via the three dots above the top right of the table. You choose the type: text, number, date, dropdown list, checkbox, link or a star rating.
- With **Create row** (2), you add a line. Fill in the fields and click **Save**. A field with an asterisk is required.
- Click a column heading (3) to sort or filter.




Adding a row

## Views

A view is a filtered or sorted section of your table, for example only the members who haven't paid yet. You create a view via the three dots next to the table in the list on the left. The view then appears below the table. You can share views separately.

## Sharing

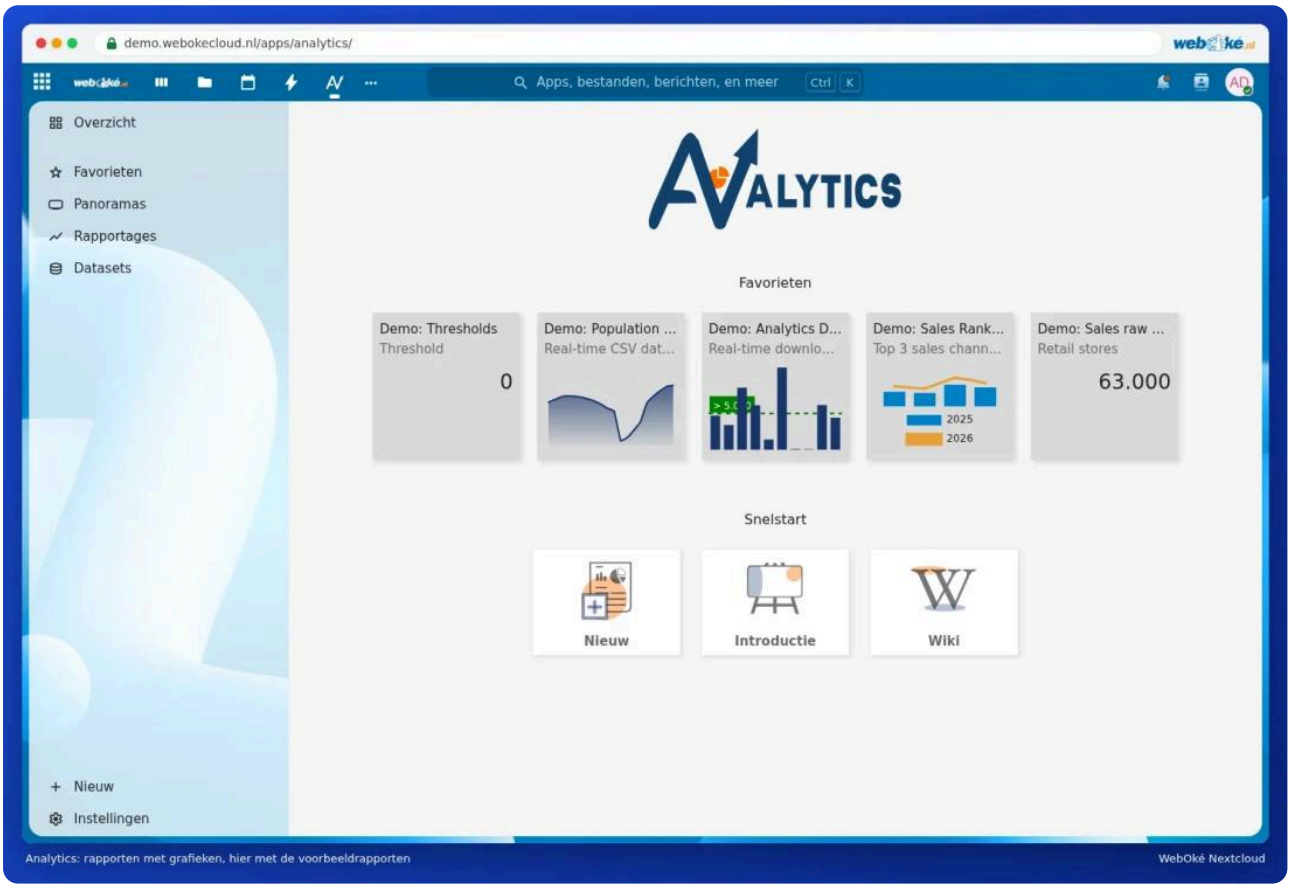
Via the three dots next to the table, you share it with people, groups or teams in your Nextcloud. You choose whether they may only read, may add rows or may also manage the columns. Anyone without their own Office licence can't open Tables.

**Tip:** want to calculate with the numbers, create charts or print the list? Export the table as a csv file and open it in Euro-Office. See the Euro-Office manual.

# 11.6 Analytics: data in charts

**Available in packages with Office.** You can use Analytics if you have your own Office Suite licence. Users in your package without a licence won't see the app. The administrator of your package assigns licences in My WebOké, see Assigning and ordering extra Office licences.

With Analytics, you create reports with charts from data you already have: a csv file or spreadsheet in your Nextcloud, a table from Tables or a source on the internet. Handy for things like membership numbers per year, turnover per month or your home's meter readings.




Analytics

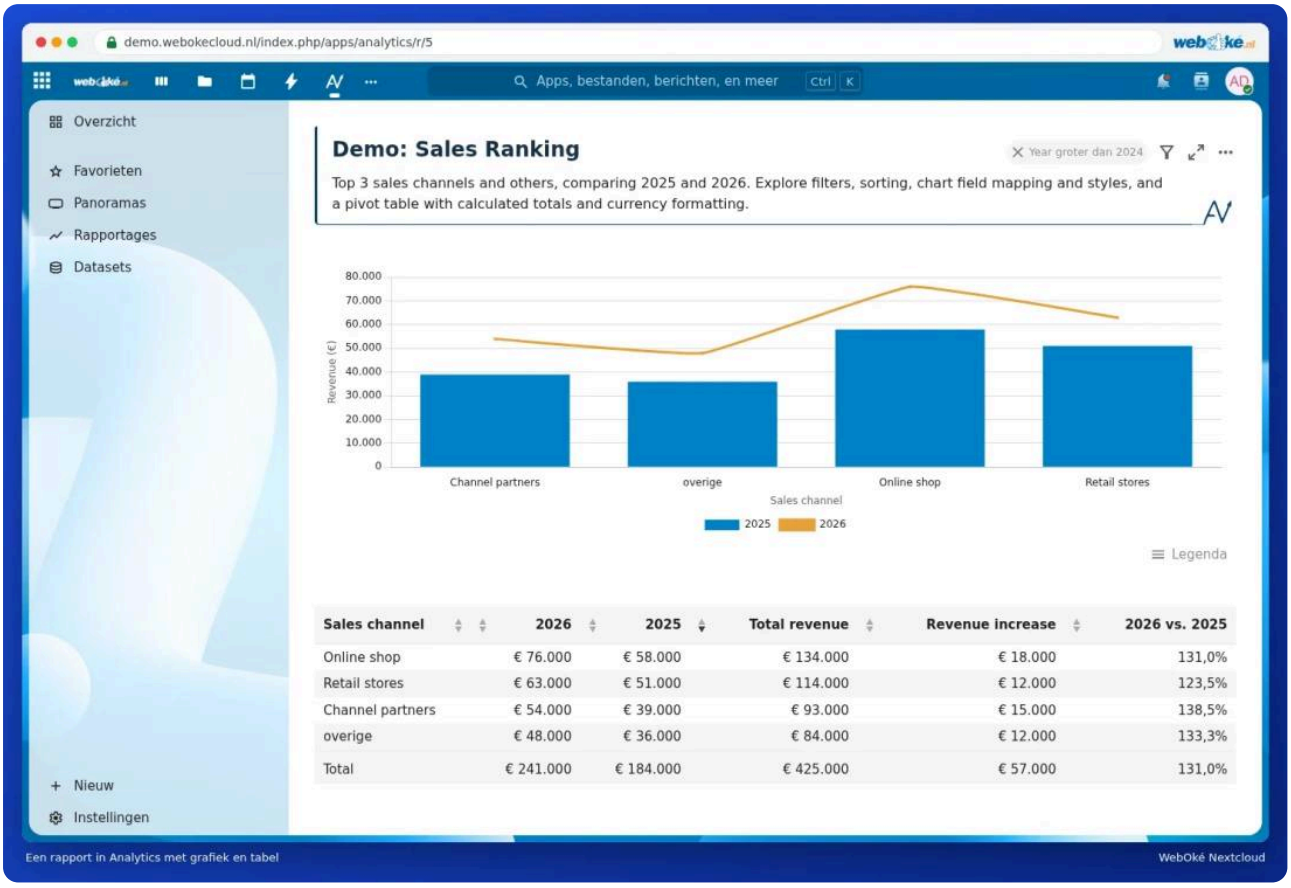
## The screen

- **Overview**: your favourite reports and the quick start.
- **Reports**: all your reports. Each report shows a chart and the accompanying table.
- **Panoramas**: several reports together on one page, like a dashboard.
- **Datasets**: data that you maintain in Analytics itself and use in several reports.

## Creating a report

1. Click **New** (bottom left or under Quick start).

2. Choose the source, for example a csv file from your Nextcloud, and give the report a name.
3. Choose the type of chart: bar, line, pie or just a table.




A report in Analytics

With **Introduction** under Quick start, you get a short tour. The demo reports show you what's possible.

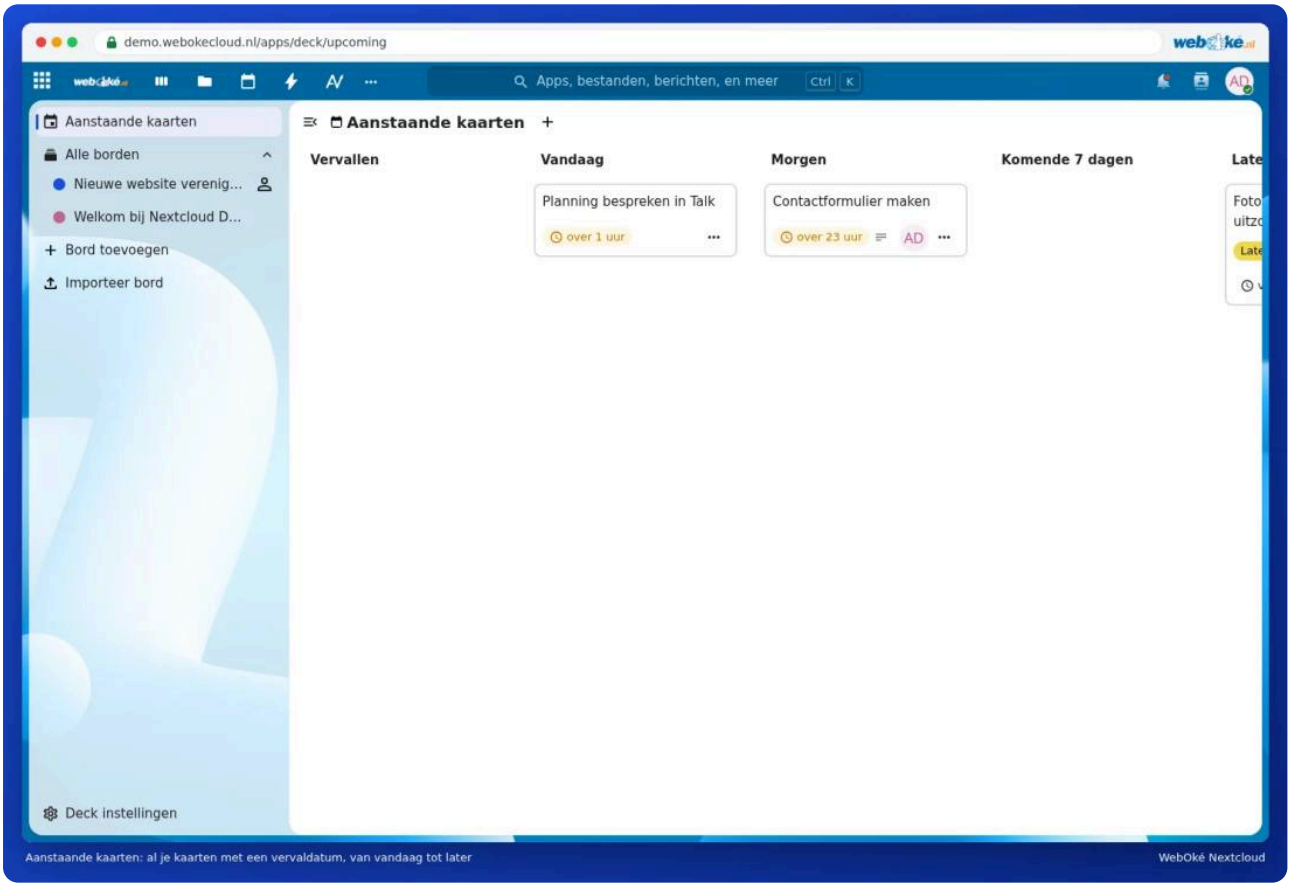
**Tip:** for most people, a chart in a spreadsheet from Euro-Office is simpler. Analytics is handy if your data keeps changing, for example a csv file that's updated every month: the report then updates automatically.

# 11.7 Using the Dashboard and apps together

The apps in your WebOké Nextcloud work together. Cards from Deck appear in your Calendar, tasks appear on your Dashboard and a Talk meeting appears in your calendar. This way, you don't need to visit every app to see what needs doing today.

## Deck cards with a deadline

- In Deck, under **Upcoming cards**, you'll find all cards with a due date from all your boards.
- If you switch on the **Show boards in calendar/tasks** option in **Deck settings**, each board gets its own calendar in the Calendar app and its own list in the Tasks app. You can read exactly how this works in A Deck board with deadlines in your calendar.



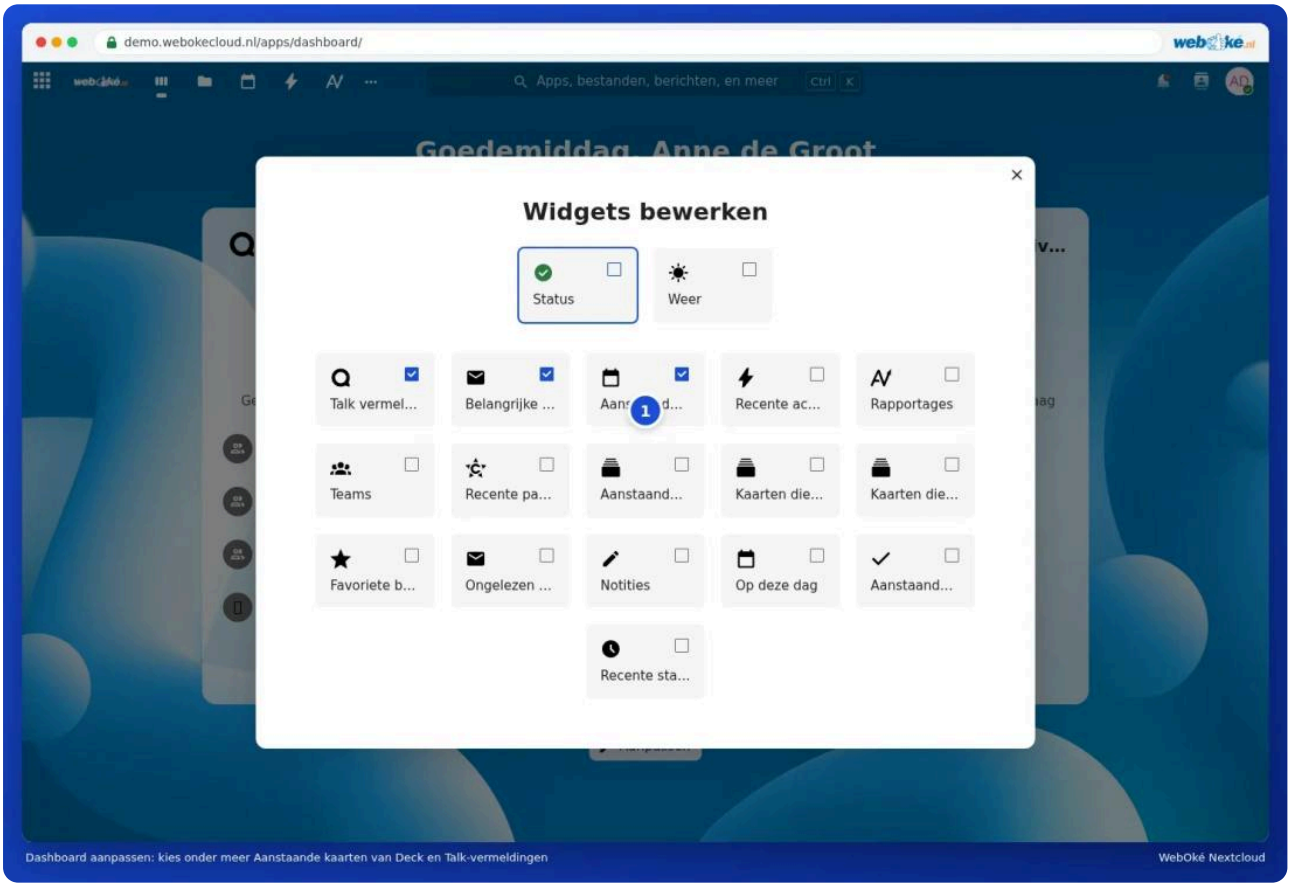

Upcoming cards

## The Dashboard

The Dashboard is your home page. Click **Customise** at the bottom; in the **Edit widgets** window, tick the blocks you want to see. Useful blocks for collaboration:

| Block | What you see |
|---|---|

| | |
|---|---|
| Upcoming cards, Cards due today, Cards due tomorrow | Your Deck cards with a due date |
| Talk mentions | Conversations where you've been mentioned or have unread messages (only with Office) |
| Upcoming events (1) | Your next appointments from Calendar |
| Upcoming tasks | Tasks with a deadline from the Tasks app |
| Favourite files | Files you've marked with a star |
| Notes | Your latest notes |
| Recent pages | Pages from Collectives that have been worked on (only with Office) |
| Important mail and Unread mail | Mail from Nextcloud Mail |




Choosing blocks for the Dashboard

You can read more about setting up the Dashboard in Making the Dashboard your own.

## More combinations

- **Calendar and Talk:** add the link to a Talk conversation to the location field of an appointment. The meeting then appears on the Home page of Talk. See Video calling and meetings: camera, microphone, background and raising your hand.

- **Talk and Files:** share a file in a conversation and edit it together. See Sharing files and viewing them together in a conversation.
- **Forms and Euro-Office:** have the answers to a form sent to a spreadsheet. See A survey with the answers straight into a spreadsheet.
- **Search:** the search field at the top of Nextcloud searches files, Talk messages, Deck cards, notes, calendar and contacts all at once.
- **Smart links:** paste a link to a Deck card or file into Talk, Notes or Text, and Nextcloud will show a preview with the title and status.

12

# Photos and Memories

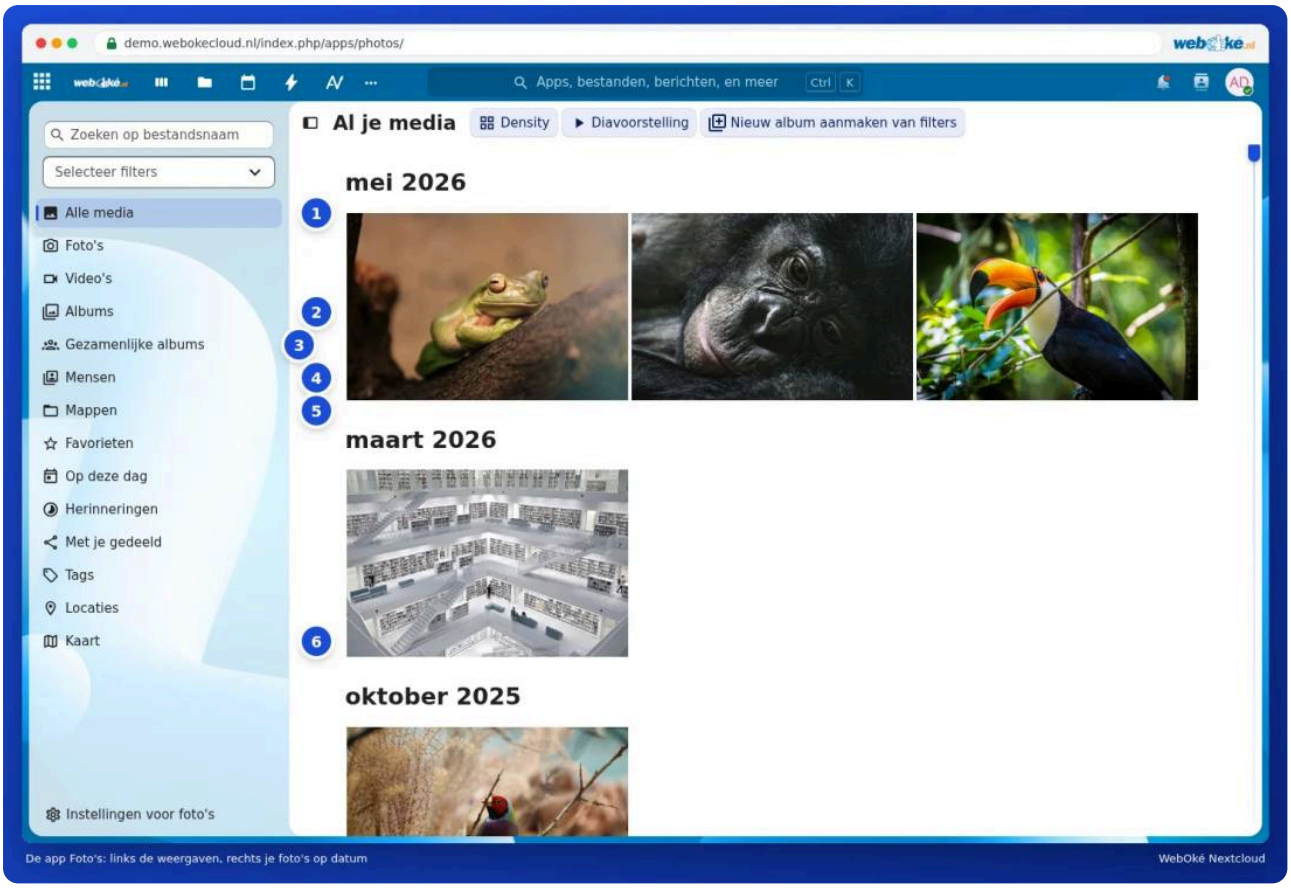
# 12.1 Photos or Memories: which app for what?

Your WebOké Nextcloud includes two apps for photos and videos: **Photos** and **Memories**. They show the same photos from your Files, but in a different way. You can use both; nothing is duplicated and nothing is copied.

| | **Photos** | **Memories** |
|---|---|---|
| What for | Easy browsing, creating albums and sharing | Quickly scrolling through thousands of photos, on a timeline with years and months |
| Which photos | From the folders you choose in **Photos settings** (the Photos folder by default) | From the folder you choose the first time as the basis for your timeline |
| Albums | Yes, also collaborative albums and sharing via a link | Yes, the same albums as in Photos |
| Map | Yes | Yes, with zooming in to street level |
| Recognising people | Yes, under **People** | Yes, under **Explore** |
| Changing the date or location of a photo | No | Yes, with **Edit metadata** |
| On This Day | Yes, under **On This Day** | Yes, at the top of the timeline and under **Today** |

## Photos

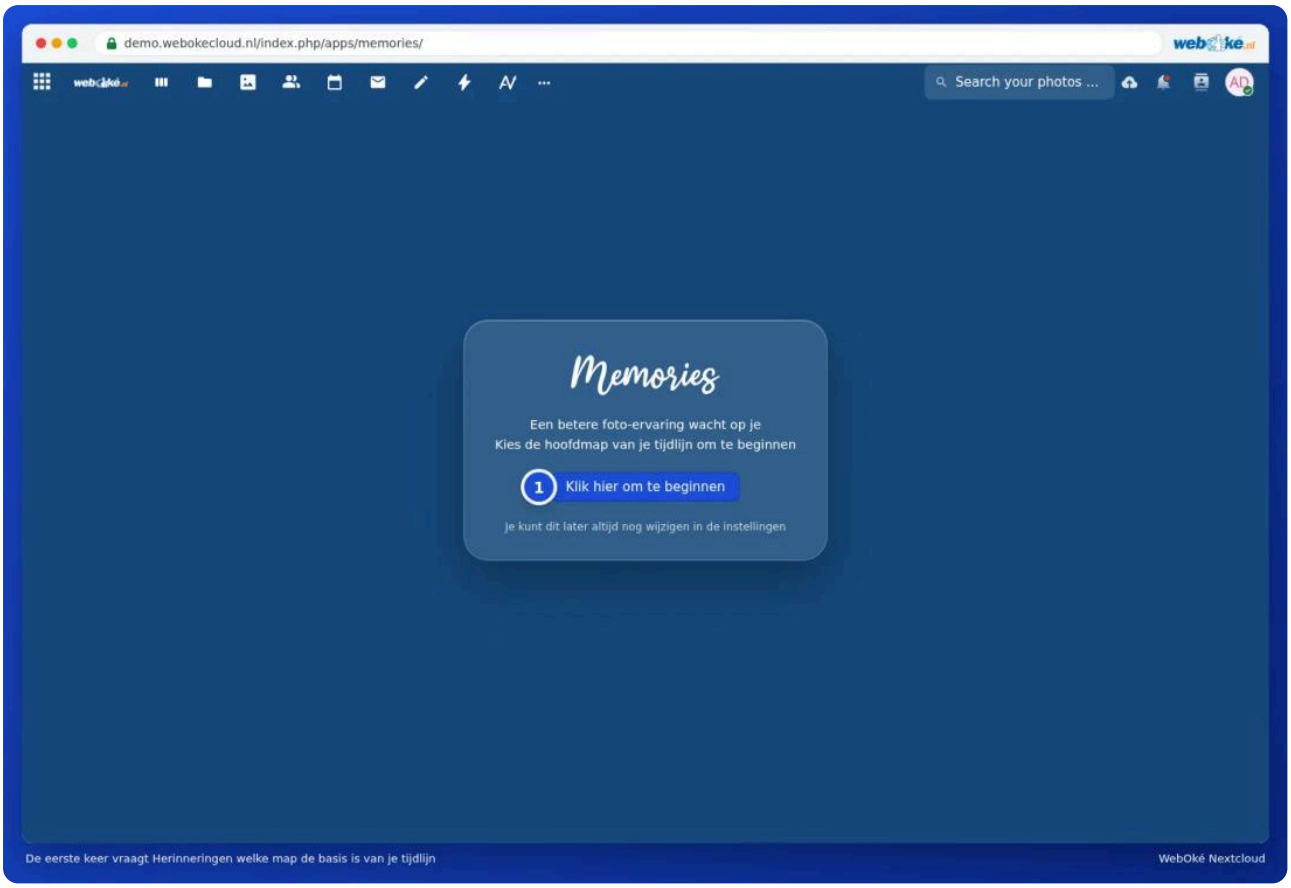
Open **Photos** from the app menu. On the left are the views: **All media** (1), **Albums** (2), **Collaborative albums** (3), **People** (4), **Folders** (5) and **Map** (6). You'll also find Photos, Videos, Favourites, On This Day, Shared with you, Tags and Places. At the top left, you search with **Search by file name** and filter with **Select filters**. Use **Slideshow** at the top to view the photos one by one, full size.




The Photos app

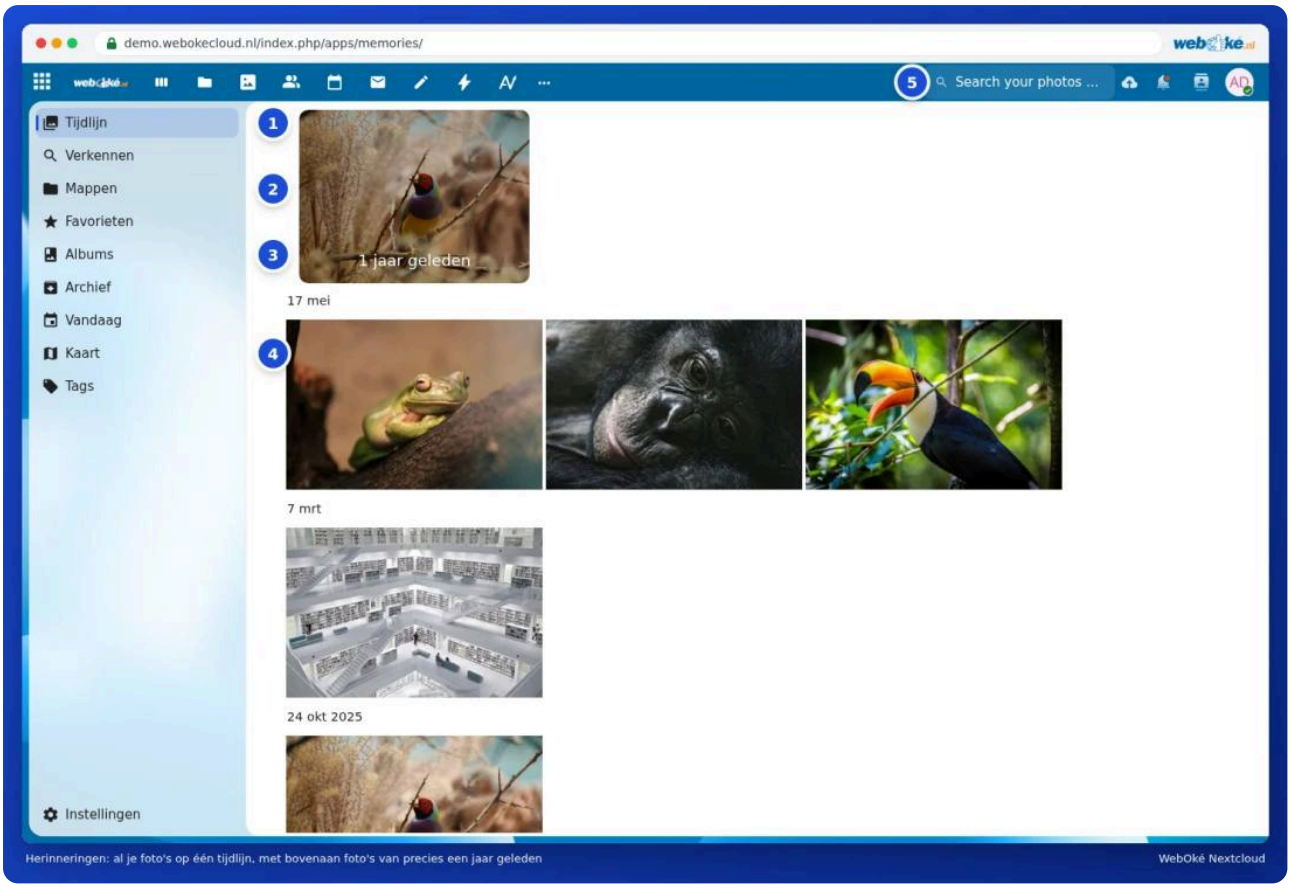
## Memories

Open **Memories** from the app menu. The first time, the app asks which folder should be the basis of your timeline. Click **Click here to start** (1) and choose the folder where your photos are stored, for example the folder your phone automatically uploads them to. If you choose the root folder, you'll see all the photos from your entire Nextcloud. You can change this later in the Memories settings.




Opening Memories for the first time

After that, you'll see all your photos on the **Timeline** (1), the newest at the top, grouped by day. At the top are photos taken exactly a year or longer ago on this day, such as the little bird from a year ago below. On the left, you'll also find **Folders** (2), **Albums** (3), **Map** (4), **Explore**, **Favourites**, **Archive** and **Tags**. Use the search field at the top right (5) to search your photos.




Memories: all your photos on a timeline

**Tip:** both apps sort by the date the photo was taken, as recorded in the photo itself. If photos appear on the wrong day, Map and location: adjusting the date of a photo explains how to fix that.

## Photos from your phone

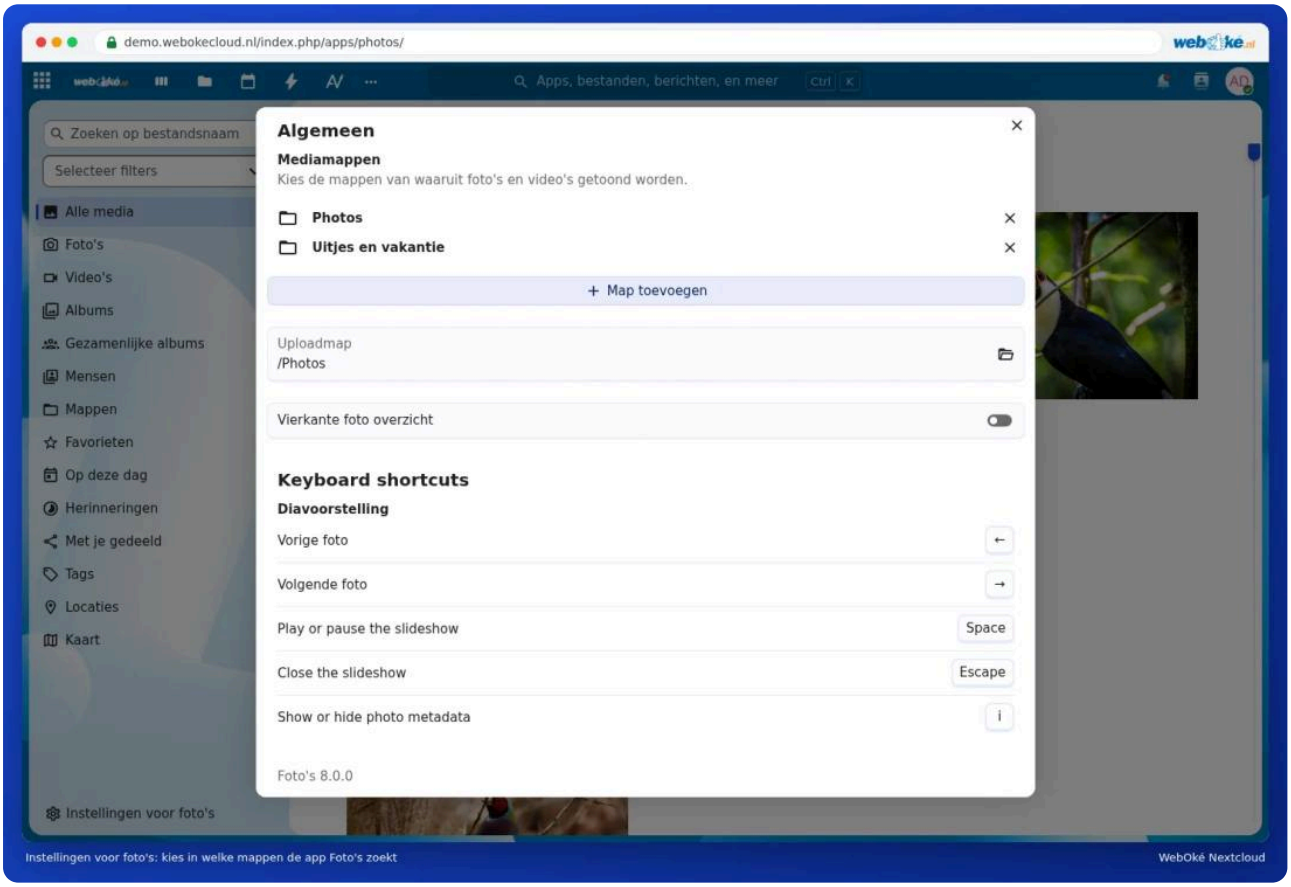
Let your phone automatically upload new photos with the Nextcloud app. They'll then appear automatically in Photos and Memories. See Photos from your phone to your Nextcloud.

# 12.2 Timeline, albums and folders

Your photos are simply stored as files in your Nextcloud. The Photos and Memories apps show them in three ways: by date (the timeline), by album and by folder.

## Which folders does Photos show?

Photos shows the photos from the folders you choose yourself. Click **Photos settings** at the bottom left. Under **Media folders**, only the Photos folder is listed by default. Click **Add folder** and choose the folders where your photos are stored, for example the folder your phone uploads to. Under **Upload folder** you choose where photos go that you upload in the Photos app. If you see nothing in Photos, Media folders usually doesn't yet contain the right folder.



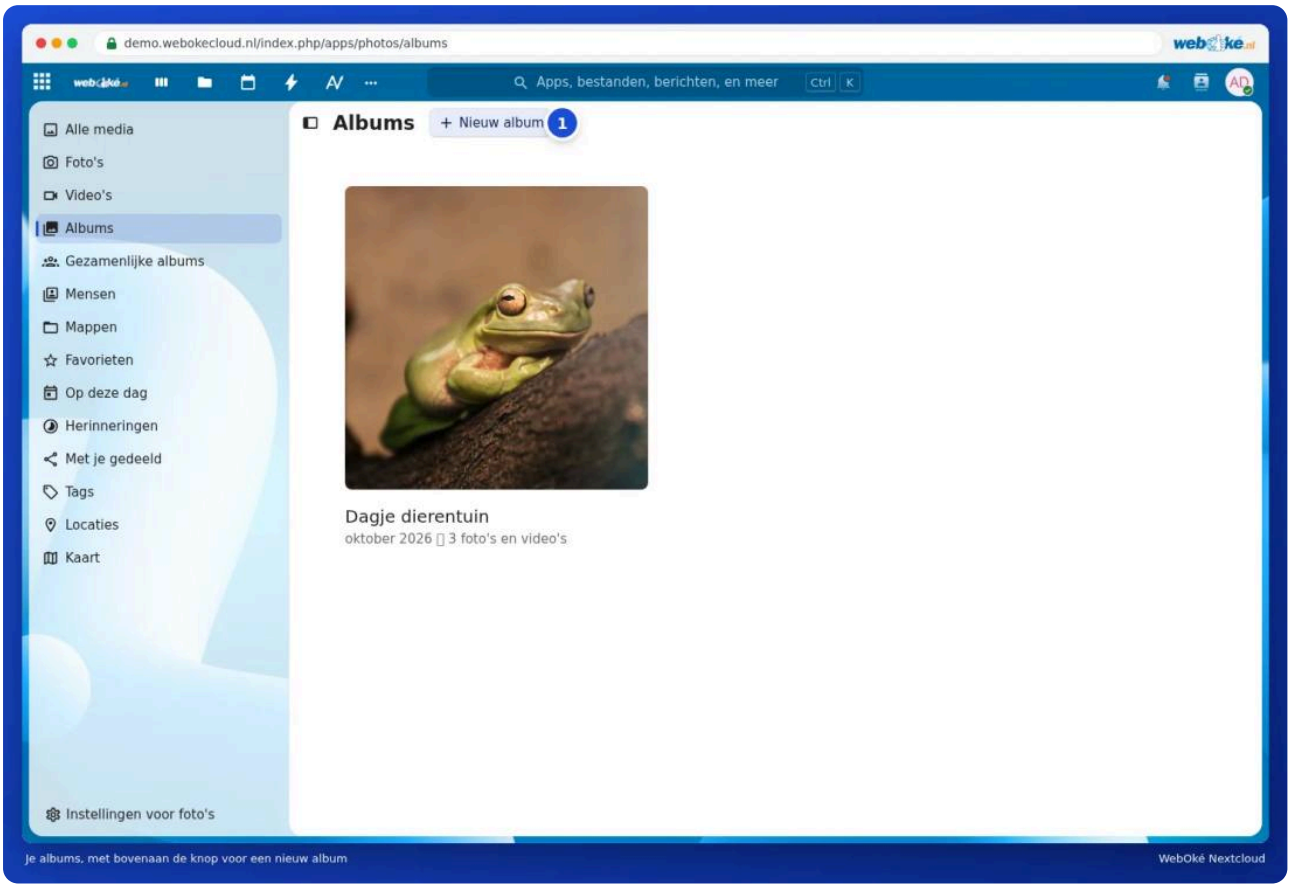

Choose the folders with your photos

## The timeline

**All media** in Photos and the timeline in Memories show all your photos and videos by date, with the newest at the top. With **Photos** and **Videos** in Photos, you see only photos or only videos. Click a photo to view it in full size; use the arrow keys to move to the next one.

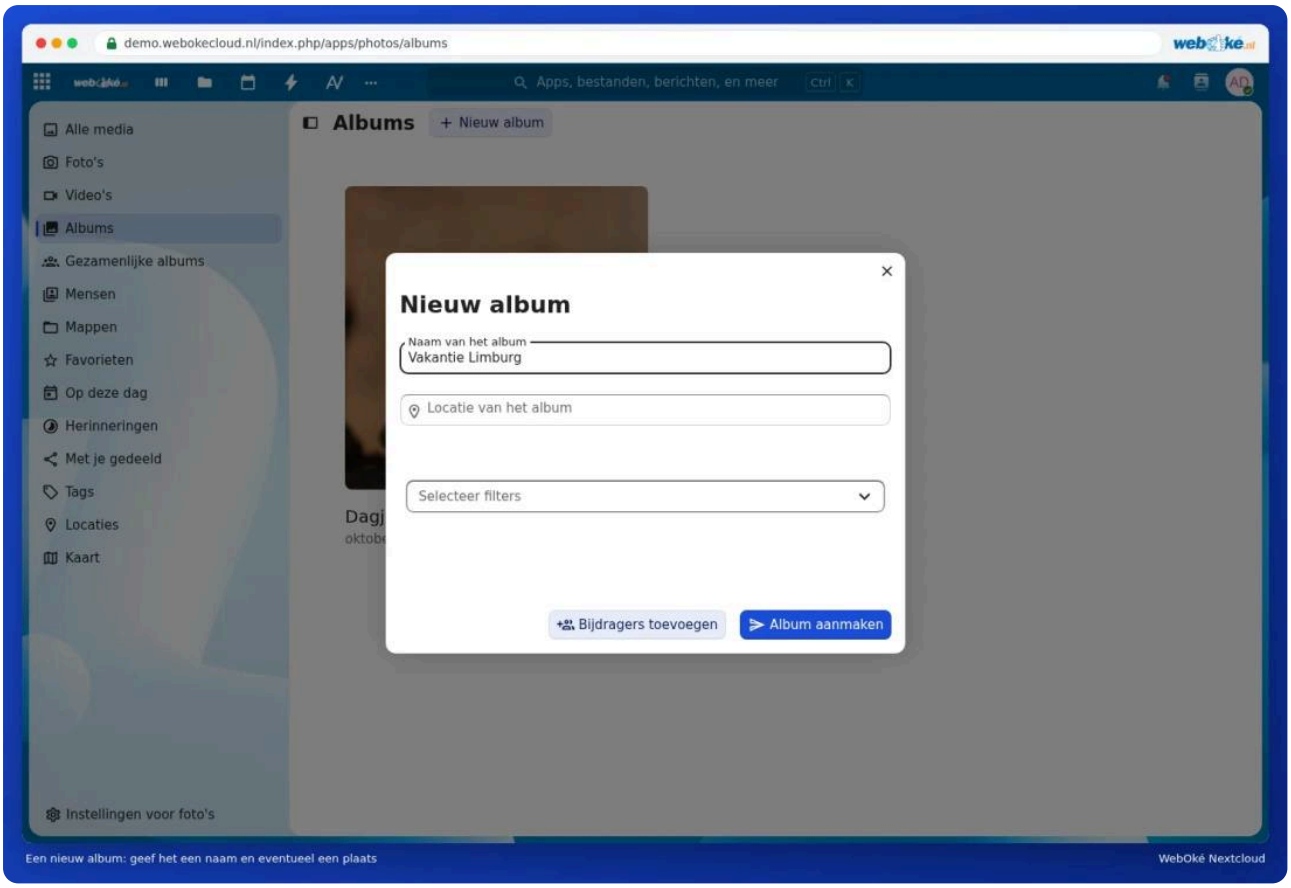
## Albums

An album is a collection of photos from different folders. The photos stay in their folder; the album just refers to them. If you remove a photo from an album, it simply remains in your Files.



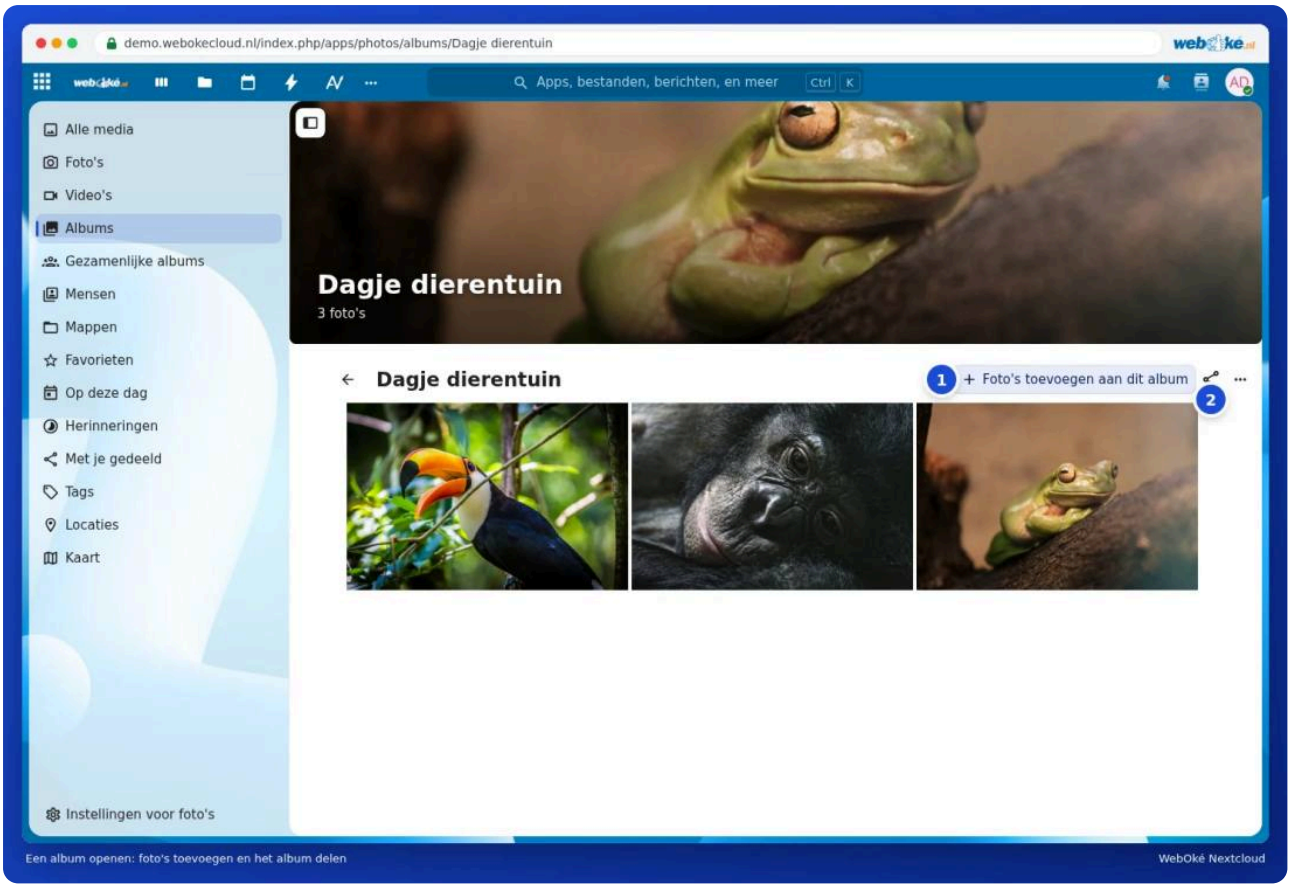

Your albums

1. In Photos, go to **Albums** and click **New album** (1).
2. Enter a name under **Name of the album** and, if you like, a place under **Location of the album**. With **Add collaborators** you share the album straight away with others.
3. Click **Create album** and choose the photos to include.




Creating a new album

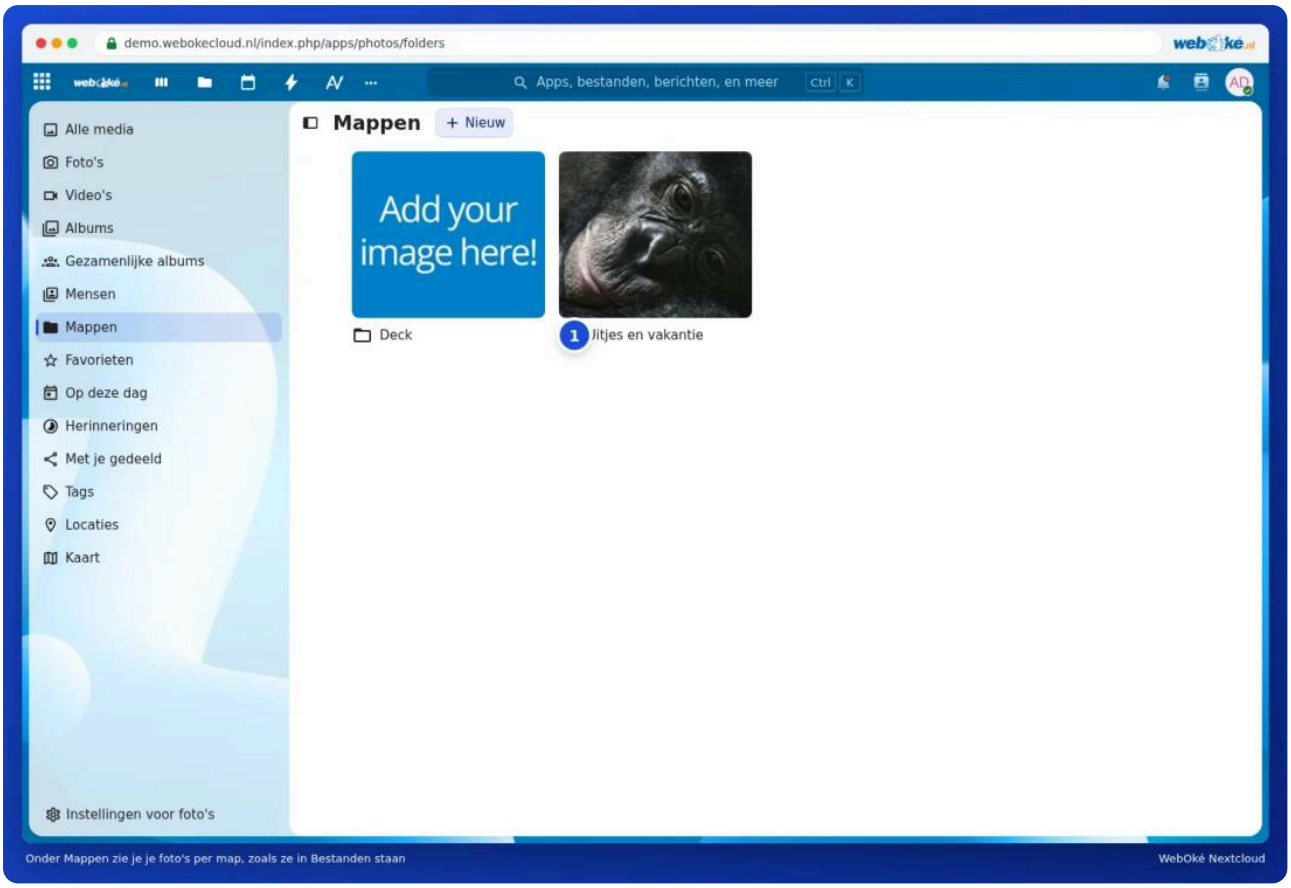
In an open album, you can later add more photos with **Add photos to this album** (1). The button next to it (2) lets you share the album. You can also select photos in the timeline and then add them to an album. At the top of All media, **Create new album from filters** creates an album from all photos that match your filters, for example a place or period.




Opening an album

## Folders

Under **Folders** you see your photos by folder, exactly as they're organised in Files, but shown as large previews. Handy if you already keep your photos neatly organised in folders by year or by event, such as the folder Outings and holidays (1) below.




Your photos by folder

## Favourites and tags

- Click the star next to a photo to mark it as a favourite. Your favourites appear under **Favourites**.
- Labels (tags) that you give a photo in Files can be found under **Tags**. See Searching, favourites, recent and tags.

## Deleting photos

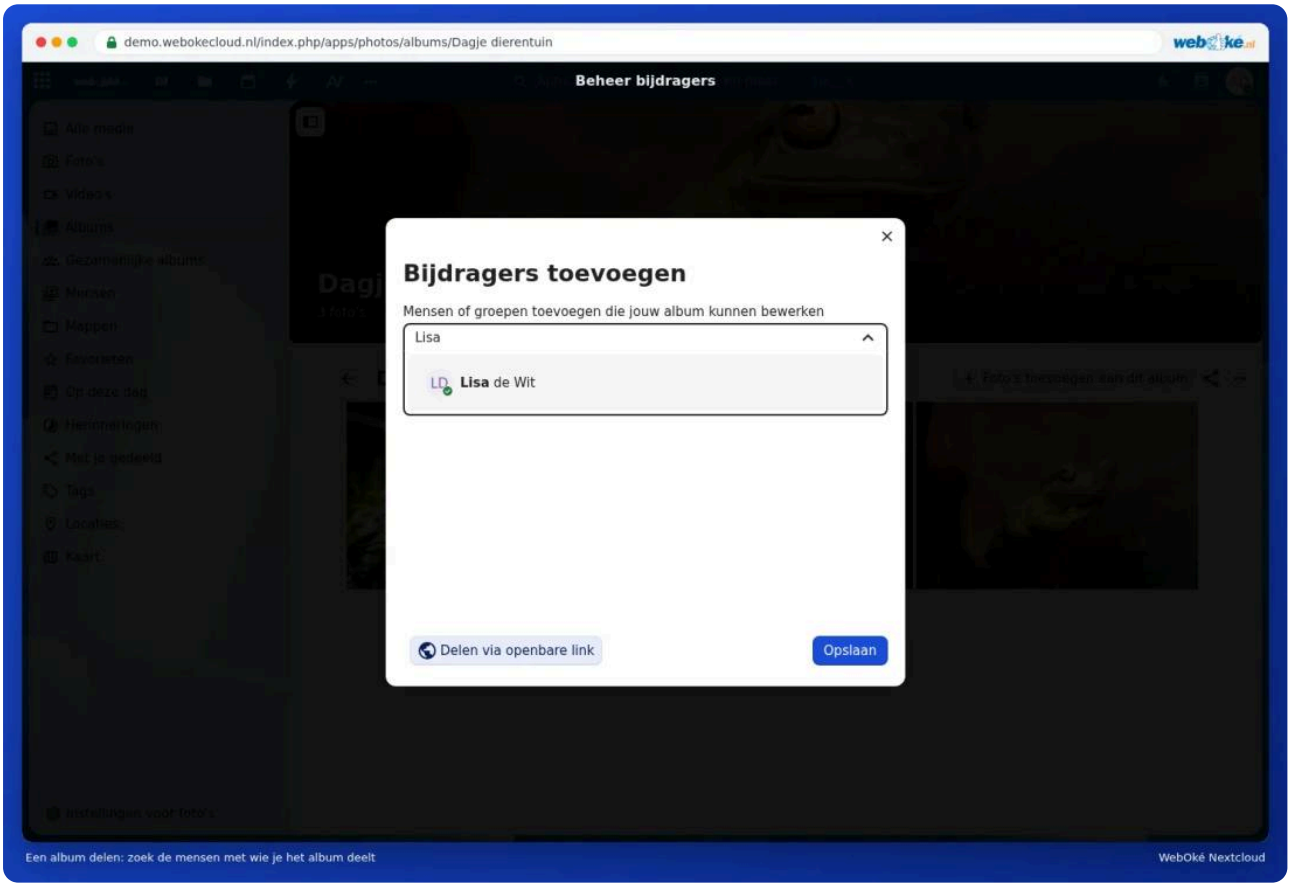
If you delete a photo in Photos or Memories, you delete the file from your Nextcloud. It then stays in **Deleted files** for a while and can be restored. See Recovering a deleted file from Deleted files. If you just want to remove a photo from an album, select it in the album and choose **Remove selection from album**.

# 12.3 Sharing an album with family or friends

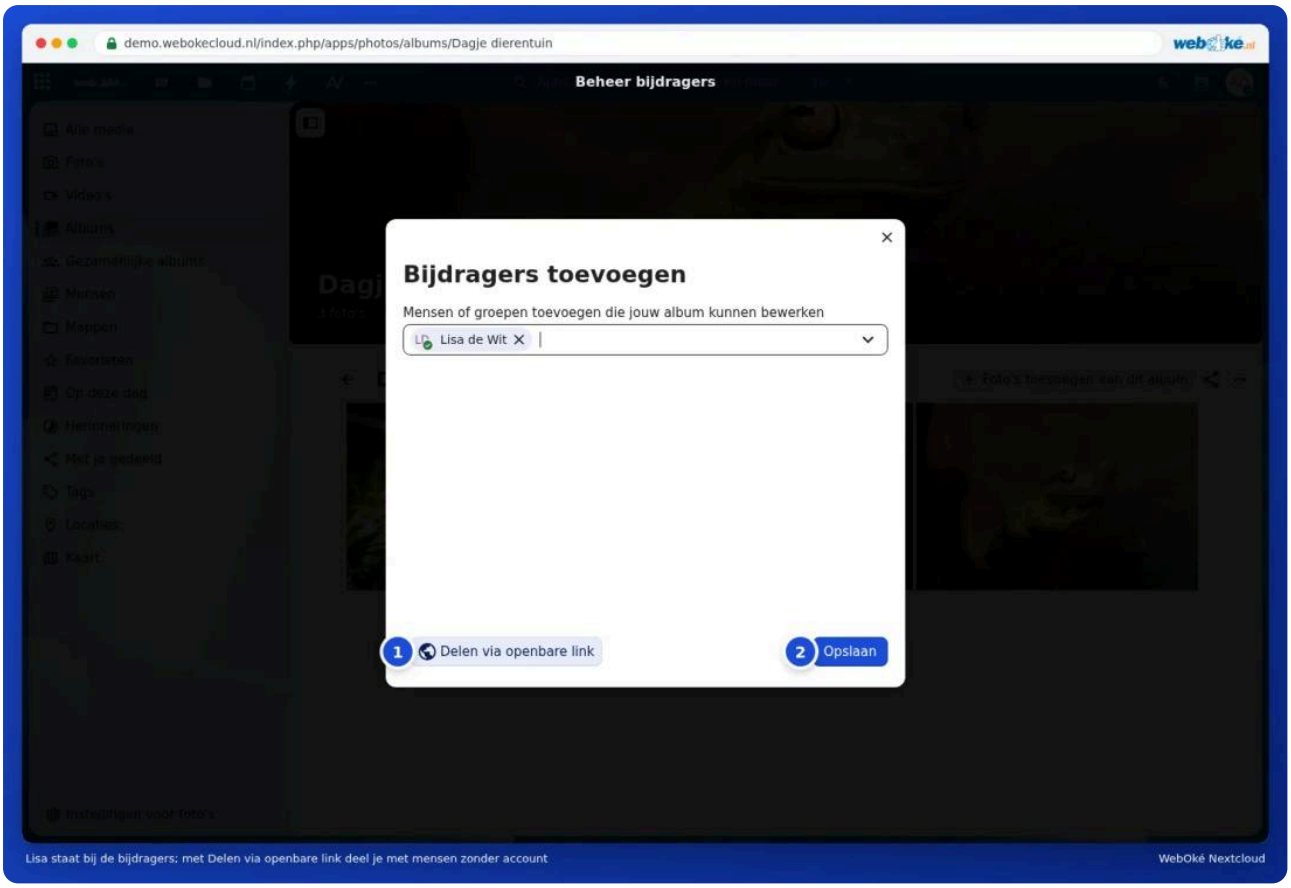
You can share an album with people in your Nextcloud, so they see it in their own Photos app, or with anyone via a link. This way you can show your holiday photos to the family without emailing them or posting them on social media.

## Sharing with someone in your Nextcloud

1. Open the album in Photos and click the share button in the top right corner (**Manage collaborators for this album**), next to **Add photos to this album**.
2. The **Add collaborators** window opens. Under **Search people or groups**, type a name and click the person or group.
3. Click **Save** (2).

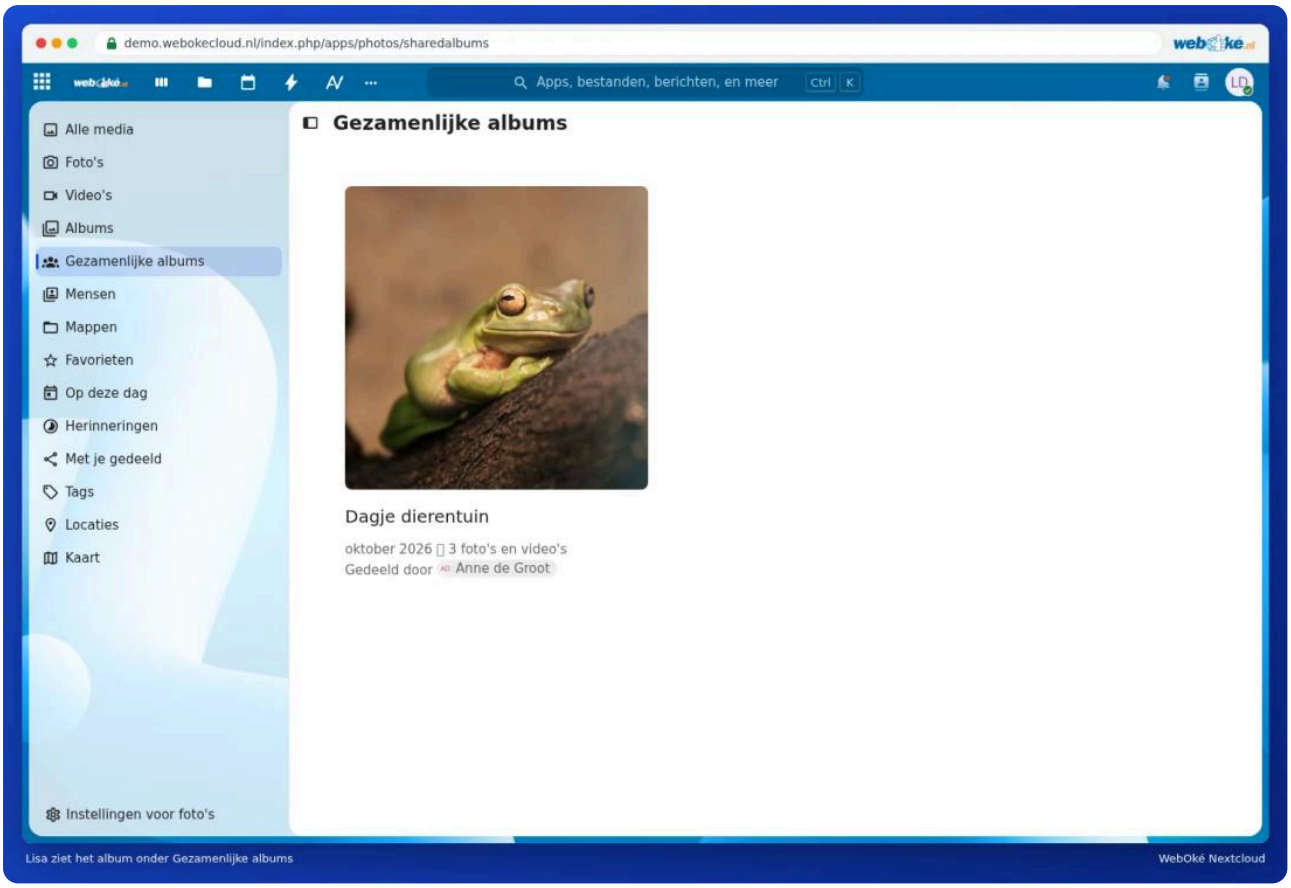



Searching for collaborators




Lisa has been added as a collaborator

The other person sees the album in Photos under **Collaborative albums**, along with who shared it. Collaborators can not only view the album but also edit it: they can add their own photos to it. Handy after a family gathering, where everyone adds their own photos.




This is how Lisa sees the shared album

## Sharing via a link

In the same window, click **Share via public link** (1). Anyone with the link can view and download the photos, even without an account. Copy the link and send it to whoever you want. If you no longer want to share it, delete the link in the same window.

**Please note:** anyone who has the link can see and forward the photos. Only share a link with photos of children or other private photos with people you trust.

## Prefer to share a folder?

You can also share the folder containing photos from Files. This is handy if others need to add their own photos, for example after a family gathering: share the folder with editing rights, or create a file request. See Sharing with a user from your own Nextcloud, Creating a public link: viewing, editing, password, expiration date and download limit and Having files sent to you: file drop and file request. A shared folder with photos counts towards the owner's storage, see Anyone using shared files uses your storage.

**Tip:** does a video in a shared album not play for the other person? Then share the folder with the video via Files, or let the other person download the video.

# 12.4 Recognising and searching for people and things

Your WebOké Nextcloud can recognise faces, animals, objects and landscapes in your photos. This happens on our own server in the EU; your photos don't go to Google, Apple or any other service.

## How it works

- After uploading, Nextcloud scans your photos in the background. With a lot of photos, this can take hours to days. New photos are added automatically.
- Faces belonging to the same person are grouped together. You'll find them in Photos under **People**.
- Recognised things, such as animals, plants, buildings or a beach, become labels (tags). You'll find these under **Tags**.

Don't see anything under People yet? Then recognition is still in progress, or there aren't yet enough photos of the same person. A face only becomes a person once it appears in several photos.

## Giving names

1. Go to **People** and click on a group of faces.
2. Give the person a name.
3. If there's a photo of someone else in the group, remove it from the group.

Names and groups are only visible to you. If you share an album, the other person won't see the names.

## Searching

- In Memories, use the search field in the top right to search for a person, a tag or a location.
- The search field at the top of Nextcloud searches by file name and labels.

## Would rather not have recognition?

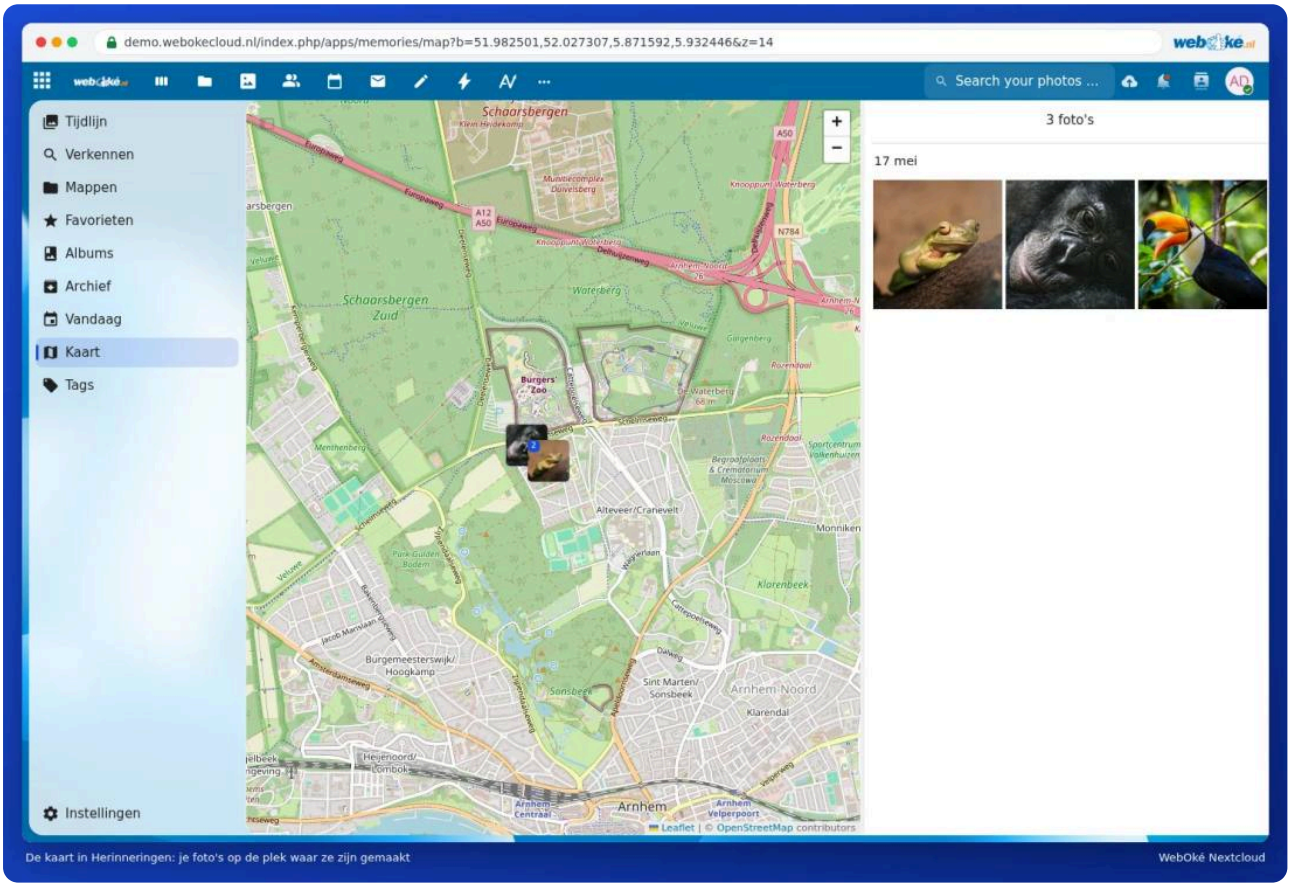
Recognition is switched on for your entire Nextcloud. If you'd like to turn it off, please contact WebOké via a ticket or the AI assistant in My WebOké.

# 12.5 Map and location: adjusting the date of a photo

A photo from your phone usually contains the date and time it was taken, and often the place too. This information is called metadata (or EXIF). Photos and Memories use it for the timeline and the map.

## Your photos on the map

Open **Map** in Photos or in Memories. You'll see a world map showing where your photos were taken. Zoom in and click a cluster to see the photos from that place.




Your photos on the map

Doesn't a photo appear on the map? Then it has no location data. This happens if your camera app's location service was switched off, or if the photo was shared via WhatsApp, Signal or another app, as these often strip out the location. It's therefore better to upload the original, for example with automatic upload (see Automatically uploading photos).

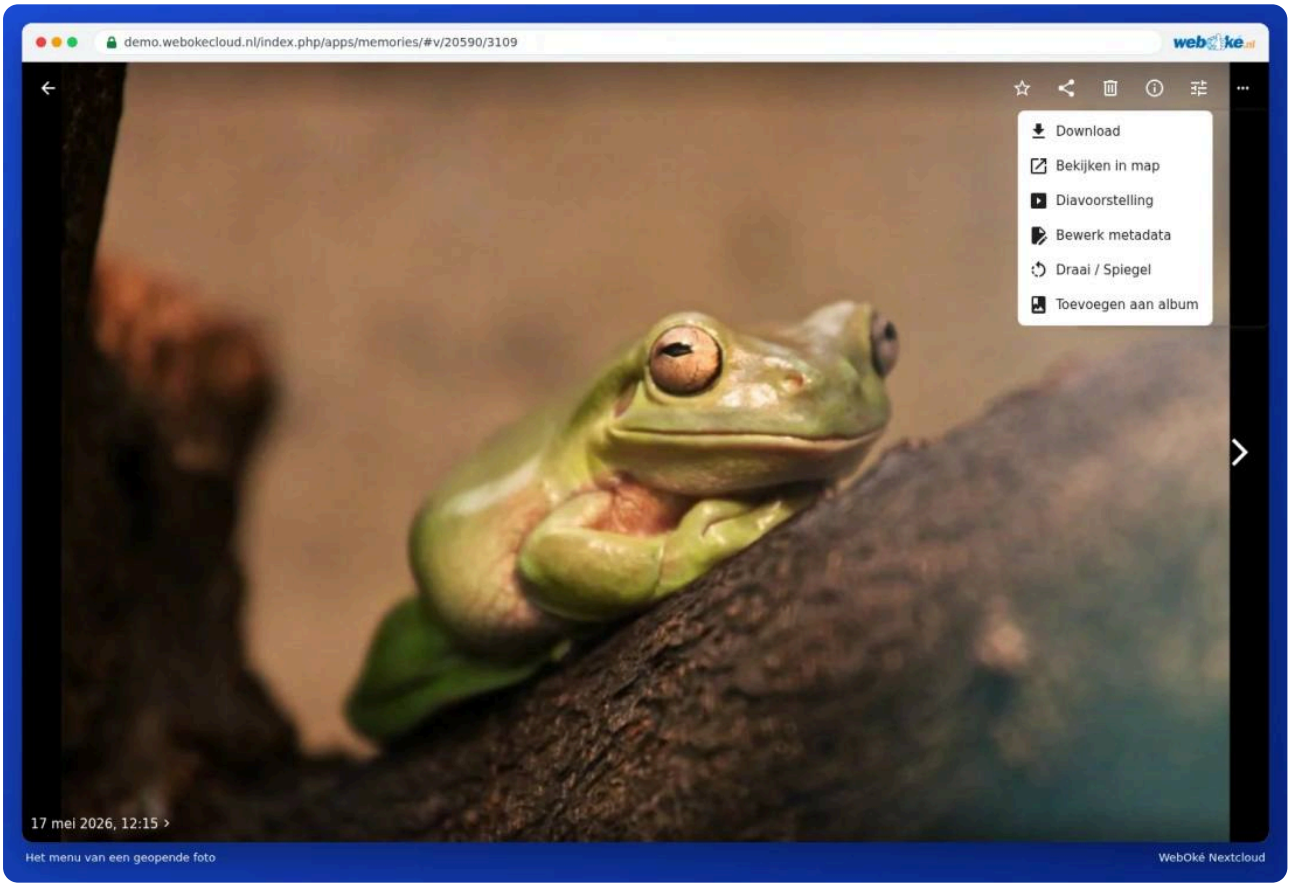
## Why does a photo show the wrong date?

Photos and Memories sort by the date stored in the photo itself. If there's no date in it, they use the file's date, usually the day it was uploaded. You often see this with:

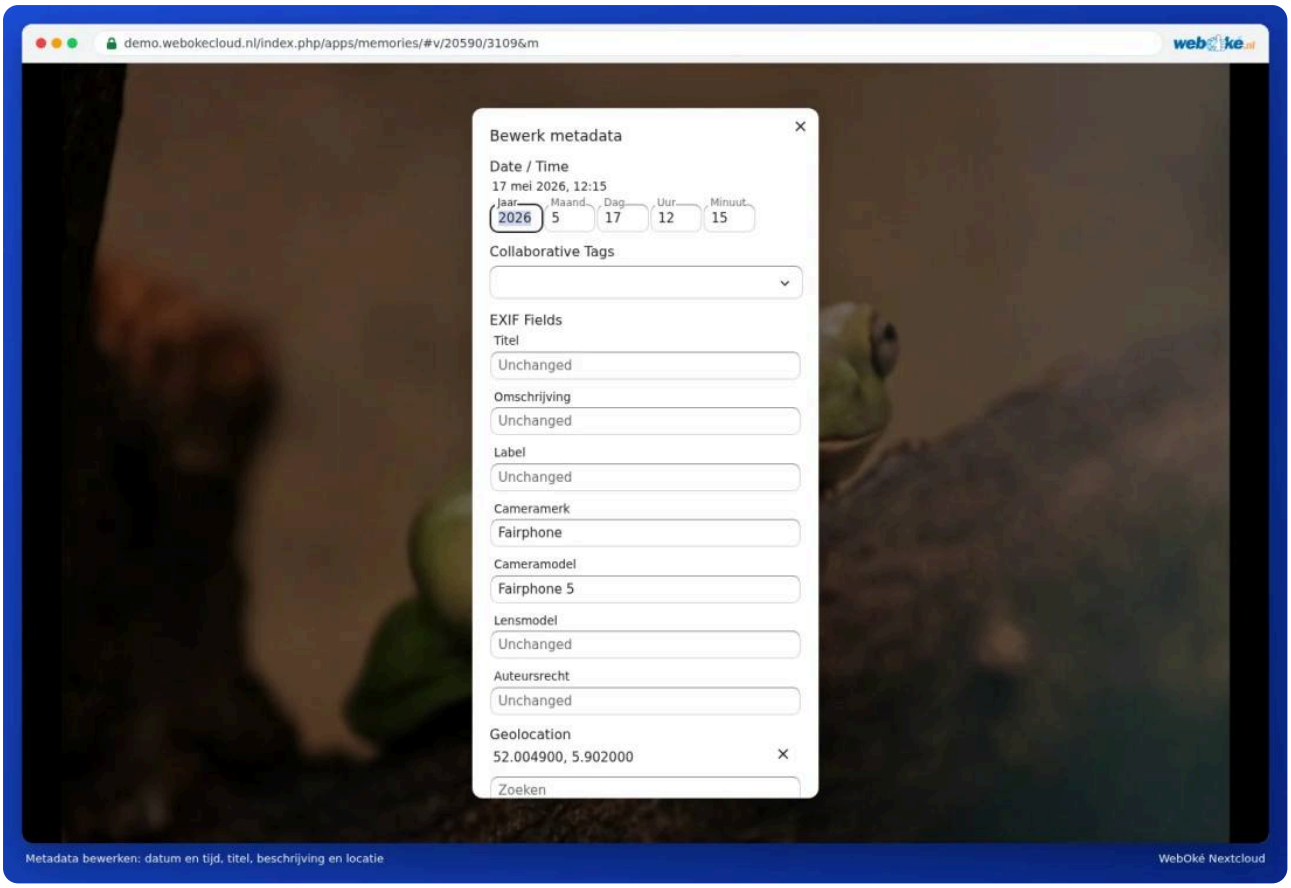
- photos from a Google Photos export (Google puts the date in a separate file), see Transferring Google Photos with the correct dates and albums;
- scanned photos;
- photos forwarded via a messaging app.

## Adjusting the date or location in Memories

1. Open **Memories** and click the photo. It opens in full size. At the bottom left, you'll see the date and time currently stored in the photo.
2. Click the three dots at the top right and choose **Edit metadata**.
3. Under **Date / Time**, adjust the **Year**, **Month**, **Day**, **Hour** and **Minute** fields.
4. Under **EXIF Fields**, you can optionally fill in a **Title** or **Description**. Under **Geolocation**, look up a place, or remove an incorrect location with the cross icon.
5. Click **Save** at the bottom. Memories writes the new information into the photo itself, so it stays correct even if you download the photo later.




The menu of an open photo




Edit metadata: date, title, description and location

**Tip:** in the same menu, you'll find **Rotate / Flip** to straighten a crooked photo, and **Add to album**.

# 12.6 Photos from your phone to your Nextcloud

The easiest way to get your photos into your Nextcloud is to upload them automatically with the Nextcloud app on your phone. Every new photo then goes to your Nextcloud by itself and appears in Photos and Memories.

## How to turn it on

You can read step by step how to turn on automatic upload on your iPhone or Android in Automatically uploading photos. Has it stopped working after an app update on Android? Then check Resuming photo upload on Android after an app update. If uploading stops, Photo upload on your phone stops can help.

## Make sure the apps can find the photos

- Check which folder the app puts your photos in (for example a folder called Camera or InstantUpload).
- Add that folder under **Photos settings** in Photos, see Timeline, albums and folders.
- In Memories, choose a timeline folder that this folder falls under, see Photos or Memories: which app for what?.

## Photos from your computer

Drag a folder of photos into Files in your browser, or put them in your Nextcloud folder on your computer using the desktop app. See Uploading and downloading, including large files, whole folders and zip and Installing Nextcloud Files on Windows.

## Photos from Google Photos

If you're switching from Google Photos, use the WebOké Import Tool: it brings along the date, location and device of your photos. See Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool and Transferring Google Photos with the correct dates and albums.

**Please note:** photos and videos take up a lot of space. Check every now and then how much storage you have left, see Viewing your storage: what counts and what doesn't.

13

# Switching to your WebOké Nextcloud

# 13.1 Preparing: what to bring and in which order

You're switching to your WebOké Nextcloud. Great! With a bit of preparation, the move will go smoothly and you won't lose anything. This article explains what to bring, with which tool, and in which order.

## Which tool do you use?

| You're coming from | Tool | What comes along | Read |
|---|---|---|---|
| Google (Drive, Photos, Calendar, Contacts) | WebOké Import Tool in Nextcloud | Folders from Drive, photos, calendars and contacts | Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool |
| Dropbox | Data migration in Nextcloud | All your files | Moving Dropbox across with Data Migration |
| OneDrive or Microsoft 365 | Data migration in Nextcloud | Files, contacts and calendars | Transferring OneDrive with Data Migration and Switching from Microsoft 365 to WebOké: files, documents, mail and calendar |
| iCloud, Outlook or another calendar | Export and import | Calendars (ics) and contacts (vCard) | Moving your calendar and contacts from Google, iCloud or Outlook (ics and vCard) |
| Nextcloud Free or another Nextcloud with WebOké | Nextcloud Export in My WebOké | Contacts, calendars and files | From Nextcloud Free to a paid package, or from another Nextcloud provider |
| A Nextcloud with another provider | The desktop app, or export and import | Files, calendars and contacts | From Nextcloud Free to a paid package, or from another Nextcloud provider |

## Checklist before you start

| Step | Why |
|---|---|
| 1. Check how much space you're using with your old service. | Does it fit in your plan? With Free you have 5 GB, with Personal 250 or 500 GB. You can arrange more storage in My WebOké (More storage or users, changing or cancelling your package). |
| 2. Tidy up your old service. | The import tools bring everything along. It's best to delete anything you don't want to keep beforehand. |
| 3. Create your users first (Family and Max). | Everyone moves their own data into their own account. See Creating, editing, disabling and deleting users. |

| | |
|---|---|
| 4. Log in and secure your account. | For example, set up an authenticator app. See Logging in for the first time and Setting up an authenticator app and saving backup codes. |
| 5. Move your files over first. | This takes the longest. The import continues in the background; you can close the window. |
| 6. Then move your calendars and contacts. | Do this once and into an empty calendar or address book, so you don't end up with duplicates. |
| 7. Only install the desktop app and the app on your phone after that. | That way they sync everything in one go, rather than halfway through an import. See Installing Nextcloud Files on Windows and Which apps do you need on your phone and tablet?. |
| 8. Check that everything is there. | Compare a few folders and count your contacts and appointments. |
| 9. Only cancel your old service after that. | Keep your old service running for a while until you're sure everything has transferred correctly. |

**Tip:** turn off the sync app of your old service on your computer during the move, for example Google Drive for desktop, Dropbox or OneDrive. That way, two programs won't be working in the same files at the same time.

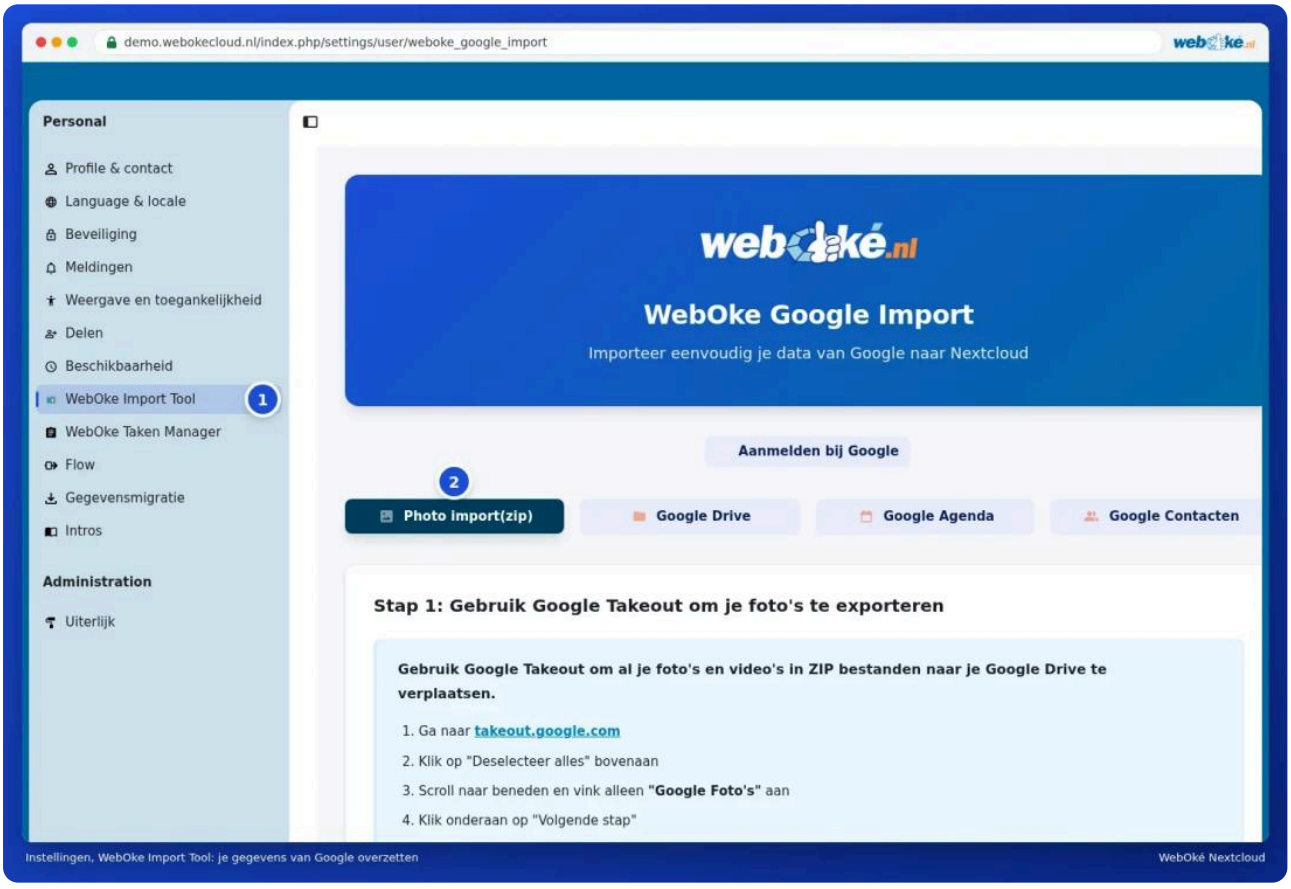
**Please note:** new files that you still save to your old service during the move won't come along automatically. So from the start of the move, work in your WebOké Nextcloud as much as possible.

# 13.2 Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool

With the WebOké Import Tool, you transfer your data from Google to your WebOké Nextcloud: folders from Google Drive, your photos from Google Photos, your calendars and your contacts. You do this in Nextcloud itself. The transfer runs in the background, so you can carry on working in the meantime.

## Opening the Import Tool

1. Log in to your WebOké Nextcloud.
2. Click your profile picture in the top right and choose **Settings**.
3. Click **WebOke Import Tool** on the left (1).



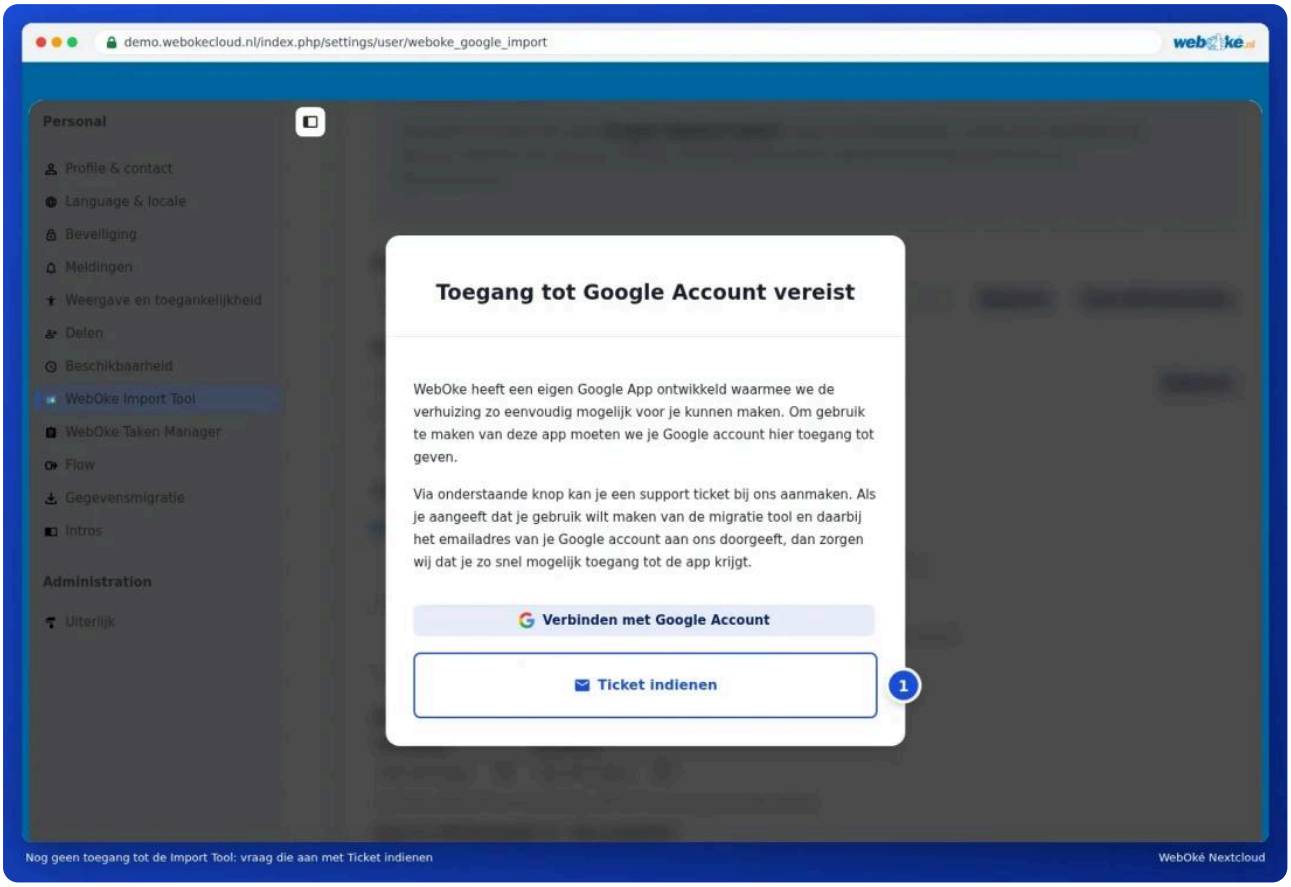

The WebOke Import Tool (1) and the Photo import(zip) section (2)

You'll see the **Logging in to Google** button and the sections **Photo import(zip)** (2), **Google Drive**, **Google Calendar** and **Google Contacts**.

## Step 1: requesting access

The Import Tool is WebOké's own app registered with Google. Google only allows this app to work for Google accounts that we've registered in advance. If you click Google Drive,

Google Calendar or Google Contacts without having access, you'll see the window **Access to Google Account required**.




Don't have access yet? Request it with Submit a ticket (1)

1. Click **Submit a ticket** (1).
2. In the ticket, explain that you want to use the migration tool, and provide the email address of your Google account.
3. We'll register your account with Google and let you know when you can continue. Do this for each Google account you want to transfer.

## Step 2: logging in to Google

1. Click **Logging in to Google**, or, in the window, click **Connecting to Google Account**.
2. Log in with your Google account and grant permission for the sections you want to transfer.
3. You'll return to Nextcloud. You can now use the sections.

## Folders from Google Drive

Under **Google Drive**, choose the folder you want to transfer and start the transfer. You transfer one folder per task. If you have several folders, start multiple tasks; these can run at the same time.

## Calendars and contacts

- Under **Google Calendar**, choose one or more calendars. This is usually done within a few minutes.
- Under **Google Contacts**, choose which groups of contacts you want to transfer, and which address book they'll go into in Nextcloud.

## Photos from Google Photos

Photos are transferred in three steps, because Google only provides them as zip files. The steps are also shown in the Import Tool under **Photo import(zip)**.

1. **Exporting from Google.** Go to takeout.google.com, click *Deselect all*, tick only *Google Photos* and click *Next step*. Under transfer method, choose *Add to Drive*, export once, file type ZIP and file size 10 GB. Click *Create export*. Google will email you once the zip files are ready in the Takeout folder in your Google Drive.
2. **Bringing the zip files to Nextcloud.** In Photo import(zip), click **Migrate takeout files from Google Drive**. Wait until the task is finished.
3. **Extracting the photos.** Choose the **Google Takeout Import** folder containing the zip files and a destination folder for your photos, then click **Start Google Photos Import**. The albums are kept.

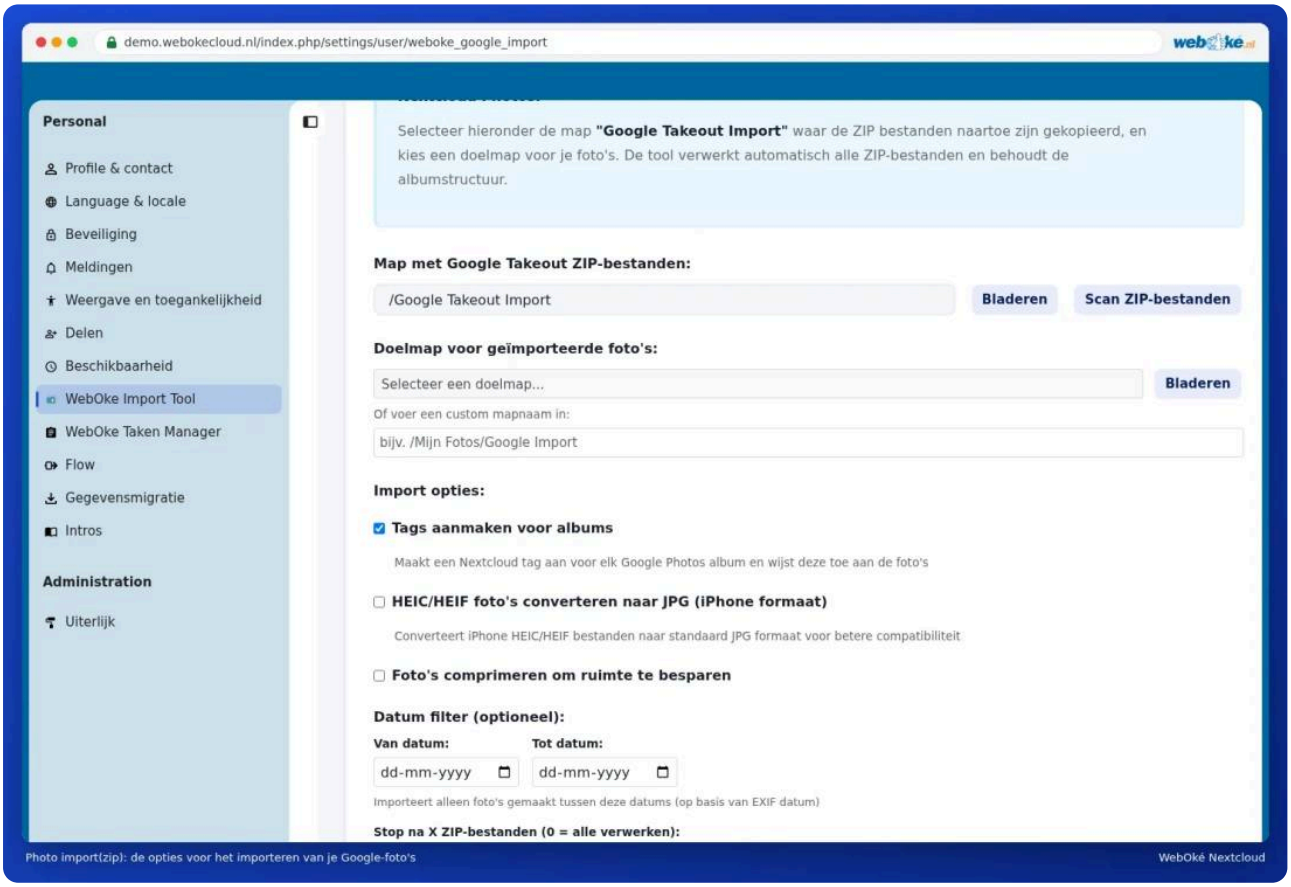



Photo import(zip): the folder with zip files, the destination folder and the import options

In the last step, you also choose a few options:

- **Create tags for albums**: each photo is given a label with the name of its album.
- **Convert HEIC/HEIF photos to JPG**: handy if your photos come from an iPhone and you want to be able to open them everywhere.
- **Compress photos to save space**: the photos become smaller, but also slightly less sharp. If you want to keep the originals, leave this off.
- **Date filter** and **Stop after X ZIP files**: handy for trying it out with a few photos first.

The date taken, the location and your device's details are kept. You can read more about photos and dates in Photos from Google Takeout with the correct date.

## Tracking progress

Each transfer is a task that runs in the background. You can close the window. You can see progress under **WebOke Taken Manager** in Settings, and you'll get an email when it's finished. The transfer takes anywhere from a few minutes to a few hours, depending on how much you're bringing across.

**Tip:** transfer your photos before you let the Nextcloud app on your phone upload photos. Otherwise, you'll end up with duplicate photos from your phone.

This explanation is also available in our knowledge base article Migrating from Google Drive to WebOké Nextcloud.

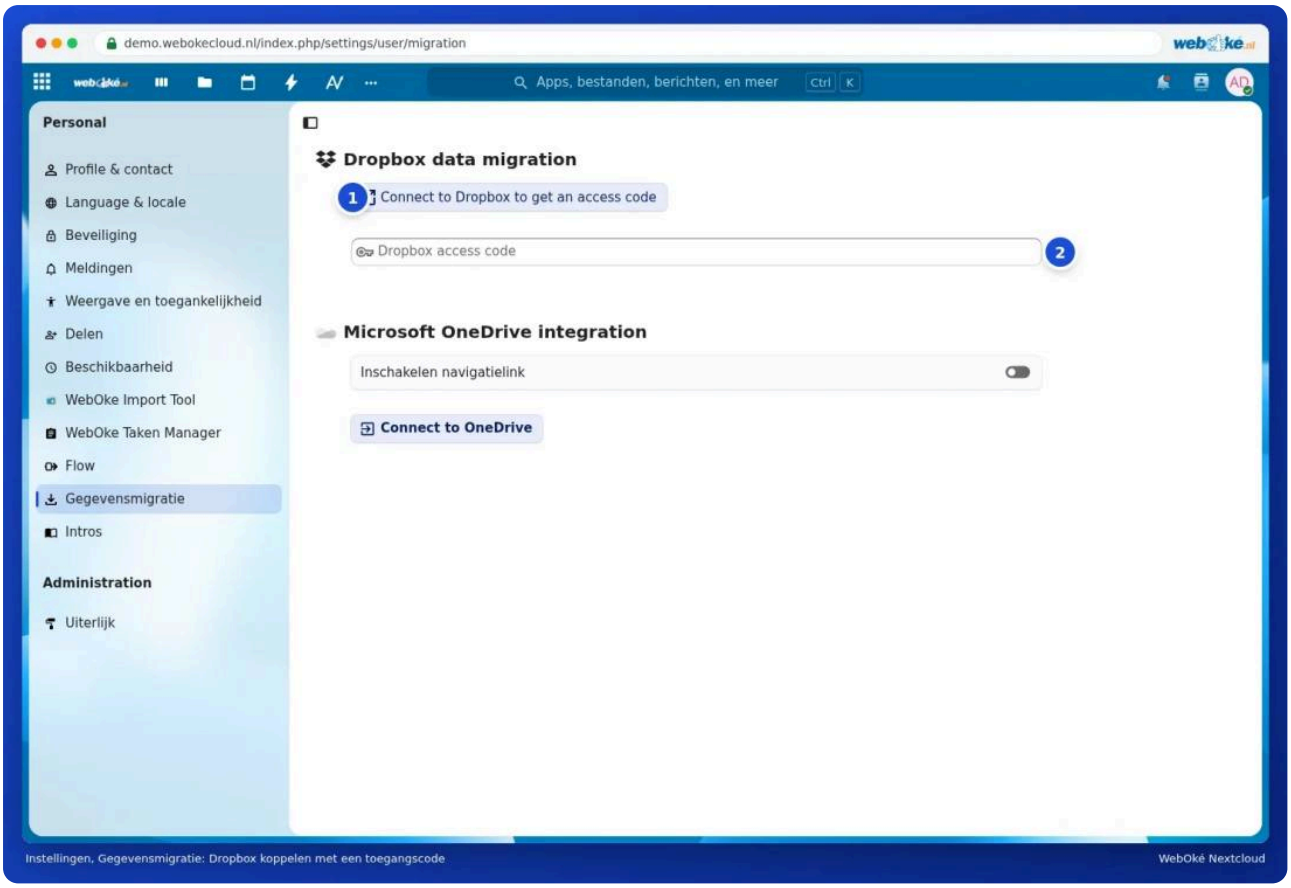
# 13.3 Moving Dropbox across with Data Migration

With **Data Migration**, you can bring all your files and photos from Dropbox to your WebOké Nextcloud. You link your Dropbox with an access code, choose a folder and the server does the rest.

**Please note:** you cannot choose which files come across. Data Migration brings everything in your Dropbox. If there's something you don't want to bring over, remove it from Dropbox first, or tidy it up afterwards in Nextcloud.

## How to move Dropbox across

1. Log in to dropbox.com, so that you're already logged in when you link your Dropbox later.
2. Log in to your WebOké Nextcloud, click your profile picture at the top right and choose **Settings**.
3. Click **Data Migration** on the left.
4. Under **Dropbox data migration**, click **Connect to Dropbox to get an access code** (1).
5. Dropbox opens in a new window. Click **Allow**.
6. Dropbox shows an access code. Copy this code.
7. Go back to Nextcloud and paste the code into the **Dropbox access code** field (2).
8. Choose the **Importdirectory**: the folder in Nextcloud where your Dropbox files will go. Click the pencil to choose a different or new folder.
9. Start the import with the button for importing your Dropbox files.




Data Migration: linking Dropbox (1) and pasting the access code (2)

## How long does it take?

Anywhere from a few minutes to a few hours, depending on how much you have in Dropbox. You can close the window: the server keeps working in the background. If you come back to the Data Migration page later, you'll see whether the import is still running.

**Tip:** do you use the Dropbox app on your computer? Turn it off once the import is finished and you've checked that everything's there. Then install the Nextcloud desktop app (Installing Nextcloud Files on Windows).

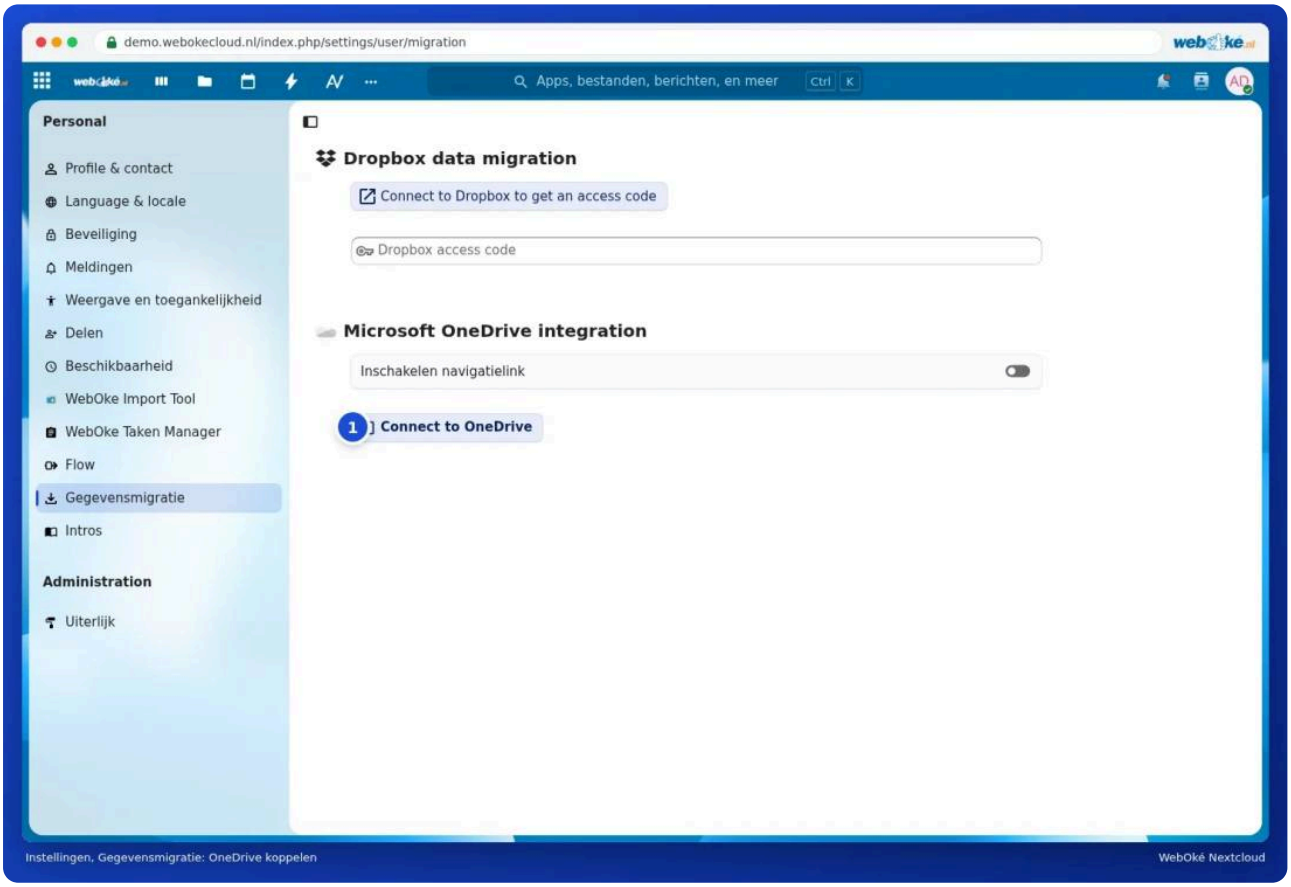
This explanation is also available in our knowledge base article Migrating from Dropbox to WebOké Nextcloud.

# 13.4 Transferring OneDrive with Data Migration

Coming from Microsoft OneDrive? With **Data Migration** you transfer your files to your WebOké Nextcloud, as well as your contacts and calendars from your Microsoft account.

## How to transfer OneDrive

1. Log in to your WebOké Nextcloud, click your profile photo in the top right and choose **Settings**.
2. Click **Data Migration** on the left.
3. Under **Microsoft OneDrive integration**, click **Connect to OneDrive** (1).
4. A Microsoft window opens. If you're already logged in to Microsoft, the connection is made straight away. Otherwise, log in in that window and give your consent.
5. Back in Nextcloud, you'll see which OneDrive account you're connected to, and what you can import: your files, your contacts and your calendars.
6. Under **Importdirectory**, choose the folder where your OneDrive files will go. Use the pencil icon to choose a different or new folder.
7. Start importing your files. If you also want to transfer your contacts and calendars, start those imports too; for calendars, the button is called **Import calendar**.




Connecting OneDrive in Data Migration (1)

Just like with Dropbox, Data Migration brings across all your files. If there's anything you don't want to keep, it's best to delete it in OneDrive first. The import keeps running in the

background; you can close the window. It takes anywhere from a few minutes to a few hours.

## Do you work with Microsoft 365?

Then there's more to transfer: your email, your Word, Excel and PowerPoint files and perhaps Teams. Read Switching from Microsoft 365 to WebOké: files, documents, mail and calendar for that.

This explanation is also in our knowledge base article Migreren van Microsoft OneDrive naar WebOké Nextcloud.

# 13.5 Moving your calendar and contacts from Google, iCloud or Outlook (ics and vCard)

You move calendars and contacts using two types of files that almost every service supports: an **ics file** for a calendar and a **vCard file** (vcf) for contacts. You export them from your old service and import them into your WebOké Nextcloud.

**Tip:** coming from Google or OneDrive? Then it's easier to use the built-in tools in Nextcloud. See Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool and Transferring OneDrive with Data Migration.

## Step 1: exporting from your old service

| Service | Calendar | Contacts |
|---|---|---|
| Google | In Google Calendar's settings, under Import and export. You'll get a zip file with an ics file per calendar. | In Google Contacts with Export, then choose the vCard format. |
| iCloud | Via the Calendar app on a Mac: export the calendar as an ics file. | On icloud.com under Contacts: select your contacts and export them as vCard. |
| Outlook and other services | Search your service's help for *export calendar* or *save calendar as ics*. | Search your service's help for *export contacts as vCard*. |

The exact menu names differ per service and sometimes change. If you're unsure, check your old service's help.

## Step 2: importing into your Nextcloud

- You import **a calendar** in the Calendar app, at the bottom left under **Calendar settings**, with **Import calendar**. You choose the ics file and the calendar the appointments should go into. Read how this works in Subscribing to an external calendar and importing a calendar.
- You import **contacts** in the Contacts app. You choose the vCard file and the address book. See Contacts: creating, groups, importing and exporting.

## How to avoid duplicates

- Import each file only once. If you import it twice, your appointments or contacts will appear twice.
- It's best to import contacts into a new, empty address book. If something goes wrong, you can simply delete that address book and start again.
- Nextcloud supports vCard files in version 3.0 and 4.0. If importing doesn't work, try exporting again in one of these versions.
- Still have duplicate contacts? Read Cleaning up duplicate contacts after transferring.

## Subscribing instead of moving

Do you just want to keep seeing a calendar rather than moving it, such as a school or sports club calendar? Then subscribe to that calendar's link. Read how in Subscribing to an external calendar and importing a calendar.

After that, set up your calendar and contacts on your phone and computer. See Calendar and contacts on the iPhone and iPad and Calendar and contacts on Android with DAVx5.

# 13.6 Switching from Microsoft 365 to WebOké: files, documents, mail and calendar

Switching from Microsoft 365 (formerly Office 365) to WebOké? Then you're moving more than just files. This table shows where each part ends up in WebOké and how to transfer it.

| In Microsoft 365 | In WebOké | How to transfer it |
|---|---|---|
| OneDrive | Files in your WebOké Nextcloud | With Data migration in Nextcloud. See Transferring OneDrive with Data Migration. |
| Word, Excel and PowerPoint | Euro-Office in your Nextcloud (with an Office licence) | Your files stay docx, xlsx and pptx and simply open in Euro-Office. See the Euro-Office manual and Assigning and ordering extra Office licences. |
| Outlook mail | A mail package from WebOké, readable in Outlook, on your phone or in Nextcloud Mail | You move your mail using the mail package, not with Nextcloud. For how to add your mailbox in Nextcloud, see Adding your mailbox to the Email app. |
| Outlook calendar and contacts | Calendar and Contacts in your Nextcloud | With Data migration, together with OneDrive (Transferring OneDrive with Data Migration), or with ics and vCard files (Moving your calendar and contacts from Google, iCloud or Outlook (ics and vCard)). |
| Keep using Outlook on your computer | Outlook with your Nextcloud calendar | With the CalDav Synchronizer add-in. See Calendar in Outlook with CalDav Synchronizer and Outlook and Nextcloud calendar side by side. |
| Teams (chat and meetings) | Talk in your Nextcloud (with packages that include Office) | Conversations don't transfer; you start again in Talk. See What is Talk and who has it?. |
| Files in Teams and SharePoint | A shared folder or team folder in your Nextcloud | Download the files and put them in a shared folder, or synchronise them with the desktop app. See Creating teams and sharing a folder with your whole team and Team folders: a shared folder that belongs to the team. |
| Forms | Forms in your Nextcloud (with packages that include Office) | You recreate your forms. See Creating and sharing forms and surveys, and viewing the responses. |

## A handy order to follow

1. Create the users in My WebOké and give an Office licence to anyone who needs one (Creating, editing, disabling and deleting users, Assigning and ordering extra Office

licences).
2. Have everyone transfer their OneDrive, calendar and contacts with Data migration (Transferring OneDrive with Data Migration).
3. Put shared files in shared folders or a team folder.
4. Move the mail using your mail package.
5. Install the desktop app and the apps on your phones (Installing Nextcloud Files on Windows, Which apps do you need on your phone and tablet?).
6. Only cancel Microsoft 365 once everything is set up correctly.

**Tip:** would you rather work in a program on your computer than in the browser? You can with Nextcloud Office as a program on your computer. See the Euro-Office manual: Euro-Office as a program on your computer.

# 13.7 From Nextcloud Free to a paid package, or from another Nextcloud provider

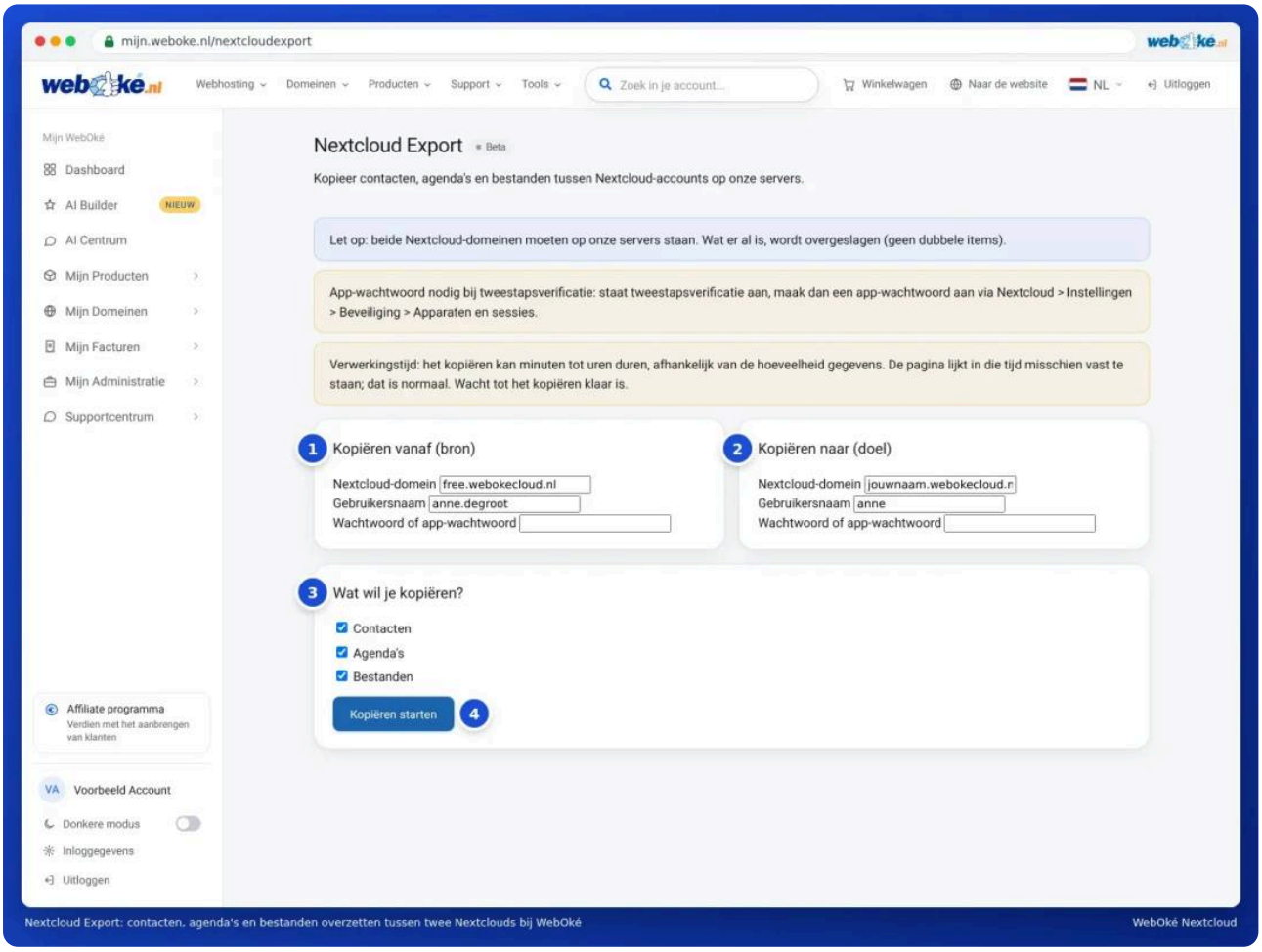
Do you have Nextcloud Free and want more space, more users or Office? Or do you already have a Nextcloud with another provider? This article explains how to take your data with you.

## From Free to Personal, Family or Max

Nextcloud Free is an account on our shared Nextcloud. A paid package is your own Nextcloud. You can't convert Free, so you order a new package and move your data over. For this, WebOké has the **Nextcloud Export** page.

## Nextcloud Export

Nextcloud Export copies contacts, calendars and files from one Nextcloud account to another. This only works if both Nextclouds are with WebOké, for example from Free to your new package, or from one package to another. You'll find the page at mijn.weboke.nl/nextcloudexport. You need to be logged in to Mijn WebOké.




Nextcloud Export: the source (1), the destination (2), what you're copying (3) and Copy Starten (4)

1. Create an app password in the Nextcloud you're coming from, and also in your new Nextcloud. Two-factor authentication is always on, so your regular password won't work here. See App passwords: when and how to use them.
2. Go to mijn.weboke.nl/nextcloudexport.
3. Under **Kopiëren vanaf (bron)** (1), enter the address of your old Nextcloud, your username and the app password. For Free, the address is *free.webokecloud.nl*.
4. Under **Kopiëren naar (doel)** (2), enter the address of your new Nextcloud, your username there and the app password.
5. Under **Wat wil je kopiëren?** (3), choose: Contacts, Calendars and Files.
6. Click **Kopiëren starten** (4).

Copying can take anywhere from minutes to hours. The page may appear to be frozen during this time. That's normal: don't close it, and wait until you see the message *Kopiëren gelukt!*, showing how many contacts, calendar items and megabytes of files were copied.

## Good to know

- **No duplicates are created.** Anything already on the destination is skipped. Did the copying fail halfway through? Just start it again.
- **Everything ends up in one calendar and one address book.** If your old Nextcloud has multiple calendars, all appointments will end up in your first calendar on the destination afterwards. The same applies to address books. Want to keep them separate? Export and import them per calendar instead (Moving your calendar and contacts from Google, iCloud or Outlook (ics and vCard)).
- **Files end up in the same folders** as in your old Nextcloud.
- **Shares don't come along.** You'll need to recreate shared folders and public links in your new Nextcloud.
- Nextcloud Export is still in **Beta**. If it doesn't work, please contact support.

## Afterwards: cleaning up your Free account

Is everything in your new Nextcloud? Then you can delete your Free account. In Mijn WebOké, go to Mijn Producten, click **Administration** next to Nextcloud Free and click **Verwijder mijn account uit Nextcloud Free**. Type your username to confirm.

**Please note:** this deletes your account with all files immediately and permanently. There's no backup. So make sure everything has transferred correctly first.

## From a Nextcloud with another provider

Nextcloud Export only works between Nextclouds hosted with WebOké. Otherwise you'll get the message *Het brondomein staat niet op onze servers*. If you're coming from another provider, here's how to do it:

1. **Files**: install the Nextcloud desktop app and add both your old and your new Nextcloud as an account (Multiple accounts and folders in one app). Then copy the

files from your old Nextcloud's folder to your new one's folder in File Explorer or Finder. For small amounts, you can also download them as a zip file in your browser and upload them again (Uploading and downloading, including large files, whole folders and zip).

2. **Calendars and contacts**: export them in your old Nextcloud as ics and vCard files and import them into your new one (Moving your calendar and contacts from Google, iCloud or Outlook (ics and vCard)).
3. Can't figure it out, or is it a large number of users? Contact support, we're happy to help.

# 13.8 Photos from Google Takeout with the correct date

Your photos from Google Photos suddenly show the wrong date after moving over, for example all dated on the day you uploaded them. This is due to the way Google delivers your photos. Here's how to prevent and fix it.

## Why does this happen?

Photos and Memories in your Nextcloud sort by the date taken that's stored in the photo itself. With a Google Takeout export, the date is often no longer in the photo, but in a separate file with the same name followed by *.json*. If you upload the photos without processing those json files, Nextcloud doesn't know the date taken and uses the file's date instead.

## The best route: the WebOké Import Tool

Move your photos over with the WebOké Import Tool, under **Photo import(zip)**. It unpacks the zip files from Takeout itself, keeps the date taken, the location and your device's details, and sets up your albums neatly. You can read how this works in Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool.

## Have you already uploaded the photos yourself?

- **A few photos** can be adjusted in Memories: there you can change the date and time of a photo. See Map and location: adjusting the date of a photo.
- **Many photos**: delete the uploaded folder, and move the photos over again with the Import Tool. Or restore the dates in the photos before uploading with a tool that processes the json files from Takeout.

## Albums

With the Import Tool, your albums are kept. If you choose the option **Create tags for albums**, each photo also gets a label with the name of its album. This way you can still find them even if you reorganise them later. You can read about sharing an album with family in Sharing an album with family or friends.

**Tip:** try it first with a few zip files. Under **Stop after X ZIP files**, enter 1, for example. If the dates are correct, import the rest.

You can read more about photos and dates in Transferring Google Photos with the correct dates and albums.

14

# Managing your package in My WebOké

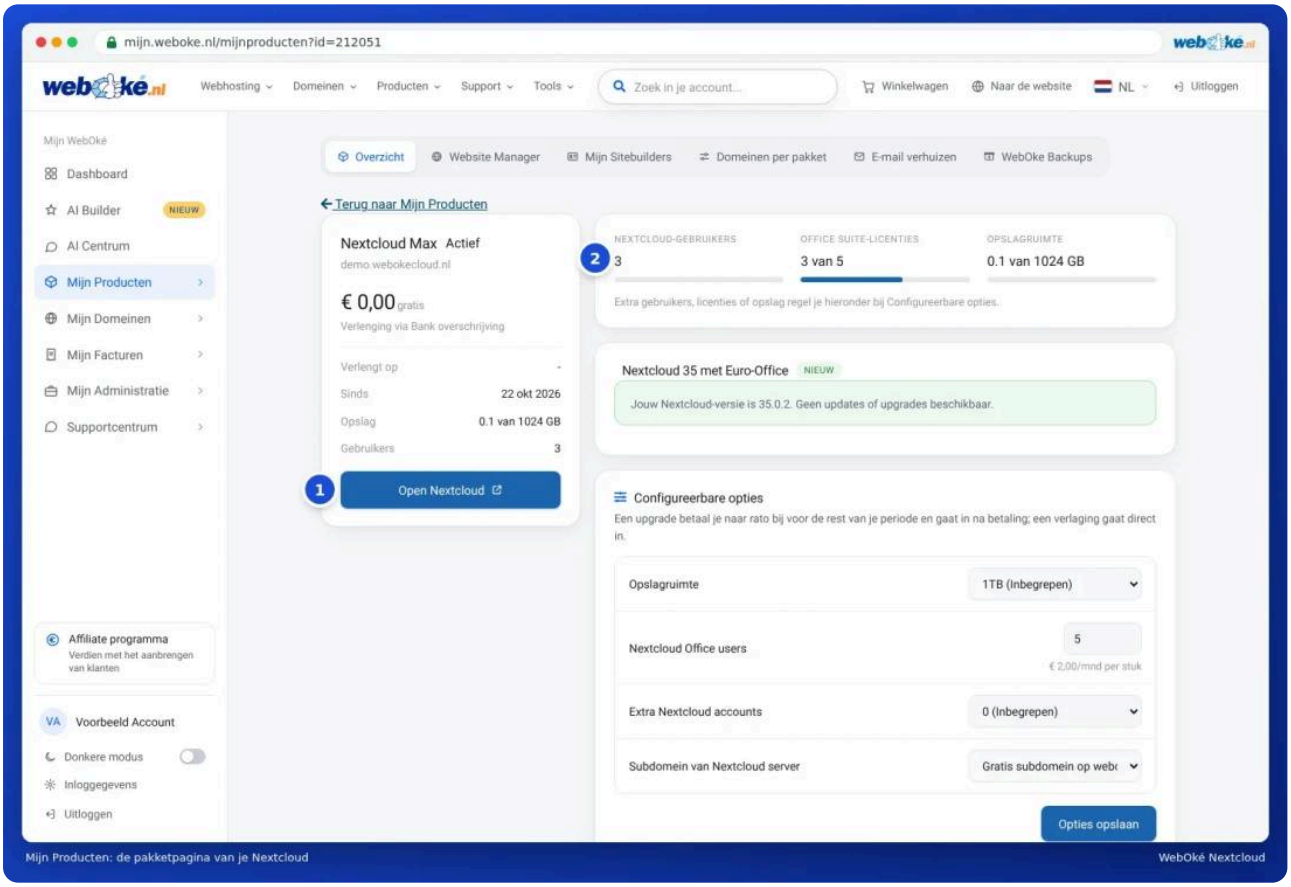
# 14.1 The package page in My WebOké

You manage your WebOké Nextcloud in two places. In Nextcloud itself, you work with your files, calendar and contacts. Everything to do with your package, you arrange in My WebOké: users, Office licences, storage, updates and the AI Assistant. You do this on the package page.

## Opening the package page

1. Log in at mijn.weboke.nl.
2. Go to **My Products**.
3. Next to your Nextcloud package, for example **Nextcloud Family** or **Nextcloud Max**, click **Administration**.

Looking for something on the package page? Type it into the search bar of My WebOké, for example *AI Assistant in Nextcloud*.




The package page: the Open Nextcloud button (1) and the counters (2)

## What do you see on the package page?

- **Open Nextcloud** (1): opens your Nextcloud in a new tab.
- **The counters** (2): **Nextcloud users**, **Office Suite licences** and **Storage space**. You see how much of what you have is in use, for example *3 of 5*. You can add extra

users, licences or storage under Configurable options.

- **The card with your Nextcloud version**: which version you have and whether a new version is ready for you. See Nextcloud updates: when and how.
- **Configurable options**: storage, Office licences, extra users (Max) and your address (Family and Max). See More storage or users, changing or cancelling your package and Your Nextcloud on your own domain (cloud.yourcompany.com).
- **Change hosting package**: switching to a different Nextcloud package. You see this card if another package is available to you. See More storage or users, changing or cancelling your package.
- **User management**: adding users, changing passwords and turning Office on or off. See Creating, editing, disabling and deleting users.
- **AI Assistant in Nextcloud**: turning on AI with your own API key. See AI Assistant in your Nextcloud.
- **Cancel product** and **Transfer to another customer**, at the bottom of the page.

**Tip:** the counters and the user list are fetched live from your Nextcloud. If you briefly see *Fetching users...*, just wait a few seconds. If you get the message *The user list could not be retrieved*, please refresh the page again later.

## Nextcloud Free looks different

With Nextcloud Free, you have your own account on our shared Nextcloud. On the package page, you then see the card **Your Nextcloud Free account**, with your username, how much storage you're using, when you last logged in and the Nextcloud version. User management, Office and the AI Assistant aren't available with Free. Want more? Read From Nextcloud Free to a paid package, or from another Nextcloud provider.

## Who can do what?

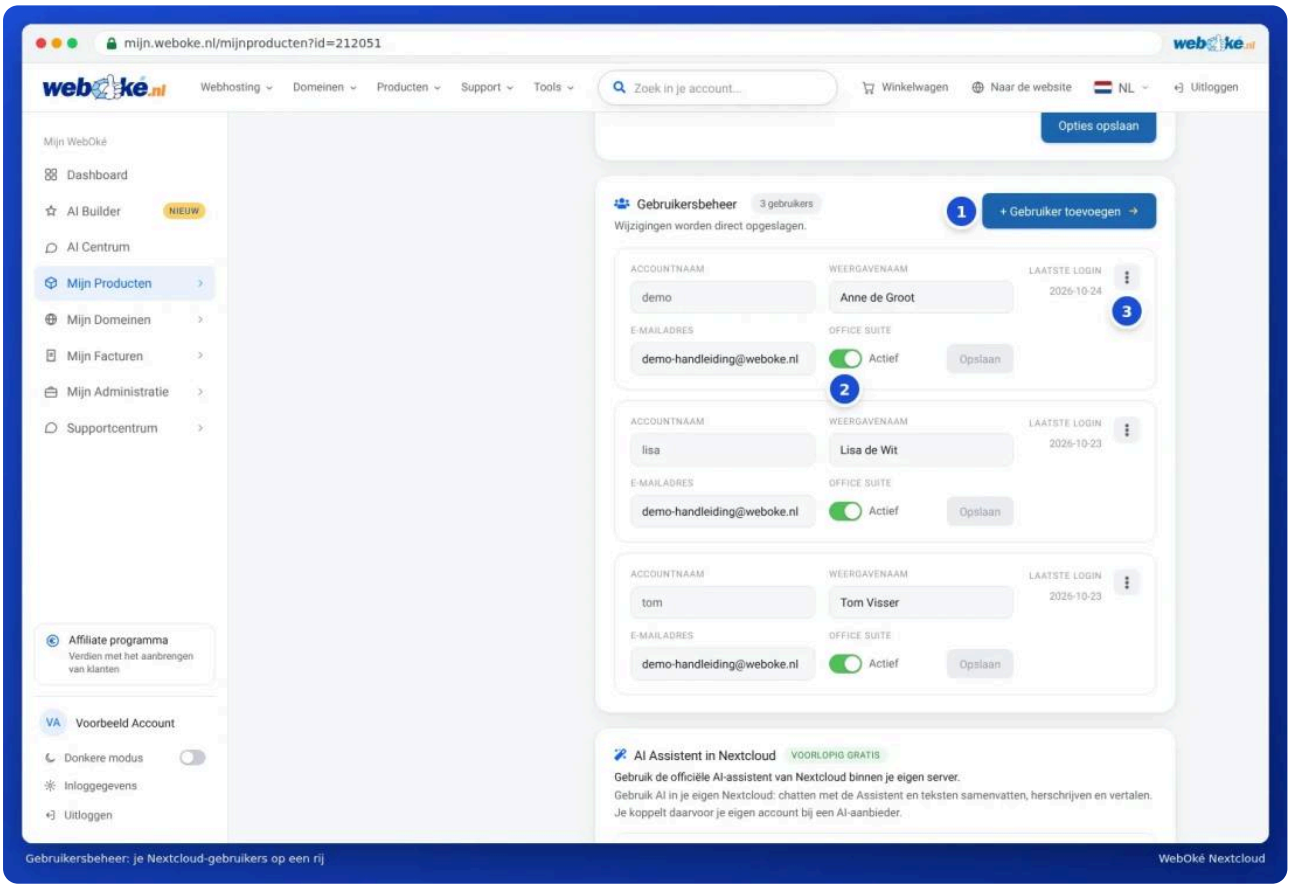
The package page is for the owner of the WebOké account. Some buttons only work for the owner, such as starting an update and turning the AI Assistant on or off. People who only have a Nextcloud account, such as your family members or colleagues, don't appear in My WebOké. They only work in Nextcloud. Read more about permissions in Permissions: who manages what in your Nextcloud?.

# 14.2 Creating, editing, disabling and deleting users

With Nextcloud Family and Max you give everyone their own account: your family members, your colleagues or the members of your association. Everyone has their own files, their own calendar and their own contacts, and you can easily share with each other. You manage users in Mijn WebOké, under **Gebruikersbeheer** on the package page (see The package page in My WebOké).

## How many users can you create?

| Package | Users |
|---|---|
| Personal | 1. In User management you can still manage the password and details of that user. |
| Family | 5, fixed. You can't order extra users with Family. If you need more, switch to Max. |
| Max | 10, expandable with **Extra Nextcloud accounts** under Configurable options, up to 100 in total. |

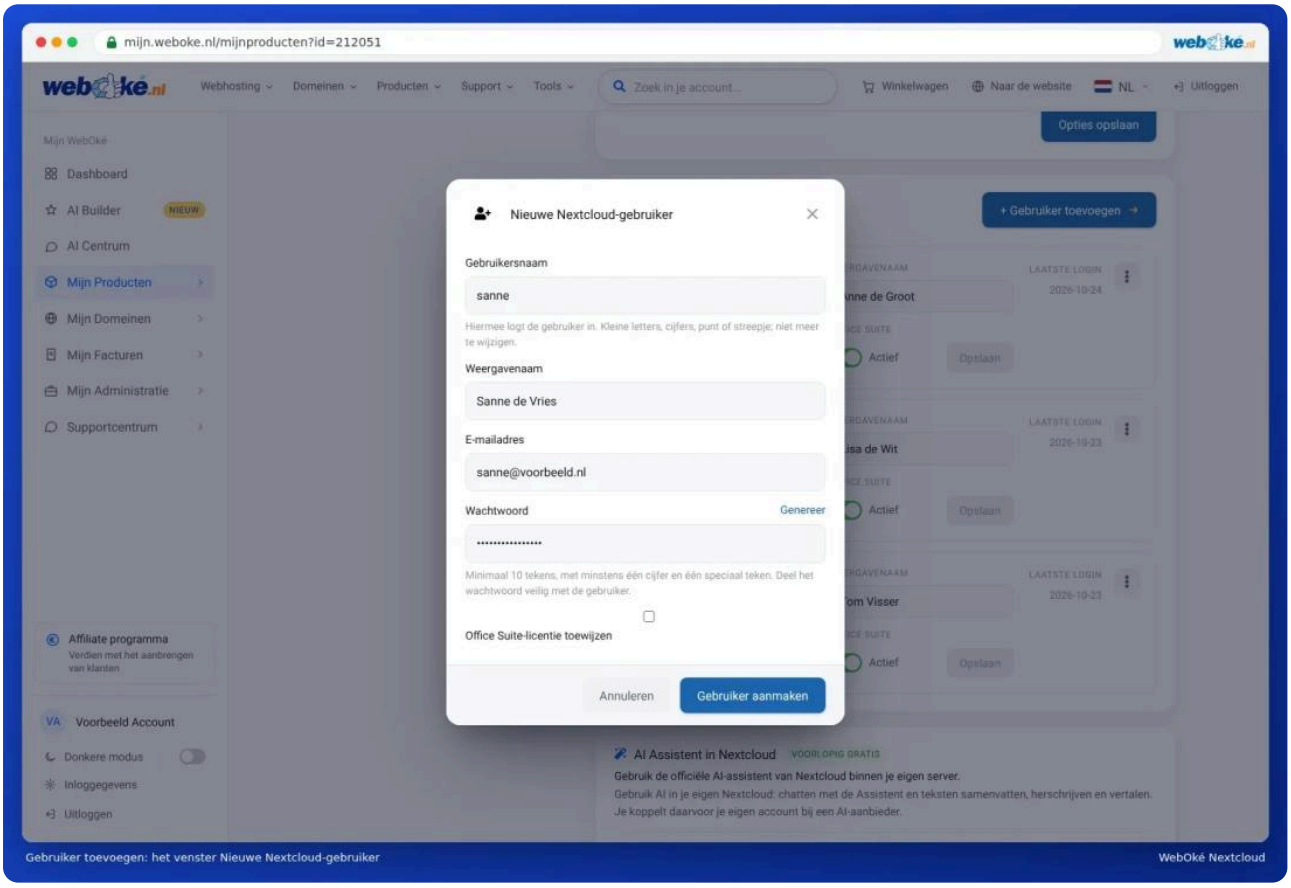



User management: Add user (1), the Office Suite switch (2) and the actions menu (3)

For each user you see the **Account name** (the username), the **Display Name**, the **Email address**, the **Office Suite** switch and the date of the **Last login**. For someone who has never logged in, it says *Not logged in yet*.

## Adding a user

1. Click **Add user** (1) in User management.
2. Fill in the **Username**. The user logs in with this. Use lowercase letters, numbers, a full stop or a hyphen. You can't change the username later.
3. Fill in the **Display Name**. Others see this name when you share something.
4. Fill in the **Email address**. This is where Nextcloud's emails go, such as the login code and a link to create a new password.
5. Choose a **Password** of at least 10 characters, with at least one number and one special character. Or click **Generate**.
6. Does the user need to work with Euro-Office? Then tick **Assign Office Suite licence**.
7. Click **Create user**.




The New Nextcloud user window

**Please note:** we don't send the new user a welcome email. Pass on the address of your Nextcloud, the username and the password yourself, and do so securely: for example, send the password via a different channel than the username. The first time they log in, Nextcloud asks for a code sent by email. See Logging in for the first time.

## Notifications you might see

| Notification | What to do |
|---|---|

| | |
|---|---|
| *This username already exists on the installation.* | Choose a different username. |
| *Choose a username of 2 to 64 characters: lowercase letters, numbers, full stop, hyphen or underscore.* | Remove capital letters, spaces and other characters from the username. |
| *Nextcloud rejected this password.* | The password is too short, too common, or appears in a list of leaked passwords. Click **Generate** or choose a longer password. |
| *You've reached the maximum of ... users.* | Increase the number under Configurable options (Max) or switch to a larger package. See More storage or users, changing or cancelling your package. |
| *All ... Office Suite licences are in use.* | Create the user without Office, or order more licences. See Assigning and ordering extra Office licences. |

## Changing a name or email address

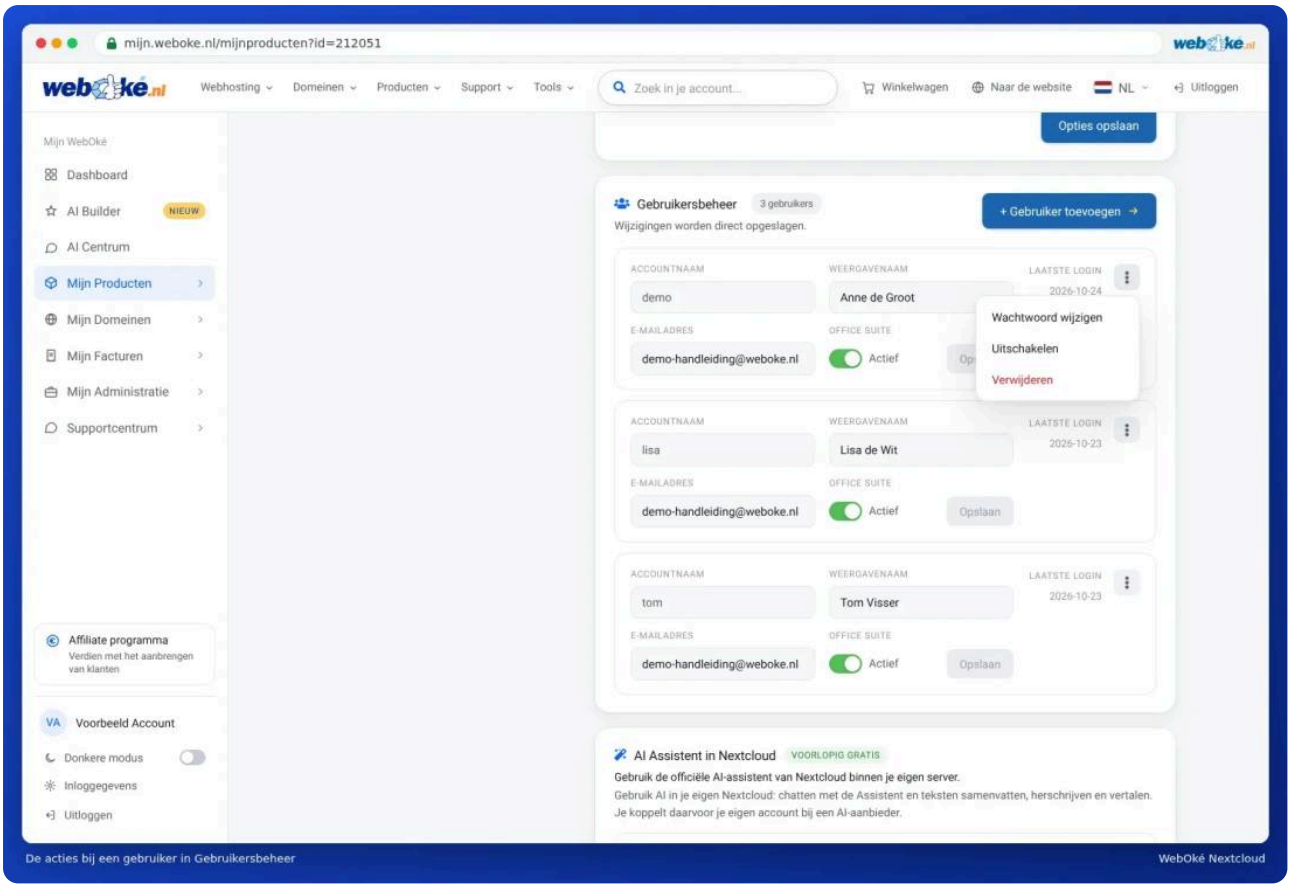
Edit the **Display Name** or **Email address** directly in the user's row and click **Save** in that row. The email address is important: this is where login codes and the email to create a new password are sent.

## Turning Office on or off

Turn the **Office Suite** switch (2) on or off. This is saved immediately. See Assigning and ordering extra Office licences.

## Password, disabling and deleting

Click the actions menu (3) next to a user. You can then choose:




The actions for a user

- **Change password**: for example if someone has lost their password and doesn't receive a recovery email.
- **Disable**: the user can no longer log in, but all their files, appointments and contacts are kept. Use **Enable** to turn them back on.
- **Delete**: permanently delete the user and all their data.

**Please note:** with **Delete**, all of that user's files, calendars and contacts are permanently deleted. This can't be undone, not even by WebOké. Have the user transfer their files first. Read how to do this in Transferring ownership when a colleague leaves and Colleague leaving: safely taking over files, calendar and shared folders.

## Someone is leaving

1. First turn off **Office Suite**, so the licence immediately becomes available for someone else.
2. Choose **Disable**. The user can then no longer log in, but nothing is lost.
3. Make sure the files, calendars and shared folders end up with someone else (Colleague leaving: safely taking over files, calendar and shared folders).
4. Only delete the user once you're sure everything is safe.

**Tip:** a user can change their own password in Nextcloud, and request a new password with *Forgot password* on the login screen. See Changing or forgetting your password.

This explanation is also available in our knowledge base article Nextcloud gebruikers aanmaken en beheren.

# 14.3 Assigning and ordering extra Office licences

If you want to edit documents, spreadsheets and presentations with Euro-Office in your WebOké Nextcloud, you need an Office Suite licence. You buy a licence per user. You can find step-by-step instructions for ordering and assigning licences in the Euro-Office manual: Ordering Office licences and assigning them to users. Here you can read a short summary of how it works and what Office changes in your Nextcloud.

## How it works, in brief

1. On the package page in My WebOké, under **Configurable options**, set the number of **Nextcloud Office users**, click **Save options**, and pay the difference for the rest of your billing period.
2. Under **User management**, switch on the **Office Suite** toggle for the user who should receive the licence.
3. The user reloads Nextcloud and can start working with Euro-Office straight away.

| Package | Maximum number of Office licences |
|---|---|
| Free | No Office |
| Personal | 1 |
| Family | 5 |
| Max | 25 |

## What Office changes in your Nextcloud

As soon as your package has at least one Office Suite licence, extra apps appear:

- **For everyone in your package**: Talk (chat, calls and meetings), Forms and Collectives.
- **Only for users with a licence**: Euro-Office, Tables and Analytics.

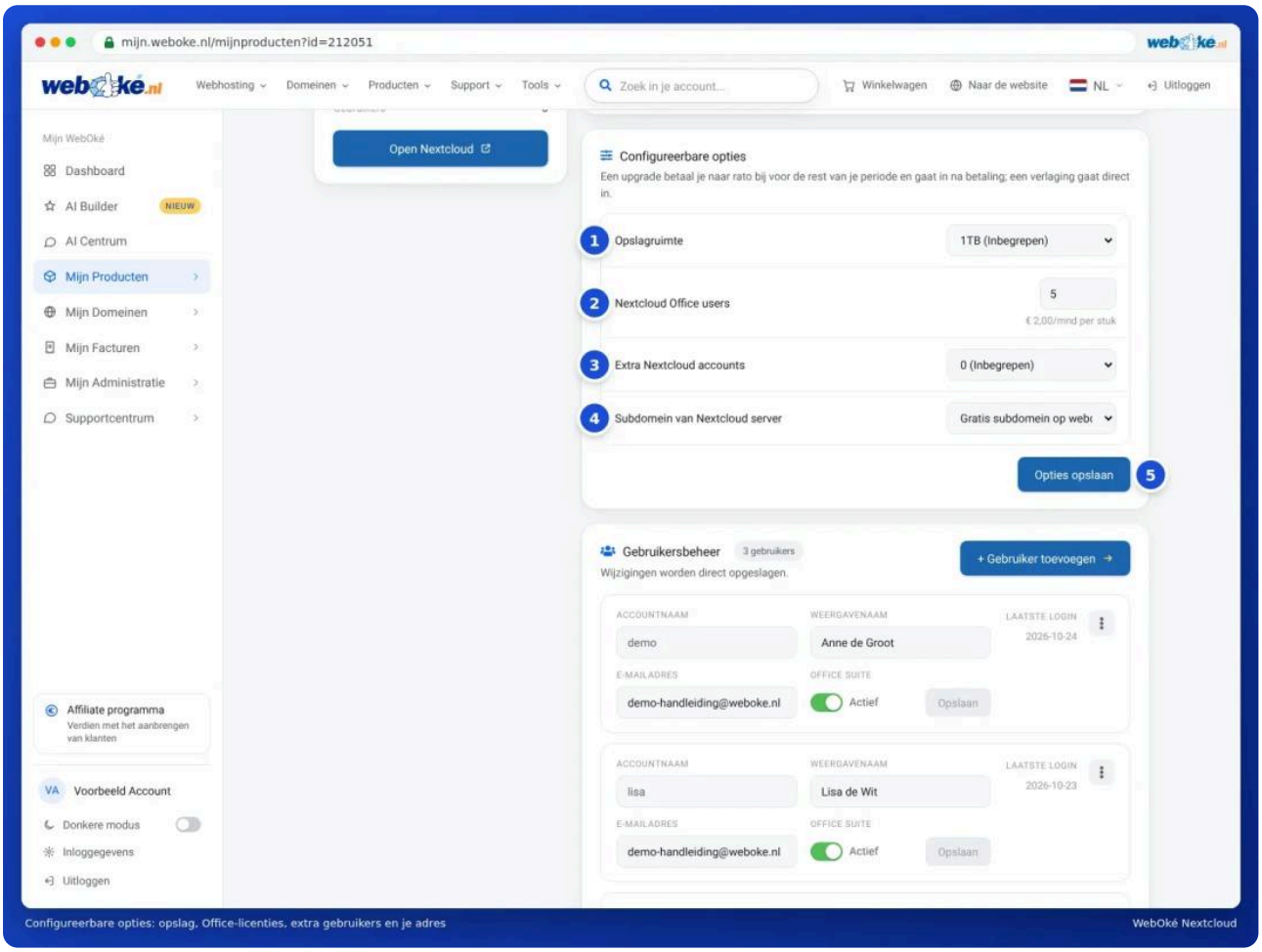
If the number of licences drops back to zero, we switch these apps off again. The data is kept and returns if you take out Office again later. You can find an overview of all the apps in Which apps are included in my package?.

**Tip:** a licence isn't tied to a specific person. If someone no longer needs Euro-Office, switch off their **Office Suite** toggle and give the licence to someone else. You can read more about users and the office team in Managing users and teams for Office.

# 14.4 More storage or users, changing or cancelling your package

Your package grows with you. You arrange more storage, additional users or Office licences yourself on the package page in Mijn WebOké. That's also where you switch to a different package, or cancel your package.

## Configurable options




Configurable options with Nextcloud Max: storage (1), Office licences (2), extra users (3), your address (4) and Save options (5)

| Option | What you choose | With which package |
|---|---|---|
| **Storage space** (1) | Personal 250 or 500 GB, Family 500 GB or 1 TB, Max 1, 2 or 5 TB | Personal, Family, Max |
| **Nextcloud Office users** (2) | The number of Office Suite licences (see Assigning and ordering extra Office licences) | Personal, Family, Max |
| **Extra Nextcloud accounts** (3) | Extra users on top of the 10 included with Max, up to 100 in total | Max |

| | | |
|---|---|---|
| **Subdomain of Nextcloud server** (4) | The free address on webokecloud.nl or your own subdomain (see Your Nextcloud on your own domain (cloud.yourcompany.com)) | Family, Max |

1. Choose what you want for each option.
2. Click **Save options** (5).
3. You'll see what you need to pay for the rest of your period, excluding and including VAT.
4. Click **Confirm and pay** and pay the invoice.

You pay pro rata for an upgrade for the rest of your period, and it takes effect after payment. A downgrade takes effect immediately. After a change to your storage, we adjust the storage for all users of your package.

**Please note:** if you reduce your storage, first check the **Storage space** counter to see whether your files fit in the smaller storage. You can read what counts towards your storage in Viewing your storage: what counts and what doesn't.

## Choosing a different package

On the package page, you'll see the **Change hosting package** card if a different package is available for you. Choose the new package and click **Change package**.

- **An upgrade**, for example from Personal to Family, takes effect immediately. You pay pro rata for the remaining days. You keep your own Nextcloud with all your files.
- **A downgrade** takes effect at your next renewal. You don't pay anything extra. Make sure your users and files fit in the smaller package.
- **More than 5 users with Family?** That's only possible with Max.
- **Switching from Free to a paid package** isn't possible with an upgrade. You order a new package and transfer your data over. See From Nextcloud Free to a paid package, or from another Nextcloud provider.

## Cancelling your package

At the bottom of the package page, you'll find the **Cancel product** card. There you can choose:

- **As of the expiry date**: your Nextcloud keeps working as normal until that date, and is then automatically terminated. You won't receive any further renewal invoice. As long as the date hasn't passed, you can undo this with **Undo cancellation**.
- **Cancel and delete now**: your Nextcloud is deleted immediately, along with all files. The remaining term isn't refunded.

**Please note:** once terminated, all files, calendars and contacts of all users are gone. First retrieve everything you want to keep: files with the desktop app or as a zip, calendars and contacts as ics and vCard files. See Uploading and downloading, including large files, whole folders and zip and Contacts: creating, groups, importing and exporting.

Is your Nextcloud moving to another WebOké customer, for example because you're selling your company or have a new treasurer? Use **Transfer to another customer** at the bottom of the package page. Don't cancel in that case: everything stays as it is.

# 14.5 Your Nextcloud on your own domain (cloud.yourcompany.com)

By default, your WebOké Nextcloud runs on an address on webokecloud.nl, for example *yourname.webokecloud.nl*. With Nextcloud Family and Max, you can also use a subdomain of your own domain, such as *cloud.yourcompany.com*. This looks more professional and is easier to remember.

| Package | Own subdomain |
|---|---|
| Free | No, your account is on free.webokecloud.nl |
| Personal | No |
| Family | Yes, as an option |
| Max | Yes, as an option |

## How to set it up

1. Open the package page in My WebOké (see The package page in My WebOké).
2. Under **Configurable options**, next to **Subdomain of Nextcloud server**, choose **Nextcloud server on your own subdomain**.
3. Click **Save options**, then **Confirm and pay**, and pay the invoice.
4. Let us know via a ticket which address you want, for example *cloud.yourcompany.com*. We'll switch your Nextcloud over.

You can also choose your own subdomain straight away when ordering a new package.

## Your domain's DNS

Your new address needs to point to our server. How you do this depends on where your domain's DNS is hosted.

| Situation | What happens |
|---|---|
| Your domain is with WebOké and uses our DNS | We set the records correctly ourselves. You don't need to do anything. |
| Your domain's DNS is hosted elsewhere | We give you your server's IPv4 and IPv6 address. You create an A record (IPv4) and an AAAA record (IPv6) for the subdomain with your DNS provider. Until these records are in place, the new address won't work. |

Once the new address points to our server, we automatically create a security certificate (Let's Encrypt). You'll then see the padlock icon in your browser. If you still get a connection warning, read Certificate warning or insecure connection.

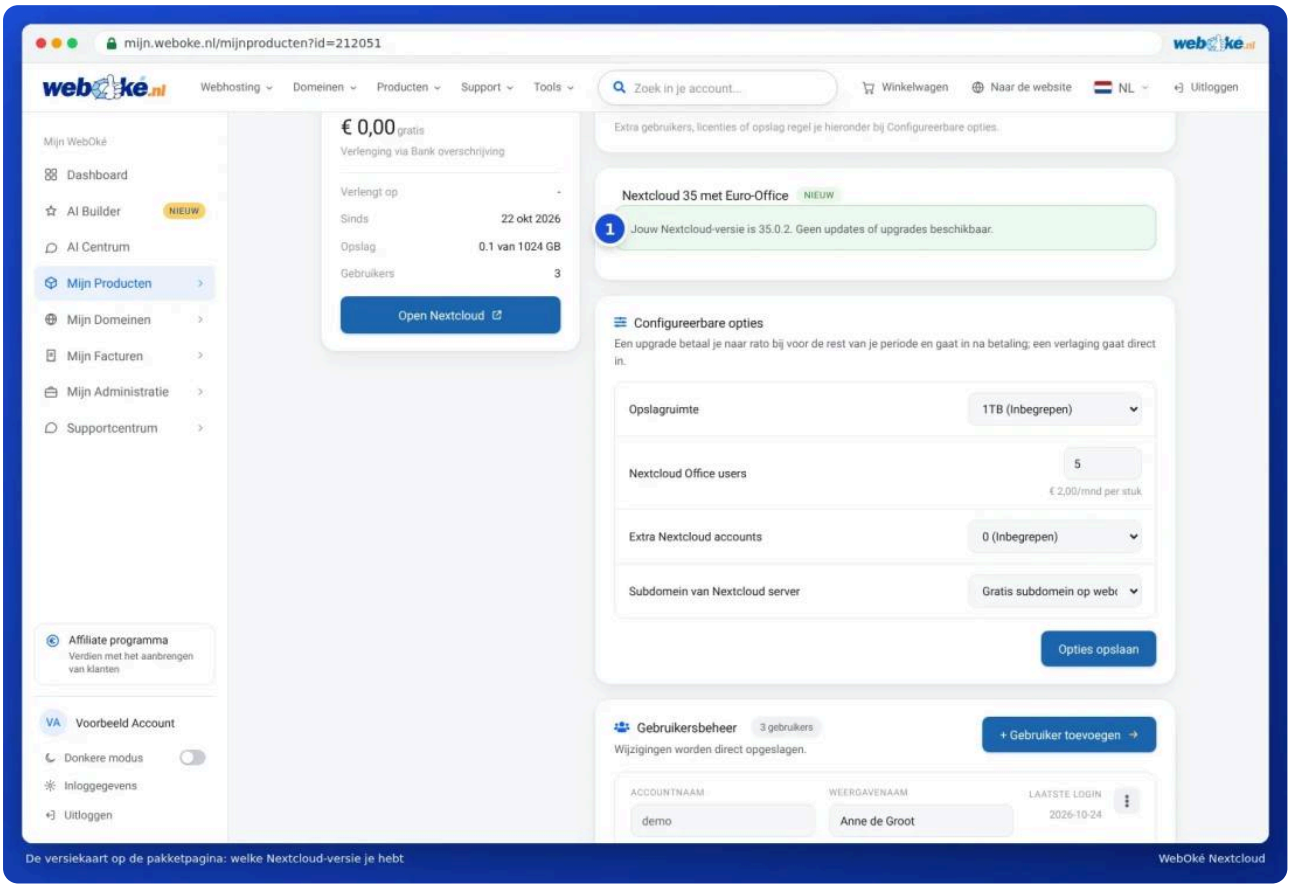
## What happens to the old address?

The old address on webokecloud.nl keeps working. Anyone using the old address is automatically redirected to the new address. Shared links, the desktop app and the apps on your phone will therefore keep working.

**Tip:** at a convenient moment, update the address in your apps to the new one anyway. That way, you'll use the same address everywhere and won't depend on the redirect. You can read which apps to check in Moving your Nextcloud to your own domain: what do you need to update in apps afterwards?.

# 14.6 Nextcloud updates: when and how

WebOké manages your Nextcloud server and keeps it secure and up to date. When a new major version of Nextcloud becomes available for you, you, as the owner, can choose when to switch. You do this using the version card on the package page in My WebOké.




The version card: here you can see your Nextcloud version (1)

## Which version do you have?

The version card (1) might say, for example: *Your Nextcloud version is 35.0.2. No updates or upgrades available.* In that case, you don't need to do anything.

## A new version is ready for you

If so, the card will show that a new version is ready for you, with a button such as **Upgrade to Nextcloud 35.x**.

1. Let your users know that your Nextcloud will be unavailable for a few minutes. Ask them to save and close any open documents.
2. Click the button and confirm the prompt.
3. The update usually takes 5 to 15 minutes. Refresh the page to see its progress.

Is there a date shown on the card? If you don't start the update yourself, we'll carry it out for you by that date at the latest.

| You see | What it means |
|---|---|
| *The update is scheduled and will start within a few minutes.* | The update is about to begin. |
| *The update is running. Your Nextcloud will be back shortly.* | Please wait. In the meantime, you'll see a maintenance notice in Nextcloud (see The "Maintenance mode" message). |
| *Your Nextcloud version is ... No updates or upgrades available.* | Done. |
| *The update did not fully succeed. We are looking into it, you do not need to do anything.* | We'll fix it for you. You can also try again with **Retry**. |

Your files, users, passwords, shared links and Office licences stay in place during an update. The desktop app and the apps on your phone pause during the update and resume automatically afterwards.

## Can't use the button?

- *Only the account owner can start this update.* Log in with the main account of your WebOké account.
- *You just tried this. Please wait a few minutes.* Wait a moment and refresh the page.
- *This update cannot be started for this package.* Contact support, we'll arrange it for you.

**Tip:** does your package include Office licences and is the card called **Nextcloud 35 with Euro-Office**? Then this same update will switch you over to Euro-Office. You can read what will change for your users in the Euro-Office manual: Switching to Euro-Office.

Nextcloud Free runs on our shared Nextcloud. We update that ourselves, so there's no button for it.

# 14.7 Permissions: who manages what in your Nextcloud?

In your WebOké Nextcloud there are three roles: WebOké, the owner of the package and the users. Knowing who does what saves you a lot of searching. In short: the owner manages the package in My WebOké, each user manages their own stuff in Nextcloud, and we manage the server itself.

| Who | What | Where |
|---|---|---|
| WebOké | The server, security, updates, backups, which apps are available and the settings of Nextcloud itself. We also create team folders. | On our servers |
| Owner of the package | Creating and removing users, resetting passwords, Office licences, storage, the address, starting the update, the AI Assistant | My WebOké, on the package page |
| Each user | Own files, sharing, own calendars and contacts, profile, password, two-factor authentication, app passwords | In Nextcloud, under Settings |

## Nobody is an administrator in Nextcloud

Even as the owner, you're just a regular user in Nextcloud. So you won't see any admin settings, you can't install apps, and you won't see other people's files unless they share them with you. This way, everyone's work stays their own. If a family member or colleague needs a new password, you help them via User management in My WebOké (Creating, editing, disabling and deleting users).

Want to know which groups you belong to? In Nextcloud, click your profile picture in the top right corner and choose **Settings**. At the bottom of the **Profile & contact** page, under **Your groups**, you'll see which groups you're in. The **office** group means you have an Office Suite licence. The other group, with an h and a number, is your package group; you don't need to do anything with it.

## Team folders

A team folder is a shared folder that belongs to the team rather than to one person. It stays in place if someone leaves, and it has its own storage. Only an administrator can create team folders. With a WebOké Nextcloud, that's us.

- **Want a team folder?** First create a team in Nextcloud with the people who need access (Creating teams and sharing a folder with your whole team). Then request a team folder via a ticket, including the name of the folder and the name of the team.
- **Want to get started right away yourself?** Create a regular folder and share it with your team. When you create such a folder in the Teams app, you'll see a message saying that it will become a regular shared folder and that you should

contact the administrator for a team folder. That's correct: a regular folder stays with whoever created it.

You can read about the difference between a shared folder and a team folder in Team folders: a shared folder that belongs to the team.

## Missing an app?

Our Nextcloud packages come with a fixed set of apps (see Which apps are included in my package?). If you're missing an app, let us know via a ticket. We'll check whether it fits in with our packages and our technology; we can't promise it will be added.

## 14.8 AI Assistant in your Nextcloud

With Nextcloud Family and Max, you use AI in your own Nextcloud. You chat with the Assistant and have texts summarised, rewritten or translated. To do this, you link your own account with an AI provider. WebOké does not charge anything for this for now.

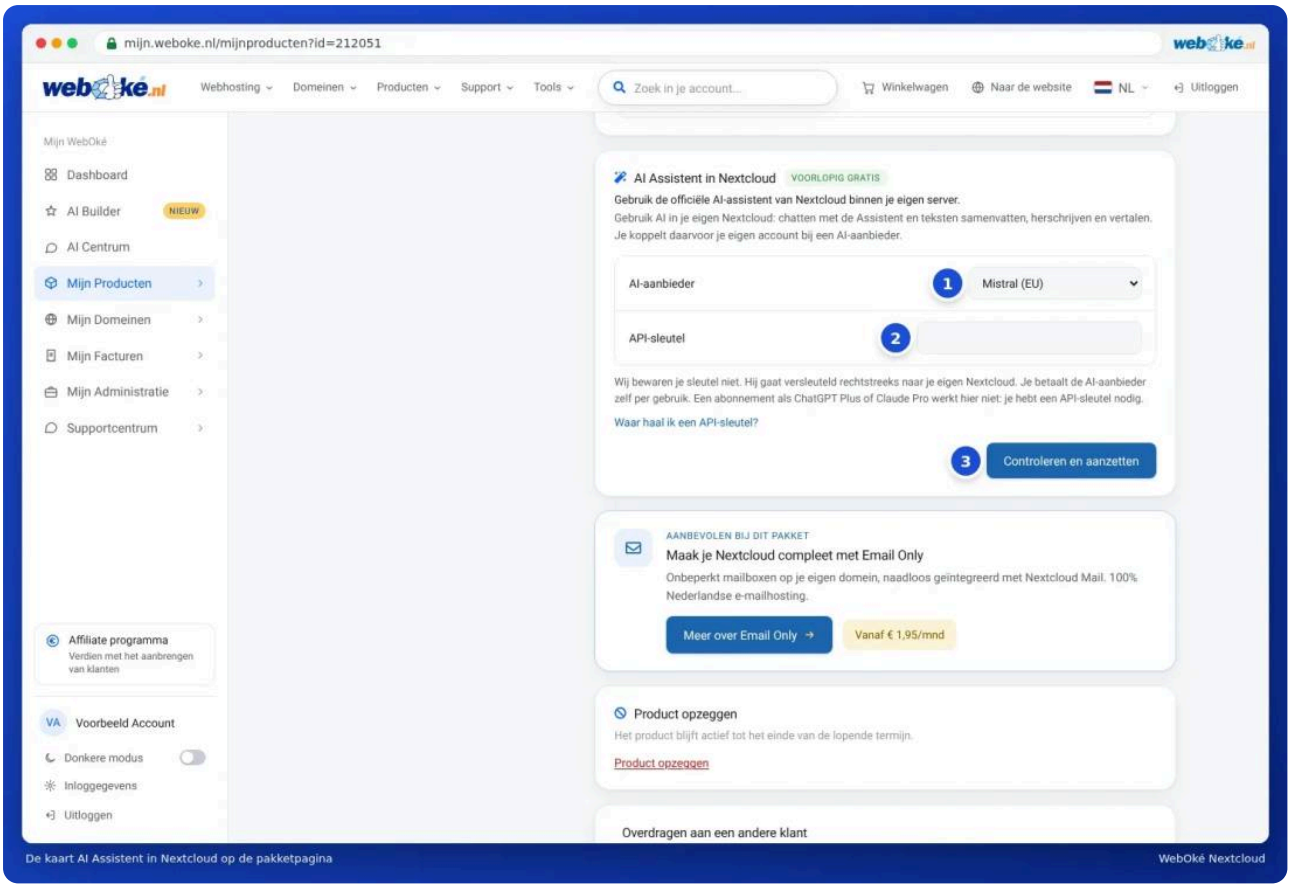
| Package | AI Assistant |
|---|---|
| Free and Personal | No. With Personal you see the card *The AI Assistant in Nextcloud is available from Nextcloud Family.* with the button **Change package**. |
| Family and Max | Yes |

### What do you need?

An API key from one of these providers:

- **Mistral**, with processing in the EU (marked with EU in the list).
- **OpenAI**. With this you can also create images and convert speech to text.
- **Anthropic Claude** (marked as beta in the list).

You pay the provider yourself per use. A subscription such as ChatGPT Plus or Claude Pro does not work here: you really need an API key. The card includes a link *Where do I get an API key?*




The AI Assistant in Nextcloud card: choose your provider (1), paste your key (2) and click Check and turn on (3)

## How to turn it on

1. Open the package page in My WebOké and go to the **AI Assistant in Nextcloud** card.
2. Choose your provider under **AI provider** (1).
3. Paste your key into the **API key** field (2).
4. Click **Check and turn on** (3). We check the key with the provider and set everything up. This usually takes less than a minute.
5. You will now see which provider and which model the AI is running on. Open your Nextcloud and choose the Assistant.

Want a different model? Choose it under **Model** and click **Save model**. Only the account owner can turn AI on or off.

## Messages

| Message | What to do |
|---|---|
| *This does not look like a valid API key.* | Copy the key again, in full and without spaces. |
| *The provider does not accept this key.* | Check the key and your credit with the provider. |
| *No usable models are available with this key.* | Check with the provider which models your account is allowed to use. |

| | |
|---|---|
| *Too many attempts. Please try again in an hour.* | Wait an hour. |

## Privacy

We do not store your key. It goes encrypted straight to your own Nextcloud. The texts you give to the AI go to the provider you choose. If you want everything to stay in the EU, choose Mistral.

## A separate key per user

Every user of your Nextcloud can also set their own key in Nextcloud, under **Settings**, in the section on artificial intelligence (AI).

## Turning it off

Click **Turn off AI** on the card. Your key is then removed from your Nextcloud and the Assistant disappears. Your files remain unaffected.

Also read our knowledge base article Using AI in your Nextcloud with your own API key.

# 14.9 Connecting your own AI to your Nextcloud

Besides the AI Assistant in Nextcloud (AI Assistant in your Nextcloud), there's a second way to use AI: connecting your own AI chat, such as ChatGPT, Claude or Le Chat, to your Nextcloud. Then you can ask your AI app, for example: *What appointments do I have tomorrow?* or *Find Jansen's quote and summarise it.*

**Tip:** this connection works with Nextcloud Family and Max: the package page then shows the **Connect your own AI** card. A detailed explanation per AI (ChatGPT, Claude, Le Chat) is available in our knowledge base article Connecting your own AI (ChatGPT, Claude, Le Chat) to your Nextcloud.

## How it works

- The AI acts as your Nextcloud user and never sees more than you can see yourself.
- Your password never reaches us or the AI app. You log in to your own Nextcloud and grant access there.
- You choose per component what the AI is allowed to do: read only (look up and summarise) or also write (create or change things). Read only is on by default.
- When changing or deleting something, your AI app first asks for your permission. Deleted files go to Deleted files in Nextcloud and can be restored.

## For the package owner

On the **Connect your own AI** card, you decide what an AI on your package is allowed to do at most, switch the connection on or off for the whole package, and see who has connected which AI. Use **Revoke** to stop a connection immediately. If someone connects an AI on your package, you'll receive an email about it.

## Revoking a connection as a user

A connection appears in Nextcloud as a device. You revoke it under **Settings**, **Security**, in the list of devices and sessions. See Viewing, revoking, or remotely wiping devices and sessions.

## Privacy

What the AI reads goes to the AI service you use yourself and falls under your own agreement with that service. We don't store any content from your files. If you want everything to stay in the EU, use Le Chat by Mistral.

15

# Troubleshooting and frequently asked questions

# 15.1 Nextcloud is unreachable or slow: check this first

Won't your WebOké Nextcloud open, or is everything running very slowly? Then work through these steps. Often you'll know what's going on within a few minutes, and otherwise you'll have the information we need straight away.

## Nextcloud doesn't open at all

1. **Check for an outage or maintenance.** You'll find outages and planned maintenance at www.weboke.nl/storingen.
2. **Check the address.** Type the full address of your Nextcloud, with https:// in front, for example *https://yourname.webokecloud.nl*. If you use Nextcloud Free, the address is *https://free.webokecloud.nl*.
3. **Try a different device or network.** Turn off wifi on your phone and open your Nextcloud over mobile internet. Does it work there? Then the problem lies with your own network, or your network's address is being throttled after too many failed login attempts. See Can't log in: code, password or rate limiting.
4. **Do you see a message?** For a warning about an insecure connection, read Certificate warning or insecure connection. For a message about maintenance, read The "Maintenance mode" message.
5. **Ask the AI assistant.** Log in to Mijn WebOké and open the AI Centrum. For example, ask: *My Nextcloud isn't working.* The AI assistant then checks whether your Nextcloud is undergoing maintenance, whether an update is running, and whether the address you're currently connecting from is being throttled.

## Nextcloud is slow

- **Is it the browser?** Try a private window or a different browser. If it's fast there, clear your regular browser's cache or turn off extensions one by one.
- **Is a large upload or sync running?** Are you or a colleague uploading lots of files right now, or is the desktop app syncing a large folder for the first time? Then everything will be a bit slower for a while. Wait until it's finished.
- **Very many files in one folder?** A folder with thousands of files loads more slowly. Spread them across subfolders.
- **Lots of photos?** The first time you open a large folder of photos, Nextcloud generates the preview images. It's faster the next time.
- **Is only the desktop app slow or stuttering?** Read Synchronisation on your computer is stuttering. If photo upload on your phone stops, read Photo upload on your phone stops.

## Still no luck?

Get in touch with us and tell us what you've already tried. You'll find out what we need to help you quickly in How to report a problem to WebOké.

# 15.2 Can't log in: code, password or rate limiting

Logging in to your WebOké Nextcloud takes two steps: first your username and password, then a code. Where does it go wrong? Find your situation in the table.

| What you see | What to do |
|---|---|
| *Wrong login or password.* | Check your username and whether Caps Lock is on. You can also log in with the email address of your account. Check that you're on the right address: your own Nextcloud, or free.webokecloud.nl for Nextcloud Free. Forgotten your password? See below. |
| The code by email doesn't arrive | Check your junk mail folder and check which email address is set in your Nextcloud profile. If you've set up an authenticator app or backup codes, use those instead. See The email login code: how it works and what to do if the email doesn't arrive. |
| A message about too many incorrect login attempts, or a *Too many requests* page | Your address is being rate limited after too many failed attempts. The cause is often an app with an old password. See below and Multiple invalid login attempts: why you're being slowed down and how to fix it. |
| *This account is disabled* | The owner of the package has disabled your account. Ask them to re-enable your account in My WebOké (Creating, editing, disabling and deleting users). |
| You've lost your phone with the authenticator app | Use a backup code. If you don't have one, read Lost your phone or lost 2FA: here's how to get back in. |

## Forgotten password

1. On the login screen, click **Forgot password?** and enter your username or email address.
2. You'll receive an email with a link to create a new password. This email is sent to the email address in your Nextcloud profile. If no address is set there, no email will arrive.
3. No email arriving? Ask the owner of the package for a new password. They can set it in My WebOké under User Management with **Change password** (Creating, editing, disabling and deleting users). If you're the owner yourself, you can do this there for your own account too. With Nextcloud Free, only **Forgot password?** works: also check your junk mail folder.

Read more about your password in Changing or forgetting your password.

## Your address is being rate limited

After a few failed attempts, Nextcloud makes you wait longer and longer before you can try again. This protects your account against intruders. It's not a permanent block: it will lift itself automatically.

Usually, it's not you yourself, but a device that keeps trying to log in with an old or incorrect password. Think of the calendar app on your phone, Thunderbird, an old desktop app or a network drive. So first do this:

1. Find the device or app with the old password. Tips for finding it are in IP address throttled by an old app: which one is it?.
2. Set an app password there, or log in again via the app itself. With two-factor authentication, your regular password doesn't work in apps. See App passwords: when and how to use them.
3. Have the rate limiting lifted. Log in to My WebOké, open the AI Centre and ask the AI assistant to lift the rate limiting on your Nextcloud. You'll get a card and click the button yourself. This works for the address you're currently connected with. If it doesn't work, contact support.

**Please note:** if you lift the rate limiting without first replacing the old password in your devices, you'll be locked out again within a few minutes.

# 15.3 An app says "401" or keeps asking for your password

Your calendar app, contacts app, DAVx5, Thunderbird or a network drive shows the error *401*, *Unauthorized* or *incorrect password*, or keeps asking for your password again and again. While logging in via the browser works fine. This is almost always caused by two-factor authentication.

## Why does this happen?

With a WebOké Nextcloud, two-factor authentication is always switched on: after your password, Nextcloud asks for a code. A calendar app on your phone can't enter that code. That's why Nextcloud doesn't accept your normal password in these kinds of apps. You need an **app password**: a separate password for one app or device.

## How to fix it

1. Can the app log in via the browser (the login flow)? Then use that. You log in in your browser with a code, and the app automatically gets its own password. This is how the Nextcloud app on your phone, the Talk app, the desktop app and DAVx5 work.
2. Can't do that, as with the calendar on the iPhone, the Mac or in Thunderbird? Then create an app password in Nextcloud and use that instead of your normal password. You can read how to do this in App passwords: when and how to use them.
3. Enter the correct address of your Nextcloud in the app, and your username. If it doesn't work with your e-mail address, use your username instead.
4. Still not working after that? Remove the account in the app and add it again with the app password.

## It always worked and suddenly it doesn't anymore

- **Have you revoked an app password**, or wiped a device remotely? Then that app needs to log in again. See Viewing, revoking, or remotely wiping devices and sessions.
- **Has the address of your Nextcloud changed**, for example to your own domain? Enter the new address in the app. See Moving your Nextcloud to your own domain: what do you need to update in apps afterwards?.
- **Is your address being throttled?** An app that keeps trying with an incorrect password makes Nextcloud slow you down in the browser too. See Can't log in: code, password or rate limiting.

You can read how to set up your calendar and contacts on your phone or computer in Calendar and contacts on the iPhone and iPad, Calendar and contacts on Android with DAVx5, Calendar and Contacts on the Mac and Calendar and contacts in Thunderbird. If they still don't come through despite the correct password, read Calendar or contacts don't show up on the phone.

# 15.4 Synchronisation on your computer is stuttering

Is the cloud icon on the desktop app not showing green, or are files not arriving? Work through this list from top to bottom. Usually the problem lies in one file or in the connection.

## 1. Check what the cloud icon says

Click the cloud icon and read the top messages in the window. The colour of the icon already tells you a lot; see the table in The cloud icon: reading status, activity and errors.

| What you see | Likely cause | Solution |
|---|---|---|
| Grey circle with two lines | Syncing is paused | Right-click the cloud icon and choose **Resume sync** |
| Grey crossed-out cloud icon | No connection | Go to step 2 |
| Red circle with a cross, or a message that you need to log in again | The app's access has been revoked, or your password has changed | Click **Login** in the window and follow the steps in the browser (see Installing Nextcloud Files on Windows) |
| Yellow triangle, with one file in the message | That one file cannot be synced | Go to step 3 |
| Message about conflicts | A file has been changed in two places | See Conflicted copies: what they are and how to resolve them |
| Message about storage space on the server | Your Nextcloud is full | See Storage full: making room or upgrading |
| Maintenance mode | WebOké is updating your Nextcloud | Just wait; see The "Maintenance mode" message |

## 2. Does your Nextcloud work in the browser?

- Open your Nextcloud address in your browser and log in. If that doesn't work, the problem isn't the app. See Nextcloud is unreachable or slow: check this first and Can't log in: code, password or rate limiting.
- Does the browser work but not the app? Check that the address in the app is correct (in the app's settings, under your account). Has your Nextcloud moved to its own domain? See Moving your Nextcloud to your own domain: what do you need to update in apps afterwards?.
- Do you see a message in the browser about too many login attempts? Then an old device or program is trying to log in with the wrong password. See Multiple invalid login attempts: why you're being slowed down and how to fix it and IP address throttled by an old app: which one is it?.

## 3. One file keeps getting stuck

Often one file doesn't block the rest, but that particular file never arrives. Known causes:

- **Forbidden characters, or a space or full stop at the end of the name.** Windows can't save these. Rename the file in the browser. See Cleaning up files with forbidden characters so Windows syncs again.
- **The file is open** in Word, Excel or another program. Close the program; the app will try again afterwards.
- **A very long path**: lots of folders within folders with long names. Shorten the path by giving folders shorter names or moving them higher up in the structure.
- **A temporary file** from a program (for example, starting with ~$). These are deliberately skipped; that's not an error.

## 4. Restart and update

1. Right-click the cloud icon (Mac: click it and open the menu next to your name) and quit the app. Start it again.
2. Download the latest version of the app from www.weboke.nl/download and install it over the old one.
3. On Mac: check the permissions in **System settings** (see Installing Nextcloud Files on Mac (File Provider)). After a macOS update, you may need to grant these again.
4. Open the app's settings, click the three dots next to the folder under your account and choose **Force sync now**.

## 5. Last step: set up the link again

Nothing helping? Remove the link and set it up again. Your files stay in your Nextcloud.

1. Wait until there's nothing left to upload, or first copy any files not yet in your Nextcloud to another folder.
2. Open the app's settings and choose **Remove folder sync connection** next to the folder, or log out of the account and remove it.
3. Add the account or folder again as described in Installing Nextcloud Files on Windows. Choose the same folder on your computer; the app will then compare the files and won't need to download everything again.

**Please note:** when setting up the link again, never delete the folder on your computer until you're sure everything is in your Nextcloud. Check in the browser.

**Tip:** can't work it out? Send WebOké a screenshot of the cloud icon's window, the app version, your operating system and the time. See How to report a problem to WebOké.

# 15.5 Photo upload on your phone stops

Automatic upload sometimes stops without a clear notification. This is usually caused by battery saving or your phone's permissions. Go through the list for your phone.

## First: is the app working at all?

- Open the Nextcloud app. Can you see your files? If not, log in again. Does your Nextcloud work in the browser? See Nextcloud is unreachable or slow: check this first.
- Is your storage full? Check in the browser at the bottom left under Files. A full Nextcloud stops every upload. See Storage full: making room or upgrading.
- Update the app via the App store or Google Play.

## iPhone and iPad

| Check | Where |
|---|---|
| Automatic upload is still switched on, for photos and videos | Nextcloud app, **More**, **Settings**, **Auto upload photos** |
| The app has access to **all** photos, not just a limited selection | iPhone **Settings**, **Apps**, **Nextcloud**, **Photos** |
| **Background App Refresh** is switched on | iPhone **Settings**, **General**, **Background App Refresh** |
| **Low Power Mode** is switched off | iPhone **Settings**, **Battery** |
| Upload via wifi only, while you don't have wifi | Setting **Use Wi-Fi connection only** in the Nextcloud app |
| Photos are only in iCloud (iCloud Photos with **Optimise iPhone Storage**) | The app has to fetch them from iCloud first; this is slow. Leave the app open on wifi. |

After that: open the Nextcloud app and leave it open for a while, plugged in and on wifi. iOS only lets apps run briefly in the background, so most uploads happen while the app is open. See also the tips in Automatically uploading photos.

## Android

| Check | Where |
|---|---|
| The folder (for example Camera) is still switched on for automatic upload | Nextcloud app, menu, **Settings**, **Auto upload**. A folder can be switched off after an app update. |
| The app has **Access to all files**, or access to photos and videos | Android **Settings**, **Apps**, **Nextcloud**, **Permissions**, or under **Special app access** |

| | |
|---|---|
| Battery set to **Unrestricted** (no battery optimisation) | Android **Settings**, **Apps**, **Nextcloud**, **Battery**. The Nextcloud app itself warns you if **Battery optimisation** or **battery saver** is blocking uploads. |
| Background use of mobile data, if you don't upload via wifi only | Android **Settings**, **Apps**, **Nextcloud**, **Mobile data** |
| Upload only while charging or only via wifi | The folder's settings under automatic upload |

After that: on the **Auto upload** screen, tap **Sync now** to start without waiting. Check **Uploads** in the menu to see which uploads have failed; you can retry them there. Has it stopped working since an app update? See Resuming photo upload on Android after an app update.

**Tip:** some brands (such as Samsung, Xiaomi, Huawei and OnePlus) have an extra mode that puts apps to sleep. Look in your phone's settings for sleeping apps or app hibernation, and remove Nextcloud from that list.

## Uploading missed photos afterwards

Are photos from a certain period missing? Upload them manually: in the Nextcloud app, open the folder your photos go to, tap **+** and choose to upload photos or videos. Select the missing photos. If a photo already exists, the app asks what you want to do, so you won't end up with duplicates.

# 15.6 Calendar or contacts don't show up on the phone

You've connected your WebOké Nextcloud to your phone, but you don't see any appointments or contacts? Or a new appointment on your phone doesn't appear in your Nextcloud? It's almost always one of the causes below. Work through them from top to bottom.

## Quick check

| What do you see? | Likely cause | Solution |
|---|---|---|
| The phone says the password is wrong, or shows **401** or **Unauthorized** | You're using your normal password. Because of the login code (two-factor authentication), that doesn't work for calendar and contacts. | Create an app password (App passwords: when and how to use them) and use that instead of your normal password. On Android, DAVx5 can also log in via your Nextcloud login screen; DAVx5 then creates an app password itself (see Calendar and contacts on Android with DAVx5). |
| The account can't be found or the connection fails | The server address is incorrect. | Enter the address without typos, with **https://** in front of it. If that doesn't work, use the full address from the table below. |
| It worked at first, but now suddenly doesn't anymore | You've changed your password or revoked the app password, or your IP address is being temporarily throttled. | Create a new app password and enter it on the phone. See also Multiple invalid login attempts: why you're being slowed down and how to fix it. |
| The account is set up, but you don't see any appointments | The calendar isn't switched on in your phone's calendar app. | iPhone: open Calendar and tap **Calendars** at the bottom, tick your Nextcloud calendars. Android: switch on the calendars in DAVx5 and in your calendar app. |
| New appointments from your phone don't appear in your Nextcloud | Your phone saves new appointments to a different default calendar (iCloud, Google or On My iPhone). | Choose your Nextcloud calendar when creating an appointment, or set it as the default calendar. |
| On Android, syncing is lagging behind | DAVx5 is being paused by Android's battery saving, or the sync interval is set too long. | Exclude DAVx5 from battery optimisation and shorten the sync interval. See Calendar and contacts on Android with DAVx5. |
| You see the calendars, but no | You've only added CalDAV or only CardDAV, or the | iPhone: also add a CardDAV account. Android: also tick the address book in |

| | | |
|---|---|---|
| contacts (or the other way round) | address book is switched off. | DAVx5. |
| A calendar someone shared with you is missing | The phone only shows calendars it found during setup. | Refresh the calendar list (iPhone: pull the Calendars list down; DAVx5: refresh the list) and tick the calendar. |
| Tasks don't appear in Memories or in your tasks app | The list was created in your Nextcloud as a calendar without a task list, or your tasks app isn't connected. | See Tasks on your phone: Reminders on the iPhone, Tasks.org on Android. |

## The addresses you need

Replace **<your-address>** with the address you use to open your Nextcloud in your browser, for example **yourname.webokecloud.nl** or **cloud.yourcompany.com**, and **<username>** with your username.

| What it's for | Address |
|---|---|
| General address (DAVx5, Thunderbird, Outlook) | https://<your-address>/remote.php/dav |
| iPhone, iPad and Mac if the short address doesn't work | https://<your-address>/remote.php/dav/principals/users/<username>/ |
| One calendar (for example your Personal calendar) | https://<your-address>/remote.php/dav/calendars/<username>/personal/ |
| Your default Contacts address book | https://<your-address>/remote.php/dav/addressbooks/users/<username>/contacts/ |

You can copy the general address and the address for iPhone, iPad and Mac from your Nextcloud under **Calendar settings** (see Calendar and contacts on the iPhone and iPad). You can copy the address of a single calendar using **Internal link** in the **Edit calendar** window (see Sharing, publishing and embedding calendars in your website).

## Check whether it's your Nextcloud

1. Log in to your WebOké Nextcloud in your browser and open the **Calendar** app. Is the appointment there? Then the problem is with the connection to your phone.
2. Go to **Settings**, **Security**. Under **Devices & sessions** you can see whether your phone is listed and when it last connected. If it's not listed, the phone has never logged in successfully.
3. Can't you log in via the browser either, or is your Nextcloud slow? Check Nextcloud is unreachable or slow: check this first first.

**Tip:** if in doubt, remove the account on your phone, revoke the old app password (Viewing, revoking, or remotely wiping devices and sessions) and set it up again with a new app password. That's often quicker than troubleshooting. Use a separate app password for each device, so you always know which device has which access.

Still not working after that? Contact WebOké (see How to report a problem to WebOké) and mention which device and app you're using, the address you entered and the error message you see. Never send your password or app password.

# 15.7 Certificate warning or insecure connection

Your browser or app reports that the connection is not secure or not private, or that the certificate is incorrect. Don't just click through. With a WebOké Nextcloud, the connection is always secured with a valid certificate. A warning means something isn't right.

## You've just set up a custom address

This is the most common cause. Are you using your own subdomain, such as *cloud.yourcompany.com* (see Your Nextcloud on your own domain (cloud.yourcompany.com))? We can only create the certificate once that address points to our server.

- Check with your DNS manager whether the subdomain has an A record (IPv4) and an AAAA record (IPv6) pointing to the addresses we gave you.
- Is there still an old record for the same subdomain, such as a CNAME or an AAAA record pointing to a different server? Remove it. Otherwise, some devices may still reach the old server.
- A DNS change can sometimes take a few hours before everyone sees it. Until then, use the old address at webokecloud.nl, which will keep working.

## Other causes

- **A typo in the address.** Check that you're using the correct address, with https:// in front of it.
- **The date or time on your device is incorrect.** This can make a certificate appear expired or not yet valid. Set the date and time to automatic.
- **A virus scanner or company network that inspects traffic.** Some virus scanners and company networks insert their own certificate between your device and the server. Try a different network, such as mobile internet.
- **A public wifi network**, such as in a hotel, sometimes shows you a login page first. Open another website first to deal with that page.

## The message Access through untrusted domain

Do you see the message *Access through untrusted domain* instead of a certificate warning? Then your Nextcloud doesn't recognise the address you're using. Use the address shown next to **Open Nextcloud** on your package page in My WebOké. If that address is correct and you still see the message, contact support. Only we can resolve this.

**Please note:** never log in if your browser warns that the connection isn't secure, especially not on a public network. If in doubt, contact us and mention the address and the exact message (How to report a problem to WebOké).

# 15.8 The "Maintenance mode" message

Do you see the message *Maintenance mode* in your WebOké Nextcloud, saying that your Nextcloud is *currently in maintenance mode* and that it may take *some time*? Then your Nextcloud is being worked on. You won't be able to access your files for now.

## Why is your Nextcloud in maintenance mode?

- **An update is running.** Have you or the owner of your package just started an update in My WebOké? This usually takes 5 to 15 minutes. See Nextcloud updates: when and how.
- **We're carrying out maintenance.** Planned maintenance and outages are listed on www.weboke.nl/storingen.

## What should you do?

1. Wait a moment. The page will refresh itself as soon as your Nextcloud is available again.
2. You don't need to do anything with the desktop app or the apps on your phone. They pause during maintenance and automatically resume synchronising afterwards.
3. Does it take longer than half an hour? Check www.weboke.nl/storingen and ask the AI assistant in the AI Centre how your Nextcloud is doing. It can see whether your Nextcloud is in maintenance mode or whether an update is running.
4. If the message stays visible, contact support. You don't need to fix anything yourself; we'll turn off a maintenance mode that gets stuck.

**Tip:** if you're planning an update yourself, let your users know in advance and ask them to save any open documents. That way, no one will be caught off guard by the message.

# 15.9 How to report a problem to WebOké

Can't find the answer in this guide? We're happy to help. The more we know, the faster we can help.

## Try the AI assistant first

Log in to Mijn WebOké and open the AI Centrum. The AI assistant knows this guide, can check the status of your Nextcloud, can lift a slowdown on your address, and can even create a ticket for you. It's always available.

## Submitting a ticket

- Log in to Mijn WebOké, go to the **Support centre** and choose **Submit a ticket**.
- Or go directly to www.weboke.nl/support.

With Nextcloud Personal, Family and Max, you can also reach us via WhatsApp. With Nextcloud Free, there's no personal support; the knowledge base, this guide and the AI assistant in Mijn WebOké will help you instead.

## This helps us help you quickly

- **The address of your Nextcloud**, for example *jouwnaam.webokecloud.nl*, and your username. If it concerns a colleague or family member, please also mention their username.
- **What is happening**, and the exact message. Ideally with a screenshot.
- **When it happened**: the date and time, as precisely as possible.
- **Where it happens**: in which browser, or in which app on which device. For the desktop app or phone app, please also mention the version. You can find this in the app's settings.
- **For a single file**: the name of the file and the folder it's in.
- **What you've already tried**, and whether others in your Nextcloud have the same problem.

**Please note:** never send us your password or an app password. We don't need it, and we'll never ask for it.

Is it about documents in Euro-Office? Then also read the Euro-Office guide: www.weboke.nl/euro-office-handleiding.

# 15.10 Frequently asked questions about packages, storage and pricing

## Where can I find the prices?

The current prices of all Nextcloud packages and options are listed at www.weboke.nl/nextcloud. You pay per quarter, per half year or per year. You'll see what an extra option costs in My WebOké before you confirm it (More storage or users, changing or cancelling your package).

## Which package do I have?

Log in to My WebOké and go to **My Products**. You'll see your Nextcloud package there, with its name: Free, Personal, Family or Max. The differences are explained in Nextcloud Free, Personal, Family and Max: differences and switching.

## Can I convert Nextcloud Free to a paid package?

No. Free is an account on our shared Nextcloud. A paid package is your own Nextcloud. So you order a new package and transfer your data. You can read how in From Nextcloud Free to a paid package, or from another Nextcloud provider.

## How many users can I create?

Personal has 1 user, Family has 5 and Max has 10, expandable up to 100. With Family you can't add extra users; for more than 5 users, choose Max. See Creating, editing, disabling and deleting users.

## My storage is full. What now?

Clear some space or expand it under Configurable options. You can read how in Storage full: making room or upgrading and More storage or users, changing or cancelling your package.

## What counts towards my storage?

Your own files, and also what others upload to a folder you share with them. Deleted files and old versions don't count. See Viewing your storage: what counts and what doesn't and Anyone using shared files uses your storage.

## Do I need Office?

Only if you want to edit Word, Excel or PowerPoint files in your browser, or if you want to use Talk, Forms or Collectives. You can store, share and synchronise files without Office. A

licence is per user. See Assigning and ordering extra Office licences.

## Where is my data stored?

On our own servers in Dutch data centres. We don't pass your data on to American tech companies. Read more about security and privacy in How does WebOké secure your Nextcloud? and Frequently asked questions about security and privacy.

## Do you make backups?

You can read what we keep and what you can do yourself in Backups with WebOké: what we keep and what you can do yourself. A file you've deleted yourself can usually be restored yourself from Deleted files (Recovering a deleted file from Deleted files).

## Can an extra app be added?

Our packages come with a fixed set of apps. If you're missing one, let us know via a ticket. See Permissions: who manages what in your Nextcloud?.

## Can I use my own domain?

Yes, with Family and Max, as an option. See Your Nextcloud on your own domain (cloud.yourcompany.com).

## How do I cancel?

On the package page in My WebOké, with the **Cancel product** card. Download your data first. See More storage or users, changing or cancelling your package. You delete your Nextcloud Free account on the package page with the **Delete my account from Nextcloud Free** button. This deletes everything immediately, and there is no backup of it.

# 15.11 Frequently asked questions about files, sharing and syncing

## I accidentally deleted something. Can I get it back?

Usually, yes. Check **Deleted files** in the Files app. See Recovering a deleted file from Deleted files. You can restore an older version of a file via Versions (Restoring an older version and naming versions).

## Can I upload large files through the browser?

Yes. The browser uploads large files in chunks. Keep the tab open until the upload is finished. For a large number of files, the desktop app is more convenient. See Uploading and downloading, including large files, whole folders and zip.

## I can't find my colleague when I want to share something

Type the full username or email address. You only see the users in your own package. Someone who has never logged in, or who has been disabled, may be missing from the list. If it still doesn't work, contact support. See Sharing with a user from your own Nextcloud.

## How do I share something with someone who doesn't have Nextcloud?

Use a public link, optionally with a password, expiry date and download limit (Creating a public link: viewing, editing, password, expiration date and download limit), or share it by email (Sharing by email with someone without an account). If you want someone to send you files, use a file request (Having files sent to you: file drop and file request).

## How do I share a folder with my whole team or family?

Create a team and share the folder with the team (Creating teams and sharing a folder with your whole team). Does the folder need to belong to the team and keep existing even if someone leaves? Then request a team folder. See Team folders: a shared folder that belongs to the team and Permissions: who manages what in your Nextcloud?.

## Why is my storage filling up because of a shared folder?

What others upload to a folder you share counts towards your storage. See Anyone using shared files uses your storage.

## I don't want everything on my laptop

Use virtual files or sync only certain folders. See Virtual files: see everything, only download what you open and Selective sync: only certain folders.

## What does "conflicted copy" in a file name mean?

The file was changed in two places at the same time. See Conflicted copies: what they are and how to resolve them.

## Windows won't sync some files

This is probably because the name contains characters that Windows doesn't allow, such as : ? * or a space at the end. See File names that cause problems and Cleaning up files with forbidden characters so Windows syncs again.

## Syncing on my computer keeps stalling

Read Synchronisation on your computer is stuttering. Has photo upload on your phone stopped? Read Photo upload on your phone stops.

## Can I use my Nextcloud as a network drive?

Yes, via WebDAV with an app password. For everyday use, we recommend the desktop app. See Your Nextcloud as a network drive (WebDAV) in Explorer or Finder.

## Can I save documents as odt or docx by default?

That's a question about Euro-Office. Read the Euro-Office manual.

## I have Nextcloud Free and a paid package. Can I use both in the desktop app?

Yes, the desktop app can handle multiple accounts at the same time. See Multiple accounts and folders in one app. If you want to move your data from Free to your paid package, read From Nextcloud Free to a paid package, or from another Nextcloud provider.

# 15.12 Frequently asked questions about calendar, contacts and phone

The questions we get asked most often about Calendar, Contacts, Tasks and Mail in your WebOké Nextcloud, with a short answer and a link to the full explanation.

## Why doesn't my usual password work in my phone's calendar?

Your WebOké Nextcloud asks for an extra code when you log in. A calendar app on your phone can't fill in that code. That's why you use an **app password** for calendar, contacts and tasks: a separate password for one device, which you can always revoke again. See App passwords: when and how to use them. On Android, DAVx5 can also log in via your Nextcloud's login screen and then creates an app password itself (see Calendar and contacts on Android with DAVx5).

## Do I need a separate app on the iPhone?

No. The iPhone and iPad can work with your Nextcloud calendar and contacts on their own (CalDAV and CardDAV). You just add an account in the settings. See Calendar and contacts on the iPhone and iPad.

## And on Android?

Android can't do that on its own. You install the app **DAVx5**, which brings your calendars, contacts and tasks into the standard apps on your phone. See Calendar and contacts on Android with DAVx5.

## Can I see my calendar in Outlook?

Yes, with the free add-in **CalDav Synchronizer** for Outlook on Windows. Viewing only is also possible with a subscription link. See Calendar in Outlook with CalDav Synchronizer and Outlook and Nextcloud calendar side by side.

## How do I transfer my calendar and contacts from Google or iCloud?

Export the calendar as an .ics file and the contacts as a vCard (.vcf) and import them into your Nextcloud. See Subscribing to an external calendar and importing a calendar, Contacts: creating, groups, importing and exporting and Moving your calendar and contacts from Google, iCloud or Outlook (ics and vCard). For Google, you can also use the WebOké Import Tool (Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool).

## After importing, I have everything twice. What now?

This happens if you import the same file twice. In Contacts, select two duplicate cards and merge them; if you have a lot of duplicates, importing again into an empty address book is faster. See Cleaning up duplicate contacts after transferring.

## The people I invite don't receive an invitation

Check that you're creating the appointment in your own calendar, that it's in the future, and that your email address is set in your profile. See Inviting people to an appointment and Appointment invitations that don't arrive.

## Can someone without Nextcloud see my calendar?

Yes, with a public link. Anyone with that link can view the calendar, but not change it. You can also embed the calendar in your website. See Sharing, publishing and embedding calendars in your website and Putting a public calendar or booking page on your website.

## Can customers schedule an appointment with me themselves?

Yes, with an appointment schedule. You choose when you're available and share a link; the customer picks a free time slot. See Letting people book appointments through a booking page.

## Where are my contacts' birthdays?

Fill in the birthday for a contact. It will then automatically appear in the **Birthdays** calendar in your Calendar.

## I accidentally deleted an appointment or a whole calendar

Deleted appointments and calendars first go to the **Trash bin** at the bottom left of Calendar. You can restore them there. See Calendar: views, making appointments, repeating and reminders.

## Do I also see my tasks on my phone?

Yes. On the iPhone they appear in Memories, on Android with DAVx5 in a tasks app such as Tasks.org. See Tasks on your phone: Reminders on the iPhone, Tasks.org on Android and Tasks on your iPhone and Android at the same time.

## Can I read my email in my Nextcloud?

Yes, with the **Mail** app. You link your own mailbox, for example a mailbox from your WebOké hosting package or Email Only package. See Adding your mailbox to the Email

app.

## My phone has been stolen. Can someone now access my calendar?

Immediately revoke that phone's app password via **Settings**, **Security**, **Devices & sessions**. After that, the phone no longer has access. See Viewing, revoking, or remotely wiping devices and sessions.

## My IP address is being throttled and I don't know why

This is often caused by an old device that's still trying to sync with an old password, such as an old phone or tablet with your calendar on it. See Multiple invalid login attempts: why you're being slowed down and how to fix it and IP address throttled by an old app: which one is it?.

# 15.13 Frequently asked questions about security and privacy

Below you'll find the questions we get asked most often about the security and privacy of your WebOké Nextcloud. If your question isn't listed, please get in touch with us.

## Where are my files stored?

In the Netherlands, in two data centres run by NorthC in Aalsmeer and Oude Meer. Your files never go to American cloud companies. With a Personal, Family or Max package, you also get your own Nextcloud server, separate from other customers. See What is Nextcloud and what is a WebOké Nextcloud?.

## Are my files encrypted?

Yes, in two ways: in transit (all traffic goes via https) and on the disks in the data centre. If you want a folder to be readable only on your own devices, you can also use end-to-end encryption. Do read the limitations in End-to-end encryption: when to use it, and when not to first.

## Can I turn off the login code by email?

No. The second step at login is switched on for everyone, because a password alone doesn't offer enough protection. However, besides the email code, you can also use an authenticator app, a notification on another device, or backup codes. See Setting up an authenticator app and saving backup codes and Approving login with a notification on another device.

## Why doesn't my regular password work in my phone's calendar?

Because that app can't enter the extra login code. For such apps, use an app password. See App passwords: when and how to use them.

## Someone else knows my password. What should I do?

1. Change your password (Changing or forgetting your password).
2. Check Devices & sessions to see which devices and browsers are logged in, and revoke anything you don't recognise (Viewing, revoking, or remotely wiping devices and sessions).
3. Also change your mailbox password: that's where your login codes arrive.
4. Turn on an authenticator app (Setting up an authenticator app and saving backup codes).

## I received a login code, but I wasn't logging in.

That means someone tried your password and got it right. Don't share the code with anyone and change your password immediately. Then follow the steps above. WebOké will never ask you for a code.

## Can I see who has accessed my account?

Under Settings, Security, Devices & sessions, you'll see all browsers, apps and app passwords with their last activity (Viewing, revoking, or remotely wiping devices and sessions). In the Activity app, you can see what's happened with your files and shared folders.

## My laptop or phone has been stolen. What now?

Revoke the device or have it wiped remotely under Devices & sessions, and change your password. The full step-by-step plan is in Remotely locking down a stolen laptop.

## Who in my package can see my files?

Every user has their own files. Others only see what you share with them yourself. The package administrator can create accounts and reset a password, but can't view your files in Mijn WebOké. Note: anyone who sets a new password for you can then log in as you, as long as the code is sent to an address they can read. So always have users use their own email address.

## Does WebOké or anyone else use my files for AI?

No. The AI Assistant in Nextcloud is only switched on if the owner of a Family or Max package turns it on themselves, using their own account with an AI provider of their choice (for example, Mistral, with processing in the EU). Only what you ask the assistant yourself is sent to that provider. See AI Assistant in your Nextcloud.

## Do you have a data processing agreement?

Yes. If you use your Nextcloud for business purposes and store other people's personal data in it, you'll sign a data processing agreement with WebOké. You'll find it in our knowledge base: Data Processing Agreement.

## Why does logging in suddenly take a long time?

Your internet address is probably being throttled because an incorrect password has been tried too often from your network, often caused by an outdated app. See Multiple invalid login attempts: why you're being slowed down and how to fix it and IP address throttled by an old app: which one is it?.

## Is open source actually safe? Can't anyone read the code?

That's exactly why it is. Thousands of developers and security researchers keep an eye on it, so weaknesses are found and fixed quickly. Nextcloud also runs a reward programme for anyone who reports a vulnerability. WebOké installs the security updates for you.

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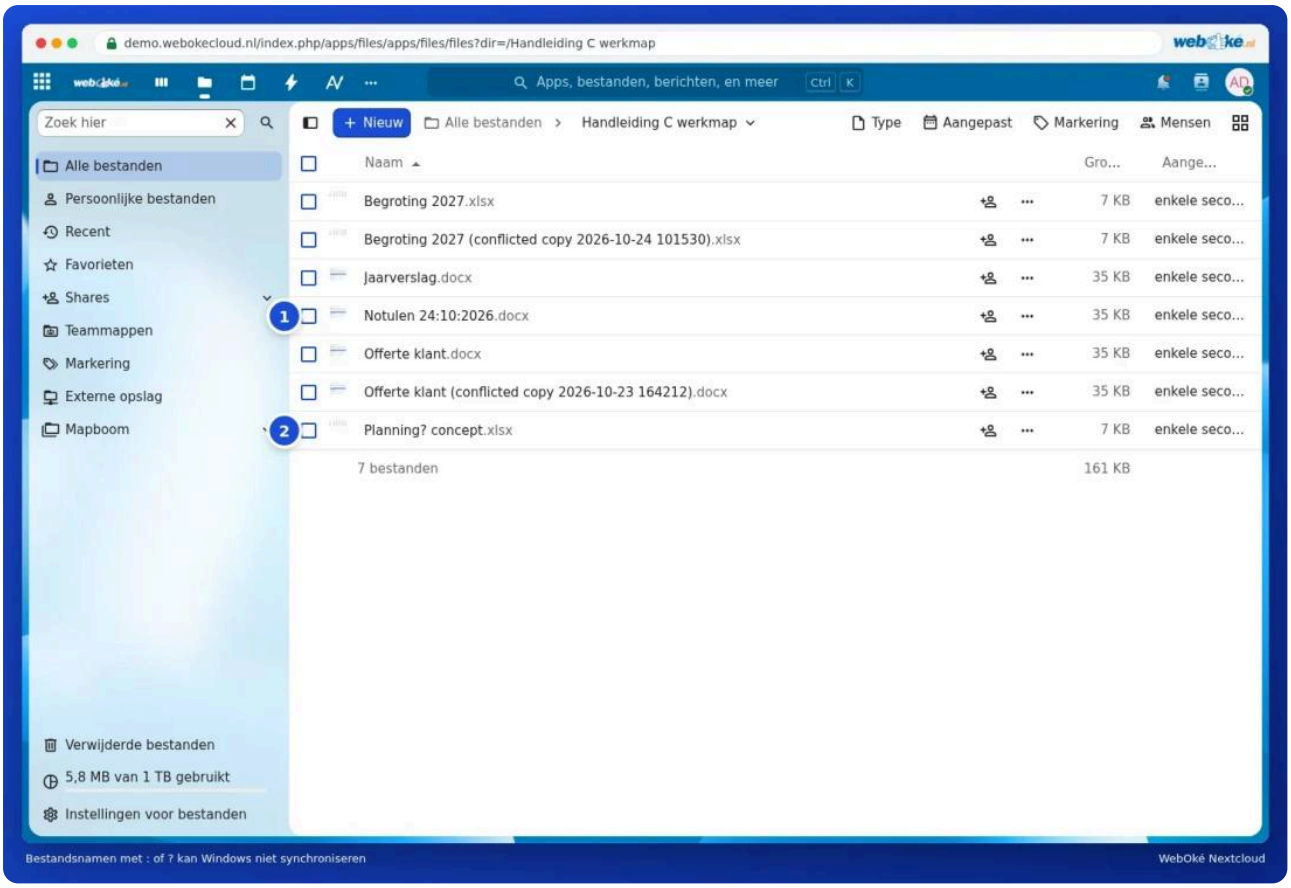
# Advanced: questions and solutions

## 16.1 Cleaning up files with forbidden characters so Windows syncs again

**The question:** the desktop app on Windows reports that a number of files cannot be synced, with something like an invalid name or characters that aren't allowed. On the Mac or in the browser, they're just there.

**Why:** your WebOké Nextcloud allows almost all characters in names, Windows doesn't. Files that were given a name with such a character on a Mac, phone or in the browser can't be saved by Windows. The app then skips them; the rest syncs as normal.

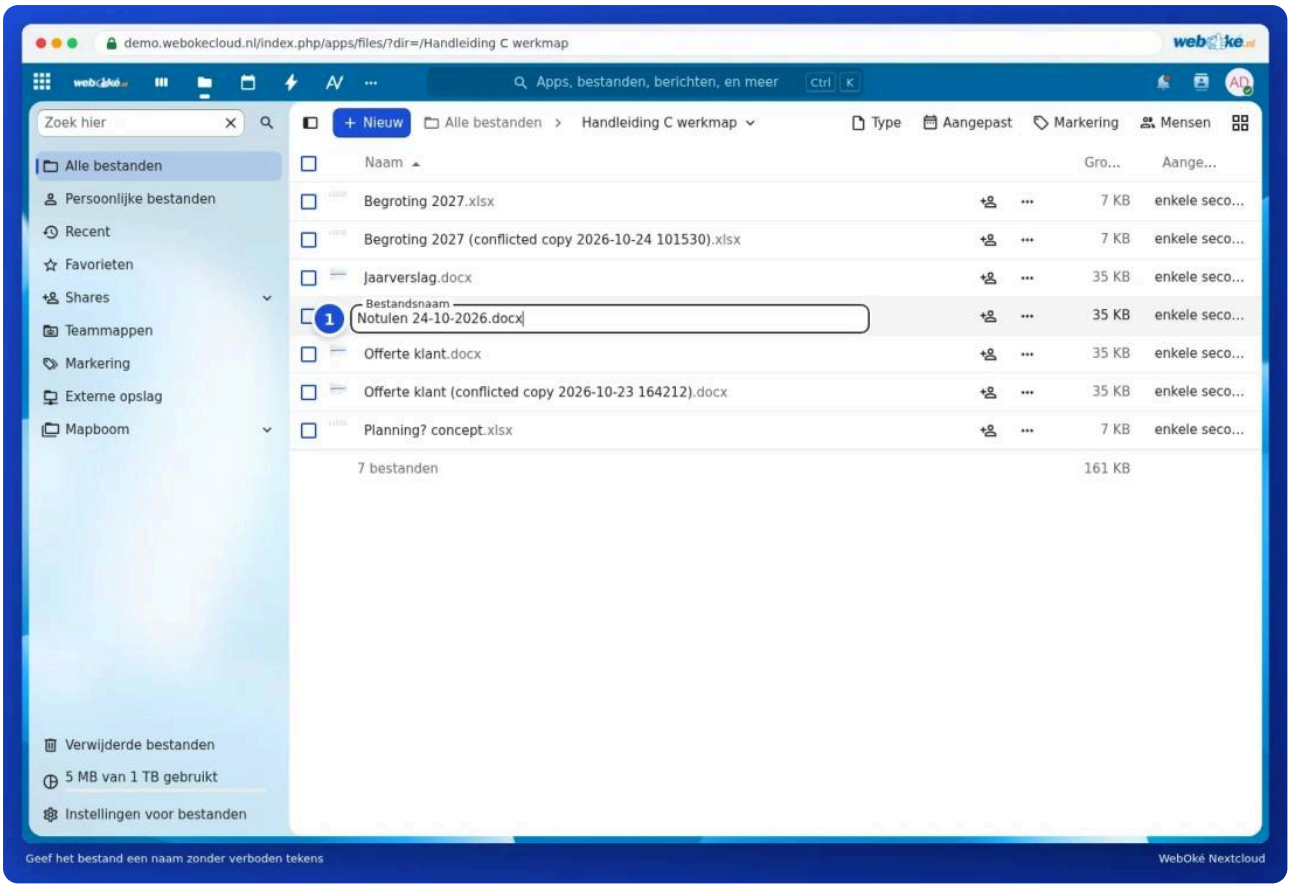
| What Windows doesn't allow | Example | Better |
|---|---|---|
| The characters **\ / : * ? " < > \|** | Minutes 24:10:2026.docx | Minutes 24-10-2026.docx |
| A space or full stop at the end of the name | Quote .docx or folder "Customers " | Quote.docx, folder "Customers" |
| Reserved names | CON, PRN, AUX, NUL, COM1, LPT1 (also with an extension, such as con.txt) | A different name |
| Very long paths | Many folders within folders with long names | Shorter names or fewer levels |




A colon (1) and a question mark (2) in the name: no problem in the browser, but it is on Windows

## How to fix it

1. Click the cloud icon and note down which files the app is skipping. The notification names the file and the folder.
2. Open your Nextcloud in the browser and go to that folder.
3. Click the three dots next to the file and choose **Rename**. Give it a name without the characters from the table and press `Enter`.
4. Repeat this for the other files. You rename a folder with such a name in the same way; everything in the folder comes along with it.
5. Click the cloud icon: the app will automatically pick up the renamed files on the next round.




Type the new name (1) without a colon and press Enter

## Lots of files at once?

- In the browser, type the character, for example a colon or question mark, into the **Search here** search field at the top left of Files. This helps you find them quickly.
- If they keep coming back, check where they're coming from. It's often a program on a Mac or phone that puts the date with colons in the name, such as a scanning app or a screen recording program. Set up a different naming format there.
- Working with people on Mac and Windows in the same folders? Agree on a rule: no punctuation marks except the hyphen and the underscore.

**Please note:** rename such files in the browser or on the Mac, not on the Windows computer itself. After all, they don't appear there on Windows.

You can read more about file names that cause problems in File names that cause problems.

# 16.2 Cleaning up conflict copies in a large folder without losing anything

**The question:** after a while without internet, or after setting up a second computer, there are dozens of files with **(conflicted copy** in the name. Can you just throw them away?

**The short answer:** not without checking first. A conflict copy contains your version of the file, which isn't (yet) in your Nextcloud. What's in the original is the version from your Nextcloud. You can read how a conflict arises in Conflicted copies: what they are and how to resolve them.

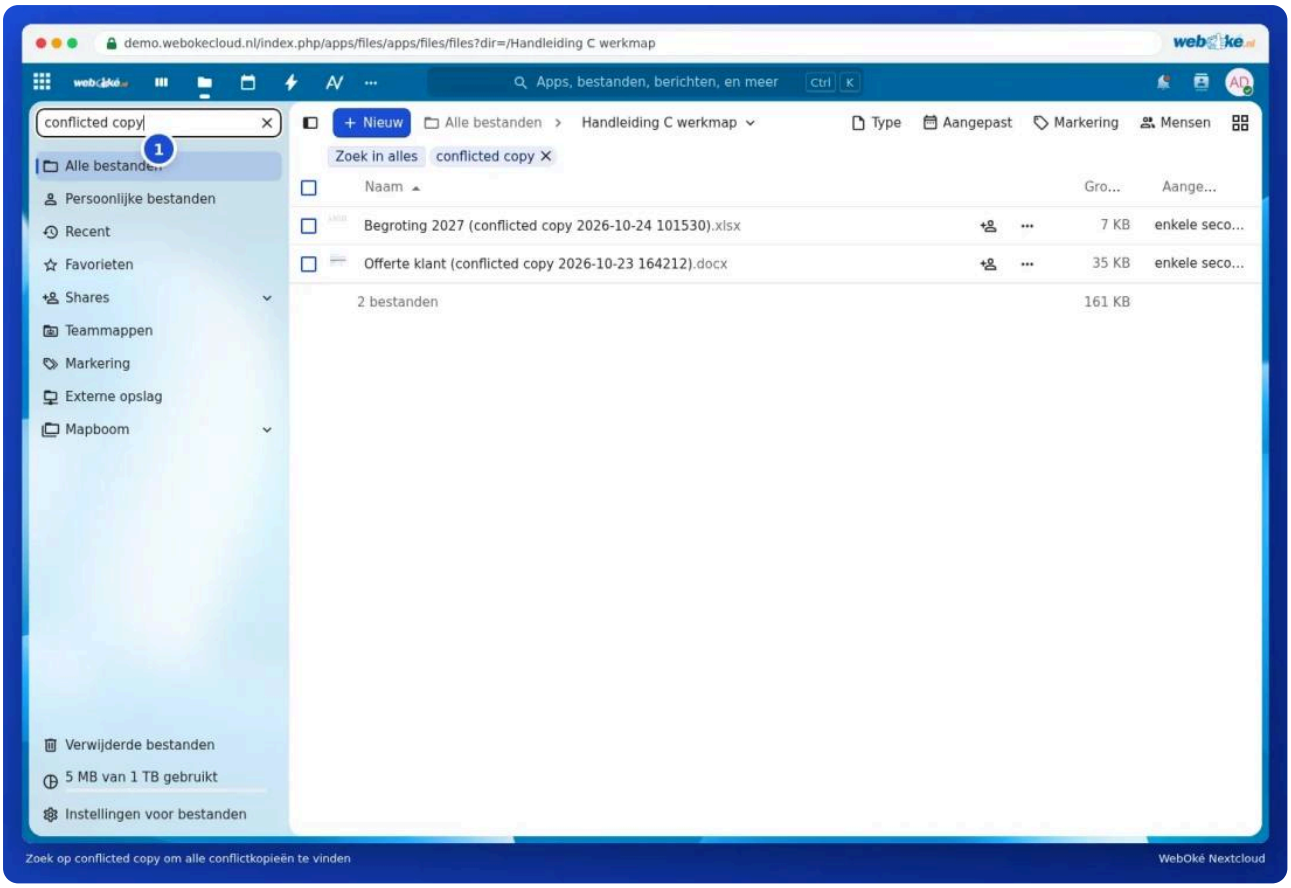
## Step 1: remove the cause

Only tidy up once no new conflicts are being added. With lots of conflicts at once, the cause is usually one of these:

- The same folder is being tracked by two synchronisation programs (for example Nextcloud and OneDrive, or two Nextcloud connections to the same folder). Remove one of the two.
- A program changes files itself, for example a backup program or a photo program that writes data into your photos. Close the program or exclude the folder.
- You've restored an old copy of your folder on a computer that was already linked.

## Step 2: find all conflict copies

1. Open your Nextcloud in the browser and go to the folder.
2. In the **Search here** field at the top left, type **conflicted copy** (1). You'll now see the conflict copies in this folder. Click **Search everywhere** to search your whole Nextcloud.
3. You can also do this on your computer: search in Explorer or Finder for **conflicted copy**. Conflict copies that are only on your computer will only show up there.




Type conflicted copy in the search field (1) to find all conflict copies

## Step 3: decide per file

| Situation | What to do |
|---|---|
| The copy and the original are the same size and have the same content | Delete the conflict copy. |
| The conflict copy is newer and the original hasn't changed since | Keep the conflict copy: delete the original and give the copy the original name. Or, in the app, under **Resolve conflict**, choose the version you want to keep. |
| Both have changed | Open both, carry your changes over into the original, then delete the copy. |
| You're not sure | Move the conflict copies to a folder called **To check**. That way they're out of the way, but not gone. |

## A safety net

- Anything you delete in your Nextcloud stays in **Deleted files** for a while (Recovering a deleted file from Deleted files).
- Your Nextcloud keeps older versions of the original (Restoring an older version and naming versions). If you accidentally kept the wrong version, you can restore the

previous one.
- A conflict copy that was only on your computer, and that you delete there, ends up in your computer's recycle bin, not in your Nextcloud.

**Tip:** lots of conflicts with shared documents? Have everyone open those documents in the browser in Euro-Office, so you're all working in one version. See Working with Office files from your computer.

# 16.3 Laptop with limited disk space: setting up virtual files and freeing up space correctly

**The question:** your Nextcloud is bigger than your laptop's disk, or your disk is filling up since you started using the desktop app.

**The solution:** use virtual files and free up space yourself from time to time. You'll find an explanation of virtual files in Virtual files: see everything, only download what you open; here's the setting for a laptop with limited space.

## Setting it up

1. Check whether virtual files are switched on. Open the app's settings (cloud icon, your name, **Settings**), choose your account and click the three dots next to the folder. Does it say **Enable virtual file support**? Then choose that. If it says **Disable virtual file support**, they're already switched on.
2. Pin only the folders you really need while on the go: right-click, **Always keep on this device**. Choose small working folders, not your entire photo archive.
3. Free up space from large folders you've opened at some point: right-click the folder, **Free up space**. Start with folders containing photos, videos and old projects.

## Keeping it small

- With virtual files, Windows does **not** automatically free up space. Every file you open stays in place. So once a month, choose **Free up space** on your whole Nextcloud folder (right-click **Nextcloud** on the left in File Explorer). Pinned folders will simply remain in place.
- Don't let programs search through your entire Nextcloud folder. A backup program, virus scanner or photo program that reads everything will download everything. Exclude the Nextcloud folder from such programs; your files are already safe in your Nextcloud.
- Don't let Windows Search index the content of files in the Nextcloud folder if this keeps triggering downloads.
- On the Mac, the File Provider handles this itself: when space is low, macOS turns files you haven't opened in a while back into online-only files. Pinned files stay in place.

## Not recommended: selective sync

With selective sync (Selective sync: only certain folders), folders you deselect disappear from your laptop entirely. For a small disk, virtual files are more practical: you see everything, and only what you open takes up space.

**Please note: Free up space** is different from **Delete**. Deleting also removes the file from your Nextcloud, and from colleagues you share the folder with.

# 16.4 On Mac: files missing after switching to File Provider

**The question:** after updating the desktop app on your Mac, your Nextcloud folder appears empty, has moved somewhere else, or nothing is syncing any more.

**Why:** newer versions of the app use Apple's **File Provider** on the Mac. Your files are no longer stored in the regular **Nextcloud** folder in your home folder, but in a location managed by macOS. In Finder, you'll find it on the left under **Places**. Your files are still safely in your WebOké Nextcloud, so check that first in your browser.

## Step 1: look under Places

1. Open Finder and look on the left under **Places**. Do you see **Nextcloud** there (sometimes with your name or the address next to it)? Click on it: your files are there.
2. Don't see **Places**? Choose **Finder** in the menu bar, then **Settings**, tab **Sidebar**, and turn on cloud storage and Nextcloud.

## Step 2: grant permissions

- **System settings**, **General**, **Login Items & Extensions**: turn on the Nextcloud extension for Finder or File Provider (the exact name varies by macOS version).
- **System settings**, **Privacy & Security**, **Files and Folders**: if Nextcloud is listed there, turn it on. You may need to do this again after a macOS update.

## Step 3: the old folder

The old **Nextcloud** folder in your home folder is no longer updated after the switch. Did you change or add files there after switching? Check in your browser whether they're in your Nextcloud. If not, drag them to your Nextcloud under **Places**. Only once everything is there should you delete the old folder.

## Step 4: still stuck?

1. Click the cloud icon in the menu bar and read the messages.
2. Quit the app and start it again. Or restart your Mac.
3. Install the latest version from www.weboke.nl/download.
4. Open the app's settings and select your account. Click **Reset File Provider Domain**: this sets up the File Provider for this account again. Your Nextcloud will briefly disappear from Finder and then reappear. Any changes not yet uploaded are kept.
5. If that doesn't help: remove the app entirely, reinstall it, and log in again.

**Please note:** the **Open locally** button in your browser can only show files managed by File Provider in Finder, not open them directly. This is a macOS limitation. Open the file yourself from Finder afterwards.

## Prefer to go back to the regular folder?

That's possible: in the app's settings under **General**, untick **Enable File Provider** (this applies to all your accounts) and choose a classic sync folder. You'll then miss out on the benefits of files only being downloaded when you open them. See Installing Nextcloud Files on Mac (File Provider).

# 16.5 Have a client submit files with a password-protected file request with an expiry date

**The question:** "My clients need to send me documents: payslips, invoices, photos. Email doesn't work well with large files and isn't secure. How do I get them to drop files with me, without them seeing anything else?"

**The solution:** a file request per client, in their own folder, with a password and an expiry date. The client uploads via their browser and doesn't need an account.

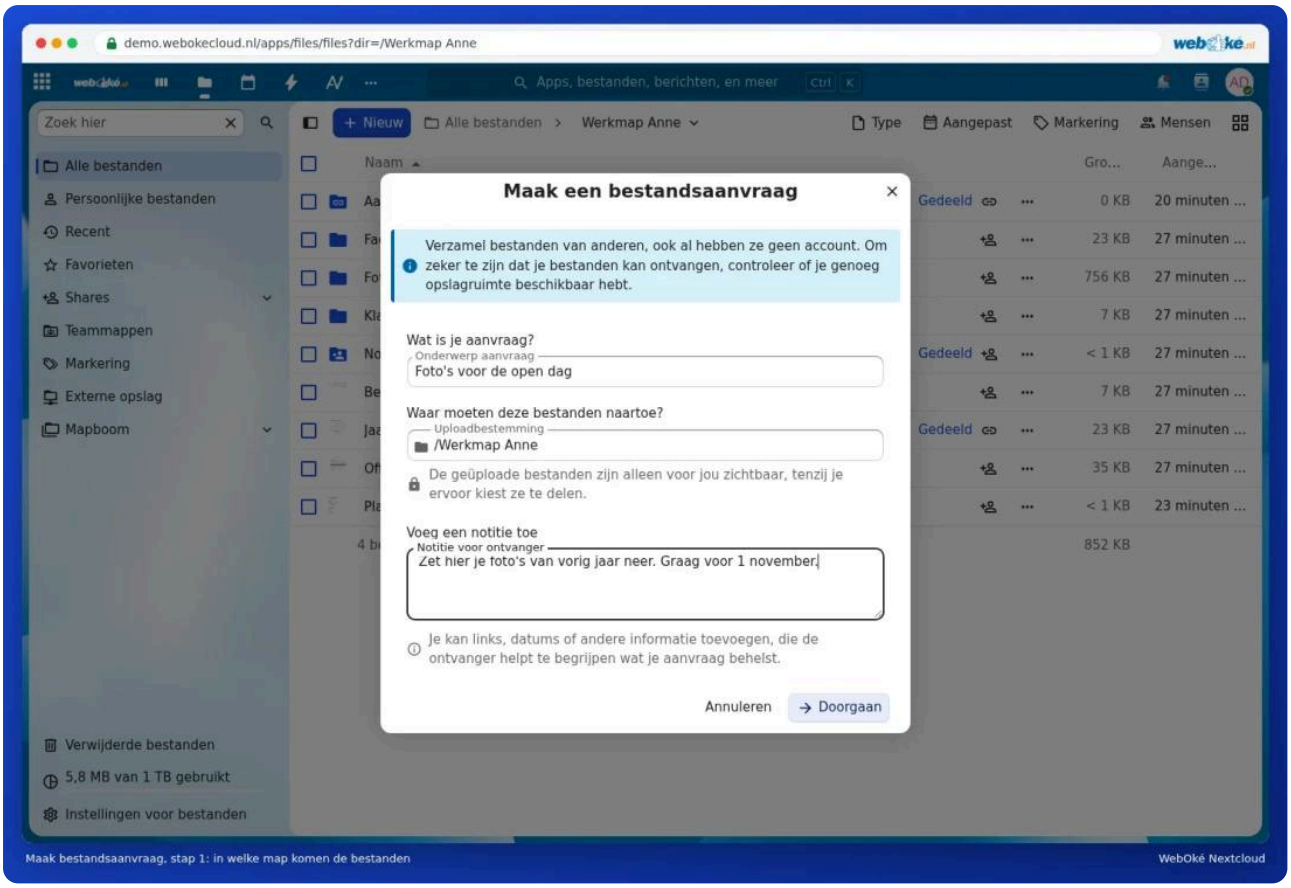
## Step 1: a folder per client

1. In **Files**, create a folder for submissions, for example **Submissions**.
2. Inside it, create a folder per client, for example **Submissions/Bakkerij De Linde 2026** (see Creating, moving, copying and renaming folders).

This way, a client can never reach another client's files, and you immediately know who sent what.

## Step 2: creating the file request

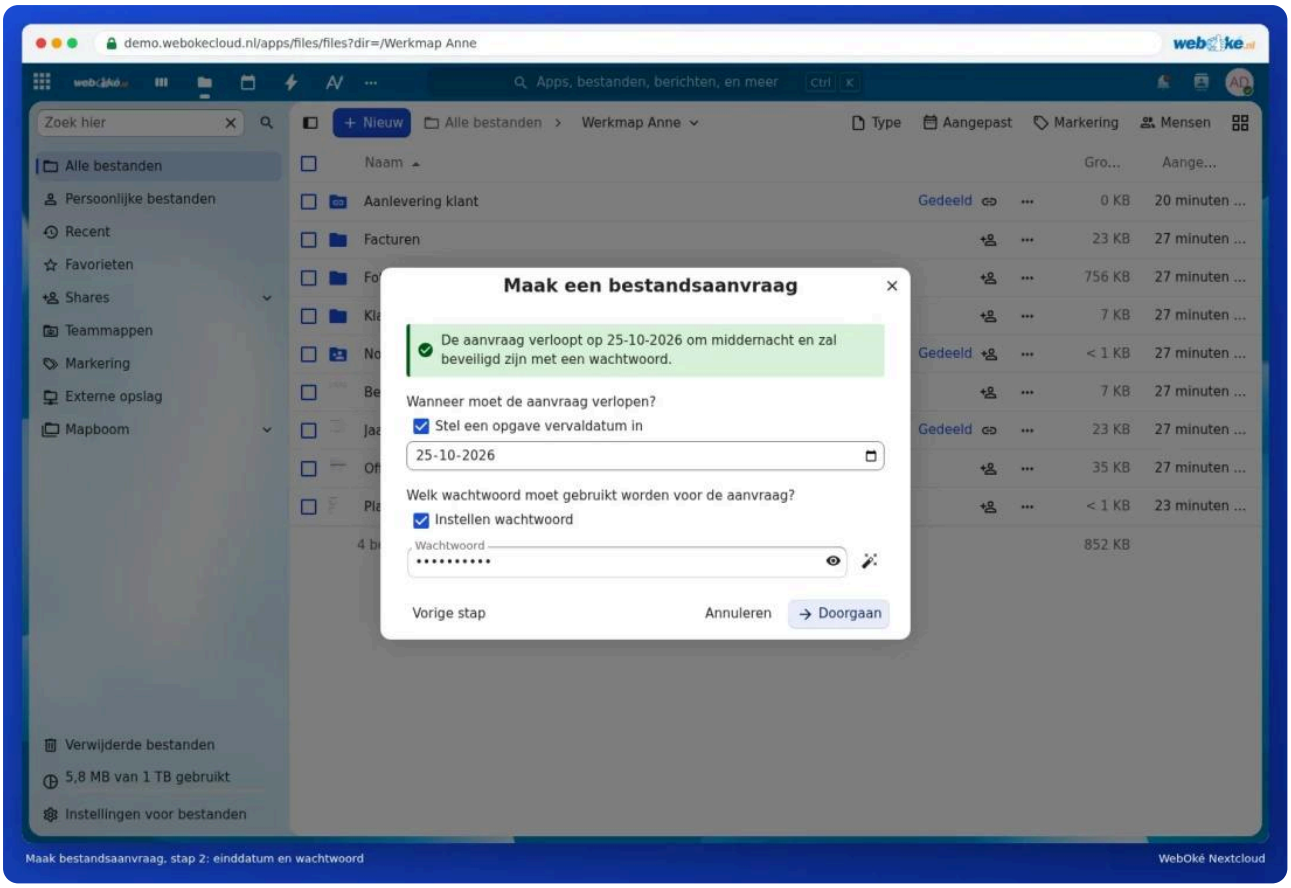
1. Click **New** and choose **Create file request**.
2. Under **Request subject**, enter what you're asking for, for example "Annual documents 2026".
3. Under **Upload destination**, choose this client's folder.
4. Under **Note for recipient**, state exactly what you need and by when. The client sees this text at the top of the upload page.




Filling in the subject, folder and note

## Step 3: password and expiry date

1. Click **Continue**.
2. Tick **Set a submission expiration date** and choose a date a few days after your deadline.
3. Tick **Set password** and choose a password.
4. Click **Continue** and copy the **Share link** using the button on the right of the field.

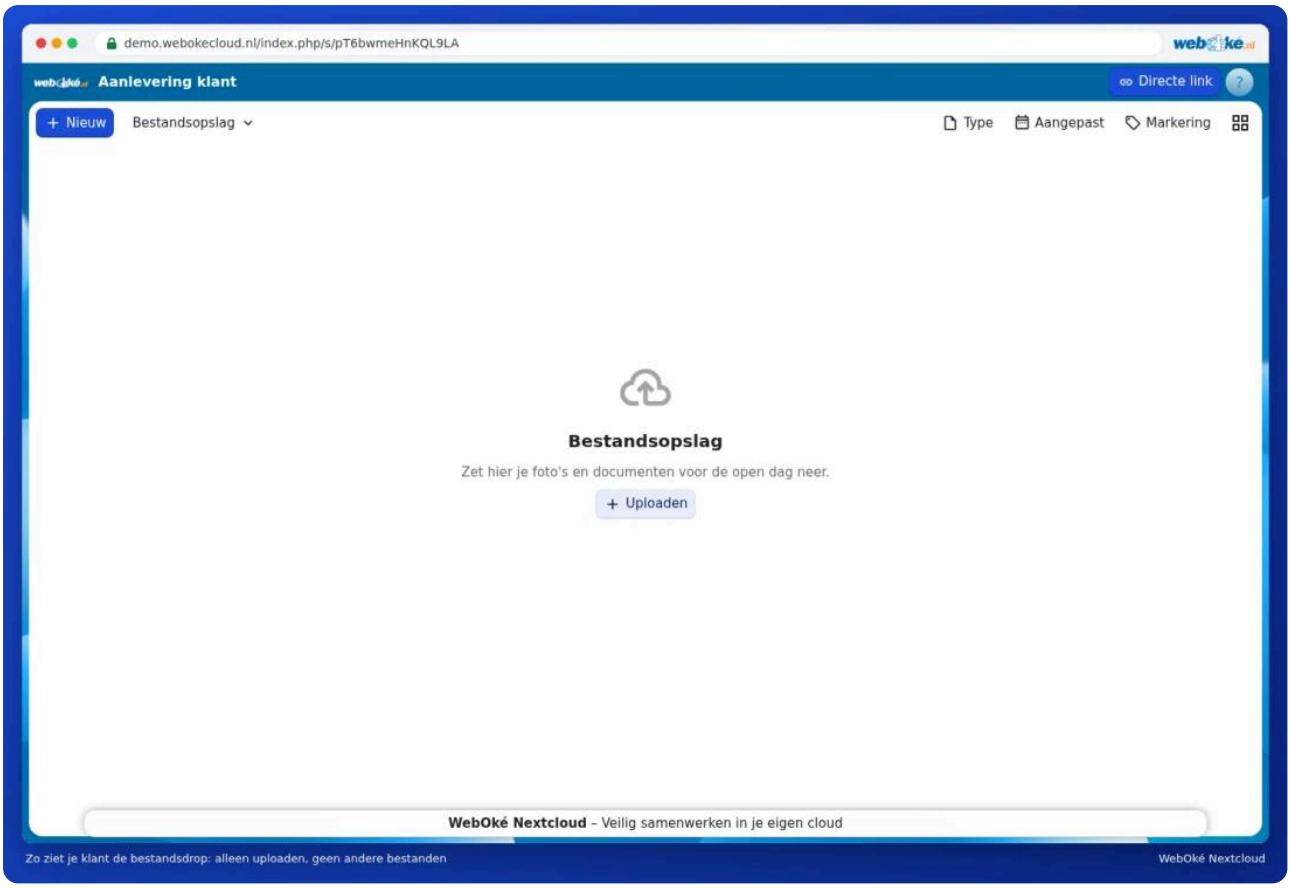



Setting the expiry date and password

## Step 4: sending the link and the password

Send the link itself to your client, for example by email. Send the password through a different channel: by text message, WhatsApp, or by phone. That way, anyone who intercepts the email still can't do anything with the link.

Your client opens the link, types in the password and clicks **Upload** or drags their files into the window. They only see your note and the upload button, not what's already in the folder.




What your client sees

## Step 5: following up on incoming files

- In the **Activity** app and in the folder's **Activity** tab, you can see what came in and when (see Chat and activity for a file).
- After the expiry date, the link automatically stops working. If you're done earlier, remove the share in the folder's **Share** tab, or under **Shares** and **File requests**.
- Set up a new request for your client per year or per assignment. This keeps everything neatly separated.

**Please note:** what clients upload counts towards your storage (see Anyone using shared files uses your storage). So clear out or archive old submissions.

For more on the file request feature itself, see Having files sent to you: file drop and file request.

# 16.6 A club or family folder that doesn't disappear when someone leaves

**The question:** "Everything for our club is in a shared folder belonging to the previous secretary. They're stepping down now. What happens to the folder, and how do we avoid this next time?"

**The problem:** a shared folder always belongs to one person. If that user is deleted, the folder disappears for everyone else too. The same applies to a family where everything is in one parent's folder.

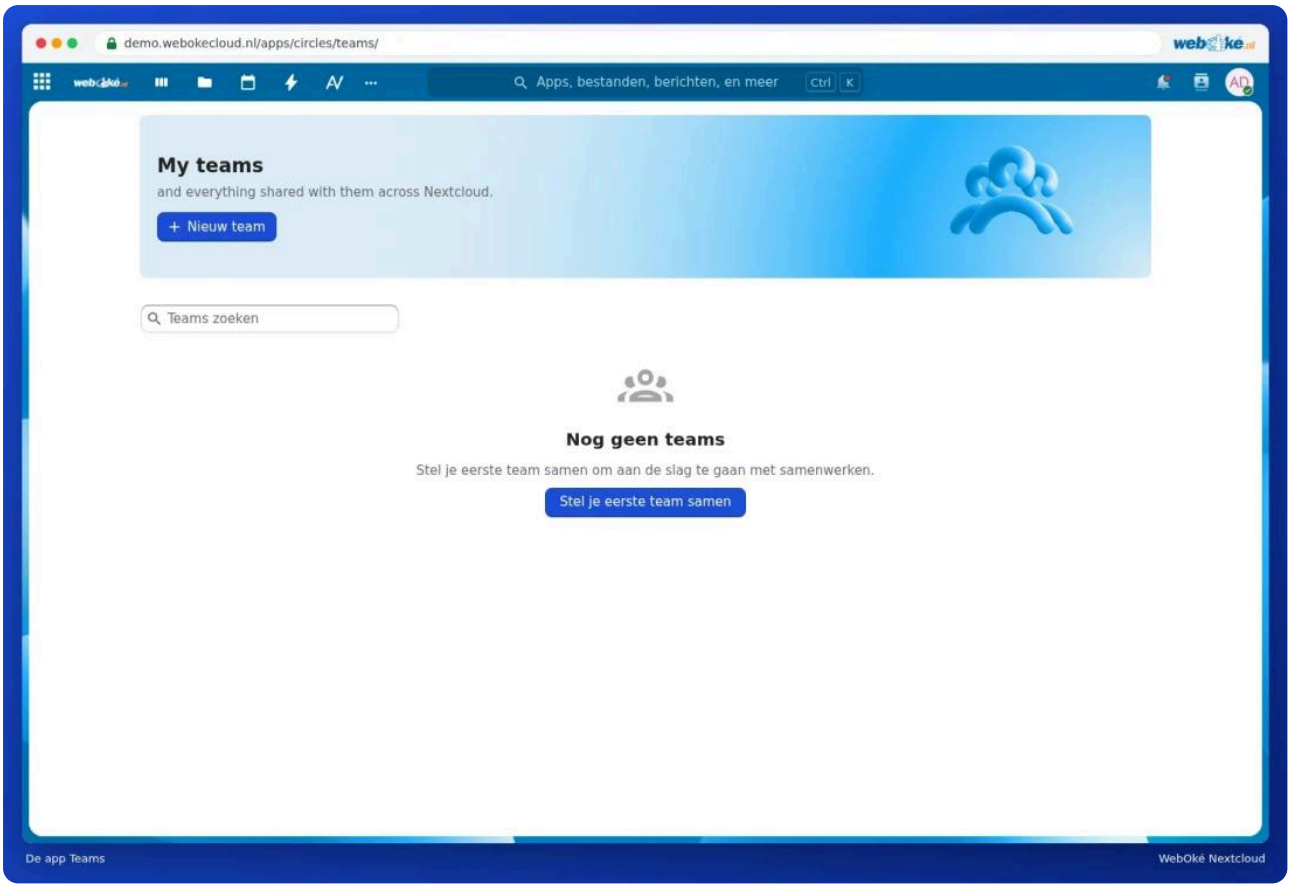
## Right now: securing the folder

1. Have the departing person transfer ownership of the folder to someone who's staying, via **Settings**, **Sharing** and the **Files** section. See Transferring ownership when a colleague leaves.
2. Only delete the user in My WebOké once the transfer is complete. If you want to keep the account around for a while, disable it instead of deleting it.
3. Can the person no longer log in? Then follow Colleague leaving: safely taking over files, calendar and shared folders.

## From now on: a team and a team folder

### 1. Create a team

In the **Teams** app, create a team, for example "Committee" or "Family", and add the members (see Creating teams and sharing a folder with your whole team). If someone joins or leaves, you only need to update the team.



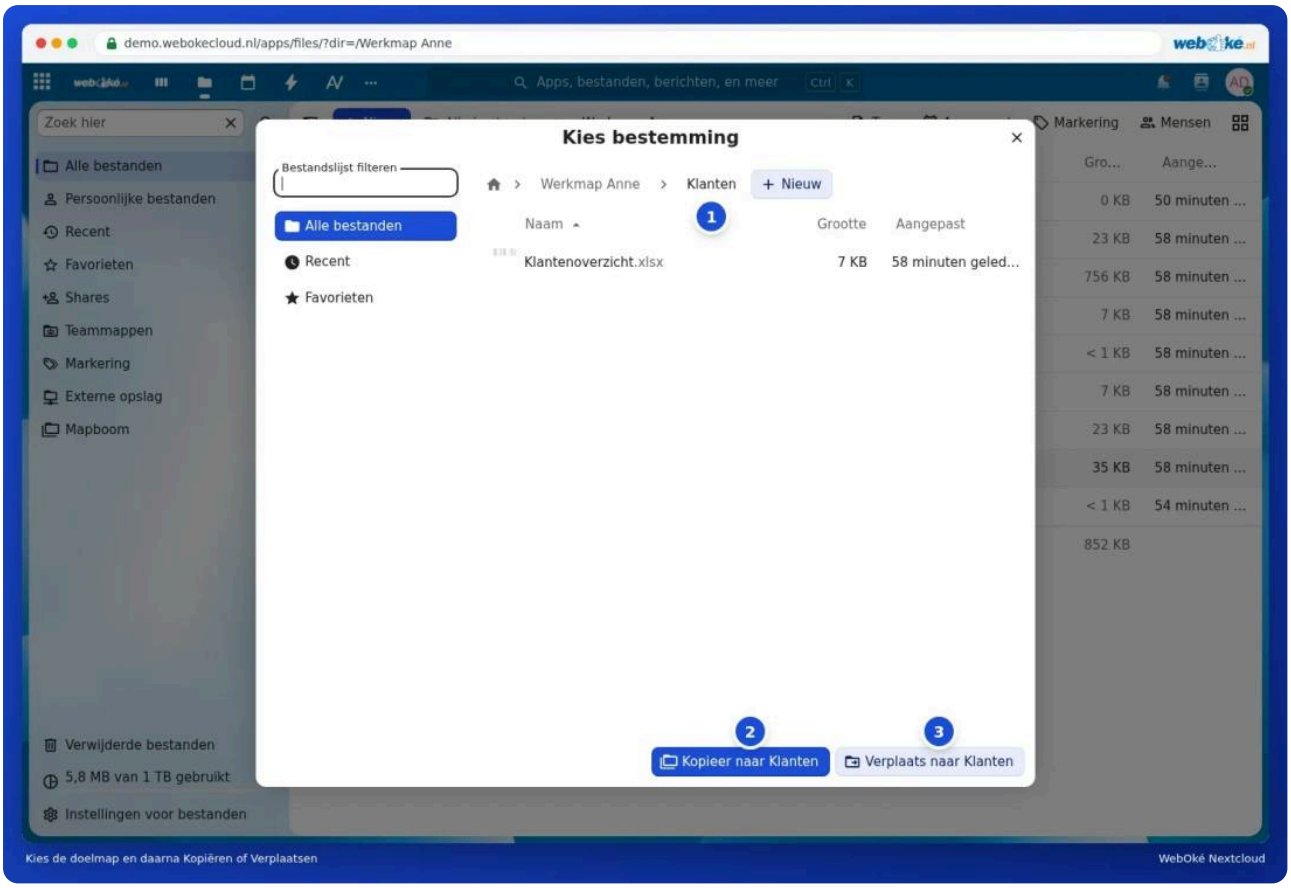

Creating a team in the Teams app

## 2. Request a team folder

A team folder belongs to the team, not to one person. It stays in place when someone leaves, and the storage isn't counted against one member. WebOké sets up a team folder for you: request one with a ticket in My WebOké and provide the name of the folder and the team (see Team folders: a shared folder that belongs to the team). Team folders are available on Personal, Family and Max, but not on Nextcloud Free.

## 3. Move the files

1. Open the old shared folder in **Files**.
2. Select everything (the checkbox above the list selects all items).
3. Click **Move or copy** at the top, choose the team folder and click **Move** with the name of the team folder (see Creating, moving, copying and renaming folders).
4. Check that everything has been moved across, then remove the old share.




Choose the destination folder and click Move

## Tips for setting it up

- Use a fixed folder structure, for example **Minutes**, **Finances**, **Members**, **Activities**. Add a short explanation with **Add folder description** (see Creating notes and text files with Text).
- Decide who's allowed to do what. Not everyone needs to be able to edit the financial documents.
- When sharing outside the club (with members, parents, the local authority), always use a link with a password and expiry date (see Creating a public link: viewing, editing, password, expiration date and download limit).

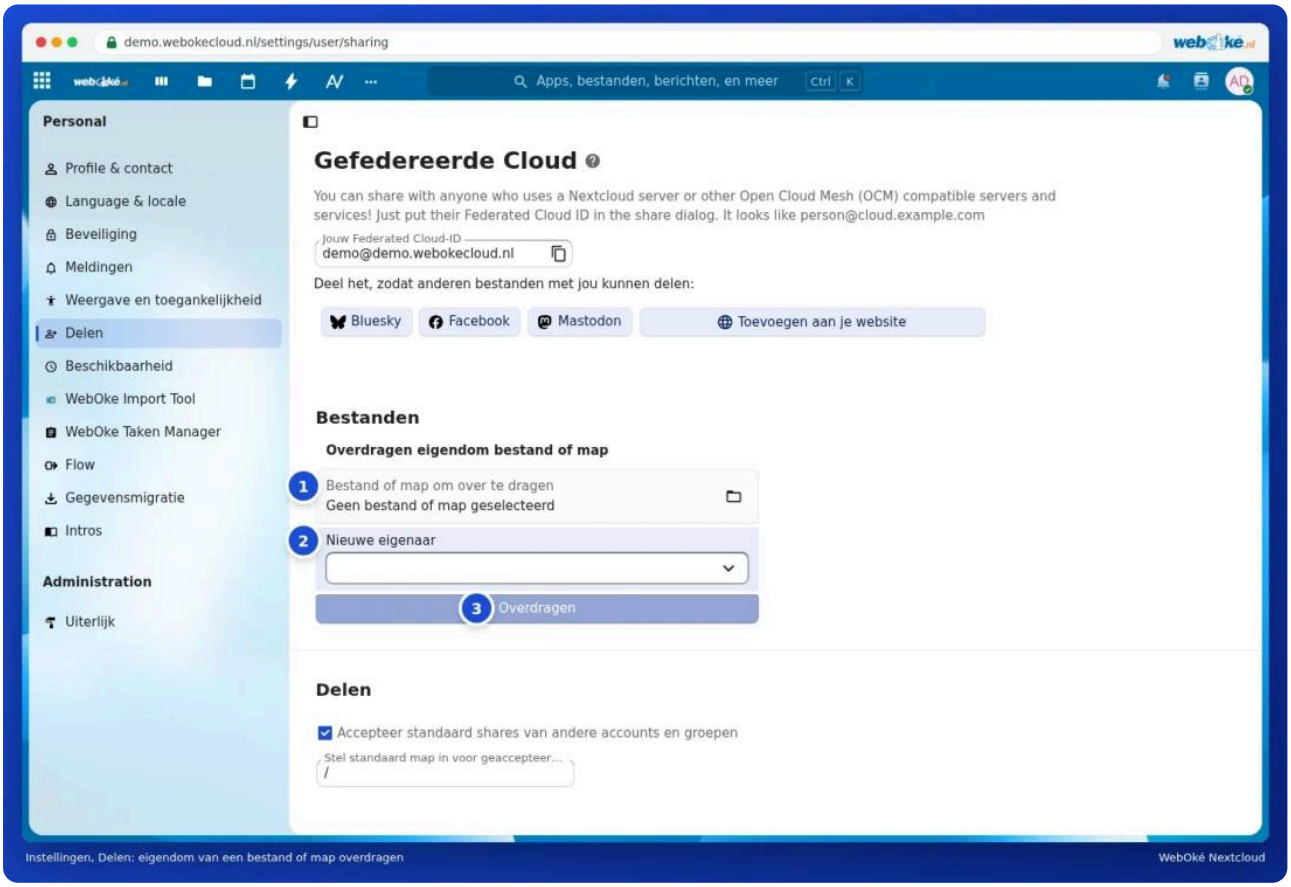
# 16.7 Colleague leaving: safely taking over files, calendar and shared folders

**The question:** "An employee is leaving the company. How do I make sure we keep their files, calendar and shared folders, and that they can't access them afterwards?"

Follow the steps in this order. The most important rule: **only remove the user once everything has been taken over**. A removed user is permanently gone, along with all their files, calendars and contacts.

## Step 1: transfer while the colleague is still there

1. The colleague transfers their files via **Settings**, **Sharing**, the **Files** block: choose the main folder or the important folders under **File or folder to transfer**, choose a successor under **New owner**, and select **Transfer**. See Transferring ownership when a colleague leaves.
2. The successor accepts the transfer via the notification in Nextcloud.
3. The successor takes over calendars and address books by having them shared, or by exporting and importing them. See Sharing, publishing and embedding calendars in your website and Contacts: creating, groups, importing and exporting.
4. For Talk conversations, Deck boards and forms they own: give someone else admin rights there too.




Transferring ownership by the departing colleague

## Step 2: close off access

1. As administrator, go to My WebOké, **My Products** and your Nextcloud package.
2. Next to the user, in the **User management** block, choose **Disable**. The colleague can then no longer log in, but their data remains in place.
3. Have them log out on their own devices, or revoke access for their devices. See Viewing, revoking, or remotely wiping devices and sessions.

## Step 3: has the colleague already left?

If the colleague wasn't able to transfer anything, you as administrator can secure the files yourself:

1. First re-enable the user if you had disabled them.
2. In My WebOké, next to the user, choose **Change password** and set a new password.
3. The login code by email goes to the user's email address. If you don't have access to that, change the email address via **Edit data**, or ask WebOké support for help.
4. Log in as that user and transfer the files as in step 1.
5. Then disable the user again.

**Please note:** only log in to a (former) employee's account if this fits within your agreements and privacy rules. If in doubt, discuss it first.

## Step 4: tidying up

- Check that all important files are with the successor and that shared folders still work for the rest of the team.
- Only then, in My WebOké, next to the user, choose **Delete**. This cannot be undone.
- Is a new colleague joining? Create a new user and, if your package includes Office, reassign the Office licence.

**Tip:** avoid these kinds of jobs with team folders: these belong to the team, not to one person. See Team folders: a shared folder that belongs to the team and A club or family folder that doesn't disappear when someone leaves.

# 16.8 Appointment invitations that don't arrive

You've invited people to an appointment, but they say they haven't received anything. Your WebOké Nextcloud sends the invitation by e-mail the moment you save the appointment. If that goes wrong, it's almost always one of the points below.

## Check these five things first

1. **Is your own e-mail address in your profile?** Your Nextcloud lists you as the organiser in the invitation, using the e-mail address from your profile. Without an e-mail address, no invitation can go out. Check under **Settings**, **Profile & contact** (see Filling in your profile: name, photo, email address, language and time zone).
2. **Is it your own calendar?** Create the appointment in a calendar of your own. In a calendar that someone else shared with you, that other person is the owner, and invitations don't always work as you'd expect.
3. **Is the appointment in the future?** No invitations are sent for appointments in the past.
4. **Is the attendee's e-mail address correct?** Open the appointment, go to **Attendees** and check that the address is spelled correctly. For a colleague from your own Nextcloud, your Nextcloud uses the e-mail address from their profile; if that's empty, the colleague will still get the appointment in their calendar, but no e-mail.
5. **Have you saved?** The invitation is only sent once you click **Save** or **Update**. Just adding an attendee isn't enough.

## Check where you create the appointment

Ideally, create appointments with attendees in your browser, in the Calendar app of your WebOké Nextcloud (see Inviting people to an appointment). Your Nextcloud then sends the invitation. If you create the appointment in a program on your computer or phone, it depends on that program:

| Where do you create the appointment? | Who sends the invitation? |
|---|---|
| Calendar in the browser | Your WebOké Nextcloud |
| iPhone, iPad or Mac with your Nextcloud calendar (CalDAV) | Usually your Nextcloud, after the phone has passed on the appointment |
| Thunderbird | Thunderbird can send the invitation itself via your own mailbox; you'll then see a prompt asking whether to send the invitation |
| Outlook with CalDav Synchronizer | Outlook itself, via your own mail account, or your Nextcloud after synchronising, depending on the settings |

Not sure? Test it: invite yourself using another e-mail address and check whether the invitation arrives.

## The invitation was sent, but doesn't arrive

- Ask the recipient to check the **Spam** or **Junk** folder, or under **Promotions** in Gmail.
- Some companies only let through invitations with a calendar file (.ics) after a delay, or block them altogether. In that case, also send the time and location in an ordinary e-mail.
- Changing an appointment sends a new version of the invitation. If you make changes very often, a recipient may start marking your e-mails as unwanted.

## Still not working?

Get in touch with WebOké (see How to report a problem to WebOké). Mention the title and date of the appointment, the time you saved it, and the e-mail address of the attendee who didn't receive anything. We can then check the logs to see whether the e-mail was sent.

# 16.9 Outlook and Nextcloud calendar side by side

Do you work with Outlook, for example for your mail, but still want your calendar in your WebOké Nextcloud? There are two ways to do this. Decide in advance which calendar is the main one, so you don't end up keeping everything twice.

## Two methods compared

| | CalDav Synchronizer | Subscription via a link |
|---|---|---|
| Works in | Outlook for Windows (the classic program) | Outlook for Windows, Outlook on the web, the new Outlook and Outlook for Mac |
| Viewing | Yes | Yes |
| Changing in Outlook and syncing back to Nextcloud | Yes, both ways | No, read only |
| How quickly do you see changes? | After a few minutes (adjustable) | Outlook refreshes itself, sometimes only after hours |
| What do you need? | The free add-in and an app password | A public link to your calendar |
| Explanation | Calendar in Outlook with CalDav Synchronizer | Below |

## Method 1: two-way sync with CalDav Synchronizer

This is the best choice if you want to create and change appointments in Outlook. The add-in keeps a separate calendar folder in Outlook in sync with your Nextcloud calendar. You'll find a step-by-step guide to setting it up in Calendar in Outlook with CalDav Synchronizer.

**Tip:** have the add-in sync to a **new, empty** calendar folder in Outlook, not to your existing Outlook calendar. This way, you won't lose anything and you'll see your Nextcloud calendar as a separate calendar alongside your other calendars.

## Method 2: view only with a subscription

1. In your WebOké Nextcloud, open the **Calendar** app, hover your mouse over the calendar and click the pencil icon, or click the three dots and then **Edit and share calendar**.
2. Create a public link with the plus icon next to **Share link** and choose **Copy subscription link** from the menu next to the link (see Sharing, publishing and embedding calendars in your website).
3. In Outlook on the web or the new Outlook: go to the calendar, choose **Add calendar** and then **Subscribe from web**. Paste the link and give the calendar a name. In the

classic Outlook for Windows, choose **Add Calendar** in the calendar and then **From Internet**.

**Please note:** with a public link, anyone who has the link can view your calendar. So only use this for a calendar without private information, or create a separate calendar for what others are allowed to see. The link stops working as soon as you delete it in your Nextcloud.

## Tips to avoid double work

- **Choose one place to create appointments.** If you create your appointments in your Nextcloud calendar (in the browser, on your phone or via CalDav Synchronizer), they'll show up correctly everywhere.
- **Do you work for a company with Microsoft 365 or Exchange?** Then your Exchange calendar remains a separate calendar. Invitations from colleagues in Exchange arrive there, not in your Nextcloud. Don't sync both calendars to each other, as this will create duplicate appointments.
- **Time zone.** Is an appointment off by an hour? Check the time zone in Outlook and in your Nextcloud's calendar settings (see Calendar: views, making appointments, repeating and reminders).
- **Invitations.** Whether an invitation is sent from Outlook or from your Nextcloud depends on where you create the appointment. See Appointment invitations that don't arrive.

# 16.10 Putting a public calendar or booking page on your website

Do you want visitors to your website to see your activities, such as your club's matches, your practice's opening hours or your association's courses? Or do you want customers to book an appointment through your website? Your WebOké Nextcloud makes this possible, without extra programs.

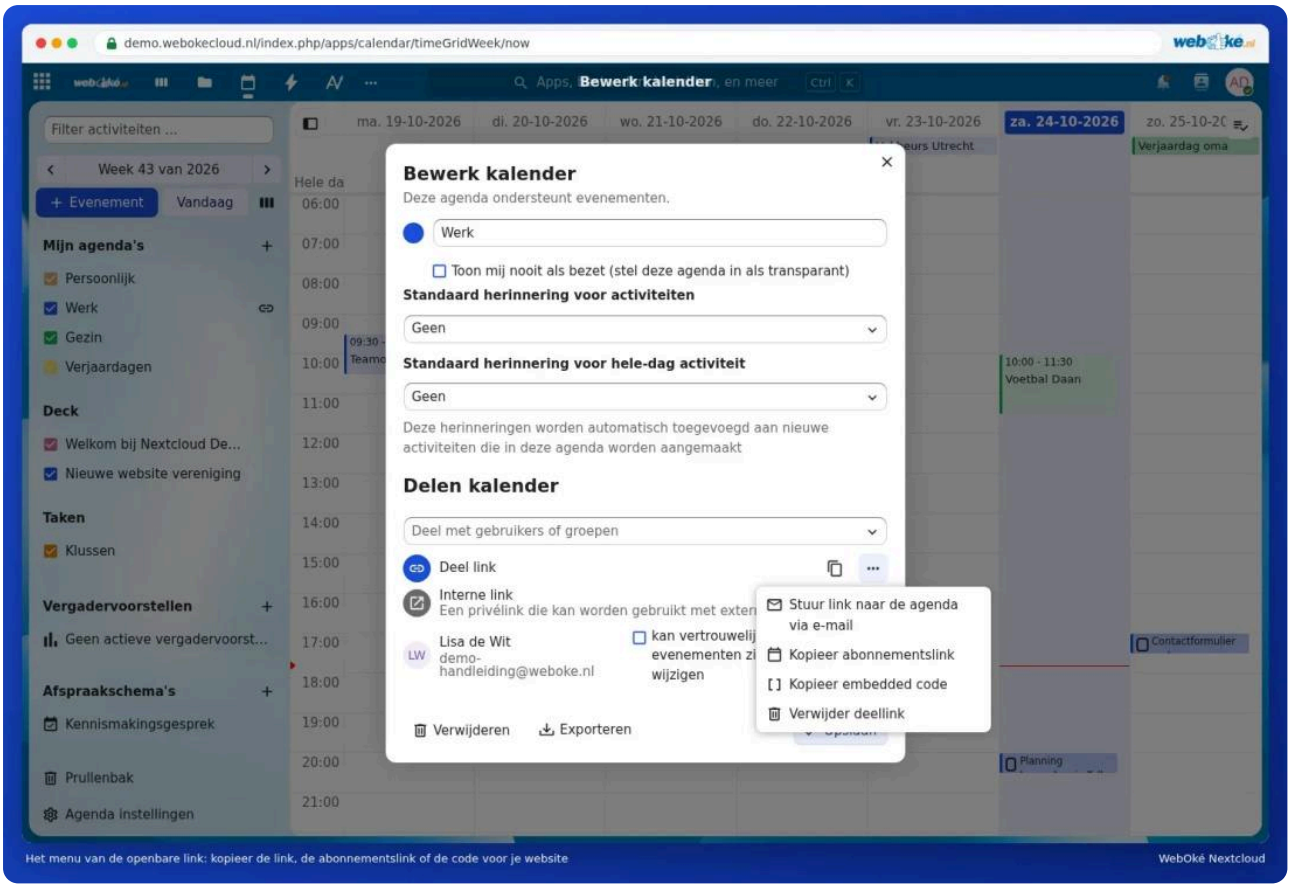
## Preparation: a separate calendar for your website

Anyone can see everything in a public calendar, including the title, time, location and description. So create a separate calendar, for example **Website activities**, and only add appointments there that everyone may see.

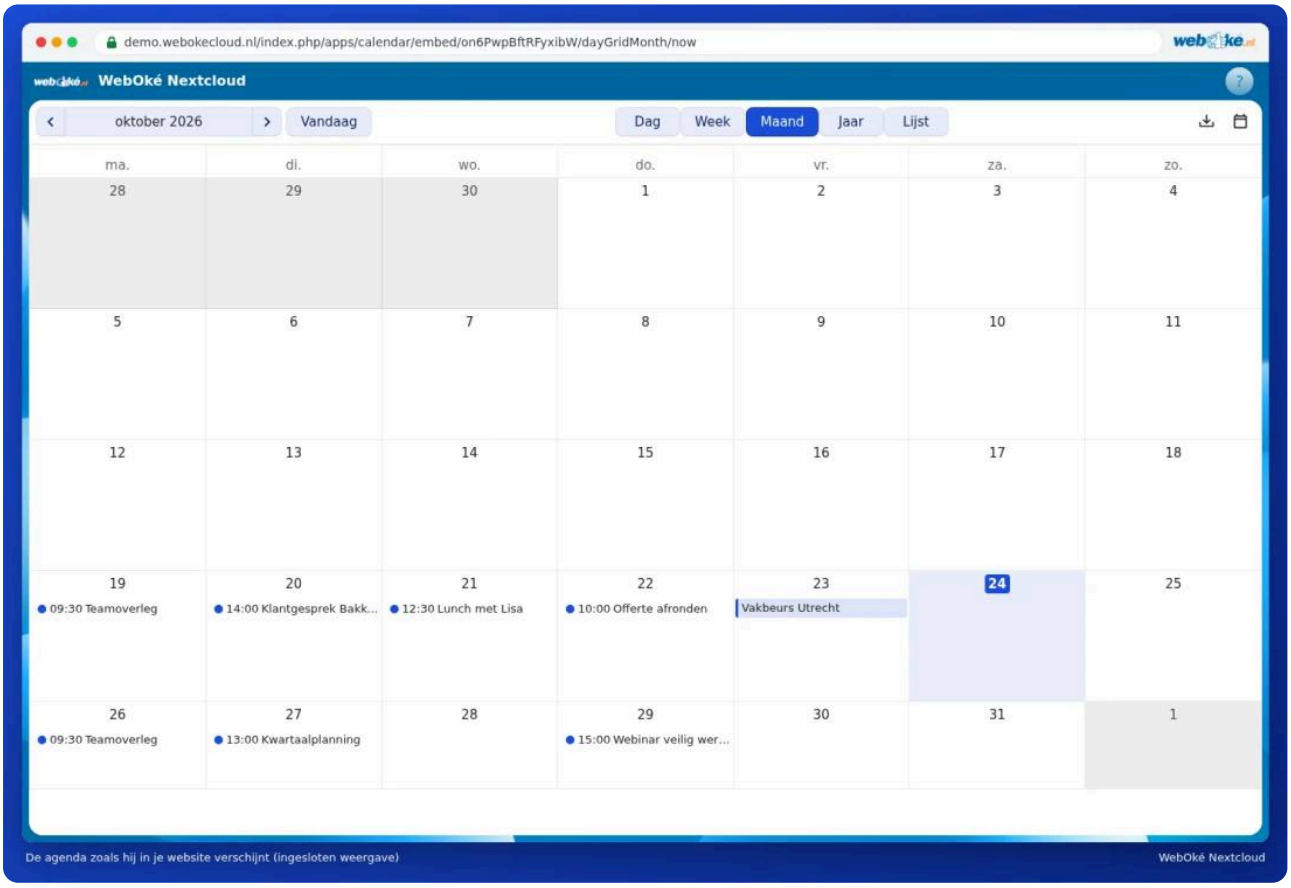
1. Open the **Calendar** app and click the plus sign next to **My calendars**.
2. Choose **New calendar** and give it a name (see Subscribing to an external calendar and importing a calendar).

## Putting the calendar on your website

1. Hover over the calendar and click the pencil icon, or click the three dots and then **Edit and share calendar**.
2. Click the plus sign next to **Share link**. The calendar now has a public link.
3. Open the menu next to the link and choose **Copy embedding code**.
4. Paste the code into your website at the spot where the calendar should appear, as HTML. In WordPress, use the **Custom HTML** block for this; in other website builders it's often called an HTML block, embed or insert.




The menu next to the public link: public link, subscription link or the code for your website




This is how the calendar appears on your website

The code is a window (iframe) containing your calendar. If you change an appointment in your Nextcloud, the visitor will see the new version as soon as they reload the page.

**Tip:** do you want visitors to be able to add your activities to their own calendar? Then also put the **subscription link** on your website, with the text "Add our activities to your calendar". Anyone who adds that link to their calendar app will automatically see new activities appear.

## A booking page on your website

With an appointment schedule, customers can choose a free time slot themselves (see Letting people book appointments through a booking page). Put the link to your booking page on your website:

- as a button, for example "Book an introductory call", that links to your appointment schedule. This works with any website builder;
- or in your email signature and on your business card.

The customer only sees the free time slots, not anything else in your calendar.

## Stopping sharing

Open **Edit and share calendar** again, open the menu next to the link and choose **Delete share link**. The calendar on your website and all subscriptions will then stop working. If you create a new link later, it will have a different address, so you'll need to replace the code on your website.

**Please note:** don't put names, phone numbers or other personal data in a public calendar. Anyone with the link, and also search engines that read your website, can see them.

# 16.11 Cleaning up duplicate contacts after transferring

You've transferred your contacts to your WebOké Nextcloud and now everyone appears two or three times. This usually happens because the same file was imported twice, or because your phone also uploaded the contacts. Contacts can merge two cards at once, but it doesn't look for duplicates itself. Choose the method below that suits your situation.

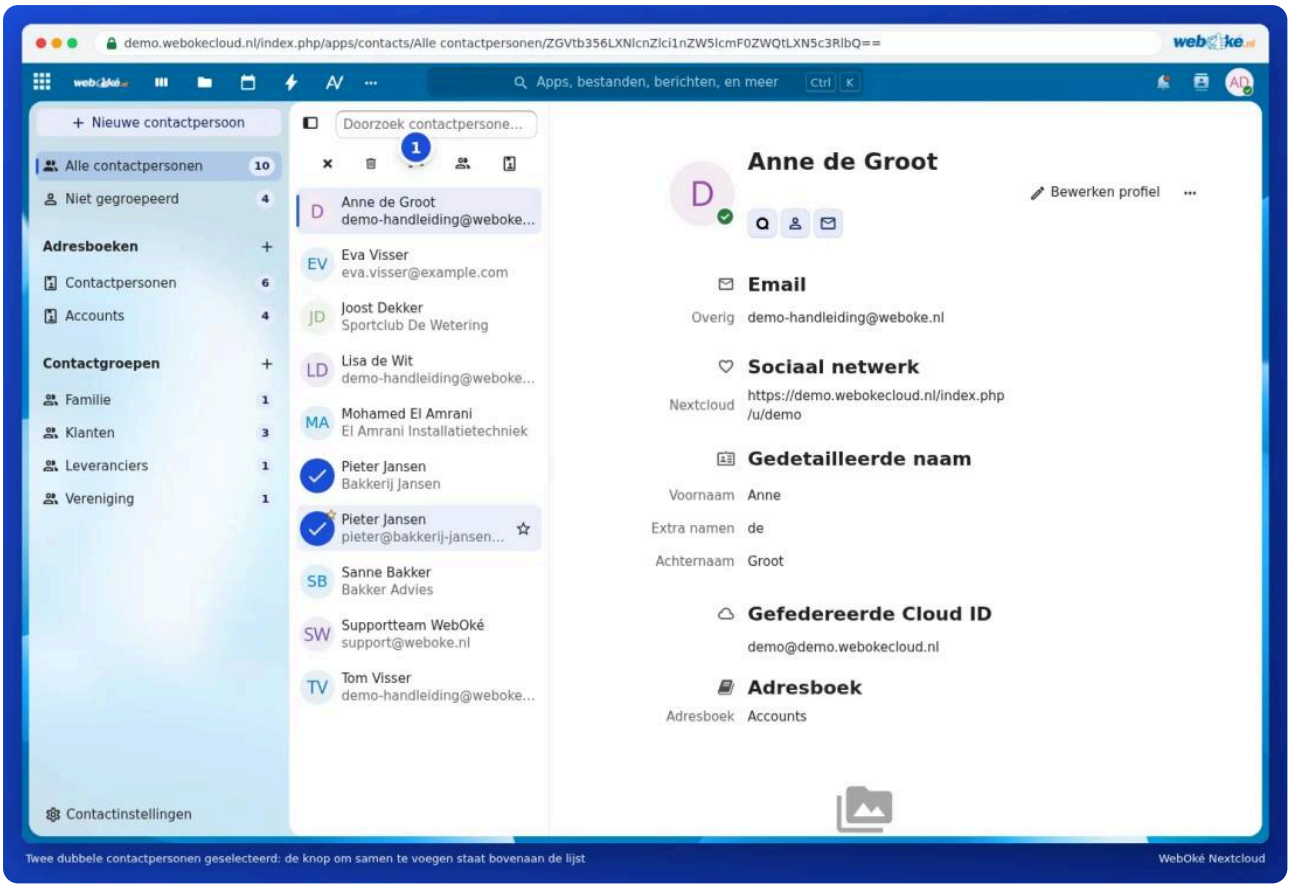
## First, make a backup

Download your address book before you start cleaning up. In Contacts, click **Contacts settings** at the bottom left, open the menu with the three dots behind the address book under **Address books** and choose **Download** (see Contacts: creating, groups, importing and exporting). You'll get a .vcf file with all your contacts. If anything goes wrong, you can import it again later.

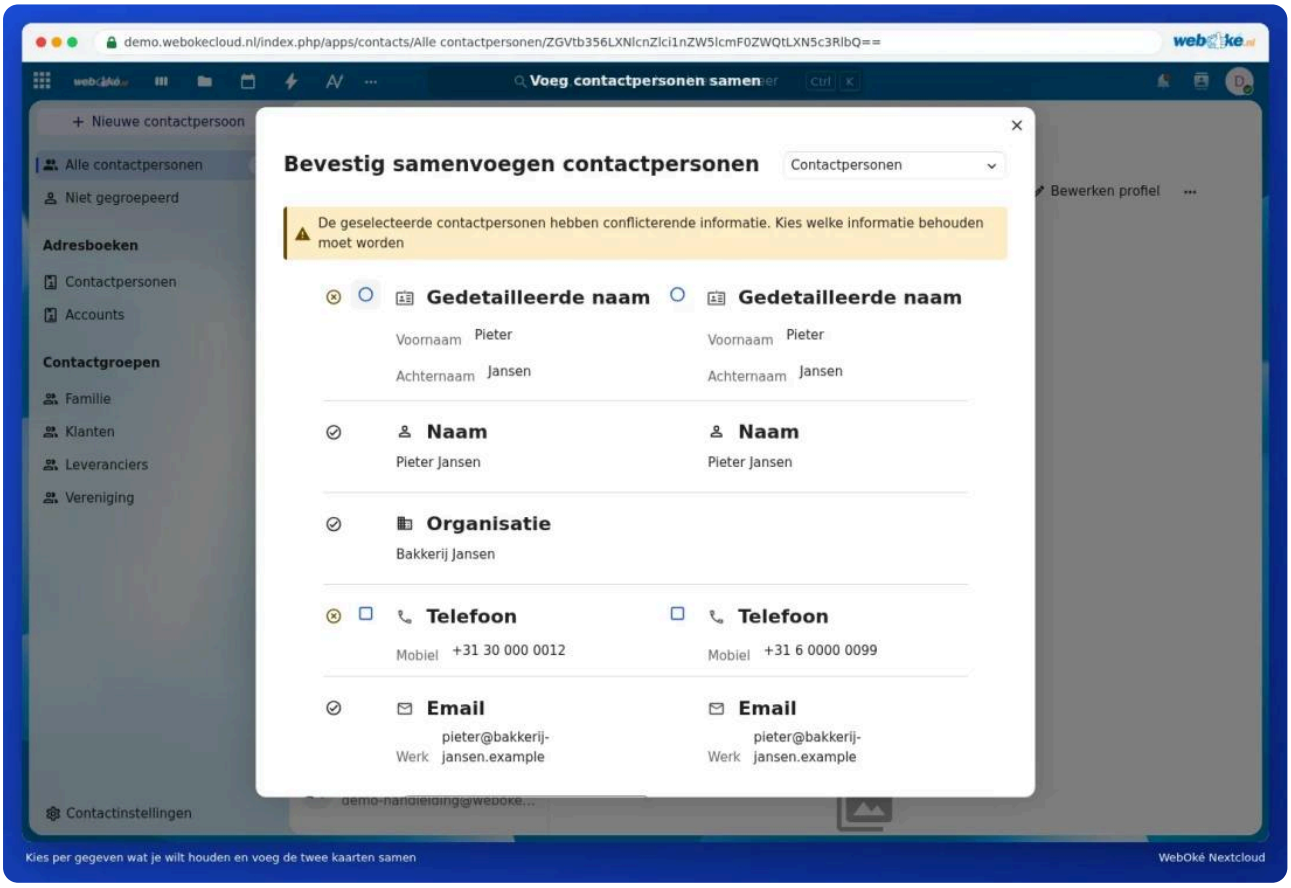
## Method 1: merge two cards in Contacts

Only a handful of duplicates? Merge them in pairs.

1. Type the name in the search field above the list, so you can see the duplicate cards next to each other.
2. Click the round photo or the letters for the first card, then for the second. They're now selected.
3. Click the button at the top of the list to merge the two contacts (1).
4. Choose what you want to keep for each field and confirm with **Merge contacts**. One card remains, containing the details of both.




Two duplicate cards selected; use the button (1) to merge them




Choose what you want to keep and merge the cards

You can only merge cards in an address book you can write to. You can't merge cards from the **Accounts** address book (the users of your Nextcloud).

## Method 2: start over with one clean import

This is the fastest way if everything is duplicated and you still have the original export.

1. In **Contacts settings**, create a new, empty address book with **New address book**, for example **Contacts new**.
2. Import your original file (from Google, iCloud or Outlook) **once** into that new address book, using **Import contacts** (see Contacts: creating, groups, importing and exporting).
3. Check that everything is correct.
4. Then delete the old, duplicate address book via the menu behind the address book in Contacts settings. If you use your contacts on your phone, switch on the new address book there.

## Method 3: let your Mac or iPhone look for duplicates

Do you have a Mac or iPhone that works with your Nextcloud contacts (see Calendar and contacts on the iPhone and iPad and Calendar and Contacts on the Mac)? These can detect duplicates themselves.

- **Mac:** open the Contacts app, choose your Nextcloud account and look in the **Card** menu for the function to find duplicate cards. Contacts will suggest which cards can be merged.
- **iPhone or iPad:** if the Contacts app finds duplicates, you'll see a notification at the top of your list saying duplicate contacts have been found. Tap it to merge them.

The merged result goes back to your Nextcloud via synchronisation. Wait a moment, then check in your browser that it's correct.

## Prevention is better

- Only import a file once. If you're not sure whether it worked, check the list first before trying again.
- Import into an empty address book, not one that already contains contacts.
- Don't switch on Google or iCloud contacts and your Nextcloud contacts on your phone at the same time if they contain the same people. Then you'll see everyone twice on your phone, even though it's correct in your Nextcloud.
- Contacts reads vCard files in version 3.0 and 4.0. An older file sometimes isn't read correctly: in that case, export it again from the original program.

# 16.12 Tasks on your iPhone and Android at the same time

Do you use an iPhone yourself and your partner or colleague an Android phone, or do you have both? With your WebOké Nextcloud, you work together in the same task lists: what one person ticks off, the other sees as ticked off too. Your Nextcloud is the centre where everything comes together.

## How it works

| Device | Where do you see the tasks? | How do you connect? |
|---|---|---|
| Browser | The **Tasks** app in your Nextcloud | Nothing needed (Tasks: lists, deadlines and subtasks) |
| iPhone and iPad | The **Reminders** app | The CalDAV account you also use for your calendar (Calendar and contacts on the iPhone and iPad) |
| Android | A tasks app such as **Tasks.org** or **jtx Board** | DAVx5 (Calendar and contacts on Android with DAVx5 and Tasks on your phone: Reminders on the iPhone, Tasks.org on Android) |
| Mac | The **Reminders** app | CalDAV account (Calendar and Contacts on the Mac) |

## Step 1: create the list in your Nextcloud

Always create a shared task list in your Nextcloud, not on your phone. Open the **Tasks** app and click **Add list**, or create a **New calendar with task list** in Calendar. Want to share the list with someone else? Use the share button next to the list in Tasks (see Tasks: lists, deadlines and subtasks), or share it from Calendar, just like a calendar (see Sharing, publishing and embedding calendars in your website).

## Step 2: iPhone

1. Make sure you've added the CalDAV account (see Calendar and contacts on the iPhone and iPad) and that **Reminders** is switched on for that account.
2. Open **Reminders**. Your Nextcloud lists appear under the account name.
3. Create new tasks in those lists, not in a list under iCloud or On My iPhone.

## Step 3: Android

1. First install a tasks app, such as Tasks.org or jtx Board, and then (or again) DAVx5.
2. Open DAVx5, tap your account and tick the task lists on the **CalDAV** tab.
3. Open your tasks app: your Nextcloud lists appear in it.

## What to watch out for

- **Not everything from Reminders carries over.** The newer features of Reminders on the iPhone, such as tags, sections and some types of subtasks, only work in iCloud lists. In a Nextcloud list, the title, notes, date, priority and ticking off work fine.
- **Subtasks** are best created in the Tasks app in your Nextcloud. On the iPhone, you sometimes see them as regular tasks.
- **Syncing takes a moment.** On Android, DAVx5 fetches changes at a fixed interval. Want to see it straight away? Let DAVx5 sync manually.
- **Editing at the same time.** If you both change the same task at the same moment, the last change wins. Agree on who keeps track of which task.

Not working? Take a look at Calendar or contacts don't show up on the phone.

# 16.13 Transferring Google Photos with the correct dates and albums

**The question:** I've taken my photos out of Google Photos, but in Nextcloud they're all showing the upload date. And my albums are gone. How do I transfer them properly?

## Why this happens

When you download your photos with Google Takeout, Google often doesn't store the date taken, location and description in the photo itself, but in a separate .json file next to each photo. Photos and Memories only read the information in the photo. Without that information, they use the file date, which is the day you uploaded it. Takeout puts albums into separate folders; as an album, they don't yet exist in Nextcloud.

## Solution 1: the WebOké Import Tool (recommended)

The WebOké Import Tool processes the export from Google for you. It unpacks the zip files from Google Takeout itself and keeps the date, location and device the photo was taken with. Your albums are preserved. You don't need to do anything with the .json files yourself.

1. First request access: send the email address of your Google account via a ticket in My WebOké. This is needed due to a restriction on Google's side.
2. Export your photos with Google Takeout to your Google Drive (as zip files).
3. In your Nextcloud, open your profile photo at the top right, then **Settings**, **WebOke Import Tool**, and sign in to Google.
4. Under **Photo import(zip)**, fetch the zip files with **Takeout bestanden migreren van Google Drive** and then start **Start Google Photos Import**.

All steps with screenshots are in Transferring Google Drive, Photos, Calendar and Contacts with the WebOké Import Tool.

## Solution 2: doing it yourself with Google Takeout

1. Export your photos with Google Takeout and unpack the zip files on your computer.
2. Write the dates and locations from the .json files back into the photos, using a tool designed for this purpose with Google Takeout. Do this before uploading. See also Photos from Google Takeout with the correct date.
3. Upload the photos to your own folder, for example **Foto's Google**, using the desktop app or by dragging the folder into Files.
4. Add that folder under **Photos settings** in Photos, and in Memories choose a timeline folder it falls under (see Timeline, albums and folders and Photos or Memories: which app for what?).

## Recreating your albums

If you use the Import Tool, your albums are preserved. If you transferred the photos yourself (solution 2), Google's export has each album as its own folder, named after the album. Here's how to turn them back into albums:

1. In Photos, go to **Albums** and create an album with the same name.
2. When adding photos, select the photos from that folder.

If you only have a few albums, it's often just as convenient to leave the folders as they are and view them under **Folders**. You can also share a folder, just like an album (see Sharing an album with family or friends).

## A few photos still wrong?

If some photos still show the wrong date after transferring, correct them in Memories: open the photo, choose **Edit metadata** from the three dots at the top right, and enter the correct date. See Map and location: adjusting the date of a photo.

**Please note:** a Google photo library is often tens of gigabytes in size. Check in advance whether you have enough storage (see Viewing your storage: what counts and what doesn't), and only delete the photos from Google once you've checked in Nextcloud that everything is there.

# 16.14 Resuming photo upload on Android after an app update

**The question:** since an update of the Nextcloud app on Android, new photos no longer end up in your Nextcloud, without any error message.

**Why:** with larger updates, the Auto upload settings have been completely overhauled a few times. This can cause a folder to be switched off, or Android may ask for permission again. Android can also switch the battery restriction back on after an update.

## How to switch it back on

1. Open the Nextcloud app. Is there a notification at the top, for example about permission or battery saving mode? Tap it and follow the instructions.
2. Menu (three lines), **Settings**, **Auto upload**. Is the **Camera** folder (and any other folders) still switched on? Switch it on.
3. Tap the three dots next to the folder and check the destination folder in your Nextcloud. Is it still correct, for example pointing to your own folder instead of **/AutoUpload**?
4. Check the permission: Android **Settings**, **Apps**, **Nextcloud**. Grant access to photos and videos, or **Access to all files**.
5. Set the battery setting for Nextcloud to **Unlimited**.
6. On the Auto upload screen, tap **Sync now**.

## Photos taken in the meantime

- The app normally only uploads photos taken after switching it on, unless **Also upload existing files** is switched on. Switch on this option in the folder settings to still include the missed photos. The app skips photos that are already in your Nextcloud.
- Or upload the missed photos manually: open the destination folder in the app, tap the **+** and select the photos.
- Check **Uploads** in the menu: this shows failed uploads, which you can retry.

**Tip:** do you use the F-Droid and Google Play versions interchangeably? Pick one. Two Nextcloud apps with Auto upload switched on will cause duplicate photos.

The full checklist can be found in Photo upload on your phone stops; setting up Auto upload is covered in Automatically uploading photos.

# 16.15 A WebDAV network drive that disappears after a restart

**The question:** you've mapped your Nextcloud as a network drive in File Explorer (see Your Nextcloud as a network drive (WebDAV) in Explorer or Finder). After a restart the drive is gone, shows a red cross, or Windows keeps asking for your password.

**Why:** the built-in WebDAV client in Windows is sensitive. It needs a Windows service that sometimes starts too late, doesn't always remember the password, and has a limit for large files.

## Check these points

1. **Use an app password.** Your regular password won't work, because your Nextcloud asks for a login code. Create an app password (App passwords: when and how to use them) and use that when mapping the drive.
2. **Let Windows remember the password.** Remove the drive (right-click, **Disconnect**) and map it again, ticking **Reconnect at sign-in**, **Connect using different credentials**, and then **Remember my credentials**. You'll find the saved details in Windows' **Credential Manager**, under Windows Credentials.
3. **Set the WebClient service to automatic.** Type **services.msc** in the start menu, find **WebClient**, open it, and set **Startup type** to **Automatic**. Click **Start**. You'll need administrator rights for this.
4. **Use the full address with https.** The address ends with **/remote.php/dav/files/** and your username, with a forward slash at the end. You'll find it in Files under **Files settings**.
5. **Has your password changed or the app password been revoked?** Then Windows will keep trying the old one. Update it in Credential Manager. An old connection that keeps logging in incorrectly can cause your IP address to be throttled; see IP address throttled by an old app: which one is it?.

## Files larger than 50 MB

By default, Windows won't copy files larger than about 50 MB via WebDAV. You'll get a message saying the file is too large. This limit is set in the Windows registry (the **FileSizeLimitInBytes** value under the WebClient service) and can be increased to up to 4 GB. This is a job for someone familiar with the registry. An easier option: use the browser or the desktop app for large files.

## Does it keep disappearing?

If so, use the Nextcloud Files desktop app with virtual files (Installing Nextcloud Files on Windows and Virtual files: see everything, only download what you open). This way, you'll see all your files in File Explorer without them taking up space, and the connection is far

more stable. You won't need the network drive any more after that: disconnect it and revoke the app password (Viewing, revoking, or remotely wiping devices and sessions).

**Tip (Mac):** on a Mac, too, a connection made via **Connect to Server** disappears after a restart. If you want it to come back automatically, add the connected drive under **System settings**, **General**, **Login Items & Extensions**, under **Open at Login**. Or use the desktop app here as well.

# 16.16 Remotely locking down a stolen laptop

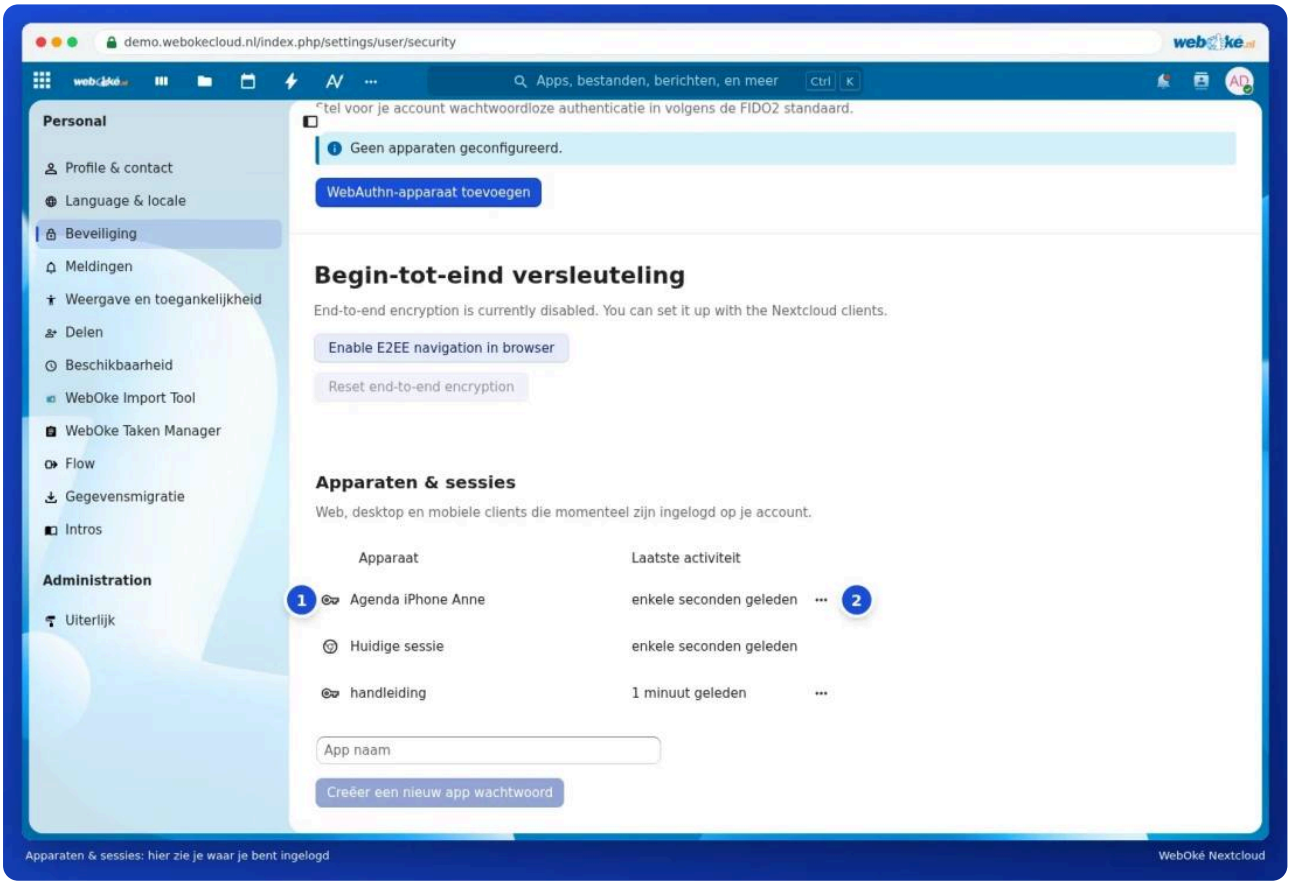
Your laptop has been stolen or lost, and it has the Nextcloud Files desktop app installed with your files on it. These steps make sure the thief can't get into your Nextcloud, and that the files on the laptop are wiped as soon as it comes online again. Do this as soon as possible, from another computer or your phone.

## Step 1: log in from another device

Log in to your Nextcloud in a browser on another computer or on your phone. Do you need the code by e-mail and was your mail only set up on the laptop? Then read your mail via your e-mail provider's webmail, or use your authenticator app or a backup code (Lost your phone or lost 2FA: here's how to get back in).

## Step 2: find the laptop under Devices & sessions

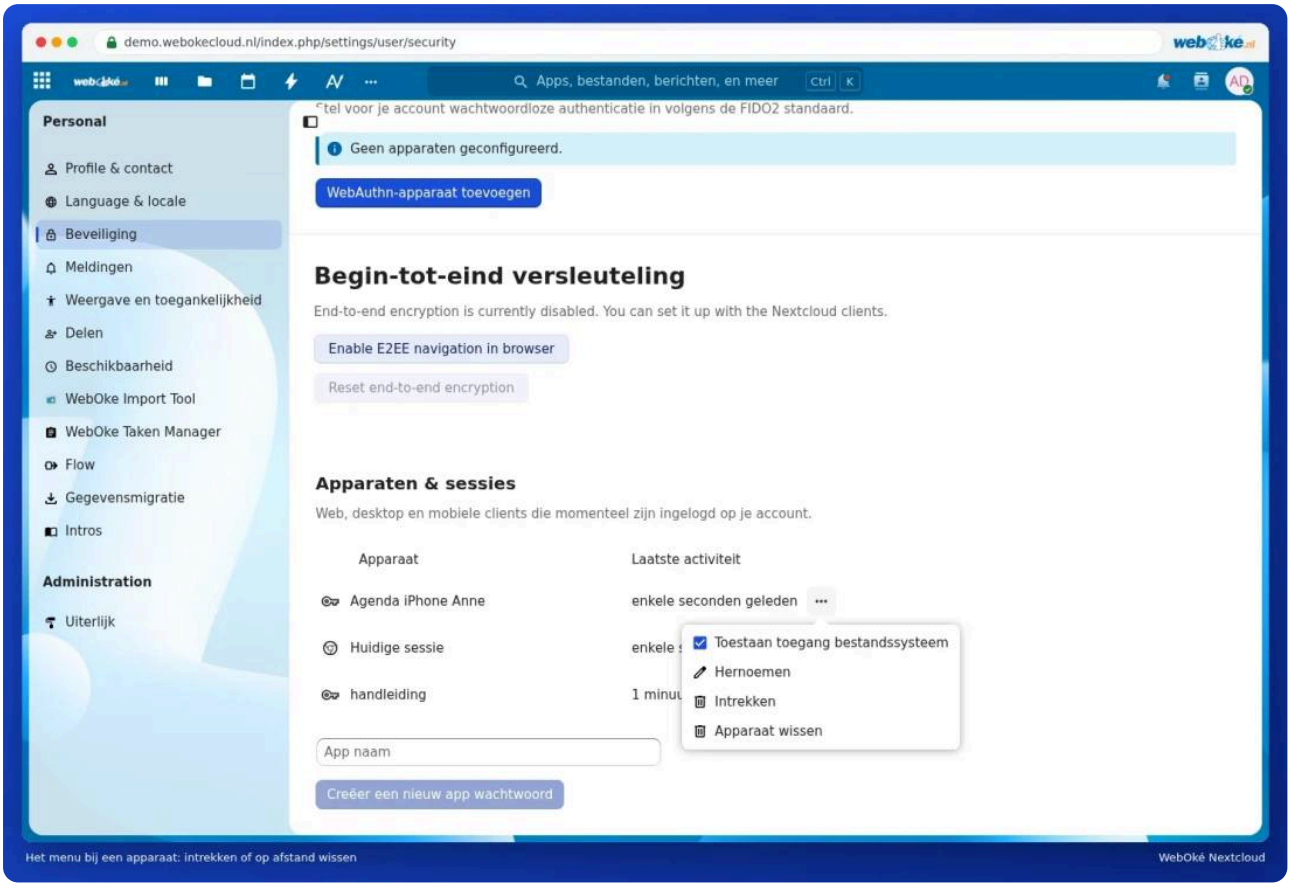
1. Click your profile picture, choose **Settings** and click **Security** on the left.
2. Scroll to **Devices & sessions**.
3. Find the row for the desktop app on your laptop. Check the name and the last activity. If you're not sure between two rows, deal with both of them.




Devices & sessions: find your laptop here

## Step 3: choose Wipe device

Click the three dots next to the laptop and choose **Wipe device**.




Choose Wipe device for the stolen laptop

What happens next:

- The laptop can no longer access your Nextcloud from now on.
- As soon as the desktop app on the laptop connects to the internet again, it's told to log out and delete the Nextcloud files it has synced from the laptop.
- Your files in your Nextcloud itself stay exactly where they are. Nothing is lost.

**Please note:** wiping only happens once the laptop comes online and the desktop app starts. If that never happens, the files that were already on the laptop stay there. If the laptop was encrypted with a password (BitLocker on Windows, FileVault on Mac), a thief won't be able to get at them anyway. Turn this on for your new laptop.

## Step 4: revoke anything else that was on the laptop

Did the laptop also have other apps with access to your Nextcloud, such as Thunderbird with an app password, or a browser that stayed logged in? Revoke those rows too with **Revoke**.

## Step 5: change your passwords

1. Change your Nextcloud password (Changing or forgetting your password).
2. Change the password of your mailbox, since that's where your login codes arrive.
3. Did your browser save passwords on the laptop? Change those for your most important accounts too.

## Step 6: check your shared links

Public links you've created keep working; no login is needed for those. In Files, check under Shares, under **Shared by link**, for any links you'd rather revoke, especially if that link's password was stored on the laptop. See Creating a public link: viewing, editing, password, expiration date and download limit and Shared with you: overview, declining and re-sharing.

## Business use

If you use Nextcloud for your business or organisation, report the theft to the administrator of the package as well. If the laptop had personal data of others on it, you may also need to report the theft to the relevant data protection authority. Check with the person responsible within your organisation.

# 16.17 IP address throttled by an old app: which one is it?

Everyone on your network notices that logging in is slow, apps show 401 or 429 errors, and after the throttling is lifted, it starts again within an hour. Somewhere on your network, an app keeps trying to log in with the wrong password. You can read about throttling in Multiple invalid login attempts: why you're being slowed down and how to fix it. Here, we'll track down the culprit.

## Step 1: confirm that it's your network

Turn off wifi on your phone and open your Nextcloud over 4G or 5G. Does logging in work quickly straight away? Then your home or office internet address is being throttled, and the cause is a device on that network.

## Step 2: make a list of everything that talks to your Nextcloud

Think of all the devices at home or in the office, including those of housemates or colleagues, and also devices you rarely use:

| Device | Where to look | Typical problem |
|---|---|---|
| iPhone or iPad | Settings, Calendar (or Contacts), Accounts | A CalDAV or CardDAV account with your regular or an old password |
| Android phone | The DAVx5 app and the Nextcloud app | Account with a revoked app password |
| Mac | System Settings, Internet Accounts | Calendar or contacts with an old password |
| Windows PC | Thunderbird, Outlook with CalDav Synchronizer, a network drive in File Explorer | Saved old password |
| Old laptop or phone | Is it still switched on, somewhere in a drawer? | Desktop app or calendar of an account that no longer exists |
| NAS, backup program, scanner or printer | The settings for WebDAV or cloud backup | Login details from a long time ago |

**Tip:** Has anything changed recently? A new password, a user that's been deleted, an app password you've revoked? Then start with the devices that were connected to that. That's almost always the cause.

## Step 3: check Devices & sessions

Go to Settings, Security, Devices & sessions (Viewing, revoking, or remotely wiping devices and sessions). For each app password and each app, you'll see when it was last active. An app that's working fine appears in the list with a recent time. The app causing the problem, on the other hand, is **not** logging in, so it's often missing from the list. Compare the list with your list from step 2: whatever's missing is your suspect.

## Step 4: fix it

1. Create a new app password (App passwords: when and how to use them) for the suspect app and enter it there. Or remove the account from the app if you no longer use it.
2. Switch off a device you no longer use, or remove the Nextcloud account from it.
3. Then have the throttling lifted via the AI assistant in My WebOké, from the network where the problem occurred, or via WebOké support (Multiple invalid login attempts: why you're being slowed down and how to fix it).

## Step 5: still not working?

If the throttling comes back after being lifted, another device is still involved. Switch off suspect devices one by one or turn off their wifi, have the throttling lifted again, and check when the problem stops occurring. If you can't work it out, contact WebOké support. Give us the address of your Nextcloud, the time the problem started, and the IP address of your network. Then we'll take a look with you.

# 16.18 Moving your Nextcloud to your own domain: what do you need to update in apps afterwards?

Your WebOké Nextcloud has been given a new address, for example *cloud.yourcompany.com* instead of *yourname.webokecloud.nl* (see Your Nextcloud on your own domain (cloud.yourcompany.com)). The good news: the old address keeps working and redirects to the new one. So nothing stops working straight away. Still, it's a good idea to switch everywhere to the new address when you have a quiet moment. Then everything works directly, and you're not dependent on the redirect.

## What stays the same?

- Your username, your password and your files.
- Your app passwords. You don't need to create new ones; you can keep using an app's existing app password.
- Your authenticator app. It may still show the old address as the name, but the codes remain valid.
- Public links you've already shared. Anyone who opens an old link will automatically land on the new address.

## Checklist: where to set the new address

| Where | What you do | Read more |
|---|---|---|
| Bookmarks in your browser | Open your Nextcloud via the new address and save it as a bookmark. Remove the old one. | |
| Desktop app (Nextcloud Files) | Add your account again with the new address and then remove the old account. When adding it, choose your existing folder and keep the data that's already there, so you don't have to download everything again. | Installing Nextcloud Files on Windows, Installing Nextcloud Files on Mac (File Provider), Multiple accounts and folders in one app |
| Nextcloud app on your phone | Add an account with the new address and remove the old account. Then turn automatic photo uploading back on. | The Nextcloud app on iPhone or iPad, The Nextcloud app on Android, Automatically uploading photos |
| Talk app on your phone | Log out and log in again with the new address. | Talk on your phone and notifications |
| Calendar and contacts on iPhone or iPad | Update the server address in the calendar account and the contacts account, or remove the account and add it again with your app password. | Calendar and contacts on the iPhone and iPad |

| | | |
|---|---|---|
| Calendar and contacts on Android (DAVx5) | Add a new account in DAVx5 with the new address and then remove the old one. | Calendar and contacts on Android with DAVx5 |
| Calendar and contacts on Mac | Update the server address in your internet accounts, or add the account again. | Calendar and Contacts on the Mac |
| Thunderbird | Update the location to the new address in each calendar's properties. | Calendar and contacts in Thunderbird |
| Outlook with CalDav Synchronizer | Update the DAV address in each synchronisation profile. | Calendar in Outlook with CalDav Synchronizer |
| Network drive (WebDAV) | Disconnect and reconnect it with the new address. | Your Nextcloud as a network drive (WebDAV) in Explorer or Finder |
| Nextcloud Office on your computer | Reconnect the program with the new address. | Euro-Office manual |
| Your website | A public calendar or appointment page you've put on your website: replace the code with the code that has the new address. | Putting a public calendar or booking page on your website |
| Your email signature, documents and instructions to others | Replace the old address with the new one. | |

## Tell your users

Do you have a Family or Max package? Send your family members or colleagues a short message with the new address and this checklist. Everyone carries out the steps themselves on their own devices. Nothing is lost if someone does it later, because the old address keeps working.

## The new address isn't working yet

Do you get a warning about the connection on the new address, or does nothing open? Then the new address probably isn't pointing correctly to our server yet. Read Certificate warning or insecure connection. Until then, just keep working with the old address.

**Tip:** start with one device, for example your own laptop. If that works well, update the rest.

# 16.19 A Deck board with deadlines in your calendar

**The question:** we're planning our project in Deck, but I'd also like to see the deadlines in my calendar and on my phone. Is that possible?

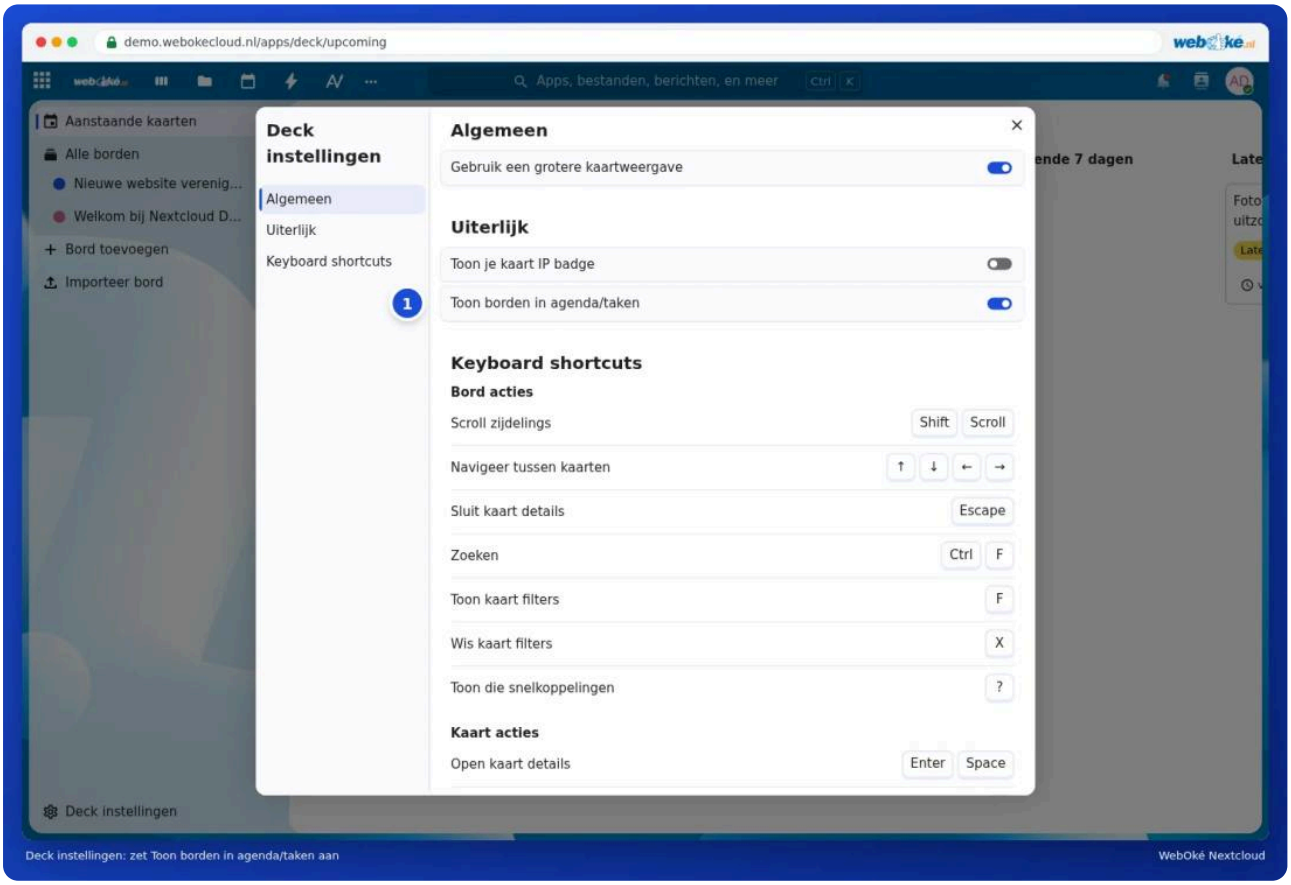
Yes. Deck can show any board as its own calendar and task list. Cards with a due date then appear in the Calendar app, in the Tasks app, and via your calendar link also on your phone.

## Step 1: give the cards a due date

Open a card and fill in **Set a due date**. Only cards with a due date show up in your calendar. See Deck: boards, lists and cards, and using them together.

## Step 2: add the boards to your calendar

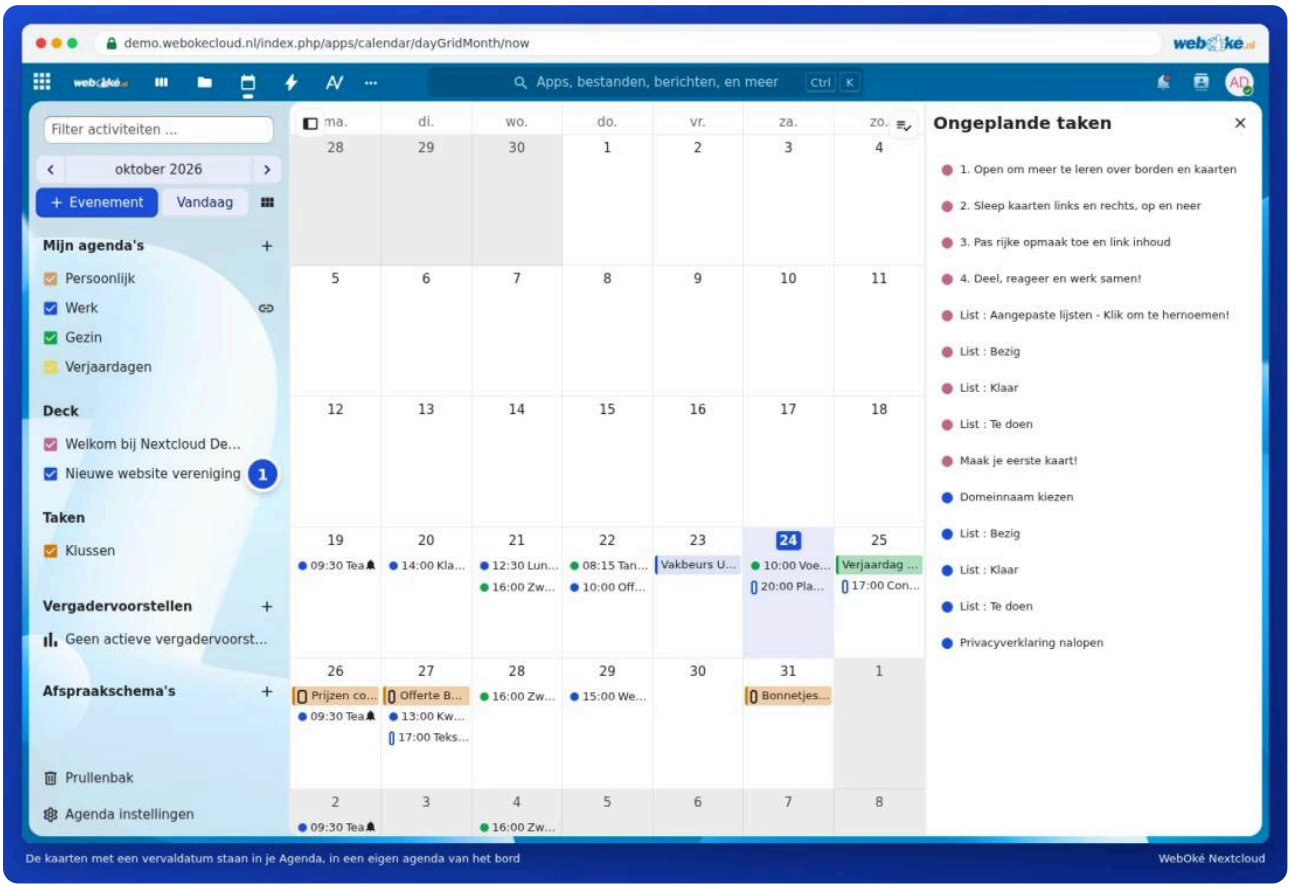
1. Open **Deck** and click **Deck settings** at the bottom left.
2. Switch on **Show boards in calendar/tasks** (1).
3. Close the window.




Deck settings

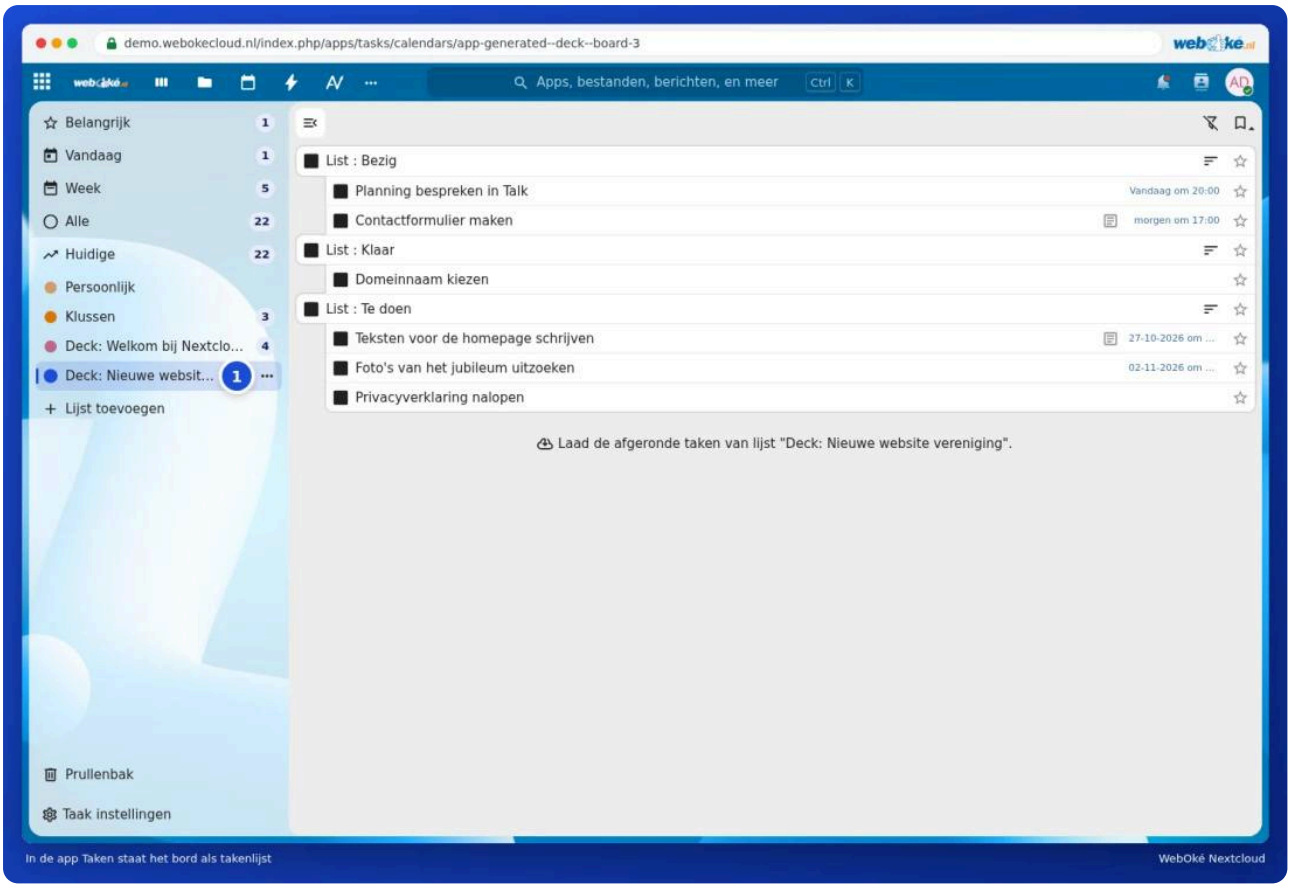
## Step 3: view the cards in Calendar and Tasks

Open **Calendar**. You'll now see a calendar on the left with the name of your board (1). Cards with a due date appear on their deadline. Click a card in the calendar to open it.




Deck cards in Calendar

In the **Tasks** app, the board appears as a task list (1). This way, you see the cards alongside your other tasks.




The board as a task list

## Step 4: on your phone

If you already have your Nextcloud calendar on your phone (see Calendar and contacts on the iPhone and iPad and Calendar and contacts on Android with DAVx5), the board will appear there as an extra calendar or task list. If you don't see it, switch it on in your phone's calendar settings, or in DAVx5 under the list of calendars.

## Good to know

- You move a card in Deck, not in the calendar. The calendar follows automatically.
- Anyone you share the board with can switch on the option themselves and will then see the same deadlines.
- Just want your deadlines at a glance? Use **Upcoming cards** in Deck or the block on your Dashboard. See Using the Dashboard and apps together.
- If you'd like a notification for a deadline, switch on **Due date reminders** in the board's menu.

# 16.20 A survey with the answers straight into a spreadsheet

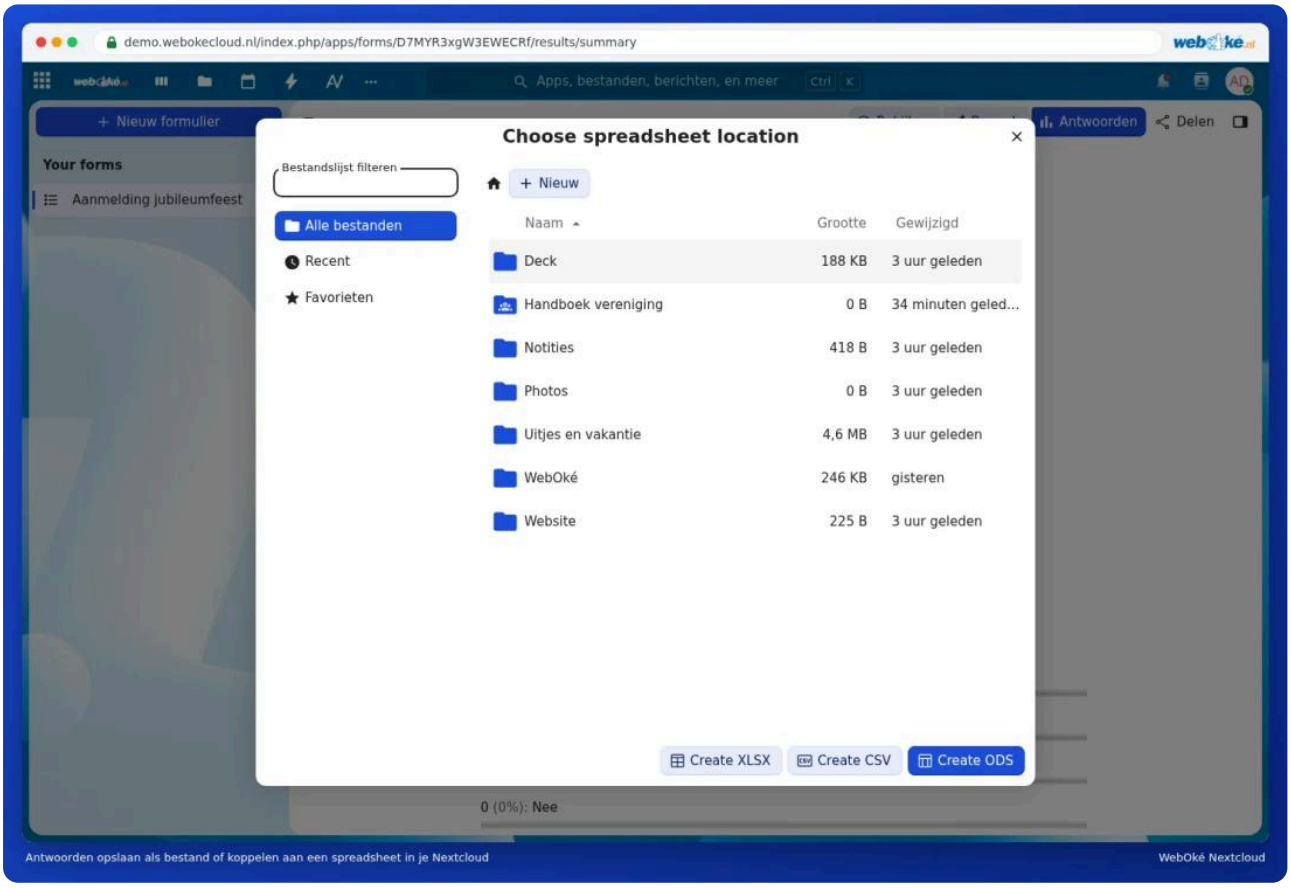
**Available in packages with Office.** Forms is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. See Which apps are included in my package?.

**The question:** we use Forms for sign-ups. Can I get the answers into a spreadsheet, so I can sort them, count them and share them with the board?

Yes. You can save the answers as a one-off file, or link the form to a spreadsheet in your Nextcloud that updates automatically with every new answer.

## Linking the answers to a spreadsheet

1. Open the form in **Forms** and click **Answers** at the top.
2. Click **Create spreadsheet**.
3. The **Choose spreadsheet location** window opens. Choose the folder in your Nextcloud where the spreadsheet should go. Use **New** to create a new folder first.
4. Click **Create XLSX** (for Excel), **Create ODS** or **Create CSV**.

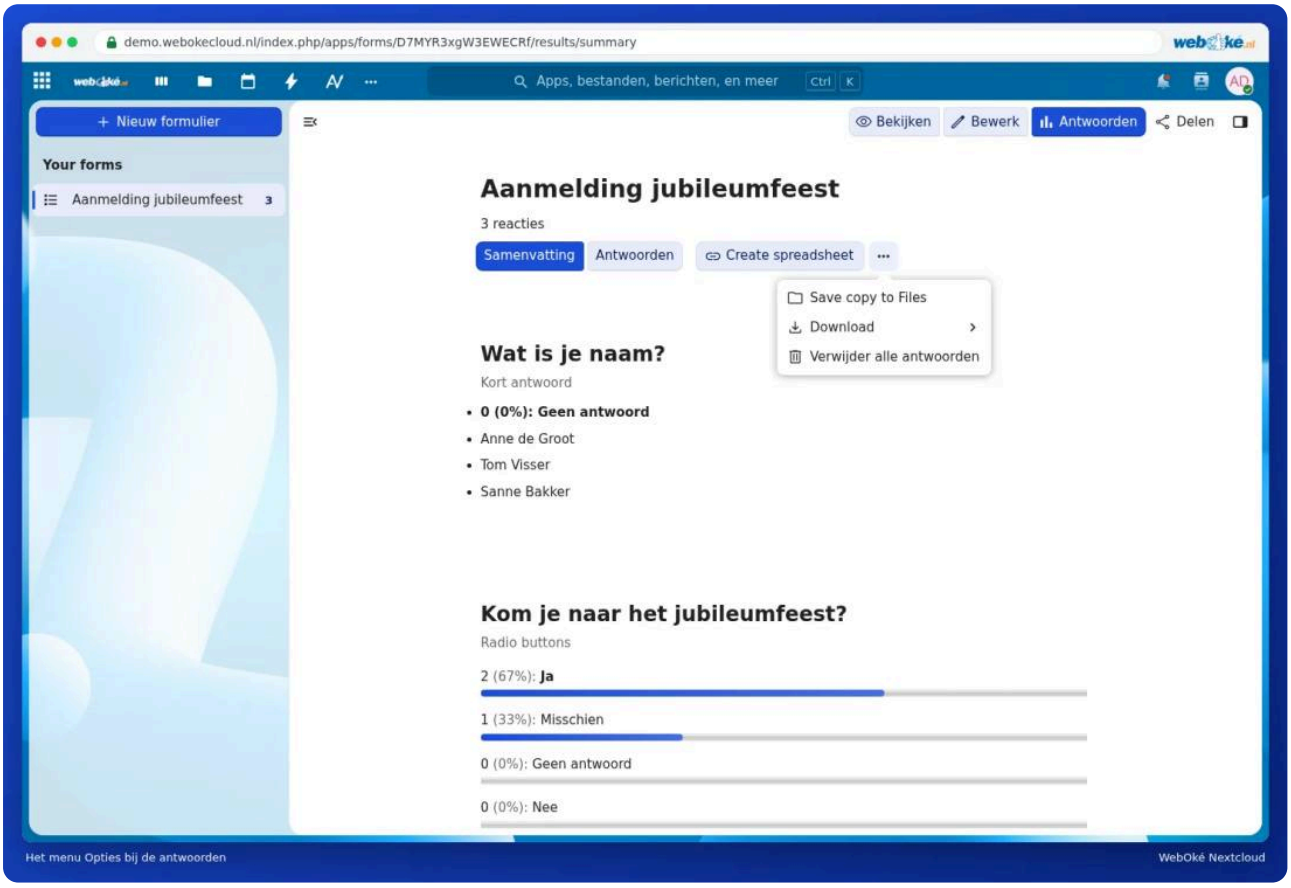



Choosing a folder for the spreadsheet

The spreadsheet is now linked to the form. Every time someone fills in the form, a new row is added. Open the file in Files. If you have your own Office licence, it opens in Euro-Office. You can read how to sort, filter and count there in the Euro-Office manual.

## Saving or downloading a one-off copy

If you just want a snapshot, click the three dots next to **Create spreadsheet**. Use **Save copy to Files** to put a copy in your Nextcloud, or **Download** to get the answers as a file on your computer. **Delete all responses** deletes all submissions; you can't undo this.




Saving or downloading answers as a one-off

## Sharing the spreadsheet with others

Share the spreadsheet with the board via Files (see Sharing with a user from your own Nextcloud). Give only read access if they shouldn't change anything. Add anyone who needs to see or edit the form itself in the **Share** sidebar of the form.

## Good to know

- Don't adjust the columns with answers in the linked spreadsheet; Forms keeps writing new rows into them. If you want to calculate or make charts, do that on a second tab (for XLSX or ODS).
- If you delete an answer in Forms, check the spreadsheet too.

- Does the form contain personal data? Then only share the spreadsheet with those who need it, and clean it up once the event is over.
- You can read about creating and sharing forms in Creating and sharing forms and surveys, and viewing the responses.

# 16.21 End-to-end encryption on multiple devices without locking yourself out

With end-to-end encryption you encrypt a folder on your own devices (End-to-end encryption: when to use it, and when not to). Only you hold the key. That's the whole idea, but it also means that if you lose the key, no one can help you, not even WebOké. If you use the encrypted folder on more than one device, follow this approach.

## The recovery phrase is everything

When you set up end-to-end encryption on your first device, you get a recovery phrase of twelve words. You use that phrase to bring your key onto any new device.

- Write it down on paper and keep it with your important documents, or store it in your password manager.
- **Don't** store it in an ordinary file in your Nextcloud, and don't keep it only on the device itself.
- Check that you've copied the words down correctly, including the order.

## Approach for a second device

1. Make sure your first device is working properly and that the encrypted folder is complete there.
2. Install the Nextcloud Files desktop app or the mobile Nextcloud app on your second device, and log in with your usual account.
3. Open the encrypted folder. The app sees that encryption already exists for your account and asks for your recovery phrase.
4. Type in the twelve words. The app retrieves your key and the folder can now be read here too.
5. Check on the second device that you can open a few files before you change anything on the first device.

## Replacing a device

- Set up your new device first and check that the encrypted folder works. Only then wipe the old device.
- Do you only have one device and are you replacing it? Then make sure you have the recovery phrase to hand before you wipe the old one.
- Afterwards, remove the old device under Devices & sessions (Viewing, revoking, or remotely wiping devices and sessions).

## Things you should never do

- Don't click **Reset end-to-end encryption** under Settings, Security while there are still files in your encrypted folders. Doing so throws away your keys.

- Don't put files you can't afford to lose into an encrypted folder until you've written down the recovery phrase.
- Don't share your account with someone else just to get access to the encrypted folder. Each person should have their own account.

## Extra peace of mind: a second copy

If the files are truly irreplaceable, also keep a copy outside Nextcloud, for example on an encrypted USB stick in a safe. That way you're never dependent on a single key.

**Tip:** Not sure whether you really need end-to-end encryption? For most people, the standard security of your WebOké Nextcloud (encrypted connection, encrypted storage, two-factor authentication) is more than enough. Use end-to-end encryption only for a small folder containing your most sensitive material.

# 16.22 Guests in a Talk meeting with a waiting room (lobby)

**Available in packages with Office.** Talk is included in your WebOké Nextcloud as soon as your package has at least one Office Suite licence. See Which apps are included in my package?.

**The question:** I'm organising an online meeting with people from outside, for example a members' evening or a conversation with a client. I don't want guests to already be in the meeting before I arrive. Is that possible?

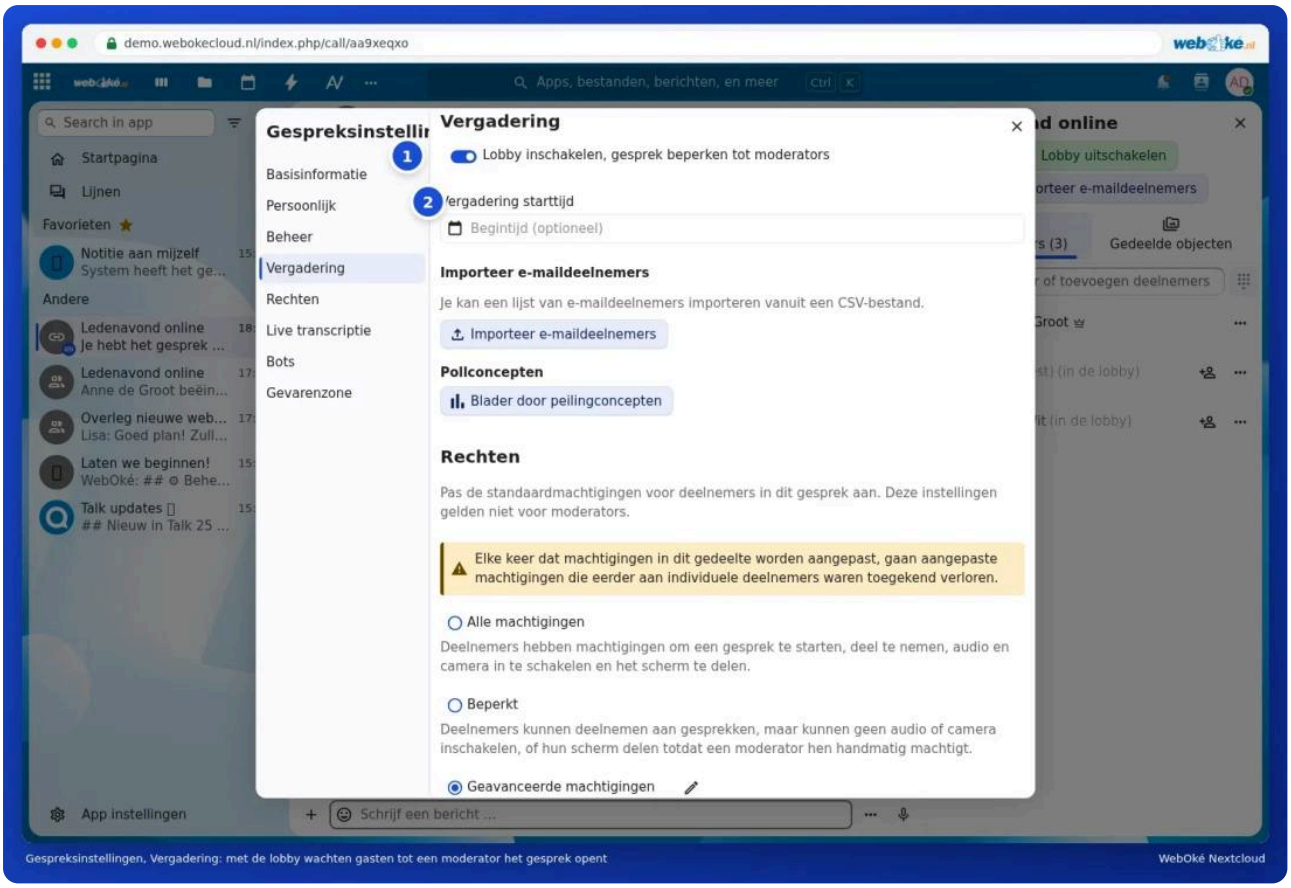
Yes. With the **lobby**, guests and regular participants wait in a waiting room until a moderator opens the meeting. Moderators (you and anyone you make a moderator) can always get in.

## Step 1: turn on guest access

Open the conversation, choose **Conversation settings** via the three dots and under **Administration**, turn on the switch next to **Guest access**. Copy the link. See Inviting guests via a link (without an account).

## Step 2: turn on the lobby

1. In the Conversation settings, go to **Meeting**.
2. Turn on **Enable lobby, restrict chat to moderators** (1).
3. Optionally, fill in a **Meeting start time** (2). Those waiting will then see what time it starts.

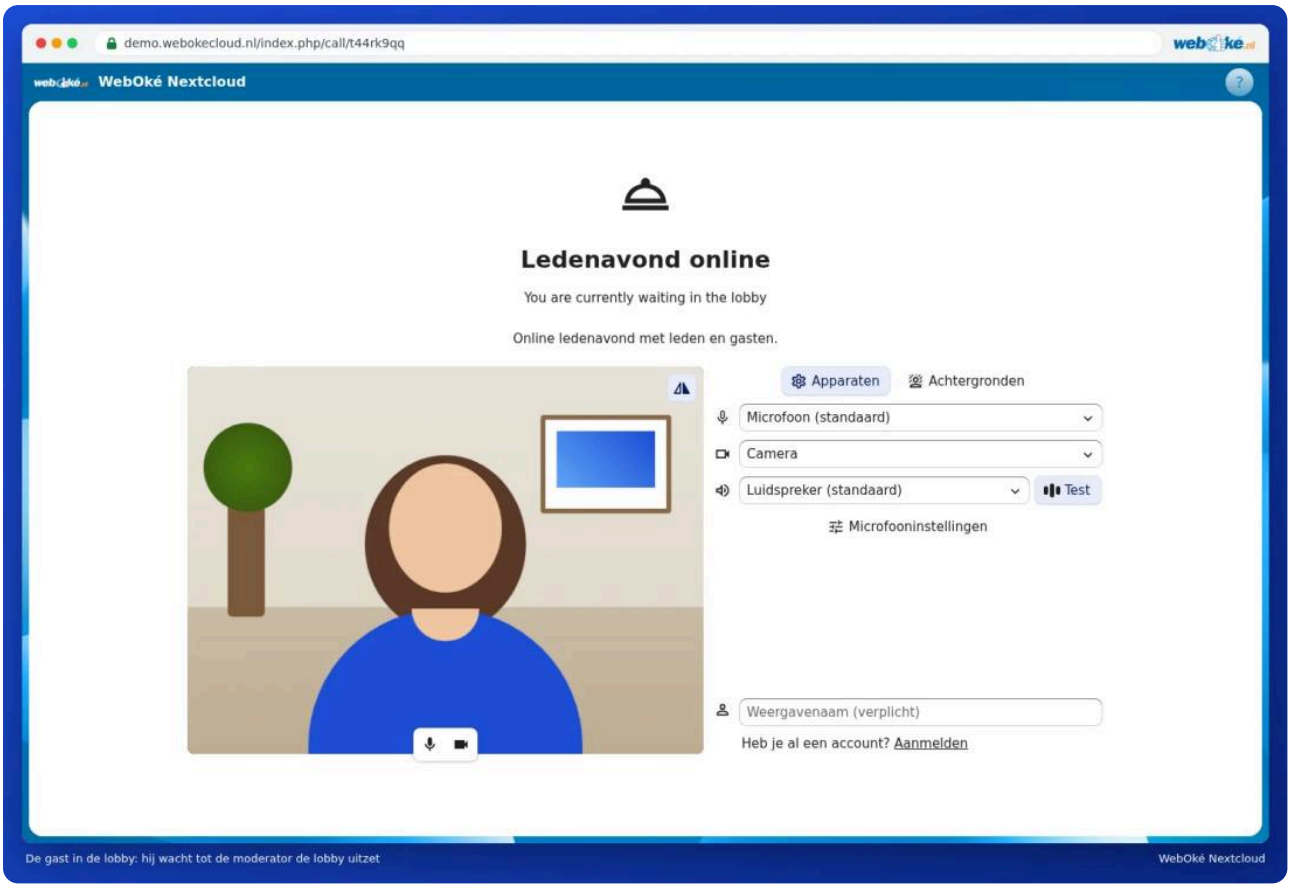



Turning on the lobby

**Tip:** if you're creating a new conversation, choose **Webinar** as the conversation type. Then the lobby is turned on straight away.

## What the guest sees

The guest opens the link and sees that they're waiting in the lobby. They can already fill in their name and test their camera and microphone. Chatting and calling aren't possible yet.

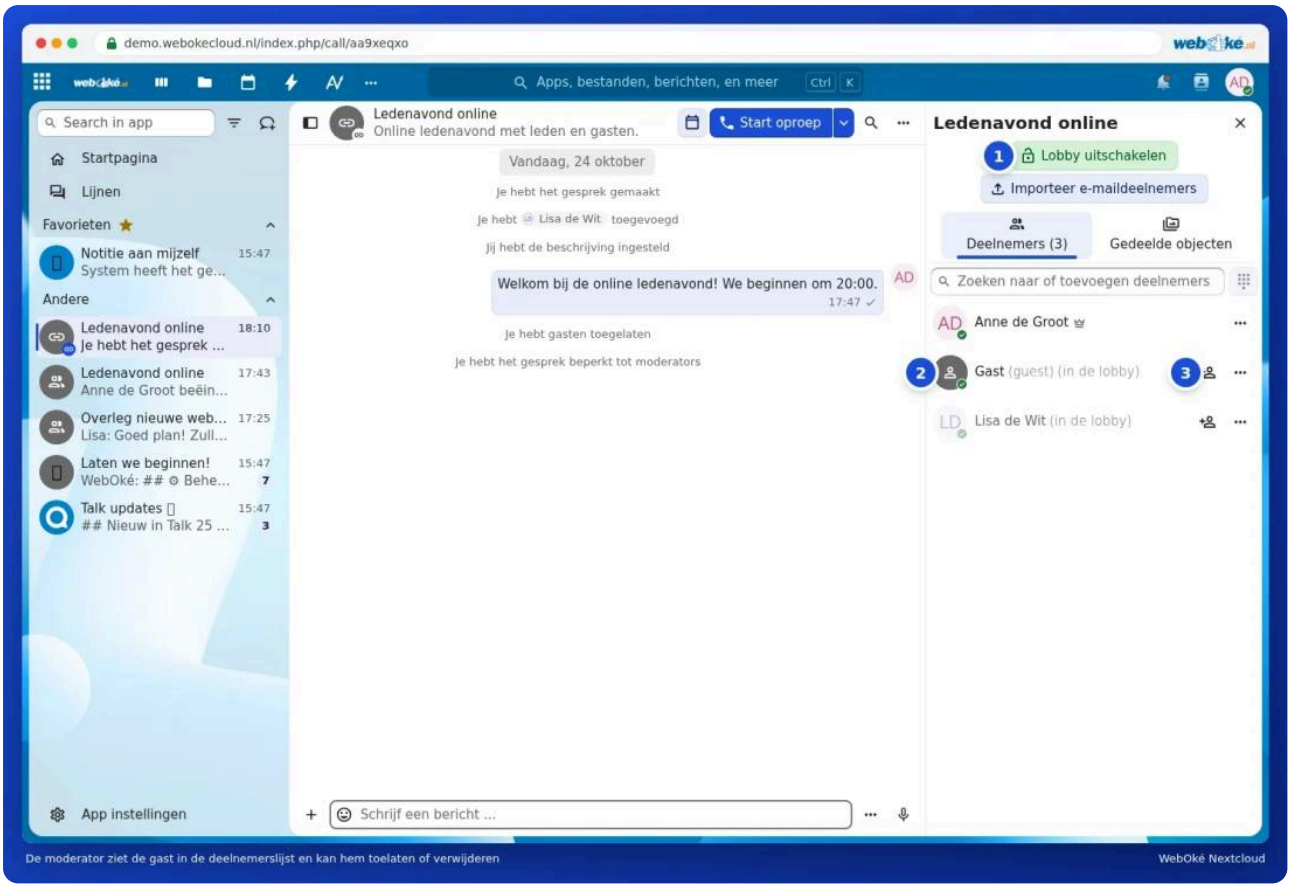



The guest waits in the lobby

## Step 3: open the meeting

As moderator, you see who's waiting in the lobby in the sidebar (2). You have two options:

- Click **Disable lobby** (1) to let everyone in at the same time.
- Let one person in with the button next to their name (3). The others keep waiting.




Letting in those who are waiting

**Please note:** regular participants with an account also wait in the lobby. If colleagues need to go straight in, make them a moderator via the three dots after their name.

## After the meeting

- Turn off guest access or delete the conversation so the link stops working.
- Want to keep the list of participants? During the call, choose **Download attendance list** via the three dots (see Video calling and meetings: camera, microphone, background and raising your hand).
- Recording conversations isn't possible in your WebOké Nextcloud.