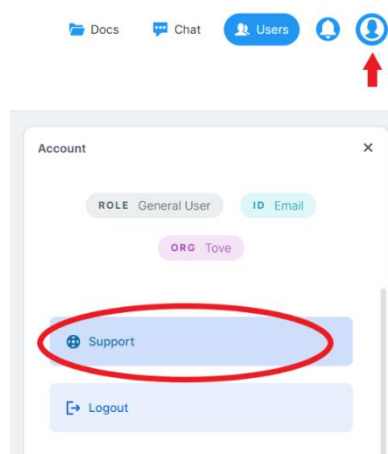# Konfident.hyker.io user manual

July 2021

KONFIDENT is the only real secure file sharing application for both internal and external use.
You can easily access files in KONFIDENT regardless of your location.
Hyker always recommend that you use a up to date version of your browser for the ultimate user experience. Google Chrome, Microsoft Edge, Mozilla Firefox and Safari are compatible browsers.

Support

For assistance, you can contact us through KONFIDENT's support form located under your user profile in your workspace as well as on our website www.konfident.hyker.io

For regular updates please follow us on LinkedIn
https://www.linkedin.com/company/hykersecurity

Content

About KONFIDENT

Hyker´s KONFIDENT is a web-based workspace for easy and secure file sharing and chat within a set group of people both inside and outside your organization.

KONFIDENT is a file sharing service that fundamentally differs from other cloud and file sharing services in terms of basic security technology. Due to KONFIDENT´s unique encryption technology, the information never leaves the endpoint, ie the user's computer, even if the encrypted files does.

This method is user-, policy-, and rule-friendly. As an organization you can take advantage of all the benefits of the cloud without risking exposure of information to cloud or service providers, insiders, hackers, and other attacks. Not even Hyker Security staff can access your information.
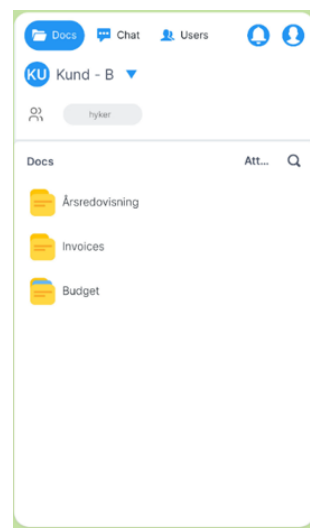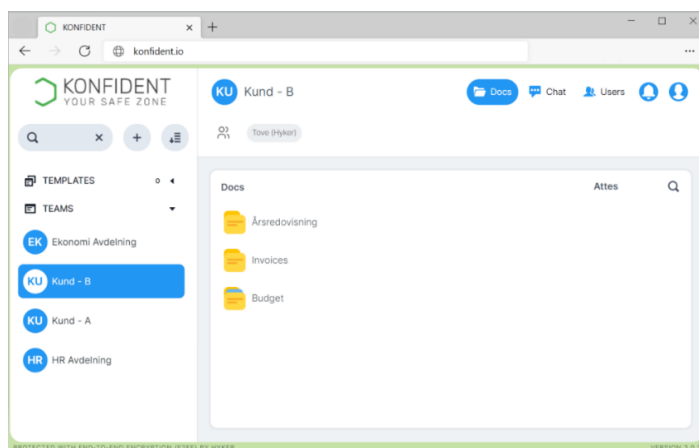
Workspace

A workspace is an area where colleagues and partners can collaborate and share files and documents worthy of protection.
There can be multiple workspaces within an organization, e.g., one per department, still every workspace is tied to a contract and cannot be merged or combined with other workspaces.
You can access the workspace through the direct link tied to the workspace and it is easy to change in-between workspaces by just selecting a different link.

*Tip: bookmark your workspace in your browser for easy access.*

Team

A workspace consists of a chosen number of teams.

In your KONFIDENT workspace you can create different teams that work as different groups. You can only see information that is shared within the team that you have access to. This means that in the workspace there can be several different teams with different participants sharing private content within the team without the content being shared openly with everyone in the workspace.

Teams can be created and removed when the users and the business so desire.
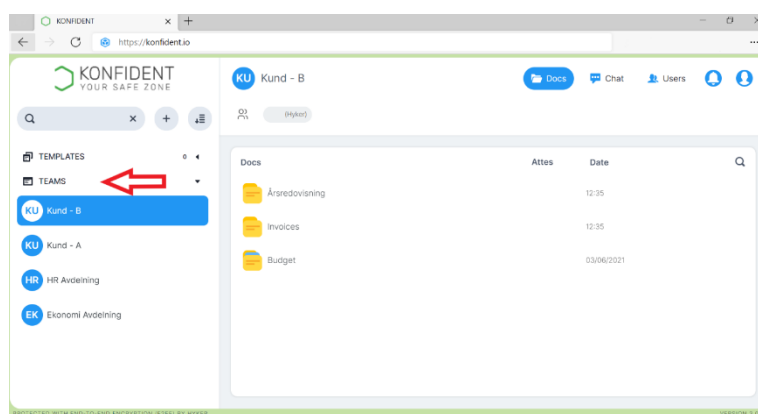
To view the teams on your mobile, klick on "Teams" and all your teams will appear below. To see the content in a team you can double klick with the pointer on the team and the team will open.
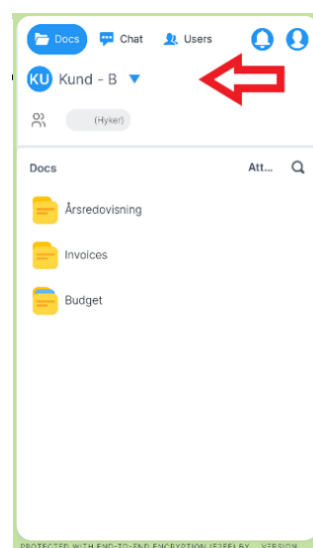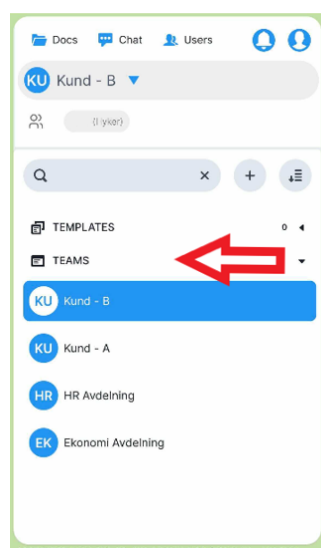
User

A user is a member of a team.

As a user you cannot join a team yourself, you must be invited into the team by either the creator of the team or a current member in the team with invitation rights.

In KONFIDENT there are three different types of Users:

Limited User   General User   Administrator

Limited User

A limited user can share and download documents, **but cannot** change teams**,** invite new teammates or delete documents that someone else has uploaded.

General User

As a general user, you can creating teams, invite users, and edit in the teams you are part of. In addition, you can also create new teams.

Administrator

Administrator is a role that is primarily used to facilitate for larger enterprises who needs an "internal" admin. An Administrator create teams, invite users, edit within the entire workspace.
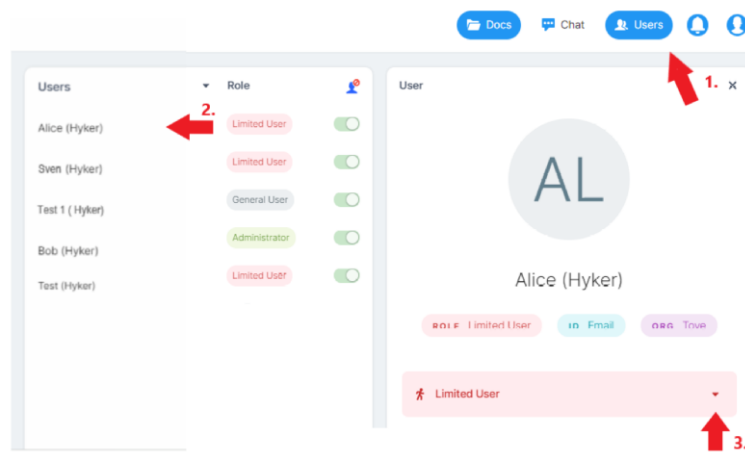
Change user type

*(Not available for Limited user)*

There are two types of users; General User and Limited User.
IT is possible to change a user from "Limited" to "general", or vice versa If needed.

To change user type, go to the user panel to open a menu, then select the desired user you wish to change.

In the illustration above, the user "Alice" is a limited user. Click on the red banner called "limited user" to upgrade the user to general user within the workspace.
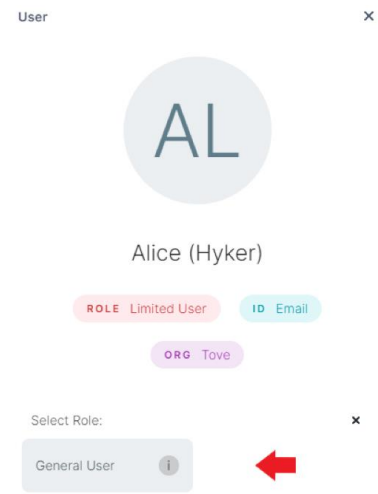
If "Alice" would have started out as a general user, the menu would have shown "Limited User" instead.
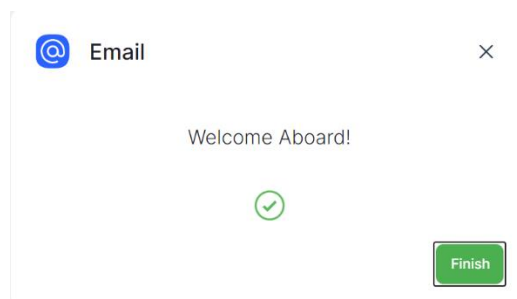
Get started

Accept invitation

If you have been invited to a team, you will receive an email from "secure-workspace@konfident.io". In this email, you must accept the invitation by clicking "accept invitation" then a new window of your workspace will open in your browser.

NOTE! If you have been expecting an invitation but have not yet received one, please check the spam folder.

Below you see the invitation done with only e-mail address, the simplest method of login. If you have been invited through another method such as two-factor authentication (2F) or BankID, you will find more information on how to proceed with the login in your invitation e-mail.
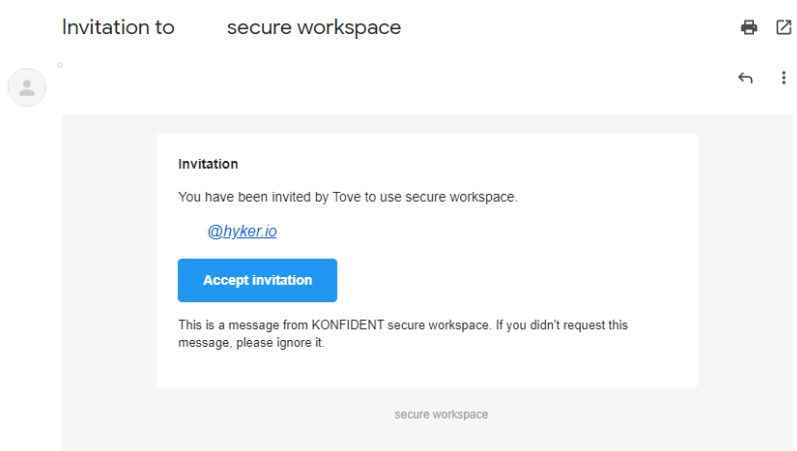
To procced click "accept invitation" and a new window will open in your browser. When you have confirmed by clicking "Finish" you now have access to the workspace.

Login

If you are logged out of your workspace in KONFIDENT or are trying to access your workspace from another computer or browser, you must first log in.
First go to your workspace address "workspace name" .konfident.io

Start by choosing your login method:

(Your method of login is pre-determined from when you first were invited to a workspace)

Login with email

This is the simplest form of login, where security is only determined by the security of the email account. If someone gets access to the email account, they also get access to your workspace in KONFIDENT.

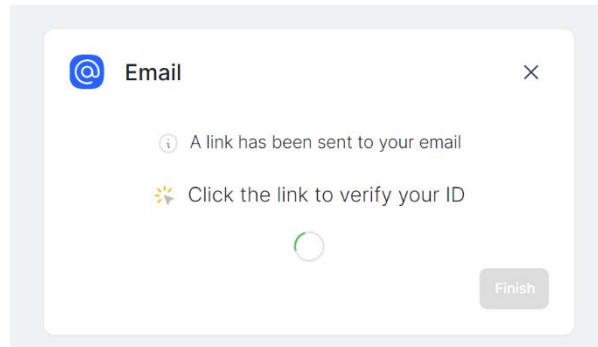Click the "Next" button after email and enter the chosen email address.
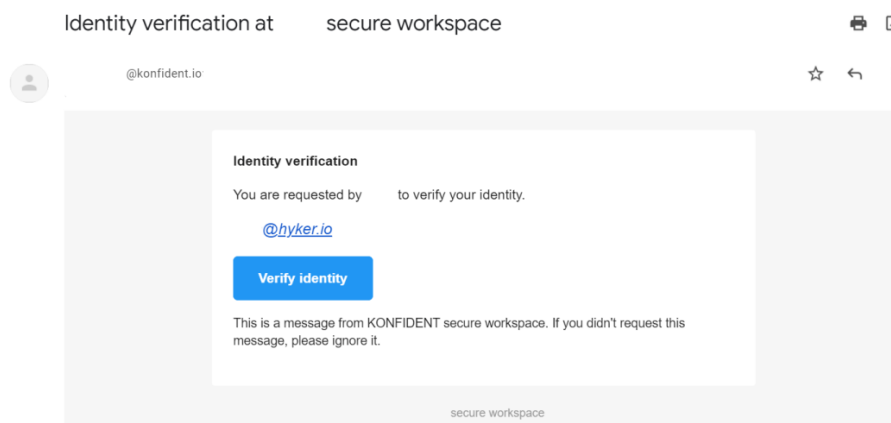
The chosen email address will receive a mail with a verification link.

When clicking on the "Verify Identity" button, the identity is confirmed and a window in the browser will open with the message "verification completed"

Verification Completed

Please return to the *device and browser* first used

The workplace will now be accessible in your browser.

Login with 2FA, Email and SMS

The most common type of 2FA is to combine e-mail with an SMS consisting of an individual verification link that both needs to be activated.

Select 2FA as the invitation option, fill in the "in" E-mail + Phone number (2FA) "field and enter the desired email address and mobile number.

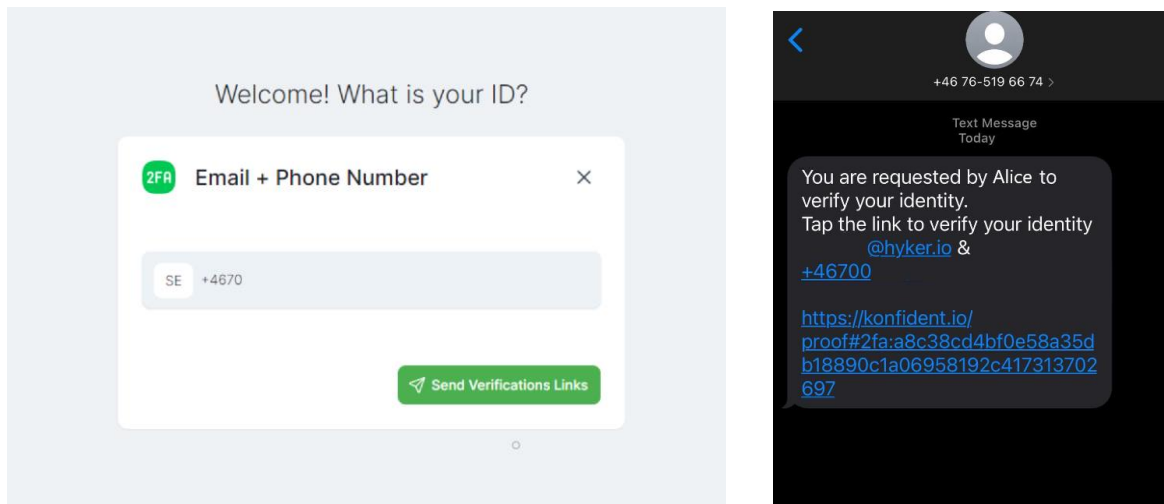NOTE that you must enter the mobile number with the country code first (+46 in Sweden).

An invitation is now sent by email. Click "accept invitation" and a window will open in the browser.
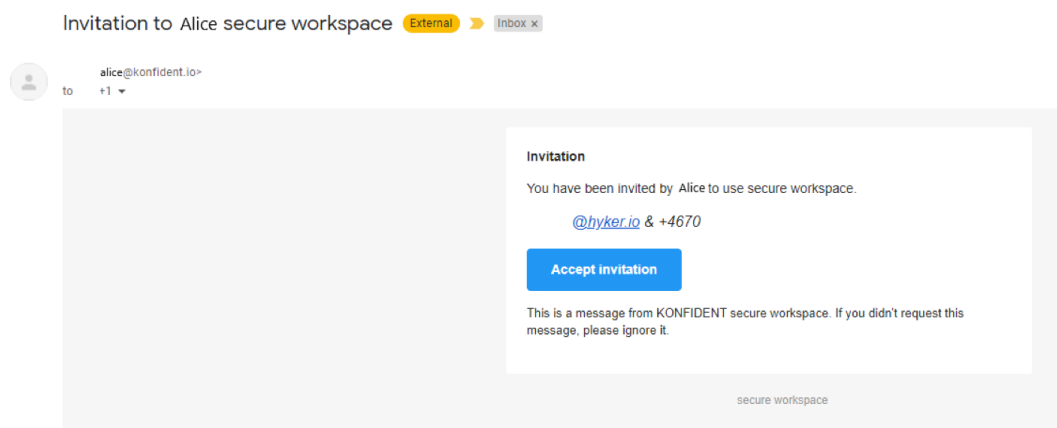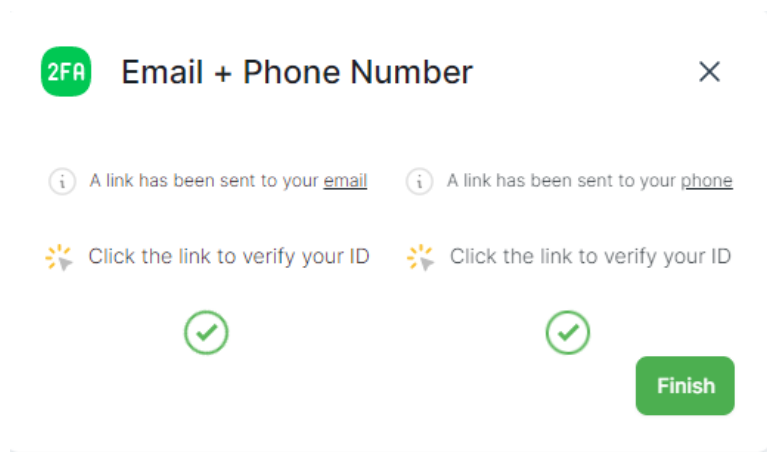
Proceed in verifying the detail by following the instructions.

When both links have been validated you will see the window below. Click "finish"

The workspace is now open in your browser.

Login with BankID (OBS only in Sverige)

KONFIDENT supports other types of two-factor authentications. BankID is a Swedish verifications method used by authorities and several other services. Naturally, this can also be used with KONFIDENT.

To invite a user through BankID you can either choose to enter the person's social security number ("Social security number") directly in your invitation or you can invite the user by email only and later the user can insert their social security number by themselves. In order to do this, you must also add the user's email address so that the user can be notified of the invitation.

The user will receive an invitation email with an activation link to click on.


When the user then proceeds to login to the workspace, they need to select "BankID", enter their social security number and confirm with their BankID application.

Log out

To logout from the workspace, click on the profile menu at the top right, and click "logout" further down the page.

To login again, enter your workspace link in the browser:
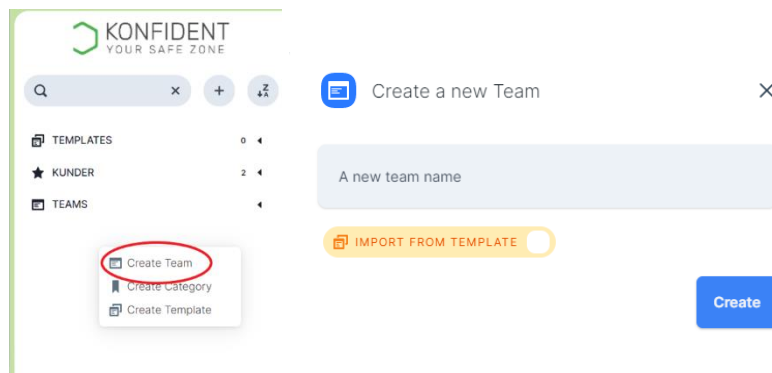
"your-workspace-name" .konfident.io.
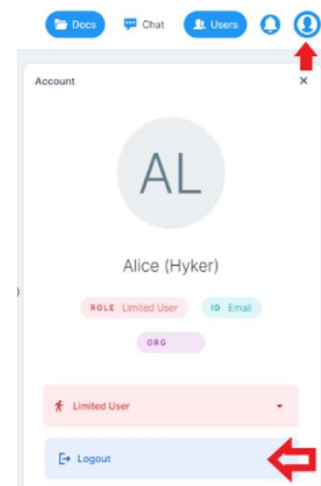
Work with others

Create team

(Not available for Limited user)

To create a new team, right-click with the pointer in the panel under "Team". The option "Create Team" will appear, when you chose to create a new team, you can name the team.

There are different options to creating a team. You can either create a team from scratch or you can use another team as a "template". Then choosing the latter you will be able to choose what part of the existing team you wish to "copy" to the new team, such as folder structure, files, messages. If you have saved a template, it can be found under the "Template."

To create a team from a template, choose a name to your new team and mark the alternative "import from template". Choose what parts you wish to "copy".
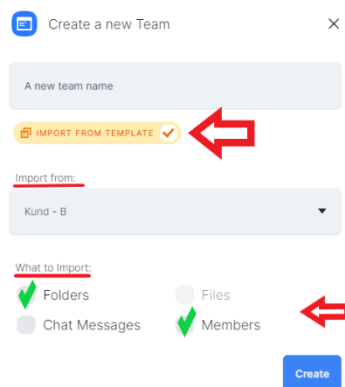
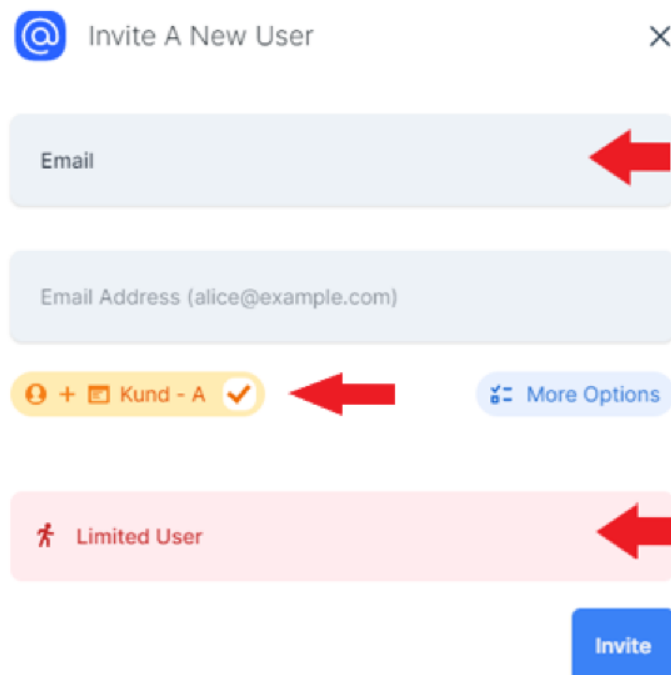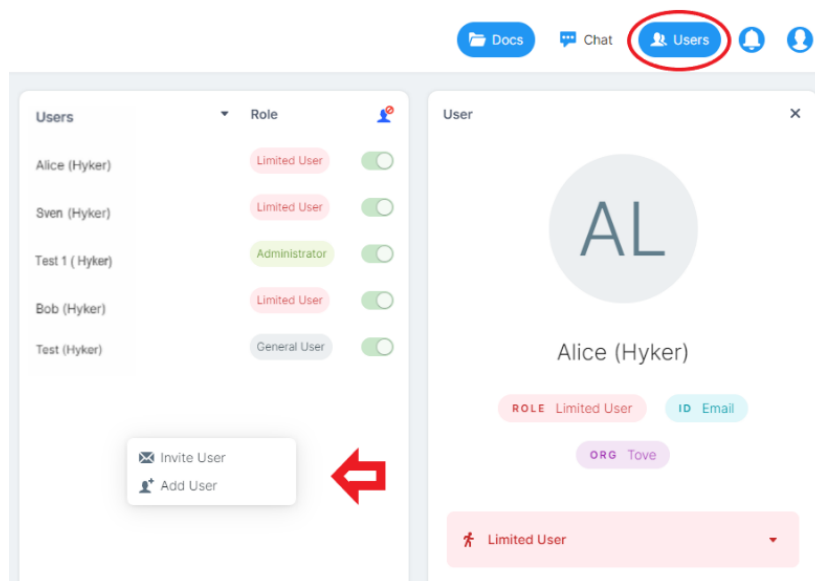There will be no member in a new team so start by inviting users

Add User

(Not available for Limited user)

To add a user to a new team click on "Users" at the top of the page, you will see the participant users in the team. Right-click on the pointer to get invitation option. Choose "Add User" if the user already exist within the workspace or else choose "invite User.

When inviting a new user to the workspace you need to choose the level of security, method of verification the new user should have to access the team content.

If you are unsure of the identity of a user you can choose to untick the yellow box, which means that the user is invited to the workspace **only** without having access to any team. *(User can be added to a team later)*

Finally, do not forget to choose the "user type" for the new user. KONFIDENT has two types: general and limited user.

Manage your team
If you are a member of several teams, KONFIDENT has an organizing tool where you can sort the teams in categories.

NOTE! These tools are personal to you ONLY, and no other KONFIDENT user can see your structure. This allows all users to organize their teams as best suits them.

Sort teams
When you create a new team, it will be sorted alphabetically from A to Z. By clicking the A-Z you can reverse the sort.
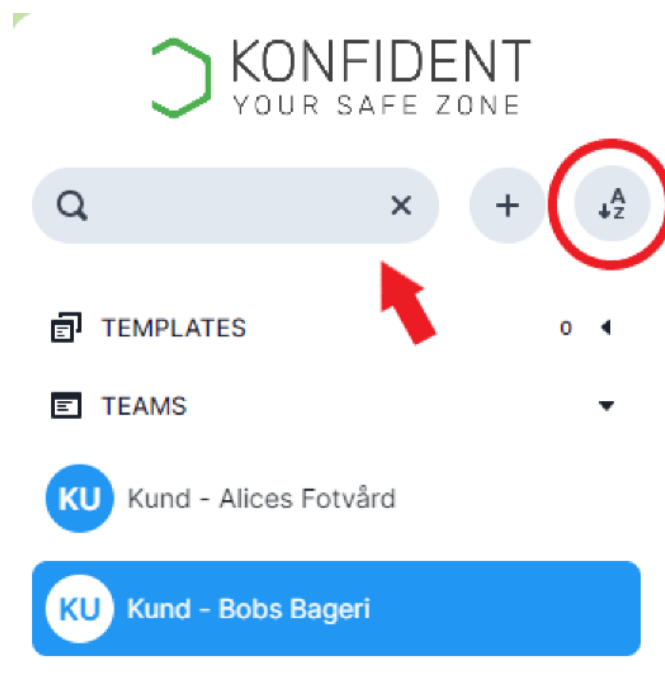
Filter and search team

In KONFIDENT you can filter the team list so that they only show the teams whose names contain a word or certain letters. To do this click in the filter field and start typing. You will see the filtering of the team list as you type.

Organize Categories

If you have several teams in your team list, you can conveniently sort them into categories. For example, you could sort the teams under different departments or customers.

Right-click with the pointer in the "Teams" section and select "Create Category". Enter the desired name for the category.
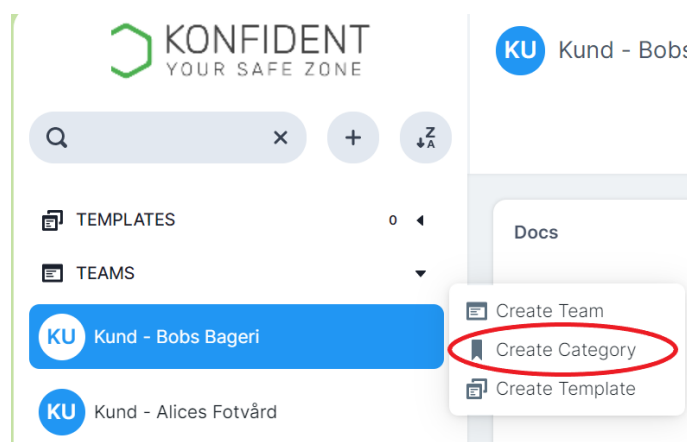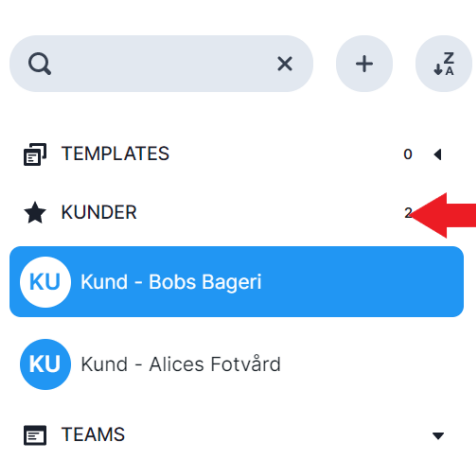

In the example below, we have created and named a category "Kunder".

By using the pointer, you can easily drag and drop teams in your different categories. To see the teams within a category just klick on the category and the including teams will appear.

Share files

Select the "Docs" tab at the top of the window, right-click with the pointer within the "Docs" area and select "Upload file".
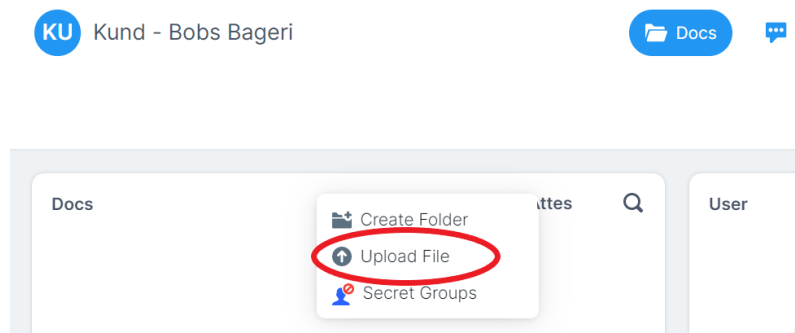

It is also possible to drag the files with the pointer directly from your computer and drop them in KONFIDENT.

Your files will be encrypted on your computer before reaching KONFIDENT.

(Only members of the team where the files are uploaded can access and read it.)
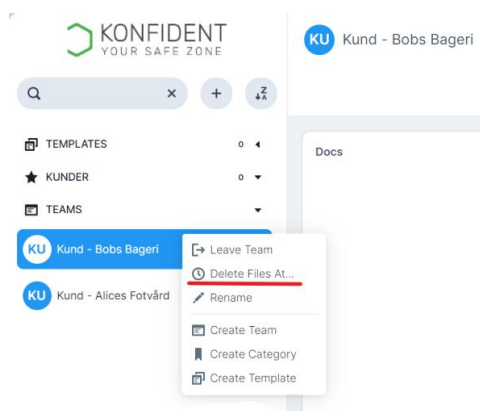
17

Download files

To download a file, right-click with the pointer on the chosen file and select download, if you wish to download to the phone, double-click on the file and the download option will open as shown below.
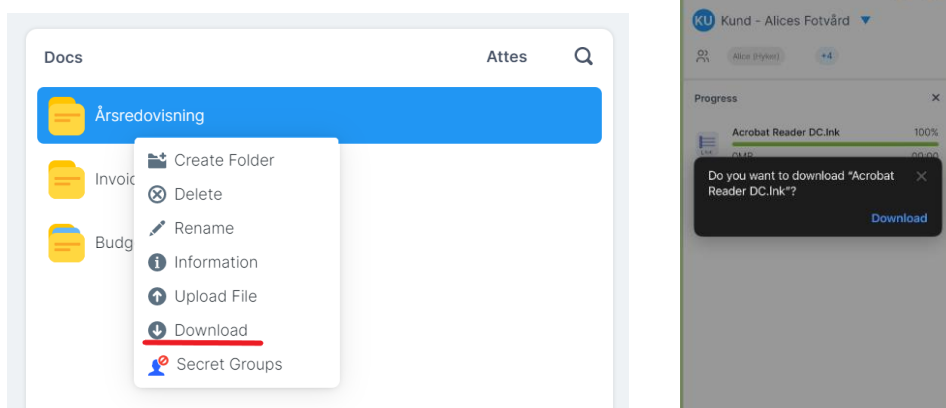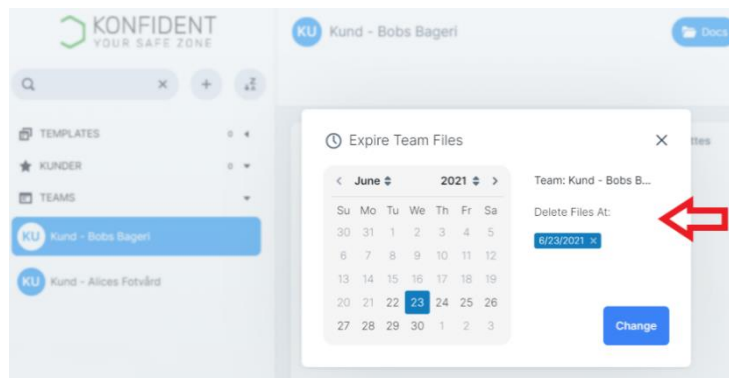

# Set "expiration date" for files

In KONFIDENT you can set a date for automatically deleting all files in a team.

Right-click on a team and select "Delete files at ...". Select "expiration date" and press save. All files in the team will be deleted at midnight (23:59) selected date.

If a team have an expiration date, there will be a clock icon to the right of the team name. To delete an expiration date, open the same dialog again and click on the small x to the right of the displayed date.
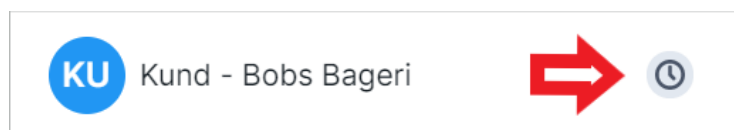
Send messages

Select the "Chat" at the top of the KONFIDENT window. The team message view will open, and you can send messages to team members. The chat is also encrypted so only team members can read the messages.
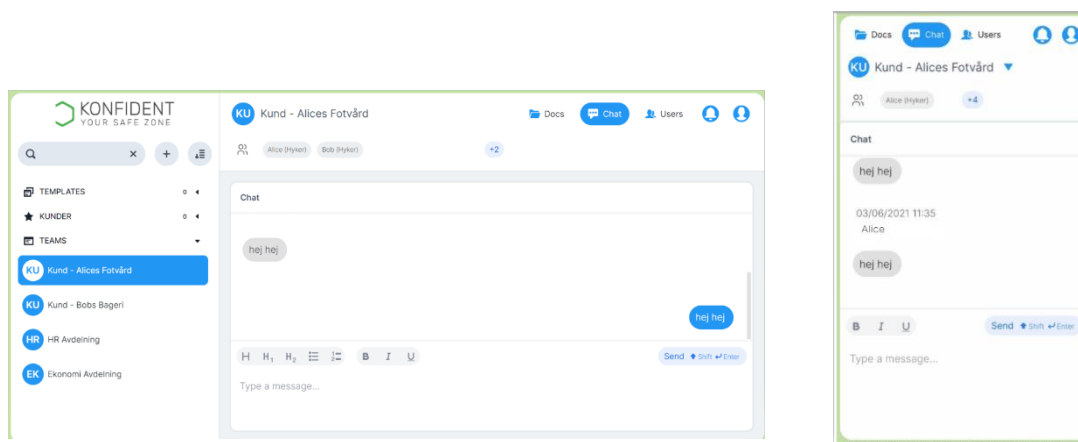
Activity log

All activities that take place in KONFIDENT are registered under the "bell" icon in the upper right corner. By clicking on the bell, you will see a list of all activities/events that have occurred within the teams that you are a member of.

To change your notifications, you can go to settings in the activity list and choose what and how often you want to receive the notifications.