Controlling Strathcloud Sharefile Syncing on Mobile Devices.
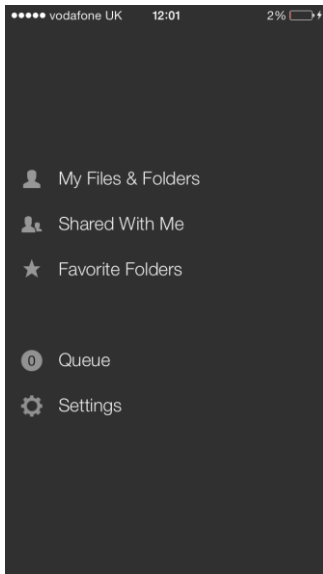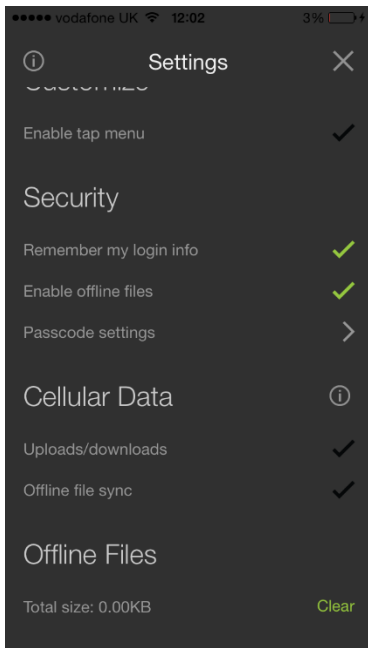
While synchronisation on mobile devices is not automatic in the way it is if you use the Sharefile for Windows app, it is worth being careful about the settings for synchronisation of files to ensure that the app is not using your mobile download allocation if you do not want it to.

The following guidance is based on and uses screenshots from the iOS app but the information should apply equally to android and other platforms.

Open your app: you will be asked to enter your PIN. You will then be shown the menu screen as shown below. Select 'Settings'.
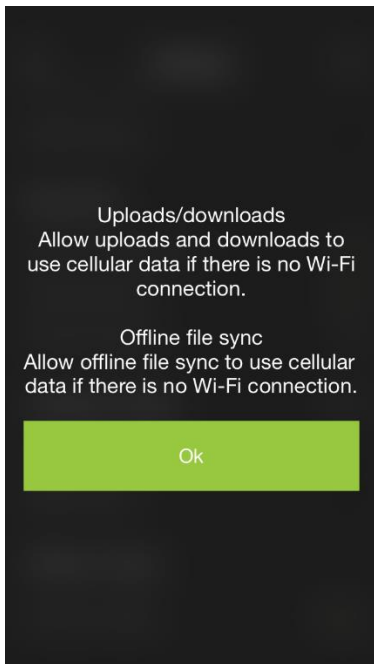

The settings menu includes an area titled 'Cellular Data' as shown below.

You can see that where an option is activated/selected it appears in green but when it is deselected it appears only in shadow.

Clicking on the information icon (the circle encasing an 'i'), then you will see the following explanation of the options.

In order to prevent the app from using your mobile data allocation to synchronise files then you should deselect the 'uploads/downloads' option as shown below. In the example below the user has also disabled the apps ability to use the mobile connection to synchronise files that are stored offline.