

# Corporate FAQs

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# 1 Prot-On Corporate

## 1.1 How does Prot-On for Business work?

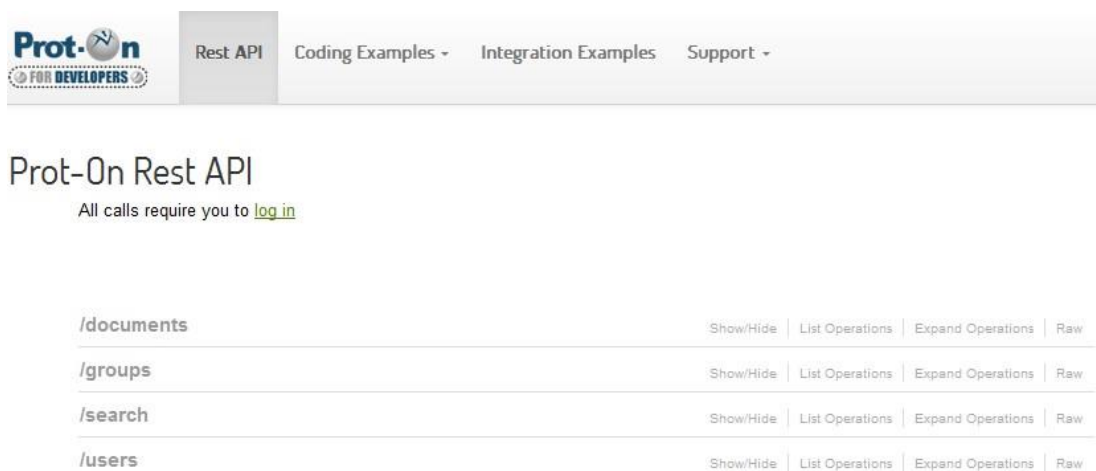
With the Small Business or Corporate service, one or more administrators can manage the company's document permissions, report reports, block users and their respective permissions, create work groups, etc.

Would you like to request a demo? Send us your request to: [Contact us](#)

## 1.2 Can I integrate Prot-On with my own systems?

Yes, you can easily integrate Prot-On with systems that you use in your company (Workflow, Document Management...).

To be able to integrate it you have to be a Small Business Enterprise or Corporate user, using our API: [Web REST-API](#).



Endpoint	Show/Hide	List Operations	Expand Operations	Raw
/documents	Show/Hide	List Operations	Expand Operations	Raw
/groups	Show/Hide	List Operations	Expand Operations	Raw
/search	Show/Hide	List Operations	Expand Operations	Raw
/users	Show/Hide	List Operations	Expand Operations	Raw

## 1.3 Is Prot-On compatible with my company's active directory?

Prot-On can easily integrate with your company's existing user repositories, as it is compatible with Active Directory (AD) and LDAP. In addition, Prot-On supports multiple configurations, so users can be in different domains located in different forests, even combining LDAP and AD.

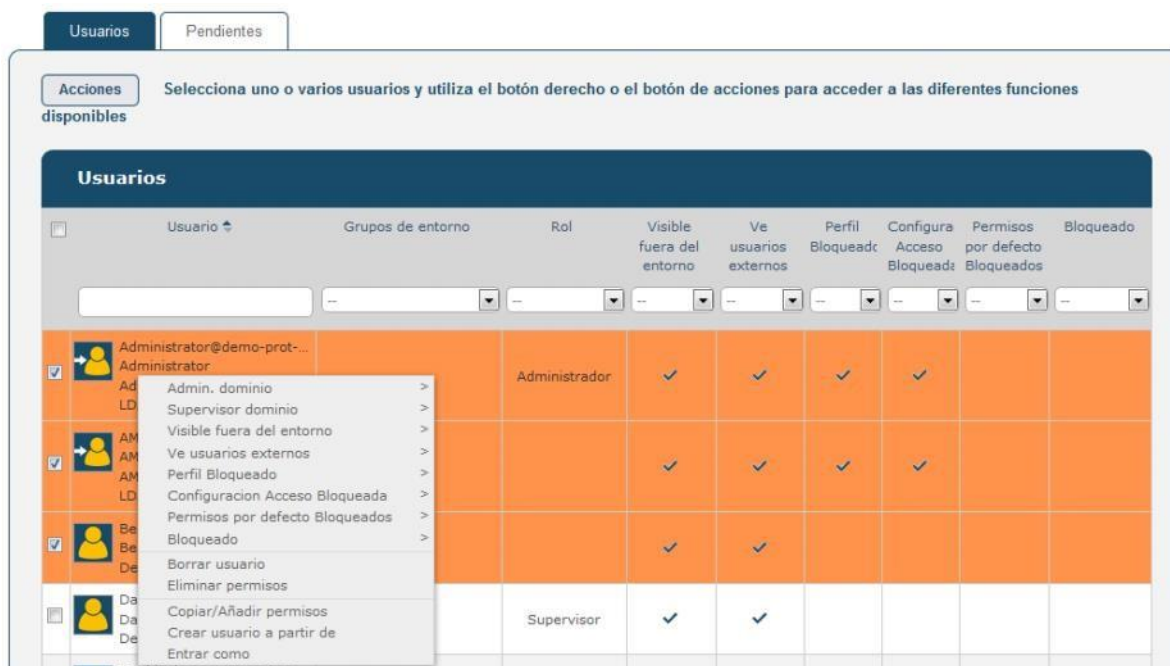
Prot-On's architecture also allows interoperating with users from other Prot-On servers (even with the free user server), so it is possible to grant permissions to external users of the company such as clients, auditors, suppliers...

## 1.4 Is SSO (Single Sign-On) authentication possible?

Prot-On offers great flexibility in terms of user authentication. The first alternative would be to authenticate from Prot-On with each user in our database; the second is to use credentials stored in the company's Active Directory or LDAP, and a third alternative would be to take advantage of an external identity service provider that supports SAML2, OpenID or OAuth standard; this would provide Single Sign On with the corresponding systems.

## 1.5 As a domain administrator, what functions do I have over my users?

The administrative functions that an administrator has over his users are accessible by right-clicking on each of them in the "Users" tab.



With it you can do the following actions:

### Administrator

Grant environment administration rights to the selected user. There can be as many administrator users as you want.

### Supervisor

Supervisor users can access the domain group management, as well as the reports section, from where they can manage the permissions of any document in the domain. However, unlike administrator users, they will not be able to access domain configuration and user management. As with the administrator role, there can be as many supervisor users as you want.

### User visibility

There will be users in the domain who need to be visible from other domains or from the public community of Prot-On users. Other users outside the environment will be able to find them in user searches to add them to their protections or their groups. This does not mean that this user's protections are no longer under the control of the administrator, but simply that the user can be "seen" from outside the domain to which he/she belongs.

**Visibility of external users**

Similarly, it can be limited so that some users cannot search for users outside the domain.

**Profile lock**

If the user's profile is locked, the user will not be able to change features such as identifier, environment, language, time zone, etc.

**Locked access configuration**

If you block this user's access settings, he/she will be forced to authenticate with the identity provider defined in the domain.

**Default permissions lock**

The default permissions cannot be changed by the selected user.

**Login system**

The administrator will decide how the user can log into his account, via web, client by saving the password, without saving the password, etc.

**User lockout**

A blocked user cannot generate protections or open protected documents. It is not unsubscribed, it is simply a temporary disabling of the user.

**Delete user**

Deletes the user and his permissions. It is important to note that the username cannot be reused.

**Delete permissions**

Removes the user's permissions on all documents in the domain.

**Copy/Add permissions**

Select two users to copy or add to one user the permissions of the other.

**Create user from**

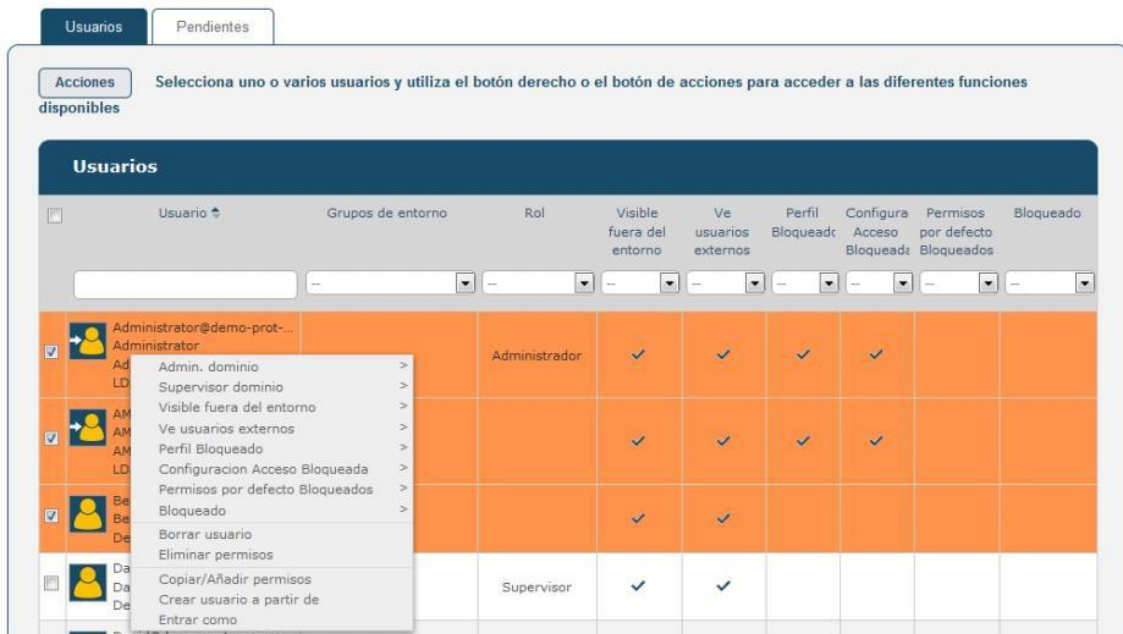
Create a user by copying the permission settings of an existing user.

**Enter as**

The administrator can login as any user to modify his default permissions, create or modify his personal groups, etc.

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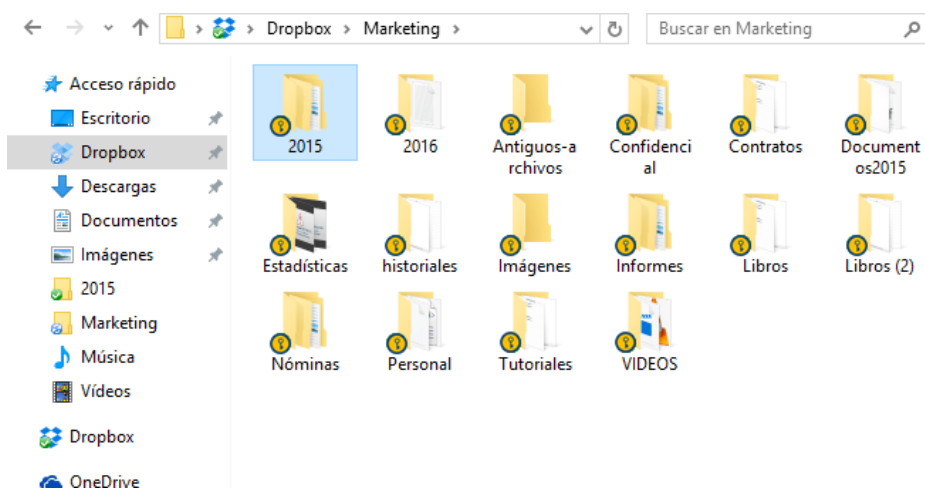
The administrator can login as any user to modify his default permissions, create or modify his personal groups, etc.

## 1.7 How do protected folders work in the cloud? Dropbox, Google Drive, etc.

If you are a Premium or Enterprise user (Corporate or Small Business) you can protect your folders both locally and in a cloud storage system (Dropbox, Google Drive, Box, One Drive, etc).

By protecting this folder, you will be able to give default permissions to all documents and everything you add to it will be automatically protected with these permissions.

You should be aware that shared folders in the cloud take a period of time (depending on the weight of the folder) to synchronize, so we suggest that you do not protect folders with a large weight and that they are first protected locally and then added to the folder in your cloud storage.

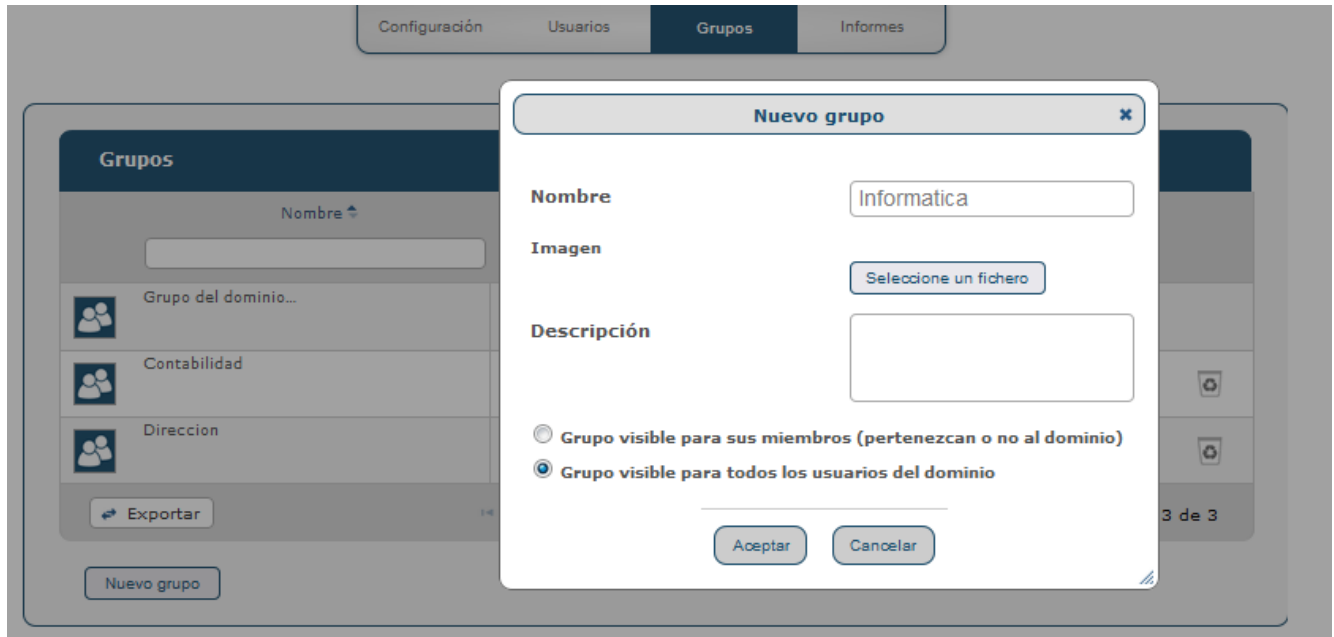


## 1.8 What is the difference between company groups and user groups?

Each Prot-On user can create their own groups to streamline the management of your protections, but as administrator of a Prot-On business service you can create your own groups within your domain, and you can decide what the visibility of the group will be (who can use it in their protections) between one of these two options:

- Group visible to all users of your domain.
- Group visible to the members of the group (whether they are users of your domain or external users).

In addition, you will be able to make the users you want administrators and thus help you manage it: add and remove users and make it public or private for its members, change their image, description, etc.



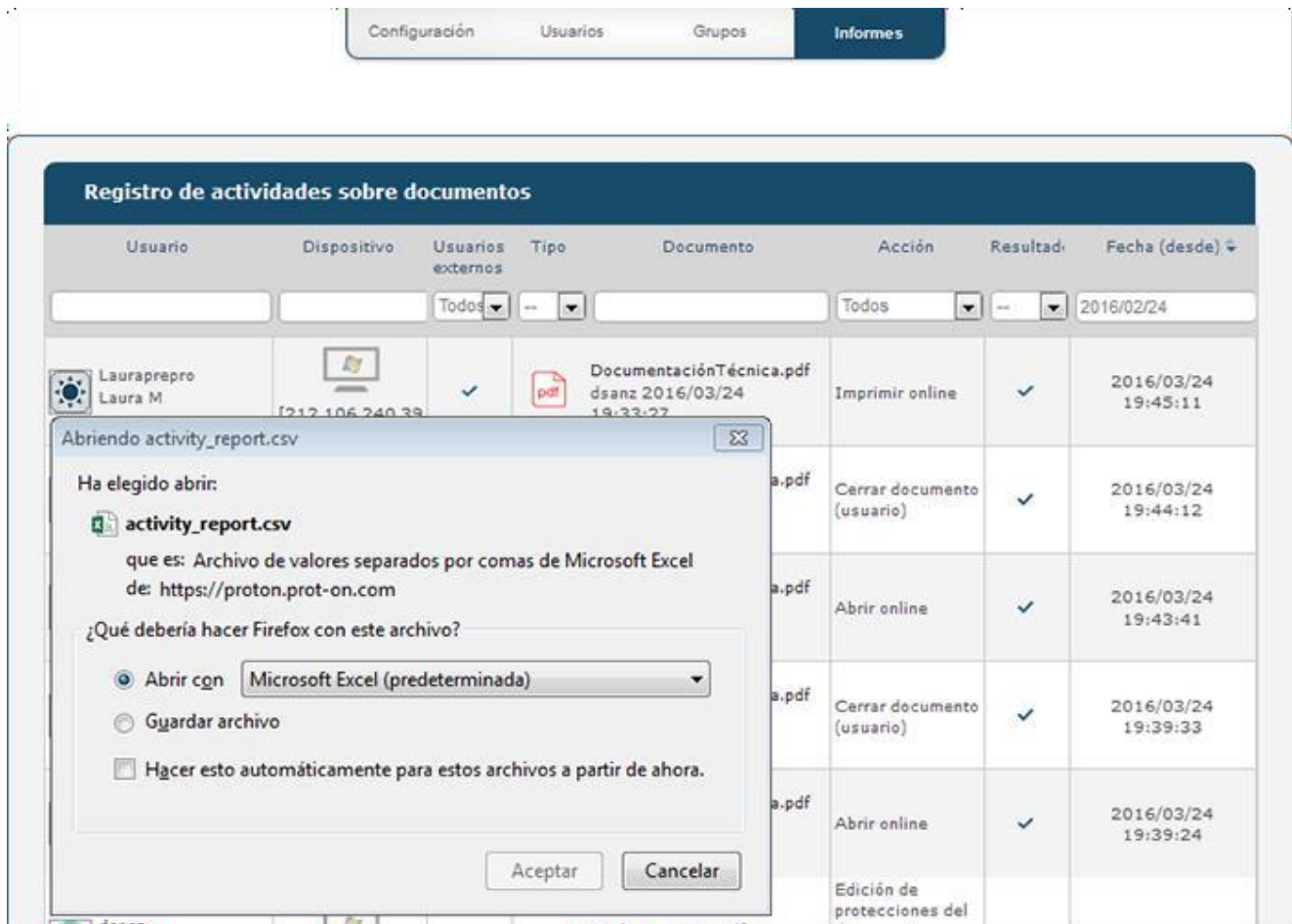
## 1.9 How does an administrator manage the activity “Reports” functionality?

As a Prot-On user you can see at all times the activity that has occurred on the documents you have protected.

But if you are the administrator of a Corporate or Small Business domain with the "Reports" functionality, you will know in more detail how the company's confidential information is being used, you will have access to the activity of all users and groups, the activity by document, which external or internal users access your organization's documents, when and what they do with those documents.

You will be able to manage your filters and export the information to a .CSV file to work faster and save the activity you are interested in.





## 1.10 I have purchased a Small Business service with 4 users to test, can I upgrade my users or my account to Corporate?

Yes, whenever you want you can increase users in your Small Business or Corporate account. You can pay monthly or annually.

Remember that the Small Business service is for 1 to 10 users and Corporate is unlimited.

Request it at [helpdesk@prot-on.com](mailto:helpdesk@prot-on.com)

## 1.11 Is it possible to work with protected documents in SharePoint?

Yes, you can protect document libraries and encrypt them automatically, work with documents stored in the SharePoint platform, edit and save them directly without losing their protection. In addition, you can open protected documents online with [Prot-On Drag'n Drop](#).

## 1.12 Protected Excel files on the network take a long time to open and slow down

If you are going to work with Excel documents on the network, you have to configure the trust center in your Excel options. This way Excel will not slow down your work by doing these checks.

Go to File > Options > Trust Center > Trust Center Settings > Trust Center Locations and check "Allow trusted locations that are on the network".

## 1.13 When logging in, this error appears: unable to connect to the key server. Why could this be?

**Enterprise use:** This error occurs when access is blocked by a proxy, firewall or antivirus. Please contact your system administrator to review the configuration of any of them in order to allow traffic between the client and the server.

## 1.14 Can I lose my files if I delete the application?

Yes, you may lose the files you have in Prot-On gallery. Before deleting the application, send your protected documents to your cloud storage or move them to another location to avoid losing files.

## 1.15 Can I invite friends to use Prot-On from the application? How do I do it?

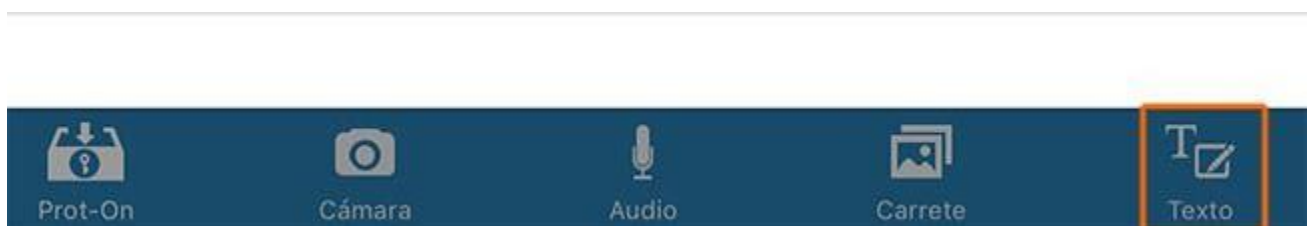
Yes, you can tell your friends to become free Prot-On users and manage permissions.

Go to "preferences" and select "invite contacts"; you can invite your Google contacts, contacts from your address book or by entering an email address.

## 1.16 How can I protect a text?

To protect a text, go to the text option, type or paste from the clipboard the text you want to protect and protect it from the button that appears below your screen.

An encrypted text will automatically appear that you can copy and paste wherever you want or share in an email, a Dropbox link... This protected text will be saved as a .txt file in the documents window.



## 1.17 How can I view a protected text that has been sent to me?

Copy the complete cipher text and, once copied, go to the application menu and select "text"; you will see a notice to be able to unprotect that encrypted text. If you have read permission you will be able to read it.

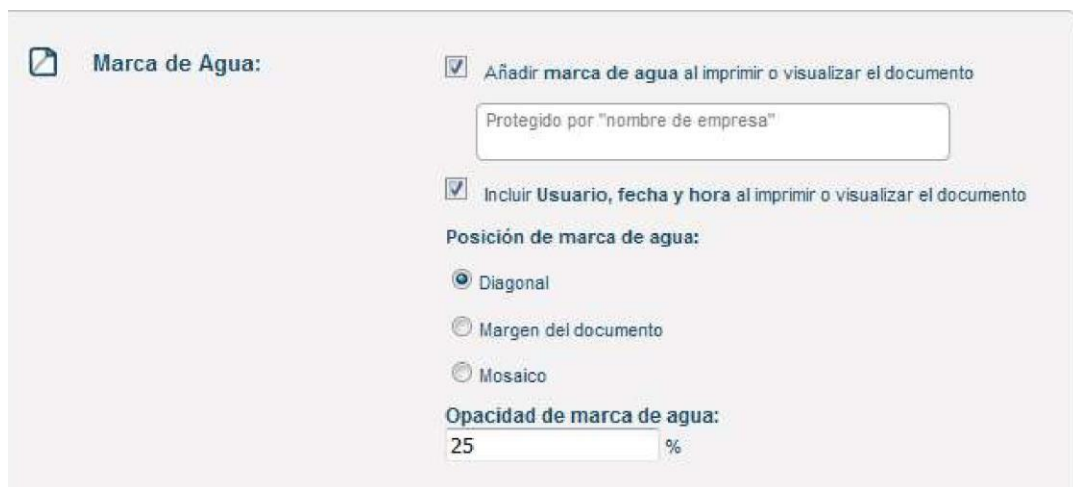
## 1.18 Adding and managing watermarks

Add and manage watermarks with the text you want, date and username that opens the protected document.

Use watermarks to display the username and the date and time on each printed copy or on an uncontrolled copy, so you know who printed it and when. You can also add text such as legal information or an information security label.

If you want to manage watermarks, access the permissions panel, select a protected document and click on advanced options.

### OptionsAdvanced



The screenshot shows the 'OptionsAdvanced' panel for watermarks. It is titled 'Marca de Agua:' and contains the following settings:


- Añadir marca de agua al imprimir o visualizar el documento
- Text input field: "Protegido por "nombre de empresa""
- Incluir Usuario, fecha y hora al imprimir o visualizar el documento
- Posición de marca de agua:
  - Diagonal
  - Margen del documento
  - Mosaico
- Opacidad de marca de agua:  
25 %

## 1.19 How does offline use work?

Grant time-based access to protected documents without an Internet connection for you and other users.

Every time someone tries to open a protected document, Prot-On needs to connect to the server to know if the user has permission at that moment. But if you need to view a protected document offline in a specific case, for example if you are on a plane, you can use of the offline mode. It is important to know that to open an offline document you have to open the document online at least once from the device you are going to use.

If you want to give offline permissions, in the permissions panel select a protected document and click on advanced options.



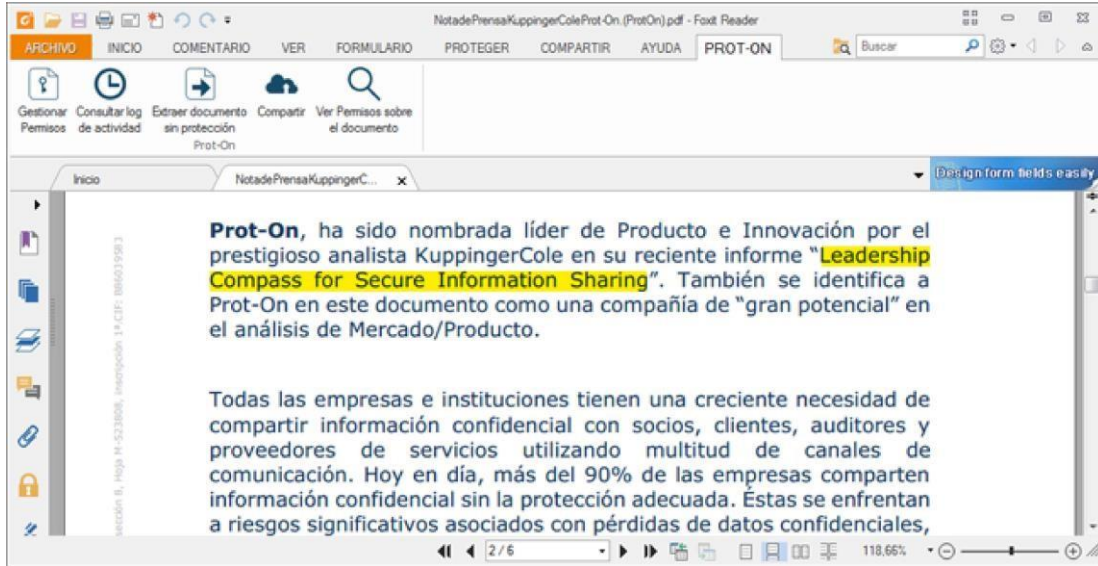
The screenshot shows the 'Uso sin conexión:' panel. It contains the following settings:

- Sin conexión a Internet, pueden abrir el documento los usuarios que tengan permisos
- Indica el tiempo, en horas, durante el que se puede abrir el documento desde el último acceso con conexión:  
5

## 1.20 How does editing protected PDFs work?

If you are a Prot-On user you will be able to edit protected PDFs from any device: you will be able to underline, make notes, bookmarks, etc.

If you are a Windows user you can use the Prot-On plugin for Foxit: once you are a Premium user access your preferences from the Prot-On icon in the notification bar and in the plugins window install Foxit-Addin.



If you are a Mac OS, iPhone or Android user, you can also add your annotations to PDFs without losing their protection.

