



INGENIUM
European University

INGENIUM Repository FAQ



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COORDINATOR
University of Oviedo (UNIOVI), Spain

PARTNERS
Medical University - Sofia (MUS), Bulgaria
University of Crete (UoC), Greece
Karlsruhe University of Applied Sciences (HKA), Germany
South-Eastern Finland University of Applied Sciences (XAMK), Finland
University 'G. d'Annunzio', Chieti-Pescara (Ud'A), Italy
University of Skövde (HS), Sweden
Munster Technological University (MTU), Ireland
University of Rouen, Normandy (URN), France
'Gheorghe Asachi' Technical University of Iasi (TUIASI), Romania

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1. What is INGENIUM Repository?

INGENIUM Repository is a secure, open-source platform for file storage, sharing, collaboration, and communication. It allows users to access their files and collaborate with others from any device, anywhere.

2. Who can use INGENIUM Repository?

INGENIUM Repository can be used by:

- Students
- Academic and administrative staff
- Employees in organizations
- Teams and departments

Access is usually provided by your organization or system administrator.

3. Do I need to install anything to use INGENIUM Repository?

No. You can use INGENIUM Repository directly through a web browser.

However, desktop and mobile applications are available for automatic file synchronization and easier access.

4. How do I log in to INGENIUM Repository?

Open your web browser and go to your organization's INGENIUM Repository URL.

Enter your username and password and click Log in.

5. What should I do if I forget my password?

Use the "Forgot password" option on the login page (if enabled) or contact your system administrator.

6. Can I access INGENIUM Repository from multiple devices?

Yes. You can access INGENIUM Repository from:

- Web browsers
- Desktop computers (Windows, macOS, Linux)

- Mobile devices (Android, iOS)

All your files remain synchronized.

7. How do I upload files?

You can upload files by:

- Dragging and dropping them into the browser
- Clicking + New → Upload file

8. Is there a file size limit?

Yes. File size limits depend on your organization's configuration. If you cannot upload a large file, contact your administrator.

9. Can I recover deleted files?

Yes. Deleted files are stored in the Deleted files section for a limited time and can be restored.

10. Does INGENIUM Repository keep older versions of files?

Yes. INGENIUM Repository automatically keeps previous versions of files, allowing you to restore earlier versions if needed.

11. How do I share a file or folder?

Click the Share icon next to a file or folder and choose:

- A user or group
- A public sharing link

You can set permissions such as read or edit access.

12. Can I share files with people outside my organization?

Yes, using public sharing links. You can protect links with a password and set an expiration date.

13. Can multiple users edit the same document?

Yes. INGENIUM Repository supports real-time collaborative editing using online office tools (e.g. OnlyOffice or Collabora).

14. How do I stop sharing a file?

Open the sharing options for the file and remove the user or disable the sharing link.

15. What is the INGENIUM Repository Desktop Client?

It is an application that automatically synchronizes selected folders between your computer and INGENIUM Repository.

16. What can I do with the mobile app?

With the mobile app you can:

- Upload photos and videos
- Access files offline
- Scan documents
- Receive notifications

17. Can I access files offline?

Yes. Selected files and folders can be marked for offline access in the mobile app.

18. What is INGENIUM Repository Talk?

INGENIUM Repository Talk is a communication tool that supports:

- Text chat
- Audio and video calls
- Group conversations
- Screen sharing

19. Does INGENIUM Repository include email?

No. INGENIUM Repository is not an email provider, but it can connect to existing email accounts through the Mail app (if enabled).

20. Can I manage calendars and contacts?

Yes. INGENIUM Repository includes:

- Calendar
- Contacts
- Tasks

All can be synchronized with other devices and applications.

21. Is INGENIUM Repository secure?

Yes. INGENIUM Repository uses:

- Encrypted connections (HTTPS)
- Access controls
- Optional two-factor authentication (2FA)

Security settings may vary depending on your organization.

22. Who can see my files?

Only you and the people you explicitly share files with. System administrators cannot access your files without permission (depending on organizational policy).

23. Should I enable Two-Factor Authentication?

Yes. Enabling 2FA is strongly recommended to improve account security.

24. Why is file synchronization not working?

Common reasons include:

- No internet connection
- Exceeded storage quota

- Client not running

Restart the app or contact support if the issue persists.

25. Why can't I upload files?

Possible causes:

- File size limit exceeded
- Storage quota reached
- Temporary server issue

26. Who should I contact for help?

For technical issues or account problems, contact your INGENIUM Repository system administrator or IT support team.

27. Is INGENIUM Repository free?

INGENIUM Repository is open-source software.