Amazon WorkDocs Drive

Q. What is Amazon WorkDocs Drive?

Amazon WorkDocs Drive is a mounted drive that provides access to all of your files on-demand, without using your hard drive to store your content. You can access and edit files, just as if they were stored locally, using Windows File Explorer or Mac Finder, you can create a sharable link, invite uses to access your files, easily lock, unlock, and open any file in the Amazon WorkDocs web client. You can also favorite files for offline access.

Amazon WorkDocs Drive is available for Microsoft Windows, macOS, and for Amazon WorkSpaces.

Q. How does Amazon WorkDocs Drive work?

With Amazon WorkDocs Drive, all of your content on Amazon WorkDocs is available on-demand through a mounted drive. You can access and edit files just like they were stored locally from Windows File Explorer or Mac Finder. When you add or edit files or folders in your drive, changes are automatically synced with Amazon WorkDocs Drive, and across your devices.

Q. Where can I download Amazon WorkDocs Drive?

You can download Amazon WorkDocs Drive for WorkSpaces on the WorkDocs Resources page and request to join the limited preview for Windows desktops here.

Q. How do I set up Amazon WorkDocs Drive?

For Windows: When Amazon WorkDocs Drive is launched for the first time, you will be prompted to enter a site name. This is your Amazon WorkDocs Drive site name. For example, if you are using www.mysite.awsapp.com to access your site, “mysite” is the site name. Once your site name is entered, you will enter your user name and password. If you have administrator enabled single sign on (SSO) for Amazon WorkDocs, you will be automatically signed in to Amazon WorkDocs Drive when you log into your desktop.

For Mac: After you download the WorkDocs Drive client for Mac, you can follow the prompts to complete installation and then run the application from the Launchpad section on your macOS device. After that, you will be prompted to enter a site name. This is your Amazon WorkDocs Drive site name. For example, if you are using www.mysite.awsapp.com to access your site, “mysite” is the site name. Once your site name is entered, you will enter your user name and password. If you have administrator enabled single sign on (SSO) for Amazon WorkDocs, you will be automatically signed in to Amazon WorkDocs Drive when you log into your deivce.

Q. What happens when you open a file in Amazon WorkDocs Drive?

The file is downloaded on-demand for you to view or edit. When you save or close the file, it is automatically synced to Amazon WorkDocs Drive. There is no local copy stored on your desktop, unless you have favorited the file for offline access.

Q. What collaboration features does Amazon WorkDocs Drive provide?

You can share links to your files, invite Amazon WorkDocs Drive users to collaborate on your files, lock files while you're working on them to keep them from being overwritten, add files to your favorites in Amazon WorkDocs Drive, store your favorites for offline access, easily search for files on Amazon WorkDocs Drive, and open any file in the Amazon WorkDocs Drive web client to provide feedback. All changes you make are automatically synced to Amazon WorkDocs Drive over an encrypted connection.

Q. How can I add feedback to files on Amazon WorkDocs Drive?

You can open a file on Amazon WorkDocs Drive in the web client by right clicking it, and selecting Open Amazon WorkDocs Drive in browser. The Amazon WorkDocs Drive web client can view 25+ file types for you to view and provide feedback on.

Q. Can I work on my files stored on Amazon WorkDocs Drive when I am offline?

By default, your files on Amazon WorkDocs Drive are streamed to you on-demand when you access them. However, you can favorite files and folders for offline access. To favorite a file or folder on Amazon WorkDocs Drive, right click it and select Add to Favorites. To store your favorites locally for offline access, right click Amazon WorkDocs Drive and select Store Favorites Locally. Changes made while you're offline will be synced to Amazon WorkDocs Drive once you're online.

Q. How can I search files in Amazon WorkDocs Drive?

You can search for files by file name in Amazon WorkDocs Drive by left clicking the Amazon WorkDocs Drive icon in the system tray.

Q. How do I add and remove files in Amazon WorkDocs Drive?

All your files on Amazon WorkDocs Drive are available through Amazon WorkDocs Drive. Any file you add to Amazon WorkDocs Drive through Windows File Explorer or Mac Finder will be added to Amazon WorkDocs Drive, and synced to your other devices. Any file you remove from Amazon WorkDocs Drive will be deleted, and moved to the Amazon WorkDocs Drive recycle bin.

Q. Can I perform standard actions on files and folders in Amazon WorkDocs Drive?

Yes, in Amazon WorkDocs Drive you can create, rename, move, and delete files and folders through Windows File Explorer or Mac Finder. You can also see file and folder properties like file size, date modified, and file type. You cannot create files in the root of the “Shared with Me” folder. You also cannot delete files or folders you do not own, or co-own. You will receive an “Access Denied” error.

Q. What do the icons on my files in Amazon WorkDocs Drive mean?

Amazon WorkDocs Drive shows three icons depending on the status of your files: files available online are shown with a blue cloud icon, files stored locally are shown with a green checkmark icon, and files syncing to Amazon WorkDocs Drive are shown with a blue syncing icon.

Q. Can I store a file with any name on Amazon WorkDocs Drive?

You can store any type of file or folder on Amazon WorkDocs Drive. However, a file or folder cannot have a name longer than 160 characters, and cannot be larger than 5 GB. If you need to add a file to Amazon WorkDocs Drive that is larger than 5 GB, use the sync client. Also, your file and folder cannot have the following characters in its name:

- *
- /
- \
- :
- <
- >
- ?
- |
- "
- character code 202E
- any file/folder that has a trailing space (“ “) or period (“.”)

Q. Does Amazon WorkDocs Drive support multi-user access?

No, Amazon WorkDocs Drive does not support multiple users on the same desktop.

Q. Can I still use the sync client, mobile app, or web client to access my files on Amazon WorkDocs Drive?

Yes, all files stored on Amazon WorkDocs Drive are available in clients that you have configured.

Q. How do you authenticate to Amazon WorkDocs Drive on your PC?

You need to be Amazon WorkDocs Drive user (trial, paid, or bundled) to be able to use Amazon WorkDocs Drive. For domain-joined PC, your directory credentials (Simple Active Directory, Connected Active Directory, or Managed Active Directory) will authenticate you with Amazon WorkDocs Drive.

Q. What are supported platforms and system requirements?

Amazon WorkDocs Drive is compatible with Amazon WorkSpaces. Amazon WorkDocs Drive is available for Microsoft Windows 7, 8, 10+, and Microsoft Windows Server 2008, 2012 R2, and 2016 in limited preview.

Q. How can I install Amazon WorkDocs Drive for all users in my organization?

Amazon WorkDocs Drive uses a Windows MSI based installer and requires admin rights to install. If you have a domain joined group of computers, the administrator can install Amazon WorkDocs Drive using group policy.

Q. How does Amazon WorkDocs Drive update?

Amazon WorkDocs Drive automatically updates when new versions are available.

Q. Is Single Sign-On (SSO) supported?

Yes. Single Sign-On (SSO) can be enabled so that when users are signed in to Amazon WorkDocs Drive they will be automatically signed in to Amazon WorkDocs Drive, and will not be required to provide credentials when they access the web client. You can enable SSO by visiting the AWS Directory Service area of the AWS console, clicking the directory ID link for your directory and selecting the Apps & Services tab. For more information and detailed setup see our documentation.

Q. Can Amazon WorkDocs Drive admins enable Multi-Factor Authentication with Amazon WorkDocs Drive?

Yes, Amazon WorkDocs Drive supports multi-factor authentication (MFA) using Microsoft Active Directory. Enabling MFA requires users to implement one-time passcodes (OTP) for use with their Active Directory (AD) username and password. You can connect Microsoft AD to your existing Remote Authentication Dial-In User Service (RADIUS)–based MFA solution. RADIUS is an industry-standard protocol that authenticates and authorizes network access securely. To enable MFA with Microsoft AD, the customer's RADIUS server must support OTP-style MFA or have a plug-in that does so. Microsoft AD supports both virtual and hardware MFA OTP tokens.