

Finden Technologies Inc.

QNAP Shared Folder User Manual

End-User Guide for Accessing FTIELFS Shared Folders

Version 1.3 | 18 June 2026

System	QNAP NAS / FTIELNAS
Shared Folder	FTIELFS
NAS IP Address	172.16.0.55
Authentication	Active Directory domain: FTIEL
Prepared for	IT Department and Authorized Users
Version	1.2
Date	16 June 2026
External QNAP Cloud Link	https://qlink.to/FTIEL

Document Control

Item	Details
Document owner	IT Department
System owner	IT Department
Intended readers	Authorized users, department coordinators, and NAS administrators
Review frequency	At least annually, or whenever QNAP/AD permission design changes
Data classification	Internal use

Revision History

Version	Date	Prepared by / Owner	Description
1.0	15 June 2026	IT Department	Initial manual for QNAP shared folder access and administration.
1.1	15 June 2026	IT Department	Added QNAP Cloud external access link, QNAP Cloud account guidance, and QR Code authentication advisory.
1.2	16 June 2026	IT Department	Added file collaboration guidance, co-editing notes, and screenshots showing editor presence indicators.

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1. Purpose and Scope

This manual explains how authorized users can access and use the QNAP shared folder service. The shared folder is designed for department file storage where access is controlled by Active Directory groups.

Note: Users should only access folders assigned to their department or role. If a required folder is missing, request access through the IT Department rather than using another user account.

2. Access Overview

Item	Value / Description
NAS IP address	172.16.0.55
Main shared folder	FTIELFS
Windows path	\\172.16.0.55\FTIELFS
Login account	Use your domain account in the format FTIEL\username
Folder visibility	Users will only see folders allowed by their assigned AD groups when access-based enumeration is enabled.
External access link	https://qlink.to/FTIEL

3. Accessing the Shared Folder through Windows Explorer

1. Open File Explorer.
2. In the address bar, type the shared folder path: \\172.16.0.55\FTIELFS, then press Enter.
3. When prompted, sign in using your domain account, for example FTIEL\yourusername.
4. Select Remember my credentials only if you are using your assigned company workstation.
5. Open only the folder assigned to your department or workgroup.

3.1 Mapping the Shared Folder as a Drive

1. Right-click This PC and select Map network drive.
2. Choose an available drive letter, for example Z:.
3. Enter the folder path: \\172.16.0.55\FTIELFS.
4. Enable Reconnect at sign-in if you want the drive to appear automatically.
5. Click Finish and sign in using your AD account if prompted.

4. Accessing the Shared Folder through QNAP File Station and QNAP Cloud

1. Open the QNAP web portal using the NAS address provided by IT, usually <http://172.16.0.55> or <https://172.16.0.55>.
2. Log in using your domain account, for example FTIEL\yourusername.
3. Open File Station.
4. Expand FTIELNAS and open FTIELFS.
5. Open your assigned department folder.

Note: If File Station shows "No accessible shared folder found", contact IT. This may mean your AD group access or File Station application privilege has not yet been assigned.

4.1 External Access through QNAP Cloud

For approved external access, users may use the official QNAP Cloud link provided by IT: <https://qlink.to/FTIEL>. Users must first complete the myQNAPcloud invitation and mandatory 2-Step Verification / OTP setup before accessing assigned folders externally.

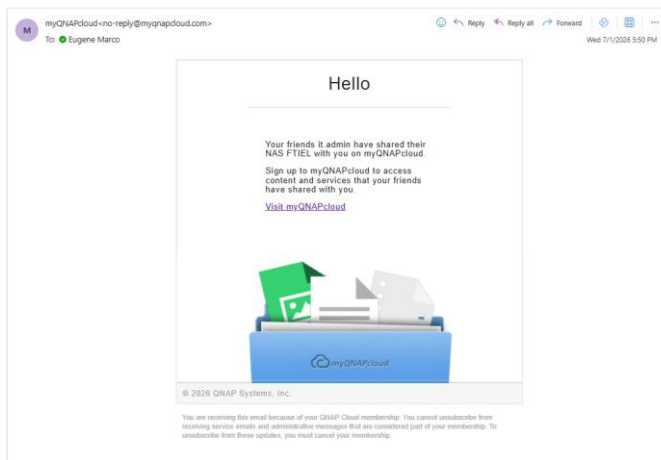
1. Open the QNAP Cloud link provided by IT: <https://qlink.to/FTIEL>.
2. Create a QNAP Cloud account if you do not have one yet. Use your company email or the account information advised by IT.
3. Keep your QNAP Cloud account credentials private. Do not share your password, QR code, or authentication setup with other users.
4. Enable QR Code authentication or two-step verification on your QNAP Cloud account for stronger account protection.
5. After signing in, open File Station and access only the shared folder or department folder assigned to your account.
6. If the shared folder is not visible, contact the IT Department for verification of your QNAP Cloud account, File Station privilege, and AD group membership.

4.2 QNAP Cloud Account Invitation and OTP Setup

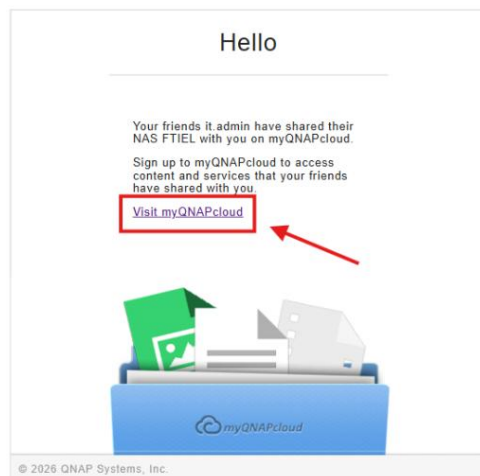
Users who will access the NAS externally must complete the QNAP Cloud invitation and account security setup before using the external link. The invitation is sent by the IT Department through myQNAPcloud.

Step 1: Open the myQNAPcloud invitation email

1. Open the invitation email from myQNAPcloud. The sender may appear as no-reply@myqnapcloud.com.

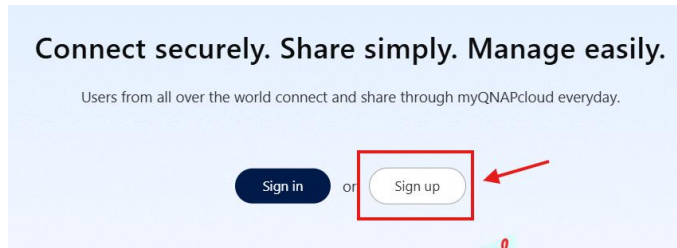


2. Click Visit myQNAPcloud from the invitation email.



3. Create or sign in to your QNAP Cloud account as instructed. Users are advised to use their company email address and keep their QNAP Cloud credentials confidential.

A. Click “Sign up” button to create an account.



B. Enter your credentials then check the check box to Sign Up.

Create QNAP ID

Sign up with social media

Google

Facebook

Apple

Sign up with email or phone number

Nickname
emarco

Email address or phone number *
emarco@finden.com.ph

Password *
.....

Strength: Strong

Confirm Password *
.....

☒ I am of legal age in my jurisdiction, and I have read and agreed to the QNAP Account [Terms of Service](#) and [Privacy Policy](#).

Sign Up

[Already have an account?](#)

C. Click the “I Agree” on the data privacy notice.



Before You Sign Up...

We highly value your trust and confidence in us and want to assure you that your personal information will be kept completely confidential. As part of our continuing efforts to improve your experience with us, and comply with new data protection laws such as the [GDPR](#), we have updated our [Terms of Service](#) and [Privacy policy](#).

Please take a moment to familiarize yourself with the privacy notice below.

DATA PRIVACY NOTICE

We have a comprehensive privacy policy which serves as our commitment to you to protect the security and privacy of your personal data.

Our privacy policy covers the following areas of privacy concerns:

1. The types of data we collect from you
2. When we collect your data
3. How we use and process your data
4. Our legal basis for processing your data
5. When and to whom we share your data
6. For how long we retain your data
7. When and to whom we transfer your data across country borders

By clicking "I Agree", you are consenting to the terms and conditions set forth in the privacy notice above. If you agree, you will be directed to the next step in creating your account. If you do not agree, you will not be able to proceed with creating a new account.

☒ I Agree ☐ I Disagree

- D. Enter the sent verification code from your email registered to your QNAP Account. Then click **“Verify”**

Create Your QNAP ID

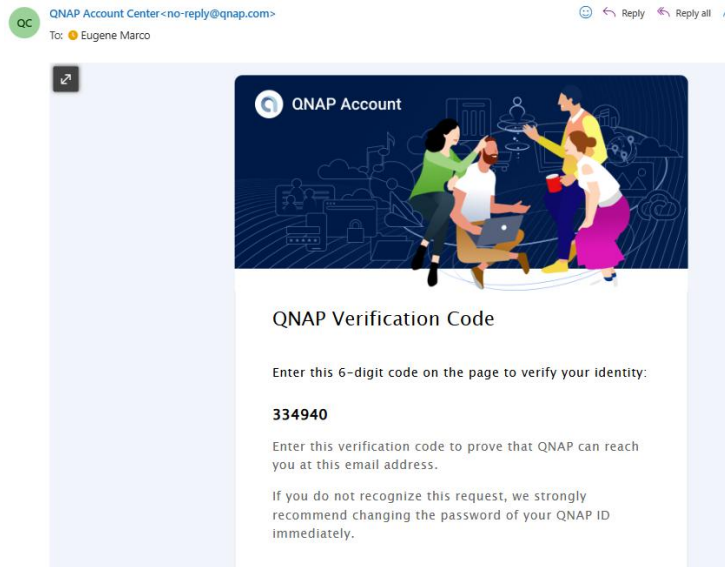
We have sent a verification code to your email. Please enter the code below to verify your identity.

334940

[Resend](#)

Verify

Cancel



- E. Click **“Remind Me Later”** once Protect Your Account with 2-Step Verification windows pop up.

Protect Your Account with 2-Step Verification

Your account security on QNAP Cloud Services is our top priority. We recommend using 2-Step Verification to protect your QNAP ID from unauthorized access. You can choose to receive a text message or use your authenticator app to complete the verification.

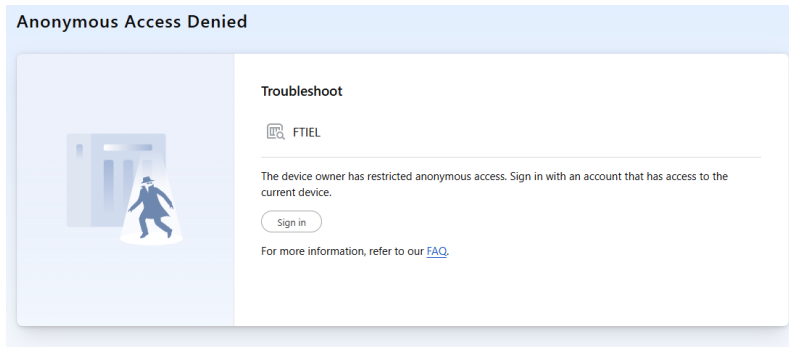
Set up 2-Step Verification now to enhance account security.

Set Up Now

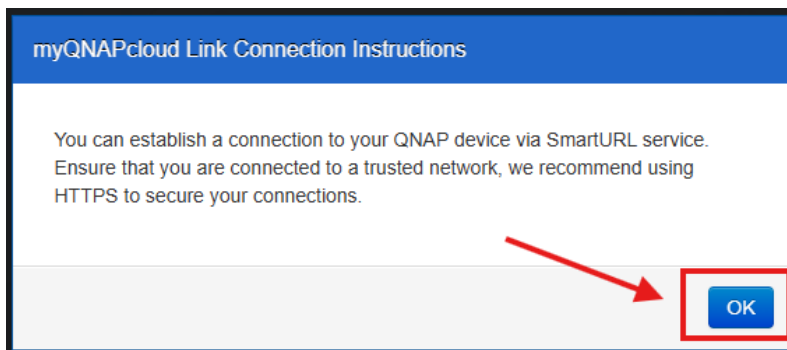
Remind Me Later

Step 2: Open the FTIEL QNAP Cloud link

1. After the QNAP Cloud account is created, open the external access link: <https://qlink.to/FTIEL> using the same browser that you used to create your QNAP Account.



Click "Sign In" If this page pop-up.



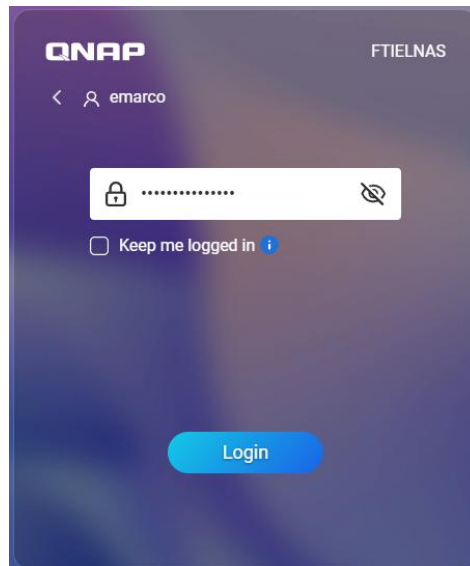
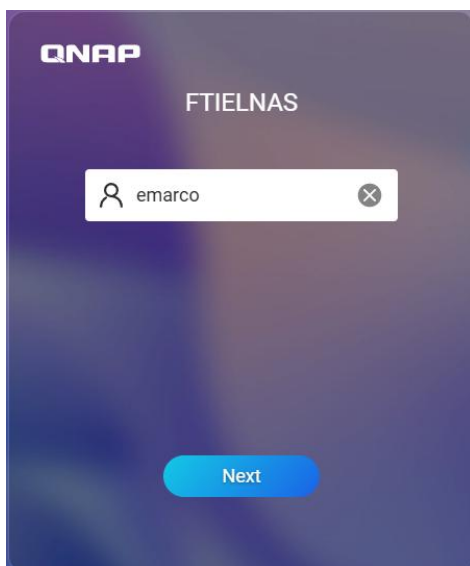
Click "OK" to allow QNAP establish a connection to your device.

2. Use your **Active Directory Account** to Log in to QNAP Log In page. (Active Directory account is the username and password you use to log into your computer)

Example:

Username: emarco

Password: yourpassword



Step 3: Set up mandatory 2-Step Verification / OTP

1. After successful login, the system will require 2-Step Verification for account security. This setup is mandatory.
2. Provide a **Recovery Email Address** and click **Get Started**. The recovery email is used if you need to regain access to the account.

A.

Login and Security

2-Step Verification

Protect your account with 2-Step Verification

2-Step Verification (also known as two-factor authentication) adds an extra layer of protection to your account in case someone steals your password. After setting up 2-Step Verification, you will need both your password and an authenticator app on your mobile device to log in to this device.

Status: Disabled

The system administrator asks you to enable 2-step verification to protect your account.

Recovery email: ⓘ

☐ Send to my personal e-mail address

B. Enter your password and Click OK to confirm your action. (Use your Active Directory password)

Login and Security

2-Step Verification

Protect your account with 2-Step Verification

2-Step Verification (also known as two-factor authentication) adds an extra layer of protection to your account in case someone steals your password. After setting up 2-Step Verification, you will need both your password and an authenticator app on your mobile device to log in to this device.

Status: Disabled

The system administrator asks you to enable 2-step verification to protect your account.

Recovery email: ⓘ

☐ Send to my personal e-mail address

Verify Your Identity

Enter your password to confirm this action.

C. Select Verification Method. (Through TOTP, which does not require internet connection)

Select a verification method:

Through TOTP, which does not require Internet connection

☒ Through TOTP, which does not require Internet connection
Get a dynamic security code from your authenticator app.
Your mobile device does not need to connect to the NAS.

Through online verification services provided by QNAP Authenticator

☐ QR Code
Scan a QR code with your mobile device.

☐ Login Approval
Approve a login request sent from the NAS to your mobile device.

☐ Online Verification Code
Get a random verification code from your mobile device.

Through passkeys and security keys

☐ Face, fingerprint, PIN, or security key ⓘ
Use your device to sign in with a passkey.

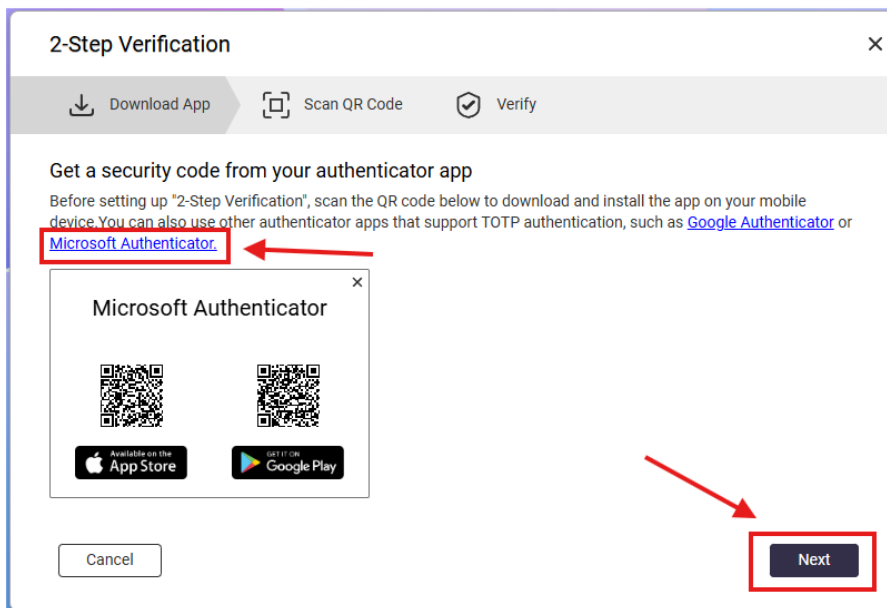
Step 5: Connect QNAP to MS Authenticator

1. Make sure you have MS Authenticator installed on your mobile device.

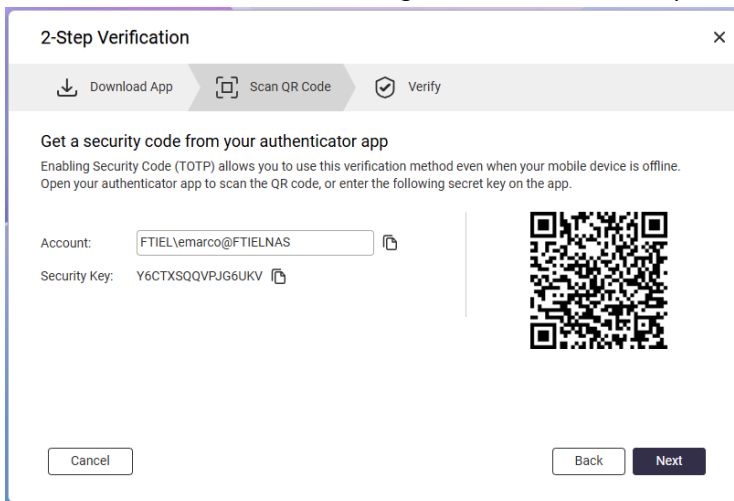


Microsoft Authenticator Application

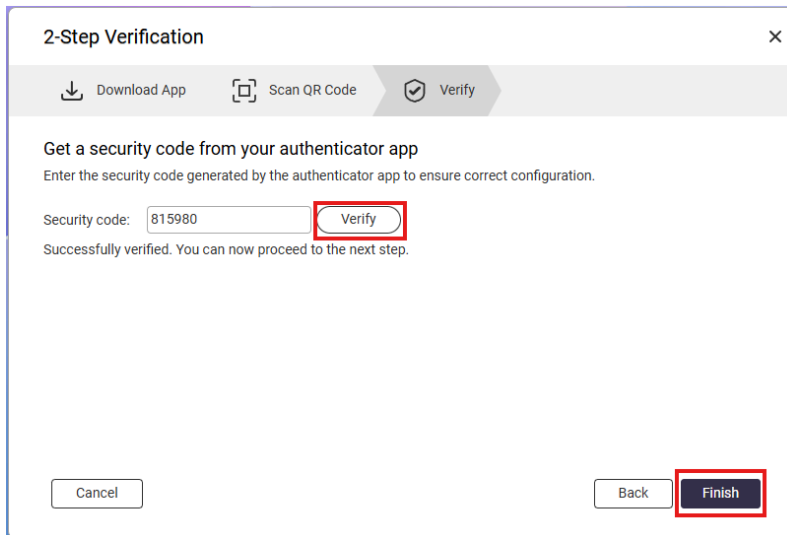
2. Click **"Microsoft Authenticator"** link on 2-Step Verification window and click **"NEXT"**.



3. Once the QR code is displayed on your screen, open the **Microsoft Authenticator** app on your mobile phone and select **Scan a QR code**. After scanning the code, click **Next** on your computer screen to proceed.

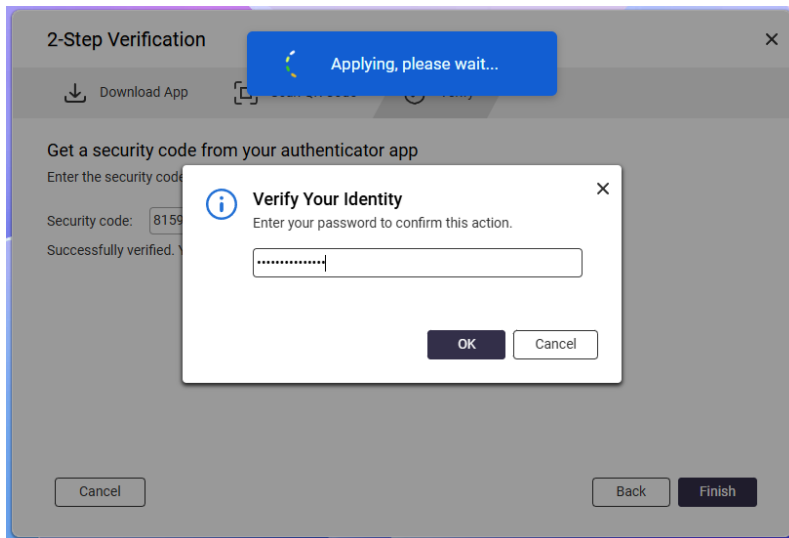


4. Enter the 6-digit code generated by Microsoft Authenticator to verify and complete the setup.



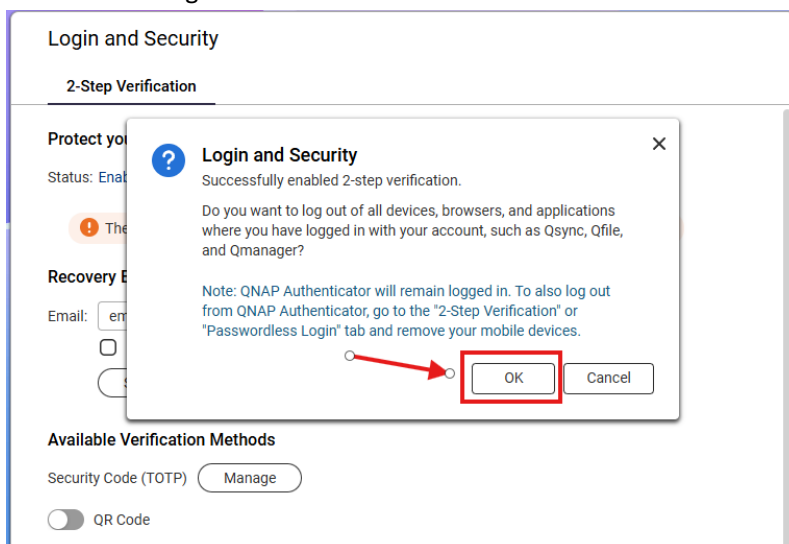
The image shows a '2-Step Verification' dialog box with a close button (X) in the top right corner. It has three tabs: 'Download App', 'Scan QR Code', and 'Verify'. The 'Verify' tab is active. The text inside says: 'Get a security code from your authenticator app. Enter the security code generated by the authenticator app to ensure correct configuration.' Below this, there is a text input field containing '815980' and a 'Verify' button next to it. A message below the input field says: 'Successfully verified. You can now proceed to the next step.' At the bottom, there are three buttons: 'Cancel', 'Back', and 'Finish'. The 'Verify' button and the 'Finish' button are highlighted with red rectangles.

Enter your password and Click OK to confirm your action. (Use your Active Directory password)



The image shows the '2-Step Verification' dialog box with a blue 'Applying, please wait...' banner at the top. A 'Verify Your Identity' sub-dialog box is open in the center. This sub-dialog has an information icon (i) and says: 'Verify Your Identity. Enter your password to confirm this action.' It contains a password input field with masked characters and 'OK' and 'Cancel' buttons. The background dialog box shows the 'Security code' field with '815980' and the 'Verify' button. The 'Finish' button at the bottom right of the background dialog is highlighted with a red rectangle.

Click "OK" to Log In



The image shows a 'Login and Security' dialog box. It has a question mark icon and says: 'Login and Security. Successfully enabled 2-step verification. Do you want to log out of all devices, browsers, and applications where you have logged in with your account, such as Qsync, Qfile, and Qmanager?' Below this, there is a note: 'Note: QNAP Authenticator will remain logged in. To also log out from QNAP Authenticator, go to the "2-Step Verification" or "Passwordless Login" tab and remove your mobile devices.' At the bottom, there are 'OK' and 'Cancel' buttons. A red arrow points to the 'OK' button, which is highlighted with a red rectangle. The background shows the '2-Step Verification' settings page with a 'Protect your account' section and a 'Recovery Email' section.

5. After set-up, you will be redirected to QNAP Log In page. Sign In.

The first screenshot shows the QNAP login page with the username 'emarco' entered in the input field. The 'Next' button is highlighted. The second screenshot shows the same page with a password entered and the 'Keep me logged in' checkbox checked. The 'Login' button is highlighted.

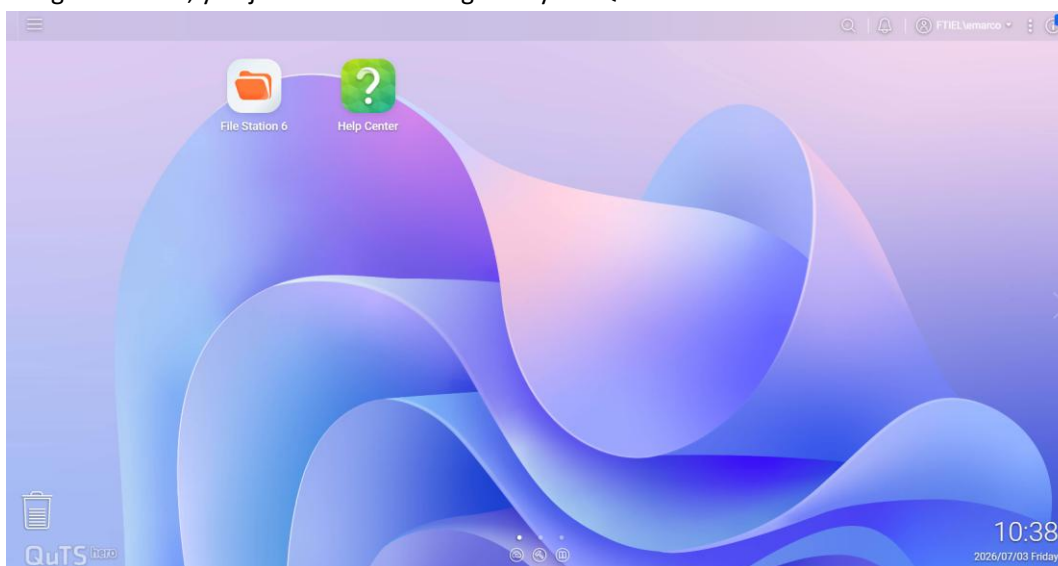
Enter the 6-Digit Code from MS Authenticator App on your mobile device Then click **“Next”**

The screenshot shows the QNAP login page with the TOTP verification step. The user is prompted to enter a 6-digit code from their authenticator app. The 'Next' button is highlighted.

Select the checkbox for **"I have read and accepted all provisions in the QNAP Software Terms of Use"**. Click **Continue** to proceed.

The first screenshot shows the 'Terms of Use' screen with the checkbox 'I have read and accept all provisions in the QNAP Software Terms of Use' checked. The 'Continue' button is highlighted. The second screenshot shows the 'Data & Privacy' screen with the 'Continue' button highlighted.

6. Congratulations, you just created and log in to your QNAP File Station.



Important reminders

- Do not share your AD password, QNAP Cloud password, OTP code, QR code, or authenticator app approval with anyone.
- Do not approve a login request that you did not initiate.
- If you lose access to your authenticator app or mobile device, immediately contact the IT Department for account recovery assistance.
- Use only the official QNAP Cloud link provided by IT: <https://qlink.to/FTIEL>.

Note: Creating a QNAP Cloud account does not automatically grant access to company folders. Folder access remains controlled by IT approval and Active Directory group membership.

5. Folder Visibility and Department Access

The NAS uses AD groups to control what each user can see and access. Example:

User group	Expected visible folder	Access level
FTIEL\QNAP_ACCT_RW	ACCT_QNAP_FOLDER	Read/Write
FTIEL\QNAP_BPIT_RW	BPIT_Projects_PF / assigned BPIT folders	Read/Write
FTIEL\QNAP_HRDM_RW	HRDM_QNAP_FOLDER	Read/Write
FTIEL\QNAP_ALL_USERS	Main FTIELFS folder only	List folder only

Note: If a folder is hidden, it usually means your account is not a member of the assigned AD group for that folder.

6. Working with Files and Folders

Task	User action
Create folder	Open your assigned department folder, right-click blank space, select New > Folder, then name the folder properly.
Upload or copy file	Copy files from your local PC and paste them into your authorized folder.
Rename file/folder	Right-click the item and select Rename. Use clear business naming.
Delete file/folder	Delete only files you own or are authorized to remove. Deleted items may be

	subject to recycle bin or backup policies.
Move files	Move files only within your department folder unless instructed by IT or your manager.

7. File Collaboration and Online Editing

The QNAP shared folder service may allow authorized users to open and edit supported office documents directly from the browser or through the configured document editor. When more than one authorized user opens the same document, the editor can show who is currently viewing or editing the file.

7.1 Opening a File for Collaboration

1. Open File Station or access the shared folder through the approved QNAP Cloud link.
2. Go to the department folder assigned to your account.
3. Open the Word, Excel, or other supported office file.
4. Select Editing mode if you are authorized to modify the file.
5. Make your updates and allow the editor to save/sync the changes before closing the browser tab or application.

7.2 Viewing Who Is Editing the File

- The editor may show user initials, account names, or profile icons in the upper-right area of the document window.
- Click or hover over the user indicator to view who is currently in the document and where they are editing.
- If another user is actively editing, coordinate changes through chat, email, or a call to avoid conflicting edits.
- Do not overwrite or rename a shared document while another user is editing it unless instructed by the document owner.

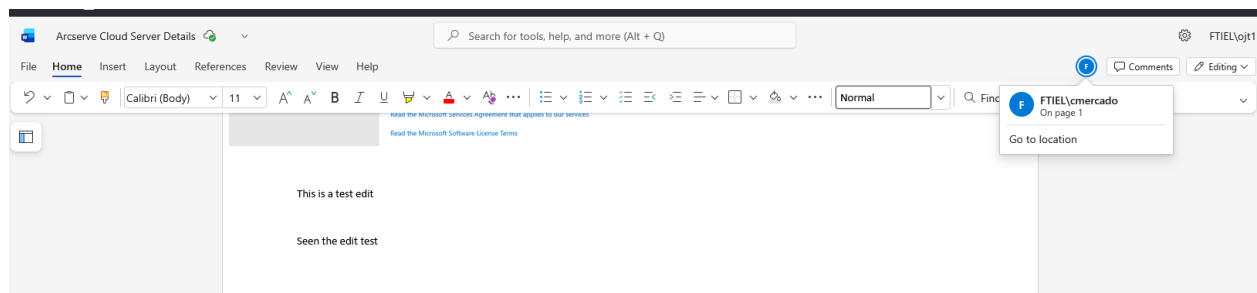


Figure 6. File collaboration view showing a user indicator for another editor in the document.

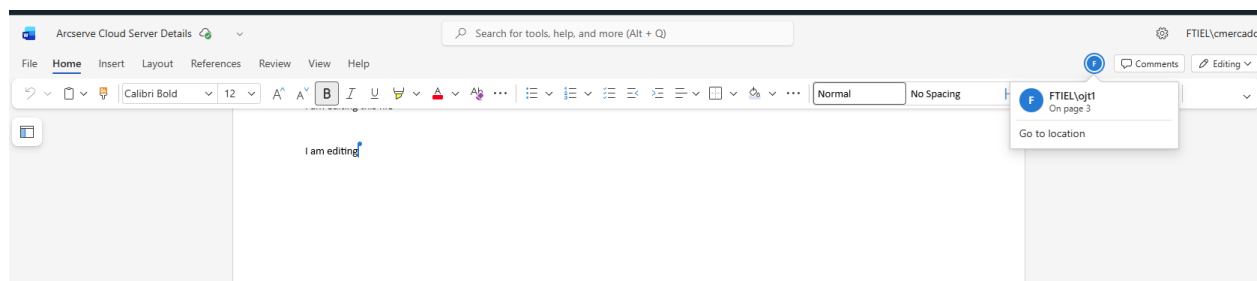


Figure 7. File collaboration view showing another user currently editing the same document.

7.3 Good Collaboration Practices

- Use the shared file as the master copy instead of sending multiple local copies by email.

- Avoid making large structural changes while other users are actively editing the same document.
- Use clear file names and avoid duplicate copies such as final, final2, or latest unless instructed by the document owner.
- Close the document after editing so other users can clearly see that you are no longer working on the file.
- Report file lock, sync, or edit conflicts to the IT Department and include the file name, folder path, and screenshot if available.

8. User Responsibilities

- Use only your own AD account. Do not share passwords or use another user account.
- Create and secure your QNAP Cloud account when external access is required by IT.
- Enable QR Code authentication or two-step verification/OTP as required by IT, and keep your authenticator app, QR code, and recovery information secure.
- Store business documents in the correct department folder.
- Do not create files directly in the FTIELFS root folder unless authorized by IT.
- Do not move, rename, or delete department folders created by IT.
- Coordinate with co-editors when working on shared documents.
- Report missing folders, access denied messages, file locks, edit conflicts, or unusual files to the IT Department.
- Do not store personal, unauthorized, or non-business files on the NAS.

9. Common Issues and Troubleshooting

Issue	Possible cause	What to do
No accessible shared folder found	File Station privilege or AD group access is missing.	Log out and log in again. If still unresolved, contact IT and provide your username and department.
Access is denied	You are not a member of the folder AD group, or Windows cached old credentials.	Confirm you are using your own domain account. IT may clear cached SMB sessions or update your group membership.
Can open folder but cannot create files	Your group may have read-only permission or the share-level permission is limiting write access.	Contact IT and request verification of your department RW group.
Folder is missing	Access-based enumeration hides folders where you have no permission.	Request access approval from your manager and IT.
Password prompt keeps appearing	Incorrect username format or cached credentials.	Use FTIEL\username. Ask IT to remove old credentials from Windows Credential Manager if needed.
Cannot access QNAP Cloud link	QNAP Cloud account is not yet created, account verification is incomplete, or external access is not enabled for the user.	Create or verify your QNAP Cloud account, enable QR Code authentication, then contact IT if the NAS or shared folder is still unavailable.
QR Code authentication issue	The authentication app or QR Code setup may not be completed, or the user changed mobile device.	Contact IT for assistance with re-enrollment or resetting QNAP Cloud authentication.
Cannot edit an online file	The file may be read-only, locked, unsupported by the editor, or your folder permission may be read-only.	Check whether you are in the correct folder and whether you have RW permission. Contact IT if the problem continues.
Another user is editing the file	The document is open by another	Coordinate with the other user before

	authorized user.	making major changes. Use the editor indicator to see who is working on the document.
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10. User Acceptance

By using the QNAP shared folder service, the user acknowledges that:

- The NAS shared folders are for authorized business use only.
- Access is based on approved AD group membership.
- Users are responsible for proper handling, naming, editing, and storage of files.
- Users must coordinate when editing shared documents to avoid conflicts or accidental overwrite.
- Unauthorized access attempts, password sharing, or misuse may be reported to management.

User Name	Department	Signature	Date