QualityNet | FileCloud

March 2, 2022

# FileCloud System Notifications Issue Update

The File Management Team has been made aware of issues with users not receiving notifications when changes occurred within a particular directory or other events. Upon investigation, the team worked with the FileCloud vendor and received a patch which was applied to production the evening of 3/1/2022.
By default, FileCloud will automatically send you an email notification with these events:

- A file or folder is shared with you
- One of the following actions is performed (by you or another user) on a file or folder you have access to:
    - a file or folder is uploaded
    - a file or folder is downloaded
    - a file or folder is shared
    - a file or folder is deleted
    - a file or folder is renamed
    - a file is updated
    - a file is previewed in the browser or one of the mobile apps
    - a file or folder is locked

Users may experience several emails coming in from changes which occurred over the past seven days. Afterwards, the mail server will have caught up with the notifications and they will be sent every fifteen minutes by default after a change occurs. You can customize notifications by going to Settings → Notifications → Use my own notification settings.

***If you need additional information, contact us:***

*Phone: 1-866-288-8914*
*Slack: #help-service-center-sos*

*Save time. Submit and Track your ticket!*
**VISIT CCSQ Support Central**

*Email: ServiceCenterSOS@cms.hhs.gov*

*To unsubscribe send an email with a subject of "Unsubscribe" to qnet-filecloud-leave@mailer.qualitynet.org.*

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