

Frequently Asked Questions

- Q1. I want to send one file to my friend right now, but I'm already skooting another file—should I cancel that one?**
- A1.** No. You can send up to 10 files at once—and if you want your friend to get hers faster, drag her file higher in the list of transmitting files in the **Activities** window.
- Q2. When I send a file to more than one person, what if one of them isn't there to get it?**
- A2.** Skoot attempts to send files for 30 days. After 30 days, all files are deleted permanently from Skoot's secure cache.
- Q3. Can the members of my Skoot Workspaces get to the other files on my hard drive?**
- A3.** Absolutely not. Think of your SkootSpace as a virtual environment—because it's virtual, people sharing any of the Skoot Workspaces within it cannot access anything you don't want them to—and nothing other than your Skoot Workspaces. Others can *only* access files in a Skoot Workspace you invited them to join.
- Q4. I lost a document my friend sent me on Skoot. Can you re-send it please?**
- A4.** Sorry, we can't. After you receive your Skoot file, it is automatically and immediately removed from Skoot's system. You can ask the person who sent it to you to re-send.
- Q5. Can I skoot a copy of a file I'm working with?**
- A5.** No, because your operating system won't let you copy a file that is in use. Close it first, *then* skoot it!
- Q6. I deleted the file I was sending while it was still being sent, and I can't contact the friend I was sending it to. Did she get it?**
- A6.** No, she couldn't get it if it wasn't all the way “off” your SkootSpace. Skoot needs the whole file to complete the transfer.
- Q7. What is the difference between logging out of Skoot and quitting Skoot?**
- A7.** Logging out of Skoot closes the current session of the account you were using but leaves the Skoot software running. Quitting Skoot closes all account sessions and terminates the Skoot software. If you have several Skoot accounts, logging out of Skoot without quitting is convenient because it allows you to sign in to another account. You don't have to quit and restart. You can also change your Skoot preferences without logging in.
- Q8. How do I navigate between open Skoot windows?**
- A8.** Use Windows Explorer (Windows) or Finder (Macintosh) to navigate among your Skoot Workspaces. You can see the open windows in your task or menu bar. You can also use the search function to easily find files in Skoot Workspaces.
- Q9. Why isn't the file sent after I drag it out of the Skoot Workspace and then drag it back in?**
- A9.** If you were not the originator of that file, you need to rename it before it will be available to other Workspace members. Only the originator of a file can change its content—and have the changed file transferred to other members—using the same file name.