General info (FAQs)

Our answers to frequently asked questions

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About docs.cloud68.co

Our public /Docs documentation aims to help you get to know how we offer our services and to guide you on interacting efficiently with our team. We hope that the content published here will make is easier for you to solve any issues you might have. to In addition, we aim to be as transparent as possible with the way we help you establish your digital infrastructure with open source tools. This Manual is a self-hosted BookStack installation.

Internal vs public content

There are two different types of content we have established here

a. internal

where we document everything related to internal operations.

and

b. public content

which is targeted to actual Subscribers of ours that want to understand how to better interact with us (for example paying faster and more conveniently for services) and potential Subscribers that want to get informed in a transparent way about how we run cloud68.co before taking a decision to get (or not) on-boarded.

Target audience and assumptions

The manual is aimed at users with average to low tech skills who are Cloud68.co Subscribers or are thinking of becoming our Subscribers.

Documentation team

All the content on docs.cloud68.co has been written by Cloud68.co team members: Silva Arapi, Boris Budini, Redon Skikuli, Pantelis Sarantos and Sidorela Uku.

Feedback

Please contact office (a) cloud68.co to send your comments and/or improvement suggestions. Thank you in advance for taking the time to send us your feedback.

General FAQS

Why do you offer only Open Source licenses?

We assume that you already know the answer to that since you are in this website ?. Open source technologies respect the freedoms of you, the user, which is something we take seriously here at Cloud68.co.

Do you offer services worldwide?

At the moment we are prepared to offer qualitative services for individuals and entities based in the US, EU countries and countries in South Eastern Europe, otherwise known as the Balkan region. Time difference, complication on accepting payments from residents or legal entities in countries other than the one mentioned previously and also other legal issues from countries that have policies not friendly towards internet freedom are some of the main reasons for this decision. Our goal is to offer our services worldwide, but this seems more complicated as we had initially estimated. If you are are not based in one of these countries, but if you really like us and you still want to apply, we will do our best to support you.

Are your services environmental friendly

The servers used to provide your services are hosted at facilities using green energy. We will post more update about in our blog section.

Questions about Instances

What is the list of instances you offer?

The number and the variety of instances we offer are growing constantly. For the full list of the instances we offer please visit this page.

I am interested in an instance, but I don't see it in the list...

If your instance is open source we will probably be able to offer it to you, but keep in mind that it will take more time for us to make sure that everything will run smoothly. Which brings us to the next question...

I need a specific feature in one of the instances. Can you develop it?

Our team has a clear cut focus in providing reliable infrastructure. To achieve this we have decided not to engage with software development or development of specific features of the instances we offer. We do our best though, to facilitate our Subscribers on opening issues in the respective repos of the open source software we host.

How long does it take for you to provide me with an instance after I request it?

We get this question a lot ?. Once you have processed with the payment or have a confirmation from our team that we are ready to deploy your instance, you will receive an email with all the log ind details and instructions in less than a business day. We are working to reduce this to 12 hours.

Requests during Saturdays, Sundays or public holidays in Estonia and Albania will be processed Monday or the next day of the holiday.

Do you offer an email service?

We offer Email Hosting through our partnership with Protonmail, the encrypted secure email hosting service based in Switzerland. You can read about our collaboration in more detail in this link.

Collabora and/or OnlyOffice

Depending on your package (Starter or Medium+) we provide Nextcloud instances with one of the two most used online office collaboration suites: Collabora Office and OnlyOffice. Below is an introduction for each one of the suites.

Collabora Office

Collabora Online is an open source online office suite developed by Collabora Productivity, a division of Collabora. It has LibreOffice at its core. The web application allows collaborative editing of text documents, spreadsheets, and presentations. Any modern web browser without plug-ins or add-ons can access Collabora Online to edit or collaboratively edit text documents, spreadsheets, presentations and vector graphics.

Collaborative functions include comments which other users can respond to, and document version history enabling comparison of documents and restoring among other things. Advanced collaborative functions include things like integrated video calls or chat whilst collaboratively editing documents, these are possible as Collabora Online integrates with enterprise file synchronisation and sharing cloud solutions such as Nextcloud.

OnlyOffice

OnlyOffice (formerly TeamLab), stylized as ONLYOFFICE, is a free software office suite developed by Ascensio System SIA, a company headquartered in Riga, Latvia. It features online document editors, platform for document management, corporate communication, mail and project management tools. OnlyOffice is delivered either as SaaS or as an installation for deployment on a private network. Access to the system is provided through a private online portal.

As of January 2021, ONLYOFFICE does not support RTL Languages (such as Hebrew and Arabic), and there's no plan to support RTL in the near future.

Protect yourself please

How do I recognize phishing emails?

Phishing is defined as the fraudulent attempt to obtain sensitive information such as usernames, passwords and credit card details by disguising oneself as a trustworthy entity in an electronic communication (source here). In our case this means that someone will try to present himself/herself as a member of Cloud68.co team and ask for your sensitive information. One of the ways to understand easily that someone is sending you a phishing email is that we at Cloud68.co will NEVER ask you for your password in an email. If you don't trust a link in an email sent from us, go directly to our contact us page and inform us about the suspicious activity, or even better schedule a call with our team: schedule a call.

What is two faction authentication?

2FA is an extra layer of security used to make sure that people trying to gain access to an online account are who they say they are. First, a user will enter their username and a password. Then, instead of immediately gaining access, they will be required to provide another piece of information.
This second factor could come from one of the following categories:

- Something you know: This could be a personal identification number (PIN), a password, answers to "secret questions" or a specific keystroke pattern;
- Something you have: Typically, a user would have something in their possession, like a credit card, a smartphone, or a small hardware token;
- Something you are: This category is a little more advanced, and might include biometric pattern of a fingerprint, an iris scan, or a voice print;

There are various types of 2FA:

- Hardware Tokens
- SMS Text-Message and Voice-based 2FA

- Software Tokens (this being the most popular form)
- Push Notification for 2FA
- Other Forms (Biometric 2FA)

You can read more on 2FA here: What is 2fa?

Legal

Terms of Service are important to me, where can I find them?

We take transparency for the way we handle your data seriously and we try to reflect this also in the Terms of Service document that you can find in our website.

How can I remove my data from your servers?

In order to remove your personal data from our infrastructure servers you will need to ask us to close your account. While we'd be very sad to see you go, if you no longer want to use our Services ☹, you can ask us to close your account and remove your data from our database. You can do this by contacting our support team through our website: support.cloud68.co.
Please keep in mind that we may continue to retain your information after closing your account, as described in our privacy policy document — for example, when that information is reasonably needed to comply with (or demonstrate our compliance with) legal obligations such as law enforcement requests, or reasonably needed for our legitimate business interests. For more information on how we manage your data please visit the dedicated 'Privacy Policy' web-page.

Where are your servers located?

For 'Starter' and 'Medium+' packages our servers are located in Germany as we are using a hosting service provided by Hetzner Online GmbH. Make sure to read their data policy in case you are hosting sensitive data: https://www.hetzner.com/rechtliches/datenschutz. For 'On demand packages' we might have on premise hosting or another hosting service provider as imposed by the contractual obligations we have with our partners and Subscribers on a case by case situation.

Access of the data from Cloud68.co team to my Nextcloud instance

Question: *Do you and your partners have zero knowledge about the data that are stored on my Nextcloud instance?*

Although our team has access to your data we do NOT access them unless we have written consent from our Subscribers for reasons related only to us offering technical and user support. In case you are interested to encrypt your files hosted at a Cloud68.co Nextcloud instance we propose you to use https://cryptomator.org/. In case you already are a Cloud68.co subscriber and need help to use Cryptomator don't hesitate to contact our team. For more details about the way we treat your data please read our Terms of Service.

Role vs Name-Based accounts

When managing organizational communication and access, small and medium teams often face the decision between using role-based accounts or name-based accounts. Role-based accounts, tied to specific roles or functions within the organisation/company, ensure consistency and continuity, making them ideal for shared responsibilities and high-turnover positions. On the other hand, name-based accounts are associated with individual team members (or employees), fostering personal accountability and professional relationships. Each approach has its own set of advantages and drawbacks, and many organizations find a hybrid strategy to be the most effective solution for balancing continuity, personalization, and security.

Definitions and characteristics

Below are the definitions and some examples.

Role-Based Accounts:

Role-based accounts are email addresses or user accounts that are associated with specific roles, functions, or positions within an organization rather than individual employees. These accounts are typically used for tasks or responsibilities that are ongoing and may be performed by different people over time. Role-based accounts ensure continuity and are often used for general inquiries, customer support, sales, or other department-specific functions.

Example:

- support@mydomainname.com
- finance@mydomainname.com
- donnors@mydomainname.com

Key Characteristics:

- Consistency: Remain the same regardless of who is performing the role.
- Shared Access: Often accessed by multiple people within the same department or team.
- Responsibility: Tied to specific duties or functions rather than individuals.

Name-Based Accounts:

Name-based accounts are email addresses or user accounts that are associated with individual employees. These accounts reflect the person's name and are used for both internal and external communication. Name-based accounts emphasize personal responsibility and are often used to foster professional relationships and personal accountability.

Example:

- john.doe@mydomainname.com
- jane.smith@mydomainname.com

Key Characteristics:

- Personal Identification: Directly tied to an individual employee.
- Unique Access: Typically accessed only by the individual to whom the account is assigned.
- Accountability: Clear who is responsible for communication or actions taken with the account.

Pros and Cons

The decision between using role-based and name-based emails and company accounts depends on several factors, including your organizational structure, security needs, ease of management, and the nature of the roles within the company. Here are the pros and cons of each approach to help you decide which is better for your organization:

Role-Based Accounts:

Benefits:

- Ensures continuity even with staff changes.
- Simplifies access management and delegation.
- Provides a consistent point of contact for external and internal communication.

Drawbacks:

- Can be impersonal.
- Potential for overlap or confusion if not managed well.

Name-Based Accounts:

Benefits:

- Personalizes communication.
- Enhances accountability.
- Supports professional branding and relationship building.

Drawbacks:

- Requires updates and management when employees join, leave, or change roles.
- Continuity issues when employees leave the organization.
- Potentially more complex access management.

Accounts offered from our team

When receiving services from my team, you will need to decide the formula for the accounts on our SingleSignOn system for yourself and your team mates. You might also need to know what a role and a name-based account is if you are receiving Protonmail related services from our team. The information above will hopefully help you make a decision.