
Getting started

The always up-to-date version, with search inside the text, is on the website.

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01 What Flow is and how you get in

Flow is your company's file space. Your files live on a server, not on your computer, and you reach them from three places: from the **browser**, from the **Finder** on a Mac, and from **File Explorer** on Windows. They are the same files: what you change in one place shows up in the others.

In the browser, everything is already set up: open flow.kaigrid.ai (or your company's custom address, if it has one), sign in with your email and you are ready to work, with nothing to install. The Mac and Windows apps do something else: they make your files appear inside your computer's folders, so you open them with the programs you already use.

02 Signing in for the first time

You receive an invitation from your company's administrator, and you sign in with your email from there. If you are the administrator, for example when your company starts with the free trial, the invitation comes from us. Open the link in the **invitation email**, **choose your password**, and from then on you sign in at flow.kaigrid.ai with your email.

The first time you sign in, a **personal space** is already waiting for you: it is yours, only you can see it, and it is created automatically on your first sign-in. The

administrator assigns the spaces you share with colleagues, and they appear in the menu on the left under **Spaces**.

If the invitation has expired or does not arrive, ask the administrator to send it again: the link works only once and has an expiry date.

03 Two-step verification

If your company has turned it on, Flow asks for a **second code** after your password. It protects your account even if someone else knows your password.

The first time, you choose how to receive it:

- **with an authenticator app** (Google Authenticator, 1Password and similar apps): scan the QR code Flow shows on screen and confirm with the first code. This is the recommended option;
- **with a code by email**, if you prefer: it is sent to your account's email address.

From then on, you are asked only for the code. The verification applies to every application in the ecosystem: once you have completed it in a session, you are not asked again when you move from one application to another.

Two things to know:

- **the administrator turns it on** for the whole company, from the administration console;
- it is a **plan feature**: the administrator can turn it on if the company's plan includes it.

04 Where your files go

There are two kinds of space, and the difference matters because it decides **who sees what**.

Your **personal space** belongs to you alone: only you can see the files in it. It is the right place for work you are still preparing.

Shared spaces belong to the team: "Marketing", "Accounting", or whatever names your company has chosen. The administrator decides who belongs to each one, and within a single space some folders can be reserved for a smaller group.

In the menu on the left you find them all under **Spaces**: the team spaces first, **My Flow** at the bottom.

05 In the browser, with nothing to install

You can do everything in the browser: upload by dragging files into the window, open previews without downloading, share, search. All you need is the browser, and you can start working right away.

If you are working on a computer that is not yours (a client's, a borrowed laptop), **the browser is all you need**: open flow.kaigrid.ai (or your company's custom address), sign in with your email, and your files stay on the server.

06 Installing the app on a Mac

You need **macOS 13 Ventura or later**. Download the installer from **Desktop apps**, in the app's menu: it is the official source, always in step with the published version.

1. Download and open the file, then drag Flow into Applications.
2. Open Flow and **sign in** with your email and password.
3. macOS asks for permission to show your files in the Finder: allow it. This is the step that makes the folder appear.

Once you are done, you will find **Flow** in the Finder sidebar, with your spaces inside. All your files are there and **take up space only when you open them**: they are downloaded when you need them.

07 Installing the app on Windows

You need **Windows 10/11**. As on the Mac, the installer is in **Desktop apps** in the app's menu.

1. Download and run the installer.
2. Open Flow and **sign in** with your email and password.

The **Flow** folder appears in **File Explorer**, with your spaces inside. Here too, all your files are there and are downloaded when you open them: those not yet

downloaded show a cloud icon.

08 Choosing what to keep on your computer

By default, files stay on the server and are downloaded when you open them. You can, however, decide folder by folder, and **the commands have different names on the two systems**, because on Windows they are provided by Windows.

On a Mac, right-click a folder or file:

- **Make available offline**: always keep it on your computer, even without a connection;
- **Make available online only**: free it from your disk; it stays on the server.

On Windows, these are the system commands you already know if you have used OneDrive:

- **Always keep on this device**: the equivalent of "make available offline";
- **Free up space**: the equivalent of "make available online only".

It is the same feature with two names: on Windows, the operating system puts it in its own menu, and Flow follows it.

09 If something goes wrong

I can't sign in. Check that you are using the email address you were invited with. If you have forgotten your password, use "Forgot password?" on the sign-in page. If your company uses two-step verification and the code does not arrive, check your spam folder.

I can't find the Flow folder in the Finder or in File Explorer. This happens when the app has not signed in yet: open it and sign in. On a Mac, the app also needs system permission to show files in the Finder.

Files are not downloading. Files stay on the server and are downloaded when you open them: if they do not arrive, the app has usually lost its connection. Check your network and restart Flow.

I can't find a space I expected. Shared spaces are assigned by your company's administrator: ask them to add you.



If none of these answers solves the problem, write to us from **Contact us** on the website. When you are signed in to Flow, you also have **Support** in the menu, which fills in your details for you: the website, however, always works, even when signing in is the problem.