



Peepel FAQ

Peepel Technology
www.peepel.com

Version 0.2

Table of Contents

<i>What is Peepel?</i>	3
<i>What is an Online Office Suite?</i>	3
<i>What are the terms and conditions for using the Peepel site and services?</i>	3
<i>Are my files ever deleted?</i>	3
<i>Can I import files?</i>	3
<i>Is there a limit on the number of files I can save?</i>	3
<i>What are the limits on file sizes or file types?</i>	3
<i>Can I share my files?</i>	3
<i>Can anybody access or change my files?</i>	4
<i>Where are my files?</i>	4
<i>Can I work offline?</i>	4
<i>Do I own my files on Peepel?</i>	4
<i>What is the Peepel FileManager?</i>	4
<i>What is the PeepelPanel?</i>	4
<i>What are PeepelWindows?</i>	5
<i>What does the Peepel logo do?</i>	5
<i>Can I change my Peepel username?</i>	5
<i>I forgot my password. How do I retrieve it?</i>	5
<i>How do I change my password?</i>	5
<i>Will Peepel email me for every little thing?</i>	5
<i>Can I delete my account?</i>	6
<i>I have a great idea for a feature. How can I tell Peepel about it?</i>	6
<i>The Peepel website or a Peepel application is asking for an authorisation from me. Will it reveal my Password?</i>	6
<i>Can I have HTML in my Peepel files?</i>	6
<i>What are the system requirements?</i>	6
<i>Why is the Peepel website not saving my files?</i>	6
<i>Why are my files all broken (you know, red crosses everywhere)?</i>	7
<i>How do I clear my browser cache?</i>	7
Internet Explorer	7
Firefox	7
<i>Peepel has told me I have to enable cookies to use the site. But they are enabled! What should I do?</i>	7
<i>I can't log in. How do I get help?</i>	7
<i>You might be using the wrong username or password</i>	8
<i>How do I contact Peepel if I need more help?</i>	8
<i>What internet browsers are Peepel compatible with?</i>	8

What is Peepel?

Peepel is an *Online Office Suite*.

What is an Online Office Suite?

An Online Office Suite is a set of office applications available on the web without the need install proprietary software.

What are the terms and conditions for using the Peepel site and services?

Please read the full [Terms and Conditions](#) here.

Are my files ever deleted?

Peepel will not delete your files unless your account is cancelled or so long as your files do not breach our [Terms and Conditions](#).

Can I import files?

At this beta stage, importing of files is not available. This feature will be available soon.

Is there a limit on the number of files I can save?

No. You can save as many files and create as many folders as you wish however there is a limit on how much space you can use.

What are the limits on file sizes or file types?

The current limit is 2Mb per file.

Can I share my files?

Yes. File sharing and collaboration is now available.

Can anybody access or change my files?

Only those users who you choose to share a file with can edit and/or view that shared file.

Those that have access to your username and password could also access your files. Peepel staff cannot view your password; it can only be reset if required. Please keep your password safe.

Where are my files?

Your files are kept in the *Peepel FileManager*. The *FileManager* shows all of your saved files and directories.

More details about the *Peepel FileManager* are in the *Peepel [User Manual](#)*.

Can I work offline?

Yes. Offline mode operates automatically so you can continue to work uninterrupted while in regions of internet unreliability. If you lose your internet connection while you are working, a Network Status notification will appear and you can continue to work and save any currently open documents in a buffer on your computer.

When your internet connection is restored, the Network Status window notifies you and all your changes will be saved to your *Peepel* account. For this to occur successfully, you must keep your browser window open until your internet connection is re-established.

Do I own my files on Peepel?

Yes, you own your files. However, please be careful not to breach other people's intellectual property rights and to honour the terms and conditions.

What is the *Peepel FileManager*?

Peepel FileManager is a where all of your files and files shared with you are saved for all applications. Files can be sorted into directories, renamed, moved and deleted.

What is the *PeepelPanel*?

The *PeepelPanel* is an integrated panel for quick tools and formatting options. The *PeepelPanel* will refresh to load the tools required for the active application window.

What are *PeepelWindows*?

PeepelWindows look just like regular windows except that they are used within your web browser. This allows you to access your *PeepelDesktop* and files wherever you are and from any type of computer that uses a supported web browser.

What does the *Peepel* logo do?

Click on the *Peepel* logo and a launcher bar appears which contains shortcut links to all applications in the *Peepel Online Office Suite*.



Can I change my *Peepel* username?

No, currently you cannot change your *Peepel* username. However, this feature will be coming soon.

I forgot my password. How do I retrieve it?

Go to the *Peepel* login at the top right of screen on the home page. Click [Forgot your Password?](#) and follow the instructions for retrieving your password. Your new password will be emailed to the email address provided when you first created your *Peepel* account.

How do I change my password?

Log in to your account and select *AccountManager* from the *Peepel* Launcher menu. In the *AccountManager* window, click the Change Password button. Alternately, go to our [Forgot your Password?](#) page, follow the instructions and a new password will be emailed to you.

Will *Peepel* email me for every little thing?

No. *Peepel* will only email you for security issues, such as email address changes on your account and change of password. Other notifications will only be sent on request.

Can I delete my account?

Eventually. Peepel will soon have an account management page where you will be able to delete and manage other aspects of your account.

I have a great idea for a feature. How can I tell *Peepel* about it?

We want to hear from users about how we can improve *Peepel*. Tell us at feedback@peepel.com

The Peepel website or a Peepel application is asking for an authorisation from me. Will it reveal my Password?

Your password is kept private, and encrypted during all transactions.

Can I have HTML in my Peepel files?

Yes. You can use most form of HTML in your Peepel files.

What are the system requirements?

Minimum system requirements are

- Pentium III 800 MHz or higher
- 256mb RAM or higher
- 1024 x 768 display
- Internet connection
- Keyboard, mouse or other pointing device

Higher spec. machines are recommended.

Why is the Peepel website not saving my files?

Your Internet connection may lost.

- If you lose your internet connection while you are working, a Network Status notification will appear and you can continue to work and save any currently open documents in a buffer on your computer. When your internet connection is restored, the Network Status

window notifies you and all your changes will be saved to your *Peepel* account. For this to occur successfully, you must keep your browser window open until your internet connection is re-established.

Lost Authentication

- You may have timed out, click the logout button to logout properly and login again.

If the problem persists, please contact support@peepel.com

Why are my files are all broken (you know, red crosses everywhere)?

Your account may be suspended.

The File Server may be down.

- The Peepel File server might be down for maintenance. Please try again later.

How do I clear my browser cache?

Internet Explorer

- Press the Alt button
- In the toolbar that appears, click Tools
- Click Delete Browsing History
- Click Delete Files beside Temporary Internet Files

Firefox

- From the Firefox window, click Tools
- Click Options
- Click the Privacy Image at the top
- Click on the Cache tab
- Click Clear Cache Now

Peepel has told me I have to enable cookies to use the site. But they are enabled! What should I do?

Ensure your firewall is not blocking any cookies.

I can't log in. How do I get help?

You might be using the wrong username or password.

- Click “Forgot your password” below the Login on the Peepel home page.

Your browser might not meet the compatibility standard to run Peepel.

- Contact us, support@peepel.com

How do I contact Peepel if I need more help?

- See the Quick Help files in the *Peepel Menu*
- View the [Peepel User Manual](#)
- Go to the [Contact Peepel](#) page.

What internet browsers are Peepel compatible with?

Peepel has been tested to work with the following browsers.

- Internet Explorer 6 or greater.
- Mozilla Firefox 1.3 or greater.
- Mozilla Seamonkey