

Why Can't Anyone See My Document?

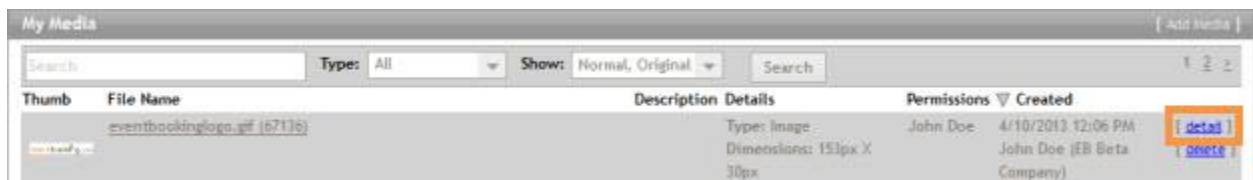
Updated: November 24, 2014

Have you uploaded a document or other file to the media library, only to discover that no other users are able to view or modify it? Complete the following steps to correct this issue:

1. Hover over your name in the upper-right corner of the browser window.
2. Click **My Media**.



3. Find the file you would like other users to see.
4. Click **detail**.



5. Click **Edit**.



6. Check the **View** or **Manage** boxes for the desired permission profiles.
7. Click **Save**.

The screenshot shows a dialog box titled "Edit Media" with a close button (X) in the top right corner. The dialog contains several sections: "File Name:" with a text box containing "eventbookinglogo.gif"; "Description:" with an empty text box; "Credits:" with an empty text box; "Permissions:" with two unchecked checkboxes: "Public - if you plan to share this document on your public website. Please do not use for confidential information." and "Original - if you plan to repeatedly use as a template in many events."; and "Choose to share:" with a table. The table has three columns: "View", "Manage", and "Profile". The "View" column has checkboxes checked for all rows. The "Manage" column has checkboxes checked for "Jane Doe (profile)" and "John Doe (profile)". The "Profile" column lists "All", "Kate Ring (profile)", "NG Near (profile)", "Jane Doe (profile)", "John Doe (profile)", and "Sharon Green (profile)". An orange box highlights the "View" and "Manage" columns. An orange arrow points from the bottom of this box to the "Save" button at the bottom right of the dialog, which is also highlighted with an orange box. A "Cancel" button is located to the right of the "Save" button.

View	Manage	Profile
<input checked="" type="checkbox"/>	<input type="checkbox"/>	All
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Kate Ring (profile)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	NG Near (profile)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Jane Doe (profile)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	John Doe (profile)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sharon Green (profile)

- 8. Click **Done**.



- 9. The file will now show the number of permission profiles with which it has been shared.

