The ContentCamel User Guide

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Contents

Part VIII — Reference

PART I

Getting started

1. Welcome to ContentCamel

1.1 What ContentCamel is

ContentCamel is a hub for your brand and content. It holds your logos, images, videos, documents and links in one organised library, lets you hand any of it over with a single tracked link, and brings the work your partners send back into the same place — so nothing is lost in email threads or shared drives.

The two-way loop

Most content tools stop at storage. ContentCamel is built around a loop:

1. You bring your material into the **library** and organise it into projects.
2. You create a **share link** and send it to a client, agency or freelancer.
3. They open a branded page, pull down what they need, and push their own work back up through the same link.
4. Their uploads wait in your **review queue** until you accept them into the library — where the loop begins again.

Everything that happens along the way — opens, views, downloads, comments and write-backs — is tracked, so you always know where your content has been and what has come back.

What this guide covers

This guide walks through the whole product, from signing in to running your own branded instance. Each part builds on the last:

- **Getting started** — your account, finding your way around, and staying informed.
- **Your library** — projects, folders, assets, versions, rights and search.
- **Bringing content in at scale** — CSV and FTP imports, and the company mailbox.
- **Sharing and collaboration** — the two-way share loop end to end.
- **Insight and oversight** — analytics and the audit log.
- **Administration** — people, organisation settings, plans and billing.
- **Reference** — a glossary and printable appendices.

Where to get help

If you get stuck, email hello@contentcamel.com or use the contact page on the ContentCamel website. Wherever you see a small help icon in the app, hover it for a one-line explanation and a link straight to the matching part of this guide.

1.2 Key concepts at a glance

A handful of ideas run through the whole product. Learn these once and the rest of the guide reads easily. Each has a fuller entry in the **Glossary**.

The things you work with

- **Organisation** — your company's whole workspace. Everyone you invite, every project and every file lives inside one organisation.

- **Project** — a container for content *and* the boundary that controls access. If someone can see a project, they can see its files; if they cannot, the project is invisible to them. Access is always granted at the project level.
- **Folder** — a way to arrange files neatly inside a project. Folders are for tidiness only — they never grant or restrict access. That is the project's job.
- **Asset** — any single item in your library: an uploaded file (image, video, document, and so on) or a saved link. Assets carry a title, description, tags and other details.
- **Version** — a point-in-time copy of an asset. When you replace a file, the previous one is kept as an earlier version so nothing is ever lost.
- **Brand kit** — the logos, colours, fonts and guideline documents for one brand, gathered on a single page you can share as the answer to "send me your brand pack".
- **Collection** — a hand-picked set of assets pulled together for a purpose, which can span more than one project. A collection curates; a folder stores.
- **Share link** — a branded, tracked URL that lets someone outside your team view, download and send work back, without needing an account of their own.
- **Review queue** — where files that partners send back through a share wait for you to accept or reject them before they enter your library.
- **Media wishlist** — a place for anyone to request media they need, which upload-capable teammates can then fulfil.

Who can do what

Two role systems work together. The definitive matrix lives in **Roles and capabilities** — this is the quick preview.

- **Organisation roles** set what you can do across the whole workspace: **Viewer**, **Editor**, **Admin**, and **Super Admin** (the instance owner).
- **Access** is the billing axis: a person is either **View** (free) or **View + upload** (a billable seat). Viewers are always free.
- **Project roles** set what you can do inside one project: **Viewer**, **Contributor** or **Manager**. The same person can hold different project roles in different projects.

> **Note:** Being able to *upload* anywhere (an Editor, or a Contributor or Manager on a project) needs the **View + upload** access level. View-only people can still be given upload roles once their access is upgraded.

1.3 Your ContentCamel address

There are two ways to reach ContentCamel, and this guide applies equally to both.

The shared app and your own instance

- **app.contentcamel.com** — the shared ContentCamel application. Anyone can sign up here and start organising straight away.
- **{yourcompany}.contentcamel.com** — a dedicated instance for your company, on its own web address, with your branding on the sign-in and share pages.

Whichever you use, the features work the same way, so every chapter that follows is accurate for both. The only differences you will notice on a company instance are cosmetic: your logo and name appear on the sign-in screen and on the pages your recipients see.

Your data is your own

Each ContentCamel workspace is isolated. Your files, your storage, your team and your company mailbox belong to your organisation alone — they are never mixed with another company's. Nobody outside your organisation can see your content unless *you* share it with them through a share link.

> **Note:** If you would like your own branded instance, see **Your own ContentCamel instance** for how instances are set up and what they include.

2. Your account

2.1 Signing in

To sign in, go to your ContentCamel address and enter your details on the **Sign In** screen.

Signing in

1. Open **app.contentcamel.com** (or your company's own address).
2. Enter your **Email**.
3. Enter your **Password**. Use the eye icon in the field to show or hide what you have typed.
4. Select **Sign In**.

You will land on your **Dashboard**. If you would rather read the app in another language, use the small **EN / DE / IT / ES** selector at the top of the sign-in card before you sign in.

If you cannot get in

- **Wrong email or password** — the screen shows "Login failed. Check your email and password." Re-check both and try again.
- **Forgotten your password** — select **Forgot Password?** and follow **Resetting a forgotten password**.
- **Access paused** — if an administrator has paused your account you will see "Your access is paused. Please ask an administrator to restore it." Contact an administrator in your organisation to have it restored.

Session expired

For your security, ContentCamel signs you out after a period of inactivity. If you see a "session expired" message, or you are returned to the sign-in screen unexpectedly, simply sign in again — nothing is lost.

Signing out

Select your initials at the top-right of any page to open the account menu, then choose **Log out**. This ends your session on that device; you will need to sign in again next time.

2.2 Creating an organisation

Signing up creates a brand-new organisation with you as its first administrator. You do not need an invitation, and you do not need a card to begin.

Creating your account

1. From the sign-in screen, select **Create an account**, or go to the sign-up page directly.
2. Enter your **Organisation name** — your company or team name.
3. Enter your **First name** and **Last name**.
4. Enter your **Work email** and choose a **Password** of at least eight characters.
5. Select **Create account & start trial**.

You are signed in immediately and taken to your **Dashboard**, with your organisation ready to use.

Your first month is free

New organisations start on the **Team** plan with the first month free — there is no card to enter to get going. You can invite colleagues, upload content and share straight away. When the free month ends you can add payment details to continue, or move to the free **Solo** plan. See **Plans and pricing** for what each plan includes.

What happens next

- We email you a link to **verify your email address** — open it to confirm your account. See **Verifying your email**.
- As the person who created the organisation, you are its administrator: you can invite people, create projects and manage settings.

> **Note:** In this version, each person belongs to one organisation only. Use a different email address if you need a separate organisation, or ask to be invited into an existing one.

2.3 Joining by invitation

If someone has added you to their ContentCamel organisation, you will receive an invitation email. Opening its link brings you to a **You've been invited** page.

Accepting your invitation

1. Open the invitation email and select its link. It shows which organisation you are joining, and the email address the invitation was sent to.
2. If you are **new** to ContentCamel, enter your **First name** and **Last name** and choose a password (at least eight characters) in **Choose a password**. Use **Show** / **Hide** to check what you have typed.
3. Select **Accept invitation**.

You are taken straight into the workspace. If you were already signed in to ContentCamel, you skip the name and password step and simply accept.

Invitations expire

An invitation is valid for **seven days**. After that its link stops working and the page shows that the invitation is invalid or has expired — ask the person who invited you to send a fresh one.

One organisation per person

In this version a person can belong to **one organisation only**. If your email address already belongs to a different organisation, the page shows **Can't accept this invite** and explains why. To join the new organisation you would need to use a different email address, or leave your current one first.

> **Note:** Being invited does not automatically show you any content. The person who invited you also needs to add you to one or more **projects** — until they do, you will see a friendly "You're in" screen with nothing to browse yet. See **How access works**.

2.4 Verifying your email

When you create an account, ContentCamel emails you a verification link to confirm that the address is really yours. Verifying keeps your account secure and makes sure important emails — invitations, password resets and the weekly digest — reach you.

Confirming your address

1. Open the email from ContentCamel with the subject about verifying your account.
2. Select the link inside it.
3. The **Verifying your email…** screen appears briefly, then shows **Email verified**. You are taken on to your dashboard.

If you have not received the email, check your spam or junk folder first.

Resending the link

If you are signed in and still need to verify, ContentCamel shows a **Check your inbox** screen:

1. Select **Resend verification email**.
2. A fresh link is sent — the screen confirms "A fresh verification link is on its way."
3. Open the new email and select its link.

If the link has expired

Verification links do not last forever. If yours has expired you will see **Verification failed** with a note that the link is invalid or has expired. Select **Send a new link** (when signed in) to receive a fresh one, then open that email instead.

2.5 Resetting a forgotten password

If you cannot remember your password, you can set a new one yourself from the sign-in screen — no administrator needed.

Requesting a reset link

1. On the **Sign In** screen, select **Forgot Password?**.
2. On the **Reset Password** screen, enter your **Email**.
3. Select **Send Reset Link**.
4. The screen confirms "Check your email for reset instructions."

For your security, the same confirmation appears whether or not the address is registered, so no one can use this screen to discover who has an account.

Setting a new password

1. Open the reset email and select its link. It opens the **Set New Password** screen.
2. Enter your **New Password** (at least eight characters).
3. Enter it again in **Confirm Password**.
4. Select **Update Password**.
5. When it confirms "Password updated", select **Login now** and sign in with your new password.

> **Warning:** The reset link is valid for about **one hour**. If it has expired, return to **Forgot Password?** and request a fresh one.

Changing a password you still know

You do not need this flow just to change a working password — you can request a reset link at any time. Administrators can also set a new password for a member from the **People** page.

2.6 Your profile

Your **Profile** is where you manage your own details. Open it from the account menu: select your initials at the top-right of any page, then choose **Profile**.

What is on the page

At the top, the page shows your avatar (your initials), your name, your email address and your organisation role. Below that you can edit:

- **First Name** and **Last Name** — how your name appears to teammates.
- **Language** — the language ContentCamel uses for you (see **Choosing your language**).
- **Weekly engagement digest** — the Monday summary email (see **The weekly digest**).

Saving your changes

1. Edit any of the fields.
2. Select **Save Changes**.
3. The page confirms "Profile updated successfully."

Your email and password

- Your **email address** is shown for reference but is not edited here. If you need it changed, ask an administrator in your organisation.
- To change your **password**, use **Resetting a forgotten password** — request a reset link and set a new password from the email. An administrator can also set a new password for you from the **People** page.

2.7 Choosing your language

ContentCamel is available in **English**, **German**, **Italian** and **Spanish**. Your choice follows you across devices because it is saved to your profile.

Switching from the top bar

The quickest way to change language is the **EN / DE / IT / ES** selector in the top bar, to the left of the notifications bell:

1. Open the language selector in the top bar.
2. Choose **EN**, **DE**, **IT** or **ES**.

The interface updates straight away and your choice is remembered.

Switching from your profile

You can also set your language on the **Profile** page:

1. Open **Profile** from the account menu.
2. Under **Language**, choose **English**, **German**, **Italian** or **Spanish**.
3. Select **Save Changes**.

Before you sign in

You can pick a language on the sign-in screen too, using the small **EN** / **DE** / **IT** / **ES** selector on the sign-in card — handy if you would like the sign-in page itself in your own language.

> **Note:** The language setting changes the ContentCamel interface. Your own content — titles, descriptions and tags — is shown exactly as you entered it and is not translated.

3. Finding your way around

3.1 The dashboard

The **Dashboard** is your home screen, and where you land each time you sign in. It gives you a quick read on your library and a shortcut back into your work.

What you will see

- A welcome line — "Welcome back, {your name}!".
- Four count cards: **Total Content**, **Documents**, **Videos** and **Images**, so you can see the shape of your library at a glance.
- **Recent Uploads** — your five most recently added assets. Select any one to open it, or **View all** to go to your full library.
- **My Projects** — the projects you belong to, each with your role, ready to open.

The first-run checklist

The first time you sign in, a **Welcome to ContentCamel** card appears at the top of the dashboard with three steps to get you moving:

1. **Create your first brand kit** — add your logos, colours and fonts.
2. **Upload your content** — bring in the files you want to organise and share.
3. **Share by URL** — hand work over with a tracked link.

Work through the steps when it suits you, or select **Dismiss** to hide the card. It is a one-time nudge — once dismissed, it stays hidden.

3.2 The sidebar and top bar

ContentCamel has two constant navigation areas: the **sidebar** down the left and the **top bar** across the top. What you see depends on your role — people without upload access or administration rights see a shorter menu.

The sidebar

Select the menu (three lines) button in the top bar to show or hide the sidebar. It is grouped into sections:

- **Dashboard** — your home screen.
- **Content**
    - **Projects** — your projects and everything in them.
    - **All Files** — your whole library in one list.
    - **Brands** — your brands and brand kits.
    - **Collections** — curated sets of assets.
    - **Tags** — manage your tags.

- **Collaboration**
  - **Shares** — your share links; a red badge shows how many returned items are waiting in your review queue.
  - **Wishlist** — request media, and see how many requests are open (badge).
  - **Mailbox** — files emailed into your organisation *(upload access)*.
  - **Import** — bring content in from a CSV file or FTP server *(upload access)*.
  - **Analytics** — how your shared content is performing *(upload access)*.
  - **Audit Log** — a record of what has happened *(upload access)*.
- **Admin** *(administrators only)*
  - **People** — members, invitations and teams.
  - **Plan & usage** — seats and storage.
  - **Plan & billing** — your plan, invoices and webhooks.
  - **Organisation** — your organisation's name and branding.
  - **Settings** — system settings *(instance owner only)*.

The top bar

Across the top, from left to right, you will find:

- the **menu** button to show or hide the sidebar;
- the **language** selector (**EN / DE / IT / ES**);
- the **notifications** bell, with an unread count — see **Notifications**;
- your **account menu** (your initials), holding **Profile** and **Log out**.

What others see

The **Mailbox**, **Import**, **Analytics** and **Audit Log** items appear only for people with upload access, and the whole **Admin** section only for administrators, so a viewer's menu is shorter than an administrator's. If you have been invited but not yet added to any project, the sidebar is hidden entirely and you see a short welcome screen with only **Profile** and **Log out** — an administrator can add you to a project to open everything up.

3.3 Quick start: your first upload

This is the fastest way to see ContentCamel work: get one file into your library. You will need **upload access** (an Editor, or a Contributor or Manager on the project).

Add your first file

1. **Pick a project.** Open **Projects** from the sidebar and choose the project the file belongs to. If you have none yet, an administrator can create one — see **Projects: the home of everything**.
2. **Upload.** Select **Upload Content**, then either drag your file onto the page or browse for it. You can add several files at once and watch each one's progress.
3. **Describe it.** Give the asset a clear **title**, and add a **description** and **tags** so it is easy to find later. Good details pay off the moment you start searching.
4. **Find it.** Open **All Files**, or your project, and your new asset is there. It also appears under **Recent Uploads** on your dashboard.
5. **Preview it.** Select the asset to open it and preview it in the browser — no download needed.

> **Note:** Just after upload, a thumbnail may take a few moments to appear while it is generated. That is normal — the file itself is ready straight away.

That is the whole loop's first half. Next, try **Quick start: your first share** to hand it out and get work back.

3.4 Quick start: your first share

Sharing is what makes ContentCamel a loop rather than a cupboard. This quick start creates your first tracked link and shows you where returned work lands.

Create your first share

1. **Choose what to share.** Open a project and start a share from its **Sharing** tab, or select one or more assets and share those. A whole project shares every folder's files, and new files added later appear in the link automatically.
2. **Set the permissions.** Decide what the recipient may do — view, **download** and, if you want their work back, **upload**. See **Permissions**.
3. **Add a welcome message** (optional). Write a short greeting shown at the top of the recipient's page, then create the link.
4. **Send the link.** Copy it and send it to your recipient. They open a branded page and identify themselves by email — no ContentCamel account required.
5. **Watch it work.** Back in **Shares**, open your share to see the activity — opens, views, downloads and any comments. If a recipient uploads work, it waits in your **review queue** for you to accept.

> **Note:** Recipients always sign in with a verified email to open a share, and read-only access is always free — so you can share widely without adding to your bill.

Once you have accepted a returned file into your library, the loop is complete: it is now a tracked asset you can organise, version and share again.

4. Staying informed

4.1 Notifications

The **notifications** bell in the top bar keeps you posted on things that need your attention. A red badge on the bell shows how many notifications you have not yet read (it shows **99+** once you pass ninety-nine).

Reading your notifications

1. Select the **bell** in the top bar to open the panel titled **Notifications**.
2. Unread items are highlighted. Each shows a short message and how long ago it happened.
3. Select a notification to open the item it refers to — for example, the project where you were mentioned, or the asset that was uploaded. Opening it marks that notification as read.

To clear everything at once, select **Mark all read**. When you have nothing outstanding, the panel reads "No notifications yet."

What generates a notification

You are notified when:

- **Someone mentions you** on a project message board or an asset note.
- **A file is uploaded** to a project you belong to.
- **You are granted access** to a project, folder or asset — or your access is **revoked**.
- **An import you started** finishes.
- **A new email arrives** in your company mailbox.
- **A recipient sends work back** or **comments** on one of your share links.
- **A new version** is published on an asset you have shared.

Notifications and email

Some of these events also send you an email so you do not miss them when you are away from the app — returned work and comments on your shares, finished imports, and new versions on shared assets. For a weekly round-up of activity across your whole organisation, see **The weekly digest**. A full list of every notification and where it takes you is in **Notification reference**.

4.2 The weekly digest

The **weekly engagement digest** is a short email that lands on **Monday morning** and summarises the past week across your whole organisation, so you stay in the loop without opening the app.

What it covers

Each digest gathers the previous seven days and includes, where there is anything to report:

- **New content** — how many assets were added, with a few of the most recent.
- **Top assets** — your best-performing content by views and downloads.
- **Waiting to review** — how many returned files are sitting in your review queue.

- **Rights expiring soon** — assets whose usage rights expire within the next 30 days, so you can act before they lapse.

If a week had no activity at all, no digest is sent — you only hear from us when there is something worth reading.

Turning it on or off

The digest is on by default. To change it:

1. Open **Profile** from the account menu.
2. Find **Weekly engagement digest**.
3. Use the switch to turn it **on** or **off**.
4. Select **Save Changes**.

You can also unsubscribe straight from any digest email using the one-click link at the foot of the message — no need to sign in. To start receiving it again later, turn the **Weekly engagement digest** switch back on from your profile.

> **Note:** Guests — external collaborators invited to a single project — do not receive the digest.

PART II

Your library

5. Projects

5.1 Projects: the home of everything

A **project** is where everything in ContentCamel lives. Assets, folders, share links, messages and activity all belong to a project, and a project is also the boundary that decides who can see what (see **How access works**).

Select **Projects** in the sidebar to see every project you belong to. Each one shows how many assets and members it holds, so you can find the right place at a glance. Administrators see all projects; everyone else sees only the projects they are a member of.

Creating a project

Only an administrator can create a project.

1. Open **Projects**.
2. Select **Create Project**.
3. Give the project a name and, if you like, a short description.
4. Save.

Whoever creates a project becomes its first **Manager** automatically.

The Overview tab

Open a project and it lands on the **Overview** tab. **Project statistics** gives every member a quick read on the project:

- **Assets** and **Storage used**
- **Members** (and how many are guests)
- **Active share links**
- **Views (30 days)** and **Downloads (30 days)**
- **Last activity**

Managers and administrators also see an **Access summary**, with shortcuts to **Manage members** and **Manage sharing**.

The other tabs — **Details**, **Members**, **Chat**, **Activity** and **Sharing** — cover the rest of a project's day-to-day work.

Project settings

Managers and administrators can rename a project from the **Details** tab (**Rename**). Administrators can **Archive** a project, which hides it from lists without deleting it — an archived project can be restored later.

5.2 Project members and roles MANAGER ADMIN

Membership of a project is what lets someone see and work with its contents. You manage it from the project's **Members** tab.

Adding and removing members

1. Open the project and select the **Members** tab.
2. Under **Add a member**, search for a person and select **Add**.

3. Choose their role.

To bring in someone outside your organisation, use **Invite external collaborator** — they get a free guest account with access to this project only. To remove someone, select **Remove** next to their name.

The three project roles

- **Viewer** — can browse, preview and download the project's assets, but cannot change anything.
- **Contributor** — everything a Viewer can do, plus upload assets, edit their details, and create, rename and move folders.
- **Manager** — everything a Contributor can do, plus manage members, change project settings, and delete folders.

Who can assign what

Managers can add and remove members and change their roles. Two things are reserved for administrators:

- Only an administrator can assign the **Manager** role.
- Only an administrator can remove or change the role of an existing **Manager**.

> **Note:** The Contributor and Manager roles require **View + upload** access. If someone has view-only access, they can join a project only as a **Viewer** — grant them upload access first (see the roles reference) before giving them an editing role.

5.3 How access works

ContentCamel keeps access simple on purpose: there is exactly one place that decides who can see what — the **project**.

The project is the boundary

If you are a member of a project — as a Viewer, Contributor or Manager — you can see everything in it. If you are not a member, you cannot see any of it. There is no per-folder or per-asset permission to keep track of.

Folders are for tidiness, not access

Folders only organise a project's assets into a tree. They never grant or restrict anything: anyone who can see the project can see every folder in it. Arrange folders however suits your team without worrying about who can reach them (see **Organising with folders**).

Sharing is project-scoped

A share link always covers a whole project. When you share, everyone with the link sees the project's shareable assets — including files added later. There is no way to share a single loose file outside a project; place it in a project and share that.

Internal-only assets

An asset marked **internal** stays out of external shares even though it lives in a shared project, so private working material never leaks. See **Rights checks when you share**.

> **Note:** If you cannot see a project you expect to, you are not a member of it. Ask one of the project's Managers, or an administrator, to add you.

6. Folders

6.1 Organising with folders CONTRIBUTOR MANAGER ADMIN

Folders arrange a project's assets into a tree. They are purely for neatness: a folder never grants or restricts access (see **How access works**).

Creating a folder

1. In the project's folder tree, select **New folder** — or right-click a folder and choose **New subfolder** to nest one inside it.
2. Give the folder a name in the **New folder** dialog.
3. Select **Create folder**.

Contributors and Managers can create folders.

Renaming and moving

- **Rename** — double-click a folder, or right-click it and choose **Rename**, then type the new name.
- **Move** — drag a folder onto another folder to renest it, or drag an asset onto a folder to file it there.

Deleting a folder

Right-click a folder, choose **Delete**, and confirm in the dialog. Only a **Manager** can delete a folder.

Deleting a folder never deletes your assets. Anything inside it — both files and any subfolders — moves up to the parent folder, or to the project root if the folder was at the top level.

> **Note:** Because folders carry no permissions, moving an asset between folders never changes who can see it. Everyone with access to the project sees every folder in it.

7. Adding assets

7.1 Uploading files CONTRIBUTOR MANAGER ADMIN

Uploading is how most assets get into ContentCamel. You need Contributor access (or above) on the project you are adding to.

Adding a file

1. From the **Content Library**, select **Upload Content**.
2. Keep the **Upload file** tab selected. (The **Add link** tab is for web links — see **Link assets**.)
3. Drag a file onto the drop zone, or select it to browse. The zone reads "Drag & drop a file, or click to browse".
4. Check the **Title** (it is filled in from the filename) and add a **Description** if you want one.
5. Choose the **Project** the asset belongs to, and set **Content Type**, **Funnel Stage**, **Visibility** and any **Tags**.
6. Select **Upload Content**.

You upload one file at a time. Take a moment over the title and tags — good detail is what makes an asset findable later (see **Describing an asset**).

File size and types

Files can be up to 100 MB each, across images, video, audio, PDFs, documents and zip archives. See **Supported file types** for the full list.

> **Note:** If your organisation has run out of storage you will see "Storage limit reached." Delete some files, or ask an administrator to raise your storage quota, then try again.

7.2 Supported file types

ContentCamel accepts a wide range of everyday brand and content formats, up to **100 MB per file**.

Accepted formats

- **Images** — JPG, JPEG, PNG, GIF, SVG, WEBP
- **Video** — MP4, WEBM, MOV, AVI
- **Audio** — MP3, WAV, OGG
- **Documents** — PDF, DOC, DOCX, PPT, PPTX, XLS, XLSX, CSV, TXT
- **Archives** — ZIP (you can list what is inside without downloading — see **Previewing in the browser**)

Most of these preview in the browser and get an automatic thumbnail; the rest show a file-type icon.

Unsupported files

If you try to upload a format that is not on the list, the upload is declined with a message. Convert the file to a supported format first, or — if it lives on the web — add it as a **link asset** instead.

> **Note:** The complete, current list of accepted extensions is in the appendix (**Supported file types**), which is generated from the system's own allow-list.

7.3 Describing an asset CONTRIBUTOR MANAGER ADMIN

The detail you give an asset is what makes it findable and safe to share. You can set most of it while uploading, and change any of it later.

The core fields

- **Title** — a clear name; it is filled in from the filename but worth tidying up.
- **Description** — a sentence or two on what the asset is and when to use it.
- **Tags** — free labels you can filter and search by (see **Managing tags**).
- **Content Type** and **Funnel Stage** — broad classifications you can filter on.
- **Visibility** — **internal** assets are kept out of external shares; **external** assets may be shared out.

Editing later

1. Open the asset.
2. Select **Edit**.
3. Change any field.
4. Select **Save Changes**.

Internal notes

Alongside the public description, an asset can carry an **Internal note** — team-only guidance on how and when to use it that recipients of a share never see (covered under **Internal notes on assets**).

> **Note:** Search looks across names, descriptions and metadata, so the effort you put into describing an asset pays off every time someone looks for it.

7.4 Asset types and attributes CONTRIBUTOR MANAGER ADMIN

Beyond a title and tags, ContentCamel gives every asset a brand-language classification. You set it in the asset's **Edit** panel.

Asset type

The **Asset type** is the single answer to "what is this?" in brand terms — for example logo, photography, illustration, icon, template, presentation, document, video, social post, ad creative or brand guideline. It drives the asset-type filter and the `type:` search operator.

Attributes

Attributes are extra, structured labels for the dimensions your team cares about — such as campaign, vertical, persona, industry or usage context, plus a free **custom** bucket. An attribute is a key and one or more values, and you can add as many as you need under **Attributes** in the **Edit** panel.

Tags, types and attributes — which is which

- **Tags** are free-form labels; add as many as you like.
- **Asset type** is the one what-is-it classification.
- **Attributes** are structured extra dimensions (key and value).

All three feed the filter rail and search, so classifying assets well makes the whole library easier to sift (see **The filter rail** and **Search operators**).

7.5 Link assets (URL assets) NEW CONTRIBUTOR MANAGER ADMIN

A **link asset** points at a web page instead of holding a file — useful for a landing page, a hosted video, a shared document or anything that lives on the web. Once added, it behaves like any other asset: it appears in search, filters, collections and shares.

Adding a link

1. Open **Upload Content** and select the **Add link** tab. (You can also use the **Add link** shortcut on the content list.)
2. Enter the **Link URL** — it must start with `http://` or `https://`.
3. Give it a **Title**, and add a description or tags if you like.
4. Select **Add link**.

Only the URL is stored — no file is downloaded or copied.

The screenshot thumbnail

Shortly after you add a link, ContentCamel captures a screenshot of the page and uses it as the asset's thumbnail. Until it arrives, a placeholder icon stands in.

If the page has since changed, open the link's detail page and — if you can edit it — select **Refresh screenshot** to capture it again. You will see "Screenshot refresh queued." while the new screenshot is prepared.

Opening a link

Use **Open link** on the detail page, or **Open External Link** from the list. Links always open in a new browser tab. ContentCamel never embeds the target page inside the app.

8. Previews and thumbnails

8.1 Previewing in the browser

Open an asset and, wherever possible, ContentCamel shows it to you in place — no download needed.

Images, PDFs and documents

Images and PDFs display in the preview area, where you can **Zoom in**, **Zoom out** and **Reset zoom**. Text and document files render inline as well; very large files are shown up to a limit, with the note "Preview truncated at 1 MB — download the file to see it all."

Video and audio

Video and audio stream straight in the browser with a scrubber, so you can jump to any point without downloading the whole file first.

Zip archives

For a zip archive, ContentCamel lists what is inside — each entry's **Name** and **Size** — so you can see the contents without unpacking it. Very large archives show the first entries only.

> **Note:** If a file cannot be previewed you will see "Preview not available for this file type." Select **Download file** to open it on your own device.

8.2 Thumbnails

Thumbnails are the small preview images you see across the library. ContentCamel makes them for you.

Automatic thumbnails

- **Images** are cropped to a neat thumbnail.
- **Videos** get a strip of evenly spaced frames.
- **PDFs** use their first page.
- **Link assets** use a screenshot of the web page.

Other kinds of file — audio, office documents, archives — show a file-type icon instead of a generated picture.

The short wait after upload

Thumbnails are generated in the background, so for a moment after you upload you may see a plain icon in place of the finished thumbnail. It appears on its own once processing finishes; reload the page if it is taking a while.

Choosing a video's thumbnail

For a video you can pick which frame represents it:

1. Open the video.
2. On the frame strip, click the frame you want ("Click a frame to set as the thumbnail").
3. Select **Set frame**.

9. Versions

9.1 Version history

An asset keeps its identity — its title, tags, link and history — while its underlying file can change over time. The **Version history** panel, on the asset's detail page, is where that story is recorded.

What the panel shows

Versions are listed newest first, with a count. Each row shows:

- **Version N** — the version number.
- The file **size** and **type**.
- Who uploaded it and when.
- Any changelog note left at the time.

The version currently in use carries a **Current** badge.

When history starts

A freshly added asset simply has its current file. Version history builds up from the first time you replace the file: each replacement adds a new version and keeps the earlier ones (see **Uploading a new version**).

What you can do from here

From any row you can **Download** that exact version, **Compare** two versions' details, or **Restore** an older one as the new current file. Those are covered in the next three sections.

9.2 Uploading a new version CONTRIBUTOR MANAGER ADMIN

When a file is updated — a new cut of a video, a revised PDF — you replace it rather than creating a whole new asset. That keeps its title, tags, comments and share links intact while the file moves forward.

Replacing the file

1. Open the asset and find the **Version history** panel.
2. Select **Replace file**. (You need edit access to the asset.)
3. Choose the replacement file.
4. Optionally add a **Changelog note (optional)** — for example "Updated CTA colour".
5. Select **Upload version**.

What happens

- The new file becomes the **Current** version; every earlier version stays in the history.
- The asset keeps everything else — title, description, tags, attributes and any share links all carry over unchanged.
- Its thumbnail is regenerated from the new file automatically.

> **Note:** If the asset is included in any active share link, the person who created that share is notified that a new version was published. Recipients always see the current version the next time they open the link.

9.3 Restoring an old version CONTRIBUTOR MANAGER ADMIN

If a replacement turns out to be wrong, you can put an earlier file back without losing anything in between.

Restoring a version

1. Open the asset's **Version history** panel.
2. On the version you want to bring back — any version that is not the current one — select **Restore**.
3. Confirm in the dialog.

Restore never destroys anything

The confirmation spells it out: "This makes a new current version from vN. Nothing is deleted — your later versions stay in the history."

Restoring copies the chosen version's file forward as a fresh **Current** version. Every other version, including the one you were replacing, stays in the history. Because nothing is ever thrown away, you can restore back and forth as often as you need.

9.4 Comparing and downloading versions

The version history lets you look back as well as forward — inspecting how two versions differ, and retrieving any of them.

Comparing two versions

1. In the **Version history** panel, select **Compare** on one version row.
2. Select **Compare** on a second row.

The **Metadata comparison** opens: a table with **Field**, **From** and **To** columns, and any fields that differ are highlighted. It compares each version's file details — such as size, type, checksum, changelog note, uploader and date — so you can see exactly what changed. Select **Clear** to close it.

Downloading a specific version

To fetch an earlier file, select **Download** on its row in the version list. You get that exact version, whichever one is current.

10. Licences and usage rights

10.1 Recording licence details CONTRIBUTOR MANAGER ADMIN

Recording where an asset came from and how long you may use it keeps your team out of trouble. You enter these details in the asset's **Edit** panel, under **Usage rights**.

The licence fields

- **Licence type** — how the asset is licensed: owned, royalty-free, rights-managed, Creative Commons, editorial only, or unknown.
- **Rights expire** — the date the licence lapses. Leave it blank for material you own outright or that never expires.
- **Rights holder** — who owns the rights, for example "Acme Stock Co."
- **Licence reference** — your reference for the licence, for example "stock #123456".
- **Licence note** — any extra terms or reminders worth keeping with the asset.

Where the details show up

Once saved, these appear on the asset's detail page and drive two safeguards: the rights badge and expiry warnings (see **Expiry warnings**), and the check that runs when you share (see **Rights checks when you share**).

> **Note:** The single most useful field is **Rights expire**. Setting it is what lets ContentCamel warn you before a licence lapses and stop expired material going out in a share.

10.2 Expiry warnings

Once an asset has a **Rights expire** date, ContentCamel keeps an eye on it for you and shows its state as a badge.

The rights badge

On an asset's detail page, a badge reflects its licence state:

- **Rights OK** — licensed and not near expiry.
- **Expiring soon** — the licence lapses within the next 30 days.
- **Rights expired** — the expiry date has passed.
- **Rights unknown** — no expiry date has been set.

The daily scan

Each day ContentCamel scans the library for licences that have lapsed, so newly-expired assets are flagged and surface in the analytics and audit views. The badge itself is always live — it reflects the expiry date at the moment you look.

Finding what is expiring

Assets with no expiry date never raise a warning, so owned or perpetual material shares without friction. To review what needs attention, filter by rights status in the filter rail (see **The filter rail**) to list everything that is expiring soon or already expired.

10.3 Rights checks when you share

Sharing is where usage rights matter most, so ContentCamel checks them before a link goes out. When you create a share, it evaluates the licence of every asset the link would include.

Expired licences block the share

If anything in the share has an expired licence, the share is stopped and you are told which assets are affected. You have two ways forward:

- Update the licence — for instance renew it and change the **Rights expire** date (see **Recording licence details**) — then share again; or
- Deliberately acknowledge the expiry and share anyway, if you have a reason to. The decision is recorded.

Expiring-soon is a warning, not a block

Assets whose licence lapses within 30 days raise an amber warning at the review step but do not stop the share. It is a heads-up so you can decide whether to send them.

Internal assets stay out

Assets marked **internal** are automatically left out of a project share, so private working material is never exposed to recipients (see **Describing an asset** for the visibility setting).

> **Note:** Assets with no expiry date, and material you own outright, sail through the check untouched — the pre-flight only ever stops on a genuinely expired licence.

11. Finding things

11.1 Searching your library

However tidy your folders are, the fastest way to reach a file is usually to search for it. Open **All Files** in the sidebar to reach your **Content Library**, then type into the search box — it reads **Search content...** until you start.

What search looks at

Search matches your words against three things on every asset:

- its **title**,
- its **description**, and
- any internal usage note a colleague has added.

Internal notes are members-only — they help your team find an asset by how it is meant to be used, and they are never shown to anyone you share a file with. A good title and a couple of lines of description are the surest way to make a file easy to find later, so it is worth filling them in when you upload.

How it behaves

- **It searches as you type.** Results refresh a moment after you stop typing, so there is no button to press.
- **It needs at least two letters.** A single character is too broad, so nothing runs until you have typed two or more.
- **Related words are matched for you.** A search for `logo` also surfaces files described as **logotype** or **mark**, and `photo` also finds **picture** or **image**. You do not have to guess the exact word someone used.
- **It spans the projects you can open.** Search only ever returns files from projects you are a member of — it will never reveal content from a project you cannot access.

If nothing matches, the list shows **No files match "..."** with the words you typed, so you can adjust them and try again.

Narrowing a search

Search works hand in hand with the filters beside and above the list. You can type a few words and then, for example, restrict the results to one brand or to files whose rights are expiring — see The filter rail. For finer control inside the search box itself, such as matching an exact phrase or filtering by tag, see Search operators.

11.2 Search operators

Beyond plain keywords, the search box understands a few operators that let you be precise without leaving the box. Select the round **?** button next to the search box — labelled **Search tips** — to see the list at any time under the heading **Search operators**.

The operators

- **Exact phrase** — wrap words in double quotes to match them together in that order. Searching `"spring campaign"` finds files containing that exact phrase, not files that merely mention *spring* and *campaign* separately.
- **`type:`** — filter by asset type. `type:logo` returns only assets whose type is *logo*. See Asset types and attributes for the vocabulary.
- **`tag:`** — filter by a tag. `tag:spring` returns only assets carrying the *spring* tag. See Managing tags.

- `project:` — filter by project. `project:acme` returns only assets in the *Acme* project (its name or its short slug both work).

Combining operators

You can mix operators and ordinary words in one search, and they all apply together. For example:

`type:image tag:spring "hero banner"`

returns image assets, tagged *spring*, whose title, description or note contains the exact phrase *hero banner*.

An operator on its own — say `type:video` with no other words — simply lists every video asset, exactly as though you had used the matching filter beside the list.

> **Note:** Related-word matching still applies to ordinary keywords when you use operators, so `type:logo mark` will match assets described as a *logotype* or an *emblem* as well as a *mark*. Anything the search box does not recognise as an operator is treated as an ordinary keyword, so you never lose the text you typed.

11.3 The filter rail

The **Filter** panel down the left of your **Content Library** lets you narrow the list without typing a word. Every choice you make applies straight away, and you can combine as many as you like — the list always shows the files that match all of them.

The filters

- **Favourites** — a single chip that limits the list to the files you have starred. See Favourites.
- **Asset type** — choose one type (for example *logo* or *photo*) from **All types**.
- **Brand** — choose one brand from **All brands** to see only that brand's material. See Putting brands to work.
- **Licence** — choose a licence from **Any licence** to find, say, only royalty-free material.
- **Rights** — **OK**, **Expiring** or **Expired**, to check the health of your usage rights at a glance. See Expiry warnings.
- **Versions** — **Versioned** (files that have been replaced at least once) or **Single** (files still on their first version).
- **Visibility** — **internal** (kept back from share recipients) or **external**.

Two more dropdowns sit above the list: **Content Type** narrows by the broad kind of file (document, video, image, audio, presentation, spreadsheet, link or other), and **Project** limits the list to one project. These sit alongside the finer **Asset type** and **Brand** filters in the panel.

Combining filters and search

Filters and the search box work together. You might type a few words *and* switch on the **Brand** and **Expiring** filters to find, for example, an Acme banner whose licence is about to lapse. When filters are active but no files match, the list shows **No files match the current filters**.

Clearing filters

When any filter is set, a **Clear all** link appears at the top of the panel. Select it to reset every filter at once and return to the full list.

> **Note:** Filters you reach for again and again can be kept as a named set — see Saved filters.

11.4 Saved filters

When you find yourself building the same combination of filters again and again — say *expiring Acme photos* or *internal presentations* — you can keep it as a **saved filter** rather than setting it up by hand each time.

What a saved filter holds

A saved filter remembers the whole set of choices you had in the **Filter** panel at the time: the asset type, brand, licence, rights status, versions, visibility and the favourites chip. Give it a name you will recognise, and it is ready to reapply whenever you need that view of your library.

Personal and shared filters

- A saved filter is **yours** by default — only you see it.
- You can mark a saved filter as **shared**, which makes it available to everyone in your organisation. Shared filters are a tidy way to give the whole team a ready-made starting point, such as *material cleared for external use*.
- Only the person who created a saved filter can delete it, so a shared filter you rely on cannot be removed by someone else.

Reapplying and removing

Reapplying a saved filter sets the **Filter** panel to exactly the choices it holds, so the list updates at once. Removing one only deletes the saved combination — it never touches the files it was showing.

> **Note:** A saved filter captures filters, not a search. Type your keywords into the search box as usual and the saved filter will narrow the results around them.

11.5 Favourites

Favourites are a quick, personal shortlist. Star the handful of files you open most often and you can bring them all up at any time, without searching or filtering your way back to them.

Starring a file

Every file carries a star. In the **Content Library** list it sits in the file's row; on a file's own page it sits by the title. Select it to add the file to your favourites — its tooltip reads **Add to favourites** — and select it again, where it reads **Remove from favourites**, to take it off. The star fills in to show a file is one of your favourites.

You can favourite any file you are able to view, and starring the same file twice does nothing extra — the star is simply on or off.

Seeing only your favourites

Open the **Favourites** chip at the top of the **Filter** panel to limit the list to your starred files. It combines with everything else, so you can, for instance, show only your favourite *logos* by switching on **Favourites** and choosing an **Asset type** of *logo*. Switch the chip off, or use **Clear all**, to return to the full list.

> **Note:** Favourites are personal. Your stars are yours alone — starring a file does not change it for anyone else, and you never see a colleague's favourites.

12. Collections

12.1 Curating collections

A **collection** is a hand-picked set of files, gathered for a purpose — a logo pack, a campaign's assets, a press kit. Unlike a folder, a collection is not where a file is *stored*; it is a curated view that can pull together files from different folders and even different projects, in whatever order you choose. A file can belong to any number of collections at once, and adding it to one never moves or copies it.

Open **Collections** in the sidebar to see them all as a card grid, each showing its name, how many items it holds and, where set, its brand.

> **Note:** You need upload access to create or change a collection. Anyone who can see the library can open and browse collections.

Creating a collection

1. On the **Collections** page, select **New collection**.
2. Give it a **Name** — for example *Logo Pack* or *Q3 Campaign* — and, if it helps, a short **Description**.
3. Select **Create**.

Your new collection opens empty, ready for you to add files.

Adding files

1. Open the collection and select **Add items**.
2. In the panel that appears, use **Search the library…** to find files, then tick each one you want. The count updates as **N selected**.
3. Select **Add selected** to drop them into the collection.

Ordering and removing

The order of a collection is entirely yours to set — handy when the sequence matters, such as a slide order or a logo priority.

- Use the up and down controls on each item (**Move up** / **Move down**) to reorder the set. The new order is saved as you go.
- Use the remove control (**x**) on an item to take it out of the collection. This only removes it from the collection — the file itself, and its place in its folder, are untouched.

Sharing a collection

Select **Share** on a collection to start the sharing flow. Sharing in ContentCamel is organised by project, so see Starting a share for how a share is set up and what your recipient receives.

If a collection contains any internal-only files, the header flags them — for example **2 hidden from external shares** — so you know at a glance that those items stay behind when the material goes to an outside recipient.

Collections or folders?

Use a **folder** to decide where a file *lives* — its home in a project. Use a **collection** to gather files for a *purpose*, wherever they happen to live. A quarterly report might sit in the *Reports* folder yet also appear in your *Board Pack* collection alongside files from three other folders.

13. Brands and brand kits

13.1 Why brands

A **brand** is a hub for everything that defines one visual identity: its logos, its colours, its typefaces and its guideline documents. Instead of scattering a company's look across folders and emails, you keep it in one place — ready to reference, to keep consistent, and to hand over as a single link.

If you look after one identity, you will have one brand. If you are an agency or an in-house team that manages several — your own and a roster of clients — you can keep a separate brand for each, side by side.

Open **Brands** in the sidebar to see them all as a card grid. Each card shows the brand's name, its tagline and its primary colour.

> **Note:** You need upload access to create or edit a brand. Anyone who can see the library can open and view a brand.

Creating a brand

1. On the **Brands** page, select **New brand**.
2. Give it a **Name** — for example *Acme*.
3. Add a **Tagline** if you have one, and set a **Primary colour** with the colour picker or by typing a hex value such as `#8A6D0B`. The primary colour is what gives each brand card its distinctive band.
4. Select **Create brand**.

Your new brand opens on its **Brand Kit** page, where you build up its logos, colours, type and guidelines — see The brand kit.

13.2 The brand kit

The **Brand Kit** page is where a brand comes to life. It gathers the brand's logos, colours, typography and guidelines into one editorial page — the thing you point someone to when they ask you to *send over the logo pack*. Open a brand from the **Brands** page to reach it.

The kit is arranged in four sections: **Logos**, **Colours**, **Typography** and **Guidelines**. Anyone who can view the brand sees the finished kit; adding to it needs upload access, which reveals an **Add** tile in each section.

Logos

Each logo appears as a tile showing its variant (such as *primary*) and the background it is meant for (*light*, *dark* or *neutral*), previewed on the right backdrop. Select the download control on a tile to save the file.

Every logo you add is kept as a tracked, versioned file in your library — so when the logo changes, you replace it and its history is preserved, exactly like any other asset (see Version history).

To add one, select **Add logo**, choose an image file, set its **Variant** and **Theme**, and select **Add logo**.

Colours

Colours are shown as named swatches, each with its hex value and, where added, a short usage note such as *Primary CTA*. The page invites you to **Click any swatch to copy its hex** — one select copies the value to your clipboard, ready to paste, and the swatch confirms with **Copied**.

To add a colour, select **Add swatch**, then give it a **Name**, a **Hex** value (with the colour picker or by typing `#RRGGBB`) and an optional **Usage note**, and select **Add colour**.

Typography

Each typeface is listed with its role (heading or body), its family name and a live preview line set in that face, plus any weights it uses. Where a downloadable font file or a webfont has been provided, a **Download font** link appears.

To add one, select **Add font**, enter the **Family**, choose its **Role**, add a **Webfont URL** if you have one, and select **Add font**.

Guidelines

Guidelines are the documents and links that explain how the brand should be used — a usage rulebook, a tone-of-voice note, a link to a fuller brand site. Each opens in a new tab. To add one, select **Add guideline**, give it a **Title**, add a **Link URL** if it points to a web page, and select **Add guideline**.

Handing the kit over

The **Share brand kit** button at the top of the page starts a share so an outside partner or a colleague can be given the brand's material. See Starting a share for how sharing works.

13.3 Putting brands to work

Once a brand exists, it becomes a thread that runs through your whole library — something to organise by, filter on, and share.

Assigning a brand to a file

A file can be tagged with the brand it belongs to when you upload it or when you edit its details — see Describing an asset. Setting a file's brand is what lets you pull every piece of that brand's material together later.

Filtering by brand

The quickest way to see one brand's material is the **Brand** filter in the **Filter** panel of your **Content Library**: choose the brand from **All brands** and the list narrows to its files. Combine it with other filters — say a **Brand** and an **Asset type** of *logo* — to reach exactly the pieces you want. See The filter rail.

A collection can also carry a brand, so a curated set shows the brand's swatch on its card and can be filtered for on the **Collections** page — see Curating collections.

Sharing a brand's material

When you need to hand a brand over — to an agency, a printer or a new colleague — the **Brand Kit** page's **Share brand kit** button starts a share of that brand's logos, colours, type and guidelines. See The brand kit for the kit itself, and Starting a share for how sharing works.

14. Tags

14.1 Managing tags ADMIN

Tags are the free-form labels you attach to files — *spring*, *fintech*, *evergreen* — to group them across folders and projects and to find them again with a search or a filter. The **Tag Management** page, reached from **Tags** in the sidebar, is where the shared list of tags is kept in good order.

> **Note:** Applying an existing tag to a file is part of describing an asset and is open to anyone with upload access — see Describing an asset. Curating the vocabulary itself — creating, renaming and deleting tags — is an administrator's job, and the controls below appear only for administrators.

How tags are organised

Every tag belongs to a **category**, and the page groups tags under their category so the list stays readable as it grows. The categories are:

- **Campaign** — a specific push, such as *spring-2026*.
- **Vertical** — a market or sector.
- **Persona** — an audience or buyer type.
- **Industry** — the client's or subject's industry.
- **Custom** — anything that does not fit the above.

Each tag also shows, in brackets, how many files currently carry it — a useful signal when you are tidying up.

A tag can be **Global** (available everywhere) or scoped to a single **project**. A project-scoped tag keeps one team's labels out of everyone else's way.

Creating a tag

1. On the **Tag Management** page, select **Create Tag**.
2. Enter a **Name**, and choose a **Category**.
3. Leave **Project** as **Global**, or pick a project to scope the tag to it.
4. Select **Save**.

Renaming a tag

Select **Edit** on a tag, change its name in place, and select **Save**. Renaming a tag changes it everywhere it is used — every file keeps the tag, now under its new name.

Deleting a tag

Select the remove control on a tag and confirm in the dialog that appears, which warns **Are you sure you want to delete this tag? This cannot be undone.** Deleting a tag removes it from every file that carried it; the files themselves are untouched.

Keeping tags tidy

- **Agree a convention.** Decide up front whether you use singular or plural, and which category each kind of label belongs in.

- **Prefer a few strong tags** over many near-duplicates. A file tagged with three meaningful labels is easier to find than one buried under a dozen.
- **Watch the counts.** A tag on only one or two files, or a pair of tags that clearly mean the same thing, is a candidate to merge by renaming or to remove.
- **Scope to a project** when a label only makes sense for one team, to keep the global list uncluttered.

PART III

Bringing content in at scale

15. CSV import

15.1 Preparing your CSV NEW CONTRIBUTOR MANAGER ADMIN

A CSV import turns a spreadsheet into library assets: **one row becomes one asset**. Before you import, prepare the file so each column holds a single piece of information and every asset sits on its own row.

The header row

Give the file a **header row** — the first line — naming each column. You choose the wording; the next step lets you map any column to the right ContentCamel field, so headings such as "Asset name" or "Web address" are fine. Some common names are recognised automatically and pre-mapped for you, including **Title**, **Name**, **Description**, **Tags**, **Type**, **URL**, **Link** and **File**.

What each row needs

Every plain row needs a **title** so the asset has a name. A row that instead carries a file link or a web address can stand in for the title, but the simplest files give every asset a clear title of its own.

Columns you can include

Map any of your columns to these fields (all except the title are optional):

- **Title** — the asset's name.
- **Description** — a longer summary.
- **Tags** — one or more labels. Separate several with commas or vertical bars, for example `spring, campaign` or `spring|campaign`.
- **Content type** — the technical format (for example ebook, video, presentation). ContentCamel is forgiving here: an unrecognised value falls back to your chosen default rather than failing the row.
- **Asset type** — the brand-language type from your taxonomy.
- **Licence type** — the usage-rights category.
- **Funnel stage** — top, middle or bottom.
- **Visibility** — internal or external.
- **File URL** — a public web link to a file that ContentCamel fetches and stores (see Importing links and remote files).
- **Link** — a web address stored as a link asset, rather than a downloaded file.
- **Custom attribute columns** — a column named after any of your taxonomy attribute keys maps straight to that attribute.

You do not need every column, and columns you leave unmapped are simply ignored.

Which folder assets land in

Folders are **not** set per row. You choose one project and, optionally, one folder for the whole import when you run it, and every asset lands there.

Encoding and separators

Save the file as UTF-8. ContentCamel detects comma, semicolon and tab separators automatically, and a UTF-8 byte-order mark at the start of the file is handled for you. Files may be up to 20 MB.

> **Note:** Nothing is written to your library while you prepare or preview a file. You always see the columns and sample rows before anything is imported.

15.2 Mapping columns NEW CONTRIBUTOR MANAGER ADMIN

Importing a CSV is a three-step wizard: **choose**, **map**, then **confirm**. Open **Import** from the sidebar and stay on the **CSV file** tab.

Choose the file and destination

1. Pick a **Project**. Every asset in the file is added here.
2. Optionally pick a **Folder** — leave it as **Project root (no folder)** to file the assets loosely in the project.
3. Under **Choose a CSV file**, select your prepared file.

ContentCamel reads the file and moves you to **Map your columns**. This preview never writes anything to your library.

Map your columns

The mapping table lists every column in your file with a few **sample values** so you can see what each one holds. For each column, use the **Maps to** menu to pick the ContentCamel field it fills, or leave it as **(ignore)** to skip it.

Recognised headings are pre-selected for you — check them and adjust anything that looks wrong. You can map columns to any of: title, description, content type, external link, file URL, funnel stage, visibility, asset type, licence type, tags, and any of your custom attributes.

> **Note:** You must map at least one of **Title**, **File URL** or **Link** before you can continue — every asset needs a name or a source. If none is mapped, ContentCamel asks you to fix the mapping first.

Defaults for unmapped fields

Below the table, **Defaults for unmapped fields** lets you apply a single value to every row that does not carry that field itself. This is where you set a common **Content type**, **Funnel stage**, **Visibility**, **Asset type**, **Licence type** or **Tags** for the whole batch without adding a column for it.

A value in the CSV always wins; a default only fills the gaps.

Strict on names, forgiving on types

ContentCamel is deliberately lenient with type-style values: an unfamiliar **Content type** falls back to your default rather than failing the row. It is stricter about the essentials — a plain row with no title is reported as a failed row so you can spot and fix it.

When the mapping looks right, select **Next** to review and start the import.

15.3 Running and reviewing an import NEW CONTRIBUTOR MANAGER ADMIN

Once your columns are mapped, the final step confirms the import and runs it.

Confirm and start

On **Ready to import** you see a short summary: how many rows will be processed and that the assets go into the project and folder you chose. Select **Start import** to begin. Use **Back** if you need to adjust the mapping first.

The import runs in the background, so a large file does not tie up your browser.

Watch the progress

The **Import progress** panel opens as soon as the import starts:

- A **status** badge — **Queued**, **Running**, **Completed**, **Failed** or **Storage quota exceeded**.
- A progress bar and a **Processed** count against the total.
- Live **Created** and **Failed** tallies.

When it finishes you see a summary line — for example "Import complete — 42 asset(s) created, 3 row(s) failed." You are also notified when the run finishes, so you can leave the page and come back later; the import keeps going on the server even if you close the tab.

Read the failed-row report

If any rows failed, select **Show N failed row(s)** to open a table listing each failed **Row** and the **Reason** it failed — a missing title, an unreachable file link, and so on. **Hide failed rows** collapses it again.

Because ContentCamel reports failures per row, a few bad rows never block the good ones: the assets that imported cleanly are already in your library.

Find your assets and re-run if needed

Select **View content** to jump to your library and see the imported assets. To fix a handful of failed rows, correct them in your spreadsheet and import just those rows again — successful rows are unaffected.

> **Note:** If the run stops at **Storage quota exceeded**, your organisation has reached its storage limit. Assets imported before the limit was hit are kept. See Plan and usage to review or raise the limit.

15.4 Importing links and remote files NEW CONTRIBUTOR MANAGER ADMIN

A CSV import does more than create catalogue entries — it can pull the actual files in for you, or register web pages as link assets. Two optional columns control this.

File URL — fetch and store a file

Map a column to **File URL** and give each row a public web link to a file. ContentCamel downloads the file and stores it as a normal asset, exactly as if you had uploaded it yourself. Any other mapped columns — title, tags, description and so on — are applied on top.

A few limits keep this safe and reliable:

- The link must be a public **http** or **https** address. Private or internal addresses are refused.
- The file must be a supported type (see Supported file types). An unrecognised extension is reported as a failed row.
- Each file may be up to 100 MB.

Link — store a web address as a link asset

Map a column to **Link** (a web address) and, where the row has no **File URL**, ContentCamel stores it as a **link asset** rather than downloading anything. Link assets behave like any other asset — they appear in search, shares and collections — but open in a new tab instead of holding a stored file.

A **screenshot thumbnail** of each page is generated automatically a short while after import, so link assets look at home in the grid. See Link assets for how link assets work throughout ContentCamel.

> **Note:** If a row has both a **File URL** and a **Link**, the file is fetched and stored — the file link takes priority.

16. FTP import

16.1 Importing from an FTP or SFTP server NEW CONTRIBUTOR MANAGER ADMIN

When your files already live on an FTP or SFTP server, ContentCamel can pull them in directly. Open **Import** from the sidebar and select the **FTP / SFTP** tab.

Enter the connection details

Fill in the server details:

- **Protocol** — **FTP** or **SFTP**.
- **Host** and **Port** — the port box shows the usual default (21 for FTP, 22 for SFTP) as a placeholder; leave it blank to use that default.
- **Username** and **Password**.
- **Use SSL (FTPS)** — an encrypted FTP connection (shown for FTP only).
- **Start folder** — where to begin, for example `/` for the whole account or a specific path such as `/marketing/2026`.

Then choose the **Project** and, optionally, the **Folder** the files should land in.

Test the connection first

Select **Test connection**. On success you see "Connected. Files at the start folder:" with a listing of what is there, so you can confirm you have the right server and path. If it cannot connect you see a plain-language reason — wrong details, or a host that is not allowed because it is a private or reserved address. **Start import** stays disabled until a test succeeds and a project is chosen.

Mirror the folder structure

Tick **Mirror folder structure** to recreate the server's folders inside your project as the files come in, preserving how everything was organised. Leave it unticked to place every file directly in the chosen folder.

What gets imported

ContentCamel walks the start folder and everything beneath it, and imports every **supported** file it finds (see Supported file types). Files of other types are skipped, and any single file larger than 100 MB is skipped too. You can also open **Defaults (optional)** to set a **Content type**, **Asset type** or **Tags** applied to every imported file.

Progress appears in the shared **Import progress** panel, exactly as for a CSV import — see Import runs.

Safe to re-run

Re-running the same import is safe: files already brought in from that server path into that project are recognised and skipped, so nothing is duplicated. This also means that if a very large import is interrupted, running it again simply picks up where it left off.

> **Note:** The connection details are used only for the run. The password is never stored on the import record and is not kept after the run finishes.

17. Import history

17.1 Import runs and their status CONTRIBUTOR MANAGER ADMIN

Both CSV and FTP imports work the same way once started: each one becomes an **import run** that ContentCamel processes in the background and reports on in the **Import progress** panel.

What a run shows

While a run is under way and after it finishes, the panel shows:

- A **status** badge (see below).
- A progress bar and a **Processed** count against the total number of items.
- Live **Created** and **Failed** counts.
- On completion, a summary line and — where relevant — a **Show N failed row(s)** report listing each failed item and the reason.

Because the work happens on the server, you can leave the page or close the tab; the run continues, and you are notified when it finishes.

The statuses

- **Queued** — accepted and waiting to start.
- **Running** — being processed now.
- **Completed** — finished. Individual rows may still have failed; the report lists them.
- **Failed** — the run as a whole could not complete.
- **Storage quota exceeded** — the run stopped because your organisation reached its storage limit. Anything imported before the limit was hit is kept. See Plan and usage.

Reading the error report

When some items fail, the report pairs each failed **Row** (or file path) with a plain **Reason** — a missing title, an unreachable link, an unsupported file type, and so on. Fix those items at the source and import them again; successful items are never touched by a re-run.

Who can import

Importing is available to anyone whose account has the **view + upload** capability. To import into a particular project you also need at least **contributor** access to that project. See the Roles and capabilities reference for the full picture.

18. The company mailbox

18.1 Your ingest address CONTRIBUTOR MANAGER ADMIN

Your ContentCamel comes with its own email address — your organisation's own mailbox at `contentcamel.com`. Anyone can send files to it by email, and the messages arrive in the **Mailbox**, where you review the attachments and import the ones you want.

It is the easiest way to collect assets from people who do not have a ContentCamel account: a photographer, a freelance designer, a colleague on their phone. They just email the files across.

Finding and sharing the address

Open **Mailbox** from the sidebar. Your address is shown at the top of the page, and again in the empty state when there is no mail yet. Share it with anyone who needs to send you assets — treat it like any other inbox address.

A live inbox

Next to the address, a small indicator shows whether the mailbox is being watched live (**Live**) or checked on a schedule (**Polling**). Either way, new mail turns up on its own; use **Refresh** if you want to check immediately.

Who can see the mailbox

The Mailbox is available to anyone whose account has the **view + upload** capability. People with view-only access do not see it. See the Roles and capabilities reference for how capabilities work.

> **Note:** The address itself is not a secret — it is meant to be shared. The mailbox password is never shown anywhere in ContentCamel.

18.2 Reviewing mailbox items CONTRIBUTOR MANAGER ADMIN

The **Mailbox** is a familiar two-pane mail reader: a list of messages on the left, and the message you have opened on the right. It is where you triage what arrives before deciding what to bring into your library.

The message list

Each row shows who the message is from, its subject, the date and size, and:

- A dot marking messages you have not yet opened.
- A paperclip with a count when a message carries attachments.
- An **Imported** badge once you have imported from that message.

Use **Refresh** to check for new mail, and the **Previous** and **Next** controls to move through the pages when there are many messages.

Reading a message

Select a message to open it on the right. You see the sender, the date, the message body and, most usefully, its **Attachments** — each shown as a chip with a thumbnail for images or a file icon otherwise, along with the file name and size. Parts that are part of the email layout rather than genuine attachments are marked **inline**; use **Show all parts** or **Hide inline parts** to include or hide them.

From here you can import the attachments — see Importing from the mailbox.

Deleting messages

To keep the mailbox tidy, delete messages you no longer need. Delete a single message from its row or from the open message, or tick several and use the **Delete** action in the selection bar. ContentCamel asks you to confirm first.

> **Warning:** Deleting a message removes it from the mailbox permanently. Any assets you already imported from it are unaffected — they stay in your library.

18.3 Importing from the mailbox CONTRIBUTOR MANAGER ADMIN

Reviewing mail is only half the job — the point of the mailbox is to move the good attachments into your library. You do this straight from the open message.

Import one attachment or all of them

Open a message and find its **Attachments**. Then either:

- Select **Import** on a single attachment chip to bring in just that file, or
- Select **Import all** to bring in every importable attachment on the message at once (shown when a message has more than one).

Choose where it lands

The **Import to library** dialog opens. Choose a **Project** — this is required — and, if you like, a **Folder**. Leaving the folder as **Project root (no folder)** files the assets loosely in the project. Select **Import** to finish; ContentCamel confirms with, for example, "3 file(s) imported."

Attachments become normal assets: they appear in search, shares and collections just like uploaded files, and you can add titles, tags and other details afterwards (see Describing an asset).

Provenance and the imported badge

Assets imported this way are recorded as having **arrived by email** and are linked back to the message they came from, so you can always tell where an asset originated. The message itself gains an **Imported** badge in the list.

Importing does not delete the email — the original message stays in the mailbox until you choose to remove it.

> **Note:** If the import stops with a storage message, your organisation has reached its storage limit. Free up space or raise the limit, then import again.

PART IV

Sharing and collaboration

19. The two-way share loop

19.1 How sharing works

Sharing in ContentCamel is a loop, not a one-way handover. You hand a partner, client or colleague a single short link. They open a branded page, view and download the files, leave comments and send their own work back — and everything they do comes straight back to you for review. Nothing leaves your control and nothing arrives in your library until you say so.

The loop, end to end

1. **You create a share.** You pick a project and mint a short link — for example `app.contentcamel.com/s/aB3dExample`. You decide whether recipients may download, upload and comment, and you can add an expiry, a password or a limit on how many people may open it. See Starting a share.
2. **The recipient opens the link.** They land on a branded page that carries your name and an optional greeting. They sign in with their email — there is no account to create just to look — then browse, preview and download. See What your recipient sees.
3. **They send work back.** When you have allowed it, recipients can write files back to you and leave comments. Their files never drop straight into your library — they wait for you. See Sending work back and Discussing on the share.
4. **You review and accept.** Returned files land in your **Review queue**. You preview each one, then **Accept** it into a project folder or **Reject** it. See Reviewing returned work.
5. **You see everything.** A per-share timeline records who opened the link, what they viewed, what they downloaded, what they commented and what they uploaded. See The activity timeline.

Why it works this way

A share is always scoped to a **project**, because the project is where access is decided in ContentCamel. Sharing a whole project means every folder inside it — and any files you add later — travel with the one link, so you rarely have to mint a second one. Internal-only assets are held back automatically. To learn why the project is the boundary, see How access works.

Recipients prove who they are with a verified email before they see a single file, so your activity timeline always names a real person rather than an anonymous visitor. Read-only access is always free; a recipient only needs a lightweight account if they upload work back to you.

20. Creating a share

20.1 Starting a share CONTRIBUTOR MANAGER ADMIN

A share is a short, branded link to one of your projects. Creating it is a quick two-step flow: choose the project, then set the details and controls.

Where to start a share

- Go to **Shares** in the sidebar and select **New share**.
- Or open a project and use its **Sharing** tab, which starts the same flow with that project already chosen.

Either route opens the **Share this project by link** window.

Step 1 — Choose a project

Pick the project you want to share from the **Project** list. A share always covers a **whole project**: every folder's files are included, and any files you add to the project later appear in the same link automatically. If you have only one project it is selected for you.

> **Note:** You share projects, not single files. To share one file, put it in a project and share that. Files you have marked internal-only are held back from the recipient automatically — see How access works.

Select **Continue** to move on.

Step 2 — Details and controls

- **Title** — shown to the recipient at the top of their page. Keep it clear, for example "Logo pack for Acme".
- **Message** — an optional short note shown under the title.
- **Personal message** — an optional greeting rendered as a card at the top of the recipient's page. See The welcome message.
- **Link controls** — the **Allow download**, **Allow upload** and **Allow comments** toggles that decide what recipients may do. See Permissions.
- **Add expiry, password & usage limit** — expand this to protect the link with an expiry date, a password or a cap on the number of recipients. See Protecting a share.

When you are ready, select **Create share link**.

If the share is blocked or flagged

Before the link is created, ContentCamel checks the usage rights on the project's files. If any file's licence has expired, the share is blocked and you will see **Sharing is blocked — expired licence**. You can update the licence, or choose **Acknowledge & share anyway** — that override is recorded. Files whose rights expire soon show an amber warning but do not block the share. See Rights checks when you share.

Your link is live

Once created, the share shows **Your share is live** with the short link ready to hand over. From here you can:

- **Copy** the link on its own.
- **Copy with message** to copy the title, message and link together.

- **Show QR code** to display a scannable code for the link.

Hand over the link however you like — email, chat or a printed QR code. Everything the recipient does comes straight back to you.

20.2 Share permissions CONTRIBUTOR MANAGER ADMIN

Every share carries three **Link controls** that decide what recipients may do. You set them when you create the share and can change them at any time from the share's **Edit** panel — see Editing, closing and revoking.

The three controls

- **Allow download** — recipients can pull the files. This is **on** by default. Turn it off to let people preview the files on the page without saving copies.
- **Allow upload** — recipients can write files back for your review. This is **off** by default. Turning it on opens the two-way part of the loop: returned files land in your Review queue, never straight in your library. See Sending work back.
- **Allow comments** — recipients can leave notes on the share, and you can reply. This is **off** by default. See Discussing on the share.

The defaults are deliberately cautious: a new link lets people look and download, but not write back or comment, until you decide otherwise.

What each toggle changes for the recipient

On the recipient's page, the controls you switch on appear as small pills — **Download enabled**, **Comments open**, **Accepts uploads** — so recipients can see at a glance what the link lets them do. A **Download all** button appears only when downloads are allowed, an upload area only when uploads are allowed, and a comments section only when comments are allowed.

> **Warning:** Turning on **Allow upload** means each person who uploads has to set up a lightweight account, and every uploader becomes a billable user on your plan. Viewing and downloading are always free. See Plan & usage.

20.3 Protecting a share CONTRIBUTOR MANAGER ADMIN

A share link is unguessable, but you have several ways to control exactly who can open it and for how long.

The email sign-in gate — always on

Every share requires each recipient to sign in with their email before they see anything at all. They enter their address, receive a six-digit code by email, and enter that code to open the share. The code is valid for about ten minutes.

This gate cannot be switched off, and it is what lets your activity timeline name a real person for every open, view, download and comment. Read-only access through the gate is always free to the recipient.

Optional extra protection

Expand **Add expiry, password & usage limit** in the create-share flow to add any of these:

- **Link expires** — set a date and time after which the link stops working. A 30-day expiry is suggested by default; clear the toggle for a link that never expires.
- **Password protect** — set a password of at least four characters. Recipients are asked for it **after** the email gate, as an extra layer — never instead of it.
- **Limit number of recipients** — cap how many people may open the link. The count is based on distinct recipients, not raw opens; once the cap is reached, further visitors see a closed page.

When a protected link is closed

If a link has expired, been revoked, or reached its recipient limit, the recipient sees a tidy branded page explaining that the link is no longer available — the files, titles and any messages stay hidden. See Editing, closing and revoking for how each closed state reads.

> **Note:** A password is an added layer on top of the email gate, not a replacement for it. Even a password-protected link still asks every recipient to verify their email first.

20.4 The welcome message CONTRIBUTOR MANAGER ADMIN

A share link opens on a page that already carries your identity. You can warm it up further with a personal greeting.

The three pieces of recipient-facing text

When you create a share you can set three separate messages, and each appears in a different place on the recipient's page:

- **Title** — the heading at the top of the share.
- **Message** — a short note shown just beneath the title.
- **Personal message** — a greeting shown as its own card, above the files, headed **A note from {your name}** and carrying your name and avatar.

Use the **Personal message** for a human hello — for example "Hi Acme, great to work with you. Here's the brand pack; pop revisions back through this link." Leave it blank and the greeting card simply does not appear.

How the recipient page is branded

Every state of the recipient page — the sign-in gate, the open view and the closed page — carries your branding:

- A header reading **Shared by** with your name (or a monogram if you have no logo).
- A **Two-way link** badge that signals the recipient can send work back.
- A footer noting the page is shared with ContentCamel.

The owner name and avatar come from your profile. Organisation-level branding — your logo and colour — is set once for the whole account and applies to your share pages and your instance login. See Your organisation.

20.5 Editing, closing and revoking CONTRIBUTOR MANAGER ADMIN

All your links live under **Shares** in the sidebar. From there you can review them, change what they allow, and turn them off.

The Shares list

The **Shares** page has four tabs:

- **Active** — links that are still open.
- **All** — every link, including closed and expired ones.
- **Activity** — pick a share to see its engagement timeline. See The activity timeline.
- **Review queue** — files recipients have sent back, waiting for you. A badge shows how many are pending. See Reviewing returned work.

Each share is shown as a card carrying its title, its short link with a copy button, and a small summary of **Recipients**, **Comments** and files **To review**. Chips show which controls are on — Download, Upload, Comments, Password — and each card has **Activity**, **Edit** and **Revoke** actions.

Editing a live share

Select **Edit** on a card to change its **Title** and its **Allow download**, **Allow upload** and **Allow comments** toggles, then choose **Save changes**. Changes take effect immediately for anyone who opens the link afterwards.

Revoking a share

Select **Revoke** to turn a link off. You are asked to confirm — **Revoke this link?** — because the link stops working straight away. Choose **Revoke link** to confirm or **Keep it** to cancel.

Once revoked, anyone opening the link sees a branded closed page. None of the files, titles or messages are exposed — the page only explains that the link is no longer available.

What a closed link shows the recipient

Depending on why a link is closed, the recipient sees one of these:

- **This link has been turned off** — you revoked it.
- **This link has expired** — its expiry date has passed.
- **This link has reached its limit** — it hit its recipient cap.

In every case the message invites the recipient to ask you for a fresh link.

> **Note:** Revoking a link never deletes anything. Your project, its files and the share's activity history are untouched — only the recipient's access ends.

21. What your recipient sees

21.1 Opening a share link

This section describes what the person you send a link to experiences. You can point recipients here, or read it to understand their side of the loop.

Signing in

Opening a share link — `.../s/{code}` — lands the recipient on a branded page headed **Shared by** your name, with a **Two-way link** badge and, if you added one, a greeting card.

Before any files are shown, the recipient signs in:

1. They enter their email and select **Send me a code**.
2. A six-digit code arrives by email.
3. They enter it and select **Open share**.

If a code does not arrive, **Resend code** requests another, and **Use a different email** starts over with a new address. Read-only access costs the recipient nothing.

If you protected the link with a password, the recipient is asked for it after the email step — the page reads **This share is protected**.

Browsing the files

Once in, the recipient sees the share's **Title**, your **Message**, a count of items, and pills showing what the link allows — **Download enabled**, **Comments open**, **Accepts uploads**. Below that is a gallery of the files with preview thumbnails.

Recipients can:

- Open any file to preview it on the page.
- Download a single file, when downloads are allowed.
- Select **Download all** to take everything in one go, when downloads are allowed.

Their activity is visible to you

A short privacy line on the page tells recipients plainly that what they open, download, comment and upload is visible to you, the owner. That transparency is what makes the activity timeline trustworthy.

When the link is closed

If the link has been revoked, has expired, or has reached its recipient limit, the recipient sees a branded closed page instead of the files — see Editing, closing and revoking. The files and messages stay hidden.

21.2 Sending work back

The two-way part of the loop is the recipient sending files back to you. It appears only when you have switched on **Allow upload** for the share — see Permissions.

Setting up to upload

Because every returned file is attributed to a named person, a recipient who wants to upload is first asked to set up a lightweight account — the page reads **Create an account to send files back**. They provide their name and a password of at least eight characters, using the same email they verified. Viewing and downloading stay free; only uploading needs this account.

> **Note:** Each recipient who uploads becomes a billable user on your plan. People who only view and download are always free. See Plan & usage.

Sending a file

Under **Send files back**, the recipient can:

1. Drag a file onto the drop area, or select **browse** to choose one.
2. Add an optional **Note** to explain the file — for example "Tightened the kerning on the wordmark".
3. Select **Send for review**.

Accepted file kinds are images, video, audio, PDFs and documents, up to 100 MB per file. When the upload succeeds the recipient sees **Sent for review**, and can choose **Send another** to add more.

Where the file goes

A returned file never drops straight into your library. It waits in your **Review queue**, where you preview it and decide whether to accept or reject it — see Reviewing returned work. You are notified by the bell and by email as soon as something arrives.

To keep the write-back channel safe, uploads pass automated bot checks, are limited to the allowed file kinds and size, and are rate-limited to stop flooding.

21.3 Discussing on the share

When you switch on **Allow comments** for a share, the recipient's page gains a **Comments** section where the two of you can hold a conversation about the files — without either of you leaving the share.

Leaving a comment

Under **Comments**, the recipient writes in the box — prompted with "Leave a note for {your name} — they'll be notified and can reply by email" — and selects **Post comment**. Their note appears in the thread straight away, and you are notified by the bell and by email.

Replying

You reply from the share's **Activity** view, where the recipient's comments appear as a thread. Your reply is delivered to the recipient both by email and on the share page itself, so an account-less recipient never misses it. See The activity timeline.

The result is a simple two-way thread: the recipient comments, you reply, and each new message notifies the other side.

> **Note:** Comments on a share are seen by your recipient. For private remarks that a recipient must never see, use an asset's internal notes instead — see Internal notes on assets.

22. The review queue

22.1 Reviewing returned work CONTRIBUTOR MANAGER ADMIN

When a recipient sends work back through one of your share links, it does not enter your library directly. It waits in the **Review queue**, where you decide what happens to it.

Finding the queue

Open **Shares** in the sidebar and choose the **Review queue** tab. A badge on the tab shows how many files are waiting. The queue shows returned files across all your shares; you can also reach a single share's returned files from its card.

Each item shows a thumbnail, the file name and size, who sent it, which share it came to, when it arrived, and any note the recipient left.

Accepting an upload

To accept a returned file into your library:

1. In the **Review queue**, select **Accept** on the item.
2. In **Accept into your library**, pick a **Destination folder**. The default is a folder named **Received via share** in the share's project, created for you the first time you accept something there.
3. Select **Accept & file**.

The file moves out of its holding area and becomes a normal, tracked asset in the chosen project and folder. It is run through the usual preview pipeline, so thumbnails and previews appear shortly afterwards, and it starts as an internal asset. From there it behaves like any other asset — see Organising with folders.

Rejecting an upload

To turn a file away, select **Reject** and, if you like, add a reason for your own records — for example "wrong colour profile". The file does not enter your library.

A rejected file is kept for 30 days in case you change your mind, then removed automatically. Accepted files are untouched by this, because their contents now live in your library.

> **Note:** A returned file can only be reviewed once. If you accept or reject something that has already been handled — for instance in another browser tab — ContentCamel tells you it has already been reviewed.

You are notified by the bell and by email whenever a new file arrives for review.

23. Share activity and analytics

23.1 The activity timeline CONTRIBUTOR MANAGER ADMIN

Every share keeps a running record of what recipients do with it. You read it as a timeline, so you always know how a link is landing.

Opening the timeline

Open **Shares**, then either select **Activity** on a share's card or use the **Activity** tab and pick a share. The **Engagement timeline** lists events newest first. Use **Refresh** to pull the latest.

What the timeline records

Each entry names a person and what they did:

- **created the share** — the link was minted.
- **opened the share** — a recipient signed in.
- **viewed the assets** — a recipient looked at the files.
- **downloaded a file** — a recipient saved a file.
- **left a comment** — a recipient commented.
- **uploaded a file** — a recipient sent work back.

Each event shows how long ago it happened. Recipients are named by the email they verified at sign-in, so the timeline attributes activity to real people rather than anonymous visitors.

Comments and replies in one place

Below the timeline, the same view carries the share's **Comments** thread. You read recipients' notes here and reply to them; your reply reaches the recipient by email and on the share page. See Discussing on the share.

For a broader, account-wide record of every access and share event — not just one link — see The audit log.

23.2 Per-share analytics CONTRIBUTOR MANAGER ADMIN

Alongside the activity timeline, ContentCamel gives you at-a- glance numbers for each share and richer, account-wide analytics for all of them together.

The numbers on each share card

Every share card in the **Shares** list carries a small summary:

- **Recipients** — how many distinct people have opened the link. This counts unique recipients, not raw opens, so re-visits by the same person do not inflate it.
- **Comments** — how many comments have been left on the share.
- **To review** — how many returned files are still waiting in your review queue. This tile turns red while anything is pending.

Which files moved

To see which specific files a recipient downloaded, read the share's activity timeline: each **downloaded a file** entry ties a file to the person who took it and when.

Account-wide analytics

For totals across every share — views, downloads and write-backs over time, broken down by asset and by type, with date ranges — open the **Analytics** dashboard. It also exports to CSV. See The analytics dashboard and Exporting analytics.

For a complete, immutable record of every access and share event, see The audit log.

24. Working with your team on content

24.1 Project message boards

Every project has its own **Message board** on the project's **Chat** tab. It is the place to talk about the work in that project — ask a question, leave a note for the team, or agree what happens next. Anyone with access to the project can read the board and post to it, so the conversation stays with the content it is about rather than scattered across email.

Posting a message

To post to a board:

1. Open the project and select the **Chat** tab.
2. Type your message in the box at the bottom (**Type a message... (@ to mention)**).
3. Press Enter or select send.

You can reply to an existing message to keep a thread together, and you can edit or delete your own messages at any time — an edited message is marked as edited so the history stays honest. Administrators can edit or remove any message on a board they can see.

Mentioning someone

Type **@** to open a list of the project's members (and any teams). Choose a name to insert it, then send. The person you mention receives an in-app notification on the bell and an email so they see it even when they are not in the app. Mention a **team** to notify everyone on it at once. You can only mention people who are members of the project.

> **Note:** Mention notifications link straight back to the message on the board, so the recipient lands exactly where the conversation is.

Following a board

Use the subscribe control at the top of the board:

- **Subscribe** — you will be emailed about every new message on this board.
- **Subscribed** — select it again to stop.

When you are subscribed you are emailed about new messages, apart from your own and any you were already emailed about because you were mentioned, so you never get the same message twice.

24.2 Internal notes on assets

An **Internal note** is a private line of guidance you can attach to any asset — how and when to use it, where it came from, or what to avoid. It sits on the asset's detail page and is meant for your own team. It is never part of anything a share recipient sees, so you can be candid: pricing context, the reason a photograph is approved only for social, or a reminder that a logo is for print only.

Adding an internal note

To add or change an internal note:

1. Open the asset to its detail page.
2. Find the **Internal note** panel (until you add one it reads *No internal note yet. Add guidance on how and when to use this asset.*).
3. Edit the note and save. Cancel discards your changes.

Adding notes is available to people who can upload (contributor and above). Everyone with access to the asset can read the note.

Who can see an internal note

> **Warning:** Internal notes are for your team only. They are never included in a share link, the recipient portal, or any download. Anything you would not want a partner to read is safe here — and anything you *do* want them to see belongs in the asset description instead.

Notes and search

Internal note text is included in search, so a note is also a way to make an asset findable by words that do not belong in its public description. A note mentioning "Christmas campaign 2026" will surface that asset when you search for it later.

24.3 Teams

A **team** is a named group of people — your design team, an outside agency, the Berlin office. Teams save you repeating yourself: instead of adding ten people to a project or naming them one by one on a board, you work with the team.

You see the teams you belong to; administrators see every team in the organisation.

What a team is for

Teams do two things:

- **Mention a whole team on a board.** Typing **@** and choosing a team notifies every member of it (see Project message boards).
- **Give a whole team access to a project.** Granting a team access adds all of its members to that project in one step.

Creating a team

Creating teams is an administrator task. On the **Teams** page:

1. Select **Create Team**.
2. Give the team a name (for example *Marketing Team*) and, optionally, a short description.
3. Select **Create Team** to save it.

The person who creates a team is its first member, as a team **Admin**.

Managing team members

Open a team to see its members and its accessible resources. A team member holds one of two roles:

- **Member** — belongs to the team.

- **Admin** — can also add and remove members and rename or close the team.

Team admins (and organisation administrators) use **Add Member** and **Remove Member** to change who is on the team, and can delete a team when it is no longer needed.

Giving a team access to a project

A team's detail page lists its **Accessible Resources**. Granting the team access to a project is the quick way to bring an entire group into a project at once — every member gains access without being added individually. The administrator view of teams lives under **People**; see Teams (admin view).

25. The media wishlist

25.1 Requesting media NEW

The **Media wishlist** is where people ask for content they need but cannot add themselves — "a hero photograph of the Valletta office", "a square version of the new logo", "last year's brochure as a PDF". Anyone who can see a project can raise a request, **including viewers** — that is the whole point: the people who consume your library can tell you what is missing.

You reach it from **Wishlist** in the sidebar. The nav item carries a badge showing how many open requests you can see.

Raising a request

To request media:

1. Open **Wishlist** and select **New request**.
2. Give it a **Title** — a short, clear name for what you need.
3. Add a **Description** with any detail that helps (orientation, where it will be used, deadlines).
4. Choose the **Project** the request belongs to.
5. Optionally pick a **Desired asset type** (for example *photography*, *logo* or *video*) from the list. The types are the same vocabulary used across the library — see Asset types and attributes.
6. Select **Submit request**.

The request opens with the status **Open**.

Finding open requests

The wishlist lists requests with their title, project, who asked, the status (**Open** or **Closed**) and when it was raised. Use the status filter to switch between **All**, **Open** and **Closed**.

You can delete a request you raised yourself (administrators can delete any). Deleting is final, so a confirmation step asks before it happens.

> **Note:** A request is tied to a project, and you only see requests on projects you can access. This keeps each team's wishlist to the work that concerns it — see How access works.

25.2 Fulfilling and closing requests NEW CONTRIBUTOR MANAGER ADMIN

Once a request is on the wishlist, someone who can upload delivers the media and closes the request. Open requests are the queue of work the library still owes its users.

Fulfilling a request

To fulfil a request:

1. Read the open request to see exactly what is wanted.
2. Add the media to the right project — see Uploading files.
3. Close the request so everyone knows it is done.

Where the delivered asset is recorded against the request, it shows on the request as **Fulfilled with**, giving a direct link from the ask to the media that answered it.

Closing and reopening

Select **Mark as closed** to close a request. Two kinds of people can close (or reopen) a request:

- the person who **raised** it — even a viewer may close their own request once it is satisfied; and
- anyone who can **upload** (contributor and above), who can close any request.

Closing records who closed it and when. If a request was closed too soon, select **Reopen** to put it back to **Open**; reopening clears the closing details and any linked fulfilment so the request is fresh again.

> **Note:** Closed requests are not deleted — they stay on the wishlist under the **Closed** filter as a record of what was asked for and delivered.

PART V

Insight and oversight

26. Analytics

26.1 The analytics dashboard CONTRIBUTOR MANAGER ADMIN

Analytics answers the question "what is my content actually doing?" It draws on every event your shares record — each time a link is opened, an asset viewed or downloaded, a file sent back, or a comment left — and turns them into a picture of what performs. You reach it from **Analytics** in the sidebar; it is available to people who can upload (contributor and above).

The page has two tabs, **Dashboard** and **Audit**. This section covers the **Dashboard**; the Audit tab is covered in Exporting audit data.

The headline numbers

Across the top sits a row of figures for the period you have chosen, each shown against the previous period of the same length so you can see the trend:

- **Shares created** — new share links in the period.
- **Unique recipients** — distinct people who received a share.
- **Opens** — a share page opened by a recipient.
- **Views** — assets or share pages viewed.
- **Downloads** — assets downloaded.
- **Write-backs** — files a recipient sent back to you (this counts partner uploads, not your own).
- **Comments** — comments left on shares.

Trends and leaders

Below the figures:

- **Engagement over time** charts the daily events across your chosen range, so you can see peaks and quiet spells.
- **Top assets** ranks your assets by views plus downloads — the content that is actually being used.
- **By asset type** breaks the same activity down by type (photography, logo, video and so on), so you can see which *kinds* of content earn attention.

Choosing what you measure

A filter row scopes everything on the dashboard:

- **Date range** — quick presets **Today**, **Last 7 days**, **Last 30 days**, **Last 90 days** and **Month to date**, or **Custom** with your own **From** and **To** dates. The dashboard opens on the last 30 days.
- **Project** — narrow to a single project, or leave it on **All projects**.
- **Asset type** — narrow to one type, or **All types**.

To pull the same numbers into a spreadsheet, use **Export CSV** — see Exporting analytics. For the full story of a single share, open its activity timeline from the Shares list (see The activity timeline).

> **Note:** If a range shows nothing yet, it simply means no shared content has been opened in that window. Send a share and the engagement lands here.

26.2 Exporting analytics CONTRIBUTOR MANAGER ADMIN

Sometimes you need the numbers in your own spreadsheet — for a board pack, a client report, or a deeper slice than the dashboard shows. The **Export CSV** button at the top of the **Analytics** page does exactly that.

Exporting the dashboard

On the **Dashboard** tab, **Export CSV** downloads the by-asset engagement figures for whatever filters are currently set — the same date range, project and asset type you are looking at on screen. The file contains one row per asset with these columns:

- **content_id** — the asset's identifier.
- **title** — the asset's name.
- **asset_type** — its type (or *untyped*).
- **project_id** — the project it belongs to.
- **views**, **downloads** and **total** (views plus downloads).

The download's filename carries the date range so you can tell exports apart later.

> **Note:** The **Export CSV** button follows the tab you are on. From the **Audit** tab the same button exports the content audit instead — see Exporting audit data.

27. The audit log

27.1 Reading the audit log CONTRIBUTOR MANAGER ADMIN

The **Audit Log** is the running record of what has happened across your library: who looked at what, who downloaded or changed a file, who shared something and who was granted or refused access. When you need to answer "who did this, and when?", this is the page. You reach it from **Audit Log** in the sidebar; it is available to people who can upload (contributor and above).

What the log shows

Each entry names the person who acted (or **Anonymous** where the action came from a share recipient rather than an account), the action itself, how it happened (the access method and IP address), and when. The actions the log distinguishes are:

- **View** and **Download** — content that was looked at or taken.
- **Upload**, **Edit** and **Delete** — content that was added, changed or removed.
- **Share** — a share link created.
- **Access Granted** and **Access Revoked** — someone given or removed from access.

Narrowing the log

Use the filters above the list to focus in:

- the **action** list — show **All Actions** or a single kind of action; and
- the **From** and **To** dates — limit the log to a period.

The most recent entries are shown first. Select **Load More** to page back through older activity.

> **Note:** The audit log is the organisation-wide record of *actions*. To see the full story of a single share link — who opened it, what they viewed and downloaded — open that share's own timeline instead (see The activity timeline).

27.2 Exporting audit data CONTRIBUTOR MANAGER ADMIN

Alongside the engagement dashboard, the **Analytics** page has an **Audit** tab: a health check of your library that finds the assets needing attention and lets you take the whole list away as a spreadsheet. Where the audit log records *actions*, this content audit reviews the *state* of your assets.

What the content audit finds

The Audit tab groups flagged assets into categories, each with a count and the assets it applies to:

- **Never shared** — assets that have never gone out to anyone.
- **Not viewed recently** — no views within the recent window.
- **No downloads** — never downloaded by anyone.
- **Rights expiring** — licence rights expiring soon or already expired (see Expiry warnings).
- **Incomplete taxonomy** — missing an asset type or any tags.

- **Stale versions** — unchanged for a long time.

Every row links straight to the asset so you can act on it. You can narrow the audit to a single project or asset type, and the not-viewed, stale and rights windows are adjustable.

Exporting the audit

Select **Export CSV** while the **Audit** tab is open to download every flagged asset across all six categories in one file. Each row carries:

- **issue** — which category flagged it.
- **content_id** and **title** — the asset.
- **asset_type** and **project_id** — where it sits.
- **detail** — a short reason, such as *Never viewed*, *Rights expire in 12 days* or *Missing: asset_type, tags*.

> **Note:** The activity audit log is an on-screen view; when you need audit information as a spreadsheet — for a clean-up drive or a rights review — this content-audit export is the file to use.

PART VI

Administration

28. People

28.1 Members ADMIN

The **People** page is where an administrator manages everyone with access to your organisation. Open it from **People** in the sidebar, under the **Admin** section, and stay on the **Members** tab.

The other two tabs — **Invitations** and **Teams** — are covered in Invitations and Teams.

Reading the members list

Each row is one person. The columns are:

- **Name** and **Email** — who they are.
- **Access** — their capability: **View**, **View + upload** or **Admin**. This is the axis that decides whether they use a billable seat (see Roles and capabilities).
- **Can invite** — whether you have delegated the right to invite others to them, and at what level.
- **Status** — **Active**, **Inactive** or **Paused**.
- **Last login** — when they were last signed in, or **Never**.
- **Seat** — **Free** or **Billable**. Viewers are always free; editors and admins take a billable seat.

Changing a person's access

A person's **Access** is their capability — what they are allowed to do across the whole organisation.

1. Find the person and select **Edit**.
2. Choose the new access: **View**, **View + upload** or **Admin**.
3. Confirm on the **Change access** panel.

Granting **View + upload** turns a free viewer into a billable member. If they do not already have a paid seat this month, one is added at that point — €19.99 per user per month, first month free. Re-enabling upload within the same billing period never costs anything extra.

> **Note:** Removing someone's upload access takes effect immediately, and any **Contributor** or **Manager** roles they hold on projects drop to view-only. The paid seat stays until the end of the current billing period, then is not renewed.

Pausing and reviving access

Pausing keeps a person's account and history intact but stops them signing in — useful for someone who has left temporarily, or while you decide what to do with their access.

1. Select **Pause** on their row.
2. Confirm on the **Pause access?** prompt.

A paused person cannot sign in until you restore their access. To bring them back, select **Revive** — they are reactivated with the same access they had before. If that access is billable, a seat is confirmed again as part of the revival.

Removing a member

Removing a person takes them out of your organisation entirely and frees their seat straight away.

1. Select **Edit** on their row, then remove the member, and confirm.
2. Their content stays in your library — nothing they uploaded is deleted, and the record of who added what is preserved.

The last-administrator guard

Your organisation must always keep at least one active administrator, so ContentCamel will not let you:

- remove the last administrator,
- pause the last administrator, or
- demote the last administrator to a non-admin role.

If you see a message about the last administrator, promote or invite another person to **Admin** first, then repeat the action.

28.2 Invitations ADMIN

Inviting is the only way to add a person to your organisation. Open **People** in the sidebar and choose the **Invitations** tab.

Inviting someone

1. In **Invite someone**, enter the person's **Email**.
2. Choose their **Access**: **View (free)**, **View + upload** or **Admin**. View is a free seat; **View + upload** and **Admin** each use a billable seat — €19.99 per user per month, first month free, billed only while they can upload.
3. Leave the scope on **Organisation** for a normal member, or choose **Project guest** to add an outside collaborator to a single project only.
4. Optionally add a **Personal message** — it appears in the invitation email.
5. Select **Send invitation**.

The person receives an email with a link to set their name and password. The invitation is valid for **7 days**; after that the link stops working and you send a fresh one.

Project guests

A **Project guest** is an external collaborator who only ever sees the one project you add them to — always a free seat. When you choose **Project guest**, pick the **Project** and the access they get within it. Assigning the **Manager** project role is reserved for administrators.

> **Note:** A view-only person can only join a project as a **Viewer**. To make someone a **Contributor** or **Manager**, invite them with **View + upload** access.

Pending invitations

Everything you have sent but that has not yet been accepted appears under **Pending invitations**, each showing the email, the access offered and a **Guest** badge for project invites. To withdraw one before it is accepted, select **Revoke**.

Delegating the right to invite

Administrators can always invite. You can also grant a trusted member the right to invite others without making them an administrator — set **Can invite** on their row in the **Members** tab to **Can invite view-only** or **Can invite view + upload**. Someone limited to view-only can only invite free viewers.

When you cannot invite

- **Seat limit reached** — your plan's billable seats are all in use. Upgrade your plan to add more, or invite the person as a **Viewer**, which is always free.
- **Already a member** — that email is already in your organisation.
- **An invitation is already pending** — there is an unaccepted invitation for that email; revoke it first if you want to change the access offered.
- **Free plan** — a free-plan organisation can only invite view-only people. Upgrade to add people who can upload.

28.3 Teams ADMIN

Teams let you group people who work together so you can refer to them as one unit. Administrators manage teams from the **Teams** tab on the **People** page. For how teams are used day to day, see Teams.

Creating a team

1. Open **People** and choose the **Teams** tab.
2. Select the option to create a team.
3. Give the team a **name** and an optional **description**.
4. Save. The new team appears in the list with a member count.

Managing a team

Select a team to open it. From the team's page you can:

- **Add member** — choose a person from your organisation to add to the team.
- Change a member's role within the team between **member** and team **admin**.
- Remove a member you no longer want in the team.
- Delete the team when it is no longer needed.

> **Note:** Adding or removing someone from a team changes only the grouping — it does not change what they can see or do. Access is always controlled by their project membership and their organisation role, never by a team. See How access works.

Finding a team

Use the search box on the **Teams** tab to filter the list by team name or description when you have many teams.

28.4 Roles and capabilities ADMIN

Access in ContentCamel is set by three things that work together. This section is the reference the rest of the guide points back to.

The three axes

Organisation role — a person's standing across the whole organisation:

- **Viewer** — can see and download what they are given, but not add or change content.
- **Editor** — can upload and edit content in the projects they belong to.
- **Admin** — everything an editor can do, plus managing people, invitations, organisation settings and billing.
- **Super Admin** — the owner-level role; behaves like an admin and can also manage other administrators.

Capability (Access) — the axis shown as **Access** on the **People** page, and the one that decides billing:

- **View** — read and download only. Always a **free** seat.
- **View + upload** — can contribute content. A **billable** seat.
- **Admin** — an administrator; also a billable seat.

Viewers are always free; editors and admins each take one billable seat. See Plan and usage.

Project role — set per project, controlling what a person can do inside that project:

- **Viewer** — browse, preview and download.
- **Contributor** — add and edit content in the project.
- **Manager** — run the project, including its members and shares.

What each combination allows

Action	Viewer	Contributor	Manager	Admin
Browse, preview, download (in their projects)	Yes	Yes	Yes	Yes
Upload and edit content	—	Yes	Yes	Yes
Create and manage share links	—	Yes	Yes	Yes
Manage a project's members	—	—	Yes	Yes
Create projects	—	—	—	Yes
Invite people	Only if granted	Only if granted	Only if granted	Yes
Assign the **Manager** project role	—	—	—	Yes
Organisation settings, billing, people	—	—	—	Yes

The rules that hold everything together

- **Upload capability gates project roles.** A view-only person can only be a project **Viewer**. To make someone a **Contributor** or **Manager**, give them **View + upload** access first.
- **Removing upload access cascades.** If you drop a person to **View**, all their **Contributor** and **Manager** project roles fall back to **Viewer** automatically.
- **Only administrators** can invite administrators, assign the **Manager** project role, change organisation settings and manage billing.
- **The delegable invite right.** An admin can let a non-admin invite others by setting **Can invite** on their **Members** row. A view-only inviter can only invite free viewers.

- **The last-administrator guard.** The organisation must always keep one active administrator, so the last admin cannot be removed, paused or demoted.
- **Free plan limits.** A free-plan organisation has exactly one administrator, can invite view-only people only, and cannot grant upload access.

29. Organisation settings

29.1 Organisation settings ADMIN

Organisation settings holds your organisation's name and brand basics. Only an administrator can change them. Open it from **Organisation** in the sidebar.

Your organisation's name

The **Organisation name** identifies your organisation inside ContentCamel and appears to people you share with. Edit it and select **Save changes**.

Below the name you will see a **Reference** — a short, fixed identifier for your organisation. It does not change when you rename the organisation.

Brand colour

The **Brand colour** is applied where outside people meet your organisation — the recipient pages of your share links and, on your own ContentCamel address, the sign-in screen. Pick a colour and select **Save changes**; a **Changes saved** confirmation appears.

> **Note:** Full brand assets — logos, the wider palette, fonts and guideline documents — live in your brand kits, not here. See The brand kit.

The other administration areas

From organisation settings you can jump to the rest of the admin surfaces:

- **Team & invitations** — invite teammates and manage roles (Members, Invitations).
- **Seats & usage** — your plan limits and how much you are using (Plan and usage).
- **Plan & billing** — trial status, upgrading and invoices (Plans and pricing).
- **Webhooks** — notify your own systems when content and shares change (Webhooks).

30. Plan, usage and billing

30.1 Plan and usage ADMIN

Plan & usage shows what your plan allows and how much of it you are using. Open it from the sidebar; it has two tabs, **Usage** and **Seats**.

Throughout, remember the billing rule: **viewers are always free — only editors and admins count toward billing.**

Usage

The **Usage** tab has two meters.

Billable seats shows how many billable members you have, against your plan's seat limit (or *used — unlimited* when your plan has no seat cap). Below it, the number of free viewer seats in use is shown separately, because those are never billed.

> **Note:** When you have used every billable seat, ContentCamel tells you so and blocks new billable invitations. You can still upgrade to add seats, or invite people as free viewers.

Storage shows how much space your content uses against your plan's storage cap, or *Unlimited storage on your current plan* when there is no cap.

> **Warning:** If you reach your storage limit, new uploads are blocked until you free space or upgrade your plan.

Seats

The **Seats** tab breaks your people down by how they are billed:

- **Free seats** — your viewers, never billed.
- **Billable seats** — your editors and admins.
- **External uploaders** — outside collaborators who can upload through a share link. Each person who uploads through a share becomes a billable user on your plan, counted separately here.
- **Total members** and **Total billable users** — the internal and external billable people added together.

A per-role table lists how many people hold each role and whether that role is a free or billable seat.

To change what any one person can do — and therefore which seat they use — go to the **Members** tab on the **People** page (see Members). For how the seats translate into a bill, see Plans and pricing.

30.2 Plans and pricing ADMIN

Your plan sets your seat and storage limits and what you pay. Open **Plan & billing** from the sidebar to see your current plan, your trial status and the options you can move to. Prices are in euros.

The plans

Solo — free

- 1 user

- 1 GB storage
- 100 assets
- Unlimited free read-only users

Team — €19.99 per user, per month

- 1 GB storage per user, pooled across the team
- Unlimited assets
- Unlimited free read-only users
- Everything in Solo — brand kits, versions, rights, projects, boards and mailbox ingest
- First month free, and no card to start

Company — by quotation

- Everything in Team
- Storage and terms sized to you
- Talk to us for a quotation

Seats and what they cost

Only **billable** members — editors and admins — count toward the per-user price on the **Team** and **Company** plans. **Viewers are always free**, so you can bring in as many read-only people as you like without adding to the bill. People who upload through a share link also become billable users. See Plan and usage.

Your trial

A new organisation starts on **Team** with a **30-day first-month-free** period and no card required. **Plan & billing** shows how many trial days remain. When you are ready, select **Upgrade** to add a payment method and continue on the plan you want.

Upgrading and managing payment

- **Upgrade** takes you to a secure checkout to move onto a paid plan.
- **Manage billing** opens the billing portal, where you update your card and review your payment history.

> **Note:** If billing has not been switched on for your ContentCamel yet, the page shows a friendly "not switched on" state instead of the checkout — your trial, seats and caps keep working in the meantime.

30.3 Invoices and payment ADMIN

This section explains how paid plans are invoiced and what happens around payment. Your current plan and trial status are on the **Plan & billing** page (see Plans and pricing).

When you are invoiced

Billing runs on a monthly cycle tied to the day your organisation started.

- Your first month is free, so your first invoice arrives after the free period ends — roughly two months after you begin.
- After that, an invoice is issued on each monthly anniversary for the billable seats used in the period just closed.

- Each invoice has a reference number and is **due within 7 days** of being issued.
- If you had no billable activity in a period, no invoice is raised.

Invoices and receipts are emailed to your billing contact. To review your payment history or update your card, open **Manage billing** from **Plan & billing**, which takes you to the secure billing portal.

If an invoice goes unpaid

> **Warning:** An invoice left unpaid past its due date becomes **overdue**, and an overdue account is suspended. While suspended, your ContentCamel shows a notice and cannot be used until the balance is settled.

As soon as the outstanding invoice is paid, service resumes automatically and a receipt is emailed to you. Nothing in your library is lost during a suspension — your content, projects and shares are all waiting when access is restored.

Who counts toward the bill

Only billable members — editors and admins — and any external collaborators who upload through a share link are charged. Viewers are always free. To see and adjust your billable seats, use Plan and usage. For common billing questions, see the billing FAQ.

30.4 Webhooks NEW ADMIN

Webhooks let ContentCamel call your own systems in real time when things happen. Whenever content is added, a share is created or viewed, work comes back through a share, or a comment is posted, ContentCamel sends a signed HTTP request to the endpoints you choose. Open **Webhooks** from **Organisation** settings.

Adding an endpoint

1. Select **Add endpoint**.
2. Enter the **Endpoint URL** on your side that will receive the request.
3. Under **Events to send**, tick the events you care about:
   - **New content added**
   - **Share link created**
   - **Share viewed by a recipient**
   - **Write-back received** — a recipient sent work back through a share
   - **Comment posted**
4. Leave **Active** ticked to start receiving events, then save.

Your signing secret

When you create an endpoint, ContentCamel shows a **signing secret** once.

> **Warning:** Copy the secret straight away — it signs every delivery and will not be shown again. Every request carries an `X-CC-Signature` header, an HMAC-SHA256 signature you check on your side to be sure the request genuinely came from ContentCamel.

Testing and monitoring

- **Send test** delivers a sample event to the endpoint so you can confirm your receiver is working. ContentCamel queues it and reports back when it has been sent.
- Each endpoint shows its **Last delivery** — when it last fired and whether that delivery succeeded — or **No deliveries yet**.
- If deliveries keep failing, a count of consecutive failures is shown so you can spot a broken endpoint.

Managing endpoints

Each endpoint can be:

- **Disable**d and **Enable**d — pausing deliveries without deleting the endpoint. Re-enabling clears its failure count.
- **Edit**ed — change the URL or which events it receives.
- **Delete**d — after which no more events are delivered to it. This cannot be undone.

31. Your own ContentCamel instance

31.1 Your own ContentCamel instance ADMIN

ContentCamel can run as your company's own instance at **{yourcompany}.contentcamel.com**, separate from the shared **app.contentcamel.com**. Everything else in this guide works the same way on both; this section covers what having your own instance means for an administrator.

What your instance gives you

Your instance is a fully isolated workspace:

- **Its own database** — your content, people and settings live apart from every other customer's.
- **Its own storage** — your files sit in space reserved for you, with your own storage quota.
- **Its own mailbox** — a dedicated ingest address, `{yourcompany}@contentcamel.com`, for emailing content straight in (see Your ingest address).
- **Its own branding** — your name, logo and brand colour on the sign-in screen and on the pages people see when you share with them.

Getting an instance

1. Apply at **contentcamel.com/signup** with your company name, contact details and the subdomain you would like.
2. Your application is reviewed and approved.
3. Once your instance is provisioned, you receive an email with your sign-in address and a one-time password. Sign in and set your own password.

Suspension and resuming

If billing lapses, your instance can be suspended — the address then shows a notice instead of the app until the account is brought back into good standing. Nothing is deleted while suspended, and access is restored automatically once any outstanding balance is paid. See Invoices and payment.

Getting help

For anything to do with your instance — provisioning, branding, storage or billing — email **hello@contentcamel.com** and we will help.

PART VII

FAQ and troubleshooting

32. Troubleshooting

32.1 Signing in and accounts

I get "Invalid email or password"

Your email or password does not match an account. Check for typos and that Caps Lock is off. If you have forgotten your password, use **Forgot your password?** on the sign-in screen to set a new one — see Resetting a forgotten password.

I am asked to verify my email

New accounts confirm their email address once. Open the verification email and select the link. If it says the link is invalid or has expired, request a fresh verification email and use the newest one — older links stop working.

My invitation link does not work

Invitations are valid for **7 days**. After that the link expires and shows an "invalid or has expired" message. Ask whoever invited you to send a new invitation. Each new invitation replaces the last, so always use the most recent email.

It says my email belongs to another organisation

An email address can belong to only one organisation at a time. If you are told your email already belongs to a different organisation, either use a different address for this invitation, or ask an administrator of your existing organisation to remove you first, then accept the new invitation.

My access is paused

If sign-in tells you your access is paused, an administrator has paused your account. Ask the person who invited you, or an administrator, to restore your access — see Pausing and reviving access.

I want to sign out

Open the user menu in the top bar and choose to log out. You are signed out on this device; your content and settings are untouched.

32.2 Uploads and previews

My file type was rejected

ContentCamel accepts a wide range of images, video, audio, documents, spreadsheets, presentations, PDFs and ZIP archives. A file outside that list is not accepted. Convert it to a supported format and upload again — see Supported file types.

My thumbnail has not appeared

Thumbnails are generated just after upload, so there is a short "processing" delay before the picture appears. Give it a moment and refresh. For link assets, the screenshot thumbnail arrives automatically a little after the link is added — see Thumbnails.

A video will not preview yet

Video previews become available once the file has finished processing after upload. If a freshly uploaded video will not play, wait a short while and try again. See Previewing in the browser.

A ZIP archive is not showing its contents

ContentCamel lists what is inside a ZIP archive once it has been read. If the listing is not there immediately after upload, give it a moment. Very large archives may show only part of their contents.

I cannot upload — who is allowed to?

Uploading needs **View + upload** access. If the upload option is missing, you are a view-only member; ask an administrator to grant you upload access — see Roles and capabilities.

I see "Storage quota exceeded"

Your organisation has used all of its storage. Delete files you no longer need, or ask an administrator to raise the quota or upgrade the plan — see Plan and usage.

32.3 Shares

My recipient says the link is closed

A share shows a branded closed page — "This share link is no longer active" — when it has been revoked, has passed its expiry date, or has reached a usage limit. Check the share in your **Shares** list: reopen or extend it, or create a fresh link. See Editing, closing and revoking.

The email code is not arriving

Recipients identify themselves with a verified email before opening a share. When someone requests a code:

- Ask them to check their spam or junk folder.
- Make sure they entered the same address you shared with.
- Codes expire, so if one is old, have them request a new code and use the latest.

If they see "Use the email you verified", they are trying to act under a different address from the one they verified — they should continue with the verified address. See Protecting a share.

The upload area is missing for my recipient

Recipients can only send work back when the share allows it. Open the share and turn on the upload permission — see Permissions. If uploads are allowed but still blocked, the account behind the share may have uploading paused; contact us if that persists.

A rights warning blocked my share

ContentCamel checks usage rights before a share goes out. If an asset's licence has expired, sharing it is blocked with an explanation. Update the licence, or acknowledge the warning to share deliberately anyway. Assets whose licences are expiring soon raise a warning rather than a block. See Rights checks when you share.

Downloads are disabled on my share

If a recipient cannot download, the share's download permission is off. Edit the share and allow downloading if you want them to keep copies. See Permissions.

32.4 Imports

Some of my CSV rows failed

An import processes every row it can and reports the rest. Open the run to see how many items were created and which rows failed, each with a reason. The most common cause is a missing title, which every row needs. Fix those rows in your CSV and run the import again — see Running and reviewing an import.

My FTP connection is refused

If ContentCamel cannot connect to your server, check:

- the **host** and **port** are correct,
- you chose the right protocol (FTP or SFTP),
- the **username** and **password** are right, and
- your server allows connections from ContentCamel.

Use the connection test before running the import. Your credentials are used only for that import and are never stored — see Importing from an FTP/SFTP server.

My import shows "quota exceeded"

The import reached your organisation's storage limit part way through. Free some space or raise your storage — see Plan and usage — then re-run the import to bring in the remaining items.

My imported links have no thumbnail yet

Rows that add links become link assets, and their screenshot thumbnails are generated automatically a short time after the import finishes. Give them a moment and refresh; you can also refresh a link's thumbnail by hand from the asset. See Importing links and remote files.

Who can run an import?

Importing needs **View + upload** access. If you cannot reach the import tools, ask an administrator to grant you upload access — see Roles and capabilities.

32.5 Billing and seats

I cannot invite someone — it mentions a seat limit

Your plan's billable seats are all in use. You can:

- upgrade your plan to add more seats (see Plans and pricing), or
- invite the person as a **Viewer**, which is always free.

See Invitations.

What makes a seat billable?

A person uses a billable seat when they can upload — that is, an **Editor** or an **Admin**. **Viewers** are always free, however many you have. People outside your organisation who upload work back through a share link also become billable users. Check your split under Plan and usage.

How do I make someone free again?

Change their access back to **View** on the **Members** tab. Their upload ability is removed immediately and any project **Contributor** or **Manager** roles drop to view-only. The paid seat stays until the end of the current billing period, then is not renewed — so you are not charged again for them. See Members.

When am I invoiced, and what if I miss a payment?

Your first month is free, so your first invoice comes after that, then on each monthly anniversary for the billable seats used. Invoices are due within 7 days. An unpaid invoice becomes overdue and suspends the account until it is settled, after which service resumes automatically. Nothing is deleted during a suspension. See Invoices and payment.

Billing is not switched on for my ContentCamel

If the **Plan & billing** page shows a "not switched on" state, checkout is not yet available for your instance. Your trial, seats and storage limits keep working; contact us at **hello@contentcamel.com** to enable paid billing.

32.6 Error messages A to Z

If ContentCamel shows you a message with a code, find it below for what it means and how to put it right. Codes are listed alphabetically.

Code	What it means	What to do
`ACCESS_PAUSED`	An administrator has paused your account, so you cannot sign in.	Ask the person who invited you, or an administrator, to restore your access.
`ACCOUNT_REQUIRED`	This share needs you to identify yourself before uploading.	Verify your email on the share, then upload.
`ALREADY_MEMBER`	The email you invited is already in your organisation.	No action needed — they already have access.
`AUTH_FAILED`	Your email or password (or a share password) is wrong.	Check for typos; reset your password if you have forgotten it.
`BILLING_UNAVAILABLE`	Billing could not be reached while changing someone's access.	Wait a moment and try the change again.
`BOT_CHECK_FAILED`	An automated-visitor check on a share did not pass.	Reload the share page and try again.
`CAPABILITY_VIEW_ONLY`	You tried to give a view-only person an uploading project role.	Grant them **View + upload** access first, then set the project role.
`CODE_INVALID`	The email code entered to open a share is wrong or has expired.	Request a fresh code and use the newest one.
`EMAIL_MISMATCH`	You are acting under a different email from the one you verified on a share.	Continue with the address you verified.
`FREE_PLAN_VIEW_ONLY`	A free-plan organisation only allows view-only accounts.	Upgrade your plan to add people who can upload.
`INTERNAL_ASSET_SHARED`	A share includes an asset marked internal-only.	Remove the internal asset, or share it deliberately, acknowledging the warning.
`INVALID_VERIFICATION`	An email-verification link is invalid or has expired.	Request a new verification email and use the latest link.
`INVITE_INVALID`	An invitation link is invalid or has expired (invitations last 7 days).	Ask for a fresh invitation.
`INVITE_PENDING`	An unaccepted invitation already exists for that email.	Wait for it to be accepted, or revoke it before sending a new one.
`INVITE_VIEW_ONLY`	Your delegated invite right only allows inviting free viewers.	Ask an administrator to raise your invite rights, or invite the person as a viewer.
`LAST_ADMIN`	You tried to remove, pause or demote the only remaining administrator.	Promote or invite another administrator first.
`MANAGER_ASSIGNMENT_ADMIN_ONLY`	Only administrators can assign the **Manager** project role.	Ask an administrator to make the person a project manager.
`NO_ORGANISATION`	Your account is not attached to an organisation.	Accept an organisation invitation, or contact an administrator.
`ORG_SUSPENDED`	Your organisation is suspended, so it is read-only.	Settle any outstanding invoice to resume — see Invoices and payment.

Code	What it means	What to do
`PLAN_NOT_PURCHASABLE`	The chosen plan cannot be bought directly.	Pick a purchasable plan, or contact us for a quotation.
`RATE_LIMITED`	Too many requests were made in a short time.	Wait a little while and try again.
`RIGHTS_EXPIRED`	A share includes an asset whose usage licence has expired.	Update the licence, or acknowledge the warning to share anyway.
`RIGHTS_EXPIRING_SOON`	An asset's usage licence is close to expiring.	You can still share it; consider renewing the licence soon.
`SEAT_LIMIT_REACHED`	Your plan's billable seats are all in use.	Upgrade to add seats, or invite the person as a free viewer.
`SHARE_TARGET_PROJECT_ONLY`	A share link was aimed at something other than a whole project.	Create the share against a project.
`STORAGE_QUOTA_EXCEEDED`	Your organisation has used all of its storage.	Delete files you no longer need, or ask an administrator to raise the quota.
`UPLOAD_PAUSED`	Uploading is paused for the account behind a share.	Contact us if this continues.
`USER_IN_OTHER_ORG`	The email already belongs to a different organisation.	Use another address, or leave the other organisation first.

For guidance grouped by task, see the FAQ sections on signing in, uploads, shares, imports and billing.

PART VIII

Reference

33. Glossary

33.1 Glossary

The words ContentCamel uses, in alphabetical order. Where a term has its own chapter, follow the cross-reference for the full story.

- **Access level** — whether a person is **View** (free) or **View + upload** (a billable seat). It is the billing axis, separate from role.
- **Admin (Administrator)** — an organisation role that can manage people, settings, plan and billing.
- **Asset** — any single item in your library: an uploaded file or a saved link. Assets carry a title, description, tags and other details.
- **Audit log** — a record of what has happened in your organisation: access, shares, uploads and administrative actions.
- **Brand** — one of the brands you manage. Each has its own hub and brand kit.
- **Brand kit** — the logos, colours, fonts and guideline documents for a brand, gathered on one shareable page.
- **Collection** — a hand-picked set of assets, which can span more than one project. A collection curates; a folder stores.
- **Company mailbox** — your organisation's own email address for content; files emailed to it appear in ContentCamel ready to import.
- **Contributor** — a project role that can add and edit content within that project.
- **Editor** — an organisation role with upload access (**View + upload**).
- **Favourite** — an asset you have starred for quick personal access. Your favourites are private to you.
- **Folder** — a way to arrange assets neatly inside a project. Folders never control access — that is the project's job.
- **Funnel stage** — an optional label marking where a piece of content sits in a marketing funnel.
- **Guest** — an external collaborator invited to a single project only. Guests are always a free seat.
- **Instance** — a dedicated, branded ContentCamel at your own address (**{yourcompany}.contentcamel.com**), with its own isolated data.
- **Internal-only asset** — an asset marked for your team's eyes only; it is kept out of shares.
- **Internal note** — a private note on an asset, visible to your team but never to share recipients.
- **Licence** — the terms under which you may use an asset. ContentCamel records the licence type, rights holder and any expiry date.
- **Manager** — a project role that can manage a project's members and share links, as well as contribute.
- **Organisation** — your company's whole workspace: its people, projects and content.
- **Project** — a container for content and the boundary that controls access. Seeing a project means seeing its files.
- **Provenance** — the recorded origin of an asset, such as who emailed or uploaded it and when.
- **Recipient** — someone outside your team who opens one of your share links.
- **Review queue** — where files that partners send back through a share wait for you to accept or reject them. Rejected files are held for 30 days, then removed.
- **Rights (usage rights)** — your permission to use an asset, including any expiry. ContentCamel warns you before rights lapse.

- **Saved filter** — a set of search filters you have saved to reapply with one click.
- **Seat** — a billable place on your plan, used by each person with **View + upload** access. Viewers do not use a seat.
- **Share link** — a branded, tracked URL that lets someone view, download and send work back without a ContentCamel account.
- **Super Admin** — the owner of an instance; the highest organisation role.
- **Tag** — a keyword you attach to assets to group and find them.
- **Team** — a named group of people you can manage and grant access together.
- **Thumbnail** — the small preview image ContentCamel generates for an asset.
- **Version** — a point-in-time copy of an asset. Replacing a file keeps the old one as an earlier version.
- **Viewer** — a role (organisation or project) that can view and download but not upload.
- **Wishlist** — where anyone can request media they need for teammates to fulfil.
- **Write-back** — work a recipient sends back to you through a share link.

34. Appendices

34.1 Supported file types

ContentCamel accepts the formats below. Each file can be up to **100 MB**. Files in any other format are declined at upload with a message explaining why.

Accepted formats

Kind	Formats
Images	JPG / JPEG, PNG, GIF, SVG, WebP
Video	MP4, WebM, MOV, AVI
Audio	MP3, WAV, OGG
Documents	PDF, DOC, DOCX, TXT
Presentations	PPT, PPTX
Spreadsheets	XLS, XLSX, CSV
Archives	ZIP

Notes

- The maximum size is **100 MB per file**. If a file is larger, compress or export it smaller before uploading.
- **Link assets** are web addresses rather than files, so they are not subject to this list or the size limit. See **Link assets** for adding a URL.
- ZIP archives are stored whole; ContentCamel can list their contents in the preview without unpacking them.
- This is the definitive list at the time of writing. If you need a format that is not shown here, get in touch at hello@contentcamel.com.

> **Note:** When you bring files in through **CSV import**, **FTP import** or the **company mailbox**, the same accepted formats and size limit apply. Rows or attachments in an unsupported format are skipped and reported.

34.2 Roles and capabilities matrix

A one-page summary of who can do what. For the full detail and the reasoning behind it, see **Roles and capabilities reference** — this appendix is the printable version.

Three things decide what you can do

- Your **organisation role** — across the whole workspace.
- Your **access level** — the billing axis: **View** (free) or **View + upload** (a billable seat).
- Your **project role** — inside each individual project.

Organisation roles

Role	Can do
Viewer	View and download content in projects they are added to; request media on the wishlist. Cannot upload. Always a free seat.
Editor	Everything a Viewer can, plus upload and import content, use the company mailbox, and see analytics and the audit log. Needs **View + upload** access (a billable seat).
Admin	Everything an Editor can, plus manage people, invitations and teams, plan and usage, plan and billing, and organisation settings.
Super Admin	The instance owner; everything an Admin can, plus system settings.

Project roles

Set per project, so the same person can hold different roles in different projects.

Role	Can do
Viewer	View and download content within the project.
Contributor	Add and edit content within the project. Needs **View + upload** access.
Manager	Manage the project's members and share links, as well as contribute. Only an administrator can assign the Manager role.

> **Note:** Upload roles (**Editor**, or **Contributor** / **Manager** on a project) require **View + upload** access. A view-only person must be upgraded before they can be given an upload role; until then they can only be added to a project as a **Viewer**.

34.3 Notification reference

Every notification that can appear in your **notifications** bell, what sets it off, and where selecting it takes you. See **Notifications** for how the bell works.

Notification types

Notification	Fires when	Opens
Mention	Someone @mentions you on a project message board or an asset note	The project board or note
File uploaded	A teammate uploads a file to a project you belong to	The uploaded asset
Access granted	You, or a team you are in, are granted access to a project, folder or asset	The item you were given access to
Access revoked	Your access to a project, folder or asset is removed	— (no link)
Import finished	A CSV or FTP import you started completes or fails	The import page
New mailbox email	A new email arrives in your company mailbox	The mailbox
Work returned	A recipient uploads work back through one of your share links	The share and its review queue
Share comment	A recipient comments on one of your share links	The share
New version shared	A new version is published on an asset you have shared	The asset

Notifications that also email you

Most notifications appear in the bell only. Two also send an email so you do not miss them: **Work returned** and **Share comment** on your share links. For a scheduled summary rather than per-event alerts, use **The weekly digest**.

> **Note:** You always receive notifications for activity that concerns you — your mentions, your access, your imports and your shares. You are never notified about your own actions.