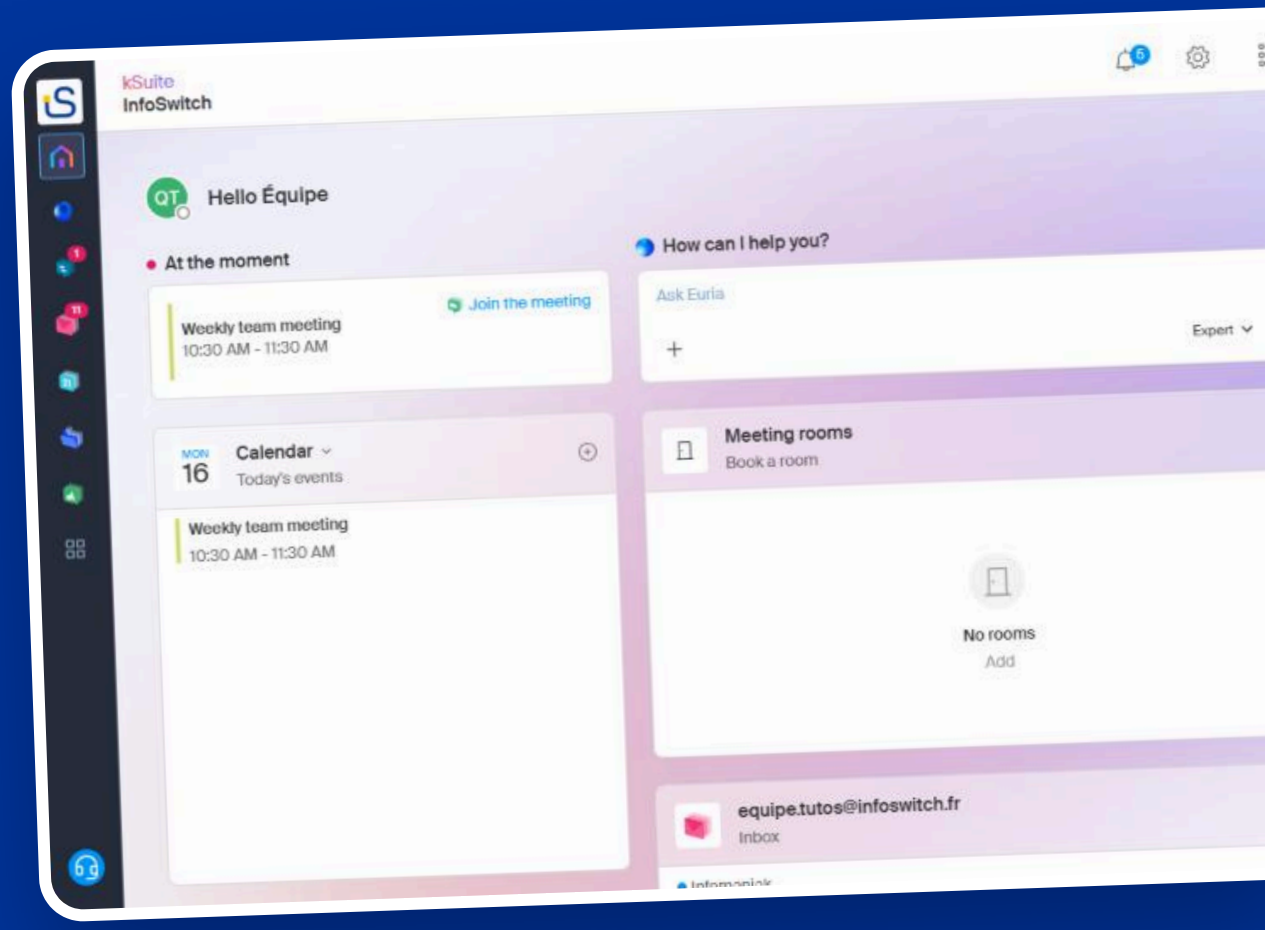
InfoSwitch

Trainer guide · English delivery · 2 hours

Deliver the kSuite training

Timed running order, what to show and what to say, the exact words of the English interface, and the subtleties of each tool.

Open the running order ›



How this guide works

One chapter per tool, in session order

On every demo page: the numbered list is what to **show**, in order, and matches the yellow markers on the screenshot. **Say** is a sentence you can use as is. **Subtlety** is the detail participants get wrong. Words in bold are the exact labels of the English interface. ◆ marks facts taken from Infomaniak's documentation that depend on the plan or were not replayed on the demo account.

01
Welcome
Set the frame: what kSuite is, what the two hours cover, how questions work.
0:00 · 5 min · page 5

02
Getting started
Sign in, read the home page, move between apps.
0:05 · 5 min · page 7

03
Mail
Read, write, schedule, snooze, encrypt, and tune the mailbox.
0:10 · 25 min · page 10

04
Calendar
Create an event, invite, add kMeet, find a slot, share a calendar.
0:35 · 12 min · page 24

05
Contacts
Organisation directory, personal address books, new contact.
0:47 · 4 min · page 31

06
kDrive
Store, create, edit online, share inside and outside, recover.
0:51 · 22 min · page 34

07
kChat
Channels, direct messages, threads, calls.
1:13 · 12 min · page 44

08
kMeet
Start, join and plan a video meeting; in-meeting tools.
1:25 · 8 min · page 49

09
Transfer and share
SwissTransfer, kPaste and Chk: three small tools, three precise uses.
1:33 · 7 min · page 52

10
Euria
The AI assistant: ask, attach, refine, and where it appears in the suite.
1:40 · 8 min · page 56

11
Devices and security
Apps on computer and phone, profile, two-step verification.
1:48 · 5 min · page 60

12
Wrap-up
Recap, questions, next steps with InfoSwitch.
1:53 · 7 min · page 63

Running order · 120 minutes

The session at a glance

0:00	01	**Welcome**	Set the frame: what kSuite is, what the two hours cover, how questions work.	5 min
0:05	02	**Getting started**	Sign in, read the home page, move between apps.	5 min
0:10	03	**Mail**	Read, write, schedule, snooze, encrypt, and tune the mailbox.	25 min
0:35	04	**Calendar**	Create an event, invite, add kMeet, find a slot, share a calendar.	12 min
0:47	05	**Contacts**	Organisation directory, personal address books, new contact.	4 min
0:51	06	**kDrive**	Store, create, edit online, share inside and outside, recover.	22 min
1:13	07	**kChat**	Channels, direct messages, threads, calls.	12 min
1:25	08	**kMeet**	Start, join and plan a video meeting; in-meeting tools.	8 min
1:33	09	**Transfer and share**	SwissTransfer, kPaste and Chk: three small tools, three precise uses.	7 min
1:40	10	**Euria**	The AI assistant: ask, attach, refine, and where it appears in the suite.	8 min
1:48	11	**Devices and security**	Apps on computer and phone, profile, two-step verification.	5 min
1:53	12	**Wrap-up**	Recap, questions, next steps with InfoSwitch.	7 min

Three checkpoints

0:35 Mail is finished. Late by more than 5 minutes? Skip “Other actions” and “Settings: Send”.

1:13 kDrive is finished: you are past the half. Late? Shorten kChat to the first screen and the threads.

1:40 Euria starts. Late? Drop Chk and show Euria on one question only.

No formal break

Two hours is long on video. Offer a 3-minute stretch after kDrive (1:13) and take it from the wrap-up if the group accepts.

Before you start

Preparation checklist

The demo account is **equipe.tutos@infoswitch.fr**. Its interface language is set per user, so switching it to English changes nothing for anyone else. It has been set back to French after the screenshots in this guide were taken.

The day before

- [ ] Sign in with the demo account and switch its language to English: Manager › My profile › Language (pencil).
- [ ] Check that the demo data is there: a few e-mails, one calendar event, “Meeting minutes.docx” in My folder, messages in #general.
- [ ] Ask the client which kSuite plan they have: items marked ◆ in this guide depend on it.
- [ ] Send the calendar invitation with the kMeet or Teams link and the start time in the participants' time zone.

Fifteen minutes before

- [ ] Close personal tabs and mute notifications; only the demo account in the shared browser.
- [ ] Open one tab per tool in session order: Home, Mail, Calendar, Contacts, kDrive, kChat, kMeet, SwissTransfer, kPaste, Euria, profile.
- [ ] Browser zoom at 110–125 %; window, not whole screen, when you share.
- [ ] Keep this guide on a second screen or printed; the page numbers match the running order.

During

- [ ] Announce each tool and its duration: “Mail, about twenty-five minutes.”
- [ ] Say what you click: “top left, the red New button”. English UI words exactly as on screen.
- [ ] After each tool: “Questions on Mail before we move on?”
- [ ] Watch the clock at the three checkpoints on the next page.

01

Starts at 0:00 · 5 minutes

Welcome

Set the frame: what kSuite is, what the two hours cover, how questions work.

Running order of this chapter

Open the session 5 min · p. 6

01 · Welcome 5 min

Open the session

Five minutes, camera on, no screen share yet for the first minute. Then share your browser on the kSuite home page.

1 · Welcome

“Good morning everyone, and thank you for joining. I'm Julien from InfoSwitch. For the next two hours I'll walk you through kSuite, the workspace you will use every day.”

2 · What kSuite is

“kSuite is Infomaniak's collaborative suite: mail, calendar, contacts, file storage, team chat, video meetings and an AI assistant. One login, one address, hosted in Switzerland.”

3 · How we will work

“I'll go tool by tool. For each one I show the screen, the main features, then the details that save time. You don't need to follow along on your own screen.”

4 · Questions

“Type your questions in the chat at any time; I'll take them at the end of each tool. Anything specific to your account, we'll handle after the session.”

5 · What you keep

“You'll receive a step-by-step PDF guide after the session, so there's no need to take notes on every click.”

6 · Check the room

“Can everyone see my screen? Is the text large enough?” Zoom the browser to 110–125 % if anyone hesitates.

Say it right workspace · collaborative suite · single sign-on · hosted in Switzerland · walk you through

02

Starts at 0:05 · 5 minutes

Getting started

Sign in, read the home page, move between apps.

Running order of this chapter

The home page 2 min · p. 8

Move between apps 3 min · p. 9

02 · Getting started 2 min

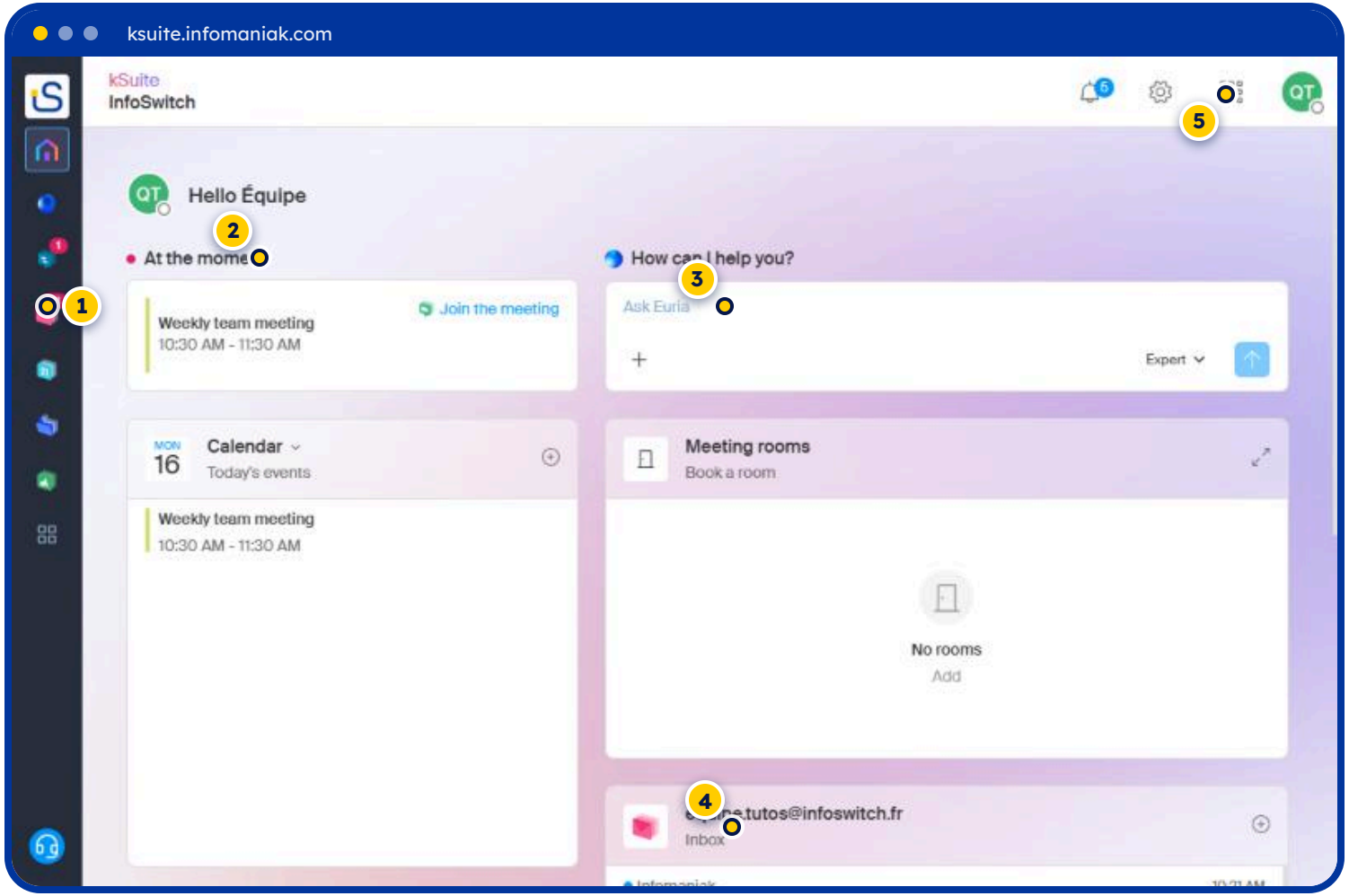
The home page

Show

1. **App bar** on the left: one icon per tool.
2. **At the moment** and **Calendar**: the current and upcoming events.
3. **Euria**: the assistant's prompt box, right on the home page.
4. **Inbox**: the latest messages.
5. Top right: **notifications**, **settings**, **apps**, **profile**.

Say
"This is your dashboard. Everything starts at ksuite.infomaniak.com: you sign in once and every tool is one click away."

Subtlety
The address to remember is **ksuite.infomaniak.com**, not the Manager. The house icon always brings you back here.



02 · Getting started 3 min

Move between apps

Show

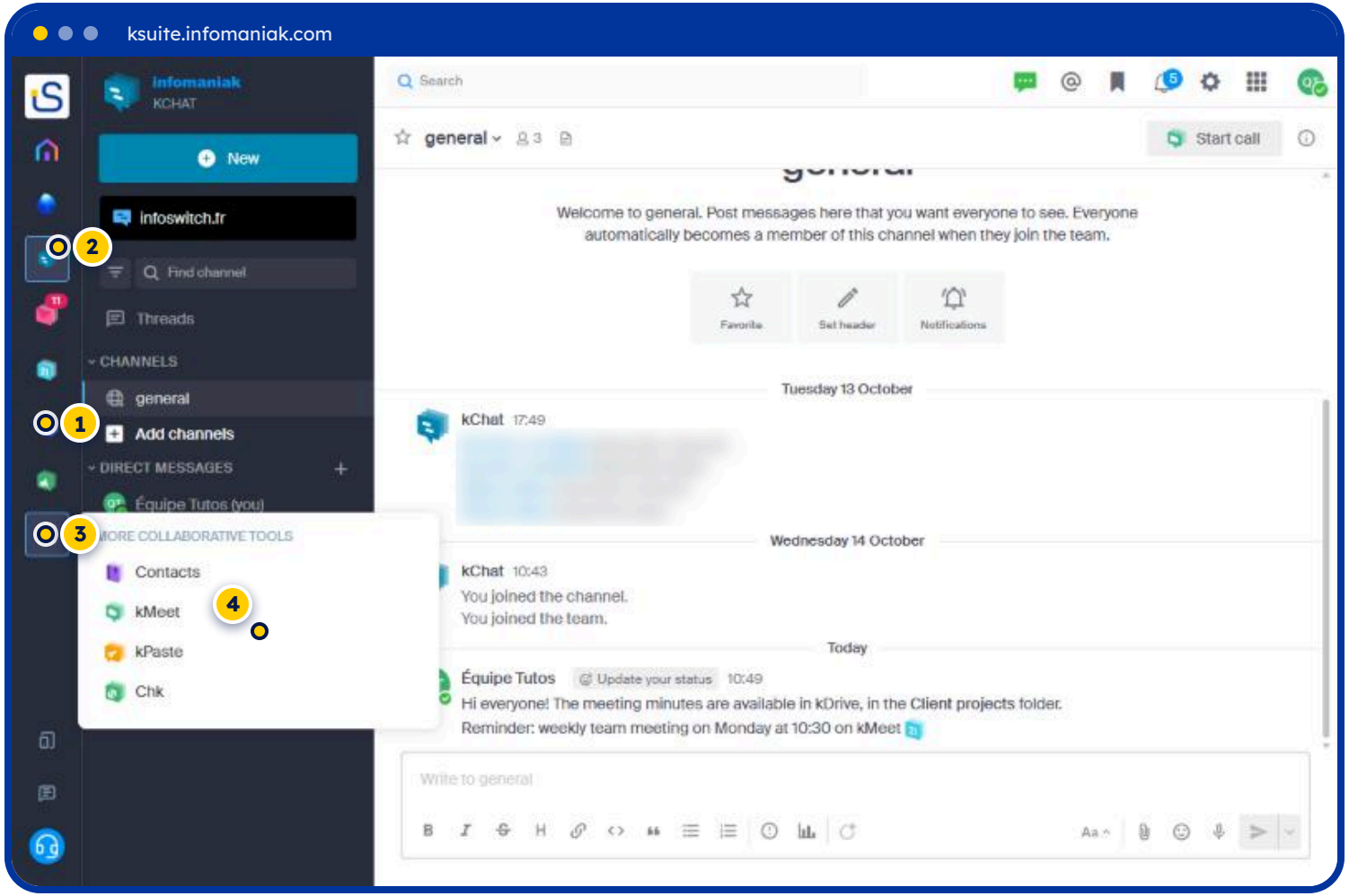
1. **Pinned apps**, top to bottom: Home, Euria, kChat, Mail, Calendar, kDrive, SwissTransfer.
2. **Badges**: unread items per app.
3. **More apps**: the four-square icon.
4. **Contacts**, **kMeet**, **kPaste**, **Chk** live in this list.

Say

"The tools you use most are pinned in the side bar. The rest sit behind this four-square button: that's where you'll find Contacts and kMeet."

Subtlety

People look for Contacts and kMeet in the side bar and don't find them: say it explicitly. No second login between apps.



03

Starts at 0:10 · 25 minutes

Mail

Read, write, schedule, snooze, encrypt, and tune the mailbox.

Running order of this chapter

The mailbox at a glance	2 min · p. 11
The New button hides three things	2 min · p. 12
Read and reply	2 min · p. 13
The ⋮ menu: everything else	2 min · p. 14
Snooze: deal with it later	2 min · p. 15
Other actions: rules and download	2 min · p. 16
Write and send	3 min · p. 17
Schedule a message	2 min · p. 18
Options of a message	1 min · p. 19
Encrypt a confidential message	2 min · p. 20
Settings: Customization	2 min · p. 21
Settings: Send	1 min · p. 22
Mail: subtleties and likely questions	2 min · p. 23

03 · Mail 2 min

The mailbox at a glance

Show

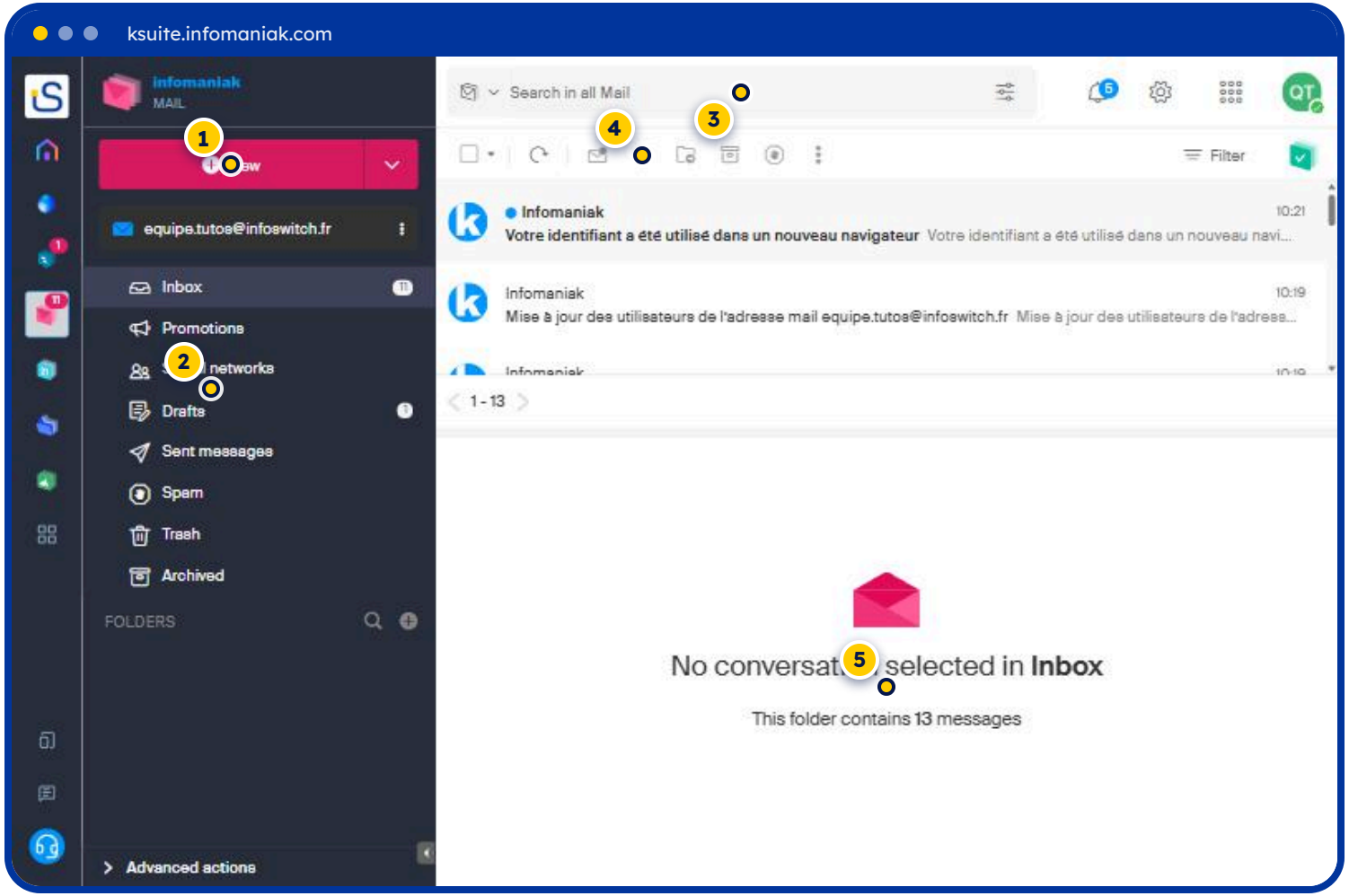
1. **New**: write a message.
2. **Folders**: Inbox, Drafts, Sent messages, Spam, Trash, Archived. The **+** creates your own.
3. **Search in all Mail**, with filters on the right of the field.
4. **Action bar**: refresh, move, delete, archive, report.
5. **Reading pane** below the list.

Say

"Three areas: folders on the left, the message list at the top, the reading pane underneath. A blue dot means unread."

Subtlety

Promotions and **Social networks** are automatic sorting folders: a newsletter that "never arrived" is usually there. The layout can be changed (see settings).



03 · Mail 2 min

The New button hides three things

Show

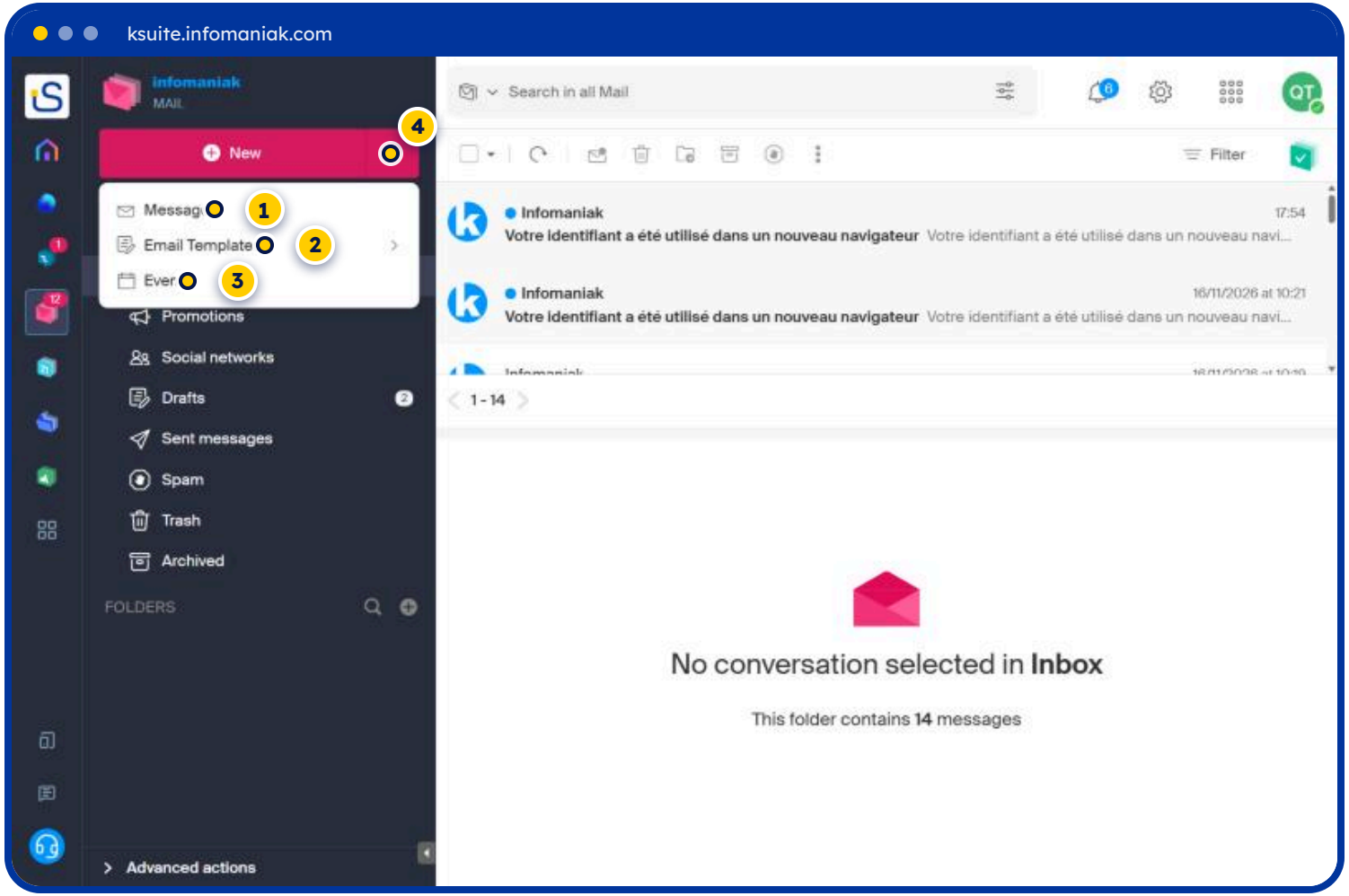
1. **Message**: a blank e-mail.
2. **Email Templates**: start from a saved template, or manage your templates.
3. **Event**: create a calendar event without leaving Mail.
4. Click the **arrow** on the right of New to open this menu.

Say

"If you send the same kind of message every week, save it as a template once and reuse it from here."

Subtlety

A click on the word **New** opens a blank message directly; only the small arrow opens the menu. Templates are personal to each mailbox.



03 · Mail 2 min

Read and reply

Show

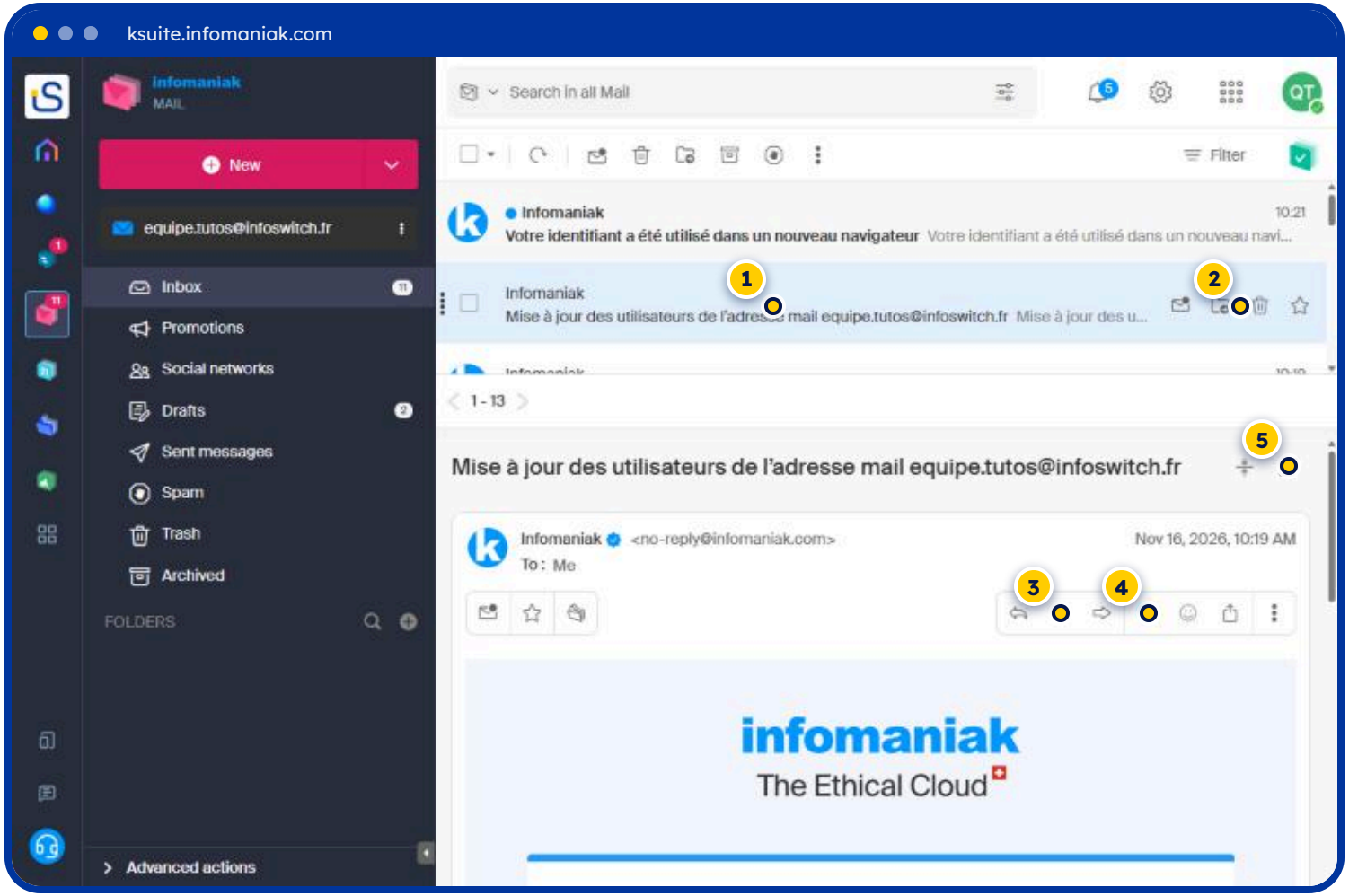
1. Select the message.
2. **On hover**: archive, move, delete, star, without opening.
3. **Reply**, **Reply to all**, **Forward**.
4. **Euria** icon: summarise the message or draft a reply.
5. Open in a **separate window**.

Say

“Hover over a line and the quick actions appear. From an open message, these arrows reply, reply to all, or forward.”

Subtlety

Say “reply to all”, not “answer all”. Messages of one exchange are grouped as a **conversation**; emoji reactions exist on received messages◆.



03 · Mail 2 min

The ⋮ menu: everything else

Show

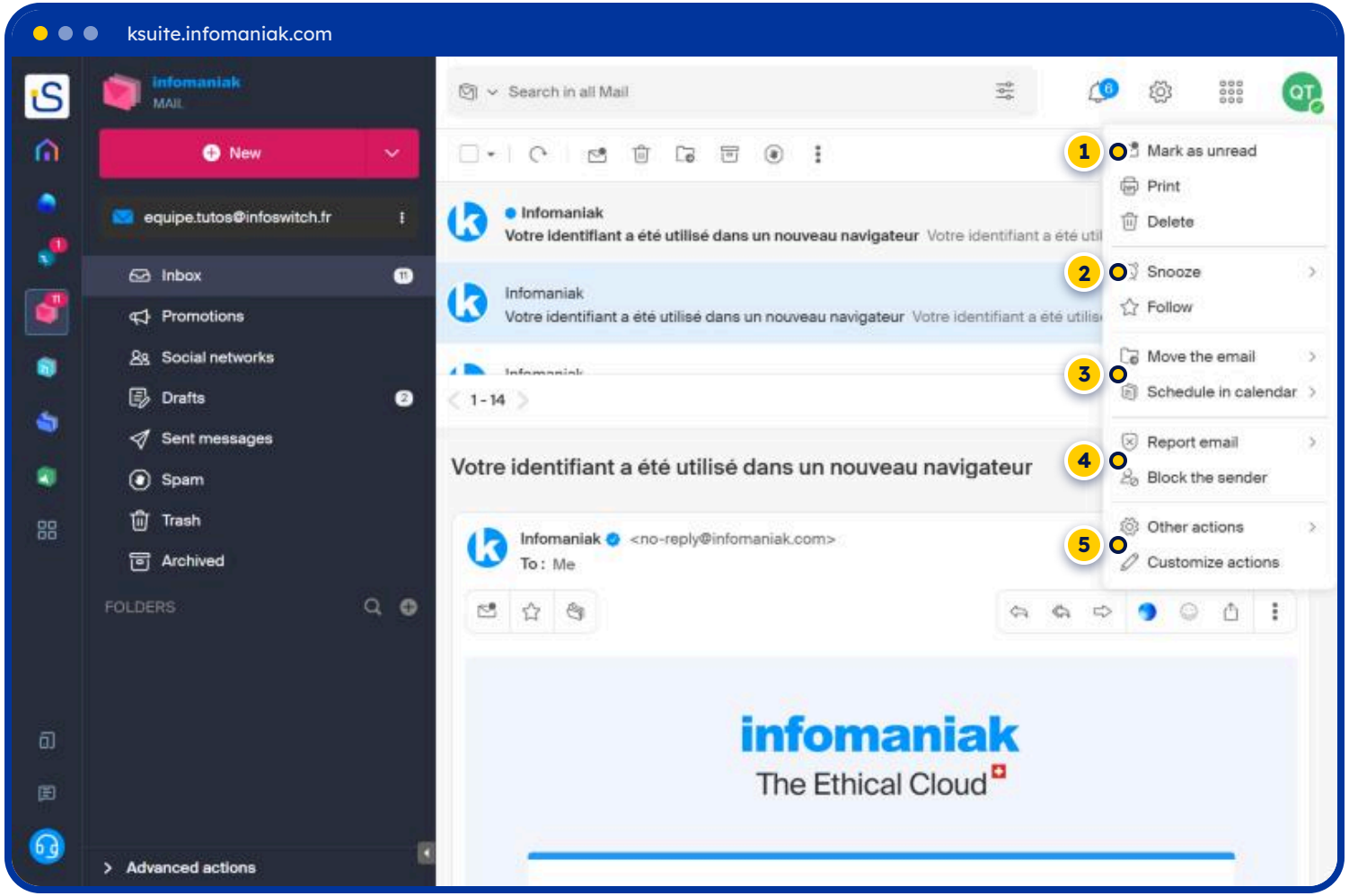
1. **Mark as unread**, **Print**, **Delete**.
2. **Snooze** and **Follow**.
3. **Move the email**, **Schedule in calendar**.
4. **Report email**, **Block the sender**.
5. **Other actions** and **Customize actions**.

Say

“Three dots, top of the message: this is where the less frequent actions live. If you remember one thing, remember this menu.”

Subtlety

Schedule in calendar turns an e-mail into an event. **Customize actions** lets each user choose which icons stay visible on the message.



03 · Mail 2 min

Snooze: deal with it later

Show

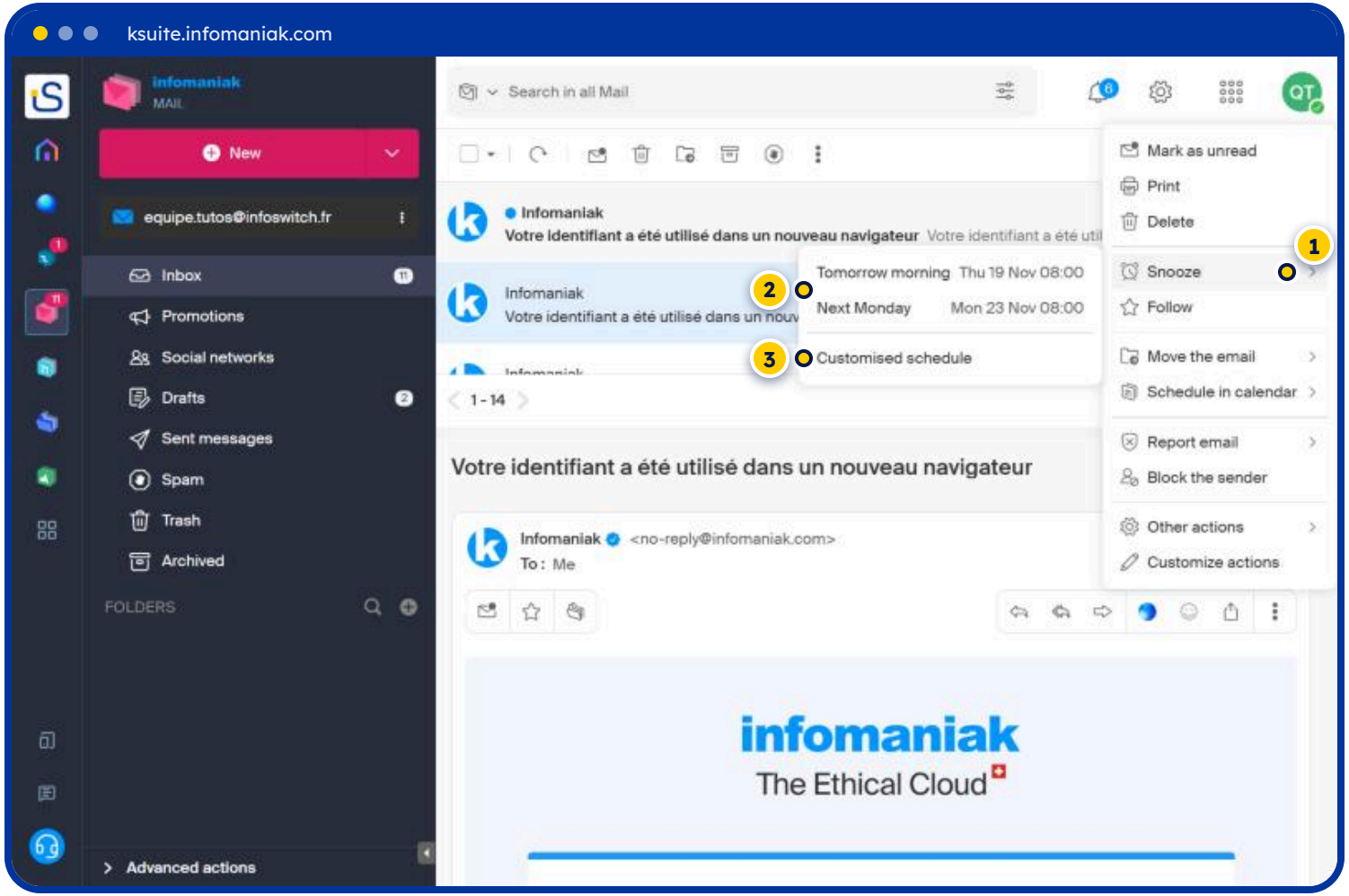
1. **Snooze** opens a sub-menu on hover.
2. **Tomorrow morning** or **Next Monday**: one click, the exact time is shown.
3. **Customised schedule**: any date and time.

Say

“Snooze removes the message from your inbox and brings it back at the time you choose, as if it had just arrived.”

Subtlety

Snooze is not Schedule: snooze delays a **received** message, scheduling delays a message **you send**. Snoozed messages wait in their own folder◆.



03 · Mail 2 min

Other actions: rules and download

Show

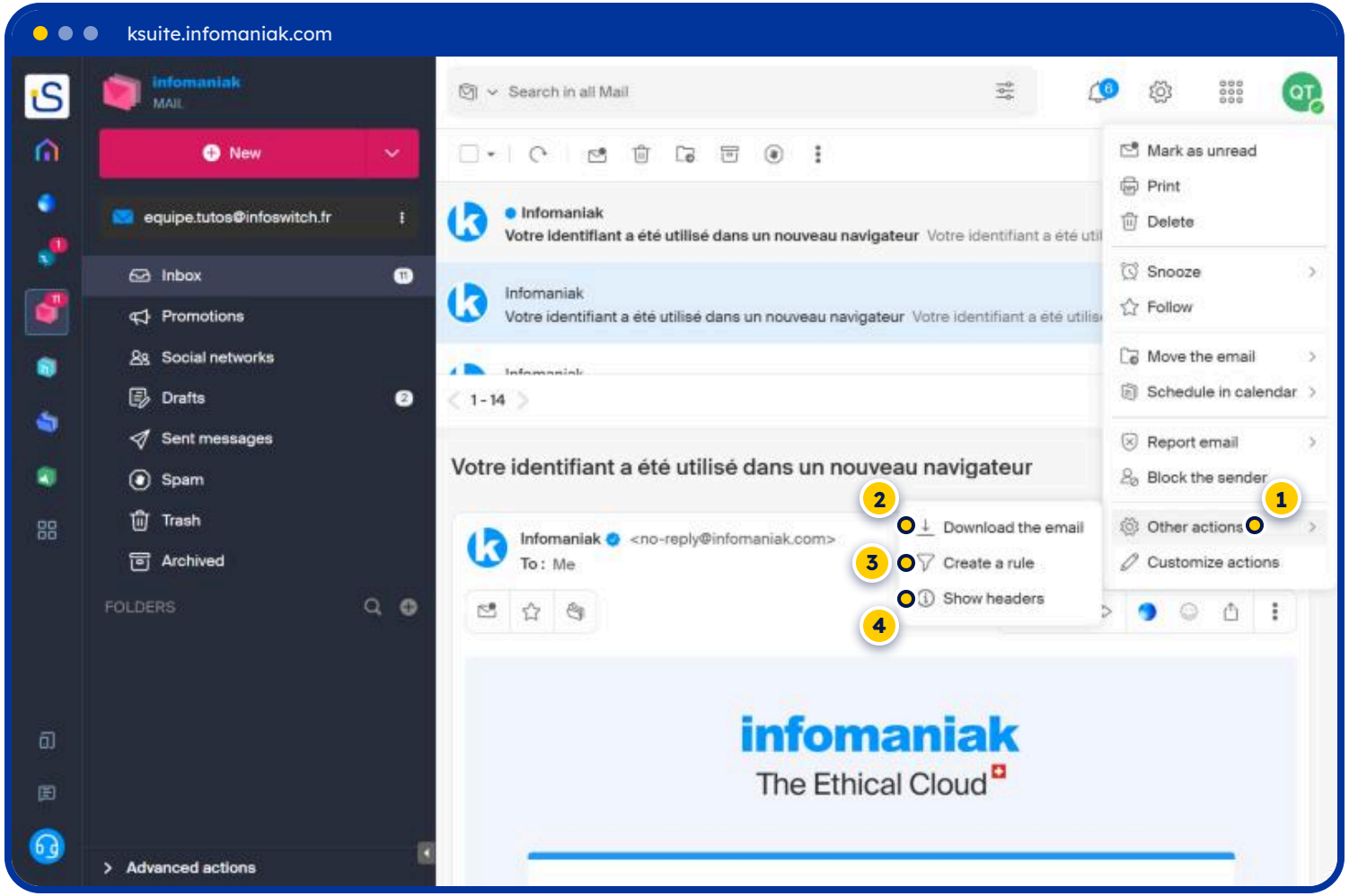
1. **Other actions** opens on hover.
2. **Download the email** as a file.
3. **Create a rule**: build a filter from this message (sender, subject).
4. **Show headers**: technical details, useful for support.

Say

"Receive a lot of automatic notifications? Open one, choose Create a rule, and they'll be filed in a folder from now on."

Subtlety

Rules created here are the same as **Filters and rules** in the settings. They apply to new mail, on every device, because they run on the server.



03 · Mail 3 min

Write and send

Show

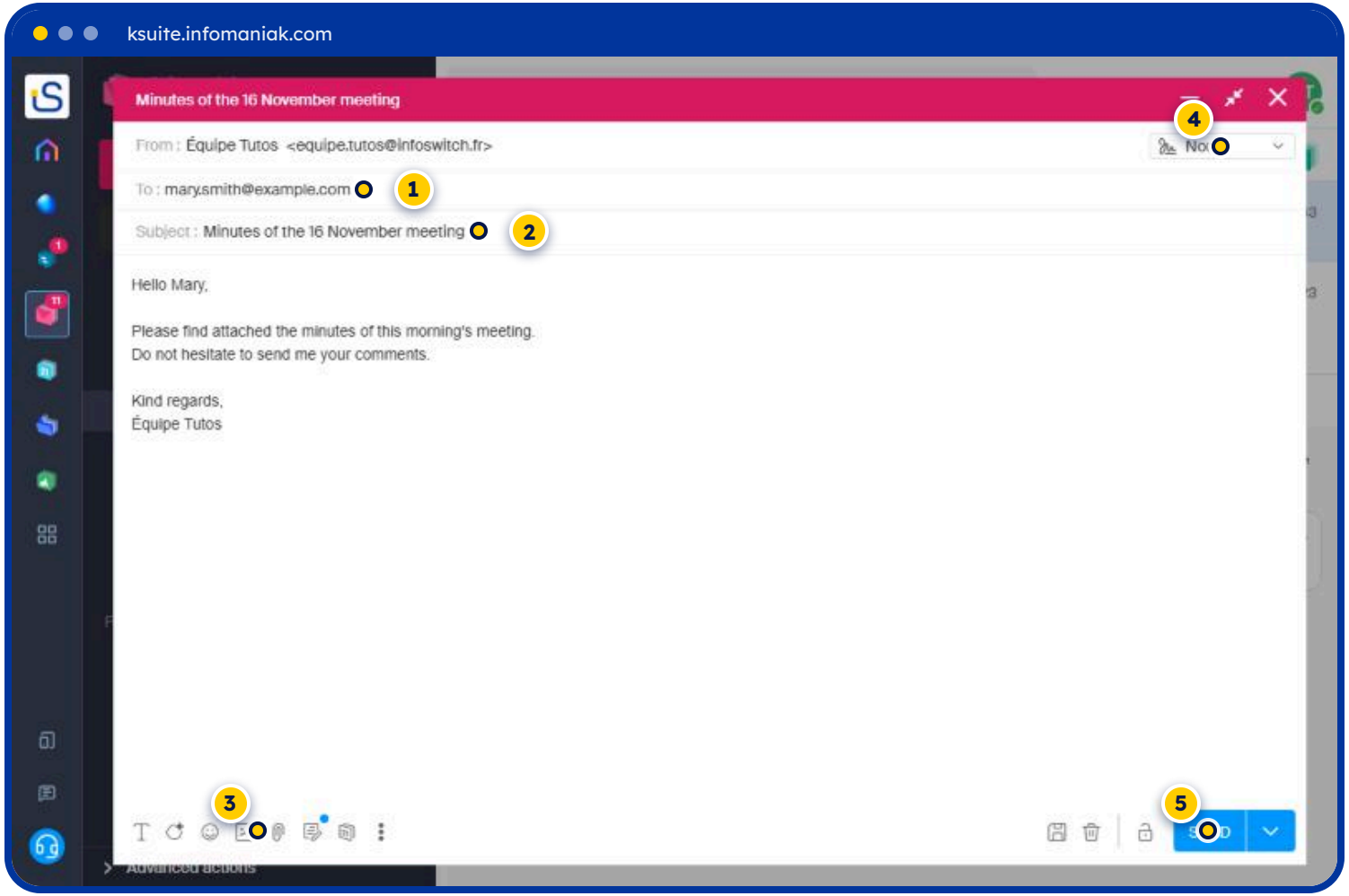
1. **To**; **Cc** and **Bcc** at the right end of the line.
2. **Subject**.
3. **Toolbar**: formatting, emojis, image, attachment, Euria.
4. **Signature** selector.
5. **SEND**, with the scheduling arrow next to it.

Say

"The window is a small pop-up by default; these icons at the top minimise it or switch to full screen, so you can keep reading another message while you write."

Subtlety

After SEND a banner lets you **cancel** for 15 seconds by default (adjustable in settings). Attachments can come from the computer or from kDrive.



03 · Mail **2 min**

Schedule a message

Show

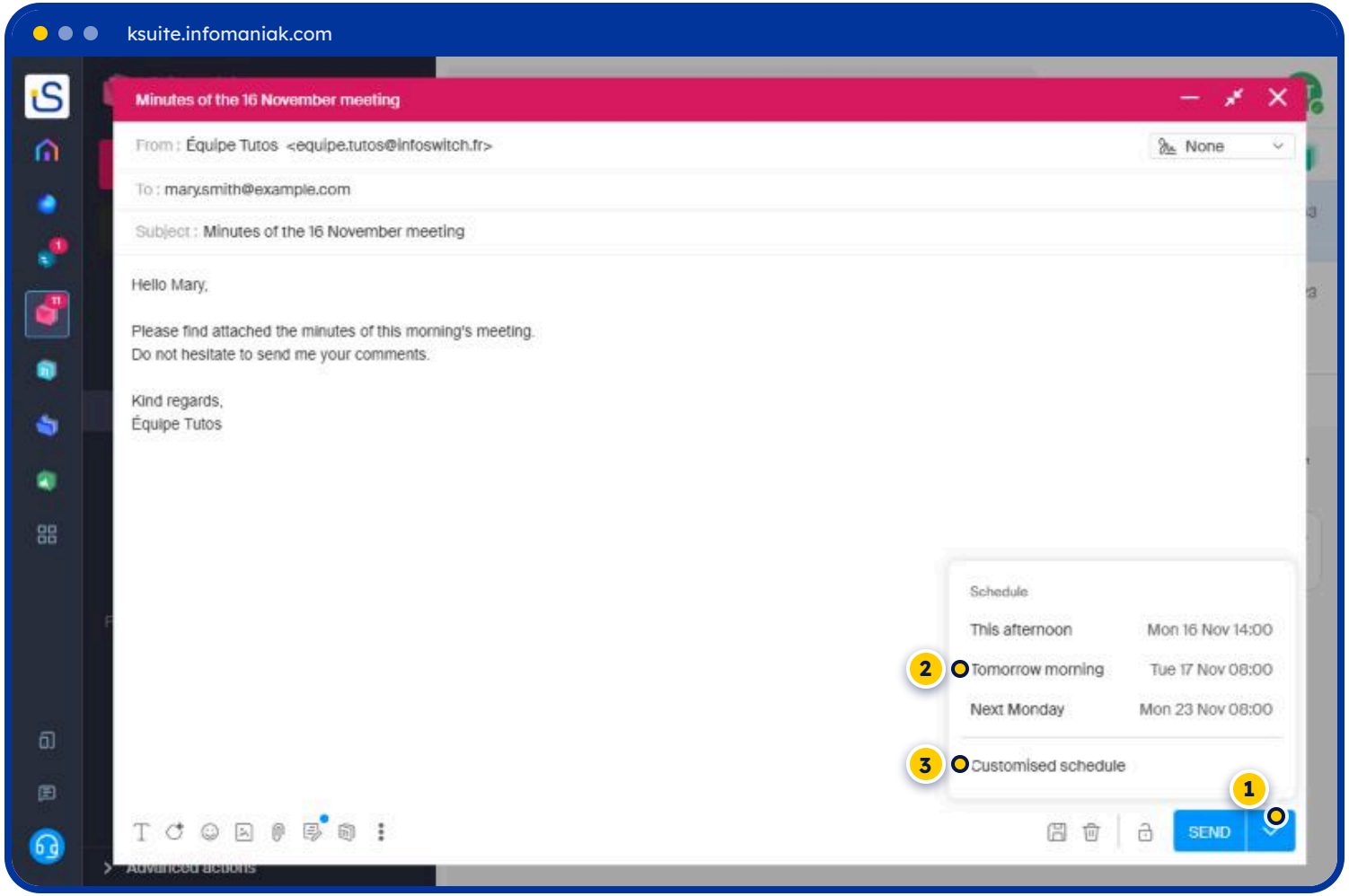
1. Click the **arrow** to the right of SEND.
2. Pick a **suggested slot**.
3. Or a **Customised schedule**.

Say

“Writing late at night? Schedule the message for tomorrow morning. It waits on the server: your computer can be switched off.”

Subtlety

A scheduled message can still be edited or cancelled until it leaves. It is stored with the drafts/scheduled messages, not in Sent.



03 · Mail 1 min

Options of a message

Show

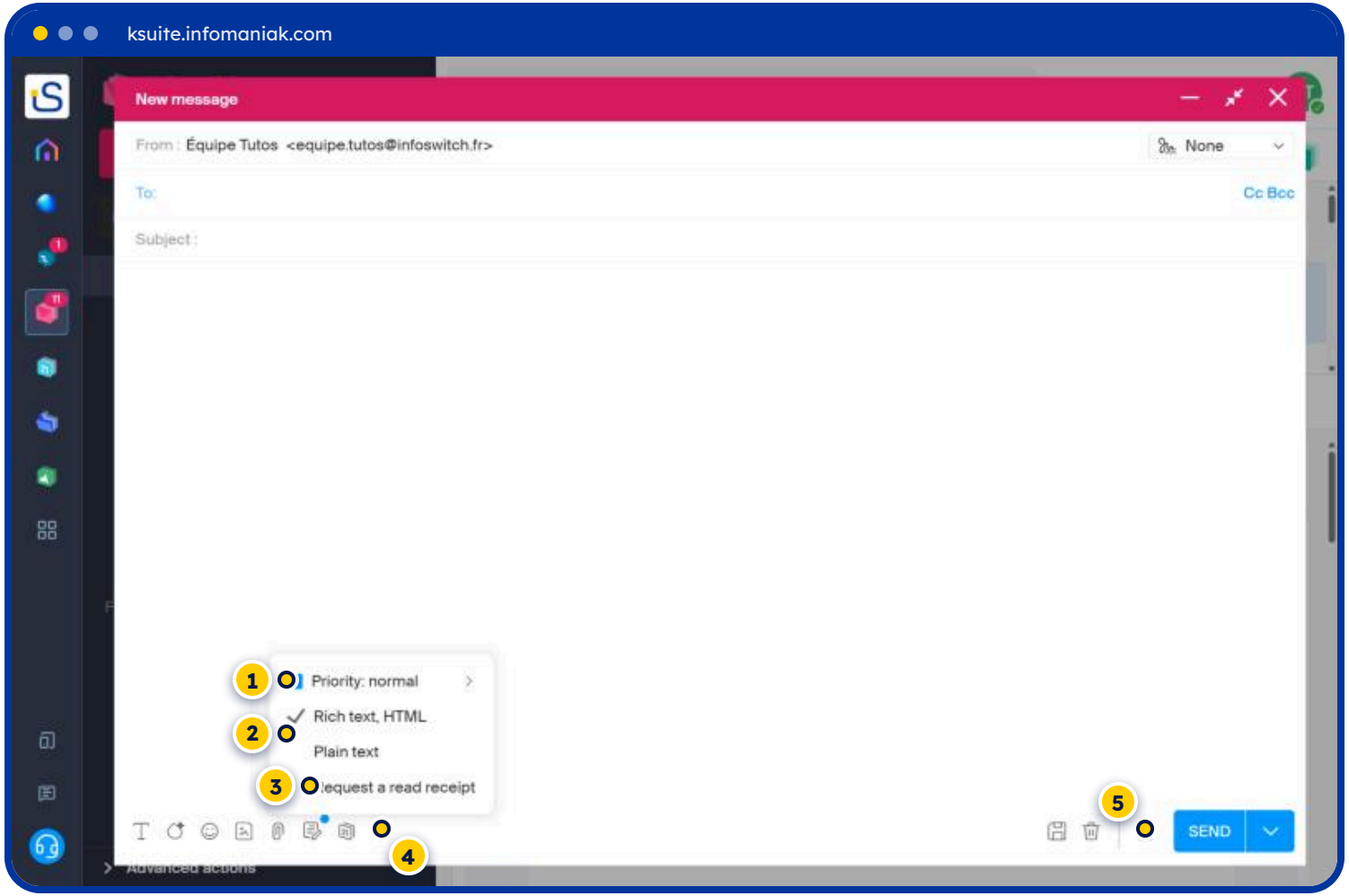
1. **Priority**: normal by default.
2. **Rich text, HTML** or **Plain text**.
3. **Request a read receipt** for this message only.
4. These options open from the ⋮ at the end of the toolbar.
5. **Padlock**: encrypt the message.

Say

“A read receipt is a request, not a guarantee: the recipient can refuse to send it.”

Subtlety

Don't oversell read receipts. For a receipt on every message, there is a global switch in **Settings › Send**.



03 · Mail 2 min

Encrypt a confidential message

Show

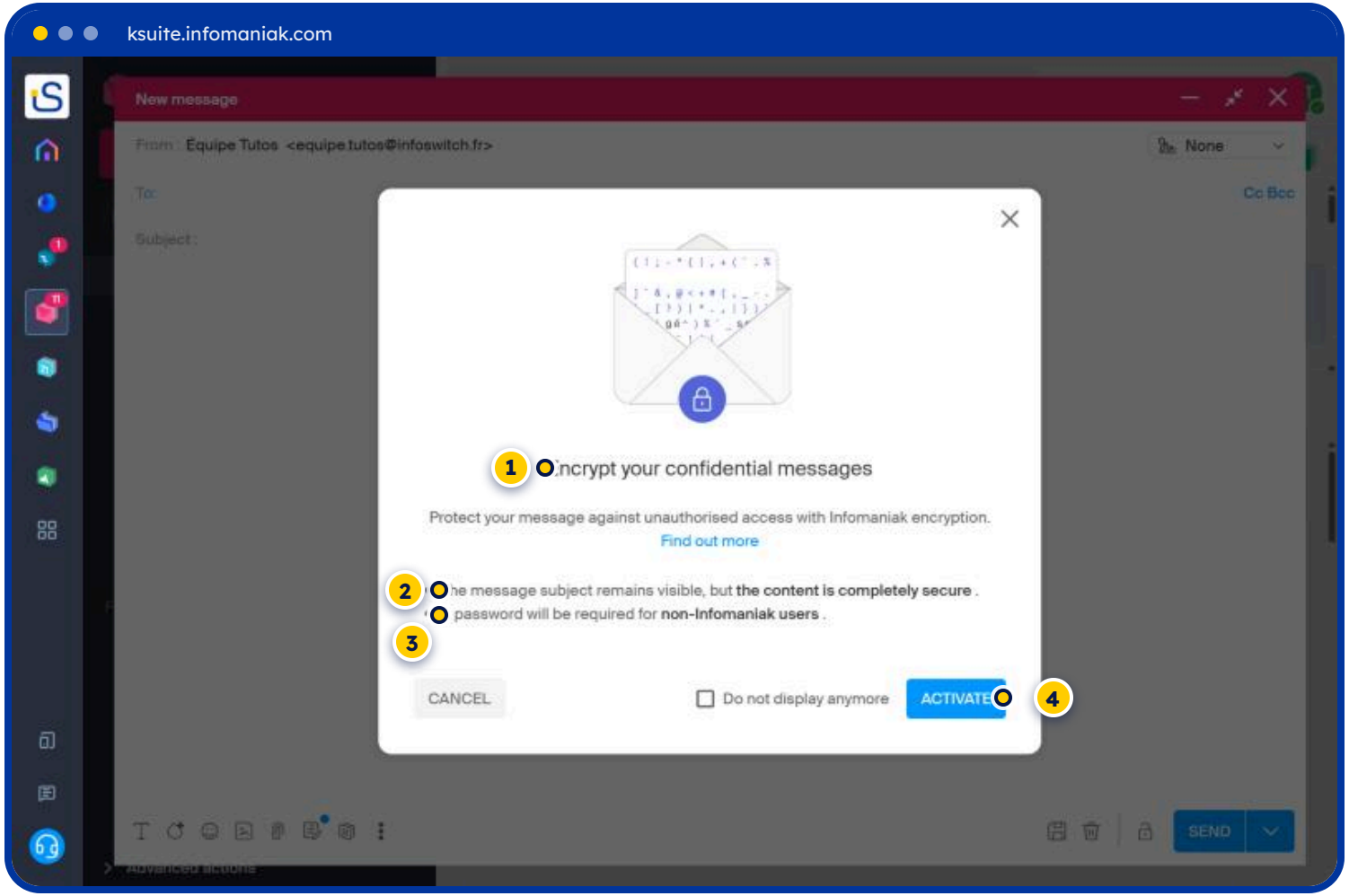
1. **Encrypt your confidential messages**: shown the first time you click the padlock.
2. The **subject remains visible**; only the content is encrypted.
3. A **password** is required for non-Infomaniak recipients.
4. **ACTIVATE**.

Say

"For a payslip or a contract: click the padlock. Colleagues on Infomaniak read it normally; external recipients open it with a password you give them another way."

Subtlety

Never put the sensitive part in the **subject**. Send the password by another channel (phone, kPaste). External recipients have a limited time to read it◆.



03 · Mail 2 min

Settings: Customization

Show

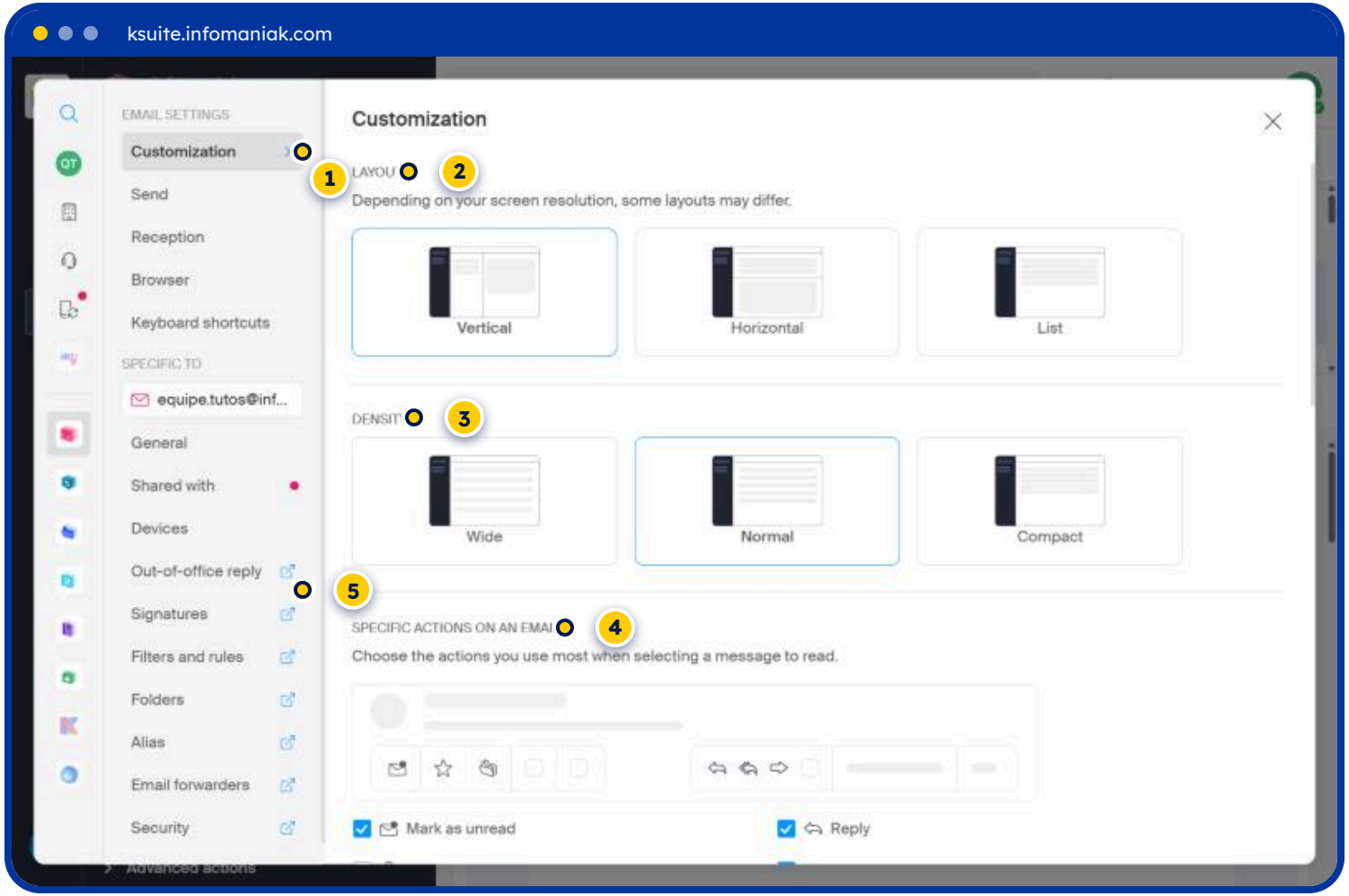
1. Left menu: **Customization, Send, Reception, Browser, Keyboard shortcuts**.
2. **Layout**: Vertical, Horizontal or List.
3. **Density**: Wide, Normal, Compact.
4. **Specific actions on an email**: choose the icons shown on a message.
5. Per address: **Out-of-office reply**, **Signatures**, **Filters and rules**…

Say

"Open the cog at the top right. The first screen changes how Mail looks: reading pane on the right, underneath, or no pane at all."

Subtlety

Two levels in this menu: the top part is about **the app**, the part under **Specific to** is about **one address**. A user with two addresses has two signatures sets.



03 · Mail 1 min

Settings: Send

Show

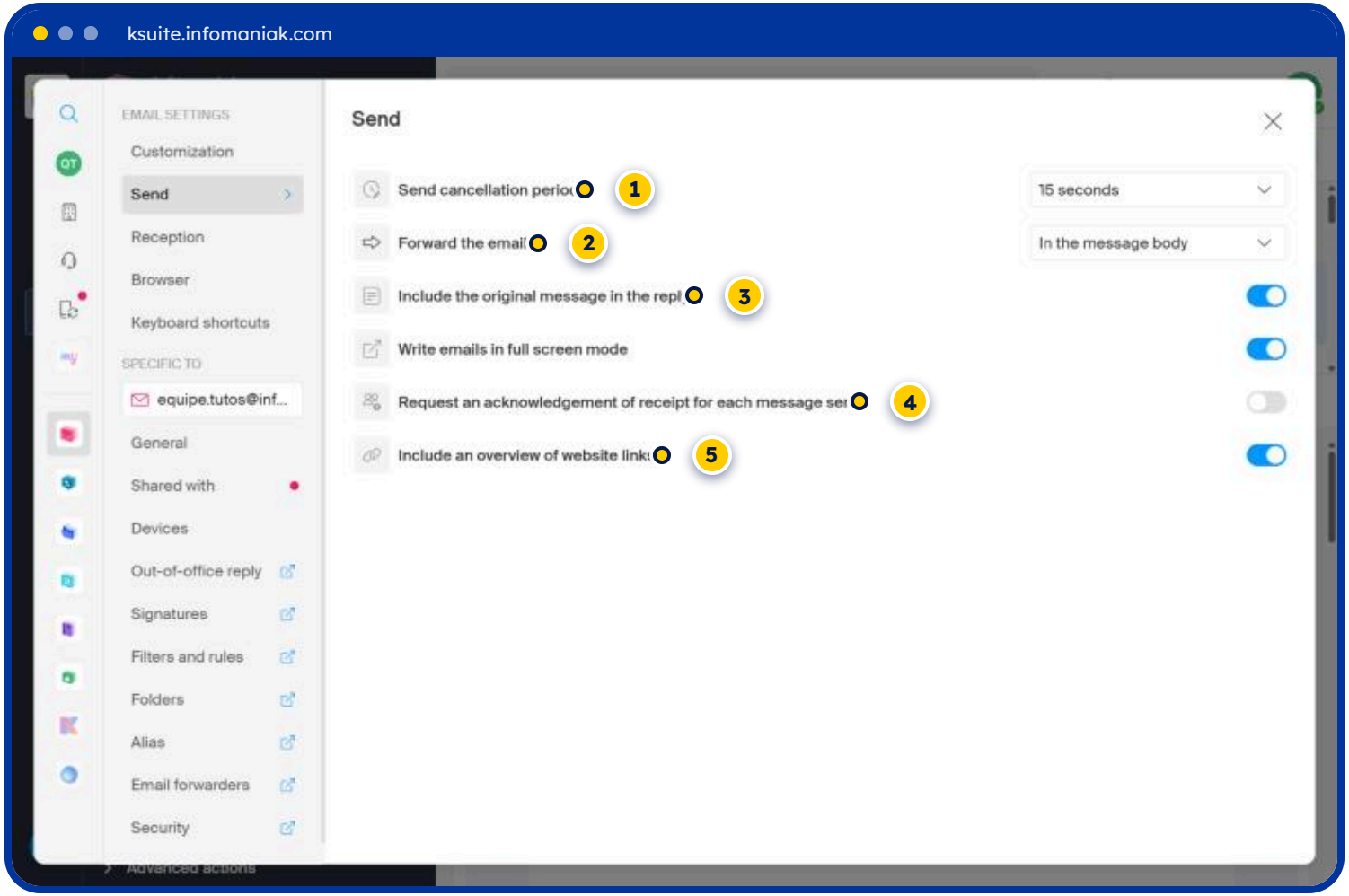
1. **Send cancellation period**: 15 seconds by default.
2. **Forward the emails**: in the message body or as an attachment.
3. **Include the original message in the reply**.
4. **Request an acknowledgement of receipt** for each message sent.
5. **Include an overview of website links**.

Say

"The cancellation period is your safety net: raise it if you often spot a mistake just after clicking Send."

Subtlety

The cancellation period can be raised up to 30 seconds◆. During that time the message has not left: closing the tab too quickly is not a problem, it still goes.



03 · Mail 2 min

Mail: subtleties and likely questions

Use what the group asks for; you will not have time for all six. Items marked ◆ come from Infomaniak's documentation and were not replayed on the demo account.

“Where is my signature?”

Cog › under **Specific to** › **Signatures**. One or several per address, with a default one. The selector in the compose window switches between them.

“I deleted a message by mistake”

First the **Trash**. If it has been emptied: cog › **General** › **Restore**, which goes back up to 30 days.

“Can we share a mailbox?”

Yes: a shared address (contact@, sales@) appears under the personal one in the side bar. Access is managed in cog › **Shared with**, or by an administrator.

“Out of office”

Cog › **Out-of-office reply**: message, start and end dates. Say “out-of-office reply” or “auto-reply”, not “responder”.

Aliases and forwarders

An **alias** is another name for the same mailbox. An **email forwarder** sends a copy elsewhere. Both are per address; they may be restricted by the administrator.

Limits to mention only if asked

100 recipients per message◆; sharing an e-mail by link and saving it to kDrive exist in the message actions◆; Euria can summarise or draft◆ depending on the plan.

Say it right inbox · draft · reply to all · forward · attachment · snooze · out-of-office reply · read receipt · rule / filter

04

Starts at 0:35 · 12 minutes

Calendar

Create an event, invite, add kMeet, find a slot, share a calendar.

Running order of this chapter

The calendar at a glance	2 min · p. 25
Create: three choices	1 min · p. 26
Fill in the event	3 min · p. 27
Scheduling assistant	2 min · p. 28
Proposed appointment	2 min · p. 29
Share or export a calendar	2 min · p. 30

04 · Calendar **2 min**

The calendar at a glance

Show

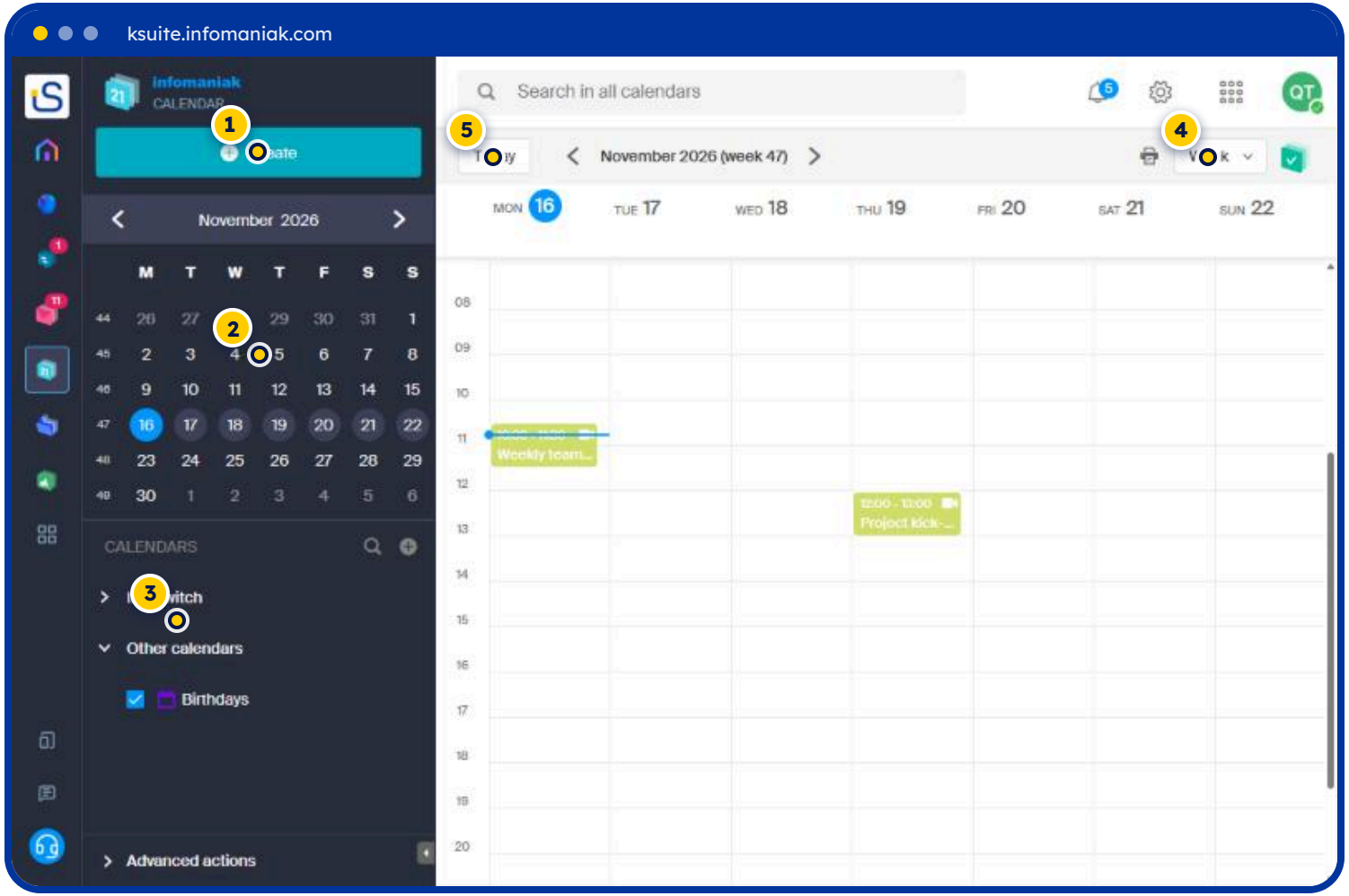
1. **Create**.
2. **Mini calendar**: jump to a date.
3. **Calendars**: tick to show or hide; the **+** adds one.
4. **View**: Day, Week, Month…
5. **Today**.

Say

“Your calendars are listed on the left. Each has a colour; untick one and its events disappear from the grid, nothing is deleted.”

Subtlety

“Where did my meetings go?” is nearly always an **unticked calendar** or the wrong view. Drag an event to move it, drag its edge to change the duration.



04 · Calendar 1 min

Create: three choices

Show

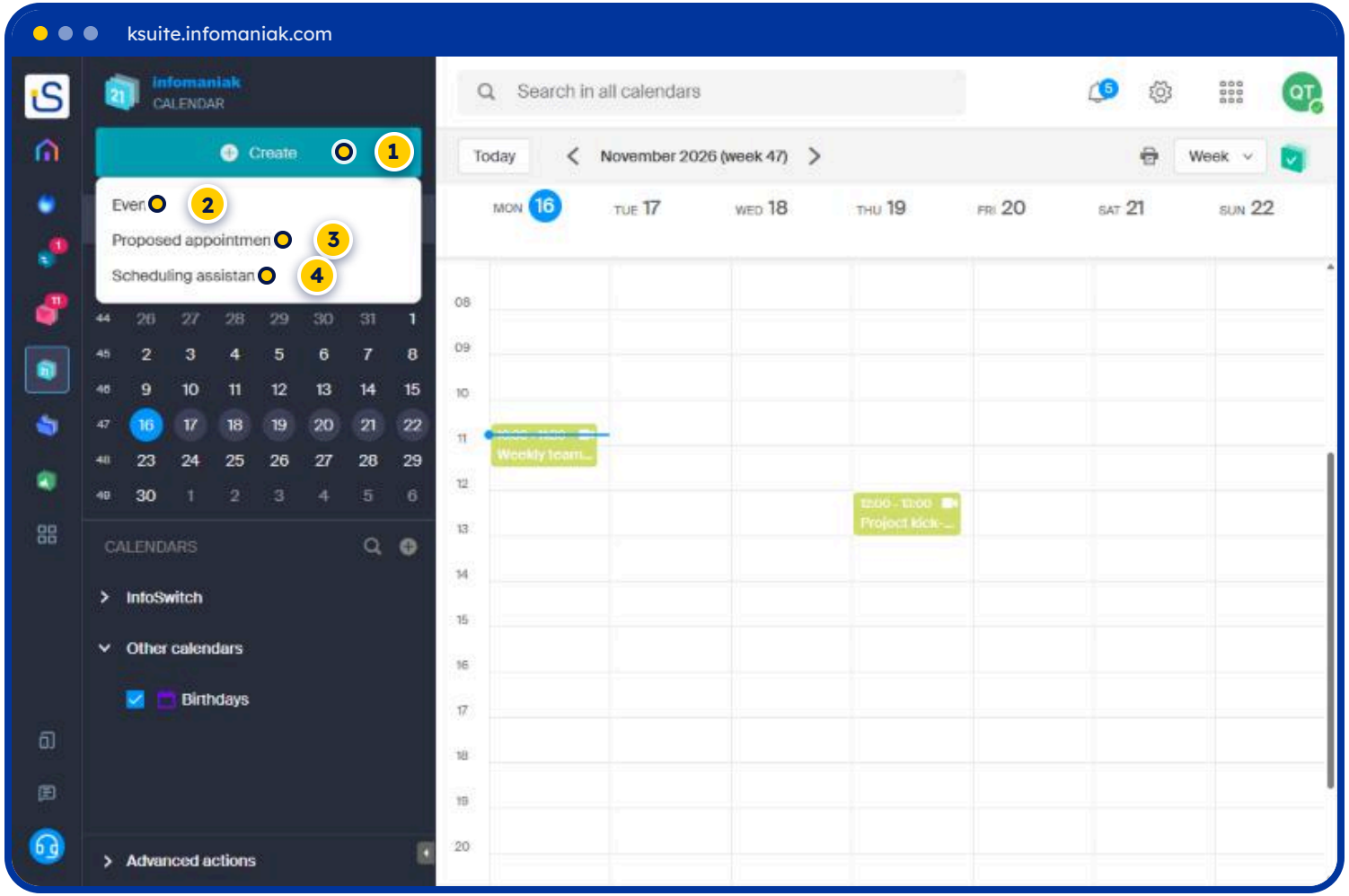
1. Click **Create**.
2. **Event**: meeting, appointment, reminder.
3. **Proposed appointment**: offer several slots.
4. **Scheduling assistant**: see everyone's availability.

Say

"An event is something already decided. If the date is not decided yet, use one of the other two."

Subtlety

A quick way: click directly in the grid on the right day and time. The same three choices exist there.



04 · Calendar 3 min

Fill in the event

Show

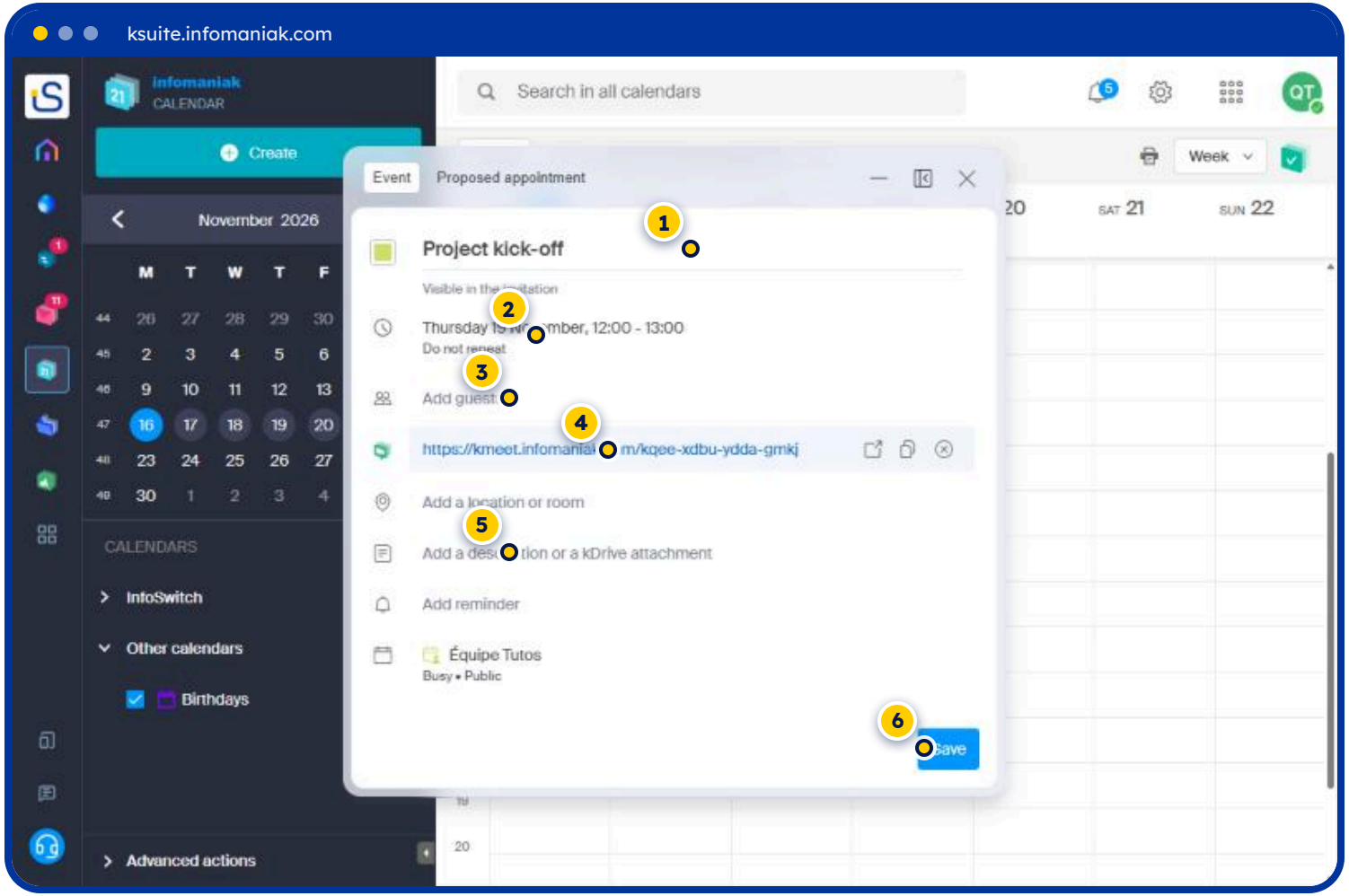
1. **Event name**.
2. Date, time, **repetition**.
3. **Add guests**.
4. **kMeet videoconference**: one click creates the link.
5. Location or room, description, kDrive attachment, reminder.
6. **Save**.

Say

“Add your guests, click the kMeet button, save. Each guest receives an invitation by e-mail with the video link inside.”

Subtlety

Guests outside the organisation receive a normal invitation they can accept from Outlook or Gmail. Editing the event later sends them an update.



04 · Calendar **2 min**

Scheduling assistant

Show

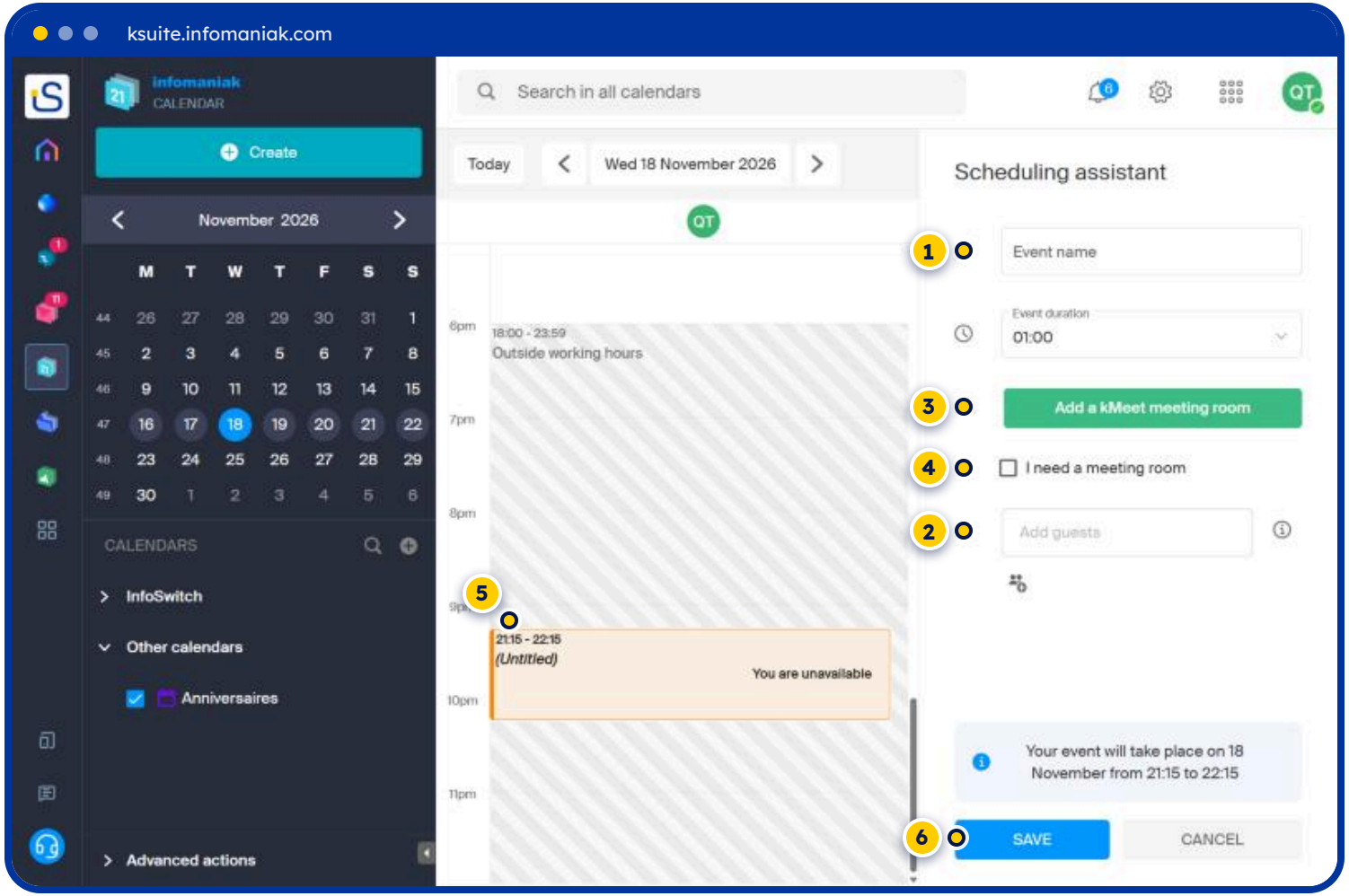
1. **Event name** and **Event duration**.
2. **Add guests**: their busy times appear in the grid.
3. **Add a kMeet meeting room**.
4. **I need a meeting room**: book a physical room.
5. Hatched = **Outside working hours**; coloured = **You are unavailable**.
6. **SAVE**.

Say

"Add the people first, then look for the white column where nobody is busy. You see when they are busy, never what they are doing."

Subtlety

Availability only works for people **inside the organisation**. Physical rooms must first be created by an administrator◆. Up to 25 participants◆.



04 · Calendar **2 min**

Proposed appointment

Show

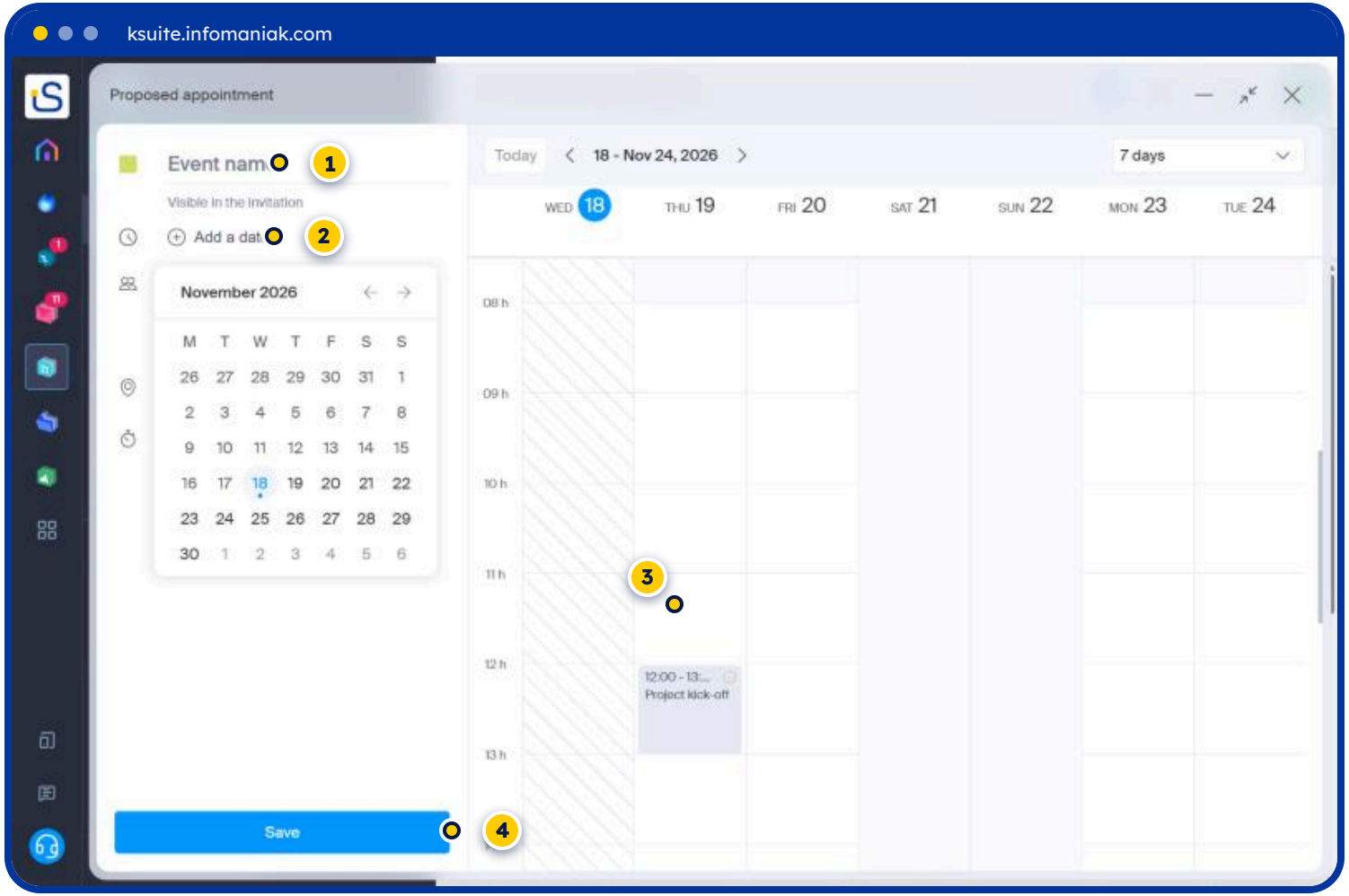
1. **Event name**.
2. **Add a date**: add each slot you want to offer.
3. Click in the **7 days** grid to place the slots next to your existing events.
4. **Save**, then send the link to the participants.

Say

"This is the built-in poll: you offer three or four slots, people vote, you confirm the winner and it becomes a normal event."

Subtlety

Best for **external** people, because they don't need an account to vote◆. For internal colleagues the scheduling assistant is faster.



04 · Calendar **2 min**

Share or export a calendar

Show

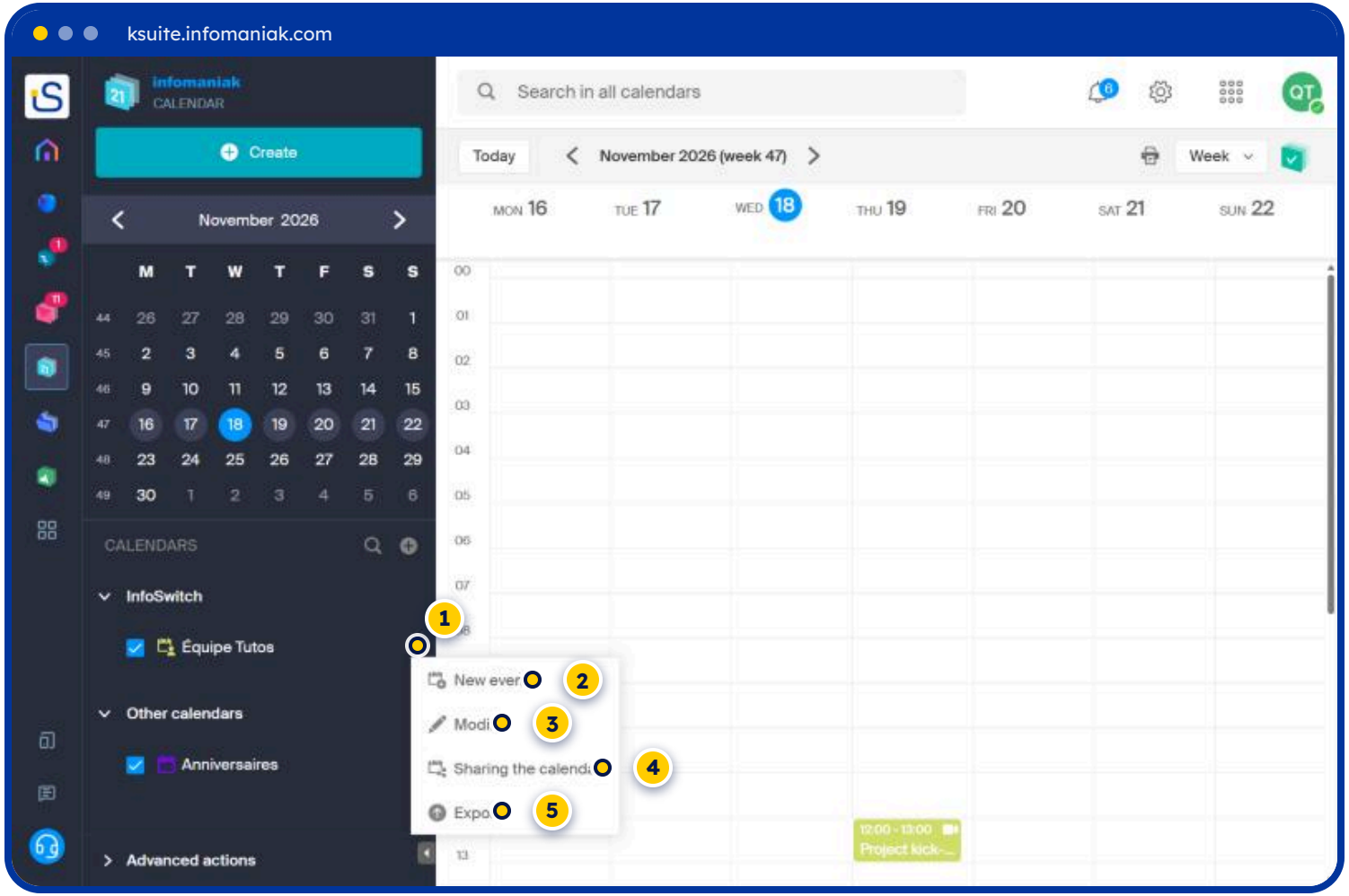
1. Hover the calendar name and click its ⋮.
2. **New event** in this calendar.
3. **Modify**: name and colour.
4. **Sharing the calendar**: with a colleague, a team, or by link.
5. **Export**.

Say

"An assistant managing a manager's diary: share the calendar with the right to modify. A team that only needs to see absences: read-only."

Subtlety

Three levels of rights: can view, can modify, can modify and share◆. Sharing a calendar is not inviting to an event: one is permanent, the other is a single meeting.



05

Starts at 0:47 · 4 minutes

Contacts

Organisation directory, personal address books, new contact.

Running order of this chapter

Find a contact 2 min · p. 32

Add a contact 2 min · p. 33

05 · Contacts 2 min

Find a contact

Show

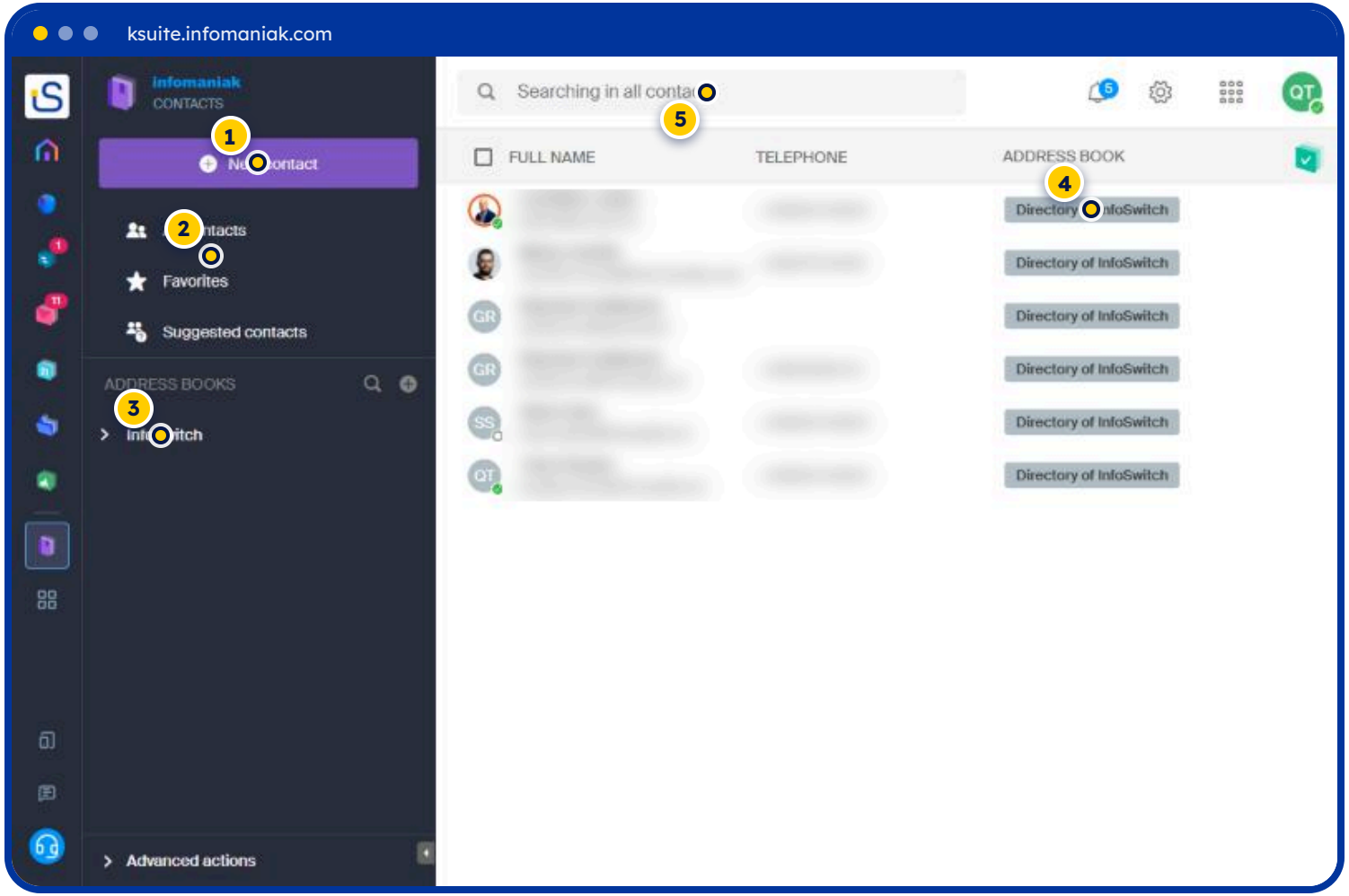
1. **New contact**.
2. **All contacts**, **Favorites**, **Suggested contacts**.
3. **Address books**; the **+** creates one.
4. The label shows the **source address book**, here the organisation directory.
5. **Search**.

Say

"Your colleagues are already here: the organisation directory is filled in automatically. Your own contacts go into a personal address book."

Subtlety

Contacts sits behind the **four-square** button. **Suggested contacts** are addresses you wrote to but never saved: one click turns them into real contacts.



05 · Contacts 2 min

Add a contact

Show

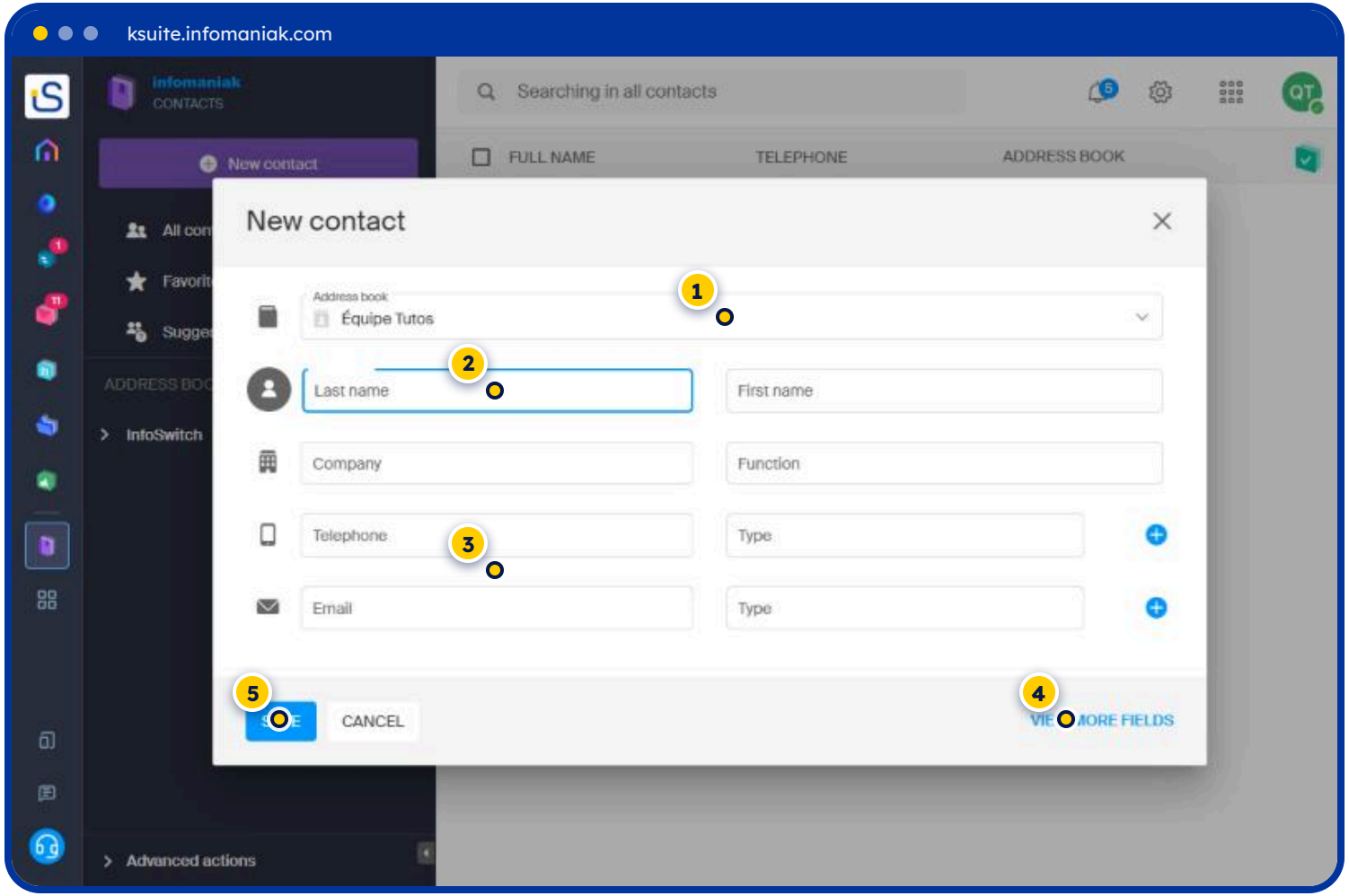
1. Choose the **address book**.
2. Last name, first name, company, function.
3. Telephone and email; the **+** adds a line.
4. **View more fields**.
5. **Save**.

Say

"The only decision that matters here is the address book: personal, or one shared with the team."

Subtlety

An address book can be shared like a calendar. Contacts sync to phones together with mail and calendar, and existing contacts can be imported from a file◆.



06

Starts at 0:51 · 22 minutes

kDrive

Store, create, edit online, share inside and outside, recover.

Running order of this chapter

kDrive at a glance	3 min · p. 35
New: upload or create	2 min · p. 36
Right-click: the full menu	2 min · p. 37
Edit with: two editors	3 min · p. 38
Preview and version history	2 min · p. 39
Act on a selection	2 min · p. 40
Share: four ways	3 min · p. 41
The share window	3 min · p. 42
kDrive: subtleties and likely questions	2 min · p. 43

06 · kDrive 3 min

kDrive at a glance

Show

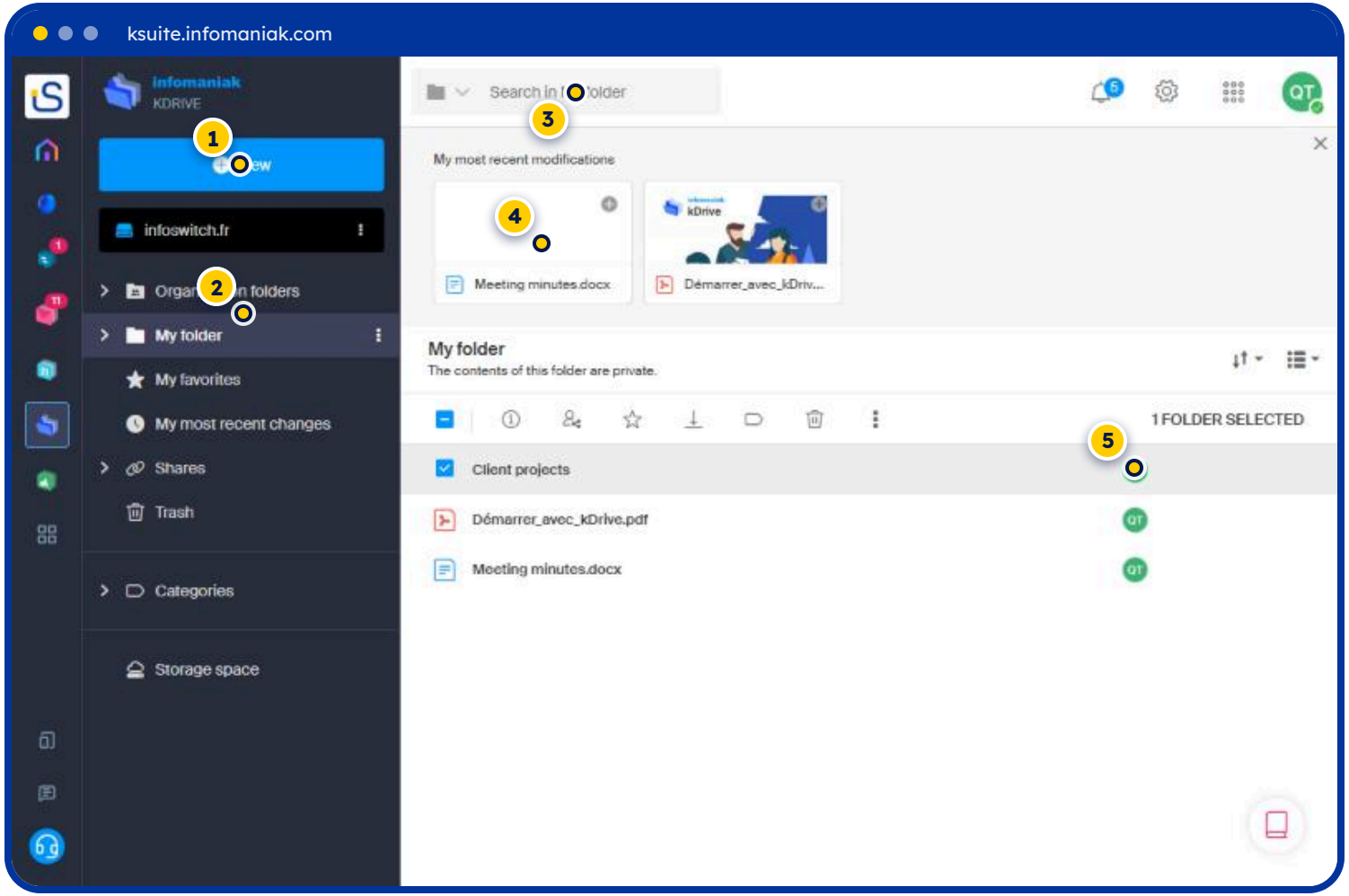
1. **New**.
2. **Organisation folders**, **My folder**, favorites, recent changes, **Shares**, **Trash**.
3. **Search**, including inside documents.
4. **Most recent modifications**.
5. **Who has access**.

Say

"Two worlds. Organisation folders are the company's shared space. My folder is private: nobody sees it until you share something."

Subtlety

This is the point to hammer: a file saved in **My folder** is invisible to colleagues. Team documents belong in **Organisation folders**.



06 · kDrive **2 min**

New: upload or create

Show

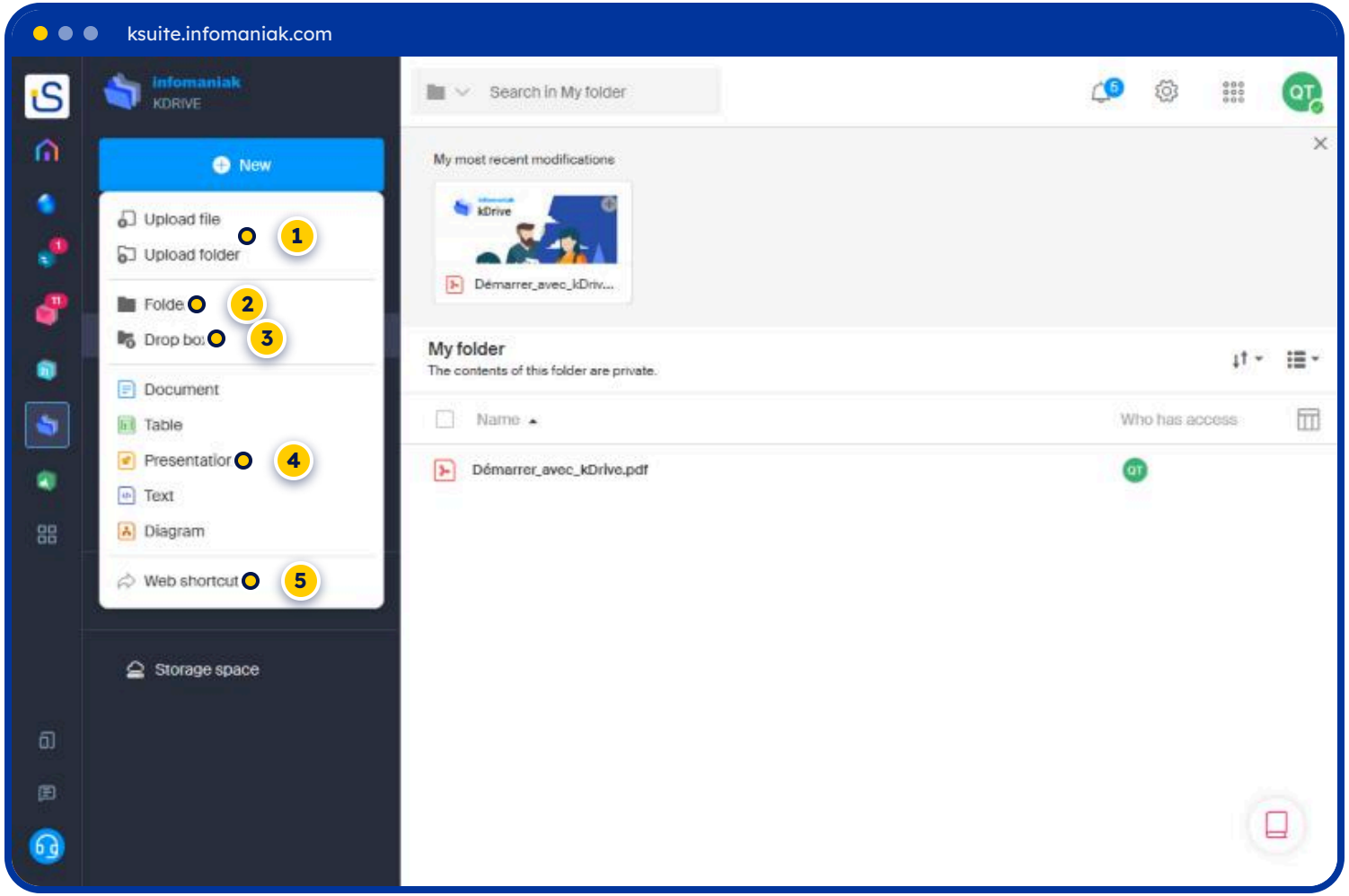
1. **Upload** a file or a whole folder.
2. **Folder**.
3. **Drop box**: lets outsiders deposit files.
4. **Document, Table, Presentation, Text, Diagram**: created and edited online.
5. **Web shortcut**.

Say

"You can also drag files from your computer straight onto the page. And a Word, Excel or PowerPoint file is created here, with no software to install."

Subtlety

The labels are **Document / Table / Presentation**, but the files are real .docx, .xlsx and .pptx, readable in Microsoft Office.



06 · kDrive 2 min

Right-click: the full menu

Show

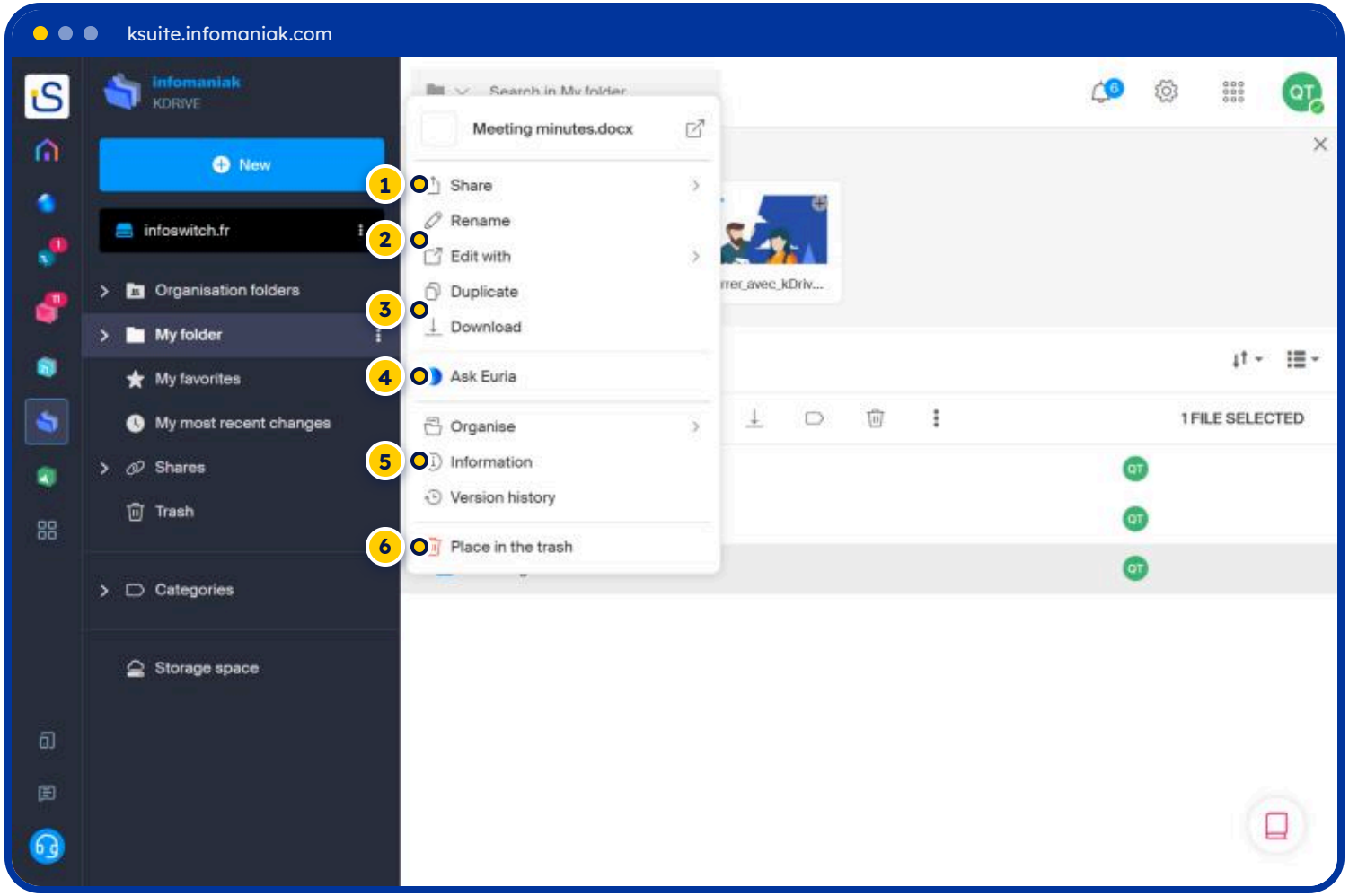
1. **Share**.
2. **Rename**, **Edit with**.
3. **Duplicate**, **Download**.
4. **Ask Euria** about this file.
5. **Organise**, **Information**, **Version history**.
6. **Place in the trash**.

Say

“Right-click any file or folder: every action is here. The same menu is behind the three dots at the end of the line.”

Subtlety

Ask Euria sends the document to the assistant for a summary or questions◆. Under **Organise**: Move, Manage the categories, Add to favorites.



06 · kDrive **3 min**

Edit with: two editors

Show

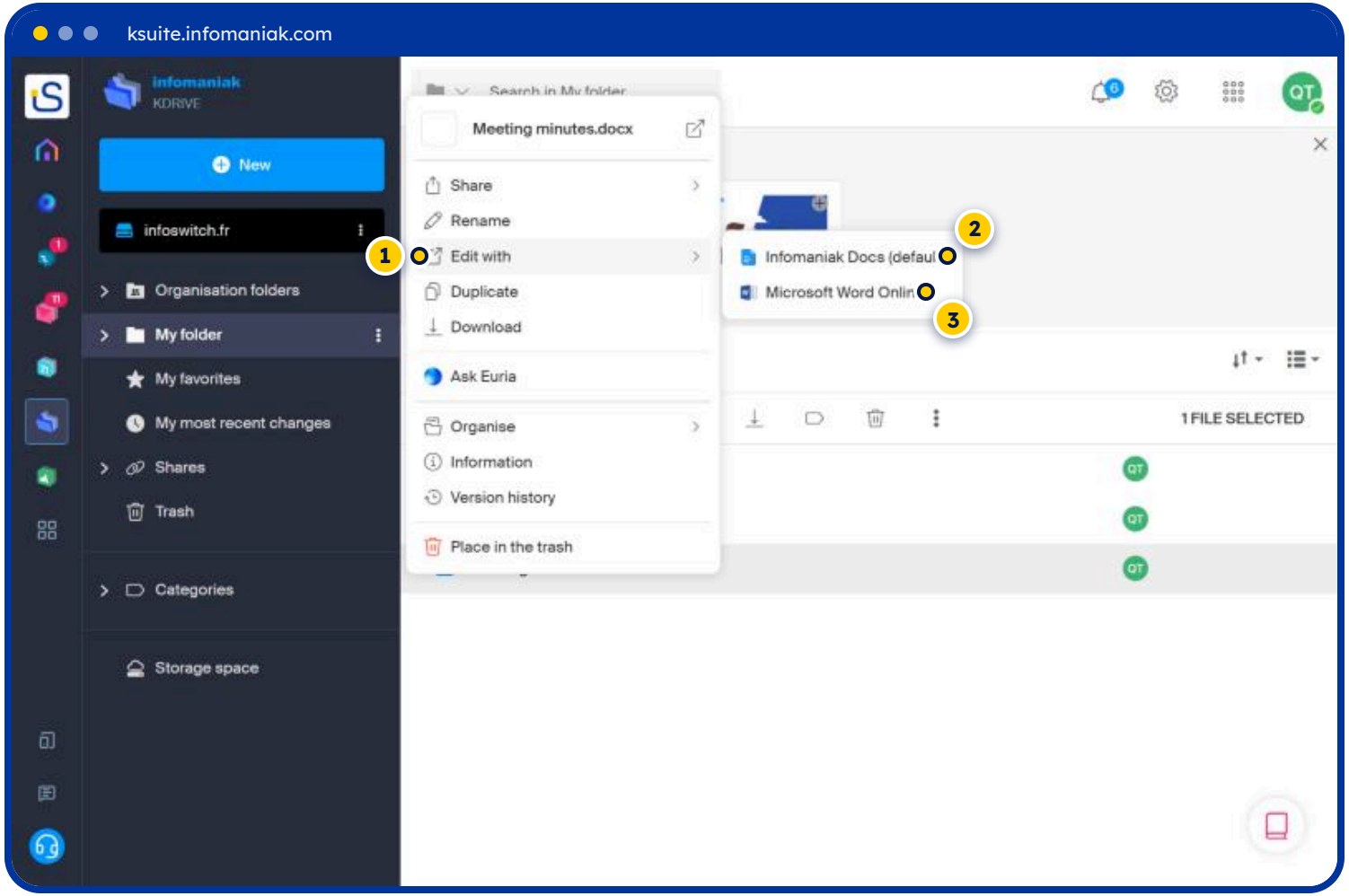
1. **Edit with** opens on hover.
2. **Infomaniak Docs (default)**: the built-in editor.
3. **Microsoft Word Online**.

Say

"Several people can work in the same document at the same time; you see their cursors, and saving is automatic."

Subtlety

A double-click now opens a **preview**; click **Modify** at the top right to edit. Word Online may need a Microsoft 365 licence◆: Infomaniak Docs is the safe default.



06 · kDrive **2 min**

Preview and version history

Show

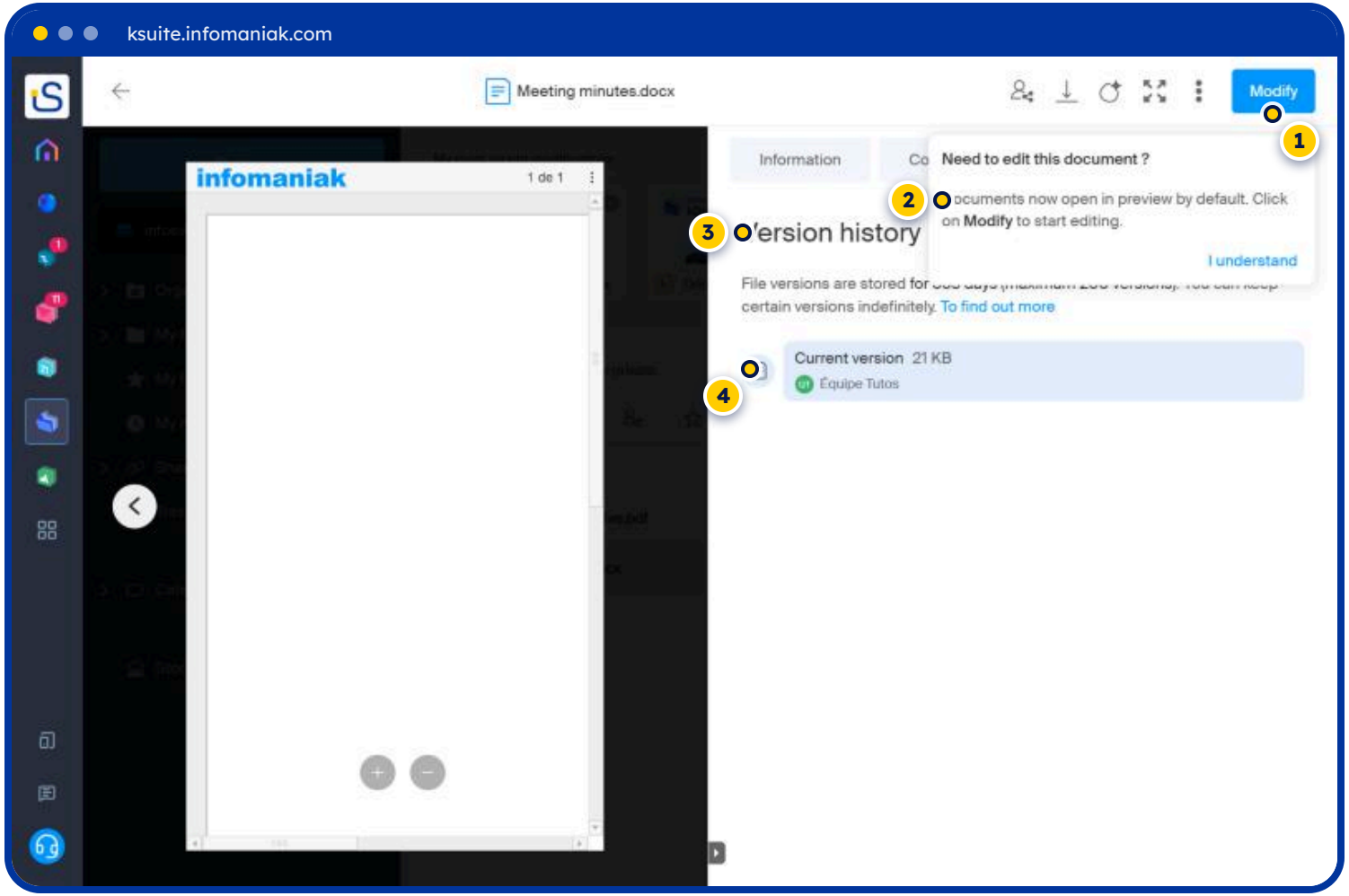
1. **Modify**: switch from preview to editing.
2. The tip says it: documents open **in preview by default**.
3. **Version history** panel.
4. **Current version**, with its author; older versions are listed below.

Say

“Every save keeps the previous version. If a colleague overwrites your work, come here, pick the right version and restore it.”

Subtlety

The retention period and number of versions are stated at the top of this panel and depend on the plan. A version can be kept indefinitely.



06 · kDrive **2 min**

Act on a selection

Show

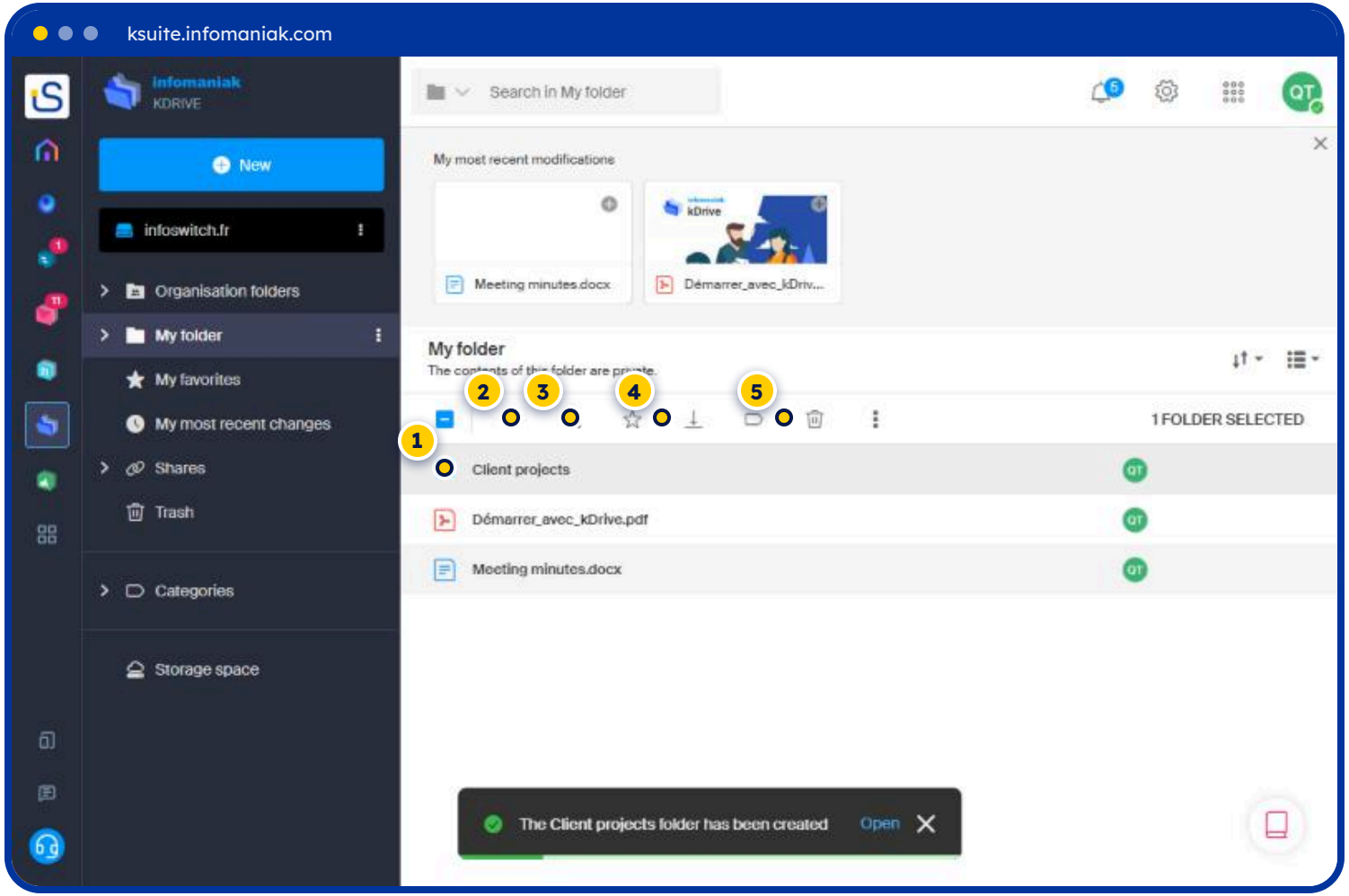
1. **Tick** one or several items.
2. **Information**.
3. **Share**.
4. Favorite and download.
5. Category and trash.

Say

"Tick several files and the toolbar acts on all of them: move them, download them as one archive, or put them in the trash."

Subtlety

The **Trash** keeps files for a period that depends on the plan; restoring puts the file back in its original folder.



06 · kDrive **3 min**

Share: four ways

Show

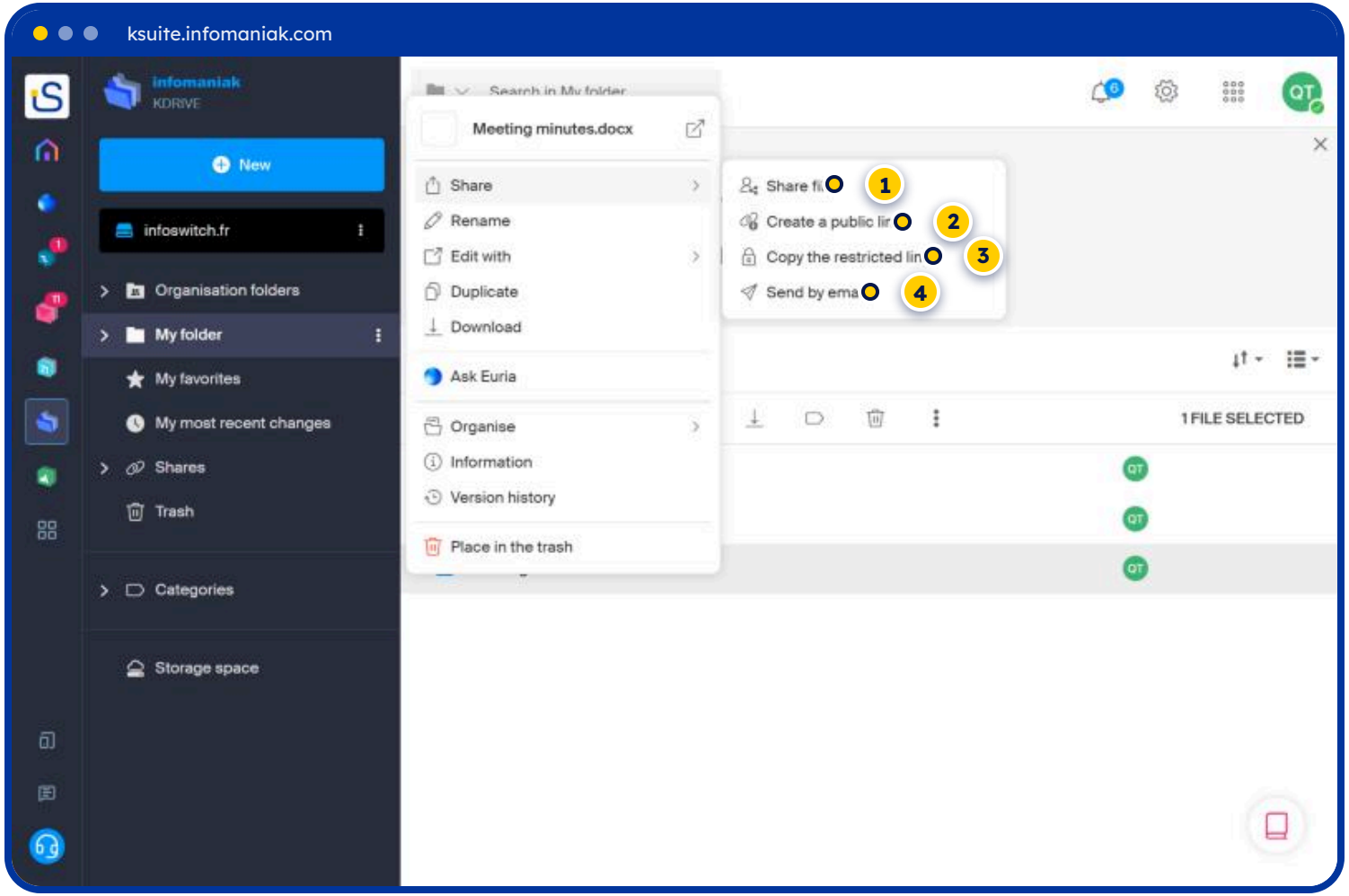
1. **Share file**: give access to named people.
2. **Create a public link**: anyone with the link.
3. **Copy the restricted link**: works only for people who already have access.
4. **Send by email**.

Say

"Ask yourself one question: is this person inside or outside the company? Inside, share with their name. Outside, create a public link."

Subtlety

The **restricted link** gives no access by itself: colleagues who complain "the link doesn't work" were sent this one without being added.



06 · kDrive 3 min

The share window

Show

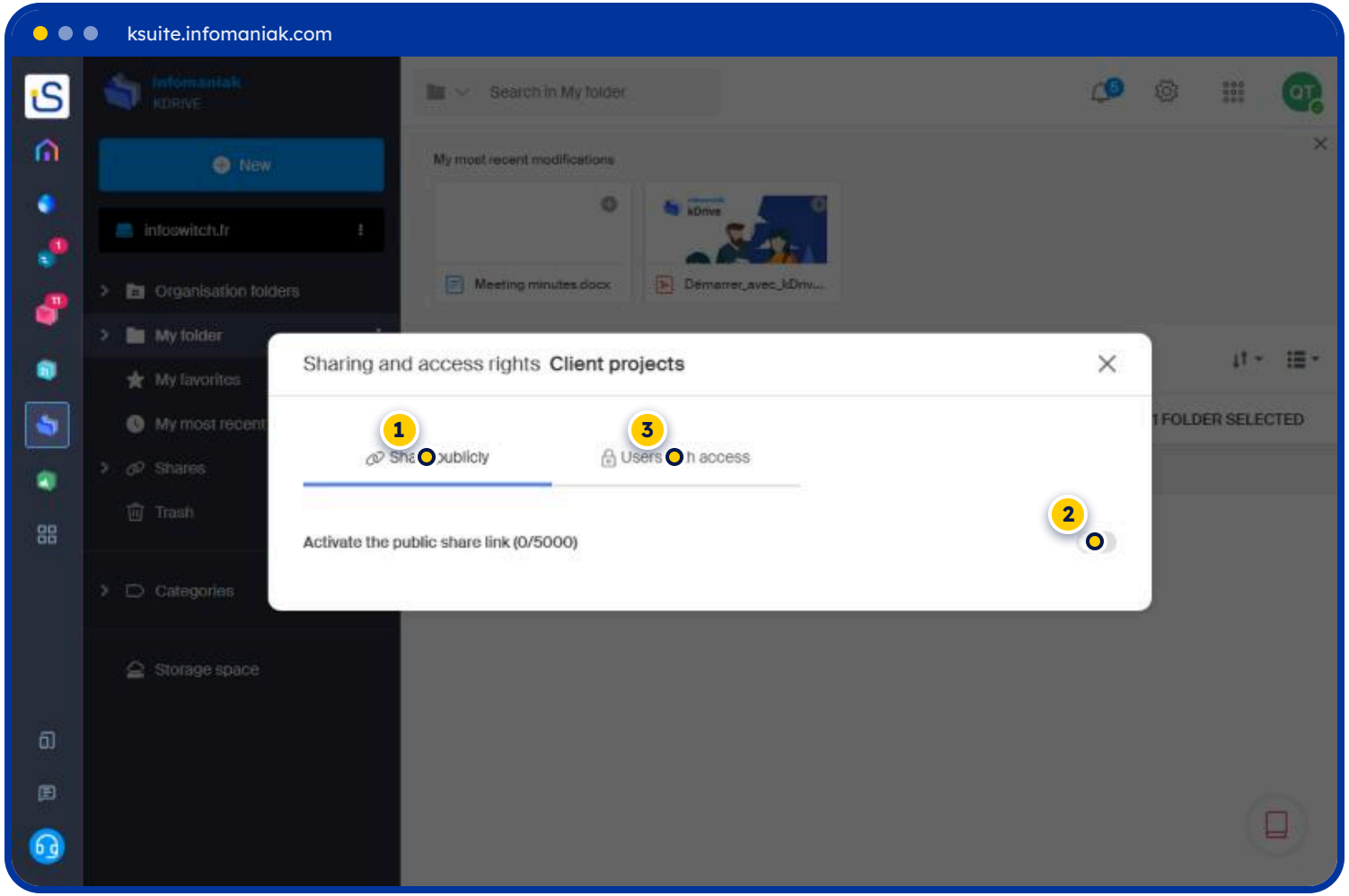
1. **Share publicly**: the public link.
2. Switch on the **toggle** to activate it.
3. **Users with access**: named people and their rights.

Say

“Once the public link is on, open its settings: add a password, an expiry date, and decide whether people may download or only view.”

Subtlety

Rights for named users: read, write, manage. Sharing a **folder** shares everything inside it, including files added later. Switch the toggle off to revoke a link.



06 · kDrive 2 min

kDrive: subtleties and likely questions

Items marked ◆ come from Infomaniak's documentation; check the client's plan before promising them.

Desktop app

kDrive for Windows, macOS and Linux syncs chosen folders with the computer◆. Files can stay online-only to save disk space. Say “sync”, not “synchronise the PC”.

Drop box

New › Drop box creates a folder where external people upload files without an account and without seeing what others deposited. Ideal for collecting documents.

Categories

Coloured labels added from **Organise › Manage the categories**. They cut across folders: one file, one place, several categories. Search can filter on them.

PDF and images

PDFs open in the viewer and can be signed or annotated◆; images have a basic editor◆. Office files open in the editor.

“I lost everything”

Trash first, version history second. kDrive can also be rolled back to an earlier state by an administrator, up to 3 months depending on the plan◆.

Where is the data?

Infomaniak states that files are stored in Switzerland, with three copies across two data centres◆. Useful for the GDPR/confidentiality question.

Say it right upload / download · folder · public link · restricted link · drop box · version history · trash · sync

07

Starts at 1:13 · 12 minutes

kChat

Channels, direct messages, threads, calls.

Running order of this chapter

kChat at a glance	3 min · p. 45
Create a channel or a conversation	3 min · p. 46
Write a message	3 min · p. 47
kChat: subtleties and likely questions	3 min · p. 48

07 · kChat 3 min

kChat at a glance

Show

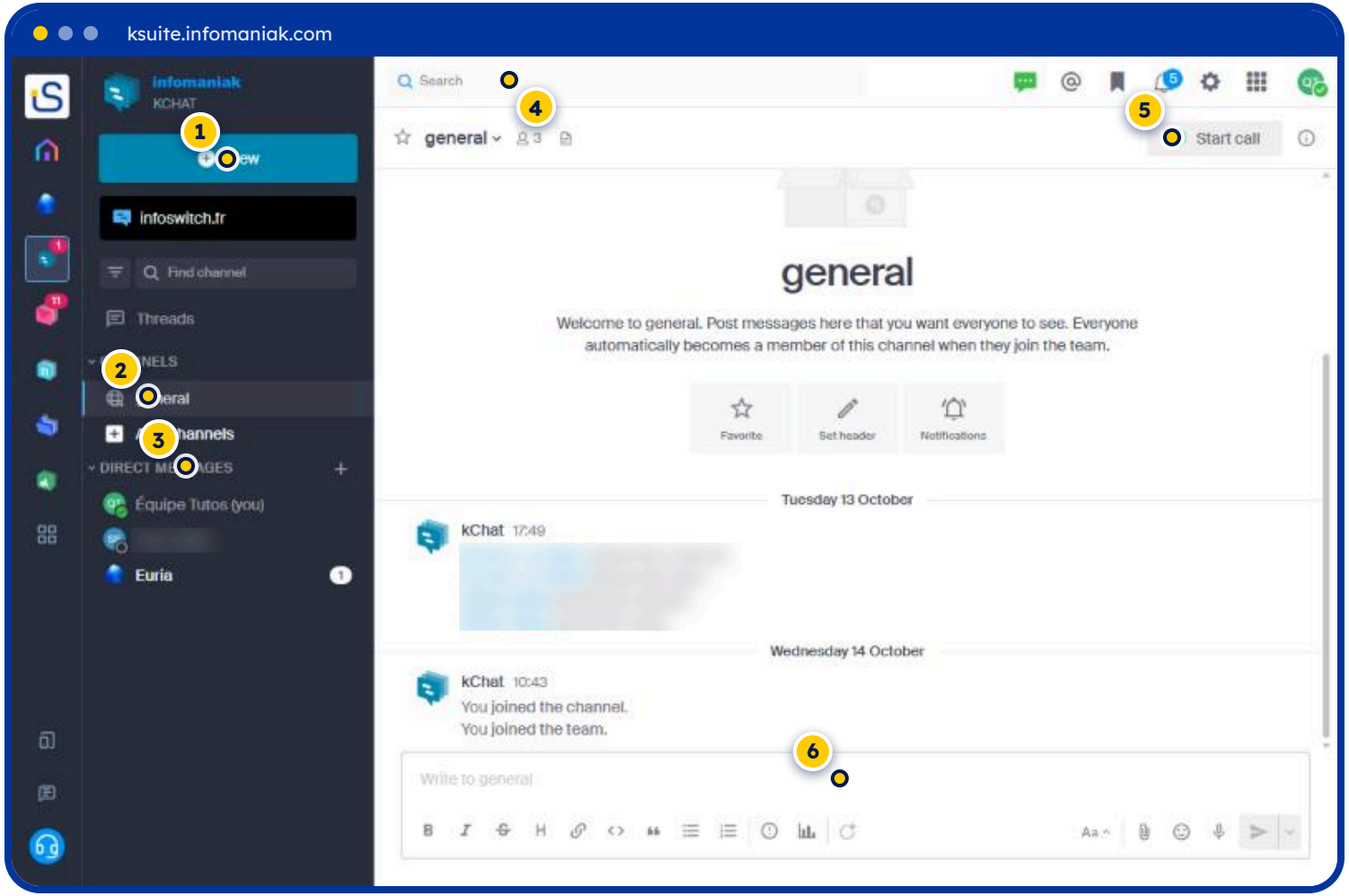
1. **New**.
2. **Channels**: “general” gathers everyone.
3. **Direct messages**.
4. **Search** in messages and files.
5. **Start call**.
6. **Message box**.

Say

“Think of channels as rooms, one per team or project. Direct messages are private conversations with one person or a small group.”

Subtlety

The pitch: fewer internal e-mails. A channel keeps its history, so a newcomer can read what was said before they arrived.



07 · kChat 3 min

Create a channel or a conversation

Show

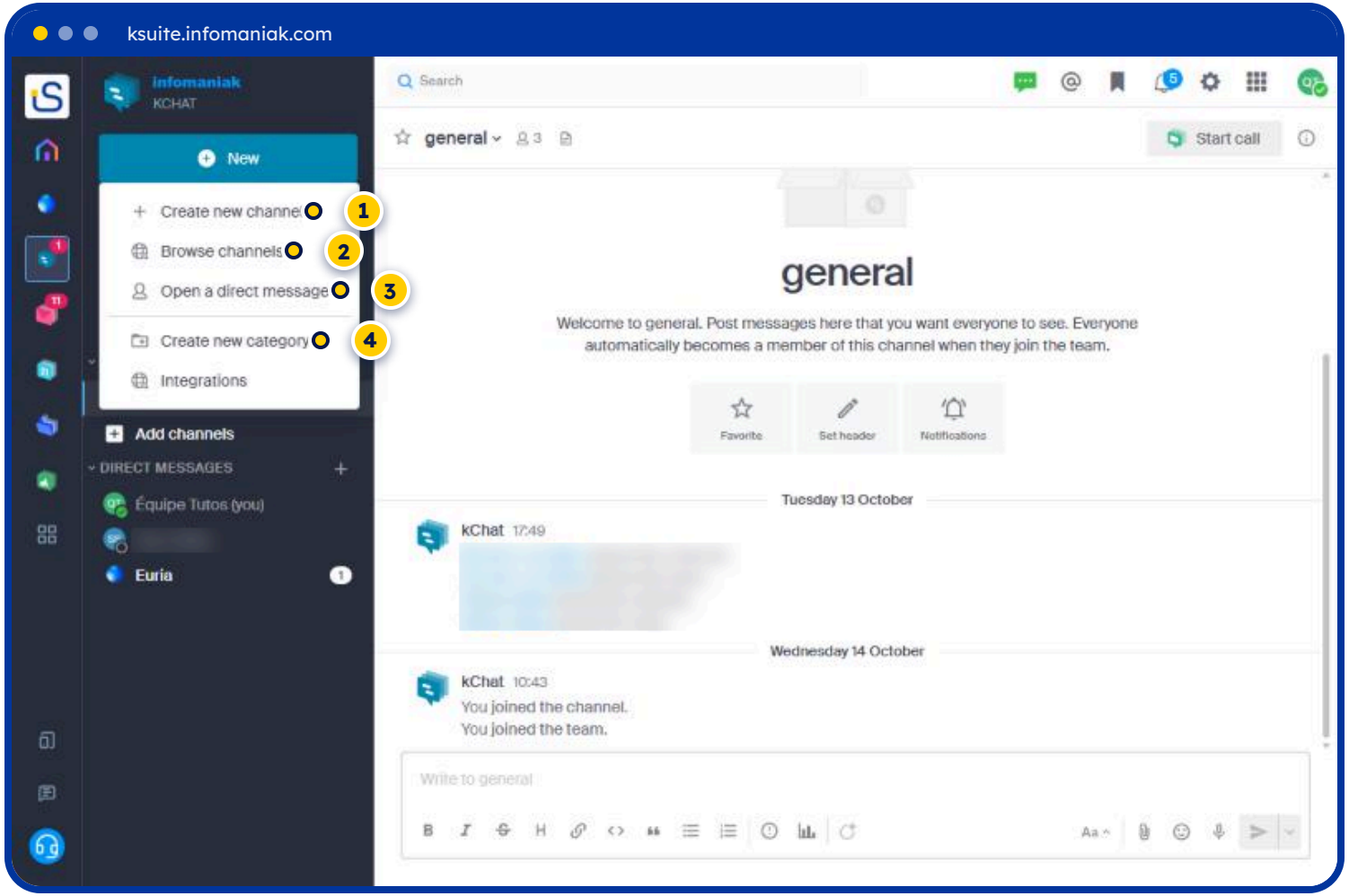
1. **Create new channel**.
2. **Browse channels**: join an existing public one.
3. **Open a direct message**.
4. **Create new category**: group channels in the side bar.

Say

"When you create a channel you choose public, anyone in the organisation can join, or private, by invitation only."

Subtlety

A **public** channel is public inside the organisation, not on the internet. Private channels show a padlock. External guests only see the channel they were invited to◆.



07 · kChat 3 min

Write a message

Show

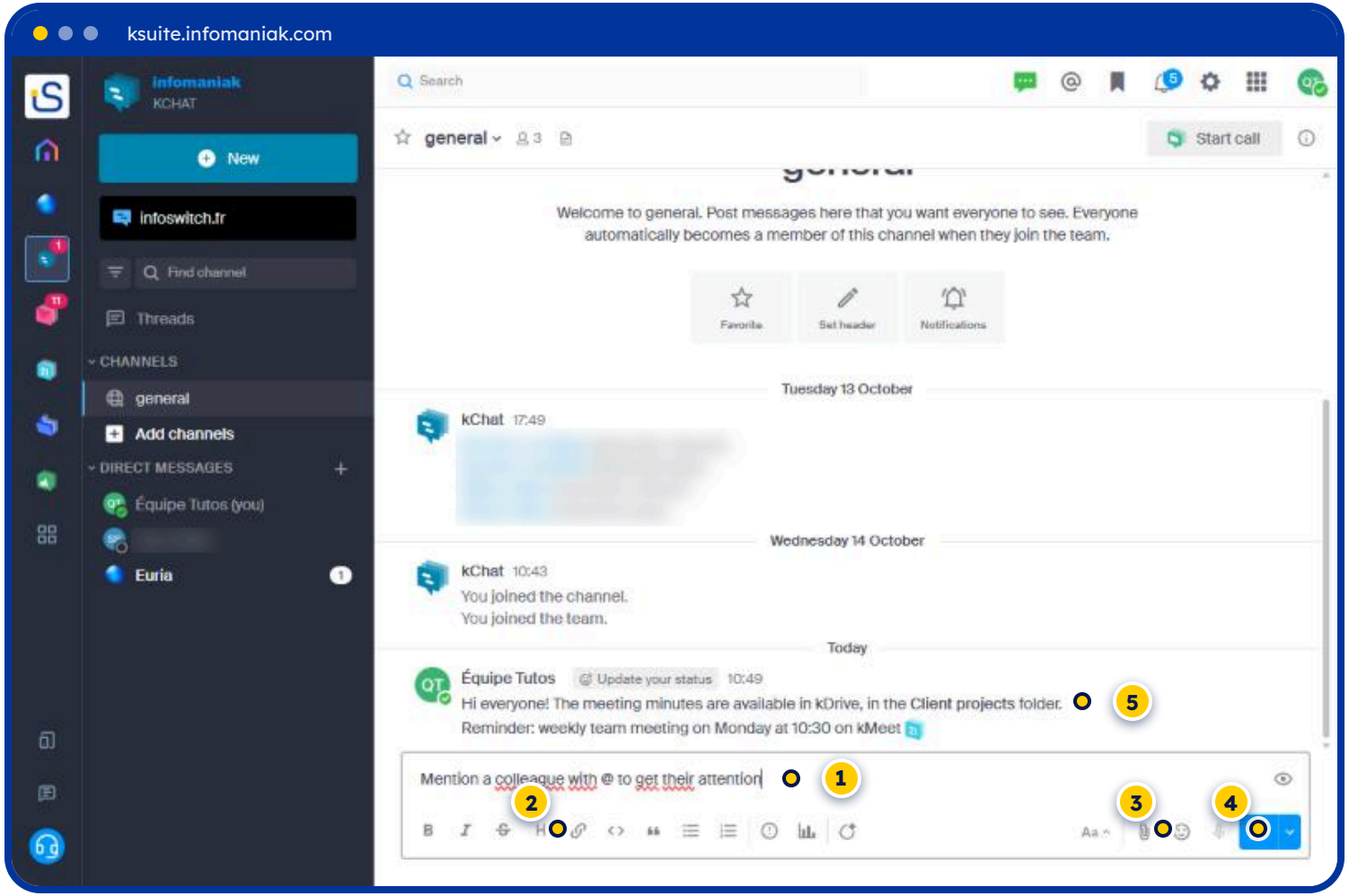
1. Type the message.
2. **Formatting**: bold, italic, headings, links, lists.
3. **Attachment** and **emojis**.
4. **Send** (or Enter).
5. The message appears in the channel.

Say

"Type @ and a name to notify someone. Hover over any message to react with an emoji, reply, pin it or save it."

Subtlety

Reply opens a **thread** on the right: the answer stays attached to the message instead of flooding the channel. @channel notifies everybody: use with care.



07 · kChat 3 min

kChat: subtleties and likely questions

Show these live from a message hover rather than from a slide if time allows. ◆ = from Infomaniak's documentation.

Threads

Reply to a message to open a thread. The **Threads** entry at the top of the side bar lists every thread you follow, with unread markers.

Mentions and notifications

@name notifies one person; @channel and @here notify the group. Each user tunes notifications per channel, and can mute a noisy one.

Pin and save

Pin keeps a message at the top for the whole channel (rules, links). **Save** is personal: your own bookmark list.

Status

Online, away, do not disturb, plus a custom status with an emoji ("In a meeting"). Colleagues see it next to your name.

Files and calls

Files up to 100 MB per upload◆. **Start call** launches a kMeet with the channel members in one click.

Edit and delete

You can edit or delete your own messages; an edited message is marked as such. Administrators can restrict this.

Say it right channel · direct message · thread · mention · pin · mute · status

08

Starts at 1:25 · 8 minutes

kMeet

Start, join and plan a video meeting; in-meeting tools.

Running order of this chapter

Start, join, plan 3 min · p. 50

Inside a meeting: what to mention 5 min · p. 51

08 · kMeet 3 min

Start, join, plan

Show

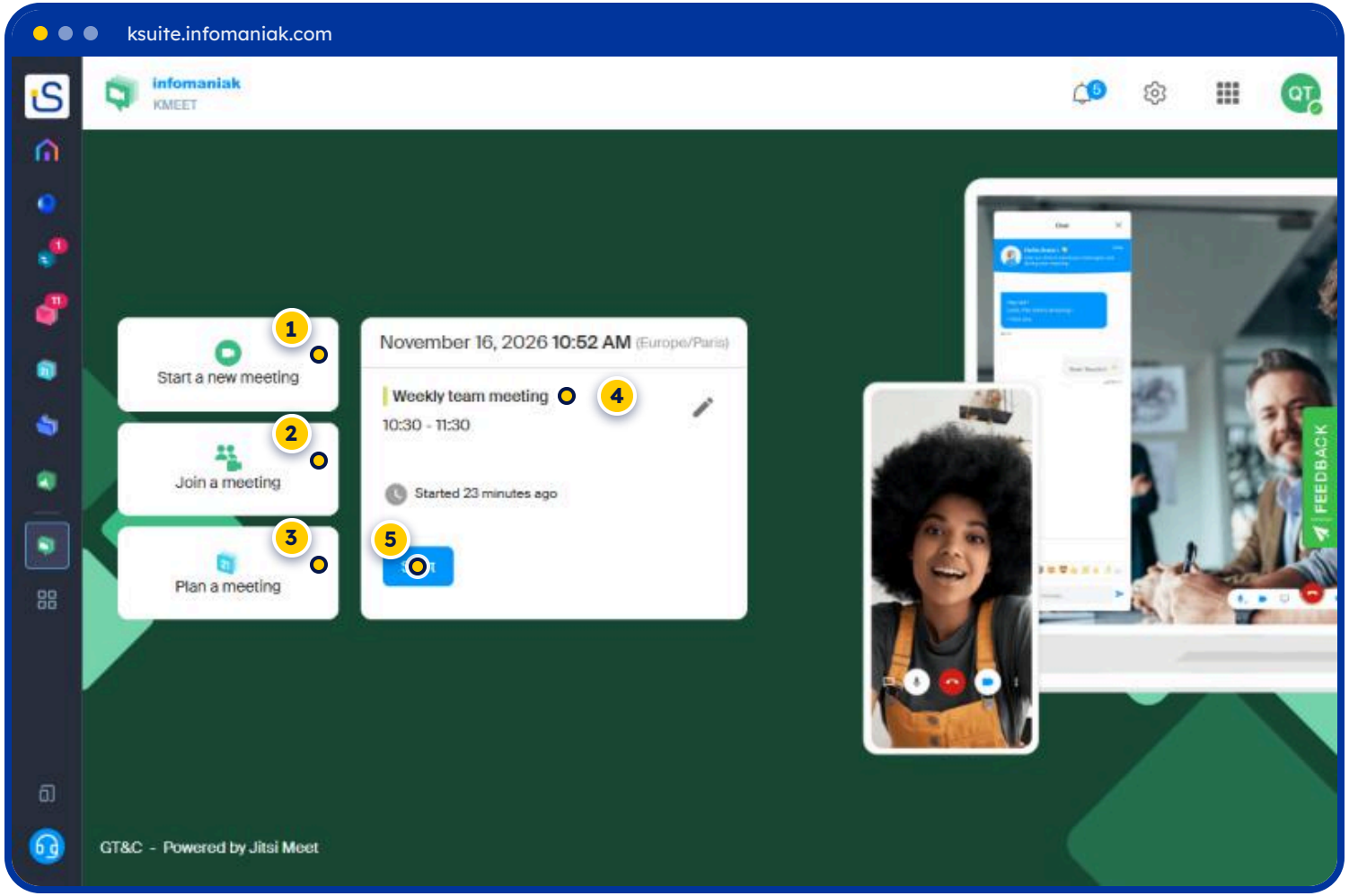
1. **Start** a new meeting now.
2. **Join** with a link or a code.
3. **Plan** a meeting in the calendar.
4. Your **next meeting** from the calendar.
5. Start the meeting shown.

Say

"Three ways in: start one now and send the link, join with a code, or plan it in the calendar, which is what we did earlier with the kMeet button."

Subtlety

kMeet sits behind the **four-square** button. Guests join from a browser with the link: no account and nothing to install◆.



08 · kMeet 5 min

Inside a meeting: what to mention

No screenshot here on purpose: start a real meeting in a second tab and show the toolbar live (camera off is fine). ◆ = from Infomaniak's documentation.

Before entering

The browser asks permission for the microphone and camera: tell people to click **Allow**. A preview screen lets them check sound and image first.

Toolbar basics

Microphone, camera, **share screen**, chat, raise hand, reactions, participants, leave. Screen sharing is not available from an iPhone or iPad◆.

Moderation

The organiser can mute participants, enable a **waiting room** (lobby) and protect the meeting with a password◆.

Recording

The meeting can be recorded and saved to kDrive as a video file◆. Always tell participants before recording.

More tools

Whiteboard and annotation, polls, breakout rooms, live subtitles◆. Euria can produce a summary of the meeting on some plans◆.

Sound problems

Nine times out of ten: wrong microphone selected, or permission blocked in the browser (padlock icon in the address bar).

Say it right share your screen · mute / unmute · raise your hand · waiting room · recording · breakout rooms

09

Starts at 1:33 · 7 minutes

Transfer and share

SwissTransfer, kPaste and Chk: three small tools, three precise uses.

Running order of this chapter

SwissTransfer: send large files — 3 min · p. 53

kPaste: pass on a secret — 2 min · p. 54

Chk: short links and QR codes — 2 min · p. 55

09 · Transfer and share 3 min

SwissTransfer: send large files

Show

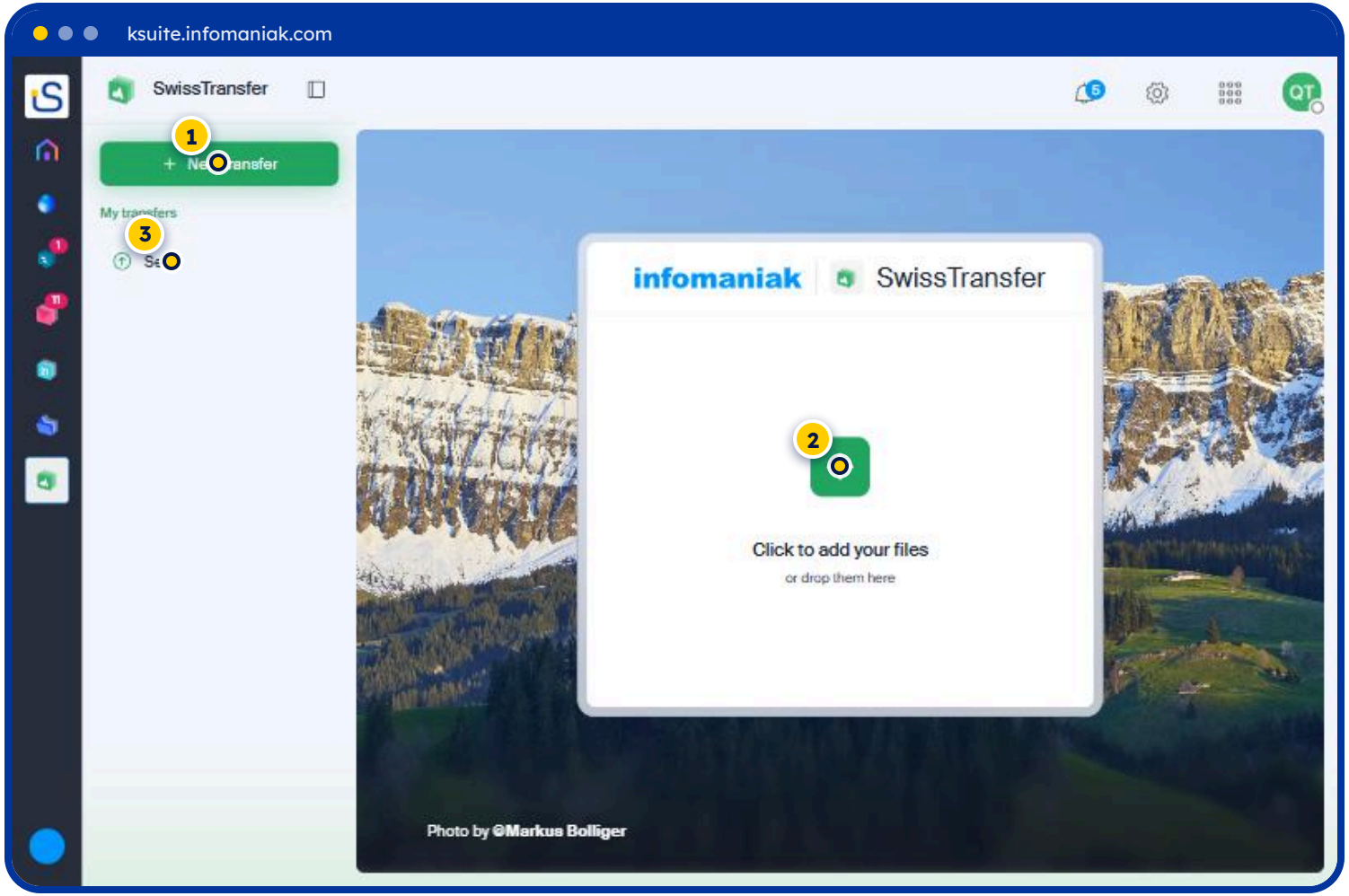
1. **New transfer**.
2. **Add your files**: click the + or drop them.
3. **Sent**: your previous transfers.

Say

“When a file is too big for an e-mail, use SwissTransfer: you get a download link, valid for a limited time, to send to anyone.”

Subtlety

Up to 50 GB per transfer, valid up to 30 days, optional password and download limit. It is a **delivery** tool, not storage: for lasting sharing, use a kDrive link.



09 · Transfer and share 2 min

kPaste: pass on a secret

Show

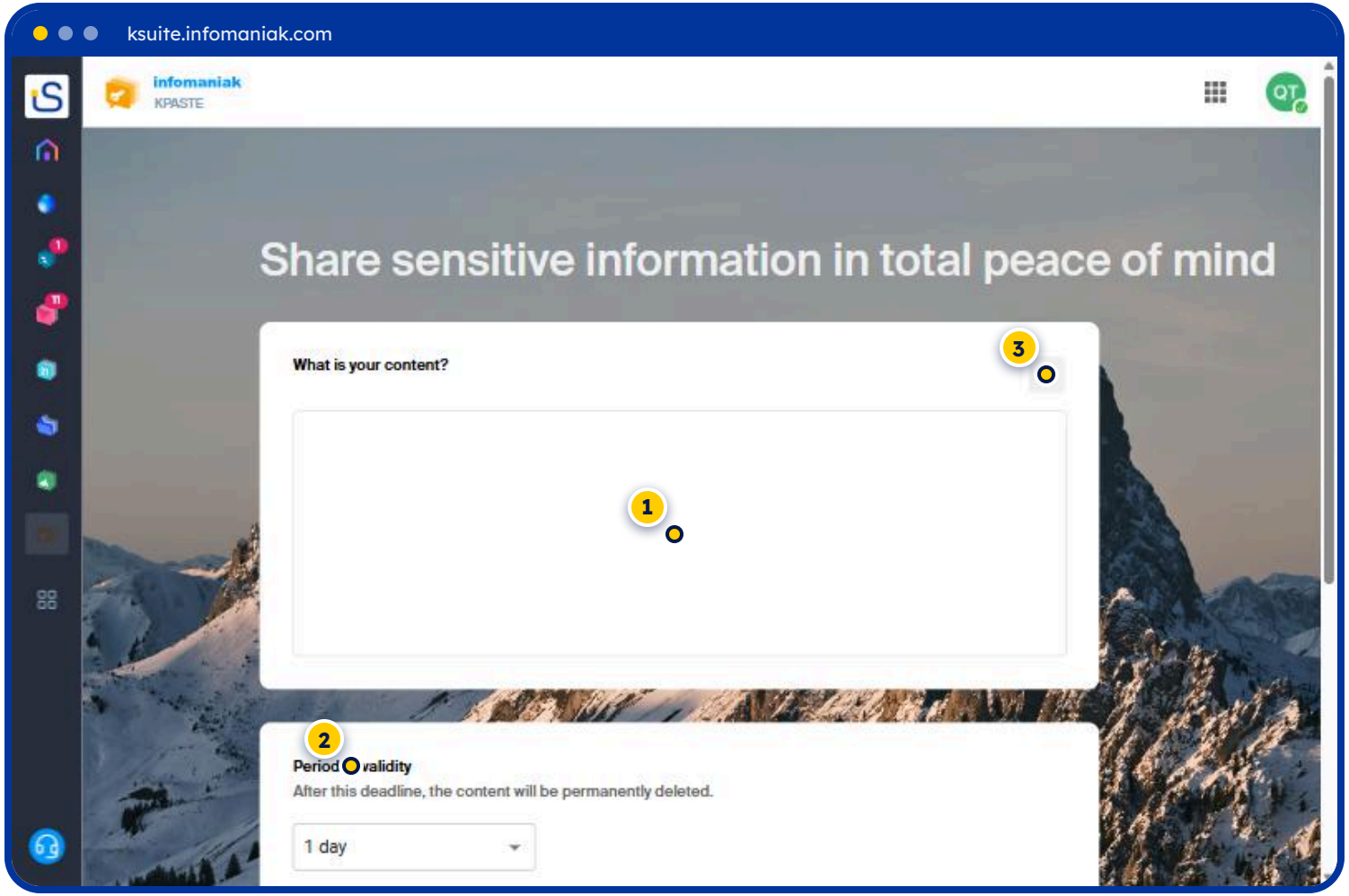
1. Paste the content.
2. Choose the **period of validity**.
3. Enlarge the input area.

Say

“Never send a password by e-mail. Paste it here, send the link, and the content destroys itself after the period you chose.”

Subtlety

kPaste is end-to-end encrypted; further down the page, extra options (password, deletion after reading) may be offered◆. Send the link and the password by two different channels.



09 · Transfer and share **2 min**

Chk: short links and QR codes

Show

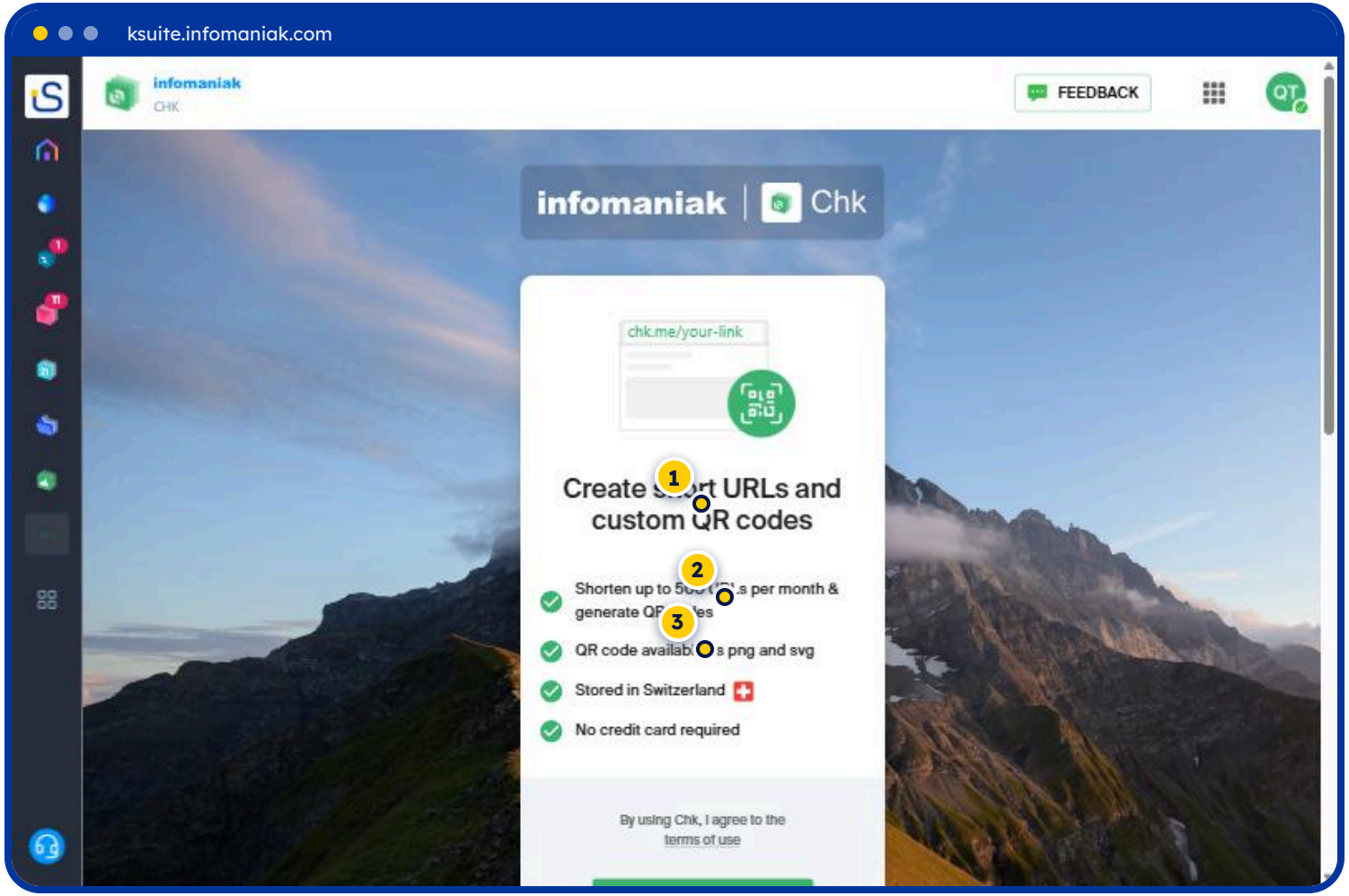
1. Create a **short URL** and its QR code.
2. Up to **500 URLs per month**.
3. QR code as **PNG** or **SVG**.

Say

“A long address for a flyer or a slide? Chk turns it into a short link and a QR code in one click.”

Subtlety

Pronounce it “check”. SVG is the format to give a printer. Mention it in thirty seconds, no more.



10

Starts at 1:40 · 8 minutes

Euria

The AI assistant: ask, attach, refine, and where it appears in the suite.

Running order of this chapter

Ask a question 3 min · p. 57

Use and refine the answer 3 min · p. 58

Euria: where it appears and what to say 2 min · p. 59

10 · Euria 3 min

Ask a question

Show

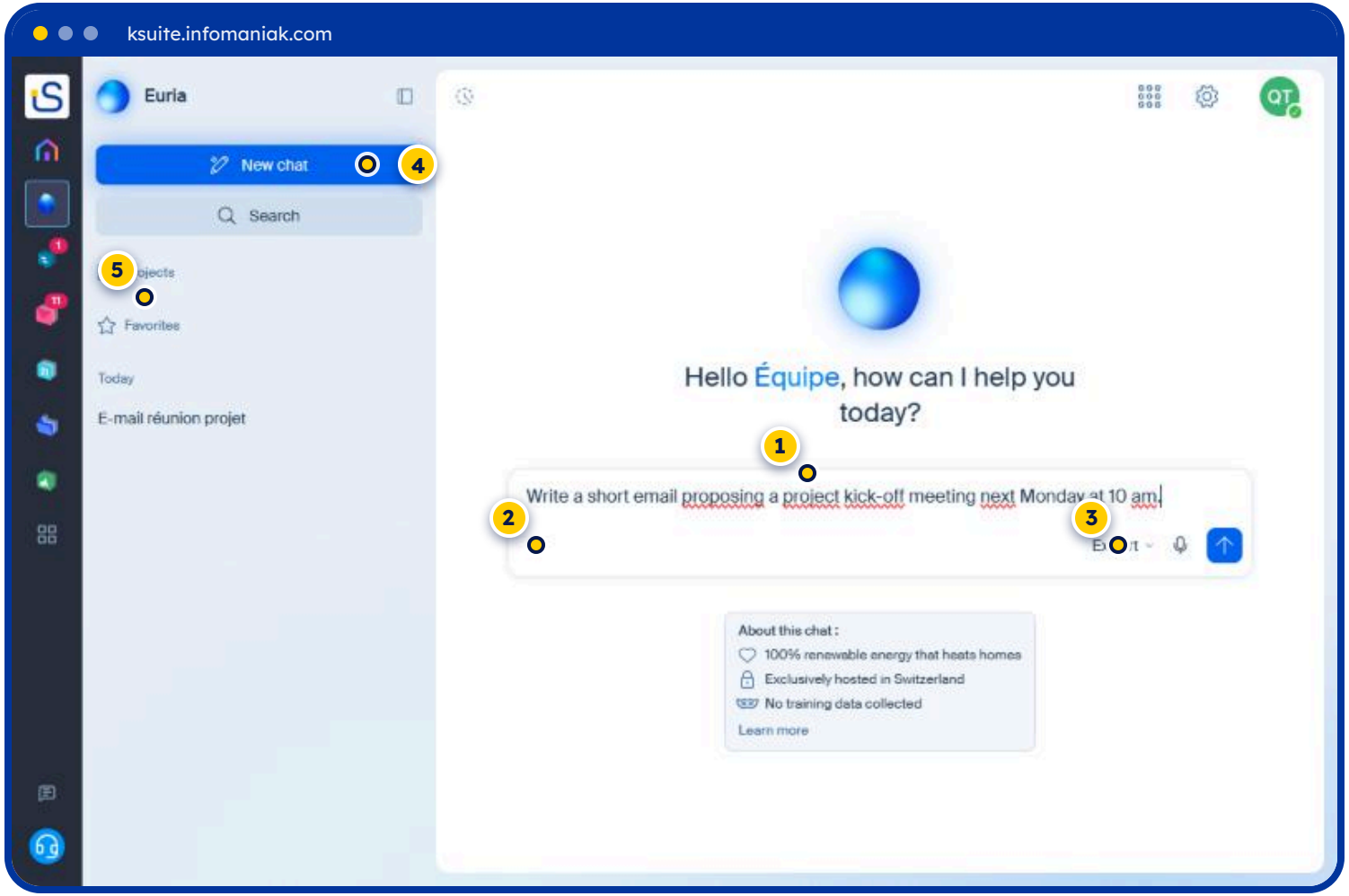
1. Write the request, press Enter.
2. **+**: attach a document or an image.
3. **Mode** of answer (here “Expert”).
4. **New chat**.
5. **Projects** and **Favorites**.

Say

“Euria is Infomaniak’s AI assistant. Ask in plain language, in English or French. The more context you give, the better the answer.”

Subtlety

Infomaniak states that Euria runs in its Swiss data centres and that conversations are not used to train models◆: this is usually the first question.



10 · Euria 3 min

Use and refine the answer

Show

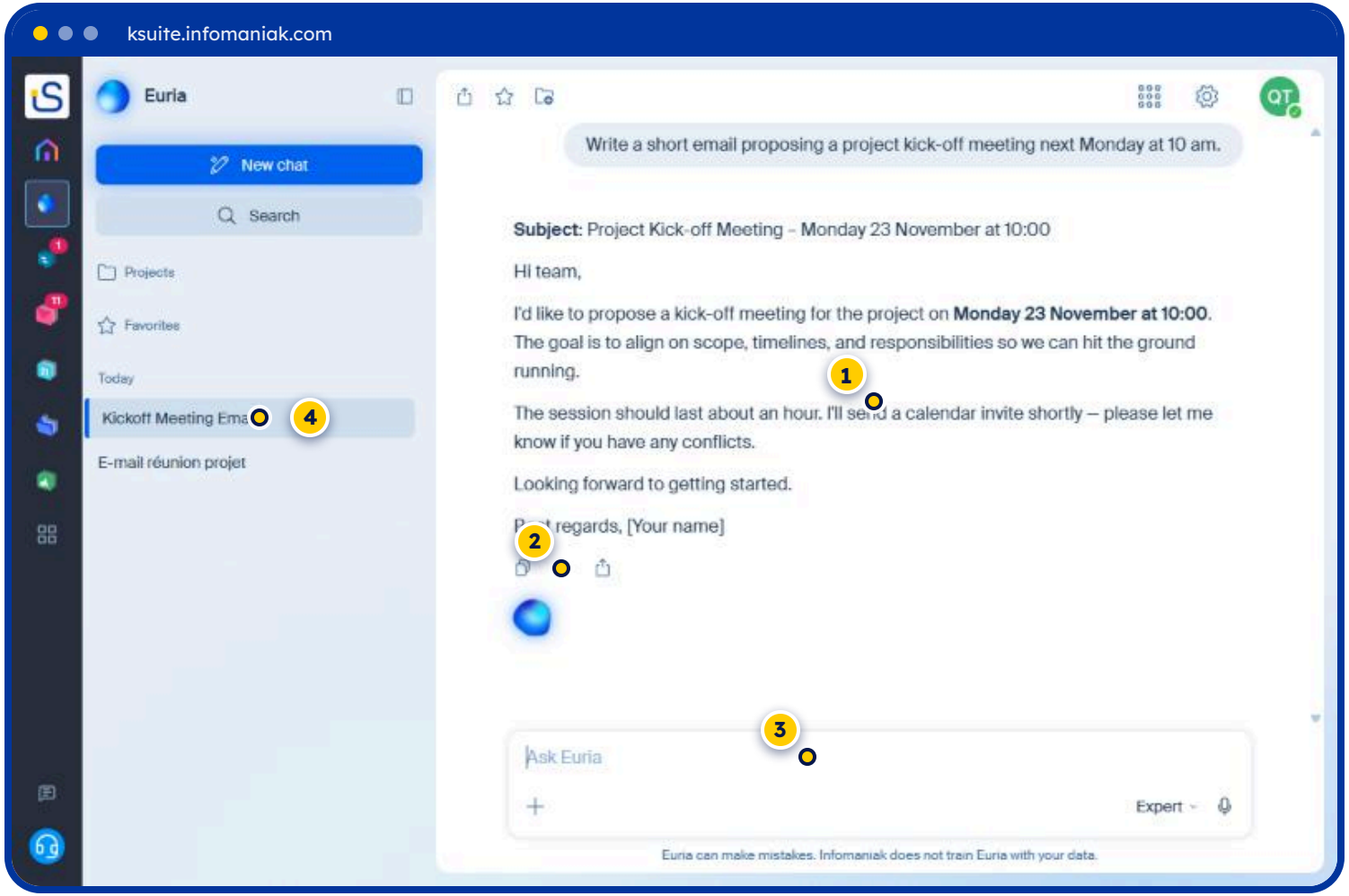
1. Read the suggestion and adapt it.
2. **Copy**, **regenerate** or **share**.
3. **Follow up**: more formal, shorter, translated.
4. The chat is kept in the **history**.

Say

"Treat the first answer as a draft. Reply to it as you would to a colleague: make it shorter, more formal, translate it into German."

Subtlety

Say clearly: Euria can be wrong. It is a writing and summarising aid; figures, names and legal points must be checked.



10 · Euria 2 min

Euria: where it appears and what to say

Availability depends on the plan. ◆ = from Infomaniak's documentation, not replayed on the demo account.

In Mail

The Euria icon on a message summarises a long conversation or drafts a reply; in the compose window it rewrites or corrects your text◆.

In kDrive

Right-click a file › **Ask Euria**: summary, key points, questions about the document.

In kChat and kMeet

Euria can be called in a conversation◆ and can summarise a meeting on some plans◆.

Attachments

With **+**: documents and images to analyse; audio can be transcribed◆. Web search can be switched on for recent information◆.

Ephemeral mode

A conversation that is not kept in the history◆: for a one-off sensitive question.

Good prompt, in one line

Role + task + context + format. “You are an HR assistant. Write a short, friendly reminder about timesheets, for 20 employees, in English.”

Say it right AI assistant · prompt · draft · summarise · rewrite · follow-up question

11

Starts at 1:48 · 5 minutes

Devices and security

Apps on computer and phone, profile, two-step verification.

Running order of this chapter

kSuite on every device 2 min · p. 61

Profile and two-step verification 3 min · p. 62

11 · Devices and security 2 min

kSuite on every device

Two minutes. People only need to know that the apps exist and that the login is the same everywhere.

Browser

Nothing to install: **ksuite.infomaniak.com**. Suggest bookmarking it.

Phone and tablet

Search “Infomaniak” in the App Store or Google Play: Mail, kDrive, kChat, kMeet and Euria have their own apps.

Mail on other software

In Mail, the sync button at the bottom of the side bar gives a guided set-up for Outlook, Apple Mail or a phone.

kDrive desktop app

Syncs folders with the computer; offered in kDrive's getting-started tutorial.

kChat desktop app

A banner at the top of kChat offers it; notifications arrive even when the browser is closed.

One login

Same e-mail address and password everywhere. A lost phone can be disconnected from the profile (Access and activities).

Say it right sign in / log in · bookmark · desktop app · mobile app · sync

11 · Devices and security 3 min

Profile and two-step verification

Show

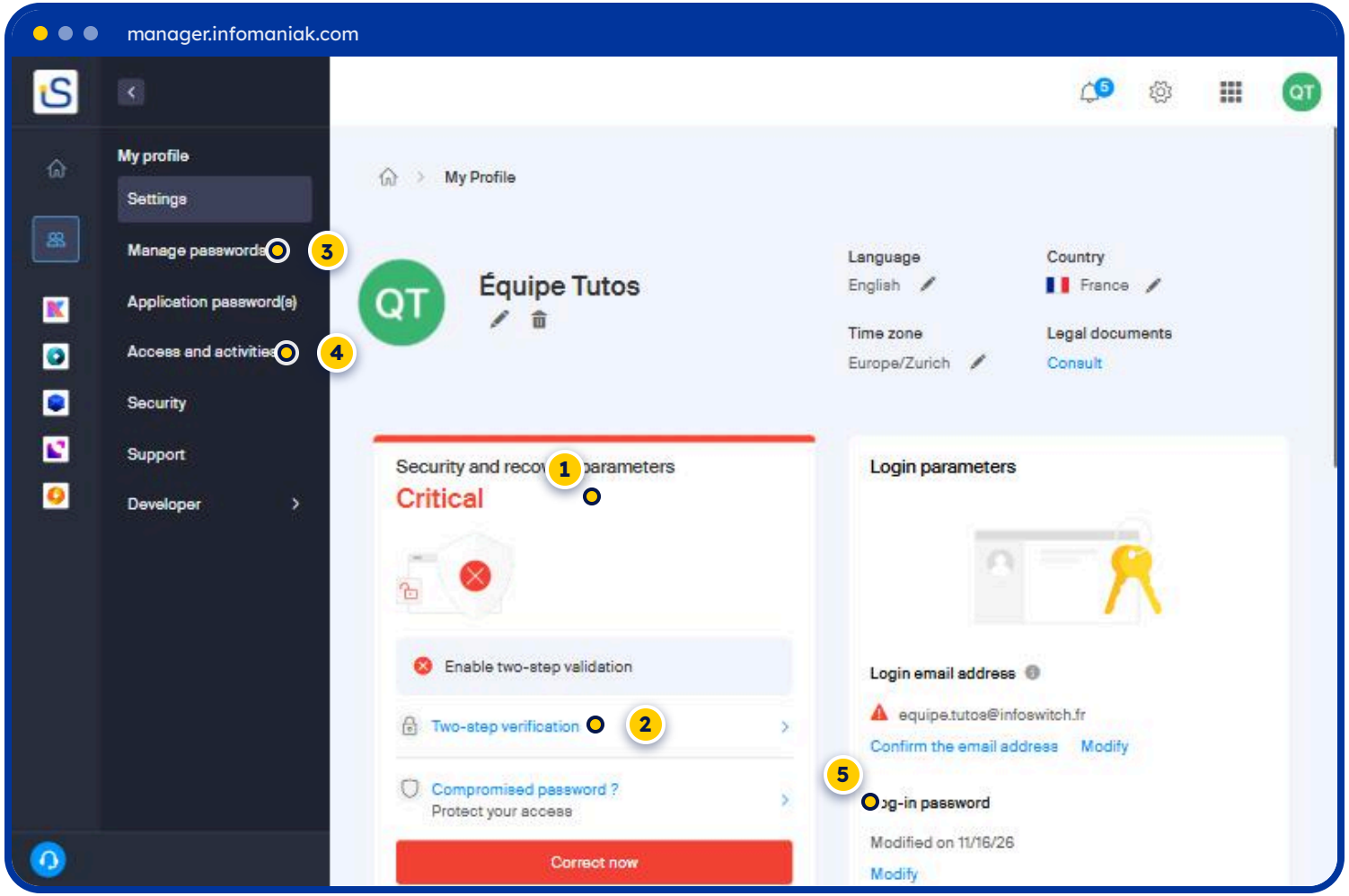
1. **Security level** of the account.
2. **Two-step verification**: enable it first.
3. Passwords and **application passwords**.
4. **Access and activities**: devices and recent sign-ins.
5. **Log-in password**.

Say

“Click your initials at the top right, then your profile. If you do one thing after this session, switch on two-step verification.”

Subtlety

This page is in the **Manager**, a different address. Two-step verification uses the kAuth app or any authenticator app; keep the recovery codes.



12

Starts at 1:53 · 7 minutes

Wrap-up

Recap, questions, next steps with InfoSwitch.

Running order of this chapter

Close the session 7 min · p. 64

12 · Wrap-up 7 min

Close the session

Seven minutes. Stop sharing the browser for the last minute so people see you, not the screen.

1 · Recap in one breath

“Mail and Calendar for the day-to-day, kDrive for files, kChat and kMeet to work together, SwissTransfer and kPaste to send things safely, Euria to save time.”

2 · Three habits

“Team files go in Organisation folders. Internal questions go in kChat, not e-mail. Switch on two-step verification today.”

3 · Questions

“What questions do you have?” rather than “Any questions?”. Leave five seconds of silence. Park account-specific problems: “Let's look at that together after the session.”

4 · What happens next

“You'll receive the step-by-step guide by e-mail. For anything else, your InfoSwitch contact remains your first point of call.”

5 · If time is short

Cut in this order: Chk, Contacts › Add a contact, Mail › Other actions, Calendar › Proposed appointment. Never cut kDrive sharing or two-step verification.

6 · Close

“Thank you all for your time and your questions. Have a good day.”

Say it right to sum up · day-to-day · point of contact · follow-up

For the trainer

Useful phrases in English

Starting

Can everyone see my screen?

Let me share my screen.

Feel free to interrupt me.

We have two hours; we'll finish at … sharp.

Moving on

Let's move on to …

That's it for Mail. Next: the calendar.

I'll come back to that in a minute.

We'll cover this in more detail later.

Pointing

At the top left / top right …

In the side bar on the left …

Hover over the line …

Right-click the file …

Tick the box, then click …

Explaining

What this does is …

The difference between X and Y is …

By default, …

Behind the scenes, …

A common mistake is …

Handling questions

Good question.

Let me show you.

It depends on your plan; I'll check and get back to you.

Let's take that one after the session.

Does that answer your question?

Closing

To sum up, …

The three things to remember are …

You'll receive the guide by e-mail.

Thank you for your time.

Words that trap French speakers

actually
en fait (not “actuellement” = currently)

eventually
finalement (not “éventuellement” = possibly)

agenda
ordre du jour; the tool is “the calendar”

mail
say “e-mail” or “message”; “mail” alone = postal mail

to share
partager; “to send” for an attachment

folder / file
dossier / fichier (not “directory”, not “document” for every file)

to log in / sign in
se connecter (not “to connect”)

to attach
joindre (not “to join”)

a reminder
un rappel (not “a recall”)

settings
paramètres (not “parameters”)

Terms · 1 of 2

English interface ↔ French interface

Left: the label as it appears on screen in English, the one to say aloud. Right: the label you know from the French interface.

Mail	
New	Nouveau
Inbox	Boîte de réception
Sent messages	Envoyés
Trash	Corbeille
Subject	Objet
Cc / Bcc	Cc / Cci
Reply · Reply to all · Forward	Répondre · Répondre à tous · Transférer
Attachment	Pièce jointe
Signatures	Signatures
Out-of-office reply	Répondeur
Filters and rules	Filtres et règles
Email forwarders	Redirections
Email settings	Paramètres mail
Customised schedule	Horaire personnalisé
Restore	Restaurer

Calendar and Contacts	
Create	Créer
Event	Évènement
Proposed appointment	Proposition de rendez-vous
Scheduling assistant	Assistant de planification
Guests	Invités
kMeet videoconference	Visioconférence kMeet
Today	Aujourd'hui
Save	Enregistrer
New contact	Nouveau contact
All contacts	Tous les contacts
Suggested contacts	Contacts suggérés
Address books	Carnets d'adresses
View more fields	Afficher plus de champs

Terms · 2 of 2

English interface ↔ French interface

Left: the label as it appears on screen in English, the one to say aloud. Right: the label you know from the French interface.

kDrive	
Upload	Importer
Folder	Dossier
Drop box	Boîte de dépôt
Document, Table, Presentation	Document, Tableau, Présentation
Web shortcut	Raccourci Web
Share	Partager
Share publicly	Partager publiquement
Users with access	Utilisateurs avec accès
Who has access	Qui a accès
Most recent modifications	Dernières modifications
Favorites	Favoris
Category	Catégorie
Information	Informations

kChat, kMeet and the rest	
Channels	Canaux
Direct messages	Messages personnels
Create new channel	Créer un canal
Browse channels	Parcourir les canaux
Start call	Appeler
Start a new meeting	Démarrer une nouvelle réunion
Join a meeting	Rejoindre une réunion
Plan a meeting	Planifier une réunion
New transfer	Nouveau transfert
Period of validity	Durée de validité
New chat (Euria)	Nouvelle discussion
Projects	Projets
More apps	Plus d'applications
Two-step verification	Validation en 2 étapes
Access and activities	Accès et activités
Log-in password	Mot de passe de connexion

About this guide

What was checked, and how

Seen on screen. Every screenshot and every label in bold was captured on the demo account with the interface in English, on 16 and 18 November 2026. Infomaniak updates kSuite often: a label may move.

Marked ◆. Limits and features taken from Infomaniak's documentation (cancellation up to 30 seconds, snooze, encryption for external recipients, room booking, kMeet in-meeting tools, kDrive restore, Euria options). They can depend on the kSuite plan: check the client's plan before promising them.

Not shown. Administration (creating users and addresses, roles) is outside this two-hour user session; it is covered in the step-by-step guide given to participants.

Demo account. The inbox contains notification e-mails in French and two test messages in #general; say so if someone asks.

InfoSwitch

InfoSwitch

Migration to Infomaniak, team training and priority support.

infoswitch.fr ›

Sources (Infomaniak documentation)

- Infomaniak FAQ · Mail (webmail)
- Infomaniak FAQ · Calendar: scheduling assistant
- Infomaniak FAQ · kDrive
- Infomaniak · kDrive product page
- Infomaniak · kChat product page
- Infomaniak FAQ · kMeet
- Infomaniak FAQ · SwissTransfer limits
- Infomaniak · SwissTransfer