Welcome to TerraBytes

The complete guide to getting started: from installing and connecting to cleanup, compliance and reporting.

What is TerraBytes?

TerraBytes is a desktop app that **analyses and cleans up your storage**. You connect data sources — folders on this computer, Google Workspace (Drive, Shared Drives, Gmail), Microsoft 365 (OneDrive, SharePoint, Outlook mailboxes) and NetApp — TerraBytes scans them and tags files and messages automatically. At a glance you see where you can **reclaim space and cost** — and where **records and sensitive data** live.

Every storage also shows the **environmental impact** (CO_2, water, energy) of your stored data.

🔒 **Privacy first**

TerraBytes analyses **metadata only** — file name, folder, size, dates, owner (for mail: subject, sender, dates, size). The **contents of your files and messages are never read, transmitted or stored**. The compliance scan looks at file names and folder paths only; for mail, at the subject line. Everything runs on your own device.

The three layers of TerraBytes

1 · Cleanup

"Safe to delete." Temporary files, duplicates, never-viewed cloud files, old autosave versions and recycle-bin contents.

2 · Review

"Human judgment." Inactive (long-unused), versioned and date-stamped files.

3 · Risk & Compliance

"What the law says." Nine records categories (identity, HR, finance, legal …) with the retention rules that apply.

This guide follows exactly that route: connect → understand → clean up → compliance → report.

1 · Getting started

Install

1. **Receive your invite from TerraBytes.**
   After you sign up at
   terrabytes.app
   — or automatically when your organisation is already onboarded with TerraBytes — you receive a personal *invite and download link* by email (valid 14 days).

2. **Download the app.**
   macOS: the `.dmg` file (Apple Silicon or Intel — check *Apple menu → About This Mac*) · Windows: the `.exe` file. Install as usual. After this,
   updates install automatically
   in the background.

3. **Start your free trial.**
   Your invite states the trial length (7 days by default). During the trial you can preview every layer; some actions are limited (see Plans).

Sign in

On first launch, sign in with one of these methods:

- **Email + password** (with a “forgot password” flow).
- **Microsoft** or **Google** (single sign-on).

> **Good to know about signing in**
>
> This app login only uses your name & email and is **separate** from connecting Microsoft 365 or Google Workspace. Connecting cloud storage requires extra permissions later — see the separate guide *“Connecting TerraBytes to Microsoft 365”*.

Security & sessions

- **Two-factor authentication (2FA)** via an authenticator app (TOTP), enabled under Account. Your organisation's policy may make it mandatory for email + password logins; Microsoft and Google logins already count as a second factor.
- **One active device at a time:** signing in elsewhere signs you out here (you can “take over” the session).
- **Automatic sign-out** after 8 hours of inactivity.

2 · Connecting your first storage

Use the **Add Storage** button to open the *"Add new storage"* wizard — three steps.

1. **Connect**
   — pick the account the data lives in (This computer, Google Workspace, Microsoft 365 or NetApp), then the source inside it. Give it a unique *Storage Name* and sign in or enter the details.
2. **Analyze**
   — choose which detections (tags) to enable, split across Cleanup / Review / Compliance. Some tags have an adjustable threshold; Compliance has a confidence level.
3. **Review**
   — confirm your choices and click *Create*. The scan starts immediately in the background and tags are applied as it runs.

What can you connect?

ACCOUNT	SOURCES	HOW TO CONNECT	FROM PLAN
This computer	Local folder	Enter a path or pick a folder or drive via *Browse*.	Eco
Google Workspace	Google Drive · Shared Drives · Gmail	One Google sign-in covers all three. Drive: "My files + shared with me" or "Only my files". Each Shared Drive becomes its own storage.	Standard *
Microsoft 365	OneDrive · SharePoint · Exchange mailbox	*Microsoft Login* (recommended; one sign-in covers all three) → pick site + library · or *App Registration* (IT-managed) · Outlook also offers *Local Outlook* (cached mail only).	Standard
NetApp	NetApp ONTAP	Mounted path (NFS/SMB) · or ONTAP REST API (host, volume, credentials).	Premium

⚠ **Microsoft 365: administrator consent**

With *Microsoft Login*, your organization may require approval from an IT administrator (admin consent). See the separate guide **"Connecting TerraBytes to Microsoft 365"** for the step-by-step fix — it also explains the App Registration option for IT teams.

* Google Workspace is in **early access** while Google verifies the TerraBytes app: contact us to enable it for your account. Tip: cloud sign-in unlocks signals a local scan cannot see — lifetime view counts, version history, the recycle bin and mailbox folder roles.

3 · Understanding the app

Navigation

- **Sidebar (left):** the *storage switcher* (switch storage, return Home, Refresh/Delete) and an expandable *folder tree*.
- **Top bar:** breadcrumbs (Storage › Folder › Subfolder), a queue indicator for scans, and your *profile menu* (account, dark mode, support, subscription, Guide).

Home dashboard (no storage selected)

An overview across everything you connected — drives, cloud storage and mailboxes: scan progress, summary cards (total size, estimated cleanup & review savings, environmental impact), **"Quick wins"** and a card per storage. Switch to **Insights** for cross-storage analytics: health breakdown, records categories and the laws that apply, footprint and growth over time.

The tabs per storage

Recommendations	Your starting point: actions ranked by savings impact, with total savings, CO_2 and progress.
Explorer	Browse, filter and sort all files. Export as CSV or a PDF report.
Cleanup	Candidates to remove safely: temporary, duplicates, unviewed, autosave versions, recycle bin.
Review	Files worth a second look: inactive, versioned, date in name.
Archive	SharePoint only: move files to Microsoft 365 Archive cold storage and track what is archived.
Compliance	Files and mail that fall under a records category, with the laws that apply.
Insights	Analytical overview: charts, distributions, trend over time and emissions. With Export PDF.

Folder scoping

Click a folder in the sidebar and **every dashboard narrows to that folder** (and subfolders). Double-click jumps to the Explorer. Perfect for analysing one department or project. For a mailbox the same tabs appear, with mail-specific sub-tabs under Cleanup and Review.

4 · Tags: how TerraBytes recognises files

Tags are the detection rules that decide what shows up in Cleanup, Review and Compliance. Each tag you switch on becomes a sub-tab in its layer.

Cleanup tags (safe to remove)

- **Autosave** — superseded cloud document versions (the file and its current version are always kept).
- **Temporary** — cache/temp (`.tmp` , `Thumbs.db` , `.DS_Store` …), config leftovers.
- **Unviewed (cloud)** — zero lifetime views, older than the threshold (default 12 months).
- **Duplicates** — identical name + size + type.
- **Recycle bin (optional)** — already-deleted items that still use quota. Enable the toggle in Add Storage or Manage Tags.

Review tags (human judgment)

- **Inactive** — neither edited nor opened within the threshold (default 12 months) · **Versioned** (`_v1` , `_old` , `_backup` , “copy”) · **Dated** (old date in the name). Files you keep can be *marked as reviewed*.

Compliance tags (records & regulation)

- **Nine records categories** — Identity, HR, Finance, Legal, Screening, Health, Credentials, IT and Sustainability. Every file gets one category (or none), read from its name and folder; a *confidence level* (Cautious / Balanced / Strict, default Balanced) sets how sure the model must be. Regulation packs (Wwft, DORA, SFDR, fund sector) start off by default.

Mailbox tags (Outlook / Gmail)

- **Cleanup:** Deleted Items · Junk · Abandoned Drafts · Old Automated Mail · Low-Importance · “Other” Inbox · Meeting Responses · Auto-Replies & Bounces · Duplicate Messages.
- **Review:** Old Mail With Attachments · Old Unread · Stale Flagged · Old Categorized · Sent Mail · Old Conversations.

> **Editing tags: “Manage Tags”**
>
> Use **Manage Tags** to enable/disable tags per storage and set thresholds; click *Apply Changes* to re-tag — no rescan needed. A shorter threshold flags more files. The full, searchable tag catalogue is in the in-app *Guide*.

5 · Cleaning up safely

The **Cleanup** tab lists candidates per sub-tab: Temporary, Duplicates, Unviewed, Autosave and (optional) Recycle bin.

Removing files

Select files and choose in the *“Clean up”* dialog:

Recycle Bin
Safe — can be restored. The default choice.

Permanently
Final — requires a **second confirmation**. Cannot be undone.

Autosave version cleanup (cloud)

The **Autosave** panel reclaims space by removing **old document versions** — the file and its current version are always kept. Choose *Clean up all* or clean per file. Versions within your protection window are marked **Protected**.

Recycle bin (cloud) and Archive (SharePoint)

The *Recycle bin* holds already-deleted items that still consume space: **Restore** or **Delete permanently**. The *Archive* tab moves SharePoint files to **Microsoft 365 Archive** cold storage: the file stays in place with the same name and metadata, is locked until reactivated, and costs about 75% less beyond your quota.

Built-in safety

- Recycle Bin is the default; permanent deletion always needs an extra confirmation. Mail goes to Deleted Items / Trash first.
- Autosave never removes the current version. Files shared with you (Google Drive) are detached, never deleted.
- Records (Compliance) are protected: Unviewed and Inactive never list them, so a cleanup cannot take a record with it.
- On disk, paths outside the storage are rejected. **NetApp has no recycle bin** — deletions there are permanent.

6 · Compliance & risk

The **Compliance** tab shows files and mail that fall under one of nine *records categories* — with the laws that set their retention period or deletion duty — so you can decide before archiving or deleting.

File names and folders only

A small model reads each **file name as a whole, with the folder it sits in** (for mail: the subject line) and files it under one category or none: *"client presentation"* is not a customer record, *"paspoort_jansen"* is an identity document wherever it lives. **Contents are never read.**

The nine records categories

CATEGORY	WHAT IT COVERS
Identity	Copies of passports, ID cards, driving licences and national ID numbers.
HR and payroll	Personnel files, applications, contracts, payslips and tax statements.
Finance and tax	Invoices, bank statements, ledgers, annual accounts, tax filings.
Legal and corporate	Contracts and agreements, court records, deeds, governance and IP.
Customers and screening	Customer and contact data, GDPR records, client due diligence (Wwft).
Health	Sick leave, reintegration, medical files.
Credentials	Passwords, keys, tokens and licence keys stored as files.
IT and security	Incidents and breaches, pen tests, ISO/SOC evidence, SLAs, vendor contracts.
Sustainability	ESG, carbon and CSRD disclosures that must stay consistent and substantiated.

The decision workflow

- Each file lists the **one to four laws** that apply (AWR, BW, Wet LB, Wwft, GDPR, DORA, CSRD and regulator guidance) — open the *Decide* tab in the file drawer to read what each article requires.
- A few questions about the kind of record, the retention clock and the purpose confirm or overturn what the rule assumed and give a *lean*. **Keeping, deleting, snoozing or marking as reviewed stays your call.**
- Decided files leave the badges, so the counts always show what is still open.

Compliance is a **Premium** feature; the trial previews it. Detections indicate likely locations to support review — they are not a legal determination.

7 · Reporting & sustainability

TerraBytes produces board- and auditor-ready reports in one click — no manual spreadsheet work.

Report types

- **Storage report (PDF)** — summary, analytics (file types, size & age distribution), emissions (with relatable equivalents), tag evidence and optional compliance.
- **All-Storages report** — portfolio-wide: inventory, comparison and environmental impact across all storage.
- **CSRD sustainability report** — ESRS-aligned disclosure (see below).
- **CSV export** — file list with configurable columns, tag columns, unit and separator; ideal for audit trails and evidencing.

Export from the buttons in Insights and the Explorer; choose scope (Selected / Filtered / All) and the sections to include. Insights charts can also be downloaded as PNG.

CSRD / ESRS report

A sustainability disclosure aligned with the European ESRS standards, with the measurement basis and coverage stated on every page:

- **E1 — Climate:** greenhouse-gas emissions (E1-6; Scope 2 for your own hardware, Scope 3 for cloud providers), energy (E1-5) and reduction opportunities (E1-3).
- **E3 — Water:** water consumption derived from each provider's published water-usage effectiveness (E3-4).
- **Personal-data annex:** the records inventory from the compliance scan. GDPR is data-protection law, so this annex is explicitly *not* reported under ESRS S1 or G1.

> **Note**
> Reports and exports are a **Premium** feature. The CSRD report is a tool and *not a substitute for a professional audit* or legal advice.

8 · Plans

Eco	Standard	Premium
Free	**€ 50**	**€ 200**
forever	/mo · excl. VAT	/mo · excl. VAT

New? Your invite comes with a free trial (7 days by default) that previews every layer; some actions are limited during the trial.

Feature	Eco	Standard	Premium
Number of storage sources	1 (local)	4	∞
Explorer + Insights + CO_2	✓	✓	✓
Cleanup & Review dashboards	✗	✓	✓
Microsoft 365 (OneDrive, SharePoint, Outlook)	✗	✓	✓
Google Workspace (Drive, Shared Drives, Gmail) *	✗	✓	✓
Delete & archive files (bin/permanent/M365 Archive)	✗	✓	✓
NetApp ONTAP	✗	✗	✓
Compliance (records categories & laws)	✗	✗	✓
Reports & exports (PDF/CSV)	✗	✗	✓

* Google Workspace is in early access during Google's app verification; ask us to enable it for your account.

Billing & management

- Pay via **Mollie** with a recurring SEPA mandate (no one-time payments). Choose monthly or yearly (yearly saves 15%).
- **Upgrades** take effect immediately; **downgrades** take effect at the end of your period (no double billing). A scheduled change can be undone with *"Keep my current plan"*.
- Business teams: members on a company seat see a read-only *Company subscription*; enterprise contracts run through an account manager.

9 · Frequently asked questions

- **Does TerraBytes read the contents of my files or mail?**

No. Only metadata (name, folder, size, dates, owner; for mail: subject, sender, dates, size) is analysed locally on your device; contents are never read, transmitted or stored.

- **Why does Microsoft 365 ask for administrator approval?**

Connecting SharePoint, OneDrive or a mailbox needs broader Microsoft permissions than the app login. Often an IT administrator must grant one-time consent. See the separate guide *“Connecting TerraBytes to Microsoft 365”*.

- **Can I connect Google Drive or Gmail?**

Yes, on Standard and up. Google Workspace is in early access while Google verifies the TerraBytes app — contact us and we enable it for your account.

- **Could I accidentally lose something when cleaning up?**

The default is the Recycle Bin (restorable); permanent deletion requires a second confirmation. Autosave cleanup always keeps the file and its current version, and records are never listed as Unviewed or Inactive. Note: NetApp has no recycle bin.

- **What exactly is “autosave cleanup”?**

Cloud storage keeps a version on every save. Old versions eat quota. TerraBytes only removes superseded old versions — the file and its current version remain.

- **Does only one device work at a time?**

Yes. Signing in elsewhere signs you out here; you can take over the session. After 8 hours of inactivity you're signed out automatically.

- **Which plan do I need?**

Eco (free) to get insight into local storage. Standard to connect and clean up Microsoft 365 and Google Workspace. Premium for compliance, NetApp and all reports.

- **Is the CSRD report an official audit?**

No, it's a tool for ESRS-aligned disclosure and not a substitute for a professional audit or legal advice.

Need help?

Contact us at **info@terrabytes.app** or **+31 6 51805585**, or use *Contact support* in the profile menu. There is also a built-in *Guide* in the app with every connector and tag explained.