BE Cloud-to-Cloud
User Guide

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1   Activating your Backup Account

1.1   Register from the link below

Registration: https://dailycloudbackup.com/signup/DBKEV001, then go to point 1.4

1.2   Complete the Signup Form

Fill in your name, email, password, and select the location where you want your backups stored (US East, EU, Canada or Australia.) Check the terms checkbox and click the Signup Now button. Or if you prefer, you can sign-up using your Google or Facebook credentials by clicking on the icons.

1.3   Activate your Account

You should receive an activation email within a few minutes. If you do not receive an email, check your spam folder and/or firewall settings, and then add the domain to your safe list. Click on the "Activate Now" link to activate your account.

1.4   Confirmation and sign-in

This will take you back to the sign in page where you should see a message indicating successful activation. Now you can sign in using email and password, or Google, Facebook, or Azure credentials.

Sign in after registration (point 1.1) - https://dailycloudbackup.com/SignIn?Pid=DBKEV001

Note on Additional Admins: You can add additional Admins to your account from the User Management screen as described in section 9.2.

Note on Two-Factor Authentication: You can add Two-Factor Authentication to your sign in procedure from the Settings section as explained in section 9.5.

Once you've signed into your account, you will be taken to the Backups page and you can now activate your backups by clicking on "Activate a New Backup."

2   Google G Suite Backup and Restore

2.1   Activating a G Suite Backup

In order to activate your G Suite backup you will need to be logged in to your G Suite administrator account and you will need to enable API and IMAP Access for our auto-discovery function to identify all mailboxes as follows:

1. Log in to your G Suite Admin Account
2. Enter the Domain Management Console and go to **Security > API Reference**
3. Check the "Enable API access" box and then click "Save changes"
4. Go to **Apps > G Suite > Gmail > Advance settings**
5. In the Organization section, select the organizational unit and clear the checkbox for "**Disable POP and IMAP access for all users in the domain.**"

Once that's complete, from a separate tab log in to the backup service. From the Backups screen, click on "Activate a New Backup" and then click "G Suite" on the next screen.
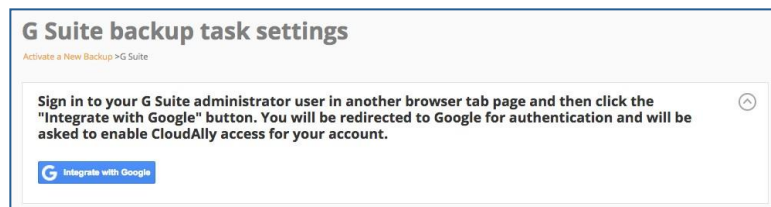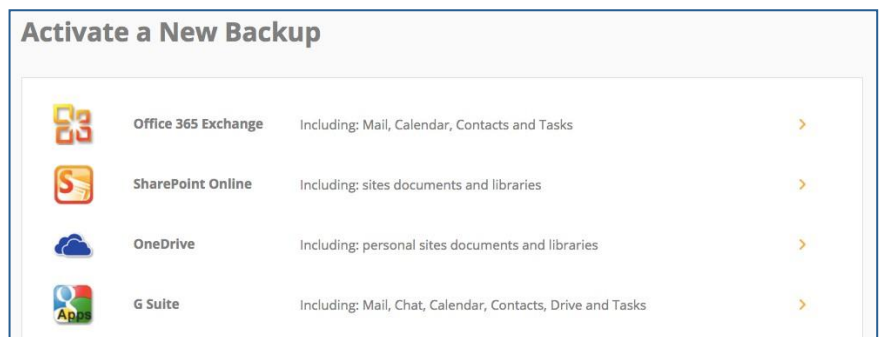
Click the "Integrate with" button. You will be redirected to Google for authentication and will be asked to enable access for your account.

You will need to select your Google Admin account and login if necessary.
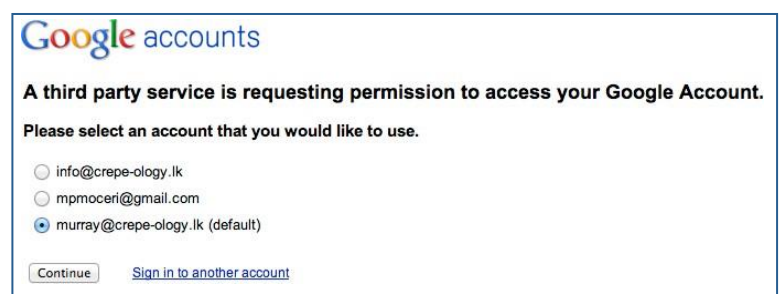
2.2   Activating User Backups

The screen will be refreshed and you will see a list of all G Suite users in your organization. You can activate backups for all users by clicking on "Activate All" or you can activate backups for individual users by clicking on "Activate" in the Action column to the right of the user.

Once you have activated the user backups the status will change to Scheduled. From this screen you can also "Delete", "Pause" or "Backup Now" by using the icons to the right of each user.
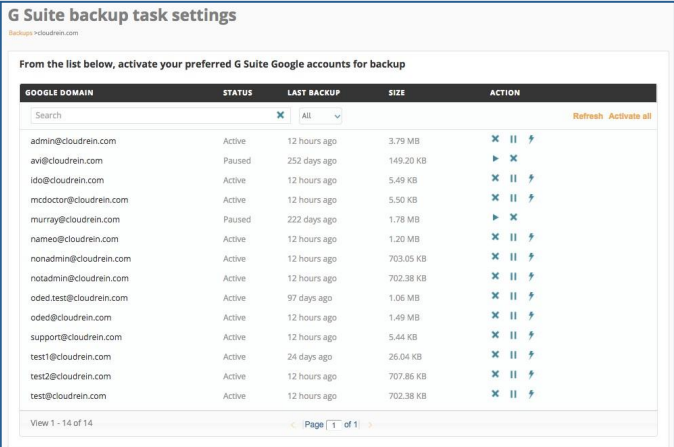

2.3   Selecting Your Backup Preferences

You have the flexibility to automatically detect and backup new accounts, as well as modify other backup preferences described below.

Once you finish selecting your preferences, make sure and click "Save" at the bottom of the screen.

Auto Detect and Activate new Accounts

Click this box to automatically activate backups for all users and for new users added to the system in the future. If you don't select this option, you will need to manually activate backups for new users as they are added.

Archive Location (Display Only)

This is the AWS datacenter location you originally selected when signing up for your account.

Selecting your Backup Hour

By default, backups run at approximately 02:00 UTC. You can change the backup time by selecting a new UTC time from the drop down menu.

Selecting your Backup Frequency

Backup frequency is set to daily by default, but you can change this to every 3 days or weekly from the drop down menu.

2.4 Indexing Your Archived Data

Granular search and restore requires indexing the backup data, but the indexed data is not encrypted. By default the "Index the archived data" will be checked and your archives will be indexed for use in the granular search and restore function. Uncheck the "Index the archived data" box if you do not want indexing to occur. This will disable the granular search and restore function but you can still browse backups via date.

2.5 Domain Backup Management

From the Backups page you can edit the backups for your domain, perform a "backup now" on your entire domain, pause your domain backups or delete the entire domain backup using the buttons to the right of your backup task.

These buttons perform the following functions:

 Edit: Click on this button to add or delete users, take instant user backups, and change backup settings including backup time, frequency and index options.

 Backup Now: Click here to schedule an immediate backup of your entire domain.

 Pause: Click here to pause all of your domain backups.

 Delete: Click here to permanently delete this domain backup and all associated backups.

The Edit function takes you to the G Suite Backup Tasks Setting page where you can change backup times, backup frequency, add / delete user backups, and modify Indexing options.

Managing User Backup Tasks

From here you can manage existing backups or activate backups for new users.

To manage existing user backups, use the icons to the right as follows:

Delete: Click here to permanently delete this user backup and all associated backups.

Pause: Click here to pause the user backup. This can be used to archive an employee mailbox if needed as part of the off-boarding process. All backup data will be retained and available for restore or download, and can be restored to a different user mailbox (HR, Legal, Audit, etc.) as needed since the original mailbox has been deleted.

Backup Now: Click here to schedule an immediate backup of the user account.

Changing Processing Options

From this page you can also change your backup times, backup frequency and Archive Index settings.

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2.6   Searching, Restoring and Downloading G Suite Backup Data

From the Restore & Download page, click on the backup task you wish to access.

On the next page, click the Action button (>) to the right of the user ID that you want to access.

You can now select how you want to search your backups, by date or for specific items.

Access Via Snapshot

The date range includes all archives by default but you can limit the date range by clicking on the "From" and "To" lines to select specific search dates from pop-up calendars. Then press "Continue.

You will now see all archives matching the date range you selected. You can drill down further in a specific archive by clicking on the action button to the right of the backup, or you can download the entire backup by clicking on the box to the left of the backup(s) and then clicking either "Restore" or "Download" at the bottom of the screen.

To drill down further, click on the action button to the right of the archive and you will now see the folders contained within the backup. You can continue to drill down to the item level by clicking on the line item. You can restore or export from any level by clicking on the box(s) to the left of the item then clicking either "Restore" or "Download" at the bottom of the screen.

Access Via Item Search

Click on the service (Email, Contacts, Etc.) you want to search. Enter the specific words that you want to search for in the "Search" field, and then click "Continue."

You can also use our advanced search parameters by clicking on the dropdown arrow in the right side of the search bar.

You can use these fields to limit the search by From, To, Subject and date range.

You will now see individual items that meet your search criteria. Click the box to the left of the item(s) and then click either "Restore" or "Download."

Restoring G Suite Backup Data

Once you've selected the items, click on "Restore" at the bottom of the page. You will see a pop-up confirmation menu that displays the "Restore to" user ID. You can change this if you want to restore to a different user ID. Click "OK" to continue.

Please confirm the restore request

You are about to restore items from the archive of support@cloudrein.com

Restore to [support] @cloudrein.com

*You can restore the data to a different account

A confirmation Email will be sent to you upon completion.

[OK]   [Cancel]
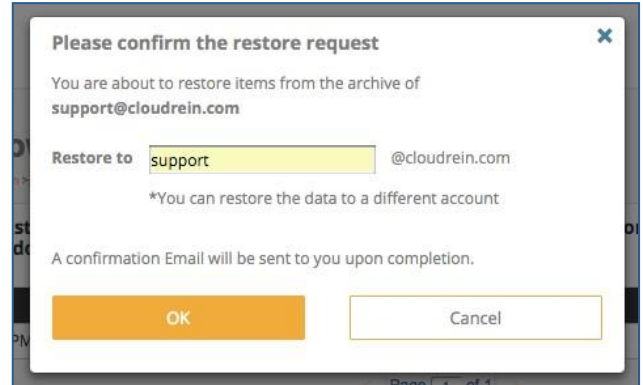
You will be returned to the top level Restore and Download screen where you will see the scheduled restore in pending status.

Restore & download status

TYPE	SOURCE	DATE	STATUS	ACTION
Restore	cloudrein.com	Dec 05, 2016	Pending	ⓘ

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Once the restore is active you will see a progress indicator of percentage complete as well as an option to cancel the restore by clicking on the "X" icon to the right.

Restore G Suite account (murray@cloudrein.com) details

Task type:	Restore
Source:	G Suite account (murray@cloudrein.com)
Destination:	G Suite account (murray@cloudrein.com)
Restore object:	Mail
Restore date initiated:	Dec 05, 2016 12:57:03 UTC
Status:	In Process

[Close]
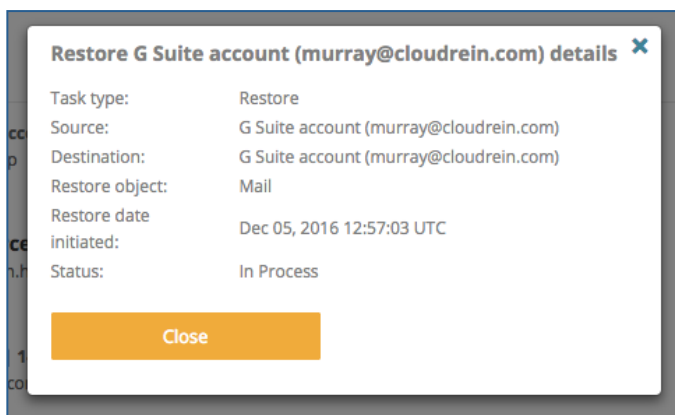
Click on "Details" for a pop-up window containing the details of the restore request. You will receive an email notification when the restore is complete.

Note: The restore is non-destructive and will not overwrite your existing data. Restored data will have a label containing "Restored" and date/time stamp of the archive.

Downloading G Suite Backup Data

Once you've selected the items, click on "Download" at the bottom of the page. You will see a pop-up confirmation menu that also allows you to select the format of the download data.

When downloading an entire mailbox, you will also have the option in the pop-up to include previously deleted items in the download by clicking on the box.

Download in Default Format

This option will export the data in industry standard format depending on the service being restored:

- Mail format: .eml
- Calendar format: .ics
- Contacts format: .vcf
- Docs format: original format of docs

Download in PST Format

Click on the "Download as a PST file" if you want to receive the download data in Outlook compatible ".pst" format.

Once you've selected the download format click "OK" to continue. You will be returned to the top level Restore and Download screen where you will see the scheduled downloads in pending status.

Click on the information icon on the right for a pop-up window containing the details of the download request.

You will receive an email notification containing a download link when the export is complete. You can click on the link in the email to download the zip file or you can return to the Restore and

Download screen at any time and in the Restore & Download Status section you can click on the download icon to the right of the completed restore. The download link is valid for 72 hours.

3 G Suite Team Drive Backup and Restore

G Team Drive lacks the daily backup and archiving process necessary for you to restore data after it's been manually or automatically removed from the recycle bin. Our automated daily G Team Drive backup service ensures that you can both quickly recover data from any point in time as well as export your archives for local storage. The G Team Drive backup includes any data that is available in your Google Drive. With a few simple clicks, you can activate backups for all or selected users.

3.1 Activate New G Team Drive Backup Task

Activating a new backup process varies from account to account. This section details the process of creating new backup accounts for G Team Drive.

Perform the following procedure to create a backup account for G Team Drive:

From the **Backups** screen, click on **Activate a new backup**, and then click on the **G Team Drive** line. This takes you to the *G Team Drive Backup Task Settings* page.

1. Click **Activate a New Backup** link from the *Backup Tasks* page. The *Activate a New Backup* page is displayed as depicted in the following figure:
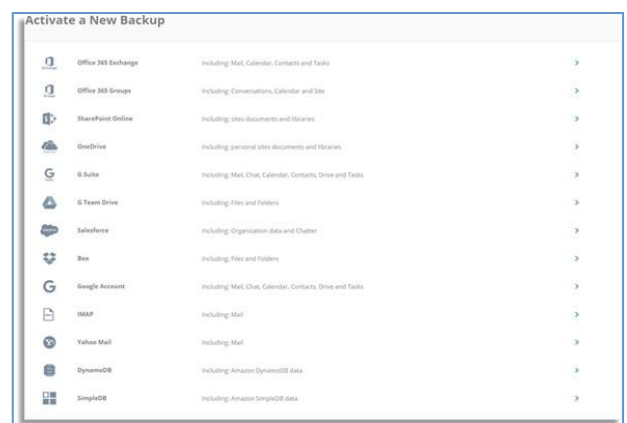
Note: Ensure you are a Google Super Admin with full administrative rights for the G Team Drive domain that you want to backup. To check if you are a Super Admin, login to the G Team Drive Admin Console with your Google and then navigate to "Admins".

Note: If you use multi-factor authentication with G Team Drive, you will need to create an App password through the Google portal and use it to authenticate your backups.

2. Click the description link or the > icon adjacent to the G Team Drive option. The G Team Drive backup task settings form is displayed. This form enables you to define the G Team Drive account for backup services.

3. Sign in to your G Team Drive administrator user in another browser tab page and then click the "Integrate with Google" button. You will be redirected to Google for authentication and will be asked to enable access for your account.

Note: The integration can only be performed by G Team Drive Domain Administrators.

3.2 Select Your Backup Preferences

This set of options enable you to preset the backup options for the selected account.

1. Select the check box adjacent to **Automatically detect and activate new Team drive** field, if you want to automatically activate backup for all current Team drives and for new Team drives added to the system in the future.

2. Enter a nickname for the backup schedule in the **Friendly Name** field.

3. Select the archive location in the **Archive location** field. This field displays the Data Center location you have selected during your account registration. If you want to change this location, contact support.

4. Click the drop-down list adjacent to **Backup hour (UTC)** field and select the backup hour.

5. Click the drop-down list adjacent to Backup frequency field and select the backup frequency.

6. Enter when you want to remove the backup archive in the **Delete auto-archive after** field. Backups will be auto-archived when a team drive is removed, or site is deleted. Enter the number of days to retain the auto-archived Team drive or leave blank to retain it indefinitely. This will not affect manually paused backups.

7. In order to provide the granular search and restore functions, you must unencrypt the data to build the search index. Once the index is built, both the data and the index are encrypted. By default, **Index the archived data** check box is checked and your archives will be indexed for use in the granular search and restore function. Uncheck the **Index the archived data** check box if you do not want indexing to occur. This will disable the granular search and restore function but you can still browse backups via date.

8. Click the **Save Changes** button to save the backup details.

3.3 Manage Your G Team Drive Account

This section explains the process of managing your G Team Drive backup tasks.

1. Click the **BACKUPS** element from the Navigation Panel. The *Backup Tasks* page is displayed.
2. Click the **G Team Drive** icon or enter a keyword in the **Search** field. The *G Team Drive backup task settings* page is displayed.

Note: The authorization process uses OAuth and requires a Super Admin account.

The G Team Drive backup task settings page displays all your existing G Team Drive backup

tasks with the details such as Google Domain name, Status, Last Backup, Size, and possible Actions. You can filter accounts using the following options:

Enter a keyword in the **Search** field and click **Refresh** link to view all the accounts with the entered keyword. Filter accounts by statuses such as **Active**, **Executing**, **Not Active**, **Scheduled**, **Paused**, and **Backedup in another task**.

You can also perform the following from this page:
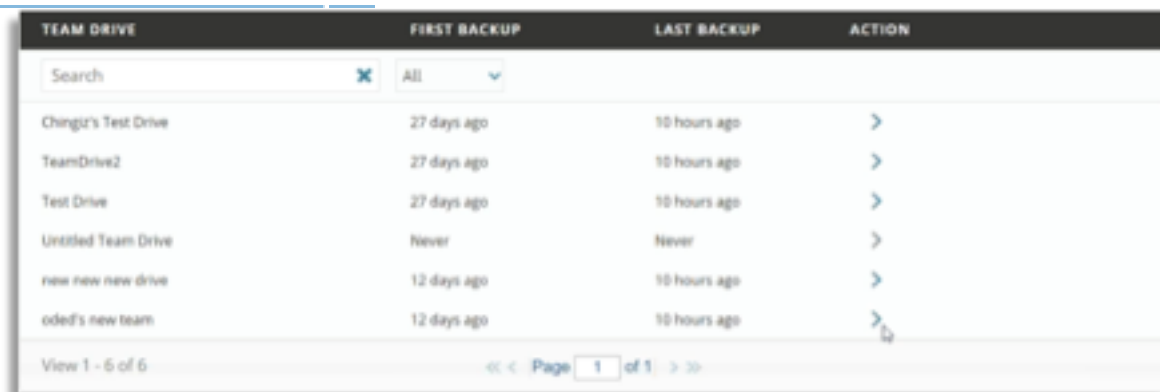
- Click the **Refresh** button to refresh all the accounts to display the current statuses.

- Click the **Activate all** link to enable backup in all the accounts. **Actions on G Team Drive Accounts** You can perform the following actions on your existing G Team Drive Accounts, by clicking appropriate icons:

- Click the ❚❚icon to immediately pause the backup process.

- Click the ▶icon to start/restart the backup process.

- Click the ⚡icon to run backup immediately upon click.

- Click the ⃠icon to cancel backup process.

- Click the ✖icon to remove the backup account.

 To select backup preferences and updating indexed data on your G Team Drive account, see **Select Your Backup Preferences** and **Index the archived data** sections under Activate New G Team Drive Backup Task section.

3.4   Restore & Download Your G Team Drive Accounts

The Restore & Download option enables you to recover your backed up data. You can perform the following procedure to Restore & Download your G Team Drive accounts:

1. Click the **RECOVERY** element from the Navigation Panel. The *Restore & Download* page is displayed with all your active backup account details.
2. Click **G Team Drive** icon or click the ❯icon adjacent to the G Team Drive icon. The *Restore* or *download G Team Drive active accounts* page is displayed.

> This page displays all your G Team drives backed up with the details such as Team drive name, First Backup date, Last Backup date, and available Actions. Your backed up data is ready for download, from this page.
>
> You can filter the listed accounts using following options:
>
> - Enter a keyword in the **Search** field and all the accounts with the entered keyword are displayed.
> - Filter accounts by statuses such as **ALL**, **Active**, **Executing**, **Not Active**, **Scheduled**, **Paused**, and **Backedup in another task**, from the drop-down list.

3. Click the icon from the Actions column, adjacent to the account which you want to restore and download. The *Restore or download G Team Drive account: <account name>* page is displayed.
4. Select your preferred choice for restore by selecting the radio buttons adjacent to the required option. Available options are Via Snapshot or Via Item Search.
5. Click the text fields adjacent to **Data changed from** and **To** fields to select the From and To dates from the calendar, if you have selected Via Snapshot option. **OR** Enter the keyword to search for an item, from Google Drive.
6. Click the **Continue** button. The Restore or download <item> from <account name> archive page is displayed. This page displays the search results with the details such

as Date, Item, and Action. You can click the **Search** icon in the Action column to view the drill down details such as Type, Name, and Date, of each item.

7. Select the check box adjacent to the required items to be restored or downloaded.
8. Click the **Restore** button. The *Please confirm the restore request* window is displayed.
9. Enter the Team drive name to which the data needs to be restored. **Note**: You can restore the data to a different Team drive but within the same domain.
10. Click the **OK** button. The data is restored and a confirmation email is sent.

   OR

   Click the **Download** button. ⟩

   Click the drop-down list and select the storage output options. Available options include export for download, or directly to your own AWS S3, Azure, Box or Dropbox storage account. Click the **OK** button. The download instructions are sent to your registered email address. The download link is valid only for 72 hours.

   Once the Restore/Download process has initiated, you can view the current status in the *Restore & Download Status* section in the *Restore & Download* page with the details such as Type, Source, Date, Status, and Action.

In the Action column, you can click on the ⓘicon the view the details in a popup window. You can also click the icon and click **Yes** in the *Confirm Cancellation* window to cancel the ongoing process.

4   Microsoft Office 365 Exchange Online Backup and Restore

### 4.1   Activating an Office 365 Exchange Online Backup

Note: This section is for activating Office 365 Exchange Online backups including Email, Contacts, Tasks and Calendar. SharePoint Online and OneDrive for Business backups are covered in section 4.

In order to activate individual user backups your Admin account must have Impersonation and be a member of the Management Group. This is done as follows:
- At your Office 365 dashboard click on the "Admin" menu and then click on the "Exchange" menu item.
- Go to "permissions" and double click on "Discovery Management..."
- Add the "ApplicationImpersonation" Role to this roles group.
- Go to "permissions" and double click on " Organization Management..."
- Add the "ApplicationImpersonation" Role to this roles group.

Note: If you use multi-factor authentication with Office 365, you will need to [create an App password through the Office 365 portal](#) and use it to authenticate your backups.

Once Impersonation has been set, from the Backups screen click on "Activate a new backup", and then click on the Office 365 Exchange Online line. This will take you to the Office 365 Exchange Online Backup Task Settings.
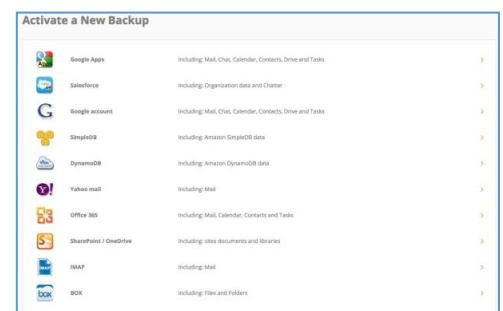
You can activate your Exchange Online backups using OAuth (requires a Global Admin account) or by entering your admin credentials. To activate using OAuth, click on the start button. This will transfer you to the MS Exchange Online login screen. Once you login to Exchange Online and approve access, you will be returned to the backup activation screen.

If you wish to enter your admin credentials instead of using OAuth, click on the "click here…" link. This will refresh the dialog box and you can now enter your address and password.

Note: *Regarding permissions, the backup service must have full permission access to read, modify, view, write, search and perform other actions needed to support the backup, restore and export functions of your data to and from the Office 365 system including Exchange Online (Mail, Calendar, Contacts, Tasks), SharePoint and OneDrive as applicable.*

4.2 Activating User Backups

The screen will be refreshed and you will see a list of all Office 365 users in your organization. You can activate backups for all users by clicking on "Activate All" or you can activate backups for individual users by clicking on "Activate" in the Action column to the right of the user.

From the list bellow, activate your preferred Office 365 Account for backup

ACCOUNT	STATUS	LAST BACKUP	SIZE	ACTION	
Search ✕				Activate all	Add user
PublicFoldersAccount	Active	14 hours ago	17.67 KB	✕ ‖ ⚡	
adi@cloudally1.onmicrosoft.com	Active	14 hours ago	4.43 MB	✕ ‖ ⚡	
admin@cloudally1.onmicrosoft.com	Active	14 hours ago	27.47 MB	✕ ‖ ⚡	
avi2@cloudally1.onmicrosoft.com	Active	38 days ago	71.10 KB	✕ ‖ ⚡	
cashared@cloudally1.onmicrosoft.com	Active	14 hours ago	0 Bytes	✕ ‖ ⚡	
emilia@cloudally1.onmicrosoft.com	Active	14 hours ago	952.60 MB	✕ ‖ ⚡	
leonid@cloudally1.onmicrosoft.com	Active	14 hours ago	319.96 KB	✕ ‖ ⚡	
slava@cloudally1.onmicrosoft.com	Active	14 hours ago	2.31 MB	✕ ‖ ⚡	
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Exchange Online Archiving Note: The service will backup both the regular and the archive mailbox if Exchange Online Archiving is active for the user. See section 3.7 for information on restoring data from the archive mailbox.

Once you have activated the user backups the status will change to Scheduled. From this screen you can also "Delete", Pause", or perform a "Backup Now" using the icons to the right of each user backup.
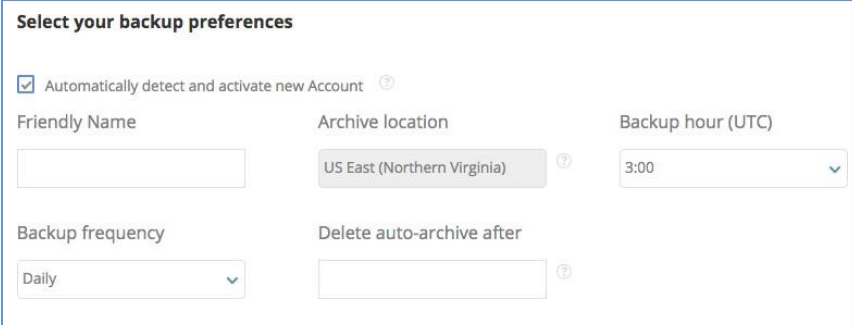
4.3 Backing up a Public Folder

In order to backup the Public Folder, the Admin account must have a mailbox license and needs to have read / write permissions for the Public Folder as follows:
1. From the Exchange Admin Center click on Public Folders.
2. Select the Public Folder that you want to backup and click on '...' to select Root Permissions.
3. Verify that the Admin account used for the backups has read / write access to the Public Folder.
4. If not, click on the '+' to add the Admin Account.

To restore a Public Folder, the restore process creates a sub-folder that will need to be added as a new Public Folder in order to access the restored data. Follow the normal Office 365 Exchange Online procedures to Create a Public Folder, using the restored sub-folder as the path, as well as any additional sub-folders that are included in the restore.

4.4   Selecting Your Backup Preferences

You have the flexibility to automatically detect and backup new accounts, as well as select other backup preferences described below. Once you have selected your preferences, make sure and click "Save" at the bottom of the screen.

Select your backup preferences

☑ Automatically detect and activate new Account ⑦

Friendly Name	Archive location	Backup hour (UTC)
	US East (Northern Virginia) ⑦	3:00 ⌄

Backup frequency	Delete auto-archive after
Daily ⌄	⑦

Auto Detect and Activate new Accounts

Click this box to automatically activate backups for all users and for new users added to the system in the future. If you don't select this option, you will need to manually activate backups for new users as they are added.

Archive Location (Display Only)

This is the AWS datacenter location you originally selected when signing up for your account.

Selecting your Backup Hour

By default, backups run at approximately 02:00 UTC. You can change the backup time by selecting a new UTC time from the drop down menu.

Selecting your Backup Frequency

Backup frequency is set to daily by default, but you can change this to every 3 days or weekly from the drop down menu.

Indexing your Backup Data

Granular search and restore requires indexing the backup data, but the indexed data is not encrypted. By default the "Index the archived data" will be checked and your archives will be indexed for use in the granular search and restore function. Uncheck the "Index the archived data" box if you do not want indexing to occur. This will disable the granular search and restore function but you can still browse backups via date.

4.5 Domain Backup Management

From the Backups page you can edit backup settings for your domain, manage user backups, perform a "backup now" on your entire domain, pause your domain backups or delete the entire domain backup using the buttons to the right of your backup task.
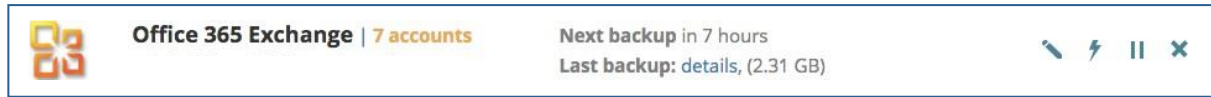
These buttons perform the following functions:

Edit: The edit function takes you to the Office 365 Exchange Backup Tasks Setting page where you can manage backup settings and user backups. See the next section for more information.

Backup Now: Click here to schedule an immediate backup of your entire domain.

Pause: Click here to pause all of your domain backups.

Delete: Click here to permanently delete this domain backup and all associated backups.

To edit backup settings or individual user backups click on the Edit icon.

This will take you to the Office 365 Exchange Backup task settings page.

Changing Your Office 365 Admin Account Password

If you change your Office 365 password and are not using the OAuth option, you will need to change it on the backup account as well. Using the Domain edit function you can type in your new password in the "Office 365 Admin Mail Password" field and click "Save." You will receive a message confirming the change.

Manage Existing User Backups

From this page you can also manage existing backups or activate backups for new users.

To manage existing user backups, use the icons to the right as follows:

Delete: Click here to permanently delete this mailbox backup.

Pause: Click here to pause a specific backup. This can be used to archive an employee mailbox if needed as part of the off-boarding process. All backup data will be retained and available for restore or download, and can be restored to a different user mailbox (HR, Legal, Audit, etc.) as needed since the original mailbox has been deleted.

Backup Now: Click here to schedule an immediate backup of the selected mailbox.

Changing Processing Options

From this page you can also change your backup times, backup frequency and Archive Index settings.
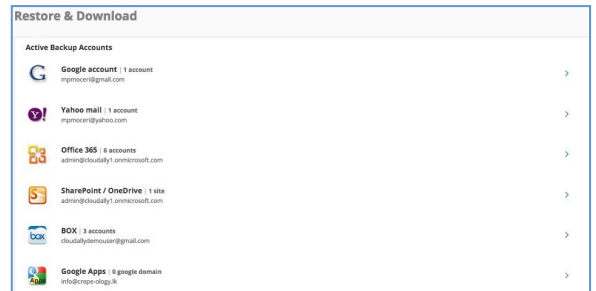
4.6   Searching, Restoring and Downloading Office 365 Backup Data

The restore is non-destructive and will not overwrite your existing data. Restored data will have a label containing "Restored" and date/time stamp of the archive.

From the Restore & Download page, click on the backup task you wish to access.

Click the Action button (>) to the right of the user ID that you want to access.

You can now select how you want to search your backups, by date or for specific items.

Access Via Snapshot

The date range includes all archives by default but you can limit the date range by clicking on the "From" and "To" lines to select specific search dates from pop-up calendars. Then press "Continue.

You will now see all snapshots matching the date range you selected. You can drill down further in a specific snapshot by clicking the action button to the right of the backup, or you can download the entire backup by clicking the box to the left of the backup(s) and then clicking either "Restore" or "Download" at the bottom of the screen.

To drill down further, click on the action button to the right of the snapshot. If Exchange Online Archiving is active you will then see both the Regular and the Archive mailbox. If it is not active, you will see the contents of the regular mailbox.

ARCHIVE MAILBOX: To access the Archive mailbox, click on the icon to the right, and then locate the Top of Information Store folder in the list. You can then drill down further to restore Archive mailbox data as needed.

**REGULAR MAILBOX:** Select the regular mailbox, or if EOA is not active, you will now see the folders contained within the mailbox backup. You can restore / export a folder by selecting the box on the left, or you can continue to drill down to the item level by clicking on the icon to the right of a folder. You can restore or export from any level by clicking on the box(s) to the left of the item then clicking either "Restore" or "Download" at the bottom of the screen.

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Access Via Item Search

Click on the service (Email, Contacts, Etc.) you want to search. Enter the specific words that you want to search for in the "Search" field, and then click "Continue."
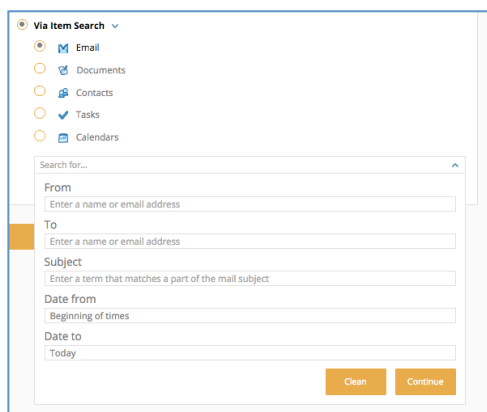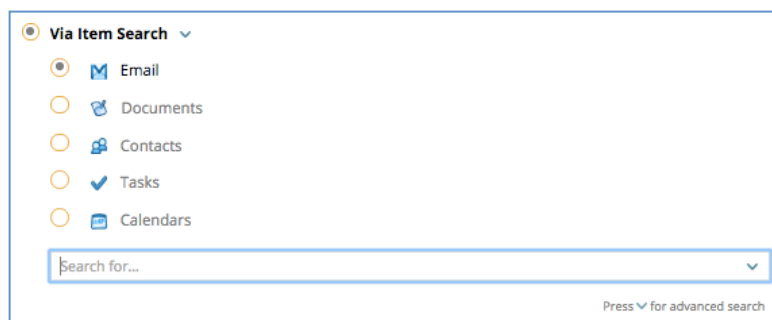
You can also use our advanced search parameters by clicking on the dropdown arrow in the right side of the search bar.

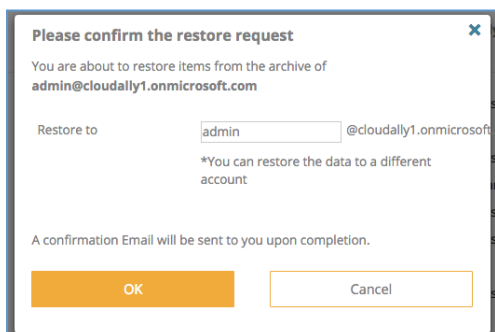You can use these fields to limit the search by From, To, Subject and date range.

You will now see individual items that meet your search criteria. Click the box to the left of the item(s) and then click either "Restore" or "Download."

Exchange Online Archiving Note: Items in the archive mailbox will be included in the search results if Exchange Online Archiving is active.

Restoring Office 365 Backup Data

Once you've selected the items, click on "Restore" at the bottom of the page. You will see a pop-up confirmation menu that displays the "Restore to" user ID. You can change this if you want to restore to a different user ID. Click "OK" to continue.

You will be returned to the top level Restore and Download screen where you will see the scheduled restore in pending status. Once the restore is active you will see a progress indicator of percentage complete as well as an option to cancel the restore by clicking on the "X" icon to the right.

TYPE	SOURCE	DATE	STATUS	ACTION
Restore	Office 365 Exchange (admin@cloudally1….	Aug 14, 2016	In Process: 0%	ⓘ | ✖

Click on the information icon to the right of the task for a pop-up window containing the details of the restore request. You will receive an email notification when the restore is complete.

Restore Office 365 account (admin@cloudally1.onmicrosoft.com) details ✕

Task type:	Restore
Source:	Office 365 account (admin@cloudally1.onmicrosoft.com)
Destination:	Office 365 account (admin@cloudally1.onmicrosoft.com)
Restore object:	Mail
Restore date initiated:	August 15, 2015 17:32:52 UTC
Status:	Pending

Close

Restoring Public Folder Backups

The restore process creates a sub-folder that will need to be added as a new Public Folder in order to access the restored data. Follow the normal Office 365 Exchange Online procedures to Create a Public Folder, using the restored sub-folder as the path, as well as any additional sub-folders that are included in the restore.
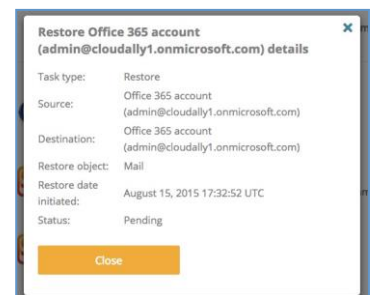
Downloading Office 365 Backup Data

Once you've selected the items, click on "Download" at the bottom of the page. You will see a pop-up confirmation menu that also allows you to select the format of the download data.

When downloading an entire mailbox, you will also have the option in the pop-up to include previously deleted items and/or legal holds in the download.

Download in Default Format

This option will export the data in industry standard format depending on the service being restored:

- Mail format: .eml
- Calendar format: .ics
- Contacts format: .vcf
- Docs format: original format of docs

Download in PST Format

Click on the "Download as a PST file" if you want to receive the download data in Outlook compatible ".pst format.

Once you've selected the download format click "OK" to continue. You will be returned to the top level Restore and Download screen where you will see the scheduled downloads in pending status. Click on the information icon on the right for a pop-up window containing the details of the download request.

You will receive an email notification containing a download link when the export is complete. You can click on the link in the email to download the zip file or you can return to the Restore and Download screen at any time and in the Restore & Download Status section you can click on "Download" to the right of the completed restore. The download link is valid for 72 hours.

5   Microsoft SharePoint and OneDrive Backup and Restore

5.1   Activating SharePoint or OneDrive Backups

Using your Office 365 Site Collection admin credentials, you can activate backups for SharePoint Online Team Site, Public Site, Private Site Collections and OneDrive for Business Sites. To begin, from the Backups page click on "Activate a new backup" and then click on the SharePoint or OneDrive line.

Note: If you use multi-factor authentication with Office 365, you will need to create an App password through the Office 365 portal and use it to authenticate your backups.

Note: Regarding permissions, the service must have full permission access to read, modify, view, write, search and perform other actions needed to support the backup, restore and export functions of your data to and from the Office 365 system including Exchange Online (Mail, Calendar, Contacts, Tasks), SharePoint and OneDrive as applicable.

Activating a SharePoint Backup

Enter your Site Collection Admin user name and password. Enter the SharePoint high-level URL (*yourdomain.sharepoint.com*) in the SharePoint URL field. Click "Start" to continue.

Note: The system will automatically assign admin permission to SharePoint sites when using a SharePoint Admin account.

The screen will refresh and you will see a list of all related SharePoint sites for your tenant. You can click on "Activate All" in the upper right to activate backups for all SharePoint sites, or select the individual sites you want to backup by clicking on the arrow icon to the right of each site URL.

You can also add sites manually if needed by clicking on "Add Site" in the upper right and then entering the individual SharePoint URL.
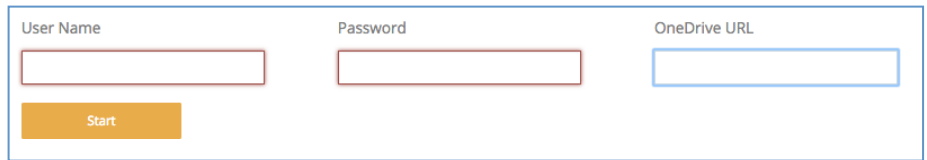
Activating a OneDrive Backup

Enter your Site Collection Admin user name and password. Enter the OneDrive high-level URL (*yourdomain-my.sharepoint.com*) in the OneDrive URL field. Click start to continue.
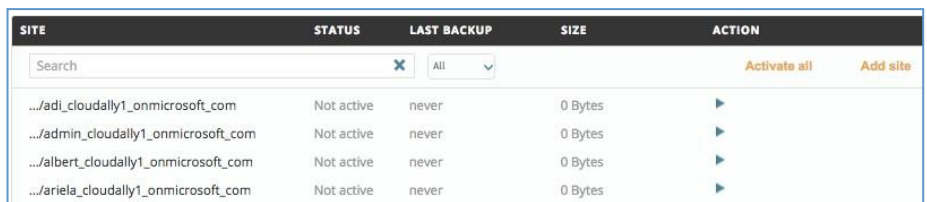
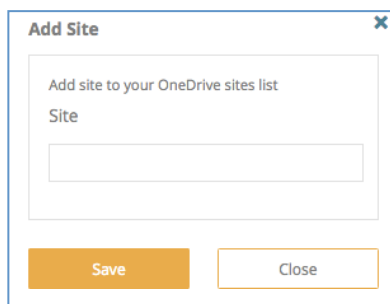| User Name	Password	OneDrive URL

Start

Note: The system will automatically assign admin permission to the OneDrive sites when using a SharePoint Admin account.

The screen will refresh and you will see a list of all related SharePoint sites for your tenant. You can click on "Activate All" in the upper

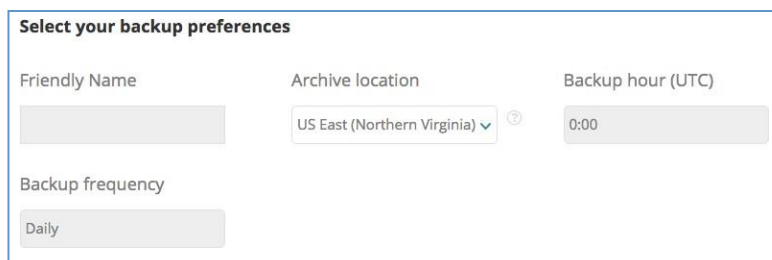| SITE	STATUS	LAST BACKUP	SIZE	ACTION	
Search ✕	All ⌄			Activate all	Add site
.../adi_cloudally1_onmicrosoft_com	Not active	never	0 Bytes	▶	
.../admin_cloudally1_onmicrosoft_com	Not active	never	0 Bytes	▶	
.../albert_cloudally1_onmicrosoft_com	Not active	never	0 Bytes	▶	
.../ariela_cloudally1_onmicrosoft_com	Not active	never	0 Bytes	▶	

right to activate backups for all SharePoint sites, or select the individual sites you want to backup by clicking on the arrow icon to the right of each site URL.

Add Site ✕

Add site to your OneDrive sites list
Site

Save **Close**

You can also add sites manually if needed by clicking on "Add Site" in the upper right and then entering the individual SharePoint URL.

5.2 Selecting Your Backup Preferences

You have the flexibility to automatically detect and backup new accounts, as well as select your archive location, backup hour and backup frequency. Once you have finished selecting your preferences, make sure and click "Save" at the bottom of the screen.

Auto Detect and Activate new Sites

Click this box to automatically detect and activate backups for all new sites added to the system in the future. If you don't select this option, you will need to manually activate backups for new sites as they are added.

Adding a "Friendly" Name

Due to the size of SharePoint / OneDrive URLs, we recommend entering a Friendly Name for each site such as SharePoint Team Site, SharePoint Public Site, etc. This name will be displayed on screens and reports, and will make it easier for you to manage your site backups.

Selecting your Archive Location (Display only)

This is the AWS datacenter location you originally selected when signing up for your account.

Selecting your Backup Hour

By default, backups run at approximately 02:00 UTC. You can change the backup time by selecting a new UTC time from the drop down menu.

Selecting your Backup Frequency

Backup frequency is set to daily by default, but you can change this to every 3 days or weekly from the drop down menu.

5.3   Indexing Your Archived Data

Granular search and restore requires indexing the backup data, but the indexed data is not encrypted. By default the "Index the archived data" will be checked and your archives will be indexed for use in the granular search and restore function. Uncheck the "Index the archived data" box if you do not want indexing to occur. This will disable the granular search and restore function but you can still browse backups via date.

5.4   SharePoint / OneDrive Backup Management

From the Backups page you can edit backup settings for your site, perform a "backup now", pause your backups or delete the entire site backup using the buttons to the right of your backup task. These buttons perform the following functions:
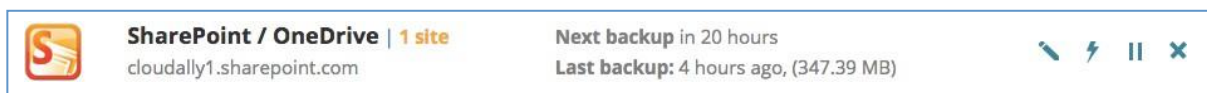
Edit: Click on this button to change Admin password and backup settings including friendly name, backup time, frequency and index options. See additional information below.

Backup Now: Click here to schedule an immediate backup of your entire domain.

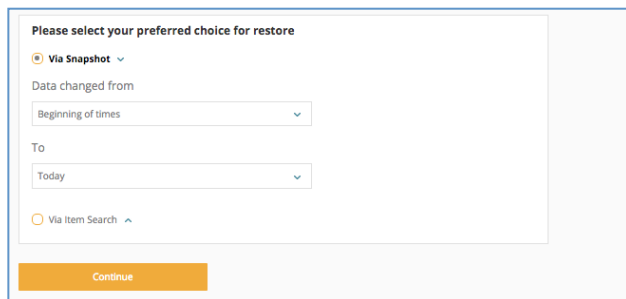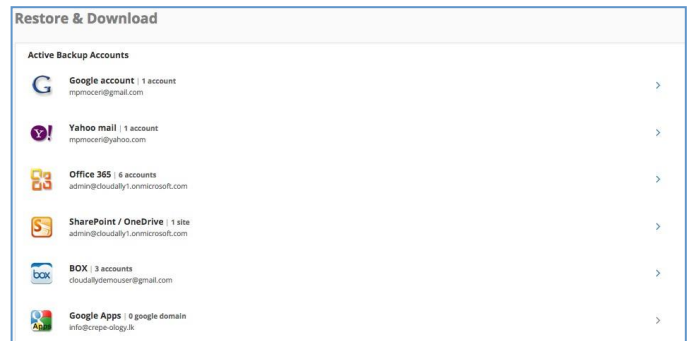Pause: Click here to pause all of your domain backups.

Delete: Click here to permanently delete this domain backup and all associated backups.

Clicking on the Edit icon will take you to the Backup Task Settings page where you can change your Admin password, friendly name, backup time, backup frequency, or archive index settings.

Note: If you change your Office 365 Admin password you will need to change it on the backup account as well. Type your new password in the "Password" field and click "Save." You will receive a message confirming the change.

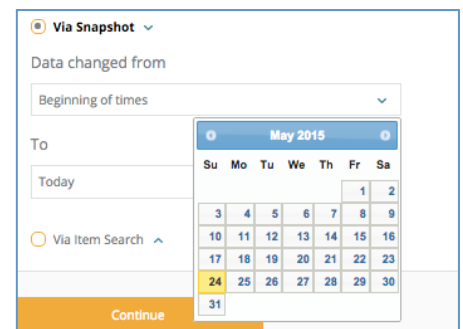## 5.5 Searching, Restoring & Downloading SharePoint / OneDrive Backup Data

From the Restore & Download page, click on the backup task you wish to access.

You can now select how you want to search your backups, by date or for specific items.

Access Via Snapshot

The date range includes all archives by default but you can limit the date range by clicking on the "From" and "To" lines to select specific search dates from pop-up calendars. Then press "Continue.

You will now see all archives matching the date range you selected. You can drill down further in a specific archive by clicking on the action button to the right of the ba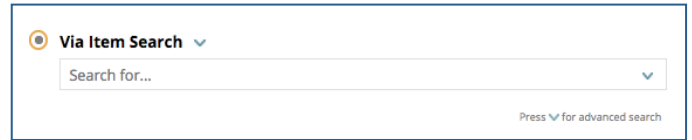ckup, or you can download the entire backup by clicking on the box to the left of the backup(s) and then clicking either "Restore" or "Download" at the bottom of the screen.

To drill down further, click on the action button to the right of the archive and you will now see the folders contained within the backup. You can restore or export by clicking on the box to the left of the item(s) and then clicking either "Restore" or "Download" at the bottom of the screen.
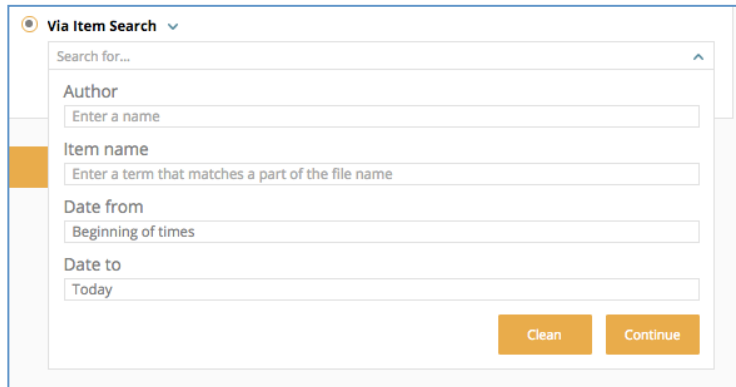
Access Via Item Search

Enter the specific terms that you want to search for in the "Search" field, and then click "Continue."

You can also use our advanced search parameters by clicking on the dropdown arrow in the right side of the search bar.

You can use these fields to limit the search by Author, Item Name and date range.

You will now see individual items that meet your search criteria. Click the box to the left of the item(s) and then click either "Restore" or "Download."

Restoring SharePoint and OneDrive Archive Data

Once you've selected the item(s) and click on "Restore", you will see a pop-up confirmation window. The restore will be performed to the original endpoint but you can change the endpoint if you want to restore to another site.

Click "Ok" to submit the restore task.
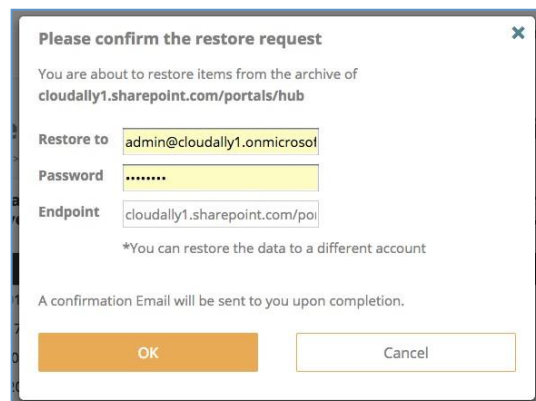
The restore is non-destructive and the data is placed in the SharePoint Online Site Contents and labeled "Restored Site" with a time/date stamp.
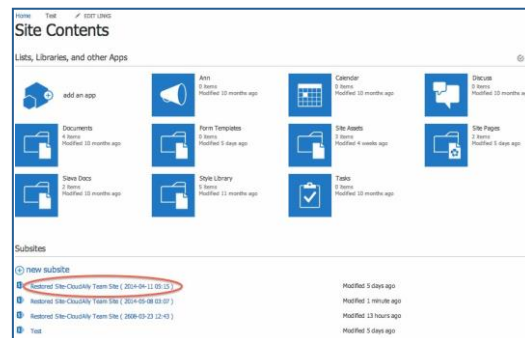
Downloading SharePoint and OneDrive Archive Data
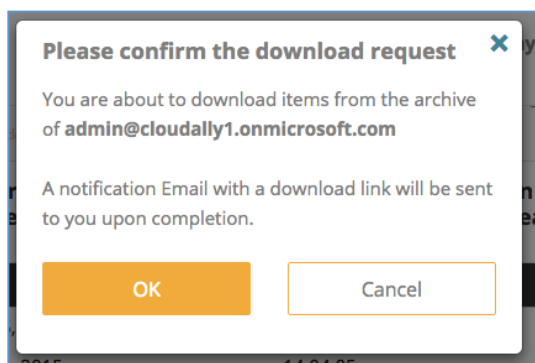
Once you've selected the item(s), click on "Download" at the bottom of the page. You will see a pop-up confirmation menu. Click "OK" to continue.

You will be returned to the top level Restore and Download screen where you will see the scheduled downloads in pending status.

TYPE	SOURCE	DATE	STATUS	ACTION
Download	SharePoint / OneDrive (admin@cloudally1.	August 15, 2015	Pending	↓ | ⓘ
Download	Office 365 (admin@cloudally1.onmicrosoft	August 09, 2015	Ready	↓ | ⓘ
Download	Google Apps (admin@cloudrein.com)	July 01, 2015	Ready	↓ | ⓘ

Click on Information Icon to the right of the Download for a pop-up window containing the details of the download request.

Download SharePoint / OneDrive account (admin@cloudally1.onmicrosoft.com) details ✕

Task type:	Download
Source:	SharePoint / OneDrive account (admin@cloudally1.onmicrosoft.com)
Download object:	SharePoint / OneDrive
Download date initiated:	August 15, 2015 18:45:19 UTC
Status:	Pending

Close

You will receive an email notification containing a download link for your zip extract when the export is complete. You can click on the link in the email to download the zip file or you can return to the Restore and Download screen at any time and in the Restore & Download Status section you can click on the download icon to the right of the completed restore. The download link is valid for 72 hours.

TYPE	SOURCE	DATE	STATUS	ACTION
Download	SharePoint / OneDrive (admin@cloudally1.	August 15, 2015	Pending	↓ | ⓘ
Download	Office 365 (admin@cloudally1.onmicrosoft	August 09, 2015	Ready	↓ | ⓘ
Download	Google Apps (admin@cloudrein.com)	July 01, 2015	Ready	↓ | ⓘ

6   Microsoft Groups Backup and Restore

6.1   Activating Groups Backups

Using your Office 365 Global Admin account, you can activate backups for Group mailboxes (shared inbox and calendar), SharePoint document library and OneNote Notebook. To begin, from the Backups page click on "Activate a new backup" and then click Office 365 Groups.
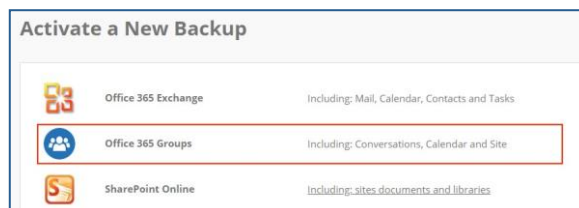

Note: If you use multi-factor authentication with Office 365, you will need to create an App password through the Office 365 portal and use it to authenticate your backups.

Note: Regarding permissions, the service must have full permission access to read, modify, view, write, search and perform other actions needed to support the backup, restore and export functions of your data to and from the Office 365 system.

Activating a Groups Backup

Click start to provision backups with your Global Admin account.
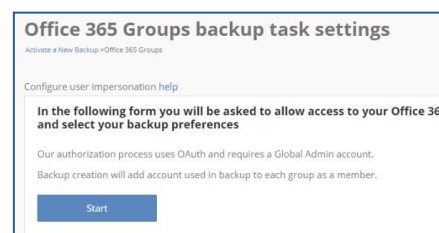
The screen will refresh and you will see a list of all related Groups accounts. You can click on "Activate All" in the upper right to activate backups for all services, or select the individual accounts you want to backup by clicking on the arrow icon to the right of each site item.
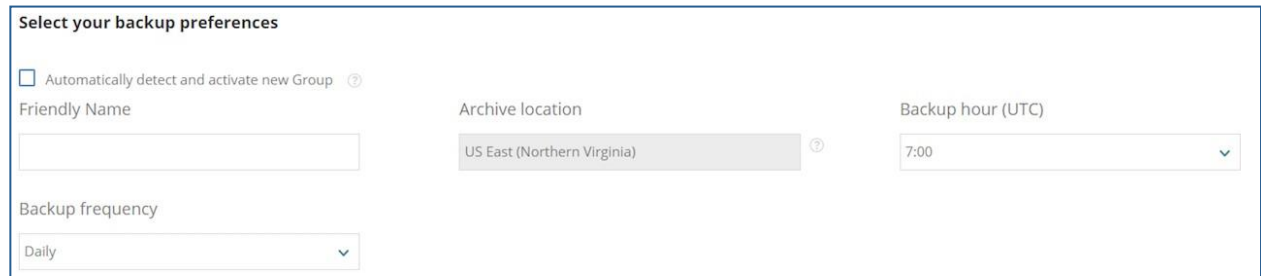
From the list below, activate your preferred Office 365 Groups Accounts for backup

GROUP	STATUS	LAST BACKUP	SIZE	ACTION
Search		All		Refresh Activate all
AdminGroup	Active	13 hours ago	590.70 KB	II ⚡ ✕
AriGroup	Not active	Never	0 Bytes	▶ ✕
AriGroup	Active	13 hours ago	16.54 MB	II ⚡ ✕
AriTest1	Active	13 hours ago	35.38 KB	II ⚡ ✕
Ariela Test1	Not active	Never	0 Bytes	▶ ✕
Arielaju	Not active	Never	0 Bytes	▶ ✕
Avinoam test1	Not active	Never	0 Bytes	▶ ✕
CASelenium_AUTOTEST	Not active	Never	0 Bytes	▶ ✕
CLOUD-1964	Not active	Never	0 Bytes	▶ ✕
DONT TOUCH! (only for group365)	Not active	Never	0 Bytes	▶ ✕
Dear Mr President	Not active	Never	0 Bytes	▶ ✕
SMOKE TEST 12	Not active	Never	0 Bytes	▶ ✕
Spoloborota	Not active	Never	0 Bytes	▶ ✕
TeamSiteNo1	Not active	Never	0 Bytes	▶ ✕
Test 1	Not active	Never	0 Bytes	▶ ✕
aroGroupV3	Not active	Never	0 Bytes	▶ ✕
aroGroupV4	Not active	Never	0 Bytes	▶ ✕
arogroupV1	Not active	Never	0 Bytes	▶ ✕
arogroupV2	Not active	Never	0 Bytes	▶ ✕
arogroupVV5	Not active	Never	0 Bytes	▶ ✕
View 1 - 20 of 32		Page 1 of 2 ▶		

6.2 Selecting Your Backup Preferences

You have the flexibility to automatically detect and backup new accounts, as well as select your archive location, backup hour and backup frequency. Once you have finished selecting your preferences, make sure and click "Save" at the bottom of the screen.

Auto Detect and Activate new Sites

Click this box to automatically detect and activate backups for all new sites added to the system in the future. If you don't select this option, you will need to manually activate backups for new sites as they are added.

Adding a "Friendly" Name

Due to the size of SharePoint / OneDrive URLs, we recommend entering a Friendly Name for each site such as SharePoint Team Site, SharePoint Public Site, etc. This name will be displayed on screens and reports, and will make it easier for you to manage your site backups.

Selecting your Archive Location (Display only)

This is the AWS datacenter location you originally selected when signing up for your account.

Selecting your Backup Hour

By default, backups run at approximately 02:00 UTC. You can change the backup time by selecting a new UTC time from the drop down menu.

Selecting your Backup Frequency

Backup frequency is set to daily by default, but you can change this to every 3 days or weekly from the drop down menu.

6.3 Indexing Your Archived Data

Granular search and restore requires indexing the backup data, but the indexed data is not encrypted. By default the "Index the archived data" will be checked and your archives will be indexed for use in the granular search and restore function. Uncheck the "Index the archived data" box if you do not want indexing to occur. This will disable the granular search and restore function but you can still browse backups via date.

6.4 Groups Backup Management

From the Backups page you can edit backup settings for your site, perform a "backup now", pause your backups or delete the entire site backup using the buttons to the right of your backup task. These buttons perform the following functions:

🖊	Edit: Click on this button to change Admin password and backup settings including friendly name, backup time, frequency and index options.
⚡	Backup Now: Click here to schedule an immediate backup of your entire domain.
II	Pause: Click here to pause all of your domain backups.
✖	Delete: Click here to permanently delete this domain backup and all associated backups.

Clicking on the Edit icon will take you to the Backup Task Settings page where you can change the friendly name, backup time, backup frequency, or archive index settings.

6.5 Searching, Restoring & Downloading Groups Backup Data
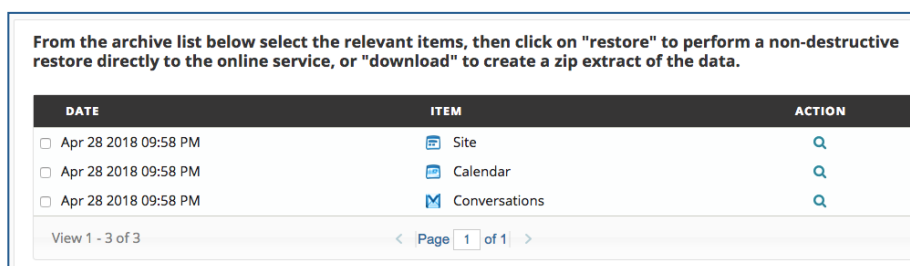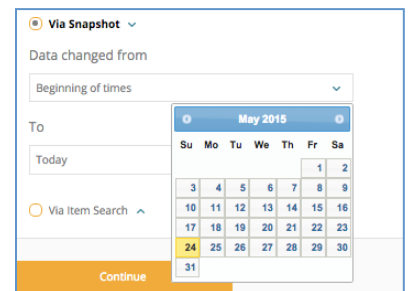
From the Restore & Download page, click on the Groups backup task you wish to access.

You can now select how you want to search your backups, by date or for specific items.

Access Via Snapshot

The date range includes all archives by default but you can limit the date range by clicking on the "From" and "To" lines to select specific search dates from pop-up calendars. Then press "Continue.
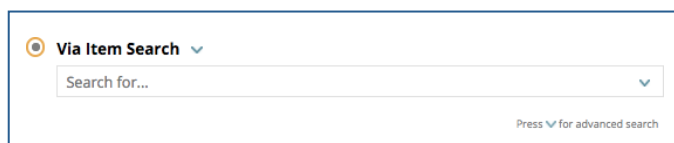
You will now see all archives matching the date range you selected. You can drill down further in a specific archive by clicking on the

action button to the right of the backup, or you can download the entire backup by clicking on the box to the left of the backup(s) and then clicking either "Restore" or "Download" at the bottom of the screen.

To drill down further, click on the action button to the right of the archive and you will now see the folders contained within the backup. You can restore or export by clicking on the box to the left of the item(s) and then clicking either "Restore" or "Download" at the bottom of the screen.

Access Via Item Search

Enter the specific terms that you want to search for in the "Search" field, and then click "Continue."

You will now see individual items that meet your search criteria. Click the box to the left of the item(s) and then click either "Restore" or "Download."

Restoring Groups Data

Once you've selected the item(s) and click on "Restore", you will see a pop-up confirmation window. The restore will be performed to the original group but you can select a different group to restore to from the dropdown menu if needed.

Click "Ok" to submit the restore task.
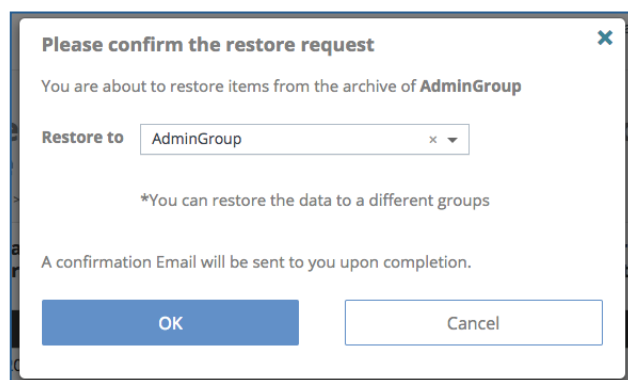
The restore is non-destructive and the data is placed in the <u>a sub-folder</u> labeled "Restored Site" with a time/date stamp.

Exporting Groups Data
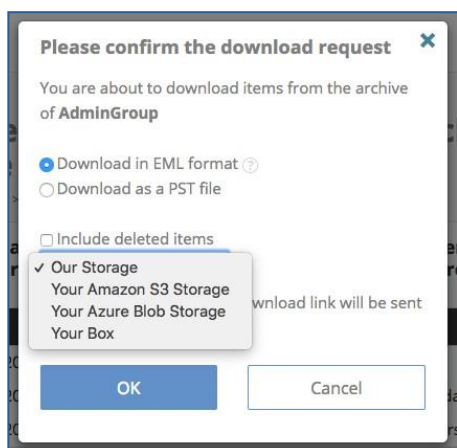
Once you've selected the item(s), click on "Download" at the bottom of the page. You will see a pop-up confirmation menu. Select the export format type when applicable, and select the destination of the export.

Click "OK" to continue.

You will be returned to the top level Restore and Download screen where you will see the scheduled downloads in pending status.

You will receive an email notification containing a download link for your zip extract when the export is complete. You can click on the link in the email to download the zip file or you can return to the Restore and Download screen at any time and in the Restore & Download Status section you can click on the download icon to the right of the completed restore. The download link is valid for 72 hours.

7 Box Backup and Restore

7.1 Activating a Box Backup

From the Backups screen click on "Activate a new backup", and then click on the Box Backup line.
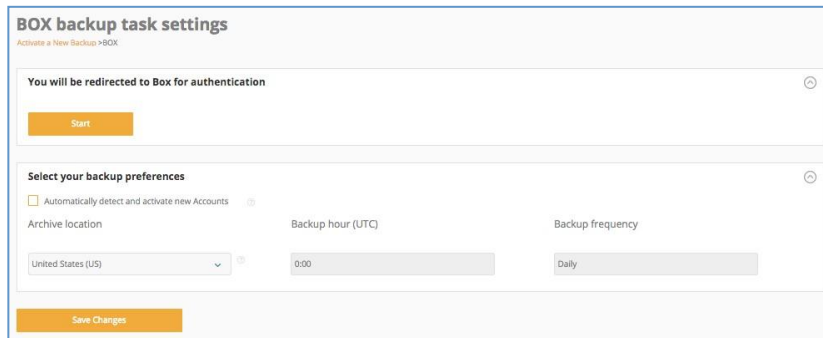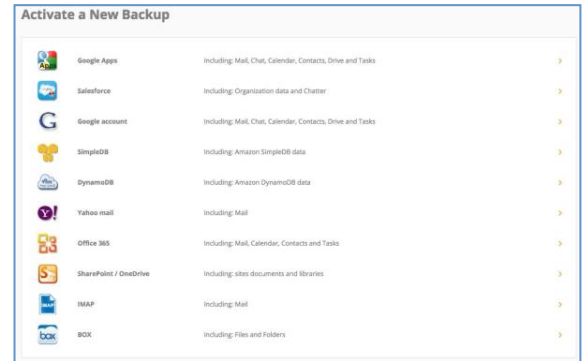
This will take you to the Box Backup Task Setting page where you can activate your Box backup and select your backup preferences.

Click on the "Start" button, to begin the authorization process.

From the Box screen you will need to enter your Box Admin credentials. An Admin account with As-User impersonation is required in order to backup all Box user accounts including admins and co-admin accounts. Please note that a co-admin account cannot backup admin and other co-admin accounts even when using As-User.
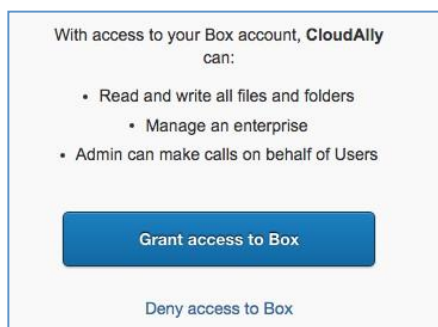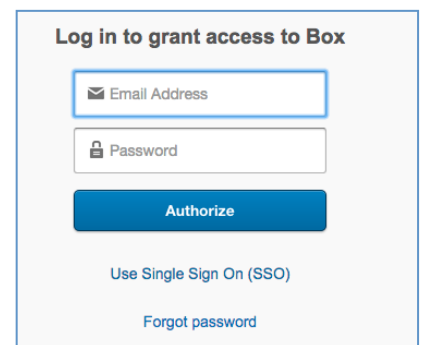
Then click on "Grant access to Box" to allow the system to backup your data.

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7.2 Activating User Backups

The screen will be refreshed and you will see a list of all Box users in your organization. You can activate backups for all users by clicking on "Activate All" or you can activate backups for individual users by clicking on the Action button to the right of the individual users.
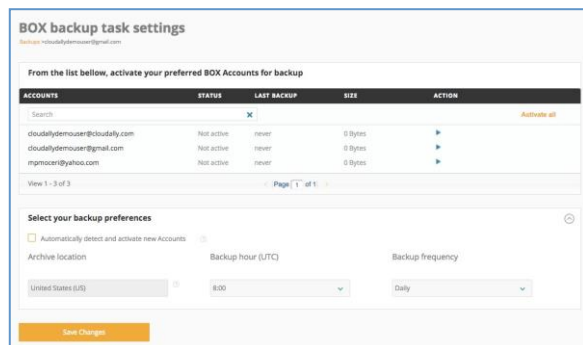
Once you have activated the user backups the status will change to Scheduled. From this screen you can also "Delete" a backup, or "Backup Now" for taking an immediate backup rather than waiting for the nightly batch processing.

7.3 Selecting Your Backup Preferences

You have the flexibility to automatically detect and backup new accounts, as well as select your archive location, backup hour and backup

frequency. Once you have finished selecting your preferences, make sure and click "Save" at the bottom of the screen.
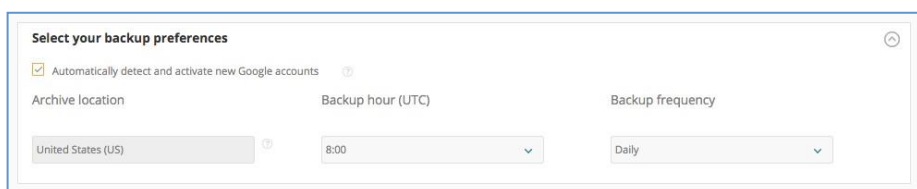
Auto Detect and Activate new Accounts

Click this box to automatically activate backups for new users added to the system. If you don't select this option, you will need to manually activate backups for new users as they are added.

Archive Location (Display only)

This is the AWS datacenter location you originally selected when signing up for your account.

Selecting your Backup Hour

By default, backups run at approximately 02:00 UTC. You can change the backup time by selecting a new UTC time from the drop down menu.

Selecting your Backup Frequency

Backup frequency is set to daily by default, but you can change this to every 3 days or weekly from the drop down menu.

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7.4   Indexing Your Archived Data

Granular search and restore requires indexing the backup data, but the indexed data is not encrypted. By default the "Index the archived data" will be checked and your archives will be indexed for use in the granular search and restore function. Uncheck the "Index the archived data" box if you do not want indexing to occur. This will disable the granular search and restore function but you can still browse backups via date.

7.5   Box Backup Management

From the Backups page you can edit backup settings for your Box domain, perform a "backup now" on your entire domain, pause your domain backups or delete the entire domain backup using the buttons to the right of your backup task.

These buttons perform the following functions:

Edit: Click on this button to add or delete users, take instant user backups, and change backup settings including backup time, frequency and index options. See below for additional information on Edit functions.

Backup Now: Click here to schedule an immediate backup of your Box account.

Pause: Click here to pause all of your Box backups.

Delete: Click here to permanently delete this Box backup and all associated backups.

The Edit function takes you to the Box Backup Tasks Setting page where you can change Admin password, backup times, add / delete user backups and modify Indexing options.

Manage Existing User Backups

From this page you can manage existing backups or activate backups for new users.

To manage existing user backups, use the icons to the right as follows:

Delete: Click here to permanently delete this user backup.

Pause: Click here to pause the user backup.

Backup Now: Click here to schedule an immediate backup of the user account.

Changing Processing Options

From this page you can also change your backup times, backup frequency and Archive Index settings.

7.6 Searching, Restoring and Downloading Box Backup Data

From the Restore & Download page, click on the backup task you wish to access.

Click the Action button (>) to the right of the user ID that you want to access.

You can now select how you want to search your backups, by date or for specific items.

Access Via Snapshot

The date range includes all archives by default but you can limit the date range by clicking on the "From" and "To" lines to select specific search dates from pop-up calendars. Then press "Continue.
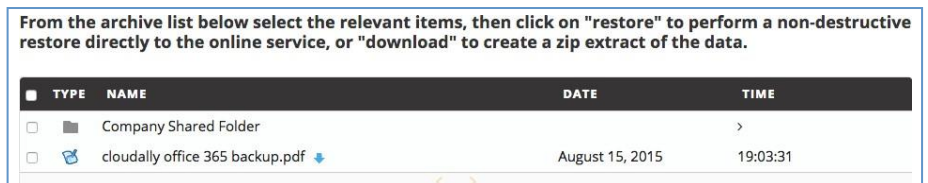
You will now see all archives matching the date range you selected. You can drill down further in a specific archive by clicking on the action button to the right of the backup, or you can download the entire backup by clicking on the box to the left of the backup(s) and then clicking either "Restore" or "Download" at the bottom of the screen.
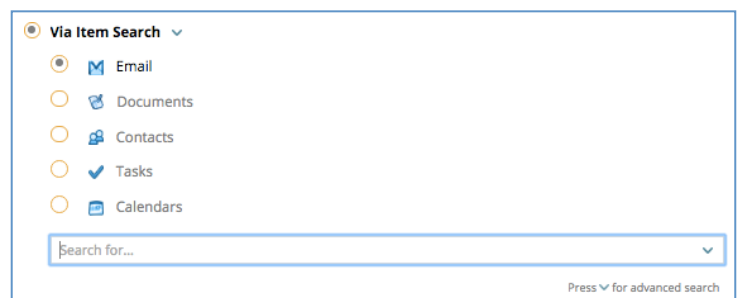
From the archive list below select the relevant items, then click on "restore" to perform a non-destructive restore directly to the online service, or "download" to create a zip extract of the data.

	DATE	TIME	ITEM	ACTION
☐	August 15, 2015	19:03:31	BOX	🔍

View 1 - 1 of 1   ‹ ›

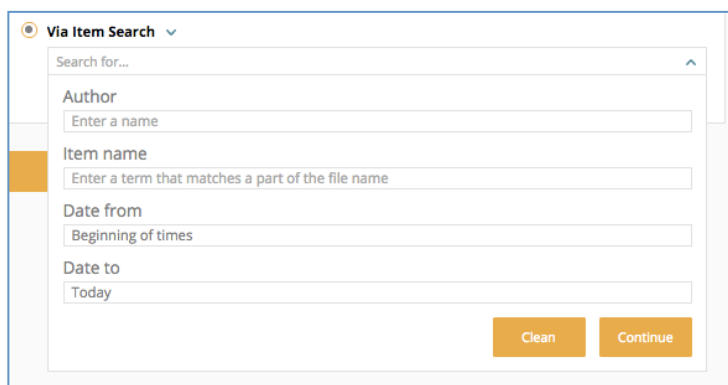To drill down further, click on the action button to the right of the archive and you will now see the files contained within the backup. You can continue to drill down to the item level by clicking on the line item. You can restore or export from any level by clicking on the box(s) to the left of the item then clicking either "Restore" or "Download" at the bottom of the screen.

From the archive list below select the relevant items, then click on "restore" to perform a non-destructive restore directly to the online service, or "download" to create a zip extract of the data.

☐	TYPE	NAME	DATE	TIME
☐	📁	Company Shared Folder		›
☐	🐙	cloudally office 365 backup.pdf ⬇	August 15, 2015	19:03:31

‹ ›

Access Via Item Search

Click on the service (Email, Contacts, Etc.) you want to search. Enter the specific words that you want to search for in the "Search" field, and then click "Continue."
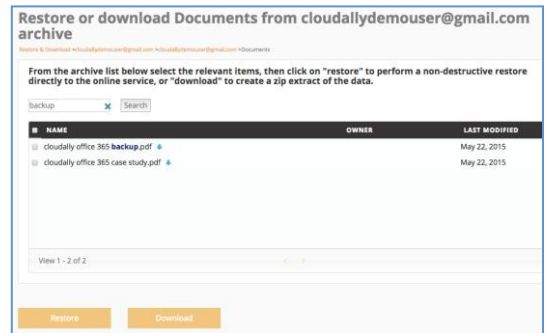
Via Item Search ⌄
- ⊙ M Email
- ○ Documents
- ○ 👥 Contacts
- ○ ✔ Tasks
- ○ 📅 Calendars

Search for...   ⌄

Press ⌄ for advanced search

You can also use our advanced search parameters by clicking on the dropdown arrow in the right side of the search bar.

Via Item Search ⌄

Search for...   ⌃

Author
Enter a name

Item name
Enter a term that matches a part of the file name

Date from
Beginning of times

Date to
Today

[Clean] [Continue]

You can use these fields to limit the search by Author, Item Name and date range.

You will now see individual items that meet your search criteria. Click the box to the left of the item(s) and then click either "Restore" or "Download."
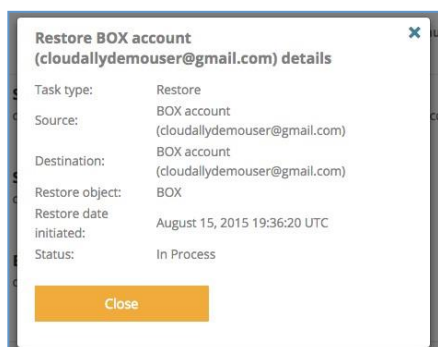
Restoring Box Backup Data

Once you've selected the items, click on "Restore" at the bottom of the page. You will see a pop-up confirmation menu that also allows you to specify a different User ID if you want to restore the data to another user account. Click "OK" to continue.
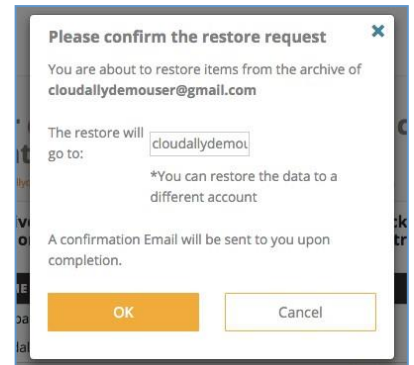
Note: For shared documents, all collaborators will be assigned to the restored document.

You will be returned to the top level Restore and Download screen where you will see the scheduled restores in pending status.

Click on the information icon for a pop-up window containing the details of the restore request. You will receive an email notification when the restore is complete.

Note: The restore is non-destructive and will not overwrite your existing data. Restored data will have a label containing "Restored" and date/time stamp of the archive.

Downloading Box Data

Once you've selected the item(s), click on "Download" at the bottom of the page. You will see a pop-up confirmation menu. Click "OK" to continue.

You will be returned to the top level Restore and Download screen where you will see the scheduled downloads in pending status.

Click on Information Icon to the right of the Download for a pop-up window containing the details of the download request.

You will receive an email notification containing a download link for your zip extract when the export is complete. You can click on the link in the email to download the zip file or you can return to the Restore and Download screen at any time and in the Restore & Download Status section you can click on the download icon to the right of the completed restore.

8 Salesforce Backup and Restore

8.1 Activating a Salesforce Backup

From the Backups screen click on "Activate a new backup", and then click on the Salesforce line. This will take you to the Salesforce Backup Task Settings.
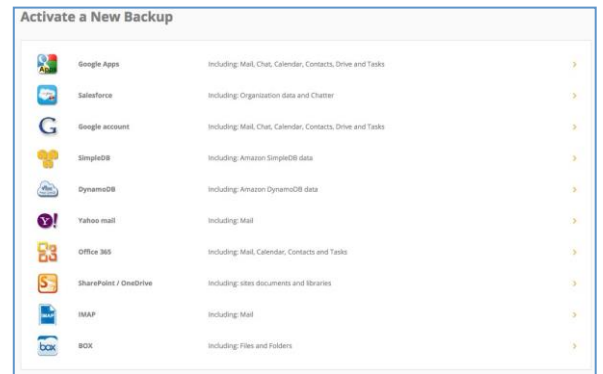
Enter your Salesforce Admin credentials, and click "Start." The screen will be refreshed and you will then be able to select your backup preferences.

8.2 Selecting Your Backup Preferences

You have the flexibility to backup your Production or Sandbox Salesforce instance, and a number of other backup preferences.

Production or Sandbox Backup

Select either your Production or Sandbox Salesforce data for backup. If you want to backup both, you can activate another Salesforce backup by repeating Step 6.1.

Account Name

This is for display purposes only and prefilled with the Admin User ID responsible for the Salesforce backup task authentication.

Adding a "Friendly" Name

We recommend entering a Friendly Name to identify each unique Salesforce organization that you backup. For example, "Accounting Department – Sandbox", "Live Sales Organization", etc. This name will be displayed on screens and reports, and will make it easier for you to manage your backups.

Selecting your Throughput

By default, the system will use no more than 75% (.75) of your Salesforce daily API limit. You can increase or decrease that limit as needed.

Selecting your Backup Location

This is the AWS datacenter location you originally selected when signing up for your account.

Selecting your Backup Hour

By default, backups run at approximately 02:00 UTC. You can change the backup time by selecting a new UTC time from the drop down menu.

Selecting your Backup Frequency

Backup frequency is set to daily by default, but you can change this to weekly or monthly from the drop down menu.

8.3   Changing Your Backup Preferences

From the Backups page click on the "Edit" function:

This will bring you to the Backup Task Settings where you can change your auto detect setting, backup hour or backup frequency.
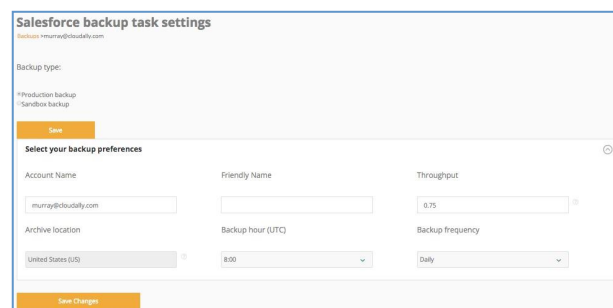
8.4 Downloading Salesforce Archive Data

From the Restore & Download page, click on "Restore & Download" to the right of your Salesforce Backup.
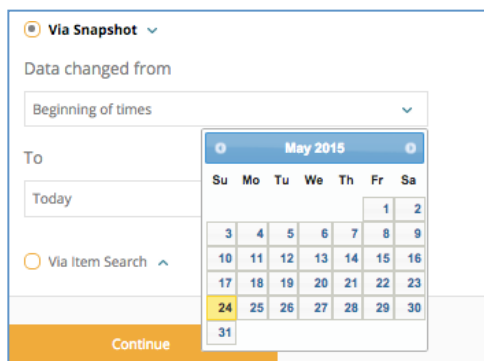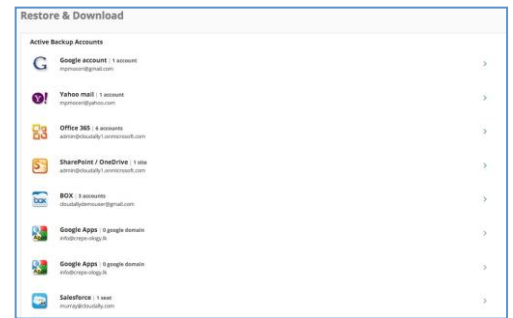
Salesforce archives can be quickly searched by date. The date range includes all archives by default, but you can limit the date range by clicking on the "From" and "To" lines to select specific search dates from pop-up calendars. Then press "Continue.

Note: Keyword search for Salesforce will be activated in a future release

Selecting the Archive to Download

Scroll through the search results and select the Salesforce Archive to download by clicking on the box to the left of it.

Downloading Salesforce Archive Data

Once you've selected the items, click on "Download" at the bottom of the page. You will see a pop-up confirmation menu. Click "OK" to continue.

You will receive an email notification containing a download link for your zip extract when the export is complete. You can click on the link in the email to download the zip file or you can return to the Restore and Download screen at any time and in the Restore & Download Status section you can click on the download icon to the right of the completed restore.

Restore & download status

TYPE	SOURCE	DATE	STATUS	ACTION
Download	Salesforce (chameleon.holdings@gmail.com	August 11, 2015	In Process	↧ | ⓘ

8.5   Restoring Salesforce Data

Archive data can be restored directly to Salesforce by first downloading the archived data as described in section 6.4 above. The zip download file is in CSV format and compatible with the Salesforce unified Data Import Wizard. More information on the Wizard can be found here:

https://help.salesforce.com/articleView?id=import_with_data_import_wizard.htm&type=0

9   Deleting A Backup

You can delete individual user backups or delete an entire backup service such as Office 365, G Suite, etc.

9.1   To Delete an Entire Backup Service

From the Backups page, click on the "Delete" icon (X) to the right of the backup service you wish to delete.
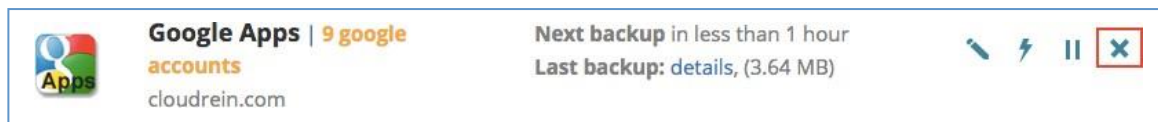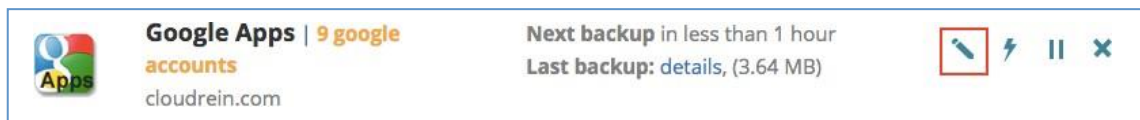

You will receive a pop-up screen and you will need to press "OK" to confirm the delete. You will receive a confirmation message that the backup has been deleted.
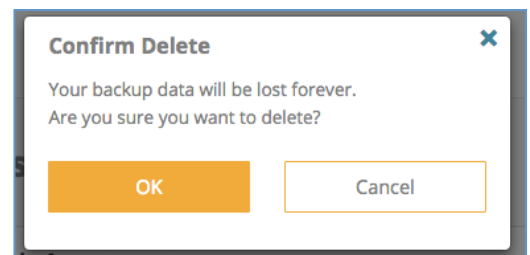
9.2   To Delete an Individual User Backup

From the Backups page, click on the edit icon to the right of the appropriate backup service. This will take you to the Backup Task Settings page.

Click on "Delete" icon to the right of the user backup you wish to delete.

You will receive a pop-up screen and you will need to press "OK" to confirm the delete. You will receive a confirmation message that the backup has been deleted.
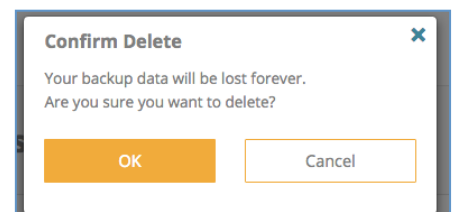
10 Subscribing Your Account

Once you have completed your trial and are ready to subscribe, you can click on the "subscribe" button at the top of any page.

12 days left for your free trial, review your billing details and **Subscribe**.

12 days left for your free trial.

Click on "Monthly" for a monthly subscription using a credit card, or "Annual" to request an invoice for an annual subscription.

Monthly   Annual

This will take you to the billing screen where you can review your billing information and then select Monthly or Annual billing options.

Monthly Subscription: Our billing is handled by a PCI compliant payment processor. To finalize your subscription, enter your card details and general billing information and then click "Subscribe".

The initial payment will be charged at the end of your 2-week trial period.

A payment receipt will be emailed to you after each monthly charge is taken.

Payment Details

Card details

| Card Number | CVV |

Card holder's name

01   2017

PCI DSS
Powered by Zooz

Billing details

United States dollar (USD)

Mr   First name   Last name

Billing email   Company's tax id number

Company name   Address line

Address line 2   Address line 3

United States   City   Zip Code/Postal Code

Phone number

Subscribe

Annual Subscription: You will receive a confirmation message that your request has been submitted. You will then receive an email from support asking that you confirm your annual subscription request. Once confirmed we will email an invoice to you payable in 30 days by credit card, PayPal or bank transfer.

11 Managing your Settings

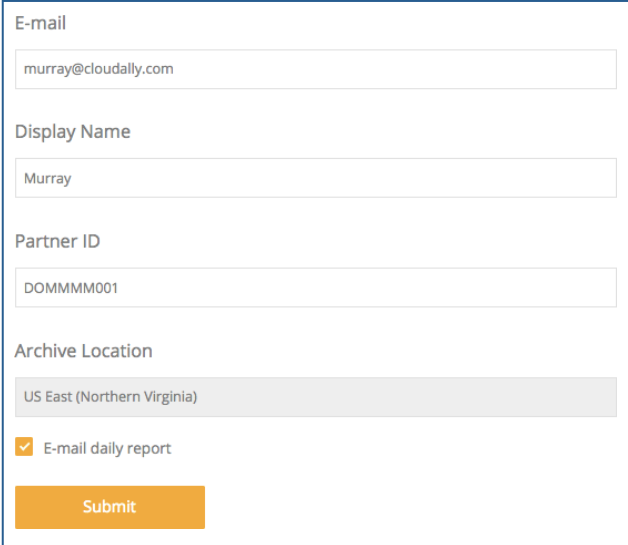From the Settings section you can manage your account options, password and two-factor authentication.

11.1 Changing your Account Settings

Click on "Account" under the Settings section in the left-hand column to change your Email ID, Display Name or Daily Report Option, as well as managing multiple Admin Open IDs or to cancel your subscription.

Email: This is the Email ID used for all communication from us including the daily backup summary, restore and download notifications and subscription notifications.

Display Name: This is the display name used on the website and email notifications sent to you.

E-mail

murray@cloudally.com

Display Name

Murray

Partner ID

DOMMMM001

Archive Location

US East (Northern Virginia)

☑ E-mail daily report

Submit

Email Daily Report: Check this box if you want to receive a daily email notification containing an attachment with a summary of your daily backup status.

11.2 Adding Admins / Users to an Account

From the Account settings page you can also add/remove users from your account using any Email ID, as well as Microsoft Azure, Google+, or Facebook OpenID.

To add another user Click on "+Add".
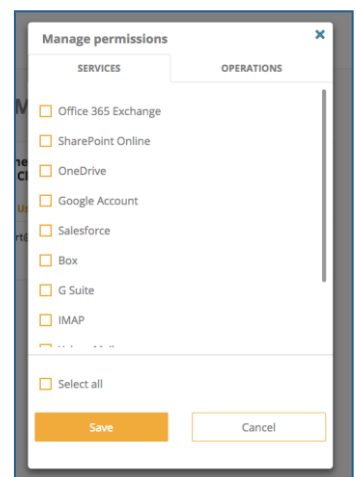
From the pop-up screen select the type of user ID. For OpenID you only need to enter the email ID of the person you want to add. For non-OpenID, enter the Email ID and a temporary password. The user can change the password when they login to the account. Then click "Save".

Refresh the screen and then click on the edit icon to the right of the newly added user. You can then assign permissions by first selecting the services they can access;

Then click on the Operations tab to select the functions that the user can perform for those services.

You can repeat the process to add additional users, or you can click on the delete icon to the right of a user to remove them from the account.

11.3 Cancelling Your Subscription

From the bottom of the Account Settings page, click the box to approve the removal of your account, and then click on "Unsubscribe."
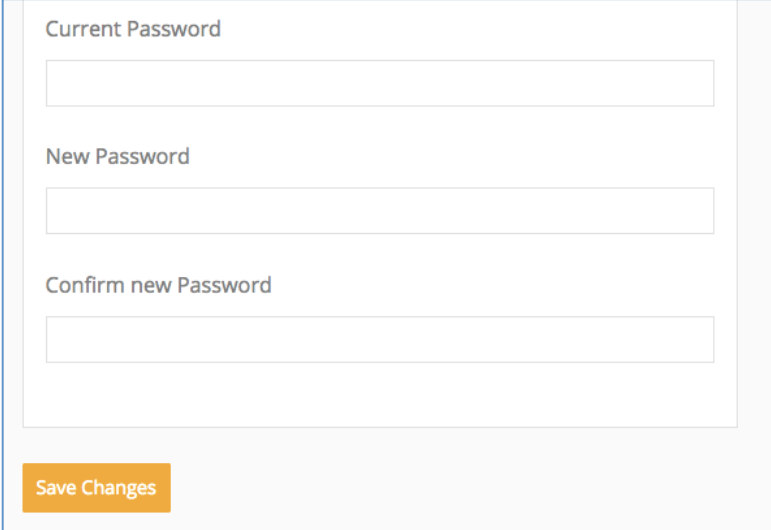
You will receive a pop-up message to confirm your request. Click "Yes" to complete the process.

11.4 Changing your Password

Changing Your Password

Click on "Password" under the Settings section in the left-hand column.

You can change your existing password by entering your current password, new password, reconfirm the password, and click "Submit."

Current Password

New Password

Confirm new Password

Save Changes
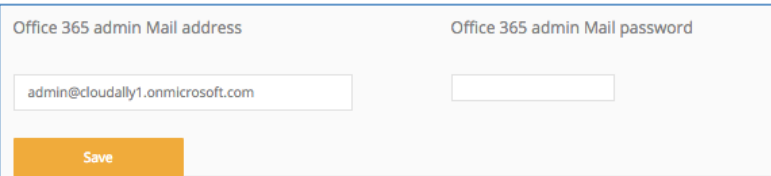
Changing Passwords on Individual Backup Tasks

If you change the password on your cloud service such as Google, Microsoft Office, etc., you will need to change the password on your backup account as well. From the Backup screen, click on "Edit" to the right of the service that you want to change.

Office 365 | 6 accounts
admin@cloudally1.onmicrosoft.com

Next backup in 15 hours
Last backup: details, (0 MB)

Now type in your new password in the "Password" field and click "Save." You will receive a message confirming the change.

Office 365 admin Mail address

admin@cloudally1.onmicrosoft.com

Office 365 admin Mail password

Save

11.5 Setting up 2-Factor Authentication

Click on "Two-Factor Authentication" under the Settings section in the left-hand column.
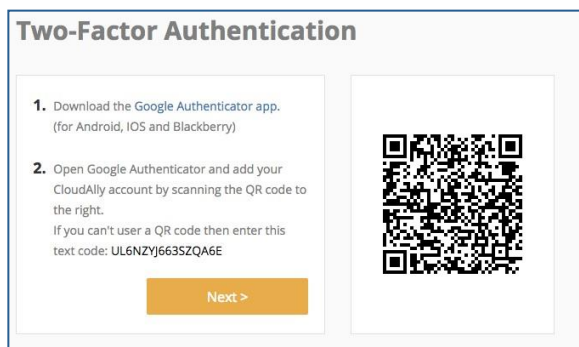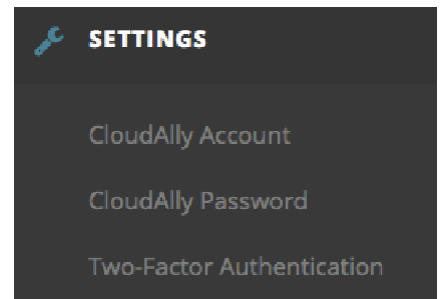
You will need to download an authentication app such as Google Authenticator App for your smartphone. Open the App and scan the QR code or enter the code displayed on the screen, and then click "Next".

You will then be prompted to enter the 6-digit code generated by the authentication app. Click "Enable" to complete the process.
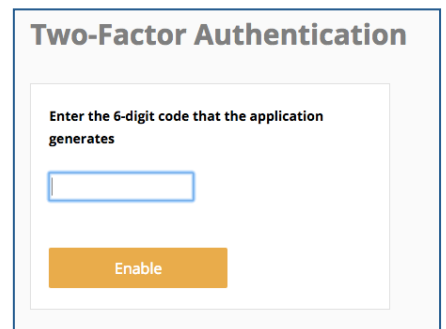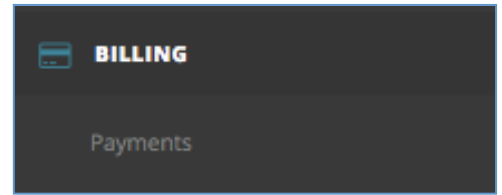
From now on, every time you sign in to your account you will enter your name and password credentials, click "Sign In" and then enter the 6-digit code from your authentication app in the screen below.
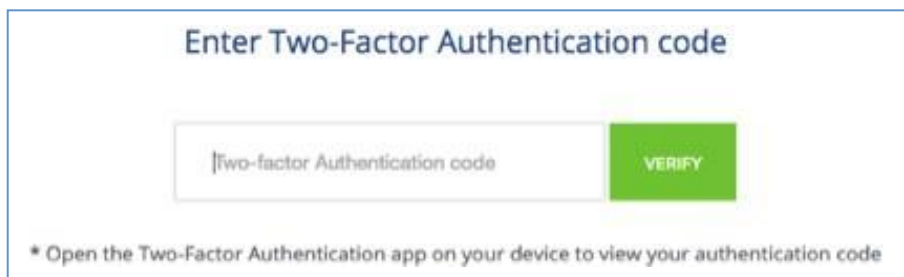
12 Managing your Billing Information

Login and click "Payments" under the Billing section in the left-hand column. This will take you to the Billing Details screen.

The Billing Details screen provides detailed billing information for each backup activated in your account and total payment forecasted for the next billing cycle.

Updating Payment Information

From the Billing Details screen click on "Edit Payment Details."

Updating Credit Card Info
Select the card you want to update from the dropdown. Update the name / address information and click "Update billing details".

Adding a New Credit Card
Select "Add new payment method" from the dropdown, enter the card and billing details, and then click "Add card".

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