Resellers & Distributors Quick Setup Guide

Backup, Sync, Share, Archive, Disaster Recovery

Introduction

This guide gives a quick overview of what you need to do to setup as a Reseller or Distributor and subsequently create end user accounts. For a more detailed guide, please visit the help section in your portal.

Creating your Master (Parent) Account

Login to https://mywebportal.cloud

- Sign up as a Reseller
- Sign up as a Distributor

Points to Note:

- Resellers and Distributors can create "Sub" Resellers (Unlimited Reseller Tiering) and Customers

- These login details are to manage your accounts via https://mywebportal.cloud only. They cannot be used to create backup sets on any device. To backup data and to use the features please create a customer account – see below.

- You will receive an OTP (MFA – Multi Factor Authentication) everytime you login which can be disabled in the "My Profile" section of your portal.

* Please note, OTP is sent via the AWS SES Service, if this is not received please check your Junk/Spam folder or Network Firewall Settings.

Portal Setup – After Login

1) Choose your storage quota in TB
2) Choose your Storage Provider
   - Our Storage
   - Storage to your own Cloud Storage account of either AWS S3, Azure Block Blob Hot, Google Standard, Backblaze or Wasabi *(skip points 3 and 4 if this option is chosen)*
3) Choose Storage Region
4) Choose DR Region (recommended to choose closest/same to Storage Region)
5) Select Currency

Whitelabel and Billing Setup

1) Goto the top right drop down menu under your name and click on White Label Settings, change whatever is needed on this page and save.
2) Goto the Billing Template section and change the prices you want your Resellers or Direct Customers to see and save.

DO NOT create any accounts until you have completed the below steps otherwise any accounts created will not see your whitelabel settings or costs set:

Verified the AWS email sent after registering

Setup your White Label Settings

Setup your Billing Template

Creating Sub Reseller Accounts

(If you are a Reseller with only end customers, please skip this step and see creating customer accounts below)

This will be applicable mainly to Distributors who have a network of Resellers. When you create any Sub Reseller they will be emailed (from your email if you have verified the AWS email) and given a temporary portal password to login to the portal. Once they login to the portal, they need to follow these steps:

1) Change their portal account password
2) Choose their Storage Provider
   - Our Storage
   - Storage to their own Cloud Storage account of either AWS S3, Azure Block Blob Hot, Google Standard, Backblaze or Wasabi *(skip points 3 and 4 if this option is chosen)*
3) Choose Storage Region
4) Choose DR Region (recommended to choose closest/same to Storage Region)
5) Select Currency

* To note, a sub-reseller cannot change their storage quota or device quota unless a request is sent to their Parent. However they will control all other Parental settings for any accounts created under them.

Creating Customer Accounts

These accounts are what are needed to login to a "customer" portal to create backup sets via the portal or login and create after downloading the software client via the link on the bottom right of the portal. They can also be used to login to the mobile apps. Any accounts created will follow the parental reseller or distributor settings i.e. storage provider, storage region, DR region and currency wherever applicable.

When you create any customer account they will be emailed (from your email if you have verified the AWS email) and given a temporary portal password to login to the portal. Once they login to the portal, they need to follow these steps:

1) Change their portal account password
2) Confirm their Encryption Password to a) keep same as the Account Password or b) create a new one

* Please note we CAN NOT reset the Encryption Key password only Account Password, if the Encryption Key password is lost then the backups will have to be re-created.*

Creating Backup Sets

The customer account details are unique to the user therefore it can be used across all devices and managed under a single account. The 3 ways to create backup sets are:

- Manually via the Web Portal
- Automatic via the Software Client (Download Links are bottom right in the portal)
- Mobile Backup via the Apps on Play Store and App Store – called Mobile365

When a backup set is created you can determine the schedule, number of versions (default 5 generations) and retention period if applicable. The backup sets that can be created are:

- Files & Folders
- Databases (MS SQL & mySQL)
- VMware (Host)
- Hyper-V (Host)
- USB & Network Devices (NAS – Synology, QNAP, TD01)
- Image Snapshot (Servers)
- Office 365
- G-Suite

Backups can also be created for iOS and Android Mobiles after downloading the Apps from the App Store or Google Play store. The min file size chargeable is 4KB therefore any files less than 4KB will be charged at 4KB.

Sync Drive / Share / Edit Docs Online

Any files stored in the Sync Drive will be able to be accessed from any device or via the portal. All files can be shared via email regardless if they are in the Sync Drive or not. In the Web Portal any Document stored can be edited or any new document can be created.

Retention

In the Policy tab of both the Web Portal and Software client, you can change the time for how long you want data stored before it gets auto-deleted.

By default, any data that gets deleted from the backups or any old versions of data move to Retention where it stays for 90 days. After 90 days this data auto-deletes however data stored in Retention is still charged as part of your quota (i.e. stored + retention).

There is an option to create new retention policies that overrides the default settings as stated above which can be applied to your backup sets. Go to Create New Policy in your Portal or Client.

*Please note any data deleted from Retention within 90 days is subject to an early delete charge.

Archive

- Create Standalone Archive Backup Set for Files
- Automate and move data after retention period to Archive

The reason for having an Archive Tier is so you can store non-critical data for a longer time period in a lower cost tier. If you want to automate and move Retention data after the default of 90 days stored to the Archive Tier then create the relevant archive policy by inputting the correct time period.

*Please note any data deleted from Archive within 120 days is subject to an early delete charge. All Archive data is stored in EU (Amsterdam).

Early Delete Charges

Data that is deleted early from Retention (min 90 days) or Archive (min 120 Days) is subject to charges. Data stored and deleted after the minimum time periods stated is free, by default your Retention period is set to 90 days and if Archive is needed then ensure you set the min time period on your Policy to 120 days.

Retention Example: 10GB is deleted from Retention on Day 30, this means for the next 60 days, the early delete charge will apply at the cost per GB or TB per month pro-rata.

Archive Example: 10GB is deleted from Archive on Day 60, this means for the next 60 days, the early delete charge will apply at the cost per GB or TB per month pro-rata.

Disaster Recovery

As part of the initial portal setup, the DR region would have been selected, this is recommended to be the same as your storage region. When you create an Image Snapshot backup, the latest images are seen in the Image VM's section, it is these Images that are "hot spun" into your DR Region from your Storage Region when evoked. There are 2 options to hot spin up your Image:

1) One Time & 24/7

   Adhoc, when you want and on-demand, the latest image will be auto-selected into the appropriate DR Server with email link sent for you to access. This is charged per hour depending on how long you want the server on and access to that image.

2) Hot VMs

   Once the image is evoked, this then stays in the DR Server with incremental changes to that image taking place, an email with link will be sent for you to access. This is charged per hour depending on how long you want the server on and access to these images.

*Please note, One Time & 24/7 + Hot VM's will not function unless you take an Image Snapshot Backup.

There is another feature called Standalone VMs, this allows you to choose your own VM from AWS (London) to use for your own purpose. Click on Server Types to select the VM you require with the pricing information displayed next to it.

For any support issues please contact help@backupeverything.co.uk