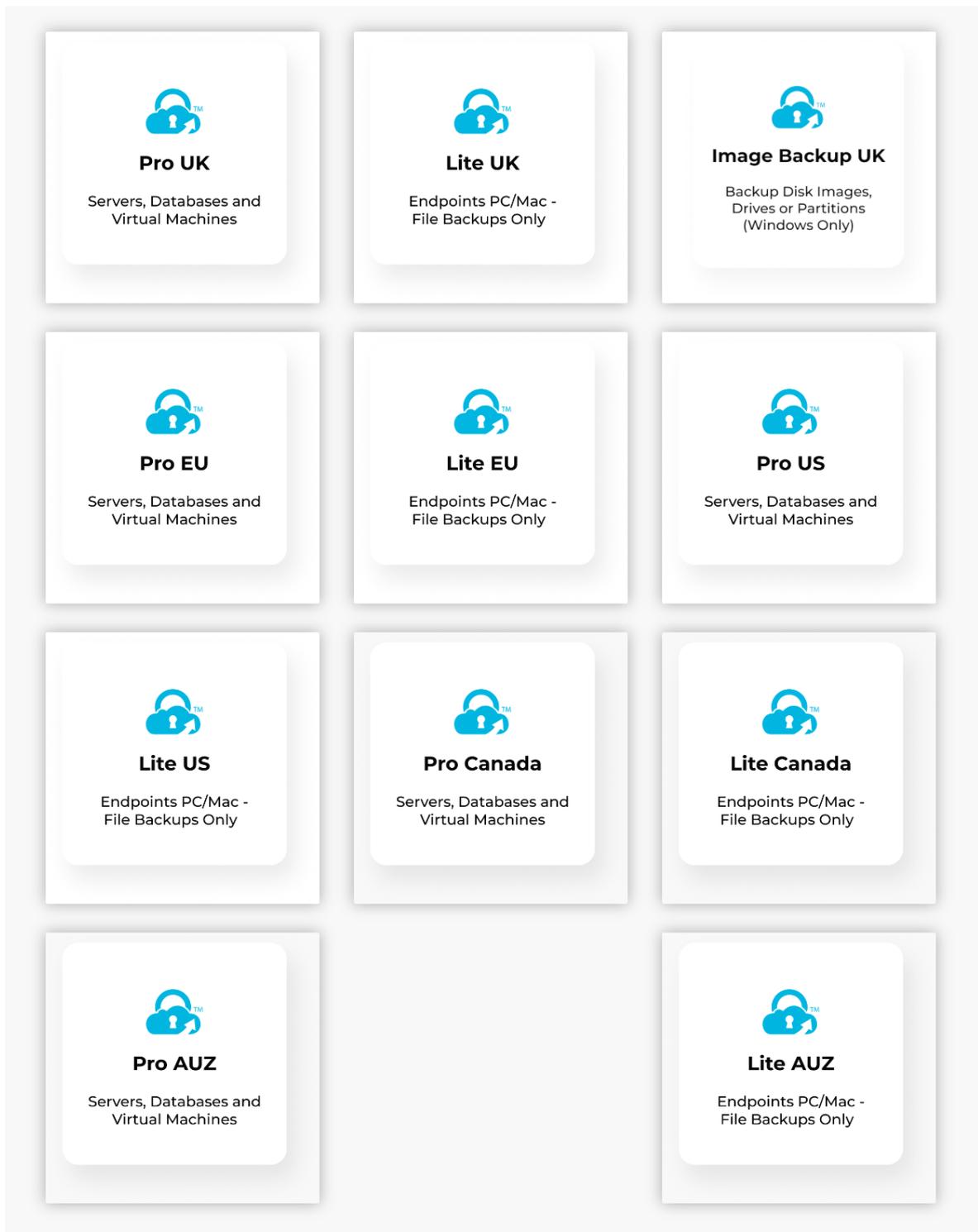# Creating Accounts – Quick Setup Guide

Here are the steps to allow you to create accounts.

Initial Step – Choose your Client Type and Region

- If you have partner portal access, please go to the top left to Customers then Add Customer where you will see a list of all storage regions and client types of PRO or LITE. Choose the region where you want to store your data. If you have come to the below screen via a direct signup link, then please do the same.
- For the Image Backup solution, please create the account and then login here to download the client or visit here for the setup guide. This document is only for setting up PRO/LITE accounts.

Pro UK Servers, Databases and Virtual Machines	**Lite UK** Endpoints PC/Mac - File Backups Only	**Image Backup UK** Backup Disk Images, Drives or Partitions (Windows Only)
Pro EU Servers, Databases and Virtual Machines	**Lite EU** Endpoints PC/Mac - File Backups Only	**Pro US** Servers, Databases and Virtual Machines
Lite US Endpoints PC/Mac - File Backups Only	**Pro Canada** Servers, Databases and Virtual Machines	**Lite Canada** Endpoints PC/Mac - File Backups Only
Pro AUZ Servers, Databases and Virtual Machines		**Lite AUZ** Endpoints PC/Mac - File Backups Only

Step 1 – Create your Account

- Ensure you manually type in the password which must be at least 6 characters and fill in the min mandatory fields as marked as *.
- If you want the account password stored with us, tick the box at the end.
- The contact email is not unique, so if you are managing multiple accounts, you can put the same email ID. In your portal afterwards you can add extra recipients to the account to receive notifications.

Cloud Backup – Step 1

ⓘ Please complete all of the fields listed below. This process will create a new user on the backup server, including all of the modules that you select on the next page.

Customer account details

Customer Name *	
First Name *	
Last Name *	
Contact Email *	
Phone Number	
Postal Address	
City	
Country	
Postcode	

Additional Contact [add]

Name	Email

Username *	
Password * Customer...	generate
	Too short
Repeat Password	
Store Password?	☐ (Only if the customer has given permission)

« Back   Continue »

Step 2 – Choose your Time Zone, Quota and Modules

- Adjust the time zone if needed, make sure the local machine matches the time zone selected.
- The speed limit can be kept as per the default to unlimited.
- The quota can be changed via the drop down menu which can be adjusted later.
- Add any additional modules if needed. Please do not select Open Direct, Mobile or O365 if it appears. File Backups are there by default therefore there is nothing to select.

Account information

Username:	test123
Backup Server:	BE_UK1
Timezone	GMT+00:00 (BST)
Speed limit:	Unlimited KB/s
Data Storage:	1000 GB

Additional Modules:

- ☐ Microsoft SQL Server
- ☐ Microsoft Exchange
- ☐ Microsoft Exchange (mail-level)
- ☐ Oracle DB
- ☐ Lotus Notes
- ☐ Lotus Domino
- ☐ MySQL
- ☐ MariaDB
- ☐ Microsoft Windows System Backup
- ☐ Microsoft Hyper-V
- ☐ VMWare
- ☑ In-file Delta
- ☑ Shadow Copy (VSS)
- ☐ System State
- ☐ Synology NAS
- ☐ QNAP NAS
- ☑ Deduplication
- ☑ Delta Merging
- ☑ Continuous Data Protection

- If you need to adjust the quota further then finish creating your account - download the software, create your backup sets from the client and once the backup is running then revisit the portal as shown below to change it.
- Go to the top tab of Customers then View Backup Customers, click the customer's name, then Manage Backup Account Settings as shown below.
- Click the blue padlock next to the quota, change it then press the green save on top right.

👤 **Backup Account 'test123'**   ⚙ **Manage Backup Account Settings**

Data Usage

Step 3 – Confirmation

- Tick the box to confirm the account setup and then download the software on the next screen that appears. If you want to download the software later then you can either revisit the portal and go to the Resources tab or select the correct URL as shown below and download the correct client from here.

Cloud Backup – Step 3

ⓘ Please check the details below carefully before confirming your chosen plan.

Your Chosen Plan: BE UK Pro (1000 GB)

Please read and agree to the Software License Agreement below.

1). All softwares provided by us is on an "as is" basis with no warranties of any kind and this company will not be liable for any damages of any kind arising from the use. This Company further disclaims all warranties, express and implied, including without limitation, any implied warranties of merchantability or fitness for a particular purpose.

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☐ I have read the above message and want to add a new backup account.

Confirm this BE UK Pro (1000 GB) plan »

« Back

If there are any issues with the download link, please download the correct client from the relevant storage location you had selected when creating the account as from below. Use this link also for Synology and QNAP setups. If you are using a branded client or getting incorrect username or password then please contact us with any questions.

UK is https://uk.onlinedatastorageuk.co.uk/cbs/system/ShowDownload.do

EU is https://eu.onlinedatastorageuk.co.uk/cbs/system/ShowDownload.do

US is https://us.onlinedatastorageuk.co.uk/cbs/system/ShowDownload.do

CA is https://ca.onlinedatastorageuk.co.uk/cbs/system/ShowDownload.do

AUS is https://aus.onlinedatastorageuk.co.uk/cbs/system/ShowDownload.do

Final Step

- Please now create your backup sets and schedule from the client itself, do not create any backup sets via the web portal, if you have access to this.

Creating Backup Sets – Quick Setup Guide

Here are the steps to allow you to create your backups sets once you have created an account.

Step 1

Log into the PRO or LITE client – if it says the user doesn't exist, this means you have downloaded the wrong version from what you have created i.e. created a LITE account but downloaded the PRO for example.

Step 2

Click on Backup Sets, which is the middle top blue box and then select add new backup set.
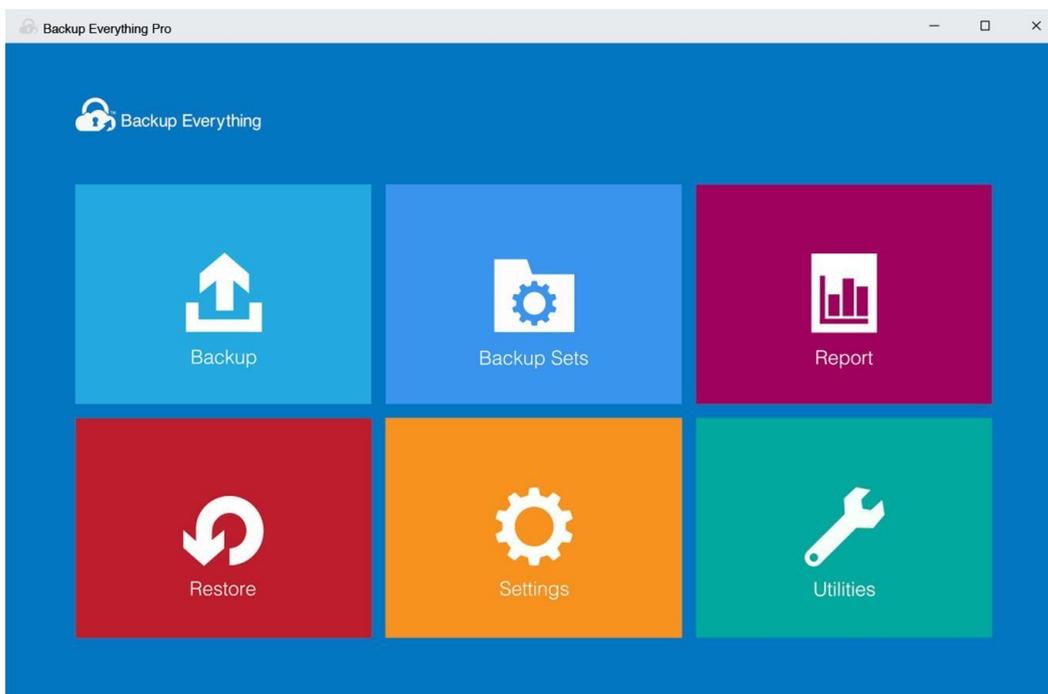
Step 3

Name the backup set or you can leave it as the default name already given. Once done go to the backup set type and select File Backup from the list. At this point you can select other types of backup sets, however for the purposes of this guide we are showing how to create a standard file backup set on the PRO version. If you want to create VMware, Hyper-V, NAS, or Exchange Mailbox backup sets please select these from the list.

Step 4

Now select the data you require to backup. As a default, there are location options like Desktop, Documents etc…If these are not required, remove the ticks and select "I would like to choose the files to backup"

Backup Source

Select the files and folders that you want to backup

- ☐ Desktop
- ☑ Documents
- ☐ Favorites
- ☐ Outlook
- ☐ Windows Live Mail

Filter

Apply filters to the backup source

Off

I would like to choose the files to backup

Step 5

Navigate to the folders / files you require to backup and click OK and select Show Files at the bottom.

Advanced Backup Source

Folders

- Local Disk (C:)
  - ☐ $WINDOWS.~BT
  - ☐ $Windows.~WS
  - ☐ Changeworks
  - ☐ cpqsystem
  - ☐ cygwin64
  - ☐ dell
  - ☑ ESD
  - ☐ HP_LaserJet_Pro_M402-M403_n-dne
  - ☐ inetpub
  - ☐ Mailbox imports
  - ☐ MSOCache
  - ☐ New folder
  - ☐ PerfLogs
  - ☐ Program Files
  - ☐ Program Files (x86)
  - ☐ ProgramData
  - ☐ RDVirtualDesktopTemplate
  - ☐ RESTORE
  - ☐ RestoreSet
  - ☐ SDSL SAGE 2012
  - ☐ SMithy

☐ Show files

Step 6

Click Next to go to the Schedule Page. Here, set the days and time you want your backups to run.

Schedule

Run scheduled backup for this backup set

Off

Step 7

On the destination page, click "+" to add a destination to the Cloud or Local. You can create both for the same backup set or repeat the backup set creation to create the backup set dedicated for Cloud or Local. To remove the destination, just double click the relevant storage icon. Sequential means the backup sets will in the order you have chosen (which you can change) and Concurrent means they will run at the same time.

If you are creating virtual machine backup sets, make sure the Run Direct feature is not selected on the Destination page, if it is you will only be able to backup locally and not to the cloud. If you want to create a local backup set, then create a separate local backup for this.

Step 8

If an option displays for Open Direct, keep this off and click Next. Do not select this via the portal also.

Step 9

In the encryption window, the default is your account Password however you can change this if needed. NOTE – If you forget your Encryption key, we have no way of restoring your data at a later date! Please keep this safe, only account passwords can be reset, encryption passwords cannot.

Step 10

You have now created your backup set. You can either start a backup now or click close to go back to the main screen and the backups will run as per the schedule created.

Any questions, or to setup Image Backups or Cloud to Cloud Backups then please email into support.