

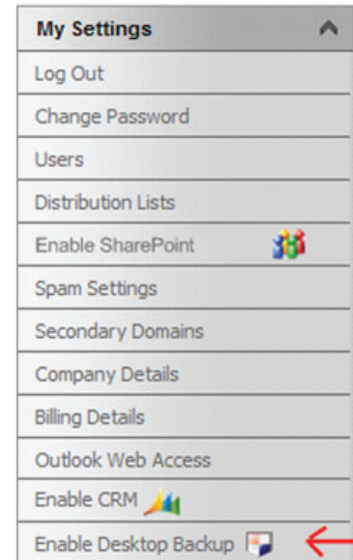
Desktop Backup Quick Setup Guide

It's as simple as 1, 2, 3...


This guide will walk you through the process of enabling Connected® Desktop Backup for your company and setting up your Desktop Backup users.

1 Enable Desktop Backup for Your Company


- Log into your 123Together.com control panel at <https://my.123together.com/gs/login.aspx> using the email address and password included in the welcome email you should have already received. You can use your online control panel to enable online Desktop Backup, a hosted Microsoft Exchange mailbox, and a multitude of other hosted business services.
- Once logged in, click on the **Enable Desktop Backup** button in the left hand navigation bar.
- You will now see the Desktop Backup page. (See image below):



My Settings ^

- Log Out
- Change Password
- Users
- Distribution Lists
- SharePoint Sites
- Spam Settings
- Secondary Domains
- Company Details
- Billing Details
- Outlook Web Access
- Enable CRM 
- Enable Desktop Backup
- Reports** v
- Help** v
- Log Out** v

Enable Desktop Backup



The Iron Mountain Connected® Backup/PC solution is the undisputed number-one service for automatic desktop and laptop data protection and reliable data recovery. The Connected Backup/PC solution virtually eliminates the risk of PC data loss by automatically backing up desktop and laptop computers as users go about their usual tasks. Thousands of organizations and more than 3.5 million people rely on Iron Mountain's Connected® Backup/PC solution to help manage their most current and vulnerable data.

Features:

- Scheduled, automatic backup is fast and unobtrusive, even over low bandwidth connections.
- Quick, easy, and reliable data recovery. MyRoam offers real-time, web based access for true end user self-service point-in-time restore without requiring administrative intervention.
- Unbeatable security — 128-bit AES encryption at PC, server, and in transit.
- Service retains the 10 most recent versions of any file and keeps deleted files for 90 days.
- Fully integrated with our Hosted Control Panel.
- PC and Mac versions.

Desktop Backup User Fees: \$2.99/month plus \$0.50/month per GB of backed up data.

- Click 'Enable Desktop Backup'. You will now see the desktop backup provisioning page. The provisioning process may take a few minutes. Please refresh the page periodically to check the status.

Please Note: Although you have just enabled Desktop Backup for your company, you will need to provision individual users with backup capabilities before they're allowed to download their backup agents. Please see instructions below to both create new backup users and 'backup-enable' existing users of 123Together.com hosted business services.

2 Enable Users

- Already have users taking advantage of other 123Together.com products? This guide will instruct you on how to enable existing users for our Desktop Backup service.
- Starting from scratch? This guide will also help you setup a new user with Desktop Backup access.

Enable Existing Users

To Backup-enable current 123Together.com users:

- A. Click on the **Users** button in the left hand navigation bar of your control panel. Then click on the **Actions** dropdown menu associated with each user.
- B. Select the **Desktop Backup Enable** text link in the **Actions** dropdown menu (as shown in the screenshot below). You will be asked to confirm this action. Upon confirmation, the user will be sent an email to download their Desktop Backup agent.
- C. The user will receive an email with credentials to login to their new Connected Desktop Backup account management portal and download their agent.

The screenshot displays a user management table with columns: Name, Primary E-Mail, Plan, Type, Admin, and Actions. The user 'John Doe' is selected, and the 'Actions' dropdown menu is open. The 'Desktop Backup Enable' option is circled in red. Below the table, there are 'Save Changes' and 'Cancel' buttons, and a section titled 'Actions for 051106compa.df' with several options like 'Add MS Exchange', 'Add External Contact', and 'Add Other Users'.

Name ▲▼	Primary E-Mail▲▼	Plan	Type▲▼	Admin	Actions
John Doe	jdoe@051106compa.df MAIL\051106comp.jdoe	Power 1000 ▼		✓	John Doe ✕ General Settings Advanced Settings BlackBerry GoodLink Distribution List Change Password Outlook Setup Answer Center Delete CRM Enable Desktop Backup Enable

Save Changes Cancel

Actions for 051106compa.df

- > Add MS Exchange Users: [Single \(recommended\)](#) | [Multiple](#)
- > Add External Contact : [Single](#)
- > Add Control Panel Only Administrators ✓: [Single](#)
- > Add Other Users: CRM | Desktop Backup | SharePoint

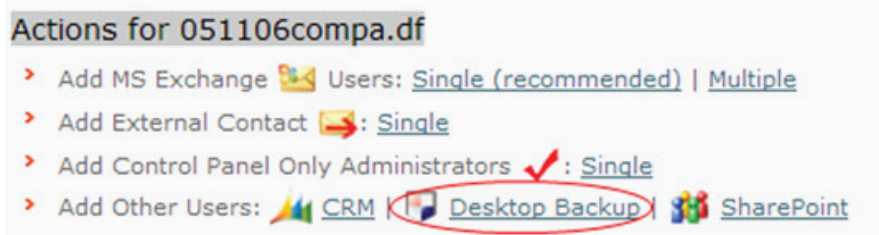
Please Note: It may take up to 10 minutes to provide Desktop Backup access to each user. If a user still does not have Desktop Backup access after waiting at least 10 minutes, please contact our 123Together.com technical support team at 800-967-3924 or by email at support@123Together.com.

2 Enable Users (continued)

Enable a new Desktop Backup User

To add a new Desktop Backup user:

- A. Click on the **Users** button in the left hand navigation bar of your control panel.
- B. Click on the **Add Desktop Backup Users** text link under **Actions for 'your company'**. (See image below).



- C. Enter the required fields (designated with a red asterisk *).
- D. Click **Save Changes** to create the user. Please allow up to 10 minutes for the changes to propagate.
- E. The user will receive an email with credentials to login to their Connected® Desktop Backup account management portal and download their agent.

Please Note: All Desktop Backup users will have a default backup schedule of Sunday-Saturday, 11pm-5am - local time. This backup schedule can be managed individually from within the individual users' account. Additionally, users can perform on-demand data backup at any time.

3 Downloading the Desktop Backup Agent

The Desktop Backup Agent is a tool which is downloaded and installed on a users' PC or Mac to enable the content of the machine to be copied to the backup server on a regularly scheduled basis. This tool must be downloaded by each user onto their machine.

Once a user is provisioned, an email will be sent to that user which includes the URL to download their Desktop Backup agent, their login name, and a link to recover their password. With this email in hand, they are now able to download their data backup tool. If you, as your company's administrator, will also be using the service, we recommend that you backup-enable your own machine first in order to get acquainted with the process. Please do the following:

- A. Login to the Connected® Account Registration page using the URL included in the welcome email you should have received. You can use your existing 123Together.com email address and password to login.

IRON MOUNTAIN Connected Backup

123Together.com Account Management

IRON MOUNTAIN

Logon

Email Address:

Password: [Forgot password](#)

(Passwords are case sensitive.)

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Version 8.3.0.2

3 Downloading the Desktop Backup Agent (continued)

B. On the summary page, select '**Install Agent**'.

The screenshot shows the 'Summary' page for a backup account. On the left is a navigation menu with sections: 'BACKUP ACCOUNT' (containing Summary, View History, Retrieve Files with MyRoam®, Reinstall Agent, Edit Profile), 'OTHER BACKUP ACCOUNTS' (containing View Accounts), and 'SUPPORT' (containing Contact Support). The main content area is titled 'Summary' and includes 'BACKUP STATISTICS' (Last backup: Mon, 11/30/09, 8:30 PM; Account Registration Date: Thu, 5/7/09, 11:56 AM; Account Status: ACTIVE) and a section 'HERE ARE THE THINGS YOU CAN DO ON THIS WEBSITE:' with four links: 'View History', 'Retrieve Files with MyRoam®', 'Install Agent' (circled in red), and 'Edit Profile'. Each link has a brief description of its function. At the bottom, there is a copyright notice and links for 'TERMS AND CONDITIONS' and 'PRIVACY POLICY'.

C. Click '**Download Software**'. The installation of the agent will then begin.

D. Once the download is complete, please double-click the '**AgentSetup**' file to begin the installation process. When installation is complete, the agent will auto-connect to the datacenter. The user is now ready to begin their initial backup.

Note: The initial backup may require several days depending on the amount of data to be backed up. Please ensure the computer has a reliable internet connection.

Remember: Our 123Together.com Technical Support Team is also here 24x7x365 to walk through the setup process with you or answer any questions you may have. We can be reached by phone at (800) 967-3924, by email at support@123Together.com, or by Live Chat.

Thank you for selecting 123Together.com as your provider of choice for hosted business services. We look forward to providing you with superior business services for years to come!