

## How Remote Data Backups Works

Once installed on your computer, this program encrypts and securely transfers your important data to our two enterprise, mirrored data centers via your Internet connection. After the initial backup, subsequent automatic nightly backups are fast and efficient, transferring only compressed block-level changes and any new files.

If you do not yet have Remote Data Backups installed, please visit our homepage and download your free trial.

## How to Open RDB

Click the RDB icon in your system tray (lower right, next to your clock), or Remote Data Backups under Start / All Programs.



You will see these tabs: Home, Backup, Retrieve & Log.

## RDB Home tab

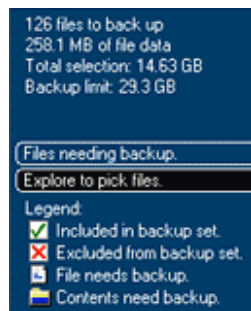
Displays your Account ID and basic info about your last and next backup sessions.

## Backup View tab

Shows which files are selected for backup, and which are ready for backup (new & changed files).

In the left column under "Backup", you will see:

- The number and size of files to be backed up
- The size of the data you have selected, and your selection size limit



You can add or delete files from your backup set by clicking "Explore to pick files" from the left column, navigating in the middle frame, and from the right frame clicking the box next to the files or folders you wish to back up.

The legend in the lower left shows that green checkmarks, blue folders and blue files are selected for backup, and red "X"s are excluded from backup.

We recommend selecting all your important data (accounting files, sales records, e-mail messages, contacts, etc.). Ask your IT consultant or visit our website for help finding your files.

By default, automatic backups occur every night. You can change the schedule under Options / Schedule.

You can also back up at any time (finished a project, going to lunch, etc.) by clicking "Backup now" in the program or by right clicking the system tray icon.

## Retrieve View tab

To retrieve a backed up version of a file:

- Open RDB and click the Retrieve View tab.
- We store up to your last 10 versions or last 30 days of revisions, whichever comes first.
- By default, the Retrieve view displays only your most recent versions. To view all versions, click the "Retrieve Options" button and select "Show all versions of all files".
- Select the files you need, then click "Retrieve Now".
- By default, RDB restores your files to their original location and appends the names of existing files. You can change this in the Retrieve Preferences dialog that appears after clicking "Retrieve Now".
- Click the magnifying glass (top right) to search for files.

## Heal tab (optional)

If you see this tab, it means you selected the "full system backup" option. This enables our Easy System Restore feature, allows you to restore your entire drive, or just your Operating System, in case you need it. See our website for details.

## Log tab

Shows a summary of your backup sessions. Click an entry to see detailed information. Any unsuccessful transfers appear at the end. Periodically check your logs to make sure your backups run as scheduled.

## Remote File Access

You can also securely access your files from any Internet connection. Just visit our website and click the "Remote File Access" button from our support page.

## Keep Your Encryption Key Safe!

Make sure you print and store at least 2 copies of your encryption key in separate, safe locations. You will need this in case you ever need to restore your account, and we do not have access to it.



To view and print your encryption key, click the Options Menu, select Security, click View Encryption Key, and click the Print button. Change number of copies to 2 and click OK.

## Restoring your account

In case of hard drive crash, fire, flood, theft, etc., simply visit our Online Support section, then click "Re-Establish My Account" from the left menu. Download the software, enter your account number and encryption key, and restore the data you need.

## Need Help?

For more information, please see the help files, visit our Online Support Section with a searchable knowledge base and step-by-step screenshot instructions, or call or email our support department.