



User Guide

claranet

Business Backup
powered by Data
Deposit Box 

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2. Introduction

This document is intended to provide step-by-step instructions for customers and partners/resellers in order to install, configure and manage your account.

If you are a Claranet partner/reseller and want to get additional information and step-by-step instructions on how to manage your Customers' accounts, please refer to the service *Partner – Reseller Guide*.

3. Installation

1. Once Claranet has set up your **Business Backup powered by Data Deposit Box** account, you will receive a Welcome Email to the address associated with your account.



Thank you for joining Business Backup!

Dear [redacted]
Your user name is: [redacted]

Don't forget to verify your email address

[Verify Email Address](#)

Reminder: Download a backup client

To start backing up your computer simply download and install the Data Deposit Box software from the Business Cloud Backup portal.

If you already have it installed, please disregard this step.

Sincerely,
The Business Backup Team

2. To activate your account:
Click on the link 'Verify Email Address' in the Welcome Email as displayed below.



Thank you for joining Business Backup!

Dear [redacted]
Your user name is: [redacted]

Don't forget to verify your email address

[Verify Email Address](#)

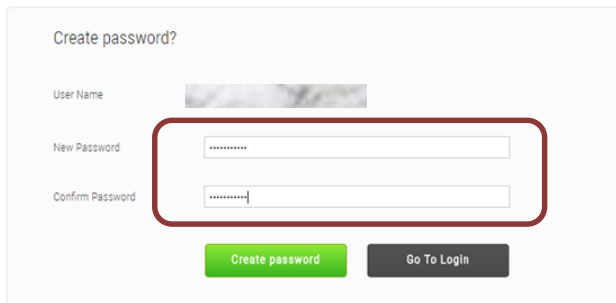
Reminder: Download a backup client

To start backing up your computer simply download and install the Data Deposit Box software from the Business Cloud Backup portal.

If you already have it installed, please disregard this step.

Sincerely,
The Business Backup Team

- When prompted, fill in your username as displayed in the Welcome Email and set your password and security question.
Your account will now be activated and you are ready to install the software.



Create password?

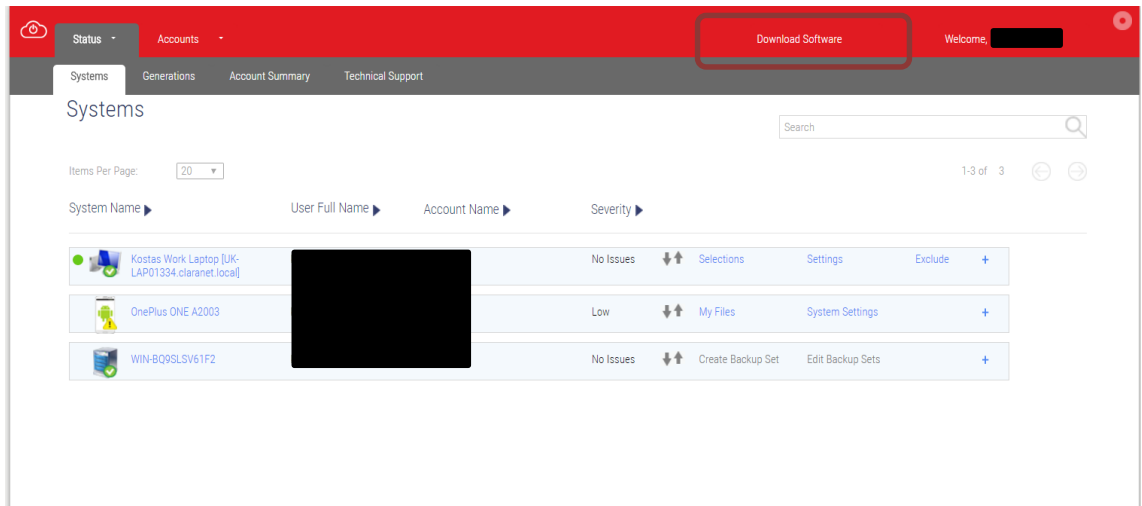
User Name

New Password

Confirm Password

[Create password](#) [Go To Login](#)

- To download the software click “Download Software”



Status Accounts [Download Software](#) Welcome, [redacted]

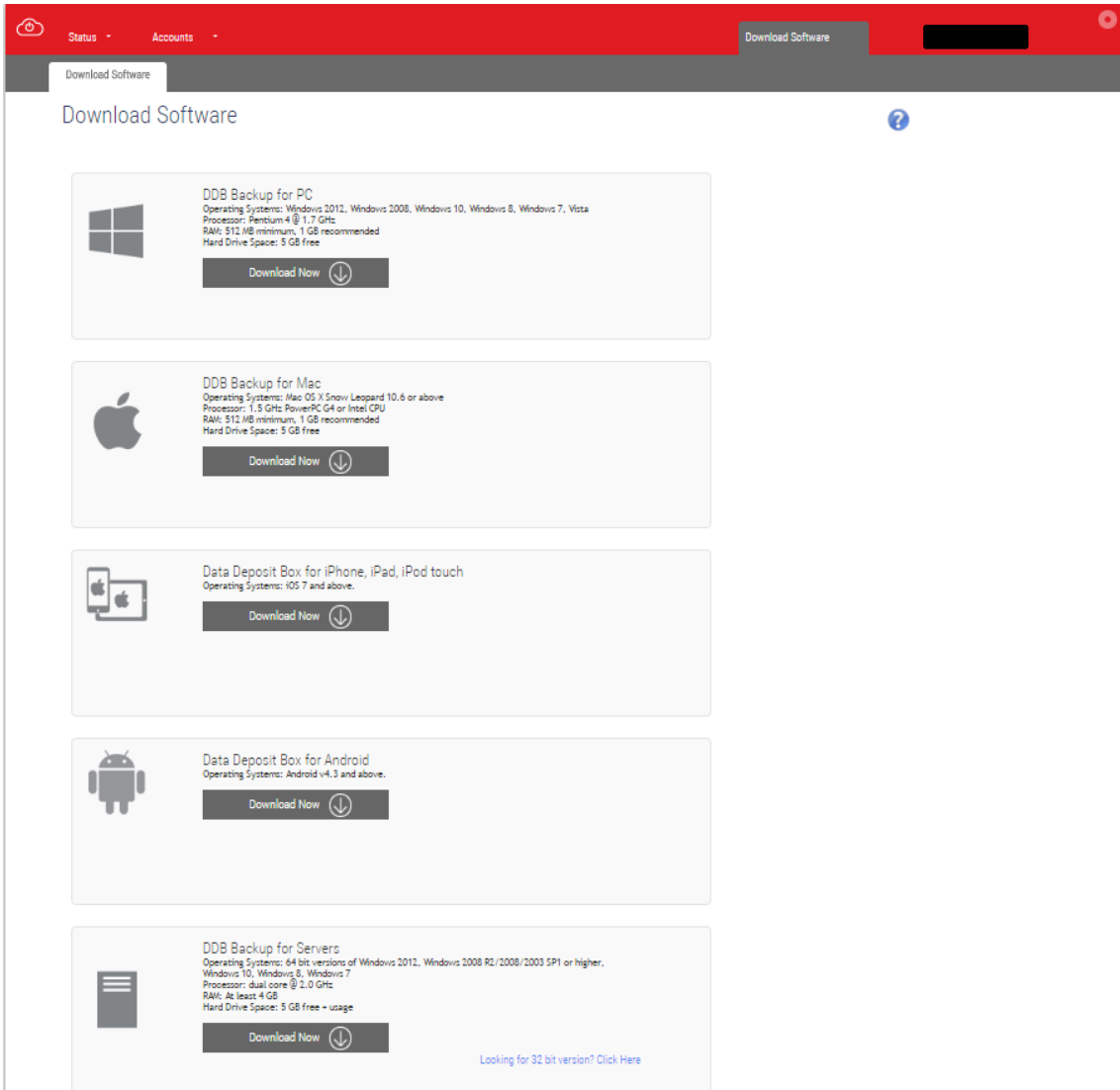
Systems Generations Account Summary Technical Support

Systems

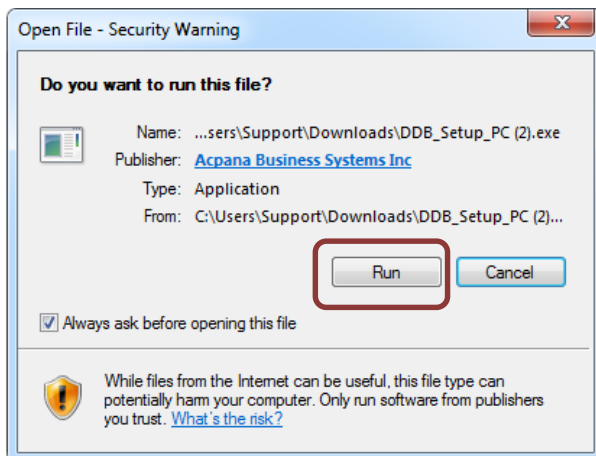
Items Per Page: 20 1-3 of 3

System Name	User Full Name	Account Name	Severity	
Kostas Work Laptop [UK-LAP01334.clarinet.local]	[redacted]	[redacted]	No Issues	Selections Settings Exclude +
OnePlus ONE A2003	[redacted]	[redacted]	Low	My Files System Settings +
WIN-BQ9SLV61F2	[redacted]	[redacted]	No Issues	Create Backup Set Edit Backup Sets +

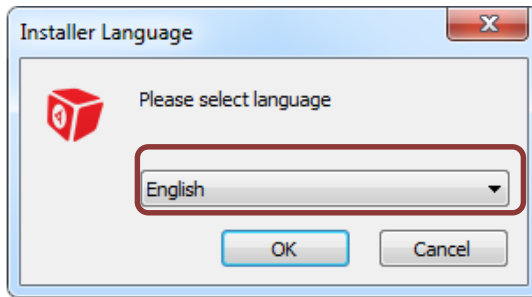
5. ...and select the relevant version from the list:



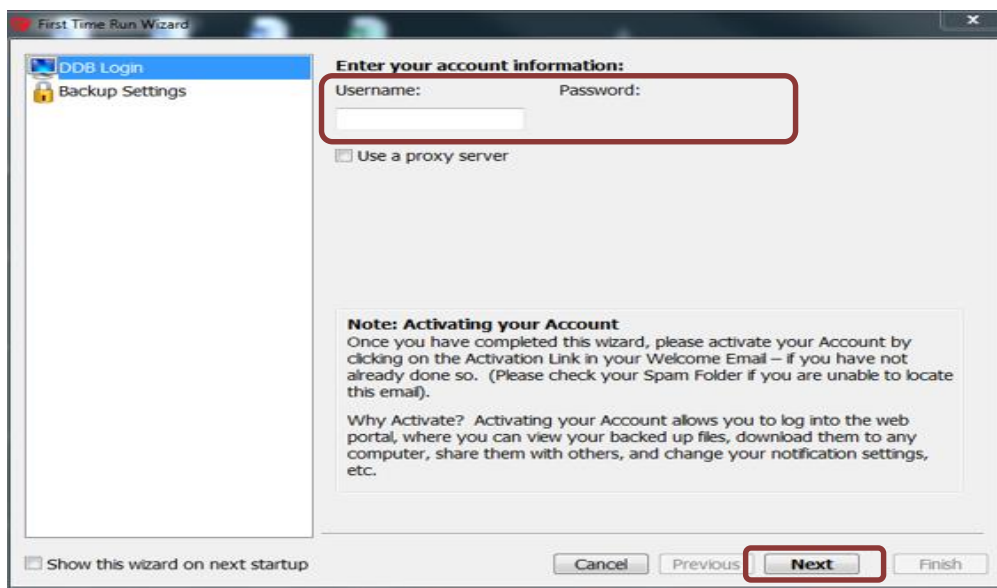
6. Once you have downloaded your preferred version, you can now install the software. This will open the Install Shield Wizard. When prompted, click 'Run'



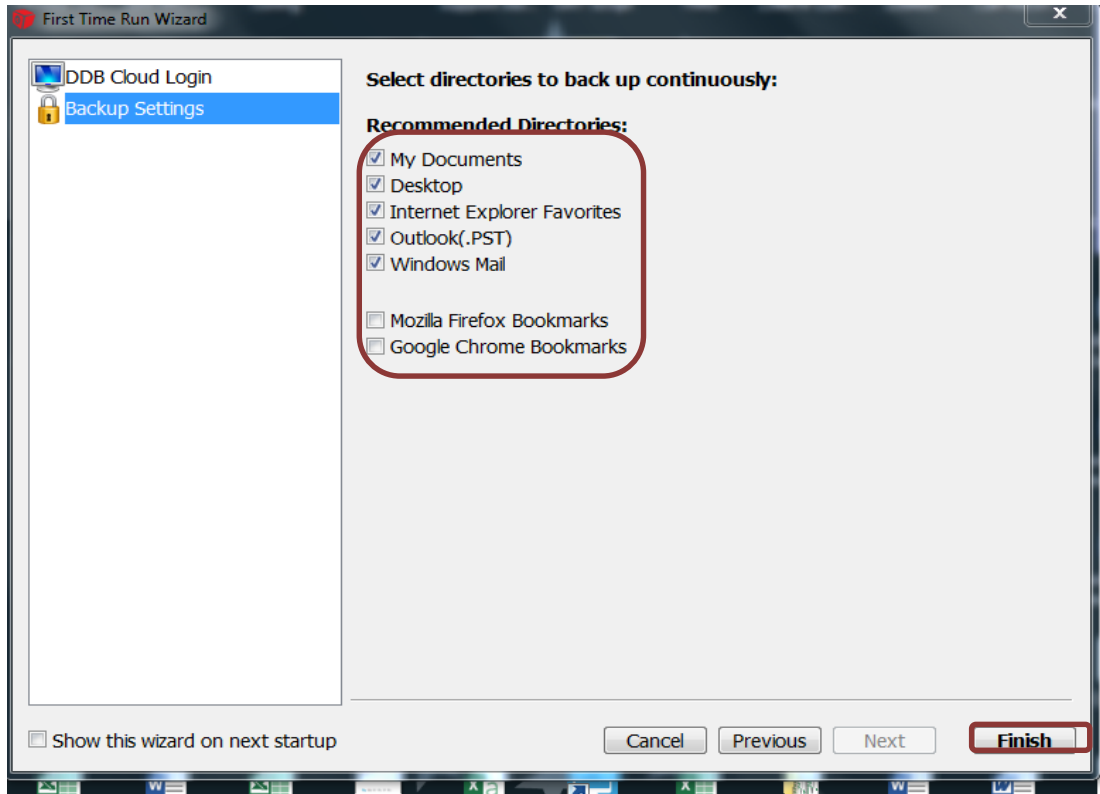
7. Select the language that you would like for the installation and click 'ok'.
Click 'Next' until you get to the finish screen. Click Finish to launch the client.





8. Please enter your username and password to connect to your Account and click Next:



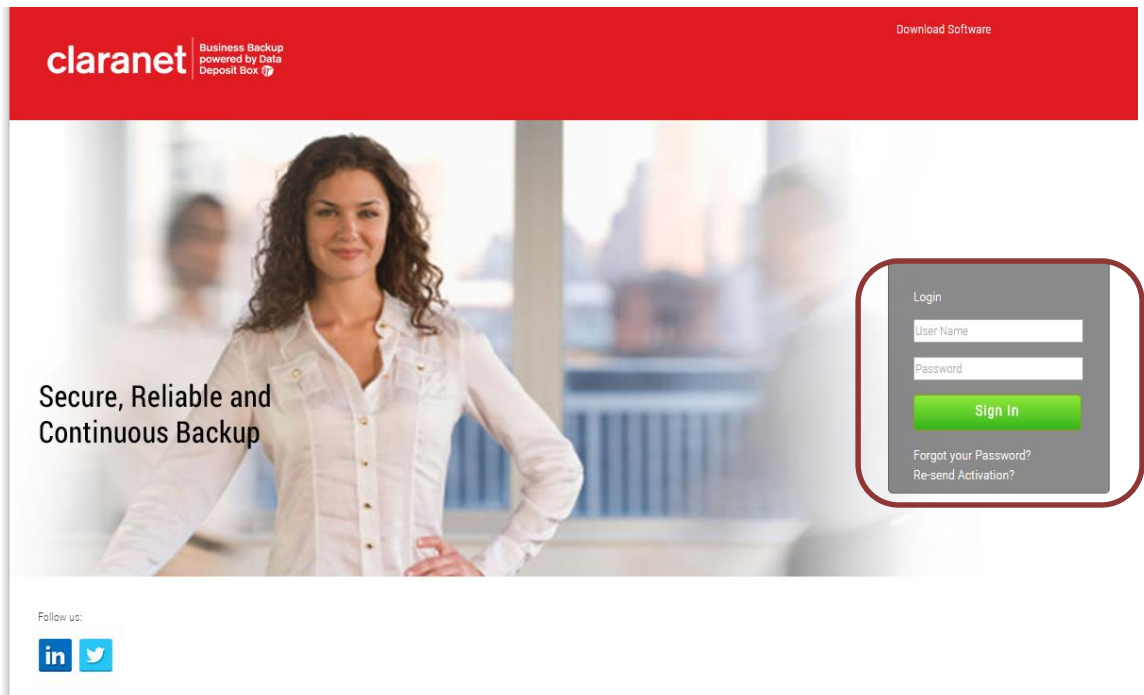
9. The software will recommend selecting some known folders for backup. Once you are satisfied with the selections, click 'Finish'.
Please note: You can select more specific files and folders after the installation is complete.



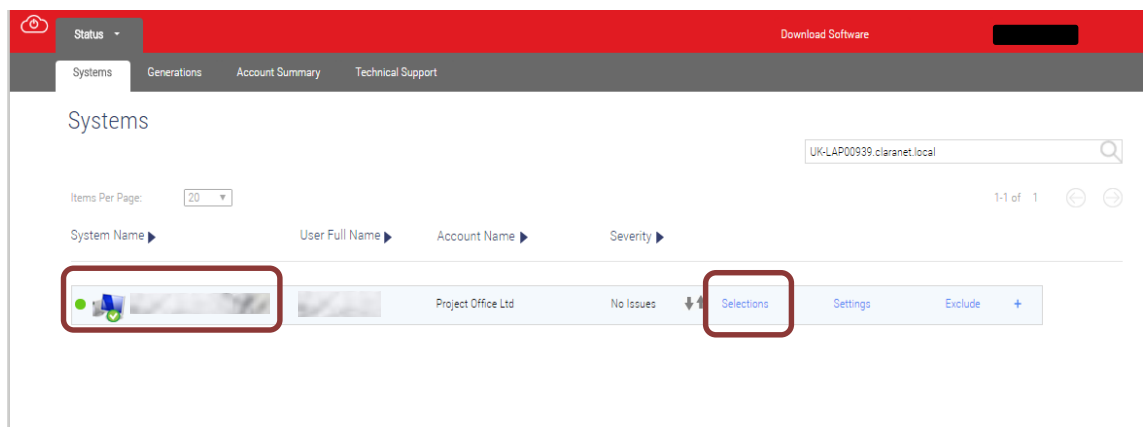
4. The Business Backup Portal

1. You can access the portal by clicking on the software's shortcut on your Desktop  or the icon on your Taskbar .

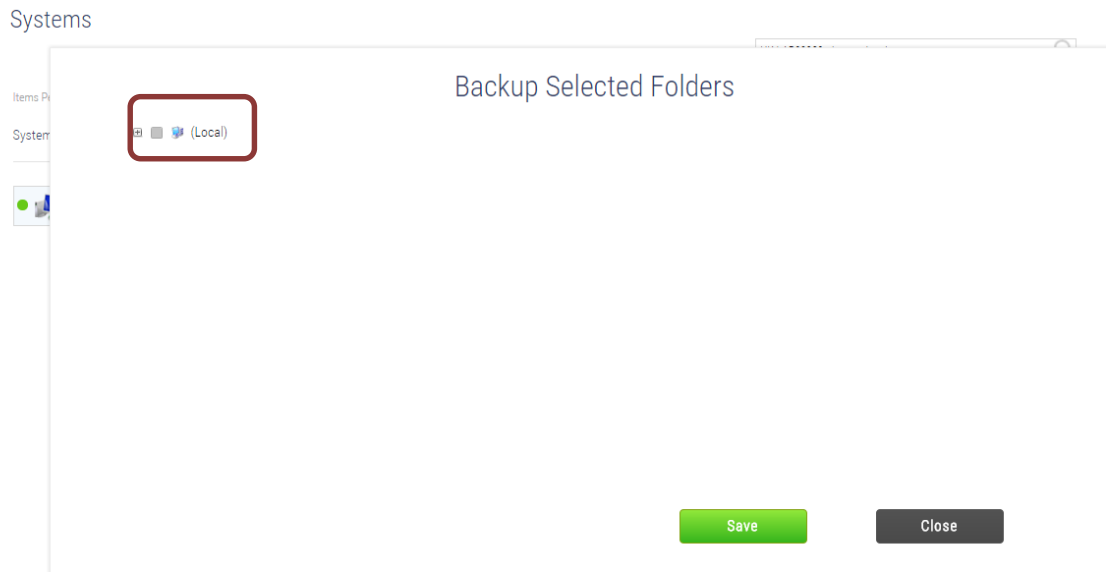
Use your username and password to log in.



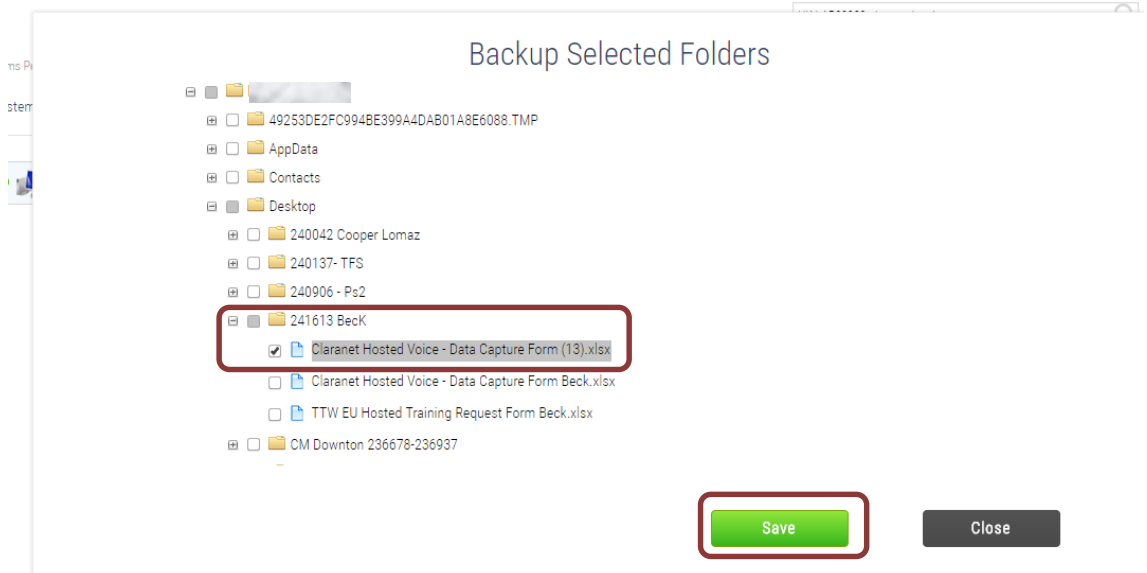
2. Your device will be listed. To select or change the files and folders you are backing up click on Selections:



3. Click on the + symbol to expand and locate your folders:

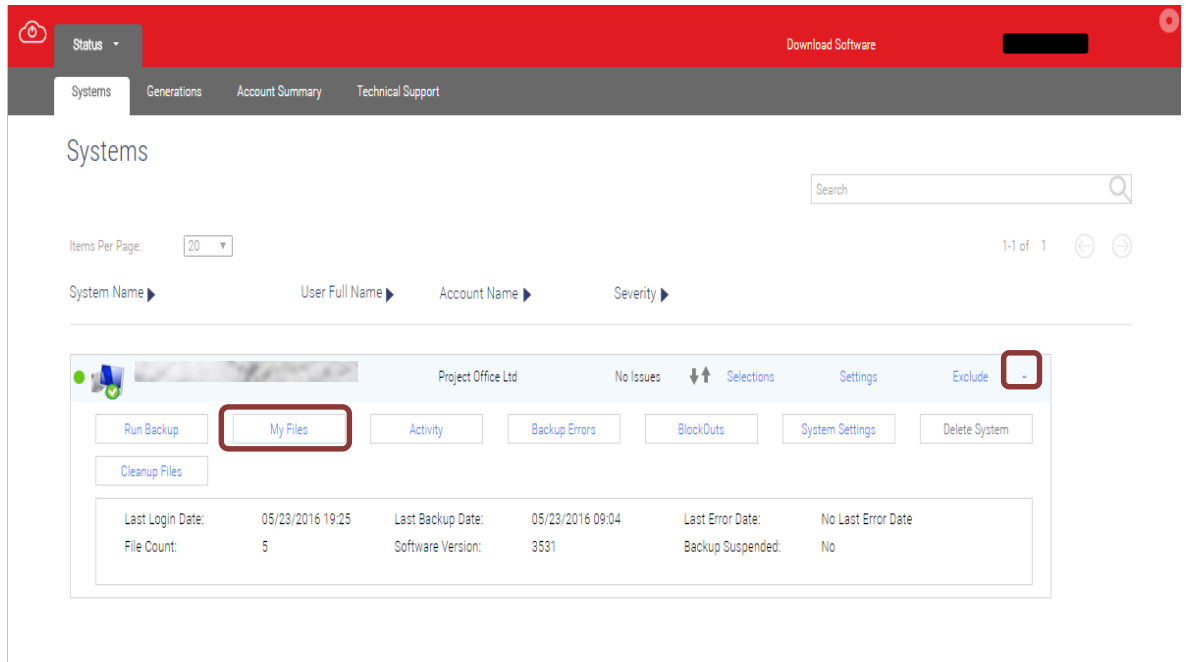


4. Locate the folder you want to back up, Select and press Save

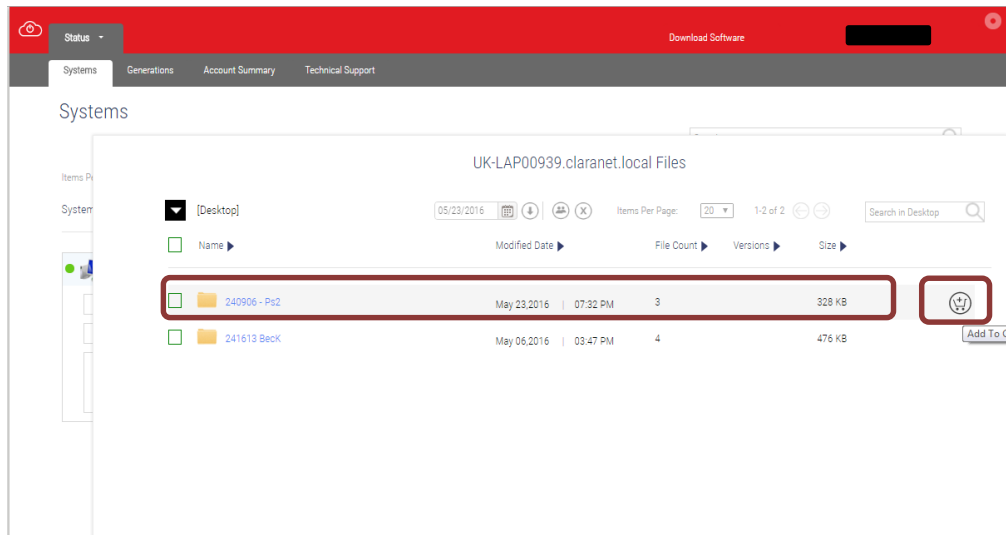


5. How to Restore Files

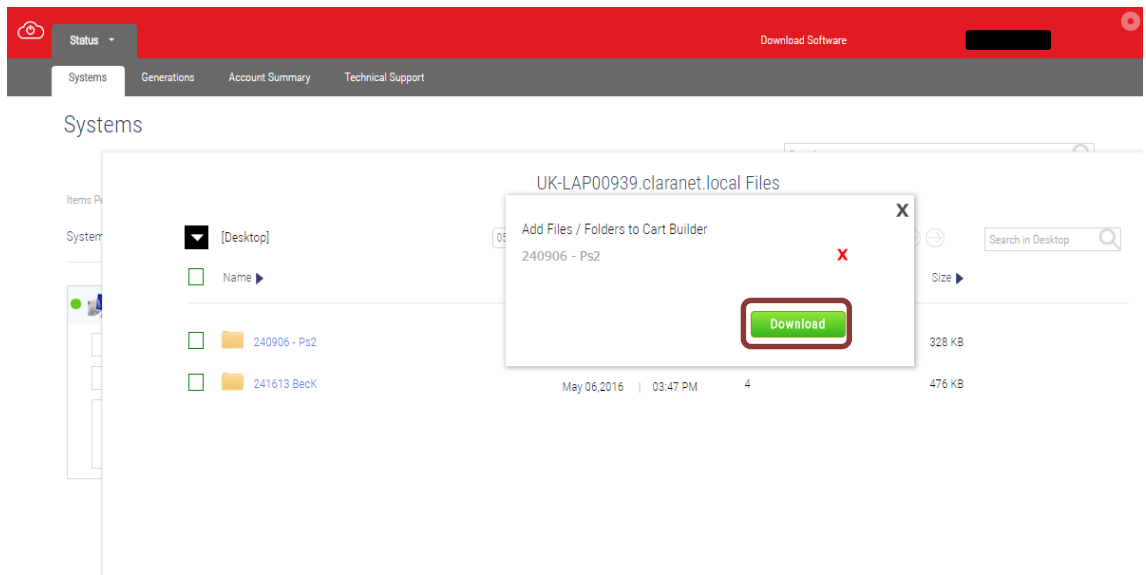
1. You can restore your files by selecting the My Files option. Return to the main page, click + and select My Files



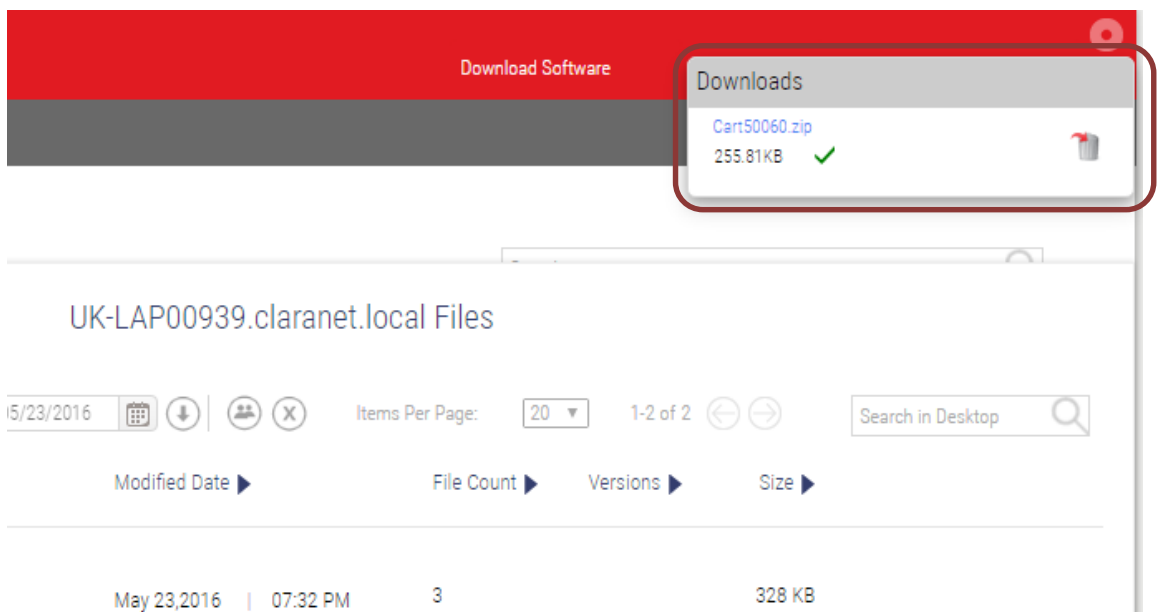
2. Locate the folder or file you wish to restore and click on Add to Cart



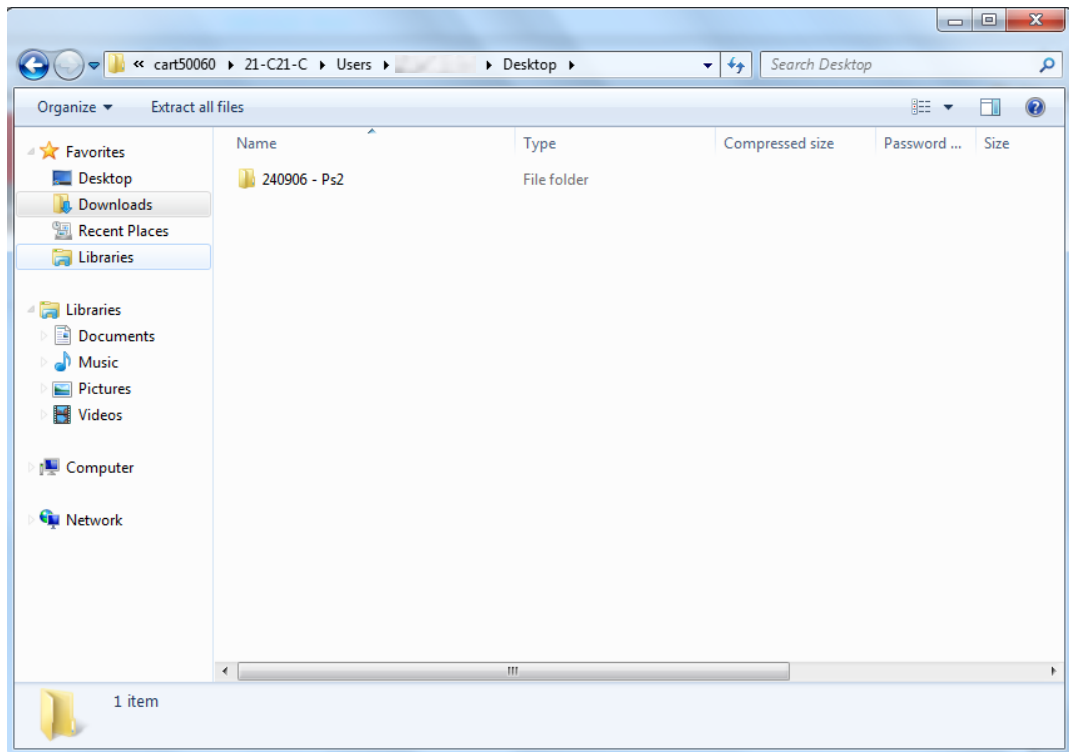
3. Click on Download



4. Your Download cart is located on top right of the screen. The cart will display the progress of the Downloads.

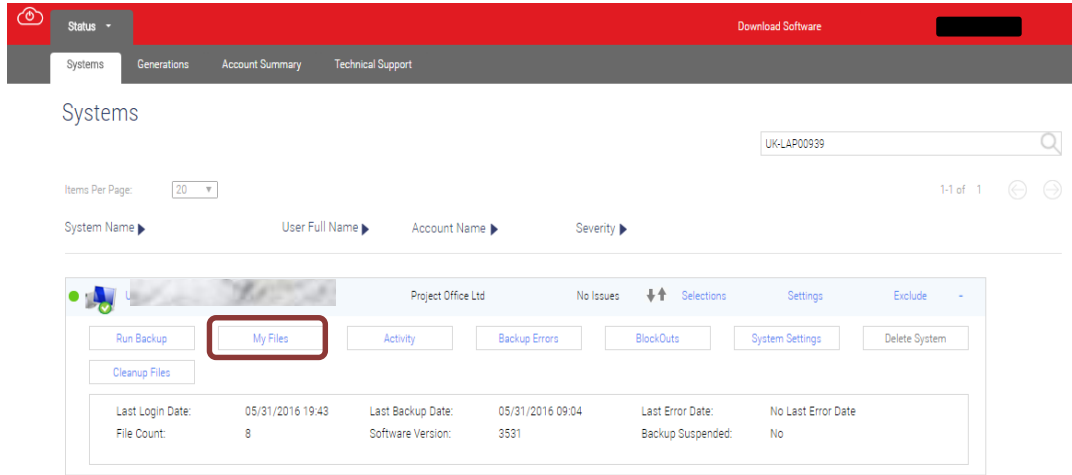


5. You can then download your selected files via your browser.

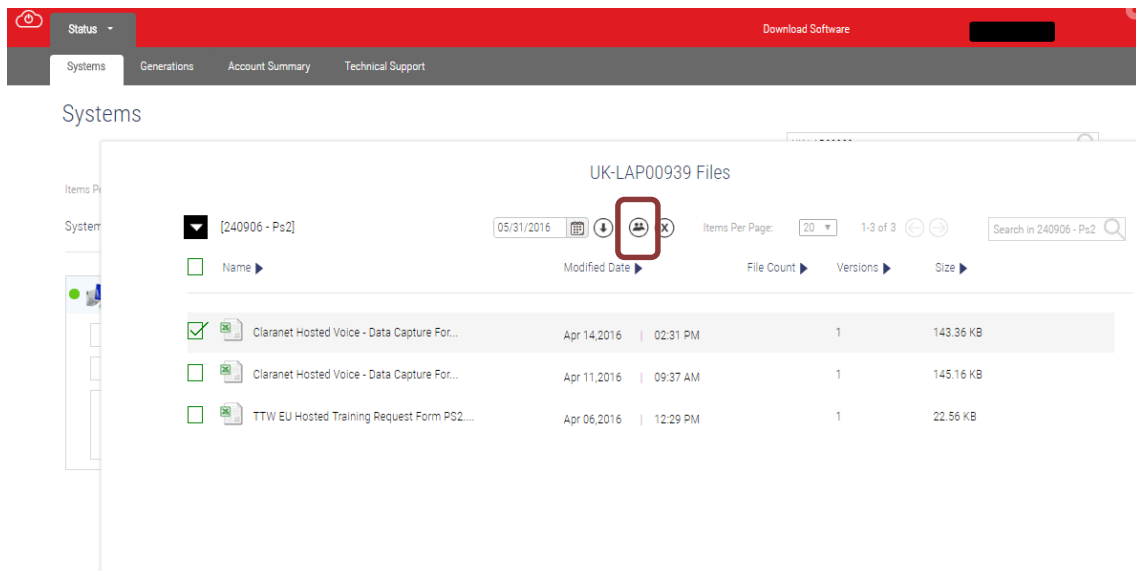


6. How to Share Files

1. Backed up files and folders can be shared with other people via the My Files menu.



2. Select the file/folder you want to share and click on the Share File/Folder Icon.

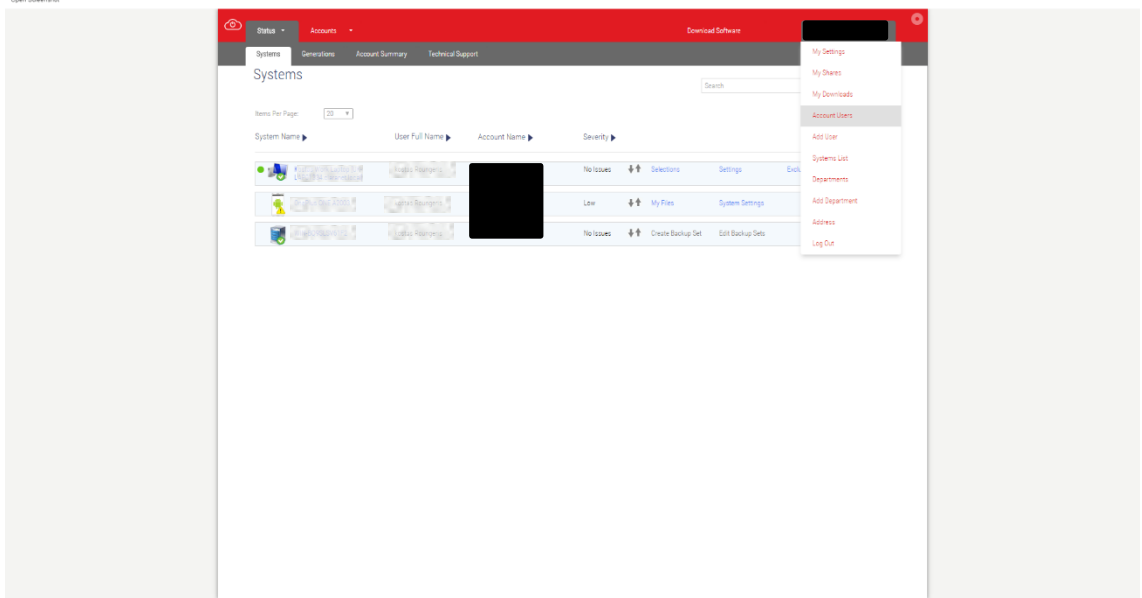


3. Enter a Password if you want to protect the file and insert email address and message.
Click on Share.

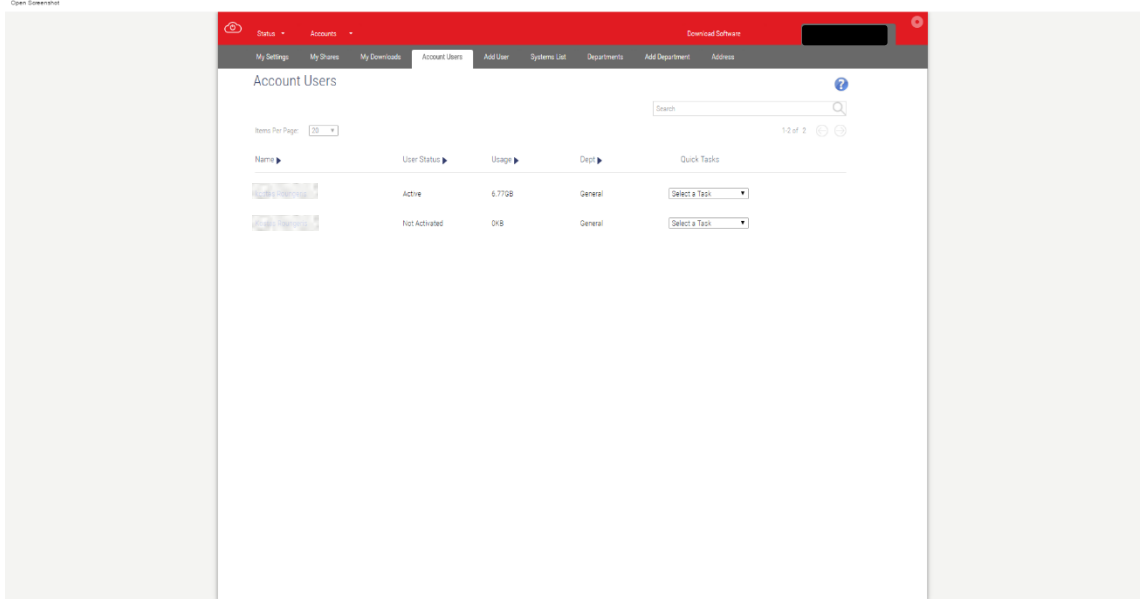
The screenshot shows a web application interface with a red header bar containing 'Status', 'Download Software', and 'Welcome'. Below the header is a navigation menu with 'Systems', 'Generations', 'Account Summary', and 'Technical Support'. The main content area is titled 'Systems' and displays a 'Share' dialog for a file named 'Claranet Hosted Voice - Data Capture For...'. The dialog includes two checked options: 'Password Protect (People with this password will be able to view the content)' and 'Insert Email address and message'. There are input fields for a password and an email address, and a text area for a message. A green 'SHARE' button and a grey 'CANCEL' button are at the bottom.

7. Setting up Additional Users for your Account

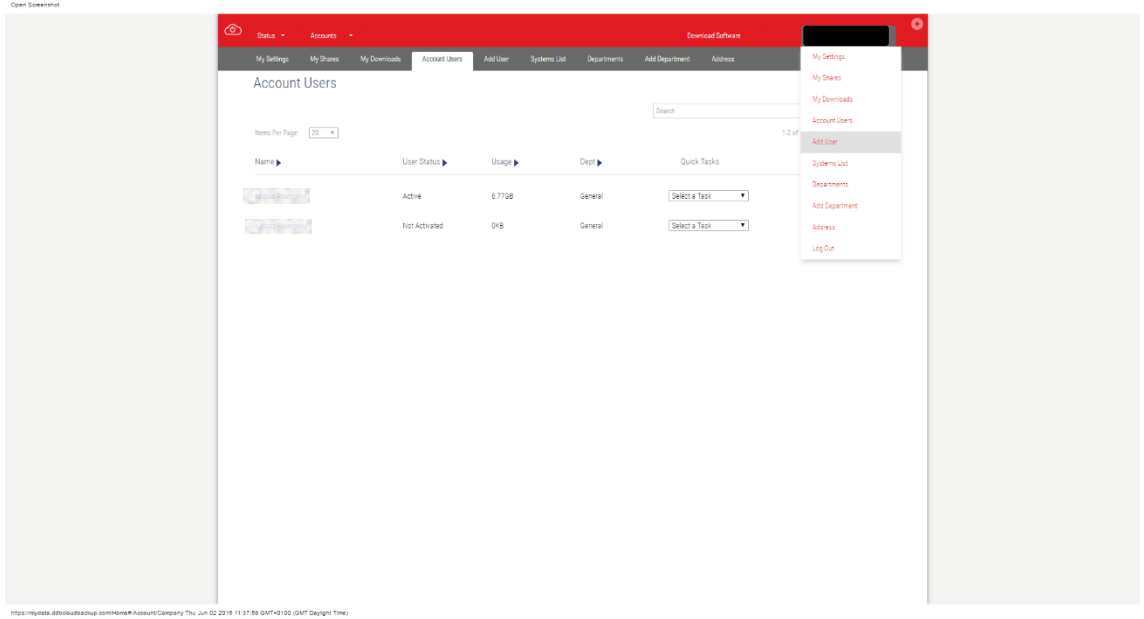
1. In order to see the users for your own account, select **Account Users** from the top right menu.



2. This will give you a list of all the users of your account.



3. By selecting **Add User** from the same menu will enable you to add users to your account.



4. Just fill in the information and click **Save**. An automated invitation email will be sent to your new user.

