

Depositit Advanced-User Guide

WINDOWS & Mac OS

CONTENTS

WINDOWS USERS:

[INSTALL / RE-INSTALL THE BACKUP & RESTORE SOFTWARE](#)

[CREATE BACKUP DEFINITIONS](#)

[RESTORE DATA](#)

[RESET or CHANGE YOUR PASSWORD](#)

[MOVE EXISTING DEFINITIONS TO A NEW MACHINE](#)

[ADDING DEPOSITIT TO AN ADDITIONAL MACHINE](#)

[TROUBLE SHOOTING ERROR MESSAGES](#)

MAC USERS:

[INSTALL / RE-INSTALL THE BACKUP SOFTWARE](#)

[CREATE BACKUP PLANS](#)

[RESTORE DATA](#)

[GENERAL NOTES FOR ALL USERS](#)

INSTALL / RE-INSTALL WINDOWS BACKUP & RESTORE SOFTWARE

[CLICK TO GO BACK TO CONTENTS PAGE](#)

1. Download the Windows Backup software from the following page on our website:
<https://www.deposit-it.com/support>
2. Follow the installation wizards and at the end, in the 'Account Set-Up' window, enter your Account Username and Password and click 'Submit'.

You can confirm your Username at the top of all emails received from Depositit. For security, Depositit do not keep any records of customer passwords however this will be a mix of letters & numbers that you created during registration.

depositit
ULTIMATE DATA PROTECTION

ACCOUNT SET UP

1. To confirm your account details, please enter your User Name and Password in the fields below.

User Name

Password (should contain letters & numbers)

If you have forgotten either your User Name or Password please email security@depositit.com for assistance.

2. Click the SUBMIT button below to confirm your above selections.

IMPORTANT!

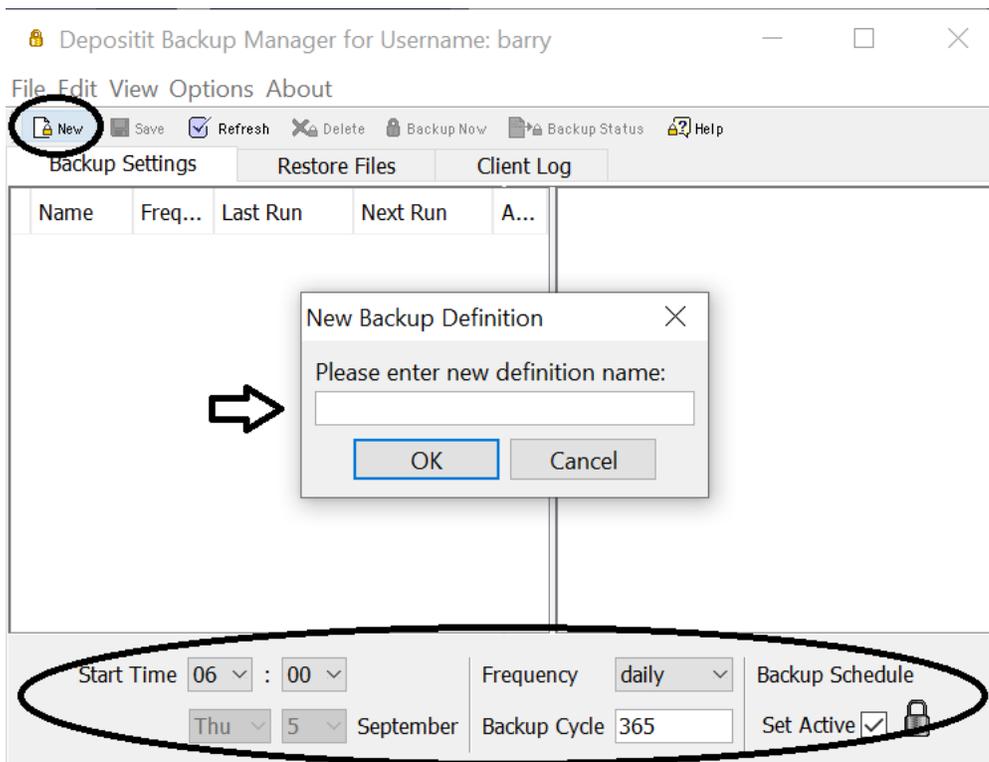
Keep your Depositit assigned Email address, Username and Password safe as you will require this when restoring data or when installing the software on to a new machine.

CREATE BACKUP DEFINITIONS – Windows machine

[CLICK TO GO BACK TO CONTENTS PAGE](#)

IMPORTANT! We do not recommend selecting the entire Drive, Operating System, Software Programs or downloaded applications as these do not need to be backed up and may fail. We recommend backing up folders containing your critical files such as those you save to your Desktop, Documents and Pictures folders, Email and other specific Databases required (i.e .pst, .access, SQL etc).

1. In Depositit Backup software, select 'New' and specify a name for your definition (example: my documents or barrys folder) and click 'OK'.



2. The name will appear in the right hand pane above the list of drives and you can expand these to locate and select the folders/files you wish to backup (normally C: or D: drive).
3. In the 'Backup Schedule' section at the bottom, 'Set Active' is checked by default to ensure your data is backed up automatically for you. 'Frequency' is set by default to run each day and 'Backup Cycle' is set to retain deleted files for at least one year. The backup cycle also enables you to restore previous saved versions of files that are constantly updated such as spreadsheets etc.

4. You can adjust the '**Start Time**' to whenever is convenient for you and if your machine is switched off at the scheduled time, it will carry out the missed backup automatically the next time the machine is switched on and connects to the Internet.
5. When you've set up your definition, click the '**SAVE**' button (next to 'New') and review the '**File Selection**' window and click '**OK**'.

Your Backup Definition will appear on the left hand pane of the window and will run automatically at the scheduled time for you.

IMPORTANT!

Depending on the size of your backup selection, the first backup could take some time to fully complete. When it does you will receive an email confirming this.

Please ensure your machine remains switched on and 'Sleep' mode is turned off, allowing the initial backup to complete without interruption.

Thereafter, subsequent daily backups run incrementally, backing up just new or amended files and will be much quicker.

TIPS!

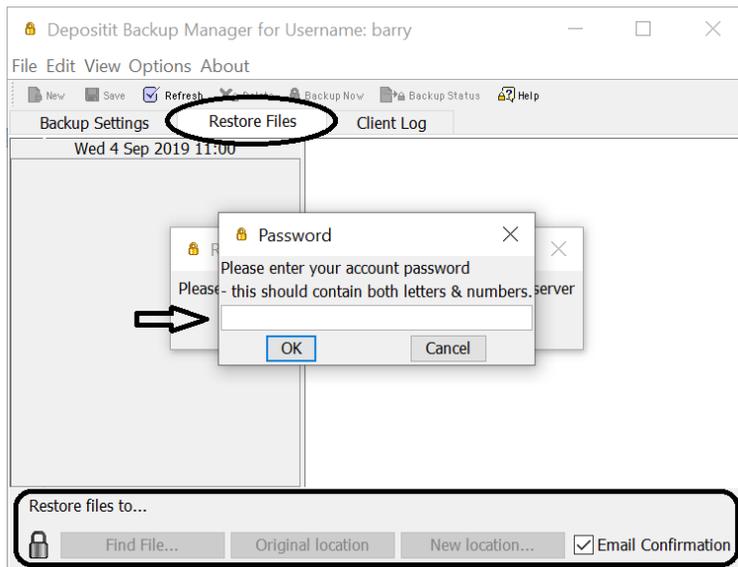
You can create multiple Backup definitions, separating your important documents and spreadsheets from your personal pictures and media files, and schedule each definition to run automatically at a slightly different time.

You can edit your data selection and schedules at any time by highlighting your definition name on the left and then amend your selection on the right and click SAVE to save the changes you've made.

RESTORE DATA – Windows machine

[CLICK TO GO BACK TO CONTENTS PAGE](#)

1. Open **Depositit Backup** software.
2. Select '**Restore Files**'.



3. Enter your Depositit Account Password and click '**OK**' to reveal your Backup definition/s.
4. Expand the definition you wish to restore data from and a list of dates will appear.
5. Highlight the required date and wait for this to be read from Depositit Servers.
6. In the right hand pane, locate and tick the folders and files you wish to restore.
7. At the bottom of the window select '**New location**' and browse to the location you wish to receive the restored files (see 'TIPS!' below) and click '**Restore to**'.
8. A Progress meter will appear and your selected folders/files will start to restore to your chosen location. Once completed, the Progress meter will disappear and you will receive a notification email.

TIPS!

We recommend restoring all data to the 'Desktop' as this way you can easily find your files after they have restored and then move them to any other location of your choice to continue backing them up.

If you select to restore to original location, you may overwrite an earlier or later version of the same named file already in that location.

RESET or CHANGE PASSWORD – Window Users only

[CLICK TO GO BACK TO CONTENTS PAGE](#)

Your password is always required to install/re-install Depositit Backup software and also to restore files.

Reset it here: <https://www.depositit.com/reset.shtml> or contact support@depositit.com

IMPORTANT! You must update the Backup software with the newly received password to ensure your current Backup definitions continue to run and also to proceed to restore files.

- a. Open Depositit Backup software.
- b. In the 'EDIT' menu, select 'Update My Account Details'.
- c. Replace the current string of dots with the new password received.
- d. Click 'Submit'.

Change an existing or newly reset password to something else:

- a. Open Depositit Backup Manager.
- b. In the 'EDIT' menu, select 'Update My Account Details'.
- c. Scroll to the bottom of the window to change your password.

depositit
ULTIMATE DATA PROTECTION

ACCOUNT SET UP

1. To confirm your account details, please enter your User Name and Password in the fields below.

User Name

Password (should contain letters & numbers)

If you have forgotten either your User Name or Password please email security@depositit.com for assistance.

2. Click the SUBMIT button below to confirm your above selections.

Do You Need To Change Your Password?
If you need to change your password please click [HERE](#)
(please note that you must know your current password before being able to change it)

MOVE EXISTING DEFINITIONS TO A NEW MACHINE – Windows

[CLICK TO GO BACK TO CONTENTS PAGE](#)

1. [Install Depositit Backup software](#) on your new machine.
2. If you need to reset your Password, click [HERE](#).
3. [Restore](#) any/all required data to the new machine.
4. Once your required programs are installed and your data is in the correct location on the new machine, you can create new [Backup](#) definitions in moving forward.

NOTE!

When setting up the new definition/s, you should give them the exact same names as previously on the original machine and they will potentially continue to run incrementally from where they left off and not need to upload all the data from fresh.

IMPORTANT!

Before proceeding to backup from the new computer:

- a. Open Depositit Backup software on your original machine.
- b. Highlight the Backup definition/s (one at a time) and un-check the tick in the 'Set Active' field (located bottom right).
- c. Click 'SAVE' (top left) after each one.

This will set the original definitions to non-active and ensure they do not run automatically if the original machine is ever switched on and connects to the internet.

ADDING DEPOSITIT TO AN ADDITIONAL MACHINE – Windows

[CLICK TO GO BACK TO CONTENTS PAGE](#)

1. [Install Depositit Backup software](#)
2. At installation, enter your Account Username and Password
3. Create new Backup definitions and schedules for your required data

IMPORTANT!

When creating one or more definitions on an additional machine, do not give them the same names. Instead, you should give them entirely different names.

NOTE!

You will receive individual notification emails for each and every definition, from all your machines, each time they run and complete.

If for any reason you do not receive these notifications you should check your spam folder or contact us for support at support@depositit.com

TROUBLE SHOOTING ERROR MESSAGES –Window Users only

[CLICK TO GO BACK TO CONTENTS PAGE](#)

If you are not receiving notification emails for your backups, they may have ceased to run due to a number of possible reasons (first check your Junk folder to see if the emails are going there).

How to Remedy Backups That Appear to Have Stopped Running Automatically?

Option 1: Restart your machine in the first instance and see if this helps.

Option 2: Check the 'Service' is running on your machine (see: [Restart the 'Automated' Service](#)).

Option 3: Right click your backup definition in the software and click 'Properties' to confirm the number of files selected. If this is above 100,000 files you may have exceeded the file limitation and reducing the number of files in the definition should remedy this.

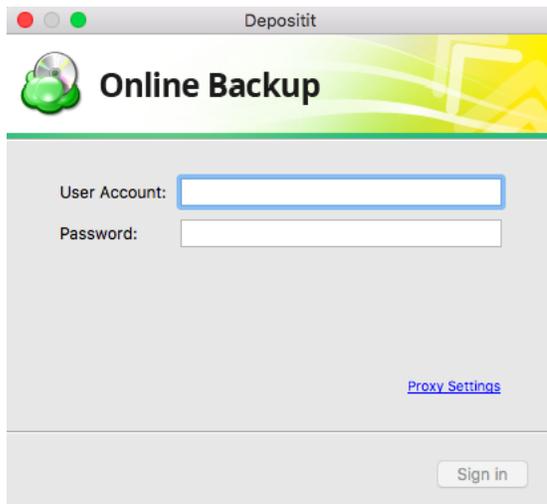
A comprehensive list of possible error messages and their potential remedy can be found on our Online Backup Helpdesk: <http://backuphelpdesk.com/errorMsg.html>

For further assistance, please email support@depositit.com

INSTALL / RE-INSTALL THE MAC BACKUP SOFTWARE

[CLICK TO GO BACK TO CONTENTS PAGE](#)

- 1. Download the Backup software by clicking the link provided in your Welcome email.**
Run the installation from your Downloads folder. If your machine has a password, you will be prompted to type this in, to continue installing. If your machine does not have a password, click 'ok' without typing a password.
- 2. Once installed, go to your Launchpad to locate and select 'Depositit Backup'.**
An alert will appear, suggesting you don't have a license to run the product. Click 'OK' to proceed.
- 3. Enter your Account email and password and click 'Sign in'.**
You can find your User Account email address and password in your Welcome email.



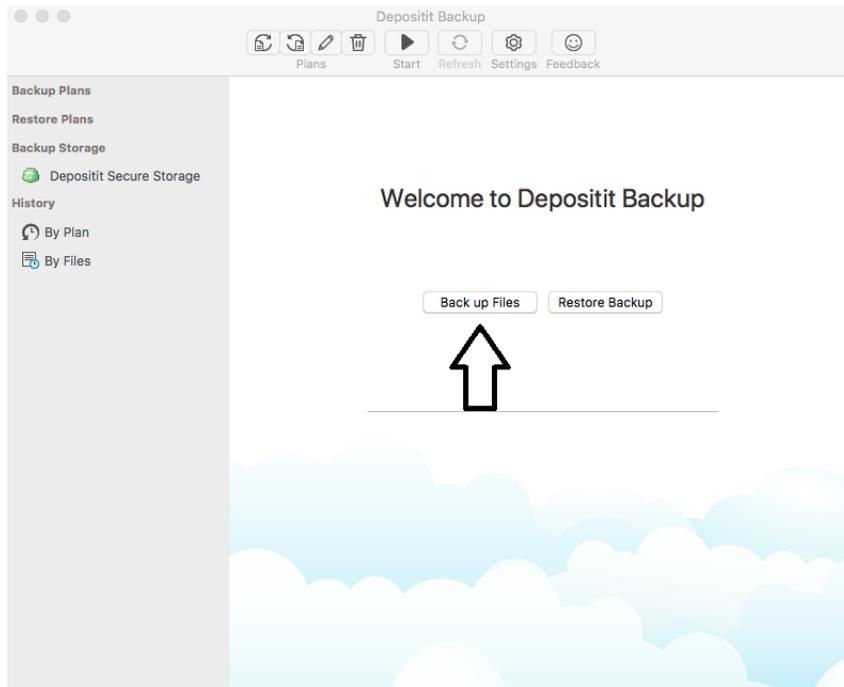
IMPORTANT!

Keep your Depositit assigned Email address and Password safe, as you will require this when restoring data or when installing the software on to a new machine.

CREATE BACKUP PLANS – Mac OS

[CLICK TO GO BACK TO CONTENTS PAGE](#)

1. In the **Depositit Backup software**, select 'Back up Files' and specify a name for your plan (example: my documents or johns folder) and click 'Continue' without ticking other fields in the window.



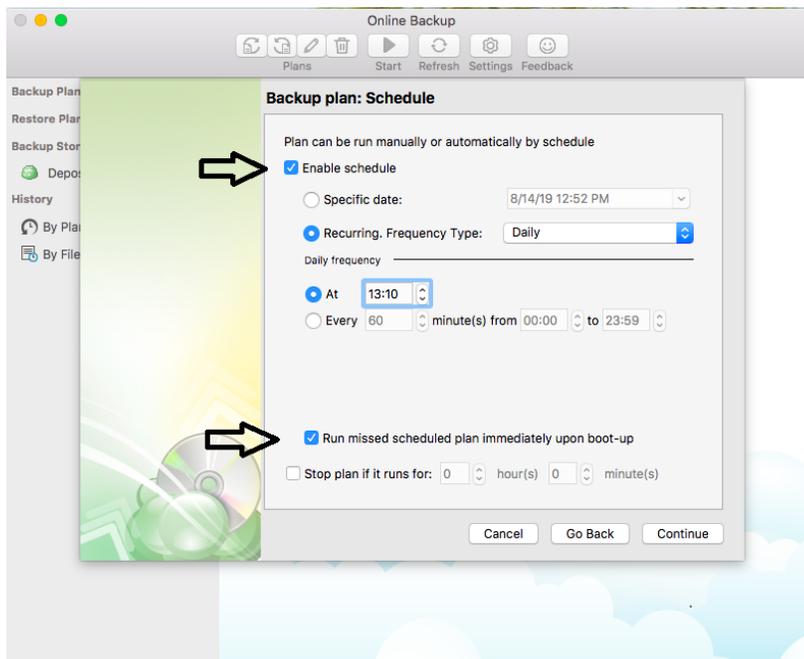
2. In the '**Backup source**' window, locate and select the folders & files you wish to back up and then click 'Continue' without ticking any other fields in the window.

NOTE! We do not recommend selecting the entire Macintosh HD folder, Operating System, Program files or Applications as these do not need to be backed up and may fail. We recommend backing up critical files, such as those you save to your Desktop, Documents and Pictures folders.

3. In the '**Advanced Filter**' window click 'Continue' without ticking any fields.
4. In the '**Retention policy**' window, click 'Options' (next to 'Use default') and increase the 'keep number of versions' field to **30** and then click 'Close' and 'Continue'.

NOTE! This will enable you to restore previous saved versions of files (up to 30), that are constantly updated such as spreadsheets etc.

5. In the **'Schedule'** window, select **'Enable schedule'**. This will ensure your data is backed up automatically for you. You can adjust the time/frequency that works for you. Please also select **'Run missed scheduled plan immediately upon boot-up'** as this ensures if your machine is closed at the scheduled backup time, the next time you switch on and connect to the Internet, the backup will automatically run for you. Click **'Continue'**.



6. In the **'Pre / Post Actions'** window Click **'Continue'** without ticking any fields.
7. Finally, review the **'Summary'** window and click **'Done'** and your Backup plan will appear under the **'Backup plans'** tab on the left hand pane of the Agent.

TIPS!

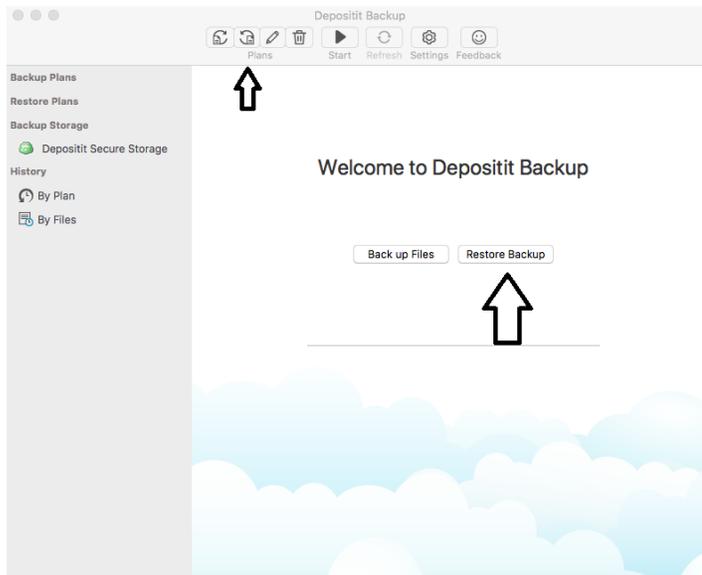
You can create multiple Backup plans, separating documents/spreadsheets/pdf's etc from pictures/media files and schedule each plan to run automatically at a different time.

You can edit your data selection and schedules at any time by highlighting your plan name on the left and then select the 'pencil' icon located in the top row of the Agent.

RESTORE DATA – Mac OS

[CLICK TO GO BACK TO CONTENTS PAGE](#)

1. Open the Depositit Backup Agent.
2. Select 'Restore Backup' or click the second from left icon at the top of the Agent.



3. In the '**Plan name**' window, select 'Run restore once' and click 'Continue'.
4. In the '**Restore type**' window, select either 'Latest version' or 'Point in time' and provide a date you would like to restore from and click 'Continue'.
5. In the '**Restore source**' window, locate and tick the folders and files you wish to restore and click 'Continue'.
6. In the '**Destination**' window, select 'Restore to specific location' and click 'Browse' to go to the location you would like to restore to and click 'Open' and then 'Continue'.
7. In the '**Encryption Option**' window, click 'Continue' without ticking other fields.
8. Review the '**Summary**' window and click 'Done' and your selected folders/files will restore back to the selected location.

TIPS!

We recommend restoring all data to the 'Desktop', as that way you can easily find your files after they have restored and then move them to any other location of your choice to continue backing them up.

If you select to restore to original location, you may overwrite an earlier or later version of the same named file already in that location.

GENERAL NOTES

[CLICK TO GO BACK TO CONTENTS PAGE](#)

If you are unable to identify the exact location of your data files on your machine, be in touch and we can assist.

Be in touch if you need to install the software to backup or restore files on to a new or additional machine.

Be in touch if you need to reset your password.

Your Backups will run at the time/frequency you scheduled and each time they complete you will receive a notification email. If you do not receive notification emails, please check your Junk or Spam email folders as they may have been filtered by your mail provider or program.

For further assistance, please email support@depositit.com