

User Guide

Dropbox Backup & Recovery



Dropbox UG CE 23.2.1

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1 Preface

1.1 About this Guide

Thank you for selecting CloudAlly for Dropbox. Relax! All your Microsoft 365 data is now securely protected with easy recovery from data loss. CloudAlly comprehensively backs up your Microsoft 365 Exchange, OneDrive, SharePoint, OneNote, Teams & Groups data on industry-leading AWS S3 storage. Our product's ethos is to provide feature-rich backup and recovery with security, ease of use, and flexibility woven in.

CloudAlly is cloud-native, a full cloud-to-cloud solution. No installation is required, the setup is hassle-free, backup is easy, and there are flexible recovery and export options. Read on for instructions about how to activate and manage your backups, restore your data by keyword, from any point-in-time, and at any granular/hierarchical level, export your backups to your own storage, activate summary/exception reporting, and set up MFA and other helpful features.

Questions or comments? Please contact us at support@cloudally.com or search our Knowledge Base at https://support.cloudally.com/hc/en-us.

1.2 Audience

This guide is intended for individuals who administer CloudAlly for Dropbox.

1.3 What's in this Guide

This guide is organized to help you find the information you need to manage CloudAlly for Dropbox. It is divided into functional parts intended to support you as you manage your environment:

- Creating and Accessing Your Backup Account
- Backing Up Your MS 365 Data
- <u>Recovering Your Backed Up Data</u>
- Filtering and Viewing Drill-Down Details
- Managing Your Account
- Managing Subscriptions and Payments



2 Creating and Accessing Your Backup Account

2.1 Prerequisites

To administer the CloudAlly Backup for Dropbox environment, the following is required:

CloudAlly Backup for Dropbox subscription

2.2 Sign Up/Sign In from the CloudAlly Home Page

- 1. In your Internet browser, open cloudally.com and click Login.
- 2. Click **Customers**. The Sign In page is displayed.

	Pres Bial
Sign In to your Account	
Email	
Panaword	
Enret your Anterword?	
Rin In	
G Sign In with Google	
11 Sign In with Microsoft	
O Sign Is with Okta	
Terms of Service and Privacy Statement	
powered by aWS	

3. If you don't have an account yet, click **Sign Up**. The *Sign Up* page is displayed.



Comprehensive. Proven. Secure.	Sign up for a 14 Day Free Tria	I
Protect your Cloud Data for FREE with CloudAlly	First Name Last Name	
14 Day Free Trial	Email	
 5 Minutes Setup No Credit Card Required 	Password Ø Confirm Password	ø
Get proven and secure data protection with the Pioneers of SaaS backup.	EU (Ireland)	
	Sign up	
· · · · ·	ar	
	G Sign up with Google	
	Sign up with Microsoft	
	By creating an account, you agree to our Terms of Use and Privacy Polis	x

- 4. Complete the form, and then click Sign up.
 - **Note:** CloudAlly gives you the choice of numerous AWS data centers available in the dropdown menu "Location." These include locations in Australia, Canada, EU (France, Germany, and Ireland), US, UK, and Japan. The ability to choose from a wide range of data centers helps our customers comply with local data sovereignty laws that regulate the physical location and movement of data. In addition, we also offer a "Bring Your Own Storage" (BYOS) option on request. This allows you to backup sensitive data in your own AWS S3 buckets, S3 compatible storage service, Azure, or Google Cloud Platform. Please contact support@cloudally.com for more information.
- 5. Your trial account is created, and an email containing your activation link is sent to your email address. Click on the activation link contained in the email you received to activate your account. If you sign up with Google, Azure, or Okta, the activation link will not be sent to you.
- 6. Once your account is activated, you are redirected to the CloudAlly *login* page. Enter your email address/password and click **Sign In** to login and access your account.

You can also enable Two-Factor authentication to provide additional security. For more information, see Managing Your Account .



2.3 Resetting Your Password

If you do not remember your password, you can easily reset it using the **Password Reset** function.

1. On the sign-in page, click **Forgot your password?** to start the process of resetting your password.

	Don't have an account? Sign up	
	Don chave an account: Sign up	
bob.smith@	<pre>@ca4software.onmicrosoft.com</pre>	
Password		ş
Forgot your pass	word?	
	Sign In	
	or	
G	Sign In with Google	
	Sign In with Microsoft	
	a	

2. The Password Reset page will appear.

Passwor	rd Reset
To reset your pa the Email address y	assword, enter you signed up with
Email	
Res	set



- 3. In the Email field, enter the email address that you used to sign up.
- 4. Click **Reset**, and the *Password Reset* window will appear.



The email will look as follows:

CLOUDALLY an openfext company	CloudAlly.com
CloudAlly Backup Password Change Request	-
Hi, Adəm Smith,	
Account ID: adam_smith@cloudally.com	
A request to reset your CloudAl been made by: adam_smith@clo	ly Backup password has udally.com
If you approve this request, please click the fo the password reset.	llowing link to complete
Reset CloudAlly Password	

5. In the email, click **Reset** CloudAlly **Password** to confirm the password reset, and the *Change Your Password* window will appear.



Fill-in the new passwo	rd
New Password	ø
Confirm New Password	Ø
Save	

6. Enter your new password in the **New Password** field and again in the **Confirm New Password** field, and click **Save**.

After resetting the password, you will be directed back to the *Sign In to your Account*.



3 Backing Up Your Dropbox Data

Dropbox lacks the daily backup and archiving process necessary for you to restore data after it has been manually or automatically removed from the recycle bin. CloudAlly automated daily Dropbox backup service ensures that you can both quickly recover data from any point in time as well as export your archives for local storage.

CloudAlly's Dropbox service backs up data from files and folders.

With a few simple clicks, you can activate backups for all or selected users.

3.1 Supported Versions

CloudAlly supports backup and recovery of the following Dropbox versions:

- Business Professional
- Business Standard
- Business Advanced

Note:

- * Dropbox personal versions are not supported.
- * CloudAlly supports upgrading from Dropbox Standard and Advanced plans to Dropbox Professional.
- The backup history will be preserved and available for recovery.

3.2 Creating a New Backup Task

To create a new CloudAlly backup task:

- 1. Sign in to your CloudAlly Account, or if you are already signed in, click the **Homepage** option in the Navigation Panel.
- 2. On the Homepage, click + Add Backup Task.



3		Bobsmith@ca4software.onmicrosoft.com Bob Smith Log Out 📑
Homepage Jobs	Homepage C Search 7 Bockups	88 😝
Bacovery Accurry	Full MS Exchange Backup * Microsoft Exchange Socceeded	Total © Active © Total Size Last Snapshot Next Backup © Review) 1 12 12 14.61 MB one day ago in 13 hours © Insing team
Semngs	Full Teams Backup /* Microsoft Groups / Teams (Particity Saccorded)	Total Ø Active Ø Total Size Last Snapshot Next Backup 63 6.48 MB 34 days ago In 12 hours Image: Comparison of the start s
	Groups And Teams Bock. # Microsoft Groups / Teams Succeeded	Total ⊕ Active ⊕ Total Size Last Snipphot Next Backup 8 2 70:55 KB 38 days ago In 10 hours ∑ Backup fuile 1
	Sharepoint Backup A Microsoft SharePoint Partially Succeeded	Total @ Active @ Total Size Last Snapshot Next Backup (a) Resver 88 62 78.57 MB 2 days ago In 3 days (b) Resver 1
	Sharepoint Backup / Microsoft SharePoint Successful	Total @ Active @ Total Size Last Snapshot Next Backup @ Recovery 11 11 114.599 MB 48 days ago In 11 hours (Lasting Time)
@ Support	One Drive Murcrosoft OneOrive Succended	Total © Active © Total Size Last Snapshot Next Backup 64 64 12.83 68 2 days ago In 11 hours © Backup III

The Activate A New Backup page is displayed:

3			Bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out
O Homepage	Homepage > New		
jobs	Activate A New Backup		$\ensuremath{\mathbb{D}}$ You will be directed to your account for authentication
\$	Kicrosoft Exchange	Including: Mail, Calendar, Contacts and Tasks	
Recovery	Teams	Including: Conversation, Calendar, Sites, Apps, Channels, Metadata	
Activity	Microsoft SharePoint	Including: Sites documents and Libraries	
() Settings	Microsoft OneDrive	Including: Personal sites documents and Libraries	
	G Google Workspace	Including: Mail, Calendar, Contacts, Drive and Tasks	
	Google Shared Drives	Including: Files and Folders	
	Salesforce	Including: Organization data and Chatter	
	box Box	Including: Files and Folders	
	Cropbox	Including: Files and Folders	
	Google Account	Including: Mail, Calendar, Contacts, Drive and Tasks	
	імар	Including: Mail	
(C) Support			() Help

3. Click **Dropbox**. The following screen appears.



Enter your admin details	
* Backup Name	
Enter your backup name	
You will be redirected to Dropbox for authentication.	
Cancel	Authentication

- 4. Fill in the name of the backup task. This name is used in the notifications and reports, and it can be changed later.
- 5. Click **Authentication**. You will be directed to the *Dropbox login* page, where you need to add your user name and password. Click **Sign In**.
- 6. You will be redirected to the *Backup Settings* page, where you can adjust the settings of the backup.

3			bob.smit	h@ca4software.onmicrosoft.com	Bob Smith	Log Out
O Homepage	Full Dropbox Backup 🖋 Homepage > Full Dropbox Backup					
)obs	Connected @					0
© Recovery	Backup Settings					
8 Activity	The automatic addition/deletion of an account, site, domain, table or drive can affect your more	thly or annual billing amount				
~	🐼 index all stata for Search 😆	Backup Datacenter	0	Retention Period		0
Settings.						
	Automatically activate new users / team folders	Backup Frequency		Backup Hour (UTC)		
	Retain auto-archived backups for days before deleting	Daily		3:00		
					Cancel	Save

On this page, you can adjust the backup settings and activate backups for the Dropbox users. See the sections below for the detailed procedures.



3.3 Configuring Backup Settings

To access the configuration screen, click the settings • icon on the top right side of the screen.

3				bob.smit	h@ca4software.onmicrosoft.com	Bob Smith	.og Out 📑
Homepäge	Full Dropbox Backup 🖋						
Jobs							۰
Recovery	Backup Settings						
8 Activity	The automatic addition/deletion of an account, site, domain, table or drive can affect your m	nonthly or annual billing amou	nt				
~	🖅 Index all stata for Searchy 0 🚺	Back	ap Datacenter	0	Retention Period		0
Settings	Automatically activate new users / team folders	0	ope Grewndl	(M)	Unimited		
		Back	up Frequency		Backup Hour (UTC)		
	Retain auto-archived backups for days before deleting 0	Da	y .		3:00		- V 1
						Cancel	qvi

The set of options on this screen enables you to select the backup settings for the User / Team Folder.

- 1. You can change the name of the backup task by clicking \checkmark .
- 2. The icon to the right of the Dropbox logo displays whether the application was able to connect to the specified Dropbox account. If the authentication token granted for the application becomes invalid (e.g., it expires due to inactivity because you put the backup task on pause for a long time), the green Connected icon changes to the red Disconnected. To grant the application a new token, click on the icon to open the authentication dialog, and repeat the authentication process.
- 3. By default, the "Index all data for Search" option is selected, which enables CloudAlly to provide you with its granular search and restore functionality. In the process, your data is temporarily decrypted for a brief period of time, and then re-encrypted once the index is built. If this goes against your company policy and you would like to disable automatic indexing, please contact support@cloudally.com.
- 4. The Automatically activate new User / Team Folders option instructs the system to detect new User / Team Folders, and activate them automatically.
- 5. Backups are automatically archived when an entire site is deleted. The **Retain auto-archived backups** option allows you to retain them for a specified number of days, after which they will be deleted. Otherwise, the backups will be retained indefinitely.



- **Note:** The **Backup Data Center** and **Retention Period** fields are "display only," and their values can't be changed here.
- 6. The **Backup Data Center** field displays the Data Center location you selected when you signed up with your registration.

The **Retention Period** field displays whether a retention period has been set up. By default, we provide unlimited retention of your daily backups for as long as you maintain your account subscription. You can override this default and specify a retention period in days, months, or years by submitting a support ticket. Backups older than the retention period specified will be automatically deleted.

Note: Your backup storage location cannot be changed once it's been set during the account setup process. Contact CloudAlly if you need to move backups to a different geographic region, or if you'd like more information on our "Bring Your Own Storage" (BYOS) option

7. Backup Frequency and Backup Hour

- a. Click the drop-down list adjacent to the **Backup Frequency** field and select how often you would like the backups to occur. The available options include:
 - i. Daily
 - ii. Every 3 days
 - iii. Weekly
- b. Click the drop-down list adjacent to the **Backup Hour (UTC)** field and select the backup hour. Click **Save**

Note: Adding more frequent backups is possible via a support request.



3.4 Activating Your Backups

Once you have configured your backup settings, you need to **Activate** them, in order for them to begin backing up your data.

1. Scroll down to the bottom of the screen where all of your User / Team Folders are listed.

	DALLY Cloud to Cloud Backup			bob.	mith@ca4software.onr	nicrosoft.com Bob !	Smith	Log Out 🗗
O Homepage	Dropbox Backup 🖋 Homepage > Dropbox Backup							
)obs	Connected @							۲
Recovery Accovery	12 Total Users / Team folders Anne Pauled Arathed				Stotus	v) (Three v		0
Settings.	User / Team folder	: Email	: Tags	Status ‡	Backup Size :	Last Backup :	Backup	
	Bob Smith	Bob.Smith@ca4software.onmicrosoft.com		Success	0 Bytes	3 hours ago	Cii 9	
	Alex Douglas	Alex.Douglas@ca4software.onmicrosoft.com		 Success 	749 Bytes	3 hours ago	tî Ŷ	Ŷ
	Sarah Johnson	Sarah.Johnsonijica4software.onmicrosoft.com		Success	0 Bytes	3 hours ago	Cũ 9	~
	Scarlett Davis	Scarlett.Davis@ca4software.onmicrosoft.com		 Success 	0 Bytes	3 hours ago	Gi 9	~
	Charles Wilson	Charles.Wilson@ca4software.onmicrosoft.com		⊘ Success	9.32 MB	3 hours ago	Cii 9	~
	Jessica Miller	Jessica.Miller@ca4software.onmicrosoft.com		 Success 	122.92 KB	3 hours ago	Cii 9	× .
® Support								③ Help

- 2. Select one or more User / Team Folder(s).
- 3. Click Action > Activate. The status of your backups will now be "Scheduled." This means that they will be backed up at the time that you selected on the Configuration screen.



- Stello	UDALLY	Cloud to Cloud Backup				bob.s	mith@ca4software.or	nmicrosoft.com Bot	b Smith	Log O	ut E
webatte	Dropbo	ox Bockup 🥒 ige > Dropbox Backup									
	-	Connected @								3	۵
by overy 8 sivity	12 T Active	Total Users / Team folders Paused Arstived								(3
Ð		Search Users		Timer by tag			Stotus	Togs y	0	Action 🔿	
tings									5	Activate	
		User / Team folder	: Emai	1	a Tags	Status 0	Backup Size 🔅	Last Backup 💈	- Cù	Pause	
											WOW
		Bob Smith	Bob.1	imith@ca4software.onmicrosoft.com		Success	0 Bytes	3 hours ago	9 10	Delete	
		Bob Smith Alex Douglas	Bob	imith@ca4software.onmicrosoft.com Douglas@ca4software.onmicrosoft.com		 Success Success 	0 Bytes 749 Bytes	3 hours ago 3 hours ago	9 0 0	Delete	~
	2	Bob Smith Alex Douglas Sarah Johnson	Bob: Alex Sarat	Smith@ca4software.onmicrosoft.com Douglas@ca4software.onmicrosoft.com Johnson@ca4software.onmicrosoft.com		 Success Success Success 	0 Bytes 749 Bytes 0 Bytes	3 hours ago 3 hours ago 3 hours ago	0 0 0 0	Delete 9	~ ~
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4. Alternatively, if you prefer to perform an immediate, on-demand backup, click **Action** > **Backup Now**.

3.5 Removing a Backup

You can delete individual user backups or the entire backup service from your account if you do not want to use them further. The following sections guide you through the process of removing backup services and individual user backups.

3.5.1 Removing a Backup Task

To remove a backup task for a service, on the *Homepage*, click Menu > \bigcirc **Delete Backup** adjacent to the backup task you want to remove.

e box Box	(Bockup //	Total @ 5	Active (0)	Total Size 10.64 GB	Läst Snapshot 14 hours ago	Next Backup In 10 hours	See C Resume Backup Pause Backup
a 🛟 Eul	Dropbox Backup &	Total @ 5	Active @	Total Size 0 MB	Last Snapshot Never	Next Backup In 14 hours	S Sachup Haw

The **Confirm Delete** pop-up window is displayed with a warning message.





Click **Delete**. The selected backup service is removed from your account.

To prevent mistaken deletions, there is a grace period of 7 days after your backup is deleted.

3.5.2 Removing an Individual User / Team Folder

To remove an individual User / Team Folder:

- 1. Click the backup service from which you want to remove the User / Team Folder. The backup task settings page is displayed.
- 2. Add a check next to the User / Team Folderthat you want to remove. Click **Delete** in the **Actions** menu.

Construction State Plane Pla	3				bo	b.smith@ca4software	onmicrosoft.com Bo	b Smith Log Out	8
Image: State Davis State Davis<	fomepage	Full Dropbox Backup 🖋 Homepage > Full Dropbox Backup							
Image: State Planet Archived Image: State Planet Archived <td< td=""><td>冒 Jobs</td><td>Connected d</td><td></td><td></td><td></td><td></td><td></td><td>6</td><td>F.</td></td<>	冒 Jobs	Connected d						6	F.
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Image: Stander Davids Image: Stander Da	8 Activity	5 Total Users / Team folders Active Paused Archived						0):
Image: Second	٢	(a Search Users		C.		Statu	s v Togs v	Action n	1
Image: Bob Smith Bob Smith@ca4ioffware.comicrosoft.com Success 0 Bytes 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 0 Bytes 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 0 Bytes 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 5.32 MB 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 5.32 MB 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 5.32 MB 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 5.32 MB 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 5.32 MB 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 5.32 MB 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 12.92 KB 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 0 Bytes 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 0 Bytes 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 0 Bytes 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 0 Bytes 10 minutes ago Image: Bob Smith@ca4ioffware.comicrosoft.com Success 0	Nerg	User / Team folder	t Email	: Tags	Status 0	Backup Size 👙	Last Backup 💠	Activate Activate Pause Backup Nx	w
Alex Douglas Alex Douglas@cAstottware comic rosoft.com © Success 0 Bytes 10 minutes ago		Bob Smith	Bob.Smith@ca4software.onmicrosoft.com		Success	0 Bytes	10 minutes ago	🕆 Delete	
Charles Wilson Charles Wilson@cs4bothware.com/icrosoft.com Success 9.32 MB 10 minutes ago III IV Sarah Johnson Sarah Johnson@cs4bothware.com/icrosoft.com Success 9.32 MB 10 minutes ago III IV V Sarah Johnson Scarlett.Davis Scarlett.Davis Scarlett.Davis O Bytes 10 minutes ago III V		Alex Douglas	Alex.Douglas@ca4software.onmicrosoft.com		 Success 	0 Bytes	10 minutes ago	Cũ 9	~
Sanah Johnson Sanah Johnson@ic=Mottware.onmicrosoft.com Success 122.92 KB 10 minutes ago Cit V Scarlett Davis Scarlett.Davidica4software.onmicrosoft.com Soccess 0 Bytes 10 minutes ago Cit V		Charles Wilson	Charles, Wison@ca4software.onmicrosoft.co	m	🤕 Success	9.32 MB	10 minutes ago	Cũ 9	×
Scarlett Davis Scarlett Davis@ca4software.com/crosoft.com		Sarah Johnson	Sarah.Johnson@ca4software.onmicrosoft.co	m	Success	122.92 KB	10 minutes ago	Cii 🖓	v
		Scarlett Davis	Scarlett.Davis@ca4software.onmicrosoft.com	n	G Success	0 Bytes	10 minutes ago	Cii 9	v
	Support							(Hel	•

3. A pop-up window is displayed with a list of accounts selected for removal. Click **Delete**. The selected User / Team Folderare removed from your account.



To prevent mistaken deletions, there is a grace period of 7 days after your backup is deleted.

3.6 Modifying the Settings of an Existing Backup

To modify an existing backup task:

1. Click the *Homepage* option from the Navigation Panel. The *Homepage* screen appears.

3		Bob.smith@ca4software.onmicrosoft.com Bob.Smith Uog Out 📑
Homepage	Homepage (3 Search 7 Backups	88 📵 (+) Add Bockve Texk
Becovery Actually	Pull MS Exchange Backup /* Marssol Echange Succeeded	top 0 Active 0 Top See Last Shaphet Next Biology ● Top 12 12 14.81 MB one day ago In 13 Pours 0 10 Top Top Top 10 10 Top 10 10 10 10 10 10 10 10 10 10 10 10 10
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	Groups And Teams Bock. # Microsoft Groups / Teams Successful	Total Ø Active Ø Total Sze Last Shapshot Next Backapa a 2 70.95 x8 38 days app In 10 hours ♥ Tachap from
	Sharepoint Backup / Marasoft SharePoint (Penhally Succeeded)	Total Ø Active Ø Total Size Last Shapshot Next Bachap 88 62 71657 M8 2 days ago in 3 days V Stating New T
	Sharepoint Backup & Mansot Sharehont Sarehont	Total Ø Active Ø Total Size Last Straphot Next Backup 11 11 114.99 MB 48 days ago In 11 hours V Backup Next
() Support	One Drive Monstet On-Drive Socceded	Total ® Active ® Total Sine 64 64 1283 GB 2 days app In 11 Pours € 64 64 1283 GB 2 days app

- 2. Click the Dropbox icon from the list or enter a keyword in the Search field to find a specific task. The *Dropbox Backup* page is displayed.
- 3. Click **Settings** on the top-right section of the screen to see the backup settings.



3				bob.smith@ca4software	onmicrosoft.com B	ob Smith	Log Out 📑
Homepage	Full Dropbox Backup Homepage > Full Dropbox Backup						
lope						-	• •
Recovery Activity	5 Total Users / Team folders Active Paused Actived	😇 Filter by tag		Stotu	s ->) (Tags ->	A	c)
Settings.	User / Team folder	c Email c	Tags Status	 Backup Size II 	Last Backup 🔅	Backup	
	Bob Smith	Bob.Smith@ca4software.onmicrosoft.com	Success	0 Bytes	20 minutes ago	G 9	v
	Alex Douglas	Alex.Douglas@ca4software.onmicrosoft.com	Success	0 Bytes	20 minutes ago	G 9	~
	Charles Wilson	Charles.Wilson@ca4software.onmicrosoft.com	Success	9.32 MB	20 minutes ago	G 9	~
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From here, it is possible to modify the fields described in <u>Configuring Backup</u> <u>Settings.</u>



4 Recovering Your Backed Up Data

4.1 Using the Recovery Menu

The Recovery Menu provides you with options at a fine granularity for selecting which User / Team Folder to restore or export.

To recover your backed up data:

1. Click Recovery from the Navigation Panel. The *Restore & Download* page is displayed with all your active-backup account details.

e B	ackup Accounts	
arch		
3	Microsoft Groups / Teams 1 group / team test	
	Microsoft OneDrive 18 sites Test	
	Microsoft Exchange 30 accounts Test	
	Box 8 accounts Test	
	Google Workspace 3 google accounts cloudrein.com	
	Microsoft SharePoint 13 sites	

- 2. Click the Dropbox backup task from which you wish to recover the data.
- 3. The Restore or Download Dropbox page is displayed.



3				bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out
Homepage Jobs	Restore or download Dropl Henry & Download Hild Deploy Decky	box active users / team f	folders	tore and download.
(G) Recovery	USER / TEAM FOLDER	FIRST BACKUP	LAST BACKUP	Action
8	Search			
Activity	Bob.Smith@ca4software.onmicrosoft.com	17 hours ago	3 hours ago	>
0	Alex.Douglas@ca4software.onmicrosoft.com	17 hours ago	3 hours ago	>
Settings	Charles.Wilson@ca4software.onmicrosoft.com	17 hours ago	3 hours ago	>
	Sarah.Johnson@ca4software.onmicrosoft.com	17 hours ago	3 hours ago	>
	Scarlett.Davis@ca4software.onmicrosoft.com	17 hours ago	3 hours ago	>
	View 1 - 5 of 5	≪ < Pac	e 1 of 1 > 3>	

This page displays all your Dropbox domains backed up with the details such as User / Team Folder name, First Backup date, Last Backup date, and available Actions. Your backed-up data is ready for download, from this page.

- You can filter the list using the following options:
 - Filter by statuses such as All, Active, In Process, Not Active, Scheduled, Paused, Backed-up in another task, or Archived, from the drop-down list.
 - Or: search by part or all of the User / Team Folder name.
- Click the arrow icon at the end of the line of the User / Team Folder which you want to restore or export (download).

The Restore or download Dropbox page is displayed.

3		bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out 📄
Homepage	Restore or download Dropbox Backup task: Full Dropbox Backup	
jobs	Please select your preferred choice for restore V Ua Snapshot V Data changed from	
& Activity	From instal backup	
Secongs	Today 👻	
	Via Item Search	
	Continue	



- Select the radio button for your preferred restore method:
 - Via Snapshot (see Via Snapshot)
 - Via Item Search (see Via Item Search)

4.1.1 Restore or Download Via Snapshot

- 1. Enter the date range that you would like to restore using the *Data changed from and To* fields, and press **Continue**.
- 2. The list of backup snapshots within that date range is displayed. Select the snapshot you want to recover.

٩		bot	b.smith@ca4software.onmicrosoft.com Bob Smith Log Out 📑
C) Homepage Jobs	Restore or download from Full Neuron & Overhand Hall Predict Roder (Free State Control of the Co	Dropbox Backup archive	r to the online service, or "download" to create a
Recovery	DATE	SERVICE	ACTION
8	Sep 21 2022 06:05 AM	Dropbox	٩
Activity	Sep 20 2022 04:05 PM	Dropbox	٩
© Settings	View 1 - 2 of 2	(c < Page 1 of t ⇒ 35	
1	Restore Download		
1			

- 3. Alternatively, you can click **Q** in the Action column to drill down into the snapshot and view the structure of the backed up data. There you can select one or more items for recovery.
- 4. Once you select a snapshot (if you wish to recover all the data in the backup), or one or more items (if you wish to recover only selected items), the **Restore** and **Download** buttons become available.

4.1.1.1 Restore

If you click **Restore**, the restore confirmation window appears, asking you about the following:

Do you want to restore to another folder or account? If so, provide the new location information.



- Do you want to perform a non-destructive backup, where the restored files are added to a new folder with a blue label indicating that they have been restored?
- Or do you want to perform an in-place restore, where the restored files will be in the same folder as the original files, and any existing information will be duplicated - it will not be over-written.
 - **Note:** Dropbox limits the API calls used in our restore process to 1,000,000 per month for many of their business plans. Once the limit is reached, no other items can be restored / uploaded to Dropbox until the following month. You can still export and download backup data for recovery purposes, and then upload to Dropbox with the native application. Please contact DropBox directly if you have any questions about your API limits.

Please confirm the	restore requ	iest		×				
You are about to restor	e items from the	archive of Te	sting team folder	1				
Restore to Te:	ting team folder	1						
*You can restore the da	ta to a different a	account.						
Please select your restore method:								
 Non-destructive: Data will be restored to a new folder. O In-Place: Restore will be performed to the original folder. Existing data will be duplicated. 								
A confirmation Email w	ll be sent to you	upon comple	tion.					
Dropbox limits the AP per month for many of no other items can be following month. You recovery purposes, ar application. Please co about your API limits.	i calls used in ou f their business restored / uploa can still export d then upload t ntact DropBox d	ar restore pr plans. Once aded to Drop and downloa o Dropbox w lirectly if you	ocess to 1,000,000 the limit is reache bbox until the ad backup data for vith the native u have any questio	ed, ns				
Cancel			ОК					
				_				



The backup data that you selected will be restored to the location that you specified. When the recovery process is complete, a summary will be sent to your email.

You can also check the Jobs page to see the progress of your task. See <u>"Tracking</u> Recovery Tasks on the Jobs Page."

4.1.1.2 Export/Download

- 1. If you click **Download**, the following confirmation window appears.
- 2. Click the drop-down list and select one of the following storage locations:

Please confirm the export request	×
You are about to export items from the archive of Testing team folder 1	
Export in .zip format:	
for download 🗸 🗸	٦
for download to your Amazon S3 to your Azure Blob to your Box.com	
to your Dropbox to your AWS S3 compatible to your GCP storage	

- 3. If you select options other than "for download," you may be asked for additional credentials and/or access tokens for the selected storage locations.
- 4. Click **OK**. The download instructions are sent to your registered email address. The download link is only valid for 72 hours.
- 5. Or, you can check the *Jobs* page. (See <u>"Tracking Recovery Tasks on the Jobs</u> <u>Page."</u>) When the task is completed, the **Download Results** button will be active.

*	Full Dropbox Backup Dropbox Testing team folder 1		Export			Succeeded
Started at Sep 21 202	: 2 at 10:44 AM	Backup Date: Sep 21 2022 at 06:05 AM	Initiator: bob.smith@ca4software.onmicrosoft	Destination: Direct Download	Total items: 0	Size
Cancel					Download	I Results View Log



6. Click **Download Results**, and a page will open, where you can access your backup file.

3		bob.smith@ca4software	anmicrosoft.com Bob Smith Log Out
О Нотерара	Jobs jobs - Download Filetol		
)joles	Full Dropbox Backup		
© Recovery	Bok Smithijiczkiottware orenkrowoft.com File Name	5 Size	a Actions
Activity	Boh-Smith, Dropbox, 12345.zip	7.78 MB	0
U Jemp			
(B) Support			() Нер
in the Se	inelh, Chuptov, 12245.np		Show all

4.1.2 Restore or Download Via Item Search

- 1. Select Via Item Search, and enter a word or phrase to search on.
- 2. Or, click the arrow \checkmark to the right of the search bar, and enter search criterion in any of the Advanced fields: Author, file name or date.

3				bob.smith@ca4software.onmicrosoft.com Bob Sm	ith Log Out 📑
A Homepage	Res	store or download Dropb	ox Backup task: Full Dropbox Backup		
Jobs	Ple	ase select your preferred choice for resto	re		
(S) Recovery	0	Via Snapshot 💊			
2	۲	Via Item Search 🐱			
ACUNRY		Search for	·		
© Settings		Item name Enter a term that matches a part of the file name			
		Date from From initial backup			
		Date to Today			
		Clear Contin	*		

3. Click **Continue**. The *Restore or download* page is displayed, showing the search results with details such as . The details columns are different for different types of restored items.



- 4. Select items you would like to restore or download. When at least one item is selected, **Restore** and **Download** become available.
- 5. Follow the instructions in the <u>Restore</u> or <u>Export/Download</u> sections to complete the recovery process.

4.2 Tracking Recovery Tasks on the Jobs Page

The Jobs page provides you with both high-level and drill-down views of your restore and export jobs over the last seven days.

Note: To see the status of your Backups, click the name of the backup from the *Homepage*.

From the Navigation pane, click Jobs.

4.2.1 High-Level Summary

The top portion of the Jobs dashboard summarizes how many of your jobs are in progress, how many have successfully completed, and how many have partially succeeded or failed over the past 7 days.



To see a list of jobs that have any of these 3 statuses, click on the status, and your results will be filtered accordingly



4.2.2 Filtering

The next section allows you to filter by numerous criteria:

- Initiator: Who initiated the backup / restore?
- Activity: Filter by restores or exports.
- Service: Filter by one of the following services, such as:
 - Microsoft Exchange
 - Microsoft SharePoint
 - Microsoft Groups / Teams
 - Microsoft OneDrive
 - Google Workspace
 - Google Shared Drives
 - Salesforce
 - Box
 - Dropbox
 - Google Account
 - IMAP
- **Status**: Filter by one of the following:
 - In progress
 - Succeeded
 - Partially succeeded
 - Failed
 - Pending
 - Canceled
- Search by Task: Filter by a task, such as:
 - MS Exchange
 - Teams/Groups
 - One Drive
 - Sharepoint



If you choose to filter using a particular service, then you can focus on a specific item in the search bar. You can also order by:

- Latest First
- Oldest First

4.2.3 Description of Each Job

- The rest of the screen provides a detailed description of each individual job that you ran.
 - **Type of Job**: Export, or Restore this appears as a large title within each job description.
 - Name, Service, and Account of the job.
 - Start date, backup date, initiator, destination, total items backed up or restored, and the size of the file(s).
- **Cancel** enables you to stop a job that is in progress.
- Download Results enables you to download a zip file with your recovery data.
- View Log redirects you to the System Activity page, which displays your account activity with details such as Activity, Date and Time, Service, Sub-Service, Status, Task Name, and Item.

3							bob.smith@ca4software.onmicrosoft.com Bob.5	mith Log Out 🖯
ilonepage	Activity Activity > System acti	ny						
말 jobs	21 Sep 2022 -	21 Sep 2022 🖹 🗛 Activity (1) 🗸 (Serv	ce 🗸 (Status	~			(Q ♥ Full Dropbex Bac. →) (Q Bob Smithigo	wheet.
© Recovery	Export O	21 Sep 2022 - 21 Sep 2022 O Full Dro	pbox Backup O B	Sob Smithijical softw				Clear, Filters
8 Activity	Activity	Date and Time	Service	Sub Service	Status	Task Name	Rem	
(C) Seconds	0 Export	5ep 21 2022 11:21 AM			C Succeeded	Full Dropbox Backup	Bob.Smithijica/software.onmicrosoft.com	0

This page enables you to filter and search the list of backup tasks, export the list as a CSV file, and view more details on any backup task.

The latter can be achieved by clicking ③ in the Activity column. The Info pop-up displays the backup execution time, the size of the stored data, and the number of entities, and the summary of the backup execution:



5 Managing Your Account

This section guides you through the processes of managing your Account activity, account settings, password, setting up two-factor authentication, and managing users.

5.1 Viewing Account Activity

The Activity menu enables you to view your account activity, including System Activity and Security Audit. Click *Activity* on the navigation pane.

⊖ Homepage	Activity	
Jobs	System Activity	Security Audit
Recovery		Q
Billing	Search for activities performed by the system	Check users actions performed in the system
ک Activity		
🐼 Settings		



5.1.1 System Activity

Click System Activity.

 Homepage	Activity	
Jobs	System Activity	Security Audit
Recovery		Q
Billing	Search for activities performed by the system	Check users actions performed in the system
ے Activity		
🔅 Settings		

The *System Activity* page displays your account activity, with details such as Activity, Date and Time, Service, Sub-Service, Status, Task Name, and Item.

	Activity > System activity	y.					
5	Start date - En	d dote 🗄 (Activity V	Service 🗸	(Status ~)		Q Search by Tas	k nome >) (C) Search items. >) (C)
ery	Activity	Date and Time	Service	Sub Service	Status	Task Name	Item
ty	Export	Jul 12 2022 04;08 PM	96	Calendars	Succeeded	Full MS Exchange Backup / bob.smith@ca	bob.smith@ca4software.onmicrosoft.com
	8ackup	jul 11 2022 01:01 PM		591	Succeeded	Sharepoint backup	/sites/AltaroRestored_Shared_mailbox_20 21_08_31_11_05
	Export	jul 11 2022 01:00 PM	EB	Channels	Succeeded	Full Teams Backup / AltaroRestored_Lind	AltaroRestored_Linda_Fuller_2021_08_31_0
	Restore	jul 11 2022 01:00 PM	•	520	Succeeded	One Drive / cloudally1-my.sharepoint.co	/Zsepo_kazandev_pro
	Backup	Jul 11 2022 05:04 AM	98	Calendars	S Failed	Full MS Exchange Backup	Mila.Scott@ca4software.onmicrosoft.com
	Backup	Jul 6 2022 05:06 AM	96	Notes	Succeeded	Full MS Exchange Backup	jacob.Anderson@ca4software.onmicrosoft. com
	Backup	Jul 6 2022 05:06 AM	96	Notes	Succeeded	Full MS Exchange Backup	Agata.Brown@ca4software.onmicrosoft.co m
	Backup	Jul 6 2022 05:06 AM	96	Notes	Succeeded	Full MS Exchange Backup	Alex.Duglas@ca4software.onmicrosoft.com
	 8ackup 	Jul 6 2022 05:06 AM	98	Notes	Succeeded	Full MS Exchange Backup	Sarah Johnson@ca4software.onmicrosoft.c om
	Backup	Jul 6 2022 05:06 AM	30	Notes	Succeeded	Full MS Exchange Backup	Jessica.Miller@ca4software.onmicrosoft.co m
¢.	O Barlun	54.6 2022 05-06 AM		Notes	Surranded	full MS forbande Barloin	Charles.Wilson@ca4software.onmicrosoft.



0	🕗 Backup	
	Execution Time:	Mar 1 2022 12:29 PM
0	Data Size:	5.97 MB
	Description:	Mail Completed (adam.smith@onmicrosoft.com, 80 items, 720 Bytes delta data size, 0 minutes.)

5.1.2 Security Audit

The *Security Audit* page provides information about all the security-related actions that have happened in your account. The user activity that is displayed includes:

- Backup deleted
- User deactivated
- Settings changed
- Sign-in success or failure
- Permissions changed
- Notifications.

The page includes the date of the event, the type of activity, the service involved, the status of the activity, the account performing the activity, and the description.



Activity Activity > Security audit						
Show: From:	✓ To;	User Activity:	All 🗸	Status: All	eset	Export
Date	User Activity	Service	Status	Task	Performed By	Description
Mar 7 2022 03:28 PM	Sign-in		Completed	m.steward@cloudally.com	adam.smith@cloudally.com	Native Sign in (OK) Chrome from ip 10.4.5.60
Mar 3 2022 05:46 PM	Sign-in		Completed	adam.smith@cloudally.com	m.steward@cloudally.com	Native Sign in (OK) Chrome from ip 10.6.0.50
Mar 3 2022 01:21 AM	Sign-in		Completed	m.steward@cloudally.com	adam.smith@cloudally.com	Native Sign in (OK) Chrome from ip 10.6.0.50
Mar 2 2022 06:44 PM	Notification	MS Exchange	Completed	Adam Smith	adam.smith@cloudally.com	Backup Now was initiated for account AArtur
Mar 2 2022 06:44 PM	Sign-in		Completed	m.steward@cloudally.com	adam.smith@cloudally.com	Native Sign in (OK) Chrome from ip 10.6.0.50
Mar 2 2022 06:04 PM	Sign-in		Completed	adam.smith@cloudally.com	m.steward@cloudally.com	Native Sign in (OK) Chrome from ip 186.45.3
Mar 2 2022 01:41 PM	Notification	MS Exchange	Completed	Adam Smith	adam.smith@cloudally.com	Backup Now was initiated for account dror@
Mar 2 2022 01:41 PM	Notification	MS Exchange	Completed	Adam Smith	adam.smith@cloudally.com	Task cancellation request received.
Mar 2 2022 01:40 PM	Notification	MS Exchange	Completed	m.steward@cloudally.com	adam.smith@cloudally.com	Backup Now was initiated for account 3SEPO
Mar 2 2022 01:39 PM	Sign-in		Completed	adam.smith@cloudally.com	m.steward@cloudally.com	Native Sign in (OK) Chrome from ip 186.45.3
Mar 2 2022 11:50 AM	Notification	KS Exchange (Email)	Completed	m.steward@cloudally.com	adam.smith@cloudally.com	Mail: Restore Task for account dror@cloudall
Mar 2 2022 11:47 AM	Notification	KS Exchange (Email)	Completed	Max / adam.smith@cloudally.com	adam.smith@cloudally.com	Mail: Download Task for account dror@clou
Mar 2 2022 11:36 AM	Sign-in		Completed	m.steward@cloudally.com	adam.smith@cloudally.com	Native Sign in (OK) Chrome from ip 10.6.0.50
Mar 1 2022 11:47 AM	Sign-In		Completed	m.steward@cloudally.com	m.steward@cloudally.com	Native Sign in (OK) Chrome from ip 124.162

The Security Audit table can be exported as a CSV file by clicking **Export**.

5.2 Managing Your Account Settings

The *Settings* page provides you with tools to control both your account and the accounts of users whose external credentials are linked to your account. The Settings section consists of the following sub-sections:

- Account
- User Management
- Security
- Notifications

You can find more details on each of the *Settings* pages below.

☐ Homepage	Settings			
⊟ Jobs	Account	User Management	Security	Notifications
© Recovery	र्द्रे	2	\bigcirc	Ô
C) Billing	Manage account settings	Manage other users	Manage security settings	Manage system notifications
<u>Activity</u>				
Settings				



5.2.1 Account Settings

This page allows you to change the name of your account and the email address. You can only change the Data Center Location by contacting CloudAlly support. Finally, this page also allows you to terminate your account.

To update or change your account details:

From the Navigation Panel, click Settings and then click **Account** . The Settings > Account page is displayed.

an d a second sec		
Account Name	Max Steward	
Email	m.steward@cloudally.com	
Data Center Location	US East (Northern Virginia)	
		SAVE
To terminate your C	oudAlly subscription, click on the REMOVE ACCOUNT button.	
to terminate your t	your data at CloudAlly	
This includes removing all		
This includes removing all	if my data from CloudAlly	

You can update the Account Name and/or Email. Click **SAVE**.

5.2.2 Canceling Your CloudAlly Subscription

To cancel your subscription:

- 1. Select the check adjacent to the "I approve the removal of my data from CloudAlly" field and click **REMOVE ACCOUNT**.
- 2. The Are you sure? pop-up window is displayed with a confirmation request.
- 3. Click **YES** to confirm the cancellation.



Are you sure?	×
I approve the removal of my data from CloudAlly	
	YES NO

Note: To prevent mistaken deletions, there is a grace period of 7 days after your account is terminated. After the grace period, if your account is not reactivated, all data from all your backups will be deleted.

5.3 User Management

The page provides tools for fine-level control of the permissions and access levels of your users.

Settings Settings > User Management				
The following external creden	tials are currently linke	ed to your CloudAlly account		
You can remove the credentials anytin	ne if you prefer to use only y	our CloudAlly sign-in credentials		+ Add new user
Email	Туре	2FA Authentication		
m.steward@cloudally.com	Email	0		
j_armstrong@cloudally.com	Email	0	Ø ®	
kristen_hall@cloudally.com	Email	0	0 0	
		Page 1 of 1		Showing 1-3 of 3

Click + Add new user to create a new user and start the configuration procedure for that user, or \checkmark to edit an existing user's settings. The settings include the operations permitted to the user and the list of available services:

Note: Selecting the role "Administrator" enables permissions to all services and operations.



imail:	m.steward@cloudally.com	Type:	Email	v
assword		Role	Custom	
Operations		~ Services		
General		All		
View Account set	tting page 🕕	Microsof	ft Exchange	
View billing page	and manage payment details 🔘	Microsof	ft Groups / Teams	
View support pa	ge O	Microsof	ft SharePoint	
View account act	svity 🗇	Microsof	ft OneDrive	
Show all your su	pport tickets	Google A	Account	
Manage Notificat	tions	Salesfor	ce	
View backups pa	ge 0	Dropbox	¢.	
Backup Tasks		Box		
Activate new bac	hup tasks 0	Google V	Workspace	
III Modify backup to	asks O	Google S	Shared Drives	
Delete backup ta	0 242	IMAP		
Pause backup ta	sks			
Execute backup t	tasks			
Cancel backup ta	uks			
View backups tar	pks			
Preview backed o	up data			
Restore backups				
Export backups				
Delete backup Ib	erns - GOPR Right to Erasure			

To save changes, scroll to the bottom of the page and click SAVE.

You will be returned to the Settings page. To complete the process, the user must confirm their email address using the link sent via email. This is a security measure, which ensures that the user's email address is valid.

The link is valid for 24 hours. If they did not confirm within this time period, or did not receive the confirmation email, click **Resend Email Confirmation**.

 Homepage	Settings Settings > User Management				
Jobs	The following external credentials a You can remove the credentials anytime if yo	are currently linke	ed to your CloudAlly account		
© Recovery					
A confirmat	tion message has been sent to ler@ca4software.onmirosoft.com	Туре	2FA Authentication		
Follow the I new addres	ink in the message to confirm the ss.	Email	•		
8	jeSica.miller@ca4software.onmirosoft.com	Email	•	00	Resend Email Confirmation
Activity	Sarah.Johnson@ca4software.onmicrosoft.com	Email	0		
Settings					Page 1 of 1



5.4 Security Settings

The Security Settings page enables you to:

Personal Password Policies	
Change your CloudAlly account password	Change password
You can also use Two-Factor Authentication	Activate 2FA

- Update your password
- Set up two-factor authentication

The bottom section allows you to enforce certain security policies for your users' accounts.

Enforce The Following Password Policies On All Users		
C Enforce Two-Factor Authentication on all users		
Password Expiration: Password expires after (days): 90		
		-
	Concel	Sove

- With the Enforce Two-Factor Authentication option, you can make twofactor authentication mandatory for all the users in your account.
- By setting the **Password Expiration**, you can enable the password expiration option for all your users – you will be also be asked for the number of days before the users' passwords expire.

5.4.1 Changing Your Password for Credential-Based Authorization

You can change your existing account password by performing the following procedure:

- 1. From the **Settings** >**Security** page, in the Personal Password Policies panel, click **Change Password**.
- 2. The Change password pop-up is displayed.



Change password	>	<
Current Password:]
New Password:]
Confirm New Password:]
	SAVE Cancel)

- 3. Enter the current password in the Current Password field.
- 4. Enter the new password in the New Password field.
- 5. Re-enter the new password in the Confirm New Password field.
- 6. Click SAVE. You can now use this password to access your account.

5.4.2 Two-Factor Authentication

Two-factor authentication provides additional security to your account and your backup data.

To enable two-factor authentication:

1. Click Activate 2FA. The Two-Factor Authentication page is displayed.





- 2. Download an Authenticator app, depending on your platform.
- 3. Open the Authenticator app and add your account by scanning the QR code provided in the web application.
- 4. If you cannot use a QR code, then enter the text code provided in the web application.
- 5. A six-digit code is generated.
- 6. Click **NEXT**.
- 7. Enter the 6-digit code that the application generated.
- 8. Click **ENABLE** to complete the process of activating the Two-factor authentication.

From now on, every time you sign in to your Account, you are asked to enter a 6digit code from your authentication app, after you click **SIGN IN**. Click **VERIFY** to verify the code and access the application.

5.4.3 SAML

The Security Assertion Markup Language (SAML) is an open federation standard that allows an identity provider (IdP) to authenticate users and then pass an authentication token to another application known as a service provider (SP).

CloudAlly supports Okta as its SAML provider.

There are two steps to setting up Okta so that you can use it to log in to CloudAlly:

- Setting up Okta in the CloudAlly application
- Setting up CloudAlly in the Okta Application

5.4.3.1 Setting up CloudAlly in the Okta Application

 In the Okta application, click Applications > Applications > Browse App Catalog.



okta		Q Search
Dashboard Directory	~	Applications
Customizations	~	Developer Edition provides a limited number of apps.
Applications	^	Deactivate unused apps or check out our plans page. Contact us to find a plan that is right for your organization.
Applications		Create App Integration Browse App Catalog Assign Users to App More •
Self Service		

In the search bar, enter CloudAlly.

Applications			Help
Developer Edit	ion provides a limit	ted number of apps.	
Create App Integration	Browse App Catalog	sign Users to App More *	
Q CloudAlly	8		
STATUS	COUDALLY	CloudAlly	o •

 Click the triangle next to CloudAlly SAML 2.0, and Assign to Users or to Groups.

okta		Q Search			0	88	Bob smith@ca4	,
Dashboard	v							
Directory	~	Applications						O Help
Customizations	~	Developer Edition pr	ovides a li	mited number of apps.				
Applications	^	Deactivate unused apps or check out	our plans page. Co	ontact us to find a plan that is right for your organ	nization.			
Applications		Create App Integration Browse	App Catalog	Assign Users to App More *				
Self Service								
Security	~	CloudAlly						
Workflow	~	STATUS	(100004cm	CloudAlly				
Reports	~	ACTIVE 5						
Settings	~	INACTIVE 1	0	CloudAlly Feature Branch			•	× •
			0	CloudAlly SAML 2.0				
						1 /	Assign to Users	
			0	CloudAlly SAML 2.0 DevRein		4.4	Assign to Groups	
			Ø	CloudAlly SAML PROD		0	Deactivate	_

Click CloudAlly SAML 2.0, and on the next page, click the **General** tab.



okta		Q Search			Bob.smith@ca4software
Dashboard	~	+ Back to Applica	ions		
Directory	v		CloudAlly		
Customizations		COCOURALI	Active • 🔒 🖝 View Logs Monitor Imports		
Applications	^	General Si	n On Mobile Import Assignments		
Applications		,	<u></u>		
Self Service		Assign *	Convert assignments Q Search Pe	ople •	REPORTS
Security	~	Filters	Person Type		間, Current Assignments
Workflow	J	People	Bob Smith (redividual	× ×	R. Recent Unassignments
		Groups	Bob.smith@ca4software.onmicrosoft.com		
Reports	~				SELF SERVICE
Settings	v i				You need to enable self service for org managed apps before you can use self service for this app. Go to self service settings

 Scroll down until you see the App Embed Link section. Copy the URL that is displayed - you will need this to set up Okta in the CloudAlly app.

App Embed Link	Edit
Embed Link	
You can use the URL below to sign into CloudAlly SAML 2.0 from a portal or othe Okta.	r location outside of
https://Bob.smith@okta.com/home/123456789_cloudallysaml20_1/Ooa2refpe!c	13092Tr09va
Application Access Error Page	
Application Access Error Page If someone who is not assigned to the application attempts to use an embed link	, they will be redirected to
Application Access Error Page If someone who is not assigned to the application attempts to use an embed link a default error page or one that can be customized. An application level setting w settings.	, they will be redirected to vill override default URL
Application Access Error Page If someone who is not assigned to the application attempts to use an embed link a default error page or one that can be customized. An application level setting w settings.	, they will be redirected to rill override default URL
Application Access Error Page If someone who is not assigned to the application attempts to use an embed link a default error page or one that can be customized. An application level setting w settings.	, they will be redirected to vill override default URL

5.4.3.2 Setting Up Okta in the CloudAlly Application

1. From the Homepage, click **Settings** in the Navigation panel.



Homepage	Homepage							
	Q. Search							86
jobs	8 Backups							+ Add Backup Tar
Recovery Activity	MS Exchange Ba	ckup 🖉	Total @ 12	Active @	Total Size 30.07 MB	Last Snapshot 12 hours ago	Next Backup In 12 hours	Backup Now
(©) Settings	Groups/Teams E P TS Microsoft Groups / Succeeded	lackup //	Total () 11	Active	Total Size 515.50 KB	Last Snapshot 18 hours ago	Next Backup In 6 hours	Becovery Backup Now
	Sharepoint Back Microsoft SharePoi Succeeded	wp ≇ nt	Total @ 14	Active @	Total Size 119.85 MB	Last Snapshot 19 days ago	Next Backup In 10 hours	Recovery Recovery Sy Backup Now
	Google Worksport Google Worksport Google Worksport Socceeded	ice /	Total @	Active 🔘	Total Size 838.84 MB	Last Snapshot 92 days ago	Next Backup In 5 hours	Recovery I
	Google Shared (Google Shared Driv Succeeded	Drives /* es	Total @ 43	Active @	Total Size 9.42 GB	Last Snapshot 13 days ago	Next Backup In 17 hours	S Recovery

2. On the Settings page, click **Security**.

 Homepage	Settings			
⊒ Jobs	Account	User Management	Security	Notifications
G Recovery	0 _@	8	\bigcirc	\bigtriangleup
8 Activity	Manage account settings	Manage other users	Manage security settings	Manage system notifications
Settings				

3. Click the SAML tab.

 Homepage	Settings Settings > Security		
Jobs	Password	IP Restrictions	SAML

4. Paste the URL that you copied from the Okta site.



Dropbox User Guide Managing Your Account

Homepage Bill jobs	Settings Settings > Security Password IP Restrictions SAML	Email & Password: Active
Contractions of the second sec	SAML provider SAML provider Metadata File Please upload SAML metadata XML file generated by Okta Upload URL, Ittps://Bds.mithget.tacm.home/123456789_cdoudlysam20_1/Coa2refpeid30927109va URL to FAML bleater Provider Metadata File	
	Upload File U: Choose Tile No file dotes.	Activate

- 5. Click Activate.
- 6. Read the text in the next window, and click **Confirm**.

Are you sure you want to activate SAML Authentication with Okta?	×
Activating SAML Authentication will disable Email & Password Authentication	
Please verify all the users in this account are also configured in Okta, so they will b to login to CloudAlly after SAML activation.	be able
Cancel	nfirm

After clicking Confirm, the Activate state (top right corner of the screen) changes from **Email & Password: Active** to **SAML: Active.**



5.4.4 IP Restrictions

Need fine-grained access control of your endpoints? You can restrict access to the Portal based on the users' IP addresses. This is especially helpful to enforce security policies and prevent unauthorized access by limiting backup/restore



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requests to company-approved IP addresses, such as an office IP, or a particular VPN.

Setting Up IP Restrictions

To enable IP restrictions in your account, first create the list of trusted IP addresses.

IMPORTANT!

It is strongly recommended to use this feature only if you have a static IP address, to prevent users from being locked out.

1. In the *Settings* panel, click **Security**, and then **IP Restrictions**.

3					bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out 📑
Homepage Jobs	Settings Settings > Security Possword	Restrictions	SAML		Email & Password: Active
(S) Recovery	IP Address Restric	tions Settings	s software unit is sense and loss and day that is 10 softw		Your IP Address: 79.182.47.197
8 Activity	Once you configure a set You can define a single IP	of trusted IP addresses a address or a range of IP	id enable IP Address restrictions, any user a iddresses. Only IPv4 is accepted.	ress. Ittempting to log in via an IP address that is not trusted will be blocke	d.
© Settings	CAUTION: Make sure to a	dd your own IP address a	nd to use static IP addresses. Setting up wro	ing IP addresses may result in being locked out of your account.	
	Trusted IP Addresse	s 🔘			+ Add IP Address
	IP Description	IP Address			Actions
(D) Support					() Help

- 2. Click + Add IP Address.
- 3. Enter one or more IP addresses:
 - a. Enter individual addresses separated by commas, and an optional description.



nt	er IP Address descriptior	ו	(optional)	
e.į	g. Office			
ſοι	ı can add one or more ll	P addresses, or a ran	ge of IP addresses:	
۲	Trusted IP Address(es)			
	Separate multiple IP addre	sses with ",".		
	Example 192.168.10.5			
	Trusted IP Address Rar	ige		
	From	То		
	Example 192.168.10.0 - 19	2.168.10.255		
				-

b. Or, enter a one or more ranges of contiguous addresses, and an optional description. Multiple ranges could be used to accomodate VPN and internal networks.

Add New IP Address	Your IP Address: 79.181.255.0
Enter IP Address description	(optional)
Secondary office	
You can add one or more IP addresses, or a range of IP a	ddresses:
 Trusted IP Address(es) 	
Separate multiple IP addresses with ",".	
	11
Example 192.168.10.5	
Trusted IP Address Range	
From To	
79.181.255.0 - 79.181.255.16	
Example 192.168.10.0 - 192.168.10.255	
	Cancel Save

4. Once you enter at least one address, the **Trusted IP Addresses** toggle will be turned on. You can always return to disable IP restrictions later on.



-			in the second
D Hepage	Security Settings		Email & Password: Active
S) Iovery	Password SAM	IP Restrictions	
3 ling	IP Address Restrictio	ns Settings	Your IP Address: 130.248.112.29
8. writy	IP Address Restrictions allow Once you have configure a se You can define a single IP add	you to control who can access your account based on their IP address. t of trusted IP addresses and enable IP Address restrictions, any user attempting to log in via an IP address that is n fress or a range of IP addresses. Only IPv4 is accepted.	not trusted will be blocked.
angs	CAUTION: Make sure to odd yo	ur own IP address and to use static IP addresses. Setting up wrong IP addresses may result in being locked out of your acc	owne.
	Trusted IP Addresses		+ Add IP Addre
	IP Description	IP Address	Actions
	Office	192.168.10.5, 192.168.10.120, 192.168.40.157, 192.168.60.180	0 1
2			
9			

You can edit your list of addresses by clicking \mathcal{P} , or delete ones that you no longer want on your trusted list by clicking \bigcirc .

Note: If you forget to include your own IP address on the trusted list, IP restrictions cannot be enabled.

Your CloudAlly account is now protected from access by users who are not on your list.

Blocking Access

If a user tries to access your CloudAlly account from an untrusted IP address, the following "access denied" error message will appear:



	* None FreeTrial & Leg
Sign In to your Account Don't have an account? Sign up	
bob.smith@ca4software.onmicrosoft.com	
	Ø
forgot your parameters: Access denied.	
G Sign in with Google	
Sign in with Microsoft	
O Sign in with Okta	
Terms of Service and Privacy Statement	
powered by aws	



5.4.5 Email Notifications

Whenever you enable or disable IP restrictions, or modify the addresses, CloudAlly will send you an email notification, letting you know what has changed.



5.5 Notifications Settings

This menu option enables you to manage your system notifications. From the Navigation Panel, click **Settings** > **Notifications**.







Report Format:							
Backup tasks overview @	Preview			Report Frequency:			
O Backup failure details 🕕	Preview			Once A Day 🛛 🗸			
Provide as:							
O CSV Attachment				Send the report only in ca	ase of backup failure		
O DOMINOUS LINK							
o pominou una							SAV
end Notifications To:						(+)	SAV
end Notifications To:	Display Name	Summary Report	Recovery Notification	Exceptions Notification	Auto Discovery Notification	(+) / Smart Alerts	SAV Add new rec Action

The top of the screen enables you to configure the following options:

- Report Format: Backup tasks overview vs. backup failure details
- CSV Attachment vs. Download Link
- Report Frequency: daily, weekly or monthly
- Send the report only in case of backup failure

To set up a new recipient:

- 1. Click + Add new recipient.
- 2. Enter the Email of the recipient and the Display name. The Display name is used in the report email to address the recipient.



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- 3. Select the desired notification types:
 - a. Summary Report
 - b. Recovery Notification
 - c. Exceptions Notification
 - d. Auto Discovery Notification
 - e. Smart Alerts
- 4. Click **SAVE** to create the new recipient. You may need to scroll to the bottom of the page to find **SAVE**.

Settings > Notifications > N	ew Email report				
User Info Email			Display Name		
Notifications	Recovery Notification	Exceptions Notification	Auto Discovery Notification	Smart Alerts	
					SAVE Cancel



6 Managing Subscriptions and Payments

6.1 Subscribing to CloudAlly

Once the trial period has ended, you need to subscribe to CloudAlly to access and manage your backups, otherwise your backed up data will be deleted.

To subscribe to a plan:

1. Click the Subscribe link displayed in your account. Alternatively, you can click the Billing option of the Navigation Panel.

Billing Trial		
0	14 days left for your free trial, review y	our billing details
(i) Choose y	our subscription plan	MONTHLY ANNUAL
Service	Quantity	
	No records to view	
	Page 1	

The *Review Billing* page is displayed with the option to select either **MONTHLY** or **ANNUAL** billing options.

Note: You can subscribe before the end of the trial period, and the payment period will start after the trial period is over.

2. Click **MONTHLY** or **ANNUAL**, depending on your preference.

You are redirected to the *Payment Details* page. Fill in the billing and credit card details to finish the subscription process. Refer to <u>Payment Details</u> for more information.



6.1.1 Monthly Subscriptions

When you subscribe to a monthly plan, the credit card that you registered in the *Billing > Payment Details* page will be charged the amount that you owe.

CloudAlly's billing is handled by a PCI-compliant payment processor.

To finalize your subscription, enter your credit card details and general billing information, and then click **Subscribe**.

The initial payment will be charged at the end of your 2-week trial period.

A receipt will be emailed to you each month after you are charged.

If CloudAlly is unable to charge your credit card (e.g., because it has expired), you will be notified by email. Additionally, a message will appear in the application that you need to go to the *Billing Status* page so you can review your billing details, and then update your credit card information if necessary.

Note: The payment status is updated every 24 hours, so if you update your credit card details but the reminder is still there, check again tomorrow.

CLO at operation too	UDALLY Cloud to Cloud Back	Payment Failed: Unable to charge your credit card.	Ubdeted on: Non-D7, 2022	bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out 🔒
о Нотерада	Billing Billing > Status			
E Jobs	Note: The billing status is	ipdated once a day. If you made any recent payments it will be r	eflected in the next 24 hours.	

Note: The monthly payments are processed automatically once you provide the required information in the Payment Details section, and it has been verified that your credit card is valid. To disable automatic payment processing, please contactCloudAlly support. Instead, you will start receiving monthly invoices for the payments.

6.1.2 Annual Subscriptions

When you subscribe to an annual plan, you will receive a confirmation message that your request has been submitted, and then CloudAlly support will send you an email, asking that you confirm your annual subscription request.



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Once you have confirmed, CloudAlly will email an invoice to you, payable in 30 days by credit card, PayPal, or bank transfer.

After the initial payment, CloudAlly will send you an invoice 30 days before your payment is due, in 11 months. You will also be reminded that your annual subscription is due online:

Note: The payment status is updated every 24 hours, so if you update your credit card details but the reminder is still there, check again tomorrow.



Should you fail to make your annual payment, you will be reminded with a message like this:

CLO art specification	UDALLY mpany	Cloud to Cloud Backup	A Invoice Overdule: Please pay your annual subscription.	Updated on: Nov-56, 2022	bob.smith@ca4software.onmicrosoft.com Bob Smith	Log Out
O Homepage	Billing Illing >	Ratus				
Jobs	Note	The billing status is upda	sted once a day. If you made any recent payments it will be rel	flected in the next 24 hours.		

After you finalize your subscription, the *Billing > Payment Details* page displays additional billing management options and provides a brief summary of the payment information for the current period and the next payment date.



6.2 Payment Details

	Billing Annual subscription, Renewal Date: Aug	18th 2022	
Jobs	Status	History	Payment Details
(5) Recovery Billing	Silling status of cliqats	(U)	Change your payment details
8 Activity	bining status of chents		Change your payment details
र्दुः Settings			

The Payment Details page contains the information used for billing.

6.2.1 Monthly Subscriptions

If you have chosen a monthly payment plan, you can update your credit card and billing details here:

Credit Card Details				
Card Number:	CREDIT: X000-3000-3000-1111 (12/2023)			
			ADD NEW CARD	VATE CARD Delete CA
Billing Details				
Currency:	EUR	- Tide:	Mr	
First Name:	Bob	* Last Name:	Smith	
Siling Email:	bob.smith@ca4software.onmicrosoft.com	Company Tax Id:	12345	
Company Name:	12345	* Address Line 1:	123 Main Street	
kddress Line 2:		Address Line 3:		
Country:	United Kingdom	v State:		
Sity	Anytown	"Zip Code/Postal Code:	12345	
hone number:	2011234567	Email Invoice/Receipt:	Link Attachment	
	2 ¹			



6.2.1.1 Add New Card

The **ADD NEW CARD** option enables you to define your card information for a monthly subscription payment.

Billing	
Billing >> Payment details	
Monthly subscription, next payment: Dec 13th 2020	
~ Credit Card Details	
Card Number: undefined: XXXX-XXXX-XXXX-444 V	
ADD NEW CARD ACTIVATE CARD Delete	
~ Add new card details	
Card Holder's Name: Card Holder's Name:	
Card Number: MM / YY CVV	
ADD NEW C	ARD

To create a new payment method:

- 1. Click ADD NEW CARD.
- 2. Enter the card details such as Card Number, CVV, Card holder's name, and card expiry date.
- 3. Click ADD NEW CARD.

The new card information is saved and activated, and you can use this card.



6.2.1.2 Change Payment Method

To change your existing payment method:

- 1. Click the drop-down list and select the payment method from the Cards Number drop-down list.
- 2. Click the payment method from the list (the screen shot below depicts choosing a different credit card).
- 3. Click **ACTIVATE CARD** to set the selected card as the preferred payment method.

Billing		
Billing >> Payment detail	s	
Monthly subscription, ne	xt payment: Dec 7th 2020	
~ Credit Card D	etails	
Card Number:	CREDIT: XXXX-XXXX-XXXX-5048 (1 🗸	
	CREDIT: XXXX-XXXX-XXXX-5048 (12/2025)	
	CREDIT: XXXX-XXXX-XXXX-1111 (12/2023)	ADD NEW CARD ACTIVATE CARD Delete card

The details section displays billing information such as Currency, Title, Name, and Billing email.

4. Scroll down for more fields in the Billing details section. The Company Tax ID field indicates your company tax ID. (This is mandatory for Israeli companies.)

Note: Due to Value-added tax (VAT), Israeli companies must include their Tax ID. Therefore, the Company Tax ID field is mandatory for Israel, and if this field is not completed, our company will not be able to provide you with backup services.



Dr Ma

opbox User Guide	
anaging Subscriptions and Payments	

Currency:	USD	Title:	~
* First Name:		* Last Name:	
* Billing Email:		Company Tax Id:	
* Company Name:		* Address Line 1:	
Address Line 2:		Address Line 3:	
* Country:	~	State:	
* City:		*Zip Code/Postal Code:	
* Phone number:		Email Invoice/Receipt:	🔵 Link 💿 Attachment

- 5. Update the required fields. The fields marked with the * symbol are mandatory.
- 6. Click UPDATE BILLING DETAILS.
- 7. The updates are saved.

At the bottom of the page, you can choose whether you want to receive the Invoices or Receipts as a link or as an attachment to the email.

Note: You can change the billing currency by contacting CloudAlly support.



6.2.2 Annual Subscriptions

If you have chosen an annual payment plan, you can update your billing details here. When you are done, click **SAVE**.

O Homepage	Billing		
8	Annual subscription, Renewal Date: Oct 19th 2023		
Jobs	9 Billing Details		
Recovery	Subscription Starting Date:		
B	Currency:	050	
Billing	* Country.	United States	¥
Activity	* State:	New York	<u>M</u>
۲	* City:	New York	
Settings	*Zip Code/Postal Code:	01234	
	* Company Name:	Pizza Perfecto	
	Company Tax Id:	987654321	
	* Company Address:	14652 Broadway	
	Purchase Order Number (Optional):	4350123	
	~ Billing contact		
	* First Name:	Bob	
	*Last Name:	Smith	
Support	* Billing Email:	Bob.smith@ca4software.onmicrosoft.com	() Help



6.3 Billing Status

Annual Subscription

When you have paid your annual subscription, this page displays the next payment forecast for the upcoming payment date. The details include Service type and backup name, Quantity, Unit Price, and the Total Amount.

O Homepage	Billing Billing > Status	Billing Alling > Status							
)004	Note: The billing status is updated once a day. If you made any recent payments it will be reflected in the next 24 hours.								
Recovery Billing	Subscription Annual	Payments status Paid	Next renewal date Sep 12, 2023	Forecast for next payment \$226.80					
8	Payment Forecast								
Activity	Service	Total Qu	antity	Billable Quantity	Unit Price	Total Amount			
(g) Settings	MS Exchange (365)	6 mailbo	x85	6 mailboxes	\$37.80	\$226.80			

If you have neglected to pay your annual subscription, the status will look like this:

CLO		erdue: Please pay your annual subscriptio	n. Ou	stated on: May 03, 2023			? 🔒 Bob Sn	nith ~
Homepage	Billing Billing > Status							
) jobs	Note: The billing sta	tus is usually updated within a few	minutes after the payment is complet	e. If the status has not updated after	er 24 hours, please contact support.			
S Recovery	Subscription Annual	Payments status Amount Due \$1,890.00						
Billing &	Overdue Invoices							
Activity	Issue Date	Status	Due Date	Total Amount	Download Invoice	Email Invoice		
Settings	Mar 18, 2023	Overdue	Apr 17, 2023	\$1,890.00	41197 ±	8	Pay Invoice	0

You can click **Pay Invoice**, and you will be directed to the following screen, where you can pay your invoice via PayPal or by credit card:



		Choose payment method
	C CLOUDALLY an operation company	
		Pay With P PayPal
CloudAlly		On the Paypal page, you can also pay
		by credit, without the need for a user account
bob.sm	ith@ca4software.com, 1	
year b	ackup starting September	
28, 202	22, HR MS 365 Bundle Plan -	
Compr	ehensive Microsoft 365	
Backu	p Billed Per User	
Buyer	bob.smith@ca4software.com	
Due date	Apr 17, 2023	
Total	\$1,890.00	
morning by 0 business and offered by th credit cards.	Freen Invoice is not part of the interaction between the its customers, and is not liable for the goods & services e business, and/or the business' use of the customer's	

Monthly

Similarly, if you neglected to pay your monthly subscription fee, the status will look as follows:

CLC an operated o	UDALLY Cloud to C	loud Backup	nt Failed: Unable to charge you	ur credit card.	Updated on: Nov 07, 2022	bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out 🗗
Homepage Jobs	Billing Billing - Status Note: The billing statu	s is updated once a day. If ye	w made any recent payments			
Recovery Balling	Subscription Monthly	Payments status Amount Due \$51.52				Update credit card details
Activity	Unpaid Bills					
0	Issue Date		Due Date	Total Amount		
Settings	Jun 20, 2022		Jun 20, 2022	\$12.88		
	May 20, 2022		May 20, 2022	\$12.88		
	Apr 20, 2022		Apr 20, 2022	\$12.88		
	Mar 20, 2022		Mar 20, 2022	\$12.88		

From here, click **Update credit card details** and provide the new information.



6.4 History

This page displays the history of payments.

Billing				
Billing >> History				
Monthly subscription, next payment	: Dec 13th 2020			
Reference Number	Issue Date	Due Date	Amount	
68277 🖒	November 13, 2020	November 13, 2020	\$143,45	
67599 🖒	October 13, 2020	October 13, 2020	\$44.65	
67134 🕢	September 13, 2020	September 13, 2020	\$49.40	
66837 🖧	August 13, 2020	August 15, 2020	\$44,65	
		Page 1 of 1		Showing 1-4 of 4

By clicking on the reference number, you can download the receipt, which provides details about the number of backed-up accounts or the amount of stored data, and the total amount paid. It also displays the payment method used.

An example of a receipt is displayed below.



	periecto.com - PPVUU1	CloudAlly L	td.	
Pizza Perfect 18 Mozarella United Kingo	to Ltd Lane dom ID 307 123 08	Tax ID: 514596667 12 Harimon st., Gan Hayyim 4491000, Israel www.cloudally.com accounting@cloudally.com		
Invoid Certified Co	ce / Receipt 51646	26 Apr 2021		
Invoice /	Receipt for admin@pizza-perfecto.com, 1 ye	ear backup starting A	pril 22	, 2021, GBP
QTY	Description	F	Price	Tota
70	Dropbox 696.56 GB	16.25	GBP	1,137.50 GBF
		Sub	total	1,137.50 GBP
		VA	r 0%	0.00 GBF
		Total pay	able	1,137.50 GBF
Payments	Details			
Туре	Description	Date		Amoun
PayPal	Account 12345678 / Transaction # 987654321	26 April	2021	1, <mark>137.50 GB</mark> F
			Total	1,137,50 GB
Invoice /	Receipt for Proforma Invoice 11392 PayPal Account: KQMTW2PHR5CUG			
Merchant				



6.5 Billing Notification Messages

Administrators can define whether individual users will see the Billing Notification Messages on their screens (e.g., Payment Due, Payment Overdue, Payment Failed).

To turn notifications on or off:

- 1. From the Navigation Panel, click **Settings > User Management**.
- 3. Click "View billing notification messages" on or off.

 Homepage	Settings Settings > User Management	> New user				
≣ Jobs	Email:	bob.smith@ca4software.onmicrosoft.com	Type:	Email	×]	
Recovery	Password		Role	Custom	×.	
Billing	~ Operations		~ Services			
	General		All			
Activity	View Account setting page 📵		Microsoft Exchange			
	View billing page and manage payment details		Microsoft Groups / Teams			
۲	View billing notification messages		Microsof	ft SharePoint		
Settings	View support page		Microsoft OneDrive			
	View account activ	vity 🚯	Google A			
	Show all your support tickets Manage Notifications		Salesforce			
			Dropbox Business			
	View backups pag	e 🛛	Вох			
			Google Workspace			
		up taska 💿	Google Shared Drives			
		ska 😝 🧧	IMAP			
		la 0				
	Parity backing tast					



7 Helpful Resources

7.1 About CloudAlly

Founded in 2011 as one of the world's first cloud-to-cloud backup services for Google Apps and Salesforce, CloudAlly led the industry with the first commercially available Microsoft cloud backup in Q1 2014. ISO 27001 and HIPAA certified CloudAlly adheres to industry-standard best practices for information security management, including EU-GDPR compliance.

7.2 Knowledge Base

Search through articles in our Knowledge Base at <u>https://support.cloudally.com</u> to find answers to the most common user questions.

7.3 Support

Support - If you have any question or need further help, do not hesitate to contact us via email at <u>support@cloudally.com</u>. or visit our customer support hub: <u>https://support.cloudally.com</u>

7.4 Privacy

CloudAlly takes privacy seriously. Read our Privacy Policy at https://www.cloudally.com/privacy-policy

7.5 Security

CloudAlly provides a secure online backup solution with internationally recognized accreditation for information security management. Read how we protect your data at https://www.cloudally.com/resources/secure-saas-backup/



8 Support Pages

The Support option at the bottom of the Navigation Panel redirects you to our support hub. In the support hub, you can find articles covering some of the most common questions and providing instructions.

	← Back to CloudAlly	Free Trial Open a Ticket	Sign in Partner Sign in
	How can we help?		
Search this help center		۹	
G Office 365	SharePoint SharePoint OneDrive SharePoint SharePoint OneDrive	G Suite	
He Our support t	re to help you eam is available 24 hrs 365 Day	J /s a Year.	

CloudAlly provides multi-channel support options:

Phone Numbers:

USA: +1 (424) 304-1959 AU: +61 2 8599 2233 UK: +44 114 303 2758

Email Addresses:

General Inquiries: <u>Info@cloudally.com</u> Customer Support: <u>Support@cloudally.com</u> Sales: Sales@cloudally.com

Open a ticket and the support team will contact you to help you with any question or problem.



Visit our Customer Support Hub



Browse the articles, instructions, and tutorials in the Help Topics section. These materials are especially useful for new users as they explain the settings and procedures of backup activation, management, and recovery.



