

User Guide

# Google Shared Drives Backup & Recovery





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# 1 Preface

## 1.1 About this Guide

Thank you for selecting CloudAlly for Google Shared Drives. 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](mailto: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 Google Shared Drives.

## 1.3 What's in this Guide

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

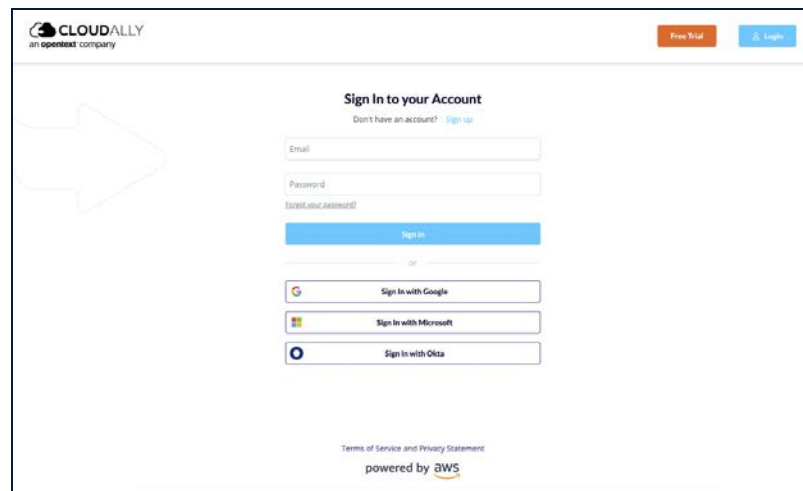
- [Creating and Accessing Your Backup Account](#)
- [Backing Up Your MS 365 Data](#)
- [Recovering Your Backed Up Data](#)
- [Filtering and Viewing Drill-Down Details](#)
- [Managing Your Account](#)
- [Managing Subscriptions and Payments](#)

## 2 Creating and Accessing Your Backup Account

### 2.1 Prerequisites

### 2.2 Sign Up/Sign In from the CloudAlly Home Page

1. In your Internet browser, open [cloudally.com](https://cloudally.com) and click **Login**.
2. Click **Customers**. The *Sign In* page is displayed.



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

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](mailto:support@cloudally.com) for more information.

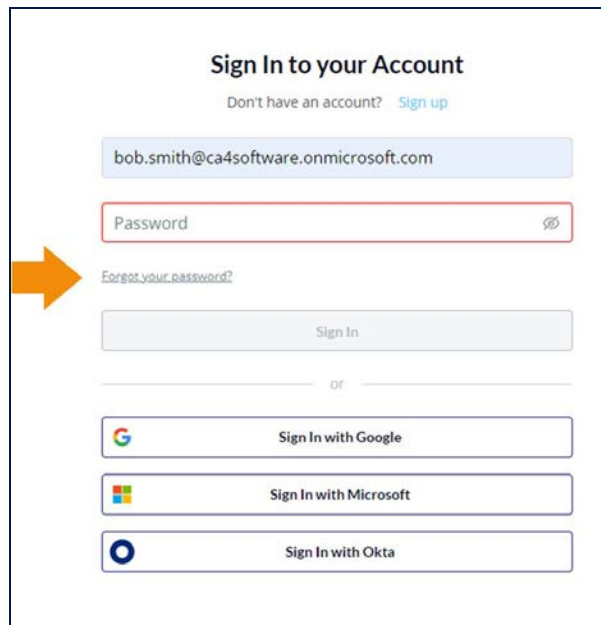
5. Your trial account is created, and an email containing your activation link is sent to your email address. Click on the activation link contained in the email you received to activate your account. If you sign up with Google, Azure, or Okta, the activation link will not be sent to you.
6. Once your 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

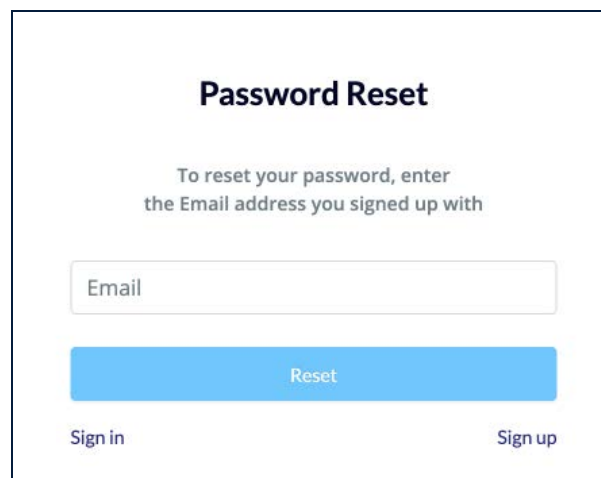
If you do not remember your password, you can easily reset it using the **Password Reset** function.

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



The screenshot shows the 'Sign In to your Account' page. At the top, it says 'Sign In to your Account' with a link 'Don't have an account? Sign up'. Below this is a text input field containing 'bob.smith@ca4software.onmicrosoft.com'. Underneath is a password input field with a red border and a 'Show/Hide' icon. To the left of the password field is an orange arrow pointing to the 'Forgot your password?' link. Below the password field is the 'Forgot your password?' link. Underneath is a 'Sign In' button. Below the 'Sign In' button is a horizontal line with 'or' in the center. Below the line are three social sign-in buttons: 'Sign In with Google' (with Google logo), 'Sign In with Microsoft' (with Microsoft logo), and 'Sign In with Okta' (with Okta logo).

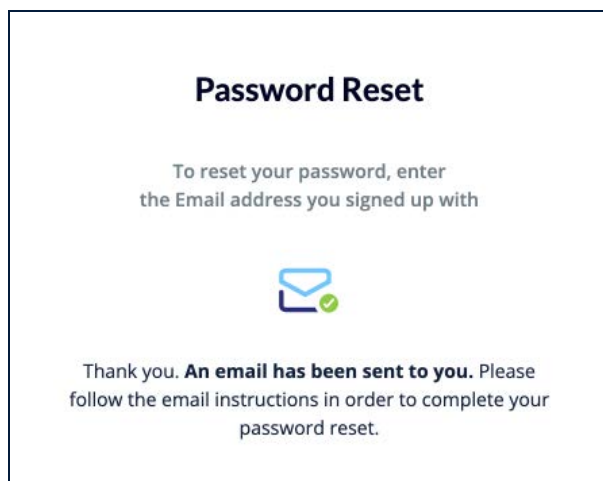
2. The *Password Reset* page will appear.



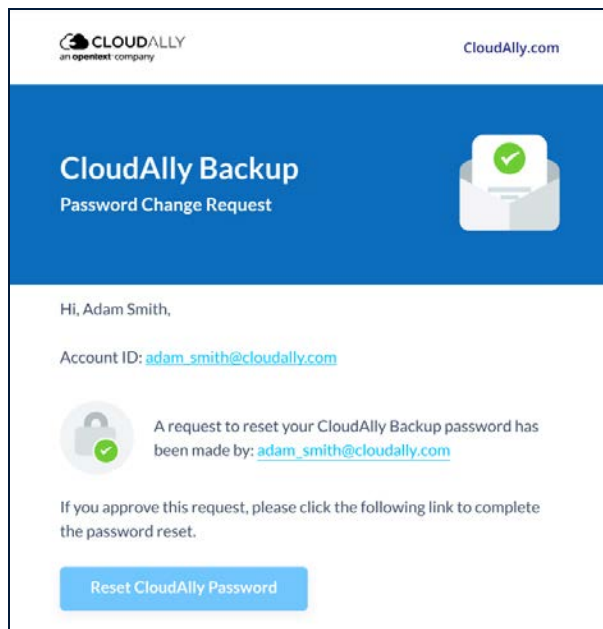
The screenshot shows the 'Password Reset' page. At the top, it says 'Password Reset'. Below this is the text 'To reset your password, enter the Email address you signed up with'. Underneath is an 'Email' input field. Below the input field is a blue 'Reset' button. At the bottom of the page are two links: 'Sign in' on the left and 'Sign up' on the right.



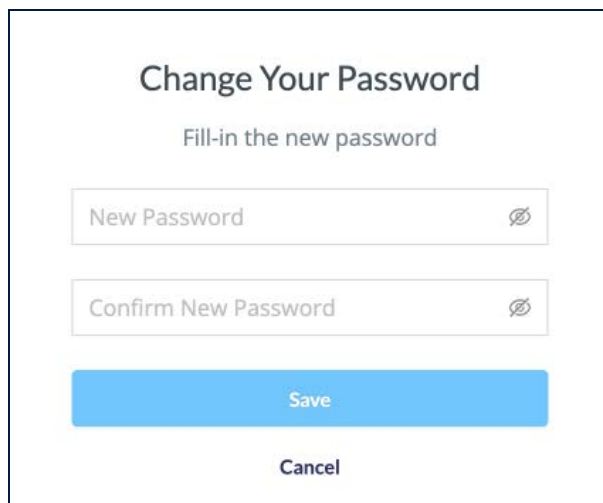
3. In the Email field, enter the email address that you used to sign up.
4. Click **Reset**, and the *Password Reset* window will appear.



The email will look as follows:



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

A screenshot of a 'Change Your Password' dialog box. The title 'Change Your Password' is centered at the top. Below it, the instruction 'Fill-in the new password' is centered. There are two text input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Both fields have a small circular icon with a slash on the right side. Below the input fields is a large blue button labeled 'Save'. At the bottom center of the dialog is a smaller button labeled 'Cancel'.

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*.

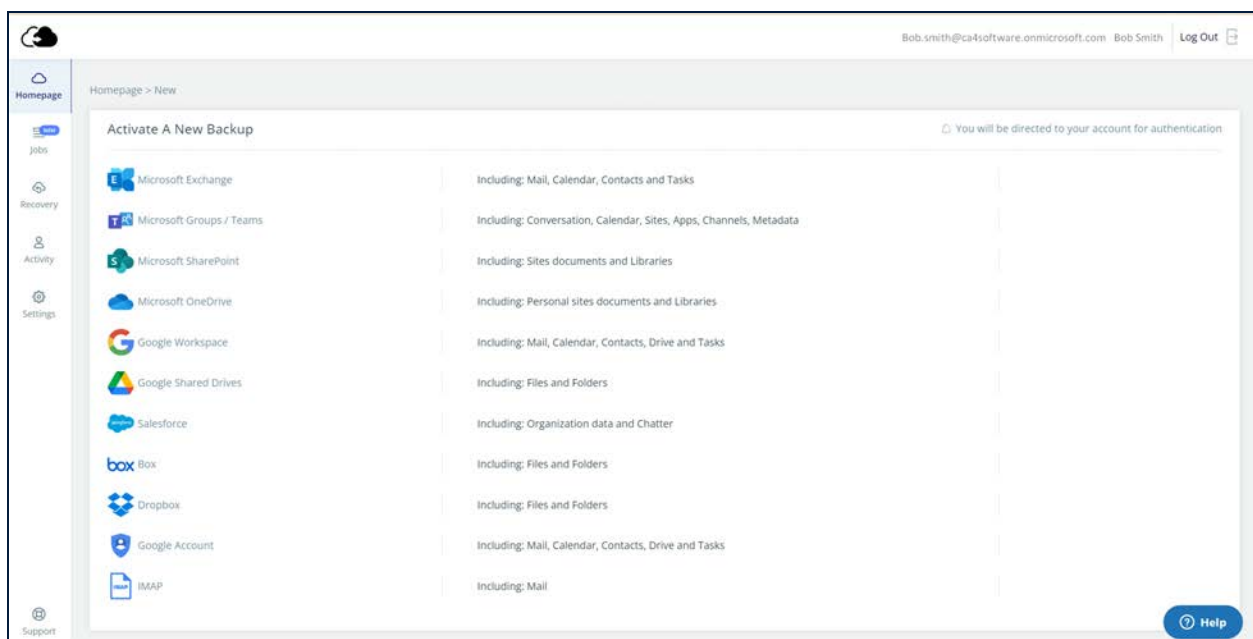
## 3 Backing Up Your Google Shared Drives Data

### 3.1 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**.

The *Activate A New Backup* page is displayed:



3. Click **Google Shared Drives**. The following screen appears.



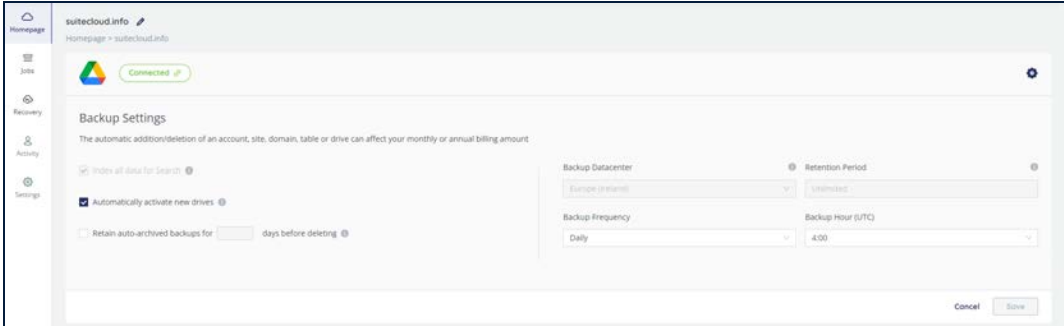
### Enter your admin details

Make sure to sign in to your Google Workspace administrator account and then click the "Sign in with Google" button. On the next step you will need to select the correct Google account to proceed with.

Use of information received from Google APIs as part of the cloud-to-cloud backup operation, adheres to Google API Services User Data Policy, including the Limited Use requirements.

CancelSign in with Google

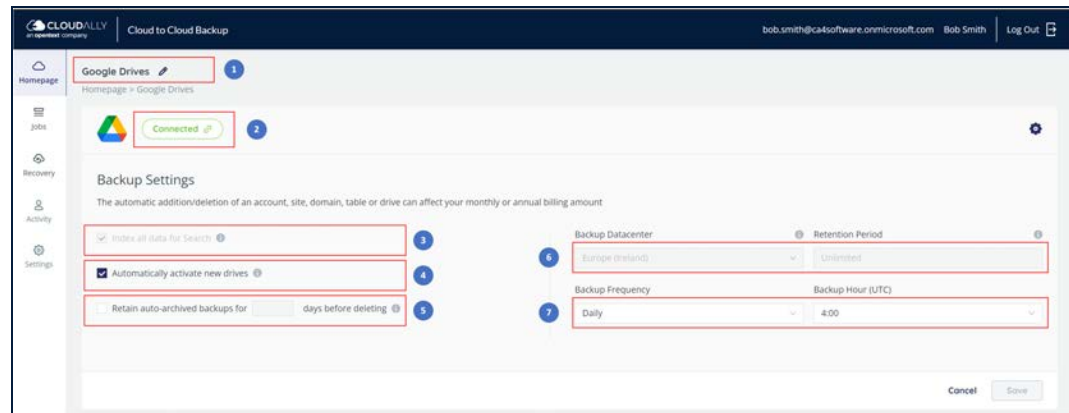
- You will be redirected to the *Backup Settings* page, where you can adjust the settings of the backup.



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

## 3.2 Configuring Backup Settings

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



The set of options on this screen enables you to select the backup settings for the drive.

1. You can change the name of the backup task by clicking .
2. The icon to the right of the Google Shared Drives logo displays whether the application was able to connect to the specified Google Shared Drives 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](mailto:support@cloudally.com).
4. The Automatically activate new drives option instructs the system to detect new drives, 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

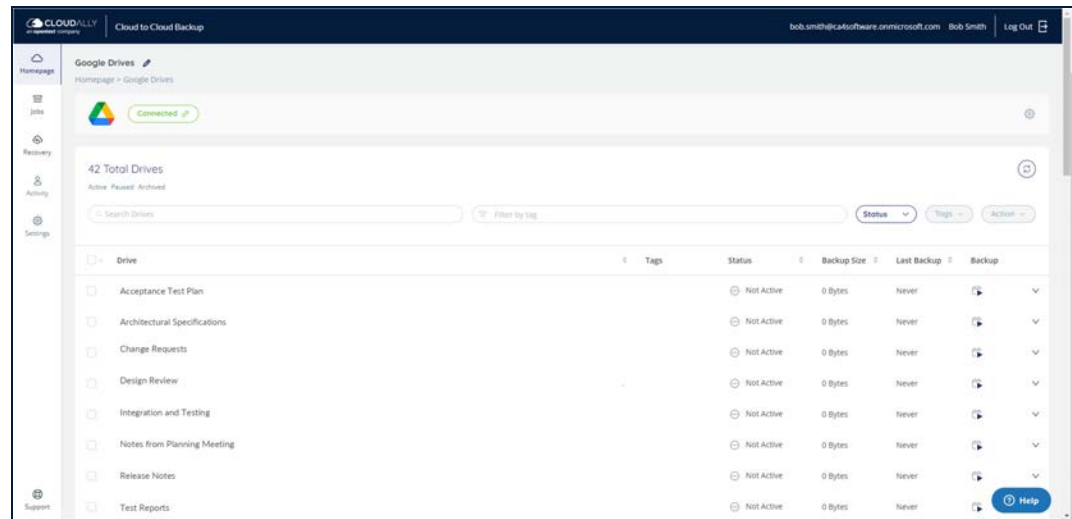
- a. Click the drop-down list adjacent to the **Backup Frequency** field and select how often you would like the backups to occur. The available options include:
  - i. Daily
  - ii. Every 3 days
  - iii. Weekly
- b. Click the drop-down list adjacent to the **Backup Hour (UTC)** field and select the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

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

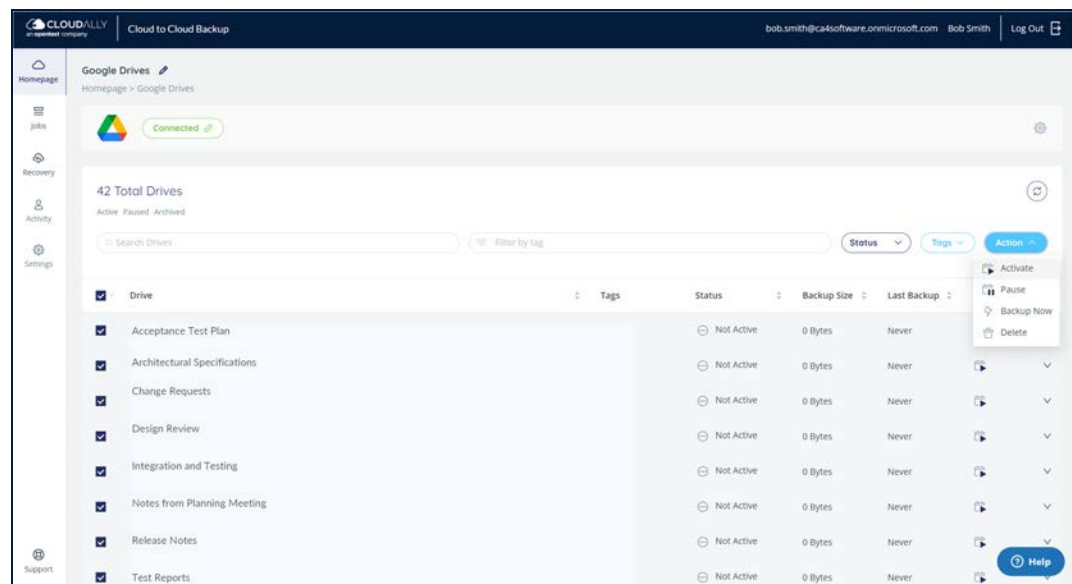
## 3.3 Activating Your Backups

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 drives are listed.




2. Select one or more drive(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.



## 3.4 Removing a Backup

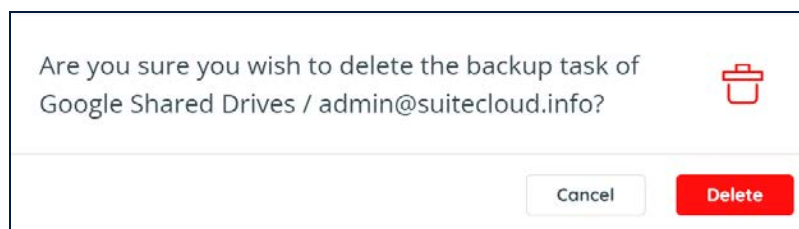
You can delete individual user backups or the entire backup service from your account if you do not want to use them further. The following sections guide you through the process of removing backup services and individual user backups.

### 3.4.1 Removing a Backup Task

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



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



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

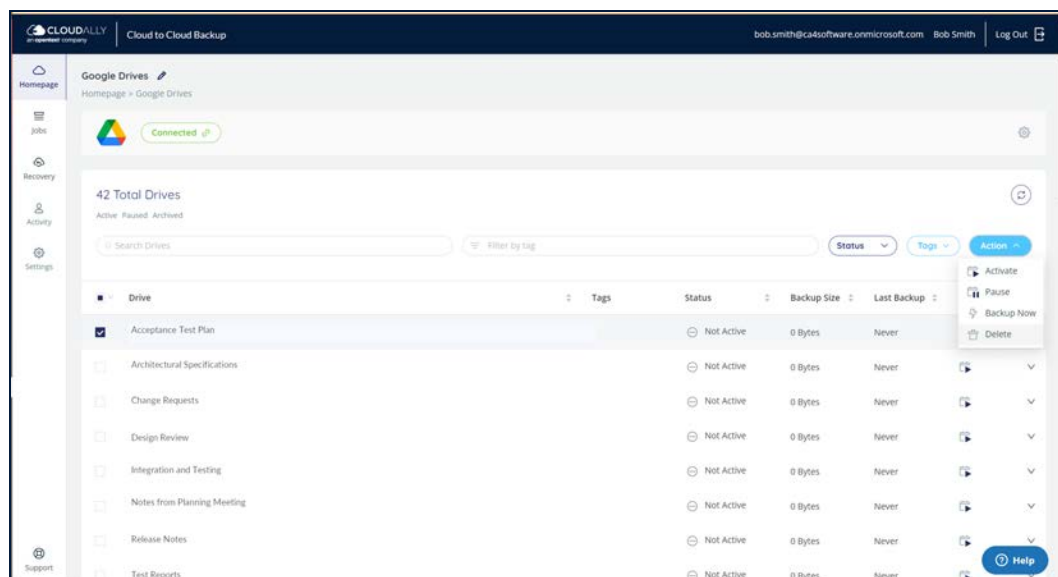
To prevent mistaken deletions, there is a grace period of 7 days after your backup is deleted.

### 3.4.2 Removing an Individual drive

To remove an individual drive:

1. Click the backup service from which you want to remove the drive. The backup task settings page is displayed.
2. Add a check next to the drivethat you want to remove. Click **Delete** in the **Actions** menu.





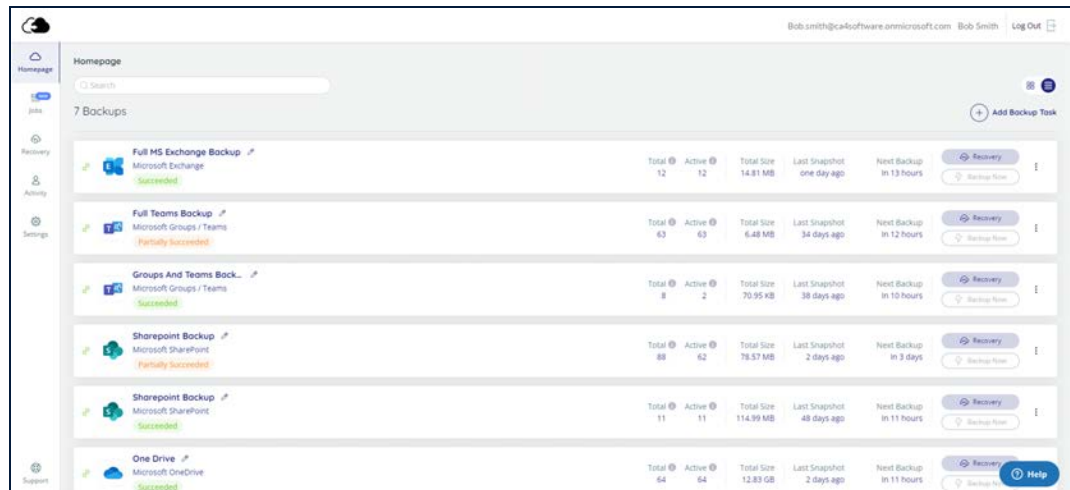
3. A pop-up window is displayed with a list of accounts selected for removal. Click **Delete**. The selected drive are removed from your account.

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

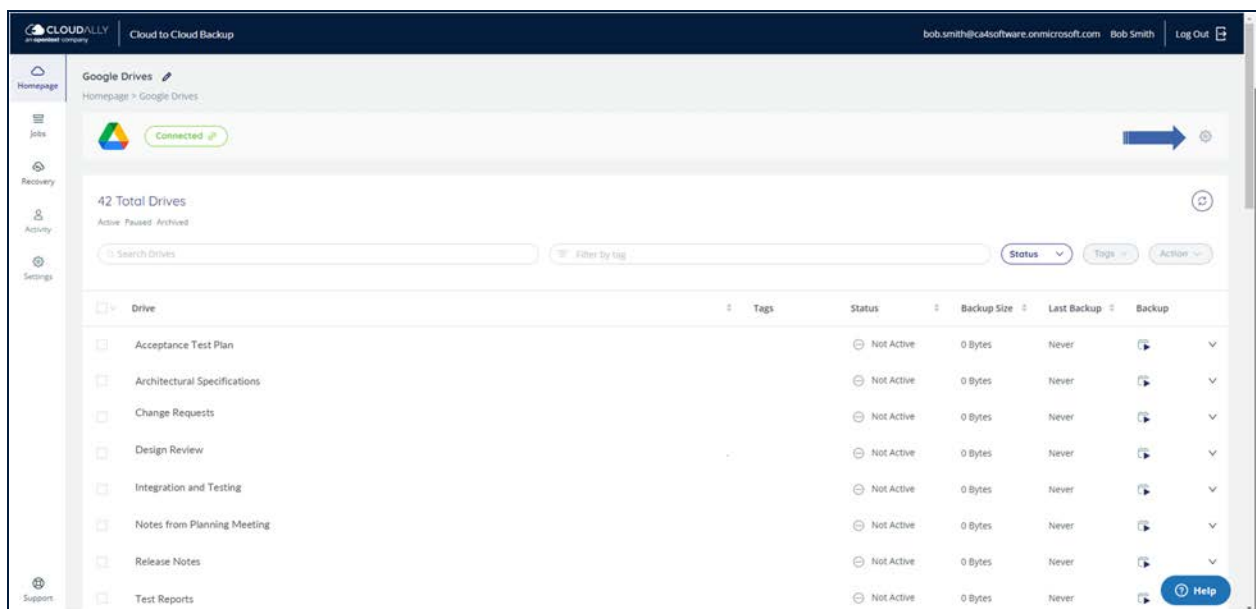
## 3.5 Modifying the Settings of an Existing Backup

To modify an existing backup task:

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



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



From here, it is possible to modify the fields described in [Configuring Backup Settings](#).

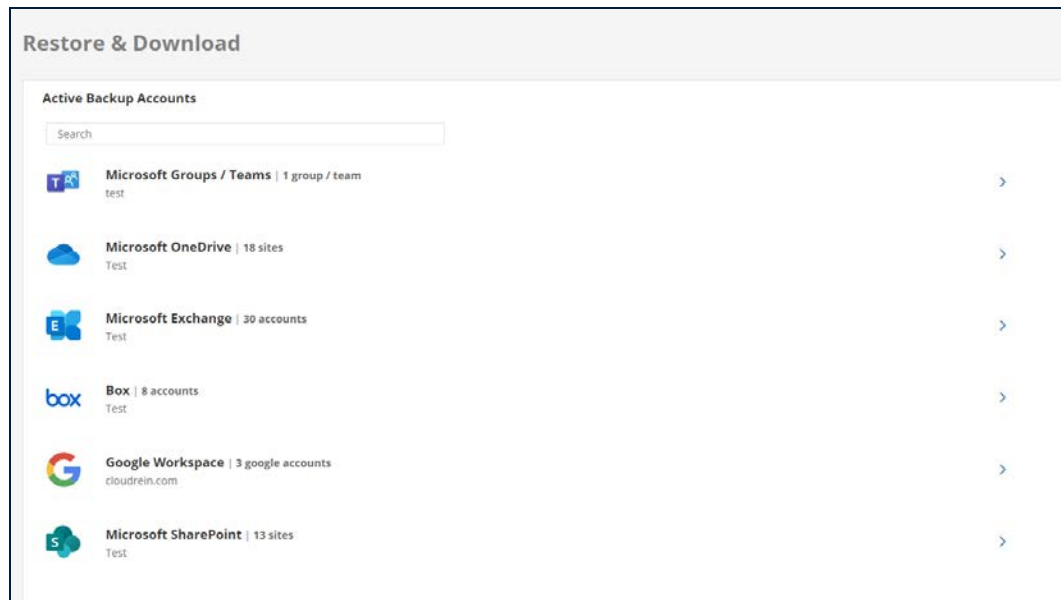
## 4 Recovering Your Backed Up Data

### 4.1 Using the Recovery Menu

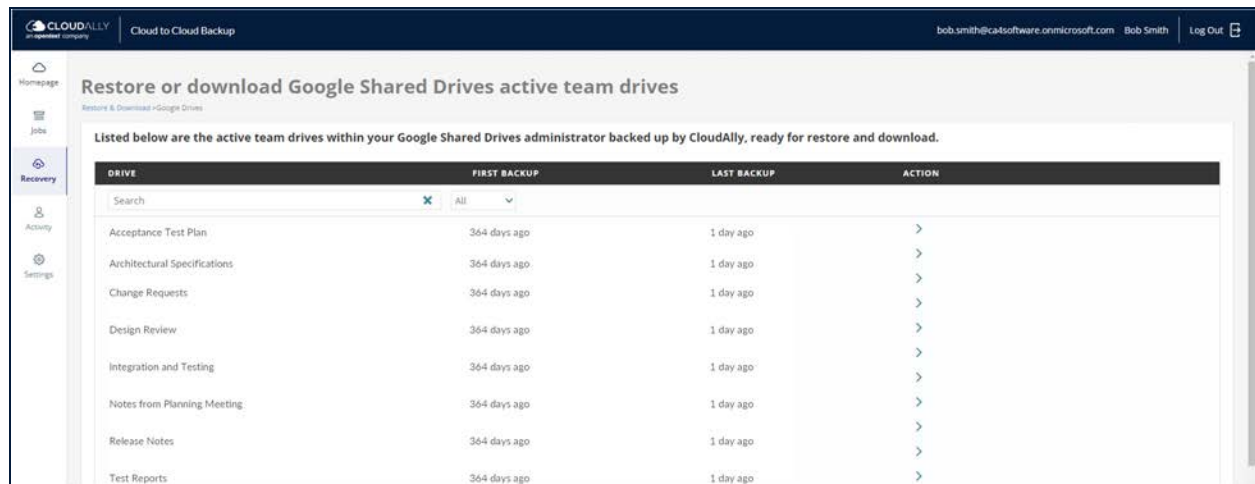
The Recovery Menu provides you with options at a fine granularity for selecting which drive to restore or export.

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.



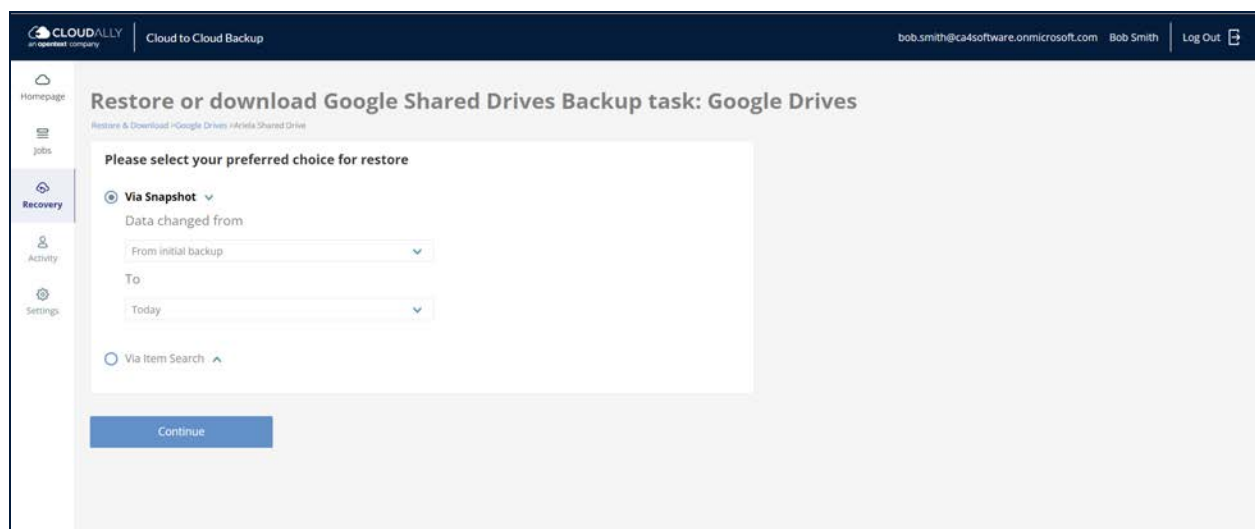
2. Click the Google Shared Drives backup task from which you wish to recover the data.
3. The *Restore or Download Google Shared Drives* page is displayed.



This page displays all your Google Shared Drives domains backed up with the details such as drive 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 drive name.
- Click the arrow icon at the end of the line of the drive which you want to restore or export (download).

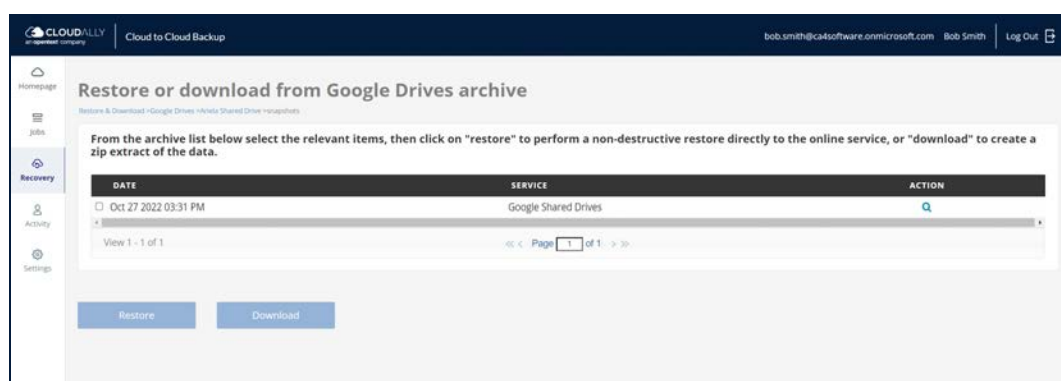
The *Restore or download Google Shared Drives* page is displayed.




- 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.

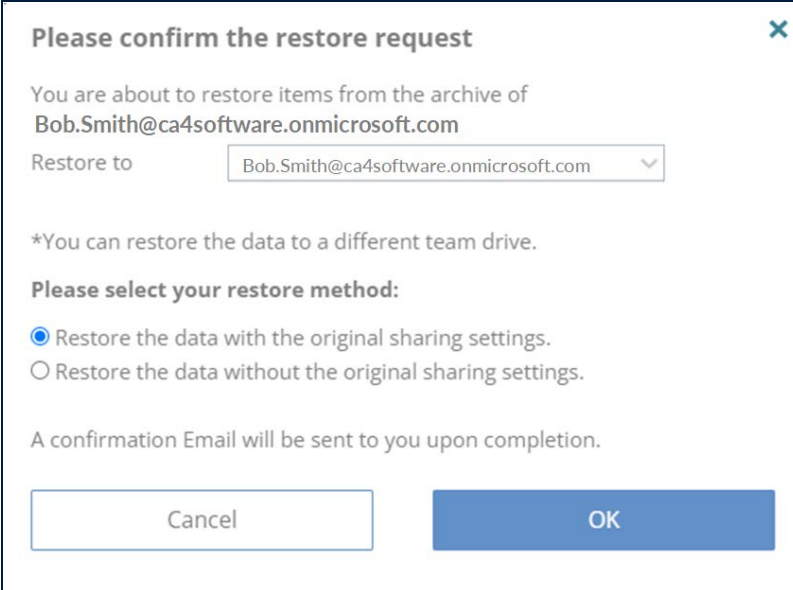


3. Alternatively, you can click  in the Action column to drill down into the snapshot and view the structure of the backed up data. There you can select one or more items for recovery.
4. Once you select a snapshot (if you wish to recover all the data in the backup), or one or more items (if you wish 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 restore the data with the original sharing settings, or without them?



**Please confirm the restore request** ✕

You are about to restore items from the archive of  
**Bob.Smith@ca4software.onmicrosoft.com**

Restore to

\*You can restore the data to a different team drive.

**Please select your restore method:**

☒ Restore the data with the original sharing settings.  
☐ Restore the data without the original sharing settings.

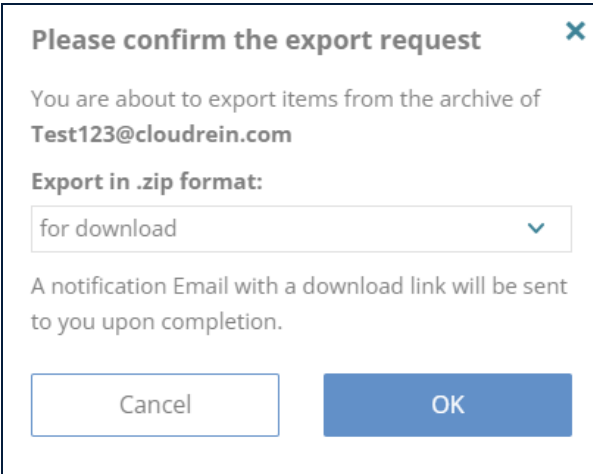
A confirmation Email will be sent to you upon completion.

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 ["Tracking Recovery Tasks on the Jobs Page."](#)

#### 4.1.1.2 Export/Download

1. If you click **Download**, the following confirmation window appears.



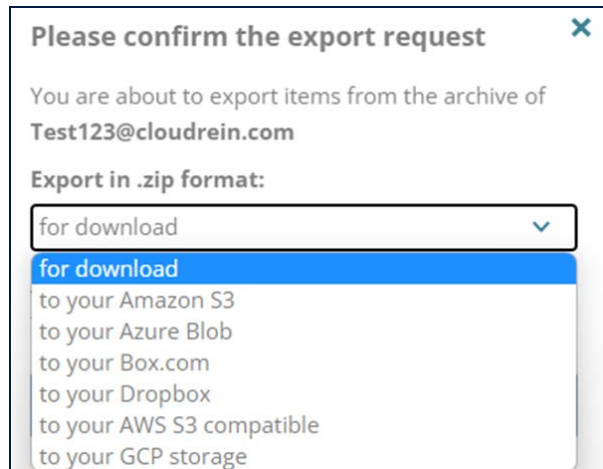
**Please confirm the export request** ✕

You are about to export items from the archive of  
**Test123@cloudrein.com**

**Export in .zip format:**

A notification Email with a download link will be sent to you upon completion.

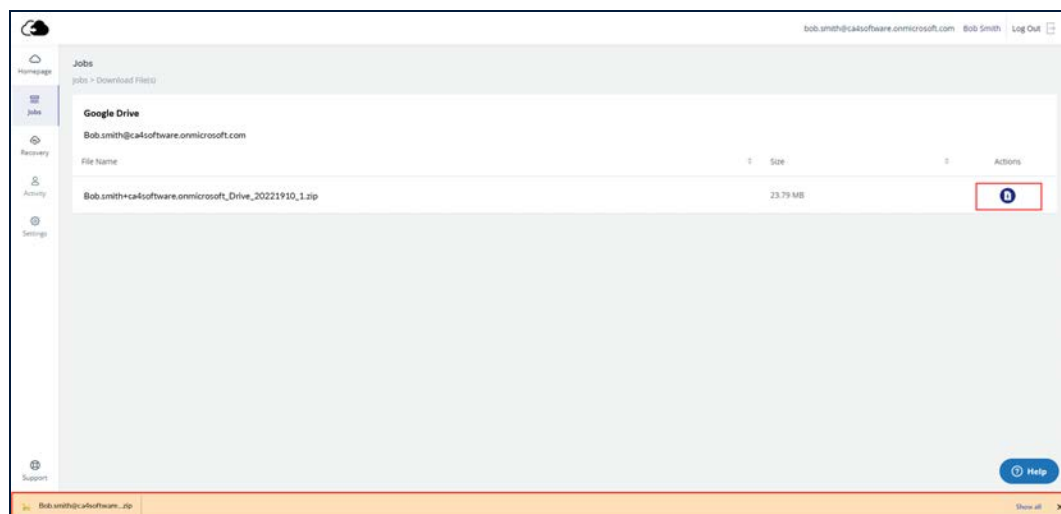
2. Click the drop-down list and select one of the following storage locations:



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 ["Tracking Recovery Tasks on the Jobs Page."](#)) When the task is completed, the **Download Results** button will be active.

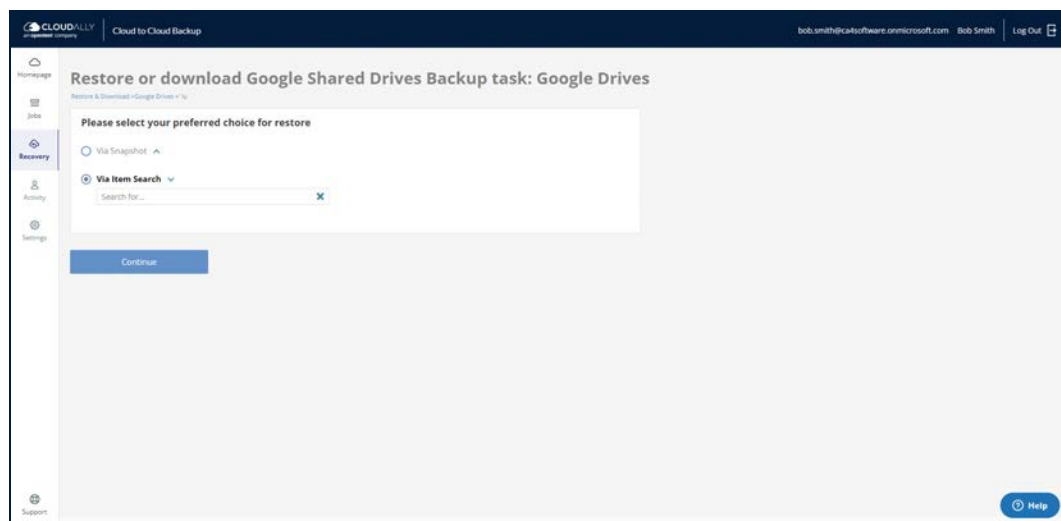


6. Click **Download Results**, and a page will open, where you can access your backup file.



### 4.1.2 Restore or Download Via Item Search

1. Select **Via Item Search**, and enter a word or phrase to search on.



2. 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.
3. Select items you would like to restore or download. When at least one item is selected, **Restore** and **Download** become available.
4. Follow the instructions in the [Restore](#) or [Export/Download](#) sections to complete the recovery process.



## 4.2 Tracking Recovery Tasks on the Jobs Page

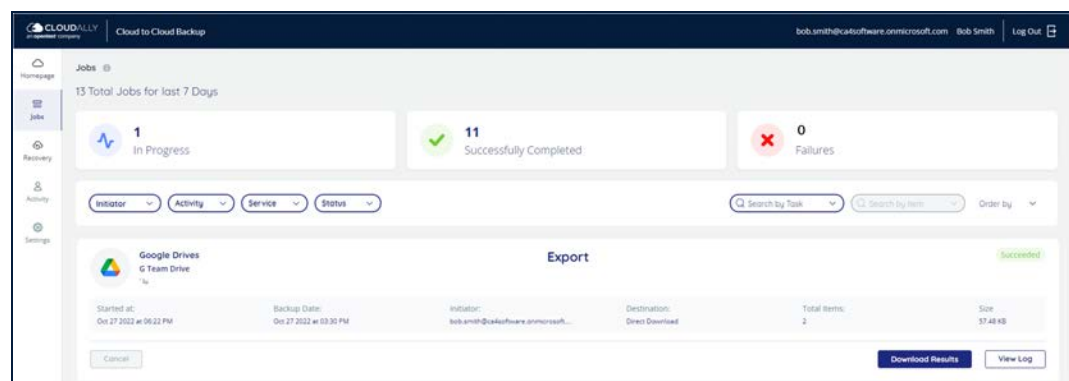
The Jobs page provides you with both high-level and drill-down views of your restore and export jobs over the last seven days.

**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.

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.

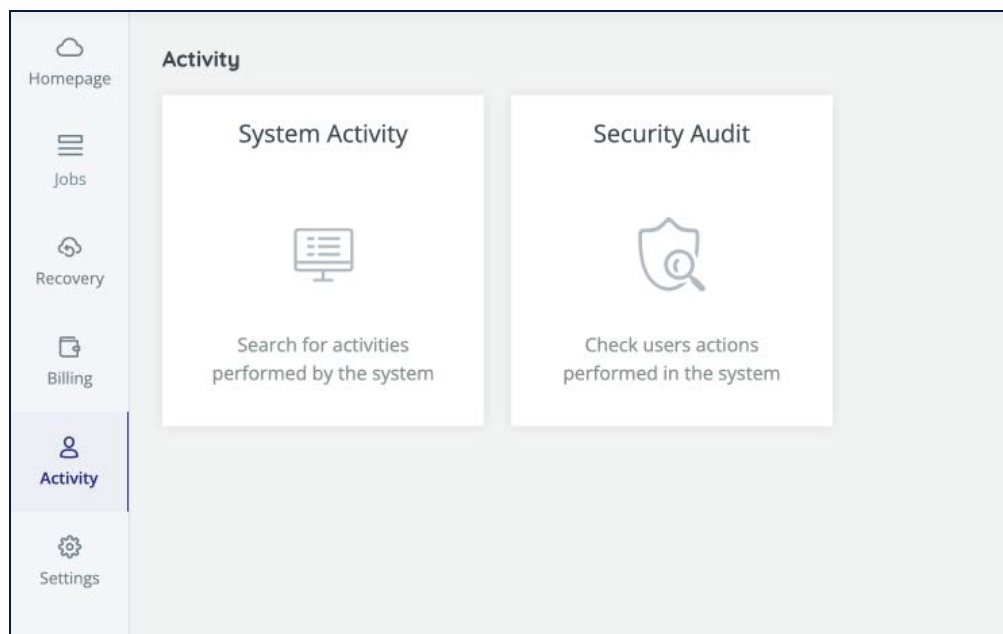
The latter can be achieved by clicking ⓘ in the Activity column. The Info pop-up displays the backup execution time, the size of the stored data, and the number of entities, and the summary of the backup execution:

## 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.

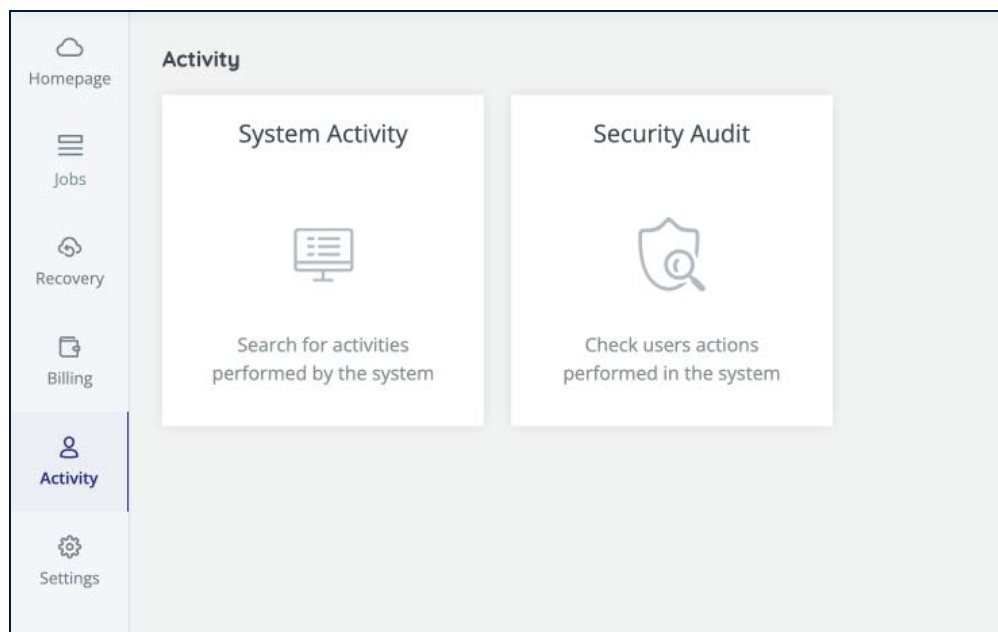
### 5.1 Viewing Account Activity

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



## 5.1.1 System Activity

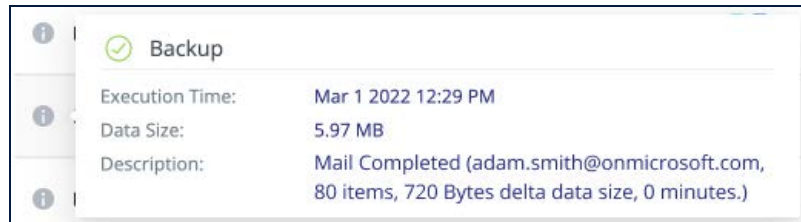
Click **System Activity**.



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						
Activity > System activity						
<div> <div>Start date - End date</div> <div>Activity</div> <div>Service</div> <div>Status</div> <div>Search by Task name</div> <div>Search items</div> </div>						
Activity	Date and Time	Service	Sub Service	Status	Task Name	Item
Export	Jul 12 2022 04:08 PM	Calendars		Succeeded	Full MS Exchange Backup / bob.smith@ca...	bob.smith@ca4software.onmicrosoft.com
Backup	Jul 11 2022 01:01 PM			Succeeded	Sharepoint backup	.../sites/AltaroRestored_Shared_mailbox_2021_08_31_11_05
Export	Jul 11 2022 01:00 PM	Channels		Succeeded	Full Teams Backup / AltaroRestored_Lind...	AltaroRestored_Linda_Fuller_2021_08_31_05_36
Restore	Jul 11 2022 01:00 PM			Succeeded	One Drive / cloudally1-my.sharepoint.co...	.../Zsepo_kazandev_pro
Backup	Jul 11 2022 05:04 AM	Calendars		Failed	Full MS Exchange Backup	Mila.Scott@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Notes		Succeeded	Full MS Exchange Backup	Jacob.Anderson@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Notes		Succeeded	Full MS Exchange Backup	Agata.Brown@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Notes		Succeeded	Full MS Exchange Backup	Alex.Duglas@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Notes		Succeeded	Full MS Exchange Backup	Sarah.Johnson@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Notes		Succeeded	Full MS Exchange Backup	Jessica.Miller@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Notes		Succeeded	Full MS Exchange Backup	Charles.Wilson@ca4software.onmicrosoft.com

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 ⓘ. 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:



### 5.1.2 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:  Status:

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 dron@...
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	MS Exchange (Email)	Completed	m.steward@cloudally.com	adam.smith@cloudally.com	Mail: Restore Task for account dron@clouda...
Mar 2 2022 11:47 AM	Notification	MS Exchange (Email)	Completed	Max / adam.smith@cloudally.com	adam.smith@cloudally.com	Mail: Download Task for account dron@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...

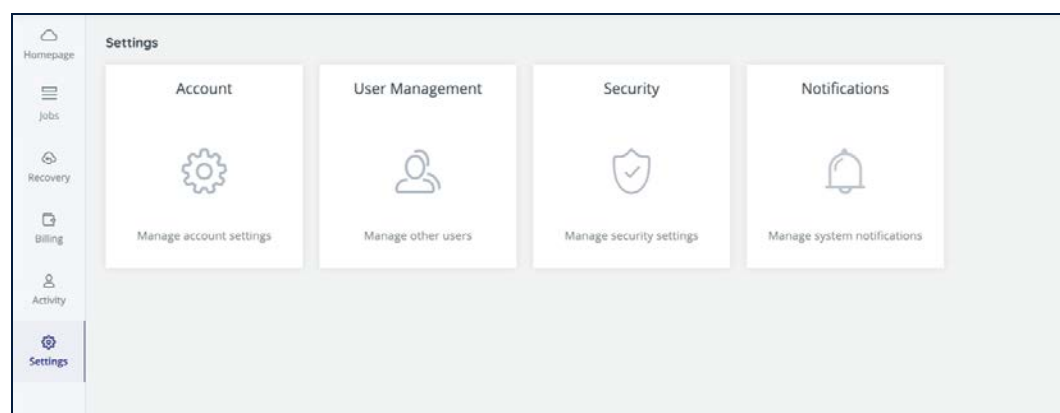
The Security Audit table can be exported as a CSV file by clicking **Export**.

## 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.

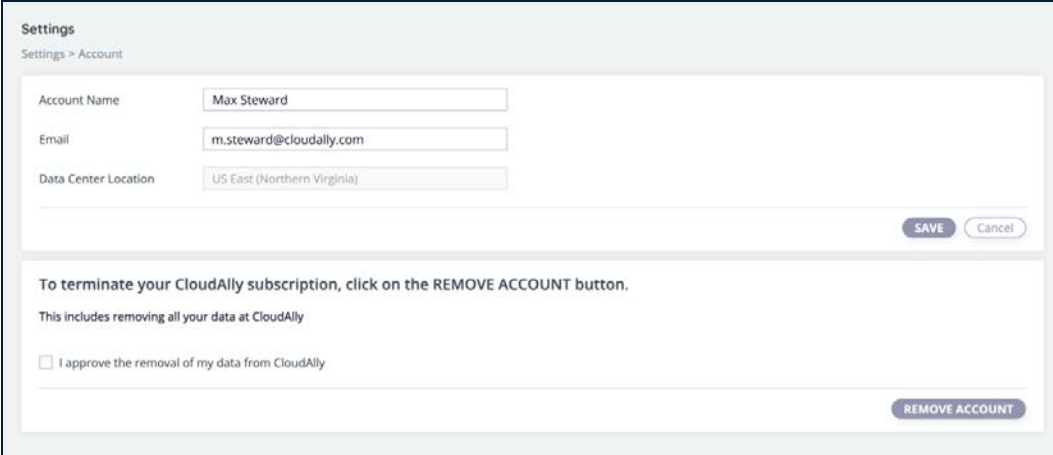


### 5.2.1 Account Settings

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.

The screenshot shows the 'Settings > Account' page. It features three input fields: 'Account Name' with the value 'Max Steward', 'Email' with 'm.steward@cloudally.com', and 'Data Center Location' with 'US East (Northern Virginia)'. To the right of these fields are 'SAVE' and 'Cancel' buttons. Below the fields, a message states: 'To terminate your CloudAlly subscription, click on the REMOVE ACCOUNT button. This includes removing all your data at CloudAlly'. There is a checkbox labeled 'I approve the removal of my data from CloudAlly' which is currently unchecked. At the bottom right is a 'REMOVE ACCOUNT' button.

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?

X

I approve the removal of my data from CloudAlly

YESNO

**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 credentials are currently linked to your CloudAlly account  
You can remove the credentials anytime if you prefer to use only your CloudAlly sign-in credentials

+ Add new user

Email	Type	2FA Authentication
m.steward@cloudally.com	Email	
j_armstrong@cloudally.com	Email	
kristen_hall@cloudally.com	Email	

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 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.

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

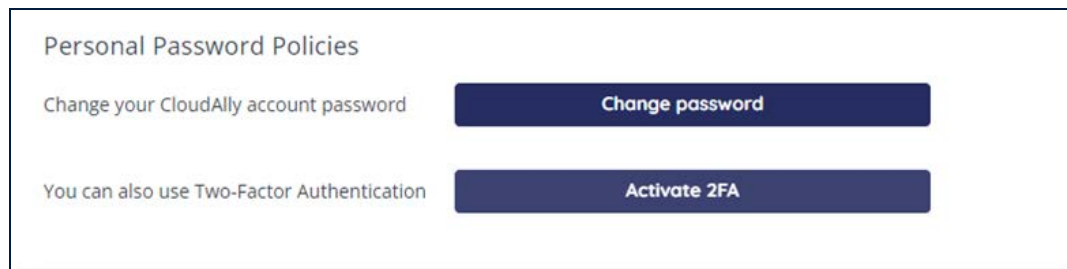
You will be returned to the Settings page. To complete the process, the user must confirm their email address using the link sent via email. This is a security measure, which ensures that the user's email address is valid.

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**.

Type	2FA Authentication
Email	
Email	<a href="#">Resend Email Confirmation</a>
Email	

## 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

☒ Enforce Two-Factor Authentication on all users @

Password Expiration: ☒ Password expires after (days):

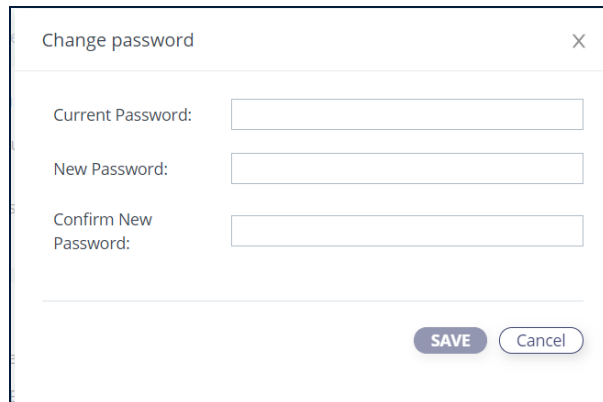
**Cancel Save**

- With the **Enforce Two-Factor Authentication** option, you can make two-factor 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.

A dialog box titled "Change password" with a close button (X) in the top right corner. It contains three input fields: "Current Password:", "New Password:", and "Confirm New Password:". At the bottom right, there are two buttons: "SAVE" and "Cancel".

Change password X

Current Password:

New Password:

Confirm New Password:

**SAVE** Cancel

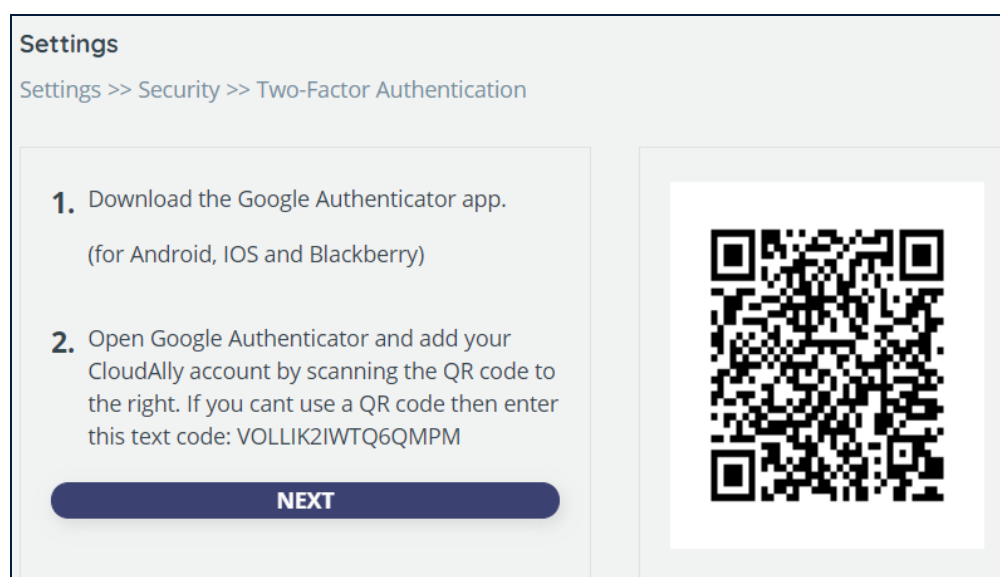
3. Enter the current password in the *Current Password* field.
4. Enter the new password in the *New Password* field.
5. Re-enter the new password in the *Confirm New Password* field.
6. Click **SAVE**. You can now use this password to access your account.

## 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.


A screen titled "Settings" with a breadcrumb trail "Settings >> Security >> Two-Factor Authentication". It contains two numbered steps: 1. Download the Google Authenticator app. (for Android, IOS and Blackberry) 2. Open Google Authenticator and add your CloudAlly account by scanning the QR code to the right. If you cant use a QR code then enter this text code: VOLLIK2IWTQ6QMPPM. Below the steps is a "NEXT" button. To the right of the steps is a QR code.

**Settings**

Settings >> Security >> Two-Factor Authentication

1. Download the Google Authenticator app.  
(for Android, IOS and Blackberry)
2. Open Google Authenticator and add your CloudAlly account by scanning the QR code to the right. If you cant use a QR code then enter this text code: VOLLIK2IWTQ6QMPPM

**NEXT**



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 6-digit 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).

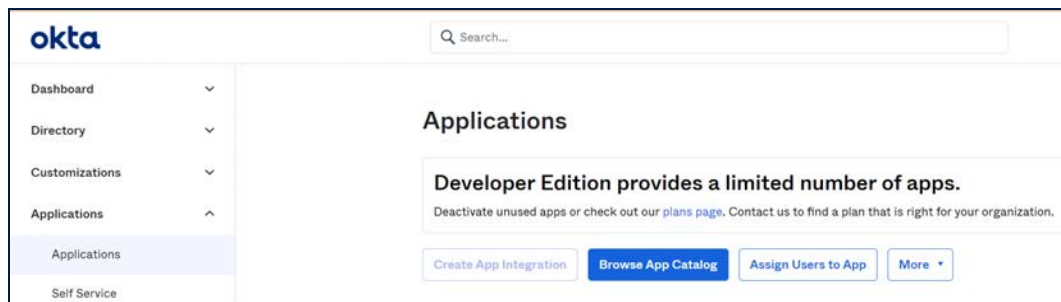
CloudAlly supports Okta as its SAML provider.

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

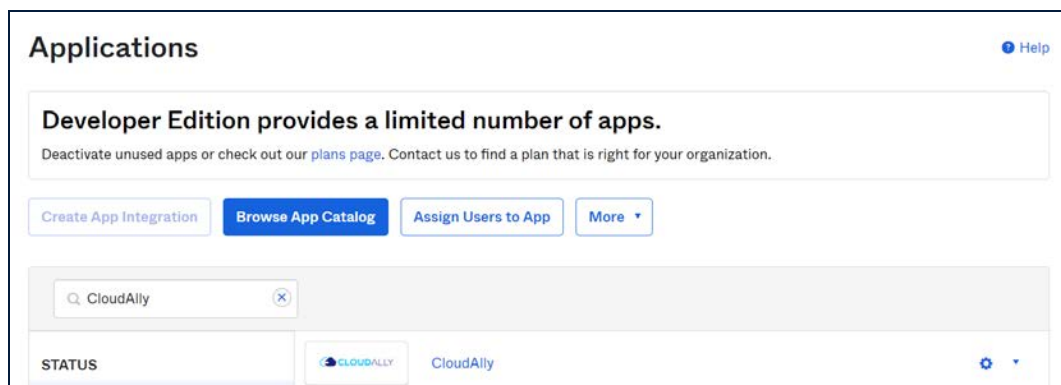
- Setting up Okta in the CloudAlly application
- Setting up CloudAlly in the Okta Application

#### 5.4.3.1 Setting up CloudAlly in the Okta Application

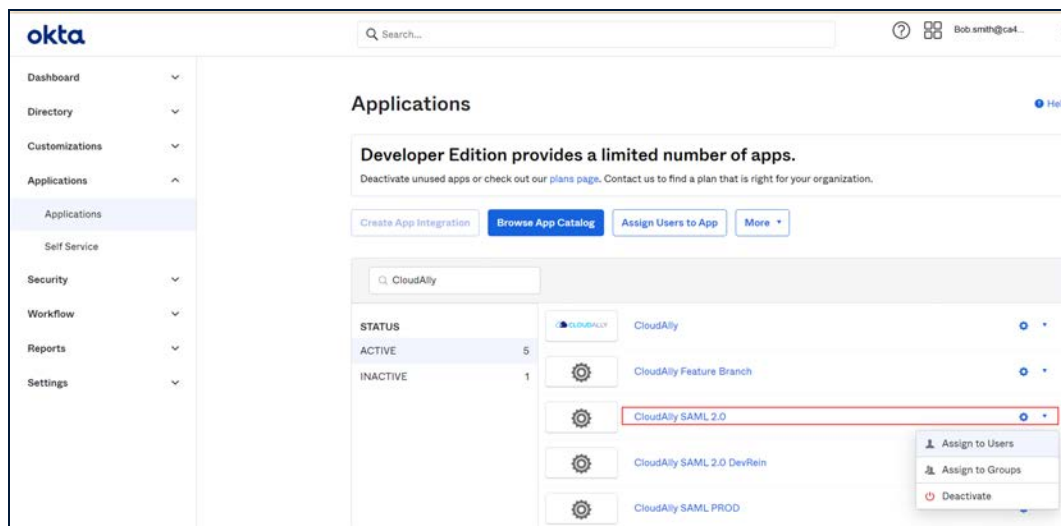
- In the Okta application, click Applications > Applications > Browse App Catalog.



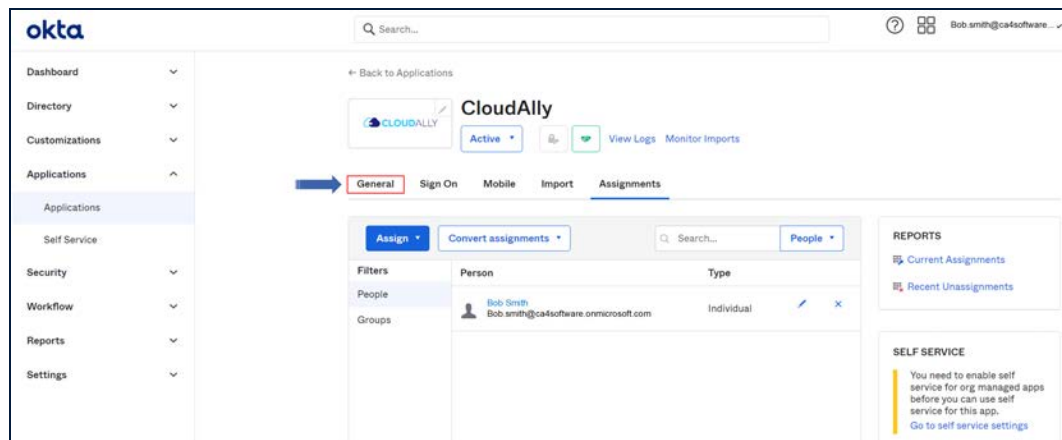
- In the search bar, enter CloudAlly.



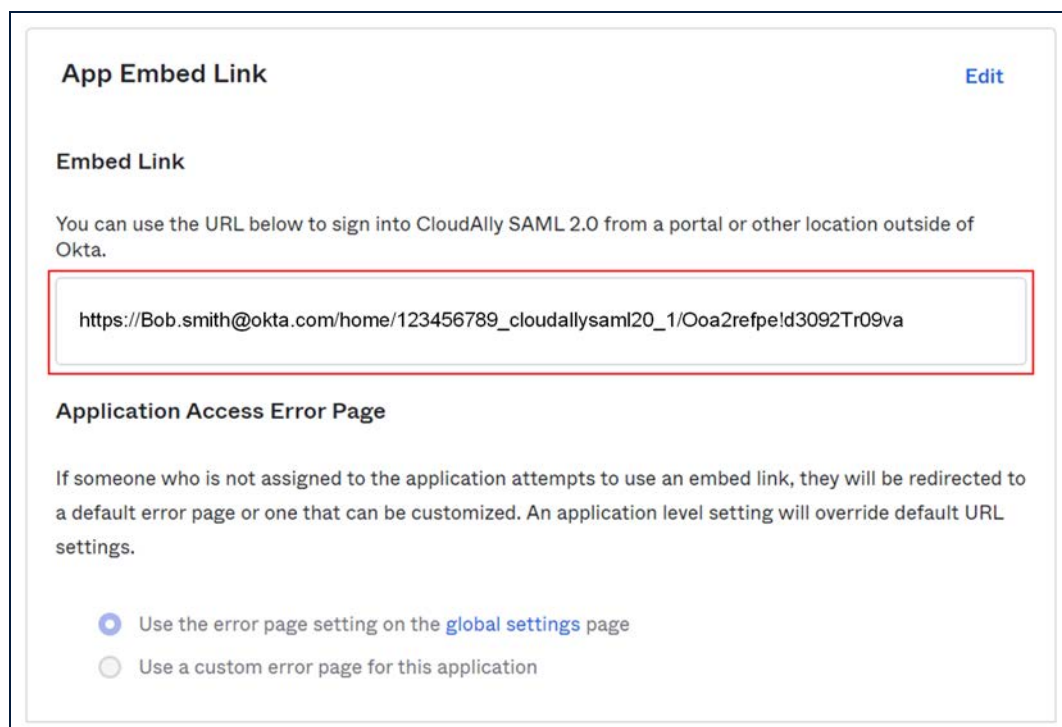
- Click the triangle next to CloudAlly SAML 2.0, and **Assign to Users or to Groups**.



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



- 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.

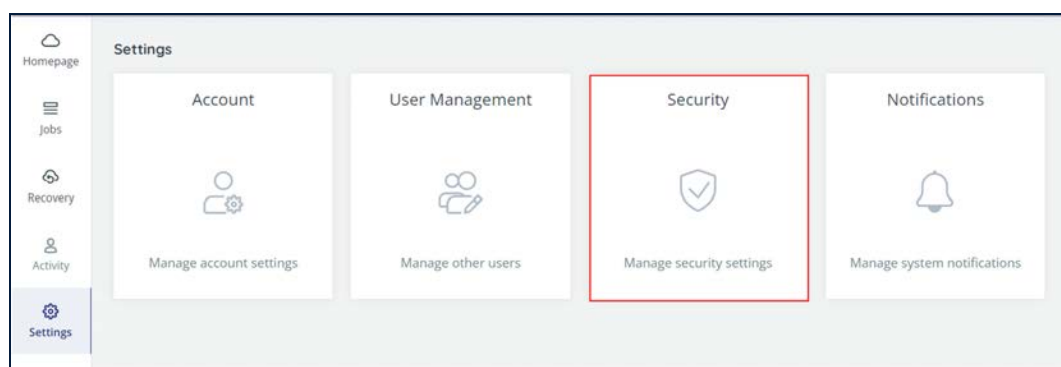


### 5.4.3.2 Setting Up Okta in the CloudAlly Application

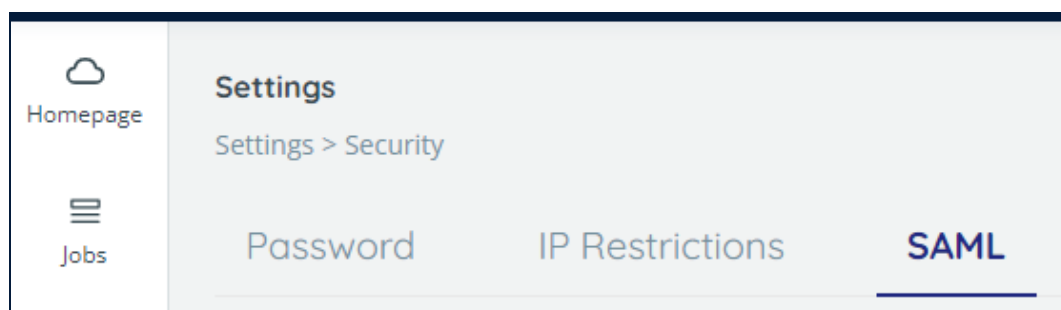
1. From the Homepage, click **Settings** in the Navigation panel.



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

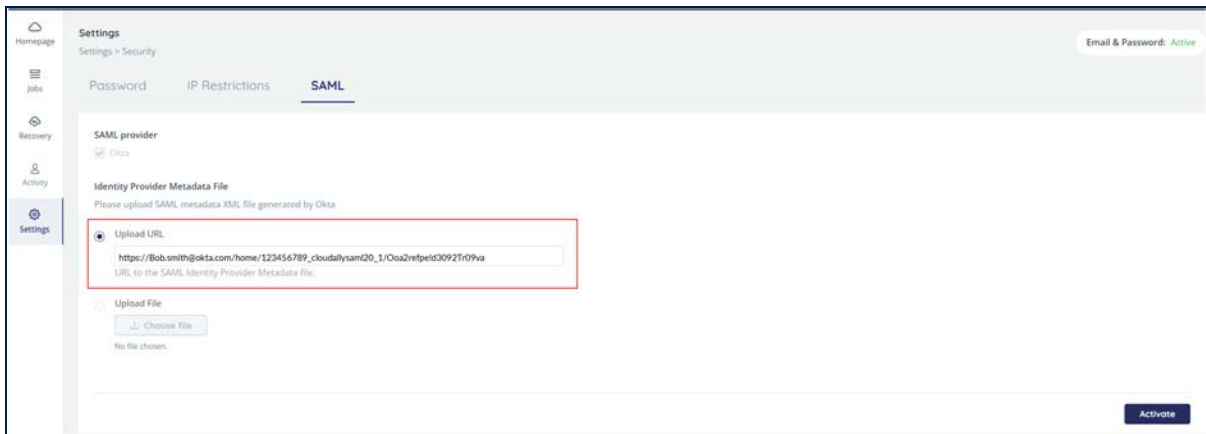


3. Click the SAML tab.

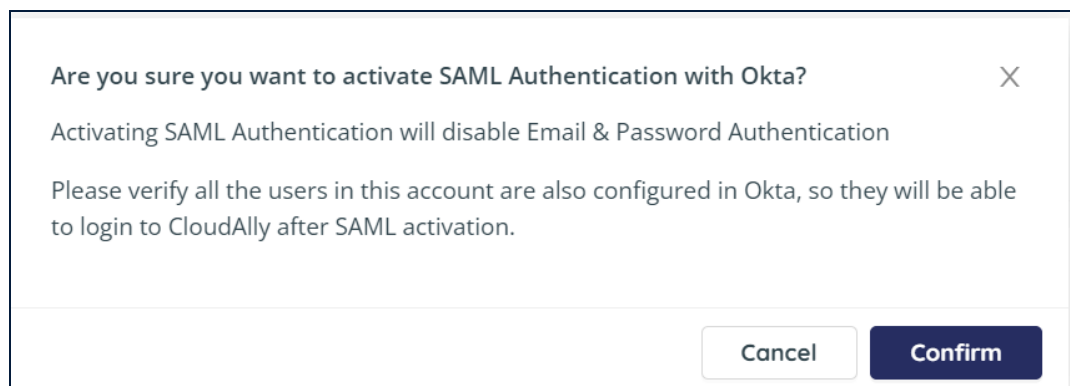


4. Paste the URL that you copied from the Okta site.

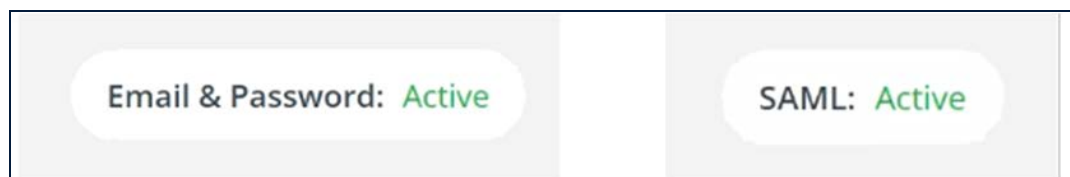




5. Click **Activate**.
6. Read the text in the next window, and click **Confirm**.



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

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

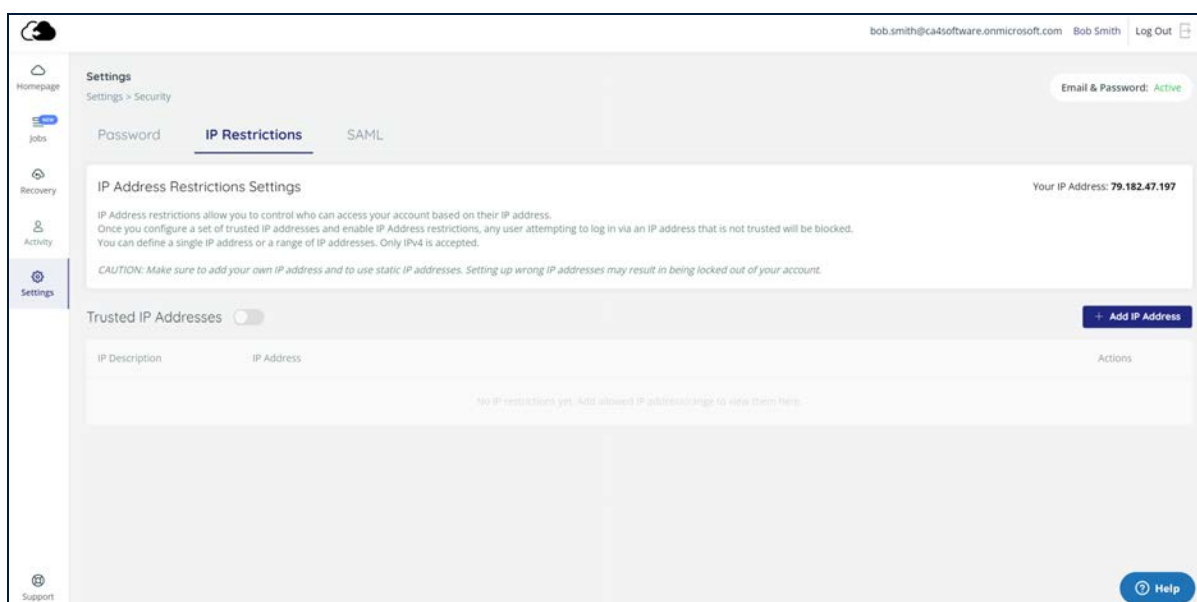
## Setting Up IP Restrictions

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**.



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

Add New IP Address Your IP Address: 130.248.112.29

Enter IP Address description (optional)  
e.g. Office

You can add one or more IP addresses, or a range of IP addresses:

☒ Trusted IP Address(es)  
Separate multiple IP addresses with ",".  
Example 192.168.10.5

☐ Trusted IP Address Range  
From To  
Example 192.168.10.0 - 192.168.10.255

Cancel Save

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

Add New IP Address Your IP Address: 79.181.255.0

Enter IP Address description (optional)  
Secondary office

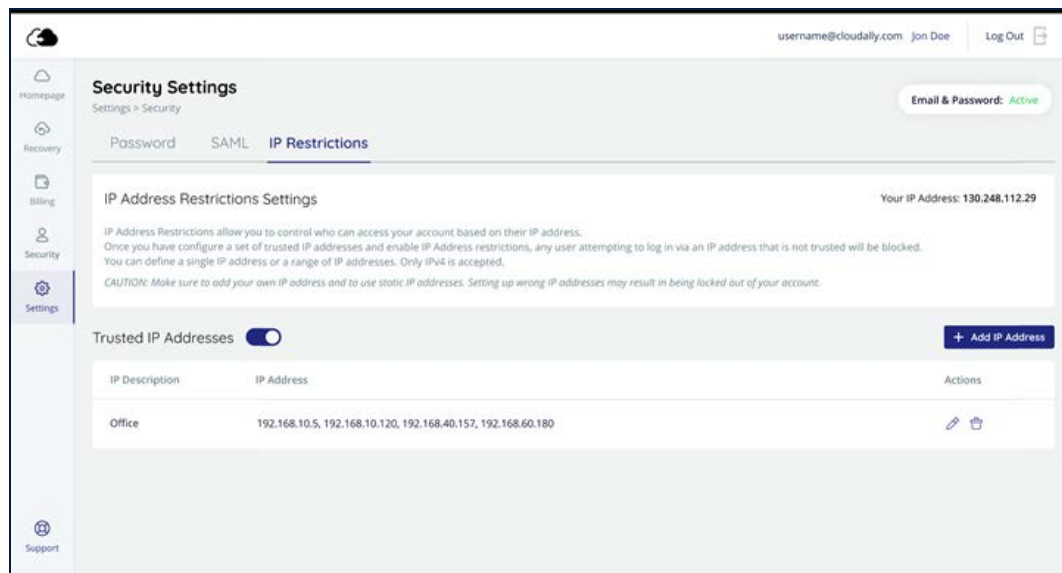
You can add one or more IP addresses, or a range of IP addresses:

☐ Trusted IP Address(es)  
Separate multiple IP addresses with ",".  
Example 192.168.10.5

☒ Trusted IP Address Range  
From To  
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.



You can edit your list of addresses by clicking , or delete ones that you no longer want on your trusted list by clicking .

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

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

### Blocking Access

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

The screenshot shows the CloudAlly login interface. At the top left is the CloudAlly logo with the tagline 'an opentext company'. At the top right are links for 'Home', 'Free Trial', and 'Log In'. The main heading is 'Sign In to your Account', followed by a link for 'Don't have an account? Sign up'. The email input field contains 'bob.smith@ca4software.onmicrosoft.com'. The password field is masked with dots. Below the password field is a link for 'Forgot your password?'. A red error message 'Access denied.' is displayed above the 'Sign In' button. Below the 'Sign In' button are three social login options: 'Sign in with Google', 'Sign in with Microsoft', and 'Sign in with Okta'. At the bottom, there are links for 'Terms of Service and Privacy Statement' and a 'powered by aws' logo.

CLOUDALLY  
an opentext company

Home Free Trial Log In

### Sign In to your Account

Don't have an account? [Sign up](#)

bob.smith@ca4software.onmicrosoft.com

\*\*\*\*\*

[Forgot your password?](#)

Access denied.

Sign In

OR

Sign in with Google

Sign in with Microsoft

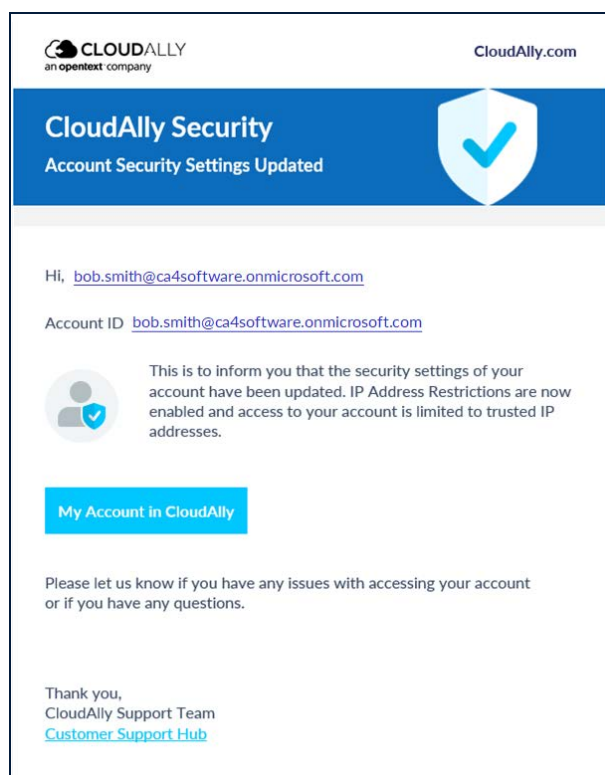
Sign in with Okta

[Terms of Service and Privacy Statement](#)

powered by aws

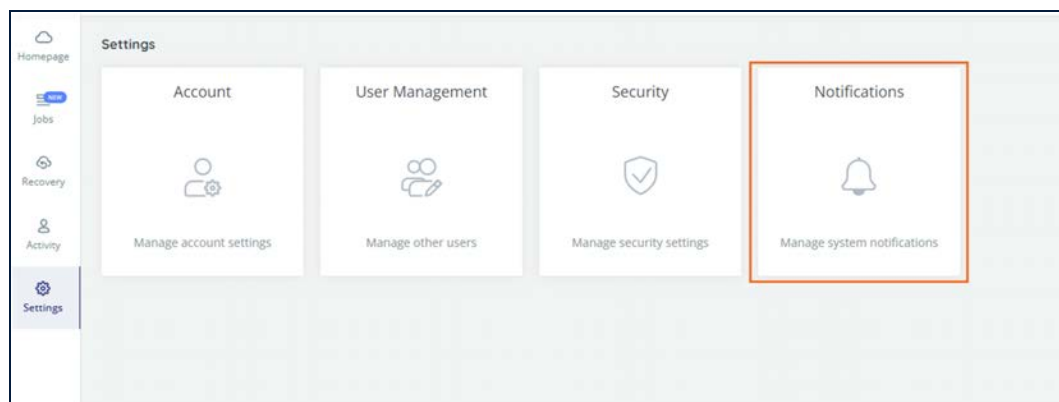
## 5.4.5 Email Notifications

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**.



The following screen will appear:

**Settings**  
Settings > Notifications

**Summary Report** ☒

**Report Format:**

- ☒ Backup tasks overview [Preview](#)
- ☐ Backup failure details [Preview](#)

**Report Frequency:**  
Once A Day

**Provide as:**

- ☐ CSV Attachment
- ☒ Download Link

☐ Send the report only in case of backup failure

**SAVE**

**Send Notifications To:** [+ Add new recipient](#)

Email	Display Name	Summary Report	Recovery Notification	Exceptions Notification	Auto Discovery Notification	Smart Alerts	Action
m.steward@cloudally.com	Max Steward	✓	✓	✓	✓	✓	<a href="#">Edit</a> <a href="#">Delete</a>

Page 1 of 1  
Showing 1-1 of 1

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.

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**.

The screenshot shows a web interface for creating a new email report. The title bar reads 'Settings' and the breadcrumb is 'Settings > Notifications > New Email report'. The form is divided into two main sections. The 'User Info' section contains two input fields: 'Email' and 'Display Name'. The 'Notifications' section contains five checkboxes: 'Summary Report', 'Recovery Notification', 'Exceptions Notification', 'Auto Discovery Notification', and 'Smart Alerts'. At the bottom right of the form, there are two buttons: 'Save' and 'Cancel'.



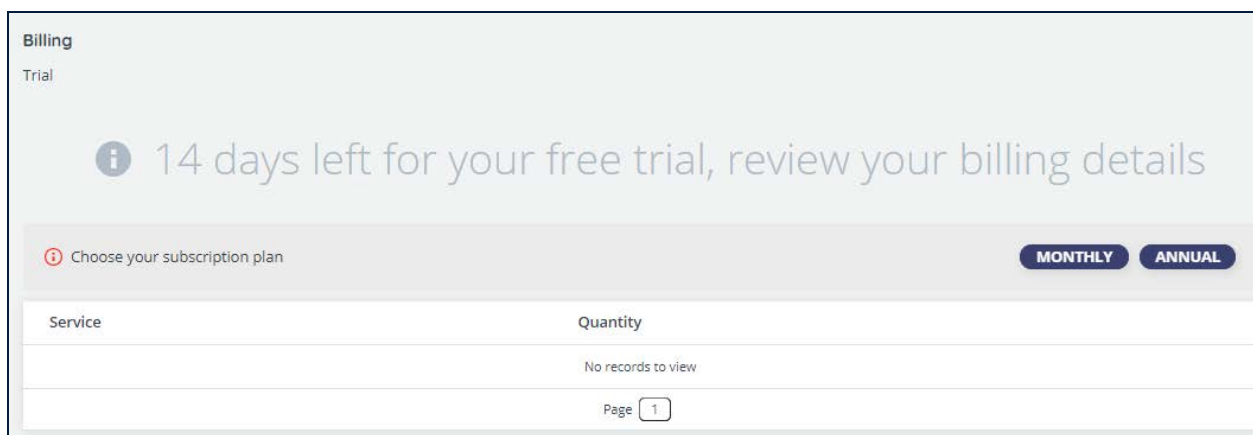
## 6 Managing Subscriptions and Payments

### 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.



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 [Payment Details](#) 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.



**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 contact CloudAlly 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.

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.

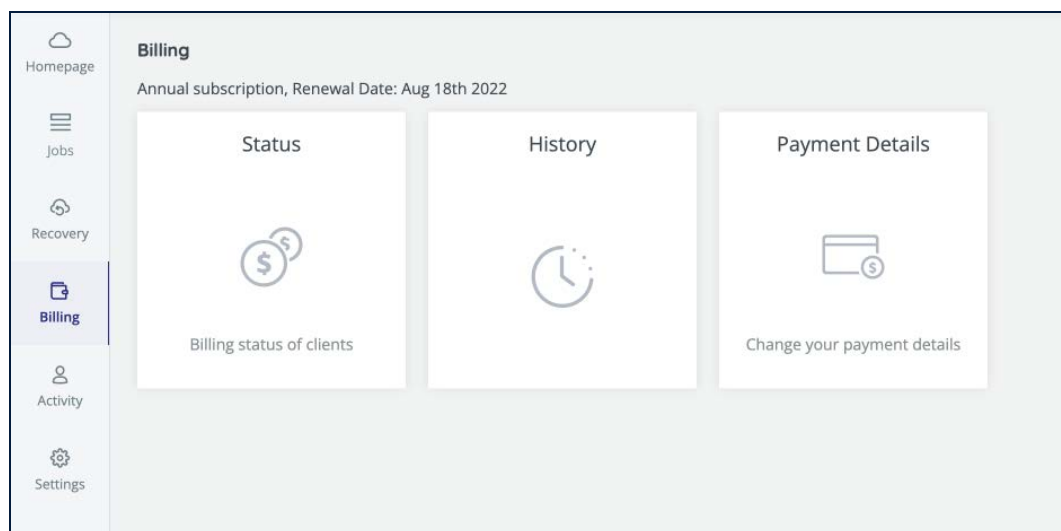


Should you fail to make your annual payment, you will be reminded with a message like this:



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



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:

A screenshot of the 'Billing > Payment' form. The form is divided into two main sections. The top section, 'Credit Card Details', contains a 'Card Number' field with a dropdown menu showing 'CREDIT: 0000-XXXX-XXXX-1111 (12/2023)'. Below this are three buttons: 'ADD NEW CARD', 'ACTIVATE CARD', and 'Delete Card'. The bottom section, 'Billing Details', contains various fields for personal and company information. On the left, there are fields for 'Currency' (set to EUR), 'First Name' (Bob), 'Billing Email' (bob.smith@calsoftware.onmicrosoft.com), 'Company Name' (12345), 'Address Line 2', 'Country' (United Kingdom), 'City' (Anytown), 'Phone number' (2011234567), and 'Payment Day' (5). On the right, there are fields for 'Title' (Mr), 'Last Name' (Smith), 'Company Tax Id' (12345), 'Address Line 1' (123 Main Street), 'Address Line 3', 'State' (a dropdown), 'Zip Code/Postal Code' (12345), and 'Email Invoice/Receipt' (with radio buttons for 'Link' and 'Attachment'). An 'UPDATE BILLING DETAILS' button is located at the bottom right of the form.

### 6.2.1.1 Add New Card

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

The screenshot displays the 'Billing' section of the Google Shared Drives interface. At the top, it shows 'Billing >> Payment details' and 'Monthly subscription, next payment: Dec 13th 2020'. Below this, there are two main sections for card management. The first section, 'Credit Card Details', shows a dropdown menu for 'Card Number' with a placeholder 'undefined: XXXX-XXXX-XXXX-444...'. To the right of this section are three buttons: 'ADD NEW CARD' (dark blue), 'ACTIVATE CARD' (dark blue), and 'Delete card' (light blue). The second section, 'Add new card details', contains input fields for 'Card Holder's Name' and 'Card Number'. The 'Card Number' field is a masked input with a blue icon on the left and labels for 'Card Number', 'MM / YY', and 'CVV'. To the right of this section is an 'ADD NEW CARD' button (dark blue).

To create a new payment method:

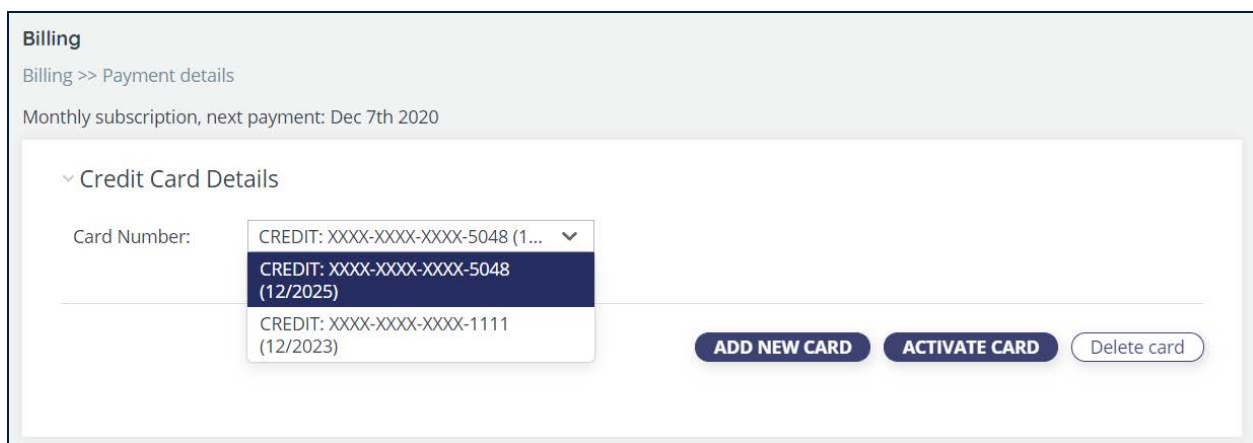
1. Click **ADD NEW CARD**.
2. Enter the card details such as Card Number, CVV, Card holder's name, and card expiry date.
3. Click **ADD NEW CARD**.

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.



The screenshot shows the 'Billing' section with a breadcrumb 'Billing >> Payment details' and a note 'Monthly subscription, next payment: Dec 7th 2020'. Under 'Credit Card Details', there is a 'Card Number:' label and a dropdown menu. The dropdown is open, showing three options: 'CREDIT: XXXX-XXXX-XXXX-5048 (12/2025)' (highlighted), 'CREDIT: XXXX-XXXX-XXXX-5048 (12/2025)', and 'CREDIT: XXXX-XXXX-XXXX-1111 (12/2023)'. To the right of the dropdown are three buttons: 'ADD NEW CARD', 'ACTIVATE CARD', and '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.

▼ Billing Details

\* Currency:

USD

\* First Name:

\* Billing Email:

\* Company Name:

Address Line 2:

\* Country:

\* City:

\* Phone number:

Title:

\* Last Name:

Company Tax Id:

\* Address Line 1:

Address Line 3:

State:

\* Zip Code/Postal Code:

Email Invoice/Receipt:

☐ Link

☒ Attachment

UPDATE BILLING DETAILS

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**.

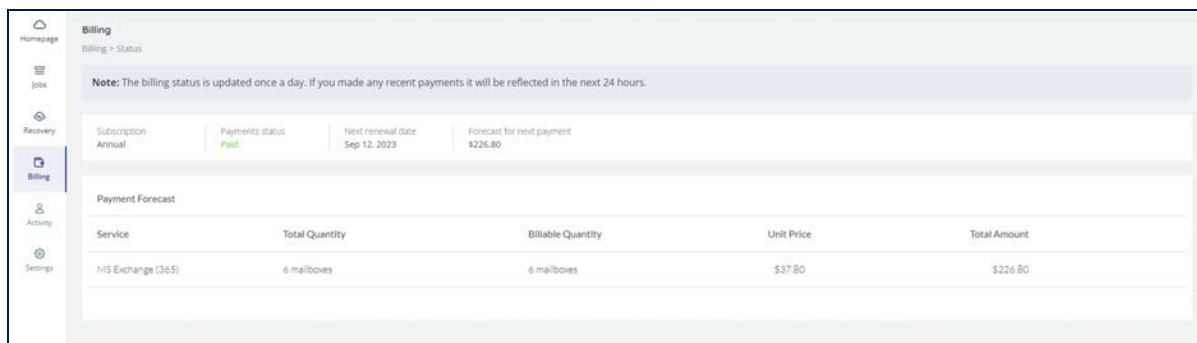
The screenshot shows the 'Billing' section of the Google Shared Drives interface. The left sidebar contains navigation links: Homepage, Jobs, Recovery, Billing (selected), Activity, Settings, and Support. The main content area is titled 'Billing' and 'AnnualSubscription'. Below this, it states 'Annual subscription, Renewal Date: Oct 19th 2023'. The 'Billing Details' section includes fields for: Subscription Starting Date (November 3, 2022), Currency (USD), Country (United States), State (New York), City (New York), Zip Code/Postal Code (01234), Company Name (Pizza Perfecto), Company Tax Id (987654321), Company Address (14652 Broadway), and Purchase Order Number (Optional) (4350123). The 'Billing contact' section includes fields for: First Name (Bob), Last Name (Smith), and Billing Email (Bob.smith@caassoftware.onmicrosoft.com). A 'Help' button is located in the bottom right corner of the form area.



## 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.



**Billing**  
Billing > Status

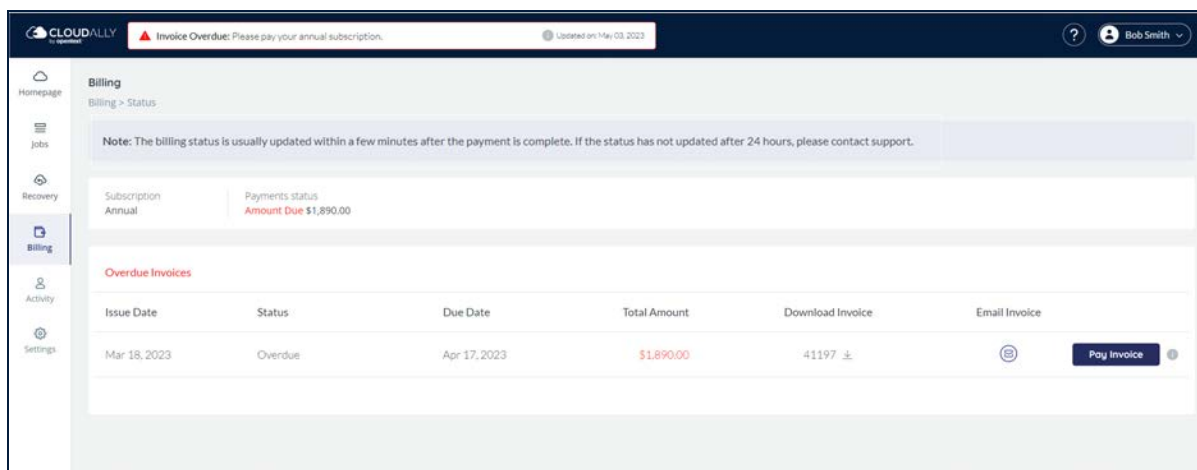
**Note:** The billing status is updated once a day. If you made any recent payments it will be reflected in the next 24 hours.

Subscription	Payments status	Next renewal date	Forecast for next payment
Annual	Paid	Sep 12, 2023	\$226.80

**Payment Forecast**

Service	Total Quantity	Billable Quantity	Unit Price	Total Amount
MIS Exchange (365)	6 mailboxes	6 mailboxes	\$37.80	\$226.80

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



**CLOUDALLY** by openText

**Invoice Overdue:** Please pay your annual subscription. Updated on: Mar 03, 2023

**Billing**  
Billing > Status

**Note:** The billing status is usually updated within a few minutes after the payment is complete. If the status has not updated after 24 hours, please contact support.


Subscription	Payments status
Annual	Amount Due \$1,890.00

**Overdue Invoices**

Issue Date	Status	Due Date	Total Amount	Download Invoice	Email Invoice
Mar 18, 2023	Overdue	Apr 17, 2023	\$1,890.00	41197	

**Pay Invoice**

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:



CloudAlly

**bob.smith@ca4software.com, 1  
year backup starting September  
28, 2022, HR MS 365 Bundle Plan -  
Comprehensive Microsoft 365  
Backup Billed Per User**


Buyer bob.smith@ca4software.com

Due date Apr 17, 2023

Total **\$1,890.00**

morning by Green Invoice is not part of the interaction between the business and its customers, and is not liable for the goods & services offered by the business, and/or the business' use of the customer's credit cards.


**Choose payment method**

Pay With  **PayPal**

On the Paypal page, you can also pay by credit, without the need for a user account

## Monthly

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



Cloud to Cloud Backup

Payment Failed: Unable to charge your credit card.

Updated on: Nov-07, 2022

bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out

Homepage

Jobs

Recovery

**Billing**

Activity

Settings

**Billing**

Billing > Status

**Note:** The billing status is updated once a day. If you made any recent payments it will be reflected in the next 24 hours.

Subscription: **Monthly**

Payments status: **Amount Due \$51.52**

[Update credit card details](#)





**Unpaid Bills**

Issue Date	Due Date	Total Amount
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	\$48.40
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.



To: pizza-perfecto.com – PPV001

CloudAlly Ltd.

Pizza Perfecto Ltd  
18 Mozarella Lane  
United Kingdom ID 307 123 08

Tax ID: 514596667  
12 Harimon st., Gan Hayyim 4491000,  
Israel  
www.cloudally.com  
accounting@cloudally.com

## Invoice / Receipt 51646

26 Apr 2021

Certified Copy

Invoice / Receipt for admin@pizza-perfecto.com, 1 year backup starting April 22, 2021, GBP

QTY	Description	Price	Total
70	Dropbox 696.56 GB	16.25 GBP	1,137.50 GBP
Subtotal			1,137.50 GBP
VAT 0%			0.00 GBP
Total payable			<b>1,137.50 GBP</b>

### Payments Details

Type	Description	Date	Amount
PayPal	Account 12345678 / Transaction # 987654321	26 April 2021	1,137.50 GBP

Total **1,137,50 GBP**



Invoice / Receipt for Proforma Invoice 11392  
Paid with PayPal  
Merchant Account: KQMTW2PHR5CUG

Signature: CloudAlly Ltd  
c.n 514596667

Secured Electronic Signature


Digital Document Signed by Green Invoice #

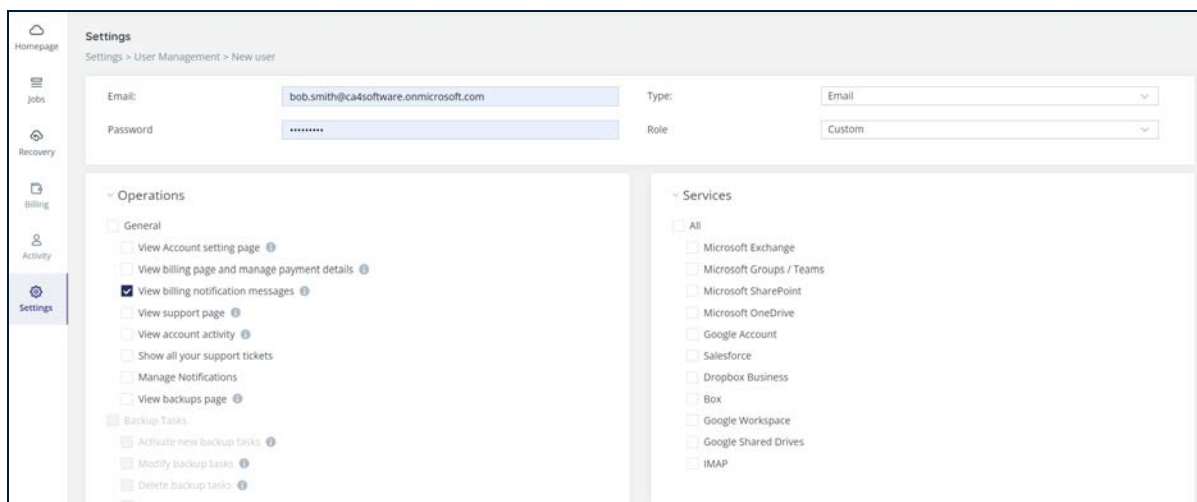
Created 26/04/2021 16:29 | Invoice / Receipt 51646 | page 1 of 1

## 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**.
2. For an existing user, click the pencil icon  to the right of the user's name.  
For a new user, the notification options will appear when you define the new user's details.
3. Click "View billing notification messages" on or off.



The screenshot shows the 'Settings' page for 'User Management > New user'. The left sidebar contains navigation links: Homepage, Jobs, Recovery, Billing, Activity, and Settings (highlighted). The main content area is divided into two columns. The top section contains user details: Email (bob.smith@ca4software.onmicrosoft.com), Password (masked), Type (Email), and Role (Custom). Below this are two expandable sections: 'Operations' and 'Services'. The 'Operations' section is expanded, showing a list of checkboxes under 'General': 'View Account setting page' (unchecked), 'View billing page and manage payment details' (unchecked), 'View billing notification messages' (checked), 'View support page' (unchecked), 'View account activity' (unchecked), 'Show all your support tickets' (unchecked), 'Manage Notifications' (unchecked), and 'View backups page' (unchecked). Under 'Backup Tasks', there are three checkboxes: 'Activate new backup tasks' (unchecked), 'Modify backup tasks' (unchecked), and 'Delete backup tasks' (unchecked). The 'Services' section is also expanded, showing a list of checkboxes: 'All' (unchecked), 'Microsoft Exchange' (unchecked), 'Microsoft Groups / Teams' (unchecked), 'Microsoft SharePoint' (unchecked), 'Microsoft OneDrive' (unchecked), 'Google Account' (unchecked), 'Salesforce' (unchecked), 'Dropbox Business' (unchecked), 'Box' (unchecked), 'Google Workspace' (unchecked), 'Google Shared Drives' (unchecked), and 'IMAP' (unchecked).

## 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 <https://support.cloudally.com> 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 [support@cloudally.com](mailto:support@cloudally.com), or visit our customer support hub: <https://support.cloudally.com>

### 7.4 Privacy

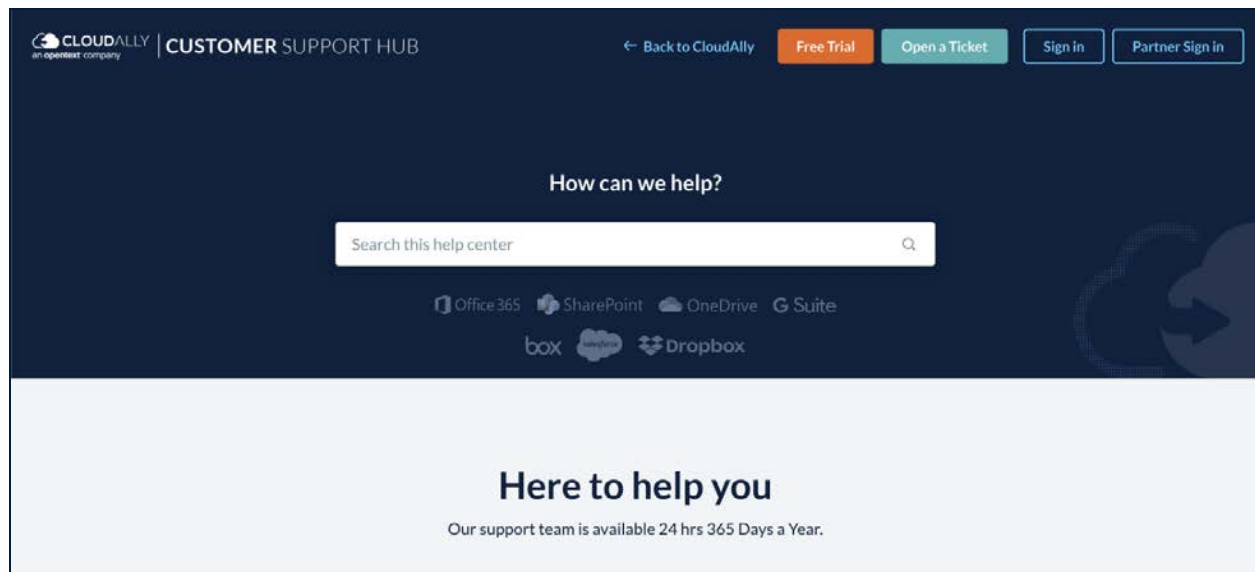
CloudAlly takes privacy seriously. Read our Privacy Policy at <https://www.cloudally.com/privacy-policy>

### 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.



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: [Info@cloudally.com](mailto:Info@cloudally.com)


Customer Support: [Support@cloudally.com](mailto:Support@cloudally.com)

Sales: [Sales@cloudally.com](mailto:Sales@cloudally.com)

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

## Here to help you


Our support team is available 24 hrs 365 Days a Year.



### Ticket

Open a new ticket or view your existing tickets


[Open a Ticket](#)



### Call

Our agents are available to assist by telephone.


[Call Us](#)



### Chat

Click to chat with our customer support agents.

[Chat With Us](#)




### Email

Email us with your customer support inquiry.


[Email Us](#)

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.


## Knowledge Base




### Getting Started




### My Account




### Backup Solutions



### User Guides



### Videos



### Copyright & Legal