

User Guide

CloudAlly Office 365 Exchange User Guide



Table of Contents

Table of Contents.....	2
Preface.....	4
Welcome.....	4
About this Guide.....	4
Audience.....	4
What's in this Guide.....	4
Configuration.....	4
Prerequisites.....	4
Create and Access Your CloudAlly TM Account.....	5
Sign Up/Sign In from the CloudAlly Home Page.....	5
Reset your password.....	7
Office 365 Exchange Backup Task Settings.....	9
Activate New Office 365 Exchange Backup Task.....	9
Backup Settings.....	13
Backup a Public Folder.....	15
Activate and Manage Backups of User accounts.....	15
View statistics of backups with Drilldown feature.....	19
Bulk Activation.....	19
Quick Actions on Accounts.....	28
Restore & Download Your Office 365 Exchange Accounts.....	28
Restore or Download Via Snapshot.....	30
Restore or Download Via Item Search.....	32
Confirm the Restore or Download.....	35
Restore Public Folder Backups.....	36
Remove CloudAlly Backup.....	37
Remove an Entire Backup Service.....	37
Remove an Individual User Backup.....	37
Manage Payments and Subscriptions.....	39
Payment Details.....	42
Status.....	44
History.....	45
Manage Your CloudAlly Account.....	47
View the Account Activity.....	47
System Activity.....	47
Security Audit.....	48
Manage Your CloudAlly Settings.....	50
Account settings.....	51
Canceling Your CloudAlly Service Plan.....	51
User Management.....	52
Security Settings.....	53
Changing your CloudAlly password for credential-based authorization.....	53
Two-Factor Authentication.....	54
Notifications Settings.....	55
Support pages.....	57
Helpful Resources.....	59

About CloudAlly	59
Knowledge Base.....	59
Support.....	59
Privacy.....	59
Security.....	59
Copyright and Trademark Notice.....	60
Third-party Trademarks	60
Index.....	61

Preface

Welcome

About this Guide

Thank you for selecting CloudAlly Backup for Office 365. CloudAlly ensures that your organization's data is well protected and always available for swift restore to keep your business operational and your employees productive. We empower end users to correct their own mistakes, and give application administrators, IT leadership and audit teams the confidence and proof that your data is appropriately backed up, safe and ready for recovery. CloudAlly strives to build real relationships with our customers and deliver exceptional service.

We hope this User Guide will help your organization to utilize cloud advancements, aimed at preventing critical business data loss. Our mission is to develop & support advanced software, and to provide better service to our customers. If you ever have a question or need additional help, please contact us at support@cloudally.com or search our Knowledge Base at <https://support.cloudally.com>.

Audience

This guide is intended for individuals who administer CloudAlly Backup for Office 365.

What's in this Guide

This guide is organized to help you find the information you need to manage CloudAlly Backup for Office 365. It is divided into functional parts intended to support you as you manage your environment.

Configuration

Prerequisites

To administer the CloudAlly Backup for Office 365 environment, the following is required:

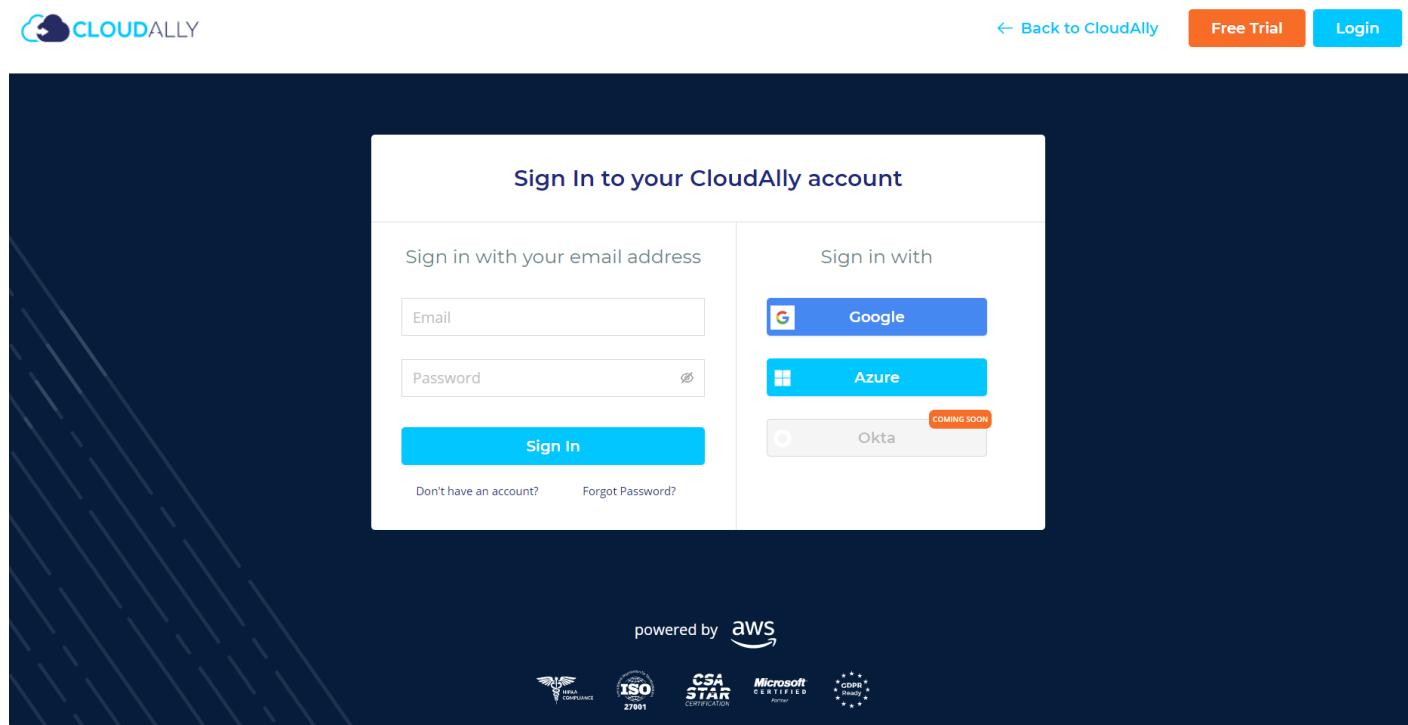
- Office 365 for Business
- Global Administrator account in Microsoft online services (Office 365, SharePoint Online or Microsoft Azure)
- CloudAlly Backup for Office 365 subscription

Create and Access Your CloudAlly™ Account

Sign Up/Sign In from the CloudAlly Home Page

In your Internet browser open www.cloudally.com and click **Log In** link.

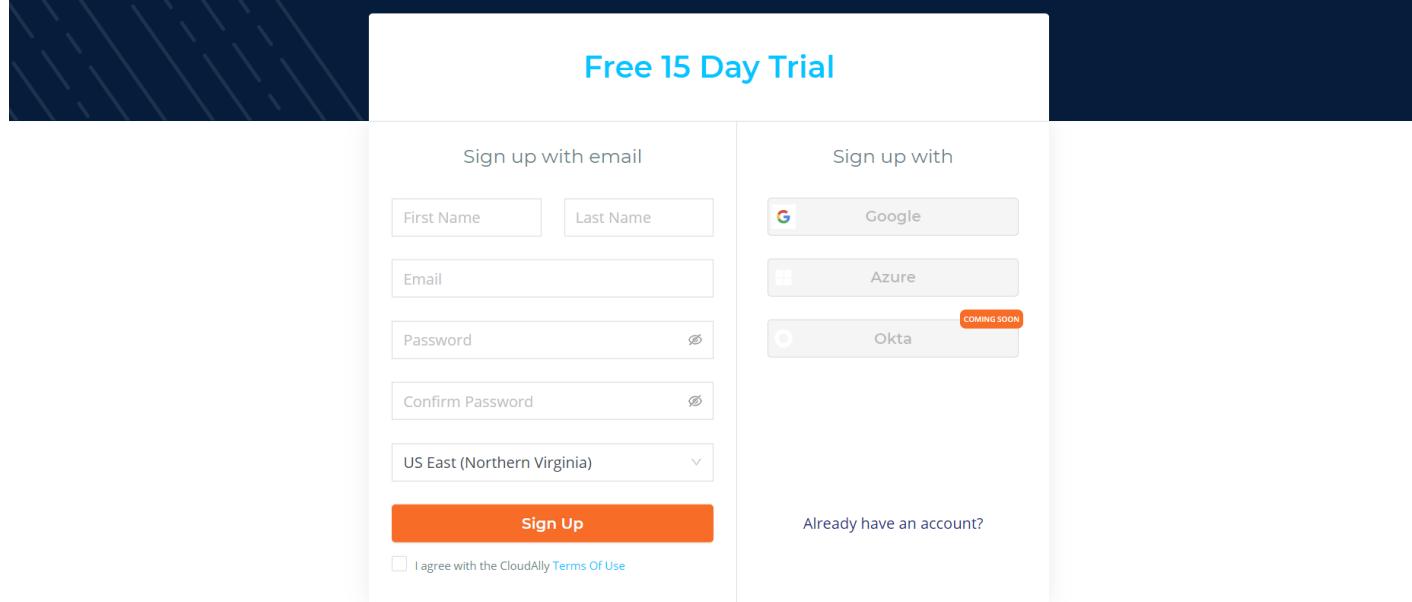
The *Sign In* page is displayed.



The screenshot shows the CloudAlly sign-in interface. At the top right are links for "← Back to CloudAlly", "Free Trial", and "Login". The main form is titled "Sign In to your CloudAlly account". It has two sections: "Sign in with your email address" (with "Email" and "Password" fields and a "Sign In" button) and "Sign in with" (listing "Google" (blue), "Azure" (blue), and "Okta" (grey, marked "COMING SOON"). Below the form are links for "Don't have an account?" and "Forgot Password?". The page footer includes the AWS logo and several certification logos: "HITRUST", "ISO 27001", "CSA STAR CERTIFICATION", "Microsoft CERTIFIED", and "GDPR Ready".

Click **Don't have an account** link.

The *Sign Up* page is displayed.



Fill-in the form and click the **SIGN UP** button.

Note: In addition to the primary AWS data centers available in the dropdown menu "Location", we also offer a "Bring Your Own Storage" (BYOS) option on request. This allows you to store backups in your own AWS S3 buckets, S3 compatible storage service, Azure or Google Cloud Platform. Please contact support@cloudally.com for more information.

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 receive, to activate your account. If you sign up with Google, Azure, Okta the activation link will not be sent to you.

Once your account is activated, you are redirected to the CloudAlly login page. Enter your email address/password and click the **SIGN IN** button to login and access your CloudAlly account.

You can also enable Two-factor authentication to provide additional security. For more information, see the [Two-Factor Authentication](#) section.

Reset your password

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

1. Click the link **Forgot Password?** to start the process of your password reset.

Sign In to your CloudAlly account

Sign in with your email address	Sign in with
<input type="text"/>	 Google
<input type="text"/>	 Azure
<input type="button" value="Sign In"/>	 COMING SOON Okta
Don't have an account?	
Forgot Password?	

The *Password Reset* page will appear

Password Reset

To reset your password, enter the
Email address you signed up with

<input type="text" value="Email"/>
<input type="button" value="Reset"/>

[Sign In](#)

[Sign Up](#)

2. In the Email field enter the email address that you have used to sign up.

3. Click the button **Reset** and the window Password Reset will appear.

If you don't want to reset your password, you can create a new account. Click **Sign Up** for creating a new account.

Password Reset

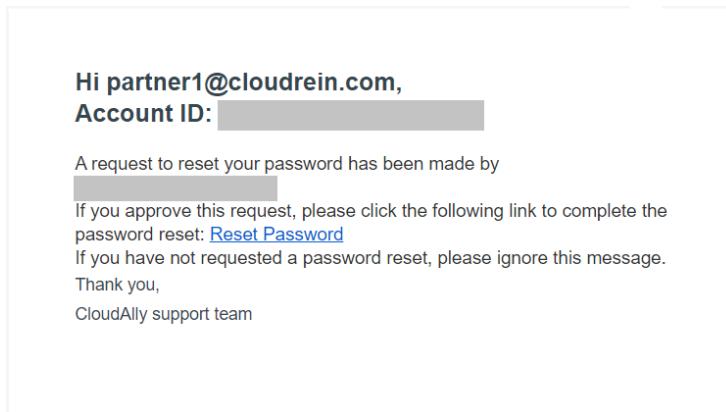
To reset your password, enter the Email address you signed up with



Thank you. **An email has been sent to you.** Please follow the email instructions in order to complete your password reset.

An email will be sent to you. Check your email inbox, follow the email instructions and complete your password reset.

The *email instruction* is displayed.



4. Click the **Reset Password** link to confirm the password reset and the window *Change Your Password* will appear.

Change Your Password

Your password has expired,
please update it

5. Enter your new password in the fields **New Password** and **Confirm New Password** and Click the button **Save**. The button **Cancel** is not available.

After reset the password you go back the window *Sign In to your CloudAlly account*

Office 365 Exchange Backup Task Settings

Office 365 Exchange lacks the daily backup and archiving process necessary for you to restore data after it's been manually or automatically removed from the recycle bin. CloudAlly's automated daily Office 365 Exchange 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 Office 365 Exchange backup includes Mail, Calendar, Contacts, Tasks and Notes. With a few simple clicks, you can activate backups for all or selected users.

Activate New Office 365 Exchange Backup Task

Activating a new backup process varies from account to account. This section details the process of creating new backup accounts for Office 365 Exchange.

The following procedure explains how to create a backup for Office 365 Exchange:

In order to activate individual user backups your Admin account must have Impersonation and be a member of the Management Group. This is done as follows:

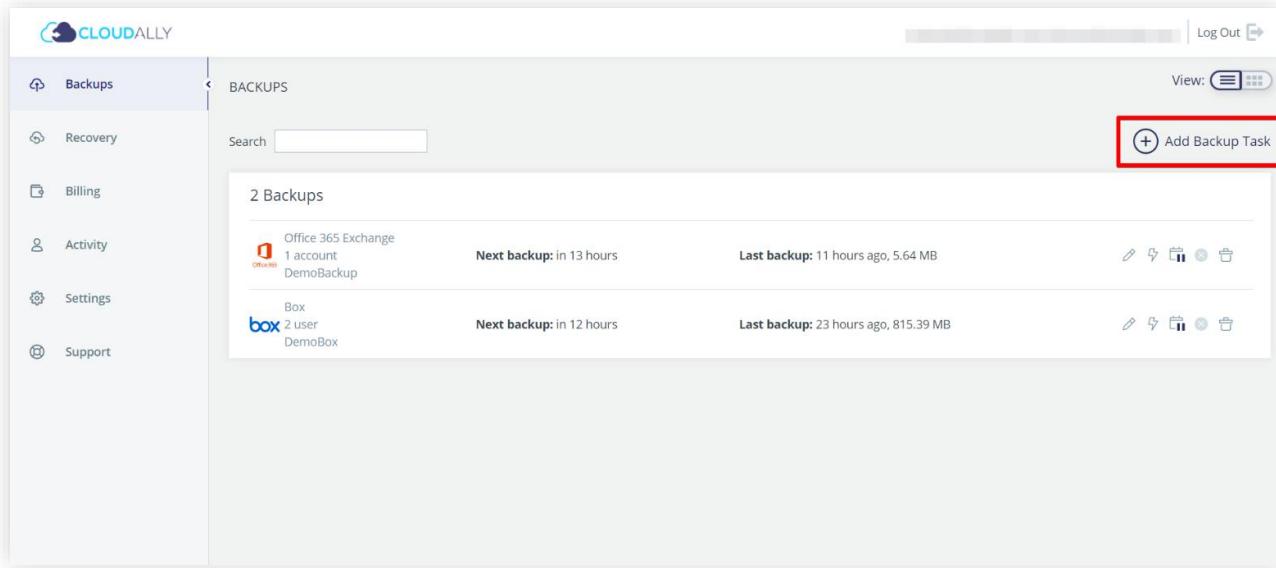
1. At your **Office 365 dashboard**, click on the **Admin menu** and then click on the **Exchange menu** item.
2. Go to permissions and double click on Discovery Management.
3. Add the **ApplicationImpersonation Role** to this roles group.
4. Go to permissions and double click on Organization Management.
5. Add the **ApplicationImpersonation Role** to this roles group.

Note: If you use multi-factor authentication with Office 365, you will need to use OAuth based authorization (requires a Global Admin account).

Once Impersonation has been set you can proceed to CloudAlly application for backup activation:

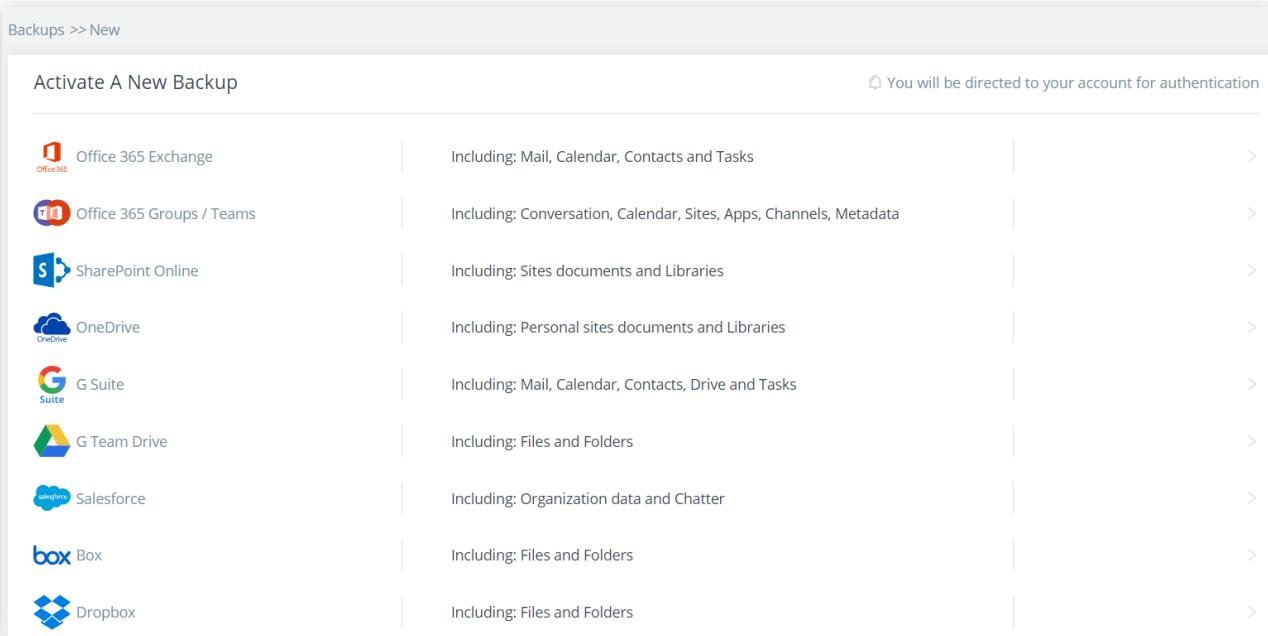
1. Sign in to your CloudAlly account or click on the **Backups** menu item in the Navigation Panel if you are already signed in

2. Click on + Add Backup Task on the Backups page



The screenshot shows the CloudAlly Backups interface. On the left is a sidebar with links: Backups (selected), Recovery, Billing, Activity, Settings, and Support. The main area is titled 'BACKUPS' with a search bar. It displays '2 Backups': 'Office 365 Exchange' (1 account, DemoBackup) with the next backup in 13 hours and last backup 11 hours ago, 5.64 MB; and 'Box' (2 user, DemoBox) with the next backup in 12 hours and last backup 23 hours ago, 815.39 MB. On the far right, there are edit, delete, and other icons for each backup. A red box highlights the '+ Add Backup Task' button in the top right corner.

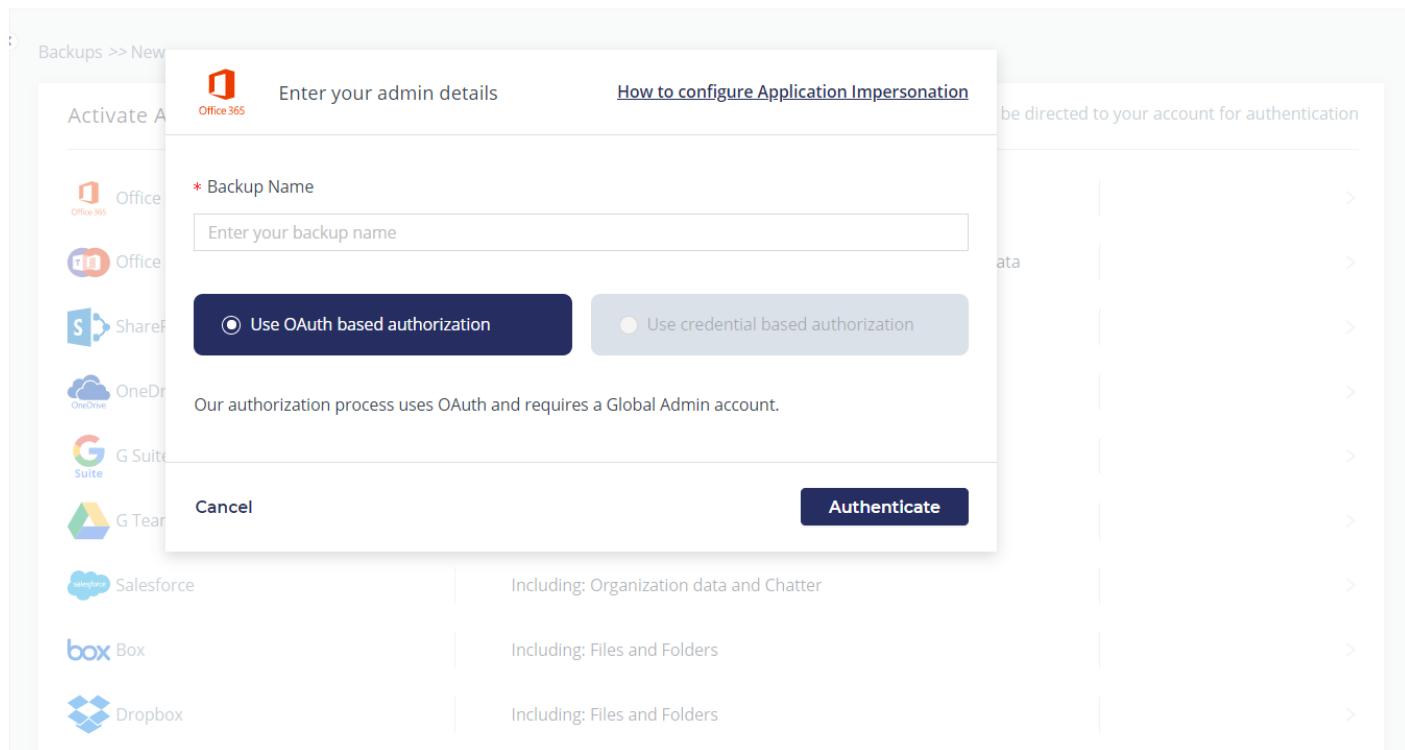
The *Activate A New Backup* page is displayed:



The screenshot shows the 'Activate A New Backup' page. At the top, it says 'Backups >> New' and 'Activate A New Backup'. A note says 'You will be directed to your account for authentication'. Below is a list of backup options:

- Office 365 Exchange: Including: Mail, Calendar, Contacts and Tasks
- Office 365 Groups / Teams: Including: Conversation, Calendar, Sites, Apps, Channels, Metadata
- SharePoint Online: Including: Sites documents and Libraries
- OneDrive: Including: Personal sites documents and Libraries
- G Suite: Including: Mail, Calendar, Contacts, Drive and Tasks
- G Team Drive: Including: Files and Folders
- Salesforce: Including: Organization data and Chatter
- Box: Including: Files and Folders
- Dropbox: Including: Files and Folders

3. Click on the Office 365 Exchange option. The Office 365 Exchange Backup Task Settings screen appears:



Backups >> New

Activate A

Office 365 Enter your admin details [How to configure Application Impersonation](#)

* Backup Name

Use OAuth based authorization Use credential based authorization

Our authorization process uses OAuth and requires a Global Admin account.

Cancel **Authenticate**

Office 365 OneDrive G Suite G Suite OneDrive Box Dropbox Salesforce

Including: Organization data and Chatter
Including: Files and Folders
Including: Files and Folders

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. Choose the authorization type: Use OAuth based authorization, or Use credential based authorization.

- The OAuth based authorization is the preferred type and is selected by default. If you choose **Use OAuth based authorization**, you do not need to fill-in your MS Office 365 credentials anywhere in our application – all operations are done using the secure access token granted during this step. Click the **Authenticate** button to start the process of granting the access token. You will be redirected to the MS Office 365 sign in page. Enter the credentials to sign in to your Microsoft account.
- Use credential-based authorization** is not active by default and we don't recommend using this option as Microsoft will be deprecating its usage in the second half of 2020.

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

Backups >> number of entities checking

 Connected 

Backup Settings

The automatic addition/deletion of an account, site, domain, table or drive can affect your monthly or annual billing amount

Index all data for Search 

Backup Unlicensed accounts

Retain auto-archived backups for days before deleting 

Activate ALL new accounts 

Backup Datacenter  Retention Period 
US East (Northern Vi...  Unlimited 

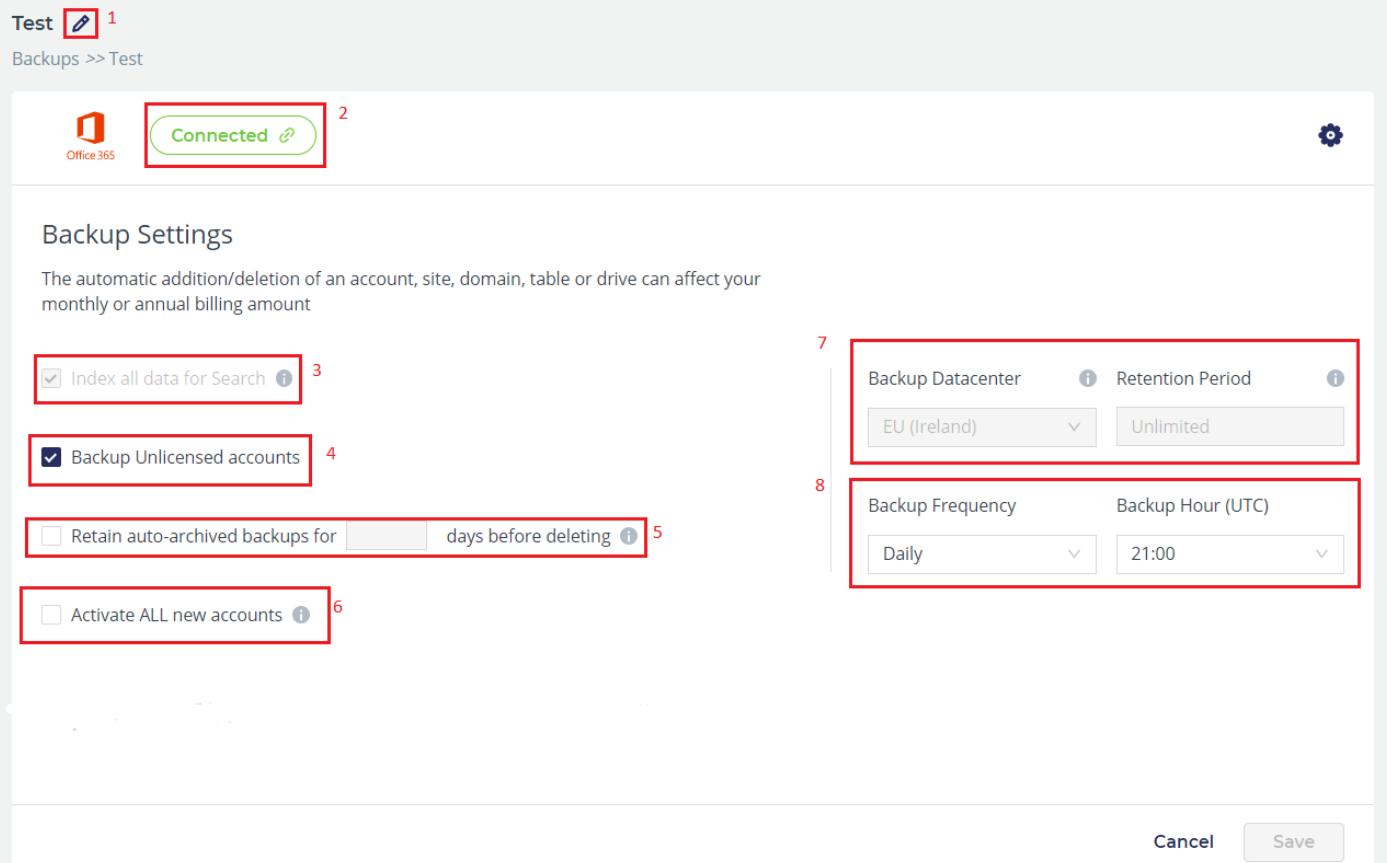
Backup Frequency  Backup Hour (UTC)
Daily  4:00 

To make changes take effect, click save Cancel Save

In this page you can adjust the backup settings and activate backups for the Office 365 users. Please see the sections below for the detailed procedures.

Backup Settings

This set of options enable you to preset the backup options for the selected account.



Test  1

Backups >> Test

Office 365  2

Backup Settings

The automatic addition/deletion of an account, site, domain, table or drive can affect your monthly or annual billing amount

Index all data for Search 3

Backup Unlicensed accounts 4

Retain auto-archived backups for days before deleting 5

Activate ALL new accounts 6

7 Backup Datacenter  Retention Period 
 EU (Ireland)  Unlimited

8 Backup Frequency  Backup Hour (UTC)
 Daily  21:00 

Cancel **Save**

1. You can change the name of the backup task by clicking the  button next to it.
2. The indicator to the right of the Office 365 logo displays whether the CloudAlly application was able to connect to the specified Office 365 account. In case the authentication token granted for the CloudAlly application becomes invalid (e.g. it expires due to inactivity if you put the backup task on pause for a long time), the green **Connected** indicator changes to the red **Disconnected**. In order to grant our application a new token you can click on the indicator to open the authentication dialog and repeat the authentication.
3. In order to provide the granular search and restore functions, **the data is unencrypted** temporarily to build the search index. Once the index is built, both the data and the index are encrypted. By default, **Index all data for Search** check box is checked and your archives will be indexed for use in the granular search and restore function. If you want to uncheck the **Index all data for Search** you will need to contact support@cloudally.com. This will disable the granular search and restore function but you can still browse backups via date.
4. In Office 365 system accounts can have status “Unlicensed” (not to be confused with “Unlicensed product”). These can be the external accounts invited by users with active license, accounts automatically generated for shared files storage, etc. You can find license status of an account using Admin Center. Select the checkbox **Backup Unlicensed accounts** if you want our system to backup such accounts. Please note that “Unlicensed” accounts have limited permissions and we don’t advise to use “Unlicensed” administrator accounts.

5. The checkbox **Retain auto-archived backups** allows you to specify whether you want to remove the auto-archived backups and for how long you want to keep them. Backups will be auto-archived when the account is deleted. Enter the number of days to retain the auto-archived account data or leave blank to retain it indefinitely. This will not affect manually paused backups.
6. Select the checkbox adjacent to **Activate ALL new accounts** field, if you want to automatically activate backup for all new users added to the Office 365 system in the future. If you do not select this option, you can set up bulk activation rules for conditional activation. Otherwise you will need to manually activate the backups for the new users as they are added. Please see the section **Bulk Activation** for more details.
7. The fields **Backup Datacenter** and **Retention Period** are “display only” and their values can’t be changed here.

Note: Your backup storage location cannot be changed once it's been set during the account setup process. Please contact support 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.

The **Backup Datacenter** field displays the Data Center location you have selected during sign up with CloudAlly.

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.

If you want to change these fields, please contact support@cloudally.com.

8. Click the drop-down list adjacent to **Backup hour (UTC)** field and select the backup hour.
9. Click the drop-down list adjacent to **Backup frequency** field and select the backup frequency. Also adding more frequent backups is possible via support request. Available options are the following:
 - Daily
 - Every 3 Days
 - Weekly
10. Click the **Save** button to save the backup details.

Backup a Public Folder

In order to backup a Public Folder, the Admin account must have a mailbox license and needs to have read/write permissions for the Public Folder

This can be done as follows:

1. From the Exchange Admin Center click on **Public Folders**.
2. Select the Public Folder that you want to backup and click on '...' to select **Root Permissions**.
3. Verify that the Admin account used for the CloudAlly backups has read/write access to the Public Folder. If not, click on the '+' to add the Admin Account.

To restore the data of a Public Folder, the restore process creates a sub-folder. The generated restore folder must be added as a new Public Folder in order to allow access to the restored data. Follow the normal Office 365 Exchange Online procedures to Create a Public Folder, using the CloudAlly restored subfolder as the path, as well as any additional sub-folders that are included in the restore.

Activate and Manage Backups of User accounts

This section explains the process of managing your Office 365 Exchange backup tasks.

If You are not in the Office 365 Exchange backup task Settings page, then do the following:

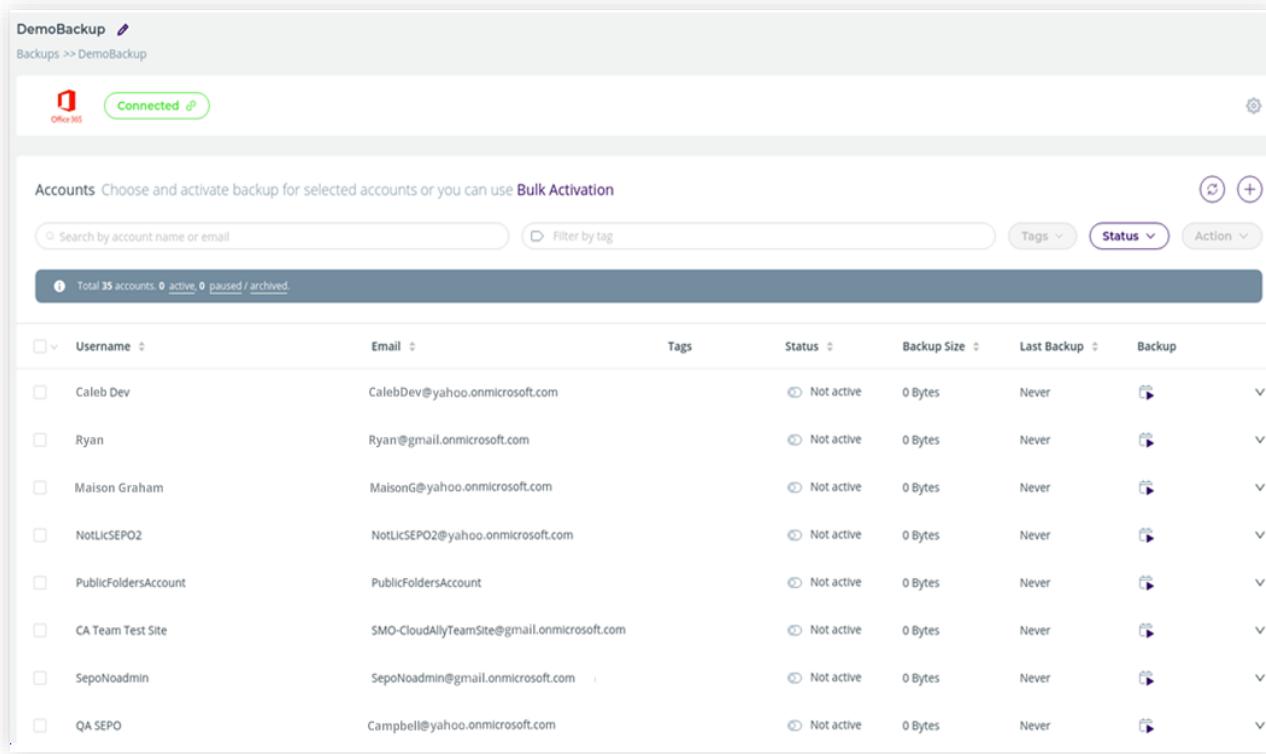
1. Click the **BACKUPS** element from the Navigation Panel.

The *Backup Tasks* page is displayed.

2. Click the **Office 365 Exchange** icon from the list or enter a keyword in the **Search** field to find a specific task.

The Office 365 Exchange backup task settings page is displayed.

Below the settings section you can find the Users' accounts management section.



The screenshot shows the 'DemoBackup' section of the CloudAlly interface. At the top, there is a 'Connected' status indicator for Office 365. Below the header, there is a search bar, a filter by tag button, and buttons for 'Tags' and 'Status'. A message indicates 'Total 35 accounts: 0 active, 0 paused / archived.' The main table lists 9 accounts with the following details:

Username	Email	Status	Backup Size	Last Backup	Backup
Caleb Dev	CalebDev@yahoo.onmicrosoft.com	Not active	0 Bytes	Never	
Ryan	Ryan@gmail.onmicrosoft.com	Not active	0 Bytes	Never	
Maison Graham	MaisonG@yahoo.onmicrosoft.com	Not active	0 Bytes	Never	
NotLicSEPO2	NotLicSEPO2@yahoo.onmicrosoft.com	Not active	0 Bytes	Never	
PublicFoldersAccount	PublicFoldersAccount	Not active	0 Bytes	Never	
CA Team Test Site	SMO-CloudAllyTeamSite@gmail.onmicrosoft.com	Not active	0 Bytes	Never	
SepoNoadmin	SepoNoadmin@gmail.onmicrosoft.com	Not active	0 Bytes	Never	
QA SEPO	Campbell@yahoo.onmicrosoft.com	Not active	0 Bytes	Never	

The *Office 365 Exchange backup task settings* page displays all the Office 365 Exchange accounts available for the administrator account you are using. The page displays the details such as Username, Email, Status, Backup Size, Last Backup date, and provides the means to filter the accounts and control the associated backup tasks.

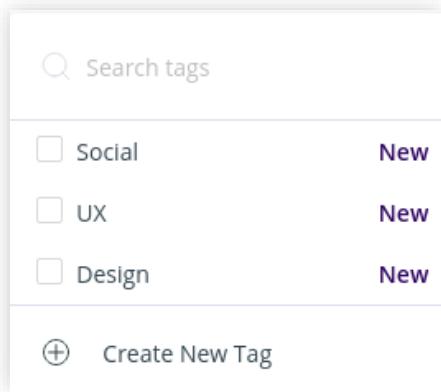
You can filter accounts using the following options:

- Enter a search phrase in the **Search** field and click **Refresh** link to view all the accounts with the entered keyword.
- Filter accounts by statuses such as **Not active**, **Scheduled**, **Success**, **In process**, **Failed**, **Paused**, **Archived**, **Partial** etc.

You can also use tags to quickly filter the accounts.

The button **Tags** needs for searching existing tags. By default it is not active. To active the button **Tags** you need to select at least one account with the checkbox on the left of it.

Click the button **Tags** and the following screen will appear.

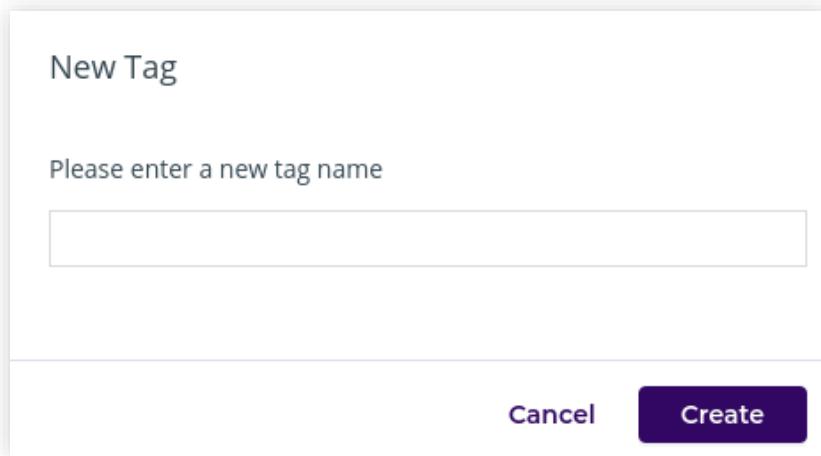


To search your existing tags you can enter a tag name in the field **Search tags**.

For creating new tags follow the instructions below:

1. Click **Create New Tag** to add a new tag.

The pop-up appears where you can enter a new tag name



2. Enter a new tag name and click **Create**

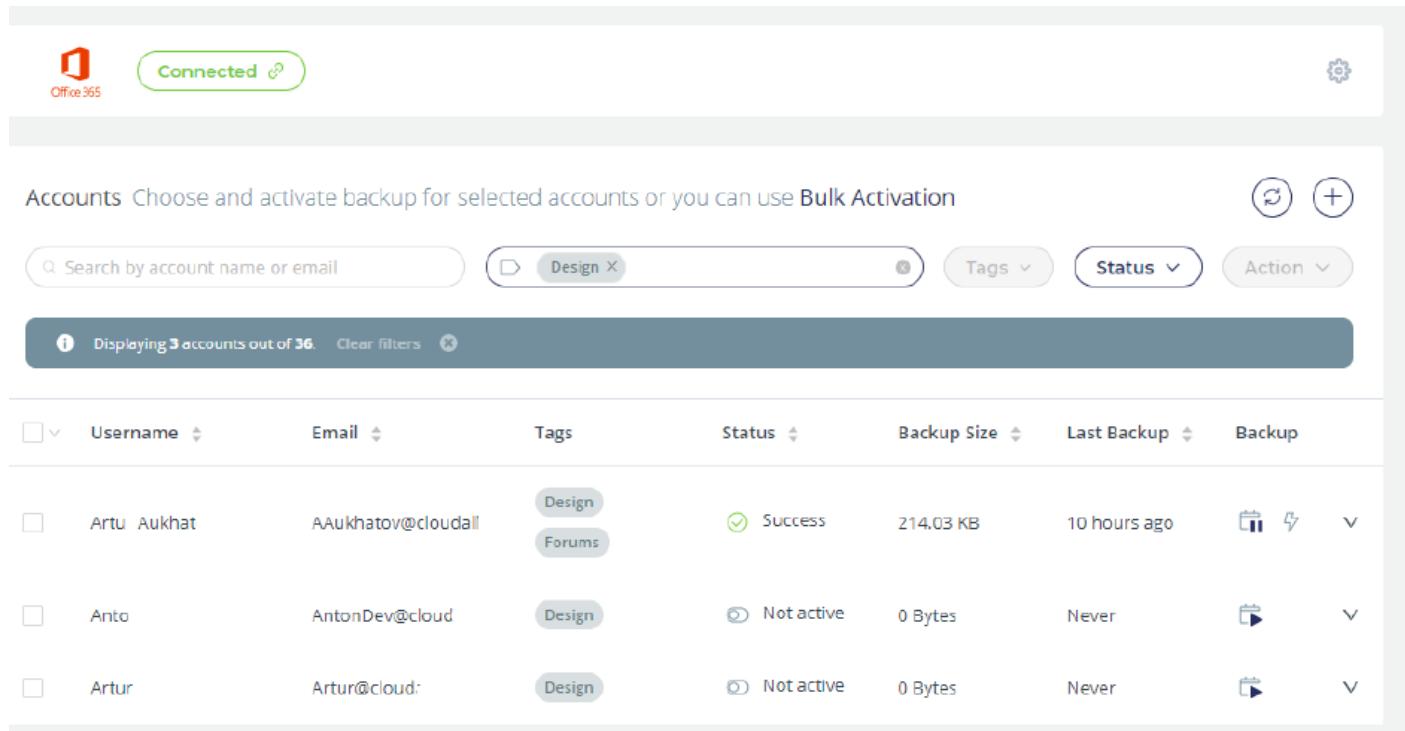
To apply tags for your accounts, select at least one account with the checkbox on the left of it.

1. Click the button **Tag**.
2. Choose needed tag for your accounts.
3. Click the button **Apply**.

In the field **Filter by tag** you can enter a tag name and filter your account by tags.

To filter your accounts by tags you need to choose the needed tags in the field **Filter by tag**.

And then you can see your filtered accounts.



Accounts Choose and activate backup for selected accounts or you can use Bulk Activation

Search by account name or email

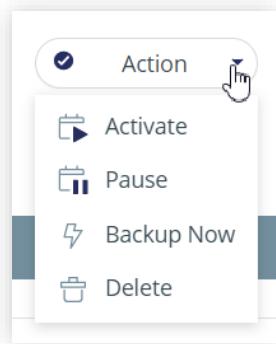
Design X

Tags Status Action

Displaying 3 accounts out of 36. Clear filters

Username	Email	Tags	Status	Backup Size	Last Backup	Backup
Artu Aukhat	AAukhatov@cloudall	Design Forums	Success	214.03 KB	10 hours ago	
Anto	AntonDev@cloud	Design	Not active	0 Bytes	Never	
Artur	Artur@cloud	Design	Not active	0 Bytes	Never	

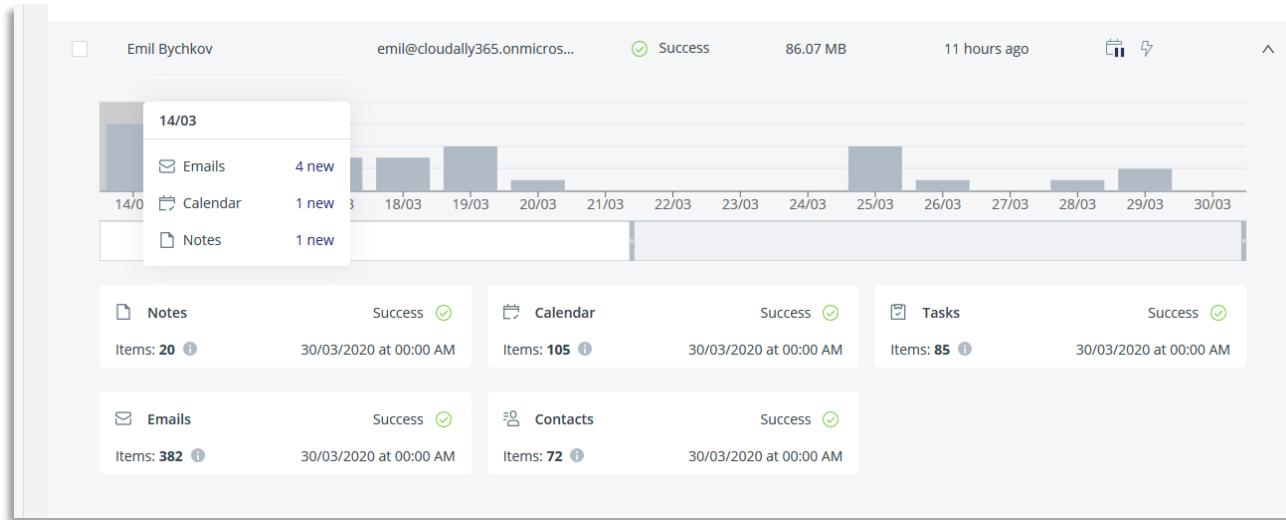
For making actions on users. You need once to select at least one account with the checkbox on the left of it, you can also perform the following from the **Action** drop-down menu:



- Click the **Activate** link to enable backup in all the selected accounts
- Pause** – to pause the backup procedures on the selected accounts
- Backup now** – to schedule the backup immediately. The backup in this case starts as soon as a backup processing machine is available (may take several minutes)
- Delete** – remove the backup task and backup data for the selected accounts.

View statistics of backups with Drilldown feature

By clicking the  button to the right of the user account you can open the Drilldown menu:



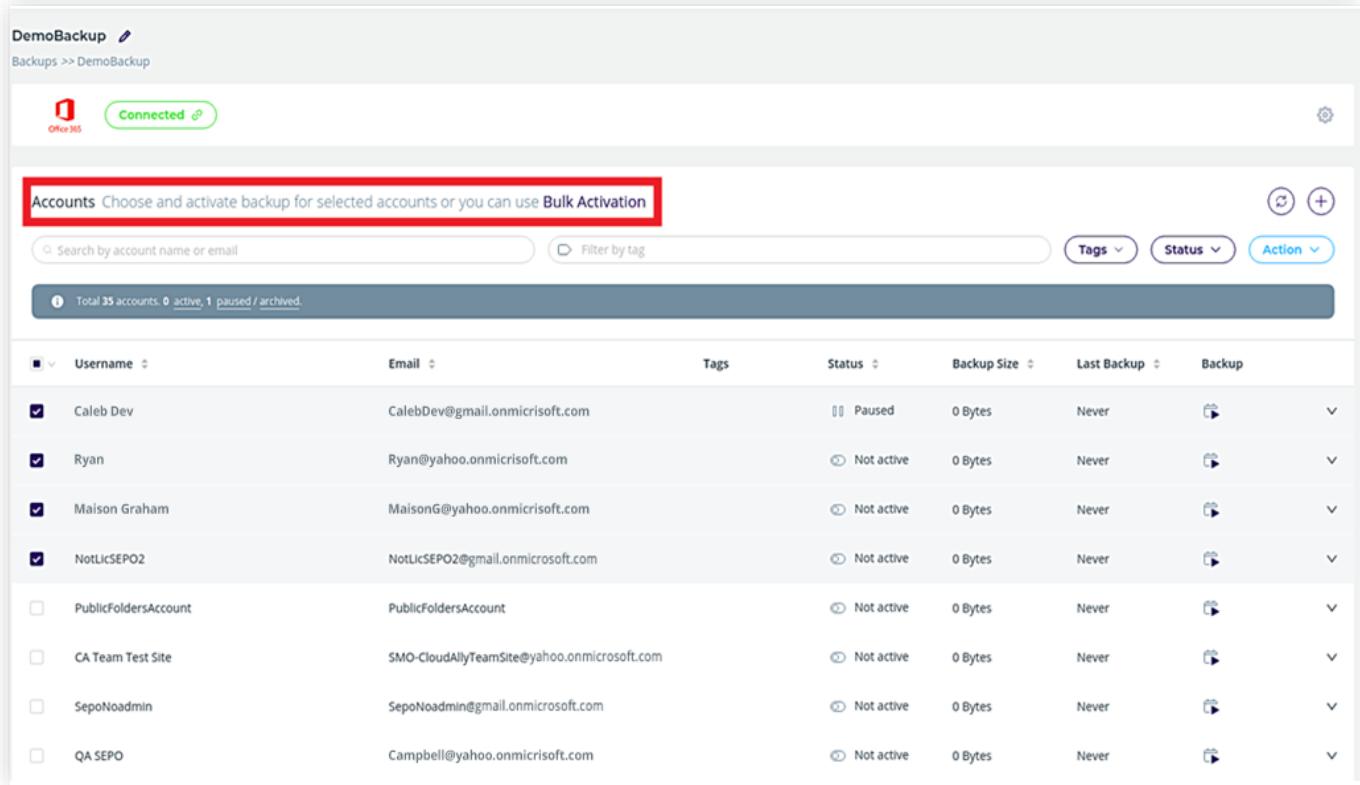
In the Drilldown menu you can find the diagram of the past backups and the tiles with brief summary of the backup outcomes.

The diagram depicts the number of items backed up each day. By hovering your mouse over a column in the diagram you can see the number of items backed up in each service. This number includes all new and changed items, so it may be greater than the total number of items in the backup. You can select the date range of the chart with the sliders underneath it. The maximum range displayed is 30 days.

The summary tiles below the chart provide at-a-glance information about the backup: for each sub-service they display the total number of items in the backup, the date of the last backup and the outcome.

Bulk Activation

While the user interface provides tools for backup activation on one or several accounts it may be inconvenient to manually select the users for which you would like to activate the backup. The **Bulk Activation** option can help you activate backup for as many users as you like in one go.



Accounts. Choose and activate backup for selected accounts or you can use Bulk Activation

Search by account name or email Filter by tag Tags Status Action

Total 35 accounts. 0 active, 1 paused / archived.

Username	Email	Tags	Status	Backup Size	Last Backup	Backup	
<input checked="" type="checkbox"/> Caleb Dev	CalebDev@gmail.onmicrosoft.com		Paused	0 Bytes	Never		
<input checked="" type="checkbox"/> Ryan	Ryan@yahoo.onmicrosoft.com		Not active	0 Bytes	Never		
<input checked="" type="checkbox"/> Maison Graham	MaisonG@yahoo.onmicrosoft.com		Not active	0 Bytes	Never		
<input checked="" type="checkbox"/> NotLicSEPO2	NotLicSEPO2@gmail.onmicrosoft.com		Not active	0 Bytes	Never		
<input type="checkbox"/> PublicFoldersAccount	PublicFoldersAccount		Not active	0 Bytes	Never		
<input type="checkbox"/> CA Team Test Site	SMO-CloudAllyTeamSite@yahoo.onmicrosoft.com		Not active	0 Bytes	Never		
<input type="checkbox"/> SepoNoadmin	SepoNoadmin@gmail.onmicrosoft.com		Not active	0 Bytes	Never		
<input type="checkbox"/> QA SEPO	Campbell@yahoo.onmicrosoft.com		Not active	0 Bytes	Never		

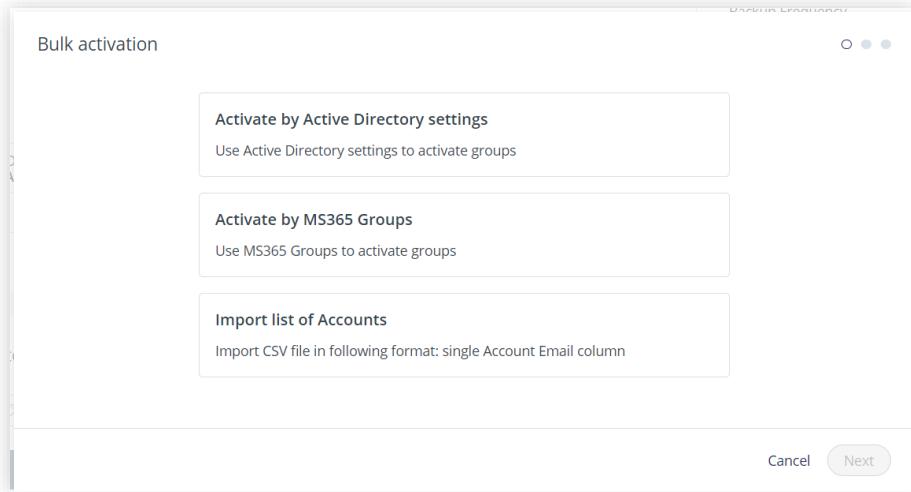
The Bulk Activation tool has 3 options available:

- **Activate by Active Directory settings.** This option can be used to find all accounts with a specified value of an Active Directory Property. Conditional activation can be activated with this option.
- **Activate by MS365 Groups.** This option can be used to automatically activate all accounts belonging to selected Groups. Conditional activation can be activated with this option.
- **Import list of Accounts.** With this option you can upload a list of accounts for which you want to activate backups.

Activate by Active Directory settings

Please follow these steps:

1. Click on the **Bulk Activation** option. The Bulk activation dialog shall appear:

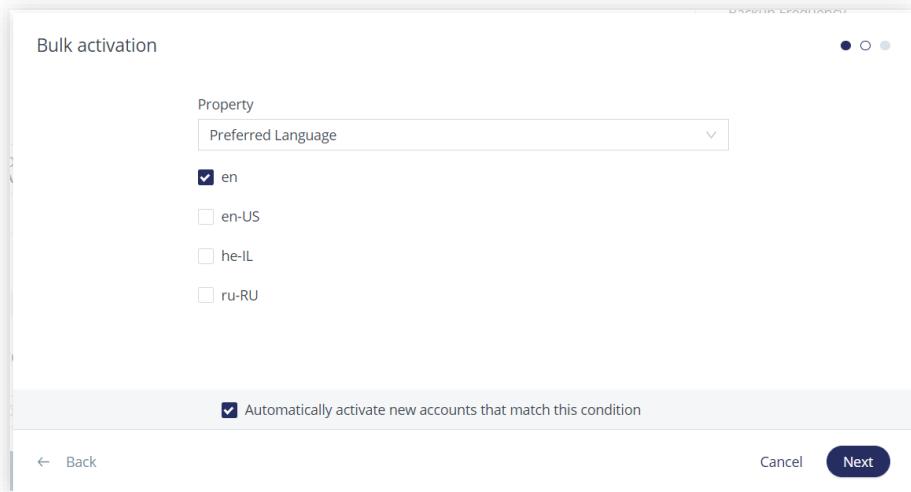


2. Please click Activate by Active Directory settings and click Next.

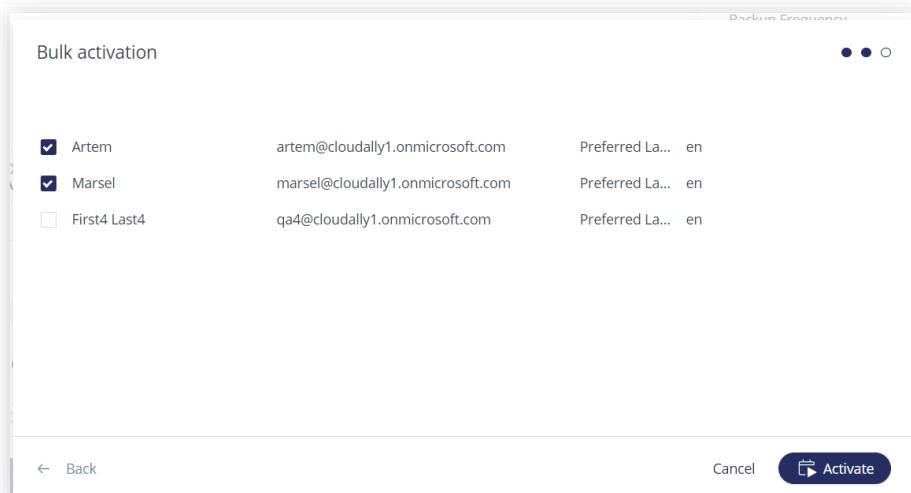
Select the Property from the drop-down list and the values of that Property below. The list of properties is available for usage:

- **Account Enabled:** This property is required when a user is created
- **Age Group:** This property is used for adjusting regulatory requirements compliance age rule
- **City:** The city in which the user is located.
- **Company Name:** The company name which the user is associated.
- **Country:** The country/region in which the user is located
- **Department:** The name for the department in which the user works.
- **Is Resource Account**
- **Job Title:** The user's job title
- **Office Location:** The office location in the user's place of business. **Postal Code:** The postal code for the user's postal address. The postal code is specific to the user's country/region.
- **Preferred Language:** The preferred language for the user.
- **State:** The state or province in the user's address.
- **User Location:** The during user location.

The Bulk Activation tool will find all accounts matching this property.



3. If you want to create a conditional activation rule, please click the checkbox **Automatically activate new accounts that match this condition**. New accounts matching the selected Property will be automatically detected and activated in the backup system. This does not affect the already existing accounts.
4. Click **Next** once you have selected the desired Property and its values. The list of accounts matching the selected Property is displayed. Please review the list of accounts that will be activated. You can clear the checkboxes in front of an account in order to exclude it from the activation process.



5. Click **Activate**. The selected accounts are activated, and if you have selected the **Automatically activate new accounts that match this condition** checkbox, the conditional activation rule is created.

Test 

Backups >> Test

 Connected  

Backup Settings

The automatic addition/deletion of an account, site, domain, table or drive can affect your monthly or annual billing amount

Index all data for Search 

Backup Unlicensed accounts

Retain auto-archived backups for days before deleting 

Activate ALL new accounts 

Backup Datacenter  Retention Period 

Backup Frequency  Backup Hour (UTC)

Active Directory Settings  
Field: en, en-US, he-IL

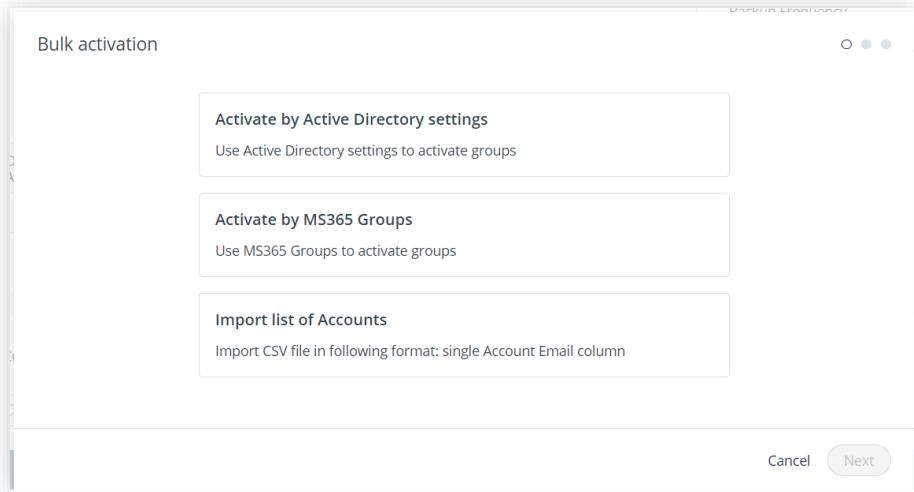
Cancel Save

Note: Selecting the Activate ALL new accounts checkbox in the Backup Settings removes all conditional activation rules.

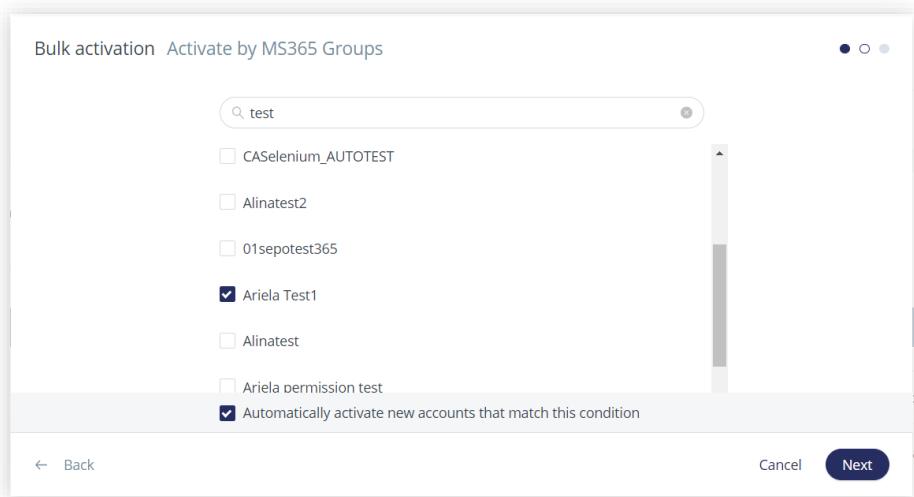
Activate by MS365 Groups

Please follow these steps:

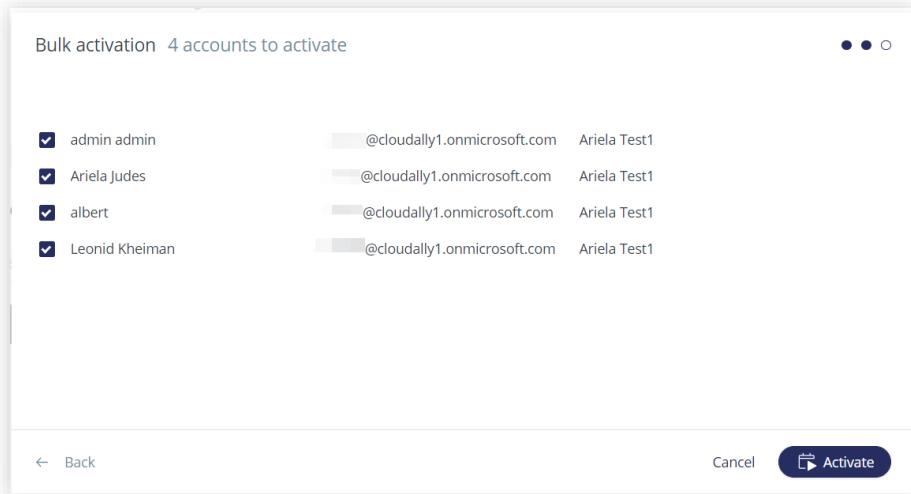
1. Click on the **Bulk Activation** option. The Bulk activation dialog shall appear:



2. Please click **Activate by MS365 groups** and click **Next**.
3. Select the Groups which the accounts you want to activate belong to. You can use the search bar above the list of groups to quickly find the desired groups.



4. If you want to create a conditional activation rule, please click the checkbox **Automatically activate new accounts that match this condition**. New accounts in the selected groups will be automatically detected and activated in the backup system. This does not affect the accounts already present in the groups.
5. Click **Next** once you have selected the desired groups. The list of accounts belonging to the selected groups is displayed. Please review the list of accounts that will be activated. You can clear the checkboxes in front of an account in order to exclude it from the activation process.



6. Click Activate. The selected accounts are activated, and if you have selected the **Automatically activate new accounts that match this condition** checkbox, the conditional activation rule is created.

Backup Settings

The automatic addition/deletion of an account, site, domain, table or drive can affect your monthly or annual billing amount

Index all data for Search ⓘ
 Backup Unlicensed accounts
 Retain auto-archived backups for [redacted] days before deleting ⓘ
 Activate ALL new accounts ⓘ

Backup Datacenter ⓘ Retention Period ⓘ
 US East (Northern Virginia) ▼ Unlimited

Backup Frequency Backup Hour (UTC)
 Daily ▼ 4:00

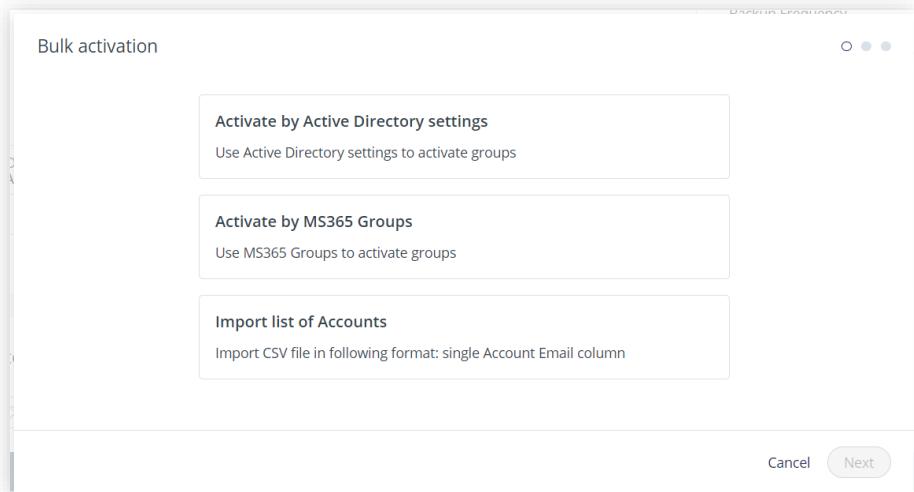
To make changes take effect, click save Cancel Save

Note: Selecting the Activate ALL new accounts checkbox in the Backup Settings removes all conditional activation rules.

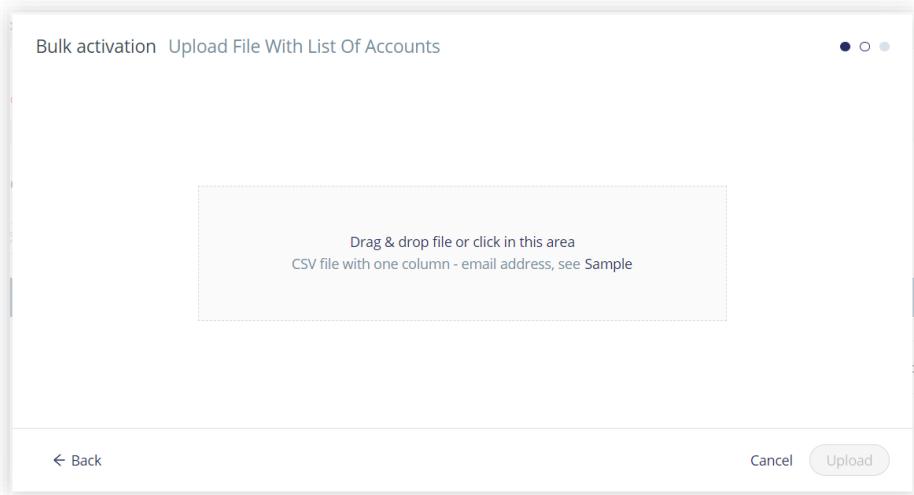
Import list of Accounts

Please follow these steps:

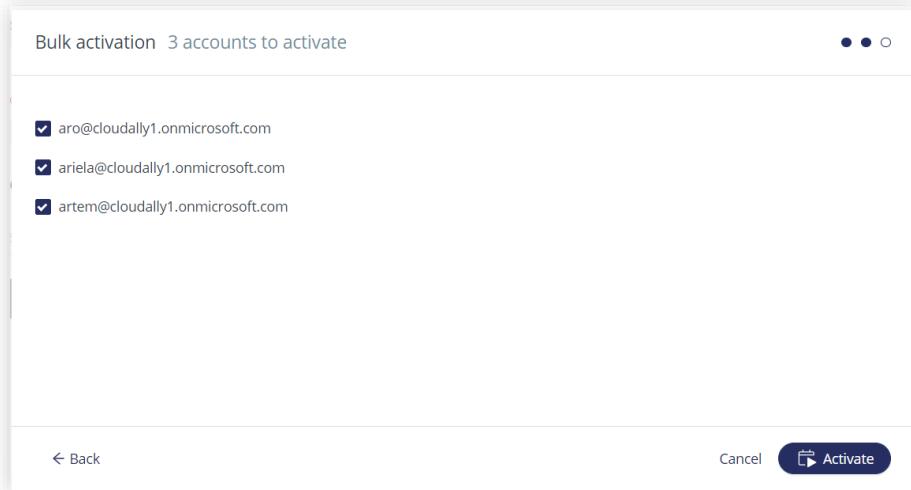
1. Click on the **Bulk Activation** option. The Bulk activation dialog shall appear:



2. Please click Import list of Accounts and click Next.



3. Upload a CSV file with the list of accounts you would like activated. You can do so by dragging-and-dropping the file in the greyed-out area of the dialog window. Click **Upload** to proceed.
4. Please review the list of accounts that will be activated. You can clear the checkboxes in front of an account in order to exclude it from the activation process.



5. Click **Activate**.

6. The selected accounts are activated and scheduled for backup:

Accounts Choose and activate backup for selected accounts or you can use Bulk Activation						
<input type="text"/> Search by account name or email		<input type="text"/> Filter by tag		<input type="button"/> Tags	<input type="button"/> Status	<input type="button"/> Action
Displaying 24 accounts out of 35. <input type="button"/> Clear filters <input type="button"/> <input type="button"/> <input type="button"/>						
<input type="checkbox"/> Username ▼	<input type="checkbox"/> Email ▼	<input type="checkbox"/> Tags	<input type="checkbox"/> Status ▼	<input type="checkbox"/> Backup Size ▼	<input type="checkbox"/> Last Backup ▼	<input type="checkbox"/> Backup ▼
<input type="checkbox"/> Anton Akifyev	<input type="checkbox"/> aakifyev@cloudrein.com		<input type="checkbox"/> Scheduled	<input type="checkbox"/> 0 Bytes	<input type="checkbox"/> Never	<input type="button"/> <input type="button"/> <input type="button"/>
<input type="checkbox"/> Adi Hirsh	<input type="checkbox"/> adi@cloudally1.onmicrosoft.com		<input type="checkbox"/> Scheduled	<input type="checkbox"/> 0 Bytes	<input type="checkbox"/> Never	<input type="button"/> <input type="button"/> <input type="button"/>
<input type="checkbox"/> Israel admin	<input type="checkbox"/> admin@cloudally1.onmicrosoft.com		<input type="checkbox"/> Scheduled	<input type="checkbox"/> 0 Bytes	<input type="checkbox"/> Never	<input type="button"/> <input type="button"/> <input type="button"/>
<input type="checkbox"/> Alina Rimanas	<input type="checkbox"/> arimanas@cloudrein.com		<input type="checkbox"/> Scheduled	<input type="checkbox"/> 0 Bytes	<input type="checkbox"/> Never	<input type="button"/> <input type="button"/> <input type="button"/>
<input type="checkbox"/> Bulat Sabirov	<input type="checkbox"/> bsabirov@cloudally1.onmicrosoft.com		<input type="checkbox"/> Scheduled	<input type="checkbox"/> 0 Bytes	<input type="checkbox"/> Never	<input type="button"/> <input type="button"/> <input type="button"/>

Quick Actions on Accounts

You can perform the following actions on your Office 365 Exchange Accounts, by clicking the corresponding icons:

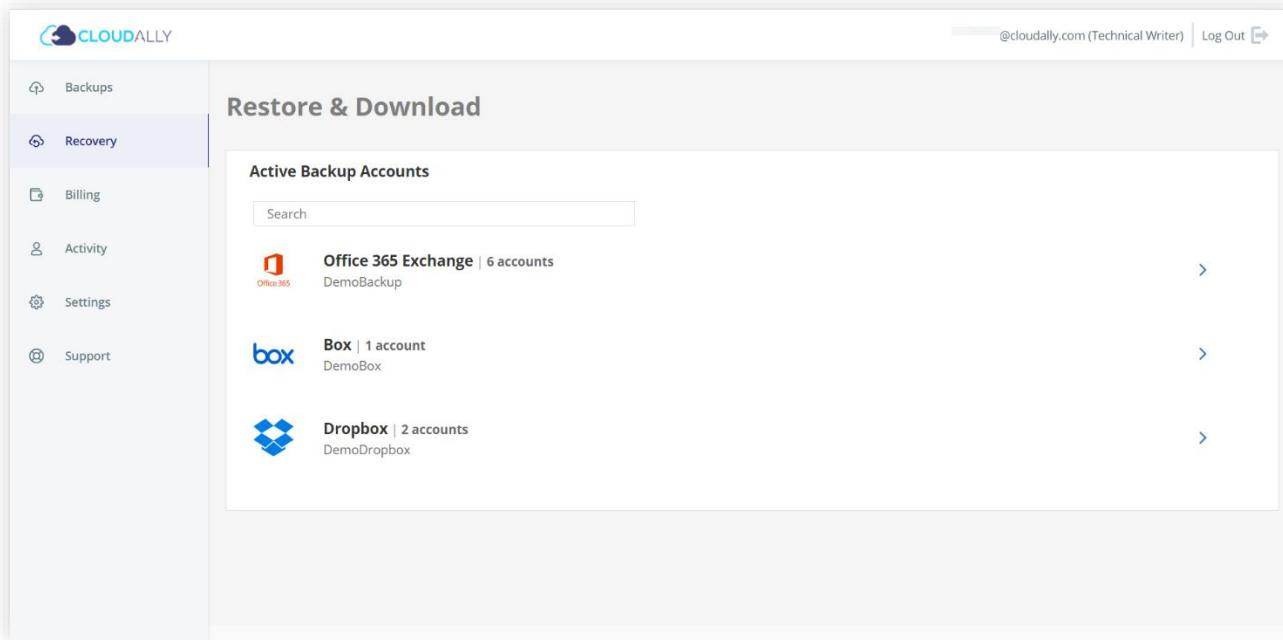
- Click the  icon to pause the backup process.
- Click the  icon to start/restart the backup process.
- Click the  icon to run backup immediately upon click.
- Click the  icon to cancel backup process.
- Click the  icon to delete the backup task. Please note that if you delete a backup task, all the associated backup data is removed.

Restore & Download Your Office 365 Exchange Accounts

The **Restore & Download** option enables you to restore your backed-up data. You can perform the following procedure to Restore & Download your Office 365 Exchange accounts:

1. Click the **Recovery** element from the Navigation Panel.

The *Restore & Download* page is displayed with all your active backup account details.



2. Click the **Office 365 Exchange** backup task from which you wish to recover the data.

The Restore or download Office 365 Exchange active accounts page is displayed.

Restore or download Office 365 Exchange active accounts

Restore & Download > DemoBackup

Listed below are the active accounts within your Office 365 Exchange domain backed up by CloudAlly, ready for restore and download.

ACCOUNT	FIRST BACKUP	LAST BACKUP	ACTION
Search <input type="text"/> X	All ▼		
AntonDev@cloudally1.onmicrosoft.com	2 days ago	13 hours ago	>
Spotapov@cloudally1.onmicrosoft.com	64 days ago	41 days ago	>
akh2@cloudally1.onmicrosoft.com	2 days ago	13 hours ago	>
akh@cloudally1.onmicrosoft.com	2 days ago	13 hours ago	>
albert@cloudally1.onmicrosoft.com	2 days ago	13 hours ago	>
artem@cloudally1.onmicrosoft.com	one day ago	13 hours ago	>

View 1 - 6 of 6

 << Page of 1 > >>

This page displays all your Office 365 Exchange domains backed up by CloudAlly with the details such as Account 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 listed accounts using following options:

- Enter a search phrase in the **Search** field and all the accounts matching the phrase are displayed.
- Filter accounts by statuses such as **All**, **Active**, **Not Active**, **Scheduled**, **Paused**, **Backed-up in another task**, and **In Progress**, from the drop-down list.

3. Click the account which you want to restore and/or download.

The Restore or download Office 365 Exchange account: <account name> page is displayed.

Restore or download Office 365 Exchange account: DemoBackup

Restore & Download > DemoBackup > Spotapov@cloudally1.onmicrosoft.com

Please select your preferred choice for restore

 Via Snapshot ▼

Data changed from

 From initial backup

To

 Today

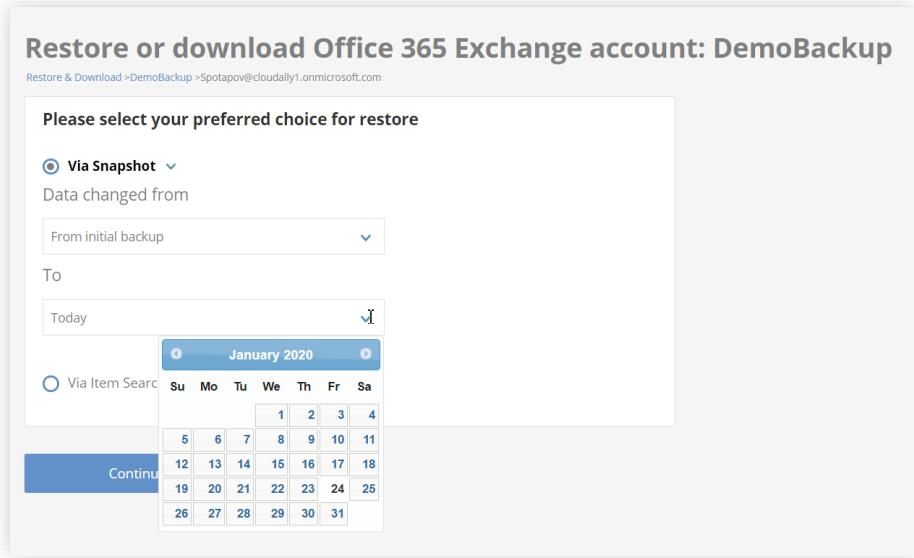
 Via Item Search ▲

4. Select your preferred choice for restore by selecting the radio buttons adjacent to the required option. Available options are the following:

- Via Snapshot
- Via Item Search

Restore or Download Via Snapshot

1. Click the text fields adjacent to **Data changed from** and **To** fields to select the From and To dates from the calendar, if you have selected **Via Snapshot** option.



Restore or download Office 365 Exchange account: DemoBackup

Restore & Download >DemoBackup >Spotapov@cloudally1.onmicrosoft.com

Please select your preferred choice for restore

Via Snapshot **Via Item Search**

Data changed from

From initial backup

To

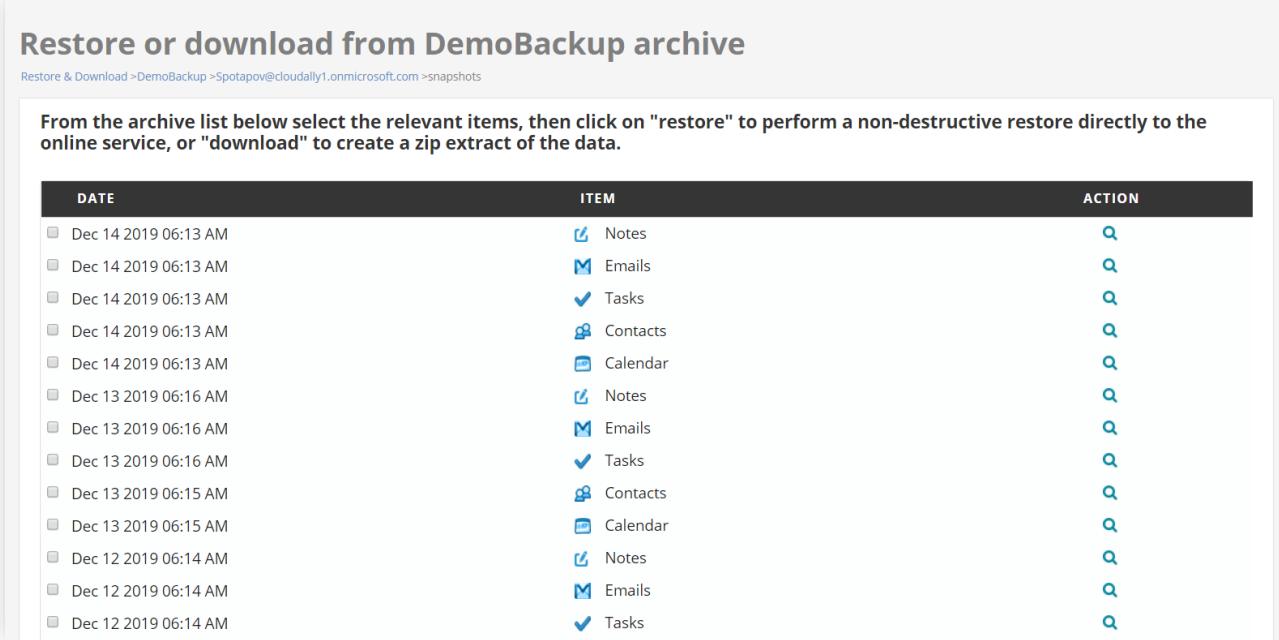
Today

January 2020

Continu

January 2020 calendar showing the 17th selected.

2. The list of backup snapshots for the selected account is displayed. Select the snapshot you want recovered.



Restore or download from DemoBackup archive

Restore & Download >DemoBackup >Spotapov@cloudally1.onmicrosoft.com >snapshots

From the archive list below select the relevant items, then click on "restore" to perform a non-destructive restore directly to the online service, or "download" to create a zip extract of the data.

DATE	ITEM	ACTION
Dec 14 2019 06:13 AM	Notes	
Dec 14 2019 06:13 AM	Emails	
Dec 14 2019 06:13 AM	Tasks	
Dec 14 2019 06:13 AM	Contacts	
Dec 14 2019 06:13 AM	Calendar	
Dec 13 2019 06:16 AM	Notes	
Dec 13 2019 06:16 AM	Emails	
Dec 13 2019 06:16 AM	Tasks	
Dec 13 2019 06:15 AM	Contacts	
Dec 13 2019 06:15 AM	Calendar	
Dec 12 2019 06:14 AM	Notes	
Dec 12 2019 06:14 AM	Emails	
Dec 12 2019 06:14 AM	Tasks	

3. You can restore the entire snapshot by clicking the **Restore** or **Download** buttons in the bottom of the page.

4. Alternatively, you can click the  button to drill-down into the snapshot and view item level structure of the backup data. There you can select one or more items for recovery.

Restore or download E-mails from Spotapov@cloudally1.onmicrosoft.com archived at Dec 05, 2019

Restore & Download > DemoBackup > Spotapov@cloudally1.onmicrosoft.com > snapshots > E-mails > Regular

From the archive list below select the relevant items, then click on "restore" to perform a non-destructive restore directly to the online service, or "download" to create a zip extract of the data.

Type	Name	Date
	(Restored emails) - backup 2019-09-30 06:24	>
	Archive	>
	Conversation History	>
	Drafts	>
	Inbox	>
	Junk Email	>
	Outbox	>
	Recoverable Items	>
	Sent Items	>

« « Page of 1 » »

5. Once you select a snapshot (if you wish to recover all the data in the backup), or an item/items (if you wish to recover only selected items), the buttons **Restore** and **Download** become available.

- If you click the **Restore** button, the restore confirmation dialog window appears
- If you click the **Download** button, the download confirmation dialog window appears

<input type="checkbox"/> Dec 7 2019 06:21 AM	 Contacts	
<input type="checkbox"/> Dec 7 2019 06:20 AM	 Calendar	
<input type="checkbox"/> Dec 6 2019 06:18 AM	 Notes	
<input type="checkbox"/> Dec 6 2019 06:18 AM	 Emails	
<input type="checkbox"/> Dec 6 2019 06:18 AM	 Tasks	
<input type="checkbox"/> Dec 6 2019 06:17 AM	 Contacts	
<input type="checkbox"/> Dec 6 2019 06:17 AM	 Calendar	
<input type="checkbox"/> Dec 5 2019 06:18 AM	 Notes	
<input checked="" type="checkbox"/> Dec 5 2019 06:17 AM	 Emails	
<input checked="" type="checkbox"/> Dec 5 2019 06:17 AM	 Tasks	
<input type="checkbox"/> Dec 5 2019 06:17 AM	 Contacts	
<input type="checkbox"/> Dec 5 2019 06:17 AM	 Calendar	

View 1 - 50 of 120

« « Page of 3 » »

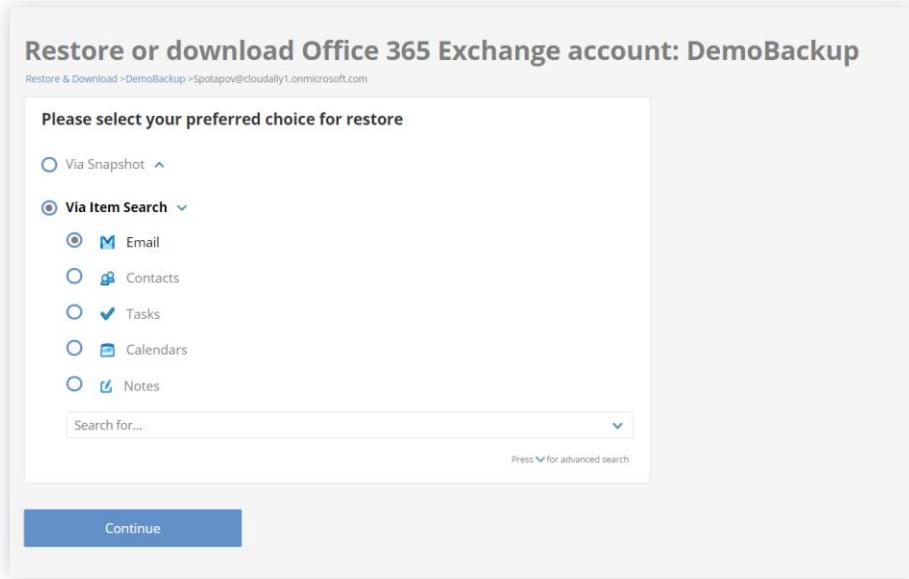
[Restore](#) [Download](#)

6. Please proceed with the instructions found in section **Confirm the Restore or Download** to complete the process.

Restore or Download Via Item Search

1. Select the radio button adjacent to one of the following options:

- Email
- Contacts
- Tasks
- Calendars
- Notes



Restore or download Office 365 Exchange account: DemoBackup

Restore & Download > DemoBackup > Spotapov@cloudally1.onmicrosoft.com

Please select your preferred choice for restore

Via Snapshot ▼

▼ Via Item Search

✉ Email

👤 Contacts

✓ Tasks

📅 Calendars

📝 Notes

Search for... ▼

Press ▼ for advanced search

Continue

- **Email** – Enter a search keyword in the Search for field. For advanced search options, click the ▼ icon and provide the following details in the drop-down form:
 - **From:** Enter a name or email address from which the email was received.
 - **To:** Enter a name or email address to which the email was sent.
 - **Subject:** Enter a keyword that matches with any text in the email subject.
 - **Date from:** Enter the date from the initial backup, from which you want to download the data.
 - **Date to:** Enter a date until which the data need be downloaded.

Restore or download Office 365 Exchange account: DemoBackup

Restore & Download > DemoBackup > spotapov@cloudally1.onmicrosoft.com

Please select your preferred choice for restore

Via Snapshot

Via Item Search

Email

Contacts

Tasks

Calendars

Notes

Search for...

From
Enter a name or e-mail address

To
Enter a name or e-mail address

Subject
Enter a term that matches a part of the mail subject

Date from
From initial backup

Date to
Today

Clean **Continue**

- **Contacts:** Enter a keyword in the *Search for* field.
- **Tasks:** Enter a keyword in the *Search for* field.
- **Calendars:** Enter a search keyword in the *Search for* field. For advanced search options, click the icon and provide the following details in the drop-down form:
 - **Description:** Enter a keyword that matches with the part of the event description.
 - **Owner:** Enter a name or email address of the owner.
 - **Date from:** Enter the date from the initial backup, from which you want to download the data.
 - **Date to:** Enter a date until which the data need be downloaded.
- **Notes:** Enter a keyword in the *Search for* field

2. Click the **Continue** button.

Restore or download E-mails from Spotapov@cloudally1.onmicrosoft.com archive

Restore & Download > DemoBackup > Spotapov@cloudally1.onmicrosoft.com > E-mails

From the archive list below select the relevant items, then click on "restore" to perform a non-destructive restore directly to the online service, or "download" to create a zip extract of the data.

weekly

Search

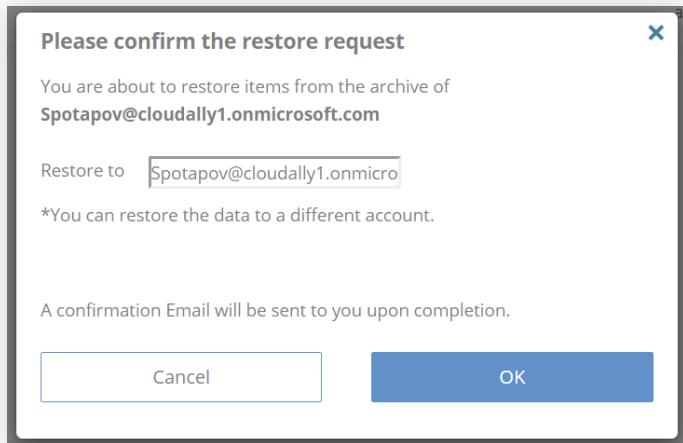
DATE	SUBJECT	FOLDER
<input type="checkbox"/> Dec 9 2019 07:08 AM	weekly digest: Office 365 c... 	inbox
<input type="checkbox"/> Dec 2 2019 07:17 AM	weekly digest: Office 365 c... 	inbox
<input type="checkbox"/> Nov 25 2019 07:45 AM	weekly digest: Office 365 c... 	входящие
<input type="checkbox"/> Nov 4 2019 07:34 AM	weekly digest: Office 365 c... 	входящие
<input type="checkbox"/> Oct 28 2019 07:42 AM	weekly digest: Office 365 c... 	входящие
<input type="checkbox"/> Oct 21 2019 08:23 AM	weekly digest: Office 365 c... 	входящие
<input type="checkbox"/> Oct 14 2019 07:53 AM	weekly digest: Office 365 c... 	входящие
<input type="checkbox"/> Oct 7 2019 07:45 AM	weekly digest: Office 365 c... 	входящие

The **Restore or download <item type> from <account name> archive** page is displayed. This page displays the search results with the details such as Date, Subject, Folder, etc. The details columns are different for different types of restored items.

3. Select the check-box adjacent to the required items to be restored or downloaded. When at least one item is selected the buttons **Restore** and **Download** become available.

Confirm the Restore or Download

If you click the **Restore** button, the restore confirmation dialog window appears

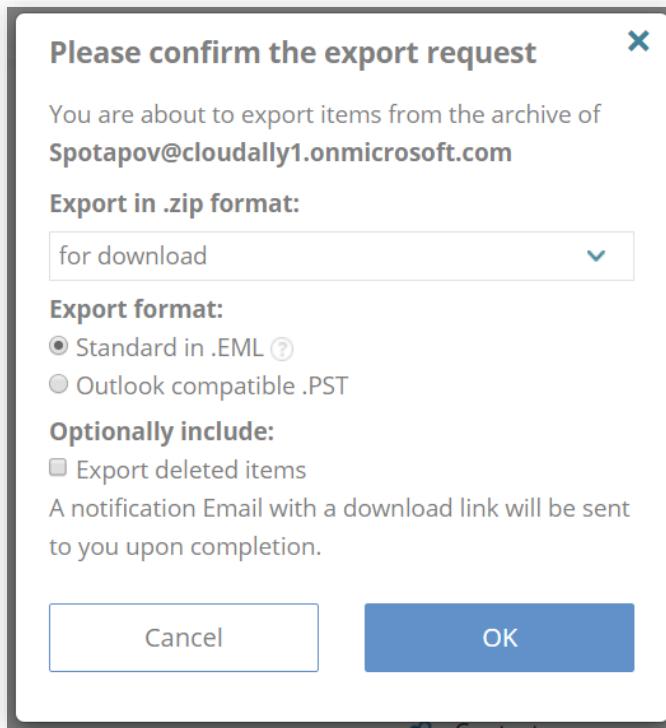


1. Enter the account to which the data needs to be restored in the **Restore to** field.

Note: You can restore the data to a different account but within the same domain.

2. Click the **OK** button. The selected backup data will be restored to the specified account. When the recovery process is complete the results summary is sent to your email.

If you click the **Download** button, the download confirmation **dialog window** appears:



The dialog is adjusted to the type of exported items and may have the following options:

- **Export deleted items.** This option includes the deleted items in the exported archive.
- **Include legal hold items.** This option includes the items under legal hold in the exported archive.

1. Click the drop-down list and select the storage. Available options are the following: For Download, to your Amazon S3, to your Azure Blob, to your Box.com, to your G Suite, to your Amazon S3 Compatible, to your GCP Storage. If you select options other than “for download”, you may be asked for additional credentials and/or access tokens for the selected storages.
2. Click the **OK** button. The download instructions are sent to your registered email address. The download link is valid only for 72 hours.

Once the Restore/Download process has been initiated, you can view the current status in the *Restore & Download Status* section in the *Restore & Download* page with the details such as Type, Source, Date, Status, and Action.

In the Action column, you can click on the  icon to view the details in a popup window. You can also click the  icon and click **Yes** in the *Confirm Cancellation* window to cancel the ongoing process.

Restore Public Folder Backups

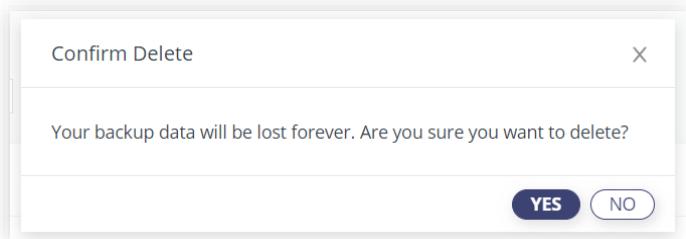
The CloudAlly restore process creates a sub-folder that will need to be added as a new Public Folder in order to access the restored data. Follow the normal Office 365 Exchange Online procedures to Create a Public Folder, using the CloudAlly restored sub-folder as the path, as well as any additional sub-folders that are included in the restore.

Remove CloudAlly Backup

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

Remove an Entire Backup Service

To remove an entire backup service, click the  icon adjacent to the backup service you want to remove, from the *Backups* page.



The *Confirm Delete* pop-up window is displayed with a warning message. Click the **YES** button. The selected backup service is removed from your account. To prevent backup mistaken deletions there is grace period in 7 days after it your backup will be deleted.

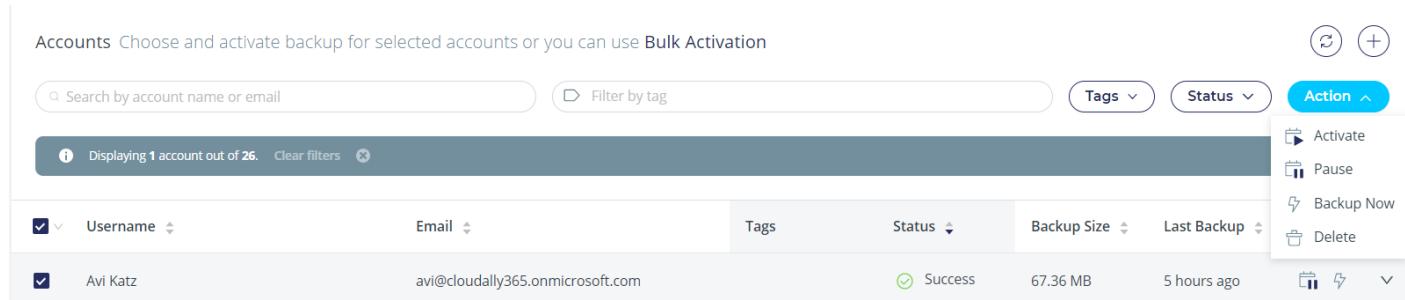
Remove an Individual User Backup

To remove an individual user, perform the following procedure:

1. Click the backup service from which you want to remove the user.

The *backup task settings* page is displayed.

2. Mark the checkbox of the user that you want to remove. Click the **Delete** button in the Actions menu:



Accounts Choose and activate backup for selected accounts or you can use Bulk Activation

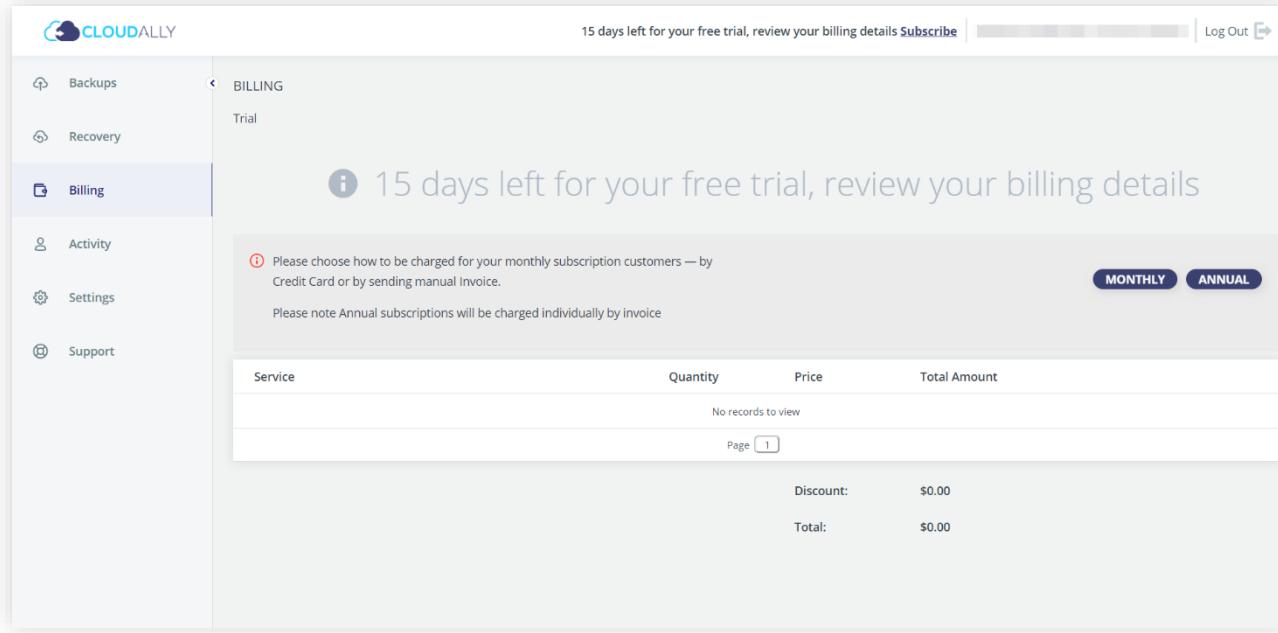
Displaying 1 account out of 26. Clear filters 

Username	Email	Tags	Status	Backup Size	Last Backup	Action
<input checked="" type="checkbox"/> Avi Katz	avi@cloudally365.onmicrosoft.com	 Success	67.36 MB	5 hours ago	 	

Manage Payments and Subscriptions

Once the trial period has ended, you need to subscribe to the CloudAlly service to access and manage your backups. To subscribe to a plan, perform the following procedure:

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



The screenshot shows the CloudAlly Billing page. The navigation panel on the left includes options: Backups, Billing (which is selected and highlighted in blue), Recovery, Activity, Settings, and Support. The main content area has a header: "15 days left for your free trial, review your billing details" with a "Subscribe" button. Below this, a message says: "Please choose how to be charged for your monthly subscription customers — by Credit Card or by sending manual invoice." It also notes: "Please note Annual subscriptions will be charged individually by invoice." There are two buttons: "MONTHLY" (which is selected) and "ANNUAL". A table titled "Service" is present, showing "No records to view". At the bottom, it shows "Discount: \$0.00" and "Total: \$0.00".

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, the payment period will start after the trial period is over.

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

BILLING

Billing >> Payment details

Trial

▼ Add new card details

Card Holder's Name:	Card Holder's Name:		
Card Number:	Card Number	MM / YY	CVV

ADD NEW CARD

▼ Billing Details

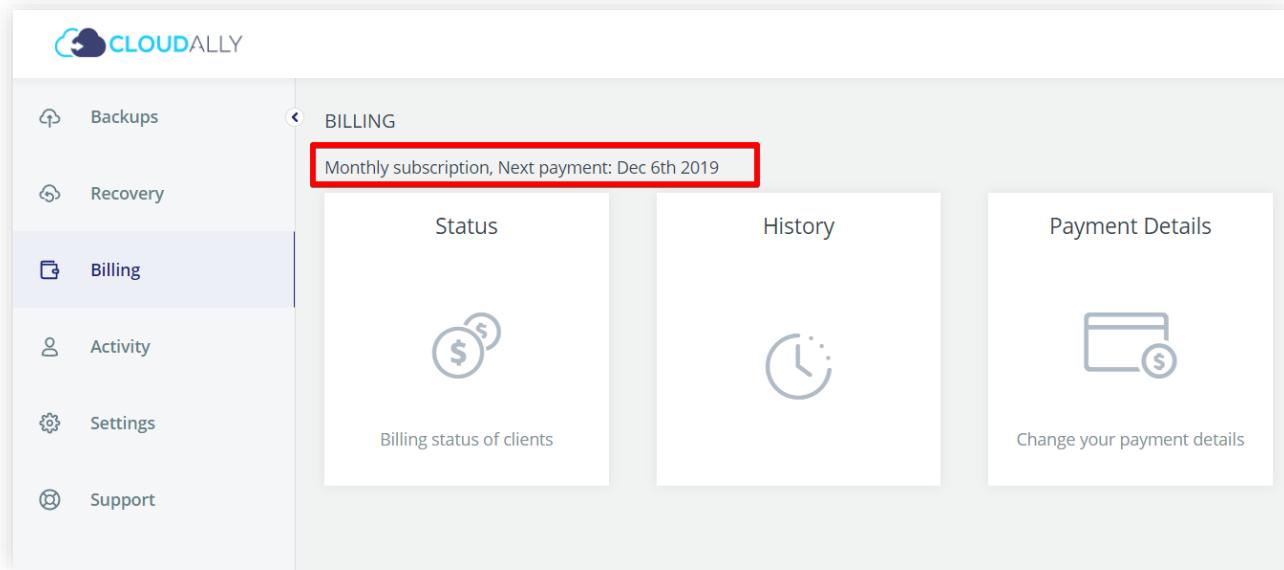
Currency:	USD	Title:	Mr
* First Name:			
* Billing Email:			
* Company Name:			
Address Line 2:			
		* Address Line 1:	
		Address Line 3:	

You are redirected to the **Payment Details** page. Fill in the billing and credit card details to finish the subscription process. Please refer to the section dedicated to the Payment details page for more information.

- **Monthly Subscription:** CloudAlly's billing is handled by a PCI compliant payment processor. To finalize your subscription, enter your 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 payment receipt will be emailed to you after each monthly charge is taken.
- **Annual Subscription:** You will receive a confirmation message that your request has been submitted. You will then receive an email from support asking that you confirm your annual subscription request. Once confirmed, CloudAlly will email an invoice to you payable in 30 days by credit card, PayPal or bank transfer.

Note: The monthly payments are processed automatically once you provide the required information in the Billing details section and your credit card is valid. To disable the automatic payment processing please contact our support team. If you do so, you will start receiving monthly invoices for the payments.

After subscription, the **Billing** page displays additional billing management options and gives a brief summary of the payment result for the current payment period and the next payment date:



The screenshot shows the CloudAlly Billing dashboard. On the left, a sidebar lists navigation options: Backups, Recovery, Billing (which is selected and highlighted in blue), Activity, Settings, and Support. The main content area is titled 'BILLING' and displays a message: 'Monthly subscription, Next payment: Dec 6th 2019'. Below this, there are three sections: 'Status' (with a dollar sign icon and the text 'Billing status of clients'), 'History' (with a clock icon), and 'Payment Details' (with a wallet icon and the text 'Change your payment details').

Payment Details

The **Payment details** page contains the information used for billing. You can update the credit card details and the billing details in the two sections of the page:

BILLING

Billing >> Payment details

Monthly subscription, Next payment: Dec 6th 2019

✓ Credit Card Details

Card Number:

ADD NEW CARD **ACTIVATE CARD** **Delete card**

✓ Billing Details

Currency: Title:

* First Name: * Last Name:

* Billing Email: Company Tax Id:

* Company Name: * Address Line 1:

Add New Card

The **Add New Card** option enables you to define your card information for subscription payment. Perform the following procedure to create a new payment method:

BILLING

Billing >> Payment details

Monthly subscription, Next payment: Dec 6th 2019

✓ Credit Card Details

Card Number:

ADD NEW CARD **ACTIVATE CARD** **Delete card**

✓ Add new card details

Card Holder's Name: Card Holder's Name:

Card Number: Card Number MM / YY CVV

ADD NEW CARD

1. Under the Cards field, click the **ADD NEW CARD** button.
2. Enter the card details such as Card Number, CVV, Card holder's name, and card expiry date.

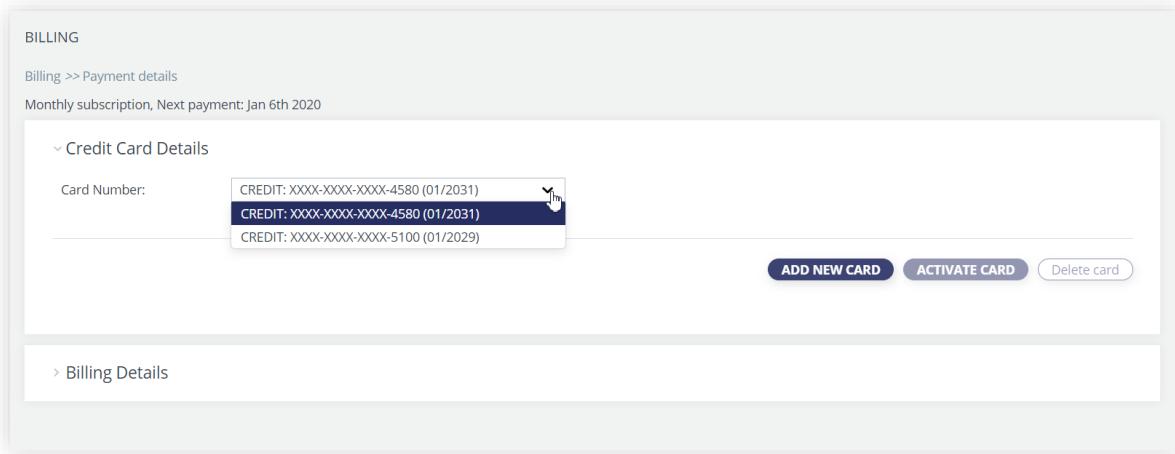
3. Click **ADD NEW CARD** button.

The new card information is saved. You can use this card after card activation.

Update Billing Details

You can switch the payment method used in the billing process. To change your existing payment method, perform the following procedure:

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 screenshot below depicts choosing a different credit card).
3. Click **ACTIVATE CARD** to set the selected card as the preferred payment method.



BILLING

Billing >> Payment details

Monthly subscription, Next payment: Jan 6th 2020

Credit Card Details

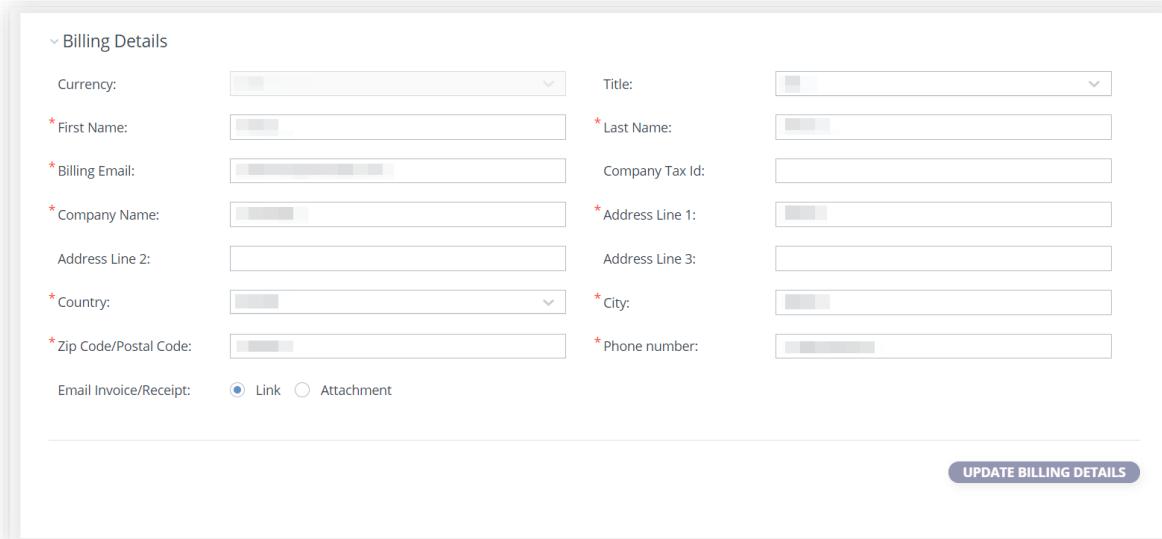
Card Number:

ADD NEW CARD **ACTIVATE CARD** **Delete card**

Billing Details

The **Billing details** section displays the billing information such as Currency, Title, Name, Billing email, etc.

4. Scroll down for more fields of the Billing details section. In the Company Tax ID field indicates your company tax ID. It's mandatory for Israeli companies.



Billing Details

Currency:

* First Name:

* Billing Email:

* Company Name:

Address Line 2:

* Country:

* Zip Code/Postal Code:

Email Invoice/Receipt: Link Attachment

Title:

* Last Name:

Company Tax Id:

* Address Line 1:

* City:

* Phone number:

UPDATE BILLING DETAILS

5. Edit/update the required fields. Please note that the fields marked with the * symbol are mandatory.
6. Click the UPDATE BILLING DETAILS button.
7. The updates are saved.

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

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

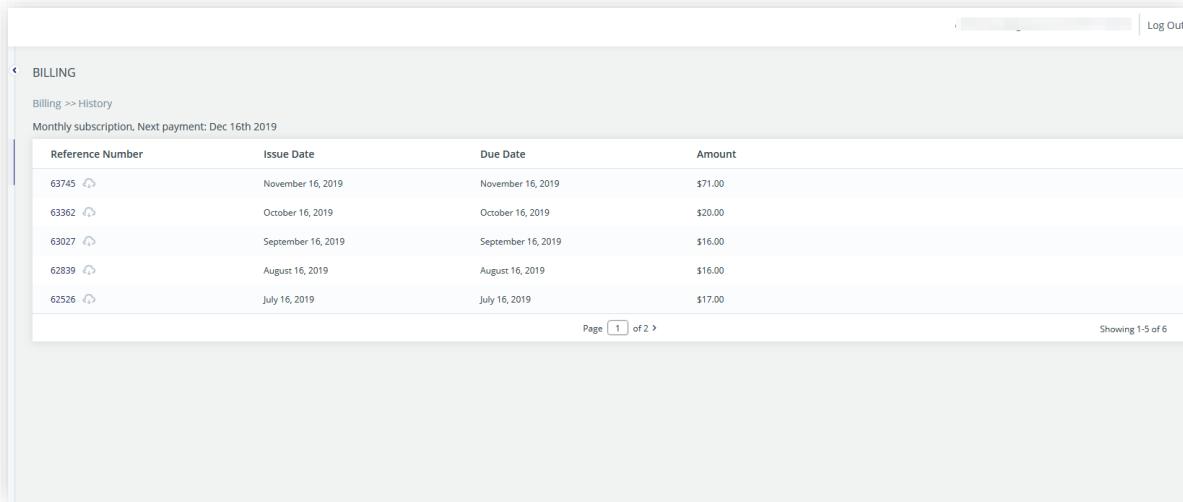
Status

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																															
Monthly subscription, Next payment: Mar 6th 2020																															
<p>i Payment forecast: \$41.00, Due on Mar 6th 2020</p>																															
<table border="1"><thead><tr><th>Service</th><th>Quantity</th><th>Unit Price</th><th>Total Amount</th></tr></thead><tbody><tr><td>Exchange, Active (DemoBackup)</td><td>10 mailboxes</td><td>\$3.00</td><td>\$30.00</td></tr><tr><td>Box, Active (DemoBox)</td><td>820.78 MB</td><td>\$2.00</td><td>\$2.00</td></tr><tr><td>Dropbox, Active (DemoDropbox)</td><td>11.48 MB</td><td>\$2.00</td><td>\$2.00</td></tr><tr><td>SharePoint, Active (Sharepoint Demo)</td><td>633.72 MB</td><td>\$2.00</td><td>\$2.00</td></tr><tr><td>OneDrive, Active (OneDrive Demo)</td><td>164.32 MB</td><td>\$2.00</td><td>\$2.00</td></tr><tr><td>Groups & Teams, Active (Groups Demo)</td><td>7.21 GB</td><td>\$3.00</td><td>\$3.00</td></tr></tbody></table>				Service	Quantity	Unit Price	Total Amount	Exchange, Active (DemoBackup)	10 mailboxes	\$3.00	\$30.00	Box, Active (DemoBox)	820.78 MB	\$2.00	\$2.00	Dropbox, Active (DemoDropbox)	11.48 MB	\$2.00	\$2.00	SharePoint, Active (Sharepoint Demo)	633.72 MB	\$2.00	\$2.00	OneDrive, Active (OneDrive Demo)	164.32 MB	\$2.00	\$2.00	Groups & Teams, Active (Groups Demo)	7.21 GB	\$3.00	\$3.00
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<p>Page 1 of 1 Showing 1-6 of 6</p>																															
<p>Total: \$41.00</p>																															

History

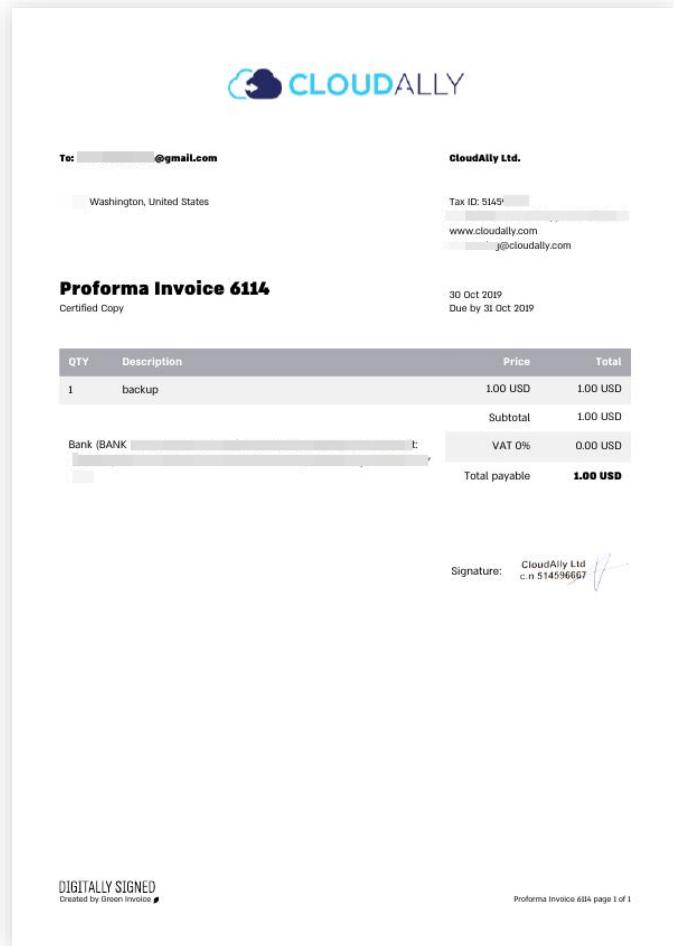
This page displays the history of payments.



Reference Number	Issue Date	Due Date	Amount
63745	November 16, 2019	November 16, 2019	\$71.00
63362	October 16, 2019	October 16, 2019	\$20.00
63027	September 16, 2019	September 16, 2019	\$16.00
62839	August 16, 2019	August 16, 2019	\$16.00
62526	July 16, 2019	July 16, 2019	\$17.00

Page of 2 > Showing 1-5 of 6

By clicking on the invoice number, you can download the invoice file. An example of an invoice/receipt is displayed below:

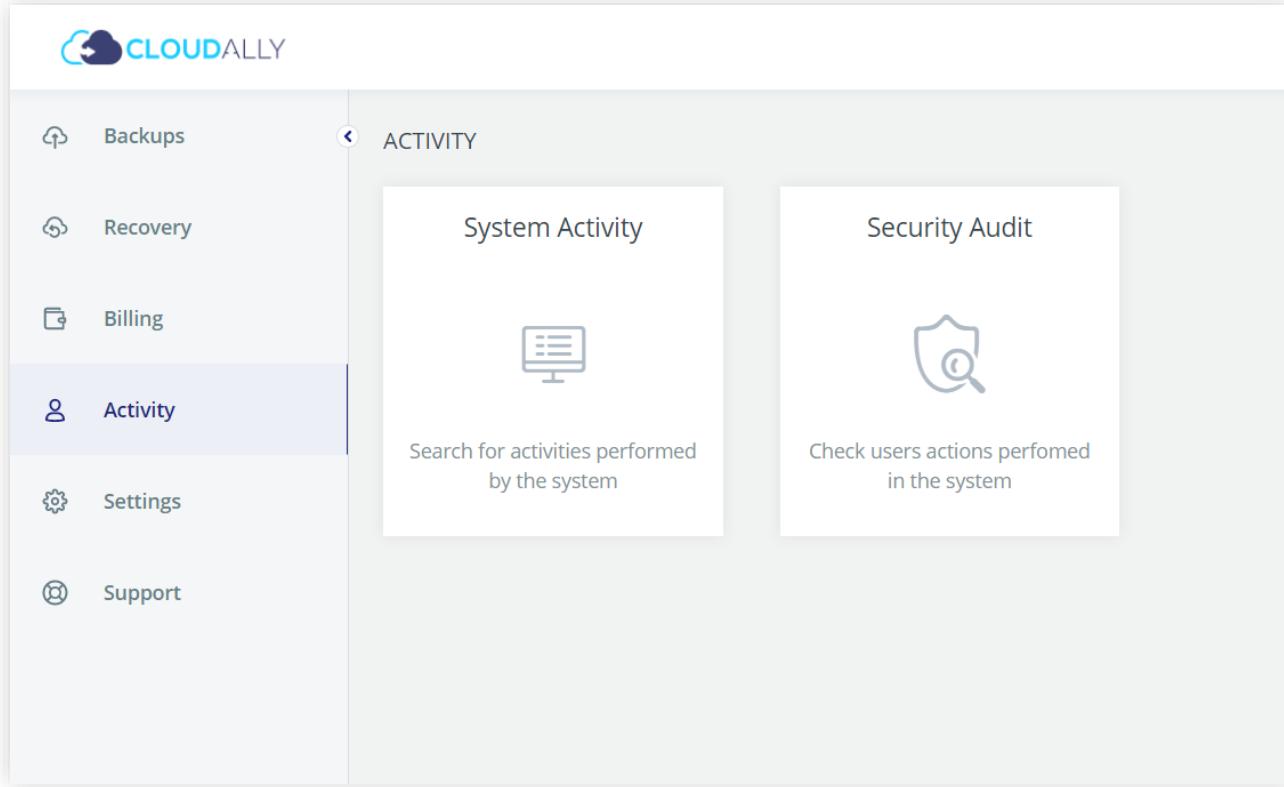


Please note that the invoice/receipt above is given only as an example and is issued for an account using other backup solution. The invoice provides details on the number of backed up accounts or the amount of stored data, and the total amount paid. It also displays the payment method used.

Manage Your CloudAlly Account

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

View the Account Activity



The screenshot shows the CloudAlly web interface. The navigation pane on the left includes 'Backups', 'Recovery', 'Billing', 'Activity' (which is selected and highlighted in blue), 'Settings', and 'Support'. The main content area is titled 'ACTIVITY' and contains two cards: 'System Activity' and 'Security Audit'. The 'System Activity' card features an icon of a computer monitor and the text 'Search for activities performed by the system'. The 'Security Audit' card features an icon of a shield with a magnifying glass and the text 'Check users actions performed in the system'.

The Activity section enables you to view your CloudAlly account activity including System Activity and Security Audit. You can access this section by clicking the Activity element from the navigation pane.

System Activity

The System Activity page displays your account activity with the details such as Date, Activity, Service, Account, and Description.

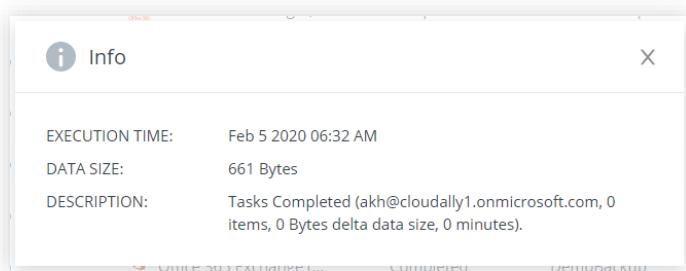
ACTIVITY

Activity >> System activity

Show: From: To: User Activity: All Status: All More Reset Export

Date	User Activity	Service	Status	Task	Item	
Nov 29 2019 06:15 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 29 2019 06:15 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 29 2019 06:15 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 29 2019 06:15 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 29 2019 06:15 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 29 2019 05:23 AM	Backup	 Box	Completed	DemoBox		
Nov 28 2019 06:14 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 28 2019 06:14 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 28 2019 06:14 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 28 2019 06:14 AM	Backup	 Office 365 Exchange (...)	Completed	DemoBackup		
Nov 28 2019 06:14 AM	Backup	 Box	Completed	DemoBox		

This page provides you the means to filter and search the list of backup tasks, export the list as a CSV file and to view more details on any backup task. The latter can be achieved by clicking the  button. 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:



Security Audit

The Security Audit page provides information about all the security related actions that have happened in your CloudAlly account. The actions that are displayed are the sign-ins, password changes, failed sign-ins, etc. The information includes the date of the event, the type of activity, 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	Status	Performed By	Description
Nov 29 2019 02:41 PM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 28 2019 05:50 PM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 27 2019 03:44 PM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 27 2019 10:54 AM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 26 2019 04:17 PM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 21 2019 02:00 PM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 21 2019 11:06 AM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 21 2019 10:25 AM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 20 2019 03:36 PM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...
Nov 20 2019 01:09 PM	Sign-in	Completed	[REDACTED]	Open ID (GOOGLE) Sign In (OK) Chrome fro...

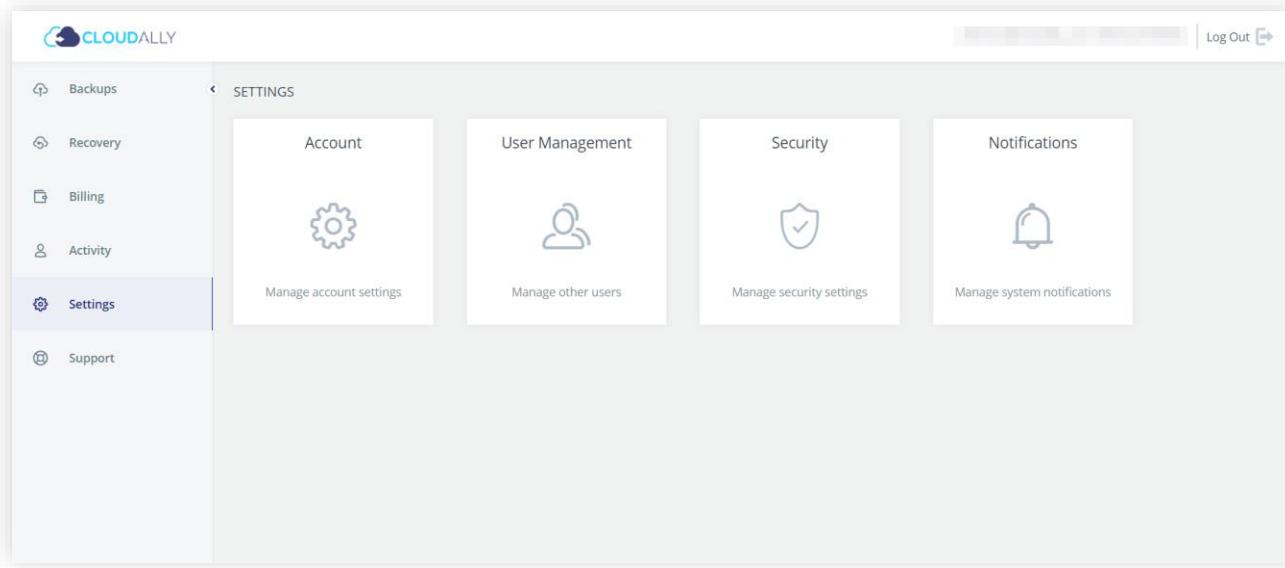
Page > Showing 1-10

The Security audit table can be exported as a CSV file by clicking the **Export** button.

Manage Your CloudAlly Settings

The Settings page provides you with tools to control your CloudAlly account and accounts of the users in your account. The Settings section consists of 4 sub-sections:

- Account
- User Management
- Security
- Notifications



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

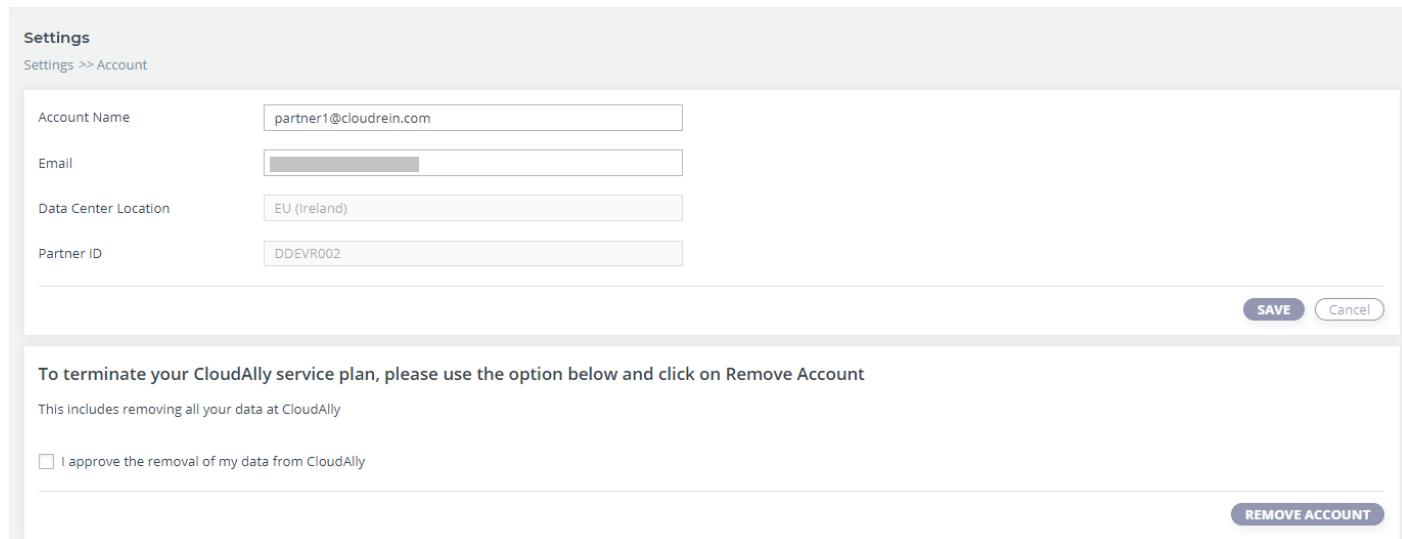
Account settings

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 our support team. Finally, this page also allows you to terminate your CloudAlly account. Please note that if you terminate your CloudAlly account, the data from all your backups will be deleted.

To update/change your CloudAlly account details, perform the following procedure:

1. Click the **Settings** → **Account** element from the Navigation Panel of the CloudAlly web application.

The *Settings >> Account* page is displayed.



Settings
Settings >> Account

Account Name: partner1@cloudrein.com

Email: [REDACTED]

Data Center Location: EU (Ireland)

Partner ID: DDEVR002

SAVE **Cancel**

To terminate your CloudAlly service plan, please use the option below and click on Remove Account

This includes removing all your data at CloudAlly

I approve the removal of my data from CloudAlly

REMOVE ACCOUNT

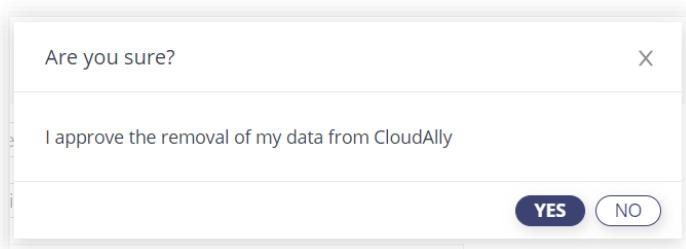
2. Update the **Account Name** and/or **Email**.
3. Click the **SAVE** button to save the details.

Canceling Your CloudAlly Service Plan

To cancel your CloudAlly service plan, perform the following procedure:

1. Select the check box adjacent to the **I approve the removal of my data from CloudAlly** field and click **REMOVE ACCOUNT** button.

The *Are you sure?* pop-up window is displayed with a confirmation request.



2. Click **YES** button to confirm the cancellation.

User Management

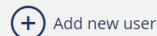
The page provides tools for fine-level control of the permissions and access levels of your users.

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
[REDACTED]	Google	
[REDACTED]	Email	

Page of 1 Showing 1-2 of 2

Please use the button **+ Add new user**, to create a new user and start the configuration procedure for that user, or the  button in order to edit an existing user's settings. The settings include the operations permitted to the user and the list of available services:

SETTINGS

Settings >> User Management >> New user

Email:	<input type="text" value="REDACTED"/>	Type:	<input type="text" value="Email"/>
Password:	<input type="text" value="REDACTED"/>	Role:	<input type="text" value="Custom"/>

Operations

- General
 - Update CloudAlly account settings and unsubscribe from CloudAlly
 - View billing page and manage payment details
 - View support page
 - View account activity
 - Show all support tickets
 - Manage Notifications
 - View backups page
- Backup Tasks
 - Activate new backup tasks
 - Modify backup tasks
 - Delete backup tasks
 - Pause backup tasks
 - Execute backup tasks

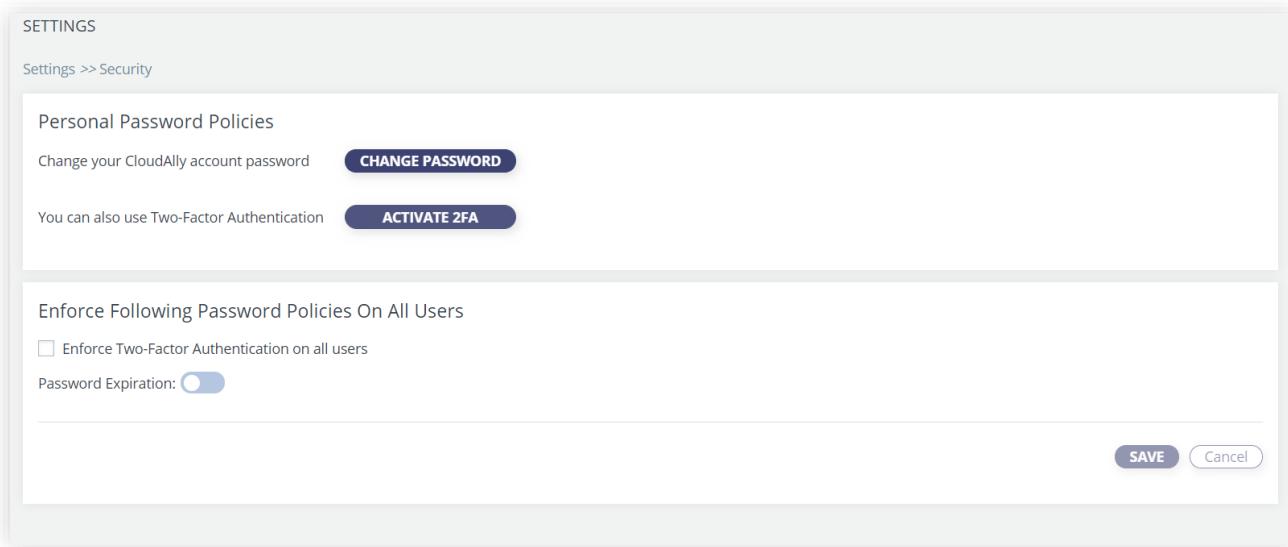
Services

- All
 - Office 365 Exchange
 - Office 365 Groups / Teams
 - SharePoint Online
 - OneDrive
 - Salesforce
 - Dropbox
 - Box
 - G Suite
 - G Team Drive
 - IMAP
 - SimpleDB

Note: Please note that selecting the role "Administrator" enables all services and operations.

In order to save the changes please scroll to the bottom of the page and click the **SAVE** button.

Security Settings



SETTINGS

Settings >> Security

Personal Password Policies

Change your CloudAlly account password **CHANGE PASSWORD**

You can also use Two-Factor Authentication **ACTIVATE 2FA**

Enforce Following Password Policies On All Users

Enforce Two-Factor Authentication on all users

Password Expiration:

SAVE **Cancel**

The **Security** settings page provides the means to update your password or set up two-factor authentication.

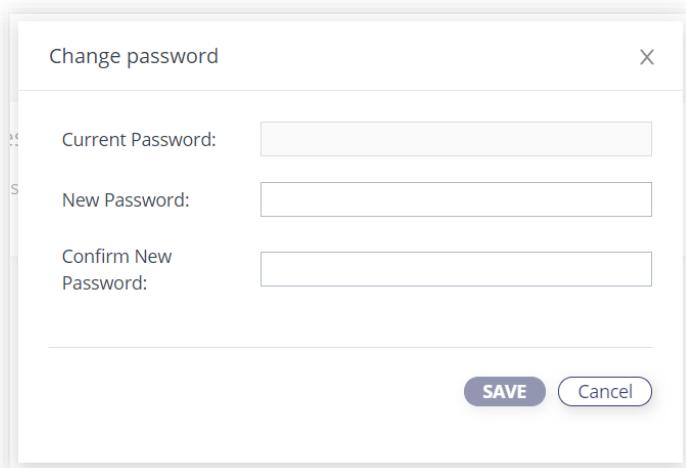
The bottom section allows you to enforce certain security policies for your users' accounts. With the **Enforce Two-Factor Authentication** option you can make the two-factor authentication mandatory for all the users in your account. By setting the **Password Expiration**, you can enable the password expiration option for all your users – you will be also be asked for the number of days before the users' passwords expire.

Changing your CloudAlly password for credential-based authorization

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

1. From the Settings >> Security page
2. Click the **CHANGE PASSWORD** button in the Personal Password Policies panel.

The *Change password* pop-up is displayed.



Change password X

Current Password:

New Password:

Confirm New Password:

SAVE **Cancel**

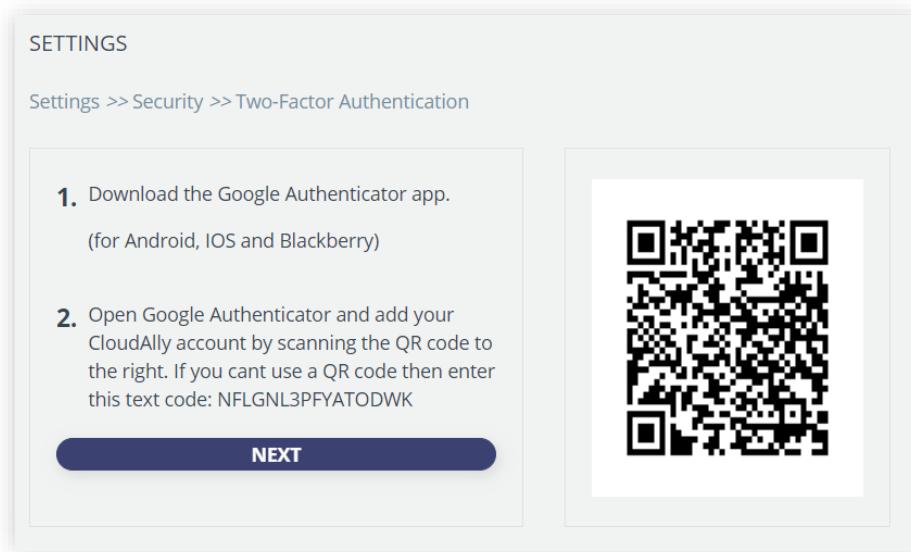
3. Enter the current password in the **Current Password** field.
4. Enter the new password in the **New Password** field.
5. Reenter the new password in the **Confirm New Password** field.
6. Click **SAVE** button to save the new password. You can now use this password to access your CloudAlly account.

Two-Factor Authentication

Two-factor authentication provides additional security to your CloudAlly account and your backup data. Perform the following procedure to enable two-factor authentication:

1. Click the **ACTIVATE 2FA** element from the Navigation Panel of the CloudAlly web application.

The Two-Factor Authentication page is displayed.



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 can't use a QR code then enter this text code: NFLGNL3PFYATODWK

NEXT

2. Download an Authenticator app, depending on your platform (Android **or** iOS).
3. Open the Authenticator app and add your CloudAlly account by scanning the QR code provided in the CloudAlly web application.

If you cannot use a QR code, then enter the text code provided in the CloudAlly web application.

A six-digit code is generated.

4. Click the **NEXT** button.

Enter the 6-digit code that the application generated.

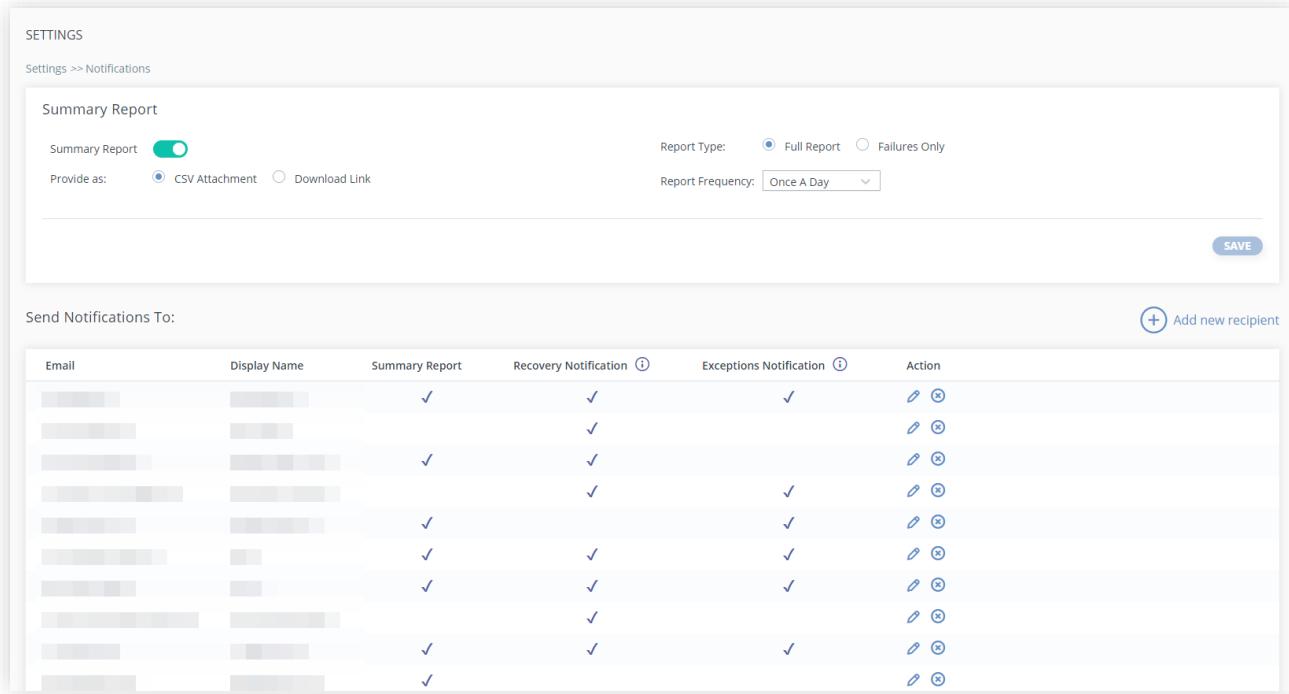
5. Click the **ENABLE** button to complete the process of activating the Two-factor authentication.

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

Notifications Settings

This page provides a set of tools for control over the flow of the notifications. Here you can control the general settings of the notification, such as the frequency of reports (daily or weekly), their detail level (full or failures only), whether it is attached to the report email, or provided via a link.

Also, this page displays the summary of the recipients' notification settings. You can add a new recipient with the  **Add new recipient** button or edit/delete an existing one with the   buttons.



The screenshot shows the 'Notifications' settings page. At the top, there are configuration options for a 'Summary Report': a toggle switch for 'Summary Report' (which is turned on), 'Report Type' (set to 'Full Report'), 'Provide as' (set to 'CSV Attachment'), and 'Report Frequency' (set to 'Once A Day'). Below these are 'SAVE' and 'Cancel' buttons. The main area displays a table of recipients with columns for 'Email', 'Display Name', 'Summary Report', 'Recovery Notification', 'Exceptions Notification', and 'Action'. Each row shows a recipient with their notification preferences checked. At the top of this list is a header: 'Send Notifications To:' followed by a 'Add new recipient' button.

Setting up a new recipient is simple:

1. Click the  **Add new recipient** button
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 required notification types.
4. Click **SAVE** button to create the new recipient. You may need to scroll to the bottom of the page in order to find the **SAVE** button.

Settings

Settings >> Notifications >> New E-mail report

User Info

Email Display Name

Notifications

Summary Report Recovery Notification Exceptions Notification Auto Discovery Notification

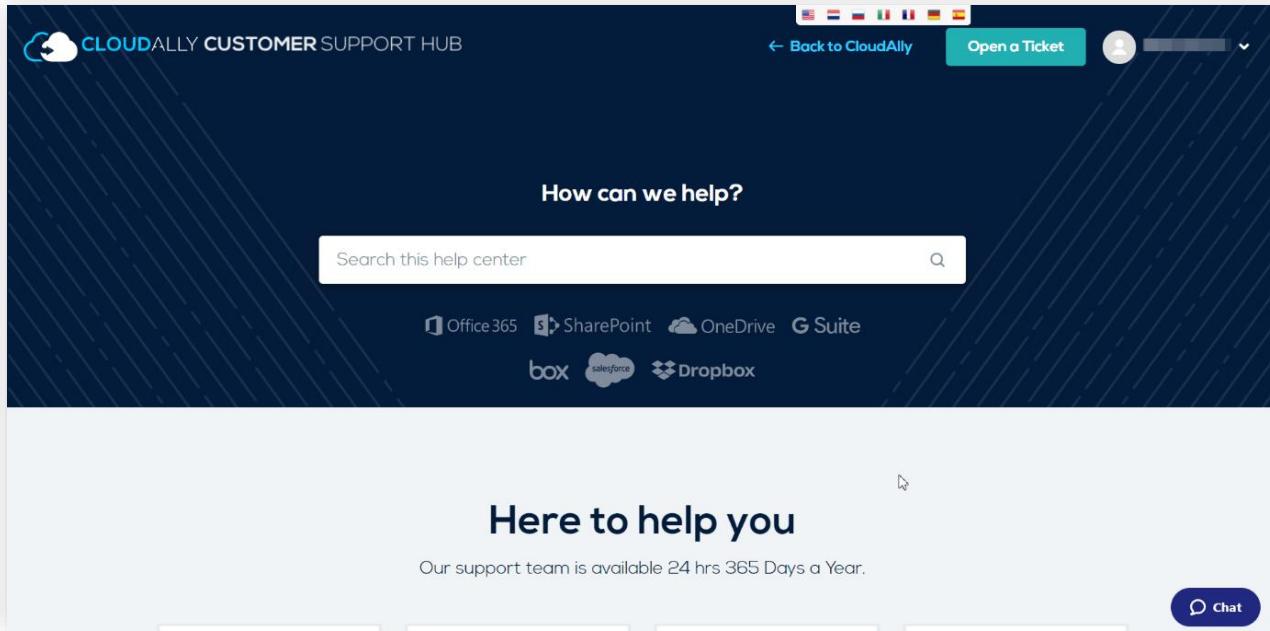
Buttons

SAVE **Cancel**

An example of a new recipient set-up screen.

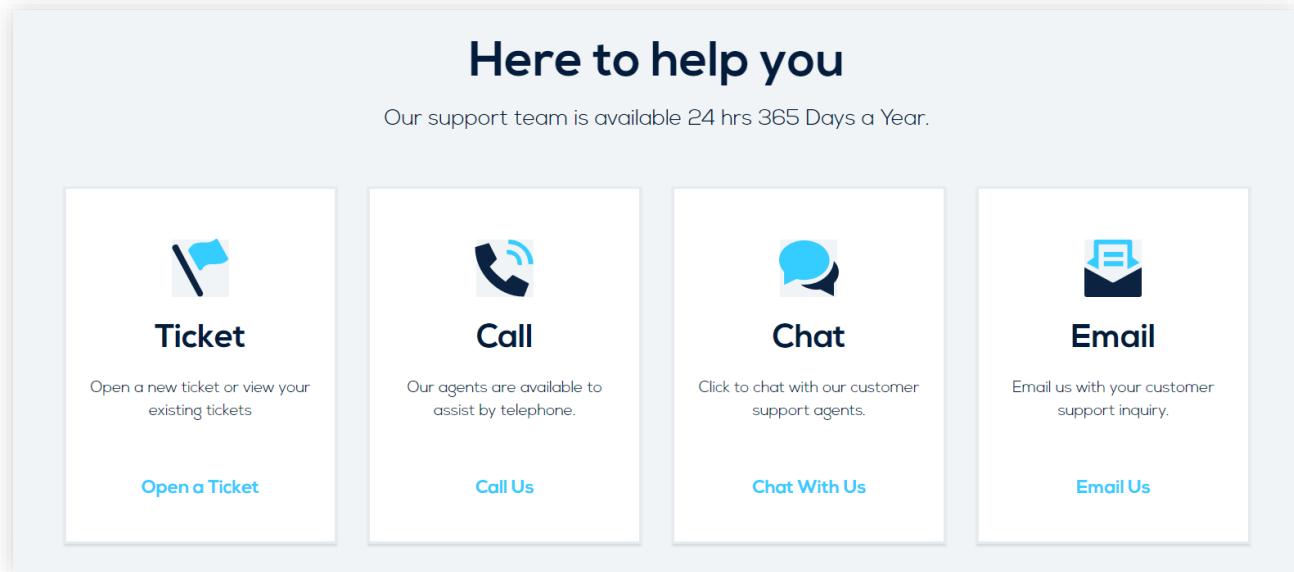
Support pages

The Support entry 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.

Please feel free to contact our support engineers using a method that is the most convenient for you: via email, by phone, or in the text chat. Open a ticket and the support team will contact you to help you with any question or problem.



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.

Help Topics



Getting Started



My Account



Backup Solutions



User Guides



Videos



Copyright & Legal

Helpful Resources

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 Office 365 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.

Knowledge Base

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

Support

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

Privacy

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

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/cloud-backup-solutions/secure-online-backup>.

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Index

A

About this Guide.....	4
Account Activity.....	47
Account settings.....	51
Activate Backup Task.....	9
Archive location.....	14
archived.....	14

B

Backup a Public Folder.....	15
Backup frequency.....	14
Backup hour.....	14
Backup Settings.....	13
Bulk Activation.....	19

C

Configuration.....	4
Confirm the Restore or Download.....	35
Copyright.....	60

Create and Access Your

CloudAlly™ Account.....	5
-------------------------	---

D

Download.....	28
Drilldown.....	19

M

Manage.....	15, 47, 50
-------------	------------

P

Password.....	53
Payment Details.....	42
Payments.....	39
Preface.....	4
Prerequisites.....	4

R

Remove.....	37
Resources.....	59
Restore.....	28

Restore via Item Search.....	32
------------------------------	----

Restore via Snapshot.....	30
---------------------------	----

Retention Period.....	14
-----------------------	----

S

Search.....	15, 29
Sign In.....	5
Sign Up.....	5
Subscriptions.....	39
Support.....	59
Support pages.....	57

T

Trademark.....	60
Two-Factor Authentication.....	54

U

User Management.....	52
----------------------	----

W

Welcome.....	4
--------------	---