

# **GETTING STARTED GUIDE** **CARBONITE BUSINESS**



# CARBONITE BUSINESS OVERVIEW

Carbonite offers a better way to back up your business. Here's why:



## **AUTOMATIC BACKUP**

You'll never have to remember to back up again. Carbonite will automatically back up new files or changes to existing files, whenever a computer is connected to the Internet.



## **NO HARDWARE REQUIRED**

Don't worry about purchasing or managing backup equipment. Carbonite is 100% software based. All you need is a high-speed Internet connection and Carbonite can begin backing up your important business files.



## **CONTINUAL BACKUP**

Carbonite eliminates the potentially costly backup gaps that are created by backing up only daily or weekly. It runs continually in the background, backing up files while you work, so you can be confident your backup will be up-to-date.



## **EASY TO ACCESS & RESTORE**

Whether you accidentally deleted a single file, or lost all your files to a hard drive crash, Carbonite makes it easy to get your files back when you need them. Plus, with Carbonite you'll get Anytime, Anywhere Access to the files in your backup from any computer with an internet connection, or even from most smartphones with a free app.



## **SECURE FILE ENCRYPTION**

Carbonite encrypts your data before it leaves your computer and then transmits it to our data centers using SSL—the same security technology that is used for online banking—to ensure your business and customer data is protected. Your data remains encrypted on our secure servers, so you can relax, knowing your backup is safe.



## **OFFSITE STORAGE**

Offsite backup protects your data from accidental spills, theft, fire and other mishaps. Your encrypted data is stored at our guarded, temperature controlled data centers, with onsite emergency backup generators and uninterruptible power supplies.



## **BUSINESS-LEVEL SUPPORT**

Have a question about your account or need help? Contact one of our US-based customer support representatives by email, chat or phone (**877-334-0493**) 7 days a week, from 8 a.m. – 12 a.m. EST.



## **HIPAA COMPLIANCE**

If you comply with certain industry regulations – like HIPAA – Carbonite can assist you with your compliance requirements. You can choose to manage your own encryption key for any Windows computer, NAS device or Windows Server.

**NOTE:** *If you're interested in taking advantage of this feature, please contact your Carbonite Authorized Reseller before installing the Carbonite software.*

# ADMINISTRATORS & USERS

Your Carbonite Business Account will have two types of users: Administrators and Users. Administrators can manage the company-level account, back up their own computer(s) and invite Users to backup their computer(s). All Administrators can see the Admin dashboard.

Users have their own accounts, which let them remotely access their backed up files, restore lost files and update their personal information. The following table illustrates the differences between what an Administrator and a User can do with their account.

	Administrator	User
Manage the Carbonite Business account for the company	X	
Monitor all Users and computer's backup status	X	
Invite individual Users and Administrators to join the account and resend invitations	X	
Invite groups of Users to join the account at once (Great for customers with a larger user base!)	X	
Prevent Users from accessing their accounts	X	
Send reinstall and restore instructions to a User	X	
Update their own personal information	X	X
Update a User's information	X	
Use Anytime, Anywhere Access to access a file within their own backup	X	X
Invite Users to back up more than one computer	X	
Create groups of Users	X	
Monitor their own backup	X	X
Reinstall Carbonite on their own computer	X	X
Initiate a restore on their own computer	X	X
Back up a NAS device (using a Windows computer)	X	
Manage private encryption key (for Windows computers and servers)*	X	

\*If you intend on managing your own encryption key to remain in compliance with HIPAA and federal regulations, please contact our Small Business Team at **877-334-7621** or [business@carbonite.com](mailto:business@carbonite.com).

Once the company-level account has been created, an Administrator should invite Users to back up their computers and can choose to do the same with his/her own computer. These tasks can be completed by simply selecting the appropriate option on the dashboard.

# THE ADMIN DASHBOARD

Carbonite Business displays your Admin Dashboard, a convenient and flexible location for administering backup. Choose whether you want to back up the computer on which you are working or a different computer—for instance, a server or another business computer.

The first person added to your Carbonite Business account, is automatically listed as an administrator of the account. When the admin invites other users to install Carbonite Business, they can define their roles as Users or Administrators. That role can be changed at any time by clicking the user's name on the dashboard and editing the profile.

Carbonite Business

Backup Dashboard

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## My Company - Dashboard

[Back up this computer](#)
[Back up a different computer](#)
[Invite users to back up their own computers](#)

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Storage by group ▾

Groups

Users

Computers

[Invite new users](#)
[Create group](#)
[Move to group ▾](#)
[Expand all](#)
[Collapse all](#)

USER ▾	COMPUTERS	TOTAL STORAGE	BACKUP STATUS
<a href="#">+ Jane Benson</a>	<a href="#">3 computers</a>	45 GB   18%	<a href="#">1 backup in progress</a> (32% complete) - <a href="#">See all</a>
<a href="#">+ Joe Smith (Administrator)</a>	<a href="#">2 computers</a>	120 GB   48%	Last backup complete Oct 12, 2010 - <a href="#">See all</a>
<a href="#">Peter Thompson</a>	—	—   —	<b>Not yet installed</b> - Invited Oct 24, 2010 - <a href="#">Resend</a>
<a href="#">Steve Bennett (Administrator)</a>	<a href="#">Windows Server 2008</a>	13 GB   5%	<a href="#">Initial backup in progress</a> (68% complete)
<b>4 users</b> (2 administrators)	<b>7 computers</b> (1 pending)	<b>178 GB   71%</b>	

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## DASHBOARD GLOSSARY

### Back up this computer

Allows you to install Carbonite on the computer you are using.

### Back up a different computer

Gives you instructions on how to install Carbonite on a requested User's account.

### Invite individual users to back up their own computers or groups of users

Allows you to send invitations to Users or Administrators to have them join the account. If you want to invite a large number of users to join your account, you can choose to send a bulk invite.

### Progress bar

Shows you how much data your business has backed up to date in comparison to the capacity of your subscription.

### User

Lists all the Users on the account. Click on a User's name to take action on their account. For instance, you can choose to add a computer to their account, send the User restore or reinstall instructions, or delete the User from your account. At the bottom of the User column you will see a total number of User's on your account along with the number of Administrators.

### Groups

Categorize users (i.e. by department, staff, office, etc.) so that you can easily manage the back up of certain groups. To do so, click *Create Groups* to add and name a group.

### Backup status

Allows you to quickly see the backup status of each computer on the account. If something needs your attention, the status will be red.

### Computer

Displays the name of a User's computer. If a User is backing up more than one computer, all their computers will be visible under their name. At the bottom of the column you will see the total number of computers that are being backed up on the company level account.

### Total storage

Reflects the amount of storage a User's files occupies. At the bottom of the column, you will see the total amount of backup storage used by your company's account.

### Request recovery hard drive

If disaster strikes and you lose Internet connectivity, we'll ship you a copy of your backup – and then walk you through the process of recovering your files. To find out if this recovery option makes sense for your situation, click *Request Recovery Hard Drive* (this action only visible to the Billing Owner on account).

*Please note: This option is not available for customers outside of the U.S. or for customers subject to certain federal regulations.*

### Notifications

Get notified about activity on your account, including anything that needs your attention.

### Account summary

Shows the Carbonite Business plan you have signed up for and whether or not you have purchased any additional storage. If you need to purchase more storage space, billing owners can do so from this area.

### Billing information

Provides you with the name of the billing owner, the billing address and the last 4 digits of the credit card on file. All billing related information can be updated within this section. Billing owners can also view the billing history and resend a specific invoice.

### Personal information

Displays your contact information and allows you to change your password and security questions.

### Search Bar

Using the search bar, you can search for individual users, computers or groups, rather than manually looking through lists to find a specific computer.



# INVITED USER SIGN-UP PROCESS

**CARBONITE™**

**Carbonite Business**

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**Invite a User**

Each user will receive an email with instructions for setting up Carbonite Business on their own computer.

First name	Last name	Email address	Role
Sarah	Robinson	sarah.robinson@mycompany.com	User
			User
			Administrator
			User
			User

[Add another user](#)

**CARBONITE™**

**ONLINE BACKUP**

**Your company is using Carbonite Business – and you're invited to join**

Please install the Carbonite backup software. It's fast, easy and won't interrupt your work.

Dear Angela,

has set up a Carbonite Business online backup account for – and wants you to install the Carbonite software on your computer.

Installing Carbonite takes just a few minutes – you won't need to close any programs or restart your computer. All you need to do is:

1. [Click here](#), and complete your registration by creating a password and security questions.
2. Follow the onscreen instructions to download and install the software.

That's it! Once you install Carbonite, it will automatically begin backing up your files. You can go back to work as usual – Carbonite will handle the rest.

[Register and Install Carbonite](#)

**TIP:** After you first install Carbonite, try to leave your computer on and connected to the Internet – this will allow Carbonite to complete its initial backup of your files as quickly as possible. But if you need to shut down your computer, don't worry – Carbonite will resume your backup the next time you turn on your computer and connect to the Internet.

Sincerely,  
The Carbonite Business Team

Please note: Carbonite Business backs up your selected computer files. As such, an administrator has access to your computer's backed up files. If this email was not sent directly to you from Carbonite or if you don't know please do not install Carbonite. Use of the Carbonite service is governed by Carbonite's Terms and Conditions, which you can access [here](#). Carbonite disclaims all liability for use of its software in an unauthorized manner. For additional information, please contact [privacy@carbonite.com](mailto:privacy@carbonite.com).

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This email was sent by: [ANGELAT9@vishay.com](mailto:ANGELAT9@vishay.com)  
This email was sent by: Carbonite, Inc., 177 Huntington Ave., Boston, MA 02115

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**Install Carbonite in 3 easy steps:**

[Install Now](#)

- 1. "Run" the File Download**  
After clicking "Install Now", click "Run" on the File Download window.
- 2. "Run" the Setup Software**  
After the file downloads, click "Run" to start installing.
- 3. Finish the Installation**  
The Installer will automatically open when the download is complete.

**Need Help?**  
[Chat live](#) with one of our Customer Support Representatives

**"ONLINE BACKUP DONE WELL - What I like about Carbonite is that you set it up once, and after that it just works." - PC WORLD**

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When an Administrator invites a User to back up, the new User receives an email invitation to sign up. The email will come from Carbonite on behalf of the Administrator and will contain the following instructions:

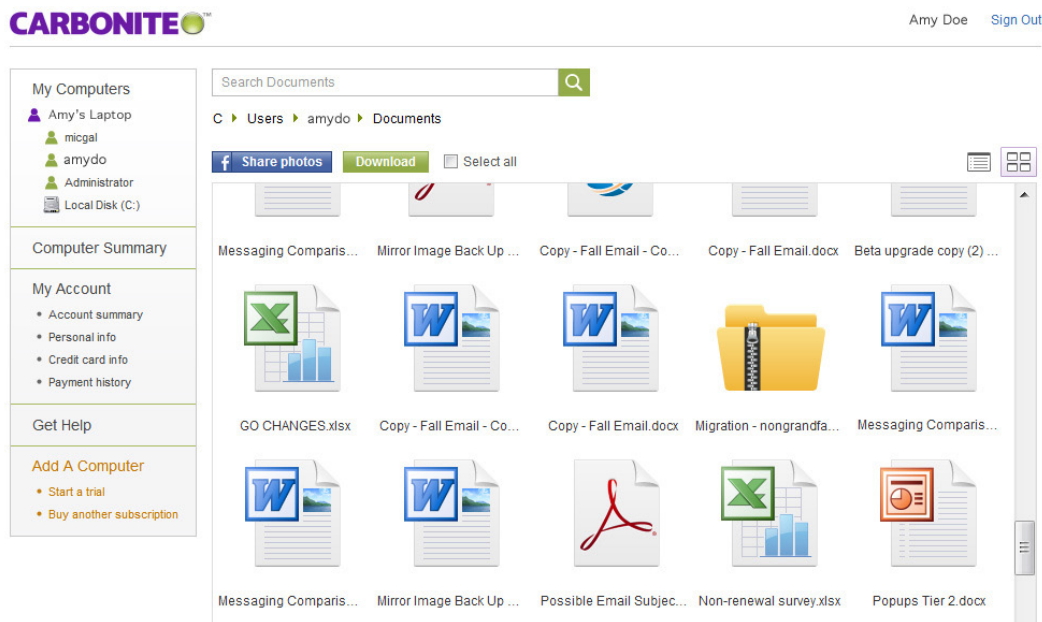
1. Click *Register and Install Carbonite* within the email
2. Complete their registration
3. Follow the instructions to install Carbonite on their computer(s) and then the backup begins

Users have no visibility into the company-level account, however they are able to log in to their personal account to manage basic elements of their backup and their personal information.

# REMOTE ACCESS

## ACCESS YOUR FILES FROM ANY COMPUTER

Forgot the client contract at the office? Left your laptop in a cab? No problem. Anytime, Anywhere Access enables both Administrators and Users to access their backed up files from any internet connected computer. Just log into your Carbonite portal, through [www.carbonite.com](http://www.carbonite.com).



## ACCESS YOUR BACKUP FROM YOUR SMARTPHONE

You can even view your files via mobile applications for iPhone®, iPad®, iPod touch®, Andriod™ and BlackBerry® smartphones. Just download the FREE Carbonite access app from your smartphone's app store!



### BROWSE

Browse the files in your Carbonite backup, arranged exactly as they are on your computer.

### VIEW

Open and view files right on your mobile device.

### LISTEN

Listen to your backed up music from within the app.

### SHARE

Share any file in your backup—just attach a file to an email and pass it along.



## **QUESTIONS?**

For more information, please contact your Carbonite Authorized Reseller.

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