



USER MANUAL



HOW TO INSTALL THE SOFTWARE

1. Download the software from the website:
http://www.sosonlinebackup.com/download_the_software.htm
2. Click 'Run' to install when promoted, or alternatively, download the software onto the local drive then double click on the downloaded installer.
3. Once installed, SOS Online Backup icon will show up on the desktop.





INSTALLATION ISSUES

- The most common reason software does not work after install is that Windows user does not have admin rights (i.e. not an administrator).
- Installer may also be corrupted during install, hence the installation fails.

AUTO UPDATE UTILITY

Every time SOS Online Backup is launched, the Auto Update Utility will check for any updates for the software.



LOGIN

- Type in the username and password and click 'OK'
- Login ID should be at least 2 characters long, and with at least 6 characters for the password.

A screenshot of the SOS Online Backup login page. The background is a blue sky with clouds. At the top center is the SOS Online Backup logo. Below the logo, the text reads: "Welcome to SOS Online Backup. If you already have an account - please login. Otherwise, please create a trial account." There are two input fields: "Login" with a dropdown menu showing "john.doe" and "Password" with a masked field "*****". To the right of the "Login" field is a checkbox for "Auto login", and to the right of the "Password" field is a checkbox for "Save password". Below the input fields is a "Delete account" button and a blue link for "Manage My Account". At the bottom, there are four buttons: "Create trial account", "Network settings", "OK", and "Cancel".

START PAGE (WIZARD VIEW)

- There are four options to choose from: Backup Online, Restore Online, Backup Locally, and Restore Locally



ONLINE BACKUP

Step 1: What do you want to back up? Classic View

SOS Online Backup

Choose what you want to back up by checking the checkbox next to each of your important files and folders. Unchecked boxes are ignored.

Right-click any file for further options including setting LiveProtect, a feature that monitors and backs up the selected file immediately after it is changed and saved.

Return to this wizard or use Classic View to change your selections at any time.

Name	Size	Type
<input checked="" type="checkbox"/> test.doc	872 KB	Micros

Auto calculate
Calculated

2 Gb 4 Gb 6 Gb 8 Gb 10 Gb

Cancel Next >>

- Click on the 'Online Backup' Button and it will bring you to this page (Step 1)
- Select the files you wish to backup
- Then click 'NEXT'

ONLINE BACKUP

- User may set up a scheduled backup by filling in time and frequency.
- Some customers may choose to launch scheduled backup without logging into the Windows. Please make sure they fill in the right Windows username and password at the last step, when prompted.

The screenshot shows the 'Step 2: When and how do you want to back up?' configuration window for SOS Online Backup. The window has a blue background with the SOS logo and 'Online Backup' text in the top left. A 'Classic View' button is in the top right. The main content area includes a checked checkbox for 'Run scheduled backups automatically without user intervention.' Below this is a text box containing 'Run my backup every day at 04:20 AM.' Another checkbox, 'Run backups even when Windows user is not logged on.', is unchecked. There are two columns: 'Frequency' with radio buttons for 'Hourly', 'Daily' (selected), 'Weekly', and 'Monthly'; and 'Timing' with an 'At:' label and a time selection box set to '4:20:22 AM'. At the bottom, there are 'Cancel', '<< Back', and 'Next >>' buttons.

ONLINE BACKUP



SOS Online Backup

Just a few more settings and we're done!

Connection Speed: select the setting that most closely matches your current Internet connection speed. The setting gives SOS a guide to an optimal connection speed to be used for backups.

Step 3: Other settings

Classic View

Email Backup Reports

Send email reports at the end of scheduled backups.

Reports will be delivered to the following email address:

Connection Speed

DialUp

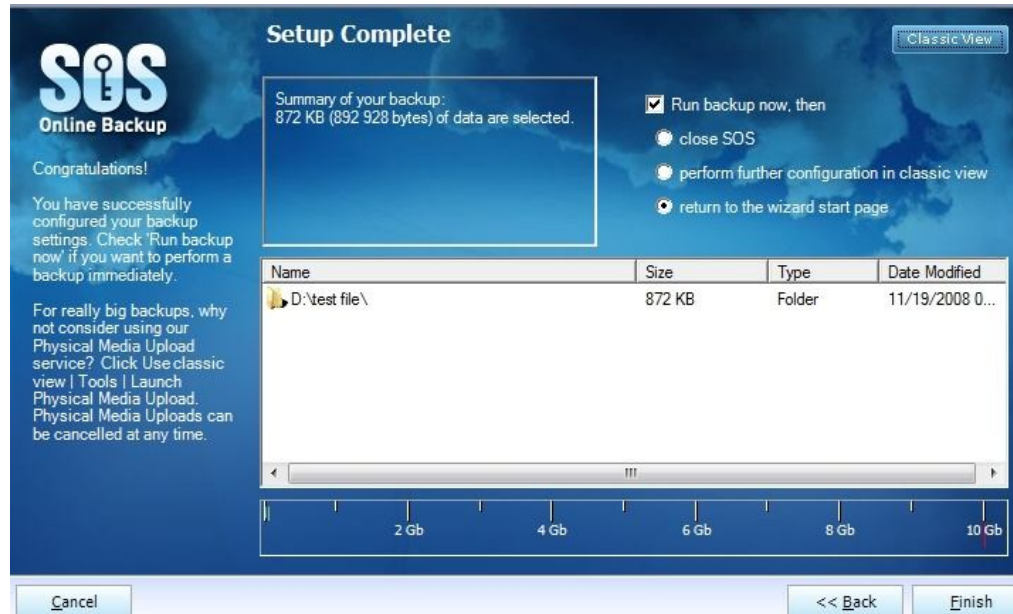
DSL/Cable

Corporate

Cancel << Back Next >>

Email reports are email that would be sent to the nominated email address after a successful backup. By checking the box and fill in the email address, user will receive a backup summary report.

ONLINE BACKUP



Setup Complete Classic View

SOS Online Backup

Congratulations!

You have successfully configured your backup settings. Check 'Run backup now' if you want to perform a backup immediately.

For really big backups, why not consider using our Physical Media Upload service? Click Use classic view | Tools | Launch Physical Media Upload. Physical Media Uploads can be cancelled at any time.

Summary of your backup:
872 KB (892 928 bytes) of data are selected.

Run backup now, then

- close SOS
- perform further configuration in classic view
- return to the wizard start page

Name	Size	Type	Date Modified
D:\test file\	872 KB	Folder	11/19/2008 0...

2 Gb 4 Gb 6 Gb 8 Gb 10 Gb

Cancel << Back Finish

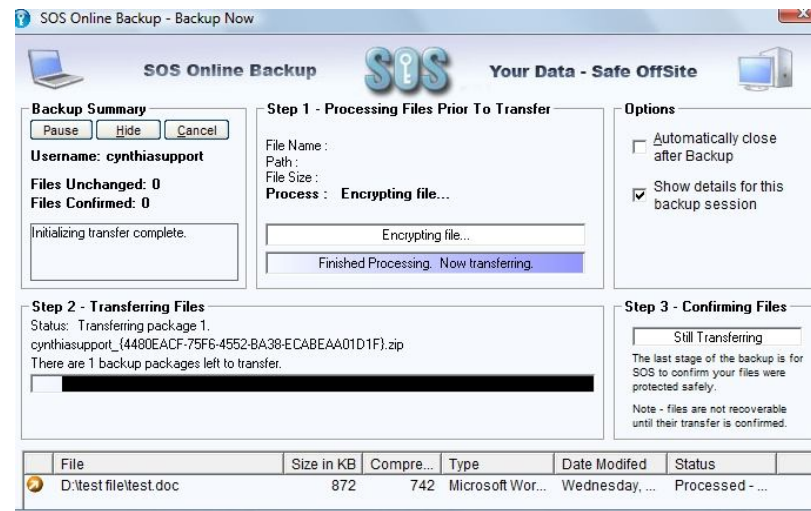
Here, user will be able to review all the files / folders you have chosen to backup. User can also choose the action after you have click 'FINISH', for example to close the SOS Online Backup software immediately.

ONLINE BACKUP

- A small icon will show up when a backup is running



- By clicking on the icon, user can see the backup upload agent, and be able to see the details of the backup (by checking the 'Show details for this backup session' box).



SOS Online Backup - Backup Now

SOS Online Backup **SOS** Your Data - Safe OffSite

Backup Summary
 Pause Hide Cancel
 Username: **cynthiasupport**
 Files Unchanged: 0
 Files Confirmed: 0
 Initializing transfer complete.

Step 1 - Processing Files Prior To Transfer
 File Name :
 Path :
 File Size :
 Process : **Encrypting file...**
 Encrypting file...
 Finished Processing. Now transferring.

Options
 Automatically close after Backup
 Show details for this backup session

Step 2 - Transferring Files
 Status: Transferring package 1.
 cynthiasupport_{448DEACF-75F6-4552-BA38-ECABEA01D1F}.zip
 There are 1 backup packages left to transfer.

Step 3 - Confirming Files
 Still Transferring
 The last stage of the backup is for SOS to confirm your files were protected safely.
 Note - files are not recoverable until their transfer is confirmed.

File	Size in KB	Compre...	Type	Date Modified	Status
D:\test file\test.doc	872	742	Microsoft Wor...	Wednesday, ...	Processed - ...

ONLINE BACKUP

- File selection (for the backup) can also be done by right-clicking the file and choose 'Protect with SOS Online Backup', and choose the username user wish this file to be uploaded to





ONLINE BACKUP: ISSUES TO BE AWARE OF

- SOS Online Backup does not allow 2 or more backups to be run concurrently.
- It is important that the firewall settings allow SOS Online Backup to access the internet. For a success backup, permissions are needed for:
 - \Program Files\SOS Online Backup\SSStorage.exe
 - \Program Files\SOS Online Backup\sosuploadagent.exe

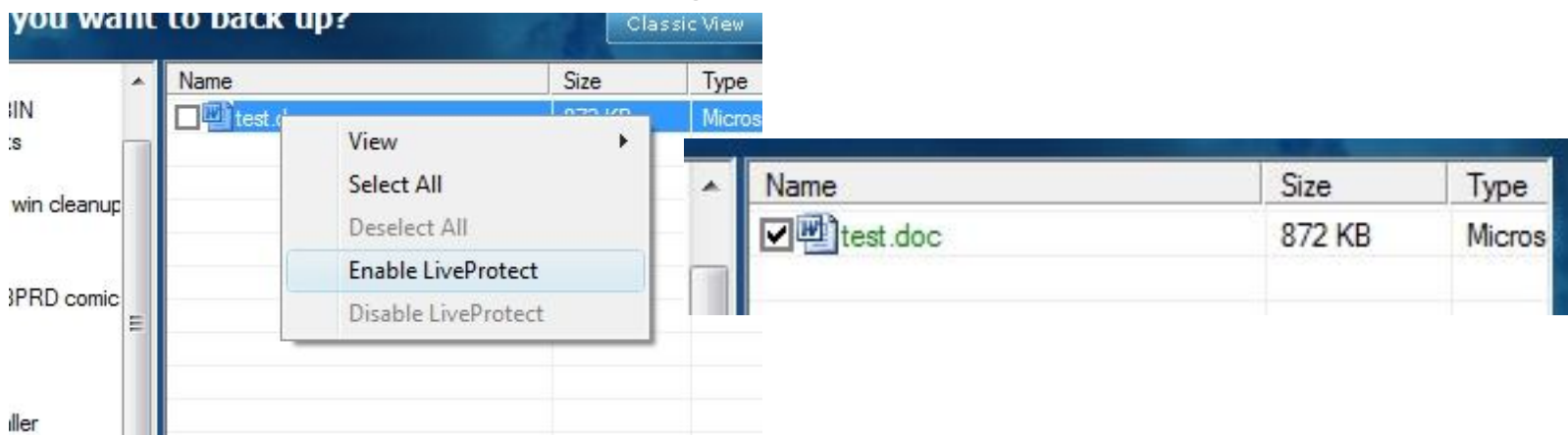


ONLINE BACKUP: ISSUES TO BE AWARE OF

- Backup requires adequate system resources such as memory and space on the hard disk.
- In order to make sure backup are running smoothly, there should be space available in the root drive and the drive SOS Online Backup is installed. The space required depends on the size of the backup set.
- Time required for the backup depends on the size of the backup size and the actual internet upload speed.
- Usually the first backup will requires more time, subsequent backup sessions would be faster.

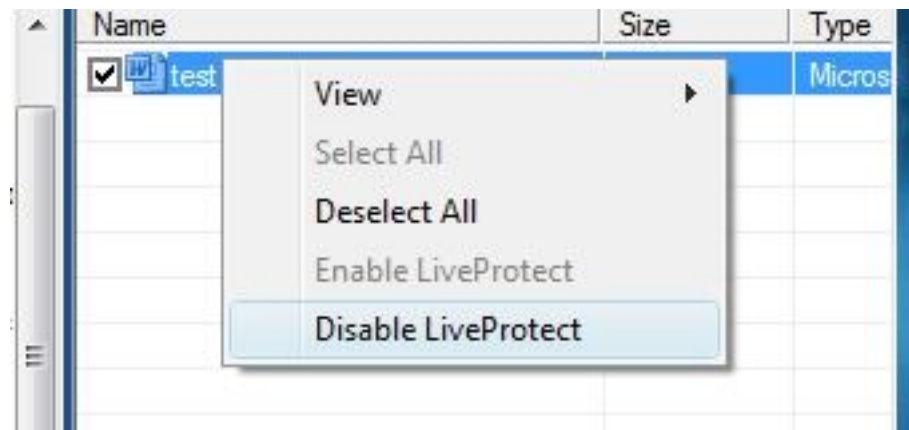
ONLINE BACKUP: LIVE PROTECT

- Live protect allows files to be backed up immediately after changes made are being saved. This will provide the maximum protection to the files
- To live protect a file, user will need to right click on the file they wish to live protect in SOS Online Backup software, and choose 'Enable LiveProtect'. Files with live protect are shown in green.



ONLINE BACKUP: LIVE PROTECT

- To cancel a live protect, user will be required to right click on the file in the SOS Online Backup software, and choose 'Disable LiveProtect'





ONLINE BACKUP: LIVE PROTECT

- It is worth mentioning that Live protect requires adequate System resources.
- The first backup of the file will be required to be done manually. Hence, customer is suggested to do a manual backup of all the files they wish to be live protected before they enable the live protect function.
- Live protect is only available for online backup.

RESTORE ONLINE

- Restore online will allow users to restore files from the backup server. To do so, user should click on 'Restore Online'.
- In Step 1, it may take sometime for the server to refresh data. But once it is done, user can choose the restore by choosing the date the files they wish to get are backed up. These dates are in bold.
- Click 'NEXT'.



Step 1: Search for backups to recover from Classic View

On this calendar, please click a date. Only backups that were run before and up to this date will be included in your search results.

Search by any or all of the criteria provided. The calendar displays in bold all dates on which backups were performed.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Today: 11/19/2008

Refresh recovery data

What size is it (KB)?
< [input type="text"]

What type is it?
All Files and Folders (*.*)

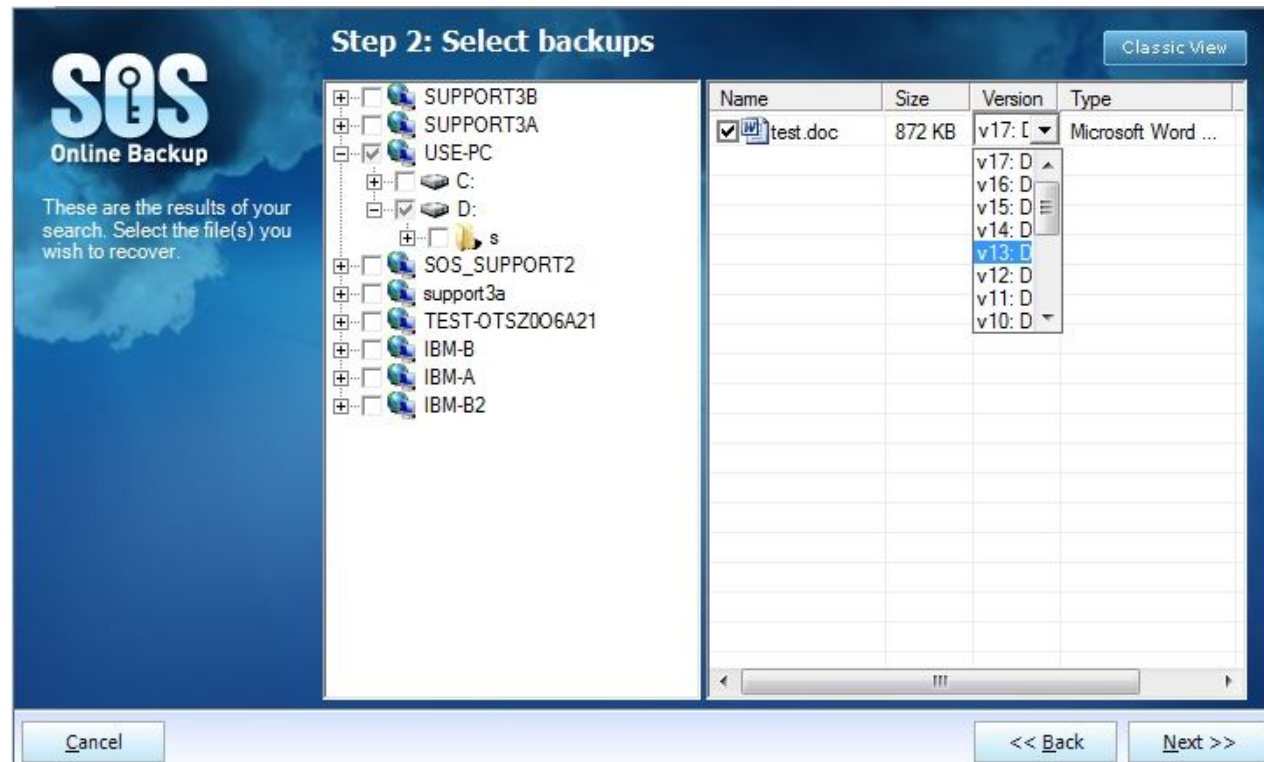
All or part of the filename
[input type="text"]

When you click 'Next', you will see all the files you have backed up that are of any size, are of any file type and have any filename.

Cancel Next >>

RESTORE ONLINE

- User can choose computers / files / folders that they wish to restore by checking the box next to it. They can also choose the version they wish to restore.



RESTORE ONLINE

The screenshot shows a dialog box titled "Step 3: Set your recovery location" with a "Classic View" button in the top right. On the left, the SOS Online Backup logo is displayed above the instruction: "Specify where you would like the recovered files to be placed." The main area contains a "Recovery summary" box stating: "Recovery summary: You have selected 872 KB (892 928 bytes) in 1 files for recovery." Below this, there are two radio buttons: "Default location" (selected) and "New location". The "Default location" field contains the text "C:\Users\use\Documents\My SOS Restores\". The "New location" field is empty and has a browse button "...". Below the radio buttons, there is a checkbox "Save new location as Default" which is unchecked, and a checked checkbox "Include original path". At the bottom of the dialog, there are three buttons: "Cancel", "<< Back", and "Finish".

- This last step will allow user to choose where they wish the files to be restored, and if user wishes to include the original path of the files / folders in the backup. Once user click 'FINISH' the restore will start.

RESTORE ONLINE

Recovery progress. 0% processed

File	
Operation	WS working.
Downloadingfile	
Progress	Wait working WS.
Files processed	

Cancel Pause

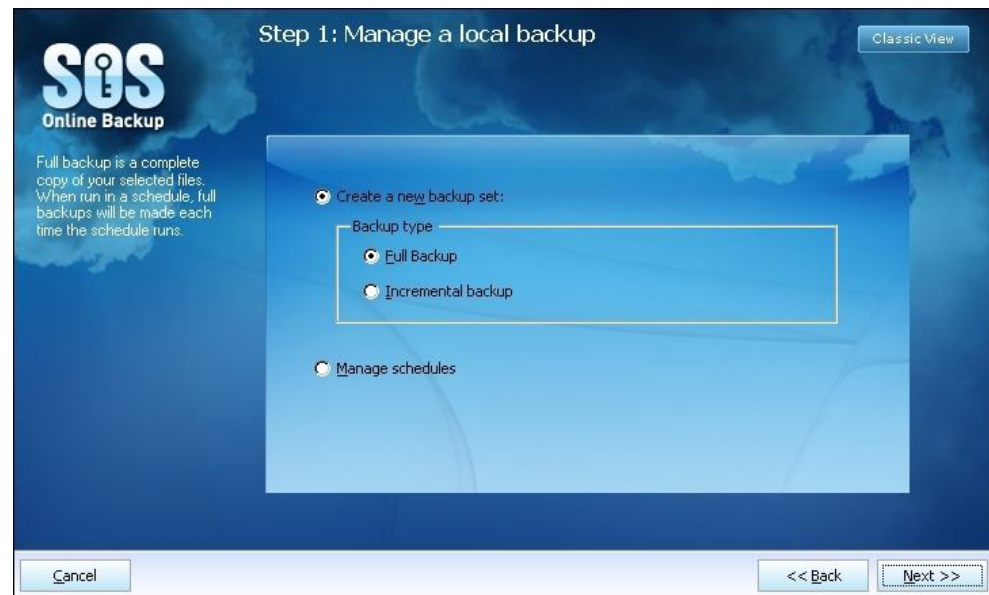
Total files: 1	Recovered: 0	Error: 0
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BACKUP LOCALLY

There are two options for a user to create a local backup:

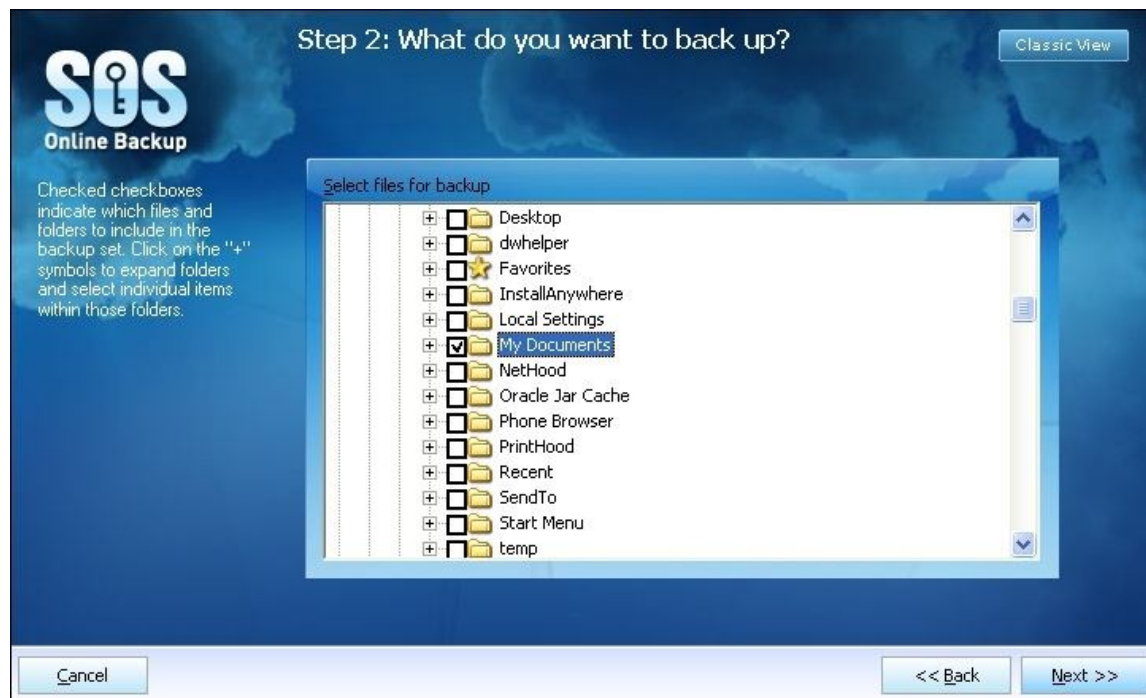
- Full Backup
- Incremental Backup

Select one of the Options
and Click Next



BACKUP LOCALLY

Next Screen Displays the window for the user to select what to backup



BACKUP LOCALLY

Enter a descriptive name for the backup set and select location to store files and select Next to proceed

Step 3: Where do you want to store the backup set Classic View

SOS Online Backup

Specify where your new backup set will be stored. By default, data for this backup set will be stored at C:\SOS_Backup\. You can choose a different location by unchecking the checkbox.

Specify where the system will place the new backup set

Backup archive location

Enter a name for your backup:

Store your backup data in the default location

BACKUP LOCALLY

Enter backup schedule details as prompted on the screen and click Next to proceed

Step 4: How do you want to schedule your backup? Classic View

SOS Online Backup

Create a schedule for running this backup set. Or uncheck "Scheduled" if you wish to run this backup set once only at the end of this wizard.

Scheduled

Schedule Name:

Frequency

Hourly

Daily

Weekly

Monthly

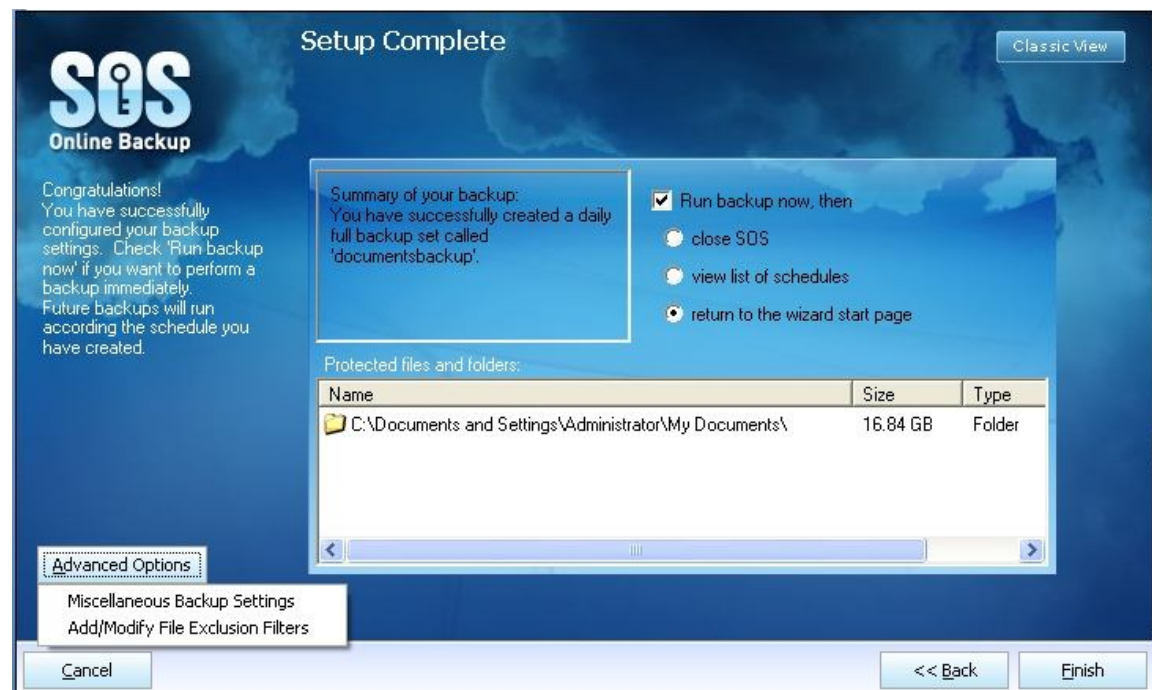
Timing

At:

BACKUP LOCALLY

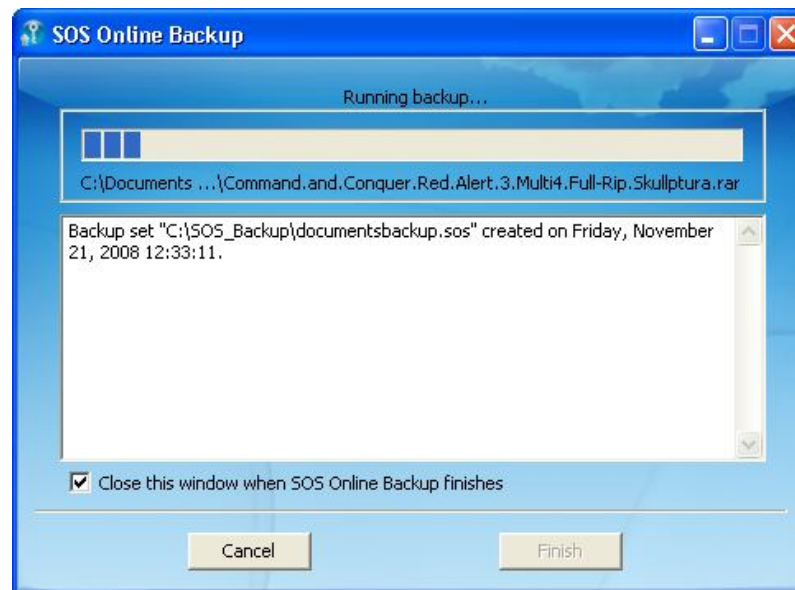
Final Screen allows user to finalize and save backup settings.

- To Run backup right away, leave the “Run backup now” option checked.
- Advanced options available to tweak the backup
- Click Finish to complete backup setup.



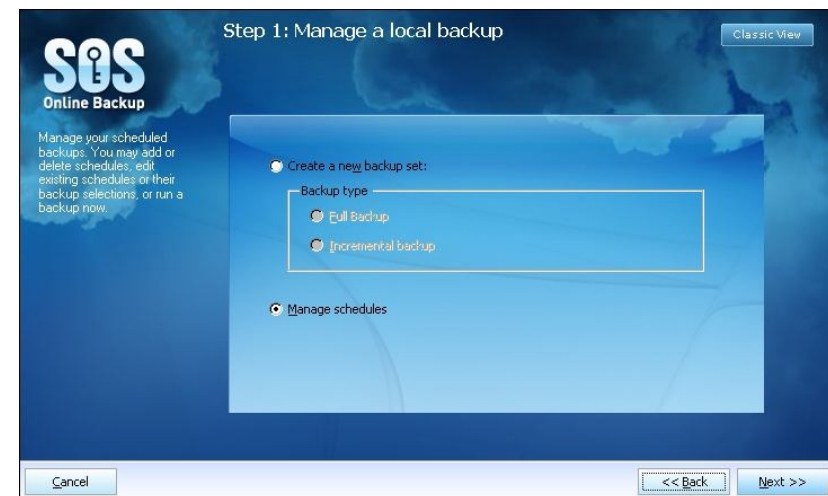
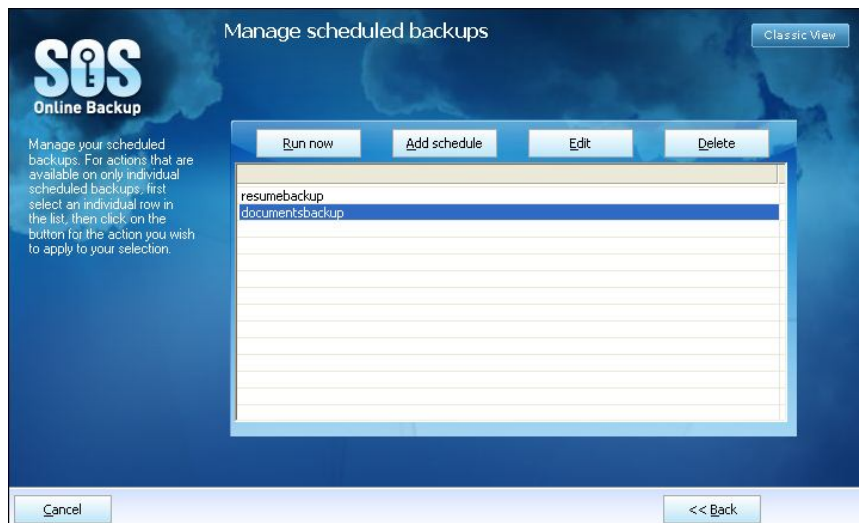
BACKUP LOCALLY

When your backup starts there is a Blue SOS Icon on your task bar, to see backup window right click the icon and select Show running backup or simply double click the icon and the backup window is displayed as shown:



MANAGING LOCAL BACKUP SCHEDULES

1. Click Backup Locally from the Wizard View
2. Select Manage Schedules and click Next

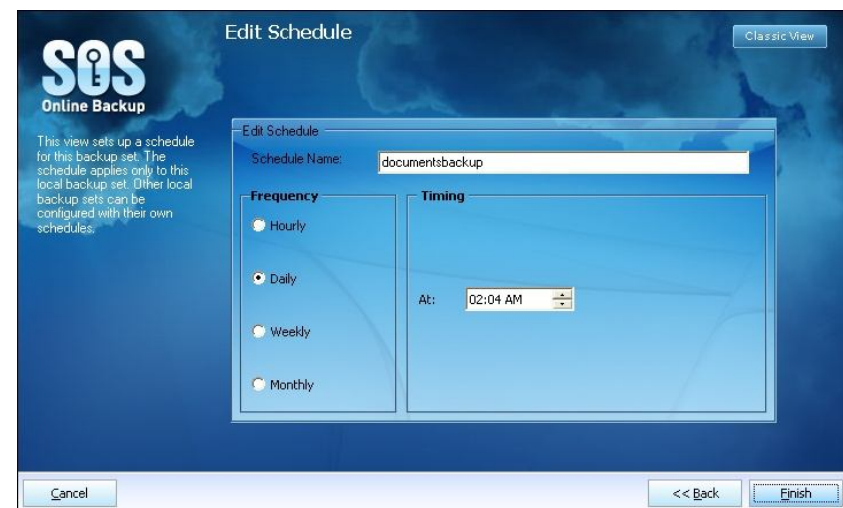
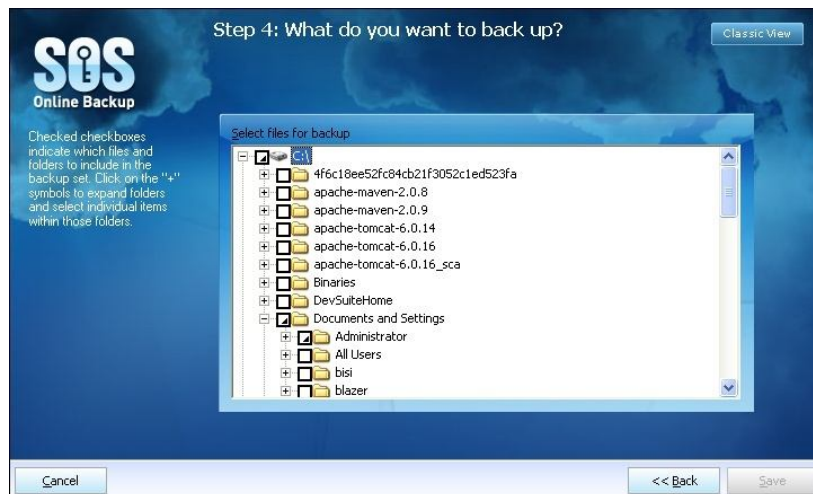


3. A list of all Local Backups will be displayed

User can Run now, Add schedule, Edit (Backup set or schedule) OR Delete

MANAGING LOCAL BACKUP SCHEDULES (contd.)

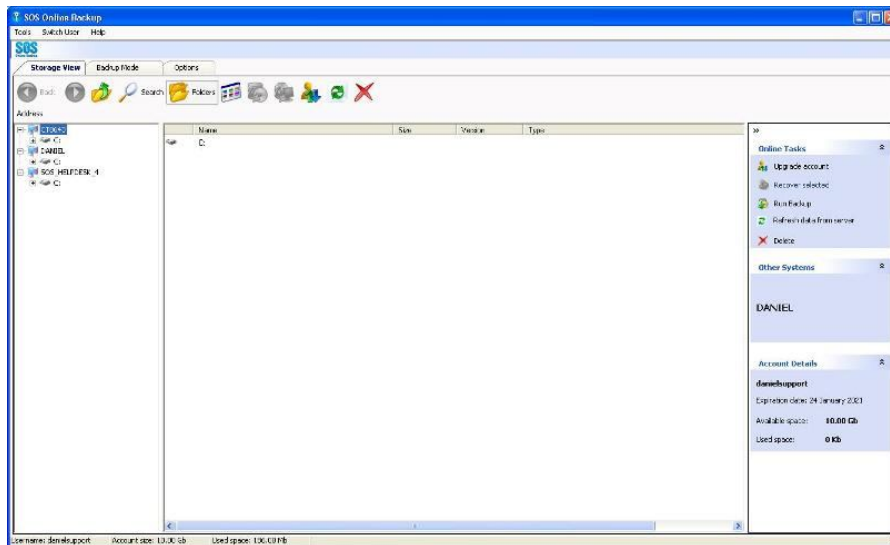
4. Select one of the backup sets and Click Edit button
5. Pick "Selected Schedule" option to Edit the backup schedule OR
6. Pick "Selected Backup Set" option to Edit the files/data selected to backup



7. Click Finish -OR- save to complete process.

CLASSIC VIEW

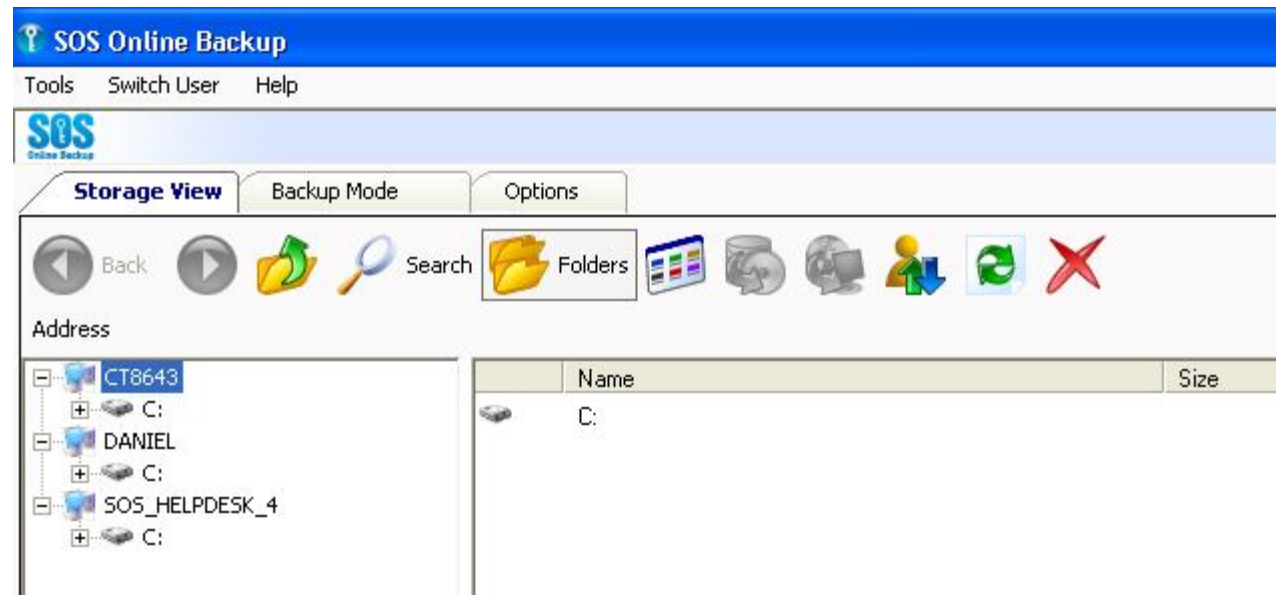
1. Click the Advanced Button in the top right corner of the Wizard view
2. Select "Classic View"



3. The classic view loads with a list of all Computers that have been backed up to users account in the "Storage View" tab.

CLASSIC VIEW – Storage View Tab

The Storage View Shows Details of all computers and their respective directory structures.



The screenshot displays the SOS Online Backup interface in the Storage View tab. The window title is "SOS Online Backup" and it includes a menu bar with "Tools", "Switch User", and "Help". The interface features a toolbar with icons for Back, Forward, Refresh, Search, Folders, and other functions. The main area is divided into two panes: an "Address" pane on the left showing a tree view of computer directories, and a file list pane on the right showing the contents of the selected directory.

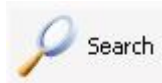
Address

- CT8643
 - C:
- DANIEL
 - C:
- SOS_HELPDESK_4
 - C:

Name	Size
C:	

CLASSIC VIEW – Overview of Storage View Options

The following are some of the options available in the Storage view tab



Search For Files that have been backed up



Run Backup Now



Restore Backup Data



Refresh Data from Server



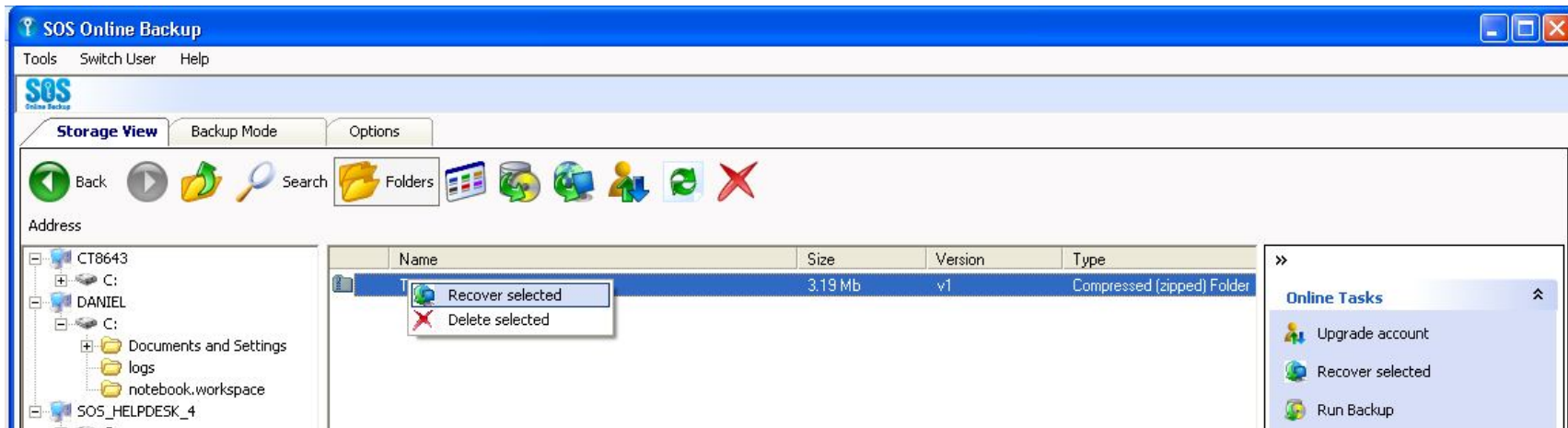
Delete data from Server



Upgrade Account

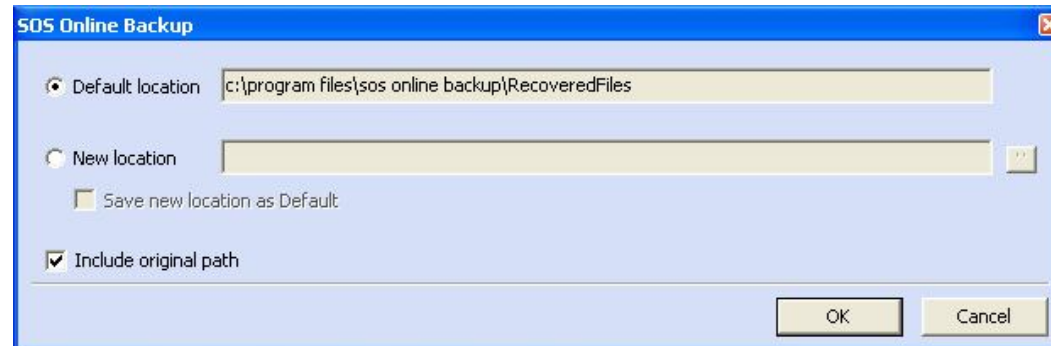
CLASSIC VIEW – Restore Data

1. Select the file and the file Version to restore
2. Right click on the File and select Recover Selected

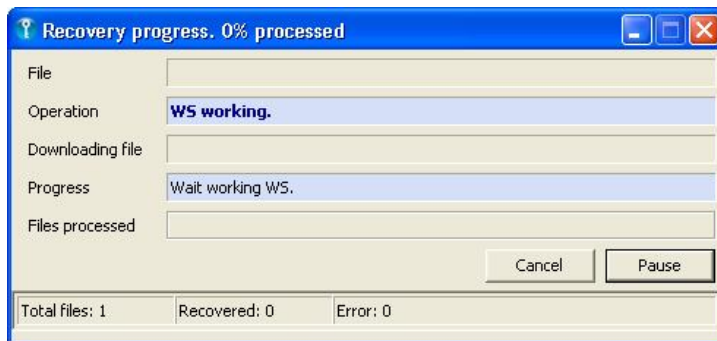


CLASSIC VIEW – Restore Data (Contd.)

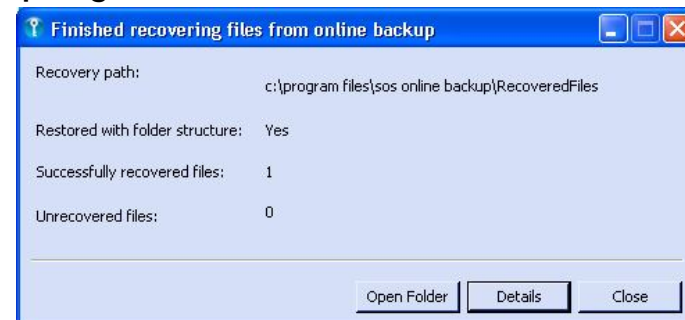
Select Location to Recover data to and click OK



Recovery Dialog Box pops up and show progress



On Completion Recovery Dialog Shows an update

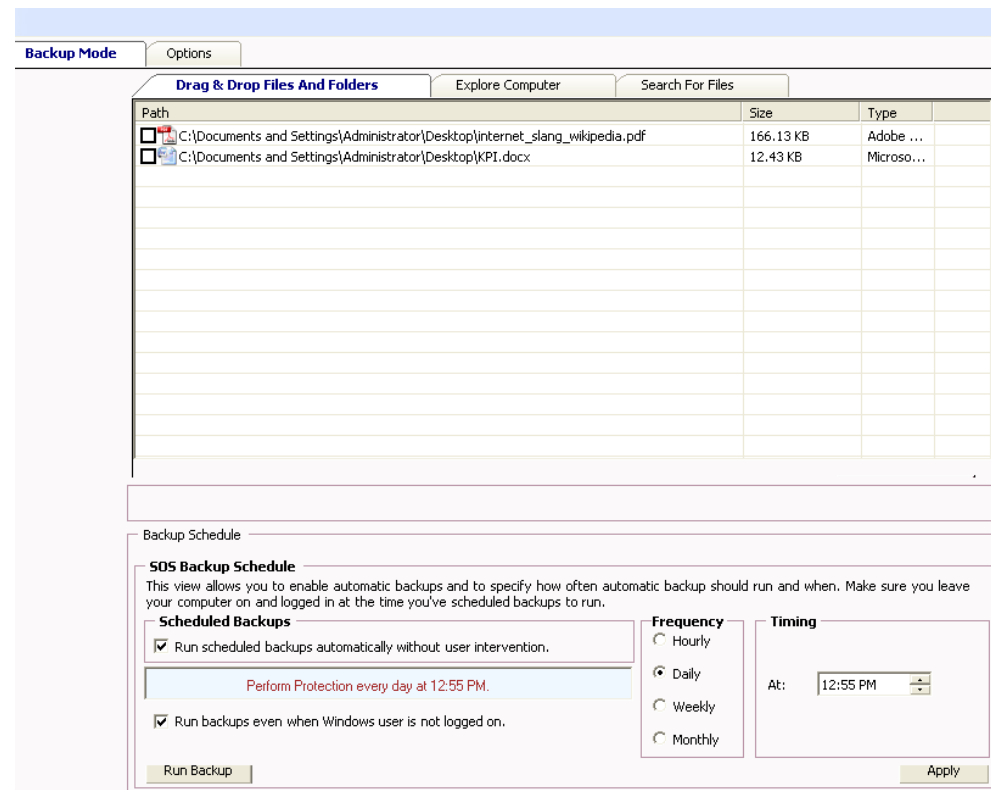


CLASSIC VIEW - Backup Mode Tab

There are 3 Tabs in the Backup up mode tab, namely:

1. Drag & Drop Files and Folders
2. Explore Computer
3. Search For Files

The Backup Mode Tab is used to Select Files for backup and for scheduling an Auto backup



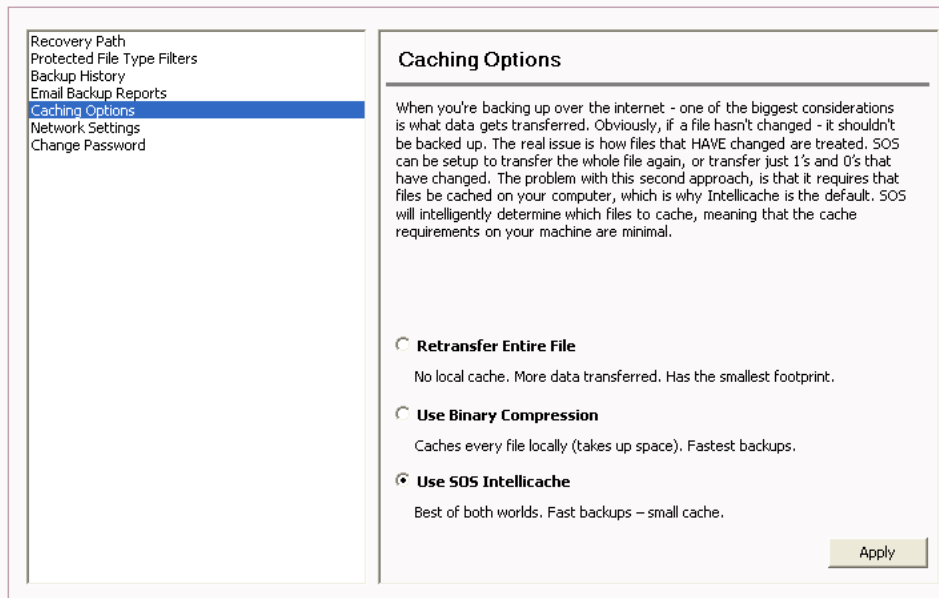
The screenshot shows the SOS Backup Mode Tab interface. It features a top navigation bar with 'Backup Mode' and 'Options' tabs. Below this, there are three sub-tabs: 'Drag & Drop Files And Folders' (which is active), 'Explore Computer', and 'Search For Files'. The main area displays a table with columns for 'Path', 'Size', and 'Type'. Two files are listed:

Path	Size	Type
<input type="checkbox"/> C:\Documents and Settings\Administrator\Desktop\internet_slang_wikipedia.pdf	166.13 KB	Adobe ...
<input type="checkbox"/> C:\Documents and Settings\Administrator\Desktop\KPI.docx	12.43 KB	Microso...

Below the table, there is a 'Backup Schedule' section. It includes a heading 'SOS Backup Schedule' and a description: 'This view allows you to enable automatic backups and to specify how often automatic backup should run and when. Make sure you leave your computer on and logged in at the time you've scheduled backups to run.' The 'Scheduled Backups' section has two checked options: 'Run scheduled backups automatically without user intervention.' and 'Run backups even when Windows user is not logged on.'. A text box shows 'Perform Protection every day at 12:55 PM.'. The 'Frequency' section has 'Daily' selected. The 'Timing' section has 'At: 12:55 PM'.

CLASSIC VIEW – Options Tab

The options Tab has a list of advanced features for controlling data backup. These include Caching Options, Change Password, Email Reports, Network Configuration and so on.

A screenshot of the 'Options Tab' in the SOS Online Backup interface. On the left is a vertical navigation menu with the following items: 'Recovery Path', 'Protected File Type Filters', 'Backup History', 'Email Backup Reports', 'Caching Options' (highlighted in blue), 'Network Settings', and 'Change Password'. The main content area is titled 'Caching Options' and contains a paragraph of text explaining the importance of caching. Below the text are three radio button options: 'Retransfer Entire File', 'Use Binary Compression', and 'Use SOS Intellicache' (which is selected). An 'Apply' button is located at the bottom right of the main content area.

Recovery Path
Protected File Type Filters
Backup History
Email Backup Reports
Caching Options
Network Settings
Change Password

Caching Options

When you're backing up over the internet - one of the biggest considerations is what data gets transferred. Obviously, if a file hasn't changed - it shouldn't be backed up. The real issue is how files that HAVE changed are treated. SOS can be setup to transfer the whole file again, or transfer just 1's and 0's that have changed. The problem with this second approach, is that it requires that files be cached on your computer, which is why Intellicache is the default. SOS will intelligently determine which files to cache, meaning that the cache requirements on your machine are minimal.

Retransfer Entire File
No local cache. More data transferred. Has the smallest footprint.

Use Binary Compression
Caches every file locally (takes up space). Fastest backups.

Use SOS Intellicache
Best of both worlds. Fast backups - small cache.

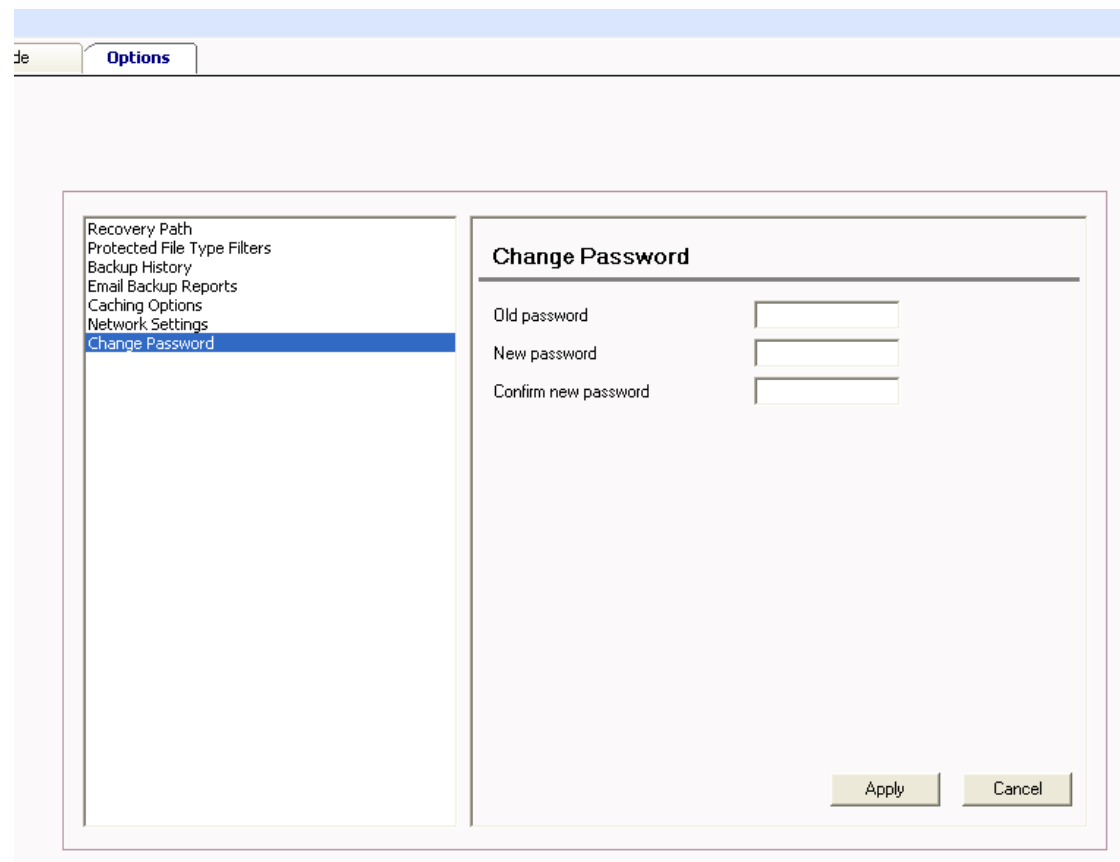
Apply

SOS Caching Options include:

1. Retransfer Entire File
2. Use Binary Compression
3. Use SOS Intellicache

CLASSIC VIEW – Options Tab (contd.)

Change Password Option



The screenshot shows the 'Options' tab in the classic view. The left sidebar contains a list of options: Recovery Path, Protected File Type Filters, Backup History, Email Backup Reports, Caching Options, Network Settings, and Change Password. The 'Change Password' option is highlighted with a blue bar. The main content area displays the 'Change Password' form, which includes three input fields: 'Old password', 'New password', and 'Confirm new password'. At the bottom right of the form are 'Apply' and 'Cancel' buttons.

Change Password	
Old password	<input type="password"/>
New password	<input type="password"/>
Confirm new password	<input type="password"/>

Apply Cancel

CLASSIC VIEW – Options Tab (contd.)

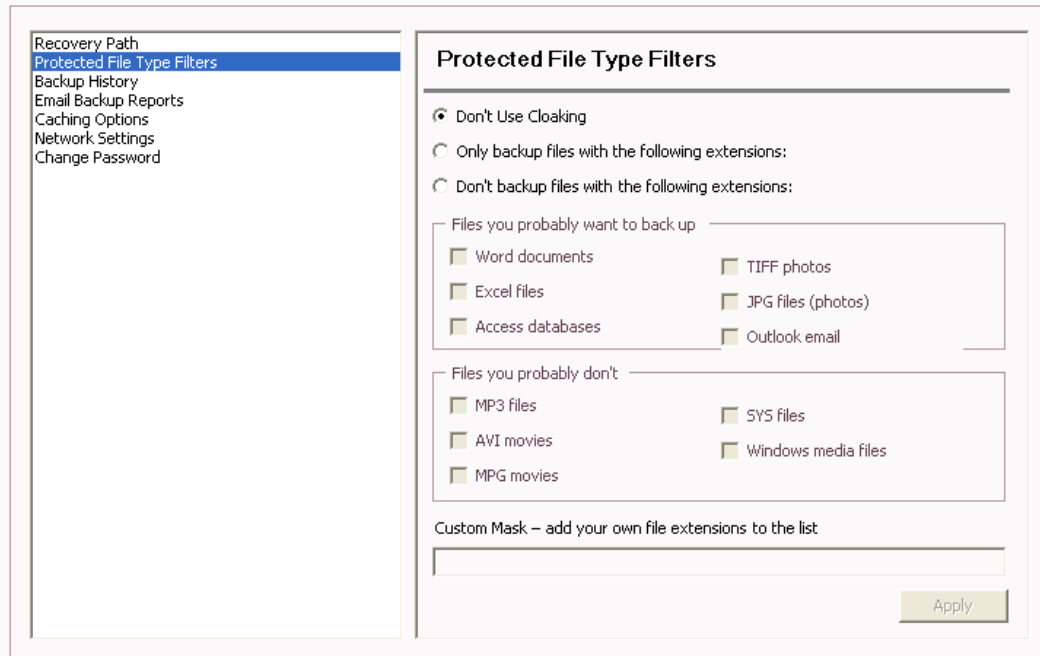
Setup Email Reports
Delivery address

<p>Recovery Path Protected File Type Filters Backup History Email Backup Reports Caching Options Network Settings Change Password</p>	<h3>Email Backup Reports</h3> <p>One of the worst things that can happen when you setup a backup is for the backup to fail and for you not to know about it. That is why SOS can be setup to send you email reports every time it completes a backup. You can easily switch this on by checking the box below, after telling SOS what email address you'd like to send emails to.</p> <p><input checked="" type="checkbox"/> Send email reports at the end of scheduled backups</p> <p>Reports will be delivered to the following email address:</p> <input type="text" value="mrsmith@gmail.com"/> <p><input type="button" value="Send Test Email"/> <input type="button" value="Apply"/></p>
--	---

CLASSIC VIEW – Options Tab (contd.)

File Type Filters Option allows the user to

1. Specify file types to backup
2. Exclude file types from the backups
3. Specify custom file types not included by default



The screenshot shows the 'Protected File Type Filters' section of the SOS Online Backup options. On the left is a navigation menu with the following items: Recovery Path, Protected File Type Filters (highlighted), Backup History, Email Backup Reports, Caching Options, Network Settings, and Change Password. The main content area is titled 'Protected File Type Filters' and contains the following options:

- Don't Use Cloaking
- Only backup files with the following extensions:
- Don't backup files with the following extensions:

Under the 'Don't backup files with the following extensions:' option, there are two sections:

- Files you probably want to back up:**
 - Word documents
 - Excel files
 - Access databases
 - TIFF photos
 - JPG files (photos)
 - Outlook email
- Files you probably don't:**
 - MP3 files
 - AVI movies
 - MPG movies
 - SYS files
 - Windows media files

At the bottom, there is a text input field labeled 'Custom Mask – add your own file extensions to the list' and an 'Apply' button.

SIGN UP

- User can sign up new accounts on the website.
- All accounts have a 7 to 30 days trail period.
- User can also choose to sign up a trail account first. These accounts last for 14 days.

OLD USERNAMES CANNOT BE RE-USED

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PC MAGAZINE EDITOR'S CHOICE
April 22, 2008
SOS Online Backup 4.0

THE WALL STREET JOURNAL
"...Better than most..."

tucows
PCAUTHORITY RECOMMENDED

Online Backup - The Award Winning Online Backup System

of breed Backup - SOS Online Backup is PC Magazine's Editors' Choice backup tool, PC Pro Magazine online backup Labs Winner, PC User Top the Wall Street Journal's preferred online backup solution, and Roam



My Account – Accessing SOS Account Online

A User can access his SOS Online Account via a web browser by following these steps:

1. Open a web browser and go to <http://www.sosonlinebackup.com/>
2. Click “Customer Login” from the top right corner of the SOS Website; this takes the user to the Log in page
3. Enter login credentials and sign in
4. After successfully login into the account a welcome page with account summary is displayed.

A screenshot of the SOS Online Backup user account page. The page has a blue header with the SOS logo and navigation tabs for 'My Account', 'Billing', 'Online Recovery', and 'Manage Shares'. The date '11/20/2008' and a 'Logout' button are visible in the top right. Below the header, a 'Welcome' message is followed by a table of account information.

Please find your account information.	
User Name	[Redacted]
Account Type	Commercial
Signup Date	07/03/2008
Trial Days	14
Account Size	30 GB
Plan Start Date	07/03/2008
Status	Active - Completed
Currency	USD
Price	486.00
Payment Frequency	Per Year
Payment Start Date	08/02/2008



My Account – Overview

Features available in the SOS Online account include the following:

1. Online Recovery
2. Share Files
3. Billing – View Payments
4. Account Details
 - Change Password
 - Cancel Account
 - Change Credit Card
 - Upgrade Account

Please note that data backup can only be done via the SOS Client and not via the web browser.

My Account – Online Recovery/Share Files

1. Select Online Recovery option and click Recover
2. A list of all Computer names that have files backed up to the account are displayed



You are currently viewing the computer(s) from which you have backed up files or folders :

User Name : danielsupport

Please select the computer you would like to recover files or folders from :



3. Select a computer to restore data from and navigate to the directory to restore data from.

4. Click "Share/Recover" link

 View Files and Folders  Home > Online R

You are currently viewing files or folders of :

 [DANIEL]C:\Documents and Settings\Administrator\Desktop\


Please select the file or folder that you would like to share or recover :

	Name	Size (in KB)	Action
	me_again.jpg	45	Share/Recover
	1.jpg	49	Share/Recover

My Account – Online Recovery/Share Files (contd.)

5. Click on the File name link to recover the file to your computer
6. Follow the prompts to specify where to save the recovered file.

You are currently viewing the file and it's version(s) of :

 [DANIEL]C:\Documents and Settings\Administrator\Desktop\

Please click the filename that you would like to recover or click on Share link to share the file with your friend(s) :

Name	Size (in KB)	Version	Date Modified	Action
me_again.jpg	45	v.1	Nov 4 2008 12:56PM	Share

7. To Share a file follow all of the above steps except Step 6, Click the “Share” link under the Action column.
8. This takes the user to the “Share file or Folder” screen; fill in the details of the individual you wish to share the file with


My Account – Online Recovery/Share Files (contd.)

9. Click preview to preview email that will be sent
10. Click Share to complete process and share the file.

 Share File or Folder

 [Home](#) > [My Account](#) > [Share File or Folder](#)

You have selected the following file or folder for sharing :

 [DANIEL]C:\Documents and Settings\Administrator\Desktop\me_again.jpg

You can share this file or folder with a friend by sending an email. Please provide your friend's name and email. You can edit or preview the email message that will be sent to your friend. Click on Preview button to preview the email content. Click on Share button to send the email to your friend.

User Name	danielsupport
Is your friend using SOS Online Backup?	--Select-- <small>If Yes, Please enter your friend's SOS Online Backup User Name on "Your friend's name" field below</small>
Your friend's name	<input type="text"/>
Your friend's email	<input type="text"/>
Your message	I use a system called SOS Online Backup system to back up <input type="text"/>

[Preview](#)

[Share](#)



My Account – Managing Shared Data

1. Select Manage Shares Menu and click “View Shares”; a list of all shared data will be displayed.
2. You can stop sharing by clicking unshare from the Action menu and that file will no longer be accessible except via the SOS client or My account.



My Account – Change Password


To change account password, follow these steps

1. Select “My Account” menu and click Change Password
2. The change password screen is displayed, fill in the required details and click change to complete the process.

My Account – Cancel Account

To Cancel an SOS Account, follow these steps

1. Select the “My Account” menu and click “Cancel Account”
2. This takes the user to the cancel account screen, fill in the required details and click Submit to cancel account

 **Cancel Account** [Home](#) > [My Account](#) > [Cancel Account](#)

Please enter your password for security verification.

User Name danielsupport

Password

We are sorry to note that you are cancelling your account. As we strive to improve our services, we would like to hear your valuable comments. Please take a moment to enter your comments. Thank you.

Comments



My Account – Upgrade Account

Types of SOS Accounts

- 1.SOS Home Edition Account – Maximum Account Size is 15GB
- 2.SOS Business Edition Account – No limit to account size

Please note the following:

- 1.Besides the account size limitations and pricing, there is no other difference between account types.
- 2.Users cannot switch between account types i.e. A home edition account cannot be converted to a Business edition account type and vice versa.
- 3.An Account upgrade involves change in account size.



My Account – Account Upgrade (contd.)

To upgrade an account:

1. Select “My Account” from the menu and select “Upgrade Account”; this takes the user to the available upgrade options for his account.

2. Fill in the required details and submit to complete the upgrade.

Please click on Upgrade button to proceed.

Upgrade

Upgrade Account

Welcome to the account upgrade system. Here you can upgrade your trial account to a backup plan with higher space.

Please select your backup plan you wish to upgrade to

Account Size	Monthly Fee		Annual Fee	
20 GB	USD 33.60	<input type="radio"/>	USD 336.00	<input type="radio"/>

Enter your credit card information

Credit Card Number
Card Type
Name on Card
Expiry Date(mm/yyyy)

Submit