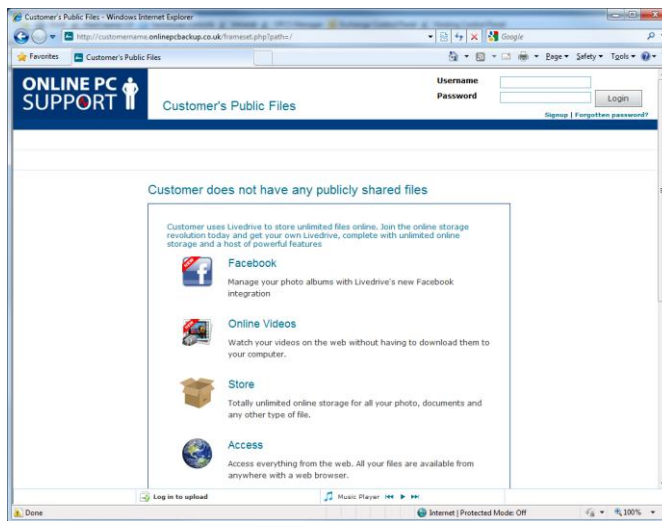


## Your Livedrive Details

Customer URL	
Email Address	
Password	

## How To Install Livedrive

1. Please navigate to your 'Customer URL' shown at the top of this page. For example 'http://customersname.onlinepcbackup.co.uk/'. The web page should look like this:



Please enter your registered 'Email Address' and 'Password'

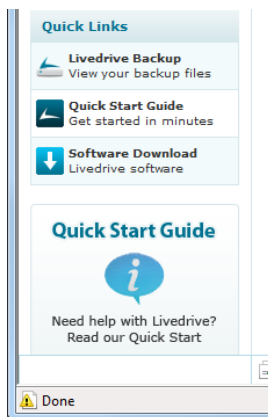
2. Please now login with your registered 'Email Address' and 'Password' shown at the top of this page in the top right hand corner of this page and then click 'Login'

**Username**

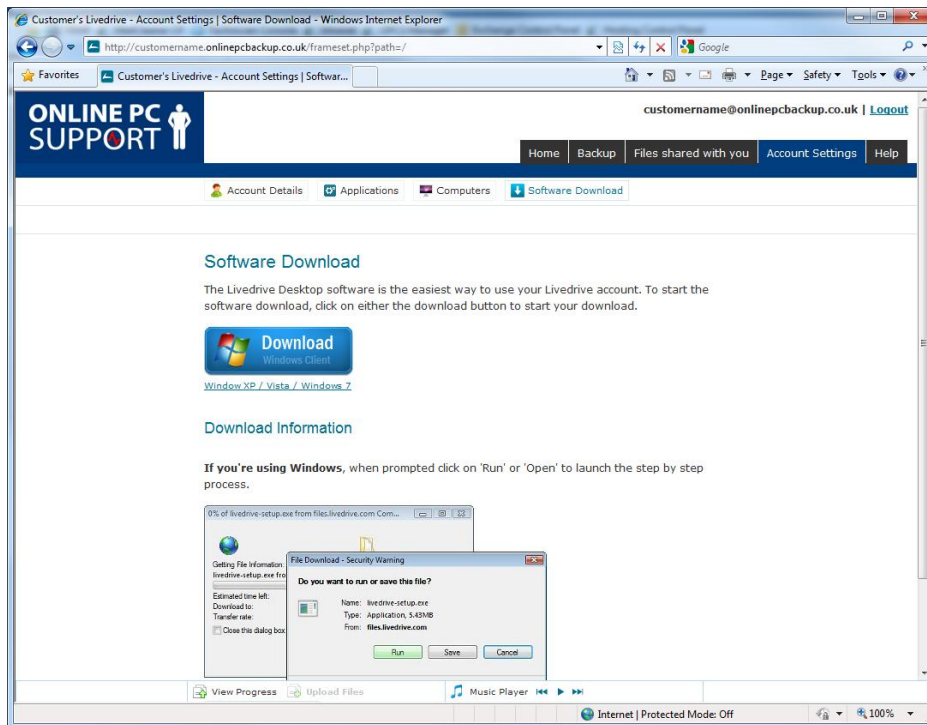
**Password**

[Signup](#) | [Forgotten password?](#)

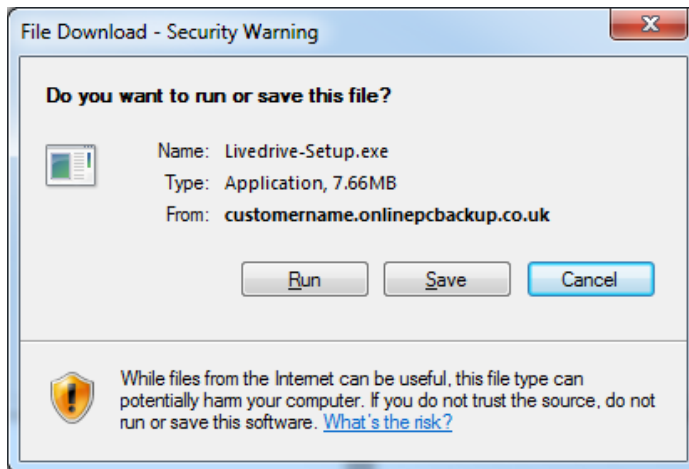
3. You will then be in your Personal Account Control Panel where you can view files that have been backed up and more importantly, download the software to back up your PC.



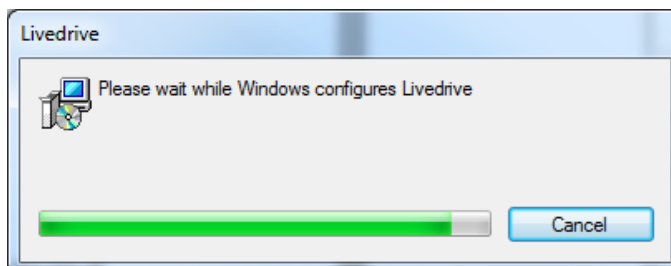
- Please click on the Software Download link in the bottom left hand corner of the web page.



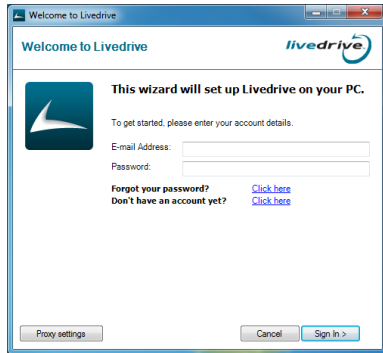
- Please then click on the 'Download Windows Client' button.



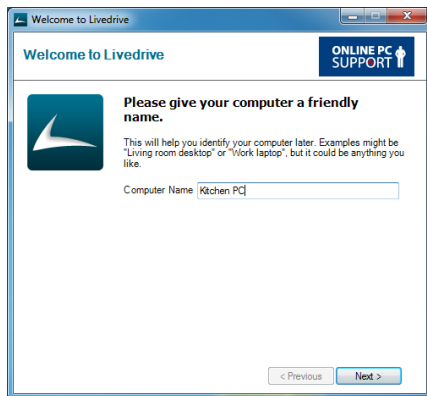
- When you are prompted please click on the 'Run' button. When the download has completed you will then be asked if you want to 'Run' or 'Don't Run', please select 'Run'



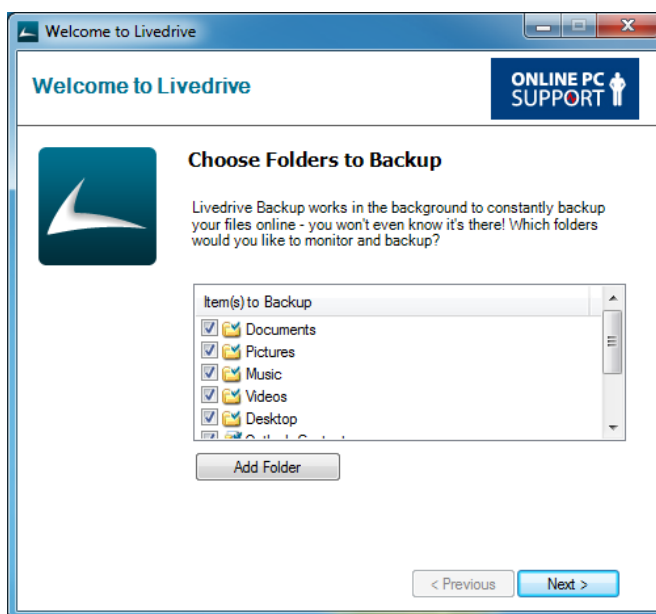
- The Livedrive installer will install Livedrive and after completion prompt you to restart your PC. Please allow the installer to restart your PC. On restart of your PC you will then be presented with the Livedrive 'Setup Wizard'



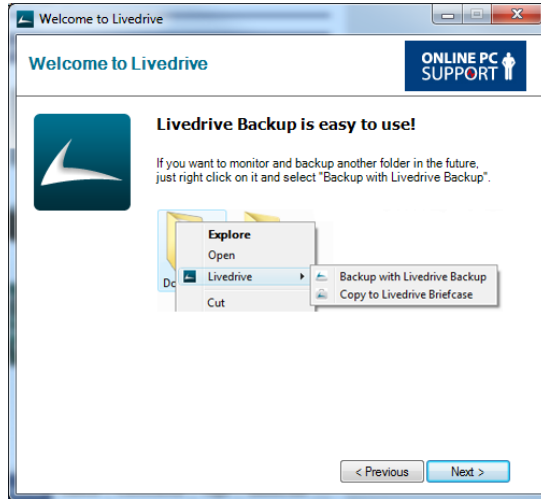
- Please enter your registered 'Email Address' in the 'Email Address' field and your registered 'Password' in the 'Password' field. Please note these are at the top of Page 1 in this document. Please then click 'Sign In' & Livedrive will verify your account.



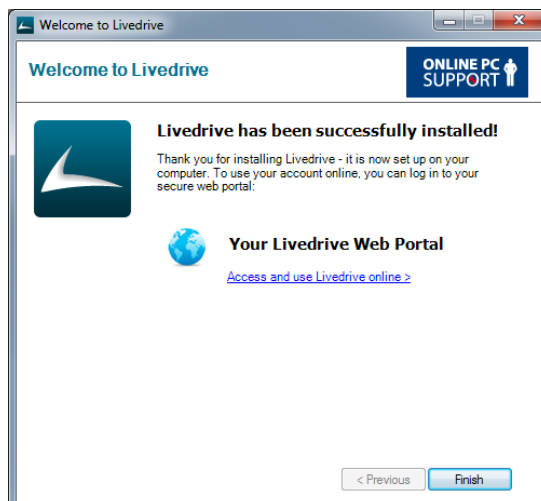
- The wizard will then ask you to enter a 'Friendly Name' for your computer, please choose a friendly name that will allow you to identify this computer, for example 'Kitchen PC', 'Family PC' etc. After you have entered this click 'Next'



- You will then be prompted to select the folder that you wish to Backup. By default the wizard selects you're 'My Documents', 'Pictures', 'Music', 'Videos', 'Desktop' and 'Favourites' directories. If you wish to backup any other folders on your system please click the 'Add Folder' wizard and select the additional folders. When you have chosen what to backup please click 'Next'



- Please then Click 'Next' to the screen above.



- Then click 'Finish' to complete the setup process.

Livedrive Backup has now been successfully installed and configured.

## How to check the Status of Livedrive

After Livedrive has been installed it is useful to know how to check the status of the Backup, and to see if your initial Backup has completed.

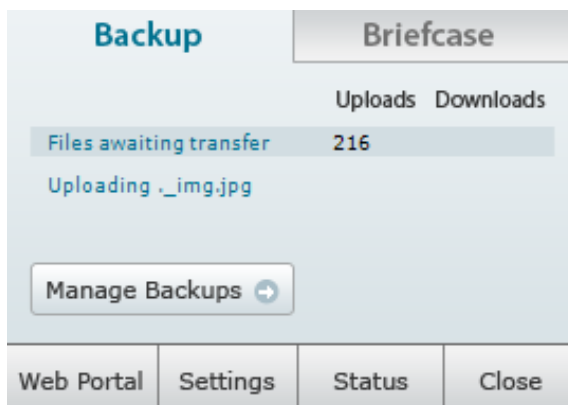
Livedrive will often take a long time to complete the initial upload of your data - If you are trying to upload multiple Gigabytes to Livedrive this can often take days due to the upload speed of people's broadband connections. Please be patient with the initial upload, and remember, if you turn off your PC the initial upload will carry on when you next turn on your PC.

To check the status of Livedrive please do the following:

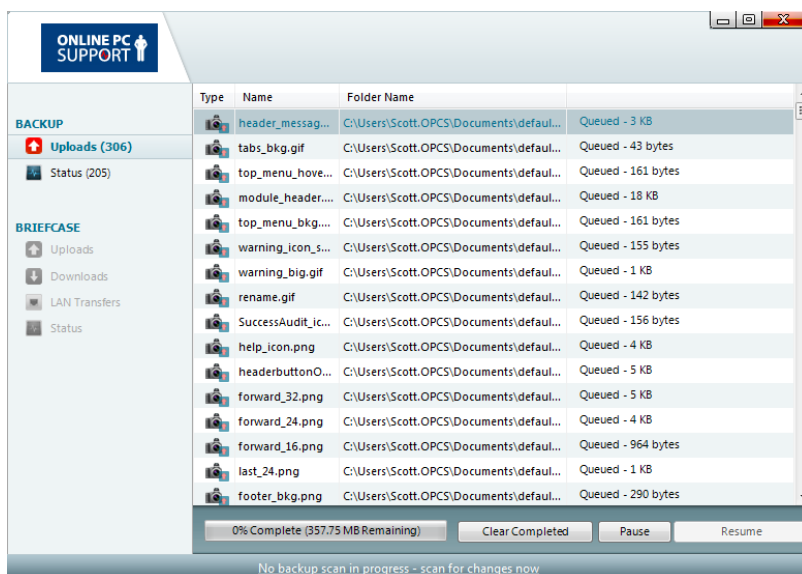
1. Double click the Livedrive icon in the system tray of your computer (the bottom right hand corner of the screen). The Livedrive icon is the icon shown below:





2. You will then see the Livedrive status window that looks like this:



3. Please then click 'Status' and you will be shown the Livedrive Status window:



4. You will see a number next to the Uploads section underneath 'Backup', if this number is increasing, Livedrive has not yet scanned all of the files on your computer, as soon as there is nothing left in the Upload queue, your initial Backup is complete

BACKUP	
	Uploads (306)
	Status (205)

If you have any further questions in relation to Livedrive. Please feel free to give Online PC Support a call on 08456 430 570 or send an email to [support@onlinepcsupport.co.uk](mailto:support@onlinepcsupport.co.uk)

Thanks

The Online PC Support Team