

## Your Livedrive Details

Customer URL	
Email Address	
Password	

## 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.

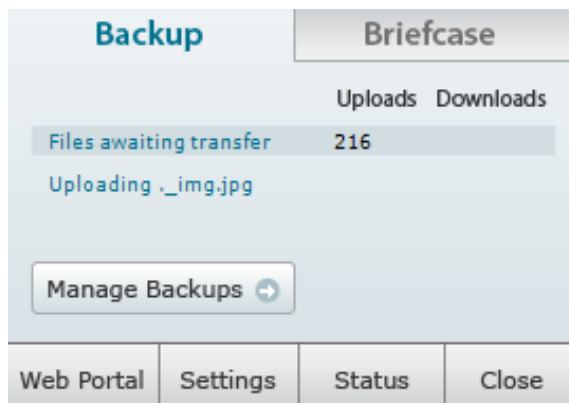
Livedrive will often take a long time to complete the initial upload of your data - If you are trying to upload multiple Gigabytes to Livedrive this can often take days due to the upload speed of people's broadband connections. Please be patient with the initial upload, and remember, if you turn off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

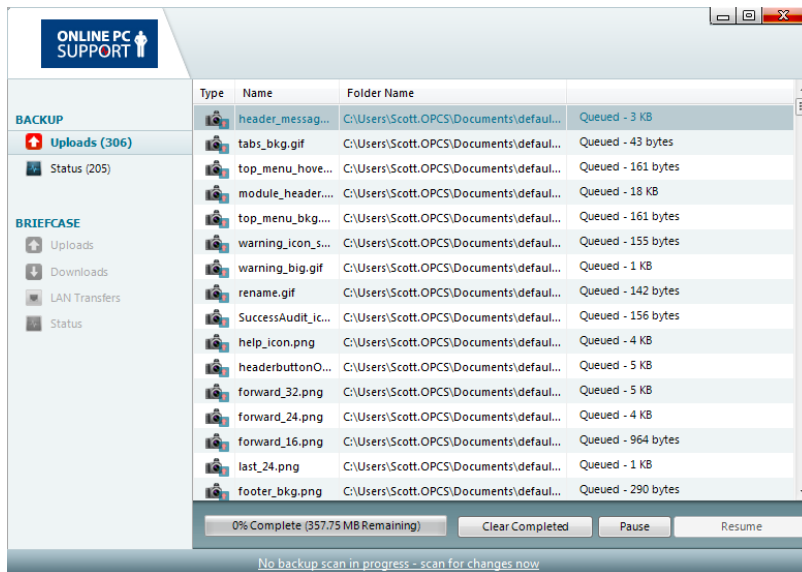
1. Double click the Livedrive icon in the system tray of your computer (the bottom right hand corner of the screen). The Livedrive icon is the icon shown below:



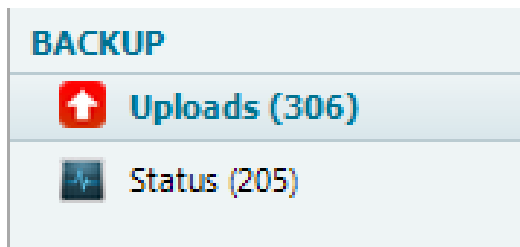
2. You will then see the Livedrive status window that looks like this:



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



- 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



## Access your backups form Anywhere Online

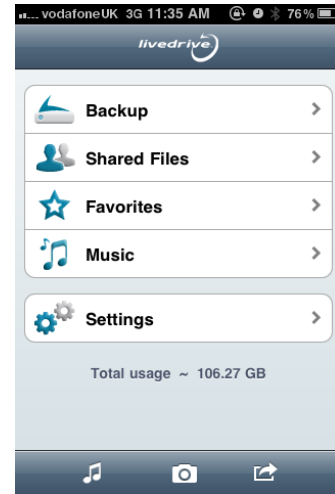
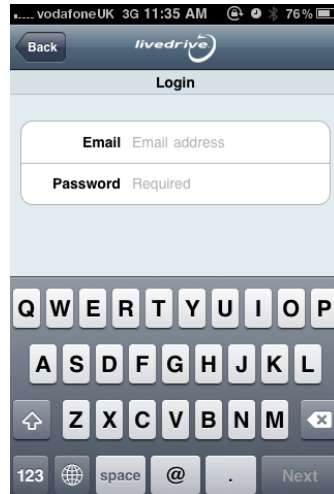
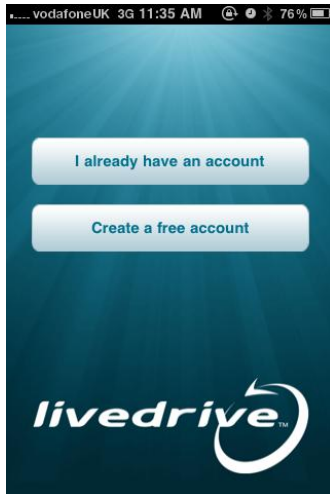
With Livedrive Backup you can securely access your backups whenever you need, wherever you are. So weather you need to download a file that you've lost, or even just view your files from another computer, it's so easy.

To access your backups at any time simply log into your web portal by navigating to your Customer URL on the first page of this guide and login with your Email Address & Password.

Livedrive web portal makes it simple to view your backups – you don't need to download them to your computer to display them. You can open Office documents, watch videos, play music and view photos right from your Web browser.

## Access your backups from your Mobile Phone

You can even view the files you you've backup up from your mobile phone. If you have an iPhone you can download the Livedrive App from the App Store and simply login with your email address and password to view your backup up files:



If you don't have an iPhone but an Internet Enabled phone then navigate to <http://m.livedrive.com> from you mobile's web browser and enter your Livedrive e-mail address and password:



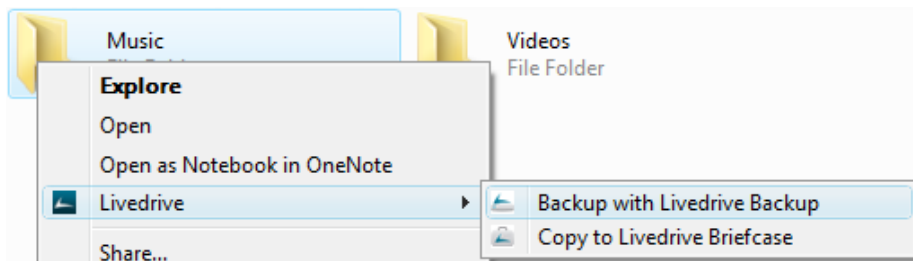
You can access you files just as you would from your web portal.

## Add new folders to Backup at any time

You can instantly tell which files and folders are being backed up by looking for the small green square against your files in Windows. In the screenshot below Documents is backed up, Music is not:



To backup any folder, just right click on it and select "Backup with Livedrive Backup" from the Livedrive menu:



The contents of the folder will be backed up in the background. Livedrive Backup will then constantly monitor this folder in future and any files you add or change will be backed up almost instantly as you work:



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

