Keepit starter guide

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Corporate web site: http://www.keepit.com
Client download page: http://www.keepit.com/download-keepit
Web-based control panel: http://cp.keepit.com

Contacting customer support

Keepit customer service web page: http://www.keepit.com/customer-service
Customer service email: support@keepit.com

English phone support: +1 888 630 4434
Danish phone support: +45 88 70 40 70
Swedish phone support: +46 (0)8 551 159 59

Support opening hours are Monday through Friday 09:00 to 16:00 CET.

Getting Started

To start using Keepit, you need to download the Keepit client. The client is installed on your PC and transfers files to our servers automatically, or manually.

The client can be downloaded thorough the download page or the control panel listed, both listed on page 2.

At the moment, Keepit is runs on Windows (32-bit and 64-bit), MacOS (64-bit Intel only), as well as Debian- and Red Hat-based Linux distributions.

When the client has been downloaded, you need to install it. This is done by double-clicking on the downloaded file, and following the on-screen instructions. Once installed, the client will start automatically, and you will be prompted for your email address and your password.

After you log in, your encryption key will be created, and you will be able to start your first backup.

Regarding transfer times

Transferring large amounts of data over your Internet connection might take some time, depending on the speed of your Internet connection.

Generally, a gigabyte of data will take about two hours to upload on a 1 Mbps connection.

About the encyption key

When transferring your data to our servers, the Keepit client encrypts it twice to make sure it cannot be accessed - we can't even read the data internally!

To accomplish this, an encryption key is created automatically and stored internally.

If you ever need to restore your data, you will need the key. Therefore we recommend that you export or print it, so that you don't lose access to your data.

To backup the key, please go to the 'User' tab in the Keepit client on your PC. Here, you can select to print the key, or to save it as a key file. The key file can be stored on an external media, like a CD or a USB flash drive.

If you lose your encryption key

If you lose your encryption key, we can restore it for you. However, this is a time-consuming process, as we need to verify your identity before we can restore the key.

To do this, contact our customer service using the contact details on page 2.

Again, we recommend that you export or print your key in case you ever need it.

Backing up your data

After you install the client and log in, you will see the 'Settings' tab. In here, you can select which folders you would like to back up. If the folder isn't in the list, you can select any folder on your computer by pressing the 'Advanced' button.

Once you have selected the drives and folders you have backed up, you can either wait until Keepit runs the backup automatically, or press the 'Backup now' button in the lower right corner of the client.

Keepit saves the latest version of the files you have chosen to back up. If a new version is uploaded, the old version will be kept on our server.

This way, you will be able to restore data not just from lost files, but also if you accidentally overwrite an important file or folder!

Your old files will be saved for 30 days if you have Keepit UNLIMITED and for 60 days if you have a Keepit PRO.

Please note that it is not possible to perform backup on network drives. External media like USB flash drives and hard drives can be backed up, but we do *not* recommend *or* support this, as data will be considered as deleted if the drive is disconnected from your computer.

Restoring your files

If you ever need to restore data from your backup, then you need to go to the 'Restore' tab in the Keepit client. Please note, that it is not possible to restore data while there is a backup in progress.

On the 'Restore' tab, all you need to do is to click on the link 'Restore latest backup' and your files will be restored to your desktop.

To change the download destination, click the 'Change destination' link.

Once you've requested a restore of your files, they will be retrieved from our servers. Depending on the size of the backup and the number of files involved, the restore process may take some time to start.

Restoring an individual file

Should you ever need to restore a single file instead of the entire backup, then you can do this by clicking on the link 'Chose and restore individual files' on the 'Restore' tab.

On the new screen, you will be able to not only which file or files you would like to restore - if Keepit has several versions of these files, you are also able to select the backup set that you would like to restore it from.

Restoring your files to a new computer

If you are restoring files to a new computer, or if you would like to transfer your backup to another computer then you first need to download and install the client as described on page 2.

When you have installed the client, you will be prompted for your email address and your password, just as when you logged in for the first time.

If you need to change or reset your password, then you can do this from the control panel.

Once logged in, the client will ask you for your encryption key. It's possible to enter the key manually or to import a key file that you have exported previously.

After you have entered or imported the key, you need to accept moving the license to the new computer. It is not possible to have a Keepit licence tied to two different computers at the same time.

When the license has been transferred you will be able to back up and restore files normally.

Changing your email address

Most of contact details can be changed directly by in the Keepit control panel, by clicking the 'Account information' button.

You will not be able to change your email address yourself - since it is also used as a username, it can only be changed by Keepit customer service after your identity has been confirmed.

Customer service' contact details are available on page 2.

Payment and upgrades

When your account expires it will have to be renewed if you would like to continue using Keepit. When it is time to renew, you will automatically receive a mail with a link to your invoice.

Should you delete the mail by accident, you can always find your latest invoice as well as your payment history through the control panel.

If you have a Keepit account with a data limit, and would like to upgrade to a Keepit UNLIMITED account, or if you would like to purchase additional licenses for a Keepit PRO account, then click the 'Buy' button.

It's worth noting that you can only prolong your subscription by a full year. If you do this before your current subscription expires, then the remaining days will be credited on your final invoice.