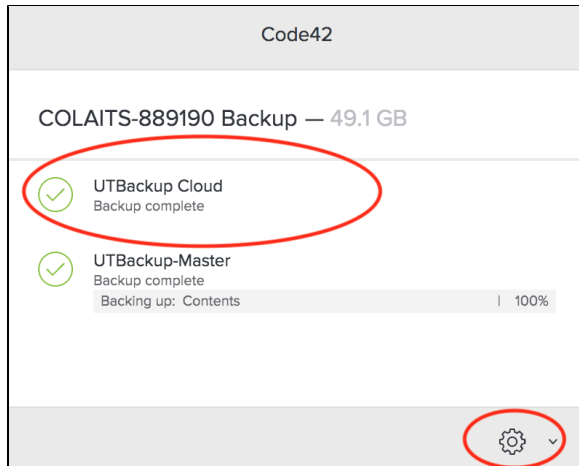# Managing Your Crashplan Backup

Check your backup status

1. Launch the Crashplan application
   a. **Windows**: In the lower-right corner of the screen, click the Crashplan icon blocked URL
   b. **Mac**: In the top-right corner of the screen, click the Crashplan icon blocked URL
2. If you are prompted to sign in, enter your EID and password
   a. If you are prompted to enter a server address, enter clients.us2.crashplan.com
3. You will then see a screen like the one below with the status of your backup

What gets backed up?

By default, all data in the **Users** folder is backed up for both Mac and Windows devices. This includes your desktop, downloads, documents etc. Please ensure you are saving your work here.

Crashplan is not designed to backup everything on a given computer.

What **isn't** backed up?

- **Anything outside of the users folder**
- Cloud Storage Folders (Box, OneDrive, Google Drive, etc.)
- Virtual Machines
- Applications and their licenses
- Operating system files, preferences, etc.

Start a backup

Windows

In the lower-right corner of the screen, click the Crashplan icon blocked URL

1. Crashplan can be found in the Windows Start menu.
2. There's a list of your devices, the top device is the one you are currently using (This Device).
3. To make changes or start a backup select the Gear icon, Open Code42.
4. Sign in to Code42 with your EID and password.
5. If asked for the server enter: clients.us2.crashplan.com
6. If these instructions & pictures don't match your scenario contact LAITS.

macOS

In the top-right corner of the screen, click the Crashplan icon blocked URL

1. UTBackup can be found in your Applications list under CrashPlan.
2. To make changes or start a backup select the Gear icon, Open Code42.
3. Sign in to Crashplan with your EID and password
4. If asked for the server enter: clients.us2.crashplan.com
5. There's a list of your devices, the top device is the one you are currently using (This Device).
6. If these instructions & pictures don't match your scenario contact LAITS.

UTBackup Service

UTBackup, run by central ITS at UT, provides a centralized backup solution for the UT Austin campus.

Service Information

UTBackup Essential Information

Management Policy:

- Devices are deactivated after 6 months of no server contact
- Deactivated device data is retained for 60 days in cold storage, then deleted.
- Users are deactivated if not associated with an active device