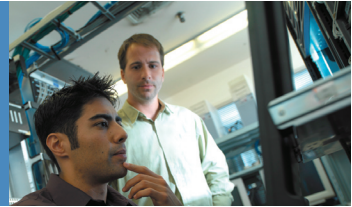


# Managed Storage



With Managed Storage (SmartDrive<sup>SM</sup>), your critical files are stored on a secure, remote server and automatically backed up on a regular basis. You can retrieve your files anytime, anywhere, by simply entering a URL and secure password. In addition, you can share extra-large files without clogging up your e-mail server.

## Managed Storage features:

- Safe, off-site storage
- Secure file sending and sharing
- Remote file access
- Easy transmission of extra-large files
- Automatic backups

## Getting Started

1. Close out all open programs as if you were preparing to shut down your computer.
2. Go to <http://smartdrive.twcbc.com> and enter the username, password, and domain provided in the e-mail you received. (If you do not receive this e-mail, contact your local Time Warner Cable Business Class account representative.) Click on the Secure Login button to ensure that your login is 128-bit encrypted.
3. Choose Download SmartDrive<sup>SM</sup> Backup from the menu found on the far left of your Home Directory screen.
4. Follow the prompts to download and install the program on your computer.
5. When you reach the final install screen, you will be asked whether you would like to launch the program. Choose Yes.
6. Select Setup Wizard, which will take you through the necessary steps to configure Managed Storage (SmartDrive<sup>SM</sup>). The system will be automatically set to back up the files in your My Documents folder. You may choose other folders to be backed up as well.

After you have installed and saved your initial settings, Managed Storage will automatically back up your files. The first backup may take a while, depending on the speed of your Internet connection. After the first backup, Managed Storage will only back up updated files. These subsequent backups will move very quickly.

Note: For your initial backup, you may want to set the start time for when you are ready to leave work, since the first backup will take longer than subsequent backups.

If you ever miss a backup because your computer was turned off or not connected to the Internet during a scheduled session, Managed Storage will back up your files automatically at the next opportunity.

If you ever need to access the files stored in your Managed Storage account because your computer experiences a data loss, you lose your laptop, or your hard drive crashes, simply log on to Managed Storage at [smartdrive.twcbc.com](http://smartdrive.twcbc.com) from any computer. Enter your username, password, and domain. Your files will be there and you'll be able to keep working!

## Sending extra-large files (WhaleMail)

Managed Storage allows you to send files of any size directly from your Managed Storage account to anyone with an e-mail address.

1. Select the files you would like to send by clicking on the box next to each file's icon, then click the Send File button.

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2. In the Send Files screen, you may enter your recipient's e-mail address, customize the subject line, and add a note.
3. After you have finished customizing your message, click Send Files.
4. When a file is sent successfully, you will see a confirmation screen. Please note the warning in red. Do not move, rename, or delete a file until it is successfully downloaded by your recipient.
5. Your recipient will receive an e-mail notification that the file has been sent. He or she can then click on the hyperlink to be taken to a page where the file(s) you sent may be downloaded.
6. You can verify that a recipient has downloaded the file(s) you sent by selecting the file in the Home Directory screen and clicking the History button.
7. A Download History page appears, displaying the recipient's e-mail address and the date and time that the file was downloaded. "Pending" will appear if the file has not yet been downloaded by a recipient

## Still need help?

Refer to the User Guide provided by your Time Warner Cable Business Class account representative. If you still need help setting up Managed Storage, refer to the User Guide provided by, or contact your Time Warner Cable Business Class account representative.