

END-USER GUIDE

# Datto Endpoint Backup

Your Work Is Always Protected

Datto Endpoint Backup automatically saves your files to the cloud every time they change. Whether you accidentally delete a file, your laptop is stolen, or ransomware hits — your data is safe and recoverable.

**Continuous**

Automatic backup every time files change

**30 Days**

Version history for every file

**<1 Hour**

File restore time target

Degarmo Technologies | [degarmo.tech](https://degarmo.tech) | July 2026

**WHAT IS PROTECTED**

## What Gets Backed Up on Your Device

Datto Endpoint Backup protects the files that matter most for your work.

### WHAT IS BACKED UP?

**Documents & Files**

All files in your Documents, Desktop, Downloads, and any folder your administrator has designated for backup — including Word, Excel, PDF, and project files.

**Entire Profile**

Your complete user profile folder is protected — including any business data stored on your local device rather than on a network drive or cloud storage.

**Version History**

Every time you save a file, a new version is created. You can go back to any version from the last 30 days — recovering from accidental overwrites or corruption.

**Continuous Sync**

Backup happens automatically every time a file changes — not just at night. Your most recent work is always protected, even mid-project.

### HOW TO CHECK YOUR BACKUP STATUS

You can verify your device is backing up successfully in three ways:

- ■ Look for the Datto Endpoint Backup icon in your system tray (bottom-right of your taskbar). A green icon means backup is running normally.
- ■ Right-click the system tray icon to see the last backup time and backup status for your device.
- ■ Contact Degarmo Technologies if you are unsure — we can verify your backup status and history from our management console at any time.

**Backup Runs in the Background**

You do not need to start, schedule, or manage backups. Datto Endpoint Backup runs automatically whenever you are connected to the internet — requiring no action from you.

RESTORING FILES

# How to Get Your Files Back

Accidental deletion, corruption, or overwrite — your files are recoverable. Here is how.

## HOW FILE RESTORE WORKS

If you need to recover a file or folder, contact Degarmo Technologies and we will initiate the restore on your behalf. Here is the process:

Step	What Happens
<b>1. You Request a Restore</b>	Contact Degarmo Technologies via email, phone, or support ticket with the file name, location, and the approximate date of deletion.
<b>2. We Locate the Version</b>	We access your backup archive and identify the specific file version that matches your request — including older versions.
<b>3. File Is Restored</b>	We restore the file directly to your device or provide a download link — depending on file size and your preferences.
<b>4. You Confirm</b>	We follow up to confirm the correct file was recovered and your work is intact. If anything is wrong, we try again.

## WHAT IF MY DEVICE IS LOST OR STOLEN?

### Report It Immediately

Contact Degarmo Technologies as soon as you know a device is lost or stolen. We can initiate a remote wipe to protect your data on the missing device.

### New Device Setup

When you receive a replacement device, we restore your complete backed-up profile — getting you back to work with minimal disruption.

### Your Files Are Safe in the Cloud

All backed-up files remain securely stored in the cloud — they are not lost with the device. Your data is recovered to your new device quickly.

### No Data Left Behind

Even local files that were never on a server are protected because Datto Endpoint Backup captured them continuously from day one.

## RANSOMWARE PROTECTION

## What Backup Means for Ransomware Recovery

If ransomware encrypts your files — backup is your recovery path.

### RANSOMWARE AND YOUR BACKUP

Ransomware attacks encrypt your files and demand payment for the decryption key. Without backup, businesses face a difficult choice: pay the ransom or lose the data. With Datto Endpoint Backup, you have a third option — restore from backup to a clean version of your files, before the encryption occurred.

#### WITHOUT Backup

Ransomware encrypts all local files. Options: pay the ransom (no guarantee) or accept permanent data loss. Recovery costs average \$1.85M including downtime.

#### WITH Datto Endpoint Backup

Ransomware is detected and contained. Files are restored from the last clean backup — typically the version from minutes before infection. Zero ransom paid.

### Do Not Pay the Ransom

If you suspect a ransomware infection, disconnect from the network immediately and contact Degarmo Technologies. Do not pay any ransom. We will assess the situation and coordinate recovery from your backup — in most cases, your files are fully recoverable.

### FREQUENTLY ASKED QUESTIONS

#### Q: Does backup slow down my computer?

No. Backup runs at low priority in the background and is designed to have minimal impact on your device performance. Most users never notice it running.

#### Q: What if I am not connected to the internet?

Backup queues your changes locally and uploads them as soon as you reconnect to the internet. No changes are lost while offline.

#### Q: Can I restore a file I deleted months ago?

Version history is retained for 30 days. Files deleted more than 30 days ago cannot be recovered through this system. Contact us if you need a longer retention period.

#### Q: Who can access my backed-up files?

Only Degarmo Technologies administrators can access your backup archive — and only to perform restores at your request. Access is logged for audit.

## Your Files Are Protected — Any Questions?

If you need to restore a file, have questions about your backup status, or want to verify what is protected, contact Degarmo Technologies anytime.

- Same-day support available
- File restores typically completed within 1 hour
- No question is too small

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