



Backup and Go Activation (for Windows users)

If you are using Mac OS, please refer to the Mac OS activation guide.

Welcome email activation link

It all begins with you receiving a Welcome Email in your email inbox. This Welcome email is sent to the email address you registered with your Backup and Go or Backup and Go Premium subscription.

Open your email inbox and find your Backup and Go Welcome email. In the welcome email click on the “Activate Now” button. The activation link is valid for 7 days. If your activation link is expired when you click on it, the service will immediately send you a new welcome email with a new activation link. Find this new email and click on “Activate Now”.

Click on the “Activate Now” button to proceed.

Activation Page with installer downloaded

The activation page will automatically download the Backup and Go Installer.

Welcome [John Smith](#)
Download of **Backup and Go** has automatically started, if it didn't [click here to download](#).

- 1 Open**
Open the file named BackupAndGo_installer.exe from the download list located at the top of this window.
- 2 Allow**
When Windows asks for permission to install Backup and Go, click Yes.
- 3 Accept and Complete**
When presented with the Terms and Conditions, please read and accept. Backup and Go will automatically finish the installation and prepare your data for backup.

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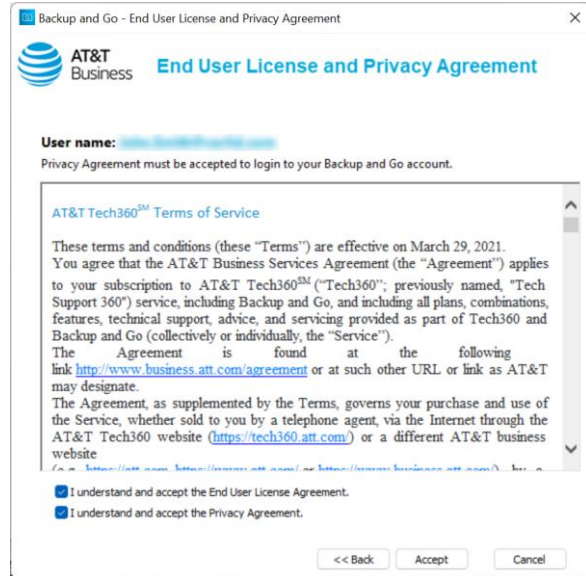
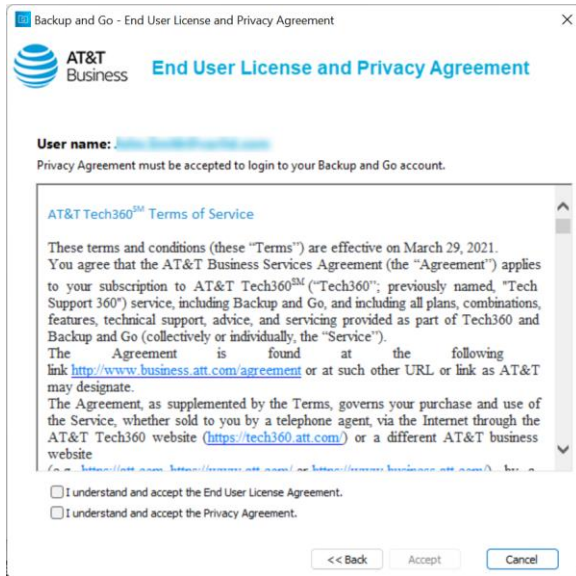
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AT&T Tech360 Support
We're here for you 24 hours a day, 365 days a year! Should you have any Backup and Go related questions, feel free to contact us at: 1.866.485.9727 or [Go to Tech360 Online](#) to schedule a support appointment.

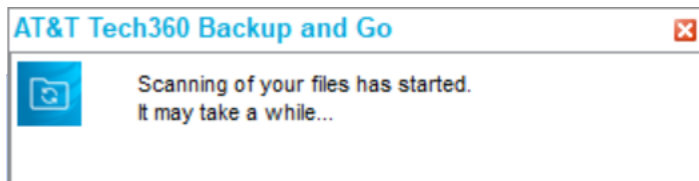
Follow the instructions on the page, beginning with opening the downloaded file, “BackupAndGo_installer.exe”

Installation of the Windows Agent and default backup


When you start the Backup and Go installer, it will download and install the latest Backup and Go Agent on your computer. All you need to do is to read and accept the AT&T Terms of Service.




Once the AT&T Terms of Service are accepted, the Backup and Go agent will automatically start backing up the data in your Windows User profile. The backup folder selection can be changed any time by you.




While the Backup and Go agent is preparing your files for backup you can look at the welcome page.

 Congratulations! You have now activated and started backup. Scanning of your files has started, it may take a while...

 [Click here to create your secure password.](#) If you have not already done so, you should create a secure password for your Backup and Go Account. You will need this password to connect the Mobile Apps, Restore your data or unlock other features of Backup and Go.

Backup and Go Agent


Your Backup and Go Agent is running and can be opened from the Windows Taskbar.



[Click Here to Open Agent](#)

Backup and Go Online


Access your backups online, by clicking the "Go to Backup and Go Online" link in "Preferences" of the Desktop app.



[Click Here to Go Online](#)

Backup and Go Mobile

Access your files on the go using the AT&T Tech360 Backup and Go mobile app available on App Store and Google Play.



[Download on the App Store](#) | [GET IT ON Google Play](#)

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Go Online and set Password

Initially your Backup and Go online service can only be accessed from you own computer. Nobody other than you can access your data.

Click on Go Online

The first time you go online from your computer you will be asked to set a password for your Backup and Go service.



Welcome to AT&T Tech360™ Backup and Go

For your security, please create a new password and activate your account.

Full name

New password

Confirm Password

[Activate Account](#)

- ✗ Minimum length 8
- ✔ Maximum length 30
- ✗ Include at least 2 of these character groups: Alpha, Numeric and Special
- ✔ Must not use character ""
- ✔ Not same as username

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This password is used when if want to access Backup and Go online from any computer other than you own. Also, the password is needed when you install the Mobile App.

Mobile Apps

Mobile apps are available in Google Play and Apple Appstore. All you need to connect the Backup and Go App to your Backup and Go subscription is your email address and password.

Tech360 Support

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