

Arsenal ViaRemote Quick Start Guide

The information provided here is a quick summary of what you will need to do to get going with your ViaRemote Desktop Backup Service from Workplace2go. For more detailed information, or if you are setting up this service as the account administrator, please see our full Arsenal [Remote Desktop Backup Start Guide](#) located on the Service Management Console (SMC) home page.

1. **What you will need to Start:**

- A minimum of 150 MB of free hard drive space on your Windows PC
- A valid Workplace2go user account.
- Your account must be provisioned for the ViaRemote service. Check for ViaRemote Desktop Backup to be listed under your My Services section of the Service Management Console (SMC). If it is not listed, contact your company's account administrator and request to be added to the service subscription. There may be a delay before you will see the service appear—this is normal.

2. **Download the Service**

Find the email sent to you when your account administrator provisioned you for the service. This email contains a URL link, an authorization code and instructions on how to activate your service. When you click the URL link, save the resulting file download to a folder on your system from which you will proceed with your installation. Locate this file for the next step.

3. **Install ViaRemote from your download**

Double-click on the file you downloaded and an installation wizard will guide you through the 3-step installation. You will be prompted on how to create your backup account, choose backup settings, and initiate your first backup. Make sure you specify the files you do **not** want included in the backup such as video and music files – especially video files which take up a tremendous amount of space. ***Be aware that this first backup may take a significant amount of time depending upon your chosen settings and Internet connection speed. Be prepared to leave your PC running during this time, uninterrupted. A good option is to set up the backup to run overnight.*** Subsequent backups are performed much more quickly since only the files that have been added or modified since the previous backup will need to be copied.

4. **If you desire more detailed information, or have difficulties:**

Refer to the full information contained in the [Remote Desktop Backup Start Guide](#), or contact the Workplace2go support team at support@workplace2go.com.

We are pleased to have you as a new customer! Enjoy your new Arsenal ViaRemote Backup Service, and please let us know how we can continue to serve you better!

~The Workplace2go Team