

# Crashplan Backup Outreach Email

## Crashplan Backup Outreach Email

From: Jessica Smith servicedesk@mit.edu  
Reply-to: ondemand@mit.edu  
Subject: Your MIT data is not being backed up

Hello,

As part of a routine check of the Information Systems and Technology (IS&T) organizational backup database, we noticed that you do not have a complete CrashPlan backup for your computer within at least the last month. This may indicate that there is a problem with your CrashPlan application, and it may need to be restarted or updated.

Backups are essential for preventing data loss in the event something happens to your computer and play a critical role in safeguarding information at MIT, as detailed in the Institute's Information Protection website: <https://infoprotect.mit.edu>.

To take advantage of this service, you need to sign into the CrashPlan app. It is installed standard on all computers deployed by IS&T. If for some reason your computer does not have the app, you can download it from our software grid:

<https://ist.mit.edu/crashplan/cloud-backup>

Once you've signed in and created your initial backup set, your backups will happen automatically as long as you are connected to the internet.

If you have any questions or concerns about the backup process, or need help getting connected, please contact us at ondemand@mit.edu.

Thank you,

Jessica Smith  
Manager, On Demand IT Support  
Information Systems & Technology, MIT  
jessmith@mit.edu

Note: This email is not a phishing scam. A copy of this message is available in the IS&T Knowledge Base.

<http://kb.mit.edu/confluence/x/mivSCQ>