If you have Online Backup:

Any data that you currently have stored online using Webroot Backup will no longer be accessible after the upgrade to the new version of Webroot. Prior to installing the new version of Webroot, please follow these steps:

1. View the data/files that you currently have stored online
2. Restore all files that you no longer have present on your computer, using the Webroot backup component in the application.
   - **To restore data:**
     - Make sure you are connected to the Internet and logged into your backup account.
     - Click **Restore Now** either from the Main screen or from the **Backup** tab.
     - The Restore setup wizard opens.
     - ***Restoring Data from an Online Backup***
     - Enter your restore criteria in each screen.
     - Click **Next** or **Back** to move between the screens.
     - Step 1: Search Backup Points
       - Locate a backup set that contains files or folders you want restored. Dates shown in bold are when backups were performed. If you search by date, the Webroot software locates backups performed on or before the date you selected.
       - To limit the results, you can also search by file size, file type, or a specific file name.
     - Step 2: Select Items to Restore
       - Select what folders or files you want recovered. (Items with unchecked boxes are not included in the recovery.)
     - Step 3: Select Location for Recovered Files
       - Determine where you want files recovered. You can accept Webroot's default folder or enter a new one. Specify recovery options, as follows:
         - To restore files to the default location, leave the **Default location** checkbox selected.
         - If you want files restored to a folder other than the default location shown, select **New location**. Enter a new directory or click the browse button to select a new directory. If you want to save this new location as the default, be sure to select the **Save this new location as my Default location** checkbox.
         - If you want to append the directory structure of the original backup to this new location, select the **Include original path** checkbox. For example, if the directory of the original backup was C:\mystuff\ and you specify C:\backups\ as the new location, the restore process saves data to C:\backups\mystuff\.
   - When you're done, click **Finish**.
3. If at any point you need to access a file that was previously backed up you can use the following website to access your data online: myaccount.webrootbackup.com

If you have Local Backup:

Any data that you currently have stored locally using the local backup feature in Webroot Backup will no longer be accessible after the upgrade to the new version of Webroot. Prior to installing the new version of Webroot, please follow these steps:

1. Restore all files that you no longer have present on your computer, using the Webroot backup component in the application.
   - **To restore data from a local backup:**
     - In the Icon panel, click **Backup**.
     - Select a backup set from the drop-down box, then click **Restore Now**.
     - The Restore setup wizard opens.
     - Enter your restore criteria in each screen.
     - Click **Next** or **Back** to move between the screens.
     - ***Restoring data from a local backup***
     - Step 1: Select Restore Point
       - Select from the list of backups.
     - Step 2: Select Location for Recovered Files
       - Determine if you want files restored to their original location (default location) or to a new location. If you select **New location**, you are prompted to enter a folder name.
     - Step 3: Select Files to Restore
       - Select the folders and files you want restored. (Items with unchecked boxes are not included in the restore.) You can expand the list of folders by clicking on the plus sign to the left of the folder names.
     - Step 4: Restore Options If desired, set these additional restore options:
       - **Overwrite existing files:**
         - Select whether you want files to be overwritten or if you want the Webroot software to open a prompt before overwriting files.
       - **Restore thread priority**:
         - In most cases, you should leave this settings at "Normal." Changing the priority for threads can make the restore function run faster or slower (depending on whether you raise or lower the priority), but it can also adversely affect the performance of other processes running on your computer.
       - **Other options**:
         - **Set current date and time for restored files**: Select this checkbox to stamp files with the date and time of the restore process.
         - **Restore files preserving their security settings**: Select this checkbox if you want the files to maintain any special security settings you may have set. (To view a file's security settings, locate the file name in Windows Explorer, right-click on the file name and select Properties, then click the Security tab in the properties dialog.)
   - When you're done, click **Next**.
2. If at any point you need to access a file that was previously backed up locally you can contact our customer support team at 866–612–4227