Activate the inSync Client on your device

Before you begin

Before you activate the inSync Client on your device, ensure the following:

- You are logged on to your device using your credentials.
- You have received the inSync account activation email and have it handy.
- You have confirmed with your administrator about the credentials that you will use to activate the inSync Client. You can activate the inSync Client using your inSync account credentials, your Single Sign-On credentials, or your Active Directory credentials.
- You have installed the inSync Client on your device.
- You have the proxy server details. You require proxy server details only if the inSync Client has to connect the inSync Server through a proxy server.

Procedure to activate the inSync Client

You can activate the inSync Client using any one of the following options:

- Single Sign-On (SSO) activation
- Manual activation

Single Sign-On activation

If your administrator has implemented SSO for inSync, the password field in your inSync account activation email will be blank.

1. Double-click the inSync icon located on the desktop or system tray of the taskbar.
   The Activate Backup window is displayed. inSync Cloud is the default edition for Backup Cloud. If your organization uses GovCloud, select inSync GovCloud from the drop-down list.
Note: To know the inSync edition that your organization uses, contact your administrator.

2. Enter your email, and click **Continue**.
   - On successful validation, inSync displays the login page of your SSO provider. If your administrator has selected browser authentication, the login page opens in a browser window.
   - If the validation is unsuccessful, inSync displays an **Unable to connect to inSync server** message. Check the internet connection or configure the proxy settings if your organization uses a proxy server to connect to inSync Server. For more information, see [Configure proxy settings during inSync activation](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/002Install_inSync_Client/020_Install_and_...).

   **Important**: If the inSync Client displays a message stating **Server security certificate is not trusted by inSync**, contact your administrator for further course of action.

3. Enter your SSO credentials and log in.
   Anyone of the following options is displayed:
   - inSync displays the **Ready for Backup** window and starts backing up your data if this is the first device on which you have activated the inSync Client.

   **Important**: macOS Mojave (version 10.14) and later may display an authorization prompt when inSync Client tries to access the configured locations for backup. Click **OK** to allow inSync to back up the data.
• If inSync identifies an existing device linked to your account, it gives you the option to add the device or replace a device.

• If the same device name already exists in inSync, it displays the Device with the same name is already configured message window. In such case, click Replace to replace the existing device with the current device. For more information, see Replace a device linked with your inSync account.

Manual activation

1. Double-click the inSync icon located on the desktop or system tray of the taskbar. The Activate Backup window is displayed. inSync Cloud is the default edition for Backup Cloud. If your organization is using GovCloud, select inSyncGovCloud from the drop-down list.

2. Enter your email, and click Continue.
   • On successful validation, inSync displays the Password field.
   • If the validation is unsuccessful, inSync displays an Unable to connect to inSync server message. Check your internet connection or configure your proxy settings if your organization uses a proxy server to connect to inSync Server. For more information, see Configure proxy settings during inSync activation.
3. Enter the password received in the activation email in the **Password** field.

4. Click **Log In**.
   The **Reset Password** screen is displayed.

5. Enter a new password for your inSync account in the **New password** box.
   If your administrator has enabled a password policy, ensure that you adhere to the policy.

6. Re-enter the password for your inSync account in the **Verify** box.

7. Click **Continue**.
   Anyone of the following options is displayed:
   - inSync displays the **Ready for Backup** window and starts backing up your data if this is the first device on which you have activated the inSync Client.

   **Important:** macOS Mojave (version 10.14) and later may display an authorization prompt when inSync Client tries to access the configured locations for backup. Click **OK** to allow inSync to back up the data.

   - If inSync identifies an existing device linked to your account, it gives you the option to [add the device](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/002Install_inSync_Client/020_Install_and...) or [replace a device](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/002Install_inSync_Client/020_Install_and...).  
   - If the same device name already exists in inSync, it displays the **Device with the same name is already configured** message window. In such case, click **Replace** to replace the existing device with the current device. For more information, see [Replace a device linked with your inSync account](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/002Install_inSync_Client/020_Install_and...).