

# Backups

## How to mount files

The backups feature allows you to attach (mount) backups of your account from the past 7 days. You can use the backups functionality to restore both data files and databases.

## IMPORTANT

Should you wish to preserve backups older than 7 days we suggest keeping these on your computer so you can restore them locally at any time. In order to attach (mount) a backup press the "Mount Files" button below.

## How to access the file

Once your backup has been mounted, you can access it through your account in the `.snapshot/` folder in your home directory either using the cPanel File Manager, FTP or SSH.

In the `.snapshot/` directory you will find the 'home' directory, which will have your backup.0-6 directories. These files can be freely copied either individually or entire directories.

In the same `.snapshot/` directory you will also see a directory named, containing backup.0-6 directories which are `.sql.gz` backups available for each table in the database.

Please note that as these are time sensitive they will only be available for up to 24 hours.

## How to copy files

Log in to cPanel, click the on the Files Sections, then click on File Manager

Locate and select the files or folder that you want to copy (you can hold Ctrl to select multiple items or hold Shift to select a group of items)

If you can't find the `.snapshot` directory you may have to show the hidden files in the selected directory. To do so, click the Settings tab located at the top-right corner, then select the Show Hidden Files (dotfiles) check and click save.

Once the appropriate files and folders selected, click Copy from the top menu. Alternatively, you can right-click on the selected files and folders and select Copy from the menu.

Type in the destination path of your files. You can retain the `/public_html` and type in `/` and your folder name if you wish to copy over your file to a subdirectory inside the `public_html`.

Click Copy File(s) to place the file to its destination.

## Still having trouble?

If you're having trouble with any of the above our Support team is more than happy to assist you.