How to Back Up Your User Data
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How to back up your data (Step 1)

First click on “My Computer (Windows 7) or This PC (Windows 10)” on your Desktop. The icon should look like a monitor and keyboard. (If you don’t see this icon please skip to the optional step below)
(Option Step) If you do not see My Computer or This PC on your desktop please click on start icon at the bottom left corner of your screen. Once you click the start icon the start menu will appear, you will then to click on the file explore icon (the icon looks like a folder, please see picture below).
Once you open “My Computer” or “This PC” on your Desktop, you should see the following window

Now insert your backup media (Flash Drive, External Hard Drive, etc.)

C:\Program Files (x86)\PDFConverter\temp\NVDC\7BFF9322-5EFB-44C0-86D3-22236A27DE7D\69facad6-d52a-4ce2-951f-626992f6a3b1.docx
Once you insert your backup media, you should see your media appear in “My Computer” or “This PC”.

Next, you will need to locate the files that you want to backup. The majority of computers on campus have a secondary drive known as the “D” drive or “Data” drive. Most data is under the “D” drive (The usual path of their files is D:\User Data\john.doe). However, in some cases, the computer only has one drive. This drive is the primary drive called the “C” and/or “OS and Data” drive (The usual path of their files is C:\Users\john.doe). It is the end user’s responsibility to know where their data is located.
Backing up a computer with a OS Drive (C) and Data Drive (D) (Step 2) – If you only have one drive (OS and Data Drive) please click here for backup instructions

Double click on your Data drive in file explore
Under your Data drive (D), you should see a folder called User Data, go ahead and double click this folder.
Next, find the folder with your user name (Example: Matt.Loper would be my user data folder under user data)
Now with your mouse, right-click on your user data folder (Matt.Loper) and then click on Copy (as shown below)
After you have copied your files, click on your backup media in the left column. If you are copying your file to other media and you don’t see them in the life column, you can also click on This PC or My Computer and it will take you back to the main page in file explorer.
Once you are in your backup media folder, right-click on your mouse and click paste. This will paste the files that you copied earlier into your backup media.
Once you click paste, you will see the below copy bar, this is normal.

File In Use

The action can't be completed because the file is open in Microsoft OneDrive

Close the file and try again.

Click here to skip all
Do this for all current items

Click Skip
Once the paste process has completed, you should see your user folder in your backup media. At this time you should check to make sure all your files have copied over to your backup media. Once you have checked and verified that all your files are on the backup media, click the X at the top right-hand corner to close file explorer.

If you run into any problems with this backup process, please email techsupp@gsw.edu and a technician will help you through the process.
Backing up a computer that only has one hard drive (OS and Data Drive (C)) (Step 2) – If you only have two drives (OS Drive and a Data Drive) please click here for backup instructions.

Double click on your OS and Data drive in file explore.
Under your OS and Data drive (C), you should see a folder called Users, go ahead and double click this folder.
Next, find the folder with your user name (Example: Matt.Loper would be my user data folder under user data)
Now with your mouse, hold your left mouse button and highlight all the file you want to backup. Once you select the file it will be highlighted in blue. If you only want to backup certain file you can hold down Ctrl on your keyboard and click the file/folder with your left mouse button.
Now with your mouse, right-click on a file/folder that is highlighted and then click on Copy (as shown below).
After you have copied your files, click on your backup media in the left column. If you are copying your file to other media and you don’t see them in the life column, you can also click on This PC or My Computer and it will take you back to the main page in file explorer.
Once you are in your backup media folder, right-click on your mouse and click Paste. This will paste the files that you copied earlier into your backup media.
Once your click Paste, you will see the below copy bar, this is normal.

If you see the box saying that one the files is in uses, please click on the checkbox that says “Do this for all current items” (If you don’t check this box you will see every file that is in uses) then click Skip.
Once the paste process has completed, you should see your user folder in your backup media. At this time you should check to make sure all your files have copied over to your backup media. Once you have checked and verified that all your files are on the backup media, click the X at the top right-hand corner to close file explorer.

If you run into any problems with this backup process, please email techsupp@gsu.edu and a technician will help you through the process.