

Continual Document Backup w/ A3 Versioning

ATOM Security

All communication between your computers and our servers is secured with 256-bit Secure Sockets Layer (SSL) encryption. We use GeoTrust SSL Certificate as the most secure option for SSL, with the highest authentication and the strongest encryption. We host our servers on a Private Cloud network at [Liquid Web](#), an SSAE-16 Type- audited secure data center in Lansing, MI.

ATOM Documents

All uploaded documents are encrypted and stored with Amazon S3 across three availability zones, each separated by miles across an AWS region. Your ATOM Software fees include a 14-day retrieval timeline, meaning deleted documents are automatically stored for 14 calendar days from the day of deletion. We could help you if an upload were mistakenly deleted within that time frame.

If you're looking for Peace of Mind, what can you do?

If the 14-day backup is not a large enough safety net, we offer an advanced storage package that provides Unlimited, continual document backup with A3 Versioning.

What is A3 Versioning?

Versioning-enabled storage means we can help you recover objects from accidental deletion or overwrite for *as long as you store documents with ATOM*. You would now have an unlimited backup as even deleted documents are stored in a separate section in your Amazon documents.

NOTE: This only applies from the time you begin A3 Versioning. S3 Document Storage, the default ATOM Document Storage has a 14-day backup. Only after purchasing the A3 Advanced Storage package are your documents moved to the advanced A3 Versioning storage.

Signing up for A3 Versioning

Signing up for our Advanced Storage package is simple. Contact ATOM Support to let us know you are ready to add it to your software, and we will do it for you! A3 Versioning costs \$100 annually or \$10 each month for those on a monthly contract. ATOM pricing is done by calendar year, so we are happy to prorate the A3 price for the remainder of your subscription year. We will contact our programmer to upgrade your document storage package upon payment.

Remember that you can reach out to us for any question or assistance!

Call or Text: 517-940-8745 | **Fax:** 517-858-2418 | **Email:** ATOM_Software@parse.atomanager.com |

Email for Attachments: sales@atomanager.com

How to Retrieve a Lost Document

If you realize you are missing a document that you'd like restored. Please get in touch with ATOM Support to let us know you are looking for a lost document. We typically would like to know the following:

- **The Client File Name – Who housed the Missing Upload**
- **Act Year / Business Type - Where the Missing Upload was stored**
- **Date – You believe it was deleted**
- **The Upload Name - *if you know it**

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