

Overview

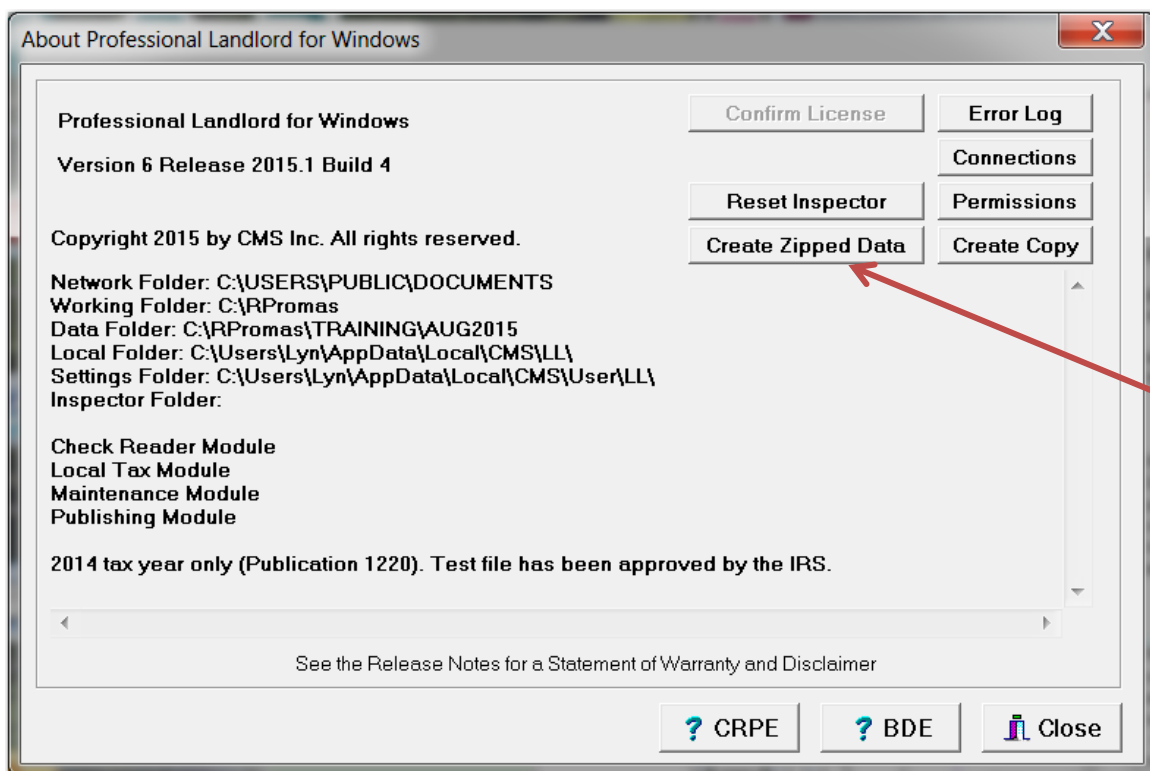
Sometimes the best way to straighten out a problem is for us to see your data. If you need to send us a copy of your data files, follow this procedure.

The standard tech support per hour charge applies for us to fix corrupted data or straighten out posting or accounting errors that are not related to programming issues.

If we ask for your data it may be for convenience to help resolve your issue. We will not bill you unless we tell you prior to resolving the issue that it is billable.

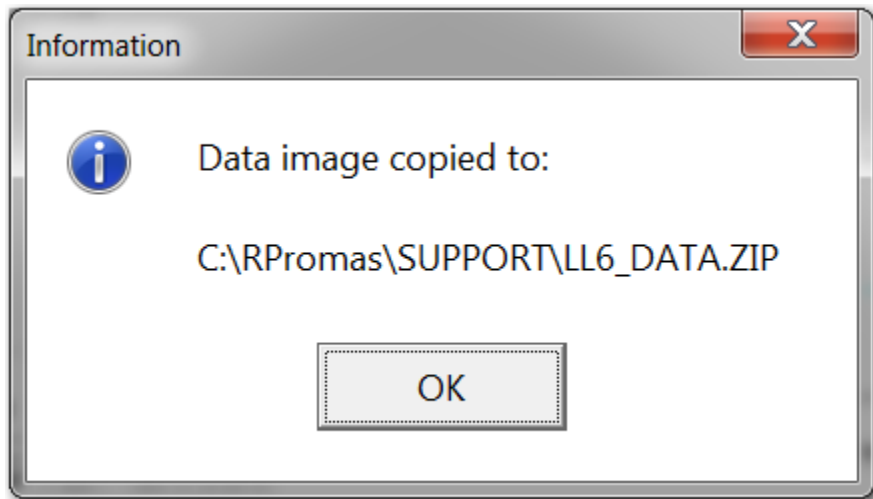
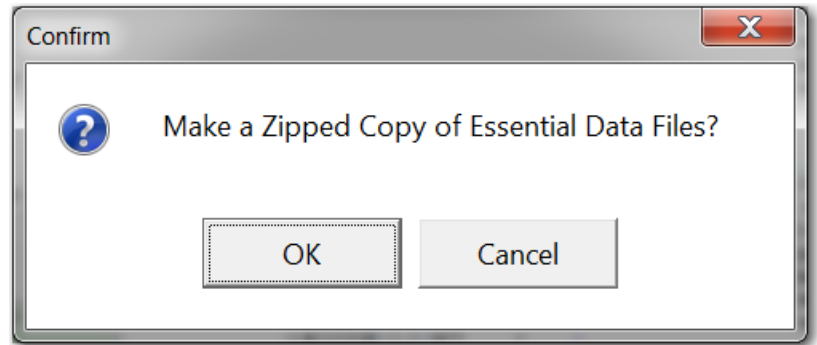
Version 6

Go to Help, About in PROMAS. Click on <Create Zipped Data>.



Click <OK>.

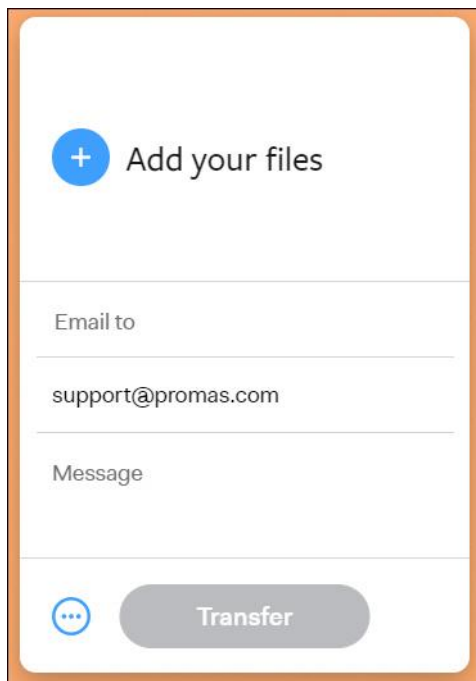
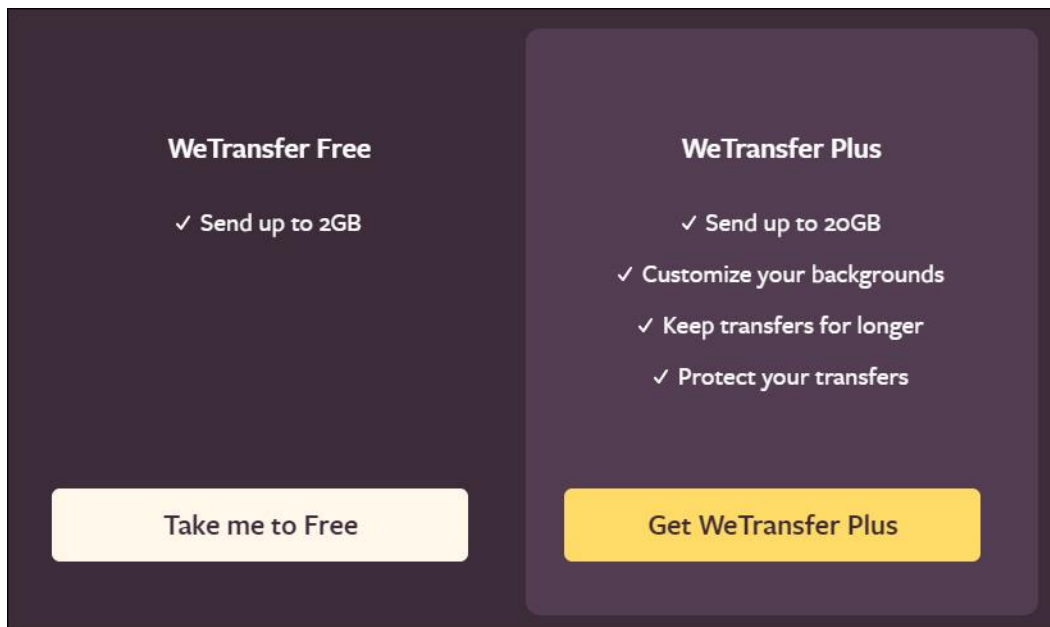
The files will be compressed into a zip file. When it finishes it will indicate where the file has been placed and what the name of the file is. That is the name and location of the file to send to us. It will also ask if you want to open the file location. If you say yes, it will open the location in My Computer and you can copy the file to any location you wish. Note: It may be on a server, not the C drive.



Send Large Files Using We Transfer

The backup file created above is usually too large to send by email. One way to send files that are too large to attach to an email is to use We Transfer.

Go to <https://www.wetransfer.com>. You will be at a screen showing We Transfer Free and We Transfer Plus – Click on Take me to Free.



Click on **+Add your files**. Use the Browse screen to choose the file you want to send.

Under Friend's email type **support@promas.com**.

Under Your Email enter your email address.

Add a message if you choose.

Click Transfer.

When the transfer is complete you will get a notification email and PROMAS support will get a link to the data.