

PALM  **TECH**

home inspection software

V E R S I O N 9

HOW TO:

Attach Palm-Tech Files to an Email

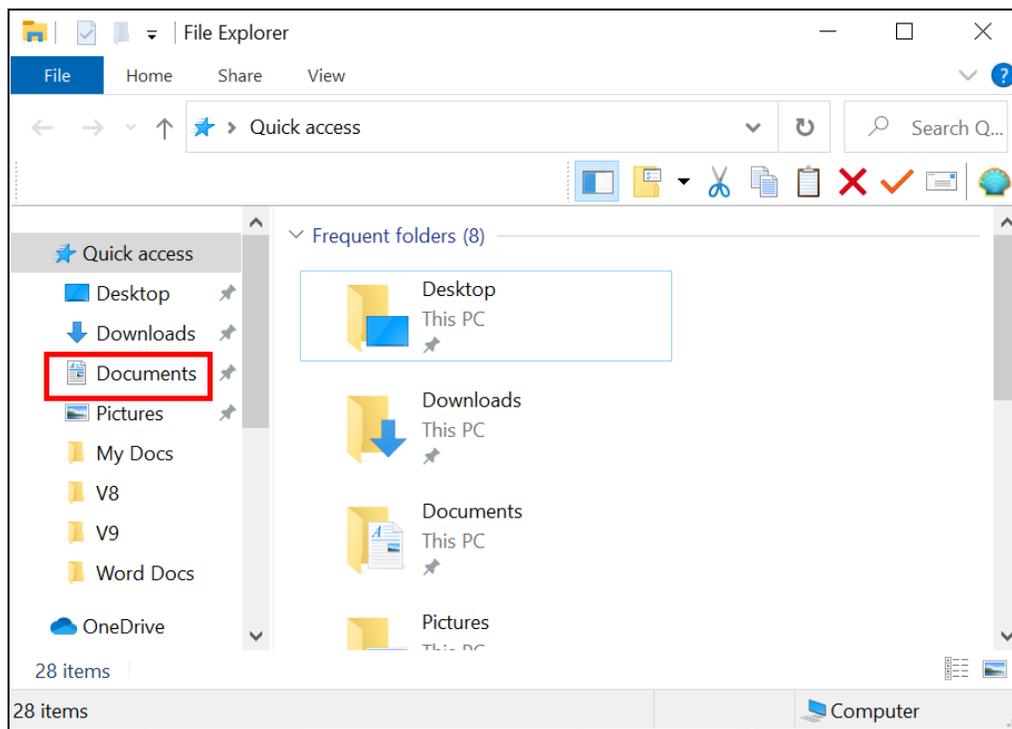
This step by step How To article explains how to attach certain Palm-Tech files to an email

For a complete list of available How To documents, visit the Support section of our website: www.palm-tech.com/support/

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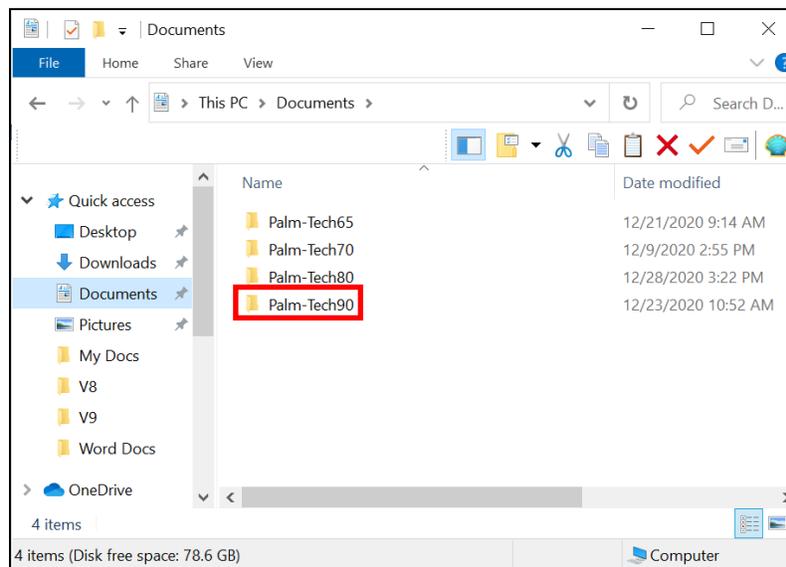
Sometimes the best way for our support team to help you is by taking a look at the actual files you are using. This document explains how to attach Palm-Tech files, such as Templates, Libraries, Inspection Files and/or Error Reports to an email. This is done outside of the Palm-Tech program. In order to email the files, you will need a basic understanding of how the email program or service you use works, as the specifics can vary from one email program to another.

1. First, open your email program and start a new email. The address you will be sending the email to is support@palm-tech.com.
2. Next, click on the button in your email that allows you to attach a file. Each email works differently, but for many the button will look like a paperclip.
3. This will bring up a window that allows you to navigate to find the file you want to attach. This window will open up to the **last folder you attached a file from** so you will want to follow these steps to find the Palm-Tech folder.
 - a. On the left-hand side, double-click on Documents to navigate to the Documents folder.



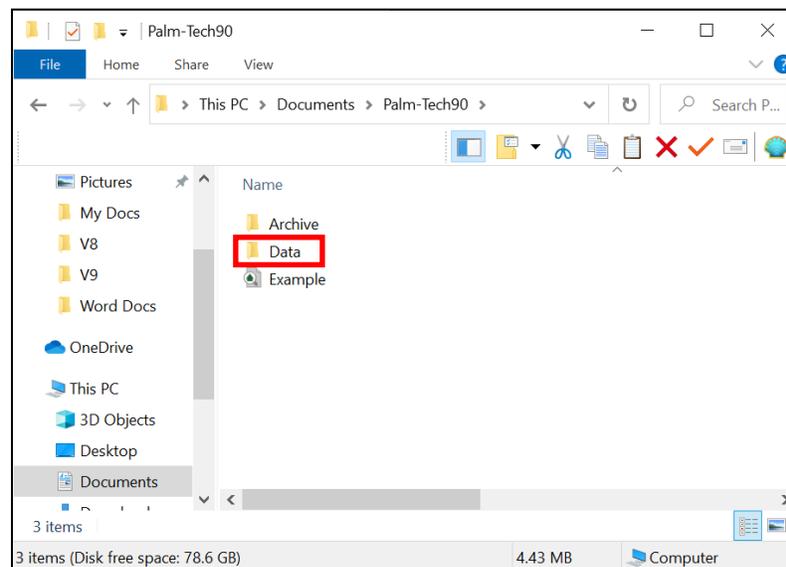
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- b. Once in Documents, double-click on Palm-Tech90 to open this folder.



4. The next place you navigate will depend on what type of file you will be attaching.

- a. **The Library** file is located in the Data folder. Library files have .ptlix on the end. Most inspectors use the Default library file, or Default.ptlix. To attach your library file, double-click on the Data folder, then click once on the .ptlix file you want to attach. Then, click the button that allows you to attach the file in the lower right corner of the window (in this example, the "Open" button.)



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- b. **Templates** are located in the Templates folder inside the Data folder. To attach a template, double-click on the Data folder and then the Templates folder. Click on the template you want to attach, then click on the button that allows you to attach the file in the lower right corner of the window.
 - c. **Error Reports** are located in the path: Data>Maintenance>Tech-Support. Once you navigate to the Tech-Support folder you'll click on the error report you want to send, then click the button that allows you to attach the file in the lower right corner of the window.
 - d. **Inspection Files** are located directly in the Palm-Tech90 folder. You will want to click once on the inspection file (not the PDF file) to highlight it. Then click the button that allows you to attach the file in the lower right corner of the window.
5. Once you have attached the necessary files to the email, type up the description of the problem you are having in the body of the email. Then, send the email to us.