

## 14-0008-EN-How can I forward my shop to Support?

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### 1. Advice on how to create a backup:

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Make sure ShopFactory is closed before you start making this backup.

- Right-click the **Start** button and click **Explore** to open your Windows Explorer and go to your shop-folder. When you are at "**ShopFactory V10 Websites**" folder, locate your shop-folder.
- Right-click on that shop-folder
- Select **Send To -> Compressed (zipped) Folder**  
(Alternatively, you can use WinRAR or 7zip to compress the entire project folder.)

-The archived file will be saved in the same folder, right click on the zip file and select **COPY**

2. Open your default browser, for example, Internet Explorer and then go to

<https://www.wetransfer.com/>

Alternatively, you can use other free online solutions such as:

[www.yousendit.com](http://www.yousendit.com)

[www.sendthisfile.com](http://www.sendthisfile.com)

3. Click ADD FILES or Browse and locate the file you need to send.

Send to Support email: **<SF SUPPORT EMAIL>**

Click Transfer file/SEND

4. Wait until all files have been completely uploaded.

5. Once done, please send ShopFactory Support a reply that the shop has been uploaded so your project can be checked more closely.