14-0051-EN-How do I send my shop to ShopFactory Support...

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Make sure ShopFactory is closed before you start making this backup. Please follow the procedures below on how to submit a copy of your shop.
1. Compress your shopfiles
Advice on how to create a backup:

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 V<version> Websites" folder, locate your shop-folder.
- Right-click on that shop-folder
- Click Send To->Compressed (zipped) 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 solution such as:
www.yousendit.com
www.sendthisfile.com
3. Click ADD FILES or Browse and locate the file you need to send.
- Send to Support email: <SUPPORT EMAIL>
- Click Transfer file/SEND
4. Wait until all files have been completely uploaded.
5. Once done, please send me a reply that the shop has been uploaded so I can have this checked more closely.