

# Sending Files to Support Team

When you need to send files to ALM Works support team, please use one of the following methods (listed in the order of preference).

## 1. Attach to the Support Request in ALM Works JIRA

**File size limit: 50 MB**

If the files pertain to a Support Request on <https://jira.almworks.com>, please use JIRA to upload and attach the files to the issue. Size limit is 50 MB per upload.



Please note that normally Support Request issues have "Protected" issue security level, which means that only the reporter and ALM Works have access to that issue (and attached files). However, if for some reason you don't see "Security Level: Protected" on the issue page, it means that the issue can be seen by anyone, and any attached files can be downloaded by anyone. Please keep this in mind – ALM Works is not responsible for public disclosure of any information entered into a publicly-visible issue, including information in the attachments.

If the issue is public and you'd like to change the security level to Protected, please comment on that issue and we'll do that shortly.

## 2. Send Files by E-mail

**File size limit: 20 MB**

You can send the files to [support@almworks.com](mailto:support@almworks.com). Maximum total attachments size is 20 MB.

If you don't have a preceding e-mail communication with support about the problem in question, please add a short comment or a reference to the problem being diagnosed.

## 3. Upload Files via Web Interface

**File size limit: 1 GB**

For sending larger files, please ask [support@almworks.com](mailto:support@almworks.com) to create an upload space for you.

Our support team will send you a secure link to a web interface where you can upload multiple files of up to 1 GB each.

Please notify support when your upload has completed.



The files you have uploaded are safe – they are stored on our servers and cannot be downloaded by anyone except ALM Works support.



You will not be able to delete files after they have been uploaded.

If you upload the wrong file by mistake, please proceed to upload the correct file using the same link and notify support about the incorrect file.