

# 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 Service Desk (Preferred)

**File size limit: 20 MB**

If the files pertain to a Support Request on <https://support.almworks.com>, please use Service Desk to upload and attach the files to the ticket. Size limit is 20 MB per upload.

## 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 Directly to Our Server

**File size limit: 5 GB**

If you need to send us files larger than 20 MB, please let us know. We will send you a custom link that will allow you to upload such files directly to our secure server.



The files you have uploaded are safe – they cannot be accessed by anyone except ALM Works support.