

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. 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.