

## How do I get my original document back?

SUMMARY

You can at any stage download your files from the system - you can download anything from a single file to an entire cabinet at a time. Some users like to do this on a regular basis to keep their own backup of their files.

Downloads are delivered as a secure link to your email address, so you can ensure that the download is encrypted and secure.

The downloaded file is a zipped (compressed) file, containing the same folder tree layout as the cabinet or folders you are downloading.

MORE INFORMATION

You can also use the system's email function to email a file to you - be aware that some email systems may block attachments over a specified size, and that transferring files by email is not done over an encrypted connection, and is therefore not as secure as using the download function.

You can email or download a file by right-clicking on it and selecting the Download or Email options.

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<http://www.instantintelligence.com/knowledgebase/KnowledgebaseArticle50010.aspx>

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