

Easy Organizer Suite™

How To Send your Data and Log Files Using Hotmail

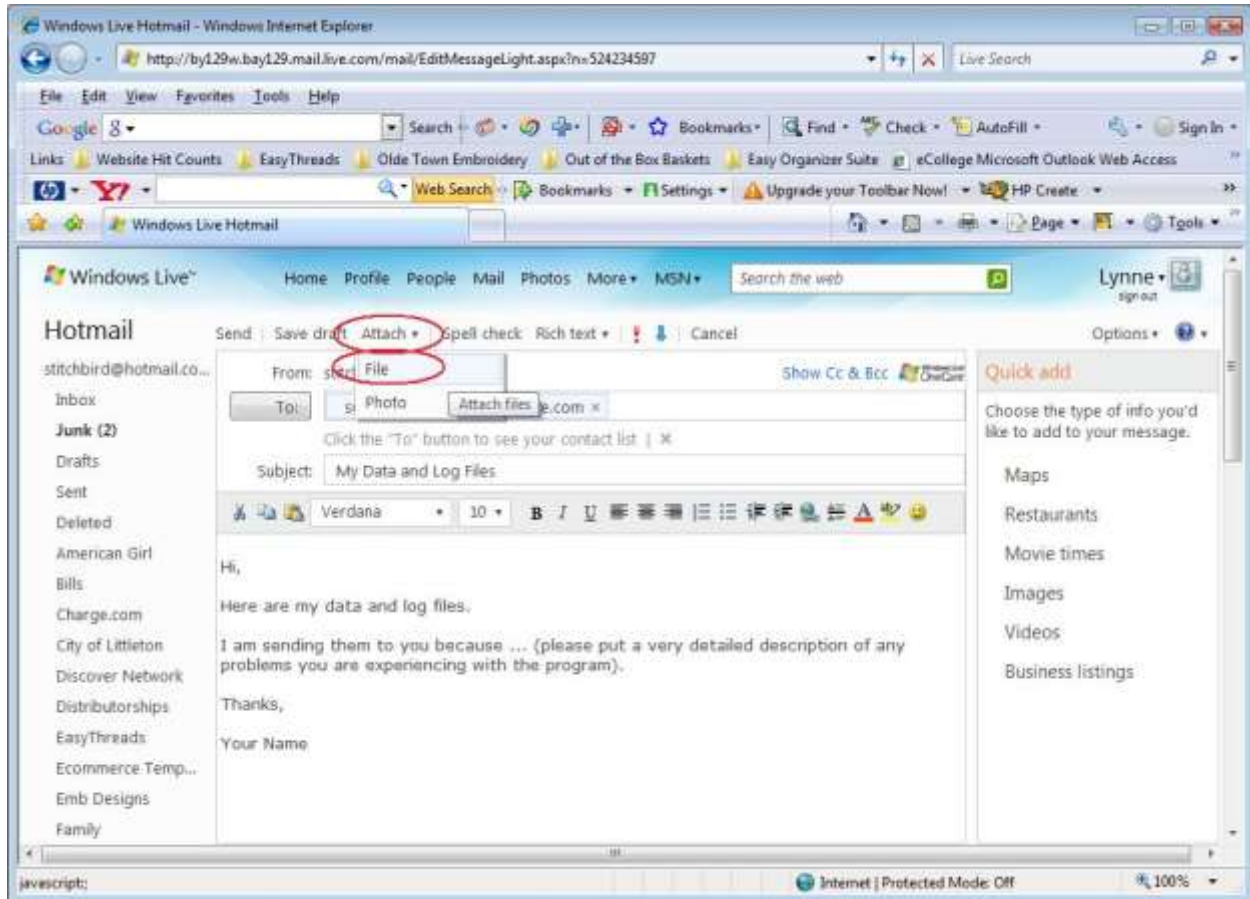
To send your data and log files using Hotmail, follow these instructions:

1. Open Internet Explorer and go to <http://www.hotmail.com> and log in. Click on the New button.



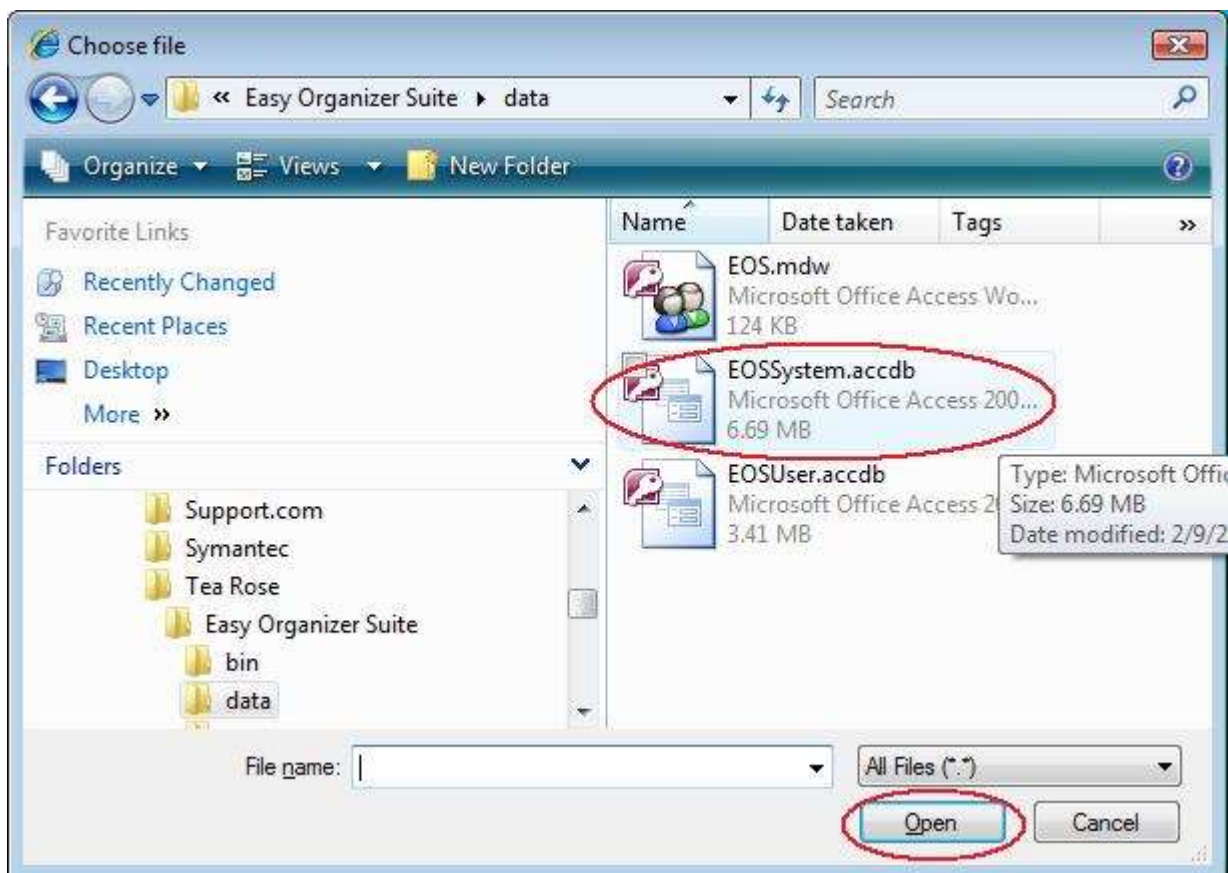
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2. Enter "support@easyorganizersuite.com" (without the quotes) in the To box. Enter "My Data and Log Files" (without the quotes) or some other subject in the Subject box. Enter some information in the body of the message. If you are having troubles with the program, please include a very detailed description of what is occurring. Step-by-Step instructions are great because they help so much when trying to recreate the problem. Also please include specific thread brands, names and numbers. Click on the arrow to the right of the Attach button, then click on File.



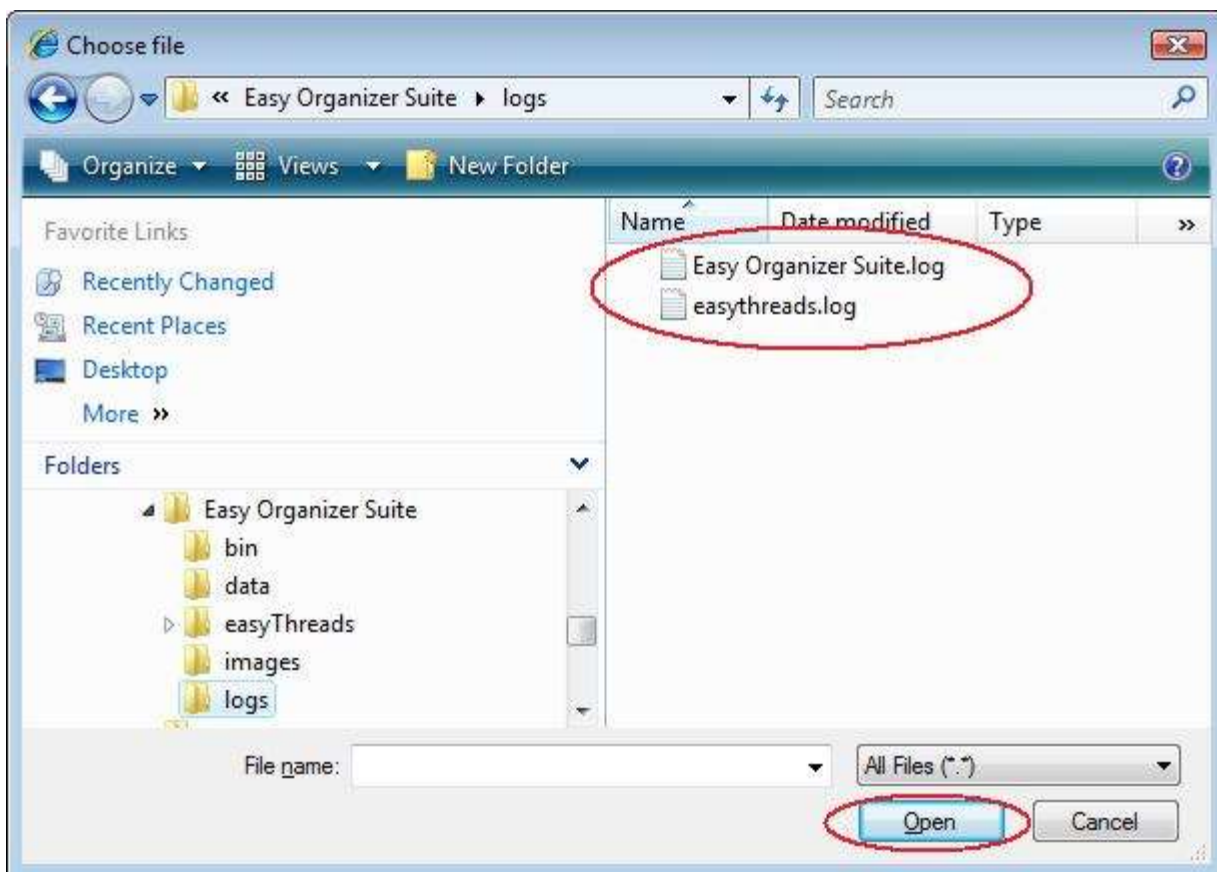
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3. The Choose File window will open. Navigate to "/My Documents" directory, then find the "My Easy Organizer Suite Data" directory under that directory. Now find the "data" directory under that directory. Select "EOSUser.accdb" (without the quotes) and then click on the Open button.



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4. Click on the arrow to the right of the Attach button again, then click on File. The Choose File window will open. Navigate to "/My Documents" directory, then find the "My Easy Organizer Suite Data" directory under that directory. Now find the "logs" directory under that directory. Select one of the files in that directory and then click on the Open button. Repeat this step for each file in that logs directory.



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5. Now click on the Send button to send your data and log files to the support department.

