

Subject
Video or Large File Upload

Preferred Method

1. Click the following “Upload files” URL to be directed to VMAC’s SharePoint site: [Upload files](#).
2. Create a new folder by clicking on the red “+New” button, and then click on “Folder”. (Figure 1).

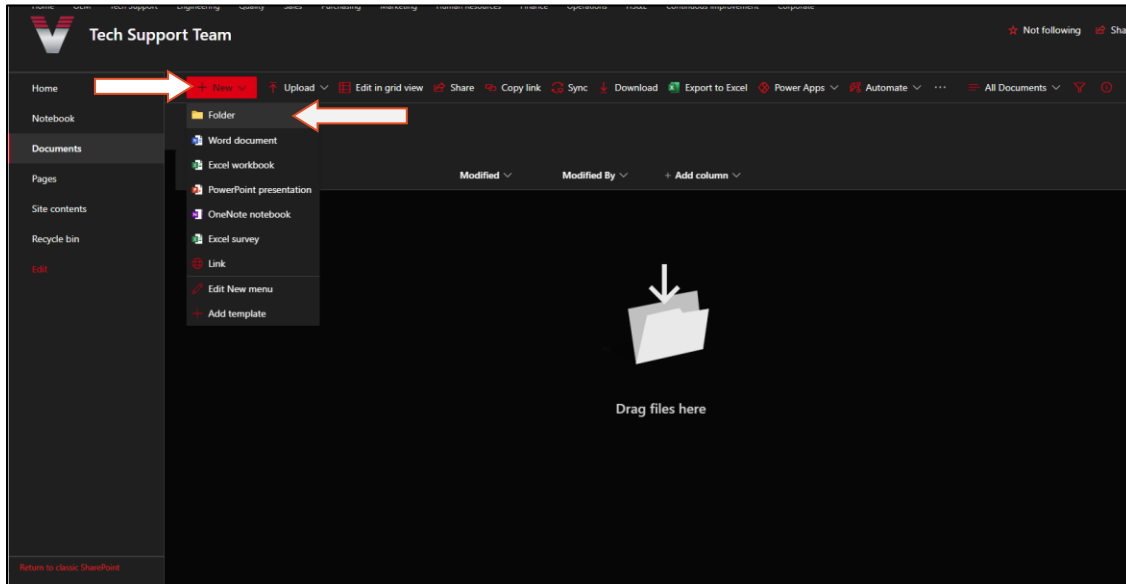


Figure 1

3. Use the VMAC service ticket number associated with your incident (i.e. ST#43210) as the folder name.

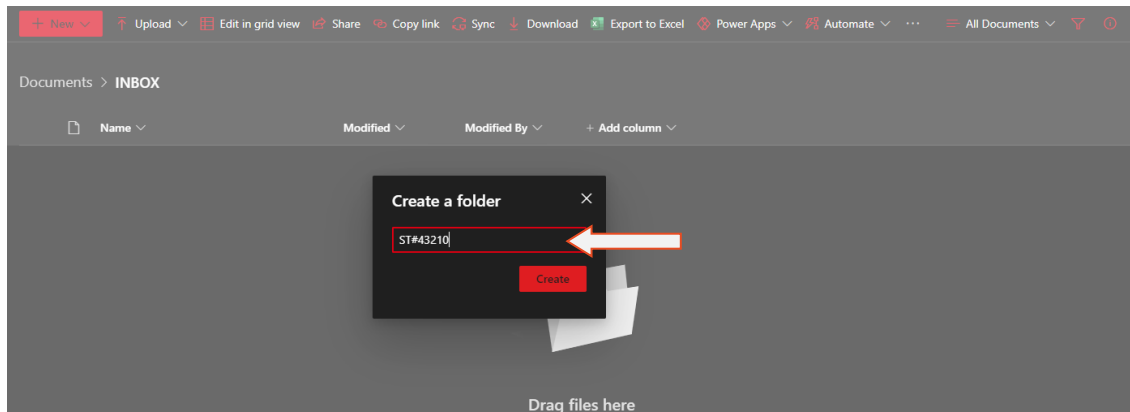


Figure 2

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4. After the folder is created, click on the folder to open it(Figure 3).

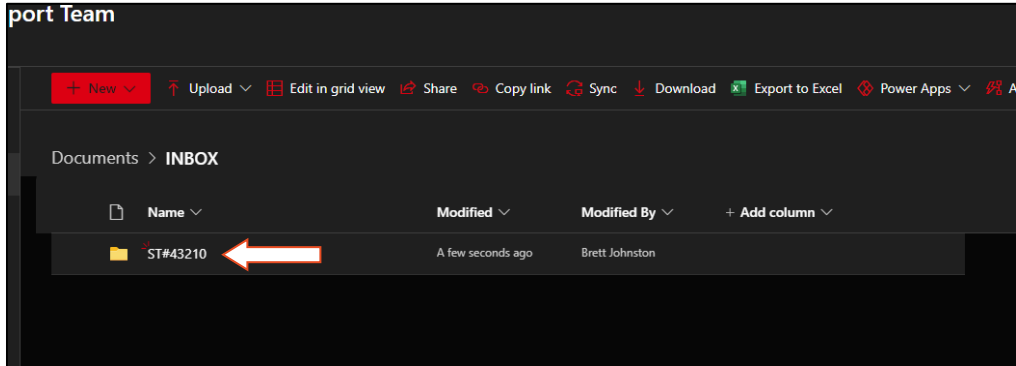


Figure 3

5. Once inside the folder, click on the "Upload" button and choose Files to upload your file (Figure 4).

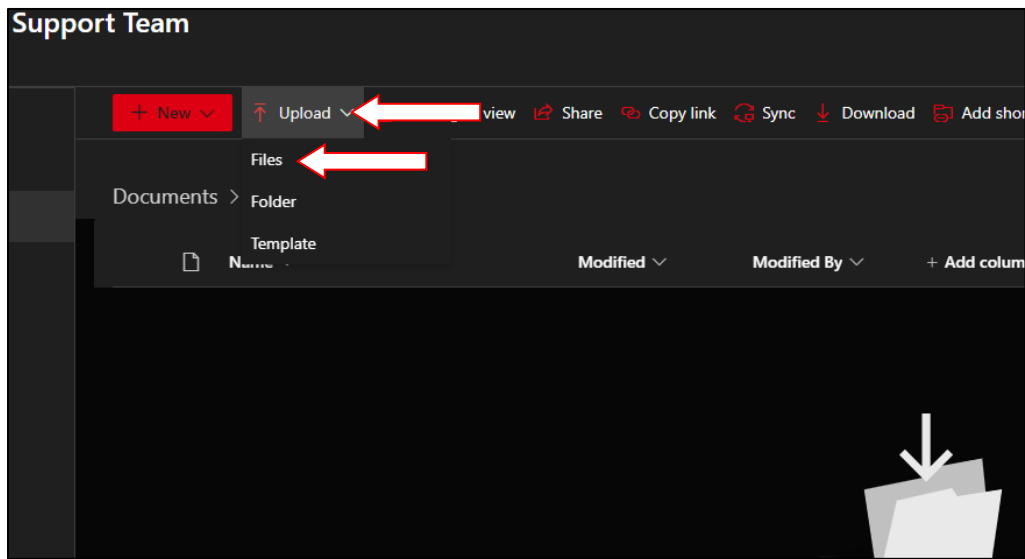


Figure 4

Alternate Methods

- Upload the file via the "Contact us" link at the top of the Knowledge Base page.
- You can "Text" a file from your smartphone to our Technical Support mailbox. Simply enter "tech@vmacair.com" where you would normally enter a phone number.*

****Be aware that you may incur charges from your cell phone provider using this method.***

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