# How To Upload SUPPORT Files... 2 Simple Steps

Clinicians rarely encounter problems with the CNS Vital Signs testing software. To help resolve any issues that do occur CNS Vital Signs has built in a SUPPORT UPLOAD capability that allows the user to easily upload a log file that provides the CNS Vital Signs Support team with information as to how our software is interacting with the hardware. The following is a HOW TO that demonstrates how clients can UPLOAD their computer log files.

1
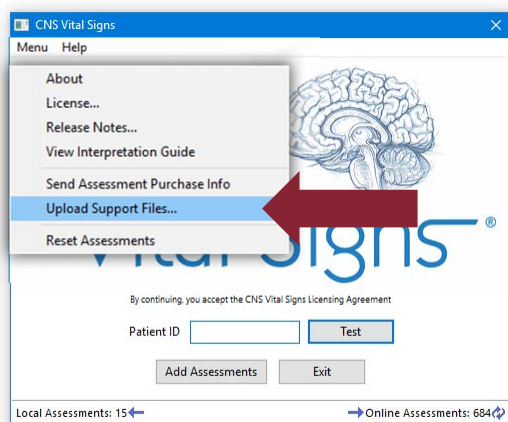
Open the CNS Vital Signs Application... CLICK 'Help' ...CLICK 'Upload Support Files''

2
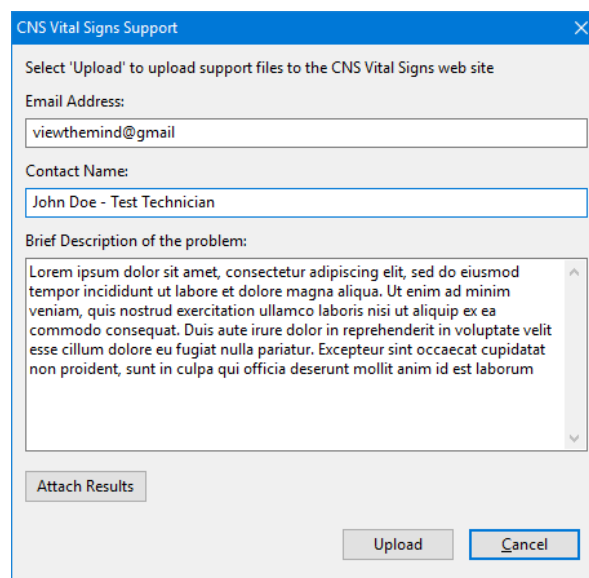
The computer must be connected to the internet for the upload.

Enter your email address, Name, Phone number(s), and any information about the problem that you are encountering.

Then CLICK the UPLOAD button. The LOG Files will be automatically sent to the CNS Vital Signs SUPPORT Team for evaluation. (No patient information is transferred.)

The CNS VS Support team will follow-up via the entered contact information.

2
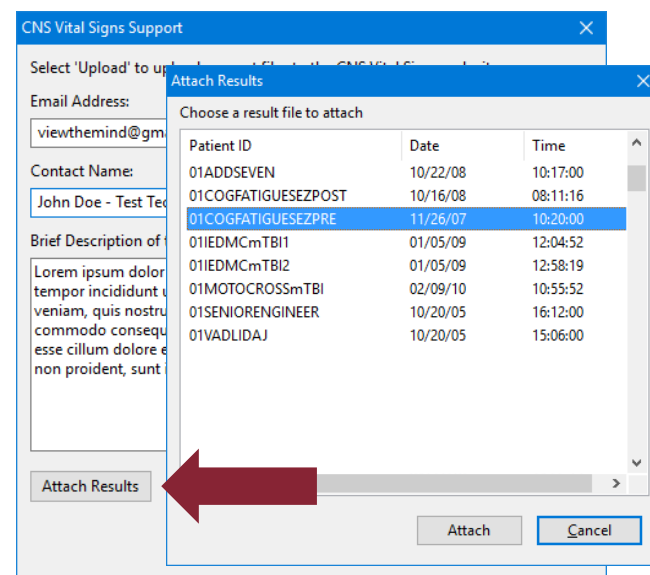
The 'Attach Results' button is **ONLY** used if you need to attach report(s) that are not presenting correctly.

Contact the CNS Vital Signs Support Team (support@cnsvs.com or 888.750.6941) for any additional help.

How do I Upload Support Files?

CNS Vital Signs®