

## E-Mailing Best Case Bankruptcy Client Files from One Office Location to Another

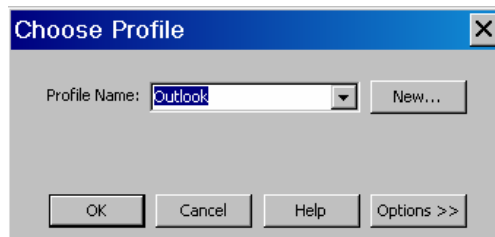
Use this procedure to attach a Best Case Client File to an e-mail message so that you can use the file at home or at a different office location.

1. *Note that only Best Case users can open Best Case data files. This procedure does NOT create files your court or your clients can read.*
2. Note that you should not allow anyone to make changes to the client file on your original machine while you are making changes to the file on a different machine. If someone makes changes to one copy of the client file while you make changes to another copy, there will be no way to combine or reconcile the two files.

### Attaching the File to an E-mail Message

This procedure copies the file path and name to your Windows® clipboard so that you can easily email a Best Case client data file to a colleague.

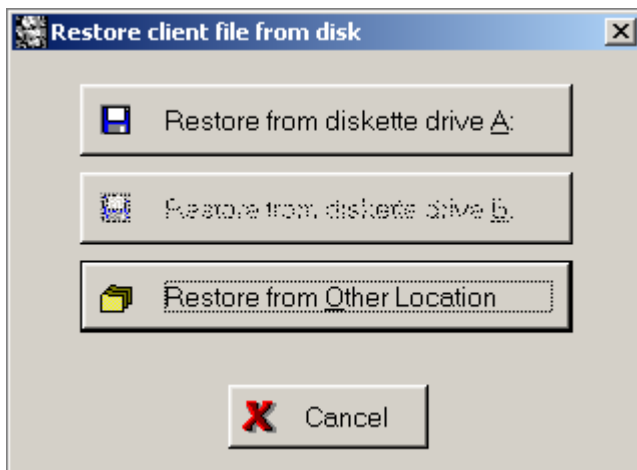
1. From the Client List Window, highlight the desired client.
2. In the menu bar, select **File\Send Client via Email**.
3. A dialog box will appear asking what type of e-mail you currently use. Select your email and click **OK**.



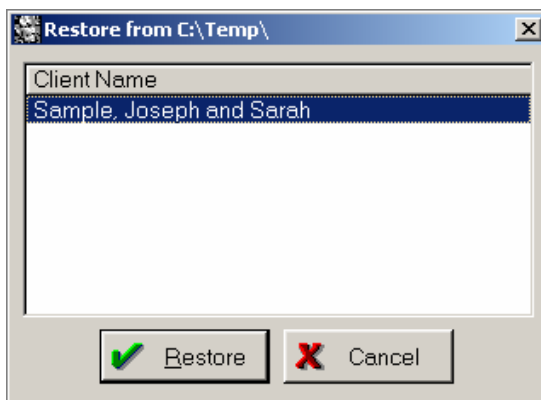
4. If your email software opens, type in the email address you are sending to, type your message, if necessary, and send.
5. If your email software does not open, start your email program, start a new message and click the button to add an attachment. When you select **File\Send Client via Email**, the name of the client file is automatically added to your clipboard. In the box asking for the name of the file to attach, press [Ctrl]-[V] to paste the file path that is on your Windows clipboard. Type your message, if necessary, and send.

## Copying the Client File from Your E-mail to Your Best Case Client List

1. In your e-mail program, save your attachment to a temporary directory such as C:\TEMP. *(In some e-mail programs, you can right-click on the attachment icon to get a menu and Save will be one of your choices. In some e-mail programs, you will just click on the attachment and you will be asked whether to Open or Save the file. You want to Save it.)*
2. When you save the file, you'll want to make sure the file name has a TPS extension. If it doesn't, change the extension to TPS. (Don't change the 8 character file name, just the extension. If you don't see a file extension see "To Change the File Extension" at the end of this document.)
3. Exit your e-mail program.
4. Open Best Case Bankruptcy and open your Client List Window.
5. Click File/Restore Client from Disk.
6. The Restore window appears. Click on **Restore from Other Location**.

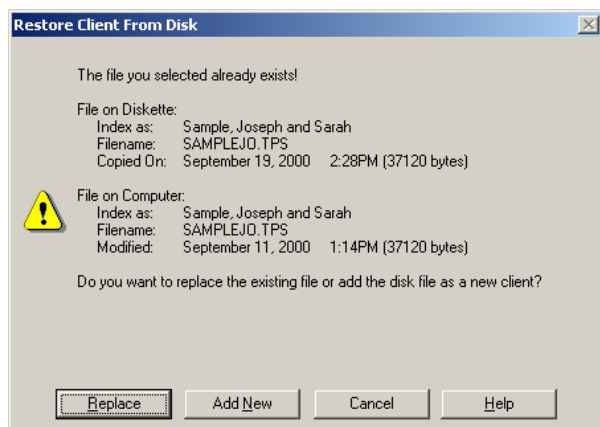


7. Browse to your temporary directory then click **OK**.
8. A window appears listing all client files in that directory as shown below. Highlight the one you want to restore and click the **Restore** button.



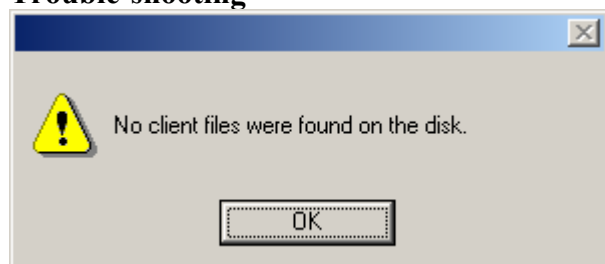
If your client name doesn't appear, skip to the troubleshooting section below.

9. If you already have a copy of this client file on your computer, you'll get this message:



10. Click **Replace** if you want to replace the older version of the client file that is on your computer, or **Add New** if you want the file you are restoring to be added as a new client file.
11. You will get a message that the client has been restored successfully. Click **OK** to acknowledge the message. You should now see your client file in the Client List.

## Trouble-shooting



If your client file did not appear in step 8 above, or if you got the error message pictured above, it's possible that the file name was incorrect and Best Case Bankruptcy did not recognize the file as a data file. Some e-mail programs such as AOL sometimes change file names when they don't recognize extensions. All Best Case client files have the TPS extension. (Our sample client is SAMPLEJO.TPS).

### To Change the File Extension:

1. At your Windows Desktop, go into My Computer or the Windows Explorer.
2. Navigate to the temporary directory where you saved the file.
3. If you can't see any of the file extensions, click Tools/Folder Options then click the View tab. Uncheck "Hide File Extensions for Known File Types" then click **OK**.
4. If you find the file and it does not have the TPS extension, highlight it and click File\Rename. Rename the extension to TPS but don't change the 8 character file name.
5. Go back into Best Case Bankruptcy and Restore as described above.