![Follett Software Company - A Follett Corporation Company]

Retrieving Data from Follett Software Customer Portal

Instructions for Using Follett Software Company Portal to Retrieve Completed Data Files

When your data service is complete, data files will be available for retrieval from the Customer Portal of the Follett Software Company website. You will receive a data notification email from Data Services that includes detailed information regarding the services completed, the reference number, directory, and associated files that are ready to be retrieved.

To access your data, you are required to login to the Customer Portal. To ensure additional security of your data files, only the designated login account specified in the data notification email is able to access the files.

The following link will bring you to the Follett Software Customer Portal Login page: www.FollettSoftware.com/login

For more information regarding the Follett Software Customer Portal, please refer to: www.FollettSoftware.com/pg102/customer-portal-overview
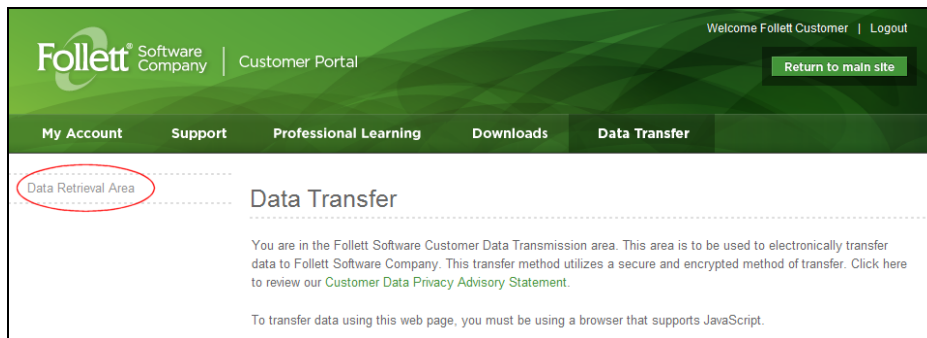
If you are having trouble logging in dial **800.323.3397** and **press 2,** or send an email to customerservice@fsc.follett.com.

Log In to the Follett Software Customer Portal: www.FollettSoftware.com/login

Next, select the **Data Transfer** link located at the top of the screen.
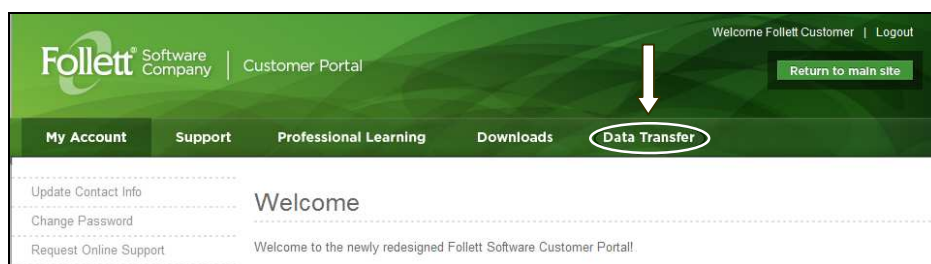
Select **Data Retrieval Area** from the left-hand side of the screen.

The Data Retrieval Area will display all of the files available for retrieval by department, reference number and directory. Ensure that the **Data Services** department link is selected. The reference number, directory name, and associated files are displayed.

To save files from the Data Retrieval Area, right-click on the file name and select "**Save Target As**". The "Save As" window will appear. This may vary slightly depending on the web browser you are using*****. Choose the desired local drive and folder you wish to save your files to and make note of the path and filename(s). Saving your file(s) to your desktop makes locating the files later on much easier, but you must choose this location. You will need to save each file individually.
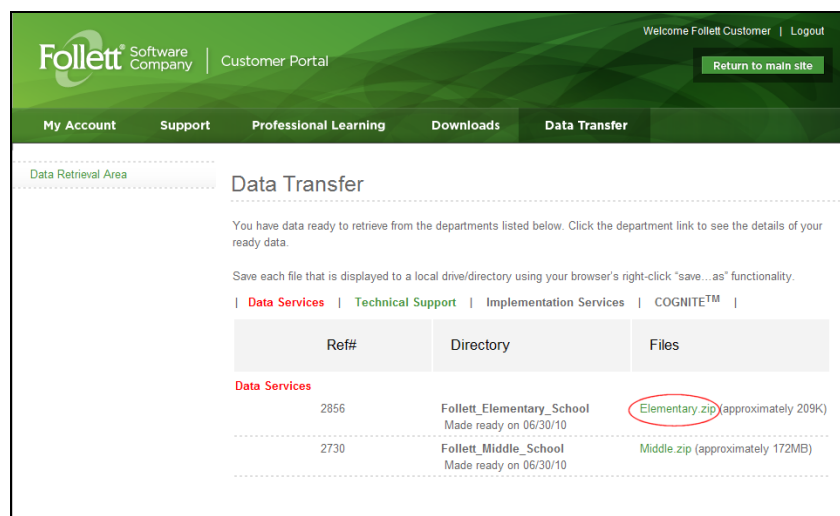
- **"Save Target As" is the Internet Explorer browser option which when selected, will display the "Save As" window. Apple Safari browser option is "Download Linked File As" which when selected will display the "Save As" window. Mozilla Firefox browser option is "Save Link As", which when selected will display the "Enter name of file to save to" window.**

Follett Software provides your files in a compressed zip format. Your zip file may contain one or more data files, PDF reports, and Software Importing Instructions. The specific files included in your zip file will vary and are dependent upon the service(s) provided. File details are explained in your data notification email. Once you have saved your zip file(s) to a local drive/folder you will need to use a file compression utility to extract the compressed files in order to access the individual files within.

After extracting your files locally, follow the Software Importing Instructions for loading the appropriate data files into your automation solution. The instructions you receive are specific to your software and explain the required importing options to use for the data services that were performed. We recommend that you create a current backup of your system prior to the import process. The data files should be imported as soon as possible to ensure your collection data is updated and accurate. If you delay importing your data, any alterations you make to the records in your live system may be overwritten when you import the data files.

Please retrieve and save your files to a local drive as soon as possible. Data files will remain available for retrieval for <u>90 days</u> from the date of notification.

After the 90-day retrieval period has expired, Follett Software cannot guarantee your data files can be made available or may require an additional purchase to reproduce. If you need data after the 90-day retrieval period has expired, please request a media replacement by dialing **800.323.3397** and **press 2,** or send an email to customerservice@fsc.follett.com.

For technical assistance please dial **800.323.3397** and **press 1,** or send an email to techsupport@fsc.follett.com