

Steph Sillitoe

From: MYOB Data Services <dataservices@myob.com>
Sent: Thursday, 6 July 2023 9:01 AM
To: Steph Sillitoe
Subject: INC0381684 - Migration Inquiry



MYOB Migrations



Hi Stephanie,

Thanks for your request to migrate to Serial Number **613540343181** – Ticket # **INC0381684**.

We are still awaiting a backup of your data file so we can start your migration. The instructions below explain how to send us your backup. Please follow these instructions closely as it will avoid delays in processing your request.

1. Create a backup of your Company file.
 - a. Go to the **File** menu and choose **Back Up**. If you are using AccountRight Live, **please do not** enter a zip password.

Note: If you are unable to open the software to take a backup, you can browse to the location of your .myo or .myox file, right-click on it, and select **Send to, Compressed (zipped) folder**. This will then create a zip backup file that you can rename and upload to us.
 - b. Name the backup file **INC0381684.zip** (if the backup is **not** named **INC0381684.zip** we will **not** be able to start the

- conversion). When renaming the file only the first three characters are letters (INC), the rest are numbers.
- c. If you are wanting to migrate multiple company files, you will need to have a separate serial number for each of them, and create a separate migration ticket for each company file.

2. Upload the backup file.

- a. Click this link: [Datafile dropzone](#) and then either click 'Add files' or drag and drop your file(s) in the browser window.
All files can be added at once or manually added one by one.
- b. You should receive a confirmation email within the next few minutes upon successful upload. If you do not receive a confirmation, this means that the file was either not named correctly or uploaded to the wrong location. In this case follow the above steps closely to re-upload the file until you receive the confirmation email.

Once you have successfully uploaded the file, the migration can take up to 7 business days, however we will send you an email to let you know when it's been completed.

Your new file must be blank before we can start the migration. While we work on your migration, **please do not** enter any data into your new file until you receive our completion email, as this will conflict with the data migration process. Also note that any new information entered into your existing file after sending us your backup will **not** be migrated and will need to be re-entered manually into your new file once migration is complete.

If you're thinking about [setting up bank feeds](#) in your new file, great idea! But **please hold off** until the migration is complete, otherwise it will delay the migration process.

This is an automated email. Please do not reply as your response will not be seen.

Kind Regards,
MYOB Migration Services

Online Support: [Online Help Community Forum Live Chat](#)

Business: 1300 755 123 (Australia) or 0508 32 82 83 (New Zealand)

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success
Australia: 1300 755 123 or 0800 69 62 27 (New Zealand)

Ticket # INC0381684



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