

# Medical Billing Professionals Support Suite

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## Problem Uploading Multiple Files FIXED

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### **Problem Uploading Multiple Files FIXED**

The problem with uploading more than 3 files to a ticket in the Support Suite has been FIXED. There is a limit of 30MB per ticket so make sure you do not scan to OCR mode which can greatly increase the size of a file. Otherwise when needed you can attach more than 3 files to a ticket.

**REMEMBER, ALL ATTACHMENTS MUST BE PDFS.** Some providers mistakenly are attaching Word documents or image files (JPEGs). Always convert these type of files to PDFs prior to attaching to a ticket.

Thanks,

Steve