Migrating from SureTrend 3 to SureTrend Cloud

Before you Begin

- 1. Sync all instruments with SureTrend 3.
- 2. <u>Download</u> and <u>install</u> SureTrend 4.

Migrating from SureTrend 3 to SureTrend 4

- 1. Close SureTrend 3.
- 2. Right click your SureTrend 3 desktop icon and select **Open file location**.



3. Copy the file path from the address bar.

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- 4. Open SureTrend 4.
- 5. Click Admin.
- 6. Click Import Data.
- 7. Select **SureTrend 3.01 or Prior** from the **Source** dropdown menu.
- 8. Paste the file path in the **Location**

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- 9. Click **Import** and wait for the process to complete.
- 10. Click the **Results** tab to confirm the data was imported.

If data was not imported, then your database files may be stored outside of the root folder. See the following instructions:

- 1. Open SureTrend 3.
- 2. Click **Set-up** and select **Preferences**.



3. Copy the file path from the **SureTrend Data File Options**.

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Cancel

Apply

- 4. Close SureTrend 3.
- 5. Open SureTrend 4.
- 6. Click Admin.
- 7. Click Import Data.
- 8. Select **SureTrend 3.01 or Prior** from the **Source** dropdown menu.
- 9. Paste the file path in the **Location**.

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- 10. Click **Import** and wait for the process to complete.
- 11. Click the **Results** tab to confirm the data was imported.

Migrating from SureTrend 4 to SureTrend Cloud

- 1. <u>Create a SureTrend Cloud account</u> if you do not have one.
- 2. Log into SureTrend Cloud.
- 3. Click Migrate from SureTrend 4.
- 4. If you have more than one site, select the site to migrate the data to from the **Sites** dropdown menu.
- 5. If you changed the SureTrend 4 database password, click expand the password menu and enter the database password. Otherwise, leave this field blank.
- 6. Click Choose File.
- 7. Navigate to C:\ProgramData\Hygiena\SureTrend\ or your database file location
- 8. Select the suretrend.sdf file and click **Open**.
- 9. Expand the PIN menu and enter a 4-digit PIN to set the default PIN for users.
- 10. Click Upload File.
- Wait for the upload to complete. You should be able to see your data in the **Results** tab within 15 minutes.

Contact Hygiena Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: techsupport@hygiena.com
- <u>Submit a Support Ticket</u>
- <u>Schedule a Microsoft Teams meeting with support</u>