

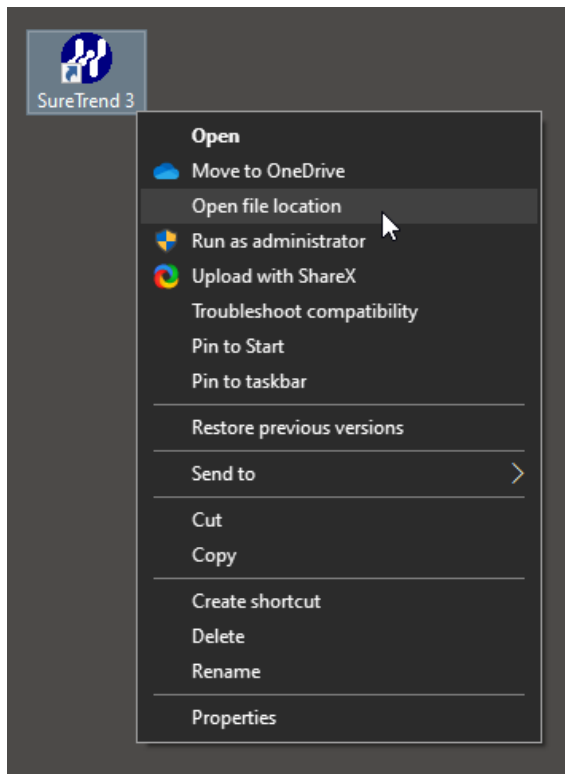
Migrating from SureTrend 3 to SureTrend Cloud

Before you Begin

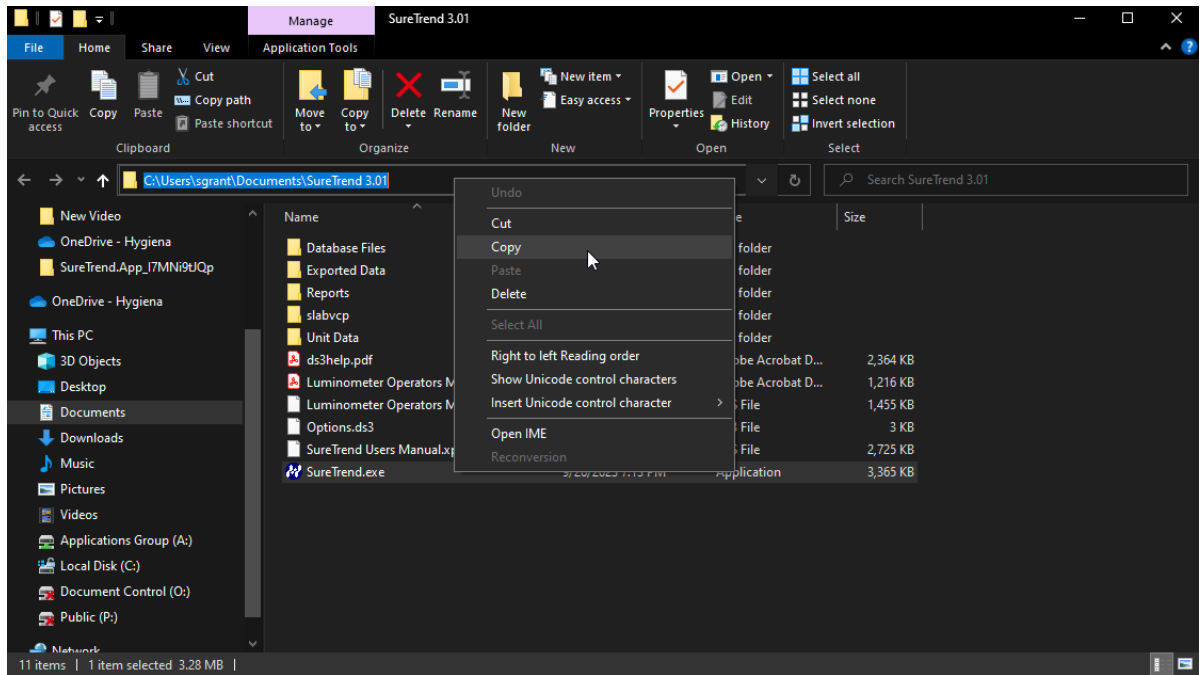
1. Sync all instruments with SureTrend 3.
2. [Download](#) and [install](#) SureTrend 4.

Migrating from SureTrend 3 to SureTrend 4

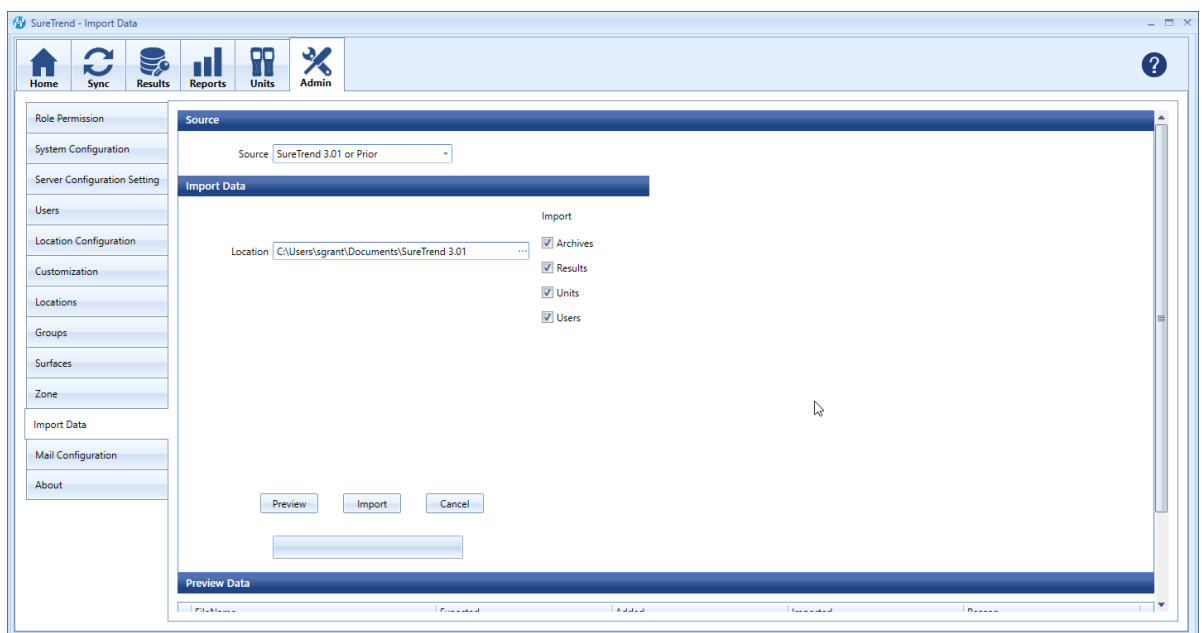
1. Close SureTrend 3.
2. Right click your SureTrend 3 desktop icon and select **Open file location**.



3. Copy the file path from the address bar.



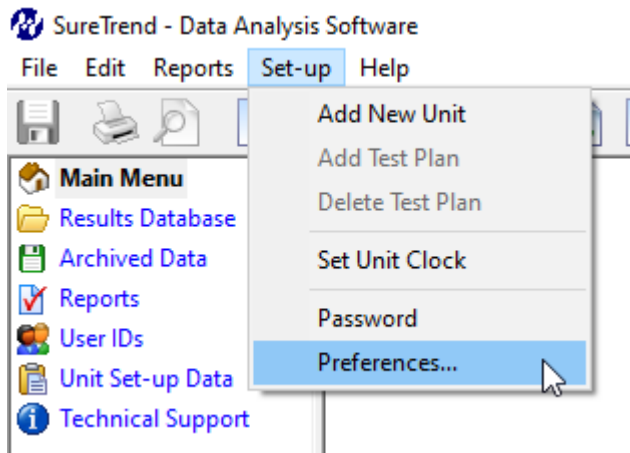
4. Open SureTrend 4.
5. Click **Admin**.
6. Click **Import Data**.
7. Select **SureTrend 3.01 or Prior** from the **Source** dropdown menu.
8. Paste the file path in the **Location**



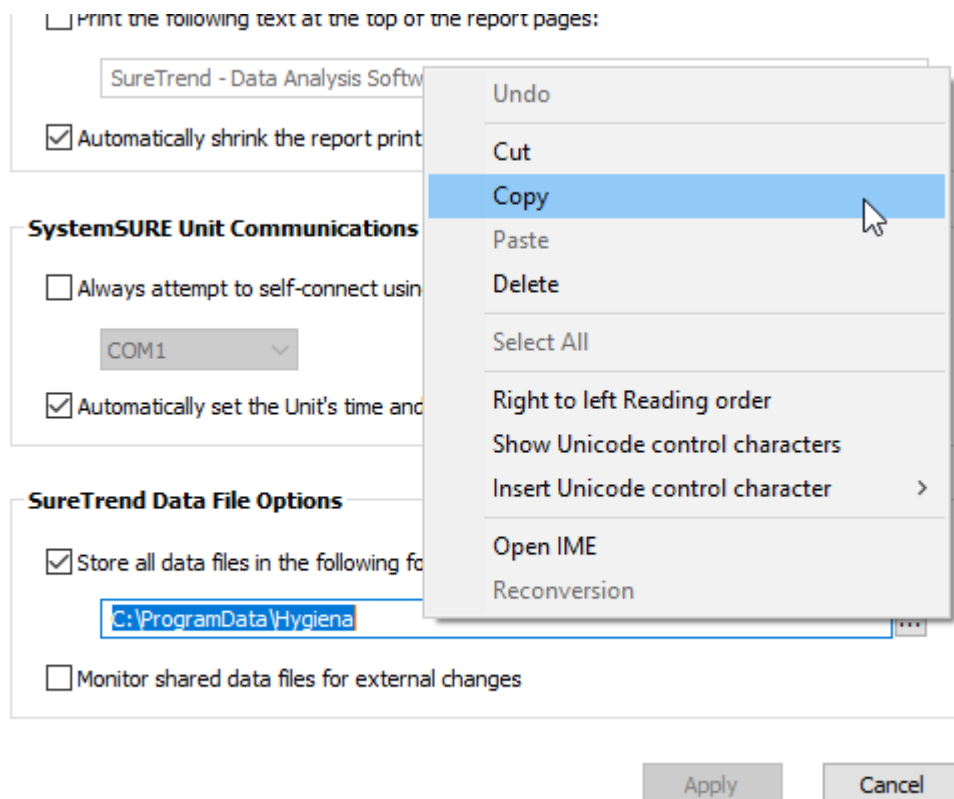
9. Click **Import** and wait for the process to complete.
10. Click the **Results** tab to confirm the data was imported.

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

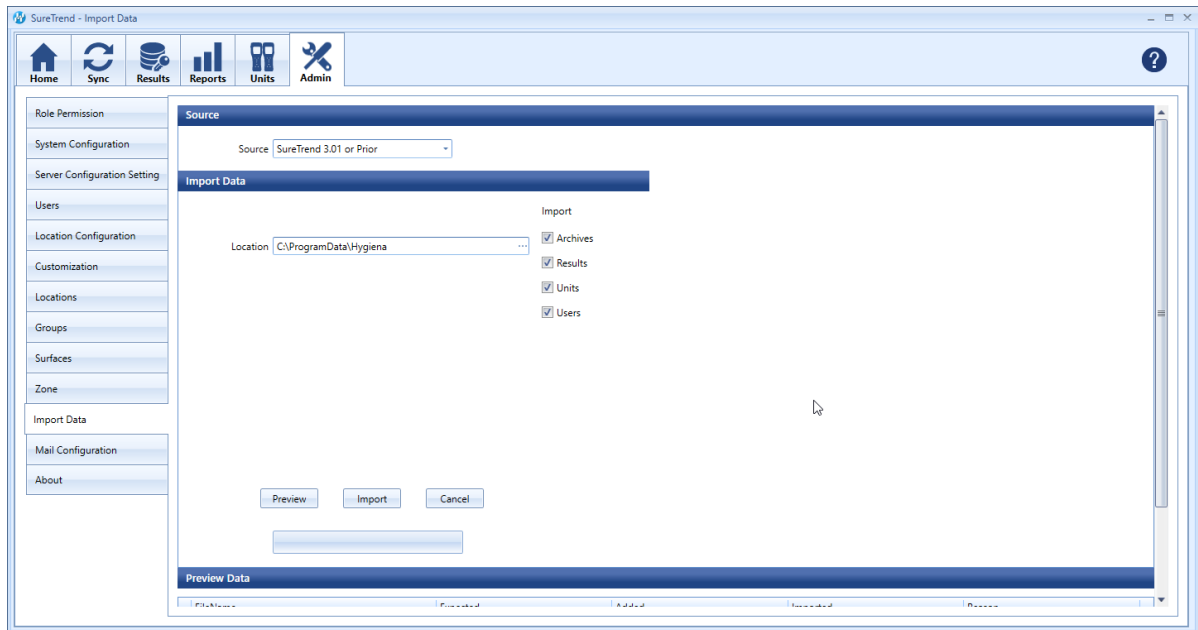
1. Open SureTrend 3.
2. Click **Set-up** and select **Preferences**.



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



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**.



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. [Create a SureTrend Cloud account](#) 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**.
11. 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
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)