

SUPPORT GUIDE

Sought – Support Guide

Welcome to Sought – an innovative solution to all your document management needs. Sought is the ultimate tool for managing and converting various document formats into single, easily accessible, and more manageable PDFs. Users can easily convert emails, attachments, documents, photographs and other files into a single file without losing quality or information.

Sought is adaptable for various organisations where document management is a crucial task. In addition, Sought streamlines decision-making, increases workflow efficiency, and provides quick access to information.

Key Features

PDF Power:

Merge different file formats into a single PDF file.

Detect Duplicates:

Skip merging duplicate files.

Sort and Scope:

Chronological sorting and easy document identification.

Your Network Protection:

Guaranteed data privacy and security

Increased Workflow Efficiency:

Enhance productivity by automating document management.

Streamlined Decision-Making:

Make informed decisions quickly by easily accessing the information needed.

Document management has never been this easy before Sought. This document serves as a comprehensive guide to help users make the most of the sophisticated features available in Sought. You will find all the information needed to get started with it. However, if you are still having difficulty, feel free to contact Sought Support at contactus@soughtsoftware.com or +61 7 3187 5012.

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Getting Started

File types

Sought uploads the following file types:

docx

pdf

msg

eml

jpeg

png

xlsx

Sought does not upload the following file types:

csv

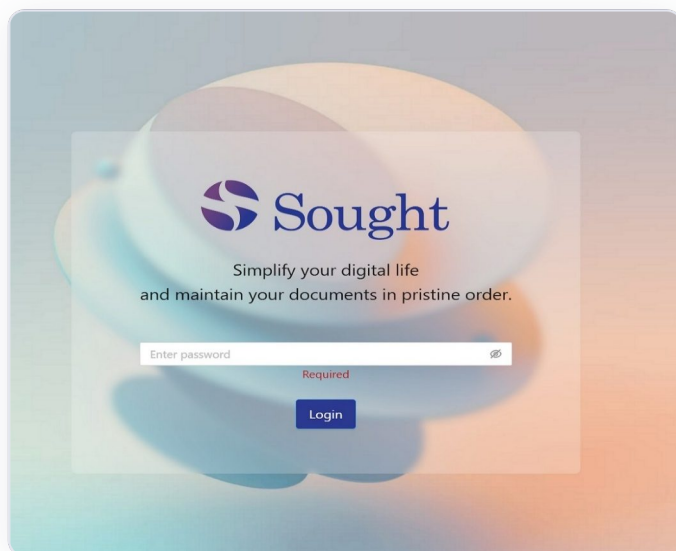
pptx

HEIC

RTF

However, Sought is customisable. If there is a particular file type you need to convert that is not listed above, please contact Sought Support and we can look into this for you.

Log into Sought

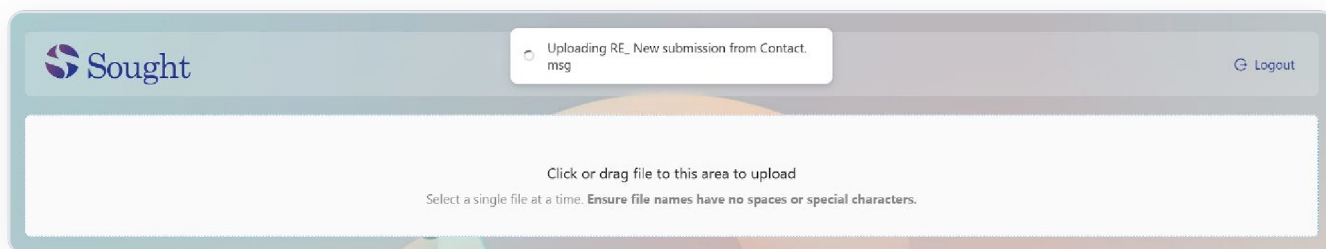


Once the program has been installed on your system, you can log into it as follows:

- 1 Click on the **Login** link.
- 2 Enter the email and password and click the **Login** button.

Uploading the Documents

To upload the documents you want to convert, drag them into the Sought interface. You can upload multiple documents at once.



A message stating “**Uploading [DOCUMENT NAME]**” will appear. Wait for the uploading to complete. Once done, you can start merging and converting documents easily.

Merge all

Show advanced options

Once files are uploaded, click the "Merge all" button to convert all files to pdf and merge them into a single file.

☐	Date Modified	Name	Duplicate	Type	Status	PDF URL	Actions
☐	08/05/2021, 10:34:00 am	RE_ New submission from Contact_cover.html		text/html	Uploaded	Please generate public URL	Delete
☐	08/05/2021, 10:34:00 am	Softwarebrindump.docx			Uploaded	Please generate public URL	Delete
☐	08/05/2021, 10:34:00 am	message.html		text/html	Uploaded	Please generate public URL	Delete

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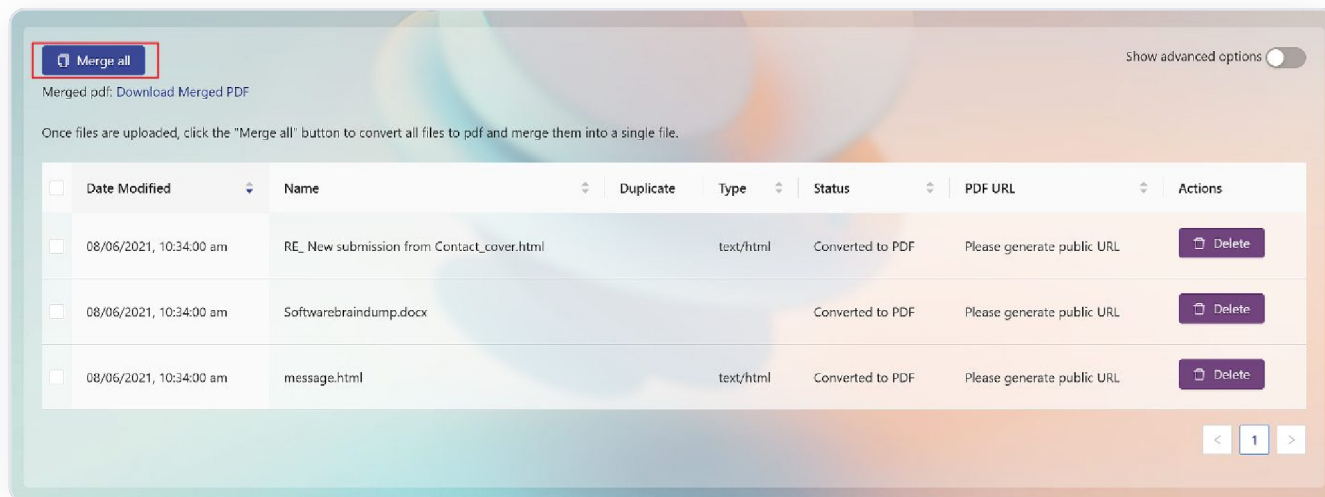
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Merging and Converting Documents

After uploading the documents, you can merge or convert all or selected documents into a single PDF.

Merge All Documents

To merge all documents, click on the **Merge All** button.



When the documents have merged, the **Status** column will change from **Uploaded** to **Converted to PDF**.



After merging, you can download the merged file by clicking the **Download Merged PDF** link under the **Merge All** button.



Merge Selected Documents

If you do not want to merge all the documents into a single PDF, you can select particular files and merge them as follows:

- 1 Toggle the **Show Advanced Options** switch at the top-right corner.
- 2 Select the documents to be merged by clicking the checkbox before each document.
- 3 Click on the **Merge Selected PDFs** button.

Once files are uploaded, click the "Convert to PDF" button for each file. Select all files you then wish to merge and click the "Merge Selected PDFs button".

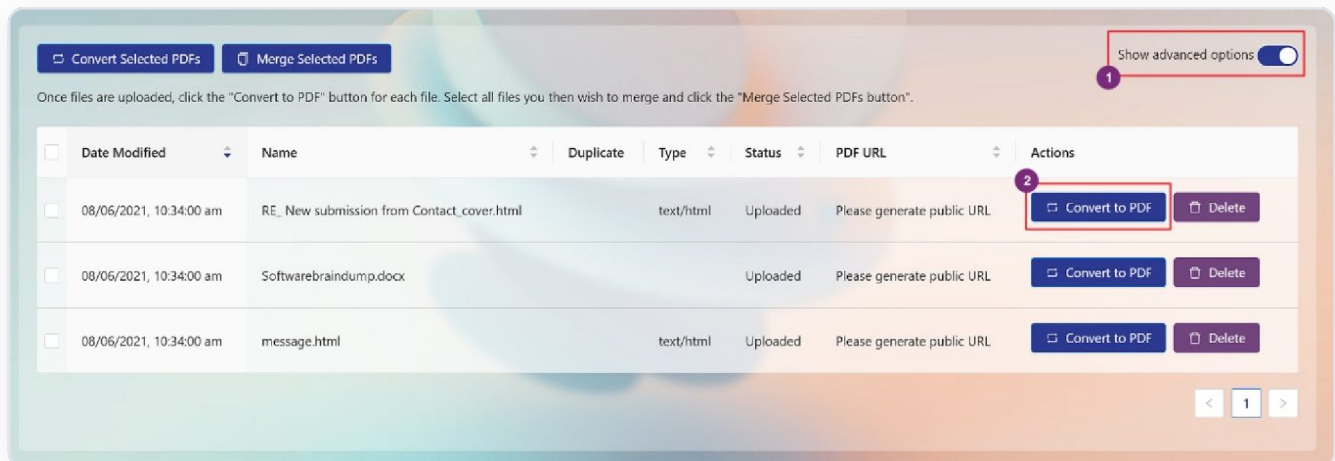
☐	Date Modified	Name	Duplicate	Type	Status	PDF URL	Actions
☒	08/06/2021, 10:34:00 am	RE_New submission from Contact_cover.html		text/html	Uploaded	Please generate public URL	<button>Convert to PDF</button> <button>Delete</button>
☐	08/06/2021, 10:34:00 am	Softwarebrindump.docx			Uploaded	Please generate public URL	<button>Convert to PDF</button> <button>Delete</button>
☐	08/06/2021, 10:34:00 am	message.html		text/html	Uploaded	Please generate public URL	<button>Convert to PDF</button> <button>Delete</button>

< 1 >

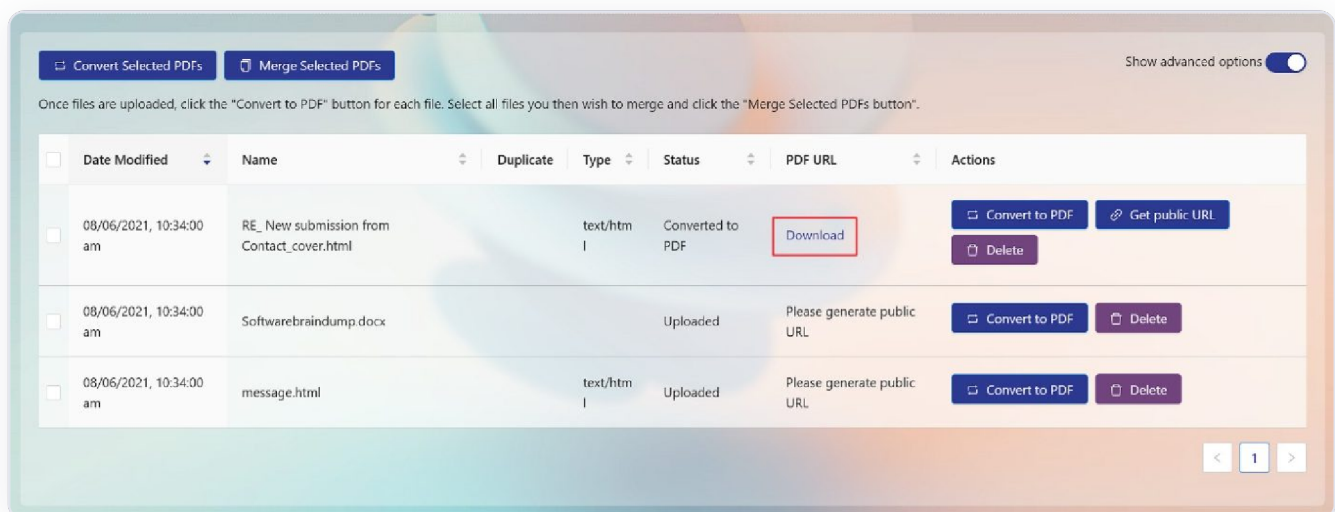
Convert Documents Individually

To individually convert each document to PDF, follow the steps below:

- 1 Toggle the **Show Advanced Options** switch.
- 2 An additional **Convert to PDF** button will appear under the **Actions** column.
- 3 Click on the **Convert to PDF** button for each individual document you want to convert.



After converting, a download link will appear under the **PDF URL** column. Click on this link to download the converted file.



Convert selected documents

You can also convert multiple selected documents as follows:

- 1 Toggle the **Show Advanced Options** switch.
- 2 Select the documents by clicking the checkboxes before each file.
- 3 Click on the **Convert Selected PDFs** button.

3 [Convert Selected PDFs](#) [Merge Selected PDFs](#) 1 [Show advanced options](#)

Once files are uploaded, click the "Convert to PDF" button for each file. Select all files you then wish to merge and click the "Merge Selected PDFs button".

☐	Date Modified	Name	Duplicate	Type	Status	PDF URL	Actions
2 ☐	08/06/2021, 10:34:00 am	RE_New submission from Contact_cover.html		text/html	Uploaded	Please generate public URL	Convert to PDF Delete
☐	08/06/2021, 10:34:00 am	Softwarebrindump.docx			Uploaded	Please generate public URL	Convert to PDF Delete
☐	08/06/2021, 10:34:00 am	message.html		text/html	Uploaded	Please generate public URL	Convert to PDF Delete

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Tip: Error Message

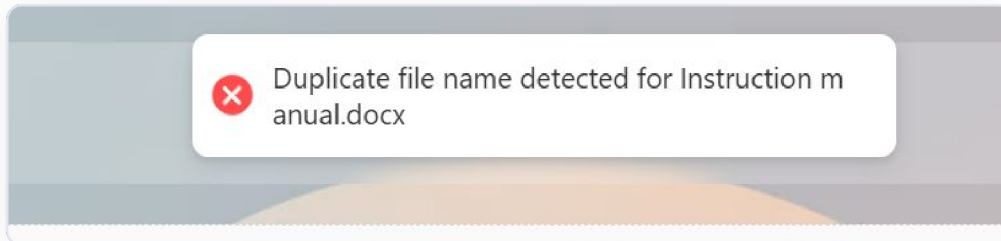
While merging or converting the documents, you may encounter the following error message:

This is because the file you are uploading has security set up, such as a password or is a .zip file. You cannot merge password protected files or .zip files. You will need to remove the security from the document and or open the .zip file and upload the documents individually to Sought.

Identify Duplicate Documents

Sought identifies duplicates in two ways:

- 1 **File names** – if a duplicate file name is detected, Sought will not upload the document. The following error will appear:



- 2 **Grouped emails** - Some emails contain repeated content due to email chains. To avoid misidentification as a duplicate, Sought uploads all emails, including duplicates. The system will group duplicate emails together, allowing you to easily identify repeated entries. You can delete the emails in the interface or when you merge the document into a PDF.

☐	Jan 18, 2022, 8:46 PM GMT+10	10	DEMO 2 - RE FW Updated Software Agreement - RTI Consultants and DCS_cover_1760936380385.html	text/html	Extracted from MSG	Locked	Delete	11h 59m
☐	Jan 18, 2022, 8:46 PM GMT+10	11	DEMO 2 - RE FW Updated Software Agreement - RTI Consultants and DCS_cover_1760936356325.html	text/html	Extracted from MSG	Locked	Delete	11h 59m
☐	Jan 18, 2022, 8:46 PM GMT+10	12	REFWUpdatedSoftwareAgreementRTIConsultantsandDCS_email_1760936315000.html	text/html	Extracted from MSG	Locked	Delete	11h 59m
☐	Jan 18, 2022, 8:46 PM GMT+10	13	REFWUpdatedSoftwareAgreementRTIConsultantsandDCS_email_1760936356605.html	text/html	Extracted from MSG	Locked	Delete	11h 59m
☐	Jan 18, 2022, 8:46 PM GMT+10	14	DCSConsultingTCsRTIConsultantsPtyLtdSoftwareDevelopmentAgreement18January2022_attachment_1_1760936355122.pdf	pdf	Extracted from MSG	Locked	Unlock & Download Delete	11h 59m
☐	Jan 18, 2022, 8:46 PM GMT+10	15	DCSConsultingTCsRTIConsultantsPtyLtdSoftwareDevelopmentAgreement18January2022_attachment_1_1760936405405.pdf	pdf	Extracted from MSG	Locked	Unlock & Download Delete	11h 59m

Sort Documents

The **Date Modified** column represents the date and time the document was created on. You can sort all documents in ascending order by clicking the **Up Arrow** in the column. Alternatively, you can sort all document in descending order by clicking on the **Down Arrow** in the column.

Merge all

Show advanced options

Once files are uploaded, click the "Merge all" button to convert all files to pdf and merge them into a single file.

☐	Date Modified	Name	Duplicate	Type	Status	PDF URL	Actions
☐	08/06/2021, 10:34:00 am	RE_New submission from Contact_cover.html		text/html	Uploaded	Please generate public URL	Delete
☐	08/06/2021, 10:34:00 am	Softwarebrindump.docx			Uploaded	Please generate public URL	Delete
☐	08/06/2021, 10:34:00 am	message.html		text/html	Uploaded	Please generate public URL	Delete
☐	08/06/2021, 10:34:00 am	RE_New submission from Contact_cover.html		text/html	Uploaded	Please generate public URL	Delete
☐	08/06/2021, 10:34:00 am	Softwarebrindump.docx			Uploaded	Please generate public URL	Delete
☐	08/06/2021, 10:34:00 am	message.html		text/html	Uploaded	Please generate public URL	Delete

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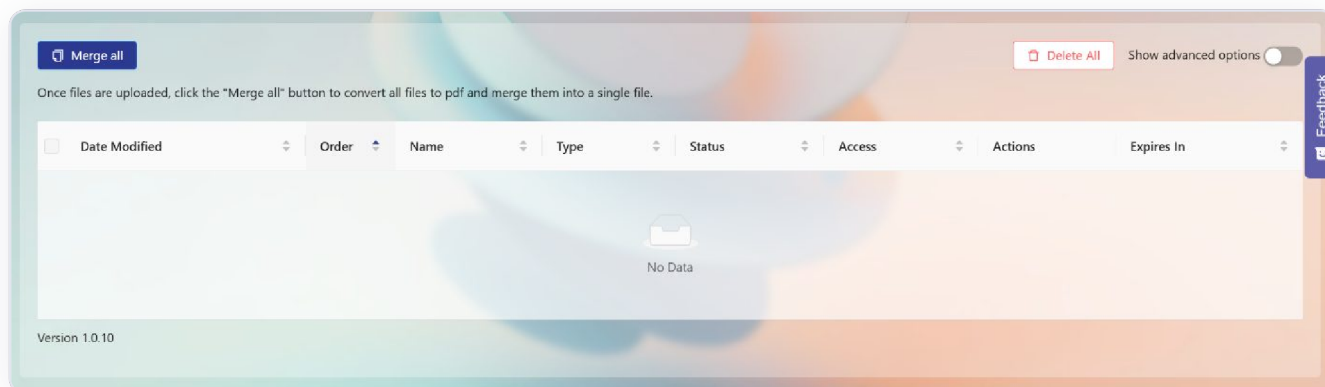
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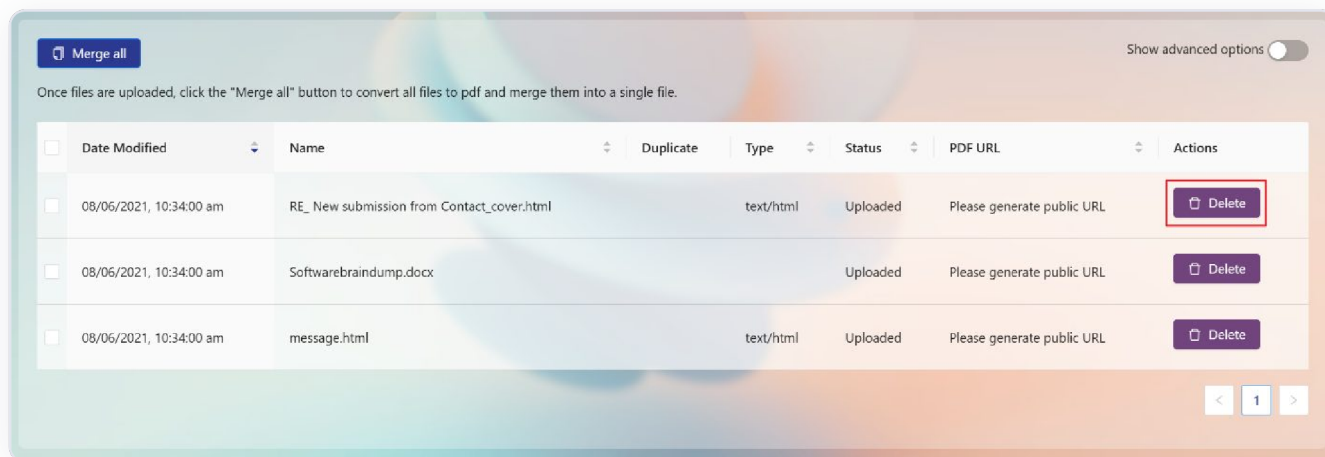
Note: By default, the files are arranged in descending order.

Delete Documents

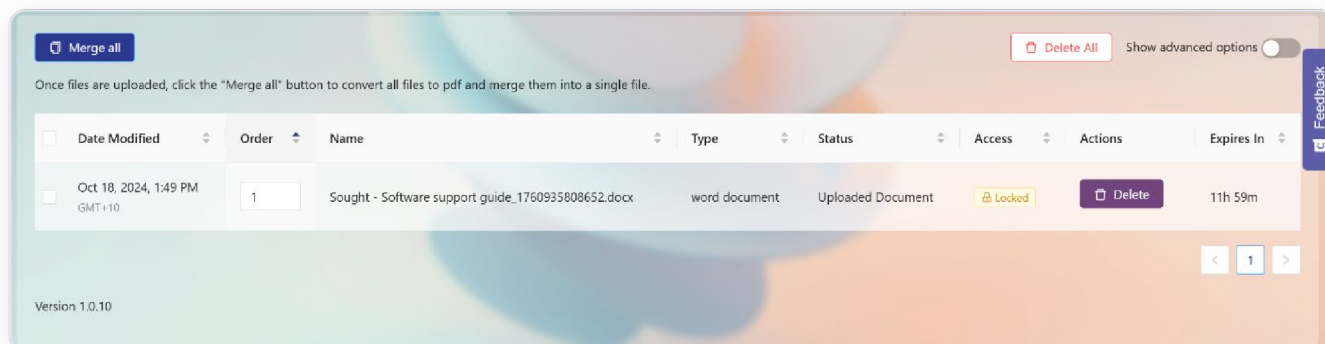
You can delete all documents by clicking on the **Delete All** button under the **Actions** column.



You can delete a document individually by clicking on the **Delete** button under the **Actions** column.

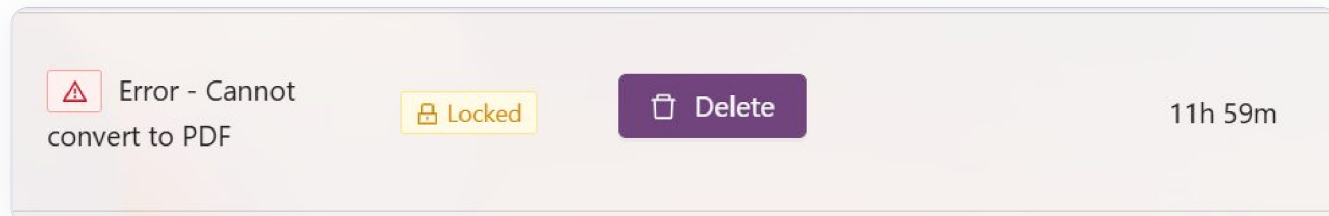


If you forget to delete any documents, we automatically delete all uploaded files 12 hours after upload. A visible countdown timer on your dashboard shows exactly when your documents will be permanently deleted — so you're always in control.



Troubleshooting

Occasionally, a file will not convert to PDF. This may be because there has been an error when the file uploaded to the server. It may look like this:



To fix this, you can individually convert the document to pdf as follows:

- 1 Toggle the **Show Advanced Options** switch.
- 2 An additional **Convert to PDF** button will appear under the **Actions** column.
- 3 Click on the **Convert to PDF** button for the failed file.
- 4 After the file has converted to PDF, merge the documents again.

If this does not fix the issue, please contact Sought Support on +61 7 3187 5012 or at contactus@soughtsoftware.com.

Support Services

You can contact Sought Support on +61 7 3187 5012 or at contactus@soughtsoftware.com.