

Instructions for sending audio or video files via Pando

Go to pando.com and download the Pando Pro version appropriate for your operating system - windows or mac. The basic version is free, but I recommend the Pro version because it allows larger files, keeps them available longer, has faster downloads, provides free technical support and, most importantly, *allows for password protection of the file* – a requirement in my opinion. The cost is reasonable at \$25 per year.

After you have installed Pando, it's time to attach and send a file. Pando Pro allows a file up to 3 gigabytes in size. You can send even bigger ones by breaking them into 3 gig or smaller pieces and sending them separately. But you shouldn't need to send something that large anyway. An audio file for a one-hour session can be compressed to less than 100 mb without losing much quality. Mp3, mpeg4 and wma are all good choices for compressing audio files. Video can also be compressed to less than a gigabyte. Choose mp4, quick time or .mov and the file will be easily manageable with Pando. The video resolution doesn't need to be anywhere near full; a mid-level resolution will be more than adequate. Check your software help for additional instructions on managing audio and video files.

To send your file:

Open Pando's main page and make sure the pro version is active. You should see 'Pando Pro' in the lower right-hand corner. If not, go to the lower left-hand corner and choose the 'Premium Sign in' option, then follow the prompts.

Now, choose 'Email' from the 'Share New' drop down menu at the upper left corner and the 'New Package' window appears. Fill in the recipient's email, select the file you want to send (you can just drag it to the 'File and Folder' section), give your package a name so you can identify and distinguish it from other files you may send (such as your couple's initials and the date of the session), give a subject (such as couple supervision) and any message you wish. Next, click on the padlock next to 'Package name'. This brings up the password window. Type and confirm your password. Your file is now password protected.

Be sure to send me the password in a separate, non-Pando email so I can open the file.

I will send you the supervision audio file the same way. I generally sent it as an mp3 since this is easily played by almost everyone.

Pando is pretty user friendly, but if you have trouble, visit Pando's help section or email them. You're entitled to support as a subscriber to the pro version.