

I sent images over and there were supposed to be 6 but only 3 made it, Why?

There are a number of causes for an incomplete send:

1. There may have been an error or interruption in the send. Did a staff member shut down the sending computer? The best thing to do is to try to resend the images.
2. It is possible that all of the images were not selected for sending. Please be sure you selected and sent all of the images.
3. It is possible that they are still in transit. Depending on your upload speed (internet speed) it can take several minutes for all of the cases to make it to the server if sending x-rays or can take hours if you are uploading CT/MRI images.

If none of these options help determine the cause of a sending failure, please call Online Vets on 02 9436 3434 or [submit a support ticket*](#) to request further assistance.

*On the **Support** tab click **Submit a Support Request**. You will be taken to the DVMInsight website to answer the questions and prompts. DVMInsight will be in touch by email to help resolve the problem.