focalpoint
real estate photography

HOW TO DOWNLOAD YOUR FocalPoint IMAGE FILES

FocalPoint uses a file sharing system provided by SYNC.COM to send you your photos and other materials. Sharing photos in this way ensures fast delivery and easy access to your files. When you download files from SYNC.COM they will be stored in a .ZIP file that will need to be extracted to access your files. This process is only a few easy steps and after done once per folder, will not need to be done again for that folder. If you are not familiar with downloading and using .ZIP folders please follow the instruction below to access, download, and store the files sent to your by FocalPoint.

Within 24 hours after a property photo shoot you will receive an email from FocalPoint with a link to your files.

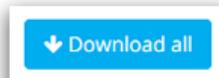The link will look something like this:

https://ln.sync.com/dl/4f6d289c0/bctk6849-3tybsrng-3i2gf6v3-r7sgk2ef

When you click on the link provided in your email you will be taken to the folder for the property where all of your photo files are contained.

Click the [⬇ Download all] button found at the top right-hand side of your file list.

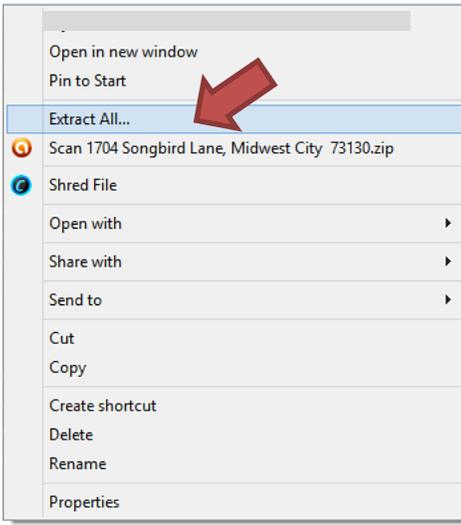A popup message will appear. Click **DOWNLOAD NOW**.

After clicking OK, a window will appear asking you if you want to OPEN or SAVE your file. Your file will be named with the address of the subject property followed by .zip. **EX. 1234 Myfiles Lane.zip**

Choose **SAVE AS** and then choose where you would like to save this file. (Probably a pictures folder that you have set up for this property.) *If you do not have a folder already designated for this property you may want to do this for organizational purposes.*

After the download has completed, browse to the folder where you have saved the file. (your "1234 MyFiles Lane.zip" file).

Right-click the .ZIP folder with your property name and choose the option "Extract", or "Extract All", or "Extract Files". *Depending on the version of Microsoft Windows that you are using or the software that you have installed to handle .ZIP files, this option will differ slightly, but an Extract option should be present.*

After clicking on the Extract option, a window will appear asking you where you would like to extract your files to. On this window, browse to and select the folder where you would like to store these photo files. Click to highlight the folder and then click OK, EXTRACT, or NEXT, or whichever option you are presented with.

When the extraction process is complete, you should be able to browse to and open the folder you chose to extract the files to and see your photos. You are now able to upload these files to your MLS, Realtor.com, or website account for your listing.

You are now free to delete the .zip file that you initially downloaded as it is not needed anymore.

Accidentally delete your photos? Don't worry…. Just click on the link provided in your email and you can follow the process to retrieve your files again. FocalPoint will maintain these files until the listing has sold so you will always have access to the photos if you need them.

Easy right!?
Now you can just follow the process in this document again after you download these files!!

Still need help with this process or anything else?

Contact FocalPoint for support.

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