

Files.com access

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Bluecore supports exporting audience and other data through Files.com. You are responsible for downloading the files and using them outside of Bluecore.

In order to view the files, you must have a Files.com user.

If you don't have a Files.com user, contact the Customer Support team at support@bluecore.com.

Sign in and access files in Files.com

We recommend bookmarking <https://files.bluecore.com/> so that you are always directed to the correct Files.com domain.

If you navigate to Files.com and sign in, type in `triggermail` as the domain name takes you to Bluecore's Files.com account.

To access your Files.com exports, complete the following:

1. Navigate to <https://files.bluecore.com/>.
 2. Enter in your username and password and click **Continue**. Your root folder appears.
 3. Navigate to the folder where the exports are located.
 4. Click the download button on the export you want to download.
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