How to Download Your CaseKeepers Journal
With All Contents and Attachments

February 28, 2026

Introduction

When you download a CaseKeepers journal, it is placed into a "Package." The Package contains your selected journal entries and allows you to download both the journal and its attachments. If you are already familiar with the process, follow the Quick Start. For detailed instructions, see the Full Step-by-Step Guide starting on page 2.

Quick Start

Downloading your journal is done in two actions:
1. Create a "Package" that contains the journal entries and download the Package as a PDF document
2. Download the Attachments as a ZIP file

Follow these steps to carry out both actions:

1. Log in (Professional version).

2. Open the client.

3. Click Manage → Packages.

4. Click New Package → Save.

5. Open the package → Actions → Add Items.

6. Click Select All → Add Selected to Package.

7. Actions → Print Package (Save as PDF).

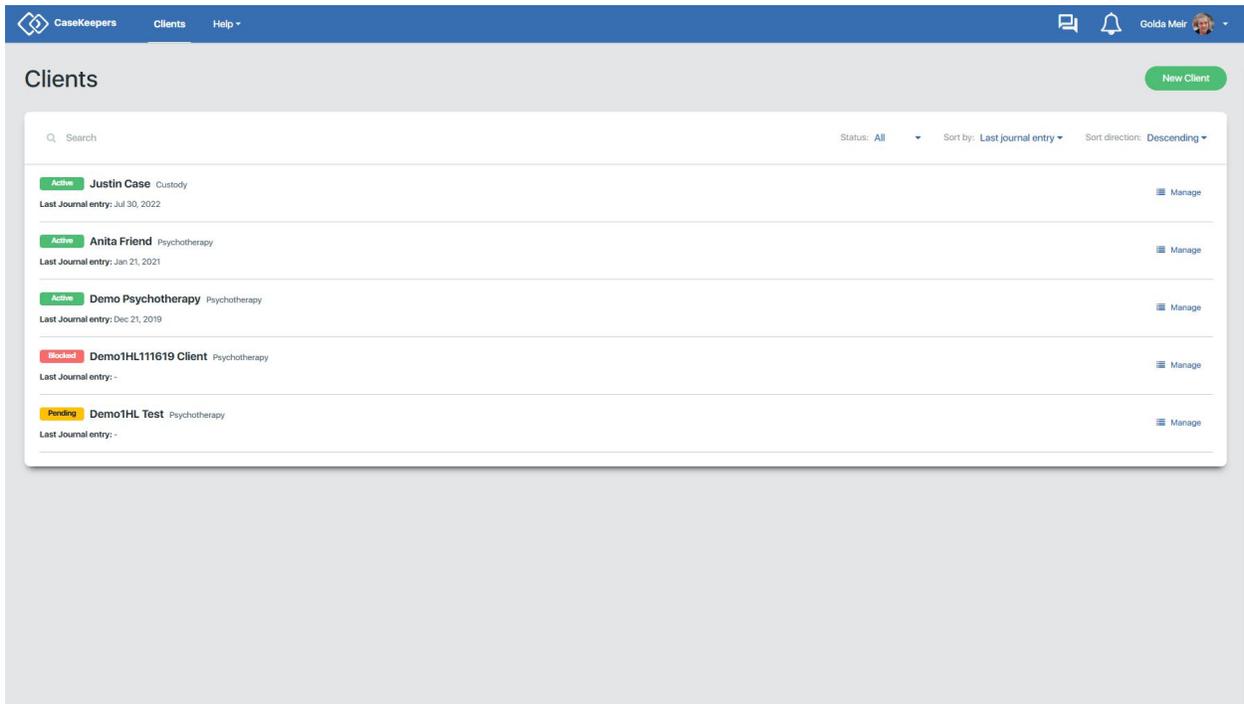8. Actions → Download All (attachments ZIP).

If you desire more detailed instructions with illustrations, continue to the next page.

Full Step-by-Step Guide

Step 1. Log in to the Professional version of CaseKeepers at https://app.casekeepers.com/#/ .
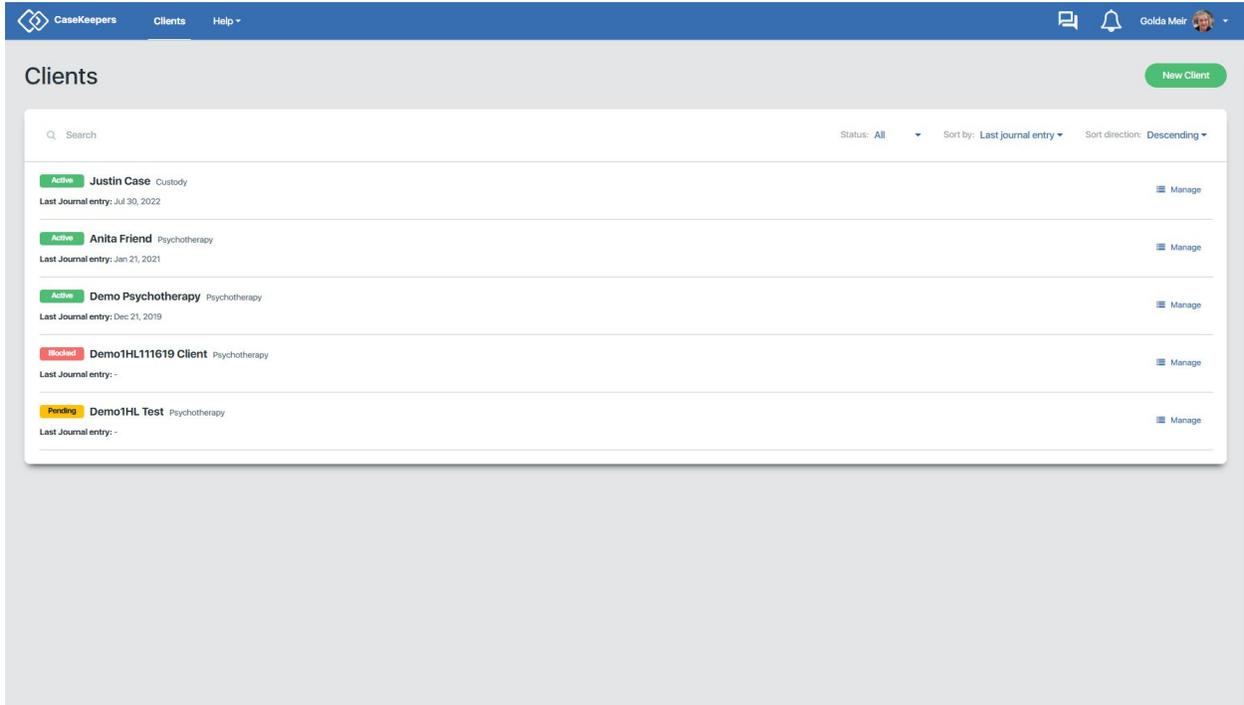
Step 2. Select the client whose journal you want to download into a package by clicking on this client's record. This client can be yourself if you have access to both the Client and Professional versions of CaseKeepers.

Step 3. Click **Manage** at the top of the right details panel, then click **Packages** in the left navigation panel.

Step 4. Click the **New Package** button on the right, or "add new package" in the middle of the page.
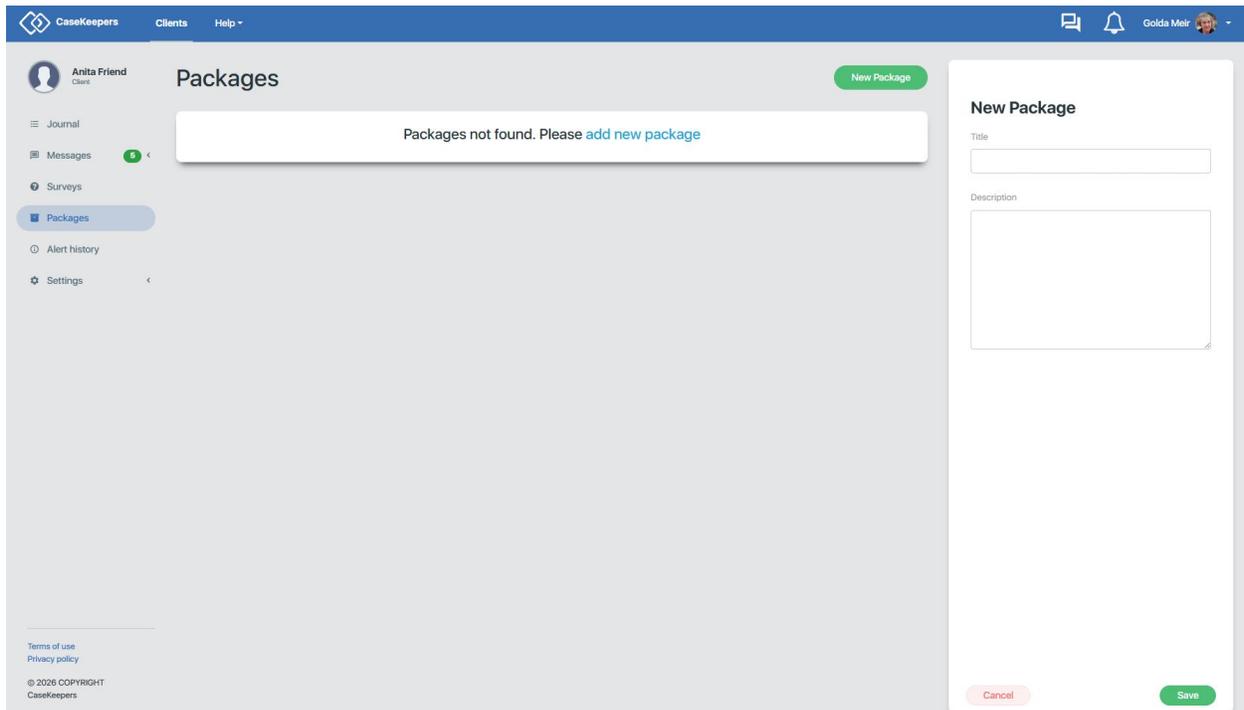
💡 **Tip:** If your screen is not opened wide, the right panel will be covering up part of the page that shows "add new package".

Step 5. In the Title field, enter a brief title that reflects the content of the package (example: "Anita's Journal"). In the Description field, you can enter a description.
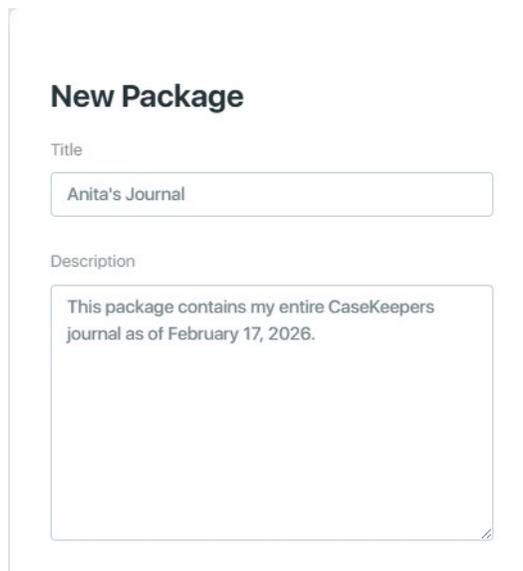
💡 **Tip:** Should you want to enter a more detailed description than the existing space, extend the Description field by dragging the lower right corner of the field downward.

Step 6. Click the **Save** button at the bottom right corner of the right details panel.
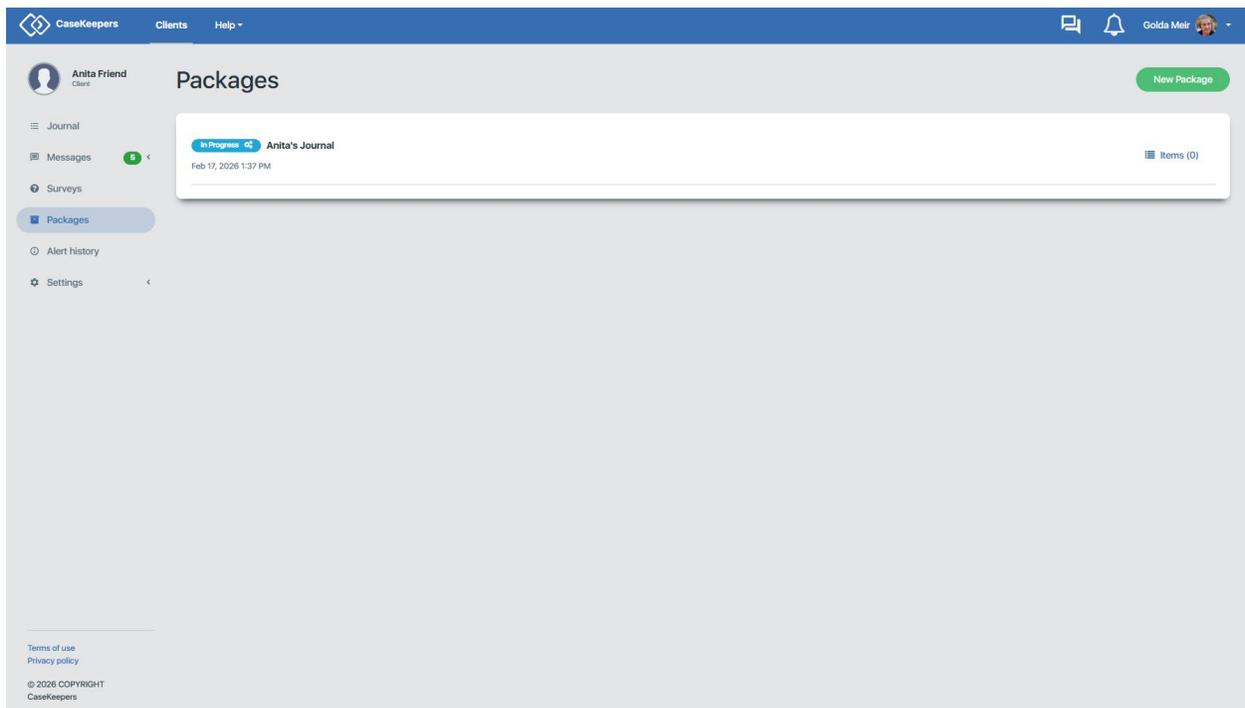
ℹ️ **Note:** The Packages page lists the new package (along with any packages that existed before). For each package, the page displays the date and time the package was created, its status (In Progress or Locked), and (on the far right) the number of items in the package.
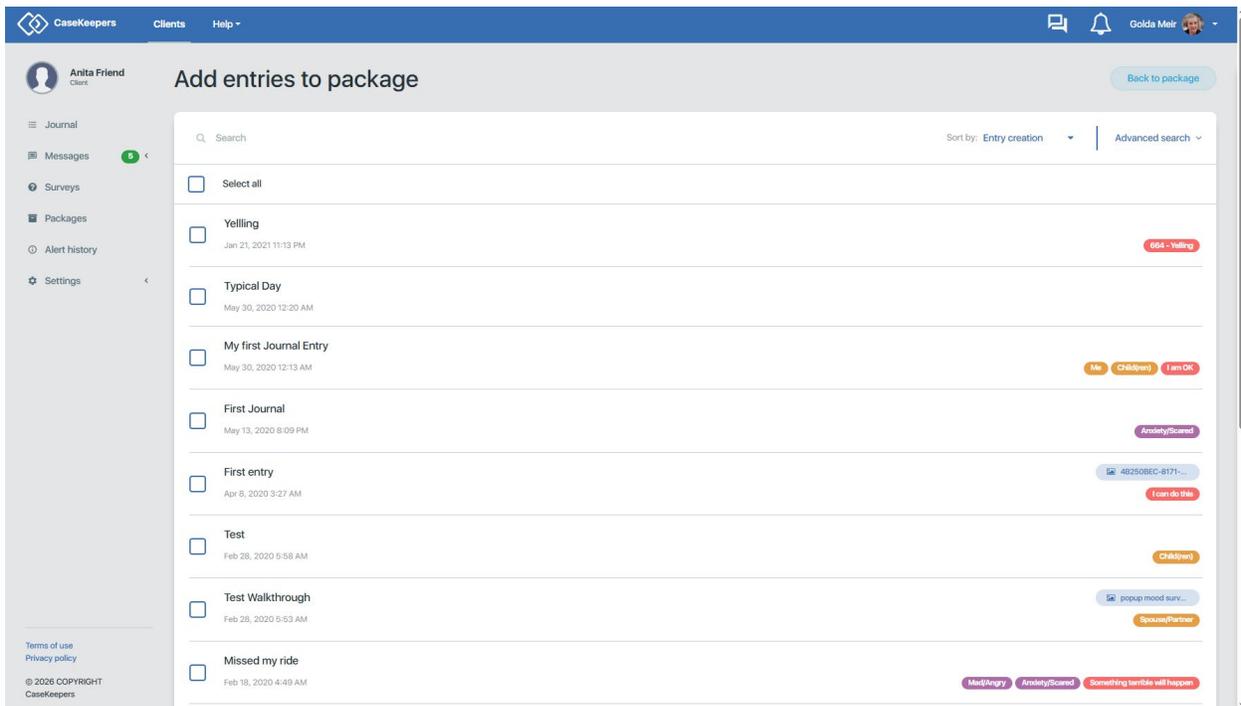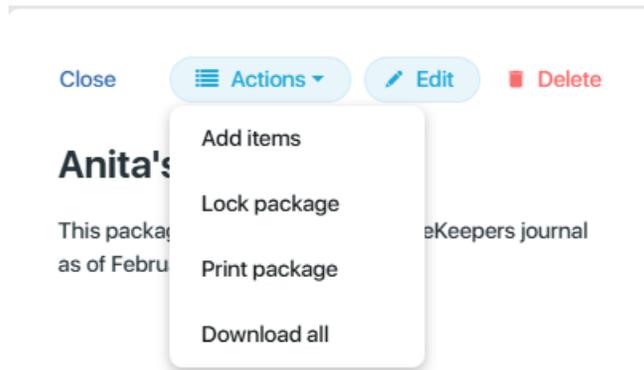
Step 7. To add journal entries to the package, click anywhere on the new package record, or click **Items** on the right side of the package record. The right details panel will open.

Step 8. At the top of the right details panel, click **Actions**. Click "**Add items**" from the drop-down menu.

ℹ️ **Note:** The page will focus on the client's Journal in search mode. This will enable you to select specific items to include in the package, or to select all the journal items.

Step 9. To download your entire journal and all the attachments, click the box labeled "**Select all**" above the journal entries.
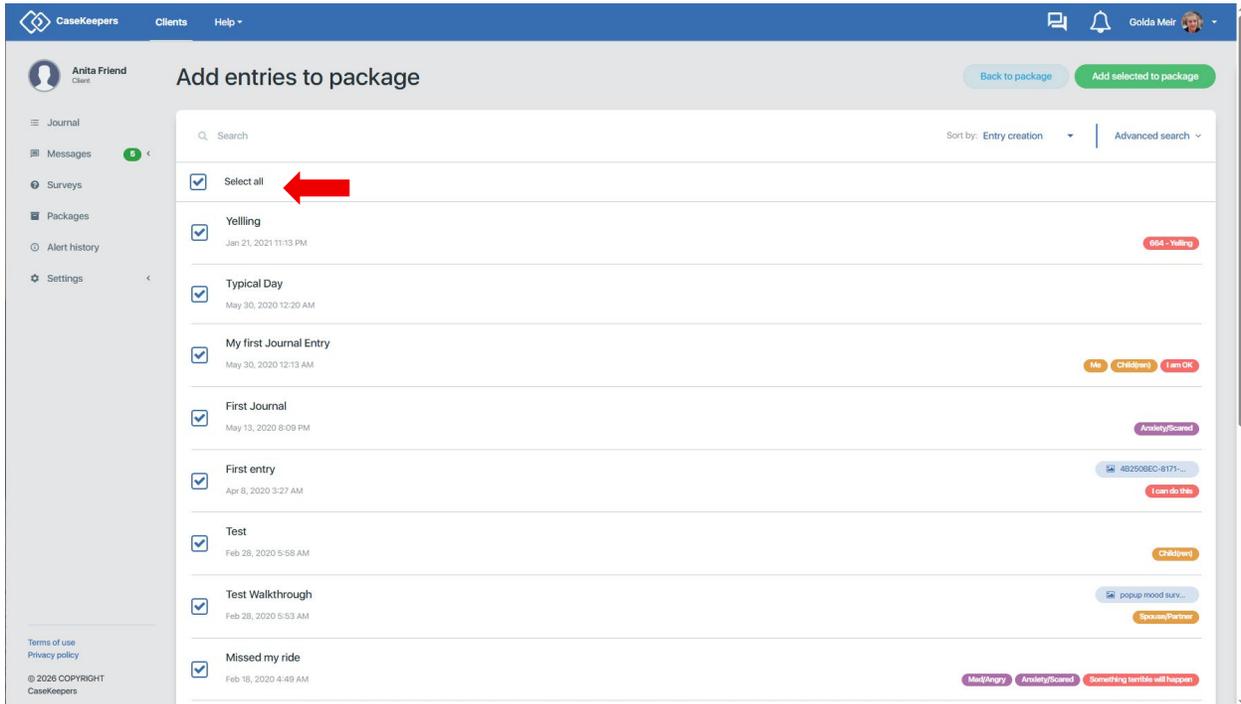
💡 **Tip:** To deselect an entry so it is not included in the package, click the check mark next to that item to turn it off.
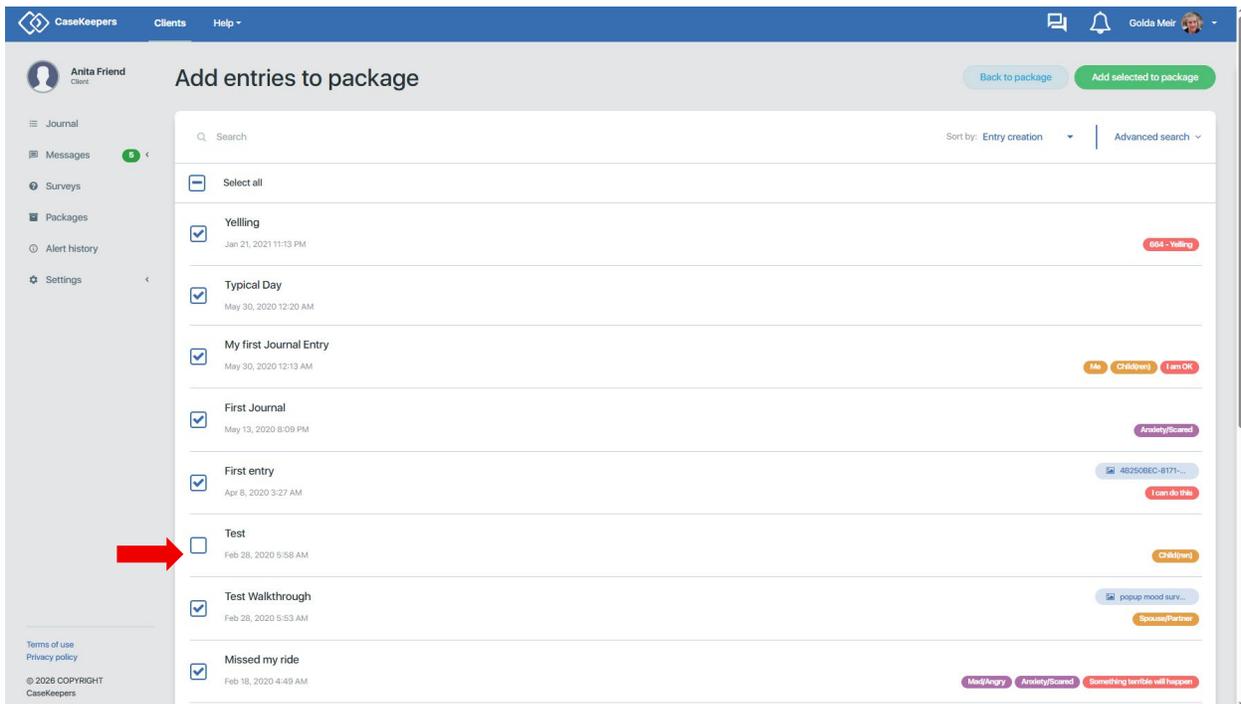
Step 10. When you have selected the journal entries to include in the package, click "**Add selected to package**" in the upper right corner of the page.

ℹ️ **Note:** The Packages page will display the package record, and in the right details will be displayed the package title, description, and a list of the journal entries included.
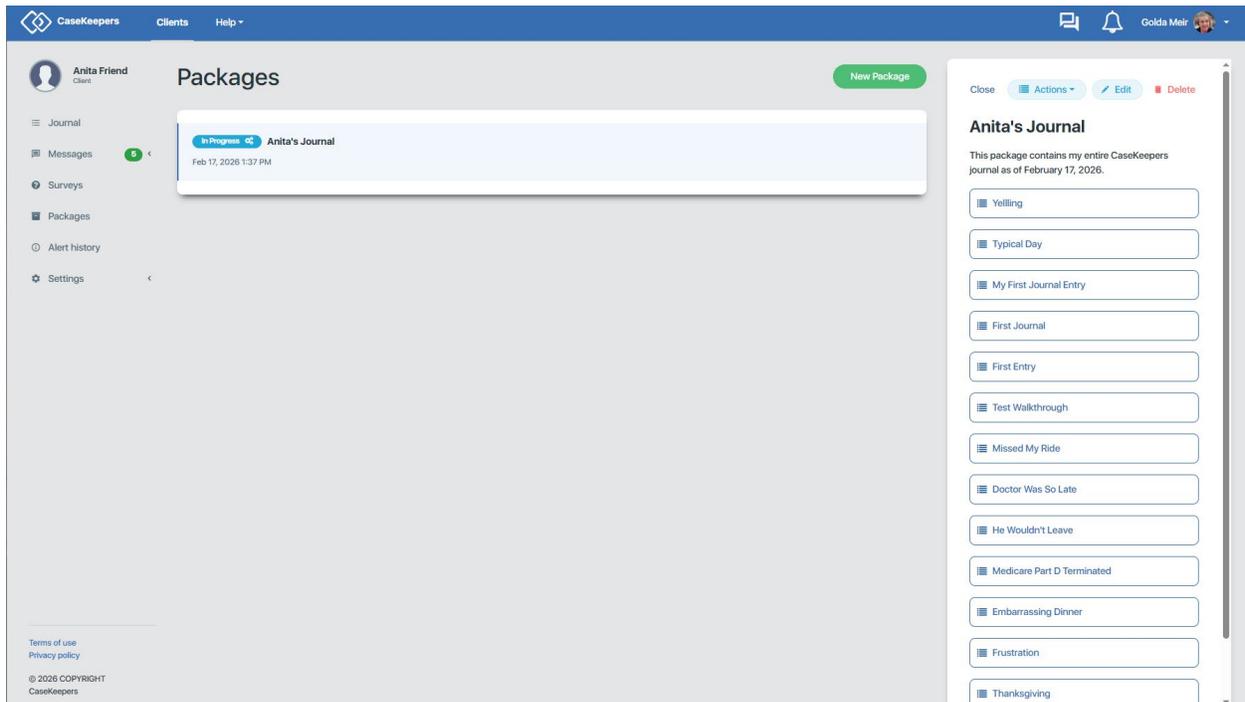
💡 **Tip:** If you leave the Packages page, you can come back to this package by returning to the Packages page by clicking on **Packages** in the left navigation column, then click on the record for this package.
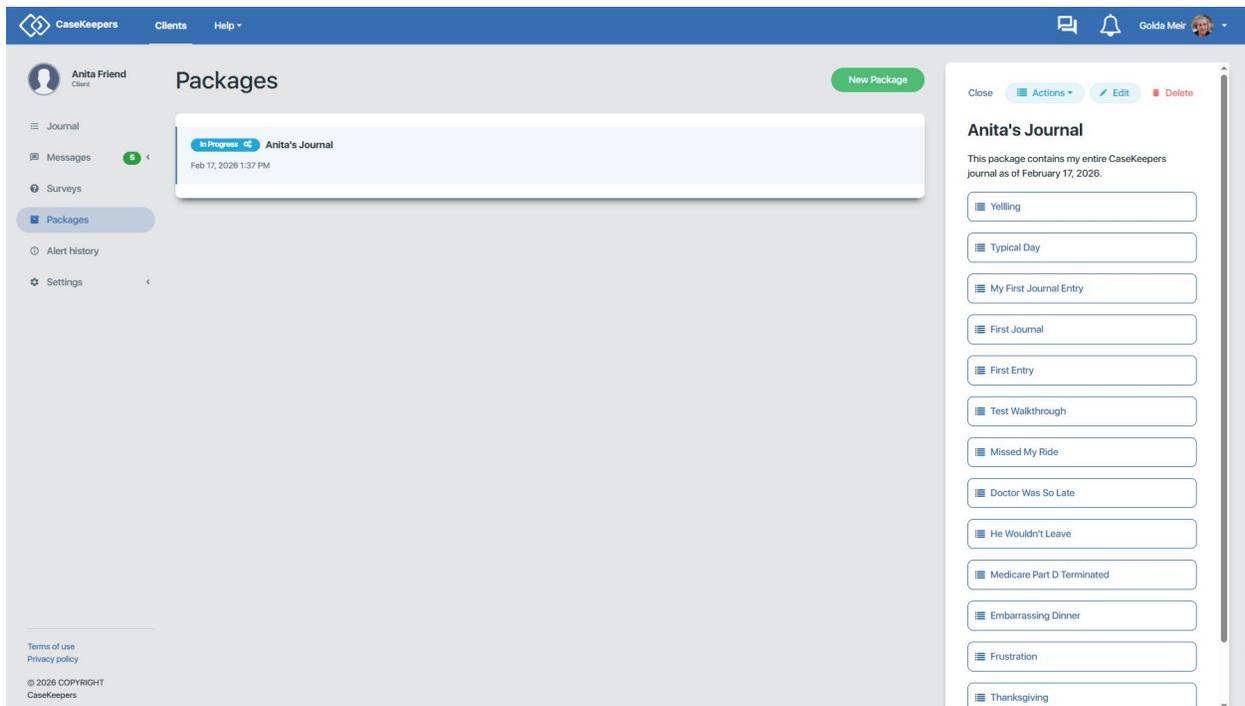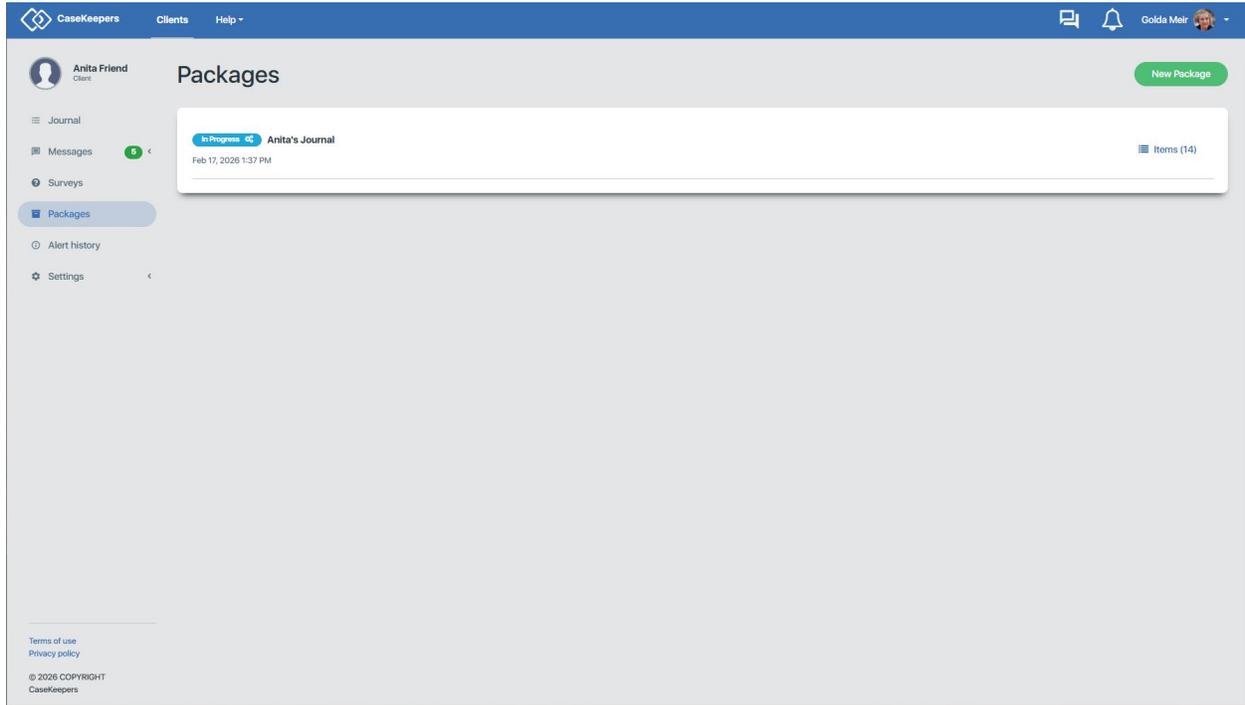
Step 11. To print the package with the journal contents, click **Actions** in the right details panel, then click "**Print package**".
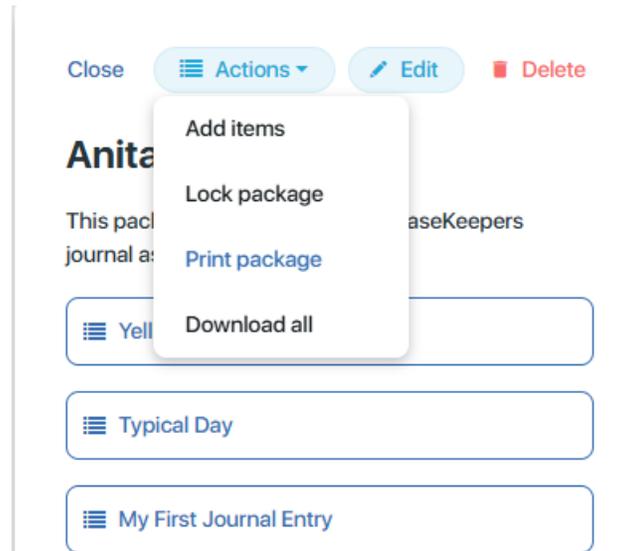
ℹ️ **Note:** The print popup will appear. CaseKeepers will display an image of the first page of the journal output.
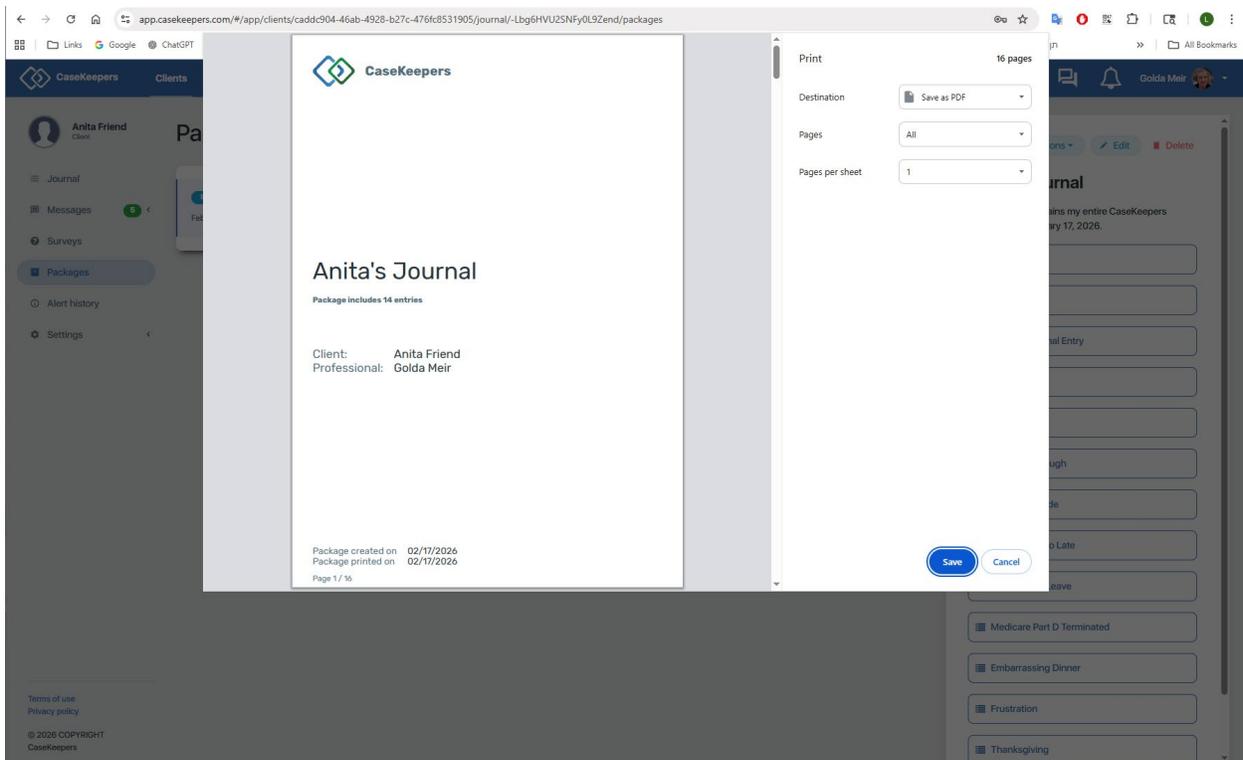
💡 **Tip:** Click the field labeled **Destination** to select whether to save the file as a PDF document or sent to a printer. Then click **Save**.

💡 **Tip:** If "Save as PDF" was selected, CaseKeepers will create a file labeled "CaseKeepers.pdf" and save it to a location you select. To open the saved PDF file, go to the folder where the file was saved, and double click it. The file will open in Adobe Acrobat or Adobe Reader.
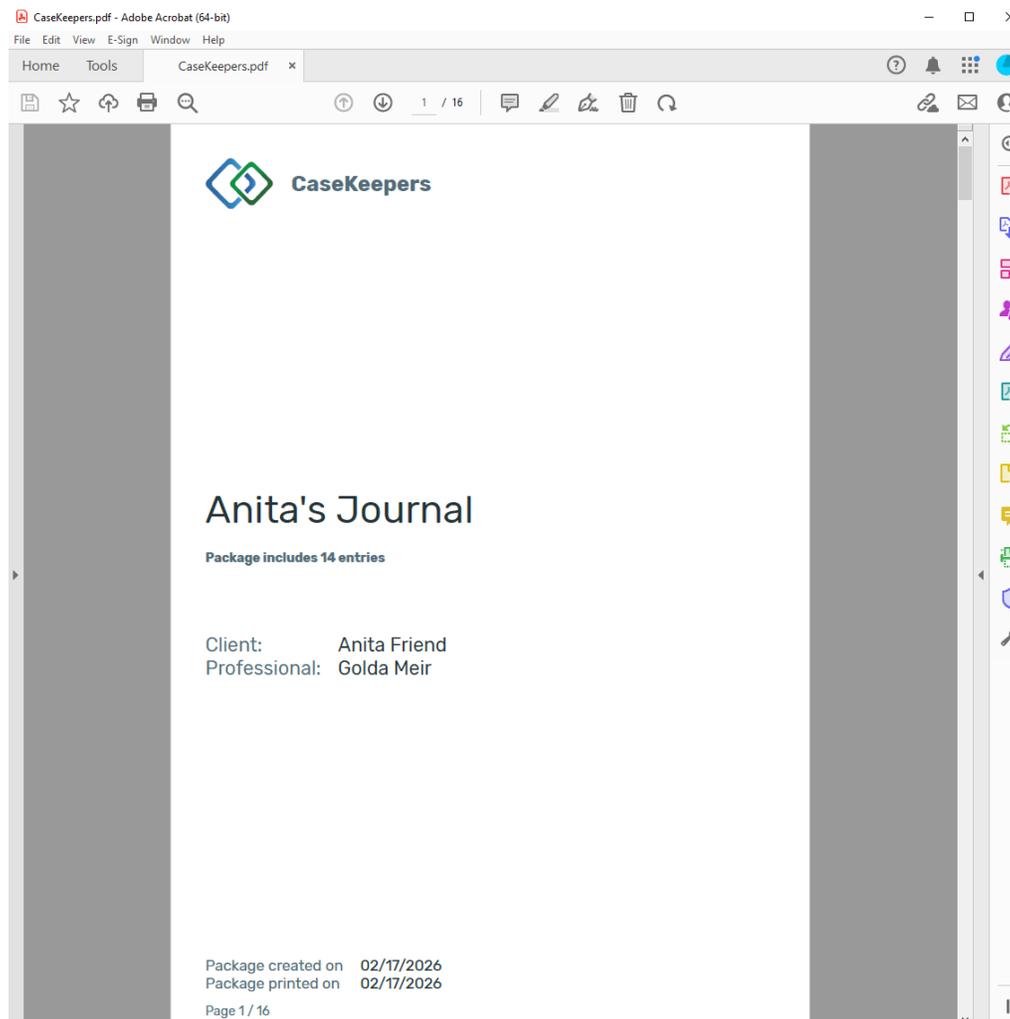
If you do not have Adobe Reader, download it at:

http://get.adobe.com/reader/

💡 **Tip:** The second page of the PDF document lists all the journal entries that were included in the package.

Anita's Journal

Created on: 02/17/2026

This package contains my entire CaseKeepers journal as of February 17, 2026.

Attached entries

1. Yellling

2. Typical Day

3. My first Journal Entry

4. First Journal

5. First entry

6. Test Walkthrough

7. Missed my ride

8. Doctor was so late

9. He wouldn't leave

10. Medicare Part D Terminated

11. Embarrassing Dinner

12. Frustration

13. Thanksgiving

14. First Journal Entry

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Step 12. The final step is to download all journal attachments. This includes all photos, documents, audio and video files. To do this, return to the package record in the Packages page, click **Actions** in the right details panel, then click "**Download all**".
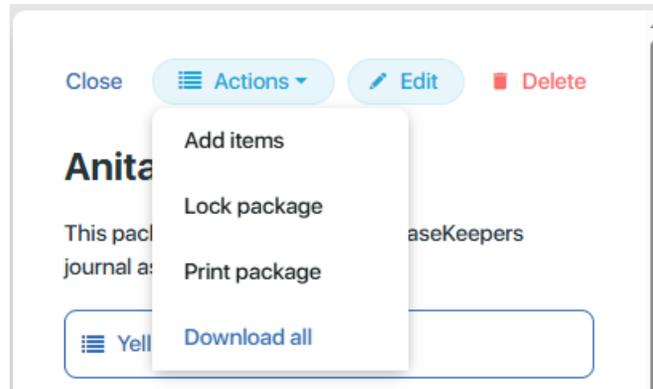
CaseKeepers will create a ZIP file that contains all the attachments, and store the file in the default download location on the local computer. For PC's running Microsoft Windows, this is usually a folder labeled "Downloads". The ZIP file label will be the package name and a file number; for example:

Anita's Journal-1771340386511.zip

Double-click the ZIP file (or right click and select "Open with") to open it. If you do not have WinZip on your computer, you can download it here:

https://www.winzip.com/en/download/winzip/?srsltid=AfmBOopJ-BBp7dIV0nRLMb5Fg39vemPKYyUIp-4LkL_3QwNEKxnx-CBA .

WinZip - Anita's Journal-1771340386511.zip

File   Actions   Options   Help

New   Open   Favorites   Add   Extract   Encrypt   View   CheckOut   Wizard

| Name	Type	Modified	Size	Ratio	Packed	Path
Typical Day.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	55,259	0%	55,259	Anita's Journal\2-Typical Day\
Thanksgiving .pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	56,242	0%	56,242	Anita's Journal\13-Thanksgiving \
Test Walkthrough.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	55,410	0%	55,410	Anita's Journal\6-Test Walkthrough\
First Journal Entry.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	56,115	0%	56,115	Anita's Journal\14-First Journal Entry\
Missed my ride.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	57,597	0%	57,597	Anita's Journal\7-Missed my ride\
He wouldn't leave.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	56,413	0%	56,413	Anita's Journal\9-He wouldn't leave\
Embarrassing Dinner.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	56,811	0%	56,811	Anita's Journal\11-Embarrassing Dinner\
My first Journal Entry.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	56,008	0%	56,008	Anita's Journal\3-My first Journal Entry\
Medicare Part D Terminated.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	56,684	0%	56,684	Anita's Journal\10-Medicare Part D Terminated\
Doctor was so late.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	57,635	0%	57,635	Anita's Journal\8-Doctor was so late\
4B250BEC-8171-42F0-B4B2-75CF828BA2D3.jpg	JPG File	2/17/2026 2:59 PM	801,883	0%	801,883	Anita's Journal\5-First entry\
First entry-attachment-list.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	55,402	0%	55,402	Anita's Journal\5-First entry\
Kids doing well.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	43,852	0%	43,852	Anita's Journal\3-My first Journal Entry\
Kids doing well.docx	Microsoft Word Document	2/17/2026 2:59 PM	15,128	0%	15,128	Anita's Journal\3-My first Journal Entry\
2026-02-17 16-52-06.mp3	MP3 Audio File (VLC)	2/17/2026 2:59 PM	180,043	0%	180,043	Anita's Journal\2-Typical Day\
Typical Day-attachment-list.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	54,787	0%	54,787	Anita's Journal\2-Typical Day\
popup mood survey.png	PNG File	2/17/2026 2:59 PM	53,287	0%	53,287	Anita's Journal\6-Test Walkthrough\
Test Walkthrough-attachment-list.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	54,990	0%	54,990	Anita's Journal\6-Test Walkthrough\
IMG_20260113_155442.jpg	JPG File	2/17/2026 2:59 PM	819,070	0%	819,070	Anita's Journal\3-My first Journal Entry\
IMG_20260113_155438.jpg	JPG File	2/17/2026 2:59 PM	939,673	0%	939,673	Anita's Journal\3-My first Journal Entry\
My first Journal Entry-attachment-list.pdf	Adobe Acrobat Document	2/17/2026 2:59 PM	56,619	0%	56,619	Anita's Journal\3-My first Journal Entry\

Selected 0 files, 0 bytes   Total 21 files, 3,554KB

ℹ Note: When the file opens, it will show a list of the journal attachments, the Type of file (e.g., Adobe document, JPG or PNG image, MP3 audio file), the size of the file, and the "Path" to the file which represents the journal entry to which the attachment is attached.

💡 **Tip:** If you double click on a document file, audio file, or video file, it will open. For example:
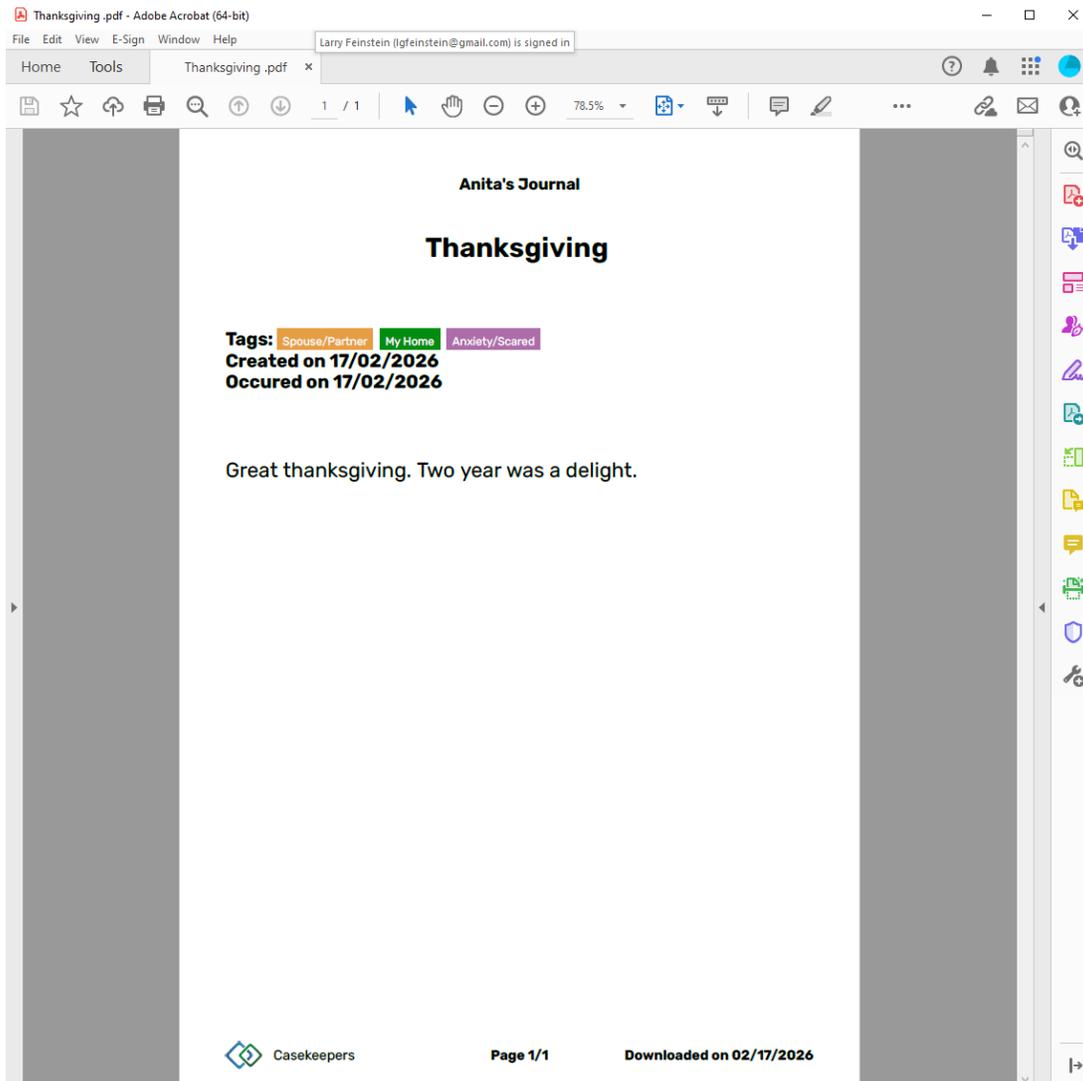
💡 **Tip:** If you want to view any of the image files (JPG, PNG, etc.), you must first move it out from the ZIP file to a folder on the local computer. To do this, simply drag-and-drop the file label from the ZIP file to a desired folder in Windows Explorer or Mac File Manager. Then, in Explorer or Manager, double click the image file to view it.

Congratulations! You have now successfully downloaded your journal and all the attachments.

If you need assistance, please send an email to Success@Casekeepers.com. Include in your email:
- your full name
- your email address
- your phone number
- your CaseKeepers login (but NOT your password)
- the best time to call you
- the time zone you are in (e.g., Pacific, Mountain, Central, Eastern, London, etc.), and
- a brief description of the problem you are encountering in downloading a journal

We will arrange a Zoom session to assist you.

Lawrence Feinstein, PhD   Kelly Blumer
CaseKeepers CEO   CaseKeepers COO