TRESSO
User Guide

Everything you need to connect your destinations, prepare posts, schedule them with confidence, and understand what happened after they published.

TRESSO 1.1.1

Version 1.1.1

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PART 1

Welcome to TRESSO

TRESSO publishes the videos you have already made. It does not create them, edit them, or change them - you finish a video, and TRESSO takes it to the places you publish, when you say so. It runs on your own computer, where your video library lives. A post that publishes from TRESSO's server uploads its video there first. This guide follows the order you will actually do things in.

How TRESSO works

The path a finished video takes through TRESSO, and why each destination is handled on its own.

WHAT THIS DOES

TRESSO moves one finished video along a predictable path: you choose the exact destinations, you add the posting text (a Publishing Profile can fill in starting text), review it, and then it posts now or waits in the Queue. Posts that say On TRESSO server publish from TRESSO's server; other posts publish from this computer. Once your post shows 'On TRESSO server,' it can publish while your computer is off.

GOOD TO KNOW

A missing required field must be filled in before you can post. After that, destinations are handled independently: each one publishes on its own, so a Pinterest failure never undoes YouTube, TikTok, Instagram, Facebook, Bluesky or Threads on the same video.

That principle runs through the whole product. When something goes wrong the useful question is never "did the post fail?" but "which destination needs attention, and why?"

READ MORE

- TRESSO in 5 minutes (part 2)
- Queue (part 13)
- Archive Vault (part 14)

Online: https://tressohq.com/help/how-tresso-works

PART 2

TRESSO in 5 minutes

The shortest path from installed to published. If you read only one part of this guide, read this one.

TRESSO in 5 minutes

Connect your social accounts, add your finished videos, and choose when they publish.

WHAT THIS DOES

TRESSO schedules and publishes videos you have already created. Use **New Post** for one video or **Bulk Schedule** for a batch.

HOW TO USE IT

1. Connect your social accounts

Open **Connections** and connect an account you want to publish to, for example your Instagram account, Facebook Page or YouTube channel.

TRESSO supports Instagram, Facebook Pages, TikTok, YouTube, Pinterest, Bluesky and Threads.

You can connect up to two accounts per platform: three accounts in total on Starter, or up to 14 on Full, across your profiles. Starter includes 200 publications a month and Full includes 700; one video sent to seven accounts uses seven. If Connections shows **Set up server publishing** for an account, choose it and give the service permission once.

2. Set up a publishing profile

A **publishing profile** keeps one brand's social accounts, saved text and schedule together.

For example, you might have one profile for your business and another for your personal content.

Go to **Settings** → **Posting Defaults** → **Publishing Profiles**. Create your profile and assign its social accounts. Add saved captions and posting defaults if you want to reuse them.

Choose the correct profile before preparing posts. Each social account belongs to one profile.

3. Add your finished videos

Choose the workflow that fits your batch:

- Prepare one video: **New Post**

- Prepare several videos together: **Bulk Schedule**

You can import finished videos from **This computer, Google Drive or OneDrive**.

For future exports, you can also set up a **Watched Folder** under **Settings → Content Sources**. New videos found there become drafts for you to review.

4. Review and schedule

Before confirming, check:

- **Accounts:** Which specific accounts or Pages will receive the video?
- **Text:** Are the caption, title and other required fields correct for each account?
- **Time:** Are the posting date, time and time zone correct?
- **Notices:** Does anything need fixing before the post can publish?

Apply saved captions where useful, then review the result.

Choose **Post Now** to publish immediately, or use the scheduling action shown on the screen to publish later.

5. Check your Queue

Open **Queue** to confirm your scheduled posts are listed with the correct videos, accounts and posting times.

Make sure the **Scheduler is On** for posts that say Publishes from this computer.

Keep TRESSO open with the Scheduler on while the Queue says Uploading to TRESSO server. Once your post shows 'On TRESSO server,' it can publish while your computer is off.

TRESSO can remain running in the system tray. A post due within two minutes of saving, or a post to an account not yet set up for server publishing, says Publishes from this computer and needs TRESSO running at posting time. For Threads, this computer starts the post and TRESSO's server sends it. A paused post does not publish until you resume it.

GOOD TO KNOW

Check what happened

A scheduled post is waiting to publish; it is not yet a successful post.

After publishing, check each account's result. One video can publish successfully to some accounts while another account needs attention.

- **Published:** The destination is recorded as successfully published.
- **Failed:** Open the result to see the reason and the available next action.

- **Missed:** The scheduled posting window passed. Review the post in **Archive Vault**.

When retrying a partially published post, retry only the failed destinations. Accounts that already published must not receive the post again.

Know these three terms

- **Platform:** A service such as Instagram, TikTok or YouTube.
- **Social account:** The specific account, channel or Page you connect on that platform.
- **Publishing profile:** The workspace that groups a brand's accounts, saved text and schedule.

Need help?

Open **Tessa** for instructions or **Settings** → **Support** to submit a ticket. Include what you were trying to do, what happened, and the affected platform and account.

READ MORE

- Connect your first destination (part 4)
- Schedule your first post (part 10)
- Schedule several videos at once (part 11)
- Archive Vault (part 14)

Online: https://tressohq.com/help/tresso-in-5-minutes

PART 3

Install and update

Getting TRESSO onto your computer, and keeping it current later.

Install and update TRESSO

Installing TRESSO on Windows or macOS, and updating without losing anything.

WHAT THIS DOES

TRESSO is a desktop app for Windows and macOS. It runs from your system tray on Windows (and the Dock on a Mac), where it stays so scheduled posts can go out.

Updating is the same action: you run the newest installer over the version you already have. There is no uninstall step, and nothing you have set up is lost.

HOW TO USE IT

1. Download the installer from the Download page.
2. Run it, accept the license agreement and keep the suggested options. TRESSO installs just for you, so Windows normally does not ask for admin permission.
3. The installer is signed by Ingreso Bondstone LLC. If Windows shows a **Windows protected your PC** screen, choose **More info**, check that the publisher reads Ingreso Bondstone LLC, then choose **Run anyway**.
4. Let TRESSO open and add its tray icon, near the clock.

On a Mac (macOS 12 Monterey or later, Apple Silicon or Intel):

1. Open the downloaded .dmg and drag TRESSO into Applications.
2. The first time you open it, macOS asks you to confirm an app downloaded from the internet. Choose **Open**. You only do this once.
3. TRESSO opens and stays in the Dock. Closing its window keeps it running so scheduled posts can go out; click TRESSO in the Dock to bring the window back.

To update on Windows, download the newest installer and run it over your current version; TRESSO opens on the new version when it finishes. On a Mac, quit TRESSO, open the new .dmg and drag TRESSO into Applications, choosing Replace.

TRESSO checks for a new version when it opens, every hour after that, and when you come back to its window. When one is ready, a blue notice appears at the top of every screen with a **Download update** button. To check straight away, go to **Settings** > **Support** > **App Updates** and choose **Check for Updates**. If one is ready, choose **Download Update**. If the check could not run, TRESSO says "Couldn't check for updates. Check your connection and try again." - it never says you are up to date when it could not check.

Versions released before this one show the notice on the Dashboard only and check every 6 hours, so if you are on an older version, look on the Dashboard or use **Check for Updates**.

A new build can keep the same version number. The notice then reads "A newer build of TRESSO is available"; it is still an update worth installing.

GOOD TO KNOW

TRESSO's server can publish scheduled posts for each account set up for server publishing. Uploading to TRESSO server means your video is still being sent from your computer. Once your post shows 'On TRESSO server,' it can publish while your computer is off.

Closing the window is fine - TRESSO keeps running in the tray. A post due within two minutes of saving, or a post to an account not yet set up for server publishing, shows Publishes from this computer in the Queue and publishes from here with TRESSO running. For Threads, this computer starts the post and TRESSO's server sends it. A paused post does not publish until you resume it.

An update keeps your queue, your connected destinations, your license activation and every setting exactly as they were. You never reconnect a destination or re-enter your license key just to update.

If Windows still shows the SmartScreen screen, it is because a new release has not yet built up download reputation with Microsoft. Checking that the publisher reads Ingreso Bondstone LLC confirms the file is genuine.

READ MORE

- TRESSO in 5 minutes (part 2)
- License and billing (part 22)
- Move TRESSO to another computer (part 23)

Online: https://tressohq.com/help/install-and-update

PART 4

Connect your first destination

A destination is a place you publish - an Instagram professional account, a Facebook Page, a TikTok account, a YouTube channel, a Pinterest account, a Bluesky account or a Threads profile. Connecting one is what turns TRESSO from installed into useful.

Connect your first destination

Add the account, page or channel TRESSO will publish to, and confirm it is genuinely usable.

WHAT THIS DOES

A destination is one exact place you publish: a specific YouTube channel, Facebook Page, Instagram professional account, Pinterest account, TikTok account, Bluesky profile or Threads profile.

HOW TO USE IT

1. Open Connections.
2. Choose the platform you want to add.
3. Sign in and approve access when that platform asks.
4. Confirm the destination shows as connected before you rely on it.

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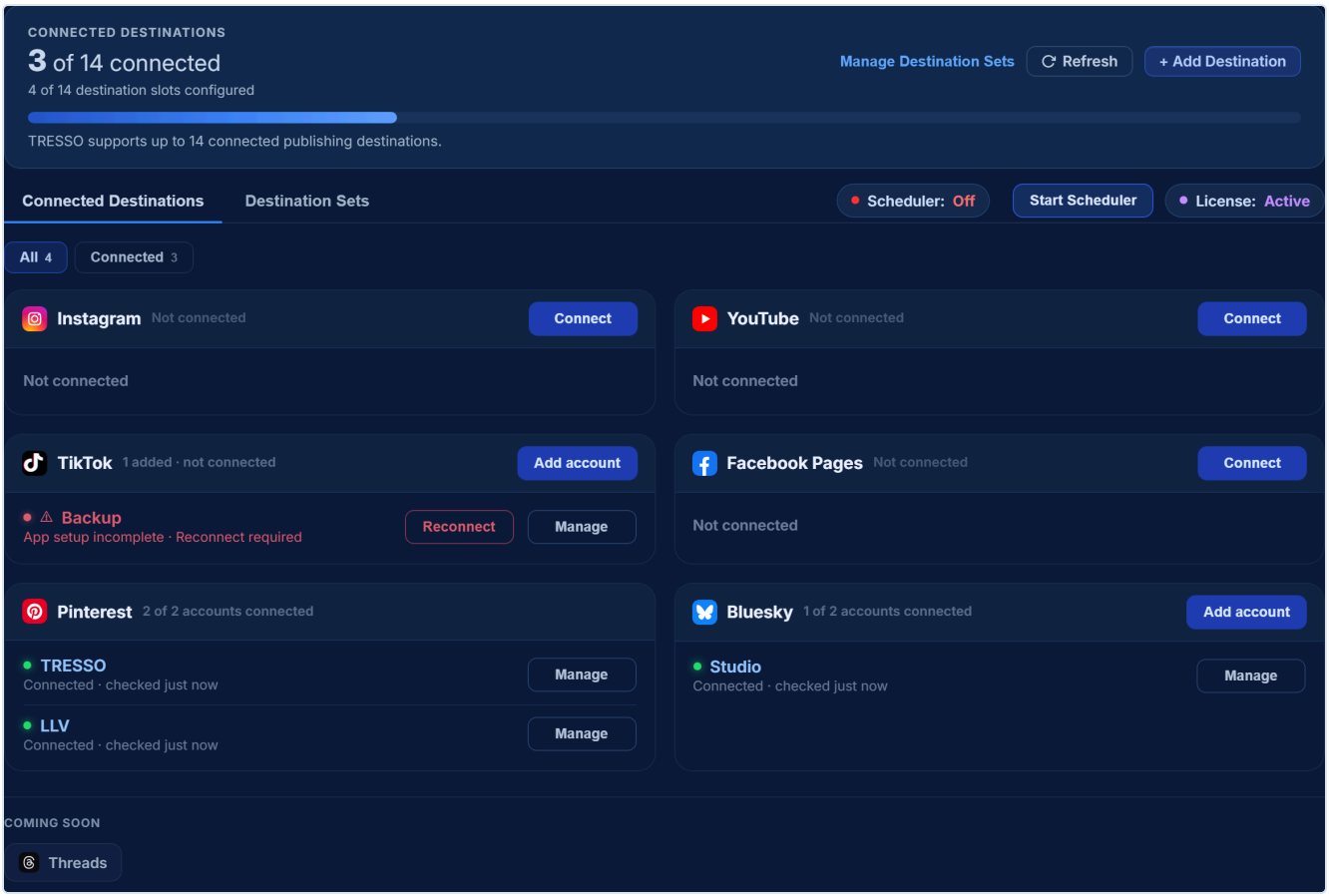
WHAT YOU'LL SEE



The Connections page with one connected destination and one that needs reconnecting

GOOD TO KNOW

Configured and connected are not the same thing. A destination that needs reconnecting still occupies one of your destination slots, and its name still appears - but TRESSO cannot publish to it until you reconnect it.

If you have more than one account on the same platform, name them clearly. TRESSO always asks you to pick the exact destination, so a clear name is what stops content reaching the wrong audience.

IF THIS DOES NOT WORK

- My destination says Reconnect required (part 5)

READ MORE

- Connections (part 5)
- My destination says Reconnect required (part 5)
- Schedule your first post (part 10)

Online: https://tressohq.com/help/connect-first-destination

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PART 5

Connections and reconnecting

Every destination you have set up, what its state means, and what to do when one asks you to sign in again.

Connections

Every place TRESSO can publish, and what its current state actually means.

WHAT THIS DOES

Server publishing

Connections lists every destination you have set up and tells you, honestly, which ones TRESSO can publish to right now.

HOW TO USE IT

1. Open Connections.
2. At the top, a bar shows how many of your connections you have used, for example "11 of 14 connections used" on Full, with the rule "Up to 2 accounts per platform. Each account belongs to one profile."
3. Each platform card shows how many of its accounts you have, for example "2 of 2 accounts". Each account row shows the account's name, its profile, its status and what you can do.
4. If an account needs you, choose Needs attention to see only those accounts. The filter shows how many there are.
5. Reconnect anything showing Reconnect required before you rely on it. The Reconnect button is on that account's row.

GOOD TO KNOW

You can connect up to two accounts per platform across the seven platforms: three accounts in total on Starter, or up to 14 in total on Full. Publishing Profiles never add connections or publications. Each account belongs to a profile, shown beside its name.

If you move from Full to Starter with more than three accounts connected, TRESSO asks you to choose the three to keep. The change takes effect at your next renewal date. Nothing is deleted. The accounts you did not keep stay listed but do not publish new posts until you reconnect them under your allowance or upgrade. Scheduled posts to them are held, not deleted or skipped, with the reason "Choose your three accounts" until you change your choice or upgrade.

An account that needs reconnecting still holds its place, so it counts toward your connections used and toward its platform's 2 accounts. It is listed under Needs attention until you reconnect it.

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When a platform has two accounts, TRESSO asks you to remove one before adding another there.

Assistants you connect are listed under their own heading further down; they are not publishing accounts and do not count toward your connected accounts. Destination Sets (saved groups of destinations) are under Advanced, below the accounts.

A destination that needs reconnecting has not been lost. Its settings are intact; it simply needs you to sign in again.

TRESSO checks every Instagram account and Facebook Page once a day with that account's own login. If Meta has withdrawn access - for example after a Facebook security reset or password change - the account turns to Reconnect required the same day, and TRESSO alerts you once.

Each connected account is set up once so TRESSO's server can publish its scheduled posts. Once your post shows 'On TRESSO server,' it can publish while your computer is off. Bluesky and Threads are set up automatically. Instagram, Facebook Pages, TikTok, YouTube and Pinterest ask for the service's permission once: Connections shows Set up server publishing on any account that still needs it. Until then, that account's posts say Publishes from this computer and publish from this computer.

TRESSO's server keeps access for each account set up for server publishing. Access for Instagram, Facebook Pages, TikTok, YouTube, Pinterest and Bluesky is encrypted (AES-256-GCM). Your Threads login is kept on TRESSO's server. Disconnecting an account also deletes the server's copy; if the server cannot be reached, TRESSO retries the delete on every sync until it is done.

IF THIS DOES NOT WORK

- My destination says Reconnect required (part 5)

READ MORE

- Connect your first destination (part 4)
- My destination says Reconnect required (part 5)

Online: https://tressohq.com/help/connections

My destination says Reconnect required

What that state means and how to get the destination publishing again.

WHAT THIS DOES

Reconnect required means the destination is still set up, but the permission that lets TRESSO publish to it has expired or been withdrawn. Nothing has been lost.

HOW TO USE IT

1. Open Connections.

2. Find the destination showing Reconnect required.
3. Choose Reconnect and sign in again when the platform asks.
4. Confirm it now reads as connected.

GOOD TO KNOW

Platforms expire access on their own schedule, and changing your password or reviewing connected apps can also end it. This is normal and does not mean anything is broken.

Instagram accounts and Facebook Pages are checked once a day, each with its own login, so access Meta withdraws - for example after a Facebook security reset - shows as Reconnect required the same day, with one alert.

Sign in with the same account. If you sign in with a different one, TRESSO refuses the reconnect and says which account it needs - it never swaps one account for another.

Posts already scheduled to that destination stay in the Queue. Reconnect the same account before their time arrives. At posting time TRESSO checks the connection again, and that it is the same account, before it publishes. If it still cannot publish, that destination is recorded as failed with the reason, and you can retry it. An expired login holds only that account: the post's other accounts keep their schedule, and when you save, TRESSO says how many accounts were scheduled and which one is held. TRESSO's server also has its own access for each connected account. If a service removes that access, that account's waiting posts come back to this computer, the Queue shows them as Publishes from this computer, and Connections shows what the account needs. Reconnect it, or choose Set up server publishing, to give access back.

READ MORE

- Connections (part 5)
- Connect your first destination (part 4)

Online: https://tressohq.com/help/fix/reconnect-required

PART 6

Add your videos

Bringing a finished video into TRESSO, from this computer or from cloud storage, and having new exports in a folder picked up as drafts.

Add your videos

Choose a finished video from this computer, Google Drive or OneDrive, in New Post or Bulk Schedule.

WHAT THIS DOES

Adds a video you have already finished to a post. TRESSO does not create or edit your video - it takes the finished file and handles publishing it.

You choose the video at the moment you are making the post: **New Post** for one video, **Bulk Schedule** (or **Import** on the top bar, which opens the same first step) for several. Both offer the same three sources: this computer, Google Drive and OneDrive.

A Watched Folder is a separate way in, set up in Settings > Content Sources: new videos in that folder are added to the Queue as drafts, never scheduled by themselves. See Watched Folders.

HOW TO USE IT

One video, in New Post

1. Click **New Post** on the top bar.
2. Drag the video onto the upload area, or click the upload area to browse this computer. Or choose **Google Drive** or **OneDrive** under it.
3. Pick one video. New Post holds one video per post.
4. Add the title, caption and destinations, then choose **Schedule Post** or **Post Now**.

Several videos, in Bulk Schedule

1. Click **Bulk Schedule** (or **Import**) on the top bar.
2. Drag the videos in, or choose **From computer**, **Google Drive** or **OneDrive**. Each one lets you pick several videos at once, and you can use more than one source in the same batch.
3. Continue with the schedule and review steps.

Google Drive opens in your web browser: sign in with Google, pick the videos, then come back to TRESSO. **OneDrive** opens in a TRESSO window: sign in with Microsoft, tick the videos, then choose to import them.

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A file in Dropbox, OneDrive or iCloud on this computer. If your sync app keeps a folder on this computer (Dropbox, OneDrive, iCloud or Google Drive for desktop), a video in it is a file on this computer: add it by dragging it in, clicking the upload area or **From computer**. It must be fully downloaded first. If it is not, TRESSO says: This video is not fully downloaded to your computer. Download it in your sync app, then try again. TRESSO has no separate Dropbox button.

GOOD TO KNOW

Your video library stays on your computer. Whichever source you use, TRESSO saves its own copy of the video on this computer. Your original file, on this computer or in the cloud, is never changed, moved or deleted. A video from Google Drive or OneDrive is downloaded completely before it is added, so it is ready to publish. Google Drive gives TRESSO access only to the files you pick. OneDrive asks you to let TRESSO read your OneDrive files (read-only) so you can browse your folders; TRESSO downloads only the videos you pick.

When a scheduled post is handed to TRESSO's server to publish, its video is uploaded to TRESSO's private storage in the United States, so TRESSO's server can publish it. The video is deleted there 24 hours after its post is published or canceled. If a post fails, its video is kept 7 days so you can retry, then deleted the following day. Nothing is posted to a platform until you post, or until a scheduled time arrives.

Each video can be up to 250 MB. A Bulk Schedule batch holds up to 200 videos. TRESSO recognizes a video it has already imported from Google Drive or a watched folder - even renamed - and does not import it twice.

Each platform has its own length limit (for example Facebook 90 seconds, Instagram and Bluesky 3 minutes, Pinterest and Threads 5 minutes, TikTok 10 minutes, YouTube Shorts 3 minutes with longer YouTube videos also supported). Your TikTok account may have a shorter limit. YouTube videos over 15 minutes need a verified channel. When you save a post whose video is too long, too short or too large for one of its accounts, nothing is saved: TRESSO names the account and the limit, and you trim or compress the video or exclude that account. If TRESSO cannot read the video's length or size, it says which limit it did not check.

READ MORE

- New Post (part 7)
- Schedule several videos at once (part 11)
- Watched Folders (part 6)
- Where TRESSO keeps your information (part 22)

Online: https://tressohq.com/help/import-videos

Watched Folders

Have TRESSO pick up new videos from a folder on this computer as drafts for you to review. It never schedules or posts them by itself.

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WHAT THIS DOES

A Watched Folder is a folder on this computer that TRESSO keeps an eye on. When a new MP4 or MOV file appears in it, TRESSO adds the video to your Queue as a draft. It is set up separately from the From computer, Google Drive and OneDrive buttons in New Post and Bulk Schedule.

Watched videos are imported only. They are never scheduled or posted automatically. Each new video becomes a draft that has the accounts and starting text (title, caption and hashtags) of the folder's Publishing Profile, plus any campaign, category or hashtag set you chose for the folder. It has no publish time. Nothing is sent to any platform until you open the draft, review it and choose a date and time, or choose Post Now.

HOW TO USE IT

1. Go to Settings > Content Sources.
2. Click **Add Folder** (or **Canva Drop Folder** to set up a folder named for Canva exports).
3. Click **Browse Folder** and pick the folder your editing tool saves finished videos to.
4. Optionally give it a **Display name**. It defaults to the folder name.
5. Choose the folder's **Publishing profile**. Its accounts and starting text are what each new draft gets. Without one, new drafts are marked as needing a publishing profile before they can be scheduled.
6. Under **Watched Folder Defaults**, keep **Use your posting defaults**, or choose **Customize this folder** to set a Campaign, Category and Hashtag Set for this folder.
7. Leave **Automatically import new videos** on. Leave **Send a notification when videos are imported** on if you want a message in TRESSO each time.
8. Click **Start Watching Folder**.
9. Export a finished video into the folder. When it appears in the Queue with a Watched Folder badge, open it, review the caption and accounts, and choose when to publish it.

WHAT YOU'LL SEE

The folder's card shows its status, its Publishing profile and defaults, and the buttons **Edit**, **Pause** (or **Resume**) and **Remove**. When videos come in, TRESSO says how many were imported as drafts and offers **View imported videos**.

GOOD TO KNOW

What must stay running. TRESSO must be running for new videos to be picked up. Closing the window keeps TRESSO running in the system tray on Windows or the menu bar on Mac; quitting TRESSO stops it. The Scheduler does not need to be on to import. A post you later schedule publishes from TRESSO's server once the Queue says On TRESSO server. Videos that arrived while TRESSO was closed are picked up the next time it starts.

Checks before a video is added. TRESSO waits until the file has finished being written, so a half-exported video is not picked up. Only MP4 and MOV files are added, and only files directly in that folder, not in folders inside it. A video TRESSO has already imported is not added twice, even if it was renamed. If there is not enough free disk

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space, the video is not added and the folder's card says why.

If the folder is in a sync app. A folder kept by Dropbox, OneDrive, iCloud or Google Drive for desktop works only for videos that are fully downloaded to this computer. If one is not, TRESSO says: This video is not fully downloaded to your computer. Download it in your sync app, then try again.

If the folder cannot be reached. If the folder is moved, renamed or on a drive that is disconnected, the card says so and offers **Select New Folder**. TRESSO keeps trying every minute and tells you when watching stops and when it resumes.

Your files. TRESSO saves its own copy of each imported video and works from that copy. The original stays in your folder, unchanged: TRESSO never moves, renames or deletes it.

Pause and stop. Pause stops new imports and keeps the folder's settings; **Resume** starts again. **Remove** stops watching the folder. Videos already imported stay in your Queue, and the files in the folder are not touched.

READ MORE

- Add your videos (part 6)
- Queue (part 13)
- New Post (part 7)

Online: https://tressohq.com/help/watched-folders

PART 7

Create a post

A post is one video plus the words that go with it, aimed at one or more destinations. A Publishing Profile keeps each brand's accounts, voice, defaults and saved text together, so you are not starting from nothing every time.

New Post

Prepare one finished video, image or carousel for one or more destinations, with the fields each one requires.

WHAT THIS DOES

New Post is for one video, one image, or one carousel going to one or more destinations. Choose the post type first. Different platforms need different information, so TRESSO shows you the fields each destination actually requires. TikTok photo posts and YouTube image posts are not available.

HOW TO USE IT

1. Choose Video, Image or Carousel, then add the media.
2. Choose a Publishing Profile, or select the accounts manually. You can add or remove destinations after applying a profile (destinations that cannot take that post type are refused).
3. Complete the required fields for each destination.
4. Review the posting text and hashtags.
5. Post Now, or choose a future date and time up to 12 months ahead.

WHAT YOU'LL SEE

Schedule. Apply schedule preset (optional) sits above Date and Time. Choosing a preset fills in the date and time with that preset's next recommended slot, and the Posting Preview changes with it. Changing the date or time yourself clears the preset - the post then uses exactly what you typed. The post is scheduled for the date and time shown in the Posting Preview.

Post Now publishes straight away; it is a button, not a setting. It is highlighted only while that post is being sent.

Hashtags. Type a hashtag with or without the #. TRESSO publishes each one with exactly one #, and never changes the words in your caption. Choosing a saved hashtag set fills the field with that set's hashtags.

Text limits. Each platform has its own limit: Bluesky 300 characters, Threads 500, Instagram, TikTok and Facebook 2,200 (Instagram also allows at most 30 hashtags), YouTube 5,000 for the description and 100 for the title, Pinterest 100 for the Pin title and 800 for the Pin description. Platform limits shows each destination's caption and hashtag count against its limit. When hashtags would take a destination over its limit, TRESSO posts

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the caption with as many whole hashtags as fit and names the ones left off, for example "Bluesky: 14 of 20 hashtags fit its 300-character limit - left off: #travel #food." You can choose which hashtags each account uses: customize that account's caption and turn individual hashtags off for it. Your caption is never shortened for you.

When an account cannot take the post. When an account cannot take the post as it is - for example its caption is over its limit, a required field is empty, or the video is too long or too large for that platform - nothing is saved. TRESSO shows Nothing was saved yet and lists each account by platform and name, with the field and the correction. For each one, choose Fix to open the exact field, or Exclude to save the post without that account. Closing the panel saves nothing, and TRESSO never excludes an account for you. Your other accounts keep everything you entered.

What was saved. After you save, TRESSO says exactly what happened: when and to how many accounts the post was scheduled, and by name any account that was held (with the reason), excluded, or not checked. If TRESSO could not read the video's length or size, it says which limit it did not check rather than guessing.

Rights confirmation. If TRESSO asks you to confirm that you own the content or have the rights to post it, confirm once and the save goes through. A confirmation you already gave is reused; TRESSO asks again only when it is missing or the video has changed. Canceling saves nothing.

Saved hashtag sets. With a Publishing Profile chosen, the list shows that profile's sets, then any set that is not assigned to a profile. Another profile's sets are never shown. Choose + Add new hashtag set to create one without leaving the post: it is saved into this post's profile, selected straight away, and your draft is kept.

After publishing. When every account has published, the post shows Published successfully with View in Archive and Close - there is nothing left to send. If some accounts published and others did not, each account's result is listed and Retry failed destinations sends only the ones that failed.

GOOD TO KNOW

TRESSO will not schedule the post until every Required field is filled in for every account on it - for Pinterest that means its board, Pin title and Pin description - or you exclude that account. Once it is scheduled, each destination publishes on its own, and a destination that fails can be retried by itself.

A new post starts in the Publishing Profile you are viewing - the Dashboard's when you start there, otherwise the one selected in the Queue. With All Profiles selected in the Queue, nothing is pre-selected. You can change the profile or the accounts before you schedule. If you change which of the profile's accounts this post uses, TRESSO shows "Accounts changed for this post." with the accounts named; the profile itself is not changed. Create and edit profiles in Settings, under Posting Defaults. The post keeps the exact accounts it was created with; editing the profile later does not change it.

Organization - optional. Campaign and Category are in this section. It is closed unless the post already has a campaign or category; neither is needed to schedule.

TikTok audience. TikTok requires your own choice of who can view each video. When you save a post with a TikTok account that has no audience chosen, TRESSO opens TikTok's review for that account first. Choosing Cancel saves nothing, and TRESSO says "Nothing was saved. Choose who can view this video on TikTok" with the account named. To post without TikTok, remove the TikTok account from the post.

Minimum time between posts. For posts this computer publishes: after one publishes to a platform, TRESSO waits at least 20 minutes before publishing the next one to that platform - across all your accounts and Publishing Profiles on it. A post waiting for its turn shows Pacing and publishes by itself when the time has passed. Posts that say On TRESSO server publish at their scheduled time. Change it (10, 15, 20, 30, 45 or 60 minutes) in Settings > Posting Defaults > Advanced > Publishing from this computer. Post Now is not delayed by it.

Time zone and daylight saving. Times use your computer's time zone unless you set one in Settings. If a time does not exist or happens twice because the clocks change, TRESSO asks you to Confirm the exact time to publish before saving.

Closing without saving. Clicking outside New Post after you changed something asks Discard this post? - choose Keep editing to go back. Cancel and the close button close it straight away.

READ MORE

- Schedule several videos at once (part 11)
- Queue (part 13)
- Publishing Profiles (part 7)

Online: https://tressohq.com/help/new-post

Publishing Profiles

Each brand's accounts, posting defaults and saved text, kept together in a Publishing Profile.

WHAT THIS DOES

TRESSO does not create or edit your video. A Publishing Profile keeps everything that belongs to one brand together: the accounts it posts to, its posting defaults, and its saved captions, saved endings and hashtag sets. These are the reusable text for that brand's posts.

HOW TO USE IT

1. Open Settings > Posting Defaults > Publishing Profiles, then choose Create profile or Edit profile.
2. Choose the profile's posting accounts and save the profile.
3. Add posting defaults and saved text as you go. Nothing is mandatory. Choose Save profile to keep your changes.

WHAT YOU'LL SEE

The profile editor has three parts:

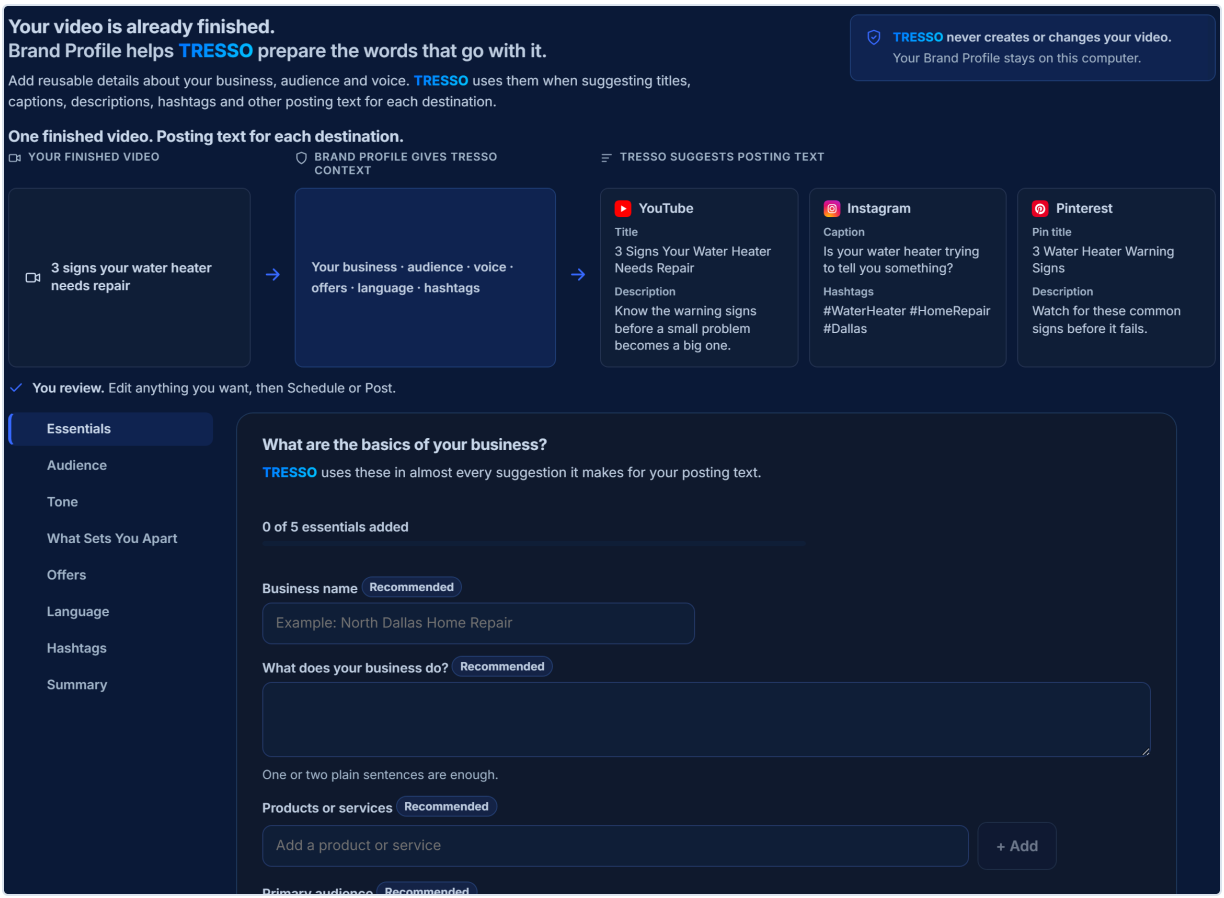
- **Posting accounts** - the accounts this brand posts to.
- **Posting defaults** - the starting title, caption and hashtags for this brand's new posts.
- **Saved endings and hashtag sets** - reusable endings, hashtag sets and saved captions.

Hashtag sets live in 3. Saved endings and hashtag sets. Your changes are kept when you choose Save profile.

A hashtag set belongs to the profile it is ticked in, and a post offers its own profile's sets. A set you create from inside a post is added to that post's profile automatically. A set that is not ticked in any profile is still offered in posts, under Not assigned to a profile, so nothing you saved goes missing; tick it in a profile to make it that profile's alone. One profile's sets are never offered to another profile's posts.

Saved endings work the same way: a post offers its own profile's endings first, then any ending not ticked in a profile under Not assigned to a profile. Another profile's endings are never offered.

Saved captions belong to a profile too: choose a Publishing Profile to see its saved captions. Applying one to a post that already has a caption asks Replace existing captions? first - Keep current changes nothing.



A Publishing Profile with its posting accounts, posting defaults and saved text

GOOD TO KNOW

Anything you insert is a starting point, not a decision. You review and edit before anything is scheduled or posted.

Your Publishing Profiles stay on this computer.

READ MORE

- New Post (part 7)
- Schedule several videos at once (part 11)
- TRESSO in 5 minutes (part 2)

Online: https://tressohq.com/help/brand-profile

TRESSO 1.1.1

PART 8

What each destination needs

Every platform has its own rules about accounts and posts. These are the ones that will actually stop a post if you do not know them.

Instagram

The account type Instagram requires, how it connects, and what it reports back.

WHAT THIS DOES

Publishes your finished video to Instagram as a Reel, on the schedule you set.

HOW TO USE IT

1. Make sure your Instagram account is a professional account - Business or Creator.
2. Open Connections and choose Add account on Instagram.
3. Sign in with Facebook, approve TRESSO, and choose the Instagram account linked to your Facebook Page.

WHAT YOU'LL SEE

TRESSO shows an Instagram destination as your username, so you can tell two accounts apart at a glance.

GOOD TO KNOW

Instagram only allows scheduled posting from a professional account. A personal account cannot publish through any tool, TRESSO included, and TRESSO will tell you so when you connect rather than failing at posting time.

New Instagram accounts connect through Facebook Login, so your Instagram professional account must be linked to a Facebook Page. Accounts connected earlier with Instagram's own sign-in keep working.

You can connect up to two Instagram accounts.

TRESSO renews an Instagram login in the background for every Instagram account, including one that has not posted for a while. If a login is close to expiring and cannot be renewed, TRESSO warns you and names the account, so you can reconnect it in time.

To post a video, TRESSO places it in its private storage so Instagram can fetch it. A post that publishes from this computer has its video deleted there as soon as Instagram has it, and in any case within 65 minutes. Long and large videos, up to Instagram's 3-minute limit, post this way. If TRESSO cannot place the video there, nothing is posted and the post says so. If Instagram refuses an upload without giving a reason, TRESSO first checks whether Instagram processed or published it anyway, so a post is never sent twice. If it did not, TRESSO retries

Instagram by itself about 15 minutes later, up to twice, and shows the time of the next retry on the post in Archive Vault. You can also choose Retry Instagram there. If the refusal repeats, check the post on Instagram and the video's format before trying again.

A scheduled Instagram post publishes from this computer when the Queue says Publishes from this computer. A post that says On TRESSO server publishes from TRESSO's server. The Queue says Uploading to TRESSO server while its video is still being sent from your computer. Once your post shows 'On TRESSO server,' it can publish while your computer is off. When TRESSO next opens, it brings back the result, the link and the post's history, and the post moves to Archive Vault as usual. A post is never sent twice. The server deletes each video 24 hours after its post is published or canceled. If a post fails, its video is kept 7 days so you can retry, then deleted the following day. Posts On TRESSO server still publish when the Scheduler is off. The server sends a post only while your subscription is active: a post due after your subscription ends (after the period you paid for, or after a free trial) is not sent and shows as failed. Renew within 7 days and choose Retry to send it.

Instagram reports likes and comments as engagement. Instagram does not share view counts with TRESSO yet, so the Dashboard says "Unavailable – Instagram does not share view counts with TRESSO yet." instead of showing a zero.

READ MORE

- Connections (part 5)
- Facebook Page (part 8)
- Understanding Views (part 19)

Online: https://tressohq.com/help/destinations/instagram

Facebook Page

Publishing to a Facebook Page, and what Facebook reports back.

WHAT THIS DOES

Publishes your finished video to a Facebook Page you manage, on the schedule you set.

HOW TO USE IT

1. Open Connections and connect Facebook.
2. Choose the Page you want TRESSO to publish to.

GOOD TO KNOW

TRESSO publishes to a Page, not to a personal profile. If you do not manage a Page, create one first and it will appear when you connect.

You can connect up to two Facebook Pages.

Facebook reports likes and comments as engagement, and a view count when Facebook returns one for the video. Otherwise the Dashboard says "Unavailable – Facebook does not share view counts with TRESSO yet."

TRESSO's server can publish your scheduled Facebook Page posts. Once your post shows 'On TRESSO server,' it can publish while your computer is off. Facebook asks for its permission once: if Connections shows Set up server publishing for the Page, choose it.

READ MORE

- Connections (part 5)
- Connect your first destination (part 4)
- Instagram (part 8)

Online: https://tressohq.com/help/destinations/facebook

YouTube

Publishing Shorts to a YouTube channel, and what YouTube reports back.

WHAT THIS DOES

Publishes your finished video to a YouTube channel on the schedule you set. A vertical or square video of up to 3 minutes is published as a Short; anything longer, or landscape, as a regular YouTube video. Videos over 15 minutes need a verified YouTube channel.

HOW TO USE IT

1. Open Connections and connect your YouTube channel with your Google account.
2. Set the video's title, description and audience as you would for any upload.

GOOD TO KNOW

You can connect up to two YouTube channels.

TRESSO asks Google only for permission to upload to your channel and read that channel's figures. It cannot read your other Google data.

YouTube reports likes and comments as engagement, and a view count once the video has been processed. A brand-new upload may report nothing for a short while; that is YouTube still counting, not an error.

TRESSO's server can publish your scheduled YouTube posts. Once your post shows 'On TRESSO server,' it can publish while your computer is off. YouTube asks for Google's permission once: if Connections shows Set up server publishing for the channel, choose it. TRESSO's server keeps your Google access encrypted, under Google's Limited Use rules, until you disconnect the channel in TRESSO or ask for deletion. Removing TRESSO in your Google Account does not delete the server's copy.

READ MORE

- Connections (part 5)
- Connect your first destination (part 4)
- Understanding Views (part 19)

Online: https://tressohq.com/help/destinations/youtube

TikTok

The audience setting TikTok requires on every post, and what TikTok reports back.

WHAT THIS DOES

Publishes your finished video to TikTok on the schedule you set.

HOW TO USE IT

1. Open Connections and connect your TikTok account.
2. On each post, choose who can view the video for that TikTok account.

GOOD TO KNOW

TikTok requires an audience choice on every post, and TRESSO only offers the choices TikTok says your account may use. If TikTok has not yet granted your account public posting, public will not appear as an option, and TRESSO will not submit a setting TikTok would reject.

When you post to two TikTok accounts at once, each one carries its own audience choice.

Each TikTok account has its own video length limit, up to TikTok's 10 minutes. The review shows it for each account, for example "<account> allows videos up to 3 minutes.", and TRESSO flags a video that is longer before it schedules.

You can connect up to two TikTok accounts.

TRESSO never guesses an audience, and it does not save a post that would send TikTok without one. Every save asks: New Post, Bulk Schedule, Queue Bulk Edit, Reschedule and resuming a paused post all open TikTok's review for each TikTok account that has no audience chosen. Choose who can view the video and confirm, and the save goes through. Cancel saves nothing. If TikTok cannot be used for that account right now, the review offers Continue without TikTok, which takes that TikTok account off the post and saves the rest.

A post saved by an earlier version of TRESSO may still have no audience for a TikTok account. The Queue shows it on the row with a Choose TikTok audience button, so you can choose before its time. If such a post reaches its time without one, TRESSO does not post it to TikTok and says: "Not posted to TikTok yet: TikTok needs you to choose who can view this video on" the account, "Click Retry and choose an audience to post it." Choose Retry for that account in Archive Vault. Your other destinations are not affected.

TRESSO 1.1.1

TRESSO reads the view count, likes, comments and shares of your published TikTok posts; shares are not counted in Engagements. If the Dashboard says "Unavailable – reconnect TikTok to allow view counts.", reconnect TikTok once in Connections. Each post's status and link appear in Archive Vault.

TRESSO's server can publish your scheduled TikTok posts. Once your post shows 'On TRESSO server,' it can publish while your computer is off. TikTok asks for its permission once: if Connections shows Set up server publishing for the account, choose it.

READ MORE

- Connections (part 5)
- New Post (part 7)
- Successful and failed destinations (part 14)

Online: https://tressohq.com/help/destinations/tiktok

Pinterest

What a Pinterest destination needs before it can publish, and what it reports back.

WHAT THIS DOES

Publishes your finished video to a Pinterest board as a Pin, on the schedule you set.

HOW TO USE IT

1. Open Connections and connect your Pinterest account.
2. Choose the board each Pin should go to.
3. Give the post a Pin title and a Pin description. Pinterest requires both, and a board, before TRESSO can schedule it.

WHAT YOU'LL SEE

Once published, the Pin appears in Archive Vault with its Pinterest link. Its view count, when Pinterest reports one, is on the Dashboard.

GOOD TO KNOW

You can connect up to two Pinterest accounts.

When Pinterest is selected, TRESSO checks its board, Pin title and Pin description before anything is scheduled. If one is missing, nothing on the post is scheduled yet - TRESSO says what to add (for example "Add a Pin title.") and keeps everything you entered. Add it, or exclude that Pinterest account from the post, then choose Schedule Post or Post Now again. Each Pinterest account needs its own board. In Bulk Schedule, each video's file name is used as its Pin title when you leave the title empty.

Pinterest reports saves and clicks; they are not part of the Engagements count, which counts likes and comments. It reports impressions rather than views for some Pin types, and TRESSO will not relabel impressions as views.

TRESSO's server can publish your scheduled Pins. Once your post shows 'On TRESSO server,' it can publish while your computer is off. Pinterest asks for its permission once: if Connections shows Set up server publishing for the account, choose it.

READ MORE

- Connections (part 5)
- Connect your first destination (part 4)
- New Post (part 7)

Online: https://tressohq.com/help/destinations/pinterest

Bluesky

Connecting Bluesky with an app password, and what it reports back.

WHAT THIS DOES

Publishes your finished video to your Bluesky profile on the schedule you set.

HOW TO USE IT

1. In Bluesky, create an app password for TRESSO.
2. Open Connections, choose Bluesky, and enter your handle and that app password.

GOOD TO KNOW

Use an app password, not your account password. An app password can be revoked on its own without changing how you sign in to Bluesky.

You can connect up to two Bluesky accounts.

A Bluesky post holds up to 300 characters, including hashtags. If your hashtags would take the post over 300, TRESSO posts your caption with as many whole hashtags as fit and names the ones left off, for example "Bluesky: 14 of 20 hashtags fit its 300-character limit - left off: #travel #food." If the caption alone is over 300, nothing is saved until you fix it: shorten Bluesky's caption, or exclude Bluesky from the post. TRESSO names the account and how far over it is. You can also turn individual hashtags off for Bluesky only.

Bluesky publishes no view count for a post, so views for a Bluesky destination read as unavailable rather than zero. That is what Bluesky reports, not a fault in your connection. Likes and replies are read from Bluesky and count as engagement; reposts are read but not counted.

Bluesky accounts are set up for publishing from TRESSO's server when you connect them; nothing more is needed. TRESSO's server keeps an encrypted copy of your app password so it can publish your scheduled posts. Once your post shows 'On TRESSO server,' it can publish while your computer is off. Disconnecting the account deletes the server's copy.

READ MORE

- Connections (part 5)
- Connect your first destination (part 4)
- Understanding Views (part 19)

Online: https://tressohq.com/help/destinations/bluesky

Threads

Connecting Threads, the 500-character post text, and what Threads reports back.

WHAT THIS DOES

Publishes your finished video to your Threads profile on the schedule you set, with your caption as the post text.

HOW TO USE IT

1. Open Connections and choose Connect on the Threads card, or Add account to connect a second one.
2. Sign in to Threads and approve the access TRESSO asks for.
3. Wait for the account to show Connected. It is then offered in New Post, Bulk Schedule and your Publishing Profiles like every other account.

GOOD TO KNOW

You can connect up to two Threads accounts.

Threads post text is limited to 500 characters. Your caption is never cut: TRESSO adds as many whole hashtags as fit after it. If the caption alone is too long, nothing is saved until you shorten the Threads caption or exclude Threads from the post; TRESSO says by how much.

Threads accounts are set up for publishing from TRESSO's server when you connect them; nothing more is needed. Once your post shows 'On TRESSO server,' it can publish while your computer is off. Threads, like Instagram, fetches videos from a web link, so TRESSO's server gives Threads a short-lived link to the video in its private storage. The video is deleted 24 hours after its post is published or canceled. If a post fails, its video is kept 7 days so you can retry, then deleted the following day. Your video library stays on your computer. A Threads post that says Publishes from this computer needs TRESSO running here to start it: this computer uploads the video, and TRESSO's server sends it to Threads.

Threads does not share view counts, likes or replies with TRESSO yet, so the Dashboard says "Unavailable" in their place, never zero. No setting in Threads or TRESSO changes that, and reconnecting does not help.

READ MORE

- Connections (part 5)
- Instagram (part 8)

Online: https://tressohq.com/help/destinations/threads

PART 9

Post now

Publishing straight away, rather than at a time you set.

Post now

Publish a finished post immediately instead of waiting for its scheduled time.

WHAT THIS DOES

Publishes a post to its destinations straight away, rather than at the time you scheduled.

HOW TO USE IT

1. In the Queue, choose Post now on the post's row - or open the post and choose Post now there.
2. TRESSO asks Post now? and lists each platform and account the post will go to. Only the accounts still waiting are listed: a destination that has already published is not sent again.
3. Choose Post now, then watch each destination report its own result as it completes.

WHAT YOU'LL SEE

Destinations finish one at a time and each reports separately. If one destination fails, the ones that succeeded stay published - the post is not marked failed because a single destination did not go through, and you can retry just the destination that failed.

A post is checked when you save it: an account whose caption is over its limit, or that is missing something it requires, must be fixed or excluded before it is saved. If a post saved by an earlier version reaches Post now with one account's caption over its limit, every other account posts and only that one is held, with the reason and the fix. If only the hashtags are too long, TRESSO includes as many whole hashtags as fit and names the ones left off. An account whose login has expired is held on its own, and the others post.

When you choose Post Now in New Post, the result names any account that was held (with the reason), excluded or not checked, as well as the ones that posted.

When every destination has published, the post shows Published successfully with View in Archive and Close. Post now is no longer offered for it, so a finished post cannot be sent a second time.

GOOD TO KNOW

While Test Mode is on, Post now prepares everything but publishes nothing, and TRESSO says so plainly rather than reporting a success that did not happen.

Post now uploads immediately, so leave TRESSO running until every destination has reported.

TRESSO 1.1.1

READ MORE

- New Post (part 7)
- Queue (part 13)
- Successful and failed destinations (part 14)

Online: https://tressohq.com/help/post-now

PART 10

Schedule a post

Choosing when a post goes out.

Schedule your first post

Take one finished video, choose where it goes, review the text, and set it to publish later.

WHAT THIS DOES

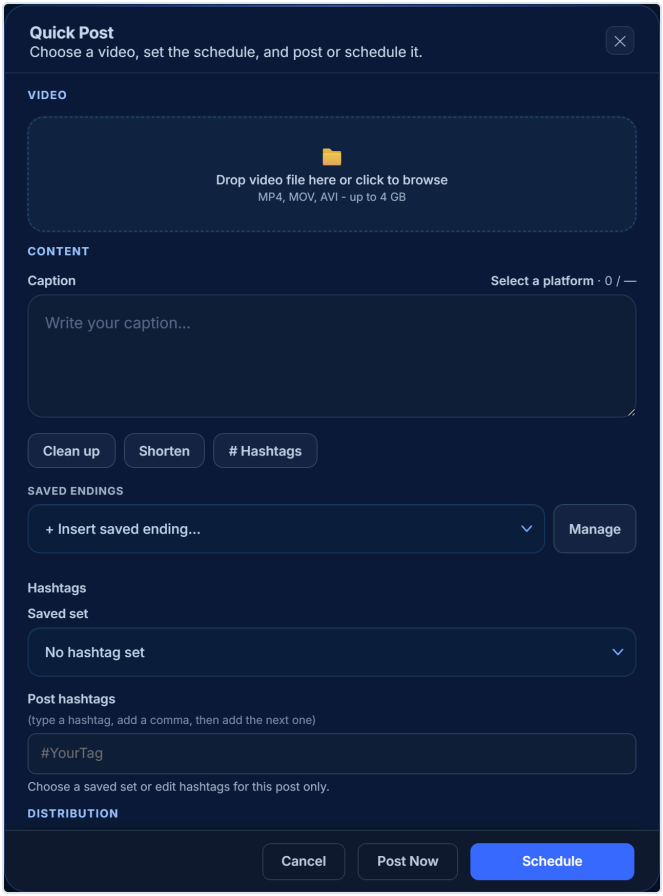
Prepares one finished video for the destinations you choose, and either publishes it now or holds it in the Queue until the time you set.

HOW TO USE IT

1. Choose New Post. Drag your finished video onto the upload area or click it to browse this computer, or choose Google Drive or OneDrive under it. New Post takes one video.
2. Pick the exact destinations - the specific account, page or channel, not just the platform.
3. Fill in what each destination needs. Required fields are marked.
4. Review the posting text and edit anything you want.
5. Choose Post Now, or pick a date and time and choose Schedule Post.

TRESSO 1.1.1

WHAT YOU'LL SEE



The Quick Post window (opened from New Post) with the destination picker open

GOOD TO KNOW

When you save a scheduled post, TRESSO uploads it to TRESSO's server. Keep TRESSO open with the Scheduler on while the Queue says Uploading to TRESSO server. Once your post shows 'On TRESSO server,' it can publish while your computer is off. A post due within two minutes of saving, or a post to an account not yet set up for server publishing, says Publishes from this computer instead and needs the Scheduler on. For Threads, this computer starts the post and TRESSO's server sends it. A paused post does not publish until you resume it. If it is more than 10 minutes late, it is marked Missed in Archive Vault instead.

IF THIS DOES NOT WORK

- My Scheduler is off (part 16)

READ MORE

- New Post (part 7)
- Queue (part 13)
- How the Scheduler works (part 16)
- Schedule several videos at once (part 11)

Online: https://tressohq.com/help/schedule-first-post

PART 11

Bulk scheduling

Preparing many videos at once, spacing them out sensibly, and how a batch counts toward your plan's publications.

Schedule several videos at once

Prepare a batch of finished videos for the same destinations without losing per-destination control.

WHAT THIS DOES

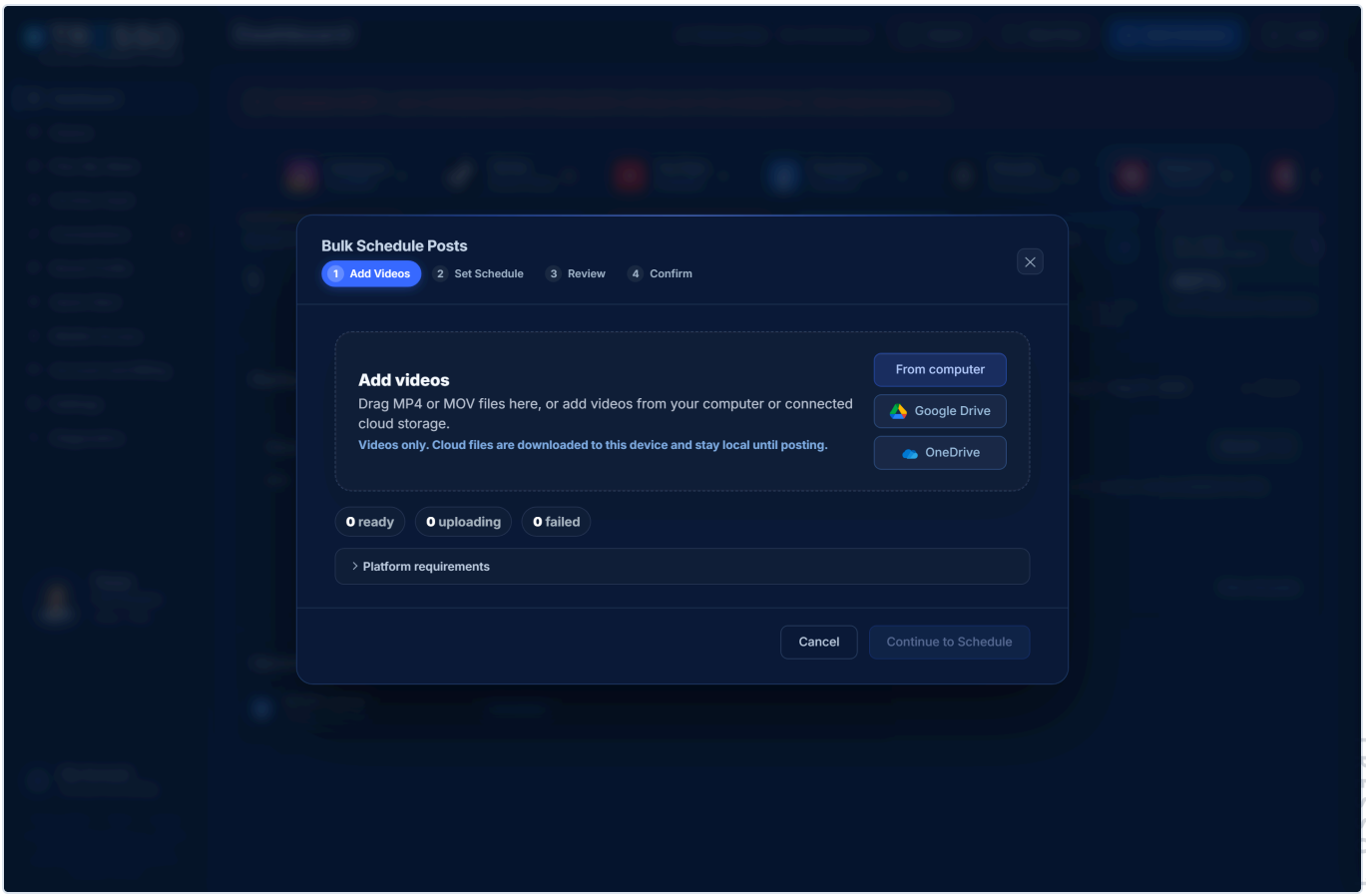
Bulk Schedule prepares a group of finished videos in one pass, so you are not repeating the same setup for every file.

HOW TO USE IT

1. Choose the videos: drag them in, or choose **From computer**, **Google Drive** or **OneDrive**. Each lets you pick several videos at once. **Import** on the top bar opens this same step. A video in a folder your sync app keeps on this computer (Dropbox, OneDrive, iCloud) is added with **From computer**, once it is fully downloaded.
2. Choose a Publishing Profile for the batch, or select the accounts manually. Opened from the Queue or the Dashboard, a new batch starts in that page's profile; opened anywhere else, it starts with no profile and no accounts selected.
3. Fill in the shared details, and anything a particular destination requires. To apply one of the profile's saved captions, use the Saved captions section; Select all videos sits above the video cards. Campaign and Category are under Organization - optional.
4. Choose Posting Preset, Custom Schedule or Posting Rhythm, then review each row: one date and time (you can schedule up to 12 months ahead), one time zone, and whether it is ready. You can change any single video's time in Review.
5. On Confirm, choose the Schedule button (it names how many videos, for example "Schedule 11 videos"). When every video is scheduled, TRESSO says so, for example "11 videos scheduled!", and opens the Queue.

TRESSO 1.1.1

WHAT YOU'LL SEE



A Bulk Schedule row - the file, its destinations, the scheduled time, and the actions

GOOD TO KNOW

Each JPG or PNG you add in Bulk Schedule becomes its own image post, never a carousel. Build carousels in New Post. TikTok photos are not available.

Nothing is half-scheduled. If a video is missing something a destination requires - for Pinterest, usually its Pin description (the Pin title is taken from the file name when you leave it empty) - TRESSO schedules none of the batch, takes you back to Review, and says what is missing and for which account, for example "1 video needs a required field before scheduling can start." Fill it in, or exclude that account from the video, and schedule again. TRESSO also will not schedule the batch until every time affected by a daylight-saving change has a choice.

A batch holds up to 200 videos. Adding the same file twice to one batch is skipped, and TRESSO says how many were skipped.

Your plan's publications. Each video sent to each account uses one publication from your plan's allowance: 200 a month and 20 in any 24 hours on Starter, 700 a month and 70 in any 24 hours on Full. A batch of 10 videos sent to three accounts uses 30. Data allowances apply too, so for large videos the data allowance can be the limit. Allowances reset monthly from your subscription date.

Times already booked. Posting Preset, Custom Schedule and Posting Rhythm skip a time only when a post already there goes to at least one of the same accounts as this batch. A post at that time for other accounts does not block it. (A post with no exact accounts on record, or a batch with no accounts chosen yet, still counts as booked.) Review says how many times were already booked and that "These videos start at the next available open slots". To use those times anyway, open Advanced scheduling on the schedule step and tick Allow stacking on booked slots. It is off by default; with it on, videos may share a time with an existing post.

With Posting Rhythm set to every so many days, each post keeps the same time of day across a daylight-saving change (every day at 9:00 stays 9:00).

Minimum time between posts also applies to posts this computer publishes: posts to the same platform publish at least 20 minutes apart by default (see New Post).

Once the batch is scheduled, each destination publishes on its own, and a failed destination can be retried by itself without repeating anything that already published.

Text limits. When hashtags would take an account over its character limit (Bluesky's is 300), TRESSO includes as many whole hashtags as fit, and Review names the ones left off. When a video's caption alone is too long for one account, that account shows "Fix before scheduling:" with the reason, Edit <platform> text (for example Edit Bluesky text) and Exclude this account. Nothing is scheduled until each one is fixed or excluded; every other video and account stays as you set it, and nothing is shortened or dropped for you. In Review, when an account's hashtags were fitted, Restore all sends that account every hashtag by adding them to its own text, and Fit hashtags undoes that.

TRESSO 1.1.1

What was scheduled. When every video is scheduled with nothing held, TRESSO says so, for example "11 videos scheduled!". Otherwise the result lists, for each video, the accounts that were held (with the reason), excluded, or not checked, by name. If TRESSO refuses a video when you schedule, the video shows the problem with Fix and Exclude on its own card; videos that were already saved are not sent again.

When every account you choose belongs to one Publishing Profile, the scheduled posts are saved with that profile, so they appear under it in the Queue and Archive Vault.

Final text for each account. In Review, open a video's text for one account to see the exact text that account will receive. It is a full editor: the count updates as you type, and Save changes keeps your text for that video and that account only - other accounts, the video's caption and the batch caption are not changed. Cancel, or the close button, leaves it as it was; if you typed something, TRESSO asks Save changes, Discard changes or Keep editing. Your text is never cut; when it is over the account's limit, Save changes stays off and says why.

When YouTube is one of the accounts, the YouTube notice appears in the Confirm panel, just above the Schedule button it names.

When TikTok is one of the accounts, TRESSO opens TikTok's review for each TikTok account that has no audience chosen when you schedule: choose who can view the video, then confirm. Closing the review schedules nothing (see TikTok).

Each video starts with its file name as its title. To change one, open Queue, choose the post's ··· menu and Edit; the title is always shown there.

If some videos could not be scheduled, the result lists them in two groups. **Could not be scheduled** are the ones worth trying again, and Retry sends only those. **Already published** are videos TRESSO has a confirmed published post for: they are not scheduled a second time and are not part of Retry. Each one shows the account and date it was published to, with View in Archive to open that post. To publish it again on purpose, open it in Archive Vault and choose Reuse post.

IF THIS DOES NOT WORK

- Pinterest says a title is required (part 26)
- My video is not in the Queue (part 18)

READ MORE

- New Post (part 7)
- Add your videos (part 6)
- Watched Folders (part 6)
- Queue (part 13)

Online: https://tressohq.com/help/bulk-schedule

TRESSO 1.1.1

PART 12

Calendar

Everything scheduled, laid out by date.

Calendar

Open Queue and choose Calendar to see your posting rhythm by month, week or day.

WHAT THIS DOES

Calendar answers a different question from the Queue: not "what is scheduled?" but "how is my posting spread across the month, week or day?"

GOOD TO KNOW

Calendar and the Queue show the same scheduled work. The Queue remains the authority; Calendar is another way to look at it.

Calendar shows the same posts as List, with the same Platform, Account and Campaign filters, so switching between them keeps what you chose. A post without a date has no day to sit on, so it is in List only. Finished results (published, partially published, failed and missed) are in Archive Vault.

Calendar places and labels every post in your posting time zone - the one you set in Settings, or your computer's when you have not set one - so a post near midnight sits on the day it actually publishes. Dragging a post to another day keeps its time of day.

TRESSO 1.1.1

READ MORE

- Queue (part 13)
- Schedule several videos at once (part 11)

Online: https://tressohq.com/help/calendar

PART 13

Queue

What is waiting to go out, and how to change it before it does.

Queue

Everything waiting to publish, with the exact time, destinations and readiness of each item.

WHAT THIS DOES

The Queue is the record of scheduled work that has not reached its posting time yet.

HOW TO USE IT

1. Open Queue.
2. Use List to check exact videos, destinations, times and readiness.
3. Use Calendar (Month, Week or Day) when you want to see the spacing instead. List and Calendar share one set of filters: Platform, Account and Campaign. Each account reads the way Connections names it, for example Instagram · @tressohq. Your choices stay when you switch between List and Calendar, and Clear Filters shows everything again.
4. Open an item's ··· menu and choose Edit to change its title, caption, hashtags or other posting information, or Reschedule to change its time. Reuse post in the same menu starts a new post from that one; nothing is saved until you save it.
5. Choose Remove from queue only when you genuinely want that scheduled work gone.
6. To clear the Queue, choose Select all, then Remove. TRESSO names the profile and how many posts it removes, and offers Clear all profiles when other profiles have posts too.

GOOD TO KNOW

Every scheduled post has a title, and Edit always shows it. The title is the name you see in the Queue, the Dashboard and Archive Vault, and platforms that show a title use it too (YouTube publishes it as the video title). Videos scheduled in bulk start with their file name as the title, so Edit is where you give them a proper one. Changing the title changes nothing else: the video file, the date and time and the accounts stay exactly as they were.

A post can be edited, paused or removed until TRESSO starts sending it to a platform, even while it waits behind another post: TRESSO checks it again just before sending and sends it as it is then. Once sending has begun, Edit is refused with "This post is being published right now, so it cannot be edited. Wait for it to finish, then open it again." A post that says On TRESSO server is changed through TRESSO's server. When you edit its caption or time, the server confirms the change first, then this computer saves it. Its accounts and video cannot be changed: remove the post and schedule it again.

TRESSO 1.1.1

If you resume a paused post whose time has already passed, TRESSO asks "Its scheduled time has passed": choose Post now, Reschedule, or Keep paused. It is never sent late on its own.

The line beside List and Calendar counts your scheduled posts, and adds paused posts and posts that need attention only when there are any. Choose "need attention" to see just those posts; choose Show all to go back. A post that is publishing says Publishing now, and a retry waiting to go out says Retry pending with the platform it retries, for example Retry pending · TikTok. Finished results (published, partially published, failed and missed) are in Archive Vault. A post being sent to TRESSO's server says Uploading to TRESSO server; keep TRESSO open with the Scheduler on until it says On TRESSO server. Once your post shows 'On TRESSO server,' it can publish while your computer is off.

A post that some accounts already published offers Edit unpublished accounts instead of Edit, in its ··· menu and beside Retry. In Edit unpublished accounts, an account whose result TRESSO could not confirm stays locked, because it may be live: check the platform, then choose Mark as published if the post is there, or It's not there if it is not. It's not there sends nothing; it opens that account for editing and retrying. You can change the caption, hashtags, title and settings of the accounts that have not published; the accounts that published are shown ticked and locked, with View post, and nothing they were sent changes. After you save, TRESSO says "Changes saved for the accounts that have not published. Choose Retry unpublished accounts to send them." Retry unpublished accounts first checks any account whose result was not confirmed, so a post that did go out is never sent again, and then retries only the rest.

Edit follows the same rules as New Post: hashtags that do not fit a platform's character limit are left out whole and TRESSO names them; an account that cannot take the post as it is (for example a caption over its limit) must be fixed or excluded before anything is saved; and after saving, TRESSO says what was scheduled, held, excluded or not checked, by account.

Removing a post from the Queue does not delete its video, and a removed post is not sent. Do not delete videos from TRESSO's own folder on your computer while their posts are uploading or still waiting on this computer: a post whose video is gone is marked File missing and is not sent. If you put it back (same place, same name) before its scheduled time, TRESSO picks it up again. If the time passes while it is missing, the post is marked failed with the reason - put the video back and choose Retry. For a post that says On TRESSO server, the server cancels it first; then it leaves the Queue.

Changing only the date or time with Reschedule keeps everything else exactly as it was, and never asks again for anything you already gave. If an account on the post can no longer take it at the new time, TRESSO names it and asks you to fix or exclude it; nothing is changed until you do. Editing a post never sends a destination that is held; it stays held until you choose Retry for it.

TikTok audience. A post saved by an earlier version of TRESSO can have a TikTok account with no audience chosen. Its row then says "TikTok - choose who can view this video before it posts" with a Choose TikTok audience button, which opens TikTok's review for that account. Rescheduling, resuming, or changing the accounts or TikTok settings of such a post (one at a time or with Bulk Edit) also opens the review first; closing it saves nothing. A caption-only edit or a pause does not ask.

TRESSO 1.1.1

The Queue does not empty when the Scheduler is off. Your posts stay exactly where they are; publishing from this computer is simply paused until you turn it back on. Posts that say On TRESSO server still publish from TRESSO's server.

An empty Queue when your destinations are already connected just means nothing is scheduled yet. It is not a sign that anything is broken.

IF THIS DOES NOT WORK

- My video is not in the Queue (part 18)
- My Scheduler is off (part 16)

READ MORE

- Calendar (part 12)
- How the Scheduler works (part 16)
- Archive Vault (part 14)

Online: https://tressohq.com/help/queue

PART 14

What happened after posting

TRESSO reports each destination separately, because they succeed and fail separately. A post that reached three destinations and failed on a fourth is a partial result, not a failure.

Archive Vault

What happened after each post attempt, kept per destination so nothing disappears.

WHAT THIS DOES

The Archive Vault is where posting work lands after its attempt: what published, what did not, and why.

GOOD TO KNOW

Outcomes are recorded per destination. A destination that succeeded stays successful even if another destination on the same video needs attention.

Nothing vanishes. A post is always somewhere you can find it: waiting in the Queue, or in Archive Vault as Published, Partially Published, Failed, Missed or Retired.

Archive Vault has these tabs: All Content, Published, Partially Published, Failed, Missed, Favorites and Retired. Each tab counts posts, not accounts.

- Published lists posts where every account published.
- Partially Published lists posts that published to at least one account but not to all of them. Choose Edit unpublished accounts on one to change only the accounts that did not publish, then Retry unpublished accounts. Published accounts are locked; what they were sent never changes.
- Failed lists posts where TRESSO tried and nothing published. Missed lists posts whose scheduled time passed without an attempt.
- Star a post to add it to Favorites. Choose Retire to move a post to Retired; it leaves Partially Published, Failed and Missed.

While a post is being sent with Post Now or Retry, its row shows a Publishing pill until the result comes in.

A post that TRESSO's server published while this computer was off arrives here when TRESSO next opens: TRESSO checks the server when it starts and every 2 minutes, and brings back the result, the link and the post's history.

The Publishing profile filter shows each profile's posts. A post saved with a profile appears under that profile only. A post saved without a profile is filed under the profile that owns the accounts it went to. All Profiles counts each post once. When every account you choose in Bulk Schedule belongs to one profile, the posts are saved with that profile.

TRESSO 1.1.1

Open a post (View details) to see each account's result, time, published post link and reason, with its own Retry. The details show the caption and hashtags as published; you can select and copy them. Copy Caption copies the full caption, and Open Live Post opens the published post. To find posts by their link, use the Published post link filter: Any, Has a post link or Missing a post link. It checks published destinations only. Clear filters removes every filter you applied.

Reuse post opens a copy of that post only: its own accounts, caption and hashtags, as it was saved - not the profile's current accounts or text. Nothing is saved until you save it. If the video is no longer on this computer, the new post still opens with the text and accounts, says the video is missing, and asks you to choose the video file; the archived post is never changed.

Delete removes the post, its Queue entry if it has one, and its publishing history for good, and TRESSO's own copy of its video if no other post uses it. Your original video file is never touched, and nothing is removed from the platforms: posts that published stay published there.

Each post keeps its preview picture, links and results, even after automatic cleanup has deleted TRESSO's copy of the video. View counts are on the Dashboard. If a preview picture was lost earlier, TRESSO fetches it back from the platform.

READ MORE

- Understanding Views (part 19)
- Successful and failed destinations (part 14)
- Queue (part 13)

Online: https://tressohq.com/help/archive-vault

Successful and failed destinations

Why one destination can need attention while the rest of the same post is fine.

WHAT THIS DOES

TRESSO records an outcome for each destination separately, so a post with five destinations has five answers rather than one.

GOOD TO KNOW

A post counts as failed only when nothing published anywhere. If four destinations published and one did not, that is a partial result - and TRESSO shows it that way.

Retrying contacts only the destination that needs another attempt. Destinations that already published are never posted again.

IF THIS DOES NOT WORK

- Pinterest says a title is required (part 26)

READ MORE

- Archive Vault (part 14)
- Understanding Views (part 19)
- Schedule several videos at once (part 11)
- Retry a destination that failed (part 15)

Online: https://tressohq.com/help/destination-outcomes

PART 15

Retry one destination

Sending again to the destination that failed, without touching the ones that worked.

Retry a destination that failed

Send just the destination that failed, without republishing the ones that worked.

WHAT THIS DOES

Sends the post again to only the destination that failed, leaving every destination that already published untouched.

HOW TO USE IT

1. Open Archive Vault and find the post.
2. Read which destination failed and why.
3. Fix what it names - for example a reconnection - then retry that destination.

GOOD TO KNOW

A retry contacts only the failed destination. The destinations that already published are never contacted again, so a retry cannot post twice.

A post with one failed destination out of several is a partial result, not a failure. TRESSO marks a post as failed only when no destination published at all.

Instagram is retried for you in one case. Instagram sometimes rejects an upload and gives no reason; a later attempt often succeeds. When that happens TRESSO schedules its own retry about 15 minutes later, for Instagram only, and tries at most twice. The post's details in Archive Vault say when the next automatic retry is due. Before each retry TRESSO asks Instagram whether the earlier upload was published after all; if it was, nothing is sent again and the post asks you to check Instagram. You can still choose Retry Instagram yourself at any time. If TRESSO was closed and the retry is more than six hours overdue, it waits for you instead of posting late.

Other automatic retries. When part of a post has already published and another destination met a temporary platform problem (a network or server error), TRESSO tries that destination again by itself - about 30 minutes later (an hour for a rate limit; after midnight Pacific time for YouTube's daily limit) and at most twice. Posts waiting for the minimum time between posts publish by themselves. Anything else a platform refused is sent again only when you choose Retry.

From your mobile. With Mobile Access set up, you can retry a failed destination from your mobile - now or at a time you pick - or choose Don't post to that account. If TRESSO could not confirm whether the post went out, your mobile first asks you to check the platform. The failure email has a Fix on your phone link when your mobile

can fix it. This computer checks the request and runs it while TRESSO is running. Fixes that need the computer, such as reconnecting an account, show the steps instead. TikTok is always fixed on the computer.

Posts on TRESSO's server. For a post that was On TRESSO server, Retry asks TRESSO's server to try the account that needs attention again. This computer never sends that post itself, so it is never sent twice. If a platform does not answer, TRESSO's server checks again every 15 minutes; Retry checks now. Nothing is ever sent twice on a guess. If you can see the post on the platform, mark it posted.

When TRESSO could not confirm a result. If a platform may have received the post but did not confirm it, that account is not retried by itself: check the platform, then choose Mark as published if the post is there, or It's not there if it is not, and fix and retry it. When Pinterest refuses to create a Pin (for example "Board not found"), the account is marked failed, so you can change its board in Edit unpublished accounts and retry it.

Retrying does not create a new post or a second Archive Vault record. The same post keeps its history, and the retried destination updates in place.

READ MORE

- Successful and failed destinations (part 14)
- Archive Vault (part 14)
- Post now (part 9)

Online: https://tressohq.com/help/retry-failed-destination

TRESSO 1.1.1

PART 16

The Scheduler, and why your computer matters

TRESSO shows where each post publishes from: Publishes from this computer, Uploading to TRESSO server, or On TRESSO server. Your video library stays on your computer. A post that publishes from TRESSO's server uploads its video there first. Instagram and Threads videos sent from this computer pass briefly through TRESSO's private storage while they publish.

How the Scheduler works

The switch that publishes the posts waiting on this computer.

WHAT THIS DOES

The Scheduler publishes the posts that wait on this computer when their time arrives: a post due within two minutes of saving, or to an account not yet set up for server publishing. Posts that say On TRESSO server are published by TRESSO's server, whether the Scheduler is on or off.

HOW TO USE IT

1. On the Dashboard or the Queue, or in Diagnostics (Settings > Support), choose Start Scheduler.
2. Check that it now reads Scheduler: On before you rely on it.

GOOD TO KNOW

A post that says Publishes from this computer in the Queue publishes from here with TRESSO running and the Scheduler on. A post more than 10 minutes late is marked Missed in Archive Vault instead of being published late. Once your post shows 'On TRESSO server,' it can publish while your computer is off.

The Scheduler turns on by itself the first time you connect an account. You can turn it off and on again at any time.

Turning the Scheduler off never deletes queued work.

IF THIS DOES NOT WORK

- My Scheduler is off (part 16)
- My computer was off at posting time (part 17)

READ MORE

- Queue (part 13)
- Schedule your first post (part 10)

Online: https://tressohq.com/help/scheduler

My Scheduler is off

Why queued posts are not publishing, and how to start automatic posting again.

WHAT THIS DOES

When the Scheduler is off, posts waiting on this computer stay exactly where they are and simply wait. Nothing is lost and nothing is deleted. Posts that say On TRESSO server are not affected: TRESSO's server still publishes them. To stop one, choose Remove on it in the Queue.

HOW TO USE IT

1. On the Dashboard or the Queue, or in Diagnostics (Settings > Support), choose Start Scheduler.
2. Check that it now reads Scheduler: On.

GOOD TO KNOW

If a scheduled time passed more than 10 minutes ago while the Scheduler was off, the post is marked Missed in Archive Vault instead of being published late. You can see what was affected and decide what to do.

READ MORE

- How the Scheduler works (part 16)
- Queue (part 13)

Online: https://tressohq.com/help/fix/scheduler-off

PART 17

If your computer was off

What TRESSO does about a post whose time passed while the computer was unavailable.

My computer was off at posting time

What happens to a scheduled post when the computer is off.

WHAT THIS DOES

Once your post shows 'On TRESSO server,' it can publish while your computer is off. Some posts publish from this computer instead: a post due within two minutes of saving and a post to an account not yet set up for server publishing. The Queue shows those as Publishes from this computer. For Threads, this computer starts the post and TRESSO's server sends it. A paused post does not publish until you resume it. If this computer is off when one of those is due, it cannot go out at that moment.

GOOD TO KNOW

TRESSO does not pretend it published. If TRESSO is back within 10 minutes, the post goes out late. After that, it is marked Missed in Archive Vault and stays visible so you can choose Post Now or reschedule it.

If TRESSO was closed while a post was being sent, the post says either that nothing was sent (Retry sends it) or that it may have been sent - check the platform before posting it again.

The same 10-minute rule applies however the delay happened - computer off, offline, or TRESSO busy sending an earlier post. A post is never sent more than 10 minutes late on its own; emails about a missed or failed post show the time with its time zone.

To avoid this, wait until the Queue changes from Uploading to TRESSO server to On TRESSO server before you turn off your computer. Once your post shows 'On TRESSO server,' it can publish while your computer is off, and TRESSO shows the result the next time it opens. If Connections shows Set up server publishing for an account, choose it, so that account's posts can go to TRESSO's server too.

READ MORE

- How the Scheduler works (part 16)
- Queue (part 13)
- Archive Vault (part 14)

Online: https://tressohq.com/help/fix/computer-was-off

Publishing from the server

When a post publishes from TRESSO's server, what the server keeps, and what each Queue status means.

TRESSO 1.1.1

WHAT THIS DOES

For each account set up for server publishing, TRESSO can publish scheduled posts from TRESSO's server, for all seven services: Instagram, Facebook Pages, TikTok, YouTube, Pinterest, Bluesky and Threads. Eligible videos, single images for Instagram, Threads, Facebook, Pinterest and Bluesky, and carousels for Instagram, Threads, Facebook, Pinterest and Bluesky can show On TRESSO server. TikTok photos are not available. Once your post shows 'On TRESSO server,' it can publish while your computer is off. Posts that say On TRESSO server in the Queue are published this way; every other post is published from this computer.

Each account is set up once in Connections. Bluesky and Threads are set up automatically. Instagram, Facebook Pages, TikTok, YouTube and Pinterest show Set up server publishing, which asks for the service's permission once. Instagram business accounts connect through Facebook.

HOW TO USE IT

1. Connect your accounts in Connections.
2. If Connections shows Set up server publishing for an account, choose Set up server publishing and give the service permission once.
3. Schedule your post as usual.
4. Keep TRESSO open with the Scheduler on while the Queue says Uploading to TRESSO server.
5. Once your post shows 'On TRESSO server,' it can publish while your computer is off.

WHAT YOU'LL SEE

A post TRESSO hands to its server says Uploading to TRESSO server while its media is still being sent from your computer. When the server has the post, the Queue says On TRESSO server. Every other post says Publishes from this computer and publishes from here with TRESSO running and the Scheduler on.

These posts always publish from this computer:

- A post due within two minutes of saving.
- A post to an account not yet set up for server publishing. Choose Set up server publishing in Connections to fix it.
- Any image or carousel the server does not yet accept for that account's service.

A paused post does not publish until you resume it.

GOOD TO KNOW

Results. TRESSO starts publishing at the scheduled time; platform processing can affect when the post appears. When TRESSO next opens it checks the server and brings back the result, the link and the post's history; the post moves to Archive Vault as usual.

TRESSO 1.1.1

If a service does not answer. TRESSO's server checks again after 1, 2 and 5 minutes, then every 15 minutes. Choose Retry to check now. Nothing is ever sent twice on a guess. If you can see the post on the service, choose mark it posted.

If the upload fails. If the connection drops or the server has a problem, the Queue shows Publishes from this computer, and TRESSO tries the upload again while the post is more than two minutes away. A post that says Publishes from this computer publishes from this computer, with TRESSO running and the Scheduler on.

Editing. You can change the caption or time: the server confirms first, then this computer saves it. To change the accounts or the video, remove the post and schedule it again. The Queue cannot drag a post On TRESSO server to a new time; use Edit.

If TRESSO cannot get the server's answer. When you edit, pause or remove a post and the connection drops, the server may already have made the change. TRESSO shows the post as it was and checks again automatically; the change appears here once the server confirms it.

Canceling. Removing or deleting the post cancels it on the server first. Its video is deleted 24 hours later.

Scheduler off. Posts On TRESSO server still publish when the Scheduler is off. To stop one, remove it from the Queue.

Your subscription. The server sends a post only while your subscription is active: through the period you paid for, or the end of a free trial. A post due after that is not sent and shows as failed; renew within 7 days and choose Retry to send it.

Moving to another computer. Posts already On TRESSO server still publish. Once you connect the same accounts on the new computer, they appear in its Queue as On TRESSO server, with their videos, and you can change or remove them there.

Reconnecting. The server holds its own access for each account. If a service removes it (for example, you removed TRESSO in that service's settings), that account's waiting posts come back to this computer and Connections shows what the account needs.

Disconnecting. Disconnecting an account deletes the server's copy of its access; if the server cannot be reached, TRESSO retries the delete on every sync until it is done. A verified Delete My Data request deletes it too. Removing TRESSO in that service's settings also deletes it for Instagram, Facebook Pages and Threads, but not for YouTube, TikTok, Pinterest or Bluesky. For those, disconnect the account in TRESSO or request deletion.

What the server keeps.

- Each video, in private storage in the United States, until 24 hours after its post is published or canceled. If a post fails, its video is kept 7 days so you can retry, then deleted the following day.
- The post record (caption, scheduled time, account, result link), deleted 30 days after its video.

- Access for each account set up for server publishing, including every Threads account. Access for Instagram, Facebook Pages, TikTok, YouTube, Pinterest and Bluesky is encrypted (AES-256-GCM). Your Threads login is kept on TRESSO's server. For Bluesky, this is an encrypted copy of your app password. For YouTube, Google access is kept under Google's Limited Use rules.
- Nightly encrypted backups of the access and post records, never videos. Daily backups are kept 14 days and weekly backups 56 days, so deleted data leaves them within 56 days.

Your plan's server allowances. media waiting on TRESSO's server count toward your plan's storage allowance: 10 GB on Starter and 20 GB on Full. Space frees up 24 hours after those posts finish publishing. New uploads (20 GB a month on Starter, 50 GB on Full) and planned delivery (40 GB a month on Starter, 100 GB on Full) have monthly allowances too. Each video can be up to 250 MB. There are no automatic extra charges; when an allowance is used up, your posts are kept.

A verified Delete My Data request deletes the access and post details at once, waiting videos within minutes, and backups within 56 days. Your video library, captions, queue, history and settings stay on this computer, including a copy of each post sent to the server.

Mobile Access. Your mobile shows the status this computer sends, including Uploading to TRESSO server and On TRESSO server, and can fix a failed post. While this computer is off, it shows the last status this computer sent, and server results appear there the next time TRESSO is running on this computer.

IF THIS DOES NOT WORK

Connections shows Set up server publishing. That account still needs the service's permission. Choose Set up server publishing and approve it. Until then, its posts say Publishes from this computer and publish from this computer, with TRESSO running and the Scheduler on.

READ MORE

- Connections (part 5)
- Queue (part 13)
- My computer was off at posting time (part 17)

Online: https://tressohq.com/help/destinations/publish-while-computer-is-off

PART 18

Finding something that is missing

Where a video goes if it is not where you expected.

My video is not in the Queue

Where a video goes when it was not scheduled, and how to find out why.

WHAT THIS DOES

If a video is not in the Queue, it was not scheduled - and TRESSO records why rather than discarding it.

HOW TO USE IT

1. Check whether a destination was held for missing information.
2. Fix what it asked for.
3. Schedule that destination.

GOOD TO KNOW

A destination that could not be scheduled is kept and shown with a reason. It is never silently dropped. If a required field is missing when you schedule (for example Pinterest's Pin description), nothing is saved yet and everything you entered stays on screen until you fix it or exclude that account.

The Queue shows one Publishing Profile at a time. If a post seems to be missing, check the Publishing profile selector above the list, or choose All Profiles. The same is true when you arrive from the Dashboard with an account selected: the Queue opens filtered to that account.

A post marked File missing has lost its video: the file was moved or deleted from TRESSO's folder. Put the video back (if you deleted it yourself, the Recycle Bin or Trash is the first place to look) with the same name and TRESSO recovers the post by itself. A copy that TRESSO's cleanup removed is not in the Recycle Bin: select the video again. If it still reads File missing after a while, open it and save it again.

READ MORE

- Queue (part 13)
- Schedule several videos at once (part 11)
- Archive Vault (part 14)

Online: https://tressohq.com/help/fix/video-not-in-queue

TRESSO 1.1.1

PART 19

Results you can see

The figures TRESSO can honestly report today. Where a platform does not publish a number, TRESSO says so rather than showing a zero - a post nobody watched and a post whose count could not be read are different facts.

Dashboard

A fast read on whether posting is healthy, what is coming up, and what needs attention.

WHAT THIS DOES

The Dashboard is a place to check, not a place to work. It answers one question quickly: is anything about to go wrong?

HOW TO USE IT

1. Glance at the headline numbers to see whether posting is moving normally.
2. If a post says Publishes from this computer, check the Scheduler state before you walk away.
3. Look at what is coming up next.
4. If a connection or the Scheduler needs attention, deal with that before building a large batch.

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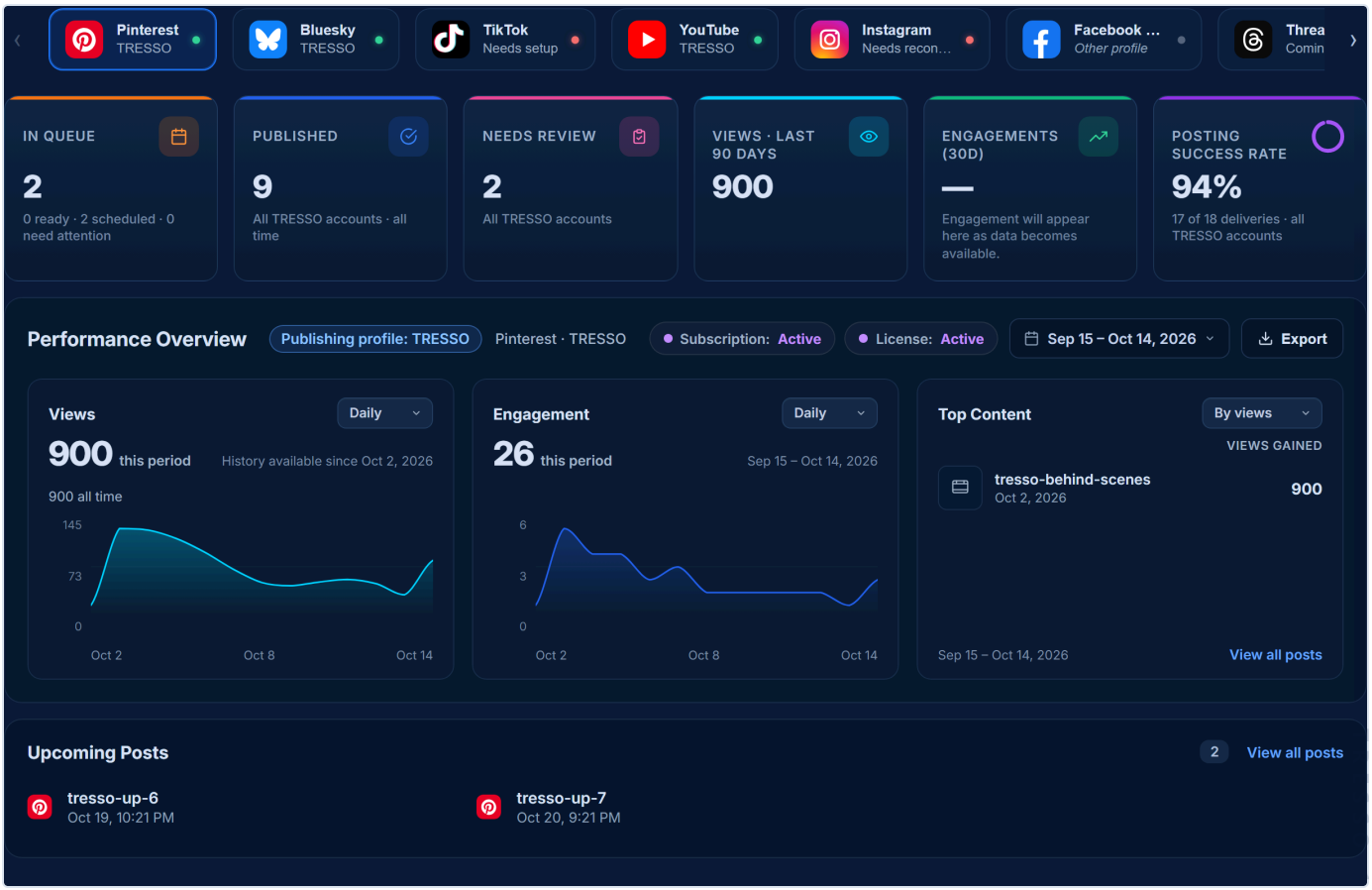
WHAT YOU'LL SEE



The Dashboard for one Publishing Profile - accounts, the six cards, performance and upcoming posts

GOOD TO KNOW

The Publishing profile selector next to the Dashboard heading decides what you see. Every part of the Dashboard - the account strip, the six cards, the charts, Top Content, Upcoming Posts and Export - shows only that profile. An account connected under another profile is never shown as connected here. New Post and Bulk Schedule opened from the Dashboard start in the same profile.

The six cards, and what each one counts. Every card follows the account you select in the strip, and Published, Engagements and Posting Success Rate cover the date range chosen in Performance Overview - the card's label names it:

- In Queue - posts waiting to go to that account now.
- Published - posts published to that account in the range. A post counts here when it is live on at least one account, even if another of its accounts did not publish, so this number can be higher than Archive Vault's Published tab, which lists only posts where every account published. Choosing the card opens Archive Vault with exactly the posts it counted.

- Needs Review - that account's posts that failed or were missed and still need you, counted now rather than by date. If other accounts of the profile have some too, the card says how many more. Choosing it opens Archive Vault listing exactly those posts.
- Total views - each of that account's posts' latest view count, added up, with the date it was measured. The range you choose does not change it; the Views chart in Performance Overview shows the views gained in the range. A dash means the platform reported nothing, which is not the same as zero; "Partial" means some posts have no figures yet.
- Engagements - the likes and comments that account's posts gained in the range. Shares, reposts, saves and clicks are not counted. A change from the previous period is shown only when there is something to compare with.
- Posting Success Rate - of that account's posts that finished in the range, how many published. Posts still waiting or held are not counted as failures, and a retried post counts once, by its final result.

A post saved without a Publishing Profile still counts, under the accounts it went to. An account you removed and added again is recognized as the same account, so its earlier posts still count.

The Views and Interactions charts plot a day only when TRESSO has that day's actual figure. A day without one is left as a gap - never drawn as zero and never filled with a share of a larger total. The verified total for the period stays on the card; when any day is unavailable, the chart says "Total verified. Daily breakdown partially unavailable." Hovering a day shows its date and actual value, or "Daily views unavailable." Measurement periods and how each figure was worked out are under About these numbers.

The Dashboard follows the account you select in the strip: In Queue and Upcoming Posts list only the posts going to that exact account, so two accounts on one platform each show their own. Choosing View all posts, or the In Queue card, opens the Queue already filtered to that account.

Diagnostics, in Settings > Support, counts posts that need review in every profile and its Review button opens All Profiles, so its number can be higher than the Needs Review card on one profile.

When a newer TRESSO is available, a blue notice appears at the top of every screen, including the Dashboard, with a Download update button.

The detail lives elsewhere. Use the Queue, Connections and Archive Vault when you need exact destination-level facts - the Dashboard is deliberately a summary.

READ MORE

- Queue (part 13)
- Connections (part 5)
- How the Scheduler works (part 16)

Online: https://tressohq.com/help/dashboard

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Understanding Views

Where view counts come from, and why TRESSO sometimes says a number is unavailable.

WHAT THIS DOES

When a platform reports a genuine view or play count for something you published, TRESSO shows that number on the Dashboard, for the destination you have selected.

HOW TO USE IT

1. Open the Dashboard and pick the destination at the top.
2. The Total views card at the top adds up each post's latest count - the period you choose does not change it. The Views chart in Performance Overview shows the views gained in the period you choose.
3. If a number is missing rather than zero, TRESSO states the reason in its place.

WHAT EACH PLATFORM REPORTS

For every platform: the account must still be connected (green in Connections), and the post must have been published by TRESSO. Beyond that, each platform has its own requirement.

- **YouTube** - views, likes and comments. When you connect, Google lists what TRESSO may do. Leave every box ticked, including the one that lets TRESSO see your YouTube account. If the Dashboard says "Unavailable – reconnect YouTube to allow view counts.", open Connections, reconnect YouTube and allow everything Google lists.
- **Facebook** - likes and comments, and a view count when Facebook returns one for the video. TRESSO must be connected to a Facebook Page you manage (not a personal profile), and you must allow access to that Page when Facebook asks. When Facebook returns no view count, the Dashboard says "Unavailable – Facebook does not share view counts with TRESSO yet." Reconnecting does not change that.
- **Instagram** - likes and comments, whether the account was connected with Instagram's own sign-in or through a Facebook Page. Your account must be a professional account (Business or Creator). Instagram does not share view counts with TRESSO yet, so the Dashboard says "Unavailable – Instagram does not share view counts with TRESSO yet." No setting in Instagram or TRESSO changes that, and reconnecting does not help.
- **TikTok** - views, likes and comments (shares are read but not counted). If the Dashboard says "Unavailable – reconnect TikTok to allow view counts.", the account was connected before TikTok let TRESSO read them: reconnect TikTok once in Connections.
- **Pinterest** - video views, saves and clicks (saves and clicks are not part of the Engagements count). Nothing extra to switch on. Pinterest's figures cover the last 90 days and appear once Pinterest has finished processing them.
- **Bluesky** - likes and replies (reposts are read but not counted). Bluesky does not publish view counts, so there is no setting that adds them.

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- **Threads** - no figures yet. Threads does not share view counts, likes or replies with TRESSO yet, so the Dashboard says "Unavailable" in their place, never zero. No setting in Threads or TRESSO changes that, and reconnecting does not help.

When a number cannot be shown, the Dashboard says "unavailable" and gives the reason in its place. It only suggests reconnecting when reconnecting will fix it.

WHEN THE NUMBERS UPDATE

TRESSO reads the numbers from each platform when you open the Dashboard, at most once every 15 minutes. Choose Refresh Data at the top of the page to ask the platforms straight away. Posts published more than 30 days ago are not read automatically - they keep the last numbers TRESSO read until you choose Refresh Data. Pinterest figures cover the last 90 days and appear once Pinterest finishes processing them. If a platform cannot be reached, TRESSO keeps the last real numbers and the time they were read; it never replaces them with zero.

GOOD TO KNOW

A real zero is shown as 0. TRESSO does not hide a genuine zero, and it does not turn a missing number into one.

The Views chart plots a day only when TRESSO has that day's actual view figure. Sometimes a gain is known only as a total across several days (for example when TRESSO was not running on some of them). Those days are left as gaps - never shown as zero and never given an even share of the total. The verified total stays visible, and the chart says "Total verified. Daily breakdown partially unavailable." Hovering a day shows its date and actual value, or "Daily views unavailable." Measurement periods and calculation details are under About these numbers. Views a post already had when TRESSO first read it count in the total, but not as views gained on a particular day.

TRESSO will not relabel a different measurement as Views. Impressions, reach and likes are not view counts, so they are never presented as one. Where a platform does not publish a real view count for a particular kind of post, TRESSO says so rather than inventing a figure.

IF THIS DOES NOT WORK

- I cannot see view counts (part 26)

READ MORE

- Archive Vault (part 14)
- Successful and failed destinations (part 14)

Online: https://tressohq.com/help/views

Understanding Engagements

What counts as engagement on each destination, and why some destinations report none.

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WHAT THIS DOES

Engagements counts the likes and comments your posts gained over the period you choose (Last 30 days unless you change it), for the destination you have selected. Shares, reposts, saves and clicks are read where a platform reports them, but they are not counted.

HOW TO USE IT

1. Open the Dashboard and read the Engagements card, or the Interactions chart in Performance Overview.
2. Pick a destination at the top of the Dashboard to see the engagement for that account.

WHAT YOU'LL SEE

Each destination contributes only the actions its platform actually reports:

- Facebook, Instagram and YouTube report likes and comments.
- Bluesky reports likes and replies, and reposts, which are not counted.
- TikTok reports likes and comments, and shares, which are not counted.
- Pinterest reports saves and clicks, which are not part of the Engagements count.
- Threads does not share any of these counts with TRESSO yet, so Threads contributes nothing, and the Dashboard says "Unavailable" in their place, never zero.

WHEN THE NUMBERS UPDATE

TRESSO reads the numbers from each platform when you open the Dashboard, at most once every 15 minutes. Choose Refresh Data at the top of the page to ask the platforms straight away. Posts published more than 30 days ago are not read automatically - they keep the last numbers TRESSO read until you choose Refresh Data. Pinterest figures cover the last 90 days and appear once Pinterest finishes processing them. If a platform cannot be reached, TRESSO keeps the last real numbers and the time they were read; it never replaces them with zero.

GOOD TO KNOW

TRESSO only counts what a platform genuinely returns. A destination that reports nothing contributes nothing - it is never counted as zero, because "nobody engaged" and "the platform did not tell us" are different facts and TRESSO will not blur them.

Every card and chart on the Dashboard covers the account you have selected. Published, Engagements, Posting Success Rate and the Views and Interactions charts cover the period you have selected. Total views is each post's latest count added up, whatever the period. In Queue and Needs Review show what is waiting or needs you now.

The Interactions chart follows the same rule as the Views chart: a day is plotted only when TRESSO has that day's actual figure, and a day without one is a gap - never zero and never an even share of a larger total. The verified total stays visible, and when any day is unavailable the chart says "Total verified. Daily breakdown partially unavailable." Measurement periods and calculation details are under About these numbers.

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READ MORE

- Understanding Views (part 19)
- Archive Vault (part 14)
- Dashboard (part 19)

Online: https://tressohq.com/help/engagements

PART 20

TRESSO on your mobile

Checking in, and fixing a failed post, from somewhere else.

Mobile Access

Check TRESSO's status from your mobile, and fix a failed post from there when your mobile can.

WHAT THIS DOES

Mobile Access lets you check your TRESSO status from your mobile, and fix a failed post from there. Your mobile does not need to be on the same Wi-Fi. Nothing is shared until you pair a mobile.

From a paired mobile, unlocked with your PIN, you can see the Scheduler, upcoming posts, recent results, your connections and anything that needs attention. For a post that failed to one account, you can choose:

- **Retry now** - this computer tries that account again straight away.
- **Retry at** - you pick a time, and this computer tries that account again then.
- **Don't post to** the account - this computer stops trying to post it to that one account. The other accounts on the post are not affected.

If TRESSO could not confirm whether a post went out, your mobile first asks you to check the platform: **Yes, it's there** records it as published; **No, it's not there. Retry now** retries it.

HOW TO USE IT

1. Open Mobile Access in TRESSO and choose Pair a Mobile Device.
2. Scan the QR code with your mobile, or open the link. The code works once and expires in 10 minutes.
3. Create your PIN on your mobile. To change it later, choose Reset PIN.
4. Bookmark TRESSO Companion on your mobile.
5. To stop, choose Remove next to the mobile under Paired mobile devices.

Each post shows where it publishes from: Publishes from this computer, Uploading to TRESSO server, or On TRESSO server. Some actions you take from your mobile device also need that computer online.

A post goes to TRESSO's server in two steps: the Queue says **Uploading to TRESSO server**, then **On TRESSO server**. Once your post shows 'On TRESSO server,' it can publish while your computer is off.

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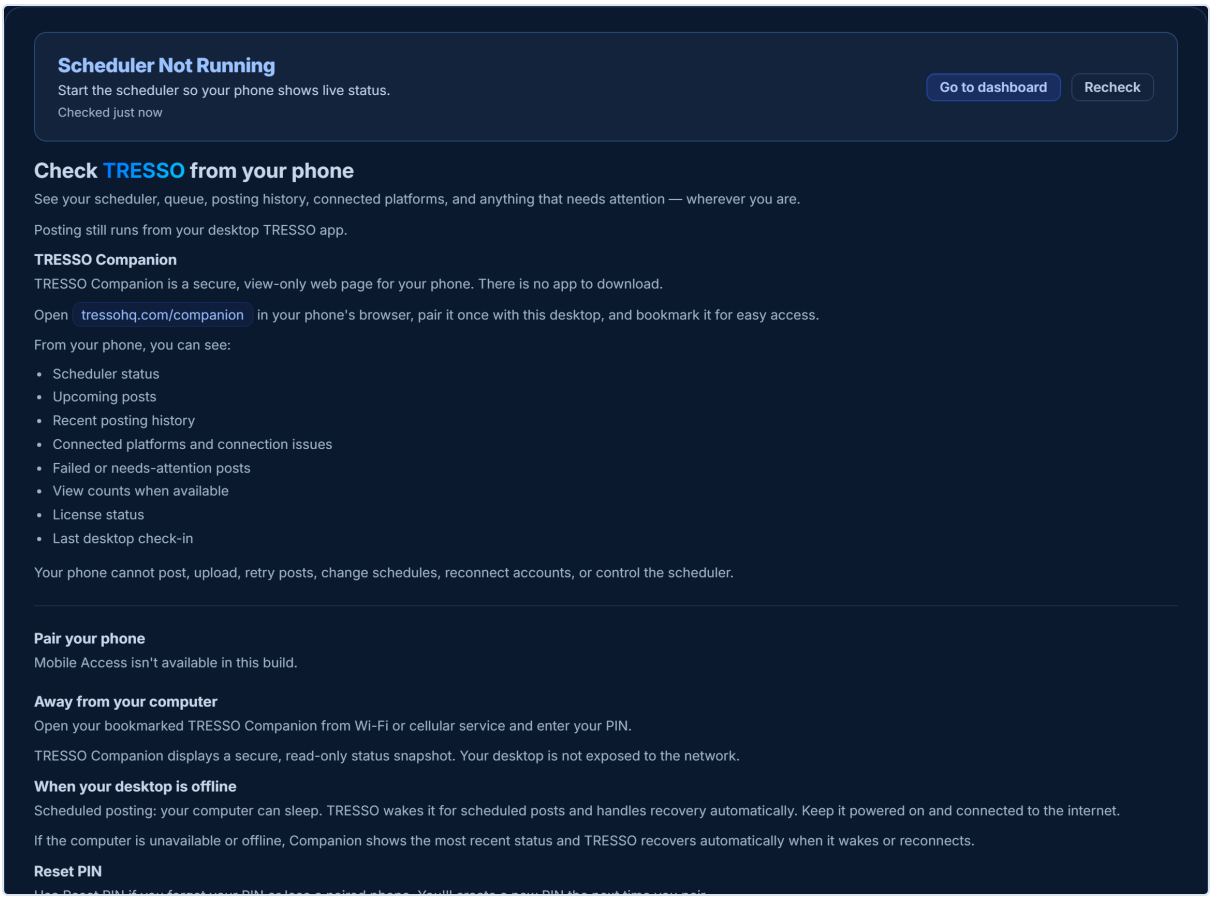
WHAT YOU'LL SEE



The Mobile Access page, where you pair a mobile

GOOD TO KNOW

Your mobile never posts anything itself. A fix you choose on your mobile goes through TRESSO's server to this computer, which checks it and runs it while TRESSO is running. A request this computer has not picked up within 24 hours expires, and each request is deleted 7 days after it finishes. For a post on TRESSO's server, this computer passes the request to the server.

Your mobile shows the status this computer sends, including Uploading to TRESSO server and On TRESSO server. While this computer is off, your mobile shows the last status it sent. Results of posts published by TRESSO's server appear on your mobile the next time TRESSO is running on this computer.

TRESSO Companion shows a secure status snapshot. This computer is never exposed to the network: it fetches your mobile's requests itself.

Some fixes can only be done on the computer - reconnecting an account, importing a video again, a missed post or a restart. For those, your mobile shows the steps to follow on the computer. TikTok posts are always fixed on the computer.

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When a post fails, the email TRESSO sends gives the same guidance as your mobile. If you have Mobile Access set up and your mobile can fix that failure, the email has a Fix on your mobile link that opens the post on your mobile after you enter your PIN.

Your mobile cannot upload videos, edit posts, reconnect accounts or control the Scheduler.

Forgot your PIN? Choose Reset PIN: the next mobile to unlock sets a new one, and paired mobiles stay paired. Lost a mobile? Choose Remove next to it under Paired mobile devices - that is what cuts it off.

This does not move TRESSO into the cloud. Mobile Access does not send your videos, files or account logins anywhere. To show your status on your mobile, TRESSO sends a short status summary (post titles, schedule and results, including why a post failed) to TRESSO's server. Mobile Access needs an activated license and the Scheduler running.

If you do not need it, simply do not pair a mobile.

READ MORE

- Where TRESSO keeps your information (part 22)
- Dashboard (part 19)
- Retry a destination that failed (part 15)

Online: https://tressohq.com/help/mobile-access

PART 21

Using an AI assistant with TRESSO

You can let ChatGPT or Claude look at your TRESSO - what is scheduled, what published, what needs attention - and, if you allow it, make changes. This part is written for someone who has never set up anything like this. There is nothing to install and no file to edit.

Use TRESSO with your AI assistant

Ask ChatGPT or Claude about your videos, schedule, destinations and posting results.

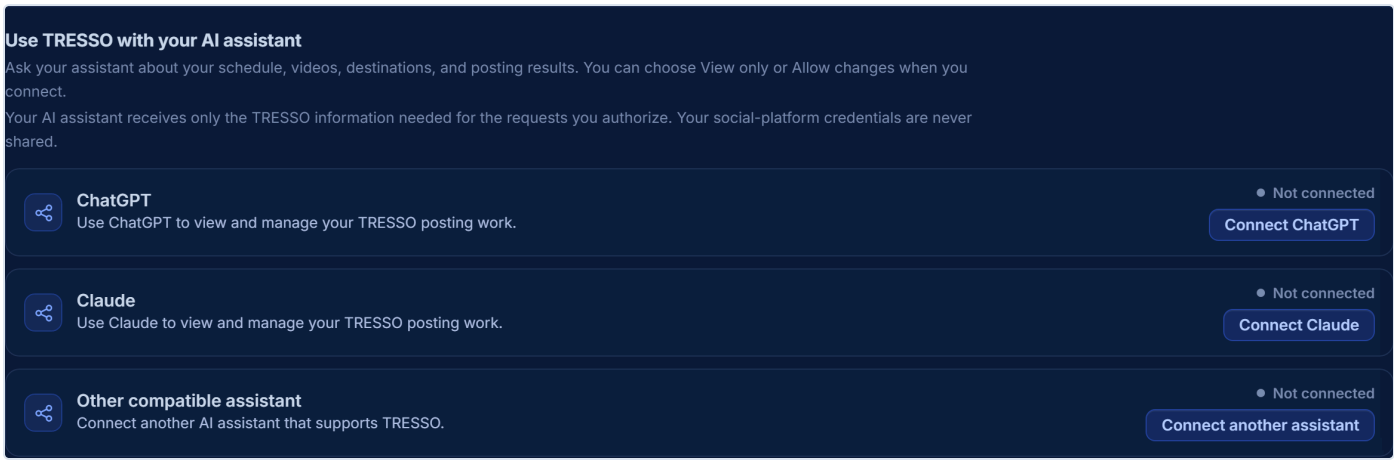
WHAT THIS DOES

Connect the AI assistant you already use, and ask it about your TRESSO posting work in normal language. You decide whether it can only look, or can also make supported changes.

HOW TO USE IT

1. Open Connections in TRESSO and scroll down to Use TRESSO with your AI assistant.
2. Choose Connect on the card for ChatGPT, Claude, or another compatible assistant.
3. Follow the steps TRESSO shows. Each assistant's steps are a little different, and every connection lets you choose View only or View and make changes. New connections start at View only.
4. Come back and confirm the connection when TRESSO asks.

WHAT YOU'LL SEE



The AI assistant section in Connections, with the ChatGPT and Claude cards

GOOD TO KNOW

Your social-platform credentials are never shared with the AI assistant.

You decide what an assistant may do, and you can change your mind. Each connection is either View only, which lets it answer questions about your posting work, or View and make changes. TRESSO applies whichever you chose - the assistant cannot grant itself more than you allowed, and asking it to do something outside that is refused by TRESSO rather than by the assistant.

With View and make changes, an assistant can create, edit, schedule, move and unschedule posts, post now, retry failed accounts and turn the Scheduler on or off. For the actions that change live posting - unscheduling, bulk scheduling, posting now, retrying and the Scheduler - the assistant cannot approve its own request. TRESSO asks you in the TRESSO window ("is asking to make a change") with Approve and Decline, and nothing changes until you approve. Approve it only if you asked for it. An assistant cannot connect or disconnect accounts, change settings or see your platform logins, and it names the exact accounts for each post rather than choosing a Publishing Profile.

Turning it off

Open Connections, find the assistant, and choose **Disconnect** (if setup never finished, the button reads **Cancel setup**). It stops immediately and TRESSO forgets what it needed to connect, so the assistant can no longer see anything. Your posts, your schedule, your history and your connected destinations are untouched - disconnecting an assistant removes its access and nothing else.

Connecting again later starts from scratch, including choosing what it may do. Nothing is remembered from the connection you removed.

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IF THIS DOES NOT WORK

- My AI assistant cannot connect (part 21)

READ MORE

- Connect ChatGPT (part 21)
- Connect Claude (part 21)
- What you can ask your assistant (part 21)

Online: https://tressohq.com/help/ai-assistants

What you can ask your assistant

Example questions and actions, grouped by what you are trying to find out.

WHAT THIS DOES

Gives you somewhere to start once your assistant is connected.

GOOD TO KNOW

The Make changes group only works if you have set that connection to View and make changes.

READ MORE

- Use TRESSO with your AI assistant (part 21)
- Connect ChatGPT (part 21)
- Connect Claude (part 21)

Online: https://tressohq.com/help/ai-assistants/what-you-can-ask

Connect Claude

Step-by-step: add TRESSO to Claude and confirm the connection works.

WHAT THIS DOES

Connects Claude to TRESSO so you can ask it about your posting work, and - if you allow it - ask it to carry out supported TRESSO actions.

BEFORE YOU START

- You need the Claude desktop application on this computer. The Claude website cannot connect to TRESSO, because TRESSO runs on your own computer and is not on the internet.
- Keep TRESSO open and unlocked on this computer while you use the connection. TRESSO answers Claude from here, so a closed TRESSO is a connection that cannot answer.

1. In TRESSO, choose View only or View and make changes.
2. Choose Connect Claude. TRESSO creates the connection file and shows you where it is.
3. In Claude Desktop, install the TRESSO connection using the instructions below.
4. Approve TRESSO in Claude.
5. Return to TRESSO and choose Test connection.

ADD TRESSO TO CLAUDE DESKTOP

1. Open Claude Desktop.
2. Open Settings.
3. Choose Extensions.
4. Choose Advanced settings.
5. Find Extension Developer.
6. Choose Install Extension…
7. Select the TRESSO connection file.
8. Approve TRESSO.

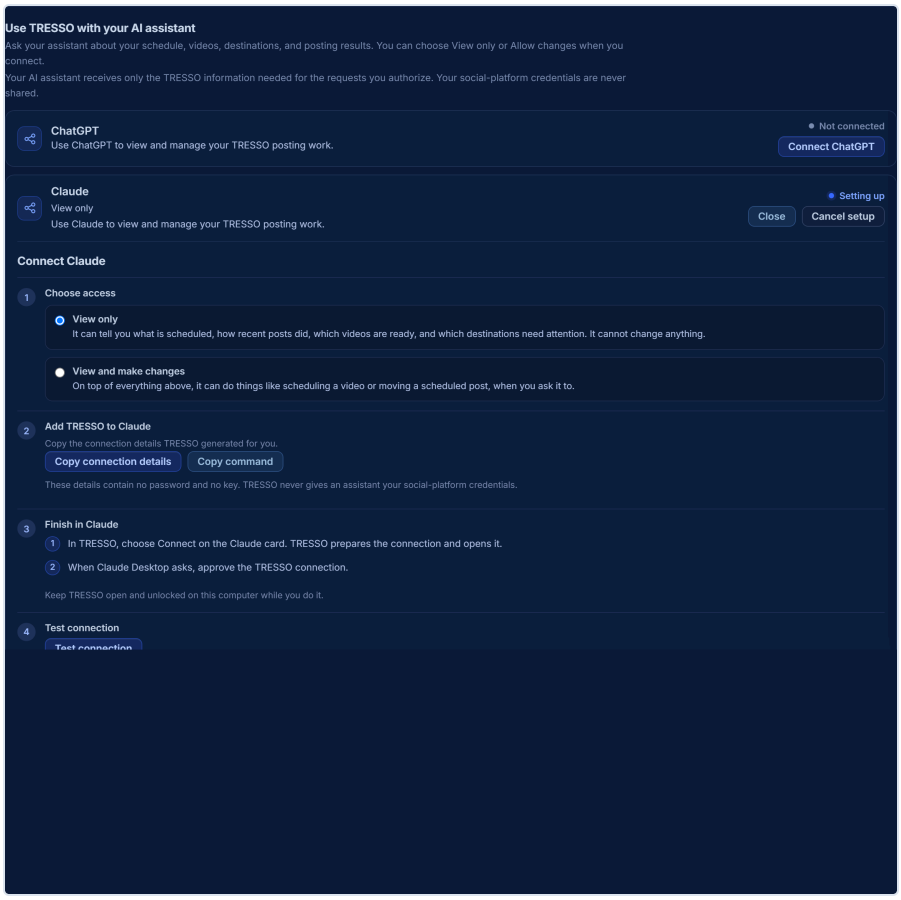
TRY IT

- What is in my TRESSO posting queue?

HAVING TROUBLE CONNECTING?

- **If you cannot find Extension Developer in Claude** It is behind Advanced settings on the Extensions screen in Claude Desktop. Anthropic decides where that sits, so check Claude's own documentation if your version looks different.
- **If you installed the connection but TRESSO still says Not connected** Quit Claude completely and open it again - Claude reads its connections when it starts - then come back and choose Test connection.
- **If you cannot find the connection file** Choose Connect Claude again. TRESSO writes a fresh one every time and shows you where it is.

WHAT YOU'LL SEE



Where extensions are installed in Claude Desktop

IF THIS DOES NOT WORK

- My AI assistant cannot connect (part 21)

READ MORE

- Use TRESSO with your AI assistant (part 21)
- Connect ChatGPT (part 21)
- What you can ask your assistant (part 21)

Online: https://tressohq.com/help/ai-assistants/claude

Connect ChatGPT

Step-by-step: add TRESSO to ChatGPT and confirm the connection works.

WHAT THIS DOES

Connects ChatGPT to TRESSO so you can ask it about your posting work, and - if you allow it - ask it to carry out supported TRESSO actions.

BEFORE YOU START

- Developer mode is a setting inside ChatGPT, and it has to be on before ChatGPT can connect to TRESSO. It cannot be turned on from TRESSO. If you cannot find it, check OpenAI's current requirements - they decide who has it.
- On a work account, an administrator may have to allow it before you can. If you do not administer the account, ask whoever does.
- OpenAI gives you two values to copy across once - a Tunnel ID and a Runtime API key. TRESSO gives you a button for each, stores them securely on this computer, and does the rest itself. There is nothing to install and nothing to keep running.
- Those two values come from OpenAI Platform, which is a separate sign-in from ChatGPT. Use the same account for both, and if a page there says your sign-in has expired, sign in again and reopen it.
- Keep TRESSO open and unlocked on this computer while you use the connection. TRESSO answers ChatGPT from here, so a closed TRESSO is a connection that cannot answer.

1. In TRESSO, choose Connect on the ChatGPT card. The first step opens ChatGPT so you can turn on developer mode, and links OpenAI's own instructions if you need them.
2. Get your two values from OpenAI. TRESSO gives you a button for each one, which opens the page it comes from - Tunnel ID first, then the Runtime API key. Copy the key as soon as OpenAI shows it; it is not shown again. An Admin API key is not the same thing and will not work.
3. Paste both values into TRESSO. If OpenAI tells you your sign-in has expired, sign in again and reopen the page - nothing is wrong with TRESSO.
4. Choose what ChatGPT may do - View only, or View and make changes.
5. Choose Connect ChatGPT, and wait for TRESSO to say it is ready.
6. In ChatGPT, add TRESSO where developer mode lets you add your own tool, and choose No authentication when it asks - the two values you pasted are what authorizes it.
7. Ask ChatGPT a question about your work, such as “What is in my TRESSO posting queue?”

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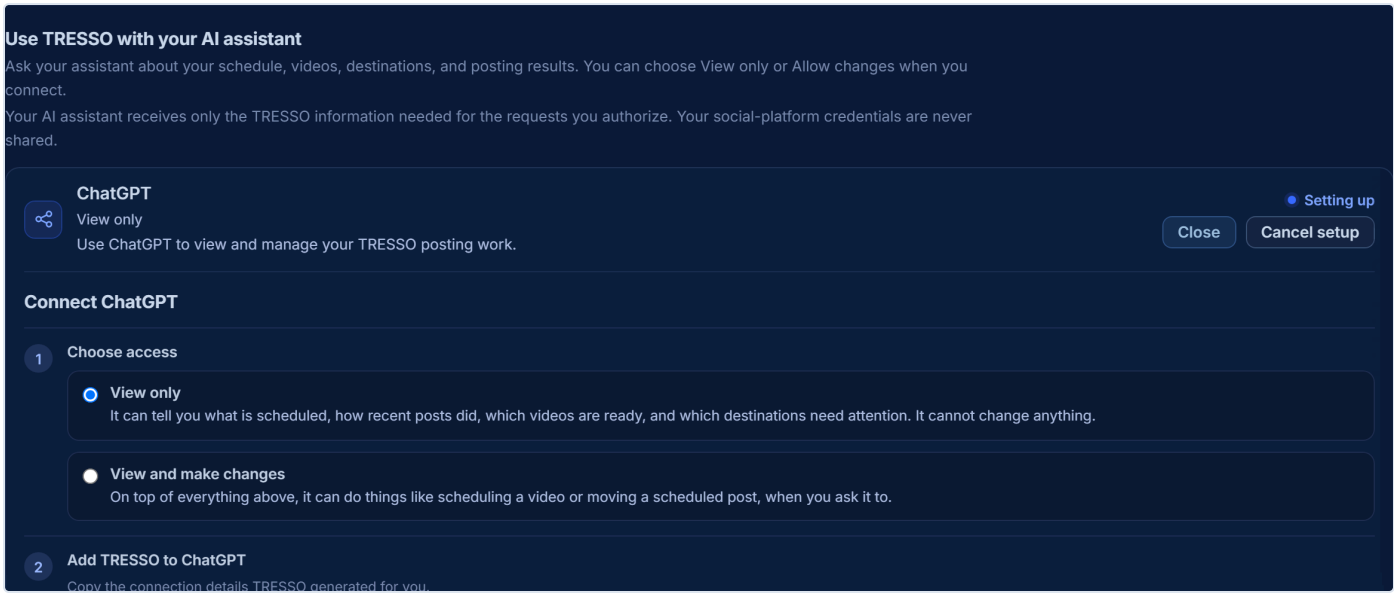
IF IT DOES NOT WORK

If you cannot find developer mode in ChatGPT, check OpenAI's current requirements - they decide which accounts have it, and on a work account an administrator may have to allow it first. If OpenAI says your sign-in has expired, sign in again and reopen the page. If you added the connection but ChatGPT cannot see TRESSO, check that the tunnel is ticked for your ChatGPT workspace and not only for your Platform organization - nothing on screen warns you about that - and that TRESSO is open, unlocked and says it is ready. If TRESSO refused the key you pasted, you have most likely copied an Admin API key rather than the Runtime API key. If TRESSO says it is ready but not connected, ask ChatGPT a question about TRESSO - connected appears once TRESSO has answered a real request. If ChatGPT can answer questions about TRESSO but will not carry out an action you asked for, check that you chose View and make changes in TRESSO; OpenAI may also apply its own confirmation requirements to that action. If adding the connection fails while it is asking you to sign in, remove it and add it again with No authentication.

WHAT YOU'LL SEE



Where connections are added in ChatGPT

IF THIS DOES NOT WORK

- My AI assistant cannot connect (part 21)

READ MORE

- Use TRESSO with your AI assistant (part 21)
- Connect Claude (part 21)
- What you can ask your assistant (part 21)

Online: https://tressohq.com/help/ai-assistants/chatgpt

My AI assistant cannot connect

The handful of things that stop an assistant reaching TRESSO, in the order worth checking.

WHAT THIS DOES

Works through why an assistant is not reaching TRESSO. In nearly every case it is one of these things.

HOW TO USE IT

1. Confirm TRESSO is open and unlocked on this computer.
2. ChatGPT: confirm the Tunnel ID and Runtime API key were pasted into TRESSO in full, that you used a Runtime key (not an Admin key), that your workspace is ticked on the tunnel, and that Authentication is No Authentication. Claude: confirm the TRESSO connection file was installed in Claude Desktop and approved.
3. Close your assistant completely and open it again - most assistants only read their settings at startup.
4. Return to TRESSO and choose Test connection.

GOOD TO KNOW

ChatGPT connects through a secure connection OpenAI hosts, and Claude needs the Claude desktop app. Other assistants must be able to reach an application running on your own computer.

READ MORE

- Use TRESSO with your AI assistant (part 21)
- Connect ChatGPT (part 21)
- Connect Claude (part 21)

Online: https://tressohq.com/help/fix/ai-assistant-cannot-connect

TRESSO 1.1.1

PART 22

Your license and account

How TRESSO knows it is yours, your plan and its allowances, where your information lives, and how to protect it.

License and billing

How your license key works, your plan and its allowances, changing plans, what happens on a new computer, and where billing is managed.

WHAT THIS DOES

Your license key activates TRESSO on your computer. The app itself has no sign-in - your license key is what TRESSO checks. Your Account page on tressohq.com shows your key, downloads and billing. You sign in there with the email you used at checkout; you don't need your license key to sign in.

HOW TO USE IT

1. Enter your license key when TRESSO asks for it.
2. Keep the key somewhere you can find it again; it is also in your purchase email.

GOOD TO KNOW

You can view and manage your queue offline. A post that says Publishes from this computer needs this computer online: TRESSO checks your license with its license server before it publishes. If that server cannot be reached, posts keep publishing for up to 24 hours from the last successful check, and TRESSO says "TRESSO couldn't reach its license server. Your posts are still publishing; if this continues past" a time it names, "publishing will pause." That allowance never goes past the end of your paid time or your trial, and it ends at once if this computer is deactivated.

If a payment fails. Publishing continues only until the end of the time you have already paid for; there is no extra grace period while the card is retried. TRESSO shows "Your payment didn't go through. Update your payment method by" a date "to keep your posts on schedule." Once that time has passed it says "Your payment didn't go through, and publishing paused on" that date "Update your payment method to resume." You also get an email. Choose Update payment method (or Manage Billing) to fix it. When the payment goes through, publishing resumes by itself. Posts that came due while publishing was paused are not sent late: they wait for you to review, so you choose Post Now or Reschedule. Your queue and history stay on this computer throughout.

If you cancel, you keep access to the end of the period you have paid for.

Your plan. Starter is $19/month or $190/year (save $38) for three connected accounts in total. Full is $29/month or $290/year (save $58) for up to 14. Both plans allow up to two accounts per platform, unlimited Publishing Profiles and every feature, including publishing from TRESSO's server. Both include a free trial: 14 days free for

first-time trial customers. One free trial per customer. Card required. Trial includes 30 publications and up to 14 connected accounts. If you already used a TRESSO trial, there is no free trial and your plan is charged right away. You can cancel anytime. To change plans, open Account and Billing, then Change plan.

Your plan's allowances. Starter includes 200 publications a month and 20 in any 24 hours, 10 GB of media waiting on TRESSO's server, 20 GB of new uploads and 40 GB of planned delivery a month. Full includes 700 publications a month and 70 in any 24 hours, 20 GB of media waiting on the server, 50 GB of new uploads and 100 GB of planned delivery a month. A publication is one post published to one social account (a carousel counts once per account). Each video can be up to 250 MB. For large videos, the data allowance can be the limit before the publication allowance. Allowances reset monthly from your subscription date, and unused amounts do not roll over. Yearly plans get the monthly allowance each month. There are no automatic overages or extra charges: when an allowance is used up, your posts are kept and you can schedule more when it resets. Publishing Profiles are unlimited; they never add connected accounts or publications.

- During the free trial you can switch plans at no charge, and the trial does not restart.
- Starter to Full happens right away. You pay only the prorated difference for the rest of your current billing period, and your renewal date stays the same. If that payment does not go through, you stay on Starter.
- Full to Starter takes effect at your next renewal date, and Full stays until then. If more than three accounts are connected, TRESSO asks you to choose the three to keep. Nothing is deleted: videos, posts and history are kept. Accounts you did not keep stay listed but do not publish new posts until you reconnect them under your allowance or upgrade. Scheduled posts to them are held, not deleted or skipped, with the reason "Choose your three accounts" until you change your choice or upgrade.

When a post is held for the license. A post that could not publish because of the license shows Needs Attention with the real cause, and nothing was sent:

- **Computer Deactivated** - TRESSO is deactivated on this computer. Open Account and Billing, choose Enter License Key and activate it, then retry or reschedule the post.
- **Can't Reach License Server** - TRESSO could not reach its license server for longer than the 24-hour allowance. Check your internet connection; TRESSO checks again as soon as it is back online.

Posts that became due while publishing was paused wait for you to retry or reschedule them - they never publish late on their own.

To change your payment details or cancel, use the billing link in your purchase email, or choose Manage Billing on the Account and Billing page. That opens your own billing page, where you manage the subscription directly.

Your license works on one computer at a time. To move it, choose Deactivate this device on the old computer (Account and Billing), then activate on the new one. If the old computer is lost or broken, sign in at tressohq.com/account.html and, in the Your computer section, choose Deactivate this computer (see Move TRESSO to another computer).

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READ MORE

- Where TRESSO keeps your information (part 22)
- App Lock (part 22)
- Refunds and cancellation (part 24)

Online: https://tressohq.com/help/license-and-account

Where TRESSO keeps your information

What lives on this computer, what leaves it, and when.

WHAT THIS DOES

TRESSO is local-first. Your video library, your posting work and your Publishing Profiles live on this computer, and the logins that let TRESSO publish are saved here too, encrypted with a key protected by your computer's own security. Your Threads login is the exception: it is kept on TRESSO's server. Everything is in the TRESSO folder in your user data: %APPDATA%\TRESSO on Windows, ~/Library/Application Support/TRESSO on a Mac. A post sent to TRESSO's server is also kept on this computer.

GOOD TO KNOW

When you add a video, TRESSO keeps its own copy in that folder, under videos. To open the folder, go to Settings > Support and choose Open Data Folder. Treat it as TRESSO's working space: do not move, rename or delete files in it manually. A scheduled post whose video has been removed is marked File missing and is not sent, and the posted folder is what lets you post a video again from Archive Vault. To stop a post, remove it from the Queue instead. If you deleted a video by mistake, restore it from the Recycle Bin (or put it back with the same name) and TRESSO picks it up again. A copy that TRESSO's cleanup removed is not in the Recycle Bin: select the video again.

Videos take space. Go to Settings > Support and find Storage. It shows how much TRESSO is using, how much of that is videos, how much is free on the disk, and the folder it uses. TRESSO checks that there is room before it converts a video, and when free space runs low - under 5 GB, or less than the posts due in the next seven days need - it shows a warning with Open Storage.

Remove unused files clears what no post needs: videos that are not scheduled and not part of any post, videos you removed from the queue, extra copies of published videos and leftover working files. TRESSO lists what it will remove and asks first. Scheduled, retrying and publishing posts are never touched, nothing is removed while a post is publishing, and your own original videos outside TRESSO are never touched. Removal is permanent: the files do not go to the Recycle Bin or Trash, so the space is freed straight away.

Published videos: when you add a video, TRESSO makes its own copy, so your posts still publish if you move or rename the original. With Automatic cleanup on, TRESSO deletes only that copy 30 days after every account in the post has finished publishing. You can change the number of days under Published videos in Settings >

Support. Automatic cleanup is on for new installs. If your TRESSO was using an earlier default, it now uses 30 days; a number of days you chose yourself stays as it is; and if you never turned it on, TRESSO asks you, and if you choose Not now, once more later. Remove old published videos does the same cleanup once, on request.

Your original video files are never touched: cleanup never moves, changes or deletes them. Deleting TRESSO's copy is permanent. The post, its links, its results and its preview picture stay in the Archive, and its view counts stay on the Dashboard. To post the same video again, select it again. If a post's preview picture was lost earlier, TRESSO fetches it back from the platform: from YouTube, Bluesky and TikTok's public pages, and from Instagram, Facebook and Pinterest through your connection. TRESSO does not fetch pictures back from Threads.

Deleting a post from the Archive removes TRESSO's copies of its video too.

A video leaves this computer when it is published, or when its scheduled post is handed to TRESSO's server. When a scheduled post is handed to TRESSO's server to publish, its video is uploaded to TRESSO's private storage in the United States, so TRESSO's server can publish it. The server deletes it 24 hours after its post is published or canceled. If a post fails, its video is kept 7 days so you can retry, then deleted the following day. A post that publishes from this computer instead goes to the destination you chose; Instagram and Threads fetch videos from a web link, so TRESSO places such a video in private storage only while it publishes, then deletes it (and in any case within 65 minutes). Nightly server backups never include videos.

Some things do go to TRESSO's server: your license check, the sign-in step when you connect an account (so app secrets never sit on your computer), access for each account set up for server publishing, which includes every Threads account (for Bluesky, an encrypted copy of your app password), the video, caption, time and account of each scheduled post handed to TRESSO's server, update checks, the status Mobile Access shows on your mobile and the retry or stop requests your mobile sends to this computer, if you turn it on, and diagnostics only if you choose to share them. Apart from these, and Instagram and Threads videos that pass through private storage while they publish, your video library, captions and queue are not sent to TRESSO. Access for Instagram, Facebook Pages, TikTok, YouTube, Pinterest and Bluesky is encrypted (AES-256-GCM). Your Threads login is kept on TRESSO's server. The server deletes the post record 30 days after its video; nightly encrypted backups of the access and post records never include videos, and deleted data leaves the backups within 56 days. Disconnecting an account in TRESSO, or a verified Delete My Data request, deletes the server's copy of its access. Removing TRESSO in that service's settings also deletes it for Instagram, Facebook Pages and Threads, but not for YouTube, TikTok, Pinterest or Bluesky.

Scheduled posts that say On TRESSO server in the Queue publish from TRESSO's server; every other post publishes from this computer, except that TRESSO's server sends every Threads post to Threads. Keep TRESSO open with the Scheduler on while the Queue says Uploading to TRESSO server. Once your post shows 'On TRESSO server,' it can publish while your computer is off. A post due within two minutes of saving, or a post to an account not yet set up for server publishing, says Publishes from this computer and needs the Scheduler running. For Threads, this computer starts the post and TRESSO's server sends it. A paused post does not publish until you resume it.

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READ MORE

- Mobile Access (part 20)
- Publishing Profiles (part 7)
- Connections (part 5)

Online: https://tressohq.com/help/local-first

App Lock

Put a PIN on TRESSO so someone else at your computer cannot open your posting work.

WHAT THIS DOES

App Lock puts a PIN in front of TRESSO, and can lock it automatically after a period of inactivity.

HOW TO USE IT

1. Open Settings > Notifications and find App Lock.
2. Choose Create PIN.
3. Choose how long TRESSO waits before locking itself - 5, 15, 30 or 60 minutes - or turn auto-lock off. Lock now locks TRESSO straight away.

GOOD TO KNOW

Locking the app does not stop the Scheduler. Posts you have already scheduled still publish at their time while TRESSO is locked - the lock covers what a person can see and change, not what TRESSO has already been told to do.

Forgot your PIN? On the lock screen choose Forgot your PIN?, enter your license key and choose Verify and reset PIN, then create a new PIN. This needs an internet connection. Your scheduled posts, connections and settings stay as they are, and posts keep publishing while TRESSO is locked.

Don't have your license key? Sign in at tressohq.com/account.html on any device and choose Show key or Copy key.

Still locked out? Choose Contact support on the lock screen. Use the email you purchased with, and never include your PIN or license key in the ticket.

READ MORE

- Where TRESSO keeps your information (part 22)
- How the Scheduler works (part 16)

Online: https://tressohq.com/help/app-lock

Backup and Restore

How TRESSO protects your posting information, and how to bring it back.

WHAT THIS DOES

TRESSO keeps rolling backups of your queue, posting history and settings, and lets you export or restore them yourself.

HOW TO USE IT

1. Open Settings > Data Management.
2. Choose Save Backup whenever you want a backup file you control.
3. Choose Restore Backup to bring it back. TRESSO asks first, backs up your current data automatically, then replaces it with the backup.

On a new computer you can also restore straight from the activation screen: choose Restore a backup under Moving from another computer?. When you deactivate a computer, Back up first saves a backup before you deactivate.

GOOD TO KNOW

TRESSO saves a backup automatically when it starts and every 4 hours, and keeps backups covering at least the last 30 days: the 6 most recent, one from each of the last 7 days and one from each of the 4 weeks before that. You can also choose Back Up TRESSO under Archive tools in Archive Vault.

A backup holds your queue and schedules, your Archive with its publishing history, delivery details, favorites, labels and tags, your view-count history, your campaigns, templates and presets, your Brand Identity text, your settings, your Publishing Profiles and which accounts are set up. It does not hold account logins, your license, your videos or their preview pictures, or the history behind the Interactions chart. Restoring keeps the license and the logins already on this computer; an account without a login here is connected again in Connections. Your videos stay where they already are on your computer; TRESSO does not copy your media into a backup.

TRESSO also writes lightweight checkpoints as you work, so an unexpected shutdown does not cost you the change you just made.

READ MORE

- Where TRESSO keeps your information (part 22)
- Archive Vault (part 14)

Online: https://tressohq.com/help/backup-and-restore

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PART 23

Moving to another computer

Taking TRESSO with you.

Move TRESSO to another computer

Bring your queue, Archive and settings with a backup, move your license, and reconnect your destinations.

WHAT THIS DOES

Moves TRESSO to a different computer using the license you already have. Your subscription does not change and you do not buy anything again. A license covers one computer at a time.

HOW TO USE IT

1. On the computer you are leaving, open **Account and Billing** and choose **Deactivate this device**. TRESSO asks "Deactivate TRESSO on this computer?" and lists the accounts you will need to connect again on the new computer.
2. In that same window, choose **Back up first**. TRESSO saves a backup file and comes back to the same question. Copy the backup file, and your video files, to the new computer.
3. Choose **Deactivate this device**. Publishing stops on this computer at once, even if it is offline.
4. Install TRESSO on the new computer. On the activation screen, enter the license key from your purchase email. To bring your queue, Archive and settings across, choose **Restore a backup** on that screen (or later, **Settings** > **Data Management** > **Restore Backup**) and pick the backup file.
5. Open **Connections** and connect each account again.

If you no longer have the old computer, or it is broken, deactivate it first: sign in at tressohq.com/account.html on any computer and, in the **Your computer** section, choose **Deactivate this computer**. The activation screen links there too (Old computer lost or broken?). Then activate TRESSO on the new computer.

GOOD TO KNOW

Deactivating removes only the activation. Your scheduled posts, connections, settings and videos on that computer stay where they are, and nothing publishes from it until you activate it again with your license key. If the old computer is offline when you deactivate it, it stops publishing at once and its license is released automatically the next time it is online; if it will not be online again, sign in at tressohq.com/account.html and choose **Deactivate this computer**.

Moving does not move your videos, queue or settings by itself: use a backup for the queue, Archive and settings, and copy your videos yourself. A backup does not include account logins, your license or your video files.

Every account needs connecting again on the new computer, Threads included. Logins are not in backups. If an account shows Set up server publishing, set it up again. TRESSO's server keeps its own access for each account set up for server publishing until you disconnect the account in TRESSO or ask for deletion. Access for Instagram, Facebook Pages, TikTok, YouTube, Pinterest and Bluesky is encrypted (AES-256-GCM). Your Threads login is kept on TRESSO's server. Posts already On TRESSO server still publish from TRESSO's server after you move. Once you connect the same accounts on the new computer, they appear in its Queue as On TRESSO server, with their videos, and you can change or remove them there. Only TRESSO's server sends them, so none is posted twice.

If TRESSO says the license is already active on another computer, choose **Deactivate this device** on that computer, or sign in at tressohq.com/account.html and choose **Deactivate this computer**, then activate again. You do not need to contact support to free your license.

READ MORE

- License and billing (part 22)
- Install and update TRESSO (part 3)
- Connections (part 5)

Online: https://tressohq.com/help/move-to-another-computer

PART 24

Refunds and cancellation

Canceling, and what happens to what you have paid for.

Refunds and cancellation

Canceling in Manage Billing, what happens during the trial, and how to ask for a refund.

WHAT THIS DOES

Explains how to cancel your TRESSO subscription yourself, and how refunds work.

HOW TO USE IT

1. In TRESSO, open Account and Billing and choose **Cancel subscription** or **Manage Billing**. Both open your secure billing portal.
2. Choose to cancel your subscription.
3. You keep access through the end of the period you have already paid for. After that, publishing stops; your queue and history stay on your computer.

GOOD TO KNOW

Cancel during the free trial and you are never charged. A card is required to start the trial, and it is only billed when the trial ends. During the trial you can also switch between Starter and Full at no charge, and the trial does not restart. 14 days free for first-time trial customers. One free trial per customer. Card required. Trial includes 30 publications and up to 14 connected accounts. If you already used a TRESSO trial, there is no free trial and your plan is charged right away. If your card or email was already used for a TRESSO trial, the first payment is charged the day you subscribe, and TRESSO emails you if the trial was ended for this reason.

Monthly: canceling stops the next monthly renewal and you keep access through the end of the month you paid for. Annual: **Turn off renewal** means no further renewal charge, access through the end of the annual term you paid for, and no cancellation refund. Payments already made are not prorated or refunded.

If you cancel, TRESSO keeps working until the end of the period you paid for. A post On TRESSO server that is due after that date is not sent and shows as failed. Renew within 7 days and choose Retry to send it; after that, TRESSO's server deletes its video.

A refund is reviewed for a duplicate charge, a verified billing error, or a TRESSO failure that stops you from using it. To ask, submit a support ticket at tressohq.com/contact.html from the email address you purchased with and say what happened. Your rights under consumer law are not affected. The full terms are in the Refund Policy.

READ MORE

- License and billing (part 22)
- Install and update TRESSO (part 3)

Online: https://tressohq.com/help/refunds-and-cancellation

PART 25

Sending a Support Report

The fastest way to get a useful answer from a person.

What to send support

Copy a Support Report so a person can see what happened - it carries no passwords, tokens, license key or video.

WHAT THIS DOES

A Support Report captures what someone helping you needs to know about your TRESSO, so you do not have to describe it.

HOW TO USE IT

1. In TRESSO, open Settings, then Support.
2. Choose **Create Support Ticket**. TRESSO attaches the Support Report for you.
3. Say what happened and what you already tried.

If you are writing from the website instead, choose **Copy Support Report** in the app and paste it into the ticket form at tressohq.com/contact.html.

WHAT YOU'LL SEE

The report carries your app and operating system version, whether the Scheduler is on, the state of each connection, and the reasons behind any recent failed posts.

GOOD TO KNOW

It contains no passwords, no access tokens, no license key and none of your video. It is safe to include in a support ticket.

Saying which post and which destination had the problem, and roughly when, gets you an answer faster than the report alone.

READ MORE

- Successful and failed destinations (part 14)
- License and billing (part 22)

Online: https://tressohq.com/help/support-report

PART 26

When something goes wrong

These are named by what you see on screen rather than by what broke, so you can find the one you need without knowing the cause.

My post did not publish

The usual causes, in the order worth checking, and what TRESSO recorded instead.

WHAT THIS DOES

Finds out what actually happened, per destination, instead of guessing.

HOW TO USE IT

1. If the post said On TRESSO server, TRESSO's server published it. Open TRESSO so it can bring back the result, then read it in Archive Vault.
2. If the post said Publishes from this computer, check whether the Scheduler was on at the scheduled time.
3. Check whether the destination needed reconnecting.
4. Open the record and read the outcome for each destination.

GOOD TO KNOW

Destinations that published stay published. If some succeeded and some did not, that is a partial result, and retrying contacts only the ones that need another attempt.

Already published means TRESSO has a confirmed published post for that video, so it will not schedule it again as if it were new - that is what protects you from posting the same video twice by accident. The message shows the account and date it was published to and a View in Archive button. To publish it again on purpose, open the post in Archive Vault and choose Reuse post.

Nothing was saved yet. When an account cannot take the post as it is - for example its caption alone is over its character limit - TRESSO saves nothing and lists each account with the field and the correction. Choose Fix to correct it, or Exclude to save the post without that account. Closing the panel saves nothing.

Held. An account whose login has expired is held on its own; the post's other accounts keep their schedule. Reconnect it, then choose Retry for that account.

A post cannot be edited or rescheduled while it is being published. Wait for it to finish, then open it again. If it is Partially published, choose Edit unpublished accounts to change only the accounts that did not publish.

IF THIS DOES NOT WORK

- My Scheduler is off (part 16)
- My computer was off at posting time (part 17)
- My destination says Reconnect required (part 5)

READ MORE

- How the Scheduler works (part 16)
- Archive Vault (part 14)
- Successful and failed destinations (part 14)
- What to send support (part 25)

Online: https://tressohq.com/help/fix/post-did-not-schedule

Pinterest says a title is required

Pinterest needs a board, a Pin title and a Pin description before a post can be scheduled.

WHAT THIS DOES

Pinterest needs a board, a Pin title and a Pin description. TRESSO checks them before it schedules anything, so a post is never half-scheduled because of Pinterest.

HOW TO USE IT

1. In New Post, read the message under Pinterest - for example "Add a Pin title." Nothing on the post has been scheduled yet, and everything you entered is still there.
2. Add what it names, or exclude that Pinterest account from the post.
3. Choose Schedule Post or Post Now again.

In Bulk Schedule the Pin title is filled in from each video's file name if you leave it empty. If a Pinterest account is still missing something (usually its Pin description), TRESSO schedules none of the batch and says, for example, "1 video needs a required field before scheduling can start. Add a Pin description for" the account it names. Fill it in on the Review step, or exclude that account from the video, and schedule again.

GOOD TO KNOW

A post created through a connected assistant follows the same rule: nothing is saved until the missing field is added or that Pinterest account is excluded, and the assistant is told which account and field. Destinations that already published are never posted twice.

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READ MORE

- Schedule several videos at once (part 11)
- New Post (part 7)
- Successful and failed destinations (part 14)

Online: https://tressohq.com/help/fix/pinterest-title-required

I cannot see view counts

The reasons a view count may be missing, and which of them you can fix.

WHAT THIS DOES

Explains why a view count is not showing, rather than filling the gap with a zero.

HOW TO USE IT

1. Check that the destination is still connected. An expired connection cannot refresh numbers.
2. Reconnect it if needed, then allow time for the next refresh.
3. If the number is still unavailable, check whether that platform publishes a view count for that kind of post at all.

WHAT EACH PLATFORM REPORTS

- **YouTube** - "Unavailable – reconnect YouTube to allow view counts." means Google was not allowed to let TRESSO see your channel. Reconnect YouTube in Connections and leave every permission Google lists ticked.
- **Facebook** - likes and comments show for a connected Page. A view count shows when Facebook returns one for the video; otherwise the Dashboard says "Unavailable – Facebook does not share view counts with TRESSO yet.", and reconnecting does not help.
- **Instagram** - the account must be a professional account (Business or Creator). Likes and comments then show, for accounts connected with Instagram's own sign-in and for accounts connected through a Facebook Page. Instagram does not share view counts with TRESSO yet, for any Instagram account, so there is nothing to switch on and reconnecting does not help.
- **TikTok** - views, likes and comments show for your published TikTok posts (shares are read but not counted). If TikTok cannot be reached for a while, TRESSO keeps the last numbers and tries again. "Unavailable – reconnect TikTok to allow view counts." means the account was connected before TikTok let TRESSO read them: reconnect TikTok once in Connections.
- **Pinterest** - nothing to switch on. Figures cover the last 90 days and can take time to appear while Pinterest processes them.
- **Bluesky** - Bluesky does not publish view counts. Likes and replies are shown.
- **Threads** - Threads does not share view counts, likes or replies with TRESSO yet. No setting changes that, and reconnecting does not help.

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GOOD TO KNOW

Not every platform reports a view count for every kind of post. Where one is genuinely unavailable, TRESSO says so instead of showing 0 - a real zero and a missing number mean very different things.

READ MORE

- Understanding Views (part 19)
- Archive Vault (part 14)
- Connections (part 5)

Online: https://tressohq.com/help/fix/views-unavailable

PART 27

Getting more help

The Help Center at tressohq.com/help has everything in this guide, kept current with the version you are running, and it is searchable. If you are still stuck, send a Support Report and tell us what happened - it carries what we need to diagnose the problem and none of your passwords, account access or video.