



[Using Deskpro > Admin > Horizon - I'm having a trouble with users being unable to add](#) < [قاعدة المعلومات](#) > [attachments to tickets](#)

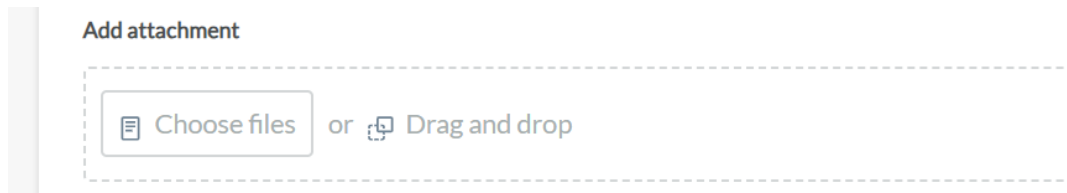
Horizon - I'm having a trouble with users being unable to add attachments to tickets

[Admin](#) - [\(0\) تعليقات](#) - Chynah Hayde - 2023-09-11

.There are a number of admin settings which can prevent some attachments working

In **Admin > Channels > Emails > Settings** , the **User Attachments** settings will define what file sizes and .1 extensions the user can submit. Check the size and type of file they are submitting is allowed

.2 :If the control to add attachments is not showing up at the bottom of the **Contact Us** form on your portal



make sure that the **Attachments** field is added to the form layout in **Tickets structure > Departments** under the **form** tab. Add the field onto the user form, and check its settings with the gear icon

There may be a problem with how your Deskpro On-Premise installation is storing files. Go to **Server > File** .3 **Uploads** to review the configuration and test a file upload