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## Remove links to attachments in ticket emails

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Go to Admin > Channels > Email > Settings > Disable attachment permalink list

The screenshot shows the Deskpro Admin interface with the 'Email' settings page selected. On the left, there's a sidebar with icons for Overview, Configuration, Channels (Email, Accounts, Templates, Chat, SMS), and Logs (Incoming, Outgoing). The 'Email' section is expanded, and 'Settings' is selected. The main area shows two input fields: 'Maximum overall size of an email sent by Deskpro' (30 MB) and 'Maximum collective file size' (7 MB). Below these are two toggle switches: 'Disable attachment permalink list at the bottom of email message text' (which is enabled, as indicated by a red box around the text and the switch being green) and 'Email preview' (which is also enabled). A note below the first toggle explains that users won't be able to download attachments sent as attachments in the email itself if they exceed the size limit.

### Warning

Note that if you disable links to file attachments, then for a user to receive an attachment, it must be small enough to send as a normal email attachment. The max filesize of attachments is defined under Admin > Channels > Email > Settings > "Maximum collective file size" and "Maximum email size".