

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

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

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

If the control to add attachments is not showing up at the bottom of the **Contact Us** .2 :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. .3 .Go to **Server > File Uploads** to review the configuration and test a file upload