

I'm having trouble dragging and dropping attachments from Outlook to Deskpro

Ben Henley - 2023-08-16 - Comment (1) - Deskpro Apps

:Question

I want to be able to drag an attached file from an email in the desktop version of Outlook into a Deskpro ticket. It doesn't work if I drag straight from Outlook, but dragging files from ?a folder does work. Is there any way around this

:Answer

.This is a limitation of Outlook that applies when dragging files into any web-based app

You can enable drag and drop directly from Outlook into all web apps, including Deskpro, by installing the [Outlook2Web](#) add-in

(Comment (1)
