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

- 1. In **Admin > Channels > Emails > Settings** , the **User Attachments** settings will define what file sizes and 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.
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