

## Attach file tool

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### How to attach file(s)

Click on the **Attach file** button, the window to add/edit attachments will open. Click on the **Add** button.

Single or multiple files can be attached.

The screenshot shows a window titled "Attach File" with a close button (X) in the top right corner. Below the title bar are two buttons: "Add +" and "Update ↻". The main area contains a table with two columns: "File" and "Description".

File	Description				
Application.log	Application error log				
Document.pdf					
Image.png					
Text.docx					
Video.lvd					

- Click to save each file and description (if included)
- Enabled after saving file(s). Click this button to save file description
- To delete file
- To download file
- To edit permissions of the files



When the files are saved they will be copied to the ITHC server even before the case is created.

If one or more files are deleted, after saving, the relationship to the case is deleted, but



the file is not deleted from the directory on the server.

## Edit attached file permissions

Edit read/write permissions on attachments by User Type

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### User Type

**User types** ×

System	System user
Owner	Case manager or case responsible
Handler	Case advisor/technician
Managers Informed	◀ Area managers or managers with greater knowledge
User	End user
OwnerProcess	} Other user types according to service type: Incident, Problem, request fulfilment or Request for change
Creator	
Incident Review	
Problem Review	
Request fulfilment approval	
Request for Change Approval	

### Attach File ✕

Attachment Permissions

User Type	Read	Write
Owner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handler	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Managers Informed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User	<input type="checkbox"/>	<input type="checkbox"/>

Accept ✔

After editing permissions, the following tools will be displayed in the main attachment window

### Attach File ✕

Add + Update ↻

File	Description				
Application.log	Write permission		<span style="color: red; font-size: 24px;">✕</span>	<span style="color: green; font-size: 24px;">↓</span>	
Document.pdf	Read permission	<span style="color: green; font-size: 24px;">↓</span>			

**Read permission:** Allows viewing the file and enables the **Download** button.

**Write Permission:** Allows viewing the file and enables the buttons: **Edit Description, Download, Delete and Edit File Permissions.**

\* For end user the Edit File Permissions button is not enabled.

**No permissions:** The file will not be displayed in the attach window.

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