Ulpoading files to Handling Request email

It is possible to **upload files** and send it along with Handling Request emails. You can do it by using 'Upload Files' button available in Handling Request window.

When the file is uploaded, it shows next to 'Upload Files' button, and it has a checkbox next to it. The checkbox is ticked by default, which means that the file is included in Handling Request email. To exclude a file simply untick the checkbox, which will cross file name and exclude this file from being sent.

It is possible to attach majority of the popular file formats such as: PDF, XLS, DOC, CSV, JPG, PNG, etc…

The size of a single file cannot exceed **12MB**. We advise to send maximum of up to 12MB in total.

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