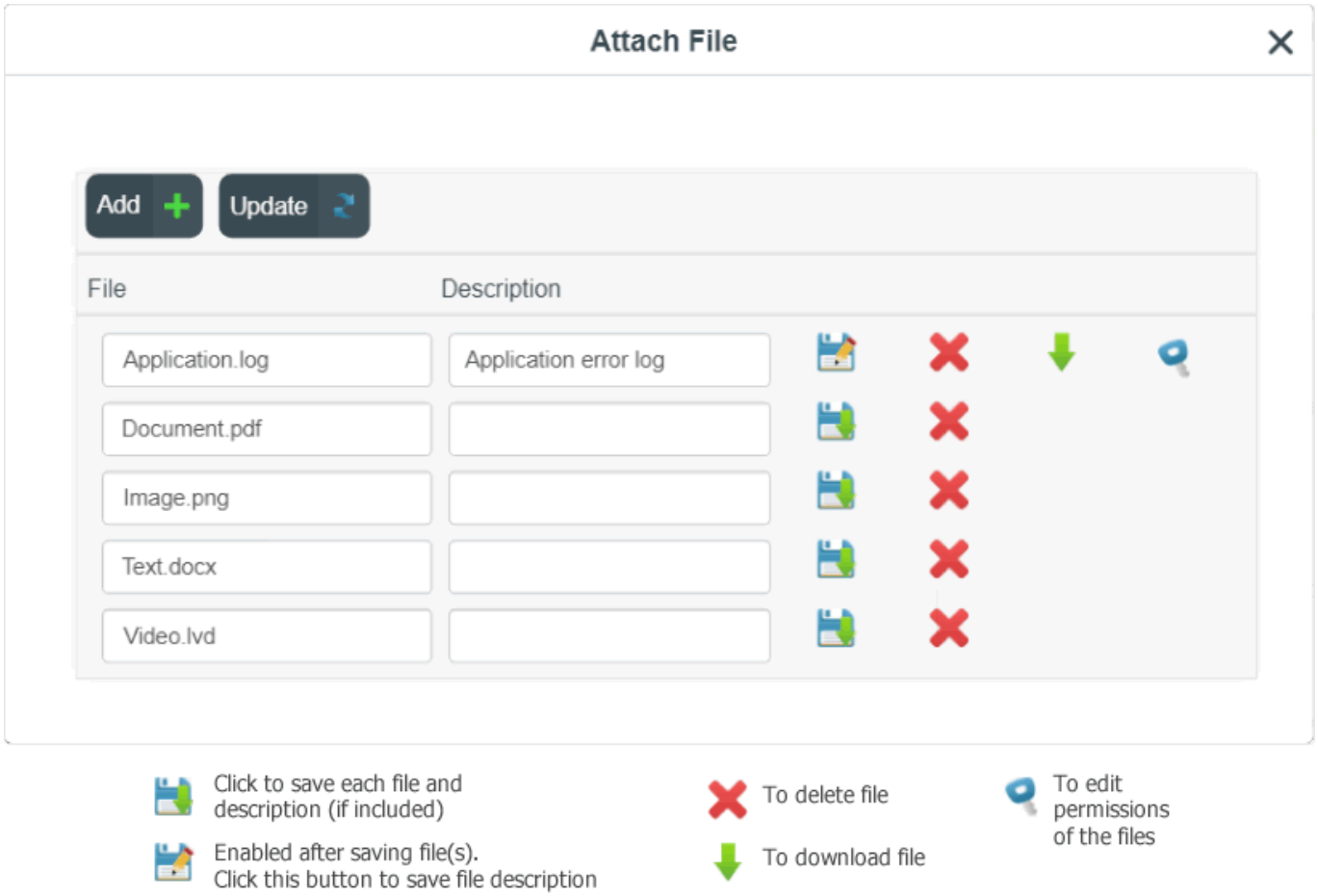
Attach file tool

- How to attach file(s)
- Edit attached file permissions

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.



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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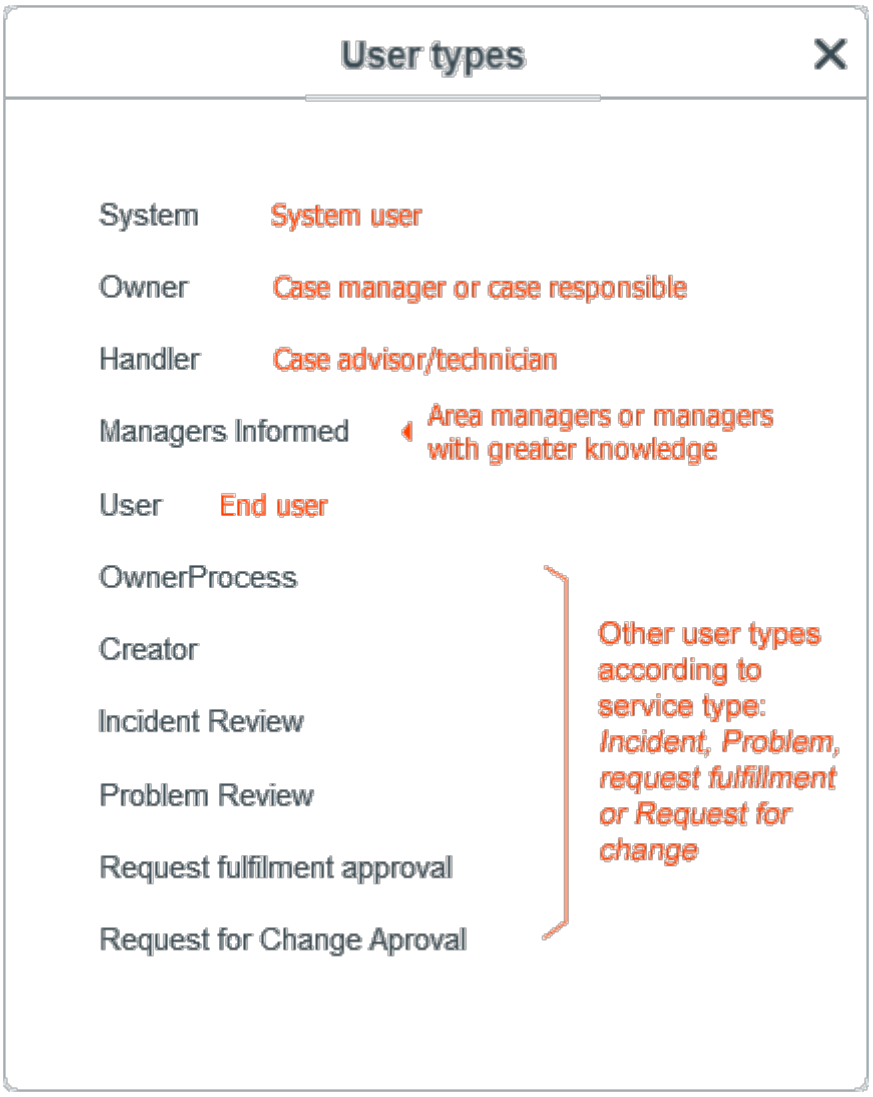
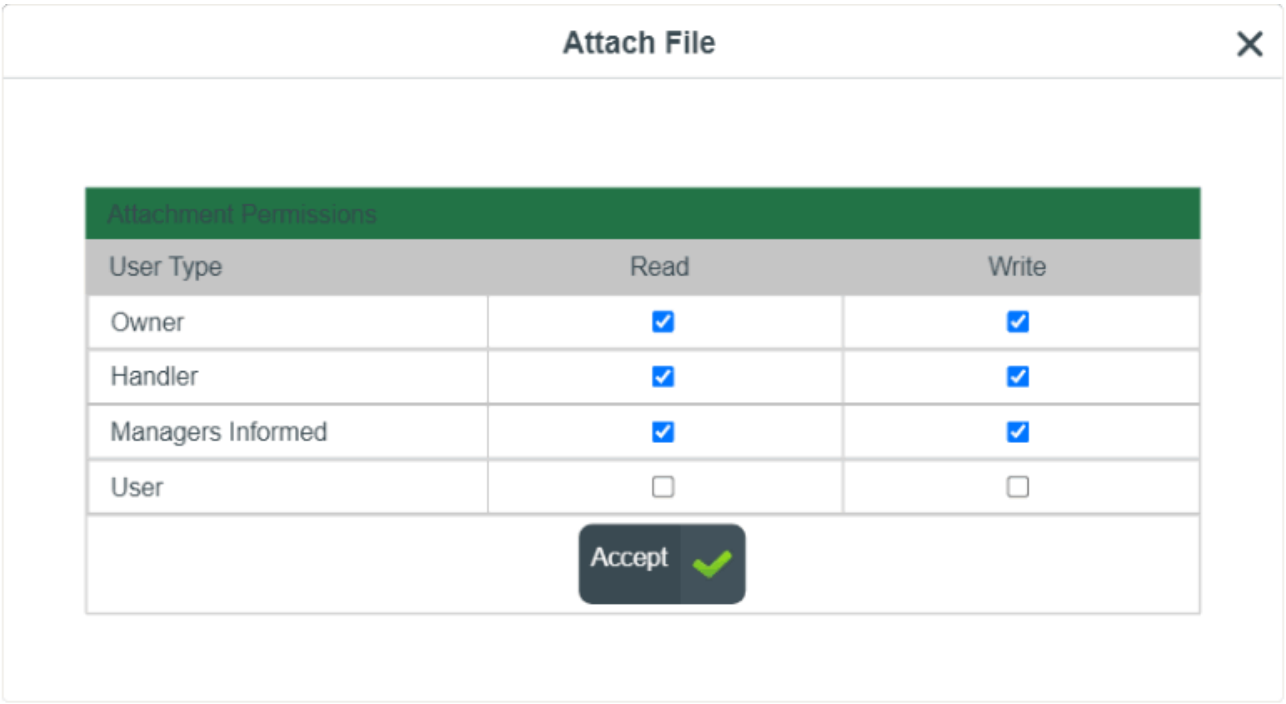
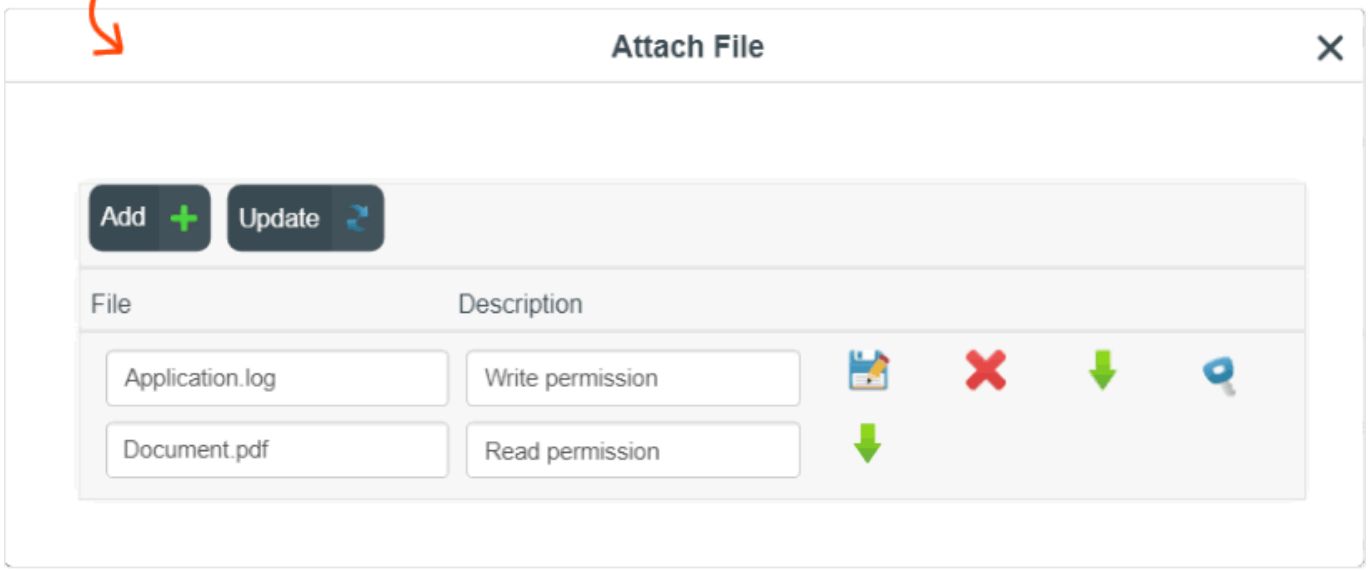
User Type





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



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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