

Attaching Files

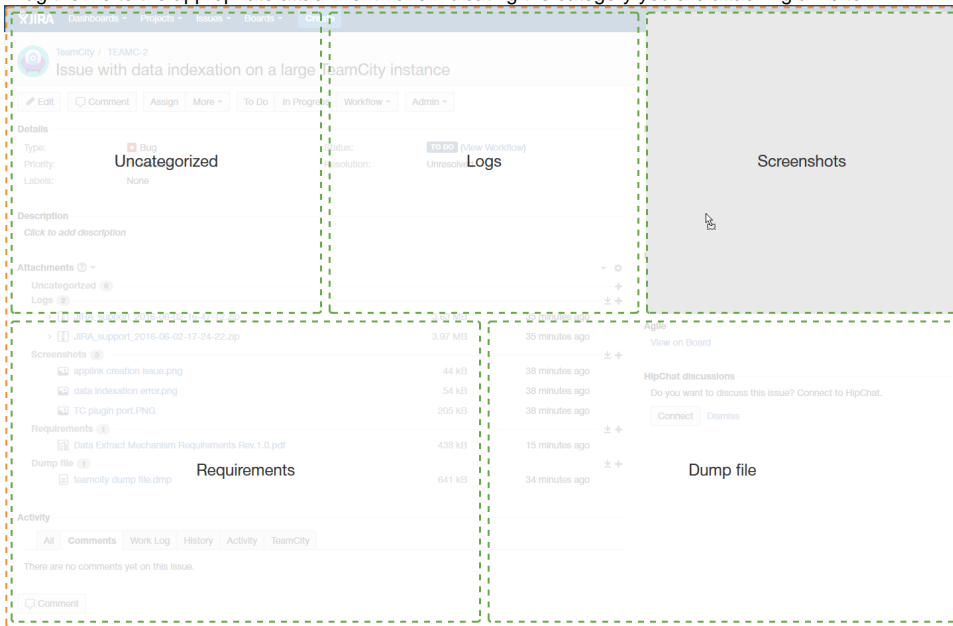
The add-on allows you to upload and attach files to the appropriate category in two ways:

1. by dragging files to the appropriate category
2. by uploading files through the dedicated Attach Files form
3. by uploading files through transition forms

The add-on also processes attachments that were uploaded in a standard way and through third-party add-ons. Such attachments will be stored as Uncategorized, but you will be able to move them to the appropriate category.

Uploading Files into Category by Drag-n-Drop

1. Locate and select one or multiple files on your local computer.
2. Drag the files to the browser.
3. Drag the file to the appropriate attachment zone indicating the category you are attaching a file to.



Uploading Files through the Attach Files Form

Since the release of [Smart Attachments 1.16.0](#), you can attach files to multiple categories on the Attach Files form or on other transition forms.

1. On the list with available categories, locate the appropriate one.

2. Click the **+** icon or select **More > Attach files**.

Attach Files

Attachment

Uncategorized
Drop files to attach, or [browse](#).

Documents
Drop files to attach, or [browse](#).
Invoice_210411_Stiltsoft.pdf 325 kB

Screenshots
Drop files to attach, or [browse](#).
Image006 - Copy.png 110 kB
noemail-config - Copy.jpg 88 kB
share page - Copy.jpg 40 kB

Logs
Drop files to attach, or [browse](#).
Text Inplace.txt 30 kB

Screencasts

Attach Cancel

3. Drag files to the appropriate category or click **browse** and select the required files on your computer to attach.
4. Optional: Enter a comment about the file(s) you are attaching. The entered comment will be applied to all the attached files.
5. Click **Attach**. All selected files will be attached to the issue and placed into the corresponding categories.

i You can also select the appropriate attachment category when uploading files through the **Attach Files** and **Attach screenshot** forms.

i All the files uploaded directly via [Drag and Drop Attachment add-on](#) are automatically loaded to **Uncategorized**.

Uploading Files through the Attach Files Form in JIRA Service Desk

Since the release of [Smart Attachments 1.19.0](#), you can attach files to multiple categories on the Add attachments form in JIRA Service Desk.

1. On the list with available categories, locate the appropriate one.
2. Drag files into the JIRA issue and drop into the appropriate category in the overlay.

Add attachments

Uncategorized
Drop files to attach, or [browse](#).

Documents
Drop files to attach, or [browse](#).

Spreadsheet
Drop files to attach, or [browse](#).

Logs
Drop files to attach, or [browse](#).

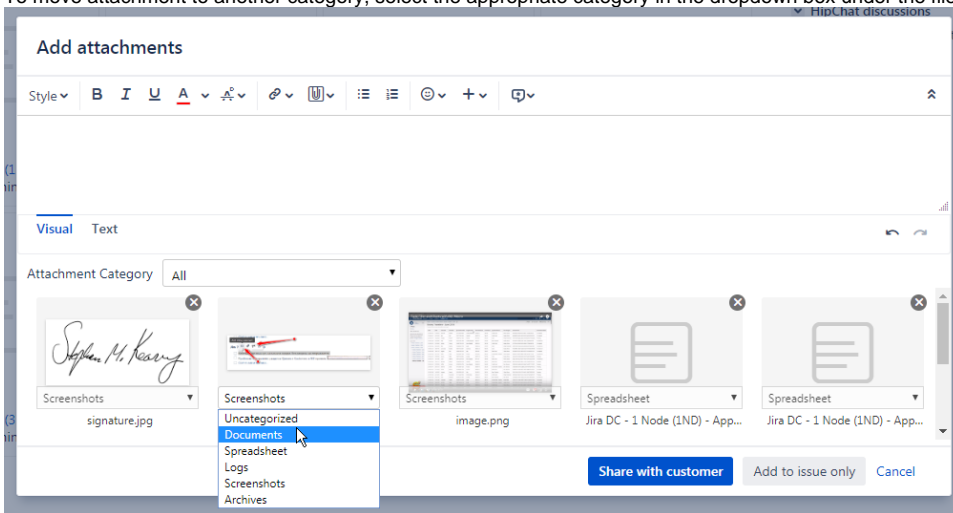
Screenshots
Drop files to attach, or [browse](#).

Archives
Drop files to attach, or [browse](#).


Share with customer Add to issue only Cancel

3. Drag files into the Add attachments form and drop them into the appropriate category.

4. To move attachment to another category, select the appropriate category in the dropdown box under the file thumbnail.



5. Click **Share with customer** or **Add to issue only**.

 Unknown macro: 'seo-metadata'