

How to Upload Images as Attachments in a Work Order in Fractal One?

help.fractal.com/hc/en-us/articles/38608266351757-How-to-Upload-Images-as-Attachments-in-a-Work-Order-in-Fractal-One

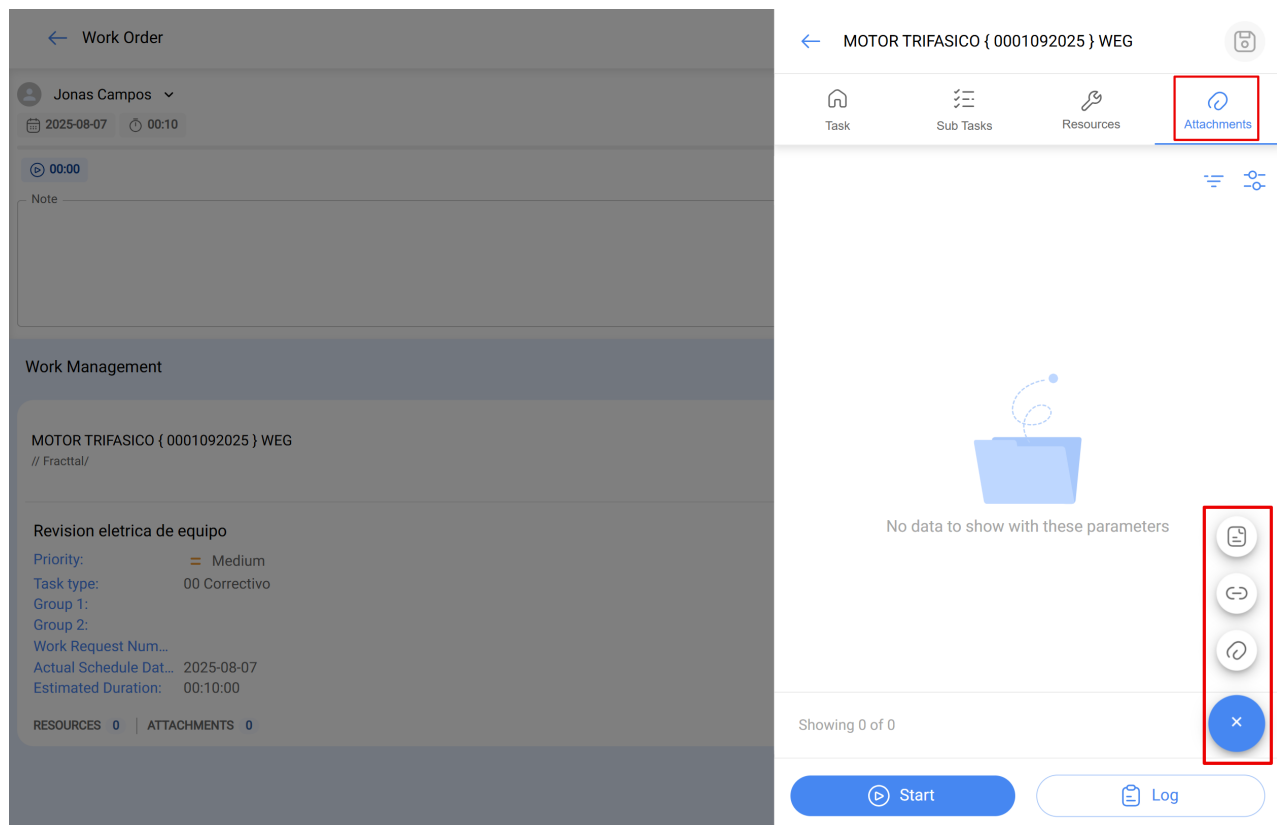
In Fractal One, you can attach images at different stages of the Work Order (WO) cycle. This allows you to visually support the report of an incident, the status of the asset, or the execution of a task.

Currently, only image file formats are allowed as attachments (for example, **.jpg**, **.jpeg**, **.png**).

Where can I upload the attachment?

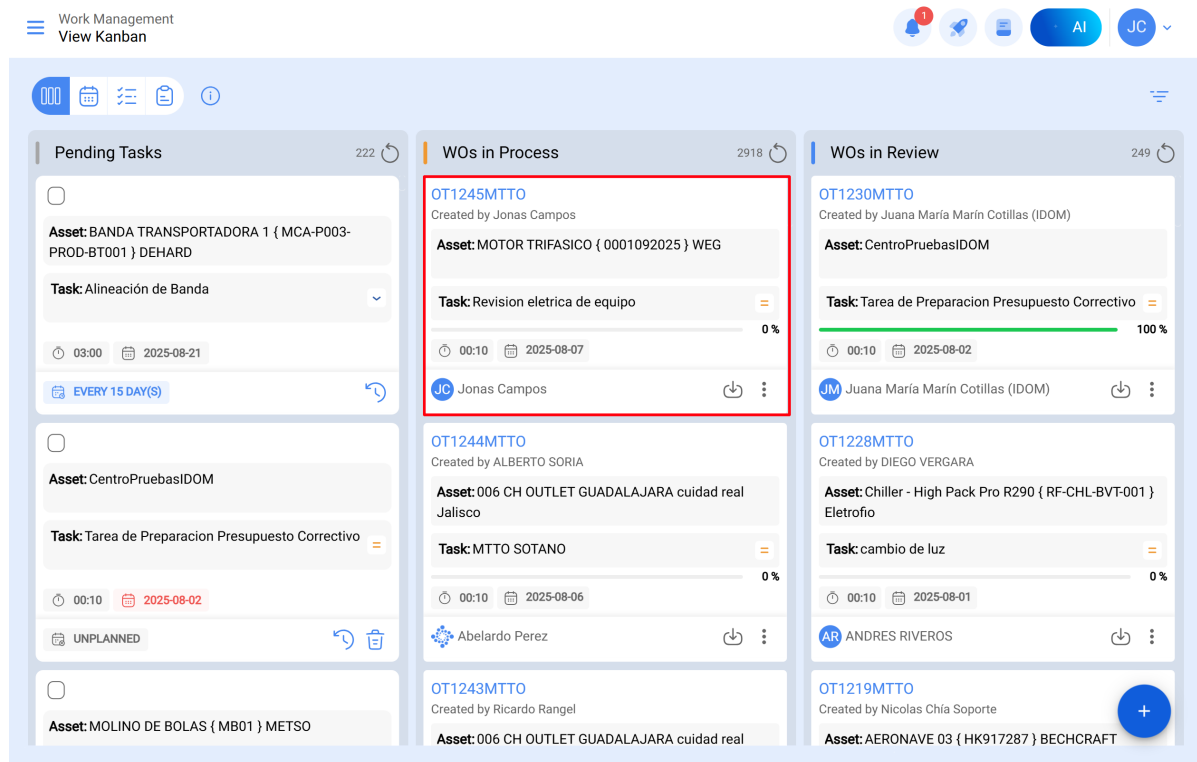
You can add images in any of the following sections of a WO:

- **During the request or incident registration** (if the user has access to create WOs).
- **In the evidence or images section of the WO** (during execution).

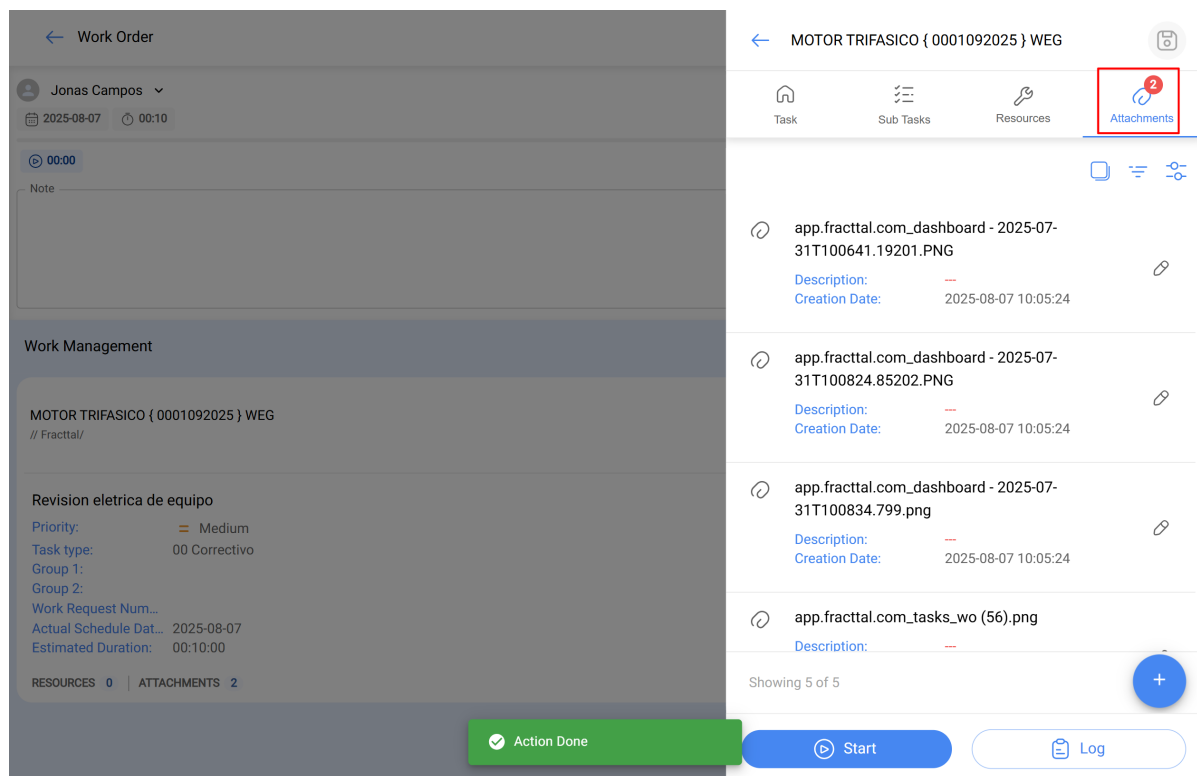


Steps to upload an image as an attachment in a WO

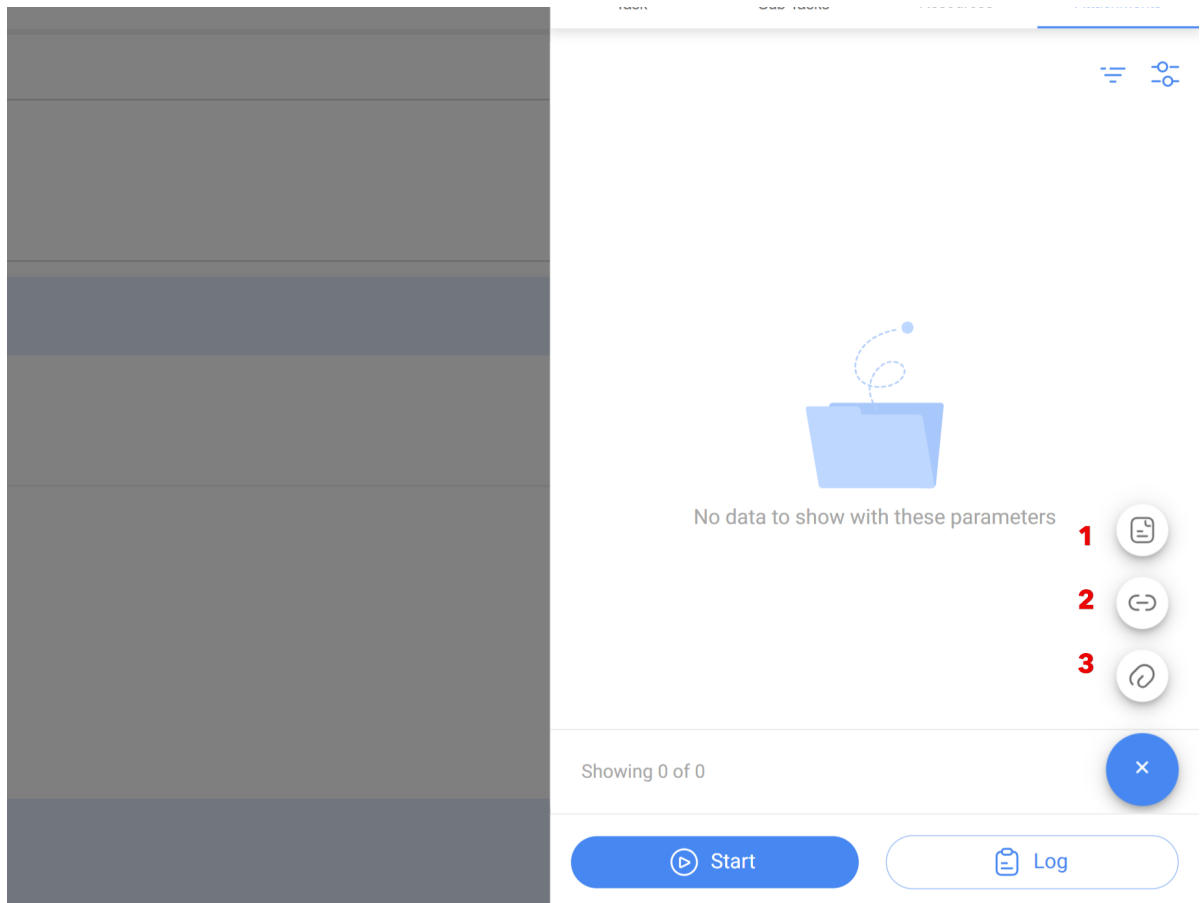
1. Go to the Work Orders module and select the WO where you want to upload the image.



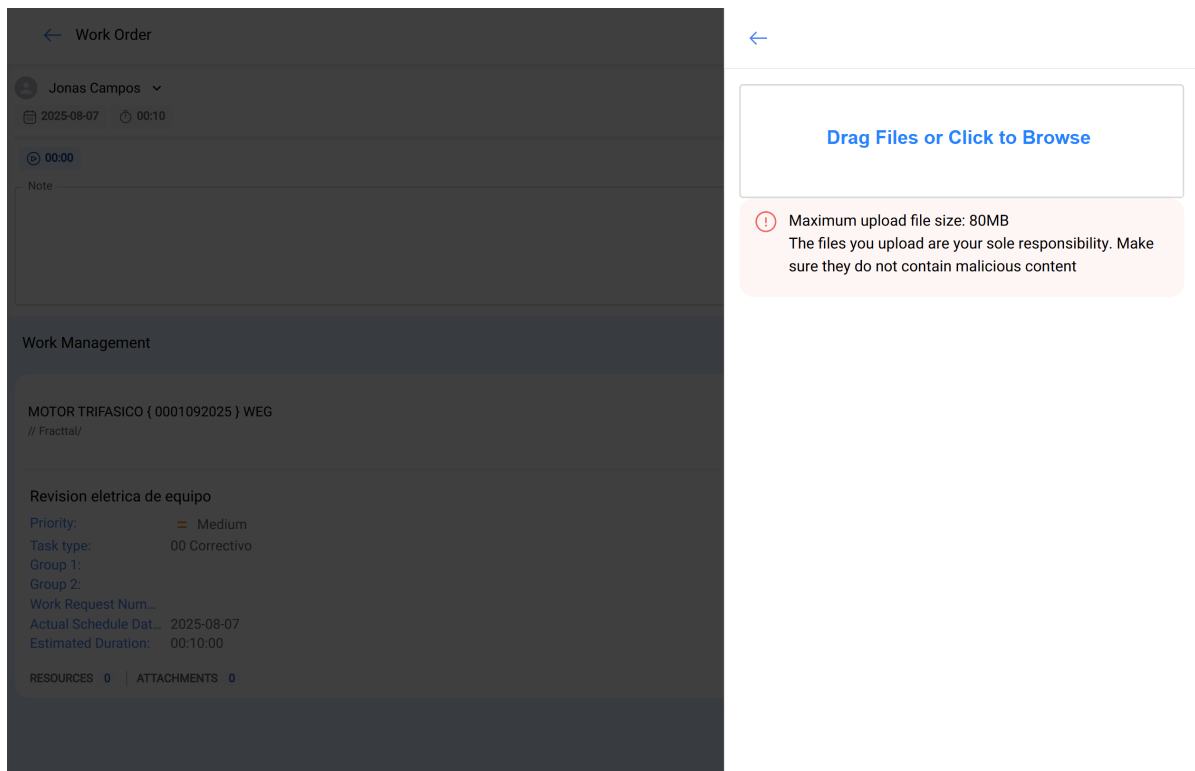
2. In the detailed view of the WO, look for the section called “attachments”.



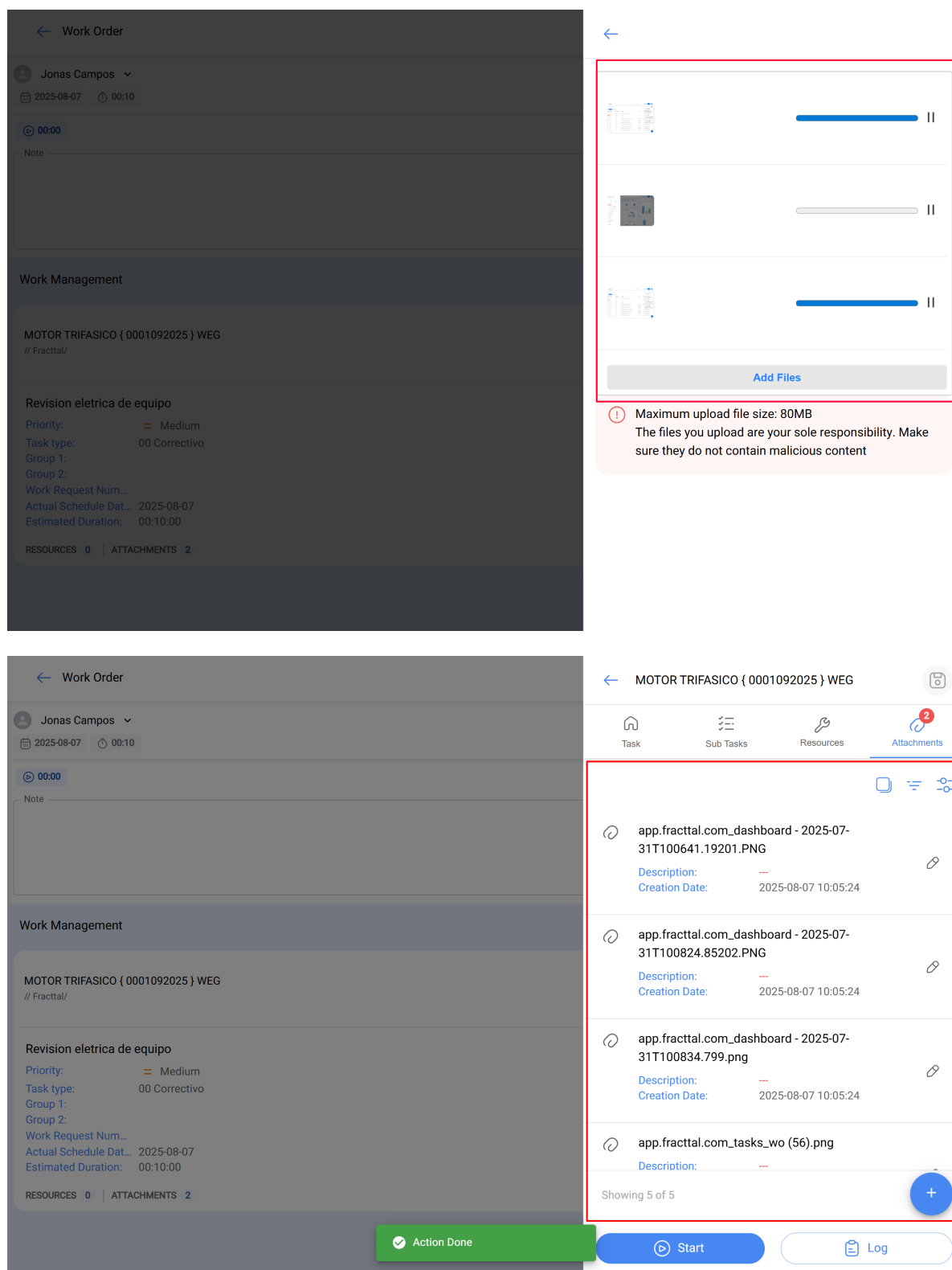
3. Click on “Add” or the attachment icon.



4. Select the image from your device. A pop-up window will open for you to locate the image you want to upload.



5. Once selected, wait a few seconds and the image will be saved as part of the WO.



Note: you can upload multiple images if needed, as long as they are in a compatible format.

Who can upload images?

The ability to upload images depends on the **user group permissions**. If you do not see the option, contact your account administrator to verify your access level.

Note: administrators can configure images to only be attached when taken at the time of task execution. In this case, it will not be possible to upload a photo already stored on the device, and only photos taken directly from the application will be allowed.