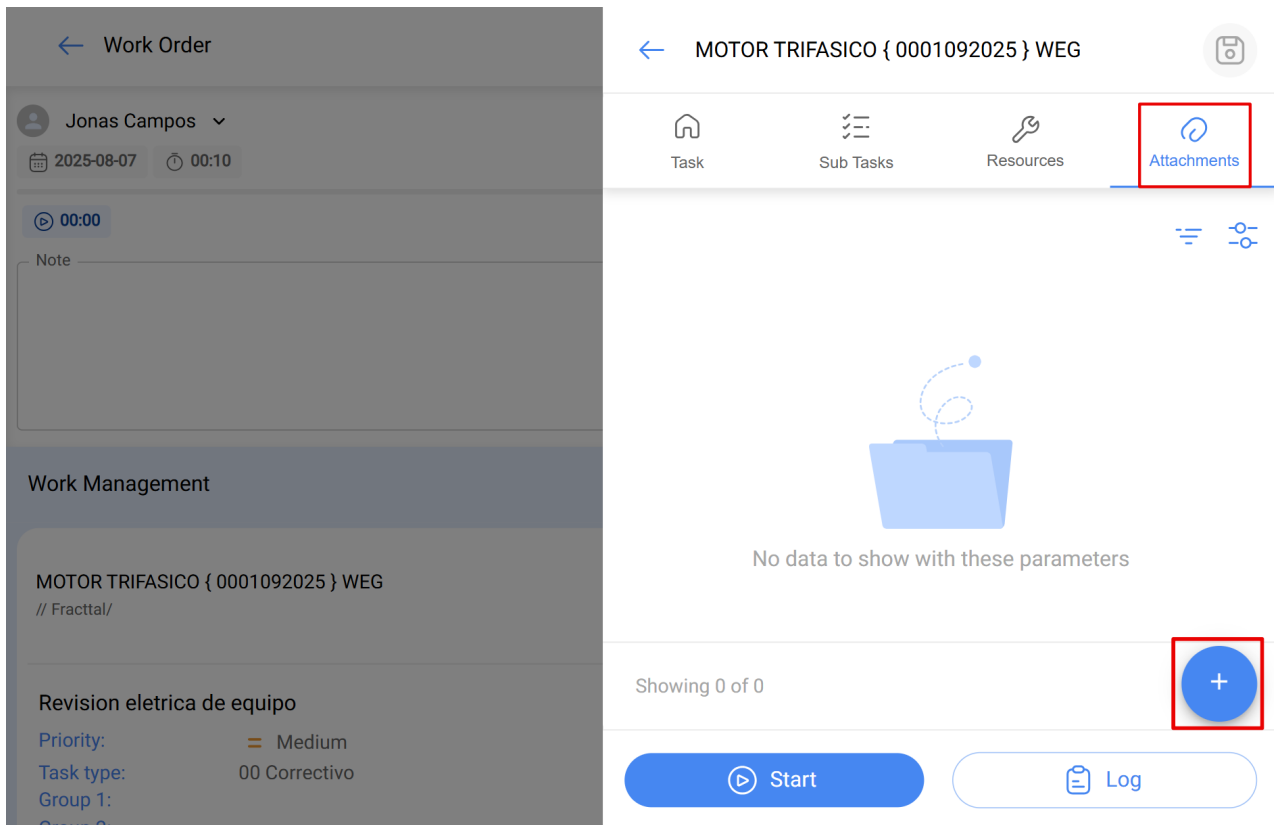# Best practices to optimize attachment uploads in Work Orders

help.fracttal.com/hc/en-us/articles/38680202051469-Best-practices-to-optimize-attachment-uploads-in-Work-Orders

In Fracttal One, the functionality to attach files (images, PDFs, or other compatible formats) is enabled in various modules, including **Work Orders, Task Plans, Work Requests, Documents, and Virtual Drive**. This makes document management a cross-functional process within the platform, available both on Desktop and mobile applications (Fracttal GO and Fracttal One Mobile).

Best practices for attaching files on desktop

- **Stable Internet Connection:** make sure you are connected to a stable network, preferably a wired connection or a reliable Wi-Fi network. Unstable connections can hinder the upload of large files, such as images or PDFs.

- **Browser Update:** use the latest version of your web browser. Outdated browsers can cause incompatibilities with the platform, affecting the file attachment upload process.

- **File Size and Format:** very large files or unsupported formats may take longer to upload. It is recommended to use compressed image formats such as **JPEG** or **PNG** and **PDFs** that do not exceed 10 MB if possible.

- **Appropriate Network Environment:** if you are in an environment with limited network access (for example, offices with restricted internet access), try uploading files at another time or in an area with better network coverage.

Best practices for attaching files on mobile devices

- **Stable Internet Connection and Coverage:** on mobile devices, a stable Wi-Fi connection is essential to avoid interruptions during the upload process. If connecting to Wi-Fi is not possible, ensure that the mobile data signal is strong enough.

- **Device Storage Space:** check that your phone has enough storage space to process the files before uploading them. If the device has low available memory, this can affect the upload of images or PDFs.

- **App Update:** make sure you have the latest version of the app installed from the Google Play Store or App Store. Outdated versions can cause problems with file uploads.

- **File Size and Format:** for better performance, use moderately sized images in formats such as **JPEG** or **PNG**. **PDF** files should also be optimized in size to ensure fast uploads.

- **Environments with Limited Coverage:** if you are in a location with poor coverage, such as rural or underground areas, the upload process may be slow. When possible, try to upload files in an area with better network coverage.
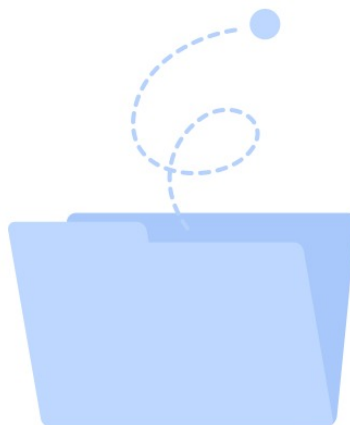
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Task   Sub Tasks   Resources   **Attachments**

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