


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 a 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, attaching files in image format (for example, .jpg, .jpeg, .png) is allowed.

Notes:

- The allowed files can be uploaded to the platform, but viewing some of them may only be possible externally from the application.
- When uploading files to Fractal, it is essential to consider that certain characters are not allowed in file names. Some of these characters are:

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If you attach an image containing any of these characters in its name, Fractal One will not be able to open it, resulting in the image not appearing in the PDFs generated from the Work Orders (WOs).

Where can I upload the attachment?

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

- **During the registration of the request or incident** (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.

The screenshot displays a Kanban board for Work Management. The board is divided into three columns: Pending Tasks (222 items), WOs in Process (2918 items), and WOs in Review (249 items). The 'WOs in Process' column contains three work orders, with the top one, 'OT1245MTTO', highlighted by a red border. This work order is created by Jonas Campos and has an asset 'MOTOR TRIFASICO { 0001092025 } WEG'. The task is 'Revision electrica de equipo' with a progress bar at 0%. The creator's profile 'JC Jonas Campos' is visible at the bottom of the card. Other work orders in the 'WOs in Process' column include 'OT1244MTTO' (created by ALBERTO SORIA) and 'OT1243MTTO' (created by Ricardo Rangel). The 'WOs in Review' column shows 'OT1230MTTO' (100% complete, created by Juana María Marín Cotillas) and 'OT1228MTTO' (0% complete, created by DIEGO VERGARA). The 'Pending Tasks' column shows 'Asset: BANDA TRANSPORTADORA 1 { MCA-P003-PROD-BT001 } DEHARD' and 'Asset: MOLINO DE BOLAS { MB01 } METSO'. The interface includes a top navigation bar with 'Work Management View Kanban', user avatars, and a search bar.

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

The screenshot displays a mobile application interface for a Work Order (WO) detailed view. The interface is split into two main panels: a left sidebar and a right main content area.

Left Panel (Work Order Details):

- Header: "Work Order" with a back arrow.
- User: "Jonas Campos" with a dropdown arrow.
- Date/Time: "2025-08-07" and "00:10".
- Timer: "00:00".
- Note: A text input field labeled "Note".
- Section: "Work Management".
- WO Title: "MOTOR TRIFASICO (0001092025) WEG".
- Source: "// Fractal/".
- Task Name: "Revision eletrica de equipo".
- Priority: "Medium".
- Task type: "00 Correctivo".
- Group 1: (empty).
- Group 2: (empty).
- Work Request Num... (empty).
- Actual Schedule Dat...: "2025-08-07".
- Estimated Duration: "00:10:00".
- Footer: "RESOURCES 0 | ATTACHMENTS 2".
- Bottom bar: "Action Done" (green button).

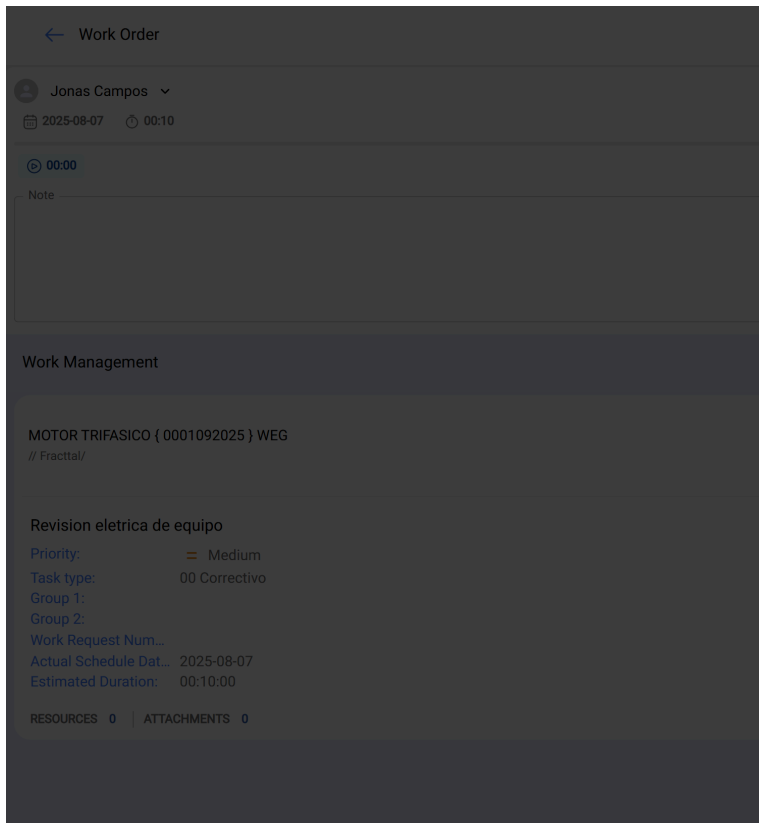
Right Panel (Attachments):

- Header: "MOTOR TRIFASICO (0001092025) WEG" with a back arrow and a document icon.
- Navigation: "Task", "Sub Tasks", "Resources", and "Attachments" (highlighted with a red box and a red notification bubble containing the number "2").
- Attachments List:
 - Item 1: "app.fractal.com_dashboard - 2025-07-31T100641.19201.PNG". Description: "--". Creation Date: "2025-08-07 10:05:24".
 - Item 2: "app.fractal.com_dashboard - 2025-07-31T100824.85202.PNG". Description: "--". Creation Date: "2025-08-07 10:05:24".
 - Item 3: "app.fractal.com_dashboard - 2025-07-31T100834.799.png". Description: "--". Creation Date: "2025-08-07 10:05:24".
 - Item 4: "app.fractal.com_tasks_wo (56).png". Description: "--".
- Footer: "Showing 5 of 5" and a blue "+" button.
- Bottom bar: "Start" (blue button) and "Log" (white button).

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

The screenshot displays a software interface with a dark grey sidebar on the left. The main content area is white and contains a blue folder icon with a dashed line and a dot above it. Below the icon, the text reads "No data to show with these parameters". To the right of this text is a vertical stack of three circular icons, each with a red number next to it: 1 (document icon), 2 (link icon), and 3 (refresh icon). Below these icons is a blue circular button with a white 'x' icon. At the bottom of the interface, there are two buttons: a blue "Start" button with a play icon and a white "Log" button with a document icon. The text "Showing 0 of 0" is visible above the "Log" button.

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

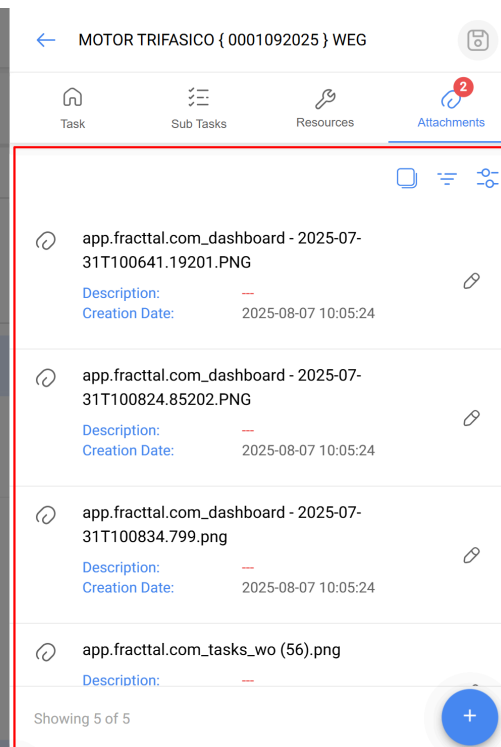
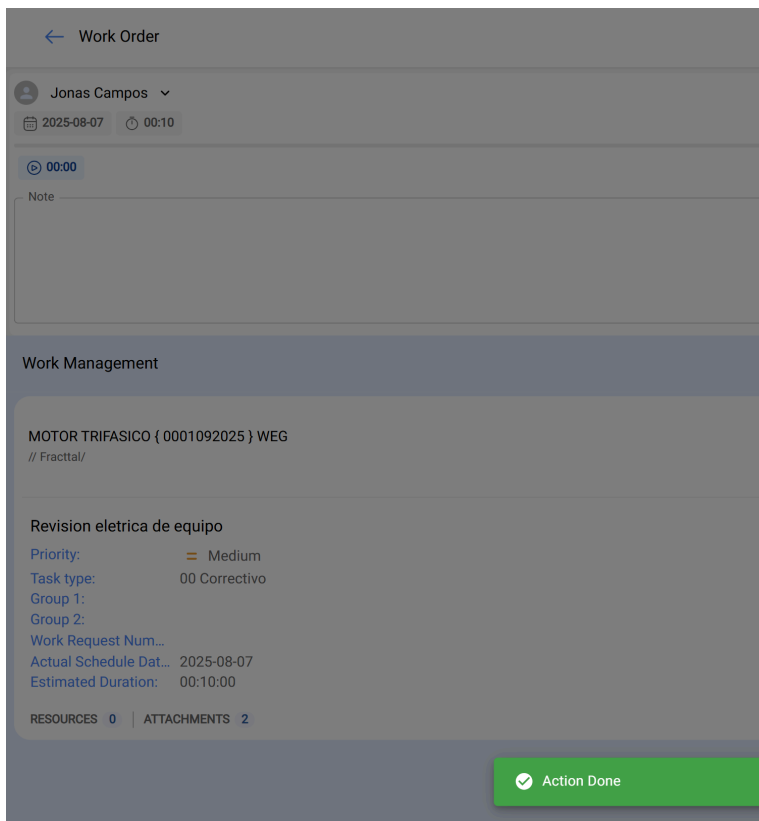
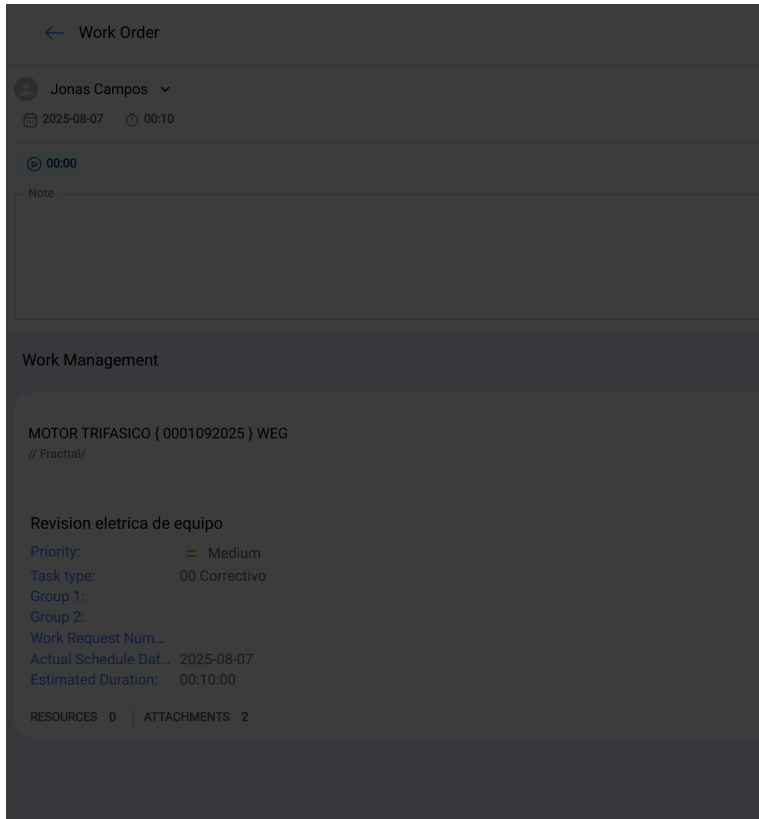


[Drag Files or Click to Browse](#)



Maximum upload file size: 80MB
The files you upload are your sole responsibility. Make sure they do not contain malicious content

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 will depend 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 that images are only 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.