Uploading Documents in Atrieve

1) To upload a document, you can either Select files... or the Drag and Drop (Drop files here to upload) Option. Acceptable formats for images are jpg, png and pdf.

an interest of the second se	ed in effects, which have to be redirected

2) To use Select Files on a personal device (phone or tablet), browse to the saved image/document or take a picture of the document and it will be uploaded

iPhone

Photo Library		
Take Photo or Video	Ô	here to upload
Choose Files		n be viewed in
ebocs, click here to be re	unecteu.	

Andro	oid	
Document Upload	i .	
Select files		
Documents previousl eDocs, click here to b	ly uploaded c e redirected.	an be viewed
Submit		
_		
Camera Camoord	er File	

a) If you use Select Files on a computer, File Explorer will open, and browse to find the image/document. Select the document/image and select Open

🛜 Open						×
← → • ↑ 🖬 → Ti	is PC > Pictures					
Organize 👻 New fold	er					• •
📙 Microsoft Teams ^			Date modified			
Microsoft Teams	Camera Roll		2022-02-01 7:04 AM	File folder		
Notebooks	Saved Pictures	•		File folder	_	
Pictures	Screenshots	•		File folder		
Staff Notebooks	vac.png			PNG File	85 KB	
 This PC 3D Objects Desktop Documents Downloads 						ς.
Music						
Notures V						
	iame: vac.png				All Files (*.*)	~
					Open	Cancel

3) To use the drag and drop option, locate your file, and drag it into the Document Upload window.

Document Upload	
Select files	or op files here to upload
Documents previously uploaded can be viewed in eDocs, click here to be red	directed. + Copy

4) When the file shows that its uploaded successfully. Select Submit

Document Upload	
Select files	✓ Done
Vac.png File(s) uploaded successfully.	×
Documents previously uploaded can be viewed in eDocs, click here to be redirected.	
Submit	



Troubleshooting

iPhone and iPad file type not allowed error.

If you get this error on an iPhone or an iPad, then you are using the high efficiency format for photos and that format isn't accepted. Either change your setting on the device or change the format of the image.

Selec	files	() Done
	1B48E971-5646-4 File type not allowed.	B1A-93AE-14 ×

Go to Settings – Camera – Formats on your idevice and select Most Compatible

•∎ ≎ In•	Camera Formats	
	CAMERA CAPTURE High Efficiency	G >
>	Most Compatible To reduce file stre, capture photos and videos	v In the
	• ■ ♥ Iu. >	Comera Formats CAMERA CAPTURE High Efficiency Most Compatible Most Compatible

Retake the photo or you can take a photo directly and that will upload successfully.



On my Android I'm getting prompted for permission to take a photo.

Select Allow to use the Camera



Document Upload Prompt to Install a Program

If you get this window when uploading a document, select Close and continue uploading your document.

Created 4 T File				×	Details	Delete
H 4 0 F H 10 V R	Please	complete one-tim	ne setup		No items to di	splay O
	+	-	0		Uploa	d Scan
	Download	Install	Scan			