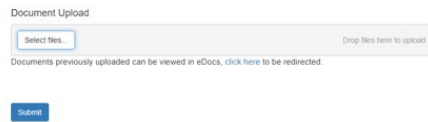


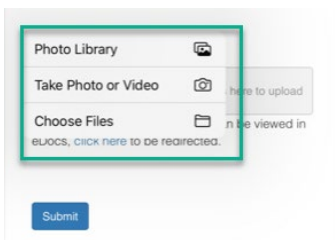
## Uploading Documents in Atrieve

- 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.

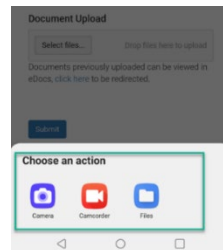


- 2) To use [Select Files](#) on a [personal device](#) (phone or tablet), browse to the saved image/document or take a picture of the document and it will be uploaded

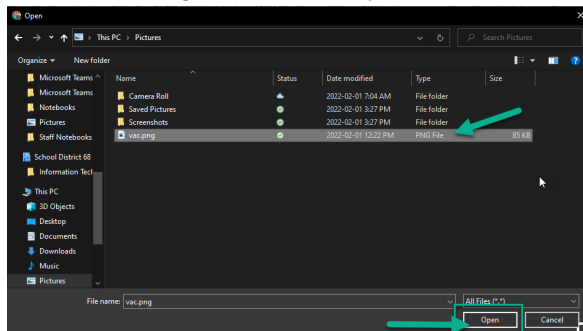
### iPhone



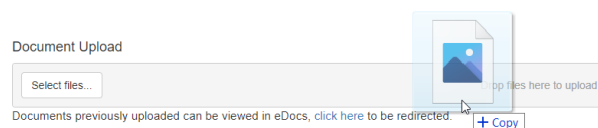
### Android



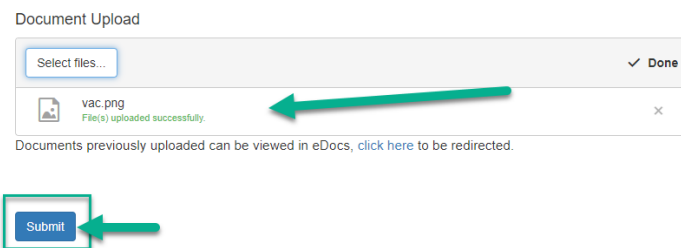
- a) If you use [Select Files](#) on a computer, File Explorer will open, and browse to find the image/document. [Select](#) the document/image and select [Open](#)



- 3) To use the drag and drop option, [locate your file](#), and drag it into the [Document Upload](#) window.



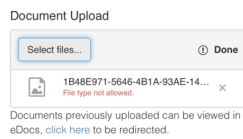
- 4) When the file shows that its uploaded successfully. Select [Submit](#)



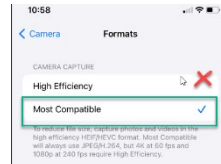
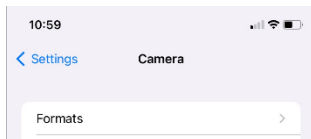
## Troubleshooting

iPhone and iPad file type not allowed error.

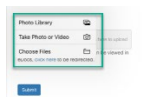
If you get this error on an iPhone or an iPad, then you are using the high efficiency format for photos and that format isn't accepted. Either change your setting on the device or change the format of the image.



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

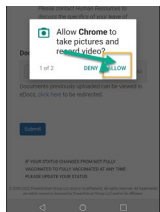


Retake the photo or you can take a photo directly and that will upload successfully.



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.

