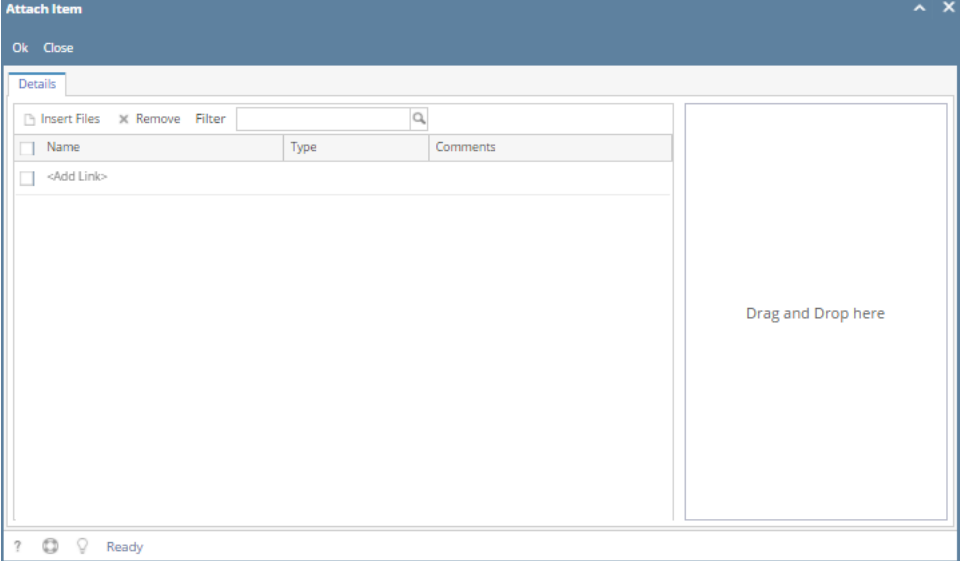# How To Add Attachment to Ticket

1. To add Attachment, click **Attachments** tab.

2. Click **Add Item** button.

3. User can drag and drop a file to the **Drag and Drop Here** part. User can also click **Insert Files** button to browse for files to be added.
4. Once attachments are added, click **Ok** button. File should be added to the Attachments grid.
5. User can **Open, edit, delete** or **download** the file.

ⓘ   User is not allowed to attach file greater than 20 MB.