Attach files

Write articles

Attach a PDF, a spreadsheet or another file to an article so readers can download it right where they need it: a price list next to your pricing FAQ, or a template next to the steps that use it.

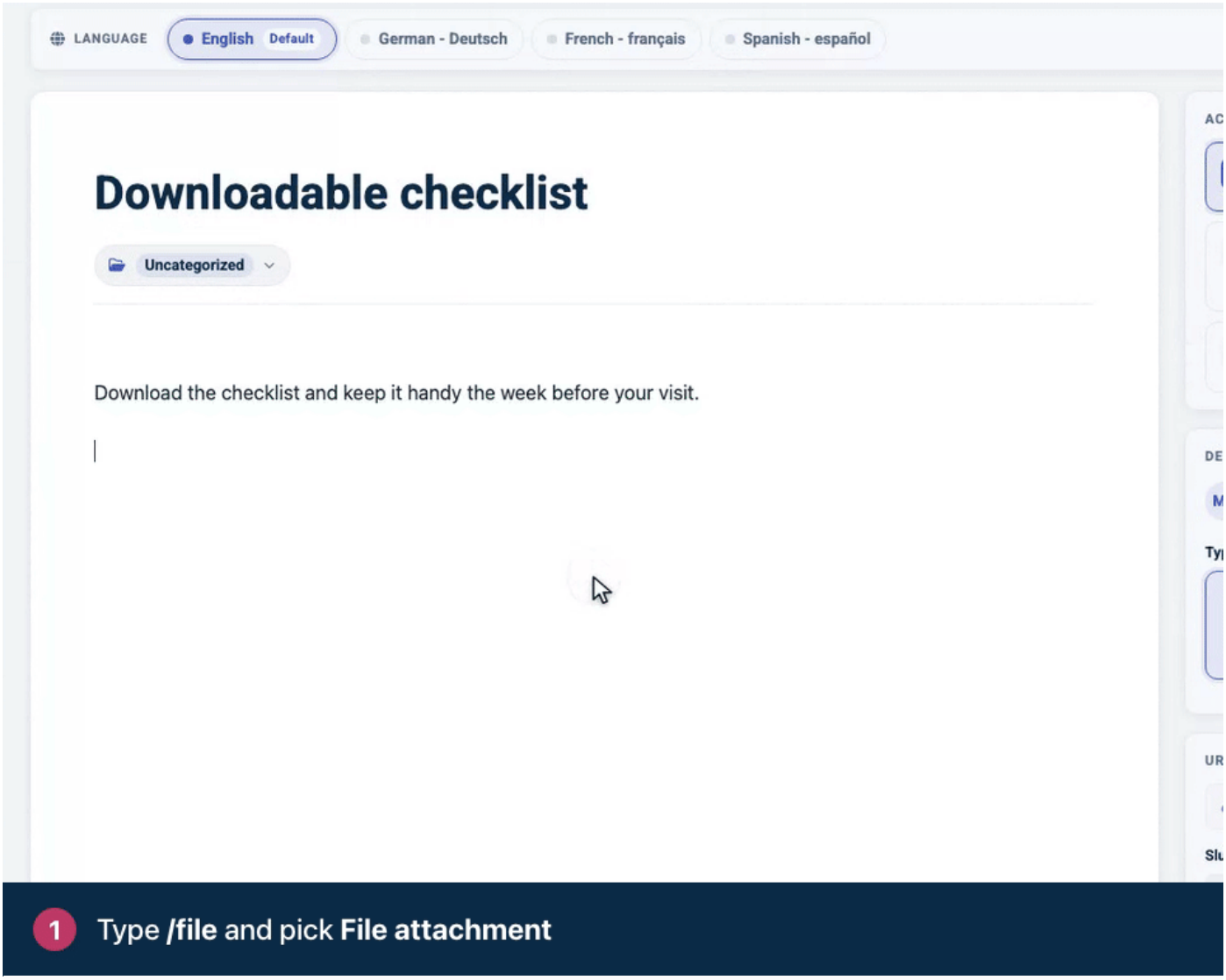
Who can do this: Owners, Admins and Editors · **Plans:** All plans

Attach a file

1. On an empty line, type /file and pick **File attachment**. The **Attachments** window opens.

2. Click **Upload new** and choose a file. You can also drag the file onto the box that says **Drag files here or browse**.

3. When the upload finishes, click **Insert** next to the file. It's added to the article as a download link.



Upload once, then insert the file wherever readers need it.

You can also click **Add** on the **Attachments** card in the right-hand panel. The file goes where your cursor is in the article.

Readers see the file's name, type and size. One click downloads it. The **Attachments** card lists every file in the article; click one to jump to it.

Reuse a file you already uploaded

The **Attachments** window lists every file uploaded to your help center, with its size and who uploaded it. Click **Insert** next to any of them to add it to the article you're writing. There's no need to upload the same file twice.

What you can attach

Files up to 25 MB each, in these formats:

- **Documents:** PDF, Word, Excel, PowerPoint, OpenDocument, RTF, TXT and CSV
- **Archives:** ZIP, GZ, TAR, RAR and 7Z
- **Images:** JPEG, PNG, GIF, WebP, AVIF and HEIC
- **Audio:** MP3, WAV, OGG, AAC and M4A
- **Video:** MP4, MOV, WebM, AVI and OGV

Web pages, SVG files and scripts can't be attached.

> A file attached to content anyone can read gets a long, random web address, and anyone who has that address can download it. A file you attach to private content gets a link that stops working after about an hour, and your team sees it while signed in. Keep confidential files out of public articles.

Remove a file

- **From this article:** in the **Attachments** card in the right-hand panel, click the trash icon next to the file. The file stays in your library for other articles.
- **From your help center:** in the **Attachments** window, click the trash icon next to the file, then **Delete**. This deletes the file for good, and its download link stops working in every article that uses it.

Troubleshooting

"Files up to 25MB work here." The file is too big. Compress it, or split it into smaller files.

"Could not upload the file. Please try again." Check that the file is in one of the formats above and under 25 MB, then try again. See An image or file won't upload for more fixes.

Related articles

- Add images to an article
- Get to know the article editor