

# Solution Note A-01 - Document Attachments

## How to integrate key documents into your production plan using Touchplan Image Attach

### Problem Statement

While reviewing our planned work, there are a number of documents that we regularly reference. Accessing these in the middle of a planning meeting, usually means searching through folders and switching between multiple programs.

### Solution

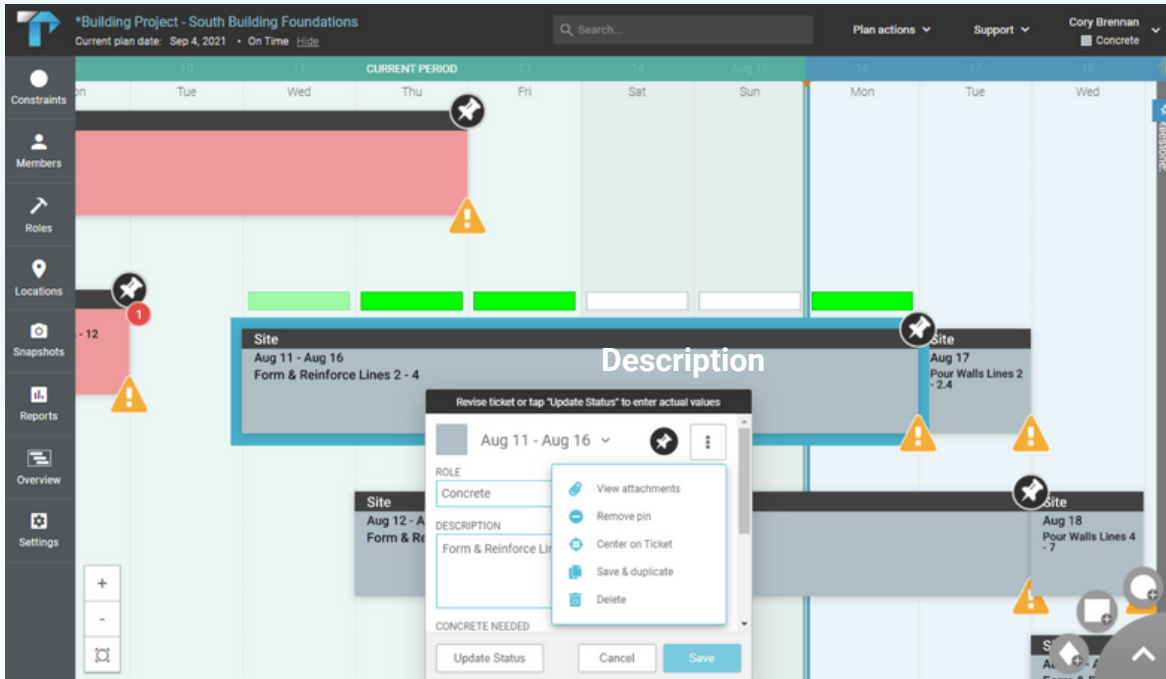
Attach image files of regularly referenced information to the activities. Drawings, logistics, or material info can be attached and reviewed to ensure that any roadblocks or constraints are removed before the work needs to start.

### Related Materials

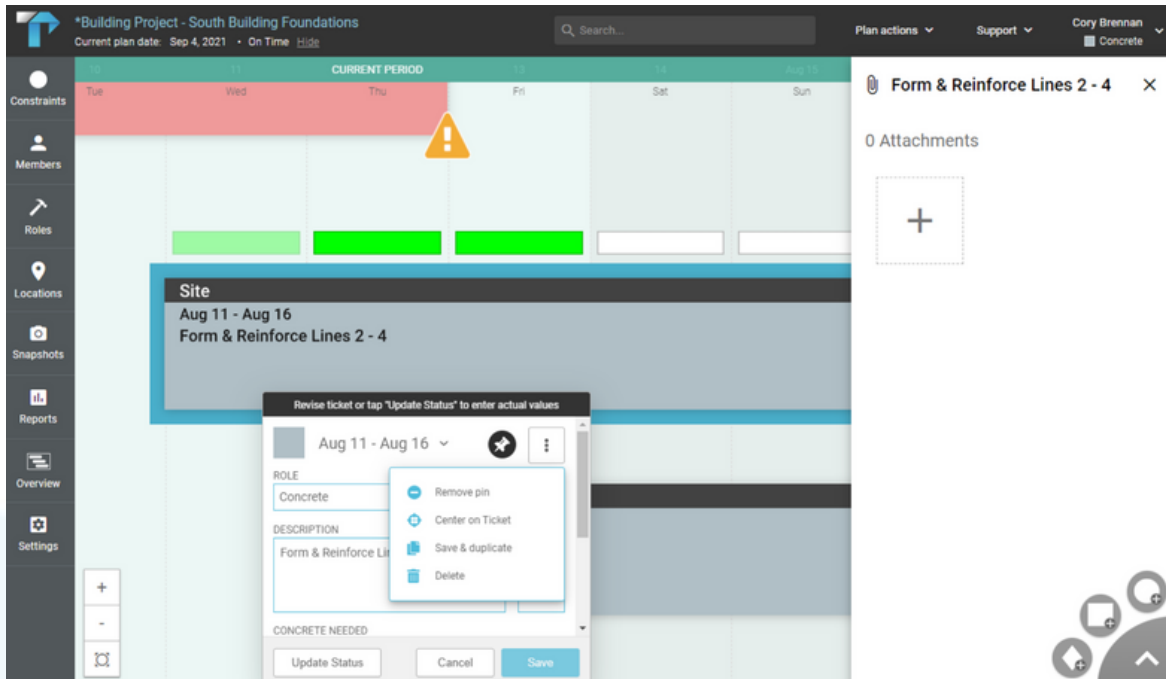
Object	Link	Description
Video	<a href="#">Intro Video</a>	Using Image Attach to Prepare for Upcoming Work
FAQ	<a href="#">Use Image Attach</a>	How to Use Image Attach

## Step-by-step instructions

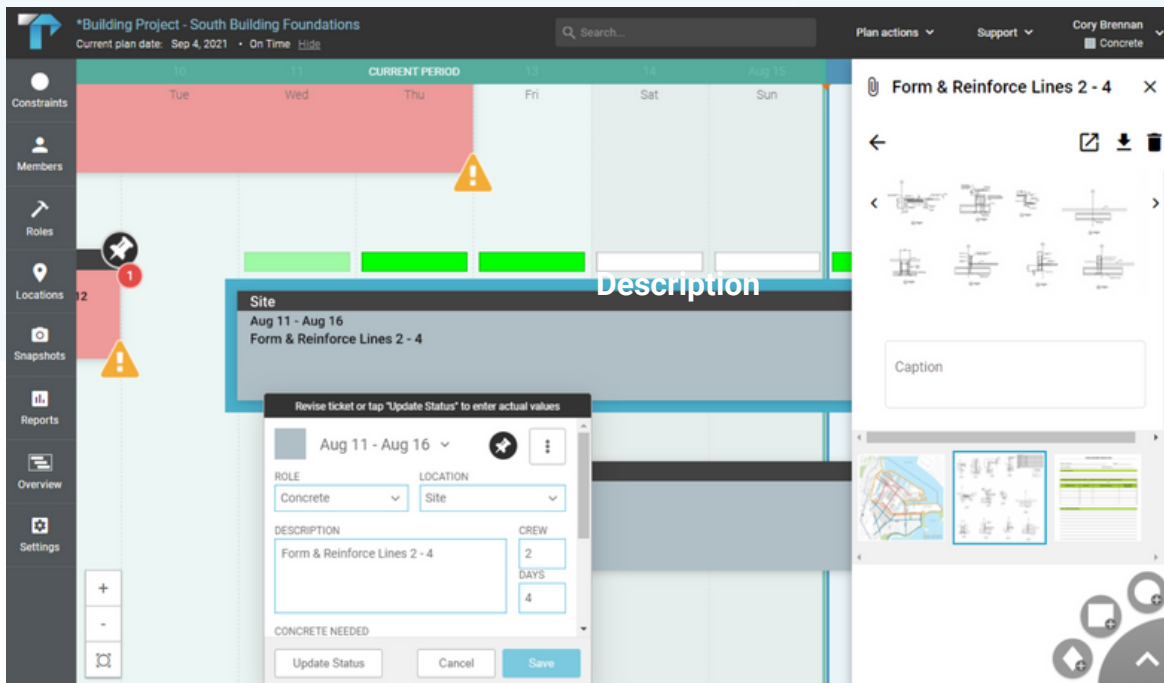
1. Click on a ticket that is in the planning area.
2. Select the ticket's overflow menu by clicking on the three dot ticket overflow menu.



3. Click on 'View attachments'



4. Click on the “+” to add a new attachment.
5. Select the file to attach to the ticket.
  - a. Supported file types are .jpg, .jpeg, .png, .heif, .heic, .webp, .tiff
  - b. In order to add documents outside of these file types, convert the documents into a supported file type or take a screenshot.



6. The attached image can now be viewed whenever it is needed by selecting “View Attachments” from the three dot ticket overflow menu.

### Help is available

For help with Image Attach, visit the FAQ here:

[Attach Images To Touchplan Tickets | Touchplan.io Help Center](#)

For live help, click on the “Support” drop down in the top right corner of your planning screen and click the “Live Chat” button. This will connect you to a CS representative who will be able to answer any questions that you may have.

### Issues, concerns, defects in this note?

We welcome any feedback you may have on this note to help us continually improve our materials and provide the best support that we can to our customers.

Please send any comments, suggestions, or reports of errors to the CS Live Chat