

Downloading an Attachment File

Last Modified on 05/28/2025 10:47 am EDT

Overview

Users can download attachment files from forms in Resolver.

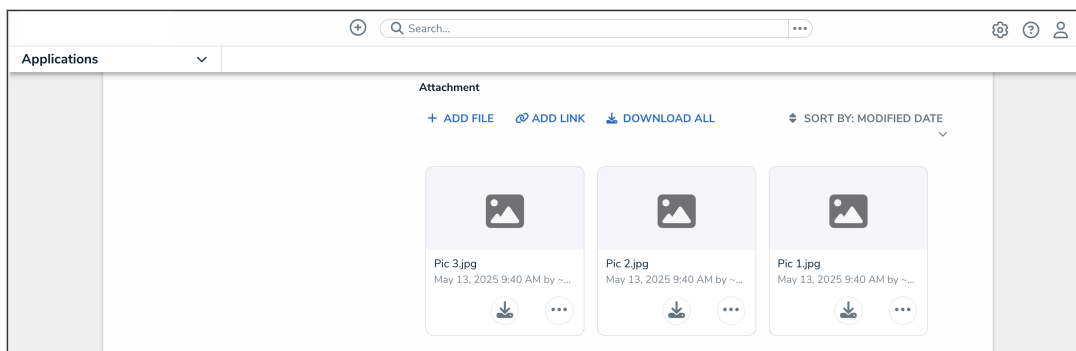
Related Information/Setup

For more information on editing an attachment file, please see the [Editing an Attachment Using Microsoft Office Web Applications](#) article.

For more information on enabling the **Display Download** button on attachment fields, please read the [Enabling the Display Download Button on Attachment Fields](#) article.

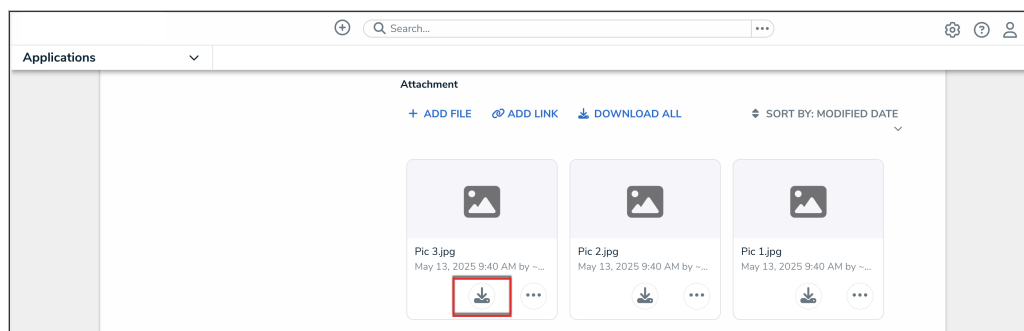
Downloading an Attachment File

1. From the form with an attachment file you want to download, navigate to the **Attachment** field on the form.



Attachment Field

2. To download a single attachment file, click the **Download** icon on an **Attachment** card.



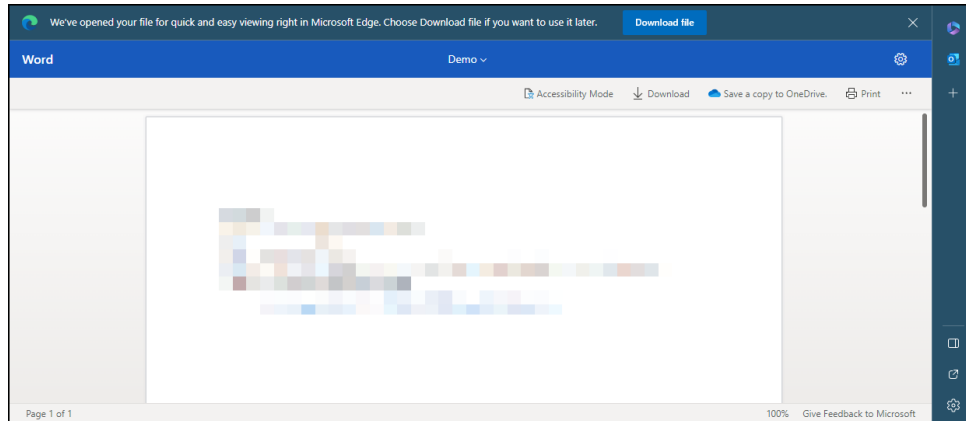
Download Icon



Note:

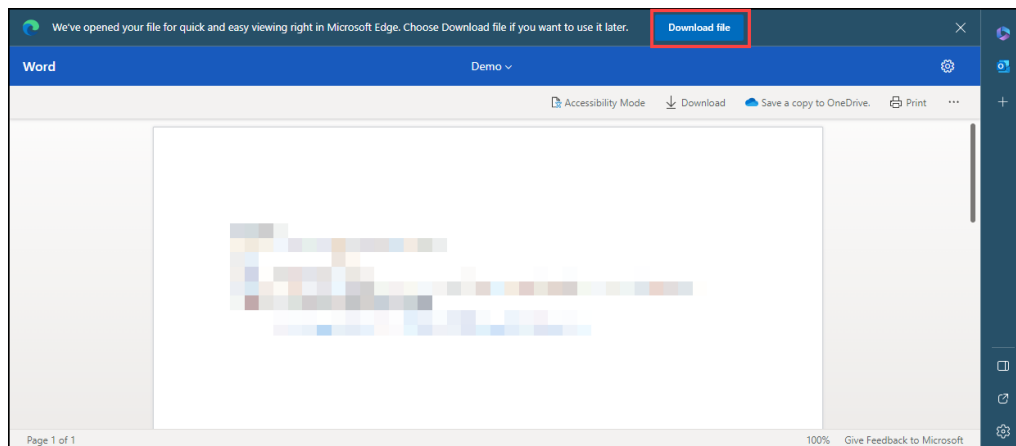
Administrators need to enable the ability to download a file when configuring the attachment field. For more information, read the [Enabling the Display Download Button](#) article.

- A new tab will open in your browser using the Microsoft Office web applications.



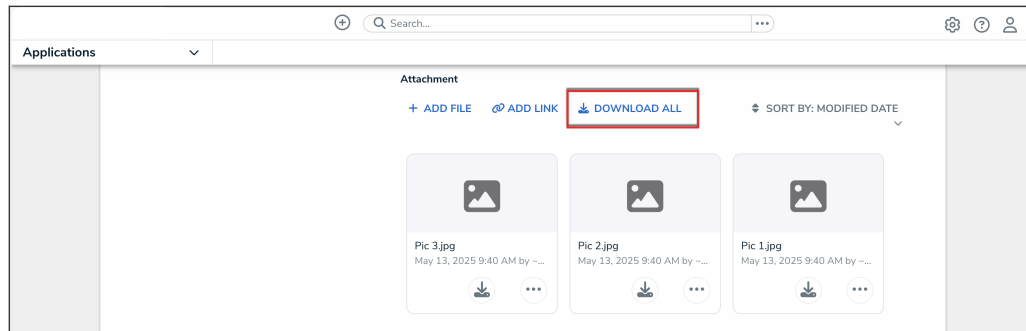
File

- Click the **Download File** button in the file header to download a copy of the file to the **Downloads** folder on the connected PC.



Download Button

3. To download all the attachment files in an attachment field, click the **Download All** button.



Download All Button



Note:

Downloaded attachments are limited to a total file size of 1GB across all files on the field. If all of the files on the field total more than 1GB, the user will receive an error and will need to download the files individually.

- After clicking the **Download All** button, a banner will indicate that the .zip file is being prepared. The banner may disappear, however the file is still being prepared and may take a few minutes to complete. When the .zip file is ready, it will be automatically downloaded by the browser.



Note:

Refreshing the browser tab will prevent the download from completing. Please wait for the download to complete before refreshing the browser.

- A user can only have one **Download All** action in progress at one time. Please wait for the initial download to complete before attempting to download all attachments from another attachment field.