

Upload a Document to InfoSnap



You will be able to upload documents by:

1. Click "Upload Photo/Document"
2. The Upload Photo/Document Modal will pop up
3. Click "Choose File"
4. Select a file from your computer you would like to upload.
5. Click "Open"
6. Click "Upload"
7. A green check in the photo/document upload field indicates that you have successfully uploaded your document.

NOTE: When uploading documents, it's important to make sure that they are smaller than 2.5MB. Files over 2.5MB are usually too large to upload.

NOTE: Image files need to be in JPG, GIF, PNG, or TIF format.

Not Working?

1. Log out and log back in
2. Access the form in a different browser.
3. Clear your Cache/Cookies. Need help? Please review the [Clear Browser History, Cache, and Cookies](#) article.
4. If after following these steps and confirming the file is sized appropriately, you are still unable to upload a document, please reach us via the [online ticket system](#), chat (bottom corner of web browser), or by phone (reach us toll free at 866.752.6850 - Hours: M-F 8am-5pm CST with extended hours in July and August until 7pm CST).