

Import File Attachments

Last Modified on 02/04/2022 11:44 am MST

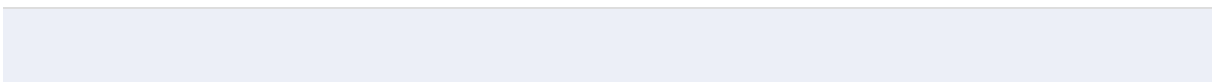
- The Attachments tool in Core is helpful, as it can give extra context to the information you're recording, tracking, reporting, and managing.
 - For example, field notes or a security sign-in sheet.
- Administrators use the [Data Import](#) tool to upload files and web links to Attachment fields on objects. This involves:
 - Entering the web link information and file paths into the Data Import Template
 - Compressing the Excel spreadsheet and files into a zip file
 - Uploading the zip file through the Attachments tool.

User Tips & System Requirements

- Core Data Imports do not currently support JSON files. If attempting to import files (e.g., PDF or Word doc) into the [Image Attachment](#) fields, the import will also fail.
- Any existing files in the attachment fields are appended and not overwritten by imported files.
- The data import spreadsheet must be in the zip file's root (top level). Upload other spreadsheets by adding them to a zip file folder (directory), then referencing the spreadsheet's file path.
- Although it's mandatory for spreadsheets, imported files do not need to be added to a different zip file folder (i.e., directory) – but it's recommended that you do so.
- Paths and file names must contain no commas, or the Data Import will not function properly.
- Import multiple files and/or web links into the same field by separating the path/links with commas in the spreadsheet.
- See the [Attachments](#) article for a list of file type restrictions and other requirements.

To import attachment files:

1. On the Data Import Template, enter the expected file path and name for any imported files in the correct attachment field column in the spreadsheet, using forward slashes (e.g., August Reports/August23.jpg).





- File paths must be recorded in the spreadsheet using forward slashes (/) – if not your Data Import will fail without this proper formatting.
- View the [Attachments](#) article for other system requirements and file restrictions.

2. Enter any web links in the attachment field's column, noting that:

- The accepted web link format is `[Display text](URL)`.
- Nested parentheses are supported. For example: `[Wikipedia](https://en.wikipedia.org/wiki/US_(disambiguation))`.
- Any commas within the brackets (display text) are accepted. For example: `[Display text, display text](URL)`.
- Special characters (e.g., brackets and commas) can be escaped on the back end by adding a backslash before the special character.

3. Continue adding files and web links on the spreadsheet (as required), using commas to separate multiple files and/or web links in the same attachment field (e.g., `[Display text](URL),Documents 2021/May 24 PA.jpg`).

	Z	AA	AB	AC
1				
2				
3	<i>Follow Up Required</i>	<i>Observation Attachments</i>	<i>Other Attachments</i>	<i>Investigation Start Date</i>
4	INCIDENTFO	INTAKEATTA	OTHERATT	INVESTIGAT~2
5		Photos/image.jpg,Documents/Observations.docx	[Resolver](www.resolver.com)	
6				
7				
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14				

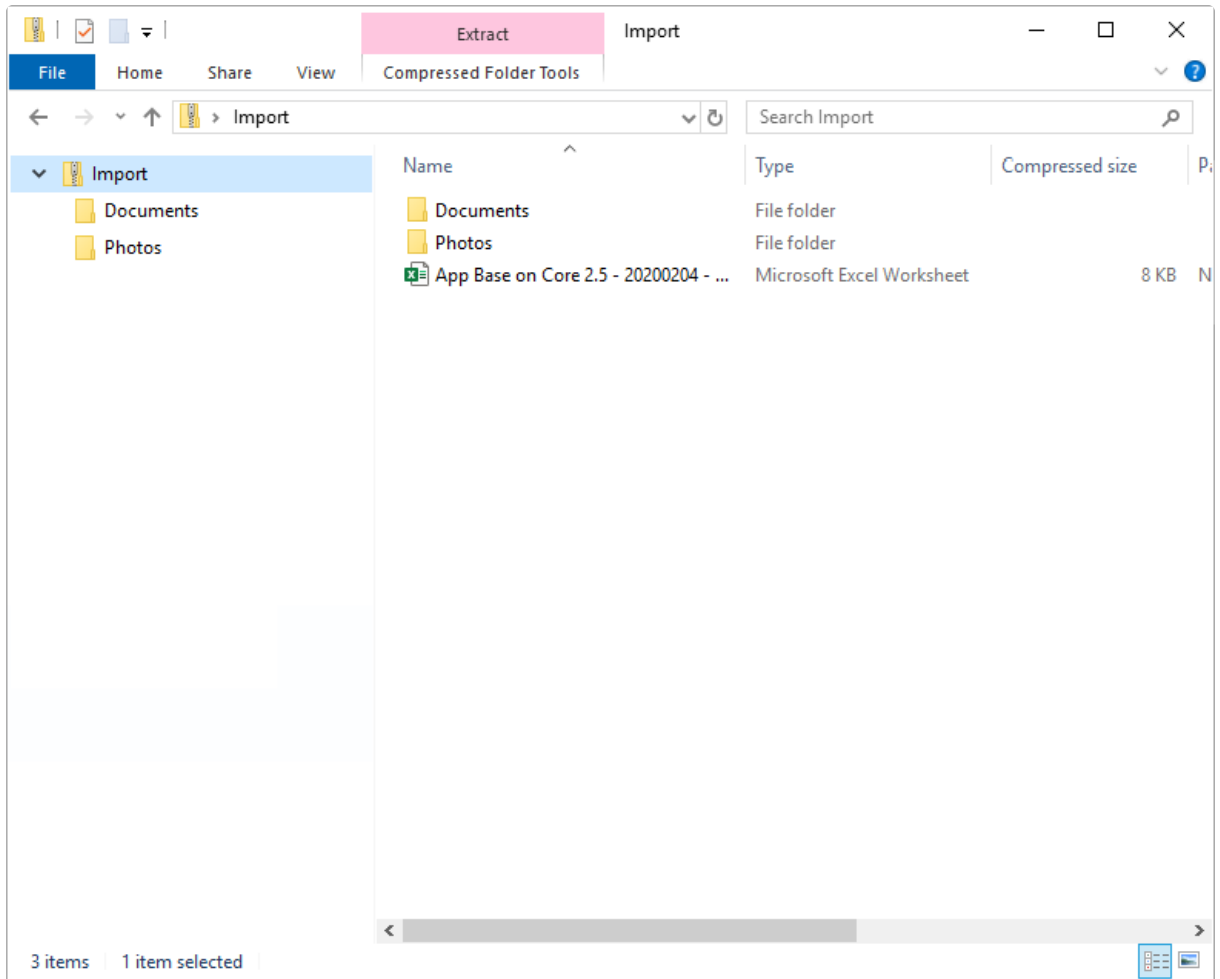
Entering attachments in the Incident sheet on the Data Import Template.

4. Save your changes.

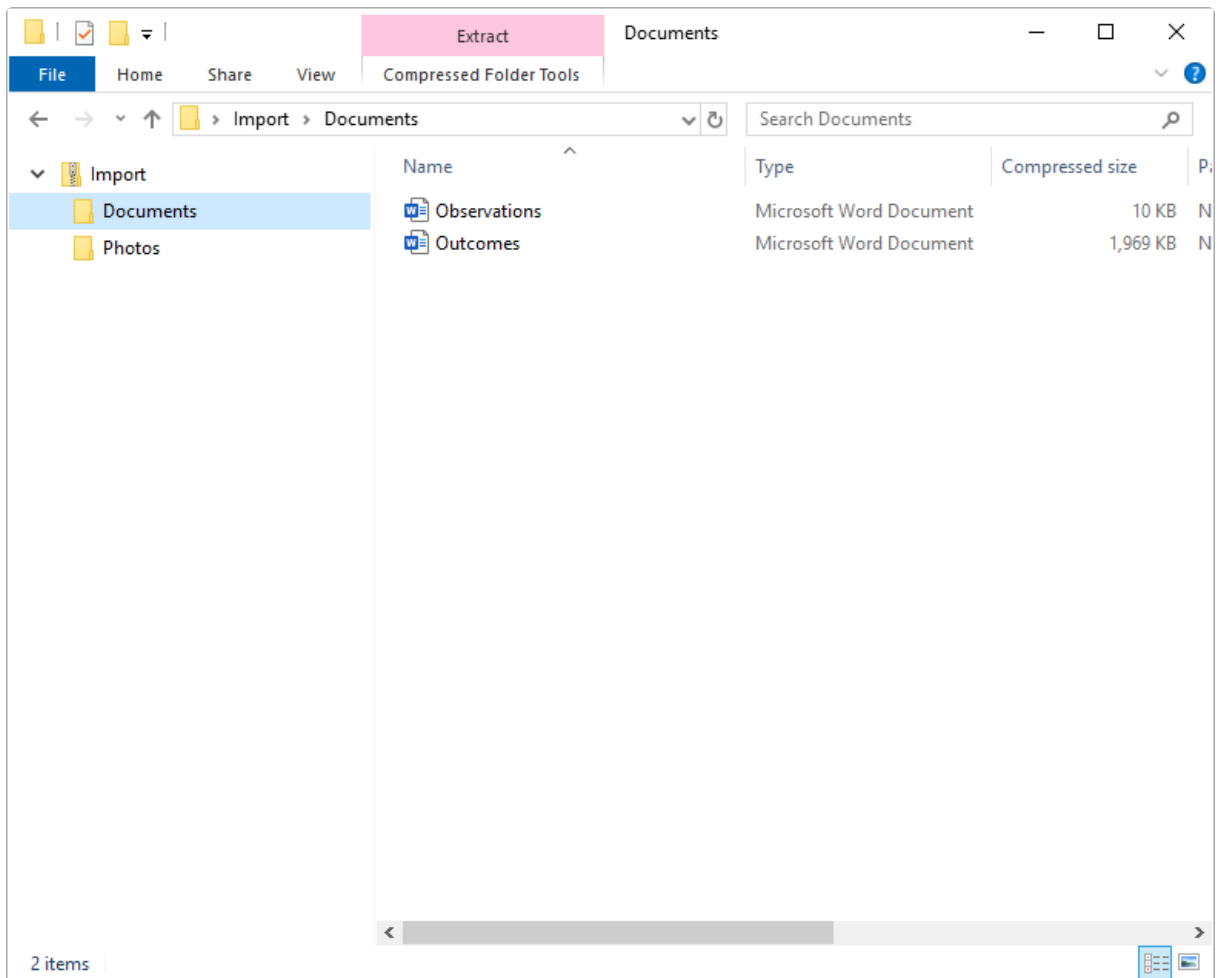
5. Create a zip file containing the Excel spreadsheet, together with the files to be imported, ensuring the file structure matches the paths entered in step 3 above.



See Microsoft Support's [Zip and unzip files](#) article for how to create compressed files.




A compressed folder root director. You must save the data import spreadsheet at the root level.



A sub-directory in the compressed file.



- The Data Import Template must be the only spreadsheet file in the zip file's Archive Root Directory (top level). If there are other .xls files in that same folder, the import into Core will fail.
- Therefore, if you're using any other spreadsheet attachments into Core, they should in a zip file that's linked on the Data Import Template (e.g., 2021 Reports/August 2021.xls).

6. Log into Core as an administrator.
7. Click the  icon in the top bar > **Data Import** in the **Tools** section.
8. From the **Identifier** type dropdown menu, select either:
 - **Object Type External Reference ID** (if you've entered the [External Reference](#) Object Type IDs and/or the External Reference Relationship Type IDs on the spreadsheet), or
 - **Object ID** (if you've entered the Object Type IDs and/or relationship IDs on the spreadsheet).

9. Drag and drop the zip file to the upload area or click the area to find and open the file to complete the import process.