



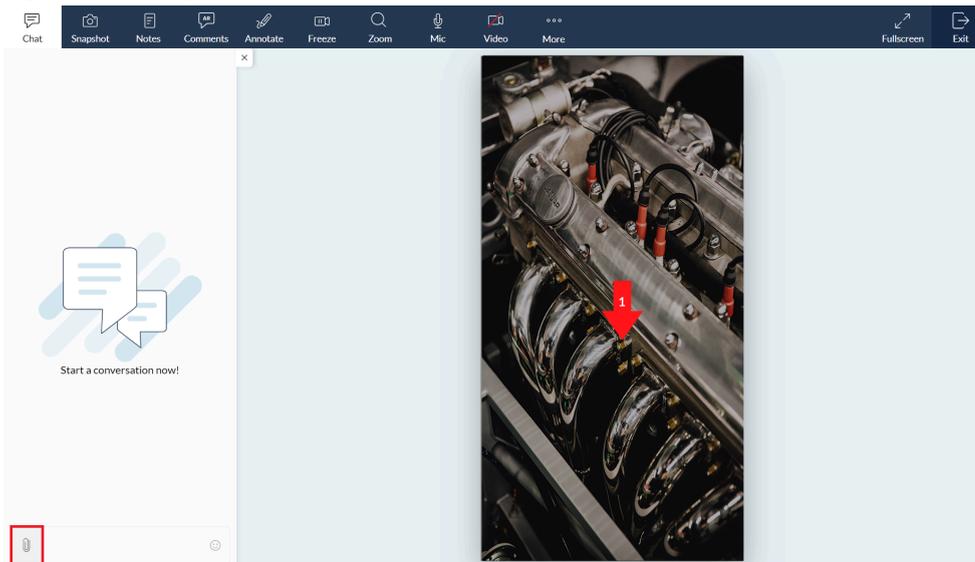
# File sharing via chat

While technicians can take snapshots and record sessions for their reference, customers don't have the same option. With the file sharing feature, technicians and customers can exchange a wide variety of information in the form of images, videos, audios, presentations, and more.

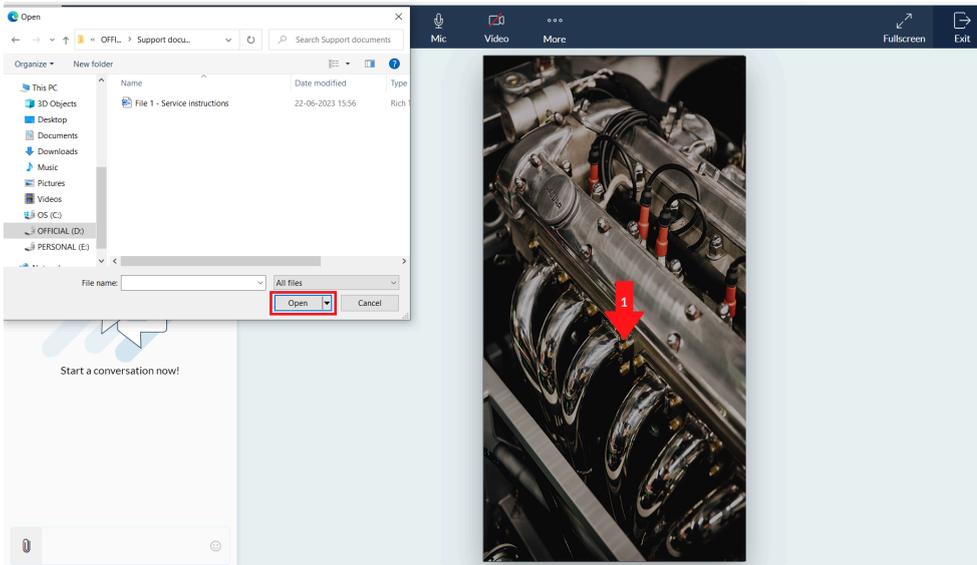
Technicians can share these materials as complementary visual aids to guide the customer effectively in a remote assistance session. Customers can document issues the moment they happen and share them with the technician in a session.

## How to share files via chat

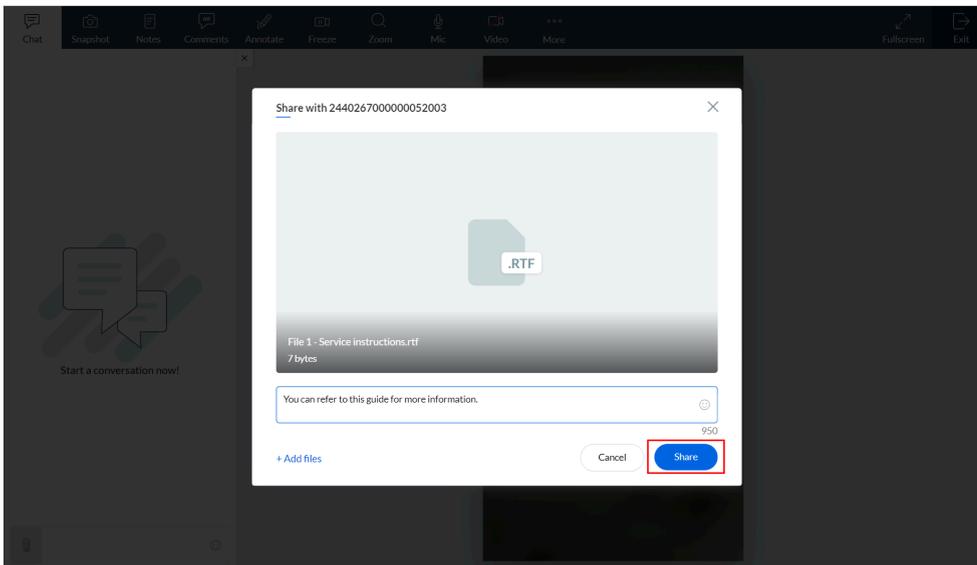
1. Open Chat in your remote assistance session and click the **Share file** icon.



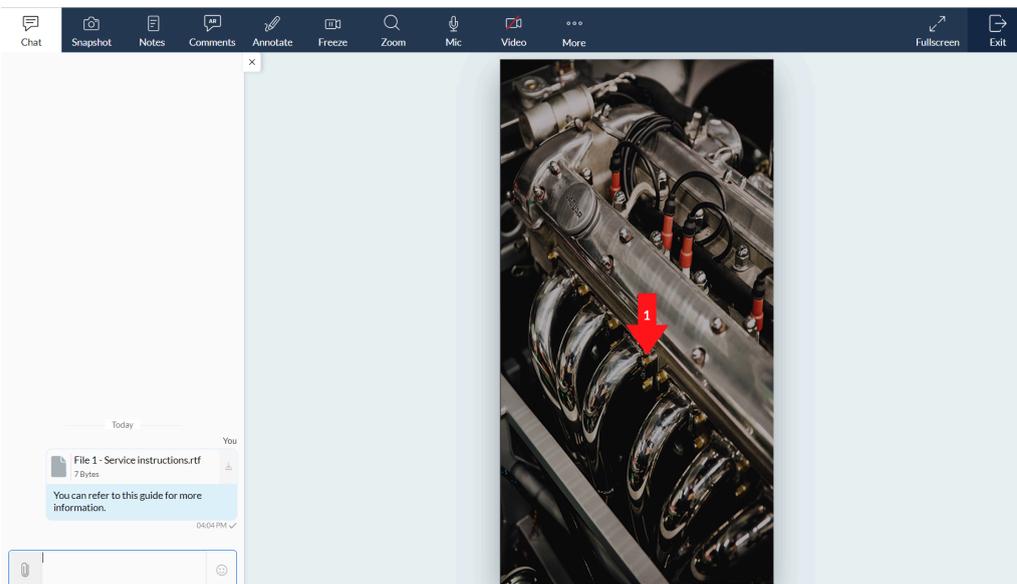
2. Select the file you want to share and click **Open** .



3. You can add your message along with the image in the text box, then click **Share** .

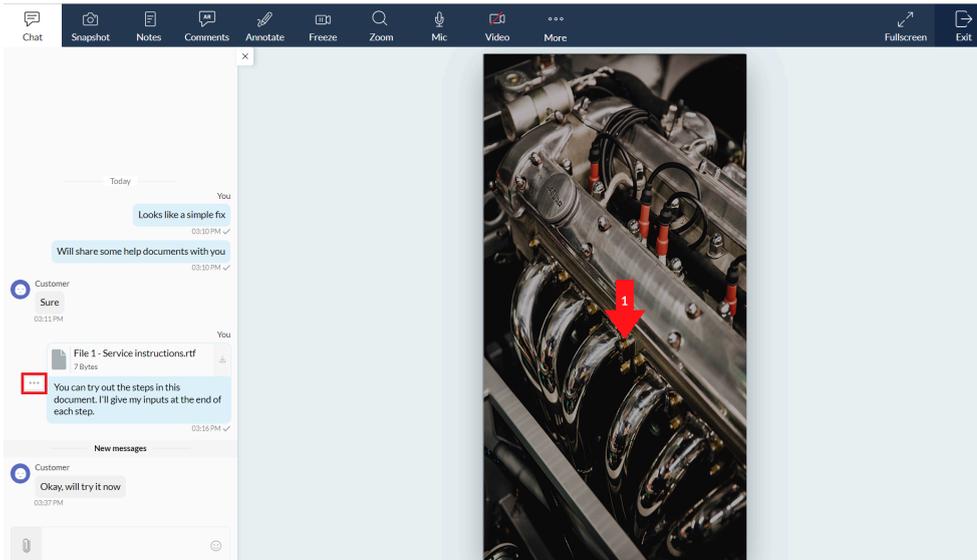


Your file will be shared with all participants in a session through Session chat.



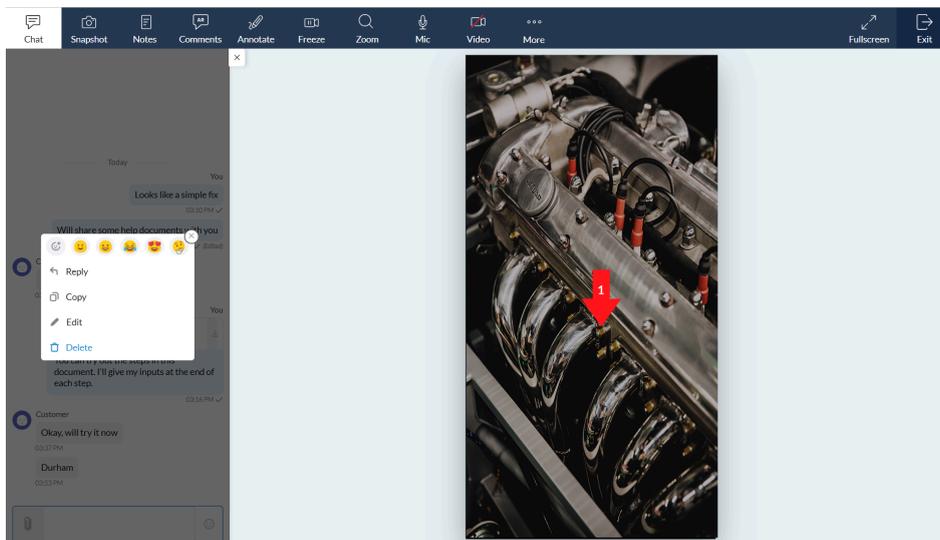
# How to edit a message

1. Hover over your message and click the **More** option.

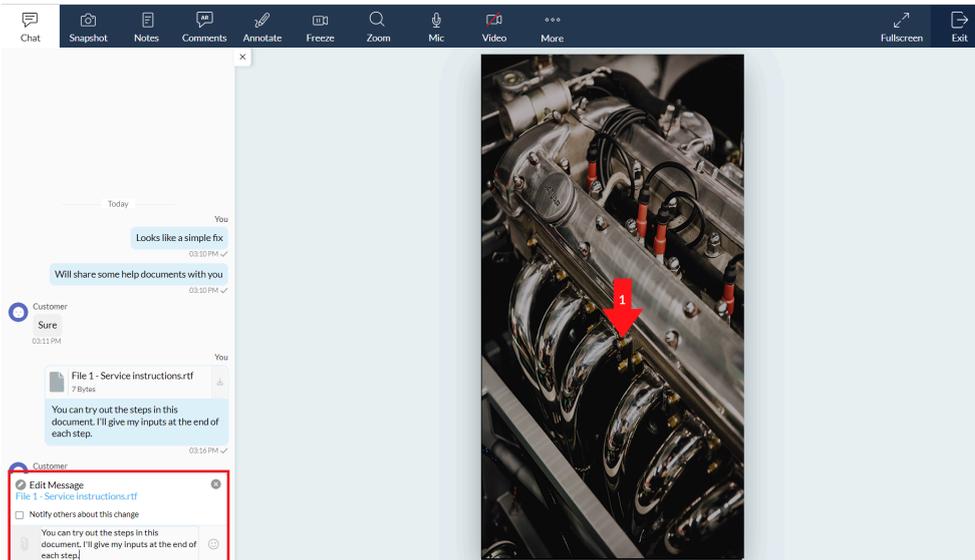


You will get a pop-up box with the following actions:

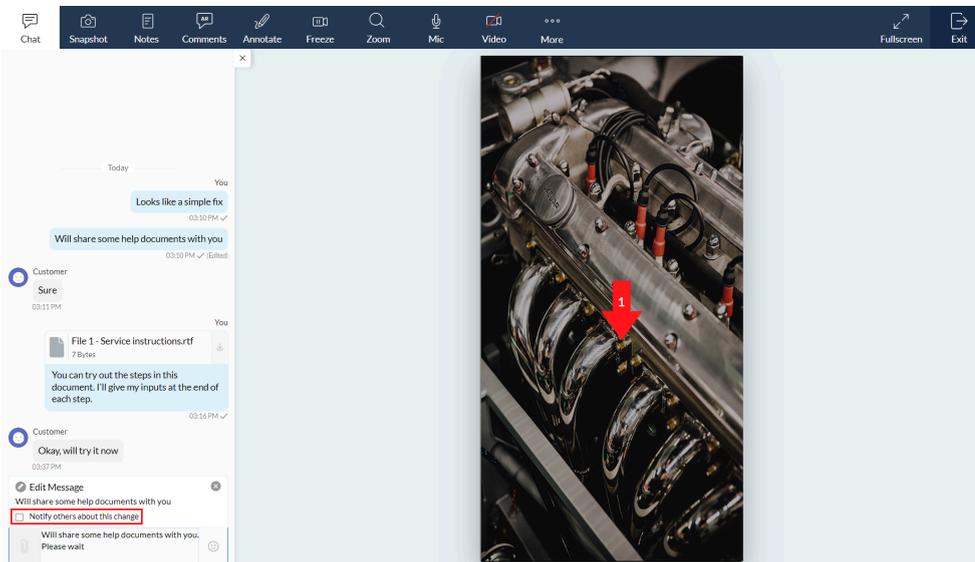
- React with an emoji
- Reply
- Copy
- Edit
- Delete



2. Select **Edit** and modify the message. Press **Enter** to send the edited message to your participants.



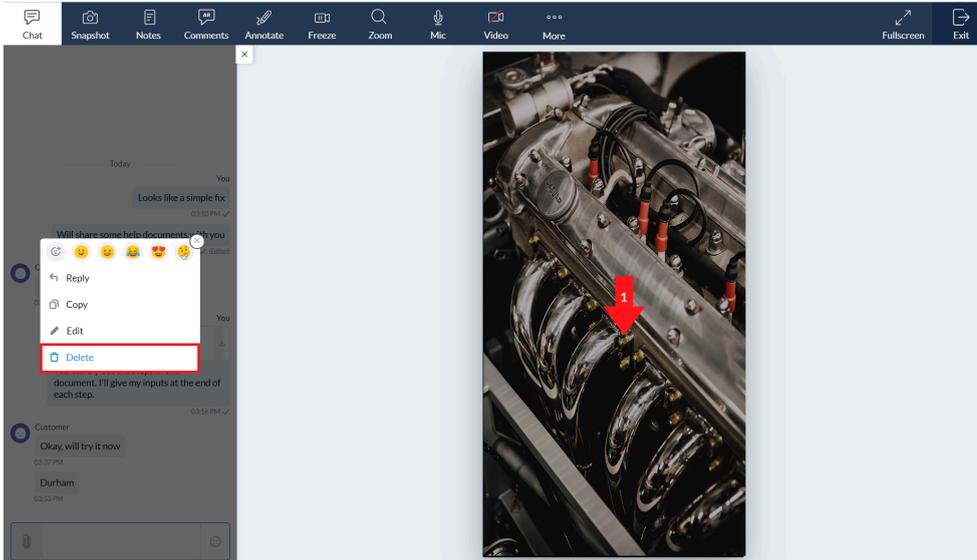
3. You can notify participants about the edit by checking the **Notify others about this change** option while editing.



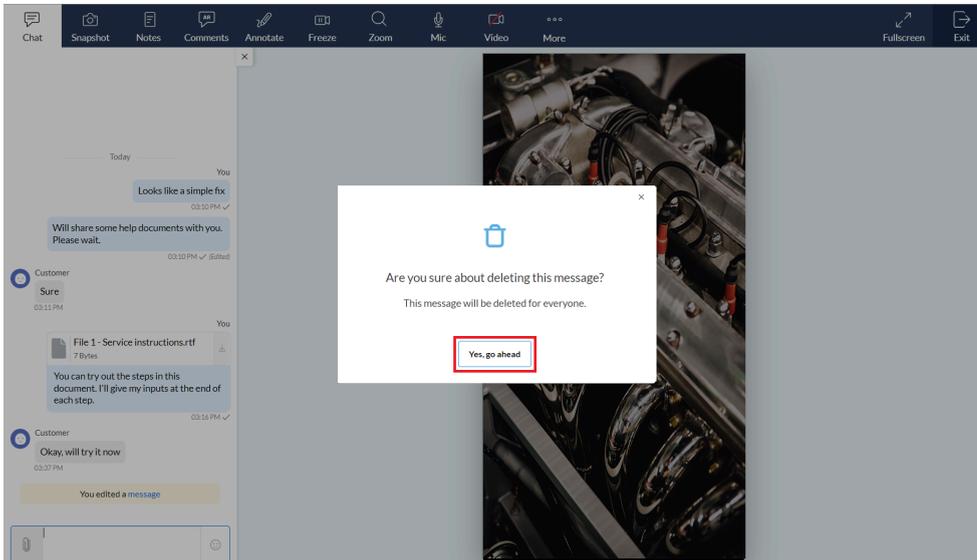
 Note: If you've selected the wrong message to edit, you can click Close to come back to the chat.

## How to delete a message

1. Open **More** option for the message and select Delete.



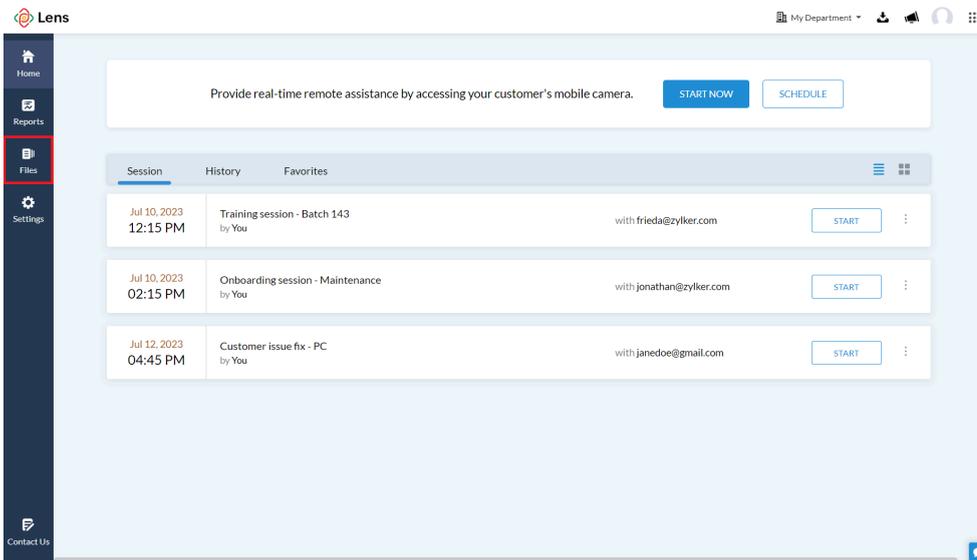
2. Confirm the delete action by clicking the Yes, go ahead option. Participants will be able to see that you've deleted a message in the chat.



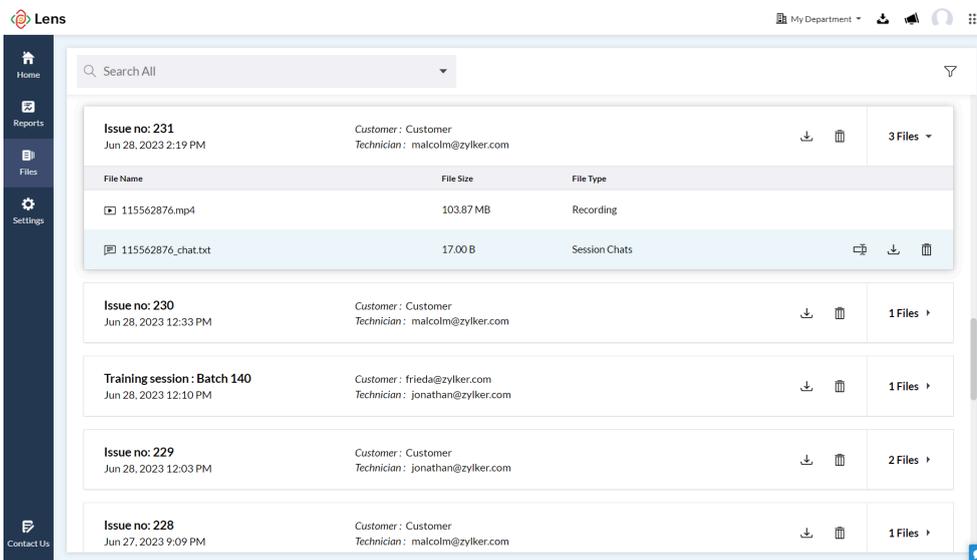
## How to save your conversation in chat

Conversations are automatically backed up as a file once the session ends, so there's no need to save them manually. To view and download the chat file:

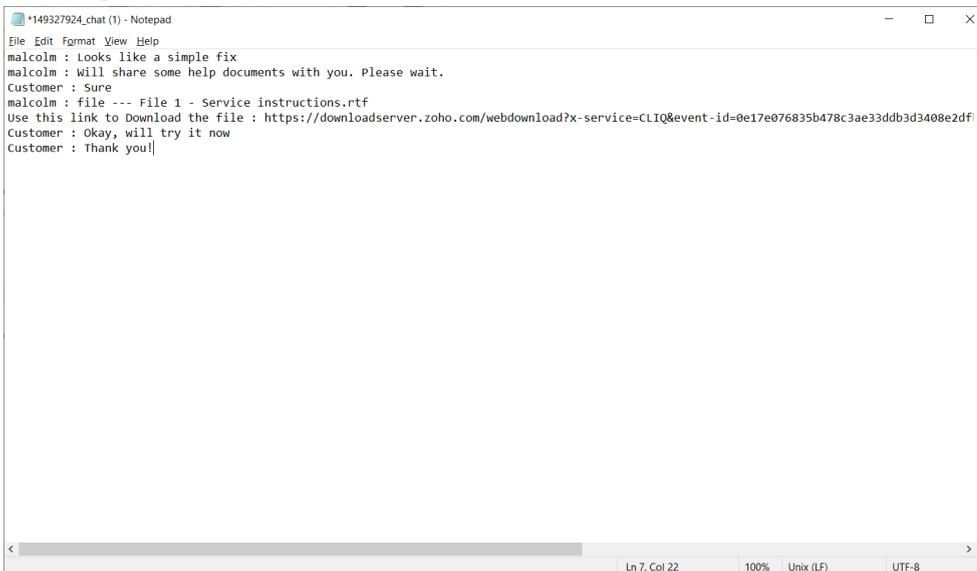
## 1. Go to **Files** in your organization's portal.



You can see the chat file of your session along with session recording and snapshots.



## 2. To view the chat content, download the file by clicking the icon and open it. The document will be opened in Notepad.



Note: Chats are only saved within the organization's portal, and not for customers on the remote end. Only technicians and admins with access to Files will be able to view chats.

## File and Media storage Limitations

Size limit for an attachment with storage	1GB
Number of files that can be attached at a time	Unlimited
Size limit of a file that can be shared without storage	Unlimited
File formats supported for preview	"docx", "doc", "sxc", "xlsx", "xls", "xlsb", "xlsm", "csv", "tsv", "ppt", "pptx", "xml", "rtf", "pdf", "txt" and other files with "text/plain" MIMEType