Work Instruction
Attaching documents to an incident

Overview

This Work Instruction provides guidance on how to attach documents in the RSHQ Portal.

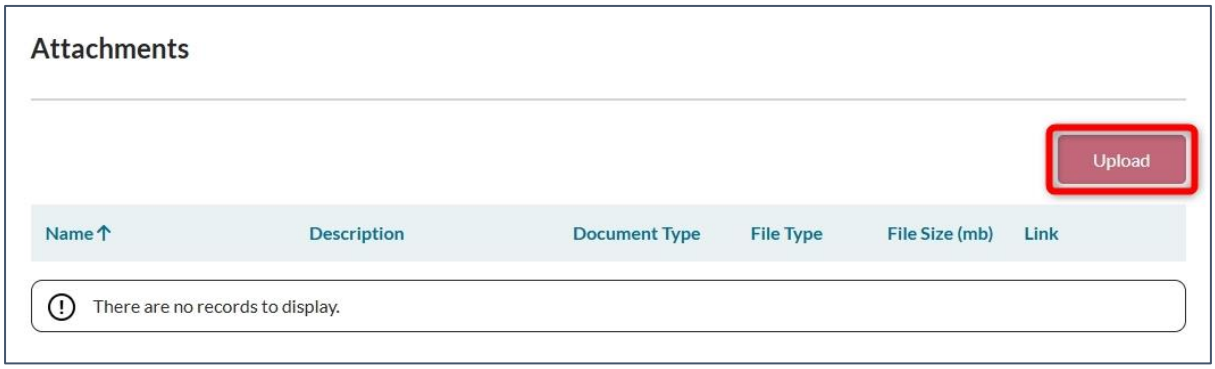
Note: **Bold** words in the text refer to field, link, and button names within the Portal.

Prerequisites

- Documents can be attached to an incident from the **Confirmation** stage onwards.
- To reach the attachment upload section of the **Confirmation** stage, complete the incident **Notification** details and click **Save** and **Next**. Then, scroll to the bottom of the **Confirmation** stage.
- Note that you do not need to submit the **Confirmation** stage once you have attached documents; you can click **Save** and return to the incident **Confirmation l**ater.
- Allowed file types include: .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .png, .wav, .mp3, and .msg.
- The maximum allowable individual file size is 25mb.
- You can only upload one file at a time.
- You can only attach documents once a Notification has been saved, and the incident has a reference number ready for Confirmation.

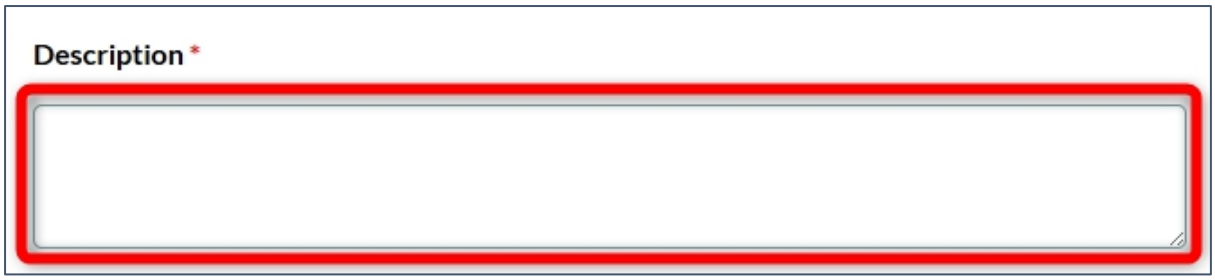
Procedure

1. In the **Attachments** section, select **Upload**.

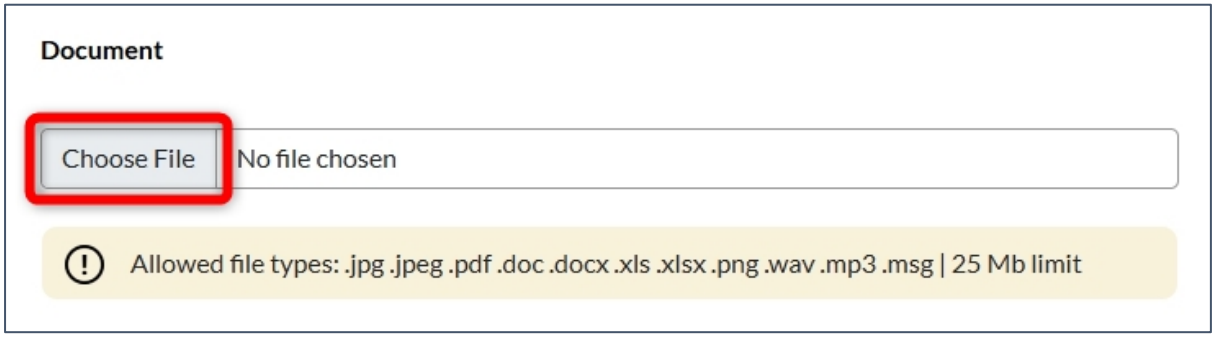


2. An **Upload** pop up will display. Select the **Document Type**.

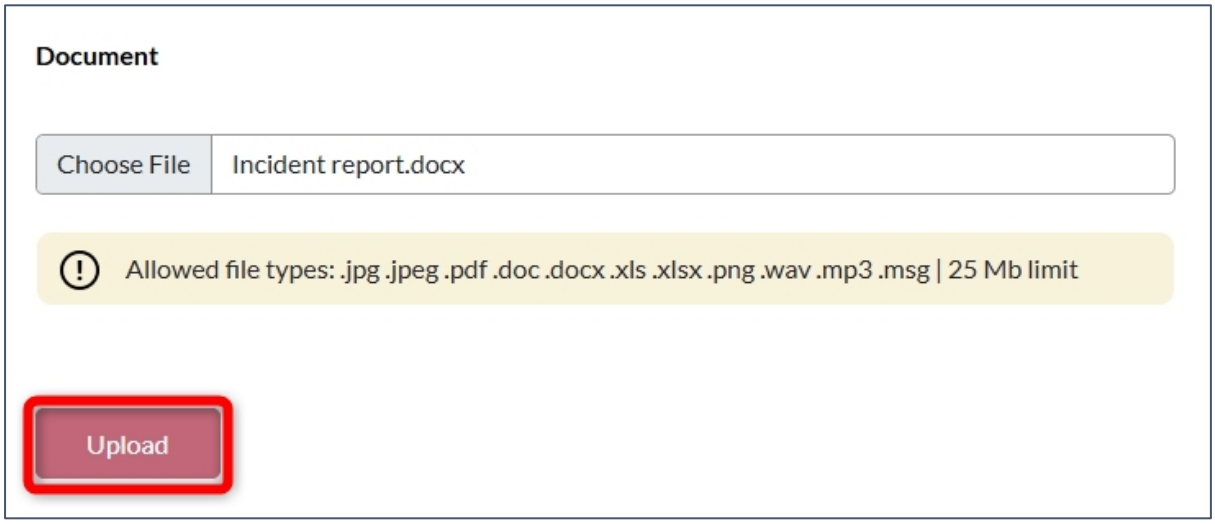
3. Enter a document **Description**.



4. Select the file to upload.



5. Click **Upload**.



6. The uploaded file will display. You then have the option of downloading uploaded files at each stage of the incident management process.