

# Help Center

Just a click away!



## Attachments

e-book

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**ChildPlus**  
Online

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800.888.6674  
[childplus.com](http://childplus.com)

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# The Help Center and Agency Customization

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The articles in the Help Center and videos in the Learning Library are based on the default setup of ChildPlus and assume full security access to all platforms, modules, features and fields. If you cannot find or access a feature referenced in an article, be aware that your agency's specific customization of ChildPlus determines:

- Your access to each platform
- Your access to specific modules or features
- Security or location restrictions for your level of access to ChildPlus
- Whether a module or feature has been turned on
- Which fields are available in each module
- The content of drop-down fields

Contact your ChildPlus administrator to verify your security access and the availability of a feature referenced in an article.

If you are a ChildPlus administrator and need to configure security access or turn on a feature, see [User Security Groups](#) or [contact us](#) for additional assistance.

## Help Center Updates and ChildPlus Platforms

The Help Center is continually updated to reflect the current version of ChildPlus. Ensure that you are using the [latest version of ChildPlus](#) and referencing an article for the appropriate ChildPlus platform. Instructions for modules often differ between ChildPlus Online and ChildPlus Desktop and are unique for the Attendance App.

- To find out which version of ChildPlus you are using, see [About ChildPlus](#).
- For more information about the different platforms and how to access them, see [Platform Comparison](#).
- To learn about the differences between the modules in ChildPlus Desktop and ChildPlus Online, see [Module Comparison](#).

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# Attachments

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You can use **Attachments** to store various types of scanned documents in ChildPlus.

Attachments work with all types of files, including Word, Excel, PDF, PNG, JPG and GIF. While there is a 20 MB file size limit on individual documents, there is no limit to the number of files you can store in ChildPlus.



ChildPlus administrators can determine what happens to a file once it has been added as an attachment in ChildPlus in **ChildPlus Desktop >> Setup >> System Setup >> System Preferences >> General**.

## Add an Attachment

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Use this section to upload an attachment to ChildPlus.

### ChildPlus Online

To upload an attachment to ChildPlus Online:

1. Go to **ChildPlus Online >> Select a module >> Attachments**.
2. Click or tap **Add Attachment**.
3. Click or tap **Select File** to upload a file from your device.
4. Select an **Attachment Type**.
5. Enter a description for the attachment.
6. Use the **Attachment Notes** field to document any additional details about the attachment.
7. Click or tap **Save**.



Once a file is uploaded to ChildPlus, it cannot be edited from within ChildPlus. If a file attached to a participant's record changes, upload an updated version as a new attachment.

# View an Attachment

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Use this section to view an attachment uploaded to ChildPlus.

## [ChildPlus Online](#)

To view an attachment in ChildPlus Online:

1. Go to **ChildPlus Online >> Select a module >> Attachments**.
  2. Select the attachment you want to view.
  3. Click or tap **View**. The attachment will open in a new tab or window, depending on your browser's settings.
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# View Attachment Details

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To view additional details about an attachment in ChildPlus Online:

1. Go to **ChildPlus Online >> Select a module >> Attachments**.
2. Click or tap **More** ... next to the attachment. ChildPlus displays the following details:
  - Attachment file name
  - Attachment file size

# Filter Attachments

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Use this option to only display attachments related to a specific service area or to display all attachments for an applicant/participant, family member or family.

## [ChildPlus Online](#)

To filter attachments in ChildPlus Online:

1. Go to **ChildPlus Online >> Select a module >> Attachments**.
  2. Click or tap **Options**.
  3. Select one of the following:
    - The service area you are currently working in
    - All service areas
  4. Click or tap **Save**.
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# Delete an Attachment

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Use this section to delete an attachment uploaded to ChildPlus.

## ChildPlus Online

To delete an attachment in ChildPlus Online:

1. Go to **ChildPlus Online >> Select a module >> Attachments**.
  2. Select the attachment you want to delete.
  3. Click or tap **More ...**.
  4. Select **Delete**.
  5. Click or tap **Delete** to confirm that you want to delete the attachment.
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