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Attachment size limits and supported file types

Dan Sayer Claude - 2026-08-20 - [Comments \(0\)](#) - [Test](#)

You can attach files to any ticket, reply, or Help Center article.

Limits

- Maximum **20 MB per file**
- Maximum **10 files per ticket message**
- Total mailbox message size, including attachments, must stay under 35 MB or the email will bounce

Supported types

Images (PNG, JPG, GIF, WebP), documents (PDF, DOCX, XLSX, PPTX, TXT, CSV), and archives (ZIP) are all accepted.

Blocked types

For security, executable files are rejected: .exe, .bat, .cmd, .scr, .com, and .msi. If you need to send one, put it in a ZIP archive first.