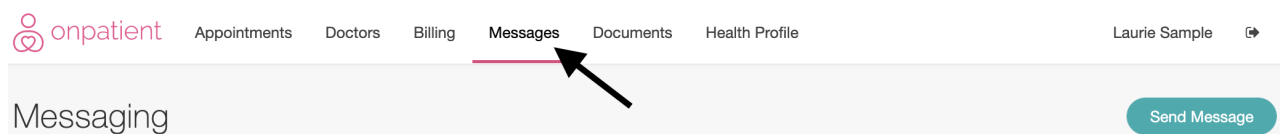


# I am unable to attach files and send it to my provider. What is the file format that I can attach?

07/24/2024 5:25 pm EDT

OnPatient allows PDF, JPEG, or PNG format files to be transmitted to your healthcare provider via the secure messaging portal provided that your provider has enabled messaging for OnPatient.

1. Log into OnPatient and click **Messages** at the top of the screen and click **Send Message**.



2. Select the name of the healthcare provider you are sending the message to. Next, you can enter the Subject, enter the body of your message, and drag a file in as an attachment (must be one of the above-mentioned file formats). Click **Send Message** to send the message and attachment to your provider.

**Note:** You can only add **one** attachment per message.

