

# Retrieving Uploaded Files

This article provides instructions for OPS-COM administrators on how to manage files uploaded by users. It covers the process of locating, viewing, and deleting user-submitted files from within the administrative portal.

## Setup & Configuration

File management is a standard feature and requires no special setup. However, it is important to understand the roles for uploading and managing files:

- Admin Side: Administrators can only view and delete files from the admin portal. They cannot upload files on behalf of a user from this interface.
- User Side: Only users can upload files to their own profiles.

## Using this Feature

The screenshot displays the OPS-COM administrative portal interface. At the top, there is a navigation bar with a search bar and a client time indicator. The main content area is divided into several sections. On the left, the user profile for 'Mrs. Michael Rue Ashbury' is shown, including their email address, auto login address, active address, and faculty information. On the right, there are tables for 'Violations', 'Active Lockers', and 'Active Permits'. At the bottom left, the 'Uploaded Files' section is highlighted with a red box, showing a list of files with their IDs and upload dates. A 'Manage' button is located next to the file list.

Ticket	Issued	Value	Notes
TT-10018	Feb. 20, 2020	50.00	

Locker	Active Window	Building / Area	Amount
4	Y : Test Annual	Arena: Men's Locker Room	\$113.00
22	Y : Test Annual	Arena: Men's Locker Room	\$113.00
11	Y : Test Annual	Arena: Men's Locker Room	\$113.00
5	Y : Test Annual	Arena: Men's Locker Room	\$113.00

Permit	Active Window	Lot Name	Amount
0005	Y : Test Annual	Red Staff Lot West	\$395.50
0002	Y : Test Annual	Red Staff Lot West	\$395.50
50	Y : Test Annual	After 4PM	\$169.50
B201	M : Test Sales Window	Blue Lizard Lot 2	\$28.25

Employee ID	Department Name
00800147	Security

File ID	Upload Date
5__1582647520__88bf37a3-ae13-41c7-8594-1836ff7b0359....	2020-02-25
5__1582647505__ddaab9c1-517b-4050-9a80-1d8a541aa4fb...	2020-02-25
5__1582646981__7ae12534-5ae8-404c-bd17-0fb18c03e28e...	2020-02-25
5__1582646404__f2adbf2-d2b0-49dc-a29c-167ec51509bc...	2020-02-25

All file management tasks for a specific user begin from their profile page in the admin portal.

## Viewing Uploaded Files

1. Navigate to the target user's profile.
  2. Scroll down to the Uploaded Files section on the user's dashboard.
- This section displays a preview of the five most recently uploaded files.
  - To view a specific file, click on the hyperlinked file name.
  - To view all uploaded files for the user, click the Manage button. This will take you to the user's main Uploaded Files page.

## Deleting an Uploaded File

1. From the user's profile, click the Manage button in the Uploaded Files section to access the full list of files.
2. On the Uploaded Files page, locate the file you wish to remove.
3. Click the Delete button associated with that file.
4. Confirm the action in the subsequent prompt to finalize the deletion.

## Best Practices & Considerations

- **Uploading Files for a User:** Administrators cannot directly upload files to a user's profile. To upload a file on behalf of a user, you must use the Login as User feature and follow the user-side workflow. Instructions can be found in the Uploading Files from the User-side article.

File Deletion is **Permanent**: Once a file is deleted, it *cannot* be recovered. Always verify you are deleting the correct file before confirming the action.

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