Appeal Evidence Uploads Overview New Page

The **Appeal Evidence Uploads** feature enhances the user experience and streamlines the violation appeals process by allowing users to directly upload supporting evidence, such as images and text documents, to their violation appeals. This eliminates the need for users to send evidence through separate channels and centralizes all appeal-related information within the OPS-COM system.

How does this Work?

This feature integrates directly into the [existing appeal submission workflow](#). When a user submits an appeal, they will now have the option to attach supporting files. These uploaded files are then securely stored and displayed on the administrator's appeal review page, providing immediate access to all relevant evidence. This significantly reduces the time administrators spend contacting users for supporting documents and streamlines the appeal review process.

Setup & Configuration

1. Hover over **System Configuration**, and click **System Settings.**
2. On the **Violations** tab, ensure the **Enable Appeals Module** setting is enabled. If it is not, please contact support@ops-com.com.
3. **Enable Appeal Evidence Uploads** should be enabled if you want users to be able to submit files as evidence for their appeals.
   - This setting is enabled by default.
   - Users can upload multiple files per appeal.
   - Supported file types include JPG, PNG, and PDF.
   - The maximum file size is 12MB per file.
   - All uploaded files are securely stored and only accessible by authorized personnel.

User Portal Experience

Users will experience a more intuitive and efficient appeal submission process. They can easily upload image and text files to provide all necessary information in one submission. For detailed

instructions on how users interact with this feature, please [refer this wiki article](#).