Retrieving Uploaded Files

> The Retrieving Uploaded Files feature allows administrators to locate, view, and delete documents or images submitted by end-users. Its primary purpose is to help administrators easily manage user-submitted documentation directly from the administrative portal while maintaining strict data governance. This article is intended for OperationsCommander (OPSCOM) administrators responsible for reviewing user profiles and managing file submissions.

Setup and Configuration

File management is a standard feature that requires specific system role permissions to access and utilize.

Admin Side: Administrators must have the **View User Uploads** and **Delete User Uploads** permissions enabled on their role to view or remove files. Administrators cannot upload files on behalf of a user directly from this administrative interface.

User Side: Only end-users can upload files to their own profiles through the public-facing portal.

Using this Feature

Administrators can use the following instructions to locate, view, and remove files from a specific user's account. All file management tasks begin directly

from the user's profile page.

Viewing Uploaded Files

1. Navigate to the target user's profile.
2. Scroll down to the Uploaded Files section on the user's dashboard to see a preview of the five most recently uploaded files.
3. Click the hyperlinked file name to view a specific file.
4. Click the **Manage** button to view all uploaded files for the user. This will take you to the user's comprehensive Uploaded Files page.

Deleting an Uploaded File

1. Click the **View All** button in the Uploaded Files section of the user's profile to access the full list of files.
2. Locate the specific file you wish to remove on the Uploaded Files page.
3. Click the **Delete** button associated with that file to remove it from the system.

> File deletion is completely permanent. Once a file is deleted from the system, it cannot be recovered. Always verify you are deleting the correct file before confirming the action.

Best Practices and Considerations

- **Uploading files for a user: Use the Login as user feature and follow the user-side workflow if you must upload a file on behalf of a user.** Administrators cannot directly upload files to a user's profile from the backend interface. Detailed instructions can be found in the *OPSCOM-Go! - Uploading Files* article.

- **Verify administrative permissions: Ensure you have the appropriate permissions to perform these actions.** If you cannot view or delete user files, verify that your administrative role has the required file management permissions actively enabled.
- **Audit files carefully: Always verify you are deleting the correct file before confirming the action.** Accidental deletion may require the user to resubmit important documentation, causing delays in permit approvals or appeals.

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