

Partner and Customer attachments and files

000037262 | General Info | Last updated 2026-09-04 | General Support, Support Details

Partners and Customers have the ability to delete attachments and files that have been uploaded during the lifecycle of their technical support case.

It is important to note, only the person who attached the files can delete files from the case.

Instructions:

1. Login to the Customer Portal <https://support.kofax.com/s/login/> or Partner Portal <https://partner.kofax.com/s/login/> with your username and password
2. Navigate to the Cases/Technical Support menu
3. Locate and open the case from the Open or Closed Case list views
4. Click on Files and Articles
5. Click View All (right corner of section)
6. Click the down arrow against each file you wish to delete and select Delete

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/37262>