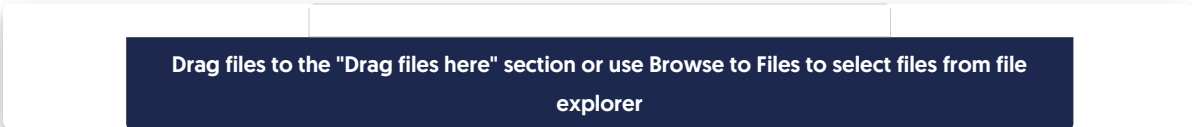


Add files and images directly in File Library

Last Modified on 09/18/2024 11:42 am EDT

To add multiple images, videos, or files at once:

1. Go to **Library > Files**.
2. Select the **+ Add Files** button in the upper left. The **Upload Files** modal opens.
3. Add files by:
 - a. Dragging files from your desktop or File Explorer and dropping them in the modal near **Drag files here**.
 - b. Selecting **Browse to Files**, selecting the files you want to add, and opening them.



Drag files to the "Drag files here" section or use Browse to Files to select files from file explorer

4. Once you've added the files you'd like to upload, select **Upload Files...** to complete the upload.



Sample Upload Files modal with files added

5. A progress bar displays in the modal while the upload runs. Once upload is complete, the modal closes.



Duplicate files

If you upload a file with the same name as something that already exists in your File Library, KnowledgeOwl appends a random 6 character code on the end, using a-f0-9. This helps enforce uniqueness in the file names and URLs and makes it easier to identify when you may have duplicate files.