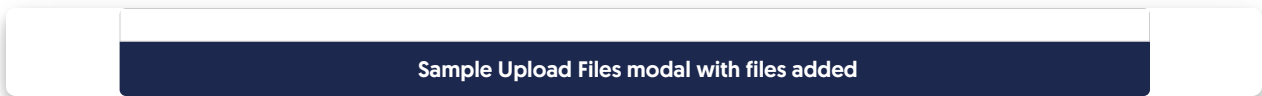


Add files and images directly in File Library

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

1. In the left navigation, select **Files**. The **Files** library opens.
2. Select **+ Add Files**. The **Upload Files** modal opens.
3. Add files to the modal using one of these two methods:
 - a. Drag files from your desktop or File Explorer and drop them in the modal near **Drag files here**.
 - b. Select **Browse to Files**, select the files you want to add, and open them.
4. Once you've added the files you'd like to upload, select **Upload Files...** to complete the upload.



5. A progress bar displays in the modal while the upload runs. Once the 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.