

Upload and manage My Files

Cover the upload flow, processing status, preview, download, tags, supported maintenance actions, and common file limits.

My Files is the place to upload, inspect, download, and manage documents that you are allowed to reuse in Vibework. A successful upload creates a file record first; document processing may continue afterward before its text is available to Chat, search, knowledge, or an agent.

Upload a file

1. Open My Files and choose Upload or the available add-file action.
2. Select the intended file and confirm that its name, type, and size are appropriate for the task.
3. Wait for the upload to complete before closing the page or starting work that depends on it.
4. Check processing status and preview the file when available. A stored file may not be ready for text retrieval immediately.
5. Add a useful description or tags when supported so you and collaborators can find the file later.

Use the right storage context

Attach a file directly to a conversation for immediate, limited work. Keep it in My Files when you need to find, download, or reuse it. Add authoritative, maintained documents to a Knowledge Base when approved assistants should retrieve passages across a curated collection. Associate files with a project when they belong to a durable shared outcome.

Manage and share safely

- Preview the uploaded document to catch the wrong version, an incomplete scan, or an unexpected file.
- Keep a clear authoritative version and remove obsolete duplicates when policy allows.
- Grant only the people or teams who need the file access, and review project or organization sharing before adding sensitive content.
- Download generated or uploaded files only to an approved device and location.

If upload or processing fails

Confirm the file is not empty, still open or partially synchronized, password-protected, unusually large, or in an unsupported format. Retry once with a stable connection and a simple filename. If processing remains stuck, record the file name and type, approximate size, time and time zone, visible status, and exact error without sending the sensitive file unless support requests it through an approved channel.

