



Tips and Tricks for File Attachments and Email

Our browsers want to be the fastest search engines, and because of that, they often store cache and cookies to navigate quickly to our favorite sites and bookmarks.

If you find that your files/photos are not received by our team, it will be necessary to clear your browser cache and cookies. Please make sure to follow the steps outlined below for ALL browsers you utilize.

Here are steps to do so for each browser type:

- [Edge](#)
- [Google Chrome](#)
- [Firefox](#)
- [Safari on your iPhone, iPad, or iPod](#)
- [Safari on your desktop](#)

Please keep in mind that the maximum file size for webform submission is 4.29 MB. If your files are larger than this, that's ok – you'll just need to reply to the automated email with the attachments instead of attaching them to the webform.

If you are not receiving the automated emails, please check with your email administrator to ensure you have whitelisted the @smithsystem.com and @salesforce.com domains.

The automated emails that are generated when a claim is submitted will come to you from noreply@salesforce.com, so check to be sure you don't have an email rule that is filtering these messages to another folder.

Please let your account coordinator know if you have any questions or concerns. We are here to help you succeed.

Smith System®