

Email & online accounts | Easy | 2 min read

What to do when an email attachment is too large

Most email providers limit attachments to a modest size, often somewhere around 20 to 25 MB in total. Photos, videos and presentations can easily go over. The limit also applies to the person receiving your email, so it may be their limit that stops you.

Option 1: Share a link instead

This is usually the best choice. Upload the file to a cloud service such as OneDrive or Google Drive, then send a link.

1. Upload the file to your cloud storage.
2. Right-click it (or tap the three dots) and choose **Share** or **Get link**.
3. Choose who can see it. Prefer named people over "anyone with the link".
4. Paste the link into your email.

Outlook and Gmail may also offer to turn a big attachment into a link automatically. Look out for a message or option when you attach it.

Option 2: Make the file smaller

- For photos, choose a smaller size when your phone or email app asks.
- For Word or PowerPoint files, look for compress picture options in the **Picture Format** tools. Menus vary by version.
- For several files, send them in separate emails.
- Zipping files can help a little, but photos and videos barely shrink.

Option 3: Use a transfer service

Some well-known services let you send big files without an account. Only use one you trust, and avoid sharing sensitive information through them.

Be careful with private files

Anything containing bank details, health information or passwords should not be sent through open links. Ask the receiver which method they prefer.

Do not delete the original

Keep the original file until you have confirmed the other person has received it.

When to get more help

Contact us if your cloud storage is full, if links are not opening for the person you are sending to, or if your business needs a safe way to send large files regularly.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.