

I Can't Upload Images or Files!

Having trouble uploading a file or image? Take a look at this short troubleshooting guide to get back on track.

Note that you should use this guide only if you've received an error message regarding an image / file upload or if the option to upload files appears to be broken in your account in some other way. If you're just not sure how to upload an image, read the [instructions for image uploads](#) instead.

Clear Your Cache: Clearing your browser cache is often a great fix for annoying little problems that come up. You need to clear the cache, close the browser, re-open the browser and then log back in to your account. If you're not sure how to clear your cache, see:

<http://www.refreshyourcache.com/>

Try a Different Browser: Our service usually works perfectly with most flavors of Firefox, Safari, Chrome and Internet Explorer. But if clearing the cache doesn't help out, switching to any other browser than the one you're currently using may be the way to go.

If you're not sure which browser you're using now, take a look at Google's excellent whatbrowser.org. It'll tell you which browser you're using right now and even allow you to update it to the newest version (should there be a newer version than the one you're using).

You can [download Firefox here](#)

You can [download Chrome here](#)

You can [download Safari here](#)

Check Your Browser Extensions: Most browsers allow you to install third-party extensions that "add" functionality to the browser. Some extensions are useful. Many are not.

You may have installed an extension to your browser without even knowing it and some extensions can interfere with programs like ours. So it can't hurt to open up the settings for your browser extensions and turn any / all off them to see if this allows you to upload images without trouble.