Can't upload from the mobile browser?

If you're having issues getting your transfer off the ground when you're using your mobile device, this article should help you out.

Before we dive in, please note that our service is best accessed from a desktop or laptop computer, so if you're able to transfer your files from a computer instead of a mobile, you should.

That being said, if you're having problems uploading your transfer via your phone or tablet's browser, read on:

- Firstly, we should tackle the obvious: are you connected to a WiFi or mobile network? Can you access other websites, or apps? When uploading from a mobile device, it's important that you don't change location or move around your current location too much - depending on the strength of your connection, this may cause the upload to drop or fail.
- Secondly, try another browser, or your own browser's Incognito or Private browsing mode.
- If any of your transfer's files are on a cloud folder, or external storage, move them onto your device's physical storage, and try again. Apple's got instructions for this here, and for you Android folks, here's Google's instructions, too.
- In a similar vein, please double-check that none of your transfer's files are being opened or used by another app, maybe one sneakily running in the background!
- If you're uploading multiple files, we'd recommend that you create a .zip folder before you tap 'Transfer'. We recommend an app called WinZip for this process.

If you're still having trouble, please don't hesitate to reach out to us here.