

# Open & download attachments in Gmail

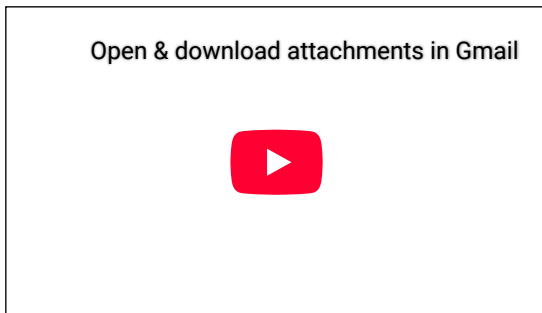
When you get an email with an attachment, you can download the attachment to your device.

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## Downloading options



For this same video with audio descriptions, go to [Open & download attachments in Gmail](#) .

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### [Download an attachment to your computer](#)

1. On your computer, go to [Gmail](#) .
2. Open a message.
3. At the bottom of the message, hover over the attachment.
4. Click Download ↓.

#### **Tips:**

- If you use Google Chrome, [learn how to download a file on Chrome](#).
  - Your browser saves attachments to a download folder. Check your browser's settings to find your downloads.
  - If your computer supports it, you can also drag photos and attachments to your desktop.
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### [Download to Google Drive](#)

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### [Download a photo inside an email](#)

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### [Open an Office file attachment in Docs, Sheets, or Slides](#)

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## Include attachments when replying or forwarding

Attachments are included when you forward a message, but aren't automatically included when you reply to a message.

To include the original attachments when replying:

1. On your computer, at the bottom of the reply box, click the Down arrow ▾ .
2. Click **Include original attachments**.

To remove original attachments when replying, go to the right of the attachment, then click **X**.

## Attachments won't open or download

**Important:** If the sender turned on confidential mode, you won't be able to copy or download the message text and attachments.

If attachments won't upload or download, try these steps in order:

1. On your computer, check that you're using a [supported browser](#).
2. Try turning off extensions you have on your browser one at a time.
3. Clear your browser's [cache and cookies](#).

## Learn about suspicious attachments

To protect your account from potential viruses and harmful software, Gmail notifies you about suspicious attachments in the email. An attachment may be suspicious because:

- **The attachment allows unverified scripts:** We can't confirm that the message's attachments are safe to open. If you open the attachments, there's a chance malicious software will run on your computer or device.
- **The attachment is encrypted:** Some attachments, like documents that require a password to open, are encrypted and can't be scanned for viruses.
- **The attachment includes emails (.eml):** While we check the message and .eml attachments for spam and viruses, we can't confirm that the sender in the .eml files actually sent those emails. [Learn more about authentication](#).

If the email looks suspicious, don't reply and don't download the attachment. You can:

- [Report spam in Gmail](#)
- [Report abuse from a Gmail account](#)

If the email is from someone you know and trust, ignore the warning.

## Related resources

- [Send attachments with your Gmail message](#)
- [Send Google Drive attachments in Gmail](#)

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Need more help?

Try these next steps:



**Post to the help community**

Get answers from community members