

Customer Portal: Configurable Attachment Visibility

Last updated by | David Mishler Gomocha | Oct 1, 2025 at 11:45 AM GMT+2



Customer Portal: Configurable Attachment Visibility

 41097 As an organization Admin I would like to define what attachment types will be visible in the FSP Customer Portal | Done

Description

Efficiency

- Control What Customers See with Smart Attachment Filtering

What it is

- Configurable Customer Portal Attachment Visibility

What it does

- Allows organization admins to control which attachment types are visible to customers in the Customer Portal by setting visibility rules for each attachment category (photos, documents, videos, etc.).

Why it Matters

- Not every document should be visible to customers. Internal notes, technician reports, warranty information, or sensitive technical diagrams need to stay private while customers should see invoices, service reports, and final documentation.
- Without attachment filtering, you risk exposing confidential information or overwhelming customers with irrelevant files.

Value

- Protects sensitive internal documentation from customer view
- Improves customer experience by showing only relevant attachments
- Reduces customer confusion with filtered, purposeful document access
- Maintains workflow flexibility for internal team documentation
- Provides admin-level control over information sharing

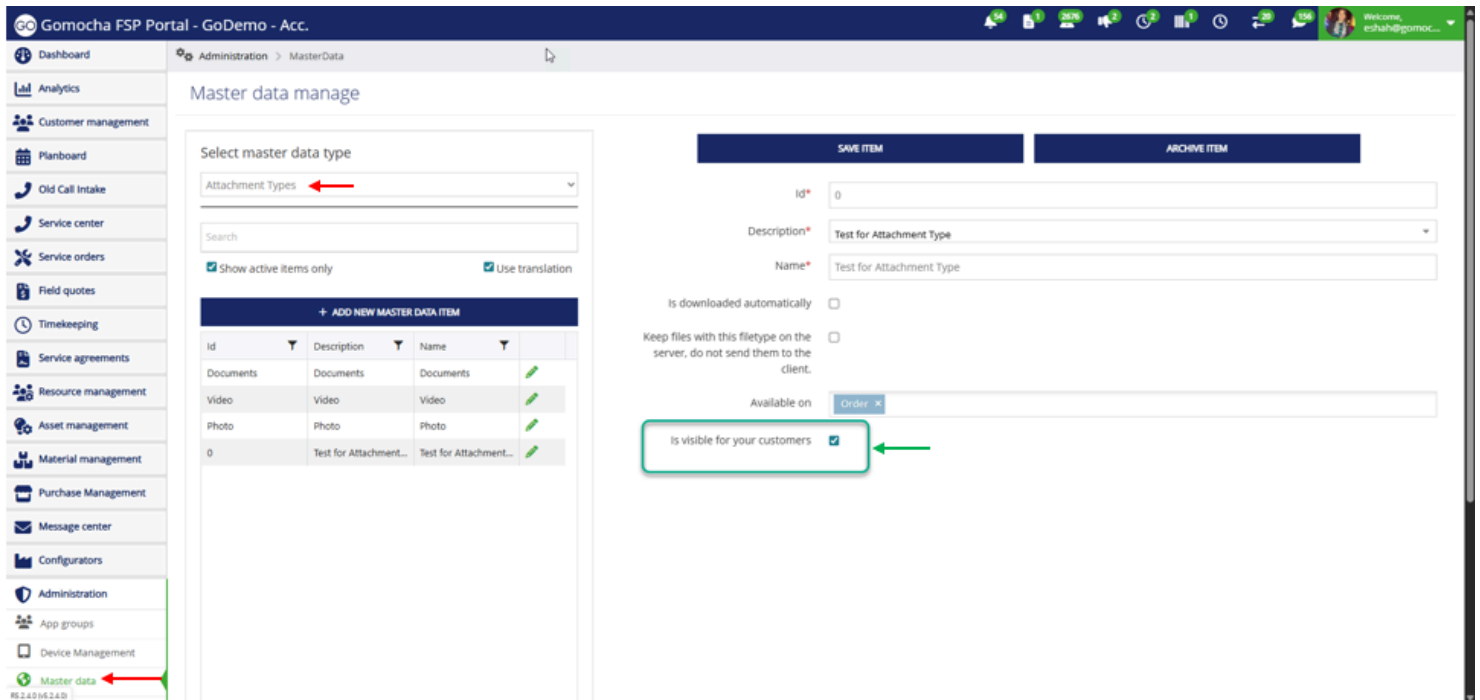
Where it Fits in Gomocha FSP

- Digital Transformation

Configuration Step

To define what attachment types will be visible in the FSP Customer Portal:

- Gomocha FSP Portal > Administration > Master Data > Attachment Types
- Edit (or create new) > Enable (disable) **"Is visible to your customers"** flag



Expected Result:

- All attachment types, both existing and new, will be displayed/not displayed in the Customer Portal based on their visibility flag setting

Output

Example: Photo Attachment Types (See images below)

- In the Customer Portal, open an order and confirm that a **Photo** attachment is visible.
- In the Gomocha FSP Portal, navigate to **Master Data > Attachment Type > Photo**.
- Disable the "Is visible for your customers" flag and save the changes.
- Return to the Customer Portal and open or refresh the same order.
- Verify that the Photo attachment is no longer visible.

Acceptance EnvGomocha WikiGomocha Team Site...Academy WikiNew folder

Order Data

Order number2307095:1

Work Order Number-

Activity typeBreakdown

Order statusUnplanned

Timeslot picker

Pick a timeslot

Address

House number17

House number Addition-

StreetWijgenlaan

CityAlphen aan den Rijn

State-

Zip code2404EA

CountryNetherlands

Status date and time

Status date and timeNov 1, 2024, 1:15:30 AM

Remark-

Duration1 hour, 0 minutes

Reported date and timeFeb 20, 2023, 2:29:33 PM

Customer reference-

Problem-

Start date and timeOct 31, 2024, 12:21:55 AM

DescriptionTest FMP360 SubCo Connector

Timeslot startdate-

Timeslot enddate-

Attachments

Filename	Description	Upload date
CCapture (2)_2023124142215618.jpg		2/24/2023, 2:27 PM

Asset

Discussion messages

Add message

DemoAdmin DemoAdmin

Posted on: 12/6/2024, 3:14:34 PM

And the other way around?

David Mishler

Posted on: 12/6/2024, 3:14:24 PM

Same thing

David Mishler

Posted on: 12/6/2024, 3:13:35 PM

RabbitMQ is amazing

AdministrationMaster Data

Master data manage

Select master data type

Attachment Types

Search

Show active items onlyUse translation

ID	Description	Name	
Documents	Documents	Documents	✓
Video	Video	Video	✓
Photo	Photo	Photo	✓
0	Text for Attachment...	Text for Attachment...	✓

Upload files

Drop files here

MPPhoto

DescriptionPhoto

NamePhoto

is downloaded automatically

Keep files with this filename on the server, do not send them to the client.

Available onSelect List...

is visible for your customers

Available on

Select List...

Is visible for your customers

Order Data

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Asset

759376 - Cooking unit - 1234

Sla end-

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