

HEIC - Make sure uploads work from your Mac, iPhone, and iPad

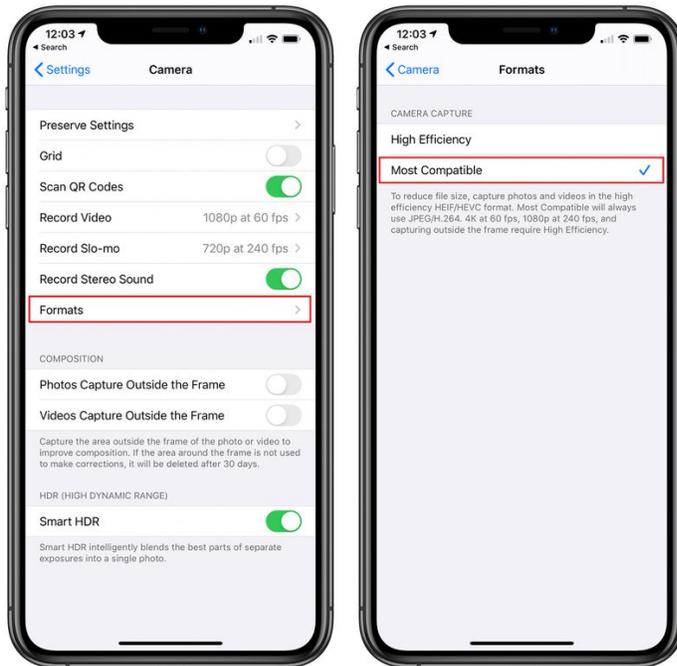
HEIC stands for High-Efficiency Image Codec and is used by Apple to store photos and additional data. It has become an industry standard; however, some programs can not read or accept the file format.

Avoiding HEIC

Here are a couple of quick steps to take if uploading a photo.

iPhone

- **BEFORE** taking a photo: Disable HEIC capture in iOS and iPad;
 - in **Settings > Camera > Formats**, choose **Most Compatible** instead of **High Efficiency**. This causes iOS to store photos in **JPEG** format.



- **AFTER** taking the photo:
 - Open **Photos**, tap the **Share** button, and tap **Mail** to send the image to yourself. This process automatically converts the image to **JPEG**.
 - In **Mail**, select the **message**, tap to **download** it, and then press and hold the image.
 - Finally, choose **Save Image** to put it back into **Photos** as a **JPEG**.

Do not AirDrop to send it to another Apple device **or Save it to Files** from within Photos: both transfer methods preserve the HEIC format.

Mac Computer

Use the **Preview** app to open the **HEIC image**. Then, choose **File > Export**, select **JPG format**, and **save** it on your desktop.

Windows Computer

Use the Windows **Photo** app to open the **HEIC image**. Then, choose **Edit > Save a Copy**, select **JPG format**, and **save** it on your desktop.