

## HEIC - Avoiding HEIC Uploads

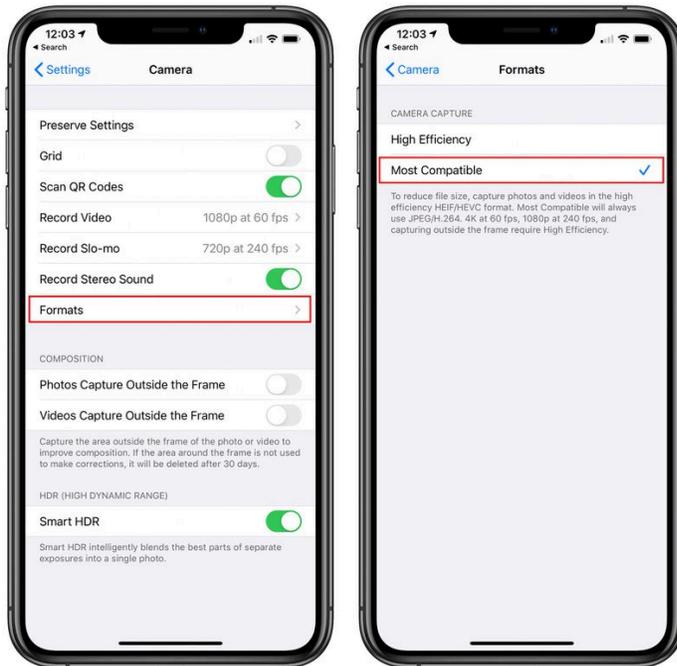
HEIC stands for High-Efficiency Image Codec and is used by Apple to store photos and additional data. It has become an industry standard; however, some programs can not read or accept the file format.

### 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**, select "**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, select Save Image to restore it to **Photos** as a **JPEG**.

**Do not use 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** the file to 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.