



# ImageShare

## Frequently Asked Questions

### **Q: Why do I need a username?**

A: ImageShare 2.0 offers more functionality and security. You can rest assured knowing all ImageShare users have been verified with an email address confirmation process. This gives users the ability to upload to multiple projects without signing out as well as view their upload history.

### **Q: How many images can I upload at one time?**

A: You can now upload up to **five (5) images** at one time. You can apply a caption to all of the images collectively or swipe left and right to caption your images individually.

### **Q: How can I tell which images I have been previously uploaded?**

A: Select **"My Project Photos"** from the home screen to view images previously uploaded to your project(s).

### **Q: I have students at two schools. Can I upload to more than one project?**

A: Yes! Select **"Add Project"** from the menu bar and enter the school project number and upload code (if given).

### **Q: Can I change my ImageShare user password?**

A: Yes. Select **"Settings"** from the menu bar to change your password.

### **Q: I need to restrict a user from using ImageShare. How do I deactivate a user?**

A: In StudioBalfour, select **Book Status > Project Info > Project Users**. Locate the user in the list, and select the red double arrow to the left of their name. Change their Project Role to **"disabled"** to restrict their access to ImageShare.

### **Q: I cannot login. It says my password is incorrect.**

A: Your best option is to reset your password by choosing the **"Forgot Password"** link from the login screen. Yearbook Staff members: Once you reset your password through ImageShare, it will become your new password across all our systems, including StudioBalfour and StudioWorks.

### **Q: I uploaded images in the past, but now I am getting an error when trying to send images. Help!**

A: Your yearbook adviser may have changed the upload code, and you may need to update it in your app settings. From the main screen, select the small down arrow next to your project name and choose **"EDIT"** to update the code.

### **Q: I am the adviser. How do I access my images?**

A: For StudioWorks users, images can be found in the **Public Upload** gallery in the Content window.

MyYear users can find images in the **ImageShare** gallery.

BalfourTools users will need to download their images within StudioBalfour by going to **Build A Book > Files to Balfour > Retrieve Cloud Files > ImageShare**.

*If you have additional questions, please contact Customer Support by emailing [support@balfour.com](mailto:support@balfour.com). Include your school's name and project number in your email so we may better serve you.*