

## Frequently Asked Questions

### What if I DON'T want my photo to be cropped?

To avoid cropping, choose a print size that matches the aspect ratio of your photo. For example, images from most point-and-shoot digital cameras fit best on a 4 x 5.33 inch print, whereas 35mm film and most DSLR images fit on a 4 x 6 inch print. If there is no matching size, click the magnifying glass icon on the photo and choose "Shrink image to print size." **Note** that with the shrink option, your entire photo will be printed, but with white bands on two sides.

### I placed an order for a Foto Gifting product and I would like another copy, can I have it reprinted?

All your projects are saved on Foto Depot. You have two options if you want to have something reprinted.

1. Copy the order you already placed. To do this, go to [fotosource.com](http://fotosource.com) and log into your Foto Depot account then click on the "Orders" tab along the top of the page. Here you will see all your orders listed. To copy an order put your cursor over the order you would like to copy and you will see a drop down menu with a copy option. Once you have clicked this, it is just a matter of sending through your order.
2. Make any changes to your project before you have it reprinted. Once you have logged onto Foto Depot, click on the "Projects" tab along the top. Here you can either edit your original or you can copy the project and make changes to the copy and keep your original as is. To copy a project, click on "copy" along the top of the page directly under the tabs. Next, click on the project that you want to copy. Once the system has copied your project you will be on the first page of the project. The title of the project will automatically be "Copy of your original project name". You can change this to anything you would like. You can then make any changes to the project that you would like and then place your order.

### How do I change my address?

To change your address go to [fotosource.com](http://fotosource.com) and log in. Once you are logged in, go to "My Account" and "My Addresses" in the top right corner. Here you can make changes to an existing address by clicking on "Edit Address" or add a new address by filling in the information and clicking "save".

Make your memories last a lifetime with **Foto Depot, Foto Source's** FREE online photo services solution!

**shoot**  
Shoot those precious moments for long-lasting memories!

**print**  
Print photos and Foto Gifts by ordering online!

**store**  
Store your images safely and securely on Foto Depot for FREE!

**share**  
Share your photos and projects online with family and friends!

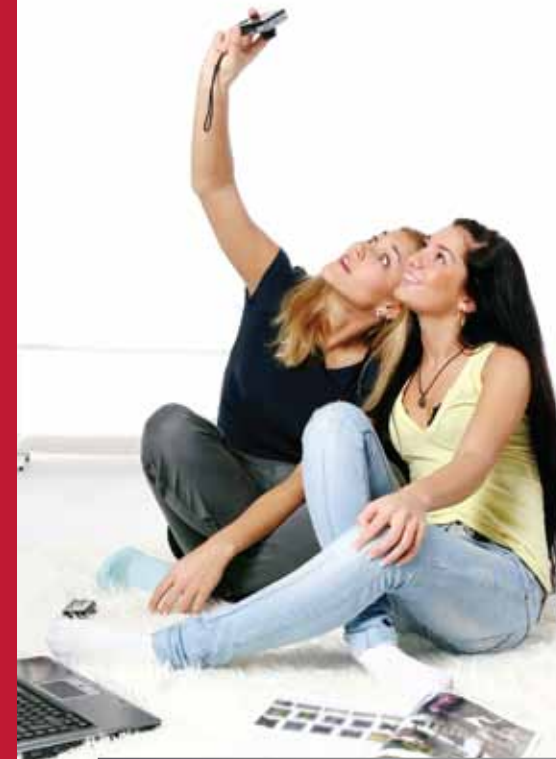
Visit [fotosource.com](http://fotosource.com) today!

**foto depot**

Get the **most** from your photos!

**foto depot**

Get the **most** from your photos!



## how to ...

- **get started**
- **upload** images from your computer and create folders
- **order prints**
- **share** folders, images and projects

**foto source**  
Focused on You™

## Make your memories last

a lifetime with **Foto Depot**, our free online photo services solution! Upload, print, store and share your photos with **Foto Depot**. Simply shoot and securely upload your images to **Foto Depot** for safe keeping. No worries of your computer crashing. Plus enjoy ordering professional prints and Foto Gifts online.

## Get Started

Getting started is easy, simply:

1. Go to [fotosource.com](http://fotosource.com) and click on "Foto Depot" or "Get Started".
2. Enter your:  
First name / Last name / Email Address (this will be your user name) / Choose Password / Re-enter Password to confirm / Then click "Start" button.

You are now signed up to use Foto Depot. After you have followed these steps and are returning to the site, simply log in by entering your email address and password in the "Already have a Foto Source account" section of the site.



## Upload Images From Your Computer and Create Folders

Now you can begin uploading images and creating folders.

1. Log in and click "upload pictures" in the "Options" box.
2. Create a new folder by checking off "new folder" (or upload to an existing folder by checking off "existing folder" and selecting your folder from the drop down menu).
3. You have the option of changing the "folder title" and "folder date", as well as adding a description. Click "Next".
4. Now click "Add files" and navigate to the appropriate directory on your computer to locate your pictures. Select your image files then click "Open". Repeat to add more photos. Your images will appear under "Power Uploader".
5. Click "Upload All" and once complete, your photos will have been uploaded to your folder.

## Order Prints

When you are ready to order Prints, simply:

1. Log in and click the "Prints and Enlargements" image in the carousel.
2. Click on the folder(s) you would like to print (they will turn red), then click "Next". Now click on the photos you wish to print or click on "Select all pages" if you wish to print them all.
3. Click "Add to Cart". Your photos will be displayed in the 4" x 6" section. Drag and drop the photos to change size. Select the number of prints, the paper finish (matte or glossy) and border/no border. Click "Check out". If it's your first time, you'll be asked to key in your personal information.
4. Review your order, select pick up or delivery and method of payment. Include special instructions in the "Comments" section.
5. Click "Place Order. An email will be sent to you when your order is ready.

## Share Folders, Images and Projects

Foto Depot offers an easy solution to share your photos and projects with your family and friends.

1. Log in and click "Share your photos or projects" in the "Options" box.
2. Select the folder you wish to share by clicking on it (it will turn red) then click "Next". Click on the photos you wish to share or click on "Select all pages" if you wish to select all your photos. (You could also select a project by selecting the "Projects" tab, then selecting the project.) When finished, click "Next". It will take you to your "Sharing Contacts" list where you can add the contact information for those you wish to share your photos with.
3. Click "Add Contact" and "new", and then enter requested information. Click "Share". If you are already sharing with someone, check off "Sharing with me", then choose the person from the drop down list and click "Share". They will now be in your "Sharing Contacts" list.
4. You can now choose to send an email by clicking "Compose email". This will send your Sharing Contacts an email with a link so that they can register on Foto Depot and see your photos. If you are already sharing with them, you can just click "done". Your new folder, photos or project will automatically be displayed when they log into Foto Depot.

**NOTE:** Please note that when sharing, you are sharing your selected folders, photos or projects with everyone on your Sharing Contacts list.

## Frequently Asked Questions

**I forgot my password and cannot sign in, what can I do?**

If you have forgotten your password, you can have it e-mailed to you. Go to [fotosource.com](http://fotosource.com) and click "login" in the top right corner or click on the Foto Depot section. On either page enter your e-mail address in the login section and click the "forgot password" button. This will trigger an e-mail to be sent to you with your password information.

**Is there a limit to how many photos I can upload?**

There is no limit to how many photos you upload to Foto Depot. The more the better so that they are safe if something ever happens to your computer. Plus, once they've been uploaded, it's easy to make prints and Foto Gifts.

**Is there a size limit to the photos I can upload?**

Files must be 10MB each or smaller to upload to Foto Depot.

**I have a promo code, how do I use it on my order?**

To use a promo code, begin by creating your order. Be sure to include the products required or the minimum order amount for the promo. Once you have completed putting your order together, click "Check out" at the top of your page. On the next page you will be asked for payment details, what store location you would like to place your order with, a comment section and a place to enter your promo code and apply it to your order. Once you have reviewed your cart and everything is correct simply click "Place Order".

**Can I edit my pictures on Foto Depot?**

Yes, you can. To edit a photo anywhere on Foto Depot (when viewing pictures or working on a project), put your cursor over the picture and click on the magnify glass to enlarge the image. When the photograph fills your screen, an Options Bar will be displayed above the photo. Click on the pencil icon to activate Picnik to edit your photo. When you have edited it, you will have the option to save as a new file or to save over the current one. Please note that if you save over the current file, it will affect this photo in any project that you are using it in (orders that have already been placed are not affected).

YOUR  
**Digital**  
SOURCE™