

FAQ/TROUBLESHOOTING

■ **Where can I see my design/proof?**

You can preview your design by clicking the “update” button in the preview pane. Once your image is uploaded, you must click the “Apply” button, then click “Save” once prompted to return to the mail ordering screen.

■ **Why is my design/proof not loading?**

Click “update” button, select “basic image view” instead of “Enhanced View” in the bottom corner of the preview pane.

■ **What do I do if I have an error message when uploading photos?**

Refresh your page and try again, or clear your browser’s cookies, close the tab out, then reopen to try again.

■ **I changed my design option, but my new preview doesn’t load.**

If you do not see the “update” button to preview the new design, please refresh the page and start again.

■ **I’m having trouble editing images on my phone.**

If you are having issues ordering via mobile, please use an iPad or desktop for an easier ordering experience.

■ **I’m unable to complete my order.**

If you see a button in your cart that says “version” or “proof”, please click to return to proof/approve your design.