



CLIENT GALLERY IMAGE DOWNLOAD + ORDER GUIDE

THANK YOU
FOR
INVESTING
WITH US!

YOUR PHOTOS ARE READY...
NOW WHAT?

ACCESSING YOUR GALLERY

We will provide you with a gallery ID and/or password. Your photographs are stored on Zenfolio servers (this is the service we use) and are ready to be viewed and downloaded whenever you like. All videos will be sent through email through the use of wetransfer.com. In addition to keeping your files safe on our gallery site, we also have all of our media files saved to a cloud storage service to safe guard your files.

ORDERING PRINTS & PRODUCTS

We offer a variety of prints and products that you may order through your gallery.

We want to provide you with as many opportunities to use your images and provide you the freedom to choose to print with any other service.

If you would like to consider other options, here are some places you can check out for ideas on custom projects and prints:

www.Etsy.com
www.mpix.com



DOWNLOADING DIGITAL FILES

1. Go to your gallery and enter your password.
2. Once inside your gallery, press "Select Photos" in the menu bar.
3. A "Download" option will appear in the menu bar. Click "Download".
4. An option box will open. To download all the photographs in the gallery, click "Download entire gallery."
5. Depending on what internet browser you are using, the photographs will either start downloading automatically or a dialogue box will appear like in the image below. Your photographs will now download to your computer.

Do not download files on any device/mobile phones. In order to download the highres files this must be done on a computer/laptop. Once you are in your gallery, click on the 'Select Photos' button and begin to choose which photos you would like to select. You will then click on the 'Download' button at the top next to where you clicked on 'Select Photos'. Your photos will then be downloaded for personal use. There is no download limit for personal galleries. Feel free to share with family and friends.

Downloading Multiple Photos from your Gallery:

When downloading multiple images at once, the images will need to be bundled together into one or more zip files. You can download the zip files now by clicking on the link that is displayed after requesting the download. Please note that this requires a fast and stable internet connection especially for larger downloads.

How to Download from a Gallery on a Computer:

Go to your gallery. Click on the image you wish to save. Hover your cursor in the upper left corner of the photo and click on Menu. Select Download and choose the image size you wish to save. If you do not see the download button, please contact us.

How to Download from a Gallery on a Device:

Go to the gallery in your photographer's site using a mobile device. Tap on the image that you would like to download. This part is important as it is not possible to download from the screen where there are multiple images displayed at once. Tap the Download icon in the bottom right corner of the image.

HOW TO ORDER PHOTOS

1. Create a Client Profile.
2. Find a photo you like. Select "Buy" on that photo.
3. Choose from the photo options, such as Digital Download or Prints.
4. Each item will be added to your Cart.
5. During checkout, the website will have you read and agree to a copyright agreement. The copyright protection is to prohibit someone from profiting from my photos without my permission.
6. Digital Downloads are high resolution .jpeg files. These may be used for posting on social media. Please tag us! We love seeing you post your photos!
7. Digital Downloads can also be taken to the print shop of your choice to make prints, posters, t-shirts or other items.
8. As soon as you submit an order, we will receive an e-mail to approve the order.

TIPS

- When creating a book or album, be sure to add it to the shopping cart right away to ensure you avoid running into errors with browser caches.
- In order to select your favorite photos, you will need to create a client account.

PRINTING RELEASE

While we do provide you with a printing license, if a print lab that you go to requires a Printing Release, please email jeremiah@stavnemedia to request one. Most companies will not require it but we have received requests for the Walmart Print Lab. While there are many affordable options for printing, the quality of the print itself and the product really do reflect the digital work that the photographer has created. The colors are more likely to be off and more wear and tear may occur. We recommend using our quality print labs to guarantee that what you see in your final product will be what you get on your print.

CONTACT

Please reach out to us if there is anything we can do to help you with downloading or ordering your prints.
Send us a text, email, or call!

715-431-0831 - Jeremiah
jeremiah@stavnemedia.com

714-431-0142 - Bek
bek@stavnemedia.com