Helpful Hints

This document is meant to provide helpful information for properly using features of Members Only and configuring your browsers to maximize use of Members Only and Online Design.

Browsers

For a more detailed list of settings that can help maximize browser use, contact Computer Support at 800-369-1530 or computer.support@walsworth.com.

• Add **Auto History Wipe** to the Google Chrome Extensions (clears browsing history and cookies when Chrome is opened).
• Always check to see if pop-up blockers are disabled or managed.
• Do not open multiple tabs to other applications or websites when working within Online Design. This will often cause crashes with the browser’s memory.
• Update Flash to minimum **version 21 or greater** to alleviate any Flash Player zero threat.
• Always use Adobe Reader/Acrobat for PDF viewing.

2017 Supported Browsers

**Mac**
- Safari 6.1.5
- Google Chrome 43 or greater
- Mozilla Firefox

**Windows**
- Internet Explorer 10 or greater
- Google Chrome 43 or greater
- Mozilla Firefox

Members Only

**Staff and Permissions**

• Do not use student ID numbers when creating new Online Design users. Numbers are reserved by Walsworth for main accounts.
• When creating a staff account in Members Only, be sure to click on **Set Job Access** and pick the appropriate years to limit the number of years accessible.

**General**

• Customers can contact their CSR directly by clicking on the Contact Information button at the bottom left of the Members Only page beside the image of the CSR.
• Change the default password only after a successful first log in to Members Only. This ensures that your login process is initially successful and helps to prevent login issues.

**Marketing Central**

• Non-Buyers can be viewed in Marketing Central. See information on page 3 to update if a name appears on the Non-Buyers list and a purchase was made.
• All student information must match exactly to the Student List for an item to be listed as a purchased item (yearbook or ad).
• When exporting a list in Marketing Central, you are unable to export Homeroom categories.
Sales Central / Sales Details

- To see which sales were made online or in-school, use the Sales Source filtering under Sales Details.
- Online Sales, Namestamp or iTag entries cannot be edited in Sales Details.
- When adding data to an existing student sale, go to Sales Details, locate the student, then click Edit at the bottom of the window to add/remove/edit the options. Do not use Enter Sales to Student as this will create a duplicate order.

Sales Setup

- To set up sales dates and pricing, click on the Sales Central button (Start Setup Wizard) in the middle of the Members Only page or the Online Sales box in the top right. This information must be entered regardless of whether sales will be made using yearbookforever.com.
- Some states automatically have taxes taken out for online sales (NY, WA, KS, NC); tax liability cannot be disabled for these states.
- After setting the pricing and sales dates for Yearbook or Ad Sales, be sure to click on the Save button at the bottom of the window to retain all changes.
- Do not de-select the Sell Online options for Yearbooks or Ads at any time once sales begin or even after they have ended. This removes the online sales from Sales Central and removes any ads purchased online from the Retrieve Online Ads area in Members Only.
- Do not remove pricing and dates for yearbook or ad sales once sales begin or even after sales have ended. This should only be done for future dates of purchase. Removing these dates or totals will affect the totals that show in the Revenue area under Sales Central.
- Price change increases take place at 11:59:59 Central time.

Ads

- Be aware that special characters/foreign languages may not always display correctly in the completed ad. Even if using a program like Microsoft Word and pasting into the ad template, there is still no guarantee the special characters will display. Encourage purchasers to carefully view their ad before finishing the purchase.
- With Have the School/Walsworth Design My Ad and/or Design My Own Ad online orders, the images used in the final completed ad automatically transfer to Online Design; any text will have to be copied from the Retrieve Online Ads area in Members Only.

Community Upload

- To confirm images are being uploaded to the current year account, go to the current year's Members Only page to set up or review Community Upload. See additional instructions on page 3 for Community Upload.
- If transferred image(s) do not appear in an Online Design Photo Album, check the image settings in a photo editing program like Photoshop.

Yearbook Snap

- If the school name does not show in the search list, swipe the screen to refresh and then retype the school name in the search area. The names should populate in the list.
- Ensure that the app has properly updated. You may need to clear the application’s cache.
- Uninstall and reinstall the app for proper updating.
**Non-Buyers List**

If a student purchased a yearbook or ad and still appears on the Non-Buyers List, the issue could be a discrepancy between what was entered for the order (i.e., spelling of name) and the student list that was uploaded to Members Only. The steps below can help remove those names to ensure purchase reminders are not emailed to purchasers for a yearbook or ad.

1. Log in to Members Only, and then click on **Marketing Central**.
2. If a Student List has not been uploaded, an option to do so will be presented.
3. In Marketing Central, the Non-Buyers list will provide a list of students from the uploaded Student List.
4. If a student who made a purchase is showing that no options were bought, that student name can be removed from the Student List.
5. At the bottom of the screen, click on the **Students** link under Edit List Details.

6. Once the list opens, click on the name of the student(s) who have purchased options. Click the **Delete** option. This removes the student from the Non-Buyers list and helps to ensure no reminders are sent to them to purchase.
7. Once completed, click **I'm Finished** to close the window.

**Community Upload**

To enable Community Upload for use with Yearbook Snap and the online Community Upload link on yearbookforever.com, follow the instructions below:

1. Log in to **Members Only** and click on the **Community Upload** banner in the middle of the Members Only home screen.
2. In the Community Upload home page, click the **Turn uploading on** link to enable Community Upload for Yearbook Snap and the Community Upload link at yearbookforever.com.
3. Enter an access code (password) for all users who need access to Community Upload.

![Image of access code interface]

**Note:** All Community Upload image uploads default to the 2017 job number, regardless of whether you are still working on your 2016 yearbook.

4. Images received in Community Upload will appear under the selected 2016-2017 drop-down option.

![Image of community upload interface]

5. To upload images to Online Design, select one or more images in the window; images will show a blue border when selected.

6. Verify the number of images you have selected, and then click on Send to Online Design (be patient as this can take awhile). You can also Download or Delete images from this option.

![Image of image selection interface]

7. Once the images are sent to Online Design, you will receive an email confirmation that displays the number of images.

![Image of email confirmation]

Note: If this number does not match the number of images selected, it may be due to image formatting. Download the images and check them in a program like Photoshop to ensure they are the correct format for Online Design uploading.

8. Images that are sent to Online Design will appear in the Sent window when the Sent drop-down option is selected.

9. To confirm images have uploaded to your 2017 Photo Albums in Online Design, open Online Design, select the Photos tab, and then select the Photo Albums sub-tab.

10. Locate the folder that was selected from Community Upload to send the images to Online Design. Your images should all be visible when you select the corresponding Album name.