


FAQS


How to download images that are available for download

MOBILE APP:


Clients will receive an email that proofs are complete and ready for viewing. At the bottom of the “invitation to view” email it reads “To save photos to your phone, download the free Photo Moments app for iOS and Android then click here to view the gallery”

- Log in to your gallery with the password assigned.
- Select an image.
- To download that image there will be a box at the bottom with a down arrow through it  . Click on that.
- Chose to save in low-resolution, high resolution or original.
- The image will be saved to your device.

DESKTOP:

- Select an image.
- Either above the image, or in a pull-down menu in the upper left corner, select the  button or the “download original”.
- Follow prompts to save to your computer.

HOW TO CREATE A FAVORITES FOLDER AND SUBSET FOLDER

- Create an account
- On each image you like, click on the ‘heart’ icon  or menu option located above or in the left corner of the image.
- Name your folder.

Subset folder “to be edited” or alternate favorites folder

- To create a sub-set folder, go to the upper left corner and “add new set” then pick your images to be edited based on the session you purchased. Name it “To be edited” or something to differentiate it from your big favorites folder.
- Once complete, click on that new subset folder to see your select favorites.
- In the upper right corner locate the button “SHARE FAVORITES”. Select it.
- Further select “Share to photographer” and add any notes you might like to include.
- An email notification will be sent to me “A new set of favorites has been shared with you”