

# Edge Quick Tips

## Q: What do I do to get started?

A: Click on the **Getting Started** tab on our website. Go to **Create an Account** and click through to the registration/login page. Click on the word “here” as it is a hyperlink that will take you to the next step.

The image shows a screenshot of a web browser displaying the registration page for 'the edge'. The page title is 'CUSTOMER INFORMATION - Page 1'. The form includes fields for Contact, Studio Name, Email Address (with a '2nd' label), Street Address, City, State, Post Code, Country (set to Australia), Phone, and Fax. Below this is the 'CREDIT CARD INFORMATION' section, which includes a note '(Use of Other Method as payment type needs to be established with Customer Service)', a dropdown for Credit Card Type (set to Visa), and a field for Credit Card #. A 'Continue' button is at the bottom of the form.

Next you will need to fill out the **Customer Information form**. Please make sure you fill in each field including the **Studio Name** field. If you do not have a studio please enter your name.

You are then required to provide your credit card details.

\*there is currently an error when entering expiry dates after 2015. If your card expiry is after this date please choose 2015 and we will update your card information when payment is required.

Click on **Continue** and enter your password.

\*If after this step you get an error please click continue again and it should resolve itself.

## Q: I have a Mac and Edge Express is not downloading, what should I do?

A: If you are running “Lion”, “Mountain Lion” or “Maverick” you will need to download the software via this link:

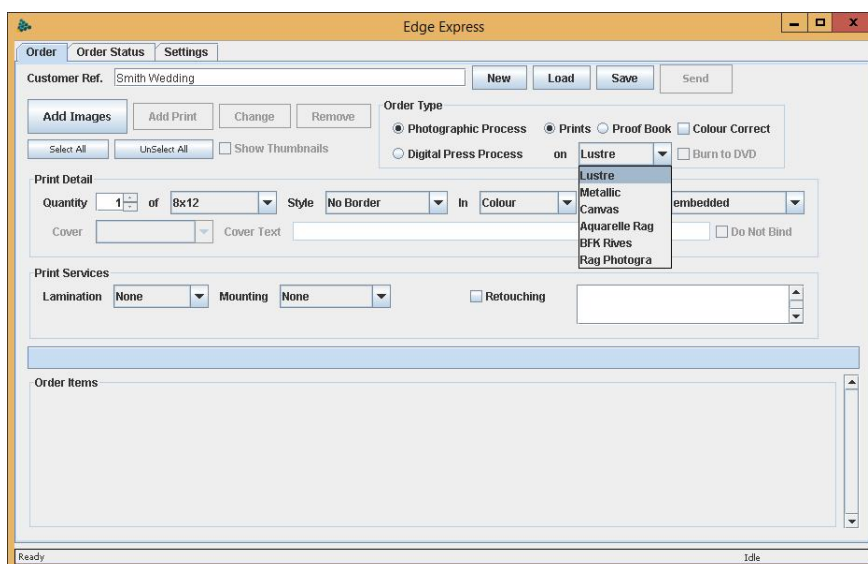
<http://www.theedgephoto.com.au/edge%20express.zip>

1. Make sure Java is updated
2. If you have an existing Edge Express folder (found in Applications folder) this needs to be deleted.
3. Go into your Security and Privacy settings under the General tab, the option “ANYWHERE” must be selected in the Allow Applications downloaded section. If this is greyed out you will need to unlock that option by entering your Mac password.
4. While in Security and Privacy settings, go to Firewall. This must be switched “OFF” (Be sure to go back and turn this on once the software has downloaded).
5. Download the zip folder, the file will unzip automatically (can be found at the bottom of our Order Online page)
6. Drag the entire downloaded Edge Express folder in your Applications folder.
7. Click on the Edge Express Application file. (It’s the orange circle icon).  
It will then prompt you to enter your Customer ID and Password.

## Q: I have installed the software, but how do I make a job?

A: Follow the steps below to create a job to send via Edge Express.

1. Check all your details are correct under the Settings tab. Choose a shipping option. Click SAVE.
2. In “Customer Ref”, change Project 1 to something more meaningful. This can be anything you like and is a great way to track specific jobs eg “Smith Wedding”, “Ryan Cake Smash”
3. In Order Type, choose the printing method, paper and if you require colour correction tick that box.
4. Under Print Detail, select the size of the print you wish to order, select the style, profile (can be usually left as Embedded). You can then add any additional print services you require such as lamination or mounting.  
**\*NB:** if your image size is not available in the drop down box, ensure your image is sized at the size you would like to print and at 200dpi. Choose **Dynamic** (the very bottom option)



5. Next, click on the button that says “Add Images”, and browse to where the images are that you want to order for that particular size. Repeat for each subsequent size. There is no limit on how many sizes you can put in one order.  
**\*NB:** DO NOT use any illegal characters in the file or folder names such as ^”&=><?({})[]]-. Using these will cause an error with the upload. It is also important to keep your file names under 15 characters.
4. When you are ready to send the job, hit the “Send” button. You will get a pop up window where you can type in Order Instructions (please DO NOT use illegal characters), and then click “Upload Files via the Internet”. The software will automatically connect to the lab and upload your job. In the bottom right corner of the window, the green upload meter will change to grey when complete.  
**\*NB:** The Shipping Window is a preview window only. It cannot be edited. Use the Order Instructions window for any additional information regarding shipping.