

## Frequently Asked Questions



### STUDENT LIST

#### Q: What if we usually do not share email addresses?

**A:** Some administrators have privacy concerns about providing directory information. FERPA is the “Family Educational Rights and Privacy Act” and it states what information schools can release and to whom. Language exists in FERPA that calls out “companies that publish yearbooks” as approved organizations that can request directory info and to which it can be released without written consent from the parent. *You can read more here:* <https://www2.ed.gov/policy/gen/guid/fpco/ferpa/mndirectoryinfo.html>

#### Q: Can I use EZPix if my student list doesn't have email addresses?

**A:** No, the email address is required. To create a secure personalized link for each student, the email address for the parent/guardian is needed.

#### Q: Can I have more than one email address per student?

**A:** Not at this time. The Student List does not support alternate email addresses on individual student records.

#### Q: Can the Student List information be modified after it is uploaded?

**A:** Yes, the student list upload creates a record in the Student Manager database. The information can be modified individually for each student.

### FORMATS

#### Q: Does EZPix work on all browsers? What about tablets, iPads or iPhones?

**A:** EZPix is hosted on a website and compatible to any device that can access the site. More exact control will be possible when using the cropping tool on a computer than on a mobile device.

#### Q: Is EZPix compatible with Balfour's software?

**A:** Yes, the system is compatible with all of our software.

#### Q: What file formats are acceptable for upload through EZPix?

**A:** The upload will accept PNG and JPG images. When uploading images, files of other formats cannot be selected, ensuring only compatible images are loaded in the system.

#### Q: Will photos with low resolution be allowed?

**A:** The cropping tool embedded in the upload screen checks the cropped image for appropriate image resolution for printing press standards.

#### Q: How big are the images uploaded through EZPix?

**A:** EZPix adheres to Printing Industries of America (PIA) guidelines for digital portraits. The final images are 640x800 pixels (.8 aspect ratio). This file size is recommended for printed images less than 12 picas by 16 picas (approximately 2 x 3 inches).

#### Q: What format are the photos when downloaded?

**A:** The photos will download as high-resolution JPGs in RGB format.

### SUBMISSIONS

#### Q: Who is responsible for the content of the photos uploaded?

**A:** The parent is responsible for the photo submitted. We recommend reviewing all photos for compliance with school policies.

#### Q: What if the parent does not receive the email or loses their custom link?

**A:** You can resend emails through the marketing campaign. For security, the link is generated dynamically through the system and not otherwise accessible.

#### Q: Can eMarketing send follow-up request to parents who have not submitted a photo?

**A:** Absolutely! Part of the power of the process is the ability to filter the student list to only students without a portrait submission. Send as many emails as necessary.

#### Q: Does sending a follow-up request go only to those without a portrait submitted, or to all parents?

**A:** Students portrait status is automatically tracked in the Student Manager. You can send multiple requests for portrait submission. Each time you send an email, select “No Portrait” from the Group list to filter to only those students without portraits.

#### Q: Can a submitted photo be replaced by the parent?

**A:** The upload link is for one-time use. To replace the image, the parent will need to contact the yearbook adviser to provide an alternate image. The choice to accept a replacement is up to the adviser.

**Q: Can a parent see the photo after upload?**

**A:** The custom link is for one-time use. After the parent submits the portrait, the link will take them to a view-only page to see the uploaded image. The link is accessible until a portrait is submitted or the link is disabled by the adviser.

**Q: Can the adviser extend the photo submission deadline?**

**A:** Yes, the adviser has control to enable and disable the upload links. The adviser can choose to extend the deadline for the parent.

**Q: Will parents be able to upload photos all year long?**

**A:** The adviser controls the length of time that photos can be submitted. To disable the ability to upload portraits is located in StudioBalfour > Summary > School Information.

**Q: When the adviser downloads the portraits, do the images remain in the system?**

**A:** Yes, the portrait becomes a permanent part of the student record, accessible to the adviser on StudioBalfour. The parent can use the original link to return to the submit page to see the photo submitted.

**Q: Does the parent receive a copy of the cropped, submitted photo for their records?**

**A:** No. However, the parent can click on the original link to return to the submit page to see the photo submitted. The photo cannot be changed by the parent after submission.

**Q: What if the parent does not submit a photo by the submission deadline?**

**A:** We recommend reaching out to parents that have not submitted a photo through all means available to you. Flyers, the school website, social media, text messages, etc. We know they will regret not having their student featured in the book.

## PORTRAITS

**Q: How do I keep track of photos submitted?**

**A:** The Student Manager will display the student records with a portrait when one is available. If there is not a portrait, the image area displays “Photo Not Available.” You can filter the list to show who has a photo and who does not.

**Q: Can I edit the portrait name?**

**A:** Yes, you can modify the portrait name in the Student Manager in StudioBalfour, or in your page editing software.

**Q: Can I edit the portraits before uploading to StudioWorks+® or BalfourTools®?**

**A:** Individual portrait images can be edited prior to upload to your software. Open the image in a photo editing software, such as Photoshop, to make alterations.

**Q: Can I download the Portrait File more than once?**

**A:** Yes, the Portrait File can be downloaded as many times as you like. Each file download is a total of all entries to the time requested.

**Q: Can my school administration have a copy of the Portrait File created with EZPix?**

**A:** Sure! The \*.ZIP file can be shared with your administration. The images can be identified by cross referencing the student names to photo name in the index file included in the download.

**Q: Can I use both EZPix and my school photographer’s disc?**

**A:** Yes, you can use EZPix to collect a portion of your student portraits and add to your traditional PSPI disc. Refer to your software manual for PSPI file upload instructions.

**Q: My school is hybrid with some on-campus learners and some remote. Can I still use EZPix?**

**A:** Yes, you can use EZPix to collect from a portion of your student enrollment. Start by uploading a complete Student List for all students. When your PSPI images arrive from your school photographer, upload them to StudioBalfour. Then, send the portrait request email to all students without portraits. The email will skip over students with photos and only send emails to students without photos.

Once portraits are collected, request a Portrait File download of ALL portraits. The master file created will include photos submitted by parents and from the school photographer. Upload this master file to StudioWorks+® and BalfourTools®.

**Q: How do I get my portraits into StudioWorks+® or BalfourTools®?**

**A:** Download the \*.ZIP file created in StudioBalfour. Unzip the contents of the file to your computer. Follow the directions at [help.balfour.com](http://help.balfour.com) to finish the upload process.

Visit [help.balfour.com](http://help.balfour.com) or contact your local Balfour sales representative for additional information.