

Entourage Yearbooks - Digital Proof

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BWE 2021 Yearbook

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THE BEST WAY EVER TO.....

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ANSWER A CET CALL!



* **Step 1:** Prior to picking up the call take a deep breath and smile (this may seem silly but trust me it helps when things get hectic)

* **Step 2:** Pick up the call and say either of these phrases or a personalized one you prefer:

- "Thank you for calling Entourage Yearbooks, this is _____ how can I help you today?"

- "Entourage Yearbooks, _____ speaking how can I assist you today?"

* **Step 3:** Often customers will start rattling off their issue, be patient and hear them out before interjecting to ask what school they are calling from

* **Step 4:** Always be patient, sincere, empathetic and understanding.....(Remember we aim to be the BEST and leave a lasting impression, often times these are the advisors reputations and jobs on the line)

* **Step 5:** Always leave any frustration, stress etc. out of your next call (Sometimes calls can leave us flustered, if you ever need a few moments to decompress please see Caitlin and let her know before taking this energy into a new call)

The Best Way
Ever To...

ENSURE BEST FUNCTION OF EDO



MAKE SURE THEY ARE USING **GOOGLE CHROME!!!**



COMMONLY ASKED QUESTIONS:

Q: Why can't I see some of the tools in the designer?

A: Try Chrome

Q: Why isn't my designer loading properly?

A: Test your internet connection and use Chrome

Q: Can I use my phone?

A: NO EDO works best on a computer.

Q: I'm on a school computer and nothing works.

A: Check for firewalls, whitelist our websites

USING CHROME + STILL EXPERIENCING ISSUES?

***Clear the cache on the browser**

***You can recommend FIREFOX as well** 

***If there is a firewall:**
Add these 6 URL's to the "Allow" list

www.entourageyearbooks.com
edo.entourageyearbooks.com
photos.entourageyearbooks.com
pages.entourageyearbooks.com
aws.dev.chili.entourageyearbooks.com
dev.chili.entourageyearbooks.com

EDO will not work if...

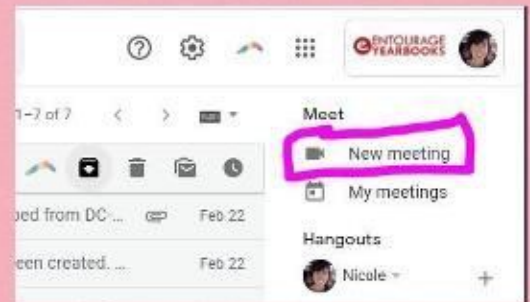
- They are using a phone, iPad, or tablet of any kind.
- They are using a web browser other than CHROME or FIREFOX.
- There are firewalls in place.



The best way ever to...

have a virtual meeting with a customer

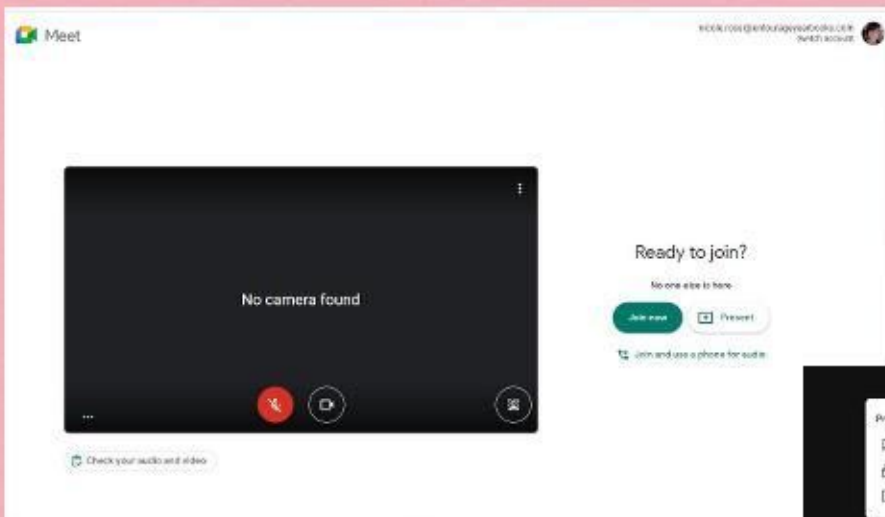
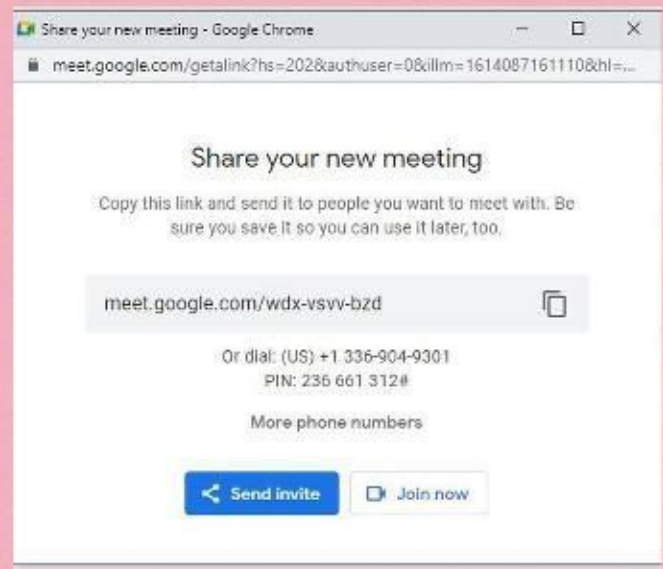
Step 1: Go to your gmail account, and click on "New Meeting"



Step 2: Email the link to the customer

Step 3: Open the link and click "Join Now"

Tip: If you are already on the phone with them its a good idea to mute yourself.



Why this would not work:

- Firewall at school
- internet speed



Step 4: Once in the meeting, tell the customer to "present now" pick entire screen then the screen they wish to share.

The best way ever to... have a support meeting with a customer

Why use a GoToMeeting?

GoToMeeting allows you to share your screen and obtain access of the customers computer to problem solve, helpful if web team needs to get involved.

Support

Email Address: support@entourageyearbooks.com
Password: photojo410

Sales

Email Address: sales@entourageyearbooks.com
Password: photojo410

Yearbooks

Email Address: yearbooks@entourageyearbooks.com
Password: photojo410

How to Set Up a Meeting:

- 1 Open a new tab in your browser and type in gotomeeting.com. Click Host in the top right corner of the web page.

QUESTIONS? CALL US: 1800 514 1317 **Join** | **Host**

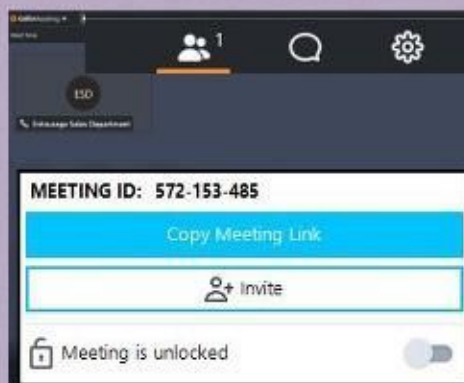
Sign In

Start for Free

- 2 Click on **Open GoTo Opener** in the popup, then Meet Now.



- 3 Once the meeting starts. You can have the customer join..



- 4 Have the customer go to joingotomeeting.com, and enter the meeting id

Ready to meet on GoToMeeting?

To connect to an online meeting, enter the GoToMeeting ID provided by the organizer.

Enter the meeting ID or meeting name

Join

Attend (Join) the meeting

Organizer (Host) the meeting

Contact Us

Host your own online meeting with a GoToMeeting ID

They should choose how to share their screen and click **Share**. (Clean means don't show browser tabs.)

Reasons This May Not Work:

- Some advisors may be uncomfortable with sharing their screen. GoToMeeting has a FAQ page with answers to security ?'s.
- GoToMeeting may not download as an app or run if there are Firewalls.
- The meeting id must be entered correctly and all steps completed to join a meeting to see or share their screen.
- They will not be able to give mouse control if they join the meeting on the web instead of downloading the app.

- 5 Once the customer is in the meeting Right click on the attendee's name and choose **Make Presenter**.



- 6 Right-click on the attendee name and select **Request Keyboard and Mouse Control**. They will see a popup window and should choose **Give Control**.



The Best Way Ever to log into EDO

WHY THIS WON'T WORK

- Firewalls or security settings could interfere with site access.
- The customer doesn't have an approved log-in (they will have to contact the Admin).
- Passwords are case-sensitive.
- Parents log into LiNK, not here!
- If they get redirected after logging in to search for their school, use the 'Account Login' at the bottom of the Entourage homepage.



Go to entourageyearbooks.com
In the top right corner, click the
LOGIN button. Have the customer
use their username and password
that they received in an email.



ENTOURAGE YEARBOOKS

Main

Book Projects

Account Settings

Help

Log Out

Current Yearbook Project

	Rhianna's Family Book	88 of 88	Click here to access this yearbook project <input type="button" value="Open"/>
	Pages: Cover:	SIGNATURE	

Recently uploaded photos



Project List

Logging in for the first time, the user will see this screen, it lists all of their accounts current & past yearbook projects. You want them to look for the current project and go to the left of the info and select OPEN.

Under each yearbook project, you will see the specifics of the project like page count, book quantity etc.

IF THEY NEED THEIR LOGIN INFO go to the member list of the account page in admin, find their name and click on it to view their user id and password.

ACCOUNT LIST | EDIT MEMBERS | LOG

Best Way Ever To View Deadlines

Create Date	2/5/2020
Cover Submission Deadline	2/11/2020
Promotion Deadline	3/17/2020
First Submission Deadline: (was Sample Page Deadline)	1/14/2020
Second Submission Deadline: (was Proof Book by)	2/25/2020
Final Submission Deadline: (was Corrected Files Date)	4/21/2020
Final Approval Deadline:	5/5/2020
Delivery Date	6/2/2020 Recalculate Dates
Last Day of School	

1. Scroll down to view the deadline. If you want to change the proof book deadline, you can change it inside the text box. To change the Final Approval Deadline & Delivery Date, you would have to change the Delivery Date and click on "Recalculate Dates".

2. After applying changes, be sure to hit the "Update Account" button to save the changes.

[Return w/o Update](#)
[Update Account](#)

The maximum number of pages for this cover type like to request more pages you will have to upgrade. If you request an upgrade to your cover, you can click on upgrade.

Percent Color: 100%

Requested Delivery Date: 6/1/2020

mm/dd/yy

3. If an advisor wants to know how to view the deadline, they would be able to find it in the "Current Book Specs" section, in "Manage Accounts" under the "MANAGE" tab.

Reasons this may not work

Someone else may be active on the account. In this case, click on the "click here" link and delete the lock of the account that is active.

ATTENTION: This account is currently being edited by: MLATWIS. Please wait until this person is finished editing this account before making your update. You can also [click here](#) to kick this person out of the account.



THE BEST WAY EVER TO...

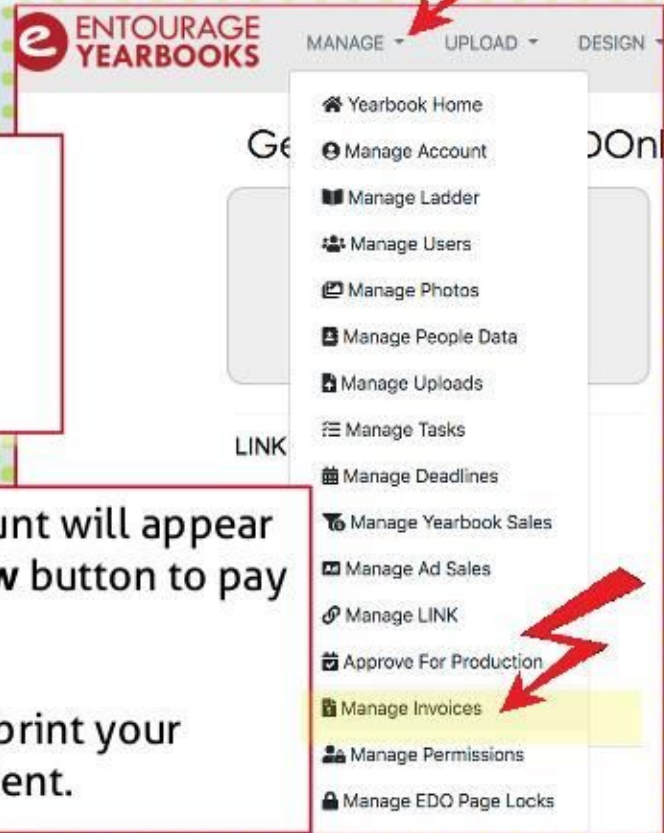
VIEW INVOICES & MAKE \$ PAYMENTS

with Credit Card, Check, & Purchase Orders

1. Log in to your account
Open your yearbook project.
2. Go to **MANAGE** tab
Select: **Manage Invoices**

3. A list of invoices associated with your account will appear on the screen. Select either the **green Pay Now** button to pay your invoice securely online or ...

Select the **blue Download** button to preview/print your invoice to make a check/purchase order payment.



Manage Invoices

Below is a list of invoices associated with your account. You can click on "Pay Now" to pay your invoice securely online or you can download a preview of the invoice to review.

Invoice Number	Memo	Status	Due Date	Invoice Amount	Balance Due	Pay/Amount Paid	Download
1049880001		NEW		\$0.00	\$0.00	Pay Now	Download

WHY WON'T THIS WORK?

1. You Must be an Admin user to view "MANAGE INVOICES"
2. Online payment can only be made with a credit card
3. LiNK payments require the Invoice #
4. Credit Card limit has been exceeded.
5. Must NOT use the dollar sign \$ just type in amount.

HOW DO I MAKE MY PAYMENT?



CREDIT CARD

1. When you click the green PAY NOW button, you will be able to pay online at LiNK. You will need your invoice # to proceed with this method on LiNK.
2. Do not use \$ just put in the amount.

CREDIT CARD

2. You can call in a credit card number to our billing department at 888-926-6571, ext 3.

Pay by Check

(CHECKS NEED TO BE RECEIVED BEFORE FINAL APPROVAL OF YOUR BOOK :)

3. Mail check with invoice & purchase order to:

Entourage Yearbooks
Attn: Billing Department
39 Everett Drive
Princeton Junction, NJ 08550

CONGRATULATIONS!
YOU HAVE COMPLETED
"THE BEST WAY EVER"
TO COMPLETE THIS TASK!

UPDATE BOOK SPECS:



UPDATE: BOOK QUANTITY

1. Log on to your yearbook account & open your yearbook project.
2. Click on the **MANAGE** tab
3. Choose **Manage Account** from the drop down menu.
4. Under **Current Book Specs**, change the **Current Book Quantity** to the revised # of books you would like to order.

**THIS WILL
AFFECT YOUR
FINAL PRICE!**



UPDATE: PAGE QUANTITY

1. Use the drop down menu under **Current Page Count**.
2. Change the **Current Page Count** to the revised # of pages you would like to add. **MUST** be in multiples of 4.
3. Changing page count will change your pricing.

**THIS WILL
AFFECT YOUR
FINAL PRICE!**

Manage Your Yearbook Account	
Current Book Specs	
Current Book Quantity:	10 10 Books
Current Page Count:	40 30 Pages
Percent Color:	100%
Requested Delivery Date:	4/26/2021 mm/dd/yyyy
If you need to change your delivery date, and your current delivery date is in less than a 60 days away, please contact us at help@entourageyearbooks.com .	



UPDATE: DELIVERY DATE

**THIS WILL AFFECT
YOUR DEADLINES!**

1. Click on the calendar next to **Requested Delivery Date** and enter your new delivery date.

FINAL STEP

Confirm Account Changes

WHY WON'T THIS WORK?

1. You Must be an Admin user to make changes.
2. Delivery date must be **LESS** than 60 days away.
3. Page quantity must be in groups of 4.

BEST WAY EVER TO... ADD AND MANAGE USERS



1. Once logged in, go to Manage > Manage users

2. To add a user, click on the green "Add new user" button.

Note: You will see a list of existing users in this section as well.



3. Type in the email of the person you are looking to add. Then click the red "Check user ID" button.



4. If the user ID is NOT already in our system, you will see a message stating the User ID is available and you can proceed with entering the information in the fields. You can decide the type of user they are (Admin, editor, or staff) under "User type". Then hit "Save". You can continue adding more users by clicking on "Save & Add new user".

If the User ID already exists, you will see this pop up:



User Information

Create or update a staff member for this account. You can invite users from other yearbook projects to be part of this project.

User ID:
Email addresses are recommended for User IDs. You can invite existing users if you know their User ID.

Email:

Name:

Email:

Phone Number:

Password:

Confirm Password:

User Status:

User Type:

EDOnline Designer Type:

Receive Notices:

Buttons:

Why won't this work?

-Not an admin

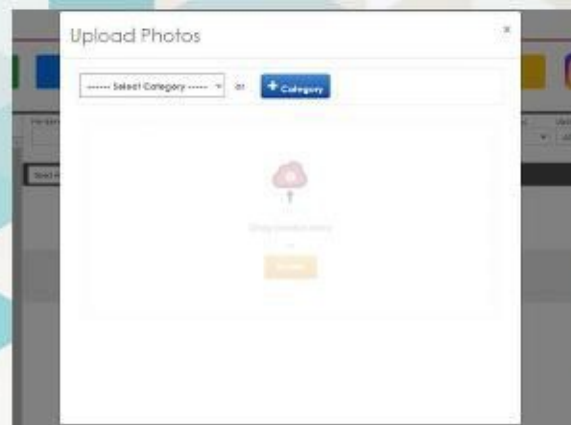
-user already created

BEST WAY EVERY TO... UPLOAD PHOTOS IN EDO

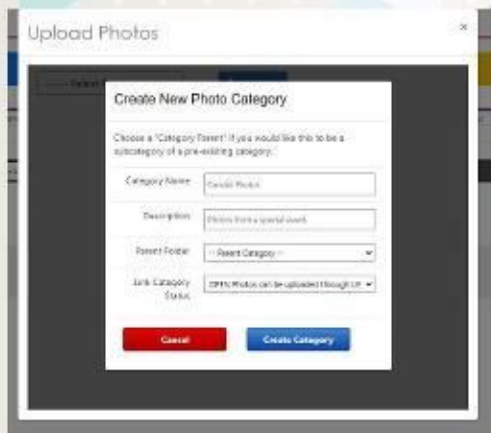
1. Go to Upload>Upload photos

*can also access from Manage>Manage photos
or Photo option in EDO.

2. Select the category you wish to
upload to.



3. If you don't have a category, you can
create by clicking "+Category" and
complete the fields.



4. Drag and drop or browser for the photo
you want to upload.



5. You should see 100% once your photo
uploads.

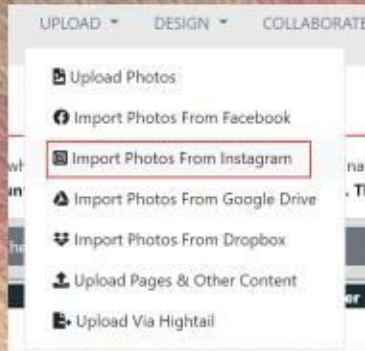


Why this wouldn't work:

- Does not have permission enabled to upload.
- Photo not JPG or PNG format



THE BEST WAY EVER TO... IMPORT PHOTOS FROM INSTAGRAM



STEP 1:

Go to the "Upload" tab on the top of the screen.

Select "Import Photos from Instagram"



STEP 2:

Login to your Instagram.

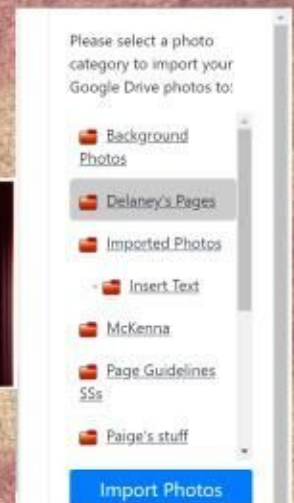
STEP 3:

Allow Entourage to access your photos.



STEP 4:

Select the photos you want to upload (make sure they are checked with a **blue** box), and choose a folder for them to upload to on the right-hand side.



WHY THIS WOULDN'T WORK

You are logged into the wrong Instagram account. Click on the button in the upper right hand corner that says "Change User"

You denied access (accidentally or on purpose). Exit out, and re-log in. Allow access when given the option.

You forgot your password. Click the "Forgot Password?" option at the bottom of the screen in Step 2.

Optimized for web-viewing. The DPI will be too low.

Photo is deleted from Instagram. It will no longer be available for use in the book.

IMPORT PHOTOS FROM FACEBOOK



Step 1:
Go to the "Upload" option and choose "Import Photos from Facebook"



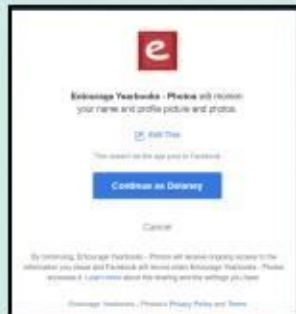
Step 2:
Click "Log In to Facebook"



Step 3:
Log in to your Facebook account



Step 4:
You will need to confirm your identity. Choose and complete your identification process.



Step 5:
Grant Entourage access to your account.



Step 6:
Choose the Facebook folder you want to access, the pictures you want to upload, and an Entourage photos folder (you can also create a new photo category). Then click the **blue** "Import Photos" button.

Not working?

Forgotten password

Reset your password. You will have to start the authentication process over again.

Authentication

Contact Info

If your contact information is not correct, you will need to go into your Facebook account settings to change your contact info.

Deleted Pictures

If someone has deleted the photos, they will delete from the yearbook and photo library. To use them, they will need to be reuploaded to the Entourage site.

Optimized for Web

Viewing

The DPI will be too low.

Your photos will be in your photo library!

IMPORT PHOTOS FROM GOOGLE DRIVE

Not working?

More Google Drive

folders than you can view

Choose the view more folders option on the bottom of the page.

Logged into the wrong Google account

Log off on the computer and log on to the Google account you want to use. Start the uploading process over.

Pictures are in sub-folders

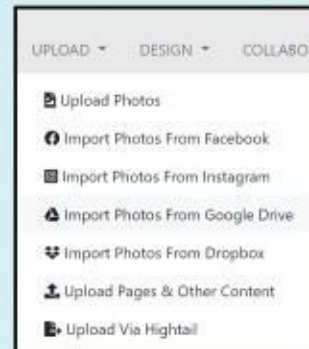
Move the pictures to the main folder in your Google Drive in order to easily access them.

Pictures aren't in Folders

Photos need to be in a folder to be available.

Optimized for Web Viewing

The DPI will be too low.



Step 1:

Go to the "Upload" option and choose "Import Photos from Google Drive"

Step 2:

If you aren't already logged into your Google account, log in.



Import Photos

Create Category

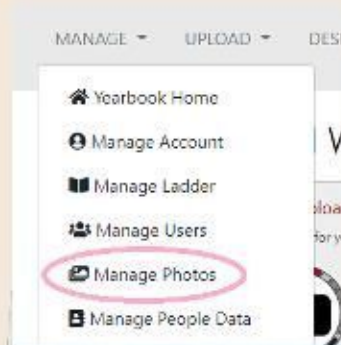
Step 3:

Choose the Google Drive folder you want to access, the pictures you want to upload, and an Entourage photos folder (you can also create a new photo category). Then click the **blue** "Import Photos" button.

Your photos will be in your photo library!

The best way ever to Import Photos From DropBox

STEP 1: Log in to your yearbook account and select "Manage Photos" from the "Manage" drop-down screen.



Not Working?

User may not have manage photo access

User may not have DropBox account

You must allow DropBox Access permissions

The Photos must be located in a folder in DropBox, not just files in DropBox

Browser may not be compatible - use Chrome!

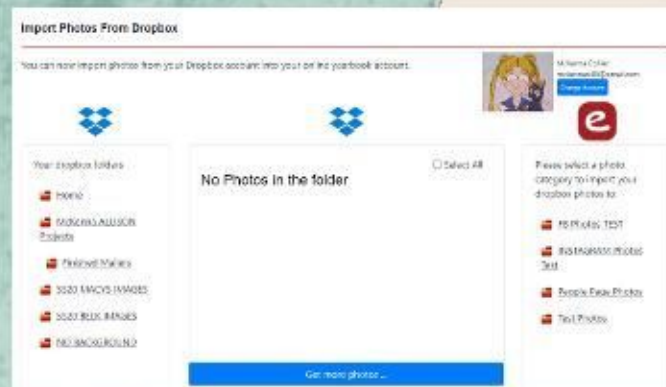
STEP 2: Click on the DropBox icon in the upper right corner of the screen.



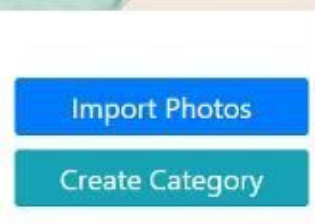
STEP 3: Log in to your DropBox account and provide permissions for accessing your pictures



STEP 4: Select DropBox folder with desired images on the right, they will load in the middle. Select desired photo. Select the image category you wish to import the photos in on the right side of the screen.



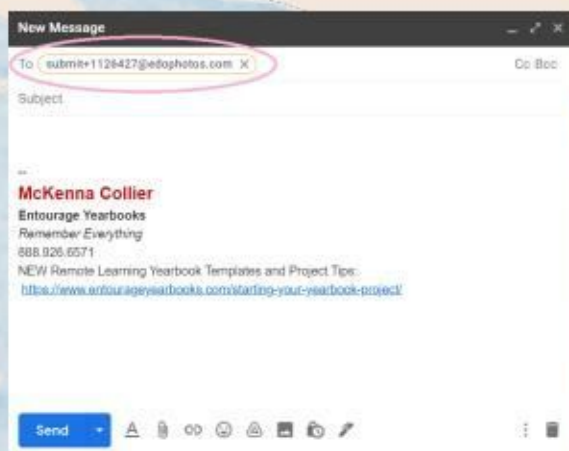
STEP 5: Click on Import Photos to import or create a new category to select and then import.



The best way ever to ... Import Photos Using Email



Copy the Category Email that can be found in **Manage Photos** by clicking the blue **Email Photos** button. This option is great for general users to upload photos without a Login.



STEP 1: In the address bar, type the exclusive email address for the specific photo category.

STEP 2: Attach photo(s) to the email. Photos can also be pasted into the body of the email as well.

STEP 3: Click Send!!!!

STEP 4: Customer will receive a success or failure email once email processes

Not Working?

The email address was typed out incorrectly

Not a supported file type. JPG and PNG only!

Not connected to the internet

Category Email can be changed to an Alias by selecting the category in Manage Photos and clicking "Edit".

Make sure Allowance is checked and type any code you want as long as its UNIQUE! Dont forget to save when you are finished. That URL can now be used to email to that category.



Best Way Ever To...

TURN ON LINK WEBSITE
MOBILE APP FOR PHOTO
UPLOADS



1

- Manage Deadlines
- Manage Yearbook Sales
- Manage Ad Sales
- Manage LINK**
- Approve For Production

Instructions:

- 1.) Log into your Entourage account and go to your current project
Go to Manage LINK
- 2.) Select "Allow Link users to use the Entourage Link Mobile app." and "Allow Link users to upload photos that can be used in the yearbook."
- 3.) Click "Confirm LINK Changes."

2

Link Community Website and Mobile App

- ☐ Allow Link users to use the Entourage Link mobile application.
- ☐ Allow Link users to post messages.

Allow Photo Upload and Content Submission

- ☐ Allow Link users to upload photos that can be used in the yearbook.
- ☐ Allow Link users to create new photo categories.

3

Confirm LINK Changes

Setup My LINK Account

Personalize Link

My Link URL:

Here is the link to your link online store. You can also click "Setup Dedicated URL" to setup an easier to remember link (e.g., <https://link.entourageyearbooks.com/my/SchoolName2021>)

https://link.entourageyearbooks.com/view_account.asp?i=3FDD3090-51B8-44EC-866E-E78D2F86DFDB

Setup Dedicated URL

The link to their LINK account is under the "Manage Link" tab too!

Why This May Not Work:

- ~The customer isn't an admin
- ~They didn't confirm changes
- ~The box wasn't selected



Entourage Yearbooks - Digital Proof

Created: 4/12/2021 9:3:52

BWE 2021 Yearbook

This watermark will not appear in your final yearbook

Best Way Ever To...
HELP PARENTS UPLOAD
PHOTOS VIA LINK
WEBSITE/APP

Instructions:

- 1.) Go to our website/
EntourageLINK app
(download on the App
Store or GooglePlay)
- 2.) Log in.
- 3.) Search for your school
- 4.) Upload your photos.

Upload your pictures through your web browser by using our simple interface.
Just follow the steps below for using the latest in online photo services!

Select the photo category that you would like to upload your photos to:

Imported Photos

Dashes are used to mark subcategories.

Or create a new photo category.

Create Photo Category

Parents can create
their own categories!

2

LiNK
BY ENTOURAGE YEARBOOKS

Home

Login

Register

View Cart

3

View Account

Logout

My Started Designs

View Cart

Find Your School

Track Your Order

4

Upload

Photo

Content



LB_yest.png

Caption:

This is Marinette...wait no! Ladybug!!

Why this may not work:

- Password is case sensitive
- They don't have an account
- LINK not enabled for your school
- Wrong school

Created: 4/12/2021

BEST WAY EVER TO... Set up Online Yearbook Store

1

Manage Yearbook Sales

Manage Ad Sales

Manage LINK

2

Set Up Online Sales

Set up your account to sell your yearbooks via Entourage's secure online yearbook store. Enter information about how much you want to sell your yearbooks for, what are your ordering deadlines, and information about your yearbook project (e.g., delivery deadlines, how to pick up your yearbook, etc.)

Set Up Online Sales

3

If you would like to sell your yearbooks securely online via Entourage's yearbook store, you can turn on online sales by filling in the following information.

Would you like to turn on online sales for the BWE 2021 Yearbook?

Yes - Sell Our Yearbooks Online

***WHATEVER SALE DEADLINE YOU SET WILL BE CANCELLED WHEN YOU APPROVE YOUR BOOK. YOU CAN THEN TURN ON LATE BOOK SALES.**

10. Allow Yearbook Sales After Book Approval:

If set to on, the books will be available in the online LINK store. Books sold after delivery will be individually shipped.

OFF

4

Online Sales Options

1. How much do you want to sell your yearbooks for?

Current price per yearbook \$15.95. You can change the price. If you set the amount higher you can use the profit as a fundraiser for your school. Entourage subtracts an 8% transaction cost for selling your yearbook online.

14.95

5

2. What is the purchase deadline for this yearbook?

Leave the default value. If you'd like to leave yearbook sales on until your scheduled approval date.

05/04/2021

6

3. Would you like to setup tier pricing with multiple deadlines for your online sales?

NOTE: The deadlines indicated at each tier are the past due date to purchase that book at the indicated price for that tier. If you want to offer your book a certain day, set the deadline to the next day after that day.

☒ Enable Tiered Pricing

Set online price to automatically change after different deadlines. Deadlines switch at 12 MIDNIGHT Eastern Standard Time.

Price 1:

14.95

1st Deadline:

05/04/2021

Price 2:

0.00

2nd Deadline:

mm/dd/yyyy

Price 3:

0.00

3rd Deadline:

mm/dd/yyyy

7

5. What yearbook upgrades are available?

Select if you'd like to include the ability for people to add upgrades to their yearbook.

☒ Enable Personalization Sales

GOLD

8

6. Fill in a description of your product or you can use the default description included below.

after 6/1/2021. NOTE: Purchases made post book approval may be subject to different production and delivery schedules. Please speak to your advisor for more information.

11

11. Allow eYearbook Add-On:

Enable automatically adding the eYearbook product to all online purchases. This allows people to access their yearbook via web site and mobile app.

OFF

12

Save

INSTRUCTIONS

1. MANAGE YEARBOOK SALES

2. SET UP ONLINE SALES

3. YES - SELL OUR YB ONLINE

---(FOLLOW THE PROMPTS)---

4-6. SET PRICE, *DEADLINE, AND **DECIDE IF YOU WANT TIER PRICING

7-8. DECIDE IF YOU WANT TO ALLOW PERSONALIZATIONS AND

WRITE A DESCRIPTION

9-10. ADD ADDITIONAL INFO AND CHOOSE PRODUCT ICON

11. DECIDE IF YOU WANT TO ADD ON E-YEARBOOKS

12. SAVE!!!



TIPS AND TRICKS:

- WHEN A CUSTOMER SETS UP TIER PRICING, THE 1ST TIER PRICE MUST MATCH THE PRICE LISTED UNDER "HOW MUCH DO YOU WANT TO SELL YOUR YEARBOOK FOR?"
- ADMINS CAN'T CHANGE WHERE THE YEARBOOKS ARE SENT WITHOUT AN UPGRADE (SEE PAGE 21)
- DEADLINES ARE EST!
- MAKE SURE THEY SAVE THEIR CHANGES!!!

WHY IT MAY NOT BE WORKING!!!

- customer isn't an admin
- LINK access isn't on
- changes weren't saved

CUSTOMIZING YOUR YEARBOOK SETTINGS:

STEP 1:

-  Manage Deadlines
-  Manage Yearbook Sales
-  Manage Ad Sales
-  **Manage LINK**
-  Approve For Production

STEP 2:

Link Community Website and Mobile App

- ☒ Allow Link users to use the Entourage Link mobile application.
- ☒ Allow Link users to post messages.
- ☒ Allow Link users to view the eYearbook.
- ☐ Allow Link users to view the Newsfeed.
- ☐ Allow Link users to view people in yearbook.

STEP 3:

Allow Photo Upload and Content Submission

- ☐ Allow Link users to upload photos that can be used in the yearbook.
- ☐ Allow Link users to create new photo categories.
- ☐ Allow Link users to view all uploaded photos.
- ☐ Allow Link users to upload videos.
- ☐ Allow Link users to upload other content.

INSTRUCTIONS:

1. GO TO MANAGE LINK
2. CUSTOMIZE YOUR ACCESSABILITY SETTINGS
3. CUSTOMIZE YOUR PHOTO UPLOAD SETTINGS
4. CONFIRM LINK CHANGES!!!

GOOD TO KNOW FACTS:

- 3% ONLINE SALE TRANSACTION FEE
- THERE'S AN UPGRADE TO
- CANCEL THE FEE
- INDIVIDUAL SHIPPING IS AN UPGRADE
- \$4 FOR SOFT COVER
- \$6 FOR HARD COVER
- THE MONEY YOU EARN FROM SALES GOES TO YOUR FINAL INVOICE OR TOWARDS YOUR RESIGN PAYMENT OF NEXT YEAR'S YEARBOOK
- REFUND IF MAKE MORE THAN YOU OWE.
- 1 WEEK TO PROCESS REFUND
- PERSONALIZED YB COSTS \$6.95 FOR PARENTS AND \$5.95 IF THE SCHOOL BUYS IT FOR THE STUDENTS
- DUE DATES ARE EST!!!

STEP 4:

Confirm LINK Changes



CUSTOMIZE YOUR LINK URL UNDER "MANAGE LINK" IN THE "HOME" TAB.

Entourage Yearbooks - Digital Proof

Parents to Purchase a Yearbook through

Created: 4/12/2021 9:25 AM

BWIS 2021 Yearbook

This watermark will not appear in your final yearbook

LINK

The screenshot shows the LINK BY ENTOURAGE YEARBOOKS website. The header includes navigation links: Home, Cool Links, App, Blog, About, FAQs, Contact, and Find Your School. The main banner reads "THE LINK BETWEEN YOUR YEARBOOK AND YOU." Below the banner is a form with three input fields: "School Name", "City", and "State". Under these fields are four buttons: "Purchase Books" (green), "Upload Photos" (blue), "Design Ads" (orange), and "Upload Videos" (red). At the bottom of the form is a blue "Pay Invoice" button. On the left sidebar, there is a "Home" link, a "Hello andhiy!" message, and links for "View Account", "Logout", "My Started Designs", and "View Cart". Below these are search and order tracking options, and a list of "My Schools" including "Murray Park Elementary School Yearbook", "PS 3 Charlotte School 2017 Yearbook", "Kendy Education for Child 2017 Yearbook", and "Dinnerdale Christian School 2017 Yearbook".

STEP 1:

Go to **LINK.ENTOURAGEYEARBOOKS.COM**

The advisor can also send them the LINK located under "manage LINK" on their account that will direct them to their schools online store.

This screenshot shows the same LINK BY ENTOURAGE YEARBOOKS website, but with the "School Name", "City", and "State" input fields highlighted. The "Home" link in the left sidebar is also highlighted.

STEP 2:

If they did not use the LINK from the school, they will have to search for their school, city, and state to access their schools account

The screenshot shows the LINK BY ENTOURAGE YEARBOOKS website with the "Purchase" section highlighted. It includes a countdown timer: "There are 57 days left to order your yearbook!". Below this are two yearbook covers. Under the covers are two buttons: "Buy Books" (green) and "Buy Ads / Personal Pages" (orange). Below these buttons is the "Upload" section, which includes a "Photos" button (blue).

STEP 3:

They then will be able to click on the button to "BUY BOOK".

Why this may not work:

- Customer doesn't have an account
- Yearbook sales not set up by school
- Wrong school/year
- Invalid credit card
- You can't buy books via LINK app

Entourage Yearbooks - Digital Proof

Created: 4/12/2021 9:3:53

BWE 2021 Yearbook

This watermark will not appear in your final yearbook

STEP 4:

Will then take them to a page where they have to fill out their information

It will also show them the cost for the yearbook and deadline

They then will click "BUY BOOK"

Purchase your very own Voss Farms Elementary 2021 Yearbook



(Product image is representative of the yearbook for this school but may not represent the final yearbook design)

Product Details

The Voss Farms Elementary 2021 Yearbook is available for sale! This year's yearbook is a Full Color Soft Cover bound ordered by 4/25/2021 and available for pickup at the school after 5/21/2021. NOTE: Purchases made post book approval may be subject to different production and delivery schedules. Please speak to your advisor for more information.

NOTE: Purchases made post book approval may be subject to different production and delivery schedules. Please speak to your advisor for more information.

First Name:

Last Name:

Teacher Name:

Purchase By: Tuesday, April 20, 2021

Price: \$20.00

Buy Book

STEP 5:

It then will take them to a page that shows what has been added to their cart where they can click **CHECKOUT**.

Item added

Items in Cart		Unit Price	Quantity	Total
	Voss Farms Elementary 2021 Yearbook Book Purchase Price: \$20.00	\$20.00	1	\$20.00
Student Name: Anthony test				

Applied Coupons:

Apply New Coupon code:

Apply

Est. Tax: \$0.00

Subtotal: \$20.00

Continue Shopping

Checkout

Check out Securely with Link!

STEP 6:

It will then allow them to fill in their **billing information** and make the payment.

It will then **confirm** the payment has successfully been made.

Billing Information

BILLING INFORMATION

Name:

Address:

Address 2:

City:

State:

Zip Code:

Country:

Phone:

Email:

SHIPPING INFORMATION

Ship to the school

ORDER SUMMARY

Product Name	Quantity	Price
Voss Farms Elementary 2021 Yearbook	1	\$20.00
Est. Tax:		\$0.00
Total:		\$20.00

Continue to Payment Info

TRACKING PARENT PURCHASES ON ADMIN:

ADMIN	SALES	ACCT MGT
Job Manager Dashboard		
Ticket Queue Dashboard		
Ticket Search		
Manage Administrators		
Timesheet Tracking		
E.A.R.S.		
Manage Message Boards		
Manage Concurrent Users		
Online Product Management		
Update Pricing Calculator		
Clean Up State Abbrs		

1. Log onto your admin account

2. Go to Job Manager Dashboard

3. Scroll down to Entourage On-Line Orders

4. Pick the blue order bunch from the time period the order you are looking for is from

ENTOURAGE ON-LINE ORDERS

Timeframe	Orders	Upgrade Revenue	Revenue
Orders Received Today	284		\$17,114
Orders Received Yesterday	639		\$19,378
Orders Received This Month - March	1617		\$63,752
Orders Received Last Month - February	8200		\$369,323



5. Search for your order by school name or order ID

6. Click on your order

Online Store Dashboard

Yearbook Title/Yearbook ID: Order ID: Date Range:

Billing Name: Order Status: Transaction ID:

Upgrade Packages: Product Category: Amount:

Recent Store Orders								
Today:	295		Yesterday:	211		This Month:	1628	
Order #	Order Name	Order Status	Product Category	Order Information	QBO Status	Total		
1) 350084	Yearbook: (49494) Lynn Crest School A22 2021 Yearbook Billing Name: Jocelyn Trijos Shipping Method:	PAID	Online Ad	3/3/2021 2:25:30 PM Trans #:		\$0.00		
2) 346296	Yearbook: (49494) Lynn Crest School A22 2021 Yearbook Billing Name: Andrea Dobrino Shipping Method:	PAID	Online Ad	2/26/2021 2:38:27 PM Trans #:		\$0.00		

Store Order Details

Order ID: 350084
Yearbook Account: Lynn Crest School A22 2021 Yearbook
Order Created: 3/3/2021 2:25:30 PM
Order Status: Paid
Tracking Info:
Transaction ID:

Payment Information:
Card Type:
Approval Code:

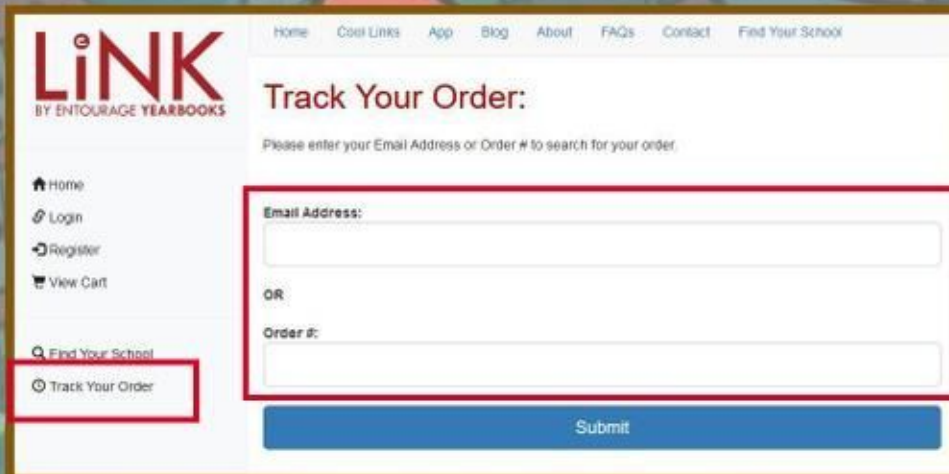
Billing Information:
Billing Name: Jocelyn Trijos
Billing Email: JOCELYN.TRIJOS@AOL.COM
Billing Address: 109 West Francis Street
City:
State:
Zip:

Shipping Information:
Name:
Address:

7. Review order details for needed information



TRACKING PARENT PURCHASES ON LINK:



The screenshot shows the LINK BY ENTOURAGE YEARBOOKS website. The navigation bar includes links for Home, Cool Links, App, Blog, About, FAQs, Contact, and Find Your School. On the left sidebar, there are links for Home, Login, Register, View Cart, Find Your School, and Track Your Order (which is highlighted with a red box). The main content area is titled 'Track Your Order:' and contains a form with two input fields: 'Email Address:' and 'Order #:', separated by 'OR'. A blue 'Submit' button is at the bottom of the form.

1. Go to link.entourageyearbooks.com
2. Log in or
2 a. If the purchase was done as a guest
3. Go to "Track Your Order"
4. Enter in email address or order ID#



Why This May Not work:

- No order was placed
- Typing in the school/order number/email address wrong

Best Way Ever for Parents to Design and Purchase Yearbook Ads

Created: 4/1/2022
BWE 2022

This watermark will not appear in your final yearbook

Step 1: Go to link.entourageyearbooks.com (website pictured below).



Step 2: Search for your school, and select it from the drop-down menu when it appears.



Step 3: Log In or Register as a new LiNK user.



Step 4: Select **Buy Ad** for your school. Then select the ad size you wish to purchase and select **Purchase and Design Ad**.



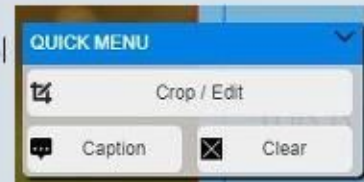
Step 5: Choose a template to begin designing your ad.



Step 6: Finish designing your ad. You can upload photos by selecting the camera icon in the left toolbar. Then select the 'Upload' tab to browse your computer for files. Once uploaded, choose the 'Photos' tab to select a photo and place it into the drop photo box in the template.



Crop/Edit a placed image using the tool in the quick menu when it is selected in your template.



You can also change the shape and size of the picture shown on the ad by clicking and dragging the blue circles on the corners of the picture.

To edit the text in the template text box, double click on the text shown. You can then type in the text box. The quick menu options are different when you

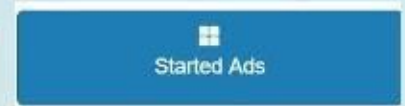


have a text box selected. This is where you can change the font, size, and color of your text.



You can also change the background color of your chosen ad template by clicking on the background of your ad and then changing the Fill Color drop-down box on the left side of your screen.

Step 7: Click the **Save** button in the upper left corner of your screen. You will need to save your ad to continue. You can also save your ad to return to designing it later. It can be found by clicking the **Started Ads** button when you log in.




This watermark will not appear in your final yearbook.

step by clicking

Best Way Ever To Set-Up Online Ad Store

 Manage Yearbook Sales

 Manage Ad Sales

 Manage LINK

1. To set up the Online Ad Store, select "Manage Ad Sales" under the "MANAGE" tab

2. To make sure the store is on properly, you would have to set up the online sales for the ads

Step 1:
Setup Your Ad Pricing

Set up how many ads you want to sell and for what price.

Setup Ad Pricing

Ad Types



Half Page Ad

1. Ad Configuration

Enable Ads

Enable Sales

Do Not Enable Purchase With

You will be able to select the price for the ad purchase without design

3. You will now see all the ad sizes that you would like to be available on the online store. In order to make sure they are currently available, make sure the drop down menu has "Enable Sales" selected

2. Max # Of Ads To Sell

Enter max # ads

2

Leave blank for no limit

4. You can set the total amount of ads you want to be sold in the yearbook under "Max # Of Ads To Sell"

5. Each ad also has a set range of pricing, so you can set the price per ad within the pricing limit depending on the size of each ad

3. Price Per Ad

Ad Sale Price

\$10.00

Half page ads sell in the range of \$50-\$100 per ad.

Save Settings

6. Be sure to SAVE the settings after!!!!

Reasons this may not work

1. Not working? Then the permission for the online ad store may not be activated yet. Select "Manage LINK" under the "MANAGE"

Ad Manage Ad Sales

Manage LINK

Approve For Production

2. Check "Allow Link users to design purchase, and submit advertisements of various sizes to be placed in the yearbook"

Online Store

☒ Allow Link users to purchase the book from the online store.

Configure

☒ Allow Link users to design, purchase, and submit advertisements of various sizes to be placed in the yearbook.

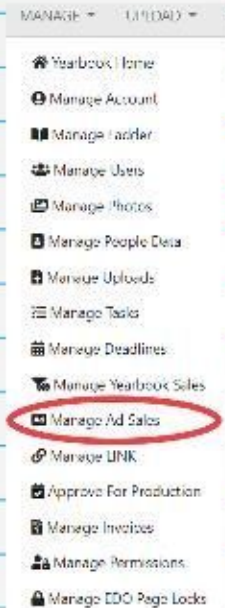
Configure

3. Be sure to "Confirm LINK Changes"!!!!!!



Confirm LINK Changes

BEST WAY EVER TO: EDIT, APPROVE, AND PLACE PURCHASED ADS



After logging in, click "Manage" and then "Manage Ad Sales." You should see the screen below. They can quickly approve the ads on the right hand side.

Manage Ad Sales									
#	Preview	Ad Name	Created	Status	Payment	Cost	Funding	Actions	
1		Joe B. Lee - 10/10/20 PERSONAL AD	10/10/20 10:00 AM	APPROVED	OVERPAID	\$10.00	\$1.00	Approve	
2		Joe B. Lee - 10/10/20 PERSONAL AD	10/10/20 10:00 AM	PROGRESS	PAID	\$10.00	\$1.00	Approve	
3		Joe B. Lee - 10/10/20 PERSONAL AD	10/10/20 10:00 AM	REQUIRED UPDATE	PAID	\$10.00	\$1.00	Approve	
4		Joe B. Lee - 10/10/20 PERSONAL AD	10/10/20 10:00 AM	PLACED IN	PAID	\$10.00	\$1.00	Approve	
Potential Total Funds:							\$10.00		
Total Funds Raised (Paid only):							\$10.00		
# of Approved Ads (not placed in yearbook):							0		
# of Ads Placed in Yearbook:							0		

TO EDIT: Click on "Ad Name" to view the info.

Click on the blue "Edit Ad Design" button. And to approve ads, change the drop down button to approved. Then, the "Update" button.

Ad Status: New

Comments/Notes:

New
Progress
Approved
Placed In Yearbook
Void
Requires Update

Ad Preview

Here is a preview of your ad, which will appear exactly as it is rendered below. If you wish to make changes, you can hit the "Edit This Ad" button.

Ad Details

Ad Name: Joe B. Lee - 10/10/20 PERSONAL AD

Type of Ad: Personal Page Content

Submitted By: Joe B. Lee

Student Name: Joe B. Lee

Create Date: 10/10/20 10:00 AM

Price: \$10.00

Order Information: No Order Code Information

Ad Status: New

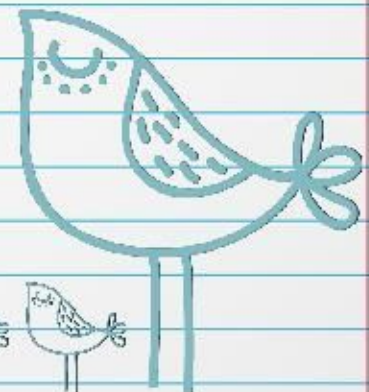
Comments/Notes: PERSONAL AD

Ad Payment Status: PAID

Edit Ad Design

Update

ALL ADS MUST BE REVIEWED & APPROVED BEFORE BEING PLACED IN THE BOOK



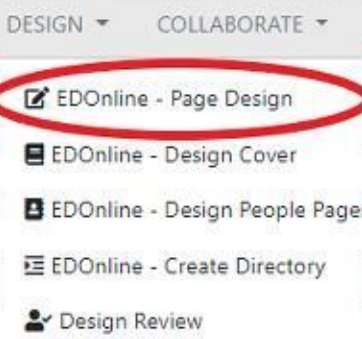
Entourage Yearbooks - Digital Proof

Created: 4/12/2021 9:3:55

Placing Purchased Ads:

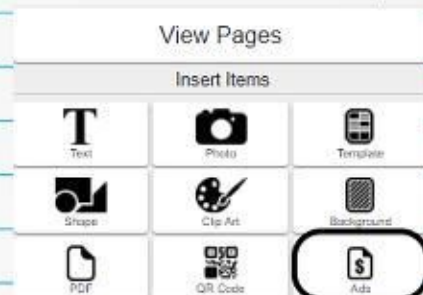
This watermark will not appear in your final yearbook

Go to the Design tab at the top and select "EDOnline - Page Design."

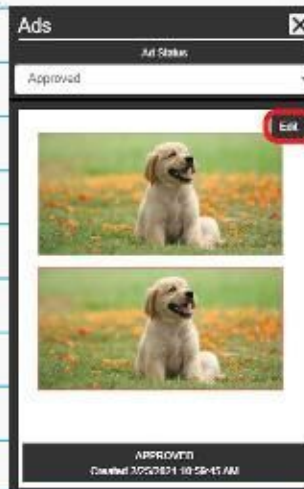


Select the desired page for the ad placement. Then, select the ads button

All approved ads will be listed.



Can still edit by hovering the cursor over the ad preview. Click the Edit button.



Click anywhere on the page to place it.

Why this would not work:

- Ad needs to be in approved status
- Ad has not been paid
- Need to make sure they are admin status

Don't forget to save your changes by hitting save in the ad designer!



Entourage Yearbooks - Digital Proof

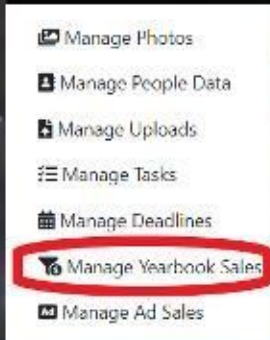
Created: 4/12/2021 9:13:55

RWE 2024 Yearbook

This watermark will not appear on your final yearbook

Best Way Ever to: Track Yearbook Sales

1. Login to the EDO website. Go to "Manage" -> "Manage Yearbook Sales"



4. At the bottom of the page, you can see the total online revenue for online and in-school sales

In-School Sales Results	
Total Number of Books Sold In-School	0
Total \$ Collected In-School	\$0.00
Total Online and In-School Sales	
Total Quantity of Books Sold	0
Total Sales Collected	\$0.00
Download Spreadsheet of Yearbook Sales	
Download Type:	Orders - Order By Order Id
Download	
Print Yearbook Sales Return To Sales Manager	

2. Click "Track Yearbook Sales"
You can also see a quick summary of all online sales on the right hand side

Manage LINK - Book Sales

HOME BOOK SALES AD SALES YACSS APP PUBLISH / PRINT

Manage your yearbook sales with Entourage's online sales tracking tools. Here you can track sales of online orders, enter new yearbook orders, set up online sales, and get help estimating expected yearbook sales.

Set Up Online Sales

Set up your account to sell your yearbooks via Entourage's secure online yearbook store. Enter information about how much you want to sell your yearbooks for, what are your ordering deadlines, and information about your yearbook project (e.g., delivery deadlines, how to pick up your yearbook, etc.)

[Set Up Online Sales](#)

Track Yearbook Sales

View current yearbook sales both via your online shopping cart and through internal sales. Here you can add new orders, track order status, and delete invalid orders received.

[Track Yearbook Sales](#)

Total Yearbooks sold	0
	Online 0
	In-School 0
Total Yearbook Revenue	\$0.00
	Online \$0.00
	In-School \$0.00
Entourage Fee (2% of yearbook profit sold online)	\$0.00
Total Advertis	0
Total Ad Revenue	\$0.00
Entourage Ad Fee (2% processing fee)	\$0.00

3. Under "Track In-School Sales" you can click "Create New In-School Sales Entry"

Track In-School Sales

This is a list of your in-school yearbook orders.

Track your in-school sales below. Input your in-school sales using the button "Create New In-School Sales Entry".

[Create New In-School Sales Entry](#)

Select All	Order Id	Name	Order Date	Quantity	Yearbook Sales	Total Sales	Recent Items
------------	----------	------	------------	----------	----------------	-------------	--------------

WHY THIS WOULD NOT WORK:

- Online sales are not turned on
- No sales have been recorded



Create Re-Sign Account

START FOR CUSTOMER RE-SIGN STEPS:

Personalization Icons Enabled:
Back Cover Personalization Enabled:

VIEW SALES LEAD	Parent Id: 0
CUSTOMER LOGIN SETUP	RE-SIGN LEAD
Yearbook Cover: Cover Set:	
Ladder Progress: 97 of 152 Pages Set	New Ladder
Create Pre-Check	

On the admin account, click on **RE-SIGN LEAD** which brings you to the re-sign link.

re-sign for the 2021 school year, enter the new contact information below:

2021 NEW Contact Phone: 2021 NEW Contact Email:

His re-sign lead:
 gn Status:
 -sign -> <https://forms.entranceyearbooks.com/OnlineContractExtension.asp?id=45631>
 ign Notes:

You'll want to copy the re-sign link and send it to the primary contact from the account.

[illegible]

They will need to fill out all of this info. in order to re-sign for the next year.

Make sure you have "Okay - Happy Customer" (or it won't work), "Resign Account" and "No" (unless they ask for a clone) checked off. Then click "*Create Re-Sign Account."

Title:	BWV 2021 Yearbook	BWV Yearbook 2022 Yearbook
Contact Information:	C&B DAVIS cdb@cbdavisonlinebooksyearbooks.com 7325444000	Same Contact Information
Delivery:	8/1/2021	06/31/2022 <input type="checkbox"/>
Upgrades:	PERSONAL DATA FILE \$0.00 (NO UPGRADE) <input type="checkbox"/> (NO UPGRADE) <input type="checkbox"/> (NO UPGRADE) <input type="checkbox"/>	PERSONAL DATA FILE (NO UPGRADE) <input type="checkbox"/> (NO UPGRADE) <input type="checkbox"/> (NO UPGRADE) <input type="checkbox"/>
Dynamic Upgrades:	10 GB STORAGE \$0.00 8/1/2020 <input type="checkbox"/>	Import Upgrades 08/31/2021 <input type="checkbox"/>
Invoice Method:	2 INVOICES	2 Invoices <input type="checkbox"/>
Disposition:	Okay - Happy Customer	Okay - Happy Customer
Type of Reassign:	NOTE: If you select Poor Approval Sales Accounts, upgrades inappropriate to this type will not be added to the new account.	Reassign Account
Close Account Confirm:	No	No
	Cancel	Create Re-Sign Account

A *new window should open with the new account. Scroll down and hit "Recalculate Dates."

Current Submission Deadline:	
Preparation Deadline:	
First Submission Deadline: (your Sample Copy Deadline):	
Second Submission Deadline: (your First Draft Due):	
Final Submission Deadline: (your Completed First Draft):	
Final Approval Deadline:	5/1/2022
Delivery Date:	5/1/2022
Last Day of School:	5/1/2022

Scroll up and click "View Sales Lead."

EDOnline - Config Type:	
Personalization Icons Enabled:	
Back Cover Personalization Enabled:	
VIEW SALES LEAD	VIEW PARENT ACCOUNT Pare
CUSTOMER LOGIN SETUP RE-SIGN LEAD	Sho
Yearbook Cover: Cover not set.	

Scroll up and click
"View Sales Lead"

Decision Month: _____

Referrer URL: _____

MARKETING DATABASE INFORMATION
It is required to generate all leads with the corresponding record in the School

NO SCHOOL IDENTIFIED

Associate School

SURVEY INFORMATION
This survey information is filled out by the customer after they enter in

Find the school and click "Associate School."

Quoted Price/Book: 0.00 \$/Book

Revenue Potential: \$0.00

Proposal Type: [Dropdown]

ACCOUNT CREATED
Click here to View Account

Quoted Price/Book 2: 0.00 \$/Book

Revenue Potential: \$0.00

Update

Lastly, scroll down to set Price/Book to \$0 and then click Update!

REASONS TO RESIGN:

- SAVE YOUR CURRENT PROJECT TO VIEW NEXT YEAR
- LOCK IN YOUR CURRENT PRICE AND UPGRADES
- THERE IS NO CHARGE FOR RE-SIGNING
- THERE IS NO PENALTY IF YOU CHANGE YOUR MIND LATER!
- ANY REVENUE FROM THE PREVIOUS YEAR CAN BE USED TOWARDS PAYING FOR YOUR NEXT BOOK!

REASONS THIS MIGHT NOT WORK:

- WE DO NOT RE-SIGN PARTNERS!!!
- UNAUTHORIZED TO SIGN CONTRACT
- CHANGE IN ADMIN EXPECTED
- SINGLE YEAR CONTRACT ONLY

Best way ever to place edit Backgrounds

This watermark will not appear in your final yearbook

To Place:

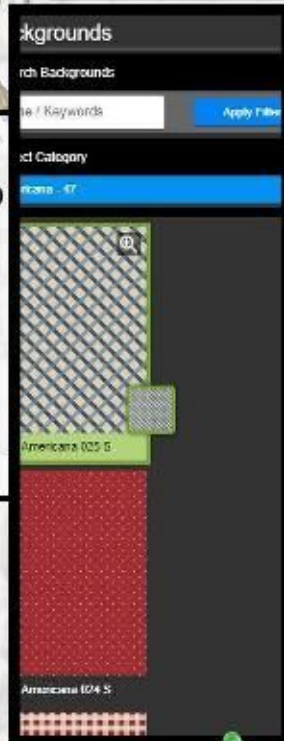
Step 1: Click on the Backgrounds button on Insert Items



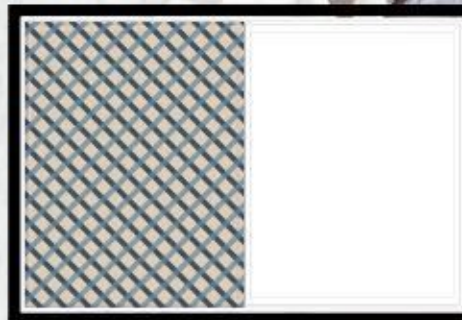
Step 2: Click on a category to open the gallery of backgrounds available.



Step 3: Click on the background to have it selected. The background will highlight green and a thumb nail will follow your cursor



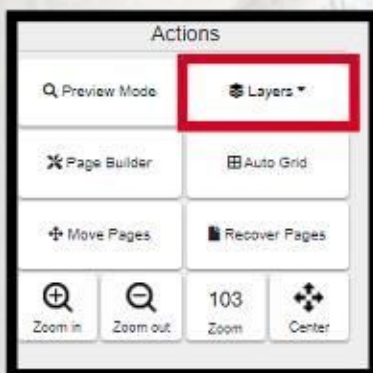
Step 4: Click either the left or right page in the designer to place the background. If the background is a full spread, click either side to place.



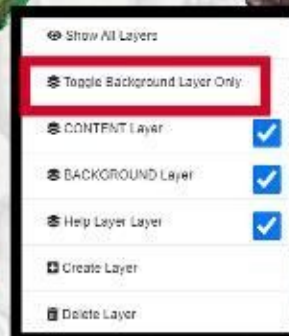
Not working?

- Make sure to click the page, not drag.
- Multiple backgrounds may be layered on top of each other on the page in the designer.
- Make sure the background layer has a check next to it.

To Edit/Delete



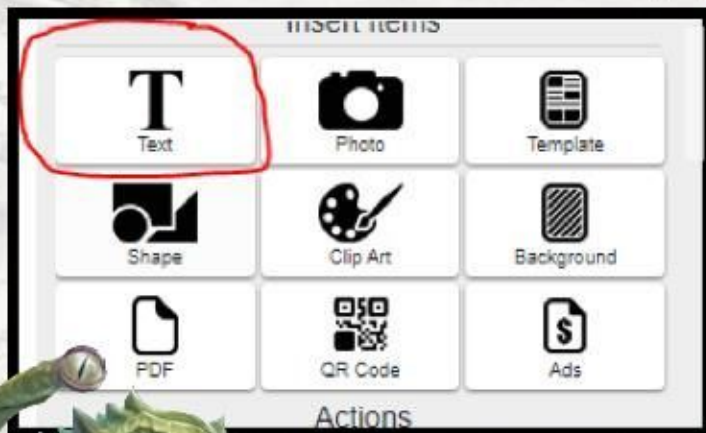
Step 1: Click on the Layers button under Actions



Step 2: Click Toggle to Background Layer Only. This will make the elements in the foreground invisible.



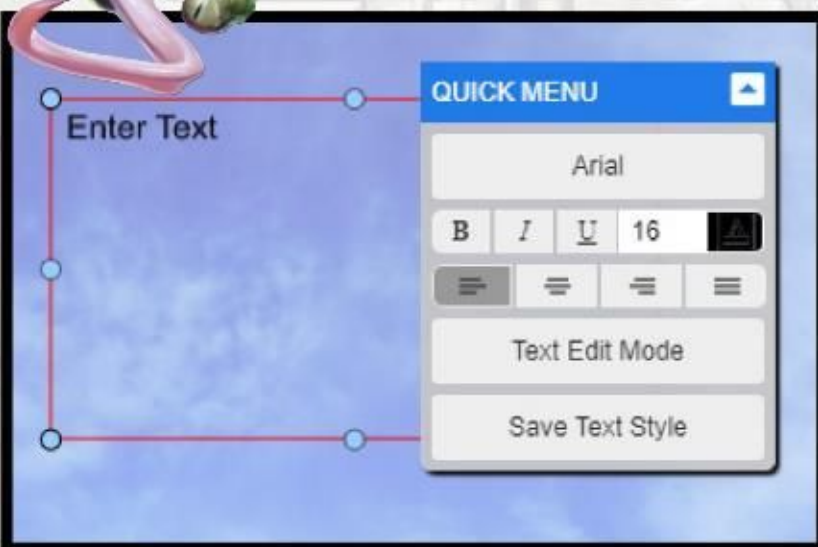
Step 3: Click on the background on the page in the designer to move it around or delete



Step 1. Click on the Text button.



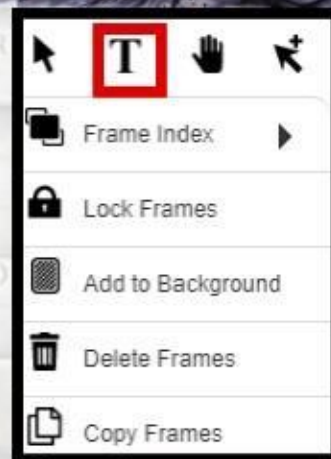
Step 2. Click on a Text Style to have it select and click anywhere on the page for the text box to load.



Step 3. To edit the text, double click to enter the text box for the first time. The Quick Menu will change to have the text editing tools.



Step 4. Edit your text using the Quick Menu. You can change the font, size, color and alignment.
-Text Edit Mode allows you to easily type text.
-Save Text Style allows the current options set on a text box to be saved and easily placed throughout the book.



Not Working?: Its a click to drop it on the page, not a drag!
-Make sure your cursor is in the text box to type

Helpful Hint: The right click option also has the text editing cursor.



THE BEST WAY EVER

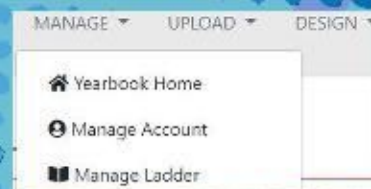
INSERT & EDIT PHOTOS

Use Google Chrome go to www.entourageyearbooks.com to LOGIN with User ID & Password
Locate your current yearbook project and select the blue OPEN button

Using the Manage Tab in toolbar go to Manage Ladder to find your desired page and click on the blue DESIGN PAGE button



Go to INSERT ITEMS section in left-hand toolbar and select the PHOTO ICON



Select All PHOTOS or one of the PHOTO CATEGORIES to see all pictures in that library

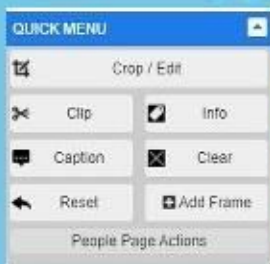
Click on desired photo and then click on page to place

If you have inserted a TEMPLATE or using DROP PHOTO BOXES, click on photo and click inside DropBox to place



Click on picture to see "bounding box"

- * Click on larger blue dot to rotate
- * Click on smaller blue dot to change size/dimensions
- * Place cursor in center of photo to use "hand" icon to reposition



Click on photo to access QUICK MENU to:

- * Crop Photo
- * Light Editing
- * Get information about the photo

Use toolbar at top of page to change additional elements of photo

- * Border Color - click on photo, chose border option, click color and width
- * Drop Shadow - click on photo, chose "FRAME", select "add drop shadow"
- * Rounded Corners - click on photo, chose "FRAME", select "round corners"

Why this would not work?

Fit to Frame Warning - (photo not filling frame) click on warning to show photo that has error and adjust frame

Low DPI/Low Resolution Warning- (photo under 120DPI) need to shrink photo or import higher resolution photo

Can't access page - need to adjust permissions in Manage Users

THE BEST WAY EVER TO INSERT TEMPLATES SHAPES CLIP-ART

INSERT TEMPLATES

*Click Template underneath
Insert Items*

*Pick which template you like
and click on it*

*Click on the page you want
your template in*

INSERT SHAPES

*Click on the shapes icon
underneath Insert Items*

*Choose which shape you like
and click it*

*Click on the part of the page
you want the shape in*

Use the dots to adjust size

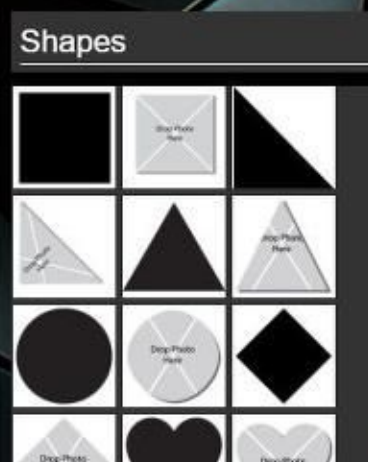
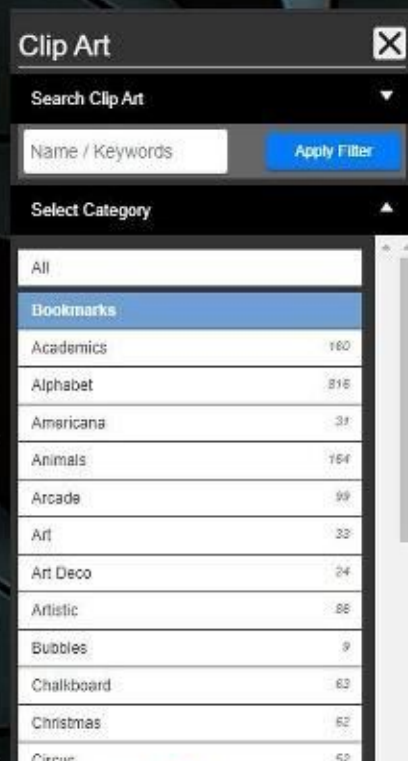
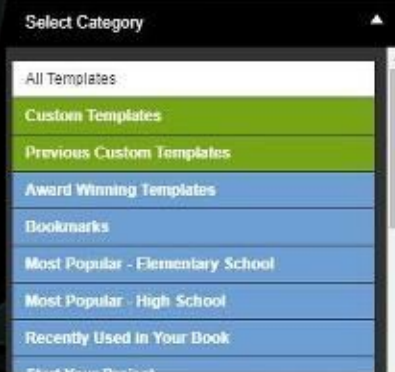
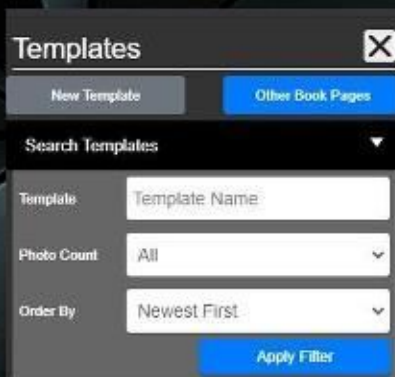
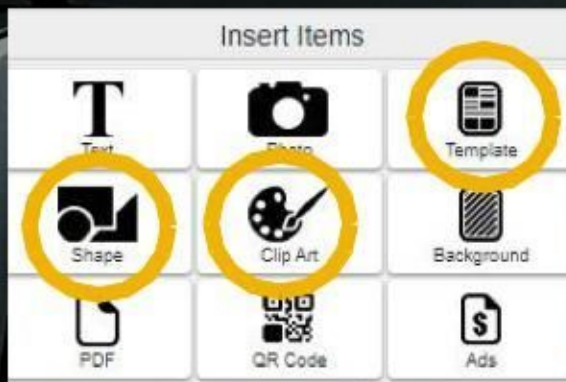
INSERT CLIP ART

*Click on the clip art icon under
Insert Items*

*Choose which style or theme or
type in the search section*

*Click on the clip art you wish to
use and drop it on the page*

Use the dots for size adjustments



Upload Student Photos and Index

Best Way Ever to....

Step 1

Download your photos and index file* to your computer.

*Your index file is a text document that includes all your student's information, teacher and photofile. Compatible file types are .tsv, .txt or .csv

If downloading from an online portal or link

If you have a CD

Insert the CD into your CD drive. Open the CD in File Explorer and copy all of the contents. Paste the contents onto your desktop.

SPRING YB.zip

Open

Open in new window

Extract All...

Download all the necessary files from the online website onto your desktop. You may need to unzip the files once downloaded. Open the folder and right click. Extract to unzip files.

Step 2

Log into your yearbook account, select the Manage drop-down, and then select Manage People Data.

Step 3

Select the Blue button 'Click Here to upload photos and Student Index'.

CLICK HERE TO UPLOAD PHOTOS AND STUDENT INDEX

Step 4

Select 'People Page photos' from the Select photo Category drop menu. (It is automatically added as a category for you.)

Select photo category

People Page Photos

Select your photos - supported file types: .jpg, .jpeg, .png, .gif, .tiff, and .pdf



Drag photos and index files here

or

Browse

Tip: to select all the photos in a folder at once, click on one & then hit CTRL + A

Please note that you will have to OPEN folders and select files inside!

Step 5

Upload your portrait and index files! Either DRAG files from a separate file window onto the cloud icon, or click BROWSE to open a file explorer window to select files.

Once you have added files to upload, they will be added to the loading dock like this!

Created: 4/12/2021 9:53 AM

step 6

After the index uploads, a spreadsheet will appear. Confirm the data headers using the drop down menus located directly above the columns. Once all the needed columns have been assigned hit the green CONFIRMED button. (You may have unnecessary columns that you can leave unassigned.)

Confirm your data headers

This worksheet contains column headers

Match photos from: All photo categories

Teacher	Photo File	Grade	Last Name	First Name
CASSAR	00014.JPG	6	Carrigan	Gabriella
CASSAR	00016.JPG	6	Cerverizzo	John
CASSAR	00019.JPG	6	Cohen	Jordan
CASSAR	00021.JPG	6	Consiglio	Julia
CASSAR	00023.JPG	6	Costante	Gina
CASSAR	00025.JPG	6	Costante	Gina

Congratulations! Your portraits and names should now appear below the uploader!

Why won't this work?

- User does not have permission for people page designer
- Files were not downloaded to desktop before attempting upload
 - Index file is not a compatible format
- Folders can't be uploaded, open and select the files inside
- A photo category must be selected before uploading is available
- Data Headers have not been confirmed

Best Way Ever to....

Manage People Data

Step 1

Now you have uploaded your portraits and data, you can further prep your people before flowing into the yearbook pages. Start by browsing through your people and making sure all names are correctly spelled and people are listed in the correct groups. Use the drop-down filters to browse.



Click on a portrait to view the details and edit them as needed.

Step 2

Click on the Check Duplicates tab. Merge any duplicates together after selecting the fields that you want to keep. Selections will be highlighted in blue. Ignore any possible duplicates that you do not wish to merge.

Please note that for teachers to flow into their class pages, they must be grouped in their class, and the department field should say 'FACULTY'



Type in spelling corrections or choose new drop-down selections and hit 'save'.

Why won't this work?

- User does not have permission for people page designer
- Index did not include correct information
 - Browser not compatible
- A person cannot be edited unless clicked on
- Add a new group name by typing it and clicking "Add" to save the new option




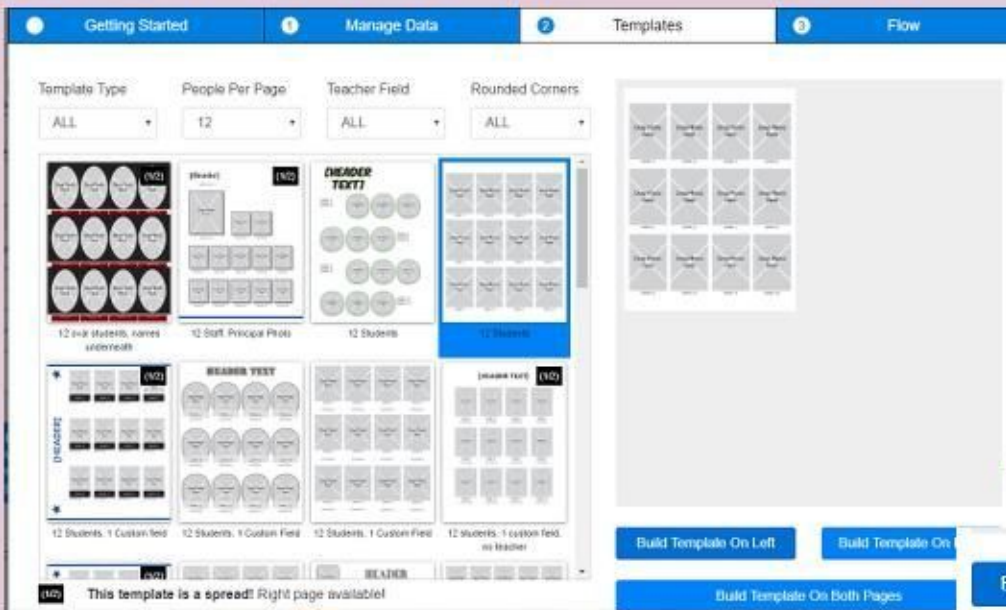
Build People Page Templates

Step 1: Log into your yearbook account, and open any page in the yearbook designer where you would like to start building people pages. Then, click on the word "people" in the top toolbar above the pages and then "make people pages" from the drop -down menu that appears.

People ▾

Settings ▾

 Make People Pages



Step 2: Select the step 2: Templates tab in the popup window that appears. You can use the filters to search in our people page library based on template type, the number of people per page, number of teachers per page, and photo shape. When you find a template that you like, click on it so that it highlights in blue and a larger preview appears in the right panel.

Step 3: Once you have the desired template selected, use the blue buttons in the bottom right corner to build template on left, right, or both pages.

Don't see a template you like? Use Auto-Grid!

Step 1: Select the button in the left toolbar of the page design called auto-grid. A menu will appear with default settings that you can edit to create your own grid.

 Auto Grid

Step 2: You can edit the measurements for photos across and down, horizontal and vertical Spacing, and margins. Choose to add text boxes below your photos, on the side as a separate column to the right or left, or no text boxes at all. Choose the shape of your photos from rectangle, rounded, or oval. Below the settings you will see a preview of your grid which will update as you edit your settings.

Step 3: Once you are satisfied with your grid settings, click the button to Build on Left or Build on Right to place the grid on the left or right page of your book. If you have over 50 frames per page, please give the template a few minutes to generate.

Not Working?

Templates or pages from previous book projects may not be correctly tagged. You must be an admin or given permission to use the people page designer. If you remove boxes from the start of a template or grid, you will be removing the tags for the first people in your group when flowing.

Auto Grid

Build on Left

Build on Right

Photos Across

5

Photos Down

5

Name Boxes

Under Photo

Photo Shape

Rectangle

Horizontal Spacing

0.2

Vertical Spacing

0.1

Top Margin

0.25

Right Margin

0.25

Bottom Margin

0.25

Left Margin

0.25

Layer

CONTENT

Photo Size: 1.44" x 1.57"

Flow People Pages

Step 2: Select the group you would like to flow to the page. From the drop down, select if you would like to organize your groups by grade, class, or teacher. Then, click the desired grade/teacher/class from the left menu. You will see the students in this group generate on the right side of the window. Above the preview of your group members, you can change the camera shy icon, choose whether to flow alphabetically by first or last name, and whether to split the name on two lines.

Step 3: Now choose if you would like to flow your group on the left page or the right page by clicking the blue buttons under your student photos. The pictures will automatically flow in alphabetical order, and fill as many frames as there are in your template.

41

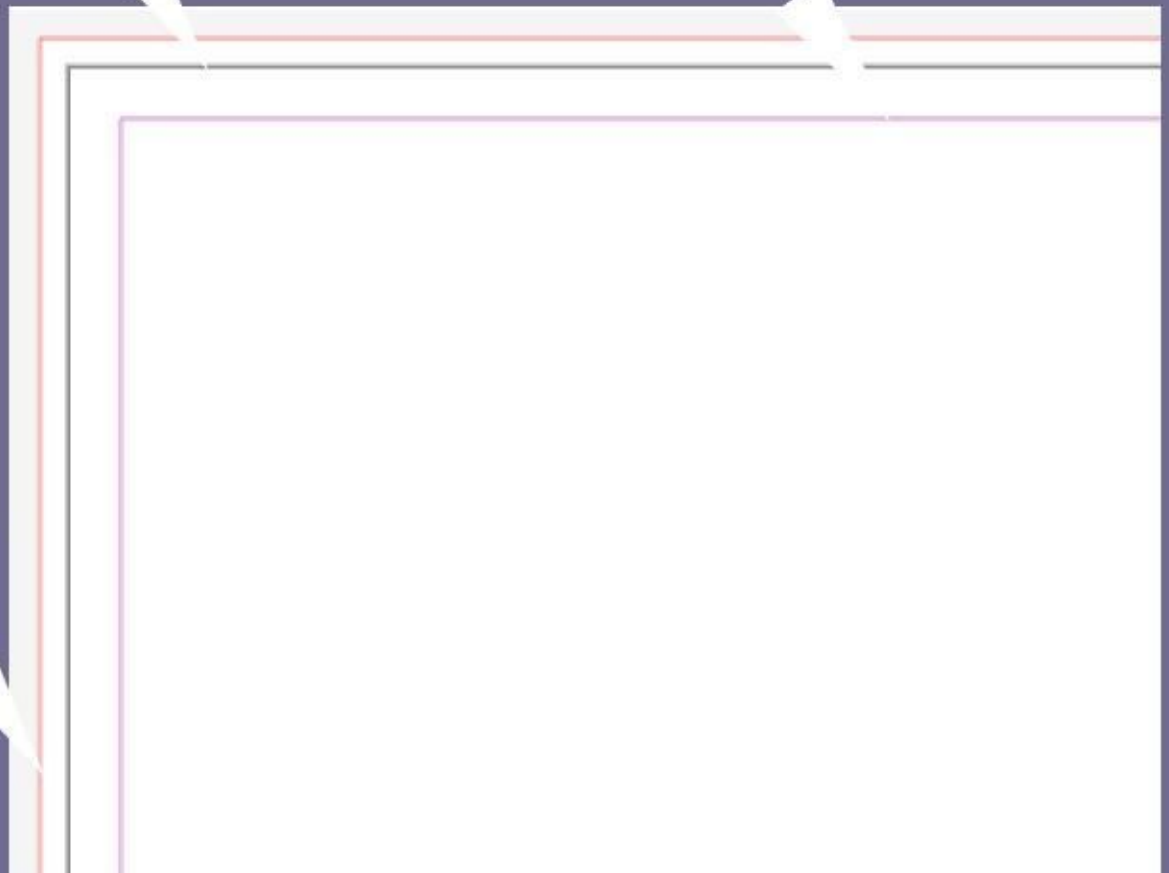
BEST way EVER to...

Learn Page and Cover Guidelines

This **Black Line** is the "cut" line, and this is where the physical edge of the page will be after it is trimmed in production. Any backgrounds or graphic elements on the page that bleed, should extend beyond this line.

This **Purple Line** is the "safe" line, it sits .25 inch from the edge of the page. This should be the line where any text, faces or other important content should be kept within so it is safe and fully contained on the page.

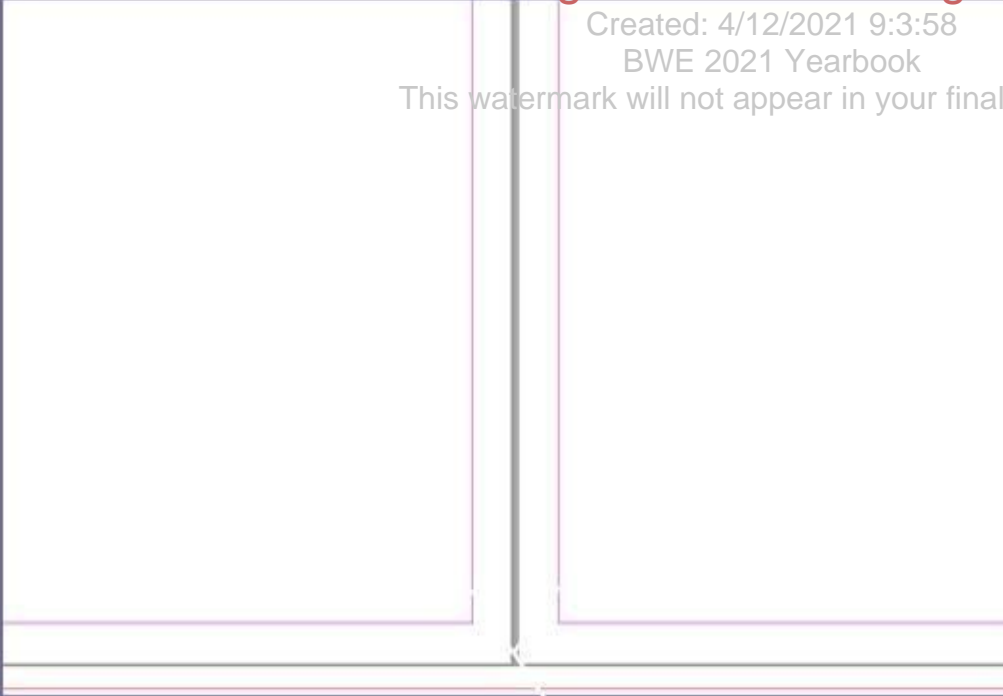
This **Red Line** is the "bleed" line and this is where printing ends on the page. Any background or graphic element on the page that should bleed, needs to extend to this line to avoid any awkward looking edges after trimming in production.



Created: 4/12/2021 9:3:58

BWE 2021 Yearbook

This watermark will not appear in your final yearbook



This 0.5 inch area between the purple safe lines is called the "gutter" and it is where the two pages come together in the book binding. It is VERY important not to place any text or faces in this area because they could become LOST in binding. To avoid this issue in text, add extra spaces between letters to account for the gutter.

To reiterate... it is SUPER important to follow these guidelines!

If you do NOT follow these guidelines...

You risk losing names, text or image content from clipping or binding in the final books!

BEST WAY EVER TO...

UNDERSTAND SCHOOL PHOTO CLOUD BASICS



School Photo Cloud is a people page website where admins can upload Rosters or Index and allow the students to take photos from their homes to use as Student photos. These photos can be exported and used in the yearbooks People Pages.



Log in with E-Mail, Facebook, or Google. Then click "Create New Project"



Tip!

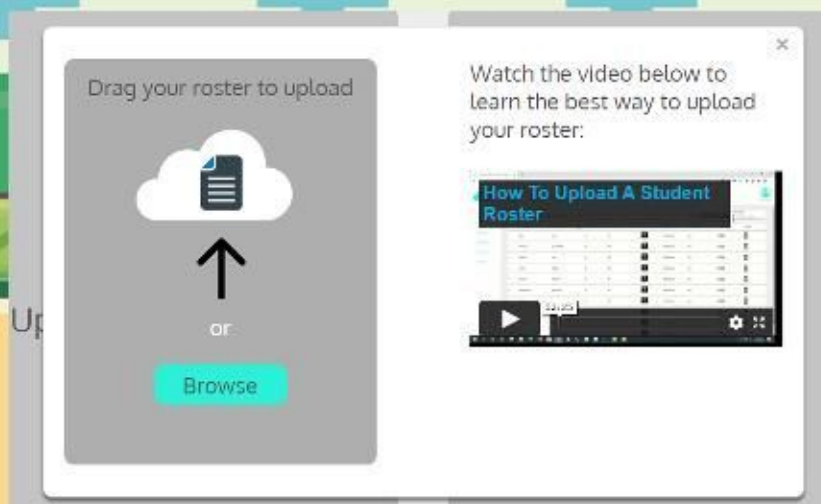
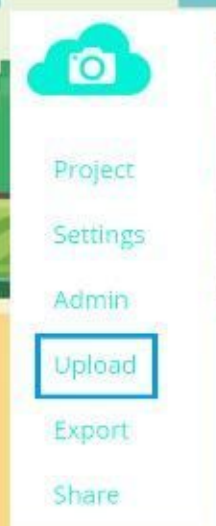
Logging in with Facebook or Google does not offer a password for future logins!



Enter School Name and URL link for your school. Each account must have a School name and custom URL that can be sent to the students and other members.



Click Upload to upload roster. Each student should have a personalized Student ID that allows them to login in and submit their photos. This can be placed instead of photo files. Make sure headers are identified correctly. Once done, they can share the URL with the rest of their students via email.





Scan to watch How To video. (Thanks Jackie!)

Entourage Yearbooks - Digital Proof

Created: 4/12/2021 9:3:58

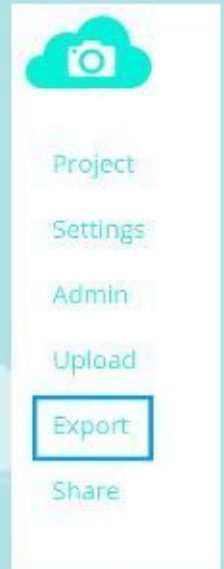


When students receive the link, they will take a photo using their webcam or cell phone. Once the photo has been submitted, the admin will have the option to approve or reject the photo using the green arrow or the red "X" under the Actions tab.

Status	▼ Imported	Actions	Notes
PENDING	Yes	 	
PENDING	Yes	 	



When all students have submitted a photo, select "Export". It will then bring up a window where you can email the exported zip file to you. From there, you can upload those photos to your People Page Data to use.



Tip!

Refer to page 38 & 39 for how to upload People Page Data!

Export your project

Export your project as a zip file. We will send the photos to your provided email.

Email:

sample@email.com

Export

NOT WORKING ?

- Index uploaded was not txt. or csv.
- Student does not have a student ID
- Camera is not working correctly on their computer
- They typed in the wrong custom URL



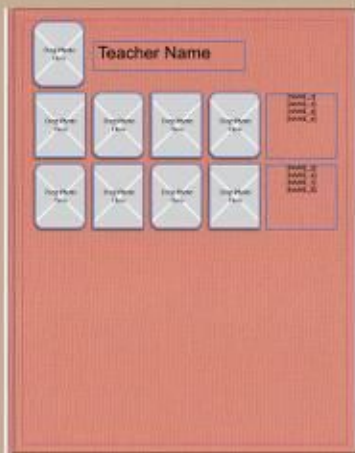
Best Way Ever To...

Flow Two Classes on One Page

On uploading people page data, please refer to pages 38 & 39.

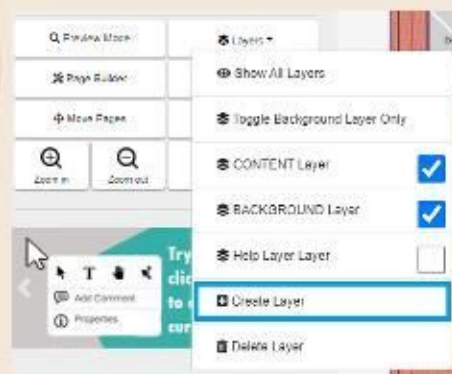
Place selected template on the page

STEP 1



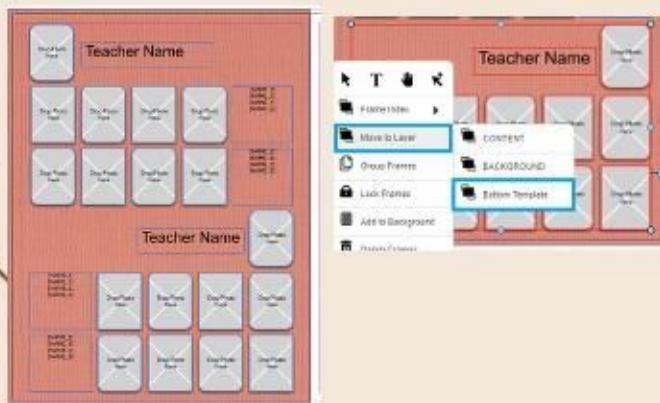
STEP 2

Select Layer option and click "Create Layer" and name accordingly.



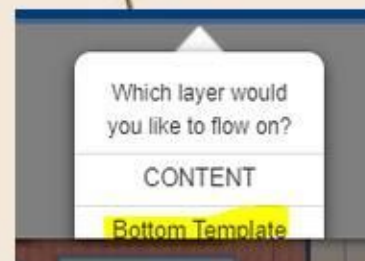
Place second template on page in new layer by selecting all and right clicking. Select "Move to Layer" and choose the new layer you have created.

STEP 3



STEP 4

Go to Flow People option and select the page you wish to flow. An option will appear underneath the page you want to choose the layer you wish to flow on.



NOT WORKING

- People Page Index is missing information or not imported as correct file type (not csv. or txt.)
- Did not flow to correct layer
- People on page were not cleared before placing

Entourage Yearbooks - Digital Proof

Created: 4/12/2021 9:3:58

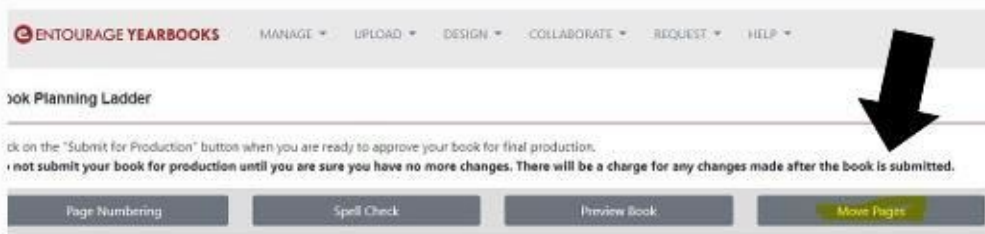
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The Best Way Ever to Move Pages

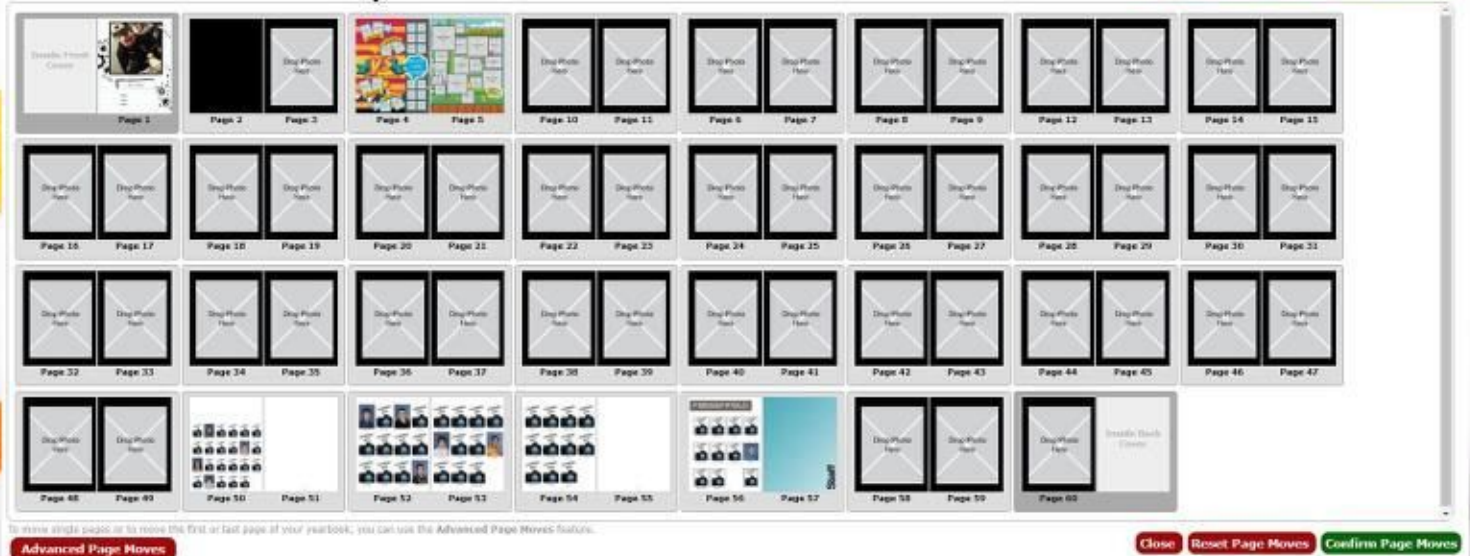
Step 1: Login to the yearbook account and go to the manage ladder

Step 2: Find the move pages icon on the manage ladder or on a specific page in the designer



Standard Page Moves:
Allows you to move page spreads

Move Pages



Step 3: You will click and drag the preview of the spread you wish to move to it's desired location. Once you re-arrange the pages to want to move, you can select the green icon of commit page moves.

***If you need to restart the pages moves you can select the red icon of reset page moves.**

***** Why this won't work: User is not an admin *****

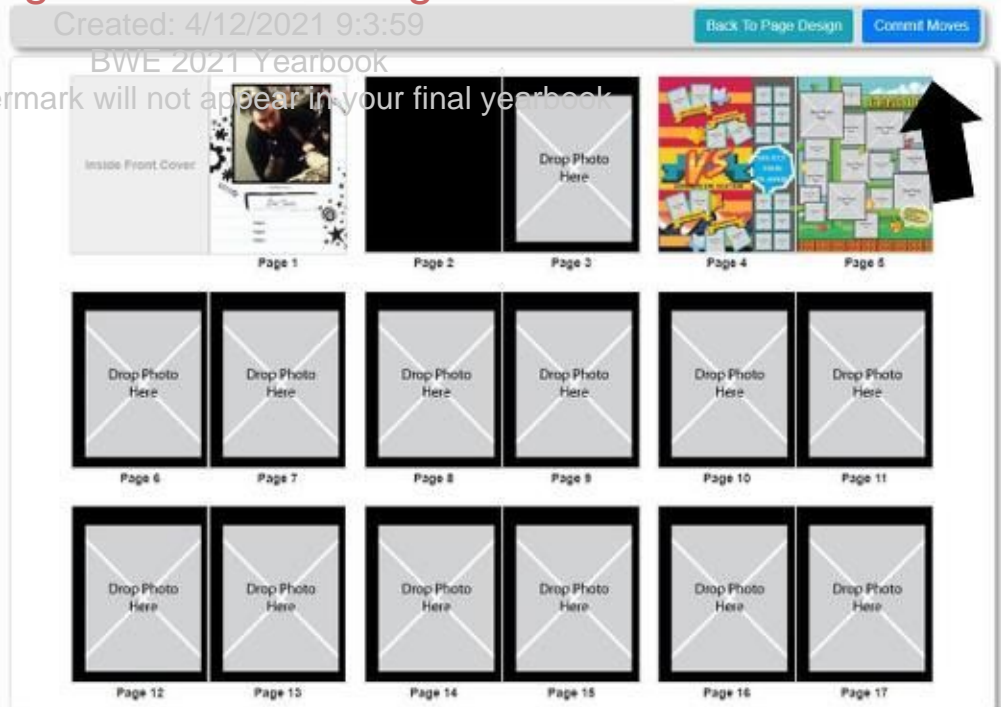
Entourage Yearbooks - Digital Proof

Advanced Page Moves:

Allow you to move a single pages by themselves.

Step 3: You will click on the preview and drag it to the desired location.

Step 4: Once you move the necessary pages, you can commit moves.



Save as Template: Allows you to save the page content and relocated it without losing content

Step 1: Save the page even if you haven't made any changes. Then select the green arrow next to the save icon.



Step 2: The pop-up below will appear and you can select the template type, which page to make as a template and title the custom template



Step 3: The different template types are:
 standard (general design)
 people page (portrait pages)
 master (makes a jpeg image of the template and will change for all master templates placed)



Step 4: Custom templates will be found in the template icon under the category of custom templates



THE BEST WAY EVER TO:

Use Other Language Fonts/Text Boxes

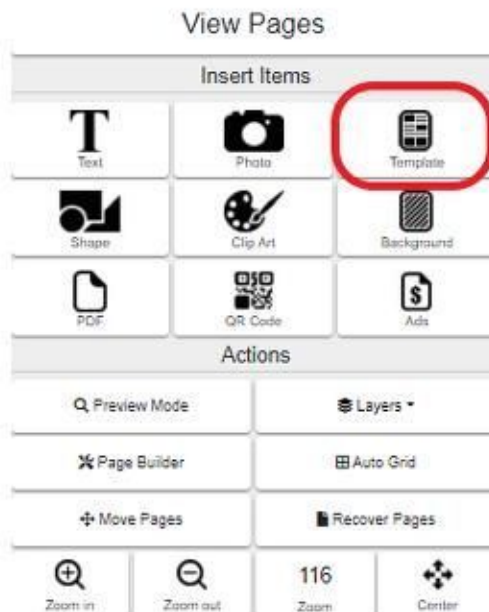
These are not in the regular font selections.

After logging in, open the page you would like the foreign language font on.

Then, on the left hand side, click "Template."

Foreign Language Fonts We Offer:

- Hebrew
- Korean
- Chinese
- Vietnamese
- Greek
- Russian
- Japanese



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Created: 4/12/2021 9:3:59

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Then, click on the "Foreign Languages" category and select the template you want. Place it onto the desired page. This will then let the foreign font be available in the font list on this page.

A pop up window will ask if you would like to place on top or replace. Choose whichever option you need. Then you will be able to use this foreign language font.

Insert Template X

Replace existing page content or place template on top?

On Top

Replace

Select Category

Candyland

Clubs

Collage

Cover

Divider page

Extras

Foreign Language

Holiday

Keep In Touch

Openers

People Page

When this will not work:

- Customer may not have placed the template on the page and then saved.

MOST COMMON PREFLIGHT WARNINGS



Low Resolution Image Warning



SOLUTION

Check to see if the image is at least 120 DPI less could be why it is blurry.

Make the image smaller or upload larger file of the image

Document Warnings

Cancel Save

Continue Save

Click the warning below to highlight frame

Low resolution image - Resolution 76 DPI.
Recommended resolution is 120 DPI



Text Overflow Warning



SOLUTION

Text box on this page is not big enough, expand it, there may be missing text.

Make text box bigger or font smaller.

TEXT IN OVERFLOW

There is a text box on this page that is not big enough for the text. To fix the issue, make the text box bigger, or alternatively you can make the font smaller.



Actual Result



Expected Result

A

N

D

THE BEST WAY EVER TO FIX THEM

**BEST
TiP**

SAVE THE PAGE

then hover over the preflight warnings, they will tell you exactly what the issue is.



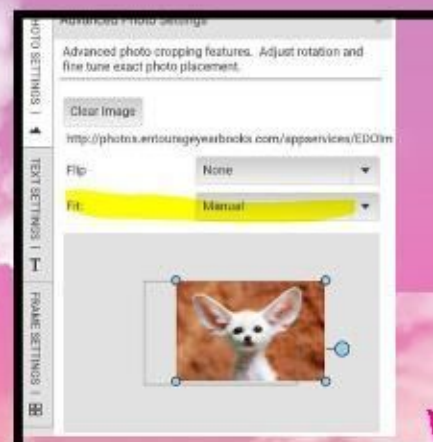
SOLUTION

**Fit to Frame
Warning**



Image is not entirely scaled to fit in the frame

Select photo with the warning
click photo settings on the right side of page designer. Click on fit and scroll down to manual.
Move picture to fit the frame



NOT WORKING?

Check for hidden character
or lines under other content.

Is there a text box hidden
behind background?

Has the book already
submitted for publication?

There are no errors
present.



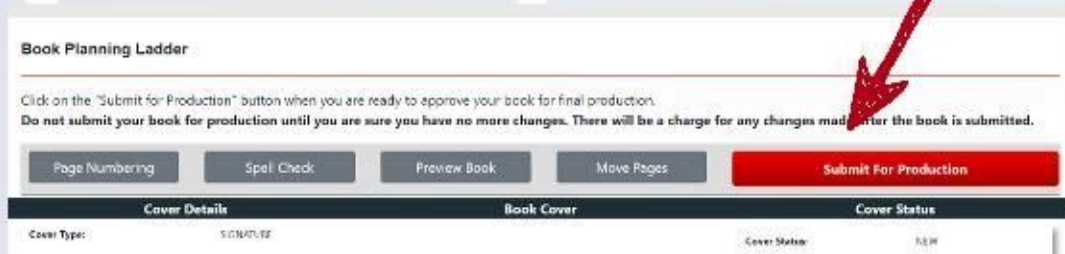
IT'S TIME FOR "TAKE OFF" THE BEST WAY EVER TO SUBMIT FOR FINAL APPROVAL

Once Your Yearbook is **COMPLETE** and
ready for submission

STEP 1: Access the
FINAL APPROVAL
FORM under **MANAGE**
LADDER or **MANAGE**
DEADLINES.



STEP 2: Click on
SUBMIT FOR
PRODUCTION or
SUBMIT MY FINAL
APPROVAL



STEP 3: Make sure **ALL** of
your book content is
APPROVED! (Cover
should already be
complete at this point). If
you still need to approve
content, start with the links
that say "NOT SET." Fill
out all forms properly or the
book can not be approved.

STEP 4: Set Your
Delivery Information!

STEP 5: Review Your
Book Specifications.
Be sure to check the
Cover Type, Number
of Books, and the
Number of Pages are
ALL CORRECT!

Entourage Yearbooks - Digital Proof

Created: 4/12/2021 9:4:0

BWE 2021 Yearbook

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STEP 6: Fill out the Final Payment Information section.

You will either be prompted to select a payment source or a red button that will take you to your options.



STEP 7: Fill In the Required Fields including the Option to Re-Sign! Complete the Electronic Signature and Click APPROVE FOR PRODUCTION!

REMINDER!!!



**** Don't forget to remind the customer to LOCK in their pricing for next year! Contracts are non-binding! Earn Some Extra Cash with the RESIGN!!**

Your Electronic Signature

Please enter your name and contact information to electronically sign this form and submit this Yearbook for final production.

Please enter your full name

Please enter your phone number

Please enter your email address

Your Name

(555) 555-5555

name@domain.com

[Back To Ladder](#)

[Approve For Production](#)

CONGRATULATIONS!!!

YOUR BOOK HAS BEEN SUBMITTED FOR FINAL PRODUCTION!

AN EMAIL CONFIRMATION WILL BE SENT SHORTLY!


SIT BACK, RELAX, AND LET ENTOURAGE DO THE REST!

- The Yearbook Is NOT paid in full.
- The User Is NOT an Admin.
- They Did NOT Run A People Page Check.
- The Forms are NOT Filled out correctly.
- The Ad Check is NOT Complete.

The Best Way Ever to... Using LINK Yearbooks!

Turning LINK Yearbooks On!

Step 1: Go to "Manage LINK" in the "Manage" menu.

 Manage LINK

Step 2: Click the "Link Yearbooks" tab.

Manage LINK

HOME

BOOK SALES

AD SALES

MOBILE

LINK YEARBOOKS

POLLS / PAGES

Step 3: Turn on the "Allow e-Yearbook Access" button & "Enable Digital Autographs" if they want to allow autographs. Once those are turned on, they will fill out the rest of the form to set the sales for e-Yearbooks, the release date, and the personalized access code.

They can also create a custom link for the e-Yearbook project; this link will take them to their school's LINK page. Families will be able to access LINK Yearbooks this way, so the school can share this url to them.

Digital Yearbooks & Digital Autographs

Use our new LinkYearbooks site to share your yearbook digitally and to allow your students to create digital autographs.

Allow e-Yearbook Access:

Allowing e-Yearbook access will put your book on display for your school community at www.linkyearbooks.com.



Allow Public Preview:

Enable 7 page preview of the book. Only first 3 pages are publicly available.



Enable Digital Autographs:

Digital autographs are a fun, secure, and versatile way for students to sign each others' yearbooks.



e-Yearbook Sales:

Earn a 15% royalty on all e-yearbook sales. You decide the price. Recommended price: \$15.95.

\$15.95

e-Yearbook Release Date:

Select when the e-Yearbook will be available to view/purchase.

2 Month After Delivery

e-Yearbook Access Code:

Add access codes to other people to see your yearbook on LinkYearbooks.

(e.g., school name)

GO

No spaces or special characters no repeat

Dedicated Link URL:

Your dedicated and secure URL for your e-Yearbook project to make Linking easy.


https://linkentourageyearbooks.com/View_account.asp?1=3F0D3050-578B-44FC-8466-E78D2F86DFE8

Copy Link


Customize


Logging Into LINK Yearbooks!

Step 1: Go to linkyearbooks.com and click the "power button"



Login

 Sign in with Google

 Continue with Facebook

OR

Email:

Password:

Forgot password?

Sign In

Register

Name:

Email:

Password:

Verify Password:

Your Birthday:

☒ I agree to the terms of use

☒ Keep me posted about what's new.

Register

Step 2: They can sign-in/register with either Google or Facebook using their respective buttons; these are the recommended ways for signing in.

If they *do not* want to sign in with either one, they must create an account through the "Register" form.

Step 3: Either search the name of the school or navigate the library to find their account!

Find book



HOME

LIBRARY

AUTOGRAPHS

Using LINK Yearbooks... e-Yearbook & Autographs!

Created: 4/12/2021 9:4:1

BVE 2021 Yearbook

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Step 1: Once they've found their school, they will click "**Access Book**" and will be prompted how to access it. They will need to enter the "**Access Code**" the school set to see the whole book. From the Memory Book screen, they can navigate the pages of the book and like or comment on their favorites!



Step 2: If they want to sign autographs in their friend's books, they can share their personal code from the "Autographs" tab. If they receive a request for an autograph, they can follow the link that their friend sent them or click the "Autographs" option in the top right corner.



Step 3: Once they enter in the code or click the link, they will be taken to the autograph designer.

The designer for autographs is **SIMPLE**. It is different from the yearbook designer, but is just as fun with different templates and fonts. When they are finished making their autograph, they can submit it. They **CANNOT** edit the design once they hit submit.

WHY THIS WON'T WORK

- They don't use the correct links or codes to access the book or autographs.
- The school doesn't turn e-yearbook or autographs on.

HANDLE ESCALATIONS

WHAT IS AN ESCALATION?

1. Caller must be an advisor or principal/ director at the school - not a parent!
2. Caller must be concerned about some aspect of books they received or have not yet received due to shipping mishaps. This does not pertain to calls about software problems unless that problem caused a delay in final approval (thus making it a shipping mishap).



IMPORTANT NOTES:

- ~ Don't say anything about re-printing books - leave that for Account Manager, Sales, and the ESCALATION team to handle. Sometimes re-printing books is not the right answer. Of you tell them we will re-print they will immediately expect this. Do NOT decide any resolutions, just gather the info.
- ~ Take responsibility and follow up with Account Manager, Sale rep, and/or customer involved. Make sure it is addressed in a timely manner!



LEVEL 1A: ANGRY CALL COMES IN

HANDLED BY: CET/CALL-TAKER

1. Listen to the customer. Allow them to vent. Don't talk much during this period. Imagine yourself in their position, and show empathy. If you must speak use short phrases like "I see" or "Go on".



2. Using your own words, apologize for what the customer is feeling. We are always sorry they are going through a stressful situation. Reassure them that you will try to help them fix the situation and that you will be there throughout the process. Have a heart. They may be scared and worried about their job, reputation, or other stressor. Being kind is key!

3. Get the following information:

- Photos of the damage (have them emailed to yearbooks@entourageyearbooks.com)
- Total number of items damaged/affected
- Customer's last day of school
- Customer's contact information

If, at any step, the person on the phone continues to be angry or asks to speak to a manager: escalate call to Account Management! Sometimes a call is too hard or a person is abrasive of your help.



4. Enter a Customer Mood Level 1 call log labeled "**ANGRY**". Do not use Level 2 for escalations. This is so that everyone will be notified when an escalation happens. Assign the ticket to the Account Manager and mark the ticket sub-type as **ESCALATION**.

Customer Mood:	-----	▼
Satisfaction Score:	1 - ANGRY	
	2 - UNHAPPY	
	3 - CONTENT	
	4 - SATISFIED	
	5 - GREAT	
	6 - ECSTATIC	
	N/A	
and reorder c		
	Save Ticket	

Ticket Subtype	-----	Phone Number	619
	Endsheets		
	ESCALATION		
Call Direction:	Final Approval		
	Following Up On Call- Please Respond		
Started By:	Fonts		
	Foreign Language		

Best Way Ever

To View Production &

Delivery Information!

Step 1:

Search for the school on Admin.

Step 2:

Scroll down to Work in Progress info. Check out the photo below

Step 3:S: 6 / 20 / 2021*
represents Started Date
D: 7 / 20 / 2021*
represents Delivery DateStep 4:

Click on green dot underneath Label & Ship to view tracking info

WORK IN PROGRESS INFORMATION

Less notes
 r received: Once we have confirmed we have a properly submitted cover design, set to "yes".
 r approved: Confirmed based on when the customer approves the final design of their cover.
 unt Managers: Initial files received from customers. Verify page sizes, resolution, and submission accuracy.
 unt Managers: Second file submission, confirm receipt of files and progress for their yearbook.
 unt Managers: Verify receipt of all pages of the yearbook. Confirm book specs and order necessary cover materials.
 action: After the proof book has been delivered, mark this stage to yes. Make sure to notify the account manager about all proof books in order for the manager to r the customer.
 king Information:
 ners: Customer has provided their corrections and returned them to Entourage. Designer needs to update the corrections and notify the account manager when
 unt Managers: Completed incorporating feedback from proof book. Prepare electronic proof for distribution to customer for final approval. Notify account manager upload electronic proof to web site.
 unt Managers: Account manager is responsible for receiving final approval from customer in order for the proof to be ready for production. Account manager must y designers and production of the location of the prepress material. Make sure to record the location of the final files with the account details.

ne Approvals	Status	Approval Date	Approved By	Contact	Action
ne Production Approval	APPROVED	5/5/2019 1:09:11 PM	melissa harm	9142612593 melis122791@aol.com	Recreate PDF

unt Managers: Set this to "Yes" the custom would like to re-order yearbooks but make some changes to the current yearbook before re-ordering. Only ADMINs will owed to edit the pages and this will be set to "No" as soon as a re-order comes in.
 6/2019 11:05:53 PM

Station Status Key
 Not Started Ready To Start Started Complete Error

LOVED	APPROVAL	PRINTING	COVER	FINISHING
Recipe	Due	Qty	Production Started	B - Pre-Press Verified
			C - Pre-Press Verified	Acct Mgr QC Check - /
			Vendor Selection	Recipe Verification
			B - Print Production	C - Proof Creation
			C - Print Production	Label and Ship

SIGNATURE
 43918965 - Book Production
PRODUCTION
 Printer: District

S: 5/29/2019
D: 6/3/2019

170 Books
 80 Pages
 Hide Row

COVER Qty SHORT!

Label and Ship

Follow Up Tasks Author

Not working? Uh oh -That's NOT hot!

This might be why:

Make sure you're looking at the current
 YB
 &
 The book must be submitted for
 production



**BEST
WAY
EVER**

To Answer Partner Calls

Partner Accounts and How to Identify Them:

Entourage Yearbooks works with Partners, usually school portrait photographers, that resell our yearbook services to their school customers. When their schools call Entourage for support, we can help them with anything software related, but should not discuss pricing or change order specs for them. These questions should be referred to Cory, Billy or Paige. Partner accounts can be identified on the admin page by their red banner in the upper right corner labeled "Preferred Photographer". Partner accounts will also have their pricing hidden in the "book specifications" area of their admin page. If you're in doubt about whether to answer any question from a partner's school, play it safe and transfer to Cory, Billy or Paige.

The screenshot shows the 'VALUE Program' admin interface. On the left, there's a sidebar with 'RETAIL Partner Program' and 'CONTACTS' sections. The main area displays details for a partner account named 'Gravel Pointe School'. A red banner at the top right of the account details says 'Preferred Photographer'. Below this, there's a section for 'Template Account - Used for templates'. The bottom part of the screen shows 'Ready To Ship: Not Ready' and 'COD (\$): 0'.

The Rules About Partner Pricing - IMPORTANT

1. The first rule of pricing with partner accounts is that you **DO NOT** talk about pricing with partner accounts.
2. The second rule of pricing with partner accounts is that you **DO NOT** talk about pricing with partner accounts.
3. If either the partner or the school adviser asks pricing or spec change questions, please transfer them to Cory, Billy, or Paige.

What can you help Partner Accounts with?

If they have basic technical support questions, you can assist them. If the partner or adviser is angry or upset, please transfer them to Cory, Billy, or Paige. Partner escalations (printing errors, missing kids, etc.) go to Cory.



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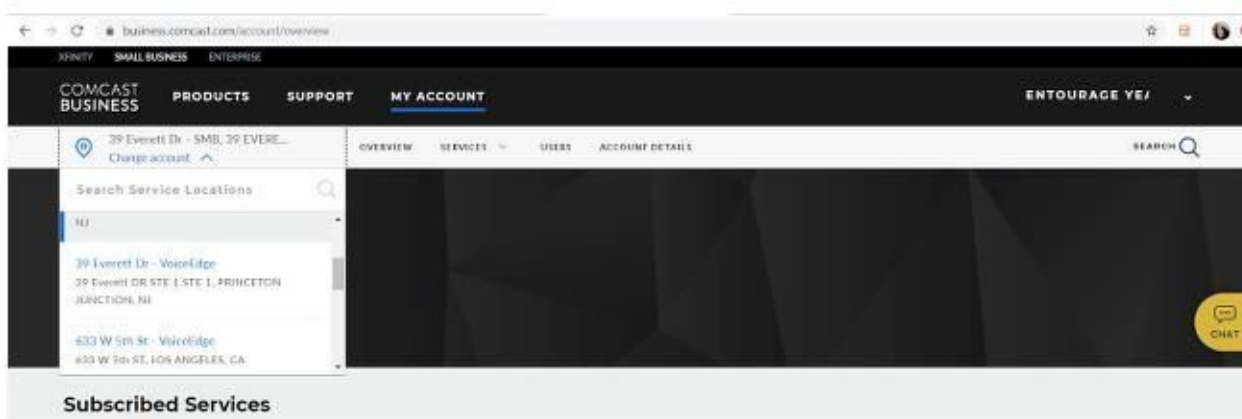
Best Way Ever to Turn Off Call Control

Login to <https://business.comcast.com/>

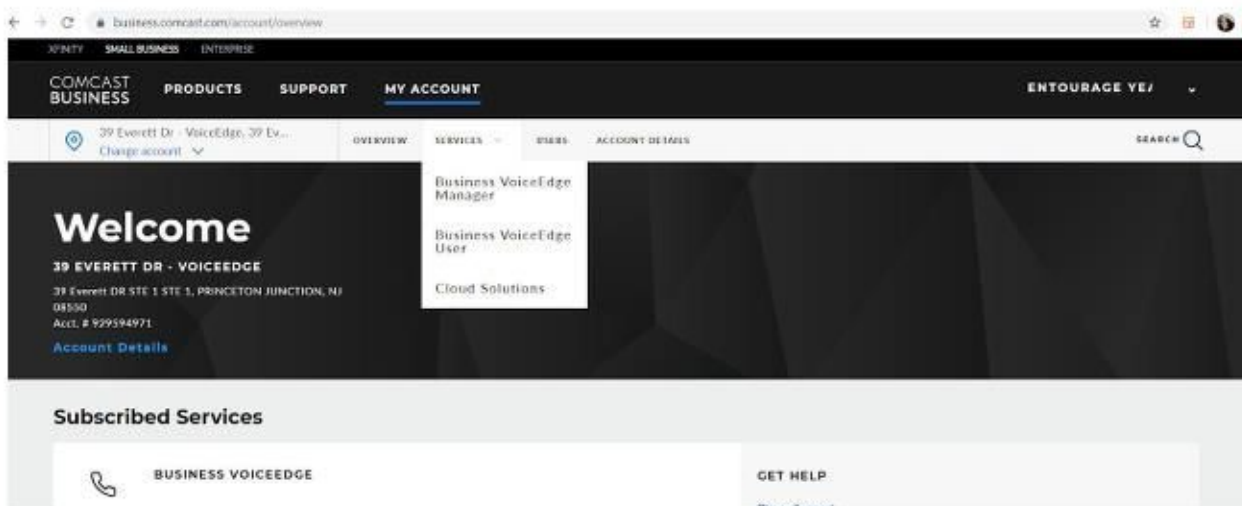
User ID: HR@entourageyearbooks.com

Password: Everett39!

Step 1: Make sure to go to the Voiceedge option by clicking the change account dropdown in the top left corner



Step 2: Hover Over the services tab and select Business Voiceedge Manager



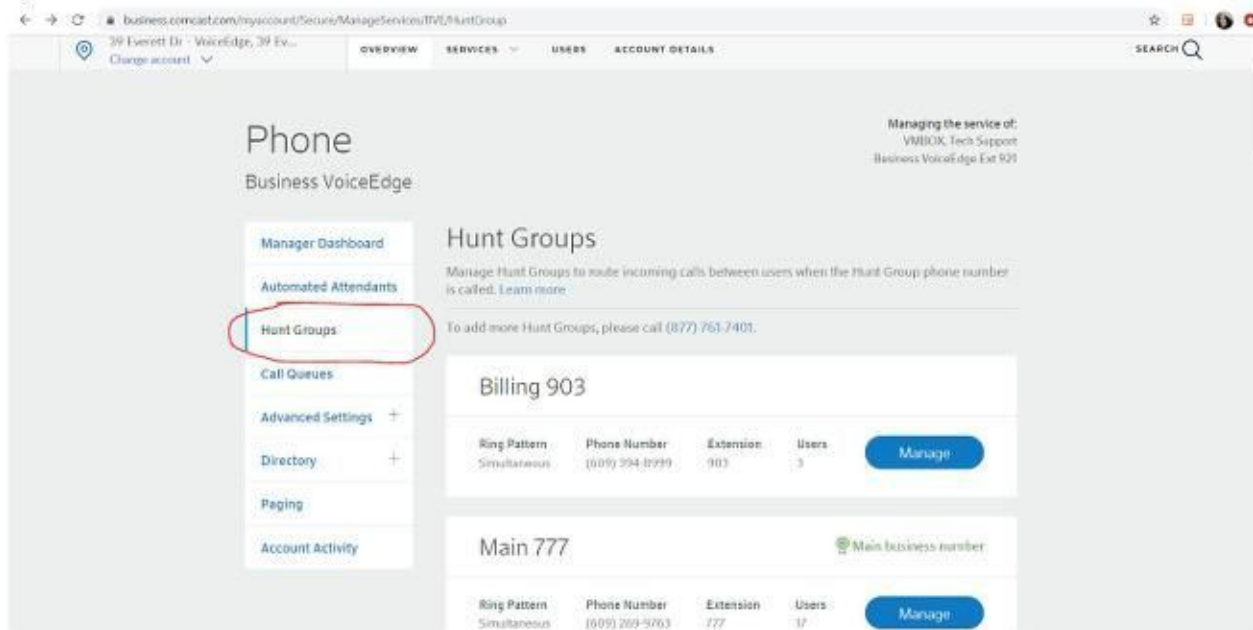
Entourage Yearbooks - Digital Proof

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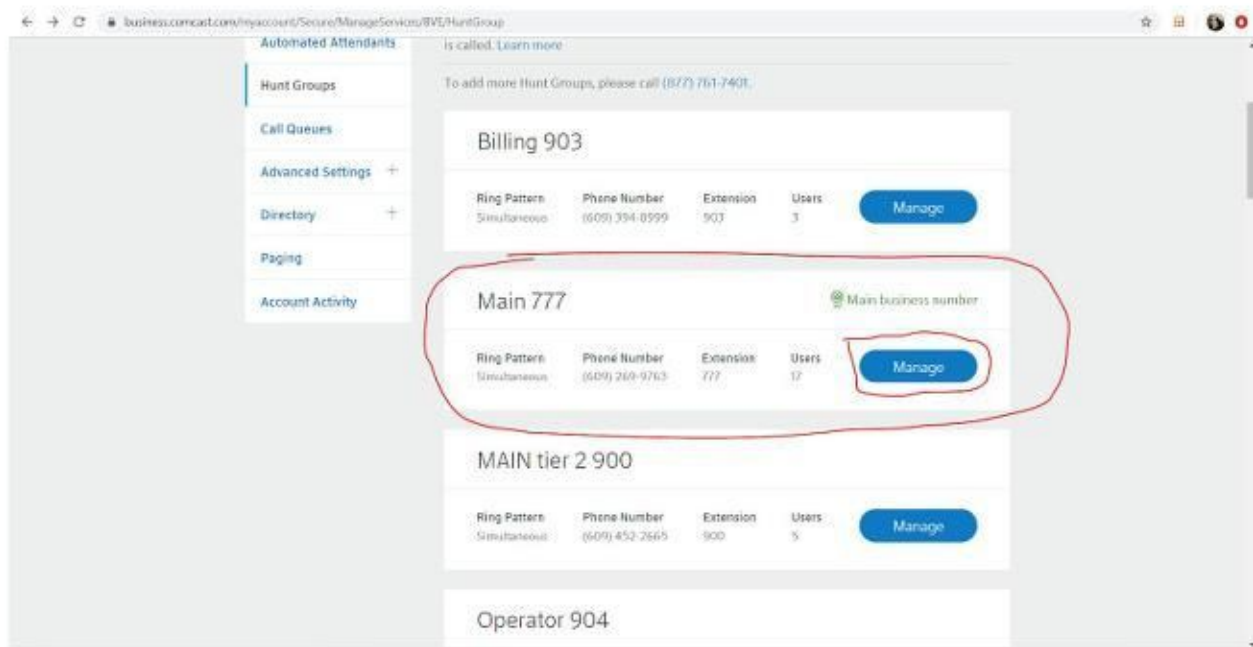
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Step 3: On the left hand side toolbar you will see a category called Hunt Groups, select this option



Step 4: Find the Main 777 hunt group and select the blue manage button for this group



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Step 5: Once the new window opens hit edit in the top right hand corner

COMCAST BUSINESS

Close

Manage Main 777

Settings

Hunt Group name Main 777	Phone Number (609) 269-9763	Extension 777
Caller ID Tech Support	Time Zone (GMT-04:00) (US) Eastern Time	
Call Waiting Enabled	Unanswered call settings Enabled Forward call after 30 seconds Call forwards to 980	

Call Flow Settings

Step 6: Make sure to set the forward call after 0 seconds to 30 seconds and click save

(609) 269-9763 777

Reassign Phone Number

Caller ID first name
Tech

Caller ID last name
Support

Time zone
(GMT-04:00) (US) Eastern Time

Call Waiting
☒ Enabled
☐ Disabled

Unanswered call settings
☒ Forward call after 30 seconds
Call forwards to this phone number:
980 or Search for a user
☐ Send directly to voicemail

Cancel Save

Step 7: TEST TEST TEST! Make a test call to ensure the changes were successfully put into effect (see me or Billy if something is not operating correctly)

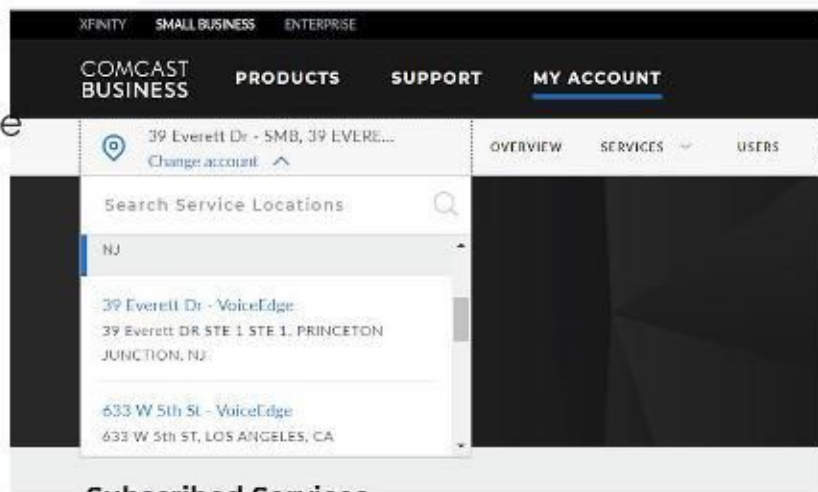
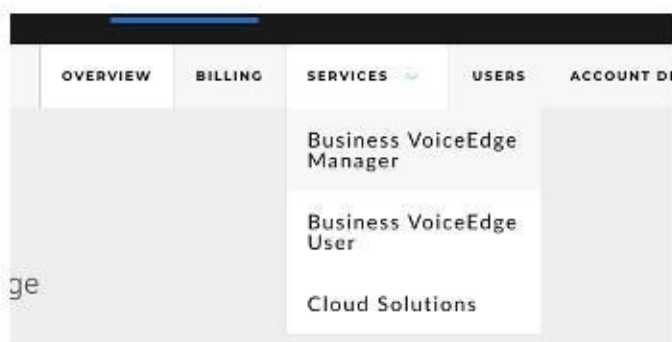


BEST WAY EVER TO CHECK VOICEMAILS

Login to the comcast site: <https://business.comcast.com/login>: hr@entourageyearbooks.com
Password: Everett39!

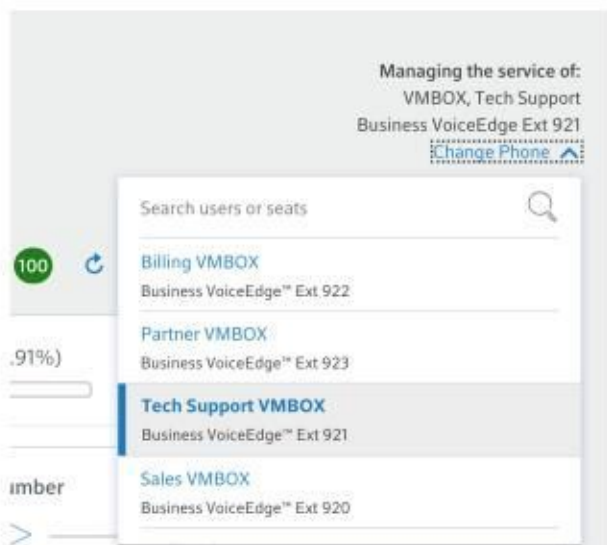
1. Change Account to VoiceEdge

2. Click Services, Buisness VoiceEdge Users



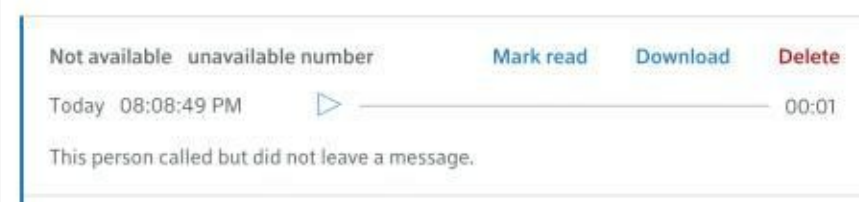
3. Click up change phones you will see the:

- Billing
- Partner
- Tech
- Sales



4. Make sure to mark them "read" then delete after the customers are responded to.

** this is important or the mailbox will get FULL and things are BAD**



THE BEST WAY EVER TO...

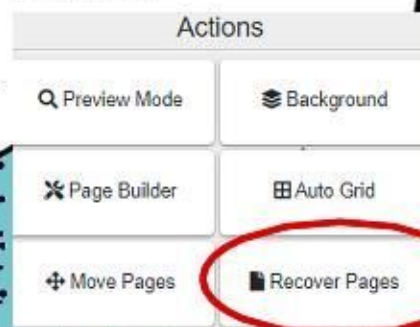
RECOVER PAGES!

2

SELECT THE VERSION OF THE PAGE THAT YOU WANT TO RECOVER BELOW IN THE PREVIOUS VERSIONS OF THE PAGE DISPLAYED (BE SURE TO CHECK THE TIMESTAMPS FOR THE MOST RECENT)

1

ONCE IN THE PAGE, GO TO RECOVER PAGE BUTTON UNDER ACTIONS



3

CLICK RECOVER PAGES AND WATCH AS THE PAGE REFRESHES AND REGENERATES (MAKE SURE TO RE-SAVE THE PAGE AND ENSURE THE LADDER PREVIEW REFRESHES AS WELL TO SHOW THE NEW CONTENT)



Current Version of Pages 28 & 29 :

Select Page Pages 28 & 29



WHEN THIS WILL NOT WORK

1. IF THEY HAVE NEVER SAVED THE PAGE BEFORE (THERE WILL ONLY BE A SAFETY SAVE AVAILABLE)
2. THEIR SAVES ARE NOT GOING THROUGH SUCCESSFULLY (SAVE ON YOUR END AND SEE IF IT GOES THROUGH)
3. ASK A WEB TEAM MEMBER TO HELP YOU RECOVER THE PAGE BY CREATING THEM A TICKET
- 3A. IF YOU NEED TO CREATE A TICKET FOR THE WEB TEAM, MAKE SURE YOU INCLUDE THE YBID, THE SPECIFIC PAGE IF NECESSARY, AND SOMETHING SPECIFIC ABOUT THE PAGE, SUCH AS A SPECIFIC HEADLINE OR AN IMAGE FILE NAME.
- 66 REMEMBER: WEB TEAM DOESN'T SEE THE PAGE, THEY CAN ONLY SEE THE CODING, SO WITHOUT SOMETHING SPECIFIC TO SEARCH FOR, THEY WILL NEVER FIND IT.

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The Best Way Ever to...

Upload Files (Other than Photos)

Step 1: Go to Upload on the menu on the top of the page, and choose "Upload Pages and Other Content"



Step 2: Choose the file from your computer that you would like to upload.



Step 3: You will want to choose a content type and a content context.



Step 4: Add any notes or comments.



Step 5: Click the green UPLOAD FILE option.

Why this wouldn't work:

Files are over 50MB

You don't have a strong Internet connection

Use HighTail in both of these situations

Correct People Page Data

Correct Teachers Not in the Teacher Field:

Make sure the teacher is included with their class. Their department field should be FACULTY in their person data.

THIS WON'T WORK IF the tags aren't TPHOTO_1 and TNAME_1 (change the number to accomodate the number of teachers in a class).

Correct Spelling and Other Data:

If flowed, select the photo, and in the Quick Menu, choose the "Edit Person."

If the photo is not flowed, go to Manage People Data,

and choose the photo, and a window will open where you can edit the people data.

To edit a group, select the relevent photos, and choose the white "Update Selected" in the right-hand corner.

THIS WON'T WORK IF the data matches another student. It will add the data, but it will also highlight it as a duplicate.



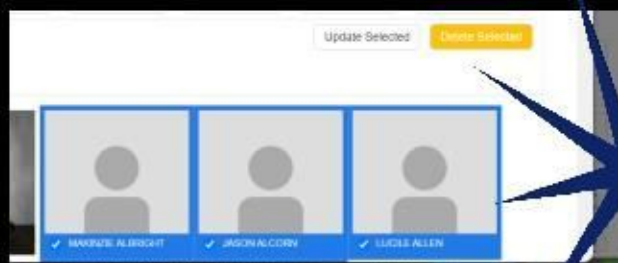
Add a student:

Open the Designer, go to "People" on the top menu. Choose "Make People Pages." Go to Manage Data, and choose the "Add New People" button in the top right corner.

THIS WON'T WORK if the people page is full (well, it will work, but a person will be cut off at the end of the page).

Remove a student:

Open the Designer, go to "People" on the top menu. Choose "Make People Pages." Go to Manage Data, and select the student. Choose the yellow "Delete Selected People" button. THIS WON'T WORK if there is a duplicate of the student. Both versions will need to be deleted.



Names and Photos aren't Matching:

First thing to check is the tag. Go to the Frame Settings on the far right, and choose the second drop-down menu, "Frame Size and Location." Make sure that the tag # for the photo box and the name box is the same. If it isn't this, double check the index. There might be a discrepancy between the file names and the student names.

THIS WON'T WORK IF everything was added manually.

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