# Shutterfly Photo Story in the Classroom Advanced Guidelines for Trouble Shooting

## WIRELESS CONNECTIVITY AND SAVING PROJECTS

You may have already experienced issues using various Internet-enabled applications on an iPad in your classroom. Having dozens of wireless devices on a school's wireless network all attempting to download or upload large amounts of data at the same time can cause problems with any application and Photo Story is no exception. We have heard of some students not being able to save their work or being signed out of the application when using their school's wireless network.

There are several things you can do to vastly improve the performance of the application in your classroom:

- Limit the number of students saving work at the same time There are several ways this can be implemented. Some teachers choose to only have a handful of students work on projects at the same time greatly reducing the strain on the school's wireless network. Some have chosen to stagger the saving of projects over the course of a few minutes ("All students with a last name beginning with A to E, start saving your work now.").
- 2 *Avoid wireless "dead spots" –* Check the wireless bars on your iPad and walk around your classroom slowly to see if there are spots where the wireless does not reach reliably. Avoid having the students do Internet related work such as downloading and uploading their projects in those areas of the room.
- **3** Work offline If your classroom has 1-to-1 iPads where each student uses the same device each day, you may have your students turn off the wireless connectivity on the device while working on their project. Projects will still be saved but only locally to the device. A student can then easily turn the wireless back on when they would like to save their project to the cloud.
- Contact Your IT Professional You may want to check with your school's IT professional to check on the health of your wireless network (number of simultaneous wireless connections, upload and download bandwidth, number of wireless access points, etc.) and also see if there are any restrictions that have been placed on accessing or authenticating with shutterfly.com.

To double check whether or not a project has been saved to Shutterfly, the student may open the web browser on the iPad and go to shutterfly.com, sign in with their account and tap on "All projects" in the My Projects section. All of the students projects uploaded to Shutterfly will be present.



## PHOTO STORY PHOTO BOOKS PROJECTS VS. SHUTTERFLY WEBSITE PHOTO BOOK PROJECTS

Photo book projects created on the Shutterfly Photo Story application that are saved to Shutterfly may also be opened and edited on the Shutterfly Custom Path website application. However, a project that is opened on the website is a copy of the original Photo Story photo book project. Any edits done to the project on the Custom Path website application will not be reflected in the project on Photo Story. Also at this time, any audio from a Photo Story book will not be retained when the book is edited in Custom Path on the web.

Currently, there is no way to open a project created on the Shutterfly Custom Path website application within the Photo Story application. We are working on a solution that would make all photo book projects interoperable such that they could be opened and edited with either the iPad or website photo book applications.

#### **CUSTOMIZING LAYOUTS**

With practically every new release of Photo Story, we have added additional layouts, styles and fonts to expand the amount of creative options available to your students including a new style specifically for students called 'Classroom Stories'. If you are looking for text offerings, make sure to the check the 'text' options under the 'layouts' tab. The standard text layouts will be available in every style.

If you don't find exactly what you're looking for, you can customize your layout of a page by clicking on the '+' in the bottom right hand corner and selecting what you'd like to add to the page (text box or photo box). These elements can be moved and resized to create just the layout for the page that works for you. Don't forget to add 'embellishments' to the page (also known as stickers) by clicking on the embellishment palette (below the picture strip) and then dragging and dropping the specific elements onto the page.

## **IMAGE SOURCES & SUPPORTED IMAGE TYPES**

Photo Story supports a number of different sources for importing images into the application including Shutterfly, Facebook, Instagram, local images from the iPad and Photo Stream. Images saved locally to the device from websites will also be accessible by Photo Story (such as from Google Drive).

Photo Story only supports JPG images (images with the ".jpg" extension at the end of the file name). Images such as PNG or GIF files are not supported at this time.

*Screenshots -* These are taken by pressing the Home button and Power button at the same time on an iPad or iPhone. These are saved as PNG files and will not work in Photo Story. You should use an image converter program to change the PNG into a JPG. This is a free one I use: https://itunes.apple.com/us/app/image-file-converter/id630979187?mt=8

If you can't seem to access the images on your ipad to use in the app, go to settings > privacy > and photos and make sure the Photo Story app is toggled on.



## TROUBLE SHARING

If you aren't able to share a project then it's likely that the project isn't being saved. To verify that this is the root cause, open a browser and log into the student account at the shutterfly.com website. Review the project as it appears on the website. If it doesn't match what you see in the app, it isn't being saved.

Next you will need to figure out why it's not saving. This is often the result of corrupted audio files. If the user is on a poor or highly used wireless network, sending a larger audio file to Shutterfly's servers may take time and possibly become corrupted if it is not given time to upload or is unable to finish the upload. Follow these instructions to verify audio files are the issue:

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- Play each audio file. If there is no sound, it is corrupted and needs to be deleted.
- Drag the audio file from the page in order to remove it from the book.
- Find the file in the 'Audio' tab, long press on the file until the menu appears and select "Delete".
- Have the student re-record the audio clip then drag to the page.
- Tap on "My Books" in the upper left hand corner to prompt the app to upload the file and save the project to Shutterfly. The student should wait until the file has successfully uploaded. Once complete, the student will be taken back to the bookshelf.
- Tap on the book again to open the project, go to the page with the audio and tap on the audio to verify that it is now working as expected.

If audio doesn't appear in the book, images are the next culprit to review. You should review your photo strip as well as each page of the book. If images have a red 'x' they are not uploading. You will need to remove them from the pages in the book and then long tap the image in the photos tab to delete the image entirely from the project. You can then re-import the image and add to the page.

When these reviews are done, click on the share link to confirm that this has fixed the issue.

## **EXCLAMATION MARK BY A PHOTO**

If a photo has been placed upon a page and we detect that the image quality is not very good, you may see a small exclamation mark appear near the photo in the book and near the page in the "Pages" tab. This is an indication that the image at that size in the book may print at a lower than acceptable print quality. It is up to the individual to determine if they find the quality to be acceptable. One solution you may find useful is to change the layout such that the photo uses a smaller photo box to improve the quality of the printed photo.



## RED "X"

If in the process of uploading images to Shutterfly, it is possible that one or more images do not successfully upload to our cloud servers. This is uncommon but if it does happen, a red "X" will appear where an image normally would be. To fix the issue, the photo in question should be removed from the book (drag the image off the page) and then delete from the project (long tap on the image and select "Remove"). The photo should then be re-added to the project (tap "Add Photos") and place the photo back on to the page by dragging it to the proper page.

## QR CODE

All printed Photo Story books contain a QR Code ("Quick Response Code") at the back of every book. Using a QR Code reader, the book's code may be scanned and a digital version of the book will be brought up in your device's (smartphone or tablet) web browser for viewing, for listening to the audio, saving and even ordering.

## SAVING PHOTOS & DOODLES

If a student creates a drawing using the Doodle feature then attempts to save the Doodle and it does not save or takes a photo with Photo Story and it does not save, it is likely because:

- **1** No permission to access photos The first time a user attempts to access photos from within the application, permission will be asked of the user to access local photos on the iPad. If the student tapped "No", then Photo Story will not be able to access photos. Since a Doodle is actually a photo, Photo Story will not be able to save the Doodle to the local camera roll on the device. To fix this, go to "Settings" in the app and tap "Privacy", then "Photos" and switch "Photo Story" to the on position.
- 2 Out of storage space The iPad may be out of local storage space. Consider deleting apps you no longer use or deleting old images, videos and music.

## **CUTTING & PASTING FROM GOOGLE DOCS**

In order for your quotation marks and other special characters to be copied into text spaces in Photo Story, make sure to uncheck (turn off) the 'use smart quotes' box under Tools > Preferences.

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## **COPYING TEXT**

We do not support some special characters but we do support all the common English characters. We do replace some characters with similar ones that we are able to print.

## INDENT

To indent, the space bar is the easiest mechanism.