PRO Uploader

A Demo of the PRO Uploader Release Version 1.0 (build 20)

General FAQs

- **What is my login?**
  - Same as myLab and Lab/Print 50.

- **How do I sign up**
  - https://www.photofinale.com/go > slick Order a Bundle and then Film & Scan Bundle. The license will show up on your myLab Dashboard when we have added it, then you will be able to log in and start uploading!

- **What if someone comes up to the counter with their film?**
  - You can manually enter an order into the PRO Uploader Tool. We do recommend keeping your film handling the same across web, kiosk, mobile, and in-store, it makes things easier all around! You are NOT charged the rev share commission on orders placed at kiosk or entered direction in the PRO Uploader.

- **When do emails get sent? // Explain Upload Complete in PRO vs Order Complete in myLab**
  - The "Upload Complete" and "Order Complete" are two different things. The "Your scans are ready" email is sent automatically when the "Upload Complete" occurs in PRO. The order complete is separate. For example, if the customer ordered a scan + prints products, or if they had other non-scanning products in their cart, then it's up to the operator to Complete the order once everything is ready. That will trigger the typical "Order Shipped" or "Order Ready to Pick Up" email.

- **What is the "Updated" column as it pertains to orders in the uploader?**
  - The "Updated" column is the last time the order was updated. The most-recently uploaded order should always appear at top. Originally it showed the order date, but because dealers don't necessarily work on things in order it got confusing to upload an order and then not be able to see it in the list if it happened to be an older order and was bumped down under a long list of others.

- **Can I install it on more than one computer?**
  - The license is priced per location, but you are allowed unlimited installs within each location.

- **How does the system know which products on my site are for upload service?**
  - The product must be designated a "digital upload" product in your catalog. Here is a list of products to use.
  - If you have an existing product you want to use, just click into the product and check the "Digital Upload Product" box.

- **How long does the link to my scans work?**
  - Uploads are standalone collections available for access for 30 days via the link in the upload-complete email. Users may choose to add the uploads to their account when they are viewing them.

- **Upload and sizing notes:**
  - JPGs only.
  - Photos over 8k x 8k pixels may be downsized to such.
  - No limit on the number of photos in a collection.
  - A maximum of 10 collections per upload order.

- **What OS is supported?**
  - Windows 10, Windows 11
  - Windows 8.1 will be supported until Jan 10, 2023 (when Microsoft support ends)
  - Mac - plan to have an installer, not yet released as of 1/1/22

- **When selecting folders, can you select multiple folders or 1 at a time?**
  - You can only select one folder at a time from the file picker dialog. The folder will be recursively scanned and all photos from the folder and any subfolders will be added as a single upload collection.
    However, you can add multiple folders at a time using drag and drop, as seen here:

PRO-Drag-n-Drop.mp4