EzBadges.com

User Guide

A comprehensive manual for designing and ordering ID badges online.

Rev. 031109

Contents

Overview

EZBadges.com is a web-based service where you can design and order professional-looking ID cards for your organization with out the need to purchase and maintain expensive plastic card printing equipment. You simply pay a small fee for each card ordered.

The website gives you full control over the design of your cards. You have the option of choosing a pre-formatted design from our stock library, or creating your own design from scratch. You have the option to incorporate background images, logos, lines and rectangles, fixed and variable text, cardholder photos, and signatures into your design. You also have the ability to add barcodes and encoded magnetic stripes to your design.

The process for ordering cards is quite simple:

1. Create your user account by clicking the registration button on the login screen.
2. Create your card design template by following the steps of the Badging Wizard.
3. Enter the information for each cardholder (for example, name, title, ID number, etc.) and upload their digital photo and signature image (if applicable).
4. Send the card(s) to your shopping cart, select any accessories you want (clips, lanyards, etc.), and pay with your credit card.
5. We will print your order and send to you.

Tip: Important note regarding unauthorized or "Fake IDs":
This website is for legitimate corporate, organizational, or personal use only. If you are looking for a place to order "fake IDs" which are intended to appear like government-issued credentials of any kind, you have come to the wrong place. We have a strict policy in place that we will not produce or ship any card which is intended to appear like it was issued by any governmental agency or authority or educational institution without first verifying that the purchase has the proper authorization to order such credentials. This includes any design with a government seal, or the name of a governmental or educational entity as the implied issuer.
If you are a legitimate government agency wishing to use our services, please contact us at customerservice@ezbadges.com. Only after we have verified that you are legitimate and have the proper authorization, will we process your order(s).
Likewise, we will not knowingly produce or ship any card which we determine to be an illegitimate or unauthorized use of a corporate or organizational identity. We reserve the right to contact our customers to verify that they are authorized to order cards for their organization. We also reserve the right to reject any order that we deem questionable.

Creating an Account/Logging In

To gain access to the website, you must first create a user account. From the login page, click the "Register" button. A screen showing our Terms of Use statement will be displayed. If you agree with the usage terms, click the "I Accept" button to continue. On the next screen, you will see the registration form. Fill in your registration details. The fields with a red asterisk are required fields. Please note that you will be asked to enter your email address, select a User ID, and enter a password. When you login to the website, you can use either your email address or User ID and password to login.

Welcome Screen

The first time you login to your account, you will be greeted with the "Welcome Screen". On this screen, you will see an animated graphic showing the steps to create and order your cards. To proceed, click the "Get Started" button.

After you have created and saved your first card design, on every subsequent visit, the opening screen will offer you a choice to open an existing design or to create a new card design. If you want to order more cards using a previously saved design, click the "Open Design" button. If you wish to create a new card design, click the "Create Design" button.

Creating a New Card Design

When creating a new card design, you have two options. You can select a pre-designed template from our card design library and personalize it for your use. Or, you can create a completely custom design from a blank slate.

Selecting a Pre-Designed Card Template

We have provided a collection of pre-designed card templates, organized by category, in our card design library. To select a pre-designed template, scroll to the category that best fits your application and click on the card image for that category. On the next screen, the available designs for that category will be displayed. Alternatively, you can click the “Show All Designs” image to view all available designs in all categories at once. You will notice that some of the templates are setup for you to upload a graphic image of your logo. These designs will show a “Your Logo Here” graphic on them. Other designs are configured to allow you to enter your organization name as text. Examples of these two types of designs are shown below:

When you have located the design that best meets your needs, click on the image of that design to select it.

Next, the system will ask a few questions to help you personalize your design and select the desired options for your cards. These steps are explained in detail in the Badging Wizard section.

Creating a Custom Design

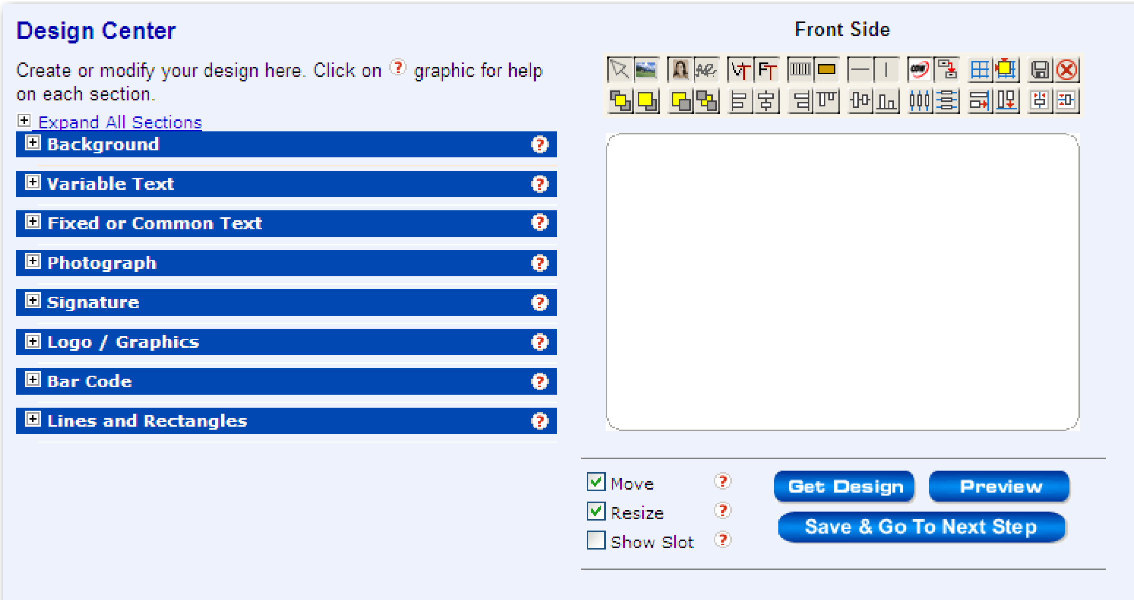
If you choose to create your own custom card design instead of using one of our pre-designed templates, we provide a full suite of design tools for this purpose.

You can access the **Design Center** from the **Select a Design** page (from the home page, click **New Design** or **Get Started**). From the **Select a Design** page, click the tab labeled **Create From Scratch**.

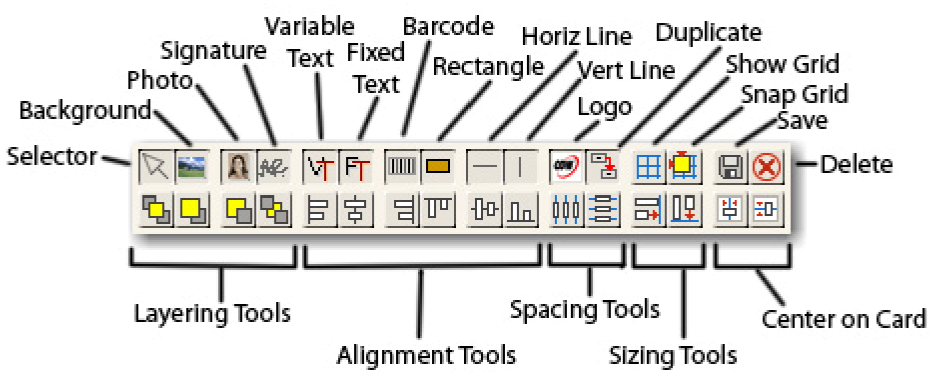
On the next screen, select your design orientation, portrait or landscape.

Next, you will be prompted to select a database where your cardholder information will be stored. The system comes with a default database which should be adequate for most needs. You can scroll through the list of available fields in the default database. If there are data fields that you need which are not included in the default database, you may create or upload your own database by clicking on the **View Advanced Database Options** button. If you choose to use the default database, click the **Next Step** button.

The next screen is the **Design Center** page. This is where you will create your design template. On the left side, you will see a list of available design tools. Click on the tool name to expand each tool's menu, or click the ***Expand All Sections*** link to view all tool menus. A description of each tool and its usage can be found later in this section.



In the upper right corner, you will see a bank of tool buttons. A description of each button is shown in the graphic below:



The top row of buttons contains links to all the available design tools (which you can also access from the left side toolbars), as well as buttons to turn on the grid features, save your design, and delete elements from your design. To delete any element from your design, first select the item to be deleted, then click the on-screen Delete button with your mouse cursor (the Delete button on your keyboard will not work for this operation).

The bottom row contains buttons for controlling the layering, alignment, spacing, sizing, and centering of design elements on the card.

The **Layering Tools** can be used on all non-text design elements. Text elements are always on the top layer and cannot be moved behind other element types.

To use the **Alignment Tools**, you will need to select two or more items to align. You do this by clicking the first item, then while pressing the CTRL key on your keyboard, click the additional items to be aligned. Please note that the LAST item you select will act as the "Anchor Element". That is, it will be the item to which all other elements are aligned. After you have multi-selected the items to be aligned, click the appropriate alignment button.

The **Spacing Tools** allow you to space multiple elements evenly across a given area. For example, if you want to have three lines of text with even spacing between the lines, you can use the Spacing Tools. To use these tools, multi-select three or more items by holding down the CTRL key while clicking them. After you select the items to be spaced and click the Space Down or Space Across button, the selected items will be distributed with equal space between them. Please note that there must be enough distance between the first and last item selected (without any overlap) for all objects to fit with space between them. If there is not enough distance, a message will be displayed prompting you to increase the space between the first and last item.

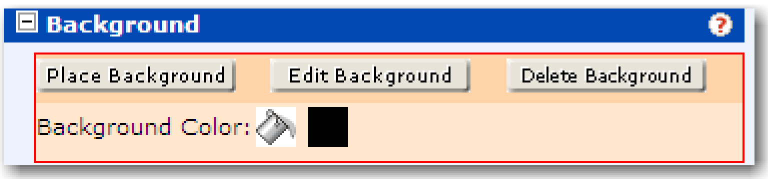
The **Sizing Tools** are used to make two or more design elements the same height or width. To use these tools, multi-select the items you wish to resize, holding down the CTRL key as you click them. The last item will be the “Anchor Element”—the item to which the other selected items will be matched in size. After selecting the items, click the **Same Width** or **Same Height** button.

The **Center on Card Tools** allow you to move an object to the exact center position on the card, either vertically or horizontally. Just select the item you wish to center, then click the appropriate button.

Design Tool Descriptions

This section contains a description for each of the available tools:

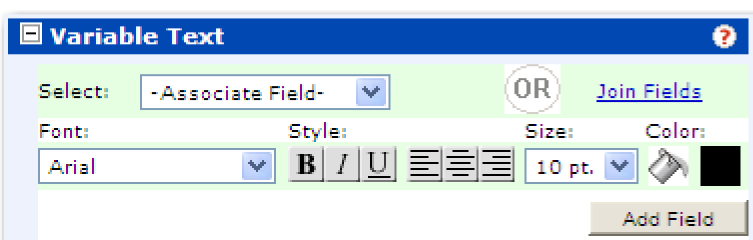
Background Tool



This tool can be used to select or upload an image to be used as the background for your card design. To choose a background image, click the Place Background button. A pop-up screen will display a collection of stock background images to choose from. To select a stock image, simply click on the image you wish to choose. Or, if you would like to upload your own image, click the **Browse** button, locate the image on your system, then click **Open**. Next, click the **Upload** button. A screen will appear with your chosen image displayed. On this screen, you can crop the image, if needed, to the right size and shape to match your card. You can resize the crop frame by dragging the corner arrows, or move the frame by dragging from the center. When the frame is properly sized and located, click the **Apply Photo** button.

You can alternatively select a solid background color. From the Background Tool menu, click the color box next to the paint bucket icon. A color palette will appear. You can click on your desired color swatch, or enter a specific RGB value for the color you want.

Variable Text Tool



This tool allows you to place database fields on your card design. These fields will be filled with the cardholder information you provide when ordering cards. You should use the Variable Text tool to place any text that will unique to the individual cardholder. Examples of Variable Text would include the cardholder name, title, ID number, etc.

To add a variable field to your card design, select the appropriate database field from the **Associate Field** dropdown list then click **Add Field**. After the field has been added to your card template, you may move or resize the field as necessary. You can also change the configuration settings for the text (font, style, alignment, size, and color) by using the configuration tools.

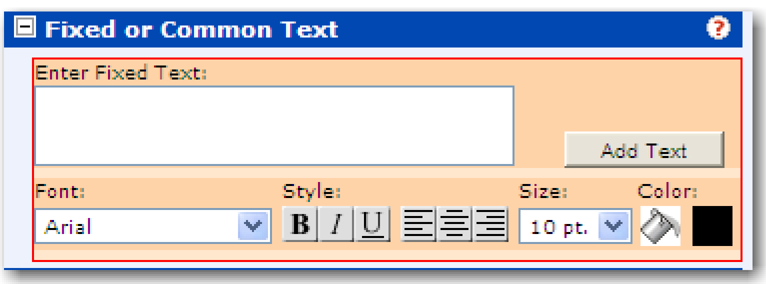
You can also combine multiple variable text fields, or mix variable and fixed text elements using the **Join Fields** tool. An example of where this would be useful would be if you wanted to combine a First Name field, space, and Last Name field into one single line of text. To do this, click the **Join Fields** link.

A pop-up screen will appear (make sure you set your browser settings to allow pop-ups for this site). On this screen you will see a dropdown box. Click the “down” arrow on the dropdown box to view the available choices. At the top of the list, you will see selections for “Add Static Text”, “Add Space”, and then all of the available database fields below that. Using this dropdown list, you will “build” a string of text elements to be combined into one single text field. Using the example given above (combining First and Last Name fields with a space between), first select the “First Name” field from the list. A second dropdown box will appear below the first. From this box, select “Add Space”. Another dropdown will appear. Select “Last Name”. As you build the string, you will see a visual preview of what the string is composed of at the bottom of the screen.

If you would like to add a fixed text label at the beginning of the string (for example “Name: “, go to the top line and click the Insert button to add a new line at the beginning of the string. From the new dropdown box that appears, select “Add Static Text”. A text box will appear, and you can add the static label “Name: “ in this box (be sure to include the space at the end). When you have finished building your string, click the **Insert Text** button. This will place the text string onto your card design. You can then move, resize and configure the text as needed.

Tip: Variable text fields do not “wrap” to multiple lines. They are designed to automatically downsize the font if the entered text string is too long to fit into the defined box size. So when placing a variable text field onto your card design, you should try to make it wide enough to accommodate the maximum number of characters you will need for that field. Just note that when you get to the step where you enter the cardholder details, if the text entered for a field is too long to fit within the defined area, the text will automatically be downsized to fit.

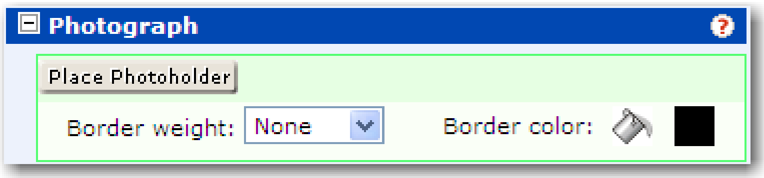
Fixed Text Tool



Fixed Text is text that will be the same on every card. Examples include the company name or slogan. To add fixed text to your design, enter the text into the text box, then click the **Add Text** button. After the text is placed, you can move it as needed, and adjust the font, style, alignment, size and color.

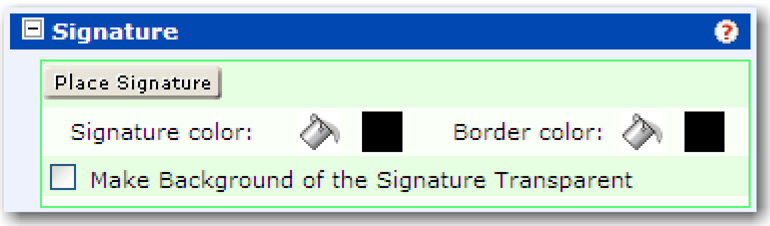
Tip: If you enlarge the size of the font, you will need to first enlarge the size of the text box to allow enough room for the larger font. If you adjust the size setting without first enlarging the box, the system will revert the font size to the largest size that will fit in the box.

Photograph Tool



The Photograph Tool is used to define the area where the cardholder's photo image will appear. Click the **Place Photoholder** button to place the photo box. You can resize the box by clicking it, then dragging a corner handle. You can also move the box by dragging from its center. If you would like to add a frame around the photo, select the thickness of the frame from the **Border Weight** dropdown box. You can change the color of the frame by clicking on the color box to the right of the paint bucket icon. The default frame color is black.

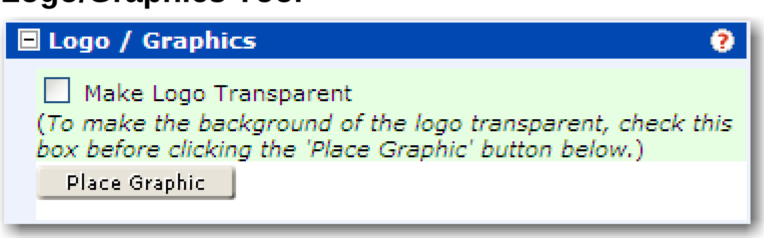
Signature Tool



The Signature Tool is used to define the area where the cardholder's signature image will appear. Click the **Place Signature** button to add the signature box onto the design. If your currently selected database does not contain an image field for the signature, the system will ask if you want to add this field to your database. If you see this prompt, click "OK". You can resize the box by clicking it, then dragging a corner handle. You can also move the box by dragging from its center. You can define the colors used for the signature and the border frame by clicking the color swatch and selecting the desired color from the color palette. If you would like the system to remove any white background pixels from the signature image when it is uploaded, click the checkbox labeled "Make Background of the Signature Transparent" **before** placing the signature box onto the design.

> *Tip: If you decide to position the signature image on the back side of the card, we recommend that you select the "Multi-Color" back option "Black Color Only" option. Even if you want the signature printed in black, using the Multi-Color option will produce a higher resolution signature image. The "Black Color Only" option is recommended for designs with only text on the back. Any graphic images on the back may appear jagged and pixilated with this option selected.*

Logo/Graphics Tool

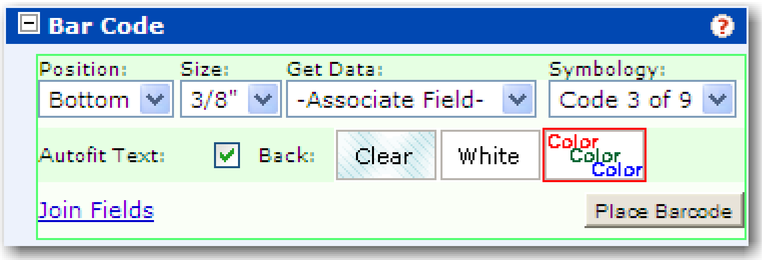


The Logo/Graphics Tool is used to place graphic images on your card design, such as your company logo. This tool is not the same as the Photograph Tool. The Photograph Tool is used to put a placeholder where the cardholder's photo will go, with a different image for each cardholder. The Logo/Graphics Tool is used to place images that will be the same on every card. To use this tool, click the **Place Graphic** button. A window will appear where you can locate the image file on your computer by clicking the **Browse** button. Select the file, then click **Open**. Next, click **Upload**.

The image file will be uploaded, and placed onto your card design. You can then resize and position as needed.

If the image you are using has a white background which you do not want to show on your card design, before clicking the **Place Graphic** button, check the **Make Logo Transparent** option. This will remove any white areas of the uploaded image.

Barcode Tool



The Barcode Tool is used to place and configure a barcode in your card design. Please note that barcodes are not intended to store large amounts of data. The more characters that you put into a barcode, the more densely it will print. If it becomes too dense, your barcode scanner may not be able to read the barcode. So it is advisable to keep the data that goes into the barcode as short and simple as possible—for example an ID number or name. While it is possible to combine multiple data fields in your barcode using the **Join Fields** tool, you should take care to keep the number of characters going into the barcode at a minimum. This is especially important if your barcode is configured with a shorter horizontal dimension.

If you plan to put a large number of characters (i.e. more than 20) into your barcode, we recommend that you configure the barcode to span the entire long axis of the card surface to give you the maximum width for the barcode to be printed. Also, you should choose one of the high density symbologies—Code 128 for alphanumeric characters of Code 2 of 5 for numeric only.

Several configuration options are available for the barcode as follows:

Position—where on the card the barcode will be placed: Bottom, Top, Left, or Right.

Size—the height of the barcode: ¼", 3/8", or ½".

Get Data—select the database field from which to get the content of the barcode.

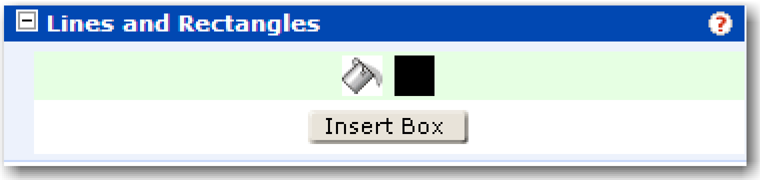
Symbology—there are three barcode symbologies available: Code 3 of 9, Code 128, or Code 2 of 5. A description of each of these symbologies is given below:

> ***Code 3 of 9*** *is a barcode symbology that can encode uppercase letters (A through Z), digits (0 through 9) and a handful of special characters like the $ sign. This symbology offers the widest selection of encodable characters, but is also the least dense. This means that it cannot contain as many characters as a similarly sized high density barcode, such as Code 128. If you do not need to encode any special characters or punctuation, Code 128 may be a better choice.*
>
> ***Code 128*** *is a very high-density barcode symbology. It is used for alphanumeric or numeric-only barcodes. It can encode all 128 characters of ASCII*
>
> ***Code 2 of 5*** *is a high-density barcode used to encode numeric characters only. This should not be selected if you intend to encode any alpha characters.*

Auto Fit Text—When checked, this option will automatically spread the barcode bars to fit within the defined horizontal dimension. When unchecked, the default bar width will be used, and the width of the entire barcode will depend on the number of characters encoded.

Back Color—Three options are available for the barcode background color: Clear (transparent); White; and Color (you select a background color). Using a colored background can be useful to prevent photocopying of the card's barcode. A red background is useful for this purpose—the barcode will still be readable, but when photocopied, the red background will print out as a black box—masking the barcode bars. Please note, the background color option can only be selected AFTER the barcode is placed onto the card design.

Lines and Rectangle Tool



This tool is used to place colored rectangle shapes into your card design. Click the **Insert Box** button to place the rectangle. You can then move and resize as needed. To make a line, you can resize the box down to the desired line thickness. You can also place a line by using the **Horizontal Line** and **Vertical Line** buttons in the toolbar. With the box selected, you can change its color by clicking the color swatch box and selecting the desired shade.

Additional Design Tools

Below the card design image, you will see some additional tools and options, as shown below:

Move—When checked, you can move elements in your card design by clicking and dragging from the center of the item. When unchecked, items cannot be moved. By default, this option is checked.

Resize—When checked, you can resize elements in your card design by clicking on the element to select it, then dragging from a corner handle. When unchecked, items cannot be resized. By default, this option is checked.

Show Slot—When checked, a graphic image of a slot hole will be displayed at the top center of your card design. This is used as a guide so that you can position the design elements of your card so that they are not placed over the slot hole. By default, this option is checked only if you previously selected the **Slot Punch** option when configuring your card. You can check or uncheck it at any time. This will not change your **Slot Punch** option selection. This is only used as a visual guide while designing the card.

Get Design—If you would like to create a new card design by modifying a previously-saved design, you can use the **Get Design** feature. After clicking this button, you can load any of your previously saved designs, make changes, then save as a new design. This tool is handy for anyone who needs to create multiple design templates with minor variations between designs.

> *Tip: When using the **Get Design** tool, if you configure the new design to be linked to a different database than the original saved template, you will need to re-link each of the variable text fields in the design. To do this, after using the Get Design tool to specify which design you wish to base the new design on, Click on each Variable Text object on your design and select the appropriate database field from the **Associate Field** dropdown box in the **Variable Text** tool section.*

Badging Wizard

The Badging Wizard is a tool we use to help you personalize and configure your card design template. It consists of a series of questions where the system will ask which options you would like to apply to your card design. Each step of the process is described in detail below:

Back Side Printing

You have the option of adding printing on the back side of your card design. The available options are:

a) "No", meaning no back side printing is wanted.

b) "Yes. In Black Color Only", meaning that you only intend to print black text and/or a barcode on the back.

c) "Yes. In Multi Color", meaning that you intend to print colors other than just black on the back.

If you select either option b or c, the next step will be to configure the back side of your design. Just as you did for the front side, you will have the option to choose a pre-designed template from our library, or create a custom design using our design tools.

> *Tip: If you select "Black Color Only" for your back option, the system will not prevent you from adding multicolor elements to your design. However, even though they may display in color on screen, when your card is printed, the back of your card will be printed in monochrome black with no other colors. When this option is selected, you should avoid adding any graphic images to the back side design. This option should be selected only if the back side design contains text or barcodes only. Graphic images (including text imbedded in a graphic image file) will appear "fuzzy" or pixilated when printed in monochrome black. If you intend to place ANY graphic images on your back design (even if the image is black & white), we strongly recommend you choose the "Multi-Color" option.*

Design Name

On this page, you will be prompted to enter a name for your design. This is for reference purposes only, allowing you to distinguish between multiple saved designs, if you choose to create more than one. Enter the design name in the appropriate box. You also have the option to enter a description, if a longer, more detailed description is warranted.

Card Type

On this screen, you can select which type of card material you would like us to print on. "Plastic PVC Card" is the default standard. You can read the descriptions of the other available card types to determine if they are more appropriate for your application.

> *Tip: If you plan to select the "Laminate" option described in Step 5 below, you should select "PolyCard" as your card type. The PolyCard is needed to withstand the high heat of the lamination process without warping the card.*

Magnetic Stripe

If you want to have a magnetic stripe on your card, you can select this option on this page. When you get to the Produce a Badge step, you will enter the data that is programmed onto the mag stripe.

> *Tip: If you selected the **Magnetic Stripe Encoding** option while going through the steps of the **Badging Wizard**, when you get to the **Produce a Badge** page, you will see a text box for each of the three mag stripe tracks (labeled "Mag Track 1", "Mag Track 2" & "Mag Track 3"). You can directly enter the text that you want encoded on the mag stripe into the appropriate box for each track. However, please note that if mag stripe data is entered this way, it will not be stored in the database with the cardholder's record. Only data for the variable text fields in your design template will be stored in the database. This means that if you ever need to retrieve a cardholder record at a later time to reissue a card, you will need to reenter the mag stripe data at that time. There is another way to configure mag stripe encoding so that the mag track data is pulled from the database. There are two main advantages to doing it this way. First, it allows you to share a database field between what gets printed on the card and what is encoded on the mag stripe. For example, if your card design includes the cardholder's ID number printed on the card, and you also need that number encoded onto Track 2 of the mag stripe, you can configure the mag stripe tool to link Track 2 to the ID Number field in your database. When configured this way, on the **Produce a Badge** page, you will not see the text boxes for "Mag Track 1, 2, 3", but*

*will only see text boxes for the variable text fields in your design (including "ID Number"). You only need to enter the ID number once. The system will print that number on the card, and encode it onto the mag stripe. To configure your card this way, first complete and save your design template using the **Badging Wizard** steps. Be sure to select the **Magnetic Stripe Encoding** option when you get to that step. When you get to the **Produce a Badge** step, click the **Home** link in the menu bar to return to the home page. Next, click **Open Design**, then locate your saved design. Click the **Edit Design** link for your saved design. On the next page (where you see **Select a Card** in the upper left corner, do not make any changes on this page. Just click the **Next Step** button in the lower right corner. The next page is the **Design Center** page. Here, you can configure your mag stripe settings using the **Magnetic Tracks** tool. When you open this tool, you will see a listing for each of the three mag tracks. Next to each listing is a dropdown box where you can select the database field which you wish to link to each track. If you wish to combine multiple database fields, or to mix fixed text with variable database text in a single track, you can use the **Join Fields** feature. The usage of this feature is explained in the Variable Text Tool section of this guide. After you have configured the mag stripe, click the **Save & Go To Next Step** button.*

Laminate

You have the option to have an additional layer of polyester film laminated onto the front of your card. This film acts as a protective layer, reducing the chance for abrasion damage to the printed image on your card, and extending the life of the card. There are two kinds of laminate film available: Clear and Hologram. "Clear" is self-explanatory—a clear film with no embedded design. "Hologram" film has embedded holographic images (world globes), intended to give the card a more professional or secure look.

Slot Punch

If you plan to use a clip or lanyard with your card, you may wish to select the Slot Punch option. With this option selected, we will punch a slot hole at the top center of your card.

Text & Logo

This page will only appear if you selected one of the pre-designed templates from our design library. If you created a custom design, you will skip this page. Here, you can customize the library design, adding your own company name or logo image. If the design you selected included text-based company name fields, you will see text boxes where you can enter your own company's name (or other text if applicable). If your design included a space for a logo or graphic image, you will see a button which you can use to select and upload the image.

If you need to adjust the size and/or location of the text or logo, you can click on the item you wish to change and drag from the corner to resize, or from the center of the object to move it.

The next step is to begin producing badges by creating a database record for each cardholder. .

Produce a Badge

After your design template is completed, it is now time to begin producing badges. This is done by creating a database record for each cardholder. The database record contains the variable text data (for example, name, title, ID number, etc.) as well as the image files (photo and signature, if applicable). If you have gone through the steps of the **Badging Wizard** to create your card design template, the **Produce a Badge** page will appear as the final step of the wizard process. If you are a returning customer looking to produce more badges using an already-saved template, you will access this page by clicking the **Open Design** button from the home page and selecting the specific design you wish to use.

Enter Card Holder's Information

This section contains the text boxes where you will enter the information for the cardholder record. You will see a box for each variable text field contained in your design template (for example, Name, Title, ID Number, etc.). If you selected the **Magnetic Stripe Encoding** option, you will also see boxes for the three magnetic stripe tracks.

Card Holder's Photograph

There are two ways to upload a cardholder's photo: 1) Upload a digital image file; 2) Direct capture from a camera or scanner connected to your PC. By far, the most commonly used (and simplest) method is Option 1.

Upload Digital Image File

All that is required for this method is that you have the cardholder's photo saved on your computer (or attached storage device) in digital format, preferably stored as a JPEG file. To upload the file, from the **Produce a Badge** page, click the **From File** button in the **Card Holder's Photograph** section. A pop-up window will appear (please make sure your browser is configured to allow pop-ups from our site). Click the **Browse** button and navigate to the location of the image file. Select the file, then click **Open**, then **Upload**. Next, you will need to crop the image.

Direct Photo Capture from Camera or Scanner

Our system has the ability to import an image directly from a TWAIN-compliant imaging device, such as a digital camera or scanner. Please note that not all digital cameras are compatible with this feature. It is easy to test for compatibility, however.

First, you must install the device's drivers on your PC. Check the documentation for the device for instructions on how to do this. After the driver has been installed, go to the **Produce a Badge** page on our site and click the **Select Camera** button. A pop-up screen should display a list of the compatible imaging devices installed on your system. Select the appropriate device from this list. If you do not see your device in the list, then either the driver is not installed, or the device is not compatible with our system.

After you have selected the imaging device, click the **From Camera** button. This will launch your device's interface software. As each device manufacturer provides their own unique interface, we cannot tell you the specific steps to capture the image with your device. Please refer to the documentation provided by the device's manufacturer for this information. After the image is captured and transferred to the PC, the next step is to crop the image.

Image Crop Screen

After the image is uploaded, a crop screen will appear with the selected image displayed. On the left side of the screen, you will see the image with a green frame overlay on it. This green frame defines the area of the image that will be saved to the database after cropping. You can resize the frame by clicking and dragging one of the frame's corner arrows. You can also move the frame by clicking and dragging from the center of the frame. You should resize and position the frame so that the defined crop area covers the head and upper shoulder area of the subject. To preview the cropped image before saving, click the Crop and Preview button. The cropped image will appear on the right side of the screen. There are some other image editing tools available on this screen which can be accessed by clicking the appropriate tab at the top of the screen. These include **Improve** (allows you to adjust brightness & contrast), **Rotate/Flip**, and **Red Eye** (used to reduce or eliminate "Red Eye" caused by some camera flashes). When you are satisfied with the image, click the Apply Photo button at the bottom of the screen to save the photo to the database.

Edit Photo

The Edit Photo button can be found in the **Card Holder's Photograph** section of the **Produce a Badge** page. This button opens the Image Crop Screen with the saved image loaded. You can then re-crop the image, or use any of the other available image editing tools on that screen. Please note that when you reopen an image that has already been cropped and saved to the database, you will not be able to recover any part of the image which was deleted at the time it was previously cropped. If you want to re-edit the original image, you will need to re-upload the original file.

Card Holder's Signature

If you configured your design template to contain a signature image, you will see this section on the Produce a Badge page. To upload the signature image file, click the Place Signature button. The process for uploading and cropping the signature image is identical to the process for photo images.

Tip: If you plan to incorporate signatures with your card design, you will need to provide a digital image of the cardholder's signature. The best way to do this is to have the cardholder sign a blank piece of white paper, preferably using a pen which provides a moderately heavy black line, such as a fine-tipped "Sharpie Permanent Marker". A standard ball-point pen may not produce a signature line heavy enough to be scanned and printed with optimal visibility.

Next, use a document scanner to scan the paper with the signature. If your scanner allows you the option to specify the resolution for the scanned image, the ideal setting would be between 150-300 dpi. Any setting higher than 300 dpi will only create an unnecessarily large file, with no added benefit to the quality of the printed signature. If possible, crop the scanned image to an aspect ratio of 1:4.5 (for example, 100 pixels high x 450 pixels wide). Save the scanned image in .jpg or .bmp format with a filename that will allow you to easily identify the image as belonging to the cardholder (for example, "johndoe_sig.jpg"). Later, when you are creating the cardholder record, you will be able to upload this signature file to be printed on the card.

Saving Card Holder Record

After you have entered the cardholder data and uploaded the accompanying photo and signature images, you can send the completed card to your shopping cart by clicking either the **Save & Create More** or **Save & Go To Cart** button. Clicking **Save & Create More** will send the card to the shopping cart, but remain at the **Produce a Badge** page with the input form cleared, ready to enter the next cardholder record. When you complete the final cardholder record, clicking the **Save & Go To Cart** button will take you to the shopping cart where you can begin the checkout process.

Shopping Cart

In the shopping cart/Checkout, you will see a list of the cardholder records which you have sent to your cart at the upper-middle section of the screen. You should see the name for each cardholder appearing in this list. By clicking on a specific name, you can see a preview image of the completed card for the selected record at the top right of the screen. If your card design is configured for back side printing, you can click the **Flip Badge** button to view the back side of each card. As you view the cards for each person, if you see any errors, you can make any needed corrections by clicking the **Edit Badge** button below the preview image.

> *Tip: If you do not see any names in the list, but instead only see a hyphen character ("-"), this means that either you did not enter a name for the cardholder record, or that you used a different database field to store the name. Our system is configured to display the name stored in the First Name, Last Name, or Full Name database fields. If you did not include any of these fields in your card design, or if you left the fields blank when creating the cardholder record, each card will appear in the shopping cart list as a hyphen character. This will not affect how the card is printed. It only makes it difficult to distinguish between multiple cardholder records in the shopping cart.*

You can select specific cards to purchase at this time by checking or unchecking the checkbox to the left of each record. Or, you can select or deselect all records as a group by clicking the checkbox at the top left corner of the list. If you select only a portion of the saved records to purchase at this time, the remaining records will not be removed from your shopping cart. They will remain in the cart until you either purchase them, or remove them from the cart. Please note that even if you remove a record from the shopping cart, the cardholder record will remain in the database, and can be added back to the shopping cart at a later time using the Retrieve Records from Database function.

If you would like to order multiple copies of any cards, you can specify the desired quantity at the right side of the listing for each record. When finished entering the desired quantity for each card, click the **Update Quantity** button. Select the cards you wish to purchase, then click **Next Step** to continue.

Order Accessories

On this page, you will see a list of available badging accessories which you can add to your order. If you would like to order any accessories, scroll through the list to locate what you need. Enter the desired quantity at the right side of each item you want. When finished, scroll to the bottom of the screen and click **Next Step**.

Checkout Summary

On this page, you will see a summary of your order. It will include the design name along with a description of the configuration, cardholder names, and any accessories added. Click **Next Step** to continue.

Address Page

On the next page, you will see the default billing address for your account. You are required to provide the correct billing address on file with your credit card company for the credit card you plan to use for this order. If the default billing address is different from the address of record for your credit card, please enter the correct billing address here before continuing. If the billing address does not match the credit card company's records, the bank may not authorize the charge, and you will not be able to complete your order.

If you need your order shipped to a different address than the billing address, you can select the option to specify a separate shipping address at the bottom of the screen, and on the next page, you can enter the shipping address. Click **Next Step** to continue.

Processing and Shipping Options

Rush Processing

Our standard order processing time is within three business days from the time we receive your order. If you require expedited processing, for an extra fee, we can guarantee your order to be processed within one business day from receipt of order. To request this service, select Rush Order Processing from this page.

> *Tip: Rush Order Processing does not change the shipping method you select. It only guarantees that we will process and ship your order within one business day. If you select Rush Processing and Ground shipping, we will ship your order within one business day, but it may take several days to reach you, depending on your location. So if you absolutely have to receive your order within two days, we recommend that you select Rush Order Processing AND Next Day shipping.*

Select Shipping Method

Several shipping options are available to you. We offer low-cost shipping via the US Postal Service, as well as the various services of UPS. Keep in mind that orders shipped via the US Postal Service are not trackable, and the USPS does not guarantee delivery times. Please also note that all orders are shipped from our production center near Portland, OR. So please take that into consideration when selecting your shipping method.

Promo Code

If you received a Promo Code through any of our various marketing programs, you can enter it at the bottom of this screen to receive your discount.

Payment Page

At the **Final Purchase Approval** page, you will see the final cost for your order, including any processing fees, shipping fees, and promo discounts. Please enter your credit card information where indicated, and click the **Place Order** button to finalize your purchase. If the credit card authorization is successful, you will see an order confirmation page. You will also receive confirmation by email.

Checking Order Status

At any time after your order is completed, you can login to your account to check the status of your order. After logging in, at the bottom of the **Home** page, you will see the **My Account** section. In this section, you will see a list of your orders. In the far right column, you will see the order status. “In Process” means that we have received your order, but it has not yet shipped. “Shipped” indicates that your order has been completed and shipped. You can click on the order number to view the Order Summary page. If you selected a trackable shipping method, a link to the tracking page for your order will appear in the **Status** section of this page (Please note that tracking information may not be accessible online until the evening that your order ships).

Returning Customers

Order More Badges Using Saved Design

The card design templates that you create and save will always be stored in your account (unless you delete them), and will be available to reuse indefinitely. To access your saved designs, after logging into your account, click the **Open Design** button on the **Home** page. The next screen will display a list of all available designs, along with an image of each design, and a description of each design’s configuration and price. To select a design to use, either click on the design’s image or click the **Open This Badge** link below the description section. This will take you to the Produce a Badge page with your selected design loaded. You can then begin creating new cardholder records.

Retrieving Existing Cardholder Records

If you need to reorder ID badges for cardholders already in the database, you can retrieve their records from the database. To do this, from the **Home** page, click on **Badging Mode** from the gray menu bar at the top of the screen, then select **Expert Mode**. Next, click the Production button at the center of the screen. If you have multiple saved designs in your account, you will be prompted to select which design you wish to use. The next screen is a slightly different version of the **Produce a Badge** screen. At the top left of this screen, click the **Retrieve Records from Database** button. On the next screen, you will see a list of all names contained in the database. Scroll through the list to find the name you wish to select. When you click on the name, the person’s details will be displayed on the card preview image to the right.