

## Guide to File Upload and Download

1. Upload and download accounts can be found on my site by following the 'Client Area' tab in the menu at the top of each page.
2. You will first need to organise an upload/ download account, which can be achieved either by:
  - i. emailing me directly at [mark@chasingrays.co.uk](mailto:mark@chasingrays.co.uk) with a request to create an account.
  - ii. contacting me via my contact details form with a request to create an account - please visit my website page at <http://www.chasingrays.co.uk/wpsite/contact/>
  - iii. directly through my account request form - please visit my website page at <http://www.chasingrays.co.uk/wpsite/client-area/download-accounts/> and complete your details.
3. For users choosing option 1(iii), please note the following:
  - i. You can request your upload/ download account be kept open for one, two or three months in advance – there is no charge for this service. Please select the appropriate amount of time for which you would like your account to run for, and choose a username (I would suggest eight or less alphanumeric characters).
  - ii. Part 2(i) constitutes only a *request* to create an account. If for any reason I am unable to complete your request, I will notify you immediately.
  - iii. Please note that whilst in order to complete your request for an account I will, out of first preference, use the username you supply, in certain circumstances I may need to alter it. If your username is not suitable for whatever reason, I will advise you of any changes.
  - iv. Your request will be completed by sending a password to you by email; this email will also advise you of the closing date of your account, any changes required to your requested username and any other pertinent details.
  - v. I aim to complete your request for an account within two working days, but please be patient - depending on my work, it may take up to three working days to complete to your request.
4. How to upload/ download files
  - i. Go to the 'client area' section of the menu at the top of each page and follow the 'send/ retrieve files' link; otherwise, you can follow this link to go there directly: <http://www.chasingrays.co.uk/AjaXplorer>.
  - ii. You should see a logon prompt; enter the username and password sent to you in my confirmation email.
  - iii. To upload pictures to my servers, click the upload prompt at the top of the browser window and browse to the location of your files on your computer.

- iv. To download pictures from my servers, either click the download icon at the top of the browser window and select the appropriate file(s), or right-click individual files and select download from the context menu that appears.
  - v. A number of other file functions, such as view, cut, delete, etc can be performed on your files – please note that you will have read and write permissions on all your files, so PLEASE BE CAREFUL as to what you do at this stage.
  - vi. If you do accidentally delete files that I have left for you to download, please contact me as per 1(i) or 1(ii) above with any relevant details and I will replace them; however, if you have deleted files you have uploaded, you will need to replace them yourself.
  - vii. Please remember to log out via the logout icon at the top of the browser window when you have finished your work.
  - viii. Contact me as in 1(i) or 1(ii) if you have any problems or you are unsure how to proceed.
5. Available and requested digital image file formats:
- i. Your pictures should preferably be uploaded in high-resolution JPEG format (at least 200 dpi, preferably 300 dpi) and either in sRGB or AdobeRGB colourspaces.
  - ii. In addition to the preference expressed in 3(i) I can, however, accept high resolution images in a variety of standard formats, including camera RAW (contact me as in 1(i) or 1(ii) for details).
  - iii. When completed, your digital images also can be returned to you in a variety of formats (JPEG at 300 dpi and AdobeRGB colourspace if no preference is otherwise stated).
6. Conditions of use for these accounts apply:
- i. Accounts will be monitored for inappropriate material. Whilst it remains a last resort, any users found uploading or sharing inappropriate material will have their accounts suspended and any offending materials will be deleted.
  - ii. In agreeing to use this upload and download facility, you acknowledge that Chasing Rays Photography cannot be held responsible for the quality of the internet connection to our server. This can vary depending on time of day and week, with peak usage often occurring around 6 pm. If you experience repeated problems, please contact me as detailed in 1(i) or 1(ii) to make alternative arrangements for delivery of your files.
  - iii. A fair usage policy (15 files total, 20 Mb per file, 300 Mb total upload *for each upload session*) applies. If you wish, you may use multiple sessions to upload multiple files.
  - iv. As implied in 6(iii), this service is not really intended for prolonged upload sessions and is more for the convenience of those who only wish to transfer a few files. Whilst I am quite happy for you to transfer files over multiple sessions if this is your preferred method, I would suggest that transfer of many large files would be better completed by sending me a CD/ DVD of your images, along with any relevant details (particularly, be sure to include your contact details).