



R.U.Framed

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User Guide and Frequently Asked Questions

- Open a web browser (Internet Explorer and Fire Fox are the most common)
- In the address line type the following: www.ruframed.com then click the GO button or press enter on the keyboard
- At the main page click the events link
- The drop down menu contains all of the active events currently available.

Example: Figure 1. 1



- Pending on your selection from above you will be prompted to enter a valid email address or select from the list of active events.
- One you enter your email address you will see your images. You can simply click on an image to see a larger view of the image.
 - **Note:** Image quality is not representative of how the actual photograph will look when printed from the lab. Image size and quality have been reduced to speed up the browsing process.

- You can use the navigational menu to change events, create favorites, see a slide show, view different games for Junior Varsity and Varsity, change page numbers to see additional images, and view pictures you for purchase.

Example: Figure 1. 2



Definitions of navigation menu in figure 1.2

Home: Use this option to return back to the RU Framed home page

Change Event: Use this option to select a different event that you wish to view

Next and Previous: Use this option to move forward and backwards when there are multiple pages to be view within an event

Search: Use this if you already know the image number you are looking for a specific event. Simply type in the image number and click search

View Shopping Basket: Use this to review items currently in your shopping cart

Favorites: Use this option to view your favorite pictures you may have selected.

Important: you must use the same email address to keep your favorites if you plan on viewing them on different PC's.

Slide Show: Use this option to view all of the pictures for that event or group automatically

Note: When viewing an event pay close attention to groupings in the drop down menu or next to the favorites. Example in 1.2 shows Junior Varsity and Varsity. This is called a grouping pending on which event you are looking for you may need to select this to find a particular picture.

Frequently Asked Questions

Question: Do the pictures include the © 2006 Property of RUframed watermark when they are delivered?

Answer: No, the water mark is there for copyright protection for our photographers. This is intended to detour people from printing directly from the web site

Question: Why do the images look blurry or grainy when viewed online?

Answer: The images uploaded to the web site are just a sample of the actual image. It is not any indication how the actual print will look when it arrives. This is done to speed up the browsing process.

Question: I am not finding a picture of a particular player or person?

Answer: While we try to photograph all of the players during a sporting event sometimes we are just not able to capture everyone. If you have a player that you would like photographed please email or call us with the players name, position, jersey number, game, and time and we will make every effort to photograph them for you. There is no charge for this service.

Question: Why should I purchase any of the photographs online?

Answer: There several reasons why we encourage you to at least consider buying from us. One being we are working with the Portage schools and for every sale a percentage will go back to the athletic department. Not only are you receiving a beautiful memory, you are helping the school fund their programs. Also, we guarantee 100% satisfaction with your prints. We want you to continue to come back and we value all of our customers.

Question: Is the online process safe and secure?

Answer: Yes, we use the latest encryption technology to ensure that all online transactions are safe and secure. If you are still unsure, we always accept checks, money orders, or payment by phone.

Question: How long does it take to receive my photograph?

Answer: Once your payment is processed it typically takes 5 business days to receive your order. We ship all of our prints USPS in a corrugated package to protect the prints from accidental damage.