

Frequently Asked Questions 2011

SANTA HOURS:

Monday – Saturday: 10 am – 9 pm

Sunday: 11 am – 7 pm

SANTA BREAK TIMES VARY

DO YOU ACCEPT PETS?

No

HOW LONG WILL MY PHOTO BE AVAILABLE ONLINE?

You will have access to your photos until May 31st, 2012. At that time all the photos will be removed and will no longer available.

HOW DO I DOWNLOAD AND SAVE MY PICTURES?

You must save each photo individually. Use the arrows on your personal page to navigate to each different photo.

There are different steps for different web browsers. Below are the most common:

For Internet Explorer 7 or 8

1. In the top right corner of the picture box on the personal page there is an icon of a floppy disk that is labelled “save.”
2. Click “save.”
3. A menu will pop up, select “Save File” and click “OK”.
4. At this point you will be able to rename the photo and select the file folder you would like to save your photo in.
 - You may have to click on the “Browse Folders” arrow to do so.
5. When you click “SAVE” a download window will appear.
6. Once your download is complete you can choose to “Open” your photo to view by clicking “Open the Folder” or close the window.
 - Windows automatically saves your photo to your “DOWNLOADS” file folder if you don’t choose a specific file folder to save to.

For Internet Explorer 9

1. In the top right corner of the picture box on the personal page there is an icon of a floppy disk that is labelled “save.”
2. Click “save.”

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3. A pop up bar will appear at the bottom of the window.
4. Click on the SAVE button.
5. When finished downloading you can select “Open” to view your photo, “Open Folder” to view that your file was saved, or just click on the “X” on the pop up bar to close.
 - Windows automatically saves your photo to your “DOWNLOADS” file folder if you don’t choose a specific file folder to save to.

For Firefox/Safari

1. In the top right corner of the picture box on the personal page there is an icon of a floppy disk that is labelled “save.”
2. Click “save.”
3. Choose “Save file” and then click “OK”.
4. A small pop up window will appear with your download status.
5. Once your download has finished you can find your files in your “Downloads” file folder.
 - a. This file folder can be found in your computer USER file folder.

HOW DO I PRINT MY PHOTO?

1. In the top right corner of the picture box on the personal page there is an icon of a printer that is labelled “Print.”
2. Click “Print.”
3. Your photo will load with a subtle watermark at the bottom.
 - There is no way to print without the watermark.
4. A print window will appear, select the correct printer and click OK or PRINT to print your photo.
 - You may have to adjust your “Printer” or “Page” settings to scale down the photo in order to print the whole photo on one page.

I CAN'T VIEW MY VIDEO

- Make sure you have the newest version of flash installed on your computer.
 - Visit get.adobe.com/flashplayer/ to upgrade to the latest version of Flash.
- Once your video is uploaded and emailed it takes up to 10 minutes to process from the time it was emailed to you in order for you to be able to view the video.
- If you are trying to view your video on an Android Mobile Device, please note that some device have not release a codec to be able to view it. We apologize for this inconvenience.

HOW DO I EMAIL MY PHOTO TO FAMILY & FRIENDS?

1. On the bottom of the page below the picture box there is an icon that says “email.”
2. Click “email.”

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3. A window will appear with instructions to enter the name and email of the person you would like to share your PHOTO with.
4. Repeat these steps for each person you would like to share with.

WHAT DOES TWEET MEAN?

The “Tweet” button allows Twitter members to share their photos with those who follow them on Twitter. Learn more about [Twitter](#).

HOW DO I SHARE MY PHOTO ON TWITTER?

1. On the bottom of the page below the picture box there is an icon that says “Tweet.”
2. Click “Tweet”
3. A window will appear asking to sign in, sign up, or tweet.
4. If you are not a member of Twitter you will need to create an account. Follow Twitter instructions. Repeat step 1 & 2 once complete.
5. If you are a member and are not logged in to your Twitter account on your computer or mobile device than you will be prompt to log in.
6. If you are logged into Twitter than the window will automatically redirect to “Share a link with your followers.”
7. The Twitter text box will already be programmed with a message and link to your personal page.
8. Click the “Tweet” button.

WHAT DOES LIKE MEAN?

The “Like” button allows Facebook users to share their photos with friends and family on Facebook. Learn more about [Facebook](#).

WHAT DOES SEND MEAN?

The “Send” button allows Facebook users to share their photos with friends and family directly on Facebook like an email. Learn more about [Facebook](#).

HOW DO I SHARE MY PHOTO ON FACEBOOK?

There are 2 options to share on Facebook through – “Like” & “Send”

Option 1- “Like”

1. On the bottom of the page below the picture box there is an icon that says “Like.”
2. Click “Like”
3. A window will appear asking to sign in, sign up if you are not logged into Facebook on your computer or mobile device.

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4. If you are not a member of Facebook you will need to create an account. Follow Facebook's instructions. Repeat step 1 & 2 once complete.
5. If you are a member and are not logged in to your Facebook account on your computer or mobile device than you will be prompt to log in.
6. If you are logged into Facebook than a window will appear that will automatically "Like" that photo and allow the user to add any comments.
7. If you decide to add comments, once finished, click "Post to Facebook."

Option 2 – "Send"

1. On the bottom of the page below the picture box there is an icon that says "Send."
2. Click "Send"
3. A window will appear asking to sign in, sign up if you are not logged into Facebook on your computer or mobile device.
4. If you are not a member of Facebook you will need to create an account. Follow Facebook's instructions. Repeat step 1 & 2 once complete.
5. If you are a member and are not logged in to your Facebook account on your computer or mobile device than you will be prompt to log in.
6. If you are logged into Facebook than a window will appear that will have the preloaded link to your personal page.
7. In the "To:" field, enter in the names of your Facebook friends and family that you would like to directly message through Facebook.
8. In the "Message:" field, add any comments you would like to personalize your message to the friends and family you chose to "Send" to.
9. When finished, click "Send"

WHAT DOES THE +1 MEAN?

+1 allows the ability for Google & Google+ users to recommend their photos to friends and family. Google + users will be able to share their link to their pictures through their social circles, similar to Facebook. Learn more about [Google+](#)

HOW DO I SHARE MY PHOTOS ON GOOGLE & GOOGLE+?

1. On the bottom of the page below the picture box there is an icon that says "+1."
2. Click "+1"
3. A window will appear asking to sign in or create an account if you are not logged into Google or Google + account on your computer or mobile device.
4. If you are not a member of Google or Google + you will need to create an account. Follow Google's instructions. Repeat step 1 & 2 once complete.
5. If you are a member and are not logged in to your Google account on your computer or mobile device than you will be prompt to log in.

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6. If you are logged into Google or Google + account than a window will appear that will automatically +1 your personal page and recommend it to friends and family.
7. To share on Google +, Click the “Share on Google+” button.
8. The window will expand and will allow you to add comments and determine where you would like to share the link to your photos to.
9. When finished, click “Share”

I HAVEN'T RECEIVED MY EMAIL?

There are different reasons why you might not have received your email:

- The email address was incorrect or entered in incorrectly at time of registration.
- Your email security system blocked the transmission from receiving to email.
- It was automatically redirected to your junk mail folder.

I SHARED MY PHOTO & VIDEO BUT THEY DIDN'T RECEIVE IT?

There are different reasons why you might not receive your email:

- The email address was incorrect or entered in incorrectly in the email window of your personal page.
- Your email security system blocked the transmission from sending.
- The recipient's email security system blocked the transmission from receiving.
- It was automatically redirected to the recipient's junk mail folder.

WE FOLLOWED THE ABOVE STEPS BUT STILL CAN NOT FIND THE EMAIL?

Please email support@fishingwithsanta.com with the First & Last Name along with the email address that was entered in at the time of registration. If possible please provide the names of the people in the photo as sometimes guests register their child's name at time of registration.