



This Guide Applies to the Black River Imaging Software, Albums – Black River Imaging Software and the Sports Design Software

Saving an order and Opening as New

There are actually three ways to save an order in the software but we only recommend one of them. We'll briefly cover the first two options and explain why we do not recommend these methods and then we'll discuss the most reliable method. This guide also has a complimentary Video Tutorial available online to further assist you.

Save This Incomplete Order

From the Review Order Screen you will click on Back and choose the Open and Save Show Queued Orders option where you will find Save This Incomplete Order. You would save the order in a folder and it can be recalled by choosing the Open an Incomplete Order and browsing the to the file location. The problem with this option is that it can occasionally corrupt your file and render it useless. *There is no backup to this order file so if it is corrupted you cannot open it and continue with the order.*

Auto Save

Secondly, there is the Auto Save feature. There are a few drawbacks with this option. You can only work on one order at a time; you only have one chance to save the order and one chance to open it. *Also, with this method there is no backup in the software. The Auto-Save was really designed for those moments when you lose power.*

Recommended Option

The option we recommend begins from the Review Order Screen. You will choose Complete Order, and then Save for Sending Later via the Internet. You'll see the payment prompts and you will need to enter your information. This is because you may be saving the order so that it can be transmitted later instead of the intention of reopening it for completion.

The order will go through two steps of completion and will then let you know it can be accessed from the Open and Save Window.

Now to reopen the order we will click on Open and Save, show queued orders. This screen automatically appears when the software is launched as well. You will see your order listed with the options of Send or Remove. Click Remove. This function is not deleting the order; it is removing it from the queue as you do not want to upload the order.

We recommend enlarging the size of this window and expanding the Order column so that you can better utilize it. You will see the removed and previous orders by clicking on the small arrow on the bottom left corner of the box that points up. You may notice that there are several orders listed here and the order file names are all the same until you get to the end of the name, past the underscore, this is how you will identify your order. Single-click the order you wish to look at and with the order highlighted; click Open as New. You will see a warning pop up; this warning dialog only applies if you have an order in progress and then try to open a new order. If you were to do that, you would lose the order you had on the Review Order Screen.

Once you click "Yes" the system will locate the image files which you used to create your order and will load the Order Review Screen. Once this opens you may continue with your order. Depending on the size of the order and images it may take a few seconds to a few minutes to reopen the order.

You will be able to pull up this same exact order as many times as you wish during the time frame set on your "Days to backup orders" option in the Preferences window. Should you open this order, add to it and save it again, it will have a new order number and you will want to open the new one in the future if you made changes.

If you have moved your images, renamed them or renamed the folder they are in you will get a message that says, "Please locate." Should this occur, take note of the path it is looking for. You have two choices at this point.

If you have renamed the files you will need to restore the original names. If you have moved the files you will need to browse to them in the new location. Bear in mind that if you have to do this for each image so it may be more time saving to restore them to the folder they were in at the time you began the order.

When you are ready to save the order again or send the order you will see the Queued Order window again and you may need to click the Down arrow to see the progress.

Sending an order on CD/DVD

Should you need to send a completed order to the lab on disc rather than uploading over the internet, you will utilize the Save for Sending Later method and browse to the Queued folder in your computer to burn the .zip.enc file to your disc. Orders must be less than 4 gigs to process.

For PC's you will find this file in the following location:

Local Disc C

Documents and Settings

your user folder (likely in your name)

.BlackRiverImaging or .BlackRiverImagingAlbums or .SportsAmerica

Queued

For Mac's you will need to open your Finder, (or Shift, Apple key and G) and type in:
~/BlackRiverImaging or ~/BlackRiverImagingAlbums or ~/Sports.America then open the Queued folder.