USER GUIDE

Photo Studio guide

Private client galleries: uploads, QR and SMS access, client picks, downloads and watermark.

Thursday, 21 Aban 1405

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CHAPTER 1

🚀 Getting started with the Photo Studio

What the Photo Studio does, how clients see their photos, what you need before you start, and where to begin.

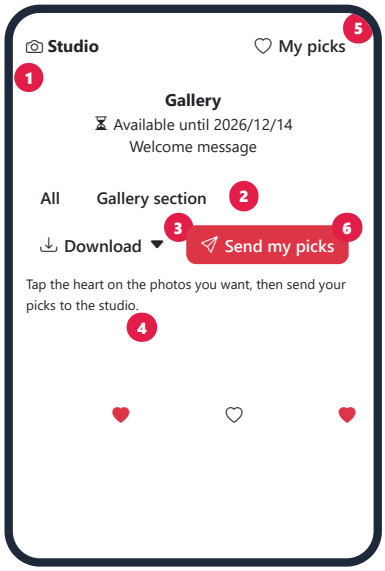
What is it for?

With the **Photo Studio** you deliver every shoot in a **private gallery**: no USB sticks, no scattered cloud links, no dozens of files sent through a messenger. It suits wedding and event photographers, newborn and portrait studios, commercial photographers and anyone who has to hand photos over safely and tidily.

- You create a **gallery** per shoot or event and upload the photos straight from the browser.
- Every gallery has **one link and one QR code**; no link per photo.
- You decide who may open it: anyone with the link, only with a **password**, or only with an **SMS code** sent to the client's mobile.
- Clients see **web-size, watermarked** photos; originals are downloaded only if you allow it, and you can lock downloads **until the balance is paid**.
- Clients tap a **heart** on the photos they want and send the selection for editing; you copy the file names with one click.
- Every visit, download and pick is recorded in the **activity log**.

How clients see their photos

1. **They receive the link or QR code**: by an SMS you send from the dashboard, or a QR code printed on the delivery card or the album box. They can also type the gallery code in the **Galleries** tab of your business card.
2. **They sign in**: depending on the gallery, directly, with a password, or with their mobile number and an SMS code.
3. **They look at the photos**: section by section (e.g. "Ceremony", "Party"), full screen with swiping.
4. **They pick** (if it is on): tap the heart on photos and press **Send my picks** .
5. **They download** (if allowed): single photos or everything as a ZIP.



Before you start

Requirement	Details
A plan or add-on with the Photo Studio	The Photo Studio comes in three tiers (Basic, Pro, Business). Without it, the menu opens the **Photo Studio for photographers** page with a **See plans and add-ons** button.
A linked business card	In Studio settings choose a card: its logo appears on your galleries and **SMS costs** (access codes and links) are paid from that card's SMS credit. Without it, SMS-code access and sending the link by SMS do not work.
Photo storage	Photos have their own storage, separate from your cards' media storage. Its size comes from your tier and storage add-ons. More

Note

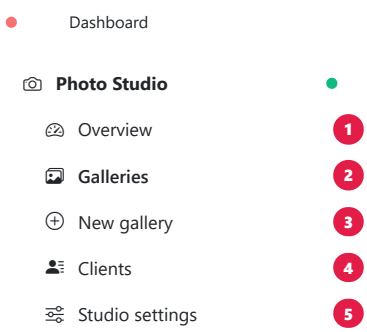
The first time you open the Photo Studio menu your studio is created automatically and you see "Your photo studio is ready. Check the studio settings, then create your first gallery."

Differences between tiers

The values below are the platform defaults; your plan may differ and the plans page shows the exact numbers. The name of your current tier is always shown next to the tabs at the top of the Photo Studio pages.

	Basic	Pro	Business
Photo storage	50 GB	250 GB	1000 GB
Active galleries	10	Unlimited galleries	Unlimited galleries
Largest file	40 MB	80 MB	200 MB
Longest gallery lifetime	90 days	365 days	no limit
Client picks (proofing)	✓	✓	✓
SMS-code access	✓	✓	✓
Your own logo watermark	— (studio name only)	✓	✓
Download all as ZIP	—	✓	✓
Public event galleries	—	✓	✓
No " Galleries by Cardynex" in the gallery footer	—	—	✓

Map of the menu



#	Menu	Used for	Chapter
1	**Overview**	Figures, new client picks, galleries about to expire, latest activity	Overview
2	**Galleries**	Every gallery; each one has photo, sharing, picks, activity and settings pages	Galleries
3	**New gallery**	Shortcut to a new gallery	Creating a gallery
4	**Clients**	The people you shoot for, with the mobile for links and access codes	Clients
5	**Studio settings**	Studio name and brand, watermark and defaults for new galleries	Studio settings

Set up in 7 steps

1. **Introduce your studio**: Studio settings → studio name, tagline, phone, brand colour and the **business card**.
2. **Set up the watermark**: text or logo, position, opacity and size; check the preview.
3. **Choose the defaults**: how long galleries stay open, the access type and the download type of new galleries.
4. **Add the client**: Clients → **Add client** with their mobile; then **Save and create a gallery**.
5. **Create the gallery and upload the photos**: set the title, access and downloads, then drop the files on the upload box.
6. **Publish and send it**: **Publish**, then in **Share & access** send the link by SMS or download and print the QR code.
7. **Look at it once as your client would**: press **View as client**.

Patterns shared by every page

- **Studio header**: every page shows its title, the **Photo storage** bar (used of total), a **New gallery** button and the tabs **Overview**, **Galleries**, **Clients** and **Studio settings**. Your tier name sits at the end of the tabs.
- **Gallery header**: inside a gallery the title, status, the publish / hide / extend / payment buttons and the five gallery tabs stay on top. More
- **In-place search and filters**: the gallery and client lists update without reloading the page.
- **Delete with confirmation**: every delete (gallery, photo, section, client) asks first. Deleting galleries and photos **cannot be undone**.
- **Background work**: preparing photos, re-rendering the watermark and building ZIPs run in the background; you do not have to keep the page open (except during the upload itself).
- **Phones**: the sidebar becomes a drawer; you can upload from the phone's photo library too.

CHAPTER 2

Overview

The first page of the studio; galleries and clients, storage left, new picks, galleries about to expire and the latest activity.

What this page shows

Photo Studio → **Overview** . Start your day here: whatever is waiting for you (selections sent, galleries closing soon) comes to the top.

> **Warning**
>
> If no card is linked to the studio yet, the page starts with "Link one of your business cards to the studio: its logo appears on your galleries and SMS codes are paid from its SMS credit." The **Studio settings** link there takes you to the settings.

Figure tiles

Tile	Meaning
Galleries	Every gallery, whatever its status.
Published	Published galleries. If your plan limits active galleries, "/ limit **active** " is added.
Clients	Number of clients; click to open the client list.
Storage left	Free photo storage in **GB** .

> **Note**
>
> The "active galleries" limit counts every gallery that is **not archived**, drafts included. When you reach it, archive old galleries. Gallery statuses

Selections sent by clients

The last five selections clients have **sent**: visitor name, gallery, number of photos and when. **Open** opens that gallery's **Client picks** page. Client picks

Expiring within a week:

Published galleries that expire in the next seven days, each linked. Before the deadline press **Extend** or remind the client to download the photos. Deadline and extension

Recent galleries

The last six galleries as cards: cover, title, status, client, number of photos and views. **All galleries** opens the full list. Without any gallery yet you see **Create your first gallery** .

Latest activity

The last twelve events of all galleries: how long ago, who (**Visitor** for an anonymous visitor), what and in which gallery. Click the gallery name to open its **Activity** . Activity

> **Tip**
>
> Your own visits through **View as client** are not counted in figures or activity; preview as often as you like.

CHAPTER 3

Galleries

The gallery list, statuses, creating and editing a gallery with every field, the page of one gallery, and hiding vs archiving vs deleting.

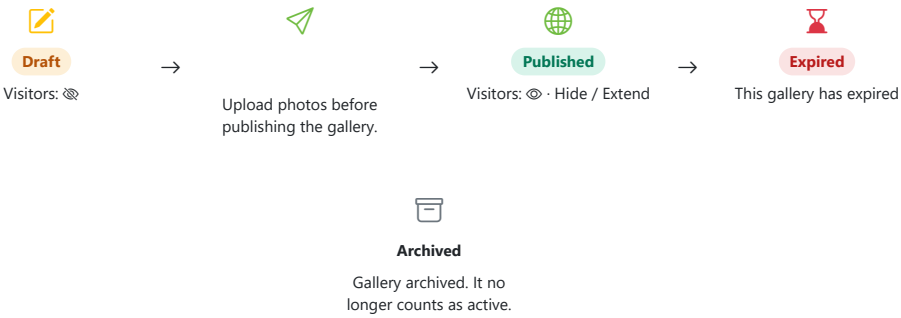
What is a gallery?

A **gallery** is one shoot or event: "Sarah & Ali's wedding", "Newborn session – November", "Annual company conference". It has its own link and QR code, its own access and download settings, and can belong to one client.

There are two kinds:

Kind	For	Access
Private client gallery	Delivering photos to one client (and their family)	Link, password or SMS code
Public event gallery	Events with many guests (conferences, parties, races)	Link or password only; also listed on the **Galleries** tab of your card

Gallery statuses

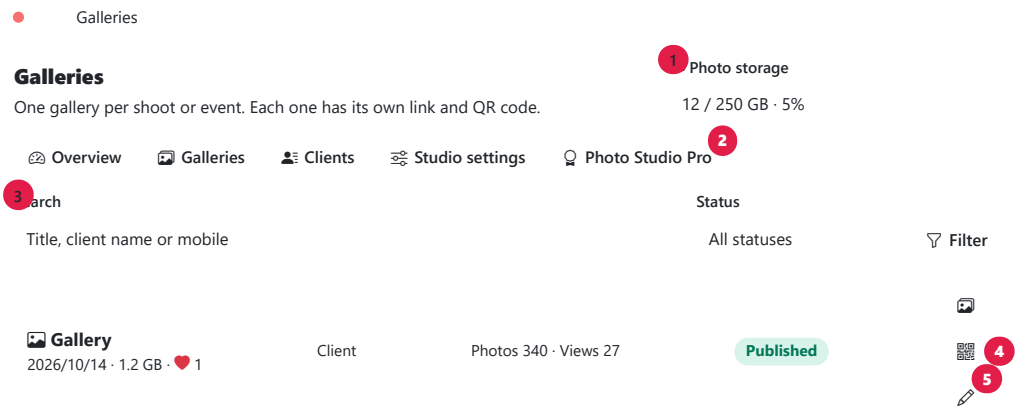


Status	Means	The visitor
Draft	Being prepared; a new gallery always starts as a draft.	sees **This gallery is not available**
Published	Open to visitors until **Available until** .	sees the gallery
Expired	Published, but its end date has passed.	sees **This gallery has expired**
Archived	Put aside; no longer counts towards the active-gallery limit.	sees **This gallery is not available**

An **Event** badge next to the status marks an event gallery.

The gallery list

Photo Studio → **Galleries** . Twenty galleries per page, newest first.



1 **Photo storage bar**: used of total and percentage; turns amber from 75 % and red from 90 %.

2 **Studio tabs** and your tier name.

3 **Search and filter** (below).

4 **Status** and, for dated galleries, " **until** date".

5 **Row buttons** (below).

Filters

Filter	Options
Search	Title, client name or mobile
Status	**All statuses** , **Draft** , **Published** , **Archived** , **Expired**

Press **Filter** ; the list updates in place. **Expired** shows every gallery whose end date has passed, whatever its status.

Each row

- **Cover, title, shoot date and total size**. If clients have sent picks, a red heart shows **how many people** did.
- **Client** , **Photos** (ready and still processing) and **Views** (how often visitors opened the gallery).

Button	Does
Photos	Upload and manage photos
Share & access	Link, QR code, SMS and allowed mobiles
Gallery settings	The gallery form (the same form as for creating)

Creating or editing a gallery

Press **New gallery** (in the menu, the header, or **Gallery** on a client row). Coming from a client, that client is already chosen. To edit: the gallery's **Gallery settings** tab.

The shoot

Field	Details
Title	The name clients see at the top of the gallery.
Shoot date	Shown under the title; also orders the event list on your card.
Client	Who the gallery belongs to; their mobile receives the access code. **Add a new client** creates one.
Type	**Private client gallery** or **Public event gallery**. The event option only appears in tiers that include it.
Welcome message	"Shown at the top of the gallery, e.g. a thank-you note and how to pick photos."

Access

Field	Details
Access	**Anyone with the link or QR**, **Password** or **SMS code to the client's mobile**. Full explanation
Password	Password mode only. "Leave empty to keep the current password."
Status	**Draft**, **Published** or **Archived**. Usually keep it a draft and press **Publish** once the photos are uploaded.
Available until	"After this date visitors cannot open the gallery. Empty = no end." A new gallery gets today plus the studio's default number of days.

ⓘ Note

If your plan limits how long a gallery may stay open, the limit (in days) is printed under this field, and a later or empty date is set back to it automatically.

Downloads & picks

Field	Details
Downloads	**No downloads (view only)**, **Web-size photos** or **Full-resolution originals**. Details
Watermark web-size photos	The studio watermark on the web-size photos. Changing it re-renders existing photos in the background.
Downloads only after payment	"Downloads stay locked until you mark the gallery as paid"
Paid	The same as the **Mark as paid** button; on means downloads are open.
Balance due	The amount clients see next to the download lock (optional).
Client can pick photos	On: clients can pick photos. Disabled when your tier has no proofing.
Max picks	"e.g. photos included in the package; empty = no limit"

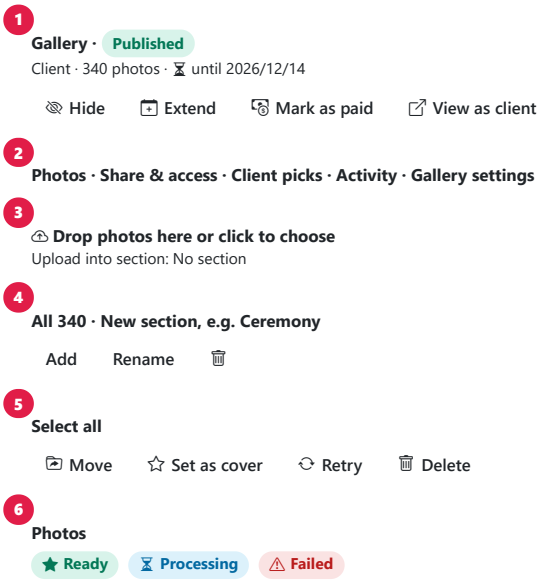
Finally press **Create gallery** (or **Save**). A new gallery takes you to its **Photos** page: "Gallery created. Now upload the photos."

Common form errors

Message	Fix
“Set a password for this gallery.”	Enter a password in password mode.
"Link a business card in the studio settings first..."	SMS access needs a linked card; Studio settings.
"SMS-code galleries need a client with a mobile number..." / “This client has no mobile number.”	Choose a client with a mobile, or invite mobiles under **Share & access** .
“Event galleries are for many guests: use a link or a password.”	Open event galleries with a link or a password.
“This date has passed.”	A published gallery needs a future end date.
"Your plan allows ... active galleries..."	Archive an old gallery or upgrade your plan.

The page of one gallery

Click a gallery title; the gallery header stays on top of all five tabs.



1 **Title, status, client, number of photos and end date**, with the status buttons (table below).

2 **Tabs**: **Photos** , **Share & access** , **Client picks** , **Activity** and **Gallery settings** .

3 to 6. **Upload, sections, bulk actions and the photo grid**: Photos and sections.

Button	Shown when	Does
Publish	Draft or archived	Opens the gallery; without any ready photo you get “Upload photos before publishing the gallery.”
Hide	Published	Back to draft: “Gallery hidden from visitors.”
Extend	Published with an end date	Adds 30 days (from the end date or today, whichever is later), up to the plan limit.
Mark as paid / **Paid**	"Downloads only after payment" is on	Unlocks or locks downloads again.
View as client	Always	Opens the gallery in a new tab as a client sees it (drafts too).

Hide, archive or delete?

Action	Where	Result	Photos
Hide	Gallery header	Closed for now; publish again whenever you like	Kept, still use storage
Archive	**Gallery settings** → **Status** = **Archived**	Closed and out of the active-gallery limit	Kept, still use storage
Delete gallery	Bottom of **Gallery settings**	Gallery, link, picks and activity are removed	Removed **for good**, storage freed

> **Important**
>
> "Delete this gallery and all its photos? Clients will no longer be able to open it. This cannot be undone." Keep a copy of the files elsewhere before you delete.

> **Tip**
>
> Archiving is for the active-gallery limit, not for freeing storage. To free storage, delete photos or galleries.

CHAPTER 4

Photos and sections

Uploading photos, automatic preparation and watermark, gallery sections, cover, moving, retrying and deleting photos.

The Photos tab

Open a gallery; the **Photos** tab is its main page: the upload box, sections, the bulk-action bar and the photo grid (120 photos per page).

Uploading photos

1. **Choose the files**: drag them onto **Drop photos here or click to choose**, or click the box and pick them on your computer or from the phone's library. Several files at once are fine.
2. **Choose the section** (if you have sections): pick the target in **Upload into section:**. If you clicked a section before uploading, it is already selected.
3. **Wait for the progress bar**: "Uploading x of y" and a percentage are shown. Keep the page open until the upload ends; leaving it shows "Uploads are still running. Leave the page?"
4. **Automatic preparation**: after the upload every photo gets a **web-size copy** (2048 px on the long edge, watermarked if on) and a **thumbnail** (640 px). This runs in the background and you can keep working.

The accepted formats are JPEG, PNG, WebP, TIFF and HEIC; the largest file size of your plan is printed under the box. Files go straight to the photo storage.

During or after the upload	Means
"n photos are being prepared (preview + watermark)..."	Preparation is still running; refresh the page later.
"n photos could not be processed."	The file was damaged or unknown; select the photos and press **Retry**, or delete and upload again.
"... is larger than ... MB."	Bigger than your plan's file size limit; export at a lower quality.
"Not enough photo storage..."	Less storage left than these files need. Free or buy storage
"Only JPEG, PNG, WebP, TIFF and HEIC photos can be uploaded."	RAW files and videos are not accepted; export JPEGs first.

Note

While uploading, the file sizes plus 5 % (for the web-size copy and thumbnail) are **reserved** from your storage. Unfinished uploads (e.g. after closing the browser) are cleaned up after a few hours and their space comes back.

Tip

Photos are shown in **upload order**, and within one upload in the order the files were chosen (usually by name). If the order matters, number your files (001, 002...) and upload each section separately.

Sections

Sections keep large galleries tidy: "Ceremony", "Studio", "Party", "Couple shoot". Clients see a button per section at the top of the gallery and can view, or download as a ZIP, one section only.

Task	How
Create a section	Type a title in "New section, e.g. Ceremony" and press **Add**.
See one section	Click its button; the number on each button is its photo count. **All** shows everything and **No section** the photos without a section.
Rename	Open the section, change the name, press **Rename**.
Delete a section	Open the section and press the bin: "Delete this section? Its photos stay in the gallery."

Bulk actions on photos

Click photos to select them, or press **Select all**. The number selected is shown next to it.

Button	Does
Move	Moves the photos to the section chosen in the list next to it (or **No section**). Only when the gallery has sections.
Set as cover	The first ready selected photo becomes the cover: the background at the top of the client's gallery and the image of the gallery card in the dashboard. The cover has a star.
Retry	Restarts processing of the selected failed photos. Only when a photo has failed.
Delete	"Delete the selected photos? This cannot be undone." Their storage is freed.

> ⚠ **Warning**
>
> A deleted photo also disappears from clients' picks. If a client has already sent a selection, copy the file names from **Client picks** before deleting.

State of each photo

On the photo	Means
A thumbnail	**Ready**; clients see it.
A spinner	**Queued** or **Processing**; not shown to clients yet.
A red triangle and an error	**Failed**; **Retry** or delete.
A star	The gallery cover.

Clients only see **ready** photos, so if you publish early, photos still being processed appear on their own a little later.

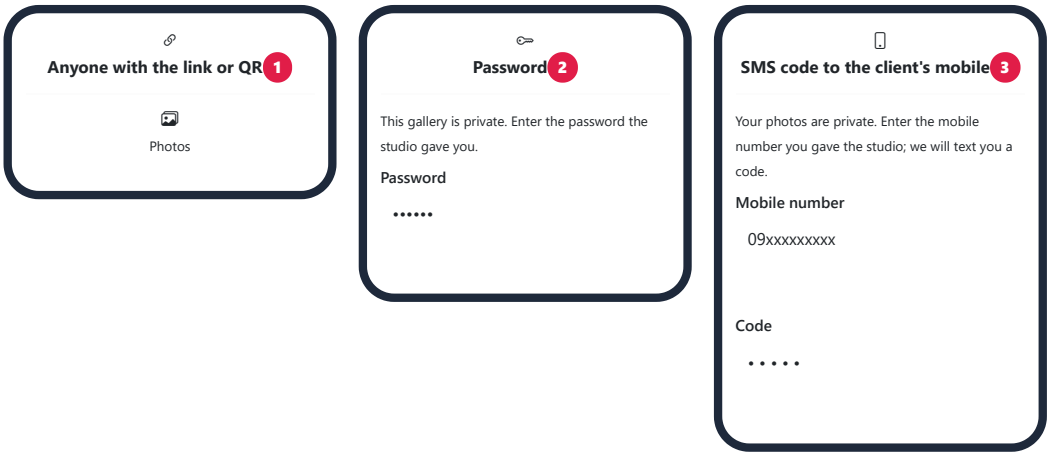
CHAPTER 5

Sharing and access

Three ways into a gallery, the QR code, the link and gallery code, sending the link by SMS, mobiles allowed to get the access code, and replacing the link.

Three ways in

The access type is set in **Gallery settings** → **Access** ; the default for new galleries is in Studio settings.



Way	What the client does	Good for
1. **Anyone with the link or QR**	Opens the link or scans the QR code and sees the photos at once.	Event galleries, non-sensitive photos
2. **Password**	Enters the password you gave them and presses **Open gallery** .	Event galleries with known guests, clients without an Iranian mobile
3. **SMS code to the client's mobile**	Enters their mobile, presses **Send code** and types the five-digit code they receive.	Private client galleries; the safest way

Good to know:

- The **SMS code** is only sent to the gallery client's mobile and the mobiles you invited. Any other number gets the same reply, "If this mobile is invited to the gallery, a code has been sent to it." , but no SMS; nobody can find out by guessing which numbers are allowed.
- A code is valid for **5 minutes**, and attempts and code requests are limited.
- Each code SMS is paid from the **SMS credit of the linked card**.
- After a successful sign-in the same browser is not asked again.
- With link access, every browser that opens the gallery is a " **Guest** " in the visitor list.
- Wrong passwords are rate-limited too, so a password cannot be found by guessing.

> **⚠ Warning**
>
> An event gallery (**Public event gallery**) cannot use SMS codes, because its guests are not registered. Use a link or a password.

The Share & access tab

Open the gallery → **Share & access** . If the gallery is not published or has expired, the page starts with "Visitors cannot open this gallery yet: publish it (and check its end date) first."

QR code

"Print it on the delivery card or the album box. One code for the whole gallery: the client scans it and signs in." **Download QR (PNG)** gives you a high-resolution image for print.

Link

The full gallery address with a **Copy** button. Below it the access type and download type (plus **locked until paid** when downloads wait for payment). **Change** opens the gallery form.

> **Tip**
>
> The **gallery code** is the last part of the link (after /g/). Clients can type it, or paste the whole link, in **Gallery code or link** on the **Galleries** tab of your business card and press **Open**.

Replacing the link

If the link went to the wrong person or was posted somewhere, press "Replace the link (e.g. if it was shared by mistake)": "Create a new link? The current link and printed QR codes will stop working."

> **Important**
>
> Replacing the link **also breaks printed QR codes**. Afterwards download the new QR code and send the new link to the client again.

Send the link by SMS

The gallery client's mobile is already filled in; you can type any other number and press **Send**. The SMS contains the studio name, the gallery title, the link and (if set) the end date.

Condition	If not met
The gallery is published and not expired	"Publish the gallery (and check its date) before sending the link."
A card is linked to the studio	"Link a business card in the studio settings to send SMS."
The card has SMS credit	"The SMS could not be sent (check the SMS credit of your card)."

Mobiles that may receive the access code

Only shown for SMS-code galleries. "The client's mobile is always allowed. Add others here, e.g. the bride and the groom, or both parents."

1. **Enter the mobile and a name** and press **Add**: "Mobile added: it can now receive the access code."
2. **A ✓ next to a number** means **Has signed in**.
3. **To remove** a number press the ✕ next to it; it gets no more codes.

> **Note**
>
> Every invited mobile is a separate visitor with **their own picks**; the bride and the groom can each send their own list.

The Galleries tab on your business card

Once your studio exists, your business card gets a **Galleries** tab:

- **Gallery code or link** to open a private gallery (signing in the gallery's own way).
- **Event galleries**: up to 12 published, unexpired event galleries with cover and date.

Private galleries never appear in that list.

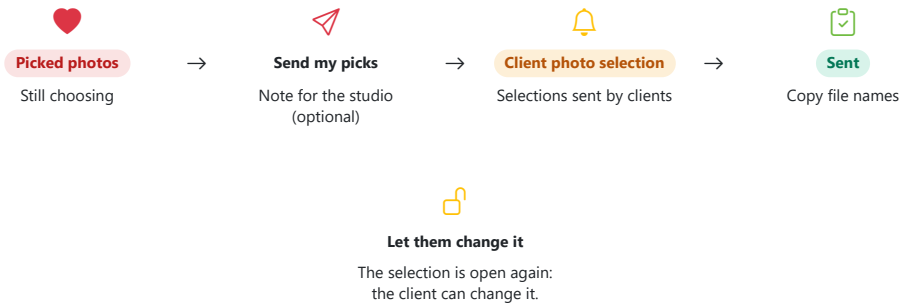
CHAPTER 6

Client picks

How clients pick and send their favourite photos for editing, the pick limit, the picks page, copying file names and reopening a selection.

What is proofing?

In many packages the client chooses some photos out of hundreds for **editing, prints or the album**. Instead of sending photo numbers through a messenger, the client taps hearts in the gallery and sends the list; you get the exact file names.



Conditions

Condition	Where
Your tier includes **Client picks (proofing)**	All three default tiers do.
The gallery's **Client can pick photos** switch is on	**Gallery settings** → **Downloads & picks**
A pick limit (optional)	**Max picks**: "e.g. photos included in the package; empty = no limit"

What the client does

1. **Taps the heart on photos**, in the grid or full screen. The hint "Tap the heart on the photos you want, then send your picks to the studio." is shown above the photos.
2. **Sees the counter**: the heart button at the top shows the number of picks (and the limit); pressing it shows only the picked photos. At the limit they get "You reached the maximum number of picks."
3. **Presses** **Send my picks**: the dialog shows the number, asks for **Your name** if it is not known yet, and offers **Note for the studio (optional)** (e.g. "photo 12 in black and white, please").
4. **The selection is locked**: they see "Your picks were sent to the studio. Contact the studio to change them." and can no longer change the hearts.

You immediately get the **Client photo selection** notification, and the selection also shows under **Selections sent by clients** on the overview.

The Client picks tab

Open the gallery → **Client picks**. There is one card for every visitor who picked at least one photo:

Part of the card	Details
Name and mobile	The visitor's name (or their number)
Count	Number of picked photos, plus "/ limit" if you set one
Status	**Sent** with date and time, or **Still choosing** if not sent yet
Note	The client's note, with a bar beside it
Photos	Thumbnail and file name of each picked photo

Button	Does
Copy file names	Copies the file names without extension, separated by commas; **For a Lightroom / Bridge filename search** .
Let them change it	Sent selections only: unlocks them so the client can pick and send again. “The selection is open again: the client can change it.”

> **Tip**
>
> In Lightroom, paste the copied list into **Library Filter** → **Text** → **Filename** with "Contains" to filter all picked photos at once.

> **Note**
>
> If picking is off for the gallery, this tab shows “Picking is turned off for this gallery. Turn it on in the gallery settings.” ; earlier picks stay visible.

A few points

- **Every visitor has their own list.** In SMS galleries every invited mobile; in link or password galleries every browser.
- **Unsent picks are visible too** (**Still choosing**); if a client forgot to send, you can work from them or remind the client.
- **Deleting a photo** removes it from the picks too.
- If downloads are open and your tier has ZIP, clients can also download **My picks (ZIP)** .

CHAPTER 7

Downloads, watermark and payment

Which copy clients see and download, where the watermark goes, downloading everything as a ZIP, and locking downloads until the balance is paid.

Three copies of every photo

Copy	Size	Watermark	Where
Thumbnail	640 px	none	The photo grid
Web-size photos	2048 px long edge, JPEG	if **Watermark web-size photos** is on	Full screen view and "web-size" downloads
Full-resolution originals	The file you uploaded	**never**	Downloads only (if allowed)

Note

"Originals are never watermarked. Changing the watermark re-renders existing galleries in the background."

The gallery's download type

Gallery settings → **Downloads & picks** → **Downloads** :

Option	The client
No downloads (view only)	Can only look; no download buttons. Good for proofing before editing.
Web-size photos	Downloads the web-size copy (watermarked if on); good for social media.
Full-resolution originals	Downloads the original file in full quality; good for final delivery.

Tip

A common cycle: **proofing** with **No downloads (view only)** and a watermark → the client sends picks → you upload the edited photos to a new (or the same) gallery → **delivery** with **Full-resolution originals** .

Download everything as a ZIP

If your tier includes **Download all as ZIP** and the gallery's downloads are open, clients get a **Download** menu:

Option	Contains
All photos (ZIP)	Every ready photo of the gallery
My picks (ZIP)	Only the photos they picked (if picking is on)
This section (ZIP)	Only the section they are looking at

The ZIP is built in the background ("Preparing your ZIP file... you can keep browsing.") and the download starts when it is ready ("Your ZIP file is ready."). Each ZIP is kept for about **48 hours**, and later requests for the same content reuse it. The files inside follow the gallery's download type (originals or web-size).

Lock downloads until the balance is paid

If part of the fee is still open, switch on **Downloads only after payment** . Clients see the photos and can pick, but:

- they see “Downloads open once the studio confirms your payment.” at the top of the gallery;
- if you filled in **Balance due** , **Balance due:** and the amount are shown too;
- no download or ZIP button works.

Once you have the money (bank transfer, cash or any other way), press **Mark as paid** in the gallery header: “Downloads unlocked.” The button turns into **Paid** ; pressing it again sets the gallery back to unpaid.

> ⚠ **Warning**
>
> The Photo Studio does not take online payments itself; "paid" is a mark you set after receiving the money.

The watermark per gallery

The watermark (text or logo, position, opacity and size) is set once for the whole studio in Studio settings. Per gallery you only decide whether it is on. With **No watermark** in the studio settings no gallery gets one.

You as the studio owner

With **View as client** you see the bar “Preview: you are seeing the gallery as the studio owner. Visits are not counted.” Draft, hidden or expired galleries open for you too, and your views, downloads and ZIPs are not counted in figures or activity. The download buttons are the same ones your client sees.

CHAPTER 8

Activity, deadline and notifications

Each gallery's log of visits and downloads, the visitor list, the client-pick notification, the expiry reminder and extending a gallery.

The Activity tab

Open the gallery → **Activity**. The **When** / **Who** / **What** table lists every event of the gallery, newest first (50 rows per page).

Event	Means
Opened the gallery	A visitor opened the gallery (each browser counts once per browsing session, not on every reload).
Access code sent	An access code was texted to an allowed mobile.
Unlocked	Signed in with the right password or code.
Picked photos	Tapped a heart (the file name follows).
Sent the selection	Sent the picks (count in brackets).
Downloaded a photo	Downloaded one photo.
Downloaded all (ZIP)	Requested a ZIP.
Link sent by SMS	The link was texted from the dashboard.

The **Visitors** column on the side lists every visitor with their role (**Client** for the client and invited mobiles, **Guest** for link or password visitors) and when they were last seen.

> **Tip**
> When a client says "the link does not open" or "no code arrived", look here first: was **Access code sent** logged? Is there an **Unlocked**?

The view counter

Views in the gallery list goes up by one with every **Opened the gallery**. Your own visits through **View as client** are not counted.

Gallery deadline and expiry reminder

- Every gallery can have an **Available until** date; after it, visitors see **This gallery has expired** with a request to contact the studio.
- **Seven days before the end** you get the **Gallery about to expire** notification (once per end date; changing the date re-arms it).
- The same galleries are listed under **Expiring within a week:** on the Overview.
- To extend, press **Extend** in the gallery header (30 days, up to the plan limit) or change the date in **Gallery settings**.

> **Warning**
> An expired gallery is **not deleted automatically** and its photos keep using your storage. Once you are sure the client has their photos, delete the gallery to free the space.

Notifications

Notification	When	Opens
Client photo selection	A client pressed **Send my picks**	The gallery list
Gallery about to expire	Seven days before a published gallery's end date	The gallery list

Both arrive in the dashboard notifications (the bell) and follow your account's notification settings like every other notification.

CHAPTER 9

Clients

The people you shoot for, adding and editing a client, creating a gallery from a client and deleting a client.

What a client is for

"People you shoot for. Their mobile receives the gallery link and access code." A private gallery usually belongs to one client, and:

- in SMS-code galleries the **client's mobile is always allowed** to receive a code;
- in **Send the link by SMS** the client's mobile is already filled in;
- searching the gallery list for the client's name or mobile finds all their galleries.

The client list

Photo Studio → **Clients**. 25 clients per page, by name.

Part	Details
Search	**Name, mobile or email**; the list updates in place.
Name	The client's name, with the e-mail below if there is one. Click to open the client form.
Mobile	The mobile number.
Galleries	Number of the client's galleries; click to see the gallery list filtered by their name.

Button	Does
Add client	A new client form
Gallery	A new gallery for this client
Pencil	Edit the client

Adding or editing a client

Field	Details
Name	Full name, e.g. "Sarah Miller".
Mobile	"Receives the gallery link and the access code." Enter it exactly; access codes only go to this number.
Email	Optional; for your records and search.
Notes	Your private notes (package, price, event date…); the client never sees them.

- **Save**: saves the client and returns to the list.
- **Save and create a gallery** (new clients only): after saving, the new-gallery form opens with this client.

> **Tip**
>
> If you change a client's mobile, the access codes of their SMS galleries go to the new number from that moment; the old number gets no more codes (unless it was invited separately).

Deleting a client

In the client form press **Delete client** : "Delete this client? Their galleries are kept."

What happens	Details
Galleries	Stay, without a client.
SMS access	The deleted client's mobile is no longer allowed; for SMS galleries invite mobiles under **Share & access** or change the access type.
Picks and activity	Stay untouched.

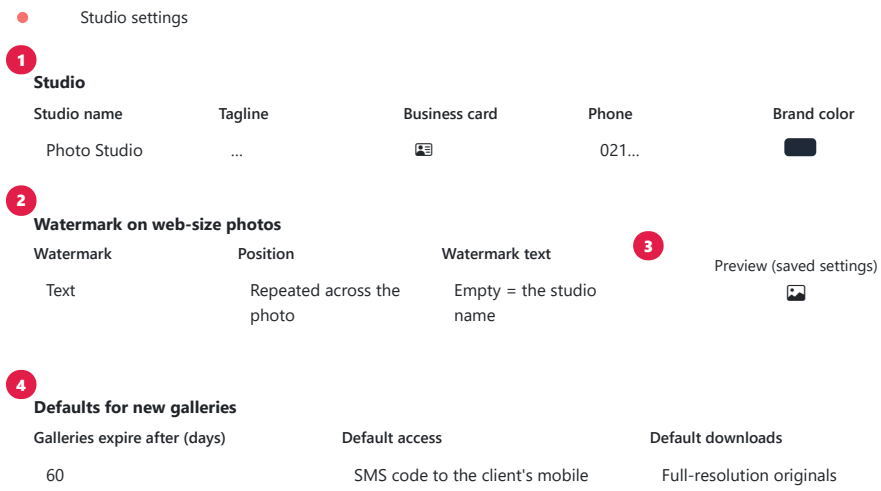
CHAPTER 10

Studio settings

Studio name and brand, the linked business card, the watermark, defaults for new galleries, photo storage and the limits of each tier.

The settings page

Photo Studio → **Studio settings** : "Branding, watermark and defaults for new galleries." Three parts and one **Save** button at the bottom.



Studio

Field	Details
Studio name	Shown on top of every gallery, in the page title and in SMS texts ("... gallery code", "... your photos are ready").
Tagline	One line under the studio name in galleries, e.g. "Weddings and events".
Business card	"Its logo and contact details are shown on galleries; SMS are sent from its SMS credit." The **Studio card** link in the gallery footer leads to this card.
Phone	In the gallery footer, tap to call.
Brand color	The main colour of the client's gallery page (and the browser bar on phones).

> **Important**
>
> Without a linked **business card** galleries cannot send SMS codes and **Send the link by SMS** does not work. If the default access is "SMS code", the settings cannot be saved without a card.

Watermark on web-size photos

Field	Details
Watermark	**No watermark** , **Text** or **Logo image** . Logo only in tiers with **Your own logo watermark** .
Position	**Repeated across the photo** (safest), **Center** or **Bottom corner** .
Watermark text	Leave it empty to print the studio name (**Empty = the studio name**). Locked in the Basic tier ("Available in a higher plan."), where the studio name is used.
Watermark logo (PNG)	"A transparent PNG works best."
Opacity (%)	5 to 100; default 35.
Size (% of photo width)	5 to 90 % of the photo width; default 25.

Next to the form, **Preview (saved settings)** shows a sample photo with the **saved** watermark; save after each change to update the preview.

Note

After changing the watermark you see "Watermark changed: web-size photos are being re-rendered in the background." : the web-size copies of all galleries are rebuilt with the new watermark. Originals are never watermarked.

Defaults for new galleries

Field	Details
Galleries expire after (days)	A new gallery's **Available until** = today + this many days (default 60; at most your plan's limit).
Default access	The suggested access type of a new gallery.
Default downloads	The suggested download type of a new gallery.

These defaults only fill in the **new-gallery form**; existing galleries do not change.

Photo storage and plan limits

Studio photos have their **own** storage and never use your cards' media storage.



	Details
Limit	Your tier's storage + any "photo storage" add-ons you bought + extra storage granted by support.
Usage	Originals plus web-size copies and thumbnails of every photo, whatever the gallery status (drafts, archived and expired galleries count).
Header bar	Blue; amber from 75 %, red from 90 %. The **Storage left** tile of the overview shows the free space.
When it is full	New uploads are refused; delete old photos or galleries, or buy more space under **See plans and add-ons** .

The other limits depend on your tier (see Differences between tiers): active galleries, file size, gallery lifetime, logo watermark, ZIP, event galleries and removing the platform branding. If you move to a lower tier, galleries and photos are not deleted, but uploading stops while usage is above the new limit.

CHAPTER 11

How-tos, FAQ and glossary

"I want to..." — short recipes for everyday studio tasks, fixes for common problems and what the terms mean.

How-tos: "I want to..."

...let a wedding couple pick their photos

1. **Create the client**: Clients → **Add client** with the bride's mobile → **Save and create a gallery**.
2. **Set up the gallery**: **Access** = **SMS code to the client's mobile**, **Downloads** = **No downloads (view only)**, **Client can pick photos** on, **Max picks** = photos in the package.
3. **Upload**: create the sections "Ceremony", "Studio", "Party" and upload each batch into its section.
4. **Invite the groom**: **Share & access** → **Mobiles that may receive the access code**.
5. **Publish and text the link.**

...deliver the edited photos but keep downloads locked until payment

Create the delivery gallery with **Full-resolution originals**, **Downloads only after payment** on and **Balance due** = the open amount. Once paid, press **Mark as paid**.

...print the QR code on the album box

Share & access → **Download QR (PNG)**. Before printing, check the gallery's end date (or leave it empty) so the printed code does not stop working too soon.

...open a conference gallery to every guest

New gallery → **Type** = **Public event gallery**, **Access** = **Anyone with the link or QR** (or a password), **Downloads** = **Web-size photos**. Once published, it is also listed on the **Galleries** tab of your card.

...find a client's picks in Lightroom

Client picks → **Copy file names** → in Lightroom Library Filter → Text → Filename → Contains, and paste.

...let a client change their selection

Client picks → that visitor's card → **Let them change it**. Tell the client to pick and send again.

...cancel a link I sent by mistake

Share & access → "Replace the link (e.g. if it was shared by mistake)". Send the new link and QR code to the right client.

...keep a gallery open for another month

Gallery header → **Extend** (30 days). For a specific date: **Gallery settings** → **Available until**.

...free up studio storage

Open Galleries filtered by **Expired**; delete those whose photos the client already has. Archiving does not free storage.

FAQ and troubleshooting

A client says the SMS code did not arrive. Check in order: is the number exactly the gallery client's mobile or an invited one? Is a card linked to the studio, with SMS credit? Is **Access code sent** logged in **Activity**? After several requests in a row they have to wait a few minutes.

A client sees "This gallery is not available". The gallery is a draft or archived; press **Publish**. If the message says the gallery has expired, press **Extend**.

Publish does not publish the gallery. It has no ready photo yet; wait for the preparation to finish or **Retry** failed photos.

I cannot create a new gallery or publish an archived one. You reached your plan's active-gallery limit (drafts count). Archive an old gallery.

I don't see the event gallery option, the logo watermark or ZIP downloads. Your tier does not include them; see Differences between tiers.

I changed the watermark but photos still show the old one. Re-rendering runs in the background and takes a while for large galleries. Refresh the page a few minutes later.

The client sees no download button. **Downloads** is **No downloads (view only)**, or downloads wait for payment and you have not pressed **Mark as paid** yet.

Can a client see the original without a watermark? Only if you allow **Full-resolution originals** and downloads are open. Viewing in the gallery always uses the web-size copy.

I deleted a gallery; can I get it back? No. Deleting galleries and photos cannot be undone.

Glossary

Term	Meaning
Gallery	One shoot or event with its own link, QR code, access and downloads
Section	A group of photos within a gallery ("Ceremony", "Party")
Cover	The photo shown at the top of the client's gallery and on the gallery card
Gallery code	The last part of the gallery link; typed in the **Galleries** tab of the card
Access code	The five-digit SMS code of SMS-code galleries; valid 5 minutes
Invited mobile	A mobile that may receive the access code besides the client
Visitor	Anyone who opened the gallery: **Client** or **Guest**
Proofing (picks)	The client choosing photos for editing or the album
Web-size	The 2048 px copy (with watermark) clients see in the gallery
Original	The file you uploaded; never watermarked
Tier	Basic, Pro or Business; sets storage and features
Active gallery	Any gallery that is not archived; counts towards the gallery limit