

FAQ

PERSONALIZATION

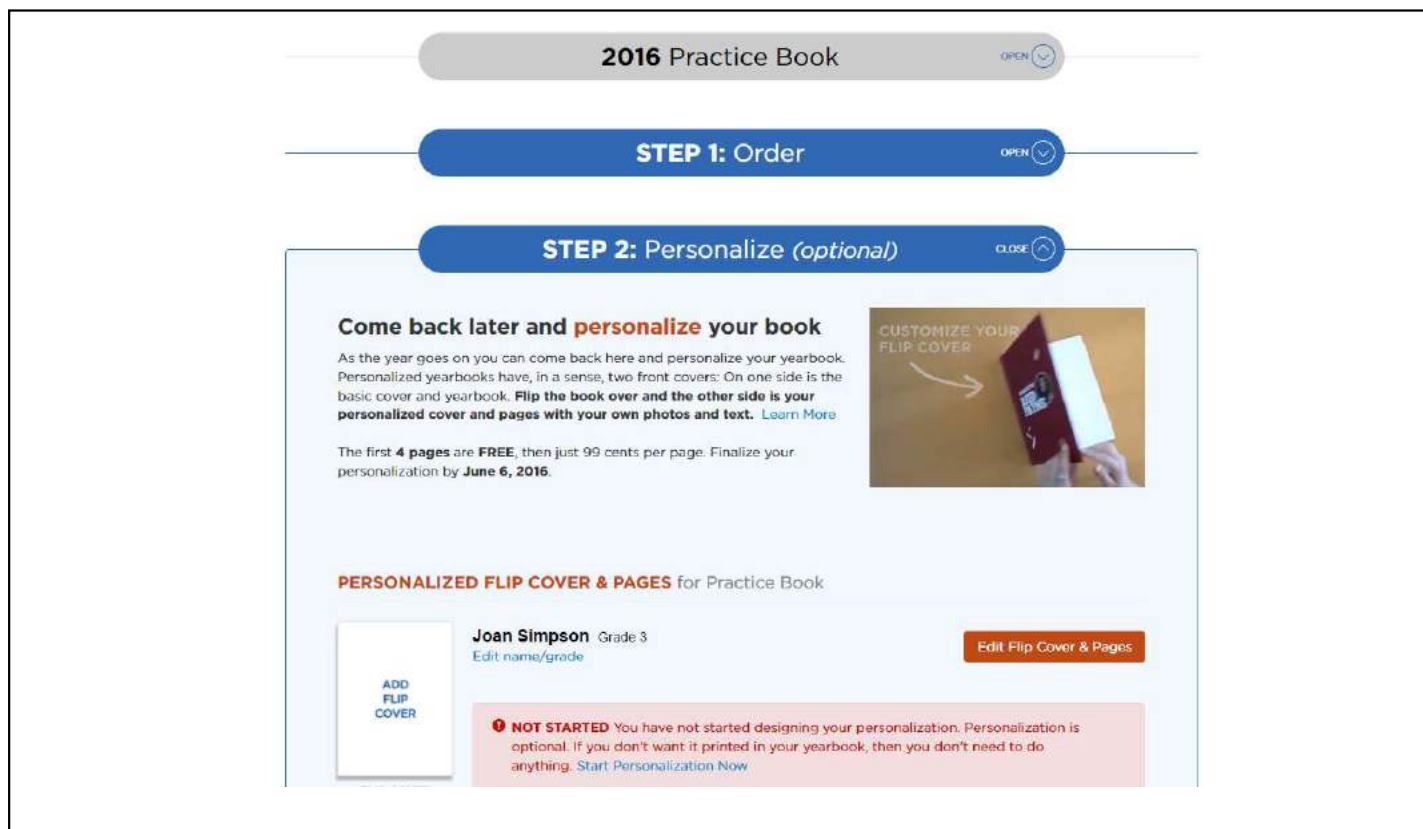
CAN I CANCEL PERSONALIZATION?

If you chose the personalization option when you placed your order but decided not to personalize, all you need to do is **NOT** click to Finalize. Even if work has been done on the personalization, as long as that Finalize option was not clicked, it means you will receive the base book without any personalization.

If you did click on the Finalize link, the only way to cancel personalization is to cancel the order. (You can do this if the book is being sold in Pre-Order as long as the order has not yet been placed. In Immediate Order, you have 30 minutes after placing the order before it is too late to cancel.) You will then need to place the order again if you want to receive a yearbook.

I CAN'T FIND BOOK TO EDIT/IT TELLS ME TO 'COME BACK LATER' TO WORK ON IT

Log into the store using the same email address you used to register, then scroll to the bottom of the page to find the personalizations to edit. Click on "Start Personalization Now" to work on your pages.



The screenshot shows the personalization workflow for a 2016 Practice Book. At the top, there are three navigation buttons: "2016 Practice Book" (with an "OPEN" dropdown), "STEP 1: Order" (with an "OPEN" dropdown), and "STEP 2: Personalize (optional)" (with a "CLOSE" dropdown). The "STEP 2" section is active and contains the following content:

- Come back later and **personalize** your book**
- Text: "As the year goes on you can come back here and personalize your yearbook. Personalized yearbooks have, in a sense, two front covers: On one side is the basic cover and yearbook. **Flip the book over and the other side is your personalized cover and pages with your own photos and text.** [Learn More](#)"
- Text: "The first **4 pages** are **FREE**, then just 99 cents per page. Finalize your personalization by **June 6, 2016**."
- An image showing a hand flipping a book cover with the text "CUSTOMIZE YOUR FLIP COVER" and an arrow pointing to the back cover.
- PERSONALIZED FLIP COVER & PAGES** for Practice Book
- A preview of the book cover with the name "Joan Simpson" and "Grade 3". Below it is a link "Edit name/grade". To the right is a button "Edit Flip Cover & Pages".
- A red banner at the bottom with a warning icon and text: "**NOT STARTED** You have not started designing your personalization. Personalization is optional. If you don't want it printed in your yearbook, then you don't need to do anything. [Start Personalization Now](#)"

I FINALIZED BUT NOW I WANT TO EDIT MORE. CAN I DO THAT?

To edit personalized pages that have been finalized, you will need to cancel your order and place it again. This option is available as long as the pre-order queue hasn't been released or, if you are personalizing in Immediate Order, as long as you have not submitted your order.

Cancelling your order is quick and easy. Once your preorder is placed, you automatically receive an email confirmation with the order number. From this email, you'll notice a line that says "You can cancel your pre-order before it is in production by clicking here." After canceling the order and submitting another preorder – using the exact same student name as you did the first time - your personalization will open up so you can edit and finalize the yearbook again.

CAN I WORK ON IT FROM MY SMART PHONE/CHROMEBOOK/TABLET?

Unfortunately, Picaboo Yearbooks cannot be accessed using a mobile device (iOS or Android) because they do not support Adobe Flash.



Note: The Puffin mobile web browser says it supports the latest Flash Engine over the cloud for iOS and Android. However, it is not a supported web browser. This means anyone using it runs the risk of slowness, crashes, or saving-errors.

You can work from a tablet if it is running a full version of Windows 7 or above. We also recommend using a mouse or trackpad if you choose to use a Windows tablet.

Chromebooks run on Chrome OS, which is not a supported operating system. Our software will run on Chromebooks. However, we do not test new features and updates on Chrome OS. Therefore, we cannot guarantee that all aspects of the application will run as designed on Chrome OS.

More information about system requirements can be found at: <https://customercare.picabooyearbooks.com/hc/en-us/articles/201915887-What-are-Picaboo-Yearbook-s-minimum-system-requirements->

I FINALIZED WITHOUT ALL PAGES/COVER BEING DONE. WHAT WILL MY BOOK LOOK LIKE?

There are a minimum of four pages available to personalize. Any pages not personalized would be blank when the book is published. (So, if you only personalized two, two would be blank.) In addition, a cover must be set up for the personalized pages too. It does not default to the school's yearbook cover. If a cover wasn't set up, that would be blank as well. If the book is in Preorder and hasn't been released for printing, you can cancel your order and then re-order the yearbook to continue working on it.