



## FAQ - Working in the newsroom

Below you will find all the answers to frequently asked questions, grouped together. If you cannot find your question in the list, or if anything is not clear, then contact our customer service by filling in the [contact form](#) or sending an e-mail to [customerservice@jilster.com](mailto:customerservice@jilster.com).

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# 1. Being chief editor

## More information

### 1.1. Create together - tips for the chief editor

It's your first day as Chief editor: Where to start?

This is the most important information, along with some tips:

Create your own editing room and start with your own magazine

Invite family, friends and colleagues online

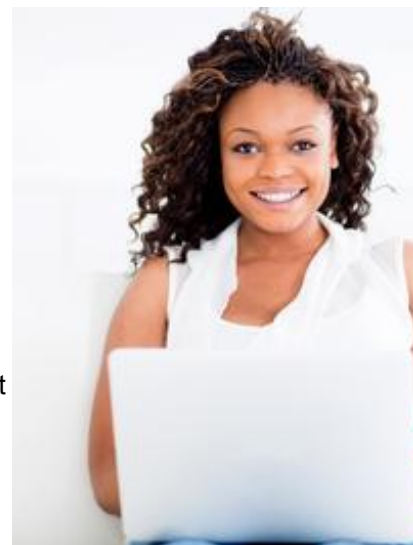
Inform them through an e-mail: That way they know to expect an invitation to collaborate on a magazine

What's going to be in the magazine? Get inspired by our tips for content.

Support your Co-editors: Remind them of the deadline!

As Chief editor you also do the final editing - Order an example magazine to spot those hard to see mistakes and correct them easily!

We wish you lots of fun and luck creating your own magazine together. And let us know if you have any questions at all: We're here to help!



#### 1.1.2 What do I need to watch out for regarding the various file formats?

From experience, we know that editors tend to hand in all sorts of file types to their chief editor. Some of these file formats require extra attention.

- for the best printing quality, it is recommended to insert the text in text boxes (cut and paste from Word, or directly type the text in the box) and insert photos in the jpg file format. If you format the text and photos in (for example) Word first, and then save the file as a PDF file, this will result in great loss of quality.
- a drawing or a letter you have scanned, is best used in the jpg file format. You can insert this file and use different sizes.
- nevertheless, if you have still received PDF files, you need to make sure there is enough space left at the edges of the document, for the cutting edges. That is because a PDF file is always inserted on a full page, and at the outer edges of the page 4 millimeters will be cut off (the cutting edge) after the page is printed. The dotted line on your screen will indicate where this cutting edge is (approximately). If this results in a PDF file that is no longer clearly legible, then ask the editor in question to modify the PDF file.
- you cannot directly insert a powerpoint document (.ppt file). You will need to convert the file to a jpg file first.

#### 1.1.3 I have typed an incorrect e-mail address while inviting an editor. Now this page is 'occupied'. How can I undo this?

If you have mistakenly sent an invitation to the wrong e-mail address, the relevant page will indeed be 'occupied'. You can correct this by deleting the invitation to the wrong e-mail address. Do this by clicking the white trash bin next to the e-mail address. The page will automatically be released.

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#### **1.1.4 I have forgotten which pages I have assigned to which editor. What do I do now?**

Go to the overview page of your magazine, click a page and then click 'move'. Now you will see an overview of all the pages, with the corresponding editors.

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#### **1.1.5 How do I know if a co-editor is simultaneously editing the same page as I am?**

You can find this out by posting a message in the 'shoutbox'.

### **1.2. Settings magazine**

#### **FAQ**

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#### **1.2.1 At the start of the magazine you need to enter the 'number of pages'. Can you change this later on?**

Yes, as long as you haven't ordered the magazine, you can always change the number of pages of your magazine. For instance, you can start with 32 pages, and if it turns out that you want to fill 4 more or 4 fewer pages, you can modify the number of pages in the newsroom, by clicking the 'add 4 pages' or 'delete 4 pages' buttons. Although the magazine will always have to consist of a multiple of 4 pages. This is because of the printing process.

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#### **1.2.2 Can I (as a chief editor) shield certain photos from other editors?**

No, as a chief editor you cannot shield photos. The entire editing team can view and use all the photos in the magazine they are editing.

In the program, a communal photo folder is used. The photos that have been uploaded can be used on every page.

If you don't want to display certain photos, you can create a second magazine and upload these photos to the second magazine. Then you will be able to select the photos from this photo folder while they will not be viewable by your editing team.

## 2. Working in the online editing room

### More information

### 2.1. Starting as editor

You've been invited to be editor of a page in a magazine: Where to start?

Here are some tips to help you on your way:

Check out the slideshows in the FAQ for help on [how to place images and text](#)

Mind the cutting edge when editing your pages. The cutting edge is a guideline, they're the [two dotted lines](#) you see in the page editor.

When using a PDF it's especially important to have enough room on the sides. If you place the text outside the dotted lines they may be cut off when your magazine is printed.

What you see in the editor is low image quality. Use the [yellow stars](#) to gauge the actual quality of your images. You could also place your image smaller.

Want to fill more than one page? Ask the Chief editor to assign you more pages.

Once finished, you can hand your page in to the Chief editor.

We wish you lots of fun and luck creating your own magazine together. And let us know if you [have any questions](#) at all: We're here to help!

### 2.2. Text and color blocks

#### FAQ

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#### 2.2.1 What font size is pleasant to read?

There is a difference between easily reading a text on your screen, and an easy-to-read text on paper. The font size will also depend on the font you have chosen.

Commonly used fonts for magazines are:

- general text: font size 9-10
- subtitles: font size 12
- titles or headers: font size 18- 24

To be on the safe side, you can print your page first, and check whether the font size you have chosen is clearly legible.

This is how you do it.

- Go to your magazine, click 'preview',
- next, click the right mouse button and select 'print'.

Attention: the print quality will be the quality you see on screen, and not the actual printing quality of the magazine. This is because, for technical reasons, Jilster uses a lower resolution for your page in the newsroom.

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### 2.2.2 How do I edit a color block?

- If you point the mouse to the color block, you will see several formatting buttons in the right-hand column.
- This way, you can change the color, or make the color block transparent (slide the triangle under 'transparency').
- For instance, you can also fill the color block with the same color as the sweater your grandfather is wearing, on the photo you have inserted below the color block. You can do this by selecting the color block you want to edit; next you click the icon with the pencil (eyedrop) in the right-hand column, and then you click your grandfather's sweater. Your color block will take on the same color as the sweater.

## 2.3. Images

### FAQ

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#### 2.3.1 Which file types can I upload?

Basically, the site can handle PDF (portrait orientation, A4 size), jpg, png, bmp, and gif. But it is recommended to use the jpg file format.

A PDF can only be used in a portrait-oriented A4 paper size format. In the left-hand column, select 'use the PDF file as a background', click 'upload', look up the file on your computer, and open it. After a few seconds your PDF will appear. Click it and you will see a small preview. Next, click the preview and then click 'use this page'.

If you want, you can place a text block or a color block over the PDF background.

The pages will be sent to the printer in a 300 dpi/ppi quality, which translates as 2575x3600 pixels. If an image with this resolution is uploaded in Jilster as a jpg file, this image can be used to fill an entire page without loss of quality.

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#### 2.3.2 How can I tell if the quality of my image is high enough to be printed?

1. In the newsroom, in the right-hand column, at 'image quality', you will see a number of stars indicating the quality of your picture. Four stars means that the photo is of optimum quality.
  2. In general, a photo that has a three star quality label will be good enough to print.
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#### 2.3.3 What is the minimum quality required for my photos?

1. To get photos of optimum quality (the full four stars in the right-hand column), when used over a full page, the minimum resolution needs to be 2575 x 3600 px.
  2. You see, the pages are sent to the printer in a 300ppi quality (in pixels, that is 2575 x 3600).
  3. If you upload an jpg image with the resolution mentioned above, you will be able to use this image over a full page, without loss of quality.
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### 2.3.4 The photo quality seems insufficient. How is this possible?

1. The quality of the photos rendered in the editor (working page) does not match the actual quality.
  2. This happens because we use smaller images in the editor, to enhance the speed of the editor and let you work faster.
  3. When the page is published, these images will be replaced by the images of the original quality.
  4. In other words: during the printing process the highest available quality of the photo will be used.
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### 2.3.5 How do I frame an image or a photo?

You can place a color block behind a photo, to emphasize the photo.

1. Click 'color block' in the left-hand column and resize the block until it is just a little bit bigger than the image.
  2. Move the block to the back with the 'move backward' button in the right-hand column.
  3. For more information, see the note that goes with the color block.
  4. In the left-hand column you will find other 'frames' you can use, by clicking the 'theme' button.
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### 2.3.6 I have a photo that is pasted in a PDF file: how do I insert this photo into a page?

On the site you can add photos or drawings in the jpg, png, bmp, and gif file formats. It is best to select a jpg file, because you will be able to enlarge or diminish such a photo file at a later stage.

But you can also use a PDF file (A4 size, portrait) to fill an entire page. If you have a smaller photo, then convert the photo in the PDF file to a jpg file.

This is how you do it:

1. Copy the photo from Adobe Reader by clicking it.
  2. Next, click the right mouse button and select 'copy image'.
  3. Paste the image in a graphics design program such as Paint or Photoshop and save the photo as a jpg file.
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### 2.3.7 Can I print a photo over two opposite pages (spread)?

Yes, it is possible. Although it will take some time.

1. First, you create the left-hand side of the spread by opening a page with an even page number (2, 4, 6, etc.). You upload the photo, drag it to the page, and stretch it until the left side of the photo fills the whole page. Now the page will be completely filled with the photo.
2. Move the photo around until you can see the left half of the photo on the page. Use the small blocks around the photo (above, to the left, and below) to position the photo on the page.
3. Save the page, keep in mind the positions of the small blocks (or make a note of the x, y, width and height measures) and open a second page with an odd number (3, 5, 7, etc.).
4. Then you continue to do the same thing with the right half of the photo. Check the position of the blocks around the photo and make sure they match the blocks on the first page, then save the page.
5. In the right-hand column, go to 'browse your magazine' and view the pages in the larger size. This way, you can check if the two halves of the photo match each other. You can view this example if you have created at least eight pages of your magazine.

6. You can also use the x,y, width and height coordinates to make the two halves match. Note the numbers and match these numbers on the left-hand and right-hand pages.

Attention: for a spread you need

- a photo of a very high quality, that will maintain its quality even if it is blown up considerably. You can check the quality by looking at the number of stars at 'image quality'.
- a landscape oriented photo, basically. A portrait oriented photo can be used, but you will not be able to display the full image.
- to make sure not to position a nose or some other important feature in the exact middle of the page!

Another option is splitting the photo in a photo editing program, and then inserting the left half of the photo in the left page, and the right half in the right page.

In the newsroom, click 'theme images' and you will find various examples of sets that occupy two pages, and which you can also use as a spread.

### 2.3.8 How do I combine a color block and a text block?

1. Click 'color block' and drag it to your page.
2. Do the same thing for 'text block' and position this block across the color block.
3. With the 'go forward' and 'go back' buttons in the right-hand column, you can move one of the blocks backwards or bring it to the front.
4. Attention: sometimes, the text block or color block will disappear beneath the other block. The other block will be 'hidden'. By moving the upper block a bit, you will display the other block again. Then you can select this block for further editing.
5. Use the 'delete' button to remove the text or color block. You can do this by selecting the element you want to delete, and then clicking 'delete'.

### 2.3.9 At the back of the magazine, a Jilster logo is displayed at the bottom of the page. Will this logo be printed?

Yes, it will appear in the printed edition. The logo also contains the barcode with the magazine's characteristics (customer and order code). These data are necessary for processing and shipping the magazine.

## 2.4. Layout - notice the dotted lines!

### FAQ

#### 2.4.1 What are the layout options for the background of a page?

In this way you can edit the layout of a page's background:

- with a photo that you render transparent: drag a photo from the left-hand menu to the right, to the image block. Afterwards you can use the transparency bar to fade this photo.



- with a matching background color: in the right-hand menu, click the left color box at 'background', and select a color.
  - with a portrait-oriented PDF file, in A4 size. Select 'use the PDF file as a background' in the left-hand menu, click 'upload', look up the file on your computer, and open it. After a few seconds, your PDF file will appear. Click the file and you will see a small preview. Next, click the preview and then click 'use this page'. If you want, you can position a text or color block across the PDF background.
  - of course, you can also leave the page blank!
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#### 2.4.2 What do I have to watch out for?

- If you want to neatly align a page right up to the borders, it is important that you position the color blocks and photos exactly on the outer edge. So don't place the blocks just against the outside dotted line: this way, there is always a chance that you might see a small white border after the page has been cut.
  - While positioning a PDF file you need to pay close attention to the visibility of the text. In order to be visible the text needs to be positioned within the inner dotted line! When you create a PDF file you need to take into account that the page will be diminished because of the cutting edge of approximately 4 millimeters.
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#### 2.4.3 How do I choose a matching color from a photo?

By using the eyedrop at 'background' in the right-hand menu, at 'color'. This way you can pick a color from the photo:

Click the eyedrop and drag it to the photo. In the box at the right-hand side of the eyedrop you will see the color that is selected.

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#### 2.4.4 How can I copy the content or formatting from one page to another page?

1. Go to the (blank) page where you want to paste the formatting and click 'edit'.
  2. Next, click 'my pages' in the left-hand column.
  3. Select the page you want to copy and click 'use this page'.
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#### 2.4.5 How do I insert horizontal and vertical lines?

There are two ways of drawing a line:

Select a color block and narrow it down, until it is a straight line. You can also rotate the color block. Or: type a line in a text block (with the --- or \_\_\_ keys). Drag this block until it has the desired length. Turn the text block by using the circle at the top, if you want to insert a vertical line.

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#### 2.4.6 Can I place one photo or image over two pages (spread)?

**Yes, you can.**

It takes some time.

1. Open the left page you want the spread to start on (number 2, 4, 6 etc)
2. Upload a horizontal image, drag it onto the page and stretch it so that half the image is covering the magazine page (dragging is done by clicking and holding the blue squares in the image corners and 'pulling' them until the desired size has been reached)
3. Once you've positioned the left side of the image over the entire page (make sure there is no white space left around the image) make a note of where the image is cut off at the right side (the outer dotted line). You can write down the values of the y-axis, height and width.
4. Save the page, and then close it and open the magazine page next to it (number 3, 5, 7 etc)
5. Place the image onto the page and resize ('pull' the blue squares) it to the same size as the image on the first page.
6. Position the right side of the image over the entire page and make sure the line where it is 'cut off' (outer dotted line) lines up with the place where the image on the left page is cut off. That way they align nicely.

Are you chief-editor? Make sure the two pages align correctly by checking the pages with the 'example' button (in the magazine page menu). If you're a co-editor, you can check it by clicking on 'browse magazine'.

## Requirements for a Spread:

- A high quality image, that retains it's quality when blown up (larger size). The image 'star rating' is a good indicator of the quality of the image.
- A horizontal image. Vertical images can be used as well, but much of the page will be lost due to de resizing.
- Make sure you don't position anything important (like someone's nose!) near the 'cut off' line.
- Another way to do this is to use an editing program to split an image up beforehand and then uploading each of these 'image halves' seperately.
- Pre-made Spread images are available in the editing room as well!

## 2.5. Templates and theme images

### FAQ

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#### 2.5.1 How do I use templates?

1. Click the 'templates' button and select the page you want to use.
  2. To the right you will see a 'preview'.
  3. Next, click 'use this template'.
  4. Modify the template and add your own text and photos. You can do this by clicking a text block or a colored block each time, and changing it in the way you want.
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#### 2.5.2 Can I make my own templates, and reuse them?

Yes, it is possible. This is especially useful if you want to create multiple pages with the same basic layout. Or if you want to make additional magazines with the same layout.

1. Click 'your own pages' in the left-hand column. Now you will see the pages you have made previously. You can reuse them on a different page, or in a different magazine, at a later stage. It works the same way as

with the standard templates.

2. Select the page you want to use. Now you will see a 'preview'.
3. Next, click 'use this page'.

Tip: create a separate magazine with only 'templates', in which you collect all the pages you want to use as a template.

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### 2.5.3 How do I change a background photo from a template?

1. Click the field you want to change.
2. Click 'delete' in the right-hand column.
3. Drag the desired image to the 'image' box in the right-hand column.

If you want, you can make the image transparent. Do this by pushing the triangle under 'transparency' in the right-hand column to the right.

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### 2.5.4 Using theme images

In the newsroom you will find all sorts of images you can use, in the left-hand column, by clicking the 'theme' button. The images have been ordered by their theme, such as: animals, frames, party, symbols. You can use the 'sets for two pages' if you want to position the photos that are cut in half on two opposite pages.

## 2.6. Save and publish

### FAQ

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#### 2.6.1 How do I publish a page?

Click 'edit' on the page you want to publish. Then, click on the 'Publish' button in the bottom right corner of the page editor.

A progress bar will appear. Once this bar reaches 100%, publishing of your page will be completed.

*Tip: check if your page has been published correctly by making sure there is a green check mark in the top right corner of the page in the overview of all your magazine pages.*

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#### 2.6.2 What is the difference between 'save' and 'publish'?

As long as the page is still being edited, you can save the work in the meantime. Select the 'save' button to do this. Save the most recent edits as well. When you have completely finished your page, you can publish it.

Before you can order the magazine, you will need to have published all the pages.

After a page has been published, a green checkmark will be displayed at the top right corner of the page.

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### 2.6.3 Does it take a lot of time to publish a page?

- This depends on the speed of your Internet connection. It takes a few minutes per page, before all the data have been sent to the server.
  - If you have created a lot of pages, it is a good idea to publish the pages that are finished in the meantime.
  - You can also divide the publishing work. Ask your co-chief editors if they can publish some of the pages on their own computers.
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### 2.6.4 Can I still edit the page after I have published it?

As a chief editor you can always edit any page, whether it is published or not. After you have edited a page, you will need to publish it again.

As an editor you cannot edit a page, once you have handed it in to the chief editor. But the chief editor can re-assign the page to you, if necessary.

## 2.7. Page - numbers and order

### FAQ

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#### 2.7.1 Where is page 2 positioned in the magazine?

Page 2 is the inside of the front page. Therefore, pages 2 and 3 are the pages you see when you open the magazine.

- You will find the even page numbers (2, 4, 6, 8, etc.) on the left-hand pages.
  - You will find the odd page numbers (3, 5, 7, 9, etc.) on the right-hand pages.
  - The cover is page 1. The back cover is the last page of your magazine. Remember, these pages are included in the minimum or maximum page count!
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#### 2.7.2 Can I set automatic page numbering?

1. Under 'settings', at the top of the page with the magazine overview, you can choose to enable or disable automatic page numbering.
  2. The page numbers will be placed on the exterior corners: for the even pages this is at the bottom left-hand corner, for the odd pages this will be at the bottom right-hand corner.
  3. Attention: for technical reasons, you will not see these automatic page numbers while designing the page, nor in the print preview. But once the magazine has been printed, the page numbers will be visible.
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#### 2.7.3 At the start of the magazine you need to enter the 'number of pages'. Can you change this later on?

Yes, as long as you haven't ordered the magazine, you can always change the number of pages of your

magazine. For instance, you can start with 32 pages, and if it turns out that you want to fill 4 more or 4 fewer pages, you can modify the number of pages in the newsroom, by clicking the 'add 4 pages' or 'delete 4 pages' buttons. Although the magazine will always have to consist of a multiple of 4 pages.

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#### **2.7.4 How do I change the order of the pages?**

1. Go to the bottom of the overview of all the pages in your magazine.
  2. There you will see a 'set the order' button, with a list of all the pages.
  3. Click the page you want to move, keep the mouse button depressed, and drag the page to the correct position. Make sure this page is positioned between the right pages, and not on top of another page.
  4. Click 'save'.
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#### **2.7.5 How do I delete a page?**

Drag the pages you want to delete to the end of your magazine by using the 'set the order' button. Use the 'delete last 4 pages' to delete the pages you no longer want to use. Caution: This cannot be undone. The last 4 pages glow red when you hover over the 'delete last 4 pages' button.

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#### **2.7.6 How do I move a page to the cover or back cover?**

To move a 'regular' page to the cover or back cover page, use the 'My pages' button.

Navigate to the editing room of the cover or back cover.

Press the 'My pages' button.

Select the page you want to use as the cover or back cover and click on 'Use this page'.

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#### **2.7.7 Can I use a page from a previously made magazine?**

Yes, you can copy pages from previously made magazine to your new magazine.

Click on edit on a page in your new magazine.

Click on 'My pages' in the upper-left corner of the editor.

Select the page you want to copy to your new magazine and click on 'Use this page'.

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## **2.8. Online magazine**

### **FAQ**

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#### **2.8.1 Will the digital version of my magazine change if I edit it at a later stage?**

Yes, the digital version of your magazine will always reflect the current version of your magazine. So if you've placed a link to your online magazine on your own or any other website, and you edit your magazine in the online editing room in the meantime, these adjustments will be visible in the online version as well.

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## 2.8.2 Does Jilster post all magazines in the public section of the website?

Absolutely not! We will never publish your own magazine on our site without asking you first. All the covers and magazines you can view at the Jilster site, and all the photos and stories, have been posted with explicit consent from the persons involved. They enjoy showing their self-made magazine. They have given us their permission to display their magazines. If you would like to publish your own cover or magazine at our website, you can do this by clicking 'Display your magazine in the show case' on the homepage.

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## 2.9. Technical questions

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### 2.9.1 What is the minimum quality needed for my photos?

1. If you want to achieve the optimum quality (the full four stars in the right-hand column) for your photos, when used on a full page, the minimum resolution needs to be 2575 x 3600 px.2.
2. You see, the pages are sent to the printer in a 300ppi quality (which translates as 2575 x 3600 pixels).
3. If you upload an image in the jpg file format, using the image size mentioned above (in pixels), you can use these images without any loss of quality.

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### 2.9.2 Can I design pages in Illustrator, Photoshop, or InDesign and use these pages?

Yes, this is very easy. Upload the file as a PDF file in the Jilster newsroom, and copy it page by page to the pages in the Jilster editor. The quality of the PDF file will be maintained.

The pages of the PDF file will be used on a portrait oriented A4 page, plus + 4 mm for the cutting edge, on all sides. To achieve the best results, this means that the pages in the graphics design program need to be formatted on a page size of 218x305 mm.

Take into account that the 4 mm edge might be cut off (the exact size of the cutting edge depends on the number of pages).

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### 2.9.3 In the newsroom, my screen stays completely blank. What do I do now?

Download the latest version of Adobe Flash player.

Follow the link to <http://get.adobe.com/flashplayer/>

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### 2.9.4 What are the exact dimensions of a page?

We use the A4 size (210x297 mm), with a cutting edge of 4 mm on all sides: this means that the exact page size is 218x305 mm.

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### 2.9.5 I'm having difficulties logging in. What do I do now?

First check if you have entered the correct password. If necessary, ask for the password again and copy it into the appropriate field.

Does the problem persist?

Occasionally, logging in will cause temporary problems. The exact cause is not clear. In that case, there are several solutions:

1. Close and restart your browser. Or use a different browser (Firefox/ Internet Explorer).
2. Delete the Temporary Internet Files. You can read how to do this at here:  
<http://www.google.com/support/accounts/bin/answer.py?hl=nl&answer=32050>
3. Use a different computer (for the time being).

Our customer service would like to hear from you if you've experienced these problems. If possible, include a screenshot of the error message that appeared on your screen.

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### 2.9.6 How many photos can I save, and how much storage space (in MBs) do I have?

You can store an unlimited number of photos and megabytes.

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### 2.9.7 My photos are in a bitmap file format. How can I convert them to the jpg file format, so I can upload them?

This is how you do it:

- open the image in a photo editing program (for instance Paint, a standard program included in any Windows computer)
  - click 'File' and then 'Save as'
  - below, at 'File type', select 'JPEG'
  - click 'Save'. Now you can upload the new file in Jilster.
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### 2.9.8 RGB or CMYK?

Smaller numbers of copies will be printed on a printer. If a CMYK image is uploaded, our system will convert this image to the RGB color code. However, this may result in some color differences.

It is recommended to upload RGB images.

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### 2.9.9 How do I close my account?

Let [us](#) know if you want to close your account.





## 3. Ordering and paying

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### 3.1 What is the delivery period of my magazines?

You can use the [delivery calculator](#) to understand when to order you magazines to have them delivered in time.

If your country is not mentioned in the calculator please contact the [customer service department](#).

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### 3.2 What does a magazine cost?

The price of your magazine depends on the [design](#) you choose, the number of pages, and the number of copies. Check [pricing](#) for more information.

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### 3.3 Can I order extra copies of my magazine at a later stage?

Yes, this is always possible. Your magazine will be stored on our server and you can always open the magazine again, add current information (if you want), and order it again, following the regular ordering procedure.

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### 3.4 How can I find out what the status of my order is?

After you have finished ordering, you will receive a confirmation e-mail. This e-mail message will contain information on the expected delivery time.

When your magazines have been printed, the printer will ship them. That is when you will automatically receive another e-mail: in this message you will find a link to the *track & trace* information, where you can keep an eye on the delivery status of your parcel.

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### 3.5 Do I need to be at home to receive the package?

Yes, someone needs to be at home to receive the package, because we ship the orders with a track and trace service and your signature is required upon receiving your magazine. The courier will attempt to deliver the package up to three times. After the third time the courier will leave a notification in your mailbox with information on where you can pick up your package.

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