



Frequently asked questions:

What is FTP?

Using FTP is a way that enables you to connect directly over the internet to our servers and upload your image files so we can get them easily.

How do I connect?

We use the following log in code for FTP:

Username: p2ygeneric (all lowercase)
Password: p2yupload (all lowercase).

If in need please contact us on 020 8772 1700 or by email on orders@genieimaging.co.uk

What is the FTP address?

You need to type <ftp://62.8.107.95/> into your internet browser

How long are my files kept?

We generally do not keep files for more than 7 days.

How should I supply my files?

Please copy them into a folder together with a word document that details what your order is or directly into subfolders with the print size and finish (i.e gloss or matt).

*your images
printed on*

photo paper
mugs
mousemats
stickies
photobooks

*we display
via*

framing
block mounting
acrylic
metal
canvas
banners
pop-ups
signage

Instructions to load your pictures on FTP

Log into our site by typing the following:

<ftp://62.8.107.95> then username: *p2ygeneric* and password: *p2yupload*

Step 1 – Create destination folder on your desktop and name it

- Right-click on the desktop, choose “new”, choose “folder”.
- Rename the folder “mrs Jones 011 222 3333 (ie. your name and phone number)To rename the folder: Right-click on the folder and choose “rename”).

Step 2 – Create a subfolder for each finished print size

- Open the “mrs Jones” folder, right-click in it, choose “new”, choose “folder”.
- Rename the folder to “6x4” or 7x5” etc or the size you want.

Step 3 –Create a further subfolder for the finish “Gloss” or “Matt”

- Open the folder for the size required
- Right click in it choose new folder
- Rename the folder to “Matt” or “Gloss” depending on the finish you want (If you want both Matt and Gloss pictures you have to create one folder called “Matt” and one folder called “Gloss”).

Well done! You now have a folder with your name on it and subfolders for the size and finish you require. All that remains is to copy your images into the folder size and finish to complete the order.

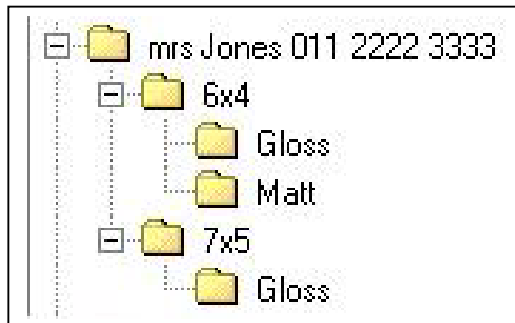
Final step – Copy the photos into your selected folder

- Target the image, right-click, choose “copy”.
- Go to the destination folder (size and finish), open it, right-click in the folder, choose “paste”.

Example

You want:

- 1 picture sized 6x4 gloss
- 1 picture sized 6x4 matt
- 1 picture sized 7x5 gloss



Please do not forget to fill in the word document, which is provided, with your details!

Now call us to advise us that your order has arrived and so that we can take payment over the phone by credit card on 020 8772 1700. We are here Monday to Friday from 0900 – 1900.