

ATG's Photo Delivery Process

ATG cannot store photos for clients indefinitely. It is ATG policy to store the photos for 90 days, but it is ultimately the responsibility of the client to store their photos long term.

After the photos have been taken for a photography shoot, the photographers compress the photos and send them to editing. After editing, the photos are then put on Dropbox. The photos are put into a folder with your contact's name on it and then a link is sent to you so that you can review the photos. To access your photos, click on the colored underlined text in the email sent to you.

Once you have clicked the link, you will see all of your photos arrayed in a grid, usually 5 photos wide. You can click on any of the photos to enlarge them and get a more detailed look. If you would like to store a copy of the photos yourself, you have two options from here:

1. You can move the photos to your own Dropbox account or
2. You can download the photos to your computer

In either case you will need to click on the "Download" button located in the top right of the screen.

If you choose to download the photos to your computer, be aware that Dropbox will send you a compressed folder called a .zip file. In order to use the photos you will need to unzip the folder. This is a very simple process on modern computers and requires no additional software. On a Windows computer, just right click the .zip folder and select 'extract' or 'unzip'. On a Mac computer, double-clicking the folder should unzip it. If you are unsure of how to unzip files, please refer to one of these two videos:

Video 1 for Windows 7:

<https://www.youtube.com/watch?v=ZQOYqzGHIDY>

Video 2: Mac OS X and Windows 8:

<https://www.youtube.com/watch?v=LBaUbRMQmOU>