

PRODUCT IMAGES

Before you begin uploading the images to the website, you will need to process your product images.

The shop needs 3 image sizes for each product.

You will **ONLY** need to make one size (which is the larger version)

- the shop's image system (ibrowser) will make the other 2 sizes during the upload process.

Large Image Size: The size is specified by Helpwise. If you do not have one, please let us know BEFORE you upload any images!

IMPORTANT NOTE

You **MUST** name the images according to Helpwise's specifications:

HW.MODELNUMBER.01.Product_Description_Here.jpg

HW Brand / Manufacturer / Differentiator

MODELNUMBER Can be Numbers or Letters (same as the Model Number of product).

01 Used for sequencing images per product. Type 01 if only one.

Product_Description_Here Example: Black_Leather_Bag

EXAMPLES

A single image for a product:

BT.SKU111.01.A_Cotton_Sweater.jpg

Multiple images for a product (**red** indicates image priority):

BT.SKU123.**01**.Side_view_of_shoe.jpg

BT.SKU123.**02**.The_7cm_heel.jpg

BT.SKU123.**03**.The_10cm_heel.jpg

BT.SKU123.**04**.Shoe_with_foot.jpg

Having Problems?

All Product images **MUST** be in jpg format.

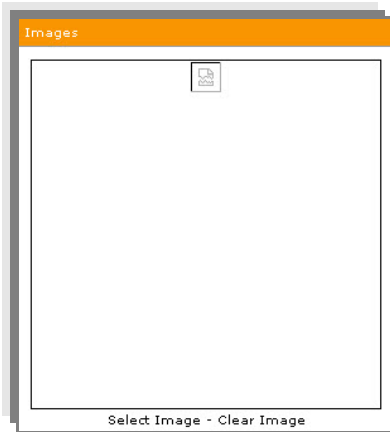
Before uploading your jpg, check to make sure the extension is lowercase (e.g. .jpg and not .JPG)

Also check that all three image sizes have uploaded correctly.

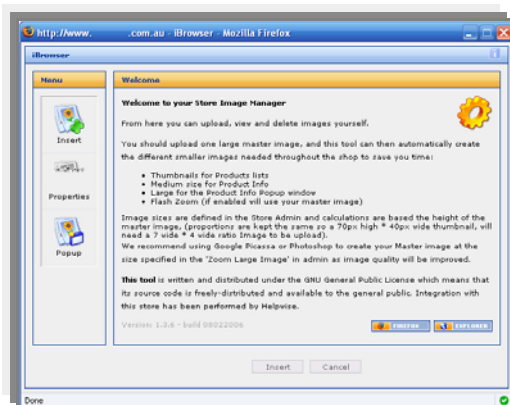
Once you have saved your images to the correct size and renamed them accordingly, you are ready to upload them to the website.


UPLOADING AN IMAGE TO A PRODUCT

1. Go to the product in the admin and click edit.
2. In the Images Pane on the right hand side, click **Select Image**.

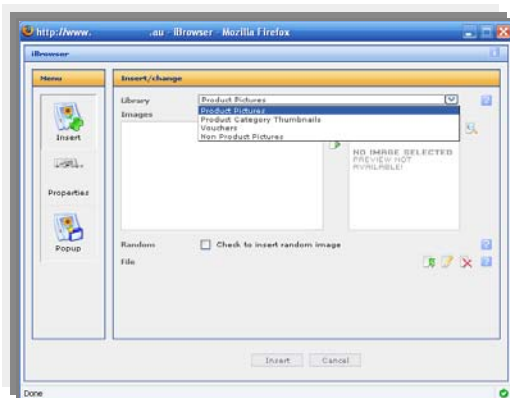



3. The following will appear (popup window):

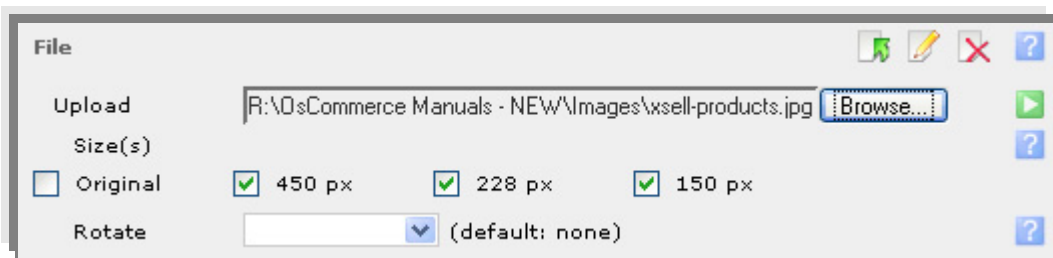



4. Click on . This will allow you to **upload** and **remove** product images.

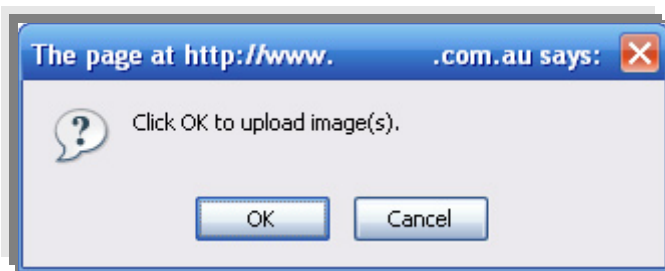
5. When uploading product images, make sure the folder selected in the **Library** dropdown is **Product Pictures** (Default).



- Click the  upload icon. The following will appear:

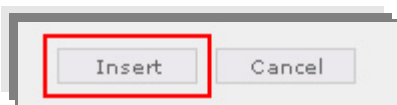


- Browse...** to the file. Once you have selected an image and clicked okay, you will return to the original popup window. Tick all the sizes and **Un-tick Original**.
- Click the  **Upload Image** icon to start the upload.
- A popup window will confirm the upload.



Click **OK**.

- Once the images have uploaded, you will notice that in the list, they now have an extension of the image size. **Example:** product-name.150.jpg
- By Default, it will choose the image file with the smallest extension size. This will be used as the image thumb. All other sizes are used by the code of the shop automatically.
- Click **Insert**.



The popup window will now close, and you will be back in the product page, and the image will appear in the **Product's Image** area.