

## **My Digital Studio & Digital Downloads by Stampin' Up!**

### **FREQUENTLY ASKED QUESTIONS**

#### **Q: What is Stampin' Up!?**

A: Stampin' Up! is a direct sales company specializing in crafting supplies and accessories for the creation of handmade cards, scrapbooking, craft projects, and home décor. Stampin' Up! products are not sold in stores, but may be purchased at home parties or through a network of independent sales consultants called Stampin' Up! demonstrators. For more information about Stampin' Up!, please visit our website at [www.stampinup.com](http://www.stampinup.com).

#### **Q: What is My Digital Studio?**

A: My Digital Studio is Stampin' Up!'s line of digital products. There are three components:

**Software:** The My Digital Studio software is called MDS. It enables you to digitally create a variety of projects including (but not limited to) photobooks, cards, calendars, and individual scrapbook pages that use exclusive Stampin' Up! art, accessories, and colors. You can view a complete list of the MDS content [here](#). We also offer a free 30-day trial of the MDS software.

**Downloads and Content:** Stampin' Up! regularly adds to an ever-increasing library of downloads that are perfect for seasonal projects, important events, or everyday creativity.

**Print Services\*** (not available in all markets): Get your projects professionally printed and delivered right to your door. Our professional print services are the best way to achieve correct color coordination with Stampin' Up!'s exclusive colors. Click [here](#) to see a list of our print products and prices.

### **MDS Software**

#### **Q: What is MDS?**

A: MDS is an easy-to-use design software that is compatible with PC and Mac operating systems. It allows designers of all skill levels to create their own digital projects or use hundreds of templates to make professionally designed cards, photobooks, calendars, and more.

#### **Q: Is MDS web-based or software that I install on my computer?**

A: MDS is not web-based, but you can purchase it as a download that you will install directly to your computer without an installation disc. You will not need an Internet connection to run the program after it is installed. If you choose to purchase the MDS disc\* version, you will receive an installation disc that you will install on your computer. You will only need an Internet connection to register the product when you install it, to purchase digital downloads, or to purchase print products\*.

#### **Q: What are the computer system requirements for MDS?**

A: [Click here to see MDS system requirements.](#)

#### **Q: Can I share my software with my family and friends?**

A: During the installation process, each customer is asked to accept an [End User License Agreement](#). This agreement allows each copy of the software to be installed on two computers per household.

**Q: The software agreement allows for installation on two computers in my home. Can I install the application on a second computer where I work or in another location outside of my home?**

A: If you would like to install the software on a computer in another location separate from your primary residence, you may purchase another copy to do so.

**Q: How can I learn how to use MDS?**

A: Here on MyDigitalStudio.net! This website is dedicated to all things My Digital Studio. Click [here](#) to access training videos that will help you learn more about the software.

**Q: How do I purchase MDS?**

A: Follow these steps:

Add MDS (Disc 130645 or Download 130644) to your next Stampin' Up! order.

The product key will be e-mailed to you or included with your installation disc.

Enter the product key during the installation process.

Please note: If you have downloaded the MDS Trial, we strongly recommend purchasing MDS before your trial period has expired if you are going to purchase it. If you wait until after the 30 days are over, you will have to re-download and install all your digital content purchased during the trial period.

**MDS Trial**

**Q: What is the MDS Trial?**

A: The MDS Trial is a way for users to try MDS free for 30 days. With the MDS Trial, you can use the full MDS software plus digital downloads to try for 30 days.

**Q: How long can we take advantage of the MDS Trial?**

A: This is an ongoing offer. We want all our customers to be able to try MDS.

**Q: What digital content comes with the MDS Trial?**

A: During the trial period, you have access to stamp brush sets, embellishments, punches, kits, designer templates and more. Click [here](#) to see a complete list of all included content.

**Q: Do I need access to the Internet to use the trial?**

A: Yes. The MDS Trial is only available as a download over the Internet. There is a substantial amount of digital content included with the MDS Trial, so it might take some time to download.

**Q: Can I get the MDS Trial on a disc?**

A: The MDS Trial discs are available in the United States and Canada from a demonstrator.

**Q: What are the system requirements to use MDS Trial?**

A: You can see the system requirements for MDS and the MDS Trial [here](#).

**Q: Is the trial version of the software different from the paid version of MDS?**

A: No, it is the full version of MDS. You can design, purchase downloads, and print, just as you would with the paid version.

**Q: Is the trial version content included different from the paid version of MDS?**

A: Yes, the paid version of the software includes everything from the trial plus more content.

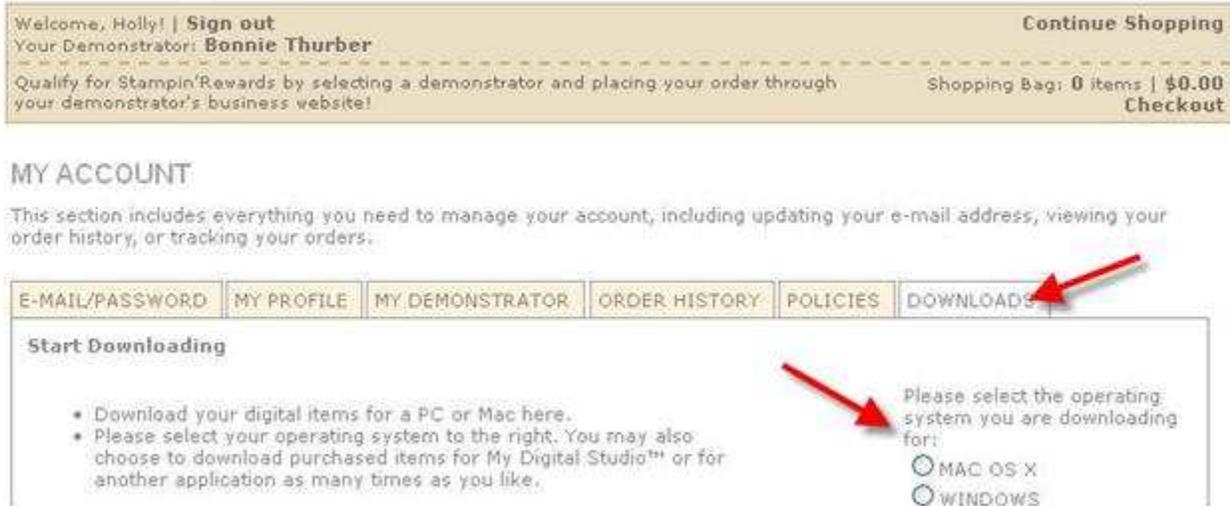
**Q: How do I order the MDS Trial?**

A: Use item 130910 on your demonstrator's online store or at stampinup.com. You can order the free trial by itself, or add it to an order with stamping supplies or digital downloads. If the MDS Trial is the only item you order, you will not be asked for any credit card or payment information. If you are a new

customer, you will need to create an account.

**Q: How do I install the MDS Trial software after I have ordered it?**

A: You can access your MDS Trial download through the Downloads section of your account. Make sure you select Mac or Windows, and the download and install wizards will walk you through the rest of the process.



**Q. Do I need a product key to use the MDS Trial?**

A. Once you launch your MDS Trial, the software registration screen will pop up with a reminder of the remaining days in your trial. Select the "Wait Until Later" button to continue using the MDS software for free.

**Q: What happens after the 30-day trial period is over?**

A: When you launch the software after the 30 day trial period is over, you will be prompted to enter a product key. You will not be able to use the software again until you have entered a product key. You can get a product key by purchasing MDS or MDSMDS. The product key prompt will include a link to the [software page](#) of MyDigitalStudio.net, which will tell you where to order the software. We strongly recommend purchasing MDS before your 30-day trial period is over. If you wait until after the trial period has expired, you will have to re-download all you digital content.

**Q: Can I place a professional print\* order with the trial version?**

A: Yes. You have full access to everything you can do in MDS for a full 30 days. This includes full design functionality, the ability to purchase downloads, and our print services\*.

**Q: Do my 30 days start as soon as I download MDS?**

A: Your 30 day trial period starts as soon as you launch the program. It does not matter when you download the program, your 30 days will start as soon as you actually launch (open) the program.

**Q: Will the trial still last 30 days even if I order it in the middle or end of the month?**

A: You can order the MDS Trial at any time. The trial period is not tied to the calendar. The trial period will begin as soon as you launch the program, and you will be able to use it for the next 30 days.

**Q: Can I purchase the software and enter the product key before the 30-day trial is over?**

A: Yes. You can purchase MDS and enter your new product key at any time. After you have purchased your software, click the "Register" option instead of "Continue with Trial" when you open the software.

You can then enter your product key. We strongly recommend purchasing the software before the 30-day trial is over. If you wait until after the trial period has expired, you will need to re-download all your digital content.

**Q: What if I don't want to purchase the software at the end of the trial period?**

A: You can uninstall the software at any time.

**Q: Do I get to keep the content included in the MDS Trial?**

A: No. The MDS Trial includes a generous amount of content so you can design a wide variety of projects during the trial period. You will not have access to this digital content when the trial period ends. All the MDS Trial content plus even more downloads are included when you purchase MDS.

**Q: What happens to downloads I purchase during the 30-day trial period?**

A: You will have continued access to any downloads you purchase during the trial period. If you purchase the software, you will simply need to enter a product key, and you will be able to use all your downloads like normal. If you do not purchase the software, you will still have access to your downloads through your download manager, and you will be able to load them to the digital design software of your choice.

**Q: Will my saved projects be lost when the free trial ends?**

A: You will not be able to edit any of your projects through MDS after the trial period has ended unless you purchase the software. If you purchase the software, you will have access to all your projects. If you choose not to purchase the software, we recommend you save your projects as .jpg (picture) files in order to use them like you use any of your .jpg files.

**Q: Can I have two free MDS Trials?**

A: No. The MDS Trial will only work once. After your 30 days are over, you need to purchase the software to continue using the program.

**Q: Are there other free My Digital Studio downloads available?**

A: We occasionally offer free downloads. These are generally promotions that run for a short amount of time. You can find links to those downloads [here](#). Be sure to follow MyDigitalStudio.net to stay up-to-date on all offers and promotions.

## **Digital Downloads**

**Q: How can I see images of the downloads included in the MDS software?**

A: Click [here](#) to see all the content included with MDS. Click [here](#) to see all of the content included with the MDS Trial (available during your trial period only).

**Q: Can I purchase downloads without purchasing MDS?**

A: Yes. Our downloads are compatible with other software programs. You cannot, however take advantage of Stampin' Up!'s professional print services\* without purchasing MDS.

**Q: Can I purchase just the content of MDS without purchasing the software?**

A: You can buy the downloads individually, but they are only available as a bundle when you purchase the software.

**Q: What other software programs are compatible with My Digital Studio downloads?**

A: Any program that supports layers, and .jpg and .png files such as: Adobe Photoshop, Adobe Photoshop Elements, Jasc Paint Shop Pro (PSP), Microsoft Digital Image Pro (DIP), Ulead Photo Impact (PI), Corel Draw. My Digital Studio designer templates are exclusive to My Digital Studio and are not compatible with other programs.

**Q: Once I purchase a digital download, does it matter which format I choose to use?**

A: You must choose which format you want (Mac or Windows) and if you will be use it with MDS 2 or another application. However, once you purchase a download, you own it and it can be installed in different formats from the same download purchase, provided it remains within the parameters of the User License Agreement (used on two personal computers total). [Click here for download instructions.](#)

**Q: What are the download prices?**

A: Pricing of digital downloads vary based on size and type of kit.

**Print Products\* (not available in all markets)**

**Q. Do you offer any type of guarantee for your print products\*?**

A. Yes:

Our Promise to You

My Digital Studio professional print products use only the highest quality materials including professionally finished papers and sewn-reinforced binding for our book covers. We stand behind the quality of all of our print products and guarantee your satisfaction. Keep in mind that user errors are beyond our control such as printing from an earlier version of the software, typos, design mistakes, or image resolution. Make sure to update your software and carefully preview your project and fix any mistakes before ordering.

**Q: What are the prices of print products\*?**

A: Pricing of print products will vary based on project, size, number of pages, and cover option. Click here ([US/CAN](#)) for pricing information can be found.

**Q: Are there minimum and maximum page limits on print products\*?**

A: Minimum and maximum pages for each print output type are as follows:

Photobooks: 22 project pages minimum (11 book papers printed front and back), and can have up to 100 project pages. Hard cover and soft cover photo cover books have a minimum of 24 project pages.

Swatchbooks: 26 project pages (13 pages printed front and back).

Journals: 2 designable project pages—the front and back cover.

Calendars: standard 26 project pages; a front cover page, two pages for each month, and a back cover page.

Greeting Cards: one project page minimum four project pages maximum. You have the option to create the front of the card, two inside pages, and the back of the card. Printing all four pages is included in the price.

Postcards: one project page minimum and two project pages maximum. Double-sided printing is included in the price.

Tri-fold cards: one project page minimum (three panels per page) and two project pages maximum.

Double-sided printing is included in the price.

Tags: one project page minimum and two project pages maximum of. Double-sided printing is included in the price.

Individual pages: five page per project minimum. All pages in a project must be the same size. More than one project can be uploaded to the same order, but each project will be subject to the five page minimum. Pages come printed single-sided with the My Digital Studio and Stampin' Up! logo on the back of pages.

**Q. Can I start placing an order, close the program, and then finish the order later?**

A. If you add items to your shopping cart in the software, they will remain in your shopping cart until you click the Proceed to Checkout button. However, once you click Proceed to Checkout, your projects will be sent to the Stampin' Up! Online Store and you'll need to complete your order at that time for it to process; you won't be able to log in to the store at a later time and complete your order.

**Q: What margins should I use when sending my photo album to the professional print services?**

A: MDS has specific bleed area guides that are appropriate for the type of project you are creating. Be sure to choose the guide that is designed for your project by going to View>Bleed Area from the top menu.

**Q: Will the "place text here" or "place image here" text found on My Digital Studio templates actually print on my project?**

A: Yes, unless you delete it or replace it with new text. MDS does not distinguish between text in a premade designer template and text that you have added to your project. Therefore, you should always remove any text on a template page that you do not want to print before you actually print your project or send it to the professional printer.

**Q. Can I add spine text to photobooks printed with Stampin' Up!?**

A. You can add spine text to our Hard Cover Photobooks. In fact, you can design the front and back cover and spine of these photobooks all at the same time for a full wrap cover. We recommend not including spine text on Soft Cover Photobooks. Due to the small size of the spine, there is a natural variance on the location of the printed spine text.

**Q: How should I plan for the printed bar code on the back cover of a photo cover, hard cover photobook?**

A: The barcode area will appear as part of the photobook cover bleed area. All personalized hardcover photobooks will have a barcode printed directly on the back of the book. While the actual barcode is only 1.75" x .25", there is a 2.875" x 1.125" window where the barcode could be placed. The edge of the window is .875" from the spine and .375" from the bottom of the book. If there is a designed image/background anywhere in this area, it could be covered by a permanent barcode with a white background box that is 1.75" x .25".

The purpose of this barcode is to ensure that the content pages created for the inside of the book match up with the correct personalized cover, eliminating possibility for error. While the barcode is necessary, we are working with the vendor on other options and hope to eliminate the visual barcode in the future.

**Q: What can I expect for shipping times on print products?**

A: Professionally printed products will be printed and shipped directly from our print vendor. The processing and printing time is two to five days, and then our standard shipping times apply. Expedited handling (the time it takes to process/print your project), is not available.

**Q: Can I print at home?**

A: MDS has several output options including your own printer. Using Stampin' Up!'s professional print services is the best way, however, to make sure Stampin' Up!'s exclusive colors print correctly.

**Q: Will the copyright appear on the back of project?**

A: The Stampin' Up!/My Digital Studio copyright will appear on the back of all greeting cards, calendars, and photobook end sheets printed through our professional print services, and it will appear on the backs of cards you print from home if the artwork is visible in the software. It is not included on postcards, journals, tags, and swatchbooks.

**Q: Will my pages print back-to-back from my home printer?**

A: Printers have varying functionality. You will need to check your printer manual to determine if this functionality is available.

**Q: What home printer do you recommend I buy?**

A: Stampin' Up! cannot recommend a specific printer for you, but the system requirements information—and knowing what types of projects you want to create— will help you decide which printer will work best for you.

**Q: What should I do if I can't figure out how to print my project with my home printer?**

A. We recommend you use our professional print services so you can get a perfect print. If you do need to use your home printer and can't figure out the settings you need, check your printer's user guide or contact the company that made the printer for help. We can't offer technical support for home printers.

**Other Information**

**Q: In what countries is the My Digital Studio product line available?**

A: Currently, My Digital Studio is available in the US, Canada, Australia, and New Zealand in English only. (Not all services are provided in each market.) The MDS software cannot be sold or supported in Quebec; however, there are content discs available in the Quebec catalogs.

**Q: Can I use hostess free dollars/points for My Digital Studio?**

A: Hostess dollars can be used to purchase the MDS software or My Digital Studio content discs. If you do not have enough hostess dollars/points to cover the entire cost of the software/downloads, you can pay for the overage. Hostess dollars/points cannot be used to pay for professional print services. Your print product will be the first item in your shopping cart and will help you earn hostess dollars to be used for traditional product. You may also use Stampin' Rewards to purchase digital downloads on a qualifying order in the online store.

**Q: Can I create projects with My Digital Studio and sell completed projects?**

A: The Stampin' Up! Angel Policy ([US/CAN](#)) includes digital products and restricts the sale of digital products for commercial use. The policy states that there are no limits on printed products that were digitally created containing Stampin' Up! images if they are printed through Stampin' Up!'s approved printing vendor\*. However, you may only sell up to 150 total individual items per calendar year of printed items digitally created containing Stampin' Up! images if you choose to print them through any other vendor, unless other permission has been requested and granted. Calendars, cards, photobooks, or other digitally created projects apply to this limit. The Angel Policy includes both demonstrators and customers. Digitally created files (blog headers, e-cards, newsletters, etc) for the purpose of advertising and promoting the Stampin' Up! business on personal sites, Stampin' Up! business websites, and social media sites is permitted. Commercial selling will require specific arrangements and permission from Stampin' Up! The sale of digital files is strictly forbidden.

**Q: What is a hybrid project?**

A: Hybrid projects combine traditional Stampin' Up! products layered on top of digital creations.

**Q: Will all of Stampin' Up!'s images, embellishments, and paper be available digitally?**

A: My Digital Studio includes a rich digital collection of exclusive Stampin' Up! art, papers, colors, and accessories. While not all of Stampin' Up!'s catalog products are included, there is artwork only available as digital downloads.

**Q: Will MDS work on my iPad?**

A: No. We do not have a My Digital Studio app at this time.

**Q: Who can I talk to if I have questions?**

A: Contact your local Stampin' Up! demonstrator if you have any questions about MDS.

\*Not all services are available in all markets. For example, professional print services and the software discs are only available in the United States and Canada at this time.