



Common Questions and Answers

1. **What is the most common mistake made?** Not uploading jpg photos and logos but a gif or tiff format.
2. **Does www.NoWaitArt.com work with a Mac?** NoWaitArt is designed for Internet Explorer on a PC. Sometimes it works with Macs.
3. **How can an agent edit their profile information?** After the agent enters the site, right above the display of your ad a link is provided for them to edit their information
4. **How can an agent edit their photo and/or logo?** Only the title rep from their control panel can edit an agent's photo or logo.
5. **Does an agent need to completely fill out their profile?** No but often the finished marketing piece will be missing key information. If this occurs, the agent needs to edit their profile and regenerate the marketing piece.
6. **What if the photo/logo is too small or poor resolution?** The photo and logo should be uploaded as a 300 dpi jpg. Try reloading the photo/logo for the client.
7. **What if the clients logo looks bad against the standard color background?** On the last webpage the customer can choose to not display the logo.
8. **What if the lettering needs to be another color?** Use the "Format" button on the last webpage to modify the color of the font.
9. **What if the standard layout is not acceptable?** The agent can either make minor modifications using the "Format" buttons on the last webpage or complicated changes using the "Modify" button on the bottom of the same page, which allows any of the design options to be modified. All changes are temporary and due to the complexity, customer support is not available for the Modify button.
10. **When you click on the name of the PDF to view a sample an error message is displayed?** Oops our problem, let us know which title was clicked.
11. **We would like to request some new Marketing Pieces?** All marketing pieces are provided by your company. Please contact your local coordinator.
12. **I need to talk someone!!!!!!** Call 888-354-2220 ext 3