

Frequently Asked Questions

MyMoments App

1. How do I get into brush mode?

Exit “paint can” mode for the effect, and then go back into the effect and select “brush”

2. Why isn't this effect showing up?

To apply an effect with paint can, swipe finger left and right (not up and down). In brush mode, brushing repeatedly over the same area increases the effect
Some effects won't be as visible as others, depending on the starting image

3. Why can't I crop the image smaller?

To preserve image quality, there is a cropping limit for each image

4. How can I pick a different starting image?

Use the “New Image” button in the top left part of the MyMoments screen

5. Can I use an image that is not in the standard MyMoments library?

The app allows loading images from the MyMoments® Library or the Camera Roll

Note: Customized albums can be made available to participants by storing them on Camera Roll. There is also the option to allow participants to use images that they take using the iPad camera.

6. Who will see my image?

Images that are “Saved” can be seen only on the iPad

Images that are “Shared” are sent to the MyMoments Cloud, and can be accessed by authorized program facilitators. Images that are shared do not contain identifying information

Frequently Asked Questions

MyMoments Cloud

1. Why isn't a participant image showing up in the Cloud?

Try the following:

- Refresh the page
- Ask participant to "Share" again
- Go to Group View, not Collection View
- Make sure participant iPad is connected to wireless or hot spot
- Make sure app is logged into appropriate Access Code
- Have participant share manually from iPad if image

2. Why isn't "Quick Collection" working?

Only one Quick Collection can be created on a given date. Afterwards, images must be selected manually and added to new collections using the "Add to Collection" button.

3. Why isn't the slideshow loading?

Check wireless or hotspot connection and try again. If unsuccessful, have participants share manually from their iPads.

4. What is the difference between facilitators and lead facilitators?

Facilitators have access to the groups that they are assigned to.

Lead facilitators have access to all groups within their organization, and have the additional ability to manage groups and facilitators.

5. What is the relationship between groups and access codes?

Each group has a unique access code that designates where the images are stored.

Participant iPads are logged in to the access code that corresponds to the facilitator's group.