



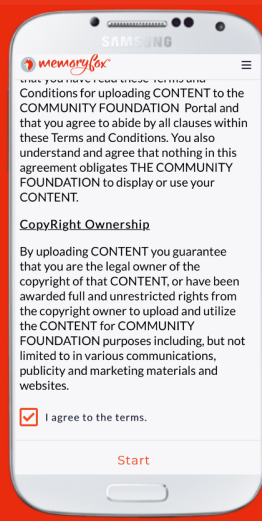
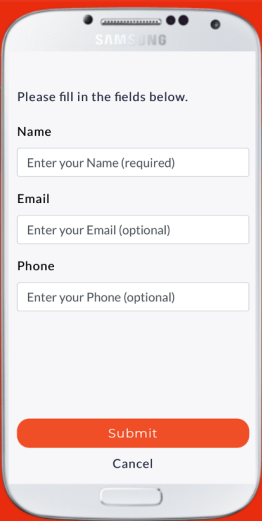
# memoryfox®

## Collection Tool Guide

### CLICK ON THE CAMPAIGN URL

Click on the provided URL (or scan the QR code) to begin. This will bring you to your organization's Collection Tool where you can share your story or upload your content!

**CLICK ON THE START BUTTON TO BEGIN!**



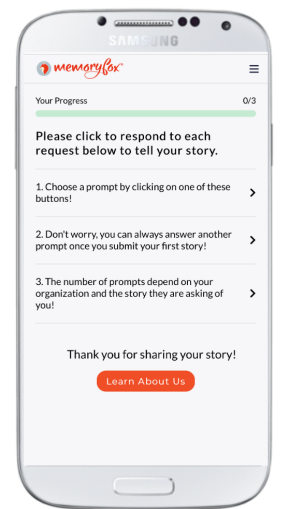
### PROVIDE BASIC INFO AND CONSENT (IF APPLICABLE)

Your organization may request some basic information and that you consent to their legal terms before upload and submitting. Your info will be used to help organize your story submission!

### CHOOSE A PROMPT

Your organization will have one or more prompts for you to choose from. You do not have to answer every prompt, but the more you answer the more it helps your organization share their impact!

**CLICK ONE OF THE PROMPTS TO SHARE**



### SHARE YOUR STORY!

Depending on the prompt, you may be able to submit your story in multiple ways. If you are given multiple options, choose between the different submission types by clicking the different methods below the record/capture button

**TOGGLE BETWEEN DIFFERENT SUBMISSION METHODS**

### VIDEO AND PHOTO CAPTURE

**Step 1:** Click the record (video) or capture (photo) button. If recording, click again to stop recording. You can then rewatch the video by pressing the button once more.

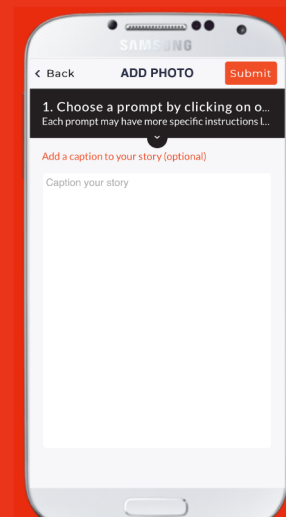
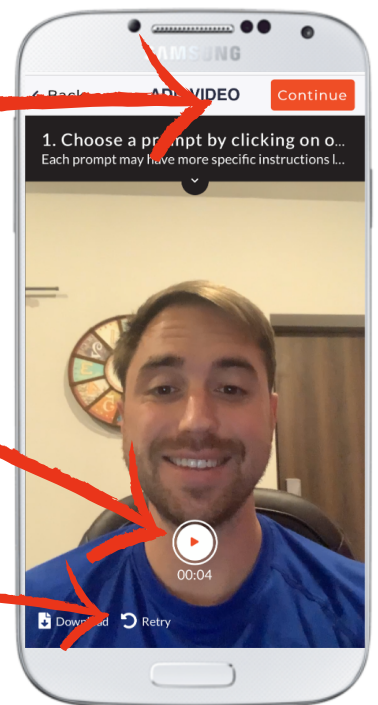
**Step 2:** After re-watching your video or seeing your photo, retry as many times as you would like by pressing "Retry".

**Step 3:** When you are satisfied, click the "Continue" button in the top right hand corner.

3 Continue

1 Record/Rewatch

2 Retry



**CLICK SUBMIT TO COMPLETE THE PROCESS**

### SUBMIT YOUR STORY

For videos, photos, and uploads you will be asked to caption your story (optional).

When you are ready, click "Submit".

Congrats! You have just submitted your story. Feel free to answer more prompts if your organization has them!



# memoryfox<sup>®</sup>

## Frequently Asked Q's

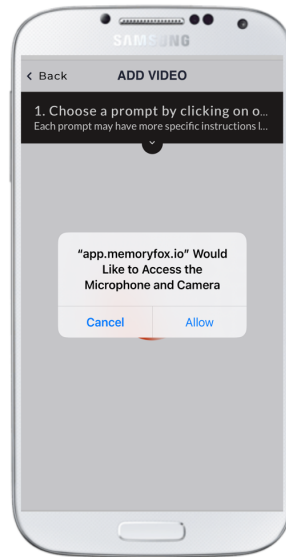
### I SEE A BLACK SCREEN WHEN TRYING TO RECORD A VIDEO OR TAKE A PHOTO

This is because MemoryFox does not have permission to access your camera. Do the following steps to resolve the issue:

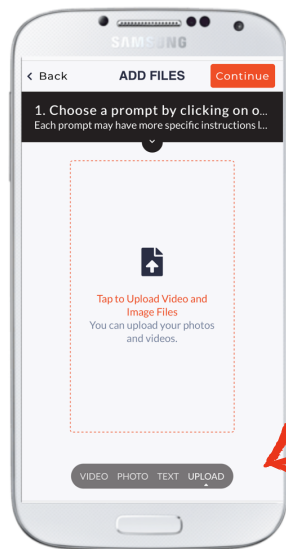
**Step 1:** Reload the page and ensure that you select "allow" when your browser asks for camera access.

**Step 2:** Close all other applications that may be open in the background (Instagram, Zoom, etc). Then reload the page.

**Step 3:** If you still see a black screen, record your video or take your photo using your device's camera app. Then return to the MemoryFox URL, select your desired prompt, click the "upload" button and upload your content directly.



**BE SURE TO ALLOW CAMERA ACCESS**



**RECORD ON YOUR DEVICE AND THEN "UPLOAD"**

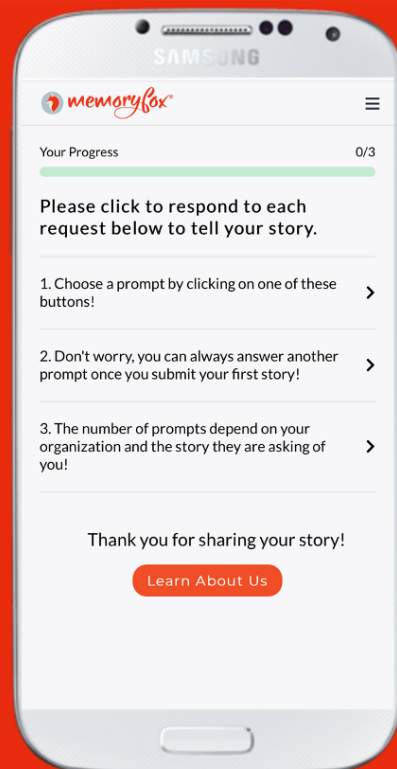
### HOW CAN I VIEW MY SUBMITTED CONTENT?

You can view your submitted content from the menu button. To see your content:

**Step 1:** Click on the Menu button in the upper right hand of the screen

**Step 2:** Click on "My Content". Here you can see all of the content you have submitted.

**\*NOTE\*** Once you have submitted your content you will no longer be able to edit/change the content itself!



**CLICK ON THE MENU BUTTON**

## Still have questions or concerns?

PLEASE REACH OUT TO THE ORGANIZATION THAT HAS SENT YOU THE MEMORYFOX URL

OR

CONTACT THE MEMORYFOX CUSTOMER SERVICE TEAM!

**SUPPORT@MEMORYFOX.IO**