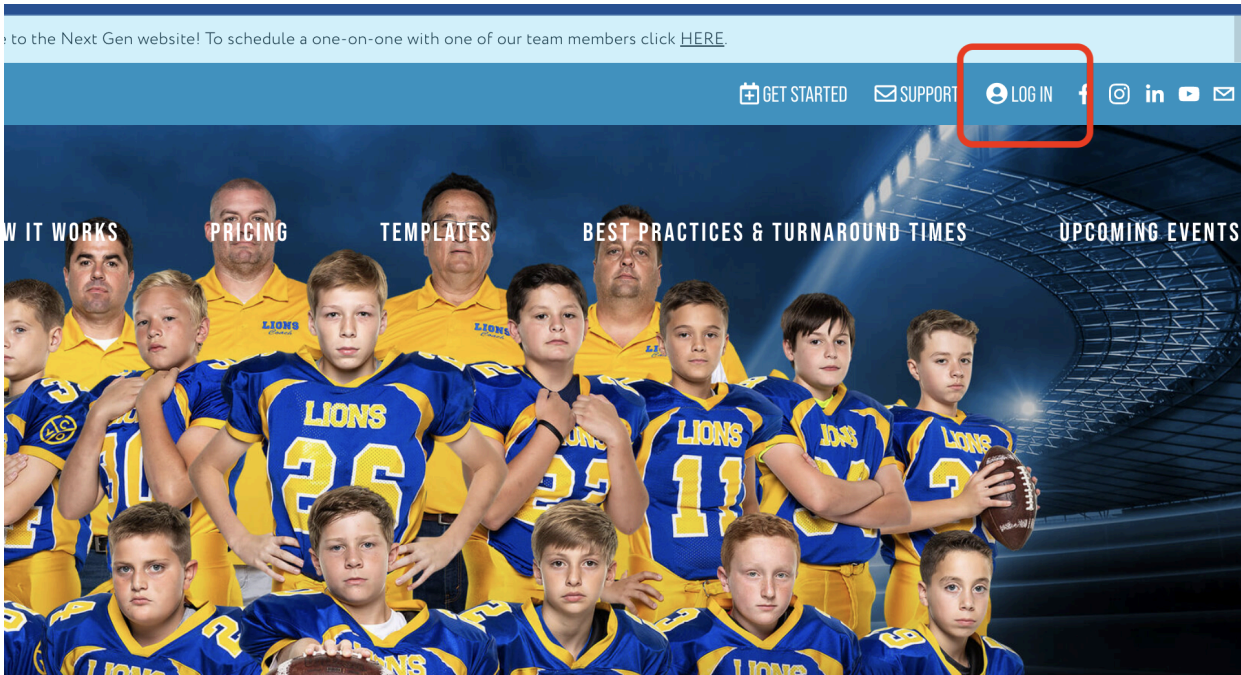# Next Gen T&I:

Place a Help Request for <u>Other Requests</u>

Other Requests are a great way to get support for unforeseen issues that don't fit the other Help Request issues.

1.) Go to www.nextgenphotosolutions.com

2.) Log in to your Next Gen account using your Next Gen credentials.
If you are a new Next Gen user, please use the Forgot your password? option to set a password for your account. Simply enter your GotPhoto email, and you will shortly receive an email to create a password for Next Gen.

USER **LOGIN**

Login

Forgot Password ?   Privacy Policy

Create your account →

3.) On the dashboard either in the "Completed" or "Archived" areas. Locate your job and click on the job name.

	Job Name		Organization Name		Completion Date		Job Number
☐	Soccer Team		Pateadores Soccer		2023-04-10		NGPS17676
☐	Joey Images		Next Gen Workshop		2022-07-14		NGPS15137
☐	GotPhoto Next Gen Demo		Next Gen Workshop		2022-07-14		NGPS15096
☐	Ind Banner Test		XYZ University		2020-12-19		NGPS09947

A) Active Jobs B) Completed Jobs C) Archived Jobs

Delet

4.) From inside the job click on "Request Help"

(17676) Pateadores Soccer - Soccer Team

Organization

Roster

Logos

Job Type

Order Products

Data Center

Details

Request Help

Request History

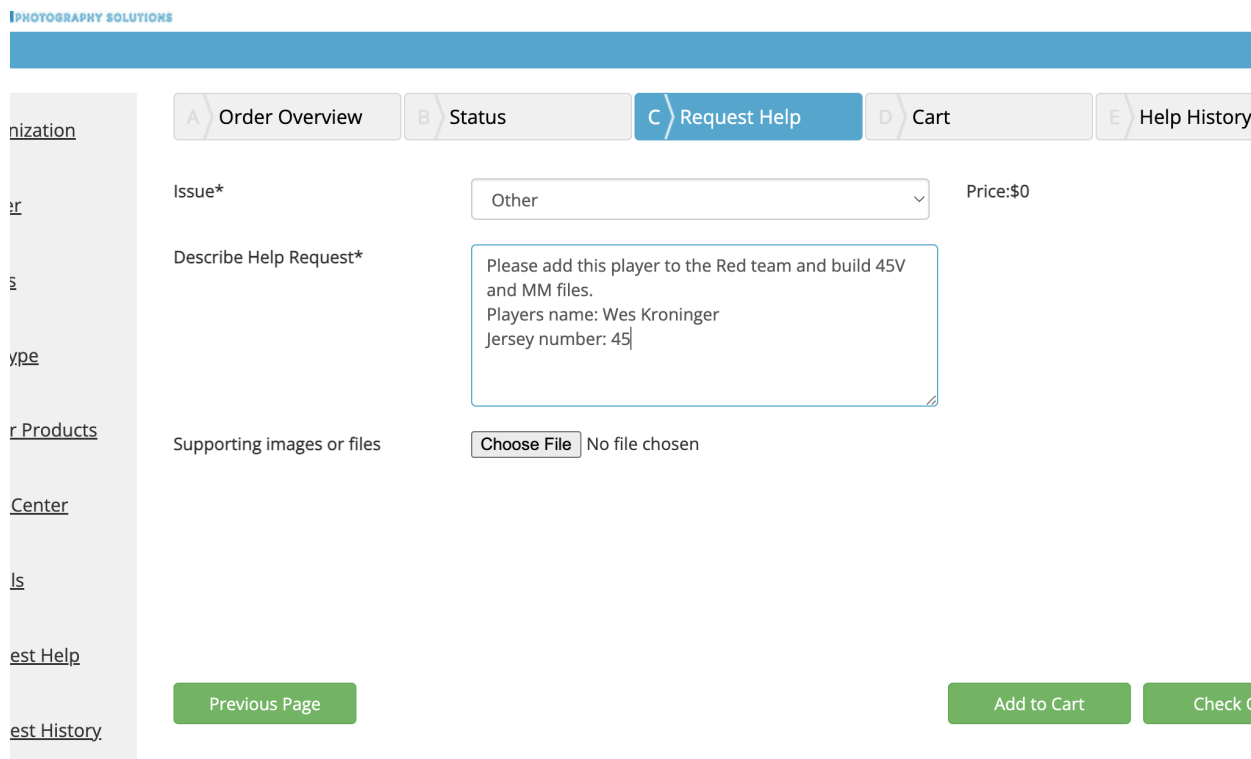|	
Organization Id	4271
Organization Name	Pateadores Soccer
Organization Director	
Contact Info	
Job Name	Soccer Team
Processed Date	2023-04-06
Completed Date	2023-04-10

Returned to Archived List

5.) From the dropdown select "Other" as the Help Request.
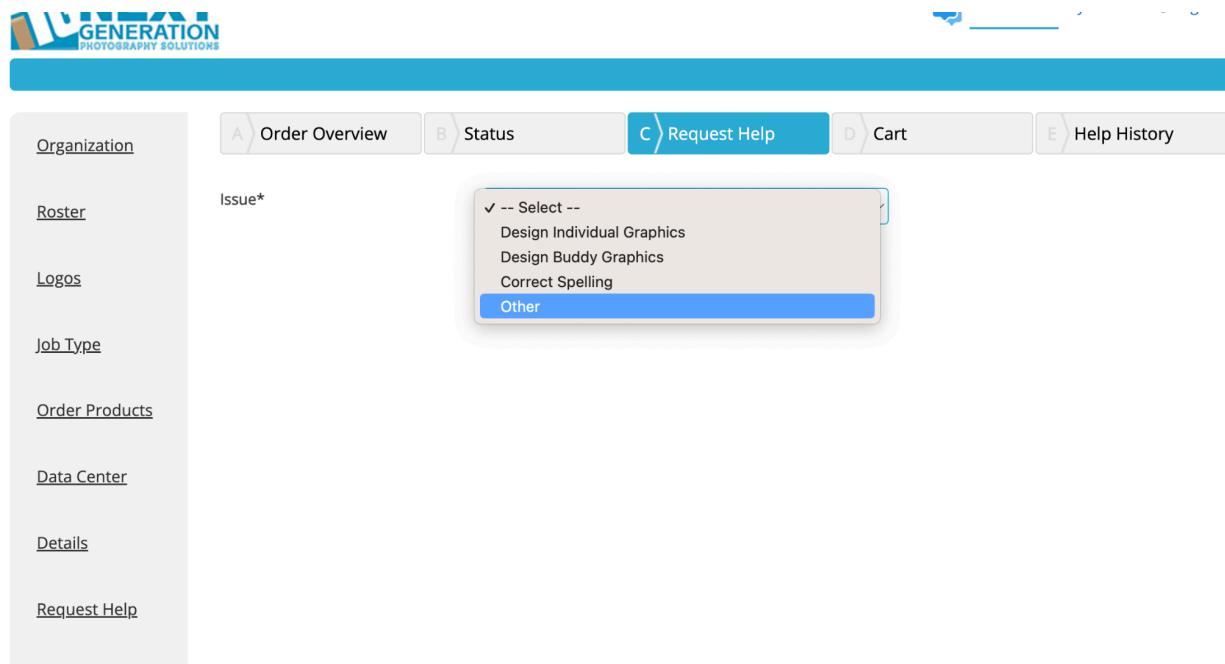
6.) Type your request into the description box provided.

7.) Select "Choose File" to upload any images not submitted with main job or any reference images that may help the design team.

Describe Help Request*

Please add this player to the Red team and build 45V and MM files.
Players name: Wes Kroninger
Jersey number: 45

Supporting images or files   Choose File   No file chosen

Previous Page

8.) Click on "Add to Cart" and continue adding requests to your cart if needed.

and MM files.
Players name: Wes Kroninger
Jersey number: 45

images or files   Choose File   No file chosen

Page

Add to Cart   Check Out

9.) Once all of your requests have been added to your cart proceed to your cart to check out.

		Last Name: Hadib	
		Jersey: 17	
Other (RH25984)	0.00	Describe Help Request: Please add this player to the Red team and build 45V and MM files. Players name: Wes Kroninger Jersey number: 45	❌
Total:	$1.00		
Service Charge:	$0.00		
Net Total Price:	$1.00		

ℹ Info!

While we do not know the total cost of this Other service request now, after our team does the work, the amount for this request we can automatically withdrawn from your Help Request Wallet and the files will be release immediately. Otherwise you will need to log in and pay for your request before the files are release. *

Pay After

Select Paymet Methods:*

-- Select --
✓ Use Saved Card details
Enter Card Information Below
Use Help Request Wallet

Card Number*

Submit

That's it!

Once your help request is completed, we will email you, the email will include a direct download link to your files.