

NEW DBWS QUESTIONS & ANSWERS

SUBSCRIPTION

Q: With all these new features, will the price of my monthly DBWS subscription increase?

A: No! We are happy to extend along these great new features at no additional cost.

MY WEBSITE

Q: Will my website's URL (link) be changing when the new DBWS goes live?

A: No, your current URL will still work. Some of the pages on your old site are retiring (blog, project gallery, etc.) so those links will no longer work. As with any big change like this, it's always a good idea to check any links you have pointing to your DBWS site, just to make sure everything is working as expected.

Q: Will links to my online store be changing?

A: No, not at this time. The new DBWS launch will not affect any links to your online store.

Q: Where do I add blog posts?

A: Your new DBWS no longer has blogging capabilities. If you'd like to continue maintaining a blog, we recommend using any number of popular blogging platforms. You can add a link to your blog on the "Social, Blog, and Web Icons" tab in the site editor.

Q: Where do I add projects on the new DBWS?

A: You can upload your creative projects as shareables in the Resource Library. This will let you quickly share them on popular social media platforms, in an email, or message. You'll also have the option to associate items with your projects to make shopping for products even easier for your customers.

Q: Is there anything like the Project Gallery on my new DBWS?

A: No, the project gallery feature has been retired. We recommend using the Resource Library to share your creative projects. Another great alternative to the gallery is Pinterest. Pinterest not only helps you organize and display your projects, but can help others discover and share your ideas as well. You can learn more about using Pinterest on their website. You can add a link to your Pinterest profile on the "Social, Blog, and Web Icons" tab in the site editor to make finding your pins and projects even easier.

EMAILS, E-CARDS, AND E-NEWSLETTERS

Q: Can I send emails from my DBWS?

A: Yes and No. YES, you will be able to email items from the resource library or event invites. NO, you will not be able to compose an email message or send a newsletter. You also won't be able to receive any email messages in DBWS. Your "reply to" email address will be the email address set in your account.

Q: Does the new DBWS include e-cards and an e-newsletter?

A: No, the e-card and e-newsletter features are retiring and being replaced with the Resource Library.

Q: Why is there an option to let customers request a newsletter?

A: While it's true we will no longer offer a newsletter through DBWS, we know many demonstrators send their own newsletters and we wanted to keep the option of collection leads for personal newsletters. When a new lead requests your newsletter, you'll want to manually add them to your preferred mailing program.

Q: Does my DBWS automatically sync my leads with email programs like MailChimp or Constant Contact?

A: No, not at this time. Any leads you'd like to move from DBWS to your preferred mail program will need to be done manually.

RESOURCE LIBRARY

Q: Why don't I see Instagram as an option for shareable resources?

A: Instagram does not allow third-party applications to post directly to the app. In order to share a resource on Instagram, simply choose the "Download" option and add it to Instagram via the official Instagram app.

Q: What types of files can I add to My Files in the Resource Library?

A: You can add images (JPG, PNG, GIF), videos, Word documents, Excel files, PDFs, and ZIP folders.

Q: Is there a limit to the number of shareables I can upload to My Files?

A: There is not a limit at this time.

Q: What do the different Shareable Links do?

A: When you create a shareable resource, you can select what happens when a user follows the link. There are four options:

- My Site – Choose from any of the pages on your personal website. When a user clicks on your shareable's link, they will be directed to that page.
- Add to Cart – This option lets you associate Stampin' Up! products with you shareable. With this option selected, when a user clicks on the shareable's link they'll be shown the list of products and can add them directly to their shopping cart.
- External Link – Select this option to have the shareable's link point to any other website other than your DBWS site. For example, you might choose this option to link someone to your personal blog, a Facebook group, or Pinterest board.
- My Store – This option takes users to the homepage of you online store. Unlike the Add to Cart link, this option won't let you associate specific products with the shareable resource.

CALENDAR

Q: Can I set a limit for the number of RSVPs allowed at an event?

A: No, not at this time. We are looking to add this functionality in the future. In the meantime, you would need to edit the event and turn off RSVPs manually when your event has reached capacity.

Q: When I schedule an event in my DBWS, can I automatically add it as a Facebook event?

A: Not at this time. You would need to create a separate event on Facebook with a link to your DBWS event (if you want all your RSVPs coming from DBWS).

LEADS AND CONTACTS

Q: How will I know when I have a new lead?

A: In two ways. First, you will receive a notification in the Notifications widget on the back office home page (the first page you see when you select “manage my DBWS” from the demonstrator website). You’ll also receive an email notification with details about the lead.

Q: How do I edit a customer’s information in my Contact Manager?

A: All customer data in DBWS is managed through Customer Manager on the demonstrator website. Once you make your changes in Customer Manager, they will sync automatically to DBWS.

Q: I’m a new DBWS subscriber, why don’t I see any of my customers in the Contact Manager?

A: If you’re new to DBWS, you’ll need to open Customer Manager on the demonstrator website, select all customers, and choose the Sync to DBWS option.