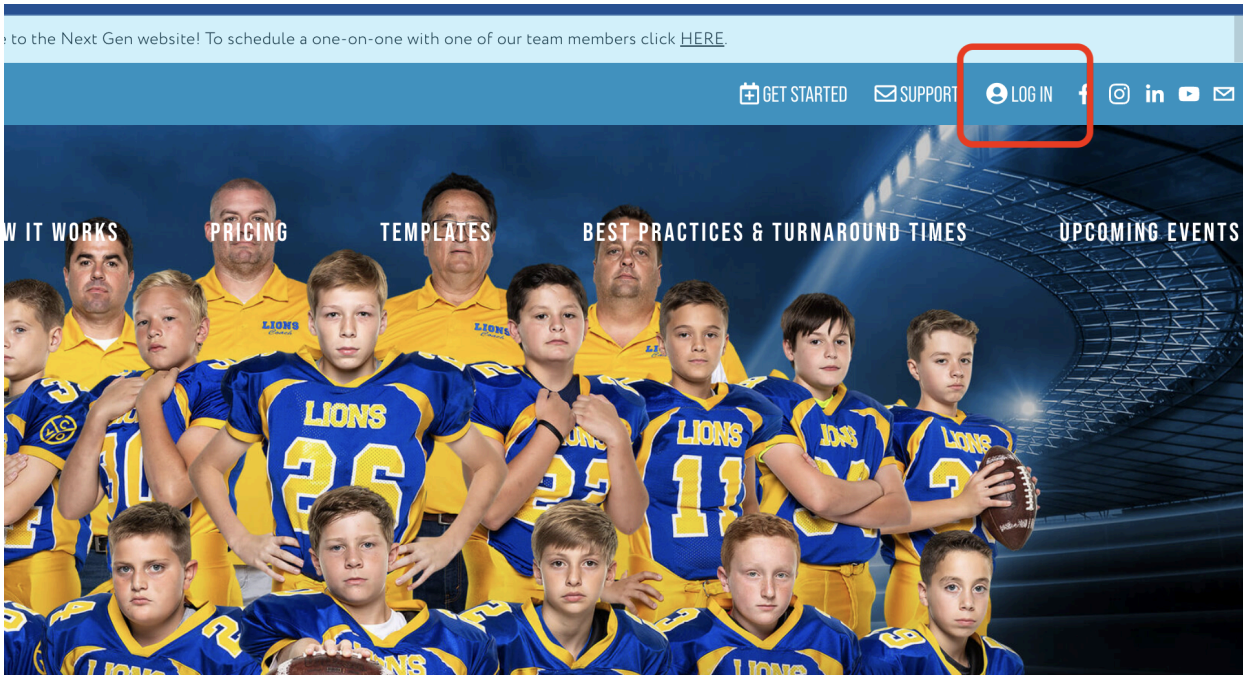


Next Gen T&I:

Place a Help Request for Other Requests

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.

A Active Jobs

B Completed Jobs

C Archived Jobs

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

Delete

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

PHOTOGRAPH SOLUTIONS

(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

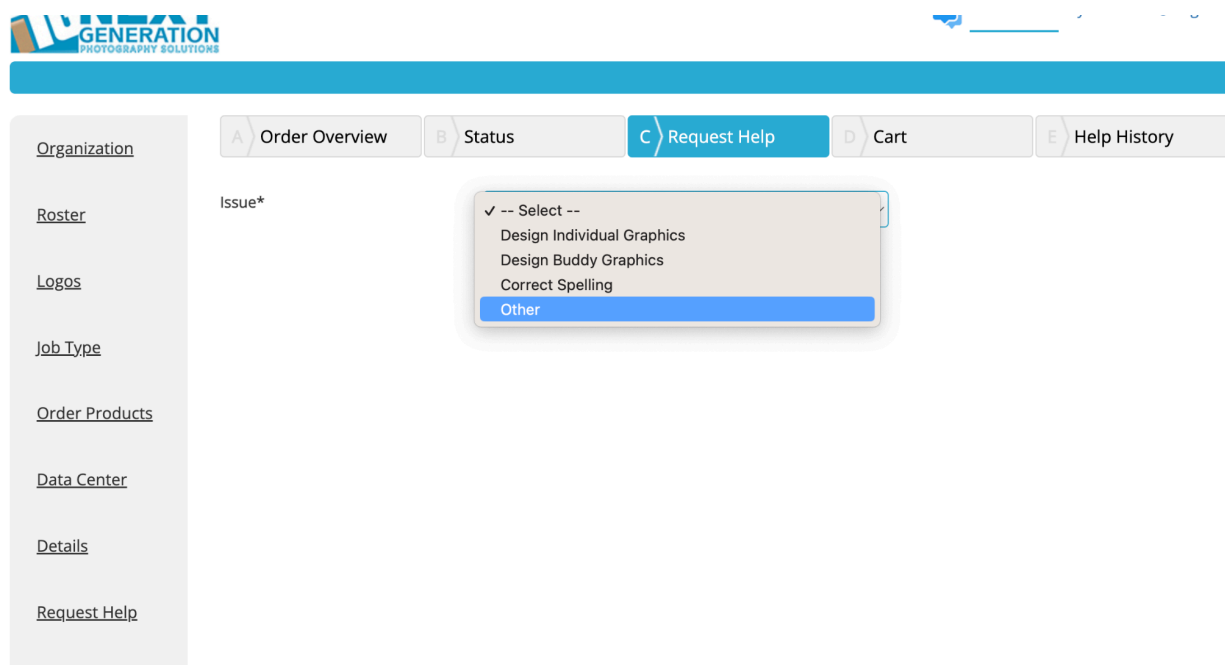
2023-04-06

Completed Date

2023-04-10

Returned to Archived List

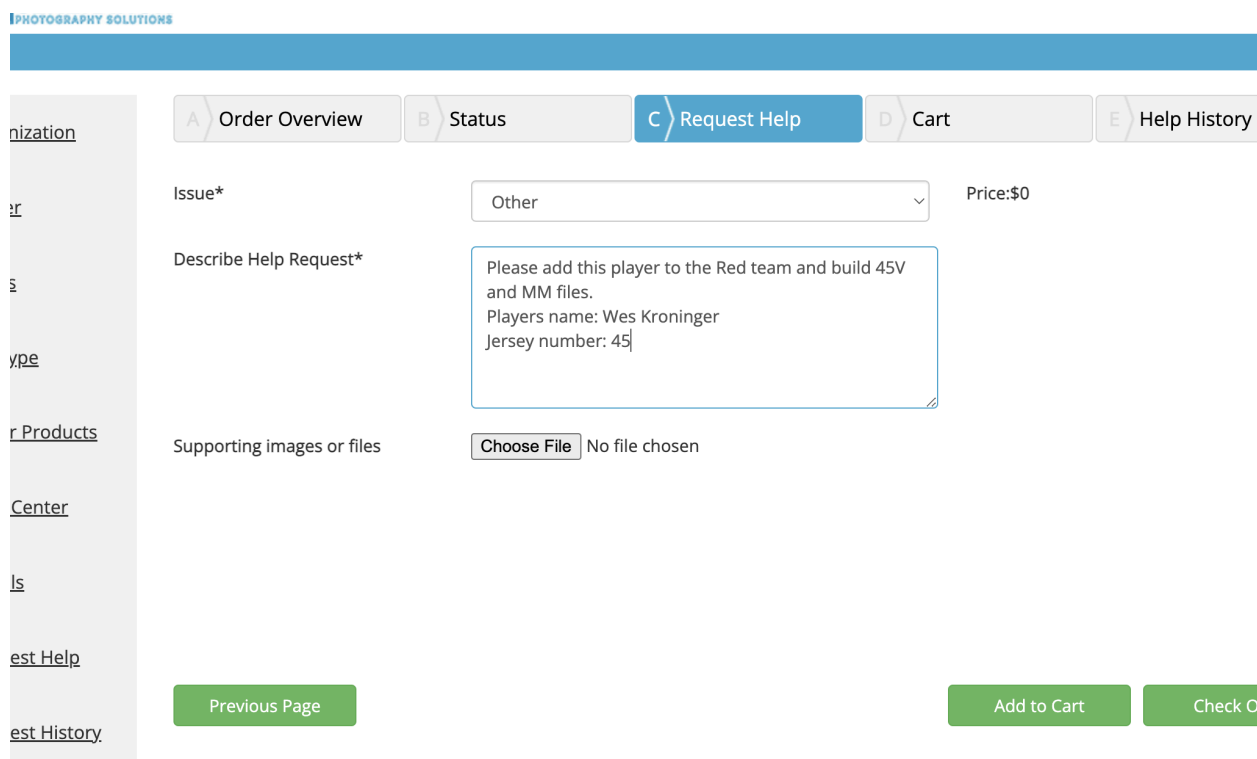
5.) From the dropdown select "Other" as the Help Request.



The screenshot shows the top navigation bar of the Generation Photography Solutions website. The 'Request Help' tab is selected. A dropdown menu is open, showing the following options: -- Select --, Design Individual Graphics, Design Buddy Graphics, Correct Spelling, and Other. The 'Other' option is highlighted in blue.

6.) Type your request into the description box provided.

Important: Please always refer to image file names and not to access codes when opening a help request, as the graphic team can't see the access codes on their end.



The screenshot shows the 'Request Help' form on the Generation Photography Solutions website. The form includes the following fields:

- Issue***: A dropdown menu with 'Other' selected.
- Price**: \$0.
- Describe Help Request***: A text area containing the text: "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**: A file upload button labeled 'Choose File' and the text 'No file chosen'.

The bottom of the form features three buttons: 'Previous Page', 'Add to Cart', and 'Check Out'.

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	

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

ght © 2023 [Privacy Policy](#)

Your request has been received and is now in progress.

[Dashboard](#) [My Account](#) [Logout](#)

(16817) GotPhoto - Test_AutoJob_20250730_172120

[Order Overview](#) [Status](#) [Request Help](#) [Cart](#) [Help History](#)

Date	Request	Payment Status	Request Status	Download	Details
2025-07-30	Single Request (RH19142)	No Payment Required	Request Submitted	Awaiting completion	View

Once your help request is completed, you will receive an email notification. Click **Pay Online** to access your files.

Photographer Name:
Photographer Email ID: [@gotphoto.com](#)
Organization Name: GotPhoto
Job Name: Test_AutoJob_
Job Number: DemoNGPS16817

Status: Completed

Other Request Details		
Issue Name	Price	Request Details
Other (RH19142)	\$2.00	Describe Help Request: Test Other Request-1 Supported Images Path: /app/webroot/ProductionFTP/ProductionFTP/DemoNGPS16817/Support/2025-07-30/Supported Images/

Payment Status: Payment Pending

Payment Amount: \$2.00

Note: Once your payment is successfully completed, you can access the download link from the Help History page [Click here](#).

Important: The download link will be available for 15 days only.

Pay Online: [Click here](#)

Next, click the cart icon to proceed to payment.

10NEXT GENERATION PHOTOGRAPHY SOLUTIONS

Dashboard My Account Logout

(16817) GotPhoto - Test_AutoJob_20250730_172120

Order Overview Status Request Help **Cart** Help History

Date	Request	Payment Status	Request Status	Download	Details
2025-07-30	Single Request (RH19142)	Payment Pending	Completed	Payment pending for download	Cart

Enter your credit card information and press the submit button.

10NEXT GENERATION PHOTOGRAPHY SOLUTIONS

Dashboard My Account Logout

(16817) GotPhoto - Test_AutoJob_20250730_172120

Order Overview Status Request Help **Cart** Help History

Issue Name	Price	Request Details	Remove/Job Status
Other (RH19142)	2.00	Describe Help Request: Test Other Request-1	Job Completed

Total: \$2.00

Service Charge: \$0.00

Net Total Price: \$2.00

Select Payment Methods*: [Use Saved Card details](#)

Card Number*: [xxxxxxxxxxxx0779](#)

[Submit](#)

That's it!

You can now view and download your files.

10NEXT GENERATION PHOTOGRAPHY SOLUTIONS

Dashboard My Account Logout

(16817) GotPhoto - Test_AutoJob_20250730_172120

Order Overview Status Request Help **Cart** Help History

Date	Request	Payment Status	Request Status	Download	Details
2025-07-30	Single Request (RH19142)	Payment Done	Completed	Download	View