



DIGITAL YEARBOOK SIGNING

TOPIC	QUESTION	ANSWER
Age	Are students under 13 allowed to use the website?	Students over the age of 13 can use this site once they have read through and agreed to the terms and conditions on the website yearbooksigning.jostens.com . Students under the age of 13 will required a parent to setup the account and facilitate it.
Delete	How do I delete a comment?	To delete a comment, go to the yearbooksigning.jostens.com website and click on "Access My Pages" and then sign in using your email and password. There, you can review your pages. To delete a comment, you click on the comment and a popup will appear above the page asking if you would like to remove. You can click "remove" button and the comment will be deleted.
Cover/Title Page Editing	Is there a way to edit my cover/title page?	We will work to add this in the future, but at this time, there is not a feature to edit the cover/title page name once it is submitted. Your options are to leave it as is or create a new book with a different email address. Even if you delete the pages/account created with that email address, you will not be able to create a new account with that same address.
Email Address	Do I need to sign up with an email address in which I can receive email for this to work?	Yes. In the setup process, you need to enter a validation code that is sent to your email.
Email Address	I have more than one child, how can I set up my other child(ren)?	At this time, you will need a separate email account for each child.
End Date	What is an "end date"	The end date signifies the last day that students will be able to sign the digital yearbook pages.
End Date	How long can someone set up their Digital Signing book to be live?	Your book can be set to any end date you'd like through December 31, 2021.
End Date	How do I edit my end date?	Go to the yearbooksigning.jostens.com website and click on "Access My Pages" and then sign in using your email address and password. There, you will find an editable end date field that you can change.
Moderation	Is there a filter or security for bad language?	We do run comments through a filter in an attempt to identify vulgarity. When inappropriate words are identified, the comment will not be posted (in Jostens sole discretion). We encourage students to only share their unique link with friends they trust to sign their pages, in the same way they would only allow trusted people to sign their printed yearbook.
Pages	How do I add more pages?	The add pages function is set up for any SIGNER to add a new page if needed. If the signer doesn't have room to sign on the page or wants an empty page they can add a page by clicking on the "+" sign below the page in mobile or on "new page" in the desktop experience.. Students can add up to 12 pages total.
Password	How can I reset my password?	There is a link to reset password on the login page.
Privacy	Is there a way to keep the message private?	Just like traditional signing pages, there is no way to keep the message private.
Privacy	Do the Digital Signing Pages Comply with FERPA?	Jostens provides Yearbooks to schools and in connection with its role in assisting schools with the production, distribution and sale of yearbooks receives parent email addresses. in compliance with the agreements with the schools as well as FERPA, Jostens is permitted to share with parents information about the Digital Signing Pages for the Yearbook.



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Privacy	Do the Digital Signing Pages Comply with COPPA?	As stated in the Terms of Use, Jostens does not collect personal information from children under 13. Jostens Digital Signing Pages are directed to students who are 13 years of age or older. For students who are under 13, Jostens is sending emails to those students' parents who can set up an account and forward to parents of their child's friends, to sign the Yearbook.
Privacy	What data is Jostens collecting on students? How is it used?	For purposes of managing the student's signing pages, we are collecting their name, email, school, and state in the registration process. We can ensure you that students/ parents will NOT get any solicitation unless they opt in and indicate that they would like to receive information from Jostens.
Security	Can you trace who has written each signature?	We are not able to trace who has left a signature. We are not collecting any personal data from signers and therefore cannot trace back. We encourage students to only share their unique link with friends they trust to sign their pages, in the same way they would only allow trusted people to sign their printed yearbook.
Signatures - limit	Is there a limit to how many times I can sign a page?	You can sign as many times as you'd like on a page
Signatures - overlapping	Signatures are overlapping. What can be done?	Signers have the ability to move messages by clicking on the message and dragging it to a new location. The student who owns the pages are also able to move messages.
Signatures - length	Is there a character limit to my signature?	Currently the limit is 500 characters. If a student wanted to write more, they could add another separate note using the same link.
Signatures - count	The signature # doesn't match the number of actual signatures on my pages, why?	When multiple people are signing at the same time, the first signature submitted will be placed on the page. The second signature submitted will receive a message that indicates they will need to re-type their message. The second message does show in the count but is not placed until re-typed.
View My Pages	How do I sign into my page to view the signatures?	Go to the yearbooksigning.jostens.com website and click on "Access My Pages". Sign in using your email and password.