

Useful tips for using the King's Image Library



1. If the screen is taking too long to load

To resolve issues with the screen reloading, press 'F5' or click the refresh tab to refresh the browser.

2. Folder subscriptions

You can create a subscription on any folder. This means you will be notified when other users change the folder or its content. To add a subscription, right click on a folder and click '*Edit subscription for folder*'. A box will appear and you can select whether to receive daily or monthly digests.

Note - If this is a heavily used folder, it can create a lot of spam mail. You can also select the type of changes you wish to be notified of, i.e. objects downloaded, new objects uploaded, etc. Click 'OK' and your subscription has been created.

3. Internet Explorer

Internet Explorer can sometimes create caching issues within the system. If the application is slow or problematic, it is worth switching to Firefox as the Image Library will run smoother on this browser.

4. Error messages

If you receive an error message or are having problems with the system, please email the IT Service Desk (8888@kcl.ac.uk) with the following information:

- Time error occurred
- Description of error or error message
- Location of error, i.e. the folder you were working in
- Action you were attempting when the error occurred, i.e. upload, download, etc.

The IT Service Desk will need to contact Celum regarding the error and providing detailed information will ensure the problem is resolved as quickly as possible.