FAQs

Additional help can be found in the Training and Support section; the videos provide both general overviews as well as 1-4 minute “in depth” videos on specific areas of the app.

Q What can I do if I forgot my password?
A Click the “Forgot Password” hyperlink on the login screen and enter your username. A reset request will be sent to the email address associated with your user account. The email will have a link you can use to reset your password.
A Local administrators with permission to create/edit user accounts can change passwords. Please contact this person and have them change/reset your password via the User Manager.

Q Why can’t I use Internet Explorer?
A Most versions of Internet Explorer, which are no longer supported by Microsoft, are not fast enough to provide the best user experience. Microsoft’s newest browser, Edge, will work, as long as you are using the Chromium version.

Q How do I make the memorial larger in the configurator?
A Full Screen. Toggle your browser to full screen mode by pressing the F11 key.
A Browser Zoom. If you have a large monitor, you may find the configurator does not take up the entire screen. To make the image as large as possible, press the “CTRL” key and “+” to zoom in. Press “CTRL” and “-” to zoom back out.

Q Why can’t I find the specific design (size, color, etc.) that I am looking for?
A The designs and colors you see when you are configuring a memorial have been determined by your local Personal Reflections administrator. Please check with them to determine availability.
A The designs and sizes that are available in Personal Reflections do not represent our complete offering; the most popular designs in the most popular sizes are fully available. On a more limited basis, additional designs have been excluded as they do not fit with the functionality of the tool.

Q Why can’t I find the bronze Veterans memorial?
A Make sure that you have selected “Individual” memorial on the Family Information tab. Even if you are intending to place the veteran memorial on a companion granite drill base, you will need to set that filter to “Individual” or “All.”

Q What do I do if the name is too long to fit on the memorial?
A Wrap Name. You can wrap a name to two lines by pressing the “Enter” key where you want to insert the line break.
A Change Letter Size. You can change the size of the lettering on most memorials. Click on the pencil icon next to the name, and you will see editing buttons next to the memorial rendering. Use the “+” and “-” buttons to increase or decrease the size of the name. Note: On granite memorials, the minimum size of each font varies to allow for the best results when carving. It may be necessary to switch to a font such as Runestone or Vermarco, which are available in smaller letter sizes.
A Change Memorial Layout. For most memorials, there is an option to have the name lettered on two lines (given name above surname). Choosing one of these layouts will give you more flexibility in designing your memorial, while using a larger letter size for the name.

Q Is it best to type with the CAPS LOCK on or off?
A Best practice is to always type with the CAPS LOCK on, unless you are using a font that has both upper and lower case letters. Fonts that have lower case letters include “CQC Script” or “Flintstone” on granite memorials and “Traditional” on bronze memorials. Note: Whether typing in “ALL CAPS” or with “Upper and Lower Case,” we recommend using one style consistently on the memorial.

Q How can I convey upper case and lower case letters if I don’t like the Traditional font for bronze memorials? Or the CQC Script font for granite memorials?
A In this situation, you should turn your Caps Lock off and type as you normally would with upper and lower case letters. For fonts that do not contain standard lower case letters, the system will recognize what you type and render the name accordingly, using a “large caps” and “small caps” style (ex: DeLACruz).
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Q There is too much space between the Given Name and the Surname. How do I move them closer together?
A If you have chosen a layout that has the given name and surname combined on one line, the system will naturally place one space between the names. If it seems like there is extra space between the names, make sure that there aren’t any extraneous spaces in any of the name fields.

Q How do I type a tilde (for Ñ)?
A To add special characters to your memorial; you will need to click on the Language icon next to the text field. This will display a virtual keyboard where you can choose a language from the dropdown. Once you have selected a language, all the special characters available for that language will appear. Clicking on one of the characters will add it to your text field. When you are done, click the “Close” link in the upper right corner of the keyboard area.

Q Why do I have to put in death dates?
A If you have chosen to use a bronze memorial layout and not add scrolls, all of the information will be cast directly on the memorial. If you know you will need to add dates to the memorial in the future, you will need to choose a scroll option to add to the layout.

Q How can I show one date only?
A If you plan to add a date to a bronze memorial in the future, you will need to choose a layout that has scrolls. If a memorial will only ever have one date, you will want to enter that date into both the date of birth and date of death fields. When the dates match, a checkbox will appear. Clicking the checkbox will allow you to render one date only on the memorial.

Q What is a scroll?
A Scrolls, also known as date tabs, are used on bronze memorials when one or more of the final dates are not known, or someone will need to be added at some point in the future. Scrolls are frequently used on companion memorials. When selecting your layout, the options that appear will be cast on dates, however, when you continue on to the next step you will have the option for adding a scroll if it applies to the memorial.

Q How can I write out a full month, not the abbreviated form?
A The memorial design, size and layout you have selected will determine which date formats will fit. If full, unabbreviated dates are an option, you should be able to select that from the date format drop-down. Note: The use of scrolls on bronze memorials may also limit the available date formats.

Q The emblem that the family has chosen is too large. How can I make it fit?
A You will notice when choosing an emblem that some of the emblems are “grayed out” – indicating that they are larger than the corresponding field where you are placing them. If you have selected one of these emblems, you may need to adjust the size or the placement of the emblem to make it fit on the memorial. You can make these adjustments by clicking on the emblem and then using the editing buttons to resize or move the emblem. Note: Bronze emblems are available in limited, fixed sizes. Granite emblems can be sized across a range with a minimum and maximum limitation; if smaller sizes are required, the emblem will often need to be redrawn with less detail.

Q How does the configurator choose the base size for Uprights and Slants? Vase size?
A The configurator chooses the standard base size for each specific memorial. If there is a vase on the base, the size of the base is automatically increased to accommodate the vase. The configurator also chooses the best vase size for the memorial based on Coldspring standards.

Q Will the finished product look exactly like the rendered image?
A The rendered image is “…intended as a visual representation only…” per our terms and conditions. We do use the customer approved rendering as our guide for producing the memorial, so it is important that all of the information is accurate. We may make some minor changes (such as adjusting spacing to ensure a balanced layout) to comply with Coldspring quality standards. If we need to make changes that would significantly affect the appearance of the memorial, or if we have questions on the rendering/layout, we will contact you before moving forward.

Q Will a final line drawing or proof be provided for approval?
A No. The rendering created in Personal Reflections® serves as the final proof, which you can have the family sign off on. Orders submitted through Personal Reflections will not require quote approval before going to production.
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Q  What will I actually be charged for each memorial?

A  The configurator calculates the price of the memorial based on our wholesale book price. It makes assumptions about shipping and other details and then calculates a price to which your mark-up is applied. After you submit the order, you will receive an order quote (as you always have) that includes the exact price.

Q  Does clicking the “APPROVE MEMORIAL” button at the end of the configurator send the order to Coldspring?

A  No. Clicking this button does not submit the order to Coldspring; it simply increments the order status to “configuration complete” which finalizes the price calculation, and enables an “Order Notes” field – both of which are accessible from the Order Details page.

Q  When should I use the “Order Notes” field?

A  The Order Notes field is where you can enter special instructions relative to the order. Some common examples include: specific requests for artificial agents; how picture for portrait is being provided; special characters, lettering or emblem sizing requests; or drop ship information. There is a maximum of 160 characters allowed in this field, so if there are extensive requests on an order, it is best to contact your customer care representative and they will assist you in how best to proceed.

Support Contact Info-

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Online Services Technical Assistance: onlineservices@coldspringusa.com