FAQs

Q What can I do if I forgot my password?
A Click the “Forgot Password” hyperlink on the log in screen and enter your username. A new password will be generated and sent to the email address associated with your user account information. Your new password will be sent from personalreflections@coldspringusa.com. Once you have logged back in to the system, you can change your password to something of your choosing.
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 If you are using a current version of Internet Explorer (10 or newer), the program will work, as long as you have the compatibility view turned off. Older versions of Internet Explorer, which are no longer supported by Microsoft, are not fast enough to provide the best user experience.

Q How can I easily find an existing configuration/order? Restart an existing configuration?
A From the Order Manager, you can filter the orders for a specific user or order status, or you can search via order number or family name. The filters and search fields can be used individually or in combination to find a specific order. When you find it, click on the magnifying glass to relaunch the configurator. If the order is no longer in an “incomplete” status, click the crossed hammer and wrench icon, and then the “Make Changes” button to relaunch the configurator. Note: If an order has been submitted for production, you can no longer change it in the configurator.

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.

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.
FAQs

Q I have a surname that has upper case and lower case letters. How can I convey that?
A Typically, we recommend having the Caps Lock engaged when working in Personal Reflections. However, for this situation, you should turn off the Caps Lock and type in your typical upper case/lower case style. The system will recognize what you type and render the name accordingly, possibly using a “large caps” and “small caps” style, for example: DeLaCRUZ, depending on the font you have selected.

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 layout you have selected will determine which date formats will fit. If full, un-abbreviated dates are an option, you should be able to select that from the date format drop-down. If scrolls are being used, that 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 in the lower selection area, and then using the editing buttons to resize or move the emblem. Keep in mind that bronze emblems are available in limited sizes; the number of sizes available is listed below the emblem.

Q If I order a Precious Portrait, does it come with a frame?
A Unless otherwise specified, portraits that are to be attached to bronze memorials will be placed inside a bronze ring that is cast into the memorial; portraits that are to be attached to granite memorials will be attached directly to the granite inside a recessed area.

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 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 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 the order is submitted, you will receive an order acknowledgement (as you always have) that includes the exact pricing.