

# PIERCING RELEASE FORMS APP FAQ

Frequently asked questions for PRF app.

This document is updated with every single update to PRF app.

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## **Set-up**

### **How do I set up PRF for the first time?**

PRF SETTINGS controls app admin permissions, enables cloud services for upload of your forms and databases and collects data to auto-populate your release forms. PRF requires minimum information to demonstrate functionality.

The minimum:

(perhaps to sample the app)

- Studio Name
- At least one artist name
- At least one cloud service enabled and linked

Vital Information:

(to generate release forms that maximize your legal coverage)

1. All local and state health codes that govern your studio. You might find these on your current release form. For updated codes contact your attorney or local health department. (e.g. COMPLIES WITH 410IAC 1-5-28 INDIANA CODE)
2. Proper spellings of all artists' legal names. Nicknames are not advised as this app will generate a legal document you may later need.
3. Studio address and contact information, including proper studio website URL, management email and phone number.
4. Cloud service sign-in credentials. For the current version of this app we offer Google Drive, Dropbox, OneDrive and Box support. Instructions for obtaining a cloud service follow.
5. Your logo loaded into your iPad library. Take a well-framed clear photo of it in landscape mode. Doll up the image in your favorite iPad image editor if you desire.

### **How do I decide between Bundles and the Unlimited Subscription?**

You are the boss. You can move between bundles and subscription at will.

Bundles: Per-use purchases you can upgrade at any time. Do so through the In-App Purchases screen within the app.

Unlimited Subscriptions: Apple will email once per month to remind you that your subscription is about to renew, and that the card associated with your Apple ID will be charged. You can click through this email to opt out at anytime. Your Unlimited Subscription will cease at the end of the last month you paid for. You can go back to bundles at that point if you prefer.

- Solo artist in convention season? Bundles!

- Big studio sending artists to multiple conventions? Subscribe Unlimited and send them off with (up to five) iPads.
- Back home and settling down for a while? Subscription may be right for you.
- Take a year off for the Peace Corps? Sign up again when you get home. Any forms you had remaining will still be there.

## **How do connect a PDF from my cloud to PRF for auto-emailing to my clients?**

### *Making your PDF File*

1. Make your document in your favorite word processing app, such as Google Docs.
2. Go to Print or Export in that app and choose ".pdf". Dialogs will appear to help you do it right.
3. Save that .pdf to your Voluta Digital iPad Tattoo Release Forms folder in the cloud your waivers upload to.

### *PDF Emailer Settings*

1. Ensure that your iPad is connected to the internet for this setup. After setup PRF will function beautifully with no connection.
2. Slide "Enable PDF attachment" to green.
3. Tap "Select PDF to attach". The Cloud File Selector will appear. Scroll to find your PDF and tap SAVE. You will see a dialog indicating the download of the PDF to PRF app and the title PDF will be displayed.
4. Add your PDF email subject and body text.

## **I used the 25 free forms and deleted the app. I changed my mind. How can I use PRF again?**

Download again from the App Store. When you open the app it will prompt you to make a Bundle or Unlimited Subscription purchase from the In-App Purchase page. Away you go!

## **Is there a fast way to build the legal clauses into PRF? Once my clauses are in, can I rearrange them?**

Yes and yes! First build a document outside of the app full of legal clauses and then paste them into PRF app.

Here's how:

1. On a computer, where you can easily type or cut/copy/paste text, open a fresh document. Title it PRF APP LEGAL CLAUSES.
2. Assemble all of the clauses on the one document. Consult your attorney, your local health department, etc.
3. Shoot them to your iPad via email or cloud.
4. Open PRF app. Also open the app on your iPad that you'll be CCPasting from.
5. In PRF, open your LEGAL CLAUSE EDITOR.
6. Keep the default PRF app clauses that we built in. They are pretty solid! Keep some, delete some, mix and match to please your attorney and health department. Then hit ADD NEW CLAUSE and paste in your first one.
7. Tap the REARRANGE button, grab the handle on the right of each clause (three stacked lines) and drag to your favorite arrangement.
8. Repeat until your clauses are correct and then hit SAVE.

## I can't seem to make purchases in PRF. Why not?

1. Is your iPad connected to the internet? Without a connection you won't be able to make purchases.
2. Is your Apple ID and password correct? It can be tricky to keep track of these. Your Apple ID is not always the same ID and password as, say, your iCloud credentials. Make sure the Apple ID password and username are correct.

## How do I make a sample waiver for the Health Department?

You will simply submit a sample form, as a client, which will upload to your cloud. You can share the link directly with the your health inspector via email, or you can print directly from your cloud.

### Set up your PRF app

1. Make sure your PRF settings are PERFECT.
2. Open PRF, go to SETTINGS by tapping the little wheel, bottom left corner.
3. All of your piercer names, local health codes, etc.
4. Make sure all the clauses you want your clients to see--and the ones you health department demands, if any--are loaded into PRF in SETTINGS>Legal Clause Editor.
5. Make sure your health questions are the same as step two above.

### Make a sample client waiver

1. Take an excellent FAKE ID photo, so it is nice and clear for them to read in the waiver you will print. We suggest that you use your own ID, just tape over private info. You want the health department to see the nice, clear ID photo in the sample waiver.
2. We suggest you name the client SAMPLE FORM FIRST NAME and SAMPLE FORM LAST NAME.
3. At the end, in the Piercer Notes Pane, add any jewelry, needles or disposables your health department requires, if any. If they don't require them, I would not add them. They don't need any ideas. :)

#### **Print your sample waiver**

1. Once your form is successfully submitted, mail them the link to it from your cloud. Or, if they need a printed copy, go to your computer connected to a printer.
2. Log into your cloud online by going to the .com of the cloud (<https://www.google.com/drive/>, etc).
3. Go into the folder that our app put on your cloud called Voluta Digital Piercing Release Forms. Your sample waiver will be there. Print it and hand it to them.

## **General**

### **How much does PRF cost?**

Free to download and enjoy for 25 full-featured uses! After that pricing information can also be found within PRF app under IN APP PURCHASES in the Settings pane. Also, information about PRF pricing can be found [here on our website](#).

### **Why can't I use PRF on my phone?**

Because we are tattoo artists and collectors. We are WAY weird about cross contamination and privacy.

Our personal phones have become such an intimate part of us. Handing them off to a client is...strange. We don't always know them, they may have grubby hands...then you get a text message while the client is in the middle of completing a form...and you have to take the phone back. The iPad sits like a clipboard in the client hand and they are always thrilled to play with such a desirable toy. Mounted to your counter or framed on your wall? You look legit.

Also, our apps work on iPad without a connection. So when you have lame phone service in a convention hall, our iPad apps still take waivers to cover you!

## **When will an Android version be available?**

We get many requests for our apps on Android. In short, they are coming! We've developed exclusively for Apple thus far due to the baseline consistency and performance across the entire line of iPad products and services. We've had a working version of PRF Android for a while now, and we're chomping at the bit to get this bad-boy into the wild. Rest assured we've got our eyes on the market and the tech, waiting for the best time to launch.

## **Photography | Camera**

### **The camera in PRF app isn't working. Why?**

Easy fix! This means when the app was first set up, someone denied permission to access the iPad camera. Go into iPad Settings. Scroll to the bottom of the left menu. Near the bottom you will see the PRF icon. Tap the icon and then enable camera permission. Viola!

### **Is there a way to add a photograph of the tattoo design to their client release form?**

Yes! Our app uses the front or rear facing iPad camera to photo docs and images to add to any release form. Note that this is for record keeping, not so much as usable, traceable, tattooable reference. We want to help you with record keeping, so here's what you do:

1. Client makes a form on PRF app as usual.
2. At the end, the artist takes over and enters their PIN.
3. Artist taps ADD SUPPORTING DOCUMENT
4. Artist taps ADD PHOTO OF TATTOO DESIGN
5. Camera pops up, artist frames the art or jewelry in the viewfinder, takes the photo.
6. The photo of the artwork will attach to the client release form and will be stored on the cloud.

## **Forms | Subscriptions**

**I use the Unlimited Subscription with PRF and love it. Can I transfer it to PRF or PRF to have one subscription cover all apps?**

Your Unlimited Subscription is only limited--by Apple--to one app. So buying the magic sword in one game won't help you slay the dragon in a different game. PRF, PRF, and PRF each require their own subscription. Still an amazing deal if your shop is booming because our apps are always cheaper than paper, printer ink, storage of paper forms!

**Can I add years of filing cabinets full of old paper forms into PRF app?**

Not possible at this point with any technology. But there is hope for clearing out those cabinets! We suggest searching Google for "Document Scanning Services". You can purchase a plan, mail in boxes of forms to the services, they will scan them, digitize them (if your copy quality is not too shabby), put them in a cloud for you and destroy the paper waivers. They will be digitally available for your searching if you ever need them.

**I use the PRF Unlimited Subscription and recently purchased another iPad due to a larger volume of customers during busy season. How do I add this iPad to my subscription?**

Very easy! You're just a few clicks away. Your Unlimited Subscription will allow up to five iPads for that one low cost.

1. Make sure you know the Apple ID and password under which you bought your subscription.
2. In PRF, go to Settings, enter your passcode, and scroll down to DEVICE OPTIONS.
3. Tap RESTORE SUBSCRIPTIONS
4. Tap to restore and your new iPad will sync with your subscription.
5. Note on your IN APP PURCHASES pane the term UNLIMITED SUBSCRIPTION. Viola!

**Can I email a copy of the release form to the customer from within PRF app?**

Yes. Two ways to approach this:

1. All clients: Set PRF AUTOMATIC EMAILER feature to email every client every waiver they sign, every time (more on this follows).
2. Individual clients: Search for a client's form on your cloud and email it directly from there.

#### *PRF Automatic Emailer*

Configure PRF to automatically email PDFs to your clients that are stored on your cloud, and even the waivers they complete. Perhaps you would send your healing instructions or information required by your local health laws. You can also enable PRF to automatically email clients a PDF copy of the waiver they submit for each session. Note that enabling this feature will automatically require email addresses from all clients.

GMAIL ADDRESS REQUIRED. For now, only Gmail allows this feature to function smoothly. You'll need a Gmail address, which takes only minutes to achieve at Gmail.com. We are looking for other ways. Meantime, Gmail rules.

#### Gmail Account Settings

1. Ensure that your iPad is connected to the internet for this setup. After setup PRF will function beautifully with no connection.
2. Slide "Enable Automatic Emailer" to green.
3. Enter your Gmail login information.

#### Waiver Email Settings

1. Ensure that your iPad is connected to the internet for this setup. After setup PRF will function beautifully with no connection.
2. Slide "Email Waiver to Client" to green.
3. Add your waiver email subject and body text.

As the waiver is submitted to your cloud it will be sent to the email address provided by the client.

#### Does PRF support minors?

Yes! Our app will take the following from both parent and minor: IDs, birth certificates, typed names and signatures.

1. Have the minor complete the waiver with their ID, information and signature.
2. Passcode yourself into ARTIST NOTES pane
3. Tap on Supporting Documents and choose "Legal Guardian"
4. Take a picture of the legal guardian's id, type their name and have them sign.
5. Add any Supporting Documents to the form that you wish.

An additional page will be appended to the .pdf waiver with the legal guardian's ID, name and signature. Any supporting docs you add will also be appended.

## Artist Management

### How do I view the collected email addresses of my clients?

Go to PRF Settings and scroll down to DATABASE OPTIONS. Tap “Export Client List”. This will convert your client database to a standardized spreadsheet format, a .csv file. Your client email addresses will appear in a tidy column. You are now able to export the column at will to any CRM or email campaign software.

### How do I use the SAVE FOR LATER ‘Pausing the Waiver’ feature?

#### ARTIST NOTES PANE: PAUSING, NOTATING, SIGNING AND UPLOADING WAIVERS

Several features in the Artist Notes Pane offer notetaking flexibility to the artist before and after the tattoo session. This accommodates artists and studios of all styles. Front-desk help can start 20 waivers as you open the doors in a rush and each artist can complete the waivers after tattooing the clients, even at the end of the day.

##### Pre-session artist notes:

The client finishes the PRF waiver, just before tattooing. Add what pre-session notes you wish, sign and upload. Go tattoo.

Example: Your health department requires only an artist signature to be compliant.

##### Post-session artist notes:

SAVE FOR LATER FEATURE: The artist adds notes after/about the session...even at the end of the day. Example: Track what colors and needles you used, machine power settings, etc., notes you could not predict pre-session.

#### Using the SAVE FOR LATER ‘Pausing the Waiver’ feature:

1. Client completes form before the session, as usual.
2. Artist or management enters passcode to access the Artist Notes Pane.
3. Scroll to bottom and tap SAVE FOR LATER button.
4. Go tattoo the client and come back to make notes after the session.
5. Go into PRF as a client would, tap RETURN CLIENT button. Search their name and pull up the form they submitted at the beginning of the session.
6. Tap OK to the FORM RESUBMIT popup.
7. Tap OPTIONS button, bottom left.
8. Tap GO TO ARTIST NOTES. Confirm your choice.

9. To ensure client privacy, enter your passcode again.
10. Add any notes you wish or are required to by law. Sign and upload.

NOTE: You are only charged for a form when it is uploaded to your cloud. SAVE FOR LATER does not upload to your cloud until you add notes/sign and upload.

## I bought a new iPad and want to transfer PRF to that iPad. How do I do so?

### Purchases between iPads:

If you buy forms by the bundle, they only work on the iPad they were purchased on, not transferable. So if you have any left on your the iPad you are replacing, they vanish. Apple's rules, not ours! If you buy forms by Unlimited Subscription, your subscription transfers to a new iPad with ease.

### Data transfer between iPads:

When transferring iPads, you need to do the following.

On your old iPad, enter PRF Settings.

1. Scroll down to DATABASE OPTIONS
2. Tap Backup Client Database. This will create a .backup file on your cloud which is a secure list of all the clients that used your device. This may take a good long while, depending on the size of your client database and the speed of your internet connection.
3. Scroll down to DEVICE OPTIONS
4. Tap Backup Device Settings. This will create a .settings file on your cloud.

On your new iPad, enter PRF Settings.

1. On the new device, scroll down to CLOUD SERVICES. Link to the cloud with your backups from the old iPad. Make sure you see green in the slider, indicating a solid link to your cloud.
2. Scroll down to DEVICE OPTIONS, tap RESTORE DEVICE SETTINGS.
3. Navigate to your cloud and select the .settings file that your old iPad put on that cloud. The file will indicate downloading and will auto-populate your PRF app.
4. While in DEVICE OPTIONS, reconnect your slideshow. Since you're on a new iPad, PRF app can't know which album in Photos App to show.
5. Scroll to DATABASE OPTIONS and tap RESTORE CLIENT DATABASE.
6. Navigate to your cloud and select the .settings file that your old iPad put on that cloud. The file will indicate downloading and may take a good long while, depending on the size of your client database and the speed of your internet connection.
7. If you are enrolled in the Unlimited Subscription, scroll to DEVICE OPTIONS and tap RESTORE SUBSCRIPTION.
8. Tap SAVE AND VERIFY at the bottom of the screen. Go back into PRF Settings to double check that all settings and slideshows are properly linked. Check IN APP

PURCHASES to see that your Unlimited Subscription is active, if you have one. Viola!

## Cloud Support

**Where will the forms go when I upload them to my cloud? How do I see and search them?**

[insert images of cloud screen captures]

In your cloud (Google Drive, Dropbox, OneDrive, Box) you will find a folder called

VOLUTA DIGITAL IPAD TATTOO RELEASE FORMS

Search this folder for any forms you need by client name, artist name, tattoo description, sort by date...any way Google can search, you can find. That's pretty sharp!

**My forms will not upload to the Cloud. What should I do?**

1. Be sure that you have subscribed/set up a cloud to be used for storing and viewing your PRF forms.
2. In PRF Settings, unlink your chosen cloud. Re-enter your cloud login credentials if prompted. Relink the cloud. This should do the trick. Cloud security changes so often that this is the simplest most effective way to fix the issue.
- 3.

**I use multiple VTD apps. When I export my client data from either app, will the databases blend or export separately?**

Each app makes separate files on your cloud so that client forms/services do not mix. If you add both Client Data .csv files from your separate PRF/PRF/PRF folders into a contact manager program, you can easily remedy duplicate addresses in just a few clicks. Even Excel will do so. Email campaign software is especially effective at streamlining your client contacts. And turning those contacts into money!

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