

# Image Reference Guide





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## Introduction

There are so many reasons to use images in your newsletters. Images not only make your emails more attractive, they can also help readers to better understand the information in your article. If the images you choose emphasize the main points in your article, they help your reader to remember those points. In addition, images can sometimes communicate information more accurately than words because they can show details that you might forget to mention.

There are many types of images you could use in your emails. A map with a link to driving directions on an e-invitation can show where an event will be held, so you don't have to write out the detailed directions yourself. If you're discussing anything with numbers, you might use a graph or chart to illustrate data trends. If you're explaining a process, a flowchart could come in handy. Regardless of what your email is about, however, you can always add a logo to promote your organization, your sponsors, a product, or a cause.

Images have varying technical specifications—file sizes and types, dimensions, and content. This guide helps you deal with the latter aspects by explaining how to select, prepare, and use images properly in your newsletters. It also shows you the industry best practices for using images in emails and presents solutions to common image issues.

## Preparing Images for Constant Contact

You can upload any image in your email as long as it fits Constant Contact's image requirements. These requirements, explained in the following section, specify the file types and sizes, ideal image dimensions, and content that Constant Contact supports. You must either store your images in the Constant Contact Image Library or on a website. If the image you'd like to use is saved on a local file on your computer, you can use it if you resave it to one of these two locations. In addition, Constant Contact offers a searchable database of pre-formatted stock images as part of its Premium Image Hosting package.

### Selecting

When selecting an image to add to your email, you need to pay attention to its file type, file size, physical dimensions, and content.

### File Extensions and Sizes

To insert an image into your email, it needs to have a .JPG, .GIF, or .PNG file extension. These are common file formats and they're the only types that Constant Contact supports. Constant Contact doesn't support image maps, multi-image logos, or flash. If you want to use these types of images, you can post them on a webpage and link to them from your newsletter.

Constant Contact automatically compresses images with large file sizes to 100KB. If the file you upload has significantly more than 100KB, it may lose image quality when it is compressed. To prevent your image from becoming blurry when you upload it, reduce its file size before adding it to an Image Library or using it in an email.

### Dimensions

You should also make sure your image has appropriate dimensions before using it in Constant Contact. Images should be fewer than 800 pixels wide. You can, however, make minor size adjustments in Constant Contact. Many email templates have image placeholders which specify the ideal dimensions for an image in a particular block.

### Content

Do not use images that are copyrighted, pornographic, defamatory, or offensive. Using images with prohibited content can result in the termination of your Constant Contact account. See Table 1 below to review Constant Contact's image requirements.

Table 1. File and Image Requirements

	Can Upload and Use	Cannot Upload and Use
<b>File Type</b>	JPG , GIF, PNG, animated GIF	image maps, multi-image logo, flash
<b>File Size</b>	100 or fewer KB	greater than 2.25 MB; if greater than 100 KB will be compressed (compression can reduce quality)
<b>Image Size</b>	800 or fewer pixels wide	greater than 800 pixels without resizing
<b>Image Editing</b>	need minor size adjustments	need major edits (use an external editor before uploading)
<b>Image Content</b>	company logo, original images, free and purchased clip art	copyrighted, defamatory, offensive, pornography

## Storing

You must save your images in the Constant Contact Image Library or on a website. The Basic Image Library is free with all Constant Contact accounts and allows you to store up to five images at once. You can store up to about 1200 images (25MB) at once in the Premium Image Library for five dollars a month (not including pre-pay and non-profit discounts) as well as access the Stock Image Gallery. The Stock Image Gallery has thousands of images already stored for use that you can add to your Image Library. Free phone, email, and chat support are available to anyone using the basic or premium library.

You can also store images on your own website, but this would only be a good idea if it has sufficient space, image management features, and support. Using the image library doesn't eliminate your ability to use images on web-pages, however. For more help deciding how to save your images, see Table 2 below.

**Table 2. Guidelines for Uploading and Using Images in Constant Contact Speak Up Email Marketing**

	<b>Constant Contact Basic Library</b>	<b>Constant Contact Premium Library</b>	<b>External Website</b>
<b>Storage Space</b>	Up to 5 images	Up to about 1,200 images (25 MB)	Unknown
<b>Cost</b>	Free	\$5 per month for lists under 50,000 (discounts apply for prepaying)	Your cost
<b>Archive Capacity</b>	Delete images to make space for new ones, but deleting files from library impacts emails containing the deleted images.	Adequate storage to archive images used in past emails.	Potentially large, but storing large quantities of images on your site may slow its load time for site visitors.
<b>Image Management</b>	Add, delete, sort, preview	Basic management plus: renaming, resizing, storage space indicator, and folders for uploaded images. Access to search the Stock Image Gallery and add images to the My Stock Images folder	Unknown
<b>Support</b>	Constant Contact Support (Phone, Email, Chat, Searchable FAQs, Webinars, Discussion Board)	Constant Contact Support (Phone, Email, Chat, Searchable FAQs, Webinars, Discussion Board)	Webmaster or image hosting service provider

## Working with Images in Constant Contact

Once you know what types of images you can use and where you want to store them, you can organize them in the image library and add them to your emails.



### Using the Image Library

In the Basic (free) and Premium Image Libraries you can preview and sort images, as well as edit their descriptions. Regardless of which image library you're using, you might need to find the file size and dimensions of an image stored on a website. In the Premium Library, you can store up to 25 MB of images and use the account usage indicator described later in this section to track how much space you've used. You can also check an image's current dimensions in the Premium Library.

### Previewing

After you upload and/or resize an image, you can preview it in the in the Basic or Premium Library. This is a useful way to see if you are satisfied with its quality and dimensions before inserting it in your email.

To preview an uploaded image:

1. After logging in to Constant Contact, click Images on the main toolbar.
2. If you are using the Basic Library, click the Preview Image icon  to display the image.
3. If you are using the Premium Library, click Manage Images, then click the Preview Image icon .

To preview a Stock Image:

1. After logging in to Constant Contact, click Images on the main toolbar.
2. Click on the My Stock Images folder.
3. Click Manage My Stock Images, then click the Preview Image icon.

### Sorting

Sorting images is a way to organize the list of files you have stored, so you can find the one you want when you want it. You can sort images in both the Basic and Premium Image Libraries, however, you cannot sort images within your My Stock Images folder.

#### Basic Library

Because the Basic Image Library has a five file limit, it is only useful to sort them by alphabetical order.

1. Click **Images** on the main toolbar.
2. Click the "Image name" column header link to sort in alphabetical order.


## Premium Library

Sorting is especially important in the Premium Image Library, where you may need to scan several images before locating the one you need. You can sort images in this library by date modified, alphabetically by file name, or by file size. This is not available within the My Stock Images folder, however.

1. Click **Images** on the main toolbar.
2. Click “Manage Images”.
3. Select a folder from the image folder drop box at the top of the screen. All of the images within that folder will display.
4. Click the column header links to sort by image name, size, or modified date.

## Editing Descriptions

Image descriptions tell your contacts what image they should see when their email clients disable images. Image descriptions, or alt text, also tell viewers what an image is when they place their cursors on the image. You can edit image descriptions from the Manage Images page in the Premium Image Library for uploaded images. You can only edit and add descriptions to stock images while you are inserting them into your email.

1. On the main toolbar, click **Images**.
2. Click the **Manage Images** button.
3. Find the image and click the **Resize Image** icon  to its right. The “Image Resizing” page displays.
4. Re-enter a description.
5. Scroll down and click **Save**. The edited description updates everywhere the image is used.

## Renaming

Premium Image Library users can rename their uploaded image files at anytime. Since thumbnails don't appear next to each file in the library, you should give each image a succinct and descriptive filename. You cannot rename stock images at this time.

1. On the main toolbar, click **Images**.
2. Click “Manage Images”.
3. Click the filename of the image you want to rename.
4. Type a new filename. Constant Contact automatically inserts the file extension: jpg, gif, or png.
5. Click **Save Changes**.

### Monitoring File Storage Space

You can store up to 25MB, or around 1200 images, in the Premium Image Library. As you fill your Premium Image Library up with image files, you might be interested to know how much storage space you have left. To find out how many megabytes you are using and how much is still available, click the Images tab to navigate to the Image Library. Then read the account usage indicator which looks like the horizontal bar shown below. Images added from your Stock Image Gallery do not count toward your usage.

(Usage:  0% of 25MB)

### Using Folders

You can use folders to organize your images by category (such as product type, newsletter topic, or contact list). You might, for instance, consider creating a folder called “Originals” to save all unedited versions of images in one place. If you create a folder you don’t need, just delete it. You cannot delete, rename or move the Stock Image Folder at this time.

To create a new folder:

1. On the main toolbar, click **Images**.
2. Click “Manage Folders”.
3. Enter the new folder name in the “Add New Folder” box.
4. Click the **Add Folder** button.
5. Click the new folder in the library, then upload a new image or move an existing image into it.

If you’d like to experiment with folders or change your organization system, you will want to know how to rename them.

To rename a folder:

1. On the main toolbar, click **Images**.
2. Click “Manage Folders”.
3. Click the name of the folder you want to rename.
4. Re-type a folder name in the box provided.
5. Click **Save Changes**.

If you find that you have old folders that only contain images that you used a very long time ago, you don't have to keep those folders.

To delete a folder:

1. On the main toolbar, click **Images**.
2. Click "Manage Folders".
3. Click the checkbox next to the folder you want to remove.
4. Click the **Delete Folders** button.

If you do decide to change your image organization categories, you will need to use the following steps to transfer images between folders.

To move images between folders:

1. Click **Images > Manage Images**.
2. Select the image you want to move by checking the appropriate box.
3. Use the Move to... drop-down menu to select another folder.
4. Click **Move**.


### Using Images in the Email Wizard

After you know what images you can and cannot use in Constant Contact and decide where to store them, add them to your emails from the image library or a webpage. If the image you add doesn't look good in your email, you can make minor edits to it in Constant Contact or more significant modifications in an external image editor. If your image doesn't fit into your email properly, or if it looks blurry, you will want to use the instructions in the following section to find its file size and physical dimensions.

### Adding

To add an image to your email, upload the image to the image library, choose the image from the My Stock Images folder if you have Premium Image hosting or, if the email is stored on another webpage, reference its image URL. You can replace the sample images, or image placeholders, in email templates with your own images in your library or on a website. Just remember that you cannot copy and paste images stored on your computer into your emails. It is possible to copy and paste images from websites into emails, but it is not a reliable or recommended method.


To add an image stored on your computer or in your image library to an email:

1. Click **Edit** on the block where you would like to add the image.
2. Place your cursor where you would like the image to appear.
3. In the toolbar, click the **image** icon  **image**. If you've already uploaded the image to the library, skip to step 9. Click "Upload a New Image" in the pop-up box.
4. In the Upload an Image box, click **Browse**.


5. Locate the image file on your computer and click **Open**.
6. Type a descriptive phrase in the Description field and, if applicable, select the folder where you want to save the image.
7. Click **Upload Image**.
8. Highlight the image file in the image library.
9. To set the image alignment, select a position in the Float drop-down menu.
10. To make this image a clickable link, enter the URL in the text box provided.
11. Click **Insert Image**. The image appears in your email.

To add an image from the Stock Image Gallery to an email, the instructions vary slightly depending on whether you add them from your Stock Image Folder or the Stock Image Gallery.

If the image has already been added to your My Stock Images folder:

1. Within the Email Wizard, click **Edit** on the block you wish to add an image.
2. Place your cursor where you would like the image to appear.
3. In the toolbar, click the **image** icon  **Image**.
4. In the window that displays, click the My Stock Images folder.
5. Choose your image and click **Insert Image**.

If the image has not already been added to your My Stock Images folder:


1. Within the Email Wizard, click **Edit** on the block you wish to add an image to.
2. Place your cursor where you would like the image to appear.
3. In the toolbar, click the **Image** icon  **Image**.
4. In the window that displays, click **Stock Image Gallery**.
5. Browse or Search for the images to be added.
6. Click the **Add** button beneath each image to be added. You may select as many images as you want.

**Note:** A green “Added to My Stock Images” message will appear beneath the image to indicate it has been added successfully to your My Stock Images folder.

7. When you are done, scroll to the top of the screen and click “Return to Insert Image Page”.
8. Select the image you wish to insert and click **Insert Image**.

If the image you want to include in your email is stored on a website, you will need to reference its URL. The image URL is the reference location or web address of an image stored on the Internet. An example of an image URL is: <http://www.sunsettravelonline.com/images/florida.jpg>. On a PC, you can find it by right-clicking on the image and looking for the Address information. If you're on a MAC, see the Appendix for help finding the image URL.

To add an image on a webpage to an email:

1. Locate the image on the website and copy its image URL.
2. Within the Email Wizard, click the **Edit** button for the block where you would like to add the image.
3. Place your cursor where you want the image to appear.
4. In the toolbar, click the **Image** icon  **Image**.
5. In the window that displays, click the **Enter Image URL** tab.
6. Type or paste the URL address into the Image URL text field.
7. In the Description field, enter the text that will display in email clients that disable, or do not display, the image.
8. To position the image in the text box, select a position in the Float drop-down menu.
9. To make the image a clickable link, enter the URL in the text box provided.
10. Click **Insert Image**. The image appears in your email.

If you don't like the sample images that come with the template you're using, you can delete or replace them with your own.

To replace placeholder images:

1. Click **Edit** on the block that contains the placeholder image.
2. Right-click the placeholder image and select "Change".
3. Select the image you wish to use and click **Insert Image**.
4. Click **Done**.

## Editing

Once you've inserted an image into your email in Constant Contact, you can resize or realign (float right and left) it. It's a best practice to make a copy of an image before editing it. If you use Premium Image Hosting, create a new folder named "original images" to keep your source images separate from modified images.

To edit an image:

1. Go to **Emails** on the main toolbar and click **My Emails**.
2. Click the email name and click "Edit Email" to open the Wizard.
3. Within the editing tool, click the **Edit** button for the block that contains the image you would like to edit.
4. Right-click the image you wish to edit. The image becomes surrounded by sizing blocks and the Image: Change, Resize, Delete, Float Left, Remove Float menu choices display.
5. Select the appropriate menu choice.

## How Does Your Image Size Up?

The placeholder images, such as the one below, in each email template indicate the recommended pixel dimensions for a picture you place in its spot.



If your image is larger than the dimensions recommended in the placeholder, preview it in the email by clicking the Preview button to the left side of the Wizard screen. If you enlarge a small image to fit a much larger space, it could become jagged or pixelated because its resolution (dots/pixels per inch) decreases. To avoid this, consider enlarging it in an image editing application outside of Constant Contact.

Check to see if an image was used in other emails before resizing it. If you resize and save an image without changing its filename or saving to another folder, the original image is overwritten. All emails in which you already used this image will now display with the newly resized image. To find out if an image is being used in other emails, click on the View Usage Details icon in the Image Library.

## Finding File Sizes and Image Dimensions

If your image's dimensions and file size are too large, parts of it may be cut off and the picture will appear unclear after you upload it. To avoid this, you can check its file size and dimensions.

## Online Images

If the image you're using is stored on a website, copy the image URL into a browser window and press **Enter**. Then right-click (or Ctrl-click if you're on a Mac) and choose **Properties**.

## Premium Library

You can similarly find the image dimensions and file size for images stored in the Premium Image Library. First, open the email containing the image of interest by selecting **Emails > My Emails**. Then click **Preview** and after right-clicking the image in the preview, select **Properties**.

The “Size” line on the **Properties** tab shows the image’s file size (1 KB = 1,000 bits/bytes). Constant Contact automatically compresses large images to 100KB. Reduce the file size to as close to as 100KB as possible to avoid losing image quality during the upload and compression.

The “Dimension” line on the **Properties** tab shows the width and height of your image in pixels. You can make minor adjustments to the image dimensions in Constant Contact. If your image requires significant size modifications, however, it’s best to use an external image editor

## Tracking Links

You can make any image in your email into a clickable link. By adding a link to an image, you can give your readers access to additional information about the image’s content. If you include an image of a sponsor’s logo, for example, you could link the image to the sponsor’s website. When your email recipient clicks an image for which you’ve specified a URL, the website will open in a new window. When you click on an image with a link in the email preview, it will not work, but it will work in the actual email.

To make an image into a clickable link:

1. Click **Edit** on the block that contains the image.
2. Right-click on the image and select “Change” from the menu that displays.
3. Scroll to the bottom of the “Select Image” window that displays.
4. Type the URL into the “Make image a clickable link to:” text box.
5. Click **Insert Image**.

You can see how many readers click your image and visit the webpage by using Constant Contact’s email reports.

To find out how many times the image links in your email have been clicked:

1. Go to **Emails > Reports**.
2. Scroll to the specific email in the listing.
3. View the number of unique clicks (unique contacts) under the “Clicks” column.
4. Click the hyperlinked number to view the detailed click report (the number of times the image links were clicked).

## Customizing Communications

Images make it easier for you to match the appearance of your email with your corporate or organizational image. You can, for example, add a logo to your email header. Some templates come with replaceable background images. Many email templates provide you with a small library of sample images called template stock images (like Clip Art) to choose from or replace. You can also give your email a personal touch by inserting a scanned copy of your penned signature into your signature line. If you have other ideas about how you’d like to tailor your email, you can hire Constant Contact to create an email template just for you.

## Logos

You can brand your emails with your organizational image by adding a logo. If you want the look of your newsletters to remain consistent over time, be sure to include your logo to appear in every email you send. Rather than insert your logo into every new email you create, you can edit your account settings to include your logo in all of your emails by default.

1. On the main toolbar, go to **My Settings > Manage My Settings**.
2. Click the “Edit Organization Info” link.
3. Click the **My Image Library** tab to view your logo or to browse and upload the image by clicking “Select/Change” image (or, to reference an image stored on another site or server, click the **Image URL** tab within the Wizard and paste the logo’s URL).
4. Click **Save**.

## Background Images

Some newsletter templates allow you to insert custom background images in titles, articles, columns, etc.. Once you select a template with background image capabilities, identify the proper dimensions for your image before resizing it.

### Templates with Background Images

Although background images don’t show up in some email clients, such as Outlook 2007 and Hotmail, you can still use them as long as you make sure your newsletters look good with and without them. To find out if your email looks good without its background images, sign up for a free hotmail account and send yourself a test version to that address.

If you haven’t noticed background image options before, it’s probably because only some templates allow for them. To find out if your template does, check its **Global Colors & Fonts** settings.

1. Open the template in the Email Wizard.
2. On the left sidebar, click **Global Colors & Fonts**.
3. If you see the term “Background” and the phrase “Click thumbnail to edit image”, you can add or change the background image.

If the template you’ve chosen doesn’t have background image options, you can find one that does by following these steps:

1. In the template picker, highlight a newsletter category and style.
2. Click “View this Category” beneath the thumbnail on the right side of the screen.
3. If the thumbnail has a “Click here to view more options” label, click it. The page that appears describes any background image options the template provides.

## Resizing Background Images

If the background image you've inserted doesn't fit properly, you can resize it to match the dimensions of the sample background image that appeared in the template by default. Ideally, an image you use in the background should have the same or slightly smaller dimensions than the sample background image it replaces.

To find out the dimensions of the placeholder background image:

1. Open the template with the background image in the Email Wizard.
2. Click **"Global Colors & Fonts"** on the sidebar.
3. Click the thumbnail for the background image placeholder.
4. In the pop-up, right click on the image preview and select **Properties**.
5. The proper image dimensions appear in the gray box.

If, for example, you replace a sample background image that is 593 x 102 pixels with your own image, you can make your image fit if you make it 593 pixels wide by 102 pixels tall. In some templates, however, you may need to make the image slightly smaller than the placeholder.

If you have Premium Image Hosting, you can resize your custom<sup>1</sup> background image in the image library. For more drastic size modifications you should use an external image editor. If you don't have an image editing application on your computer, use a free image program online. If you do resize a background image in the Premium Image Library, edit the dimensions in the Image Library before selecting it for the background.

## Template Stock Images and Clip Art

You may not always have time to find an image for your email, so you might consider using a template that offers template stock images. These template stock images are a limited selection of images designed to highlight particular templates. The template stock images offered vary from template to template, depending on category and style and are free to use in both for Basic Image Hosting and Premium Image hosting users. Since stock images are optional, you can remove them or replace them.

To edit a stock image:

1. Click **"Global Colors and Fonts"** on the left pane of the "Edit Email" screen.
2. Click the thumbnail of the image you wish to edit.
3. In the Stock Image drop-down box, select the image you wish to use. To use your own image, select "No stock image", then select the image and click **Insert Image**.

**Note:** A broader selection of stock images is available to customers with Premium Image Hosting. For more information, refer to page 8.

<sup>1</sup> Custom images do not include Constant Contact stock images or image placeholders.

## Scanned Signatures

At a time when communications are rarely written by hand, adding a picture of your actual penned signature can truly add a personal touch to your email. Once you get a copy of your signature on your computer, it is easy to add the image to your emails. In fact, you can add your scanned signature to every email you create by default when you adjust your account settings.

1. On the main toolbar, go to **My Settings > Manage My Settings**.
2. Click “Edit Signature Information”.
3. Click the **My Image Library** tab to browse and upload the scanned signature image directly into the email or, if you already stored it in your library, just select it.
4. Click **Save**.

**Note:** Custom images do not include Constant Contact stock images or image placeholders.

## Custom Template Designs

If you don't have the time or skills to create a custom newsletter template, hire Constant Contact's Professional Services team to do the work for you. Constant Contact template designers will tailor your templates with custom colors and logos. For more details about Constant Contact's template branding service, visit: <http://www.constant-contact.com/services/template-creation/index.jsp>.

If you just want some free help learning how to use Constant Contact Email Marketing, however, you can call support, email, ask questions in live chat, or reference the FAQs. For more support details, click “Support” on the bottom of the Constant Contact homepage.

## Resolving Common Issues

If you followed the instructions for working with images, but are still encountering issues, there may be something you need to know about the image file or the email client in which you're trying to view it. Below you'll find reasons and solutions to problems you might be having with uploading, maintaining quality, updating, interpreting click-throughs, and using numeric URLs.

### I cannot upload an image

If you cannot upload your image successfully, the image could have a hidden encryption or you might have cancelled the upload by accident. You should also check to see if you have a pop-up blocker enabled that might prevent the email from opening.

### Encryption error

If you get an encryption error, your file may have been saved with an encryption that is not recognizable to our system. You can correct this error by resaving your image in another image editing program. If your computer is running on the Windows operating system, then you could use Microsoft Paint which is typically accessible by clicking **Start > All Programs > Accessories**.

1. Open the image in an image editing program.
2. Save the image as a JPEG, PNG, or GIF.
3. Re-upload it into Constant Contact.

If resaving the image as JPEG, PNG, or GIF doesn't work, then try resaving it as a BMP. Then resave the BMP file as a JPEG, PNG, or GIF before trying to upload it to Constant Contact. If, however, you've included a transparent background behind the image, then you must save it as a PNG or GIF because the JPEG file format doesn't support transparency.

### I used an image map and my click-through report isn't working.

Do not use image maps if you want to track the webpages to which your recipients are navigating. Click-through reports do not work with "image mapping" links. In other words, you cannot find out when a recipient of your email clicks an image map link to go to another webpage

### The numeric URL isn't working.

A numeric URL typically uses an IP address with four sets of numbers separated by periods ("."). For example, the numeric URL for the <http://www.constantcontact.com> website is <http://63.251.135.71>. Because more and more ISPs and corporate domains are now blocking email communications that contain numeric URLs, Constant Contact does not support them. Sometimes the block is apparent (you get a bounce message) and sometimes it is not apparent (they do not deliver your email to the recipient). If you have been trying to use a numeric URL, ask your system administrator for the DNS name corresponding to the number you have been using.

## Best Practices for Using Images in Emails

You should take certain precautions when including images in your emails to ensure that your contacts receive and read your emails successfully.

Best practices for using images in emails include using mostly text, becoming a known sender, and preventing problems with disabled images.

### Use mostly text

Your emails should contain relatively more text than images. Increasing your email's content to images ratio will decrease its probability of being

marked as spam. You should not send image-only emails because recipients may associate them with bulk spam and receiving mail filters may block them. Also, some recipients will see blank emails if they're set to receive text-only mail or if their mail clients do not display images. To reduce the proportion of your email that contains images, replace any text that appears as an image with regular text.

### Become a known sender

It is also a best practice to ask your contacts to add you to their email address books. Many email clients will only display images in emails from known senders, or senders whose email addresses appear in their recipients' address books. When your contacts sign-up for your newsletter, let them know why they should add your FROM email address to their contact lists.

### Accommodate for disabled images

Another best practice for using images in emails is to accommodate for disabled images. You should, for instance, include meaningful ALT text with your images and label important images. ALT text is the description that pops up when you mouse over an image or its placeholder, such as a red X. If your image doesn't display, the descriptive alt text will display in its place to describe the broken image.

## Appendix

To find image URLs on a Mac:

### Netscape

1. Open the web page with the image in a new browser window. Ctrl-click the image.
2. Choose **Copy image location** from the menu that displays.
3. Go back to your email.
4. Paste into the appropriate image field.

### Internet Explorer

1. Open the web page with the image in a new browser window.
2. Ctrl-click the image.
3. Select **Open image in new window** from the menu that displays.

### Firefox

1. Open the web page with the image in a new browser window.
2. Ctrl-click on the link.
3. Choose **Copy image location** from the menu that displays.

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**Note:** Ctrl-click on a Mac is like right-click on a PC:

- To copy: **Ctrl-click > Copy.**

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- To Paste: **Ctrl-click > Paste.**
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