1. I want to download a droplet but I cannot log in on the site. What must I do?
   Did you log into droplet as your user name? No password is required.

2. I am logged in with droplet as password. Which file must I download?
   This depends on your hardware. If you work with a PC the file named Droplet for PC.zip must be downloaded. Mac users select the file named Droplet for Mac.zip. Do not forget to download the read me file. This contains the info you need.

3. My download has finished. What do I have to do with the file I have downloaded?
   You have just downloaded a .zip (compressed) file. If you double-click on it the decompressing process starts.
   When this has finished you can see the content of the .zip file.

4. I have downloaded and "decompressed" the droplet. I have started the droplet up. If I drag my pdf onto the droplet I am asked for a password. What password do I enter?
   Before uploading your project data you must request a new password from your contact person at Smurfit Kappa Zedek. This is **not** the password you may have received before from Smurfit Kappa Zedek.

5. I have dropped my pdf on the droplet and see a red cross. What do I do now?
   Click on open preflight report and your data is opened. In the left of the window you see the errors and/or warnings concerning the quality of your pdf. If you click on it you see what the message is about. If you agree, close the window and click on sign off.
   Click on the line in which the error message is displayed in the window below (sign off reason). You can enter your comments, possibly with your name and the date. Click on sign off selected then send and the file is sent to Smurfit Kappa Zedek.

6. I have dropped my pdf on the droplet, entered my user name and password but nothing appears to have happened.
   What can be the matter?
   The five green bullets show the progress of the point in the process where data control takes place. Large files obviously take longer to control than small files.

7. The project for which I want to supply artwork consists of a number of different pdfs. Can I drop them on the droplet in one go?
   Yes, as long as you make sure that each part of your project is recognised as a separate file.

8. How do I know that my data has been received at Smurfit Kappa Zedek?
   Shortly after successfully sending your data you will receive a message via email. This specifies exactly what you have sent to Smurfit Kappa Zedek. Your sign off is also in the mail with the remarks.

9. I open my droplet, drag my pdf onto the droplet and release it. My user name and a password are then requested. I see a message saying a proxy setting must be changed.
In some networks where a proxy server is used proxy settings (user name/password) must be used. The droplet is set so it automatically detects these settings.
Should you still encounter problems, please contact the system manager or Smurfit Kappa Zedek on the number below.

10. I have followed all the instructions but I cannot have the data controlled by the droplet and uploaded to Smurfit Kappa Zedek.
You can contact the Smurfit Kappa Zedek system management department at any time by:
Tel.   : 00 31 570-698965
Email : aw.prepress.zedek@smurfitkappa.nl