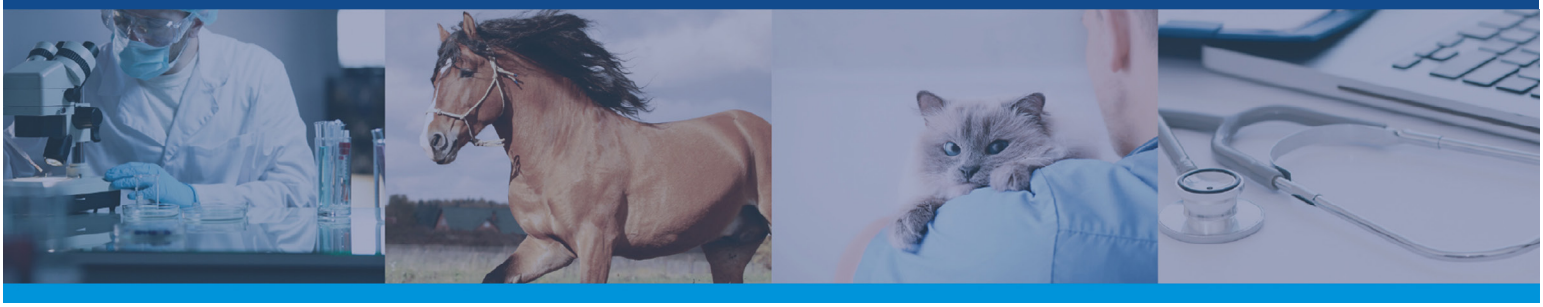
JORGENSEN LABORATORIES, LLC

PRODUCT SUPPORT TRAINING



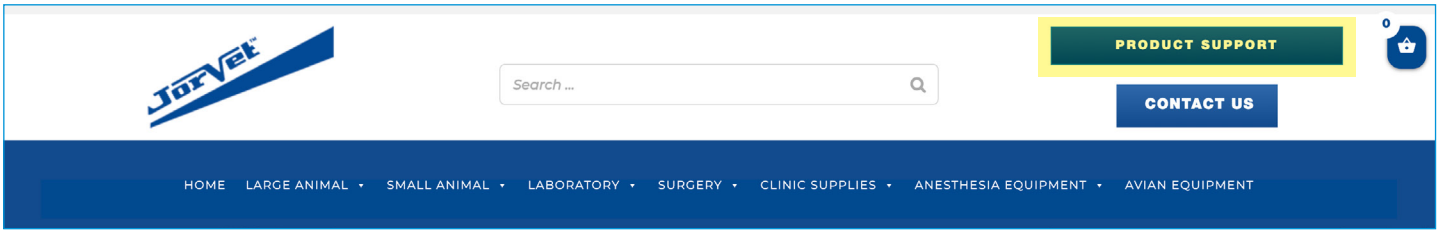
PRODUCT SUPPORT TRAINING

All of Jorgensen Laboratories, LLC product images, promotional literature, manuals, videos, and SDS information can now be accessed in one place.

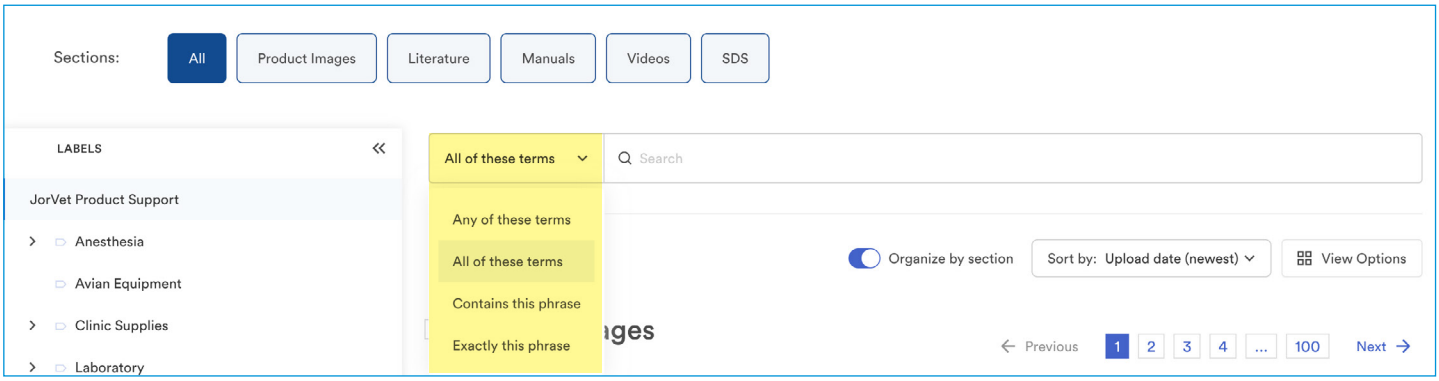
This platform will allow you to download or email any of the above to anyone, at any time.

NAVIGATION

Access all our digital assets by visiting **JorVet.com** and clicking on the **Product Support** button on the upper right of the webpage (highlighted in yellow in example below).

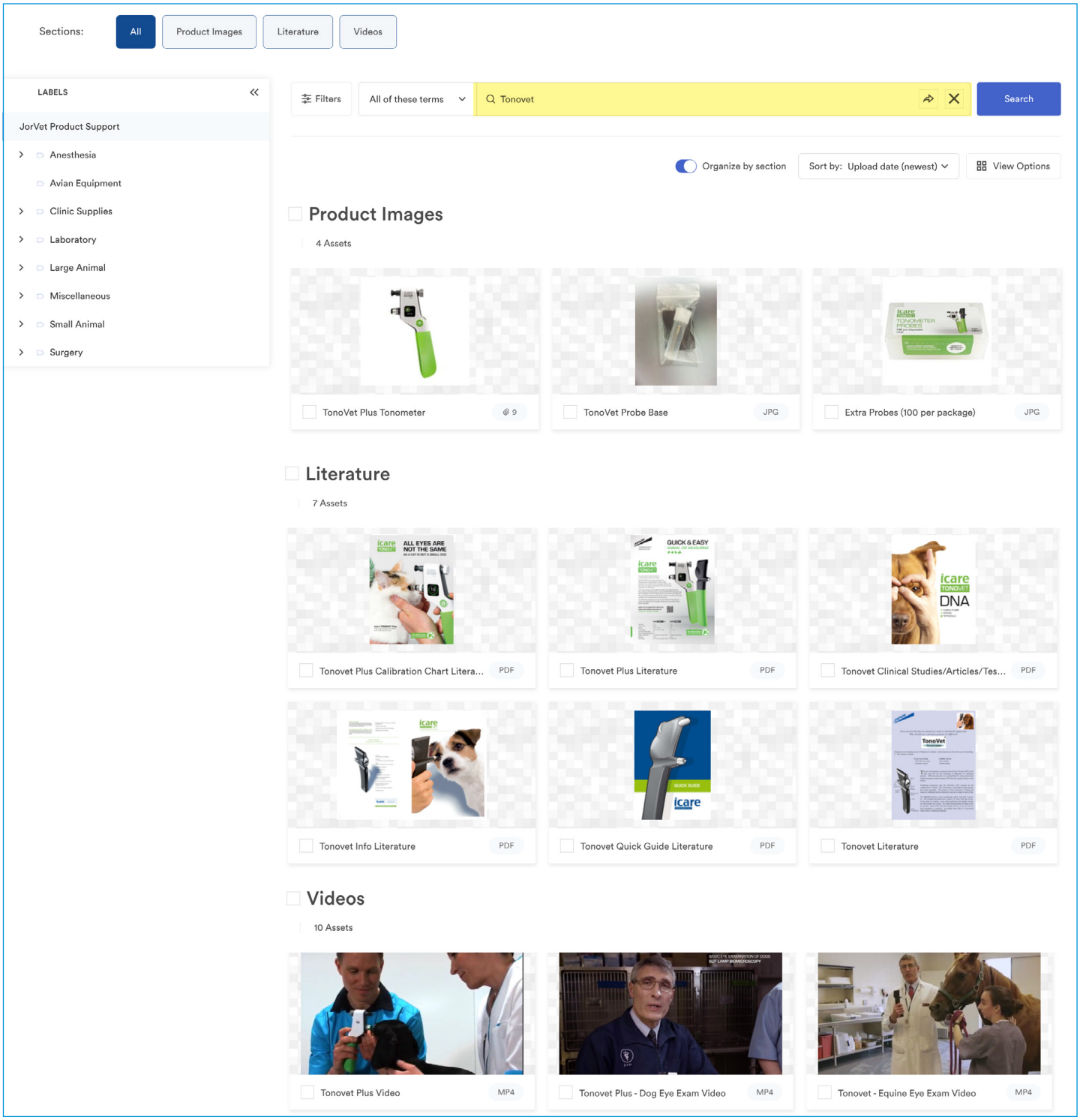


Once you are on the **Product Support** page, select **'All of these terms'** from dropdown next to Search field (highlighted in yellow in example below).

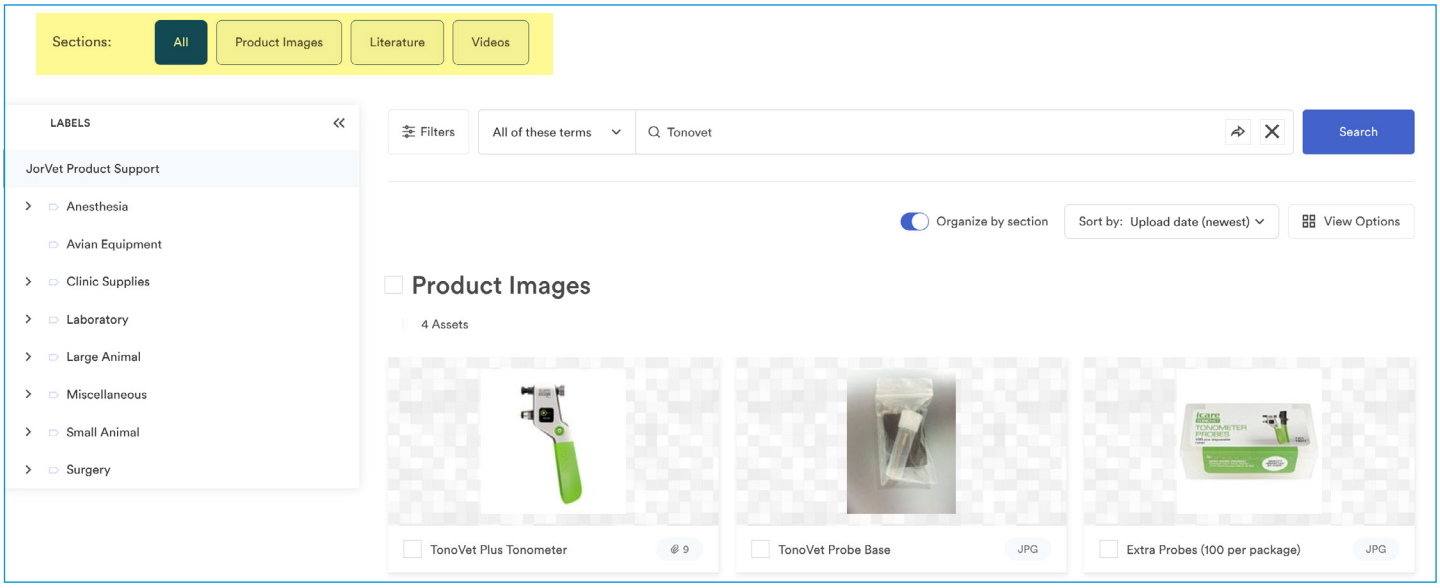


PRODUCT SUPPORT TRAINING

Enter term(s), such as **TonoVet**, in Search field (see yellow highlight below) and click the **Search** button. Results will automatically filter and all assets for TonoVet, i.e. Product Images, Literature, Manuals, Videos and SDS, that are currently available will populate below the Search field.



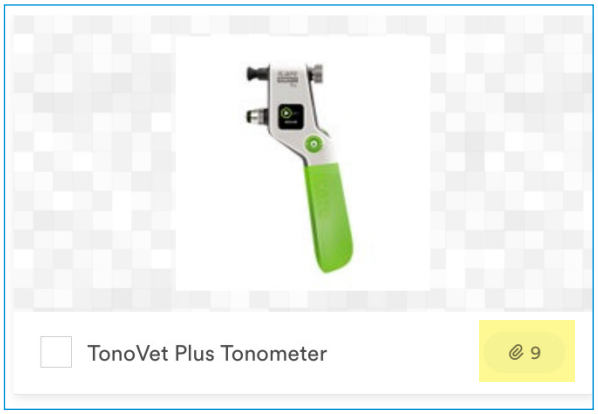
You will also notice that the Sections, on upper left, will automatically show filter buttons of what is available for that particular search (see yellow highlight below). This filter feature allows you to see **All** assets or you can click on the **Literature** button and only see Literature for the product searched.



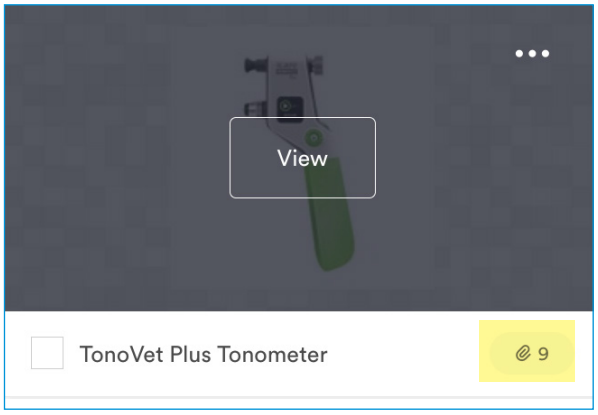
PRODUCT IMAGES

If there are multiple images of the same SKU, all photos are grouped together under one image and is notated on bottom right, i.e. TonoVet has **9 photos** that contain the same SKU (see yellow highlight below).

If there is only one image of a different SKU but related to the same product, only the file type will be visible such as **JPG** (see yellow highlight below).

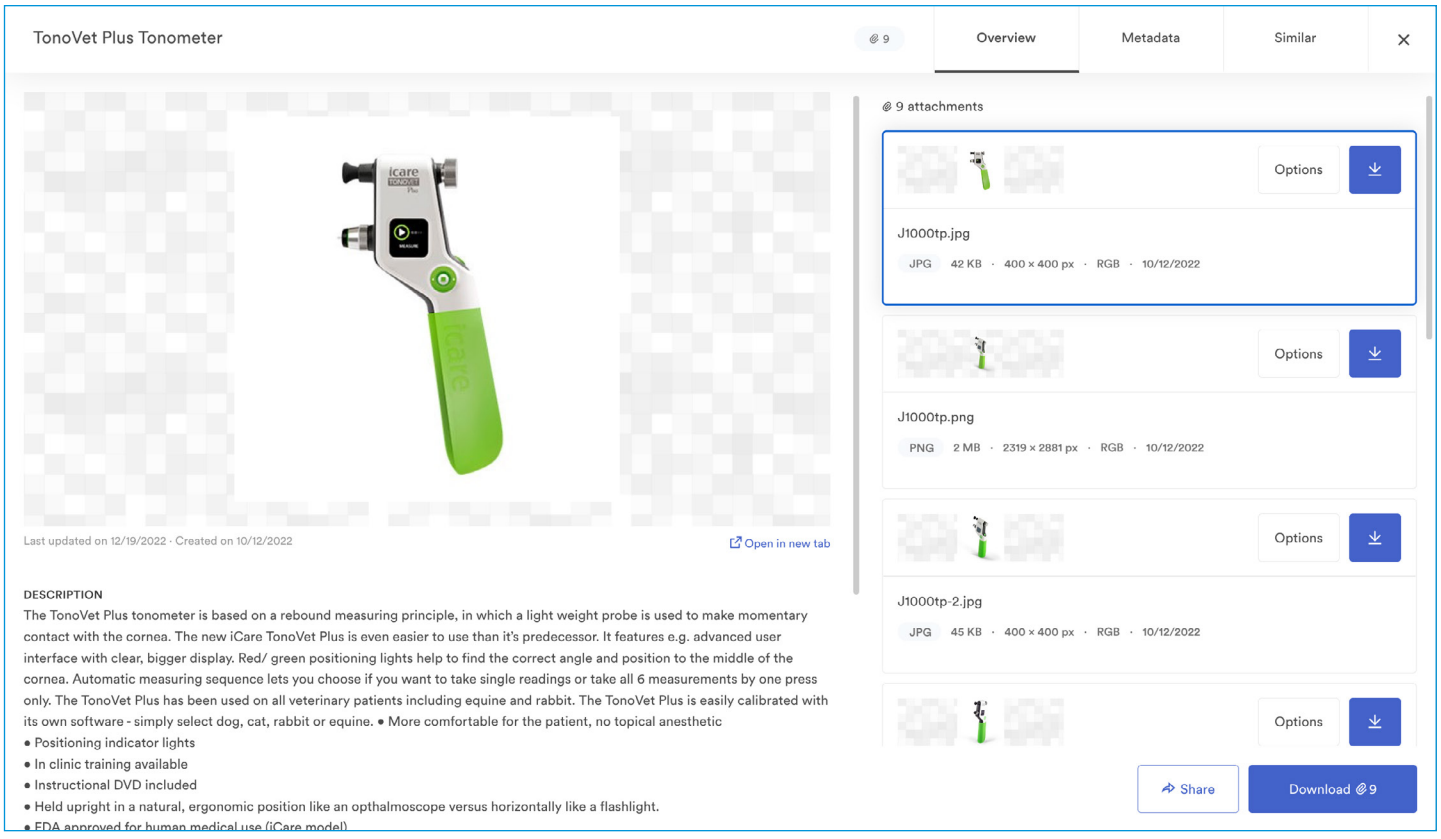


To view a single image or multiple images, move cursor over the image and click on **View** button (below example is for viewing multiple images).



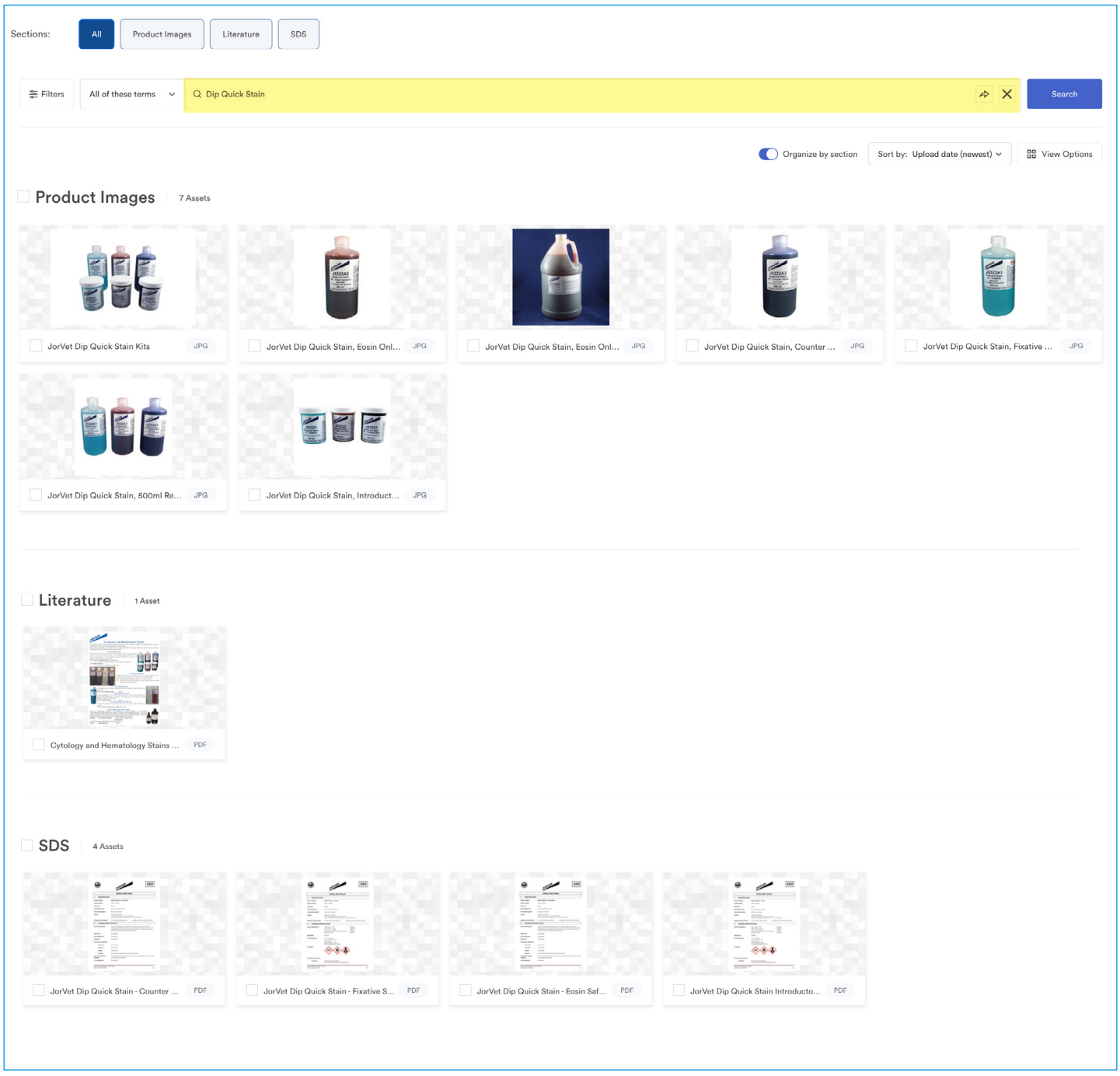
A pop-up menu will appear with one large image and small thumbnails for the rest of the images. Selecting one of the thumbnail images will make that particular image large directly to the left of the small thumbnail images. When cursor is placed over the thumbnails, you can scroll to see all the thumbnail images that are available.

Product description, SKU, and any other details are provided below the large image. Also, individual download buttons are available for each thumbnail or a single download button, located on bottom right, for downloading all 9 images.



To search again for a different product, simply enter new term(s), such as **Dip Quick Stain**, in Search field and click **Search** button.

If the search is relevant to multiple products, all assets pertaining to those terms will be populated below Search field.

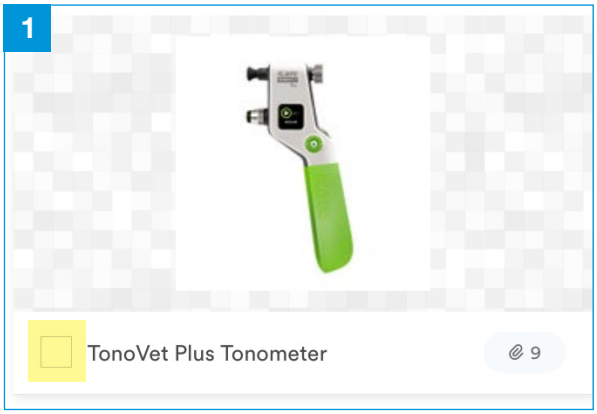


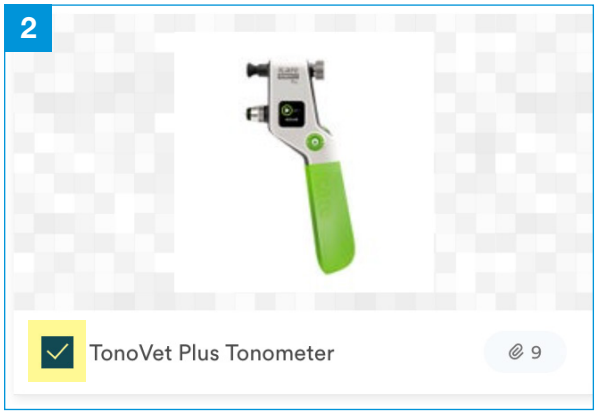
PRODUCT SUPPORT TRAINING

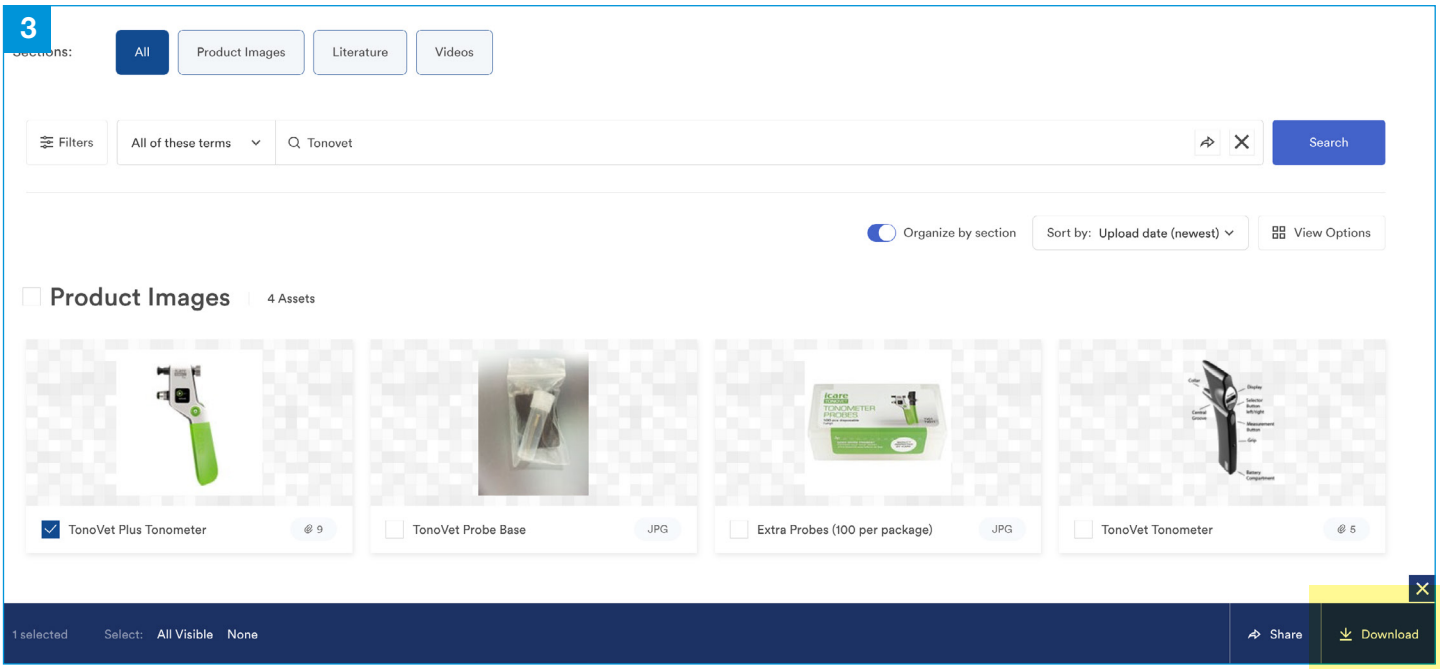
DOWNLOADING

There are three ways to download:

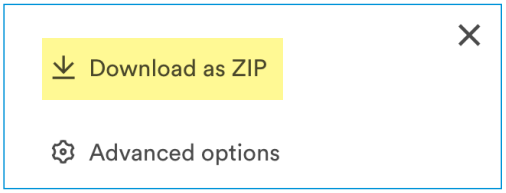
1. Click empty box on bottom left of thumbnail(s) after completing a search (see yellow highlight below).
   - A toolbar will appear on the bottom of webpage with a download button located on bottom right.
   - Click **Download**. If there are multiple files, a pop-up window will appear and select **Download as Zip**. If it is a single file when clicking **Download**, the single file will automatically download without a pop-up window.





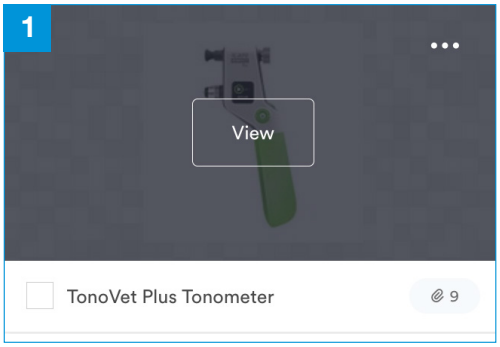


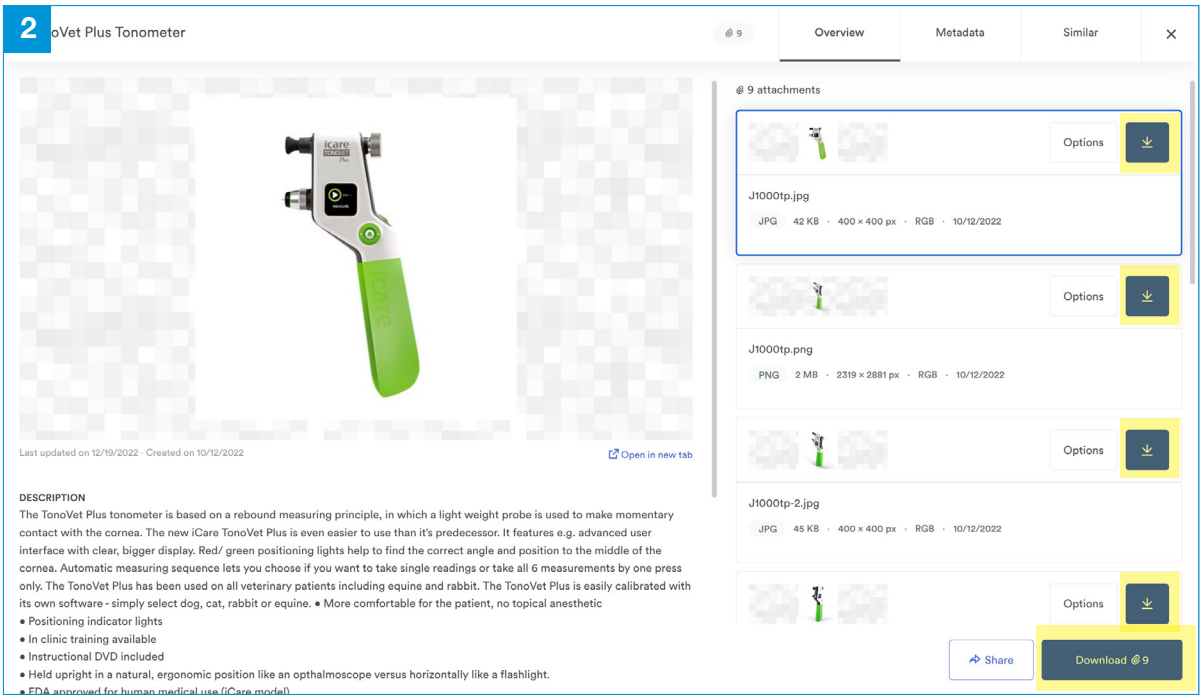
Download Pop-up Window
Appears after clicking Download button at bottom of webpage



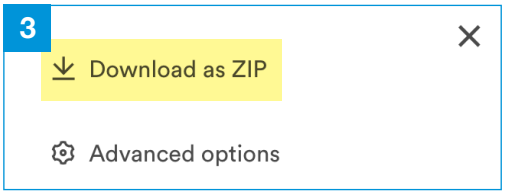
2 Scroll over an individual file image, under Product Images, Literature, etc., and click on **View**.

- If multiple files are available, individual download buttons will show for each thumbnail. A single download button, located on bottom right, will download all multiple files (see yellow highlights below).
  - Click **Download** button on individual thumbnail. The single file will automatically download without a pop-up window.
  - Or click **Download** button located on bottom right. If there are multiple files, a pop-up window will appear and select **Download as Zip**.



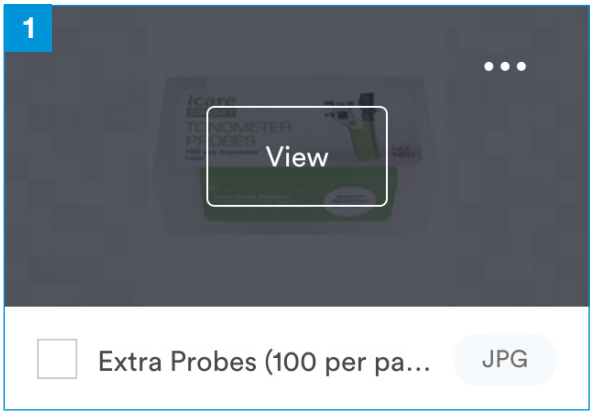


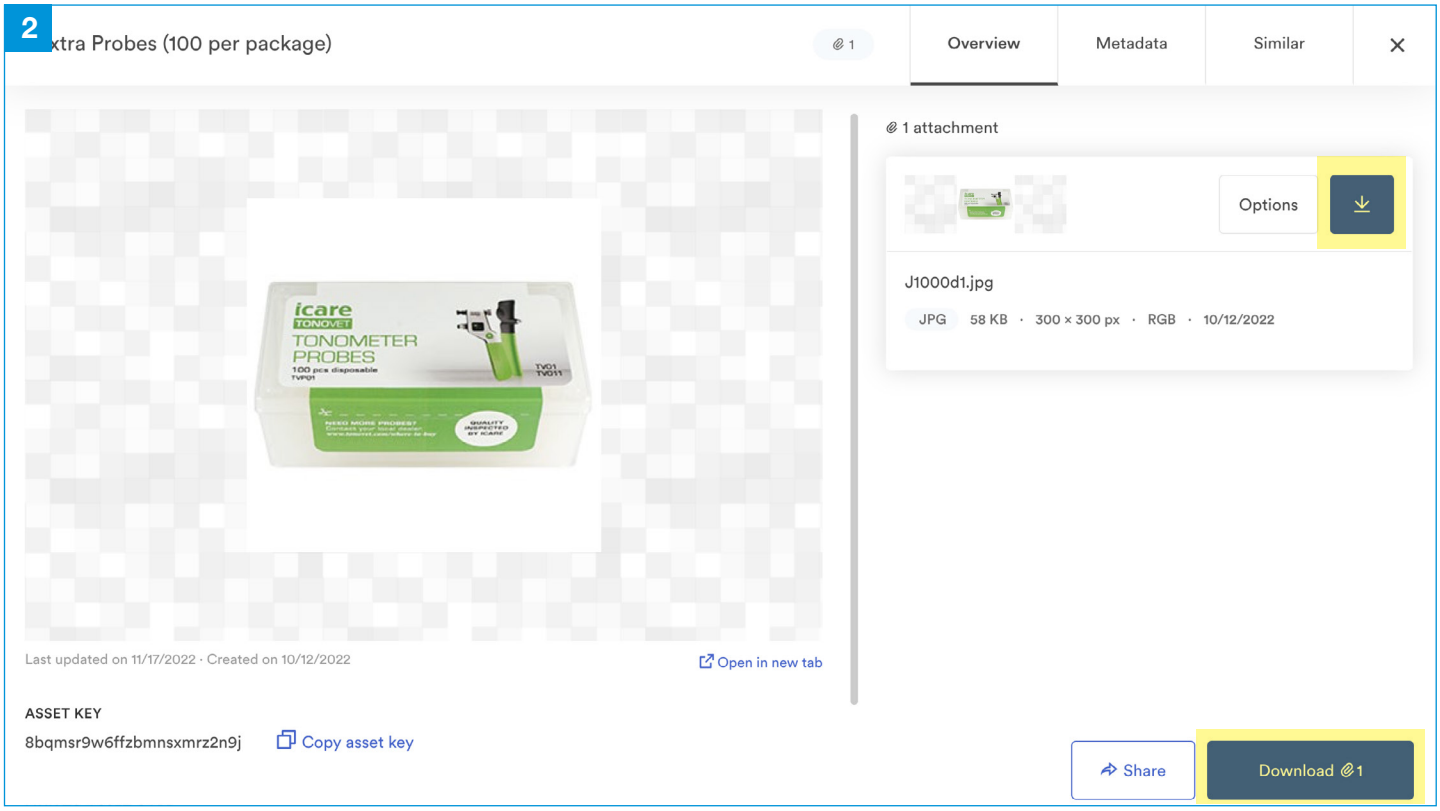
Download Pop-up Window
Appears after clicking Download button at bottom of webpage



3 Scroll over an individual file image, under Product Images, Literature, etc., and click on **View**.

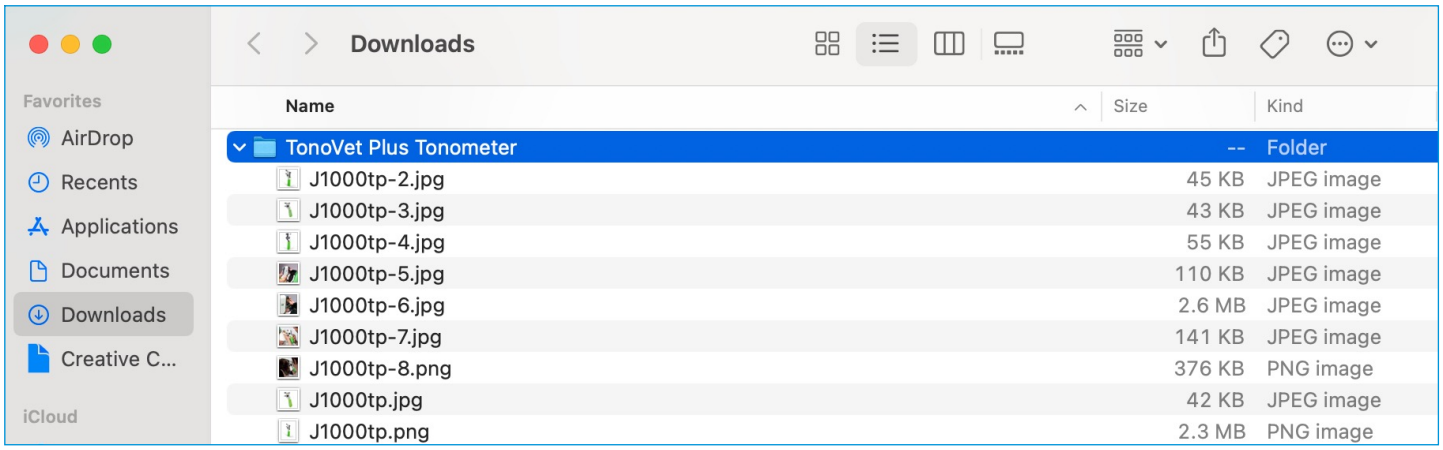
- Click **Download** button on individual thumbnail or **Download** button located on bottom right. The single file will automatically download without a pop-up window.





For multiple files download, the assets will download as a zip file and can be located in your download folder or wherever you have assigned your downloads on your computer.

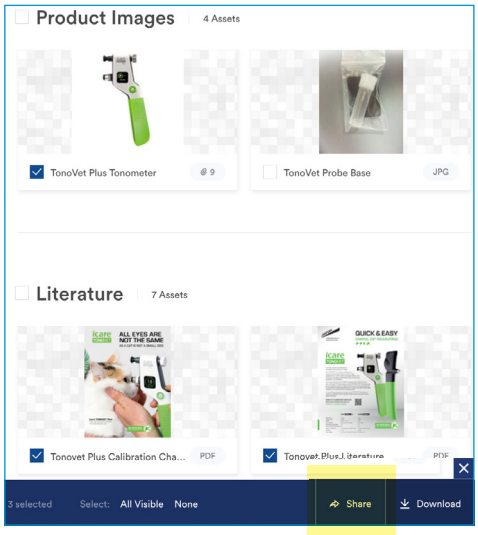
- Right click or double-click on the zip file and view folder of files.

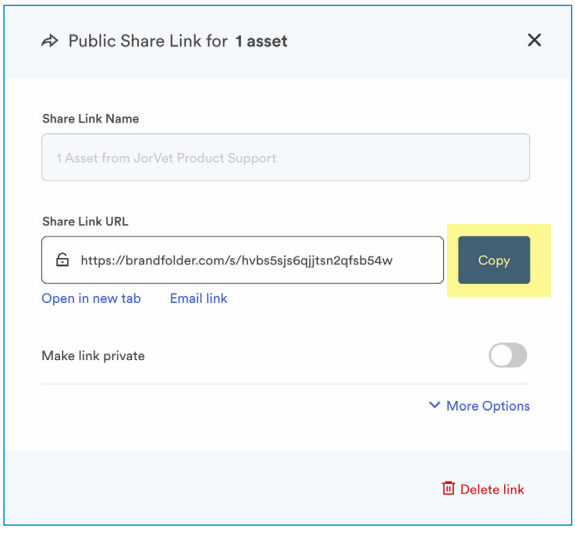


SHARING

In Product Support, you can directly generate custom download links to share JorVet asset(s) to other recipients. This is a great security feature that will only allow a recipient access to certain JorVet assets you select.

- Select the asset(s) you would like to share. After selecting the asset(s) by clicking on empty box on bottom left of thumbnail(s), a toolbar will appear on the bottom of webpage with a **Share** link located on bottom right.
- Click **Share**. A **Public Share Link** pop-up window will appear. Click the **Copy** button to copy the custom generated download link.
- Compose your email to your recipient and paste the copied link into the body of your email. The shared link will take them directly to **JorVet Product Support**. The only asset(s) the recipient(s) will see are those that were shared with them. The recipient(s) will then be able to download these assets directly.





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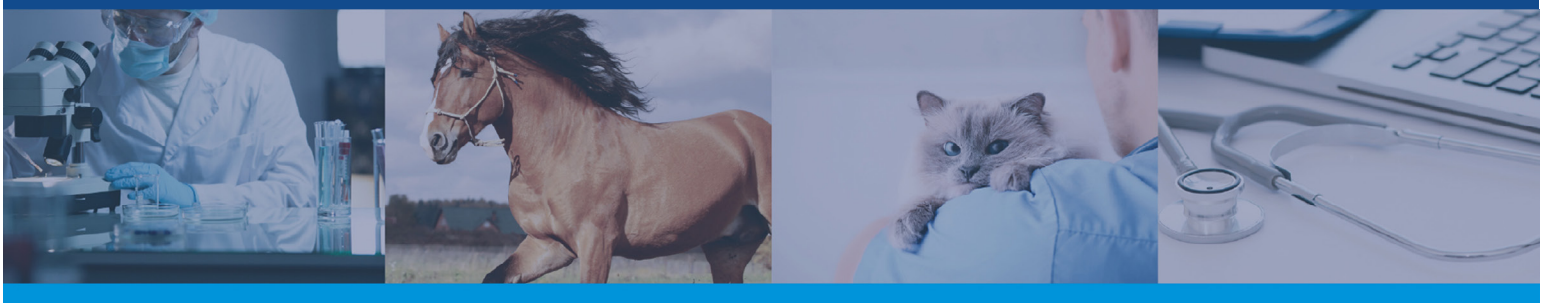
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