

How to upload photos

PAW & MEMORY · PRIVATE MEMORIAL MEDIA

Use this quick guide when adding a photograph to a Paw & Memory memorial or a family contribution. A submitted family photo stays private until the memorial administrator reviews it.

1 Choose a photo you may share

Pick a JPG, PNG, WebP, HEIC or HEIF image that you have permission to share. iPhone HEIC/HEIF photos are prepared as JPEGs for reliable viewing. A clear, well-lit original usually works best. Do not include sensitive contact or account information in the file name.

2 Open the correct upload area

Memorial administrators: open the memorial and find **Memorial media**. Family members: open the personal contribution link sent by the family or clinic, then choose **Add a photo or video**.

3 Check the file before selecting it

Photos can be up to **16 MB** each. If the file is larger, use a smaller copy or ask the person who shared it for help. Do not rename a video file as an image.

4 Choose or drag the photo

Select the upload area and choose your file. Administrators can select several files or drag them into the Memorial media area. Family contributors add one optional photo or video with their message.

5 Wait for the file name to appear

Keep the page open while the upload completes. The file name or media thumbnail should appear in the memorial workspace. If an error appears, check the file type, size and internet connection before trying once more.

6 Understand what happens next

Administrator uploads go into the private media library. Family contributions do not become public automatically: they remain pending until the memorial administrator chooses to approve them.

FILE GUIDE **Photos:** JPG, PNG, WebP, HEIC or HEIF · up to 16 MB each. HEIC/HEIF iPhone photos are converted to JPEG for viewing. **Videos:** MP4, MOV or WebM · up to 100 MB each. Videos are optional and use the video upload area.

A gentle reminder: uploading a photo does not publish it by itself. Only share media you have the right to share, and use the private review and approval process where it applies.