

Here's what you need to communicate to your clients before the weekend!

- **Software Prep**

- Remind attendees to open FOREVER Artisan® 6 **2 weeks or more before** the event to ensure it's working properly. If it's working, check again the week of the event.
- Ensure everyone is running the latest version of Artisan 6 (check for updates under Help > Check for Updates).
- Encourage updating their operating system (Windows 10 or later is recommended) to avoid performance or compatibility issues.

- **Digital Art Kits**

- Ask attendees to open their favorite projects and check that their digital art kits load properly (no red Xs or missing content).
- Recommend downloading any newly purchased art kits ahead of time via FOREVER® Account > Digital Art.

- **Backup & Storage**

- Encourage clients to back up their projects and content to an external hard drive before traveling.
- Suggest bringing a USB drive or external hard drive for additional storage or project transfers.

- **Tech & Connectivity**

- Recommend bringing chargers, power strips, and extension cords — there are never enough outlets!
- Let attendees know whether Wi-Fi will be available at the venue or if they'll need to work offline.
- Let people know if you have purchased tech help from FOREVER via Client Care or p2P for software or hardware questions.

- **Additional Prep**

- Send a reminder to test print a page if they plan to order photo books soon (check print settings & DPI).
- Share a “What to Bring” list: laptop, mouse, mousepad, glasses, planner, snacks, water bottle, etc.
- Encourage them to bring a list of project goals to help them stay on track throughout the weekend.