

## Introduction

This document provides a quick overview of the AP Images GraphicsBank Web interface in the format of Frequently Asked Questions (FAQs). The intention is to provide you with answers to your most common questions about accessing and downloading images using the GraphicsBank interface.

This document contains hyperlinks to each question listed; simply click the subject that you are interested in.

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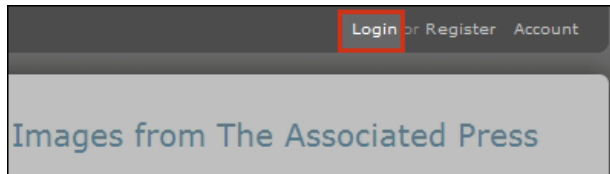
## General

### What is GraphicsBank?

GraphicsBank provides iconic images to reinforce or telegraph the essence of stories for broadcast, the Web or mobile applications. It allows you to use partial elements and matte images as tools for creating self-made graphics, or use finished versions directly for a broadcast or website without copyright clearance concerns.

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### How do I log on?

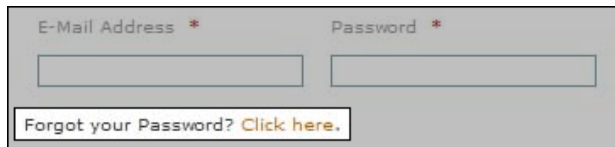


Click **Login** at top right. Then, enter your login credentials and click **Sign In**.

If your credentials are incorrect, you are prompted to re-enter your credentials along with the displayed security code until your credentials are accepted.

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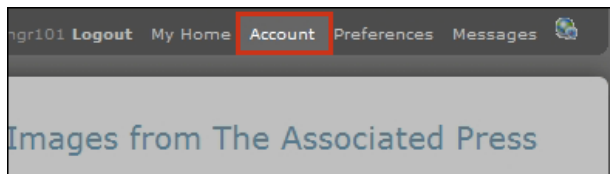
### I've forgotten my e-mail address and/or password. What should I do?



Click **Click here** beneath the login credential boxes. Then, follow the instructions.

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### How do I change my password and personal information?

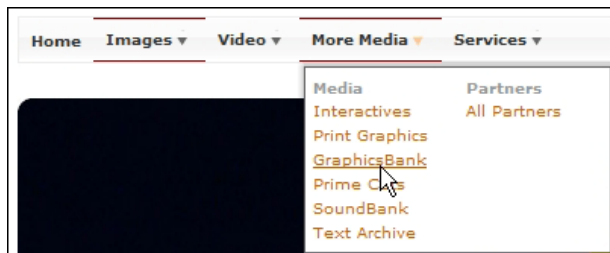


To change your password only, click **Account** at top right → **Change Password** (in the My Account section).

To change both your password and personal information, click **Account** → **Profile**.

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### I'm not seeing the GraphicsBank images. How do I navigate to them?



Click **More Media** → **GraphicsBank**.

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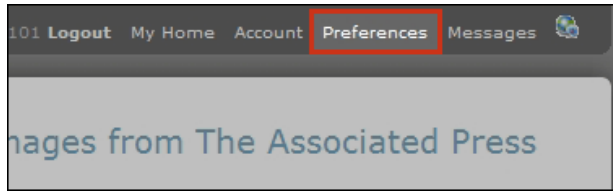
### The AP Images website is exhibiting unexpected behavior. What should I do?

If you have not used the AP Images website for a few hours and are experiencing odd behavior (such trouble downloading images), you may have been logged off. Log on again and resume use.

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## Changing Web Site Settings

### The white background is blinding me! How do I change the background color to black?



Click **Preferences** → **General** tab → change **Theme** to *Black*.

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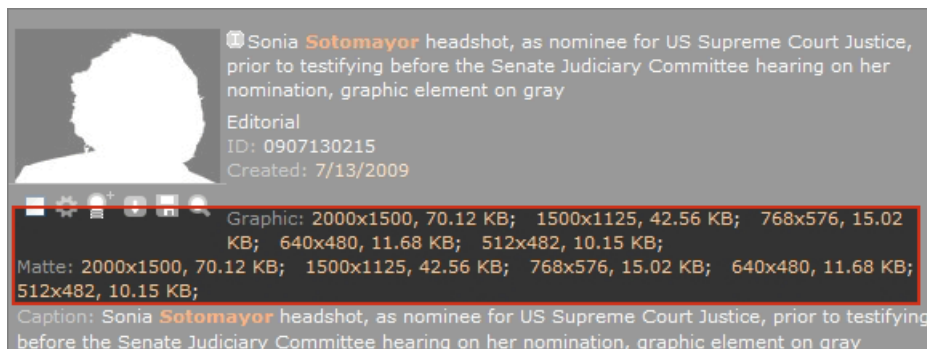
### How do I set the GraphicsBank landing page as my “My Home” page?

Click **Preferences** → **General** tab → change **Initial Media Type** to *More Media: GraphicsBank*. AP Images will automatically navigate to this page each time you log on (default home page) and whenever you click **My Home** at top right.

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### I cannot find the matte images or the various high resolution image sizes? How do I access them?

If you are using the *Brief View* or *Image Only* layout view for your search results, you will not be able to access the mattes for the image. From a search results page, click **Change Layout** to set the layout to *Full View*. Now, you will see the various resolution and (if available) matte image links.



Click a preferred resolution image size to download it. If you are entitled to access the image, the downloading process begins automatically. Otherwise, AP Images navigates to a separate Download page that informs you of any issues.

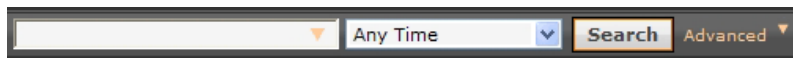
Click a preferred matte size to open or save it to your machine.

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## Searching for Images

### How do I perform a basic keyword search for images?

Enter the keyword(s) or search query in the Search Terms box, then click **Search** (or press **<Enter>**). You may enter keywords, Boolean expressions, use wildcards and other special symbols in any combination. For more information on searching, [click here](#).



You may click **Advanced** (beside the **Search** button) to perform an [advanced search](#). A more detailed search will eliminate many undesired hits, yielding fewer search results. Be aware that entering search criteria into some fields will cause AP Images to indicate that it has no matching content for your search. Remove the terms you entered and search again.

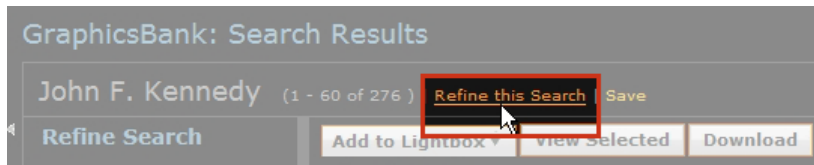
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## Can I perform a search within my current search results?

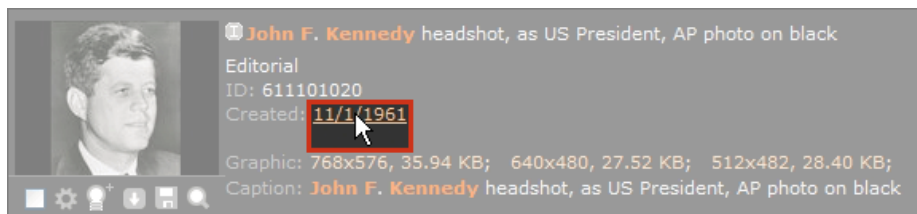
Yes, there are multiple ways to [refine your search](#):

- **Option 1:** Click **Refine this Search** above the search results to create an advanced search.

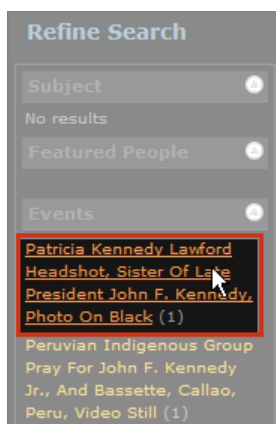
Be aware that entering search criteria into some fields will cause AP Images to indicate that it has no matching content for your search. Remove the terms you entered and search again.



- **Option 2:** Narrow your results by date—click the date to find all results that were created on that date.



- **Option 3:** Click a topic from the *Refine Search* column at left. The number beside the topic indicates the number of images associated with the topic.



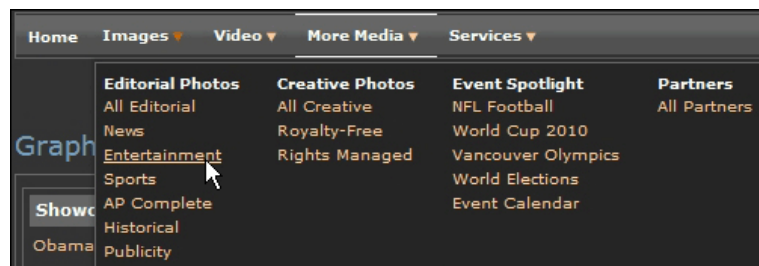
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## How do I identify widescreen images?

In the search results, widescreen GraphicsBank images can be identified by the smaller height of their thumbnails (thereby showing the complete 16x9 aspect ratio). Widescreen images appear in the 1920x1080 and 1280 x720 pixel sizes.

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## How do I search for AP photos?

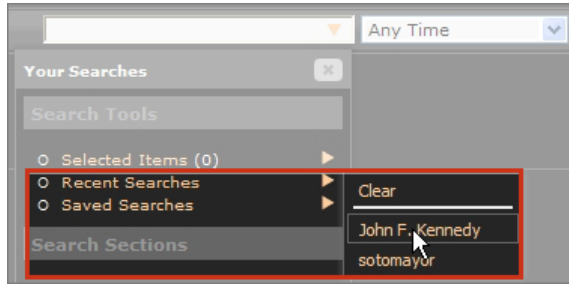


Click **Home** (in the Search bar) to search the *Editorial* landing page. Or, click the **Images** menu and select any landing page from the Photos or Event Spotlight columns.

If you are unable to download photos, your account may not be entitled for them. Please contact your AP Regional Television Executive (RTE) or AP sales contact.

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## I want to run the same keyword search that I created a little while ago, but I forgot to save it. Is this possible?



Yes.

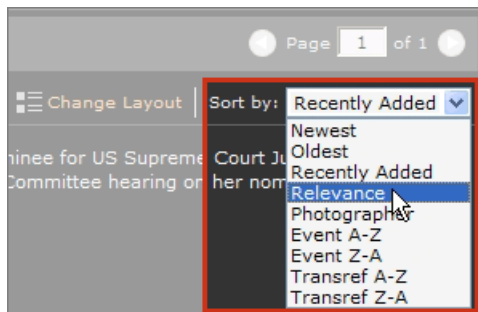
Click the Search Terms box → **Recent Searches** → select a recent search query from the list to run.

Any basic keyword search entered during the current login session is remembered. This list is automatically cleared when you log off.

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## Viewing Search Results

### How can I sort my search results?



Select an option from the **Sort by** menu.

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### I found a thumbnail image that I like. How do I view a larger preview?

Move the mouse over the thumbnail to view a slightly larger preview. Click the thumbnail to display the largest preview version in a separate window known as the [Enlarged View](#).

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### I found a thumbnail image that I like. How do I find similar content?

- **Option 1:** Select *Find Similar* from the thumbnail's Actions ⚙️ menu.
- **Option 2:** Click the thumbnail; then scan the Similar Media thumbnails in the *Enlarged View*'s left column.

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### There are too many results displayed! How can I view only my favorite images in the search results?

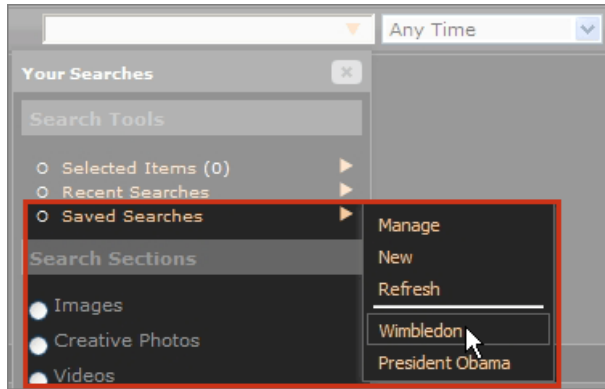
- **Option 1:** Select the desired images by enabling the check boxes at left under each thumbnail; then click **View Selected**.
- **Option 2:** Add your images to a lightbox; then click 📦 from the *Current Lightbox* column.

For more information about setting up and using lightboxes, see [Using Lightboxes](#).

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## Using Saved Searches

### What is a saved search?



A [saved search](#) allows you to quickly rerun a favorite search query whenever you like without having to redefine the search criteria.

To run a saved search, click the Search Terms box → **Saved Searches** → select a saved search name from the list to run.

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### How do I create a saved search?

- **Option 1:** Click the Search Terms box → **Saved Searches** → **New**.
- **Option 2:** [Run a search](#) (basic keyword or advanced search), then click **Save** above the search results.



- **Option 3:** Open the *Advanced Search* page and specify the search criteria; then click **Save as**.

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### How do I manage saved searches?

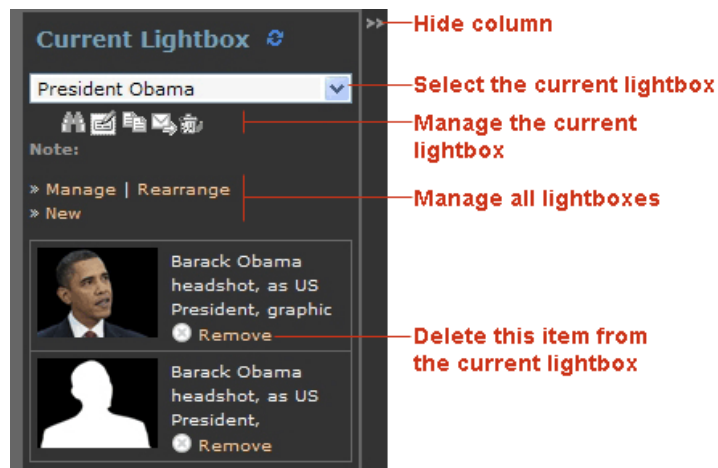
All [saved search management](#) tasks are performed via the *Manage Searches* page:

- **Option 1:** Click the Search Terms box → **Saved Searches** → **Manage**.
- **Option 2:** Click **Account** → **Saved Searches** in the My Account section.

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## Using Lightboxes

### What is a lightbox?




A lightbox is a placeholder for viewing and/or adding your favorite images for later actions, such as downloading or sharing lightboxes for colleague collaboration.

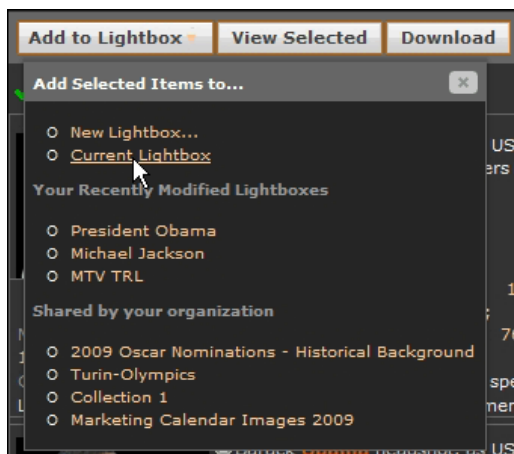
By default, the lightbox, "Collection 1," is automatically created for you to begin using this functionality.

To [manage a lightbox](#), use the *Current Lightbox* pane (on any search results page) or the *Manage Lightboxes* page to view and manage your lightboxes and their contents.

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### How do I add images that I like to a lightbox?

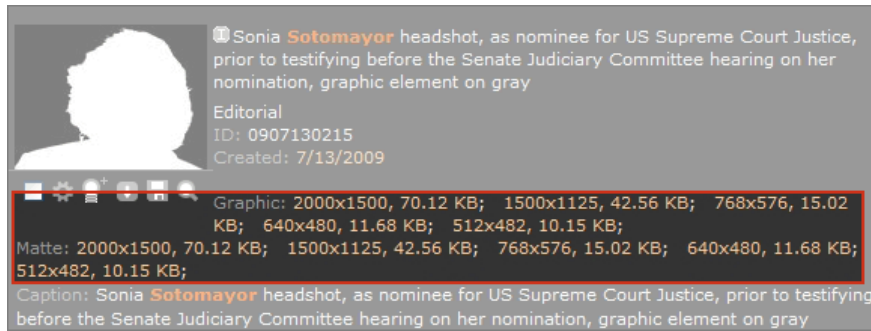
- **Individual image:** Select a lightbox from the *Current Lightbox* column; then click  beneath an image.
- **Multiple images:** Select the images; then choose a lightbox from the **Add to lightbox** menu.



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## Downloading/Saving Images

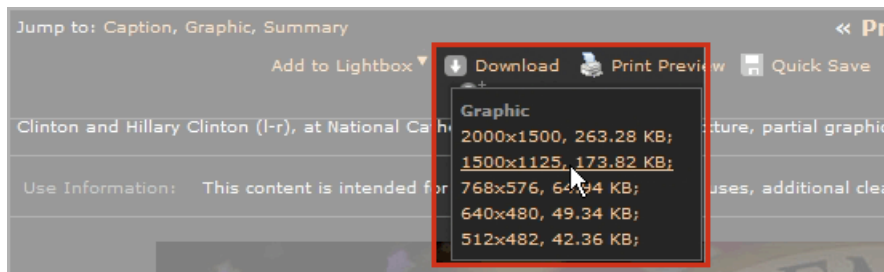
### How do I download images?



#### Option 1:

Click one of the image's **Graphic** links to download your preferred image size. You can move the mouse over the thumbnail to see a larger preview of the image before you download it.

Click a **Matte** link to download your preferred matte size directly to your machine.



#### Option 2:

Click the thumbnail to see the *Enlarged View*, the largest preview of the image. Then, click **Download** and select your preferred image size from the menu.

You cannot download mattes from the *Enlarged View*.

You can only download images that you are entitled to access.

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### Can I save preview (watermarked) images to my machine?

Yes, this is called a “quick save.” Click  from the search results or *Enlarged View*.

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### How do I check my (or my company’s) download activity?

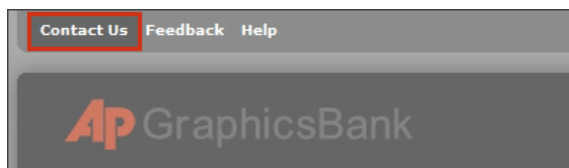
You can search for any downloads performed by you or your colleague(s) by clicking **Account → My Downloads**.

Be sure the **Downloaded** status option is selected, and specify the range of dates to be included in your results.

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## Technical/Sales Support and Documentation

### How do I contact Technical or Sales Support?



Technical support is available 24 hours a day, 7 days a week. Sales support is available during normal business hours in your region.

To access contact information for Technical Support or your Regional Sales Support, click **Contact Us** from the top left corner of the AP Images website.

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### How can I comment on the documentation?

To comment on this FAQ or AP Images documentation, send an e-mail message to [documentation@ap.org](mailto:documentation@ap.org).

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