



COLAs Online eNews

September 2009

Greetings!

Good News! The September 2009 COLAs Online eNews is here. This issue brings more of the instructions, tips, and frequently asked questions that make your COLAs Online experience quick, easy, and successful. As always, we value your comments, questions, and ideas, so feel free to send messages to COLAsONLINEeNews@ttb.gov.

You Aren't the Only One Who Asked Us...

How do I change my password and why do I have to change it every 90 days?

Users can change their COLAs Online password from the **My Profiles** link found in the user's menu located in the upper right-hand corner after logging on to the system. Follow these simple steps to change your password:

1. Click on the **My Profile** link from the main menu on any page.
2. On the **My Profile** page, click the **Change Password** button.
3. On the **Change Password** page, enter your current password in the **Old Password** field.
4. Enter a new password in the **New Password** field.
5. Re-enter your new password again in the **Re-enter Password** field.
6. Click the **Change Password** button.
7. On the **Change Password Confirmation** page, click the Cancel button to close the window.

You must log on to COLAs Online using your new password in order for the change to be successful. User passwords are valid for a period of 90 days from the date the password was last changed. TTB is mandated by Federal Law to require users to change their passwords every 90 days in order to maintain the security of the system and the privacy of users.

A reminder e-mail notification is sent as a courtesy to those users whose password will expire within 30 days. If you forget to change your password, your account will be locked. However, you do not have to send in a new application to reapply for a new password. Simply email TTB Help Desk at TTB.HelpDesk@ttb.gov and they will assist you with a password re-set.

What Does it Mean?

You may have noticed some instructions in the "Upload Label Image" section that state that label images should be submitted as images in actual print size. We've discovered that this recommendation is not always accurate and causes some confusion. If the uploaded image of the label is too small, we cannot read the information on the label, and the image appears fuzzy on the printable version of the application. We must be able to read all of the text on the label, and it must appear clearly, on a contrasting background. By using low compression on the image file, it will often result in a label image that is larger than the actual label that will be on the bottle. We recommend that you upload an image that is 2 to 3 times larger (or 200 to 300% actual size) than the actual printed label will be, but which maintains the same proportion or shape. Entering the dimensions of the actual printed label ensures that the system will render a label of the correct size on the printable version of the application, regardless of the size of the uploaded image.



Tip of the Month

Verify your uploaded label images before submitting your application.

Want to reduce the number of times your label applications are returned for correction? There is a quick and easy way to make sure that your applications won't be returned for image problems. Color bar distortions, compressed images, a red X in place of the image, upside down or sideways labels, duplicate images, and mismatched labels can all be detected before you submit your application, if you simply view your label images after you have uploaded them.

The uploaded label image can be checked in two different locations. After uploading your file in Step 3, look for the file name under the “Successfully Uploaded” section. By clicking on the file name highlighted in blue, you will see the image as it will appear in our system. If you forget to do it there, you get a second chance on the Verify Application page under the “Labels” section. If you see there is a problem with the image, go back to Step 3; remove the file; make any necessary corrections to the original file’s compression, resolution, or color mode; and upload the new file. Check it once again and submit your application when there are no more image problems.

How Do I?

How do I compare label images with the printable version and why would I need to compare these two images?

Entering the correct dimensions for your label images is an important step in the application creation process. The system takes the image in the file you have uploaded and applies the measurements that you enter, creating a label image which should match the size of the label that will appear on the bottle. This image is what you see on the printable version of the application. When you enter incorrect dimensions, the image on the printable version appears with different proportions than the image in the file you have uploaded.

If an application is returned for correction, there is a way for you to compare the uploaded image with the image that appears on the printable version. By comparing these two images, you can see where the problem may be with the dimensions that you entered. When you open up the application that needs correction, you will see a **Printable Version** link. You can follow these instructions to compare your images:

1. Click on the **Printable Version** link to open the window
2. Minimize the **Printable Version** window
3. Click on the **Make Corrections** link
4. Go to the “Label” section (step 3) and click on the file name to open the image
5. Maximize the **Printable Version** window and put the label image beside it to compare

This will reveal the dimension issue (see example below)



The **Printable Version** link is only available when the application is in the needs correction status or in the final status of approved. The **Printable Version** link can only be accessed from the main “Application Needs Correction” page; once you click on **Make Corrections** you will go into the application and the printable version will not be accessible. You will need to return to your inbox and re-open the application in order to see the **Printable Version** link.

System News

COLAs Online version 3.3 went into production on June 23, 2009. This new version added a virus scan function that now scans all image files as you upload them into COLAs Online. This new functionality should not impact the majority of label application submissions. If no virus is detected, there should not be a noticeable difference in creating your applications.

If a virus is detected, you will receive an error message advising that a virus has been found. You will need to either clean the file, or obtain another virus-free version of the file before you can upload it. The system will also detect if a file is "empty" (0 bytes in size) and an error message will be displayed informing you of the issue. In the event that the virus scan service is not available, the system will display an error message stating that the file could not be scanned. Our system administrators receive an alert if the virus service goes down unexpectedly. So please wait a reasonable period of time before calling the Help Desk for a status check. You may still create applications. However, you will not be able to attach images and submit applications until the virus scan service has been restored.

Reminders

Are you new to COLAs Online? Did you know that online help is available? After logging in to your COLAs Online account, there is a link to **Instructions** in the upper right hand corner of the page. Among the selections available are an Online Industry Member Manual, a glossary of terms and a link to frequently asked questions (FAQ's). Help is just a click away.

Watch your inbox for the next edition of the COLAs Online eNews. We want you to get the most out of this newsletter, so if there is a topic that you would like us to cover in the December issue, let us hear from you. You can drop us a line at COLAsONLINEeNews@ttb.gov.

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