

FREQUENTLY ASKED QUESTIONS

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Any other questions? Then email us at brand@helpage.org!

1. What is the HelpAge Flickr Internal Image Library?

HelpAge International has a vast collection of photographs and case studies that illustrate our work and emphasize one of our core values; that **age helps**. In order to provide access to these photographs and case studies to all our affiliates we have created the Flickr Internal Image Library.

2. How can I gain access to the library?

To access the HelpAge Flickr Internal Image library simply type in <http://www.helpage.org/brand/basic-elements/photographs/> into your web browser (preferably Google Chrome or Internet Explorer).



TIP: Bookmark <http://www.helpage.org/brand/basic-elements/photographs/> and access the library by clicking on the image.

Email brand@helpage.org to ask for a user name and a password and we will set up an account for you.

3. How can I search for images?

You can search for images using the advanced search function at <http://www.helpage.org/brand/basic-elements/photographs/>

4. What are tags?

Tags are keywords or labels that were added to a photo to make it easier to find later. Photos are tagged with phrases like "eye care female Ethiopia health 2010." Later if you look for pictures of eye care, you can just click that tag and get all photos that have been tagged that way.

5. Is there a tag list?

Yes there is. You can find it at <https://www.flickr.com/helpageimages/tags/>.

6. What are Collections?

We use collections to organize groups of photos. The HelpAge Flickr Internal Image Library has four major collections of [Brand](#), [Campaigns](#), [Regions](#) and [Themes](#).



TIP: If you are looking for case studies in Ethiopia, just go to Collections > REGIONS > AFRICA > ETHIOPIA > CASE STUDIES ETHIOPIA

You can find the collections at www.flickr.com/helpageimages/collections/.

7. I forgot my password! What to do now?

If the communications team created a work Flickr account for you, then don't worry. Just send an email to brand@helpage.org asking for your login details and

we will send them to you. If it is your personal account please contact [Yahoo](#) directly.

8. How can I use images from HelpAge?

You can use images for your publications, for the web, etc. BUT you need to make sure that you adhere to certain criteria, such as providing the appropriate accreditation, and ensure the protection of programme participants depicted in the image. For more on the use of images and case studies from our Flickr library, read our [guide](#).

9. How can I download images?

Simply open the image you want to download, and click on this button. Depending on the product you need the image for, you choose the appropriate resolution. The option, 'Original size' is always the highest resolution available.



10. Is there a specific copyright?

Yes, there is. It is included underneath each photo.

11. How do I credit images from HelpAge?

Photographer's name/ HelpAge International, unless otherwise stated. (e.g. Mayur Paul/ HelpAge International; Kate Holt/HelpAge International).

12. Do I need a specific resolution of the image for print?

Well that's a tricky question. Usually it is best to use the highest resolution available which is called "Original" in Flickr, but depending on the print material a smaller resolution of the image may do. Designers will most likely tell you that they need the image in 300dpi (dots per inch). However, different print materials require different criteria. For example, an image for a banner can be printed with 72dpi. For more information on image resolution and printing, click [here](#).

13. How do I get the URL of a photo?

If you click on an image within the Photostream you might get a rather long URL like this (or even longer):

<https://www.flickr.com/photos/helpageimages/14594666114/in/photostream/>

This link can be shortened to just the URL marked yellow:

<https://www.flickr.com/photos/helpageimages/14594666114/in/photostream/>

Essentially you just need the helpageimages URL + the unique photo number.