**Penless Stickers**

**FAQ**

**Where are they made?**

Penless stickers are made in the USA.

**How do you attach a photo or video to a Penless sticker?**

1. Take out your unused Penless sticker.

2. Open the Penless app on your phone (or download it from Apple’s *App Store* or Android’s *Google Play* first).

3. Scan the QR code with the Penless app.

4. Choose your media by either recording it, shooting it from your phone’s camera, uploading it from your phone’s library, or attaching it from your Penless library.

5. Review it, trim it, or go for it and click *Next*.

6. Type in the recipient’s name, title your message (e.g. “Happy Birthday, Mom!”), and click *Next*. You also have the option to make the message private so that only the person you send the message to can retrieve it.

7. Review your work and click *Finish* when done. Now your message is saved to your Penless sticker. Share it with friends and family and have them scan, view, and enjoy! Your recipient will be able to view your message without having download the Penless app.

**Do I need to enter a “To” or a “Title?”**

The “To” and “Title” fields are optional. “To” will still be seen on the purple preview screen, even if the field is left empty.

**Can I make changes to my Penless sticker once I’ve attached my video/photo?**

1. You cannot edit the media or reattach another media.

2. You cannot delete the media from the Penless sticker. A user can delete it from the library but it will still forever be attached to the Penless sticker.

3. You cannot change status to “private.”

4. You cannot edit the “To” or “Title” fields.

5. You CAN edit the privacy number if the video/photo was originally set to “private.”

**Can you attach multiple photos and/or videos to a Penless sticker?**

No, you can only attach one photo **OR** video, whichever you choose.

**How long can a video be?**

If you’re attaching a video, it can be up to one minute long.