


Step-by-step guide to online renewal

- This guide is for:
 - **Certifying, Tradesman, and Journeyman** people to renew their licences online (page 2)
 - **Certifiers** to renew Exemptions Under Supervision online for their workers (page 9)
 - **Limited Certificate Trainees** enrolled with The Skills Organisation to nominate their supervisor(s) (page 13).
NB If you're instead enrolled with Unitec or Ara (formerly CPIT) you'll need to complete an application form from <http://www.pgdb.co.nz/trade/licensing.html>
 - Anyone updating contact details (page 16).
 - Anyone uploading their Photo ID (page 19).

To get started:

- Go to www.pgdb.co.nz,
 1. click on *Trade Login* at the top of the page
 2. enter your 5 digit authorisation number and password to get started.
- If you haven't had a password before, email licensing@pgdb.co.nz
- If you've forgotten your password, click on *Forgot my password*.

Note: As of 6 December 2016, the registration class previously known as "licensed" is now called "tradesman".

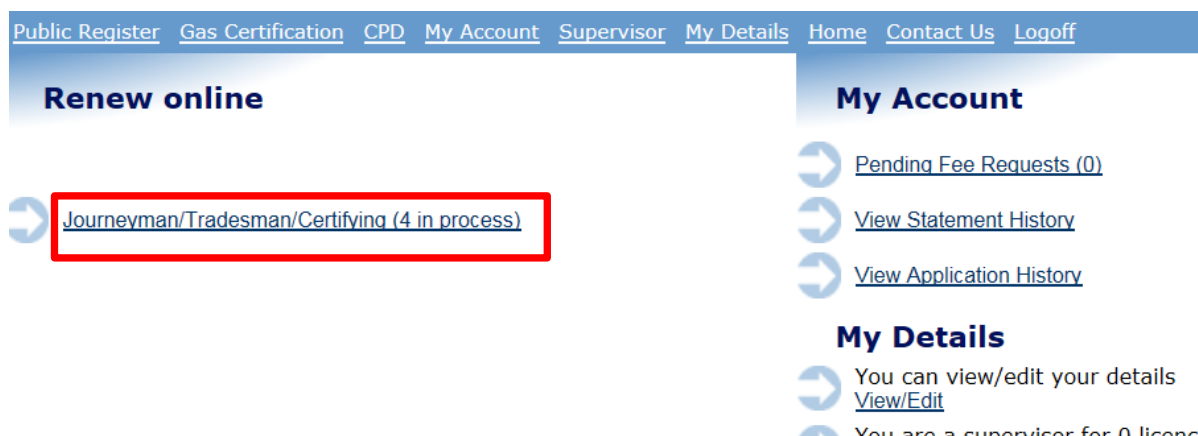
If you have any questions about the online renewal process, please call our licensing team between 8am-5pm, Monday to Friday on 0800 743 262.

Certifying/Tradesman/Journeyman renewals:

- **Payment options** via online renewal: debit/credit card, or Account2Account (online banking).
- As soon as you complete your online application, a tax invoice/receipt will be emailed within 15 minutes.
- Tradesman and Journeyman licences will need to nominate their Certifying supervisor(s) as part of the renewal process. Your licence is not renewed until the supervisor(s) logs-in and accept(s) your nomination(s). Note that your supervisor(s) will need to hold a current licence for you to nominate them.

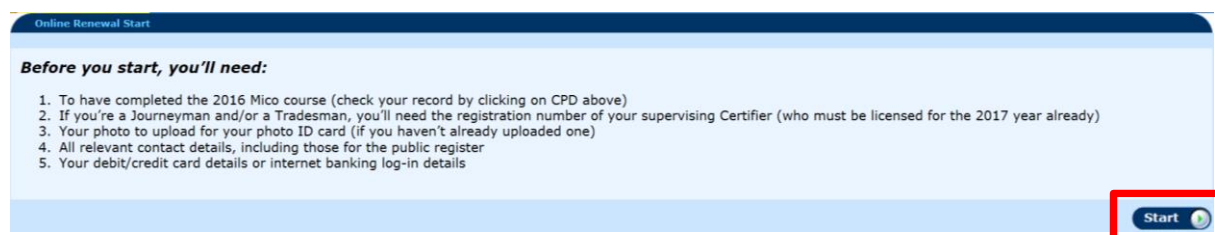
Welcome page

1. Under “Renew online”, click *Journeyman/Tradesman/Certifying* to start the relicensing wizard.



Online renewal start

2. Check you have everything you need before clicking *Start*.



Step 1 – CPD Information

- If you have completed the CPD requirement, click *Next*.

STEP 1 of 6: CPD

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 PAY

YOUR CPD REQUIREMENTS
For period 1 April to 31 March

To renew your licence(s) for the year 2017 licensing year, you are required to have attended the "PGDB and Mico 2016 Training Session" or have completed the course online.

Have you met your CPD requirements for your 2017-2018 renewal? **YES**

Back Next

- If you haven't completed the CPD requirement for 2017, your Step 1 will look like this and you can't go any further until you complete the online course, and the result is on your profile. (Note that in addition to the 3-4 hours it takes for you to complete the course, it can take up to 10 working days to receive login details, and 5 working days for your completion to be recorded, so best to get on to it as soon as possible).

STEP 1 of 6: CPD

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 PAY

YOUR CPD REQUIREMENTS
For period 1 April to 31 March

To renew your licence(s) for the year 2017 licensing year, you are required to have attended the "PGDB and Mico 2016 Training Session" or have completed the course online.

Have you met your CPD requirements for your 2017-2018 renewal? **NO**

Please click here to book the course.

Note it may take up to 5 working days for course completion to be recorded.

Step 2 – Select Payment Items

- Select every licence you wish to renew by ticking the relevant box. (In our example below the person is a Tradesman Plumber, Certifying Gasfitter, and Certifying Drainlayer, so will tick the box beside each licence as they want to renew all three licences). Once finished, click *Next*.
- *The last box (greyed out and pre-ticked) is the Disciplinary Levy and Offences Fee which is paid once per year by each registered practitioner.*

STEP 2 of 6: Select Payment Items

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 PAY

Licences Ready to Uplift: 4 results found.

Select	Licence Year	Fee Number	Application Description	Total Fee Amount	Paid Amount	Amount Owed	Status
<input type="checkbox"/>	2017/18	6451875	Annual Renewal Certifying Drainlayer	\$86.00	\$0.00	\$86.00	CPD Met
<input type="checkbox"/>	2017/18	6451877	Annual Renewal Certifying Gasfitter	\$86.00	\$0.00	\$86.00	CPD Met
<input type="checkbox"/>	2017/18	6451878	Annual Renewal Plumbers	\$86.00	\$0.00	\$86.00	CPD Met
<input checked="" type="checkbox"/>	2017/18	6451876	Annual Disciplinary Levy, Offences Fee	\$271.00	\$0.00	\$271.00	CPD Met

Back Next

Step 3 – Nominate supervisor

- If you are **Certifying** in all trades you wish to renew, simply click *Next* to be taken to the following page. (Skip ahead to Step 4).
- If you are a **Journeyman and/or Tradesman** for any licence, you will need to nominate your supervisor(s). Your page will look something like this:

Supervisor

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	PAY
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Item Description	SupervisorRegistration	SupervisorName
Annual Licence Renewal for Tradesman Plumbers	No Supervisor Nominated	Select
Annual Licence Renewal for Certifying Gasfitters	Supervisor Not Required	Select
Annual Licence Renewal for Certifying Drainlayers	Supervisor Not Required	Select

1. Click *Select*
2. Enter your nominated supervisor's 5 digit authorisation number, click the Tab button on your keyboard to double check the correct name shows up and click *Save*. Repeat this step for any other **Journeyman/Tradesman** licences.

Item Description		SupervisorRegistration	SupervisorName
Annual Licence Renewal for Licensed Drainlayers		No Supervisor Nominated	

Supervisor/Direction

Save

3. Then click *Next*. Once you've done this, the supervisor(s) are sent both a text and an email telling them they've been nominated, and have to login to accept or decline. Your nominated supervisor(s) will need to login to their own accounts and confirm they are supervising you. Talk to your supervisor(s) to make sure they have accepted. **Your authorisation isn't active until they approve it.** Once supervision is approved, you will receive a card within 10 working days.

Step 7 – Confirm purchase

- Enter the cardholder or account holder name.
- Enter and confirm the email address where the tax invoice/receipt should be emailed (this can take up to 15 minutes after payment is processed).
- Click *Pay*.

Please confirm your email address below, upon clicking "Pay" you will be redirected to the payment site where you can make your payment by online banking if you have an account with a New Zealand bank, or by credit/debit card if you do not. The email address once payment has been processed.

The name that will appear on your statement will be Plumbers Gasfitters and Drainlayers Board. All charges will be made in New Zealand Dollars.

Cardholder or Account Holder Name *	
Take the Plunge Ltd	
Email for GST receipt *	
plumbum@yahoo.com	
Confirm Email *	
plumbum@yahoo.com	

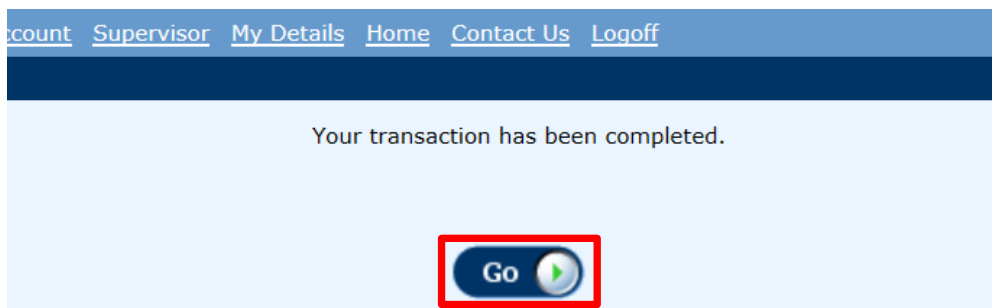
[Back](#) [Pay](#)

Step 8 – Payment

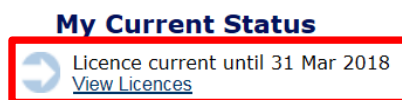
- Payment is either by debit/credit card, or Account2Account (online banking). Select which payment method you want and enter required information where prompted.
- If you have an issue with your debit/credit card, contact your bank.
- If you have an issue with your personal or business online banking, contact your bank.
- Once payment is successful you will receive a tax invoice/receipt via the email address you entered in Step 7 within 15 minutes.

Completion

- Once payment has gone through, the screen below will appear and you can click on *Go* to be taken back to the 'Welcome' page.



- For **Certifiers**, you will see your active licence straight away under *My Current Status*, or by viewing the public register. You will receive your card within 10 working days.



My Continuing Professional Development (CPD)

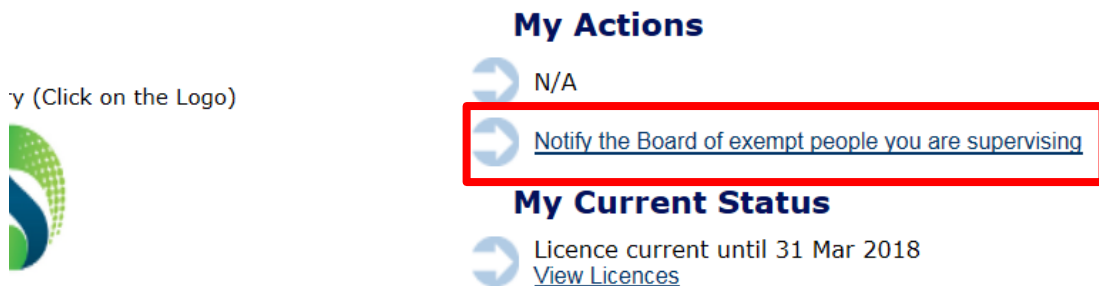
- For **Journeyman and Tradesman**, you will be active once your supervisor(s) login to accept the nomination(s). Talk to your supervisor(s) to make sure they have accepted. Once active, you will appear on the public register straight away and be sent your card within 10 working days.

Exemption Under Supervision renewals:

- Renewal for people working under an Exemption Under Supervision is done by their **supervisor**, through their own login. As such, the exempt person should use their login to update their contact details and upload their photo ID before their supervisor renews the exemption.
- **Payment options** via online renewal: debit/credit card, or Account2Account (online banking).
- As soon as you complete your online application, a tax invoice/receipt will be emailed within 15 minutes.
- NB for a new Exemption Under Supervision, a hardcopy (paper) application would need to be completed. You can obtain one from <http://www.pgdb.co.nz/trade/licensing.html>

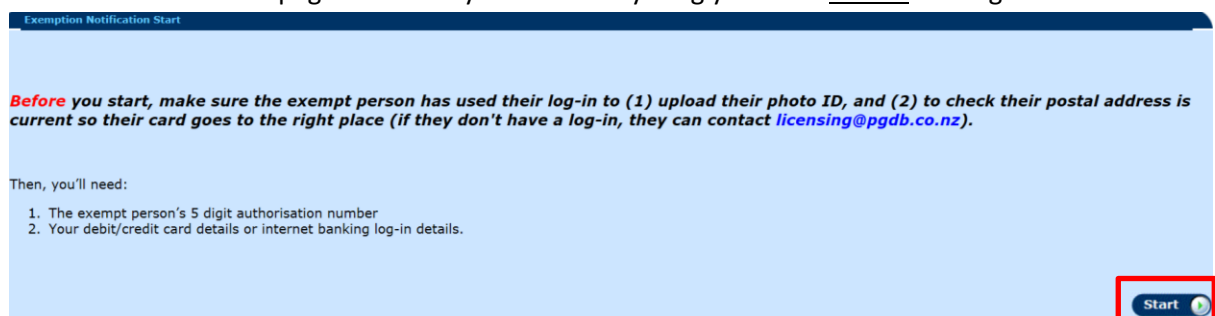
Welcome page

- Under **My Actions**, click on **Notify the Board of exempt people you are supervising**



Exemption notification start

- Read the information page to ensure you have everything you need before clicking **Start**.



Step 1 - Select Practitioner for Exemption Notification

- Enter the 5 digit authorisation number of the exempt person, click *Add*. Repeat this step for any other exempt people.

Number	Application Description	Licence Year	Total
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- When finished, click on *Next*.

Licence Year	Total Amount	Paid Amount	Amount Owing
2017	\$86.00	\$0.00	\$86.00

Current Total: \$86.00

Step 2 - Summary and Confirmation

- Read the supervision blurb, and tick the box to confirm you agree. Then click on *Payment*.

☒ By ticking this box, you agree to comply with your responsibilities as a supervisor and understand that:

- You must ensure that sanitary plumbing/gasfitting/drainlaying (where relevant) undertaken by the supervised person(s) above:
 - a) Is performed competently;
 - b) Is subject to appropriate safety measures; and
 - c) Complies with the requirements of all relevant regulations, including regulations made under the Building Act 2004 and the Gas Act 1992 (for gasfitting).
- You must ensure that the supervised person(s) above:
 - a) Is competent to perform the tasks undertaken;
 - b) Is adequately supervised while carrying out sanitary plumbing/gasfitting/drainlaying;
 - c) Complies with all relevant regulations, including regulations made under the Building Act 2004 and the Gas Act 1992 (for gasfitting); and
 - d) Can produce their current authorisation card on demand.
- You may nominate another currently licensed Certifying Plumber/Gasfitter/Drainlayer (where relevant) or Tradesman Plumber/Gasfitter/Drainlayer (where relevant) (this is called a "nominated person") to provide physical supervision of the supervised person(s) above. However, you remain responsible at all times for all aspects of the work done by the supervised person(s) even where you have nominated another Certifying or Tradesman Plumber/Gasfitter/Drainlayer to provide physical supervision of that work.
- You must verify or certify (for gasfitting) work where verification or certification is required.
- You must notify the Board in writing if your supervision of any person(s) above ceases. You remain responsible for all sanitary plumbing/gasfitting/drainlaying undertaken by the supervised person(s) until the Board has received written notice that you are no longer supervising that person, or until their authorisation expires. Email licensing@pgdb.co.nz
- The supervised person's name and authorisation type will be listed on your online public register page as being under your supervision.

Supervision of Exemptions Under Supervision: You must ensure that for the first 24 months of holding an EUS and doing sanitary plumbing/gasfitting/drainlaying the exempt person works at all times in your presence, or the presence of a nominated person.

Certifying Gasfitters note: A person working under an Exemption Under Supervision for gasfitting may only do, or assist in doing, gasfitting if no pipe or appliance they work on is connected to any supply of gas.

Step 3 – Email address for GST receipt

- Enter the cardholder or account holder name.
- Enter and confirm the email address where the tax invoice/receipt should be sent (this can take up to 15 minutes after payment is processed).
- Click *Pay*.

Please confirm your email address below, upon clicking "Pay" you will be redirected to the payment site where you can make your payment by online banking if you have an account with the email address once payment has been processed.

The name that will appear on your statement will be Plumbers Gasfitters and Drainlayers Board. All charges will be made in New Zealand Dollars.

Cardholder or Account Holder Name *	
Take the Plunge Ltd	
Email for GST receipt *	
plumbum@yahoo.com	
Confirm Email *	
plumbum@yahoo.com	

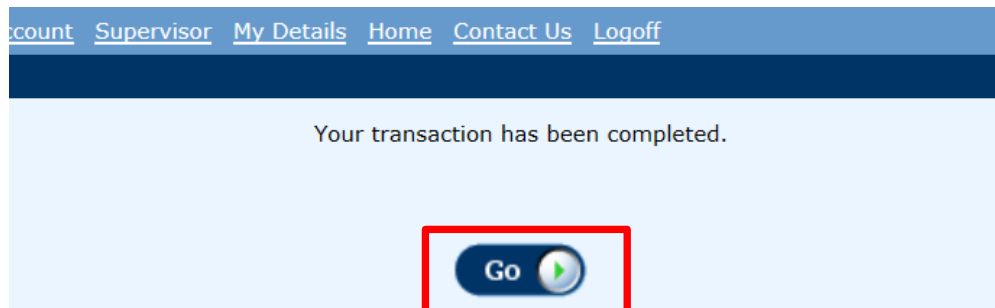
[Back](#) [Pay](#)

Payment

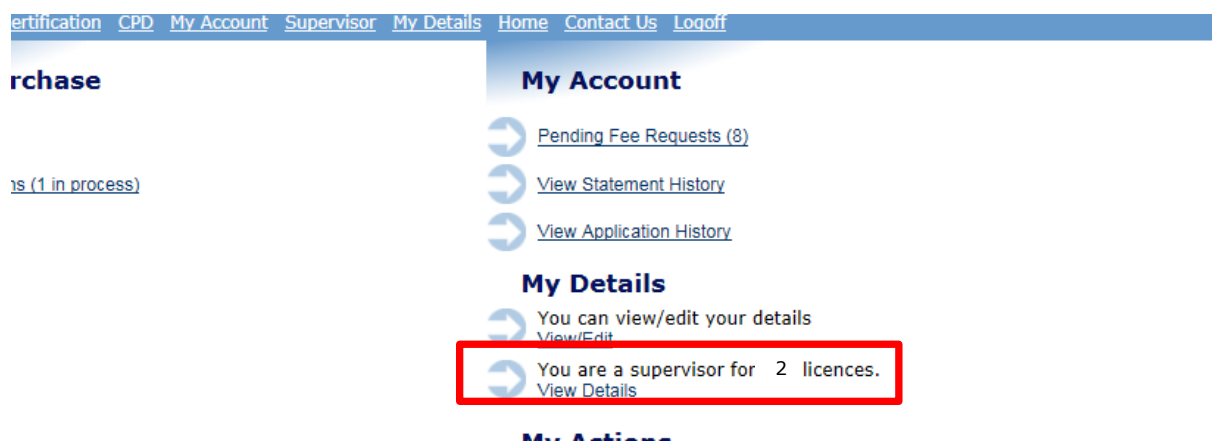
- Payment is either by debit/credit card, or Account2Account (online banking). Select which payment method you want and enter required information where prompted.
- If you have an issue with your debit/credit card, contact your bank.
- If you have an issue with your personal or business online banking, contact your bank.
- Once payment is successful you will receive a tax invoice/receipt via the email address you entered in Step 7 within 15 minutes.

Completion

- Once payment has gone through, the screen below will appear and you can click on *Go* to be taken back to the 'Welcome' page.

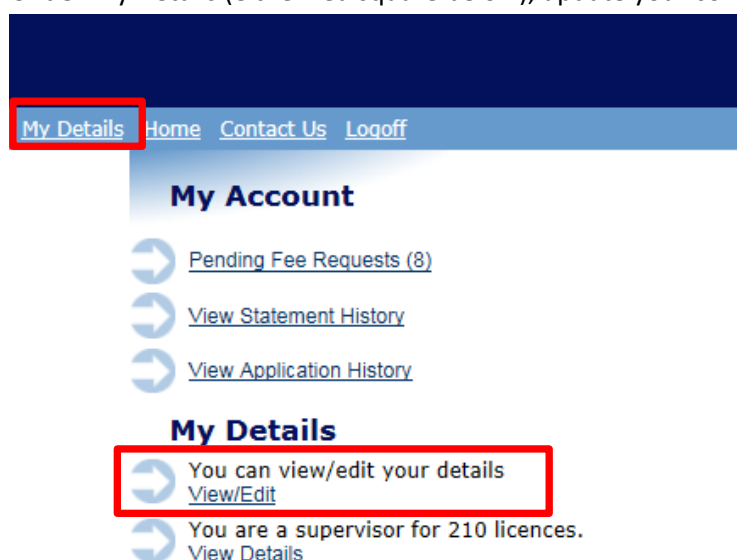


- Under *My Details*, you will see you are the current supervisor for x number of Tradesman/Journeyman/Exemptions/Limited Certificate Trainees. Click on *View Details*.



Limited Certificate Trainee online renewals (The Skills Org./ATT/Masterlink trainees only)

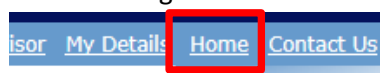
- The Skills Organisation/ATT/Masterlink will have sent most of your information to us already and paid the fee on your behalf. The only thing left to renew your Limited Certificate(s), is (1) to check your contact details and (2) supervision which requires action from **both** you and your supervisor(s).
- If your supervisor(s) don't have access to a computer, you'll need to use an application form instead, available from <http://www.pgdb.co.nz/trade/licensing.html>.
- You will need to:
 1. Log-in (if you haven't logged in before you'll need to contact licensing@pgdb.co.nz for a password).
 2. Under My Details (either red square below), update your contact details.



3. Remember that your card is sent to your "Private (Mailing) Address", so click *Validate* to match your postal address with NZ Post's records to ensure it reaches you within 10 working days. Make sure we have a cellphone number for you also in case we need to contact you (e.g. card returned by NZ Post and we have to contact you).

A screenshot of a web form titled 'Contact Numbers'. It has two input fields. The first field is labeled 'Phone (Private)' and contains the text '0800 TOP PLUMBER'. The second field is labeled 'Mobile* (Private)' and contains the text '022000000'. Below the second field, there is a partially visible label 'Email (Public) (Mailing Address not effective for renewals)'.

4. When finished updating all of your details, click *Save* and then click *Home* to be taken to the Welcome Page.



- On the Welcome page, under *My Actions* you will have x number of applications that require supervision nomination. Click on *View Applications*. (**NB** if you don't have any 'x number of', that means your supervisor(s) has already been nominated. In case you've changed supervisors recently, click on *View Applications* to check which supervisor has been nominated. You can call us on 0800 743 262 to update the supervisor.)

Drainlayers Board

Public Register Gas Certification CPD My Account My Details Home Contact Us Logoff

Search Criteria

Start Date: 01 Jan 2016 End Date: 31 March 2016

Search Reset Back

2 Applications found.

Application Type	Status	Created Date	Board Date	Select
Annual LC Trainee Renewal for Plumbing	Batch Insufficient Prerequisites	10 Feb 2016		Select
Annual LC Trainee Renewal for Drainslaying	Batch Insufficient Prerequisites	10 Feb 2016		Select

Drainlayers Board

Public Register Gas Certification CPD My Account My Details Home Contact Us Logoff

Welcome

Log Off

Apply Or Purchase

Licence Applications (0 in process)

PGDB - Standards Online Library (Click on the Logo)

STANDARDS NEW ZEALAND

My Account

Pending Fee Requests (0)

View Statement History

View Application History

My Details

You can view/edit your details

View/Edit

My Actions

You have 2 Application(s) that require supervisor nomination

View Applications

My Current Status

You have no current licence

View Licences

NB: If you have more than one trade, you'll need to repeat the following process per trade.

- Click on *Select*.

Account My Details Home Contact Us Logoff

Start Date: 01 Jan 2016 End Date: 1 Apr 2016

Search Reset Back

Status	Created Date	Board Date	Select
Batch Insufficient Prerequisites	10 Feb 2016		Select
Batch Insufficient Prerequisites	10 Feb 2016		Select

7. Enter your supervisor's 5 digit authorisation number, and click *Save*. Once you've done this, the supervisor is sent both a text and an email telling them they've been nominated, and have to log-in to accept or decline. Your nominated supervisor will need to log-in to their own accounts and confirm they are supervising you. Talk to your supervisor to make sure they have accepted. **Your authorisation isn't active until they approve it.**

Criteria 1

☐ Yes Previously Held Licence

Supervisor / Direction

IMPORTANT NOTICE: You must now contact your supervisor who must log onto the issued.

Training Provider

Skills Organisation (ITO)

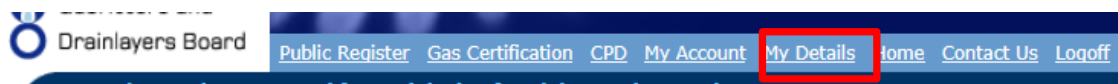
☐ No Letter from Supervisor

[Back](#) [Save](#)

Year

Insufficient Prerequisite Date*

8. If you have Limited Certificates in more than one trade, you'll need to repeat the supervision nomination process per trade. Once you've nominated the first supervisor, click on *Home* to go back to the Welcome page and repeat steps 2-4.



9. Once your supervisor(s) have logged-in and approved your nominations, you are active straight away and will receive a card within 10 working days.

How to update contact details

- You can update your contact details at any time through your login.
- For Journeyman/Provisional licence/Tradesman/Certifying – this is where you can update your public register contact details.
- Read the note about public register contact details and update your contact information accordingly. When finished, click *Next* (if in the online renewal wizard) or *Save* (if simply updating contact details under *My Details*).
- **Note** the “Private (Mailing) Address” on the left side is where your photo ID card will be sent to.
- **Note** the mobile number and email address highlighted by the red box below are where we send you:
 - the Info Brief (email only),
 - CPD reminders – for registered people - (both text and email), and
 - (for Certifiers only) notifications that you’ve been nominated as a supervisor and you need to log-in to accept (both text and email).

Suburb or RD No.
Wellington Central

Town or City*
Wellington

Post Code
6011

Country*
New Zealand

Suburb or RD No.
Wellington Central

Town or City*
Wellington

Post Code
6011

Country*
New Zealand

☐ Same as private address details

Please read
The Plumbers, Gasfitters, and Drainlayers Act 2006 requires the Board to maintain a register of registered plumbers, gasfitters and drainlayers. If you are registered as a Journeyman, Tradesman or Certifier and hold a current practising licence, or you hold a provisional licence, the Board is required by law to make certain information about you available on the public online register. This includes your work address, your telephone number and your email address if you have one.

The Board also collects other information about you that it requires to carry out its functions. This information is private and is not available on the public online register. This includes your home address and any additional phone numbers you may provide.

If you do not have a separate work address and only have your home address, you can choose whether your home address is available on the public online register. If you do not want your home address to be on the public register, please tick the appropriate box above.

You are required to provide a telephone number for the public register as your preferred contact work phone number. You must also provide an email address for the public register if you have one.

You can apply to the Registrar to restrict public access to the information that must be available on the public register. But because this information is required to be on the public register by law, you must have a good reason for making your request. If you want to make a request to the Registrar, read the Board's ["Policy on the register of plumbers, gasfitters and drainlayers"](#) (click to open) to find out how to make a request. You should send your request to registrar@pgdb.co.nz

Please note: If you are not a registered plumber, gasfitter or drainlayer, your information will not be on the public register as the register is for registered practitioners only. But if you are working under the supervision of a Certifier (e.g. limited certificate trainee or exemption under supervision), your name and authorisation type (LCT or EUS) will be listed on the Certifier's public register page under their list of supervisees. None of your other information will be on the public register though.

Your Contact Details

Mobile* (Private)
123456780

Email (Public)
mario@pgdb.co.nz

Preferred contact work phone number* (Public)
0800 743 262

[Back](#) [Next](#)

How to update a postal address (left hand side)

1. Into the *No/Street** field, enter your street number and street name, or PO Box, or private bag. Then click *Validate*.

STEP 1 STEP 2

Private (Mailing) Address

Validate

No/Street*
PO Box 10655

Suburb or RD No.

Town or City*

[Back](#) [Next](#)

2. A pop up box will appear with a list of matches from NZ Post that they can deliver mail to. Click your mouse on the correct match, and the pop-up box will disappear and automatically populate the other fields.

Search Criteria

Save Address

Close

No/Street*

PO Box 10655

Suburb or RD No.

Town or City

Post Code

Search

Reset

Preselect from options below which are matching NZ Post requirements or alternatively save the address as typed by clicking on 'Save Address' button

3 possible address matches have been found.

Page 1 of 1

No/Street	Suburb	City	Post Code	
PO BOX 10655	BAYFAIR	MOUNT MAUNGANUI	3152	Select
PO BOX 10655	TE PAPA	HAMILTON	3244	Select
PO BOX 10655	THE TERRACE	WELLINGTON	6143	Select

3. Once you've clicked your mouse on the correct match, the pop-up box will disappear and automatically populate the other fields of the mailing address for you e.g.

STEP 1

STEP 2

Private (Mailing) Address

Validate

No/Street*

PO Box 10655

Suburb or RD No.

The Terrace

Town or City*

Wellington

Post Code

6143

Country*

New Zealand

Please read

The Plumbers, Gasfitters, and Drainlayers Act 2006 requires the Board to maintain a reg

Troubleshooting:

If there is no NZ Post match for your address:

- Check the correct spelling has been used
- If you have a unit/flat/apartment, try just the street number and name first. That should bring up all of the units/flats/apartments for that street number that NZ Post can deliver mail to.
- If nothing else works, manually type in your address in all of the fields and click *Save Address*. For the postal address make sure you definitely have your correct postcode as our card manufacturers require one. For the public address, this does not matter.

https://www2.pgdb.co.nz/PGDB/Pickers/Loader.html - Internet Explorer

https://www2.pgdb.co.nz/PGDB/Pickers/Loader.html

Search Criteria

Save Address

No/Street*
PGDB, Level 8, Solnet House, 70 The Terrace

Suburb or RD No.
Wellington Central

Town or City
Wellington

Post Code
6011

Search Reset

How to update your public address (right hand side)

Often your public address is the site of your company/business which means there won't be mail delivered by NZ Post. The company/business will instead usually have a PO Box or Private Bag. If this is the case, you can enter your site address details, click *Validate*, and click *Save Address* since there won't be a NZ Post match.

Photo ID

- All authorisations can upload their photo ID at any time through their login.
- Journeyman/Tradesman/Certifying will have a photo ID page as part of their online renewal steps.

To get started:

- Go to www.pgdb.co.nz,

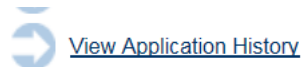
1. click on *Trade Login* at the top of the page



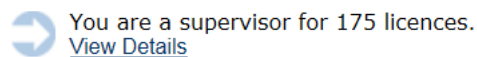
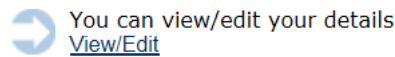
2. enter your 5 digit authorisation number and password to get started.

- If you haven't had a password before, email licensing@pgdb.co.nz
- If you've forgotten your password, click on *Forgot my password*.

3. Under *My Details*, click on *View/Upload*.



My Details



My Actions

4. Read all of the text on right hand side of the page:

Photo criteria:

- Head and shoulder shot – just like a passport photo.
- Portrait, not landscape.
- Should be taken within the last 6 months.
- Face in full view (no hats, hoods, thick-rimmed glasses, or sunglasses obscuring face). Best to remove glasses as they may create glare.
- Plain background, no shadows. Usually best to take it in daylight to ensure a good, clear image.
- File type - only the following picture files are allowed: bitmap files (.bmp, *.dib), JPEG files (.jpg, .jpeg, *.jpe, *.jfif), TIFF files (.tif, .tiff), PNG files (.png).
- File size must be less than 8MB.
- Aspect ratio - 5:6 ratio.
- Pixels - a selected photo image must be between 300 pixels wide * 360 pixels high and 8000 pixel wide * 8000 pixel high.

How to:

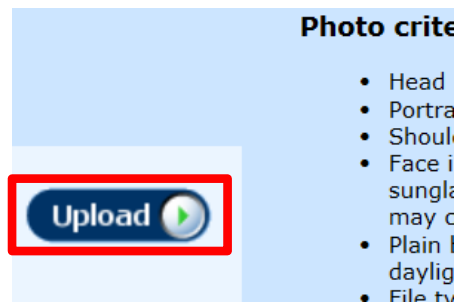
1. Click on "Upload" to upload a picture.
2. Use the zoom or rotate tools to fit your photo into the red frame and, if necessary, you can drag and drop the photo to centre your head and shoulders to be part of the shot. (If you need to start over with the same photo, click "Reset".)
3. Once finished, click "Save". (If you've zoomed out too far, the "Save" button disappears. Use the zoom in button to match the photo's edges to the red frame – when it fits, the "Save" button reappears).

By uploading you certify that this photo is a true likeness of yourself, and you understand:

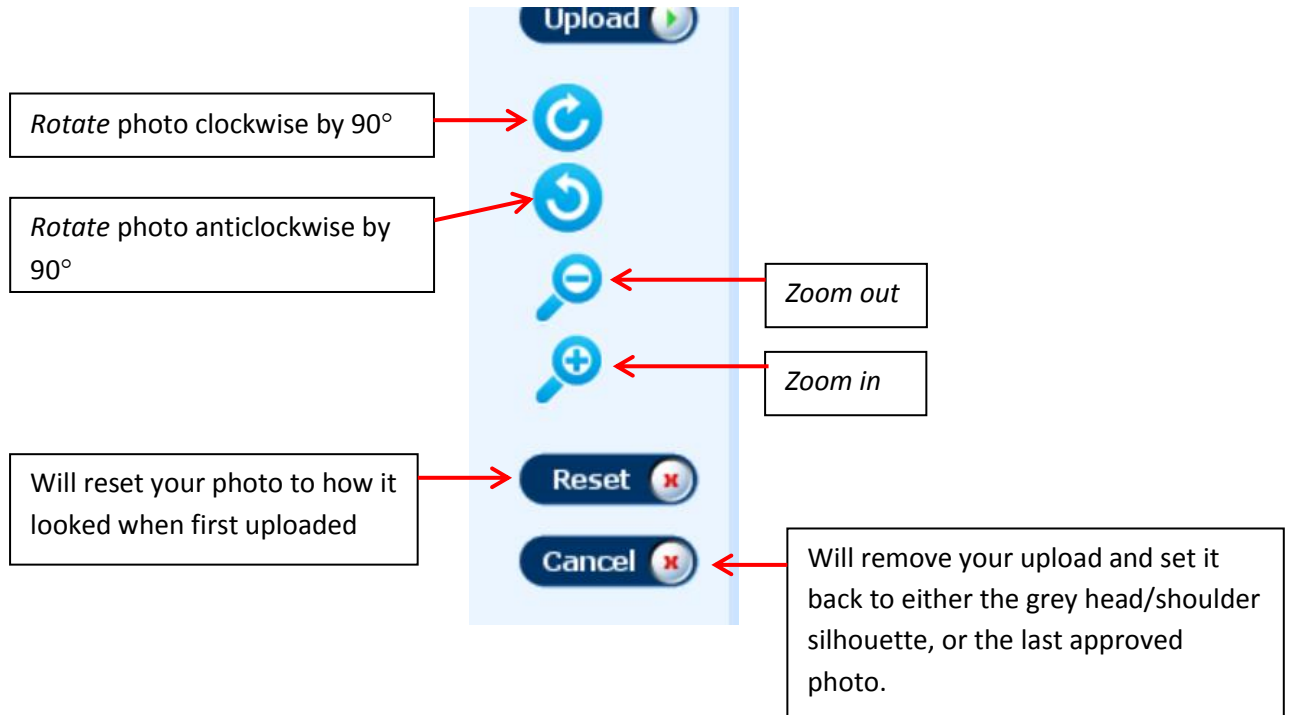
- The photo will be subject to manual assessment by a staff member.
- If the photo fails the criteria we will email you and tell you why (and you'll need to upload the photo again, or upload a different one).

If you have any questions contact our licensing team on 0800 743 262, Monday-Friday, 8am-5pm.

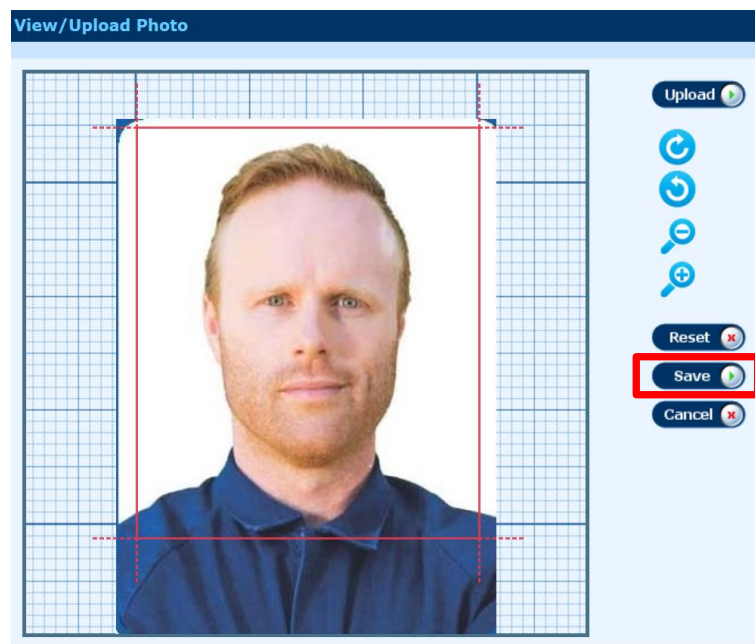
5. Click on *Upload*.



6. Upload your picture from your computer. Once uploaded, you'll see a few more buttons appear on screen next to your photo.



7. Use the rotation/zoom buttons to help fit your head and shoulders within the red frame. When finished, click *Save*.



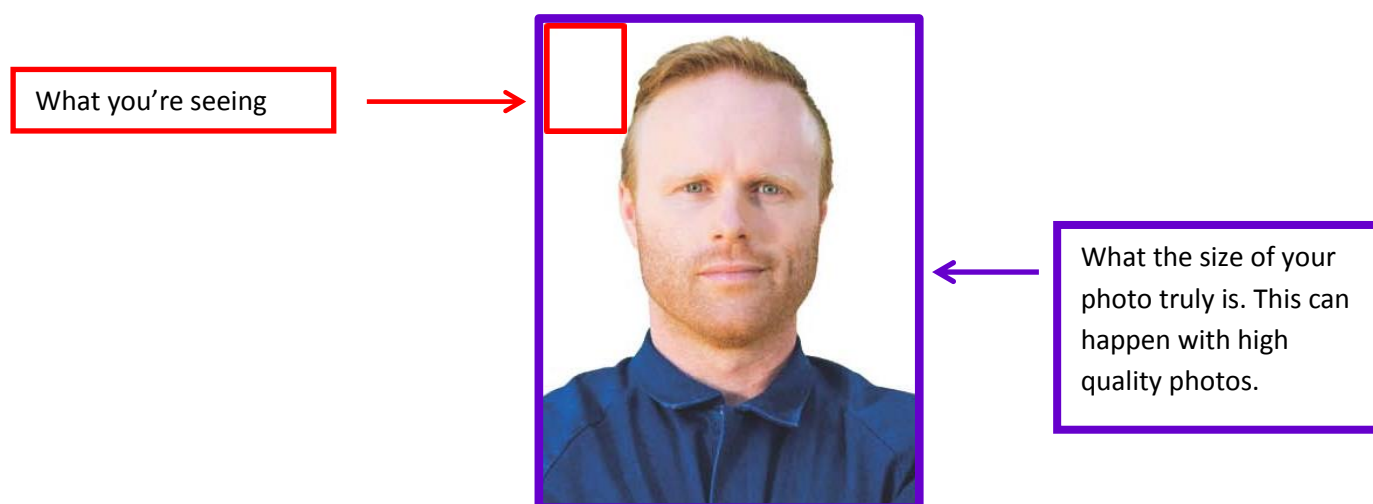
Troubleshooting

- **Error message appears: "Image must be between: 360 - 8000 pixels high and 300 - 8000 pixels wide."**

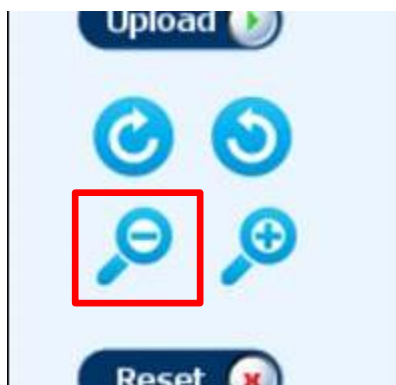
The photo has to have a certain measurement for the card manufacturer's standards. This message usually shows up if the photo you're trying to upload is a cropped version of the original. **Solution:** upload the original photo. You can zoom in or out to get your head and shoulders in the red frame.

- **My computer has uploaded the photo, but it's blank?**

Most likely it's not blank, but what you're seeing is the top left corner of your photo, just really, really, really up close like this example:



Solution: Click on the *zoom out* button (red square below) to reduce the size of the photo a lot until you see your head and shoulders come into frame. Depending on the quality of the photo, you may need to click anywhere between 5-15 times.



- **Error message appears even though it looks like your photo takes up all of the space within the red frame: *"The crop frame is only partially filled with the edit image and cannot be submitted, either increase the size of the photo or start again."***

The photo has to have specific measurements for the card manufacturer. It may look like your photo takes up all of the space within the red frame, but there will be a small sliver of blue grid between your photo and the red frame. **Solution:** Click on the zoom in button (red square below) to increase the size of the photo.

