



# RETOUCH LINK 2

---

**Publisher:** Netlife AS

**Platform/OS:**

Windows 10, Windows 11

Mac OS X, Big Sur

Sufficient storage capacity for retouch tasks including interim copies

## Introduction

Netlife Retouch Link 2 is a desktop software used to streamline assignments for your in-house or outsourced retouch team. Images which are located on our servers can be downloaded and processed/retouched in one or more steps between the photoshoot and the order being shipped to the customer.

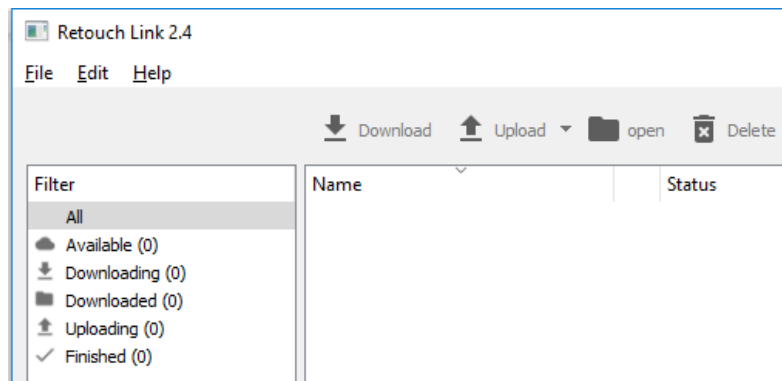
## **Contents**

<b>Introduction</b>	<b>1</b>
<b>Contents</b>	<b>2</b>
<b>Workflow</b>	<b>3</b>
Image management	3
Free choice of image editing software	3
<b>First Time Setup</b>	<b>3</b>
New user	4
Download/Upload	5
File naming	6
General settings	6
<b>Downloading and processing assignments</b>	<b>7</b>
Working with the images	8
Uploading	8
Management of assignments	8
<b>Troubleshooting</b>	<b>9</b>
Remote assistance	9
Sync failed	9
Job status	9
Order status	9
<b>Adding retouchers in Netlife admin</b>	<b>10</b>
<b>Retouch status within Netlife admin</b>	<b>10</b>
<b>Workflow integration extensions for Adobe Lightroom</b>	<b>12</b>
<b>Handling of EXIF-information</b>	<b>12</b>



## Workflow

Retouch Link uses an interface with filters helping with a simple and fast workflow. Assignments available for the retoucher are held in “Available”. Downloaded and in progress assignments are found in “Downloaded”. When finished, assignments are uploaded and moved to “Finished”. You may filter assignments using these statuses.



## Image management

Assignment of retouch jobs and orders is done by a retouch coordinator to one or more retouchers assigned in the admin panel. Available assignments show up in Retouch Link for the assigned retoucher(s), ready to be downloaded and processed.

## Free choice of image editing software

Retouch Link does not require the use of any specific image editing software. It uses a folder based system which works great with any software used. This allows the retouchers to use the software they have available, experience with and feel comfortable using.

## First Time Setup

Setting up Retouch Link is quick and easy. It supports multiple users if the user is retouching for multiple portals/clients, or if the user is performing both retouch and fine tuning for a portal whereby two different users are needed. More information for retouch types can be found at [page 10](#).

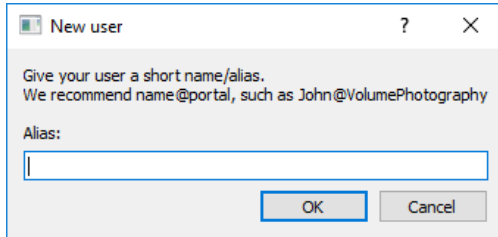
## Download Retouch Link

[https://update.netlife.no/easyupdate/Installer?s=RetouchLink&p=windows-x86\\_64](https://update.netlife.no/easyupdate/Installer?s=RetouchLink&p=windows-x86_64)

[https://update.netlife.no/easyupdate/Installer?s=RetouchLink&p=macosx-x86\\_64](https://update.netlife.no/easyupdate/Installer?s=RetouchLink&p=macosx-x86_64)

Run the installer from your download folder.

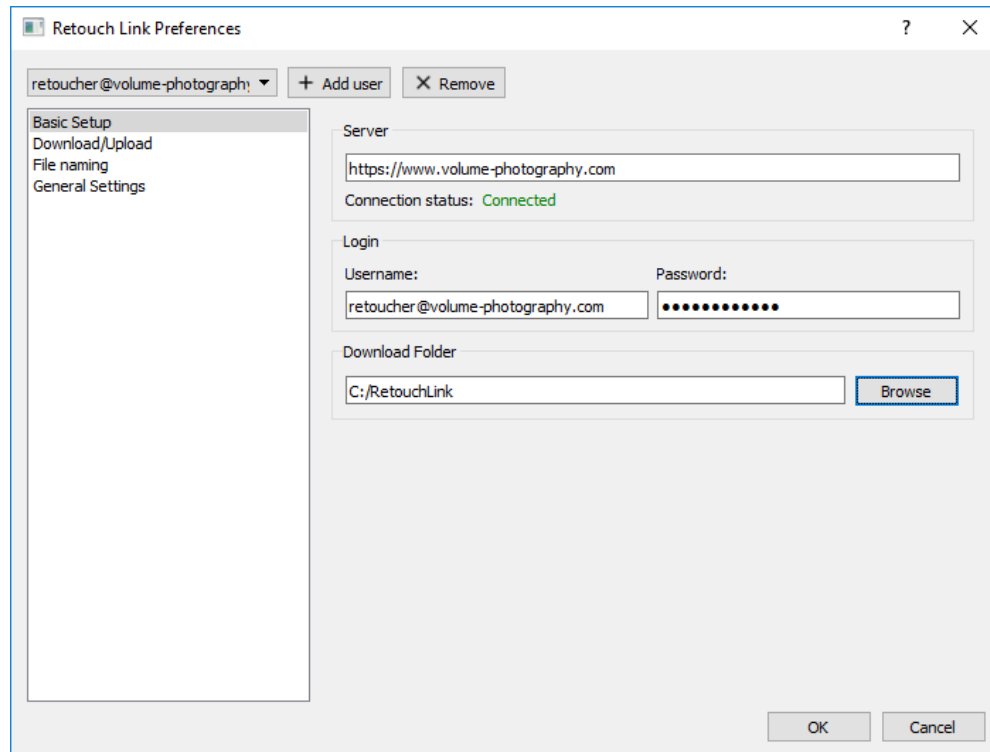
## New user



A small dialog box titled "New user" with a question mark icon and a close button. It contains the text: "Give your user a short name/alias. We recommend name@portal, such as John@VolumePhotography". Below this is a label "Alias:" followed by a text input field. At the bottom are "OK" and "Cancel" buttons.

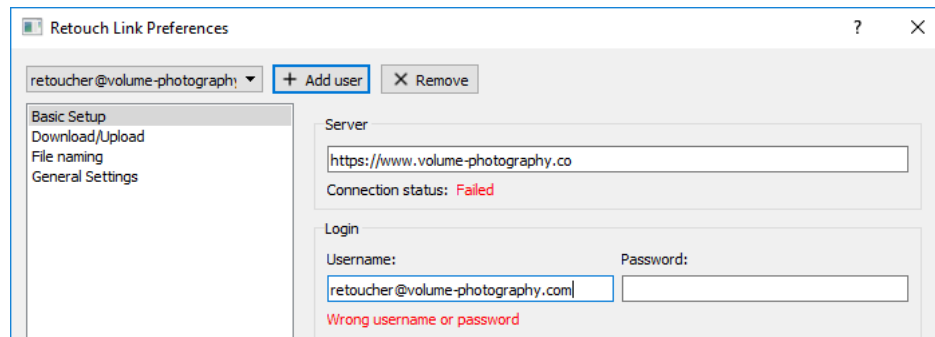
When Retouch Link is installed on your computer you will be asked if you want to add a new user. New users can also be added from Edit: Preferences.

Input your portal domain name (Server section), username and password. Then specify the download folder.



The "Retouch Link Preferences" dialog box. It has a sidebar with "Basic Setup", "Download/Upload", "File naming", and "General Settings". The "Basic Setup" section is active. At the top, there's a dropdown menu showing "retoucher@volume-photography", and buttons for "+ Add user" and "X Remove". The main area is divided into three sections: "Server" with a text field containing "https://www.volume-photography.com" and "Connection status: Connected" in green; "Login" with "Username:" and "Password:" labels, and text fields containing "retoucher@volume-photography.com" and a masked password; and "Download Folder" with a text field containing "C:/RetouchLink" and a "Browse" button. "OK" and "Cancel" buttons are at the bottom right.

If the server can not be reached, an error message is displayed for Connection status. A similar check is also performed for username and password.

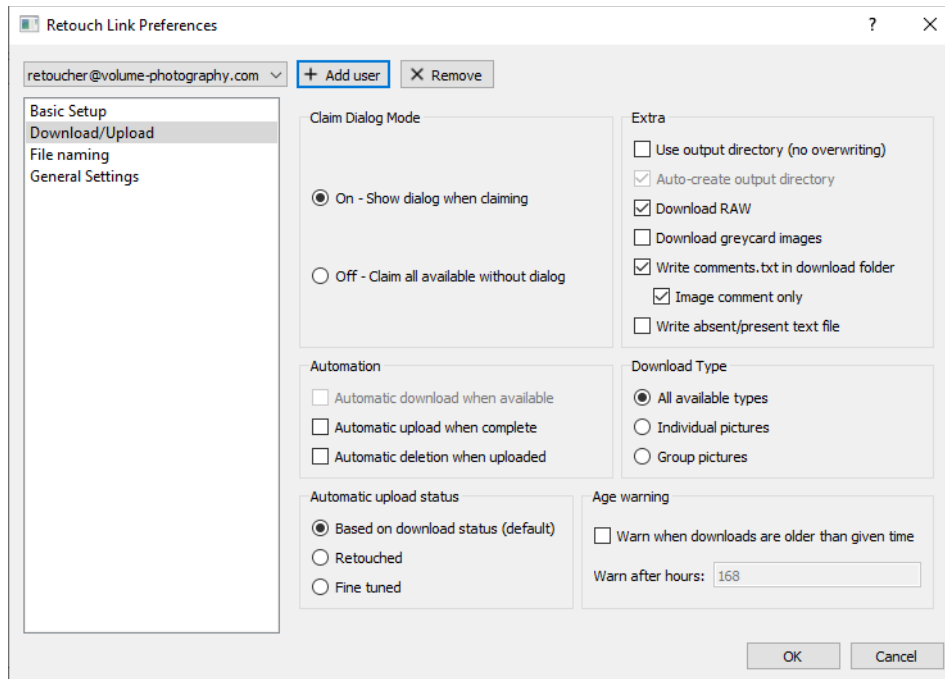


The "Retouch Link Preferences" dialog box showing an error state. The "Server" section now shows "Connection status: Failed" in red. The "Login" section has the "Username:" text field highlighted with a red border, and a red message "Wrong username or password" is displayed below it. The "Password:" text field is empty. All other elements remain the same as in the previous screenshot.



## Download/Upload

You will find different options for handling downloads, types of files to be downloaded and features to automate downloads, uploads and deletion of job files. Most of the options below are self explaining:



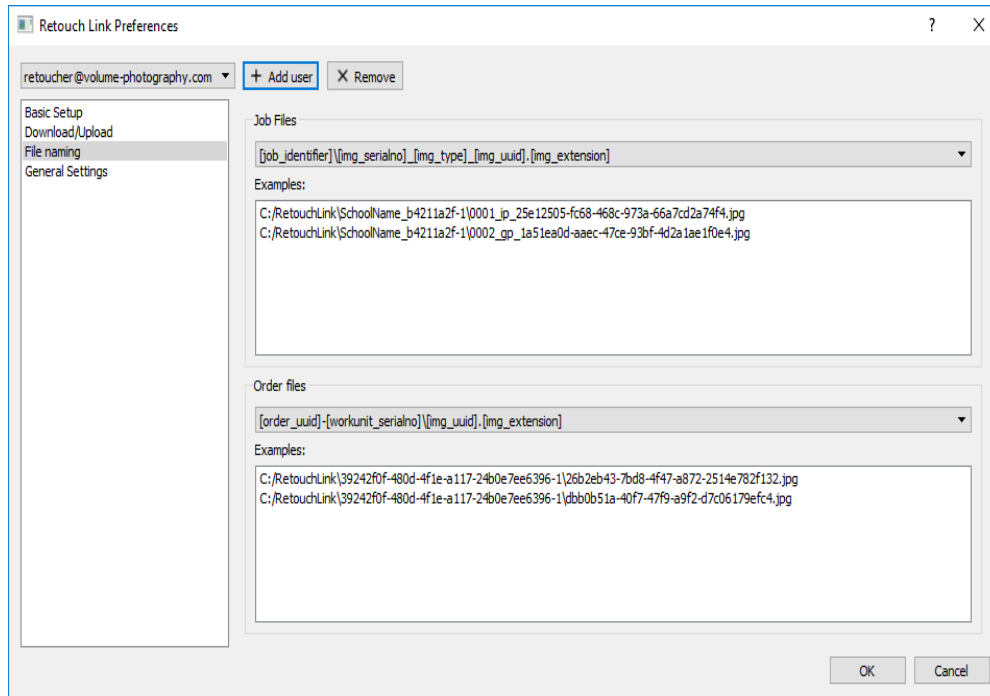
*“Automatic download when available”* is grayed out here. This will become available when *“Claim dialog mode”* is set to *“Off - Claim all available without dialog”*

*“Write comments.txt in download folder”* creates a text file with image comments from photographers, admin users or comments from QA. These can be limited to *“Image comments only.”*

*“Automatic upload status”* is used to override retouch status for an assignment i.e. if the retouch type was *“Retouch”* and the uploaded images should be *“Fine tuned”*.

## File naming

For job and order files you can select the naming structure you like from the drop down list. Example names are displayed for portrait photos and for group photos.

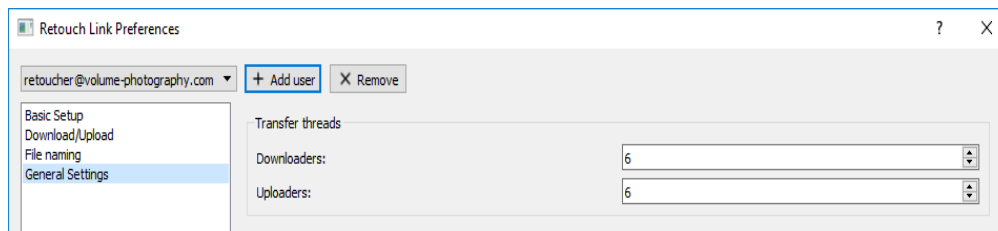


*Tip using activity based workflow:*

Shortened job names can be resolved by selecting a preset starting with `[job_identifier_full]`.

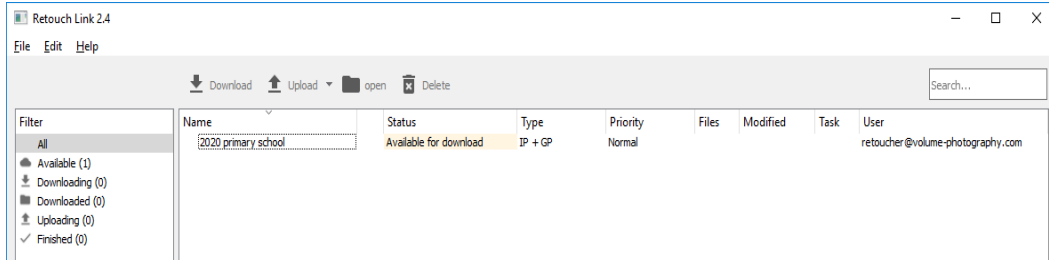
## General settings

Here you can define the number of simultaneous downloads and uploads. The numbers below are default values. If you are on a fast internet connection you can increase the values, if your connection is slow or you experience instability values should be decreased.

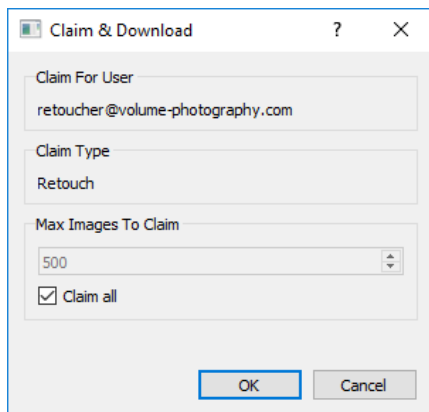


## Downloading and processing assignments

Assignments can be viewed and downloaded from filter “Available”, or from “All”.

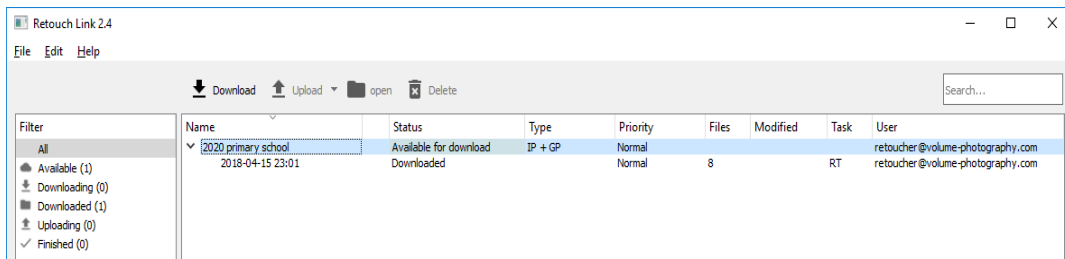


Select assignment and “Download” to download it.



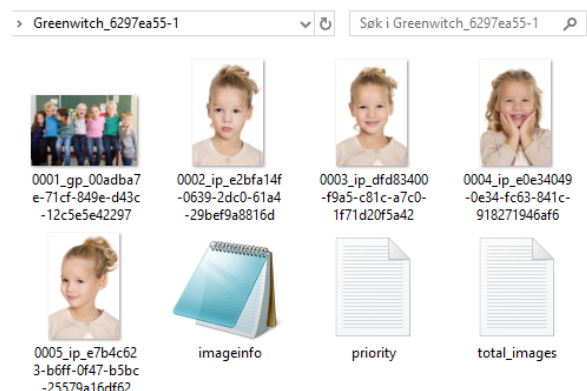
The dialogue to the left is displayed, and the user can deselect the checkbox “Claim all” and specify a number of images to download.

When the download is complete a new line is added to the assignment. Select it and click “Open” or double click to open the job folder.



The job folder now opens with the images selected for retouch. Some additional files are found there:

- **imageinfo.json**: description of job and files within it
- **priority.txt**: Portals using our QA module can specify “Fast track retouch”.
- **total\_images.txt**: Total images for the assignment.





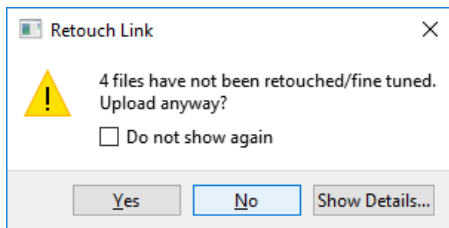
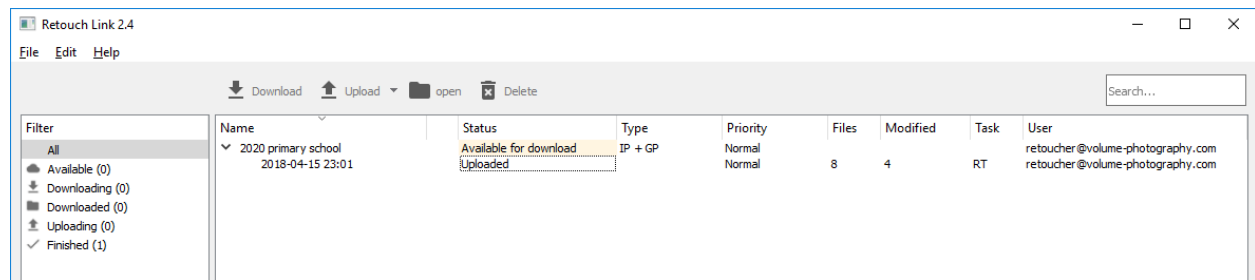
## Working with the images

Images can now be retouched from the job folder. When all images are retouched and saved, upload can be started. In the overview window you can keep track of the number of images edited for the assignment in column “Modified”:

Name	Status	Type	Priority	Files	Modified	Task	User
▼ 2020 primary school 2018-04-15 23:01	Available for download Downloaded	IP + GP	Normal Normal	8	4	RT	retoucher@volume-photography.com retoucher@volume-photography.com

## Uploading

Select the assignment and click “Upload”. When the upload status changes to “Uploaded” the assignment is found at filter “Finished”.



If not all images are not retouched a warning will be displayed. “Show Details” displays files which are not retouched.

Upload can be automated from Preferences for a user from “Download/Upload” by selecting “Automatic upload when complete”.

## Management of assignments

After an assignment is uploaded or at any time later, it can be deleted from the filter “Finished” by selecting “Delete”.

Deletion can be automated from Preferences for a user from “Download/Upload” by selecting “Automatic deletion when uploaded”.





## Troubleshooting

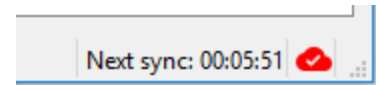
Should you experience errors, please have a look at the menu Help where “View Log” is found. The log may contain information showing the cause of your problem.

### Remote assistance

Netlife offers a remote connection system where remote assistance can be requested. This can be started from Help: Remote Assistance which launches a Teamviewer client. Contact our support at [support@netlife.no](mailto:support@netlife.no) and supply the ID specified in the client.

### Sync failed

If automatic sync fails, a warning is displayed in the lower right corner. Details may be viewed by hovering over the cloud symbol.



### Job status

In order to be able to download an assignment, the job must be in job status “**6 ) Ready for retouch**”.

### Order status

To download orders for retouch, order status must be “95 - In Retouch”. After order is retouched and images are uploaded, order status will revert to either “1 - ready for download”, or “90 - Stalled”.



## Adding retouchers in Netlife admin

1. Add a new user in admin by first adding a Photographer.
2. Go to users and "Edit user information".
3. Remove access "PHOTOGRAPHER".
4. Add access "RETOUCHER" and "cap\_role\_retoucher".
5. Set retoucher type if this is not the using default type "New files";
  - a. *New files* - commonly used for all retouch, or for the first retouch operation, i.e. image manipulation, removing backgrounds etc.
  - b. *Retouched files* - allows a second retouch operation, ie. color optimization

## Retouch status within Netlife admin

When retouch operations are performed, the images processed flow through a number of retouch statuses depending on the workflow selected.

This information can be found for each job in Netlife admin using task "Retouch status". Here you may view which pictures are set to be retouched while also filtering by activity and/or photographer. Use "Move to status" to change retouch status for a selection, and/or "Revert to original" if that is needed due to errors in previous retouch operations.

Which pictures to retouch (set by job type): **All pictures**

Main Photo Day ▾ All photographers ▾

0 pictures manually selected for retouch

Statuses	Images	Samples	Revert to original / Move images	
Preprocess	0	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Require review	0	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Retouch: New	0	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Retouch: Claimed	0	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Retouch: Downloaded	0	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Retouch: Complete	369	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Fine tune: Claimed	0	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Fine tune: Downloaded	27	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Fine tune: Complete	397	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>
Force retouch	0	<a href="#">View samples</a>	<input type="checkbox"/>	Move to status ▾ <button>Update</button>

These features might be useful if i.e. a retoucher has downloaded a job and it has become unavailable or if retouch statuses are mixed up.

Select "View samples" to view up to 100 of the images in the respective retouch status:

Sample pictures: Retouch: New



Select an image to view retouch history and information for it:

Bildeinformasjon



#### Quick info

Navn	Verdi
Antall subjekter	1
Status for retusjering	Retouch: New
Tags	favorite
Favorittgruppebilde	
Photographed as group picture	No
Fotograf	N/A
Aktivitet	
Kommentar/øvrig info	
<div></div>	

Update image

#### Subjekt

Gruppe	Subjekt
2B	Renee Watkins

#### Retouch history

Tid	Ny status	Gammel status	Hvem
17.04.2018 12:37:38	Retouch: New	Fine tune: Complete	
17.04.2018 12:37:32	Fine tune: Complete	Retouch: New	



## Workflow integration extensions for Adobe Lightroom

We offer a free, powerful sample integration to automate the flow between Netlife RetouchLink and Adobe Lightroom. The integration can filter jobs from multiple companies by prefixes in the job name. Prioritised jobs (Fast Track Retouch set in our QA module) are handled and will be grabbed first.

The integration is built around two Lightroom plugins, one for import and one for export. The plugins are made with help from the Lightroom SDK. For information about how to create Lightroom plugins, visit [Lightroom Developer Center](#).

Installers for Windows and Mac OS X (manual install) can be downloaded from: <https://update.netlife.no/easyupdate/lrplugin/>

User manual for the current build/sample integration: <https://github.com/NetlifeAS/lightroom-integration/blob/master/doc/manual.md>

If you want to create your own plugins the source code for the Lightroom plugins may be downloaded from <https://github.com/NetlifeAS/lightroom-integration>

### Disclaimer:

*Be aware that Netlife AS does not offer any support for this product as it is available for free together with source code which allows users to build their own customized integration.*

*Any services and/or support requested for this product will be handled as chargeable services at regular Netlife consultancy rates.*

## Handling of EXIF-information

All EXIF information from the camera used to shoot the photos are retained in image files, both for downloads and for uploads from Retouch Link. Image comments are added to the XPCComment field.