C3: Web to print

Web to print is our tool to support MS Society groups to design and produce quality newsletters, stationery and promotional items. The web to print system includes a range of branded templates with space for group specific information, photos and content to be added.

Once you have designed your item, you can save it as a PDF and print it yourself, or use the web to print system to submit a print order and have your copies delivered to an address of your choice.

How will web to print help us?

Using our brand

How we look helps people build recognition of the MS Society brand. Everything - from leaflets and posters to newsletters and certificates - should be consistent and distinctive in order to show us as the forward thinking, inclusive and personable organisation we are.

See our brand guidelines on the **volunteer website**, or contact the **Supporter Care Team** to request a printed copy.

Your MS Society group is responsible for ensuring that any printed items you produce meet our brand guidelines. This can be difficult when you don't have access to software that helps design professional looking items.

When you use our web to print templates, your item will already include our logo, colours and other brand features, so you can feel confident that whatever you produce will be clearly recognisable as coming from the MS Society. Depending on where your MS Society group is located, the templates will feature your relevant country logo.

Web to print includes templates that can be used to design and print:

- Letterheads
- Business cards
- Compliment slips
- Flyers
- Newsletters
- Event invites
- Pull-up banners
- Posters
- Events calendars
- Certificates
- Invitations
- Menus

Quality control

In the past, you were responsible for ensuring you didn't miss out any important details on a printed item. When you use web to print, you'll be prompted to include all the relevant information, such as your MS Society group contact details on a leaflet, or the full postal address on an event invitation. Web to print automatically adds our registered charity numbers to whatever you produce to ensure you meet this legal requirement too.

Before you download your PDF or submit a print order, ensure you check for errors so you don't waste time and resources on reprints. And ask someone to double check your work - two heads are better than one when proofreading documents.

Data protection

Under the Data Protection Act, we are legally required to ensure that we tell service users, members, volunteers and staff how we intend to use the personal data we hold about them.

See our data protection guidance on the **volunteer website** or contact the **Supporter Care Team** for assistance.

All images within web to print templates meet our data protection requirements so you can feel confident about using them. If you want to add an image or other information about a person, they must give written consent to this use. You'll be asked to confirm this before downloading your PDF or submitting a print order. If you upload an image from the internet, you must ensure that you are not in breach of copyright.

Download a Personal information consent form from the **volunteer website** or contact the **Supporter Care Team** to request a printed copy.

Using web to print

You can access web to print from the homepage of the **volunteer website** - https://volunteers.mssociety.org.uk/ or via this **direct link** - http://mss.nflex.co.uk/

You can only access the system using the log in details for your MS Society group. These have been sent to your MS Society email account and to your **Local Networks Officer** (LNO). To log in to your account, you will need your web to print username and password. You can change the password once you log in, and more than one person can use the account if you wish.

For more on MS Society email, see Local Networks Programme Guide C4: MS Society email on our **volunteer website** or later in this guide.

IT requirements

To use the web to print system, you will need the following:

- ✓ A computer with internet access
- ✓ Your web to print username and password
- ✓ Adobe Acrobat Reader software to open downloaded files (download this for free at https://get.adobe.com/uk/reader/otherversions/)

How does web to print work?

Web to print is an online system. All the templates are housed in a secure web platform which can only be accessed with a log in and password. You can add text and images to the templates and then save them on your account. You cannot change the layout of the designs themselves - they are pre-set to maintain brand consistency, colour accuracy and quality.

Once you are happy with the file you have created, you can do one of two things:

- You can order printed copies to be delivered to an address of your choice. This can be just a few copies or many hundreds - essentially, there is no limit.

- You can download a PDF of the file, which can be used to print off copies on a desktop printer, or emailed to another person for them to print from or refer to, though they will not be able to edit it. For example, if you have an existing 'gift in kind' relationship with a local printer they will be able to use the PDF file to print your materials.

How much does it cost?

The purpose of web to print is to support you to produce quality branded materials with little or no cost to your group. There is no limit to the number of items you can use web to print templates to design and download as PDF files.

Each MS Society group has been allocated a budget to be used when ordering printed copies of branded items through the web to print system. This budget will be reviewed quarterly. If you have a requirement that exceeds your web to print budget, contact your LNO to discuss how we can support you.

For contact details for your LNO, see Your Local Networks Team on the **volunteer website** or contact the **Supporter Care Team** for assistance.

Web to print support

Volunteer website

The web to print system has been designed to be simple to use. Download the web to print user guide from the **volunteer website** or view it in the left hand menu on the web to print system home page.

See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

Staff support

If you have a technical query about using web to print, you can contact our system provider's **web to print helpdesk** on 01992 449 957 or at helpdesk@nflex.co.uk.

If you have a specific brand related query, contact the **Brand Team** at brandcentre@mssociety.org.uk.

For all other queries, contact the **Supporter Care Team** on 0300 500 8084 or at supportercare@mssociety.org.uk.

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