



## HELP GUIDE

# CONTENTS

Download Instructions	3
Download Issues	3
Changing Artwork	3
Displacement Maps	3
Smart Object Error	4
Changing Colors & Fabrics	4

## DOWNLOAD INSTRUCTIONS

The following instructions are for our bundle customers.

You can watch a short video on how to download individual mockup sets here - [https://youtu.be/CO0RjJ96d\\_s](https://youtu.be/CO0RjJ96d_s)

### Sync an entire bundle (Must have Dropbox installed on your computer)

1. Download files from Creative Market
2. Open PDF
3. Click/copy link for the bundle you want (American Apparel, Gildan etc)
4. Enter the password provided in the PDF (to the right of the download button)
5. In your browser window, go to the top right and click the Download button
6. From the dropdown select "Save to my Dropbox"
7. Syncing will begin. Depending on your connection speed, this process could take a long time so please be patient.
8. Check your Dropbox folder on your computer and you should have all the files!

### Sync a single mockup set (Must have Dropbox installed on your computer)

1. Download files from Creative Market
2. Open PDF
3. Click/copy link for the bundle you want (American Apparel, Gildan etc)
4. Enter the password provided in the PDF (to the right of the download button)
5. Click on the set you want to download
5. In your browser window, go to the top right and click the Download button
6. From the dropdown select "Save to my Dropbox"
7. Syncing will begin.
8. Check your Dropbox folder on your computer and you should have the files!

### Download an entire bundle through browser

1. Don't do this.
2. Please don't do this.
3. Your browser will timeout and you'll get frustrated
4. Follow instructions for Downloading a single product through your browser

### Download a single mockup set through browser

1. Download files from Creative Market
2. Open PDF
3. Click/copy link for the bundle you want (American Apparel, Gildan etc)
4. Enter the password provided in the PDF (to the right of the download button)
5. Click on the set you want to download
5. In your browser window, go to the top right and click the Download button
6. From the dropdown select "Direct Download"
7. Downloading will begin.
8. Check your Downloads folder on your computer (or wherever your downloads go to) and you should have the files!

## DOWNLOAD ISSUES

If you're having trouble downloading a product from Creative Market or Dropbox, we recommend you try these tips to troubleshoot the issue:

- Please verify that your Internet service plan allows you to download larger files.
- Make sure your network connection is not lost at any point during your download. Sometimes your network connection will be lost if your computer goes to sleep, which may result in a corrupted .zip file, or a .cpgz or .part file (signifying an incomplete or partial download).
- Try using a download manager to minimize any problems downloading large files and would allow you to pause/resume the download.
- Clear your browser's cache and cookies. Restart your browser and try the download again.
- Alternately, log in using a different browser, trying the download again.
- Disable or whitelist Creative Market/Dropbox on your browser's ad-blocker.
- Make sure that any virus software, firewall, or ad-blocker you're running is not preventing the download from completing. Sometimes overzealous firewalls or even your corporation's IT regulations can cause issues with downloads on our site.

Please let us know if none of these tips work. We'd be happy to further assist you!

## CHANGING ARTWORK

Most important part - Make sure you have your layers window open!

Because we utilise smart filters to make the mockups more realistic, we need to use smart objects! So to change the artwork find the "Your Design" layer in your layers window and double click it. This will open up a new document in Photoshop, the smart object. This is where you add your design. You can delete our default design and use the "Placement Guide" layer to position your design. Don't forget to hide the placement layer before you save! Once you're happy with the position of your design, save and close the smart object. That's it! Your design will be mocked up and ready to go!

## DISPLACEMENT MAPS

Displacement maps are what make your design wrap to the folds and creases of the garment. You can increase or decrease their intensity by locating the "Artwork Layer" inside of the "Textures" folder and double clicking on the "Displace" smart filter. Adjust the scales up or down then hit ok. You will then need to locate the map that corresponds to the file you're working in.

For example. For PS-BellaCanvas-3001-F1 you will need to select PS-BellaCanvas-3001-DMap-F1.

## SMART OBJECT ERROR

*"Could not update smart object files because the file was not found"*

Sometimes when a .psd gets opened for the first time on a new computer it has trouble locating the displacement map file. So you'll need to re-link them together and save.

To do this open up your layers palette in Photoshop then open up the "Textures" folder. Inside there you'll see a layer called "Artwork Layer", click the dropdown arrow and you'll see the smart filters. Double click on Displace and a window will pop up, just click ok. Then you'll need to locate the Displacement Map that corresponds to the file you're editing and hit open. Then hit save. This is so Photoshop remembers the location for next time.

## CHANGING COLORS & FABRICS

Again like changing the artwork, make sure you have your layers window open!

The simplest way to change the color of your garment is to locate the "Shirt Color" layer inside the "Fabrics" folder in Photoshop. However we also include color libraries with most of our mockups. Each branded mockup set comes with a collection of Colors and Fabrics specific to that manufacturer. Heathers, triblend, washes etc.

There are a few ways to change the shirt fabric using our custom color library files. First you'll need to download the PSD. If you purchased a bundle, the PSD is inside the Dropbox folder. If you purchased an individual mockup set, the download link is inside the Color Libraries PDF you downloaded from Creative Market.

Once you have the PSD open in Photoshop you can right click on the color/fabric layer you want, select Duplicate Layer and select the destination as the mockup you're currently editing. This will move the layer into the mockup file then you'll need to move the layer inside the "Fabrics" folder, above the Shirt Color layer. This will keep the file size down.

Option two only works with the heathers and blends as these can be copied and pasted. Select the layer you wish to add to your mock up (make sure it's visible) then go Select > All and then Edit > Copy. Once that's done, go to your mockup file and paste the layer. Finally, move the layer inside the "Fabrics" folder but so that it sits above the Shirt Color layer.

Some colors and fabrics will require adjustments for accuracy. Adjusting the "Highlights" layer opacity up or down will give you the most control. Duplicating the "Shadows" layer can also be done if you need to darker the shadows on the garment. If you're having a specific issue with a color or fabric and need some help, just send us an email support@pixelsauce.co and we'll help you out!

## STILL HAVING TROUBLE?

If you're having an issue that we haven't addressed here, send us a message on Creative Market or send an email to support@pixelsauce.co and we will get back to you with a solution as soon as possible.

We love all our amazing customers and want you to enjoy our products so if you have any feedback or suggestions, get in touch :)