

## Cool New Features!

Written by Jessica Sprague  
Saturday, 11 April 2009 19:00

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Ok, so for about a week now we've been posting lots of new articles and goodies on the home page at JessicaSprague.com. The response here has been great! We're so excited to keep it up, and can't wait for everyone's participation in our discussions. There are actually LOTS of new features at our web site this week. Here they are!

- Sharing
- Commenting
- Tag Cloud
- New Articles
- Testimonials
- Support Tickets

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### Let's Discuss! Sharing, Commenting, and a Tag Cloud

We've added in a sharing feature (post articles of interest to your delicious account, or to Facebook, or your favorite social site), a comments feature (contribute to the discussion, post links, or share your own projects), AND a cool tag cloud on the right side of the page to help you find articles of interest to you. We'll be posting 2-3 articles every day on various subjects of interest, and so far it has been great fun, so come participate in some of the discussions, share an article or two on Facebook or your favorite social site (we love this!), or learn a trick you might have missed.

If you have an idea for an article you'd like to write, drop me a line!

### New Articles!

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I'll be rendering and uploading ALL of my past Creating Keepsakes Computer Tricks tutorials to [YouTube](#)

, and then linking them back with the downloads to the

[Computer Tricks tutorial section here](#)

. The first two are up now, and one's on the home page. All of the Computer Tricks tutorials also come with a free download. :) I actually kind of cringe at the recordings on the January and February 08 ones - these were recorded way back when I didn't know what I was doing with screencasts, and the size and volume and popping p's kind of make me crazy. BUT, just like looking fondly back on those first scrapbook pages you ever made, and resisting the urge to remake them now that you know better, I'm gonna leave these for nostalgia's sake. And also because who the heck has time to go back and remake? Right? So I'll just cringe, and get over it, and be glad this content is there, and still valuable for sharing! :D

## What Did Others Think? Testimonials

We've also got Testimonials up and running! You can see them on the right side of the home page, and also as you're browsing the items in the shop and course catalog. I know how important the feedback from former students is, so I'm really looking forward to this feature! If you've taken a class or purchased a product and you'd like to let us know how we did, just log in to your account, and click on Testimonials in the main menu. You can post your thoughts to the form at the bottom of the page. :)

## Got an Issue or a Question? Create a Support Ticket!

In addition to the front-end changes, we've made a really important change to the backend. If you require support on any of your products, you'll LOVE our new ticketing system. Rather than sending an email to [support@jessicasprague.com](mailto:support@jessicasprague.com), you can click on the Customer Support link in the main menu and create a support ticket. This automatically creates a ticket with a trackable ID, and you'll hear back from us within a few hours (except maybe on weekends). So far, the response to our new ticket system has been phenomenal. We're excited to offer this NEW and BETTER way of helping you through any issues you might have, with registration, videos, classes, downloads, whatever's on your mind.

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## **And... Coming Soon!**

There are a few more cool features coming up this week, including the Digital Scrapbooking Survey 2009 (prizes! yeah!) as well as your opportunity to let your voice be heard in a beautifully democratic way. More on this later. For now, check out the new and ever-improving JessicaSprague.com. :D

Have a great day!