



My CaFÉ
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Applying to Calls for Entry Using CaFÉ™

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Accessing Your Profile

I forgot my username and password.

- If you have lost or cannot remember your username and/or password, go to the CaFÉ™ home page and click on **Forgot Your Password?** An e-mail will be sent to your registered e-mail account with your user information.
- If you recently changed your e-mail address, but have not updated your new e-mail address in CaFÉ™, your user information will be sent to your old address.
- Please note that this user information is case sensitive so you must enter your username and password exactly as it appears in the e-mail.
- You may change your username and password at any time.

I cannot log in.

- Be sure that the caps lock button on your keyboard is not active when you attempt to log into the system, unless you set up your username and password in all caps.
- Ensure that you are typing your username or password exactly as it appears on the original e-mail, with no spaces or punctuation.

I have a new e-mail address.

- To update your contact information, please go to <http://www.callforentry.org>, and log in to your CaFÉ™ account. Click on **My Profile** in the navigation, where you may now edit your profile information. Click **Update** at the bottom of the page to save your changes and make your information current.

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Submitting an Application

Can we apply as collaborators or as a team?

- Yes. In your profile, select the Team option button and enter the names of up to three of your collaborators or team members.

Can I start an application and return to it at a later time?

- Yes. As long as you have not yet submitted the application, you may return to work on it at any time before the deadline.

Can I submit a paper application?

- CaFÉ™ uses a digital-application entry process and can not accept paper entries. Please contact the call for entry administrator to inquire about alternative forms of entry.

How do I apply to the same event more than once in a different category?

- Occasionally, a call for entry will allow its applicants to apply to more than one category, discipline, or classification. Please note that in order to apply to an event in different categories, different applications will be required. Therefore, you will need to set up another user account in CaFÉ™ for each additional category to which you want to apply. Be sure to check with the call for entry administrator before applying to multiple categories to ensure they allow repeat entries.
- To create a new account, go to www.CallForEntry.org and click **First Time User Click Here to Register**. Images and profiles cannot be transferred from one account to another. Therefore, you will need to complete profile data and re-upload your images into the new account.

How do I copy text from my word document and paste it into your system?

- Windows-based computer users: To copy text, highlight your text, hold down the Control key and press the letter "C." Place the

cursor where you would like the text to be pasted and hold down the Control key and press the letter "V."

- Apple computer users: To copy text, highlight the text, hold down the Apple (or Command on newer Apple computers) key and press the letter "C." Place the cursor where you would like to paste your text, hold down the "Apple" key and press the letter "V."

PLEASE NOTE: *You can also copy and paste by selecting either option from the drop-menu marked Edit located near the top, left-hand side of your screen. Please do not use formatted text. Bold, italicized, underlined, bulleted, and indented text will not translate well into the system. Also, CaFÉ™ cannot currently accept HTML code. If you are pasting an entire document, you can remove the formatting before you copy and paste by saving your document as a .txt file and opening in an application such as Notepad (on Windows-based machines) or TextEdit (on Apple computers) and then copying and pasting the unformatted text.*

The information I entered is no longer there.

A few scenarios can cause a loss of data:

- You didn't save your work before moving onto another section or logging out.
 - Your browser could have cached an older version of the page, which means that your computer saved a snapshot of the page and it has not yet been updated. Click the **Refresh** or **Reload** button in your browser to update the page.
 - You were disconnected from the system before saving.
 - Your session was idle due to prolonged inactivity on the Web page.
 - Your cookies are disabled, which will disrupt access to application information.
 - Your firewall is active, which will disrupt access to application information.
-

Checking the Status of an Application

Your current entries may be labeled by one of the following status indicators:

- **Started** – The application is started but not finished.
 - **Ready for Submission** – The application is complete and you are ready to move to checkout for finalization.
 - **Awaiting Payment by Check** – Your application has been submitted and you have completed the checkout process, but your application will not be complete until the call for entry administrator receives your check payment. Mailing instructions and address are provided by the call's administrator. Awaiting Payment by Check entries are valid after payment is received.
 - **Received** – The application was successfully submitted and has been received by the call's administrator. A transaction confirmation code receipt has been e-mailed to you as a record of submittal.
 - **Incomplete** – The application requires modification and you have received authorization by the administrator to modify your application.
 - **Exception** – The application requires modification and you have received excepted authorization to modify your application.
 - **Withdrawn** – The application has been withdrawn. If you have not been contacted regarding the reason for withdrawal, contact the call's administrator.
 - **Jury in Progress** – The application is in the process of being juried or has been juried.
 - **Invited** – The applicant has received an invitation to participate.
 - **Not Invited** – The applicant has not been invited to participate.
 - **Accepted** – Acceptance to participate has been confirmed.
 - **Declined** – The applicant has declined the event's invitation to participate or your participation has been declined by the event.
 - **Confirmed** – The applicant has confirmed participation after accepting invitation.
-

My application status has changed. Why?

- The status of your current application reflects where it is in the application process. If you are unsure about the meaning of a status indicator, please review the Checking the Status of an Application list above or contact the call for entry administrator directly for more clarification.

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Managing Your Applications

Where do I manage my applications?

- You can find all of your current applications under the **My CaFÉ™ Entries** section. All applications are listed by name with current status, options to review, and transaction history.
-

I applied to a call but I do not see my application. Where is it?

- Sometimes artists have multiple accounts. Be sure that you are logged into the correct account. If you still cannot find your application and you have a record of the transaction, please contact the call's administrator or CaFÉ™ technical support.
-

How do I withdraw from a call for entry to which I applied?

- Contact the call's administrator and ask that your application be withdrawn. Application fees are refunded by the call for entry administrator, not CaFÉ™, and only based on the terms and conditions of each sponsoring organization.
-

How do I delete my old applications?

- While you cannot delete applications, you can archive them. Your application will be available to archive after the jury results are released and the administrator has allowed artists to archive. To archive applications go to your **My CaFÉ™ Entries** choose the **Archive** link next to each application eligible to archive.
- If you are not yet able to archive your application, most likely the call has not yet completed the jury process or applications have not yet been released for archiving, please contact the call's administrator for more information.

What happens once I submit my application?

- Upon checkout and finalizing, your application is received instantly by the sponsor. Once you submit and finalize an application you are no longer able to add, edit or modify the application requirements.

I submitted my application, but I need to change an answer, modify image information, attach a new image, or change my media category. Is there anything I can do?

- You have the opportunity to review your application prior to checkout and make corrections as needed. Should you need to correct an application after checkout, please contact the sponsor of the call for entry to explain your error and request authorization to make corrections.

What is the Invitational Call Pass Code in CaFÉ™?

- An Invitational Call Pass Code is a code issued to applicants by the sponsor of a "by invitation only" call to allow exclusive access to the listing and entry form. For example, if a corporate-based call for entry sponsor elects to invite a specific roster of artists to apply to their call, the call will not be open to all artists—only those on the roster who received the direct invitation and the Invitational Call Pass Code. Please contact the organization that invited you to apply if you have forgotten or lost your Invitational Call Pass Code. *Please note, this code is not the same as coupon code.*

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Managing Your Images

How do I delete images?

- Images not actively assigned to an application may be removed by going to **Manage Images** and selecting the **Remove** option for the image.
- Images actively committed to an application cannot be removed. Please wait until the application(s) using the image has the option to archive. Once you click the link to archive, the image(s) will be uncommitted automatically.

How do I upload images to my CaFÉ™ account?

- **Login** to your account
- Click on the **Manage Images** tab
- **Click to Add Images**
- Navigate to **browse** or **choose your file**
- Complete the **image information** form
- Click **Add Image**

Manage Images will not upload. What should I do?

One of the following scenarios may have occurred:

- The image upload form is missing some required fields. On the **Manage Images** upload form be sure to complete all the artwork description fields before pressing **Add Image**.
- You may have selected the wrong image or you selected the entire folder instead of the individual JPEG file.
- Your images may not be formatted correctly for CaFÉ™. Images must be sized to 1920x1920 pixels and saved as JPEG. No other file size or type will work.
- You may have a personal or corporate firewall and/or anti-virus software installed on the computer system. These Internet security tools can interfere with file uploads on some Web sites. If you have a firewall running, please add CaFÉ™ to the exceptions list in your browser settings or temporarily disable the firewall and any anti-virus software and then try uploading again.
You may be using a phishing filter on Internet Explorer (IE). If so, try using a different Web browser. The CaFÉ™ Team recommends using the Mozilla Firefox browser. If you continue to use IE, you should turn off the phishing filter and be sure to enable cookies and Java script.
- You may be using AOL to access the CaFÉ™ Web site. AOL's browser is not supported by CaFÉ™. While you may still access the Internet by logging in to your AOL program, be sure to minimize the AOL program after you see the AOL welcome screen display. Then, open another Web browser such as Internet Explorer, Firefox, or Safari to access CaFÉ™.
- If technical problems persist, please contact CaFÉ™ for technical assistance.

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Application Fees and Checkout

I thought CaFÉ™ was free for artists to use?

- While it is true that there is no cost for an artist to register and use CaFÉ™, some organizations may elect to charge an application fee or jury fee to help cover costs associated with a call for entry. Please read the prospectus and call description carefully for application requirements pertaining to each call.

Can I pay for an application fee with a check or credit card?

- Yes, you may pay the application/jury fee with either a check or Visa/Mastercard credit card. Each organization establishes their

payment preference. Some accept both types of payment and some accept only one type – please read the prospectus and checkout page carefully for payment requirements pertaining to each call.

What is a coupon code?

- A coupon code is sometimes issued to applicants by the sponsor of the call for entry to discount an application or jury fee. For example, membership-based calls for entry may offer to waive or discount their member's application fee. The coupon code is redeemed at checkout. Please contact the call for entry administrator to check your eligibility for any available coupons.
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I checked out and submitted my application, but I did not receive a confirmation receipt. What can I do?

- Please check your e-mail inbox carefully and also check your spam and quarantine folders. If you do not receive the receipt and you are certain your e-mail address is correct in your CaFÉ™ profile, please review your e-mail spam filter options or notify your e-mail provider about unblocking messages. You can also check application status from the **My CaFÉ™ Entries** option. If your application is labeled **Received** it means the transaction was successful.
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I received two confirmation e-mails. Did I get charged twice?

- If you have received two of the same confirmations you have not been charged twice. Please return to your **My CaFÉ™ Entries** page to check your purchase history and compare this purchase information with your own records.
-

How can I request a refund for an application fee?

- Please contact the call for entry administrator for inquiries about refunds. Fee policies are established by each call for entry sponsor, not by the CaFÉ™ Team. You may also wish to read each call's terms and conditions carefully regarding fees or contact the organization sponsoring the call for entry for more information about application and jury fee refunds.

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