

Frequently Asked Questions

If your question is not answered below, you can contact me at pamelascolors@gmail.com.

Questions About Pamela's Classes:

Are your classes for beginners, intermediate or advanced?

I offer classes that are appropriate for any level of experience. If a class is specifically for an advanced artist, it will be noted. The majority of my classes are designed for beginners as well as advanced students.

How do I purchase a class?

- All of my classes are processed through my class store. You will start the process by visiting the information page about a specific class.
- You will find buy buttons on each information page, which may include the following words, Buy Now, Purchase Class, or Register Here.
- Once you have clicked a Buy button, your item will be added your cart. **Your Cart button is located in the upper right-hand corner of the website.** When you click on the Cart Button, you will be redirected to your purchase screen.
- Click check out to finish your purchase; this is the final stage where you will enter any discount codes. ****Note:** due to store changes, refunds will no longer be provided on purchases where discount codes were not applied. However, if you missed using your discount code, please contact me at pamelascolors@gmail.com so I can issue you a refund as a Gift Card, which you can use on future purchases.
- All purchases are made through PayPal or Stripe. You **do not** need to create a PayPal account. This is a secure transaction, and your information is not stored on my Squarespace website.

Once I purchase a class how soon can I access it?

Immediately upon purchase, you will receive a receipt for the classes you purchased. Within 12 hours you will receive a second email, which will provide you with your classroom link, classroom password. *****Please save this email*****

If you do not see the second email with the classroom link and password, please check your Spam/Junk folder as your email server may not recognize my website.

Are the videos from your classes downloadable?

Yes, all videos and other course content are downloadable. The only time a video is not downloadable is if it is from a guest artist who has restrictions placed on the usage of her video. At this time, there are no restrictions.

How long will the classes be available?

All classes offer lifetime or limited access. Limited access may occur if the class being offered is from a guest artist. Guest artists will retain ownership of their art classes and may choose to close access to their classes that are offered on this website. As long as this website, pamela-vosseller.squarespace.com, is active, you will be able to access your classes.

How do I access your videos when they are part of a collaborative course?

My collaborative classes are usually hosted on another artist's website, which I will not have access to. This means any log-in issues, passwords, or course questions should be directed to the host of that collaborative course.

Can I share my work with others taking your classes?

For some of my classes, there will be private Facebook Groups. If a class has a private group detail on how to join these class communities will be provided with your classroom link and password email.

Can I share or sell my artwork that I create from your classes?

I encourage all my students to be brave enough to share or sell their artwork. I do ask, if you are going to sell your art created directly from one of my classes/workshops that you include a public note that your art was created by Inspiration and Instruction of Artist Pamela Vosseller.

Please DO NOT recreate a class you have taken from me and then sale (Teach) as your own class creation.

Can I share your class or art videos?

Please do not share the art videos, which you have paid for and/or received a password for.

You are welcome to share any of my free art videos as these are not password protected and are open to the public.

Downloading Video Questions:

I am having trouble viewing the videos. What should I do?

If you are having trouble viewing the videos, try the following:

- Refresh the page.
- Make sure your browser software is updated.
- Make sure your Pop-up Blocker is not enabled.
- Try a different browser. (Firefox seems to work best.)
- Download the videos and save them to your computer. Then watch from there.

How do I download the videos?

To download the videos from my website, please do the following:

- Click on the Download Video button, which will take you to my Vimeo video review page.
- Click on the download arrow below the video.
- Choose the desired resolution and save it to the desired location on your computer/drive.

How do I download the videos to an iPad?

You can transfer videos from your Mac to your iPad using iTunes.

1. Download the files to your computer.
2. Connect your iPad to your computer.
3. Open iTunes.
4. Drag the video files from your Mac into "movies" or "TV shows".
5. On your iPad, open the Videos app and look under "Movies" or "TV Shows". The files will be there and you should be able to play them.

How to download from Vimeo?

Due to the changes with Vimeo and how videos are saved on your device, there are now two ways to download/save the video, depending upon the device you are using.

- If using the Vimeo App to view your videos, downloads now have to be stored in the App under the "Add to offline playlist." This playlist is accessed by clicking the three dots (...) which are located just below the video. (The video was previously saved directly to your device, but it is now stored in the App.) You can then view the video anytime by access it thru the Vimeo App under Offline Playlist.
- The second option is to **right click** on the download buttons while in the classroom, then click "copy", go to your browser on your device, and paste this

copied link into the address bar. This will open Vimeo in your device browser rather than using the device App. Once you're seeing the video thru the web browser, there is a **down arrow** on the right-hand side, under the video. That will allow you to save the video directly to your device.