***Find-A-Grave: Photo Requests***

**How do I upload a photo for photo request?**

If you receive the emails from the photo request system then you can follow the link that is located within the email. This will take you to the claim/fulfill page where you can claim the request before you take the photo and then fulfill the request when you upload the photo. There are also other ways to get to this page. You can go to the main cemetery page (this is the page for the cemetery that has the total number of records, photos of the cemetery, a map, etc.) and then click on "# photo requests". This will take you to the claim/fulfill page. You can also search nearest your location or by zip code under your [Contributor Tools](http://www.findagrave.com/cgi-bin/fg.cgi?page=ms&MSid=48245623) (located in the lefthand column of the page after you are logged in). You can claim/fulfill from there also. NOTE: You may not copy photographs from other web sites and post them to Find A Grave. Please refer to our Copyright policy for more information.

**How do I submit a photo request?**

To make a photo request you need to be a member of Find A Grave and there needs to be a memorial page on Find A Grave for the deceased individual. Once you are a member and once you have either found an existing memorial page for the individual or you have created a memorial page (if one did not already exist), go to the memorial record for the person whom you would like a photo taken for and click on the "request a photo" button located at the right of the record page, below the photos and above the flowers. Follow the prompts to send out emails to the photo volunteers and you should be set. Do NOT give anyone money to fulfill a photo request. Photo volunteers are volunteering to assist. If someone asks you for money to fulfill a photo request, please forward their email to info@findagrave.com.

NOTE: Please contact the cemetery for plot information prior to making your photo request. Some cemeteries are now charging to look up plot location information, but they will usually provide the information free to family members.

NOTE: Many cemeteries are now asking that a relative of the deceased contact the cemetery to obtain plot, lot and grave location information, as well as inform the cemetery staff that a volunteer will be coming to take the photo of the grave marker. This helps with verifying that the deceased is buried there, makes it easier for the volunteer photographer to find the grave marker, and may help the photo volunteer gain permission to take the photo.

**What if the photo request cannot be fulfilled?**

Please use the 'Report A Problem' option on the Photo Request page for the cemetery and memorial in question. The problem will then be displayed on the Photo Request page to inform other photo volunteers of the problem as well as emailing the member who requested the photo.

**What if there is no headstone?**

Some people fulfill the photo request with photographs of the area where the individual was buried. In the photo's description, please indicate that there is no head stone and give specifics as to where the grave is - such as right next to the headstone for someone else or to the left of the tree...

Some people further enhance the photograph by:

-Placing one of the following to mark the grave location - flowers, flag, or DAR emblem

-Photographing the area and adding a graphical outline to the photograph to show exactly where the grave is located.

-Do not use computer generated markers.

-Do not post a graphic stating "no gravestone" or similar language.

**When I request a photo can I add additional information to help the volunteer?**

Yes. When you request a photo, an information box will open up allowing you to add any details you think will assist the photo volunteer in locating the memorial. Additionally, if you created the memorial, you can add the plot information to the memorial as well. Many cemeteries will only give plot information to a family member, so it's always best if you call the cemetery to request the plot location and then include that information in your photo request, either in the information box that opens up or in the appropriate field on the memorial page itself.

**Why don't I receive photo request emails?**

The Find A Grave Photo Request System automatically sends out emails to volunteers who live closest to the cemetery in which the photo is being requested. If you are not receiving photo requests, it is usually an indication that our system has found a number of contributors who live closer to the cemetery than you. You can always search your area (or any other area) for photo requests by selecting requests nearest you or by entering a zip code in the 'Photo Volunteer' area of the '[Contributor Tools](http://www.findagrave.com/cgi-bin/fg.cgi?page=ms&MSid=48245623)' page.

**I requested a photo and received undeliverable emails back to my inbox, what now?**

This is very common but it is not a problem. Your photo request was still registered. When you register a Find A Grave Photo Request, our system automatically generates an email to the ten closest photo volunteers. It is common for a few of these emails to be returned to you as 'undeliverable'. This happens when people change their email address and forget to update their Find A Grave profile.

To help prevent 'bounce back' messages for future requests, if you receive 'undeliverable' or 'bounced' email notifications after making a photo request, please submit the bad email addresses using [this form](http://www.findagrave.com/cgi-bin/fg.cgi?page=reportReturnedMail). There is also a link to this form on your '[Contributor Tools](http://www.findagrave.com/cgi-bin/fg.cgi?page=ms&MSid=48245623)' page (in the 'Photo Request' section).

**When I search for photo requests by zip code the distances do not make any sense, why is that?**

The measurement is taken point to point from the center of the zip code entered to the location of the cemetery in order of precedence:

1. The cemetery's latitude/longitude, if we have it...

2. The cemetery's city latitude/longitude, if we have city information for the cemetery...

3. The geographic center of the cemetery's county, which we always have (but this method is not very accurate, as you might imagine).

Zip codes are not uniform in shape nor size. The distance is an approximation and does not account for driving distance, just point to point. For better accuracy, set your GPS location by editing your profile on your '[Contributor Tools](http://www.findagrave.com/cgi-bin/fg.cgi?page=ms&MSid=48245623)' page.

**Can I sort the list of photo requests?**

Yes, you can click on the column headers at the top of any photo request list. For example, clicking "Name" will sort the list in alphabetical order by surname. Click "Cemetery Distance" to arrange the names in order of their distance from your location.

**Are there any suggestions in order to take a photo of a headstone that is hard to read?**

Unless you are related to the interred on the headstone in question, DO NOT do anything to the headstone. We **DO NOT** recommend you do anything to the headstone to make it easier to read or easier to photograph. If it is a flat grave marker, you may be able to brush off loose dirt and debris. If the grave marker is in the shade or has little sun, it is possible to try different angles in relation to the sun or to use something simple, like a mirror or aluminum foil, to reflect sunlight onto a headstone face that is shaded and thus difficult to read in a photo. This does not in any way alter the stone itself, and one does not even need to touch the stone in order to reflect light. Harmless and effective solution for dark or shaded faces of grave markers, which improves the resulting photo.

**Is there a way to view the photo requests I have claimed?**

Yes. Go to your '[Contributor Tools](http://www.findagrave.com/cgi-bin/fg.cgi?page=ms&MSid=48245623)' page. In the Photo Volunteer section there will be a link labeled 'view requests you have claimed'.

**Can I charge money to fulfill a Find A Grave photo request?**

Find A Grave's Photo Request System is a network of volunteers, helping others freely. Please do not request any money for your photo volunteer service. Doing so violates the spirit of the volunteer system and is against Find A Grave policy. Repeated abuse of this policy will result in account suspension.

**Can anybody fulfill a photo request or do you have to be a photo volunteer?**

You do not need to be a photo volunteer to fulfill a photo request. By going to your '[Contributor Tools](http://www.findagrave.com/cgi-bin/fg.cgi?page=ms&MSid=48245623)' page, you can search for requests nearest you or by Zip Code and claim and fulfill them in this way.

**How many photo requests can I make?**

At any given time you may only have 20 requests within a 7 day period. Every photo request is timestamped. As the 7 day timestamp expires, you may then request another photo.