2018/19 Application Guidelines
MCAD-Jerome Foundation Fellowships for Early Career Artists
Deadline: Friday, September 14, 2018 at noon (CT)

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1. Fellowship Overview

This program, administered by the Minneapolis College of Art and Design (MCAD), is made possible by the generous support of the Jerome Foundation. The goal of this fellowship program is to significantly advance, artistically and critically, early career visual artists in Minnesota.

Artists considered for this fellowship may work in a variety of visual art media, including both traditional and new media.

The Jerome Foundation has adopted new language and guidelines surrounding the definition of an early career/emerging artist. The new emphasis is on funding artists at a relatively early and still formative stage in hopes of providing them "footing" within their respective fields. To this end, the Jerome Foundation does not support artists who already have a fully developed/mature artistic "voice" in any discipline or those who have already been substantially celebrated within their field, the media, funding circles or the public at large in any discipline, including but not limited to the discipline for which support is requested.

The focus is on career achievement and recognition. This program determines early career/emerging status based on the totality of an artistic career, not on the achievement within a single discipline. A well-established composer, for example, who decides to begin creating sculpture, is not considered an early career/emerging artist and therefore is ineligible to apply to Jerome for support in any program; such an artist would not be considered an emerging visual artist for the purposes of Jerome Foundation eligibility.

The MCAD-administered fellowship program uses an independent jury of three arts professionals to competitively award **four fellowships**. The fellowship runs from November 30, 2018–November 30, 2019 and includes:

- $10,000 – The funds may be used to purchase materials, cover production costs of artwork, and to supplement living or travel costs. Awards are subject to state and federal income tax guidelines.
- Three studio visits from professional critics (2 local, I national).
- An exhibition at the MCAD Gallery in Fall 2019.
- A catalog with a critical essay on each artist's work.
- The opportunity to partake in a public panel discussion.
- Access to MCAD's facilities, library, and ½ off tuition for Continue Education courses.

2. About the Jerome Foundation

The Jerome Foundation, created by artist and philanthropist Jerome Hill (1905–1972), promotes a dynamic culture through support for early career/emerging vocational artists to create new work and for nonprofit arts organizations that offer programs, services and activities for such artists based in the state of Minnesota or the five boroughs of New York City.

The Foundation's core values, which we strive to model in our practice as grantmakers and to support in our grantees, are:

Diversity: We consciously embrace diversity in the broadest sense. We support a diverse range of artists and organizations, including but not limited to those of diverse cultures, races, sexual identities, genders, generations, aesthetics, points of view, physical abilities, and missions. We support a diverse range of artistic disciplines and forms, created in a variety of contexts and for different audiences.

Innovation/Risk: We support artists who and organizations that push the boundaries of their respective disciplines, and we applaud unconventional approaches to solving problems.

Humility: We work for artists (rather than the reverse) and believe that artists and organizations are the best authorities to define their needs and challenges—an essential humility reflective of Jerome Hill, our founder. The artists we support embrace their roles as part of a larger community of artists and citizens, and consciously work with a sense of purpose, whether aesthetic, social or both.

3. Eligibility Requirements

Please read carefully. Applicants who do not meet all of the following criteria and expectations will not be considered and should not apply.

- Artists **who see the arts as an ongoing vocation**, rather than as a hobby, pastime or occasional pursuit; and who have already completed their training, if they have decided to pursue formal training at all;
- Artists **who at the time of application have generated, completed and publicly presented/exhibited/published work** in the discipline in which support is requested;
- Artists **whose primary goal is to generate new works**, as opposed to remounting or re-interpreting existing works;
- Artists who engage in exploring and challenging conventional artistic forms;
- Artists who are in the **early stages** of their careers;
- Artists **who have a focused direction and goals**, even while still developing their artistic "voice";
- Artists **who have yet to be substantially celebrated** within their field, the media, funding circles or the public at large;
- Artists **who are legal residents of the state of Minnesota** and have been residents for a least a year prior to the submission of an application. (Determined by voting and/or payment of taxes in the state. Applicant must also have a street mailing address within Minnesota to be eligible to apply.)
- Artists' work must fall within current visual art practice. Artists considered for this Fellowship may work in a variety of visual art media, including both traditional and new media. The Fellowship is not intended for commercial artists, musicians, theatre artists, or others whose work is generally not presented in a visual art context.
- Artists must reside in the state until the end of the 12-month Fellowship period.

- Artists must be able to provide evidence that they are an early career artist. Your resume will demonstrate limited, but promising, exhibition exposure and no more than a few grants or fellowships in direct support of your work.
- Artists living outside the Twin Cities metropolitan area who receive a MCAD/Jerome Foundation Fellowship must be willing to travel to the Twin Cities for Fellowship events, meetings with visiting critics and other group meetings. Mileage and lodging for trips will be reimbursed.
- Artists must be willing to meet with visiting critics during the Fellowship period and accommodate their schedules to the critics' visits. This may include arranging for and transporting your artwork to a location in the Twin Cities for studio visits.
- Artists must be willing to participate in a Fellowship exhibition and related activities.
- Artists are eligible to receive this Fellowship once every three years; however, if you are a prior recipient that fact will be taken into consideration when your application is reviewed.
- Artists who have been awarded a McKnight Visual Artist Fellowship or McKnight Photography Fellowship (for mid-career artists) are not eligible for the MCAD-Jerome Emerging Artist Fellowship.

Jerome Foundation does NOT support
- Students who are or will be at the time of application and during the grant period enrolled in degree-granting programs (including K-12, college, graduate or post graduate studies);
- Artists who are engaged in the arts as a hobby or avocational pastime;
- Artists who interpret, perform, edit or design the work of others (e.g. singers, dancers, actors, musicians, editors, journalists, designers in sets/lights/costumes/sound, editors, arrangers) but who do not also have a significant history of generating new work in accordance with guidelines;
- Managers, administrators, builders or technicians who do not also have a significant history of generating new work in accordance with guidelines;
- Artists who do not engage in exploring and challenging conventional artistic forms;
- Artists who do not currently live in the state of Minnesota and who did not consider MN their legal residence for the year leading up to the application.
- Given the emphasis on funding artists at a relatively early and still formative stage in hopes of providing them "footing" within their respective fields, the Jerome Foundation additionally does not support artists who have already been substantially celebrated within their field, the media, funding circles or the public at large in any discipline, including but not limited to the discipline for which support is requested. This program determines early career/emerging status based on the totality of an artistic career, not on the achievement within a single discipline. A well-established composer, for example, who decides to begin creating sculpture, is not considered an early career/emerging artist and therefore is ineligible to apply to Jerome for support; such an artist would not be considered an early career/emerging visual artist for the purposes of Jerome Foundation eligibility;

4. Application Selection and Process

Selection:

Three jurors, one who is familiar with the visual arts in Minnesota and two who are not, select the fellows. These panelists are artists, curators, art critics, and educators with an appreciation for and knowledge of a wide spectrum of contemporary art practices. Panelists, insofar as possible, represent a diversity of age, ethnicity, gender, and geography.

The panelists remain anonymous during the selection process. The names are revealed once the fellowship recipients are announced.

MCAD fellowship staff does not participate in any part of the selection process.

Process:

Review Process: Applicants are evaluated and selected according to these criteria:
- artistic excellence;
- evidence of serious commitment to their practice;
- the impact the fellowship will have on the artist.

The panel will also be asked to consider the breadth of artistic practice among Minnesota artists, which can include a wide range of aesthetics and traditions that might be influenced by ethnicity, gender, and/or geography.

First Round: The jurors review all submissions in the form of digital images viewed on their personal computer monitors. They are asked to score each applicant 1 to 5. Their decisions are tabulated and the top 25-30 applicants with the highest numerical score move on to the next semifinal round.

Second Round: The jurors are asked review for a second time the applications of the semifinalists and provide some written comments. Then a conference call is held where the panelists discuss these top 25-30 applicants. Those 10 applicants receiving the greatest interest will be contacted to schedule studio visits.

Email notification will be sent to all applicants on Friday, October 26**.** One email will be sent to applicants who did not make it to the second round. A separate email will be sent to applicants who were semifinalists, letting them know that applicants making it to the second and final rounds can contact the Program Office to set up a time to discuss the jurors' comments. These phone conversations will happen after the announcement of the four Fellows (i.e., after Monday, November 26, 2018.)

Studio Visits for Finalists: In this final phase, the Program Office notifies the 10 artists identified for final review no later than Friday, October 26. Appointments are made for brief, 20-minute

studio visits with the jury. **The dates for the studio visits will be Saturday, November 10 and Sunday, November 11**. The Program Director will help any finalists whose studio is outside the Twin Cities locate a space to present their work to the jury.

Notification: Upon completion of the studio visits, the Program Director will call the four Fellows and email the other finalists of the results. **The Program Office will notify all applicants about the juror's final decision via email no later than Monday, November 26.** Please do not call for results.

5. Application Requirements
Application Deadline:
Friday, September 14, 2018, 12:00 p.m. (noon) CT

We only accept online applications. To begin you will need to create a new account *even if you have applied for this fellowship before*. Once you have created a new account you will be able to fill out the application form, upload your images/videos, résumé, artist statement, and optional pdf.

You can return to the application site as many times as you like until you complete your submission. Once you hit "submit," you will no longer be able to log in and make any changes to your submission.

All applications must include the following:

Ten (10) work samples in the sequence you prefer

You must provide documentation of ten work samples as digital image files. You may choose to include full and detail shots, but each file counts as one of the ten total images. Please do not submit composite images unless absolutely necessary and with prior fellowship office approval. Do not display your name anywhere on the image (though signatures on the artworks themselves are permissible). Each juror reviews applications individually, one image at a time, on their personal computer monitors.

Image files should be saved in JPEG format (the filename will end with .jpg) at 72 ppi and 1920 pixels at the longest side, and no larger than 1.8 MB. Please see the Image Formatting section to learn how to properly format your images to these specifications.

You will be asked to provide the following information for each work sample submitted: the title of the work; medium or media; dimensions of the actual image or object; and its date (year) of creation. You can also add a brief 400-character annotation describing the medium, context, or installation of a particular work.

Video options. You may submit up to two video links from YouTube to the application site. To use YouTube, you will need to register for a free account. For information about how to so this, please go to: youtube.com. Each video should not be more than three (3) minutes in length.

Video submissions should **supplement**, not replace or extend, the ten still images. Therefore, any video, kinetic, or time-based work included in a multimedia installation must be referenced by at least one still image in the sequence of ten. Because of the blind jury process ideally there should be no voiceover narration, artist appearance or name included in the video submission, but those are permissible if they are integral to the piece. Applicability of video submissions will be subject to review by the Program Office; documentation of additional works not included in your ten still images will result in the video being removed from your application.

Résumé

Submit a current résumé (any length) Examples of professional artist résumés are available at the College Art Association website: collegeart.org/guidelines/resume. **Please do not include your name or contact information on the résumé**. It is okay if your name appears in exhibition titles or publications.

Save your résumé as a Microsoft Word document (.doc), plain text file (.txt), PDF (.pdf), or in Rich Text Format (.rtf).

Artist Statement

Submit a current artist statement about your work (no longer than one page). It may provide information about your background, the development or current direction of your work, or other information you would like to present to the panel. *Please include some indication as to future artistic direction so the jurors will have some idea how the fellowship would affect you and your work.* **Do not include your name or contact information on the statement.**

Save your artist statement as a Microsoft Word document (.doc), plain text file (.txt), PDF (.pdf), or in Rich Text Format (.rtf).

Additional PDF attachment (optional)

For artists' work that involves text, book arts, didactics, or texts that are unreadable in the images submitted. There is an option to upload an additional PDF. Please limit pages to no more than five. (2 MB limit)

The PDF attachment should **supplement**, not replace or extend, the ten still images. Therefore, any work referenced in the PDF must be indicated by at least one still image in the sequence of ten. Applicability of video submissions will be subject to review by the Program Office.

Complete Submission

Once you press the completion button your application will be available to download into a zip file for your records. Please note, if you do NOT upload a video you will receive one blank Excel file in the zip file.

Applying as a Collaborative Team

While the Jerome Foundation Fellowship is traditionally awarded to single artists, we recognize that there are many contemporary artists who work as collaborative teams. If you are applying as a collaborative, make sure each artist involved meets the eligibility requirements. The images you submit should be of work created by the collaborative, not by the artists individually. However, the résumé submitted should be one file including both the collaboration's exhibition history, as well as each artist's. Please do not use your names, rather, distinguish between the three résumés by using the titles, "Artists A and B," "Artist A," and "Artist B." In your statement, you should address why collaboration is integral to your work. Since the Fellowship is intended to further the existing practice of emerging artists, it should be clear that your collaboration is already an established part of your work.

6. Information Sessions, Workshops, and One-On-One Meetings

You are welcome to attend a Jerome Information Session with Program Director Kerry Morgan. A video recording of an information session will be available online after July 23.

Wednesday, July 18, 6:30 p.m.
Minneapolis College of Art and Design
2501 Stevens Avenue, Minneapolis
Auditorium 150

Wednesday, August 15, 6:30 p.m.
Center for Hmong Arts and Talent (CHAT)
995 University Ave W, St Paul, MN 55104

Tuesday, August 21, 6:30 p.m.
Springboard for the Arts
308 Prince Street, Suite 270, Saint Paul, MN 55101

We will be hosting several workshops July-August 2018, please check our Facebook page for locations, dates, and times.

Applicants are also welcome to schedule one-on-one meetings (in person or over the phone) with the program director or fellowship coordinator before submitting their applications online. To schedule a meeting please call 612.874.3667. *Please note we will not be able to schedule one-on-one meetings the week prior to the deadline (September 7–14).*

For further information, contact:
Kerry Morgan, Program Director
612.874.3667
gallery@mcad.edu

Melanie Pankau, Fellowship Coordinator
612.874.3803
gallery@mcad.edu

7. FAQs

Image Formatting

Preparing and Resizing Images: Overview

To resize your image so that it conforms to the 1920 at the longest dimension protocol you will need photo-editing software that can resize images, change image resolution, create new images, and save images as JPEGs. The steps will vary depending on the photo editing program you are using; see Resources section for photo-editing software options. Below are generalized instructions for Photoshop:

Photoshop Tips

1. If possible, it is best to start out with an original uncompressed image file that has been prepped and is at minimum no less than 27 inches or 1920 pixels after cropping, adjusting contrast, adjusting color, sharpen, etc. **Nearly all cameras will produce images *much* larger than 1920@72ppi, so this should not be an issue.**
2. You will be adjusting these files to meet the image specification size by following the steps below.
3. Open the file in Adobe Photoshop.
4. Go to Image - Image Size to open the Image Size dialogue box.
5. Set Resolution to 72 ppi (pixels per inch)
6. Identify the longest dimension (make sure "Constrain Proportions" is checked) and set it to 1920 pixels. *This will generally be a reduction in size.* **Images should not be larger than 1.8 MB.**
7. Click OK.
8. Save for Web – Go to File > Export > Save for Web (Legacy) to open the Save for Web dialogue box.
9. Make sure the setting is JPEG.
10. Quality should be between 70-90.
11. Click Save.
12. Make sure sRGB is checked. Not CYMK, which will not display correctly on screen.
13. Save Optimized image as JPEG in a folder that is easy to find on your computer.
14. Name it something easy to remember, like jeromeimage1.jpg.
15. Click Save (leave all other options as is, i.e., format, settings, etc.)
16. You are now done with the first image. Now repeat these steps for the rest of the images you plan to upload to your application.
17. Remember, save it as a JPEG file format. Name the file correctly including the .jpg file extension. (.tiff, .psd, .pict, etc.) will not work

Connection Errors

There may be certain times of day when uploading an image works better than others. You may notice a difference in upload times between images of the same size. This variability comes from the nature of the Internet, and may be due to one or more of several factors, including:

1. Bandwidth: Several applicants trying to upload images at the same time, or overall heavy

internet traffic can make things slow - try uploading again at a different time.
2. Connection: A bad connection between your phone, wireless, cable, or network and your ISP (internet service provider) may be the problem - by disconnecting and reconnecting to the internet, you may be able to establish a better connection.
3. Firewall software or Proxy server: If you are using a firewall program like Zone Alarm or Norton System Works, you may want to turn off the software while you are uploading.
4. Memory: Restarting your computer and clearing your browser's memory cache will free up memory and may speed things up. It's also a good idea to quit from other applications before uploading, since these use up available memory as well.

Video Uploading on YouTube
The information you need to upload to YouTube will be found on their website: <u>youtube.com</u>. We prefer to use YouTube as our webmaster is able to create an interface that edits out your name completely. That function is not possible using Vimeo.

DO NOT Display your name in the video. The juror interface is such that the user's (you) information is not provided, only the video is shown. So do not worry about adjusting your screen name or profile.

Please note that it can take from 30 minutes to several hours to upload a video. How long it takes depends completely on the size of the video and the speed of your Internet connection. The larger the video, the longer the upload time will be.

How should I go about creating and saving digital images of my work?
You have many options. It is possible to engage the services of a professional for any part of preparing the images, and you can learn to do any part for yourself. Before you start, consult a good book on digital photography and imaging. If you have access to a high quality (5 megapixel or higher) digital camera, this may be a good option. Unless you are comfortable and familiar with the process of taking professional-quality digital images, you should consider having this done professionally. Many photographers, studios and photo-service providers shoot digitally now; with a little research you should be able to find one nearby.

Then you will need to edit and format your images. How you do this depends on how comfortable you are working with computers and digital images.

Some photo-service providers will be able to correct and size your images and burn them to a CD. Others may only be able to give you the raw digital files, requiring you to size and save them on your home computer or somewhere else, like Kinko's or a local computing center. You will need to research your options, which will vary depending on where you live, how tech-savvy you are, and how much you are willing to spend.

One of the advantages of computer technology is that there are many ways to get access to the technologies you need. Most professional photo services will be able to do most or all of the work of digitizing your images. Many public libraries have computers available for public use. Public agencies and community organizations often offer computer services. Service providers like Kinko's or a local Internet cafe offer varying levels of technology access and support.

What type of software will I need for my images, résumé and statement?
To size and save your images, you will need use a computer equipped with a recent version of Adobe Photoshop, or another imaging program like Corel Paint Shop Pro or Microsoft Digital Image Suite.

For the résumé and artist statement, you will need Microsoft Word, or another word-processing program that can save a SimpleText (.txt) or Rich Text (.rtf) file, like ClarisWorks, WordPerfect, TextEdit, or Adobe Acrobat Pro. Your résumé and artist statement should be 500 KB or smaller.

When you apply online, you will create the image list by entering text into fields when you upload your images.

How will the jury see my application?

The jury will look at your applications using a web-based reviewing system. This means they will see each image individually at its full size (not as the small preview you see when you submit your application). Images will be viewed in the order you submit them (i.e., Image 1 will be first, Image 10 will be last). Title, media, and other information you submit with the images will be displayed with each image, and the jury will be able to view your résumé and artist statement as well. For this reason, we ask that you please do not include your name on anything except the contact info section of the application, as the process is randomized and anonymous.

Example of what jurors see full screen:

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Something slow and grown white with ease, 2010
crylic, canvas, Eurocast, fern, found foam, blackberry lily seed, moss, mylar, PETG, pen, pencil, Sedum, wood
23 x 23 x 13

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2
3
4
5
6
7
8•
list
statement
resume

_5
_4
_3
_2
_1

Submit Comments

Are the jurors' monitors calibrated?

No. It is possible that your color settings will differ very slightly from each juror's settings, but it will not make any appreciable difference to the jury's review of your work.

8. Resources

Books:
Numerous books and articles are available on the subject of digital photography and imaging. A trip to the local bookstore or camera shop, a visit to amazon.com, or an Internet search for something like "take good digital photographs" or "scanning slides" should turn up plenty of information sources.

We've found that *Digital Photography: An Introduction* by Tom Ang is a helpful guide to the basics of the medium. Chapters 3 and 4 are especially helpful for turning your existing images into digital files. It retails for about $15.

Photo Services:

FedEx Kinko's
Probably the most widespread and one-stop option, these stores have computers with Adobe Photoshop and Microsoft Word, can scan your slides or photographs and burn CDs. Visit www.fedex.com to find the location nearest you.

Springboard for the Arts has a great site to locate local professionals to document and digitize your work. Visit it online at their Art Service Directory.

Digital Imaging Software:
There are a variety of products that can help you format your images successfully. Packaged software is available to purchase as well as free downloadable software. Recently various websites are offering online image editing tools as well.

Adobe (http://www.adobe.com) currently provides two photo editing products--Adobe Photoshop and Adobe Elements--that are very popular among today's designers and artists. Adobe Elements, the less-expensive option, provides a free 30-day trial if you would like to try the program before purchasing.

Get Paint (http://www.getpaint.net), a free open-source program for Windows-based computers, can also help to format images successfully. If you are a Mac user, download Gimp (http://www.gimp.org), a useful image-editing program.

Sumo (http://www.sumopaint.com), Aviary (http://aviary.com/home), and Pixlr (http://www.pixlr.com) are some of the few websites out there that offer image-editing right in the browser.

Arts Advocacy Organizations:

MNartists.org
MNartists.org offers some "how-to" help with digitizing images. Their website has a list of technology resources and Arts Advocacy organizations. They periodically run workshops on digitizing images and uploading them to the Internet.
www.mnartists.org

Film North
Film North provides free scanner access for mnartists.org artists. They also rent film, photo and editing equipment to members. Call for an appointment.
550 Vandalia St #120, St Paul, MN 55114
(651) 644-1912
http://myfilmnorth.org/

Springboard for the Arts
Springboard is a Twin-Cities based arts-advocacy organization that offers workshops, professional consultations and some technology services to working artists. Some services are free; you will have to pay for others.
308 Prince Street, Suite 270, St. Paul, MN 55101
651-292-4381
www.springboardforthearts.org

VSA Minnesota
VSA Minnesota works with arts organizations throughout the state to assist them in making their programs and services accessible to people with disabilities.
The Cowles Center, 528 Hennepin Avenue, Suite # 305, Minneapolis, MN 55403
612-332-3888 (voice/TTD/TTY)
http://www.vsamn.org/

Regional Arts Boards:
These organizations are affiliated with the Minnesota State Arts Board and the McKnight Foundation. They may be able to offer you computer access and assistance or direct you to someone near you who can.

Kittson, Marshall, Norman, Pennington, Polk, Red Lake, and Roseau counties:
Northwest Regional Arts Council
109 S. Minnesota St., Warren, MN 56762-1428
218-745-6733
http://www.northwestminnesotaartscouncil.org/

Beltrami, Clearwater, Hubbard, Lake of the Woods, and Mahnomen counties:
Region 2 Arts Council
303 Railroad St SW, Bemidji, MN 56601
218-751-5447
www.r2arts.org

Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, and Saint Louis counties:
Arrowhead Regional Arts Council
424 W Superior St Suite 104, Duluth, MN 55802
218-722-0952
www.aracouncil.org

Becker, Clay, Douglas, Grant, Otter Tail, Pope, Stevens, Traverse, and Wilkin counties:
Lake Region Arts Council
133 South Mill Street, Fergus Falls, MN 56537
218-739-5780
www.lrac4.org

Cass, Crow Wing, Morrison, Todd, and Wadena counties:
Five Wings Arts Council
122 3rd St NE, Staples, MN 56479
218-895-5660
www.fwac.org

Big Stone, Chippewa, Cottonwood, Jackson, Kandiyohi, Lincoln, Lac qui Parle, Lyon, McLeod, Meeker, Murray, Nobles, Pipestone, Redwood, Renville, Rock, Swift, and Yellow Medicine Counties:
Southwest Minnesota Arts Council
114 N 3rd St, Marshall, MN 56258
507-537-1471
http://swmnarts.org/

Chisago, Isanti, Kanabec, Mille Lacs, and Pine counties:
East Central Regional Arts Council
112 Main St S, Braham, MN 55006
320-396-2337
http://www.ecrac.org/

Benton, Sherburne, Stearns, and Wright counties:
Central Minnesota Arts Board
220 4th Ave N, Foley, MN 56329
(320) 968-4290
www.centralmnartsboard.org

Blue Earth, Brown, Faribault, Le Sueur, Martin, Nicollet, Sibley, Waseca, and Watonwan counties:
Prairie Lakes Regional Arts Council
22nd Ave NE, Waseca, MN 56093
507-833-8721
www.plrac.org

Dodge, Fillmore, Freeborn, Goodhue, Houston, Olmsted, Mower, Rice, Steele, Wabasha, and Winona counties:

Southeastern Minnesota Arts Council

2778 D Commerce Drive NW Rochester, MN 55901

507-281-4848

www.semac.org

Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington counties:
Metropolitan Regional Arts Council

2324 University Avenue West, Suite 114, St. Paul, MN 55114

651-645-0402

www.mrac.org

For software help:

Adobe Support

Adobe.com has tutorials and troubleshooting advice for Photoshop users.

www.adobe.com/support/photoshop/

Microsoft Support

If you're having trouble with Microsoft Word, perhaps Microsoft Support can help.

support.microsoft.com