Registrant photo rejected?

Here are solutions to common problems

PISGS soon will begin printing hard plastic registrant cards with a photo. So we can't accept photos that won't print clearly on the cards.

The good news – a typical smart phone camera can produce an acceptable photo.

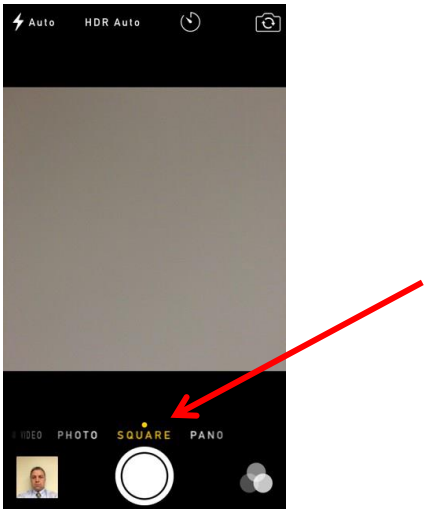
But the room needs to be well-lit and the image should be a passport-style photo clearly depicting only the registrant's head and shoulders, against a white or light-colored background.

Standard photos are rectangular, but passport-style photos are square. So a standard rectangular photo will be distorted if reproduced as a square on a PISGS identification card. iPhone users should set their camera to SQUARE. Android phone users must download a free App to take a square photo (see below for more details).

Here are some common reasons we reject photos – and tips for correcting them. For detailed, step-by-step instructions, see our online user guide.

Photo is distorted or unclear

For iPhone users, change the camera setting from PHOTO to SQUARE before taking the registrant's photo. This is important because standard photos are rectangular, but passport-style photos are square. So a standard rectangular photo will be distorted if reproduced as a square photo on a PISGS identification card.

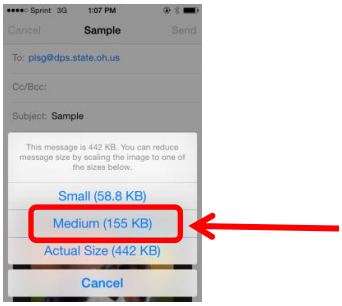


For Android phone users, download an App that will allow you to take square, passport-style photos with your phone. There are several free, easy-to-use Apps available, including Passport Photo ID Studio.

Photo file is the wrong size

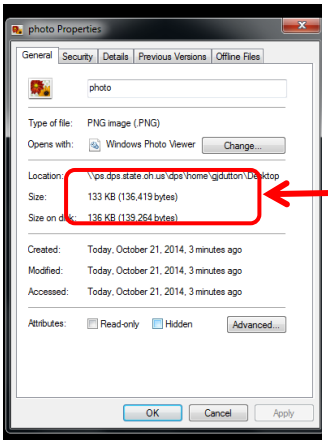
A digital photo should be no larger than 500KB.

If emailing the photo from an iPhone, choose a size between 50KB and 500KB when you send it.



Before uploading a photo from your computer, use your mouse to right-click on the image.

On a PC, select “Properties” to confirm the photo is no more than 500KB.



To check a photo file size on an Apple computer before uploading, right click on the file and select “Get Info.” It will show the size in KB and pixel dimensions.

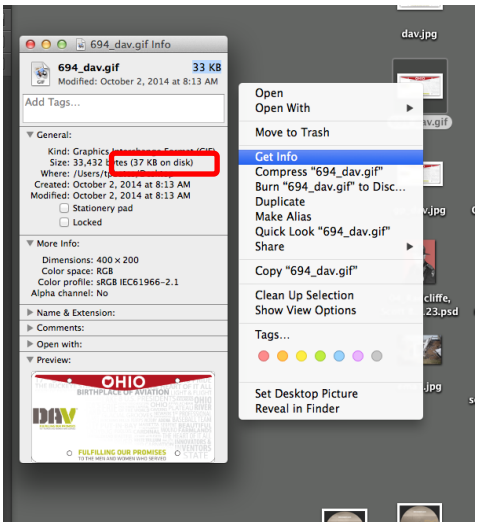
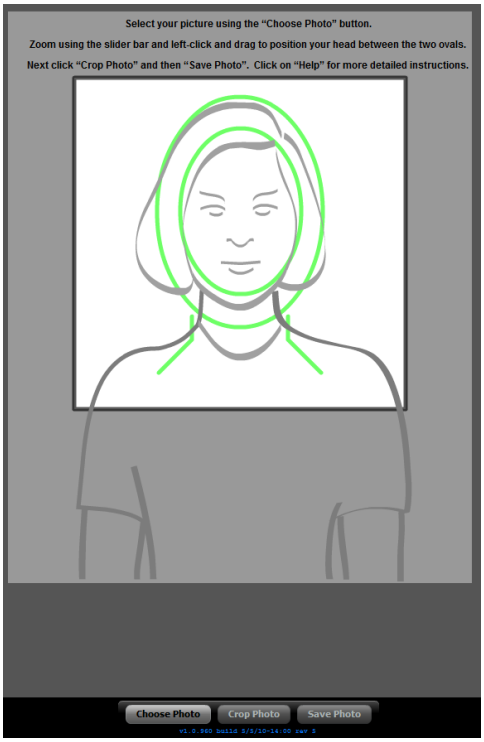


Photo is taken from too far away, or too close

Use the photo editing tool to adjust the photo to the required dimensions before uploading. You can find a link to an online photo editing tool on the PISGS online application, under the photo Browse button:

After connecting to the Passport Website photo editing tool, select "Choose Photo." This allows you to search your computer for the photo. When you find the photo, the tool allows you to zoom in or out, correct a sideways or upside down photo, and reposition the image so it fits the proper format.

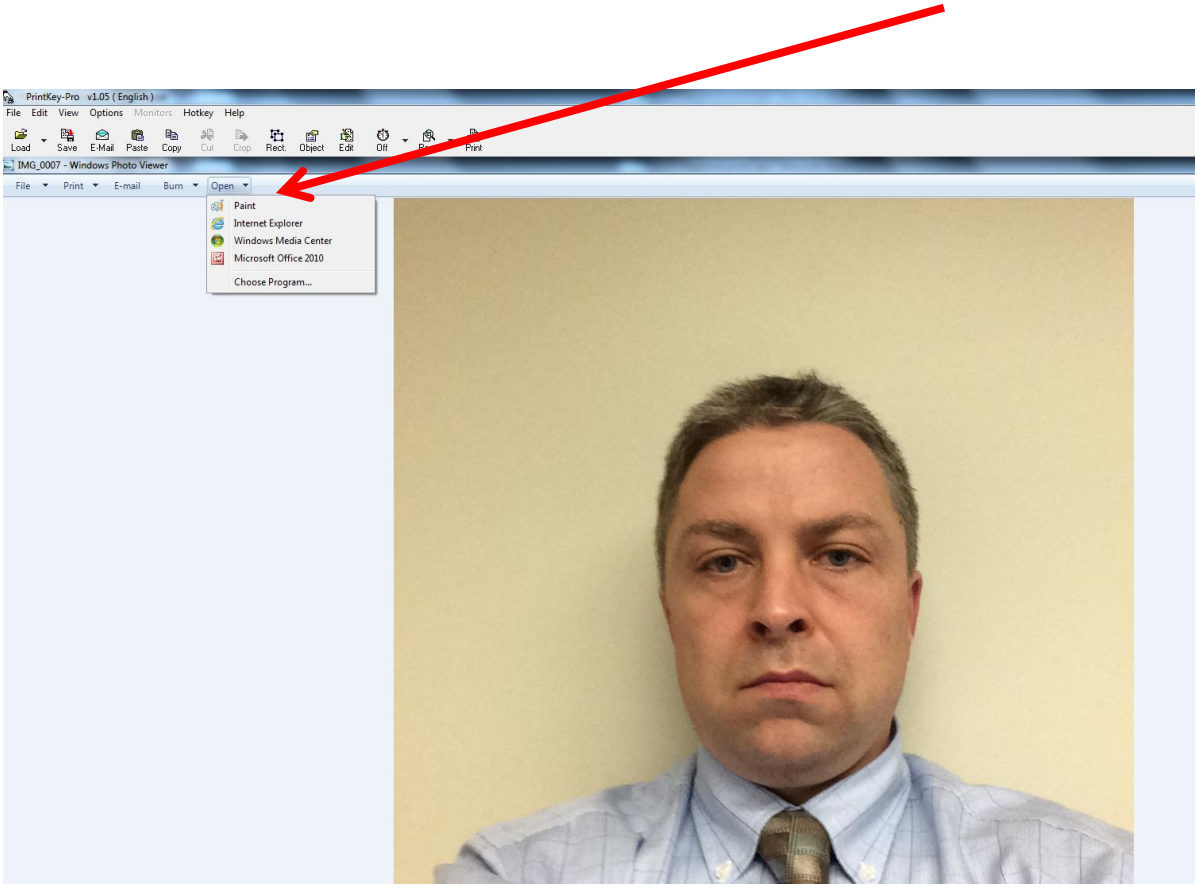


After adjusting the photo to fit the template, select "Crop Photo."

Then select "Save Photo" to save the edited photo on your computer. Now, you can upload the edited photo with the registrant application.

Note: the photo must be at least 50KB to use the Passport Website photo editing tool. And if the image is too large, you will get an error message when you try to crop it.

In addition to the Passport Website, there are numerous other photo editing tools. Most PCs include Paint, an easy-to-use tool to crop and re-size photos. Just open the photo and then click on "Open," and a dropdown will appear with options including Paint:



Too many shadows on the registrant's face

Take the photo in a well-lit room. Florescent lighting is best. Or you can take the photo outside, in natural light – but avoid direct, overly bright sunlight. Always shoot from a close distance – a few feet away – so the camera flash sufficiently illuminates the registrant's face, if necessary.

Unclear background, or we can't see registrant's eyes

Stand against a white or light-colored wall or backdrop when taking the photo. Look directly at the camera. Don't wear a hat, Bluetooth earpiece, headphones, or dark glasses (consider removing glasses to avoid a glare). Smiling for the photo is OK if you don't overdo it, but a big smile often causes people to squint and obscures their eyes.