Image Comparator – Frequently Asked Questions

**Question:** I am not able to upload an image. Why?

**Answer:** Please do check the validations page to ensure the image meets the criteria for upload. Generally, files that are not image format or images that are 0 bytes fails the validation criteria

**Question:** What is the maximum file size that is supported for comparison?

**Answer:** Currently, we do not have a maximum limit for file upload. However, please note the higher the size of the file, the longer the comparison would take.

**Question:** How many images can I compare?

**Answer:** You can run any number of image comparisons at the same time. Please add multiple line items in the input CSV to perform multiple comparisons at the same time

**Question:** Are my upload images secure? Is it publicly available on the internet?

**Answer:** Yes, the images are securely located in our storage. This storage is not publicly available and the access to the images is restricted

**Question:** How long does it to take compare two images?

**Answer:** The comparison time depends on the size of the image file. Generally, comparing two images of 2 MB file size takes about 3 seconds on an average

**Question:** Will my manager know the details of the files I compared?

**Answer:** No. As a part of GDPR compliance, we do not store the details of the person who performed the image comparison.

**Question:** I have a great idea. Who can I send it to?

**Answer:** Please reach out to SRE@Loblawdigital.com