I'm trying to upload my video but the system locked me out.
After you attempt to upload your video three times the system will automatically lock you out. Please contact us to reset your upload attempts and include your Entry ID. There is no penalty for this request.

Can I submit a URL to view my video entry?
No, unfortunately we cannot accept a URL for your video. All entries must have an accompanying video uploaded through the Emmy® Express system for judging. If you have questions on uploading your video please read the instructions on how to upload a video to an entry or watch the online step-by-step tutorial video.

What video format and file types can I upload?
Videos must be encoded to support Adobe Flash Player 9. Videos must be saved as either a .flv (Flash video), .mp4 (MPEG-4, H.264 encoding), .vp6 (True Motion), or .mov (Quicktime MPEG-4, H.264 encoding) file type. There are a few noteworthy formats that are not supported: Quicktime (MOV) files that use the Apple Intermediate Codec (used in Final Cut Pro), DRM protected files from Microsoft (WMV) or the iTunes Store (M4V, MOV), WMV videos using the MSS2 video codec (for screencasting).

We advise you to always upload videos using: MP4 container format, H.264 video codec, AAC audio codec. MP4 with H.264/AAC is an ubiquitous format that most widely used editing, compositing, screencasting, and transcoding tools support it. If your tools do not, take a look at Handbrake, a free but powerful desktop transcoder.

How large can my file be?
The video file size should not be larger than 2GB for ease of uploading.

Does the encoding process change the aspect ratio?
No, we never change the aspect ratio. Good quality in yields good quality out.

How do I shorten a full-length program to comply with entry time limits?
Full-length programs may be shortened by taking up to three (3) complete lifts from the program. In other words, a maximum of three edits is permitted to bring longer programs to the time limit. We encourage the use of the description to help judges navigate the entry.

Why is my video taking a long time to upload or not uploading at all?
The success of the video upload process greatly depends on your computer's internet speed, connectivity, security settings and overall network demand. Please try the options below before contacting us.

- **Have you tried running a Speed Test on your computer?** If so, what was your speed? A slow internet speed can result in a long/slow upload process.
- **Does your computer need a Flash upgrade?** In the Resources panel on the left hand side click the Flash Upgrade button.
- **Have you performed a free web test?** Located in the resources panel, this scan will tell you how strong or weak your connection is. The lower the grade the worse the connection.
- **Are your firewalls or security settings (i.e. Virus, Malware, Spam) preventing Emmy® Express from working properly.** If so you will need to upload from a different location.

We strongly suggest that you do not upload more than one video at a time. The amount of time it takes to upload a video to Emmy® Express greatly depends on your computer's internet speed, connectivity, and

overall network demand. If multiple people are using the same server to upload videos it will take a longer time to upload and encode. If you are having trouble, try uploading from another location at a different time.

Once I start my video upload can I leave the webpage?
No. Once you click the upload button and the progress bar appears **DO NOT** leave this page until the encoding process begins. Doing so will affect the upload and most likely, require you to re-upload your video.

Once my video begins encoding can I leave the webpage?
Yes. At this point you can leave the webpage. An email will be sent to the submitter as soon as the video has finished encoding. Once the video has finished encoding you will have the option to view the video and approve it. All videos must be approved.

Why do I need to approve my video?
We want to make sure your video is the correct video and that it plays back so it can be properly judged. The video must be approved in order to appear for judging. If you do not approve your video it will not be judged.

What happens if I reject and delete my video instead of approving it?
If you decide to reject and delete your video instead of approving it you will be able to upload the video again. Please only click *Reject and Delete* if you accidentally uploaded the wrong video, version, etc.

I accidentally uploaded and approved the wrong video. What do I do?
Contact us and include your Entry ID. We will clear the video and let you know when you can upload again. There may be an administrative fee added to the entry fee for this change to the entry.

My video has finished uploading but when I view the thumbnail preview it isn't good quality. Should I approve it anyways?
Please note that the thumbnail preview you view is a low quality version and is not the version that the judges will see. Judges see the version as you have uploaded it.

Are commercials allowed?
Commercials must be deleted so there is no interruption in the program.

I have already submitted my entry, how do I upload my video?
Use the link in the *EMMY® Express - Email Copy of Entry* to **upload your video.**

Can I get a copy of my video once it has been uploaded to Emmy® Express?
No. If you need a copy, or think you might need a copy, be sure to save it to your own computer. We do not make videos available for viewing at any stage of the process.

Questions: info@midwestemmys.org

Links in this document
- Upload your video file: