

## FAQs: creating and uploading

### What programs can I use to create videos for uploading to My Media?

Any program that can create video or audio files and export in a compressed format, for example; mp4, mp3, avi, wmv, mov and flv.

### What is the easiest way to record a simple video?

You can record directly from a [mobile device help doc](#) or use the free [Desktop Recorder help doc](#). If using a mobile device check the camera resolution to ensure the video file size is not too large, 720p is usually sufficient unless a high definition video is required.

### What is the easiest way to record an audio file?

You can record an audio file on a mobile device or on the Desktop Recorder. The audio file needs to be created as a .mp3 rather than .aifc file.

### Where do I find My Media?

🌟 My Media is your private audio and video repository in FLO, it is located in the menu under your name in FLO. View the upload [help doc](#) for more details.

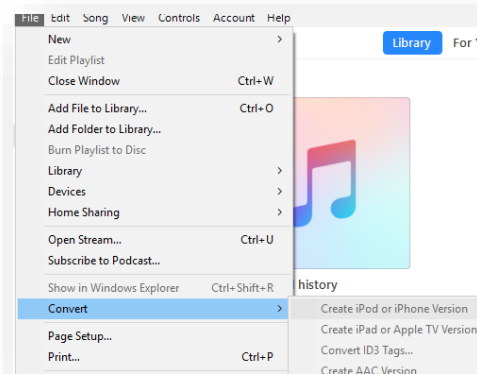
### My file is taking a long time to upload to My Media?

While a video is uploading you can see the progression bar at the top of the screen, this shows the upload speed. Upload speed varies depending on file size and internet speed. We recommend 150MB maximum file size.

### How do I reduce a large file size?

There are a number of tools available to compress large size files, for example Handbrake. Alternatively, if you have created your media using editing software, check if there is a smaller export option available.

If using a mobile device to create your video you can sometimes select a smaller file size when exporting from an App or upload to a desktop to use a tool to compress the size.



## Online Video Platform Frequently Asked Questions

### **I can't upload my video project file?**

Project files from programs like iMovie, Windows Movie Maker, Camtasia (such as .imovieproj, .mswmm, .wlmv) are not designed for sharing and will not upload to My Media. Go back to the program you used to create the video and find the share option and export a compressed file such as an .mp4.

### **Can I upload a PowerPoint or slide presentation?**

PowerPoints and PDF slides can be added to media already in My Media. When you are viewing the video slides can appear alongside the video in a navigation panel. The Desktop Recorder can also capture Presentations [help doc](#).

### **Why won't my video play immediately after uploading?**

When uploading a video wait for the transcoding to finish before you publish or embed the video. While a video is transcoding, this image will appear on the video. Once the video has finished your thumbnail will appear and you can play the video.



### **I am uploading from my mobile device but I can't find my video files?**

You may need to first export media created in apps on your device to your Photo Library/Files on your device or cloud storage.

### **I can't upload a file from cloud storage?**

Files stored in the cloud cannot be imported from a web browser. You will need to install the cloud folder or 'client' on a desktop computer.

