Basics of MediaCentral

URL: media.indwes.edu

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Home Page View for MediaCentral

To login to MediaCentral:

Video: Logging In Tutorial

1. Open the IWU MediaCentral URL in your favorite web browser.
2. Click on either the 'My Media' tab or the 'login' link in the upper right corner of MediaCentral.
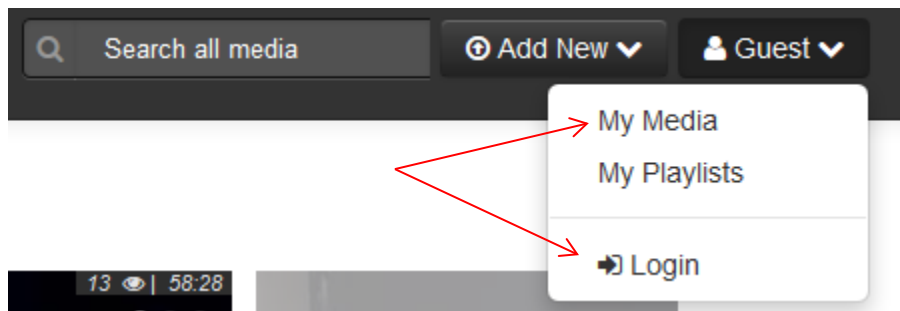
3. MediaCentral uses Single Sign-On, so at this point if you are already logged in you'll be taken straight to the 'My Media' tab, if not, you'll be taken to a login page.

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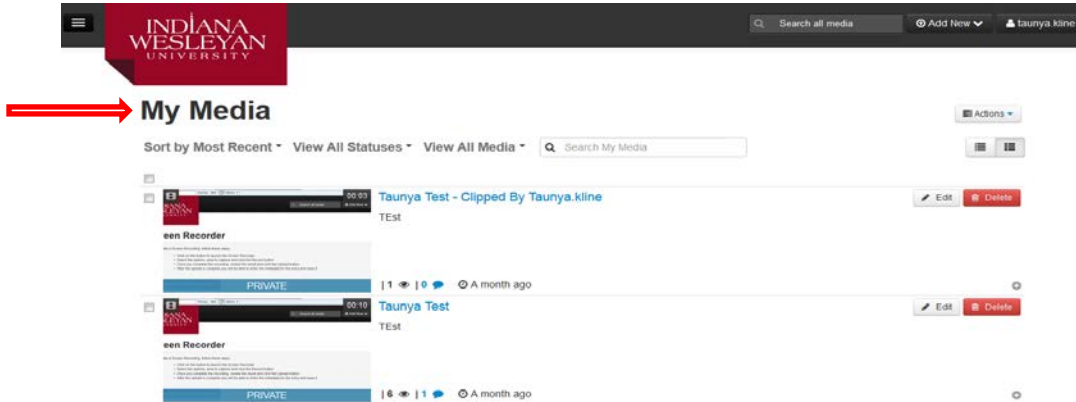
4. At the login page, enter your IWU ID and Password and click 'login.'
5. After logging into MediaCentral, the page will appear the same. However, you will now be able to successfully access your content under 'My Media' and other various areas that require an IWU login.
    o   Please note that you may receive a security warning after you login. This is completely normal and it is safe to continue. See Why do I receive a security warning at login? for details.
    o   Don't forget to logout (using the link in the upper right corner) when you're finished using MediaCentral.

How do I search for media on MediaCentral?

Searches in MediaCentral are based on the tags that were added to the media items as part of their details. To search your own private media, go to the 'My Media' tab and use the 'Search My Media' box at the top of the page to perform your search.

See Tagging Tips and Uses for more information on tagging.
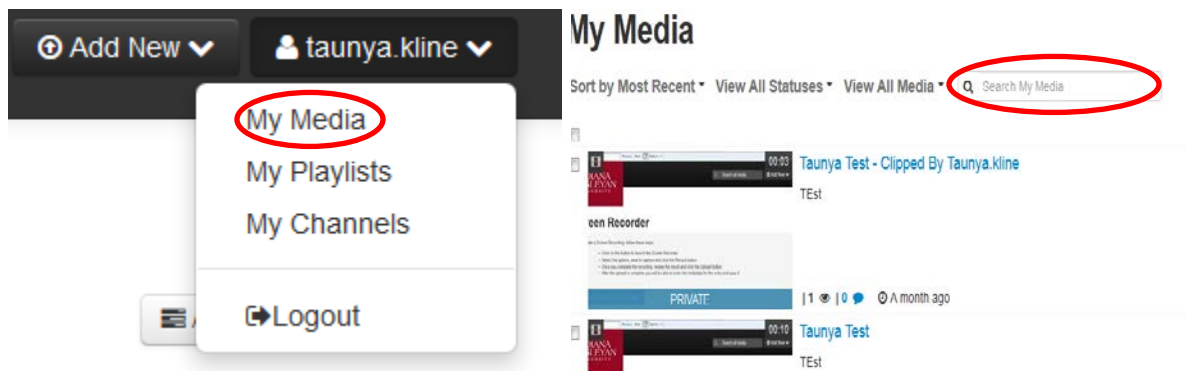
✛ How do I upload a media file to MediaCentral?

Video: <u>Uploading Media Video Tutorial</u>

1. In the upper right corner of the page, select the 'Add New' drop-down list, and choose 'Media Upload,' to open the media uploader.
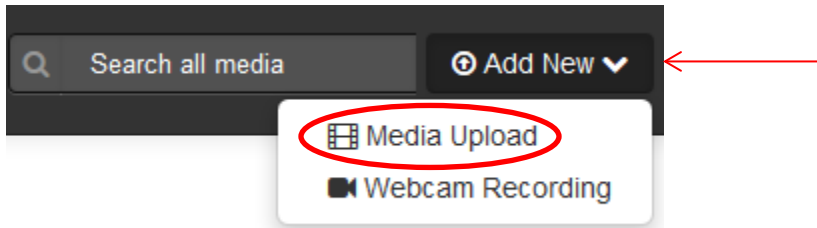
2. Click the '+ Choose a file to upload' button to search your computer for the media file that you would like to upload; select the file; and click the 'Open' button to begin uploading the file.

Upload Media

+ Choose a file to upload

Kaltura accepts all common video, audio and image formats in all resolutions. For best results with video, we recommend preparing videos in 1280x720 pixels and using the H.264 video codec at about 4000 kb/s.
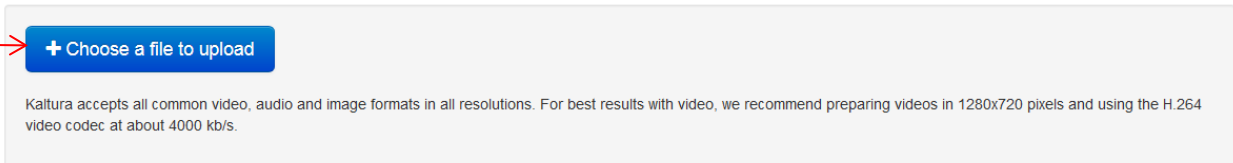
3. As the file uploads you may begin adding the details to the file. The details include:
    o Name: this is the only required field. It will be prominently displayed above the media.
    o Description: this is displayed below your media and allows you to write additional supplementary information.
    o Tags: these are used when searching for your media within MediaCentral. See <u>Tagging Tips and Uses</u> for more information.
4. When you are finished editing the details, click 'Save.' You may continue uploading more files by clicking the '+ Choose another file' button and repeating steps 2–3 above.
    o Please note that at this point you may not be able to view your media and you may see the message: *'This media is still being converted. An e-mail notification will be sent.'* This is completely normal. Your media will continue to process even if you navigate away from MediaCentral and you will receive an email notification once processing is complete.

How do I record a video from a webcam?

1. In the upper right corner of the page, select the 'Add New' drop-down list, and choose 'Webcam Recording,' to open the video recording screen.
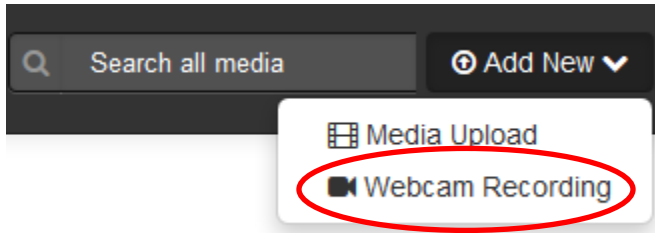
2. An Adobe Flash Player Settings dialog box may open requesting access to your camera. Click 'Allow' to let the recorder use your computer's camera for recording. You should then see your camera's video feed in the center of the recording screen.

Record from Webcam
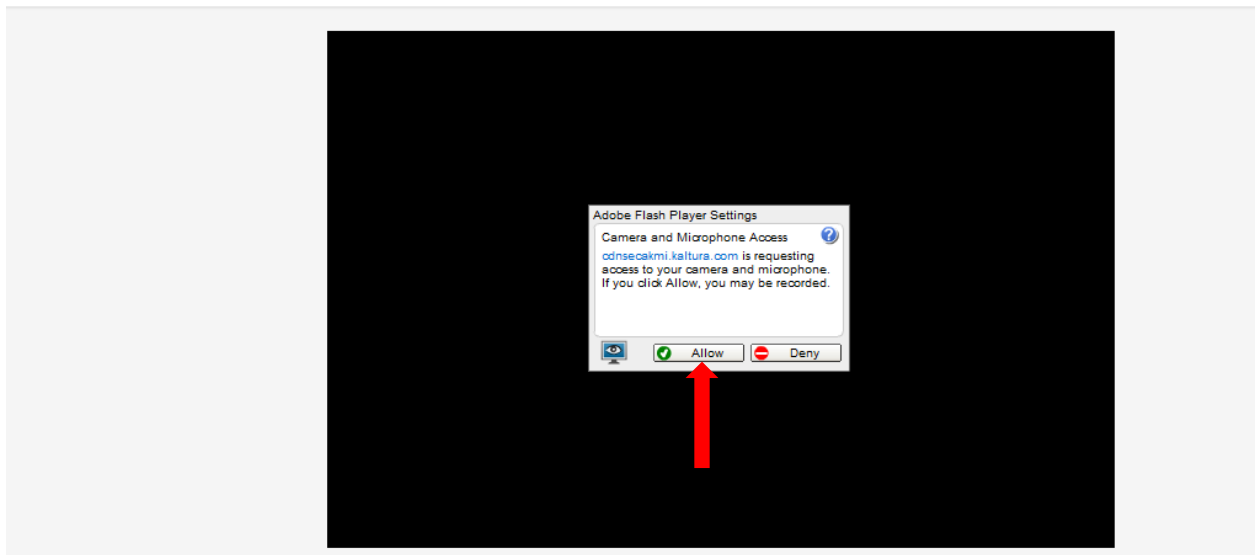
3. Use the 'Record' button overlaid on the video screen to begin recording your video.
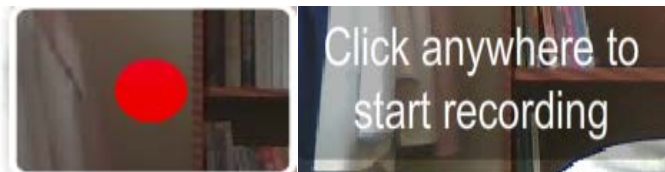
4. To stop recording, click anywhere on the video. When stopped you will be able to play back your video or re-record it with the Play and Record buttons.
5. When you are finished recording, click the 'Save' button to upload your recording and begin adding details to your video.
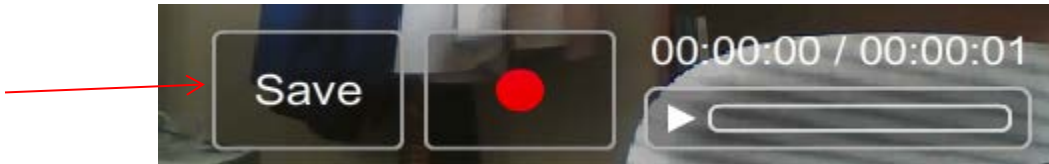
6. Enter the details for your recording. The details include:
   o Name: this is the only required field. It will be prominently displayed above the video.
   o Description: this is displayed below your video and allows you to write additional supplementary information.
   o Tags: these are used when searching for your video within MediaCentral. See Tagging Tips and Uses for more information.

7. When you are finished editing the details, click 'Save.' Your video will then be added to your My Media tab.
   o Please note that at this point you may not be able to play your video and you may see the message: *'This media is still being converted. An e-mail notification will be sent.'* This is completely normal. Your video will continue to process even if you navigate away from MediaCentral and you will receive an email notification once processing is complete.

⬇ How do I record from Camtasia Relay to MediaCentral?

Video: Capture/Upload from Camtasia Relay Tutorial

1. Open Camtasia Relay and begin recording
2. Stop the recording and select Submit
3. Choose the MediaCentral profile
4. Wait for your confirmation email
5. Follow the link in your confirmation email and login
6. Locate your video in "My Media"
7. Edit your video title, description, tags, and/or thumbnail
8. Publish as "Private or Unlisted"

Camtasia Relay is available from the Application Catalog or you may contact Support for installation assistance.

Support: (765) 677-2209 or ext. 2209

⬇ How do I edit the details of existing media?

1. Navigate to the 'My Media' tab. Your media will appear in a list view. To the right of the media item, select the 'Edit' button.
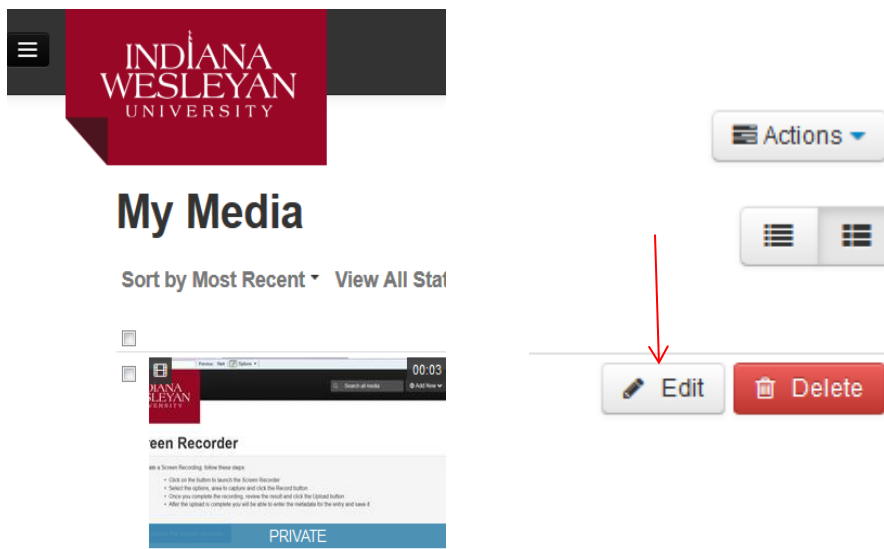
2. Edit the details for your media item. The details include:

- o Name: this is the only required field. It will be prominently displayed above the media.
- o Description: this is displayed below your media and allows you to write additional supplementary information.
- o Tags: these are used when searching for your media within MediaCentral. See Tagging Tips and Uses for more information.

3. Click 'Save' to save your changes.

How do I add captions to a video?

1. Navigate to the 'My Media' tab. Your media will appear in a list view. To the right of the media item, select the 'Edit' button.
2. On the 'Captions' tab of the edit media page and use the 'Upload File' button to open the caption file upload dialog.

| Details | Options | Captions | Thumbnails | Trim Video | | ✂ Create Clip | 🗑 Delete |

Upload captions file

No Captions have been added to media

Begin by uploading a caption file
(SRT, DFXP formats are supported)
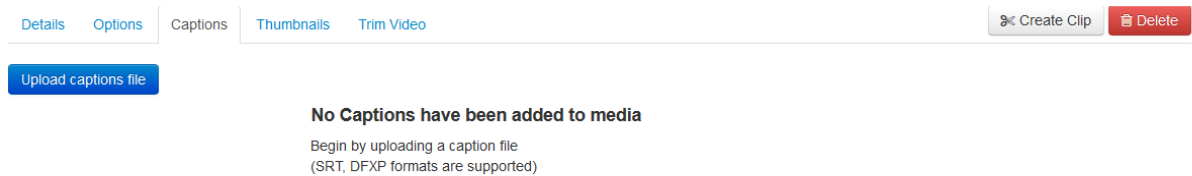
3. When attaching your file, you will be asked to select the language and provide a label. We recommend that your label be the translated language name (e.g. a good label for Spanish would be "Espanol") because the label is what will appear in the caption drop-down.
4. **Note: Captions are not available on audio files.**

How do I turn on/off comments for a media item?

1. Navigate to the 'My Media' tab. Your media will appear in a list view. To the right of the media item, select the 'Edit' button.
2. Click on the 'Options' tab of the edit media page and use the 'Disable comments for this media' checkbox to activate/deactivate comments.

| Details | Options | Captions | Thumbnails | Trim Video |

Clipping: ☐ Everyone
Select the users that can generate clips from this video

Comments: ☐ Disable comments for this media
☐ Close discussion (do not allow new comments)

[Save]   Go To Media

- o Note: you can check the 'Close discussion' checkbox and leave the disable comments option unchecked to keep old comments visible while preventing new comments from being posted.

How do I delete media from MediaCentral?

1. Navigate to the 'My Media' tab. Your media will appear in a list view. To the right of the media item, select the 'Delete' button.
2. You will be prompted to confirm that you would like to delete the media.
3. Click 'Yes' to delete.
   - o Please note that after something is deleted **it cannot be restored under any circumstances.**

How do I get the link/embed code for my media?

1. From the 'My Media' tab, find and open the media item you would like to get the link/embed code for from the gallery.
2. After the media loads at the bottom of the page, click the 'Share' button located underneath the media item.
3. After selecting the 'Share' button, you will have a number of options:
   - o If you would like to get a link, you can simply copy either the 'Link to Media Page.' Please note that you'll need to have published your item to share via link.
   - o To generate embed code, click the 'Embed' button and then select the player skin and player size from the list of options at the bottom of the sharing tab, finally you can copy the 'Embed Code' and paste it in your own site or LMS.

ℹ Details   **↪ Share**   **≡ Actions ▾**

Link to Media Page   Embed

http://media.indwes.edu/media/Taunya+Test+-+Clipped+by+taunya.kline/1_9yt4ahkc

Comments

Add a Comment

ℹ Details   **↪ Share**   **≡ Actions ▾**

Link to Media Page   **Embed**

Grabbing the embed code will make this media **public to the world** and override all entitlements defined in MediaSpace.   ✕

<iframe id="kaltura_player" src="https://cdnapisec.kaltura.com/p/566941/sp/56694100/embedIframeJs/uiconf_id/25098622/partner_id/566941?iframeembed=true&playerId=kaltura_player&entry_id=1_9yt4ahkc&flashvars[mediaProtocol]=rtmp&flashvars[streamerType]=rtmp&flashvars[streamerUrl]=rtmp://www.kaltura.com:1935&flashvars[rtmpFlavors]=1&&wid=1_xj4c3ghb" width="400" height="285" allowfullscreen webkitallowfullscreen mozAllowFullScreen frameborder="0"></iframe>

Embed Type: **Iframe**   Legacy

Player Skin: ⦿ 00:05 ─────── 00:16 KALTURA

⦾ 00:00 ─────── 02:00 KALTURA

Player Size: 608x402   400x285   304x231

⬛ Tagging Tips and Uses

When you search for your media on MediaCentral, the results you get are based on the tags that you input for each of your media items. When you have less media in your account, searching may not be a priority. However, as you add more media to your account, the searching tool will become more useful. Here are some tips for tagging your media on MediaCentral:

- You can have as many tags as you want, so don't be afraid to go tag crazy.

- For each media item you will want to have some general tags along with some that are very specific so that it is easy to find a particular item later on.
- If the media item is for a course, make the course code (e.g. 'ABC-123') one of the tags so that you can easily find all the media in your course with a single search.

How do I change media ownership?

Only system administrators can change ownership of an item. Please contact the Center for Learning and Innovation or Instructional Media Technologies for assistance.

How do I allow clipping?

1. On the 'My Media' tab, find the media item and select the media item directly.
2. Click the 'Edit' button next to the media item.
3. Go to the 'Options' tab.

How do I create a clip?

1. On the 'My Media' tab, find the media item and select the media item directly.
2. Beneath the media, choose 'Actions' and select 'Create a clip.'

3. Enter the Start Time for where you want to begin your clip and an End Time for where you would like to end the clip.
   - After setting the start and end times, you can use the Preview button to see a sample of the clip.
4. Then fill out the following details:
   - Name: this is the only required field. It will be prominently displayed above the media.
   - Description: this is displayed below your media and allows you to write additional supplementary information.
   - Tags: these are used when searching for your media within MediaCentral. See Tagging Tips and Uses for more information.
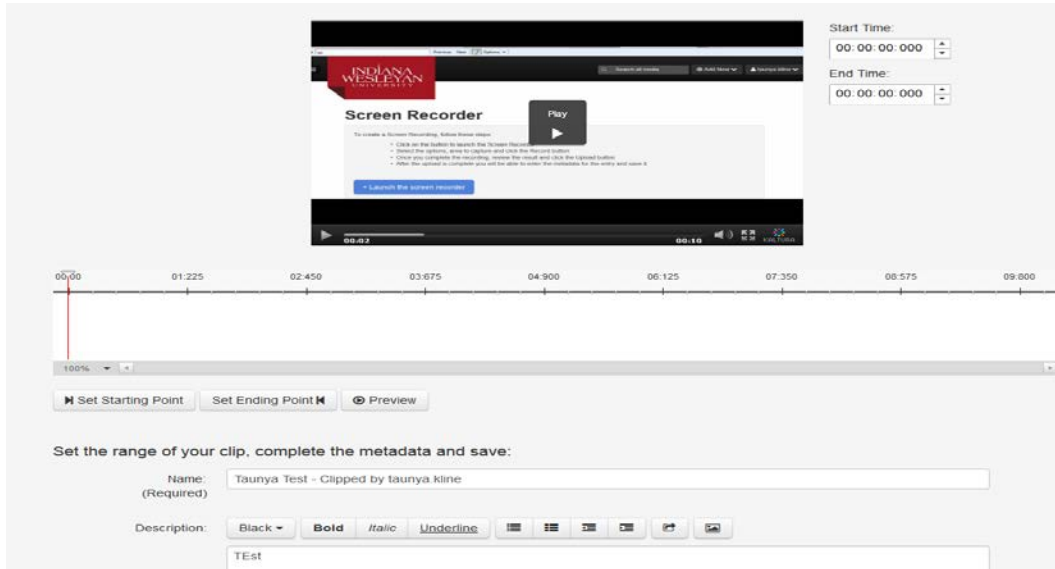
5. Select Create Clip.
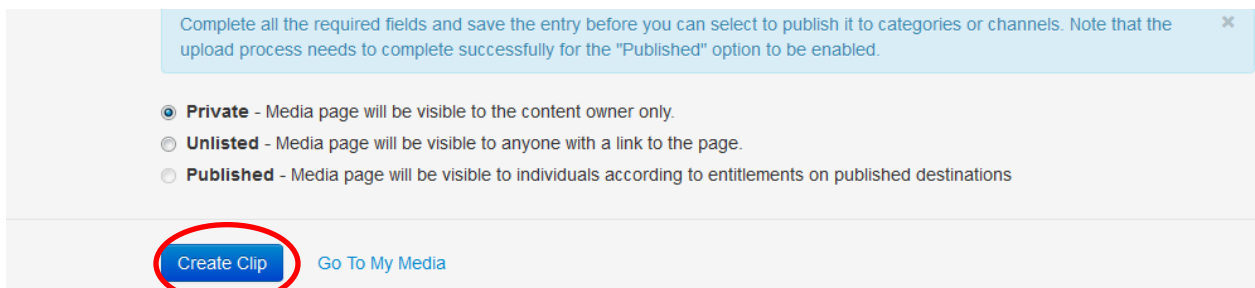
🞣 How do I trim a video?

1. On the 'My Media' tab, find the media item and select the media item directly.
2. Click the 'Edit' button next to the media item.
3. Go to the 'Trim Video' tab.
4. Enter the Start Time for where you want to begin your video and an End Time for where you would like to end the video.
5. Select 'Trim Video.'

🞣 How do I create a new playlist?

You can create custom playlists to organize and share your media within MediaCentral. To create a playlist:

1. On the 'My Media' tab, find the first media item that you would like to be in your playlist and select it, by placing a check in the box provided.

2. Click the 'Actions' drop-down menu, in the upper right corner of the page, and select 'Add to Playlist.'
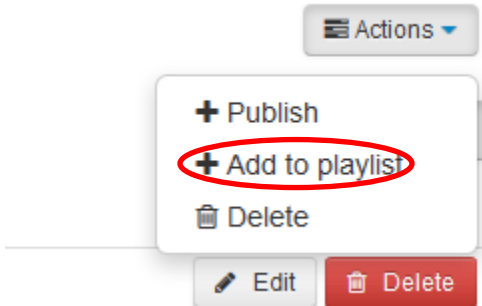
3. Type the name of your new playlist in the 'Add New Playlist' box.
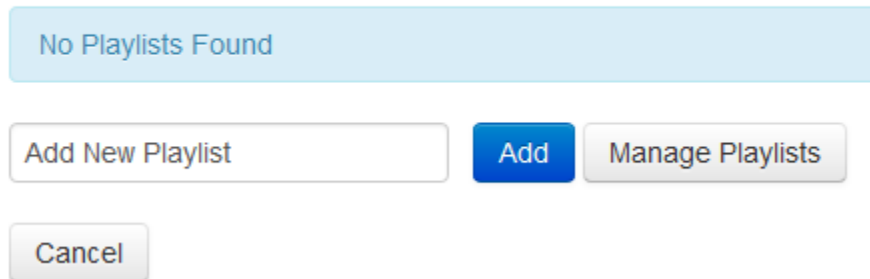
4. Click the 'Add' button to create the playlist and add your first media item to it.

How do I add media to an existing playlist?

Any media in MediaCentral can be added to a playlist. To add an item to an existing playlist:

1. On the 'My Media' tab, <u>find</u> the first media item that you would like to be in your playlist and select it, by placing a check in the box provided.
2. Click the 'Actions' drop-down menu, in the upper right corner of the page, and select 'Add to Playlist.'
3. Check the checkbox next to the playlist to which you would like to add the media.

How do I remove media from a playlist?

You can remove media from a playlist in two different places on MediaCentral. From both the 'My Playlists' page and from the 'Add to Playlists' tab underneath a media item on the 'My Media' tab.

From the 'My Playlists' page:

1. Under your account name in the upper right corner, select 'My Playlists.'
2. Select the playlist that you wish to edit.
3. The media from this playlist will appear in a list. In the upper right corner of each media item, you can click the 'X' to remove the media from the playlist.
4. You will then be asked to confirm if you would like to remove the media item from the playlist.
5. Click 'Delete' to finish removing the media item.
6. Select the 'Save Changes' button.

From the 'My Media' tab:

1. Find the media item that you would like to remove from your playlist and select it.
2. Select the 'Actions' button in the upper right corner of the 'My Media' page. On the 'My Media' tab, find and open the media item you would like to remove from a playlist, select the 'Action' drop-down menu located underneath the media item, and choose 'Add to playlist,'
3. Uncheck the box next to the name of the playlist that you are removing the media item from.

How do I reorder the media within a playlist?

1. Under your account name in the upper right corner, select 'My Playlists' to go to the Playlists page.
2. Select the playlist that you wish to edit.
3. In the list of media below, click and drag the media item that you move and drop it into its new position.
4. Click 'Save Changes' to save your changes.

How do get the embed code for a playlist?

1. Under your account name in the upper right corner, select 'My Playlists' to go to the Playlists page.

2. Click the 'Embed' button to reveal the embed code options. You will receive a message, informing you that generating the embed code will make the media items public to the world. Click 'Ok' to confirm.
3. Then choose the player skin and layout that you would like to use for your embedded player by checking its corresponding box.
4. Copy the embed code from the 'Embed Code' box and paste it into your own site.

How do I create a channel?

1. Under your account name in the upper right corner, select 'My Channels' to go to the channels page.
2. Click on the '+ Create Channel' button at the top of the page to begin creating your channel.

3. When creating a channel, you will need to enter the following information:
   o Name: this is the only required field. It will be prominently displayed above the channel.
   o Description: this allows you to write additional supplementary information which is only displayed in the settings page.
   o Tags: these are used when searching for your channel within MediaCentral. See Tagging Tips and Uses for more information.
   o Enable comments in channels: this setting allows you to control whether other users can leave comments on the channel.
   o Moderate content: enabling this setting will prevent new content from appearing in the channel until it is approved by a channel manager.
   o 'The channel mode:' there are two potential modes for how users will participate in the channel. In a **Restricted** channel, signed-in, non-members can view content, but only specific users can contribute content. A **Private** channel is by invitation only and only members can view and contribute content.

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Create a New Channel

Name:
(Required)

Description:

| Black ▼ | **Bold** | *Italic* | Underline | ☰ | ☰ | ☰ | ☰ | ↱ | 🖼 |

Enter Description...

Tags:

Privacy: ◉ **Restricted** - Non-members can view content, but users must be invited to participate.
○ **Private** - Membership is by invitation only and only members can view content and participate.

Options: ☐ Moderate content (Media will not appear in channel until approved by channel manager)
☑ Enable comments in channel
☐ Keep comments private to channel.

Categories: Assign the channel to one or more categories:

☐ 🌐 Explore IWU
    ☐ 🌐 Featured Video
    ☐ 🌐 Chapel
    ☐ 🌐 Admissions
☐ 🌐 Academics
    ☐ 🌐 John Wesley Honors College
    ☐ 🌐 School of Nursing
    ☐ 🌐 Wesley Seminary
    ☐ 🌐 Center for Life Calling and Leadership

4. Finally click 'Save.'

*Note that the creation of Restricted channels is limited to Faculty/Staff.

⊞ How do I edit the settings for a channel?

1. Under your account name in the upper right corner, select 'My Channels' to go to the channels page.
2. Find the channel that you'd like to edit and click on its 'Edit' link.
3. On the 'Details' tab you will find all of the initial creation settings.
4. Click 'Save.'

⊞ How do I add members to a channel?

1. Under your account name in the upper right corner, select 'My Channels' to go to the channels page.

2. Find the channel to which you'd like to add members and click on its 'Edit' link.
3. Click on the 'Members' tab in the channel's settings to see a list of current members of the channel. *Note: if you need to change a users permissions or remove a user from the channel, you can use the corresponding buttons next to each person's name in this list.*
4. Click the 'Add Member' button on the right side of the page to open the add member dialog.
5. Enter the username for the user you'd like to add to the channel; to do so, begin typing the user's name or IWU email address in the 'Enter user name' field and use the autocomplete drop-down to select the user.
6. Set the permissions that the user will have in the channel–there are four possible choices:
   o Member: View channel content only.
   o Contributor: View channel content and add media to the channel.
   o Moderator: View channel content, add media to the channel, and moderate the channel
   o Manager: View channel content, add media to the channel, moderate the channel, and manage the channel (delegate managerial rights to additional users).
7. Click 'Add' to add the user to the channel with the specified permission.

How do I add multiple members to a channel at once?

1. Under your account name in the upper right corner, select 'My Channels' to go to your channels page.
2. Click on the 'Edit' link under the channel, where you would like to add the members.
3. Select the 'Bulk Add Members' tab.
4. Fill out the settings for Permissions and Enter a list of User IDs.
   o Note: You can add in the user IDs in a list or separated by commas. You can easily export a classlist from ANGEL or D2L and copy and paste the list of users into the space provided.

How do I publish media to a channel?

There are two methods of adding media to a channel on MediaCentral–from the 'My Media' page and from the channel itself.

To publish media to a channel from the 'My Media' page:

1. From the 'My Media' tab, select one or more items you would like to publish by clicking its corresponding checkbox.
2. Under the 'Actions' drop-down menu, and select Publish.
3. Click the 'Publish in Channel' tab.
4. Select one or more channels that you would like to publish to. *Please note that you will see all channels to which you have permission to publish in this list.*
5. Click the 'Save' button.

To add media to a channel from inside the channel:

1. Under your account name in the upper right corner, select 'My Channels' to go to the channels page.
2. Find the channel to which you would like to contribute and click on it to open it.
3. Click the '+ Add Media' button, on the right side of the page, to open a list of your media.
4. Select one or more media items you would like to add by checking its corresponding checkbox. *Please note that items which are already on the channel will appear here with their corresponding checkbox already selected.*
5. Click the '+ Publish' button.

Note that if the channel is moderated, you will not see your media until a moderator or manager has approved it.

⊹ How do I approve media in a moderated channel?

If you are a manager or moderator in a moderated channel, then you'll need to approve media before it will be displayed in the channel. To do so:

1. Under your account name in the upper right corner, select 'My Channels' to go to the channels page.
2. Find the channel that you need to moderate and click on its 'Pending' link.
3. Check the box next to one or more media items you would like to approve or reject.
4. Use the 'Approve' or 'Reject' buttons at the top of the list to complete the action.

⊹ Where can I view channel analytics?

1. Under your account name in the upper right corner, select 'My Channels' to go to the channels page.
2. Click on the channel, where you want to view the analytics.

3. Select the 'Actions' menu.

4. Choose 'Analytics.'

How do I delete a channel?

1. Under your account name in the upper right corner, select 'My Channels' to go to the channels page.
2. Find the channel that you'd like to delete and click on its 'Edit' link.
3. In the upper right hand corner of the channel's settings, click on the 'Delete' button.
4. Click 'Delete' to confirm. *Please note that you cannot undo this action and that deleting a channel will not remove media from MediaCentral.*

FAQ's

MediaCentral is a cloud based web service developed by Kaltura which facilitates the conversion and distribution of various audio and video media formats. Faculty may upload media content to the MediaCentral server which automatically converts and optimizes your media for hassle-free distribution on the web. Once uploaded, MediaCentral will provide links and embed codes that you can use to share your media with others. This service is offered to the IWU community at no cost.

Who can upload content to MediaCentral?

The use of this system for adding content is limited to Indiana Wesleyan University faculty. Once you upload your media to MediaCentral, you may distribute links to your media to anyone in the world for viewing.

Can I upload anything I want to MediaCentral?

Content uploaded to the MediaCentral servers is expected to conform to IWU's Information Technology Policies.

What types of files can I upload to MediaCentral?

MediaCentral supports a wide array of common audio and video formats. Below is a list of file types that you may upload:

Type	Video	Audio
3GP	X	X
AAC		X
AIFF		X
AMR		X
ASF	X	X
AVI	X	X
F4V	X	X
FLV	X	X
M1V		X
M2V		X
M4V		X
MKV		X
MOV	X	X

MP3		X
MP4	X	X
MPG	X	
MPEG	X	
MVB	X	
MXF	X	
OGG	X	X
QT	X	X
QT	X	X
RM	X	X
RA		X
RV	X	
TS	X	
VOB	X	
WAV		X
WEBM	X	X
WM	X	X
WMA		X
WMV	X	

Can I upload or record a video using my mobile device?

Yes, you can upload and record media from your mobile device.

What is the maximum (file size) I can upload for a single file and total uploads?

MediaCentral does not impose a limit on the upload size, however, the maximum file size that some browsers will allow you to upload is between 2 and 4 Gigabytes. Keep in mind that larger uploads will take more time and consume more of your computers memory during the uploading process.

Currently, faculty/staff are allocated 20 GB of space. While you are not prevented from uploading content in excess of your quota, we encourage you to remove old or unwanted content to try and stay under the limit. If you require significantly more space than has been allocated to you, please let us know.

What file type and quality settings do you recommend?

MediaCentral converts your video into multiple MP4 and FLV files–each with different dimensions and quality settings. This allows MediaCentral to dynamically deliver the best

version of the file based on your viewer's bandwidth and device. The highest quality video that MediaCentral creates has a bit rate of 2628 kbps and is 720 pixels tall. As long as your file is at least of that quality, then you will get the most that MediaCentral has to offer. Uploading files of greater quality than this will not produce a better experience from MediaCentral and will only lengthen the time you have to wait for uploading and transcoding.

What does the error "User does not exist" mean?

If you see an error message that the user does not exist, it could mean one of two things.

(1) If the person has never logged into MediaCentral, you will receive this message. The person must login to MediaCentral at least once, in order for them to have an account in MediaCentral. If you add the person to a channel through the Bulk Add Members tool it will automatically add their account to MediaCentral, if it is a valid IWU account.

(2) If you receive the message in the Bulk Add Members tool, it is not a valid IWU account.

Can someone else upload media for me?

There are times when the CLI, IT, or IMT will procure/create videos on your behalf. In those instances, they have the option to upload the media and then change the owner. In this case the media is transferred to a different owner, as only one account can have ownership of an item.

What is clipping?

Clipping allows you to create clips from existing media. You can create shorter clips from your own media or you can allow others to create a clip from your media. If you allow others to clip your media, it would also allow them to create a copy by making a clip of the full media item.

What is trimming?

Trimming a video allow you to remove the beginning and/or end of the video, to remove any unneeded parts of the media content.

Why won't the screen recorder launch?

There are multiple issues that could prevent your screen recorder from launching. Please see the list below and confirm with your computer.

- Please confirm that you have updated to the most recent version of Java on your computer.
- Please confirm that Java is enabled in you web browser.
- Please confirm you have the Adobe Flash Player installed.
- Please be aware that Google Chrome on an Apple (Mac) computer does not support the most recent version of Java and will not launch the screen recorder.
- Starting with Java 7 you are required to add site exceptions to you Java security settings. Please see the site exceptions below:
  1. https://Media.indwes.edu
  2. https://cdnsecakmi.kaltura.com

If you are using Safari, may also want to see the link below for further details from Kaltura:
http://knowledge.kaltura.com/how-troubleshoot-kaltura-screen-recorder

Once I upload my files to MediaCentral can I delete the originals off my computer?

No! Always keep your original files. MediaCentral optimizes and transcodes your files to a web-friendly format and the originals are discarded. If you should ever need to publish your media to somewhere else, your original source files are the highest quality versions. Also, MediaCentral is intended for distribution and not archiving–we don't keep backups of your files and cannot guarantee that they can be recovered if they are ever lost.

I deleted some media from MediaCentral, is there any way to bring it back?

No, when you delete something on MediaCentral it's forever. We do not possess any means of recovering deleted files, so please be sure to keep your original files and only delete those items that you are sure that you no longer need.

Do I need to publish my media and which publishing location should I choose?

Publishing your media allows others to access your media items. The location that you choose publish will determine who will be able to view the media and how they will access it. There are two types of places where you can publish your media–channels and galleries. A *Channel* is a collection of media items for a subset of users (or all authenticated users). A *Gallery* the other hand, is a collection of content that is more much more broadly permissioned (either all authenticated users, or everyone) and is organized into predefined subcategories rather than user definable groupings. The table below illustrates what level of access will be given for each publishing point.

Access Level	Not Published	Published in Unlisted	Published in Galleries (approval required)
Can embed item in external site	X	X	X
Authenticated users can follow direct link to item		X	X
Authenticated users can browse for item			X
Can embed in playlist		X	X
Unauthenticated users can follow direct link		X	X
Unauthenticated users can browse for item			X

Why can't I publish to galleries?

Media published to galleries will be available to either the entire world or everyone at IWU–depending on the gallery chosen. Because of these broad permissions, the option to publish to a gallery are restricted to the CLI and IMT. In addition to making content accessible through the Public gallery or the IWU gallery, CLI and IMT can also publish to the "IWU Unlisted" gallery. This will place the media in a gallery that is not publicly accessible, but it will still allow the content to be shared using links. Media can be published to "IWU Unlisted" and another gallery, however, the more public gallery settings will override the privacy settings the settings of "IWU Unlisted."

With the upgrade to MediaCentral 5, Kaltura has added an Unlisted option. The Unlisted options, does not publish the media to a publicly accessible gallery, however it allows you to share media, using the links provided. Media content appearing in Unlisted cannot be published to a gallery.

Where is the Accessible (508) Player?

All MediaCentral players are now accessible (508) players. You will no longer need to choose a specific option for an accessible player.

What browsers can I use with MediaCentral?

MediaCentral has been extensively tested in the browsers listed below and is known to work properly. While we expect that MediaCentral *should* work in **most** modern browsers, we cannot guarantee the quality of your experience if you elect to use a non-listed browser.

PlatForm	Internet Explorer	Firefox	Chrome	Safari
Windows	9+	21+**	Yes**	Yes
Mac		21+**	Yes**	Yes
iOS				Yes*
Android			Yes*	
Linux		21+**	Yes**	

*On a secure site like MediaCentral, newer versions of Firefox and Chrome may block content that isn't loaded securely. In this case, you can use the shield icons (located in the browser's address bar) to allow the browser to load the content from kaltura.com

The media player seems to be Flash based; will my audience be able to view my media on their non-Flash-enabled devices?

Yes. MediaCentral uses a Flash player for those users who have Flash installed, but will automatically switch to an HTML5 player if Flash is not available. As browser support for HTML5 improves, we expect that the HTML5 player will become the default.

Why isn't the view count for my media items increasing?

The view count is only updated once every 24 hours, so you won't see changes immediately.

What do I do if I find a video to be offensive?

If you see a video hosted on MediaCentral with content that is offensive or otherwise violates IWU's Information Technology Policies policy, please contact the IT Support Center and they will investigate.