

User Guide

ITV Creative Landing and Launch Pad
for uploading and receiving your
ITV Creative Media Files



Welcome to the ITV Creative landing pad and launch pad portal user guide.

Sending media files to and receiving files from ITV Creative is now easier than ever using our file transfer portals.

We've tried to make use of the portals as easy as possible and this guide will take you through each step.

You will only need to use the portals if advised to do so by your ITV Creative contact - please don't use them without a request to do so.

The first "Landing Pad" guide is to enable you to send content **into** ITV Creative.

The second "Launch Pad" guide is to download any content sent **from** ITV Creative.

Landing Pad Guide

How to use the Landing Pad Portal to get content into ITV Creative

Step 1

Navigating to the ITV Creative Landing Pad Portal

The ITV Creative landing pad portal can be accessed from the following link using your web browser:

<https://itvcreativelandingpad.mediashuttle.com>

Supported web browsers are:

Chrome (latest version)

Safari (latest version)

Microsoft Edge (latest version)

Mozilla Firefox (latest version)

Step 2

Naming your files (Video, Audio or Graphics)

To help ITV Creative identify your files when they're sent to the landing pad, please can you use the following naming convention when naming your files:

[ProdCompany_Project_Date_Description_Format.ext](#)

Info Required:

ProdCompany:

Name of production company to help identify where the source content is being sent from.

Maximum of 12 characters.

Project:

Programme Title.

Maximum of 10 characters.

Date:

Date the file is being sent. eg 071014.

Maximum of 6 characters.

Description:

Rushes, offline, stills - anything which helps identify the type of content.

Maximum of 6 characters.

Format:

Video: either HD or SD

Audio: .aud

Graphics: .gfx

Maximum of 3 characters.

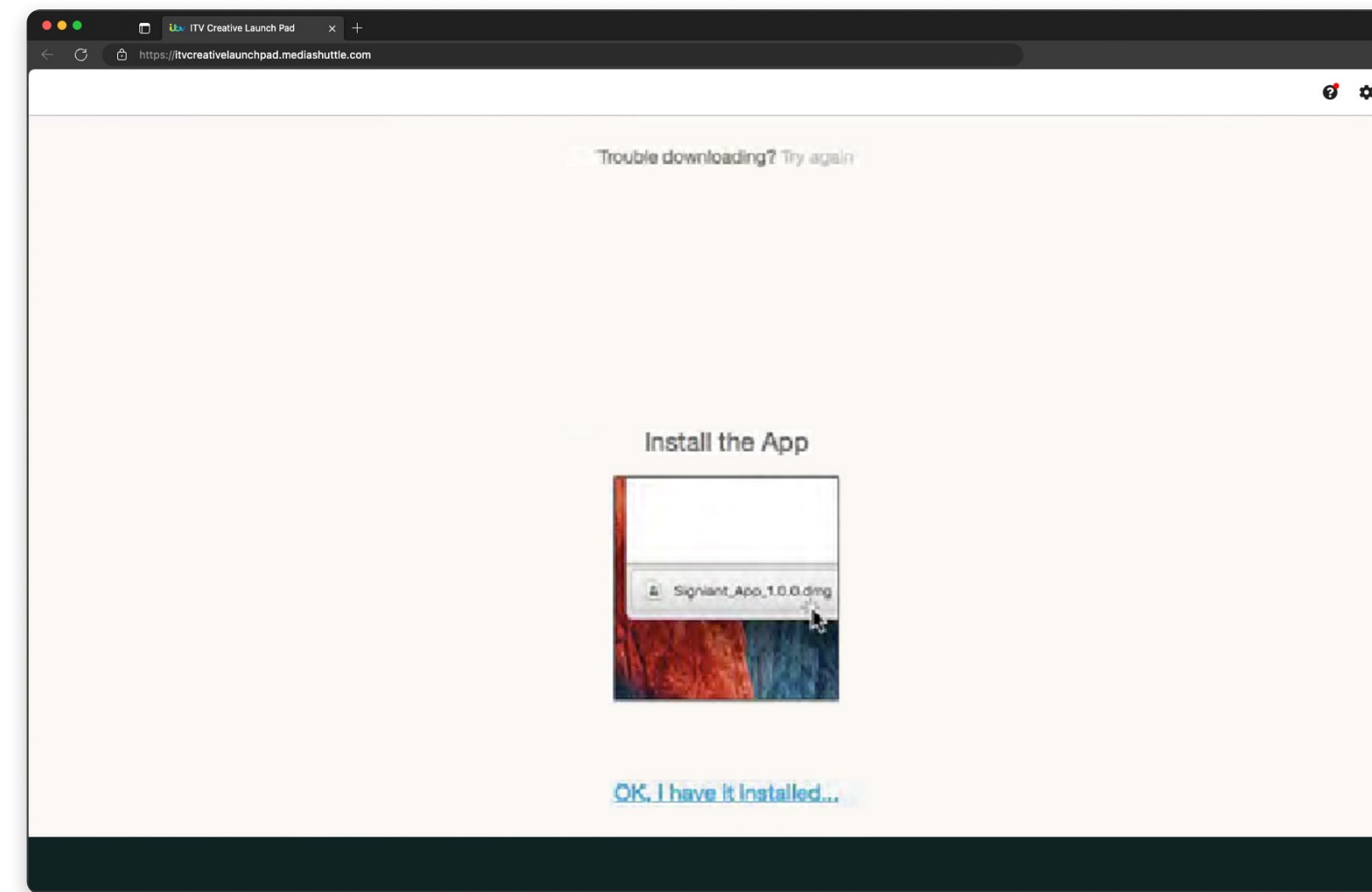
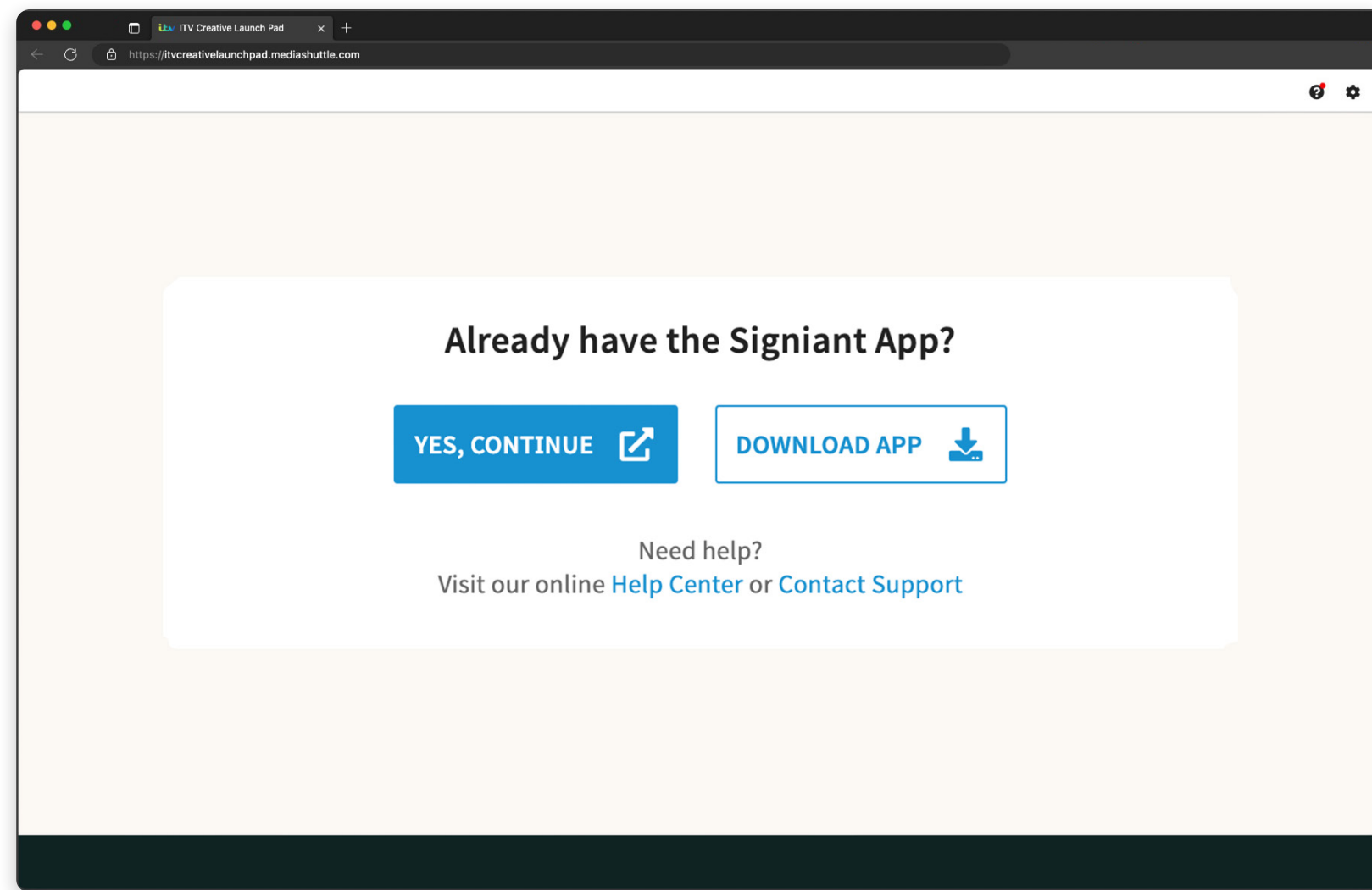
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Step 3

Uploading your content

The Landing Pad portal requires a Signiant application to be installed and running when submitting media. This is to ensure files are uploaded with the best speeds and encryption security.

When loading <https://itvcreativelandingpad.mediashuttle.com> the page will prompt an opportunity to download the app or launch if already installed on your computer.

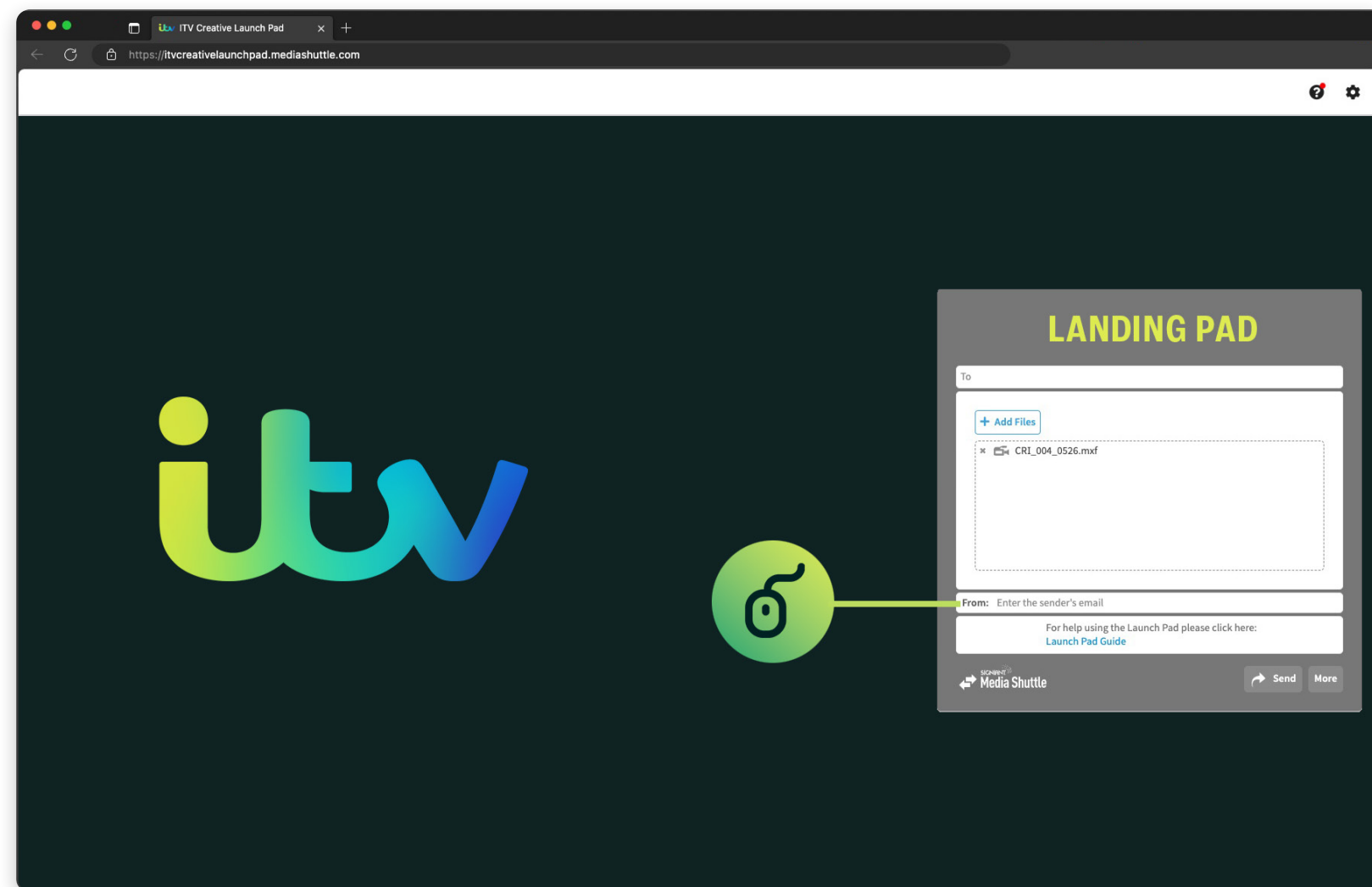


If for some reason this screen is not prompted, you can download the app here:
<https://help.signiant.com/media-shuttle/signiant-app/download-signiant-app>

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Step 3

Uploading your content



 Enter your e-mail address here.

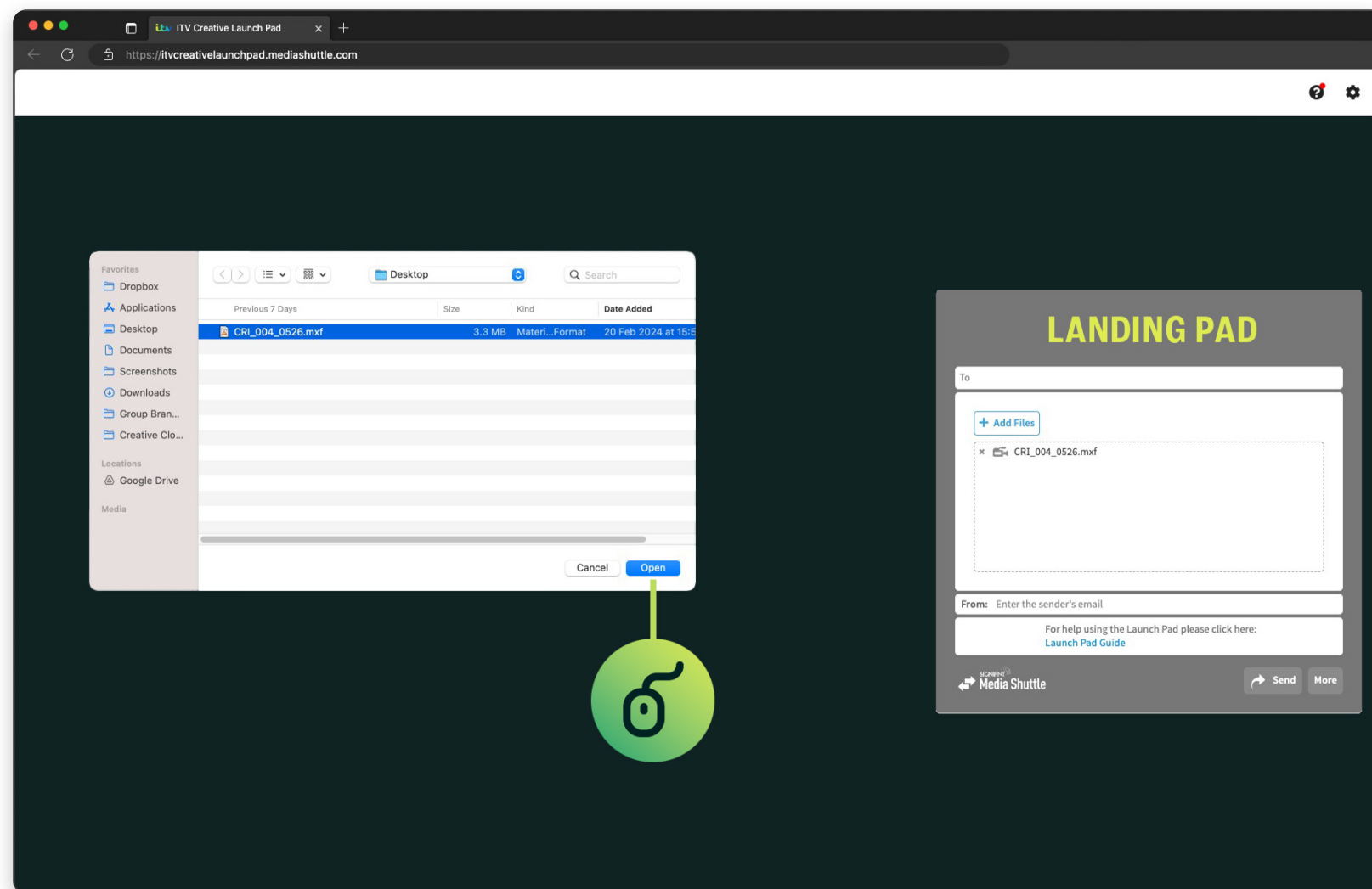


 Click on the file browser button to find your file.

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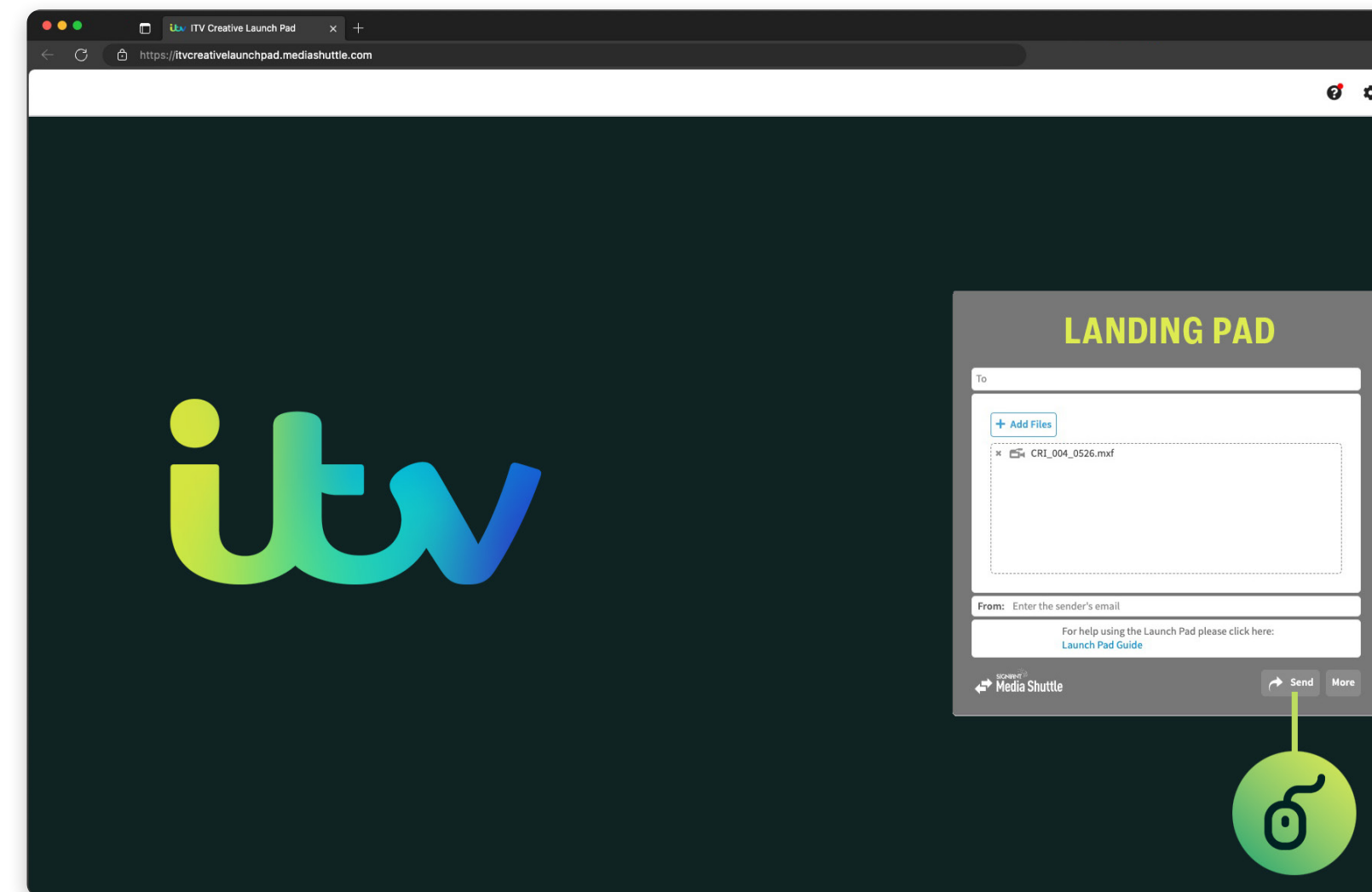
Step 3

Uploading your content



- 1. Locate the individual file or you wish to upload and hit open.

You can repeat steps 2 and 3 you want to upload multiple files.

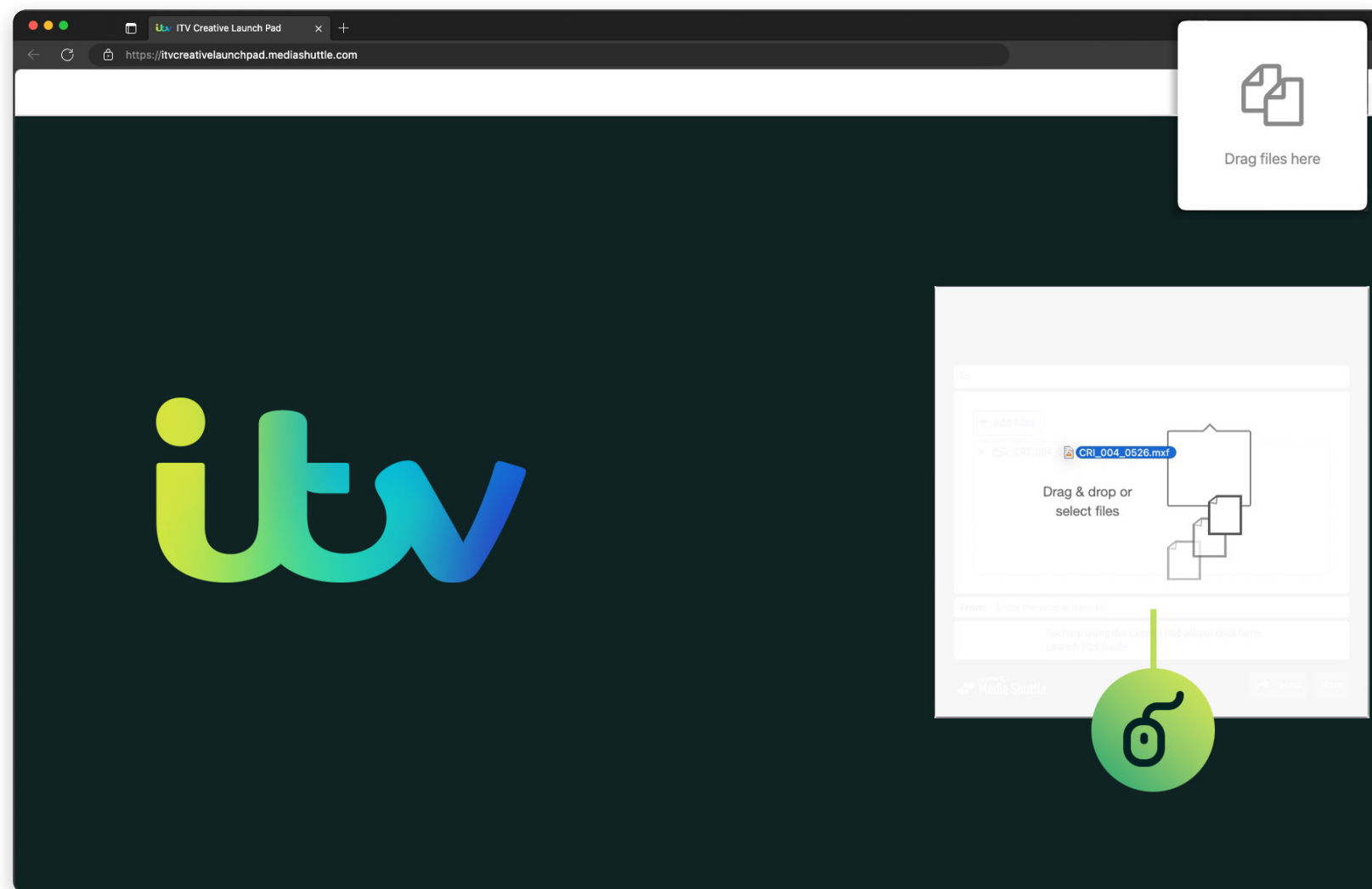


- 2. Once you are ready to upload your content hit Transfer.

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Step 3

Uploading your content



Alternatively, drag the file to the file window, and then up to the 'Drop Files' window at the top near the application bar.

 Then hit the Transfer button when ready.

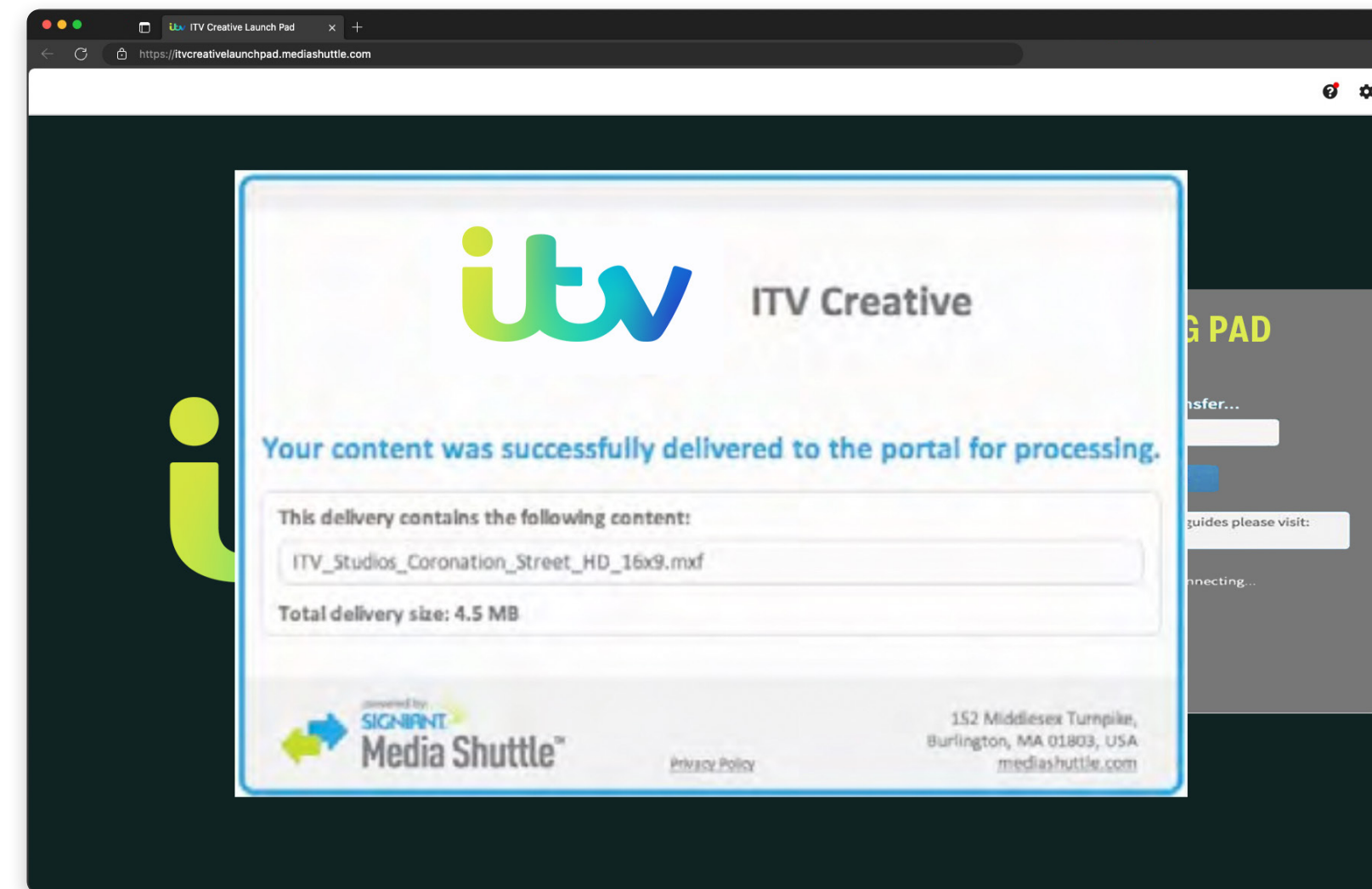
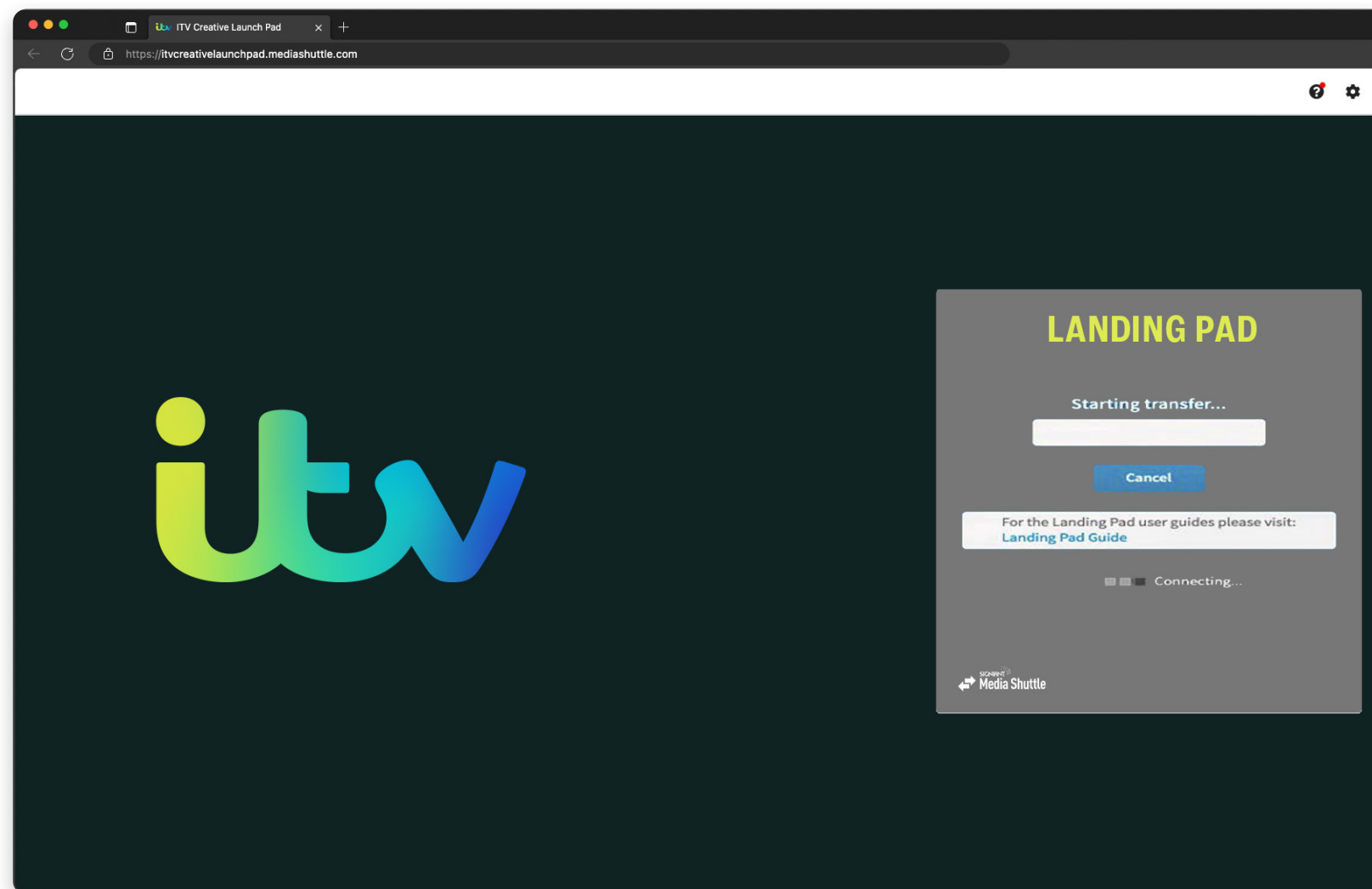
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Step 3

Uploading your content

Your file will begin to upload (please do not close your browser window until the upload completes).






The portal will confirm your completed transfer and you will also be notified by e-mail. Please keep this e-mail notification as receipt of your file upload.



The notification e-mail is sent by e-mail address portals@mediashuttle.com you may need to consult your e-mail administrator to ensure this address isn't filtered into your junk folder.

That's it, you have successfully uploaded your material to ITV Creative.

Frequently Asked Questions

-  **Why can't I upload my non-media file?**
ITV Creative Landing Pad Portal only accepts Video, Audio and Graphical media at this time.
-  **Why didn't I get my notification e-mail?**
Check in your e-mail junk folders and check with your e-mail administrator for portals@mediashuttle.com. Your ITV Creative contact will also know if your file has been successfully uploaded.
-  **Why did it take a long time to upload to ITV Creative?**
Although the ITV Creative Landing Pad Portal uses technology to speed up the uploading of media it can only go as fast as your internet connection allows, try to use a network with fast upload capacity.
-  **Why can't I upload from my phone or tablet?**
ITV Creative Landing Pad Portal does not support upload from mobile devices at this time, but it is coming soon.
-  **My connection failed during an upload, what do I do?**
Don't worry the Landing Pad Portal will store the partially sent file, just restart the delivery when you're back online.

Launch Pad Guide

How to use the Launch Pad Portal to receive and download files from ITV Creative

Step 1

Navigating to the ITV Creative Launch Pad Portal

The ITV Creative launch pad portal can be accessed from the following link using your web browser:

<https://itvcreativelaunchpad.mediashuttle.com>

Supported web browsers are:

Chrome (latest version)

Safari (latest version)

Microsoft Edge (latest version)

Mozilla Firefox (latest version)

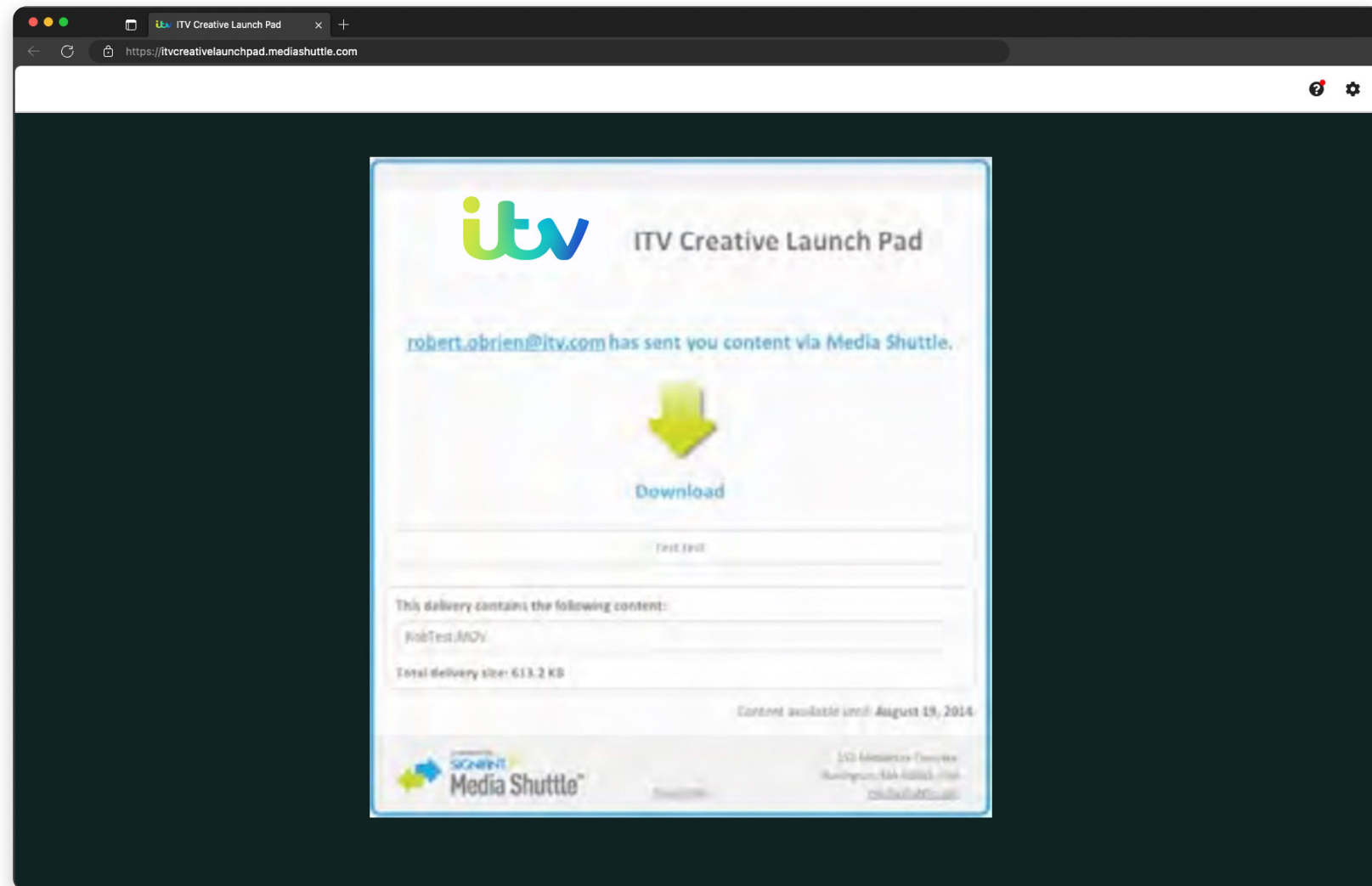
You will also need to allow e-mails from portals@mediashuttle.com
Please ask your IT administrator should you need assistance.

Step 2

Downloading your content

Downloading your media files from ITV Creative is easy.

You should have received an email from portals@mediashuttle.com with your download link.



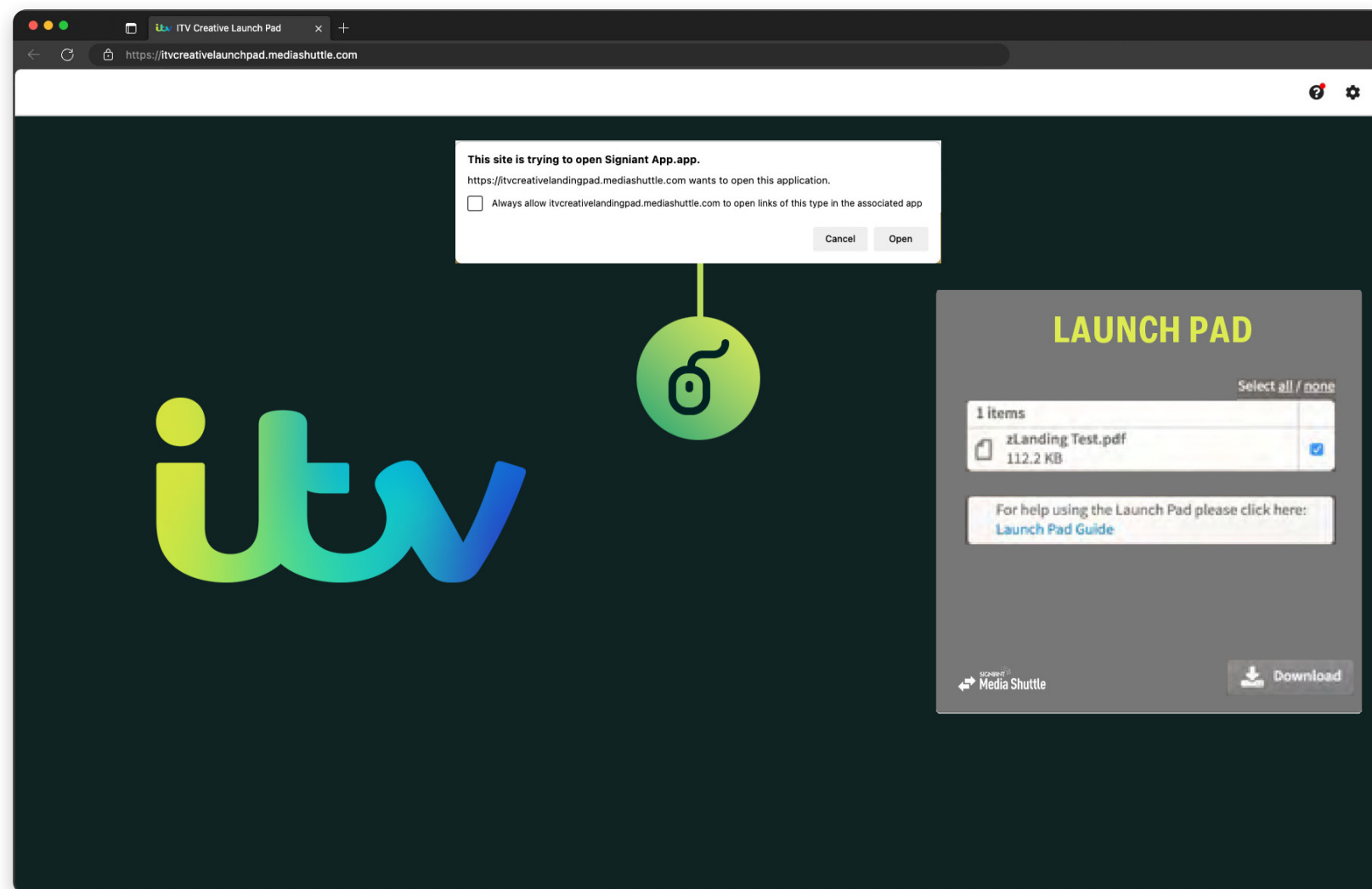
If you did not receive the email you can ask your ITV Creative contact to provide the link to you directly.

Launch Pad Guide

Step 2

Downloading your content

 Press the download button in your e-mail or navigate to the URL provided by your ITV Contact.



ITV Creative Launch Pad will appear in your web browser.

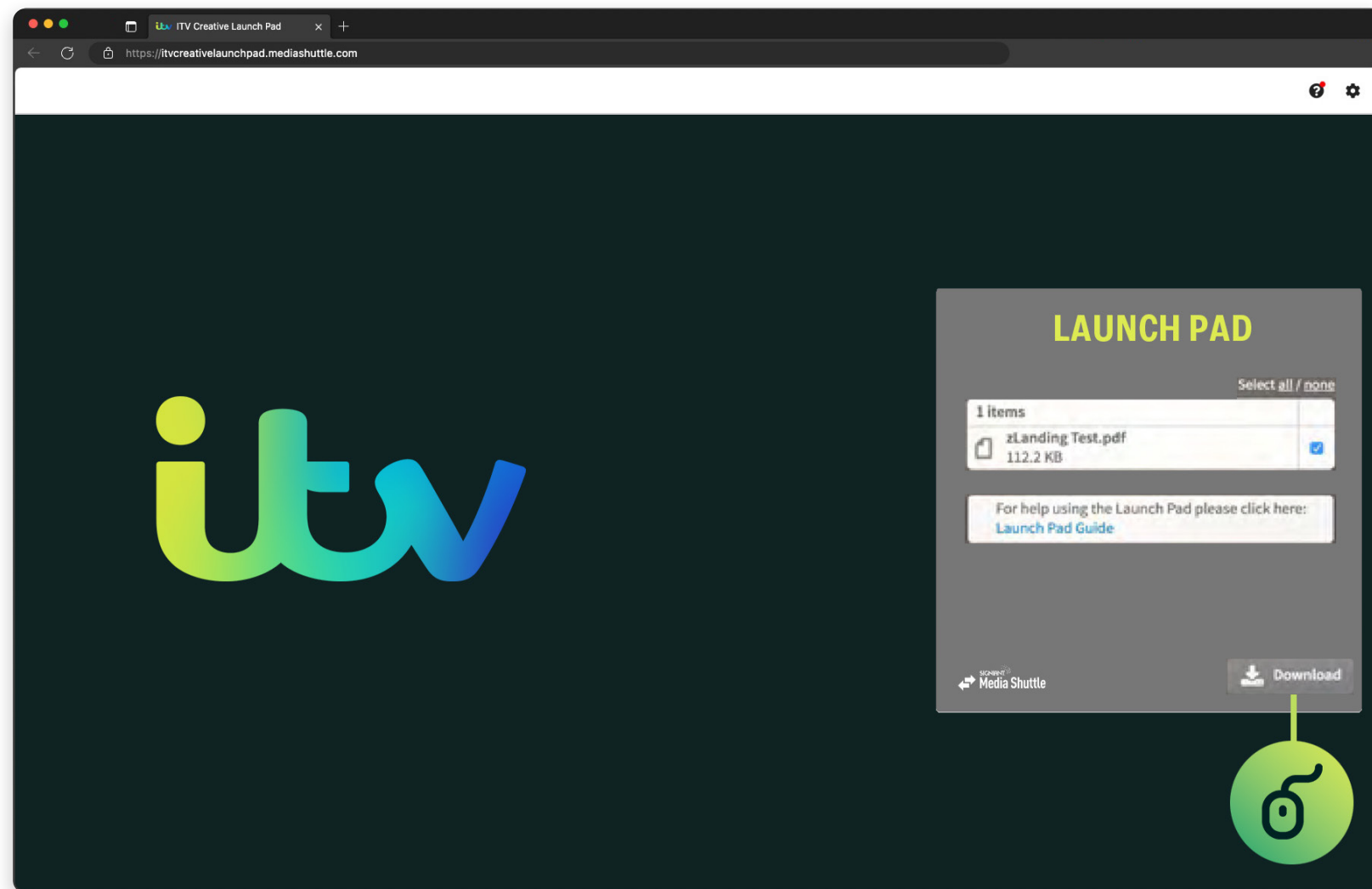
You will be asked if you wish to download using the Signiant App. This is not a requirement for the Launch Pad however it is recommended.


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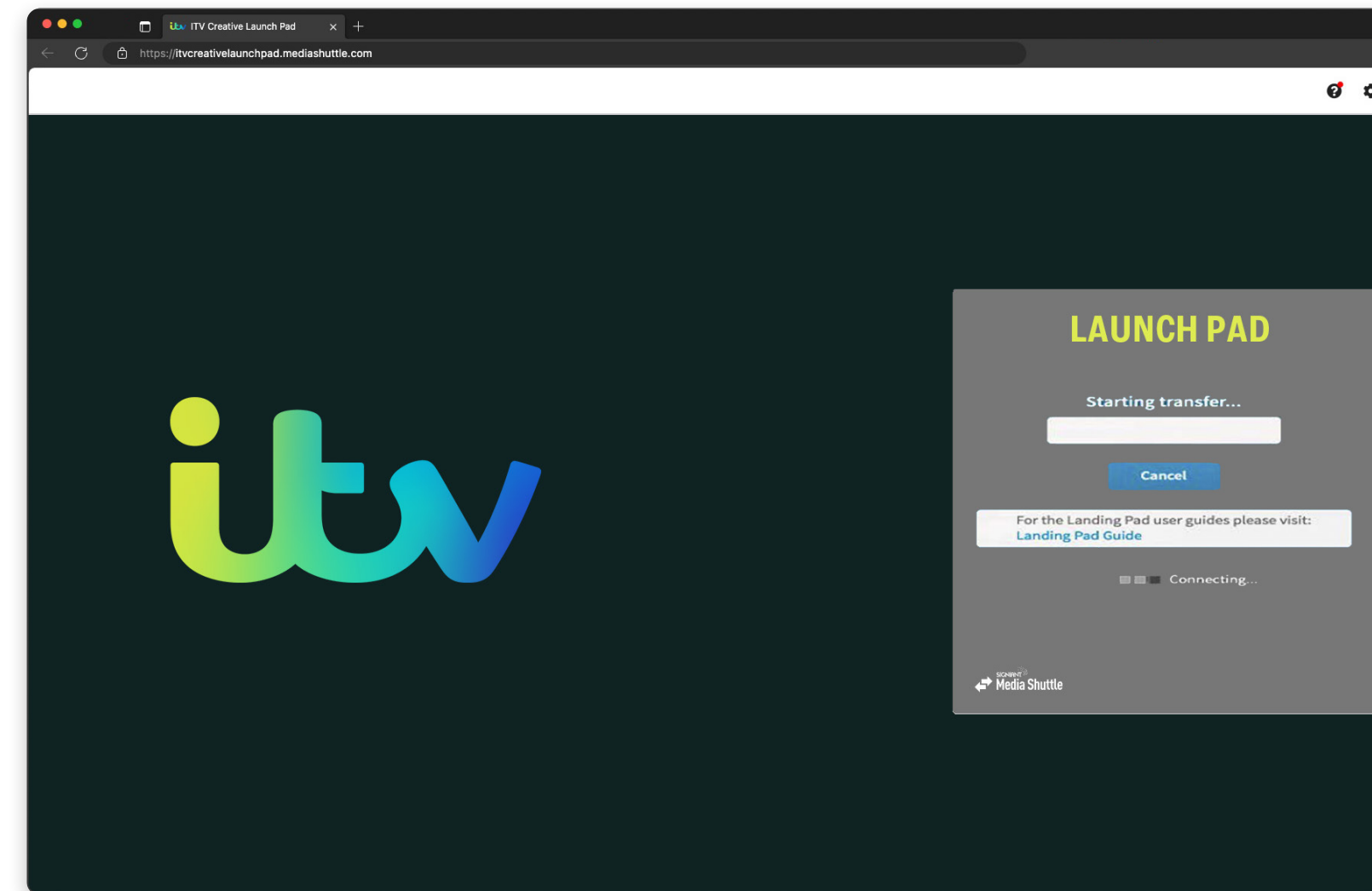
Step 2

Downloading your content

 Make sure your file is selected and hit the Download button.



 You will be prompted to select a location where the file should be saved and your download will begin.



 Your Transfer will complete and your file will be accessible from your saved location.

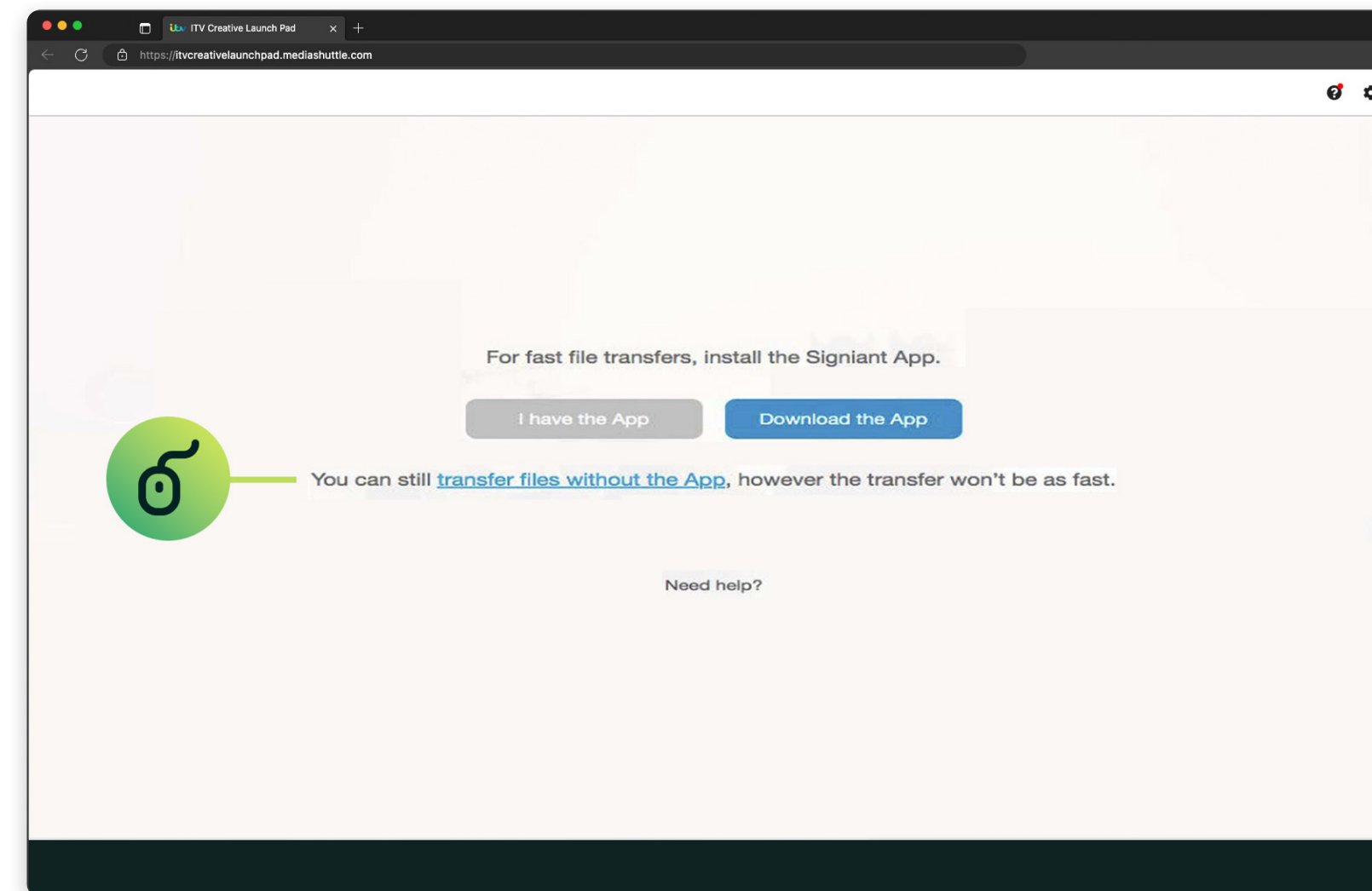
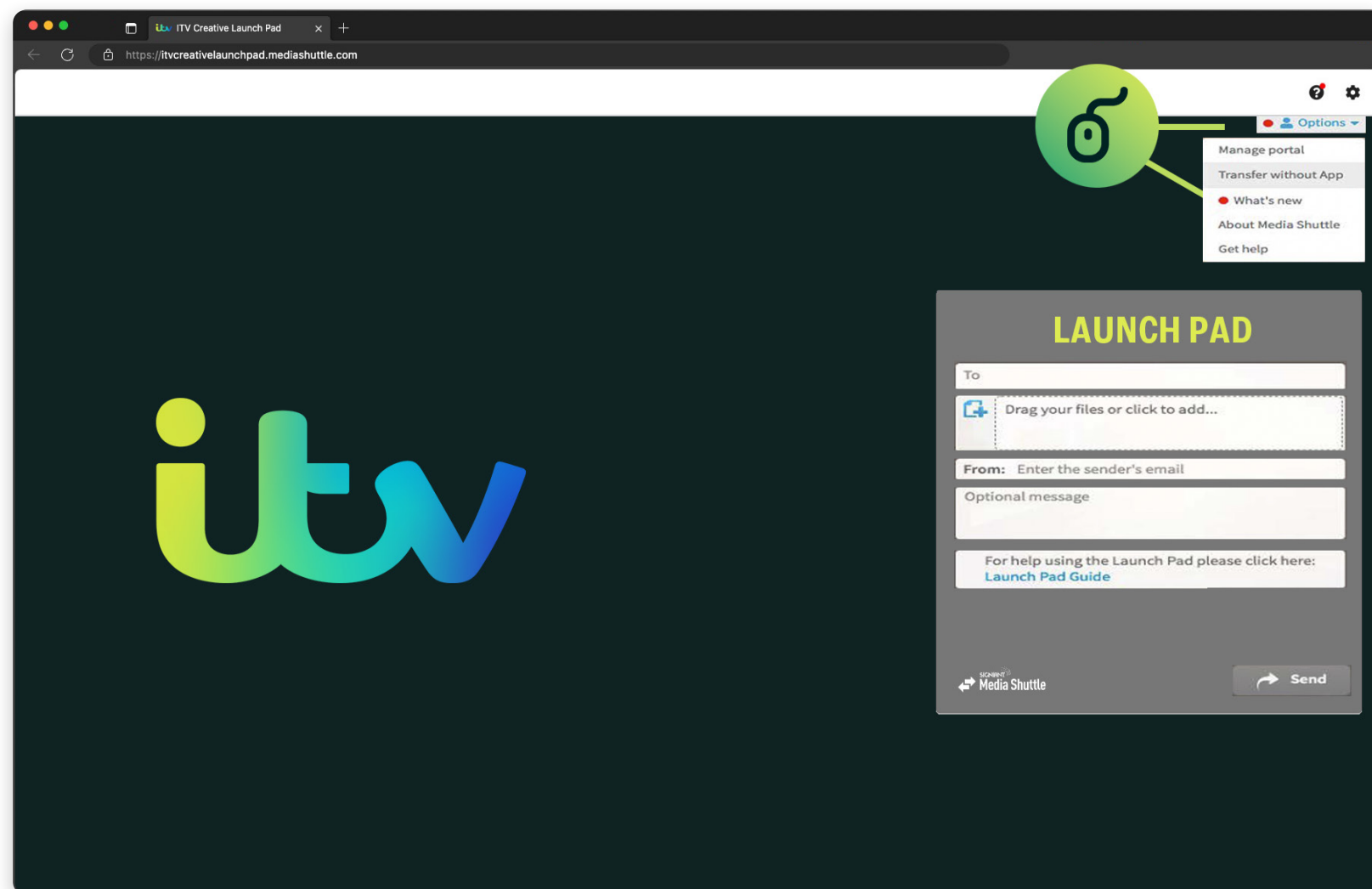
That's it, you have successfully uploaded your material to ITV Creative.

Launch Pad Guide

Uploading / downloading without the app


You can choose to upload or download without using the Signiant app by navigating to the Options menu in the top right corner of the portal page.


 Click the Options drop-down and then select: **Transfer without App.**





This will bring up a new window asking you to confirm you would like to transfer without the app. Selecting this will bring you back to an app-free version of the portal page.


Frequently Asked Questions

-  **Why is it taking a long time to download my file?**

Although the ITV Creative Launch Pad Portal uses technology to speed up the downloading of files it can only go as fast as your internet connection allows, try to use a network with fast download capacity.
-  **Why didn't I get my notification e-mail telling me my file was ready for download?**

Check in your e-mail junk folders and check with your e-mail administrator for portals@mediashuttle.com. Your ITV Creative contact will also know if your file has been successfully uploaded.
-  **Why did I have to install a plug-in and what is it?**

On some computers you will have to install a MediaShuttle Plug-in to be able to download, it will require admin permissions. Seek help from your local IT administrator.
-  **Why can't I download from my phone or tablet?**

ITV Creative Landing Pad Portal does not support upload from mobile devices at this time, but it is coming soon.
-  **My download failed half way through, what do I do?**

Don't worry the Landing Pad Portal will store the partially sent file, just restart the download when you're back online.

Who do I contact for more info or help?

Signiant Launchpad/Landingpad Technical Assistance: pts@itv.com
ITV Creative File Delivery Contact: steven.athwal@itv.com

Content for ITV Creative

Production Manager: bethany,newman@itv.com
Production Manager: jurgita.bareikaite@itv.com
Producer: massimo.paradiso@itv.com
Team Producer: dan.smith@itv.com
Team Producer: hatty.ruddock@itv.com
Team Producer: liam.case@itv.com
Team Producer: aquilla.slocombe@itv.com
Team Producer: alexandra.blowey@itv.com
Post Production: zina.shah@itv.com

