



# FTP Training Guide

A step-by-step resource for all  
Spectrum Public Access Users on Syncplicity

June, 2020

# How to Request FTP Credentials

To request FTP credentials, please email: [peg.ctne@charter.com](mailto:peg.ctne@charter.com)

Please include:

- Name of your program
- Your full name
- Your telephone number
- City and state

For further questions, including a failed upload or error,  
please reach out to your Access Coordinator.


860-456-8500



# Creating a Syncplicity Account

- Once your request has been processed you will receive an email from Syncplicity.
- Click on the link in the email. You should be directed to create an account.
- Create your account and submit.

**\*Remember to save your password**

[Login](#) | [Support](#)

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## Create an Account to View the Shared Folder

We just need a name and a real password for your account and you'll be on your way.

**Email \***


**First Name \***

**Last Name \***

**Password \***

**Confirm Password \***

**PrivacyRegion:**



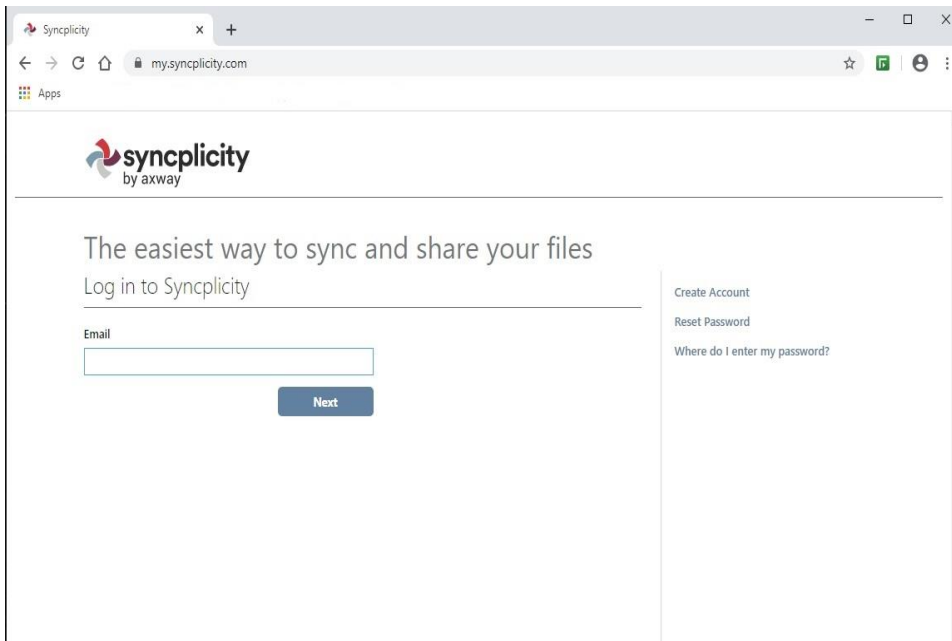
[About PrivacyRegions](#)

☒ By checking this box, you are indicating you have read and agree to the [Terms of Service](#).

*Account Creation Screen*

# Creating a Syncplicity Account...

- When you want to log in to Syncplicity type [my.syncplicity.com](https://my.syncplicity.com) into your web browser.
- You should see an Access folder with your program's name on it. Ex: Public Access Show Title
- (If you don't or you see another folder that is not yours please contact [peg.ctne@charter.com](mailto:peg.ctne@charter.com)).



*Syncplicity Login Screen*



## Files

### All Files

Name ▲

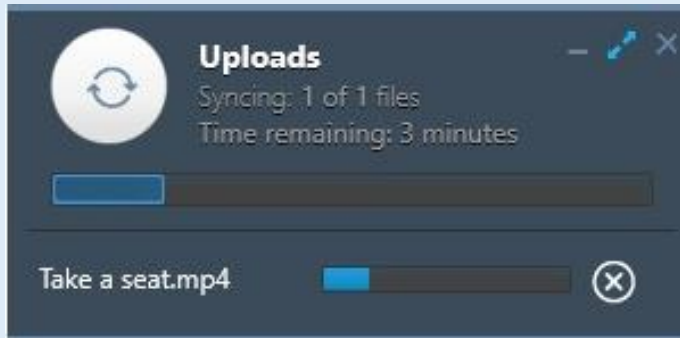
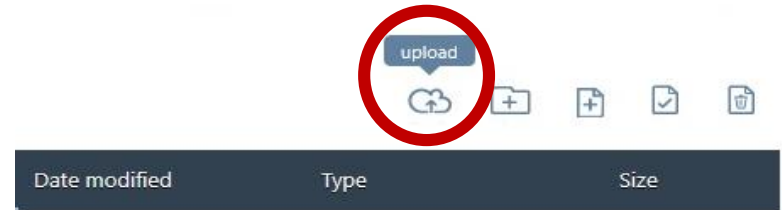


Public Access Show Title

*Syncplicity File Screen*

# Uploading Your Video File

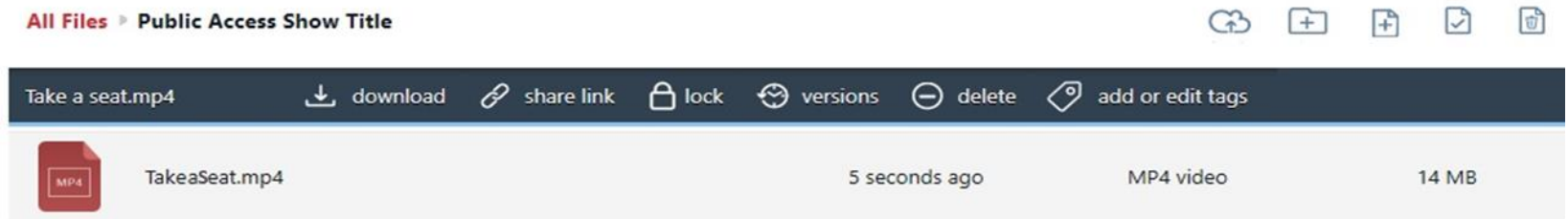
Select the Upload icon in the upper right of the screen and select the file on your computer.



An Uploads box will appear. It will inform you of the progress of the upload.

- The box will update to say the upload is complete.

The uploaded file will appear in your program folder.



# Video File Requirements & Specifications

## Program Title Format:

Please make sure your show file follows this title format for programs; the full name of the show.

Example: NatureConnections

Use a consistent numbering/naming format if submitting multiple, sequential episodes.

Example: NatureConnections001, NatureConnections002

**\*Absolutely NO spaces in the titles\***



# Video File Requirements & Specifications

## **Suggested video formats:**

- MPEG-2 (.mpg, .mpeg)
- MPEG-4 (.mp4)
- .MOV
- .AVI

## **Lead time:**

Show files must be uploaded at least 5 business days prior to airing (same applies to Holiday week show files)

## **Show Upload Limits:**

Producers are asked to upload no more than four shows per month to their syncplicity folder.