



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.CTW@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. If they are unavailable, please contact:

Megan Schisano | Access Coordinator | 203.304.4050



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](#)

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 *

j.smith.jane123@gmail.com

First Name *

Jane

Last Name *

Smith

Password *

.....

Confirm Password *

.....

PrivacyRegion:

US PrivacyRegion

[About PrivacyRegions](#)

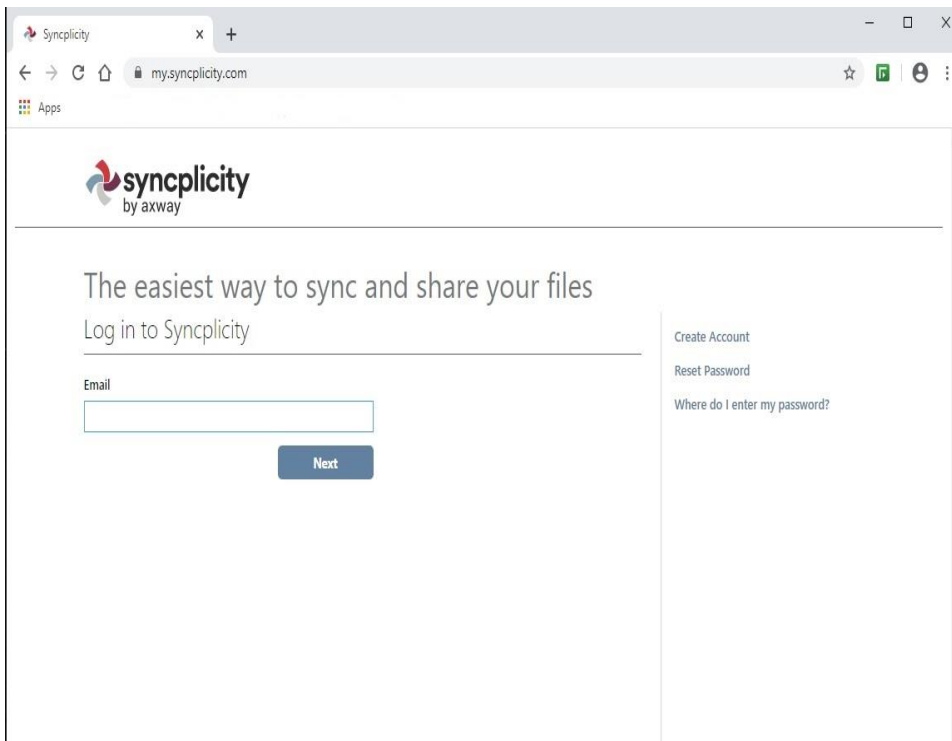
☒ By checking this box, you are indicating you have read and agree to the [Terms of Service](#).

Account Creation Screen



Creating a Syncplicity Account...

- When you want to log in to Syncplicity type my.syncplicity.com 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.CTW@charter.com).



The screenshot shows a web browser window with the address bar displaying "my.syncplicity.com". The page features the Syncplicity logo (a stylized 'S' made of three colored arcs) and the text "by axway". Below the logo, the heading "The easiest way to sync and share your files" is followed by "Log in to Syncplicity". There is an "Email" label above a text input field, and a "Next" button below it. To the right of the input field, there are links for "Create Account", "Reset Password", and "Where do I enter my password?".

Syncplicity Login Screen



Files

All Files

Name ▲



Public Access Show Title

Syncplicity File Screen


Uploading Your Video File

Files

All Files ▶ Public Access Show Title



Name ▲	Date modified	Type	Size
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**Uploads**

Syncing: 1 of 1 files
Time remaining: 3 minutes

Take a seat.mp4

✕

**Uploads**

Syncing: 1 of 1 files
Time remaining: Complete

Take a seat.mp4

Uploaded

✓

All Files ▶ Public Access Show Title



Take a seat.mp4	 download	 share link	 lock	 versions	 delete	 add or edit tags
 Take a seat.mp4	5 seconds ago		MP4 video		14 MB	

- Select the Upload icon in the upper right and select the file on your computer for upload.
- An Uploads box will appear. It will inform you of the progress of the upload.
- Once the upload is complete a box will appear saying the upload is complete.
- You can find the uploaded file 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

Absolutely NO spaces in the titles



Video File Requirements & Specifications

Suggested video formats that work well for air:

- 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.

