

## FAQ

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## A. What is FilmFest Platform?

FilmFest Platform is an on-line platform for registering short films in festivals. This tool was created on the instigation of institutions in the industry (SRF, SPI, the Carrefour des festivals and the Agence du court métrage) with the idea of standardising registrations and facilitating the circulation of short format works.

## B. How do you use FilmFest Platform?

### 1- Create an account or log on

To use FilmFest Platform you must have an account and be logged on.

- If you already have an account, you can log on using the “log in” button in the top right hand corner. Be careful to choose “I am a director, a producer...”.
- If you do not already have an account, you can create one using the on-line form by clicking on “Create an Account” on the home page. **Do not forget to fill in all the obligatory fields** (red asterisk)

### 2- Saving and uploading films

Before being able to apply to a festival, the film form must be “**Complete**” and the upload “**Validated**”

- For the form to be “complete”, all the obligatory fields in the registration form must be filled in (red asterisk).
- In this dematerialised version, **a video file of the film MUST be uploaded**. To do this, you must go to the “Video” tab in the registration form and choose the file by clicking on the icon located on the right of “source file”. Please observe the recommendations for formats and size. The following file formats are accepted: **.mp4, .mpg, .mpeg, .vob, .avi, .m4v, .wmv, .mkv**. File size must not exceed **2.5 Go**.

### 3- Top up your account credits

**Providing dematerialised films to festivals** (no need to send a DVD) **is paid for using credits**. This is not an extra cost as it replaces costs of sending a DVD, and covers the costs of hosting the films. Your account must have credits to be able to apply to festivals. You can buy credits on line (by bank card only) in the “My Account” tab.

Prices are as follows:

- Unit: €2.50
- Pack of 10: €20 i.e. €2/credit
- Pack of 50: €75 i.e. €1.5/credit

#### 4- Applying to Festivals

When the form status is “Complete” and the upload status “Validated” the “Apply” button is no longer grey. The film can be submitted to festivals.

To apply, you must click on the “apply” button of your film, then click on the “Apply” button of the festival (or vice-versa).

This will take you to the registration form. Choose the section of the festival (if there are several) then save your registration at the bottom of the page (on the condition that your film corresponds to the festival’s selection criteria). **Do not forget to tick the box saying you accept the festival’s rules** and to top up your credits for festivals which do not require a DVD to be sent.

#### 5- Track my Applications

The “Applications” tab enables you to track the advancement of your applications. As soon as a film is registered in a festival it will appear as “Submitted”. The status will change to “Selected” or “Not Selected” once the festival has finished its selection.

### C. Which internet navigator should I use get the best use from the site?

**Google Chrome** gives the best results for the FilmFest Platform site. If it is not installed on your computer, you can download it free at the following address:

<https://www.google.fr/chrome/browser/desktop/index.html>

### D. The “Apply” button on my film is grey, what does this mean?

To apply to a festival, the form status must be “Complete” and the upload status “Validated”. If one of these conditions is not met, the “Apply” button is grey and inactive.

## E. Why is the “form” status “incomplete”?

If the form status of the film is “Incomplete”, **this means that not all the obligatory fields** (marked with a red asterisk) have been filled in. N.B. Length must be higher than 0.

When all the obligatory fields have been filled in, the form status will become “Complete”.

## F. Why is the “Downloading a film” status is “To check”?

This means that no film file has been uploaded and/or transcoded.

In this dematerialised version, a video file **MUST** be uploaded to be able to apply to festivals. To do this, you must go to the “Video” tab of the form and choose the file by clicking on the icon on the right of “source file”.

Please observe the recommendations for formats and size. The following file formats are accepted: **.mp4, .mpg, .mpeg, .vob, .avi, .m4v, .wmv, .mkv**. File size must not exceed **2.5 Go**.

Once uploading of the file is finished and the transcoding finalised, the “Downloading a film” status will change to “Validated”.

## G. How long does the finalisation of the transcoding take?

Once uploading has finished, transcoding will take **no more than 60 minutes**. If, after this period, you have not received an e-mail, and the “Film Upload” status still says “To check” the transcoding has not worked. If this is the case, re-upload the film.

## H. Despite trying to upload my video several times, it has still not been transcoded, the Downloading status of the film is still “To check”. What should I do?

If you have tried to upload several times (and you have observed format and size restrictions), and the upload and transcoding have not worked, you can send us your file, by Wetransfer, for instance, at the following address: [registration@filmfestplatform.com](mailto:registration@filmfestplatform.com) **giving the title of the film and the account name** (e-mail) and we will upload it for you.

## I. I cannot view the uploaded film, the player message reads: “video format or MIME type not managed”

The player is not operational in a particular computer configuration: **Firefox navigator for Mac without adobe flash player plugin.**

There are two ways of checking your videos:

- Download the adobe flash player plugin
- Use a different navigator, such as **Google chrome** for example.

## J. The film formula is “Complete” and the upload “Validated” but it is impossible to apply to a festival. How can I apply?

To apply, you must click on the “apply” button of your film, then click on the “Apply” button of the festival (or vice-versa).

The “Apply” button on the film is sometimes temperamental, please refresh the page if it does not react (it is blue and active).

You will be sent to the registration form. Choose the section of the festival, if there are several). Save your registration at the bottom of the page, on the condition that your film corresponds to the festival’s selection criteria. **Do not forget to tick the box saying you accept the festival’s regulations** and to top up your credits for festivals which do not require a DVD to be sent.

## K. What happens to my film file once it has been uploaded?

Uploaded video files are only available for festivals and festival selection committees the film is registered in.

A festival can stream the film directly on the Platform or download the file and view it off-line. Naturally, these video files are only used as part of the pre-selection of films by festivals.

## L. Why do I have to pay for credits when I register for certain festivals?

When a film is registered in a festival, rights holders may be asked to make a payment in the form of credits. This payment covers the costs of making the film available to the festival, should the festival not ask the rights holder to send a hard copy of the film.

This payment is received by FilmFest Platform to cover the hosting costs of the films. It is not in any way paid to the festival. Payment is made to make the film available on-line, not to register in the festival.

#### **M. Can I register several films in a festival without having to pay a credit each time?**

**For 1 credit you can register up to 10 films in a single festival.** In other words, when you register the first film in an edition of a festival, 1 credit is taken from your account. The registration of all following films up to the 10<sup>th</sup> in this same edition of the festival are free and no credits will be taken. The 11<sup>th</sup> film registered will cost another credit and the following 9 will be free of charge...

#### **N. Can I change the information on a person on my film?**

At any time you can change information on a person relating to your film, such as the director, for instance.

To do this, simply go to the "Credits" tab and click on the "Edit" button along side the person whose information you want to change. This will take you to the window where you can add or modify information.

#### **O. I am over the required age for the festival, but when I want to register my film in a festival the age criterion is blocked. However I have already filled in my date of birth in my account.**

For the age criterion of the director, the filter is on the information provided for the "person" registered as the director of the film. If the system blocks the registration for this criteria it is because the date of birth has not been provided or the date of birth provided is not compatible with the age required by the festival in question. In this case you can add or change the date of birth by accessing the edit window of the director (see previous question above).