

## Working with Video – FAQ

1. Pro tip (before recording video)
  - a. When shooting video on an iPhone/iPad, always turn the device on its side and film in landscape. Make sure to hold your iPhone with the Home button on the right. Otherwise, your video will record upside down.
2. How do I edit my video?
  - a. Using a PC –Movie Maker
    - i. <http://userguide.chalkandwire.com/d/ltntng>
  - b. Using a Mac – Quicktime
    - i. <http://userguide.chalkandwire.com/d/znjn2h>
3. My video is too large (file size) to upload to Chalk and Wire. What can I do?
  - a. You will need to compress your video into a smaller file size. For example, your video may be recorded in high definition (HD). HD videos are typically too large to upload due to limited storage space. Your video needs to be compressed into a sub-HD file size.
  - b. Using either a PC or a Mac – Handbrake
    - i. <http://userguide.chalkandwire.com/m/14415/l/211303-why-can-t-i-upload-my-video-to-chalk-wire>
4. How long (in minutes) can a video be?
  - a. For Chalk & Wire, videos are not limited by time, only by file size. If you have an hour worth of video, you should be able to compress it enough to be able to upload the video.
5. I'm still unable to upload my video. What do I do?
  - a. Try uploading the video to Google Drive using the guide found on the TLC website: <http://uca.edu/tlc/video-editing-and-conversion/>
  - b. Try uploading the video to YouTube. Be sure to make the video private if it is sensitive content. You can copy the YouTube link and paste it onto your assignment page in Chalk and Wire as an alternative.
  - c. Call the Technology Learning Center Help Desk for assistance.
    - i. Phone: 501-450-3400
    - ii. Hours: Monday – Friday; 8:00AM – 4:30PM
  - d. Call Chalk and Wire Support for assistance.
    - i. Phone: 1-866-949-6800
    - ii. Hours: 7:00 AM – 7:00 PM weekdays, 8:00 AM – 8:00 PM weekends
6. Other Resources
  - a. <http://uca.edu/tlc/resources/>
  - b. Click the *Video Editing & Conversion* tab.