Discovery Education MediaShare

User Guide

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Getting Started

Searching for Content

To Perform a Search by Keyword:

- Enter your keywords in the white search box, choose MediaShare from "Services" on the "More Options" window that slides down, and then click on the "Search" button.

- The search results page is now displayed. Narrow your search results by media type, subject, or grade using the "Narrow My Results" menu on the left side of the screen. From here you can modify the number of resources displayed on the page by clicking on the dropdown menu to display 15, 20, 25, or 30 items per page.

- Click on either the blue title or the thumbnail image to access the full description page.
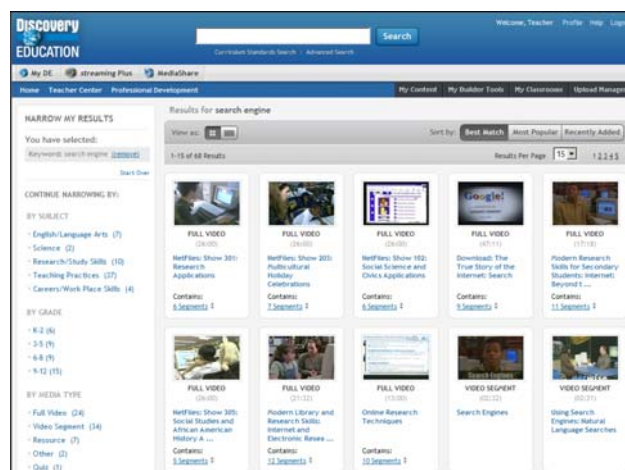
To Perform a Search by Subject or Grade:

- Click on a subject or grade on the "Subject/Grade Search" menu located on the left side of the screen.

- The search results page is now displayed. Narrow your search results by media type, subject, or grade using the "Narrow My Results" menu on the left side of the screen. From here you can modify the number of resources displayed on the page by clicking on the dropdown menu to display 15, 20, 25, or 30 items per page.

- Click on either the blue title or the thumbnail image to access the full description page.
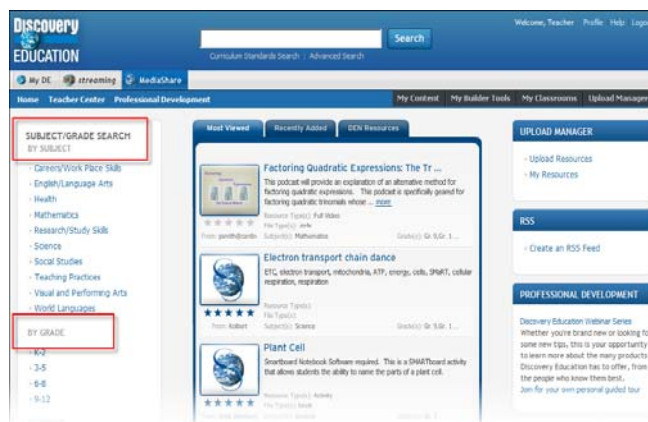
To Perform a Search by Curriculum Standard:

· Locate the Curriculum Standards Search menu in the lower-left of the screen, select your State, Subject, and Grade and click on the blue "GO" button.

· Browse the list of relevant curriculum standards; when you locate the standard that you are interested in, click to display a list of content that meets that standard.

· The search results page is now displayed. From here you can now modify the number of resources displayed on the page by clicking on the dropdown menu to display 15, 20, 25, or 30 items per page.

· Click on either the blue title or the thumbnail image to access the full description page.
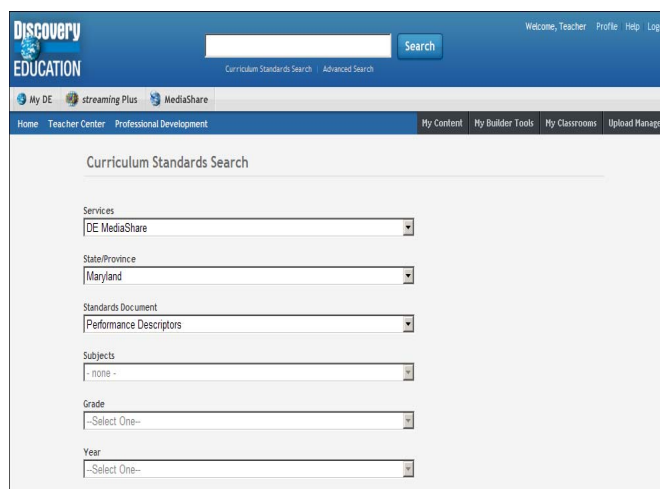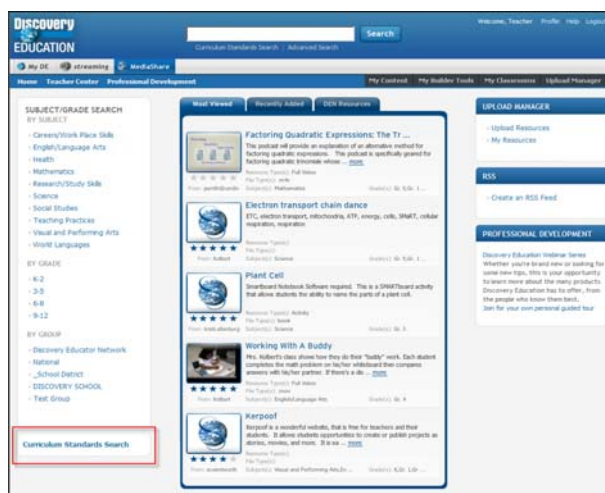
Uploading Content

Discovery Education MediaShare allows you to share content you have created with other users in your school, your school district, or around the country. The system accepts the following file types:

· Audio/Video: *.aac; *.asf; *.avi; *.mov; *flv; *.m4a; *.m4v; *.mp3; *.mp4; *.mpeg; *.mpg; *.swf; *.wma; *.wav; *.wmv

· Images: *.jpeg; *.jpg;*.gif;*.png

· Documents: *.doc; *.docx; *.docm; *.dotm; *.dotx; *.indd; *.isf; *.kml; *.pdf; *.potm; *.potx; *.pps; *.ppsm; *.ppsx; *.ppt; *.pptm; *.pptx; *.psd; *.rtf; *.txt; *xlsb; *.xls; *.xlsm; *.xlsx; *xltm; *.xltx

· Programs/Software: *.flipchart; *.flp; *.key; *.kmz; *.notebook; *.sb

To make your content available to other MediaShare users, click the "Upload Manager" link at the top of any page. The "Upload (Step 1 of 2)" page will then display. Be sure to fill in the required information, which includes title, description, subject, grade level and sharing options.

· For title, simply input the relevant text into the "Title" text box.

· For description, simply input the relevant text into the "Description" text box.

· To indicate the subject, click the relevant subject area listed under "Subject." A series of check boxes will display. You must click the check box next to the appropriate sub-subject listing to indicate the subject. (You can associate multiple subjects and sub-subjects to your content.)

· To indicate the grade level, scroll through the listing next to "Grade Level" and click the appropriate level. Hold CTRL and click to select multiple grades. If selecting multiple grades, Discovery Education recommends that you use the following groupings: K–2, 3–5, 6–8, 9–12, or Adult (for professional development resources).

· For sharing options, click either the "Share with your District" or "Share with your School" radio button. If you would like to share your content with MediaShare users across the country, click the checkbox next to "Check if you would like to share with a national audience."

You can choose to add additional information and align your content to state standards, but these steps are not required. To add this information, click the headings to expand the "Add Additional Info" and "Align to State Standards" sections.

· To add additional information, simply input the relevant text into the "Keyword Tags" and "Notes to Reviewer" text boxes.

· To align to state standards, use the "State," "Documents," "Grade," and "Copyright" dropdown menus.

When finished with the "Upload (Step 1 of 2)" page, click the "Next" button at the bottom of the page. The "Upload (Step 2 of 2)" page will then display.

- To browse for the file you wish to upload, click the "Select Files" button. (When browsing, hold CTRL and click to select multiple files.)

- Once you have selected a file, it will appear onscreen under the "Asset Title" heading. Under the "Media Type" heading, select the media type of the file you uploaded.

- To add more files click the "Add Files" button. To continue, click the "UPLOAD" button. A progress bar will appear that documents the transfer of your files to the MediaShare system. Once compete, the following confirmation message will appear: "Your assets have been successfully uploaded. To check the status of your assets, go to My Resources."

Approving Content

Discovery Education MediaShare allows school and district administrators to determine if uploaded content must be approved before it is made available to other users. If administrators decide to require approval of content, they must also designate individuals to approve it.

If you are designated as an approver, follow these steps to approve uploaded content:

· Click the "Upload Manager" link at the top of any page. Then click on the "Approve" tab. The "Select a Group" dropdown at the top of the "Approve" page allows you to narrow or broaden your view of the list of files that are pending approval. You can use the dropdown to filter the list by your school or district. The tabs below the dropdown let you view files in the various stages of the approval process. These include "Pending," "Approved," and "Rejected."

· To approve newly uploaded content, be sure that the "Pending" tab is selected. Click the title of the file you would like to review for approval. The "Asset Detail" page will then appear listing the file description, relevant subjects, appropriate grade levels, the user who uploaded the file, and the file's keywords. In the "Resource Assets" box, the title, media type, and size of the file are listed. To review the content for approval, you can either download the file to your computer or preview the file by clicking on the thumbnail.
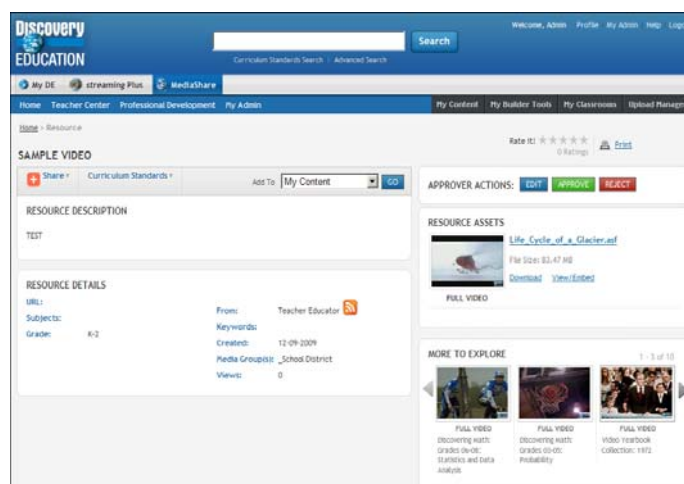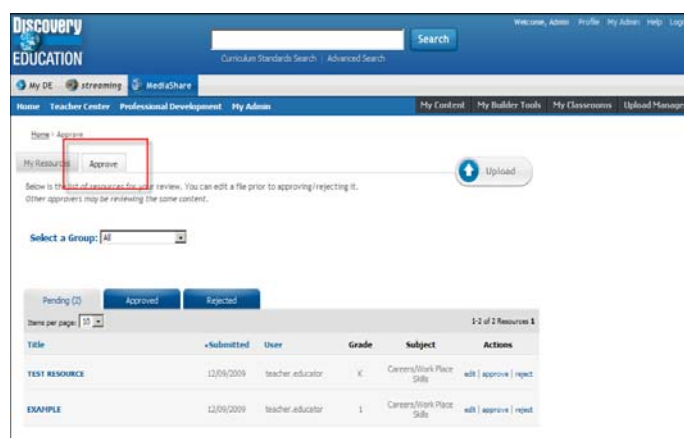
· After downloading and opening the file on your own computer or previewing the file through the MediaShare system, you can approve, reject, or edit the resource by using the icons located above the "Resource Assets" box on the "Asset Detail" page. Be sure that you have reviewed the content in its entirety and evaluated its relevance, suitability, and appropriateness before making a decision regarding approval.

· Editing the file will allow you to modify asset details. Rejecting the file will move it to the "Rejected" tab on the "Approve" page. (Rejected files can be edited and/or approved later.) Approving the resource will push it live to the MediaShare system. Once approved, files will be searchable by other MediaShare users within two hours.

Customizing Your Experience

My Resources

Discovery Education MediaShare lets you view, edit, delete, or check the approval status of content you have submitted. To see this information, click the "Upload Manager" link at the top of any page. The "My Resources" page will then display.

- The status of your content appears in the "Status" column, which is located directly to the right of the file name. There are three status categories: "Approved," meaning that your content has been made available to other MediaShare users; "Pending," meaning that your content is still awaiting review and approval; and "Rejected," meaning that your content has been declined for inclusion on the MediaShare system.

- In the "Actions" column, which is the last column on the right of the page, you can click to edit content you have uploaded or remove it from view. Clicking "edit" will take you to the "Asset Detail" page, where you can modify the file description, relevant subjects, appropriate grade levels, and the file's keywords. In the "Resource Assets" box, the title, media type, and size of the file are listed. Within this box you can remove previously uploaded file(s) or upload new file(s).

- In the "Actions" column, clicking "remove" will remove the resource from view on the MediaShare system. You will be prompted to confirm your decision to remove the resource by a popup box.

My Content

Discovery Education MediaShare enables you to gather your favorite MediaShare resources in one location—your "My Content" section. To see your saved content, click the black "My Content" icon at the top of any page. The "My Content" page will then display.

- To create folders with which to organize your favorite resources, click the "Add Folder" button on the "My Content" page. A popup window will request a title and location for the folder you are creating. After inputting the relevant information, click the "Add Folder" button. Your "My Content" page will automatically update to show the newly created folder.

- To remove folders from your "My Content" page, use the dropdown in the "Action" column next to the name of the folder. Select "Delete" in the dropdown and then click the "Delete Folder" button on the window that pops up. Your "My Content" page will automatically update and show that the folder has been deleted.

- To easily add content to your "My Content" page, select "My Content" from the "Add To" dropdown menu at the top of any Asset Detail page, and click "Go". After the link is clicked, a popup window will display. You can simply add the content to your page or allocate it to any folders you have created on the "My Content" page using the menu. When finished, click the "Add" button.
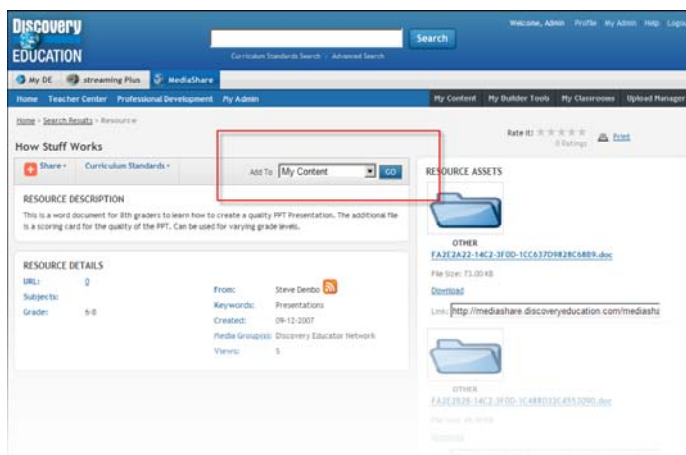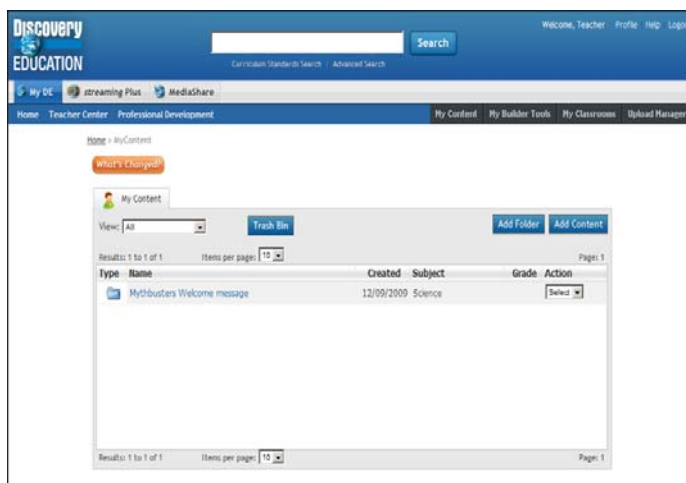
RSS Feed

Discovery Education MediaShare can keep you informed about newly posted files in your subject area and grade level. Click the "Create an RSS Feed" link on the "Home" page to create and customize your feed.

· Use the "Subject," "Grade Level," and "Media Type" dropdowns on the "Create an RSS Feed" page to indicate what content is of interest to you. You can also input a username into the "Created By (User)" box if you would like to be alerted to a particular user's newly posted files. When finished, click the "Generate RSS Feed" button.

· After clicking the "Generate RSS Feed" button, code for your RSS feed will display. Copy and paste this code into a site that will display personalized RSS feeds (My Yahoo!, iGoogle, etc.). This feed will provide you information about newly posted MediaShare files tailored to your specifications.

Troubleshooting

Browser and Plug-In Links

Download the latest versions of the tools used to view the Discovery Education™ MediaShare application:

Browsers:
- Internet Explorer PC
- Internet Explorer MAC
- Netscape Navigator
- Safari

Video Players:
- Windows Media Player
- QuickTime Player

Codec Updates:
- Windows Media Player Codec Update
  Choose codec update 8.0 for Windows Media Player 6.4
  Choose codec update 9.0 for anything above Windows Media Player 6.4

Material Viewers:
- Adobe Acrobat Reader
- Microsoft PowerPoint Viewer PC
- Macromedia Flash Player

Troubleshooting Guide

I cannot log in to Discovery Education MediaShare.

· Cause

There are several possible causes for this:

1. You do not have a Discovery Education™ MediaShare username and password
2. Your account has expired
3. Your account has been archived
4. You are using an incorrect username or password
5. Your computer is using the incorrect refresh rate setting, or there is a cookie/cache problem
6. Your school/district may have a network cache

· Resolution

For causes 1–4, please contact Discovery Education at 800-323-9084.

For cause 5, please clear your browser's cookies and cache.

For cause 6, please contact your School/District IT Department and ask them to clear the network cache. It may also be necessary to ask the IT Department to "white list" Discovery Education MediaShare from the caching server. A list if IP and URL to exclude from the firewall and filter is available through the Help site.

While streaming, the video I am trying to play stops and starts.

· Cause

The most common cause of this is buffering. Buffering occurs when your local Internet connection cannot accommodate the number of users accessing the Internet.

· Resolution

Download the video instead of streaming it. Streaming is most useful for previewing purposes.

The video I am trying to play has no sound.

· Cause

There are several possible causes for this:

1. Speakers are not plugged into the computer
2. The Control Panel volume control is set too low
3. Windows Media Player codecs need to be updated
4. The audio card in your computer is not working
5. The audio on the video itself is not working properly

· Resolution

1. Check to see if the speakers are plugged into the computer properly. It may be necessary to try to get sound from an alternate audio source, such as a CD.
2. Adjust the volume in the Control Panel
   a. Click on Start > Settings (or Control Panel for XP users) > Control Panel
   b. Double Click on "Sounds and Audio Devices"
   c. Select the "Sounds" or "Volume" tab -Slide the volume bar to high
3. Update the Windows Media Player Codecs
   a. Click on "Help" in the upper right corner of the MediaShare website
   b. Click on "Browser and Plug-In Links" listed under the "Troubleshooting" menu
   c. Click on "Windows Media Player Codec Update"
   d. Follow the instructions on the Microsoft website
4. Contact your IT Department and have them check the audio card for your computer. It is rare that this is broken, but it could be the issue.
5. If the audio on the video itself is not working please contact Discovery Education at 800-323-9084

The video I am trying to play has sound, but no video picture.
·   Cause
     There are several possible causes for this:
     1. Your browser is outdated
     2. You media player is outdated
     3. Windows Media Player Codecs need to be updated
     4. There is a problem with your computer's video card
·   Resolution
     1. Update the browser for your computer
        a. Click on "Help" in the upper right corner of the MediaShare website
        b. Click on "Browser and Plug-In Links" listed under the "Troubleshooting" menu. Under "Browsers" click on the type of browser that you are using.
        c. Follow the instructions on the site from there
     2. Update the Windows Media Player
        a. Click on "Help" in the upper right corner of the MediaShare website
        b. Click on "Browser and Plug-In Links" listed under the "Troubleshooting" menu
        c. Under "Video Players" click on the type of player that you are using
        d. Follow the instructions on the site from there
     3. Update the Windows Media Player Codecs
        a. Click on "Help" in the upper-right corner of the MediaShare website
        b. Click on "Browser and Plug-In Links" listed under the "Troubleshooting" menu

      c. Click on "Windows Media Player Codec Update"
      d. Follow the instructions on the site from there
4. Contact your School/District IT Department and have them look into the issue. It is rare that this is broken, but it could be the issue.

I cannot view video in full-screen mode.
- Cause

    You have not enabled the media player to view full screen, or you are viewing the video in the free version of QuickTime. (In order to show media in full screen with QuickTime you must download QuickTime Pro.)
- Resolution

    1. To enable full screen on the Embedded Media Player (the player on the site itself)
        a. While viewing a video in the Embedded Windows Media Player, click on the "View Full Screen" link on the Embedded Windows Media Player window
        b. If you have QuickTime set as your default player under "Media Settings" or "Preferences" then the option to view full screen will not appear
        c. To leave the full screen mode press the "Esc" key on your keyboard
    2. To enable full screen in the stand alone Windows Media Player maximize the window or click "View" then select "Full Screen"

I am sent back to the login page after trying to view a video.
- Cause

    The MediaShare website is cached on your computer or on your network.
- Resolution

    Clear your browser's cookies and cache. If this does not work, contact your school/district IT Department and ask them to clear the network cache. It may also be necessary to ask the IT Department to "white list" Discovery Education MediaShare from the caching server. A list if IP and URL to exclude from the firewall and filter is available through the Help site.

When I try to play a video the wrong video plays.
- Cause

    There is an internal issue with the video on MediaShare.
- Resolution

    Contact Discovery Education at 800-323-9084 to notify us of the issue.

I am trying to project MediaShare resources, but the projector image is hard to see or doesn't display completely.

- Cause

  There are two possible causes for this:
  1. Wrong video output mode selected
  2. Hardware acceleration settings are too low
- Resolution
  1. Press the "Fn" key and either F5, F7, or F8 on the keyboard
  2. Change your hardware acceleration settings
     a. Right click on your desktop
     b. Click on Properties > Settings > Advanced… > Troubleshooting
     c. Slide the Hardware Acceleration bar to the left

My video projector works, but there is no sound.

- Cause

  There are several possible causes:
  1. You do not have external speakers
  2. The speakers are not plugged in
  3. The volume is down too low
- Resolution
  1. Confirm that you have speakers and that they are plugged in properly. (If you are not sure, please contact your school's IT department for assistance.)
  2. Adjust the volume on the speakers and also on the computer by using the speaker icon on the lower right hand side of the tool bar
  3. Click Start > Settings > Control Panel > Sounds and Multimedia
     a. Click the Audio tab
     b. Click the Volume button to ensure all volume levels are set high enough and are not muted

I am trying to view a MediaShare video on my TV, but the video does not display.

- Cause

  There are several possible causes:
  1. Computer is not connected to TV with proper cables
  2. Video acceleration is set too high on your computer
  3. TV is not set to "video" mode
- Resolution
  1. Verify that your computer is connected to the TV with an "S" video cable or scan converter. You may wish to seek assistance from your school's IT department to insure correct set up.
  2. Change your hardware acceleration settings

       a. Right click on your desktop

       b. Click on Properties > Settings > Advanced… > Troubleshooting

       c. Slide the Hardware Acceleration bar to the left

3. Change your TV settings to "video" mode. You may wish to contact your school's IT department for assistance.

I am trying to view a MediaShare video on my TV, but the audio does not play.

- Cause

  This may occur if your video signal is being sent to the TV, but the audio is not.

- Resolution

  RCA cables must be used to connect the computer's audio output to the TV's audio input. The required cable has a 1/8" male connector (from computer) and male RCA audio connectors (to TV). You may wish to contact your school's technology coordinator for more specific information.

I am getting browser errors: "Internet Explorer Cannot Download"

- Cause

  This error is caused by a security setting at your network level.

- Resolution

  Have your IT technician contact Discovery Education at 800-323-9084 to troubleshoot.

I am getting Windows Media Player errors: "Format Unsupported"

- Cause

  You are using an outdated version of Windows Media Player.

- Resolution

  Update Windows Media Player

  1. Log in to MediaShare. Click on "Help" in the top menu bar
  2. Under Troubleshooting, click on "Browser and Plug-In Links"
  3. Under "Video Players" click on Windows Media Player
  4. Download Windows Media Player 10 if you are using Windows 2000 or XP, otherwise download Windows Media Player 9.

I am getting ActiveX error messages.

- Cause

  An Active X error message is generally related to a "High" security setting in your Internet Explorer settings. A "High" security setting will prevent ActiveX controls from running.

· Resolution
   1. Open Internet Explorer and select Tools > Internet Options
      a. Click "Security Tab"
      b. Click on the Internet icon in the window
      c. Change the security setting to Medium. Click "OK" to finish

When I try to project video, a black box appears instead of the video.
   · Cause
      Your video acceleration settings need to be adjusted.
   · Resolution
      Open Windows Media Player. Click Tools > Options > Performance Tab. Move the video acceleration bar to the middle.

I am unable to log in to MediaShare despite using a correct username and password.
   · Cause
      There are two possible causes for this:
      1. Your computer is using the incorrect refresh rate setting, or there is a cookie/cache problem.
      2. Your School/District may have a network cache.
   · Resolution
      1. Clear your browser's cookies and cache
      2. Contact your School/District IT Department and ask them to clear the network cache. It may also be necessary to ask the IT Department to "white list" MediaShare from the caching server.