



# Video Cloud Essentials

Bob Bailey

[bbailey@brightcove.com](mailto:bbailey@brightcove.com)



brightcove  
**VIDEO CLOUD™**



# Course Outline

- Reviewing the Video Cloud Architecture
- Uploading Videos
- Managing Videos
- Publishing a Video
- Creating and Styling Players
- Creating a Playlist
- Publishing a Playlist
- Reviewing Video Analytics
- Reviewing Additional Resources



# Course Objectives

- At the end of this training you should be able to:
  - Describe the Video Cloud architecture
  - Navigate inside Video Cloud Studio
  - Upload videos to Video Cloud
  - Edit video properties
  - Publish a video
  - Create and style a player
  - Create a playlist
  - Publish a playlist
  - Describe the types of analytics that are provided by Video Cloud
  - Describe the other learning resources that are available



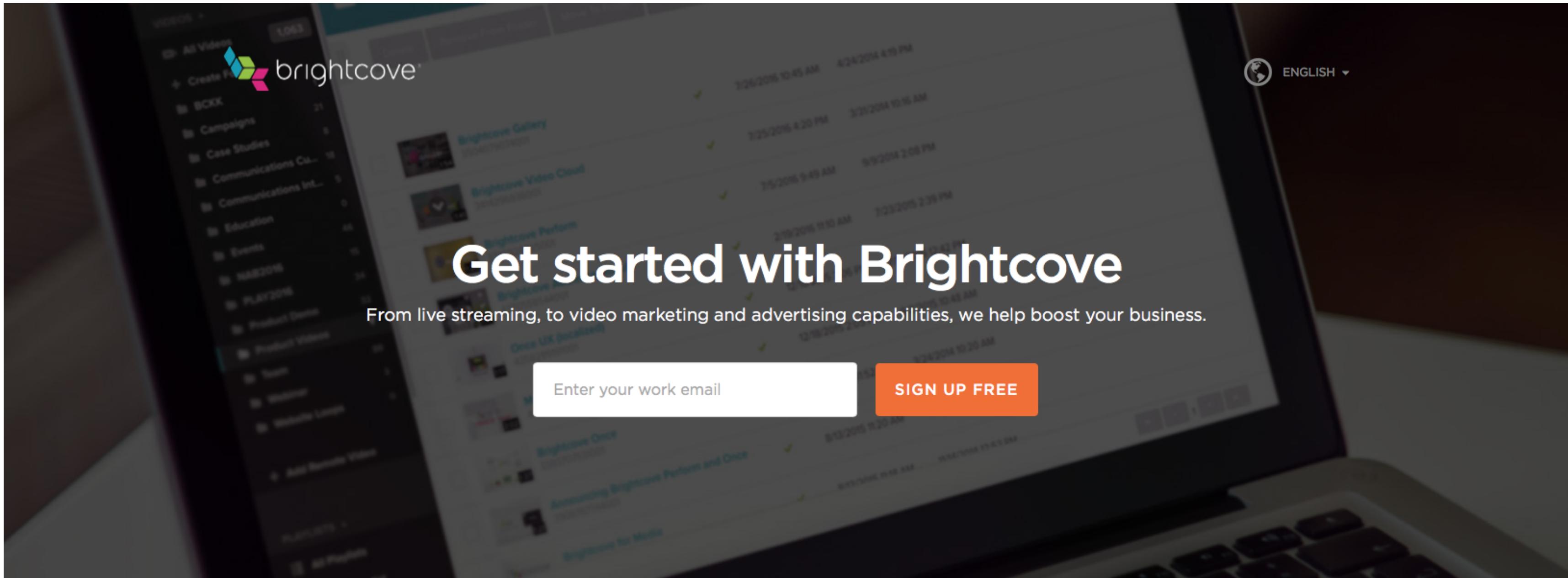
# Audience

- New Video Cloud users
- Publishers evaluating Video Cloud
- Note: Developer training is also available



# Video Cloud Trial Accounts

- You can sign up for a trial account:
  - <https://register.brightcove.com>



# Quick Start to Video Cloud



- Set of hands on steps you can work through on your own
- <https://support.brightcove.com/quick-start-video-cloud>

The screenshot shows a documentation page for 'Quick Start to Video Cloud'. At the top, there's a navigation bar with the Brightcove logo, 'HOME', 'PRODUCTS', 'QUICK LINKS', and 'TRAINING'. Below the navigation is a dark blue header bar with the text 'Documentation'. Underneath is a search bar with a magnifying glass icon. The main title 'Quick Start to Video Cloud' is centered above a horizontal line. To the left of the line is a 'On This Page' sidebar with links to 'Audience', 'Prerequisites', 'Outline', 'Next Step', and 'Related content'. To the right of the line is a toolbar with buttons for 'View' (selected), 'Edit', 'Delete', 'Manage display', and 'Revisions'. Below the toolbar are three items: 'Video Cloud', 'Studio User', and 'Get Started using Video Cloud Studio'. A descriptive paragraph follows, stating the objective of the quick start. Below that is a section titled 'After completing this Quick Start you should be able to:' with a bulleted list of ten items. At the bottom of the page are sections for 'Audience' (describing it as for anyone evaluating or new to Video Cloud) and 'Prerequisites' (noting a need for a Video Cloud account). A footer at the very bottom contains a note about a trial account.

Search

## Quick Start to Video Cloud

On This Page

- Audience
- Prerequisites
- Outline
- Next Step
- Related content

View Edit Delete Manage display Revisions

Video Cloud  
Studio User  
Get Started using Video Cloud Studio

The objective of this Quick Start is to give you a short, simple guide to follow to help get you started using Video Cloud. This Quick Start will give you a set of hands on steps you can work through on your own to discover some of the features of Video Cloud.

After completing this Quick Start you should be able to:

- Describe the Video Cloud architecture
- Navigate inside Video Cloud Studio
- Upload videos to Video Cloud
- Edit video properties
- Publish a video
- Create and style a player
- Create a playlist
- Publish a playlist
- Understand the types of analytics that are provided by Video Cloud

### Audience

Anyone who is evaluating or is new to Video Cloud.

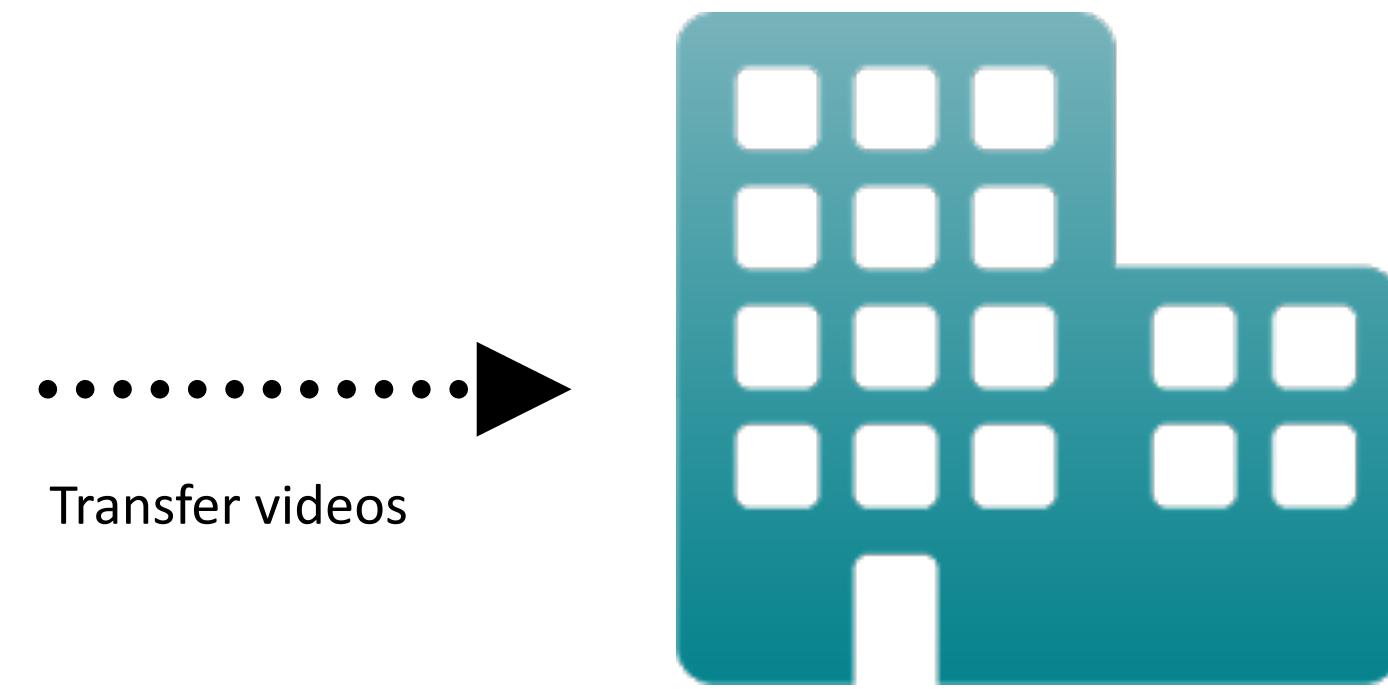
### Prerequisites

• A Video Cloud account - you can sign up for a trial account [here](#).

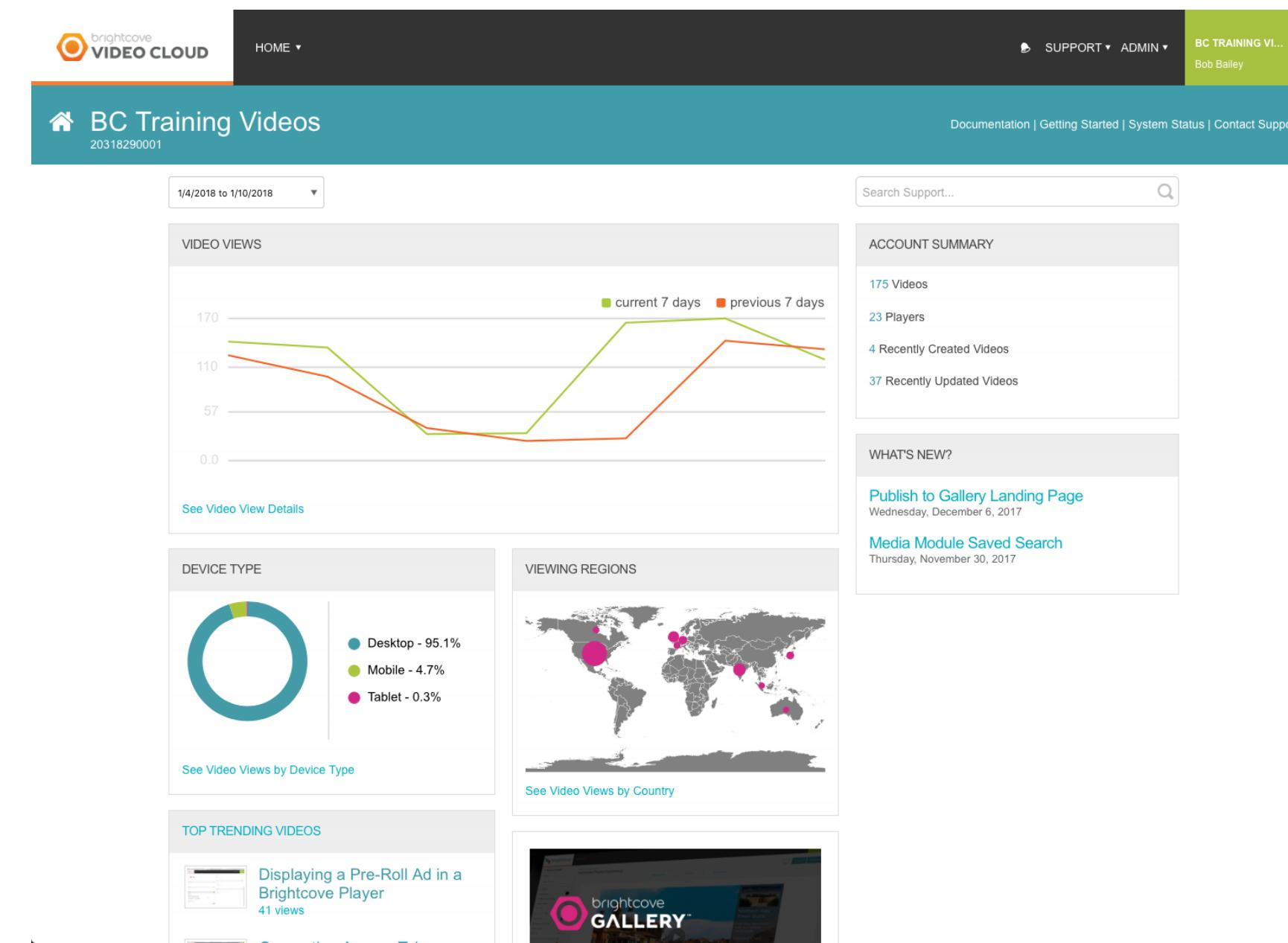


# Reviewing the Video Cloud Architecture

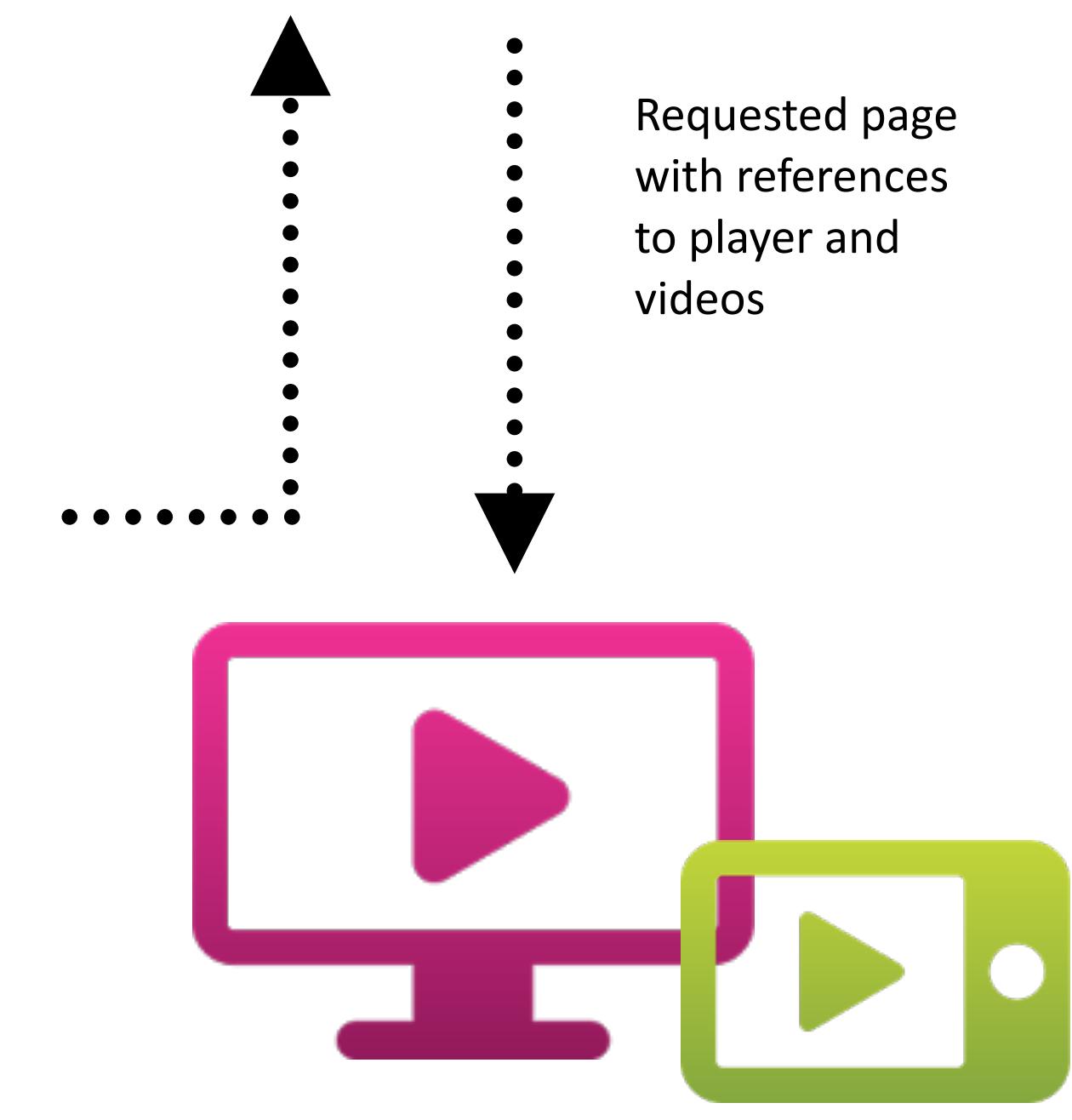
# The Video Cloud Platform Architecture



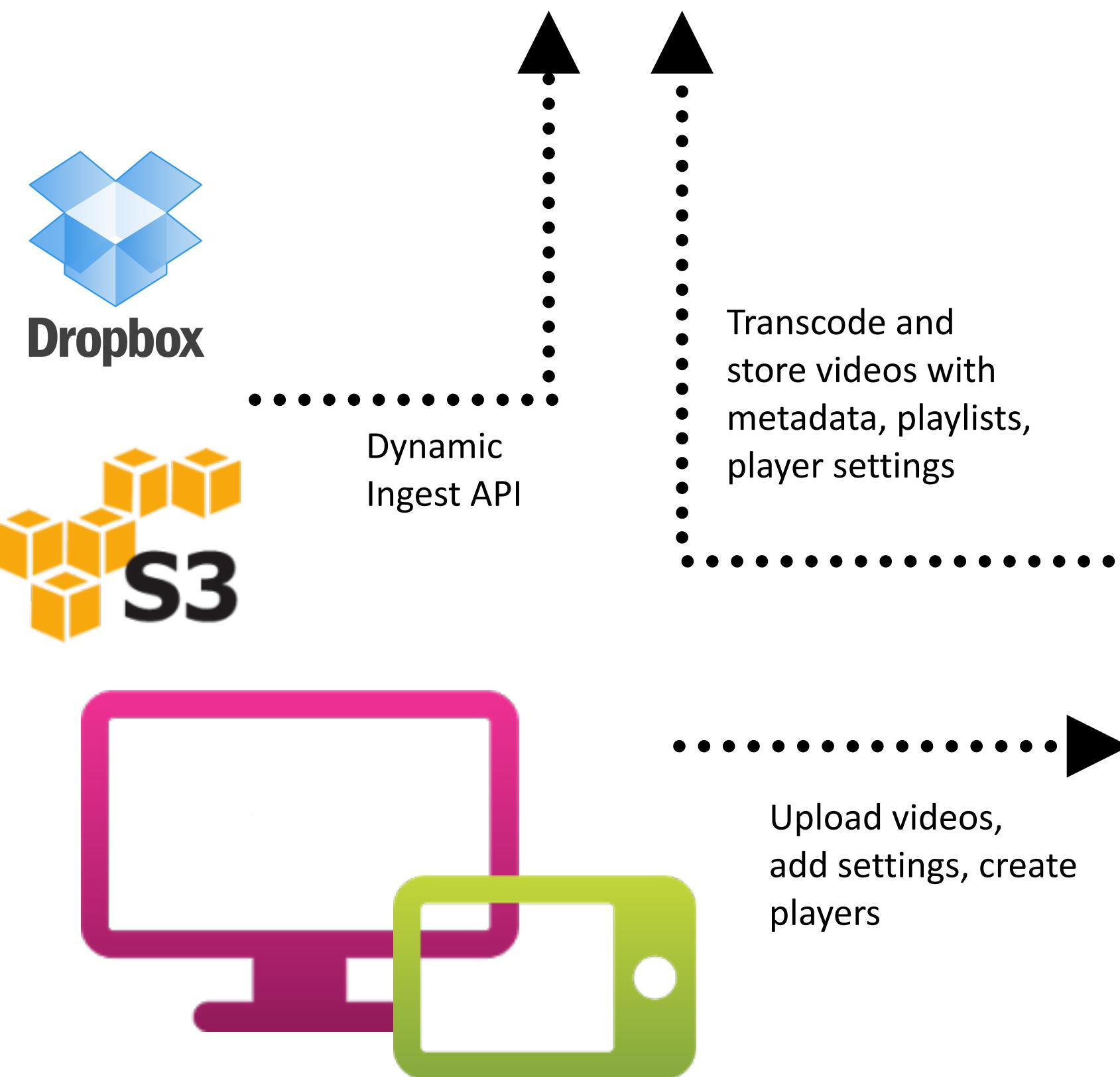
## Content Delivery Network (CDN)



## Your Web Server

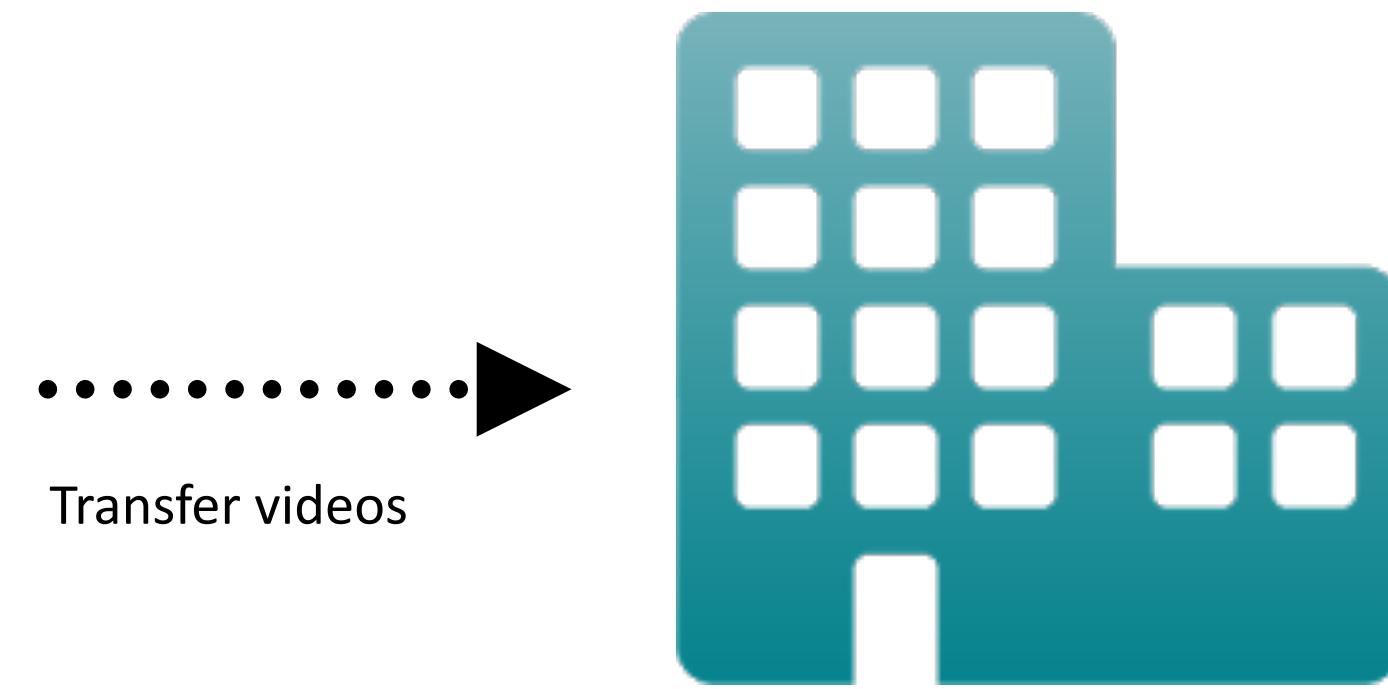


Brightcove Inc.

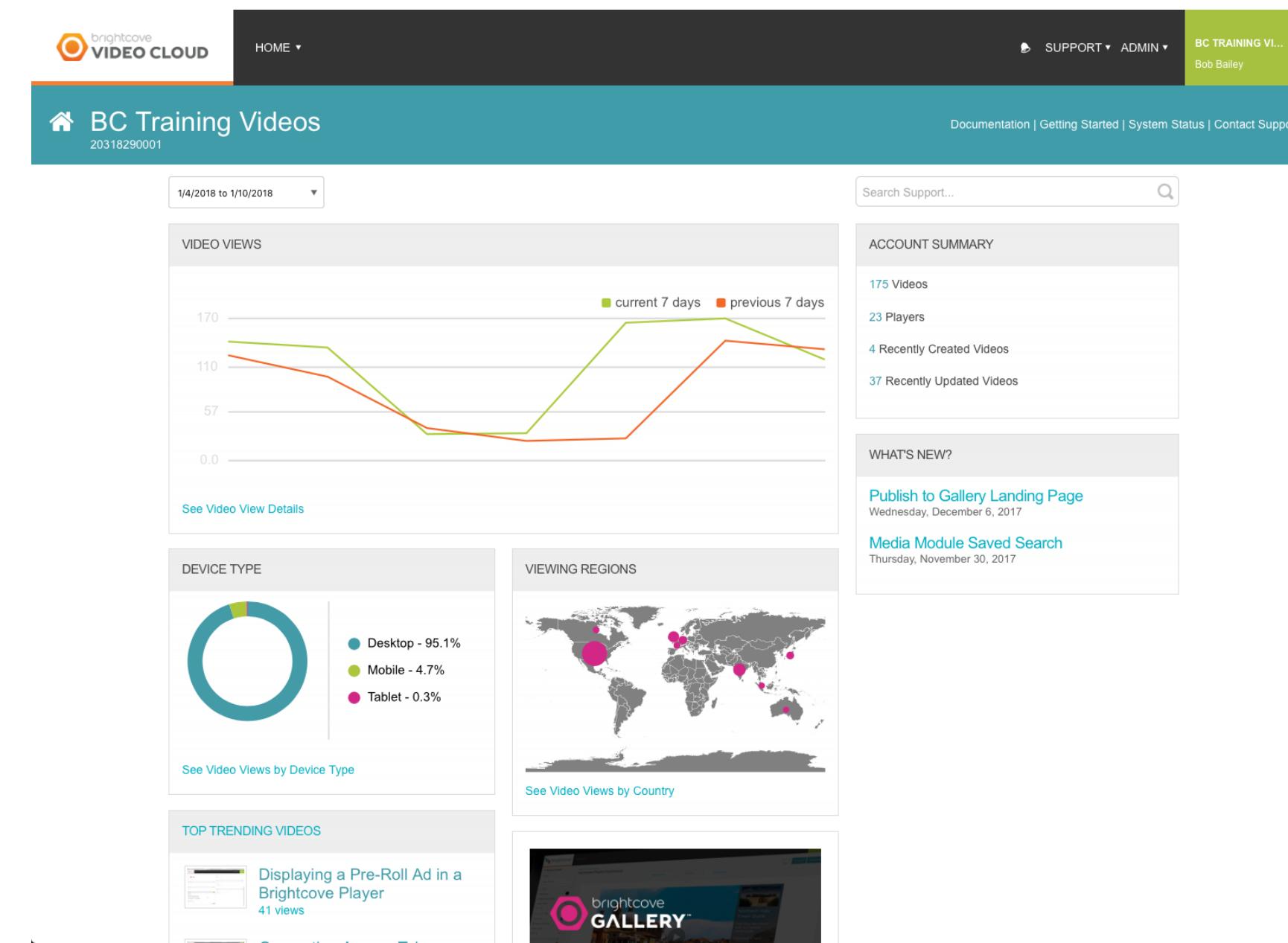


Desktop, Tablet, Mobile Device

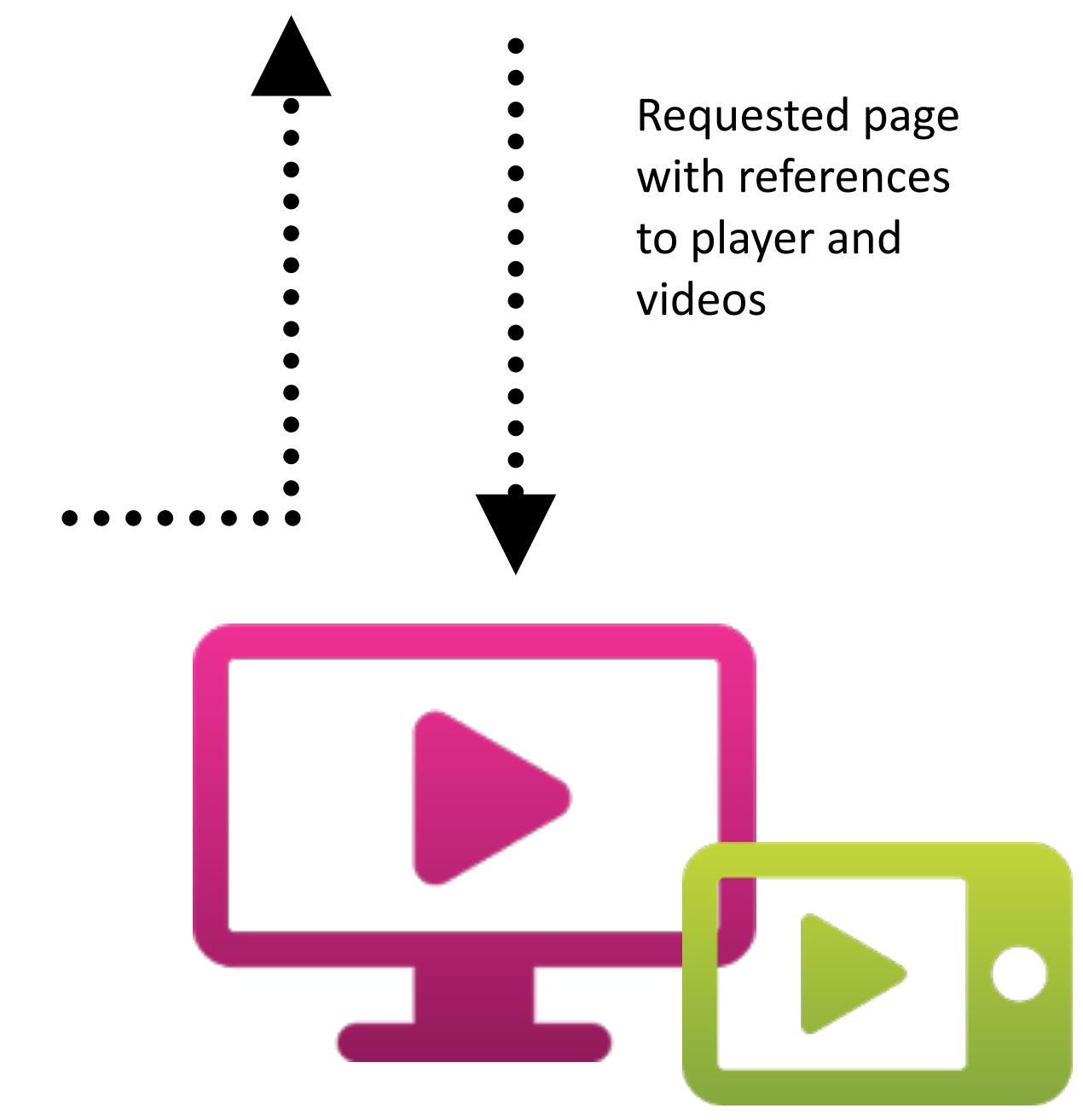
# The Video Cloud Platform Architecture



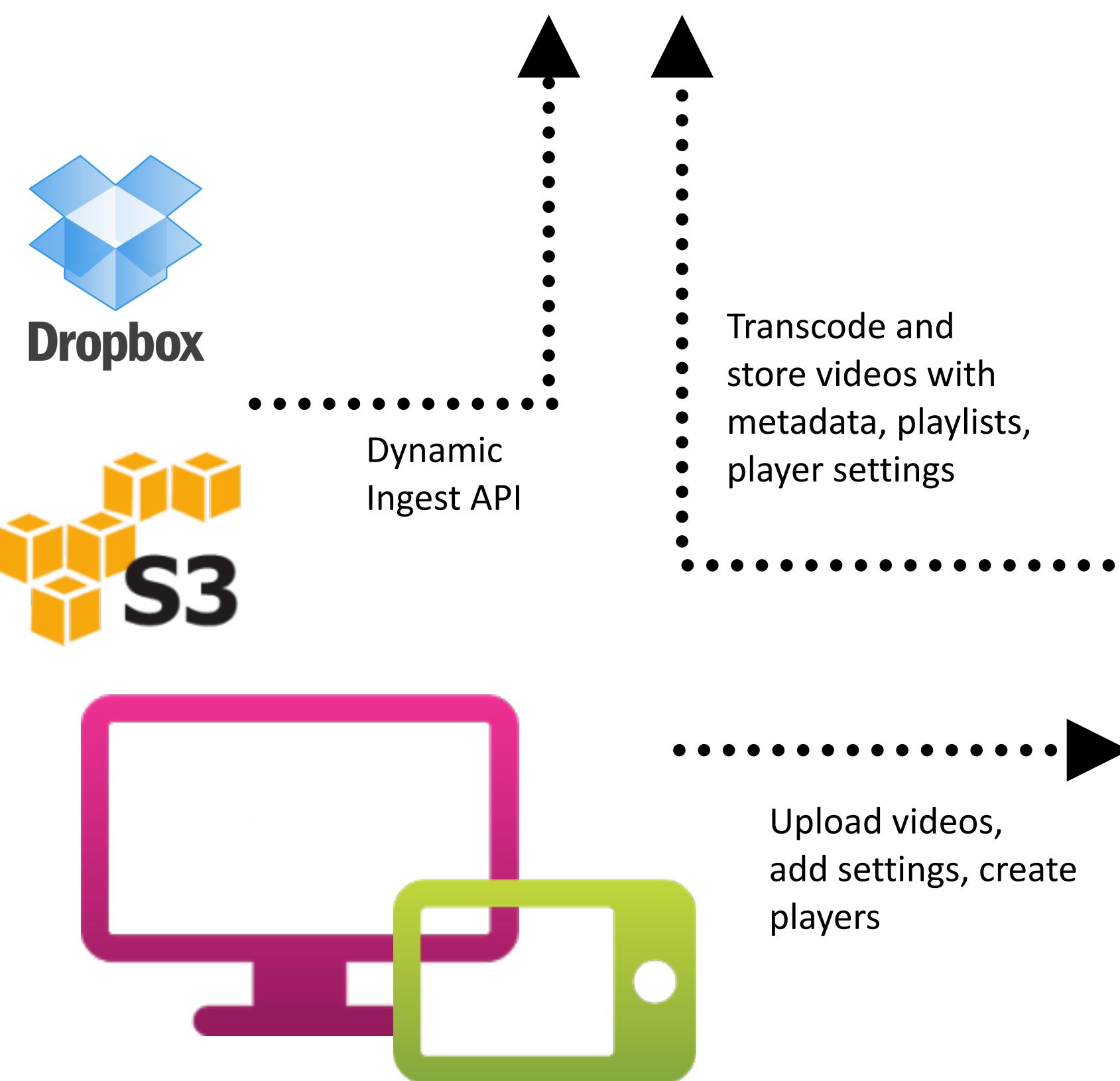
## Content Delivery Network (CDN)



## Your Web Server



Brightcove Inc.

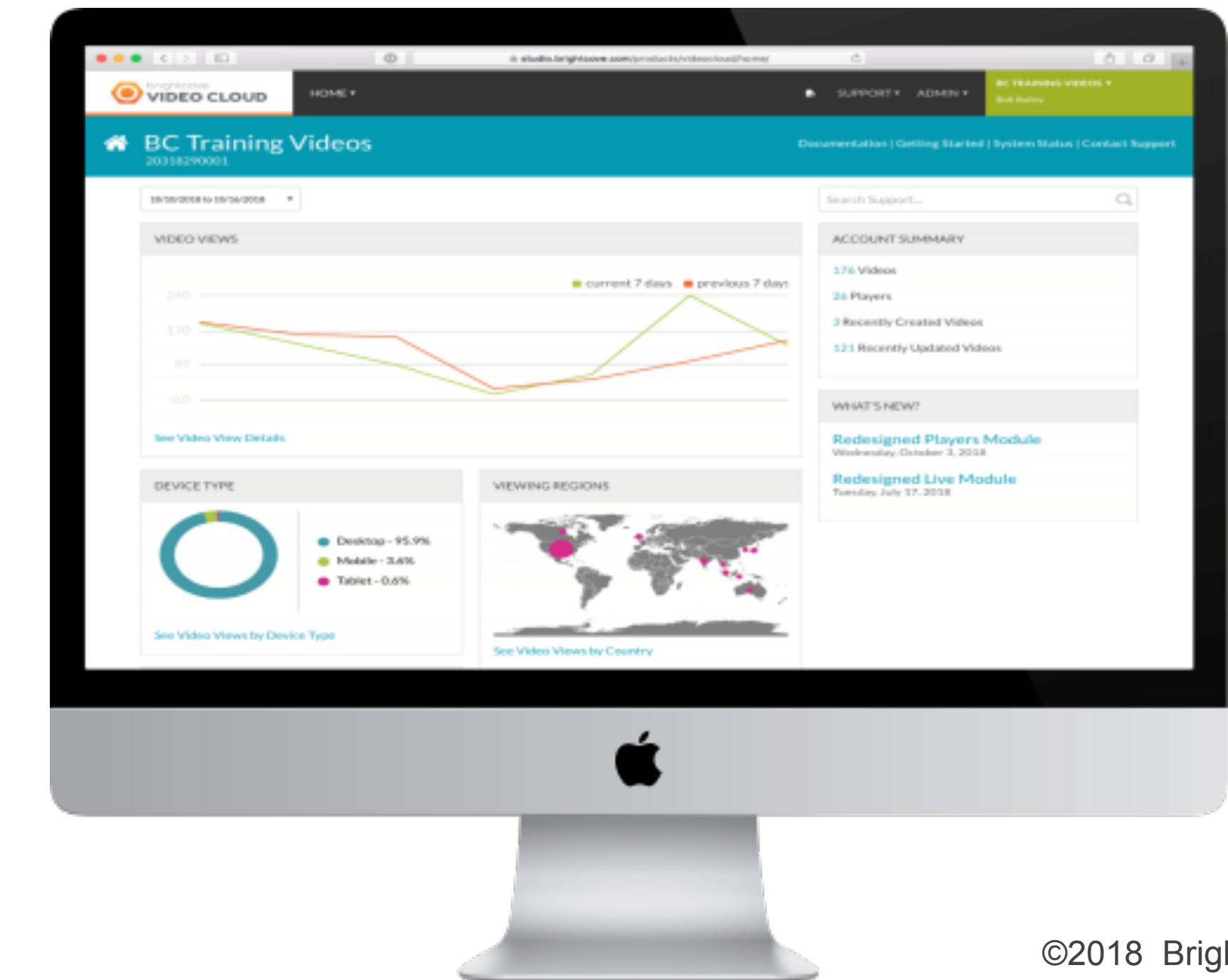
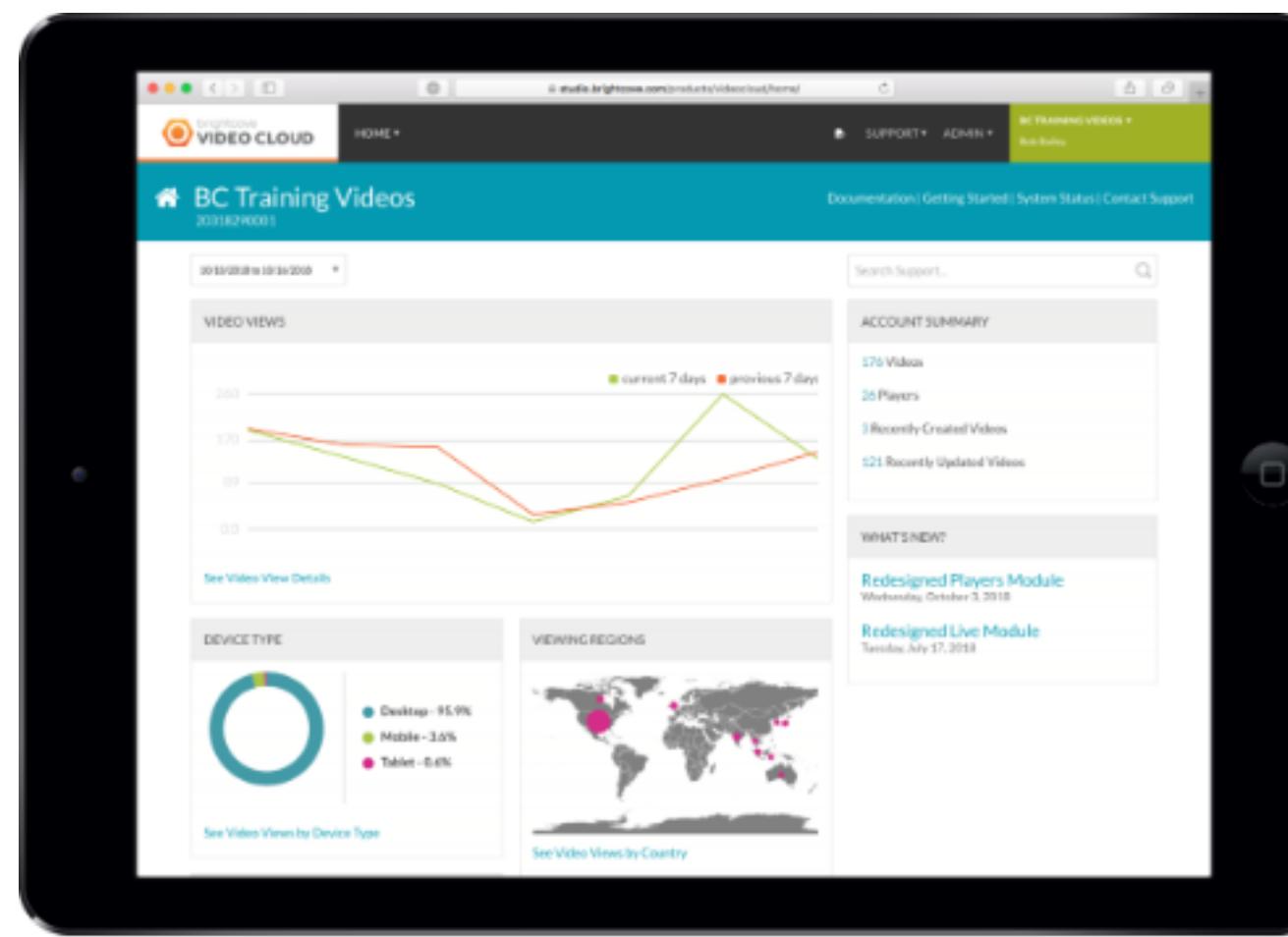
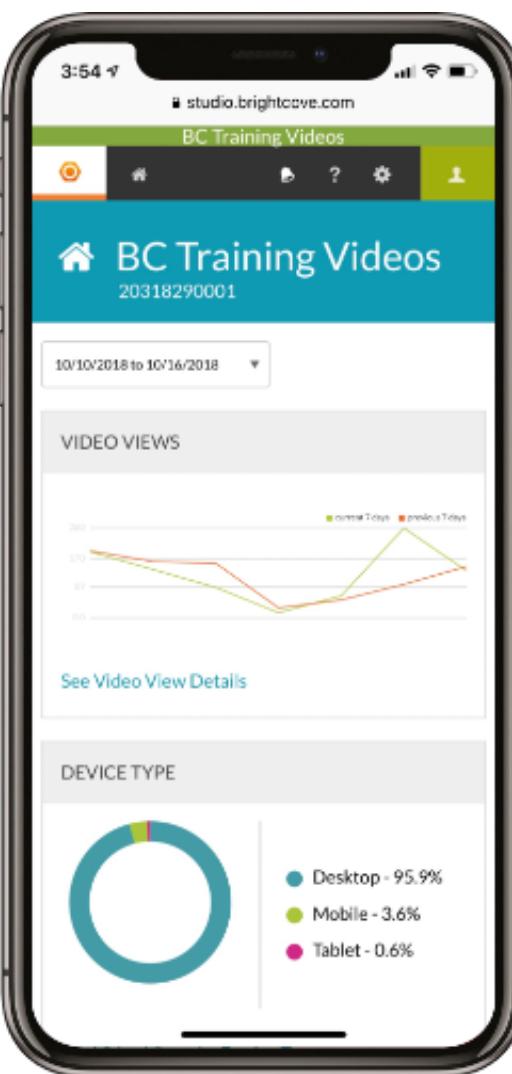


Desktop, Tablet, Mobile Device

# Video Cloud Studio



- User interface for uploading, managing, and publishing videos
- Completely written in HTML5
- Upload, manage and track your video wherever, whenever and on whatever device
- Role-based permissions



# Navigating Video Cloud Studio



- Organized into modules
- The modules you have access to are based upon your user permissions and Video Cloud subscription

The screenshot shows the Brightcove Video Cloud Studio interface. At the top, there's a navigation bar with links for SUPPORT and ADMIN. On the right side of the top bar, there's a green box labeled "BC TRAINING VIDEOS" with a dropdown arrow pointing down to "Bob Bailey". A red arrow points from the text "Account Selector" to this "Bob Bailey" dropdown. Below the top bar, the main content area is titled "HOME ▾". It features several sections: "BC Training Videos" (Account ID 20318290001), "Home" (Your account at a glance), "Upload" (Add and process videos), "Media" (Manage video content), "Analytics" (Measure video performance), "Players" (Create and manage players), "Live" (Stream your live events, marked as "New"), "Gallery" (Create beautiful, engaging video sites and experiences), "Social" (Distribute videos to social media), and "Audience" (Track viewer activity with your marketing automation platform). There are also two blue links on the right: "Legacy Publishing Module" and "Legacy Advertising Module".

**Account Selector**

# Navigating Video Cloud Studio



- **Home** - Video Cloud dashboard
- **Upload** - Upload videos
- **Media** - Manage and publish videos
- **Analytics** - Review video analytics
- **Players** - Create and style players
- **Live** - Broadcast live events
- **Gallery** - Create engaging video experiences
- **Social** - Publish videos to social media accounts
- **Audience** - Integrate with Oracle Eloqua, Marketo, Salesforce & HubSpot



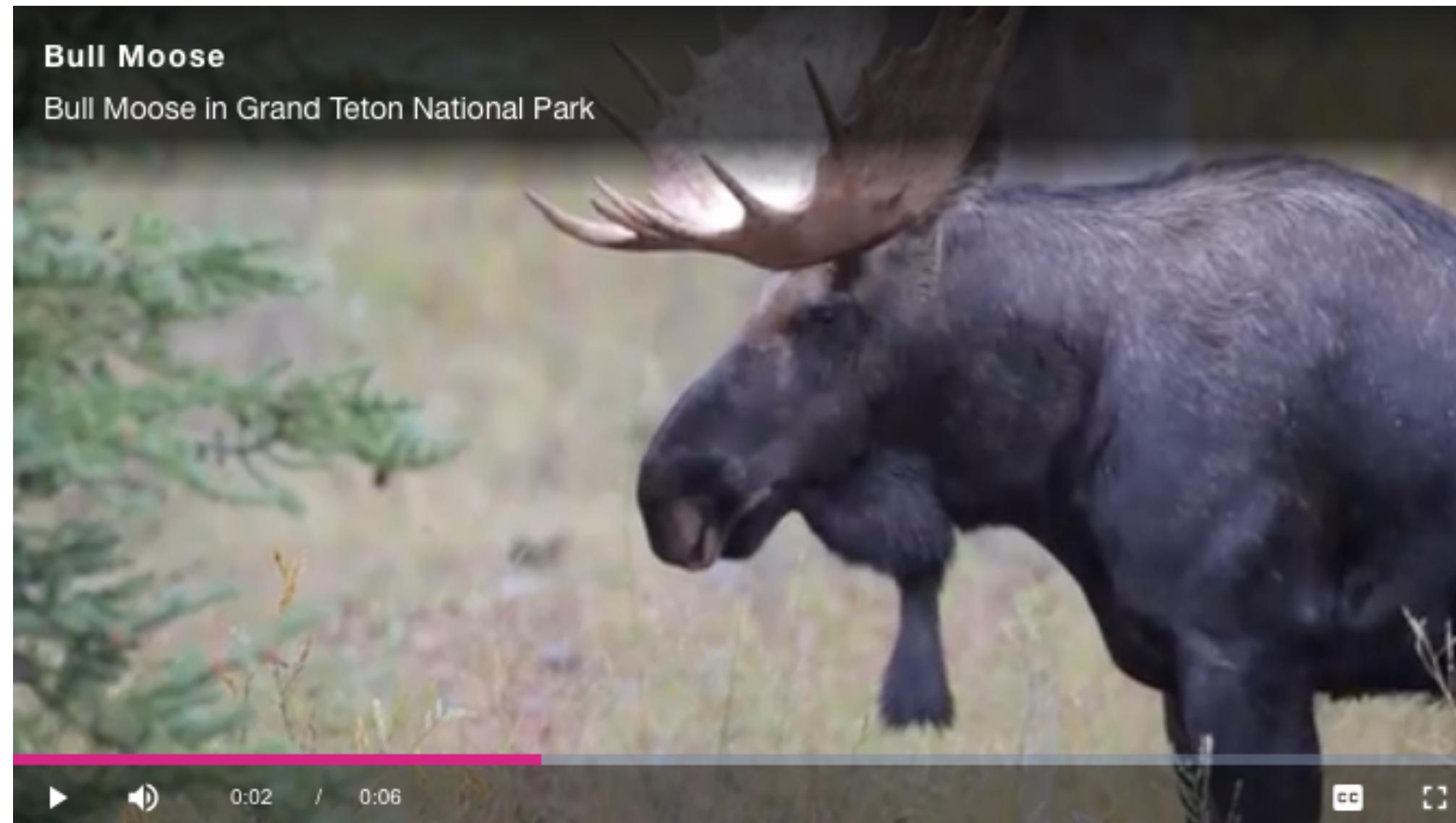
# Brightcove Player

- All videos are viewed inside of a player
- Brightcove Player is based on the open source, Video.js player
- The UI is written entirely in HTML5 and relies on Flash only on older browsers
- Customized using standard web technologies (CSS and JavaScript)
- Created using **Players** module in Studio

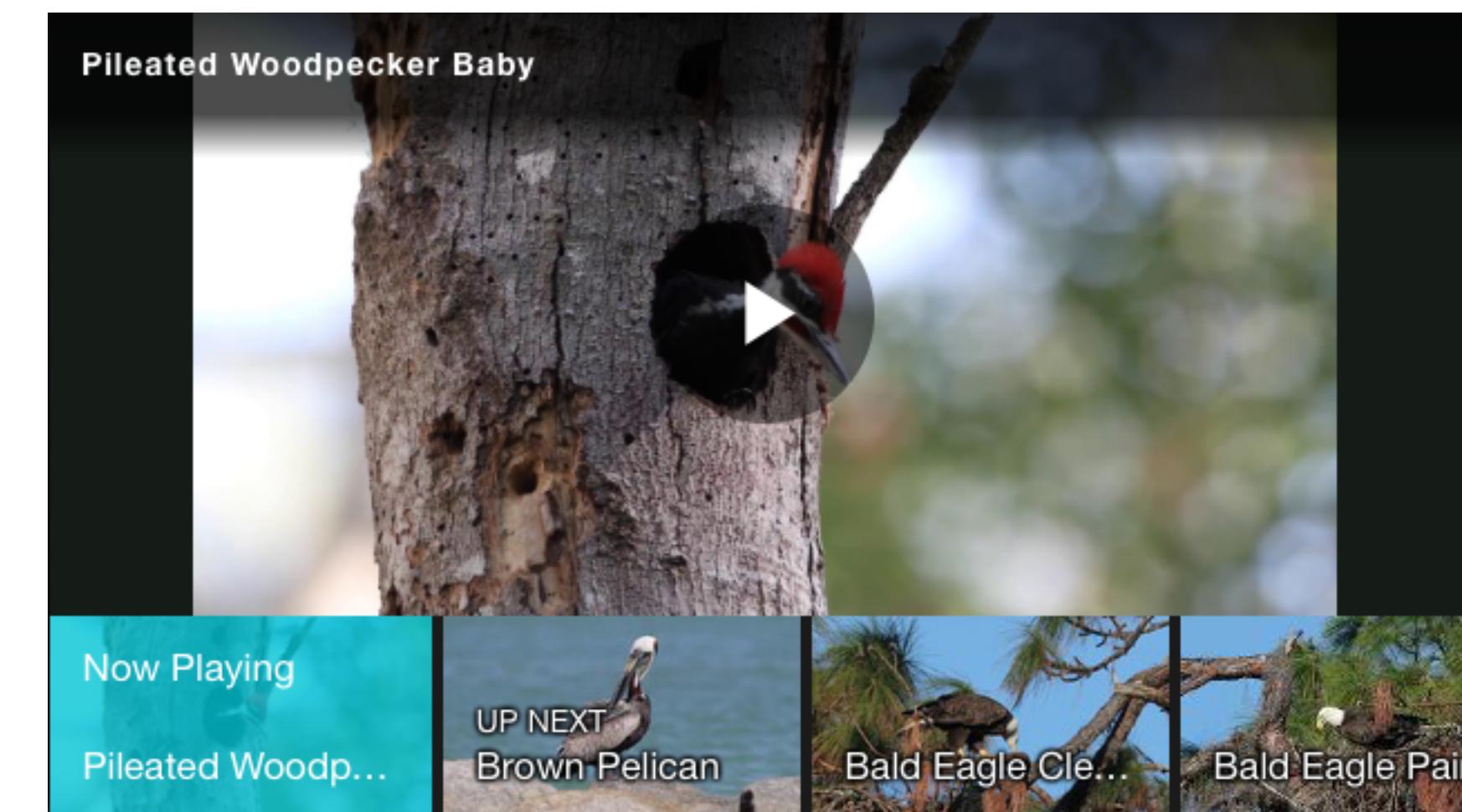
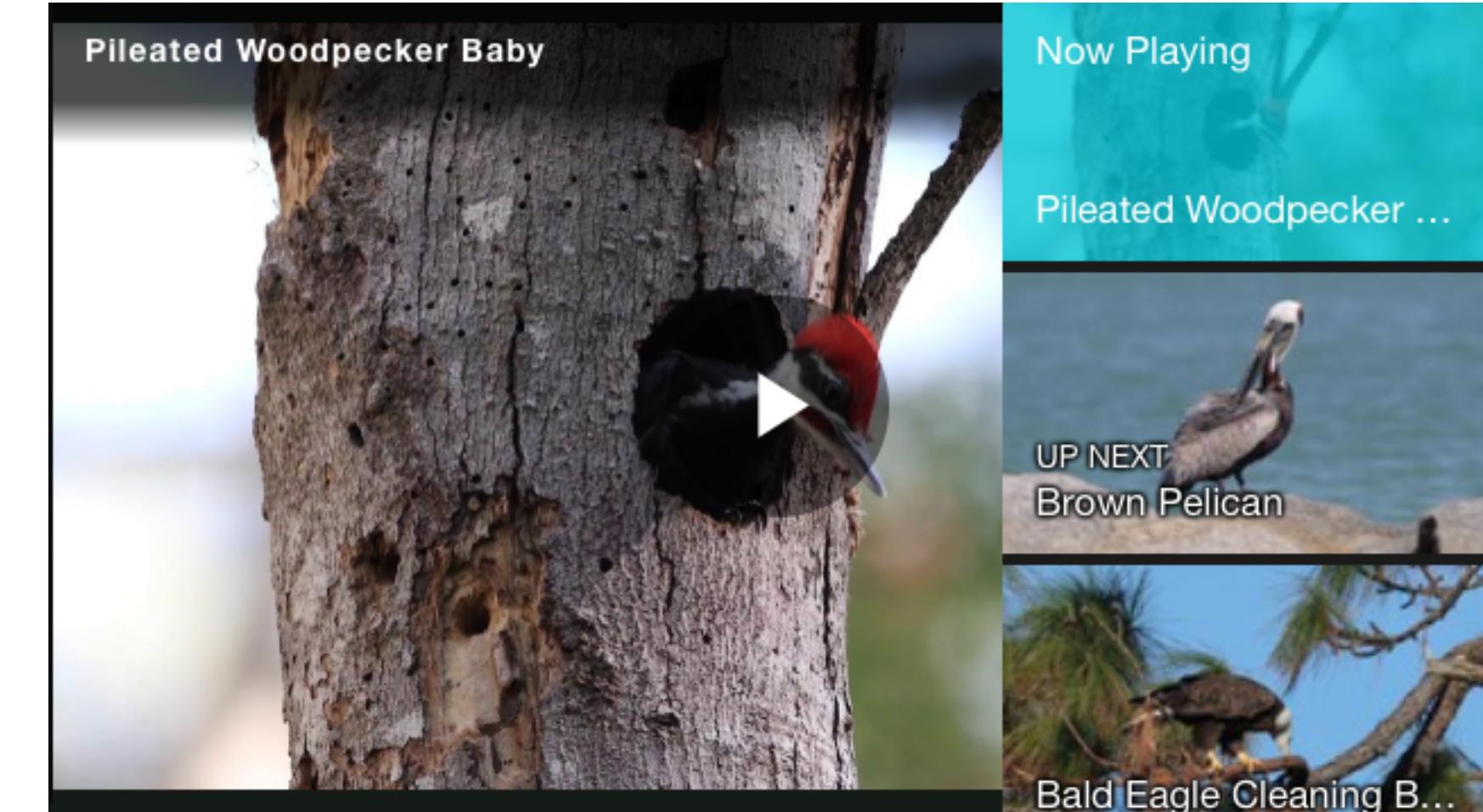


# Player Variations

- Single video player



- Playlist player



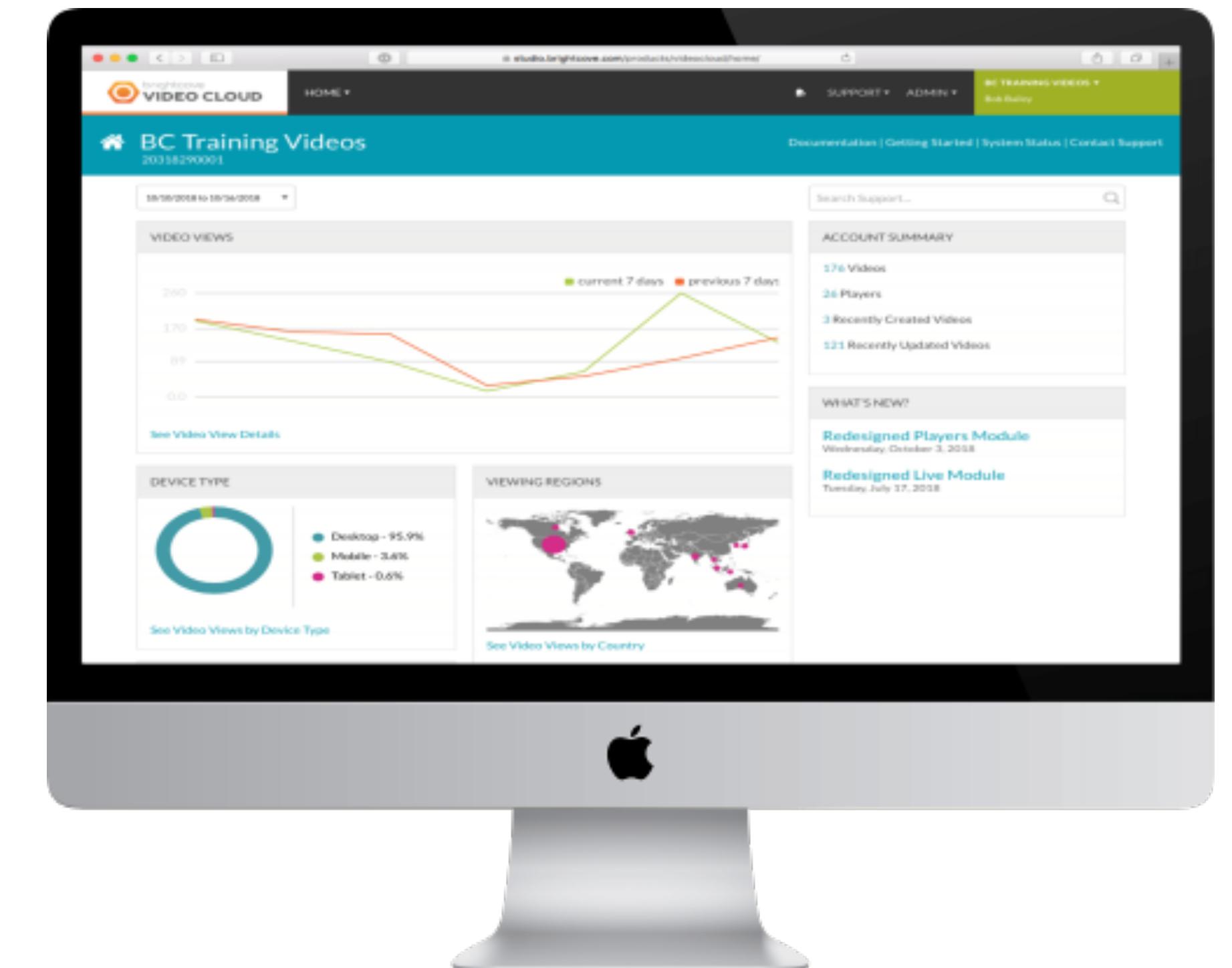
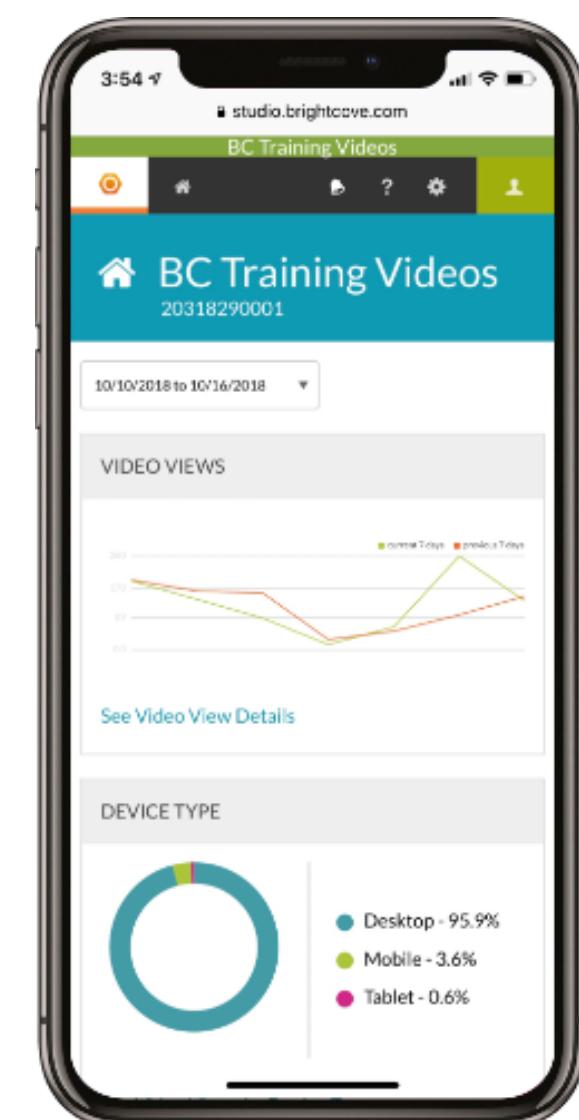


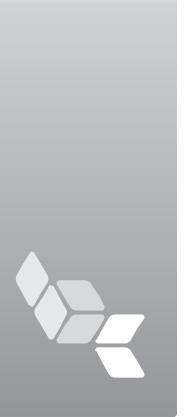
# Uploading Videos

# Uploading Videos



- Upload videos using the Upload module
- Source files can be:
  - On local machine
  - Located at an addressable URL:
    - Dropbox
    - Amazon S3





# Ingest Profile

- Contains the ingest settings that will be used when the video is ingested
- See the [Managing Ingest Profiles](#) document for specifics on the types of profiles
- Custom profiles can be added using the Admin UI

The screenshot shows a dropdown menu titled "Ingest Profile" with a sub-section titled "CONTEXT AWARE ENCODING (RECOMMENDED)". The "Multiplatform Standard (CAE) with MP4" option is selected, indicated by a blue highlight and a checked checkbox. Other options in this section include: Multiplatform Standard (CAE), Bandwidth Limited (CAE) with MP4, Bandwidth Limited (CAE), Multiplatform Extended (CAE) with MP4, and Multiplatform Extended (CAE). Below this section is another titled "DYNAMIC DELIVERY" which lists: Multiplatform Extended (7 Renditions), Multiplatform Standard with MP4 (6 Renditions), Multiplatform Standard (6 Renditions), and Multiplatform Extended with MP4 (7 Renditions). At the bottom of the dropdown are two buttons: "Browse for Videos" and "Enter URL".

# Uploading Videos



- Three ways to select videos for upload:
  - Drag and drop
  - Browse for videos
  - Specify a remote URL

The screenshot shows the Brightcove Video Cloud Training interface for uploading videos. At the top, there's a navigation bar with the Brightcove logo, an 'UPLOAD' dropdown, and user account information ('SUPPORT ▾', 'ADMIN ▾', 'VIDEO CLOUD TRAINING ▾', 'Bob Bailey'). Below the navigation is a large teal header with a white 'Upload' button featuring a cloud icon. A message below the header states: 'Videos are available to edit in the [Media module](#) when the upload is complete. See [documentation](#) on supported file formats.' The main upload area has a dashed border and contains an 'Ingest Profile' dropdown set to 'Multiplatform Standard with MP4 (6 Renditions)', a descriptive text about delivering content across platforms, and a central area with a pink arrow icon and the text 'Drag Your Videos Here'. Below this are two buttons: 'Browse for Videos' and 'Enter URL'. To the right of the upload area is a sidebar titled 'Apply to all current uploads' with fields for 'Folder' (containing '---') and 'Tags (comma-separated)' (an empty text area). At the bottom right of the sidebar is a 'Apply to All' button.

- Specify a folder and tags for videos

# Uploading Videos



- Upload module displays upload progress
- Click **Edit** to edit basic video properties

BULL MOOSE

Dismiss Edit

Uploaded. Creating renditions. [View and edit video details](#) for video ID 5850028117001 in the Media module.

Source File Name  
Bull Moose.mp4

BROWN PELICAN

Cancel Upload Edit

Uploading... 100%, 00:00:00 remaining.

Source File Name  
Brown Pelican.mpg

BALD EAGLE

Cancel Upload Edit

Uploading... 100%, 00:00:00 remaining.

Source File Name  
Bald Eagle.mp4

BULL MOOSE

Dismiss Edit

✓ Processing Complete. [View and edit video details](#) for video ID 5850028117001 in the Media module.

Source File Name  
Bull Moose.mp4

Ingest Profile  
Multiplatform Standard with MP4

Status  
 Active  Inactive

Name \*  
Bull Moose

Short Description (250 characters max)  
250

Tags (comma-separated)

Reference ID (must be unique)  
150

Video Projection  
 Standard  360 Degree

Move to Folder  
---

Cancel Save



# Hands-on Task: Uploading Videos to Video Cloud

<https://support.brightcove.com/quick-start-uploading-videos>



# Managing Videos

# Managing Videos



- Media module used to manage videos in an account:

- Edit video properties
- Organize using folders
- Add videos to playlists
- Activate / Deactivate videos
- Delete videos
- Publish videos and playlists

The screenshot shows the Brightcove Video Cloud interface. On the left, a sidebar menu titled 'VIDEOS' lists categories like 'All Videos' (210), 'Create Folder', 'Animals', 'Birds', 'Fish', 'Sea Life', 'Sports', 'Vacation', 'Add Remote Video', 'PLAYLISTS' (21), 'Create Playlist', 'Animals', 'Big Playlist', 'Birds', 'Bob 4K', and 'Fish'. The main area is titled 'Videos' and shows a list of 210 videos. The columns in the list are: Name, Status, Reference ID, Created Date, and Updated Date. The list includes entries such as 'Moose Grazing', 'Moose in the Grass', 'Leafy Seadragon', 'Bald Eagle Zoom 1080p', 'Bald Eagle Working on Nest', 'White Ibis', 'geo-filtering-bc-player-doc-DO-NOT-DELETE', 'Moose in the River', and 'Bison Grazing'. Each video entry has a small thumbnail, a duration, and a status indicator (green checkmark).

Name	Status	Reference ID	Created Date	Updated Date
Moose Grazing	✓	5229882365001	12/01/2016 1:53 PM	10/16/2018 4:22 PM
Moose in the Grass	✓	5707079882001	01/10/2018 2:30 PM	10/15/2018 11:06 AM
Leafy Seadragon	✓	5784687226001	05/14/2018 4:26 PM	10/02/2018 10:48 AM
Leafy Seadragon	✓	5810269845001	07/17/2018 10:21 AM	10/02/2018 10:48 AM
Bald Eagle Zoom 1080p	✓	5599962865001	10/06/2017 10:52 AM	08/30/2018 1:25 PM
Bald Eagle Working on Nest	✓	5598011532001	10/04/2017 3:29 PM	08/30/2018 1:25 PM
White Ibis	✓	4257980252001	05/26/2015 2:46 PM	08/30/2018 1:22 PM
geo-filtering-bc-player-doc-DO-NOT-DELETE	✓	4040394419001	02/09/2015 9:38 AM	08/30/2018 1:22 PM
Moose in the River	✓	5798844727001	06/18/2018 11:16 AM	06/19/2018 10:56 AM
Bison Grazing	✓	5798846938001	06/18/2018 11:19 AM	06/19/2018 10:55 AM

# Editing Video Properties

- Click on video name to open video properties
- Preview player will update to reflect property changes

The screenshot shows the Brightcove Media Cloud interface. At the top, there's a navigation bar with the Brightcove logo, 'MEDIA', 'SUPPORT', 'ADMIN', and a user 'Bob Bailey'. Below the navigation is a preview window showing a brown pelican standing on a rock. To the left of the preview is a timeline with a play button at the 00:00:05 mark. Below the preview are several sections: 'VIDEO INFORMATION' (Name: Brown Pelican, ID: 5768425045001, Tags: none, Video Projection: Standard, Offline playback is disabled, Related Link URL: none, Related Link Text: none, Long Description: none, Advertising: Ad Supported, Ad Keys: none, Folder: none, Manual Playlists: none, Sharing: none), 'VIDEO FILES' (Source File Name: Brown Pelican.mpg, Enabled for Dynamic Delivery, Replace Source File, Retranscode, Format: DASH, HLS, Dimensions: 480 x 270 @ 452 kbps, 480 x 270 @ 567 kbps, 640 x 360 @ 694 kbps, 640 x 360 @ 895 kbps, 960 x 540 @ 1196 kbps, 960 x 540 @ 1675 kbps, 1280 x 720 @ 2002 kbps, 1280 x 720 @ 2123 kbps, Upload Date: all entries are 'Wed, Apr 11, 2018 3:39 PM'), 'CUSTOM FIELDS' (Region: none, Subject: none, Year: none, YT Privacy Status: none), 'AVAILABILITY' (Scheduling: Always Available, Geo Filtering: Unrestricted), and 'TEXT TRACKS' (none). An orange arrow points from the 'Name' field in the 'VIDEO INFORMATION' section towards the preview window.

# Editing Video Properties

- Properties organized into sections:
  - Video Information
  - Images
  - Video Files
  - Video Views (30 days)
  - Custom Fields
  - Availability
  - Text Tracks
  - Audio Tracks
  - Media Sharing

VIDEO INFORMATION Edit

Name	Brown Pelican
ID	5768425045001
Short Description	---
Tags	---
Reference ID	---
Video Projection	Standard
Offline playback is disabled	
Related Link URL	---
Related Link Text	---
Long Description	---
Advertising	Ad Supported
Ad Keys	---
Folder	---
Manual Playlists	---
Sharing	---



# Video Tags

- Tags are a set of keywords that can be assigned to a video or set of videos
- Multiple tags can be added to a video
- Tags facilitate searching through your media library
- Used when creating Smart playlists (covered later)





# Hands-on Task: Editing Video Properties

<https://support.brightcove.com/quick-start-setting-video-properties>



# Publishing a Video

# Publishing a Video

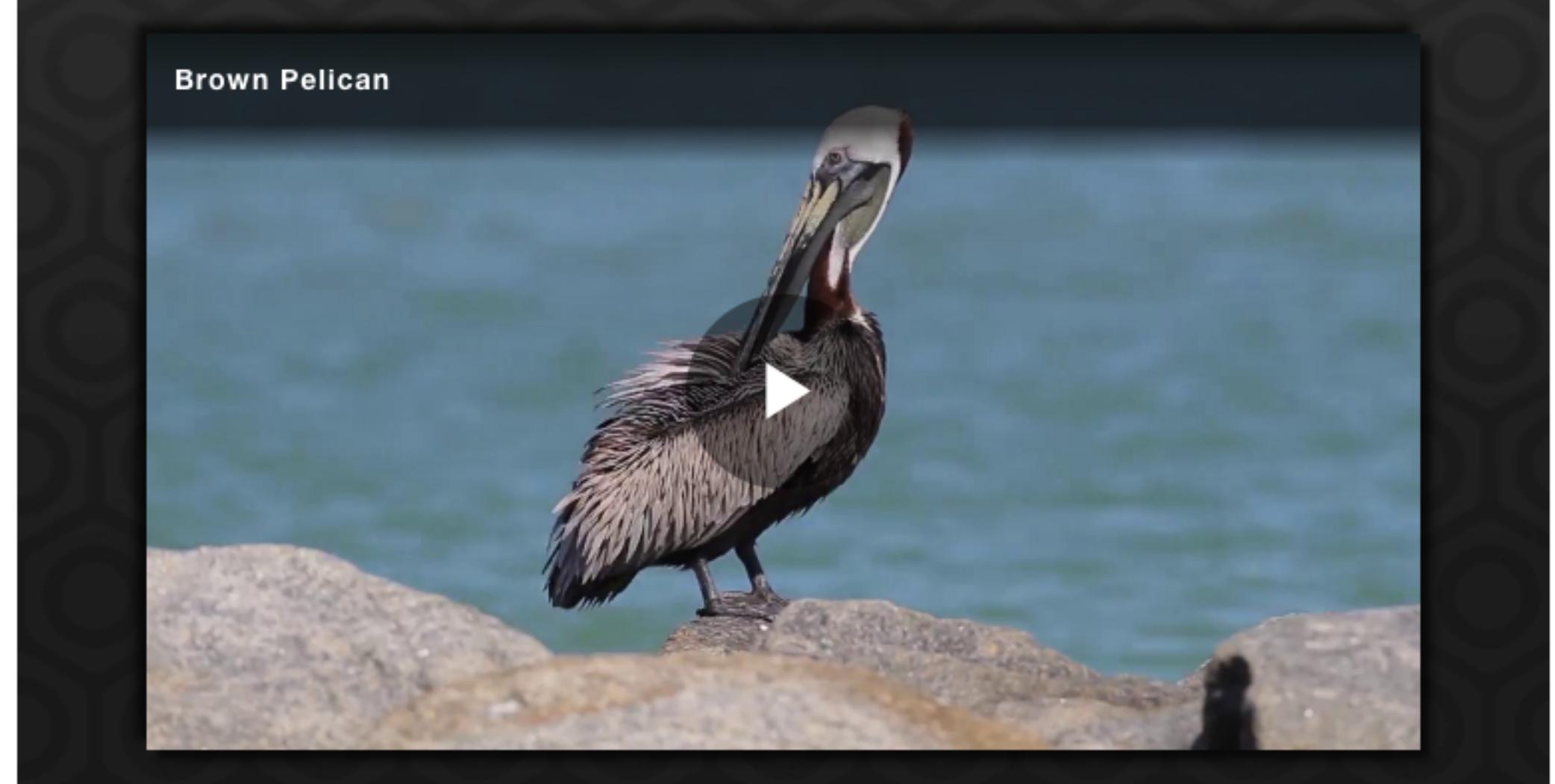


- Select the video
- Click Publish and Embed >  
**Web Player**
- Select a Player
- Select embed code

Publishing Brown Pelican X

Select Player

Sample Player V Playlist ▼



Brown Pelican

Preview in browser  
[https://players.brightcove.net/1486906377/L7AgoeXTa0\\_default/index.html?videoid=5768425045001](https://players.brightcove.net/1486906377/L7AgoeXTa0_default/index.html?videoid=5768425045001) Shorten

Copy Code

Copy the appropriate code below and paste it into your web page or app.

[Standard](#) [Advanced](#) Change Player Size

Close

Note: The **Brightcove Default Player** is created automatically in all accounts.



# Types of Embed Code

- **iframe (Standard tab)**
  - Recommended for most cases
  - Places the player inside an <iframe> tag
- **In-Page (Advanced tab)**
  - Allows the player to exist in the the HTML page directly, not in an iframe
  - Easier for developers to access the player and associated properties and events
- **URL**
  - Provides a URL to the published player
  - Useful for quickly viewing the player in a browser



# Hands-on Task: Publishing a Video

<https://support.brightcove.com/quick-start-publishing-video-web>



# Creating and Styling Players

# Creating and Styling Players



- Players are created and styled in the Players module

**brightcove**  
**VIDEO CLOUD**

PLAYERS ▾

SUPPORT ▾ ADMIN ▾

BRIGHTCOVE TRAINING ▾  
Bob Bailey

Search...

Players

Delete Duplicate New Player

Name	Updated	Status
Sample Player Ctzra7vEL	10/3/2018 3:15 PM	✓
Sample Player T2E4aaUpG	10/3/2018 3:13 PM	✓
Custom Audience Player 3V6kl9YRf	8/24/2018 10:11 AM	✓
Playlist Player 4XSdhX9un	8/17/2018 1:54 PM	⚠
Sample Player V Playlist L7AgoeXTa0	8/17/2018 1:39 PM	⚠
Sample Player HpXIJf9FaZ	8/17/2018 1:34 PM	✓
Sample Player H Playlist qZhH3iBhw	8/17/2018 11:41 AM	✓
Endscreen Player		

**Sample Player**  
Created 8/20/2018 2:26 PM

Player Preview

Embed Code & URL ▾

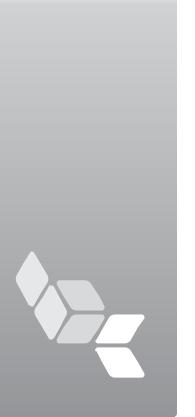
Player ID  
Ctzra7vEL

Name  
Sample Player

Description  
---

Status  
Active

Published State  
Published



# Creating a Player

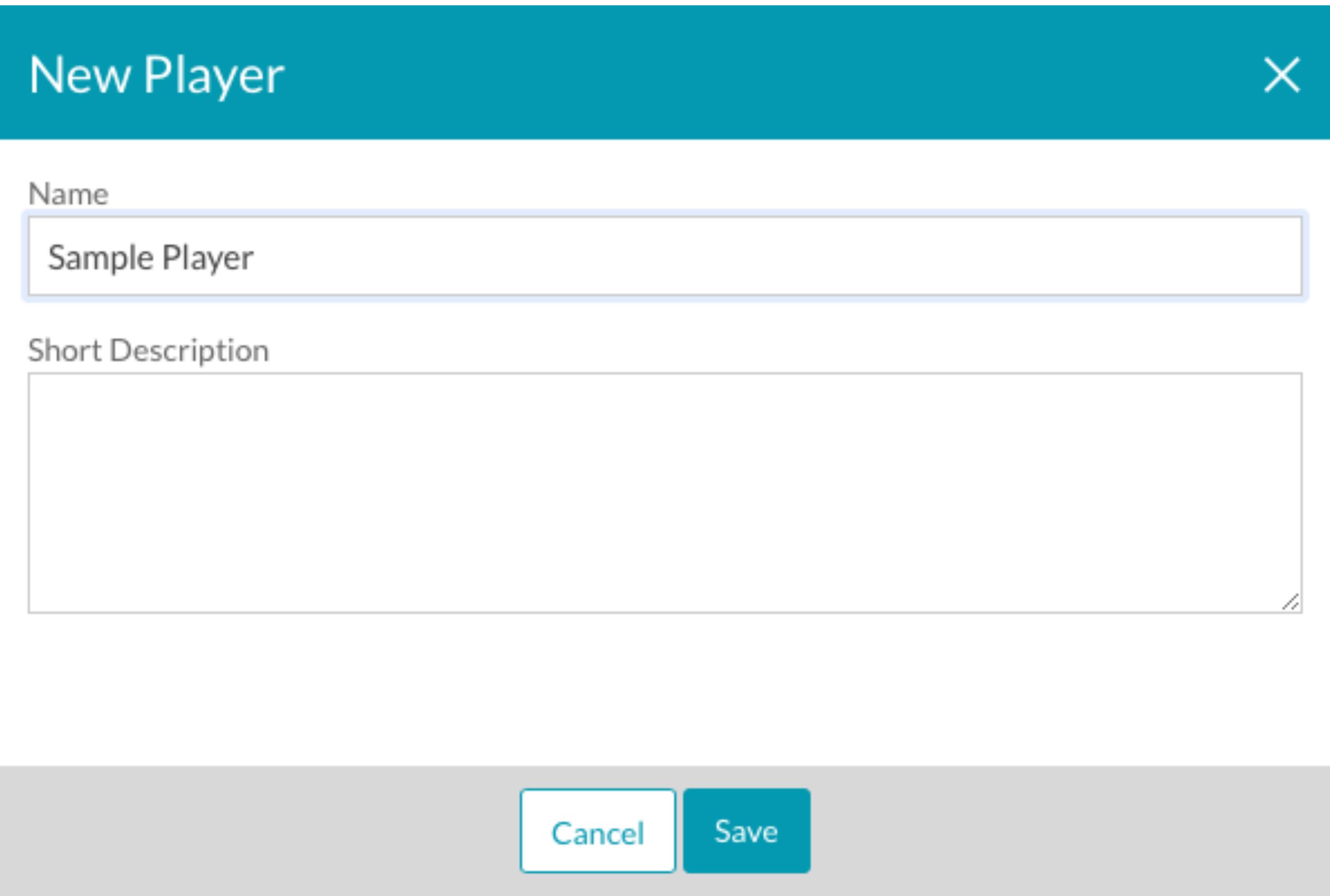
- Click **New Player**
- Name the player
- Click **Save**

New Player ×

Name  
Sample Player

Short Description

Cancel Save



# Player Properties



- Player Information
- Styling
- Playback
- Controls
- Social
- Plugins
- End Screens
- Advertising
- Content Restriction
- Audience

Screenshot of the Brightcove Video Cloud Player Properties interface.

The top navigation bar includes:

- brightcove VIDEO CLOUD
- PLAYERS ▾
- [Return to Legacy Editor](#)
- SUPPORT ▾
- ADMIN ▾
- BRIGHTCOVE TRAINING ▾  
Bob Bailey

The main content area shows a player named "Sample Player" (CbMDFhUUn - Version 6.24.1 Published). The right side displays the player's preview image: "Sample Cloud Video" with a play button icon over a cloudy sky background.

The left sidebar menu lists the following sections:

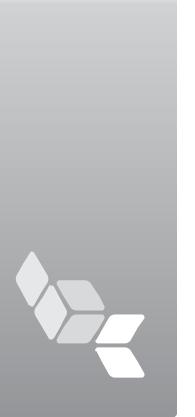
- Player Information
- Styling
- Playback
- Controls
- Social
- Plugins
- End Screens
- Advertising
- Content Restriction
- Audience

The "Player Information" section contains the following fields:

- Name \* (Internal Only): Sample Player (187 characters)
- Short Description (Internal Only): (250 characters)
- Sizing:
  - Responsive (radio button selected)
  - Fixed (radio button)
- Aspect Ratio: 16:9
- Player Dimensions (Width, Height): 960 x 540 px
- Update Mode (What's this?):
  - Automatic (radio button selected)
  - Manual (radio button)
- Player Version (Release Notes): 6.24.1 (current default)

A "Save" button is located at the bottom of the "Player Information" section.

A message at the bottom right states: "This player is published. You can make changes and publish them when you are ready."



# Styling a Player

- Click player name
- Click **Styling** in navigation menu
- Select:
  - Player Type
  - Play Button Shape
  - Play Button Position

## Styling

### Player Type



Show title and description

### Play Button Shape



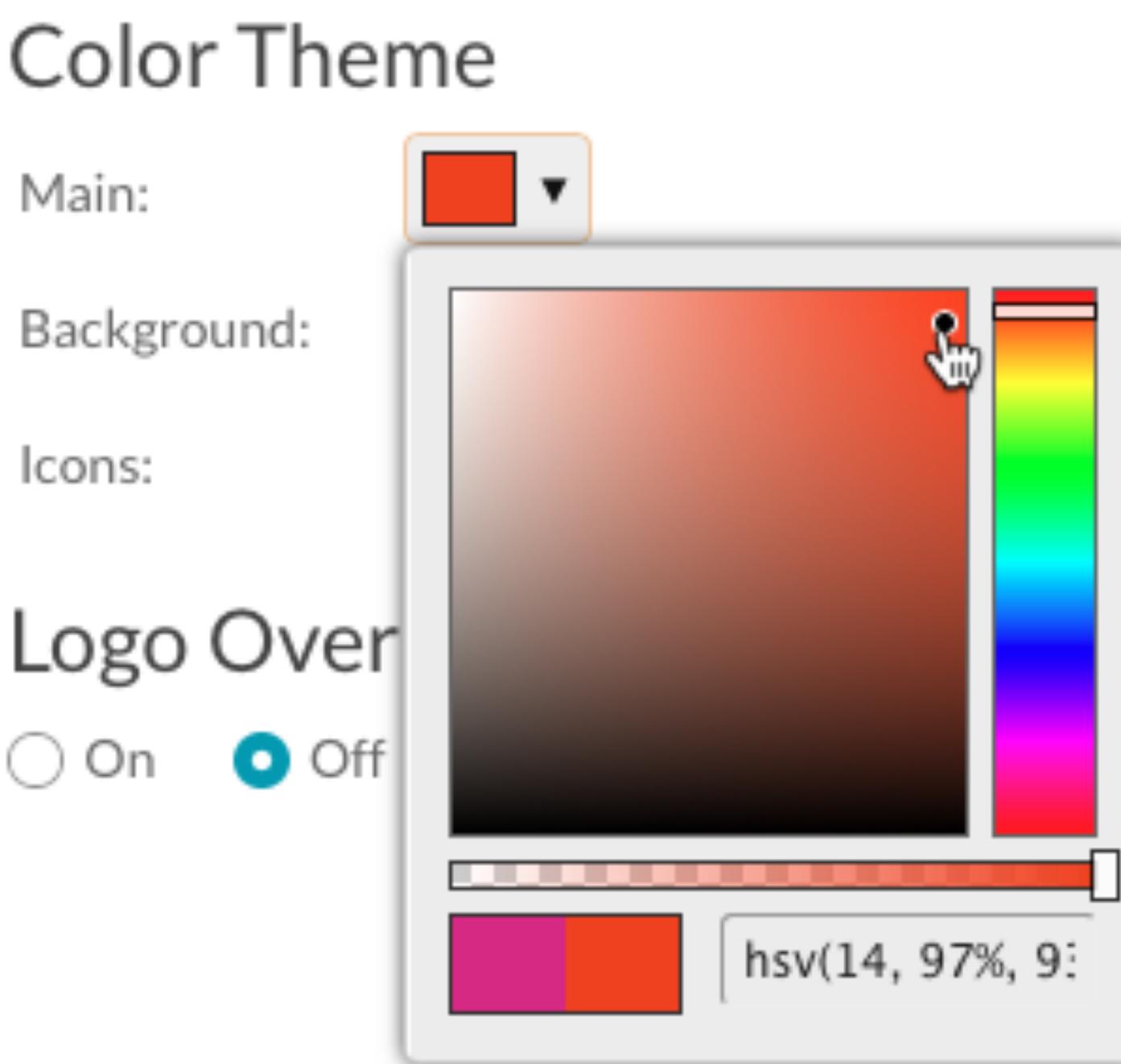
### Play Button Position

Center (default) ▾



# Styling a Player

- Select player colors
- Click color thumbnail and select a color





# Styling a Player

- Optional - Add a **Logo Overlay**
- Player changes must be published before they become available in published players

Logo Overlay

On  Off

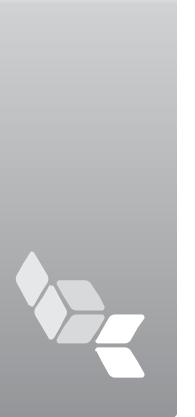
 brightcove

**Browse**

Logo Position

Bottom Right ▾





# Types of Players

- Preview Player
  - Used to preview changes before publishing
  - Once the changes are acceptable, the player can be published
  - Displays a Brightcove logo overlay indicating that it should not be used in production
- Published Player
  - The player that will appear on your web pages
  - Contains all of the changes that have been made to the player settings and then published

The screenshot shows the Brightcove Player Settings interface for a player named "Sample Player". The "Preview Player" tab is currently selected, indicated by a dark gray background. Other tabs include "Player Preview", "Embed Code & URL", and "Published Player". The "Published Player" tab has a small hand cursor icon over it, suggesting it is the next tab to be selected. The interface also displays the player's creation date ("Created 10/17/2018 3:12 PM"), a "Description" field with three dots, a "Status" field set to "Active", and a "Published State" field set to "Published".



# Hands-on Task: Creating and Styling a Player

<https://support.brightcove.com/quick-start-creating-and-styling-player>



# Creating a Playlist

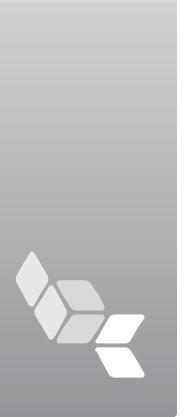
# Creating a Playlist



- A playlist is a collection of videos that are grouped together in a particular order for playback in a Brightcove player



- **Manual Playlist** - List of videos is manually created
- **Smart Playlist** - List of videos created automatically based upon video tags



# Creating a Playlist

- Created in the Media module
- Click **Create Playlist**
- Configure playlist properties

Playlist Settings: Create Playlist X

Playlist type

Manual: Add videos manually  
 Smart: Add videos automatically based on tags

Reference ID

Playlist Name

Birds

Description

Show Playlist in Sidebar

Smart Playlist Settings

Tags

contains one or more ▾ birds Tags

Play Order

Activated Date (Oldest First) ▾

Limit Number of Videos

Cancel Save



# Hands-on Task: Creating Playlists

<https://support.brightcove.com/quick-start-creating-playlist>

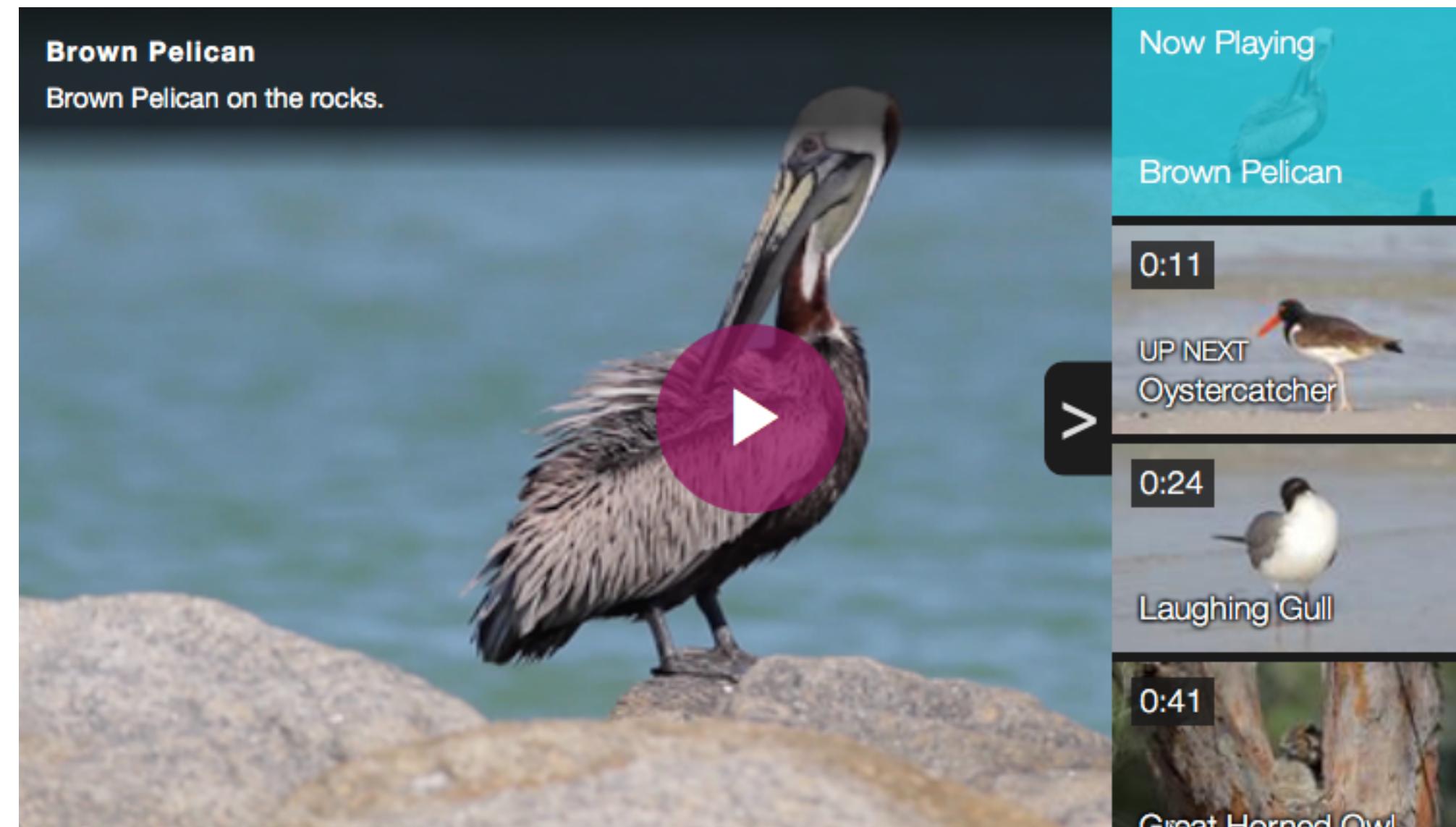


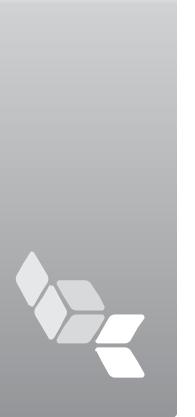
# Publishing a Playlist

# Publishing a Playlist



- Steps to publish a playlist are the same as publishing a video
- However....
- There are player settings that can be configured for a playlist



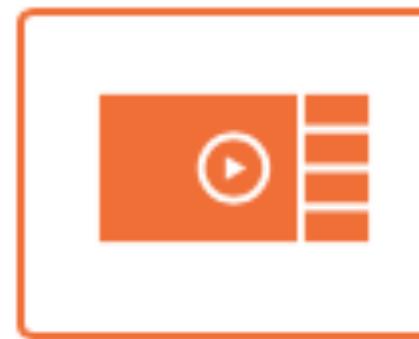


# Player Playlist Settings

- In Players module, open player properties
- Select a playlist **Player Type**

## Styling

### Player Type



- Select **Playback** properties
  - Randomize play order
  - Play video when selected
  - Continuous play mode
  - Video countdown

- Randomize play order
- Play video when selected
- Continuous play mode i
- Video Countdown
  - Up next card (auto advance)
  - Up next endscreen (countdown)

Remember to Publish the player after making changes



# Hands-on Task: Publishing a Playlist

<https://support.brightcove.com/quick-start-publishing-playlist>

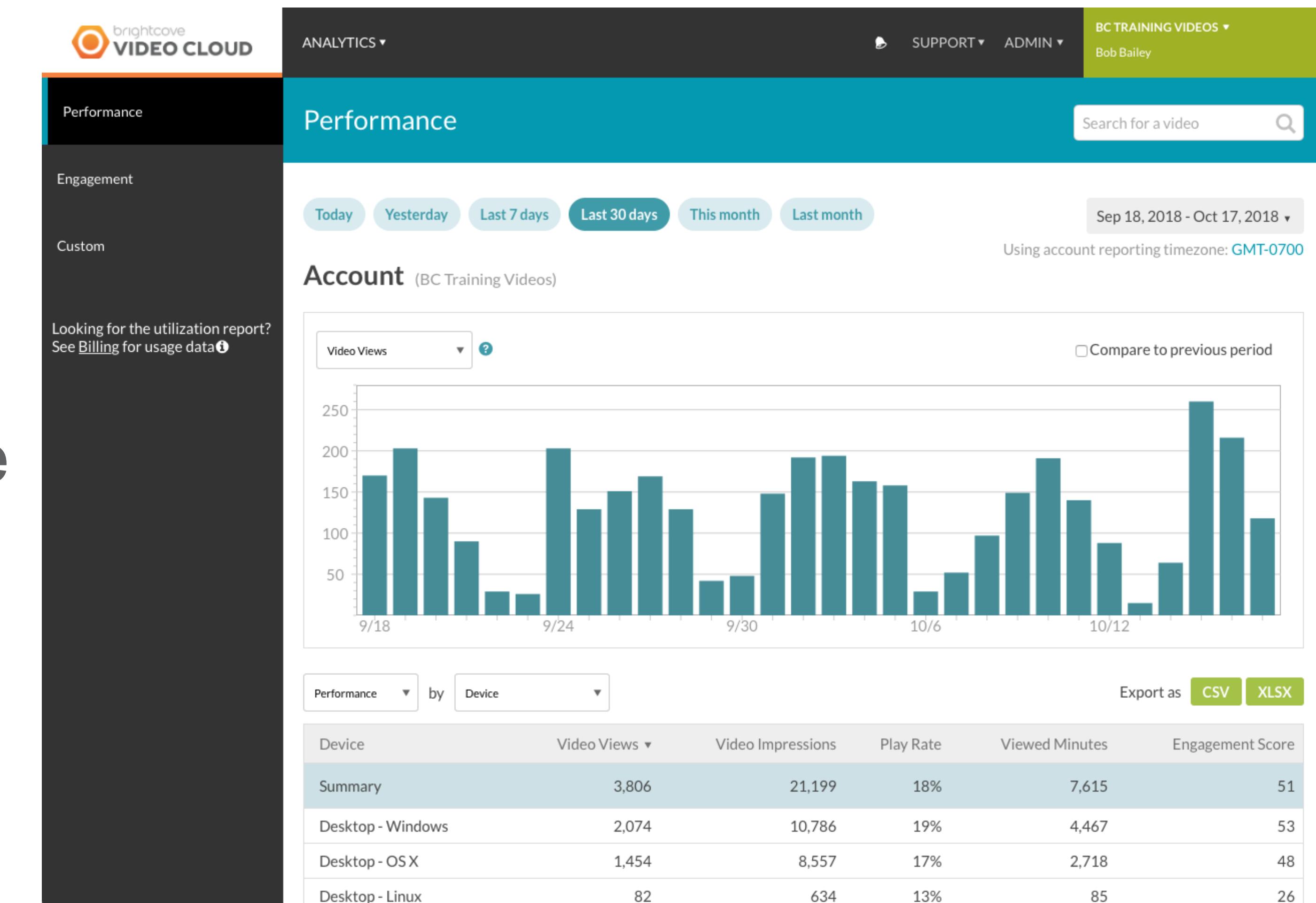


# Reviewing Video Analytics

# Reviewing Video Analytics



- Available reports
  - Performance
  - Engagement
  - Custom reports
- View data in close to real-time
- Download report data
- Reports are ‘printer friendly’
- Analytics API available





# Additional Resources

# On-demand Training



- [support.brightcove.com](https://support.brightcove.com)

## Documentation

## Online Training Courses

### On This Page

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Studio User, Player Developer, Device SDK Developer

This topic lists all of the on-demand training courses that are available.

[» Register for instructor-led, online training](#)

Name	Product Focus	Role	Description
<a href="#">Video Cloud Essentials</a>	Video Cloud	Studio User	Learn how to upload, manage and publish videos using Video Cloud Studio
<a href="#">Video Cloud Analytics</a>	Video Cloud	Studio User	Learn about the types of analytics that are available inside Video Cloud Studio
<a href="#">Building In-Page Experiences using Gallery</a>	Gallery	Studio User	Learn how to create and publish an in-page experience using Brightcove Gallery.
<a href="#">Building Portal Experiences using Gallery</a>	Gallery	Studio User	Learn how to create and publish a portal experience using Brightcove Gallery.
<a href="#">Developing with the Brightcove Player</a>	Video Cloud Brightcove Player	Player Developer	Learn to use JavaScript, CSS and HTML to customize the behavior and appearance of the Brightcove Player.
<a href="#">Quick Start to Player Management</a>	Video Cloud Brightcove Player	Player Developer	Learn to create, update and publish a player using Terminal and the curl tool.
<a href="#">Developing with the Brightcove Native Player SDK for Android</a>	Video Cloud Brightcove Player	Device SDK Developer	Learn to create a native video app for Android devices.
<a href="#">Developing with the Brightcove Native Player SDK for iOS</a>	Video Cloud Brightcove Player	Device SDK Developer	Learn to create a native video app for iOS devices.

# Instructor-led Training



- [support.brightcove.com](https://support.brightcove.com)

## Documentation

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## Register for Training

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Studio User, Player Developer, Device SDK Developer

Get Started using Brightcove Player Studio, Get Started using Gallery, Get Started using Video Cloud Studio, Get Started with Player Development, General Info

As part of Brightcove's commitment to helping you succeed with online video, we provide no-cost, instructor-led, online training.

### Video Cloud Essentials

Video Cloud Essentials is an absolute must for those responsible for uploading, configuring, and [read more...](#)

**This training is offered several times. Select the date and time that works best for you.**

Tue, Aug 28, 2018 10:00 AM - 11:00 AM EDT

[REGISTER](#)

### Developing with the Brightcove Player

In this two hour session, you will learn to use JavaScript, CSS and HTML to customize the behavior and [read more...](#)

**This training is offered several times. Select the date and time that works best for you.**

Tue, Oct 9, 2018 2:00 PM - 4:00 PM EDT

[REGISTER](#)

### Building Portal Experiences using Gallery

# Support Request

- [support.brightcove.com](https://support.brightcove.com)

brightcove | Support      System Status      Sign In

## Submit a Support Request

We're here to help. Please fill out the form and we'll get back to you asap.

If you are a Support Named contact, you can access our [Support Portal](#).

**EMAIL ADDRESS:** \*

bbailey@brightcove.com  
Not you? [Sign in](#) to a different account.

**SELECT THE ACCOUNT(S) THAT ARE HAVING ISSUES:**

Service Wide (this is affecting all of my accounts)

39 accounts found for bbailey@brightcove.com

<input type="checkbox"/>	App Science DRM Publisher ID: 3742124955001
<input type="checkbox"/>	App Science Non-DRM Publisher ID: 3636334163001
<input type="checkbox"/>	Audience Team Publisher ID: 5384493786001
<input type="checkbox"/>	BC - Bob Bailey Publisher ID: 1481353044001
<input type="checkbox"/>	BC - Bob Bailey - Express Publisher ID: 1577928376001
<input type="checkbox"/>	BC - Bob Bailey - Pro Publisher ID: 1949054872001
<input type="checkbox"/>	BC - Bob Bailey Training Videos Publisher ID: 1709815560001

Please select the account(s) to create the issue with. If the account is not in this list, please enter it below.

**PUBLISHER ID:**

A 10 digit number. Only required if account is not found above.

**PRODUCT:** \*

Video Cloud

**PRIORITY:**

Normal

# Documentation



- [support.brightcove.com](https://support.brightcove.com)

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HOME PRODUCTS ▾ QUICK LINKS ▾ TRAINING ▾

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### Select a Product

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**GALLERY™**

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**LIVE™**

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**PLAYER™**

 brightcove  
**SOCIAL™**

 brightcove  
**AUDIENCE™**

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**SSAI™**

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**ZENCODER™**

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# Documentation

- [support.brightcove.com](https://support.brightcove.com)

The screenshot shows the Brightcove Video Cloud documentation website. At the top, there's a navigation bar with the Brightcove logo, followed by links for HOME, PRODUCTS (with a dropdown arrow), QUICK LINKS (with a dropdown arrow), and TRAINING (with a dropdown arrow). Below the navigation is a dark blue header bar with the text "Video Cloud". A search bar with a magnifying glass icon is positioned below the header. The main content area features several cards:

- Get Started**: Learn the basics and get started using Video Cloud.
  - [Video Cloud Studio](#)
  - [Developers](#)
- What's New**: Learn about the Video Cloud product updates.
  - [Video Cloud Studio](#)
  - [Brightcove Player](#)
  - [Mobile SDKs](#)
- Video Cloud Studio Documentation**:
  - [Popular Topics](#)
  - [All Studio Documentation](#)
- Video Cloud Studio Training**:
  - [Video Cloud Essentials](#)
  - [Video Cloud Analytics](#)
  - [Video Cloud Studio Training Videos](#)
- Developer Documentation**:
  - [Player Developers](#)
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