



# Video Cloud Essentials

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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



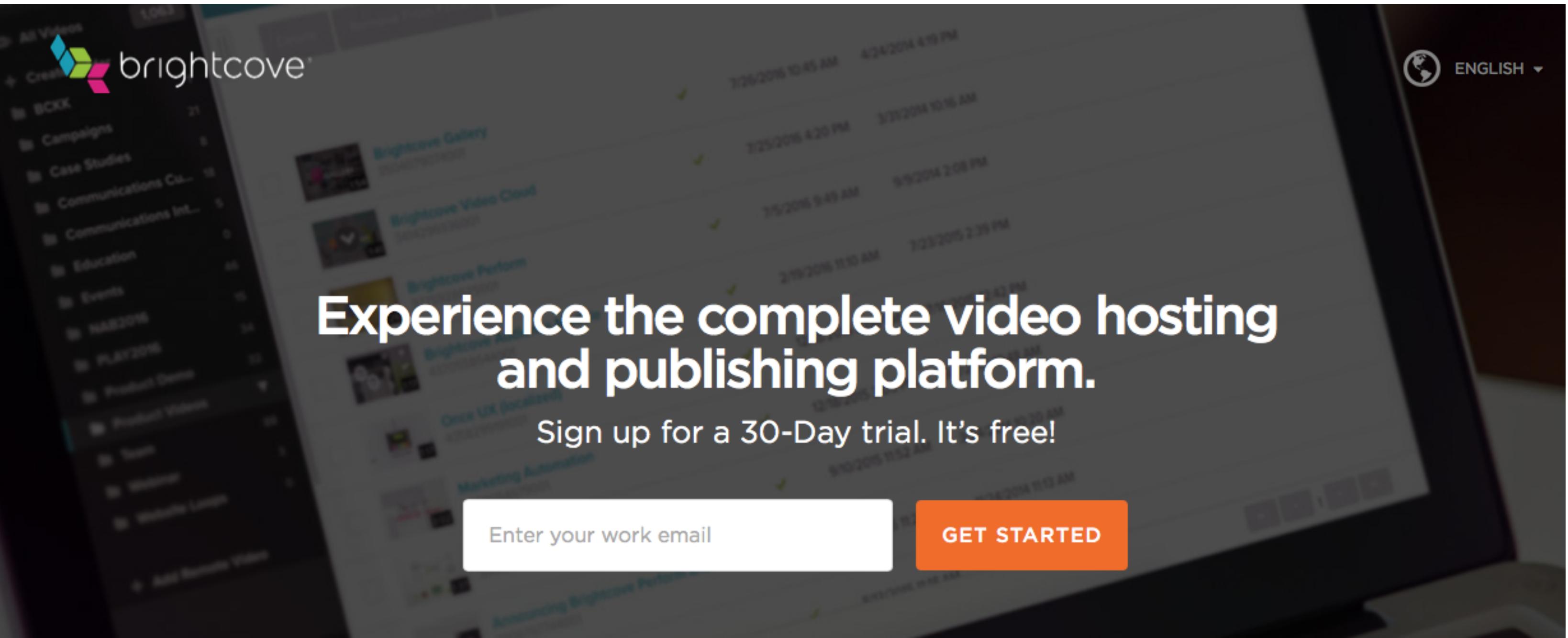
# Audience

- 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 Brightcove's Quick Start to Video Cloud. At the top left is the Brightcove logo and the word "Documentation". To its right 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 this line is a sidebar titled "On This Page" containing links to Audience, Prerequisites, Outline, Next Step, and Related content. The main content area starts with sections for Video Cloud, Studio User, and Get Started using Video Cloud Studio. Below these is a detailed description of the objective of the quick start. Further down, it lists what users should be able to do after completing the guide, followed by an "Audience" section and a "Prerequisites" section.

**Documentation**

Search 

## Quick Start to Video Cloud

**On This Page**

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

 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

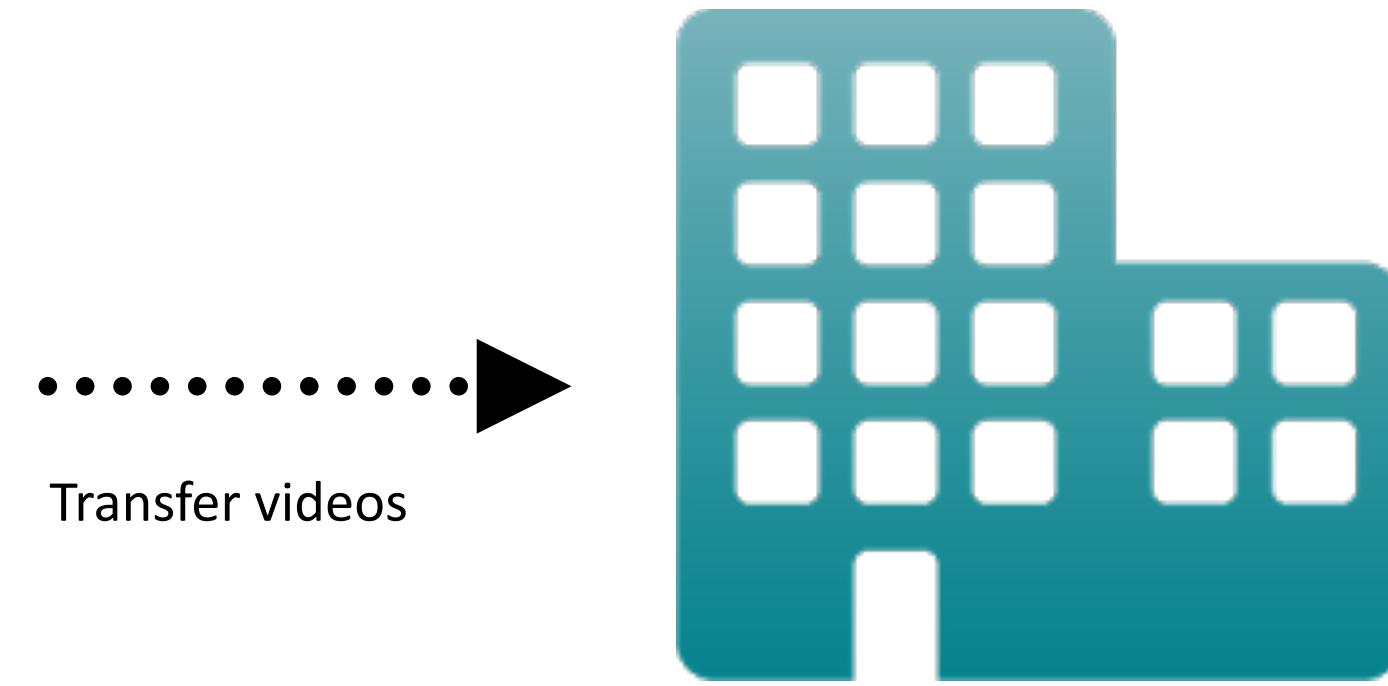
Anyone who is evaluating or is new to Video Cloud.

### Prerequisites



# Reviewing the Video Cloud Architecture

# The Video Cloud Platform Architecture

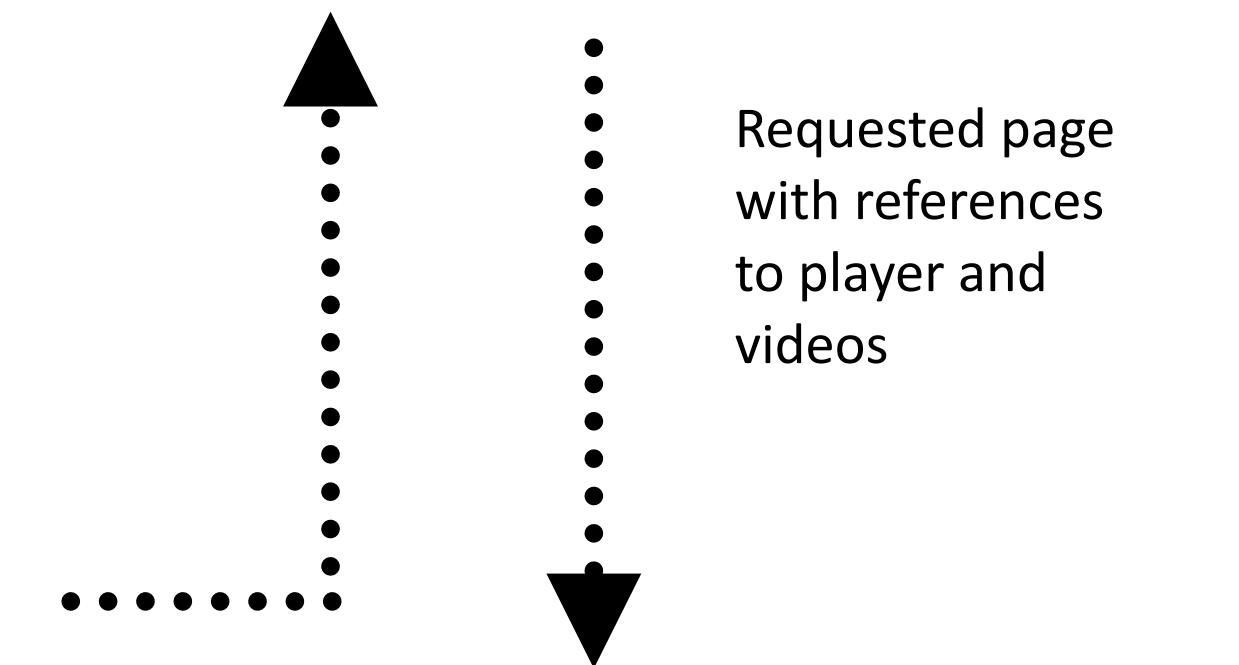


Transfer videos

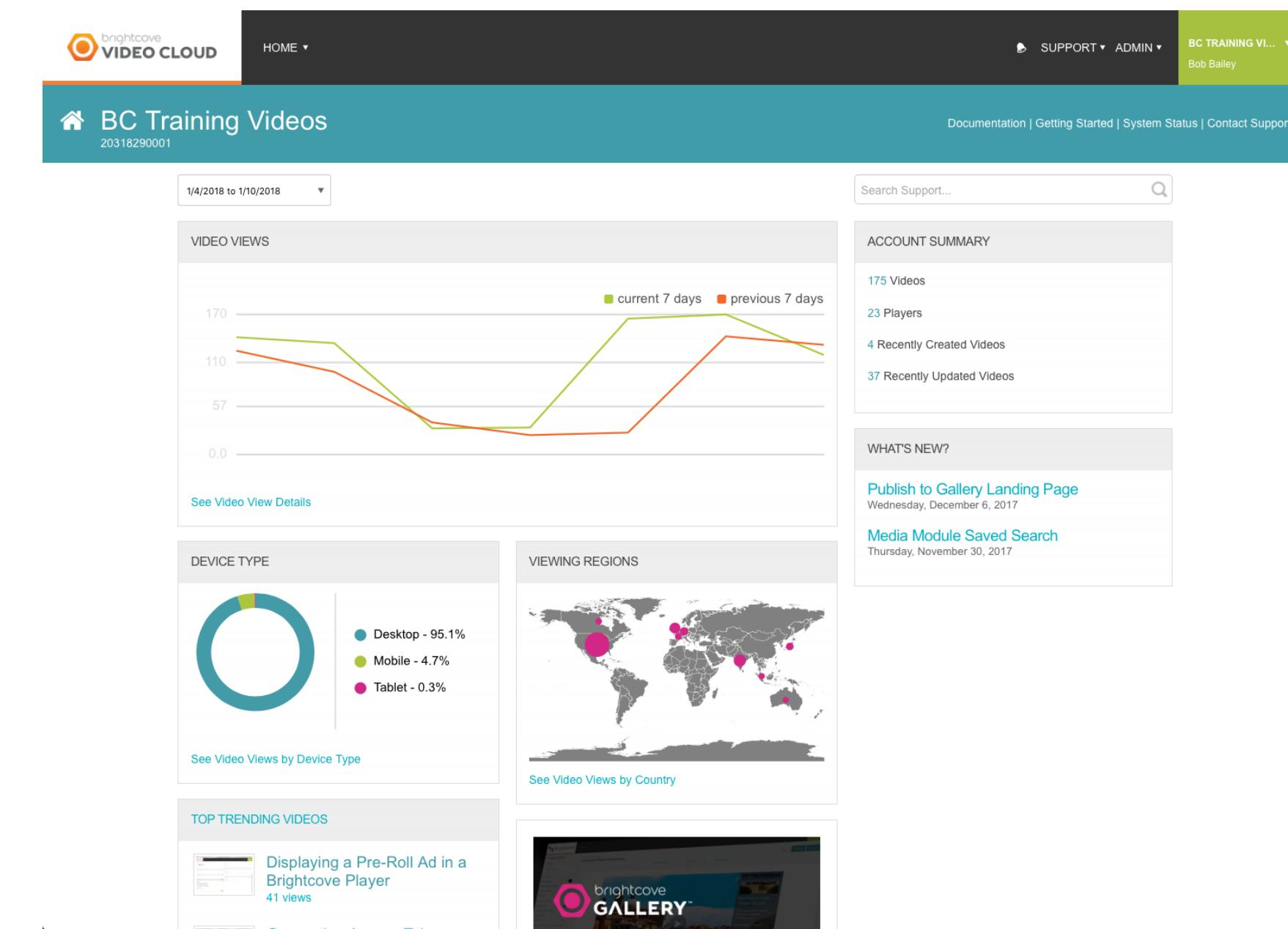


Publishing code  
(Publisher, Player  
Video IDs, Player  
Dimensions)

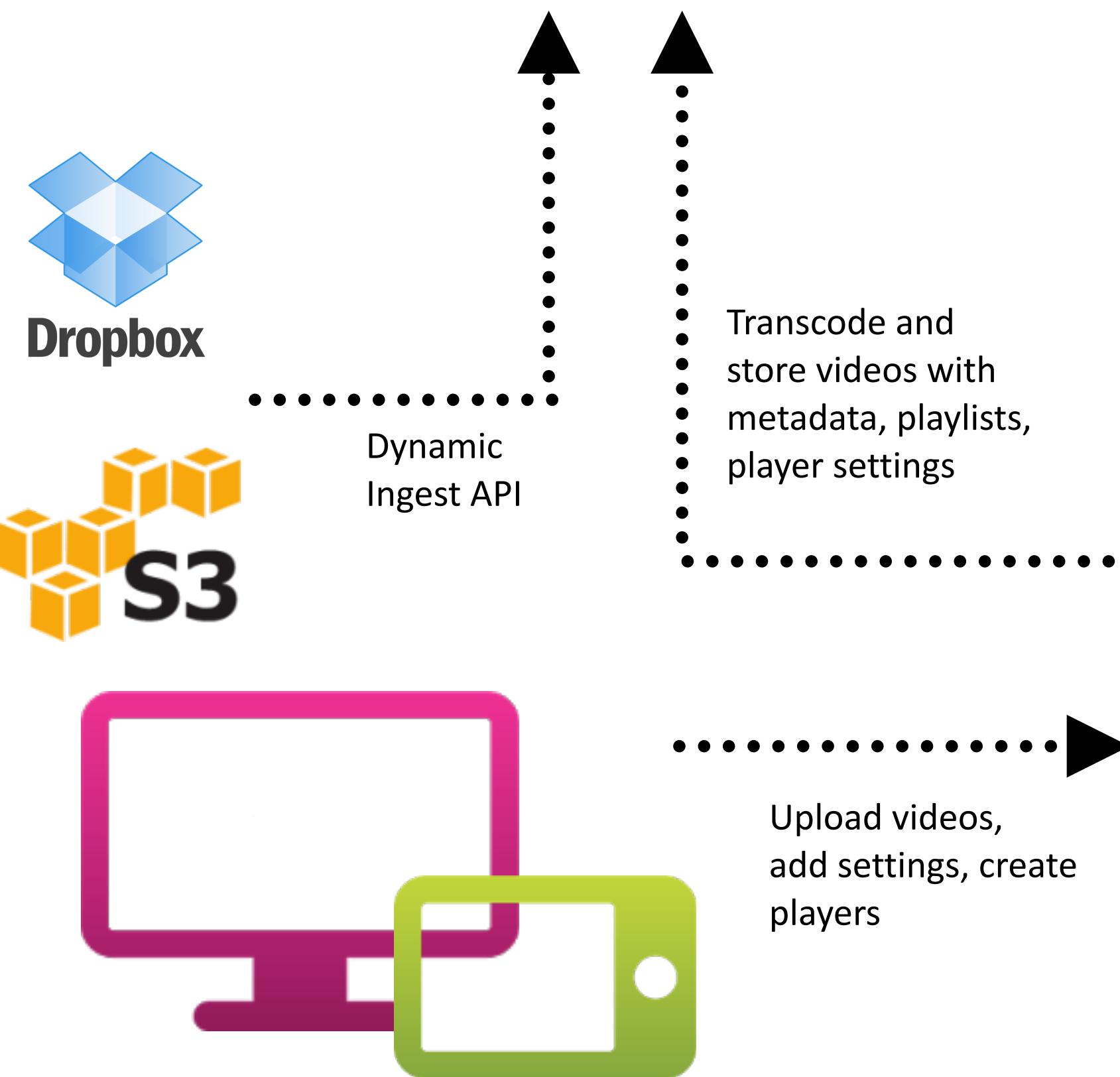
## Your Web Server



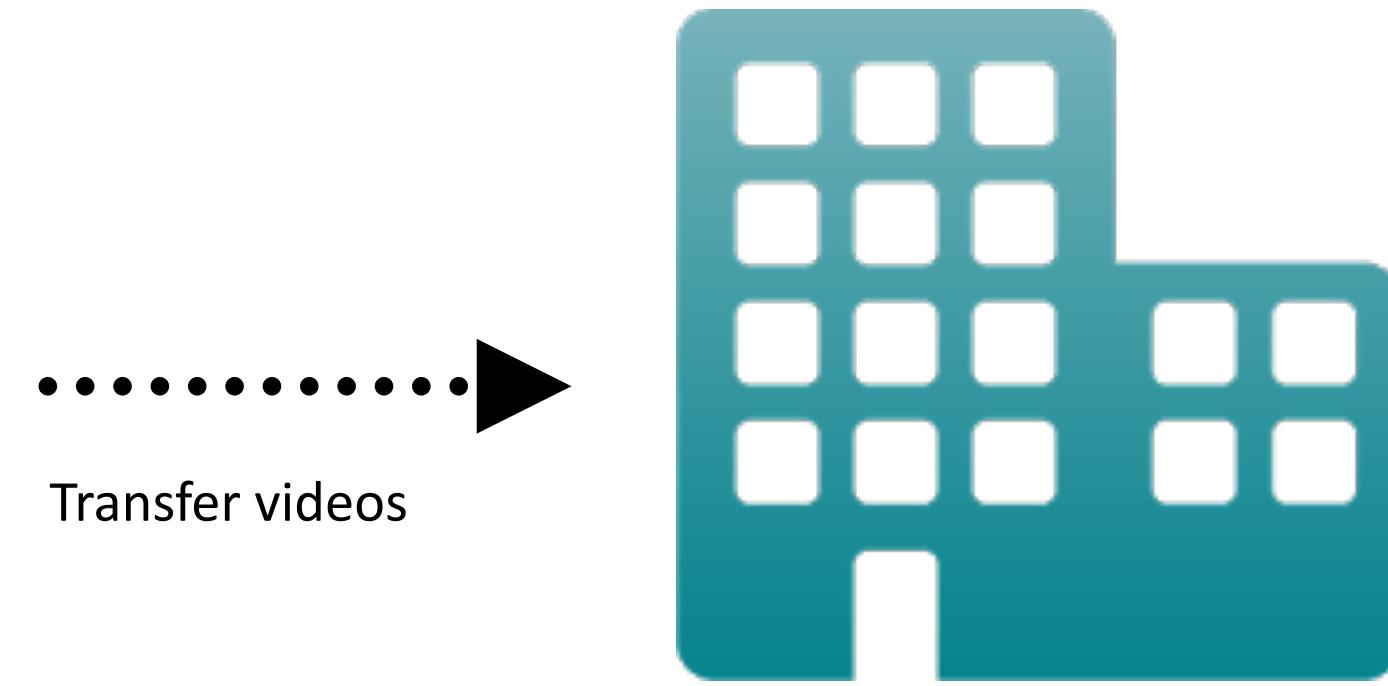
## Content Delivery Network (CDN)



Desktop, Tablet, Mobile Device



# The Video Cloud Platform Architecture

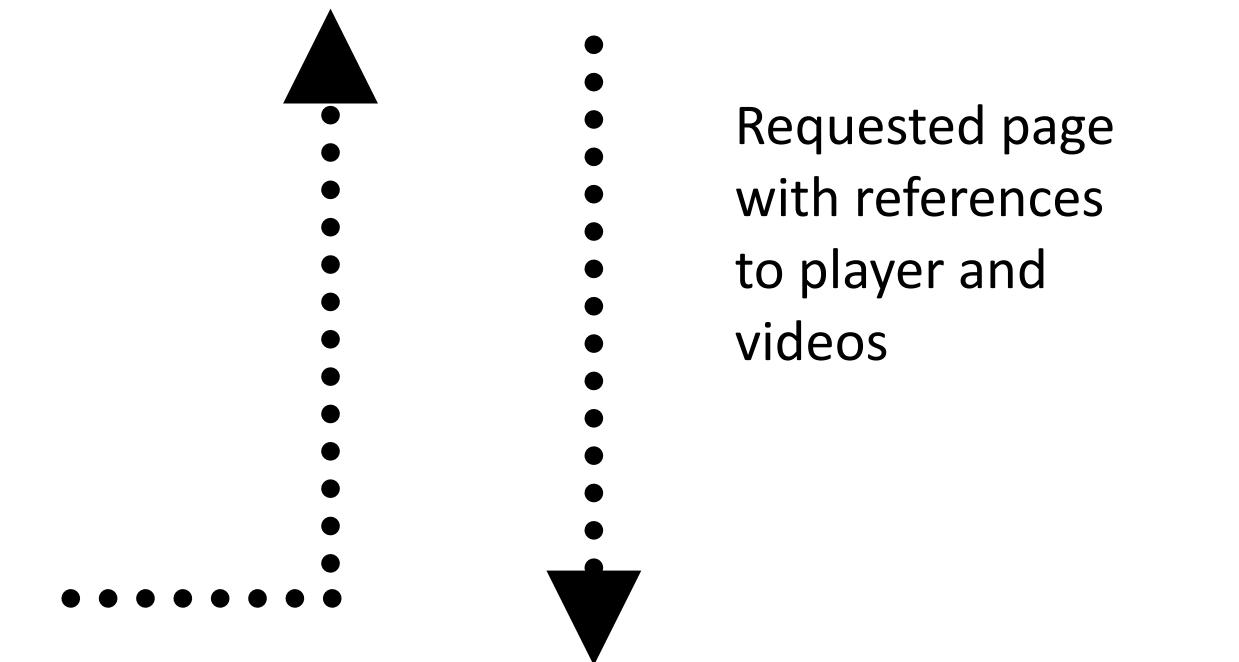


Transfer videos



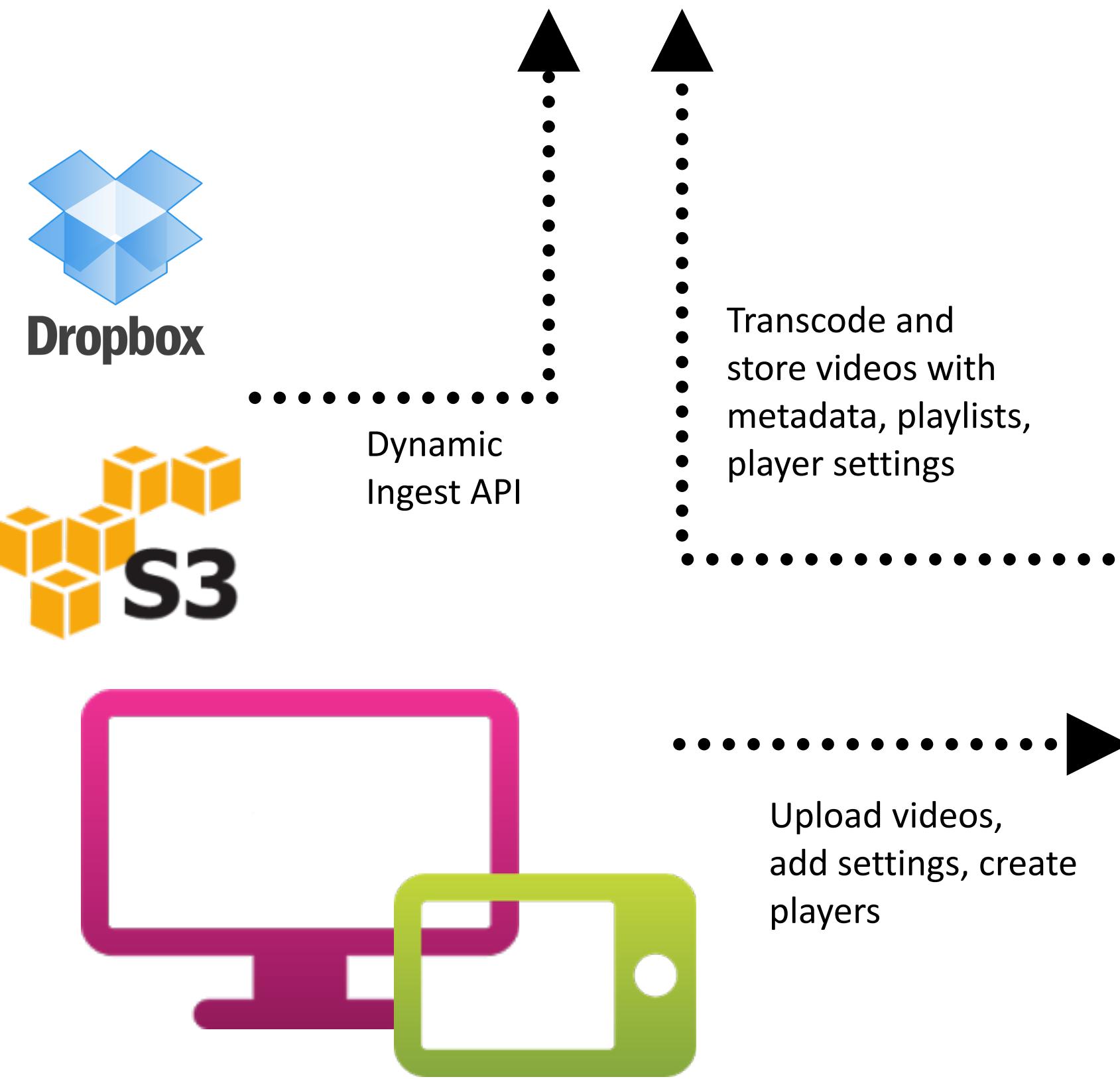
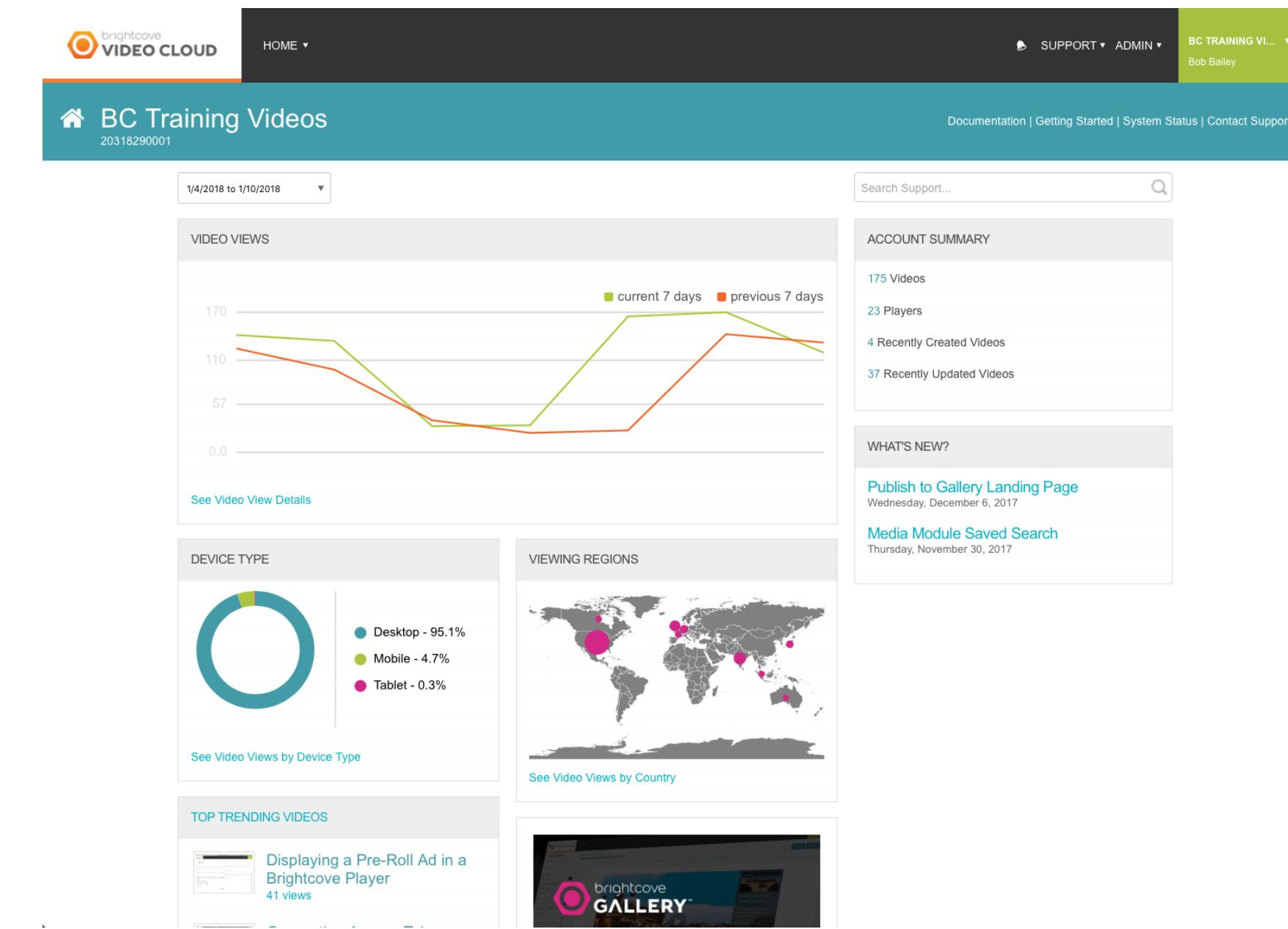
Publishing code  
(Publisher, Player  
Video IDs, Player  
Dimensions)

## Your Web Server



Requested page  
with references  
to player and  
videos

## Content Delivery Network (CDN)

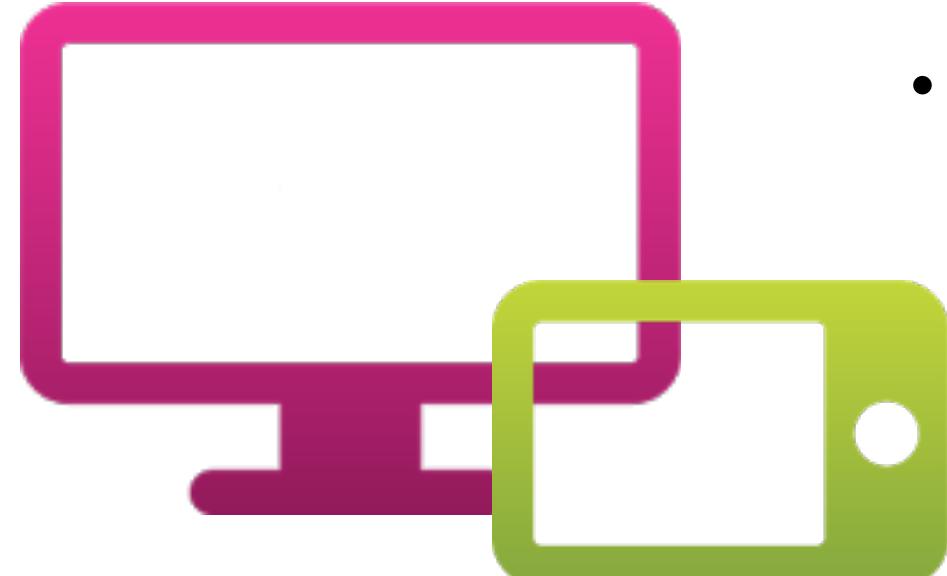


Desktop, Tablet, Mobile Device

Dynamic  
Ingest API

Transcode and  
store videos with  
metadata, playlists,  
player settings

Upload videos,  
add settings, create  
players

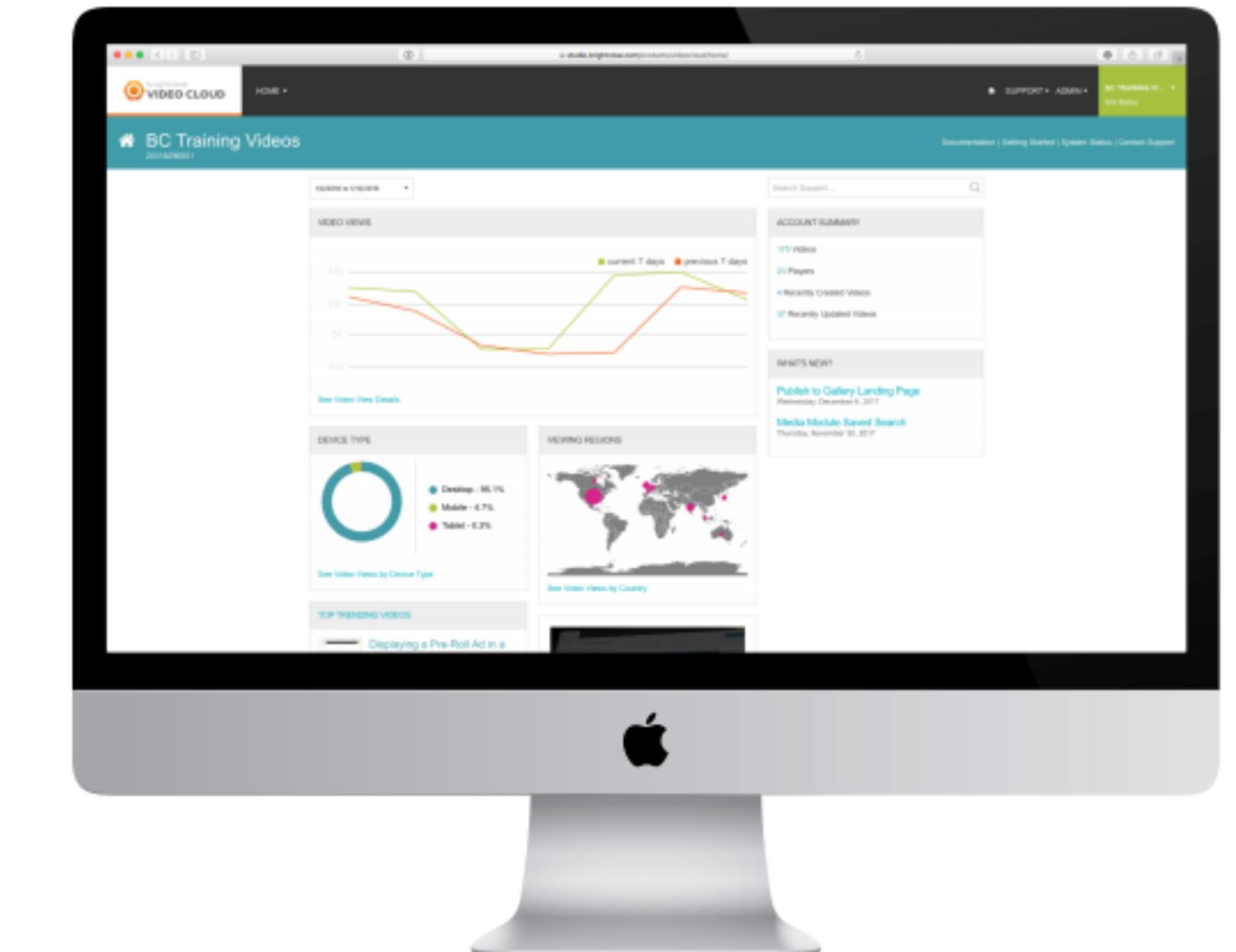
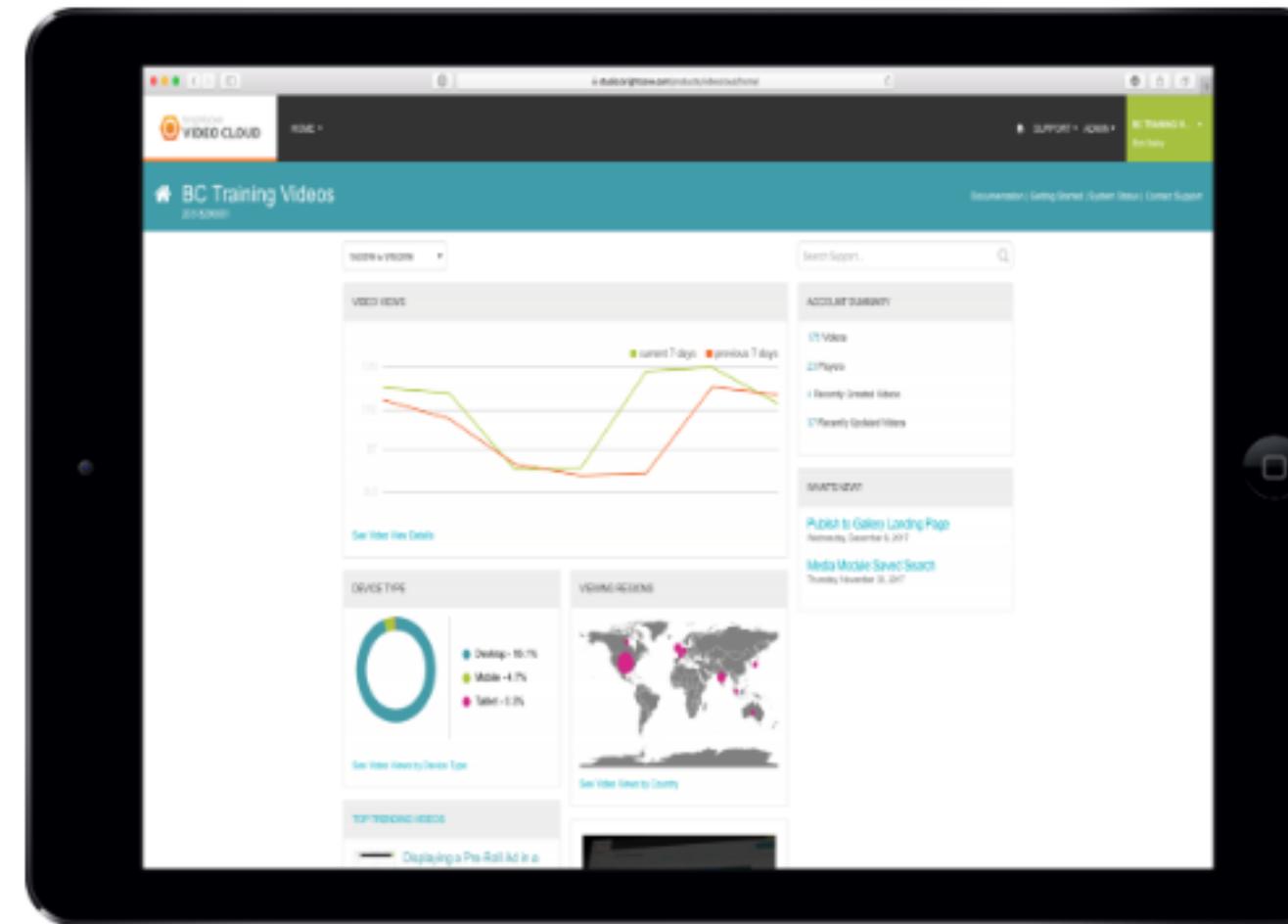
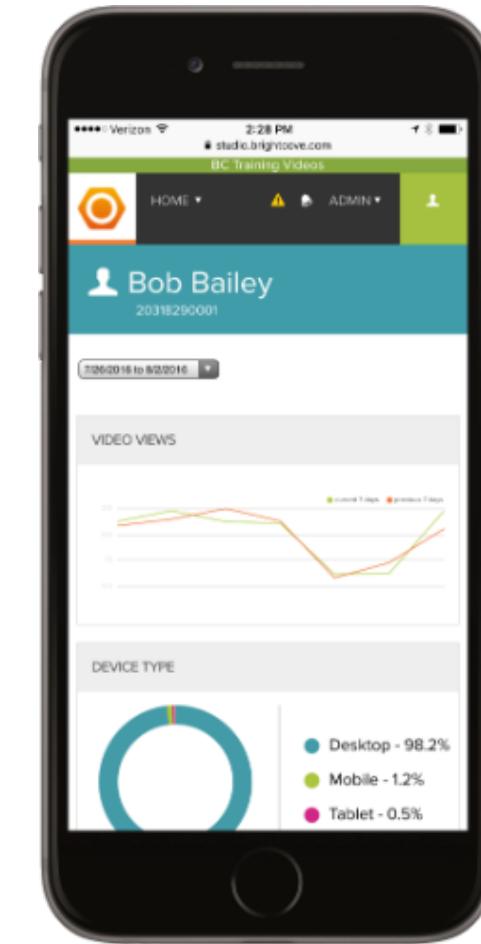


Brightcove Inc.

# Video Cloud Studio



- Simple, non-technical user interface for uploading, managing, and publishing video content
- Completely written in HTML5
- Upload, manage and track your video wherever, whenever and on whatever device
- Role-based permissions to enable or disable access to modules



# 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 left is the Brightcove Video Cloud logo. To its right is a dark navigation bar with the word "MEDIA" and a dropdown arrow. Further right are "SUPPORT" and "ADMIN" dropdown menus. On the far right is a green "BC TRAINING VID..." dropdown menu containing the name "Bob Bailey". A red arrow points from the text "Account Selector" to the "BC TRAINING VID..." menu. The main content area below the navigation bar contains several module cards:

- 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**: Broadcast your live events
- Gallery**: Create beautiful, engaging video sites and experiences
- Social**: Distribute videos to social media
- Audience**: Track viewer activity with your marketing automation platform
- Legacy Publishing Module**
- Legacy Advertising Module**

# 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 custom video portals
- **Social** - Publish videos to social media accounts
- **Audience** - Integrate with Oracle Eloqua, Marketo, Salesforce & HubSpot

# Brightcove Player

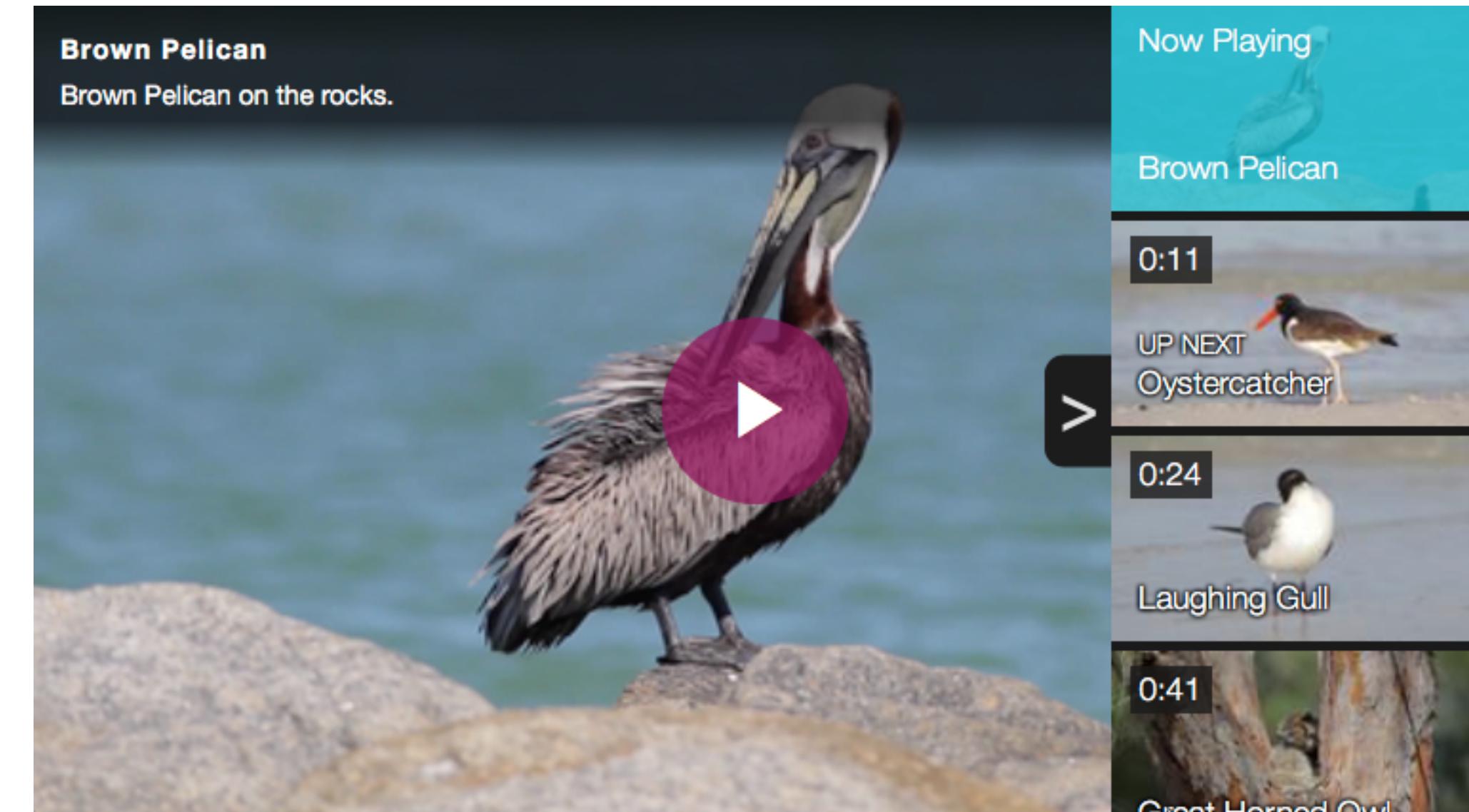
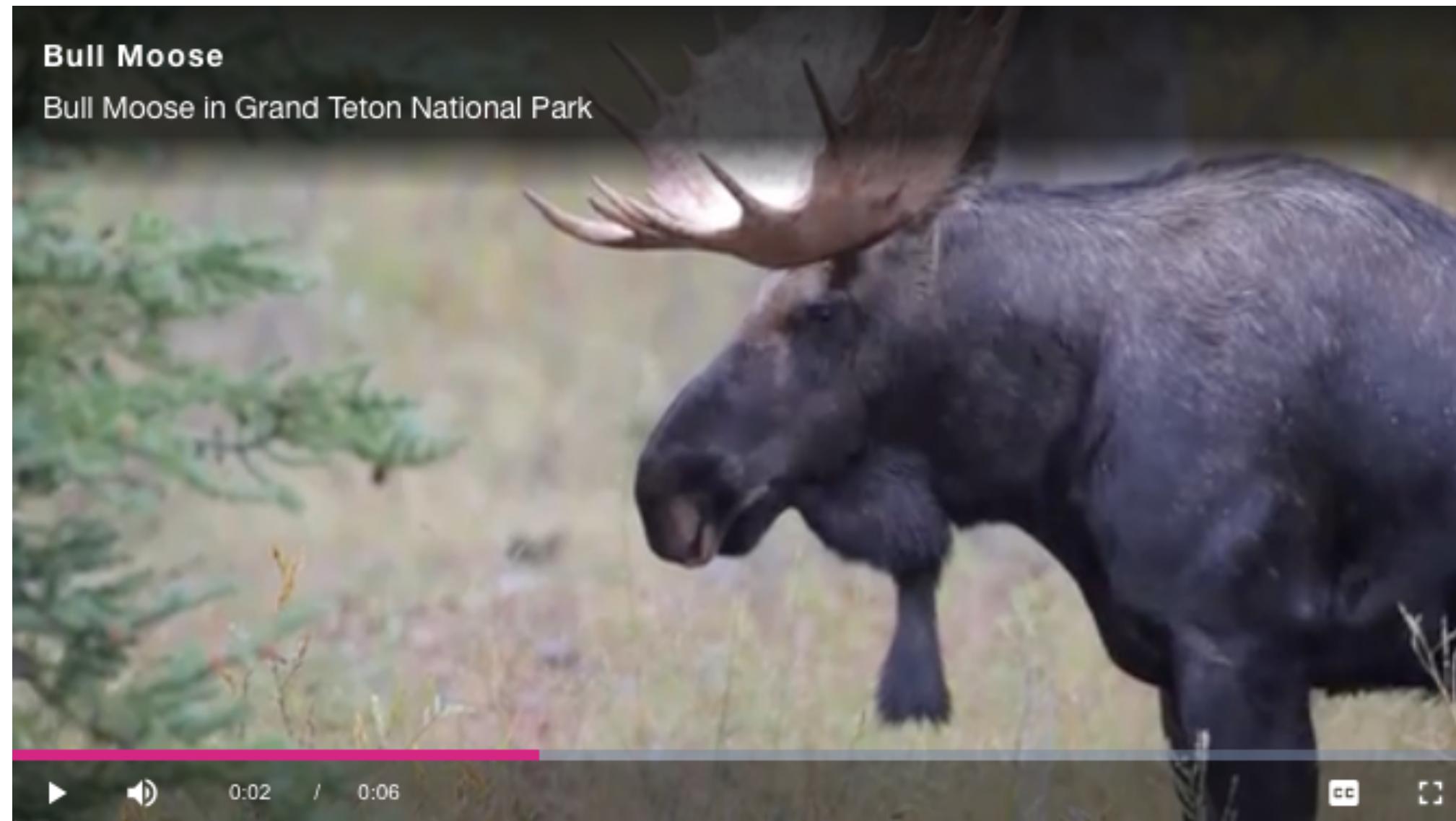


- All videos are viewed inside of a player
- Brightcove Player is based on the open source, Video.js player
- The UI is written entirely in HTML5 and relies on Flash only on older browsers
- Customized using standard web technologies (CSS and JavaScript)
- Created using **Players** module in Studio



# Player Variations

- Single video player
- Playlist player



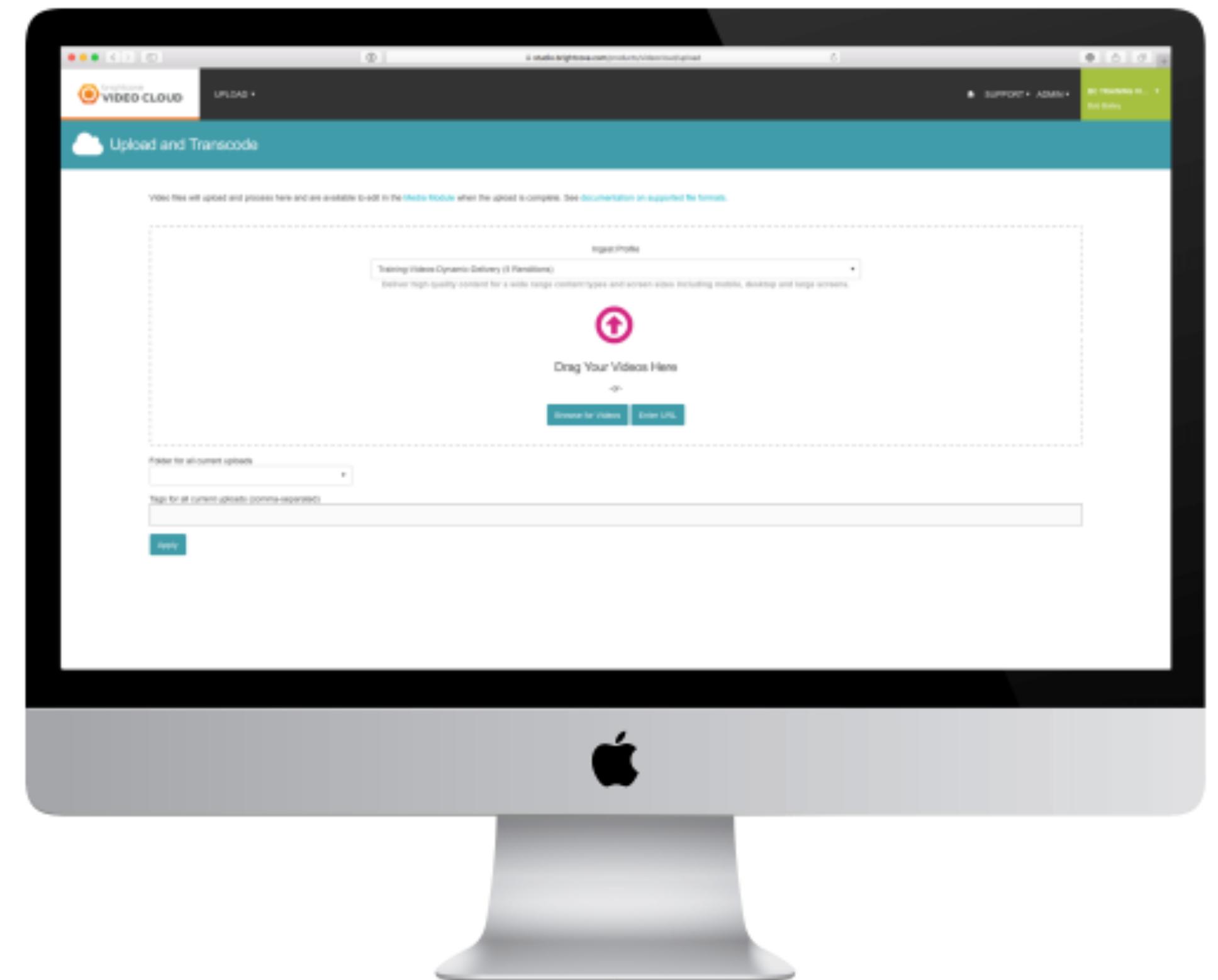
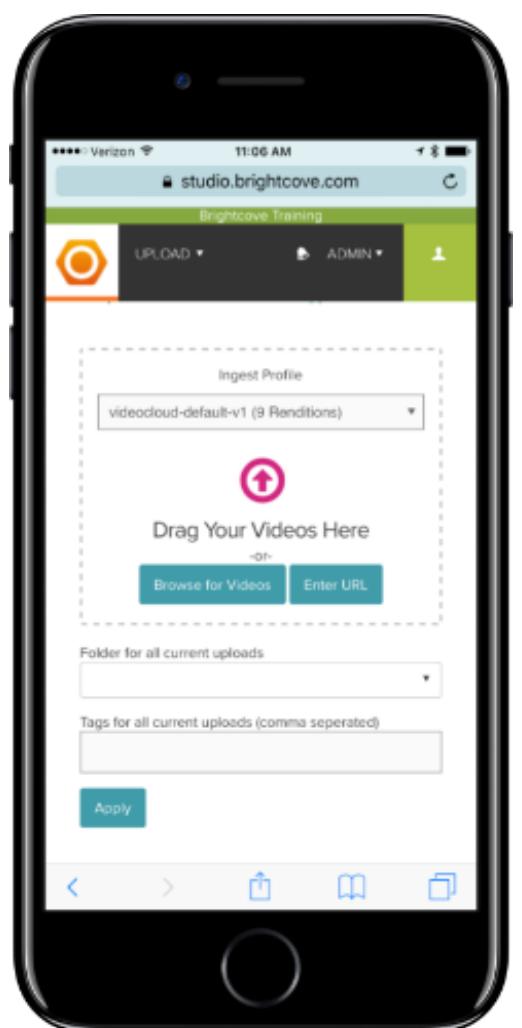


# Uploading Videos



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

Ingest Profile

Training-Videos-Dynamic-Delivery (5 Renditions) ▾

CONTEXT AWARE ENCODING (RECOMMENDED)

- Bandwidth Limited (CAE)
- Multiplatform Standard (CAE)
- Multiplatform Extended (CAE)

DYNAMIC DELIVERY

- Multiplatform Extended (8 Renditions)
- Multiplatform Standard (6 Renditions)

Training-Videos-Dynamic-Delivery (5 Renditions)

LEGACY

- Screencast 1280 (3 Renditions)
- Smart Player Transition (9 Renditions)

Browse for Videos

Enter URL

# Uploading Videos



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

Upload and Transcode

Video files will upload and process here and are available to edit in the [Media Module](#) when the upload is complete. See [documentation on supported file formats](#).

Ingest Profile  
Multiplatform Extended (8 Renditions)  
Deliver high quality content for a wide range content types and screen sizes including mobile, desktop and large screens.

Drag Your Videos Here

-or-

[Browse for Videos](#) [Enter URL](#)

Folder for all current uploads

Tags for all current uploads (comma-separated)

[Apply](#)

# Uploading Videos

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

DOLPHINS.MP4

4334874708001 Uploaded. Creating renditions...

ELEPHANT.MP4

Uploading... 69%, 0:01 remaining

TIGER.MP4

Waiting...

[Dismiss](#) [Edit](#)

[Cancel Upload](#) [Edit](#)

[Dismiss](#) [Edit](#)

BROWN PELICAN

Uploading... 79%, 0:02 remaining

Source File Name  
Brown Pelican.mpg

Ingest Profile  
videocloud-default-v1 (9 Renditions)

Status  
 Active  
 Inactive

**Required information is missing, video cannot be activated**

Video Title\*  
Brown Pelican

Short Description (250 characters max)

Tags  
comma-separated

Reference ID (must be unique)

Video Projection  
 Standard  
 360 Degree

Move To Folder  
---

Subject\*  
---

[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, there's a sidebar with sections for 'VIDEOS' (containing 'All Videos' with 192 items, 'Create Folder', and categories like 'Animals', 'Birds', 'Fish', 'Sea Life', 'Sports', 'Vacation') and 'PLAYLISTS' (containing 'All Playlists' with 19 items, 'Create Playlist', and categories like 'Animals', 'Big Playlist', 'Birds', 'Fish', 'frontpage', 'Manual Playlist', 'Moose Videos', 'Popular', and 'Recent'). The main area is titled 'Videos' and shows '192 Videos'. It includes a toolbar with 'Delete', 'Move', 'Publish and Embed...', 'Deactivate', 'Share', 'Quick Edit', and 'Quick View' buttons. Below the toolbar is a table with columns: Name, Status, Reference ID, Created, and Updated. The table lists 192 video entries, each with a thumbnail, name, duration, status (green checkmark or red circle), reference ID, creation date, and update date.

Name	Status	Reference ID	Created	Updated
Moose in the Grass	✓	56707079882001	01/10/2018 2:30 PM	01/10/2018 4:19 PM
Bull Moose	✓	5193830191001	11/02/2016 9:47 AM	01/09/2018 11:45 AM
Bald Eagle Cleaning Beak	✗	5667310879001	12/04/2017 1:47 PM	01/09/2018 9:31 AM
Elephant	✗	5675970698001	12/11/2017 9:53 AM	01/09/2018 9:17 AM
Bald Eagle Zoom 1080p	✓	5599962865001	10/06/2017 10:52 AM	11/27/2017 1:52 PM
Bald Eagle Working on Nest	✓	5598011532001	10/04/2017 3:29 PM	11/27/2017 1:50 PM
Red-breasted Merganser 4K	✓	5382543694001	04/02/2017 4:13 PM	11/20/2017 2:03 PM
Bald Eagle Biting Branch	✓	5630023626001	10/30/2017 1:41 PM	11/20/2017 2:03 PM
Bald Eagle Looking Around 4K	✓	5605772143001	10/11/2017 10:53 AM	11/20/2017 2:03 PM
Bald Eagle on Branch 4K to 1080p	✓	5652652312001	11/20/2017 12:03 PM	11/20/2017 2:03 PM
Bald Eagle Pair	✓	5652793713001	11/20/2017 1:51 PM	11/20/2017 2:03 PM
GB8I9776	✓	5652612989001	11/20/2017 11:22 AM	11/20/2017 11:49 AM
GB8I0118	✓	5652594066001	11/20/2017 11:17 AM	11/20/2017 11:20 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 Video Cloud interface. At the top, the navigation bar includes the Brightcove logo, a 'MEDIA' dropdown, and user account information ('SUPPORT ▾ ADMIN ▾ BRIGHTCOVE TRA... ▾ Bob Bailey'). Below the navigation is the video title 'Stingray and Puffer Fish'. To the right of the title is a video preview player showing a puffer fish in an aquarium. An orange arrow points from the video name in the title bar down to the preview player. The main content area is divided into several sections:

- VIDEO INFORMATION:** Includes fields for Name (Stingray and Puffer Fish), ID (5067320508001), Short Description, Tags (sealife, florida), Reference ID, Video Projection Standard, Related Link URL, Related Link Text, Long Description, Advertising, Ad Supported, Ad Keys, Folder, Manual Playlists, Favorites, and Sharing.
- IMAGES:** A section for posters and thumbnails, featuring a large poster image of a puffer fish and a smaller thumbnail image.
- CUSTOM FIELDS:** Fields for Producer, Subject (Fish), and Year.
- AVAILABILITY:** Scheduling (Always Available), Geo Filtering (Unrestricted).
- TEXT TRACKS:** A note stating 'There are no text tracks associated with this video.'

At the bottom left, there is a 'VIDEO FILES' section with a table showing various file formats and their details, such as Dimensions, Format, and Upload Date. The table includes rows for HLS and MP4-H264 formats at various resolutions like 480x270, 640x360, 960x540, etc., with upload dates ranging from Sep 15, 2016, to Sep 16, 2016.

# Editing Video Properties

- Properties organized into sections:
  - Video Information
  - Images
  - Video Files
  - Custom Fields
  - Availability
  - Text Tracks
- Locate section and click Edit

VIDEO INFORMATION

**Edit**

Name  
Brown Pelican

ID  
4328155341001

Short Description  
Brown Pelican on the rocks.

Tags  
florida, pelicans, birds

Reference ID  
--

Video Projection  
Standard

Related Link URL  
--

Related Link Text  
--

Long Description  
--

Advertising  
Ad Supported

Ad Keys  
--

Folder  
[Sea Life](#)

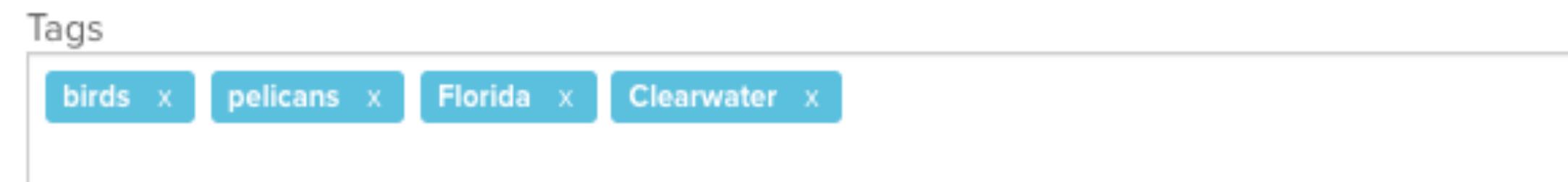
Manual Playlists  
[Big Playlist](#)

Sharing  
This video has been shared to another account.



# 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

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

Publishing Brown Pelicans on the Rocks X

Select Player

Brightcove Default Player

This is an instance of the Brightcove Default Player. You can modify this or choose to create your own.

Preview in browser  
[http://players.brightcove.net/1486906377/default\\_default/index.html?videoid=4215373348001](http://players.brightcove.net/1486906377/default_default/index.html?videoid=4215373348001)

Copy Code

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

**Standard** **Advanced**

Using the standard (iframe) embed code is recommended for most cases.  
[Help](#)

Sizing  Responsive  Fixed

Aspect Ratio

<iframe>

Cancel Done



# 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>



# Creating and Styling Players

# Creating and Styling Players



- Players are created and styled in the Players module

**brightcove** VIDEO CLOUD

PLAYERS ▾ SUPPORT ▾ ADMIN ▾ BRIGHTCOVE TR... ▾  
Bob Bailey

## Players

Search...

Delete   Duplicate   New Player

<input type="checkbox"/> Name	Updated	Status
<input type="checkbox"/> Sample Player BktWDMJGz	1/9/2018 11:47 AM	✓
<input type="checkbox"/> Bob Controls rkpJEI8MG	12/19/2017 2:53 PM	✓
<input type="checkbox"/> Playlist Player rkNqnkwZf	12/7/2017 11:31 AM	✓
<input type="checkbox"/> Gallery Player HycUKgQZG	12/4/2017 3:10 PM	✓
<input type="checkbox"/> Audience Player - 2017-11-03 r1nKcV9AW	12/4/2017 11:18 AM	✓
<input type="checkbox"/> Ad Cue Point Player B1bqq5dyf	11/14/2017 11:34 AM	✓
<input type="checkbox"/> Bob Test H1ehYMSARb	11/6/2017 3:14 PM	⚠
<input type="checkbox"/> Ad Cue Test BJFIDxqAZ	11/3/2017 10:03 AM	✓

**Sample Player**  
Created 12/13/2017 4:09 PM

**Player Preview**

**Embed Code & URL ▾**

Player ID  
BktWDMJGz

Name  
**Sample Player**

Description  
---

Status  
**Active**

Published State  
**Published**



# Creating a Player

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

New Player X

Name

Short Description

Cancel Save

# Player Properties

- Organized into sections:
  - Player Information
  - Styling
  - Social Sharing
  - Endscreen
  - Advertising
  - Settings
  - Plugins
  - Availability

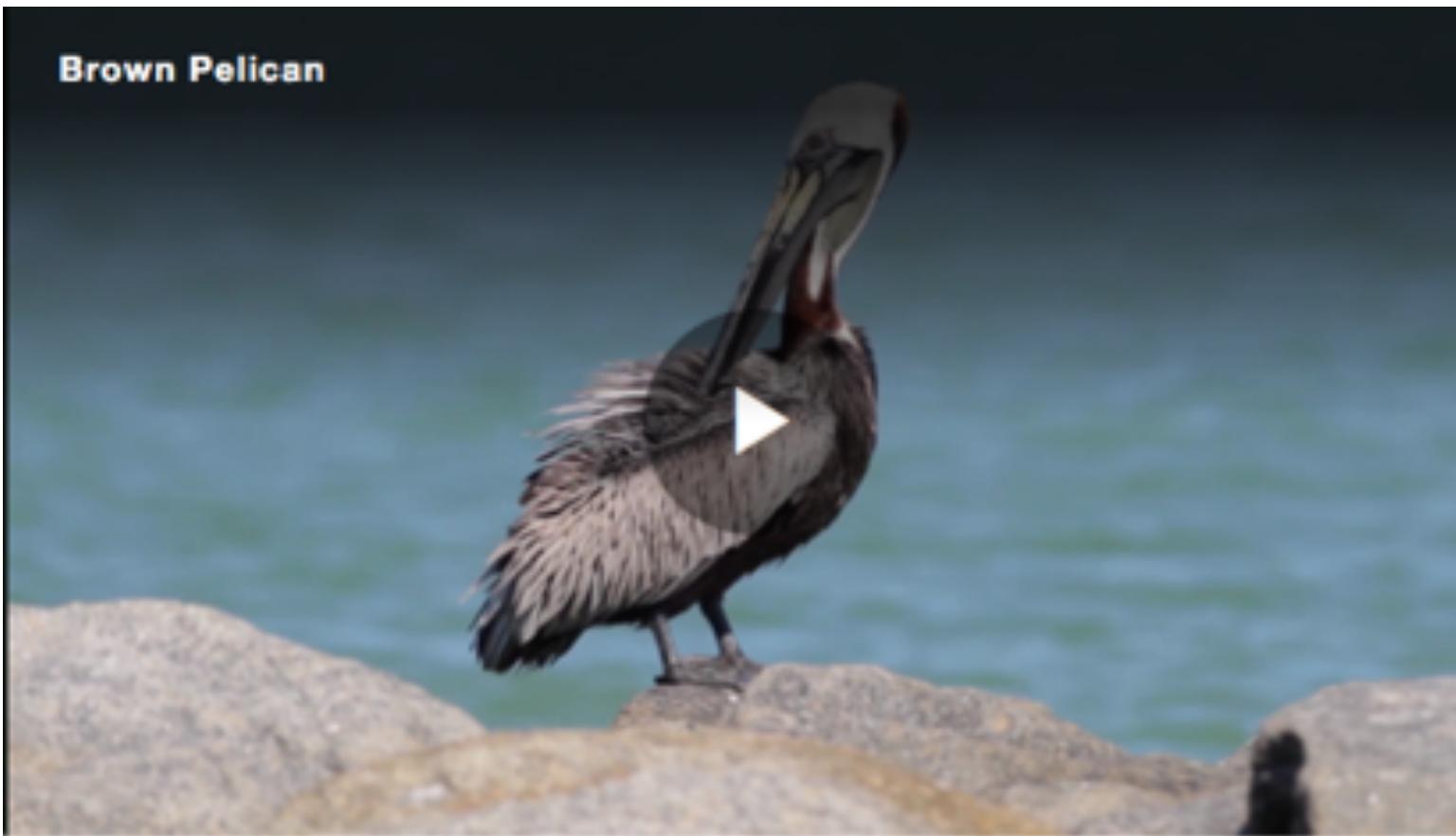
The screenshot shows the Brightcove Video Cloud Player Properties interface. At the top, there's a navigation bar with the Brightcove logo, 'PLAYERS ▾', 'SUPPORT ▾ ADMIN ▾', and a user account section for 'Bob Bailey'. Below the navigation is a toolbar with buttons for 'Delete', 'Duplicate', 'Embed Code & URL ▾', 'Discard Changes', and 'Publish'. The main area displays a preview video titled 'Sample Cloud Video' with a play button and a share icon. Below the preview are several configuration panels:

- PLAYER INFORMATION**: Shows Last Modified (1/10/2018 4:28 PM), Player ID (BktWDMJGz), Published Player Version (6.12.1), Name (Sample Player), and Short Description (\*\*\*).
- SETTINGS**: Allows setting player functionality and playback behavior. Options include Update Mode (Automatic), Player Version (6.12.1), Activate Player (Yes), Preload Video Before Playback (Load video metadata only), Auto-Start Video on Player Load (No), Allow Fullscreen (Yes), Show Quality Selector (Yes), Quality Selector Label (Resolution (e.g., 720p)), Display Playlist (Disabled), Sizing (Fixed), Aspect Ratio (16x9), and Player Dimensions (Width, Height) (960 x 540 px).
- STYLING**: Configures the player's visual appearance. It includes a Skin (Luna), options to Show title and description (Enabled), and choices for Icons (Main and Background). It also specifies Logo Overlay (None).
- SOCIAL SHARING**: Configures sharing controls. It includes options for Allow Sharing (Yes), Sharing Controls (Facebook, Google+, Twitter, Pinterest, LinkedIn, Tumblr), and Share at Specific Start Time (No).
- PLUGINS**: Manages external scripts and styles. It lists JavaScript (2 configured, 1 hidden), CSS (2 configured, 1 hidden), and Name, Options (JSON) (2 configured, 1 hidden).
- ENDSCREEN**: Configures the endscreen. It includes options for Endsreen (Disabled).
- ADVERTISING**: Configures advertising settings. It includes options for Enable IMA Ads (No).
- AVAILABILITY**: Configures geo filtering. It includes options for Geo Filtering (Unrestricted) and Allowed Domains (Domain restriction applies to advanced embeds only, 1).

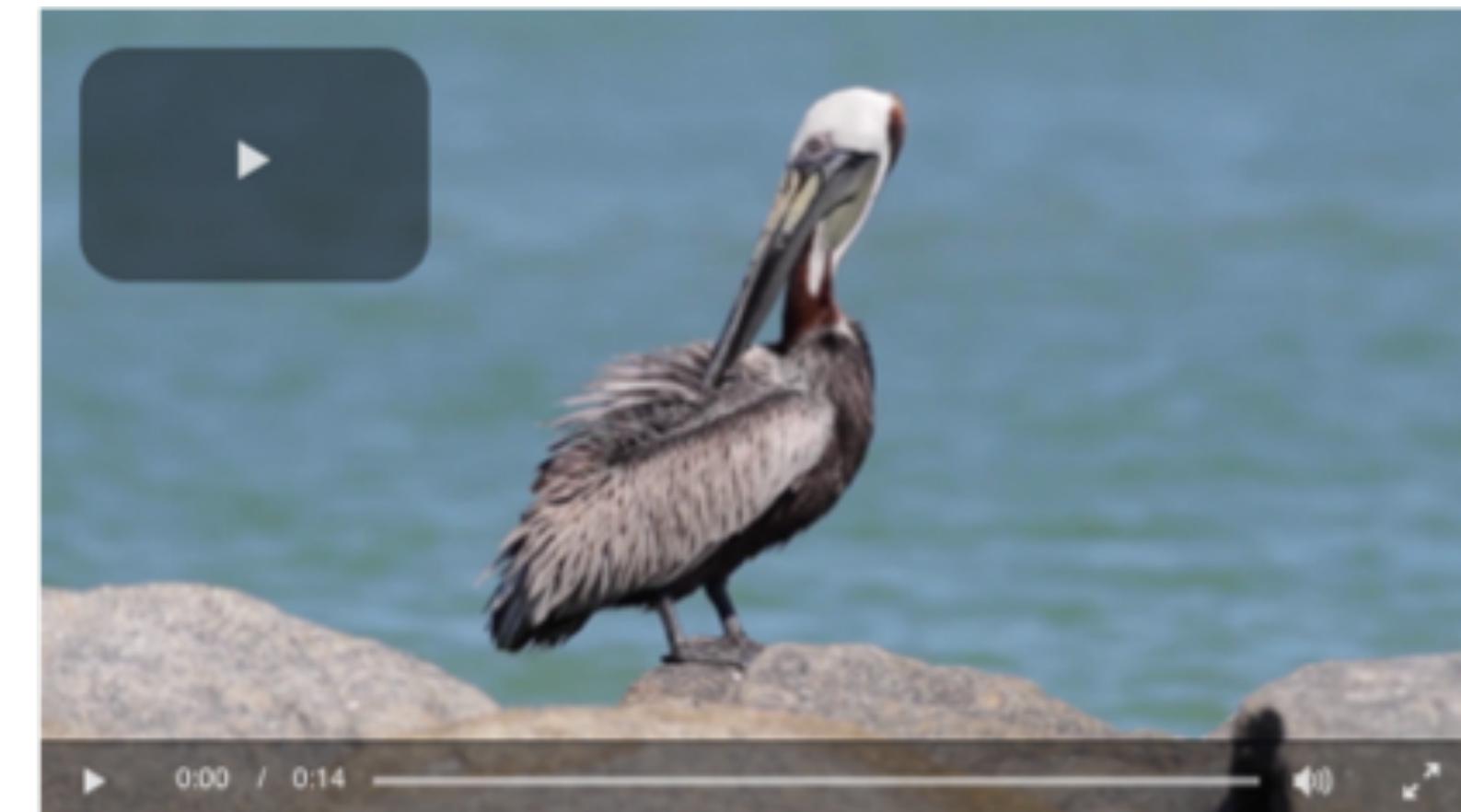


# Styling a Player

- Click player name
- Locate **Styling** section and click **Edit**
- Select a **Skin**



**Luna Skin**

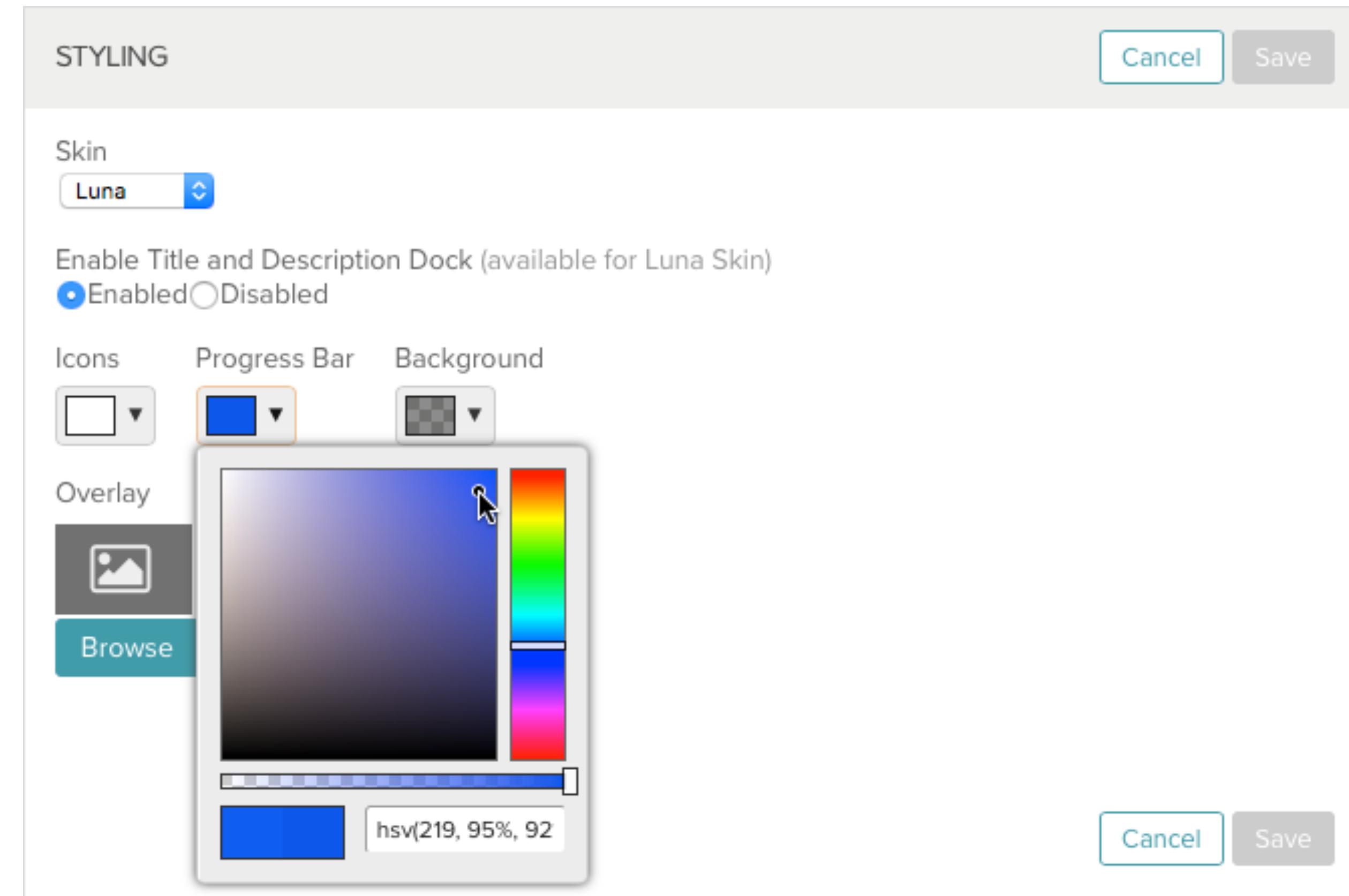


**Graphite Skin**



# Styling a Player

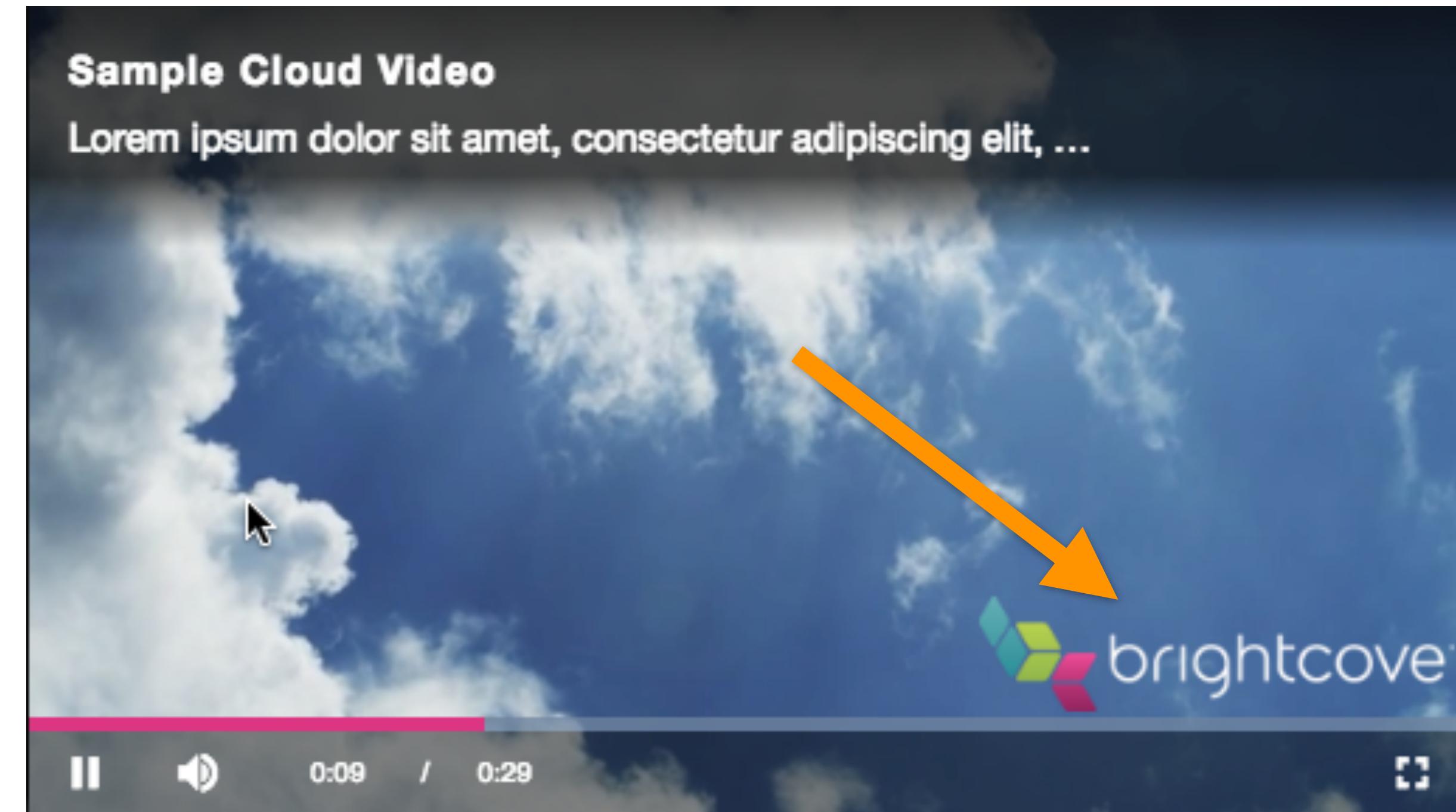
- Select player colors
- Click color thumbnail and select a color





# Styling a Player

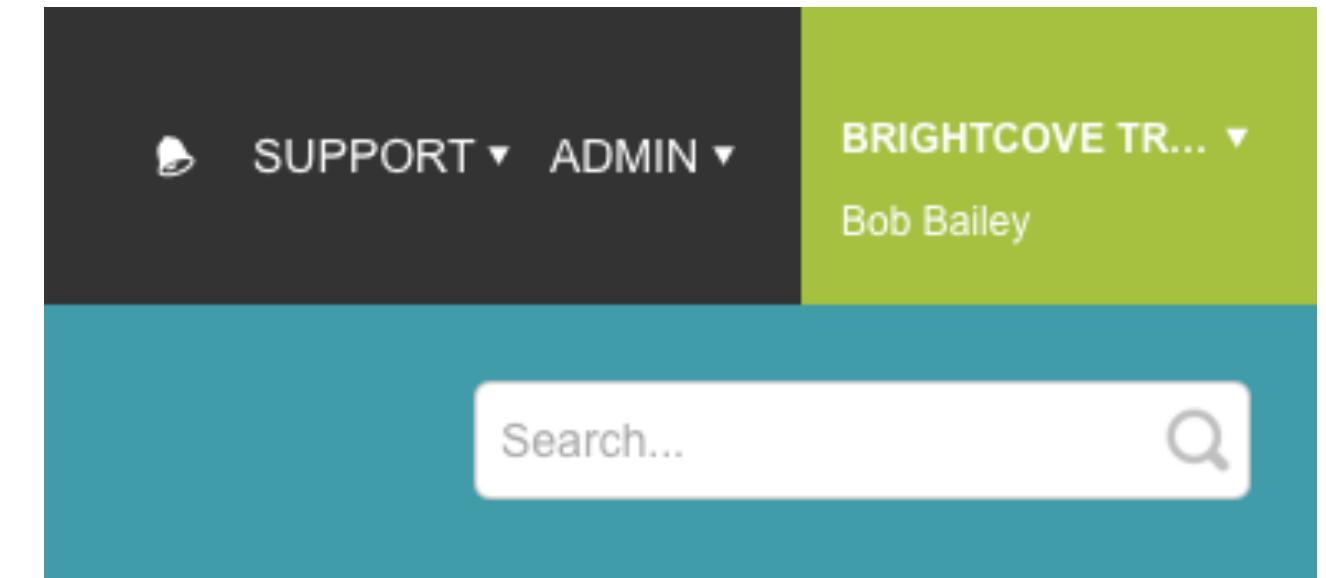
- Select a player overlay image
- Player changes **must** be published before they become available in the published player



# 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



Status	Sample Player
✓	Created 12/13/2017 4:09 PM
✓	<a href="#">Player Preview</a>
✓	<a href="#">Embed Code &amp; URL</a>
✓	<a href="#">Preview Player</a>
✓	<a href="#">Published Player</a>
✓	Sample Player
✓	Description ---
✓	Status Active
✓	Published State Published



# Hands-on Task: Creating and styling a player

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

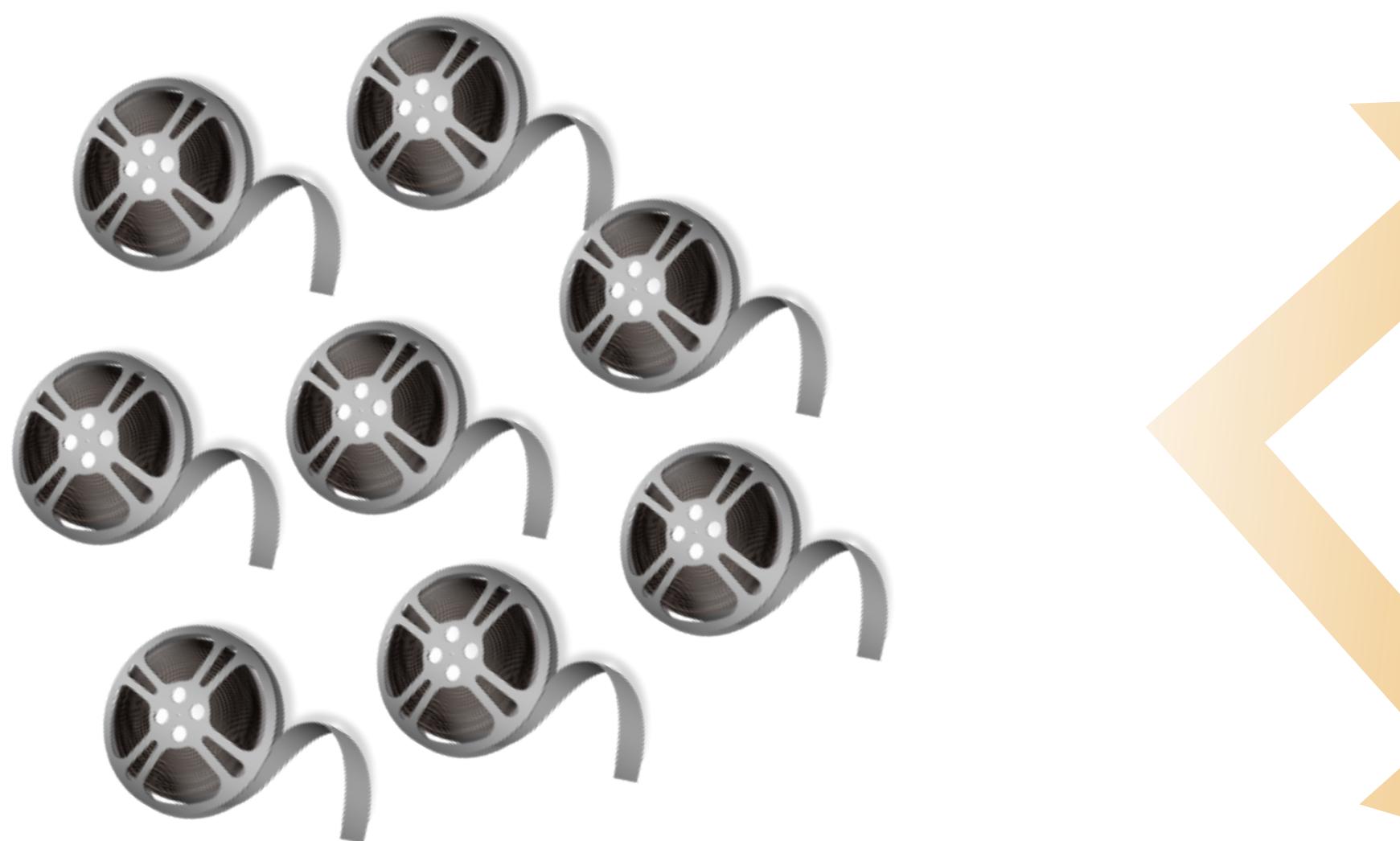


# Creating a Playlist

# 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 x |

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>

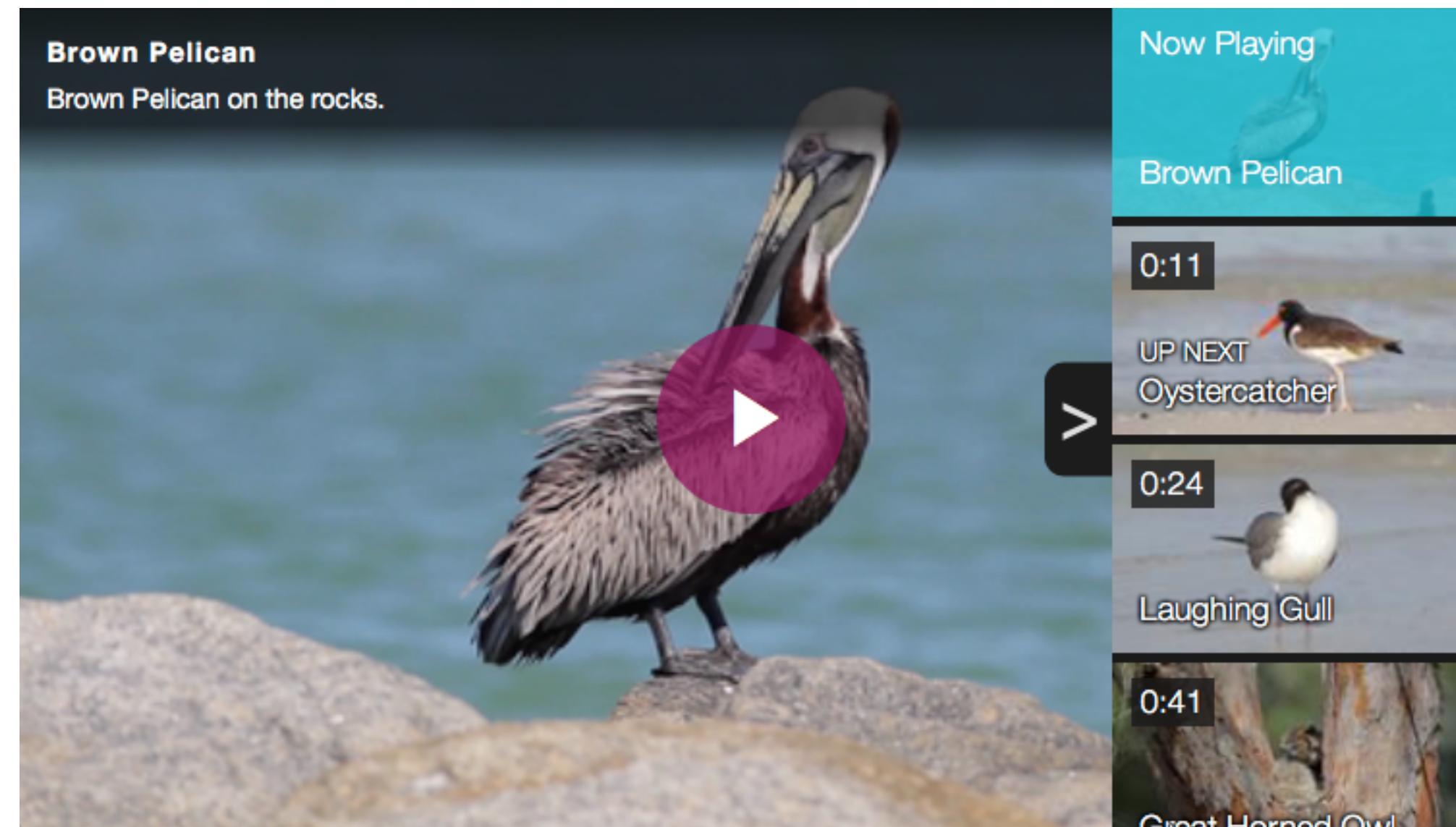


# Publishing a Playlist

# 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
- Choose to:
  - Display playlist
  - Advance to next video
  - Play on select
  - Playlist version

Remember to Publish the player after making changes

SETTINGS Edit

Set the player functionality and playback behavior.

Update Mode  
Automatic

Player Version  
6.12.1

Activate Player  
Yes

Preload Video Before Playback  
Load video metadata only (minimal preload of title, duration, etc.)

Auto-Start Video on Player Load  
No

Allow Fullscreen  
Yes

Show Quality Selector  
No

Display Playlist  
**Enabled**

Auto Advance to Next Video  
**Yes**

Play On Select  
**Yes**

Playlist Version  
**V2 (Default)**

Sizing  
Fixed

Aspect Ratio  
Custom

Player Dimensions (Width, Height)  
300 × 150 px



# Hands-on Task: Publishing a playlist

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

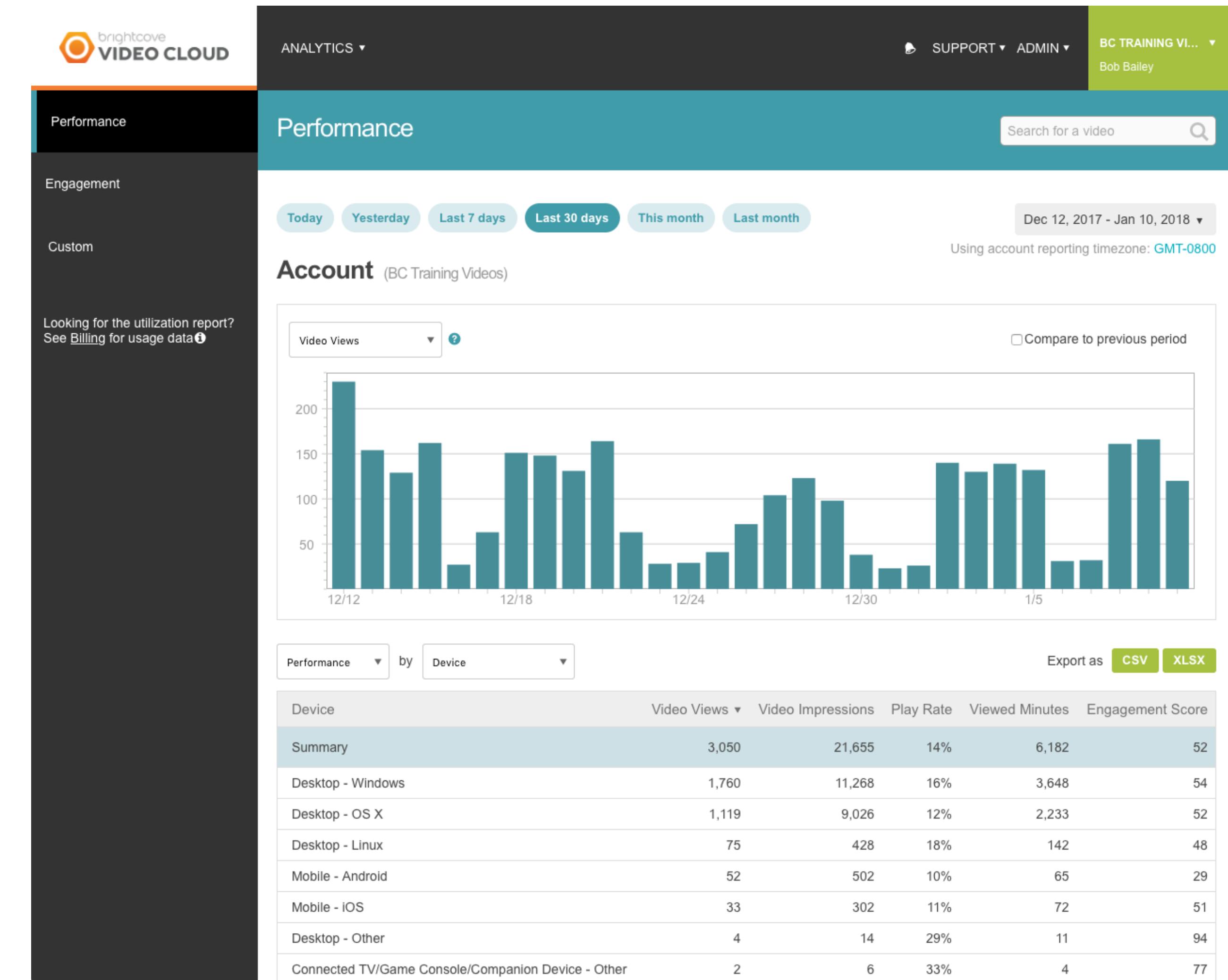


# Reviewing Video Analytics

# Reviewing Video Analytics



- Available reports
  - Performance
  - Engagement
  - Custom reports
- View data in close to real-time
- Report data can be downloaded
- Reports are ‘printer friendly’
- Analytics API available

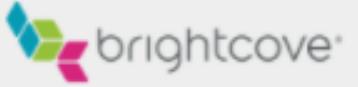




# Additional Resources

# On-demand Training

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



## Documentation

Search icon

### On This Page

» Related content

# Online Training Courses

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

Search  

On This Page 

## Register for Training

 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.

**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.

Wed, Jan 17, 2018 12:00 PM - 2:00 PM EST 

**REGISTER**

**Building Portal Experiences using Gallery**  
In this course you will walk you through the process of creating, customizing and publishing a Gallery [read more...](#)

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

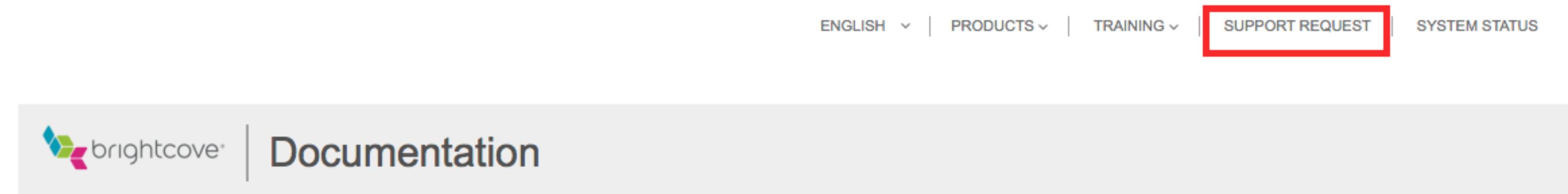
Wed, Jan 17, 2018 2:00 PM - 3:00 PM EST 

**REGISTER**

**Video Cloud Essentials**

# Support Request

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



The screenshot shows the Brightcove support website. At the top, there is a navigation bar with links for ENGLISH, PRODUCTS, TRAINING, SUPPORT REQUEST (which is highlighted with a red box), and SYSTEM STATUS. Below the navigation bar, the Brightcove logo is visible next to the word "Documentation". The main content area has a title "Submit a Support Request" and a sub-instruction "We're here to help. Please fill out the form and we'll get back to you asap." It provides a link for "If you are a Support Named contact, you can access our Support Portal.". There are input fields for "EMAIL ADDRESS" and "PASSWORD", with a "Forgot password?" link. A large "SIGN IN" button is centered below the password field. At the bottom, there is a section titled "PROBLEM SIGNING IN?" with a note about creating a basic case if signing in is problematic.

ENGLISH | PRODUCTS | TRAINING | **SUPPORT REQUEST** | SYSTEM STATUS

brightcove Documentation

## 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

PASSWORD [Forgot password?](#)

**SIGN IN**

PROBLEM SIGNING IN?

If you're having trouble signing in or don't have an account, you can create a [basic case](#). You'll still have the chance to enter your account number if you know it.

# Documentation



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

## Video Cloud Studio

- [Get Started](#)
- [Documentation](#)
- [Training Videos](#)
- [What's New](#)
- [Search Studio](#)

## Studio Add-Ons

- [Audience](#)
- [Social](#)
- [Live](#)

## Gallery

- [Get Started](#)
- [Documentation](#)
- [Training Videos](#)
- [What's New](#)
- [Search Gallery](#)

## Player Development

- [Get Started](#)
- [Documentation](#)
- [Code Samples](#)
- [Developer Forum](#)
- [API Reference](#)
- [What's New](#)
- [Search Player Developer](#)

## Player Management APIs

- [Delivery System](#)
- [OAuth](#)
- [Player Management](#)

Current: [v6.12.1](#)

Pre-release: [None](#)

## APIs

- [Getting Started](#)
- [All API References](#)
- [Tools & Concepts](#)
- [API Code Samples](#)

## Video Cloud APIs

- [Analytics](#)
- [Audience](#)
- [CMS](#)
- [Delivery System](#)
- [Dynamic Ingest](#)
- [Ingest Profiles](#)
- [OAuth](#)
- [Playback](#)
- [Player Management](#)
- [Policy](#)

## Other APIs

- Live API
  - [Live](#)
- Zencoder
  - [Zencoder](#)
- Once
  - [Once](#)

## SDKs

- [Get Started](#)
- [Documentation](#)
- [Developer Forum](#)
- [What's New](#)
- [Training Videos](#)
- [SDK References](#)
- [Search SDKs](#)

# Documentation

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

The screenshot shows the Brightcove Support search interface. At the top left is the Brightcove logo. To its right is a search bar with the placeholder "Search". Below the search bar are three filter sections: "Product", "Role", and "Task".

- Product:** A dropdown menu showing "Video Cloud" selected (245 results), along with other options: Brightcove Player (52), Gallery (3), Live (1), Once (1), and Zencoder (1).
- Role:** A dropdown menu showing "Studio User" selected (245 results), along with other options: API Developer (16), Device SDK Developer (6), and Player Developer (73).
- Task:** A dropdown menu showing "Add Videos/Assets" selected (12 results), along with other options: Create & Configure Players (22), Create & Use Playlists (5), and Get Started using Brightcove (2).

On the right side of the interface, there is a "Active filters" section which includes "Product" (Video Cloud) and "Role" (Studio User). Below this, it says "Displaying 1 - 20 of 245". There are three main topic cards:

- Brightcove Player 6 Now Default Version**  
Brightcove Player 6 is now the default version for newly created players, a major version update.
  - Brightcove Player, Video Cloud
  - Studio User, Player Developer
  - Release Notes
- Creating Social Media Publishing Destinations**  
In this topic you will learn how to create publishing destinations using Brightcove Social.
  - Video Cloud
  - Studio User
  - Share Using Brightcove Social
- Publishing Videos to Social Media Platforms**  
In this topic you will learn how to publish videos to social media using Brightcove Social.
  - Video Cloud
  - Studio User
  - Share Using Brightcove Social
- Getting Started with Brightcove Social**  
This topic provides an overview of Brightcove Social. Brightcove Social allows you to easily publish videos in your Video Cloud account out to popular social media platforms such as YouTube, Facebook and Twitter.



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