NBC NEWS Archives Xpress

FAQ

REGISTRATION

- **Why do I need to register?**

  As a registered user, you can take full advantage of all website features. Only registered users have the ability to:

  o   Create and share folders

  o   Add content to the cart and complete purchases

  o   Download clip samples

SEARCH

- **How do I perform a search?**

  Type your keyword(s) into the search bar, hit the magnifying glass, and you're ready to go!

  Search tips for getting the most out of your results:
  o   First try simplifying your search. Often simple searches bring back better results.

  o   Please check to make sure your search is spelled correctly.

  o   Search specific words or phrases, not complete sentences.

  o   Avoid abbreviations.

  o   Click on Advanced Search to search by a specific date or between two dates, and to use modifiers like AND, OR, NOT.

  o   You do not have to use "AND" between words. Type in single or multiple terms. A space between two words will be assumed to be an "AND" search.
  Ex.: Cat dog = cat and dog

  o   Use quotation marks to search for a specific phrase.
  Ex.: "Ich bin ein Berliner" / "Queen Elizabeth" / "Presidential Debate"

  o   Use the filters on the left side of the screen to narrow your search results.

- **Why did I get unrelated or no search results?**

  o   First try modifying your search criteria (please see the above search tips)

  o   If your search is still coming up with no results, it is possible that the content you are looking for has yet to be digitized from the archives.

- **Stay updated on new content.**

  o   To receive updates on the newest available content (news and archival), please register and opt-in to our content update alerts here.

  o   If you are registered, you can opt-in to content updates in your account settings, located under My profile.

- **Why doesn't my clip have sound?**

  Some video clips on our site may not contain audio or the audio may have been removed because of narration and voice over within the clip.

- **What file formats are available?**

  o All footage clips will be delivered in QuickTime ProRes 422 file format.

  o All photos will be delivered in jpeg format.

- **What is a "folder"?**

  A folder is a collection of clips and/or photos selected by the user. Registered users can create folders, add, remove and organize their clips and photos, and share these via email or social media.

- **How do I share a folder?**

  Simply select the desired folder, click the **Share** button, and select **Copy**. **Paste** the link in an email and send. Alternatively, you can share with the social media options in the folder.

LICENSING

- **Can I license just a portion of a clip?**

  No, clips can only be licensed in their entirety, but you can then use only a portion of it if you wish.

- **Where do I find the cost of licensing a clip or photo?**

  To see licensing fees, select your clip or photo, and then click on the **Pricing** tab. Enter the rights package you need and the corresponding price will be calculated below.

- **Why do I need a rights package?**

  Our footage is under a rights managed license, so you need to enter information on the rights you want to license including the use(s)/media, territory and term. These options can vary for each clip / photo in your order.

CHECKOUT

- **How do I check out with my order?**

  o If you have a saved folder, you can select all or individual clips and/or photos from it and click **Add to cart.** Then select **Proceed to checkout.**

  o After you have clicked on **Proceed to checkout**, please review your order. If you need to make any changes, choose **Back to cart** and edit as needed. If all looks good, enter your credit card information, the licensee and billing information, and choose **Checkout.**

- **Why am I getting an error at checkout for my selected rights packages?**

    When checking out of the cart, you are prompted to select the rights package of the license for each individual clip or photo. If you are getting an error, you may have selected a rights combination that is not available for a particular clip or photo. Please review your rights selection and check out again. If you continue to experience an issue, please contact us by submitting the Technical Support form.

- **What types of payment do you accept?**

    We currently accept Visa, MasterCard and American Express.

- **Why was my credit card declined?**

    This is likely a problem with your credit card company. You will need to contact them directly for guidance. For other payment inquiries, please use the contact us form.

DOWNLOADING CONTENT

- **I paid for and completed my order. How do I access my content?**

    You will receive a thank you email with a link to download the Clips and/or photos purchased.

- **Is there a time limit for downloading my clips?**

    Yes, you have 14 days from the time you receive the email to download your clips and/or photos.

- **Can I check if my order is available for download even if I did not receive an email notice?**

    Yes, select your username at the top right of the page and click on **My orders.** You will see your most recent order at the top. Click the **View order** button to view your order. The status for each asset in your order will be listed on the right. If the asset has a green **Download** button, you can download that particular asset.

- **How do I find an old order?**

    Select your username at the top right of the page and click on **My orders.** You will see your most recent order at the top and you can filter your past orders by project name or date.