

# FAQ

## NEW Newsource Website

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### **GENERAL QUESTIONS**

#### **Why did CNN Newsource redesign the website?**

We live in a different world than when the original CNN Newsource site was built. As the boundaries between news platforms have blurred, and the growth of video across digital platforms has exploded, it was time to offer all of CNN Newsource's content in a single, integrated platform. Beyond a mere "upgrade", we had a vision that we could offer our clients a better, more compelling experience overall. No longer will our affiliates need to visit several places to create compelling stories across all their platforms – it's all there, on a single page. Throughout the process of building this new site, we listened to our affiliates to learn how we could save them time and inspire their storytelling.

#### **What's different about the new site?**

For starters, all CNN Newsource content is in one place: downloadable videos, embeddable VAN videos, Wire text and photos. The site is organized by story, with the elements available for each story clearly visible and actionable. We are using the latest technology to improve our search capability, and we've added filters to help you find what you need fast. The live channels are streaming, so you can see what's going on, in real-time. We've made digital publishing easier by pairing text and videos into a story that is easily embedded with a single code. Plus, we've made it easy to contribute content, plan your production schedule, get Wire urgent alerts, and more.

#### **Do you plan to add more features?**

Yes, after we officially transition clients from the original Newsource and VAN websites to the new website, we plan to add more features throughout the remainder of the year. We'll keep you posted when we add big new features.

#### **When will the old Newsource website go away? When will the VAN website go away?**

The target sunset date for both the old Newsource and VAN websites is early August. We will communicate an exact date and time well ahead of the sunset. In the meantime, please login to the new website well in advance of the early August date, to begin familiarizing yourself with all of the new features we've added.

## **How do I access the new Newsource website?**

For now, you can access the new website directly at: [newssource.cnn.com/NEW](http://newssource.cnn.com/NEW) or by logging in to the old Newsource website and find a link at the top of the page for the new website (titled “NEW Newsource Beta Website”).

On the sunset date, the URL you have been using for the old Newsource will automatically redirect to the new, consolidated website. If you visit the old VAN website, a link to the new website will be available.

## **I’m having issues logging in to the new website. What should I do?**

First, make sure you have the right login credentials. If your organization currently has a login to the old Newsource website (for either Newsource or Wire content), the login credentials will remain the same for the new website. Note that the credentials are case sensitive, and it is still a shared login for the organization as a whole.

If you are still having trouble logging in, call us anytime, 24x7 at 800.272.4004 and we’ll help.

## **Where can I get more help learning to use the new site?**

The new site has a Help section (icon in upper right corner), which will host short video explainers for many of the site features, such as how to download multiple videos or how to publish an embeddable video and Wire story together.

You may also reach out to us 24x7 for any kind of website support:

Phone: 800.272.4004

Email: [nswebsupport@cnn.com](mailto:nswebsupport@cnn.com)

## **What if I have feedback about the new site?**

There are a few ways you can provide feedback on the new website. Let your sales executive know, tell your desk contact, or call the customer service phone or email to send us your feedback. They will make sure your feedback gets to the product development team.

## **SEARCH / FILTERS**

### **How do I find the content I need?**

There are several ways to find content:

- Use the search bar at the top of the page, searching by keyword or video ID #.
- Browse the categories on the left side of the site, including trending categories and permanent categories such as Politics and Health.
- If you are looking for specific content types and formats, the filters on the left side will help you narrow your search.

### **Why can't I see all content that is available?**

The content you can see is driven by the licenses in place between your company and CNN Newsource. Each user will be able to see all media assets that their company has licensed. There may be times when you see a story that contains several elements, such as downloadable and embeddable videos and a Wire text story. If your company only licenses downloadable video, you will see that media asset but will not have access to the paired embeddable video and Wire story.

### **Do the results refresh automatically? If I just leave the website up, will I always see the latest items?**

Yes, the results will refresh automatically. If you are actively working inside the website, you will see a "new results available" link at the top of your results. Click that link to refresh the page. We built it this way so that the page refresh does not interrupt what you were already doing on the website. If you open the website and leave the page idle, results will automatically refresh without you having to do anything.










### **Why do the search results look different from the old website?**

In the new website, the search results are displayed by story, versus by individual media type. So, you will see many line items in the results that have more than one media asset associated with that particular story. This makes it easier for our clients to find everything they need without having to visit several different websites.

### **Can I change my view options for results?**

Yes. The system defaults to the Preview view, but you can also change to a List view, which removes the preview video player but allows for more results to display above the fold. If you are in List view, you can click on the down arrow to the right of each result to view a preview player and more information about that asset.

## List View

All Stories			Sort by Updated Date ▾		Actions... ▾		 	
PELOSI:TRUMP-RUSSIA CONNECTION(LONG)			16 May 17 12:39 ET   POOL   PO-42TU		 		▾	
BILLY COSBY BLAMES 'RACISM' FOR SEXUAL ASSAULT ALLEGATIONS			16 May 17 12:38 ET   SiriusXM "MICHAEL SMERCONISH SHOW", CNN...   NA-59TU		 		▾	
<input type="checkbox"/> THE GEAR YOU MIGHT WANT AFTER THE US-EUROPE LAPTOP TRAVE...			16 May 17 12:38 ET   CNN   IN-1006TU		  		▾	

## What is considered “video”?

The new website offers two types of video: downloadable and embeddable. Downloadable videos are the videos we have always offered in the old Newssource website under the “See All Videos” link (e.g. the “Oasis” site), and should be downloaded.

With embeddable videos, you will get an embed code that can be used on your digital properties. The video will play in the CNN player with a pre-roll ad already in place. These are the Video Affiliate Network (VAN) videos.

## Can I search by story # / video ID?

Yes, you’ll be able to search by video ID for embeddable videos, and story number for downloadable videos.

## Are the filters sticky?

Filters will remain “on” within your current website session, unless you uncheck them or click the “X” in the top search box. Filters will not remain in place once you log out of the site.

## Are the categories on the left side of the page the same as the ones in the old sites (Newssource/Oasis & VAN)?

To create the new, single destination website, we took the categories that previously lived on the Newssource website for video and Wire articles, along with the VAN website, and combined them into a single set of categories. You may notice slight differences in terminology, plus a couple of new categories, but in general the categories should be very similar to the previous ones.

## What are my sort options?

You have three sort options: Updated Date (most recently updated stories first), Published Date (most recently published stories first), or relevance (results with a higher density of your keyword rendered first).

### **Why am I seeing videos I cannot embed?**

There may be times when you see a story that contains several elements, such as downloadable and embeddable videos and a Wire text story. If your company only licenses downloadable video, you will see that media asset but will not have access to the paired embeddable video and Wire story. If you would like to get access to embeddable videos and/or Wire content, reach out to your Sales Executive for more information.

### **Why am I seeing video I cannot download?**

There may be times when you see a story that contains several elements, such as downloadable and embeddable videos and a Wire text story. If your company only licenses embeddable video, you will see that media asset but will not have access to the downloadable video. If you would like to get access to downloadable videos and/or Wire content, reach out to your Sales Executive for more information.

## **DOWNLOADABLE VIDEO**

### **What is “downloadable video”?**

Downloadable videos are the videos we have always offered in the old Newssource website under the “See All Videos” link (e.g. the “Oasis” site), and should be downloaded.


### **Can I preview these videos?**

Yes, you can preview these videos directly from the search results listing, or you can click into a particular story for more information and metadata about the video.


### **How do I download a single video?**


From the results listing, you can quickly preview and then download the video using the “download” icon on the bottom right of the quick view.


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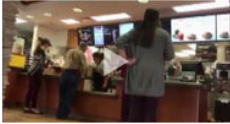
**TX: MAN HANDS OUT \$100 BILLS TO MCDONALD'S WORKERS**  
15 NOV 16 16:12 GMT | KTVT, Cell Phone Video

Media: 







If you want to know more information about the video, you can expand the quick view using the arrow on the far right, which will bring up the expanded view where you can also download the video.




**TX: MAN HANDS OUT \$100 BILLS TO MCDONALD'S WORKERS**  
15 NOV 18 18:12 GMT | KTVT, Cell Phone Video

Media: 



Video



Download

ID:	SE-002TU
Title:	TX: MAN HANDS OUT \$100 BILLS TO MCDONALD'S WORKERS
Description:	
Source:	KTVT, Cell Phone Video
Embargo:	Dallas-Ft. Worth, TX; Third Party Embargo
Footage Type:	DONUT

## What happens after I initiate a download?

The first time you download a video, the system will ask you to specify your preferred format and download location.

All Stories  
Sort by Updated Date Actions...  

Download Options

/Users/foles/Desktop/For Demo

Select Download Location

☐ H264 HD NTSC

☐ H264 HD PAL

☐ HD 1080i NTSC

☐ HD 1080i PAL

☐ SD 16:9 NTSC

☒ SD 16:9 PAL

☐ SD 4:3 NTSC

☐ SD 4:3 PAL

☐ Metadata XML

☐ MP3 Audio Only

WEB READY

☐ WMV9 4:3

☐ WMV9 16:9

☐ FLV8 4:3

☐ FLV8 16:9

Download

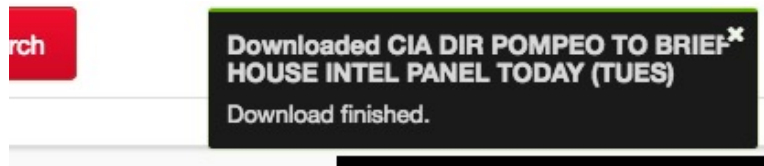
After you select your options, you will see a notice in the upper right corner of your screen that the download is queued.

Search

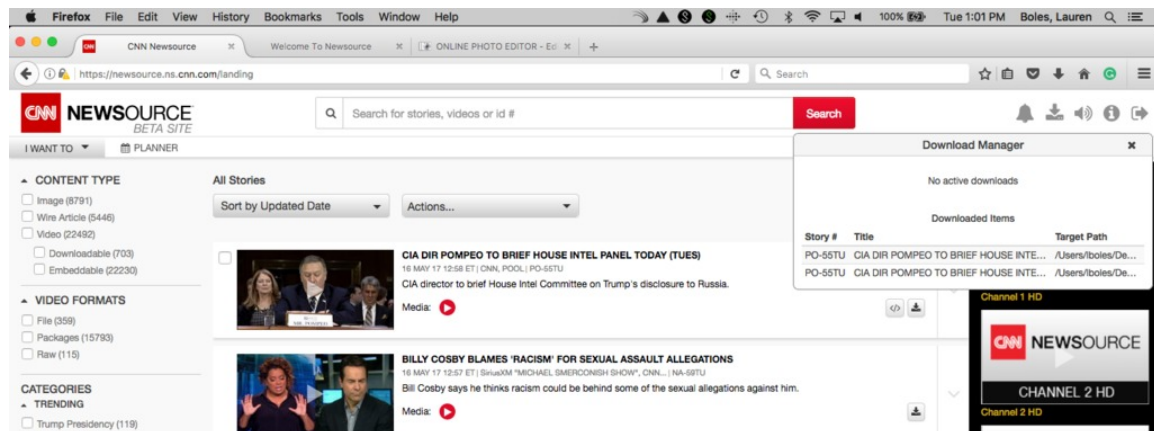
Queued download CIA DIR POMPEO TO BRIEF HOUSE INTEL PANEL TODAY (TUES)

Please wait while other downloads finish and the request is processed.

Once the download is complete, you will see another notification in the upper right that the download is complete.



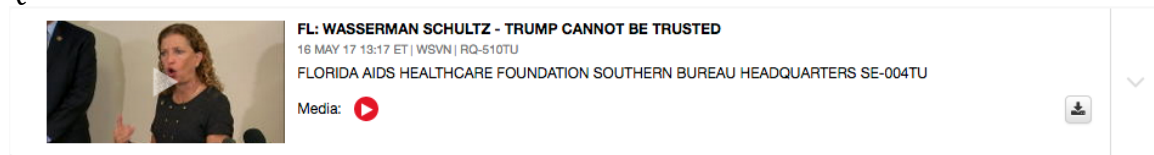
You can also check the status of your downloads in the Download Manager, denoted by the download icon in the upper right part of your screen.



## Will files always download to the same location?

Once you set the location of your first download, the system remembers this location. If you elect to use the one-click download option from the quick view for the search result, the video will download to the file path you previously set.


### Quick view download:




## What if I want to change the download location from my previous choice?


If you would like to change your download location, open the result in the expanded view and click the Download button. This will bring up the screen where you can edit your file path and format.

### Expanded view download:



**TRUMP MEETS W/ TURKISH PRESIDENT, IGNORES QUESTIONS**  
16 MAY 17 13:10 ET | POOL | PO-67TU  
Trump meets with President Erdogan and ignores multiple questions on classified intelligence  
Media: 

Video



**Story Number:** PO-67TU  
**Title:** TRUMP MEETS W/ TURKISH PRESIDENT, IGNORES QUESTIONS  
**Description:** Trump meets with President Erdogan and ignores multiple questions on classified intelligence  
**Source:** POOL  
**Embargo:** NONE  
**Footage Type:** VO/NAT  
**Script:** --SUPERS  
Tuesday  
Washington  
--VIDEO SHOWS

All Stories  
Sort by Updated Date Actions...

Download Options

/Users/boles/Desktop/For Demo Select Download Location

☐ H264 HD NTSC  
☐ H264 HD PAL  
☐ HD 1080i NTSC  
☐ HD 1080i PAL  
☐ SD 16:9 NTSC  
☒ SD 16:9 PAL  
☐ SD 4:3 NTSC  
☐ SD 4:3 PAL


☐ Metadata XML  
☐ MP3 Audio Only  
**WEB READY**  
☐ WMV9 4:3  
☐ WMV9 16:9  
☐ FLV8 4:3  
☐ FLV8 16:9


Download


### How do I download multiple videos?

If all videos will go to the same download location, the easiest and fastest way is to click the download icon on the quick view for each item. You'll see the download progress and history for each in the download manager, denoted by the download icon in the upper right part of the website.

### Quick view download:



**FL: WASSERMAN SCHULTZ - TRUMP CANNOT BE TRUSTED**  
16 MAY 17 13:17 ET | WSVN | RQ-510TU  
FLORIDA AIDS HEALTHCARE FOUNDATION SOUTHERN BUREAU HEADQUARTERS SE-004TU  
Media: 



### NEW! Newsource Portal Users can now set their preferences for Broadcast videos, via our new Preferences Tool.

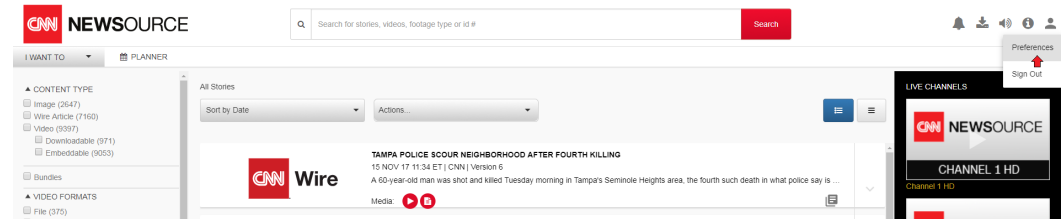
In this tool, the following configurations can be set by the user, and the values will remain sticky throughout the site for the individual user:



- Download action to either download broadcast items instantly or send to the **NEW** Request List
- Preferred Download Location
- Preferred Download Formats

## How to set your Download Preferences:

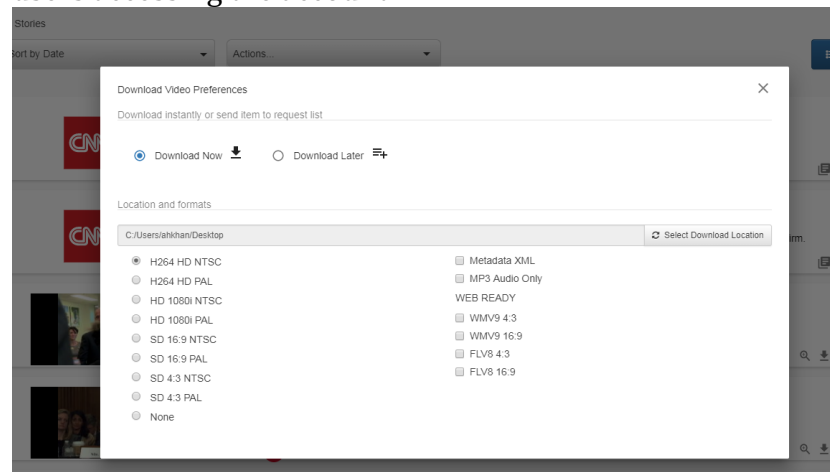
1. Once you log into the Portal, you will notice a Profile icon that is available.
2. Once you click on the Profile Icon, you will see a new option for **"Preferences"**



- 1.
3. Once you are on the "Preferences" page, you can set your following configurations:

1. Default download action for broadcast videos:

1. Either download the item instantly or download later, which sends the item to the request list, which will be available for all users accessing the account



- 2.
2. Default Download Location

1. Set your default download location for broadcast items

3. Default formats you want of the broadcast video(s) you will be downloading

4. **Important Note:**

1. The preferences that you set will not be account based but will be user specific (browser based)

4. Once you have set your preferences, click on the 'X' to close out the modal.
5. As you go about your download workflow, the system will default all downloads with your set preferences in mind for configuration.

6. In the case that a format is not available, then the system will download the next highest available broadcast format.

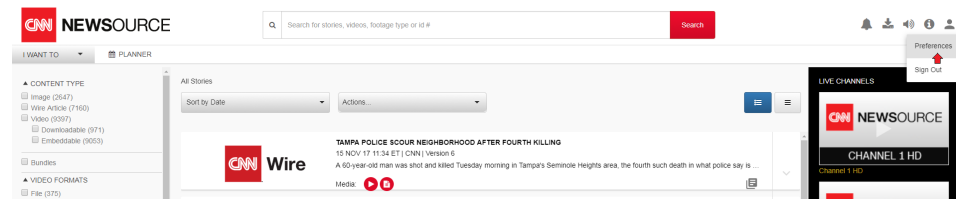
## How to Add Broadcast Video to the Request List (“Download Later” Function)

### What Is the Request List:

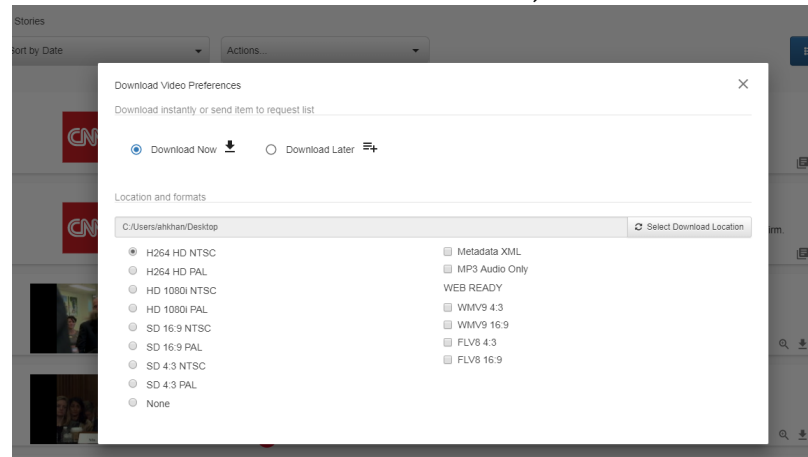
NewsSource Portal affiliates with access to broadcast content will now have be able to send broadcast videos a queue of videos that can be downloaded at a later time

### How to set your Download Preferences:

1. To add broadcast videos to the request list, you will first need to set your Download Video Preferences to have your default download action set as "Download Later".
  1. To do this: Once you log into the Portal, you will notice a Profile icon that is available
  2. Once you click on the Profile icon, you will see a new option for "Preferences"



3. Once you are on the Download Video Preferences page, set your default download action to "Download Later", as seen below:




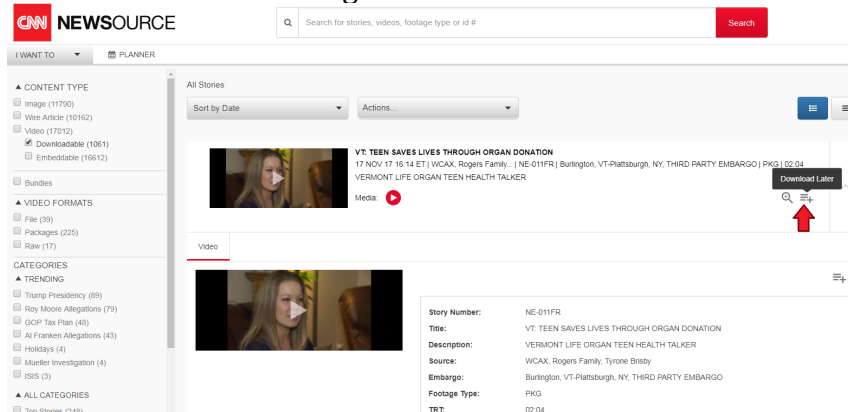
- 1.
2. Please take note that your download icon will now change to the following for adding items to the request list (broadcast



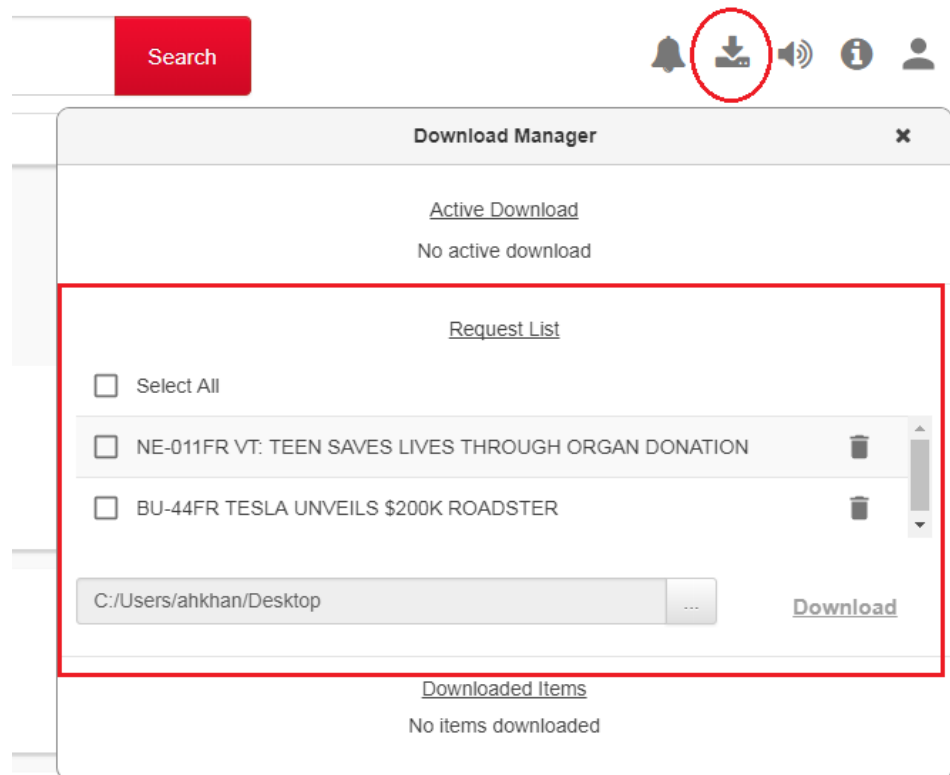
video only):

4. Once you have set your preferences, click on the 'X' to close out the preferences modal.

2. To start sending items to the Request List, simply click on the  icon from a broadcast video to send it to the request list for later download, either by you or another user accessing that same account.

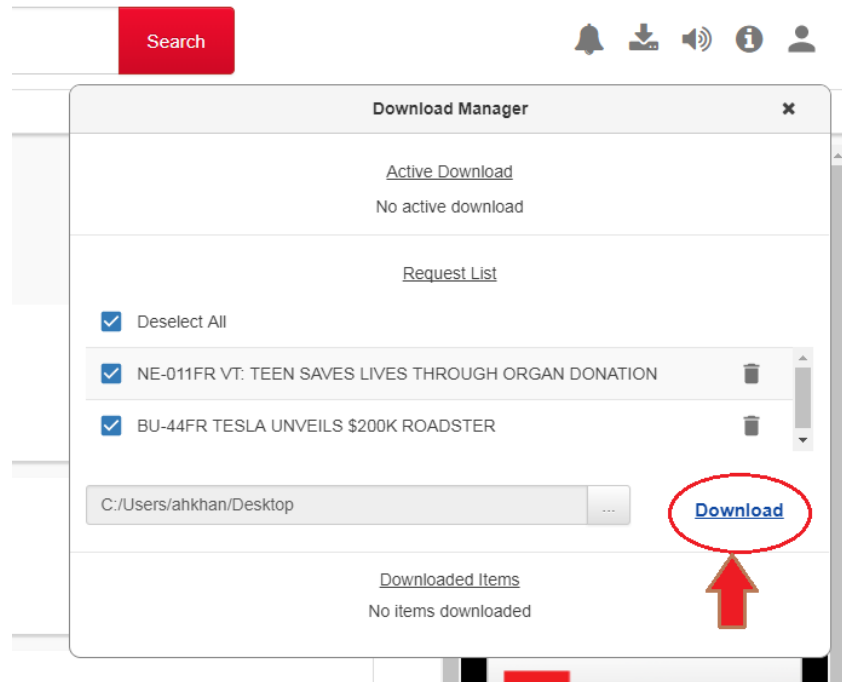


- 1.
2. Once you have sent all the items you would like to have someone in the account download at a later point in time, you can access the request list by opening the Download Manager



- 1.
3. From the download manager, you can select the videos you would like to download to the location that is set.
  1. **Note:** Download functionality is not enabled until you have selected a download location and at least one video has been selected.

2. **Note:** The formats that will download by default, will be the format selections you have set in your Download Preferences.



- 3.
4. **Note:** The videos in the request list will be available for all users accessing the account, until someone from that account downloads the item, then it will no longer be in the request list for that account.

### Can I view my download history?

You can view your download history in the download manager, denoted by the download icon in the upper right portion of your screen. The download manager will retain your download history within your session (i.e. until you log out or close the website).

### Can I specify what types of videos I want?

Yes, you can use the filters on the left to narrow your video search results by type (downloadable or embeddable) and/or format.

### What video formats are available to download?

You can filter on file, raw or packages. Other formats are also searchable, in the search field. For example if you type "Trump SOT" and you will get results of content with "Trump" and "SOT" in the metadata.

### Do I need to reinstall the Signiant app since this is a new website?

If you have previously installed Signiant (as anyone who has used the previous Newsource website has) you should not need to reinstall it. If you are a new affiliate and you have licensed the ability to download videos, you will need to install this app in order to download:

<https://shuttle.support.signiant.com/customer/en/portal/articles/2469753-download-signiant-app>

To download videos, you will need to select the download location the first time you download. After that, the system will remember your selected download path unless you clear your cache.

**I keep getting prompted to download Signiant even though I already have. What should I do?**

For security reasons, browsers change their rules often, so you may get prompted to download the Signiant app even though you already have it on your computer.

First, make sure the Signiant app is running on your computer. On a PC check the task bar on the bottom right corner; on a Mac check the upper right corner of the Menu bar.



Once you have confirmed Signiant is running you will need to accept the app to run in the browser and tell the browser to “allow and remember” to run the app.

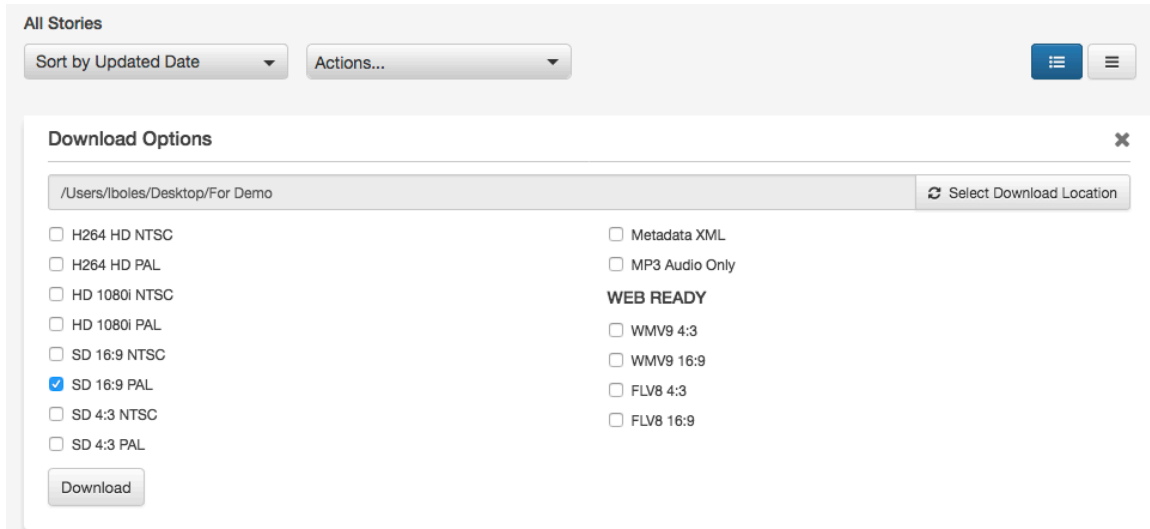
If you are still having trouble with this, call us anytime, 24x7 at 800.272.4004 and we’ll help.

**In my role, I only download videos. I don’t embed videos or do anything else. How can I only view downloadable videos?**

Use the filters on the left side of the site to narrow your search to include only downloadable videos. These filters will remain “sticky” within your session, but once you log out, you will need to re-check the filter.

**Do you still offer web-ready downloadable video?**

Yes, we do offer web-ready downloadable videos. To see if a particular video has a web-ready format, click into the expanded view of your search result, and click the “Download” button to see which formats are available for that video. Note: you must be in the expanded view – you will not see the formats from the quick “download” icon in the quick view.



All Stories

Sort by Updated Date Actions...

Download Options

/Users/Iboles/Desktop/For Demo Select Download Location

- ☐ H264 HD NTSC
- ☐ H264 HD PAL
- ☐ HD 1080i NTSC
- ☐ HD 1080i PAL
- ☐ SD 16:9 NTSC
- ☒ SD 16:9 PAL
- ☐ SD 4:3 NTSC
- ☐ SD 4:3 PAL

Download

- ☐ Metadata XML
- ☐ MP3 Audio Only

**WEB READY**

- ☐ WMV9 4:3
- ☐ WMV9 16:9
- ☐ FLV8 4:3
- ☐ FLV8 16:9

## EMBEDDABLE VIDEO

### What is “embeddable video?”


With embeddable videos, you get an embed code that can be used on your digital properties. The video will play in the CNN player with a pre-roll ad already in place. These are the Video Affiliate Network (VAN) videos.

### Can I preview these videos?

Yes, you can preview these videos directly from the search results listing, or you can click into a particular story for more information and metadata about the video.

### How do I embed a video?


From the results listing, you can quickly preview the video and copy the embed code using the “embed” icon on the bottom right of the quick view.



ADOT: BE SAFE ON ROADS IN NORTHERN AZ THIS WINTER


15 NOV 16 16:16 GMT | KPHO


The high country will certainly get its share of snow this winter and with that in mind, ADOT is getting ready to face the s...


Media:  

If you want to know more information about the video, you can expand the quick view using the arrow on the far right, which will bring up the expanded view where you can also embed the video.


☐



**ADOT: BE SAFE ON ROADS IN NORTHERN AZ THIS WINTER**  
15 NOV 16 16:16 GMT | KPHO  
The high country will certainly get its share of snow this winter and with that in mind, ADOT is getting ready to face the s...  
Media: 



Video



Size  
Autosize (Recommended) ▾  
☒ Autostart


Embed


**ID:** van/batchfeed/2016/11/15/kpho\_e0df3ed0-ab4c-11e6-b98e-ab0a301f45f0  
**Title:** ADOT: Be safe on roads in Northern AZ this winter  
**Description:** The high country will certainly get its share of snow this winter and with that in mind, ADOT is getting ready to face the snowy season. (111516)  
**Source:** KPHO  
**Embargo:** Phoenix, AZ  
**Footage Type:** PACKAGE


### Can I specify the size of the video? And if it auto starts?

Yes. To do so, open the result listing to the expanded view by using the arrow on the far right. Here, you can change both the size and auto-start preferences.


☐



**AIRSTRIKES HIT BESIEGED NEIGHBORHOODS OF EAST ALEPPO**  
15 NOV 16 16:04 GMT | STORYFUL  
Airstrikes resumed on the besieged neighborhoods of east Aleppo on November 15 after weeks of truce, killing at least ...  
Media: 



Video



Size  
Autosize (Recommended) ▾  
☒ Autostart

Embed



**ID:** van/batchfeed/2016/11/15/storyful\_41f17960-ab4b-11e6-b98e-ab0a301f45f0  
**Title:** Airstrikes Hit Besieged Neighborhoods of East Aleppo  
**Description:** Airstrikes resumed on the besieged neighborhoods of east Aleppo on November 15 after weeks of truce, killing at least three people, the UK-based a href="http://www.syriahr.com20161115%D9%85%D8%B2%D9%8A%D8%AF-%D9%85...  
**Source:** STORYFUL  
**Embargo:**  
**Footage Type:** PACKAGE

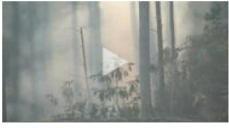

### Can I select multiple videos to embed at once (e.g. create a playlist)?



Yes. To do so, select all videos you would like to include in your “playlist” by checking the boxes to the left of the search results. Then, select “Add to Playlist” in the Actions drop-down box on the top of the search results listing.



Search Results for: wildfire

Sort by Date Actions...

☒  Embed Keyword Feed  
Add to Playlist Tennessee area  
Media: 

☒  **SC: WILDFIRE - MAPLE SPRINGS**  
15 NOV 16 03:18 GMT | WLOS  
While crews are making progress on some of the raging wildfires, the battle is still far from over.  
Media: 

☐  **SC: WILDFIRE- PARTY ROCK**  
15 NOV 16 03:17 GMT | WLOS  
The Party Rock Fire is now at 3,457 acres and remains at 15% contained.  
Media: 

☒  **GOPHER FIRE HOLDS UP TRAFFIC ON SAN DIEGO INTERSTATE**  
15 NOV 16 02:50 GMT | STORYFUL  
A brush fire closed all southbound and northbound lanes on Interstate 15 near San Diego, California, on Sunday, Nove...  
Media: 

You will then see a preferences screen where you can change the order of the videos by drag and drop, and set size and auto-start preferences. As you change these preferences, the embed code will automatically update.

Playlist ✕

Video order:

- TN: COCKE COUNTY WILDFIRE ✕
- SC: WILDFIRE - MAPLE SPRINGS ✕
- Gopher Fire Holds Up Traffic on San Diego Interstate ✕

Size:

Autosize (Recommended)

☒ Autostart

Player embed code: Embed Playlist

```
<script type="text/javascript" src="https://z.cdn.turner.com/cnn/van/resources/scripts/van-widgets.js"></script><div data-cnnvanplaylistwidget data-affiliate="" data-playlist="van/ns-acc/2016/11/14/SE-024MO_CNNA-ST1-1000000003a7ce63|van/ns-acc/2016/11/14/SE-023MO_CNNA-ST1-1000000003a7d08e|van/batchfeed/2016/11/15/storyful_e567c910-aadc-11e6-b98e-ab0a301f45f0" data-size="auto" data-autostart="true" data-rows="1"></div>
```

Finally, click the “Embed Playlist” button on the top right of that screen to copy your embed code.

### Can I create an embeddable video feed that automatically updates?

Yes, you can select a keyword and create a “set it and forget it” video feed. To do so, first enter your search keyword into the search box at the top of the site. Then,



select “Embed Keyword Feed” in the Actions drop-down box on the top of the search results listing. Your embed code will then be copied to your clipboard.

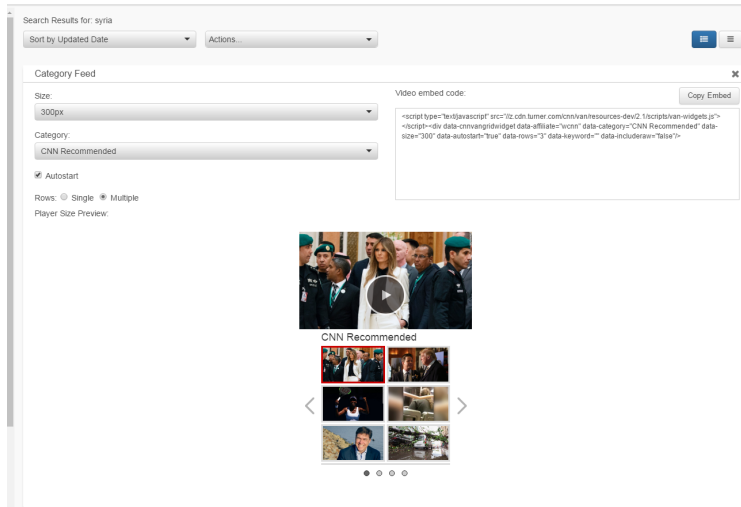
The screenshot shows a search interface with a search bar at the top containing the word "Politics" and a red "Search" button. Below the search bar, the text "Search Results for: Politics" is displayed. A "Sort by Date" dropdown menu is on the left, and an "Actions..." dropdown menu is on the right. The "Actions" menu is open, showing options: "Embed Keyword Feed", "Add to Playlist", and "Media:". Below the menu, three video results are listed. Each result includes a thumbnail image, a title, a timestamp, a source, and a "Media:" button. The first result is titled "OBAMA: GOING TO HAVE TO GUARD AGAINST 'US AND THEM'" and is from "HOST TV". The second result is titled "FILE-BEN CARSON DECLINES A TRUMP ADMINISTRATION POST" and is from "CNN". The third result is titled "OBAMA: GOING TO HAVE TO GUARD AGAINST 'US AND THEM'" and is from "HOST TV".

Thumbnail	Title	Timestamp	Source	Media:
	OBAMA: GOING TO HAVE TO GUARD AGAINST 'US AND THEM'	15 NOV 16 16:22 GMT	HOST TV	
	FILE-BEN CARSON DECLINES A TRUMP ADMINISTRATION POST	15 NOV 16 16:22 GMT	CNN	
	OBAMA: GOING TO HAVE TO GUARD AGAINST 'US AND THEM'	15 NOV 16 16:22 GMT	HOST TV	

### Can I create an embeddable video feed based on a particular category?

Yes. This option is especially useful for some of our more popular categories such as Editor’s Choice, Top Stories, Entertainment, Politics and more. By opting to create a category feed based on Top Stories, you can be sure your audience will always get the newest and most important stories of the day from this feed. Likewise, if you opt to create a category feed based on Editor’s Choice, you’ll get a list of compelling videos for your digital audience, personally curated by CNN Newsource’s expert digital team. Many clients also create category feeds for the section pages of their websites, such as Politics, Nation, Health and Entertainment.

To create a category feed, simply select Category Feed in the Actions drop-down box on the top of the search results listing. You can then select your preferences for the player as shown below.



## What is the difference between a “playlist”, “keyword feed” and “category feed”?


With a “playlist”, you hand select which videos you would like to feed into the player. Some users like this feature because it allows them to control which videos they display in their player. You can select between 2-8 videos in each playlist.

With a “keyword feed”, you enter a search term and then create a feed that will bring videos related to that keyword into the player. Some users like this feature because the videos continually refresh with new additions, so you can “set it and forget it” as you wish.


With a “category feed”, you can select one of the categories on the left side of the NewsSource website and create a continually refreshed list of digital videos on that topic to your audience. Popular choices for category feeds include Top Stories and Editor’s Choice.

## **TEXT & PHOTOS**

### **How do I find Wire articles?**

In your search results, any story with a  symbol contains a Wire article. You can also narrow your search to only Wires by clicking on that filter on the left. Expand the search result by clicking on the arrow to the right or the Wire icon, and you will view and copy the full Wire article.

### **How do I find images?**

In your search results, any story with a  symbol contains at least one image associated with that story. You can also narrow your search to only images by clicking on that filter on the left. Expand the search result by clicking on the arrow to the right or the image icon, and you can view and download the available images.

### **What format are images available in?**

JPEG, 72 DPI

### **How do I download images?**

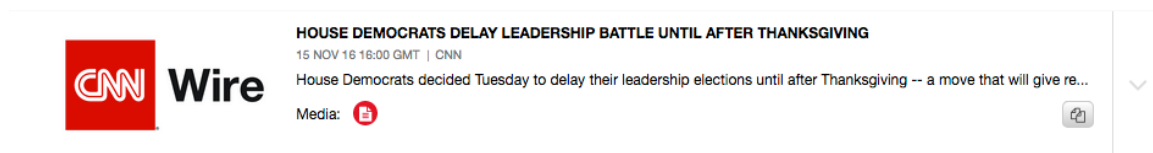
Click into the expanded view for your search result, where you will see all available images for search result. Select the ones you want to download and click the “download” button. The downloaded images will be available in your browser. You will get updates as popups in the upper right corner of the web page.

### **Can I search only for images, like in the old site?**

Yes, simply check “images” in the filter on the upper left side of the site under “Content Type”.

### **How can I publish a Wire article?**

To get a Wire article, you can copy it either using the “copy” icon on the quick view or by clicking into the expanded view and clicking “Copy”.



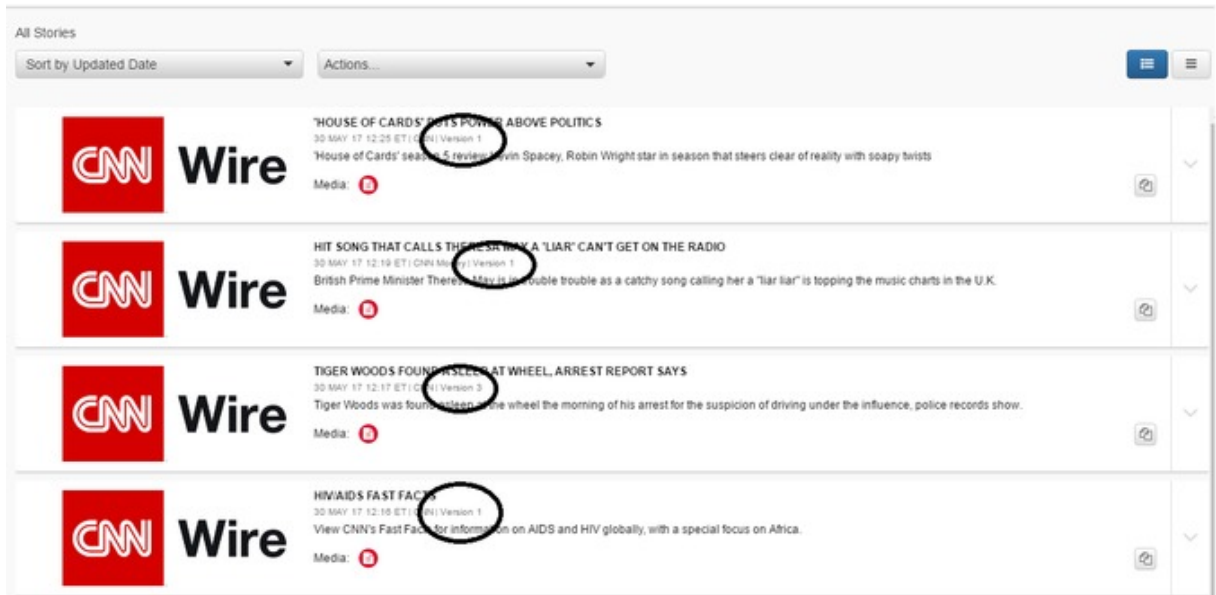
We have enhanced this “copy” feature by preserving the article in rich text, which means the formatting and links will appear intact when you copy them into your system.

### **Can I download multiple images at once?**

You can download all images associated with a single story at one time. Check each image within that story that you want and click the download button. At this point, it’s not yet possible to download multiple images across different stories – those will have to be downloaded separately.

### **How do I know what version of a Wire story I’m viewing?**


The version number for each Wire story is located directly under the headline, after the date, time and source.



## **ONE-CLICK PUBLISHING**


**When a story has both an embeddable video and a Wire article, can I publish them together?**

Yes! This is a new feature of this website based on feedback we received from our clients. Once you locate a story that has both an embeddable video and a Wire story associated with it, click the arrow to the right or the video icon to see the expanded view. Once there, click the “Publish Story” tab, select your preferences for size and auto-start, and click “Embed Story” in the upper right, which will give you a single embed code containing both the video and Wire story. The story will appear with the video on top and the Wire article below it.

☐


**ALL EYES ON KUSHNER**  
 13 NOV 16 17:58 GMT | CNN  
 Maggie Haberman of the New York Times reports on how all eyes are on Trump's son-in-law, Jared Kushner and what r...  
 Media:

Video
Wire Article
Publish Story



Size  
Autosize (Recommended) ▾  
☒ Autostart

Embed Story

**The secret Trump support that helped him win**

13 Nov 16 17:56 GMT  
 By John King, CNN Chief National Correspondent

(CNN) -- Early lessons from the 2016 election. President-elect Donald Trump's "silent" support. Questions surrounding the future role of Trump's son-in-law. And the 2018 factor for red-state Democrats.

It's all a part of this week's "Inside Politics" forecast, where you get tomorrow's news today.

11 Trump's silent army

## Can I publish a photo with a Wire article?

Not yet, but we may add this as an option in the future.

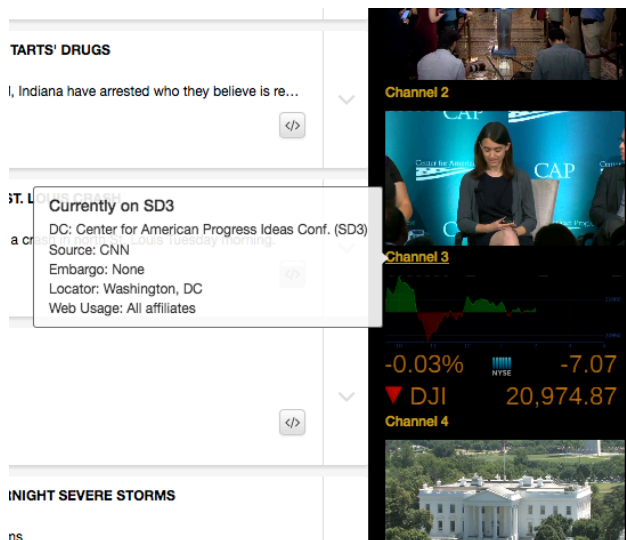
## LIVE CHANNELS

### What's different with the live channels on the new site?

First, they are now together with the rest of the Newsource content we offer – all in one location. And, you can now stream the channels in real-time, so you'll always know what's playing. Click the Play button on the channel(s) you would like to view.

### How can I see what's playing on each channel?

Underneath each channel, there will be a link with the channel name. Hover over that link to see what is currently playing, as well as the source, location, embargos and web usage restrictions.



## Can I stream these live channels on our website?

We are currently testing the ability for our affiliates to stream our live channels inside their own players using a URL we provide. If you are interested in learning more about this option, contact your NewsSource Sales Executive.

## How can I see the schedule for each channel?

You can view the schedule for each live channel by clicking on the “Planner” button in the top left side of the page. To view what’s on the live channels, you can de-select the other types of content in the planner (Packages, Live Shots, and Coverage Plans) by clicking on each. They will turn white. The Live Events will remain yellow and by turning on this filter, you can see the live events schedule for the day. The channel numbers are located immediately after the title of the live event, in parentheses.

May 2017

Su Mo Tu We Th Fr Sa

30 1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31 1 2 3

Today

Packages

Live Shots

Live Events

Coverage Plans

< >

Tuesday, May 16, 2017 ET

Agenda

Day

Date	Time	Event
Tuesday, May 16, 2017	7:41am - 7:41am	NH: Hampton Beach Bump (SD1) LIVE bump of Hampton Beach surfers
	7:42am - 7:42am	Jerusalem: Western Wall Bump (SD3) LIVE bump of the Western Wall
	9:30am - 9:30am	NASDAQ: Opening Bell (HD2 & SD4) Opening bell to begin trading at the NASDAQ.
	9:30am - 9:30am	NYSE: Opening Bell (SD3) Opening bell to begin trading at the New York Stock Exchange
	9:35am - 9:35am	DC: Center for American Progress Ideas Conf. (SD3) The progressive group Center for American Progress holds a day-long conference Tuesday in Georgetown, DC Nancy Pelosi (in the 10a), Susan Rice (in the 10a), Elizabeth Warren (keynote address, 12p), Khizr Khan (2:20p), Cory Booker (closing keynote, appx 4p)
	11:30am - 11:30am	DC: Dema/Opioid Crisis Press Conf. (SD5) Senators from States Hit Hardest by Opioid Epidemic to Hold Press Conference on Disastrous Impact Healthcare Repeal Would Have on the Fight to Curb Opioid Epidemic WHO: U.S. Senators Jeanne Shaheen (D-NH), Sheldon Whitehouse (D-R), Joe Manchin (D-WV), Tammy Baldwin (D-WI), Edward Markey (D-MA), and Maggie Hassan (D-NH)
	11:30am - 11:30am	DC: White House Briefing/McMaster (HD2 & SD2) Press Briefing with National Security Advisor H. McMaster
	12:30pm - 12:30pm	DC: Trump/Erdogan Welcome (HD1 & SD1) THE PRESIDENT welcomes President Recep Tayyip Erdogan of Turkey
	1:00pm - 1:00pm	DC: Trump/Erdogan Joint Statements (HD1 & SD1) The President gives joint statements with President Erdogan
	1:00pm - 1:00pm	NYSE: Big Board (SD4) Live look at the New York Stock Exchange's Big Board

### **Can I play each channel at the same time?**

Yes, you can now play the live channel feeds on your desktop. The audio from the stream can be controlled on each channel's player.

You can play all the channels at once; however you should note that playing multiple channels at once may impact the performance of your computer. This will depend on the available bandwidth and the processor on your computer. Also, if your internal firewall is set to disallow streaming, you may not be able to stream the channels.

### **One of the channels looks like it's timed out?**

This may be due to us switching the channel. Please notify us using the contact info in the Help section if it persists.

### **PLANNING TOOL / ALERTS / BOOK LIVE SHOTS / BOOK TRANSMISSIONS / REQUEST ARCHIVE VIDEO**

#### **What is this Planner in the upper left?**

The planner is a way for you to see what Newsource is planning to cover on any given day. This is the same information that's available in the "Calendar" view of the old Newsource website.

#### **What can I do on the Planner?**

You can see all the relevant information associated with each coverage item by simply hovering over the title. We'll display everything you need to know about the event, including the description, channel, coverage times and booking times.

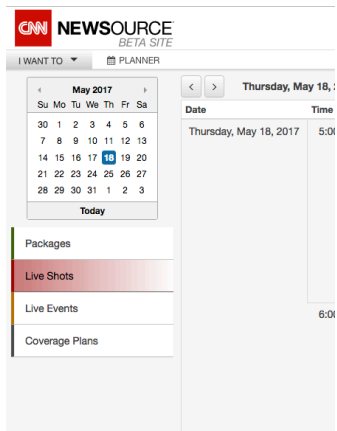
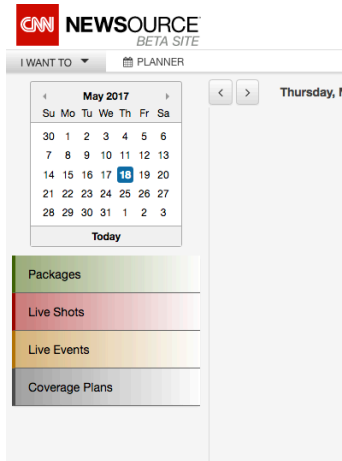
#### **What is "day view" and "agenda view" in the Planner?**

"Day view" shows you all coverage items in an Outlook-style calendar format. "Agenda view" shows you coverage in a list format, in order from most recent items. On heavy coverage days, the "day view" may look crowded with items; if that is the case, the "agenda view" will offer a better view into that day's coverage, or you may opt to de-select a couple of categories using the filters on the left, which should also give you a cleaner view.

#### **Can I filter types of events on the planner?**

Yes, you can select which types of coverage items you'd like to see in the planner by clicking on the one or more of the four categories on the left. The default state is for

the Planner to show all four categories, but if you click on “Coverage Plans”, “Live Events”, and “Packages”, you are de-selecting them, and the Planner will only show you “Live Shots” (which is the only category that will still be in color). See screen grabs below – the first is with all categories “on”, the second is with only “Live Shots” on.

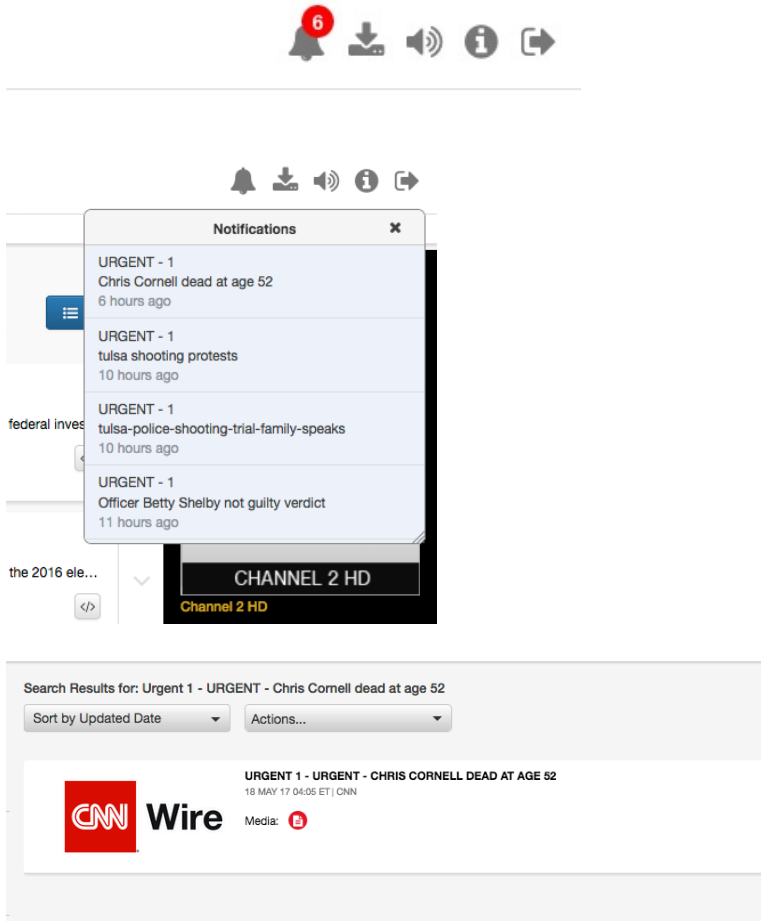


## Does the system provide alerts?

Yes, Wire clients can view the Alerts icon (a bell at the top right), which will show a red circle with the # of alerts in it (similar to Facebook). If you click on the bell, you will see all alerts available to you. If you click on a particular item, the system will bring you to that particular story.

Initially, alerts are available to Wire clients for Urgent stories, but we plan to expand the alerts functionality out to other items in the near future, in addition to the Wire alerts.





### **Can I still book live shots on the new site?**

To book live shots starting on the new website, you would click on the “I Want To” drop-down in the upper left section of the site. Select “Book a Live Shot”. This will open a new browser window where you can view available times and book your shot.

### **Can I book satellite time?**

To book live satellite time from the new website, you would click on the “I Want To” drop-down in the upper left section of the site. Select “Book Satellite Time”. This will open a new browser window where you can book your time.

### **How do I request archive video?**

To request archive video from the new website, you would click on the “I Want To” drop-down in the upper left section of the site. Select “Request Archived Video”. This will open a new browser window, taking you to the page where you can request video.

## UPLOADING CONTENT

### How do I upload video that the CNN newsroom has requested?

You can find the video upload form under the “I Want To” drop-down in the upper left part of the website. Click on “Contribute Stories”, which will take you to a form where, depending on your license, you may see several options. The first option is “Send Video to CNN”. This is typically used when the CNN desk has requested video from an affiliate. The second option is “Directly Syndicate My Digital Video”. This is typically used when an affiliate would like to directly syndicate a digital video on the CNN Video Affiliate Network (VAN). The last option is “Send Wire Story”, where Wire affiliates may directly send text stories to the CNN Wire.

The screenshot displays the CNN NewsSource BETA SITE interface. At the top, the CNN logo and 'NEWSOURCE BETA SITE' are visible. Below the header, there are two tabs: 'I WANT TO' and 'PLANNER'. The 'I WANT TO' dropdown menu is open, showing options: 'Contribute Stories', 'Request Archived Video', 'Request Custom Tags', 'Book a Live Shot', and 'Request Satellite Space'. The 'Contribute Stories' option is selected. To the right of the dropdown, there are buttons for 'All Stories' and 'Sort'. Below the dropdown, there is a checkbox labeled 'File (371)'. The main content area shows the 'Send Video to CNN' option selected under the 'I WANT TO' tab. The form includes fields for 'STORY DETAILS' (Slug\*, Date Shot\*, Synopsis, Restrictions, Script), 'Video Source(s)\*', 'Location Shot', and 'CONTACT INFORMATION' (Name\*, Phone\*, Email\*). There is also an 'Upload File\*' section with a 'Select File' button and a note 'Select a video to upload.'

**I have a video that I would like to syndicate on the Video Affiliate Network. Can I directly upload it for syndication?**

Yes. Go to “I Want To” drop-down, select “Contribute Stories” and click on the “Directly Syndicate My Digital Video” tab.

**How do I send a story to the CNN Wire?**

Go to “I Want To” drop-down, select “Contribute Stories” and click on the “Send Wire Story” tab.

**Can I send photos directly via the new website?**

Not yet, but we plan to add this functionality soon.