



THE NATIONAL ACADEMY OF TELEVISION ARTS & SCIENCES
OHIO VALLEY CHAPTER



Emmy® Express FAQ

What is Emmy® Express?

Emmy® Express is our online entry solution designed to make the entry process as easy as possible. The entire takes about 5 – 10 minutes per entry. To submit more than one entry, simply repeat the process and at the end, be sure to choose your payment option. ***NEW THIS YEAR:** In addition to completing the “paperwork” part of the entry process online, all entrants will be required to upload their video entries to Emmy® Express for online judging. You can access both sections of Emmy® Express through the NATAS Ohio Valley website, www.ohiovalleyemmy.org

What is the Emmy® Express dashboard and should I use it?

The dashboard is a feature that allows a designated ‘**administrator**’ to review, change, approve and pay for their company’s entries. You access this through a different URL than the one posted on our website – and you will be given a unique user id and password.

The dashboard is an option for companies/groups with a large number of entries. While it’s not necessary if one person is submitting all entry information, the Dashboard can come in handy if you want to allow individual entrants to submit the information but the company would like the ability to review, change, approve and pay for specific entries.

If you would like to utilize this feature, please contact Cherie Housley, NATAS Ohio Valley Emmy® Awards Administrator (chousley@ohiovalleyemmy.org) for administrator instructions.

Do I have to be a member to use Emmy® Express?

No, you do not have to be a member, but you must register to use Emmy® Express if you are not already in our online database. The log in process is a security feature. It also allows entry information to be saved if you decide you need to finish at a later time.

What information do I need to log in to Emmy® Express?

Current members can use either their member number or their email address and their membership password to log in. Those individuals who may have been members sometime over the past 2-3 years, but have not renewed their memberships should also be in the database and can use their ‘member’ number or email address and password to log in. If you aren’t already in our database, you can either become a member or just sign up as a registered user by clicking on the appropriate link. ***NOTE: Use EITHER your member # or your email address to log in – not both.** Also, if using your email address it must exactly match what is in our database. If you think you should have an Emmy® Express account but are not able to log in, contact the chapter before creating a new member record. We can confirm whether or not you are in the database and can then verify your log in info.

When I log in I’m seeing someone else’s information. Why?

Click on the red “CLEAR SESSION” link in the resources column on the left side of the Emmy® Express log in page. This should clear out the other person’s info and allow you to sign in to your account. Be sure to “log out” of your account when you are finished.

Do I have to be a member to submit an Entry?

You do not have to be a member of NATAS Ohio Valley; however if you would like to receive the discounted member entry fee you can become a member immediately by clicking the membership link on the left side of the EMMY® Express page at any point during the entry process. Once you have filled out the member information you will receive member entry rates.



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Why am I not receiving the member rate?

Is your membership expired? If you paid your member dues when submitting entries last year, your membership expired 9/1/2011. You'll need to renew your membership (use the "RENEW Membership" link in the left hand column in EMMY® Express).

Why is it rejecting the date I put in?

Make sure you have dashes (-) between the numbers, not slashes (/)

Who is the "Submitter Contact" on the entry?

This is the person who is submitting entries (i.e. completing the online entry forms) on behalf of the station, company or entrant. This is the first person we will contact if we have any questions or require additional information regarding the entry. This person may or may not also be listed as an "entrant" as well.

What if I make a mistake? Can I go back and edit my entry?

You may go back and edit your entry up until the deadline of midnight, March 12, 2012. *To make updates/changes use the link e-mailed to you with your confirmation.*

After 3/12/12 all changes need to be made through the administrator, chousley@ohiovalleyemmy.org and may incur a processing charge.

What information do I need to have to make an entry in Emmy® Express?

- Title of Entry
- Category
- Submitting Organization
- Length: hour/minutes/seconds
- Producing Organization
- First Air Date (MM-DD-YYYY)
- Station First Aired or URL if the material was distributed via internet
- Entry Summary Description/Precis (optional)
- Entrant Info (for each entrant)
 - Email Address – OR - Member Number & Last Name
 - Entrant's role for the entry
- For Non-Member entrants who are also not registered users of Emmy® Express, you'll also need the following (member & Emmy® Express registered user info will be filled in automatically)
 - Email address & role for the entry (as noted above)
 - Entrant's Name (*required*)
 - Phone Number & Address (*optional*)
- Credit Card information (if paying by credit card)
- Account name that will appear on check (if paying by check)

What forms of payment are accepted by NATAS Ohio Valley?

Credit card is the preferred online method, but check, purchase orders and money orders are also accepted.

If you are paying with a purchase order or money order. Please paperclip your payment to your invoice and send it to: NATAS Ohio Valley Chapter, PO Box 24796, Dayton, Ohio 45424. DO NOT STAPLE your payment to the invoice.



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If I have more than one entry can I pay for them all at the same time?

Yes, when you get to the “View Invoice” step prior to paying for your entry, there will be an option to “Add Another Entry.” You can also come back to Emmy® Express at a later time to add additional entries. Just log in to your account and click on the “Add Entry” link on the left side of the page.

Can I pay for part of the entry by check and the rest by credit card?

Yes. EMMY® Express now has very flexible payment options. This allows multiple individuals to pay for a single entry or multiple entries using whichever payment methods each prefers. Be sure to include a printed copy of your EMMY® Express payment receipt and any checks with your entries.

How do I redeem my appreciation certificates?

Select the “Submit Multiple Payment” option during the payment part of the process. Indicate which entry fees you’ll be paying for. Type in the amount you’ll be paying toward each fee – be sure to subtract the amount of your certificate(s). Click on “Calculate Total” to confirm the invoice total. Your invoice will show a BALANCE DUE after your payment has been submitted. To zero out the balance, send an email to chousley@ohiovalleyemmy.org with the invoice number (or the entry title and category, the name on the certificate(s) and the office code indicated on the certificate(s). Please put “Redeem Certificate” in the subject header for the email. You’ll receive a confirmation when the invoice has been cleared. If your certificate is not valid, you’ll be asked to pay the balance due on the invoice.

Will I receive a confirmation?

Yes, an entry confirmation email is automatically sent to each person listed on the entry. The email provides links to: modify the entry, print the entry form and labels and pay entry fees. In addition, “Payment Request” emails with a payment link are sent to each person on the entry if you select the “Multiple Payment” option. (*NOTE: Anytime someone makes a partial payment on an entry, a “Payment Request” email is sent. If you have already paid your entry fees for that invoice, you can ignore the additional emails. We hope to find a better solution to this automatic notice part of the process in the near future.)

How do I upload my video?

Detailed instructions including accepted file formats, recommended encoding guidelines and step-by-step instructions for the upload process can be found on the chapter’s website and through links in the resources column on the left side of the Emmy® Express entry and video upload pages. You can access the video upload page at this link: http://emmyexpress.com/video_upload.php?c=19

If you have any questions about the submission process please contact

Emmy® Awards Administrator:

Cherie Housley ~ chousley@ohiovalleyemmy.org ~ 937-233-3303

- or -

Chapter Administrator:

Dionne Miller ~ dmiller@ohiovalleyemmy.org ~ 802-578-7104