USC Thornton
School of Music

IMPORTANT NOTE: *USC Thornton offices will be closed for the Thanksgiving break from November 27 – December 1. We **strongly recommend** that you plan to begin the SlideRoom uploading process well before our office closes for the Thanksgiving break. The Thornton Office of Admission will be available for application support until 5pm PT on Tuesday, November 26. SlideRoom Tech Support is only available Monday - Friday, 6AM-3PM PT (hours may vary on holidays). SlideRoom Technical support will not be available on December 1. Please plan accordingly.*

What size should my media files be (video, audio, documents)?

Your video must be less than **500 MB** in size; your audio file needs to be less than **30 MB** in size; and your documents must be less than **10 MB**. So long as you meet the size requirement and have a video that is in the proper format, our system will process the video to fit the SlideRoom software. For further help with compression, please see below.

What types of media files can I upload to my Thornton SlideRoom portfolio?

The file types below are optimized for viewing in a browser, so they will look the best in your SlideRoom portfolio.

- Images: .jpg, .jpeg, .png, .gif, .tif, .tiff, .bmp, .tga
- Videos: .m4v, .mov, .mp4, .wmv, .flv, .asf, .mpeg, .mpg, .mkv
- Audio: .mp3, .wma, .ogg, .flac
- Documents: .pdf

We do not accept the following file types*: .xls, .zip, .ppt, .pptx, .doc, .docx, Google docs. We do not accept <u>any</u> links for required media submissions, including YouTube and Dropbox links.*

How do I resize my video to fit SlideRoom's restrictions?

Each video clip must be under **500MB** to upload into SlideRoom. It must be saved as .mov, .flv, .mp4, .m4v or .wmv.

If you do not have access to video production software or do not wish to use it, you can use a variety of free tools found online. One such tool that we've found to work well is Handbrake. Open your file in Handbrake, and you'll easily be able to choose another file format (we recommend trying mpeg-4 first) and adjust the quality (which will help reduce the file size further if needed).

Before uploading to SlideRoom, always check your resized video to ensure that it plays properly from start to finish. If your recording is choppy or incorrectly truncated as a result of the resizing process, you may need to divide your recording into smaller segments. For example, instead of including all movements from a multi-movement work in one file, you may need to upload each movement as a separate file. If your media meets the file type and file size requirements, but still isn't uploading, reach out to SlideRoom Support at support@slideroom.com. If you require more media uploads than are allowed, please call the USC Thornton Office of Admission at (213)740-8986 (M-F, 9AM – 5PM PT).

Why am I getting a file extension error?

SlideRoom does not accept files that have invalid characters in their filenames. These characters are ? " | < >. If your file contains any of these characters, you will receive an error. If your file does not have an extension, you will also receive an error that will stop you from uploading.

Note: *Adding the wrong file extension will lead to a processing error or to the file being unusable by the organization. If you are uncertain about the proper file extension, open the file in the software that created it and save or export a new file so that it has the proper extension.*