FAQs

What is ClickView?
How does it work and how do I use it?

What is ClickView?
ClickView is an online video platform for educational videos. CGGS has a ClickView Library of over 14,000 videos, and more are added nearly every day.

I've never used ClickView before. Do I have a ClickView account?
Yes! Anyone with a CGGS email address can log in to ClickView Online using their Single Sign On details and an account will automatically be created if there is not already one attached to their email address.

Can I watch ClickView videos at home?
Yes! Just log in with your Single Sign-On details.

How are videos added to ClickView?
Videos are added to our ClickView Libraries in a number of ways:

1. Many videos are recorded from free-to-air television via ClickView TV, then edited by the Library Media Assistant to remove ads. These videos can be found in our School Library.

2. Some videos are added from ClickView Exchange (see below). These videos also appear in our School Library

3. Some videos are supplied to us by ClickView. These are the videos that appear in our Primary Library and Secondary Library

Can you add a video to our ClickView Library for me?
Yes, if the program was broadcast on free-to-air television recently (within the last 2-4 weeks), or if it is available on ClickView Exchange (see below). Otherwise, we will need to arrange an alternative option, such as purchasing a DVD for the Library’s AV collection.
**Can we record Foxtel programs on ClickView?**
Not exactly, but we can request that ClickView record a Foxtel program for us, as long as we are able to provide a few days’ advance notice. Please note that Foxtel programs can only be requested one at a time, and may take up to seven days to become available.

**What is ClickView Exchange?**
ClickView Exchange is a sharing platform where ClickView users from all over Australia can share videos from their own School Libraries. Teachers are able to access ClickView Exchange videos directly, but students cannot. If a student needs to access a ClickView Exchange video, you must either share a link with the student, or request that the video be added to our **School Library**.

**How do I add a video from ClickView Exchange to our School Library so that students can see it?**
From the video viewing screen, click on the option below the video that says ‘More’ and select ‘Add to your Library’ from the menu that drops down. When prompted to select a folder, choose the first option, ‘AAA New Videos’. The Library Media Assistant will then receive notification that a video has been requested, and you will receive a confirmation email when it has been added. You can also use the ‘Options’ menu on the search screen.

**How do I create a playlist?**
First, navigate to the ‘Playlists’ tab at the top of the page. From here, click on the orange ‘Create playlist’ button and type in a name for your playlist. To add videos to a playlist, find a video that you would like to add and from the search screen, click on the ‘Options’ button beside the video, then click on ‘Add to playlist’ and select the appropriate playlist. You can also add a video that you are already viewing – just click on the ‘+ Add to a playlist’ option below the video.
How do I share links to ClickView videos?
Sharing links is very straightforward. Just find the video that you would like to share, then beside the video, click on the ‘Share’ button. A box will then pop up with a link that you can copy and paste or email.

You can also share links to playlists (see above). Just navigate to the ‘Playlists’ page, then click on the ‘Share’ button beside the playlist that you would like to share. **Note:** Make sure that all content on your playlist is age appropriate for your students, as sharing a playlist overrides video ratings.

Can I embed ClickView videos to my Canvas page?
Yes! Just click the ‘Share’ button beside the video that you would like to embed, then copy and paste the embed code to the relevant section of your Canvas page.
Common problems

- **I need videos on a certain topic for an assignment, and I can’t find anything on ClickView! Can you help?**
  Definitely! We can perform a more comprehensive search and compile a playlist, but in the short-term, be sure to search ClickView Exchange – this will yield far more results than just searching the local Library.

- **This video that I found on ClickView has ads in it! What do I do?**
  If you found the video in the ClickView TV section of ClickView Online, it has only recently been broadcast, and has therefore not yet been edited. You can request an ad-free version from ClickView, which will appear in your Workspace within a couple of days, but it would be best to ask the Library Media Assistant to edit the video for you, as this will make the process quicker, and also ensure that the video becomes available in our School Library so that all users can see it. If the video with ads was not from ClickView TV but from one of our Libraries or from ClickView Exchange, notify the Library Media Assistant so that it can be edited.

- **Why is the quality of this video so poor? What can we do?**
  Some of the videos in our ClickView Library and on the Exchange are poor quality because they are digitisations of old videocassettes. This is only done when video content is no longer available in any other format (commercial DVD, digital download, TV broadcast, etc.) We can check the Exchange for alternate versions and we can attempt to purchase a DVD copy of the program, but unfortunately in some cases, VHS-quality recordings are the only versions that exist. However, we can help you to source an alternative program, if you would like.

- **This video has way too many chapter breaks and the tiny pauses are driving me crazy!**
  If you encounter this problem, please send an email to SS Library with the title of the video in question. It should be possible for the Library Media Assistant to remove the pauses by merging the chapters.
Copyright advice

There's a video that I'd like to use, which isn't available on ClickView, but I found it on YouTube! Can I use the YouTube video with my class?

Sometimes, but it is much better to use a video from another source. It would be best to contact the Library Media Assistant to double-check ClickView and perhaps arrange the purchase of a commercial DVD for the Library's AV collection. If the video in question cannot be readily obtained from another source, you could consider using a YouTube video, but you must exercise caution. You cannot use YouTube content that is likely to be copyright infringing, including any content uploaded to YouTube by any person other than its copyright holder, which excludes a large amount of the content available on YouTube. If in doubt, check the YouTube channel name - if the channel is named after the creator of the material and verified, it is probably safe to use the content, but if the channel has a name like 'fredlovesinfringingcopyright' then it is probably not! See the copyright page for more information.

I have this DVD/video cassette/YouTube video that I want to use. Can you add it to ClickView?

No, as making copies of copyright material is illegal. DVDs are fitted with TPMs (technological protection measures) and bypassing TPMs to make copyright-infringing copies of video material is a very serious crime. The only scenario in which we are able to add non-Screenrights copyright material to ClickView is if the material is no longer commercially available at all (regardless of cost), or if we have written permission from the copyright holder (usually the individual or corporation who originally created the material). See the copyright page for more information.

Further help

I'm still not sure. Where can I get more help?

ClickView has a number of helpful resources available, including free training resources and the ClickView Training Channel on the Exchange. You can also email SS Library with any question, or contact the Library Media Assistant directly on Ext. 361. We are always happy to help 😊