FAQs

- 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.

- 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.

- 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 to everyone in our local ClickView Library. If the video with ads was not from ClickView TV but from the local Library or ClickView Exchange, notify the Library Media Assistant so that it can be edited.

- I can’t get this video to play using ClickView Player on my desktop! What’s wrong?
  With the development of the ClickView Online Player, the ClickView Player software was made obsolete and is no longer supported, so it doesn’t work very well anymore. Try accessing the video on ClickView Online.

- I found a great video on ClickView the other day, but now when I search for it, it doesn’t come up! What’s going on?
  You may be searching in the wrong section of ClickView. Make sure that you search both the local Library and ClickView Exchange, and be aware that you will always get a lot more results when searching ClickView Exchange.

- I need videos on a certain topic for an assignment, and there is almost nothing 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.
There was this great program that was on TV, but I missed it! Can you add it to ClickView?
Yes! As long as it was broadcast within the last two weeks, we should be able to add it to our ClickView Library.

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 once at a time, and may take up to seven days to become available.

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.