



**RAI T3 platform
user guide
for file delivery**

V2.2



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1 Description

This manual is intended to illustrate the procedure to deliver products to RAI via file.

The procedure involves three different steps each of which a specific web tool has been developed for:

- **“Media Info Online”**: Useful tool to check the correct delivery format;
- **“T3 Media Factory”** Tool needed for the logical association of the product to the RAI contract;
- **“MediaShuttle”**: Tool needed to send the file.

2 Technical requirements

To access the portals described in this document, the Google Chrome browser must be installed on:

- PC with Windows 7 or newer;
or
- MacOS High Sierra or newer

3 Access to T3 Media Factory platform

Go to <http://www.servizioprodtv.rai.it/t3> using Google Chrome and log in with the credentials provided by RAI.

NB: use the complete web address, including the text following the "/" character (<http://www.servizioprodtv.rai.it/t3>)

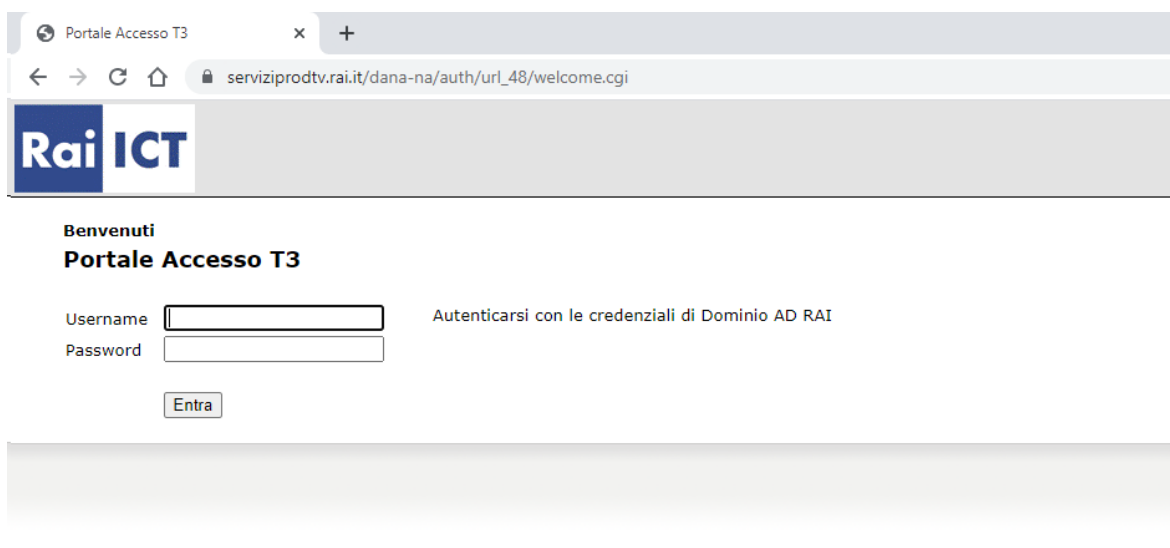


Figure 1 – Login

Once you have entered your login credentials, the welcome page will show links to two of the tools mentioned in paragraph 1: T3 Media Factory (T3) and Media Info Online.

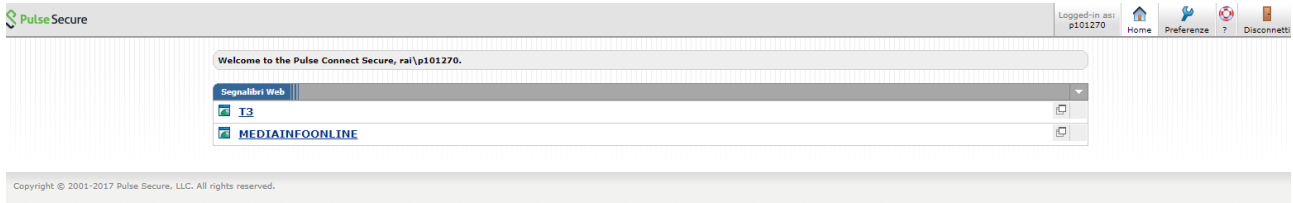


Figure 2 – Welcome page

3.1 Changing Password

After the first access with the credentials provided by RAI it is necessary to change the assigned password. After logging in, click the “Preferenze” button at the top right.

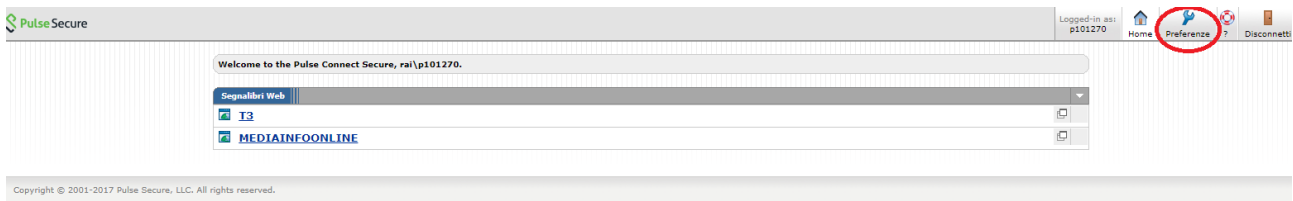


Figure 3 - Click the Preferences button

Through the following screen you will be able to configure some graphical interface settings.

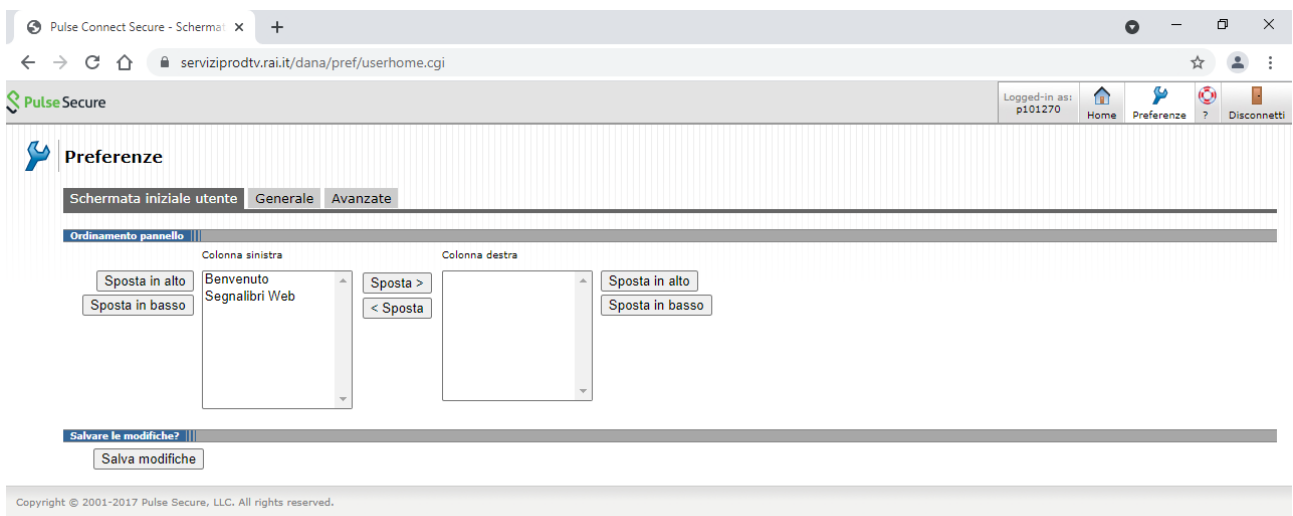


Figure 4 - Preferences

To change the password go to the “Generale” tab and insert the old password in the first box (*Password precedente*) and the new password on the other ones (*Nuova Password & Conferma Password*).

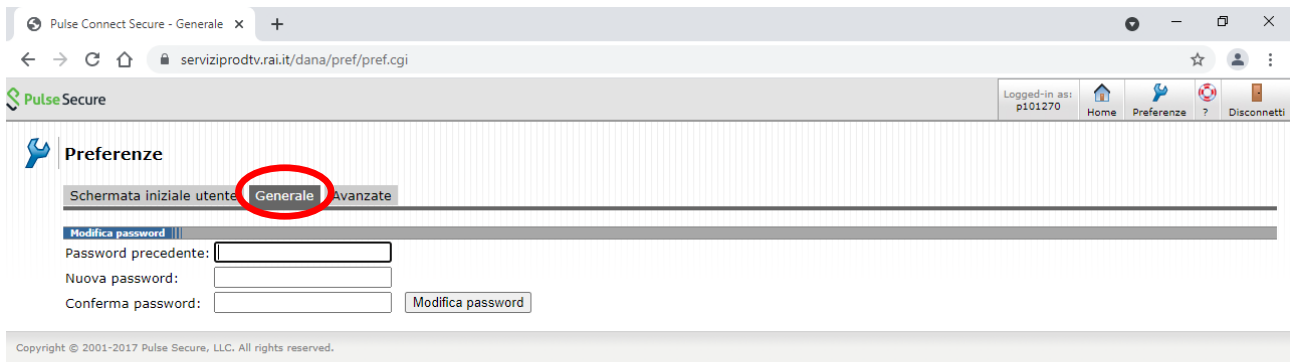


Figure 5 – Password change

NB: For security reasons the password has a duration of 90 days, therefore it is necessary to repeat this procedure before expiring.

Warning: it is not possible to change the password after the expiration date, therefore it is strongly recommended to change it a few days in advance.

Warning: system does not provide information on the remaining duration of the current password, therefore it is advisable to make a note of it by yourself.

3.2 Format validation

Before sending the file, it is possible to check its compliance with the technical specifications¹ through the web tool “Media Info Online”.

From the portal <http://www.serviziprodtv.rai.it/t3> select the MEDIAINFOONLINE link to display the screen in Figure 6.

At this point, simply drag the file into the grey area shown in the figure to start the analysis.

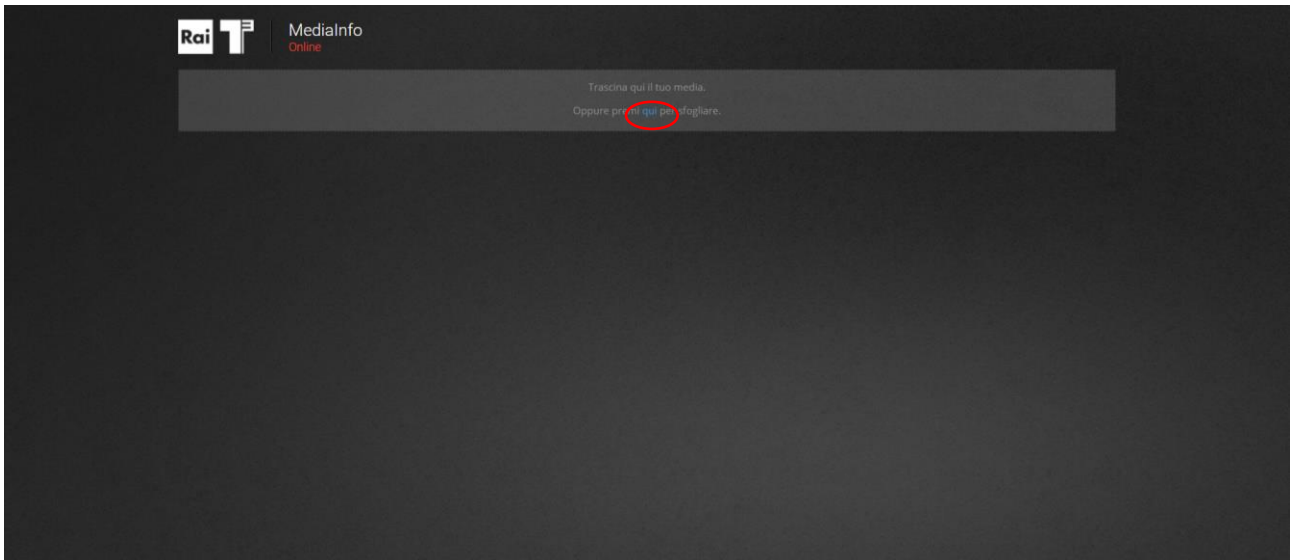


Figure 6 – Mediainfo main page

Figure 7 shows the result of the analysis of a file that does not comply with the specifications for both the video and audio formats.

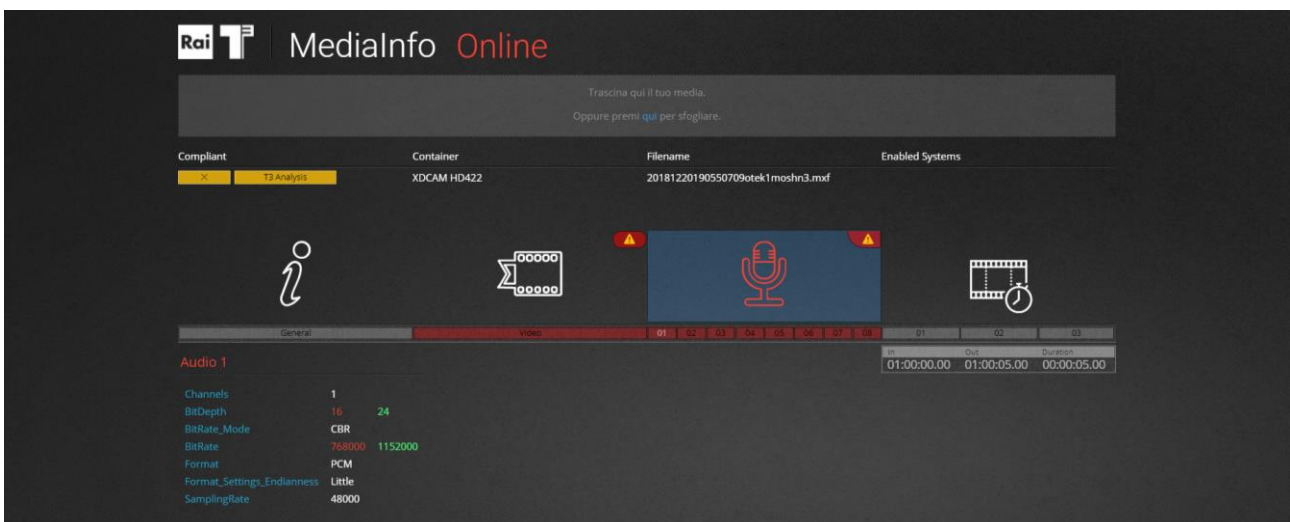


Figure 7 - File does not comply with RAI technical specifications

¹ RAI technical specifications can be downloaded from the website www.qualitaepianificazione.rai.it

Figure 8 shows the result of the analysis of a file compliant with RAI technical specifications.

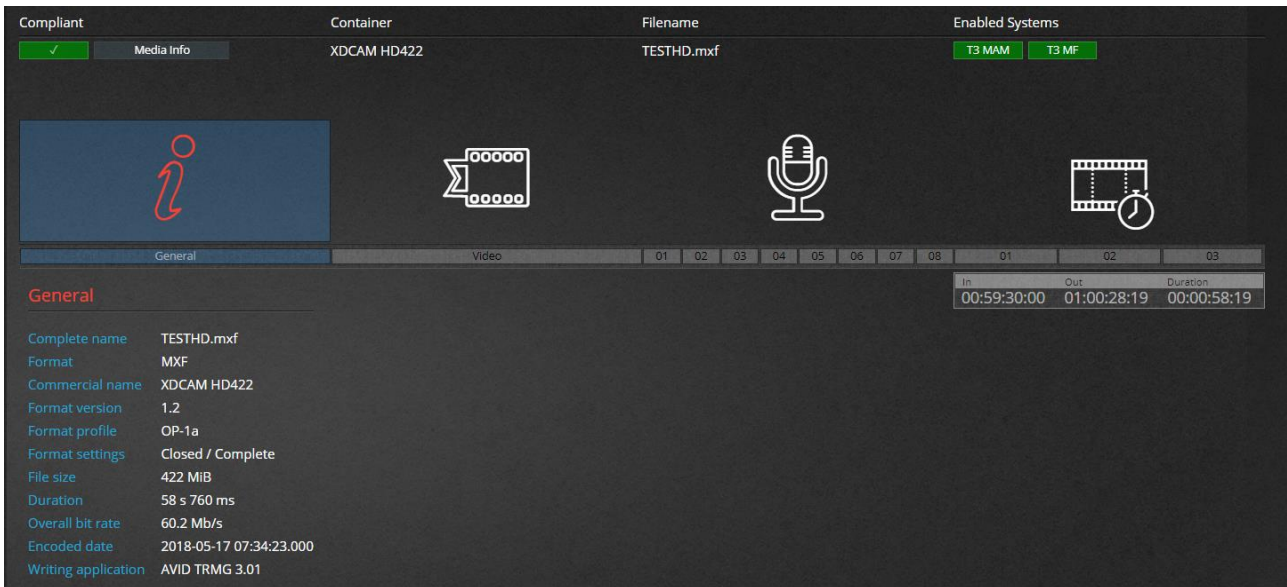


Figure 8 - File compliant with RAI technical specifications

If the analysis reports that the file is compliant, it is possible to proceed with the delivery. The next paragraphs describe all the steps necessary to complete this operation.

Warning: Media Info Online can detect most of the incompatibilities of the analyzed material with respect to the standards required by RAI, but it must not be considered an exhaustive tool.

3.3 File Delivery

The first step is to generate the delivery ticket.

To do this it is necessary to connect to T3 MediaFactory through the link "T3" illustrated in paragraph 3. The following screen will appear.



Figure 9 - T3 Media Factory

Clicking on the "DELIVERY" icon will show the following screen:

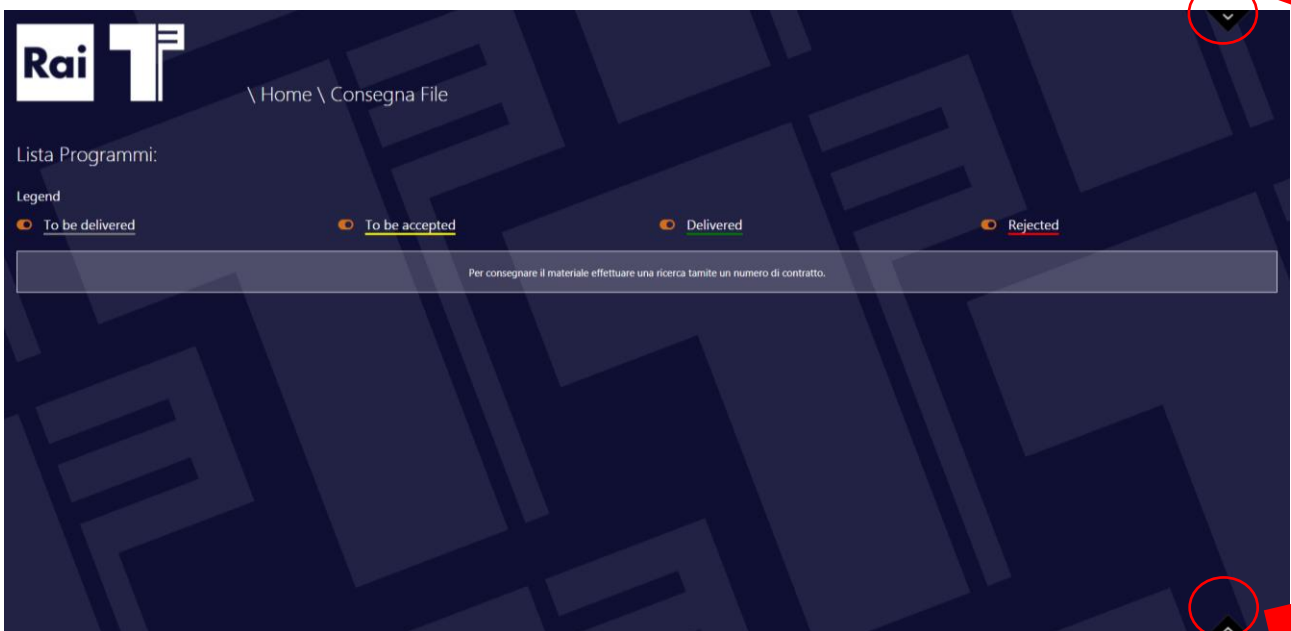


Figure 10 – File Delivery home screen

To open the top and bottom menu, click with the left mouse button on the arrows shown in Figure 10 (bottom or top right).

If you want, you can switch the language to English clicking on the circled icon shown in Figure 11

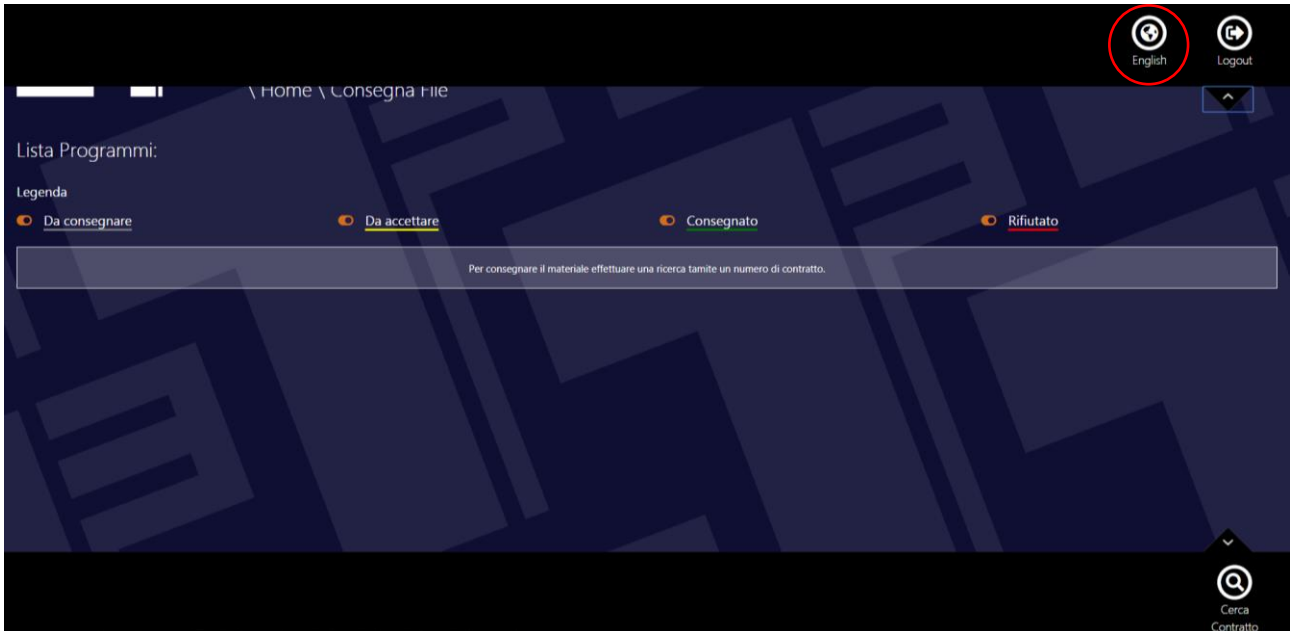


Figure 11 - Portal Language

The first thing you need to do is to search your RAI contract number on the platform.

Click on the “Find contract” button located in the lower menu, to the right of the screen, type the number in the box and click on the “Find” button.

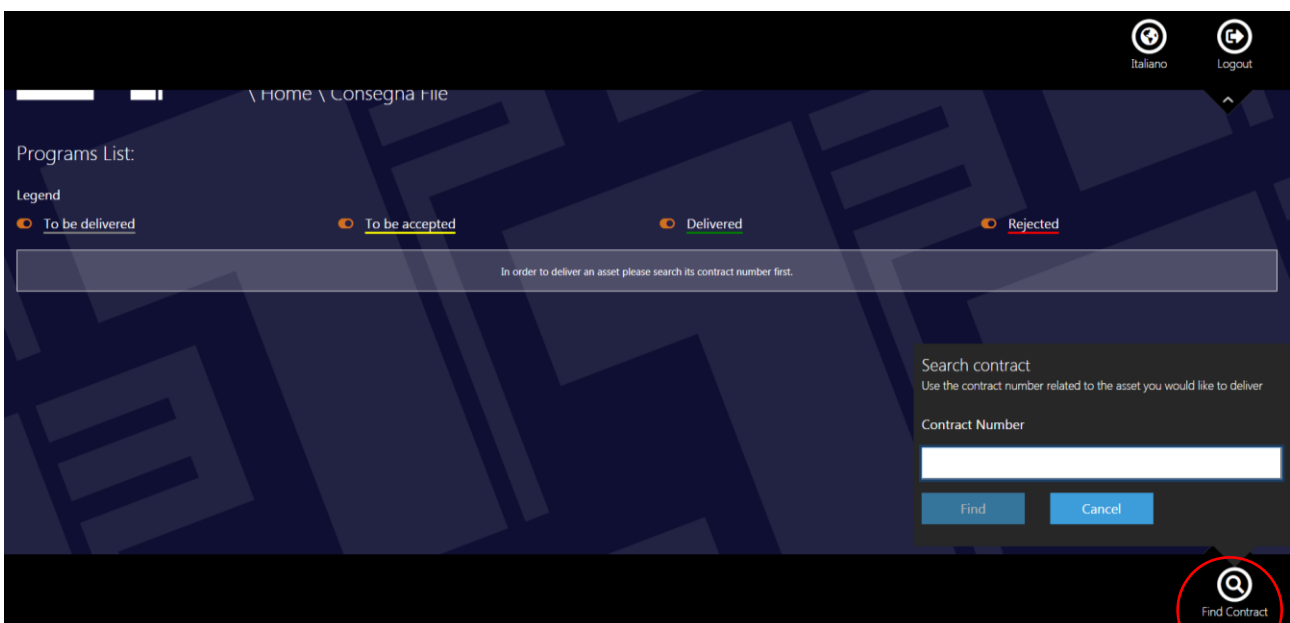


Figure 12 - Search contract

The list of objects that appears (Figure 13) represents all the episodes expected by the contract.



Figure 13 - List of materials related to the contract

As you can see, each icon presents a series of information, specifically:

- **Program Title**
- **Episode Title** (episode number)
- **RAI Identifier** (UORG - serial) | expected formato | audio and video profile
- **Id Consegna (Delivery ID)**

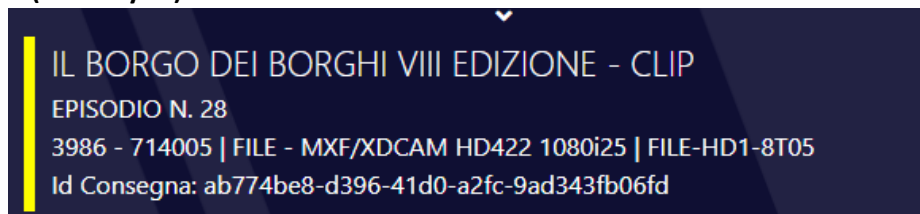


Figure 14 - Detail of the single material

The sidebar color also has a meaning:

- **Yellow:** the episode has been delivered and is waiting to be accepted or rejected by RAI;
- **Grey:** the episode has not been delivered yet;
- **Red:** the episode has been "rejected" by RAI;
- **Green:** the episode has been accepted by RAI.

To improve the visibility it is possible to filter the icons by status using the switches in the top of the page. In Figure 15, for example, only the episodes waiting to be accepted are visible, since only the "To be accepted" filter is active.

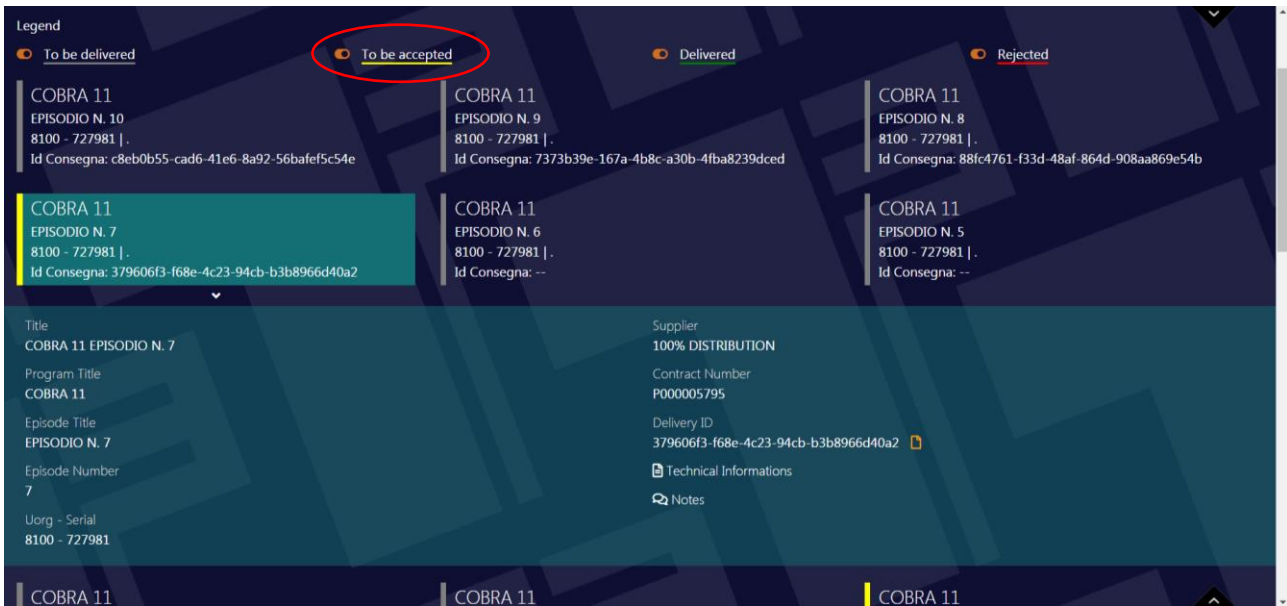


Figure 15 - Episodes filtered by "To be accepted" status

Further information can be viewed by clicking on the arrow highlighted in Figure 16. The arrow appears automatically when the mouse hovers the objects.



Figure 16 - arrow for opening Flyout

Left clicking on the arrow opens the details flyout:

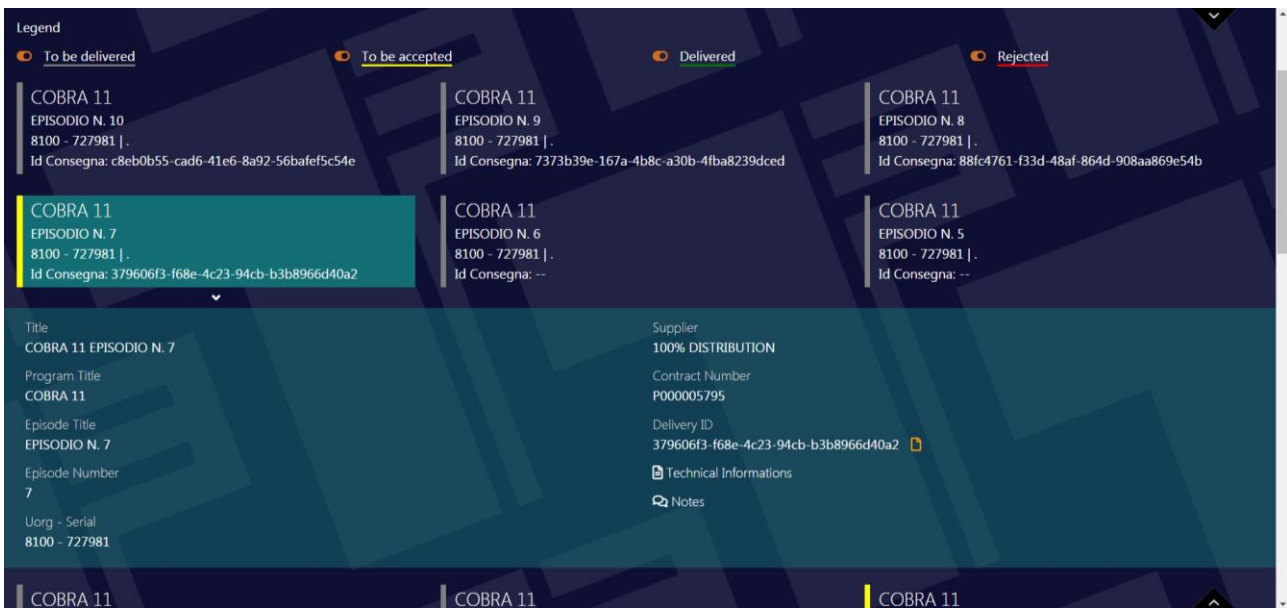


Figure 17 - Details Flyout

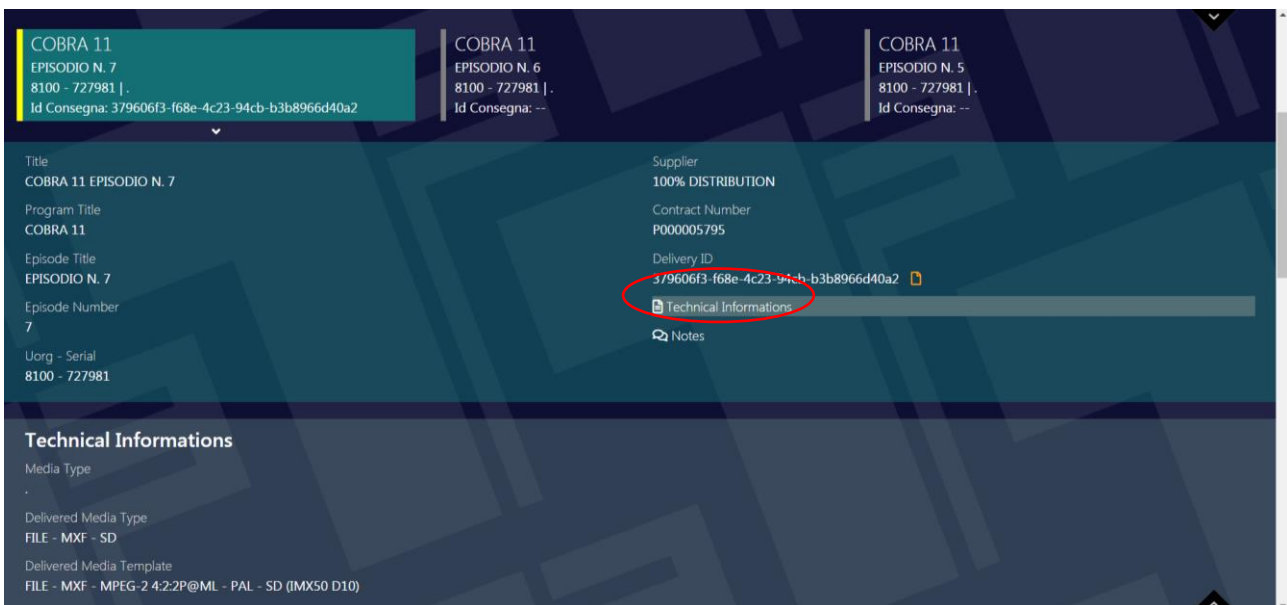


Figure 18 - Details Flyout: Technical information

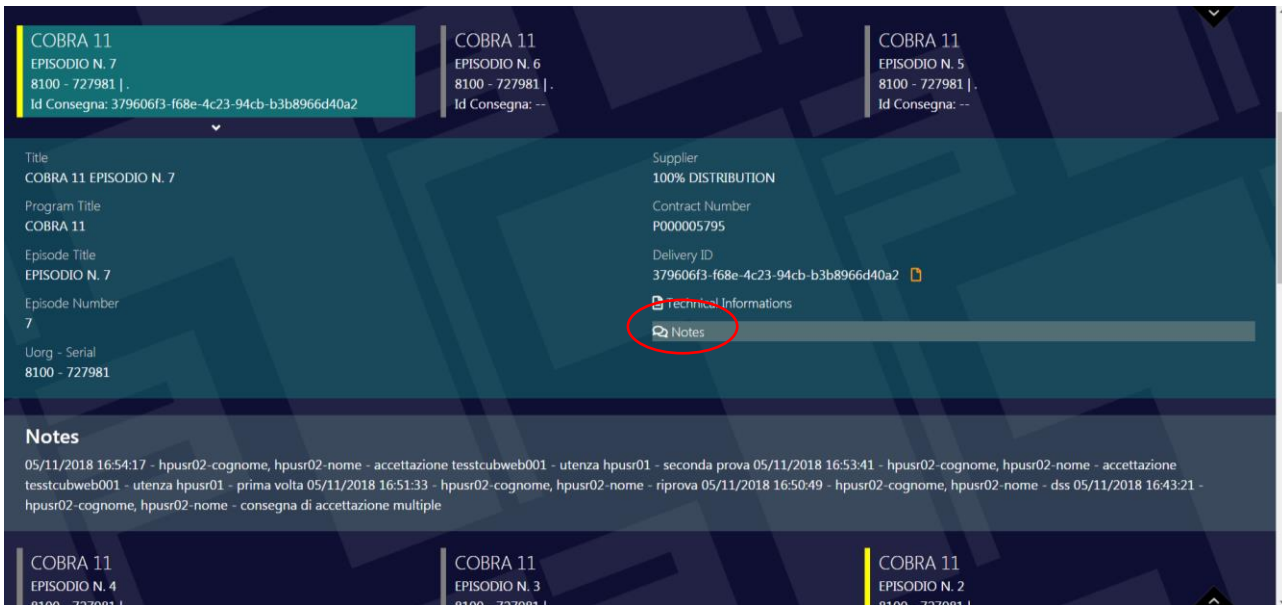


Figure 19 - Details Flyout: Note

As can be seen in Figure 17 there are two further sections containing additional information:

- Technical information (Figure 18):
 - Type of support required by the contract
 - Type of media delivered
 - Media template delivered
- Notes (Figure 19):
 - User who made the delivery
 - Date and time of delivery
 - Annotations

Once the correct episode to be delivered has been identified, right click on the item, open the lower menu and click on the **“Delivery”** button as shown in Figure 20.

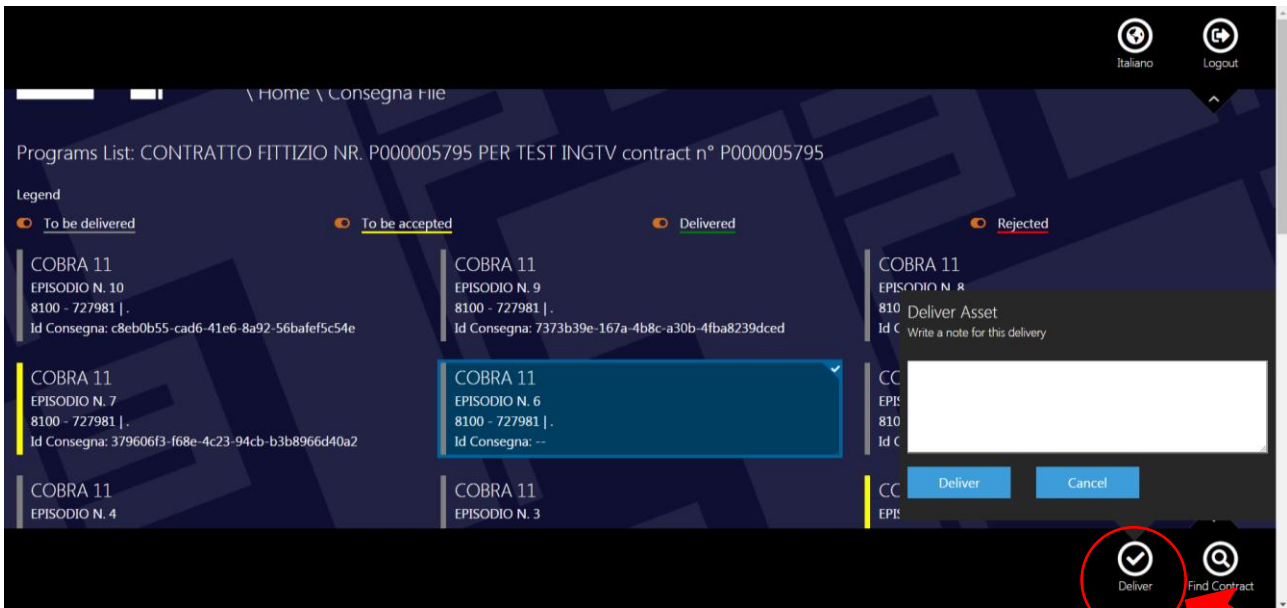


Figure 20 – Episode delivery

This will generate a delivery ticket, as shown in Figure 21.

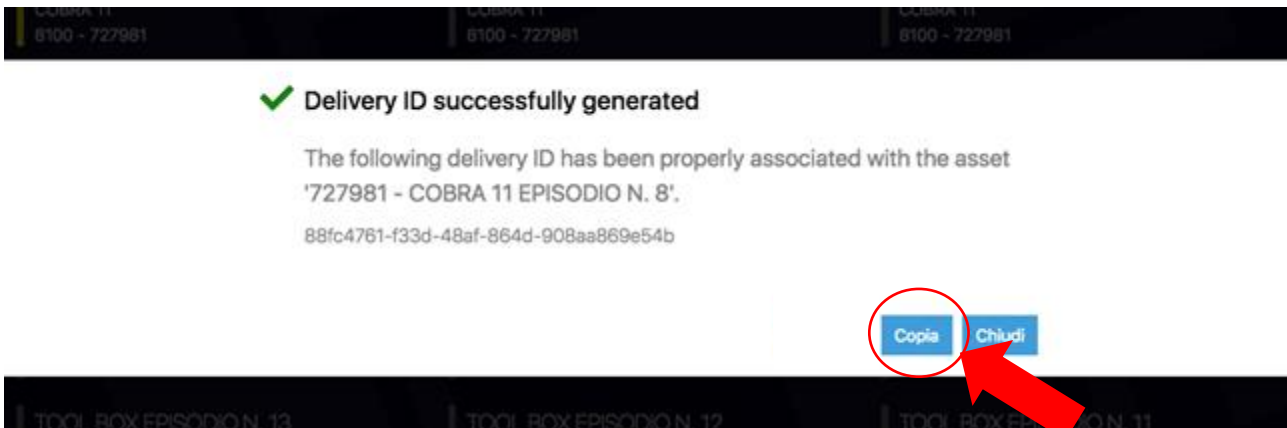


Figure 21 – Delivery ticket

This identifier is unique and needed to deliver the file, so copy it clicking on the “Copy” button.

After generating the delivery ticket, the details Flyout appears as in Figure 22.

\ Home \ Consegna File

Programs List: CONTRATTO FITTIZIO NR. P000005795 PER TEST INGTV contract n° P000005795

Legend

- To be delivered
- To be accepted
- Delivered
- Rejected

COBRA 11
EPISODIO N. 10
8100 - 727981 |
Id Consegna: c8eb0b55-cad6-41e6-8a92-56bafef5c54e

COBRA 11
EPISODIO N. 9
8100 - 727981 |
Id Consegna: 7373b39e-167a-4b8c-a30b-4fba8239dced

COBRA 11
EPISODIO N. 8
8100 - 727981 |
Id Consegna: 88fc4761-f33d-48af-864d-908aa869e54b

Title
COBRA 11 EPISODIO N. 9

Supplier
100% DISTRIBUTION

Program Title
COBRA 11

Contract Number
P000005795

Episode Title
EPISODIO N. 9

Delivery ID
7373b39e-167a-4b8c-a30b-4fba8239dced

Episode Number
9

Technical Informations

Uorg - Serial
8100 - 727981

Notes

Figure 22 – Generated delivery ticket

4 Media Shuttle Upload

4.1 Access to the Media Shuttle portal

Access the Media Shuttle portal via web browser (Google Chrome recommended) by going to <https://t3delivery-rai.mediashuttle.com/>.

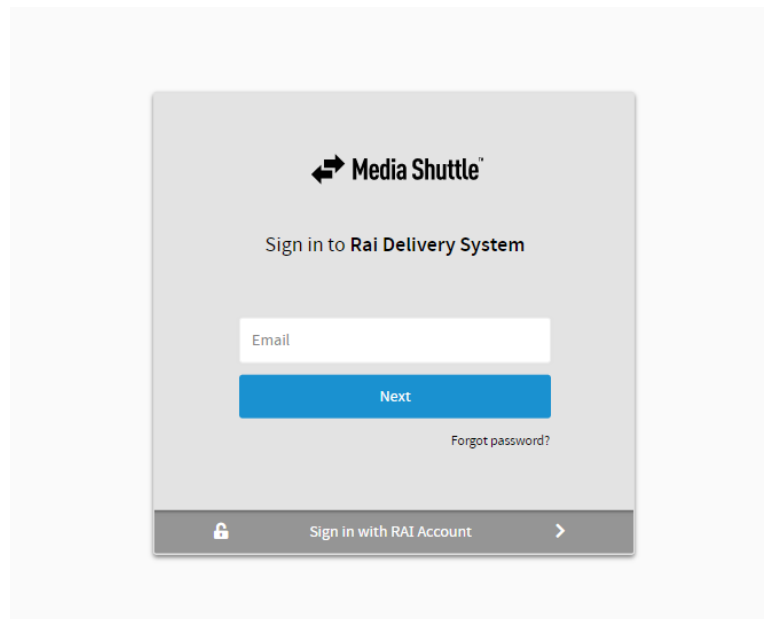


Figure 23 – MediaShuttle login screen

From this screen you can log in with the following equivalent ways:

- via the RAI account by clicking on the "Sign in with RAI Account" button;
- via email and password set during the enabling phase (it is possible to recover the password via the "Forgot password" link).

If you choose to use the first mode, by clicking on the "Sign in with RAI Account" button you will be redirected to the visible page in Figure 24.



Figure 24 - Sign in with RAI account

Note that, as shown in the figure, you can log in with the same credentials used for login on the <http://www.serviziprodtv.rai.it/t3> portal, making sure to add the **RAI** prefix before the username.

After logging in, you need to download the plugin by clicking on the "DOWNLOAD APP" button and install it as shown in the following figure.

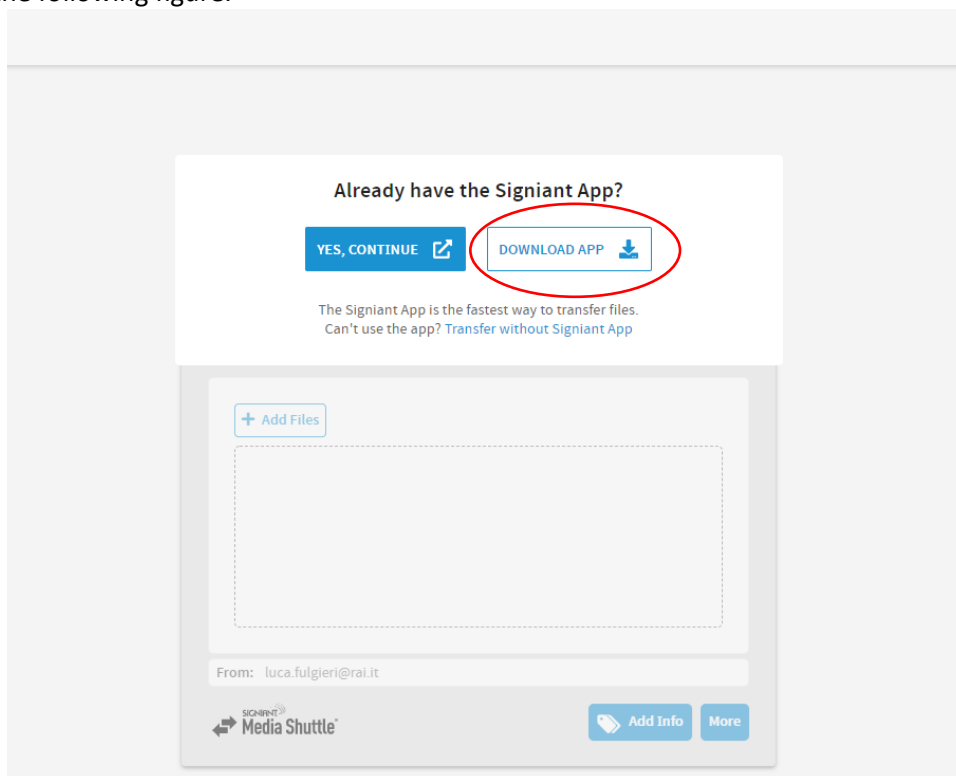


Figure 25 - Signiant App

4.2 File upload

Click on “Add Files” button to open the window to search for the file on your local disk.

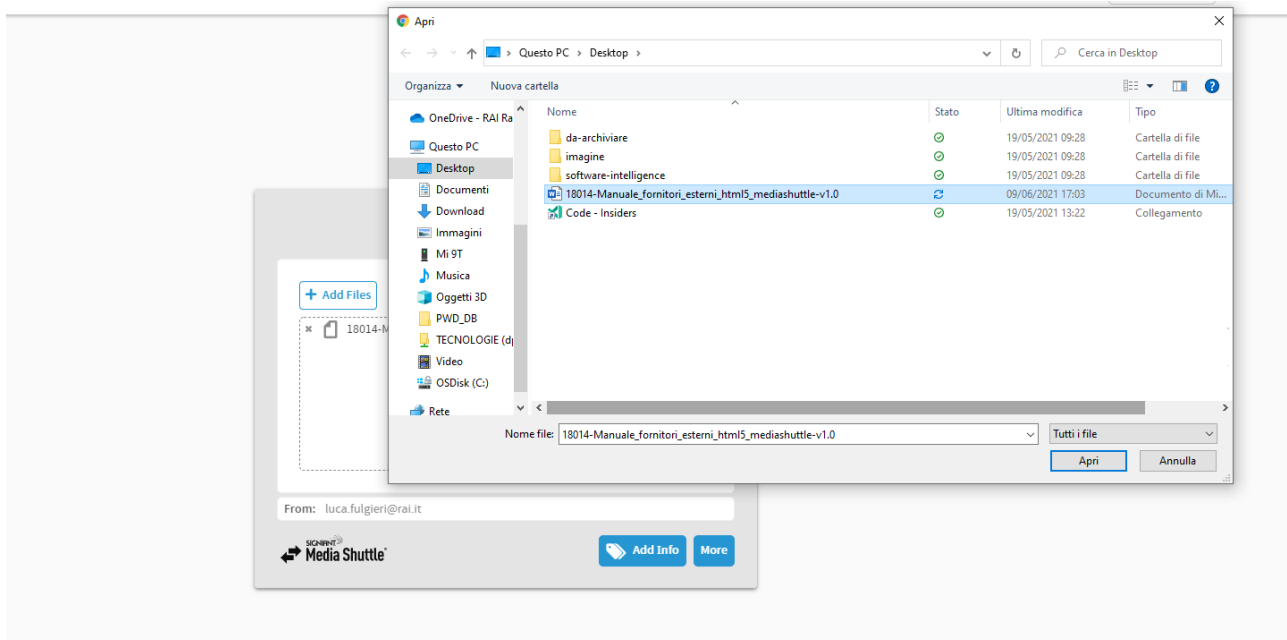


Figure 26 – File upload

Add a **single** file and then click on “Add Info” to view the form in Figure 27

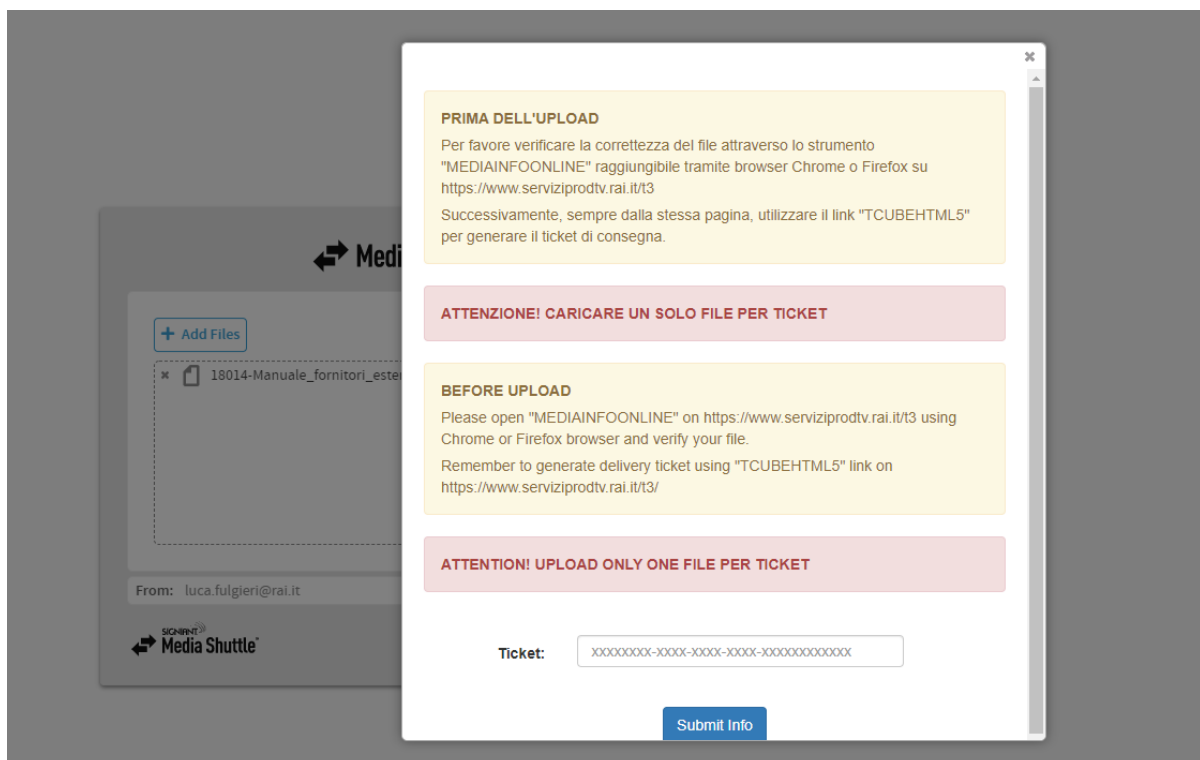


Figure 27 – Adding delivery ticket

Paste the **Delivery Id** previously generated in the **Ticket** field and click on “*Submit Info*”.

*Warning!! As highlighted in the form, upload only **one file** per ticket.*

Once the upload is completed, Media Shuttle will send an email. **This email does not represent the receipt of the successful delivery, but only of the successful upload.**

Subsequently, once the file has been received from the RAI acceptance office, the system will send an additional confirmation email. In the event that the delivery is not accepted by RAI, the technical parameters that led to the refusal of delivery will be indicated in the summary email.

4.3 Further deliveries of the same material

In the event that the material delivered does not pass the RAI test, it will be necessary to proceed with a new upload of a compliant file.

To do this, a new delivery ticket must be generated with the same procedure indicated in Paragraph **Errore. L'origine riferimento non è stata trovata.**. In this way, in fact, even if the "Delivery ID" field is already populated, the system will generate a new code, which must then be assigned to the new transfer.

NB: The system allows you to regenerate the ticket only for completed deliveries, i.e. only for materials that have been negatively tested or rejected by RAI.

Otherwise, for new delivery as a result of a technical error (file never arrived in RAI), the same ticket generated for the first delivery must be used.

5 Faults and malfunctions

In the event of breakdowns or malfunctions, you can receive assistance from the RAI GASIP department, by calling +39 06 33170000 or by writing to the email address gasiptv@rai.it.