Shuttle for Zoom

Installation

1. Sign in to studio.myshuttle.io
2. Click the green Create Shuttle button at the top of the screen.
3. Select the Zoom tab on the top left.
4. Click the Connect button. This will take you to a Zoom login page as well as a Zoom authorization page. Upon authorizing access to your Zoom account, you will be redirected back to Shuttle Studio where you now can access and select a recording to upload by clicking the Continue button.

Usage

To select a recording:
1. Click the Date Range field to open a calendar.
2. Select a beginning date and then an ending date.
3. Click Get Recordings. The drop down menu will populate with a list of recordings.
4. Select the recording to upload from the menu.

To upload the selected recording:
1. Click the Continue button to start the upload process.
2. Status messages will display on the screen to inform you of the progress.

Uninstallation

Please contact us at help@authenticlearninglabs.com.

Deauthorizing access to your Zoom account is performed within Zoom:
1. Log in to your Zoom account and navigate to the Zoom App Marketplace.
2. Click Manage > Installed Apps or search for the Shuttle for Zoom app.
3. Click the Shuttle for Zoom app.
4. Click Uninstall.

Troubleshooting

Unable to Find my Recording

Only MP4 files can be uploaded. If the meeting or webinar has other types of files associated with it, such as an audio file, those files will not be available for uploading.

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Check the range of your selected time frame. The maximum time range that can be retrieved is one month. If a larger time frame is selected, the month will be calculated backward from the chosen end date.

If there are more than thirty recordings within the selected time frame, not all of them will be displayed at once. Click the "Not finding your recording?" heading to display the Load More Recordings button. Click this button to refresh the drop down menu with the next page of recordings.

Support

Email: help@authenticlearninglabs.com
Knowledge Base: https://authenticlearninglabs.helpscoutdocs.com/category/58-shuttle-studio