



# EMMY® Express FAQ

## What is EMMY® Express?

EMMY® Express is our online entry solution designed to make the entry process as easy as possible. The entire process takes about 5 – 10 minutes per entry. To submit more than one entry, simply repeat the process and at the end, be sure to choose your payment option. *In addition to completing the “paperwork” part of the entry process online, all entrants will be required to upload their video entries to EMMY® Express for online judging.* You access EMMY® Express through the NATAS Suncoast Chapter website, [suncoastchapter.org](http://suncoastchapter.org).

## Do I have to be a member to use EMMY® Express?

No, you do not have to be a member, but you must register to use EMMY® Express if you are not already a current member. The log in process is a security feature. It also allows entry information to be saved if you decide you need to finish at a later time.

## What information do I need to log in to EMMY® Express?

Current members can use either their membership number or their email address and their password to log in. If you do not have this information, please contact the NATAS office at [emmysuncoast@gmail.com](mailto:emmysuncoast@gmail.com) or 954.322.3171. If you are not already in our database, you can either become a member or just sign up as a registered user by clicking on the appropriate link. *\*NOTE: Use EITHER your member # or your email address to log in – not both. Also, if using your email address it must exactly match what is in our database. If you think you should have an EMMY® Express account but are not able to log in, contact the chapter before creating a new member record. We can confirm whether or not you are in the database and can then verify your log in info.*

## When I log in I’m seeing someone else’s information. Why?

Click on the red “CLEAR SESSION” link in the resources column on the left side of the EMMY® Express log in page. This should clear out the other person’s info and allow you to sign in to your account. Be sure to “log out” of your account when you are finished.

## Do I have to be a member to submit an entry?

You do not have to be a member of NATAS Suncoast Chapter, however, if you would like to receive the discounted member entry fee, you can become a member immediately by clicking the membership link. ***IF YOU PLAN ON BECOMING A MEMBER, WE STRONGLY SUGGEST YOU SIGN UP BEFORE YOU START THE EMMY® ENTRY PROCESS.*** Once you have filled out the member information you will receive member entry rates.

## What is the EMMY® Express dashboard and should I use it?

The dashboard is a feature that allows a designated ‘administrator’ to review, change, approve and pay for their company’s entries. The dashboard is an option for companies/groups with a large number of entries. If you would like to utilize this feature, please contact us.

## Why am I not receiving the member rate?

Is your membership expired? ***If you paid your member dues when submitting entries last year, your membership has expired*** (it is renewable each year). You’ll need to renew your membership (use the ***RENEW MEMBERSHIP*** link in the left hand column in EMMY® Express).



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## Why is it rejecting the date I put in?

Make sure you have dashes (-) between the numbers, not slashes (/)

## Who is the “Submitter Contact” on the entry?

This is the person who is submitting entries (i.e. completing the online entry forms) on behalf of the station, company or entrant. This is the first person we will contact if we have any questions or require additional information regarding the entry. This person may or may not also be listed as an “entrant” as well.

## What if I make a mistake? Can I go back and edit my entry?

You may go back and edit your entry (using the link emailed to you with your entry confirmation) until the deadline of 11:59 pm, July 1, 2019. **ANY ENTRIES SUBMITTED AFTER 11:59 pm, JULY 1, 2019 WILL NOT BE ACCEPTED.**

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## IMPORTANT!

### ***DON'T LEAVE A MESS IN EMMY® EXPRESS!***

**Entry Form:** Please use Upper and Lower Case when filling out your entry form and membership application. The name you use on your membership application will show on your entry forms.

The Producing Company is the company that will be recognized if your entry gets nominated. If you work for a television station please use the station's call letters.

If your company is not listed in the drop down for submitting organization, please type in your company name.

If you need to change the category of an already submitted entry in EMMY® Express and find that you are unable to do so, **DO NOT** create a new entry, email Karla MacDonald, Suncoast Chapter Executive Director, at [emmysuncoast@gmail.com](mailto:emmysuncoast@gmail.com), and she'll assist you.



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## What forms of payment are accepted by NATAS Suncoast Chapter?

Credit card is the preferred online method, but checks, purchase orders and money orders are also accepted. If you are paying with a check or money order, ATTACH your payment to your invoice and send it to: **Karla MacDonald, NATAS Suncoast Chapter, PO Box 840738, Pembroke Pines, FL 33084**

## If I have more than one entry can I pay for them all at the same time?

Yes, when you get to the "View Invoice" step prior to paying for your entry, there will be an option to "Add Another Entry." You can also come back to EMMY® Express at a later time to add additional entries. Just log in to your account and click on the "Add Entry" link on the left side of the page.

## Can I pay for part of the entry by check and the rest by credit card?

Yes. EMMY® Express now has very flexible payment options. This allows multiple individuals to pay for a single entry or multiple entries using whichever payment methods each prefers. Be sure to include a printed copy of your EMMY® Express payment receipt and any checks and send to: **Karla MacDonald, NATAS Suncoast Chapter, PO Box 840738, Pembroke Pines, FL 33084**

## Will I receive a confirmation?

Yes, an entry confirmation e-mail is automatically sent to each person listed on the entry. The e-mail provides links to: modify the entry, print the entry form and pay entry fees. In addition, "Payment Request" e-mails with a payment link are sent to each person on the entry if you select the "Multiple Payment" option. *\*NOTE: Anytime someone makes a partial payment on an entry, a "Payment Request" email is sent. If you have already paid your entry fees for that invoice, you can ignore the additional emails. We hope to find a better solution to this automatic notice part of the process in the near future.\**

## How do I upload my video?

Detailed instructions including accepted file formats, recommended encoding guidelines and step-by-step instructions for the upload process can be found on the chapter's website and through links in the resources column on the left side of the EMMY® Express entry and video upload pages. You can access the video upload page at this link: [http://emmyexpress.com/video\\_upload\\_step1.php?c=20](http://emmyexpress.com/video_upload_step1.php?c=20)

If you have any questions about the submission process,  
please contact the NATAS Suncoast Chapter Executive Director:

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**Karla MacDonald**  
**[emmysuncoast@gmail.com](mailto:emmysuncoast@gmail.com)**  
**954.322.3171**