VIC Product Manager

User Notes for Uploading or amending product information on

www.discovernorthernireland.com

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The following notes provide you withstyle guidelines and step by step instructions on how to upload or amend Product information on www.discovernorthernireland.com. In completing these tasks you will use the Product Manager, please follow these steps and read all instructions on the screen.

Entering a new Product

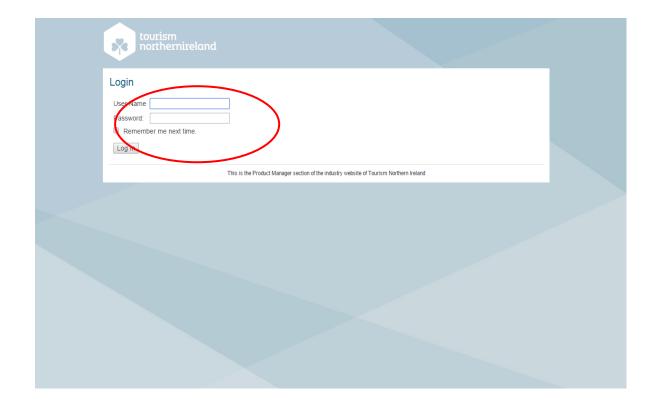
Step 1:

To go to the Product manager page, click the link below whilst pressing the Control key (CTRL):

https://forms.tourismni.com/ProdMgr/Login.aspx?ReturnUrl=%2fProdMgr%2fmanager%2fsearch.as

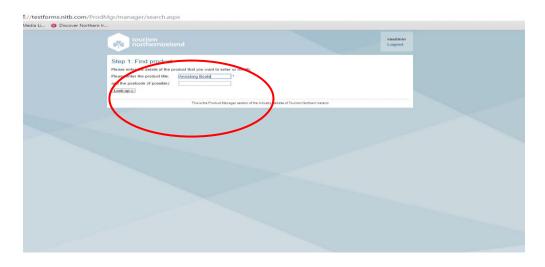
Enter your login details (circled in red).

If you do not have log in details or have forgotten these, please email tidi@tourismni.com



<u>Step 2:</u>

Enter the product title then Click on "Look up" (circled in red). The postcode is not required.



NB Products include; activities, attractions, cycling, entertainment & food, events, golfing, mobile app, shopping, tours, transport and walking & hiking

NB If a product is now closed or no longer exists and needs to be taken off the website please e-mail tidi@tourismni.com

NB Accommodation entries cannot be updated via this uploader, changes to be sent to qa@tourismni.com

Step 3:

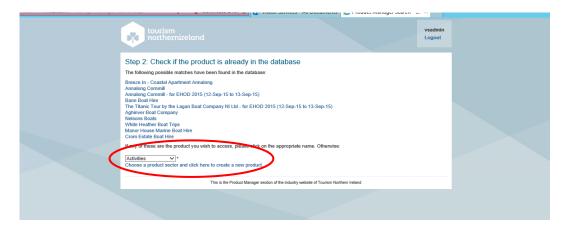
The database will list existing Product options based on your search criteria (see below).



If the product you want to upload has not appeared in the search results, follow the steps below to add a new entry. If it has appeared go to Step 4, page 22. (Updating/amending existing product.)

Step 4:

If your Product is <u>NOT</u> in the list and you wish to add it, please select a Product Sector and then click on the link below the drop down menu (circled in red):



Step 5:

All listings must meet the criteria set out in Tourism NI's Contributor Agreement.

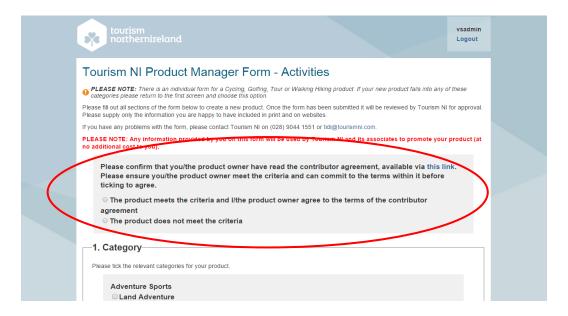
The agreement sets out the terms and conditions for how Tourism NI uses information on www.discovernorthernireland.com ("the Site") and governs distribution of such information to third parties.

Click on "this link" to read the contributor agreement.

Please ensure

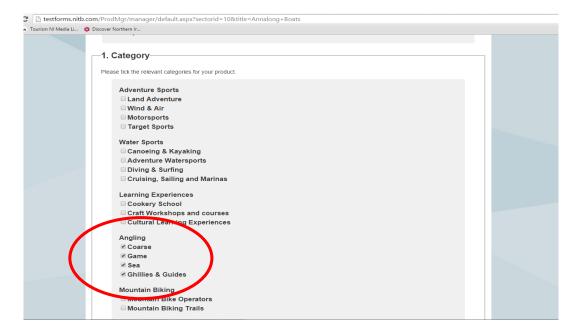
- you/the product owner meet the criteria and can commit to the terms within it before ticking to agree.
- the owner or event organiser has given their permission for the entry to be displayed on the site.

After reading the contributor agreement, choose whether the product meets the criteria (circled in red). If the Product does not meet, the criteria go to Step 17. Page 12



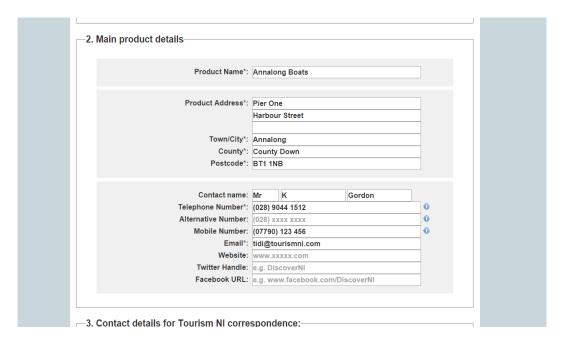
Step 6:

Scroll down the page and select the categories the product falls under. Tick all relevant options. example below (circled in red).



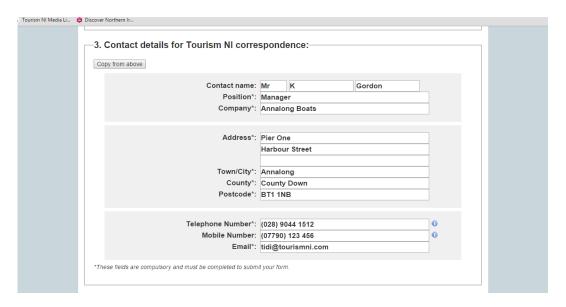
Step 7:

Scroll down the page after selecting the category/categories. The Product Name will be prepopulated from the search. Fill in the Main product details, these are the public contact details and are shown on the website (details <u>must</u> be entered where there is an *, <u>NO</u> abbreviations accepted e.g. St, Rd, input County in full <u>not</u> as Co):



Step 8:

Scroll down the page, if the correspondent details held by Tourism NI are the same as the public contact details click on the button "copy from above" (circled in red), if not enter the contact details, it is important these are the correct correspondent details for data collection (details <u>must</u> be entered where there is an *, <u>NO</u> abbreviations accepted e.g. St, Rd, input County in full <u>not</u> as Co).



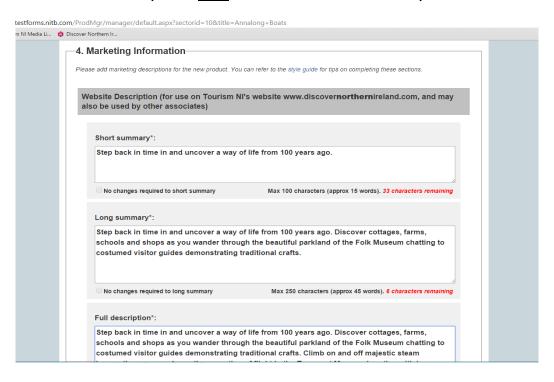
IF THE CONTACT ENTERED IS LINKED TO OTHER PRODUCTS, YOU WILL RECEIVE A WARNING AS SHOWN BELOW.

Tick the box - Confirm That You Wish To Update The Contact.

3. Contact details for Tourism NI corres	sponde	ence:		
Copy from above				
WARNING: This contact is shared with the	followin	g products:		
Live Product: Ardress house (2801) : Correspondent		•		
Live Product and Action Museum and Arts Centre at The Bra	id (2816) : C	orrespondent		
Live Product: Carrickfergus in Iseum (9032): Correspondent				
☐ Please confirm that you wish to update t	his shar	ed contact.		
Contact name:		Janis	Smith	
	Property Management			
Company*:	Carrickfergus Castle			
Address*:	Marine	Highway		
7,44,1000 1	S . Wallie Highway			
Town/City*:	Carrick	fergus		
_	County Antrim			
Postcode*:				
Telephone Number*:	(028) 93	335 1273		•
Mobile Number:	r: e.g. (0xxxx) xxx xxx		•	
Email*:	nail*: scmenquiries@communities-ni.gov.uk			
*These fields are compulsory and must be completed to subm	it your form	n.		

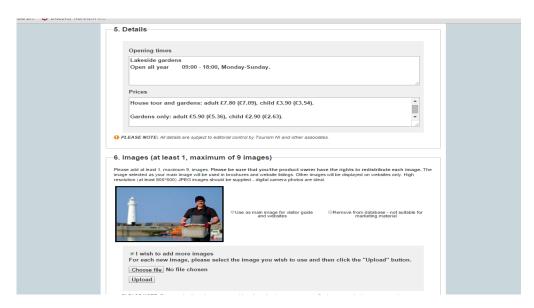
Step 9:

Continue scrolling down the page. Complete the summaries required **ensuring correct spelling and punctuation is used**; avoid colloquialisms and jargon, **remember description needs to appeal to visitors and should sell the product**. Copy should be short and punchy. Note the maximum number of characters in each section (**details must be entered where there is an *).**



Step 10:

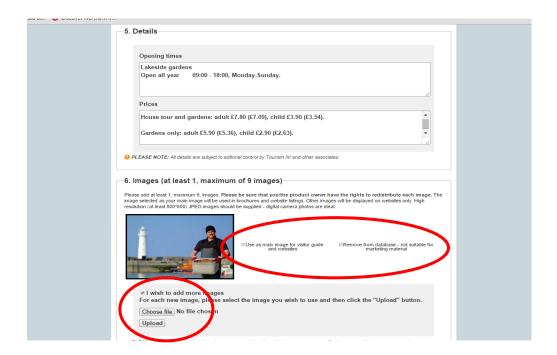
Continue scrolling down the screen once you have completed the summaries and description, next you need to input; opening times (must be in 24hr format and months spelled in full) and prices, include all prices e.g. concessions, adult, child, members, family group or if the attraction is free.



Step 11:

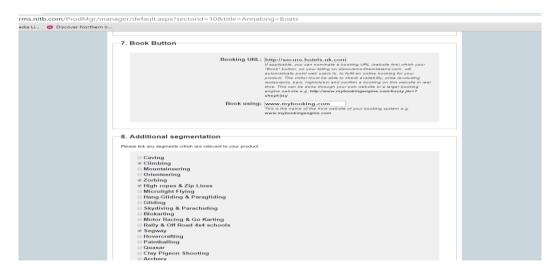
Next upload the images for the product. (ensure you have saved images in a folder on your computer) Tick the box "Add Images" then click on "Choose file", select image and click on open button, the screen will go back to the uploader screen and then click on "Upload", (see small red circle below).

For multiple images tick the box "Add Images" again and follow the same process. To choose the main image select it by clicking on the option beside the image (see large red circle). **Please ensure images are the correct way round as this is how they will appear on DNI**.



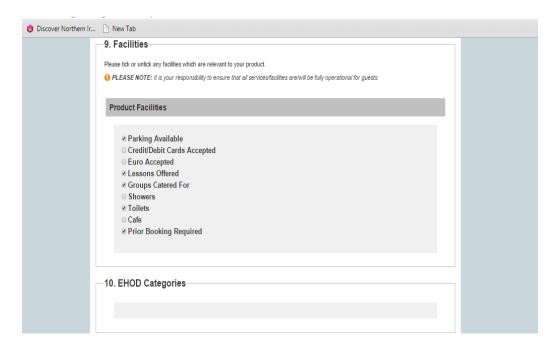
Step 12:

Next scroll down and enter the web address used for booking. (Booking URL) and booking website. In Section 8 select all additional segments the product would fall under.



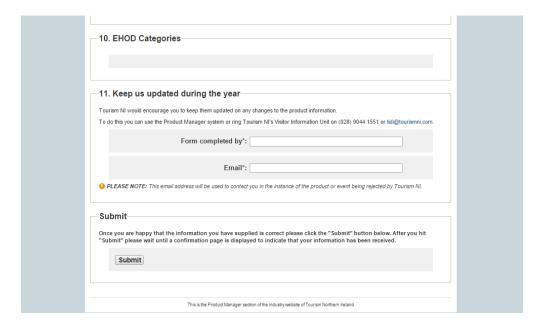
Step 13:

Scroll down to section 9 and tick all the relevant facilities for your product.



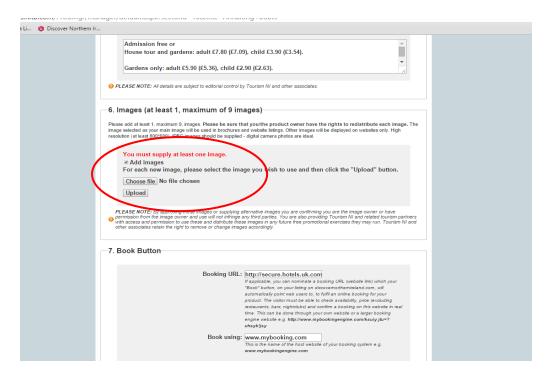
Step 14:

Scroll past section 10 to section 11. The person completing the entry fills their name in "Form completed by", then next enter their email address in the box below and then press the "Submit" button (details <u>must</u> be entered where there is an *).



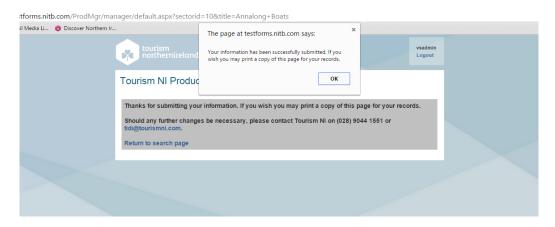
Step 15:

If a complusory step has been missed when submit button is pressed it will take you back to the section that needs completed, and it will state what is missing in red (see red cirlce below). If everything is input correctly go to Step 16.



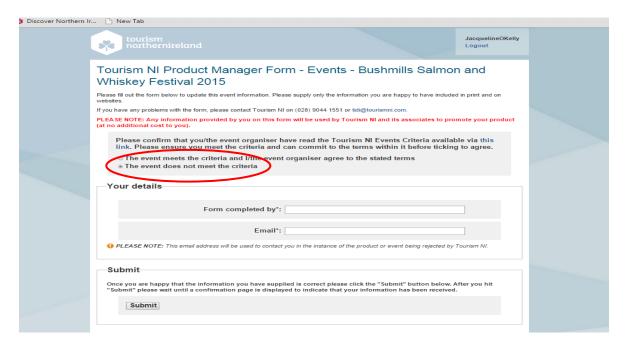
Step 16:

In the next screen it will state the product has been submitted for approval by TourismNI staff. Clicking on the Ok button will bring back the screen with the information submitted so this can be printed off for your records. You can return to the search page by clicking "Return to search page".



Step 17:

If the Product does not meet the criteria select the button circled in red below. Next fill in the name and email address of the person filling in the form and submit.



Entering a New EVENT

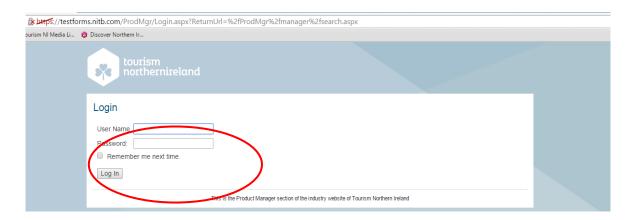
Step 1:

To go to the Product manager page, click the link below whilst pressing the Control key (CTRL):

http://tourismni.com/ProdMgr/manager/search.aspx

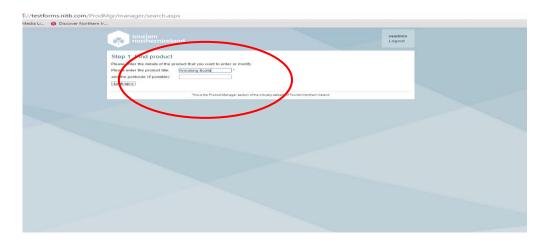
Enter your login details (circled in red).

If you do not have log in details or have forgotten these please email tidi@tourismni.com



Step 2:

Enter the Event title, then Click on "Look up" (circled in red). The post code is not required.

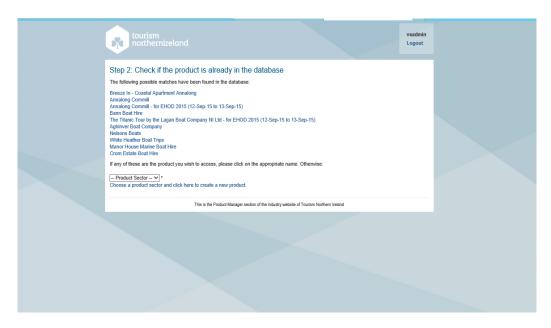


NB If an Event is cancelled and needs to be taken off the website please e-mail tidi@tourismni.com

NB Accommodation entries cannot be updated via this uploader, changes to be sent to ga@tourismni.com

<u>Step 3:</u>

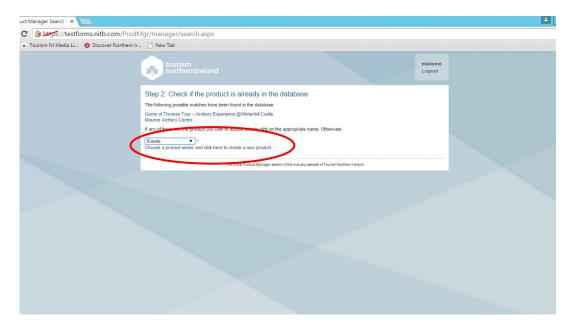
The database will list existing Event options based on your search criteria (see below).



If the Event you want to upload has not appeared in the search results, follow the steps below. If it has appeared go to Step 4, page 22. (Updating/amending existing product.)

Step 4:

If your Event is <u>NOT</u> on the list and you wish to add it, please select Event from drop down menu in the Product Sector (circled in red):



Step 5:

All listings must meet the criteria set out in Tourism NI's Contributor Agreement.

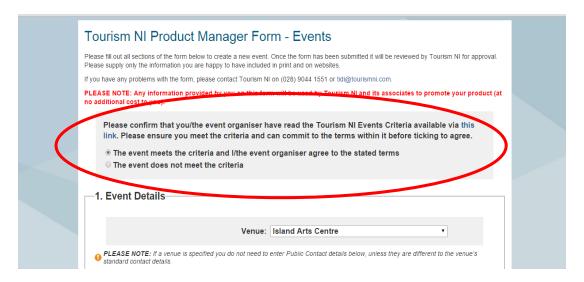
The agreement sets out the terms and conditions for how Tourism NI uses information on www.discovernorthernireland.com ("the Site") and governs distribution of such information to third parties.

Click on "this link" to read the contributor agreement.

Please ensure

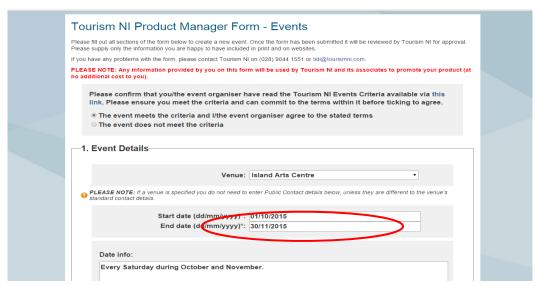
- you/the product owner meet the criteria and can commit to the terms within it before ticking to agree.
- the owner or event organiser has given their permission for the entry to be displayed on the site.

After reading the contributor agreement choose whether the product meets the criteria (circled in red). If the Product does not meet the criteria go to Step 17, page 21.



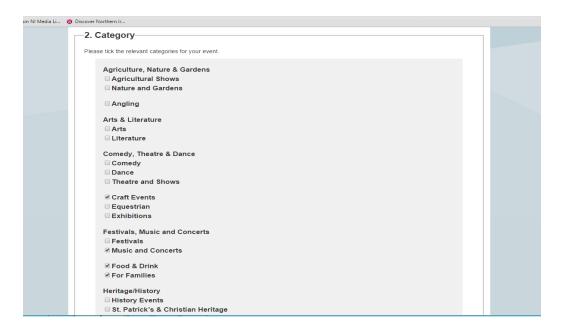
Step 6:

In Section 1 select the venue in the drop down menu (circled in red), if the venue is not listed select N/A. Next enter the start and end date in dd/mm/yyyy format. Only use the Date Info field if the event is running on adhoc days throughout the start and end date, i.e. Every Saturday during October and November.



Step 7:

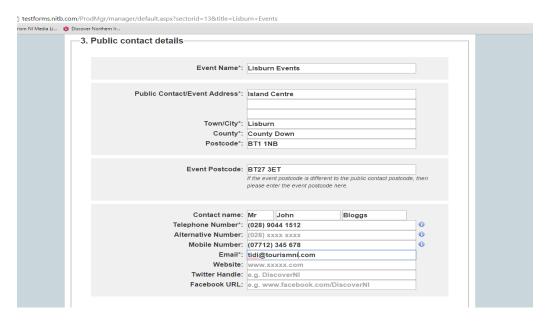
Scroll down and click on the categories that relate to your event.



Step 8:

The event name will already be pre-populated, check it is in title case. Fill in the public contact/event details, (information <u>must</u> be entered where there is an *, <u>NO</u> abbreviations accepted e.g. St, Rd, input County in full <u>not</u> as Co). If the contact postcode is different to the event postcode please input the event postcode in the box as requested (this is for the location on the map).

If you have selected the venue above and contact details are the same you don't need to fill in the public contact/event details.



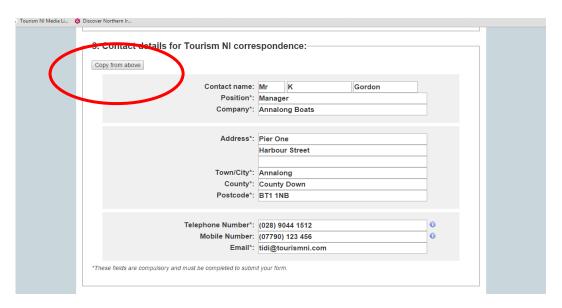
IF THE CONTACT ENTERED IS LINKED TO OTHER PRODUCTS, YOU WILL RECEIVE A WARNING AS SHOWN BELOW.

Tick the box - Confirm That You Wish To Update The Contact.

-3. Contact details for Tourism NI correspondence:			
Copy from above			
WARNING: This contact is shared with the	following products:		
Live Product: Ardress house (2801): Correspondent			
Live Product: Mid-Antrim Museum and Arts Centre at The Brai	id (2816) : Correspondent		
Live Product: Carrickforge, Massaum (5052). Correspondent	his should souts the		
Please confirm that you wish to update t	nis shared contact.		
Contact name:	Ms Janis Smith		
Position*:	Property Management		
Company*:	Carrickfergus Castle		
Address*:	Marine Highway		
T 1011 t			
	Carrickfergus		
	ty*: County Antrim de*: BT38 7BG		
	2133123		
Tolonkon a Novebook	(222) 222 222	•	
Telephone Number*:		6	
	er: e.g. (0xxxx) xxx xxx *: scmenquiries@communities-ni.gov.uk		
*These fields are compulsory and must be completed to submit your form.			

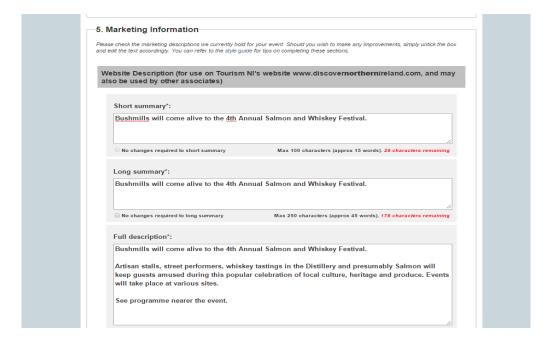
Step 9:

Scroll down the page, if the correspondent details for Tourism NI are the same as the public contact details click on the button "copy from above" (circled in red), if not enter the contact details, it is important these are the correct correspondent details for data collection (details <u>must</u> be entered where there is an *, <u>NO</u> abbreviations accepted e.g. St, Rd, input County in full <u>not</u> as Co).



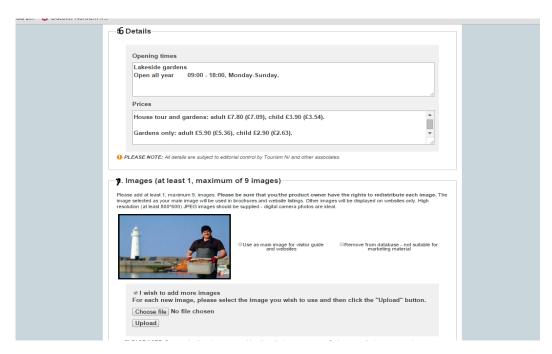
Step 10:

Continue scrolling down the page. Complete the summaries required **ensuring correct spelling and punctuation is used**; avoid colloquialisms and jargon, **remember description needs to appeal to visitors**. Copy should be short and punchy and sell the event. Note the maximum number of characters in each section (**details <u>must</u> be entered where there is an *).**



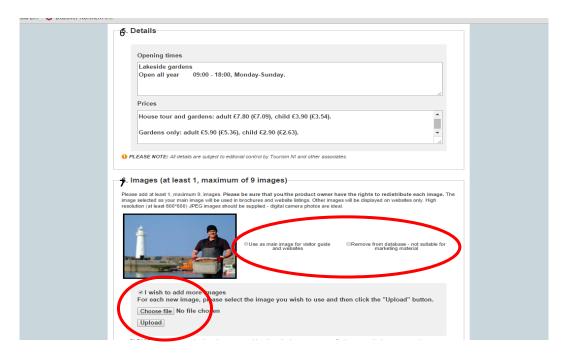
Step 11:

Continue scrolling down the screen once you have completed the summaries and description, next you need to input; opening times (must be in 24hr format and months spelled in full) and prices, include all prices e.g. concessions, adult, child, members, family group or if the attraction is free.



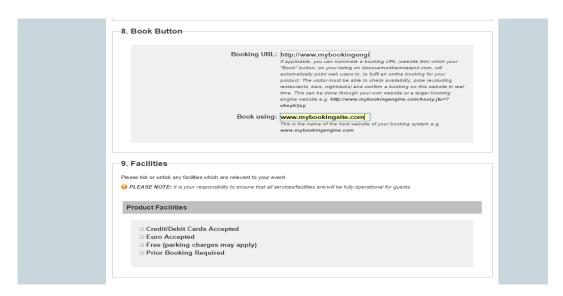
Step 12:

Next upload the images for the product. (ensure you have saved images in a folder on your computer) Tick the box "Add Images" then click on "Choose file", select image and click on open button, the screen will go back to the uploader screen and then click on "Upload", (see small red circle below). For multiple images tick the box "Add Images" again and follow the same process. To choose the main image select it by clicking on the option beside the image (see large red circle). Please ensure images are the correct way round as this is how they will appear on DNI.



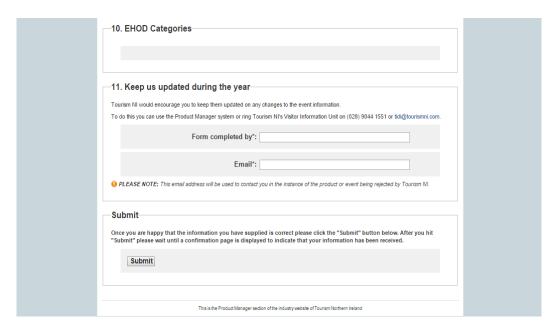
Step 13:

Next scroll down and enter the web address used for booking. (Booking URL) and booking website. In Section 9 select all the product facilities relevant to the event.



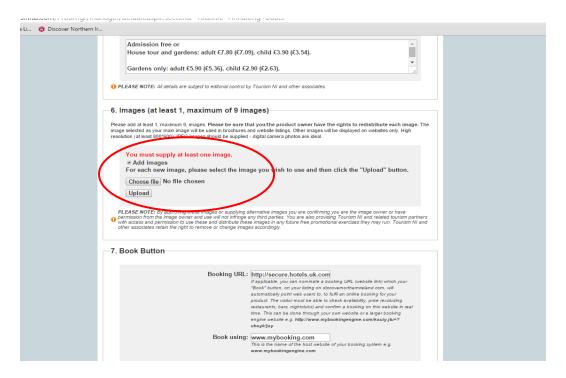
Step 14:

Scroll past section 10 to section 11 the person completing the entry fills their name in "Form completed by", then next enter their email address in the box below and then press the "Submit" button (details <u>must</u> be entered where there is an *).



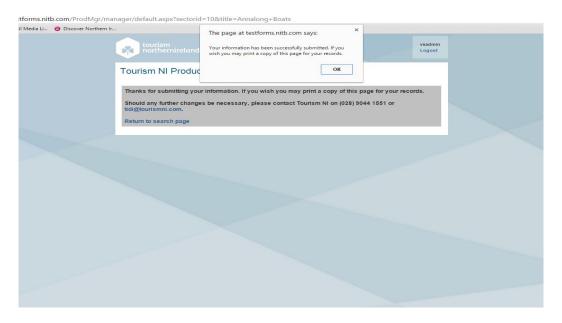
Step 15:

If a complulsory step has been missed when submit button is pressed it will take you back to the section that needs completed, and it will be state what is missing in red (see red circle below). If everything is input correctly not go to Step 16.



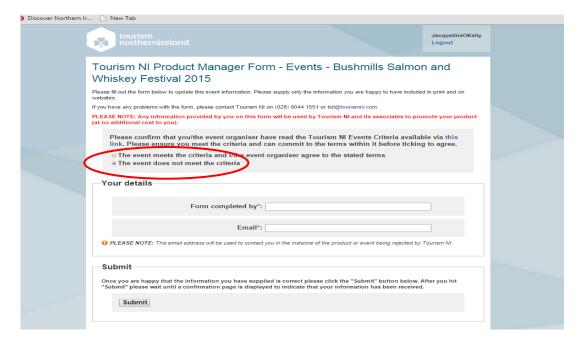
Step 16:

In the next screen it will state that the event has been submitted for approval by TourismNI Staff. Clicking on the Ok button will bring back the screen with the information submitted so this can be printed off for your records. You can return to the search page by clicking "Return to search page".



Step 17:

If the Event does not meet the criteria select the button circled in red below, next fill in the name and email address of the person filling in the form and submit.

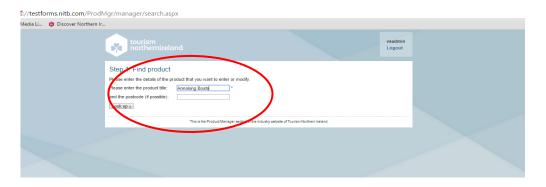


Amending/Updating Existing Products and Events

It is important to keep all the information up to date. You can review the information currently held for the given Product/Event and update/amend as necessary. Under Categories, some of these boxes may already have been pre-ticked using information held on the database. Please follow <u>all</u> instructions on the screen.

Step 1:

Enter the product/event title, then click on "Look up" (circled in red). The post code is not required.



Step 2:

The database will list some possible Product/Event options based on your search criteria (see below).



Step 3:

Select the existing Product/Event from the options listed by clicking on it.

Step 4:

All listings must meet the criteria set out in Tourism NI's Contributor Agreement.

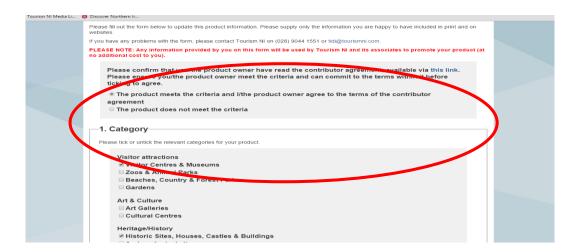
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Click on "this link" to read the contributor agreement.

Please ensure

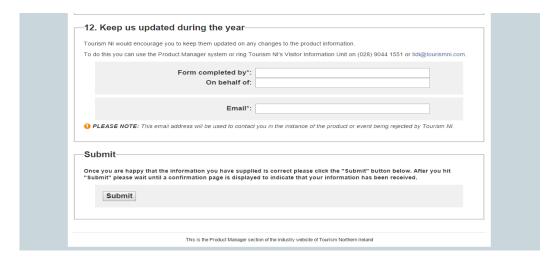
- you/the product owner meet the criteria and can commit to the terms within it before ticking to agree.
- the owner or event organiser has given their permission for the entry to be displayed on the site.

If the Product or Event does not meet the criteria go to Step 6 otherwise tick "the product meets the criteria and I/the product owner agree to the terms and conditions"



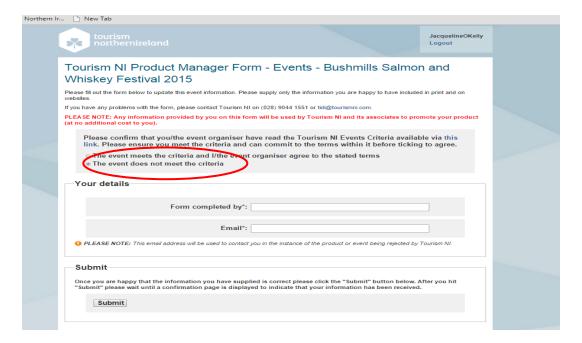
Step 5:

Scroll down through the product or event entry and make the appropriate changes. Once they are complete, fill in the Form completed by section and submit (information <u>must</u> be entered where there is an *, even if this isn't what you are amending).



Step 6:

If the Product or Event does not meet the criteria select the button circled in red below, next fill in the name and email address of the person filling the form in and submit.



New Product Style Guide

Field Name	Description of Information	Sample Layout
Categories	Select options by ticking the boxes under	
	each relevant category; please use these	
	tick boxes sparingly and only tick	
5 1 1 1	appropriate boxes for your product.	
Product Name	Enter Product name, this may be pre-	Ulster Folk and Transport Museum
Product Address	populated.	152 Pangar Paad
Product Address	 Do not use abbreviations eg St, Rd, etc. 	153 Bangor Road Cultra
	 Do not use commas after each line of 	Cultia
	address.	
	Take a new line for each line of	
	address.	
	Town, county and postcode aren't	
	inserted here.	
Town	As per example.	Holywood
County	Spell out the word County in full	County Down
Postcode	As per sample.	BT18 0EU
Phone, Alt Tel &	Use (xxx) xxxx xxxx for UK numbers	(028) 7082 2311
Fax	International use +xxx xx xxxx xxxx	
Mobile	Use (xxxxx) xxx xxx	(07123) 456 789
E-mail	Use normal format	info@royalportrushgolfclub.com
Website	Use normal format, check web address is	www.royalportrushgolfclub.com
	valid.	
Twitter Handle	Use standard format	@discoverni
Facebook URL	Use standard facebook link	www.facebook.com/royalportrush
Contact details TourismNI	If same as above click on the copy button; ensure to fill in the contacts	Position: Manager Company: Royal Portrush Golf
Correspondence	Position and Company (company may	Club
Correspondence	have prefill), ensure this is filled in for	Ciub
	Data Collection.	
Short Summary	This appears in search results listings.	Step back in time in and uncover a
	To showcase the event and entice	way of life from 100 years ago.
	visitor to click for more information.	
	Maximum 100 characters, approx 15	
	words.	
	 Copy should be short, punchy and 	
	well structured.	
	 Avoid colloquialisms and jargon. 	
	Ensure correct spelling and	
	punctuation is used.	
Long Summary	This appears in search results listings.	Step back in time in and uncover a
	To showcase the event and entice is it for a serial formation.	way of life from 100 years ago.
	visitor to click for more information.	Discover cottages, farms, schools and shops as you wander through
	 Maximum 250 characters, approx 45 words. 	the beautiful parkland of the Folk
	 Copy should be short, punchy and 	Museum chatting to costumed
	well structured.	visitor guides demonstrating
	Avoid colloquialisms and jargon.	traditional crafts.
	7.Word conoquianomo ana jargon.	

	Ensure correct spelling and punctuation is used.	
Full Description	 Will appear when entry page is opened. Approximately 2000 characters (370 words). To provide visitor with more information on the event and a feel for what they will experience. 	Step back in time in and uncover a way of life from 100 years ago. Discover cottages, farms, schools and shops as you wander through the beautiful parkland of the Folk Museum chatting to costumed visitor guides demonstrating traditional crafts. Climb on and off majestic steam locomotives or experience the sensation of flight in the Transport Museum bursting with horse drawn carriages, electric trams, motorbikes, fireengines and vintage cars.
Opening Times	Use 24 hour clock and ensure any months are spelled in full.	Lakeside gardens Open all year 10:00 – 18:00, Monday-Sunday. Formal gardens 13 March - 31 October 10:00 – 18:00 Monday-Sunday. House 13 March - 31 October 11:00 – 18:00 Monday-Sunday (Except: Wednesdays) 2 April - 11 April 11:00 – 18:00 Monday-Sunday. Open Bank Holiday Mondays and all other public holidays in Northern Ireland, including 17 March. House: admission by guided tour (timed tickets only); last admission one hour before closing. Lakeside gardens closed 25 and 26 December.
Prices	 Include all prices eg concessions, adult, child, member rates. If family or group tickets are available provide details If attraction is free write Free 	Admission free or House tour and gardens: adult £7.80 (£7.09), child £3.90 (£3.54). Gardens only: adult £5.90 (£5.36), child £2.90 (£2.63).
Picture	 Insert a good quality image reflecting the event. Ensure image is in Jpeg format and landscape orientation. (not portrait) Where an image isn't available check Tourism NI media library. Ensure the image is the correct way 	

	up.	
Book Button	Input address used for booking (Booking	http://www.mybookingengingine.
	URL). The visitor must be able to check	com/ksuiy.jtu=?uhsyk!jsy
	availability, price (excluding restaurants,	
	bars, nightclubs) and confirm a booking	
	on this website in real time. This can be	
	done through your own website or a	
	larger booking engine website. NO	
	enquiry forms	
Book using	Enter the host website of your booking	www.mybookingengine.com
	system/site	
Additional	Tick all the relevant segments to your	
Segmentation	Product	
Facilities	Tick all the relevant Facilities to your	
	Product	
Completed by	Fill in the Name of the person completing	
	the form and email address	

New Event Style Guide

Field Name	Description of Information	Sample Layout
Venue	Click on drop down menu and check if venue is listed, if so select, if not select N/A	
Start Date / End Date	 Date that event runs from and to. A one day event will have the same start and end date. An event running adhoc days within a month, the start date will be the first day and end date the last day, the individual dates can be inserted into date info field. 	dd/mm/yyyy
Date Info	Only use this field if event is running on adhoc days throughout the start and end date.	Every Sunday during July and August.
Categories	Select options by ticking the boxes under each relevant category; please use these tick boxes sparingly and only tick appropriate boxes for your product.	
Event Name	Event Title/Name. (as per example)	The Irish Open at Royal Portrush Golf Club
Public Contact/ Event Address	 Do not use abbreviations eg St, Rd, etc. Do not use commas after each line of address. Take a new line for each line of address. Town, county and postcode aren't inserted here. 	Dunluce Road
Town	As per example	Portrush
County	Spell out the word County in full and use title case.	County Antrim
Postcode	As per sample.	BT56 8JQ
Event Postcode	If the postcode of the location of the event is different to the public contact postcode enter it here.	BT56 5GH
Contact Name	Title, first name and surname in title case	Mr John Doe
Phone, Alt Tel & Fax	Use (xxx) xxxx xxxx for UK numbers International use +xx xx xxxx xxxx	(028) 7082 2311
Mobile	Use (xxxxx) xxx xxx	(07123) 456 789
E-mail	Use standard format	info@royalportrushgolfclub.co m
Website	Use standard format, check web address is valid.	www.royalportrushgolfclub.co m
Twitter Handle	Use standard format	@discoverni
Facebook URL	Use standard facebook link	https://www.facebook.com/roy alportrush
Contact details TourismNI Corresspondance	If same as above click on the copy button; ensure to fil in the contacts Position and Company (company may have prefill), ensure this is filled in for	Position: Manager Company: Royal Portrush Golf Club

	Data Collection.	
Short Summary	 This appears in search results listings. To showcase the event and entice visitor to click for more information. Maximum 100 characters, approx 15 words. Copy should be short, punchy and well structured. Avoid colloquialisms and jargon. Ensure correct spelling and punctuation is used. 	August Craft Month is an annual celebration of contemporary craft in Northern Ireland.
Long Summary	 This appears in search results listings. To showcase the event and entice visitor to click for more information. Maximum 250 characters, approx 45 words. Copy should be short, punchy and well structured. Avoid colloquialisms and jargon. Ensure correct spelling and punctuation is used. 	Dance, music, theatre, visual arts and film will all come together during this autumnal event, promising a world of talent on your doorstep!
Full Description	 Will appear when entry page is opened. Approximately 2000 characters (370 words). To provide visitor with more information on the event and a feel for what they will experience. 	The 50th Ulster Bank Belfast Festival at Queen's will take place from October and November 2012. Dance, music, theatre, visual arts, film, classical and world music will all come to life in many forms during this autumnal event. This year promises a world of talent on your doorstep. All we're asking is for you to open the door, step outside and embrace the cultural experiences awaiting you. Details of the 2012 festival will be released early in 2012.
Opening Times	Use 24 hour clock	09:30 – 17:00
Prices	 Include all prices eg concessions, adult, child, member rates. If family or group tickets are available provide details. If event is free write Free. 	Admission free or House tour and gardens: adult £7.80 (£7.09), child £3.90 (£3.54). Gardens only: adult £5.90 (£5.36), child £2.90 (£2.63).
Picture	 Insert a good quality image reflecting the event. Ensure image is in Jpeg format and landscape. Where an image isn't available check 	Picture

	NITB media library or a good quality logo can work.	
	Ensure the image is the correct way up.	
Book Button	Input address used for booking, (Booking	http://www.mybookingengingin
	URL). The visitor must be able to check	e.com/ksuiy.jtu=?uhsyk!jsy
	availability, price (excluding restaurants,	
	bars, nightclubs) and confirm a booking on	
	this website in real time. This can be done	
	through your own website or a larger	
	booking engine website. NO enquiry forms	
Book using	Enter the host website of your booking system/site	www.mybookingengine.com
Facilities	Tick all the relevant Facilities to your Event	
Completed by	Fill in the Name of the person completing	
	the form and email address	
Submit	Click Submit button	

Commonly Asked Questions

Q: I have entered the name of a product/event I think is on Discover Northern Ireland but it is not being found when I search?

A: Double check the spelling. Check on Discover Northern Ireland to see if it is a current listing. If you still can't find it contact Visitor Information to check the database.

Q: I am trying to update an event in my area but I can't edit any of the details as they are greyed out and there's a message saying - This product is sourced from an events database. Editing is disabled as we do not have permission to update this database - should changes to details be required, please contact tidi@tourismni.com

A: This event or product is coming to DNI via a data feed from another source, (e.g. ORNI), which means it can't be updated by you. If you have updated information which is not included on the current listing contact Visitor Information to arrange the update.

Q: I have filled in the form but when I hit submit nothing happens.

A: Make sure that the contributor agreement check box has been ticked, if this is ticked scroll up the form to see if any areas are highlighted in red, are the phone numbers in the correct format i.e. (028) 1234 5678. Any sections marked with * must be completed. Are the descriptions too long? When submitted correctly you will see a pop up telling you your form has successfully been submitted.

Q: I am trying to edit the description but the text is greyed out.

A: Ensure you have unchecked the box below the text field No changes required to short summary If you still can't make any changes check if there is a message at the top saying *This product is sourced from an events database. Editing is disabled as we do not have permission to update this database - should changes to details be required, please contact <u>tidi@tourismni.com</u> In this case contact Visitor Information.*

Q: The form says the email/phone number/web address is invalid and it definitely is correct.

A: This is commonly caused by a space being entered after the last number/text. Check if there is space and if so remove the space and try again.

Q: I have uploaded an image and got a pop up saying the image would be cropped, will this effect how it looks?

A: No, this means the image was of a high resolution and the system has resized it to ensure it is displayed correctly.

Q: I have uploaded an image and got a pop up message saying the image is of low quality will this effect how it looks?

A: Yes, the image is of low resolution which means that it may not display fully and look blurry. Try uploading a better quality image.

Q: I am trying to add a pdf to an event but it won't upload?

A: Only images can be uploaded via the uploader.