



Silvermouse: Contributors

Version 1.9

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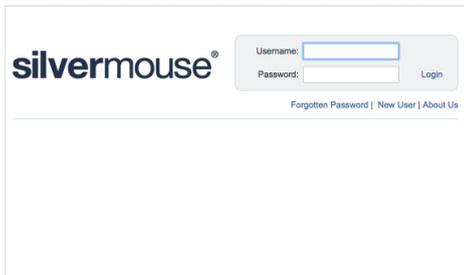
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Getting Started

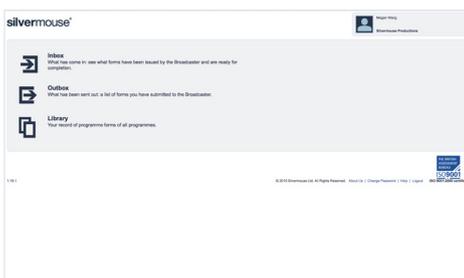
Silvermouse is a web-based system in which users electronically input and submit required PAC (Programme as Complete) data to the relevant Broadcaster(s).

1 Signing In



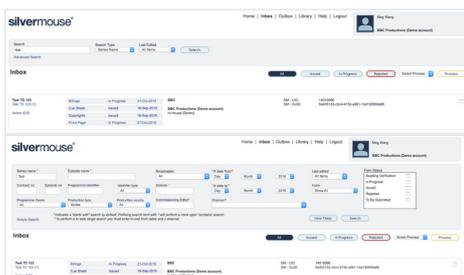
Open www.silvermouse.com using Mozilla Firefox, Internet Explorer (IE) or Google Chrome. Enter your username and password. First time users may want to download a copy of the Terms and Conditions to keep for their records. Upon review, accept the Terms and Conditions and click **continue**.

2 Home Screen



Welcome to the Silvermouse home screen. Forms that need completing will appear in the user's Inbox. Forms that have been submitted to the broadcaster for approval can be found in the Outbox. The Library contains all of the user's programme forms regardless of status.

3 Locating a Programme



To locate and begin completing PAC forms, first click on Inbox. Find the programme and the forms you want to complete by scrolling through those listed, or make use of the search box and the dropdown menus to narrow the list of results.

For a more detailed search, click **Advanced Search**, make use of the additional search fields and click **Search** to get a list of results. Once the correct programme has been located, click on the form to be completed.

i Hints & Tips

Having trouble editing your forms?: Generally, forms with a status of Issued, In Progress or Rejected can be edited, regardless of whether they are accessed via the Inbox or Library. Forms with a status of Submitted cannot be edited, while forms with a status of Approved can only be edited by broadcaster or permissioned input group users.

Contributors Form

Within the Contributors Form, users input the details of contributors (both on-screen and off-screen) that have contributed to the programme in addition to the rights negotiated.

Note: This is a [generic user guide](#) for the 'standard' form. Silvermouse forms will differ slightly from broadcaster to broadcaster depending upon what information the broadcaster requires and what permissions a user has. This means that you may see additional (or even fewer) fields apart from those depicted in screenshots here.

4 Adding a Contributor

Once the relevant programme has been located in the Inbox, click on the programme's **Contributors Form**. To add a new contributor, make sure the Authors & Contributors tab is selected, choose the Contributor Role type from the Role dropdown menu, enter in further information (e.g. first name, last name and email address of the contributor) in the available search fields and click **Search**. *If this is a user's first time using the individual search they will need to accept the Equity terms and conditions to continue.*

i Hints & Tips

Self Service PDF: If a contributor does not wish to provide their email address to the production team, production users can click on Self Service PDF. The downloaded form can be delivered to the contributor who can then complete the Diversity Self-declaration Form (DSF) directly. For more about Self Service PDFs and the DSF see the FAQs.

Users should select the result that corresponds to the broadcaster they are completing forms for or the appropriate Equity result by clicking on **Use** (available if the individual is returned as a local, broadcaster-specific search result) or **Edit and Use** (available if the individual is returned as a global search result). If no appropriate results are returned click on **Add as New** and enter all mandatory information. See *the FAQs for info about Character Names*. Click **Confirm** to add the entry to the form. Note: if unable to provide an email address for a contributor, the user will be required to select one of three options listed below the email address text box that deal with this scenario: 1) Contributor email address not supplied, 2) Contributor does not wish to provide email address or 3) DSF via agent. Additionally, if the Contributor Role chosen can be mapped to more than one Diversity Role type, the user will need to select the correct Diversity Role type from a dropdown in the Edit Contributor pop-up.

5 Editing Roles & Removing Contributors

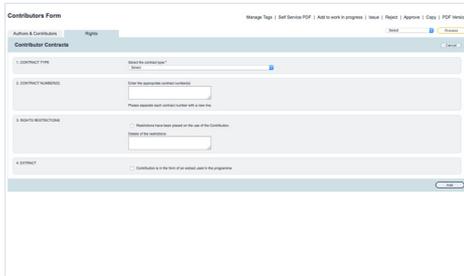
Once an entry has been added to the Contributors Form, only certain information can be edited (e.g. Role type); users cannot edit the name of an added contributor. Misspelled contributors should first be removed from the contributor list and then added again.

To edit an existing contributor while in the Contributors Form, click on that contributor's name followed by **Edit**. Save any changes by clicking on **Confirm**. Click on **Cancel** to avoid making changes and to return to the contributor list. To delete one or more contributors, select the relevant tickboxes on the right side of the screen, choose Remove Contributor(s) from the dropdown and then click **Process**.

Hints & Tips

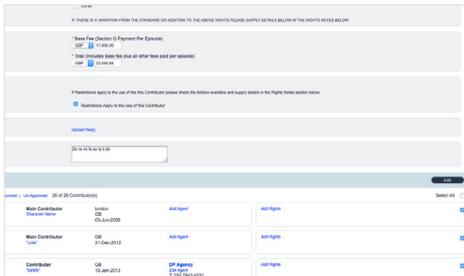
Enable pop-ups in your browser: Silvermouse will not function properly if pop-ups are blocked.

Adding Rights to Contributors (Individually)



To individually add rights to an existing contributor, locate the contributor you wish to add rights to and click **Add Rights**. Alternatively, select the contributor's tickbox, choose Add / Edit Rights from the dropdown and click **Process**. Both methods will move you to the Rights tab. Select the relevant Rights type from the dropdown menu on the left side of the screen then click **Use**. Fill out the necessary information, upload any required documents then click **Add**. Once rights have been added, users will be able to select **View Rights** while in the contributor list.

Adding Rights to Contributors (in Bulk)



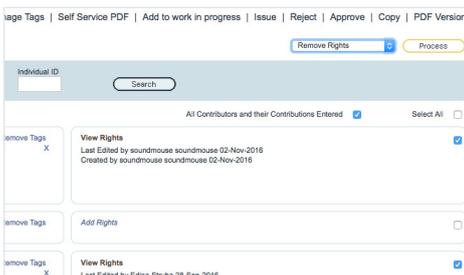
To add the same rights to multiple contributors simultaneously, begin by clicking on the Rights tab. Select the Rights type to be added from the dropdown on the left side of the screen and click **Use**. Fill in all of the necessary rights information and upload any required documents. Prior to clicking **Add**, scroll down and select the tickboxes of all contributors you wish to add these rights to. Once you have selected all of the relevant tickboxes, click on **Add**. This will apply the rights to all chosen contributors at once.

Editing Rights



To edit existing rights, click on **View Rights** then **Edit Rights**. Click **Add** to save any changes made. To apply existing or edited rights to multiple contributors, after clicking **Edit Rights** (and making any necessary changes) scroll down and select the relevant contributors' tickboxes then click **Add**. This will add the rights to all of the chosen contributors at once and overwrite any existing rights they may have had.

Removing Rights



To remove rights from one or more contributors, select the tickboxes of those contributors, choose Remove Right(s) from the dropdown on the right side of the screen and then click **Process**. Click on **OK** when the subsequent warning message appears to proceed with the removal.

10 Adding, Editing and Clearing Rights Notes

The screenshot shows a table of rights entries. Each entry has an 'Add Rights' button. One entry is expanded to show 'View Rights' details, including 'Last Edited by Megan Wang 14-Jul-2015' and a 'Rights Notes' field with 'Test 2'. Below the notes field are 'Edit' and 'Clear' buttons. Another entry is expanded to show a 'Rights Notes' field with a text input and a 'Confirm' button.

If available to the user, rights notes can be added while completing the rights form or after rights have been added. To add rights notes after adding/applying rights, simply click the **Add Notes** link for the relevant rights. Click **Confirm** to save the text. Edit rights notes by clicking on the **Edit** link. Use **Confirm** to save the changes. To clear existing rights notes, click the **Clear** link for the relevant rights.

11 Copying a Contributors Form

The screenshot shows a 'Copy Form (Confirm Details)' dialog box. It has two main sections: 'Copy From (Source Programme)' and 'Copy To (Destination Programme)'. Below these are 'Form Elements' with checkboxes for 'Form', 'Contributors', 'Diversity Actual', and 'Diversity Perceived'. There are also radio buttons for 'Roles Only' and 'Roles & Diversity Data'. A 'Confirm' button is at the bottom right.

For the programme that you wish to copy into, first ensure that all 3 of the programme's Diamond forms (Contributors, Diversity Actual and Diversity Perceived) are in the Inbox. Open the Contributor Form you wish to copy into. Click on **Copy** (located just below the PAC status list). Search for the Contributors Form you wish to copy from, select its corresponding radio button and click **Confirm**. A pop-up will appear, displaying the Copy From and Copy To programme details along with an option to copy across licences (rights). *Note: copying the Contributors Form will also copy the data from the corresponding Diversity Actual and Diversity Perceived Forms.* In regard to the Diversity Perceived Form, users will be able to choose to copy Roles Only or Roles & Diversity Data by selecting the relevant radio button. If Roles Only is selected, users complete the Diversity Perceived Form as normal. If Roles & Diversity Data is selected, an additional step is required to reveal the copied data; once revealed users can then Edit it or Confirm it. For more info see the Silvermouse: Diversity Perceived guide. Copying the Contributors Form also restarts the Diversity Self-declaration Form (DSF) email workflow unless the DSF has already been completed by the Contributor. Click on **Confirm** one final time to perform the copy.

12 Submitting the Contributors Form

The screenshot shows a 'Submitting the Contributors Form' interface. At the top, it says 'Displaying Forms 1-6 of 8'. Below this are navigation links: 'Add to work in progress | Submit to Broadcaster | Copy | Email to Other | PDF Version'. There is a 'Select' dropdown menu and a 'Process' button. Below that is a search bar with a 'Search' button. At the bottom, it says 'All Contributors and their Contributions Entered' with a checked checkbox.

Once the Contributors Form has been completed, the user should tick the All Contributors Added tickbox located on the right side of the screen just above the rights information.

Users can then send the Contributor Form off to the broadcaster for approval by clicking on **Submit To Broadcaster** (located just below the PAC Status list).

Frequently Asked Questions

Do I have to use Mozilla Firefox, Internet Explorer (IE) or Google Chrome?

Currently Mozilla Firefox, Internet Explorer (IE) and Google Chrome are the only browsers fully supported by Silvermouse. While the system may function on other browsers, using an unsupported browser can cause some features to not function as intended or to fail entirely. Be sure to use updated versions of these browsers as older versions may not work properly.

To download Mozilla Firefox to your machine go to www.mozilla.org

To download Google Chrome visit <https://www.google.com/chrome/>

I can't seem to locate the correct programme. Where is it?

If you are having difficulty locating a particular programme, this could indicate that the broadcaster has not yet issued the programme to the production company. Until the programme is successfully issued, users will be unable to locate the programme in Silvermouse.

Can I edit the production header?

While there are some header fields that can be edited by permissioned users, most of the header information is pulled from pre TX files delivered to Soundmouse from the broadcaster. The information from these pre TX files cannot be edited by the user; it must be amended at source.

I can't submit the Contributors Form. What's wrong?

If you are having trouble submitting the Contributors Form, make sure the All Contributors Added tickbox has been selected. Users should also ensure that Diversity Role types have been provided for all contributors that require them. If the user fails to provide a Diversity Role type for a single contributor that requires it, they will be unable to submit the Contributors Form to the broadcaster.

I've submitted my form but noticed an error. How can I fix it?

Forms with a status of Submitted cannot be edited. In order to be able to make changes to a submitted form, contact the broadcaster of the series or programme and ask them to reject the form on Silvermouse. The rejected form will reappear in your Inbox.

Info about Character Names

Character Name is a mandatory field for contributors that have a Diversity Role type of 'Lead Actor' or 'Actor (Supporting Role)'. If no identifiable character name (e.g. John Doe or Unknown1 or Interviewee1) is entered when adding a contributor, then only the role type will be visible on the Diversity Perceived Form. If there are multiple contributors of these specific role types, this can make it difficult to distinguish between them.

Delivery timelines

Broadcasters will vary on when they expect diversity paperwork to be submitted. All queries relating to the deadline for the submission of Diamond paperwork should be directed to the broadcaster of the series or programme. A list of broadcaster contact emails can be found below under Further Assistance.

What is the Diversity Self-declaration Form (DSF)?

The Diversity Self-declaration Form (DSF) is completed directly by the contributor of the production. An email validation is sent to the email address supplied when a contributor is entered onto Contributors Form. Once validated, that contributor receives a second email with a link to the DSF for them to complete. The DSF is not available, accessible or viewable on the Silvermouse platform, and the data entered is encrypted and anonymised. The DSF can also be completed via a Self Service PDF. See below for details.

More about the Self-Service PDF

With Self Service, users download and print the Self Service PDF which contains a unique production key for the specific series or programme. This document can then be delivered to a contributor who can use it to access and complete the DSF (Diversity Self-declaration Form) directly. Once the form has been completed, production users will see the contributor's name listed in the Self Service dropdown on the Diversity Actual Form of that particular series. Multiple Self Service PDFs can be downloaded and printed per series or programme to account for each Self Service contributor.

Understanding the links between the Contributors, Diversity Actual, Diversity Perceived and the Diversity Self-declaration Forms.

When an entry is added to the Contributors Form, information is then auto-populated on the Diversity Actual and Diversity Perceived Forms.

The Diversity Actual Form will show the Name and Diversity Role (and to permissioned users only, email addresses); the Diversity Perceived Form will show only the Diversity Role (and, when applicable, Character Name).

Production users will never see any of the data entered into the DSF (Diversity Self-declaration Form).

If changes are made or a contributor is removed via the Contributors Form, (when applicable) these changes will be pushed through to the Diversity Actual and/or the Diversity Perceived Forms. If the Diversity Forms have been submitted prior to the Contributors Form and changes are then made for certain Contributor Role Types, the Diversity Actual and Diversity Perceived Forms may be automatically rejected. If one of the Diversity Forms is automatically rejected an email notification will be sent to the user.

Requesting data from talent

If you don't have access to a contributor's personal email address, you can instead enter their agent's email address on the Contributors Form. Note: contributors must still complete the Diversity Self-declaration Form (DSF) themselves. The agent will be asked to validate their own email address and then forward the link to the DSF to their client to complete it.

A note about permissions and broadcaster requirements

User permissions are dictated by broadcaster requirements. This means that some users will have different permissions and, consequently, a slightly different workflow (e.g. BBC input group users have the ability to approve forms instead of submitting them to the broadcaster).

BBC users and adding/managing/removing tags

BBC users can add tags to contributors. To do so, first create the tag(s) by entering a programme's Contributors Form and clicking on **Manage Tags** located below the header. Give the tag a name and number, add in additional notes or timecodes if necessary and click on **Create**. Tags can be applied to/removed from contributors in one of two ways: 1) individually by clicking on an added contributor's **Add/Remove Tags** link, or 2) in bulk by selecting the tickboxes of added contributors, choosing Add Tags or Remove Tags from the Process dropdown and clicking on **Process**.

Help! I've forgotten my password!

If you've forgotten your password simply click on the Forgotten Password link on the Silvermouse login page. Enter in the username you have forgotten the password for and then click Submit.

Further Assistance

Queries relating to the functionality of the system or technical difficulties should be sent to: silvermousehelpdesk@silvermouse.com or diamondsupport@silvermouse.com (for queries related to the functionality of Diamond forms).

For all Diamond content-related queries (what needs to be completed, deadlines, particular production scenarios, etc.), contact the broadcaster of the series or programme:

BBC	• silvermouse.support@bbc.co.uk
Channel 4	• DiamondDiversity@channel4.co.uk
Channel 5	• postproductionpaperwork@channel5.com
ITV	• diamondqueries@itv.com
Sky	• DiamondSilvermouseUsers@sky.uk

