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Digital Signage FAQ

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I just logged into Screencloud for the first time and don't see any content.

It's important to first set up your account from the invite email from Screencloud. If you skip this and try to follow the documentation on how to log in, you will create an account with no access. This is an easy fix - just contact us and we can restore your access.

Why don't I see any screens when I log into Screencloud?

That's expected - we manage all screens centrally to support emergency alerts.

Should I put content on a playlist or channel?

We set departments up to primarily put content on playlists. This is helpful for a number of reasons - it's easier to reuse content on multiple screens and easier to switch out content for a special event. In most cases, you will select Playlists from the left menu and edit your playlist content to affect what's on the screen. However, there are some cases you might want to put content directly on a channel. For example, if you have two screens that have the same content except one slide (for example, a building directory), you could use the same playlist for both and put the building directory slide directly on one channel as well.

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