How do I learn how to use the Conote Pocketbook platform?
It takes just five minutes - watch this video!

What is a pin number and how do I make one?
When the system is not used for 15 minutes, it will log you out for security reasons. To get back in quickly, a pin number is a quick way of getting back in without typing out all your login details again.

To set a pin, go to 'Profile', 'Edit My Details' and enter your desired pin into the 'Pin Number' text box.

How do I change my password?
Go to 'Profile' and then select 'Change Password'.

What is a scene and how do I add one?
A 'scene' is a place on our system where you can store all your relevant information relating to a shoot that took place.

If you are looking to create a scene for today, simply press on the '+' icon next to 'Today's Scenes'. Create a name for your scene and press 'Create Scene'.

If you are looking to create a scene for a past date, select the date in the calendar and press the '+' next to it. Create a name for your scene and press 'Create Scene'.

How do I edit the name of a scene?
Go to the scene in question and select 'Edit Scene'.

What is the difference between full consent, voice only, no face and background?
- Full Consent means the contributor has stated that they are happy to be featured in any way.
- Voice Only means the contributor has stated that only their voice can be used.
- Background means the contributor doesn't want to appear in featured shots, but is happy to only appear in the background of shots.
- No face means the contributor has stated they are happy to be shot in an unidentifiable way.

How do I take an on-camera consent?
By clicking 'add contributor' and 'on camera consent', record your consent conversation as you wish following your production companies' guidelines.
If you want to upload a camera consent conversation from the past, follow the steps above but upload the footage from your camera roll rather than record.

I made a mistake on a Digital Release Form; how do I change it?
You can 'upgrade' your consent. Go to the contributor's profile and select 'upgrade consent'. You will then be taken through the process again which when saved, will override the previous consent.

How can I delete a contributor page?
If you want to remove a contributor release form and/or page, go to the Contributor's page and underneath their picture is a 'delete' button. This is something you cannot undo, and the data will be deleted permanently. If you cannot see the 'delete' button, it is because your user doesn't have the authority to do so. Only Production Managers and Tier 1 users are able to do this.

How do I make private notes that only I can see?
You can make private notes in the 'notes' section on the menu bar.

How do I make additional notes about a contributor?
Find the contributor on the 'Consents' button via the menu. Once the contributor's page is open, you can add notes by scrolling to the bottom of the page and pressing the + next to 'Consent Conversations'. These notes are for your whole team to see.

How can I move private notes into a scene for everyone else to see?
Once your notes are saved, edit the notes and scroll to the bottom of the page to select what scene you want to move the notes to. N.B You must remember to press save.

How do I search?
To search the system, use our search tool in the menu. If what you are searching for belongs to a scene, we recommend you click on the result you are after and then search the scene again using 'cmd' and f (IOS) or 'control' and f (Windows) specifically including your query.

How do I access the database?
If your Production Manager has given you the correct access level (you need to be a Tier 1 user), you can find the database on your desktop. You cannot access the database on a mobile device.

How do I download files?
Only staff that are assigned to manage the system have access to this option. Contact your production manager if you want to download files from the system. We recommend that you only download your data at the end of a production.

How do I delete material and location forms?
Production Managers are able to do this on the home page by clicking 'Scenes' and scrolling down. Next to each form is a 'delete' button which will permanently remove this form from the system.

How do I delete the production and all of its contents?
Production Managers only. Make sure to download all your files on the databases page before deleting the whole production. At the bottom of the home page, by pressing the 'scenes' tab, you will see a red 'delete production' button. By pressing this button, you will delete the entire contents of the site.

My question is not asked here. How do I get an answer?
Pop us an e-mail at hello@conote.tv and we will be happy to assist. Equally, feel free to watch our demo at the top of the page where we cover the key features.