

Duke Office of Information Technology

Account Setup—DukeStream Pro

Please read [these guidelines](#) before setting up an account.

DukeStream Pro accounts are available to the following Duke affiliates:

- ? faculty
- ? staff
- ? students (via a faculty or staff sponsor)
- ? departments
- ? schools
- ? other units across Duke

To request a *DukeStream Pro* account, follow these steps:

1. Contact the OIT Service Desk at (919) 684-2200
2. Tell them you would like a new streaming media account.
3. Provide a brief description of how the account will be used.
4. Create a one-word name for your top-level streaming directory (letters and numbers only - no special characters).
5. Provide the name of the owner or "gatekeeper" for this account, and the NetID of that person.*
6. Provide the NetIDs of any additional people who need permission to access the account.

Please allow three business days to receive confirmation on your account request.

Once an account is created, customers can securely transfer their encoded video files to a specified directory on the server that maps to a specific URL. Access to upload or manage files on each server can be restricted via a single username and password per directory.

*Departmental or unit accounts require a primary owner or "gatekeeper" who is responsible for requesting the account and for determining who else has access to the unit's streaming directory.

Guidelines for streaming @ Duke

Failure to comply with the following guidelines could result in the removal of content and the revocation of the content owner's account.

- ? Customers placing content on the servers are responsible for obtaining the proper permission and/or legal releases. Content must also comply with university [acceptable use guidelines](#).

? Customers are expected to remove inactive content from the server on an annual basis. OIT reserves the right to remove any content that has not been accessed within a period of one year. Before deleting content, DMS will contact the owner.

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Duke Office of Information Technology - www.oit.duke.edu - (919) 684-2200 - help@oit.duke.edu