

## Frequently Asked Questions on RTÉ Copy Clearance

### **Why do I have to change to this system?**

The RTÉ Copy Clearance system has been in place for some time and technology changes and developments have allowed us to reduce the amount of paperwork for you in processing and keep all correspondence in one central place.

### **Why do I have to register?**

To use the system registration is required to ensure confidentiality and access.

### **What will you do with my data?**

The use of personal data will be for the purpose of fulfilment of the service. RTÉ General Terms and Conditions and Privacy policy apply and will be adhered to.

### **Can I upload files?**

Yes, you can upload files to a maximum size of 50mb.

### **Is there a charge for this service?**

Not at present.

### **Will you clear copy for other media outlets/for everyone?**

The RTÉ Copy Clearance system is only for use for media to be broadcast on RTÉ channels.

### **Can I delete my account?**

Yes, your account can be deleted by the system administrator in your agency.

### **How secure is this system?**

Part of the reason for moving to this system is to ensure we have security to the highest standards.

### **What if I can't access the link?**

You may need to check your internet browser settings. Please contact [askrteclearance@rte.ie](mailto:askrteclearance@rte.ie) if you continue to have difficulty.

### **Can I still send emails and files to [adclearance@rte.ie](mailto:adclearance@rte.ie)?**

No, the [adclearance@rte.ie](mailto:adclearance@rte.ie) address will be discontinued for use for submissions.

### **When will this happen?**

July 2023

### **Do I still need to submit the old clearance pdf form?**

No, this is no longer necessary.

### **I am not an agency; I am a direct client/media agency/PR/ Marketing company - do I still need to register as a New Agency?**

Yes - please fill in the new agency set up request with your company name.

### **I do not have a landline. What do I put in the 'Company Admin Line' box?**

Please supply a contact number. This can be a mobile number.

**Can I put more than 1 piece of copy in each case?**

No, please create a duplicate case for additional pieces of copy for the same campaign. Please refer to the training manuals for more information.

**Can I send my files on links?**

No, the files need to be uploaded to the system. Max 50mb

**Do I send copy instructions, rotation details, music details to [adclearance@rte.ie](mailto:adclearance@rte.ie)?**

No, these need to be sent to [tvtraffic@rte.ie](mailto:tvtraffic@rte.ie) or [radiotraffic@rte.ie](mailto:radiotraffic@rte.ie)

**Where do I send my final approved broadcast copy for radio?**

Please send it to [radio.commercial@rte.ie](mailto:radio.commercial@rte.ie)

**Where do I upload substantiation documents?**

Document to be uploaded to the case "File (50 MB Max)" box where you upload scripts/storyboards and media files. Links will not be accepted.

**I am going on holiday; please can you give my colleague access to my account?**

Please ask your agency/company administrator to provide access for your colleague.

**I have an amendment to an existing case that has already been approved. Can I add it to the original case?**

No. Please complete a duplicate case and add details in the description box of the changes.

**Do I submit sponsorship stings for clearance through this new system?**

Yes.

**How do I contact you? [adclearance@rte.ie](mailto:adclearance@rte.ie) is bouncing back.**

Please contact [askrteclearance@rte.ie](mailto:askrteclearance@rte.ie)

**Why is airtime clearance necessary?**

Prior to going to air, all Radio and Television advertisements airing on RTÉ must first be cleared for broadcast by our internal Copy Clearance Committee who consider both the verbal and visual content of the commercial along with its suitability for broadcast and its compliance with all existing Legal and Industry Codes for advertising as well as RTÉ's own internal guidelines. Please note Clearcast or RACC Clearance does not cover RTÉ Radio or Television stations.

**When are the clearance meetings held?**

The Copy Clearance Committee meet to review Clearance submissions each Tuesday and Thursday morning at 9 a.m. Please note failure to comply with our Clearance meeting deadlines may result in airtime being pushed back and any lost airtime fully charged.

**What happens to my current ongoing cases? Do I need to resubmit?**

This is a new system. All cases over 12 months old need to be resubmitted. In certain circumstances, we will request that more recent cases be submitted again, so we appreciate your cooperation.