

24 April 2020

Message to lecturers: Zero-rated data and the use of YouTube Videos

Dear UP Colleague

With the launch of the new UP Connect portal, we have managed to provide access to students and staff to everything they need to continue with their work and studies online, at no data cost to the user.

In order to ensure that service providers are willing to offer continued support of this initiative, it is essential that all users act responsibly in making use of data. With the launch of the initiative, it was noted that a few individuals had abused the system and used enormous amounts of data, thus compromising the agreement with the Internet Service Providers and the sustainability of the project in support of our many thousands of students and staff. It was thus necessary for the University to restrict the access to YouTube **to only allow curated YouTube videos in clickUP to be viewed on the portal. YouTube videos, which were embedded in ClickUP before 22 April 2020, can still be viewed.**

Below is the process we have established for lecturers to submit embedded YouTube videos URLs to be whitelisted. It will take at least one business day before the video will be available for students to view as UP Information Technology Services (ITS) will whitelist all the submitted URLs once a day:

1. Complete the [following form](#) for only the number of URLs required. A second form must be completed if more than 5 URLs are required.
2. We require two URLs:
 - a) the complete YouTube URL and
 - b) the complete URL from within clickUP where the specific Video is embedded.

A complete YouTube URL must be in this format:

<https://www.youtube.com/watch?v=Abc123deF> or <https://www.youtube.com/embed/Abc123def>

3. Please DO NOT submit URLs for YouTube playlists.
4. Please do not submit video URLs, which were already embedded in clickUP before 22 April.

If you have any questions, please visit the clickUP help site to assist you with [uploading YouTube Videos and embedding videos or sharing videos via Google Drive](#)

If you still have any questions, please contact IT Support on (012)420-3051 or help@it.up.ac.za

Best regards

Department of Information Technology Services