Creators' Cloud Web

Use this manual if you encounter any problems or have any questions when using the web browser Creators' Cloud Web.

Recommended topics

Starting a Creators' Cloud membership

You can use 5 GB of cloud storage by creating an account and starting a Creators' Cloud membership.

Adding cameras

You can use 25 GB of cloud storage by adding your camera to your Creators' Cloud membership account.

Support information

Creators' Cloud Web: Support information

This website provides Q&As for when you have problems using Creators' Cloud Web, etc.

Creators' Cloud Web

What you can do with Creators' Cloud Web

Creators' Cloud Web is a platform that supports creators' production. Creators' Cloud Web provides cloud services and a place to meet other creators.

> **Note**
>
> - Some functions or cloud storage services may not be available in some countries or regions. Visit the following website for information on the status of support by country or region.
>   https://creatorscloud.sony.net/catalog/servicearea.html

Also visit the following website.
https://www.sony.net/cc/

Seamless coordination of cameras and cloud storage

You can upload still images and videos taken with your Sony camera to cloud storage without operating your smartphone.

A place for co-creation with creators around the world

You can share your photographed and produced works with creators around the world as a portfolio. You can also browse the works of other creators and share information such as equipment used, settings, and shooting locations with other creators.

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Creators' Cloud Web

Starting a Creators' Cloud membership

You can use 5 GB of cloud storage by creating an account and starting a Creators' Cloud membership.

- Cloud storage services may not be available in some countries or regions.

1. **Access the following Creators' Cloud Web site and follow the instructions to create an account and start your Creators' Cloud membership.**

   https://www.sony.net/capp/

   - For information on how to add cameras, see "Adding cameras".

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Creators' Cloud Web

Adding cameras

You can use 25 GB of cloud storage by adding your camera to your Creators' Cloud membership account.
For information on how to start a Creators' Cloud membership, see "Starting a Creators' Cloud membership".

- Cloud storage services may not be available in some countries or regions.

1 **Select the ▢ (Cameras) screen → [Add cameras] and follow the on-screen instructions to add your own camera.**

- You cannot add cameras that are not on the list.

2 **Check the storage capacity in the lower left.**

- 5 GB of space is available to users who simply create an account, and this increases to 25 GB once a camera is added.
- You can increase the storage capacity for a fee in some countries or regions. For more information, visit the following website.
https://www.sony.net/cc/help/storage/

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Creators' Cloud Web

Home screen

This screen is located in the 🏠 (Home) tab in the upper left of the screen.
The content shown here is just an example. The actual screen may differ depending on your country or region or the version of your smartphone or application.
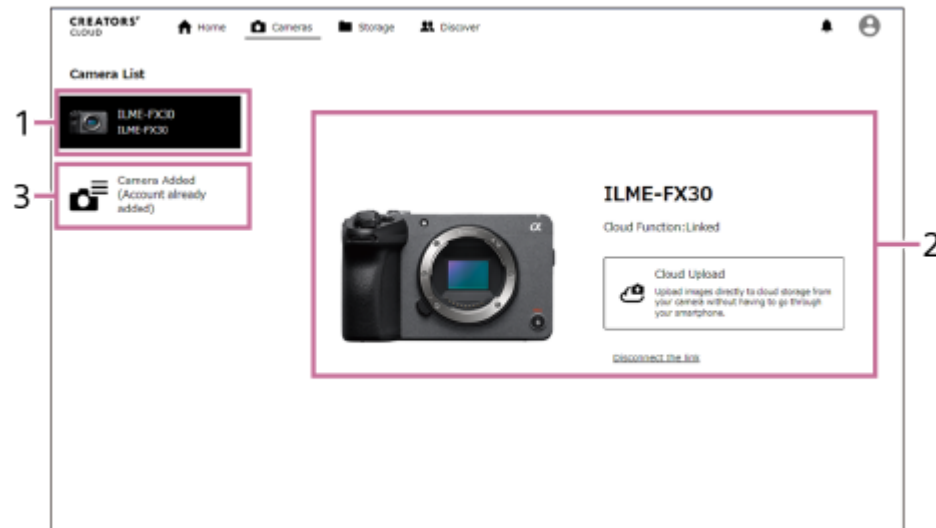

1. 🏠 (Home)
2. 📷 (Cameras): You can view help guides and compatibility information for cameras you have added. For information on how to add cameras, see "Adding cameras". You can also view a list of cameras linked with the cloud and change upload settings.
3. 📁 (Storage): You can view images uploaded to the cloud.
4. 👥 (Discover): On this website, you can interact with other content creators.
5. **Notifications**: Shows notifications.
6. **User Information** : Shows user and app/service information. Some examples are shown below. Some items may not be available, and the corresponding items may not be displayed, depending on your country or region, the camera used, and your sign-in status.
   [My Studio]
   When signed in to Creators' Cloud, [My Studio] in [Discover] is displayed.
   [Storage]
   You can change your subscription plan and increase your storage capacity for a fee.
   [LUT]
   You can upload LUTs for video color adjustment to the cloud and manage them in a list view. You can also import your desired LUTs to the camera.
   [Camera upgrade license]
   You can obtain or download camera upgrade licenses.
   [Software upgrade license]
   You can obtain software upgrade licenses or download license files.
7. **My Studio**: Shows your profile, projects, and favorites. This is also where you can edit content.
8. **Camera linked with the cloud**: Shows the camera linked with the cloud, if any. If multiple cameras are registered, the camera registered most recently will be displayed.
9. **Cloud storage usage**: Shows the total capacity of your current plan and the capacity in use. Select ℹ️ (Information) to check app and service usage. This is also where you can sign up for a paid plan.
10. **Show all** : Move to 📁 (Storage).
11. **Recently uploaded images** : Shows images recently uploaded to Creators' Cloud.
12. **Recommended app**: Shows apps recommended for you.

Creators' Cloud Web

Cameras screen

This screen is located in the ▢ (Cameras) tab in the upper left of the screen.
The content shown here is just an example. The actual screen may differ depending on your country or region or the version of your smartphone or application.
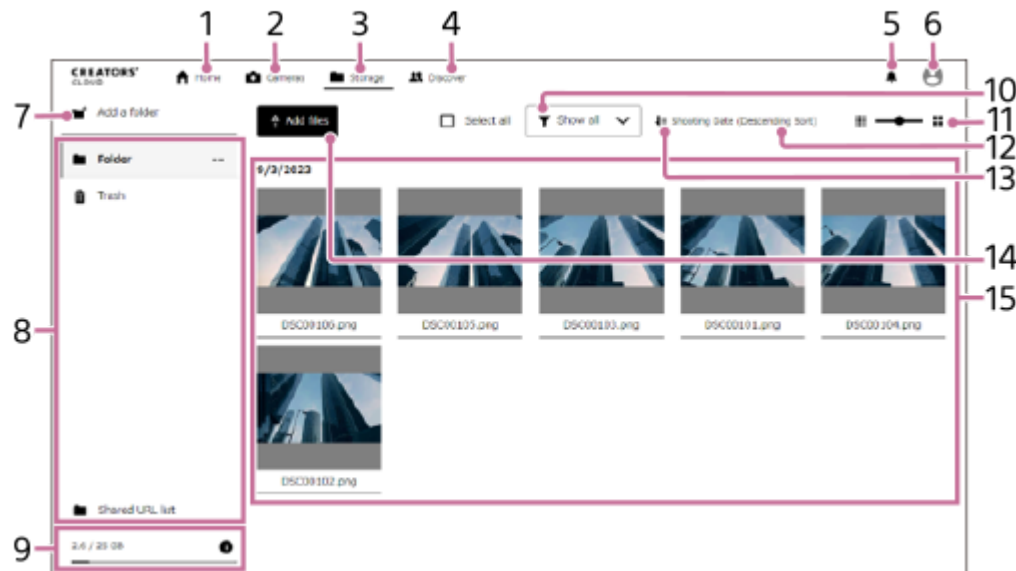

1. **Camera linked with the cloud**: If you have linked a camera with the cloud, the registered camera will be displayed here. Selecting the camera allows you to check its status and change its settings.
   Visit the following support website for Creators' App for cameras that can be linked with the cloud.
   https://www.sony.net/ca/help/camera/
2. **Selected camera**: If you select a camera linked with the cloud, the status of the cloud function will be displayed. Clicking on [Cloud Upload] will allow you to change the file format for uploading, the destination folder for uploading, etc.
3. **Cameras added to your account**: If you click [Camera Added], a list of cameras registered to your account will be displayed. You can also add cameras to your account or remove cameras from your account.

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Creators' Cloud Web

Storage screen

This screen is located in the ■ (Storage) tab in the upper left of the screen.
The content shown here is just an example. The actual screen may differ depending on your country or region or the version of your smartphone or application. Depending on your country or region, cloud storage services may not be available, and the ■ (Storage) tab may not appear.
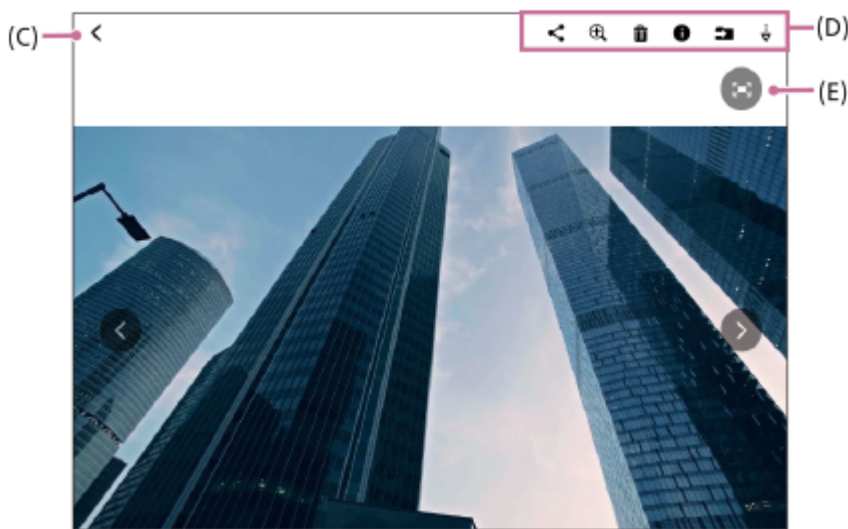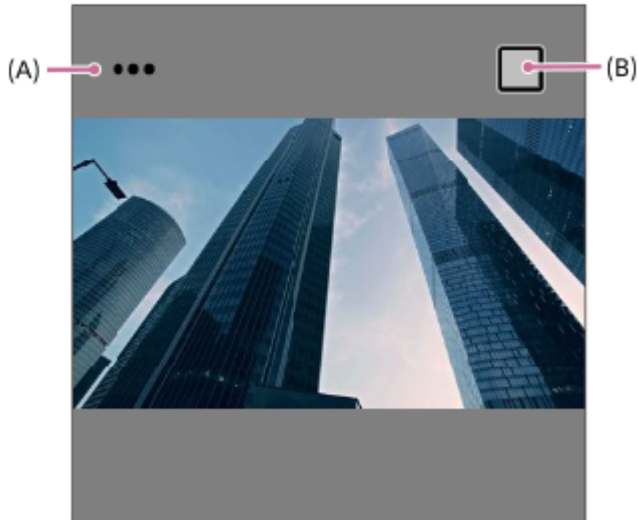

1. ⌂ (Home) screen
2. ◻ (Cameras) screen: By selecting the list of your cameras, you can view help guides and compatibility information for your cameras. Use [Add cameras] to register your camera.
3. ■ (Storage) screen
4. ☺ (Discover) screen: On this website, you can interact with other content creators.
5. **Notifications**: Shows notifications.
6. **User Information**: Shows user information and app/service information. For information on the displayed items, see "Home screen."
7. **Create folder**
8. **Folders uploaded to the cloud**: Select a folder to browse. Folders with names corresponding to apps or services are exclusively for those apps or services. For details on folders, see "Creating folders in the cloud storage and managing images."
   ••• (Folder menu): When using a computer, a menu will be displayed if you position the cursor over a folder. You can rename or delete folders from the menu.
   If you are using a smartphone or tablet, check boxes will be displayed on folders when a check mark is placed in the check box in the upper right of the screen. When you select a folder, a menu will appear at the top of the screen where you can rename or delete the folder.
   Trash: Empty Trash to completely delete the files in Trash. Files moved to Trash are automatically deleted after 60 days.
   Shared link list: Links you have created to share files. For details on sharing files, see "Sharing images."
9. **Cloud storage usage**: Shows the total capacity of your current plan and the capacity in use. Select ❶ (Information) to check app and service usage. This is also where you can sign up for a paid plan.
10. **Select all**: Select all images.
11. **Thumbnail size selection**
12. **Sort order**: Switch between ascending and descending order.
13. **Filter**: Select a type of image to display. When you select [Duplicate images only], all duplicate image files are shown (indicated by stacks of images) so that you can delete unnecessary files.
14. **Add files**: Add images or other files to the selected folder.

15. **Uploaded images**: Shows images in the selected folder. If you position the cursor over an image on a computer (press and hold a file name on a smartphone/tablet), a menu, etc. will be displayed. Selecting an image displays it in a larger size.

(A) Menu: You can rename, download, move, copy, share, edit with Master Cut (Beta)*, or move files to Trash.

(B) Selection: Select images.

(C) Back

(D) Menu (single-image display): You can share, zoom in or out on, delete, display information about, move, or download images.

(E) Expand image area

(F) Menu (displayed while an image is selected): When you select an image, this menu is displayed. You can delete, download, copy, move, share, or edit with Master Cut (Beta)*.

(G) Menu (Folder): When using a computer, this menu will be displayed if you position the cursor over a folder. You can rename or delete folders from this menu. If you are using a smartphone or tablet, check boxes will be displayed on folders when a check mark is placed in the check box in the upper right of the screen. When you select a folder, a menu will appear at the top of the screen where you can rename or delete the folder.

(H) Trash: Empty Trash to completely delete the files in Trash. Files moved to the trash are automatically deleted after 60 days.
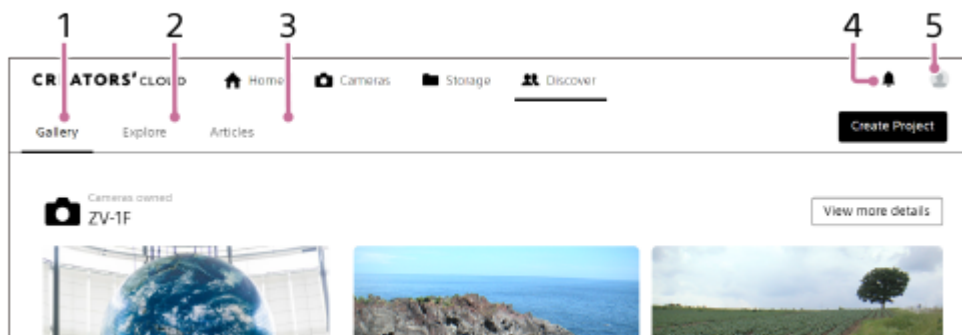
(I) Deselect image

* Master Cut (Beta) is only available in certain countries and regions

Creators' Cloud Web

Discover screen

This screen is located in the ⁑ (Discover) tab in the upper left of the screen.
The content shown here is just an example. The actual screen may differ depending on your country or region or the version of your smartphone or application. Depending on your country or region, this service may not be supported.
For more information on how to use Discover, also visit the following website.
https://www.sony.net/cc/help/discover/

1. **Gallery** : Shows content recommended for you.
2. **Explore** : You can find other content creators and explore their work.
3. **Articles** : You can browse content creator interviews, production tips, and more.
4. **Notifications**: Shows notifications.
5. **User Information**: Shows user information and app/service information. For information on the displayed items, see "Home screen."

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Creators' Cloud Web

Uploading images

To upload images to the Creators' Cloud Web storage, you can use the following methods.

- Uploading images saved in Creators' App
- Uploading images saved on a computer
- Uploading camera images directly by linking the camera with the cloud

Uploading images saved in Creators' App

You can import images from the camera to your smartphone using the smartphone application Creators' App and upload the imported images to the cloud storage.
For details, refer to the Help Guide for Creators' App.
https://www.sony.net/ca/help/opr/
For more information on Creators' App, visit the following website.
https://www.sony.net/ca/

Uploading images saved on a computer

On the ▪ (Storage) screen, select the destination folder for uploading and click the [Add files] button to upload images.
Once you have selected a folder, you can also upload images by dragging and dropping them.

Uploading camera images directly by linking the camera with the cloud

Depending on the camera, you can upload images directly from the camera to the cloud by linking the camera with the cloud.
Visit the following website for cameras that can be linked with the cloud.
https://www.sony.net/ca/help/camera/
The smartphone application Creators' App is required to link the camera with the cloud. For more information on how to link the camera with the cloud and upload images directly, refer to the Help Guide for Creators' App.
https://www.sony.net/ca/help/opr/
For more information on Creators' App, visit the following website.
https://www.sony.net/ca/

Icon display during cloud upload

You can check the number of uploaded images by clicking ☁ (Cloud Upload Progress) at the top of the screen.
☁▨ (Waiting to upload)
☁⬆ (Uploading)
☁✓ (Complete): Displayed after uploading is finished.
☁⚠(Error): Displayed if images could not be uploaded. Tap 🔔 (Notifications) in the upper right of the 🏠 (Home) screen and check the messages.

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Creators' Cloud Web

Creating folders in the cloud storage and managing images

You can create folders on the ■ (Storage) screen and manage images.

1   ■ **(Storage) screen → [■⁺Add a folder] → Enter any folder name to create a folder.**

To delete a folder

When using a computer, you can delete a folder from ••• (folder menu) displayed by positioning the cursor over the folder you want to delete. If you are using a smartphone or tablet, check boxes will be displayed on folders when a check mark is placed in the check box in the upper right corner of the screen. Add check marks to the folders you want to delete and select ■ (Trash) to delete them.

To use the images in the folders for applications or services

If you want to use the images in the folders you have created for applications or services, you must move or copy the images to the folder for the application or service you want to use. Select the images you want to use and copy or move them. This operation can also be performed from the respective application or service.

To check the folder capacity

The current cloud storage usage is displayed in the lower left of the screen.

> **Note**
> - Projects posted to [My Studio] in [Discover] will not be stored in the folders on the ■ (Storage) screen.
> - The capacity of the trash bin is included in the storage space used. Images in the trash are automatically deleted after 60 days but can also be emptied manually.

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Creators' Cloud Web

Sharing images

You can generate URLs for sharing images. You can share up to 30 images, both still images and videos, at a time.

1 **Select the images you want to share on the ▇ (Storage) screen, and then select [Create link] from ∢ (Share).**

- A screen for generating URLs will appear.

2 **Enter a title for the URL.**

- This is a string that appears at the top of the shared page and is different from the URL itself.

3 **Copy the created URL and select an application for sharing or send it via email or social media.**

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