# Request a video correction or reprocessing

Status: Current product help

A wrong speaker, failed render, bad cut, caption error and replacement recording need different checks. Start in the event's original media folder or the affected speaker's **Edited** folder and use **Folder Chat** to explain the issue. You can also open a support case.

## Include the evidence needed to act

Give the event/folder link, the exact source and output filenames, the speaker and talk title, and the relevant timestamps. Say what is wrong and what should change. For replacements, identify precisely which old file should no longer be used and which new source is correct. Keep the originals until the responsible operator has verified the replacement plan.

A board post, support acknowledgment or new upload is not a queued repair or proof of completion. General reprocessing and replacement of existing generated talks/shorts require authorized operator action. A repair request does not promise a particular recap deadline, a human edit or a guaranteed turnaround.

## If the talk is assigned to the wrong person

Some finished speaker folders show **Wrong speaker? Reassign** to authorized users. If that control is available, select the correct person from the same event and review the irreversible confirmation carefully. The target must have an event RSVP and must not already have a speaker slot. This is a speaker-slot reassignment that queues regenerated talk/short assets and notifications, not a simple filename change.

The control depends on the existing talk, event and processing context and your permissions. If it is missing, the target already has a speaker slot, or the confirmation does not describe the desired change, ask the event organizer or support to review the specific case. Do not remove speaker approvals or delete output to force the option to appear.

## If the source, cut, captions or rendered output is wrong

Upload a necessary replacement source to the event's raw upload folder, outside **Edited**, and identify it clearly in the request. Uploading a finished edit does not by itself attach that file to the right speaker or replace the event's existing edited talk.

Authorized operators can target a talk, shorts or both, apply supported attribution corrections, and choose which work needs regeneration. Existing outputs and notification behavior depend on the repair used. Generated folders are protected from ordinary upload, membership and deletion operations; an unavailable delete button is not permission to work around that protection.

Before calling a correction complete, verify the new output, correct speaker/folder, treatment of obsolete versions and any intended notifications separately. A successful render does not prove that the event

recap changed or that YouTube publication occurred.

For upload formats, roster requirements and normal processing states, see Upload meetup recordings and find edited videos.