Upload Files to Support Team
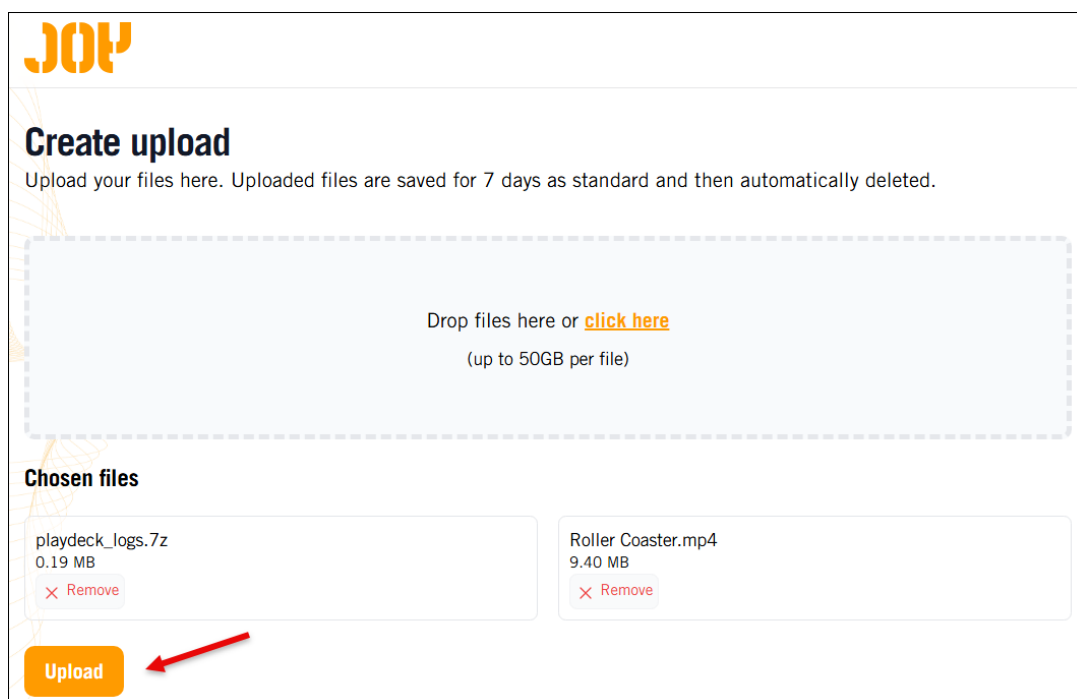
This article will show how to upload Files and send them to the PLAYDECK Team.

Open our download portal via this URL: https://download.joy-event-media.de/

You can add your Files now via Drag-drop or file-browser. In our example we already added some PLAYDECK Log-files and a sample video. If you are done adding, please click UPLOAD.

Important: Without the Download-link we cant access your Files. This is to protect Customer data.

After the Upload is complete, please click COPY to put the Download-link into the Clipboard. Then write us a message to support@playdeck.tv along with that Download-link:

Create upload

Upload your files here. Uploaded files are saved for 7 days as standard and then automatically deleted.

Upload completed

You can download the files here:

https://download.joy-event-media.de/d/M5LPUL77   📋 Copy

Change retention: Password protection:

7 days

⚙ Save changes

Chosen files

playdeck_logs.7z
0.19 MB

Roller Coaster.mp4
9.40 MB