

I'm having difficulty uploading my StoryCorps App interview to the archive

There are a number of possible reasons you might not have had success publishing your App interview to the archive via the app. Generally speaking, the upload can take a few minutes; it depends on both the strength of your Wi-Fi and the length of your interview.

If you're having difficulty publishing your interview, take a look at the upload tips below:

Wi-Fi

Uploads during high-traffic times

Alternative upload method

Wi-Fi

To ensure a successful upload, you'll need a strong, reliable network connection. While we recommend setting your phone to airplane mode *during the interview* (to eliminate distractions such as incoming texts, phone calls, and interruptions to the mic), you'll want to be sure to turn the WiFi back ON when it comes time to publish.

Uploads during high-traffic times

Although we encourage and accept app interviews all year long, there is one time during the year when there is a big push for participants: The Great Thanksgiving Listen. This app-centric campaign occurs around Thanksgiving. We might also have other topic-specific campaigns during the year, which would also impact upload and processing times.

Any interview with an upload marked as "syncing" for longer than one or two days is cause for concern. We suggest [exporting](#) your interview from your device and uploading via our web form using an [alternative upload method](#) detailed below.

Alternative upload method

If the above does not help and your upload problem persists, we suggest pursuing our alternate upload method. You can export your interview to a computer and then upload it directly to archive.storycorps.org. You can find instructions for exporting your interview from your device below.

Export an interview from my device

Once you've exported your interview audio, you can publish it via our web form using the instructions below:

- Log in to archive.storycorps.org
- Click your profile photo (in the upper right corner)
- Select **Add a New Interview** from the drop down menu and follow the prompts

Need more help? Try this [step-by-step tutorial](#).