

Apple Music FAQ

Welcome to Apple Music. With Connect, we're setting out to deepen the relationship between artists and fans. Give your fans a closer look at your work, your inspirations, and your world.

What is it?

What is Apple Music?

With Apple Music, all the music you already have lives right alongside just about every song ever recorded. Plus, our experts help you find music you'll love—hand-selecting songs, artists, and albums based on what you already listen to and like. You'll also hear the best new music in the world on Beats 1, broadcasting live from Los Angeles, New York, and London. And with Connect, you can share new songs, personal videos, and more exciting material directly with your fans. Just you and your fans—zero interference.

What is Apple Music Connect?

This is where fans connect with you, the artist. Share your ideas, audio, videos, and photos, and engage directly with your fans. Your posts and all of the material you upload directly to Connect can be accessed by everyone, not just Apple Music members, making sure your voice has the widest reach possible.

For users, the Connect tab features posts from all of the artists and curators they follow. Users will automatically be following artists whose music they've already downloaded, meaning your fanbase is already built in as soon as Apple Music launches.

On your artist page, the Connect tab houses all of your posts. You can also share your posts on Facebook and Twitter, as well as comment on other artists' posts.

What is my artist page?

This is basically your home base on Apple Music. Fans can browse your entire discography, any of your music that's already in their library, your bio, and all posts from your Connect feed—including the audio, photos, and videos you upload.

How can I start posting on Connect?

Inquire about accessing Apple Music Connect—you can get started right here (<https://itunesconnect.apple.com/WebObjects/iTunesConnect.woa?ct=artist>). Next, consider your artist page your home base. You can get there by simply searching for your name or by tapping your name on any song or album on Apple Music. Go to the Connect tab and post by tapping the New Post button. To post about music you love, simply tap the Share button, then tap Post to Apple Music. Your followers will see the post and any comments you add in their feed. Post directly or let those in your trusted circle post for you. It's your call.

Can anyone post in Connect?

Only verified artists or our partners can post in Connect. When you comment on your own or others' posts, there will be a checkmark next to your name.

Do artists get complimentary memberships to Apple Music?

Participation does not guarantee a complimentary membership.

What parts of my profile can be changed?

To change your artist photo, just reach out to us with a new image through your label rep. The bio comes from Rovi, but can be replaced with a bio you submit right in the Apple Music app. Once you're verified and have posting privileges, you can get to your artist profile one of two ways: searching for your own name, or going to your Account Sheet. Tap the account you want to edit under Managing. Tap Edit and start typing your new bio. When you're done, tap Done, or tap Reset to revert to the default bio if you've changed your mind.

Can fans follow fans?

No.

Would artists and fans be able to see what followers are doing (for example, who else they are following)?

No, there are no user profiles at this time.

I have followers in Beats Music. Will they follow me in Apple Music?

When one of your followers moves their subscription from Beats Music to Apple Music, they'll automatically be following you.

How are parental controls managed in Apple Music?

Parental controls are enabled per device, and are not associated with an account or Apple ID.

What can I do in Connect?

What can I post?

Apple Music gives you a direct line to your fans. You can post a simple message, share your favorite music from our expansive catalog, and upload your own work, including audio, videos, and photos. All users, whether they are members or not, can read your posts and stream content you upload. However, only members will be able to stream the songs, albums, and music videos you share from the Apple Music catalog.

You can also attach audio or videos that you upload to your existing albums in Apple Music and comment on other artists' posts or respond to comments on your own posts.

Please note that you must own all rights for any content that you upload to Apple Music Connect (otherwise your access to Connect may be revoked).

What are the requirements for the audio, videos, and photos that I upload?

Audio can run up to 90 minutes, videos can run up to eight minutes, and photos can be JPEG or PNG.

Audio and videos can be professionally produced or spontaneously recorded on an iPhone or iPad and posted immediately. All the audio, videos, and photos that you upload will be available to members and nonmembers alike.

For more detailed technical specifications, just reach out to your contact at Apple.

How else can fans discover the material I upload to Connect?

You can also attach bonus content to your album pages, enhancing the way fans experience your catalog. This material will be displayed on the album page in a section called From the Artist. Remember that the additional audio and videos you attach to albums in Apple Music will display only in Apple Music and not on your albums in the iTunes Store.

On your artist page, all of the material that you upload will be displayed in Connect, so it's easy for your fans to find.

Do the photos I upload through Connect also appear on my Artist page?

No, your photos are only available in Connect and cannot be attached to your albums.

Can anyone else have my posts or material I upload to Connect removed?

So long as you're posting your own work, you own the rights to that material. However, content does need to comply with best practices. Graphic, profane, and/or inappropriate material may be taken down if deemed offensive.

Are there any restrictions around mature or explicit content?

Apple Music is a home for artists, and you should feel free to post anything you think will engage your fans. You can mark your content as explicit, which will prevent anyone with parental controls enabled from viewing it. Graphic, profane, and/or inappropriate material can be taken down if deemed offensive.

Can I offer the content I upload as downloads?

Any audio or videos you upload to Apple Music Connect will not be available for download on the iTunes Store. If you wish to make it available for download, you will need to deliver that song or video via your content provider.

Can fans find the audio and videos that I upload to Connect via Search in Apple Music?

Yes. When fans search your name, the audio and videos you have uploaded will display in a section called From the Artist to help distinguish these unique works from the rest of your catalog. Audio and videos are searchable by the titles you give them. Photos are not searchable.

How long will the content I upload be live?

All of the material you upload in Connect will be live and accessible until you choose to remove it.

How do band members post in Connect?

If you're part of a band, all of your members can get access, and post under the band's name or under their own name. You have total flexibility with how you set it up, and different band members can have different types of access.

Can I post to multiple accounts at the same time (for example, as a solo artist and as my band)?

No. You can only post to one account at a time.

Do fans have profiles?

Fans and band members without solo work will have @handles (called nicknames), but not profiles and will not be able to post in Connect.

How do fans follow me?

Anyone who has downloaded your music automatically follows you. When fans join Apple Music, their account setting defaults to Automatically Follow Artists until they opt out of this feature. Fans who have your music in their iCloud or iTunes library will automatically be following you. Exceptions include songs that were Free on iTunes, Song of the Week, or Pick of the Week.

Fans can also follow you by going to your artist page and tapping Follow, so all of your posts appear in their Connect feed.

Can fans comment on or share my posts?

Fans can comment on your posts, and they can share your posts to Facebook or Twitter.

If I comment on another artist's post, do my followers see it in their feed?

No.

How do I share to other social networks?

You can reach an even wider audience by sharing your posts to Facebook and Twitter. To set up your posts to be automatically shared to those social networks, tap Set Up Facebook and Twitter Sharing at the bottom of the screen when you are creating a new post. Then enter your log-in information for Facebook and Twitter, and you'll have the option to share to none, one, or both of the networks for each post.

What happens when a fan shares a post or song, video, or photo I've uploaded to Apple Music on Facebook or Twitter?

The song or video will play inline on Facebook or Twitter. Or, the fan can go to Apple Music and view the post and stream the content, even if they are not a member. If they haven't downloaded the app, they must do that first. Apple Music is preinstalled on iOS devices.

Can I edit or delete a post?

Yes, you can delete a post, but you cannot edit it once it's been posted.

What is the expected posting frequency?

It's totally up to you. Post as often or as little as you like, but we would suggest posting at least a few times a week to stay connected with your fans.

Do fans need to follow me in order to see, love, or comment on my posts?

Anyone can see your posts or shares in the Connect tab of your artist page, but in order to see your posts in their own Connect feed or to love or comment on your posts, they must be following you.

Where else can the audio, videos, or photos I upload be featured in Apple Music?

We can highlight great content throughout the app, including promoting your songs and videos in the New section. Your songs may even be featured on Beats 1 or in any of the radio stations, or included in playlists created by our own experts, giving your fans even more ways to discover your music.

Can I post from my Android device?

Yes, you can post, but you cannot upload songs, videos, or photos from a non-iOS device. You would need to upload from your computer or an iOS device.

How do I have unauthorized content removed from someone else's post?

Just let us know and we'll look into it right away. You can flag the post in the app by tapping Report a Concern, or simply reach out to your contact at Apple.

If I upload audio or videos to Connect, does this guarantee that I'll be promoted in Apple Music or the iTunes Store?

Possibly, but that's not a guarantee.

Can I link to my concert tickets or post URLs in my Connect feeds?

Yes.

Is it okay to post songs and videos that are not my own from my music library? Do those artists get paid if I do?

You can upload another artist's content so long as you have that artist's explicit permission. If you share a song or video in the Apple Music catalog, the artist will be paid. If you upload the content via Connect, the artist will not be paid. If you upload audio or video that you do not own the rights to, and you do not have explicit permission from that artist to do so, we will remove the content and your access to Apple Music Connect may be revoked.

Can I share the audio, videos, and photos I upload on Connect on external websites?

Yes, you can easily generate a link for this content, the same way you do for albums and music videos in your catalog, and share on external sites. On iOS, tap the Share button, then tap Copy Link. On desktop, click the arrow next to the price, then scroll down to Copy Link.