

ARIEL

Offline Territory User & Training Guide

A step-by-step guide for handling Assignment of Rights (AOR) orders in wet-ink (offline) territories

 **Ariel says:** *Welcome aboard! I'm Ariel, and my friends Flounder, Sebastian, Scuttle, King Triton and Ursula will pop in with tips as we swim through ARIEL together. Ready? Let's dive in!*

Point of Contact: Jarrell Brown (Jarrell.Brown@Disney.com) • Doc. #1, Rev. 1 • Date 07/16/26

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Flounder says: Psst — every line above is clickable! Ctrl-click (or Cmd-click) to zip straight to any section.

1. Getting Started with ARIEL

ARIEL is Disney's platform for creating and managing Assignment of Rights (AOR) contracts for dubbing work. It is replacing Symphony Sign and integrates with the Disney Ordering Tool (DOT) to trigger the legal contracts your talent must sign. This guide walks a new user through handling an AOR order for an offline (wet-ink) territory.

What ARIEL Is & Key Terms

- **Job:** A folder in ARIEL for a specific Title (Feature/Episodic) that contains the Work Orders, which hold the Contracts to be signed. Jobs are identified as "AOR-" + a number (e.g., AOR-1236).
- **Work Order (WO):** A dubbing task inside a Job for a specific language/territory.
- **AOR / Contract:** Assignment of Rights — the legal contract a talent (or director, adapter, translator, or artist label) signs.
- **PM:** Primary Manager — the dub studio person who signs AORs on behalf of the studio.

 **Sebastian says:** *Under da sea of acronyms? Just remember the flow: Job → Work Order → Assignment → Contract (AOR). Everything lives inside a Job!*

Getting Access to ARIEL

You are new to ARIEL, so start here:

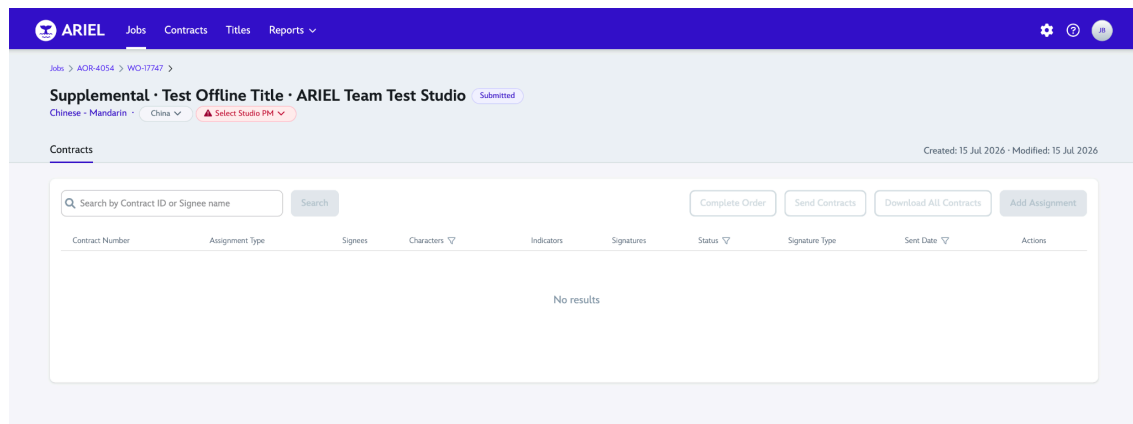
- **Confirm your account:** You need a MyID account to access ARIEL.
- **Request access:** If you do not have access to ARIEL or a MyID account, email Jarrell Brown (Jarrell.Brown@Disney.com) to request access. You can also fill out the form in Contact Us to open a support ticket.
- **Log in:** Open the ARIEL portal: <https://portal.ariel.dmd.disney.com/>

 **Scuttle says:** *Squawk! No MyID account yet? Don't get your fins in a twist — just email Jarrell Brown and he'll get you sorted.*

2. Finding Your Order

Once you are logged in, ARIEL opens on the Jobs page and shows the orders assigned to your dub studio.

- **Locate your order:** On the Jobs page, look for the order assigned to your dub studio.
- **Search if needed:** If you don't see it, search by DOT Job number, Title, or AOR number (for example, "Simpsons" or "1213").
- **Escalate if still missing:** Contact your GDV/RDV to confirm your dub studio is assigned to the order in DOT. If it is, email Jarrell Brown (Jarrell.Brown@Disney.com) for assistance. You can also fill out the form in Contact Us to open a support ticket.



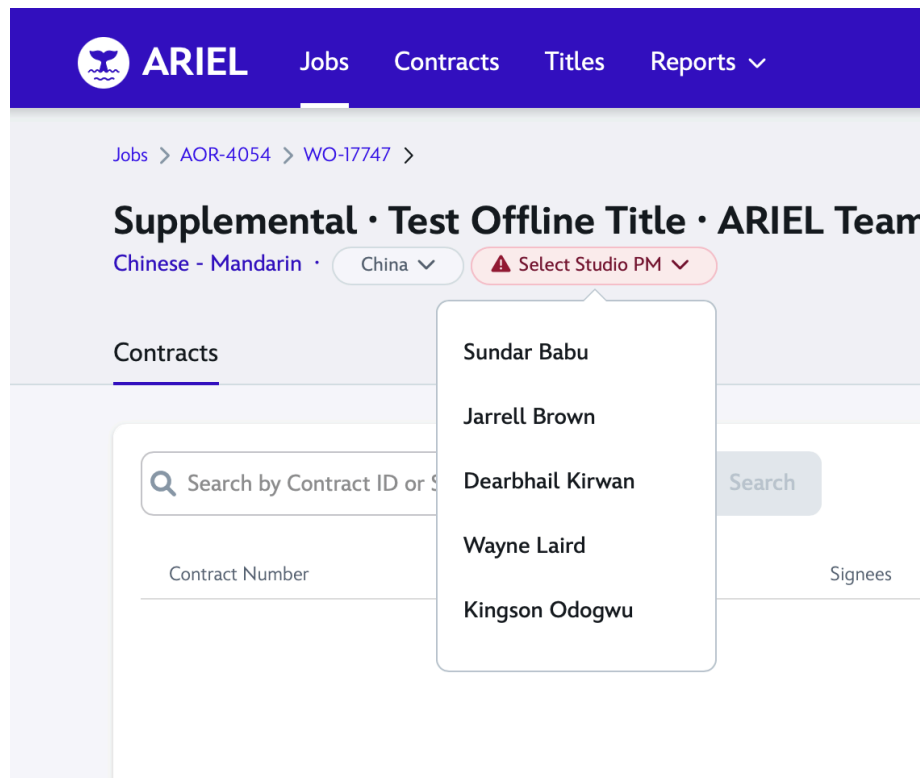
ARIEL Jobs list — locate the order assigned to your dub studio.

 **King Triton says:** Remember: Series Jobs cannot be created by hand — only Ops may summon those. If your order is missing, make sure it's assigned in DOT first.

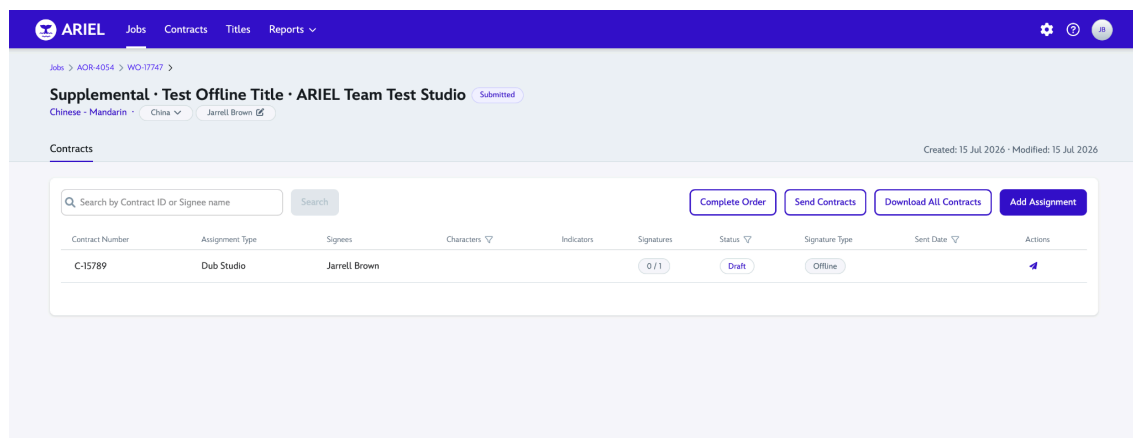
3. Assigning a Dub Studio Primary Manager (PM)

Assigning a PM is the first step. You will not be able to make any other edits to the order until a PM is selected.

- **Open the order:** Click the order you located on the Jobs page.
- **Select Studio PM:** Click the “Select Studio PM” dropdown. It lists everyone with PM access for your studio.
- **Choose the signer:** Select the person who will sign the AORs on behalf of the studio for this order.
- **Confirm:** Once selected, the dub studio AOR draft appears in the list and the rest of the order options unlock.



The “Select Studio PM” dropdown lists all PM-access users for your studio.



Once a PM is set, the remaining order options become available.

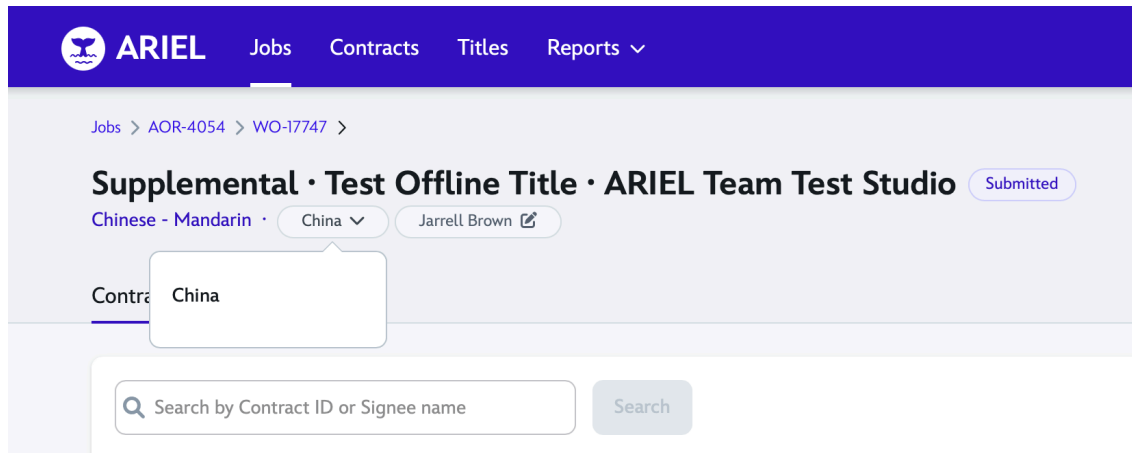
 **Sebastian says:** Ya mon, picking the PM comes first — nothing else unlocks until you do! Chose the wrong one? Just tap the pencil icon next to the PM name and switch it up.

4. Selecting a Territory

This step is only applicable for certain studios. Some languages can be recorded in multiple territories, so you must select the territory before edits can be made to the order. If there is only one territory it is already set; if there are multiple, they appear in the dropdown next to the Studio PM selection.

Offline languages with multiple territories:

- **Russian:** Russia, Latvia, Kazakhstan



Select the territory from the dropdown when multiple options are available.

5. Adding an Assignment

To set up talent assignments, select “Add Assignment” to open the details box.

- **Add Assignment:** Click “Add Assignment” on the order.
- **Select assignment type:** Choose the type: talent, director, adapter, translator, or artist label.
- **Select services:** Choose one or more services the talent will perform — they can be combined into the same AOR.
- **Continue:** Click “Next” to go to the talent's contact details.
- **Search for the talent:** Search first — the talent may already be in the system from prior work with your studio or another studio.
- **Add new talent if needed:** If not found, enter their first and last name, confirm the details, and click “Save.”

Add Assignment

1

Assignment Type

Jarrell Brown / Test Offline Title (1)

2

Contact

Studio PM*

Jarrell Brown

Assignment Type*

Director

Voice Talent

Translator

Adapter

Artist Label

Cancel

Previous

Next

Step 1: choose the assignment type.

Add Assignment

1

Assignment Type

Jarrell Brown / Voice Talent / Test Offline Title (1)

2

Contact

3

Characters

Studio PM*

Jarrell Brown

Assignment Type*

Voice Talent

Titles*

Test Offline Title x

CLEAR ALL

Services*

Select...

Select All

☐ Audio Description

☒ Dialogue

☐ Vocal

Cancel

Previous

Next

Step 2: select one or more services for this talent.

Add Assignment



- ✓ **Assignment Type**
Jarrell Brown / Voice Talent / Test
Offline Title (1) / Vocal, Dialogue
- 2 **Contact**
- 3 **Characters**

Talent*

Ja

Fake Child Minor

Jarrell Brown (fakeemail@gmail.com)

Jarrell Brown (jarrell.brown@disney.com)

Jarrell Brown (jarrellbrown64@yahoo.com)

Jarrell Brown (jarrellbrown358@yahoo.com)

jeffrey vargas (jeffrey.alexander.vargas.-nd@disney.com)

Ramesh G (rg@rrrg.com)

SUNDARAVADIVELAN BABU (sundar.babu@disney.com)

Cancel

Previous

Next

Step 3: search for the talent to see if they already exist.

Add Assignment



- ✓ **Assignment Type**
Jarrell Brown / Voice Talent / Test
Offline Title (1) / Vocal, Dialogue
- 2 **Contact**
- 3 **Characters**

Talent*

Search by Contact Name or Email Address

i To add contacts for minors, please select the parent contact as talent and then add a minor.

First Name*

Enter...

Last Name*

Enter...

E-mail Address

Enter...

Translated Name

Enter...

Cancel

Save

Cancel

Previous

Next

Step 4: if new, enter the talent's first and last name and Save.

 **Scuttle says:** Artist Label? That's a special one — only use it when your talent's record company rep needs their own copy of the completed AOR.

Adding Minor Talent

Set up a minor's assignment the same way as an adult up to the contact page, then:

- **Add the parent contact:** Search for the parent's contact or create a new one.
- **Select “Add a Minor”:** Once the parent is assigned, click the “Add a Minor” option.
- **Enter the minor's details:** Enter the minor's first and last name. Email and translated name are optional. Click “Save.”
- **Select age group:** Choose “U14” (under 14) or “U14–18” (ages 14 to 18).

Add Assignment ×

✓ **Assignment Type**
Jarrell Brown / Voice Talent / Test
Offline Title (1) / Vocal, Dialogue

2 **Contact**
Jarrell Brown
(jarrellbrown358@yahoo.com)

3 **Characters**

Talent*
Jarrell Brown (jarrellbrown358@yahoo.com) 

Minor's First Name*
Enter...

Minor's Last Name*
Enter...

Minor's E-mail
Enter...

Minor's Translated Name
Enter...

Cancel

Save

☐ Managed By Agent

Cancel

Previous

Next

Add the parent contact first, then select “Add a Minor.”

Add Assignment

✓

Assignment Type

Jarrell Brown / Voice Talent / Test
Offline Title (1) / Dialogue, Vocal

2

Contact

Jarrell Brown
(jarrellbrown358@yahoo.com) /
Minor Child (undefined)

3

Characters

Talent*

Jarrell Brown (jarrellbrown358@yahoo.com)

+ Add Minor

Minor Child

Age Group

Minor U14

Minor 14-18

Update To Adult

☐ Managed By Agent

Cancel

Previous

Next

Enter the minor's details and select the correct age group.

 **Flounder says:** Careful with minors! A new minor can't share the parent's email — give them their very own, or none at all, or ARIEL will bubble up an error.

Adding a Talent's Agent or Manager

If the talent has an agent or manager who should receive a copy of the AOR:

- **Check the box:** Select the “Managed by Agent” checkbox.
- **Add agent details:** Add the agent/manager's details the same way as the talent — or search if you've entered them before.

✓

Assignment Type

Jarrell Brown / Voice Talent / Test
Offline Title (1) / Vocal, Dialogue

2

Contact

Jarrell Brown
(jarrellbrown358@yahoo.com)

3

Characters

Talent*

Jarrell Brown (jarrellbrown358@yahoo.com)

+ Add Minor

✓

Managed By Agent

Search by Agent Name or Email Address

+ Add Agent

Agent's First Name*

Enter...

Agent's Last Name*

Enter...

Agent's E-mail

Enter...

Agent's Translated Name

Enter...

Cancel

Save

Cancel

Previous

Next

Check “Managed by Agent” to add the agent or manager's details.

Assigning Characters

After entering talent (and minor/agent) info, assign the characters they voice.

- **Open the character list:** Click “Next.” The list of characters in your media populates automatically.
- **Select characters:** Check the character(s) the talent voices.
- **Add missing characters:** If one is missing, click “Add Character,” type the name, and click “Save.”
- **Finish:** Click “Add Assignment.” The AOR appears in the list in “Draft” status.

Add Assignment ✕

✓ Assignment Type

Jarrell Brown / Voice Talent / Test
Offline Title (1) / Vocal, Dialogue

✓ Contact

Jarrell Brown
(jarrellbrown358@yahoo.com)

3 Characters

Bart

Characters*

Selected (1)

Bart ✕

Search

Deselect All

☐ Background Character

Manual

✕

☒ Bart

Manual

✕

+ Add Character

Character Name

Enter Character Name

Cancel

Save

Cancel

Previous

Add Assignment

Select characters (or add a missing one), then click “Add Assignment.”

ARIEL

Jobs Contracts Titles Reports

Jobs > AOR-4054 > WG-17747

Supplemental · Test Offline Title · ARIEL Team Test Studio

Chinese · Mandarin · China · Jarrell Brown

Contracts

Created: 15 Jul 2026 · Modified: 15 Jul 2026

Search by Contract ID or Signee name

Search

Complete Order

Send Contracts

Download All Contracts

Add Assignment

Contract Number	Assignment Type	Signees	Characters	Indicators	Signatures	Status	Signature Type	Sent Date	Actions
C-15789	Dub Studio	Jarrell Brown			0 / 1	Draft	Offline		✕
C-15790	Voice Talent	Jarrell Brown, Jarrell Brown	Bart		0 / 2	Draft	Offline		✕

The finished assignment appears as an AOR in “Draft” status.

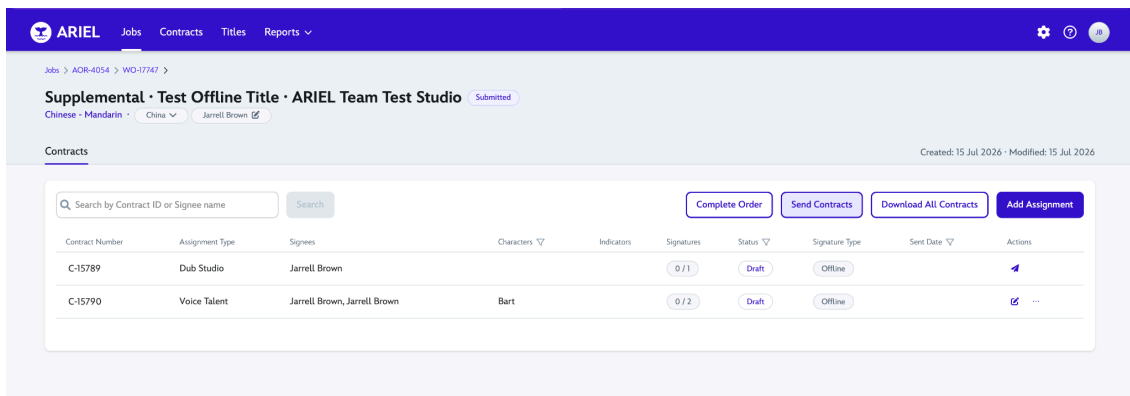


Sebastian says: One talent voicing many characters? Pop 'em all on a single AOR so they only sign once. Work smarter, not harder!

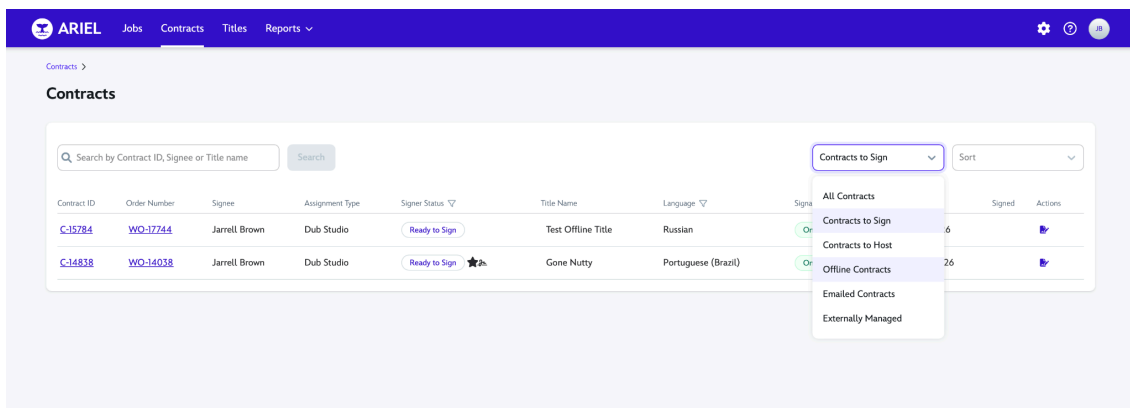
6. Signing AORs

Make the AORs available for signature, then handle the wet-ink signing loop.

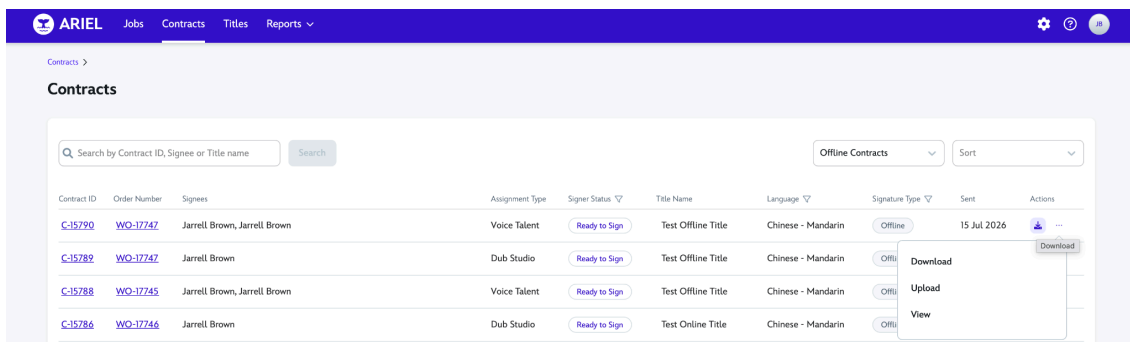
- **Send Contracts:** Click “Send Contracts” to make the AORs available for signature. The Dub Studio PM MUST sign the AOR before it is sent to talent.
- **Open the Contracts tab:** Go to the “Contracts” tab. It opens on “Contracts to Sign” (used for online territories).
- **Switch to Offline Contracts:** Open the dropdown and select “Offline Contracts” to view your AORs.
- **Download the AOR:** Click the icon or the 3 dots under “Actions” to download the AOR.
- **Sign in wet ink:** The Studio PM and Talent sign the AOR on paper.
- **Scan:** Scan the signed AORs into your computer.
- **Upload:** Click the 3 dots under “Actions” and choose “Upload” to upload the signed documents for both the dub studio and the talent.
- **Completion:** Once uploaded, the AOR is complete and the talent receives an email copy.



Click “Send Contracts” to make the AORs available for signature.



Contracts tab — switch the dropdown to “Offline Contracts.”



Use the 3 dots under “Actions” to download, then later Upload, the signed AOR.

Mail all paper AOR copies to Disney's legal team in Burbank:

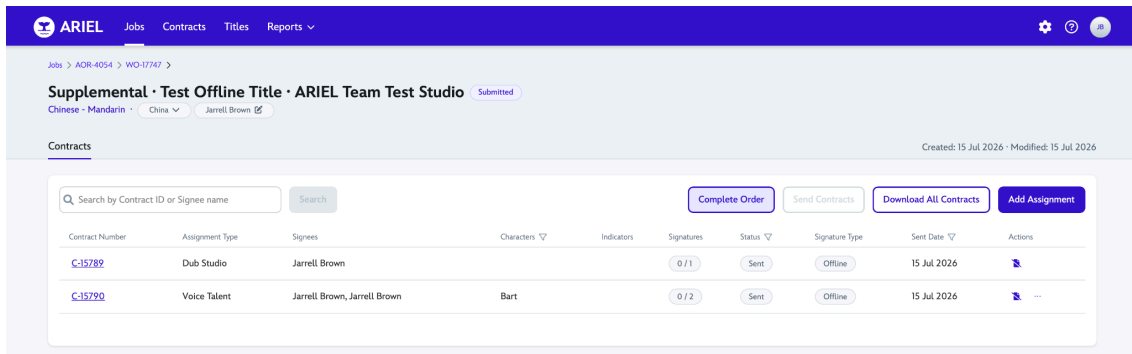
- The Walt Disney Company
- c/o Christina Knoll-Castro / MC: 7857
- 500 South Buena Vista Street
- Burbank, CA 91521-7857
- U.S.A.

 **Ursula says:** Ah, Germany... a special case, darling. The Disney Countersignatory must sign last — once the talent signs, it goes to them, and the AOR isn't done until they do. Don't forget it!

7. Completing an Order

Once all AORs for a project have been signed, update the order status to complete.

- **Verify all AORs:** Confirm every AOR for the project is signed and uploaded.
- **Complete the order:** Go to the order and select “Complete Order” to update the status.
- **DOT sync:** This also updates the DOT AOR milestone to complete. The order is now officially done.



The screenshot shows the ARIEL system interface. At the top, there's a navigation bar with 'Jobs', 'Contracts', 'Titles', and 'Reports'. Below this, the breadcrumb trail is 'Jobs > AOR-4054 > WO-17747'. The main heading is 'Supplemental · Test Offline Title · ARIEL Team Test Studio' with a 'Submitted' status. Below the heading, there are filters for 'Chinese - Mandarin' and 'China', and a user selection 'Jarrell Brown'. The 'Contracts' tab is active, showing a table with columns: Contract Number, Assignment Type, Signees, Characters, Indicators, Signatures, Status, Signature Type, Sent Date, and Actions. Two contracts are listed: C-35789 (Dub Studio, Jarrell Brown, Bart, 0/1, Sent, Offline, 15 Jul 2026) and C-35790 (Voice Talent, Jarrell Brown, Jarrell Brown, Bart, 0/2, Sent, Offline, 15 Jul 2026). Above the table, there are buttons: 'Complete Order', 'Send Contracts', 'Download All Contracts', and 'Add Assignment'. A search bar is also present at the top left of the table area.

Click “Complete Order” once all AORs are signed and uploaded.

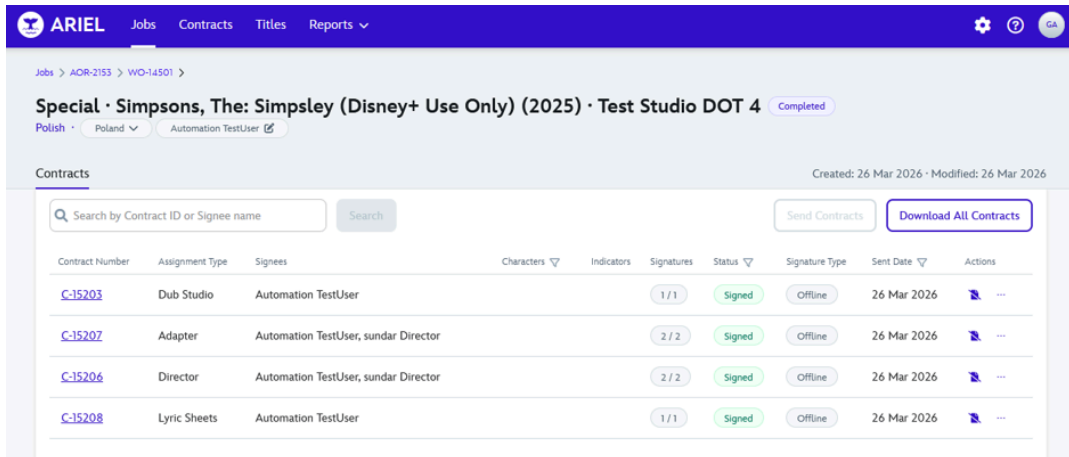
 **Ariel says:** That's it — you did it! Your order is complete and the milestone flows back to DOT automatically. Isn't it neat?

8. Bulk Downloading Contracts

You can export all contracts for an order at once as a single ZIP file.

- **Find the job:** From the Jobs tab, search for the Title and open it.
- **Open the job:** Click the Job Number link next to the Title Name.
- **Open the order:** Click the Order Number link to see the contracts for that order.
- **Download All Contracts:** Click “Download All Contracts.” A message confirms the export is being prepared.
- **Get the email:** Check your inbox for “ARIEL: Your contract export is ready,” then click “Download Export” (log back in if prompted).

- **Open the ZIP:** Each contract is inside as its own PDF.



The “Download All Contracts” button and confirmation message.

Flounder says: The button only works when contracts actually exist in the order, and you must be logged in — the download is secured so only you can grab your files.

9. Reports Tab

ARIEL includes a Reports tab where you can generate and export Contract and Order reports. Reports can be exported in .csv or Excel format. During an export the button is temporarily disabled and a confirmation message is displayed.

Contracts Report

- **Open the Reports tab:** Navigate to the Reports tab, then click the “Contracts” link.
- **Set up filters:** In the Reports modal, click any field to build your filter — for example, enter part of a Studio, Vendor, or Title name and choose from the dropdown.
- **Choose a date range:** Pick a preset such as “Previous Month,” or select a custom date range from the calendar.
- **Apply:** Click “Apply” when the filter is set. Use “CLEAR ALL” to clear filters or “Reset” to return to default values.
- **Export:** Generate and export the report in .csv or Excel format. The button is briefly disabled and a confirmation message appears during export.

Orders Report

- **Open the Reports tab:** Navigate to the Reports tab, then click the “Orders” link.
- **Set up filters:** Configure your filter. You can also filter by Servicing Group (free text) and Expected Due Date range, which also appear as columns in the results and exports.
- **Search:** Click “Search” when the filter is set. The results will display; click “Orders” again if you need to change the filter.
- **Export:** Export the report in .csv or Excel format as needed.

 **Sebastian says:** Need to see the big picture, mon? The Reports tab lets you pull Contract and Order reports and export 'em to Excel or CSV — perfect for tracking your AORs at a glance.

10. Troubleshooting: Login / Cannot See Contracts

If you are set up in ARIEL but can't log in or can't see contracts for your studio/territory, support needs your id_token to check your role. Here's how to get it:

- **Open Developer Tools:** Log in to ARIEL, right-click anywhere on the page, and choose “Inspect.”
- **Application tab:** Go to the “Application” tab.
- **Cookies:** Click “Cookies” in the first column.
- **id_token:** Click the “id_token” entry on the right.
- **Copy and submit:** Double-click to select all the text, copy it, and paste it into your support ticket.

Open a ticket in the Issues Tool: <https://support.twdc.technology/product/ariel>

 **King Triton says:** Your id_token is like a royal seal — it tells support your role in the realm. Never post it publicly; only paste it into your ticket.

11. Offline Territory List

These territories sign AORs via wet ink (offline):

China	Egypt	Georgia	Germany
Indonesia	Kazakhstan	Philippines	Poland
Russia	Serbia	Turkey	Ukraine

 **Sebastian says:** Not sure if your studio is online or offline? Reach out to Jarrell Brown — he'll point you to the right guide, ya-mon.

12. Frequently Asked Questions

Common questions dub studios encounter when handling AOR orders for offline (wet-ink) territories. Offline territories include China, Egypt, Georgia, Germany, Indonesia, Kazakhstan, Philippines, Poland, Russia, Serbia, Turkey, and Ukraine.

 **Flounder says:** *Swimming in questions? Don't worry — here are the answers to the things new users ask most about offline territories!*

Access & Finding Orders

Q: I can't log into ARIEL or I don't have access.

- **A:** You need a MyID account to access ARIEL. If you don't have access or a MyID account, email Jarrell Brown (Jarrell.Brown@Disney.com) to request it. You can also fill out the form in Contact Us to open a support ticket.

Q: I'm logged in but can't see any contracts for my studio or territory.

- **A:** Retrieve your id_token so support can check your role: right-click the page → Inspect → Application tab → Cookies → id_token, copy the value, and paste it into a support ticket at <https://support.twdc.technology/product/ariel>. Note that all users within a studio can view that studio's offline contracts.

Q: I can't find my order.

- **A:** Search by DOT Job number, Title, or AOR number. If it still doesn't appear, confirm with your GDV/RDV that your dub studio is assigned to the order in DOT, then contact Jarrell Brown (Jarrell.Brown@Disney.com). You can also fill out the form in Contact Us to open a support ticket.

Q: My AORs don't appear in the Contracts tab.

- **A:** The Contracts tab opens on “Contracts to Sign” (for online territories). Switch the dropdown to “Offline Contracts” to see your AORs.

Setting Up the Order & Assignments

Q: I can't edit the order — the options are greyed out.

- **A:** Assigning a Dub Studio Primary Manager (PM) is the first required step. No other edits are allowed until a PM is selected under “Select Studio PM.”

Q: I picked the wrong Primary Manager.

- **A:** Click the pencil icon next to the PM name to change it. It isn't set in stone.

Q: The territory field is blank or needs changing.

- **A:** Some languages can be recorded in multiple territories (for example, Russian → Russia, Latvia, Kazakhstan). Select the territory from the dropdown next to the Studio PM before making edits.

Q: A minor's contact won't save.

- **A:** A new minor must not reuse the parent's email — it will error out. Give the minor their own email address or leave it blank.

Q: Do I create a separate AOR for each character a talent voices?

- **A:** No. Assign all the characters the talent voices to a single AOR so they sign only once.

Q: A character the talent voices isn't in the list.

- **A:** Click "Add Character," type the character name, and select Save.

Q: When do I use "Artist Label"?

- **A:** Only when the talent is signed to a record company and their rep at the record company needs a copy of the completed AOR.

Q: How do I add a talent's agent or manager?

- **A:** Check the "Managed by Agent" box, then add or search for the agent/manager's details. You'll then see two signees on the AOR.

Signing, Uploading & Completing (Wet Ink)

Q: In what order do signatures happen?

- **A:** The Dub Studio PM must sign the AOR before it is sent to talent for signature.

Q: How does offline (wet-ink) signing work?

- **A:** Download the AOR, have the Studio PM and talent sign it in wet ink on paper, scan the signed AORs, then use "Upload" under the actions menu to upload the signed document for both the dub studio and the talent.

Q: After uploading, is the AOR done?

- **A:** Yes — once uploaded the AOR is complete and the talent receives an email copy. (Exception: Germany — see below.)

Q: My German order won't complete after everyone signed.

- **A:** German orders require the Disney Countersignatory to sign after the talent. The AOR is not complete until the countersignatory signs.

Q: Do I still mail paper copies anywhere?

- **A:** Yes. Send all paper AOR copies to Disney's legal team: The Walt Disney Company, c/o Christina Knoll-Castro / MC: 7857, 500 South Buena Vista Street, Burbank, CA 91521-7857, U.S.A.

Q: How do I finish the order?

- **A:** Once all AORs are signed and uploaded, go to the order and select "Complete Order." This also updates the DOT AOR milestone.

Downloads & Documents

Q: How do I download all contracts at once?

- **A:** Use "Download All Contracts." You'll receive an email titled "ARIEL: Your contract export is ready" with a "Download Export" link; the ZIP contains one PDF per contract.

Q: The "Download All Contracts" button is greyed out.

- **A:** It's inactive when the order has no contracts, and you must be logged in.

Q: Can Admin or Legal users upload or download offline contracts?

- **A:** Yes. Admin and Legal users can upload and download offline contracts; previously uploading was limited to Dub Studio Managers.

13. Glossary

Key ARIEL terms used throughout this guide:

Term	Definition
PM	Primary Manager — the dub studio person who signs AORs on behalf of the studio.
AOR	Assignment of Rights — the legal contract talent must sign.
Job	An ARIEL folder for a Title; holds Work Orders and Contracts ("AOR-" + number).
Work Order (WO)	A dubbing task within a Job for a specific language/territory.
Online Territory	Countries that sign AORs electronically.
Offline Territory	Countries that sign AORs via wet ink (paper).
DOT	Disney Ordering Tool — feeds dubbing orders into ARIEL.
Countersignatory	The Disney signer required on certain orders (e.g., Germany) as the final step.

 **Ariel says:** *You've explored every corner of the ARIEL ocean! Keep this guide handy, and when in doubt, Jarrell Brown is just a message away. Happy dubbing!*

Source material: ARIEL.pdf and Ariel Offline Territory Training Guide (Doc. #1, Rev. 1, 07/16/26). Screenshots reproduced from those source documents. Disney characters (Ariel, Flounder, Sebastian, Scuttle, King Triton, Ursula) are used as friendly guide personas.