WildXr Web Portal Device Management Guide

Purpose & Context

This guide introduces the management of devices (headsets or computers) running the WildXR VR application via the WildXR Web Portal (Wildxr.org)

⚠ **Video Download Time**: Whenever a new instance or update of WildXR is required all associated videos must be downloaded to provide a smooth playback experience. Depending on the video library size and internet speeds, this can take multiple hours. Please consider this when scheduling an update or planning for new WildXR installations.

Prerequisites

- Windows or Mac computer with internet access
- An internet browser (WPS recommends Chrome)
- A WildXR account with credentials *(may have been created by WPS staff)*
- A **"Device"** - either a VR headset (Quest 2, Quest 3, or Quest 3s) or Computer - with the WildXR application installed

Quick Overview (for experienced users)

1. Navigate to the Wildxr.org website
2. Log In with your Username and Password *(may be provided by WPS staff)*
3. Navigate to the Admin -> Devices page
4. Edit an existing or Add a new Device
5. *If adding a new device - you will need to launch the WildXR application to generate a device id*
6. Verify the device settings

Detailed Steps

Access Device management page on Wildxr.org

1. **Navigate to WildXR web portal**

   - Open web browser and go to WildXR web portal
   - Visit https://wildxr.org

2. **Log In to WildXR web portal**

   - Enter your Username in the appropriate field
   - Enter your Password in the appropriate field
   - Click **"Log In"**

3. **Navigate to the Devices management page**
   - In the top navigation bar, click **"Admin"**
   - In the dropdown menu that appears click **"Devices"**
   - *If you are an Organization Admin you will only see devices associated with your organization*
   - *If you are a System Admin you will see all devices across all organizations*
   - To **"Add"** a new device continue to Step 4
   - To **"Edit"** an existing device, continue to Step 10

Add a New Device

4. **Generate a WildXR number**

   - Launch the WildXR application on your device
   - There should be a **gear icon** visible to the right of the **Menu Tray**; this is the **Settings Menu**
   - Open the **"Settings Menu"** by holding the gaze reticle *white donut-shaped selector* over the **gear icon**
   - Select the **Generate** button in the bottom right of the **"Settings Menu"**
   - Write down the 10-character **WildXR Number**
   - Click the **"Accept"** button and quit the WildXR application

5. **Lookup device on Wildxr.org**

   - Click the **"Device Lookup"** button in the upper right of the **Devices** page
   - Enter the 10-character WildXR Number that was displayed on the device in Step 4
   - Click **"Apply"**

Enter Device Details and Installation

6. **Confirm WildXR number**

   - In the **"Device Details"** screen, confirm that the WildXR Number matches the number from Step 4

7. **Enter device name and select organization**

   - Enter a descriptive name in the **"Name"** field
   - *WPS recommends including the last 7 characters of the device serial number as well as an abbreviation of your organization's name in the device name*
   - *For example (WPS - Q022VC7 - location)*
   - If you are an **Organization Admin** the device will automatically be added to your organization
   - If you are a **System Admin** select the correct organization from the **"Organization"** dropdown menu

8. **Enter an installation (Optional)**

   - If you have an **Installation** already created for the device select the **Installation** from the dropdown menu
   - If you do not have an **Installation** ready for this device, leave **Installation** blank and the default **Installation** will be applied
   - *If you apply an **Installation** with **Demo Mode** enabled, remember that this removes the ability to manually download videos via the WildXR application*

9. **Save the Device Details**

   - Verify that all **Device Details** are correct
   - Click the **"Save"** button

Edit an Existing Device

10. **Open an existing device**

    - Scroll through the devices displayed or navigate to additional pages via the buttons in the lower right
    - *Alternatively, you can search for the Device name using the **Search** field in the upper left*
    - Click anywhere on the device row when you have identified the device you wish to edit

11. **Edit the device details**

    - Select the fields in need of updating
    - Verify all changes are correct
    - *If you are a **System Admin** verify that you are assigning the device to the correct organization*
    - Click **"Save"** to save the device details update

Apply Installation changes to a device

12. **Restart the WildXR App**
    - Changes to a device's assigned **Installation** will not take effect until the WildXR app is restarted on the device
    - *Devices will need to be connected to the internet to accept an **Installation** assignment*

Troubleshooting

Unable to log onto the Wildxr.org website:

- Ensure you are entering the correct credentials to log into Wildxr.org *(May have been supplied by WPS Staff)*
- If someone within your organization created your account, check that they assigned a password to your account *(passwords are not created automatically)*
- Double-check the URL you have entered into your Web Browser *(WPS recommends using Chrome)*

Unable to generate a WildXR number:

- Ensure that the WildXR application has been successfully installed on the device
- If you are attempting to launch WildXR on a computer you will need to connect a VR headset to successfully navigate the WildXR app
- Verify that you can see the **gear icon** used to access the **"Settings Menu"**

Unable to find WildXR number on the Wildxr.org website:

- Ensure you have correctly typed the WildXR number into the Device Lookup field on the Wildxr.org website
- Make sure your device is connected to the internet
- If you are currently on the **Devices** page of the Wildxr.org website, navigate away and then back before attempting the Device Lookup
- Refresh your browser window *(WPS recommends using Chrome)*

WildXR number is already generated for a device:

- Double-check that the device has not already been registered on the WildXR.org website
- If you are reinstalling WildXR on a computer, you will need to remove the **Wildlife Protection Solutions** folder from your hard drive:
    - *Ensure that **Hidden Items** are visible in your **File Explorer***
    - Open a folder and, under **View** options click **"Show"** and check **"Hidden Items"**
    - On Windows navigate to `This PC -> C -> Users -> [Your User Name] -> App Data -> Local Low`
    - Delete the **Wildlife Protection Solutions** folder
    - Reinstall the **WildXR** application

Unable to edit Device Organization:

- If you are logged into the Wildxr.org website as an **Organization Admin** will not be able to change the device's assigned organization
- Log in as a **System Admin** to enable organization assignment or contact WPS Staff

Wrong organization is auto-selected during video creation:

- Ensure you are logged into the WildXR web portal using the correct account
- Contact WPS staff if the auto-selected organization does not match your account organization

Applied changes to Device not visible in Device:

- Ensure that your device is connected to the internet
- If you have assigned a new **Installation** the device must stop the current session of WildXR and relaunch the WildXR app prior to changes taking effect
- Double check that the WildXR Number is the one assigned to the headset you are using *(Check the settings menu to confirm the WildXR number)*

Video playback issues:

- Whenever a new instance or update of WildXR is required all associated videos must be downloaded to provide a smooth playback experience.
- Ensure your **Installation** has automatically downloaded all needed videos, or that you have manually downloaded all videos.
- Depending on the video library size and internet speeds, this can take multiple hours.
- Please consider this when scheduling an update or planning for new WildXR installations.

Important Notes

⚠ **Devices**: Devices are not automatically added to your organization and will not show in the **Devices** page without first being added via **Device Lookup** (Step #5). WPS Staff cannot find or register your device without the **WildXR Number**.

⚠ **Internet Connection**: Devices must be connected to the internet while registering and whenever updates to a device **Installation** are made (see the **Web Portal Installation Management Guide**).

⚠ **Video downloads**: Any new or updated device **Installation** will require the download of video files for uninterrupted playback. Make sure to account for the time it may take to download videos associated with the **Installation**.

Verification Steps

Verify that your device creation or updates have been successful.

Complete functionality verification:

- Log out of the Wildxr.org Web Portal
- Log in and refresh the **Devices** page to ensure your device appears as expected
- If you have modified **Installation** assigned to a **Device**, connect the device to the internet and launch WildXR to make sure the changes have been applied