

# WildXr Web Portal Device Management Guide

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## 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 a **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 a **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 affect 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 re-installing 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** is 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**.