ARENAEdge

USER GUIDE

Version 08.20.20

Arena Edge
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LAST UPDATE: August 20th, 2020

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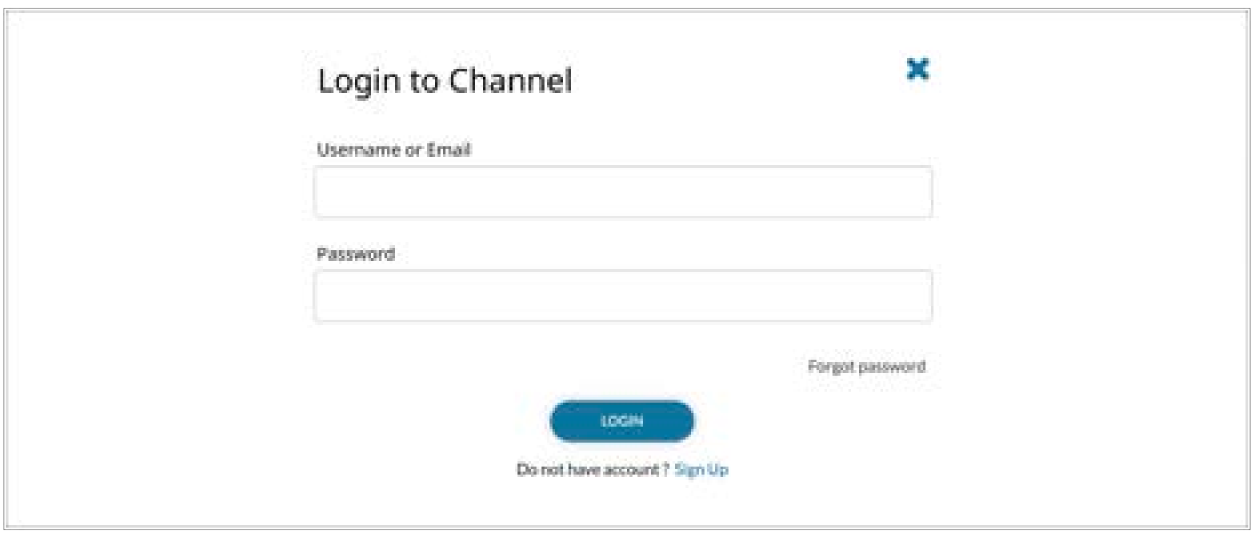
CHANNEL ADMINISTRATION

This chapter describes the components used to manage an Arena Edge channel and includes detailed instructions on channel setup, content creation and distribution, user and group management, and all other features in the administration toolset. It assumes that an Arena Edge team member has created a new channel and assigned complete administrative access for the channel to the reader of this guide.

For questions regarding channel administration, please contact your channel manager at support@arenaedge.com.

Channel Login

1. Open a web browser and visit *channelname.arenaege.com*.
2. Enter your login credentials in the **Username or Email** and **Password** fields.
3. Click the blue **Login** button.

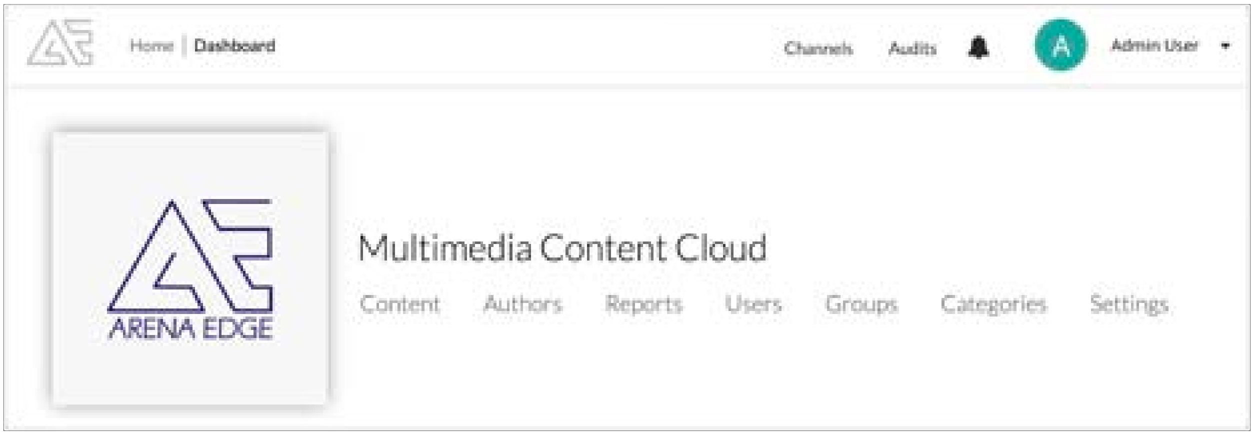


Accessing the Admin page

1. **Login** to the channel page.
2. Select **Admin** from the dropdown menu located in the top right corner of the channel page.

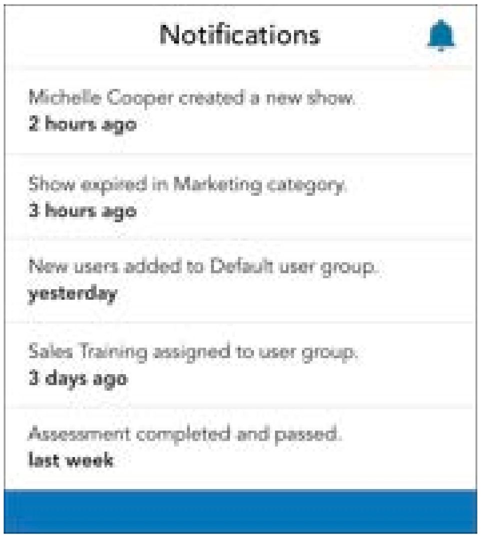
Exploring the Admin page

The Admin page is where authorized administrators can manage shows, authors, reports, users, groups, categories, and settings for their channel. consists of all the tools needed to administer an Arena Edge channel. Each section is permission based, It is organized into a series of sub-pages, which can be accessed through the tabs located at the top of the Admin page.



The header panel at the top of the Admin page consists of a few utility features such as, a notification center for important alerts and options for switching between the channel page and Admin page.

- **Home:** Navigate back to the channel page
- **Channels:** Dashboard of other channels within a network of connected channels
- **Audits:** Log of administrative activity
- **Notifications:** Important channel activity alerts



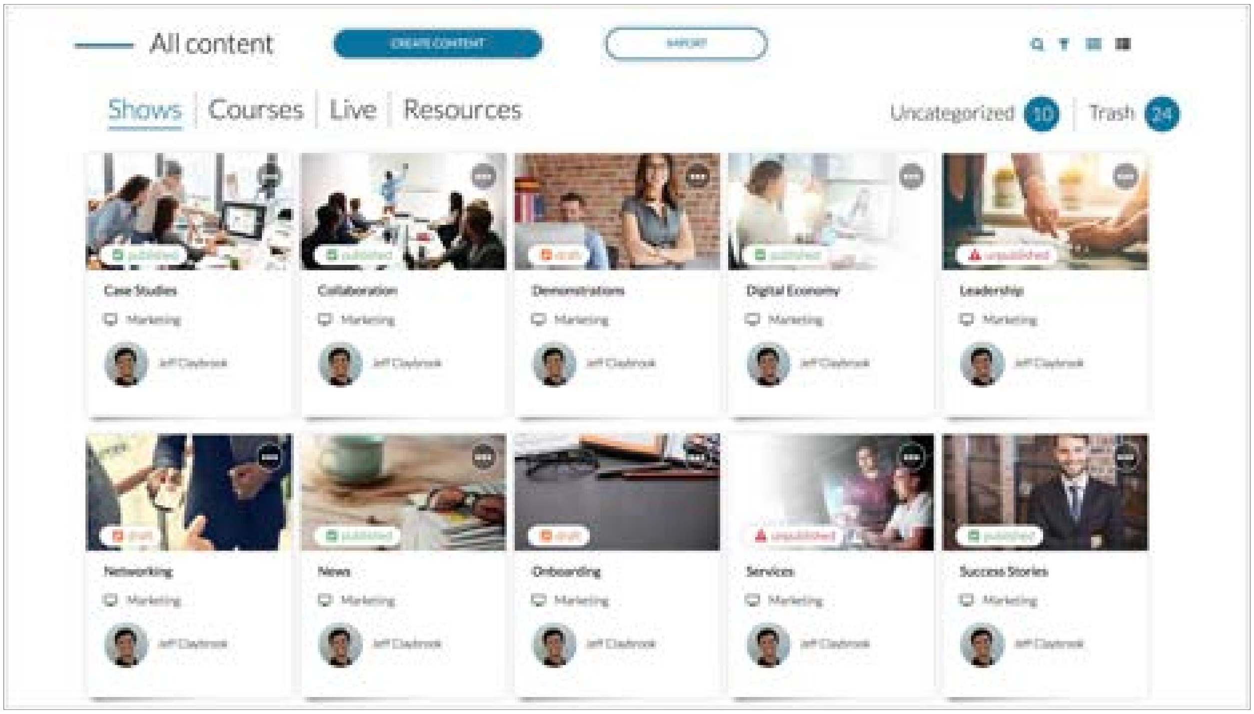
The tabs below the header panel represent the main administrative components found in the admin toolset. Depending upon the permissions associated with a particular role, these tabs may vary in terms of visibility and accessibility for different users. For instance, show producers may not have permission to generate reports, whereas a reporter may not have permission to build shows. In this case, the Reports tab would not be visible to a show producer and the Content tab would not be visible to a reporter. Roles and permissions can be customized through the Permissions subtab found on the Users page, which will be discussed later in this guide.

- **Content:** Create and manage shows, courses, programs, and resources
- **Authors:** Create and manage non-registered show or course presenters
- **Reports:** Access detailed analytics on users, groups, shows, and channel activity
- **Users:** Create new user users or modify existing users
- **Groups:** Create new groups and manage members and show permissions of existing groups
- **Categories:** Create and manage the categories within each main category
- **Settings:** Manage various channel features and brand the channel with custom graphics

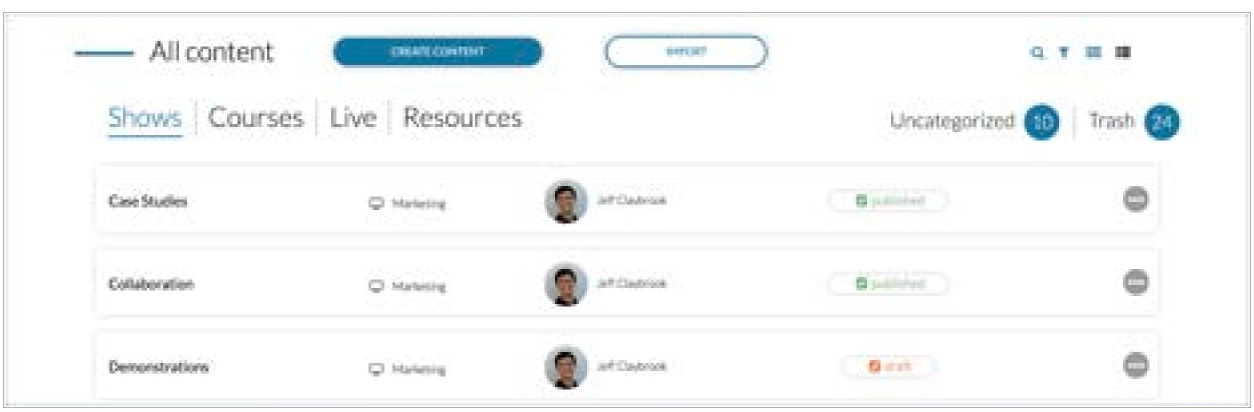
The following sections of this guide provide a comprehensive overview of the administration toolset as well as detailed instructions on configuring and managing each component of the Admin page. For questions regarding channel administration, please contact your channel manager at support@arenaedge.com.

Content

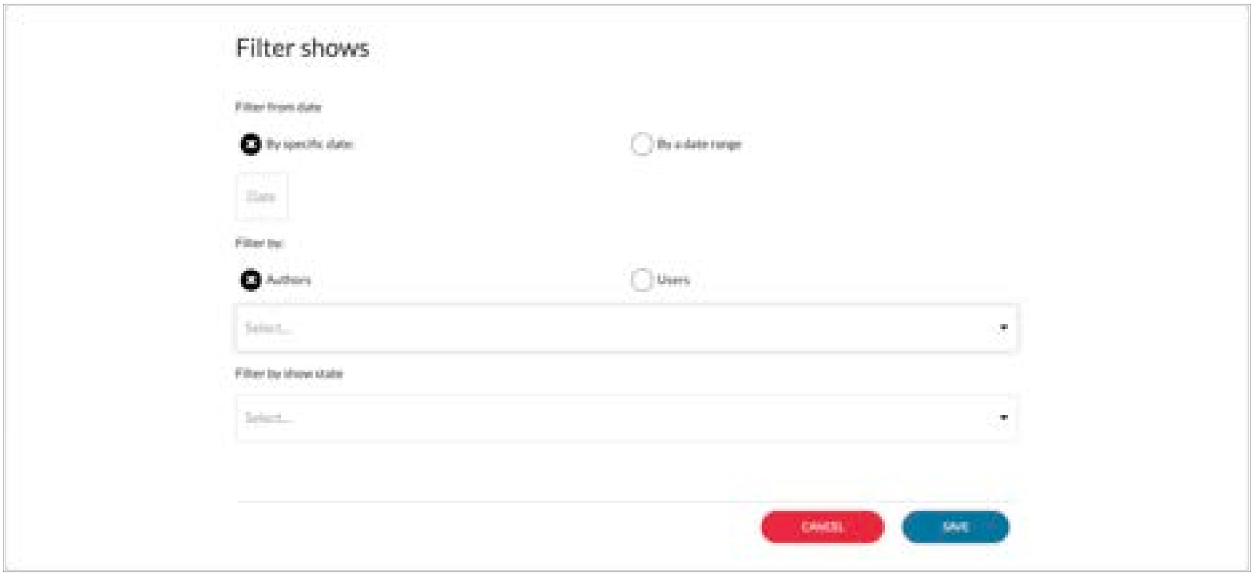
The Content section of the Admin page allows authorized administrators to create, manage, and publish multimedia shows, courses, live webinars, and downloadable resources to the channel page. By default, content is organized within an assigned main category and listed alphanumerically as individual content cards, which provide administrators with easily scannable and relevant information about each show.



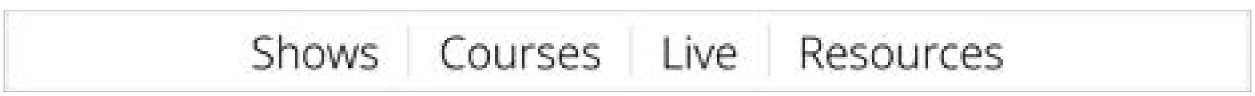
If preferred, the layout can be changed from the default grid-view format to a list-view format, so that the content cards are listed in a single continuous column. The two layout options can be switched back-and-forth by clicking the grid-view icon or the list-view icon located in the top right portion of the page.



The search icon located next to the two layout icons allows administrators to search for specific content by entering keywords associated with the desired content in the search text field. Administrators can also filter content by date, author, or status by clicking the icon and setting the desired filters in the window that appears.

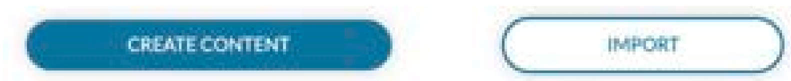


As previously mentioned, content is organized into main categories, which are the tabs located directly above the list of content. Main categories are broad enough to encapsulate all types of content but specific enough to differentiate between content types, such as a multimedia show versus a course or downloadable resource. Depending upon the intended use of the channel, main categories can be turned on and off to best meet needs of an organization.



Within each main category are customizable root categories that shows, courses, and content are assigned to. Categories are a useful means of organizing content on the channel page and assigning viewing permissions to users in different groups. When content is assigned to a single root category and that category is deleted, the content that did not belong to any other root category will be added to the Uncategorized tab located to the right of the main category tabs. From the Uncategorized tab, content can either be assigned to an existing root category or temporarily deleted and moved to the Trash tab, where it can be restored or permanently deleted from the channel.

Finally, the two buttons above the main category tabs allow administrators to easily create and import content.



The following sections provide a comprehensive overview of each component of the Content page and detailed instructions on creating, managing, and publishing content to the channel page.

Create Content

A show is a multimedia presentation that combines video with synchronized and interactive features, such as slides, auxiliary media, hotspots and several additional types of supporting content. Shows are also one of the four main categories and content types used to broadly define and differentiate between presentation formats. Authorized administrators can easily create interactive and engaging shows with little-to-no technical background and publish these shows to the channel page for on-demand access by authorized channel users.

Before creating a new show, the Shows main category must be enabled and at least one category assigned to it. For instructions on main categories, please refer to the Preference Settings section of this guide. For instructions on creating a category, please refer to the Categories section of this guide.

Once the Shows main category has been enabled and a subcategory has been created, a show producer can begin configuring the Show Details page. The Show Details page includes general information about the show, such as the show's name, a description, categories, and a schedule or timeframe for when the show will be available to users. The information entered in the Show Details page will also help users search for and locate the show once it has been published to the channel page.

Note that, in order for the information entered in the show details page to be saved, the show's primary video must be uploaded, which is done immediately after completing the show details page. Therefore, it is highly recommended that show producers have access to the video file prior to creating a new show.

Before you begin

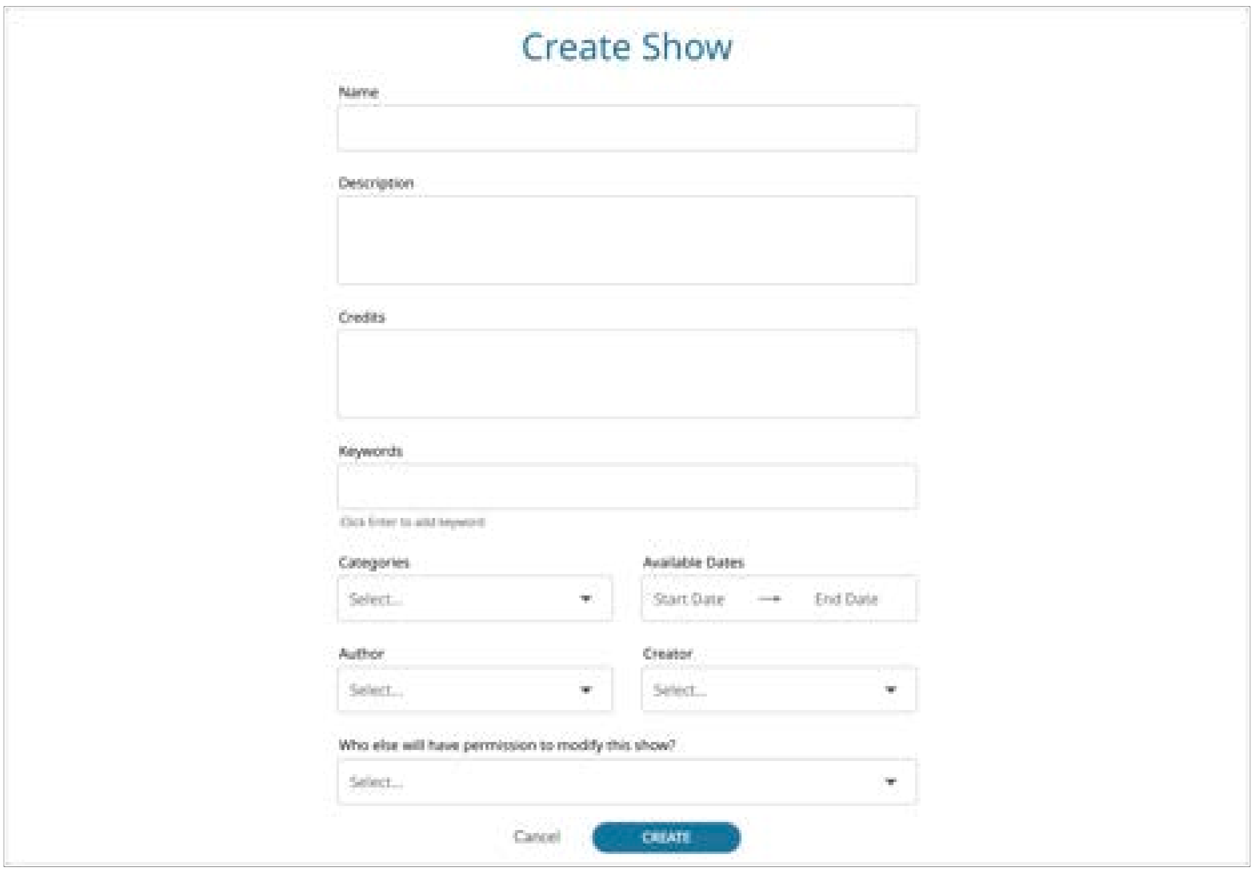
Ensure the following prerequisites have been completed prior to creating the first show in the channel:

- Ensure the **Shows** main category is enabled
- Create a **Category** within the Shows main category

Create a Show

1. **Login** to the channel page.
2. Select **Admin** from the dropdown menu.
3. Open the **Content** section of the Admin page.
4. Click the  button.
5. From the Content Type page, select **Create New Show**.

6. Complete the following information fields on the **Create Show** page:



- **Name:** Enter a unique title for the show
- **Description** (*optional*): Enter a short summary of the show in 180 characters or less
- **Credits** (*optional*): Enter any relevant information about the presenter
- **Keywords** (*optional*): Enter searchable metadata one word at a time
- **Categories:** Select at least one category from the dropdown menu
- **Available Dates** (*optional*): Schedule the show by selecting a start date and end date
- **Author** (*optional*): Select an author or registered user from the dropdown menu

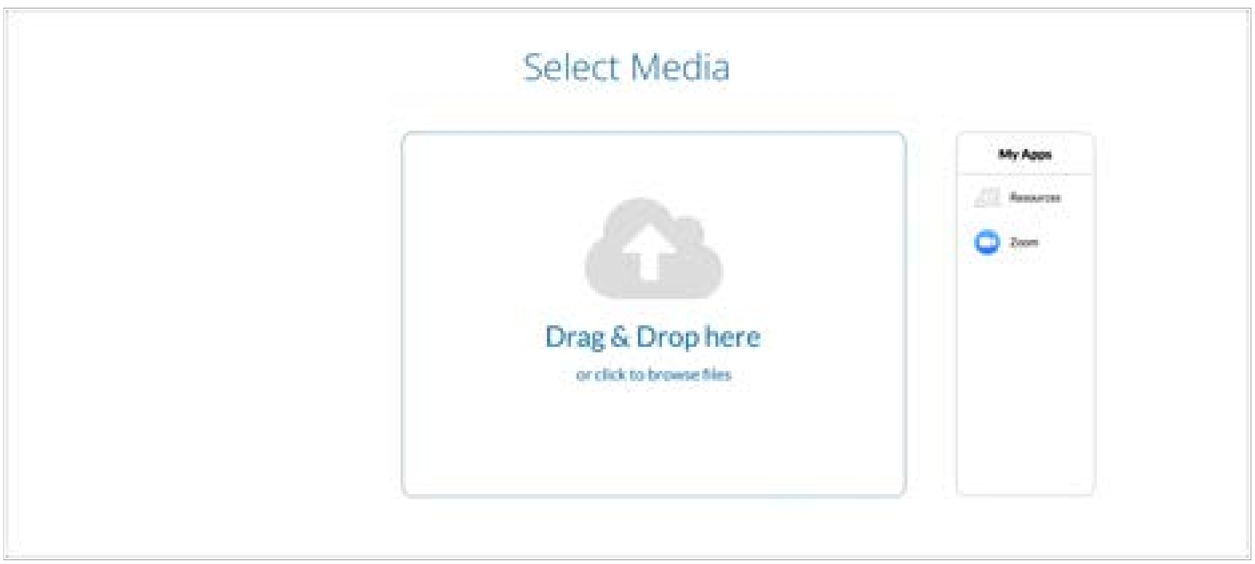
- **Creator**: Select the designated builder of the show
- **Editing Permissions** (*optional*): Select which users are authorized to edit the show

7. Once the required information fields have been completed, click the blue **Create** button.

Media Uploader

Video is the foundation for any Arena Edge show, course, or program. All of the automated features that can be included in a show are synchronized to the video's timeline and configured to perform specific actions at an assigned timecode. As viewers watch the show, each feature will be triggered automatically when the show reaches their assigned timecode.

After completing the Create Show page, show producers can upload a show's primary video from their file directory system or import a recording from their connected Zoom account. When a video is uploaded or imported, it is automatically transcoded to a standard H.264 format and processed down to a reduced file size and bitrate than the size and data rate of the original video. This helps ensure the video has the widest compatibility across different systems, networks, and devices, while maintaining a high-quality viewing experience for every user.



Depending upon the size of the video file, the amount of time it takes to transcode the video can vary from case-to-case. While the video is being transcoded, the original version of the video will serve as a placeholder in Publisher, which allows show producers to begin building the show without having to wait for the transcoding process to finish. Once the video has been processed, the system will automatically replace the original version of the video with the transcoded version, while maintaining all prior configurations made with the original video. Additionally, a blue checkmark will appear next to the show's name in Publisher, which indicates that the primary video has been completely transcoded.

Upload a Video from File Directory

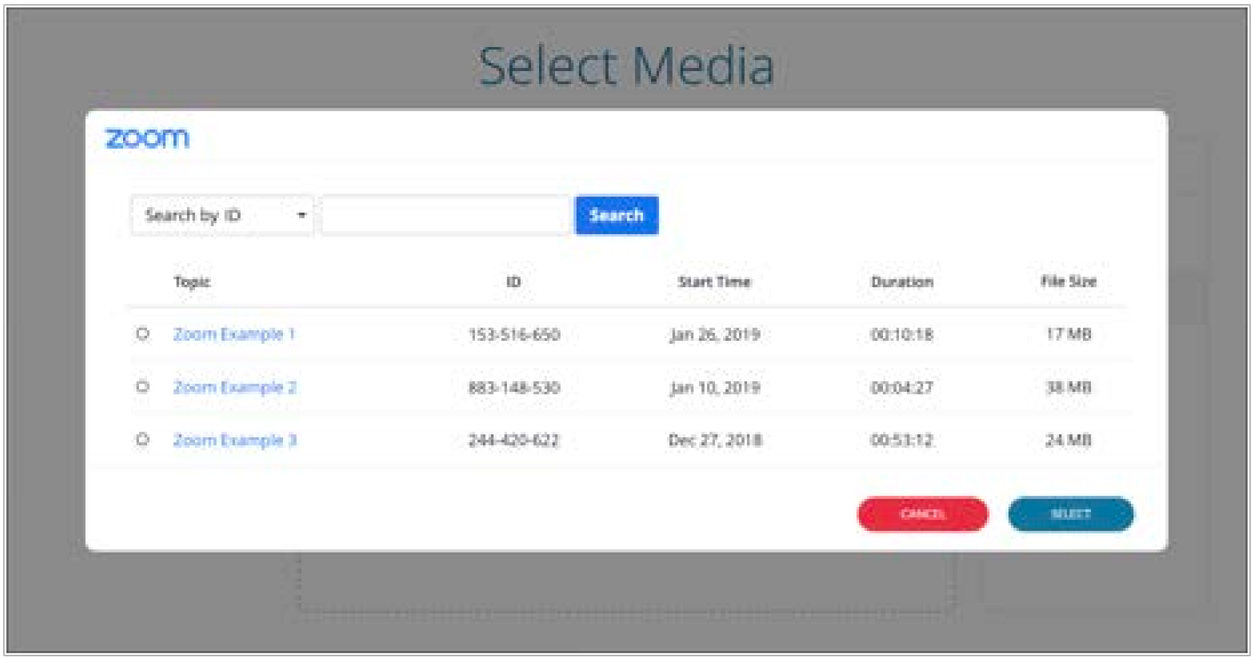
1. Either drag and drop the primary video file into the **Video Uploader** or click the **Video Uploader** and browse the computer's file directory to locate the appropriate file.
2. Select the video file, then click **Open**.

Import a Zoom Recording

Before importing a Zoom recording, complete the following prerequisites:

- [Integrate your Zoom account with your Arena Edge Channel]

1. From the **Select Media** page, click the Zoom button listed in the **My Apps** panel.
2. Select a recording from the Zoom popup window by clicking the radio button next to the appropriate recording.
3. Click the SELECT button and the recording will begin uploading.


Select Media
zoom
Search by ID
Search
Topic
ID
Start Time
Duration
File Size
Zoom Example 1
153-516-650
Jan 26, 2019
00:10:18
17 MB
Zoom Example 2
883-148-530
Jan 10, 2019
00:04:27
38 MB
Zoom Example 3
244-420-622
Dec 27, 2018
00:53:12
24 MB

Publisher

Once the show's primary video has finished uploading, the video will open as a newly created show inside Publisher, where . Publisher is a simple-to-use yet powerful authoring tool that enables authorized administrators to combine the show's primary video with synchronized and embedded content, including slides, auxiliary media, polls, assessments, and more. It has an intuitive workflow and interface that is consistent with the frontend viewer interface, so as a show is being built and features are being added, Publisher will reflect the playback of these features as users will see them when viewing the published show.

When a primary feature is created in publisher, it will automatically synchronize with the video and an icon representing that feature will appear below the publisher timeline at its assigned timecode. As viewers watch the published show and the show reaches that feature's assigned timecode, the timeline will automatically trigger the feature's configured action or event and provide users with a more engaging viewing experience. Publisher also has user-driven features and events that allow users to interact and engage with the content presented in the show. These automated and user-activated features include:

- **Slides:** Supplemental information panels synchronized with the show
- **Hotspots:** Assigned area of a slide that, when clicked, triggers an action or event to occur
- **Chapters:** Timed segments of a show that help organize its contents into individual timeframes
- **Assessments:** General properties that define a combined set of test-like questions
- **Questions:** Multiple-choice assessment questions with one or more correct answer choice(s)
- **Auxiliary Media:** Supplemental content that opens automatically on top of the viewer interface
- **Polls:** Multiple-choice survey question used to gauge viewers' feedback on certain topics
- **Events:** Automated action that modifies the show's layout or playback experience
- **Show Resources:** Downloadable collateral materials from within a show
- **Closed Caption:** On-screen text that follows along with a show's spoken or non-speech audio
- **Embed:** Show's URL code that is embedded externally in a third-party web location
- **Swap Video:** Replace the primary video used in a show

Each of these features are thoroughly discussed with detailed configuration instructions within this guide. To better understand how to create and configure these features, the following section provides an overview of the publisher interface and the different components used to build a show.

Exploring the Publisher Interface

When a show is initially created and opened in Publisher for the first time, the layout of the show player will be in the default video-only visualization mode. The show player will remain in the video-only visualization mode until the first slide is synchronized, at which point, the layout will automatically change to the side-by-side visualization mode. After the first slide has been synchronized, the show producer can manually switch between different visualization modes automatically or configure the show to switch between different visualization modes at a specific time within the show. The different visualization modes include:

- **Side-by-Side:** Parallel video frame and slide frame positioned next to each other
- **Full Video:** Large video and small slide in the bottom-right corner of the show player
- **Full Slide:** Large slide and small video in the bottom-right corner of the show player
- **Video-Only:** Large video centered in show player with slide hidden

Show Preview

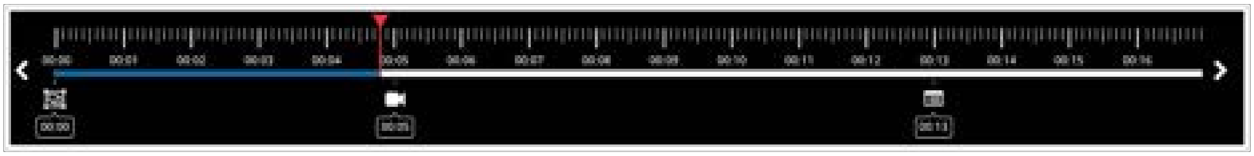
The show player includes the video frame, slide frame, video's timeline, and a few actionable icons

Primary Feature Buttons

The six circle buttons that appear on top of the show player, which are used to create a new feature that will be synchronized to the show's timeline.

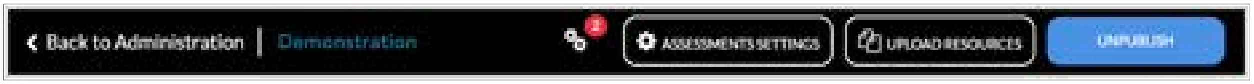
Publisher Timeline

The Publisher timeline is a more precise timeline Directly below the video's timeline is the Publisher timeline, which displays all of the synchronized features which displays the features that have been created and synchronized to the show's timeline with each feature represented as an icon that corresponds with the icons located in the primary action buttons.



Navigation Bar

The bar located at the top of the screen which includes the show's title, transcoding progress, and the Back to Administration, Show Resources, and Publish/Unpublish buttons.



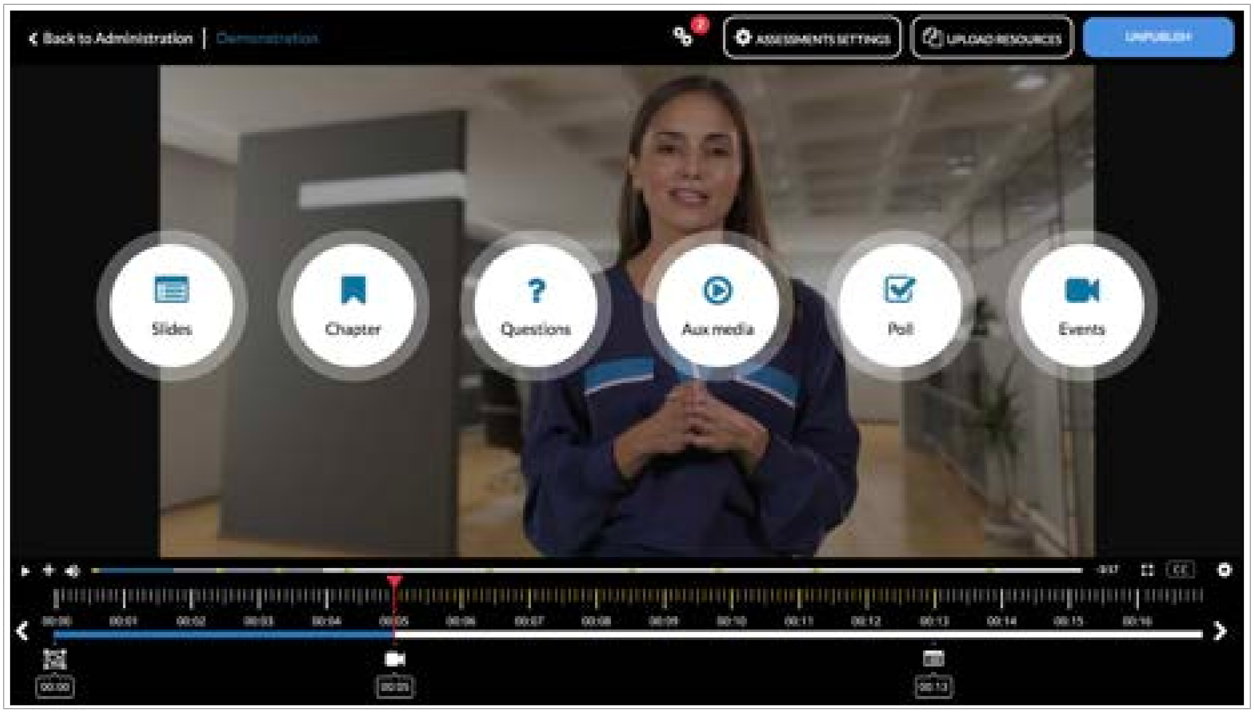
Video Only: Large video centered in show player without a slide

Side-by-Side: Parallel video frame and slide frame positioned next to each other

Full Video: Large video and small slide in the bottom-right corner of the show player

Full Slide: Large slide and small video in the bottom-right corner of the show player

Video Only: Large video and no slide



Publisher Timeline

The Publisher timeline allows show producers to scrub or navigate a show's primary video frame by frame using the pl. When a feature is created and synchronized to a show in Publisher, an icon representing that feature will appear below the Publisher timeline at the timecode in which it was created. These icons provide show producers with a visual overview of where each feature has been synchronized along the show's timeline. Show producers can edit these features by clicking on the corresponding feature's icon. The features each icon represent include:

Slides Chapters Questions Aux Media Polls Events

In some instances, a combination of features can be simultaneously synchronized, thus sharing the same timecode and placement along the publisher timeline. When this occurs, the combined features' icons will be consolidated into a layered icon that, when clicked, reveals the icons of the simultaneously synchronized features in a single widget. This allows the show producer to edit these features or create a new feature at the given time within the show.

It is important to note that some features are not able to coexist at the same time within a show. For example, a poll and an assessment question cannot occur simultaneously because the behavior of one would conflict with the behavior of the other. However, a slide and a chapter can occur simultaneously because the behavior of one does not conflict with the behavior of the other. Allowable combinations of simultaneously synchronized features include:

	Slide	Chapter	Question	Aux Media	Poll	Event
Slide		✓	✓	✓	✓	✓
Chapter	✓		✓	✓	✓	✓
Question	✓	✓	✓			✓
Aux Media	✓	✓				✓
Poll	✓	✓			✓	✓
Event	✓	✓	✓	✓	✓	

Basic Tasks in Publisher

Play and Pause Media

1. Click the ▶ button to play the show.
2. Click the ❚❚ button to pause the show.

Display Primary Feature Buttons

1. Click the + button to display the primary feature buttons.

Adjust Volume

1. Hover the cursor over the volume icon located on the left side of the timeline.
2. Click and drag the volume slider to the right to increase the volume.
3. Click and drag the volume slider to the left to decrease the volume.

Enter and Exit Full Screen

1. To enter into a full-screen window, click the button located to the right of the timeline and the publisher interface will expand into full-screen mode.
2. To exit the full-screen window, click the button located to the right of the timeline and the publisher interface will decrease back to a normal screen.

Display Closed Caption

1. To toggle closed caption text on-and-off, click the CC icon to the right of the publisher timeline.

Fast-forward and Rewind

1. Click and hold the > arrow to the right of the Publisher timeline to fast-forward.
2. Click and hold the < arrow to the left of the Publisher timeline to rewind.

Skip to Next Section of Timeline

1. Click the arrow > to the right of the Publisher timeline to skip to the next section on the timeline.
2. Click the arrow < to the left of the Publisher timeline to skip to the previous section of the timeline.

Navigate Timeline with Playback Head

1. Click the **right** keyboard arrow to move the playback head one frame forward.
2. Click the **left** keyboard arrow to move the playback head one frame backwards.
3. Click and drag the playback head to scrub the publisher timeline.

Change Show Layout

1. If a show is currently in side-by-side mode, click the button located in the bottom right corner of the video frame or slide frame and the show's visualization mode will adjust accordingly.
2. If a show is currently in full video mode or full slide mode, hover the cursor over the smaller of the two frames and click the appropriate button that appears inside the frame and the show's visualization mode will adjust accordingly.

Background Tasks

1. If a video or slide file is being transcoded, the transcoder gear icon in the navigation bar at the top of the screen will display a red background task alert as part of the icon.
2. Once the video has been completely transcoded, the red background task alert will disappear, and a blue checkmark will appear next to the show's title.

Exit Publisher Interface

1. To exit the publisher interface, click < Back to Administration located on the top left side of the navigation bar.

Slides

Presentation slides can be uploaded to a show and used as supplemental information panels to highlight key points, keep viewers engaged, and reinforce certain topics discussed in the show. Each slide is synchronized to the show's timeline at a specific time and transition automatically at an assigned timecode as viewers watch the show. Users can also navigate a show by selecting a slide from the slide panel in the viewer interface and the show will continue playing at the selected slide's assigned timecode.

As a best practice, slides should be built based upon a chronological outline of the show's content so that the information presented in each slide corresponds with the information discussed in the primary video. Slides can be designed using common presentation tools, such as PowerPoint or Keynote, and it is highly recommended that the slides are built in a 4x3 aspect ratio. Additionally, it is required that slides are uploaded in a compatible file format, which includes:

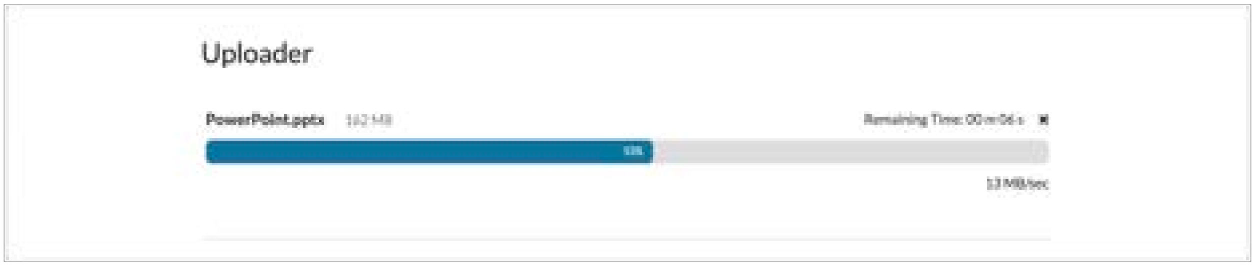
- PowerPoint 2007 XML Presentation (**.pptx**)
- PowerPoint 97-2003 Presentation (**.ppt**)
- Joint Photographic Experts Group (**.jpg or .jpeg**)
- Portable Network Graphic (**.png**)
- Portable Document Format (**.pdf**)
- Graphics Interchange Format (**.gif**)

For more information on slide file types, please refer to the Tech Specs section of this guide. The following section describes how to upload, synchronize, and configure slides.

Upload Slides

1. From the Publisher interface, click the + button.
2. Click the **Slides** button to open the **Slide Manager**.
3. Either drag and drop the slide(s) into the **Slide Uploader**, or, click the **Slide Uploader** and select the appropriate slide file(s) from the computer's file directory, then click **Open**.

4. The progress and estimated time remaining until the upload is complete will be displayed in the **Uploader** window that appears on top of the slide manager.



5. When the upload is complete, the slide(s) will begin being processed in the background, which is represented by the red alert at the top of the screen.
6. Once the slides have been processed, each slide will appear as a thumbnail image in the slide manager and ready to be synched to the show's timeline.

7. To close the slide manager, click the ✕ button in the top right corner of the slide manager.

Synchronize a Slide

1. From the Publisher interface, open the **Slide Manager**.
2. Click the desired slide's thumbnail image and a slide icon will appear below the Publisher timeline.

3. To update the slide's timecode, click the slide's icon.
4. Enter the new timecode in the timecode text field in a **HH:MM:SS.S** format.
5. Click **Enter** and the slide's timecode will update accordingly.

Un-Synchronize a Slide

1. From the Publisher interface, open the **Slide Manager**.
2. Locate the desired slide, then click the icon located in the top left corner of the slide's thumbnail and the slide will un-synchronize from the timeline.

Duplicate a Slide

1. From the Publisher interface, open the **Slide Manager**.
2. Locate the desired slide, then click the icon located in the bottom right corner of the slide's thumbnail and a duplicate copy of the slide will be added in the slide manager.
3. Click the duplicate thumbnail image and a slide icon will appear below the Publisher timeline.

Slide Keywords

1. From the Publisher interface, click the icon.
2. On the **Edit Slide** page, enter keywords or metadata associated with the slide to help users search for the slide from the channel page.

3. Type individual keywords in the Keywords text field and click **Enter** after typing each word.
4. Once the keywords have been added, click the blue **Save** button.

Delete a Slide

1. Open the **Slide Manager**.
2. Locate the desired slide and click the icon located in the top right corner of the slide's thumbnail.

3. Click the blue **Delete** button in the confirmation message that appears.

Hotspots

A hotspot is an assigned area of a show's slide that, when clicked, triggers a unique action to occur, which helps create a more engaging and interactive viewing experience for users. Show producers can easily embed external webpages and supplemental materials directly into a slide as hotspots, allowing users to explore all of the resources and information without ever leaving the program.

When it has been determined that a slide will have a hotspot, it is highly recommended that a hotspot indicator is included as part of the slide's design, such as a font change or a call-to-action button. This will help users recognize when a hotspot exists and improve the overall viewing experience of the show.

The following section explains how to create and configure hotspots.

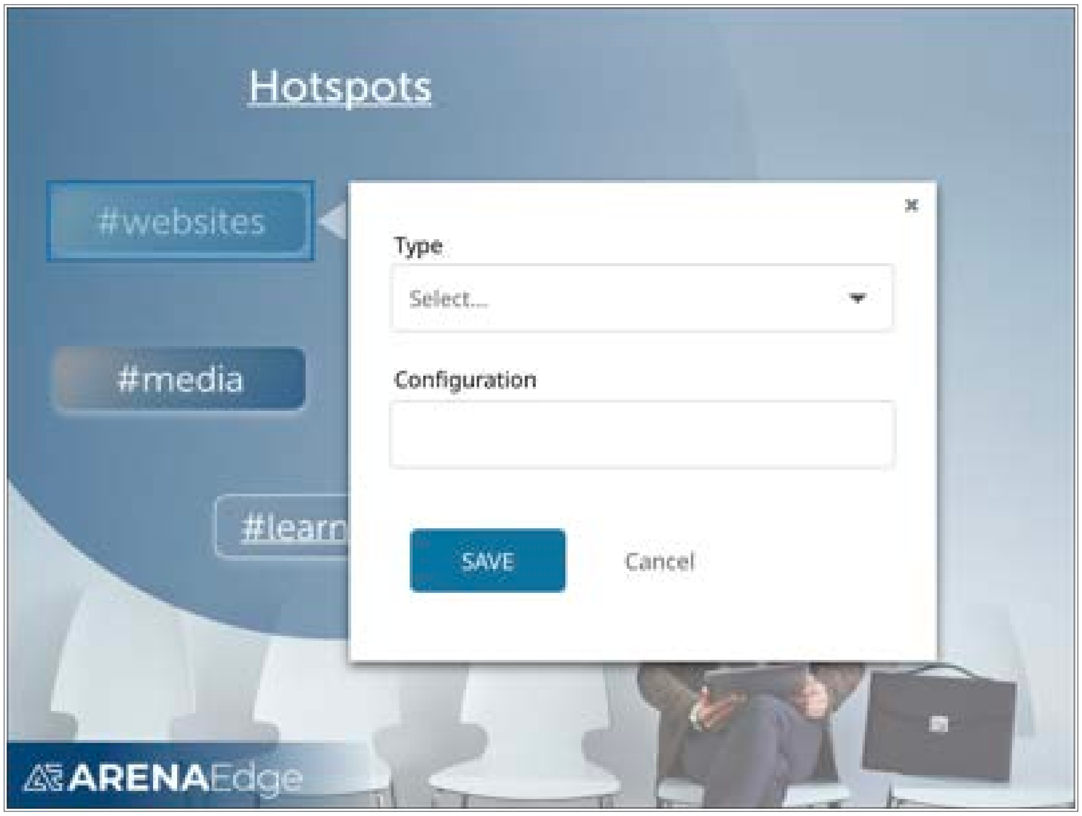
Before you begin

Ensure the following prerequisites have been completed prior to creating the first hotspot in the show:

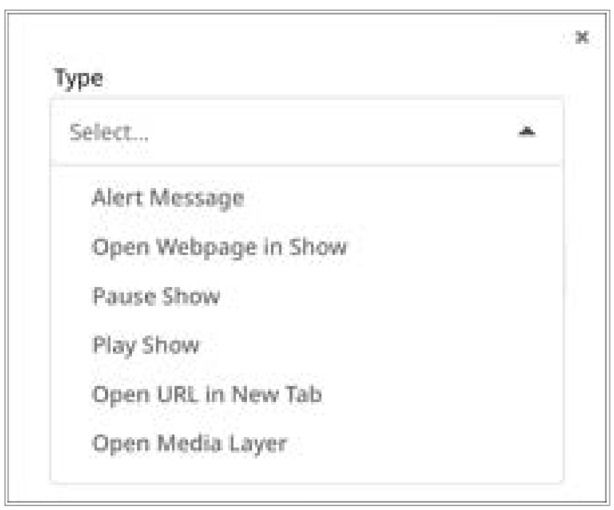
- Upload and synchronize a slide before creating a hotspot

Create a Hotspot

1. From the Publisher interface, click the  button to enter hotspot editor mode. *All other publisher buttons will be disabled while in hotspot editor mode.*
2. **Click and drag** the cursor over the area of the slide that the hotspot will be located.



3. From the **Hotspot Widget**, click the dropdown menu and select one of the following hotspot actions:



- **Alert Message:** Enter a custom message that will appear as an alert within the show
- ***Open Webpage in Show:** Open a webpage on top of the show (*https protocol required*)
- **Pause Video Player:** Pause the show

- **Play Video Player:** Play the show
- **Open URL in New Tab:** Open a webpage in a new tab
- ***Open Media Layer:** Open a webpage or file on top of the show (*https protocol required*)

**Note: If a URL cannot be embedded as an Open Webpage in Show or Open Media layer hotspot, try adding #embed (i.e. https://hotspot.com/#embed) to the end of it. If the URL is still cannot be embedded, use the Open URL in New Tab hotspot instead.*

4. Once the hotspot has been configured accordingly, click Save, then exit hotspot editor mode by clicking the button.

Edit a Hotspot

1. Click the button to enter hotspot editor mode.
2. To resize the clickable area of a hotspot, **click and drag** the edges of the blue highlighted box until it is sized appropriately.
3. To reposition the clickable area of a hotspot, **click and drag** the center of the blue highlighted box to the appropriate location on the slide.
4. To change a hotspot's action, click the blue highlighted box and select a new hotspot action from the **Action** dropdown menu.
5. Once the hotspot has been edited accordingly, click the UPDATE button.
6. Click the button to exit hotspot editor mode.

Delete Hotspot

1. Click the button to enter hotspot editor mode.
2. Select the desired hotspot by clicking on the blue highlighted box.
3. From the Hotspot Widget, click the red **Delete** button.
4. Once the hotspot(s) have been deleted, click the button to exit hotspot editor mode.

Chapters

Chapters are timed segments of a show that help organize the contents into individual timeframes of related content. As a show transitions from one topic to another, a show producer can create and synchronize a new chapter at the appropriate time. Users can navigate the published show by selecting a chapter from the Viewer Interface chapter expansion panel and the show will continue playing at the selected chapter's assigned timecode. In addition, chapters contain searchable keywords, so that users can quickly and easily locate the exact information they are looking for and launch the show at the start of the selected chapter.

The following section explains how to create and configure chapters.

Create a Chapter

1. From the Publisher interface, click the + button.
2. Click the **Chapter** button.
3. Complete the following information fields on the **Chapter Details** page:

   - **Name:** Enter a title for the chapter
   - **Description:** Enter a short summary of the chapter

4. Click the blue **Save** button and an icon will appear below the Publisher timeline.

Edit a Chapter

1. From the Publisher interface, click the chapter's icon.
2. To update the chapter's timecode, enter the new timecode in the timecode text field in an **HH:MM:SS.S** format.

3. To edit the chapter’s title, enter a new title in the **Title** text field.
4. To edit the chapter’s description, enter a new description in the **Description** text field.
5. Once the chapter has been edited accordingly, click the blue **Save** button.

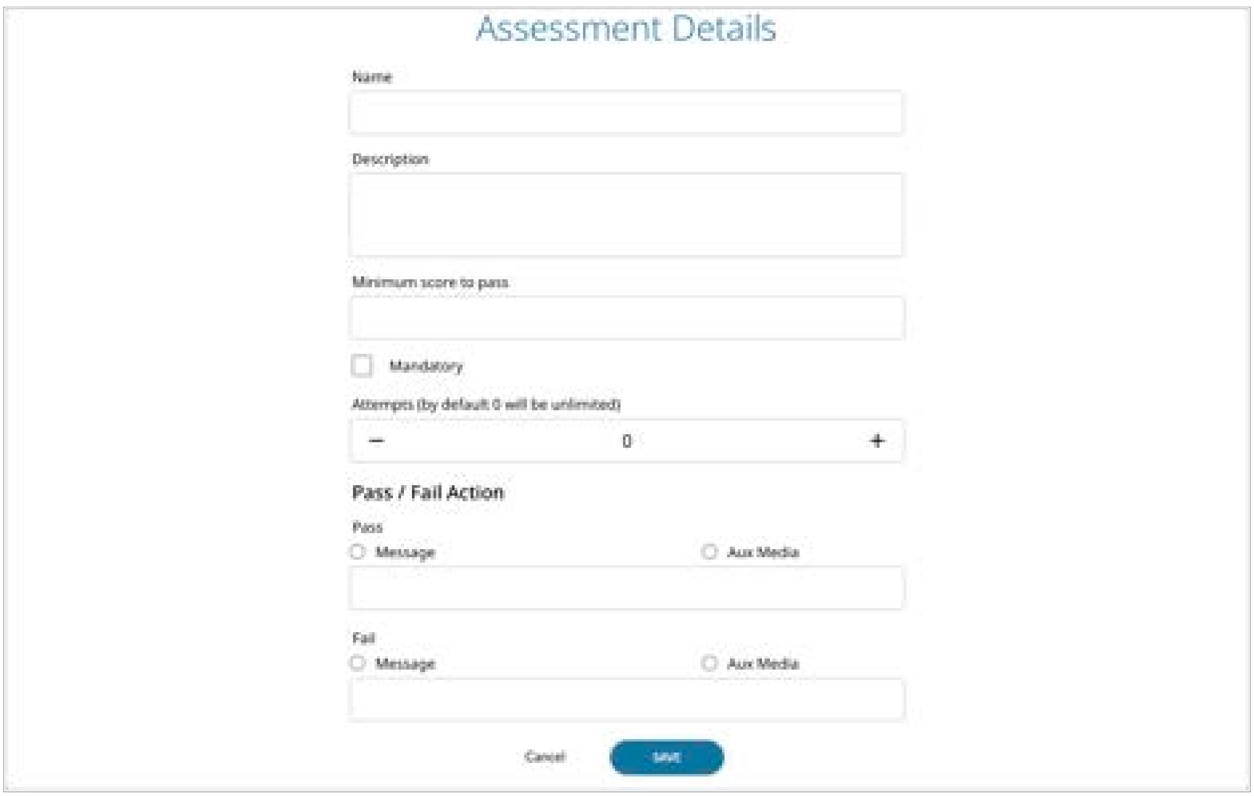
Delete a Chapter

1. From the Publisher interface, click the chapter’s icon.
2. At the bottom of the Chapter Details page, click the red **Delete** button.
3. Click the blue **Delete** button from the delete confirmation message that appears.

Assessments

An assessment is a series of test questions included in a show and the Assessment Details page allows a show producer to configure the general properties of these questions, such as the passing score and number of attempts per user. Assessments are a useful means of measuring viewers' comprehension and retention of the information presented in a show and creating a more interactive and engaging viewing experience for users.

While it is entirely possible to create an assessment without any forethought, it is likely that the assessment will be planned out ahead of time. By planning the assessment prior to creating it in the show, a show producer will have a better understanding of how to properly configure the Assessment Details page and score each question. Therefore, the Assessment Details page must be completed prior to adding actual questions to a show.



It is important to note that when a show is made public, the Assessment feature is disabled. If an assessment was created prior to making the show public, any previously made configurations will be saved while the show is public. Switching the show back to private will reactivate the assessment and allow the show producer to access these configurations.

Create an Assessment

1. From the Publisher interface, click the + button.
2. Click the **Questions** button.
3. Complete the following information fields on the **Assessment Details** page:

    - **Name:** Enter a title for the assessment
    - **Description:** Enter a short summary of the assessment
    - **Minimum score to pass:** Enter the least number of points needed to pass the assessment
    - **Mandatory:** Place a checkmark in the mandatory box to require users to complete
    - **Attempts:** Enter the number of times each user can take the assessment. *Leaving the value at 0 allows users to take the assessment an unlimited number of times*

4. In the **Pass / Fail Actions** section, select one of the following options for the **Pass** action and the **Fail** action:

    - **Message:** Enter a custom message to appear when the user completes the assessment
    - **Auxiliary Media:** Upload an auxiliary media video, enter a compatible URL, or select an existing auxiliary media from the aux media gallery.

5. Once the required fields have been completed, click the **Save** button and a button will appear in the navigation bar at the top of the Publisher interface.

Edit an Assessment

1. From the Publisher interface, click the button at the top of the screen.
2. Make the desired changes to the assessment in the **Assessment Details** page. *For instructions on assessment configurations, please refer to the Create an Assessment section of this guide.*
3. Once the assessment has been edited accordingly, click the blue **Save** button.

Delete an Assessment

1. From the Publisher interface, click the button at the top of the screen.
2. At the bottom of the Assessment Details page, click the red **Delete** button.
3. Click the blue **Delete** button from the confirmation message that appears.

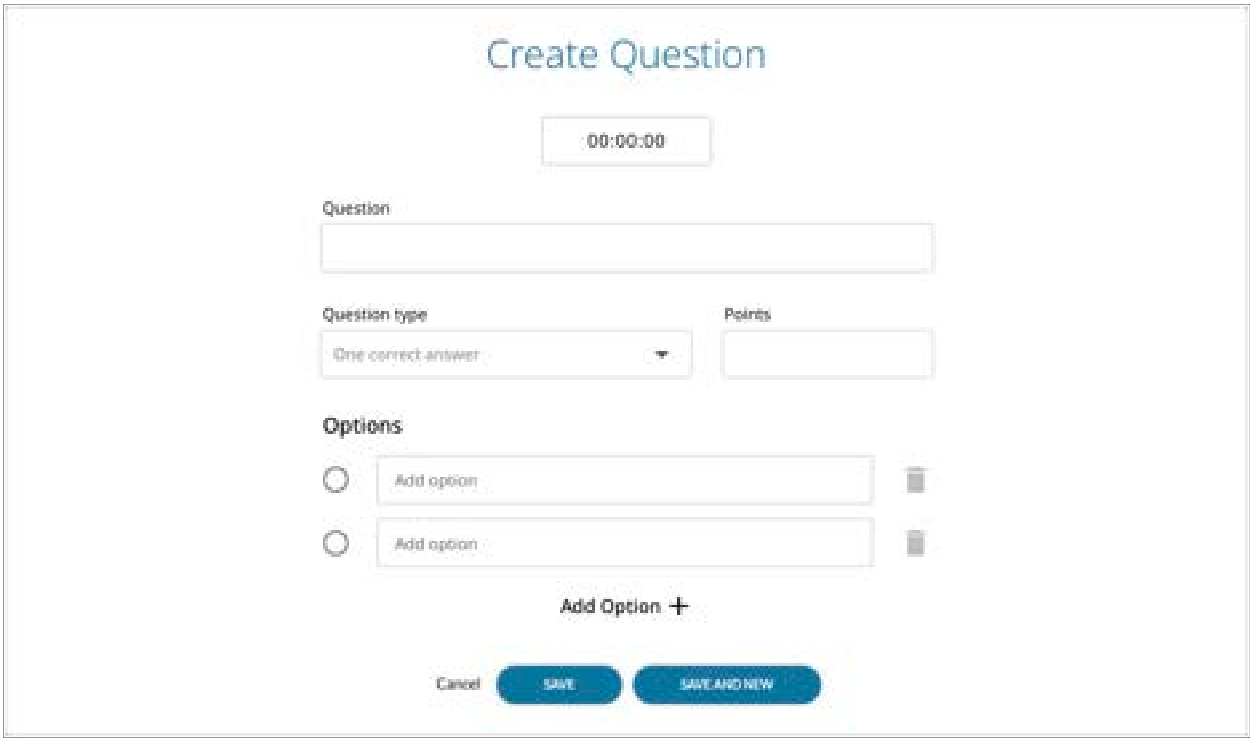
Questions

After configuring the assessment's general properties, a show producer can begin adding questions to the assessment in the Question Configuration page, which appears immediately after completing and saving the Assessment Details page. Questions can be configured to appear consecutively at a single timecode within the show or they can be dispersed throughout the show and appear at different timecodes. Regardless of how questions are synchronized, show producers will find that assessment questions are an effective means of measuring viewers comprehension and understanding of the content presented in a show.

Each question is assigned a unique point value, which is the number of points a user will receive for correctly answering a given question. When assigning point values to individual questions, it is important to take into consideration the minimum score to pass point value that was entered on the Assessment Details page and the point value of all other assessment questions. When a user has completed the assessment, their final score will be the sum of each correctly answered assessment question's point value. If the final score meets or exceeds the minimum score to pass value, the user will receive a passing score and the assessment's Pass Message or Pass Action will appear. Similarly, if the final score is less than the minimum score to pass point value, the user will receive a failing score and the assessment's Fail Message or Fail Action will appear.

Create a Question

1. If accessing the Question Configuration page from the Publisher interface, click the + button.
2. Click the **Questions** button.
3. Complete the following information fields on the **Create Question** page:



- **Question:** Enter the text of the assessment question
- **Question Type:** Select a question type from the dropdown menu
- **Options:** Enter a minimum of two response options in the provided text fields. Click the Add Option button if additional fields are required
- **Correct Answer:** Place a check next to the correct response option(s)
- **Score:** Enter the number of points the question is worth

4. Once the question has been configured accordingly, click the blue **Save** button and an icon will appear below the Publisher timeline, or, click the blue **Save and New** button to create additional questions at this time.

Edit a Question

1. From the Publisher interface, click the question's icon.
2. Make the desired changes to the question in the **Create Question** page. *For details on the question configuration information fields, please refer to the Create a Question section of this guide.*
3. To update the question's timecode, enter the new timecode in the timecode text field in an **HH:MM:SS.S** format.
4. To remove a response option, click the icon to the right of the response option's text field.

5. Once the question has been edited accordingly, click the blue **Save** button.

Delete a Question

1. From the Publisher interface, click the question's ⓘ icon.
2. At the bottom of the **Create Question** page, click the red **Delete** button.
3. Click the blue **Delete** button from the confirmation message that appears.

Auxiliary Media

Auxiliary media is supplemental content that opens on top of the viewer interface at a specific time within a show. Show producers can use auxiliary media to play secondary media files, open important documents, or link supporting websites without having to redirect users away from the show to access more information. This is a simple and effective way to elaborate on topics, compare and contrast ideas, reinforce key points, and create a more engaging viewing experience for users.

Depending upon the source of the auxiliary media content, show producers have three different options to choose from when creating a new aux media. The Files option is for uploading content that is saved locally in the device's file directory. The Webpage option is for linking websites with compatible URLs to the show. Finally, the Resources option is for selecting a previously created show resource and repurposing it as an auxiliary media.

The following section explains how to create and configure both types of auxiliary media.

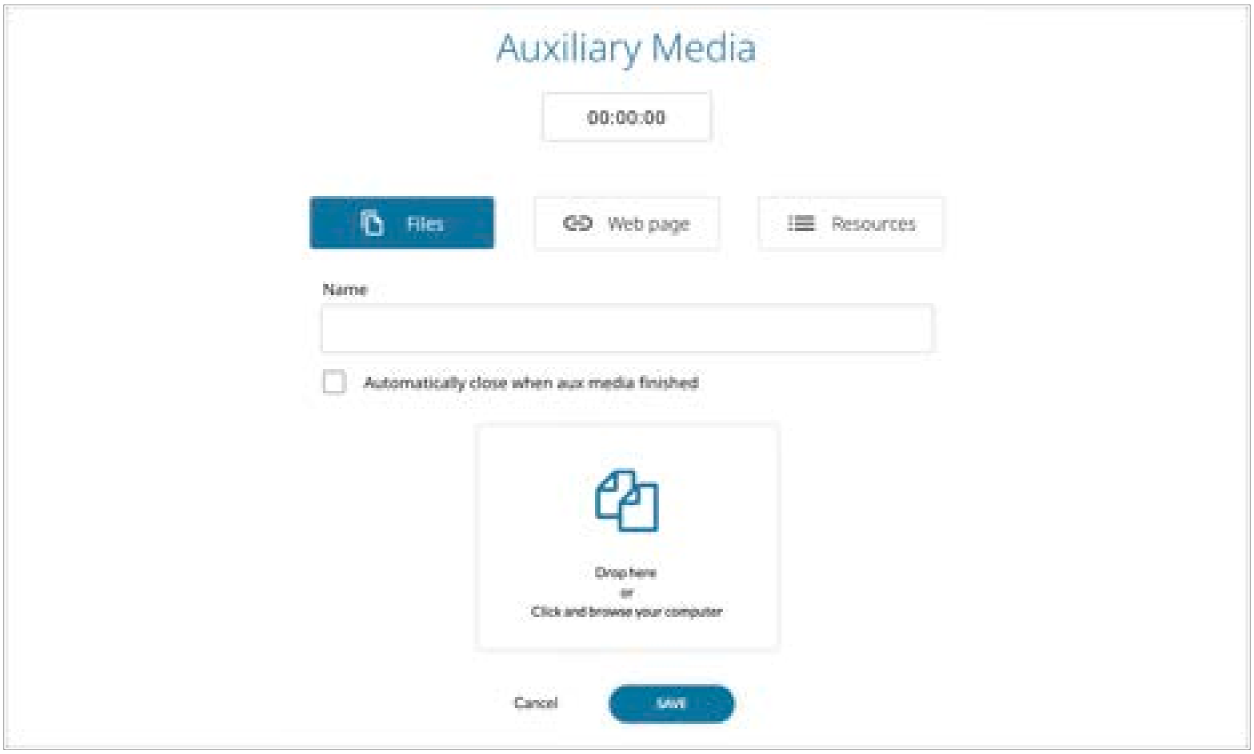
Create an Auxiliary Media

1. From the Publisher interface, click the + button.
2. Click the **Aux Media** button.
3. From the **Auxiliary Media** configuration page, select one of the following options then refer to the instructions in the corresponding section below:

   - **Files:** Upload a video or document from file directory
   - **Webpage:** Link a webpage with a webpage URL
   - **Resources:** Select an existing show resource

Files

1. Click the **Files** button.
2. Enter a name for the auxiliary media in the **Name** text field.
3. Either drag and drop the auxiliary media file into the **Aux Media Uploader** or click the **Aux Media Uploader** and browse the device's file directory to locate the appropriate file.
4. Select the appropriate file, then click **Open**.
5. If the selected file is a video, an Auto-Close Video checkbox will appear when the upload is complete. Place a check in the **Auto-Close Video** (*optional*) checkbox to automatically close the aux media window when the video is finished playing.



6. Once the auxiliary media has been configured accordingly, click the blue **Done** button and an auxiliary media icon will appear below the Publisher timeline.

Webpage

1. Click the **Webpage** button.
2. Enter a name for the auxiliary media in the **Name** text field.
3. *Copy and paste the webpage's URL into the **URL** text field (*https required*).

**Note: If a URL is rejected, try adding #embed (i.e. https://auxmedia.com/#embed). If the URL continues being rejected, the site's privacy settings my prevent it from being embedded.*

4. Once the auxiliary media has been configured accordingly, click the blue **Done** button and an auxiliary media icon will appear below the Publisher timeline.

Resources

1. Click the **Resources** button.
2. Select an auxiliary media from the list of previously uploaded resources.

4. Once the auxiliary media has been configured accordingly, click the blue **Done** button and an auxiliary media icon ⊙ will appear below the Publisher timeline.

Edit an Aux Media

1. From the Publisher interface, click the auxiliary media's ⊙ icon.
2. Make the desired changes to the auxiliary media in the **Auxiliary Media** page.
3. To edit the auxiliary media's timecode, enter the new timecode in the timecode text field in an **HH:MM:SS.S** format.
4. Once the auxiliary media has been edited accordingly, click the blue **Done** button.

Delete an Aux Media

1. From the Publisher interface, click the auxiliary media's ⊙ icon.
2. At the bottom of the Auxiliary Media page, click the red **Delete** button.
3. Click the blue **Delete** button from the confirmation message that appears.

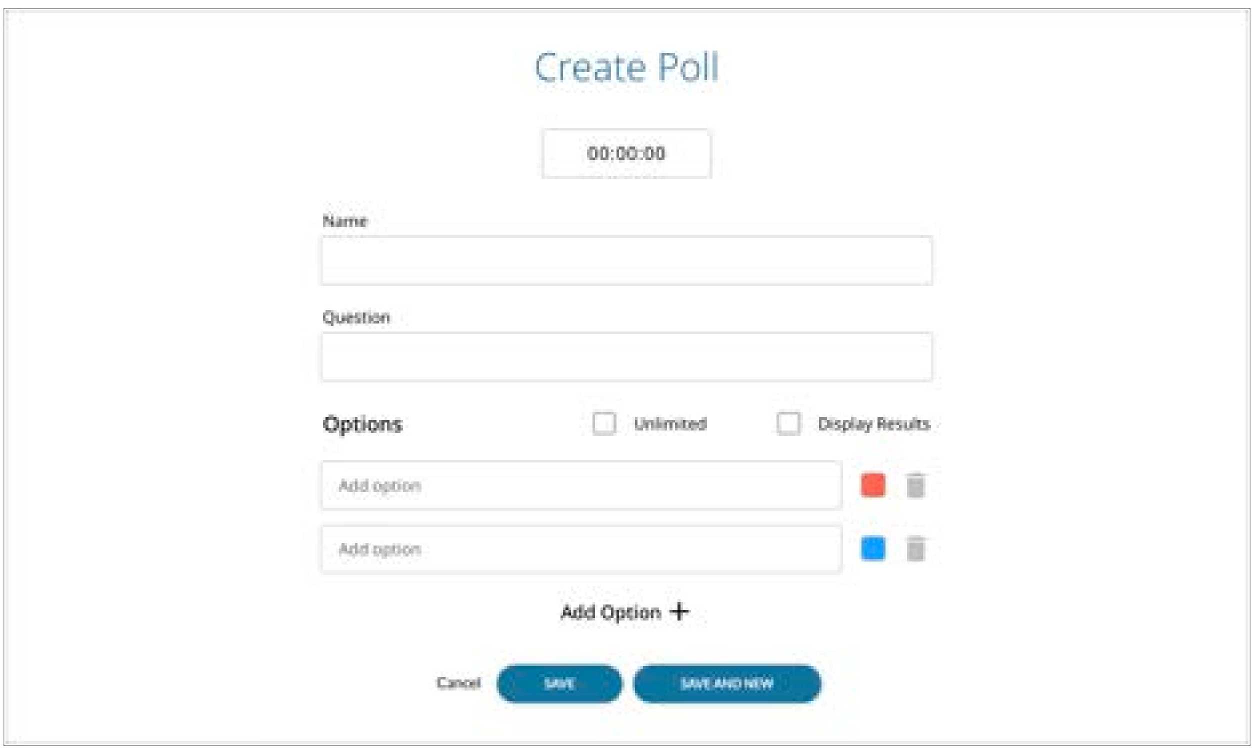
Polls

A poll is a multiple-choice survey question used to gauge viewers' feedback and opinions on certain topics presented in a show. When a poll is created, it is synchronized to the show's timeline and appears automatically at its assigned timecode as viewers watch the show. Polls are subjective by nature, so unlike assessment questions, there is no correct or incorrect response to a poll question.

Polls can be configured to display the cumulative response data of all channel users in a color-coded pie chart after an individual user submits a response to the poll. Additionally, authorized administrators can access polling data through the reporting feature of the platform, which is discussed in the Polling Reports section of this guide.

Create a Poll

1. From the Publisher interface, click the + button.
2. Click the **Poll** button.
3. Complete the following information fields on the **Poll Configuration** page:



- **Name:** Enter a short descriptive name for the poll
- **Question:** Enter the text of the poll question

- **Options:** Enter a minimum of two response options in the provided text fields. Click the Add Option button if additional fields are required
- **Display Results** (*optional*): Place a checkmark in the box to display the cumulative poll response data to viewers as a pie chart after a user submits a response
- **Private** (*optional*): Place a checkmark in this box to keep the poll results hidden
- **Unlimited** (*optional*): Place a checkmark in this box for infinite poll attempts to users

4. If the **Display Results** checkbox is checked, click the colored boxes to the right of each response option and assign a unique color to the response option in the **Color Picker** widget.

5. Once the poll has been configured accordingly, click the blue **Save** button and an icon will appear on the Publisher timeline, or, click **Save and New** button to create another question.

Edit a Poll

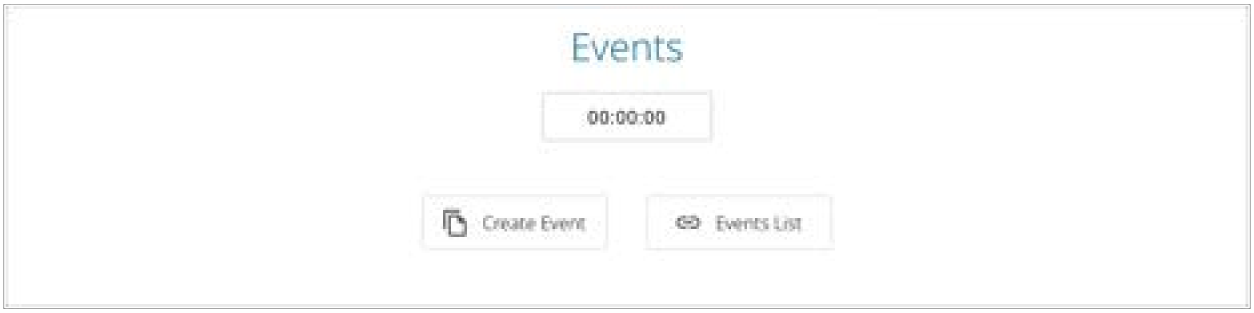
1. From the Publisher interface, click the poll's icon.
2. Make the desired changes to the poll in the **Poll Configuration** page. *For instructions on poll configurations, please refer to the Create a Poll section of this guide.*
3. To edit the timecode, enter a new timecode in the timecode text field in a **HH:MM:SS.S** format.
4. To remove a poll response option, click the icon to the right of the response option's text field.
5. Once the poll has been edited accordingly, click the blue **Save** button.

Delete a Poll

1. From the Publisher interface, click the poll's icon.
2. At the bottom of the Poll Configuration page, click the red **Delete** button.
3. Click the blue **Delete** button from the confirmation message that appears.

Events

An event is an automated action that modifies a show's playback and viewing experience. For example, an event can be used to pause a show at a specific time or change the layout of the video and slide panels during a show. Events help create a more dynamic viewing experience and help maintain users' attention throughout the duration of a show.



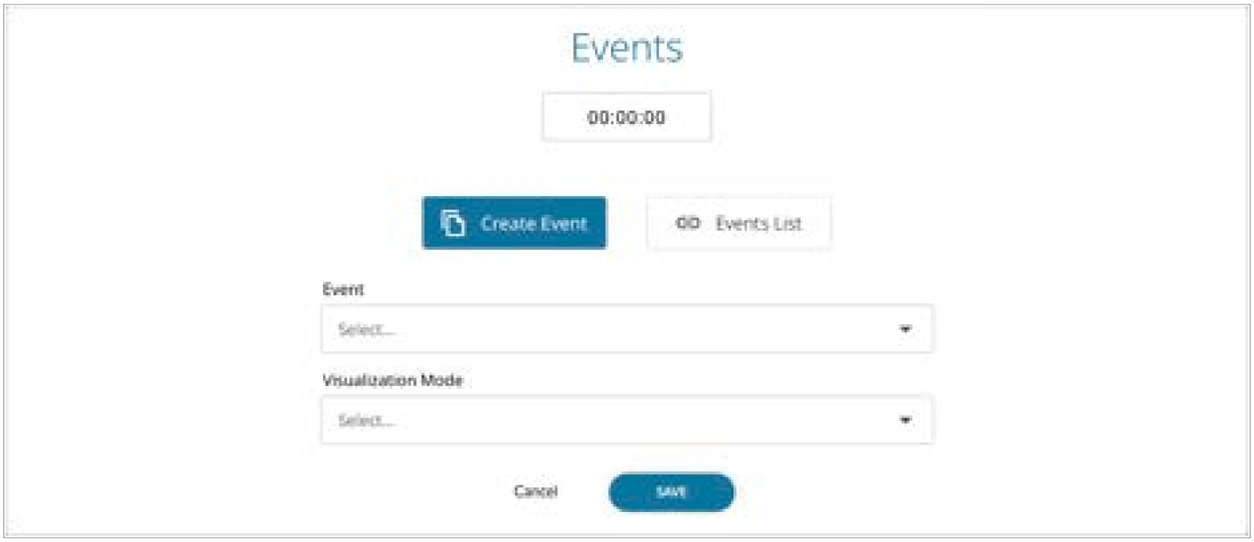
Before creating a Visualization Event

Ensure the following prerequisites have been completed prior to creating a visualization event:

- Upload and synchronize a slide before creating a visualization event

Create an Event

1. From the Publisher interface, click the + button.
2. Click the **Events** button.
3. From the Events page, click the **Create Event** button.



4. Click the **Select an Event** dropdown menu and select one of the following options:

    - **Change Show Layout:** Change the layout of the video and slide frames
    - **Pause Show:** Pause the show

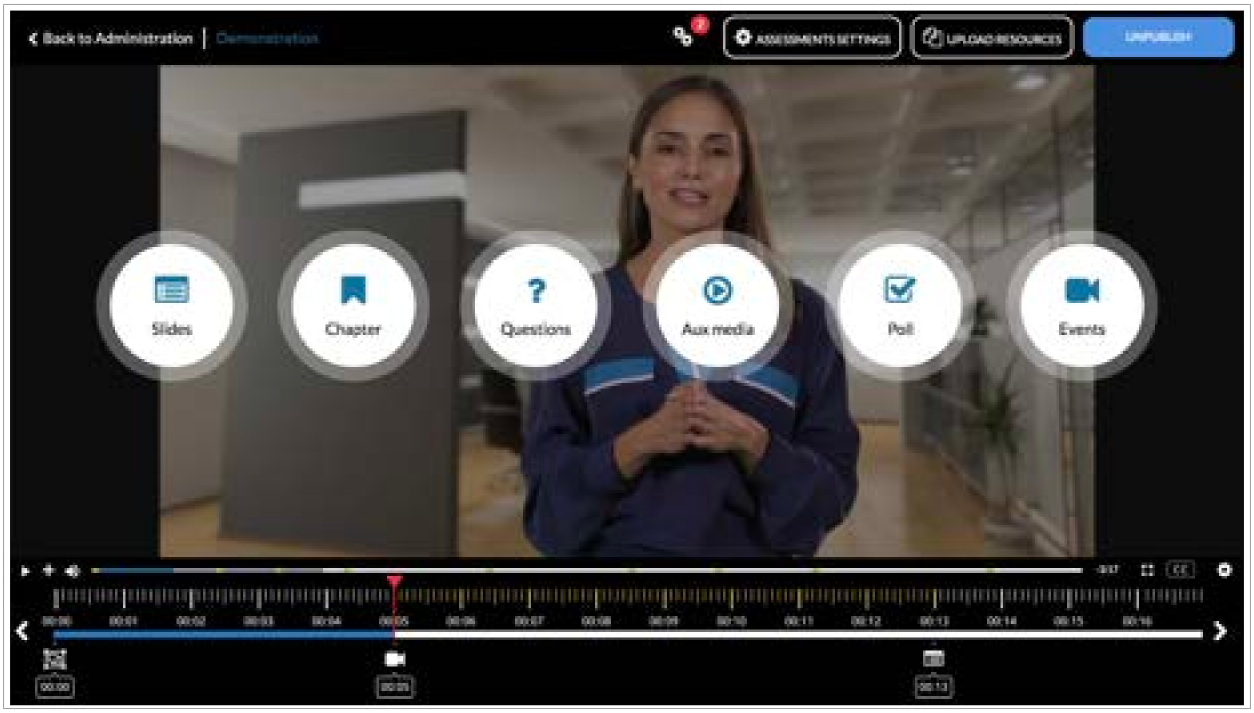
5. If the **Change Show Layout** option is selected, click the **Select** dropdown menu and select one of the following options:

Side-by-Side: Parallel video frame and slide frame positioned next to each other

Full Video: Large video and small slide in the bottom-right corner of the show player

Full Slide: Large slide and small video in the bottom right corner of the show player

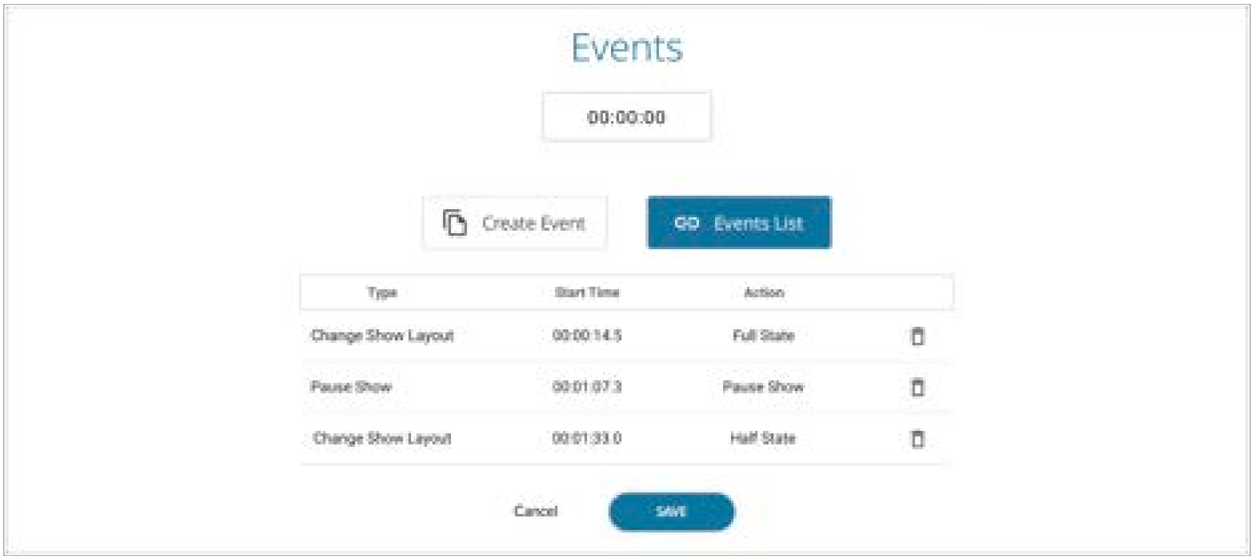
Video Only: Large video centered in the middle of the show player and no slide



6. Once the event has been configured accordingly, click the blue **Done** button and an icon will appear below the Publisher timeline.

Edit an Event

1. From the Publisher interface, click the event's icon.
2. Click the **Events List** button.



3. Make the desired change to the event from the **Events** page. *For instructions on event configurations, please refer to the Create an Event section of this guide.*
4. To edit the timecode of the event, enter the new timecode in the timecode text field in an **HH:MM:SS.S** format.
5. Once the event has been edited accordingly, click the blue **Update** button.

Delete an Event

1. From the Publisher interface, click the event's icon.
2. At the bottom of the Events page, click the red **Delete** button.
3. Click the blue **Delete** button from the confirmation message that appears.

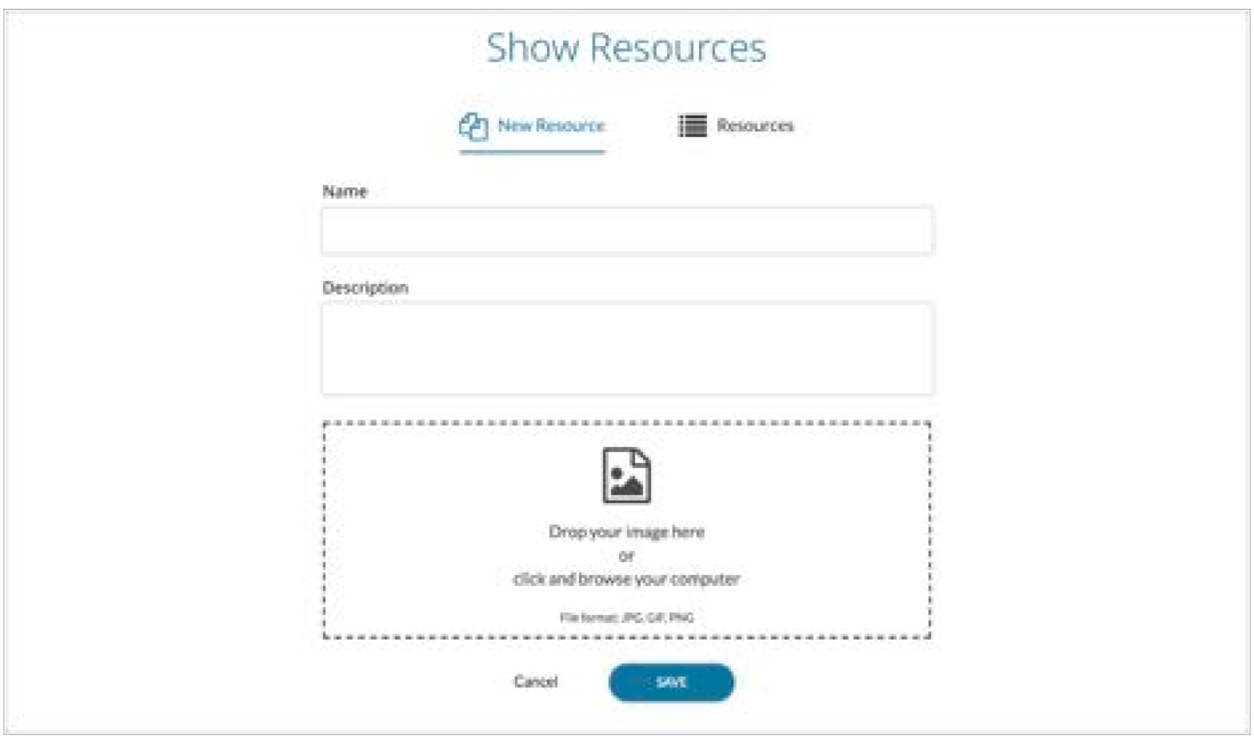
Show Resources

Show resources are downloadable collateral materials included in a show. Show producers can upload documents, PDFs, spreadsheets, images, videos, and a range of other file types, which users can download from the Resource expansion panel located at the bottom of the viewer interface. For information on compatible file formats, please refer to the Tech Specs section of this guide. It is important to note that a show resource is different than a channel resource. Show resources are only accessible from within a show, whereas, channel resources are only accessible through the Resources main category on the channel page.

The following section explains how to upload show resources.

Create a Show Resource

1. From the Publisher interface, click the button.
2. On the **Show Resources** page, click the **New Resource** button.
3. Enter a unique title for the resource in the **Name** text field.
4. Enter a short summary of the resource in the **Description** text field.
5. Either drag and drop the resource file(s) into the **Resource Uploader**, or, click the **Resource Uploader** and browse the computer's file directory to locate the appropriate file(s).



6. Select the file, then click **Open**.
7. Click the blue **Save** button when the upload is complete.

Edit a Show Resource

1. From the Publisher interface, click the button.

2. On the Show Resources page, click the **Resources** button, then select the desired show resource.
3. To edit the title of the show resource, enter a new title in the **Name** text field.
4. To edit the description of the show resource, enter a new description in the **Description** text field.
5. To replace the show resource file, hover the cursor over the file name and click the red **Remove** button, then upload the new show resource file through the resource uploader. *For instructions on uploading a show resource, please refer to the Create a Show Resource section of this guide.*
6. Once the show resource has been edited accordingly, click the blue **Save** button.

Delete a Show Resource

1. From the Publisher interface, click the button.
2. On the Show Resources page, click the **Resources** button, then select the desired resource.
3. At the bottom of the Show Resources page, click the red **Delete** button.
4. Click the blue **Delete** button from the confirmation window that appears.

Closed Caption

Closed caption is on-screen text that follows along with the spoken audio or non-speech elements presented in a show's video. Closed captioning is useful when viewing shows in audio-restricted or noisy environments and accommodating hearing impaired or disabled viewers. As a best practice, a string of closed caption text, or, a closed caption clip, should not exceed thirty-two (32) characters in length and should always correspond with the spoken or non-speech audio in the show's video.

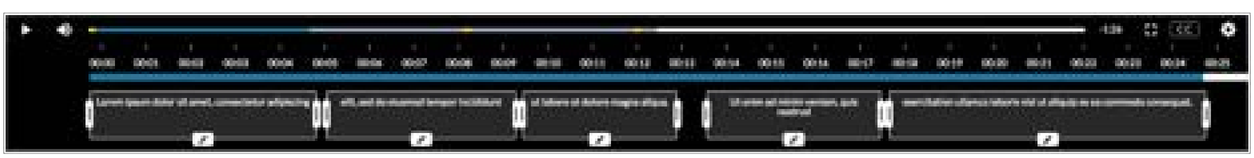
The following section explains how to create and configure closed captioning.

Create Closed Caption

1. From the Publisher interface, click the icon located to the right of the publisher timeline.
2. Click **Subtitles**, then click the **Subtitles Editor** button to activate closed caption mode.

3. Enter the text of the video's spoken dialogue or non-speech elements in the **Closed Caption** text field.

4. Click **Enter** and the closed caption clip will appear below the publisher timeline.



5. Click and drag the endpoints of the closed caption clip, so the clip aligns with the video's corresponding audio.

6. Once closed captions have been configured accordingly, click the **Subtitles Editor** button to exit closed caption mode.

Edit Closed Caption

1. From the Publisher interface, click the ⚙ icon.
2. Click **Subtitles**, then click the **Subtitles Editor** button.
3. To edit the text in a closed caption clip, click the ✎ icon below the clip and enter the new text in the closed caption text field that appears above the timeline.
4. Click **Enter** and the closed caption clip will update accordingly.
5. To adjust the timeframe of the closed caption clip, click and drag the endpoints of the clip or click and drag the entire clip to the appropriate location along the show's timeline.
6. Once closed captions have been edited accordingly, click the **Subtitles Editor** button to exit closed caption mode.

Delete Closed Caption

1. From the Publisher interface, click the ⚙ icon.
2. Click **Subtitles**, then click the **Subtitles Editor** button.
3. Click the ✎ icon below the closed caption clip.
4. Click the ✕ icon that appears in the top right corner of the selected closed caption clip.
5. Click the blue **Delete** button from the confirmation message that appears.
6. Once the closed caption clip has been deleted, click the **Subtitles Editor** button to exit closed caption mode.

Embed Show

Shows can be embedded externally into third-party websites, Intranets, social media platforms, and other various locations outside of the platform. When a show is viewed externally from an embed location, the viewership data is tracked in Analytic Reports. If a user is logged into the channel page and views the show from the embed location, the viewership data for that user will be tracked and listed in the Analytic Report. However, if non-logged in or non-registered individuals view the show from the embed location, the viewership data in the Analytic Report will be tracked and listed as an Anonymous user and embed viewing location.

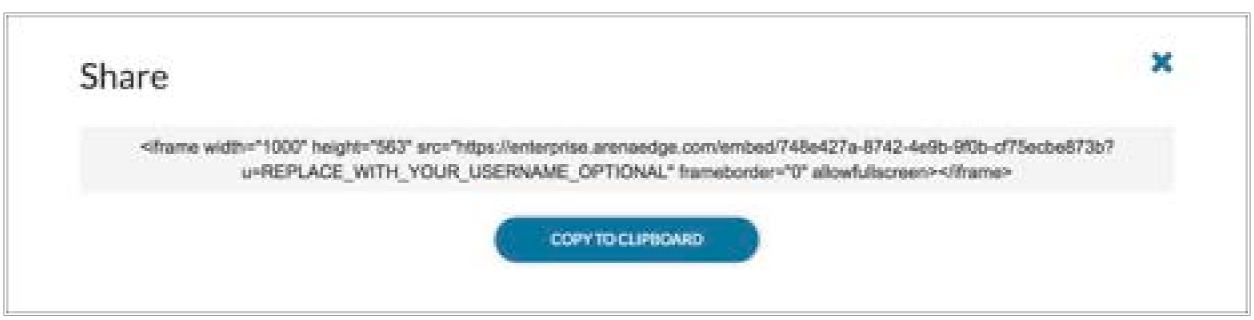
It is important to note that polls, assessments, and the Slides, Chapters, and Resources expansion panels will not appear when a show is viewed externally in an embed location. Additionally, if any modifications are made to the show, the embedded show will automatically update without having to replace the embed code.

The following section explains how to embed a show into an external location.

Embed a Show

1. From the Publisher interface, click the ⚙ icon located to the right of the Publisher timeline.
2. Click **Embed**.

3. Click the  button.



4. **Paste** the embed code into the appropriate location.

Swap Video

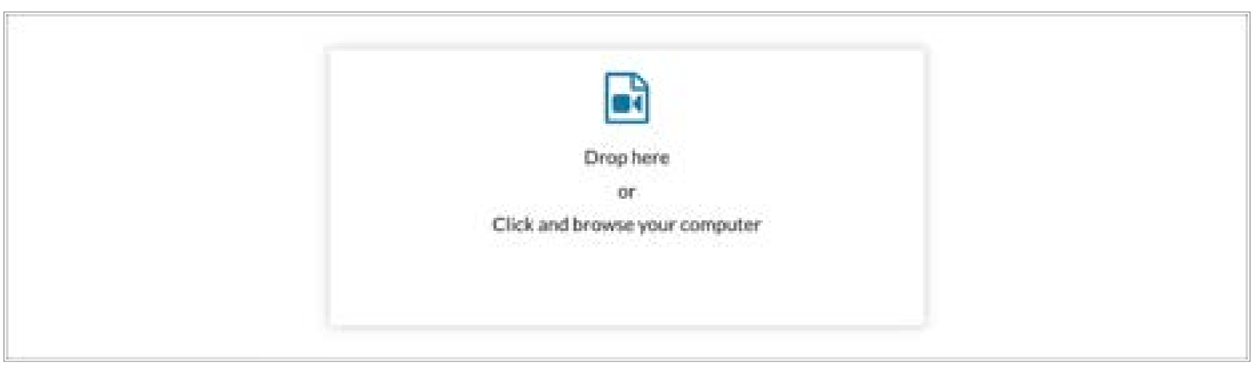
The swap video feature allows authorized administrators to replace a show's primary video without losing the features already synched to the show's timeline. This allows show producers to keep the information in a show's primary video relevant and up-to-date and it eliminates the need to create a new show every time a video is edited or updated.

In some instances, a show may have features that were synched to the original video's timeline and the timecode for these features may exceed the duration of the replacement video. A list of those features will appear in a modal window immediately after the replacement video has finished uploading. Show producers will either need to delete or resynch each of these features with timecodes shorter than or equal to the duration of the replacement video.

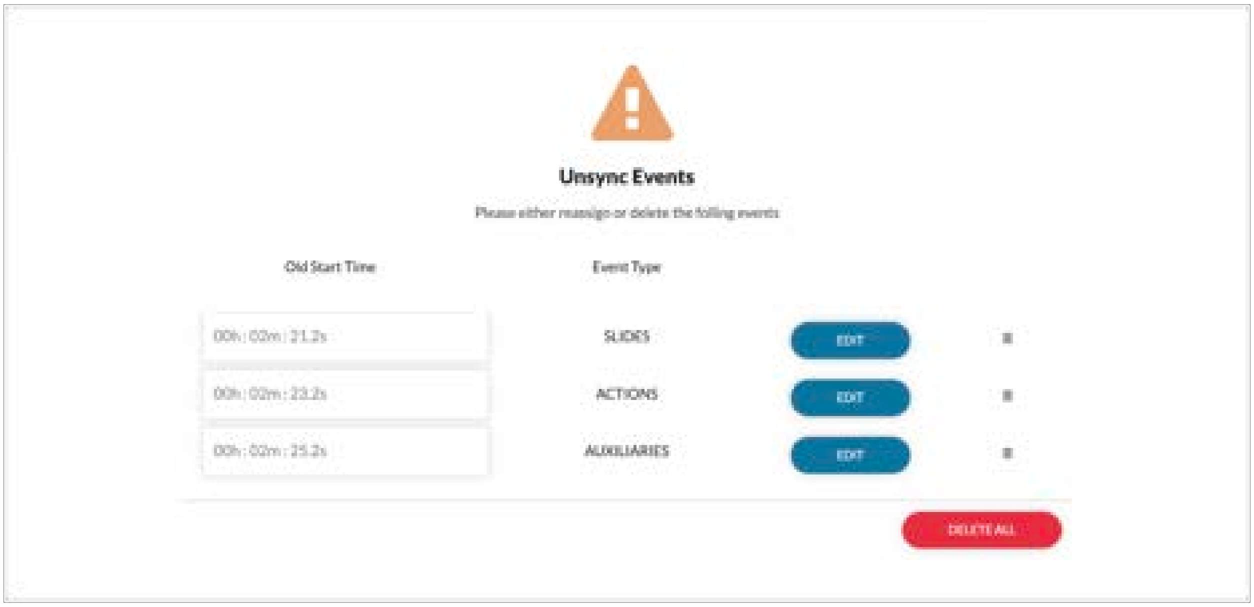
Swap Video

1. From the Publisher interface, click the icon located to the right of the Publisher timeline.
2. Click **Swap Video**.

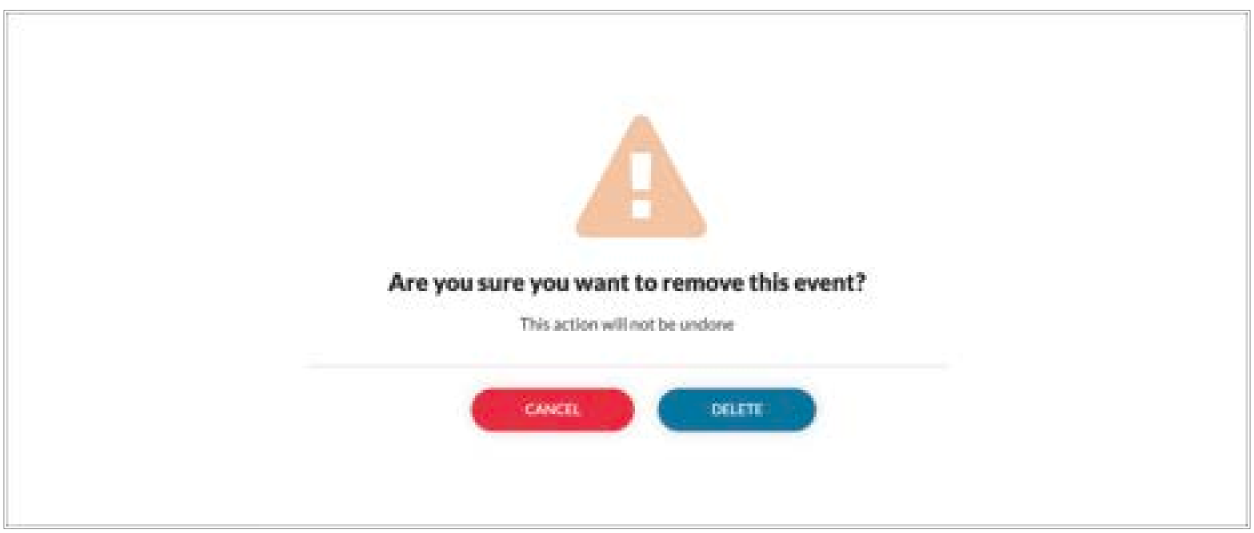
3. Either drag and drop the new video into the uploader or click the uploader and browse the computer's file directory system to locate the appropriate file.



4. Click **Open** and the video will begin uploading.
5. If applicable, assign a new timecode or delete any feature that exceeds the duration of the new video.



6. To assign a new timecode to a feature, click the blue edit button and enter a new timecode in the **Start Time** field.
7. Click the blue reassign button and the feature will update on the show's timeline.
8. To delete a feature from the show, click the trashcan icon.
9. Click the blue delete button in the confirmation window that appears.



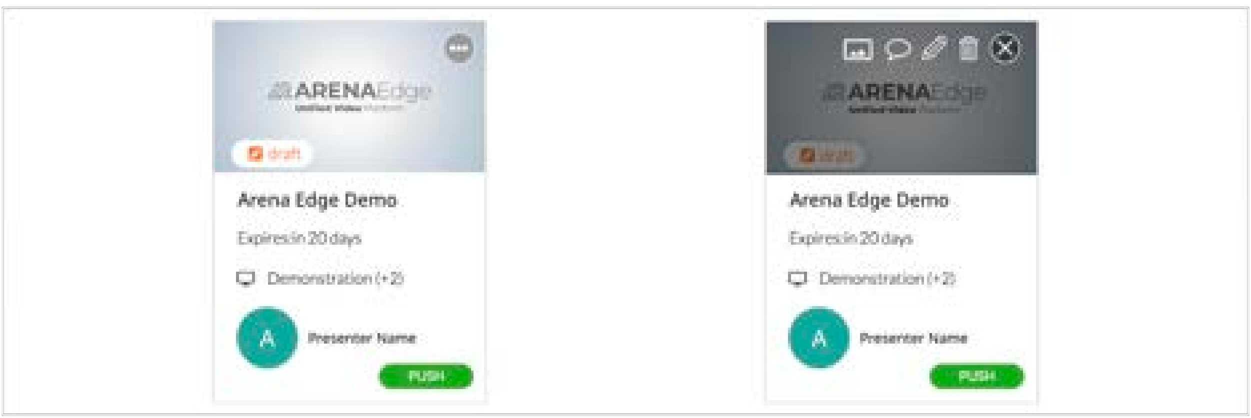
Manage Show

Search for a Show

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Click the search icon and enter keywords associated with the show in the **Search** text field.
4. Click **Enter** and the list of shows will update according to the characters or keywords entered in the search field.

Edit Show Details

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Locate the desired show, then click the icon in the top right corner of the show's content card.

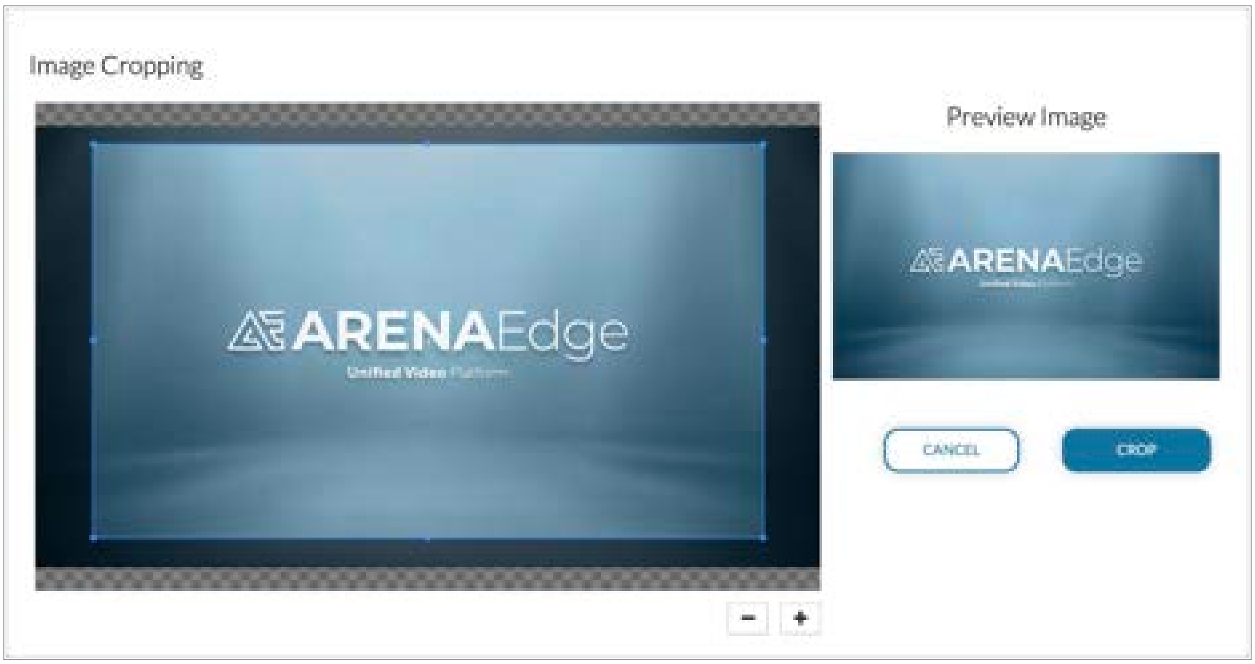


4. Click the icon to open the **Show Details** page.
5. Make the desired changes in the **Show Details** page.
6. Once the show's details have been edited accordingly, click the blue **Save** button.

Upload a Show Thumbnail

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Locate the desired show, then click the icon in the top right corner of the show's content card.
4. Click the icon to open the **Thumbnails** page.
5. Either drag and drop the thumbnail file into the **Thumbnail Uploader**, or, click the **Thumbnail Uploader** and browse the computer's file directory to locate the appropriate file.

6. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



7. Adjust the cropper box as needed with the following steps *(optional)*:

- **Resize**: Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
- **Reposition**: Click and drag the center of the cropper box to move the selected area
- **Zoom-in**: Click the ⊞ button to zoom-in on the selected area
- **Zoom-out**: Click the ⊟ button to zoom-out of the selected area

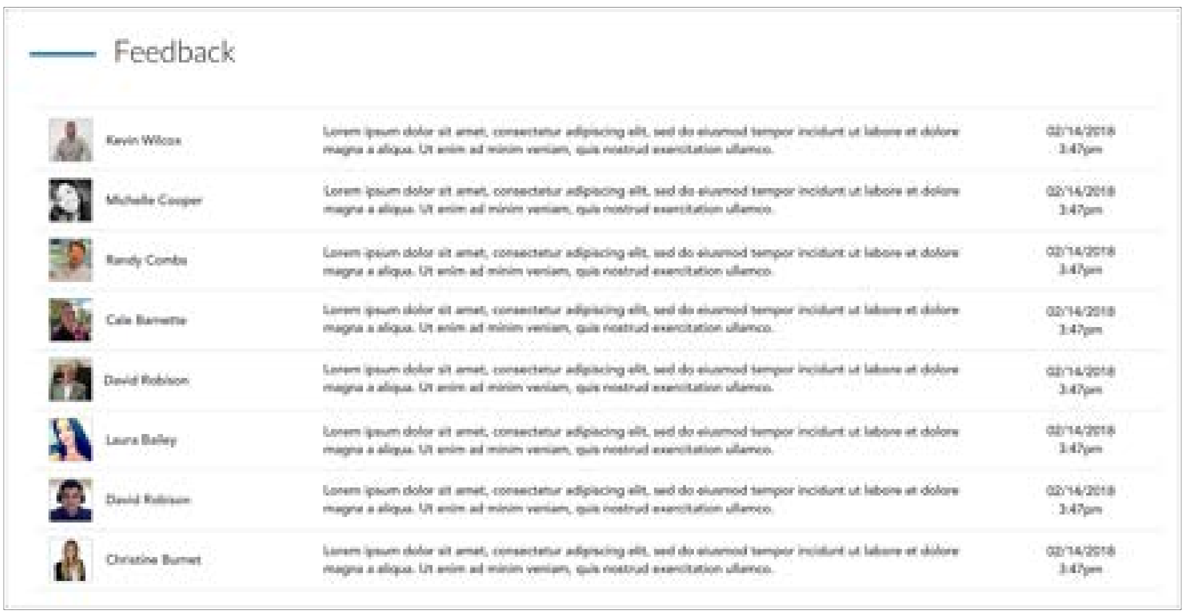
8. Once all unwanted areas of the image fall outside of the cropper, click the CROP button and the image will begin uploading as it appears in the **Preview Image** panel.
9. When the upload is complete, click the blue **Save** button.

Edit Publisher Configurations

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Locate the desired show then click the show's content card to open the show in **Publisher**.
4. Make the desired edits to the show in **Publisher**.

Show Feedback

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Locate the desired show, then click the icon in the top right corner of the show's content card.
4. Click the icon and the **Show Feedback** page will appear.



Publish a Show

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Locate the desired show and select one of the following publishing methods:

   - **Show Details:** Open the Show Details page and click the button
   - **Publisher:** Open Publisher and click the button

Push a Show

1. Open the **Content** section of the Admin page.

2. Select the **Shows** main category.
3. Click the button located in the show's content card and a **Push Show** configuration window will appear. *The Push feature must be enabled in order for the Push button to be active. For instructions on enabling the Push feature, please refer to the Preference Settings section of this guide.*
4. To push the show at the current time, select the **Push Immediately** option, then click the blue **Send** button.
5. To push the show at a later date, select the **Schedule Push** option and select a date from the **Available Dates** dropdown menu, then click the blue **Send** button.

Unpush a Show

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Click the button located in the show's content card and the show will be unpushed from Edge.

Unpublish a Show

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Locate the desired show and select one of the following unpublishing methods:

   - **Show Details:** Open the Show Details page and click the button
   - **Publisher:** Open Publisher and click the button

Delete a Show

1. Open the **Content** section of the Admin page.
2. Select the **Shows** main category.
3. Locate the desired show, then click the icon in the top right corner of the show's content card.
4. Click the icon.
5. Click the blue **Delete** button from the confirmation message that appears, and the show will be placed in the Trash category until restored or permanently deleted.

Restore a Show

1. Open the **Content** section of the Admin page.
2. Select the **Trash** category.

3. Locate the desired show, then click the icon in the top right corner of the show's content card.
4. Click the icon to open the **Show Details** page.
5. At the bottom of the Show Details page, click the blue **Restore** button and the show will be removed from Trash added back to the Shows main category.

Permanently Delete a Show

1. Open the **Content** section of the Admin page.
2. Select the **Trash** category.
3. Locate the desired show, then click the icon in the top right corner of the show's content card.
4. Click the icon to open the **Show Details** page.
5. At the bottom of the Show Details page, click the red **Delete** button.
6. Type the name of the show in the **Show Name** text field, then click the blue **Delete** button.

Import Content

In addition to creating content from within Publisher, a show producer can import content from third-party software, such as Adobe Captivate, Articulate, Camtasia, and several additional SCORM compliant authoring tools. When a program has been imported to the channel, the show or course will be listed in its assigned subcategory within the Courses main category and COTS (Commercially Available Off-The-Shelf) badge will appear in the top left corner of the content card.

The Courses main category contains course-based or educational content used to broadly define and differentiate between presentation formats. Users can access these shows in the same way that they access shows that were created in Publisher; however, these shows play within the third-party show player as opposed to the Arena Edge show player interface. Therefore, the show interface can vary when viewing third-party content.

It is important to note that before importing a SCORM program, the Courses main category must be enabled and at least one subcategory assigned to it. For instructions on main categories and categories, please refer to the Preference Settings or Categories sections of this guide.

Before you begin

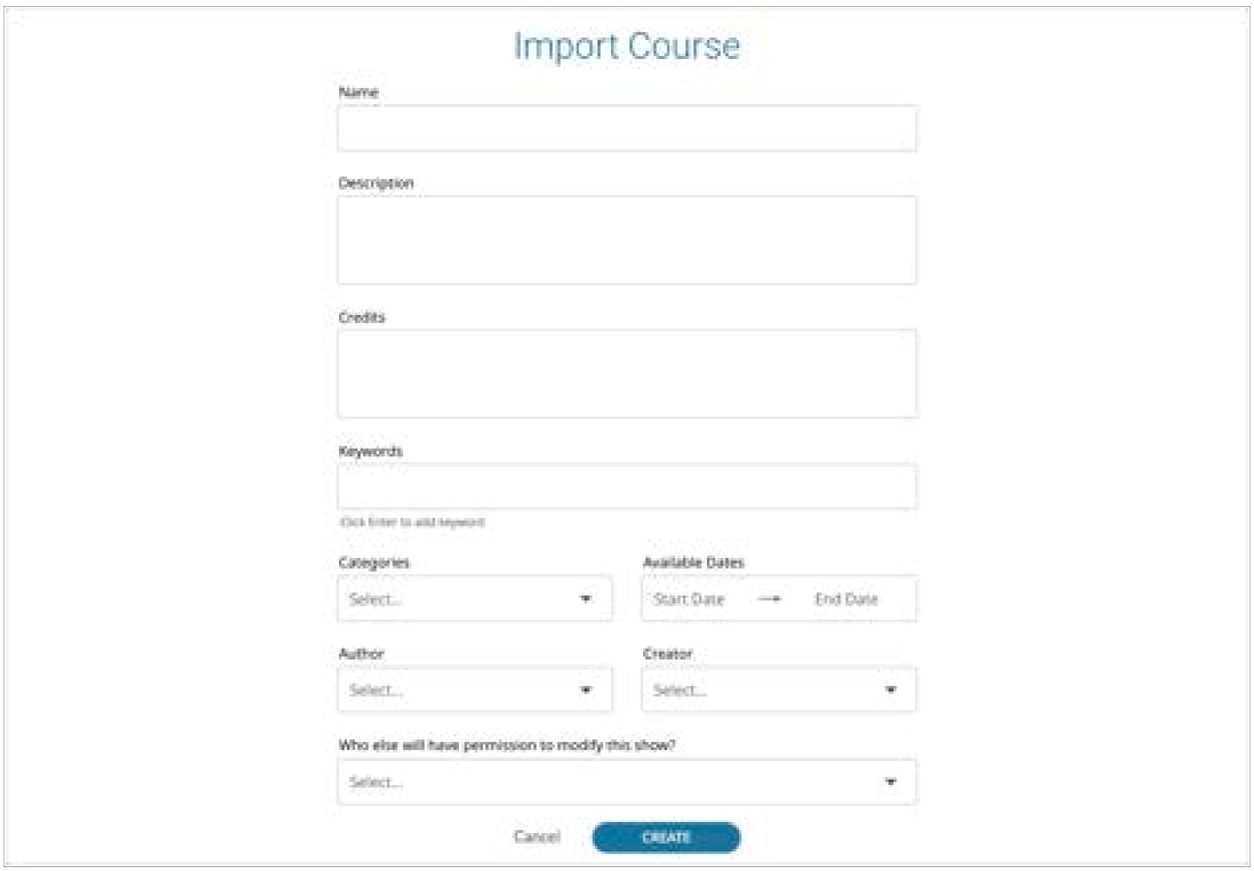
Ensure the following prerequisites have been completed prior to creating the first course in the channel:

- Ensure the **Courses** main category is enabled
- Create a **Category** within the Courses main category

Import Course

1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.
3. Open the **Content** section of the Admin page.
4. Click the  button.
5. From the **Content Type** page, select a main category for the program. In this case, click **Create New Course.**

6. Complete the following information fields on the **Import Course** page:



- **Name:** Enter a unique title for the course
- **Description** (*optional*): Enter a short summary of the course in 180 characters or less
- **Credits** (*optional*): Enter any relevant information about the presenter
- **Keywords** (*optional*): Enter searchable metadata one word at a time
- **Categories:** Select at least one category from the dropdown menu
- **Available Dates** (*optional*): Schedule the course by selecting a start date and end date

- **Creator**: Select the designated builder of the course
- **Author** (*optional*): Select an author or registered user from the dropdown menu
- **Editing Permissions** (*optional*): Select which users are authorized to edit the course

7. Once the required information fields have been completed, click the blue **Create** button.
8. From the **Course Importer** page, either drag and drop the course .zip file into the **Course Importer**, or, click the **Course Importer** and browse the computer's file directory to locate the appropriate file.
9. Select the appropriate course .zip file, then click **Open**.

10. Click the blue **Continue** button when the upload is complete.

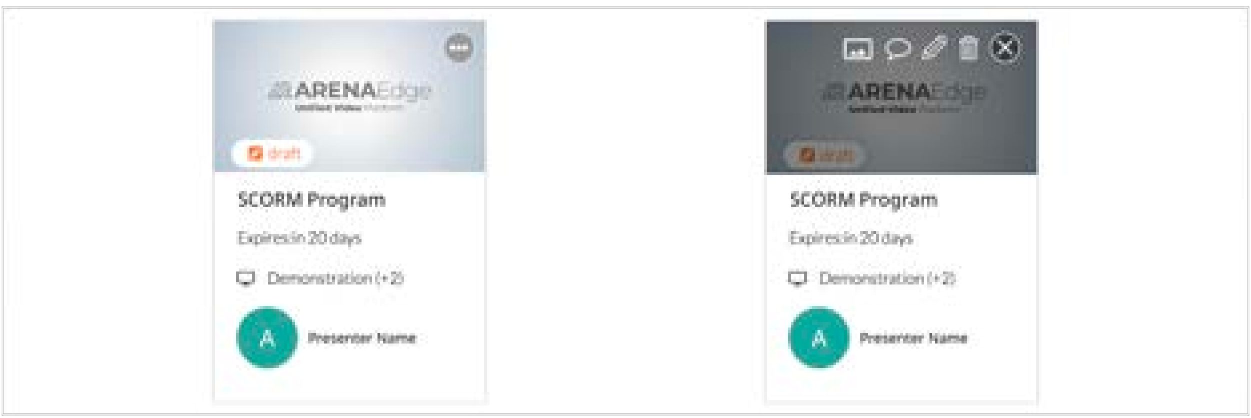
Manage Course

Search for a Course

1. Open the **Content** section of the Admin page.
2. Select the **Courses** main category.
3. Click the search icon and enter keywords associated with the course in the **Search** text field.
4. Click **Enter** and the list of courses will update according to the characters or keywords entered in the search field.

Edit Course Details

1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Content** tab, then select the **Courses** main category.
4. Locate the desired course, then click the icon in the top right corner of the course's content card.



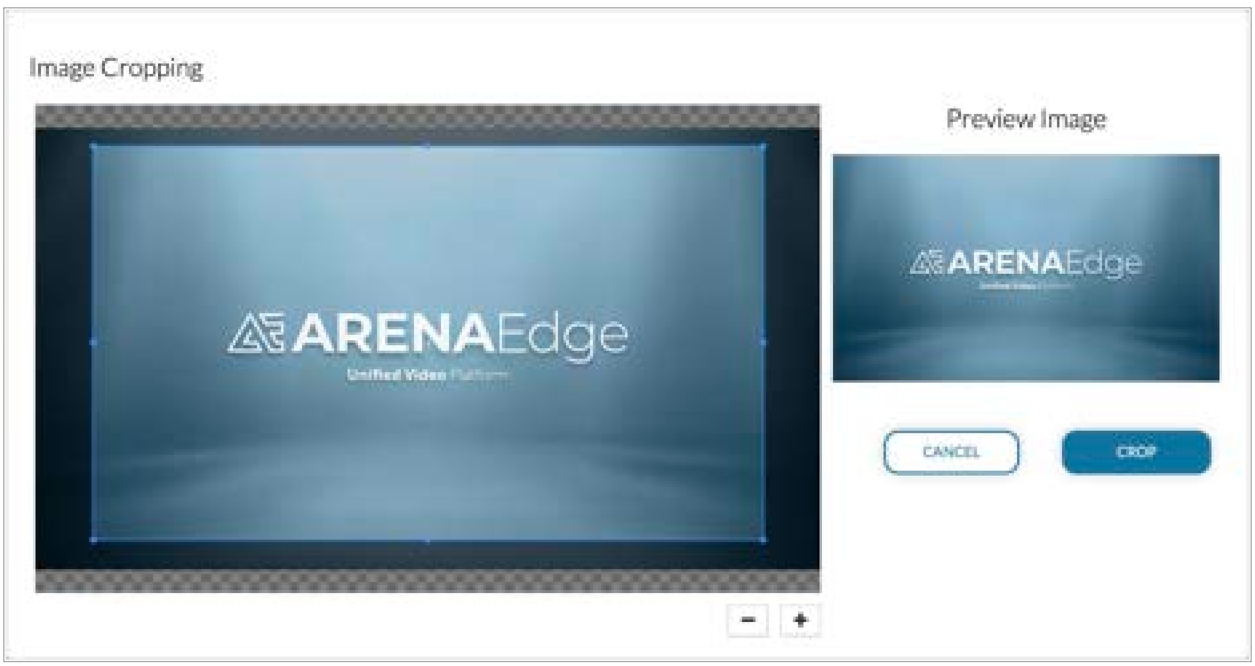
5. Click the icon to open the **Course Details** page.
6. Make the desired changes in the **Course Details** page. *For instructions on editing course details, please refer to the corresponding steps outlined in the Import SCORM section of this guide.*
7. Once the course details have been edited accordingly, click the blue **Save** button.

Upload a Course Thumbnail

1. Open the **Content** section of the Admin page.
2. Select the **Courses** main category.
3. Locate the desired course, then click the icon in the top right corner of the course's content card.
4. Click the icon to open the **Thumbnails** page.

5. Either drag and drop the thumbnail file into the **Thumbnail Uploader**, or, click the **Thumbnail Uploader** and browse the computer's file directory to locate the appropriate file.

6. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



7. Adjust the cropper box as needed with the following the steps *(optional)*:

   - **Resize**: Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
   - **Reposition**: Click and drag the center of the cropper box to move the selected area
   - **Zoom-in**: Click the + button to zoom-in on the selected area
   - **Zoom-out**: Click the − button to zoom-out of the selected area

8. Once all unwanted areas of the image fall outside of the cropper, click the CROP button and the image will begin uploading as it appears in the **Preview Image** panel.

9. When the upload is complete, click the blue **Save** button.

Course Feedback

1. Open the **Content** section of the Admin page.
2. Select the **Courses** main category.
3. Locate the desired course, then click the icon on the course's content card.
4. Click the icon to open the **Course Feedback** page.

Publish Course

1. Open the **Content** section of the Admin page.
2. Select the **Courses** main category.
3. Locate the desired course, then click the icon on the course's content card.
4. Click the icon to open the **Course Details** page.
5. Click the button.

Unpublish Course

1. Open the **Content** section of the Admin page.
2. Select the **Courses** main category.
3. Locate the desired course, then click the icon on the course's content card.
4. Click the icon to open the **Course Details** page.
5. Click the button.

Delete Course

1. Open the **Content** section of the Admin page.
2. Select the **Courses** main category.
3. Locate the desired course, then click the icon on the course's content card.
4. Click the icon.
5. Click the blue **Delete** button from the confirmation message that appears, and the course will be placed in the Trash category until restored or permanently deleted.

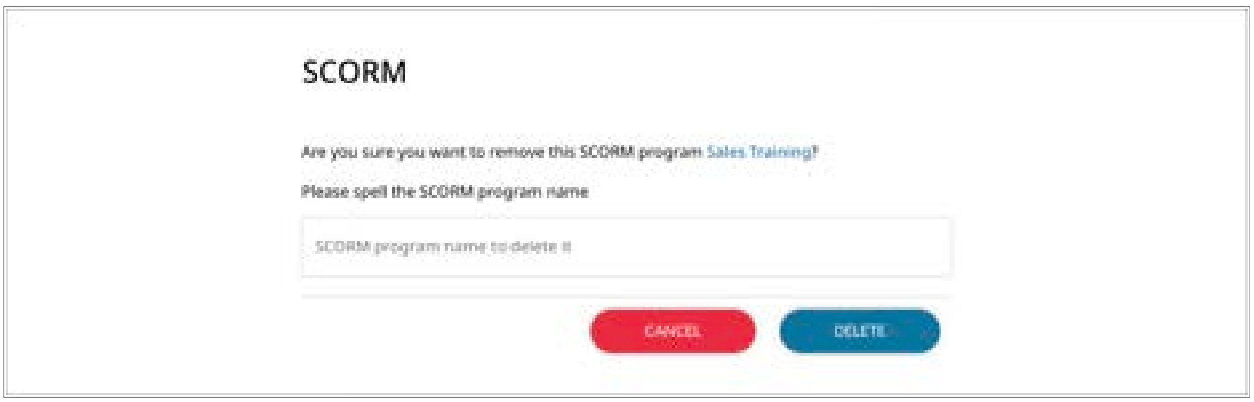
Restore Course

1. Open the **Content** section of the Admin page.
2. Click the **Trash** category.
3. Locate the desired course, then click the icon on the course's content card.
4. Click the icon to open the **Course Details** page.

5. At the bottom of the Course Details page, click the blue **Restore** button and the course will be removed from Trash added back to the Courses main category.

Permanently Delete Course

1. Open the **Content** section of the Admin page.
2. Click the **Trash** category.
3. Locate the desired course, then click the ⋯ icon on the course's content card.
4. Click the ✎ icon to open the **Course Details** page.
5. At the bottom of the Course Details page, click the red **Delete** button.
6. Type the name of the course in the **Name** text field, then click the blue **Delete** button.



Channel Resources

Channel resources are downloadable collateral materials included on the channel page. Show producers can upload documents, PDFs, spreadsheets, images, videos, and a range of other file types, which users can download from the Resources main category on the channel page. For information on compatible file formats, please refer to the Tech Specs section of this guide. It is important to note that a channel resource is different than a show resource. Channel resources can only be accessed from the channel page, whereas show resources can only be accessed within a show.

Before creating a new resource, the Resources main category must be enabled and at least one subcategory assigned to it. For instructions on main categories and categories, please refer to the Preference Settings or Categories sections of this guide.

Before you begin

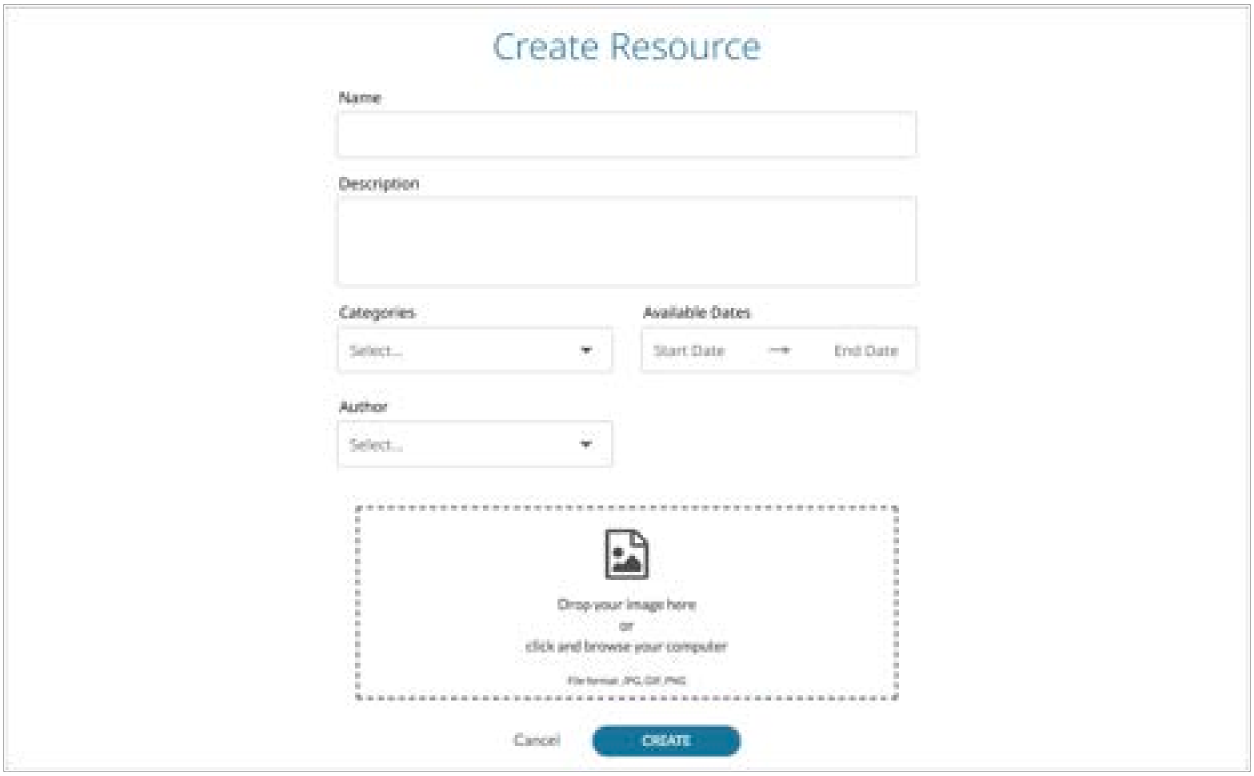
Ensure the following prerequisites have been completed prior to creating the first resource in the channel:

- Ensure the **Resources** main category is enabled
- Create a **Category** within the Resources main category

Create a Channel Resource

1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Content** tab.
4. Click the  button.
5. From the Content Type page, select **Create New Resource**.

6. Complete the following information fields on the **Create Resource** page:



- **Name:** Enter a title for the resource
- **Description** (*optional*): Enter a short summary of the resource in 180 characters or less
- **Categories:** Select at least one category from the dropdown menu
- **Available Dates** (*optional*): Schedule the resource by selecting a start date and end date
- **Author** (*optional*): Select an author or registered user from the dropdown menu

7. Either drag and drop the resource file into the **Resource Uploader**, or, click the **Resource Uploader** and browse the computer's file directory to locate the appropriate file.

8. Select the file, then click **Open**.
9. Once the required information fields have been completed and the resource has been uploaded, click the blue **Save** button.

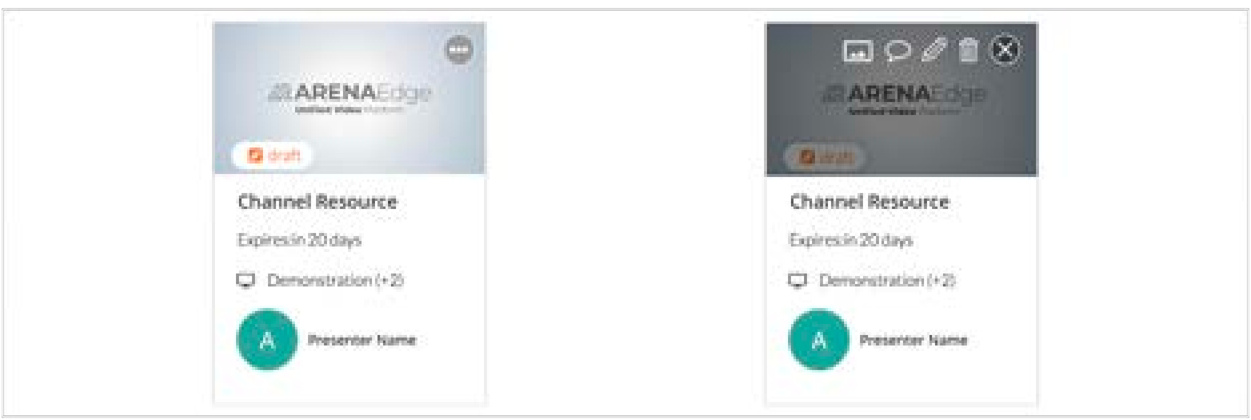
Manage Resource

Search for a Resource

1. Open the **Content** section of the Admin page.
2. Select the **Resources** main category.
3. Click the search icon and enter keywords associated with the resource in the **Search** text field.
4. Click **Enter** and the list of resources will update according to the characters or keywords entered in the search field.

Edit Resource Details

1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Content** tab.
4. Select the **Resources** main category.
5. Locate the desired resource, then click the icon on the resource's content card.



6. Click the icon to open the **Resource Details** page.
7. Make the desired changes in the **Resource Details** page.
8. Once the resource's details have been edited accordingly, click the blue **Save** button.

Resource Feedback

1. Open the **Content** section of the Admin page.
2. Select the **Resources** main category.
3. Locate the desired resource, then click the icon.
4. Click the icon and the **Resource Feedback** page will appear.

Publish a Resource

1. Open the **Content** section of the Admin page.
2. Select the **Resources** main category.
3. Locate the desired resource, then click the icon.
4. Click the icon to open the **Resource Details** page.
5. Click the button.

Unpublish a Resource

1. Open the **Content** section of the Admin page.
2. Select the **Resources** main category.
3. Locate the desired resource, then click the icon.
4. Click the icon to open the **Resource Details** page.
5. Click the button.

Delete a Resource

1. Open the **Content** section of the Admin page.
2. Select the **Resources** main category.
3. Locate the desired resource, then click the icon on the resource's content card.
4. Click the icon.
5. Click the blue **Delete** button from the confirmation message that appears, and the resource will be placed in the Trash category until restored or permanently deleted.

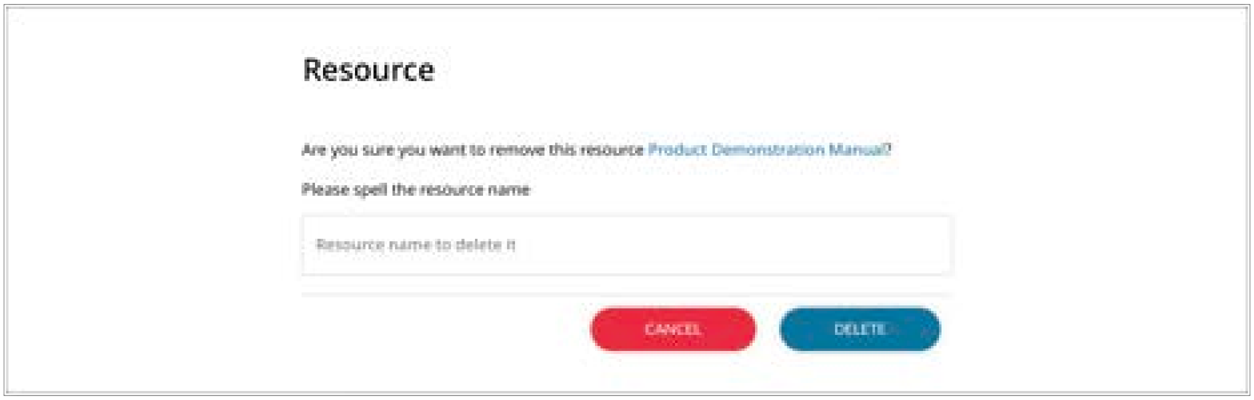
Restore a Resource

1. Open the **Content** section of the Admin page.
2. Select the **Trash** category.
3. Locate the desired resource, then click the icon on the resource's content card.
4. Click the icon to open the **Resource Details** page.
5. At the bottom of the Resource Details page, click the blue **Restore** button and the resource will be removed from Trash added back to the Resources main category.

Permanently Delete a Resource

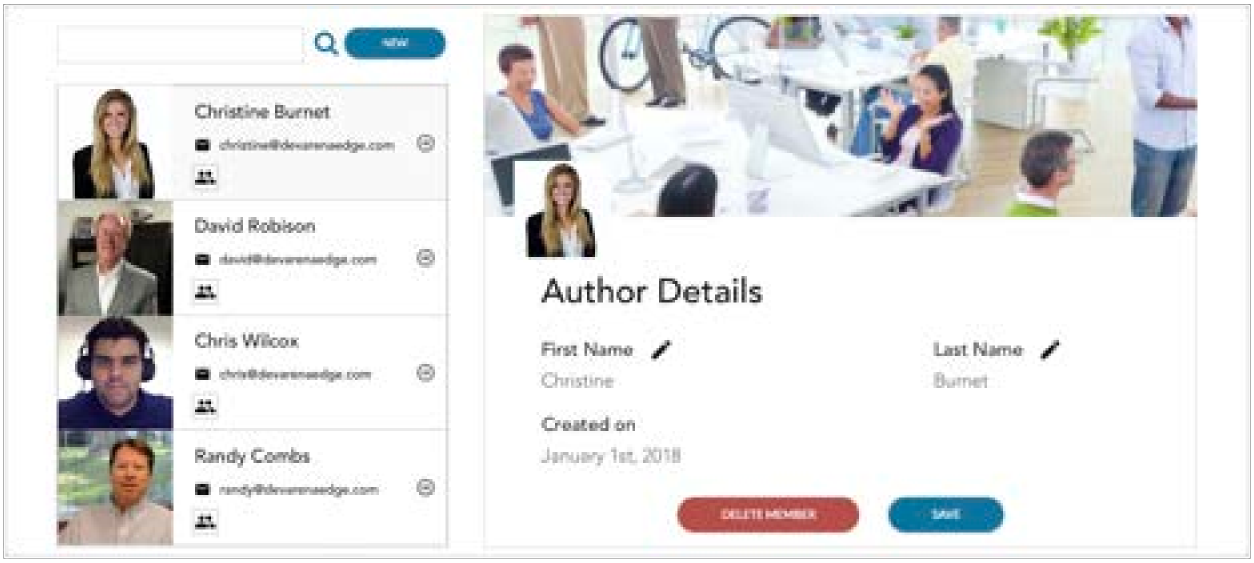
1. Open the **Content** section of the Admin page.
2. Select the **Trash** category.
3. Locate the desired resource, then click the icon on the resource's content card.
4. Click the icon to open the **Resource Details** page.
5. At the bottom of the Resource Details page, click the red **Delete** button.

6. Type the name of the resource in the **Resource Name** text field, then click the **Delete** button.



Authors

An Author is a third-party content presenter, such as a guest lecturer or keynote speaker, that is featured in or has contributed to a show but is not a registered channel user or administrator. The Authors section of the Admin page allows authorized administrators to create and manage non-registered author accounts, which can be assigned to a new or existing show as the show's presenter. For instructions on assigning an author to a show, please refer to the Create a Show section of this guide.



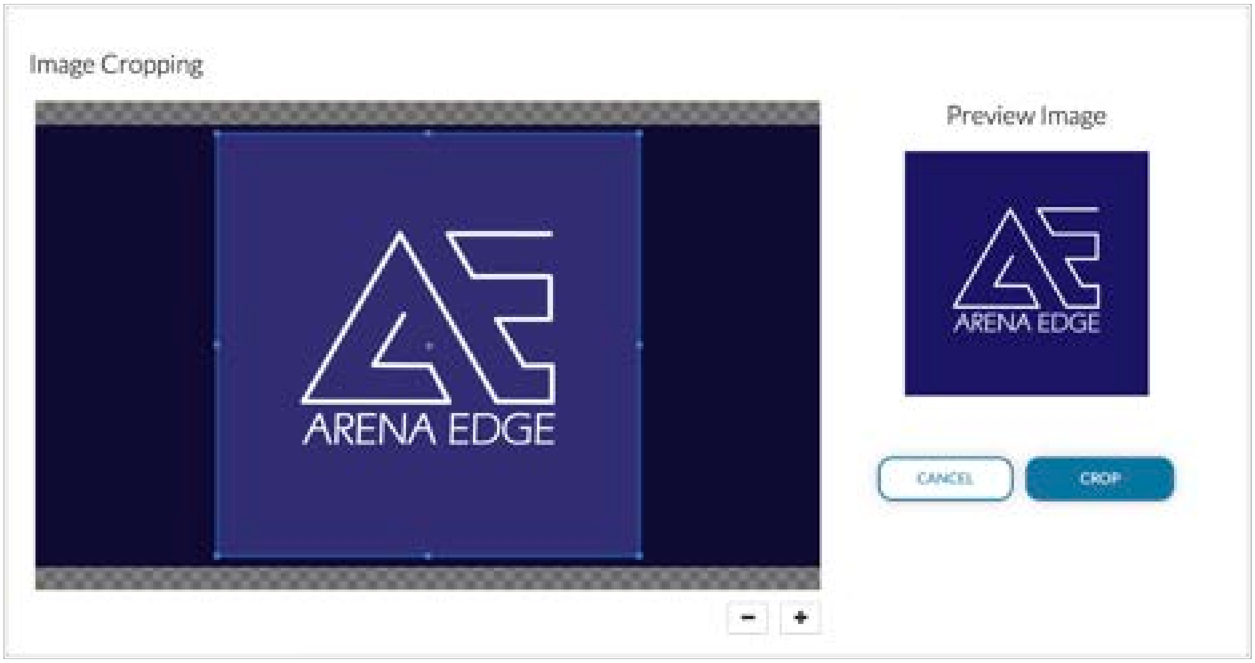
Create an Author

1. **Login** to the Channel Page.
2. Select **Admin** from the user profile dropdown menu.
3. Click the **Authors** tab.
4. Click the blue **New** button and complete the information fields on the **Create Author** page:

- **First Name:** Enter the author's first name
- **Last Name:** Enter the author's last name

5. Either drag and drop the author's profile image into the **Image Uploader**, or, click the **Image Uploader** and browse the computer's file directory to locate the appropriate file.

6. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



7. Adjust the cropper box as needed with the following the steps *(optional)*:

   - **Resize**: Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
   - **Reposition**: Click and drag the center of the cropper box to move the selected area
   - **Zoom-in**: Click the + button to zoom-in on the selected area
   - **Zoom-out**: Click the − button to zoom-out of the selected area

8. Once all unwanted areas of the image fall outside of the cropper, click the CROP button and the image will begin uploading as it appears in the **Preview Image** panel.
9. When the upload is complete, click the blue **Create** button.

Search for an Author

1. Open the **Authors** section of the Admin page.
2. Enter keywords associated with the author in the **Search** text field and the list of authors will update in real-time according to the characters or keywords entered in the search field.

Edit an Author

1. Open the **Authors** section of the Admin page.
2. From the list of authors that appears, select the desired author and the author's information will appear in the **Author Details** panel to the right.

3. To edit a specific information field, click the icon next to the desired field and make the necessary changes.
4. Once the author's information has been edited accordingly, click the blue **Save** button.

Delete an Author

1. Open the **Authors** section of the Admin page.
2. From the list of authors that appears, select the desired author and the author's information will appear in the **Author Details** panel to the right.
3. Click the red **Delete Member** button.
4. Confirm that the author should be deleted by clicking the blue **Delete** button.

Reports

The Reports section of the Admin page contains detailed analytics regarding shows, users, groups, and general channel activity and provides authorized administrators with valuable insight on how to maximize the effectiveness of their channel and content. Reporting data is tracked automatically as viewers watch shows, respond to questions, or simply interact with the channel. Reporters and authorized administrators can access and analyze this data in a variety of report formats, such as an assessment or viewership report by individual shows and users. Additionally, each type of report can be downloaded in a .CSV format.

Generate and Download a Report

1. Open the desired report and click the generate icon at the top of the page.
2. Once the report has been generated, click the download icon.
3. To view a history of downloaded reports, click the history icon.

Reporting Dashboard

The Reporting Dashboard provides authorized administrators with a broad analysis of channel, show, and user data and it is the default page that opens when accessing the Reports section of the Admin page. Each component of the reporting dashboard contains a snapshot of actionable data that can help administrators better understand the performance and activity associated with each of these components.

Accessing the Reporting Dashboard

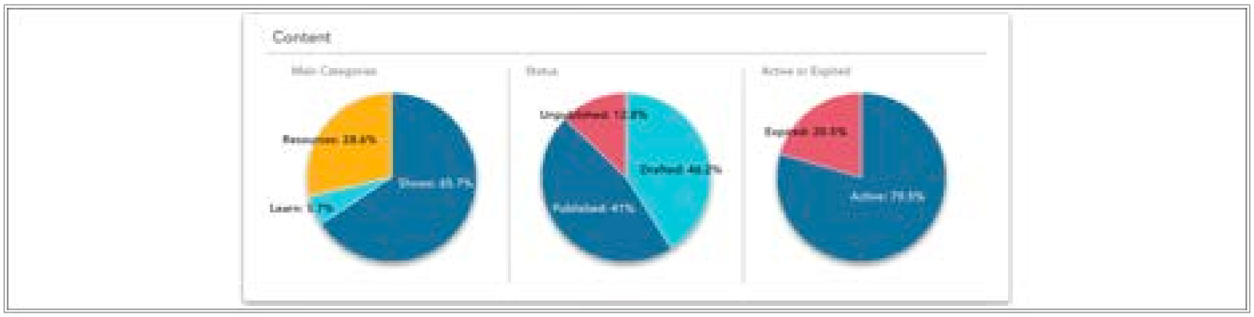
1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Reports** tab and the **Reporting Dashboard** will appear, and it is organized into the following subsections:

- **Activity Timeline:** Monthly data associated with the selected variables
- **Content:** Percentage of total content belonging to each main category
- **Users:** Status of total channel users and the top channel users
- **Analytics:** Plays by show location and plays associated with the top users and shows

Activity Timeline

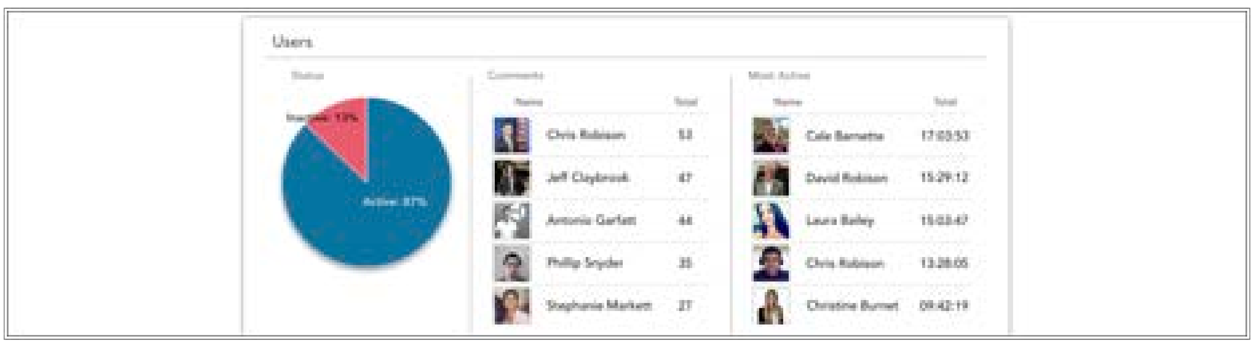
- **Users:** Number of newly registered users per month
- **Shows:** Number of newly created shows per month
- **Assessments:** Number of assessments created per month
- **Polls:** Number of polls created per month
- **Categories:** Number of categories created per month
- **Plays:** Number of total plays per month

Content



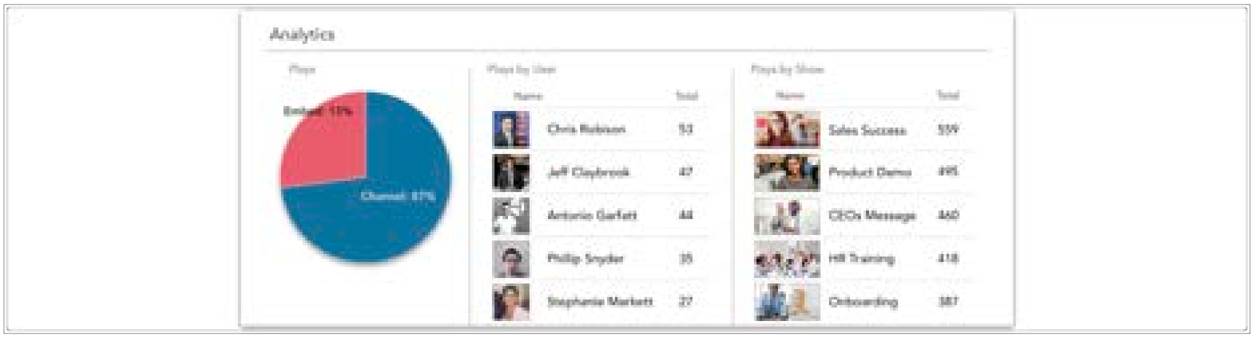
- **Categories:** Percent of content in each main category as a function of the total channel content
- **Status:** Percent of published, unpublished, and drafted content as a function of total content
- **Active and Expired:** Percent of active and expired content as a function of total channel content

Users



- **Status:** Percent of users that have logged in to the channel page within the last thirty days
- **Comments:** Top users with the most show comments
- **Most Active Users:** Top users with the most channel activity

Analytics



- **Plays:** Percentage channel views and embed views
- **Plays by User:** Top users with the most show views
- **Plays by Show:** Top shows with the most views

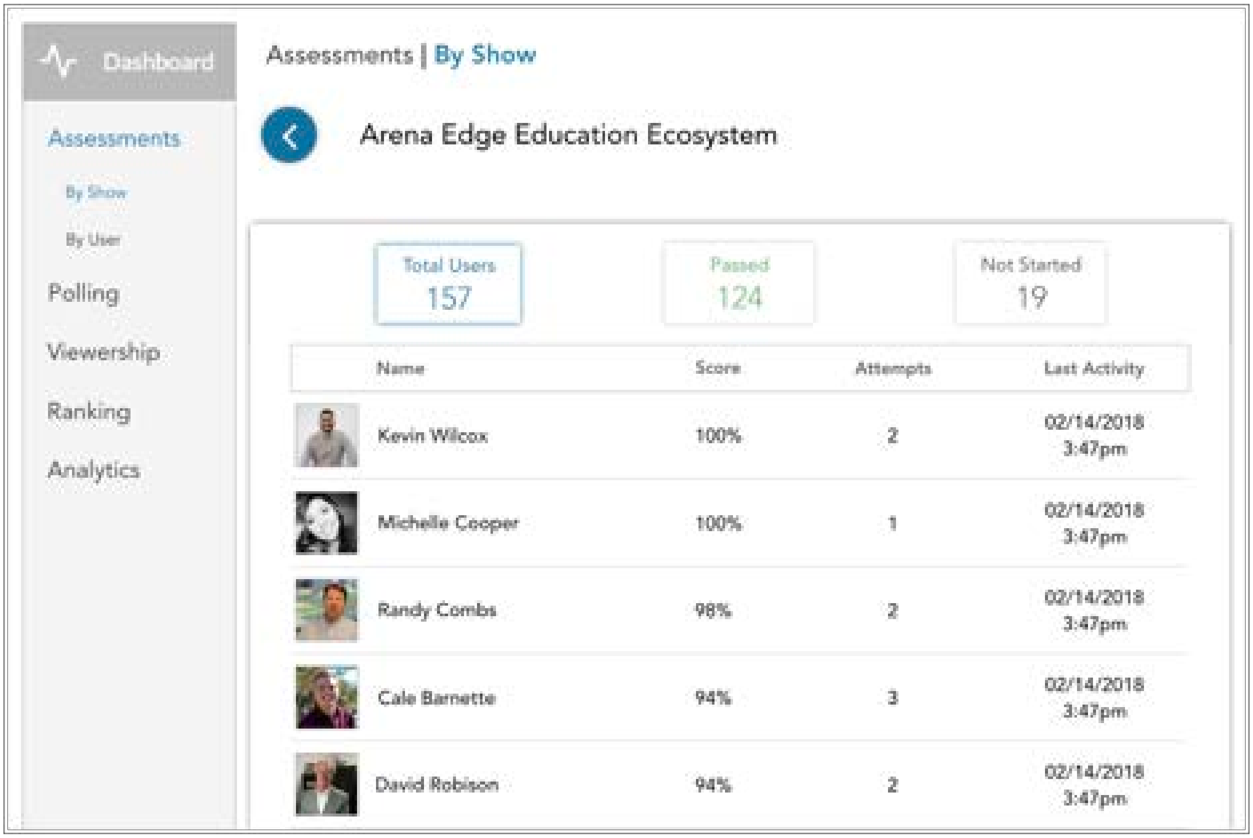
Assessment Reports

Assessment reports allow reporters and authorized administrators to measure viewers' comprehension and understanding of the content presented in a show. When an assessment is created in Publisher, each question is assigned a point value, which is the number of points a user will receive for correctly answering a question. If the total number of points earned by a user meets or exceeds the minimum score to pass value, the user will receive a passing score on the assessment. If the total number of points earned by a user is less than the minimum score to pass value, the user will receive a failing score on the assessment. Authorized administrators can analyze this data per individual show and the users associated with that show, or, per user and the assessments associated with that user:

- **By Show:** Assessment results of each user within a single show
- **By User:** Assessment results of each show assigned to a single user

By Show

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Assessments**.
3. Select **By Shows**.
4. From the shows listed below, select the desired **Show** and the assessment data will appear. *Shows can be searched for by entering keywords associated with the show in the search text field.*



5. The numbers inside the buttons at the top of the report are the number of users associated with the corresponding button's label:

   - **Total Users:** Number of users the assessment has been assigned to
   - **Passed:** Number of users who met or exceeded the minimum score to pass value
   - **Not Started:** Number of users who have not started the assessment

6. Clicking one of these buttons will display a list of users associated with the selected button and the assessment data for these users in four columns:

   - **Name:** User's first and last name
   - **Result Score:** Total number of points earned by each user
   - **Attempts:** Total number of completed assessment attempts by each user
   - **Last Activity:** Date of the most recent assessment attempt

By User

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Assessments**.

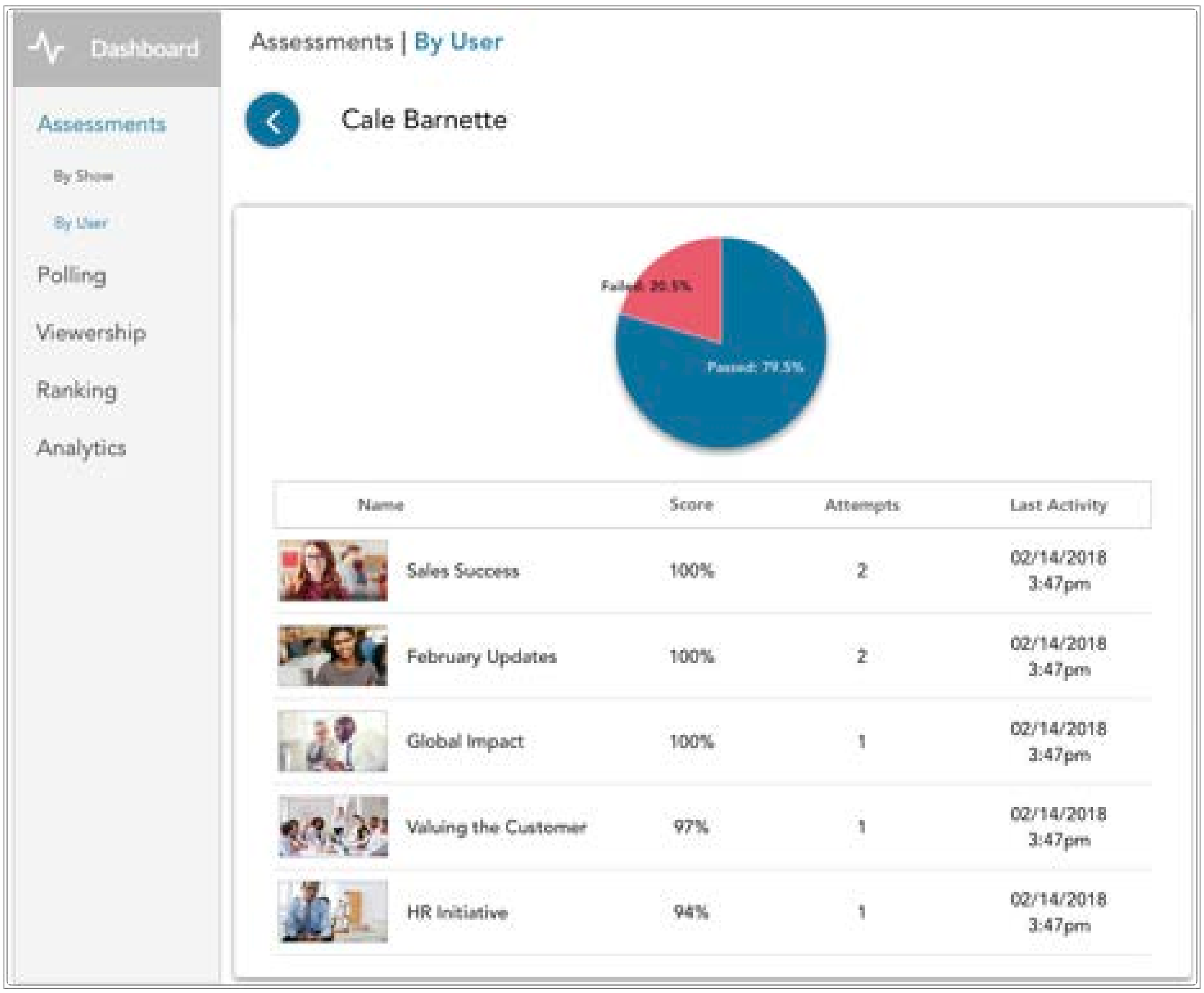
3. Select **By Users**.
4. Select whether to include or exclude super admin users from the list of users by clicking the **Include Super Admins** switch:

Include Exclude

5. Select whether to include or exclude deleted users from the list of users by clicking the **Include Deleted Users** switch:

Include Exclude

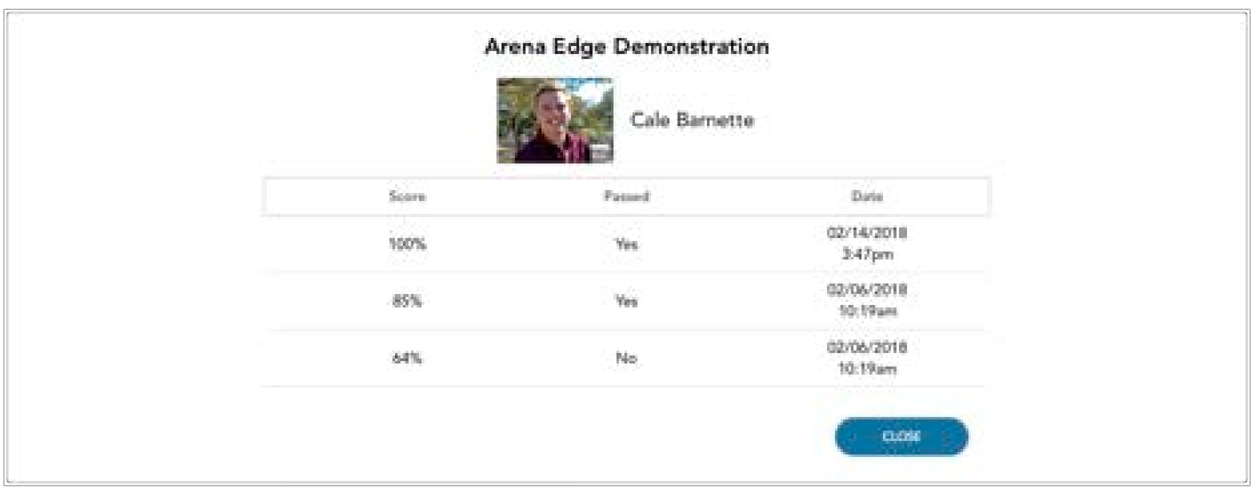
6. Select the desired user and the assessment data for that user will appear. *Users can be searched for by entering keywords associated with the user in the search text field.*



7. The **Pie Chart** at the top of the report displays the sum of Passed and Failed assessment attempts as a percentage of the user's total assessment attempts for all shows.
8. Below the pie chart is a list of shows with detailed assessment information on the selected user:

   - **Name:** Title of the show
   - **Attempts:** Total number of assessment attempts by the selected user for the corresponding show
   - **Attempts Passed:** The total number of passing attempts by the selected user for the corresponding show
   - **Has Passed:** Displays whether the user passed or did not pass the corresponding show's assessment
   - **Has Taken:** Displays whether the user has taken the corresponding show's assessment
   - **Max Score:** Selected user's best score for the corresponding show's assessment
   - **Last Scores:** Selected user's most recent score for the corresponding show's assessment
   - **Last Attempt:** Selected users most recent assessment attempt

9. Clicking on a specific show displays the user's assessment results for each attempt on the selected show:



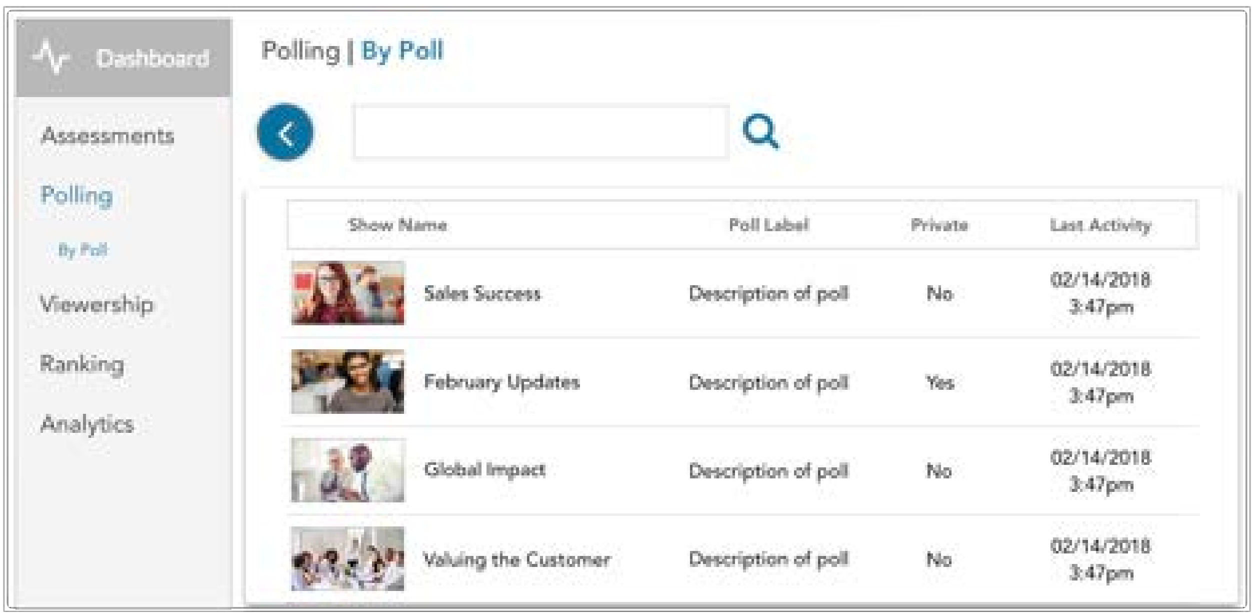
- **Result:** User's score for the corresponding attempt
- **Minimum:** Number of points required to pass the assessment
- **Has Passed:** Displays whether the assessment attempt was a Passing or Failing attempt
- **Date:** Date and time of the corresponding assessment attempt

Polling Reports

A polling report is an analysis of user responses to survey questions included in a show. Poll reports are a useful means of capturing viewers' feedback and opinions on certain topics presented in a show and aligning content with these opinions accordingly. Poll questions are subjective by nature, so unlike assessment questions, poll questions do not have a correct or incorrect response option associated with them.

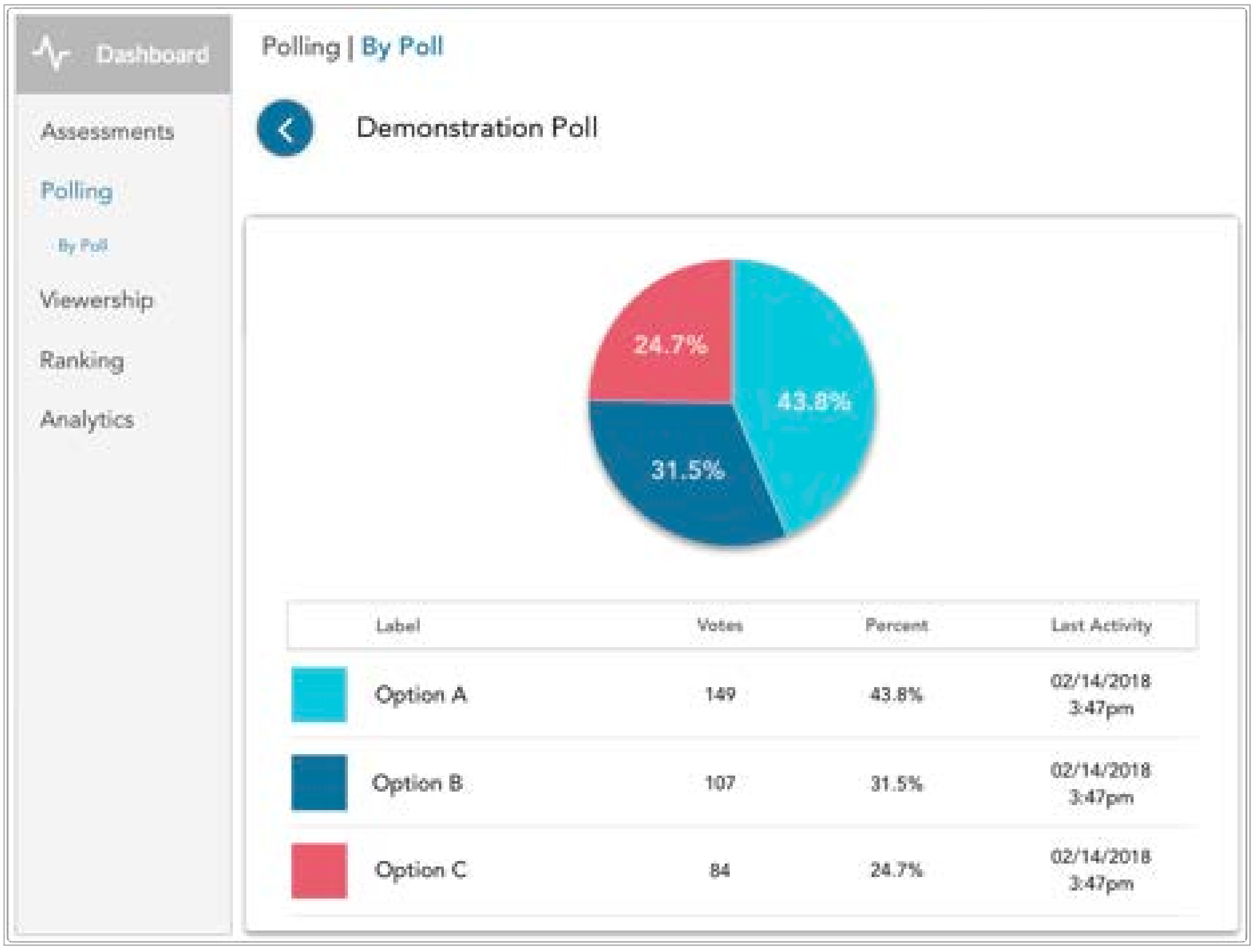
By Poll

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Polling**.
3. Select **By Polls**.
4. A list of polls will appear with the following poll information:



- **Show Name:** Name of the poll's show
- **Label:** Title of the poll
- **Description:** Description of the poll
- **Private:** Displays whether the poll is private or public
- **Last Attempt:** Date and time of the most recent poll activity

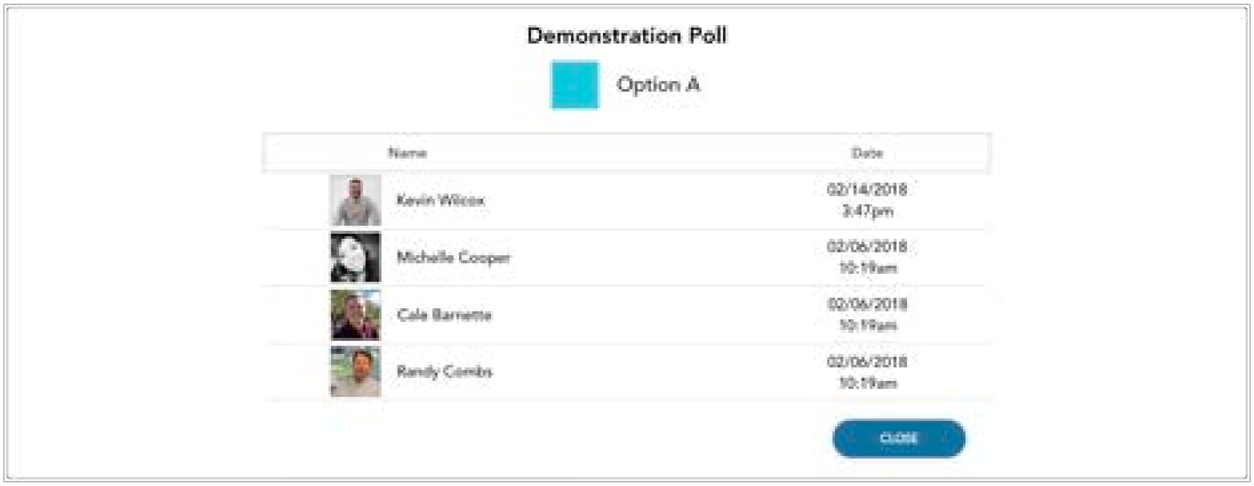
5. Select the desired **Poll** and the polling data for that show will appear. *Polls can be searched for by entering keywords associated with the poll in the search text field.*



6. The **Pie Chart** at the top of the report displays the percentage of votes that each poll response option has received as a percentage of the total submitted poll votes.
7. The list below the pie chart contains additional polling data and is organized into four columns:

   - **Label:** Poll response option
   - **Votes:** Number of votes associated with the corresponding response option
   - **Public Votes:** Total number of public votes associated with the corresponding response option
   - **Last Attempt:** Date and time of the most recent vote received for the corresponding response option

8. Clicking on a specific label displays the users that voted for the selected response option and the date in which the user submitted their vote.


Demonstration Poll
Option A
Name
Date
Kevin Wilcox
02/14/2018
3:47pm
Michelle Cooper
02/06/2018
10:19am
Cole Barnette
02/06/2018
10:19am
Randy Combs
02/06/2018
10:19am
CLOSE

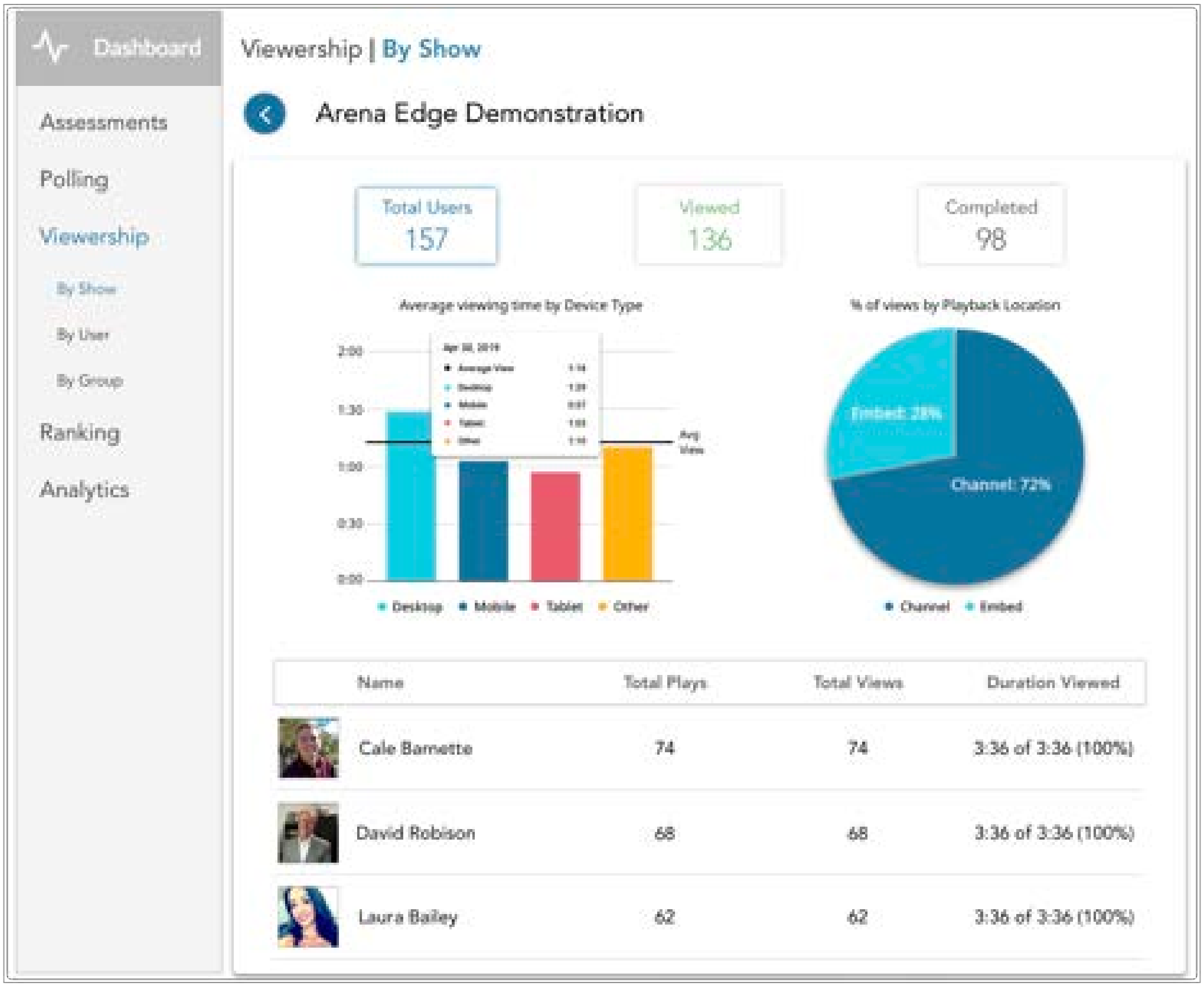
Viewership Reports

A viewership report provides details about the views or plays associated with a particular show, user, or user group. Viewership report details can include, but are not limited to, the total number of views a show has, which users have watched which shows, when a user watched a show, and what percentage of a show a viewer has watched. Authorized administrators can access and analyze this information in the following types of viewership reports:

- **By Show:** This type of viewership report displays a list of users with access to the selected show and the viewership data for each user as it relates to that show.
- **By User:** This type of viewership report displays a list of shows assigned to the selected user and the viewership data for each show as it relates to that user.
- **By Group:** This type of viewership report displays a list of shows assigned to the selected user group and the viewership data for each show as it relates to that group.

By Show

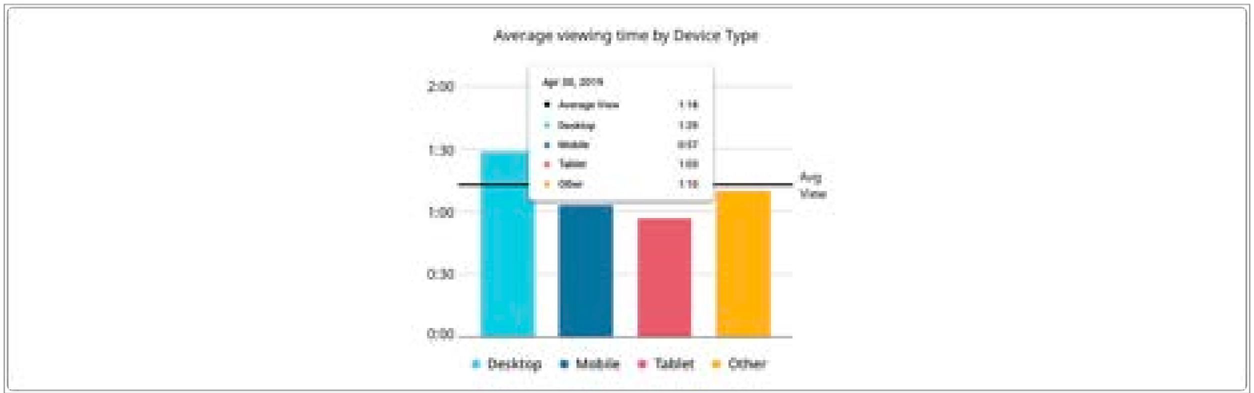
1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Viewership**.
3. Select **By Shows**.
4. From the list of shows that appear, select the desired **Show** and the viewership data for that show will appear.



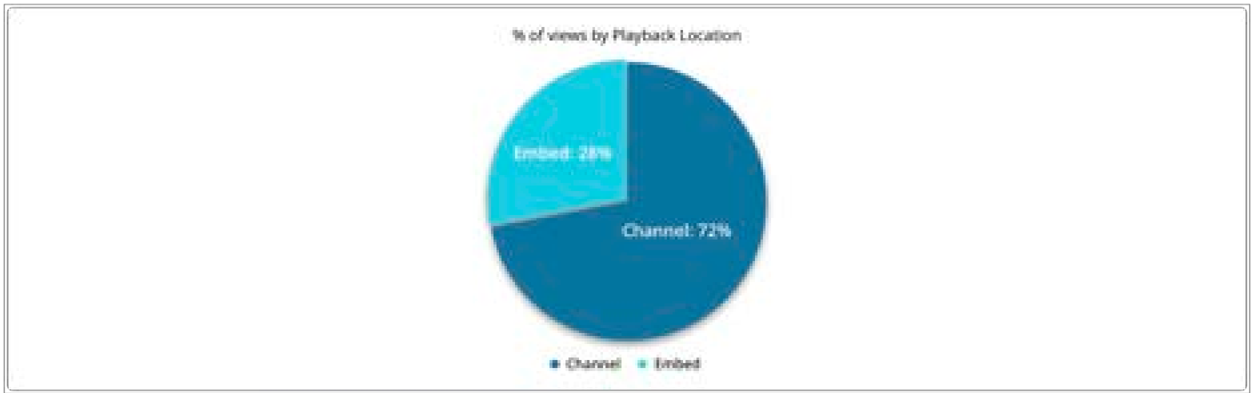
5. The buttons at the top of the report can be used to filter the list of users below and each button displays the number of applicable users in each filter:

- **Total Users:** Number of channel users who have access to the selected show
- **Viewed:** Number of channel users who have viewed at least a portion of the show
- **Completed:** Number of channel users who have viewed the entire show

6. The **Average viewing time by Device Type** bar graph displays the average viewing duration by all users on different devices.



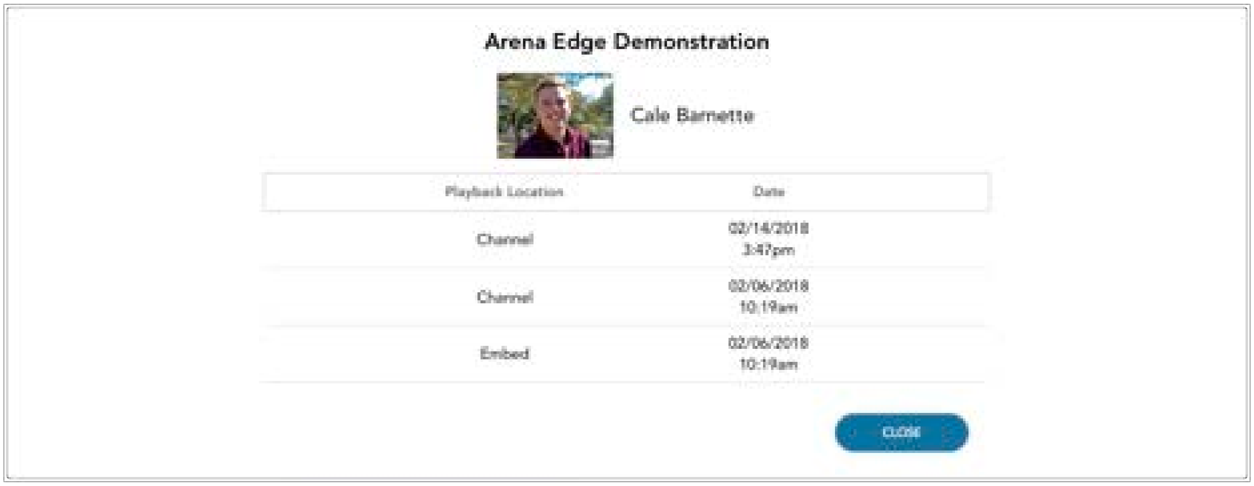
7. The **% of views by Playback Location** pie chart displays the percentage of views that occurred from the channel or from an embed location.



8. The list below the two charts contains additional viewership data on individual users and it is organized into four columns:

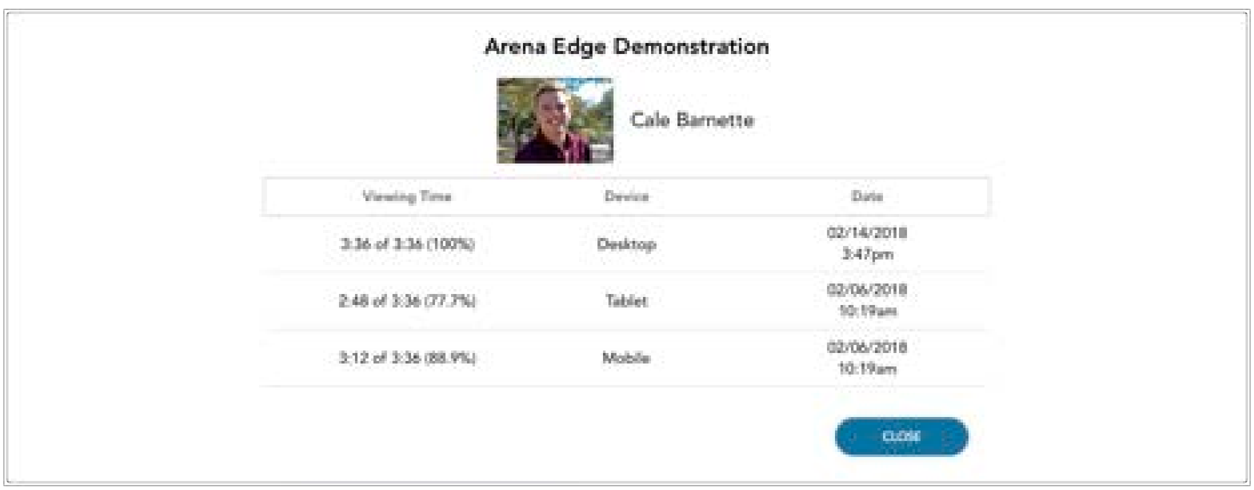
    - **Name:** User's first and last name
    - **Total Plays:** Total number of times the user played the show
    - **Total Views:** Total number of times the user viewed the show
    - **Duration Viewed:** Duration of the user's longest view

9. Clicking on the number under the **Total Plays** column will display additional viewership data for the corresponding user and the data is organized into two columns:



- **Playback Location:** Source in which the view occurred
- **Date:** Date and time of the corresponding view

10. Clicking on the number under the **Total Views** column will display additional viewership data for the corresponding user and the data is organized into three columns:



- **Viewing Time:** Duration and percentage completed for the corresponding view
- **Device:** Type of device used for the corresponding view
- **Date:** Date and time of the corresponding view

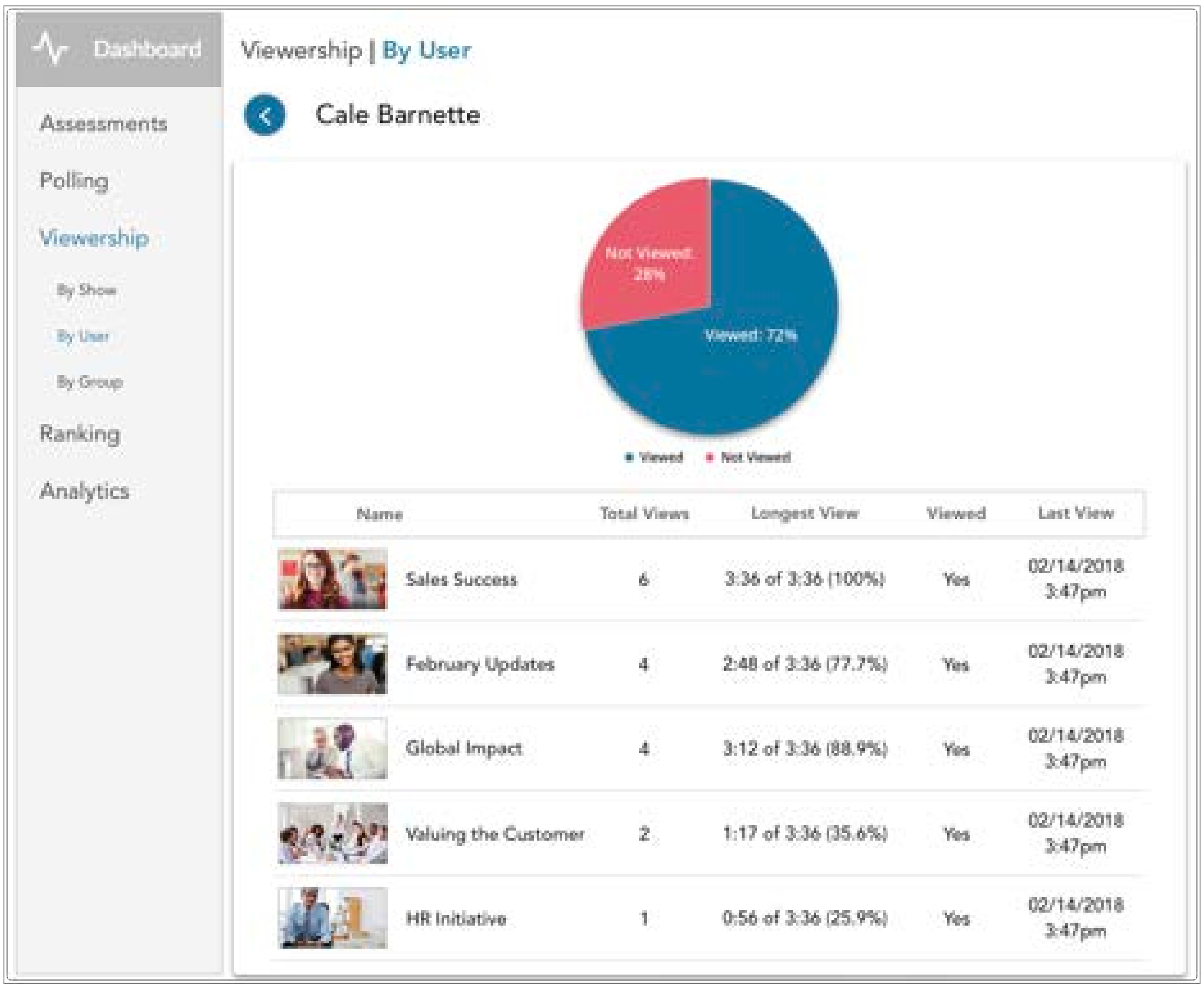
By User

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Viewership**.
3. Select **By Users**.

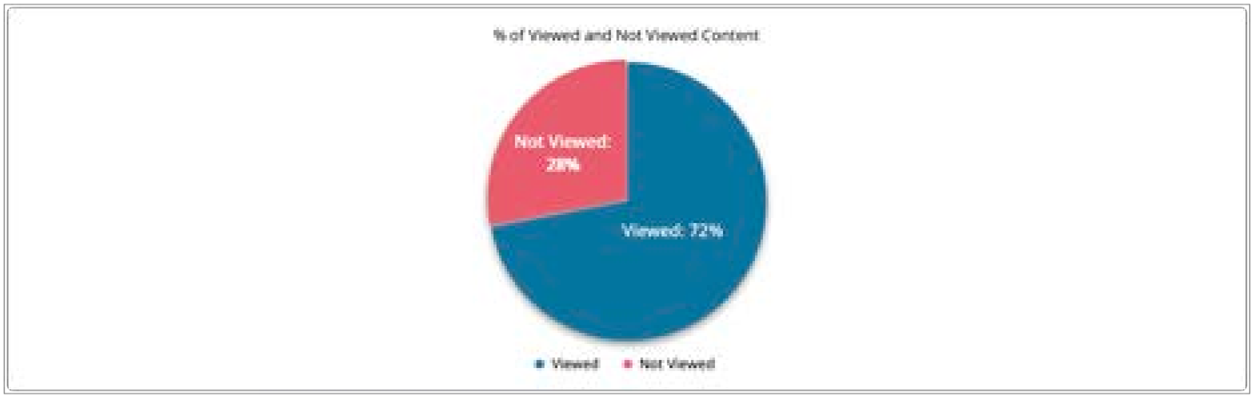
4. Select whether to include or exclude super admin users from the list of users by clicking the **Include Super Admins** switch:

5. Select whether to include or exclude deleted users from the list of users by clicking the **Include Deleted Users** switch:

6. Select the desired **User** from the list of users and the viewership data for that user will appear. *Users can be searched for by entering keywords associated with the user in the search text field.*



7. The pie chart at the top of the report displays the percentage of content that the user has **Viewed** and **Not Viewed**:

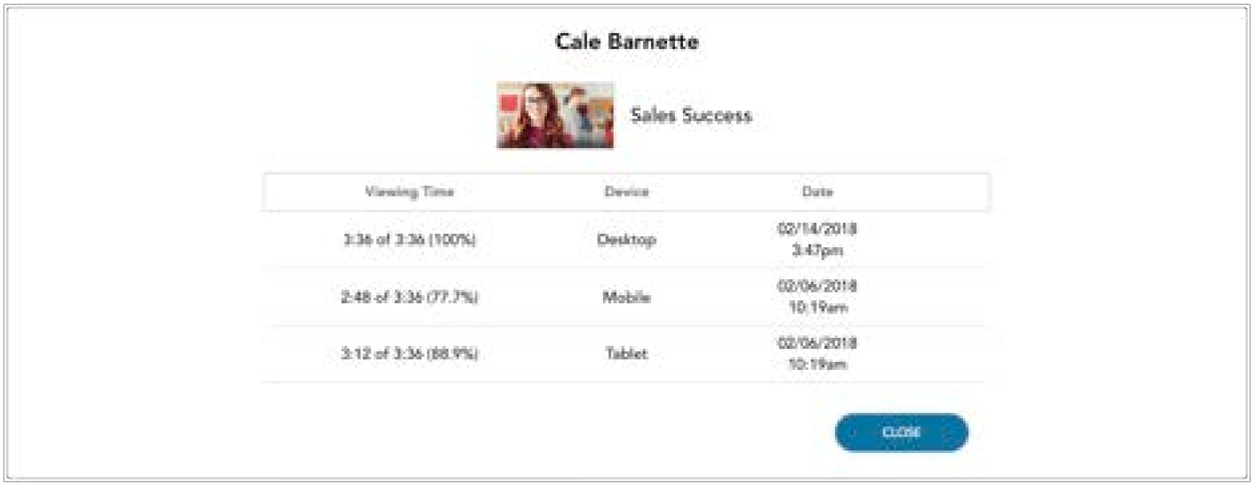


- **Viewed:** Percentage of available content that the user has viewed
- **Not Viewed:** Percentage of available content that the user has not viewed

8. The list below the pie chart contains additional viewership data on the user and it is organized into five columns:

- **Name:** Name of the show
- **Total Views:** Number of times the user has viewed the corresponding show
- **Longest View:** Duration of the user's longest view for the corresponding show
- **Viewed:** Displays whether the user has viewed or not viewed the corresponding show
- **Last View:** Date and time the user last viewed the corresponding show

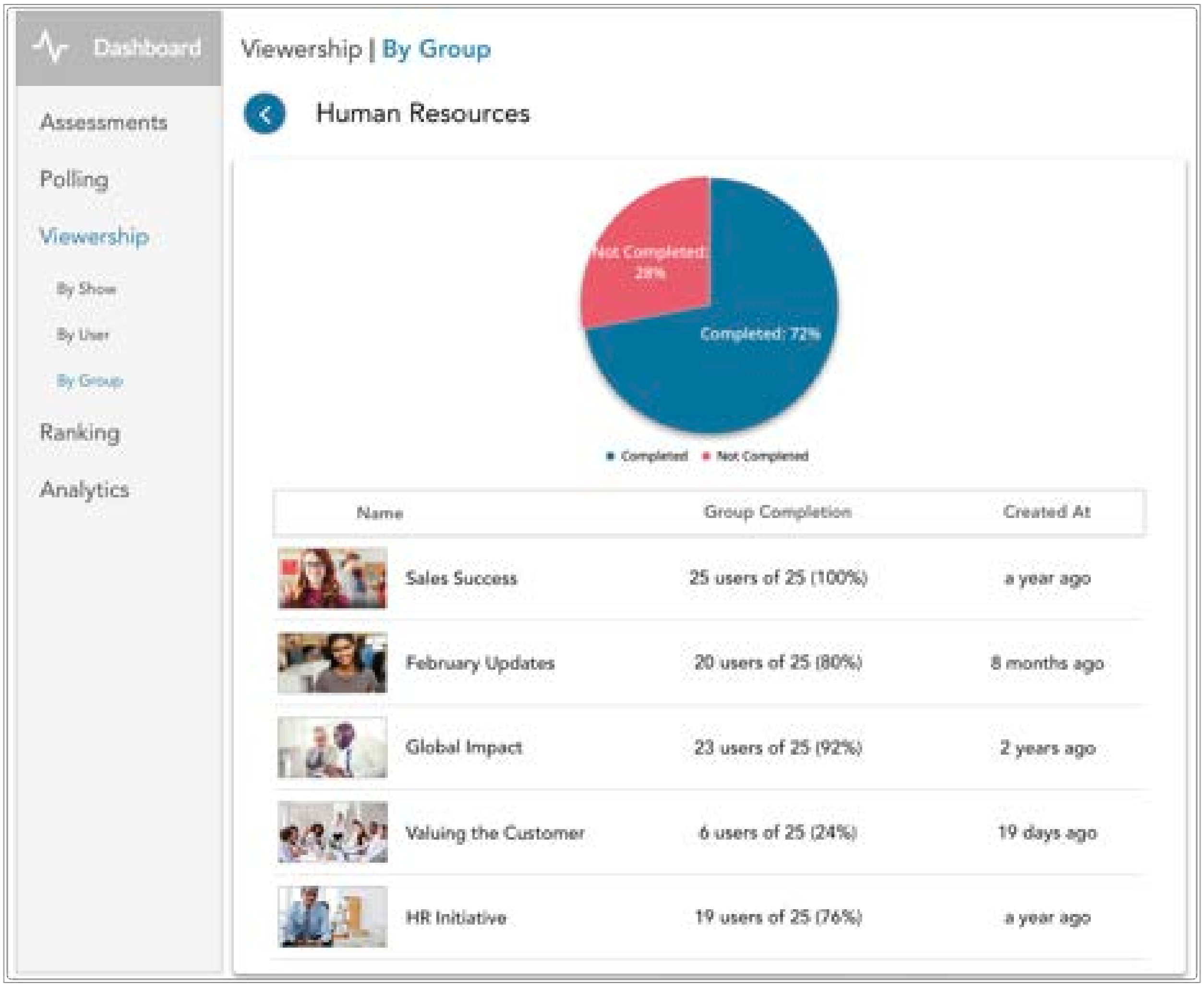
9. Clicking on a specific show will display additional viewership data for the corresponding show and the data is organized into three columns:



- **Viewing Time:** Duration and percentage completed for the corresponding view
- **Device:** Type of device used for the corresponding view
- **Date:** Date and time of the corresponding view

By Group

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Viewership**.
3. Select **By Groups**.
4. From the list of groups that appear, select the desired **Group** and the viewership data for that group will appear. *Groups can be searched for by entering keywords associated with the group in the search text field.*



5. The pie chart at the top of the report displays the percentage of group members that have **Completed** and **Not Completed** the group's assigned content.
6. The list below the pie chart contains additional viewership data on the group and it is organized into three columns:

   - **Name:** Name of the show
   - **Group Completion:** Number of group members that have completed the corresponding show as a function of the total number of group members
   - **Created At:** Date and time that the corresponding show was created

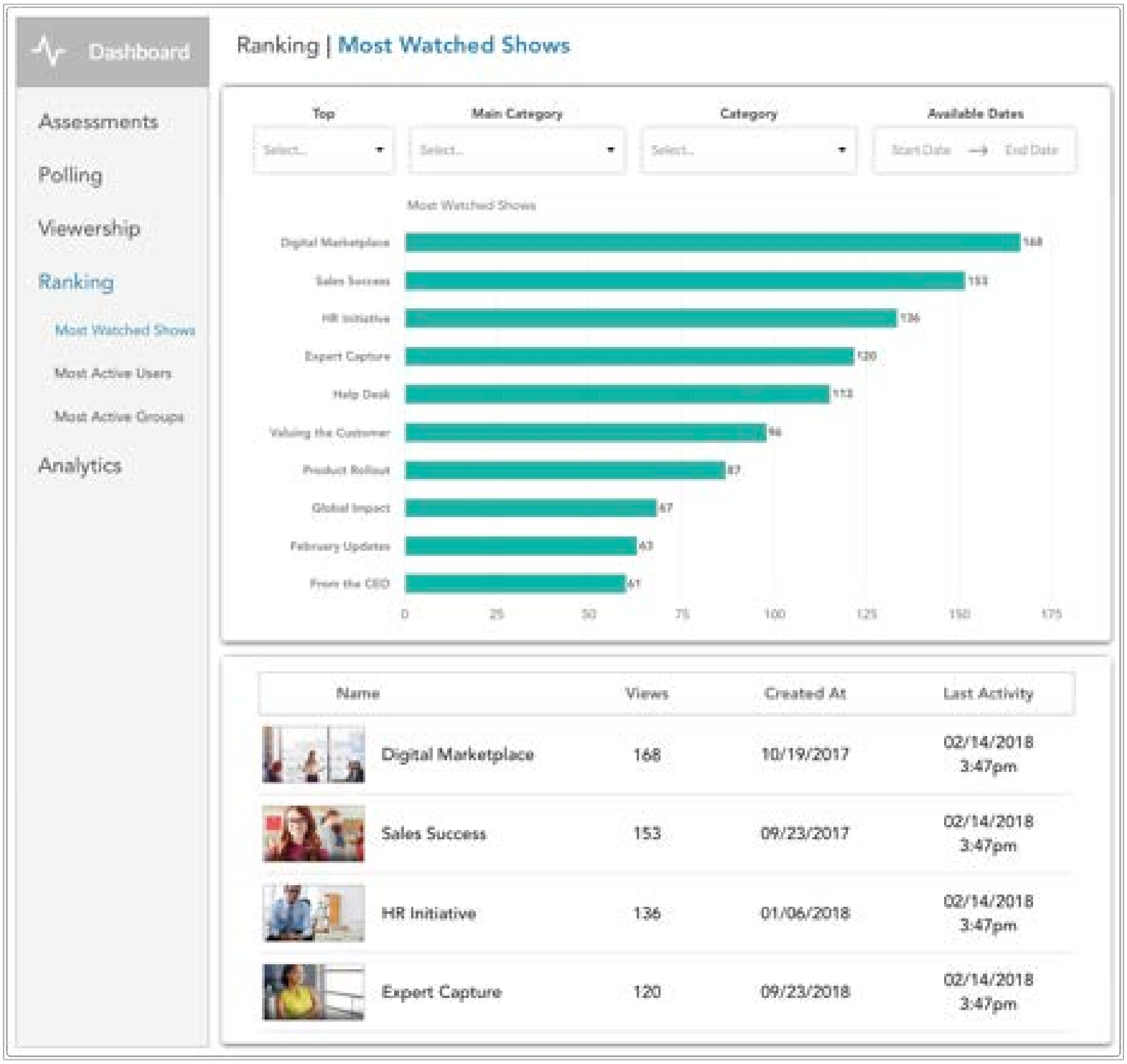
Ranking Reports

A ranking report compares the amount of activity associated with shows, users, or user groups and lists them numerically from the most amount of activity to the least amount of activity. The information provided in a ranking report can be used to identify the characteristics associated with the most active show, user, or group and apply these traits to the least active show user or group. Authorized administrators can access this information in the following types of ranking reports:

- **By Most Watched Show:** A list of shows that are ordered from most views to least views
- **By Most Active User:** A list of users that are ordered from most active to least active
- **By Most Active Group:** A list of groups that are ordered from most active to least active

By Most Watched Shows

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Ranking**.
3. Select **Most Watched Shows**.



4. In the optional **Filter by** section, configure any of the following filters to apply to the report's results:

   - **Top:** Select how many of the top shows to include in the report
   - **Main Category:** Select the type of content to include in the report by main category
   - **Category:** Select a category within the selected main category
   - **Available Dates:** Select a start date and end date for when the shows were available

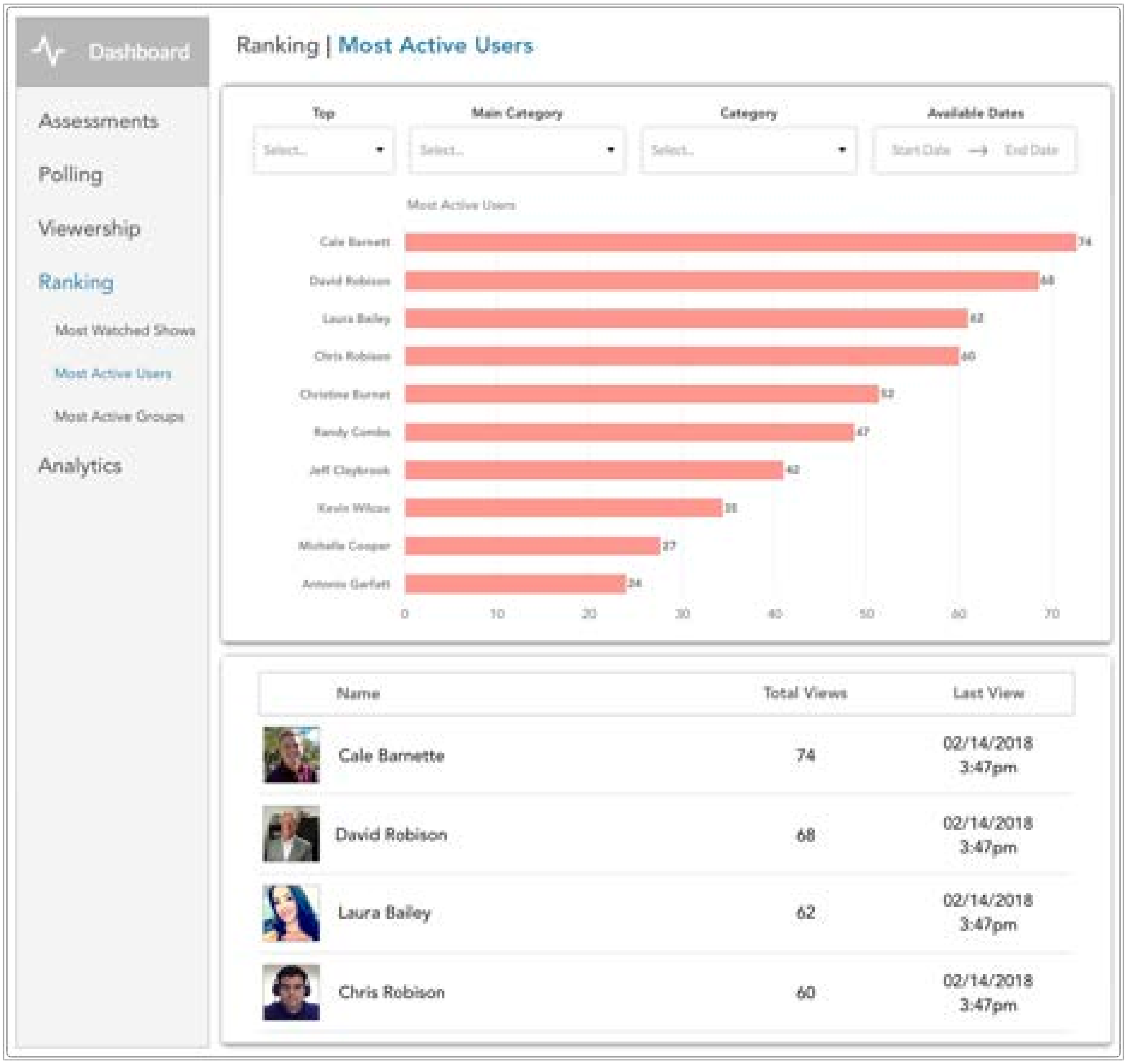
5. Select whether to include or exclude delete shows from the list of show by clicking the **Include Deleted Shows** switch:

6. The **Most Watched Shows** bar graph displays the total number of times the most viewed shows have been watched based upon the criteria selected in the Filter by section.
7. The list below the bar graph contains additional show ranking data based upon the criteria selected in the **Filter by** section and it is organized into four columns:

   - **Name:** Name of the corresponding show
   - **Views:** Number of times the corresponding show has been viewed
   - **Created At:** Date and time that the corresponding show was created
   - **Last View:** Date and time that the corresponding show was last viewed

By Most Active Users

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Ranking**.
3. Select **Most Active User**.



4. In the optional **Filter by** section, configure any of the following filters to apply to the report's results:

- **Top:** Select how many of the top users to include in the report
- **Main Category:** Select which users to include in the report based upon main category permission
- **Category:** Select the users to include in the report based upon category permission within the selected main category
- **Available Dates:** Select a start date and end date for when users had access to the shows

5. Select whether to include or exclude super admin users from the list of users by clicking the **Include Super Admins** switch:

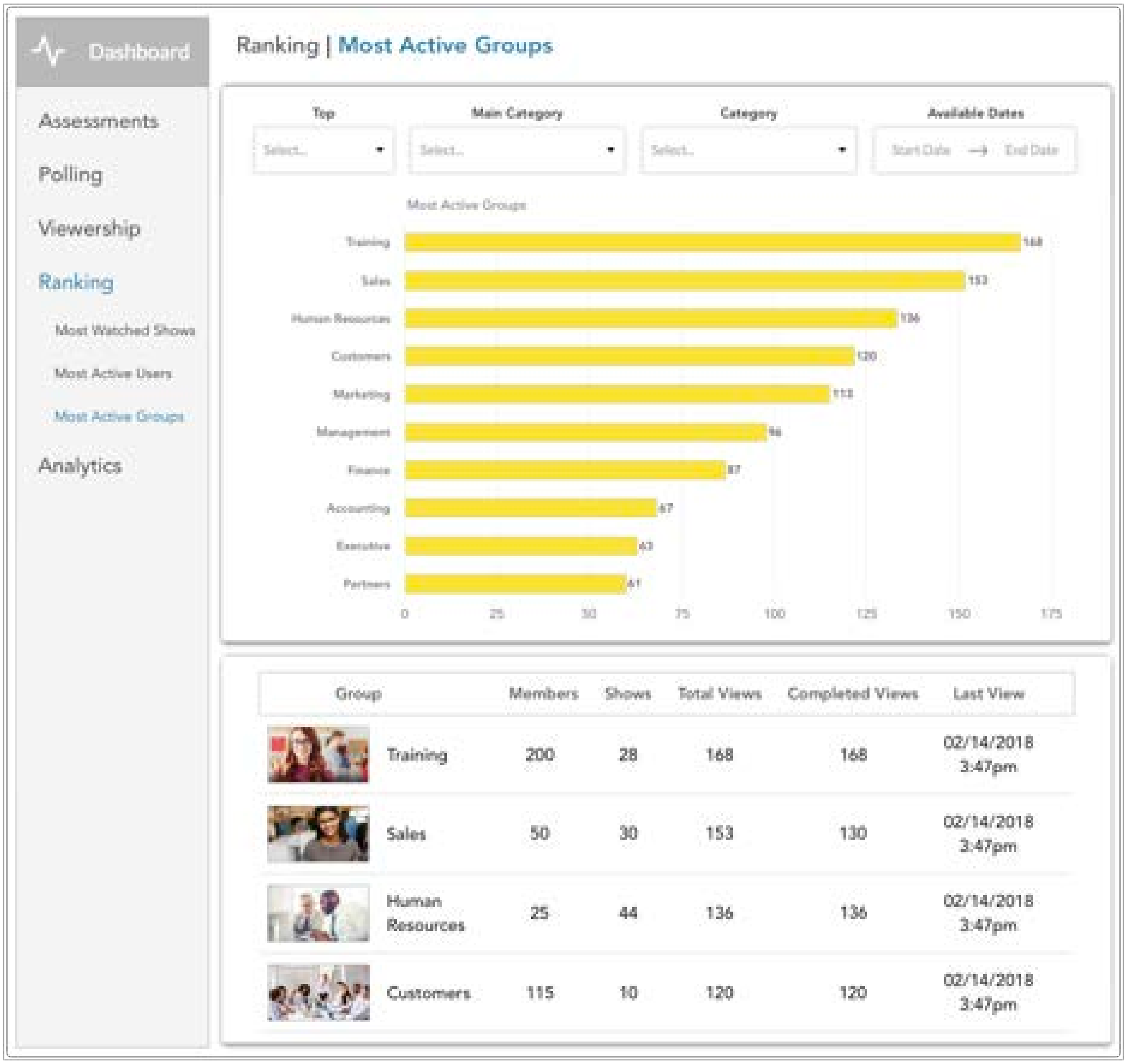
6. Select whether to include or exclude deleted users from the list of users by clicking the **Include Deleted Users** switch:

7. The **Most Active Users** bar graph displays the total amount of time the most active users have spent watching shows and it is based upon the criteria selected in the **Filter by** section.
8. The list below the bar graph contains additional user ranking data based upon the criteria selected in the **Filter by** section and it is organized into three columns:

    - **Name:** User's first and last name
    - **Total Views:** Total number of times the user viewed the show
    - **Last View:** Date and time that the corresponding user last viewed a show

By Most Active Groups

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Ranking**.
3. Select **Most Active Group**.



4. In the optional **Filter by** section, configure any of the following filters to apply to the report's results:

- **Top:** Select how many of the top groups to include in the report
- **Main Category:** Select which groups to include in the report based upon main category permission
- **Category:** Select which groups to include in the report based upon category permissions within the selected main category
- **Available Dates:** Select a start date and end date for when the group had access to the shows

5. The **Most Active Groups** bar graph displays the total amount of time the most active groups have spent watching shows and it is based upon the criteria selected in the Filter by section.
6. The list below the bar graph contains additional group ranking data based upon the criteria selected in the **Filter by** section and it is organized into six columns:

    - **Group:** Name of the group
    - **Members:** Total number of users in the corresponding group
    - **Shows:** Total number of shows assigned to the corresponding group
    - **Total Views:** Total number of views by all members of the corresponding group
    - **Completed Views:** Total number of completed views by all members of the corresponding group
    - **Last View:** Date and time of the last view by member in the corresponding group

Analytics Reports

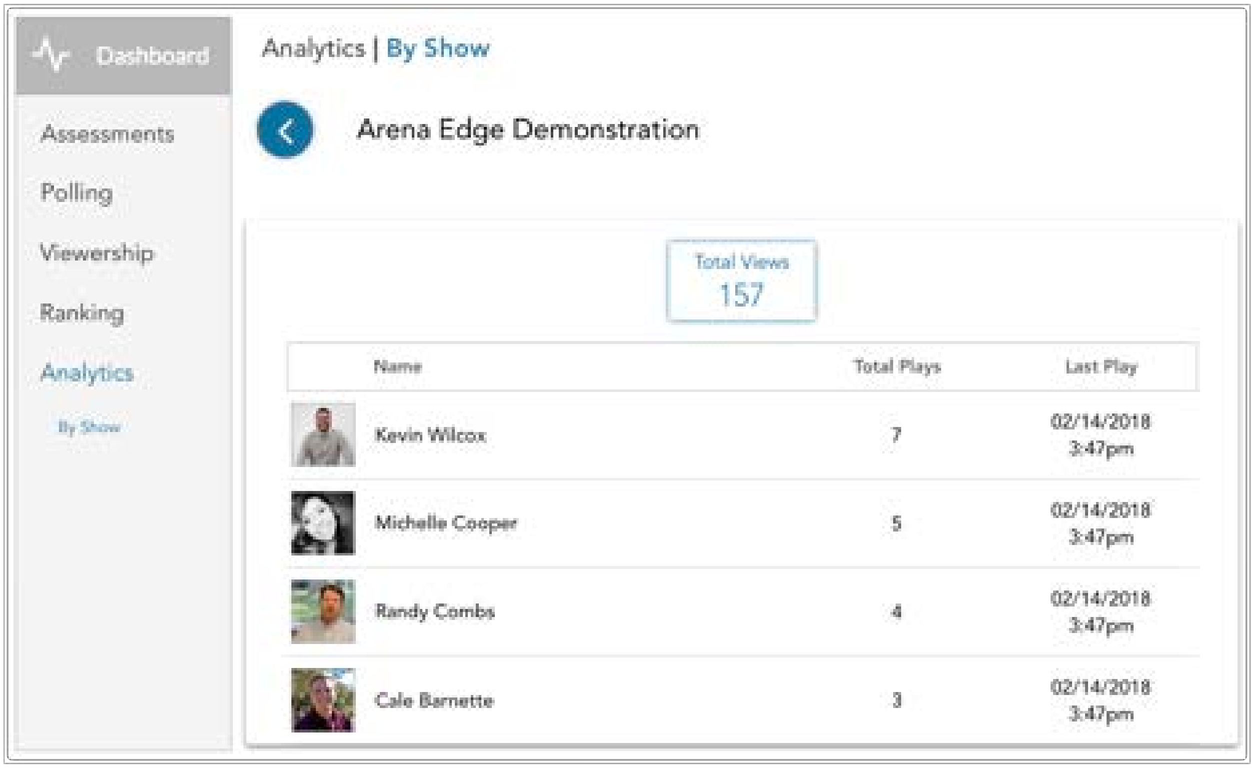
An analytics report contains viewership data on embedded shows and records this data based upon whether a view occurred internally from the channel page or externally from the embed location. This allows administrators to better understand how their content is consumed and how to distribute content in the future.

When a registered user has an active channel session and watches an embedded show from its external location, that user will be attributed one view that occurred from the embed location. However, if a nonregistered individual or a user with an inactive channel session watches an embedded show from its external location, an Anonymous user will be attributed one view that occurred from the embed location. Finally, if a registered user or channel guest watches a show from inside the channel page, that user will be attributed one view that occurred inside channel page.

The following section outlines how to generate Analytic Reports through the Reports section of the Administration page.

By Show

1. Open the **Reports** section of the Admin page.
2. In the Reports panel on the left, click **Analytics**.
3. Select **By Shows**.
4. From the list of shows that appear, select the desired **Show** and the analytics data for that show will appear. *Shows can be searched for by entering keywords associated with the show in the search text field.*



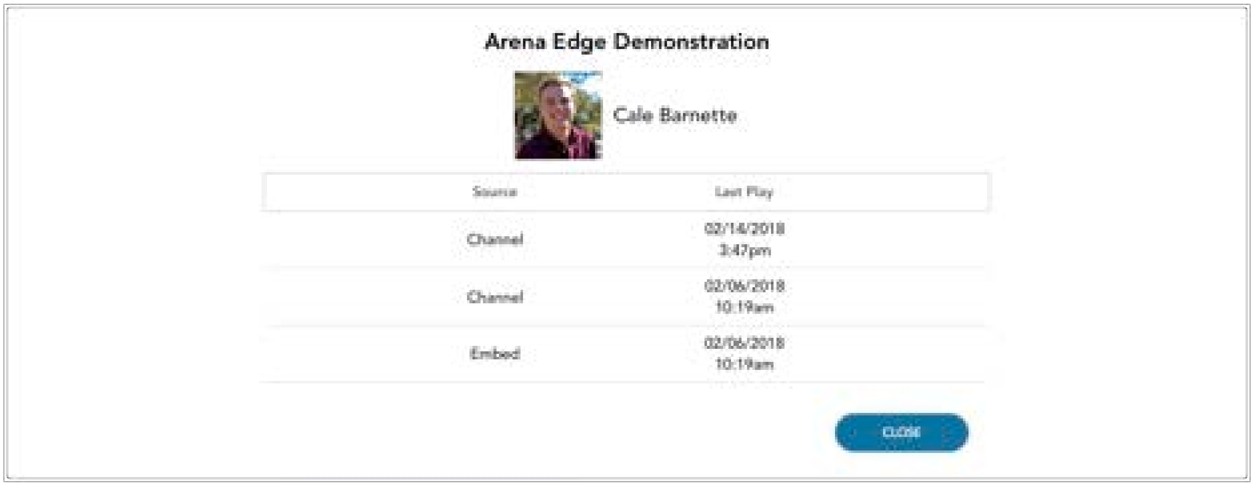
5. In the optional **Filter by** section, configure any of the following filters to apply to the show's analytics report:

    - **Type:** Select the type of data to include in the report based upon the viewership source
    - **Available Dates:** Select a timeframe of viewership data to include in the report

6. The **Total Views** box displays the total number of views the show received based upon the criteria selected in the **Filter by** section.
7. The list below the **Total Plays** box contains additional viewership information on the show based upon the filter criteria and the list is organized into three columns:

    - **Name:** Name of the user
    - **Total Plays:** Total number of times the corresponding user played the show
    - **Last Play:** Date and time that the corresponding user played the show

8. Clicking on a specific user displays the individual views and viewership data for the selected user and the selected show:



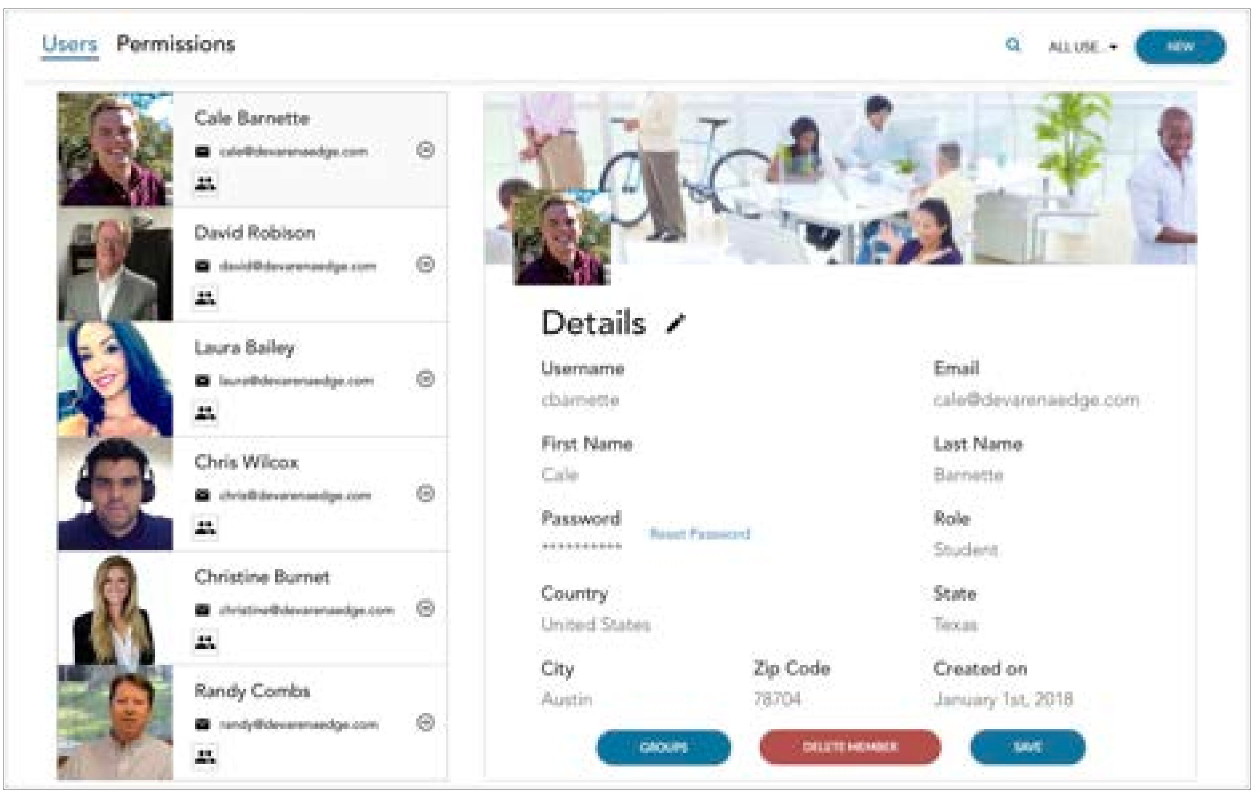
- **Source:** Location in which the corresponding view occurred
- **Last Play:** Date and time of the corresponding view

Users

The Users section of the Admin page allows authorized administrators to create and manage registered channel users and configure the administrative privileges associated with the roles assigned to each user.

Users can be created by channel administrators or through self-registration if the Public Registration preference setting has been enabled. Regardless of how a user account is created, every channel user has a specific set of content and administrative privileges which determine the shows available to them and the admin components, if any, they are authorized to access and manage.

By default, newly registered users are assigned the Student user role, which does not have any administrative privileges associated with it. If needed, an authorized administrator can upgrade a user's account to a role with specific admin permissions or downgrade a user's account to a role with fewer or no admin permissions. The permissions associated with each role can be configured through the Roles section of the Admin page.



Create a User

1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.

3. Click the **Users** tab.
4. Click the blue **New** button.
5. Complete the following information fields in the **Create User** section:

- **Username:** Enter a unique login identification name for the user
- **Email:** Enter the user's email address
- **First Name:** Enter the user's first name
- **Last Name:** Enter the user's last name
- **Country:** Select the country the user is located from the dropdown menu
- **State:** Enter the abbreviation of the state the user is located
- **City:** Enter the city the user is located
- **Zip Code:** Enter the zip code the user is located
- **Role:** Select a user role from the dropdown menu

6. Once the required information fields have been completed, click the blue **Create** button.

Search for a User

1. Open the **Users** section of the Admin page.
2. Click the search icon and enter keywords associated with the desired user in the **Search** text field.
3. The list of users will update in real-time according to the characters or keywords entered in the search field.

Filter Users by Role

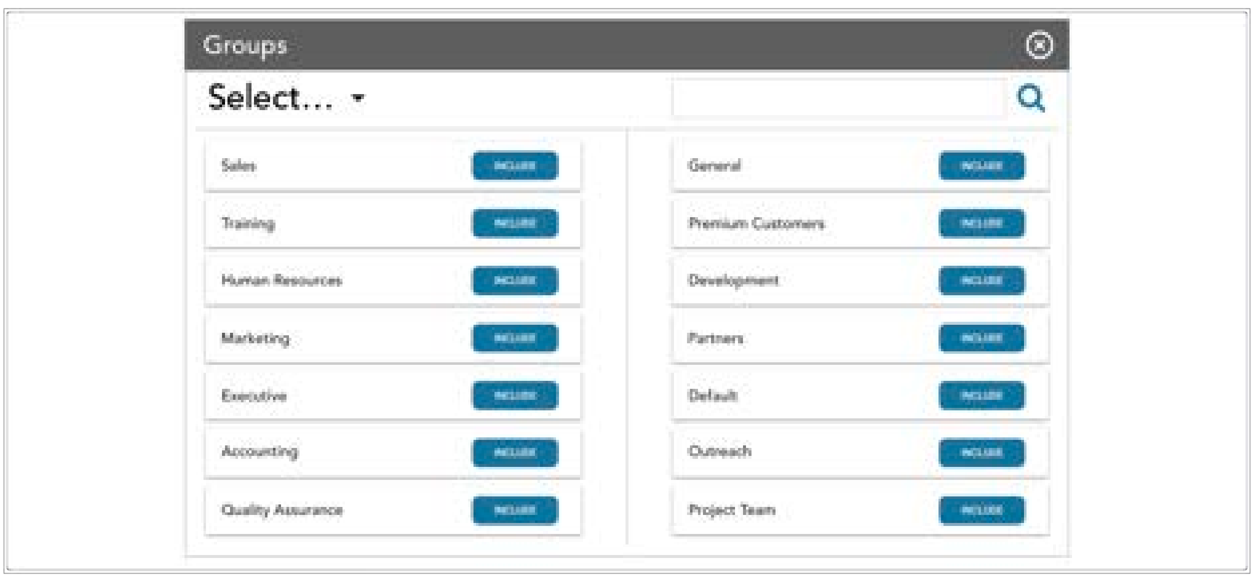
1. Open the **Users** section of the Admin page.
2. Click the **All Users** dropdown menu and select a role from list.
3. The list of users will filter according to the selected role.

Edit a User

1. Open the **Users** section of the Admin page.
2. From the list of users that appears, select the desired user and the user's profile information will appear in the **Details** panel to the right.
3. To edit a specific information field, click the icon next to the desired field and make the necessary changes.
4. Once the user's information has been edited accordingly, click the blue **Save** button.

Add a User to a Group

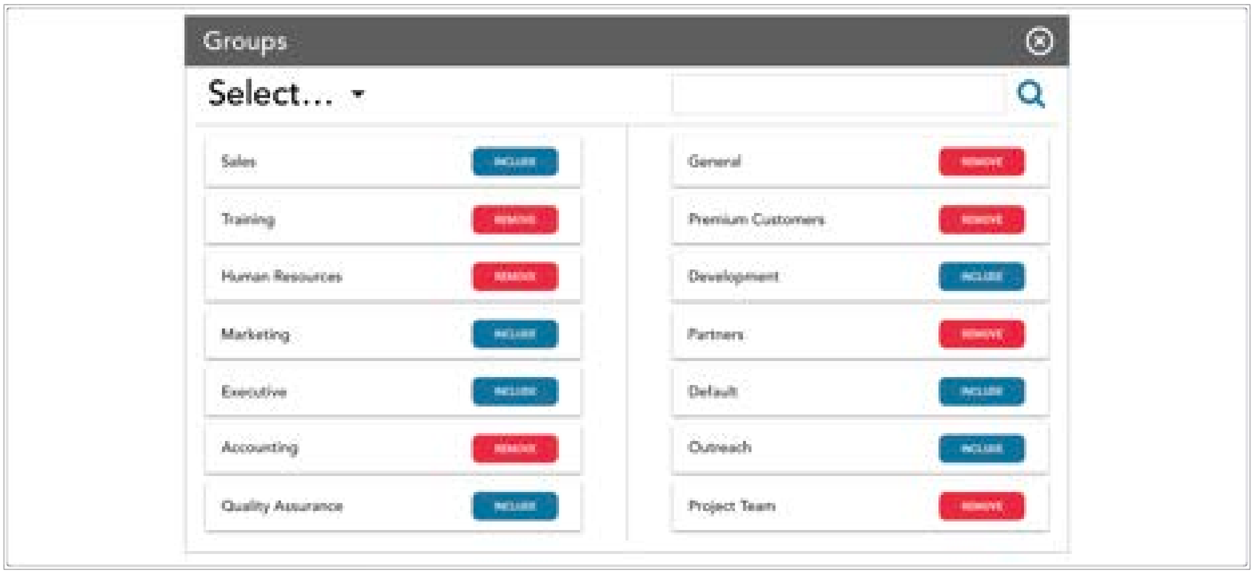
1. Open the **Users** section of the Admin page.
2. Select the desired user from the panel on the left and the user's information will appear in the **Details** panel to the right.
3. Click the blue button.



4. Locate the desired group from the Groups window, then click the blue button to add the user to the group.
5. Close the Groups window, then click the blue **Save** button.

Remove a User from a Group

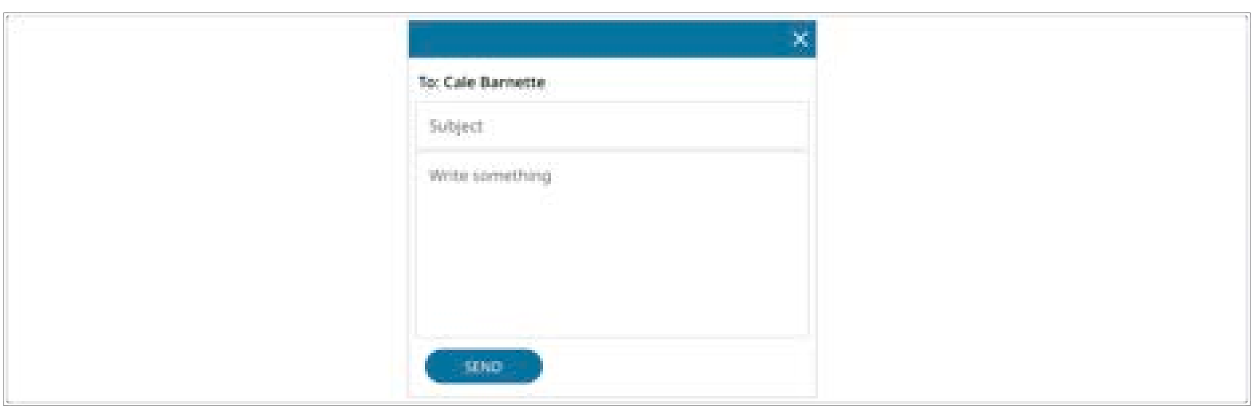
1. Open the **Users** section of the Admin page.
2. Select a user from the user list and the user's information will appear in the **Details** panel.
3. Click the blue  button.



4. Click the red  button next to the appropriate group(s) in the **Groups** popup window.
5. Close the Groups window, then click the blue **Save** button.

Email a User

1. Open the **Users** section of the Admin page.
2. Locate the desired user and click on the user's **Email Address** from the list of users.
3. Enter a subject in the **Subject** text field and the body text in the **Write Something** text field.



4. When the email is ready to be sent, click the blue **Send** button.

Reset a User's Password

1. Open the **Users** section of the Admin page.
2. From the list of users that appears, select the desired user and the user's profile information will appear in the **Details** panel to the right.
3. Click and Reset Password the user will receive an email with a password reset link.

Delete a User

1. Open the **Users** section of the Admin page.
2. From the list of users that appears, select the desired user and the user's profile information will appear in the **Details** panel to the right.
3. Click the red **Delete Member** button.
4. Confirm that the user should be deleted by clicking the blue **Delete** button in the alert message that appears.

Restore a User

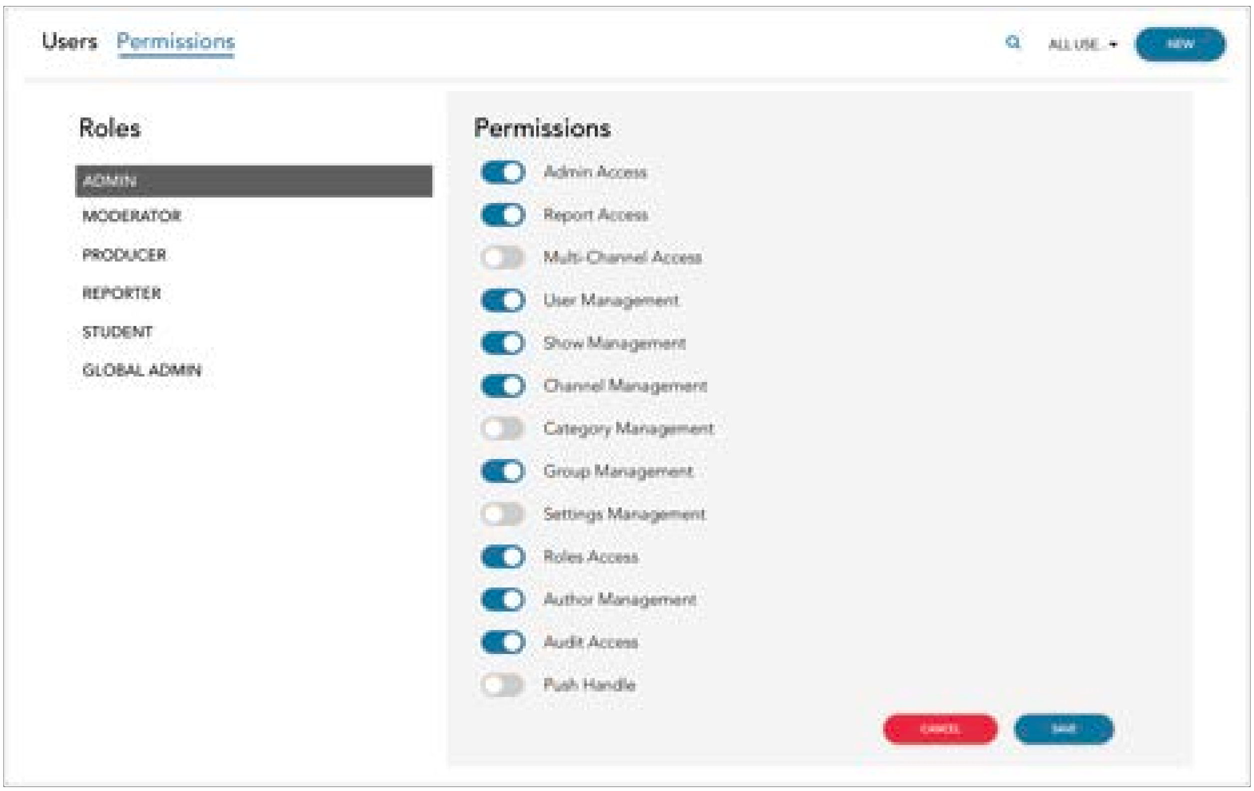
1. Open the **Users** section of the Admin page.
2. From the list of users that appears, select the desired user and the user's profile information will appear in the **Details** panel to the right.
3. Click the blue **Restore** button and the user will be reactivated as a normal user account.

Permanently Delete a User

1. Open the **Users** section of the Admin page.
2. From the list of users that appears, select the desired user and the user's profile information will appear in the **Details** panel to the right.
3. Click the red **Delete Permanently** button.
4. Confirm that the user should be permanently deleted by clicking the blue **Delete** button in the alert message that appears.

Permissions

The permissions subsection of the Users page allows authorized administrators to configure the administrative privileges associated with the roles assigned to registered channel users. Each role has a unique set of administrative privileges that determine which sections of the admin page users are authorized to access and manage. Roles are an efficient means of delegating certain administrative tasks to select users and controlling which sections of the admin page those users are authorized to access.



It is important to note that users with permission to access the Roles page cannot downgrade themselves to a role that does not have these same permissions.

Edit Role Permissions

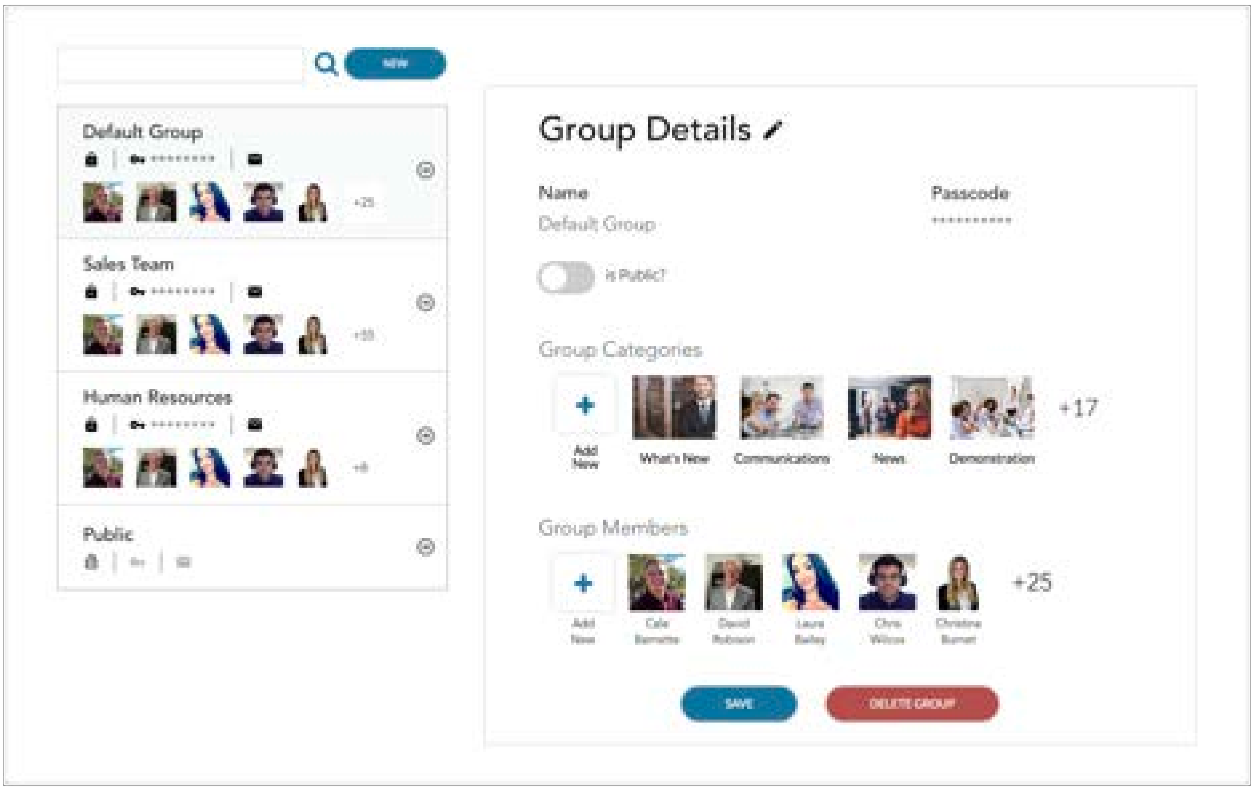
1. Open the **Users** section of the Admin page.
2. Click the **Permissions** subtab.
3. Select a **Role** from the panel on the left and configure the permissions associated with that role accordingly:

- **Admin Access:** Allows a user to access the Admin page from the dropdown menu at the top right portion of the channel page.
- **Reports Access:** Allows a user to access the Reports section of the Admin page and generate any of the available report types.
- **Multi-Channel Access:** Allows a user to access multiple channels with the same login credentials, when those channels have been assigned to that user.
- **User Management:** Allows a user to access the Users section of the Admin page and create, edit, and delete channel users.
- **Show Management:** Allows a user to access the Content section of the Admin page and create, edit, and delete all types of content.
- **Channel Management:** Allows a user to access the Channels section of the Admin page and manage associated channels within a broader network of channels.
- **Category Management:** Allows a user to access the Categories section of the Admin page and create, edit, and delete categories.
- **Group Management:** Allows a user to access the Groups section of the Admin page and create, edit, and delete groups and the users and content assigned to each group.
- **Settings Management:** Allows a user to access the Settings section of the Admin page and configure the General channel settings and the Preference settings of the channel page.
- **Roles Access:** Allows a user to access the Roles section of the Admin page and change users' roles as well as the permissions associated with each role.
- **Authors Management:** Allow this role to create and manage show authors.
- **Audits Access:** Allow this role to access channel audits
- **Push Handle:** Allow this role to push shows to Edge

4. After configuring the permissions for each user role, click the blue **Save** button.

Groups

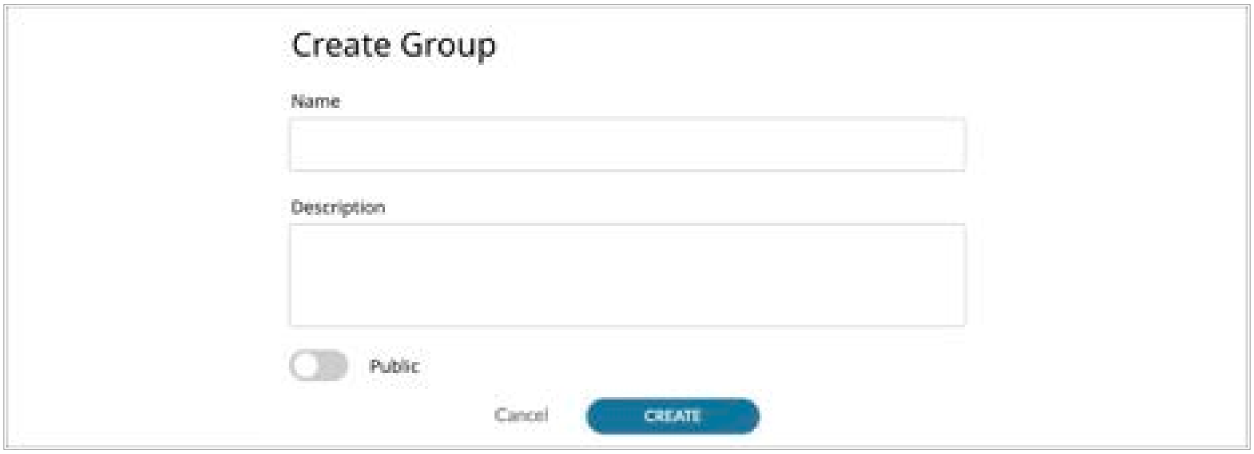
A group is a collection of users that have been assigned the same show and category permissions as other members of the group. Groups are an efficient means of assigning content permissions to several users all at once as opposed to assigning content permissions to individual users one at a time. Authorized administrators can place users into groups, or, users can manually place themselves into a group with a unique group passcode. Users can belong to a single group or to multiple groups with endless combinations of show and category permissions.



Groups can be assigned access to entire categories or individual shows within a category. If the channel has been made public through general settings, a group can be made public and any content assigned to the group can be viewed by non-registered or guest users.

Create a Group

1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Groups** tab.
4. Click the blue **New** button.
5. Complete the following information fields on the **Create Group** page:



- **Name:** Enter a title for the group
- **Description:** Enter a short summary of the group
- **Public:** Select whether the group is public or private

  - Private – Only group members can access the group's content
  - Public – Allow non-registered individuals to access content

6. Click the blue **Create** button once the required information fields have been completed.

Search for a Group

5. Open the **Groups** section of the Admin page.
6. Enter keywords associated with the group in the **Search** text field and the list of groups will update in real-time according to the characters or keywords entered in the search field.

Edit Group Details

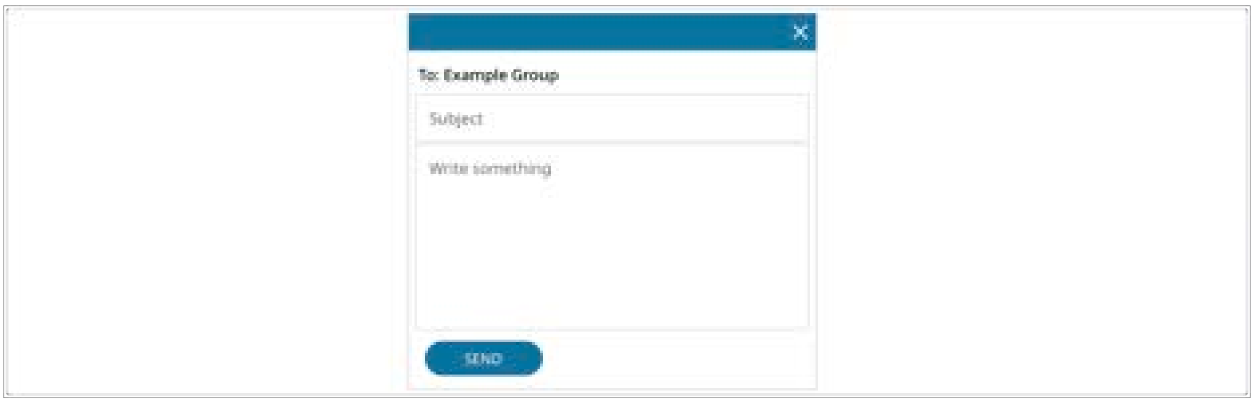
1. Open the **Groups** section of the Admin page.
2. Select the desired Group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. The **Details** panel contains the following information:

- **Name:** The title of the group, which can be edited by clicking the  icon
- **Description:** Summary of the group
- **Passcode:** The access code that users enter to self-register to the group

- **Public:** The configuration switch that determines whether a group is Public or Private. *Public channel required.*
- **Content Permissions:** The shows and categories assigned to the group
- **Group Members:** The individual users within a group

Email a Group

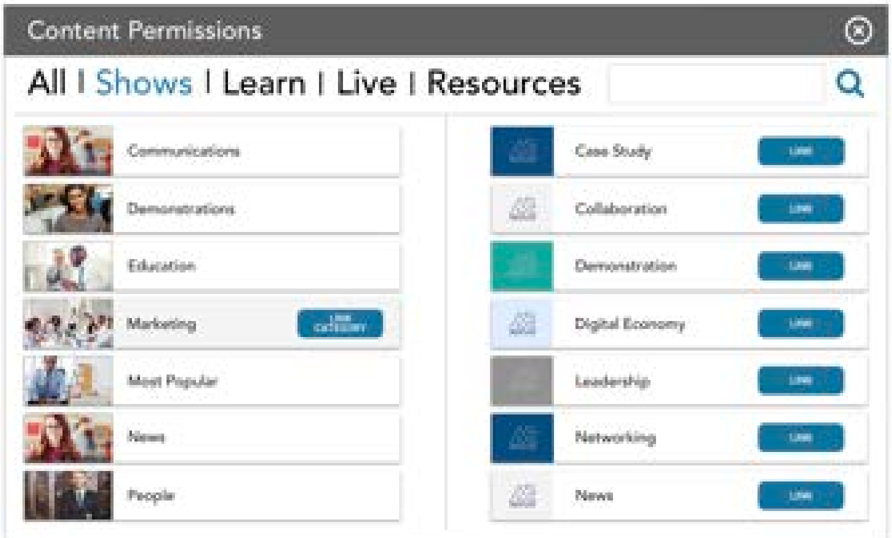
1. Open the **Groups** section of the Admin page.
2. Click the ✉ icon next to the desired group from the panel on the left.
3. Enter a subject in the **Subject** field and the text of the email in the **Write Something** text field.



4. When the email is ready to be sent, click the blue **Send** button.

Assign a Category to a Group

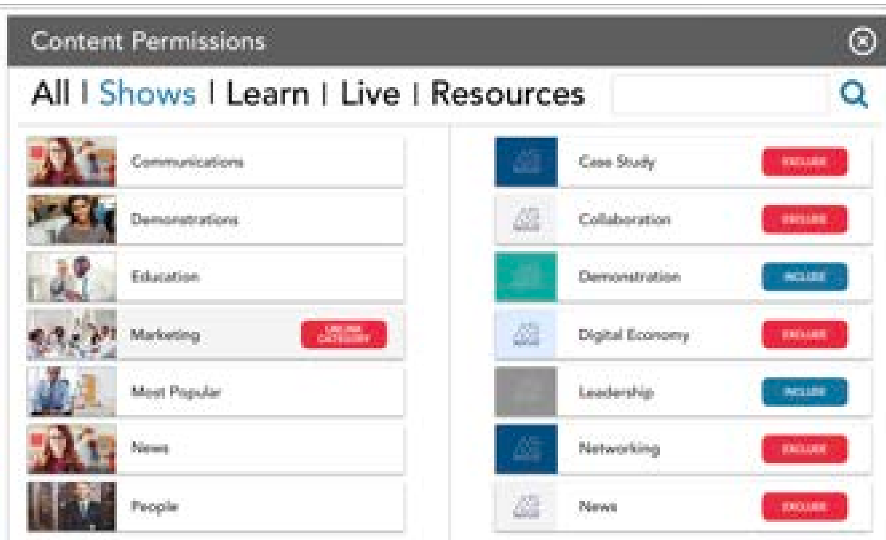
1. Open the **Groups** section of the Admin page.
2. Select the desired group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. Click the **Add New** button under Content Permissions.



4. Select the appropriate **Main Category** at the top of the Content Permissions window.
5. Locate the desired category in the panel on the left, then click on the category to select it.
6. Click the blue  button to assign the category to the group.
7. Close the Content Permissions window, then click the blue **Save** button.

Exclude a Show from a Linked Category

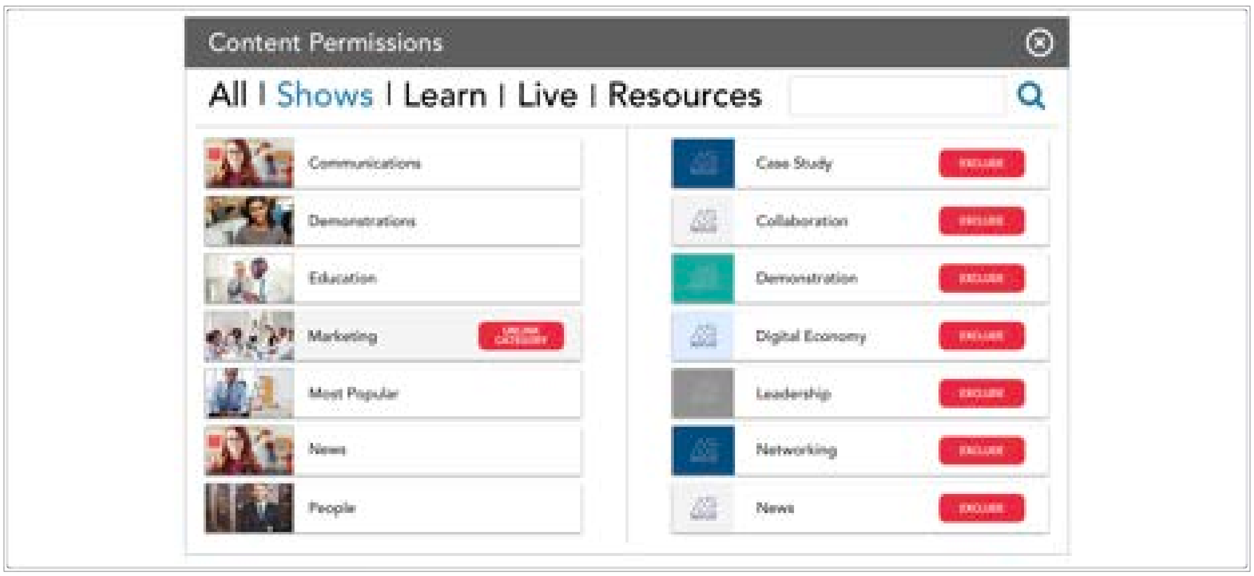
1. Open the **Groups** section of the Admin page.
2. Select the desired group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. Click the **Add New** button under Content Permissions.



4. Select the appropriate **Main Category** at the top of the Content Permissions window.
5. Locate the linked category in the panel on the left, then click on the category to select it.
6. In the panel to the right, click the red  button next to the desired show to exclude the show from the linked category.
7. Close the Content Permissions window, then click the blue **Save** button.

Unassign a Category from a Group

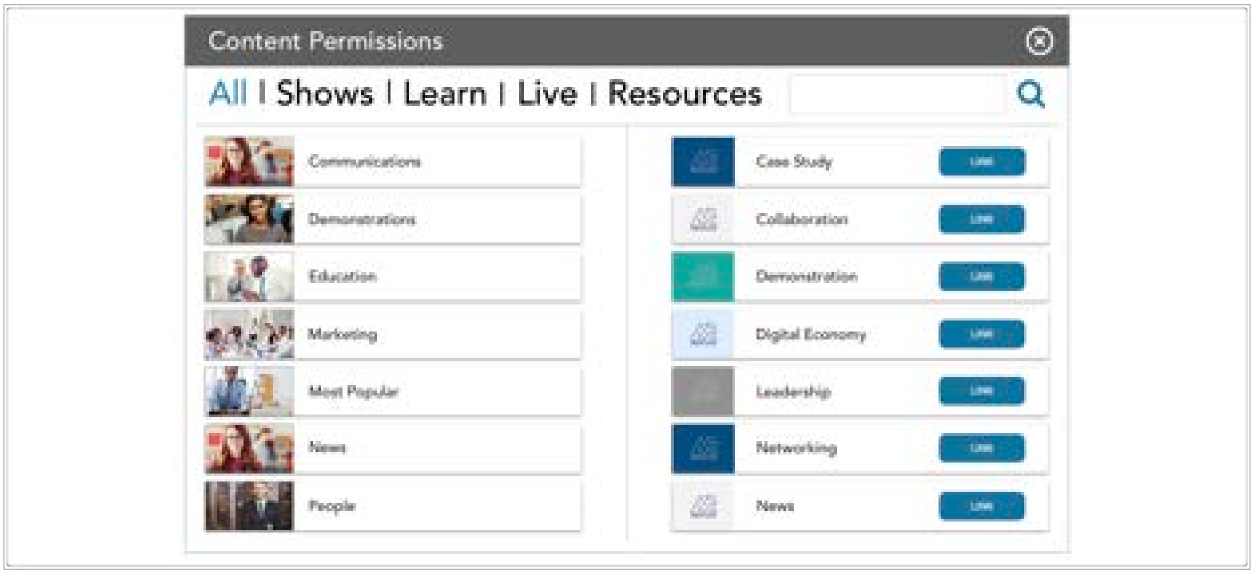
1. Open the **Groups** section of the Admin page.
2. Select the desired group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. Click the **Add New** button under Content Permissions.



4. Select the appropriate **Main Category** at the top of the Content Permissions window.
5. Locate the desired category in the panel on the left, then click on the category to select it.
6. Click the red  button to unassign the category from the group.
7. Close the Content Permissions window, then click the blue **Save** button.

Assign a Show to a Group

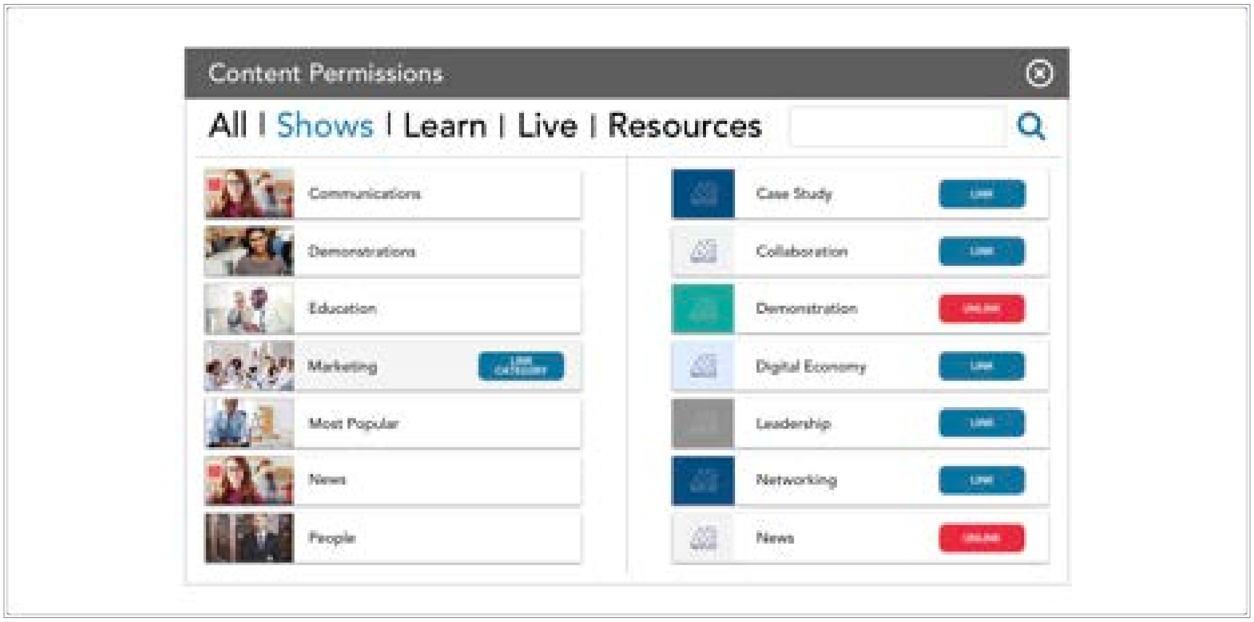
1. Open the **Groups** section of the Admin page.
2. Select the desired group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. Click the **Add New** button under Content Permissions.



4. Select the appropriate **Main Category** at the top of the Content Permissions window.
5. Locate the category that the show belongs to from the panel on the left, then click on the category to select it.
6. In the panel to the right, click the blue  button next to the desired show to assign the show to the group.
7. Close the Content Permissions window, then click the blue **Save** button.

Unassign a Show from a Group

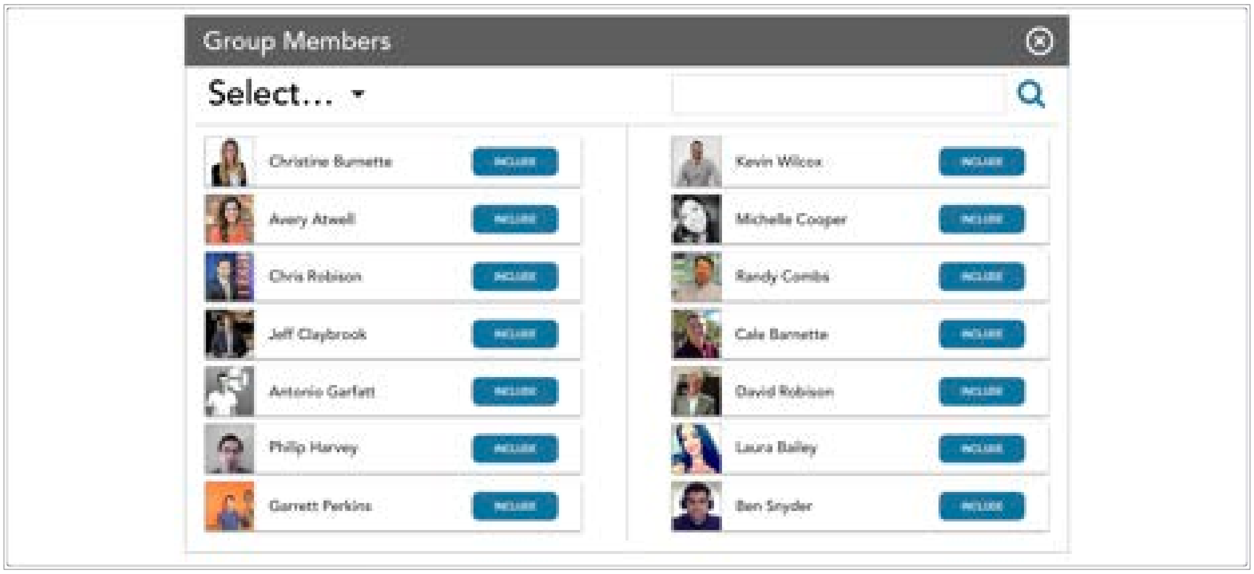
1. Open the **Groups** section of the Admin page.
2. Select the desired group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. Click the **Add New** button under Content Permissions.



4. Select the appropriate **Main Category** at the top of the Content Permissions window.
5. Locate the category that the show belongs to from the panel on the left, then click on the category to select it.
6. In the panel to the right, click the red  button next to the desired show to unassign the show from the group.
7. Close the Content Permissions window, then click the blue **Save** button.

Add a User to a Group

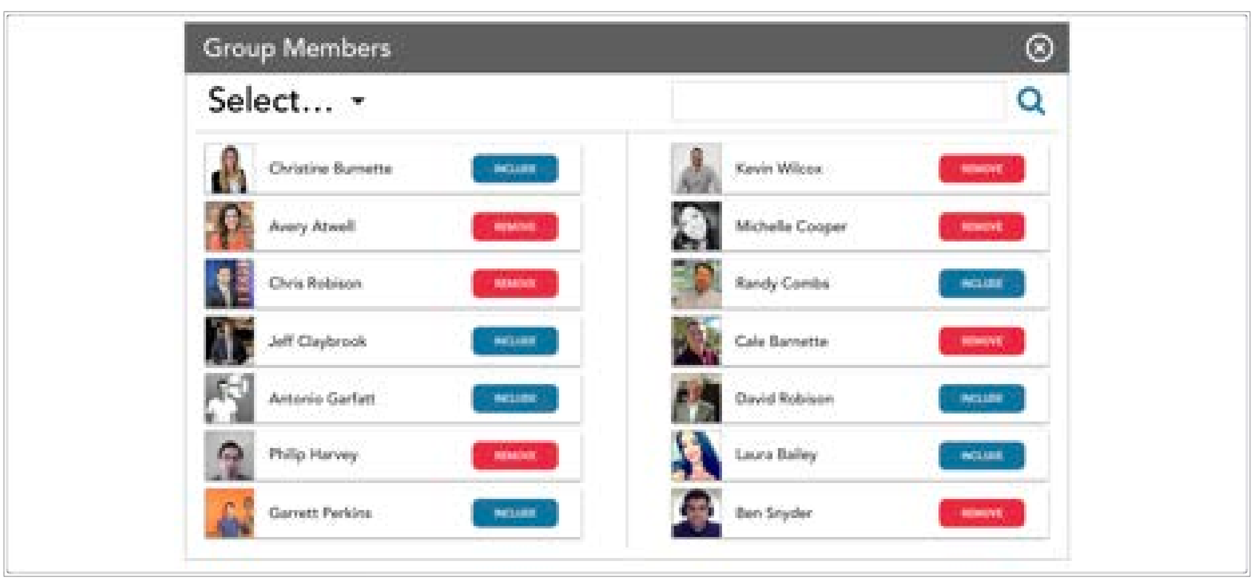
1. Open the **Groups** section of the Admin page.
2. Select the desired group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. Click the **Add New** button under Group Members.



4. Locate the desired user from the Group Members window, then click the blue  button to add the user to the group.
5. Close the Group Members window, then click the blue **Save** button.

Remove a User from a Group

1. Open the **Groups** section of the Admin page.
2. Select the desired group from the panel on the left and the group's information will appear in the **Details** panel to the right.
3. Click the **Add New** button under Group Members.



4. Locate the desired user from the Group Members window, then click the red  button to remove the user from the group.
5. Close the Group Members window, then click the blue **Save** button.

Delete a Group

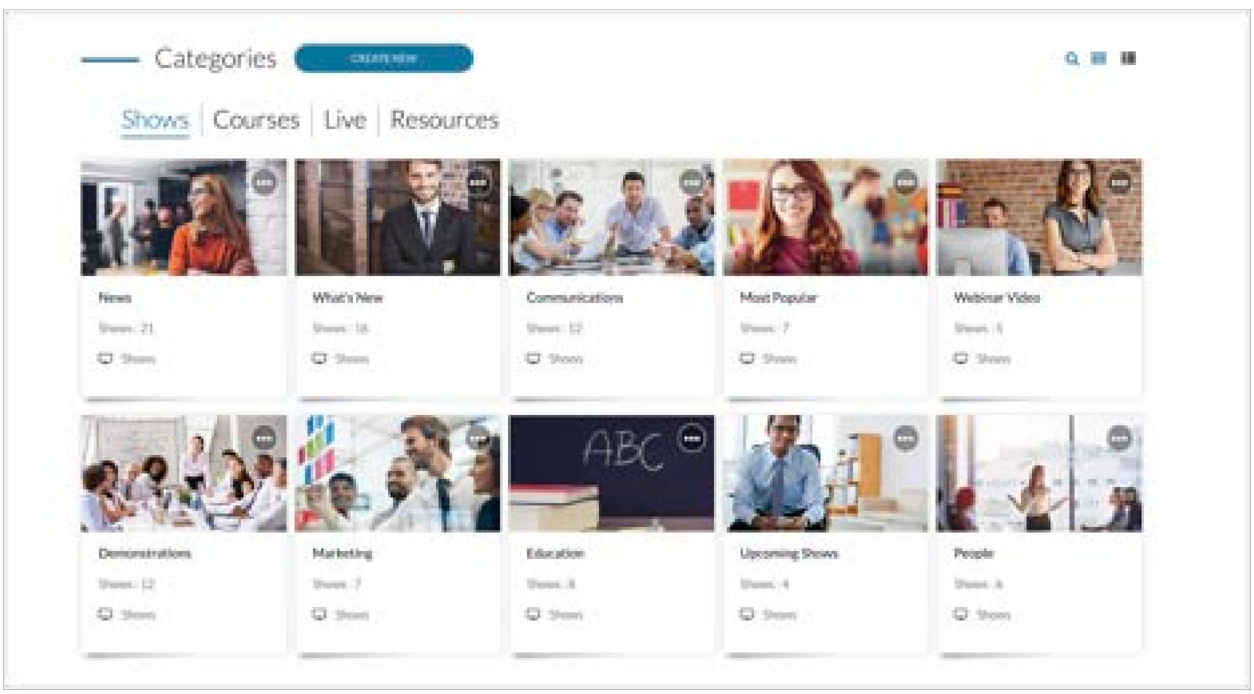
1. Open the **Groups** section of the Admin page.
2. From the list of groups that appears, select the desired group and the group's information will appear in the **Details** panel to the right.
3. Click the red **Delete Group** button.
4. Confirm that the group should be deleted by clicking the blue **Delete** button in the alert message that appears.

Categories

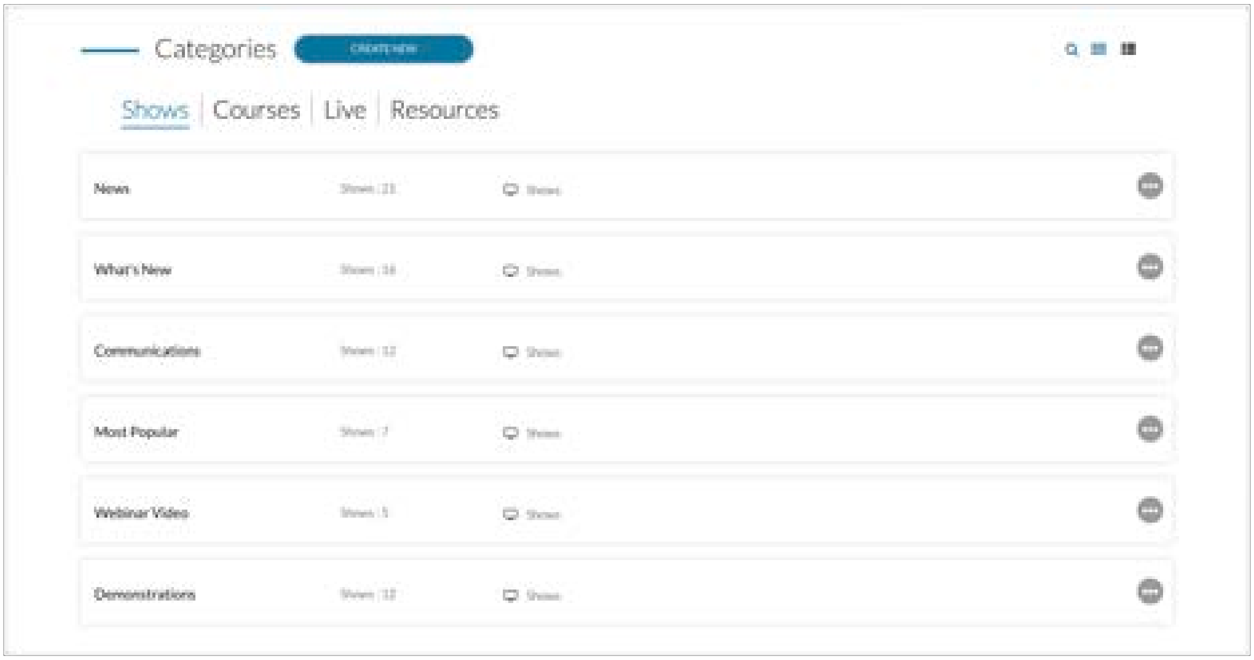
A category is a subset of shows on the channel page that help administrators organize content for ease-of-access and assign content permissions to users and user groups. Every category belongs to a broader main category based upon the type of content that will be assigned to each category. Main categories are broad enough to encapsulate all types of content but specific enough to differentiate between different content types, such as a multimedia show versus a downloadable resource. Depending upon the intended use of the channel, each main category can be enabled or disabled to best meet the needs of an organization. For instructions on enabling or disabling main categories, please refer to the Preference Settings section of this guide.

Categories are also a useful means of assigning viewing permissions to users and user groups. For instance, an administrator may not want every user to have access to every show published to the channel page. Instead of assigning individual shows to a user or user group, a category can be assigned to the user or user group and the shows within that category will become available to those users.

By default, categories are organized in a grid-view format and displayed as individual category cards, which provide viewers and administrators with a snapshot of quickly scannable and relevant information about each category.



If preferred, the layout can be changed from a grid-view format to a list-view format so that the category cards are listed in a single continuous column.



The two layout options can be switched back-and-forth by clicking the grid-view icon or the list-view icon located in the top right portion of the page. The search icon located next to the two layout icons allows administrators to search for specific categories by entering keywords associated the desired category in the search text field.

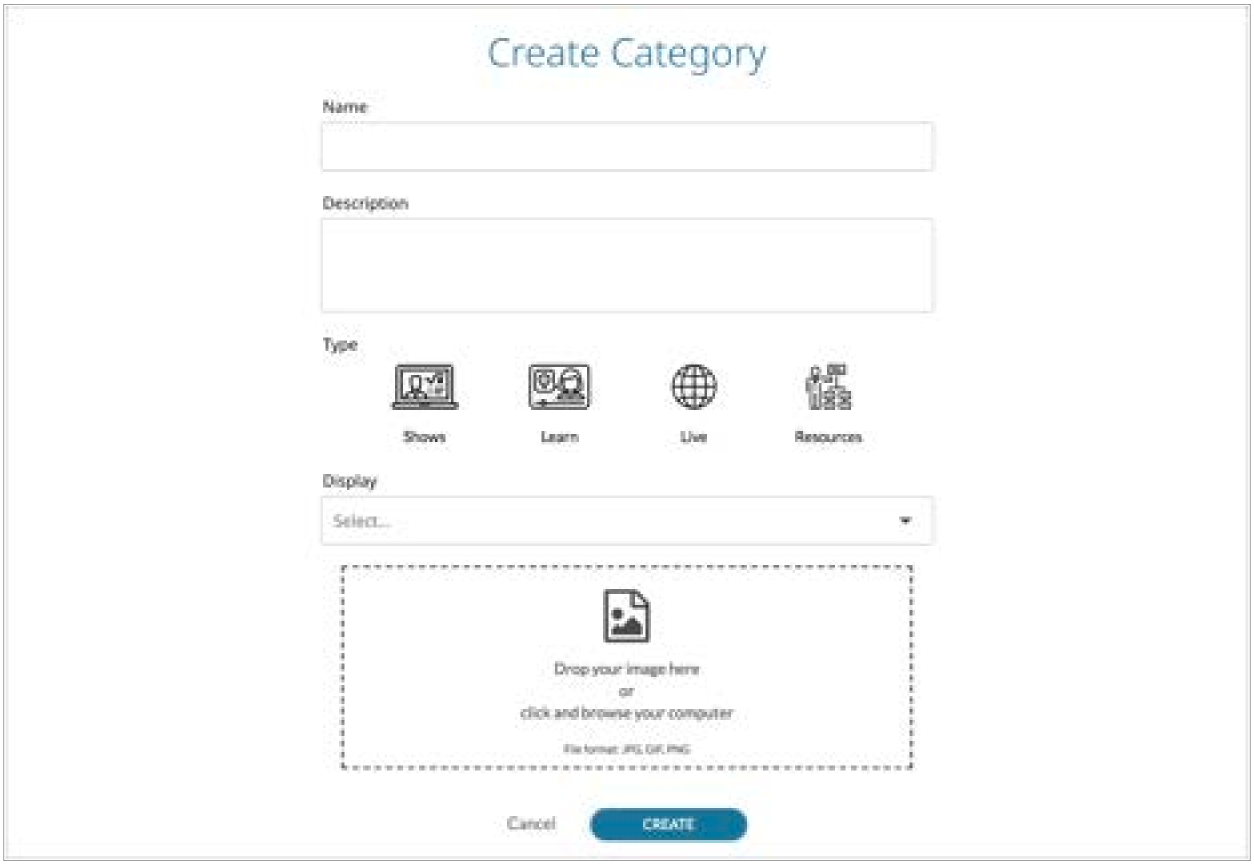
Before you begin

Ensure the following prerequisites have been completed prior to creating the first show in the channel:

- Ensure the appropriate main category is enabled

Create a Category

1. **Login** to the Channel Page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Categories** tab.
4. Click the button.
5. Complete the following information fields on the **Create Category** page:

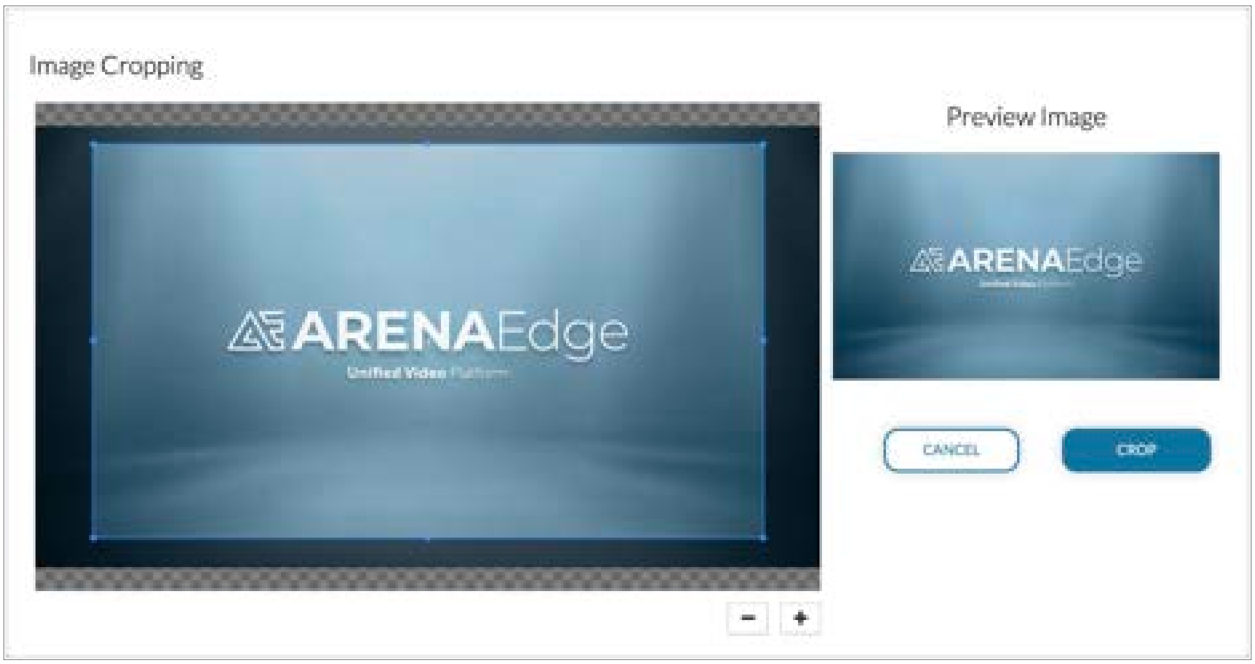


- **Name:** Enter a title for the category
- **Description** (*optional*): Enter a short summary of the category in 110 characters or less
- **Type:** Select a main category or content type
- **Display:** Select one of the following category display options from the dropdown menu:

  - **Featured Categories** – Listed at the top of the channel page
  - **Shows List** – Listed as normal category on channel page
  - **Both** – Listed at top of channel page and as a normal category on channel page

6. Either drag and drop the thumbnail file into the **Thumbnail Uploader**, or, click the **Thumbnail Uploader** and browse the computer's file directory to locate the appropriate file.

7. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



8. Adjust the cropper box as needed with the following the steps *(optional)*:

   - **Resize**: Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
   - **Reposition**: Click and drag the center of the cropper box to move the selected area
   - **Zoom-in**: Click the button to zoom-in on the selected area
   - **Zoom-out**: Click the button to zoom-out of the selected area

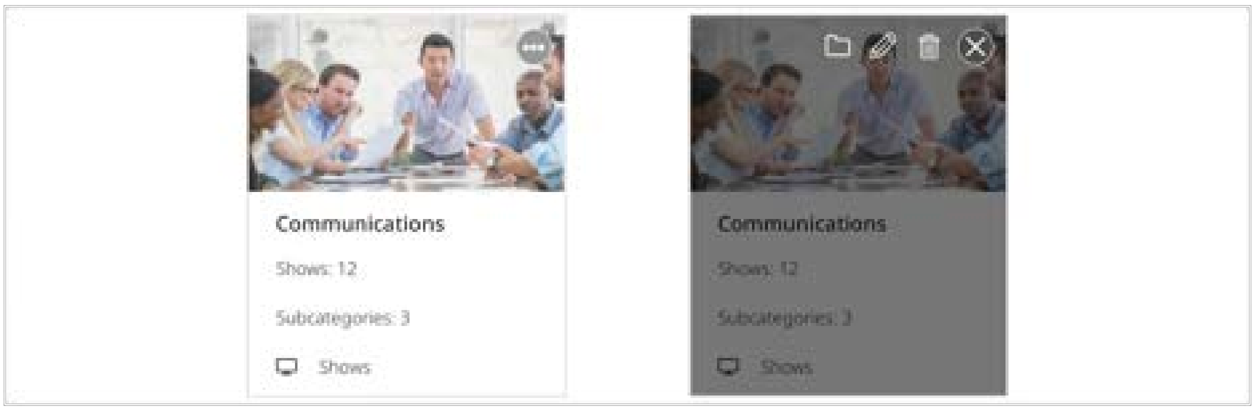
9. Once all unwanted areas of the image fall outside of the cropper, click the button and the image will begin uploading as it appears in the **Preview Image** panel.
10. When the upload is complete, click the blue **Save** button.

Search for a Category

1. Open the **Categories** section of the Admin page.
2. Click the search icon and enter keywords associated with the desired category in the **Search** text field.
3. Click **Enter** and the list of categories will update according to the characters or keywords entered in the search field.

Edit a Category

1. Open the **Categories** section of the Admin page.
2. Select the **Main Category** that the category belongs to.
3. From the categories listed below, locate the desired category then click the icon.



4. Click the icon to open the **Create Category** page.
5. Make the desired changes in the **Create Category** page.
6. Click the blue **Save** button once the category has been edited accordingly.

Reorder Categories

1. Open the **Categories** section of the Admin page.
2. Select the **Main Category** that the category belongs to.
3. From the categories listed below, locate the desired category then click the icon.
4. Click and drag the category card's icon and drag the category to the desired location.
5. Click the ✕ icon once the categories have been reordered accordingly.

Create a Subcategory

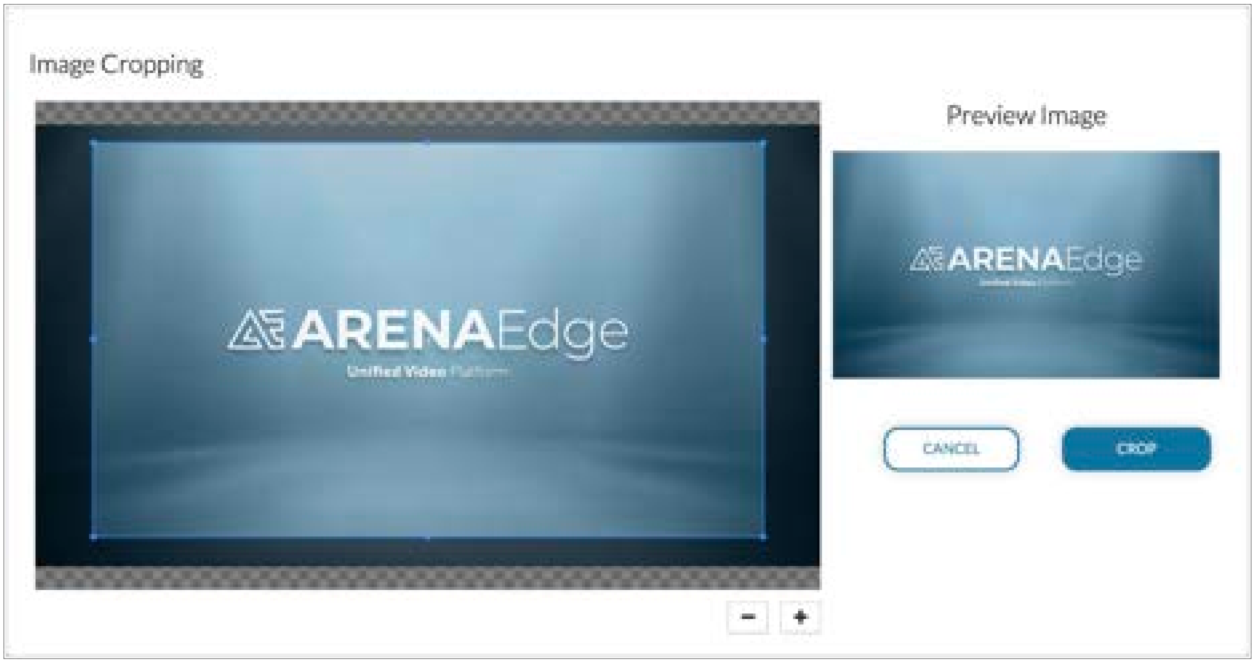
1. Open the **Categories** section of the Admin page.
2. Select the **Main Category** that the category belongs to.

3. From the categories listed below, locate the desired category then click the icon.
4. Click the icon.
5. Complete the following information fields on the **Create a Subcategory** page:

- **Name**: Enter a title for the subcategory
- **Description** (*optional*): Enter a short summary of the subcategory in 110 characters or less.

6. Either drag and drop the thumbnail file into the **Thumbnail Uploader** or click the **Thumbnail Uploader** and browse the computer's file directory to locate the appropriate file.

7. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



8. Adjust the cropper box as needed by completing the following steps:

   - **Resize**: Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
   - **Reposition**: Click and drag the center of the cropper box to move the selected area
   - **Zoom-in**: Click the button to [+] zoom-in on the selected area
   - **Zoom-out**: Click the button to [−] zoom-out of the selected area

9. Once all unwanted areas of the image fall outside of the cropper, click the blue button and the cropped image will begin uploading as it appears in the **Preview Image** panel.
10. When the upload is complete, click the blue **Save** button.

Edit a Subcategory

1. Open the **Categories** section of the Admin page.
2. Select the **Main Category** that the subcategory belongs to.
3. Click the desired category's card to reveal the subcategories within that category.
4. From the list of subcategories that appears, locate the desired subcategory then click the icon.
5. Click the icon to open the **Edit Category** page.
6. Make the desired changes in the **Edit Category** page.
7. Click the blue **Save** button once the subcategory has been edited accordingly.

Reorder Subcategories

1. Open the **Categories** section of the Admin page.
2. Select the **Main Category** that the subcategory belongs to.
3. Click the desired category's card to reveal the subcategories within that category.
4. Click and drag the subcategory card to the desired location.

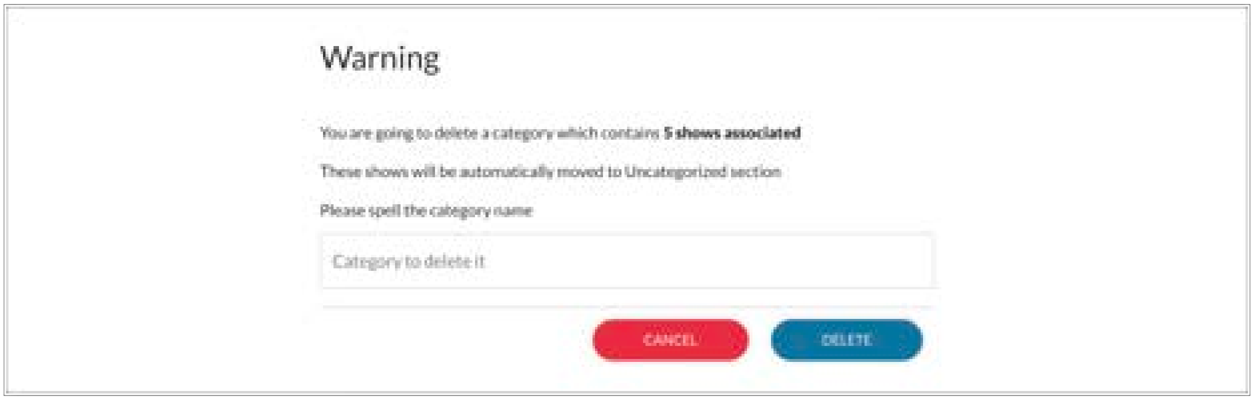
Delete a Subcategory

1. Open the **Categories** section of the Admin page.
2. Select the **Main Category** that the subcategory belongs to.
3. Click the desired category's card to reveal the subcategories within that category.
4. From the list of subcategories that appears, locate the desired subcategory then click the icon.
5. Click the icon.
6. Type the name of the subcategory in the **Category Name** text field.

7. Click the blue **Delete** button.
8. If shows were assigned to this subcategory but were not assigned to any other category, these shows will be placed in the **Uncategorized** category when the subcategory is deleted.
9. To assign any of these shows to a new category, select the **Uncategorized** category at the top of the Content section and assign the shows to a new category from the **Show Details** page.

Delete a Category

1. Open the **Categories** section of the Admin page.
2. Select the **Main Category** that the category belongs to.
3. From the categories listed below, locate the desired category, then click the icon.
4. Click the icon.
5. Type the name of the category in the **Category Name** text field.



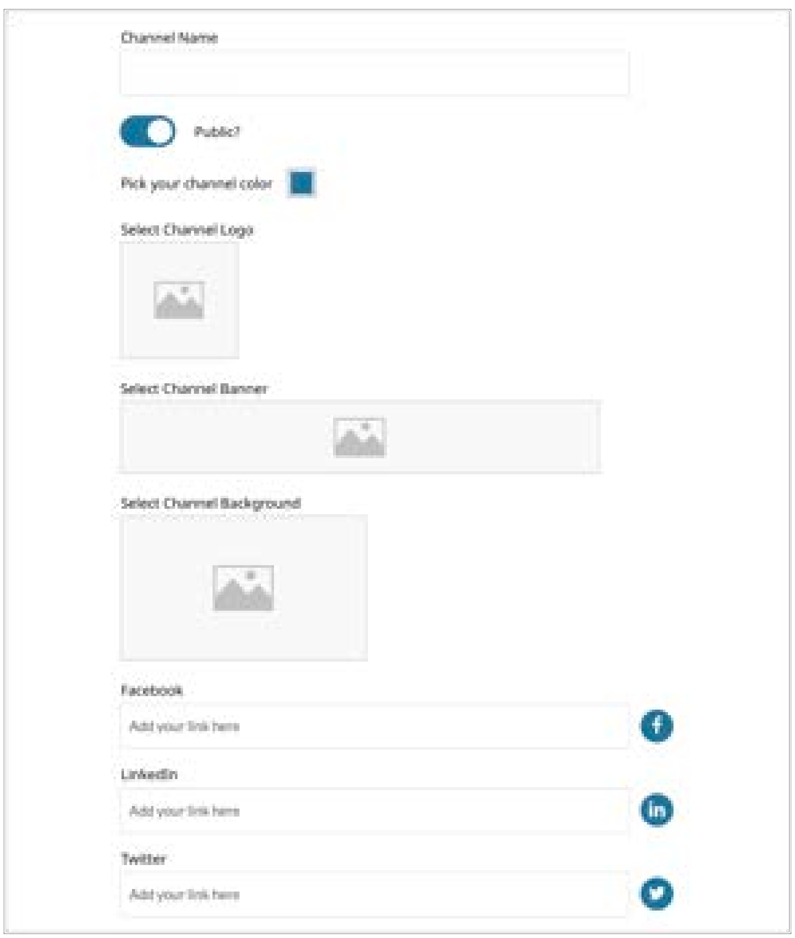
6. Click the blue **Delete** button.
7. If shows were assigned to this category but were not assigned to any other category, these shows will be placed into an **Uncategorized** category when the category is deleted.
8. To assign any of these shows to a new category, select the **Uncategorized** category at the top of the Content section and assign the shows to a new category from the **Show Details** page.

Settings

The Settings section of the Admin page allows authorized administrators to customize and optimize the channel page with a variety of features and components used to accommodate a broad range of demands. For example, the channel page can be branded with custom logos, graphics, and color schemes so that it aligns with an organization's current digital presence. Additionally, certain features and capabilities can be enabled or disabled based upon the administrator's preferences and intended use of the channel page.

General

The general settings subsection is where the channel page interface can be customized with various branding elements, such as logos, graphics, color schemes, and embedded social media pages. Administrators can simply use existing digital assets and upload them to the channel, which helps maintain a consistent digital presence and improves onboarding, channel credibility, and brand recognition amongst users.



Accessing General Settings

1. **Login** to the Channel page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Settings** tab.
4. Select the **General** subtab

Edit Channel Name

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. Enter a new name for the channel in the **Channel Name** text field.
4. Click the blue **Save** button at the bottom of the page.

Make a Channel Public or Private

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. Click the **Public** switch to change the channel's public settings accordingly:

4. Click the blue **Save** button at the bottom of the page.

Edit the Channel Color

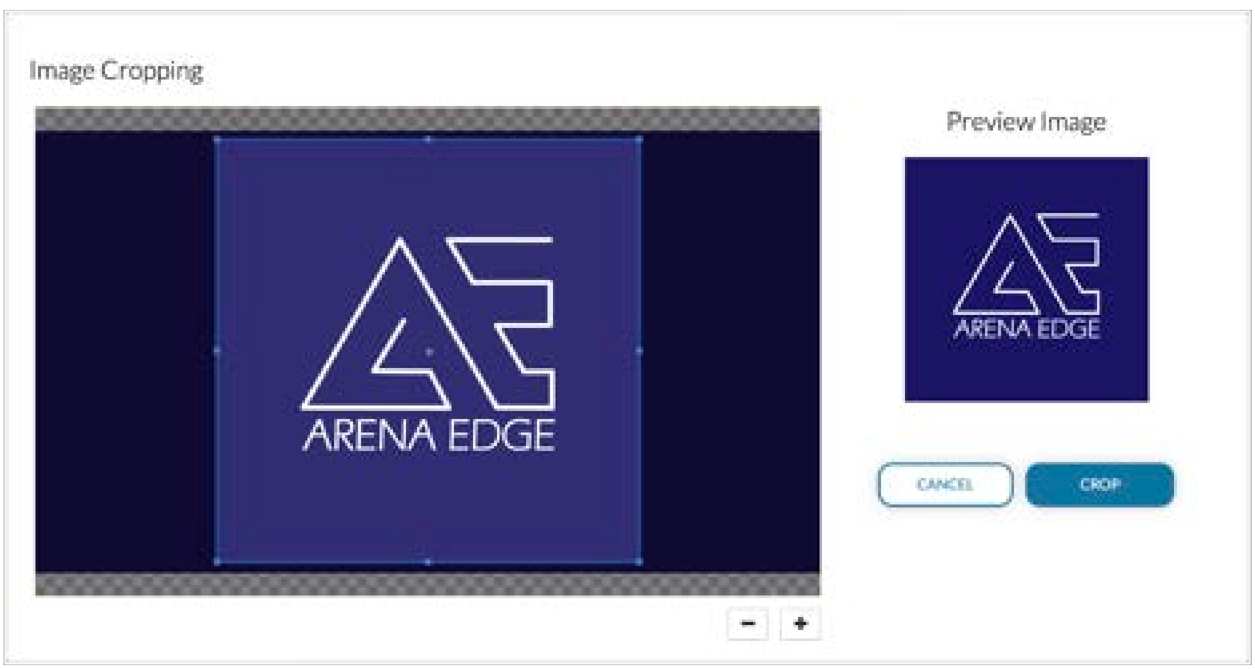
1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. Click the colored box next to the **Pick Your Channel Color** text.
4. Select the desired color from the color palette widget or enter the color code in either the **Hex** field or the **RGB** field.

5. Close the color palette widget.
6. Click the blue **Save** button at the bottom of the page.

Upload a Channel Logo

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. Either drag and drop the image file into **Select Channel Logo** uploader or click the uploader and browse the computer's file directory to locate the appropriate file.

4. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



5. Adjust the cropper box as needed with the following steps *(optional)*:

- **Resize:** Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio

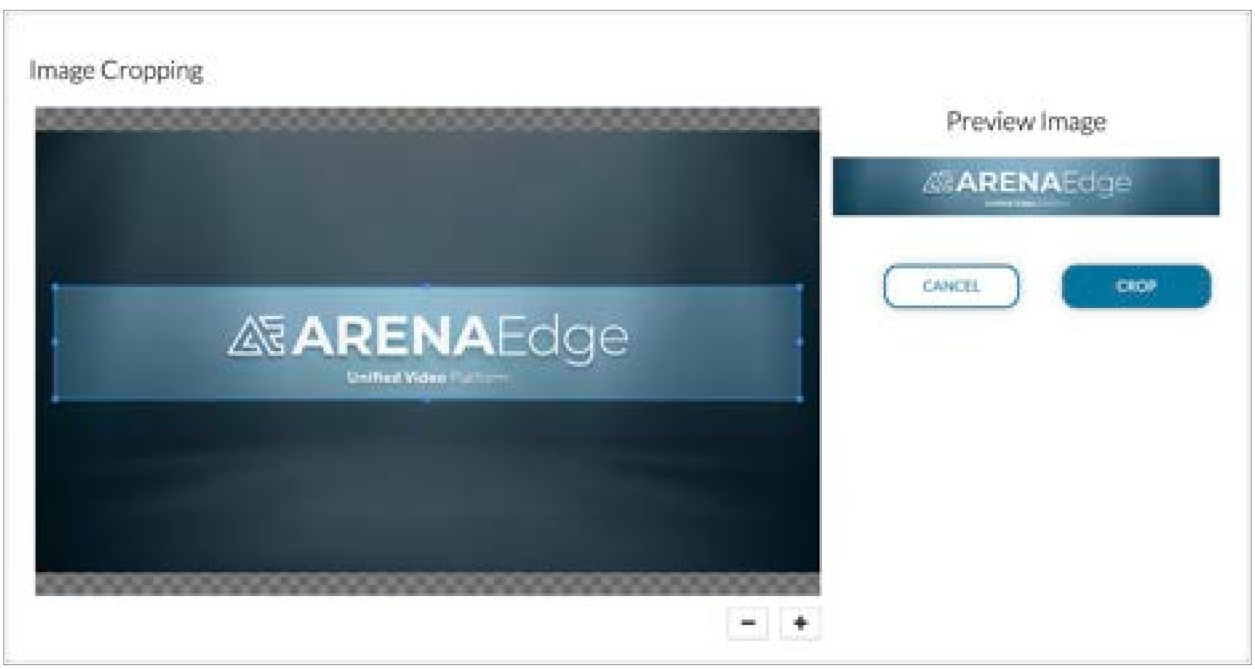
- **Reposition:** Click and drag the center of the cropper box to move the selected area
- **Zoom-in:** Click the + button to zoom-in on the selected area
- **Zoom-out:** Click the − button to zoom-out of the selected area

6. Once all unwanted areas of the image appear outside of the cropper, click the CROP button and the image will begin uploading as it appears in the **Preview Image** panel.
7. When the upload is complete, click the blue **Save** button at the bottom of the page.

Upload a Desktop Banner

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. Either drag and drop the image file into **Desktop Banner** uploader or click the uploader and browse the computer's file directory to locate the appropriate file.

4. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



5. Adjust the cropper box as needed with the following steps *(optional)*:

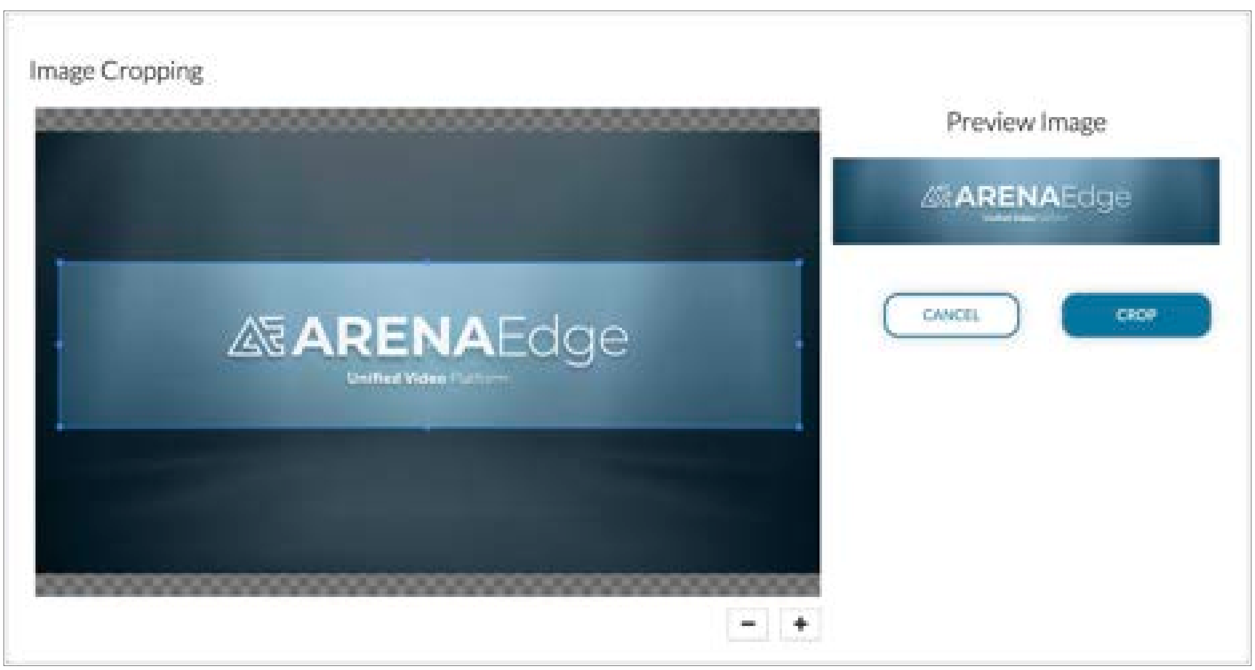
- **Resize:** Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
- **Reposition:** Click and drag the center of the cropper box to move the selected area
- **Zoom-in:** Click the + button to zoom-in of the selected area
- **Zoom-out:** Click the − button to zoom-out of the selected area

6. Once all unwanted areas of the image appear outside of the cropper, click the CROP button and the image will begin uploading as it appears in the **Preview Image** panel.
7. When the upload is complete, click the blue **Save** button at the bottom of the page.

Upload a Mobile Banner

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. Either drag and drop the image file into **Mobile Banner** uploader or click the uploader and browse the computer's file directory to locate the appropriate file.

4. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



5. Adjust the cropper box as needed with the following steps *(optional)*:

    - **Resize:** Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
    - **Reposition:** Click and drag the center of the cropper box to move the selected area
    - **Zoom-in:** Click the + button to zoom-in of the selected area
    - **Zoom-out:** Click the − button to zoom-out of the selected area

6. Once all unwanted areas of the image appear outside of the cropper, click the CROP button and the image will begin uploading as it appears in the **Preview Image** panel.
7. When the upload is complete, click the blue **Save** button at the bottom of the page.

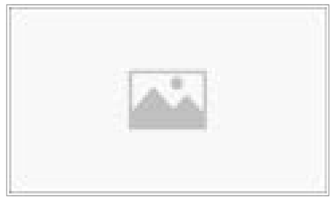
Add Text to a Banner

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. In the **Banner Settings** section, enter a title and description for the banner in the corresponding fields.

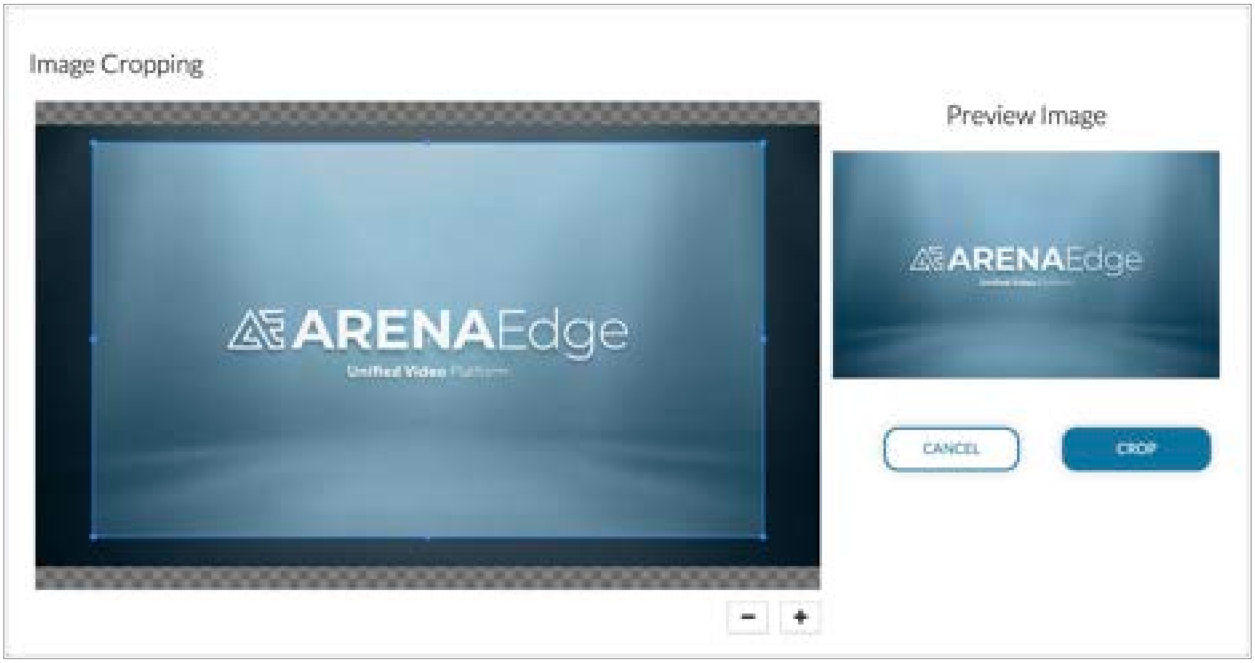
4. Click the blue **Save** button at the bottom of the page.

Upload a Channel Background

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.
3. Either drag and drop the image file into **Channel Background** uploader or click the uploader and browse the computer's file directory to locate the appropriate file.



4. Select the file, then click **Open** and the image will appear inside the **Image Cropping** window.



5. Adjust the cropper box as needed with the following steps (optional):

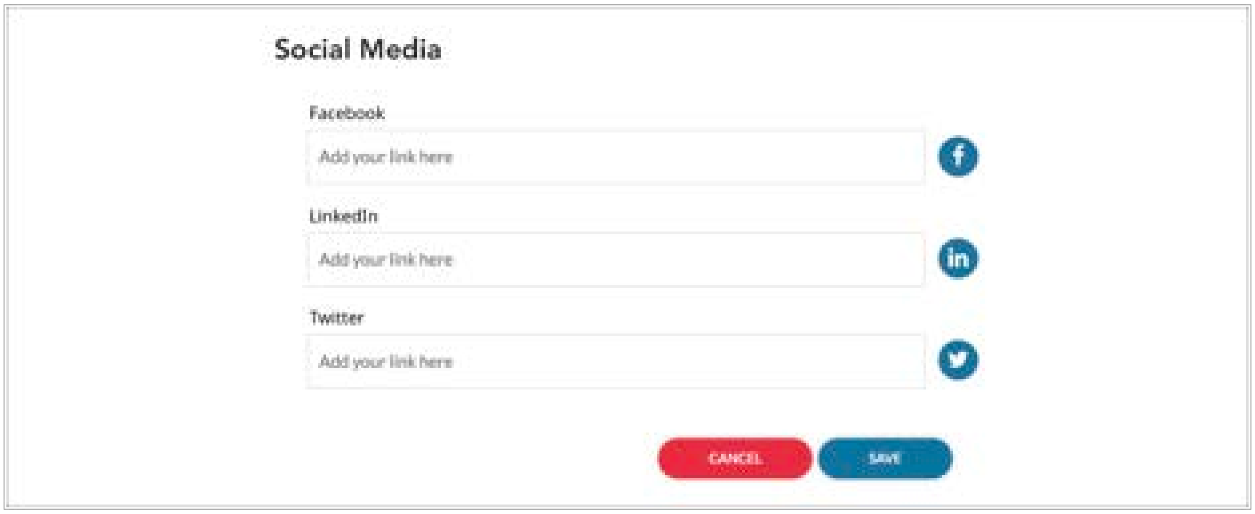
   - **Resize:** Click and drag the corners of the cropper box to scale the selected area in a locked aspect ratio
   - **Reposition:** Click and drag the center of the cropper box to move the selected area
   - **Zoom-in:** Click the + button to zoom-in of the selected area
   - **Zoom-out:** Click the − button to zoom-out of the selected area

6. Once all unwanted areas of the image fall outside of the cropper, click the CROP button and the image will begin uploading as it appears in the **Preview Image** panel.
7. When the upload is complete, click the blue **Save** button at the bottom of the page.

Embed Social Media Pages

1. Open the **Settings** section of the Admin page.
2. Select the **General** subtab.

3. In the **Social Media** section, copy and paste the social media page URL into the corresponding field(s).



4. Click the blue **Save** button at the bottom of the page.

Preferences

The preference settings subsection allows authorized administrators enable and disable certain channel features and functionalities, such as featured categories, student plan, and single sign-on. Preference settings make it easy to customize and tailor the channel to meet the demands of different use-cases and applications of the channel. The following section explains how to configure each section of Preference settings.

Preferences

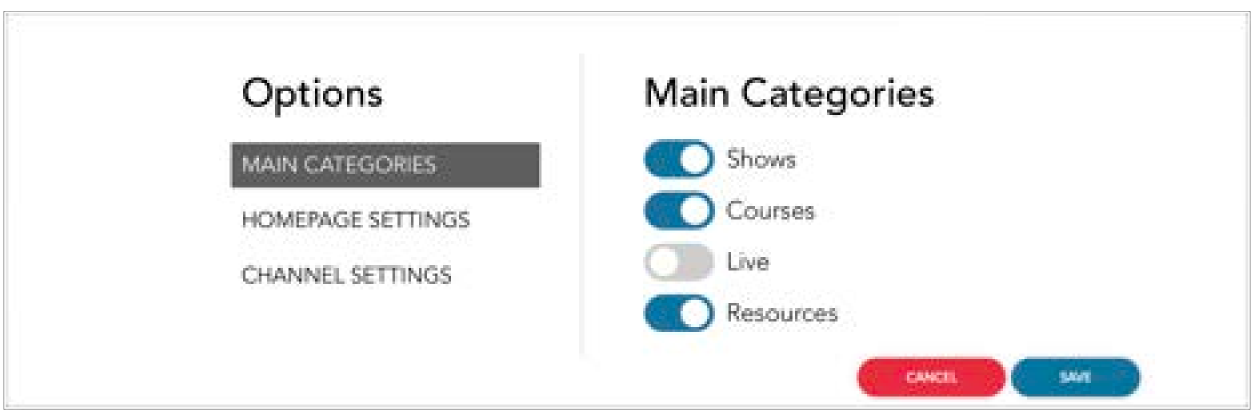
1. **Login** to the Channel Page
2. Select **Admin** from the user Profile dropdown list.
3. Click the **Settings** tab.
4. Select the **Preferences** subtab.
5. In the **Options** panel, select one of the following options and configure the section accordingly:

   - **Main Categories:** Enable or disable the parent categories included on the channel page
   - **Homepage Settings:** Enable or disable various channel page features available to users
   - **Channel Settings:** Enable or disable channel access settings and channel behaviors

6. Refer to the following sections for instructions on configuring each preferences subsection.

Main Categories

1. Open the **Settings** section of the Admin page.
2. Click the **Preferences** subtab.
3. Select **Main Categories** in the Options panel.



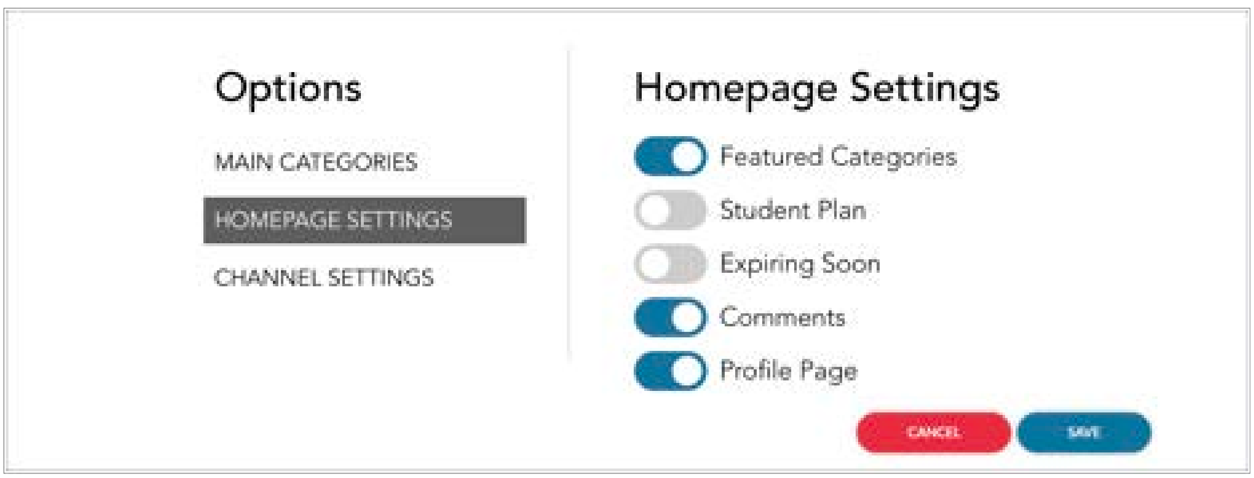
4. Enable or disable the main categories by clicking the switch next to each main category:

- **Shows:** Main category consisting of multimedia and communications-based programs
- **Courses:** Main category consisting of learning-based courses and content
- **Live:** Main category consisting of recorded shows, webinars, lectures, and presentations
- **Resources:** Main category consisting of downloadable collateral material

5. Click the blue **Save** button once the main categories have been configured accordingly.

Homepage Settings

1. Open the **Settings** section of the Admin page.
2. Click the **Preferences** subtab.
3. Select **Homepage Settings** in the Options panel.



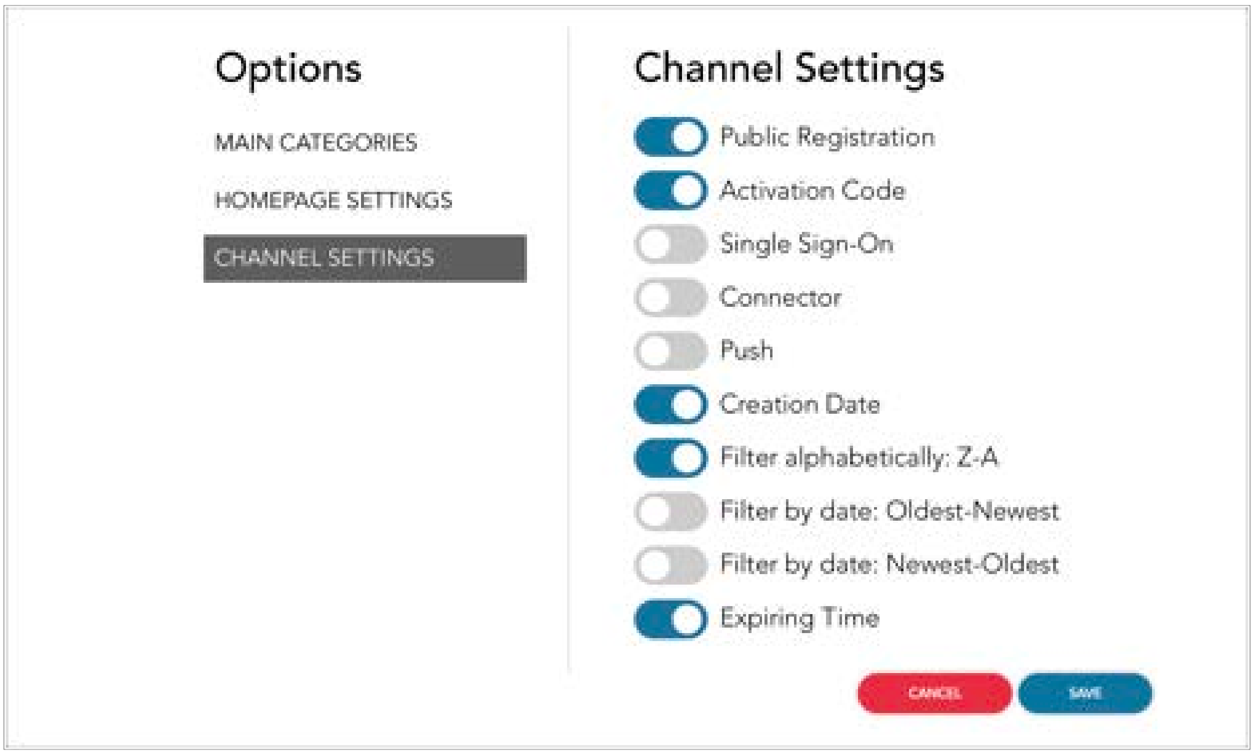
4. Enable or disable the homepage settings by clicking the switch next to each homepage feature:

- **Featured Categories:** A highlighted list of categories at the top of the channel page
- **Student Plan:** Series of certification-based shows or courses assigned to a specific user
- **Expiring Soon:** Category with shows that in expire in a predetermined number of days
- **Comments:** Discussion forum on each show's Show Details page
- **Profile Page:** Personalized section of the channel containing basic profile details and viewing history of a given user

5. Click the blue **Save** button once the homepage preference settings have been configured accordingly.

Channel Settings

1. Open the **Settings** section of the Admin page.
2. Click the **Preferences** subtab.
3. Select **Channel Settings** in the Options panel.



4. Enable or disable the channel settings by clicking the switch next to each channel feature.

- **Public Registration:** Allow individuals to self-register to the channel page
- **Activation Code:** Require first time users to enter an auto-generated passcode to login
- **Single Sign-On:** Lightweight Directory Access Protocol (LDAP) database integration
- **Connector:** Redirect users to an external web location when logging out of channel page
- **Push:** Enable the Push button on show content cards
- **Creation Date:** Display the date shows were created on the show content cards
- **Filter Alphabetically Z-A**: Organize shows in reverse alphabetical order

- **Filter by Date Oldest-Newest**: Organize shows in reverse order of creation date
- **Filter by Date Newest-Oldest**: Organize shows in order of creation date
- **Expiring Time:** Number of days prior to a show's expiration date that the show is added to the Expiring Soon category

5. If **Single Sign-On** has been enabled, complete the **Single Sign-On** information fields that appear below the switch.

6. If the **Connector** has been enabled, enter the **URL** of the web page that user's will be redirected to when logging of the channel page.

7. If **Expiring Time** has been enabled, enter the number of days prior to a show's expiration date that it will be placed into the **Expiring Soon** category.

8. Click the blue **Save** button after the channel preference settings have been configured accordingly.

Channels

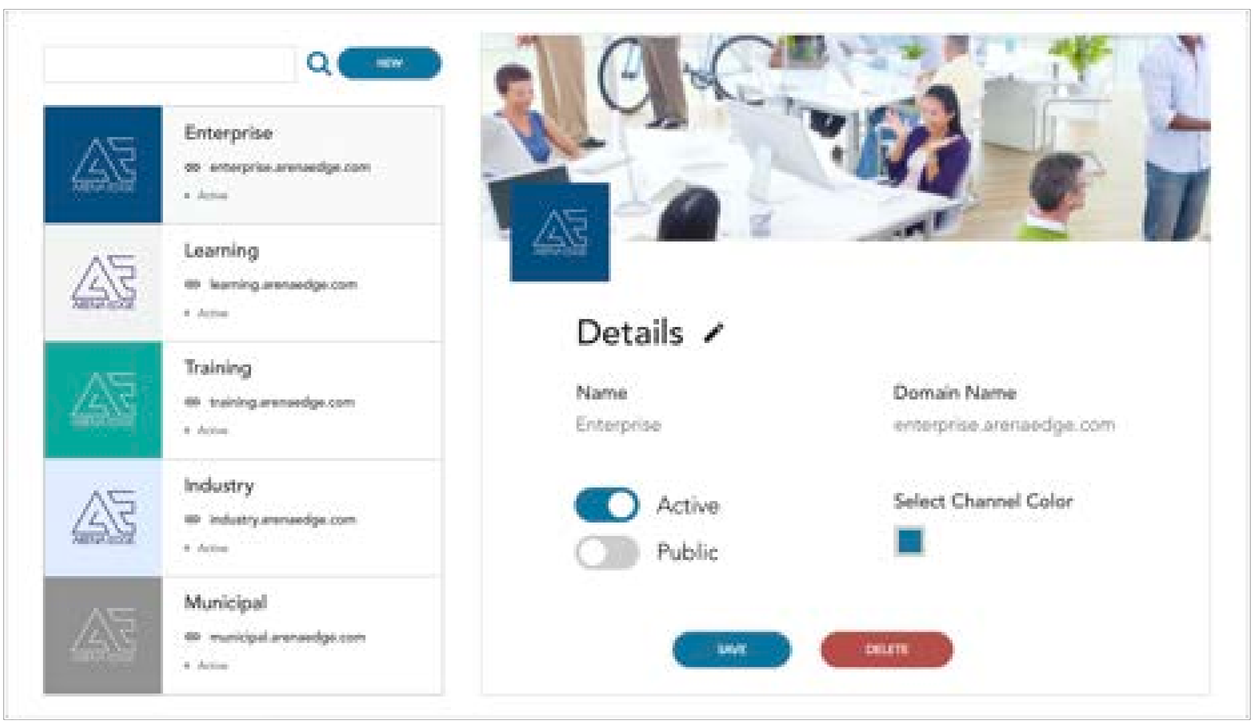
The Channels section of the Admin page allows authorized administrators to manage additional channels that are associated with a broader network of channels within the platform. For instance, a university system may require a different channel for each school or campus within the system. In this case, each of these channels could be accessed and configured through the Channels section of the Admin page.

It is important to note that a channel can only be created by an Arena Edge team member. For questions regarding an additional channel(s), please contact your channel manager at support@arenaedge.com.

Accessing the Channels Page

1. **Login** to the Channel page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Channels** tab found at the top of the Admin page.

The Channels Page displays a list of all channels within a single network of channels and details about the selected channel in the panel to the right. The list of different channels contains basic information about each channel, including the Name, Domain Name, logo, and active or inactivate status. Channels can be searched for by entering keywords associated with the channel in the search text field. Selecting a channel from the list will display additional information about the channel in the details panel to the right.



Edit Channel Details

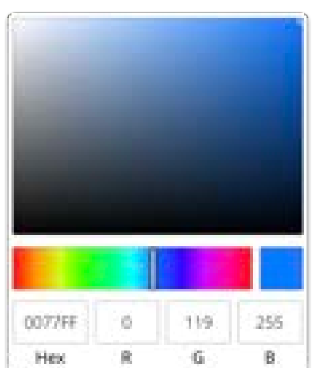
1. From the Channels page, select the desired **Channel** from the list of channels on the left and the channel's information will appear in the **Details** panel to the right.
2. To edit the **Name** of the channel, click the icon next to the Name text field and enter a new name for the channel.
3. To edit the **Domain Name** of the channel, click the icon next to the Domain Name field and enter a new domain name for the channel.
4. Click the **Active** switch to change the status of the channel.

- **Active:** Live channel with normal access
- **Inactive:** Temporarily deactivates channel and restricts access

5. Click the **Public** switch to change the privacy settings of the channel.

- **Public:** Allow Guest user to see publicly available content
- **Private:** Require users to have valid login credentials to access the channel

6. To edit the channel's primary color, click the **Color Palette** button and select a color scheme for the channel from the **Color Picker** widget.



7. Once the appropriate changes have been selected, click the blue **Save** button.

Delete a Channel

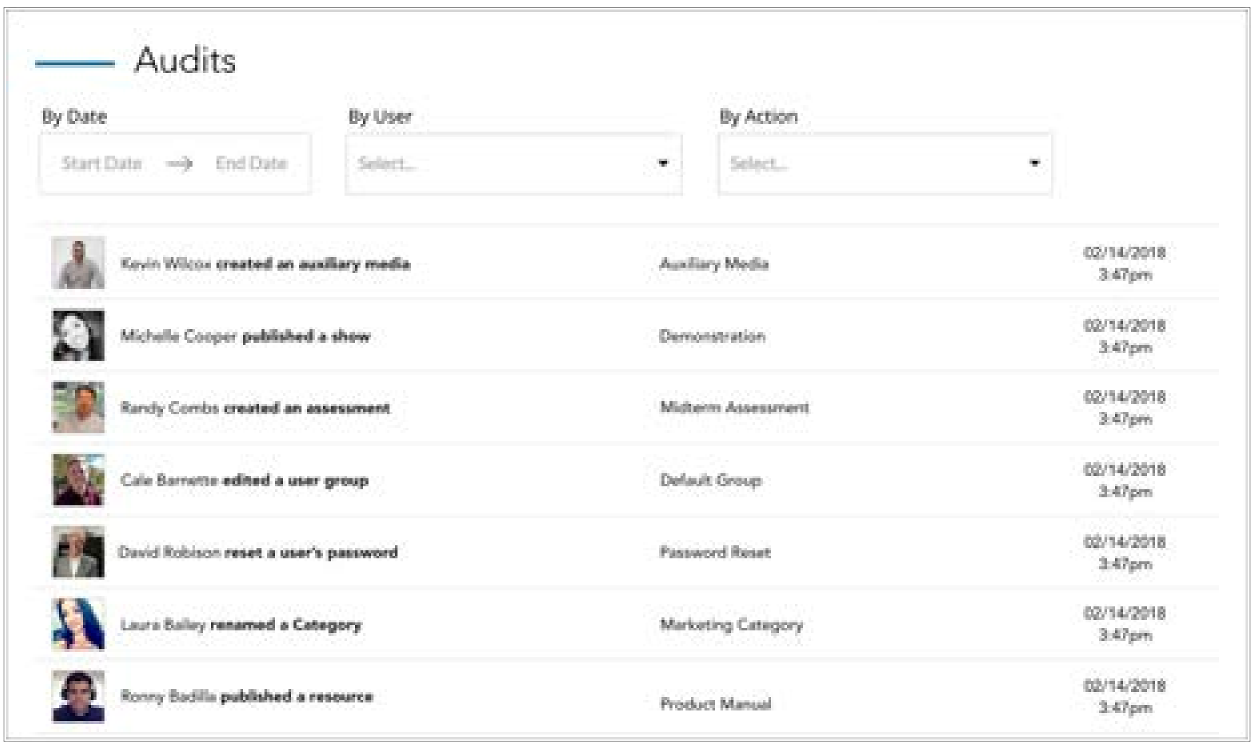
1. From the Channels page, select the desired **Channel** from the list of channels on the left and the channel's information will appear in the **Details** panel to the right.

2. Click the red **Delete** button.
3. Enter the channel’s domain name in the alert message that appears, then click the blue **Delete** button.

Audits

The Audits section of the Admin page contains a complete record of administrative activity by all users with administrative access. For example, if a show has been edited or a user's password has been reset, this activity will be recorded in Audits, where authorized administrators quickly and easily find what changes were made, who made the changes, and when the changes occurred. By default, super administrators are the only users with permission to access the audits page. Super admins can locate specific activity by applying the following audit filters:

- **By Date:** Display the activity that occurred within a specific timeframe
- **By User:** Display the activity of a specific admin user
- **By Action:** Display the activity of specific administrative actions



Accessing the Audits Page

1. **Login** to the Channel page.
2. Select **Admin** from the user Profile dropdown menu.
3. Click the **Audits** tab found at the top of the Admin page.

Description of Action Types

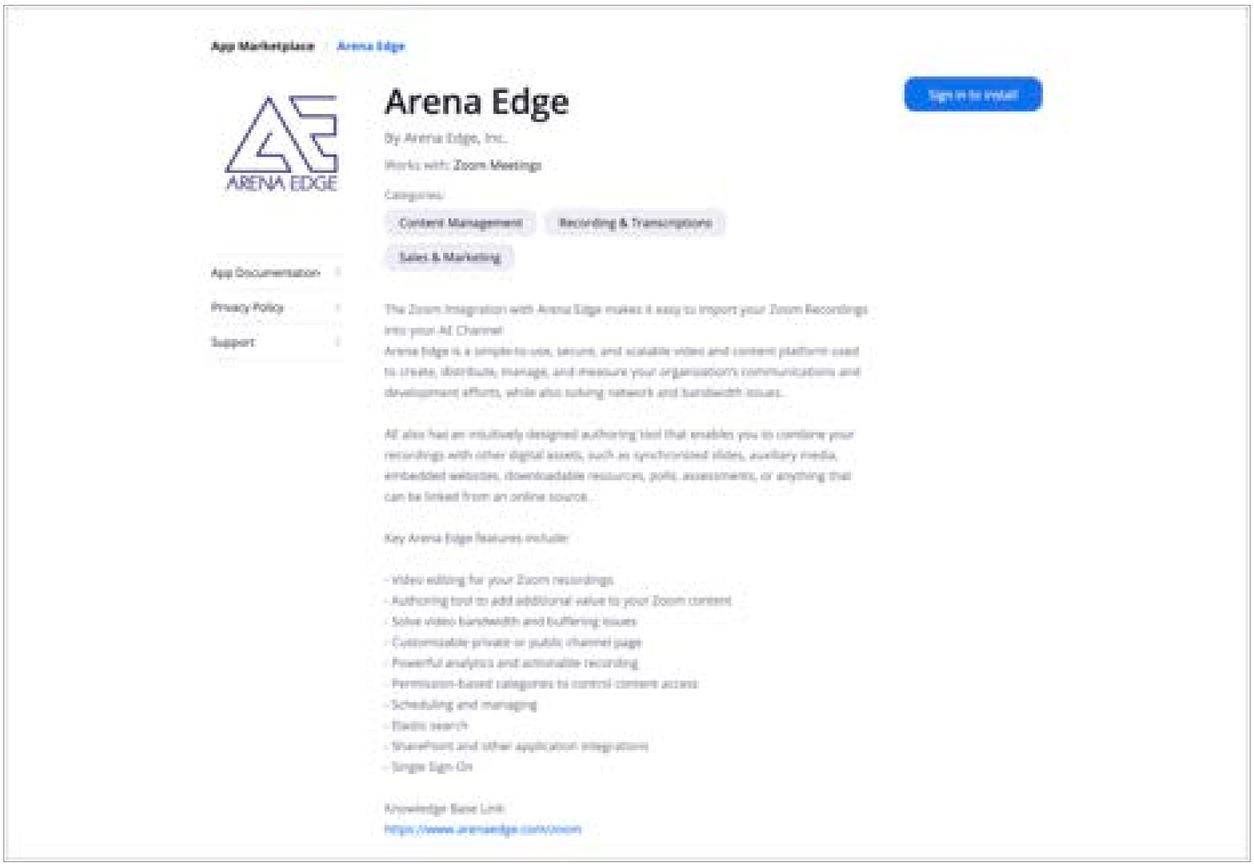
- **Create:** A new event has been created in a show

- **Delete:** An event has been deleted from a show
- **Update:** An event has been edited in a show
- **Create Assessment:** A new assessment has been created in a show
- **Delete Assessment:** An assessment has been deleted from a show
- **Update Assessment:** An assessment has been edited in a show
- **Login:** A specific user has logged into the channel
- **Create Auxiliary Media:** An auxiliary media has been created in a show
- **Delete Auxiliary Media:** An auxiliary media has been deleted from a show
- **Update Auxiliary Media:** An auxiliary media has been edited in a show
- **Create Closed Caption:** Subtitles have been created in a show
- **Delete Closed Caption:** Subtitles have been deleted from a show
- **Update Closed Caption:** Subtitles have been edited in a show
- **Create Channel:** A new channel has been created
- **Delete Channel:** A channel has been deleted
- **Update Channel:** A channel has been edited
- **Create Chapter:** A chapter has been created in a show
- **Delete Chapter:** A chapter has been deleted from a show
- **Update Chapter:** A chapter has been edited in a show
- **Create Hotspot:** A hotspot has been created in a show
- **Delete Hotspot:** A hotspot has been deleted from a show
- **Update Hotspot:** A hotspot has been edited in a show
- **Activation Code:** The activation code has been enabled or disabled
- **Connector:** The connector has been enabled or disabled
- **Public Registration:** Public registration has been enabled or disabled
- **Single Sign-On:** Single sign-on has been enabled or disabled
- **Comments:** Comments have been enabled or disabled
- **Expiring Soon:** The expiring soon category has been enabled or disabled
- **Featured Categories:** Featured categories have been enabled or disabled
- **Profile Page:** The profile page has been enabled or disabled
- **Student Plan:** Student plan has been enabled or disabled
- **Courses:** The courses main category has been enabled or disabled
- **Live:** The live main category has been enabled or disabled
- **Resources:** The resources main category has been enabled or disabled
- **Shows:** The shows main category has been enabled or disabled
- **Push:** A show has been pushed to Edge

- **Unpush:** A show has been unpushed from Edge
- **Create Question:** An assessment question has been created in a show
- **Delete Question:** An assessment question has been deleted in a show
- **Update Question:** An assessment question has been edited in a show
- **Admin:** Permissions for the admin user role have been edited
- **Developer:** Permissions for the developer user role have been edited
- **Global Admin:** Permissions for the global admin user role have been edited
- **Guest:** Permissions for the guest user role have been edited
- **Moderator:** Permissions for the moderator user role have been edited
- **Producer:** Permissions for the producer user role have been edited
- **Reporter:** Permissions for the reporter user role have been edited
- **Student:** Permissions for the student user role have been edited
- **Super Admin:** Permissions for the super admin user role have been edited
- **Create Show:** A new show has been created
- **Delete Show:** A show has been deleted
- **Update Show:** A show has been edited
- **Create Slide:** A slide has been added to a show
- **Delete Slide:** A slide has been deleted from a show
- **Update Slide:** A slide has been resynchronized in a show
- **Create User:** A new user has been created
- **Delete User:** A user has been deleted
- **Forgot Password:** A user’s password has been reset
- **User Role:** A user’s role has been updated
- **Update User:** A user’s information has been edited

Zoom Integration

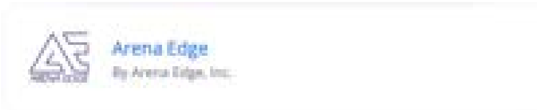
Arena Edge customers with a free or paid Zoom account have the ability to integrate their Zoom Cloud recordings with their Arena Edge channel and import these recordings when creating new shows. After setting up the integration, the Zoom app will be listed under the My Apps panel of the Select Media page, allowing show producers to browse and import their Zoom Cloud recordings instead of uploading a video from their file directory system. The integration process is quick and easy and only requires a free or paid Zoom account and administrator privileges to an Arena Edge channel.



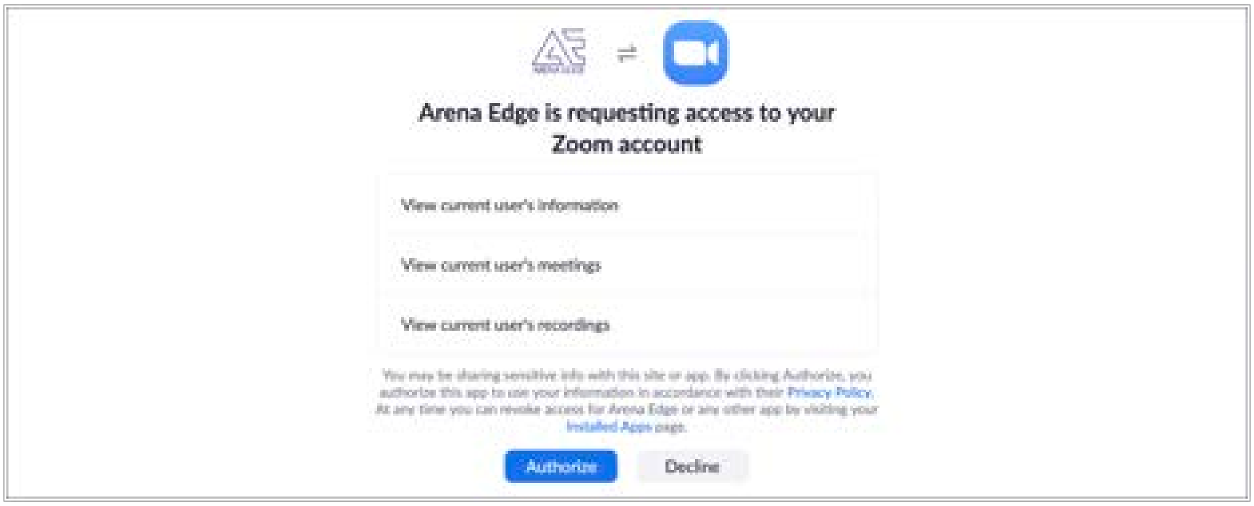
The following section explains how to complete the Zoom integration.

Zoom Installation and Configuration

1. **Login** to your Zoom account and navigate to the **Zoom App Marketplace**.
2. Search for **Arena Edge**, then click on the Arena Edge app.



3. Click the  button, then review the permissions being requested.



4. After reviewing the requested permissions, click the  button.
5. Enter the **URL** to your channel in the required format (https://example.arenaedge.com).

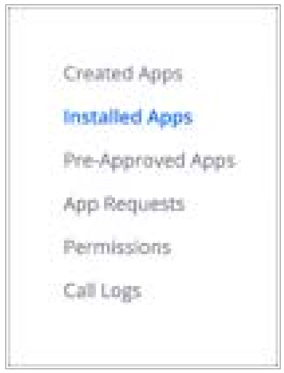
6. After the domain has been verified, click the  button and you will be redirected to the channel login page.
7. **Login** to the channel with your administrator credentials to complete the integration process.

Zoom Uninstallation

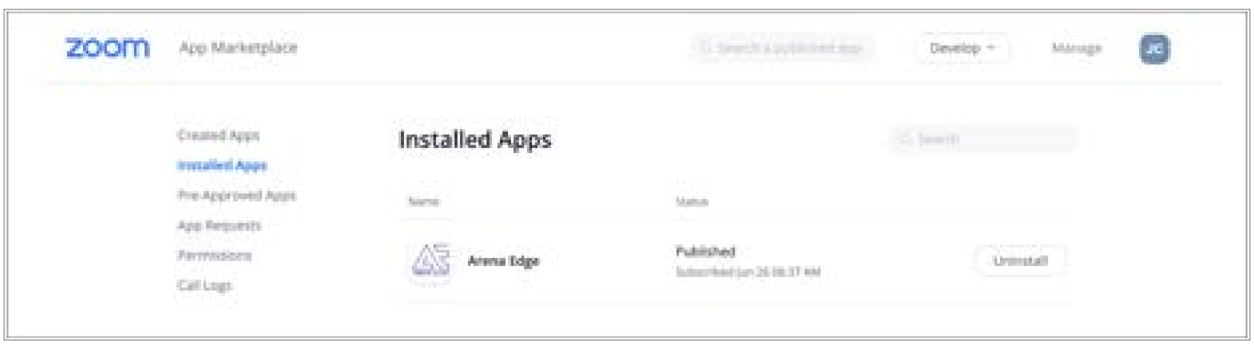
1. **Login** to your Zoom account and navigate to the **Zoom App Marketplace**.

2. Click the **Manage** button located in the top right corner of the marketplace page.

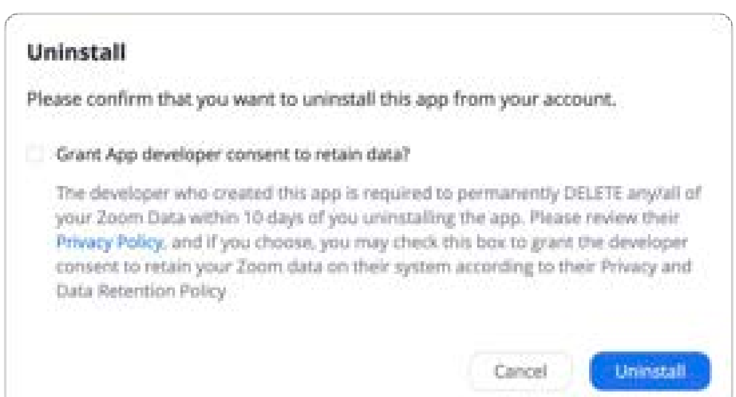
3. Select **Installed Apps** from the panel to the left.



4. Locate the Arena Edge app, then click the  button.



5. Confirm the uninstallation but clicking the  button.



Tech Specs

(Coming Soon)

Frequently Asked Questions

1) **How user-friendly is Arena Edge for users with limited technical expertise?**

    - Administrators, Subject Matter Experts, or just about anyone in your organization can begin quickly creating shows within minute of watching tutorials and without IT assistance. Additionally, we open the platform for more technical users that want to easily add custom capabilities to their shows.

2) **What is an Arena Edge Channel?**

    - An Arena Edge Channel is a customizable portal that consolidates all of your organization's content into one dynamic, compelling, and user-friendly environment. A Channel Page is enhanced by the ability to customize content choices based upon user login credentials and it can also be branded to meet your organization's digital presence.

3) **How can content be organized within a channel?**

    - Administrators can place shows into customizable categories and sub-categories, which allows users to easily navigate for specific shows and content within the channel page. An additional capability allows administrators to highlight "Featured Shows", which are shows that are prominently displayed on the channel's homepage.

4) **How can content be organized within a show?**

    - Content can be organized within a show in a variety of ways, such as synchronized chapters and events, the resources tab in the information panel, navigable slides that include embedded link, and much more.

5) **How long does it take to deploy Arena Edge?**

    - Arena Edge is a cloud-based application on Amazon Web Services and has a built-in streaming Content Delivery Network. Once a video and slides have been created, any authorized administrator can build a show in minutes and immediately publish their show worldwide with the click of a button. Additionally, Arena Edge is CDN agnostic which enables our clients to use a different CDN, if desired.

6) **How scalable is Arena Edge's platform?**

    - Arena Edge's platform is built on AWS elastic content delivery network, which allows it to scale automatically, just like Netflix, to any number of concurrent users.

7) **Does Arena Edge support my media files?**

    - Arena Edge converts all video files to an H.264 MP4 format, allowing it to provide high quality video on a wide variety of systems and networks. However, a show producer can still upload any type of video file because Arena Edge automatically detects the file type and properties of the original file and transcodes it into an MP4 file. Supported slide and thumbnail files include PowerPoint files, Web Page files, and Web Graphic files, such as .gif or .jpeg files. Supported collateral files include, but are not limited to, Audio and Video files, Word documents, spreadsheets, PDF's, PowerPoint presentations, and much more.

8) Does Arena Edge provide encoding software?

- Yes. In fact, it is built-in to our system, which is a huge advantage that enables videos to be automatically transcoded without you doing anything.

9) Is it easy to make changes to existing shows, courses, or presentations?

- Yes. All files are kept in their native format in our system, which means they are not ingested into the video stream. This is a big deal because it allows our customers to quickly and simply make changes to their shows or courses. In addition, we use a patented technology called time-mapping, so each slide, assessment, poll, and event is assigned a specific and adjustable time code which matches the time in the audio or video file for which you want the action to occur.

10) How can I add custom features to a show?

- Our “Event Engine” allows administrators to select form a list of pre-coded custom features, or add their own unique features, that control various functions of the show, such as tracking progress, opening message boxes, open webpages, open other videos, etc.

11) How secure is Arena Edge?

- Arena Edge is built in Amazon Web Services and uses HTTPS and Single Sign-On with Lightweight Directory Access Protocol encryption and other high-level security features to ensure the integrity and security of customer connections.

12) Do I have to buy any other software license to access Arena Edge?

- No. An Arena Edge software license comes with your purchase, so there is no requirement to buy other licenses or software.

13) Can I include external resources in my show?

- Yes. Arena Edge allows show producers to use their show’s slides as a launchpad for embedded links of any type of supporting content that can be linked from an online source.

14) Can I access Arena Edge’s platform from a computer other than the one I am registered on?

- Yes. Arena Edge is a web-based solution that can be accessed on any browser or device with valid login credentials.

15) Does Arena Edge keep track of metrics and data from my users?

- Yes. Arena Edge has extensive data mining capabilities for real-time actionable reporting. Arena Edge reports can be exported in different Excel formats, reporting capabilities drill down users by profile, polling and assessment results, and viewing by show or user. Reporting can also be filtered by customizable metrics you collect upon user registration and individually analyze with survey data.

16) Why isn’t my show listed on the channel page?

- A show may not be appearing on the channel page for one or more of the following reasons. The show has only been drafted and not yet published or it has been unpublished. The show has expired or hasn’t reached its assigned start date. The show hasn’t been assigned to a user group, so users don't have sufficient viewership permissions for the show to be listed on the channel page. Double check that the show is published, falls within its schedule availability dates, and assigned to a particular user group.

17) Why isn't a category appearing on the channel page?

- A category will only appear on the channel page if the category has at least one published show within it.

18) How do I know when my video has been processed?

- If a show producer has allowed their channel to send browser push notifications, they will receive a browser notification when the video is done processing. Once the video has been processed, a blue checkmark will permanently be displayed next to the show's title in the top left corner of the publisher interface.

19) What is the difference between a show resource and a channel resource?

- A show resource can only be accessed and downloaded in the show it was uploaded to, whereas, a channel resource can only be accessed and downloaded from the category it belongs to on the channel page.

20) Why can't I make a group public?

- A channel must be made public for a public group to exist. By default, Arena Edge channels are private when they are created but can be switched to public at any time in the General Settings section of the Admin page. Once the channel is made public, a public group option will be added to the details panel in the Groups section of the Admin page.

21) Why isn't my URL working when I try to create an Open URL in Popup hotspot or a URL auxiliary media?

- Arena Edge requires webpages to have a trusted SSL Digital Certificate in order to embed that webpage into a show in an iframe popup. This means that a webpage must have HTTPS attached at the beginning of the URL. If the URL does have HTTPS attached to the beginning of it and the webpage still isn't accepted, it is likely that the webpage owner has restricted the webpage from being embedded into third party sites. An alternative solution when this arises is to open the URL in a new browser tab.

Glossary

Activation Code

- Required passcode that first-time users receive in the registration e-mail

Active Content

- Content that is currently within the timeframe of its configured availability dates

Active User

- User that has logged into platform within the past 30 days

Administrator

- Administrative user role with permission to access and manage the primary components of the administration toolset

Administration (Admin) Page

- Dashboard for administering the channel page

Alert Message

- Hotspot that displays a custom message when clicked

Analytics Report

- Tracks the number of external views for an embedded show

Assessment

- A question or series of questions in a show and the general properties of these questions

Assessment Report

- Details and results of completed assessments per show or per user

Audits

- Activity log that tracks administrative actions of users with administrative access

Author

- A contributor or featured individual in a show but is not a registered channel user

Auxiliary (Aux) Media

- Secondary video or webpages that open automatically at a specific time within a show

Available Dates

- Start date and end date for when a show is active and available on the channel page

Banner Description

- Body text displayed on the channel banner

Banner Settings

- General settings section where the banner title and banner description are entered

Banner Title

- Header text displayed on the channel banner

Category

- Subset of shows on the channel page

Category Thumbnail

- Custom image used for a category

Channel Background

- Custom image that appears on the login page

Channel Banner

- Custom image that appears at the top of the channel page

Channel Color

- Primary color used for various UI elements on the channel page

Channel Logo

- Custom image used as the channel's profile picture

Channel Page

- End-user interface where shows and content can be accessed

Channel Settings

- Preference setting subsection where channel behaviors and can be enabled or disabled

Chapter

- Timed segments that can be used to navigate a show

Closed Caption

- Subtitle text that can be added to a show

Comments

- Discussion forum on the show details page

Connector

- Web location that users are redirected to when logging out of the channel page

Content Card

- The actionable tiles that represent and open each show, course, program, or resource

Course

- Program or content type intended to measure learning outcomes

Credits

- Details about the author or contributors of an individual show

Dashboard (Admin Page)

- Toolset used to administer every aspect of the channel page and channel users

Desktop Banner

- Custom image that appears at the top of the channel page when viewing from a desktop device

Drafted

- Status of content that has been created but has not been published to the channel page

Embed

- The link or string of code associated with a specific show that allows the show to be used as an element in a third-party webpage

Event

- A synchronized show feature that automatically changes the placement and layout of the video and slide panels within a show

Expiration (End) Date

- The last day a show is available to users

Expired Content

- Content that has exceeded its of its expiration date and is no long available to users

Expiring Soon

- Category at the top of the channel page containing shows that expire in a predetermined number of days

Expiring Time

- Predetermined number of days prior to a show's expiration date before the show is added to the optional Expiring Soon category

Fail Action

- Action that occurs after a user completes but fails an assessment

Featured Categories

- A highlighted list of categories displayed at the top of the Channel page

Feedback

- Feature within a show that allows viewers to submit remarks about the show to the show producer

Full Slide

- Visualization event and show layout option that enlarges the size of the slides and decreases the size of the video

Full Video

- Visualization event and show layout option that enlarges the size of the video and decreases the size of the slides

Gallery

- Repository of previously created auxiliary medias in Publisher

General Settings

- Settings subsection where the channel can be customized and branded

GIF Banner

- Refers to an animated channel banner

Global Admin

- Administrative user role with multi-channel administration access and permissions

Grid View

- Channel page and admin page layout option that displays shows in a card format

Groups

- Collection of users that content can be assigned to

Group Categories

- The categories assigned to a particular group

Group Members

- The individual users that make up a group

Guest

- Non-registered visitor of the channel page

Homepage Settings

- Preference settings subsection where different channel page features can be enabled or disabled

Hotspot

- An assigned area of a show's slide that, when a user clicks that area of the slide, triggers a pre-programmed action to occur

Hotspot Editor

- The state a show enters while hotspots are being created or edited in Publisher

Import

- Process of uploading content from a third-party authoring tool into the channel

Inactive User

- User that has not logged into platform in the past 30 days

Keywords

- Searchable metadata associated with a particular show

Courses

- Main category consisting of learning-based courses and content

List View

- Channel page and admin page layout option that displays shows in a single column format

Live

- Main category composed of recorded shows, webinars, and presentations.

Main Categories

- Parent categories located at the top of the channel page, which differentiate between different types of content and presentation formats

Mobile Banner

- Custom image that appears at the top of the channel page when viewing from a mobile device

Moderator

- Administrative user role responsible for creating and managing users and user groups

Open Media Layer

- Hotspot that opens a video or webpage on top of the show interface when clicked

Open URL in New Tab

- Hotspot that opens a webpage in a new browser tab when clicked

Open URL Layer

- Hotspot that opens a webpage on top of the show interface when clicked

Notifications

- Alerts sent to users containing important information about the channel

Pass Action

- Action that occurs after a user completes and passes an assessment

Passcode

- Password that users are required to enter to place themselves in a user group

Permissions

- The administrative privileges and access associated with a particular user role

Pause Video Player

- Hotspot and event action that pauses a show when clicked or activated

Play Video Player

- Hotspot action that continues playing the show when clicked

Poll

- Multiple-choice survey question used to gauge viewers' feedback and opinions on topics discussed in a show

Polling Report

- Type of report containing user's responses to polls within a show

Preference Settings

- Settings subsection where different channel features can be enabled and disabled

Presenter

- A show's author, producer, or contributor

Private Channel

- A channel that requires users to enter valid login credentials in order to gain access

Private Group

- A group that consists exclusively of select users

Producer

- Administrative user role responsible for creating, managing, and distributing content

Profile Page

- Personalized section of the channel containing basic profile details and viewing history of a given user

Public Channel

- A channel that allows guest access and contains publicly available content

Public Group

- A group that consists of publicly available content

Public Registration

- A channel setting that allows users to self-register to the channel page

Published

- Status of content that has been created and made available on the channel page

Publisher

- The built-in authoring tool where shows are configured

Publisher Timeline

- The bottom timeline in publisher that displays the icons of features that have been created and synchronized to the show

Push

- Process of delivering and distributing content to Edge users

Questions

- An individual question within a show's assessment

Ranking Report

- Type of report that rates shows, users, and groups according to the amount views or activity when compared to the other shows, users, or groups

Reports

- A feature and section in the admin page that contains detailed analytics about the channel

Reporter

- Administrative user role with access to view and generate reports

Reporting Dashboard

- A section in reports that provides authorized administrators with a broad analysis of channel page activity

Resources

- Main category consisting of downloadable collateral materials

Restore

- Reactivating a deleted show or user

Role

- A position held by registered channel users that determines the administrative privileges the users are permitted to access

Settings

- The section of the Admin page where the channel can be customized and configured with various features and components

Show

- A multimedia presentation that combines video with interactive and engaging features and supplemental content synchronized to the video's timeline

Shows

- Main category consisting of multimedia and communications-based programs

Show Description

- A summary of the contents presented in a show

Show Resource

- Downloadable collateral materials included in a show

Show Thumbnail

- The image that appears on a show's content card

Side-by-Side

- Visualization event and show layout option that displays the video and slides next to and parallel to each other

Single Sign-On

- Lightweight Directory Access Protocol (LDAP) database integration

Slide

- Information panel synchronized within a show

Slide Manager

- Section in publisher where slides can be uploaded and accessed

Start Date

- The date a show is scheduled to become available to users

Student

- User role with no administrative permissions

Student Plan

- Series of certification-based shows, courses, or programs assigned to a particular user

Super Admin

- Administrative user role with complete access to any channel (*Arena Edge team members only*)

Synchronization (Synch)

- The process of creating and timing a feature to the show's timeline

Timecode

- The time within a show that a feature has been synchronized

Video Timeline

- The timeline above the publisher timeline that reflects the viewing progress of the show

Timeline Icon

- The icon below the publisher timeline that represents a feature synchronized to the show

Trash

- A subsection of the content page in admin that consists of deleted shows

Uncategorized

- A repository for shows that belonged to a deleted category

Unpublished

- Status of content that was at one time published to the channel page but has since been removed from the channel page

Unpush

- Process of repealing and removing a pushed show from Edge users' devices

User

- A registered individual with valid login credentials for accessing the channel

Viewership Report

- Type of report that contains details and data on the views associated with a particular show, user, or group