

A Guide to TheWell Cloud

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Introduction

Welcome to this introduction to TheWell Cloud. This manual provides a guide to the TheWell Cloud portal and how you as an administrator can manage the different sections, you have been granted access to.

TheWell Cloud is an integrated part of TheWell Systems. Boxes and content (media and Moodle courses) are managed and structured on cloud.

We advise that each organisation appoint someone to serve as the main cloud administrator. Others may be added to serve in content creation or managing boxes. They will still be granted access to the cloud, but will serve on the cloud with different roles and therefore have different levels of access.

Our cloud solution is designed to cater for multiple use-case scenarios. We have created a cloud portal which can be customized to serve your needs as an organisation. Our structure allows organisations to manage boxes and updates on many levels and enables content creators to easily setup media content for distribution purposes.

Please connect with TheWell Systems team, so we can help you setup your organisation on the cloud and design the different roles you need to work effectively.

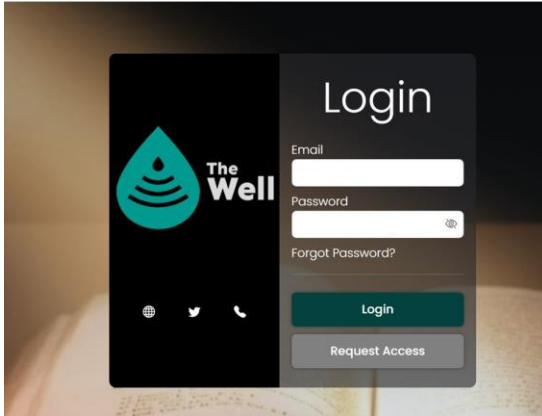
Accessing TheWell Cloud portal

This is the link to TheWell Cloud portal: <https://thewellcloud.com>

If you already have an activated account and remember your password, then please insert email and password and click “login”.

If you do not have access to TheWell Cloud or have forgotten your password, please take one of the steps below.

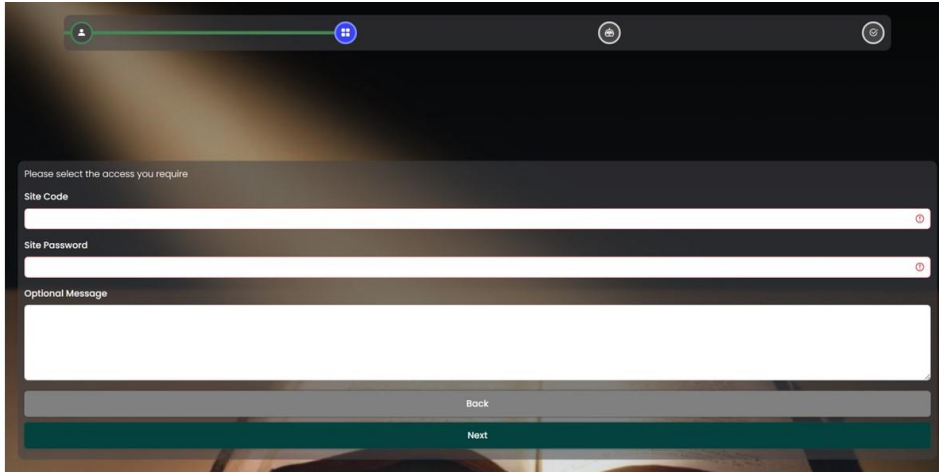
The first time you login



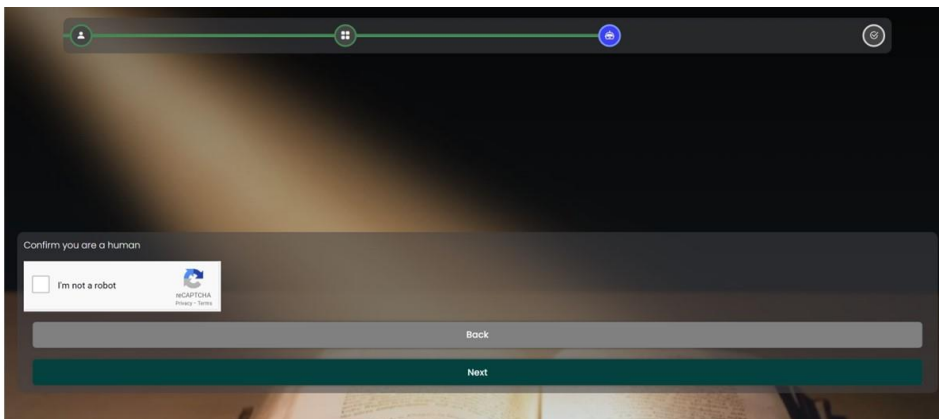
To login to TheWell Cloud portal for the first time you must request access.

Click “request access” and follow the instructions.

Insert your name (first and last name), email and create a password. Notice the requirements listed for an acceptable password. Please click “next” when you have added all the details.

A screenshot of a mobile application registration screen. At the top, there is a dark navigation bar with a progress indicator consisting of four circles connected by a line. The second circle is highlighted in blue. Below the navigation bar, the main content area has a dark background. It starts with the text "Please select the access you require". There are three input fields: "Site Code" (a text field), "Site Password" (a text field with a red eye icon for toggling visibility), and "Optional Message" (a larger text area). At the bottom of the form, there are two buttons: "Back" (grey) and "Next" (green).

To complete your registration process you will need some information from the main cloud administrator. If you are the main cloud administrator accessing for the first time, these details will be shared with you by TheWell Systems. Insert "site code" and "site password" as provided to you. You can include an optional message. Click "next" to continue.

A screenshot of a mobile application registration screen showing a CAPTCHA verification step. The top navigation bar is the same as in the previous screenshot, but the third circle in the progress bar is now highlighted in blue. The main content area has a dark background and the text "Confirm you are a human". Below this text is a CAPTCHA widget with a checkbox labeled "I'm not a robot" and a small image of a recycling symbol. At the bottom of the form, there are two buttons: "Back" (grey) and "Next" (green).

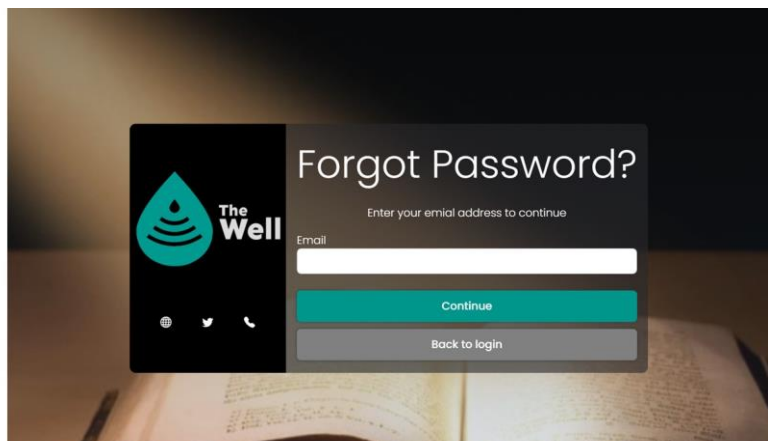
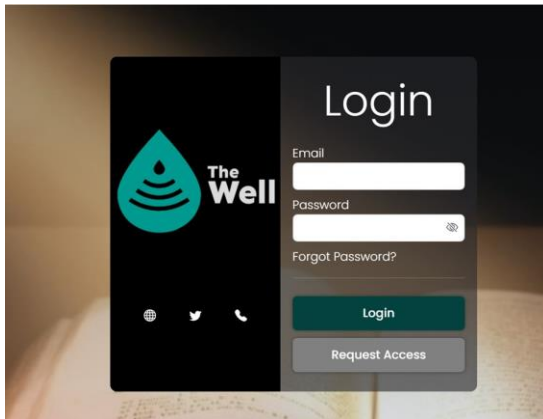
For security reasons, you are asked to confirm that you are a human. Click the box "I'm not a robot" and follow the instructions.



The progress bar on the top, shows you where you are in the registration process. You will receive an email, as soon as you have been granted access. You will also receive an email if your access request has been declined. The system will immediately notify you, if there is a problem with the information you have provided (e.g. email address already exists in the system, wrong site name or site password).

Forgot your password

If you have forgotten your password, simply click “Forgot password?” and follow the instructions.

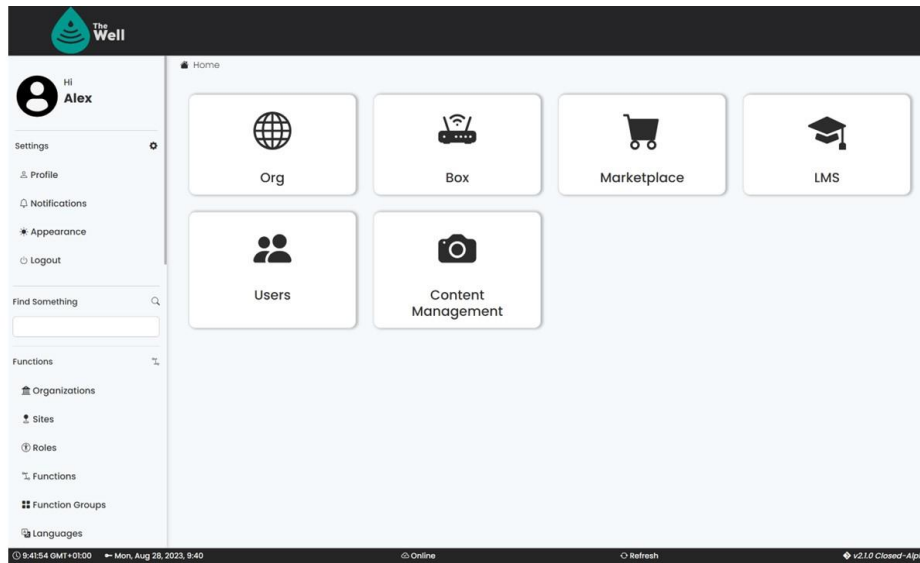


You will be asked to provide your email address. An email will be sent to your email address with a link to reset your password. Please check your junk folder if the email does not appear in your inbox.

If you have other issues accessing the portal, please contact us: support@thewell.systems – our team is always ready to help you.

TheWell Cloud

When you access TheWell Cloud you will only have access to some of the sections. Your access is defined by your main administrator or if you are the main administrator by TheWell Systems.

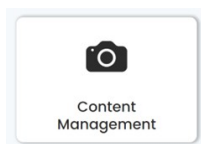


TheWell Cloud is created by multiple “tiles”. This makes the cloud very customizable to fit the needs of almost any organisation.

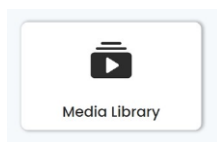
You can use the tile system to navigate through the cloud or can use the control panel on the left. If you want to navigate back to main page, you can always “click” on the logo on the top left corner. More tiles will be added as we continue to develop the cloud solution.

Uploading media

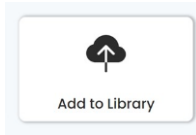
This is how you can upload media to your platform. All files you upload will be tagged to your organisation and cannot be accessed by other organisations.



Select “Content Management”.



Select “Media Library”



Select "Add to Library"

Now follow the instructions:

- 1) Select the type of media you want to upload.
- 2) Select your organisation (Note: You may have been granted access to more than one organisation. It is important that you load your content to the right organisation. All content is tagged to a specific organisation to avoid violation of IP).
- 3) Select your language (If your language is not available on the list, please contact TheWell Systems, so the language can be added).
- 4) Now you can either drag and drop your content or select directly from the file manager on your laptop.
- 5) Click "Save & upload" to continue

A screenshot of a web form titled "Upload New Content". At the top left, there is a back arrow and the text "Add to Library". Below the title, a subtitle reads "Content that you upload will be visible in the library and can be used in blueprints". The form is divided into sections. The first section is "First select the type of content you want to upload" with a "Type" dropdown menu set to "Video". The second section is "Complete the content details to upload your file" with "Organization" set to "Testing (Alpha)" and "Language" set to "ENG (English)", both with checkmarks. Below this is a large dashed box for file upload with the text "Drag and drop your file here." and "Or click to browse on your machine." A green "Save & Upload" button is at the bottom. The third section is another dashed box, partially filled, with "38%" progress and a refresh icon.

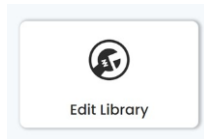
You can follow the loading process. We advise that you keep media files in a lower resolution (480p). This is important when media files are distributed to areas with limited internet access.

You cannot upload the same file name twice. The cloud will detect and give you an error message. If you see error message below, it is probably because the media file already exists in the cloud and therefore can't be uploaded a second time.

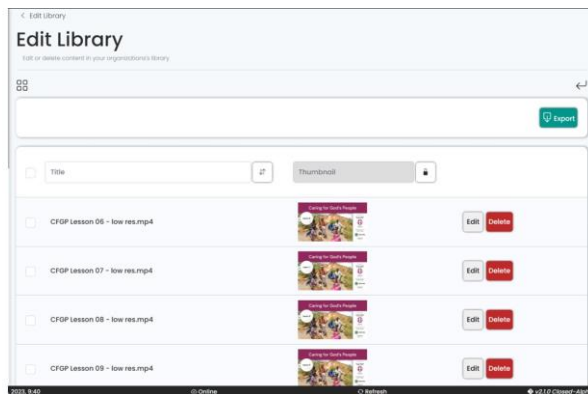
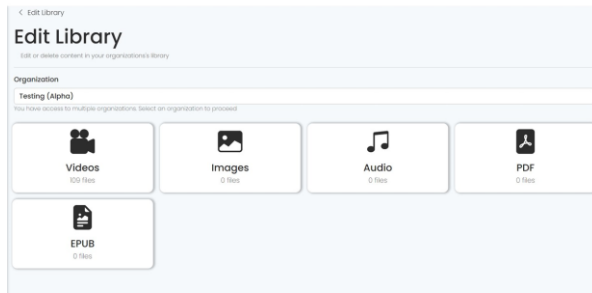
A screenshot of the upload area from the previous form. It shows the dashed box with the text "Drag and drop your file here." and "Or click to browse on your machine." Below this, a red error message reads "There was a problem with the upload." with a small upward-pointing triangle icon below it. A green "Save & Upload" button is at the bottom.

Editing library

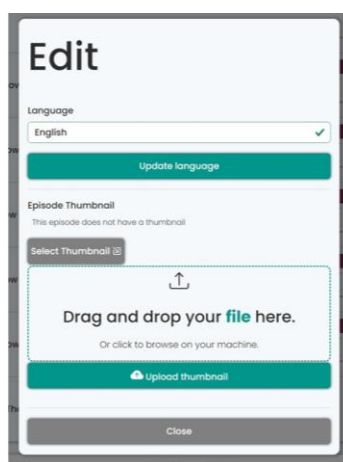
When you have uploaded the media. You need to go the edit media section to add a thumbnail.



Select your organisation (if you are responsible for more than one organisation) and choose the media type you want to edit.



On the top left corner you can decide how you want to view your library (grid or tiles). The grid view provides the best overview of your content, where you can easily identify the file based on the file name.



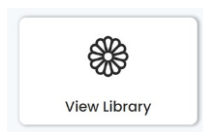
Select "edit" to access the media.

Now you can either upload a new thumbnail or choose "Select Thumbnail" to search among existing thumbnails in your library.

In the edit section you can also update the language.

Press "close" when you are done editing. The updates will be saved automatically.

Viewing library



View media works in a similar way to “edit library” without the editing features. The view library option enables members (with limited cloud access) from your organisation to view the library catalogue without editing or deleting media resources.

Structuring your library resources for delivery

When you have uploaded media resources to your library, you need to work on your content so it can be delivered as collections on your boxes.

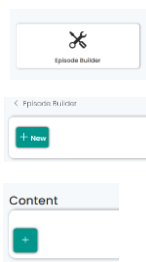


Creation of collections happens in the blueprint section, where you can create episodes, create series from multiple episodes, and compile everything in blueprints (collections). The multi-layered structure allows you to modify the content in many different ways and add descriptions to the content. The blueprint structure pulls the media files directly from the main library. This means that the same media file can be inserted into multiple blueprints without taking up extra storage.

Episode Builder

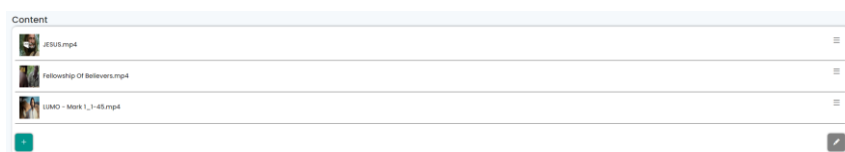
While it is possible to use “raw media files” directly in a blueprint (collection), we do recommend the use of the episode builder to create a suitable structure for your content. The episode builder allows you to combine multiple content pieces that fit together and still constitute a single episode.

This is how to build an episode:



- 1) Access the Episode Builder
- 2) Select “+New” in the top left corner.
- 3) Select your organisation (if you are administering multiple organisations).
- 4) Write your episode title and description
- 5) Press “+” to add content to your episode
- 6) Select the content from the library section based on the media type.
- 7) Press save

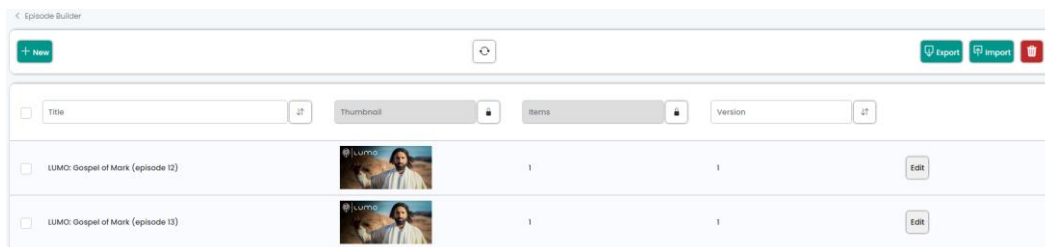
You can change the order of appearance of the media in your episode.



Drag the media by holding the three lines in right side and move the media to the desired location. If you want to remove media just press the pen icon in the bottom right corner to activate the “trash

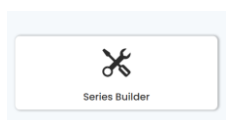
can". Delete the media from your episode. Note: Deleting media from an episode will not remove the media from the library.

You can add a thumbnail to your episode. You cannot add the thumbnail during the first editing. You will have to save your episode and return through the "Edit" option – see below. (this is a temporary issue).



When you return to the episode the thumbnail option will appear and you can either upload a thumbnail or select a thumbnail from your thumbnail library.

Series builder



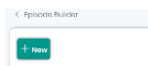
The series builder works in much the same way as the episode builder. Please follow the same steps as explained in the "Episode Builder".

A series is designed exclusively to compile a number of episodes.

Building blueprints (collections)

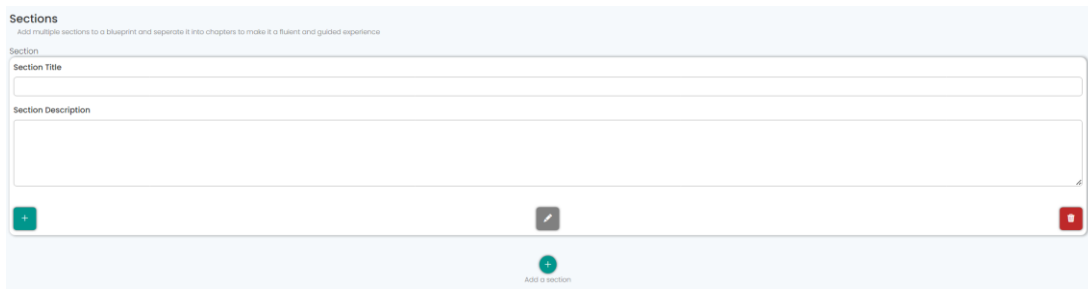


When you have created episodes and series you are ready to build your blueprint (collection). Blueprints (collections) provide the final structure to be delivered on the boxes. You can use episodes, series and raw media in your blueprints.



- 1) Go to the "Blueprint Builder"
- 2) Press "+New"
- 3) Select your organisation (if you have access to more than one)
- 4) Give your blueprint a title (this will be the title of your collection)
- 5) Write a description of your ..

6) Now you can begin to create your sections.

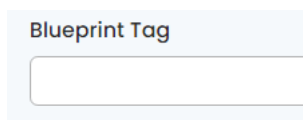


The screenshot shows a form titled "Sections" with the subtitle "Add multiple sections to a blueprint and separate it into chapters to make it a fluent and guided experience". The form has two main input fields: "Section Title" and "Section Description". Below the "Section Description" field, there are three icons: a green plus sign, a grey pen icon, and a red trash can icon. At the bottom center of the form, there is a green plus sign icon with the text "Add a section" below it.

The sections are dividers in your collection. You can add a “Section Title” and a description. Press “+” to begin to add content to your section. The process of adding content is the similar to the one in the “Episode Builder”.

Note: The trash can removes the entire section. If you want to remove single content pieces in your section, you must press the editing button (the pen icon).

Note: Currently you can’t change the sequence of the different sections. This will be changed later.

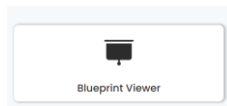


The screenshot shows a form titled "Blueprint Tag" with a single text input field.

Every blueprint must have a “tag”. The tag helps search for blueprints, when there are many blueprints or collections on a device. Please find the most appropriate tag for your blueprint. If the tag is not available, please contact support@thewell.systems. We are willing to add new tags based on requests from organisations.

Note: Thumbnails can only be added after you have saved the blueprint. Please follow the same procedure explained in the Episode Builder to add a thumbnail to your blueprint / collection.

View blueprints (collections)



The view blueprint option (view collections) allows you to see the blueprints as they will appear on a device. This gives you an opportunity to test the blueprint before you share it.

Once a blueprint / collection has been shared with a device, the device will subscribe to the blueprint / collection. Any updates made will be shared with the devices immediately (if they are online!).