

TheWell Box Manual

For iOS



Disclaimer

This manual is undergoing regular updates. We will continue to expand and change the manual. If you find instructions to be unclear, please contact us. We are interested in your feedback to help us modify and change the manual. We are currently working on an audio/visual version of our manuals. Please continue to follow updates on our website: www.thewell.systems.

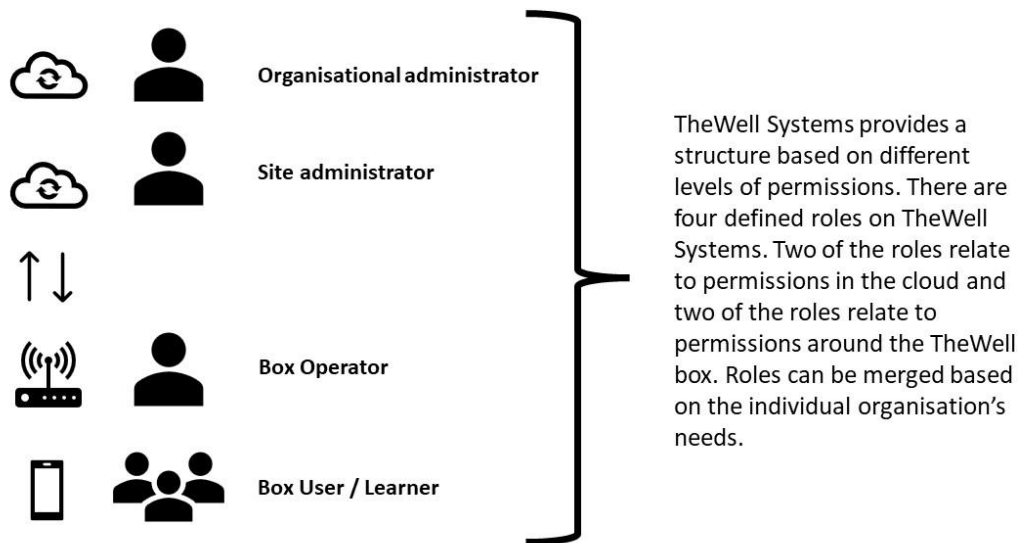
This manual is for iOS users only. The manual for Android users is found on our website.

Contents

| | |
|---|----|
| TheWell Systems roles and permissions..... | 3 |
| TheWell Box (hardware)..... | 4 |
| How to remove / insert SD card..... | 6 |
| Recharging TheWell Box..... | 6 |
| How to turn on TheWell box..... | 7 |
| How to turn off TheWell box..... | 7 |
| Log on to TheWell box..... | 8 |
| Save TheWell Portal as an app on your Android device (progressive web-app)..... | 11 |
| Authenticate TheWell Box..... | 13 |
| Access the management section | 13 |
| Access the client wifi..... | 14 |
| Box Authentication..... | 16 |
| Change SSID (network name) on TheWell box..... | 17 |
| The Media Library..... | 19 |
| Dashboard | 23 |
| Download TheWell Learning App | 25 |
| How to access TheWell Learning App..... | 26 |
| Add new learners / users | 27 |
| Edit or remove existing learners / users..... | 31 |
| Create a class of learners / users | 32 |
| Enrol learners / users / classes to a course | 34 |
| How to use TheWell Learning App..... | 35 |

TheWell Systems roles and permissions

TheWell Systems enables organisations to establish a complex system of different roles with different permissions. Larger organisations may need more roles, while smaller organisations may want to simplify things by combining roles. TheWell Systems is catering for multiple scenarios. You can reach out to our support team to learn how to best create a structure for your organisation. Please contact us on support@thewell.systems.



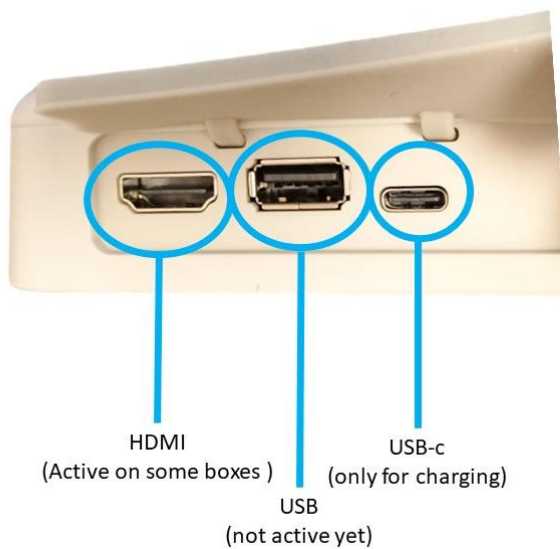
The Cloud functions are found in a separate manual on our website: www.thewell.systems.

In our learning eco-system administrators (organisational and site) refer to those with cloud access, while the operator is the person who managing the TheWell Box. Users or learners are accessing TheWell Box through their mobile devices or laptops.

TheWell Box (hardware)

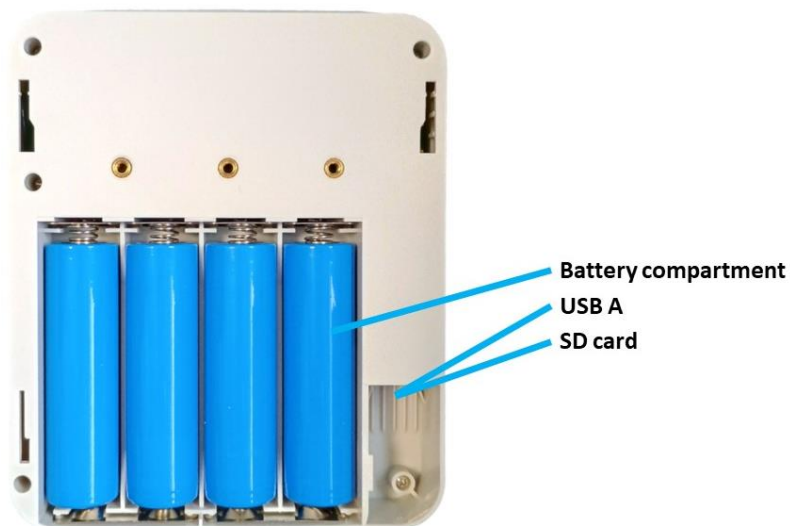
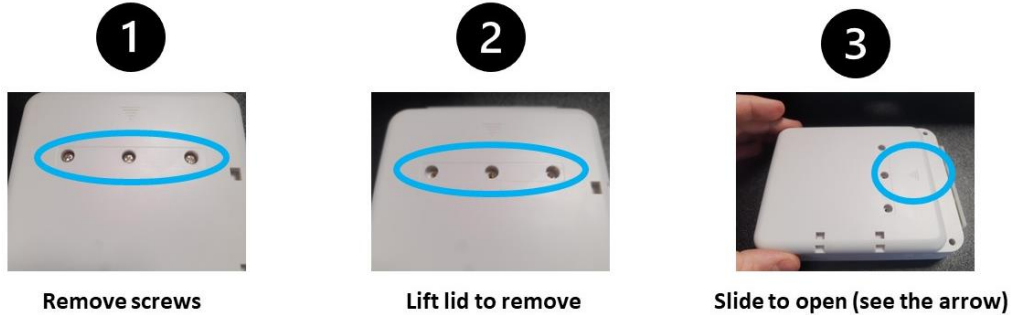


- 4x ion-lithium batteries (18650)
- 64 GB SD card
- USB-c charger (cable)



The HDMI is not active on some of the boxes. It will be active on the new box versions. With the active HDMI you can plug the device directly to a projector or monitor and use USB to control mouse/keyboard to access content directly on the monitor / projector.

The battery compartment can be opened by unscrewing the back lid. Please look at the description below. When the screws have been removed you should slide and lift the lid.



Batteries can be removed from the device and replaced. The battery type used is: 18650 Ion Lithium. Make sure to place the batteries correctly inside the device. The device can run on a single battery and there can continue to operate if one of the batteries has an issue. This will of course affect the general run time of the box. You can keep the box attached to a secondary power source – either power socket or an external power bank.

How to remove / insert SD card

There may be a situation where you will have to remove the SD card from the slot. The box can only be used with the software provided by TheWell Systems, because it is a custom-made solution and not based on a off-shelf solution. If your SD card encounters problems please contact support: support@thewell.systems



Use a pen to release the SD card



Insert SD card this side up



You can increase performance by upgrading your SD card

Recharging TheWell Box

Use a standard USB-a to USB-c cable to recharge the device. A USB-c cable will be provided with the finished product. Insert the USB-c cable into the USB-c port. The light will be red while charging. When the box is fully charged it will turn green. It is important to fully recharge the box before using it for the first time.

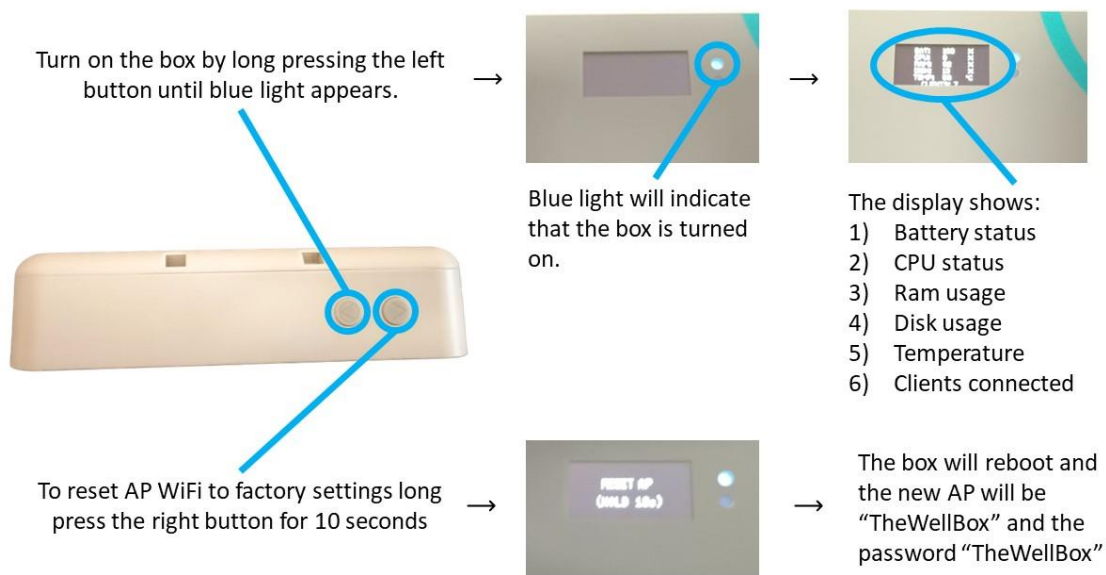


Use a standard USB-a to USB-c cable to charge the box.
(Make sure to fully charge the box before turning it on)

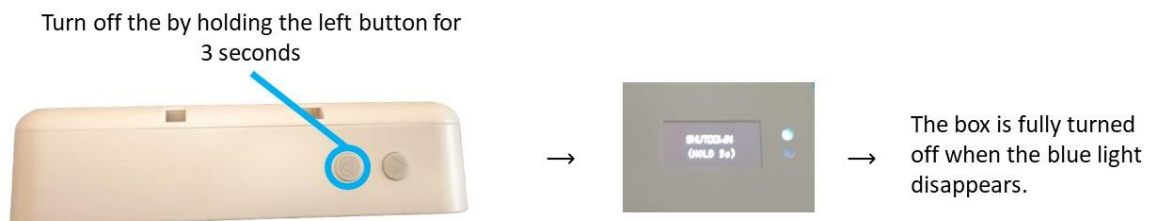


Red light indicates that the box is charging. When the box is fully charged the light will turn green.

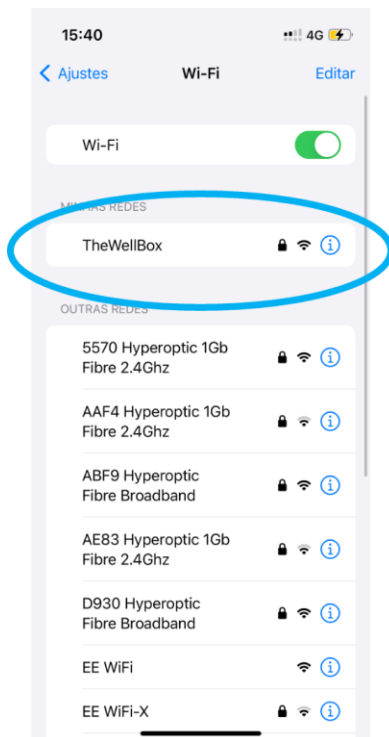
How to turn on TheWell box



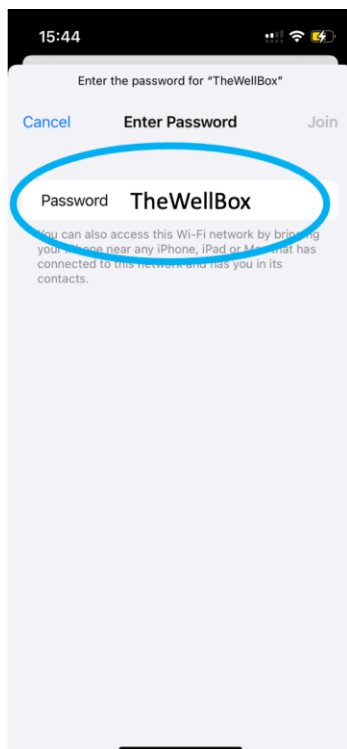
How to turn off TheWell box



Log on to TheWell box



- Go to network settings on your device
- Find “TheWellBox” among the available networks.
(TheWellBox is the default network name. You can change the network name (SSID) in the management section).

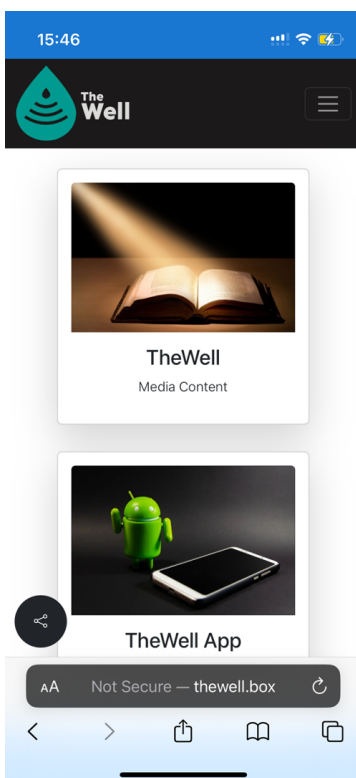


- Type the network password
“TheWellBox”

(You can change the network password in the management section).

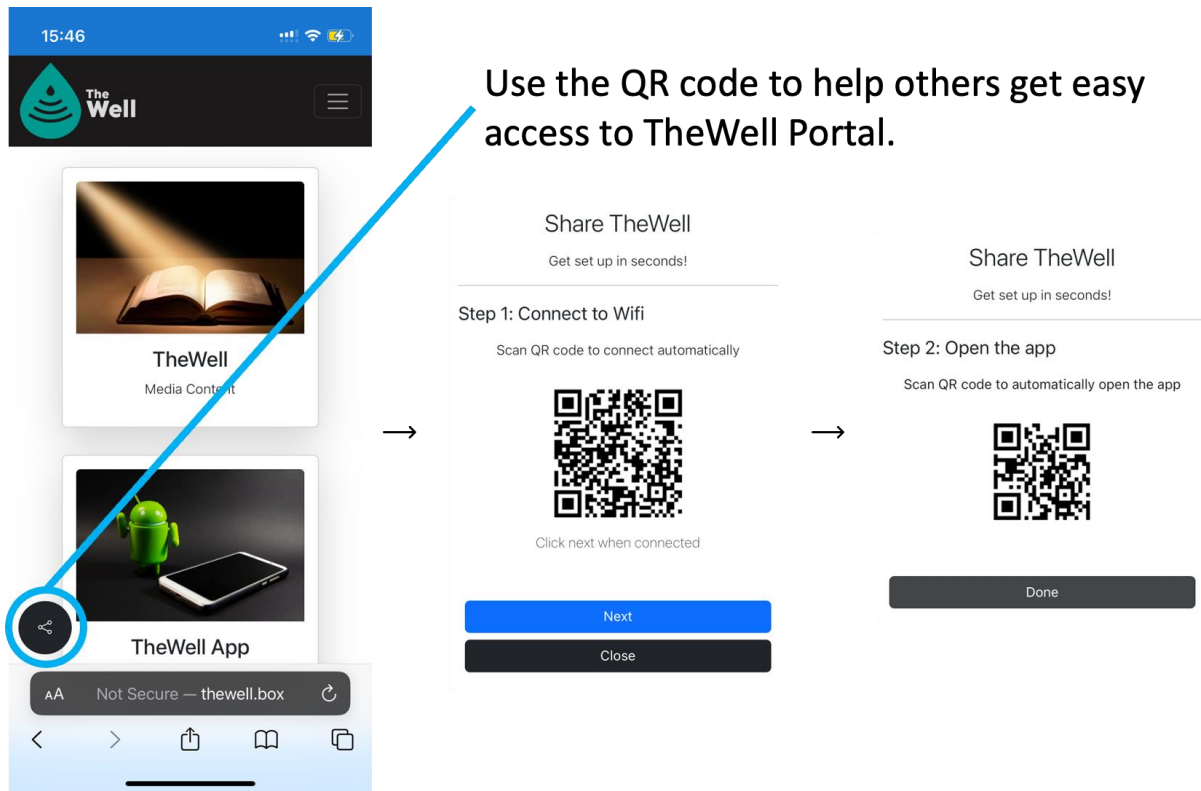


- Select the browser of your choice
- Type: <http://thewell.box>
- Press enter



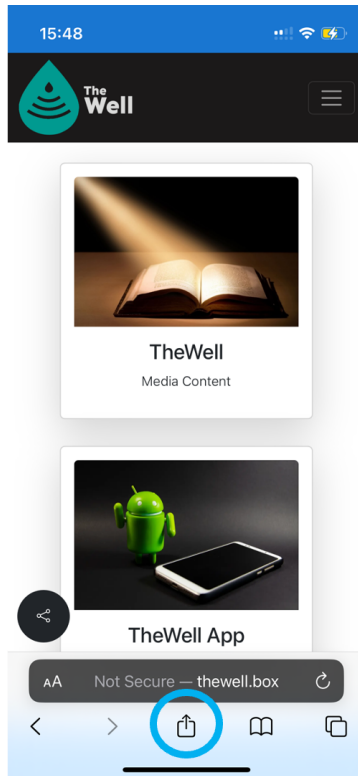
- You now have access to TheWell Portal

You can use a **QR code** to help others get access to TheWell Portal. Note: phones behave differently. Some phones connect automatically by using the QR code others require action before connecting.

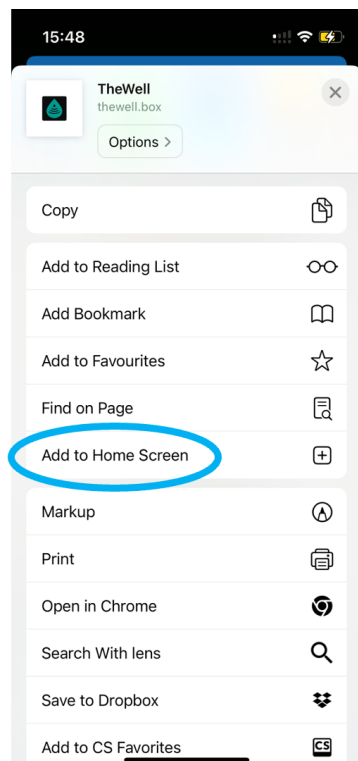


Save TheWell Portal as an app on your Android device (progressive web-app)

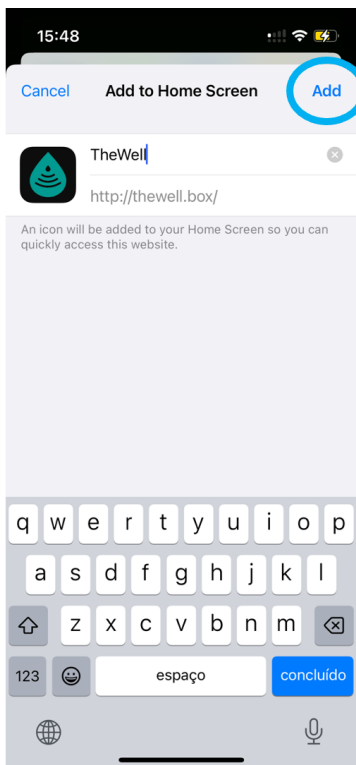
This will help you to easily access TheWell Portal without using the browser. We recommend all regular users to save the app on their device.



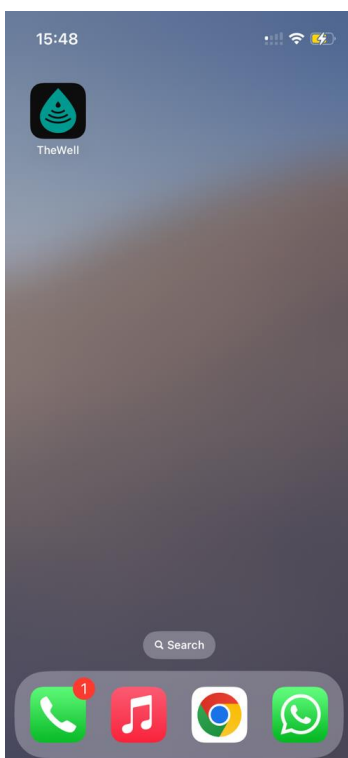
- Click the sharing icon at the bottom. (This process can differ depending on the browser, this is for Safari. Please read the Android manual if you are using an Android phone.)



- Scroll down and click “Add to Home screen”



- Click “Add”
(note: You can decide to change the name of the app).

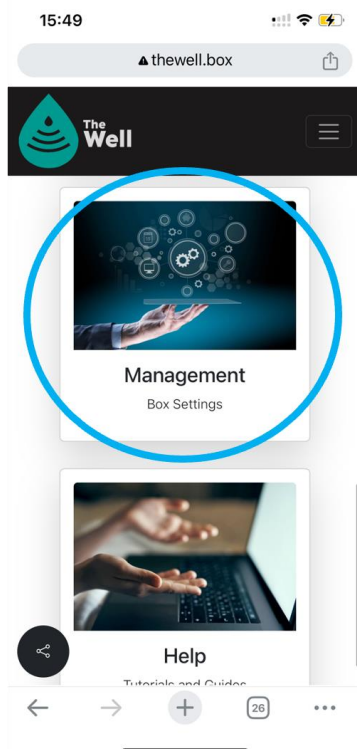


- TheWell Portal App is now available on your home screen.

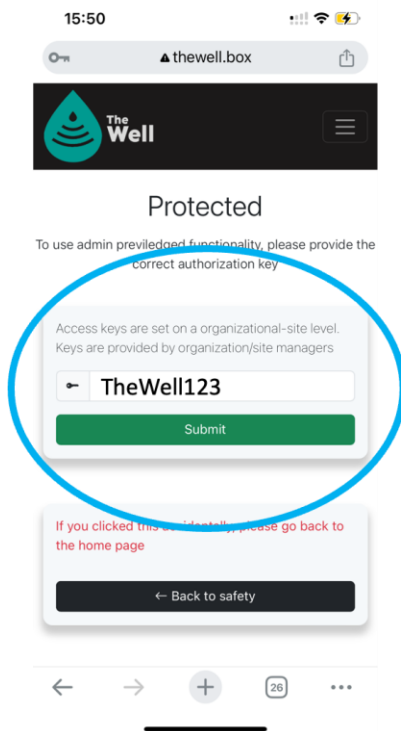
Authenticate TheWell Box

First time you use TheWell Box it must be authenticated. This is an important process to guarantee security and grant access to content. The authentication process requires internet access (setup as part of the process). During this process it is important to be in communication with the cloud administrator to speed up the authentication process. You will need two things from your cloud administrator: **1) Site Codename 2) Site Password**. Your organisation can decide to add an optional message to make the authentication process more secure.

Access the management section

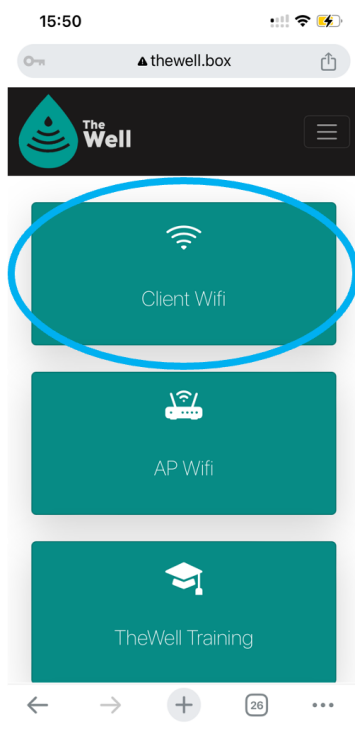


- Scroll TheWell Portal until you find “Management”. Press or click to access.

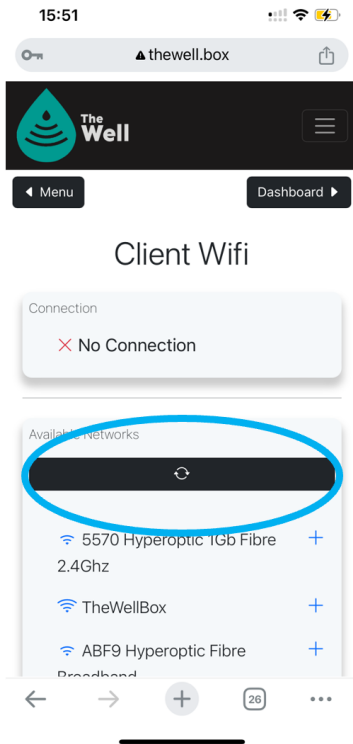


- Type the default password: “TheWell123” and press submit.

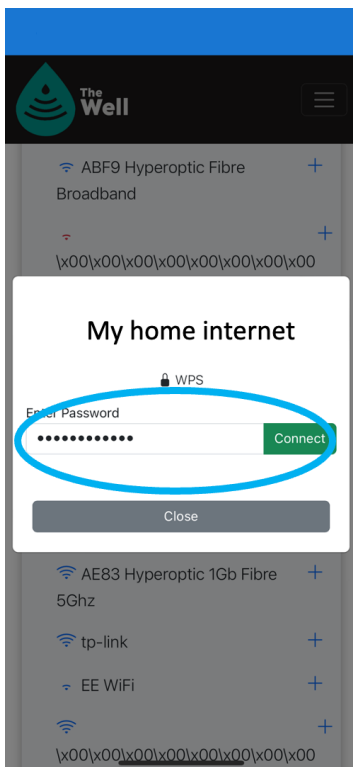
Access the client Wi-Fi



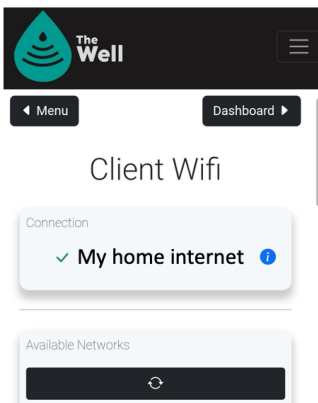
- Select “Client Wifi”



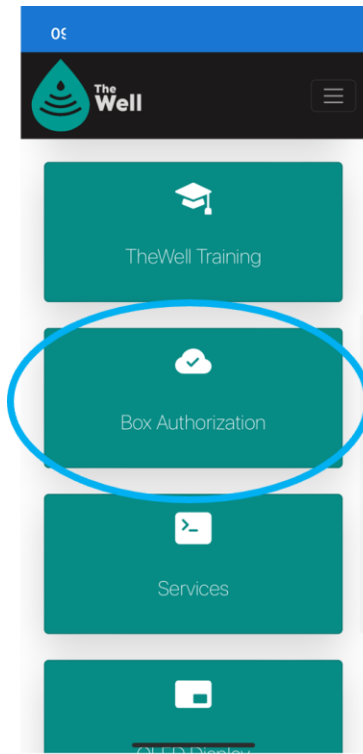
- Press to scan for available networks and select the network of your choice (press the plus symbol).



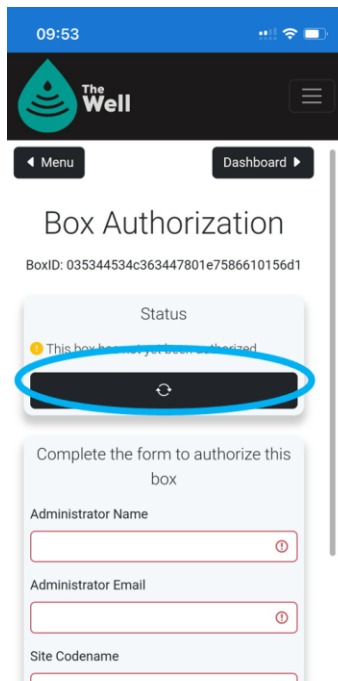
- Type the password and connect.



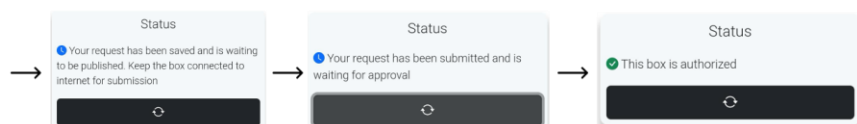
Box Authentication



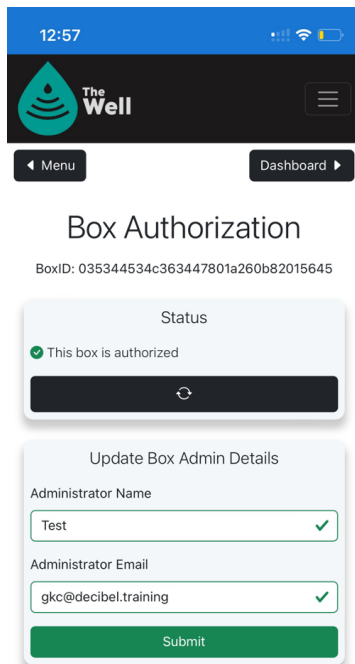
- Select “Box Authorization” in the management menu.



- The menu will inform you about the authorization status of the box.
- Please fill in the form to complete the authorization and press “submit”. Your organization’s cloud administration must provide the “Site Codename” and “Site Password”. When submitted you can see the new status of the box.



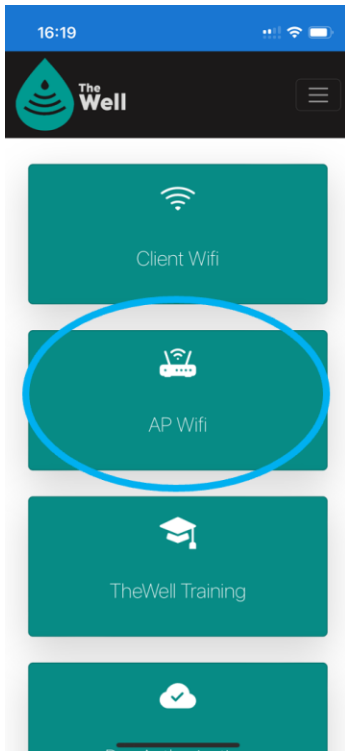
Note: Authentication requires a manual approval by the cloud administrator. Once a box operator inserts the correct details (Site Codename and Site Password) the authentication message will be delivered to the cloud. If either site codename or site password is wrong the authentication will be declined immediately. An administrator can decide to decline a box authorization. Once authorized the cloud administrator can begin to send content to the box.



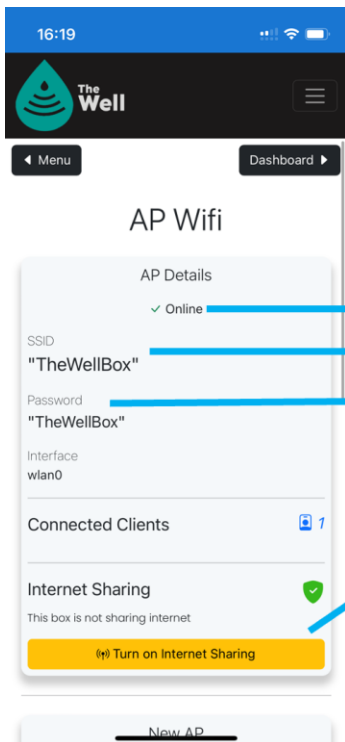
- When you box is fully authorized you can still change the name and email of the administrator. Only the cloud administrator can “un-authorize” a box.
- When changing the administrator details, you need to press “submit” to approve.

Change SSID (network name) on TheWell box

There can be several reasons to change the SSID (network name) on a box. You need to change SSID if you have several boxes operating on same location. You may also want to change or remove the password from the network.



- Select AP Wifi in the management section on the box.



- In the AP Wifi section you can find the following information:
 - a) Online status
 - b) Current SSID (network name)
 - c) Current password (network password)
 - d) Number of connected users / clients
 - e) Internet sharing

16:20

The Well

New AP

AP changes will only take effect after reboot

SSID

Password

Save

AP Logs

Console Output

Starting with Internet sharing enabled.
linux-router 0.7.1
(https://github.com/garywill/linux-router)
Released under LGPL, with no warranty. Use on your own risk.

PID: 1320
Target interface is wlan0 (c4:3c:b0:a5:e6:b0)
Set wlan0 unmanaged by NetworkManager

haveged_watchdog PID: 1446

Starting hostand

→ → →

Reboot
Rebooting your box will apply new AP changes (SSID, Password, Internet Sharing), as well as start the box without the second AP enabled

Reboot

- Scroll down to find “New AP” (Access Point).
- Type the new SSID (network name)
- Type a new Password. If you don’t want the network password protected, then leave section empty.
- Press save.
- The changes require that you reboot the device. Simply turn off the device and turn it back on. Or use the red reboot button.

The Media Library

The media library grants access to a catalogue of content owned or acquired by an organisation. The media library provides a structure, where an organisation can share multiple collections. Each collection is a media library in itself, as it can contain multiple sections with series, episodes and singles. You can add different media types to the media library: MP3, MP4, PDF, ePUB, JPG, PNG.

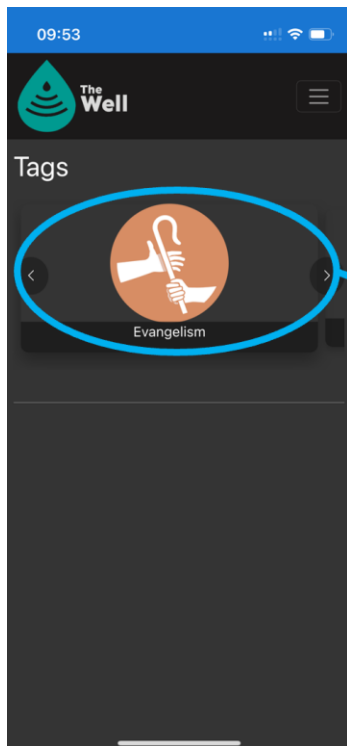
16:20

The Well

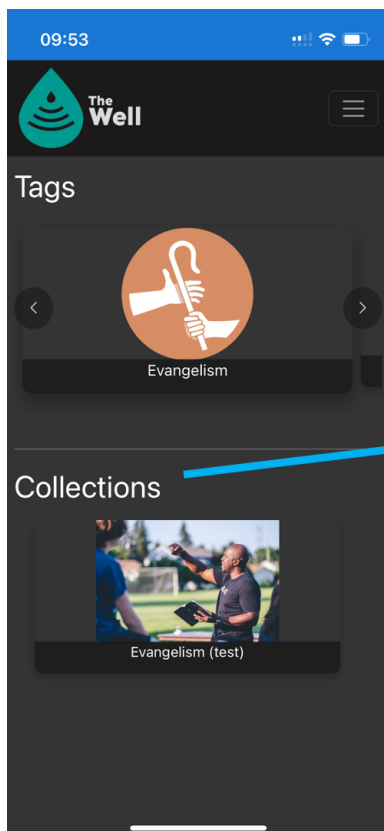
TheWell
Media Content

TheWell App
Click to Download

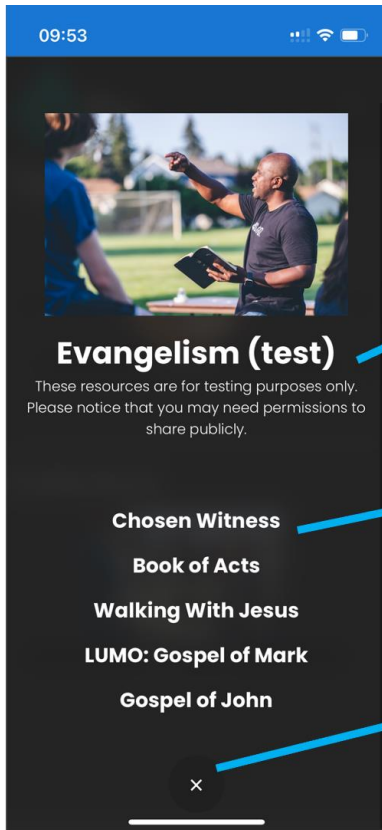
Go to the main menu and select “TheWell Media Content”.



Use the tags to browse between the content categories on the box.



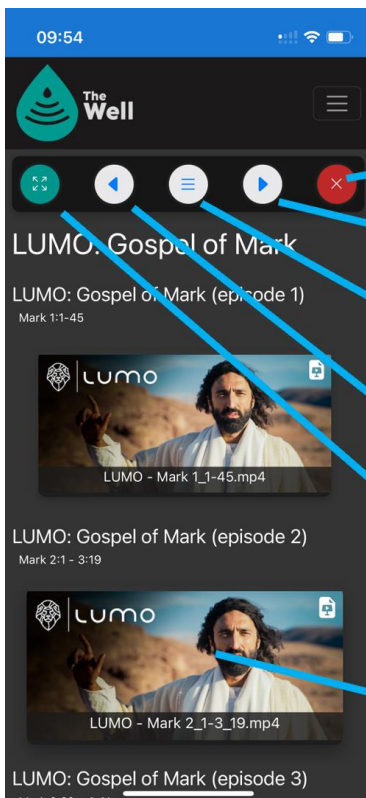
Each category tag can contain multiple collections.



The top menu explains the content of the collection.

You can choose between the different sections of each collection and easily find the content you need.

Press X to close window and return to select collection menu.



The red "x" closes the collection if you want to choose another collection.

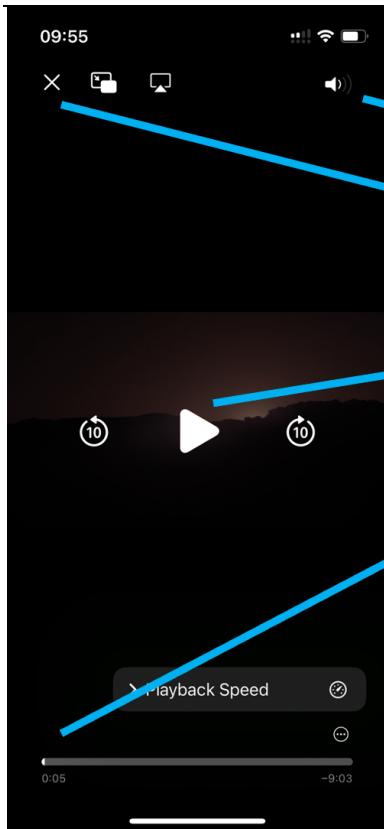
Moves forward to the next section within the collection.

Takes you to the collection menu, so you can choose between the sections.

Moves backwards to the previous section within the collection.

Full screen mode.

Press media to play or access.

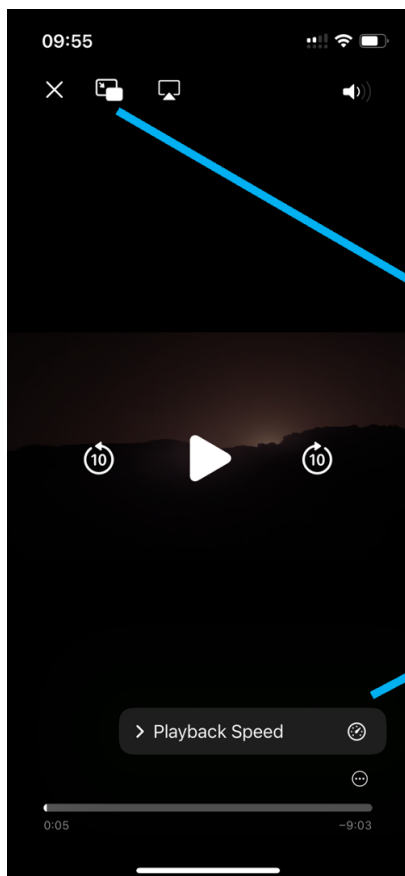


Mute or unmute media.

Press "x" to close the media.

Press to play media

Time indicator and scroll option in media.



On iOS devices, you cannot download and store content.

Picture in picture mode will enable you to watch the video while working on things (like taking notes).

Click increase or decrease playback speed

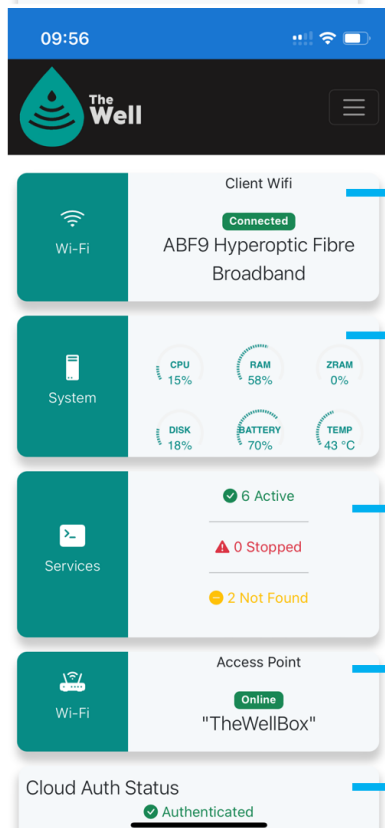
Dashboard

The dashboard is primarily designed to help understand the health condition of TheWell box. Sometimes support may require that you provide a screenshot of the dashboard to help troubleshooting. Furthermore, the Dashboard section provides a backdoor to access client Wi-Fi. To access the client Wi-Fi selection, please press the “client Wi-Fi” status 3 times.



The Dashboard helps with easy troubleshooting. This will help support analyse issues on the box.

The Dashboard provides a “backdoor” to access the client Wi-Fi. This is important if a person who is not an administrator is asked to connect the box to internet. To access the “backdoor” simply click the Wi-Fi.



Client WiFi status

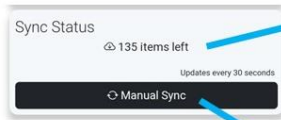
System status

Services status

Access point WiFi status

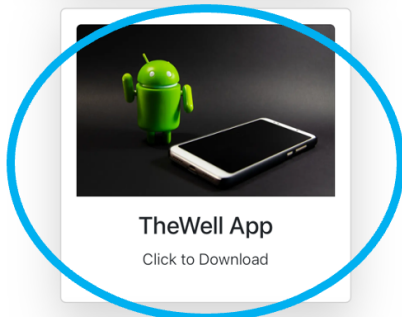
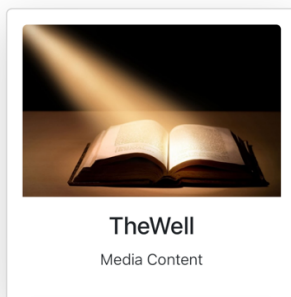
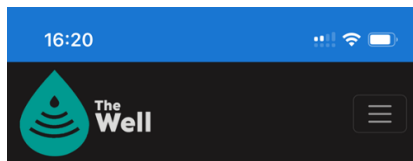
Box authentication status

The sync status indicates how many files are being downloaded from the cloud to the media library. The sync does not show status on download of courses. The status updates every 30 seconds.



To sync content from cloud to box you need to press the "Manual Sync" button.

Download TheWell Learning App

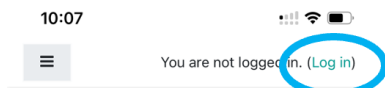


iOS does not support the download of TheWell App.

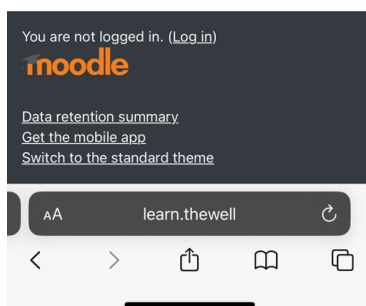
How to access TheWell Learning

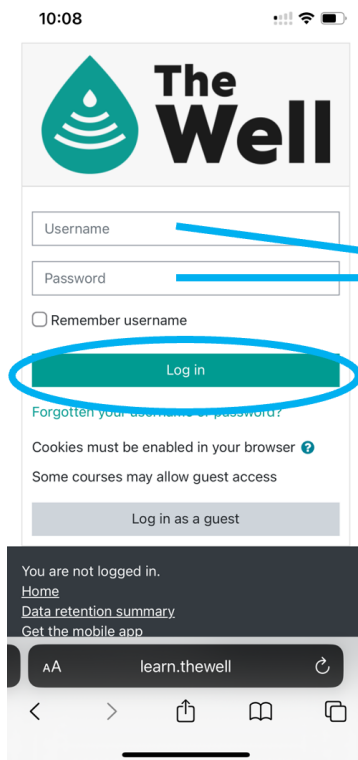


- Select the browser of your choice
- Type: `http://learn.thewell`
- Press enter



- Click on "log in".

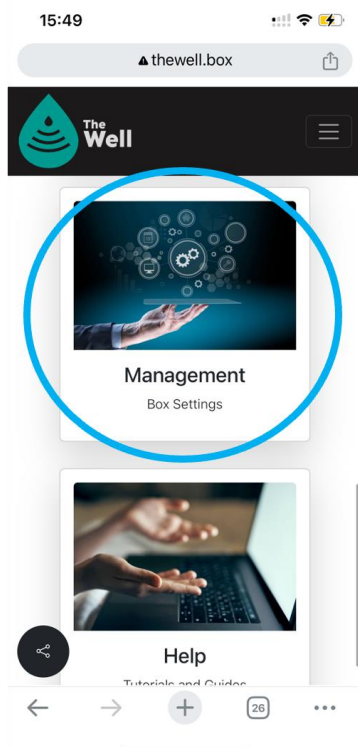




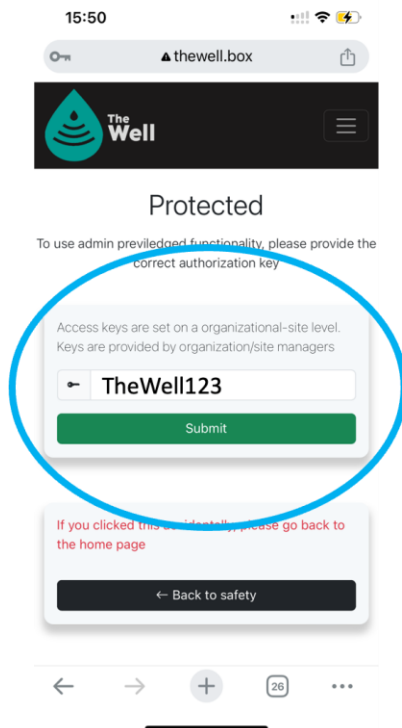
- Insert username and password (should be provided by your box operator).
- Press “LOG IN” to continue.

Note: Users are added on the box in the management section.

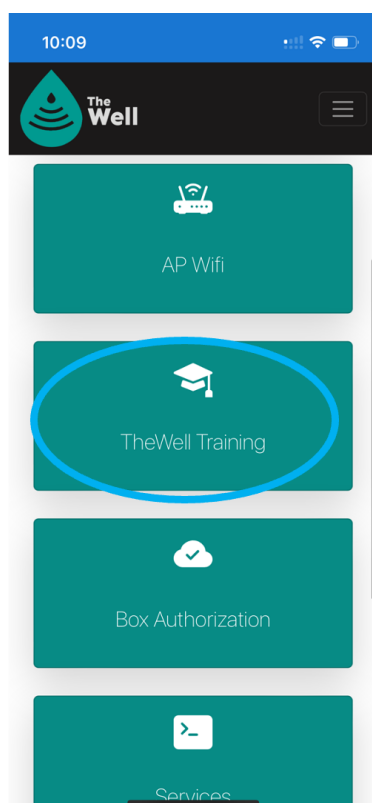
Add new learners / users



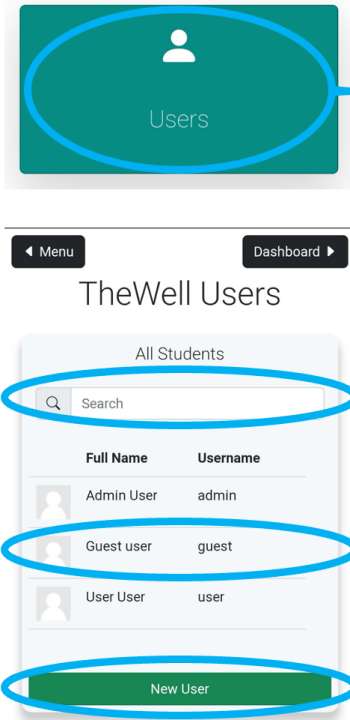
- Scroll TheWell Portal until you find “Management”. Press or click to access.



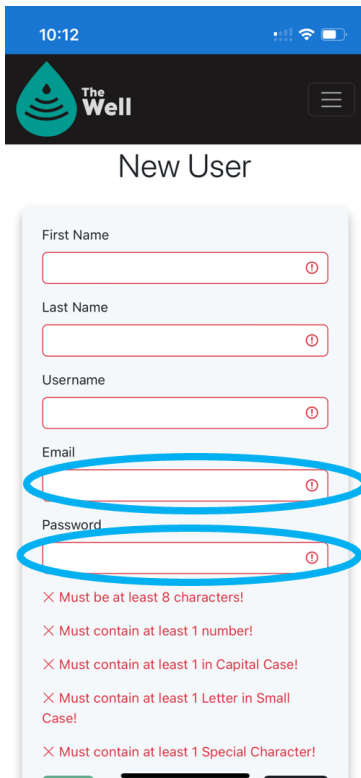
- Type the default password:
“TheWell123” and press submit.



- Scroll to find “TheWell Training”
- Click to access



- Select “Users”
- Click to access
- Scroll or use “search” to locate existing users.
- Click an existing user to edit details or delete.
- Click “New User” to add a new user to the box.



- Fill in the required details.
- You must provide an email address. The email does not have to be a real one. We suggest that you combine username with @email.com. This way each email on the box will be unique.
- The password must include at least 8 characters, 1 number 1 capital case and one special character. A guide below will inform you if something is missing.

10:13

The Well

First Name
Test ✓

Last Name
Test ✓

Username
test ✓

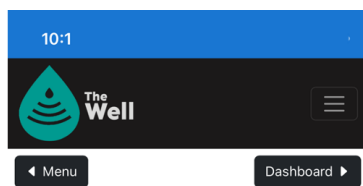
Email
Test@test.com ✓

Password
!testingTheWell1 ✓

- ✓ Must be at least 8 characters!
- ✓ Must contain at least 1 number!
- ✓ Must contain at least 1 in Capital Case!
- ✓ Must contain at least 1 letter in Small Case!
- ✓ Must contain at least 1 Special Character!

Save Cancel

- When all details have been completed and the password accepted (note that all boxes must be green) then please press “Save”.



TheWell Users

All Students

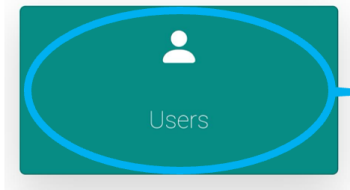
Search

| Full Name | Username |
|------------|----------|
| Admin User | admin |
| Guest user | guest |
| Test Test | test |
| User User | user |

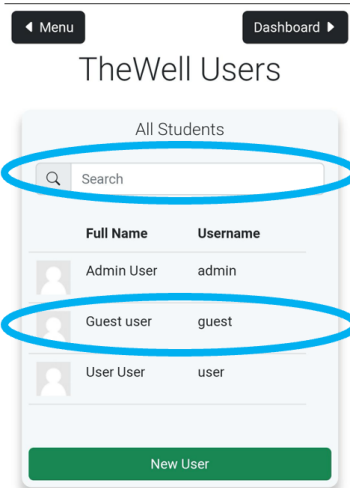
New User

- Your new user / learner is added on the list.
- The new user / learner can now access TheWell using his/her username and password.

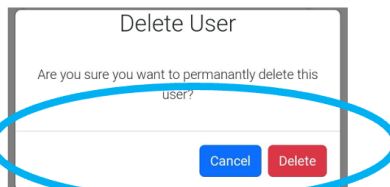
Edit or remove existing learners / users



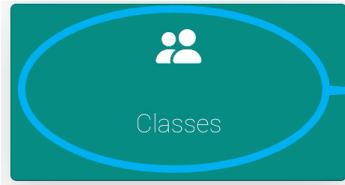
- Select "Users"
- Click to access
- Scroll or use "search" to locate existing users.
- Click an existing user to edit details or delete.

A screenshot of the 'Edit User' form. It contains several input fields: 'First Name' (value: User), 'Last Name' (value: User), 'Username' (value: user), and 'Email' (value: user@email.com). The 'Password' field is empty and has a red border. Below the password field are four red error messages: 'Must be at least 8 characters!', 'Must contain at least 1 number!', 'Must contain at least 1 in Capital Case!', and 'Must contain at least 1 Letter in Small Case!'. At the bottom of the form are three buttons: 'Save' (green), 'Cancel' (black), and 'Delete' (red). The 'Save' and 'Delete' buttons are circled in blue.

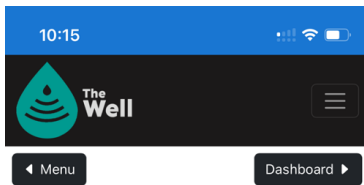
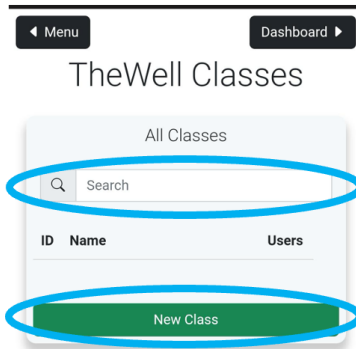
- Change details
- You can decide to save, cancel or delete a user.
- If you delete a user, he/she will be removed from the box.



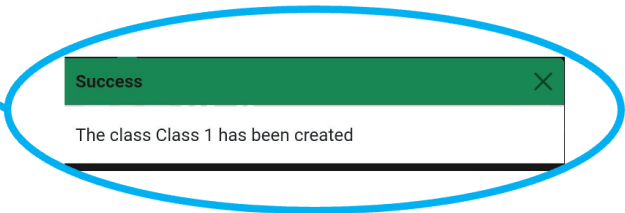
Create a class of learners / users

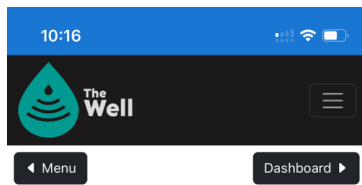


- Select "Classes"
- Click to access
- Scroll or use "search" to locate existing classes.
- Click "New Class" to add a new class to the box.

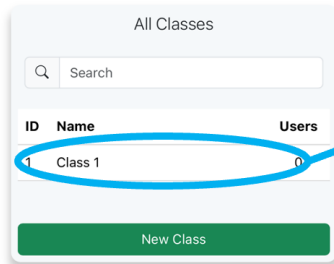


- Type a class name of your choice
- Click save

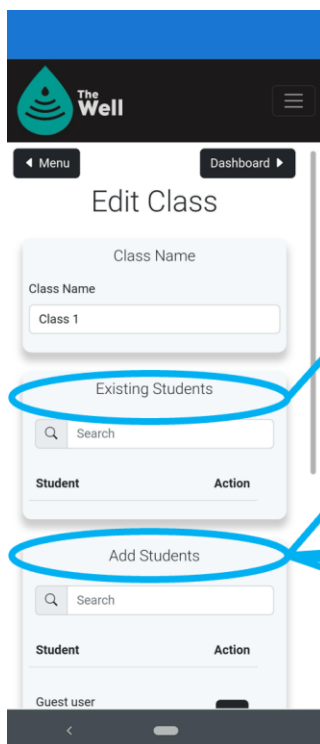




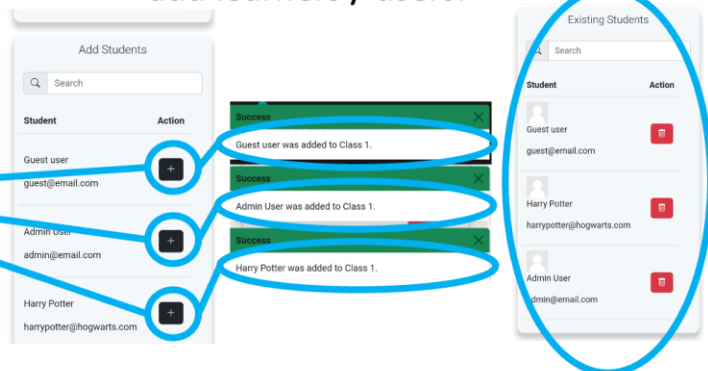
TheWell Classes



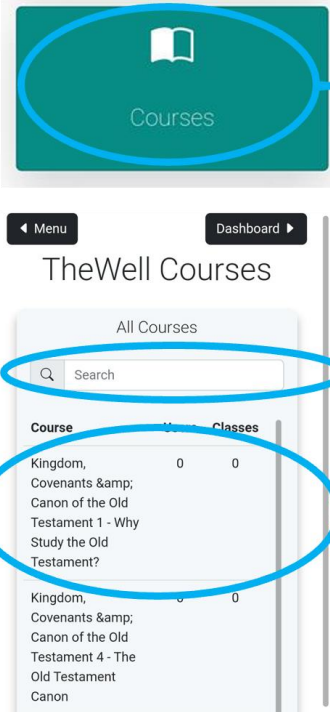
- To add or remove learners / users to/from a class please select the class of your choice.



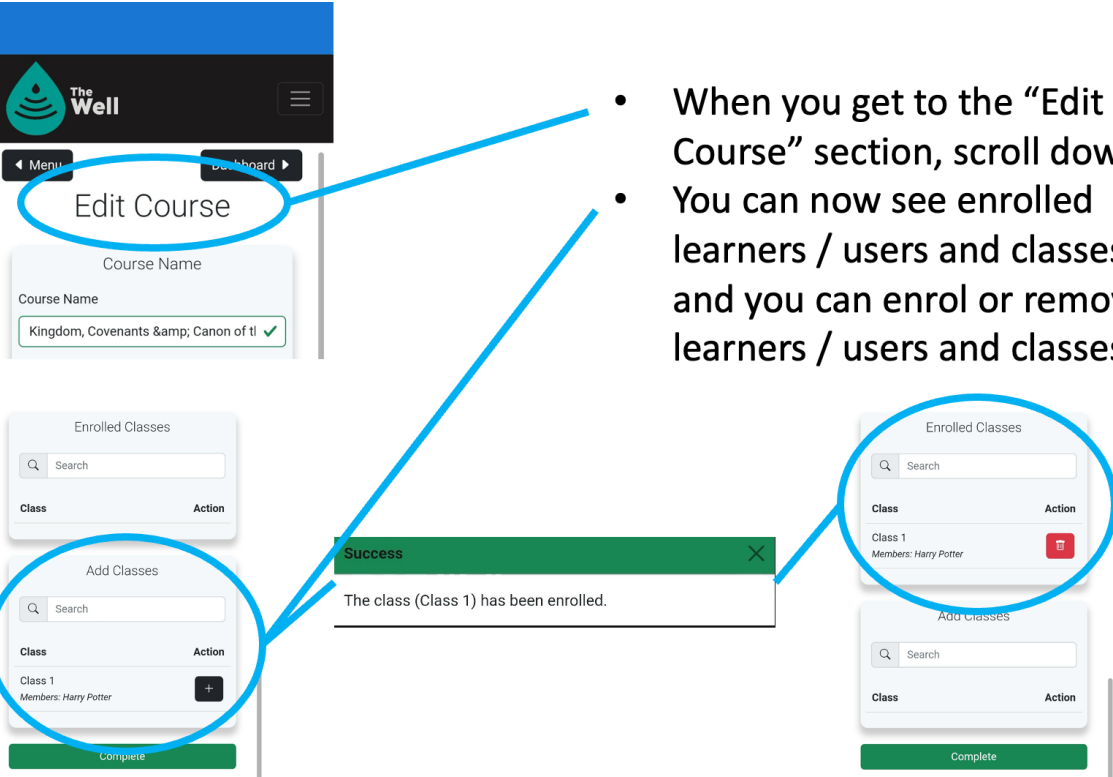
- Search or scroll to find existing learners / users in the class
- Search or scroll among box learners / users to add to a class. Click the plus symbol to add learners / users.



Enrol learners / users / classes to a course

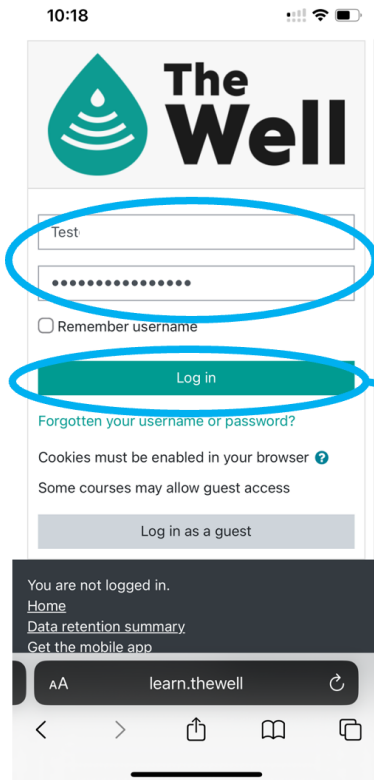


- Select “Courses”
- Click to access
- Scroll or use “search” to locate existing courses.
- Click the course of your choice.
- Note: The numbers to the left indicate the number of learners / users and classes enrolled in each course.

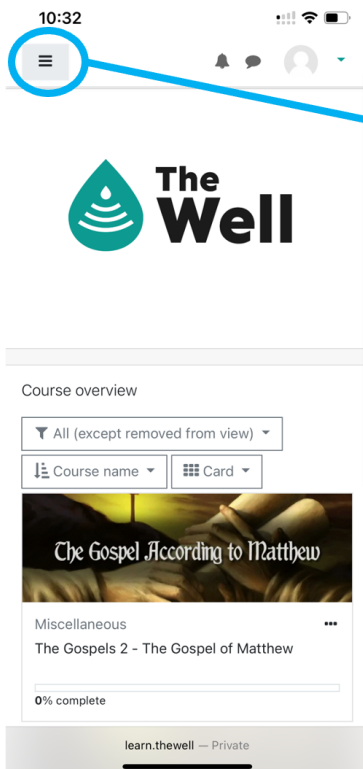


- When you get to the “Edit Course” section, scroll down.
- You can now see enrolled learners / users and classes and you can enrol or remove learners / users and classes.

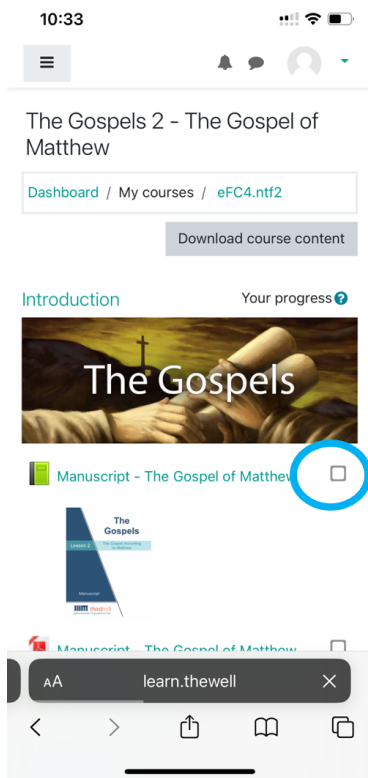
How to use TheWell Learning



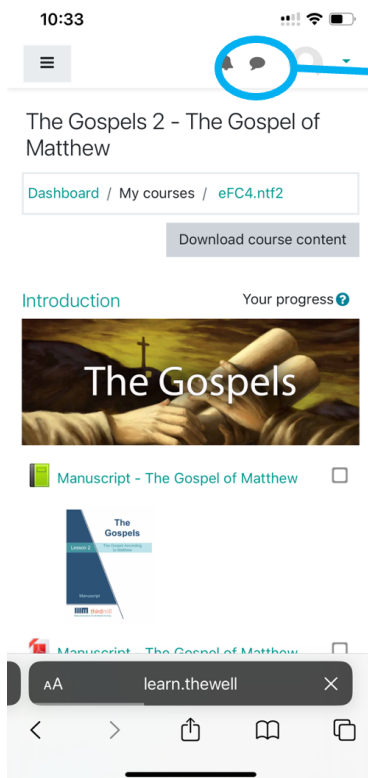
- Go through the initial steps mentioned in the section: “How to access TheWell Learning
- Type the username and password provided by the box administrator.
- Press “LOG IN”



- You now have access to the “home” portal, where you can see courses / lessons you have been enrolled into / granted access to.
- Select the course / lesson of your choice



- Each course or lesson follows a structure with multiple sections and types of content.
- When you have gone through a section, you can use the tick box to keep track on your progress throughout the lesson / course.
- Note that iOS does not support downloads.



- Click on the communication icon to access the communication features in TheWell Learning App.
- Here you can write messages, take photos, videos, audio recordings or attach a file.
- You can share messages with other students or teachers connected to your device.