

# TheWell Systems

for Cloud Administrators

Getting started

Cloud access

Media managenent

Roles & Security

# What TheWell Systems is

An offline-first platform for digital content delivery and learning.

- **Combines:** TheWell Cloud, TheWell Box, Media Library, collections and learning components.
- **Allows:** users to access training and media without constant internet connectivity.
- **Supports:** private collections, public collections & structured learning delivery.
- **Designed for:** education, community programs, outreach and content distribution.

## Core system elements

- TheWell Box
- TheWell Cloud
- Media Library & Collections Builder
- Learning App & LMS
- Private Collections
- Public Collections

# Roles and permissions

Clear role separation improves control, accountability, and scale.

## Cloud administrators

Have cloud access, manages media upload and library, build collections & distribute them.

## Box operator

Handles device, provides box activation, connectivity and practical use.

## Users

Access content through their own devices using the local box network and portal.

**Larger organizations may need more role separation, while smaller organizations may combine administrator and operator roles.**

# The cloud administrator role in the content lifecycle

Cloud administrators turn media assets into structured collections ready for delivery.

- Upload media into the organization's library.
- Manage content inside TheWell Cloud.
- Edit assets, language details, assign categories & thumbnails.
- Create episodes, series and final collections.
- Prepare & Send Collections to boxes.
- Publish collections or keep them private.

## Core idea

The job is not only to upload files, but to structure content so it is discoverable, reusable, and ready for field delivery.

Sometimes Cloud Administrator and Box Operator is the same person.

## Key tools

- Content Management
- Media Library
- Episode Builder
- Series Builder
- Collection Builder
- Publishing

# Implementation overview

How an organization gets started with TheWell Systems.

- 1 Define roles**  
Responsibilities are assigned across **cloud administrators** and **box operators**.
- 2 Gain cloud access**  
The organization requests & receives access to TheWell Cloud and identifies the main administrator.
- 3 Upload & Manage content**  
Upload media files and thumbnails. Edit.
- 4 Create Collections**  
Create episodes, series and final collections.
- 5 Publish & Send**  
Publish or keep private. Send collections to boxes.

# Cloud onboarding process

The first step is secure access to TheWell Cloud portal.

1. Request Cloud access through the [form](#).
2. Get an invitation email for your organization.
3. Create credentials: first & last name, email & password.
4. Complete the registration process and wait for approval.
5. Use the approved account to access the cloud.
6. Create a site for your organization.
7. Create site code & password.
8. Provide site code & password to the **box operator**.

## Important note

When you submit the form, it will not automatically collect your details like name and email address unless you provide it yourself.

## Cloud link

<https://twc.thewellcloud.com/login>

# Content workflow overview

How content moves from upload to distribution.

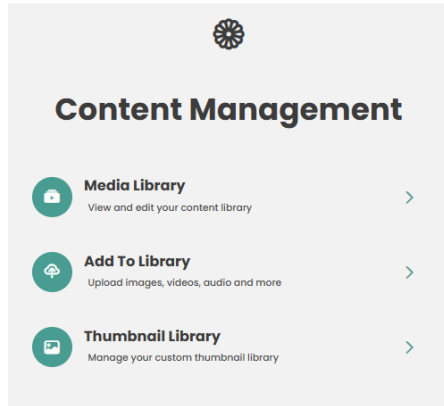


## Workflow outcome

The same media assets can be reused across multiple structured collections without duplicating storage.

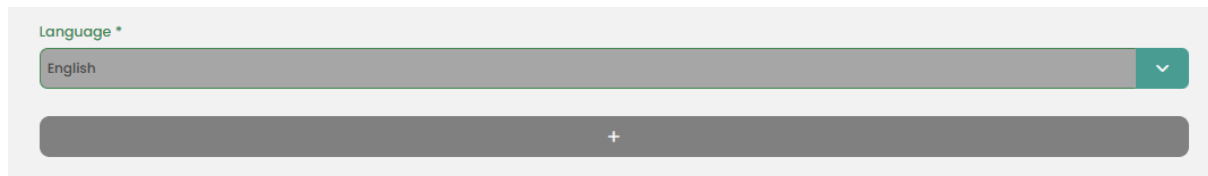
# Uploading media to TheWell Cloud

The Media Library is the starting point for content creation.



1. Open Content Management.
2. Select Add to Library.
3. Choose language & press +.
4. Select needed file and press

**Upload**



## Supported formats

- MP3
- MP4
- PDF
- ePUB
- JPG
- PNG

## Organization tagging

All uploaded files are tagged to the selected organization and are not accessible by other organizations.

## Practical note

The cloud guide recommends lower-resolution video, such as 480p, for constrained internet environments.

# Editing the library

After upload, assets should be prepared for real use.  
A clean library makes later collection building much easier.



1. Go to Media Library. Press Edit.
2. Add thumbnails to media assets. 
3. Review and update language & description if needed.
4. Check naming consistency (consistent file naming improves library management).
5. Prepare all needed assets for further collection building.

**Thumbnail Library** is used for uploading & managing thumbnails.

## Edit mode value

The edit library step is where raw files become recognizable content objects that users can understand and operators can reuse.

## Thumbnail note

Thumbnails are optional but **recommended**.  
It is a key part of preparing content for better visibility.

# How content becomes a collection

A structure the client can understand quickly

## Supported content

- Video: MP4
- Audio: MP3
- Documents: PDF, ePub
- Images: JPG, PNG

The same source files can be reused in multiple structured collections.

## Simple hierarchy

Episode groups content pieces, series groups episodes, and Collection becomes the final Content Product delivered to a box.

Episode



Series



Collection



# Episode Builder

Episodes combine multiple content pieces into a single logical unit.

1. Open Collections > Select Episode Builder.
2. Create a new episode. 
3. Select language, add episode title & description. Save.
4. Go to Episode List. 
5. Select your Episode and press edit.  
6. Add Items from the library. 
7. Reorder content as needed. 
8. Save the episode, then return to add a thumbnail if needed.

## What an episode does

An episode helps package several related assets as one coherent learning or content experience.

## Important detail

Deleting media from an episode does not remove it from the main library.

# Series Builder

Series organize several episodes into a larger structured set.

1. Open Collections > Select Series Builder.
2. Create a new series. 
3. Select language, add series title & description. Save.
4. Go to Series List.
5. Select your Series and press edit  
6. Add Episodes. 
7. Reorder content as needed. 
8. Save series, then return to add a thumbnail if needed.

## Typical use case

Use series when users should experience multiple episodes as one connected program rather than as isolated pieces.

## Why it matters

This structure supports scalable content design and clearer navigation for end users.

# Collection Builder

Collections are the final structured Content Product delivered to boxes.

1. Open Collections > Select Collection Builder.
2. Create a new Collection. 
3. Select language, title, description & Categories (3 max). Save.
4. Add a thumbnail.
5. Go to Collection List.
6. Select your Collection and press edit   
7. Add Sections:
8. Add single media, episodes, or series into sections.   
9. Reorder content as needed. 
10. Add title and description.

## Example:

Section 1

Intro resources

Section 2

Episode / series mix

Section 3

Documents & audio

## Collection logic

A Collection is the final delivery structure shown on the device.  
It is where content is organized for practical and easy user access.

# Preparing collections for distribution

Before release, collections should be reviewed as user-facing products.

- Check thumbnails, titles, descriptions & total structure.
- Confirm that sections are clear and relevant.
- Ensure the right audience fit for the collection.
- Test the collection in view mode before sharing.
- Share to devices and use sync where available.

## View collections before sharing

View mode lets team see collections as they will appear on a device before sharing them.

## Sync logic

Once a Box is subscribed to a collection, updates can be shared immediately when the Box is online.

# What public collections are

Public collections expand access beyond a single organization.

- Public collections are collections made available to a wider audience.
- They can be created by content providers and shared through the community library.
- They allow users to discover content beyond their own local organization.
- They support faster access to useful resources without creating everything from scratch.

## Public vs private

Private collections are intended for a specific organization.  
Public collections are designed for broader sharing and discovery.

## User benefit

More content, more flexibility, and easier discovery.

# Public collections model

An easy visual for how content providers can publish and how client organizations can consume



**Public collections make it possible to create, publish and share curated content between organizations while keeping Cloud-based control over structure and distribution.**

# Why public collections matter

Public collections increase value for users, organizations, and content providers.

## For users

They offer a wider range of useful resources and make content discovery easier.

## For organizations

They help expand content options without requiring every collection to be created internally.

## For content providers

They increase reach and help valuable resources become more widely used.

## Big idea

The strongest model is often a combination of local or private content plus carefully chosen public collections.

# Publish Collections

In addition to using the private collection for a select audience, you can also publish it and share it with other organizations.

1. Open Collections.
2. Go to Publish Collections.
3. Select collection.
4. Review the draft version of the collection to make sure it looks properly.
5. Add Sharing Permissions. 
6. Select visibility:  Private or  Public
7.  the Collection.



## Sync logic

Once a Box is subscribed to a collection, updates can be shared immediately when the Box is online.

# Send Collections to Boxes

After creating collections send them to boxes.

Boxes will automatically sync collections assigned to them when connected to the internet.

1. Open Box menu. 
2. Go to “Send Collections”. 
3. Select Box by site & nickname. 
4. Press 
5. Select collections to send. 

## Group Collections.

In Collections Menu you can also create Groups of Collections to send a set of collections in one-click.