

Administrator

RSI for Webex allows you to interact with interpreters, speakers and other participants from anywhere on the planet. Circumventing the costly issue of always needing to have interpreters on site for such events, you can now access remote talks, debates, discussions and conferences from the comfort of anywhere in the world, all the while having it interpreted into your language of choice instantaneously, whilst preserving the register and meaning of the source language.

The Administrator

As the Administrator, you have the task of managing the overall RSI for Webex platform for your organization. There can be more than one Administrator to handle these tasks. You can customize the platform to reflect your organization's branding and terminology. This is completed as part of the initial setup.

You can also create various roles for users within the platform, for example creating lobby attendants and regular session attendees. It is within your capabilities to assign permissions and descriptions to these roles.

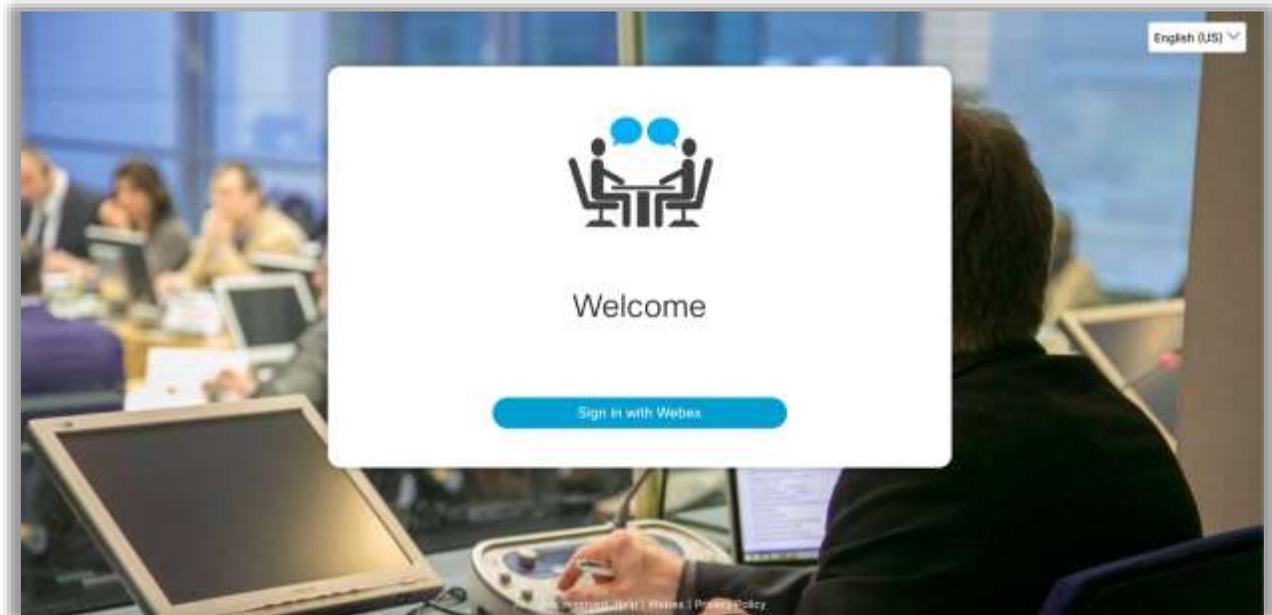
In your day to day role as the Administrator, you also have the authority to schedule sessions. Administrators should have security-awareness training, excellent IT skills, optional HTML skills, Webex, and RSI for Webex knowledge to fulfil the role requirements.

The Role of the Administrator

Formal proceedings Administrators can undertake are:

1. Customise your organisations RSI for Webex page.
2. Assign roles to participants such as Lobby Attendant, Interpreter etc.
3. Schedule RSI Sessions, create language rooms and booths.

Login



Like your everyday place of work, the session is always in the same location. In this case, this is a URL (a web link). When you receive this URL, you can use this each time to access your login page.

You will receive an invite with the URL and instructions on how to join in an email invitation.

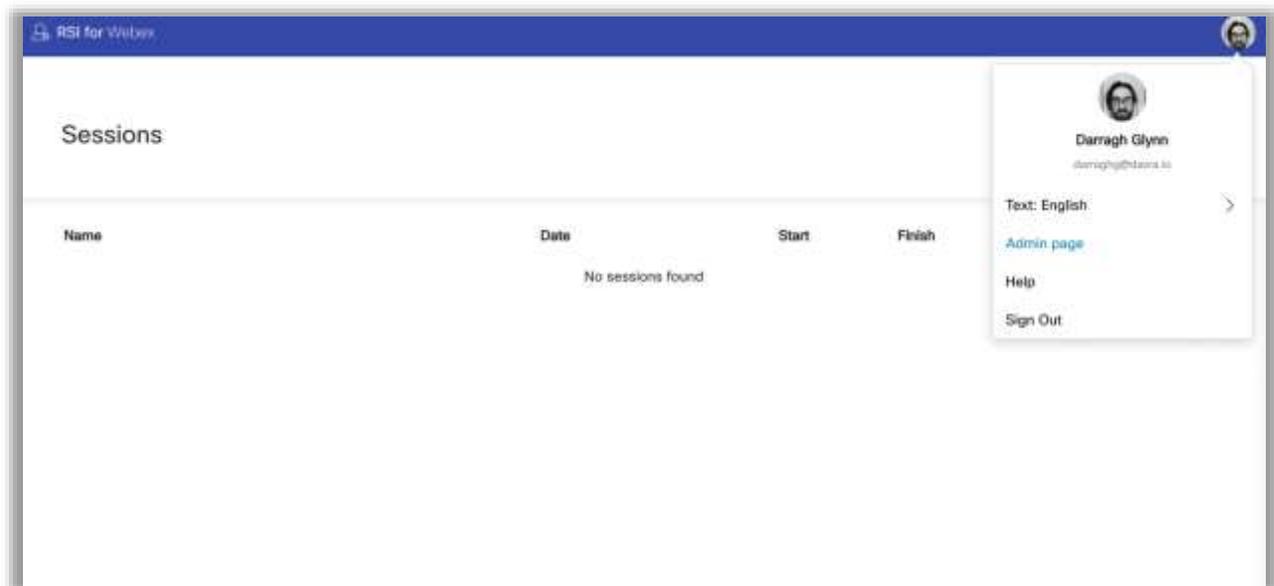
Click the link in your email and log in with your Webex name and password or credentials.

Getting Started with RSI for Webex

When you first begin to use RSI for Webex, you should set up the platform to reflect your organization's branding and core characteristics, you can do this by customizing the layout and look of the application.

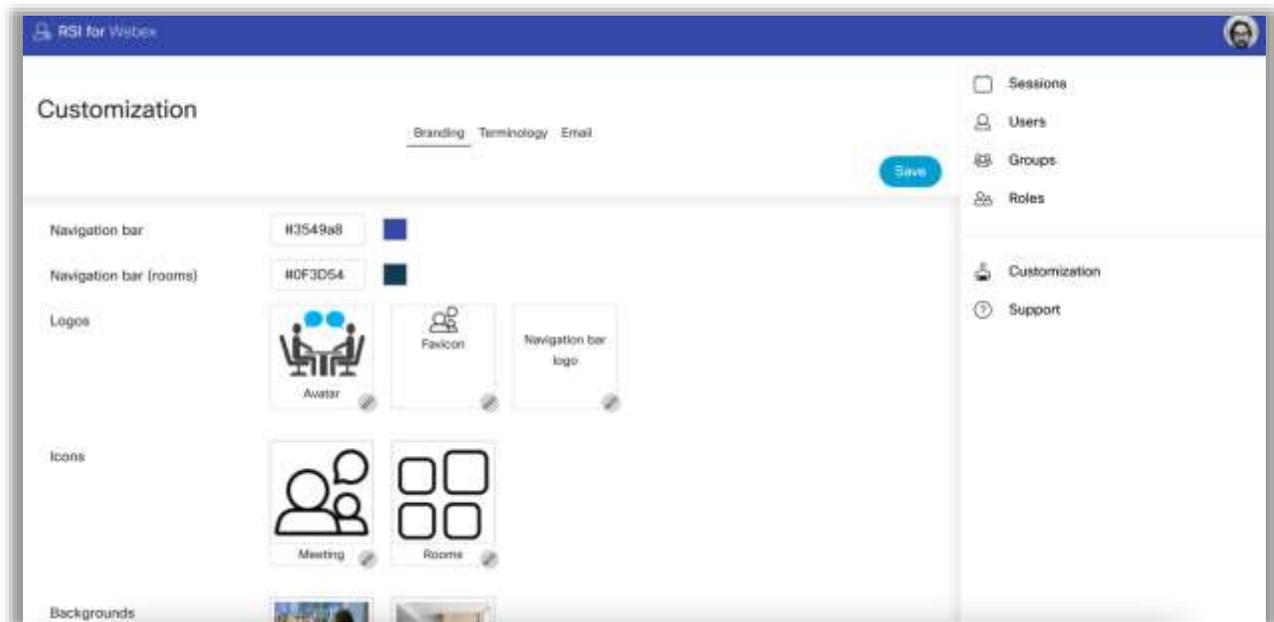
Customization & Configuration

In your admin dashboard, you can access the customization settings in the bottom right of your settings. The admin dashboard can be accessed by clicking on your User icon in the top right hand corner of the screen.



Carry out the following steps when you first log into your RSI for Webex instance to ensure that the branding and terminology will be familiar and cohesive for all other users.

Branding



You can customize the application for all users here in the branding section. It is your responsibility to have the appropriate image files and branding colour palettes to tailor the platform to your organization's needs.

- Browser Tab Text: This text will display outside of the app as the web browser text on the tab.
- Navbar: Choose the colour code for your navbar (the navigation bar across the top of your screen where your avatar and "Show help tips" reside).
- Navbar (Rooms): Choose a huddle navbar colour code (we'd recommend choosing a different colour to the navbar so users can distinguish between their private rooms and the main session).

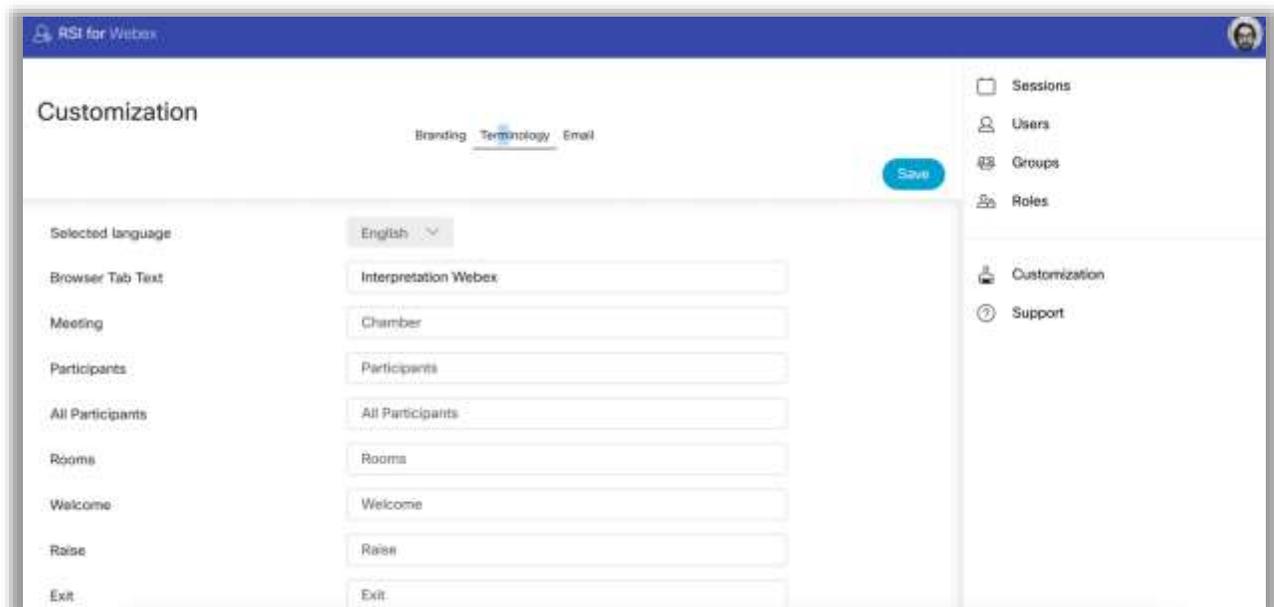
- Logos: Add logos for the Avatar, favicon (or shortcut icon; the small icon that displays next to the text in the web application tab across the top of your screen), and Navbar logo.
- Icons: Add icons for the meeting and rooms.
- Backgrounds: Choose backgrounds for the login and lobby.

Terminology

In your day-to-day running of the meetings, it's essential for you and your colleagues to feel comfortable working on RSI for Webex. The ability to customize the terminology enables an experience similar to that of the physical workplace. It will help users recognize their surroundings within the application.

Enable users to feel comfortable by adding your organization's standard terms and phrases.

To do this, toggle to the terminology tab at the top of your page to give custom names to the areas of your RSI for Webex application.



The screenshot shows the 'Customization' interface for 'RSI for Webex'. The 'Terminology' tab is selected, with 'Branding' and 'Email' tabs also visible. A 'Save' button is located in the top right corner of the main content area. The interface lists various terms and their corresponding values in a table-like structure:

Term	Value
Selected language	English
Browser Tab Text	Interpretation Webex
Meeting	Chamber
Participants	Participants
All Participants	All Participants
Rooms	Rooms
Welcome	Welcome
Raise	Raise
Exit	Exit

On the right side, there is a sidebar menu with the following items: Sessions, Users, Groups, Roles, Customization (highlighted), and Support.



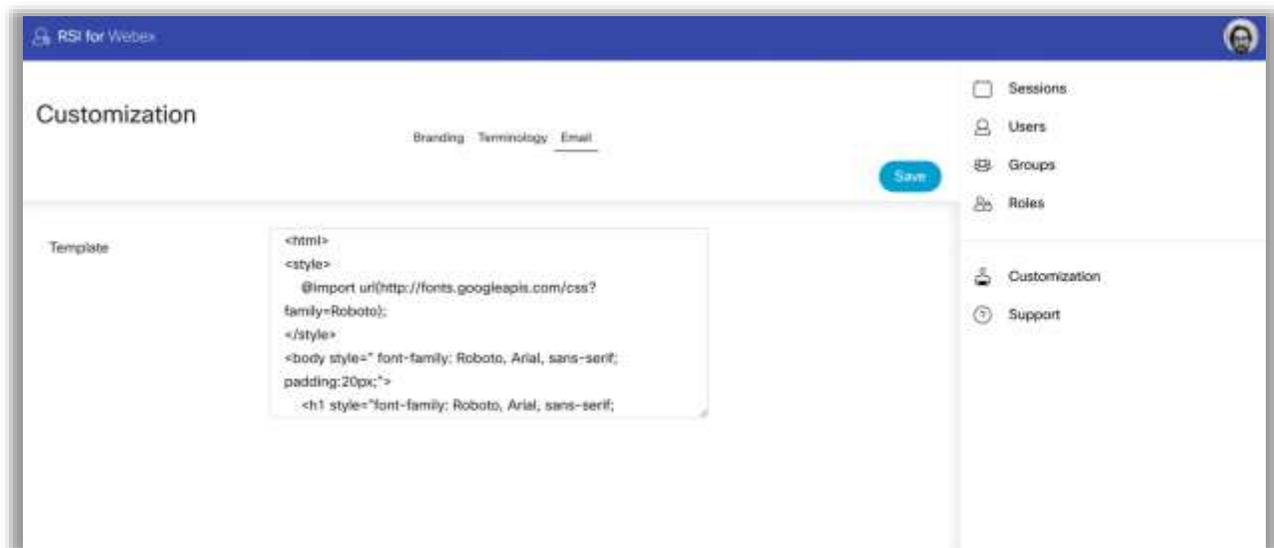
These names and terms will then appear throughout the application for all users to see.

- Main area: This is the main area of your application.
- Session Attendants: The list of people who attend the session.
- Side conversation room: The list of rooms users can attend during the session.

Email

This is the primary email template to send invites out to participants. It defines the layout, style, and content of email invites. You can create custom emails to suit your needs and branding.

The email is fully customizable using HTML. There are no restrictions placed by Webex, so you can replicate your organization's existing email style and branding. By default, the email template matches the standard WebEx template.



To update the template, copy and paste your template into the text box and then select the blue SAVE button.

You have the choice to ask a web developer to create the HTML email code if needs be. If you would like to develop the email template yourself, you will need to follow these steps:

- You will need a code editor to create and edit the template.
- To test this in a browser, please save the HTML file, then right-click and open in the browser. You can then check the appearance of the email.
- Copy and paste the code into the email text field in RSI for Webex.
- When you are happy with all of your customization preferences, please click the blue Save button.

- Send yourself a test email by setting up a test session and invite just yourself to ensure the email link works. Check your test email to verify it has the correct styling, brand, logo, and layout and that all URL links and session time details are as expected.

Structure your Organization with RSI for Webex

The following steps can be altered and updated on a day-to-day basis or as you see fit.

Roles

To develop your workflows and processes, they need to revolve around how each user works on the platform. We have created pre-packaged roles that give you the foundations for creating users with various characteristics and permissions.

A role is made up of a set of permissions of what a user can do and see. Think of it as turning on and off features for a particular group of users.

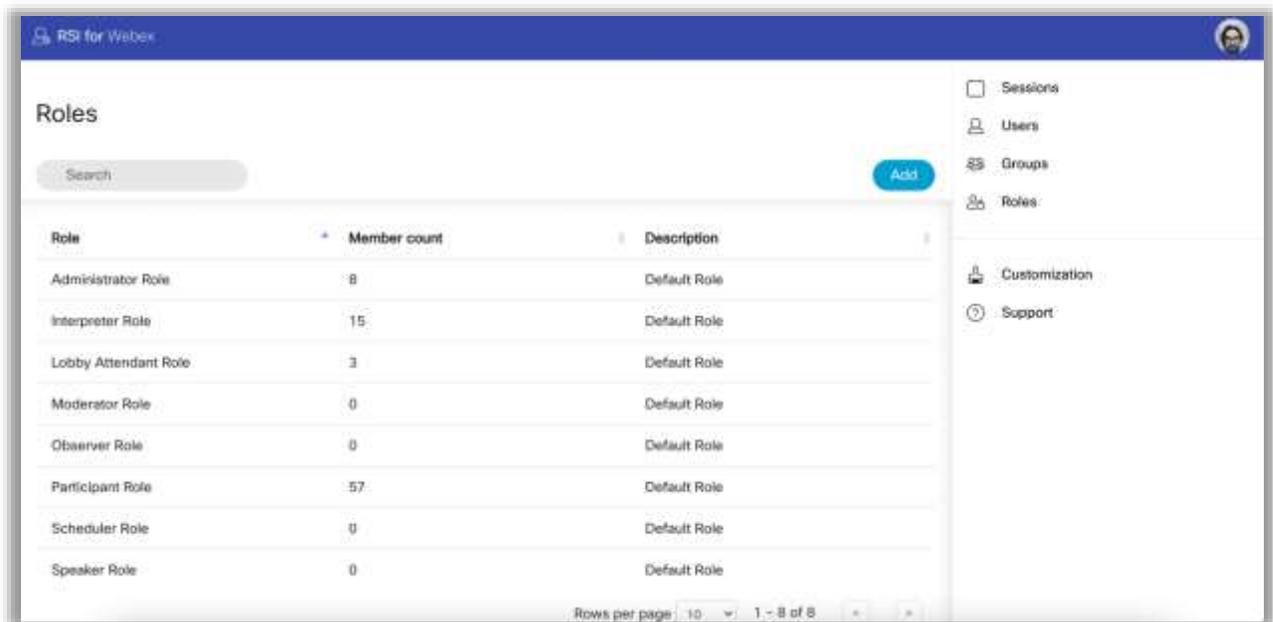
For example, the moderator can carry out all the participants tasks, but the moderator has extra permissions to schedule sessions, and force mute all participants.

There are multiple benefits to assigning roles to users within RSI for Webex:

1. This feature allows Administrators to set up a role once and then quickly apply it to many users, rather than repeatedly set the same permissions to any user that joins the application.
2. There is less risk of administrative error when applying the same set of permissions to many users. It helps ensure consistency.
3. If a role needs to be updated, it can be done quickly and apply to all members assigned to that role. Updates include changing the name of the role or making role permission changes.

As the Administrator , you can create Roles for different users. RSI for Webex provides out of the box, typical roles which you can adapt to suit your organization. You can also create new roles from scratch:

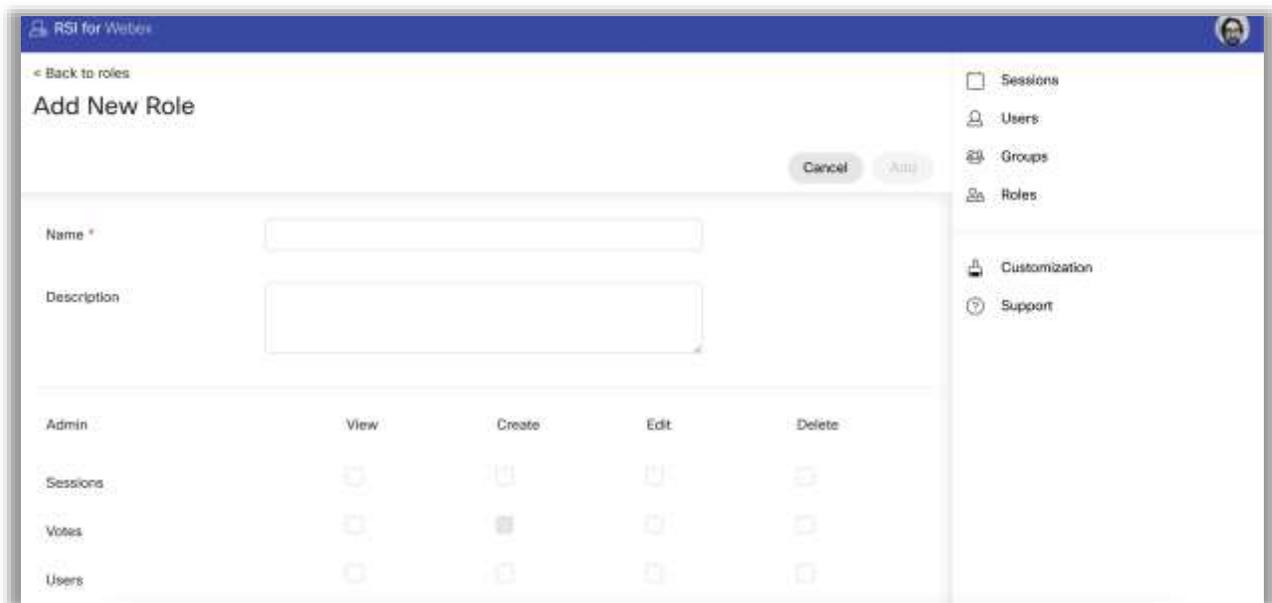
- Select Roles on the right navbar and click the blue Add button.



The screenshot displays the 'Roles' management page in the RSI for Webex interface. The page features a search bar, an 'Add' button, and a table listing various roles. The table has three columns: 'Role', 'Member count', and 'Description'. The roles listed are Administrator Role (8 members), Interpreter Role (15 members), Lobby Attendant Role (3 members), Moderator Role (0 members), Observer Role (0 members), Participant Role (57 members), Scheduler Role (0 members), and Speaker Role (0 members). The right sidebar contains navigation links for Sessions, Users, Groups, Roles, Customization, and Support. The bottom of the page shows 'Rows per page: 10' and '1 - 8 of 8'.

Role	Member count	Description
Administrator Role	8	Default Role
Interpreter Role	15	Default Role
Lobby Attendant Role	3	Default Role
Moderator Role	0	Default Role
Observer Role	0	Default Role
Participant Role	57	Default Role
Scheduler Role	0	Default Role
Speaker Role	0	Default Role

- You must give your role a name and an optional description.
- You can then select the permissions for this particular role.
- You can also provide them with further detailed permissions.



Whereas roles are what someone can do, groups are their affiliation. This could be political parties, session facilitation staff, or just participating as a guest.

The main reason for groups is to build up an organizational structure. You can assign groups to users so they inherit all the group's attributes, such as the group colours and logos.

Users

To see a list of all the users, click on Users on the right-hand side menu.

You will then see a table of all users with a row containing the details such as Email and Roles across the top.

RSI for Webex

Users

Search Add

Name	Email	Last Activity	Roles	Groups
 Alex	voter10@voting-demo.com	2021-05-11	Participant Role	
 Adams, James	jamesad@cisco.com	2021-05-06	Participant Role	
 Anderson, Alice	voter1@voting-demo.com	2021-04-23	Participant Role	
 Anderson, Audrey	voter21@voting-demo.com	2021-05-11	Participant Role	
 Apitz, Africa	afapitz@cisco.com	2021-04-28	Administrator Role, Participant Role	

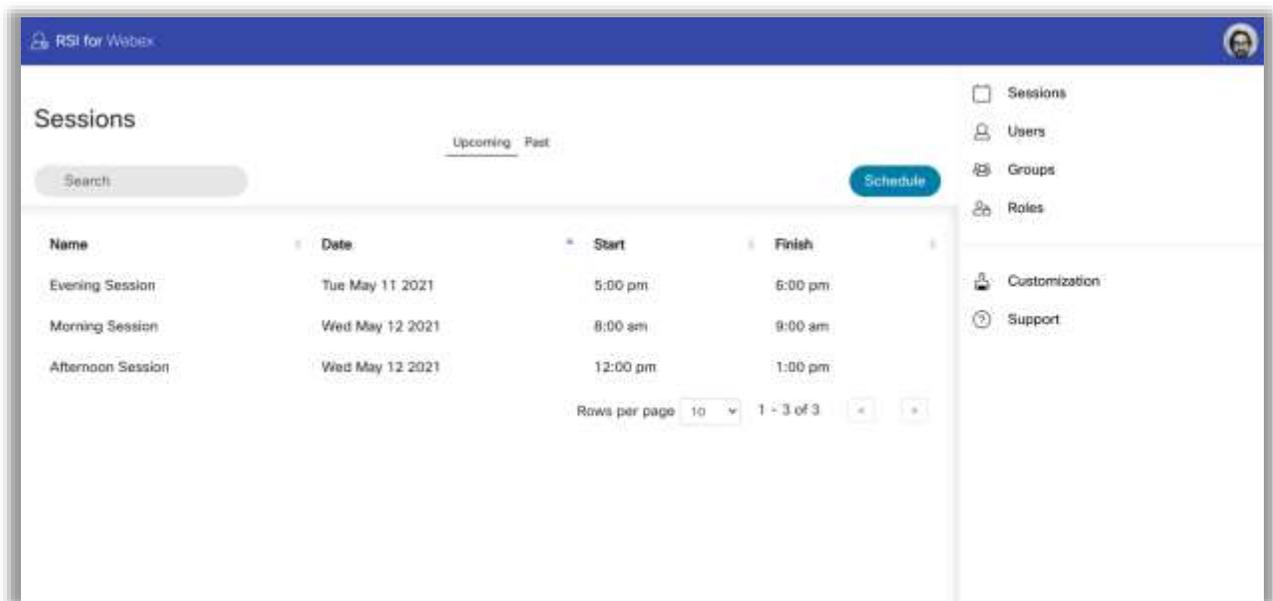
- Sessions
- Users
- Groups
- Roles
- Customization
- Support

Schedule Session

To schedule a session, on your Admin homepage, select “Session” in the top right-hand corner.

Schedule the session at least 25 minutes before the actual start time to ensure all participants have time to get through the lobby (if you need the lobby feature for the session).

Add on an extra 35 minutes to the end of the actual session time if the session runs over.



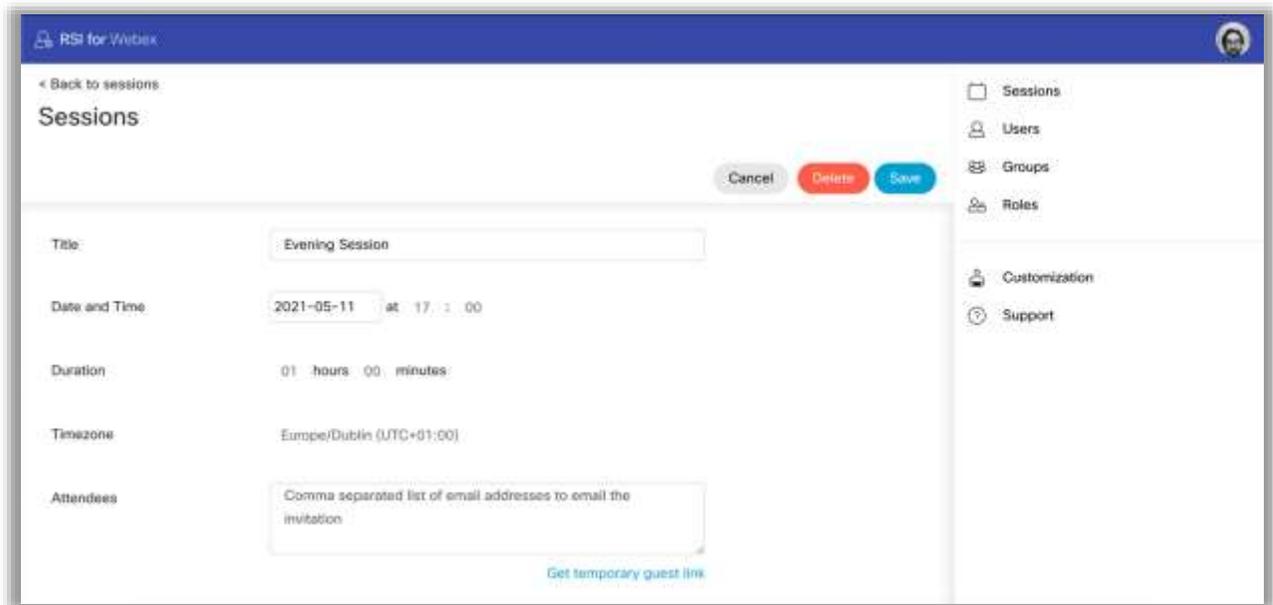
The screenshot shows the Cisco Webex Admin console interface. At the top left, it says "RSI for Webex". The main heading is "Sessions". There are tabs for "Upcoming" and "Past", with "Upcoming" selected. A search bar is present. A "Schedule" button is visible. A table lists the following sessions:

Name	Date	Start	Finish
Evening Session	Tue May 11 2021	5:00 pm	6:00 pm
Morning Session	Wed May 12 2021	8:00 am	9:00 am
Afternoon Session	Wed May 12 2021	12:00 pm	1:00 pm

At the bottom of the table, there is a "Rows per page" dropdown set to "10" and a pagination indicator "1 - 3 of 3". On the right side, there is a navigation menu with items: Sessions, Users, Groups, Roles, Customization, and Support.

You will see your upcoming sessions in the table. You can toggle between upcoming sessions and past sessions and search through the sessions using the Search function.

To schedule a session, click the blue Schedule button.



The screenshot displays the 'Sessions' configuration interface in Cisco Webex. The main form includes the following fields:

- Title:** Evening Session
- Date and Time:** 2021-05-11 at 17: : 00
- Duration:** 01 hours 00 minutes
- Timezone:** Europe/Dublin (UTC+01:00)
- Attendees:** Comma separated list of email addresses to email the invitation

At the bottom right of the form, there is a button labeled 'Get temporary guest link'. Above the form, there are three buttons: 'Cancel', 'Delete', and 'Save'. The right sidebar contains a navigation menu with the following items: Sessions, Users, Groups, Roles, Customization, and Support.

You are required to fill out the following information for each session:

- The session title.
- The session date and time.
- Session duration.
- Time zone.
- Add attendees with their email addresses.
- Additional notes on the session, links, or documentation.
- Check the box if the session requires a lobby attendant.
- Check the box if you want to record the session.

Support

This page can be used to access RSI for Webex support and help.



Converting the Superuser over to your Organisation

If required, you can move the superuser from the one created for you over to one created and hosted within your organisation. To do this there are a number of steps you must follow:

1. Create a new dedicated Webex teams account in the customer Webex Organization. E.g. rsi-dedicated-user@customer.com and give it a random password.
You can do this by logging in to admin.webex.com as your organisations Webex administrators and clicking on Manage users in the left hand side menu.
2. Send an email to Davra support with the username and password of this dedicated account requesting the change.
3. We will then update the existing superuser from within the config.json of the customer site.
4. Davra will log into `/app/login?superuser=true` of the site as the dedicated customer Webex account.
5. Before handing it back to the customer, we will confirm everything is working by scheduling and attending a test meeting.
6. Davra will email the customer to inform them it is done.
7. Customer can change the password of the dedicated system account.