
Whitelee Visitors Centre
Exhibit content - CMS
Operations

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1. Introduction

This document covers the update of written text and some media files relating to the Whitelee visitors centre digital interactive content.

1.1. Definitions

Whitelee Content Management System (CMS)

The CMS administration interface is a web based interface which provides access to most areas of the system and allows authorised users to modify the functionality and behaviour of the system through a set of interfaces.

Exhibit Kiosk software

The Exhibit Kiosk software provides the interface for delivering interactive content on all digital exhibits through a standalone Windows software program.

2. Use of this documentation

This documentation is provided in PDF and hard copy format and should be used by staff who have completed the initial system induction.

2.1. Intended audience

This documentation is intended for the system administrators and technical support staff operating the IT systems within the Whitelee Visitors Centre

Technical support staff

Technical support staff maintaining the Whitelee systems should have an knowledge of;

- Windows 10 based operating systems
- Familiarity with carrying out tasks on Windows 10 based operating systems

3. General fault resolution

For a complete assessment of potential failure points in the overall system this document should be used in conjunction with the software and hardware fault resolution documentation

3.1 Identifying the system

Before carrying out content updates it is important that the specific software configuration is established, there are three typical configurations covered in this documentation;

3.1.1 Power of Wind

Interactive PC exhibits deliver an interactive experience through identifiable by;

- Single touch screen framed by two circular portals in a wooden cabinet
- In operation shows a 3D globe on the right hand screen

3.1.2 Current power

Non interactive screen looping through a dynamic playback of information, identifiable by

- the left of the screen show show the current output of the Wind farm
- the right of the screen a series of infographics and facts

3.1.3 Control Centre

Multi player interactive PC exhibit allowing player to control a wind farm over a simulated day it cab be identified by;

- Large format projection screen showing a wind farm landscape with city in the backdrop
- Three touch screen interfaces under the projection screen
- Three control panels allowing control of the activity under the touch screen

3.1.4 Whitelee Cycle

Two single player interactives allowing players to cycle around a simulated version of the Whitelee Wind farm encountering staff and visitors, the exhibit can be identified by;

- Two independently operating interactive exhibits
- Each exhibit has a 'pedal interface' device allowing the player to pedal through the landscape
- Each exhibit has a large format screen in front of the pedal interface

3.1.5 Whitelee Quiz

Two player interactive allowing two players to compete against each other in a competitive quiz it can be identified by;

- A large format display comprising two screens framed by a circular portal
- Two small format touch screens mounted under the large format display facing each other

3.2 Logging into the CMS

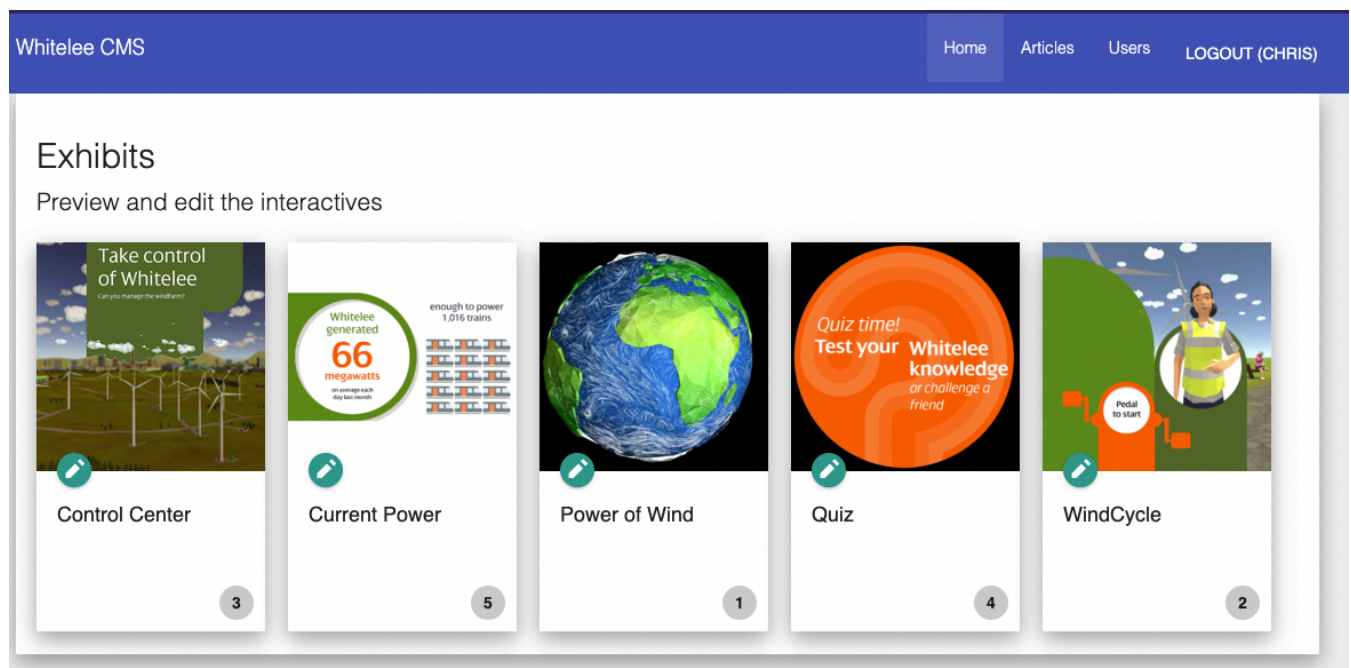
To log into the CMS visit the web address <https://whitelee.onlocation.dev/> , if you have not previously logged in you will be asked for the user name and password for a valid account.

If you have previously logged in you may still be logged in, *users will remain logged in to the system on a machine until the log out.*

If you successfully enter your username and password the CMS will send a one time code to your email address, you must enter this into the log in page to complete log in.

Main CMS dashboard

The CMS dashboard will show a list of the exhibits controlled via. The CMS, each exhibit is labelled and the naming convention mirrors that outlined in the identifying the system section.



3.3 Content updates

The exhibits can all be updated through the online CMS available at the web address;

<https://whitelee.onlocation.dev/>

The CMS requires a valid user account and associated authentication, user accounts have been created for nominated staff as part of the commissioning process, if accounts cannot

be accessed or new accounts are required contact the support channels at the end of this document.

Updating an exhibit

To update an exhibit click on the 'edit button' (a green circle with a pencil icon) to open the editor for that exhibit.

Each exhibit will typically consist of a two sets of content, the main game activity content and a secondary set of 'editorial content' relating to miscellaneous elements like welcome messages and button labelling.

To edit an item click on the edit button for the item, this will open up the editor for that item, the structure and format of the elements varies across the exhibits depending on the requirements.

To save the updates to an exhibit click on the 'save' button at the bottom of the editing form, where editing an individual element of an exhibit you do not need to save the main exhibit entry as well for the update to be saved.

Updates to the exhibit will be reflected the next time the exhibit is reset or restarted.

Control Center updates

The control centre consists of a suite of 'Scenarios' that are presented to the users over the course of game play and a set of editorial content which covers the introduction, tutorial segment and completion stages.

Each scenario consists of text fields;

Reference name	Only used internally
Title	Shown as the title of a scenario when introduced on the player screen
Heading	Shown as the title of a scenario when introduced on the projection screen
Time	The time (in seconds) after the start of there activity when the scenario occurs
Overview	Overview shown on the projection screen
Announcement	Overview shown on the player screen
Call to action	Call to action shown within the orange circle on the player screen
Weather	The type of weather, valid options are: sunny, storm
Wind	The level of wind speed
Direction	The direction of the wind

Demand

The power demand from the national grid

Current Power updates

The Current Power exhibit consists of a live data representation of the average power output of the wind farm, a series of topical announcements or facts and optionally a suite of infographic animations showing the comparative potential of the energy generated.

There are two key values for Minimum Output and Alternative Output at the start of the editor, the Minimum Output sets the point at which the live data is substituted for a more generalised average output figure. The Alternative Output is the value that will be used.

There are two components, the Screens and editorial elements

Each screen consists of text fields;

Reference name	Only used internally
Title	Title shown at the top of the slide
Text	Text shown as the main body copy of the slide
Image	The image shown along with the text, to add images click on the green [+] button and select an image from your local file system

There are two editorial elements, the Live data labels which are shown when the output of the windfarm is over a certain level and the Historical data which shows an alternative fallback text when the output falls below the Minimum Output level.

the consists of text fields;

Reference name	Only used internally
Title	Title shown at the output graphic
Heading	Title shown at the output graphic
Strapline	Text shown under the output figure
Copy	Not used
Call to action	The energy output unit (set to MWs)
Misc	Not used

Quiz updates

The quiz exhibit consists of two sets of questions, Beginner and Expert, which are posed to players of the quiz, the CMS can hold as many questions as you wish and a selection of 10 will be picked at random for each game from the relevant level.

Each question consists of text fields;

Reference name	Only used internally
Question	The question posed to the player
AnswerA - AnswerD	The potential answers to the question
Correct	The correct answer (a=1,b=2,c=3,d=4)

Wind Cycle updates

The wind Cycle exhibit consists of a suite of 'Scenarios' that are presented to the users over the course of game play as the move around the courses and a set of editorial content which covers the introduction, tutorial segment and completion stages.

Each Scenario consists of text fields;

Reference name	Used to correlate with the character on the course (DO NOT CHANGE)
Title	The title shown on the introduction to the character / scenario
Introducton	The copy shown on the introduction to the character / scenario
Question	The question posed to the player
AnswerA - AnswerC	The potential answers to the question
Correct	The correct answer (a=1,b=2,c=3)

4.0 Reporting faults

Where a persistent issue occurs the supplier should always be informed of the issue along with as much information as possible, the following details are useful.

Fault log :- detailing the times and exhibits the failure occurred on along with any observed user interactions / environmental factors which may be caused the fault.

Screen captures, photos, video recordings :- especially where the issue is related to user interaction visual recording of the issue can be invaluable to identifying the fault

System / environmental changes :- where exhibits fail after extended periods of stability there will likely be an external factor causing the instability, information on any changes that have been made to the technical infrastructure or content delivered by exhibits is useful.

Content changes :- where exhibits fails and the diagnostics indicate that recent content changes may have caused the error in the first case contact the content owner (at the Whitelee Visitors Centre).

5. Support Channels

The primary support channels are email based with phone based assistance available by appointment during business hours.

Primary support email is: support@grizzleandtan.co.uk

Primary support line: +44 (0) 7980859137

Appendix A

Common settings and configurations

Whitelee CMS address

<https://whitelee.onlocation.dev>

Exhibit IDs

1. Power of Wind
2. Whitelee Cycle
3. Control Centre
4. Whitelee Quiz
5. Current Power