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Athens Olympic Museum
Exhibit content - CMS
Operations

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Contents

1. Introduction

This document covers the update of written text and some media files relating to the Athens Olympic Museum digital interactive content.

1.1. Definitions

Athens 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 though 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 Athens Olympic Museum

Technical support staff

Technical support staff maintaining the Athens 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 is 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 Olympic Alpine Skiing

Interactive PC exhibits deliver an interactive experience through identifiable by;

- Single screen exhibit with a ski / ski-pole based control system in front
- In operation shows an attractor with Ski related content and a ski based simulation

3.1.2 Olympic Archery

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

- Projection screen exhibit with an archery bow control system in front
- In operation shows an attractor with archery related content and an archery tournament simulation

3.1.3 Olympic Wheelchair race

Multi player interactive PC exhibit allowing two players to take part in a wheelchair race, it can be identified by;

- Two screens sitting in front of wheelchair system installations which the players can interact with
- In operation shows an attractor with wheelchair related content and a simulated wheelchair race.

3.2 Logging into the CMS

To log into the CMS visit the web address `https://athens.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.*

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.
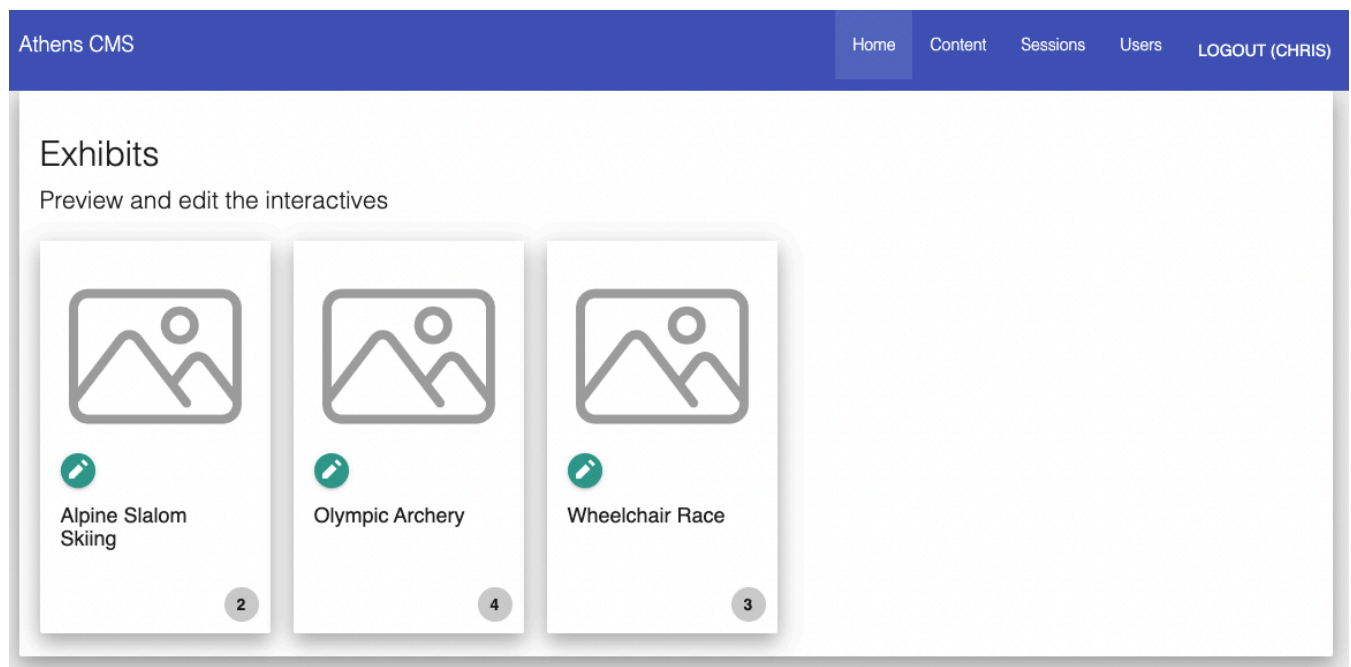
3.3 Content updates

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

`https://athens.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.

Dual language

All content in the exhibition is dual language Greek and English.

On every content editing page the English language content is on the left (labelled with 'en') and the greek content on the right (labelled with 'gr').

Images

Images can be added to some content (mainly attractor slides) through the CMS, these are added to the system by uploading from your local computer. All images uploaded should be in a JPEG format, exactly 1920 x 1080px in size and no larger than 2MB. Images are not dual language, the same image will be used for both languages.

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

Attractor updates

Each exhibit has an 'attractor' sequence which runs in a continuous loop until a visitor interacts, the content for the attractor follows this format;

You are free to add and remove slides from the attractor section, the order of slides shown in the CMS reflects those in the interactive. You can drag / drop the slides to change the order in which they are presented.

Each attractor consists of text fields;

Reference name	Only used internally
Title	Shown as the title of the attractor slide when introduced on the player screen
Copy	Shown as the main content of the slide after the title
Media	The image shown in support of the slide, this should be 1920px X 1080px in size.

Game dialogue / content updates

In addition to the attractor content each exhibit also has a set of text that is used for each stage of the game. The text for each section is held in a separate collection generally as follows;

- Attractor - content shown in the attractor
- Intro - content shown in the intro section
- Tutorial - content shown in the tutorial section
- Game - content shown during the main 'game' simulation segment
- Replay - content shown during the replay
- Results - content shown during the results / awards section
- Credits - content shown in the credits segment
- Competitors - the competitors used for the results leaderboard)

To edit content in a section click on the green edit button this will open up a panel with all the content in that section.

Within a section all the individual parts will be shown, clicking on one of these will open the form with the content allowing updates.

You are free to amend the text in any of the sections within the limits of what will visually fit into the interface on the interactive.

When you are happy with the changes you can click on the save button and those updates will be shown in the interactive the next time it is restarted.

Note.
No new content can be added to any section apart from the attractor
No existing content can be deleted from any section apart from the attractor

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 Athens Olympic Museum).

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