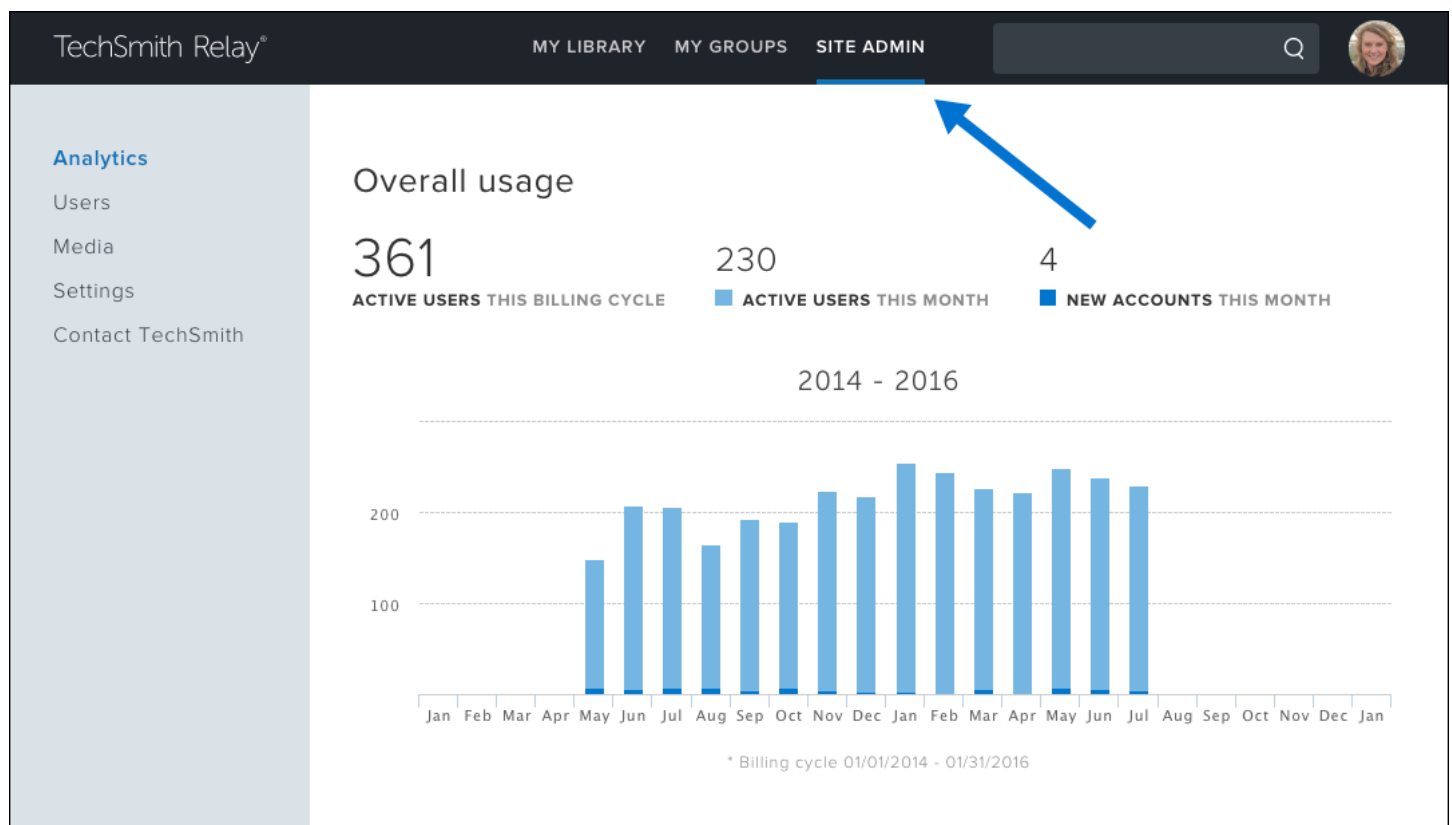# TechSmith Relay Administrator Guide

TechSmith Relay is designed to require very little work or maintenance on the part of the Administrator. Administrators do not have to be technically savvy, and you can assign any number of administrators to your instance of TechSmith Relay.

In this guide, we will go over the five key responsibilities of a TechSmith Relay Administrator. Everything shown in this guide can be found in the Site Admin page. You can access the administrator panel by logging in to your TechSmith Relay website and selecting Site Admin from the top navigation. Only Administrators will see this button.

Five Key Administrator Responsibilities

1. **Analytics Tab:** Track overall usage of your TechSmith Relay instance by monitoring the number of active users and new accounts that have been activated.
2. **Users Tab**: Enable and revoke additional administrators, define who has permission to create content and add it to the system, grant permission to those outside your organization to access the site (optional whitelist permissions), revoke a user's access, and delete a user's content.
3. **Media Tab**: View all of the media within your TechSmith Relay website, search for media by title, and delete media as necessary.

4. **Settings Tab**: Control how users can access the system (email domain, service code, or organizational identity provider), limit content permissions (who can add content and what type of content is allowed), and establish the contacts from your organization who TechSmith can contact, should the need arise.
5. **Contact TechSmith Tab**: See your personalized Customer Care Team, contact them directly, and also contact Technical Support, should you need to.

The Analytics Tab

The Analytics Tab is used to track the overall usage of your TechSmith Relay instance by seeing the number of **active users** in a month or billing cycle and the number of **new accounts** activated in a month.

An **active user** is a single user that logs into the system at least once. Active users are shown as the total in a given billing cycle and per month.

A **new account** is a user that has logged in to TechSmith Relay for the very first time. Users that are added by administrators are not considered a new account until the user activates the account by logging in.

When looking at **Overall Usage** (displayed on the following page), the number in the upper left shows the total number of active users for the current billing cycle. Below that, the active users and new accounts for the current month are displayed. The graph to the right shows the number of new accounts as a subset of active users for each month. Mouse over the graph for any month to see exact numbers. By default, the graph only shows the current billing cycle, but clicking the [+] will display previous billing cycle data.
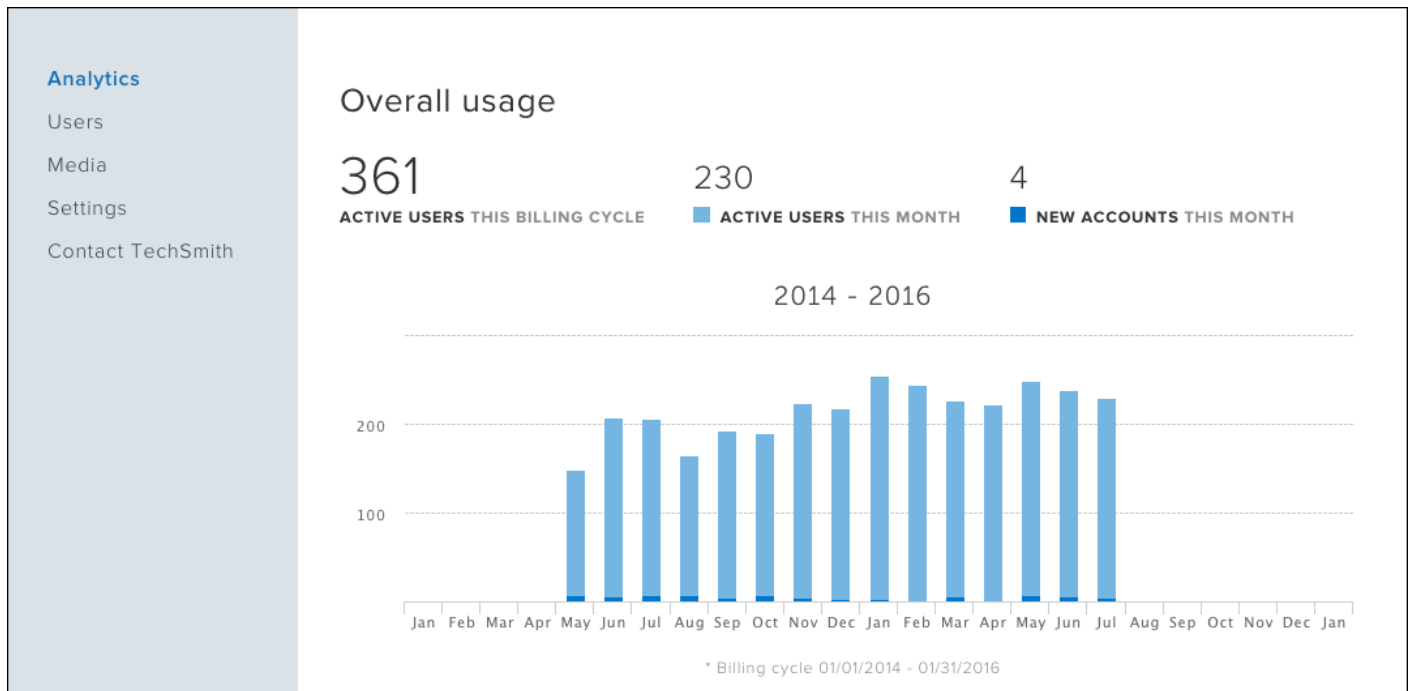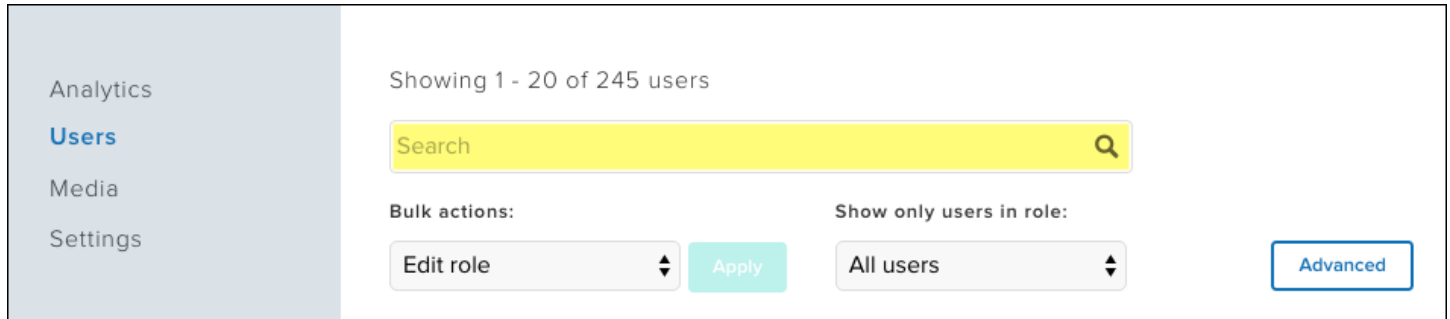
Users Tab

All of the users within your TechSmith Relay instance can be found under the Users tab. Anyone who has created a TechSmith Relay account for your instance will show up on the user list. The users are listed in alphabetical order, by email address. For each user, you can see their display name, email address, profile picture, and role.
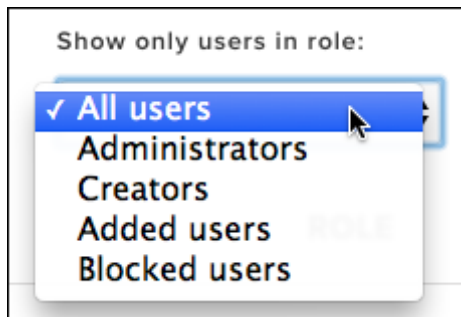
Searching for Users within your TechSmith Relay Website

You can find specific users within your TechSmith Relay site by using the search bar. This allows you to search for users by email address.

Different User Roles in TechSmith Relay

Users can be filtered by role: All Users, Administrators, Creators, Added users and Blocked users.

1. **All Users**

   This list will show you all of the users who have created an account and have access to your TechSmith Relay instance.

2. **Administrators**

This list will show you all of the users who have administrative rights in your TechSmith Relay instance.

You can add an Administrator by selecting a user from the list, selecting Edit role from the dropdown, and clicking Apply.

Showing 1 - 20 of 245 users

| Search | 🔍 |

Bulk actions:

Edit role ⇕   Apply

Show only users in role:

All users ⇕

Advanced

	NAME	ROLE	MANAGE
☑	**Joshua Holnagel** j.holnagel@techsmith.com	Creator	

In this window (seen below), you can assign user roles. Select the Administrator option and click Apply Changes to give a user administrator access.

Assign user roles ✕

The following users will be affected by these changes:

| j.holnagel@techsmith.com |

☑ Administrator
☑ Creator

Cancel   **Apply Changes**

All administrators have the power to add and remove other administrators. Anyone with administrator access can search for another user in the system and edit his or her role.

*Please Note: Users do not receive an email notification when they are added as administrators, nor is a TechSmith Relay account automatically created for them, if they do not already have one. This functionality simply gives specific users Administrator privileges once they log into the system.

Administrators have the following abilities:

General Site Administration

- Can change access to the site between Service Code to Email Domain
- Add additional administrators
- Whitelist content creators (if applicable)
- Add guest users to the system

Group Management

1. Join groups (so they can add content to the group and/or receive notifications)
2. Add and delete groups
3. Add, remove, and promote group members

Media Management

- Delete any content in the system
- Create and upload content
- Change the privacy level of media
- View private (Only You) media, assuming they have the link to the media
- View analytics data
- Delete quizzes (Administrators cannot view quiz results at this time)

3. **Creators**

This list will show you all of the users who have permission to create content and groups within your TechSmith Relay instance.

The Creator role is only relevant if you have "All users may create content and groups" turned Off under Content Permissions on the Settings tab (see image below). When Content Permissions are turned off, only users added to the Creators list can create content and groups. Use this tab to specifically "whitelist" certain users that are allowed to create content and groups in your TechSmith Relay website.
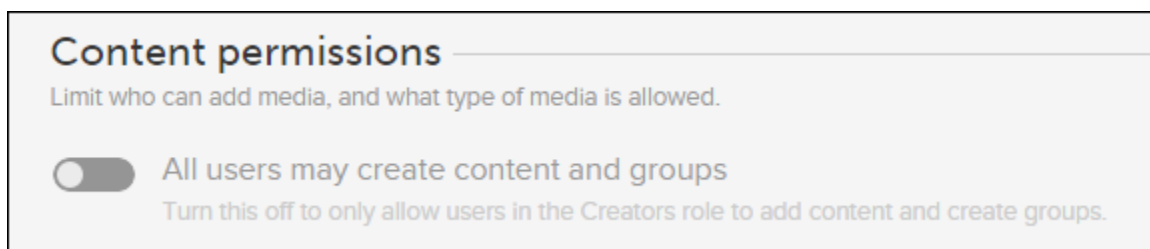
1. To manage the Creators of your TechSmith Relay site, click the Creators link in the Advanced options.
2. To add a Creator, click Advanced and select Add Creator.
3. The Add Creator dialog appears, enter the email address into the field.
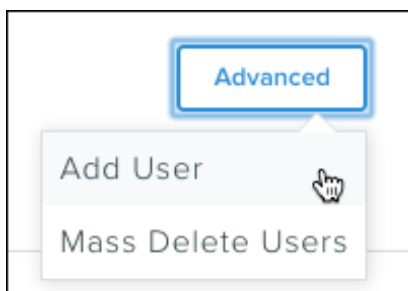4. Click the Submit button.
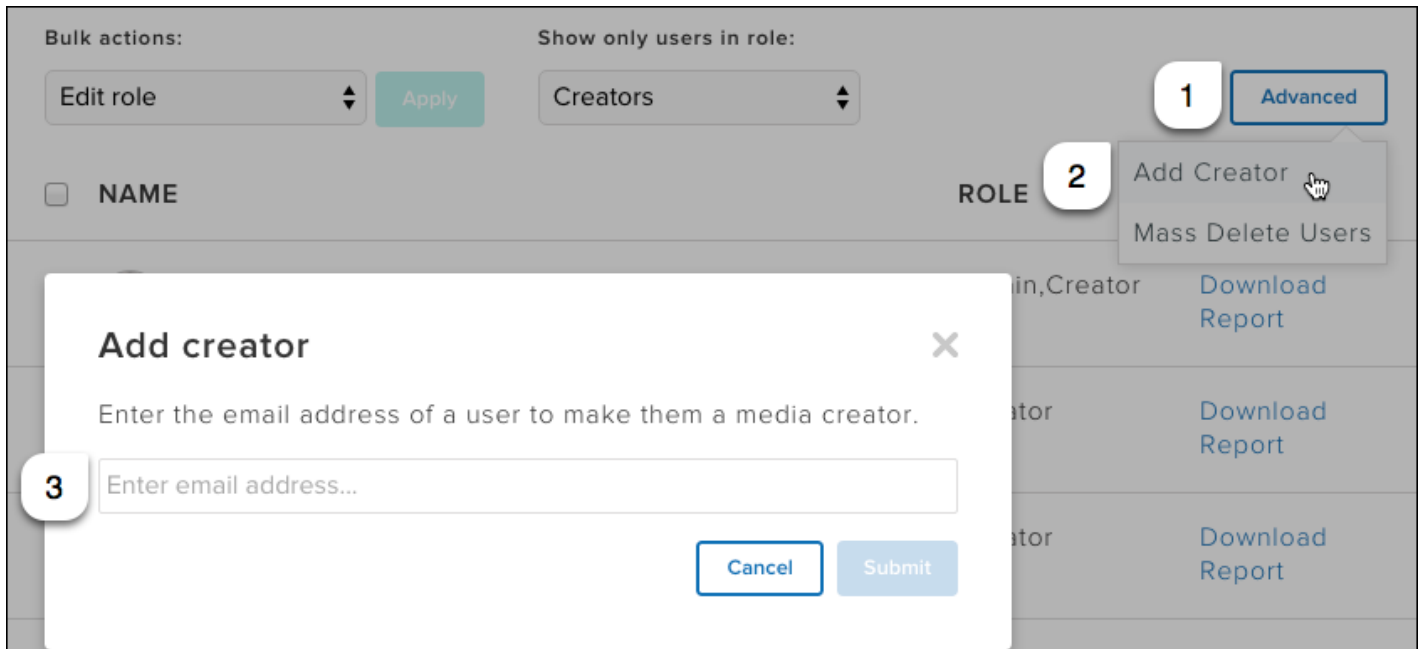
*Please Note: Users do not receive an email notification when they are added as Creators, nor is a TechSmith Relay account automatically created for them, if they do not already have one. This functionality simply gives specific users Creator privileges.

4. Added Users

This list displays all of the users who have been manually added to your TechSmith Relay instance by an Administrator.

By entering a valid email, you can add outside members to the system. These users are just like any other user in the system, coming in with the same default creation permissions. They can be Group Managers or even Admins.

*Please Note: Users do not receive an email notification when they are added, nor is a TechSmith Relay account automatically created for them, if they do not already have one.

5. Blocked Users

This list will show you all of the users whose access to your TechSmith Relay instance has been revoked. You can block any user from your All Users list at any time. Likewise, you can reinstate access to any user on the Blocked Users list at any time.

Changing a User's Role in TechSmith Relay

Unless otherwise indicated by an Administrator in the Content permissions section on the Settings Tab, all users who create a TechSmith Relay account can add content and groups. You can change a user's role by clicking on the user (or checking the box next to the user's account picture), choosing Edit role from the action dropdown, and clicking Apply.

Make sure to click Apply Changes to save the edits to the user's role. Click Cancel if you made a mistake or no

longer want to change the user's role.

## Revoking a User's Access to your TechSmith Relay Site

At this point in time, there are 3 ways to revoke a user's access to your TechSmith Relay instance. Revoking a user's access, does not delete that user's content.

1. **Block a User**
   Under the Users tab, select the user(s) you wish to block and choose Block User from the action dropdown, then click Apply.
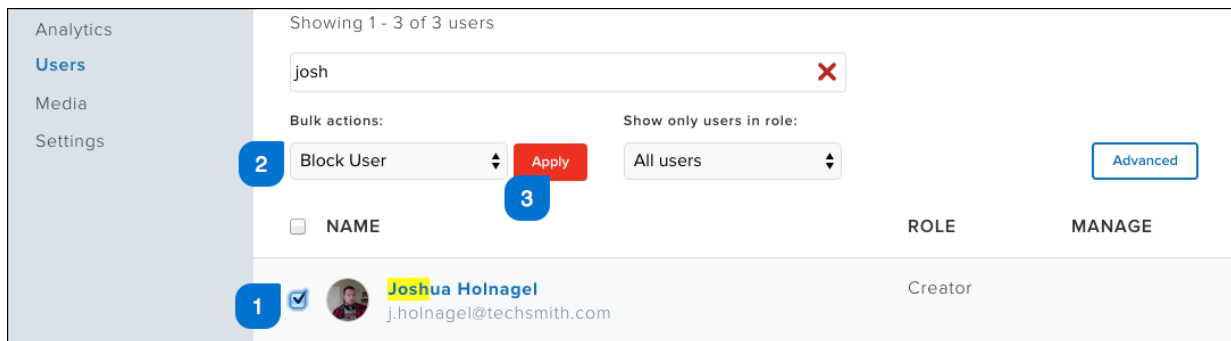
   From here you can either click Block, if you wish to revoke the user's access to your TechSmith Relay instance, or you can click Cancel, if this was done in error.
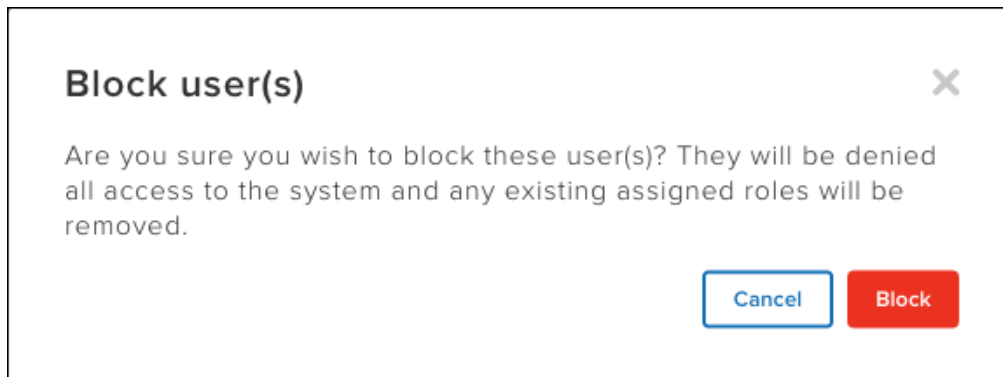
   Any users you have blocked will be added to the Blocked Users list. They will no longer be listed under the All Users list. You can reinstate access to any user, at any time.

2. **Revoking Access of a Service Code**

   If you use the Service Code method to authenticate accounts in your TechSmith Relay site, you can delete the Service Code to revoke users' access. Any user who initially logged in with this Service Code, will have to re-authenticate with a new service code or by email (whichever is required) to regain access to your TechSmith Relay site.

   From here you can either click Revoke, if you wish to revoke the users' access to your TechSmith Relay instance, or you can click Cancel, if this was done in error.

*Please Note: Once you have deleted a particular service code and revoked users' access, it cannot be undone and the same code cannot be regenerated.

3. **Revoking Access of Domain Email**
    If you have used the Domain Email method to authenticate accounts in your TechSmith Relay site, you can delete the Domain Email to revoke users' access. Any user who initially created an account and logged in with this specific email domain, will no longer have access to your TechSmith Relay site.
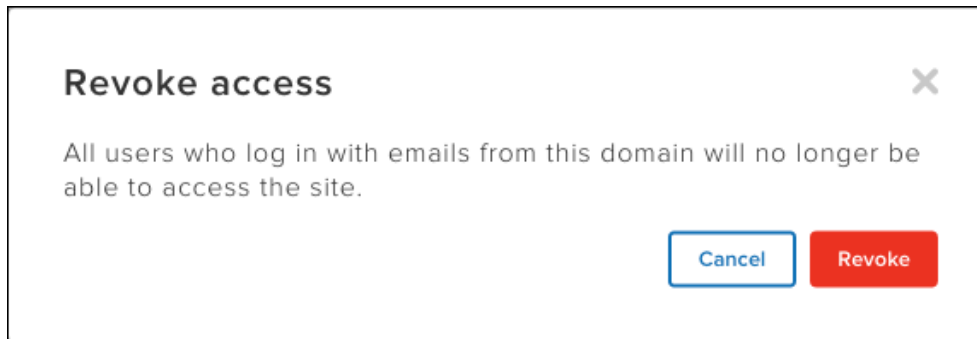

From here you can either click Revoke, if you wish to revoke the users' access to your TechSmith Relay instance, or you can click Cancel, if this was done in error.

Deleting all of a User's Content from TechSmith Relay
An Administrator can delete all of the content belonging to a specific user in a TechSmith Relay instance.

**Please Note: While this action will delete all of a specific user's media content, it does not revoke the user's access to the TechSmith Relay instance. Blocking a user is an action that will need to be done separately.

Next to each user (if they have media content created), you should see a link titled, Delete Content. Click on this link to delete a user's content.
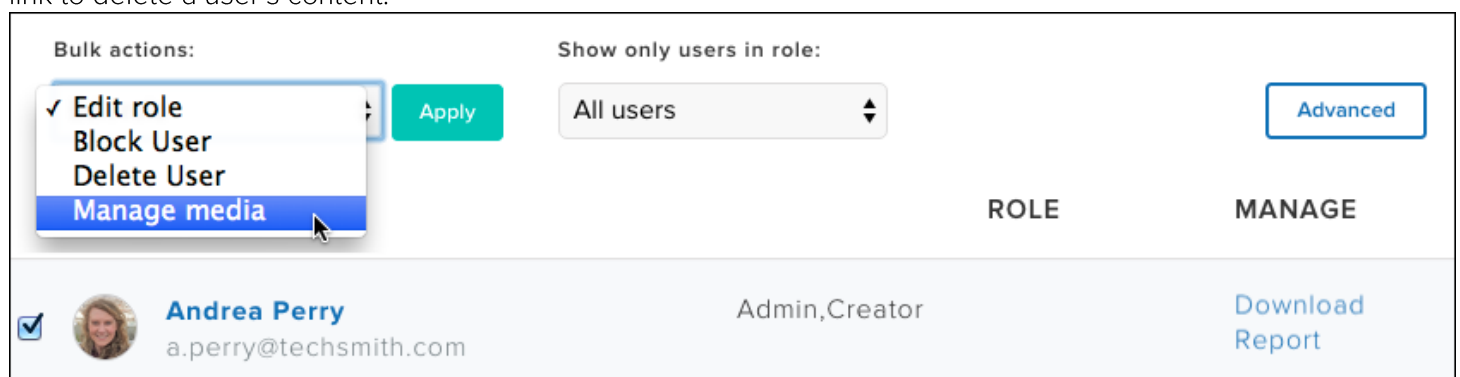
You will receive the following pop-up message. Here you can either change the owner of the user's media, delete the user's media or cancel the action.

Please Note: If you delete a user's content, this action cannot be undone.

Once you select Apply, the action is complete and all of the user's content is removed from your TechSmith Relay instance. Their content will no longer show up in searches or in groups it was added to. The user's profile, however, will still exist within TechSmith Relay and the user will show up in your All Users list (unless you have blocked them, in which case they will show up in your Blocked Users list).

Media Tab

All of the media within your TechSmith Relay instance can be found under the Media tab. This includes all media created by users, as well as all videos added from YouTube.

You can search for a specific piece of media by title. By clicking on the media's title, you will be taken to the media viewing page. By clicking on the user's name, you will be taken to their TechSmith Relay profile page.
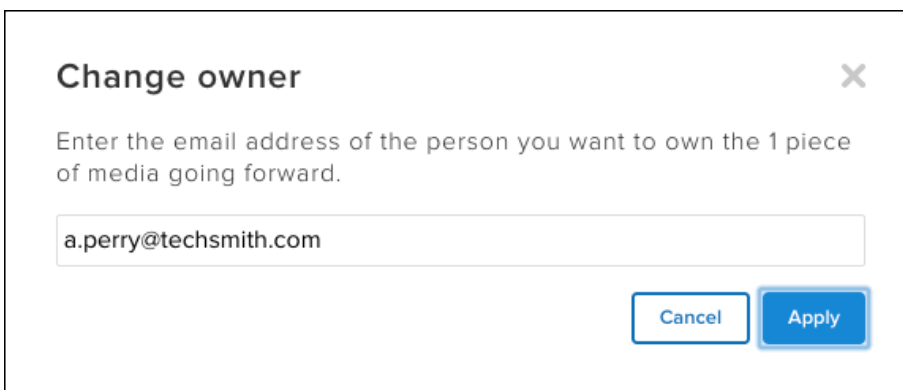
Additionally, you can delete any of the media in your TechSmith Relay instance, by checking the box next to the media, selecting Delete Content from the dropdown, and clicking Apply.

**Please Note: If you delete a user's content, this action cannot be undone.

If you'd like to change the owner of a piece of media, check the box next to it and then select Change Owner.

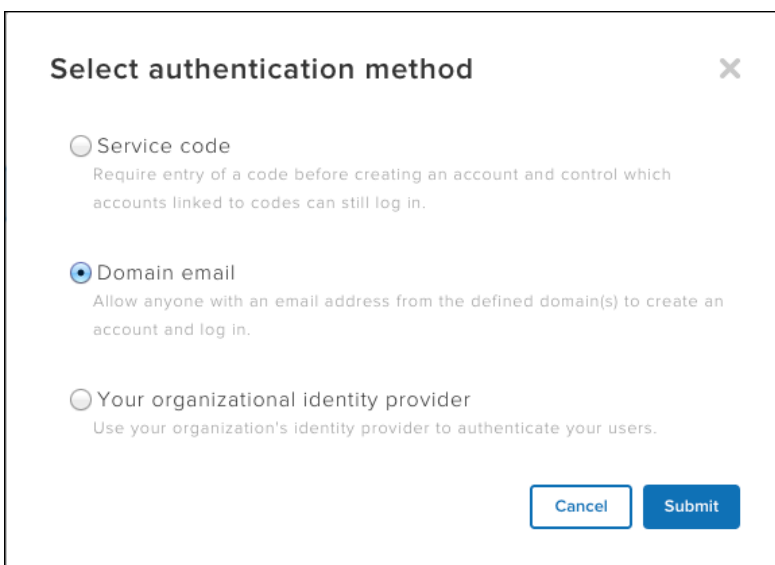Then you can enter the emails address of the new owner and click Apply.

The Settings Tab

The Settings tab controls who has access to the system and default permissions for content creation.

Login and New Account Authorization – Change Authentication Method

You must choose between one of three ways to limit access to the system.

Option One: Service Code Method

Use the service code when you have users with a variety of email addresses. For example, perhaps you want to use the system with many people outside of your domain. You can also generate multiple random codes and delete individual codes at will to block users that utilized that specific code.

Users will be required to enter the code when signing into the system for the first time. Users still need to create a TechSmith Account by manually creating one or by using their Google ID (if applicable).

Option Two: Email Domain

Use this option when you know most of your users are coming from your school or organization. By allowing "@exampleschool.k12.us", users who can verify their email at this domain will be entered into the system without the need for a code. When a user creates a TechSmith account with their organizational email, they can then login to Relay using their organizational email and a password of their choosing.

Option Three: Your Organizational Identity Provider

If your organization uses an organizational identity provider, such as Azure Active Directory, you can now use your system's functionality in TechSmith Relay to create and authenticate user accounts. This means users will no longer have to create their own accounts manually or verify their credentials via email. Users can now use the credentials assigned to them through your organizational identity provider as their TechSmith Relay account credentials as well.

Learning Management System Integration

If your organization has a Learning Management System (LMS) you would like to integrate with TechSmith Relay, you can do so by selecting, Add New Integration, under the LTI integrations section. You will then be provided with the necessary information to connect your LMS to TechSmith Relay.
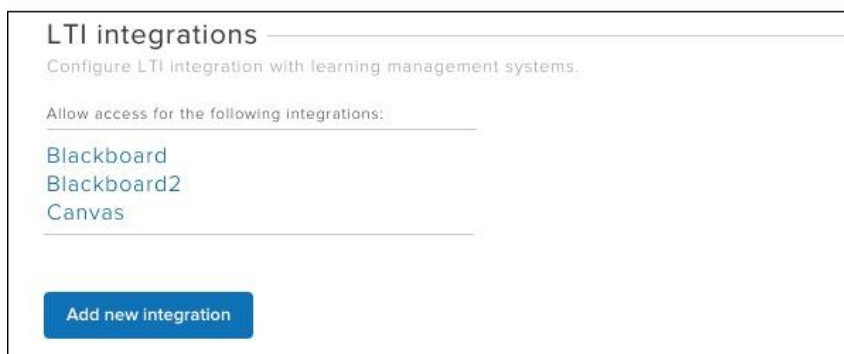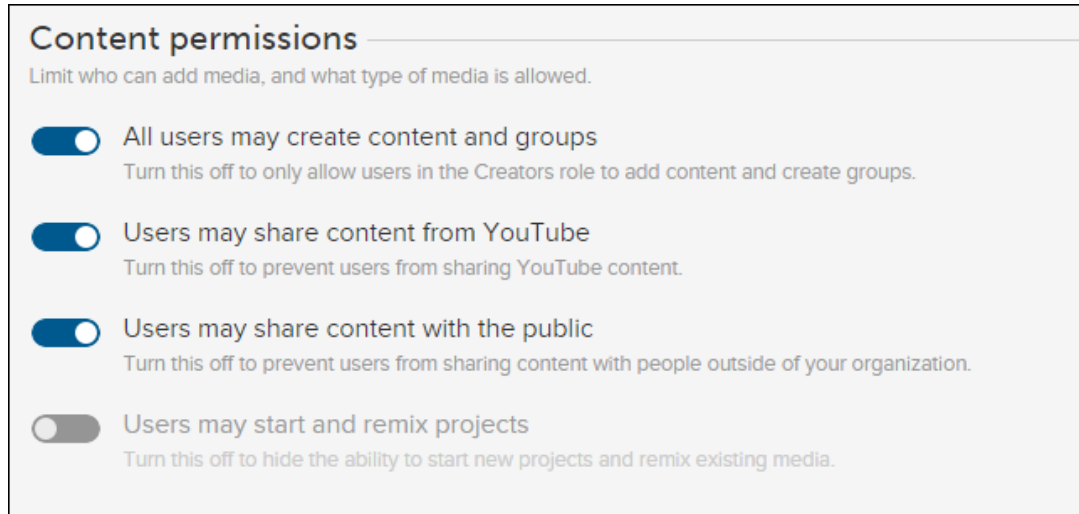

Set Content Permissions

1. **Determine Default Creation Permissions**

   Content Permissions for allowing users to create content and groups and allowing users to share content from YouTube, are turned On by default.

If turned to the Off position (switch is grey and the circle is positioned to the left), Admins will have to manually determine who has permission to download the recorder, create groups, and upload content. For example, you could ensure that only teachers or certain staff have permission to add content to the system.

The On position offers more flexibility, and is recommended if you plan on allowing any member of your organization to create content.

2. **Determine Default YouTube Sharing Permissions**

If turned to the On position, users within your TechSmith Relay instance will be allowed to share videos from YouTube, within your TechSmith Relay site.

If turned to the Off position, users are prevented from sharing YouTube content within your TechSmith Relay site.

3. **Determine Default Sharing Public Content Permissions**

By default, this setting is turned off. If turned to the On position, users within your TechSmith Relay instance will have the ability to make their media public, meaning viewers will not need a TechSmith account to view content that has been to be available publicly.
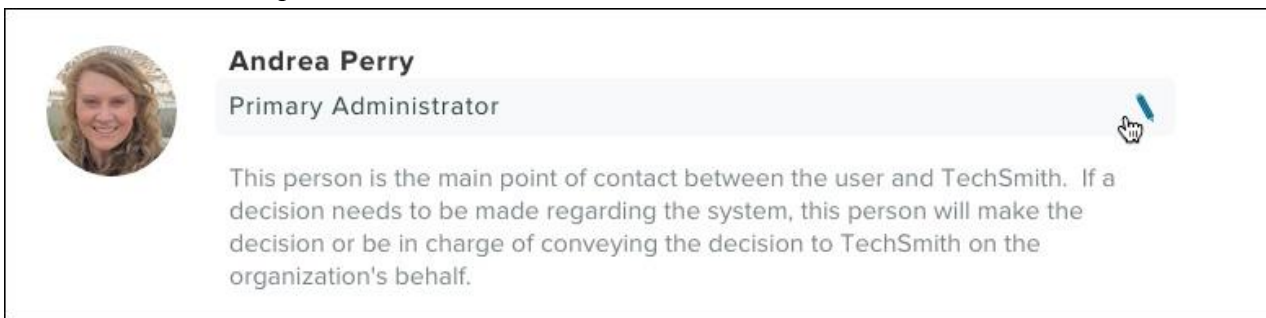
Response Team
Under this section on the Settings tab, we ask that you provide us with 3 contacts from within your organization TechSmith can contact, should the need arise. Users must be Site Administrators to be added to the Response Team.

Set response team members by typing their email address into the field labeled 'Enter contact email'.

Once you have added a Response Team member, you can change their title or description by hovering over his or her title and clicking the edit icon.

Preferably, we would like a main contact, a technical contact, and an instructional contact. This and all other sections in the Site Admin page is only viewable to those users you make an Admin in your system. Additionally, you can only add contacts to the Response Team if you have already made them an Admin in your system.

Important tip: Only administrators added to your response team will be able to see TechSmith's contact information in the Contact TechSmith tab.

The Contact TechSmith Tab

Under this tab, your response team members will be able to see all of the members of your personalized TechSmith Relay Care Team and an explanation of their role on the team. You will also have access to the team's contact information and will be able to contact them directly from within your TechSmith Relay instance. You will also have direct access to our Technical Support team from here, as well. **This page is only viewable to those users you make an Admin and add to the Response Team in your system.**

TechSmith Relay Care Team

The following group of people have been assigned as your very own TechSmith Relay Customer Care Team. They are here to help ensure you are successful with your TechSmith Relay solution. Please feel free to contact them with questions, comments, or concerns. They will do their best to get back to you within 48 hours.

RelayCareTeam

Customer Care Manager

This person is your main point of contact for TechSmith Relay and can coordinate communication between you and other members of your Customer Care Team.

✉ relaycareteam@techsmith.com

☎ 517-381-2300 (Ext. 111)

Matthew Dennis

Account Representative

This person can address questions about your account renewal, expanding your subscription, or reviewing your account details.

Walter Pelowski

Solutions Engineer

This person has a deep understanding of the technical capabilities of TechSmith Relay and can advise on system integrations, product deployment, and site security.

Technical Support

You can reach our Technical Support Team Monday-Friday, from 8am-7pm EST.

⊕ Submit a support ticket