# TechSmith Knowmia Site Admin Guide

TechSmith Knowmia (formerly TechSmith Relay) is designed to require very little maintenance. Site Admins do not have to be technical wizards, and you can assign multiple Site Admins for your Knowmia site.

This guide will cover the five key responsibilities of a Knowmia Site Admin. Everything shown in this guide can be found in the Site Admin section of your Knowmia site, which can be accessed by logging in and selecting Site Admin from the top navigation. (Only Site Admins will see this option.)
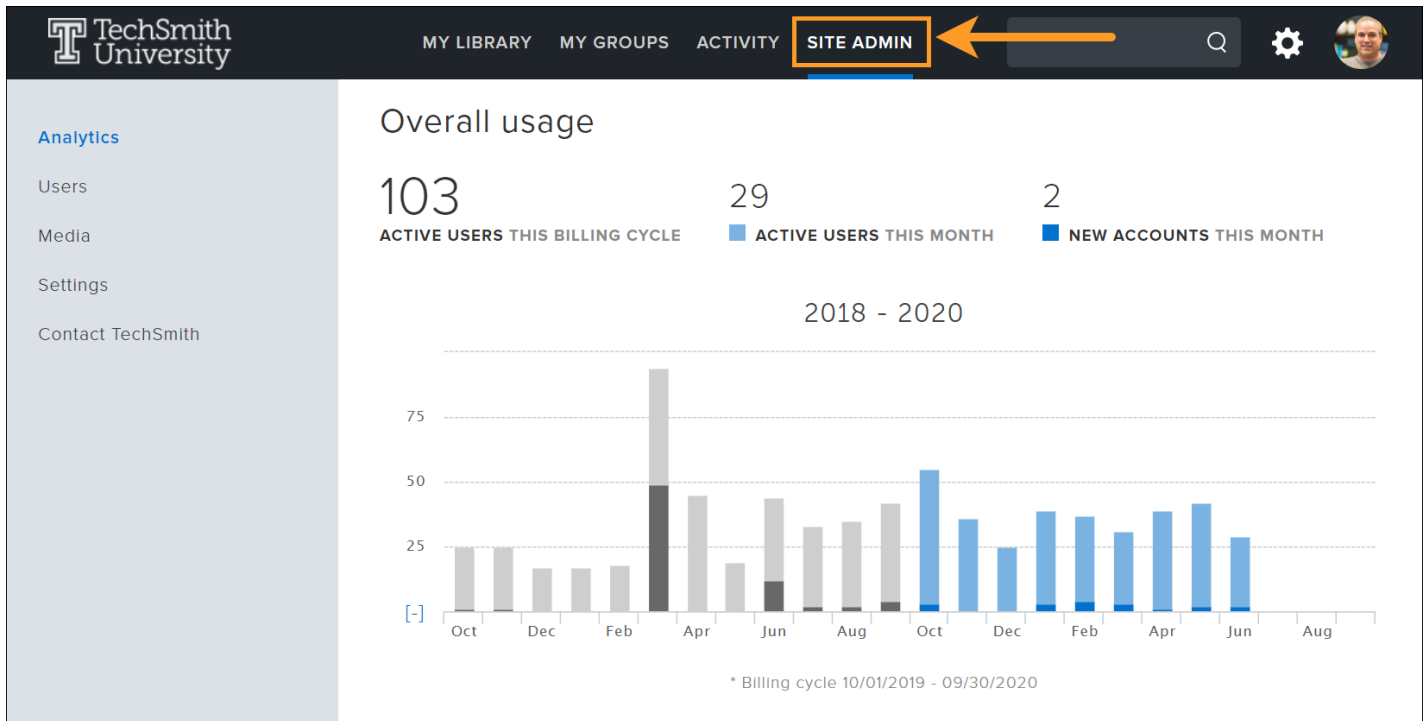
Five Key Site Admin Responsibilities

1. **Analytics tab:** Track overall usage of your Knowmia instance by monitoring the number of active users, new accounts, media counts, and more.

2. **Users tab**: Add or remove Site Admins permissions, define who can create content and add it to the system, change a user's role, grant permission to those outside your organization to access the site (optional whitelist permissions), revoke a user's access, and delete user content.

3. **Media tab**: View all media within your Knowmia website, search for media by title, delete media as necessary, and transfer media from one user to another.

4. **Settings tab**: Control how users can access the system (email domain or organizational identity provider), limit content permissions (who can add, copy, and share content and what type of content is allowed), and establish the contacts from your organization whom TechSmith can reach out to, should the need arise.

5. **Contact TechSmith tab**: View the Knowmia Customer Care Team and Technical Support contact information. (This tab is only visible to the members of your Response Team.)

The Analytics Tab

The Analytics Tab is used to track the overall usage of your Knowmia instance by displaying 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 in to the system at least once. Total active users are calculated for the entire billing cycle, but can also be viewed by month by hovering your cursor over the respective month on the graph (shown below).

A **new account** is a user that has logged in to Knowmia for the very first time, including users who watch videos in your Learning Management System (LMS).

When looking at **Overall Usage** (example below), 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 [+] button will expand the graph to display previous billing cycle data as well.
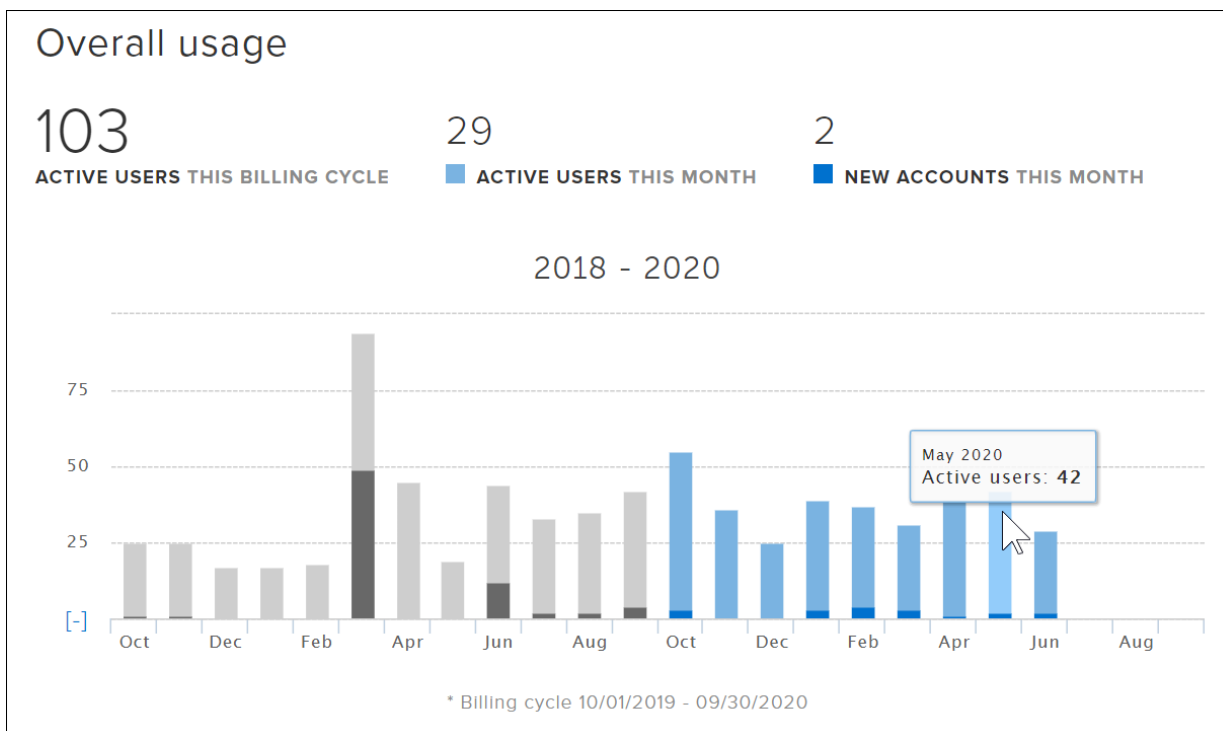
Users Tab

All the users within your Knowmia instance can be found under the Users tab. For each user, you can see their display name, email address, profile picture (if set), and role.

Searching for Users within your Knowmia Website

You can find specific users within your Knowmia site by using the search bar. This allows you to search for users by email address or display name.

Different User Roles in Knowmia

Users can be filtered by role: All users, Site Admins, Caption Admins, Creators, Added users, and Blocked users.

1. All Users

This list will show the users who have access to your Knowmia website.

2. Site Admins

This list displays the users who have administrative rights in your Knowmia website. (To add a new Site Admin, select a user from the "All users" list, then select Edit role from the dropdown and click Apply.)

In the dialog, assign the appropriate user roles. Select the Site Admin option and click Apply Changes to give a user Site Admin access.

All Site Admins have the power to add and remove other Site Admins. Anyone with Site Admin 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 Site Admins. This functionality simply gives specific users Site Admin privileges once they log in to the system.

Site Admins have the following abilities:

General Site Administration

- Change site authentication method

- Whitelist content creators (*if applicable*)

- Add and delete users (*email authentication only*)

- Block users

- Assign user roles

- View all site analytics

Group Management

- Join any group (so they can add content to the group and/or receive notifications)

- Add and delete groups

- Add, remove, and promote group members

Media Management

- Delete any content in the system

- Create and upload content to the system

- Change the privacy level of media

- View private media

- Manage the Accessibility options for any media in the system

- Assign specific users to caption any video in the system

- Reassign media content to other users in the system

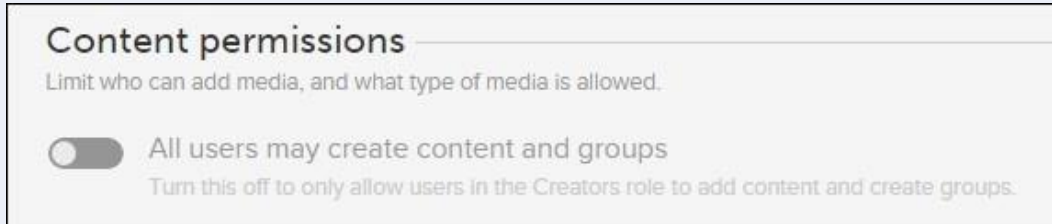- View analytics and quizzing data

3. Caption Admins

This list will show you the users who have permission to caption any non-private video within your Knowmia website. Caption Admins can also assign specific users to caption any non-private video in the system.

4. Creators

This list will show you the users who have permission to create content and groups within your Knowmia website.

The Creator role is only relevant if you have "All users may create content and groups" set to Off under Content Permissions on the Settings tab (see image below). When this switch is turned off, only users manually added to the Creators list can create content and groups. If desired, use this process to specifically "whitelist" certain users that will be able to create content and groups in your Knowmia website.

Content permissions
Limit who can add media, and what type of media is allowed.

All users may create content and groups
Turn this off to only allow users in the Creators role to add content and create groups.

*Please Note: Users do not receive an email notification when they are added as creators.

4. Added Users

This list will show a list of the users who have been manually added or invited to groups. These users may or may not have logged into your Knowmia system.

*Please note: Manually adding users only works with Domain Email Authentication (see more information on site authentication below). To manually add users, select Add Users from the Advanced menu above the user list:

Advanced

Add Users
Assign User Roles
Download User List
Delete Users
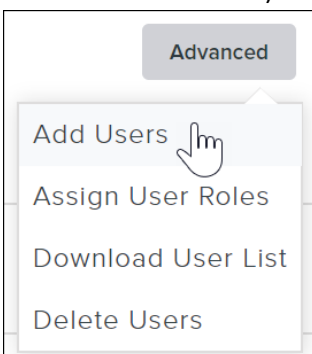
5. Blocked Users

This list will display the users whose access to your Knowmia instance has been revoked. You can block any user from your user 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 Knowmia

Unless otherwise indicated by a Site Admin in the Content permissions section on the Settings tab, all users who create a Knowmia account can add their own content and groups. 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, then clicking Apply.

Once you've edited the user's role, be sure to click on Apply Changes to save, or Cancel if you have made a mistake or no longer wish to change the user's role.

Revoking a User's Access to your Knowmia Website

There are two ways to revoke a user's access to your Knowmia website.

1. Block a User

1. On the Users tab, select the user(s) to block. From the Bulk actions menu, select Block User. Click Apply.

2. A message dialog appears. Click Block to revoke the user's access to your Knowmia instance. Click Cancel if you do not want to save the changes or if the block was done in error.

3. Any users you have blocked will be added to the Blocked Users list and will no longer be listed under the All Users list. You can reinstate access to any user at any time. Revoking a user's access does not delete that user's content.

2. Revoking Access of Domain Email

If you have used the Domain Email method to authenticate accounts in your Knowmia site, you can delete a listed email domain to revoke users' access. To do so, hover your cursor over the code and click on the delete icon.

A message dialog appears. Click Revoke to revoke the email domain's access to your Knowmia instance or click Cancel to discard the changes if this was done in error.
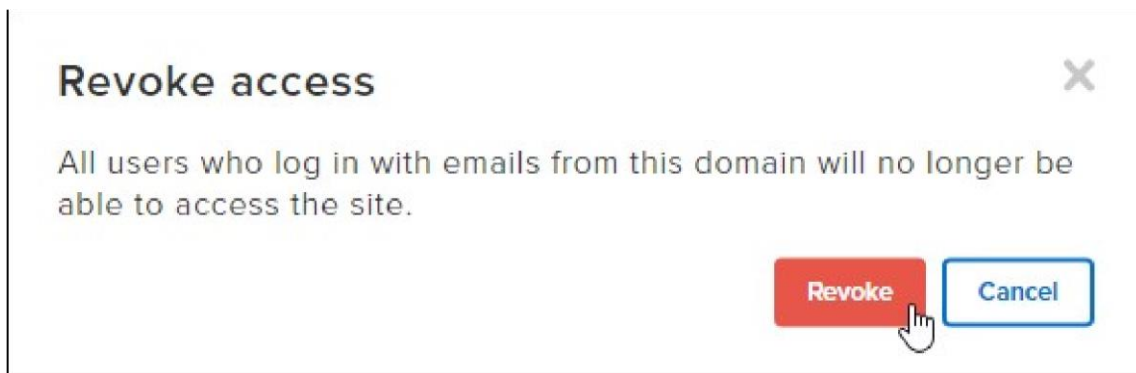
Any user who initially created an account and logged in with this specific email domain will no longer have access to your Knowmia site.

Deleting a User's Content from Knowmia

A Site Admin can delete all the content belonging to a specific user in a Knowmia website.

*Please Note: While this action will delete the specific user's media content, it does not revoke the user's access to the Knowmia website. Blocking a user is an action that will need to be done separately (see above).

1. To delete a user's content, select the user from the User list, choose Manage media from the action dropdown, and click Apply.

2. The Manage media message appears. Here you can either change the owner of the user's media, delete the user's media or cancel the action.

3. Click Apply.

*Please Note: If you delete a user's content, this action cannot be undone. The content is removed from your Knowmia instance. The content will no longer appear in the search results or in groups. The user's profile will still exist in Knowmia and the user will continue to show up in your All Users list. If you selected to also block this user, the user will appear in the Blocked Users list instead.

Media Tab

Every piece of media within your Knowmia website will be listed under the Media tab. This includes all media created by users, as well as all videos added from YouTube.

You can search for media by title. If you click the media's title in the search results, the media view page opens. If you click the user's name, his or her Knowmia profile page will open.

To delete media:

1. Select the checkbox next to the media to delete. From the Bulk actions dropdown, select Delete Media. Click Apply.

2. A message dialog appears. Click Delete to delete the content. Click Cancel if this was done in error.

*Please Note: If you delete media, this action cannot be undone.

To change the owner of a piece of media:

1. Select the checkbox next to the desired media. From the Bulk actions dropdown, select Change Owner. Then click Apply.

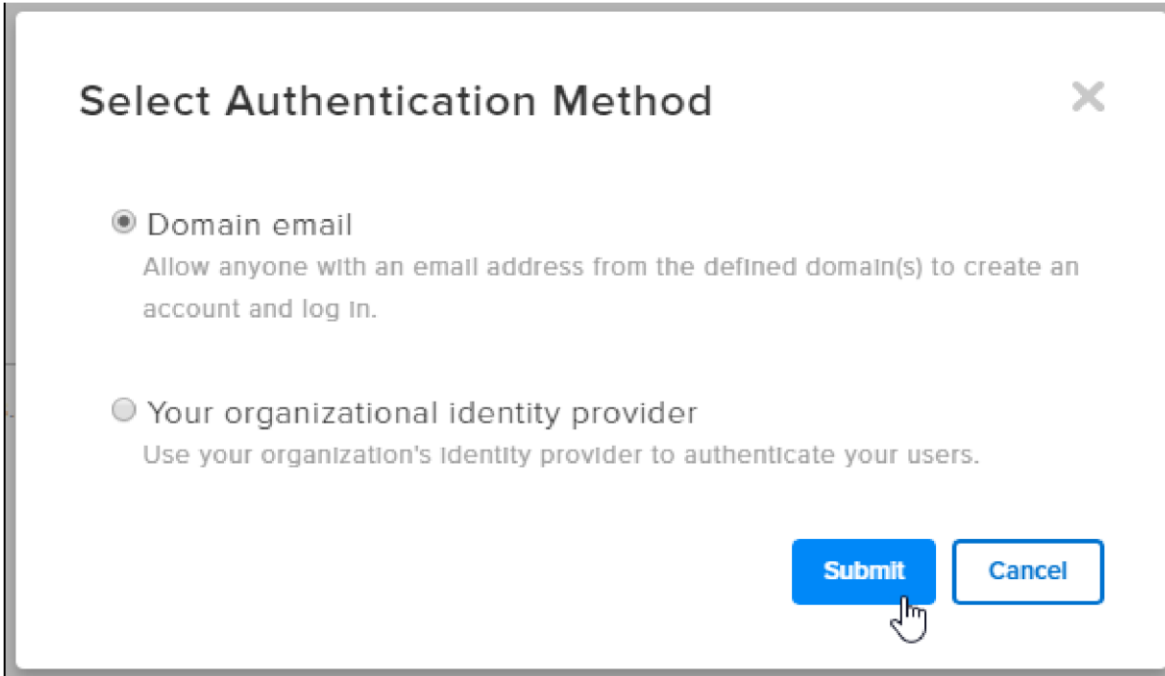2. A message dialog appears. Enter the email address of the new owner and click Apply.

The Settings Tab

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

Login and New Account Authorization – Change Authentication Method

There are two ways to grant access to Knowmia:

Option One: Domain Email Method

Use this option when you know most of your users are coming from your school or organization. By allowing "@exampleschool.edu," users who can verify their email at this domain will be allowed to create accounts. Multiple email domains can be listed, if necessary.

When a user creates a TechSmith account with their organizational email, they can then log in using their organizational email and set a password of their choosing.

Option Two: Your Organizational Identity Provider

If your organization uses an organizational identity provider (ex: Azure Active Directory) you can leverage that system in Knowmia 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 use the credentials assigned to them through your organizational identity provider as their Knowmia account credentials as well. Not all identity systems are compatible with Knowmia. Please contact the Knowmia Care Team to discuss options for integrating your identity provider with Knowmia.

Learning Management System Integration

Knowmia can also integrate with many Learning Management Systems (LMS) via the industry standard LTI protocol. To integrate your LMS with Knowmia, select Add new integration under the LTI integrations section.

From the dropdown menu, select the LMS you wish to integrate with and click Create. If your LMS is not listed, choose Other.

You will then be provided with the necessary key and secret values to connect your LMS to Knowmia. Note that not all Learning Management Systems support LTI in a way that is fully compatible with Knowmia.

Set Content Permissions

Content Permissions for allowing users to create content and groups, share content from YouTube, copy other users' media into their media library, and share other users' media are turned on by default when your Knowmia instance is created. Please familiarize yourself with these settings and adjust them to meet your organization's needs.

Content Permissions
Limit who can add media, and what type of media is allowed.

All users may create content and groups
Turn this off to only allow users in the Creators role to add content and create groups.

Users may share content from YouTube
Turn this off to prevent users from sharing YouTube content.

Show 'Copy' media option to viewers
Turn this off to hide the 'Copy' option from viewers.

Users may show 'Download' media option to viewers
Turn this off to disable all media downloading.
Downloaded media will not contain analytics, quizzing, table of contents, captions, or hotspots.

Show 'Share' media option to viewers
Turn this off to hide the 'Share' option from viewers.

Users may share content with the public
Turn this off to prevent users from sharing content with people outside of your organization.

When the switch is blue, and the circle is positioned to the right, the switch is turned on. When the switch is gray, and the circle is positioned to the left, the switch is turned off. Read on for a description of each switch's functionality.

1. "All users may create content and groups"

If turned to the off position, Site Admins must manually determine who has permission to download the recorder, create groups, and upload content by giving them the Creator role (see page 6 for more information on the Creator role).

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

2. "Users may share content from YouTube"

If turned to the on position, users will be allowed to share videos from YouTube to your Knowmia site.

If turned to the off position, users are prevented from sharing YouTube content to your Knowmia site.

3. "Show 'Copy' media option to viewers"

If turned to the on position, users will be allowed to make a copy of another user's media and add it to their own media library for use.

If turned to the off position, users are prevented from copying another user's media and adding it to their own media library for use.

4. "Users may show 'Download' media option to viewers"

By default, this option is turned off. When the admin setting is turned on, owners and admins can enable downloads from the media's privacy tab (default off). When the admin setting is turned off, downloads are disabled for viewers, even if owners or admins had it enabled.

5. "Show 'Share' media option to viewers"

If turned to the on position, users will be allowed to share other users' media via a provided URL.

If turned to the off position, users are prevented from sharing other users' media via URL.

6. "Users may share content with the public" (site licenses only)

By default, this setting is turned off. If turned to on, users will have the ability to make their media fully accessible to the public, meaning viewers will not need a TechSmith account to view the content. Site Admins will always be able to set individual videos to Public.

Response Team

Under this section on the Settings tab, we ask that you provide us with up to three contacts from within your organization that TechSmith can reach out to, should the need arise. Users must be Site Admins to be added to the Response Team.

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

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

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

The Contact TechSmith Tab

Under this tab, your response team members will see contact information for the Knowmia Care Team and TechSmith Tech Support. **This page is only viewable to those users you make a Site Admin and add to the Response Team in your system.**