

mXremote User Guide v4

Please note that the mXremote platform has new features being added periodically, therefore the instructions below may not be the very latest.

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Starting a Session (Remote Assister)

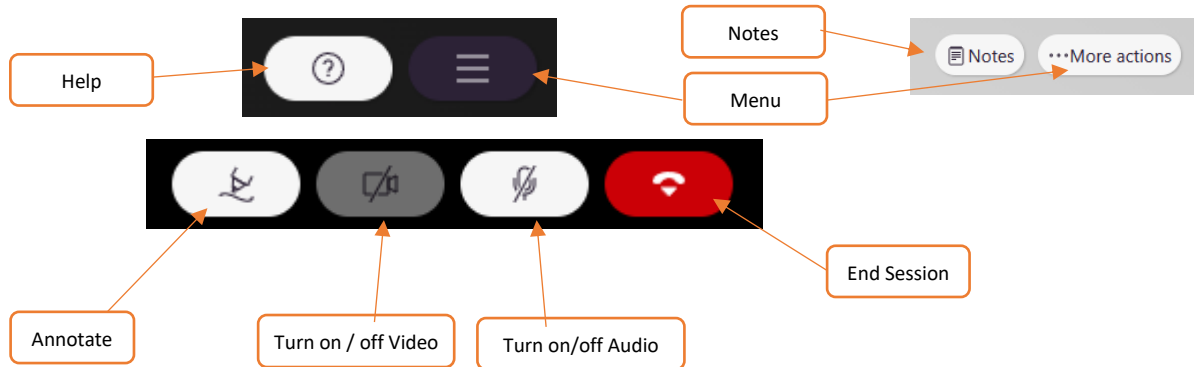
- Browse to <https://platform.mxremote.co.uk/> or whatever URL has been provided to you
- Login using details provided (no login details received? please contact support@mxreality.co.uk)



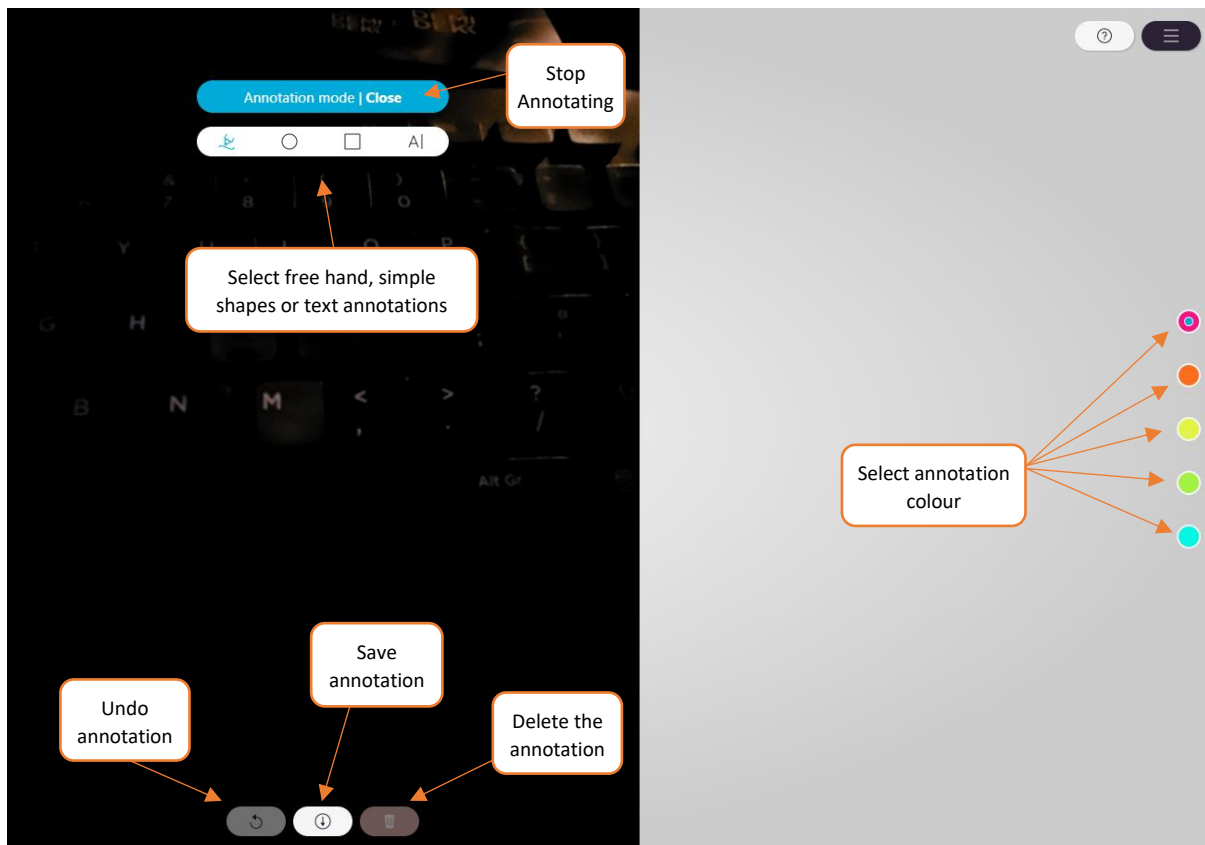
- Enter either a mobile phone number / an email address or both for the person you want to assist remotely. You can optionally add your own reference to track the session in reports.



- Click the “Start Session” button and you will see a blank screen with the following controls. *At the same time, a session link will be sent (via SMS and/or email) to the intended user that needs assistance. The subject of the message will be “Remote Assistance Link”. Wait for the user to connect, and then you can use the controls below as required.*

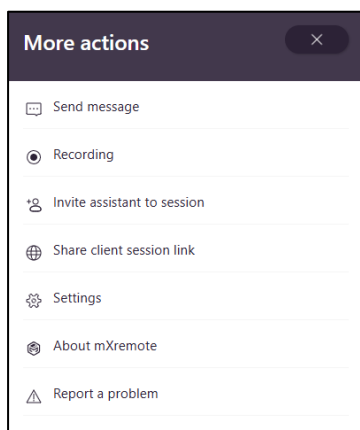


- When you select the annotate button, you have the following options

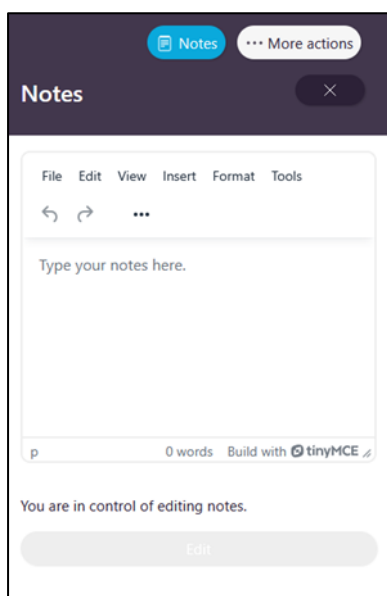


- When you select the menu button, you can choose to
 - Send a text message including a URL (Website) resource link and a File (e.g. PDF) resource
 - Record the live camera feed
 - Send the current video session link to another assister for them to join

- Send the current video session link to the user by another means
- Adjust system settings



- When you select the Notes button, you can add notes to the session to view in reports later. Select the Notes button again to hide the notes. *Note that if multiple assisters are on the call, only one may edit the notes at any time.*



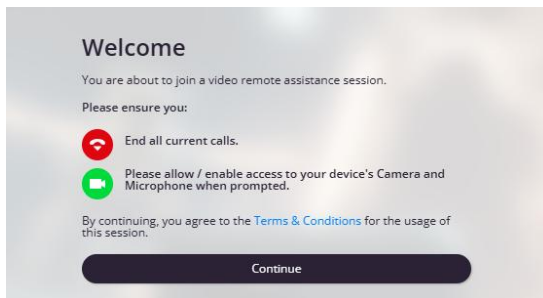
Joining a session (User who needs help)

- Launch the link received via text or email

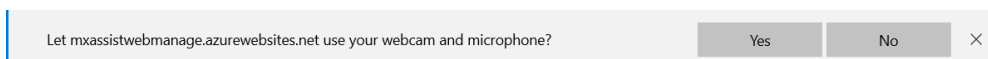
Remote Assistance

You have received this email in response to a request for remote assistance, so we can visually assist you to resolve the current issue you are having.
Click on the link below to launch the remote session with your remote assister (the person who sent you this link).
(Please note that you will need to allow / enable your camera and microphone in order to proceed with the session).
<https://mxaassistwebmanage.azurewebsites.net/remotesession/0ym0d473k-CLVdMRHA>
This session link will expire in 1 hour. If you have not activated the session in that time, you will need to contact us again as you did before and request a new session link. If however, your session is disconnected inadvertently within the 1 hour timeframe, you can use the same link to reconnect.

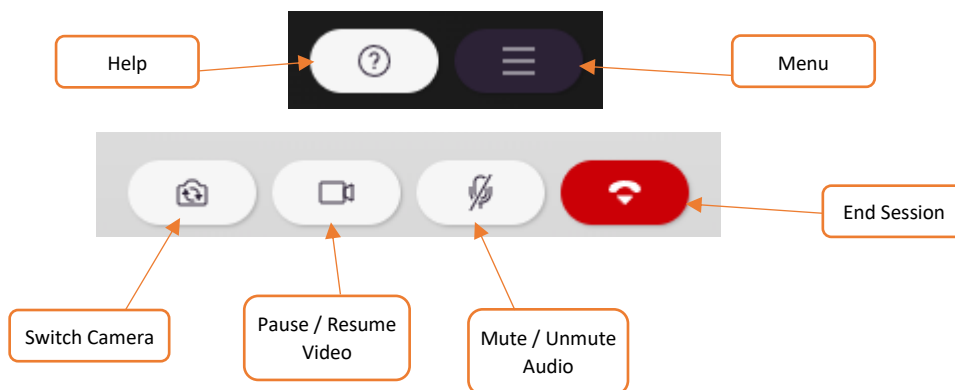
- Click “Continue” on the webpage that loads



- Agree to allowing access to your camera and audio (if the option appears)



- You are now sharing your camera feed with the remote assister and have the following features

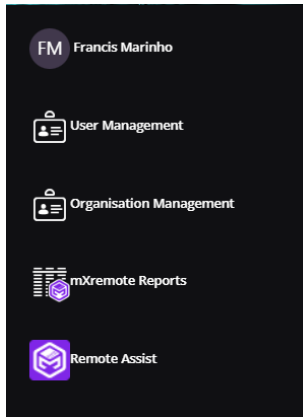


- When you select the menu button, you can choose to
 - Send an image from your device to the assister
 - If on a desktop PC, share your screen with the assister

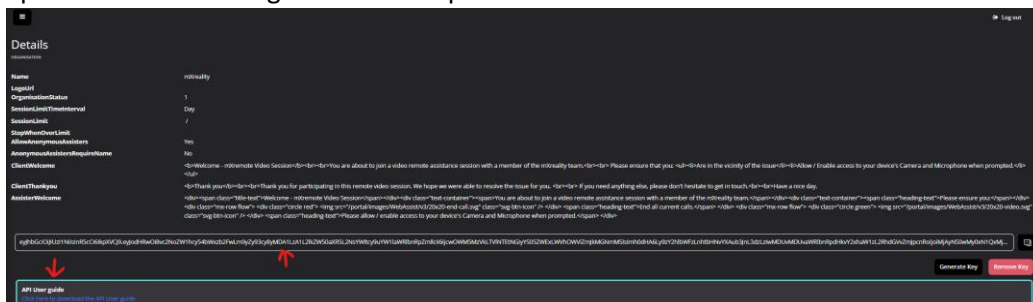
NB: As standard, the session remains active for up to 1 hour (this may be different subject to the configuration) from sending the session link, so if you do not connect in that time, you will need to request a new session link.

Reports and managing your account (Admin users)









- The “Manage Account” screen is either shown directly after login or, if the user has the remote assist privilege, select the Manage Account option at the bottom of the new session panel.



- As shown in the image above, the panel has various options depending on the user privilege:
 - The following option is **available to all users**:
 - User Profile (User’s Name)*: allows change of name and profile image
 - The following options are available to **users with the admin privilege**:
 - User Management*: allows adding & removal of user accounts, setting user privileges and resetting user’s passwords. Account users can be granted admin, report and remote assist privileges. These privileges will determine the menu options displayed.
 - Organisation Management*: allows change of organisation name, logo url, settings and unattended scripts.
 - The following option is available to **users with the report privilege**:
 - mXremote Reports*: display reports on account use
 - The following option is available to **users with the remote assist privilege**:
 - Remote Assist*: start a new mXremote assist session.
- The Organisation Management panel has an api key which allows for programmatic creation of sessions from other systems, including the use of unattended scripts. There is a link to the api document detailing the interface protocol.



- In the Organisation Management panel, there is also an option for unattended scripts. These are a customised scripted journey for the user that can be used without an active assister.

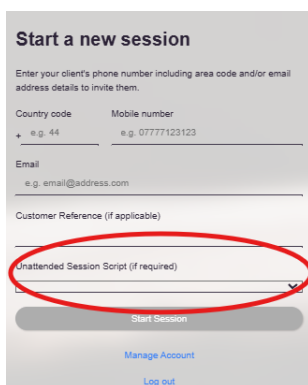
Id	Name	Manage
436f9453-8ba3-470f-9387-b515107d8a59	Demo Script	  
37f3ab9f-0d09-417e-9a66-4c481d32111d	SkyBox Troubleshooting Demo	  
a9366ca9-491c-4d19-bb3e-8882291c105e	Corrosion Detection Demo	  

+ Add New Script

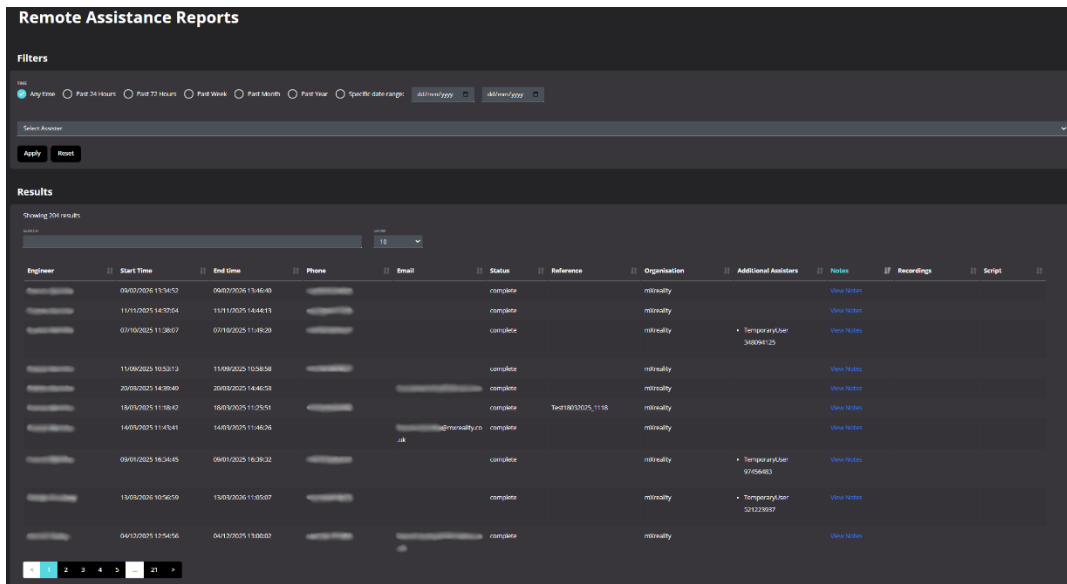
The script can prompt users for answers, take photos and record video. The scripts are created and edited using a flow editor. The results of the script can be emailed on completion and are available in the reports.



When unattended scripts are available, an extra selection box appears on the new session panel that allows for launching an unattended script with a user.

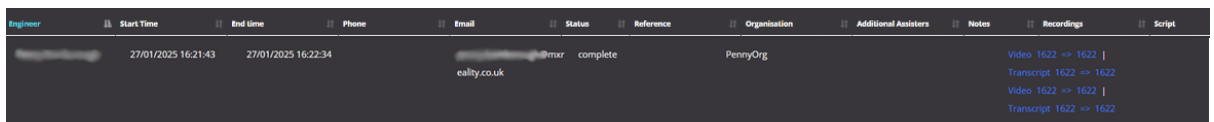


- In the *mXremote Reports* panel, details of sessions created and their status is shown. These reports can be filtered by date and user. The report can be exported to a CSV or PDF. The image below shows an example of the information in the reports.



The sessions in the reports can also show:

- Details of videos recorded during the session and optionally transcripts for those recorded videos. Note that, unless requested and appropriately configured, videos recorded during a session are only kept for a maximum of 4 hours after the session ends. The image below shows where to access the transcript and video in the mXremote Reports section for a given session.



The transcript is a CSV file containing the time, the speaker and the text transcription (see example screenshot below)

Time	Speaker	Text
00:01.4	1	This is.
00:00:02	2	Test 1.

- Notes taken during the session using the notes facility
- Results of unattended scripts.