2025

CMS 2.0: Admin Panel Overview

REACH Media Network

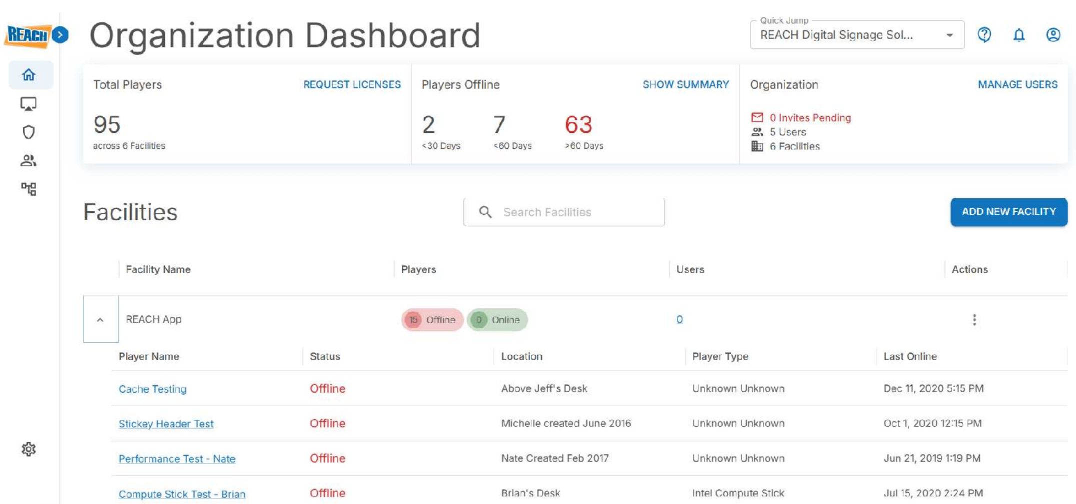
OVERVIEW

When you sign on to REACH, one of the first things you will have to familiarize yourself with is your Admin Panel. The admin panel is where you will essentially control how your organization behaves within your CMS. For example, certain player management functions such as ordering more players, moving players between facilities, and managing licenses can all be performed within the admin panel. Additionally, you will also be able to manage SSO, and each facility or user you add within your CMS will inherit those SSO policies.

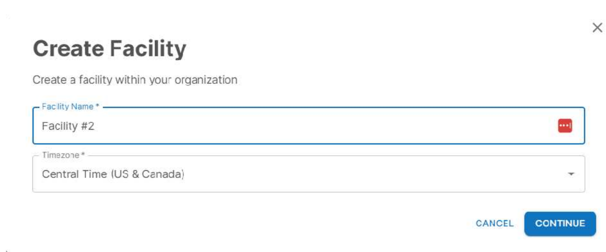
As time progresses, you can expect more functionality such as global sharing and emergency alerts to come to your dashboard. But for now, let's go over the main aspects of your dashboard.

ADMIN DASHBOARD

The first thing you'll notice when entering your admin panel is your organization's dashboard. Here, you will be able to create and manage each facility as well as quickly access player properties and user permissions. Only owners of each organization will have access to the admin panel, so regular users will not be able to access these functions. Additionally, you will be able to see the total number of players, how many players have been offline for the past 30, 60, or more days, as well as how many users and facilities you have access to. The user column tells you how many users are assigned to each facility, and clicking it will let you see those user profiles. If a facility has offline players, you can click the arrow to the left of its name to open an accordion that will detail those players for you. The "Last Online" column will tell you the date that the player was last online streaming content.



To create a facility, you will want to click the blue button you'll find near the top-right of the menu. You will then see a pop-up menu asking for the name and timezone of your new facility. You can edit facility names from the dashboard once they have been created.



After you create your required facilities, you will see them organized in a list below the rest of your dashboard. You will see the facility name, how many players are offline/online, and how many users are in each facility. When you click on a facility, you will be able to then view a dropdown menu that shows each player under that facility. By clicking a player's name, you will be able to view that player's properties as well. These menus will help you quickly identify problem areas and get offline players back online in a timely manner.

Facility Name	Players	Users
REACH App	15 Offline 0 Online	0

Player Name	Status	Location	Player Type	Actions
Cache Testing	Offline	Above Jeff's Desk	Unknown Unknown	
Stickey Header Test	Offline	Michelle created June 2016	Unknown Unknown	
Performance Test - Nate	Offline	Nate Created Feb 2017	Unknown Unknown	
Compute Stick Test - Brian	Offline	Brian's Desk	Intel Compute Stick	
Announcement Tester - Shubha	Offline	Shubha Created - Jan 2018	Azulle Quantum Byte	
Calendars - Jeff	Offline	Jeff Created - March 2018	Seneca HDs	
Preloader Only - DO NOT DELETE PLAYER	Offline	DO NOT DELETE PLAYER	Unknown Unknown	
Conference Room Schedule	Offline	Conference Room	Apple iPad 4	
MVTA Testing	Offline	Office	Unknown Unknown	
Ipad	Offline	default	Apple iPad 4	

1 2 Items per page 10

For each player, you will see the name, the online status, where the player is located, what type of player it is, as well as a series of buttons that will help you interact with your player. The first is a refresh option. This will force the player to begin scanning for new content rather than waiting for it to automatically update. This is great if you have new content you want displayed immediately.

The next is the reboot button. This will perform a full power-cycle to your player, similar to rebooting a PC. The player will turn off and back one while looking for new updates to your software and content.

Finally, the "acquire screenshot" will produce a screenshot of whatever is currently being displayed onscreen. This is great for getting a live look at what your screen is promoting.

PLAYERS, SECURITY, & PRIVACY

Along the left-hand side of the CMS, you will see both a "Players" tab as well as a "Security & Privacy" tab. The players tab is where you will be able to manage all your players, view and edit player properties, and troubleshoot potential issues.

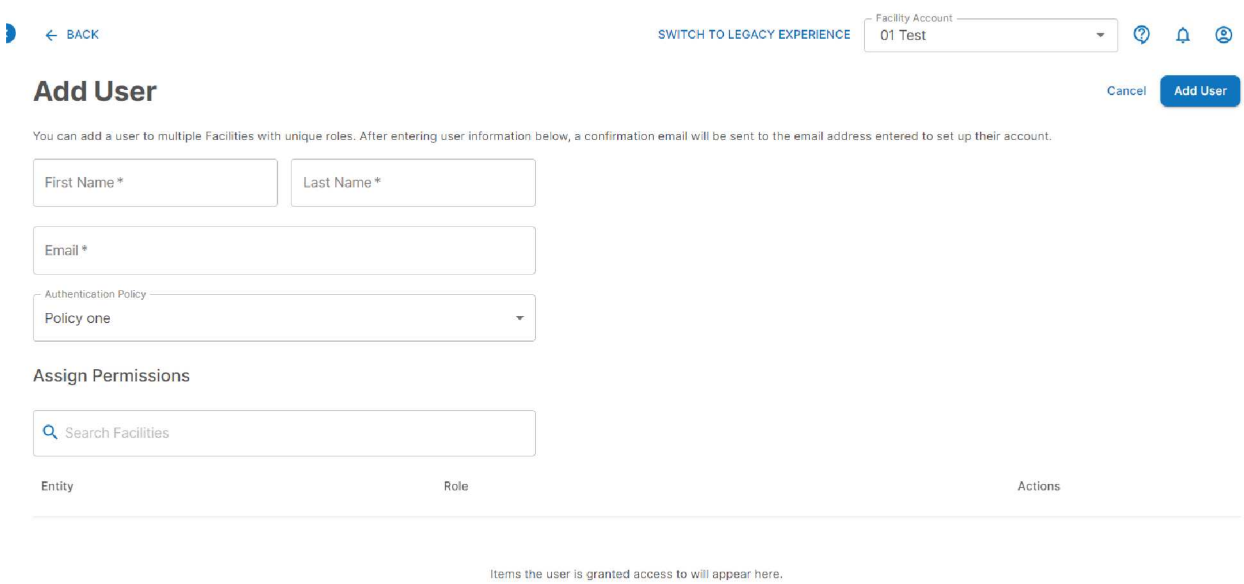
The security and privacy tab is where you will set up functionality like SSO. If you are not currently seeing these tabs, it is because they are still in active development and will be made available sometime in the future.

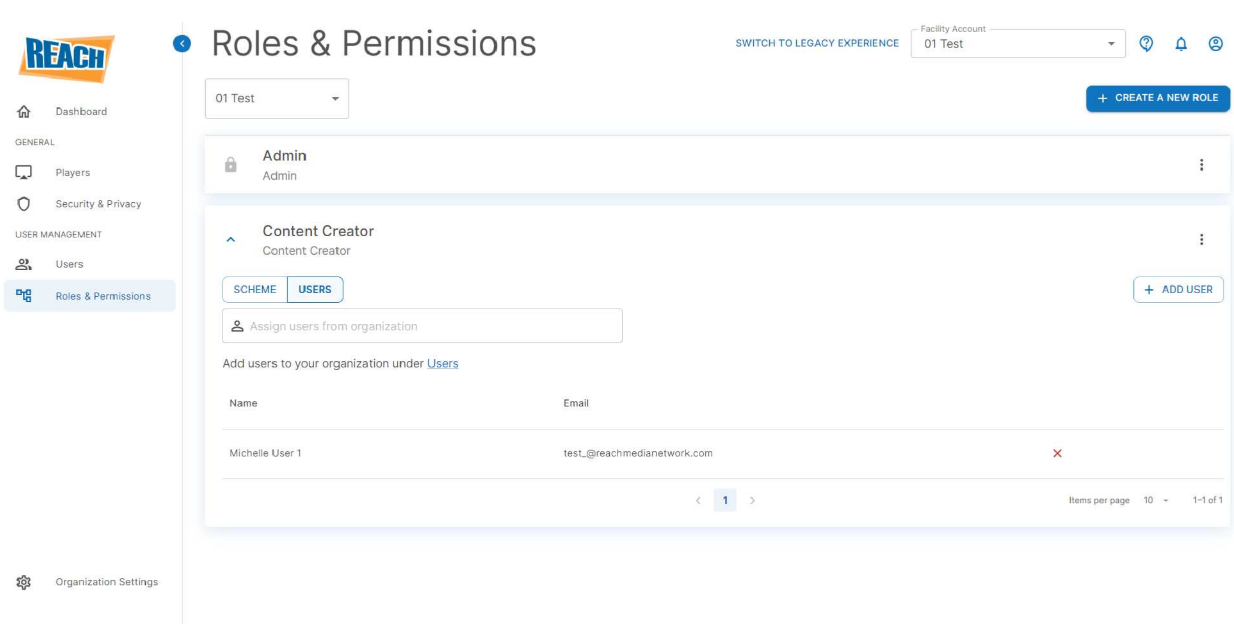
USER MANAGEMENT

When it comes to managing users, we have more in-depth tutorials on managing roles and permissions as well as a comprehensive user management tutorial. However, for the sake of this document, we will still give a basic overview of how you can manage your users.

As an owner of an organization with access to the admin panel, you will have the ability to now create and remove your own users. When added to an organization, every new user will now also receive an onboarding email. New users will have to follow instructions on that email to activate their CMS account and set up a password. You can create a new user by simply clicking the button near the top-right of the menu.

Roles and Permissions will allow you to create "roles" or other groups and assign users to them. When assigned to a role or group, they will inherit all the security properties of that group. You can also edit the individual security properties or permissions for users as well.

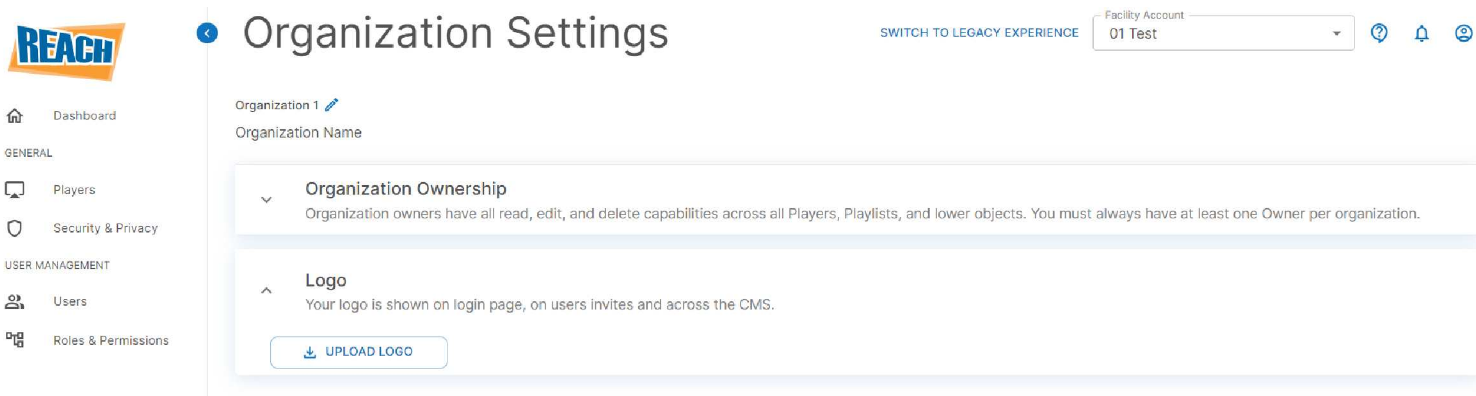




ORGANIZATION SETTINGS

The final section to go over that you'll see in the admin panel is the "Organization Settings" tab. Here you'll be able to see the owners of the organization under "organization ownership" as well as add more owners.

Below that, you will find the option to upload your own logo. When you upload a logo, that logo will replace the REACH logo when you are in the admin panel.



Right now, the logo is only replaced when you are viewing the admin panel. Eventually, we will add the ability for all users to see your company logo instead of the default REACH one.

Additionally, we will also soon add the feature to replace REACH branding on your onboarding emails with your own company logo. The goal is to provide a user experience that is completely tailored to you and your company!