

Lobby Monitor Setup Guide

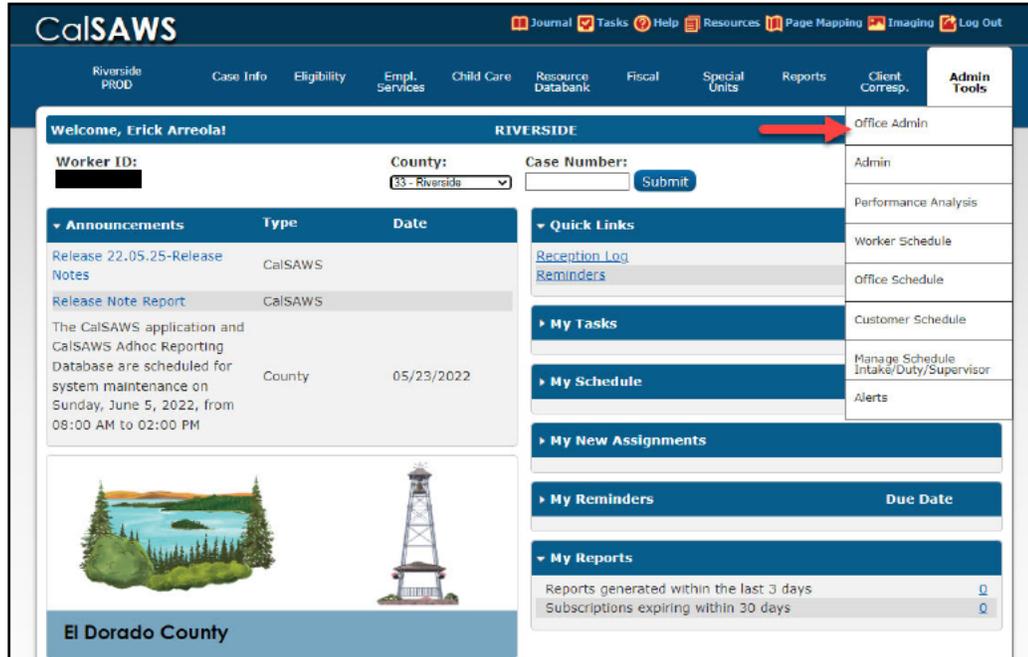
The configurations will be covered in the following order:

- A. Obtaining a URL for an office's Lobby Monitor
- B. Provisioning a workstation
- C. Installing and configuring Google Chrome
- D. Setting up a Windows 10 account for the Lobby Monitor
- E. Setup Daily Restart Schedule for Lobby Monitor workstation
- F. Setup policy to allow automatic media play in Google Chrome
- G. Additional settings and configuration

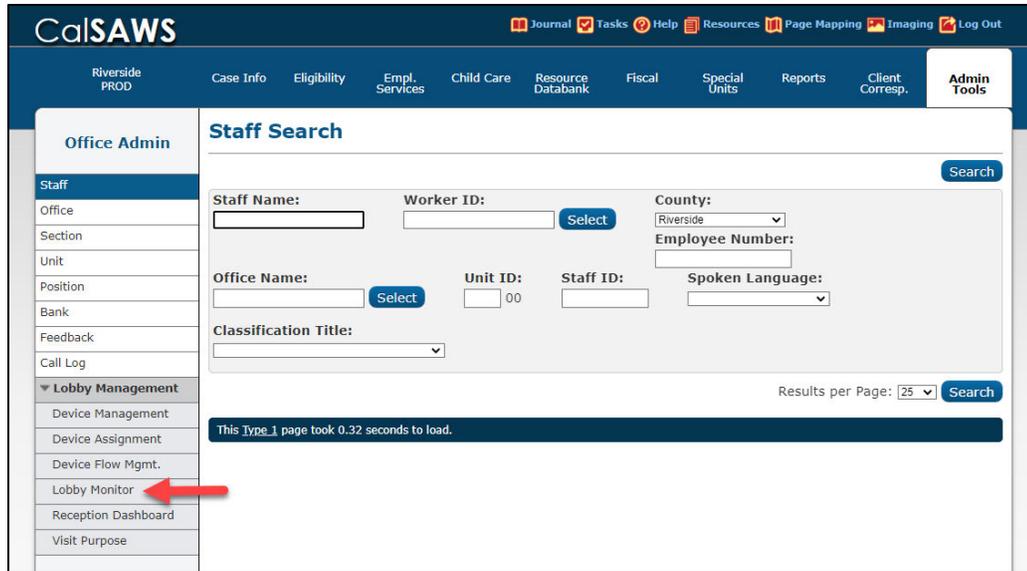
A. Obtaining a URL for an office's Lobby Monitor

Every CalSAWS office has a unique Lobby Monitor webpage. The URL for this webpage is located on the *Lobby Monitor Detail* page. Follow the instructions and screenshots below to obtain an office's Lobby Monitor URL.

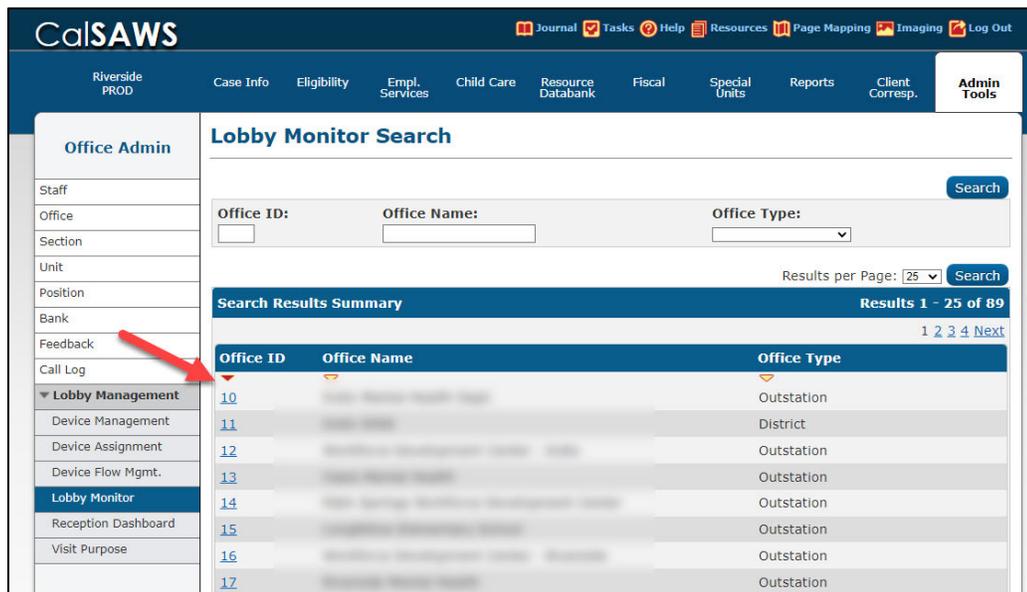
1. From the landing page, hover over *Admin Tools* and click on *Office Admin*.



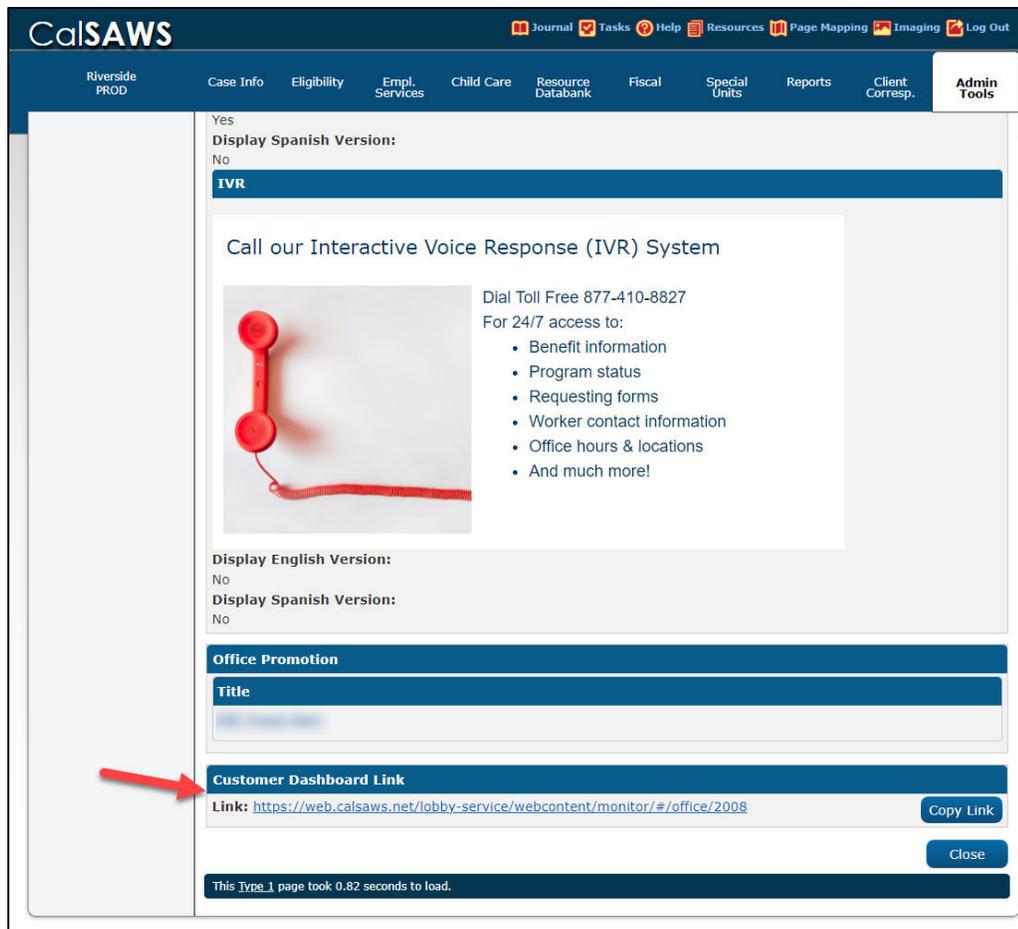
2. In the left task navigation column click *Lobby Monitor*. This will open the *Lobby Monitor Search* page.



3. On the Lobby Monitor Search page, click on the Office ID that corresponds to the Lobby Monitor workstation you are configuring. Clicking on the Office ID will take you to the Lobby Monitor Detail page for that location.



4. The Lobby Monitor link will be located at the bottom of an office's Lobby Monitor Detail page under the Customer Dashboard Link heading.



B. Provision a workstation

1. The Lobby Monitor workstation should be imaged with Windows 10, and contain the County's standard anti-virus/encryption solutions.
2. You may need a local administrator account and password for this workstation to complete the auto-logon and daily restart steps in sections D and E. If your workstation is domain joined, you may also accomplish this using Group Policy.

C. Installing and configuring Google Chrome

Google Chrome is the supported browser for displaying the Lobby Monitor due to its ability to operate in full-screen kiosk mode and text to speech capabilities. Follow the instructions below to setup and configure Google Chrome for use with the Lobby Monitor.

Note: The enterprise version of Google Chrome browser is available for download from Google at the following location:

<https://cloud.google.com/chrome-enterprise/browser/download/>

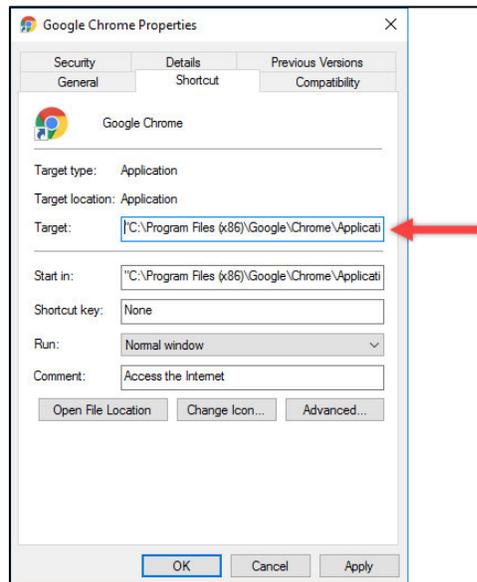
Download the Chrome Bundle for Windows 64-bit (stable channel).

1. Login to the workstation with an account that has local administrator rights.
2. Download the enterprise version of Google Chrome, and run the installation accepting all the default values.
3. Copy the Google Chrome shortcut from the Desktop and save it to the following Windows directory:

C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup

4. Right click on the Google Chrome shortcut that was just created in the Startup folder and choose *Properties*. Under the *Shortcut* tab, add `--kiosk` followed by the Lobby Monitor URL obtained from the Office Detail page to the end of the current *Target* text field value. The following is an example of the full text in the target field for demonstration purposes:

`"C:\Program Files(x86)\Google\Chrome\Application\chrome.exe" --kiosk https://web.calsaws.net/lobby-service/webcontent/monitor/#/office/xxxx`



Note: The provided arguments will start Chrome and launch the Office's Lobby Monitor in kiosk mode. Kiosk Mode opens Chrome in full screen and disables most keys on the keyboard from interacting with the window. To exit the Kiosk Mode Chrome window, press `<Alt+F4>`.

D. Setting up a Windows 10 account for the Lobby Monitor

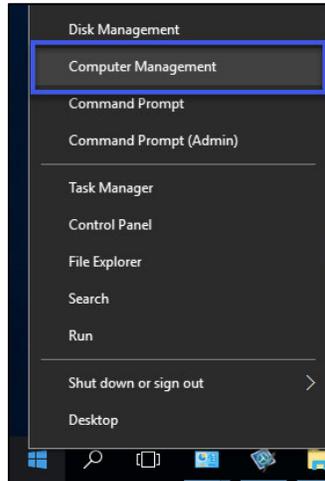
The following instructions cover how to create a non-admin account in Windows 10 and setup automatic logon.

Note: If your county will be using a domain account for this purpose, you can skip the Account Setup section. The account should still be setup for automatic logon either by following the instructions in the Autologon Setup section or by using

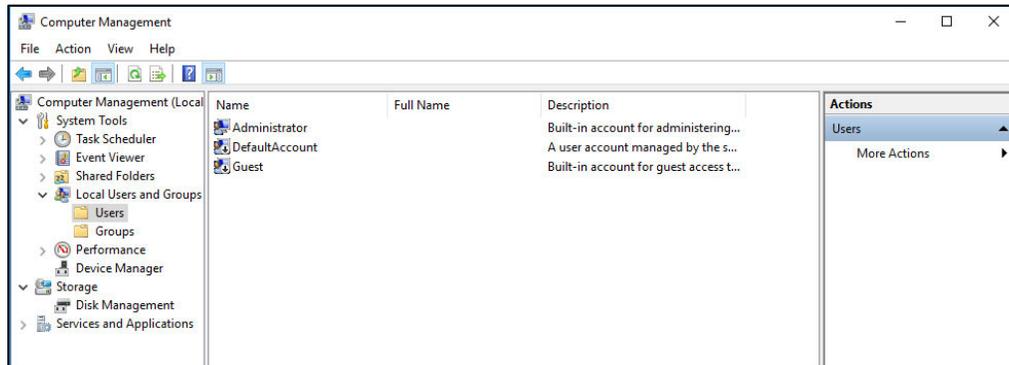
your county's own preferred method for accomplishing this, such as Group Policy.

Account Setup

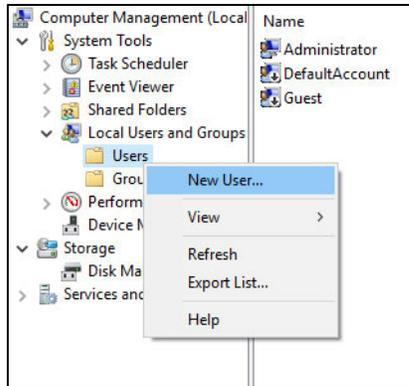
1. On the Windows desktop from an administrator account, right click the Start menu icon and choose *Computer Management*.



2. Expand *Local Users and Groups*, then choose *Users*.



3. Right click on *Users* and choose *New User...*



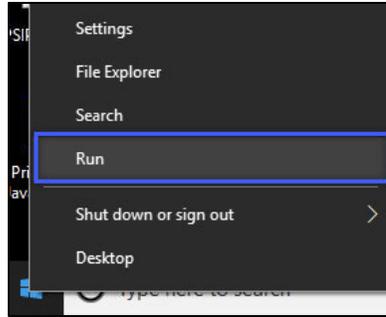
4. Create a user named: 'CFDUser'. The password can be set according to your county's password policy with respect to length and complexity. This password should be set to never expire. Verify all options match the following screenshot.



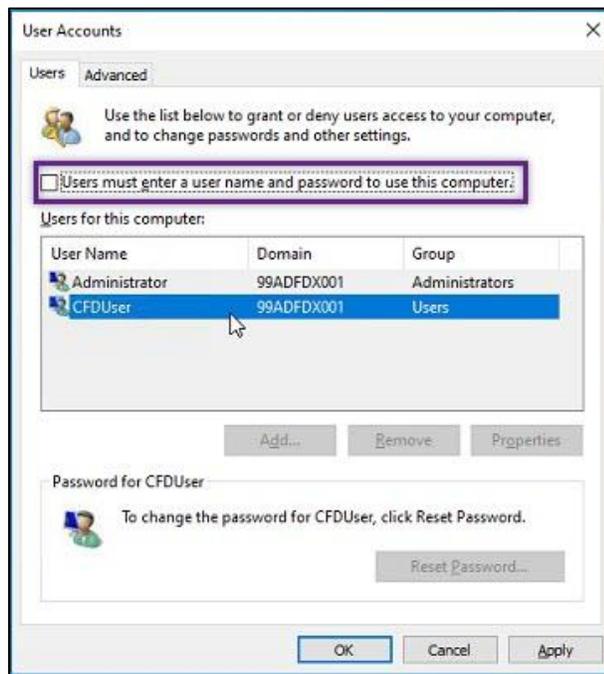
Autologon Setup

The 'Network Places Wizard' is a built in Microsoft utility that provides a GUI to make registry changes allowing an account to automatically logon to Windows. This program will need to be run with elevated privileges.

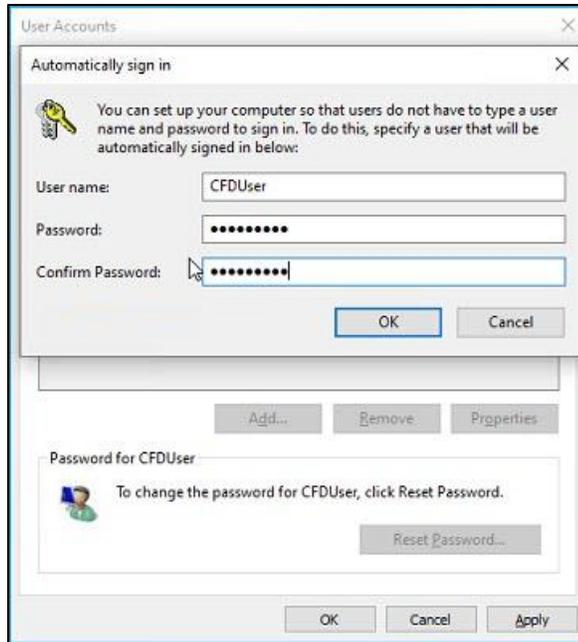
1. Right click the Start menu icon and choose *Run*.



2. A new window will open, type in **netplwiz.exe** and select OK.
3. Select (Highlight) the CFUser account created in the previous steps.
4. Uncheck the box stating Users must enter a username and password to use this computer.



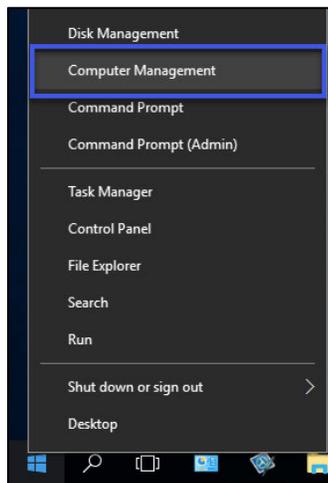
5. Click OK
6. A new pop up will require you to enter the password twice for the CFUser account.
7. Click OK



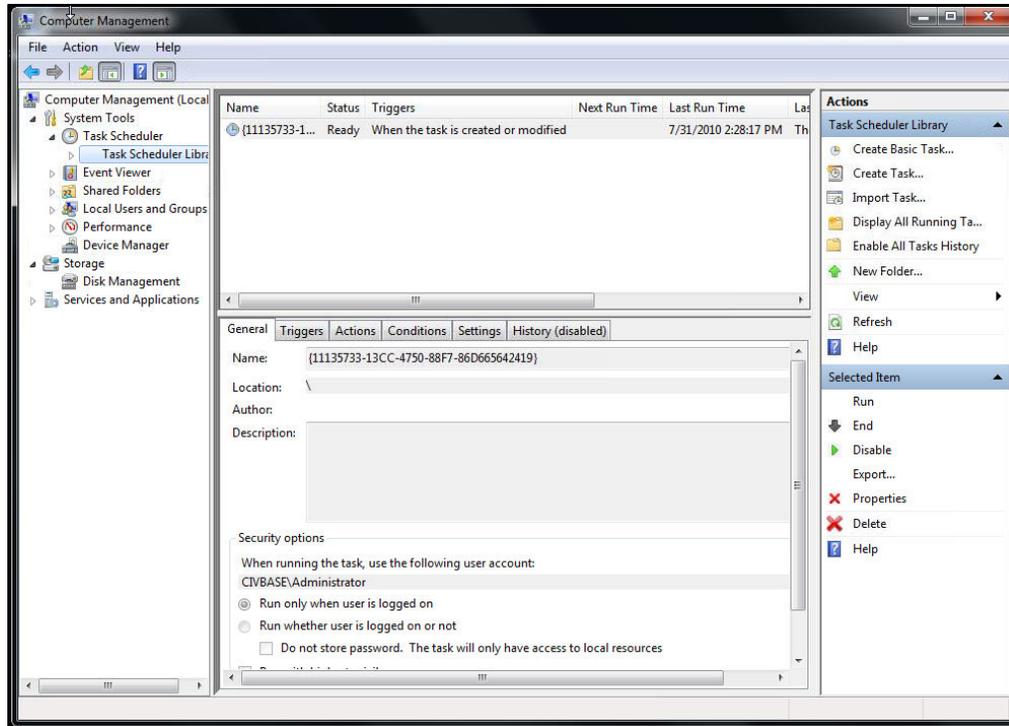
E. Setup Daily Restart Schedule for Lobby Monitor workstation

The following steps will setup a scheduled task to perform a daily restart of this workstation. Alternatively, this may be accomplished using Group Policy if the workstation is joined to the County domain.

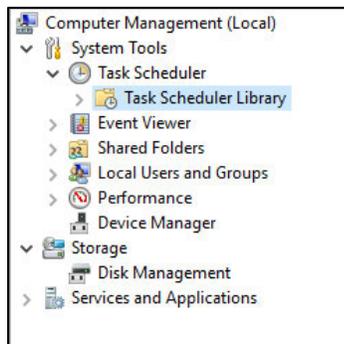
1. Right click the Start Menu icon and choose *Computer Management*.



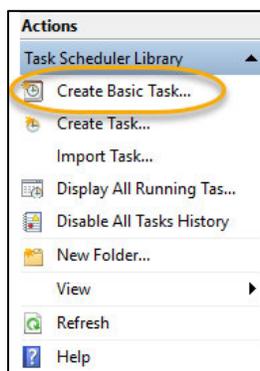
2. A new window named **Computer Management** will open.



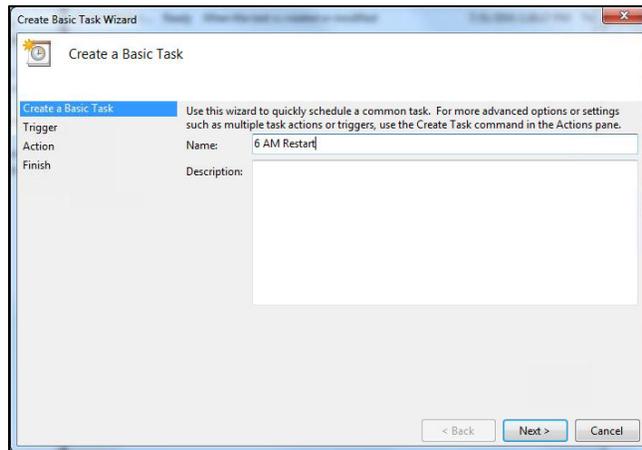
3. Under *Computer Management (Local)*, expand *System Tools*. Then, expand *Task Scheduler* and select **Task Scheduler Library**.



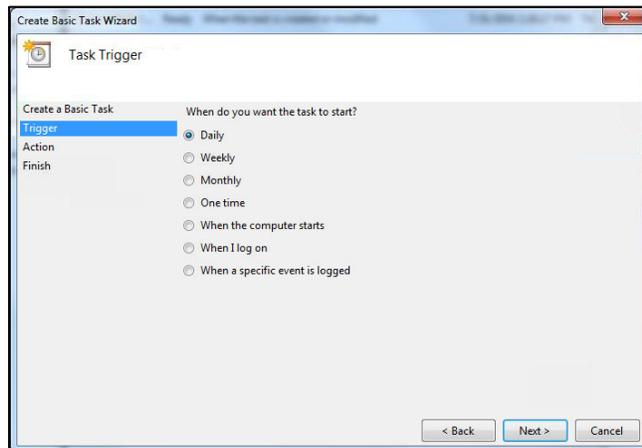
4. On the right side under *Actions*, choose **Create Basic Task...**



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5. Enter "**6 AM Restart**" in the *Name:* field and click **Next**.



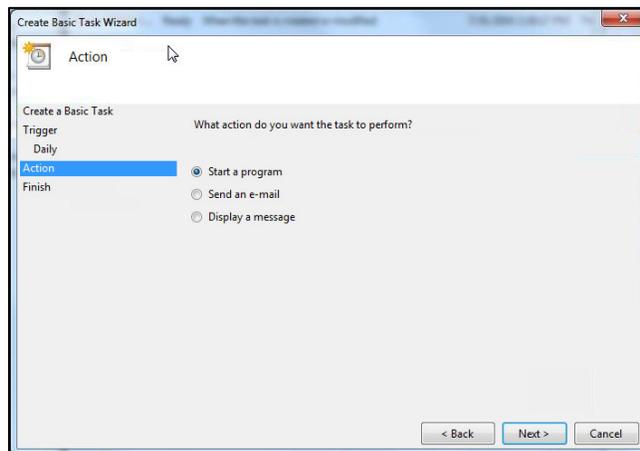
6. Choose the **Daily** option, then select **Next**.



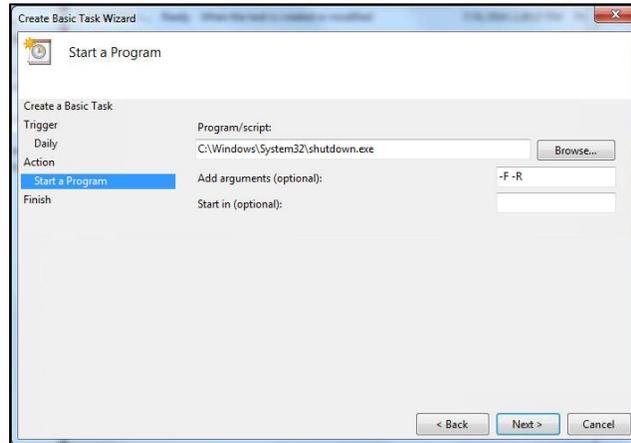
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7. Verify the *Start date* is **today's date**, set the *Start time* to **6:00:00 AM**, and change the value for *Recur every: [] days* to **1**. Click **Next**.



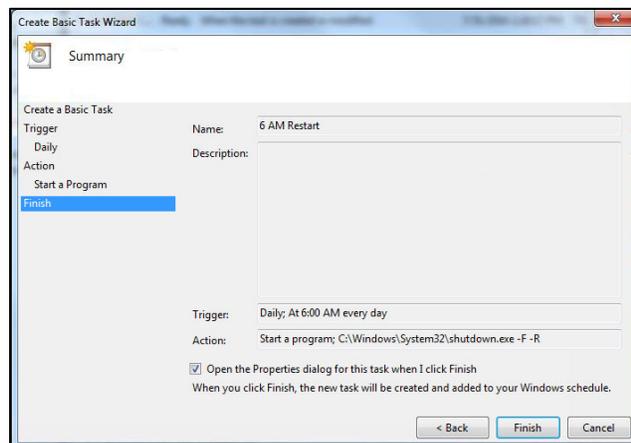
8. Choose the **Start a program** option and click **Next**.



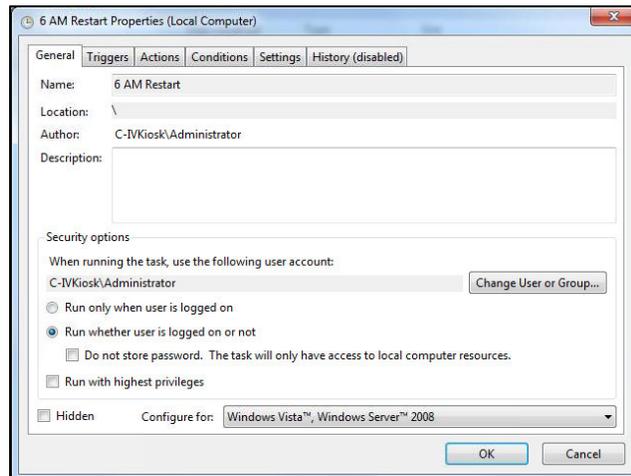
9. In the *Program/script:* box enter **C:\Windows\System32\shutdown.exe** and in the *Add arguments (optional):* field enter **-F -R**. Click **Next**.



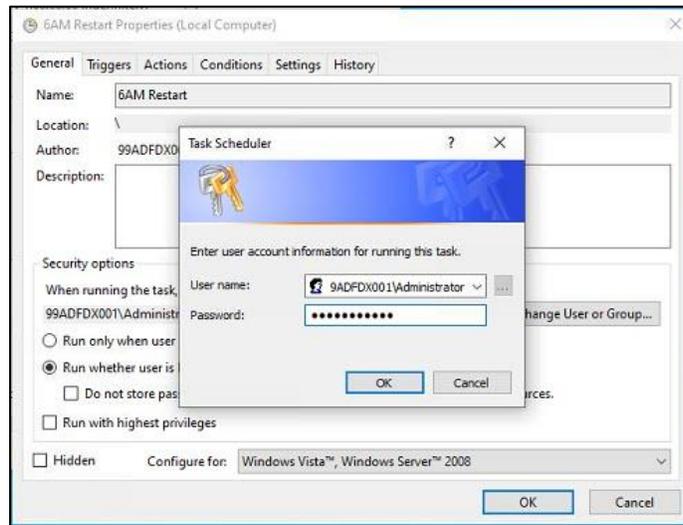
10. On the *Summary* screen, check the box for **Open the Properties dialog for this task when I click Finish**. Click **Finish**.



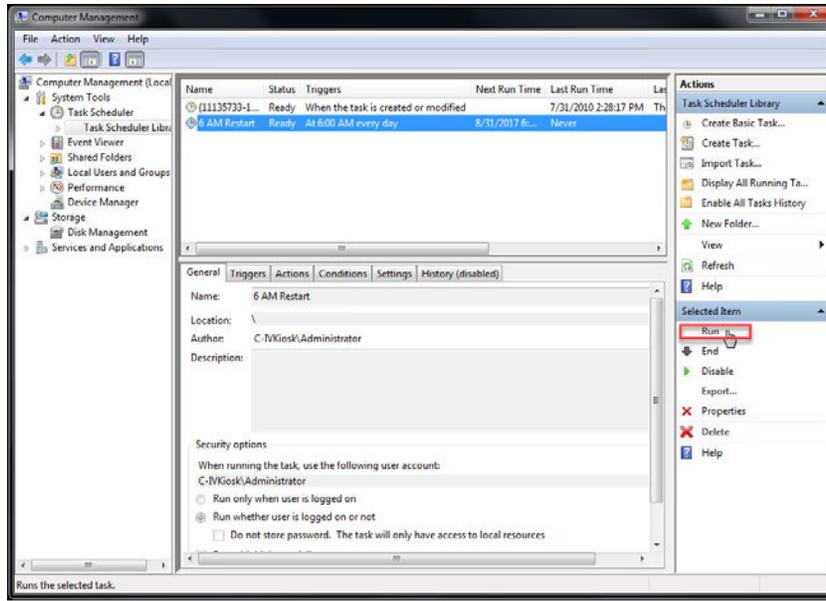
11. Under the *General* tab, look for *Security Options* and select the **Run whether user is logged on or not** option. Click **OK**.



12. When prompted, enter the **Username** and **Password** for the Local Administrator account.



13. While viewing the *Computer Management* window, select the new task in the list named **6 AM Restart**, then click **Run** under *Selected Item* on the right.



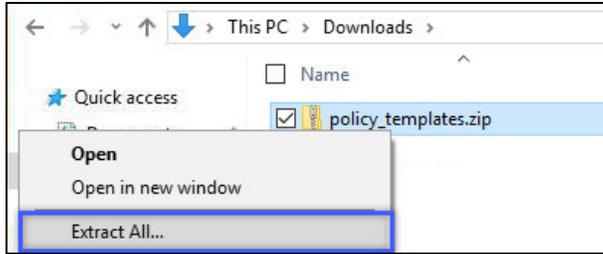
14. You will receive a message that Windows will shut down in less than a minute. The workstation will restart.

At this point, the workstation should be configured to 1) automatically login with the CFUser account, 2) launch the Lobby Monitor webpage, and 3) restart at 6 AM each morning.

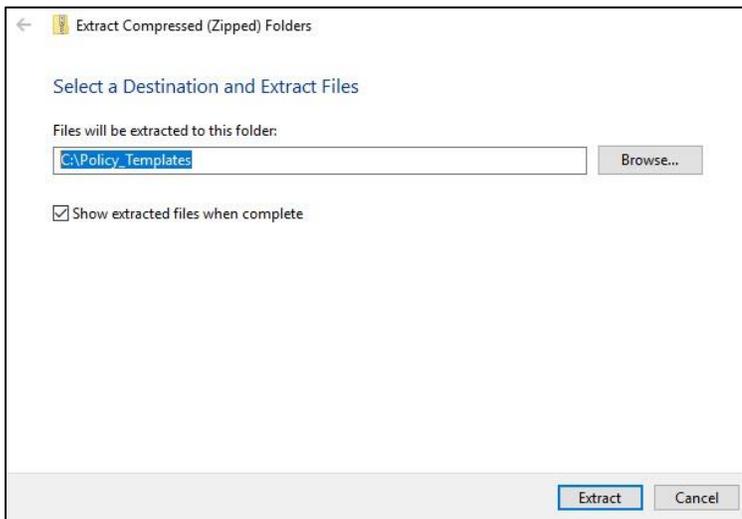
F. Setup policy to allow automatic media play in Google Chrome

The following instructions cover how to import Google's policy templates for Chrome into Local Group Policy Editor and enable the *AutoplayAllowed* Policy for Google Chrome. Alternatively, this may be accomplished using Group Policy if the workstation is joined to the County domain.

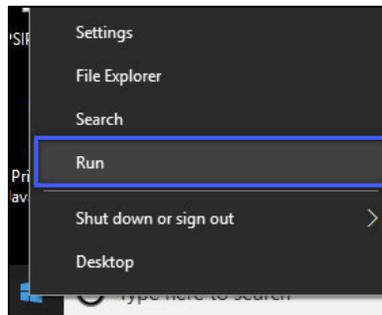
1. Login to the Lobby Monitor workstation with an account that has administrator rights.
2. Open your preferred internet browser and enter https://dl.google.com/dl/edgedl/chrome/policy/policy_templates.zip in the browser's address bar to download the policy templates. The downloaded file will be named *policy_templates.zip*.
3. Navigate to the location where the downloaded file was saved. Right click ***policy_templates.zip*** and select ***Extract All...***



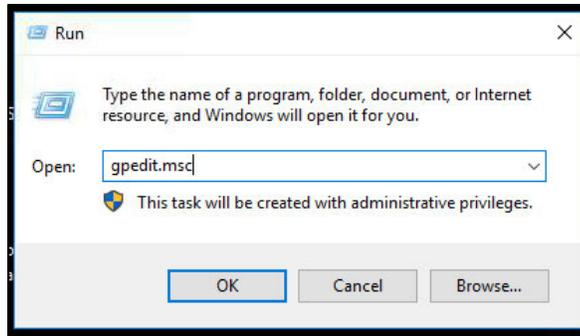
4. In the *Files will be extracted to this folder* box, enter **C:\Policy_Templates**. Click **Extract**.



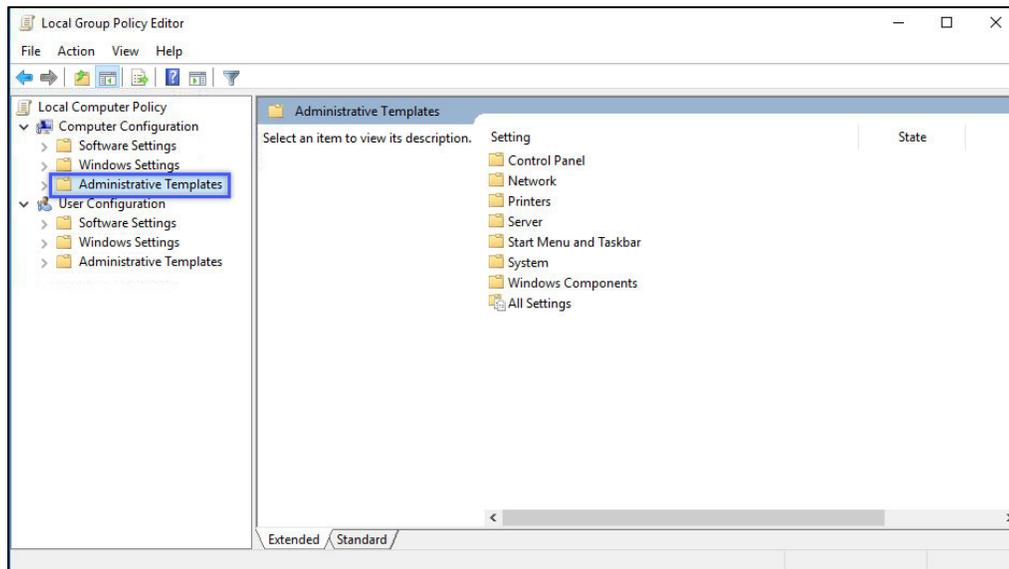
5. Right click the Start menu icon and choose *Run*.



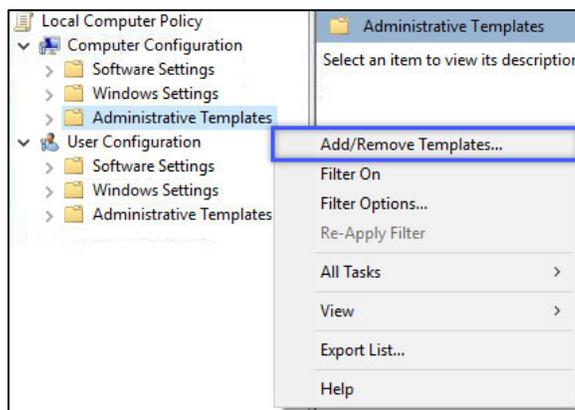
6. In the *Open* box enter **gpedit.msc** and click **OK**.



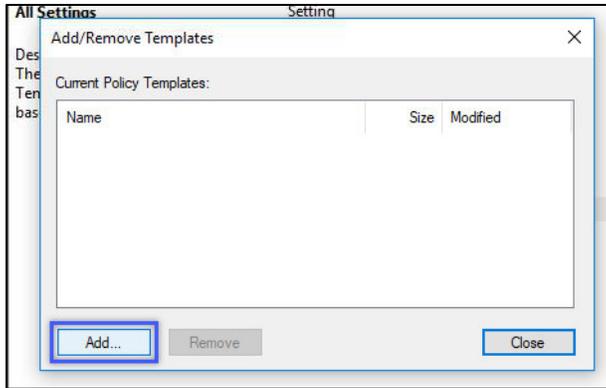
7. Expand *Computer Configuration* and select **Administrative Templates**.



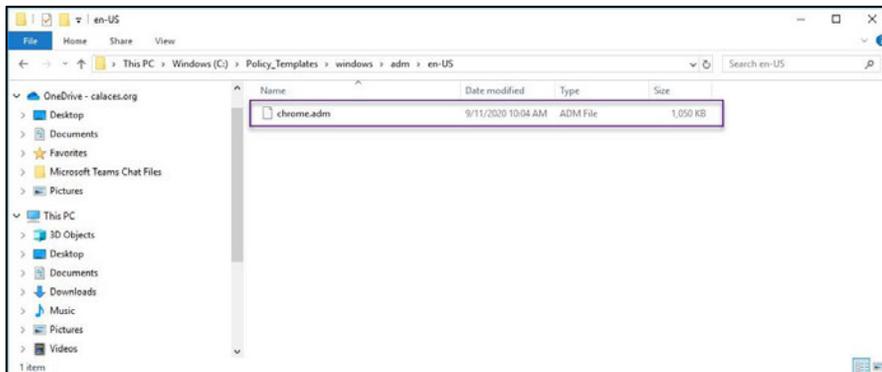
8. Right click **Administrative Templates** and select **Add/Remove Templates...**



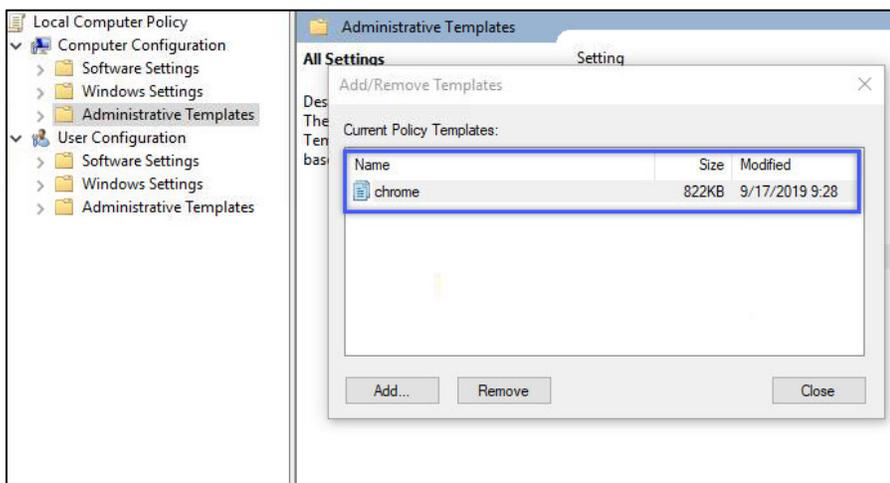
9. In the Add/Remove Templates window, click **Add...**



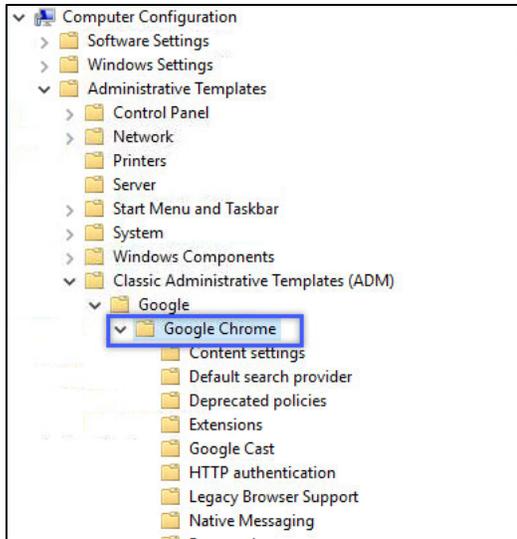
10. Navigate to **C:\Policy_Templates\windows\adm\en-US**. Select **chrome.adm** and click **Open**.



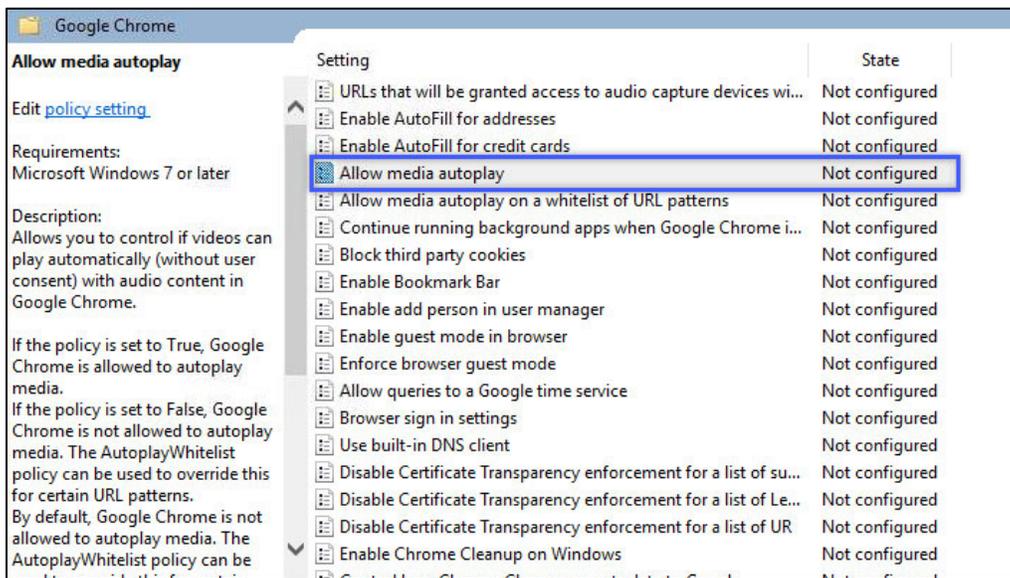
11. When the template has been properly loaded, the previous *Add/Remove Templates* window will now show *chrome*. Once you have verified that *chrome* has been added click **Close**.



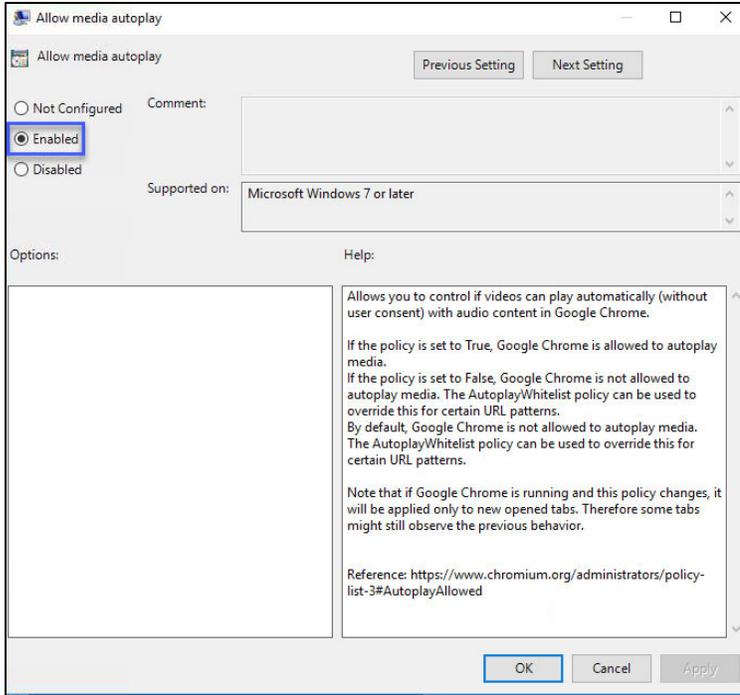
12. Expand *Administrative Templates > Classic Administrative Templates (ADM) > Google*. Select **Google Chrome**.



13. Folders and unconfigured policies should be viewable on the right once *Google Chrome* is selected. Scroll down and double click **Allow media autoplay**.



14. Select **Enabled** and click **OK**. This will set Google Chrome to automatically play video and audio media by default.



G. *Additional settings and configuration*

Outside internet access is required for the audio component of the Lobby Monitor solution. The County will be responsible for providing outside internet access through the usage of a proxy server, if necessary. Proxy settings will need to be applied locally to the workstation or pushed through Group Policy.

The Text-To-Speech engine currently used is provided by Responsive Voice. The following domains will need to be permitted through the outside internet proxy:

*[.responsivevoice.com](https://www.responsivevoice.com) and *[.responsivevoice.org](https://www.responsivevoice.org).

Once the proxy has been configured and settings have been applied to the workstation, test connectivity to www.responsivevoice.com and www.responsivevoice.org in the Chrome browser. Verify that both pages load successfully and without errors.