

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.

nfo Eligibility	Empl. Child Car Services	e Resource Fiscal Special Reports Databank Units	Client Admin Corresp. Tools
	R	IVERSIDE	Office Admin
	County: 33 - Riverside	Case Number:	Admin
Туре	Date	✓ Quick Links	Performance Analysis
CalSAWS		Reception Log Reminders	Worker Schedule
CalSAWS			Once schedule
		▶ My Tasks	Customer Schedule
County	05/23/2022	h Mu Cabadala	Manage Schedule Intake/Duty/Supervisor
		• My Schedule	Alerts
		▶ My New Assignments	
	ā	• My Reminders	Due Date
	A	+ My Reports	
	7	Reports generated within the last 3 days	0
	rfo Eligibility Type CalSAWS CalSAWS County	nfo Eligibility <u>Empl.</u> Child Car R County: (33-Riversida ~ Type Date CalSAWS CalSAWS County 05/23/2022	Info Empl. Child Care Resource Fiscal Special Reports RIVERSIDE County: Case Number: Submit Submit Submit Type Date Quick Links Reception Log Reminders CalSAWS CalSAWS County 05/23/2022 My Schedule My Reminders My Reminders<!--</td-->

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.

Cal SAWS				¢] Journal 🕎 Tas	ks 🔞 Help	Resources	Page Map	ping 🎮 Imagin	ig 🚰 Log O
Riverside PROD	Case Info	Eligibility	Empl. Services	Child Care	Resource Databank	Fiscal	Special Units	Reports	Client Corresp.	Admin Tools
Office Admin	Staff S	earch								
Staff										Search
Office	Staff Nan	ne:	Work	er ID:	Calast	Cou	inty:			
Section	-				Select	Em	ployee Nun	iber:		
Unit										
Position	Office Na	me:	Salact	Unit ID:	Staff ID	*	Spoken La	anguage:		
Bank			Select					•		
Feedback	Classifica	tion Title:								
Call Log			~							
▼ Lobby Management								Results p	er Page: 25	Search
Device Management										
Device Assignment	This <u>Type 1</u>	page took 0.3	2 seconds to loa	ad.						
Device Flow Mgmt.										
Lobby Monitor										
Reception Dashboard										
Visit Purpose										

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.

Cal SAWS				•	📕 Journal 💟 T	asks 🔞 Help	Resources	📜 Page Map	ping 🎮 Imagi	ng 🕍 Log Out
Riverside PROD	Case Info E	Eligibility	Empl. Services	Child Care	Resource Databank	Fiscal	Special Units	Reports	Client Corresp.	Admin Tools
Office Admin	Lobby M	onitor	Searc	h						
Staff	1									Search
Office	Office ID:		Office N	lame:			Office 1	ype:		
Section								~		
Unit	-							Results of	er Page: 25	Search
Position	Search Res	aults Sumr	mary					Reberts pe	Results 1	- 25 of 89
Bank			nury						1	2.3.4 Nevt
Feedback	Office ID	Office	Namo					ffico Tuno	_	Z J H INCAL
Call Log			Name				5			
▼ Lobby Management	10						C	utstation		
Device Management	11						C	istrict		
Device Assignment	12						C	utstation		
Device Flow Mgmt.	13						C	utstation		
Lobby Monitor	14						С	utstation		
Reception Dashboard	<u>15</u>						C	utstation		
Visit Purpose	<u>16</u>						C	utstation		
	17						C	utstation		

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.
- Copy the Google Chrome shortcut from the Desktop and save it to the following Windows directory:
 C:\ Program Data \ Aligned in cost \ Windows \ Start Manue \

$\label{eq:c:ProgramData} Microsoft \\ \label{eq:c:ProgramData} Startup \\$

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

General Shortcut Compatibility Google Chrome Google Chrome get type: Application get location: Application get: [1C:\Program Files (x86)\Google\Chrome\Applicati t in: "C:\Program Files (x86)\Google\Chrome\Applicati tricut key: None tricut key: None tricut key: Nome tricut key: Nome	Security	Details	Previous Versions
Google Chrome get type: Application get content Application get: [1C:\Program Files (x86)\Google\Chrome\Applicati tin: "1C:\Program Files (x86)\Google\Chrom	General	Shortcut	Compatibility
get type: Application get location: Application get: [*C.\Program Files (x86)\Google\Chrome\Applicati t in: "*C:\Program Files (x86)\Google\Chrome\Applicati rtcut key: None *: Nomal window ~ ************************************	Ç G	oogle Chrome	
get location: Application get: [*C.\Program Files (x86)\Google\Chrome\Applicati t in: "*C:\Program Files (x86)\Google\Chrome\Applicati rtcut key: None **: Nomal window ************************************	arget type:	Application	
get: [1C:\Program Files (x86)\Google\Chrome\Applicat) t in: "C:\Program Files (x86)\Google\Chrome\Applicat) rtcut key: None 1: Nomal window ~ mment: Access the Internet	arget location	Application	
t in: "C:\Program Files (x86)\Google\Chrome\Applicati Intcut key: None II: Nomal window ~ Imment: Access the Internet	arget:	C:\Program Files (x86)	\Google\Chrome\Applicati
t in: "C:\Program Files (x86)\Google\Chrome\Applicati Intcut key: None		<u>.</u>	
ntcut key: None Nomal window nterm Access the Internet	art in:	"C:\Program Files (x86)	\Google\Chrome\Applicati
n: Normal window	nortcut key:	None	
ment: Access the Internet	un:	Normal window	~
	omment:	Access the Internet	
Upen File Location Change Icon Advanced	Open File L	ocation Change Ice	on Advanced

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. <u>Setting up a Windows 10 account for the Lobby Monitor</u>

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.

🛃 Computer Management				- 🗆 ×
File Action View Help				
🗢 🏟 🙍 📅 🙆 🔒 👔				
Ecomputer Management (Local	Name	Full Name	Description	Actions
System Tools Tack Scheduler	Administrator		Built-in account for administering	Users 🔺
 A total checker A t	SuDefaultAccount		A user account managed by the s Built-in account for guest access t	More Actions •

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

Computer Manage Vi System Tools O Task Sched Ji Event View Ji Shared Fold View Local Users Users	ement (Local uler er ders and Groups	Name Administrator DefaultAccount		
📔 Grou	New User			
> 🐚 Perform	View	>		
 Storage Disk Ma Services and 	Refresh Export List			
IN THE AND	Help			

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.

New User				?	×
User name:	CFI	DUser			
Full name:	CFI	DUser			
Description:	Cue	stomer Facing D	ashboard User Acco	unt	
Password:			•		
Confirm passwo	ord:	•••••	•		
User must c	hange	password at neo	t logon		
User cannot	t chang	e password			
Password n	ever ex	pires			
Account is a	disabled	4			
Help	ĺ		Create	Clo	se

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 CFDUser account created in the previous steps.
- 4. Uncheck the box stating Users must enter a username and password to use this computer.

Users must enter a us	er name and password to	o use this computer.
ers for this computer:	11.051 01	
Jser Name	Domain	Group
Administrator	99ADFDX001	Administrators
	45	
	Agd	Remove Propertie

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

A CALIFORNIA TO THE TANK		
Automatically sign in		
You can set u name and pa automatical	p your computer so that users de ssword to sign in. To do this, spe y signed in below:	o not have to type a user cify a user that will be
User name:	CFDUser	
Password:	•••••	
Confirm Password:		
	OK	Cancel
	Add Berno	ve Properties
Password for CFDUs	er	
To change	the password for CEDUser, click	Recet Password
- in change	the pushere for croose, ence	neset i ossilora.
(L)		Reset Password_
49		and have been and a second second

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.

File Action View Help Computer Management (Loc) Isster Tools Isster Triggers Actions Conditions Settings History disabled Name: Illi35733-I.3CC-4750-8877-86065642419) Isster Triggers Actions Conditions Settings History disabled Name: Illi35733-I.3CC-4750-8877-86065642419) Isster Triggers Actions Isster Tools Author: Description: Isster Tools Isster To
Computer Management (Loc System Tools Task Scheduler Libre Task
Do not store password. The task will only have access to local resources

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...



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

Create Basic Task Wizar	d	
Create a B	asic Task	
Create a Basic Task	Use this wize	and to quickly schedule a common task. For more advanced options or settings
Action	Name:	6 AM Restart
Finish	Description:	
		< Back Next > Cancel

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

Create Basic Task Wizard	Name and Address a	X
Task Trigger		
Create a Basic Task Trigger Action Finish	When do you want the task to start? Daily Weekly Monthly One time When the computer starts When I log on When a specific event is logged	
		- ouce

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**.

Create Basic Task Wizard	Name and Address a	
Daily		
Create a Basic Task Trigger	Start: 8/30/2017	Synchronize across time zones
Daily Action Finish	Recur every: 1 days	
		< Back Next > Cancel

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

Create Basic Task Wizard	in the doubt control would be	
🕘 Action 🗣		
Create a Basic Task Trigger Daily	What action do you want the task to perform?	
Action	 Start a program 	
Finish	Send an e-mail	
	Display a message	
		< Back Next > Cancel

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

Create Basic Task Wizard	Sale the first contractor	Distancian in	<u>×</u>
Start a Progra	m		
Create a Basic Task Trigger	Program/script:		
Daily	C:\Windows\System32\shutdown.exe	Browse.	
Start a Program	Add arguments (optional):	-F -R	
Finish	Start in (ontional):		-
	Start in (optional).		
		< Back Next > Ca	ancel

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

Summary	New York	
Create a Basic Task		
Trigger	Name:	6 AM Restart
Daily Action	Description:	
Start a Program		
Finish	10 A	
	Trigger:	Daily; At 6:00 AM every day
	Trigger: Action:	Daily: At 6:00 AM every day Start a program; C:\Windows\System32\shutdown.exe -F -R
	Trigger: Action:	Daily: At 6:00 AM every day Start a program: C:\Windows\System32\shutdown.exe -F -R Properties dialog for this task when I click Finish
	Trigger: Action: ♥ Open the When you cli	Daily: At 6:00 AM every day Start a program; C:\Windows\System32\shutdown.exe -F -R Properties dialog for this task when I click Finish ick Finish, the new task will be created and added to your Windows schedule.

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

General	Triggers	Actions	Conditions	Settings	History (disabled)	
Name:	6 A	M Restart				
Location	: N					
Author:	C-I	VKiosk\Ad	ministrator			
Descripti	on:					
Security	options					
When	running t	he task, us	e the followir	ng user acc	ount:	
C-IVKIC	osk\Admi	nistrator	and the second			Change User or Group
Run	only who	en user is i	oggea on			
le Run	Do not st	ore passwo	ged on or no ord. The task	will only h	ave access to local computer	resources.
	with hig	hest privile	ges			
E Run			(23)			

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

Name:	6AM Restau	t			
Location: Author:	\ 99ADFDX0	Task Scheduler	?	×]
Description:		7	I G		
Security opt When runn 99ADFDX00	ions ing the task, 1\Administr	Enter user account information User name: 2 9AD Password:	for running this task. FDX001\Administrator		hange User or Group
 Run only Run whe Do n 	y when user ther user is tot store pas	[OK Can	cel	irces.
Run with	n highest priv	ileges			

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.

File Action View Help						
Computer Management (Local Gosten Tools Controls Control	Aume Ganaral General Traggers Author: C-N Description: Security options When running to C-NNoskAdmi Run only when Security apticals	Status Triggers Ready When the task is created or modil Ready At6:00 AM every day	Next Run Time ied 2/31/2017 6	Last Run Time 7/31/2010 228:17 PM Never	, E	Actions Task Scheduler Library Create Basic Task Create Basic Task Display All Running Tas Chable All Tasks History New Refresh Help Selected Rem Run 10 Eng 10 E
	📋 Do not st	ore password. The task will only have acc	ess to local resources		-	

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 CFDUser 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.
- Open your preferred internet browser and enter <u>https://dl.google.com/dl/edgedl/chrome/policy/policy_templates.zip</u> in the browsers 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.

Extract Compressed (Zipped) Folders	
Select a Destination and Extract Files	
Files will be extracted to this folder:	
C:\Policy_Templates	Browse
· Show callected hits when complete	

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...

ll Se	ttinas	Setting		
	Add/Remove Templates			>
en	Current Policy Templates:			
15	Name		Size	Modified
L				
L				
	Add Rem	ove		Close

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**.

Local Computer Policy Computer Configuration Software Settings Windows Settings Administrative Templates Set Configuration	All S Des The Ten	Administrative Templates Settings Add/Remove Templates Current Policy Templates:	Setting		×
 Software Settings Windows Settings Administrative Templates 	bas	Name Chrome Add Remove]	Size 822KB	Modfied 9/17/2019 9:28 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**.

Allow media autoplay		Setting	State
Edit policy setting	^	Image: URLs that will be granted access to audio capture devices wi Image: Enable AutoFill for addresses	Not configured Not configured
Requirements:		Enable AutoFill for credit cards	Not configured
Microsoft Windows 7 or later		Allow media autoplay	Not configured
Description		E Allow media autoplay on a whitelist of URL patterns	Not configured
Allows you to control if videos can		E Continue running background apps when Google Chrome i	Not configured
play automatically (without user		🖹 Block third party cookies	Not configured
consent) with audio content in		🗈 Enable Bookmark Bar	Not configured
Google Chrome.		🖹 Enable add person in user manager	Not configured
f the policy is set to True. Google		🖹 Enable guest mode in browser	Not configured
Chrome is allowed to autoplay		🗈 Enforce browser guest mode	Not configured
media.		🗈 Allow queries to a Google time service	Not configured
f the policy is set to False, Google		🗈 Browser sign in settings	Not configured
nedia. The AutoplayWhitelist		🗄 Use built-in DNS client	Not configured
policy can be used to override this		🖹 Disable Certificate Transparency enforcement for a list of su	Not configured
or certain URL patterns.		E Disable Certificate Transparency enforcement for a list of Le	Not configured
By default, Google Chrome is not		E Disable Certificate Transparency enforcement for a list of UR	Not configured
AutoplayWhitelist policy can be	Y	Enable Chrome Cleanup on Windows	Not configured
		Participation Character Character States and Consult	N

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

Allow media auto	oplay	— 🗆 X
Allow media auto	oplay	Previous Setting Next Setting
Not Configured Enabled	Comment:	^
O Disabled	Supported on:	Microsoft Windows 7 or later
Options:		Help:
		If the policy is set to True, Google Chrome is allowed to autoplay media. If the policy is set to Talse, Google Chrome is allowed to autoplay media. If the policy is set to False, Google Chrome is not allowed to autoplay media. The AutoplayWhitelist policy can be used to override this for certain URL patterns. By default, Google Chrome is not allowed to autoplay media. The AutoplayWhitelist policy can be used to override this for certain URL patterns. Note that if Google Chrome is running and this policy changes, it will be applied only to new opened tabs. Therefore some tabs might still observe the previous behavior. Reference: https://www.chromium.org/administrators/policy- list-3#AutoplayAllowed
		OK Cancel Apply

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 and *.responsivevoice.org.

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