ST

USER MANUAL

From first sign-in to a live studio display

A practical manual for operators, display managers and administrators, covering secure studio sessions, user management, partner management and platform administration.

WHO IT IS FOR	REQUIREMENTS	TIME REQUIRED
Operators and administrators	Two modern browsers	About 5 minutes

AT A GLANCE

Quick start

The recommended workflow consists of four actions. The following chapters explain each action step by step.

1	Start. Sign in and select Start a new session.
2	Pair. Create a temporary code on the studio display.
3	Verify. Enter the code and approve the display name.
4	Send. Add text blocks and send them to the displays.

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STEP 1

Prepare and sign in

Use a current version of Chrome, Edge, Firefox or Safari on the operator workstation and studio display. Make sure both devices have internet access.

1	Open Screentext on the operator workstation and select Sign in.
2	Sign in with your password, passkey or a one-time sign-in link sent by email.
3	When prompted, enter the code from your authenticator app.

> Tip
> Under Security, you can add a passkey for quick and secure sign-in using Windows Hello, Touch ID or Face ID.

STEP 2

Start a screen session

1	In the dashboard, select Start a new session.
2	Under Appearance, give the session a recognisable title and optionally select a brand theme.
3	Keep the session page open. This is where you pair displays, manage text and view the preview monitor.

A session expires automatically. Its end time is shown at the top of the session page and in the dashboard.

STEP 3

Pair the studio display

ON THE STUDIO DISPLAY	ON THE OPERATOR WORKSTATION
1. Open the link in the Pair display panel, or select Pair display on the home page. 2. Give the display a recognisable name, such as Studio left. 3. Select Create temporary code. A six-character code appears.	1. Enter the code under Short display code and select Find display. 2. Under Waiting displays, verify that the display name is correct. 3. Explicitly approve the pairing. The studio display then opens automatically.

Important
The temporary code and approval expire after a few minutes. Always verify the display name before approving. Use the session code and PIN only as a manual fallback.

Manual fallback

Open the manual pairing option on both pages. On the studio display, enter the ten-character session code, eight-digit PIN and a display name. Then verify and approve the waiting pairing on the operator workstation.

STEP 4

Share text blocks live

1	Paste or type text in New text block.
2	Select Add as one block, or Split at blank lines to create multiple blocks.
3	Choose how many recent blocks are visible and set the typeface and text size.
4	Check the preview monitor and select Send to displays or Update encrypted blocks.

MINI-MONITOR	LIVE	SECURE
Check in advance that all text fits on screen and is easy to read.	New content appears on all paired displays after it is sent.	Text and formatting leave the browser only in encrypted form.

Need support?

Under Support access, select Request support. Active super admins receive an email without session content. Once a super admin has prepared the secure connection, you receive an email asking you to review the request. Only then select Grant final approval. Access applies only to this session and lasts no more than fifteen minutes.

STEP 5

Close the session securely

Select Close session in the upper-right corner and confirm. The encrypted content is deleted and paired displays immediately lose access. Always end a broadcast this way.

ADMINISTRATOR GUIDE

Organisation administrator

An organisation administrator manages users within their own organisation and can also operate screen sessions.

Add a user

1	Select Users at the top of the page.
2	Enter the name and email address.
3	Select the Operator or Organisation administrator role.
4	Select Add user, then send a sign-in link.

Manage existing access

1	Change a role and select Save role.
2	Use Sign-in link if someone is unable to sign in.
3	Deactivate an account as soon as access is no longer required.

Important
You cannot deactivate your own account, and at least one active organisation administrator must remain. A deactivated account can no longer sign in, even with an existing sign-in link.

BRAND APPEARANCE

Use an organisation-specific brand theme, logo and font

Organisation administrators create a custom brand theme from an active session. Partner administrators do this on the relevant customer's management page. The theme is visible only within that customer organisation and does not clutter the general theme list.

1	Under Appearance, select Add a custom brand theme, logo or font, or, as a partner administrator, open the customer and go to Brand themes.
2	Give the theme a recognisable name and choose the accent colour. The screen background, text panels and text automatically remain in the dark, highly legible appearance.
3	Optionally upload a transparent PNG or WebP logo of up to 1 MB and 1200 × 400 pixels. Then set the text size and line spacing and, if desired, upload a WOFF2, WOFF, TTF or OTF font of up to 5 MB.
4	Confirm that your organisation has the required usage rights and add the brand theme.
5	Select the new theme for the session and save the settings. The logo, title, accent colour and font change live on all paired displays.

Licence and privacy
Upload only logos and fonts that your organisation is authorised to use. Files are stored privately and delivered only through an authorised Screentext session. A theme that is still used by an active session cannot be deleted.

ACCOUNT AND ACCESS

Switching between organisations and roles

If one account has access to multiple organisations or roles, an organisation and role switcher appears at the top. Select the workspace you want to use; the dashboard and navigation update immediately.

1	One account, multiple access rights. When you add an existing email address to another organisation, that account gains additional access. A second account is not created.
2	Partner administration and sessions. A partner organisation has partner administrators, not operators. To run screen sessions, work as an operator in a customer organisation or in the automatically created internal customer workspace.

BILLING AND ACCESS

Manage subscriptions and day passes

Organisation and partner administrators can find the current plan, payment status, end date and available limits under Subscription. Only an active, valid subscription or active day pass allows new screen sessions.

Start a monthly or annual subscription

1. Select Subscription at the top of the page.
2. Compare the available plans and check the user and session limits.
3. Select Start subscription and complete the first payment with Mollie.
4. Was the payment interrupted? Open Subscription again and select Resume payment.
5. Under Current subscription, check the status, plan and date through which payment has been made.

> Renewal and cancellation
> A recurring subscription renews automatically each billing period. Select Cancel at end of billing period to stop the next renewal. Access remains active until the end of the period already paid for.

Buy and schedule day passes

1. Select Subscription at the top of the page and choose how many passes you wish to buy under Day pass.
2. Complete the one-time Mollie payment. The passes then appear under Day pass balance.
3. Choose a start date and time for each available pass and select Schedule day pass.
4. Check the period. Each pass is valid for exactly 24 hours from the selected start time.
5. Before it starts, you can change or cancel the schedule. When cancelled, the pass is returned to the available balance.

Scheduling
Two day passes for the same organisation may not overlap. Once a pass has started, its start time can no longer be changed or cancelled.

What does the subscription status mean?

Active or trial period: access during the displayed valid period.
Payment overdue: check the payment; access may stop after the paid period.
Cancelled: no renewal, with access until the displayed end date.
Expired or inactive: start a subscription or schedule an available day pass.

Partner administrator

The partner portal shows allocated customer organisations, user seats and concurrent sessions. A new partner automatically receives an internal customer workspace named Partner name (internal). Customer session content remains protected.

1	Check the three capacity indicators in the Partner portal. A warning appears from 80% utilisation.
2	Add a customer name, contact address and optionally your own customer reference.
3	Open a customer using Manage and allocate user seats and concurrent sessions.
4	Correct the customer name in the licence form if necessary. Existing links to the customer continue to work.
5	Add operators or organisation administrators. An existing email address gains additional access; send a new one-time sign-in link if necessary.
6	Under Brand themes, create organisation-specific themes for this customer. An uploaded font remains private and is not visible to other customers.
7	Set the customer status to Paused to block new users and screen sessions.
8	Delete a customer only while it is completely empty: with no users, session history, custom themes, day passes or payment history. Otherwise, pausing remains the safe option.

Internal workspace and capacity
The internal customer workspace starts with 5 user seats and 2 concurrent sessions by default. This allocation and those of other customers count towards the partner contract. A paused customer remains visible but cannot add users or start sessions.

SUPER ADMIN GUIDE

Platform administration

The super admin manages the platform, organisations, users and manual subscriptions. Strong authentication is mandatory for this role.

Dashboard and audits	Review customer, partner, user, active session and display counts. Check recent security events for unusual or unexpected actions.
Organisations	Create a direct customer or partner. An internal customer workspace is created automatically for a partner. Organisations can be activated or deactivated.
Users	Grant access to the correct organisation type. An existing email address gains an additional organisation and role. Accounts can be activated, deactivated or deleted with personal data anonymised.
Subscriptions	Manage the plan, status, term, user limit, session limit and contract reference. Access works only with an active, valid subscription.

Safe deletion
An organisation can be deleted only when it has no paid Mollie subscription or payment history, pending payment, child customer organisations or active screen sessions. The organisation is archived and audit data is retained. If the organisation has payment history, select Deactivate. You cannot deactivate or delete your own account or the last active super admin.

Check before saving
For subscriptions, always verify the organisation type, plan, status, dates and limits. An incorrect status or expired period can block new users and screen sessions.

SUPER ADMIN

Handle temporary support access

By default, a super admin sees metadata only. The operator starts a support request when help with content is required.

1	The operator selects Request support; active super admins receive an email.
2	Select Prepare support connection; the operator receives an email.
3	Wait for the operator to review the request and grant final approval.
4	Then select View temporarily.
5	Close the support window as soon as support is complete.

Privacy boundary
Content can be viewed only with the operator's approval, for that single session and for a short period. Every request, approval and access event is logged.

Recommended checklist

Before: confirm the support purpose and correct organisation.
During: view only what is needed to resolve the issue.
After: close the window and record the outcome under the internal support procedure.

HELP

Troubleshooting

The temporary code does not work	Create a new code on the studio display and enter it within five minutes. Check similar-looking characters carefully.
The display keeps waiting	On the operator page, check Waiting displays, verify the name and approve the pairing. Do not refresh the studio display during this process.
New text does not appear	Check that the display appears under Paired displays. Select Send to displays again and check the connection message on both screens.
The text does not fit properly	Show fewer blocks or select a smaller text size. Use the preview monitor to check the selected display format.
A display should no longer have access	Remove the screen under Paired displays. The display key is revoked immediately.
Sign-in does not work	Request a new one-time sign-in link. Sign-in links are short-lived and can be used only once.
The payment was not completed	Open Subscription and select Resume payment. Do not start a second payment while the existing Mollie checkout is still available.
I cannot start a new session	Under Subscription, check that the plan or day pass is active and has not expired. Also check whether the concurrent session limit has already been reached.

BACKGROUND

Security and good practices

1	End-to-end encryption. Screentext encrypts content in the operator's browser before it is sent. The server processes encrypted content only.
2	Explicit approval. A display gains access only after the operator has verified its name and approved the pairing.
3	Temporary access. Pairing codes, approval requests and sessions expire automatically. Closing a session revokes access immediately.
4	Limit access. Pair only displays you recognise. Remove unused displays and approve support access only when you requested it yourself.
5	Close sessions deliberately. Always use Close session after a broadcast. Closing the browser window alone does not end the session immediately.

Online version
The latest version of this manual is available on the website under Manual.

Screentext

Secure text transfer from the workplace to the live studio.