SO CLOSE Project - GA 870939

Memory Center Platform

- User guide -

Table of Contents

Acronyms and abbreviations

TEMP	La Tempesta
CERTH	Centre for Research and Technology Hellas
CRAWLER	Software modules that gather contents of a website
PROJECT	A complex content composed by images, videos and text showed as Storymap, Webdoc, Virtual Exibitions
TOOLS	Software tools developed by La Tempesta to produce the PROJECTs
CI / CIs	Cultural institution / institutions
EDM	European Data Model
ENG	Engineering
EU	European Union
GFR	Greek Forum of Refugees
LUND	Lund University
MCP	Memory Centre Platform
MONTE	Monte Sole
MUME	Museu Memorial de l'Exili
UAB	Universitat Autònoma de Barcelona
VDA	Vila Decius
CI	Cultural Institution

INTRODUCTION TO MCP

The Memory Center Platform (MCP) is an important result of SO CLOSE project, realised as a content manager for materials (media files, documents, web links, etc) that will be gathered in different locations by different Cultural Institutions or organisations.

MCP provides a web interface that favours user usability, in fact, the platform is multilingual and can be displayed in six different languages, it also provides a series of basic accessibility functions for impaired persons who can be easily activated by users.

The MCP then can be used by Cultural Institutions, academics, artists, and the general public to **show, store, search**, **visualise**, **share**, **download, aggregate and create** new cultural heritage content about refugees and migrants.

The **main purposes are:**

- Provide a unified access point:

  ○ to visualize and share all the contents produced by cultural institutions by TOOLS

  ○ to create and store new atomic contents for each CI

- Provide internal management services to add new CIs and new collaborator users able to work on MCP contents

- Gather in an automatic way new contents coming from external sources such as websites and social networks.

- Provide Cultural Institutions with a PUBLIC COLLECTION section useful for disseminating (to public users or other CIs) Stories, Webdoc videos, posts social or other content useful to expose topics related to the cause of migrants and refugees to all public users of the Cultural Institution.

- to make available for CI many contents with additional information (metadata) helpful to build new related stories (or enrich stories already created) using the TOOLS,

- to store and memorise in standard storage or on CLOUD new additional user content (web-linked and multimedia files from PC user) useful to create new stories by the TOOLS

The MCP was developed by the SO CLOSE project partner ENGINEERING and it also integrates two software components developed by the partner CERTH: the first to gather social information (Twitter and Youtube) and the second to give semantic aggregations for contents

WHAT MCP LOOKS LIKE

MCP is displayed to users with an upper bar that provides functions for the usability of the platform and for access to it.

Beyond this, the MCP shows its 4 functional sections in the center.
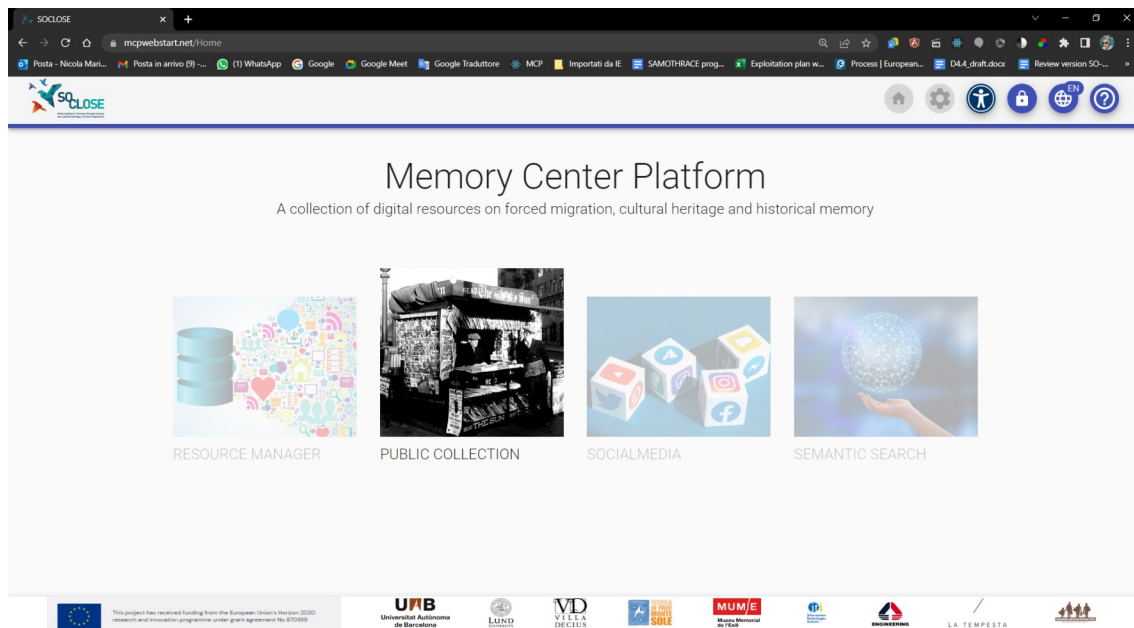
The main section is called PUBLIC COLLECTION which is immediately accessible by all types of users, whether they are not registered on the platform and whether they are users who collaborate in the management of content.

The other sections are the RESOURCE MANAGER, the SOCIAL MEDIA and the SEMANTIC section which can only be used by users registered on the platform who collaborate with the CI in managing content.

These last three sections are accessible only after the user who collaborates with a CI has logged in.

Accessibility features

MCP provides a basic set of accessibility features for users.

When a user accesses MCP for the first time, the window with the accessibility options is presented to let him choose the mode he prefers for browsing the pages of the platform.
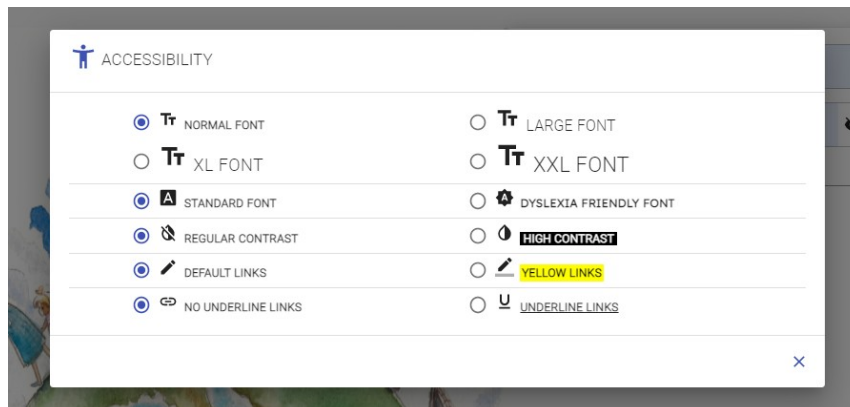
After the first access to the MCP platform, the accessibility features will be accessible by the button that is present in each page and allow user to select the accessibility options to

- Modify the font size with 4 levels of fonts (normal, large, Xlarge and XXLarge)
- Adapt the font for dyslexia suffering persons
- Adapt the visualisation contrasts
- Highlight the links with a yellow background
- Underlines the links to optimise the visualisation

If during navigation the user wishes to modify some accessibility features he has chosen, he can always do so by pressing the accessibility button

Multi-language

The MCP platform is multilingual and can be viewed in English, Italian, Spanish, Catalan, Greek and Polish.

and the language selection can be using a special selector in any section of the platform.
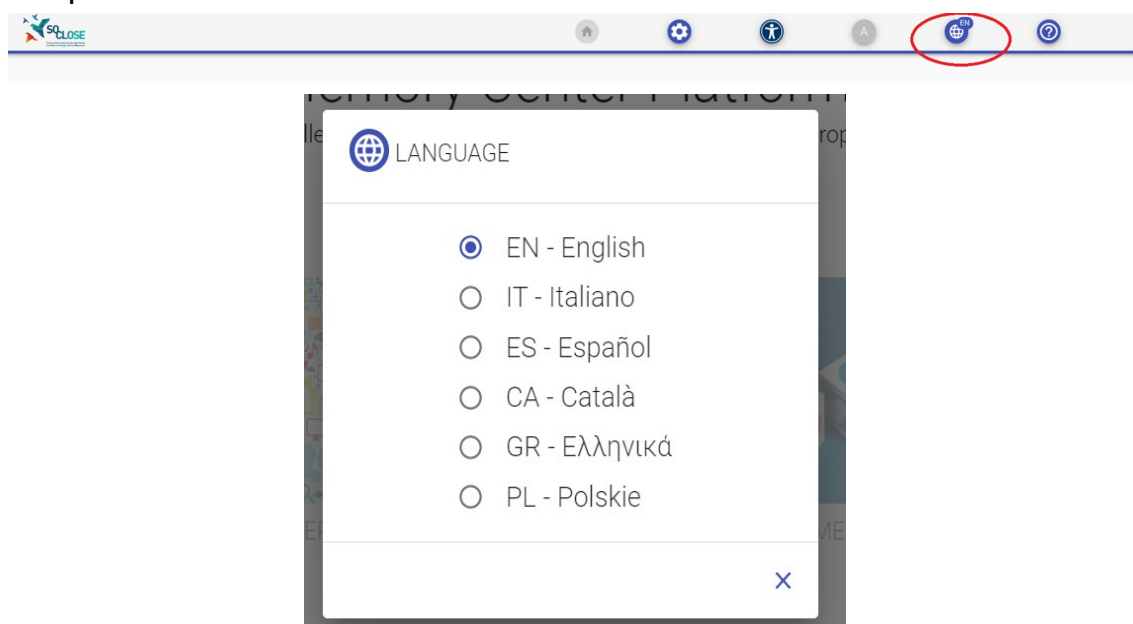
after the user has selected the language he prefers, the interface will appear with the appropriately translated descriptions

THE MCP USERS

The Memory Center Platform (MCP) can be used by 4 types of users:

- a set of "CI administrators", one for each CI configured on MCP
- a set of "CI collaborator users" that are professional users authorised to work on the contents of a particular CI
- a larger set of "unregistered users", that is the general public who can only view and share MCP content as StoryMaps, WebDocs and Virtual Exhibitions via the PUBLIC COLLECTION public section.
- a single MCP system administrator named "MCP superuser"

The **CI administrator** is responsible for approving registration requests to the MCP for the specific CI, or deleting such registration if necessary.

The **CI collaborator user** is the user role responsible to upload content items (videos, images, audio, texts, etc.), and managing their metadata (their copyrights in particular) for a defined CI.

The **MCP superuser** is responsible for creating new cultural institutions and the CI administrators on the MCP system and he can update their data.

This user then is able to guarantee the <u>MCP scalability to multiple different Cultural institutions</u> (not necessarily only the 4 participating in SO CLOSE)

MCP users Description

MCP can be used by 4 types of users:
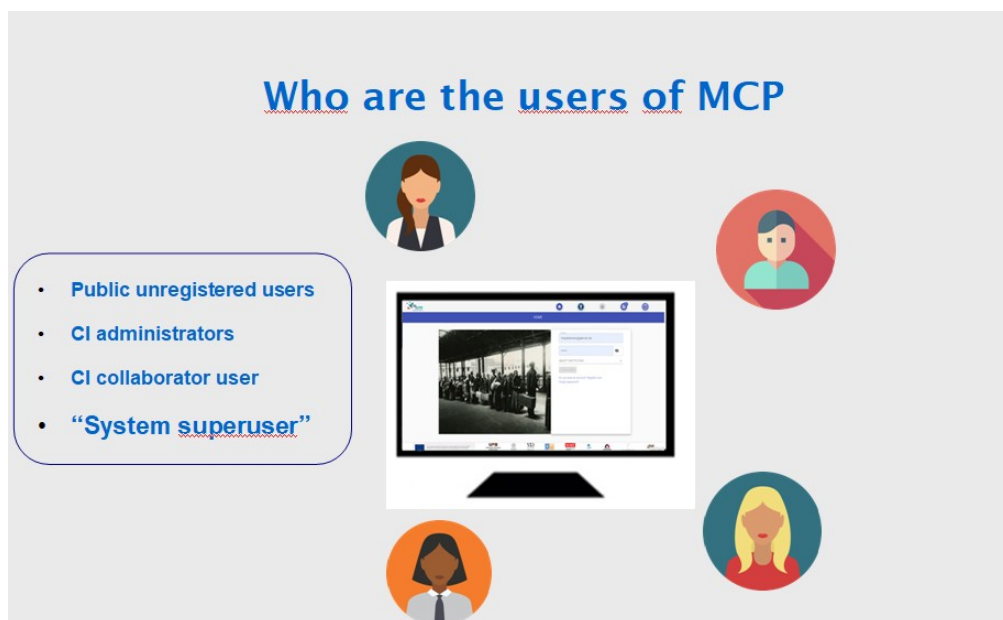
The first type of users are the "CI administrators", one for each Cultural Institution configured on MCP.

The second type is the "CI collaborator user" who are professional users authorized to work on the contents of a particular cultural Institution.

The third type is a larger set of "unregistered users", that represent the general public who can only visualize and share MCP content as StoryMaps, WebDocs and Virtual Exhibitions through the PUBLIC COLLECTION section.

The fourth type of user is a special unique user called MCP superuser who has special permissions on the platform
Going a little more into the details of the users, the CI administrator is responsible for approving registration requests to the MCP for the specific cultural institution or deleting such registration if necessary.
The CI collaborator user is the user role responsible to upload content items (videos, images, audio, texts, etc.), and managing their metadata, for example, their copyrights, their description etc.

The MCP superuser is responsible for creating new cultural institutions instances in the platform and also the related cultural Institution administrators and finally, he can update their data.

This superuser then is able to guarantee the MCP scalability to multiple different Cultural institutions, then MCP is able to scale the number of registered cultural institutions and it will not necessarily remain at only 4 cultural Institutions foreseen by the SO-CLOSE project.

What MCP users can do

PUBLIC (UNREGISTERED) USERS:
- Visualize web content in public collection section
- Share content link
- Generate and download the content QR code

CIs USERS:
- Visualize web content published as web stories and his descriptive attributes
- Manage atomic content attributes
- Search content by title or type
- Duplicate content to modify or enrich it
- Filter content by geolocalization,author, media type, rights
- Order content by name and by date
- Create and publish a new content provided by user
- Find and publish new content by web sites crawling
- Find and publish new social content (as video from Youtube and tweets from Twitter)

The MCP users can therefore do different operations based on their role: The public users who are not registered on the platform will only be able to view and share the contents in the general collection section that is accessible by all users. The sharing is possible by a link or by a QR code. Users collaborating with the cultural Institutions can do instead many types of operations on the contents, such as viewing associated data content, for example, can visualize who is the author or if they are freely accessible.

Beyond this,

- They can duplicate these contents by enriching the descriptions or adding different images.
- They will be able to create new content that can then be used to build new stories
- They can be documented by doing automatic searches with articles from dedicated websites

- They will be able to enrich the set of contents with fresh data from social networks
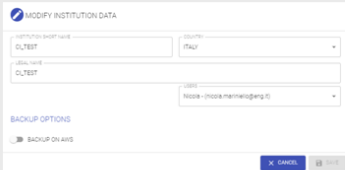
All this is in order to document and disseminate information on the stories of migrants and refugees among the various users of a cultural institution in order to be able to create new stories thanks to the TOOLS or enrich and modify existing ones.

MCP also provides the Cultural Institutions with a set of services for the management of its collaborators, in fact through a section called "setting" the user administrator of the cultural institution will be able to view their user data and also those of their collaborators.

You can check if there are users who want to be new collaborators of the cultural institution and you can decide to approve them for future collaboration or not.

Finally, at any time, the user administrator of the cultural institution can decide to delete the credentials of some collaborator if needed. In addition to these user management functions, there is also an important function that allows you to insert new cultural institutions with their respective administrators into the platform in order to expand the number of institutions and organizations that work and spread the stories of migrants and refugees.

PUBLIC COLLECTION - the main section

The first page that is displayed when a public (or registered) user log in to
MCP presents the catalogue of story maps, webdocs and other elements
published **by all the Cultural Institutions that use the MCP platform**

Section description:

The white ribbon high on the page presents a set of icons, to:

- 🏠 go back to the home page
- ♿ activate/deactivate accessibility features
- 🔒 log in to the MCP platform
- 🌐 select the interface language

In absence of a successful login the main screen area shows only the
"PUBLIC CATALOG" as an active section.
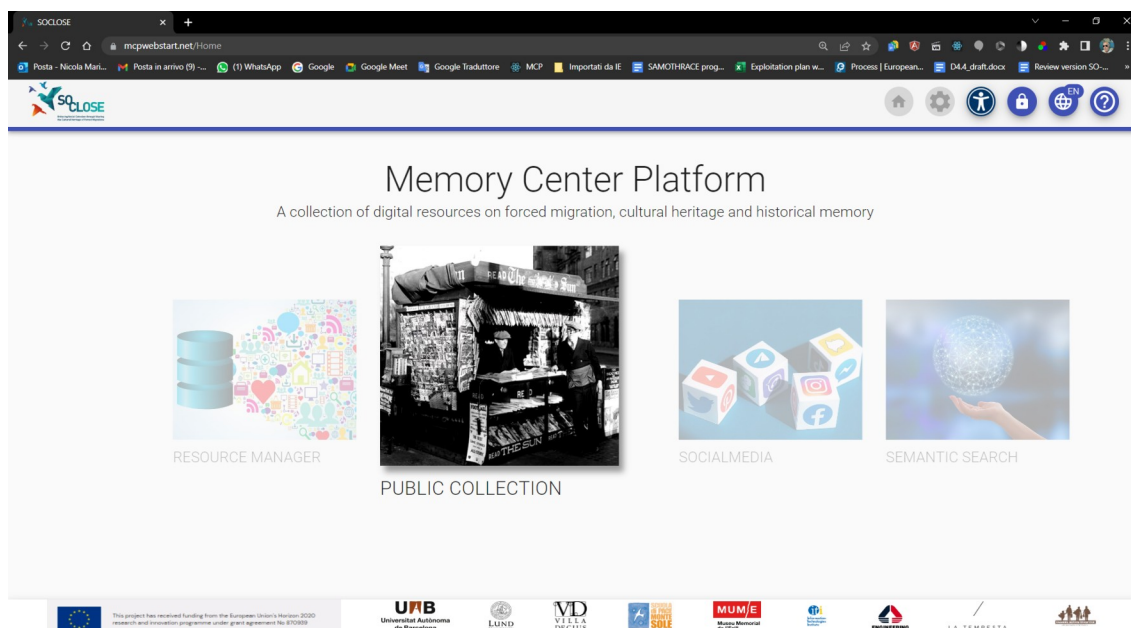
Clicking on this section image, any unregistered public user can view the
page with the published contents as follow:
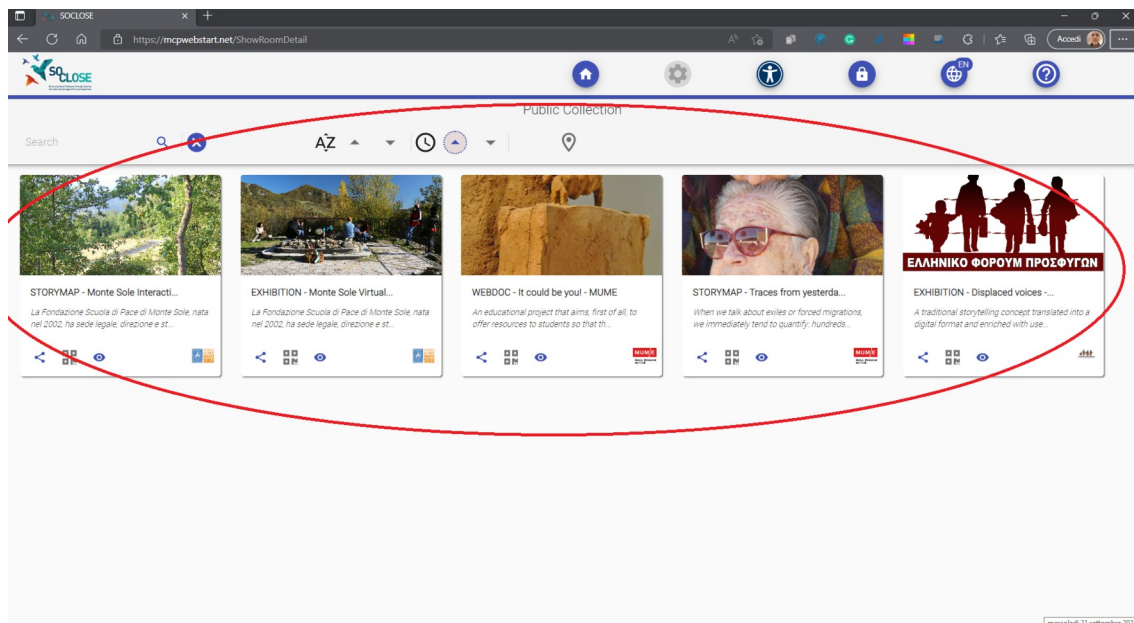
which presents cards (like those used in the EUROPEANA portal) with an image, a title and a description for each Storymap, Exhibition or Webdoc contained and published.

The user can:

- **Choose and visualise a content item** to visualise and navigate it directly in a new page.

- **Generate and share the content link** by this icon , to use it via email, social etc. (or embed it in a proper official web page).

- **Generate and download a content QR code** by this icon (personalised with the SO CLOSE logo).

Finally, in this page, the ribbon on the bottom just shows So-Close partner and EU active logos that reports to the official websites for each logo image.

In addition to the already described top ribbon, the PUBLIC COLLECTION features a main area, with a white toolbar above:
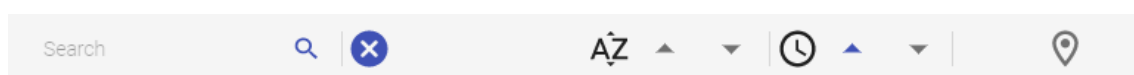
This toolbar offers features to

- filter the visible content by keyword (on titles)

- list the available content in alphabetical order of title

- list the available content by update date

- list only that have a geo-located reference.
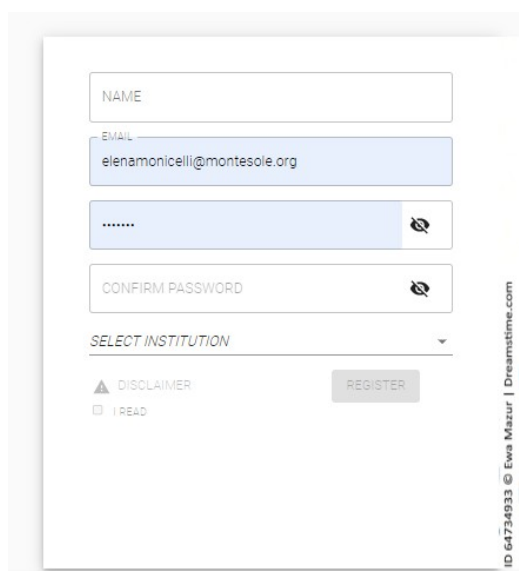
User registration

When a public **unregistered** user wants to cooperate with a CI on content management he/she has to register himself on the MCP platform.

The registration web page is accessible by clicking the following icon

and the link "Register now" the page will appear to contain the following registration form:

That contains the following information useful for the registration:
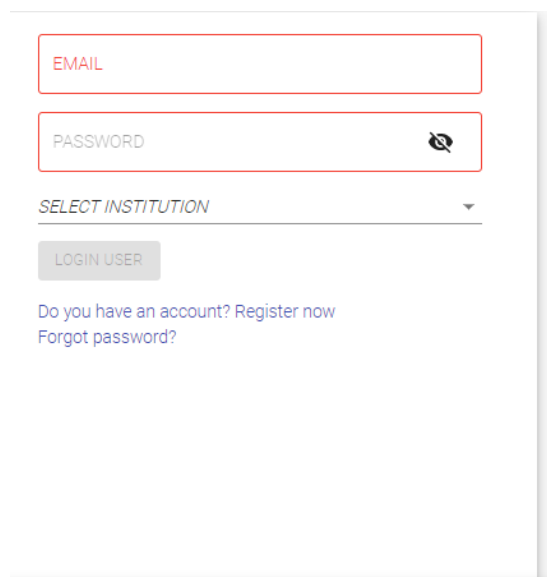
- user name,
- email,
- password,
- password confirmation,
- the CI form which she/he wants to be approved (from a list) for the cooperation.

After pressing the "*REGISTER*" button, an email will confirm that the registration request was received.

The MCP automatically sends to the CI administrator the request of registration for the approbation and if the CI administrator confirms the request then the user will receive another confirmation email if/when the request is accepted.

User log-in and password recovery

● By clicking the 🔒 icon, the MCP shows a simple login form.
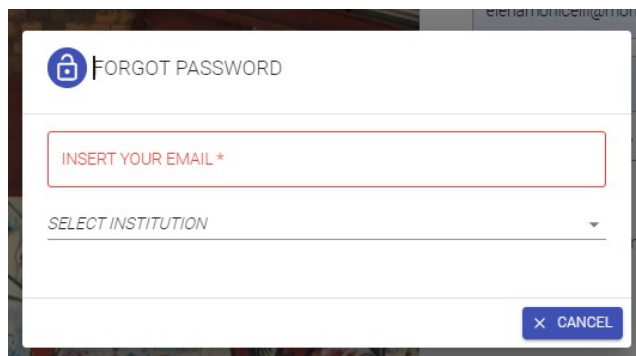
Useful for a registered user to log in to the platform.

Please notice the "Forgot password" feature, and the "Don't have an account yet? Register now" to register to the MCP portal (that will be described in the next sessions).

Forgot password

If a registered user forgot his password, ha can provide his registered account (email), and the CI to which he belongs (from a list)

to receive a new password.

She/he will receive an email from the MCP platform with the following text:

> *Dear user "Email User"*
> *by clicking on the link below, you will receive an email with the new password.*
> *We also remind you to change your password from the first access to the MCP portal by accessing the 'Change Password' section.*
> *With best regards*

For security reasons, she/he must click the link in the email to validate the request. Only then, she/he will receive another email with a new password.

Main Page for registered users

When a user already registered on the MCP platform logs in with their credentials, he will see the following page:
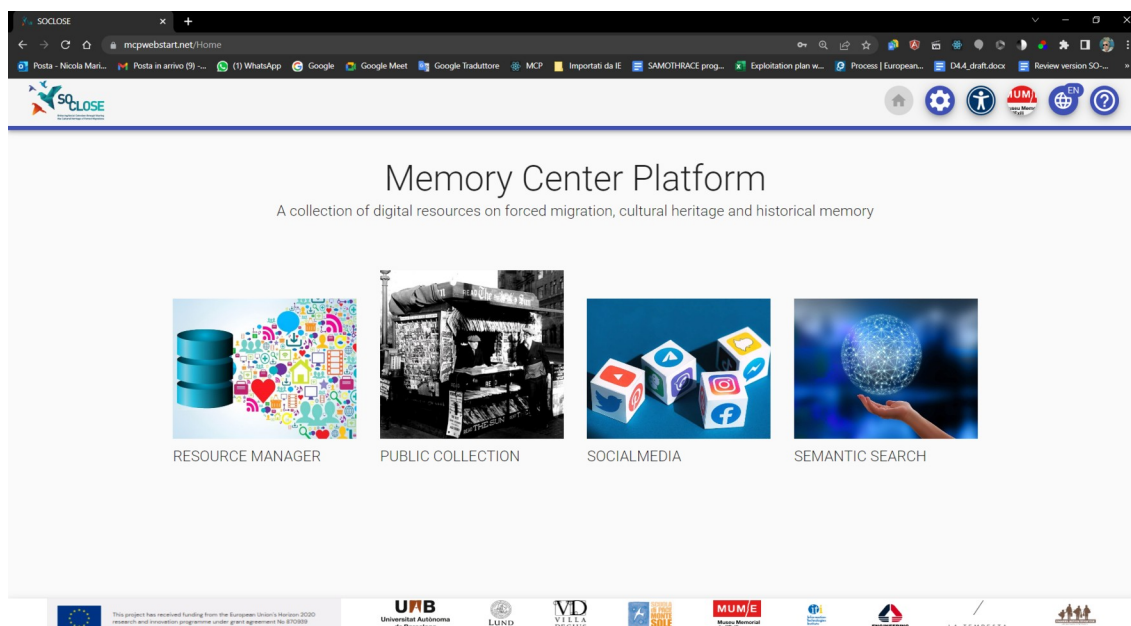
which contains the following four active sections:

- "RESOURCE MANAGER": to add new content or manage attributes for content already stored in the MCP.

- "SOCIALMEDIA": to search social/web content by keyword and by sites.

- "SEMANTIC SEARCH": to search and aggregate atomic, complex and crawled contents contained in the MCP Knowledge base.

- "PUBLIC COLLECTION": to show all html5 approved (by all CIs) for publication; these items can be complex content items, as it is the case for the So-Close "PROJECTS" (story maps, web docs, and virtual exhibitions) developed by La Tempesta TOOLs, which are among the most important items in this category, but also atomic content items (such as a video or a picture).

RESOURCE MANAGER section

Section usage:

1   This section, accessible by users registered for a specific CI, contains all content items a specific CI is interested for storage and also linking.

2   Definitively the resource manager contains all content items, not only external links to web resources but also digital content items preserved in the MCP.

Section description:

By clicking on the subsection

RESOURCE MANAGER

the MCP will show the RESOURCE MANAGER section and the page will looks like this figure:
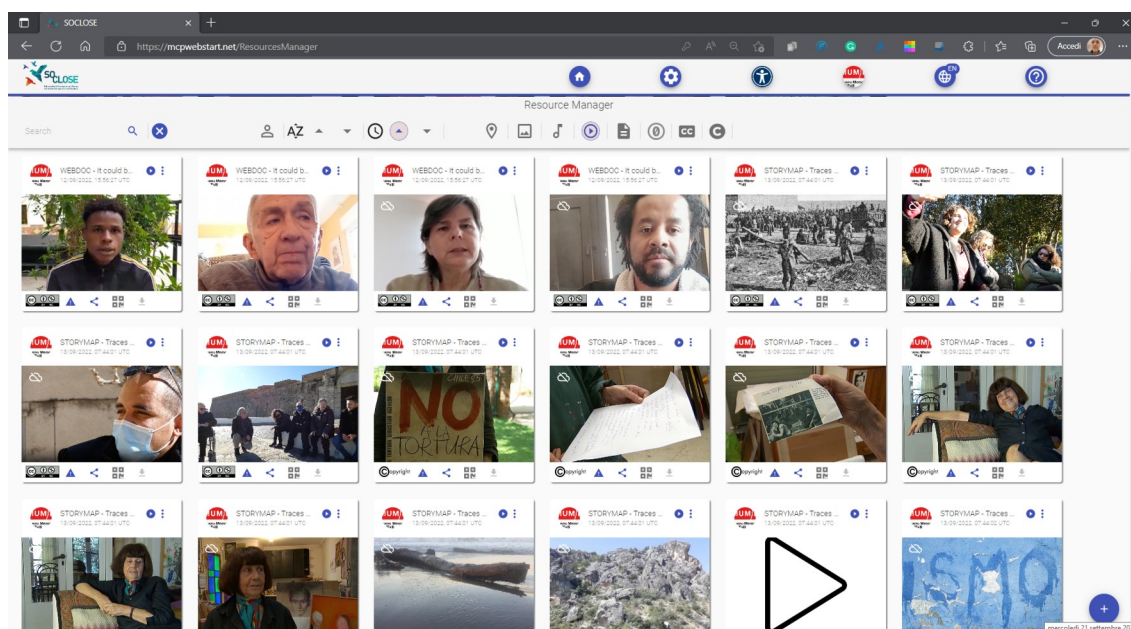
Each content items is represented by a block visually similar to the ones in the PUBLIC COLLECTION, with the difference that the block in the resource manager features many more clickable icons:

📄 to view the content and its metadata in full screen

📍 to view a map with the position of all content items

⋮ to access a map

🗑 to delete the content

✏ to edit the content

📄 to duplicate the content

to view the rights according to the creative common definitions

⚠ to visualize the disclaimer informations on contents usage
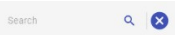
🔗 to get and share the link to the content item

▦ to produce a QR code for it

⬇ to download a copy of the content on the user PC
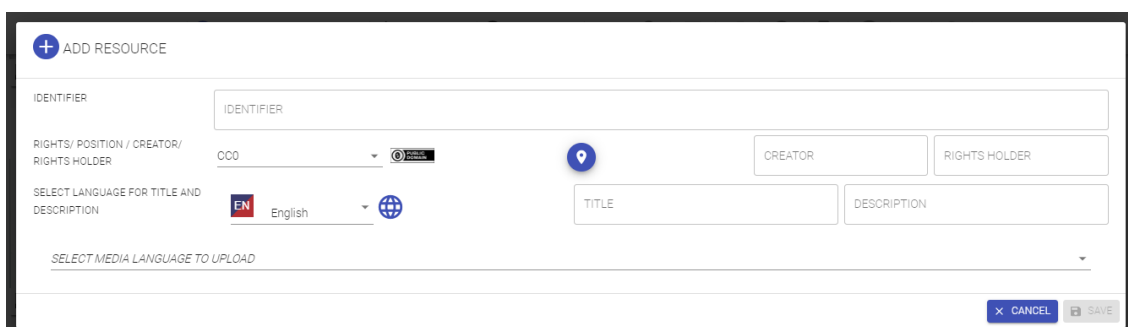
The toolbar above the main content area also offers more features than in the preceding sections.

- presents the following features:

- which allows the user to search by name of the displayed resource

- which allows sorting by name

- which allows sorting by creation date

- which allows the user to visualize the geographic map with all geolocalized contents

- to show only images

- to show only audio fragments

- to show only images video clips

- to show only web documents **(this select <u>Storymap, Webdoc, Exhibition</u> and others web document)**

- to show only CC0 content items

- to show any other CC licence type content

- to show copyrighted resource

Create NEW resource

To add a new resource, the user must select the button at the bottom right of the resource manager section, the MCP will present a page looking like this.

In this page the user has to insert the following metadata for the new resource:

- "**IDENTIFIER**" as name that identifies the resource

- "**RIGHTS**" as the rights associated with the content (Eg. CC0, CC-BY-SA etc)

- "**POSITION**"as geographic coordinates associated to the content

- "**CREATOR**" as the person name or institution name that is creating the content)

- "**RIGHTS HOLDER**" as the person/institution which holds the rights

- "**LANGUAGE FOR TITLE AND DESCRIPTION**" the Language for the title and the description. The language may be different from the content languages (e.g. a video in Spanish with an English title and description). It is possible to associate many languages for the title and description of the same content

- "**TITLE**" the title of the content

- "**DESCRIPTION**" the description of the content

- "**MEDIA LANGUAGE**" the media language (may be different from the title and description)

- "**FILE or URL**" the definition of the file type, it defines if the file is to be loaded from the user's PC or if it is identified by a URL.

After entering the new resource metadata, the user has to press the
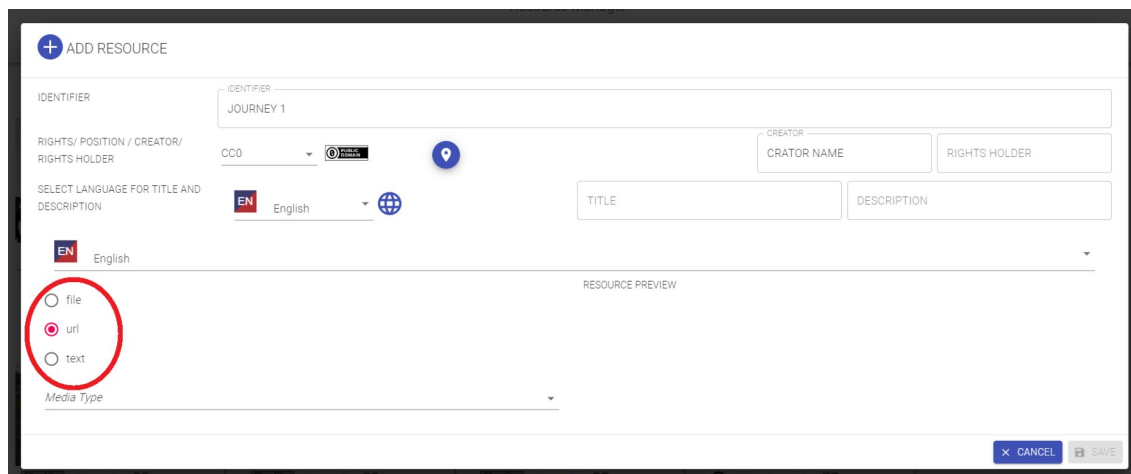
🖫 SAVE button to actually add the new resource to the MCP.

Example for NEW resource creation

To add a new resource (for example a new web resource that maybe a **link to a storymap / webdoc / exhibition / journey or other types of generic web document or web site)**, the user must select the ⊕ button at the
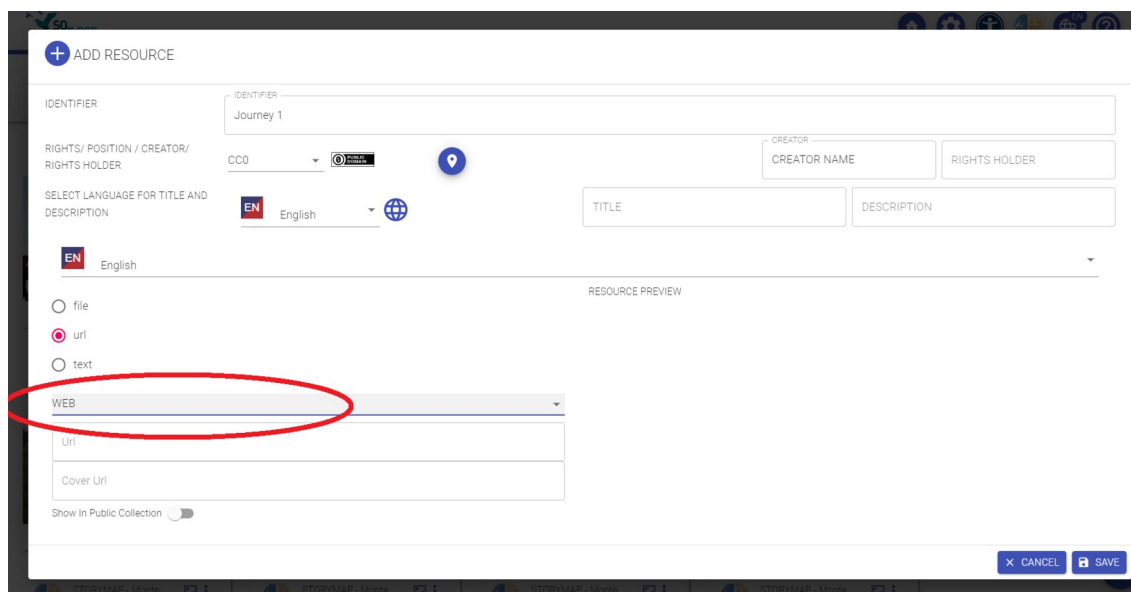
bottom right of the resource manager section, the MCP will present a page described in the previous description.

In the page with the detail of the new content, the user has to fill all fields and select the type of resource as **"URL"**:

And the Media Type as **"WEB"**:
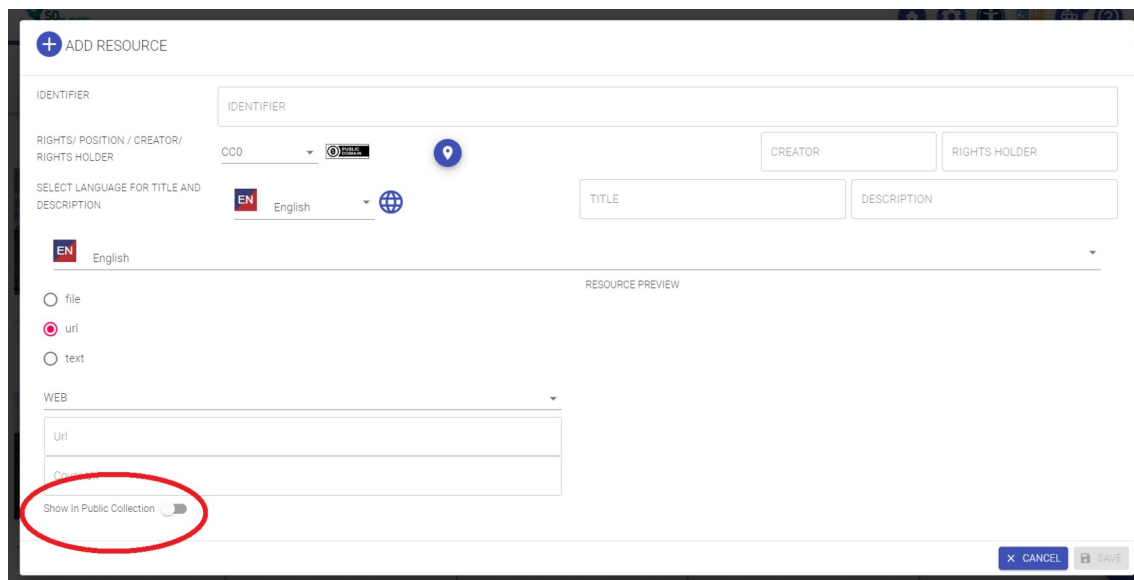
After this the user have to insert the URL of the new resource (**for example the link of a storymap journey or others website**) and the url of the cover image that will appear on the card for the content.

For the cover url, the user can use the url of the standard dedicated image already present in RESOURCE MANAGER
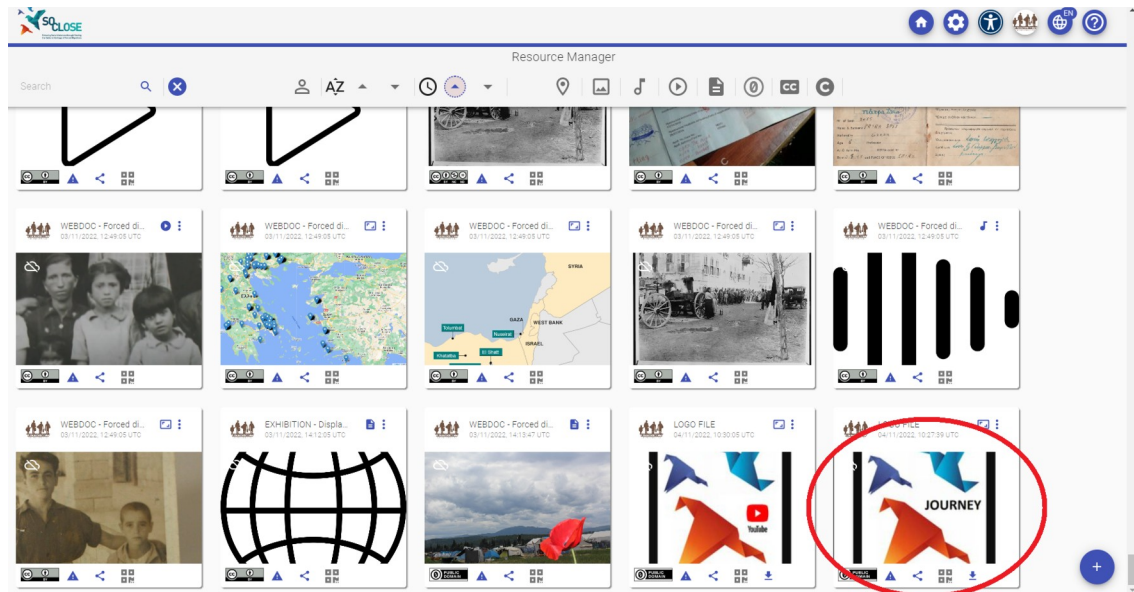
or the user can upload on MCP a proper logo or image on MCP and after can use this proper logo url).

Before saving the user can choice if he want to publish directly the new content web into the public collection using the dedicated selector "**Show In Public collection**"

After saving the new content (Ex journey) if the user selected to show the content in the public collection then it will be available into the Public collection as follow:
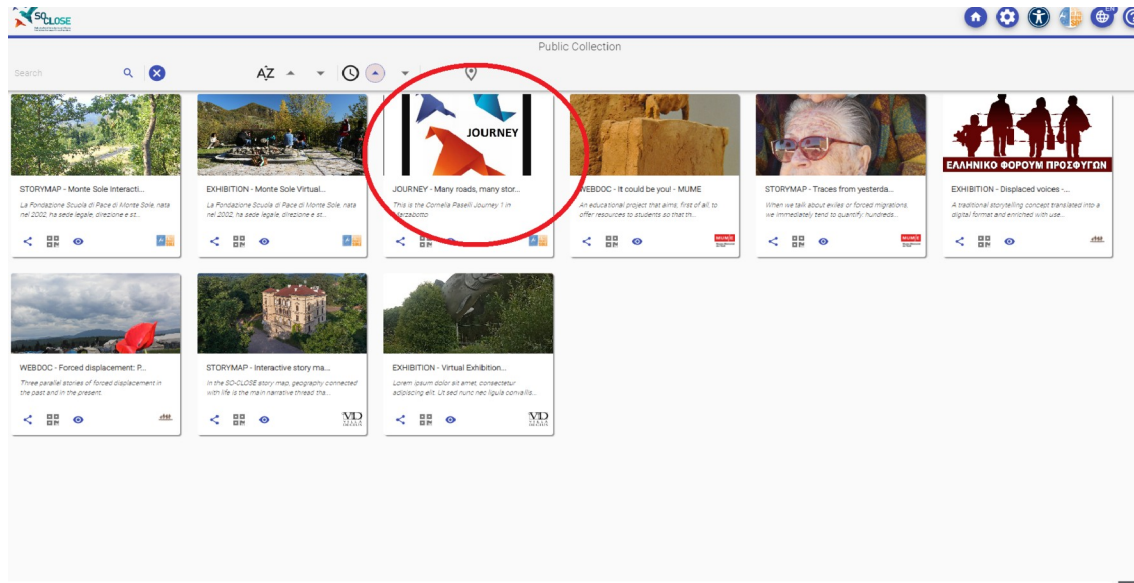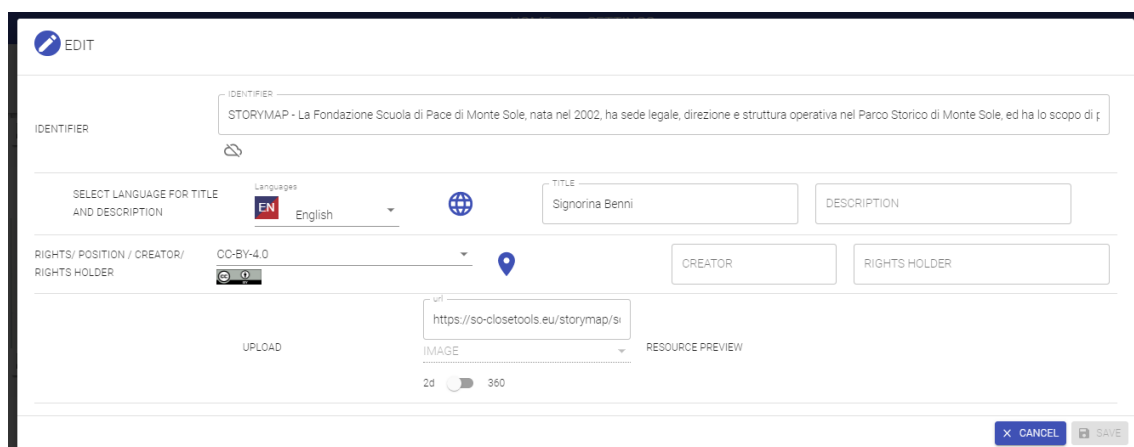
The same process is applicable for VIDEOS stored in YOUTUBE, in this case the user will insert the Youtube video url instead of the Journey url (for the cover url in this case, is available a different standard logo)

Modify resource

The edit function can be used to modify the metadata of a resource.

When the user selects this function, the following page appears:

where the user can change alla the attributes described in the previous paragraph.

After the user has made the changes he wants then he/she has to press the "save" button to commit the changes to the MCP.

Finally **to publish (or unpublish) into the MCP PUBLIC COLLECTION a project (storymap, webdoc or exhibition produced by the TOOLS)** or other generic contents with type WEB (Eg. websites, Storymap-Journey documents on cloud etc.) the user can use the selector "**Show In Public Collection**"

After saving, the content will be visible in the public PUBLIC COLLECTION.

SOCIALMEDIA section

Section usage:
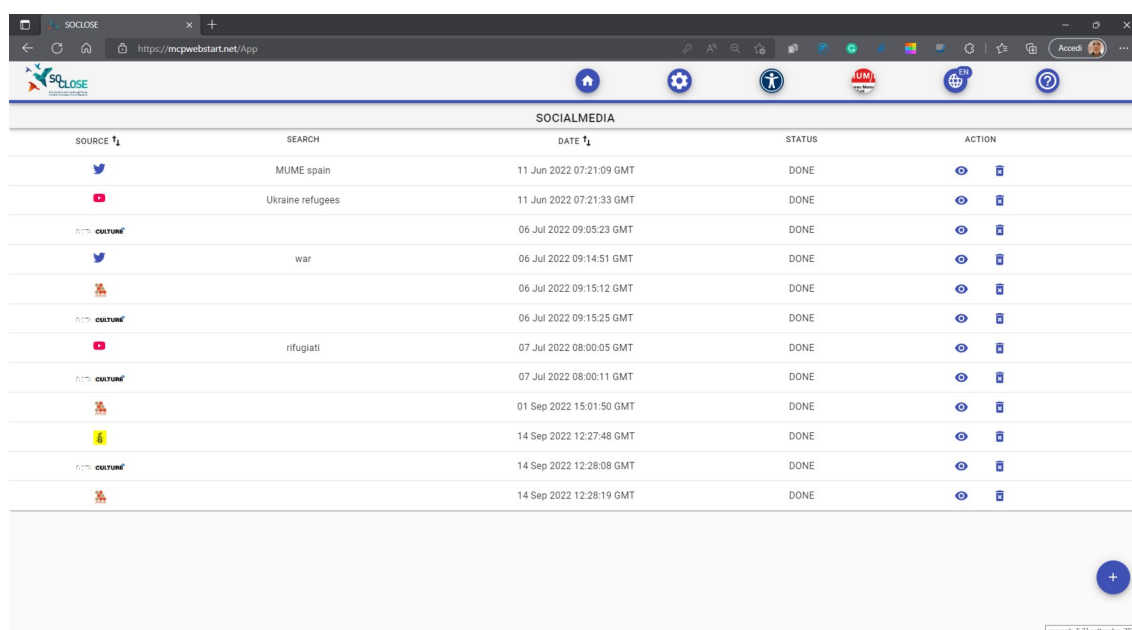
This section allows the user to search for social content on **TWITTER** and **YOUTUBE** and also allows you to crawl articles and content from some websites that deal with interesting topics on migration and refugees.

The CI user can carry out the various searches asynchronously, that is, by launching the search and waiting for it to finish after a few minutes.

Section description:

By clicking on the subsection the MCP will show the following page:

which contains a set of rows in which each one represents a search made by the user.

This table then represents the history of **all social searches** made by the current user and also contains the **latest crawling requests** made for the 3 websites of interest For each search it is possible to view the search results using the eyes icon and delete it by using the garbage basket.

When the user clicks on the "eye" symbol, the MCP will show the social contents results for the specific search (in the example below TWITTER

search results for the search keyword "Ukraine refugee"), as obtained when the search was first executed:
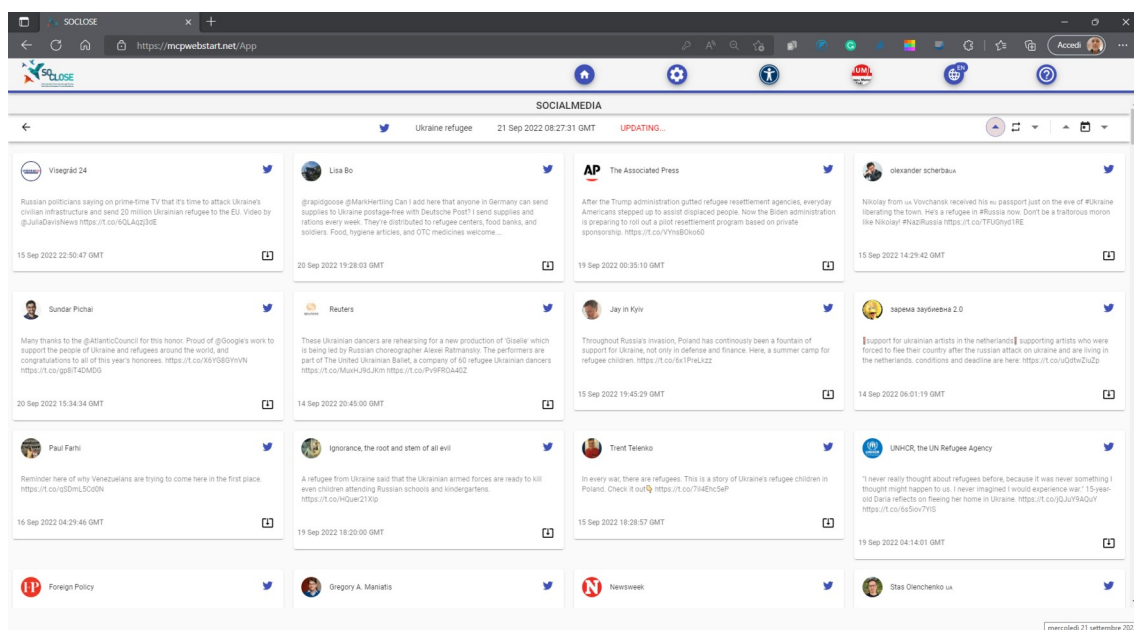
Each block represents a result (in this case a tweet), that if selected will visualize the tweet content eg. similar to:
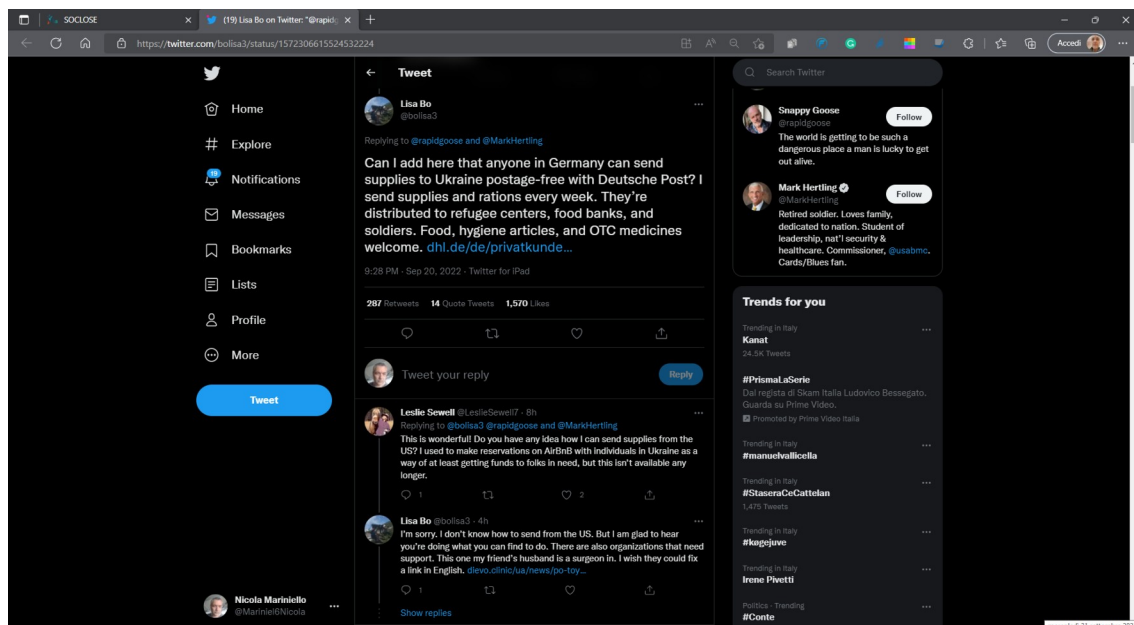
New requests creation (social-web)

To create a new request the user can click the "plus" button then select the social network or the website he is interested in and start the search by clicking the "search" button.

For example, if the user needs to make a Twitter search, he has to select the twitter entry in the menu and have to insert the search key as in the following image:
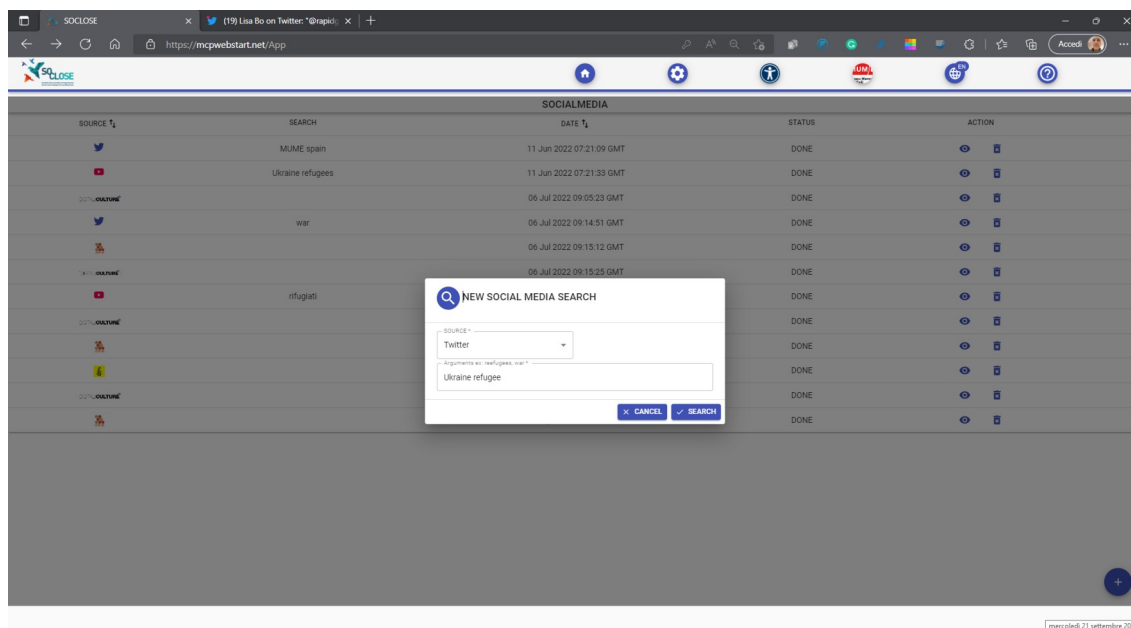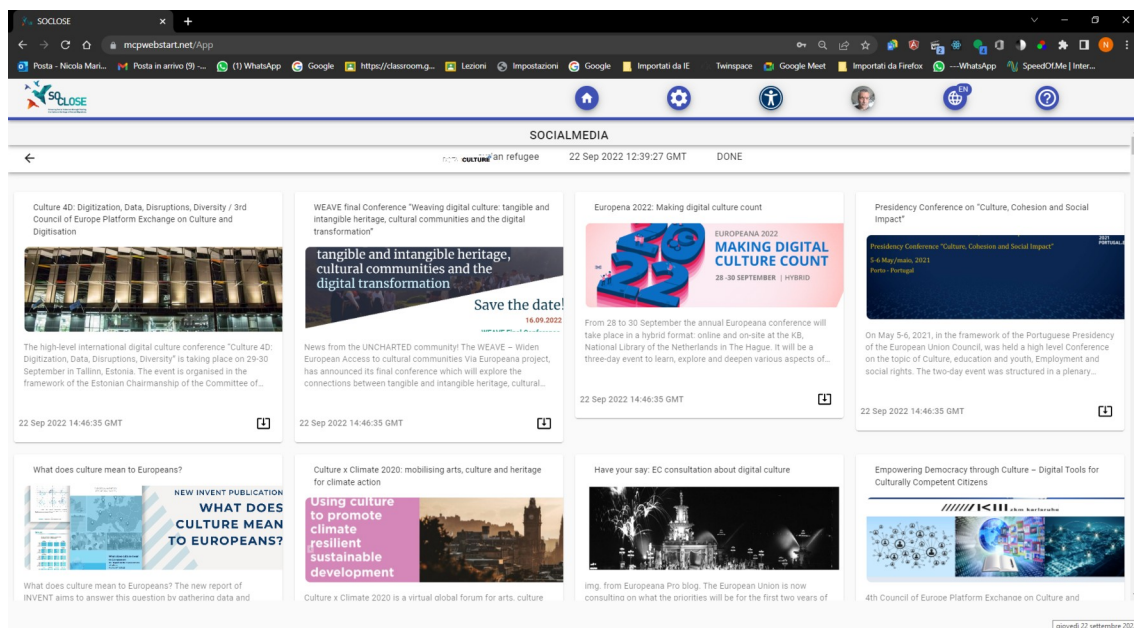
In the end, the user has to click on the "SEARCH" button to start the research. After the research starts, the MCP shows a "**RUNNING**" state for the search process as follows:

Research can need a few minutes to get some result.

Similar to social searches is possible to make searches for websites contents (articles) and an example of a website (Digital Culture) query results in the following:

By clicking on an item it will display the related article page, for example :

So far, we have talked about finding social content, however, it is also possible to search for articles (to crawl) from interesting websites

The websites that have been chosen to crawl data are

1) www.amnesty.org

2) www.digitalmeetsculture.net

3) www.cultural-opposition.eu.

To search for the content of a website, just follow the procedure described above for social content, i.e. selecting the site you want to examine and then waiting for the results.

An example of a results page (eg. Amnesty International) for this type of search is the following:

SO CLOSE Project - GA 870939
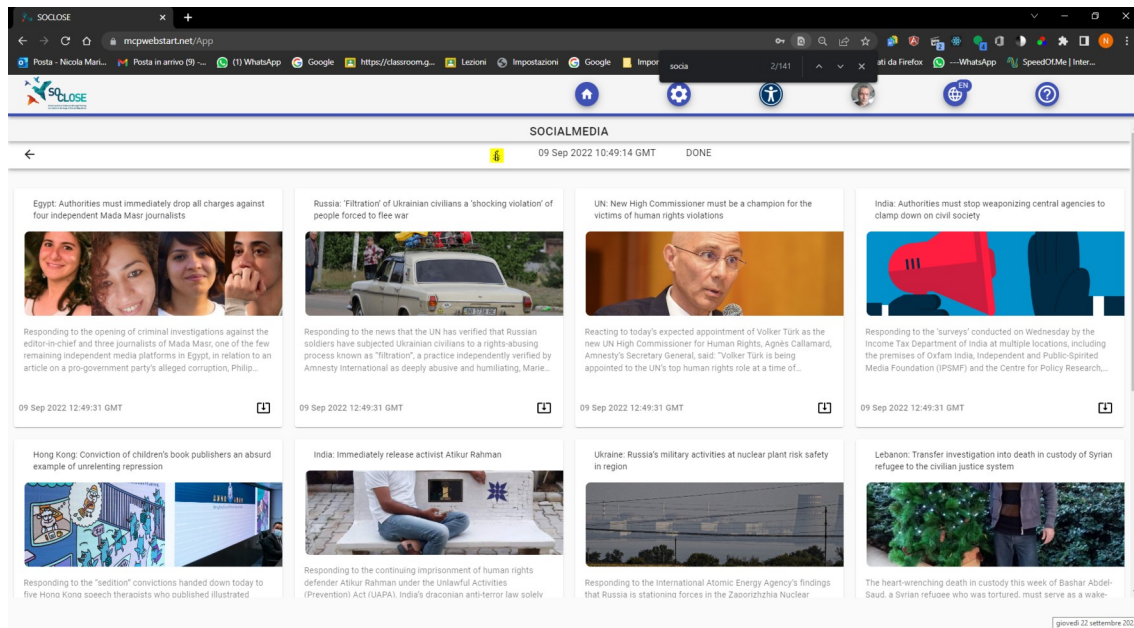
Result page for web crawling

SEMANTIC SEARCH section

Section usage:

This section allows the user to search ATOMIC, COMPLEX and CRAWLED items contained in the MCP Knowledge Base, that is similar a container that gather all the atomic content, complex content (eg. Journeys of storymaps) and crawled contents (posts gatered by social searches on the 3 websites Amnesty, Courage and Digital meet).

The search is similar to the SOCIALMEDIA search but allow to obtain all type of contents contained in MCP knowledge base aggregated by a set defined characteristics as type of content, author, title, creation date etc.

The search will be carried out on the entire MCP knowledge base, therefore all the atomic contents, complex contents and crawled contents produced up to now by all the cultural institutions that are registered on the platform will be taken into consideration.

The search will **take into account the parameters that are initially entered by the user** and will also **take into account a set of semantic characteristics** that can link two or more contents together.

Section description:
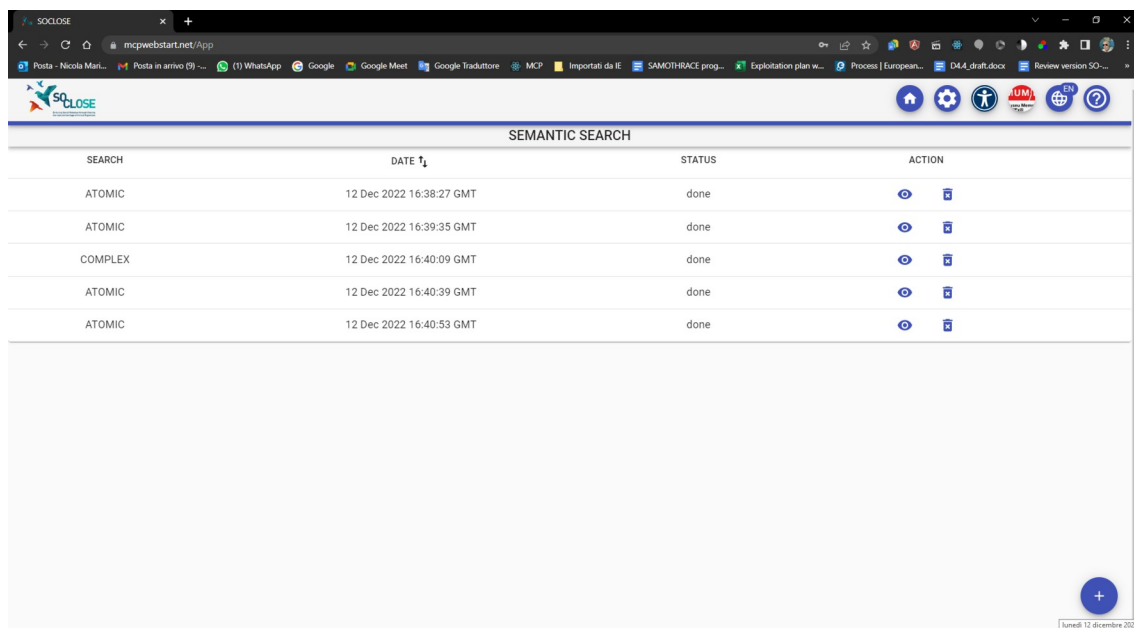
By clicking on the subsection

the MCP will show the following page:

which contains a set of rows in which each one represents a search made by the MCP user.

This table then represents the history of **all searches** made by the current. For each search it is possible to view the search results using the eyes icon and delete it by using the garbage basket.

When the user clicks on the "eye" symbol, the MCP will show the contents results (atomic, complex and crawled contents) for the specific search (in the example below we have a search for:ATOMIC contents with TYPE images containing in the description particular keyword for the user.

Each block represents a result (in this case a tweet), that if selected will visualize the tweet content eg. similar to:
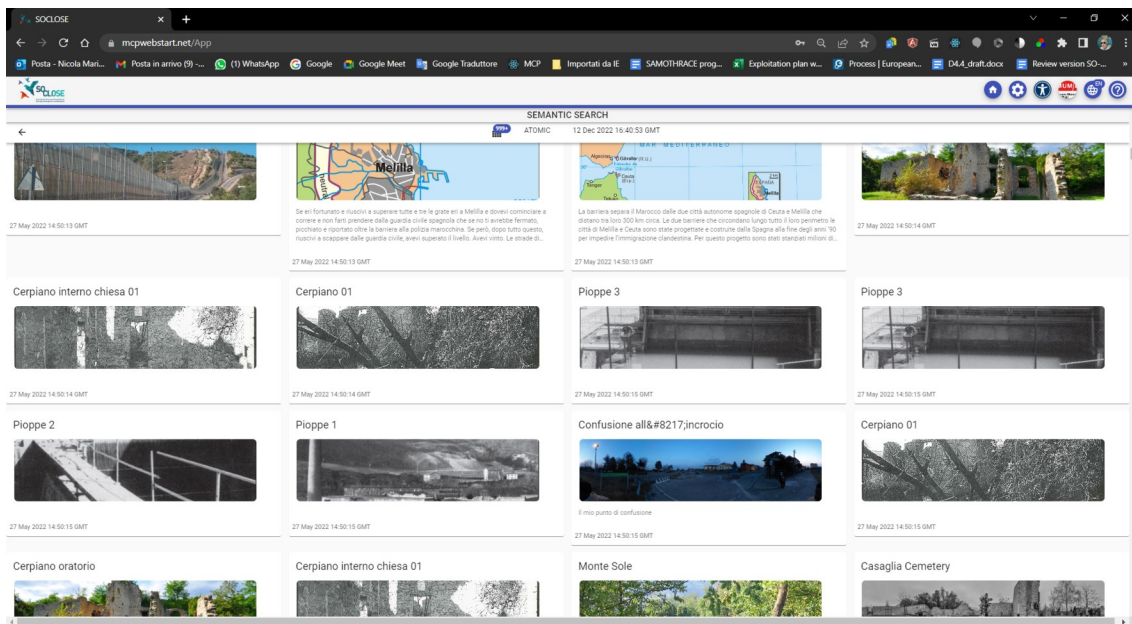
New semantic requests creation

To create a new request the user can click the "plus" button then select the more adapt search parameters for its needs
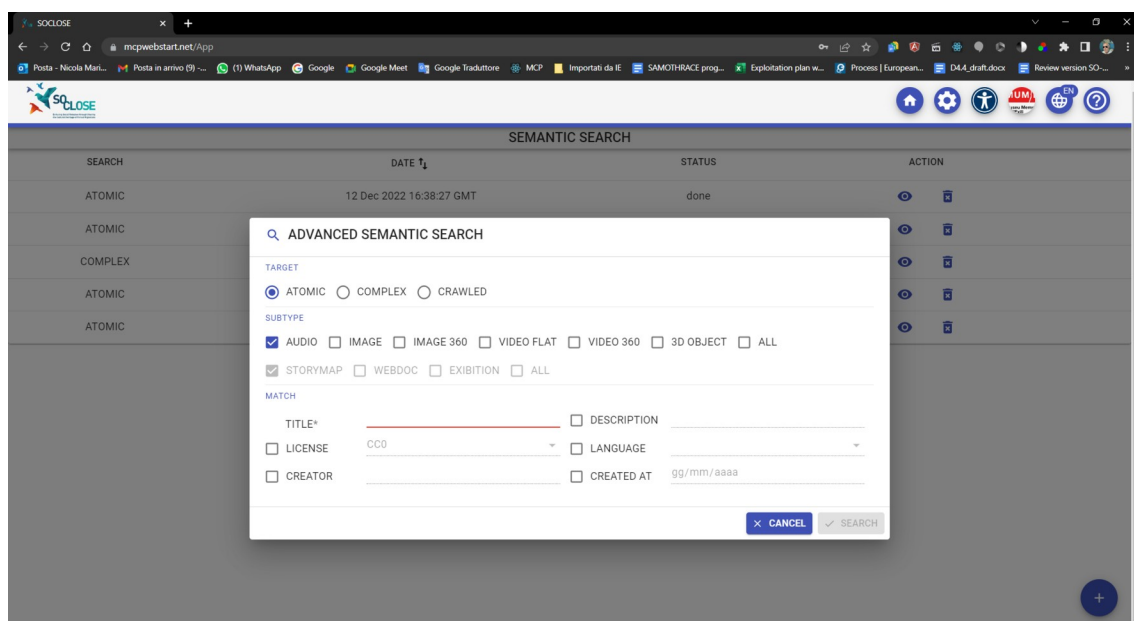
and then he can start the search by clicking the "search" button.

SETTING button

Section usage:

This button allows registered users to perform setting operations for proper profile attributes (if the logged user is a "CI collaborator") and also for other users (if the logged user is a "CI administrator"). The professional user cooperating with a Cultural Institution will only be able to view and configure his own attributes. The Cultural Institution administrator, instead will be able to view and manage all users belonging to her/his Cultural Institution and approve the registration requests from new users. Finally the "superuser" in this section is able to do operations on all others users and also on the CI.

Section description:

To access the settings section the registered user have to press the following setting button:
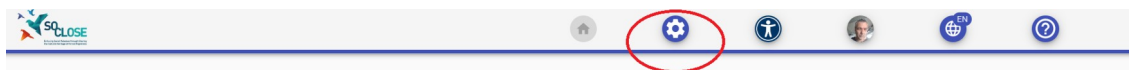
If the **logged user is "CI COLLABORATOR"** then the MCP will show the following page:
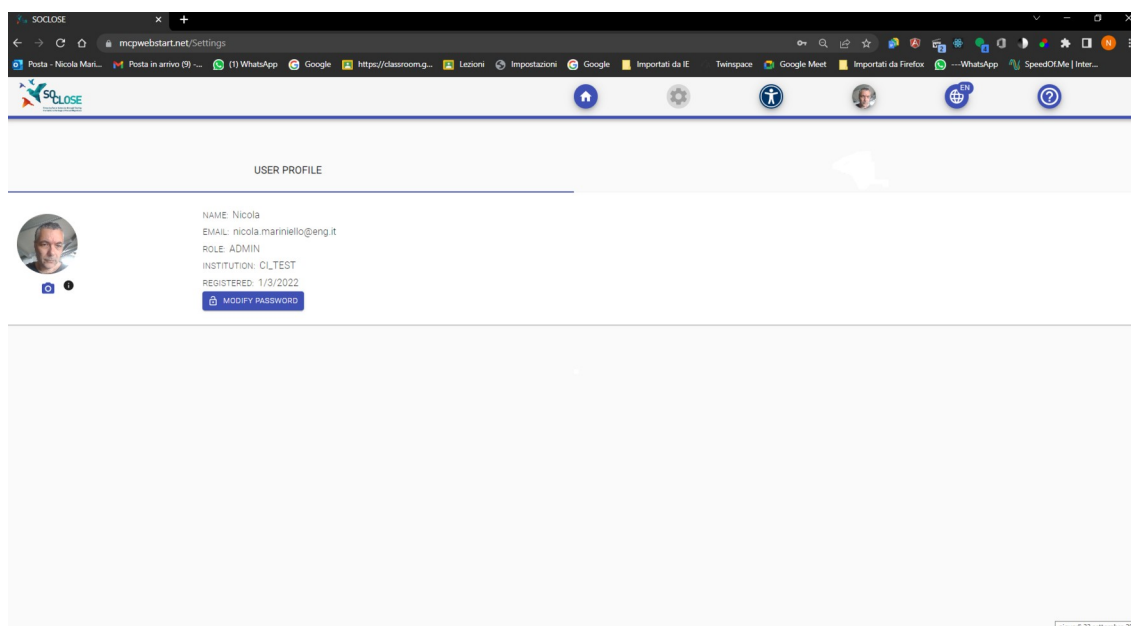
having only the "USER PROFILE" tab you can change the user's password and also the user's avatar image.
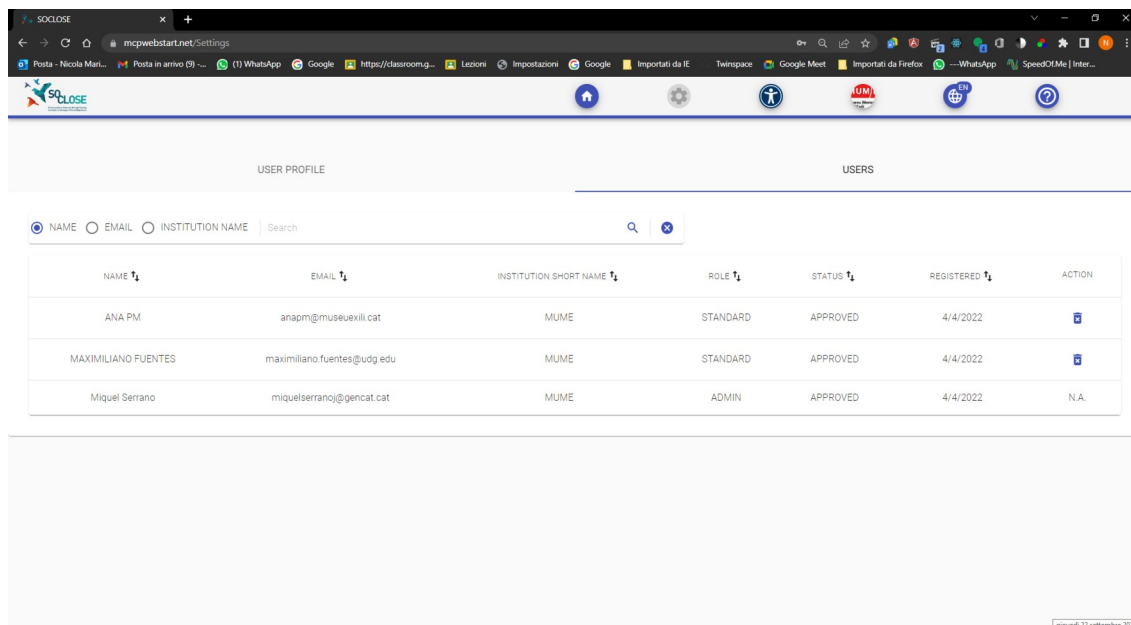
If the **logged user is "CI ADMINISTRATOR"** then the MCP will show the following page
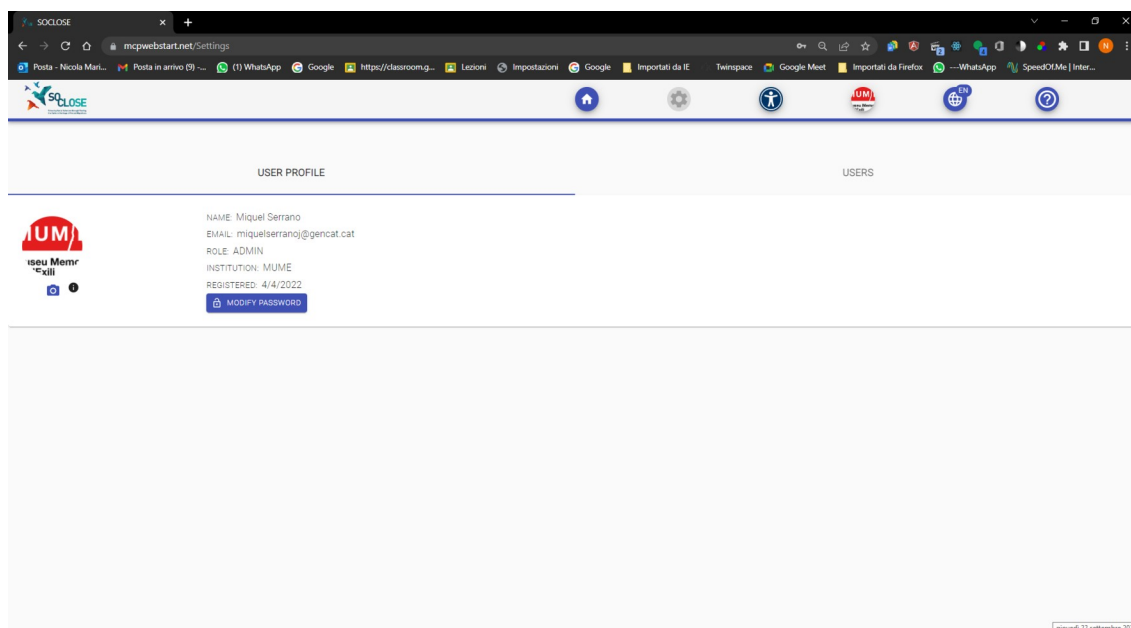
where in addition to the USER PROFILE tab, the USERS tab also appears.

By this last tab (USERS) the CI administrator can manage the approval process of new collaborating users who have made the registration request to the CI (registration request done by login page).

In this tab then the CI administrator can approve or reject the registration requests and can also delete an already approved user.

If the **logged user is the "SUPERUSER"** then the MCP will show following page

presenting the same USER PROFILE tab and USERS tabs previously described and in addition, a third tab named CULTURAL INSTITUTIONS that allows performing a set of actions on the CIs (for example sorting, searching or updating the CIs).

The tab USER PROFILE displays a toolbar to sort the displayed data and a text field to search a CI by name:
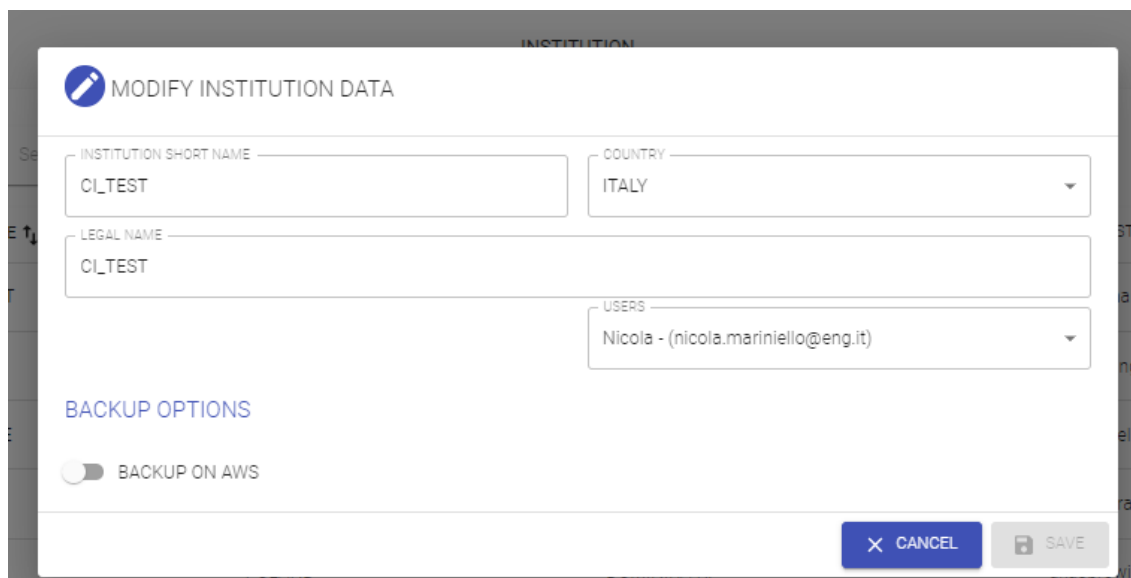
Under this bar there is a list of all registered CIs with the following attributes:

NAME ↑↓	LEGAL NAME ↑↓	COUNTRY ↑↓	ADMINISTRATOR NAME	ADMINISTRATOR EMAIL	ACTION
CI_TEST	CI_TEST	ITALY	Nicola	nicola.mariniello@eng.it	✏
GFR	GFR	GREECE	GFR FUNDRAISING REFUGEE	fundraising@refugees.gr	✏
MONTE	MONTE	ITALY	ELENA MONICELLI	elenamonicelli@montesole.org	✏
MUME	MUME	SPAIN	Miquel Serrano	miquelserranoj@gencat.cat	✏
VDA	VDA	POLAND	DOMINIKA K.	dkasprowicz@villa.org.pl	✏

All data can be modified by selecting the " ✏ " icons at the end of each row, entering new data on the page that will be displayed as shown below:

It is also possible to insert a new CI using the "plus" button at the bottom of the page, triggering the display of the following form to provide data about the CI and the CI administrator.

If the superuser selects the "USERS" tab to view the list of all users of the system whether they are domain administrators (Cultural Institution Administrators) or ordinary users:
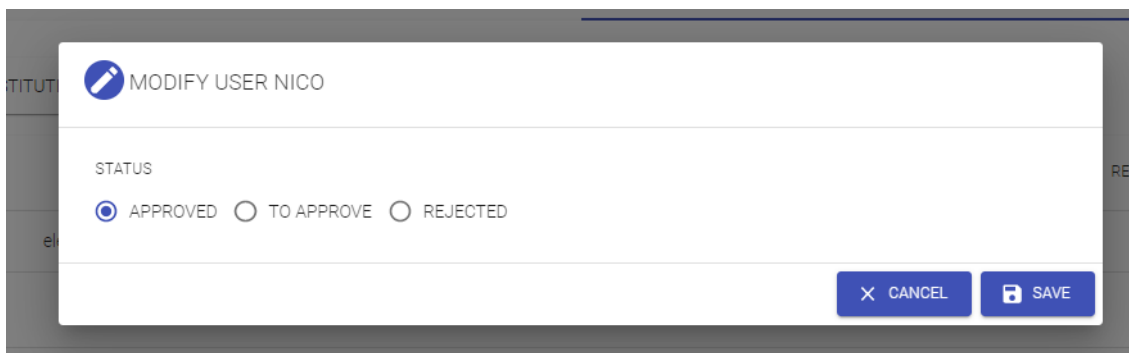
The registration process for CI collaborator users

When a new user clicks the register link through the login page to collaborate with a cultural institution, the request data are displayed as a row with a "TO APPROVE" status in the user's table as follow

The approval for the new collaborator is decided by the CI administrator by using the pencil icon that allows approving, reject or leave the request still in the pending state:
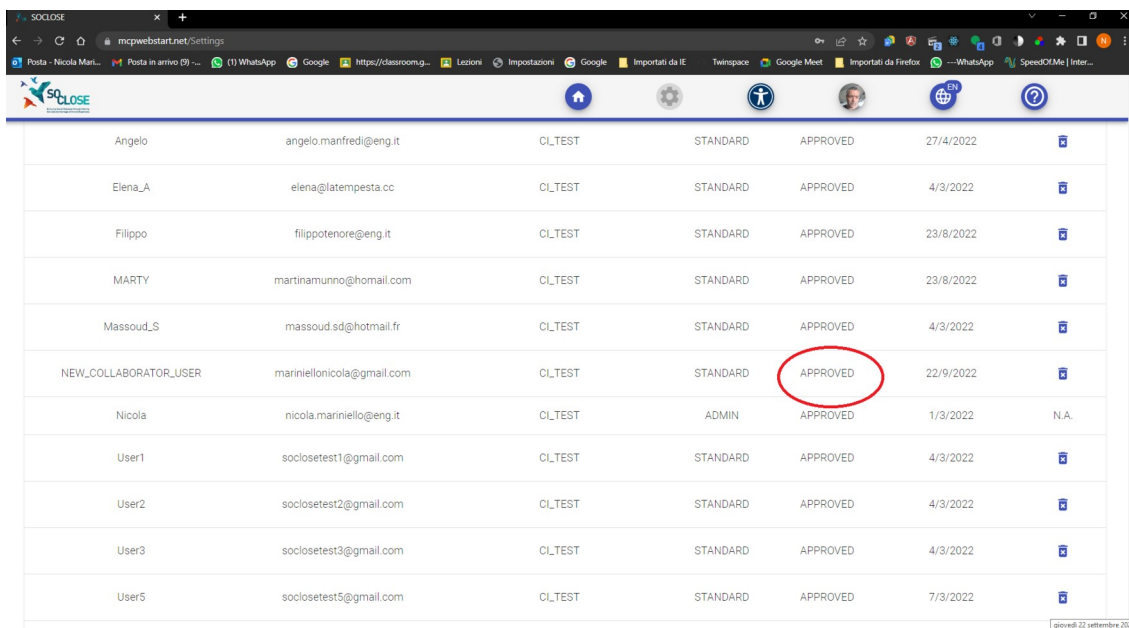
After approval, the status of the newly approved user is changed to "Approved" as follows and now the new CI user then can work on the CI contents.

ADDING NEW CULTURAL INSTITUTION (MUME reserved)

The CI that is responsible for creating new instances of institutions in MCP (in the case of SO CLOSE can be MUME for example) will use the superuser to perform this operation.

The exact credentials of the superuser (username and pwd) of MCP will be communicated to MUME at the end of the SO CLOSE project

The process is as follows:

STEP 1:

The new CI contacts MUME to request approval for registration.

STEP 2:

The new CI sends MUME all the information necessary for the new CI creation eg. the email address and CI institutional name.

The information necessary for the SUPERUSER to be able to create a new cultural institution is the following:

🏛 CREATE CULTURAL INSTITUTION

| INSTITUTION SHORT NAME * | COUNTRY * ▾ |
| INSTITUTION LEGAL NAME * | |

CULTURAL INSTITUTION ADMINISTRATOR

| NAME * | PASSWORD 🚫 |
| E-MAIL * | |
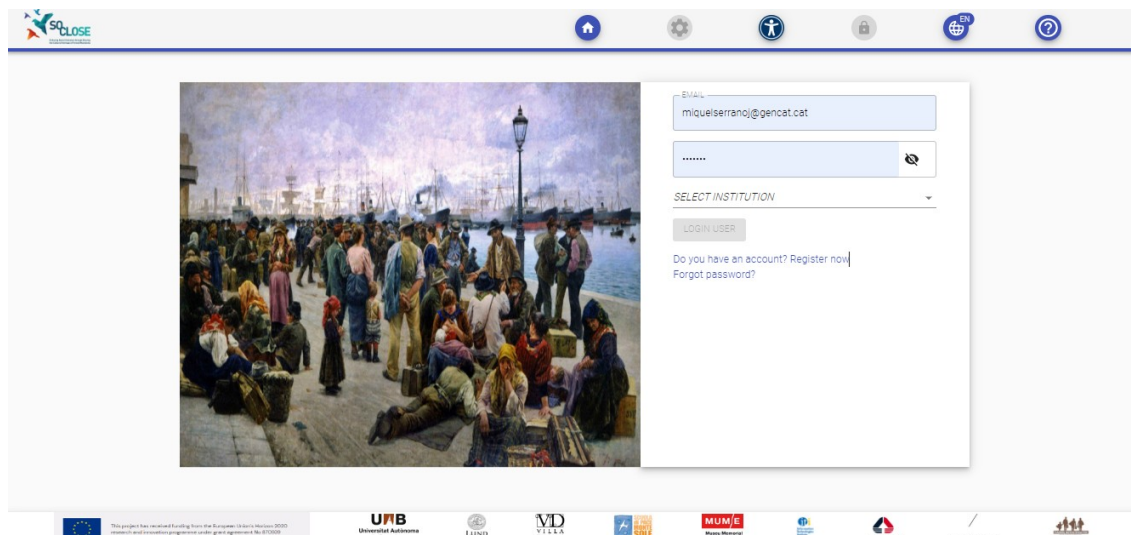
STEP 3:

MUME have to access MCP using the SUPERUSER credentials provided at the end of the project and access MCP using the standard login page of the platform by entering the superuser email, SUPERUSER password and selecting the "Administrator" choice from the drop-down menu.

After logging into MCP, the SUPERUSER must click on the SETTINGS button to access the management page of the CIs and the related administrator users
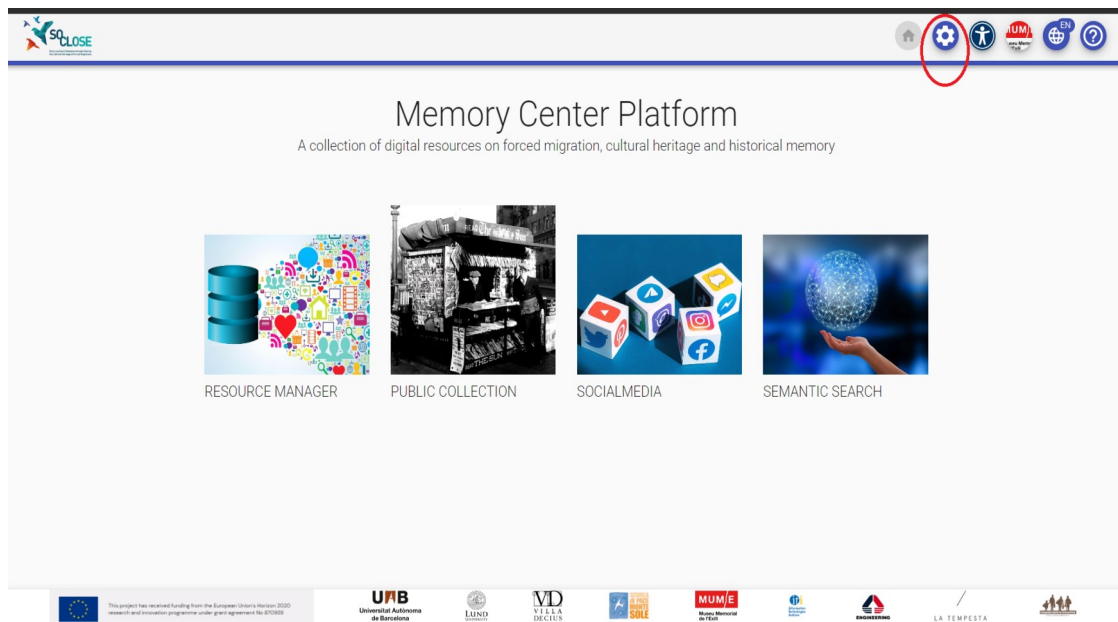
The CIs management page has 3 tabs: (USER PROFILE, INSTITUTIONS and USERS)
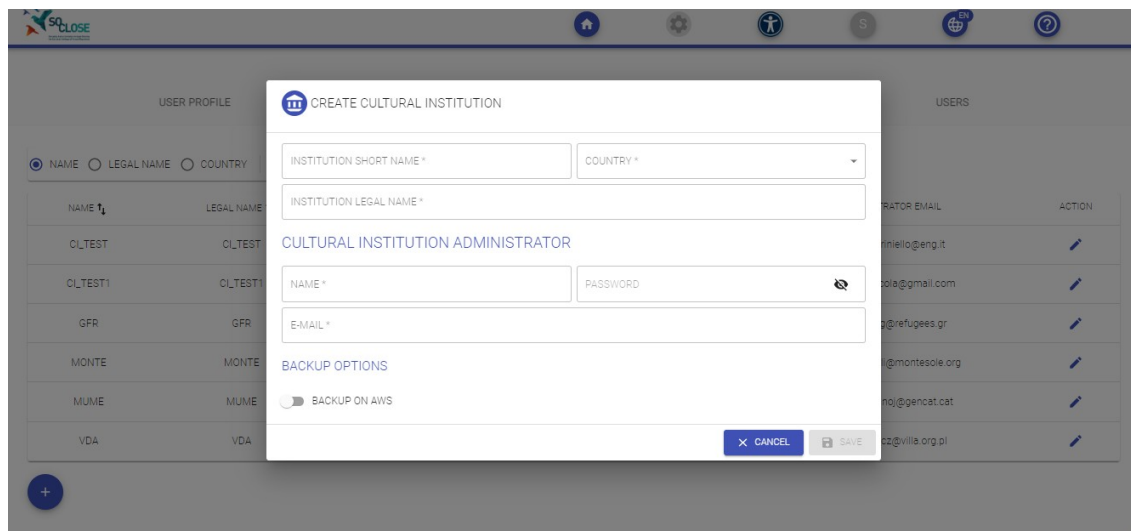
The first one (USER PROFILE) presents the superuser data and allows the modification of his password
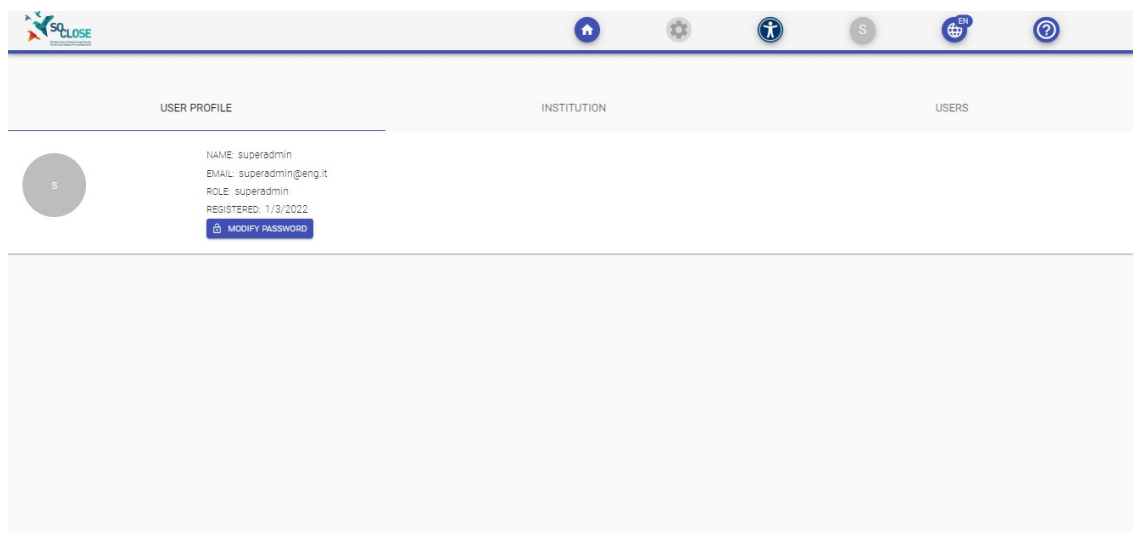
The last tab (USERS) instead shows the history of all users who are currently registered on the platform, whether they are administrators or collaborators

STEP 4:

the second and the most important (INSTITUTIONS) allows SUPERUSER to enter the data of the new CI to create it

To enter a new cultural institution in MCP, the SUPERUSER user must press the PLUS button and the following page will be displayed:
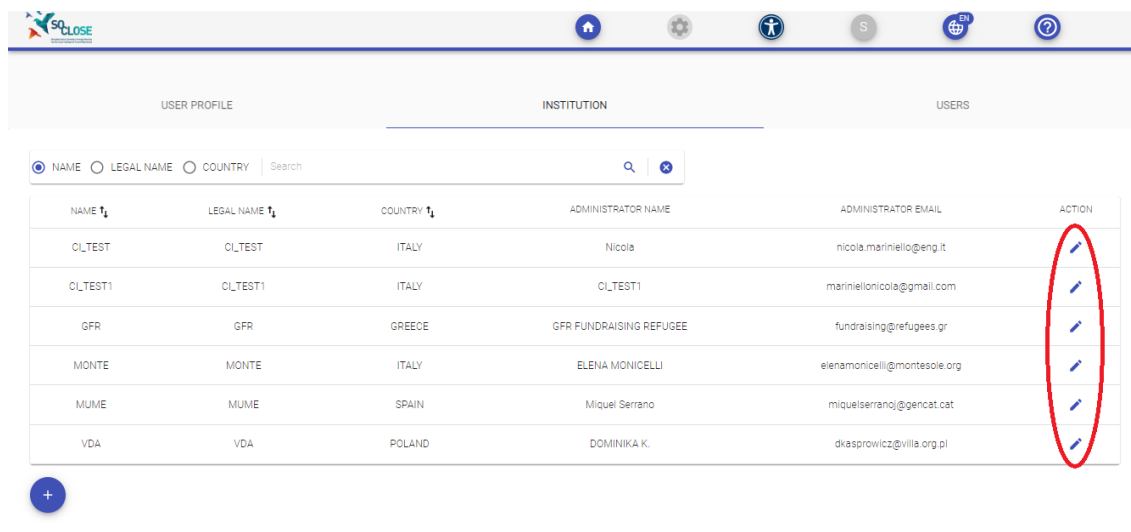
At this point, the SUPERUSER have to fill all the form fields and click the save button.

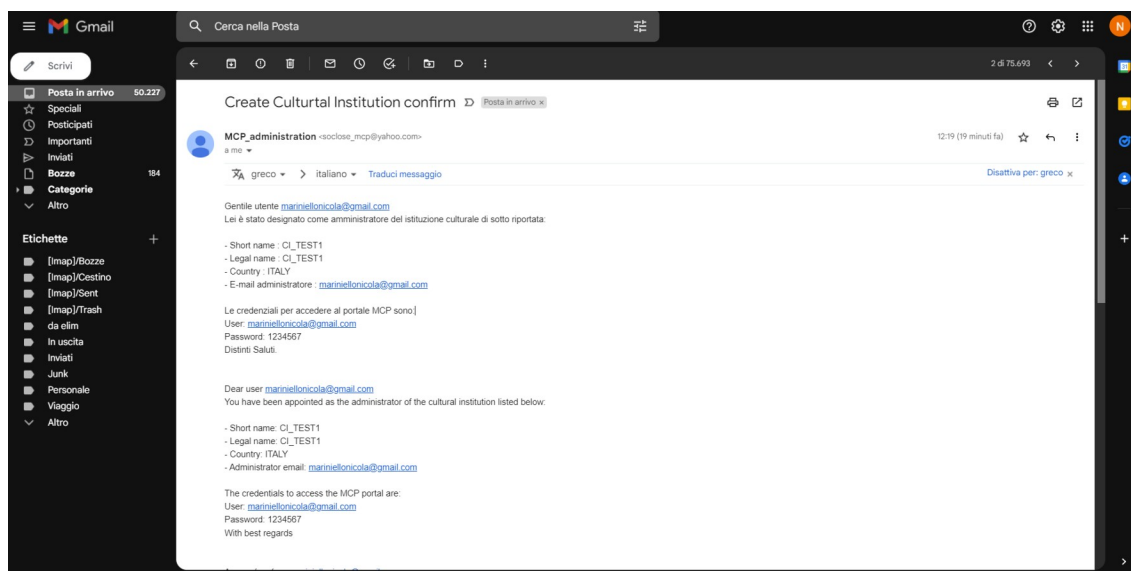When a new Cultural Institution instance is created, MCP will send to the email address associated with the Cultural Institution an email in different languages in which it informs the holder of the email that he has been included in the list of ICs participating in the enrichment of the system. MCP

Finally, if necessary, the superuser user can always modify the information of the new CI that he has inserted using the pencil icon present in the CIs management tab

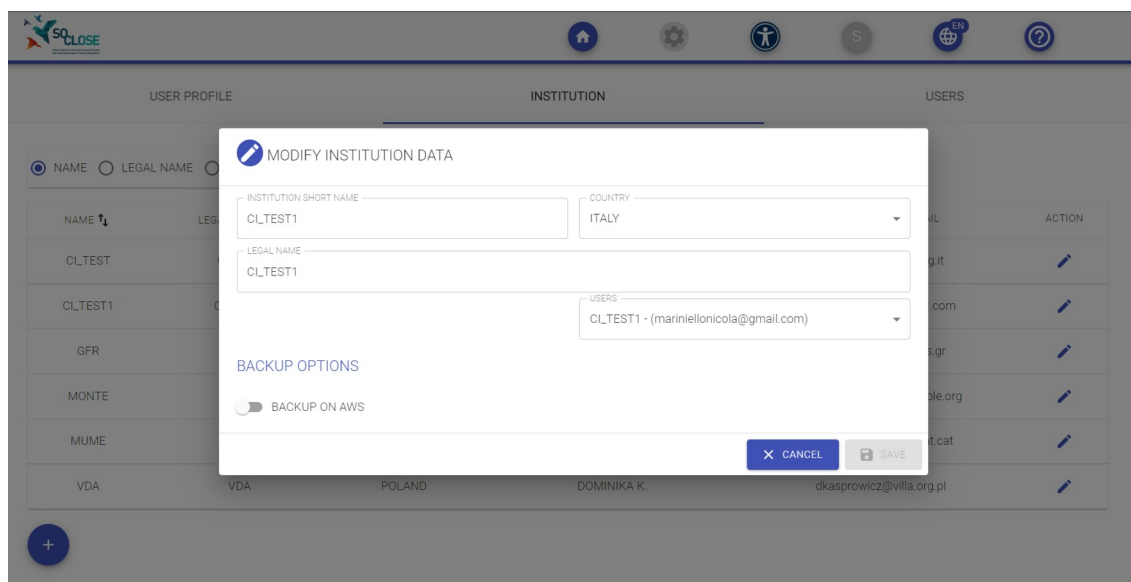if the user chooses to modify any attribute of the CI with this functionality, a window like this one will be shown below, where the user can modify the data he wishes

Cultural Institution and users currently registered in MCP

To view all the CI currently registered on MCP and their respective administrators just log in as SUPERUSER and the following list will be displayed:

NAME	LEGAL NAME	COUNTRY	ADMINISTRATOR NAME	ADMINISTRATOR EMAIL	ACTION
GFR	GFR	GREECE	GFR FUNDRAISING REFUGEE	fundraising@refugees.gr	
MONTE	MONTE	ITALY	ELENA MONICELLI	elenamonicelli@montesole.org	
MUME	MUME	SPAIN	Miquel Serrano	miquelserranoj@gencat.cat	
VDA	VDA	POLAND	DOMINIKA K.	dkasprowicz@villa.org.pl	

APPENDIX

System requirements

BROWSER REQUIREMENTS: the MCP web application can be accessed on any personal computer via a web browser that supports HTML5 and WebGL.

INTERNET REQUIREMENTS: A fast internet connection of at least 30 Mbps is strongly suggested.

To improve performance and obtain a smooth playback, video content is streamed by a video streaming server (**AWS Amazon Streaming server**).

MCP access:

To access MCP it is necessary to connect to the following address:

https://mcpwebstart.net/?app=soclose