ReadSpeaker
pioneering voice technology

Admin Portal Guide
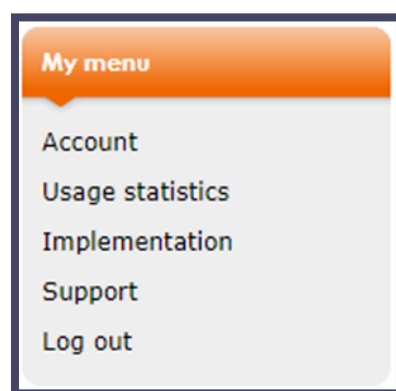
Accessing the ReadSpeaker Admin Portal

This guide will help you understand the various parts of the Admin Portal as well as some ways to analyze your data.

To access the ReadSpeaker Admin Portal:

- Go to the Admin Portal URL: https://admin.readspeaker.com/portal/index.php/system/login
- Enter your username and password, which were sent to you from ReadSpeaker support. If you cannot find your email with the username and password for the Admin Portal, then contact support at: support@readspeaker.com and ask for them to resend the information.
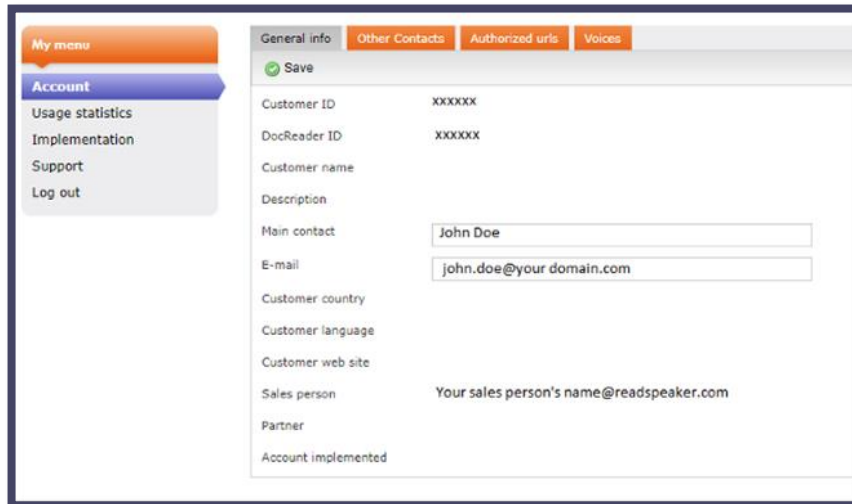
My Menu

On the left side of the page, you will see **My menu,** which contains the links you see in the menu pictured below.

Account

Under the account link, you will find several pieces of important information. There are four tabs: General Info, Other Contacts, Authorized URLs, and Voices.

General Information

This area includes your customer ID, your main contact person and their email address, and your salesperson. You will need to make a note of this information. If you need to contact support via email or phone, you will want to include your customer ID and CC your salesperson.

Other Contacts

Other contacts are other employees that are allowed access to your account. For example, you may want to include your LMS administrator, LMS back-up admin, Disability Services/Special Education lead, and IT liaison.

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Admin Portal Guide

Authorized URLs

These are the URLs that are associated with your account. If you have a test and a production system, then both URLs need to be listed. If you purchased ReadSpeaker for your main website and your LMS, you would also see the URL for your main website.

Voices

The voice/s that you see listed are the voice/s that you purchased. If you have multiple voices, the default listing is by voice name. However, you can sort the information using the dropdown menu and select Gender, Language, or Language code. **You should have both male and female for each of your voice languages**. If you don't see both, please let the Educational Development Manager or your Salesperson/Account Manager know, and we will get the other gender added (Free.)
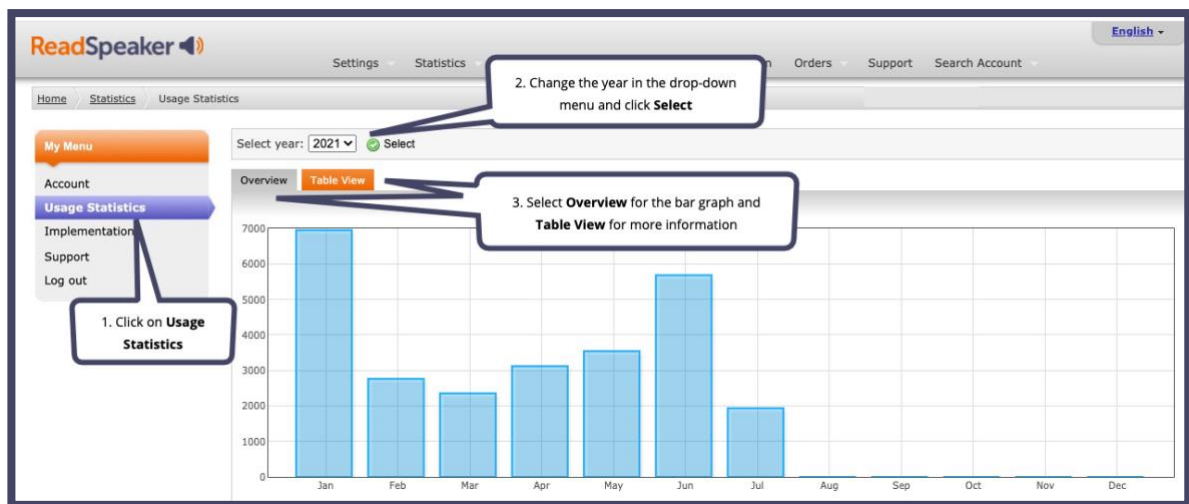
Usage Statistics

Usage statistics will help track how many hits per day/per month you are getting on your site. The graph below is an example of what you may see. Notice there are two tabs above the graph. The left-hand tab is the **Overview tab** which shows the bar graph, and the right-hand tab is the **Table View** which allows you to click on the month to see daily data or download the monthly/daily data to your computer.

The bar graph should not be flat. You should have high points and low points throughout the year. We generally call these peaks and valleys. Typically, the beginning, middle, and end of the term have peaks, and there are valleys between them. The ebbs and flows of the data are due to the nature of the term. Many students try out the new tools at the start of the term.

Leaners that it works best for will continue using it, but the visual learner may stop for a while. Midterm generates new learning strategies for those who want to improve their current grades. Toward the end of the term, you should also see a peak due to students studying for exams.

Below is an example of an **Overview** that shows some of these characteristics. If midterm exams or grades are not typically issued, you probably will not see a peak at midterm.

The **Table View** tab has links to each month's usage, the count, and a link to the downloadable CSV. You will also see the same trends in the months, but it is not as visual as the graph for most people.

If you click on a month, you will be able to see all clicks, or you specify specific categories such as default (webReader Listen), docReader Listen, or the Help page. Make your selection and then click on **Select**. The page will change and show the data you selected broken down by individual days with the respective count.
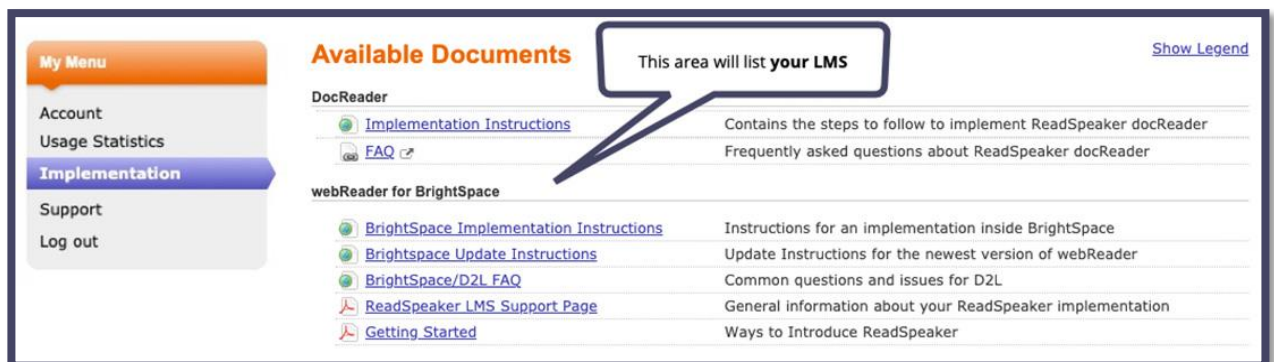
If you click on a date, you will see links to the specific file/s that were accessed. From this information, you can better ascertain where ReadSpeaker is being used and where more product promotion needs to be made. Contact the Educational Development Manager for assistance in ways that may aid in maximizing your usage. In a later section, how to analyze the data.

Implementation

Under the **Implementation** link on the menu, you will find your implementation information for each product you purchased and other resource documents such as updates and FAQs. These resources vary depending on the product purchased. Click on the resource name, and it will open. If you have both a website and LMS integration, be sure to use the file that has webReader for {LMS} for your LMS installation. The website and LMS integrations are different.

If you need more information than what is listed under Implementations, then contact support (support@readspeaker.com). Please CC your salesperson and provide your customer ID in your email.

Below is an example menu of what you might find in the Implementation menu.

Support

If you encounter a challenge, have a general question about a product, adapting the reading experience, or encounter another type of challenge, use the form on the **Support** link.   Your customer ID is already filled in for you.

Select your product, request type, and describe the problem. To help avoid misunderstandings, please be sure to include items such as:

- Which LMS are you using?
- If there is a problem, when did it start?
- Is the request related to a specific browser? Include the browser name and version number. (Generally, the version number is under the help or about link on the browser.)
- Are you getting an error message? If so, what does it say?
- Is there any other relevant information? If so, please include it.

Email

The email for support is support@reaspeaker.com.

Telephone
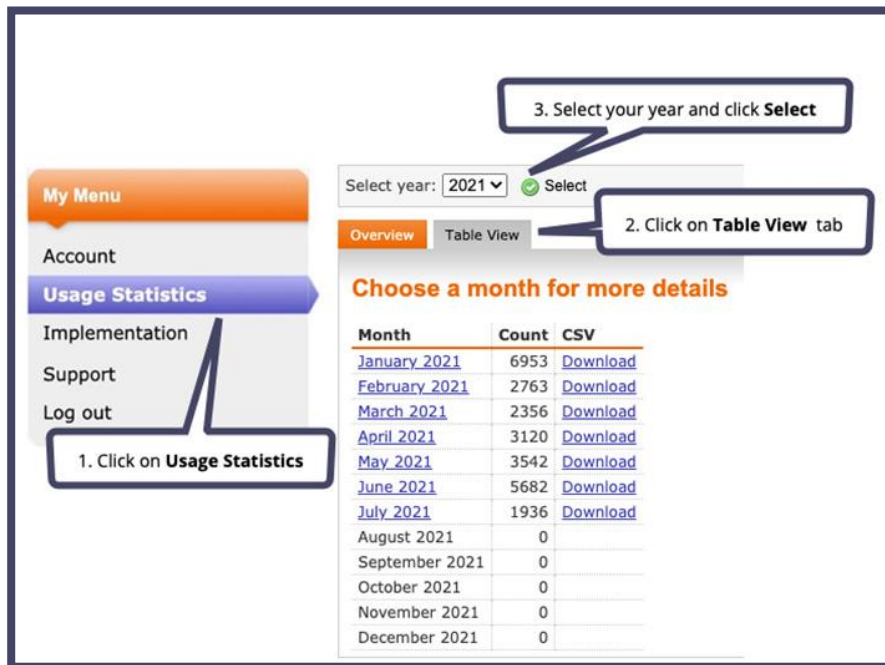
If you prefer to call, the telephone numbers are listed below. Please leave a voice mail if you are reaching out to support outside of their regular hours.

- Sweden: +46 18 60 44 41
- North America: +1 (877) 225-1306 (This is a toll-free number.)
- Japan: +81 3 6368 5254

How To Interpret Your Data

In the **Usage Statistic** section, you found out how to look at your data online. There is more that can be done with your data.

- Begin by clicking on **Usage Statistics**. Next, click on the **Table View** tab and **select your year** at the top. Click on **Select**.

- To the right of the month, click on **Download**.
- **Name the file** with a descriptive title such as January 2021 RS Data. The downloaded file is in CSV format.

The following two areas address how to examine the data in Excel and Google Sheets. The following area explains the various items that you can extract from a closer look at your data.

Excel

Open a blank worksheet in Excel.

- Click on **Data**, then on **Get Data**, and then from the dropdown menu, select **From Text**.
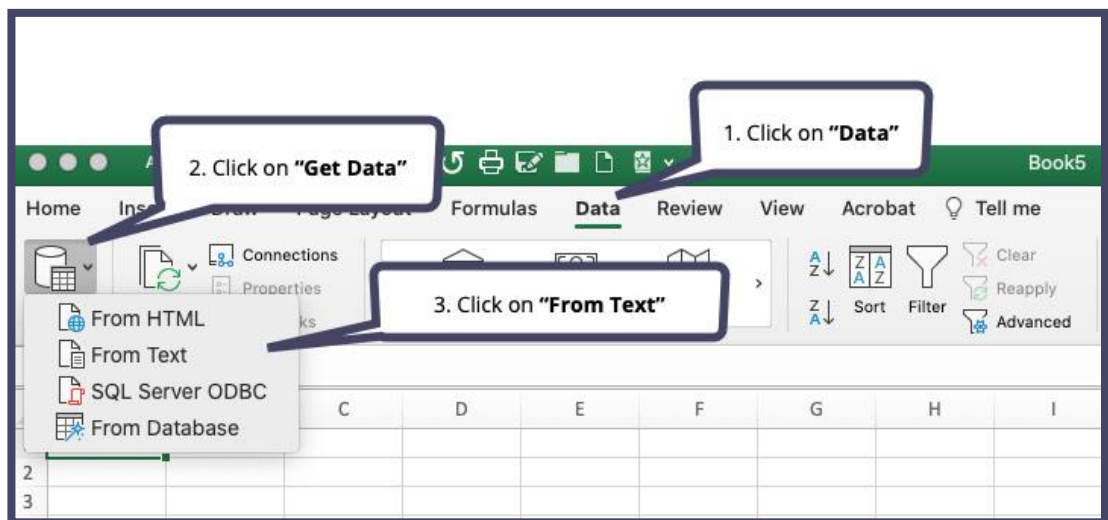
- Find your file and click on **Get Data**.
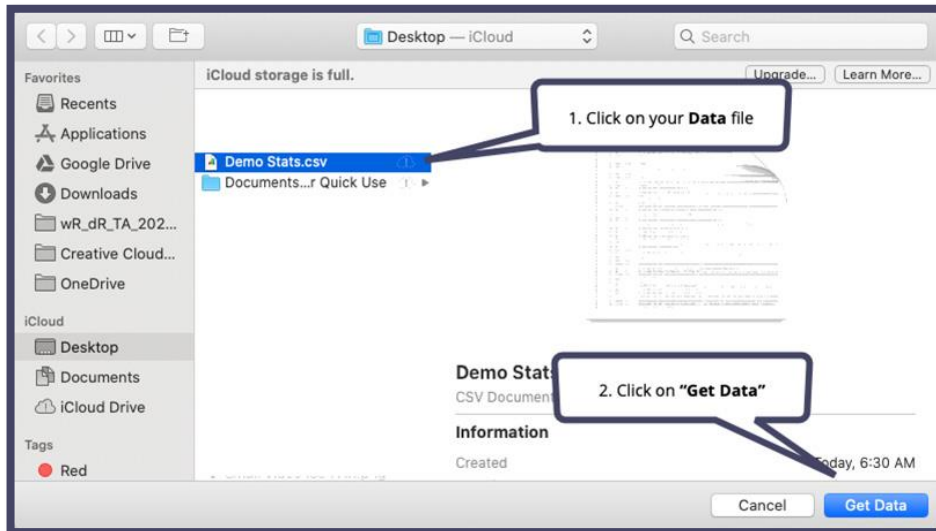
- In the wizard that appears, click on **Delimited**, then **Next**.
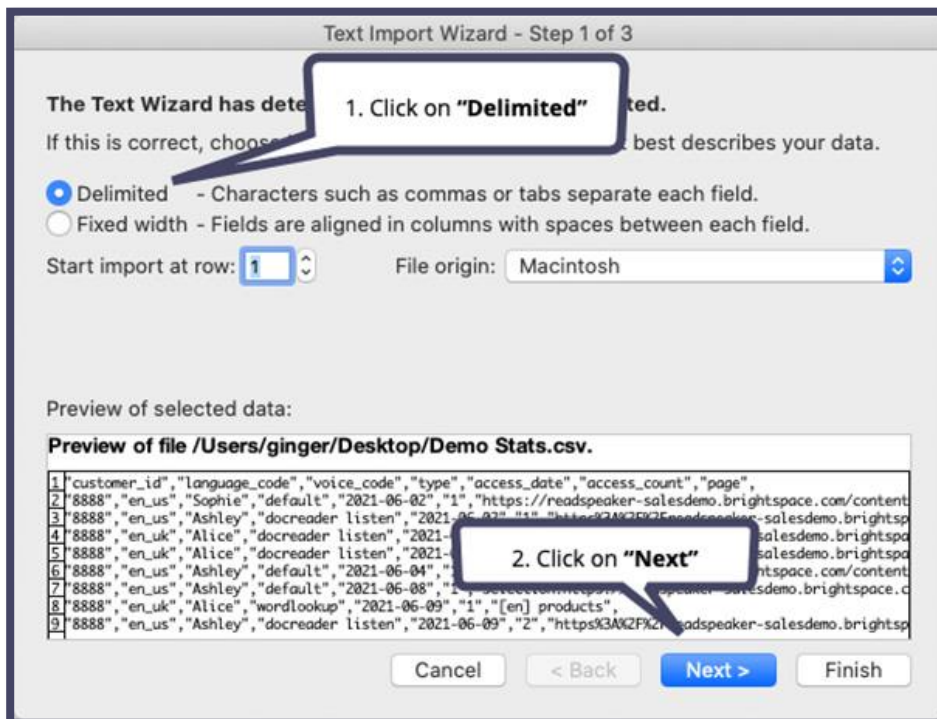
- Select **Tab** and **Comma.**
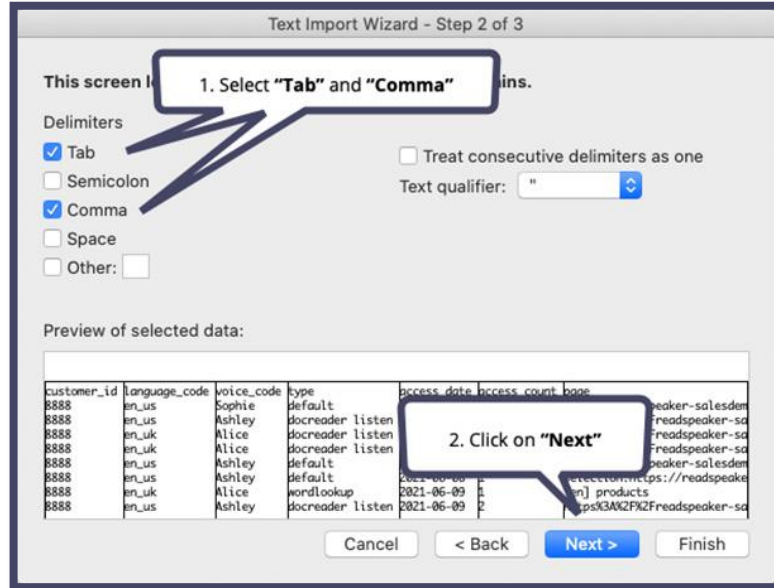
- Click **Finish** and then **OK**.
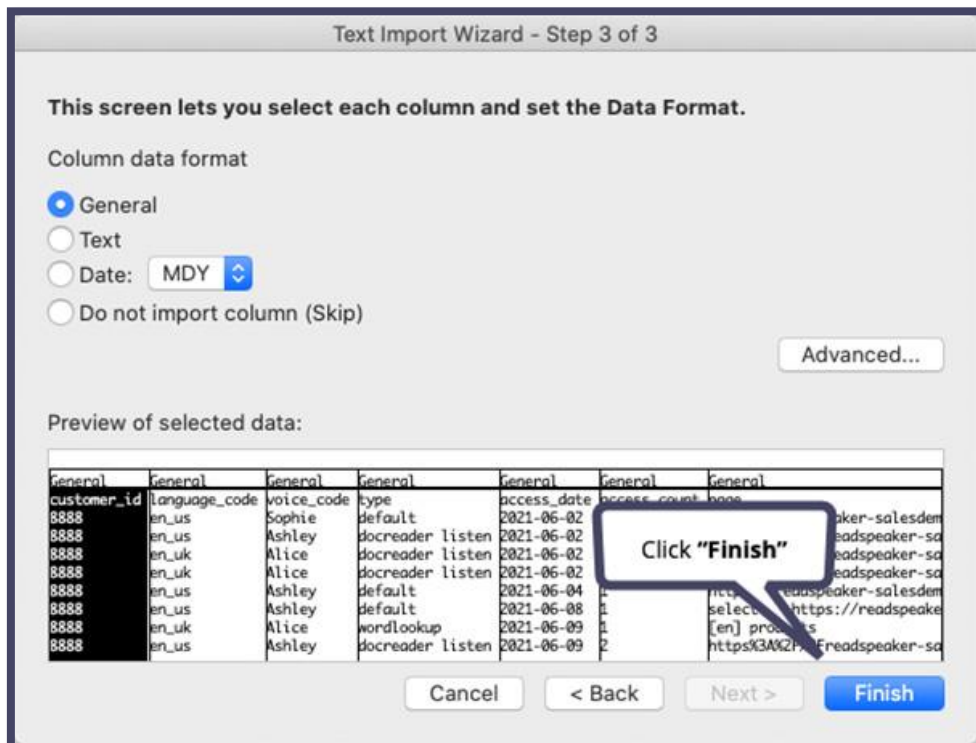
- In the pop-up box, if you want your data to begin in the top-left cell of the spreadsheet, make sure it has **=A1**. In these instructions, we will be using our start point for the data from this cell.
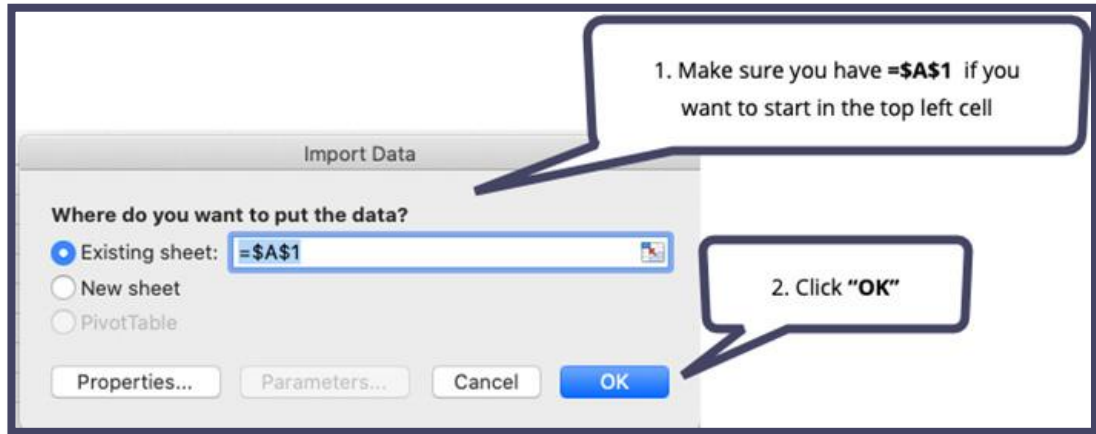
Notes on Excel Sorting:

- Before sorting, be sure you select the entire worksheet. Click on the triangle in the upper left above "1" and the left of "A."

- Click on **Data** and then on **Sort**. Be sure to check **My list has headers**.

- Then in the **Column** area of the wizard, select the column title you want to sort by and click OK.
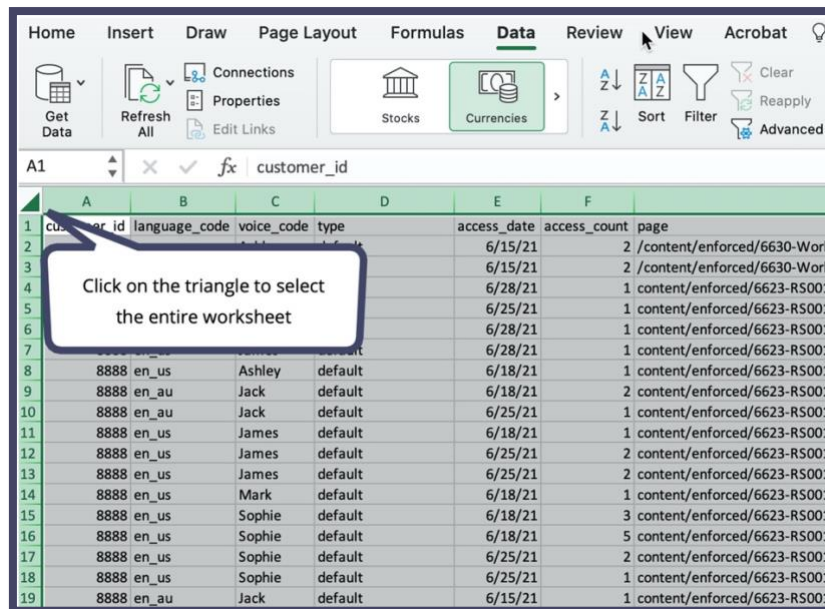
- Click on **Column G** (page). Use the **Replace** tool, which is found under **Home** in the ribbon, to strip off part of the URL to make the Page column easier to read. Some parts of the URL that you may want to remove are "**https://your LMS name/**" and "**selection:**". Place the part of the URL you want to remove in the **Find what** field, leave the **Replace with** field empty, and then click **Replace All**.
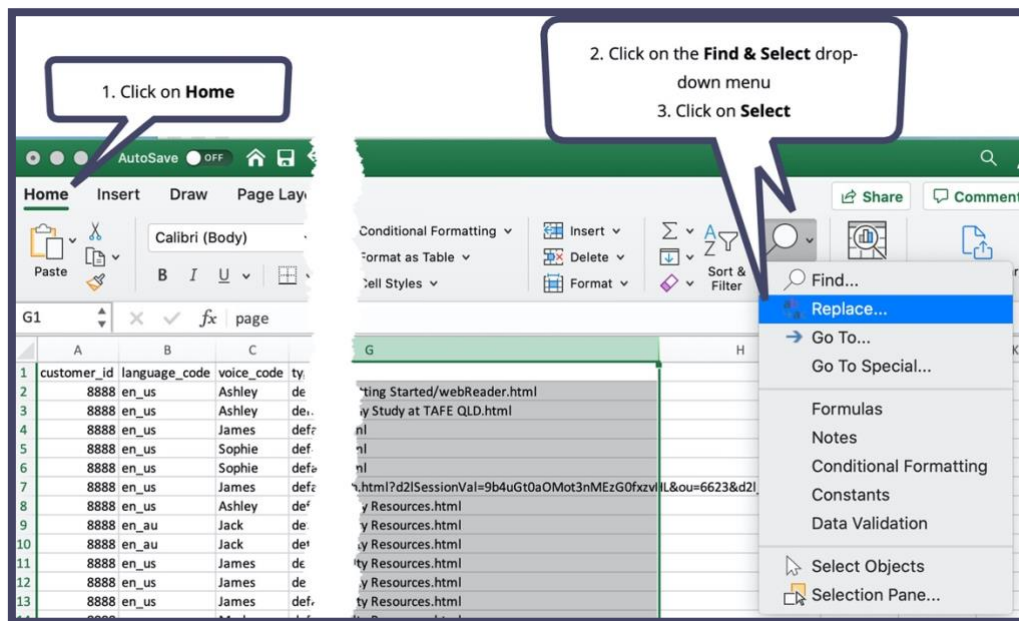
At this point, your data is in the Excel Sheet. Skip down to the section "**What Does My Data Tell Me?**"

Google Sheets

- Open a blank sheet in Google Sheets
- Click on **File** and then **Import**
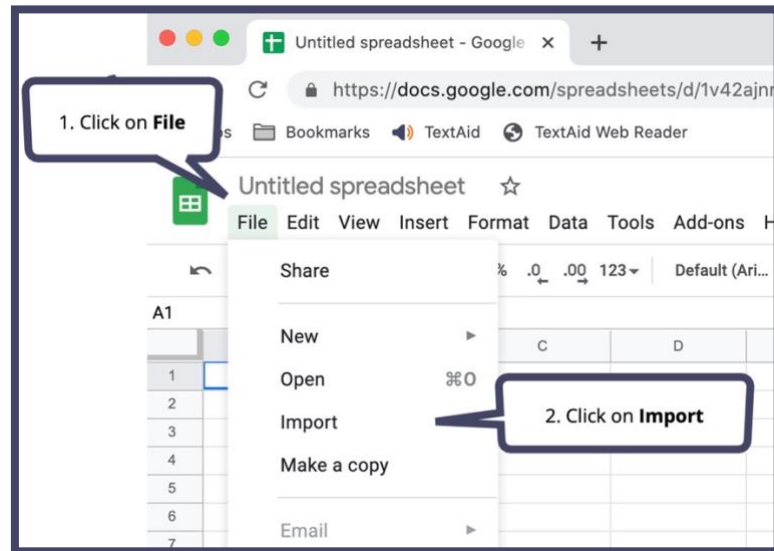
- Click on the **Upload tab** and then drag your file into the upload area.
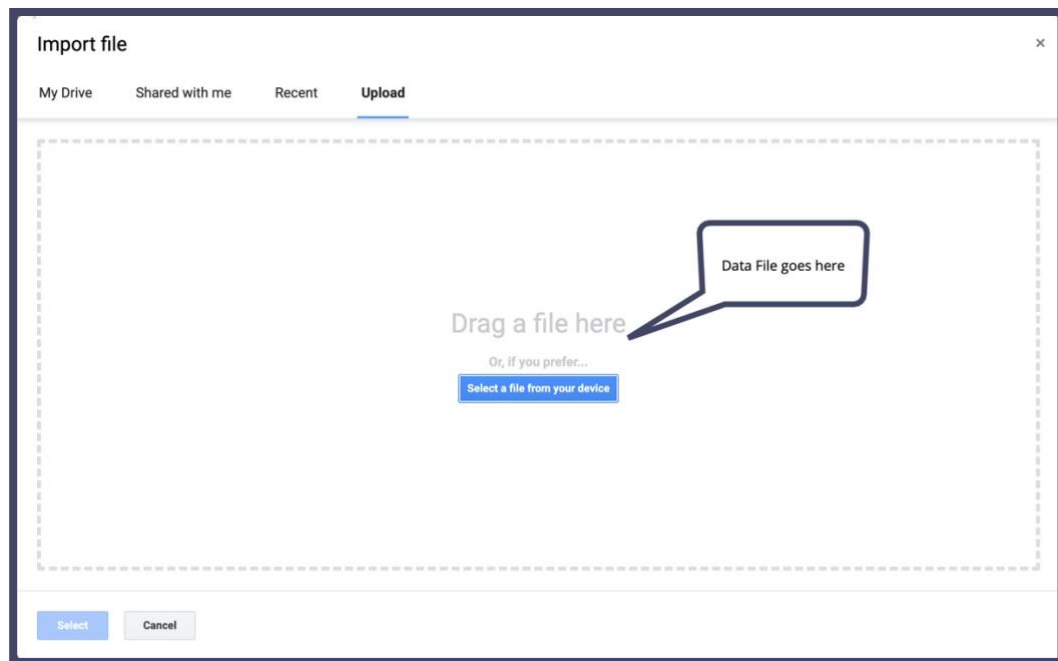
- Click **Import data**.
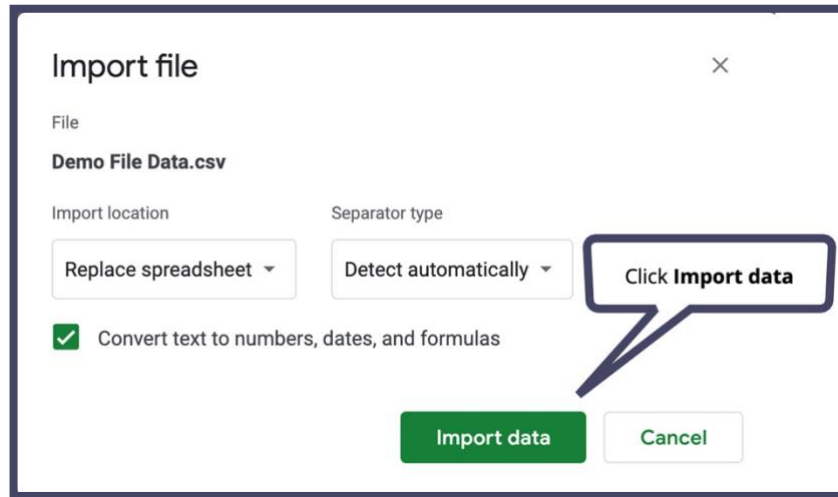
Notes on Google Sheet Sorting:
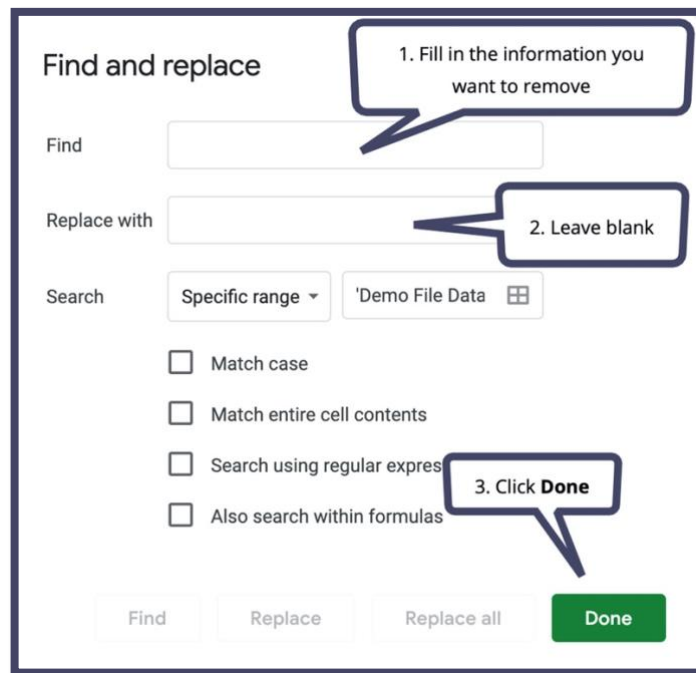
- Freeze the top row before sorting.
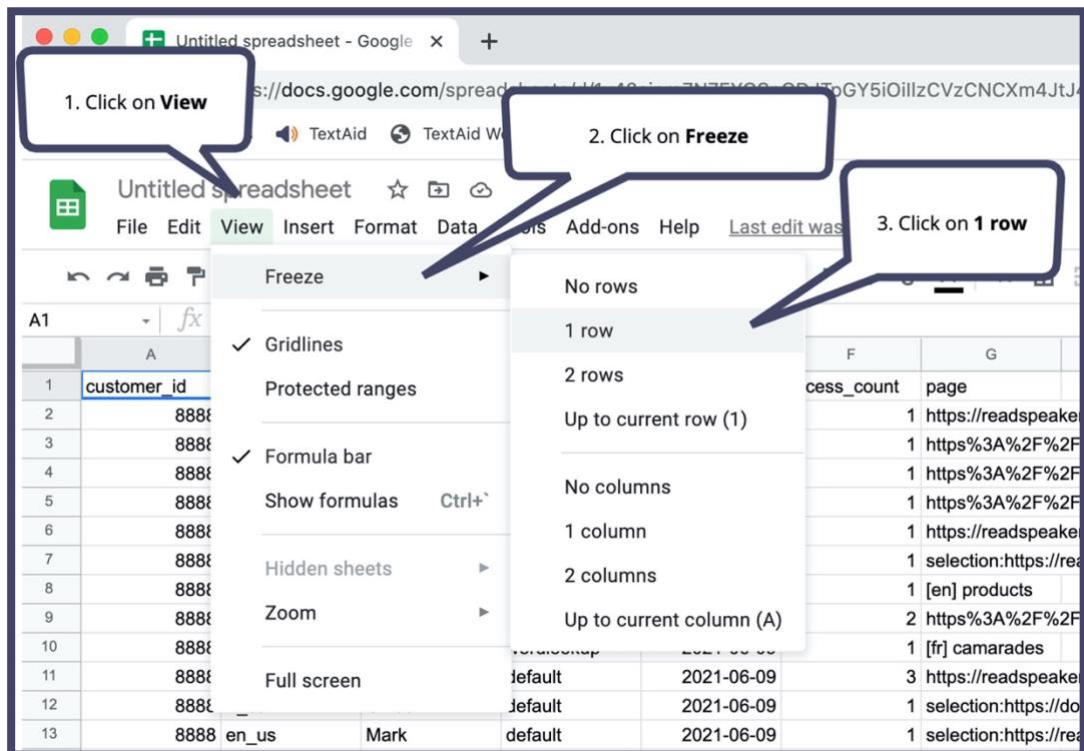
- Click on the **column** you want to sort. Then click on **Data** and **select Sort sheet by Column {Letter}, either A->Z or Z to A**.
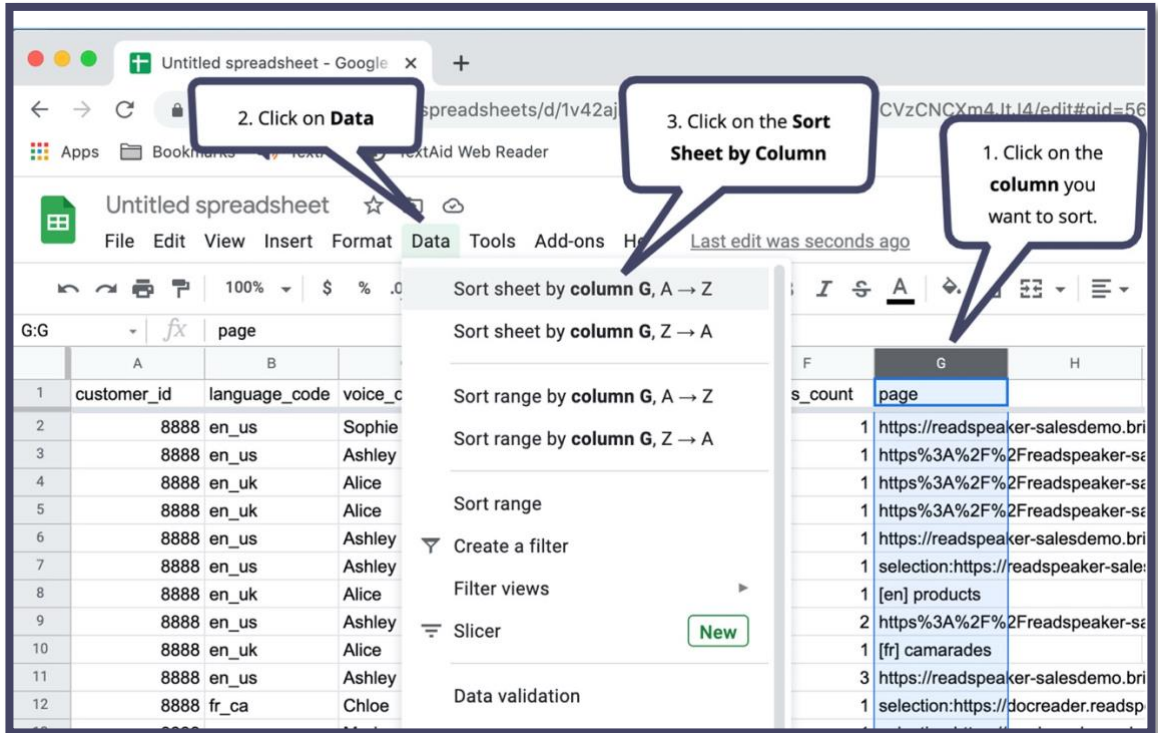
- Click on **Column G** (page). Use the **Find and Replace** tool, which is found under **Edit,** to strip off part of the URL to make the Page column easier to read. Some parts of the URL that you may want to remove are "**https://your LMS name/**" and "**selection:**". Place the part of the URL you want to remove in the **Find** field, leave the **Replace with** field empty, and then click **Done**.

Proceed to the section "**What Does My Data Tell Me?**"

What Does My Data Tell Me?

Depending on what you are trying to learn from your data, there are several things you can do at this point. ReadSpeaker does not collect student names, so you cannot see who did what or how many unique learners clicked on a particular item. Not every tool is tracked. What you can tell is which:

- voices were used
- tools were used in which voice
- languages were used
- tools were used in which language
- tools were used
- sites were the most visited
- sites were accessed
- languages were used in translation
- words were looked up in the dictionary

Voices Used

Sort the spreadsheet by voice code (Column C). As you scroll down the column, you will see which voices were used. For instance, if you see Sofie, that is an American English female voice. Look in the language code column (Column B) to see which language was being used.

Tools Used with Each Voice

There are several ways to do this. The easiest way most likely will be to sort your data by the **voice code** (Column B) and then a secondary sort using **type** (Column D). You can then scroll through the languages and tools to see which were used with which language.

If you don't like to scroll a great deal, scroll down to where a new language begins. Copy the remainder of the table to a new worksheet page. You can easily see the information by language and tool in a shorter list.

Languages Used

Sort the spreadsheet by voice code (Column B). As you scroll down the column, you will see which languages were used. For instance, if you see "en_us," an American English language, or "fr_ca," the French-Canadian language.

Tools Used with Each Language

There are several ways to do this. The easiest way most likely will be to sort your data by the language code (Column B) and then a secondary sort of type (Column D). You can then scroll through the languages and tools to see which were used with which language.

If you don't like to scroll a great deal, scroll down to where a new language begins. Copy the remainder of the table to a new worksheet page. You can easily see the information by language and tool in a shorter list.

Which Tools Were Used

Sort the entire worksheet by type by Column D, if you started your worksheet, in the A1 cell. This look will show you know which tools are being used.

Below are types that you may see.

- Default is the Listen tool for webReader.
- docReader Listen is the "listen" tool for docReader (not available in all LMSs.)
- Download file is the download to mp3 function.
- Help is accessing the help tool.
- Translate is translating a word or phrase into another language. You will see the language code used in the translation.
- Wordlookup is the dictionary tool. You will see which word was looked up.

Most Popular Sites

Sort your file by Access Count (Column F) to see which tool/page was accessed the most. This look will show only a daily count on the page. For a better count, look at which sites were accessed.

Sites Accessed

Sort file by Page. Use the Replace command (Home -> Find & Select -> Replace) to replace your URL with an empty replace value. Now do the Sort by Page. You will be able to see which pages were accessed the most. The pages could be assignments, content, quizzes, etc.

If the same URL is accessed on multiple days, they will be adjacent to each other on the spreadsheet. Add up the access count column to see how many times that page was accessed.

From this data, you can begin to see which tools are being used and are not used. Not all tools are tracked. The tools listed above are the ones that are tracked. If you see that a trackable tool is not being used, you may want to increase awareness about the tool.

Languages Used in Translation

Sort the spreadsheet by type (Column D) and select descending. Scroll down to where you see translate. You will see the language translated to in the page column. For a quick language code reference, you can Google language codes. This [page](https://www.science.co.il/language/Codes.php) (https://www.science.co.il/language/Codes.php) is a good site.

Words Looked Up in the Dictionary

Sort the spreadsheet by type (Column D) and select descending. The top entries will be the words looked up and which language. The language code with be shown in brackets, and the word will be to the right of the language code.

If you have other questions about your data, please do not hesitate to reach out to the Educational Development Manager.