



# How to use TripleEvent



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## 1 Introduction

This guide describes how to use Tripleplay's TripleEvent application which is designed to allow you to quickly test events by turning them on and off.

Events are set up in TripleSign and TripleCare (see the application user guides for details of how to set up an event), and providing the event controller is a web page, they will be visible in TripleEvent.

### 1.1 About this guide

Every effort has been made to make the instructions as clear as possible. Screen-shots have been included to give confidence to the user in that what they are seeing is correct. Please note: throughout this guide screen-shots have been captured using Mozilla Firefox: other browsers may give slightly different results. Screen appearances may also differ depending on how Tripleplay applications have been configured.

Tripleplay applications are web based systems so providing users have access to the internet or local area network and the appropriate rights, they can be administered from virtually anywhere using any type of computer platform with a suitable web browser.

Coloured text is used as follows.

- ***Bold italicised text*** is used for items of note.
- ***Green Italicised Underlined Text*** shows you have to do something. It usually refers to a button or selection that you have to make.
- Links to electronic resources are shown in blue underlined text e.g. <http://www.tripleplay-services.com/Documents/Support-Documents/Products>

If you do find errors, omissions or think something has been poorly explained, please contact Tripleplay Support with details.

## 2 Starting TripleEvent

First, log in to the Tripleplay server with your **username** and **password** using either an **IP address** or the **server name**. The log in is secure so you must use **https://.....**



Figure 1: secure log in using IP address

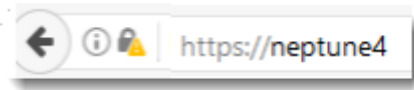


Figure 2: secure log in using the server name

This will take you to the Tripleplay management screen whose appearance will depend on what Tripleplay applications have been licensed.

Find the **TripleEvent** button and click on it to start TripleEvent.



Figure 3: the TripleEvent button

The screen that opens will depend on what has been set up in TripleSign and TripleCare, but figure 3 shows a typical example.

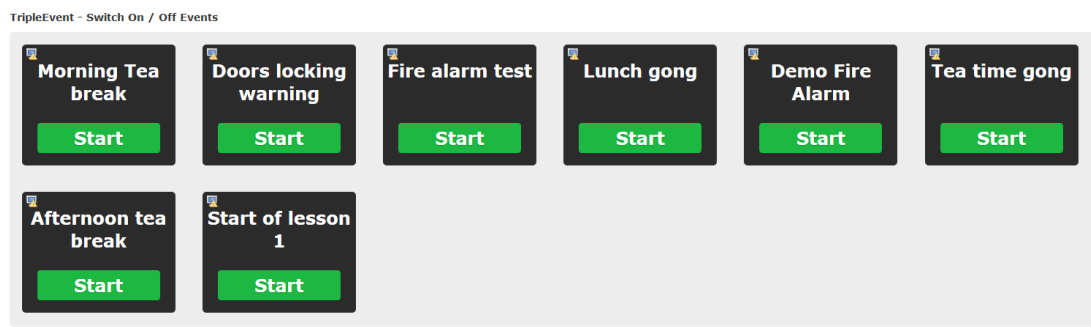


Figure 4: a typical TripleEvent home screen

### 3 Testing an event

By default, all events are turned off or are inactive as shown by the green Start button on each event icon. To test an event, click on its **Start** button on the TripleEvent home screen.

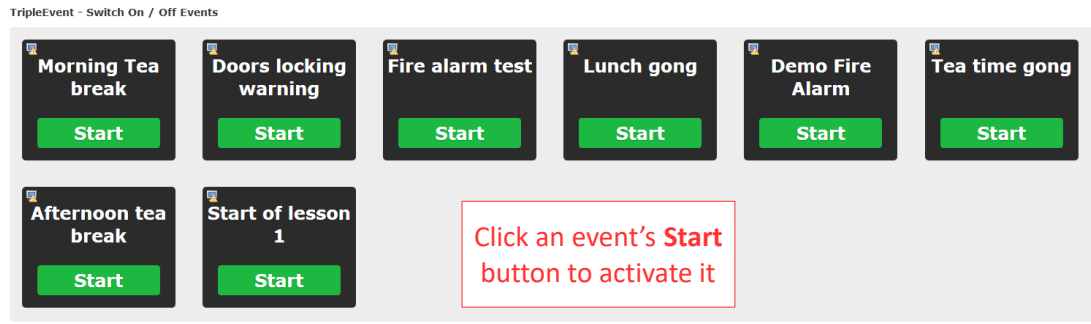


Figure 5: click an event's start button to activate it

After a few seconds, the green Start button will become a **red Stop** button showing the event is active.



Figure 6: click on an event's stop button to deactivate it

To stop an event (turn it off), click on the red **Stop** button. After a few seconds, the **red Stop** button will become a **green Start** button showing the event has been deactivated.

All events shown on the screen can be tested in the same way.

## 4 Getting support from Tripleplay

Tripleplay has an extensive support service which is designed to help users make the most of their system and resolve any issues they may have.

Before you contact Tripleplay Support, please make sure you have the following information available:

- The name of the server hosting the Tripleplay application(s).
- The name of the site where the server is located.
- The full address of the site where the server is located.
- The name and contact details of someone who will act as liaison with Tripleplay's support team.

### 4.1 Contacting Tripleplay Support

You can contact Tripleplay support by telephone on **0845 094 3357** during office hours or e-mail [support@tripleplay.tv](mailto:support@tripleplay.tv). For other regions, see the information inside the front cover of this document. If you are requesting help with a fault, you will be given a ticket number. Please make sure you quote this in the subject line of all subsequent e-mails or phone calls regarding this fault.

### 4.2 Registering with Tripleplay for support

Log in to support by clicking on the Support button on the Tripleplay management screen when you log in.



*Figure 7: the Tripleplay support icon*

This takes you to the Tripleplay support portal. Registered users can access wealth of information is shown here. To get access you must register. Click on [Access](#) in a portal option: on the screen that opens click on [Register](#) and follow the on-screen instructions.

## 5 Revision history

Date	Version no	Revision no	Comments	Author
2/8/2017	V2.2	R1	Initial draft.	Stephen Harding

Table 5.1 - document revision history

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