



# FREQUENTLY ASKED QUESTIONS

## EON-XR 9.4

MARCH 2022

# FAQS

## EON-XR | SIGN-IN PAGE

1. [HOW CAN I LOGIN TO THE EON-XR PLATFORM?](#)
2. [HOW TO RAISE ISSUES FROM THE PLATFORM?](#)
3. [HOW CAN I RESET PASSWORD?](#)
4. [MY ACCOUNT ACTIVATION LINK EXPIRED IT'S SAY YOU HAVE NO PERMISSION TO EON-XR PLATFORM?](#)
5. [WHY I'M I NOT ABLE TO DOWNLOAD EON-XR PLATFORM WITH WINDOWS 8?](#)
6. [WHERE CAN I CHECK THE LESSON CREATED BY ME?](#)

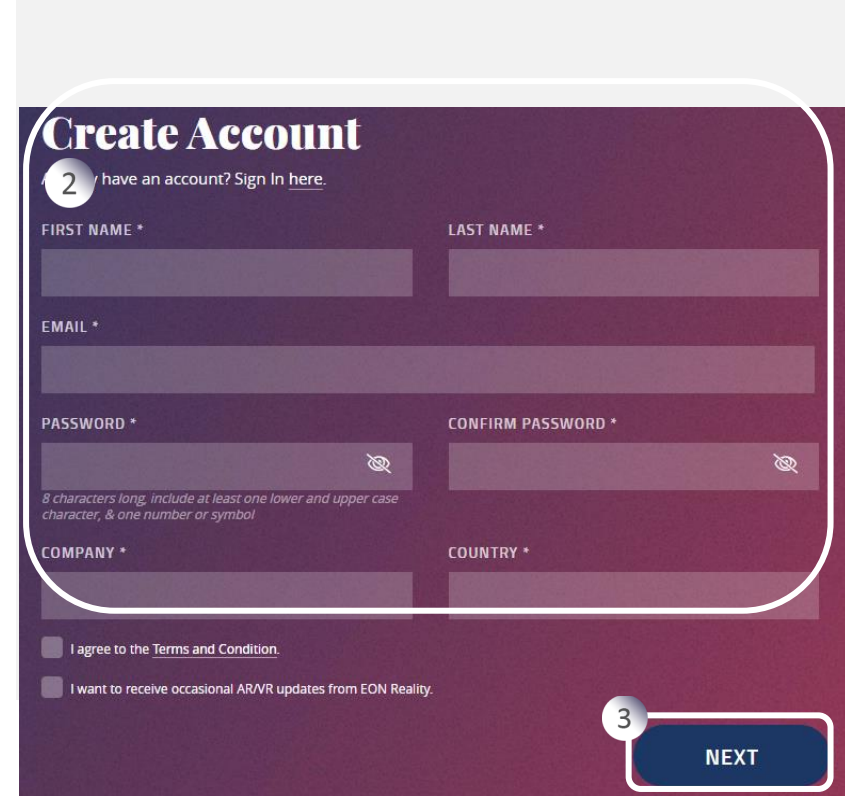
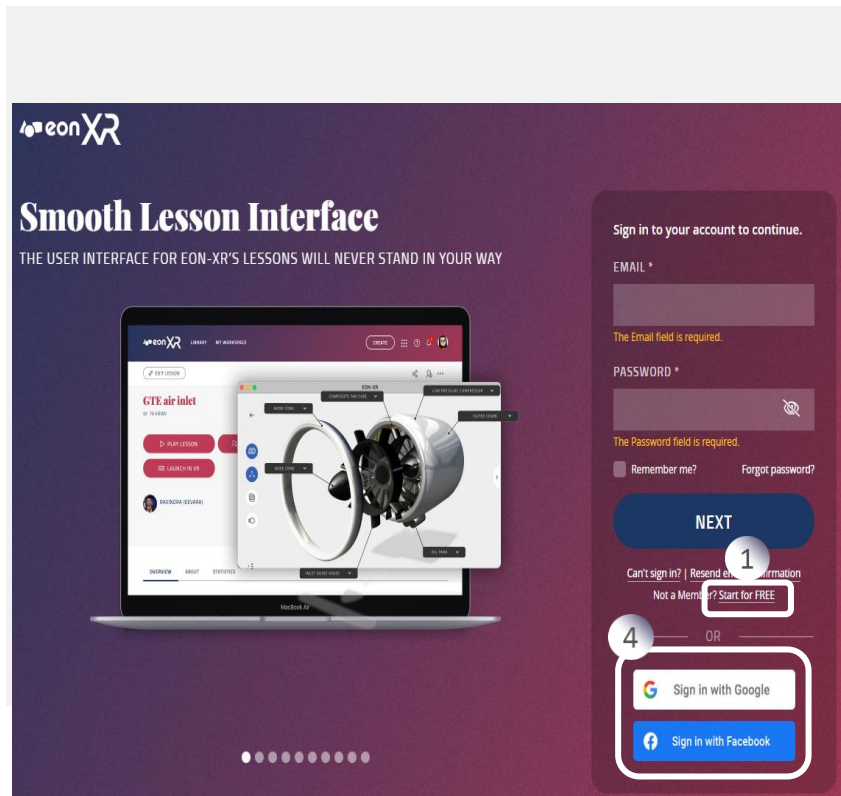
## EON-XR PLATFORM/PORTAL

7. [HOW CAN I SHARE THE LESSONS TO OTHERS?](#)
8. [HOW CAN I PUBLISH/UNPUBLISH THE LESSON?](#)
9. [HOW DO I CREATE A 360 LESSON?](#)
10. [CAN I SORT THE AVAILABLE LESSONS IN LIBRARY PAGE?](#)
11. [HOW CAN I CHANGE LANGUAGE OF EON XR PLATFORM?](#)
12. [WHERE CAN I FIND THE ASSET CREATED BY ME?](#)
13. [HOW CAN I ASSIGN LESSONS TO OTHERS?](#)
14. [CAN I MAKE A COPY OF THE SAME LESSON/DUPLICATE?](#)
15. [HOW CAN I DELETE A LESSON?](#)
16. [CAN I UPDATE THE ALREADY EXISTING THUMBNAIL?](#)

# FAQs

17. [HOW CAN I ADD/EDIT/MOVE THE ANNOTATION?](#)
18. [HOW TO ADD ACTIVITIES TO AN ANNOTATION?](#)
19. [HOW CAN I DELETE THE ANNOTATION?](#)
20. [HOW TO RE-ARRANGE LESSONS IN PLAYLIST?](#)
21. [DOES LAUNCH IN VR OPTION NOT SUPPORTIVE IN EON-XR VERSION 9.3?](#)
22. [HOW TO CHANGE/SWITCH THE INSTITUTIONS?](#)
23. [WHERE CAN WE FIND THE STATISTICS OF THE LESSON?](#)
24. [HOW TO CHANGE THE 3D AVATAR?](#)
25. [HOW CAN A USER REQUEST FOR MARKETPLACE CREDITS?](#)
26. [AS AN 'ADMIN' HOW TO CHECK THE ACTIVITIES OF THE INSTITUTE?](#)
27. [HOW TO CREATE GROUP FOR USERS?](#)

# 1. HOW CAN I LOGIN TO THE EON-XR PLATFORM?

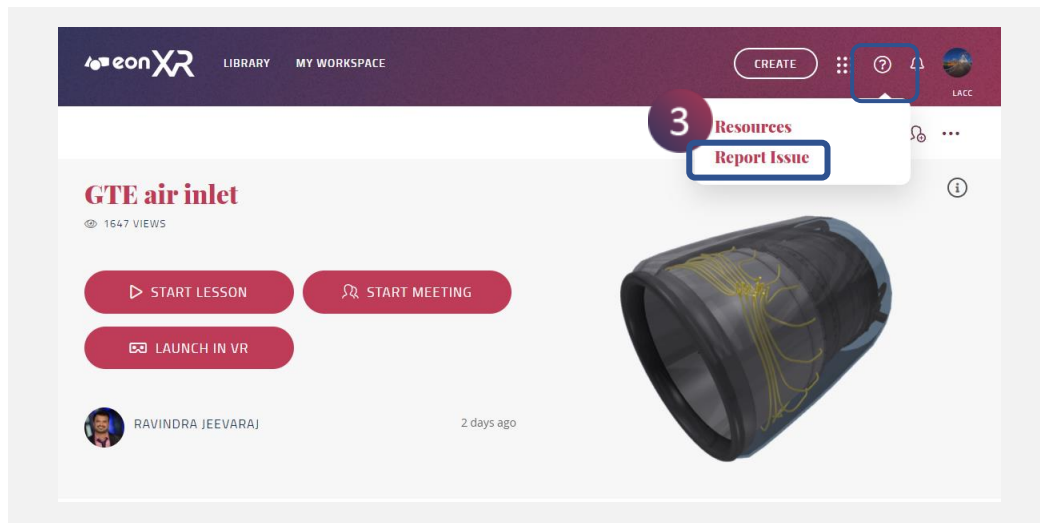
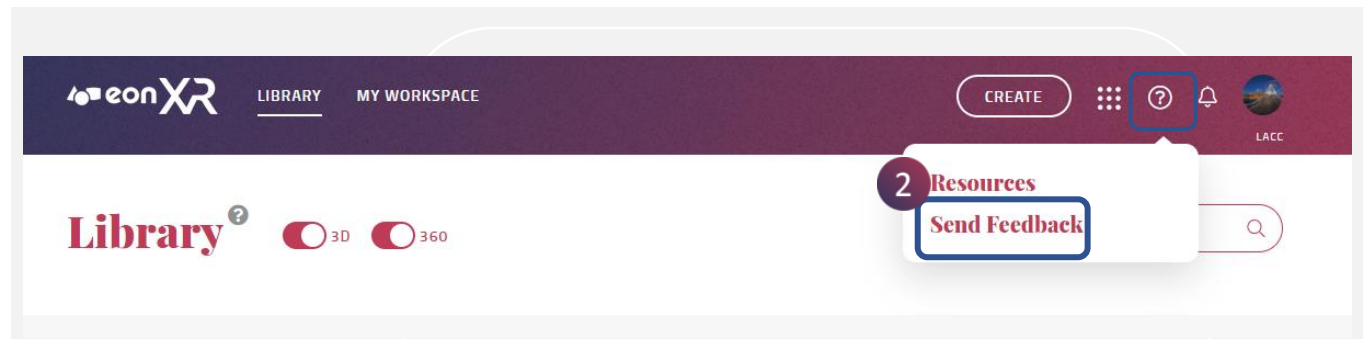
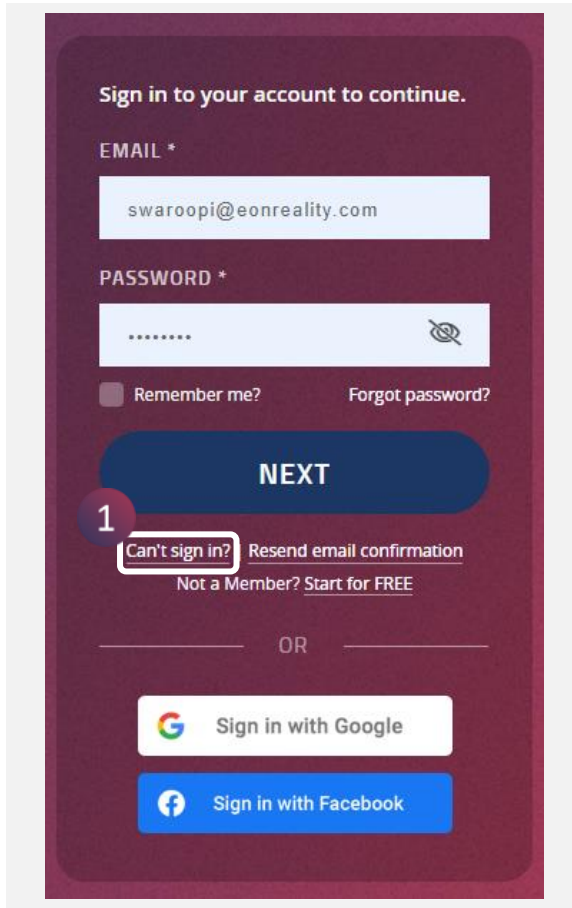


Below are the steps for creating an EON-XR account:

EON-XR URL: <https://core.eon-xr.com/>

1. Click on Start for free (Below Resend Email Confirmation)
2. Fill-in all the necessary details of "Create Account"
3. Clicking "NEXT", an email will be sent to the registered user to activate the account
4. User can also login through Google or Facebook

## 2. HOW TO RAISE ISSUES FROM THE PLATFORM?

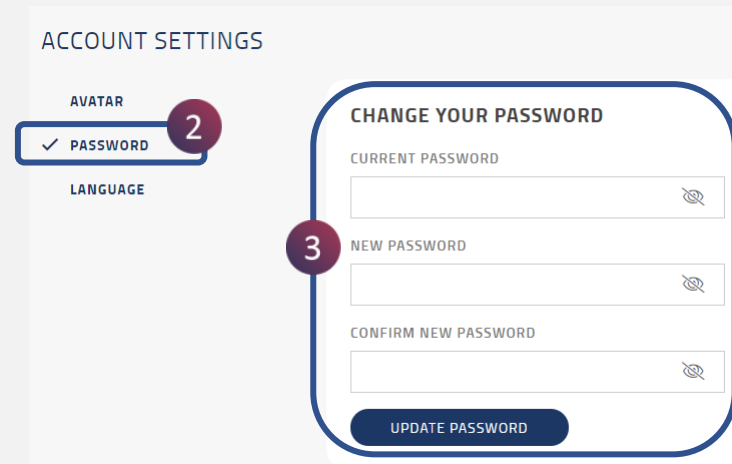
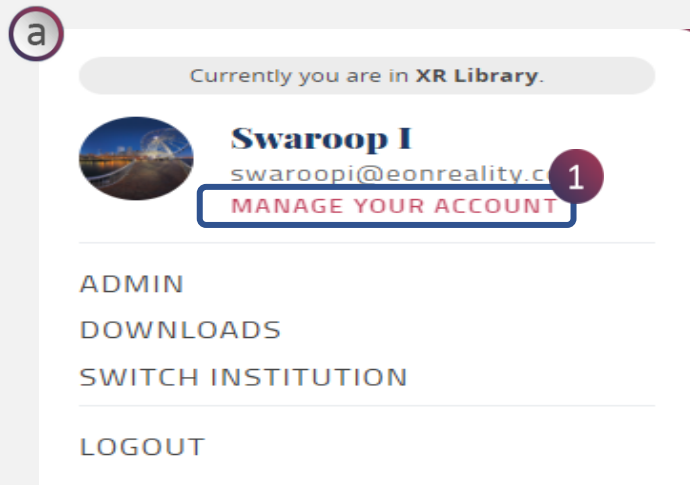


User's can raise issues in 3 ways:

1. In Login page, by clicking on 'Can't Sign In'.
2. In Library page, clicking on "?" on the top and selecting 'Send Feedback' option.
3. In Lesson details page, by clicking on "?" and selecting the 'Report Issue' option.

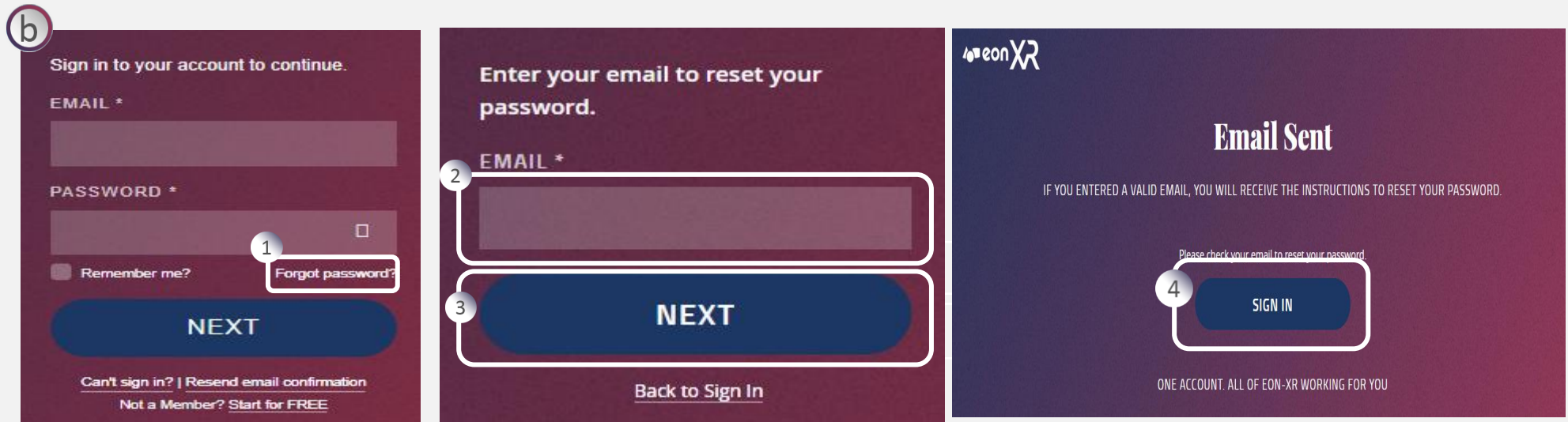
### 3. HOW CAN I RESET PASSWORD?

You can reset your password in 2 ways.



#### a. Through Manage Your Account:

1. Click on Manage Your Account in the Profile Menu
2. Click on Password
3. Enter the Current password and the New password and click on Update Password



## b. Through Sign-in Page:

1. In the Sign-In page, Click Forgot Password
2. Enter the valid email address
3. Click "Next", A mail will be sent to the email address with a reset new password link
4. Once the new password is set, Click Sign-In to access the platform

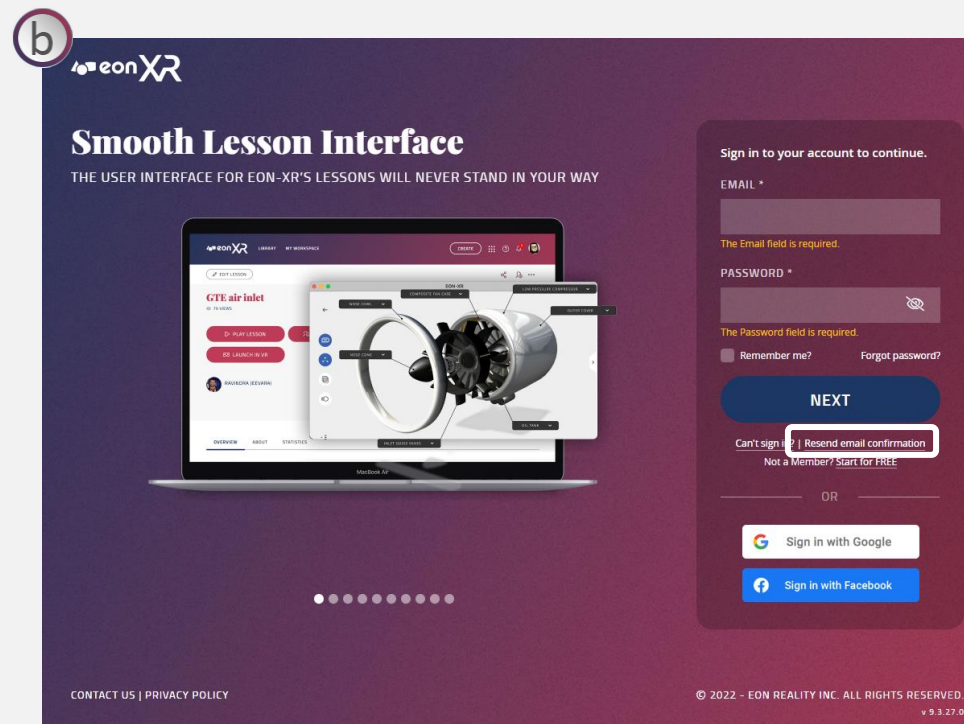
## 4. MY ACCOUNT ACTIVATION LINK EXPIRED IT'S SAY YOU HAVE NO PERMISSION TO EON-XR PLATFORM?



a. If you belong to a particular institution, then you must reach out to the institute Lead Admin, they can resend the activation link to the users.

The screenshot displays the eonXR user management interface. The top navigation bar is dark blue with the eonXR logo, 'LIBRARY', 'MY WORKSPACE', a 'CREATE' button, and icons for grid, help, notifications, and profile. Below this is a horizontal menu with 'DASHBOARD', 'USERS' (highlighted), 'GROUPS', 'ROLES', and 'REPORTS'. The main content area shows a user profile for 'Swaroop I' with email 'swaroopi@eonreality.com'. Below the profile are three buttons: 'SEND RESET PASSWORD EMAIL', 'SEND ACTIVATION EMAIL' (highlighted with a blue border), and 'DELETE USER'. A small 'a' in a circle is in the top left corner of the screenshot.

b. User's can click on the 'Resend Email Confirmation' in the login page to receive the activation link again.

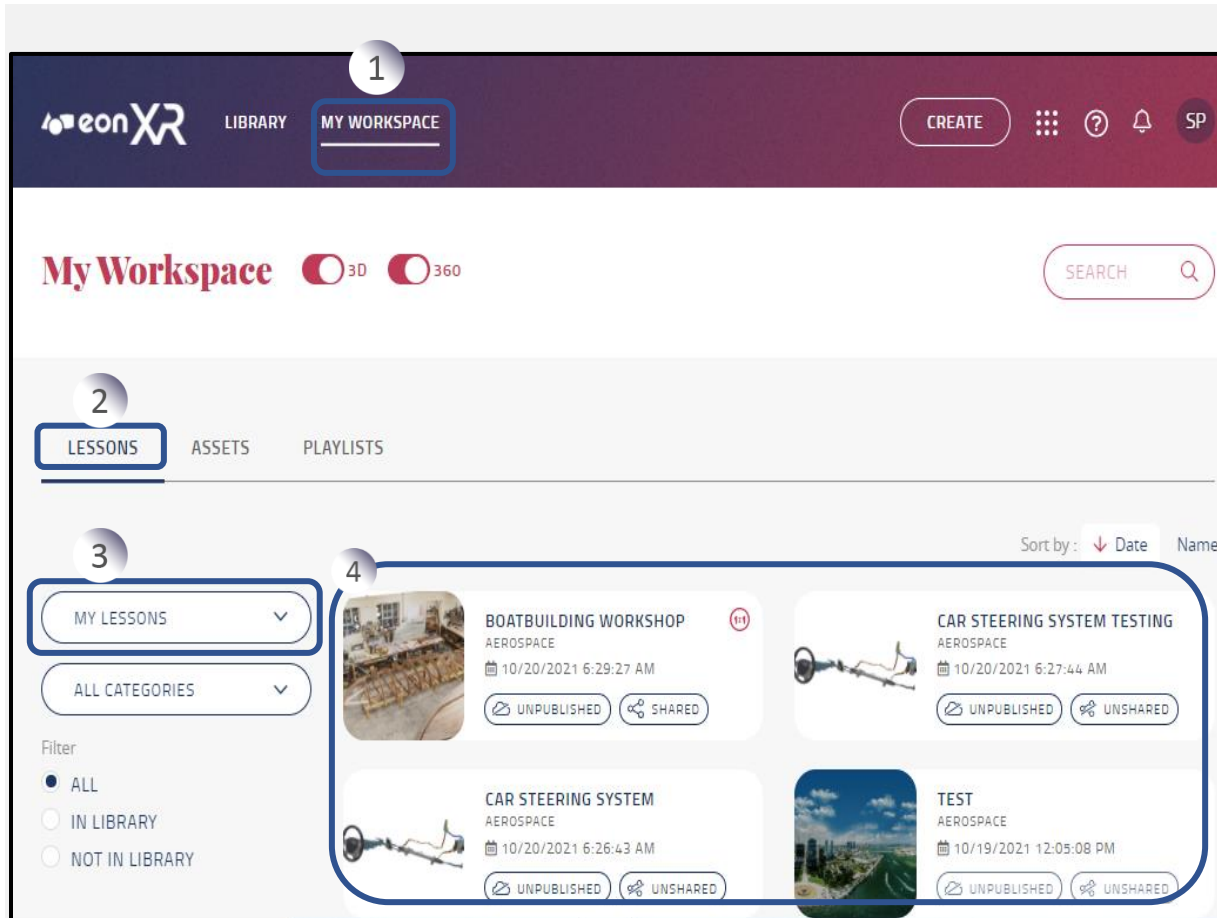


## 5. WHY I'M I NOT ABLE TO DOWNLOAD EON-XR PLATFORM WITH WINDOWS 8?



You should be able to download with only window 10 or higher, as our Platform supports from Windows 10 onwards.

## 6. WHERE CAN I CHECK THE LESSONS CREATED BY ME?



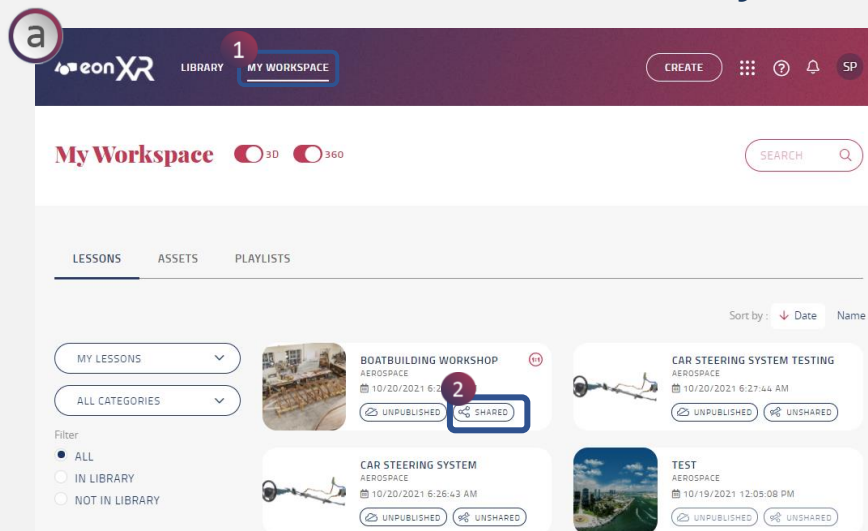
Please follow the below steps:

1. Click on 'My Workspace'
2. Click on 'Lessons'
3. Under Lessons, Select the dropdown 'My Lessons'
4. Lessons created by the user will be displayed

## 7. HOW CAN I SHARE THE LESSONS TO OTHERS?



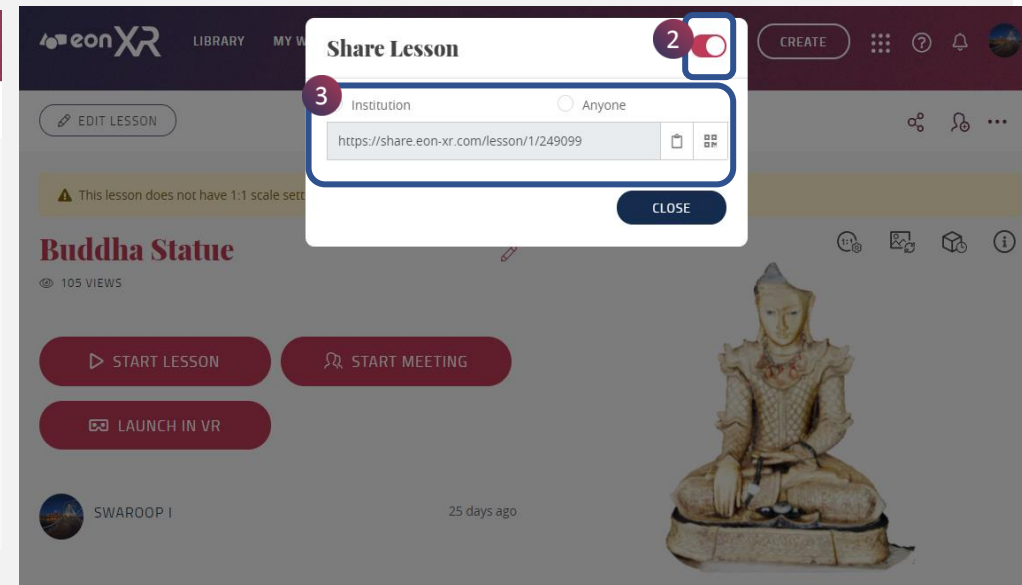
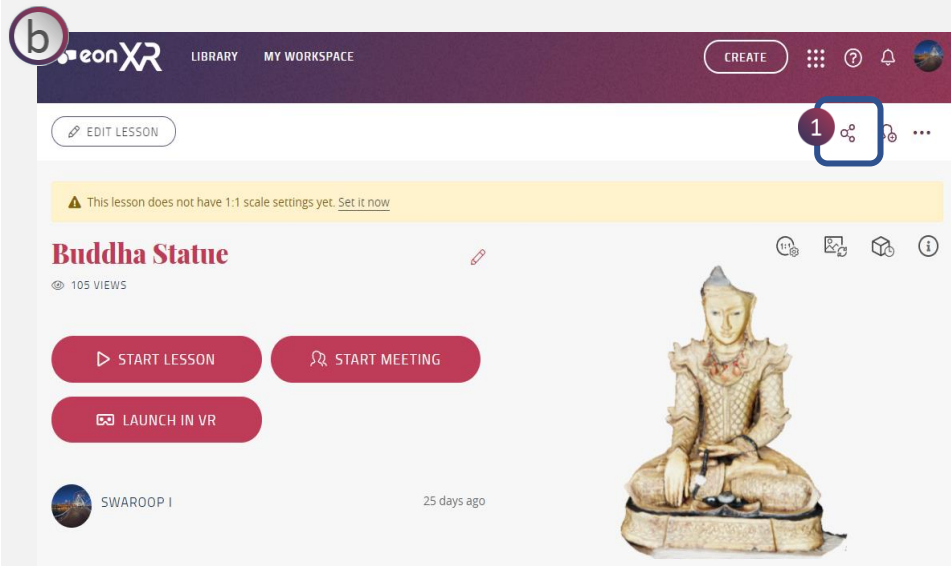
You can share the Lessons in 2 ways.



### a. Way 1:

1. Go to My Workspace > Under My Lesson Category
2. Click on Share icon, If the lesson is published, copy the link directly and share it across
3. If the lesson is unpublished, click on toggle button and enable it, share the lesson (Within Institution or Anyone), You can share the link with any social media platform i.e. WhatsApp, Facebook, or Gmail etc.

## You can share the Lessons in 2 ways.

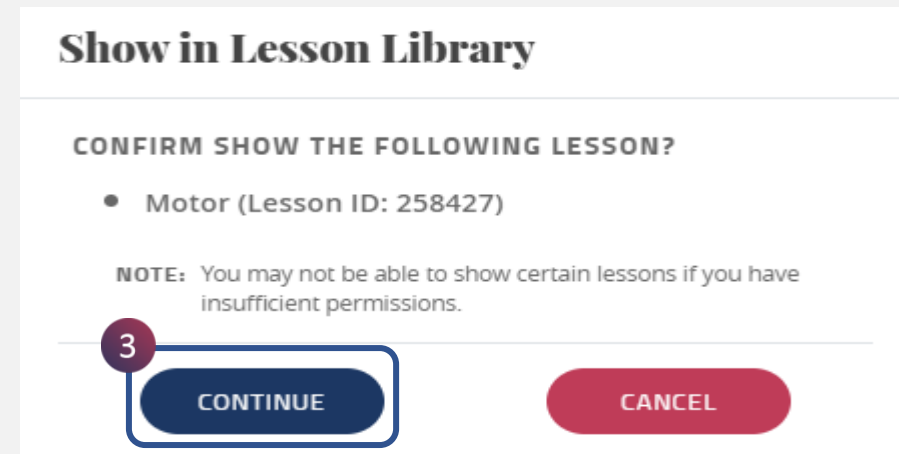
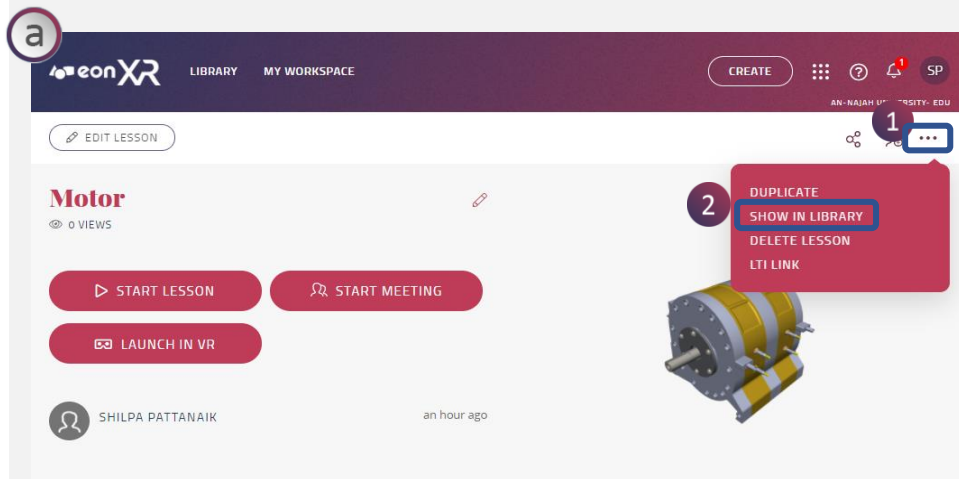


### b. Way 2:

1. Select any Lesson, Click on the share button
2. Enable the toggle button
3. Copy the link and share it among the people

## 8. HOW CAN I PUBLISH/UNPUBLISH A LESSON?

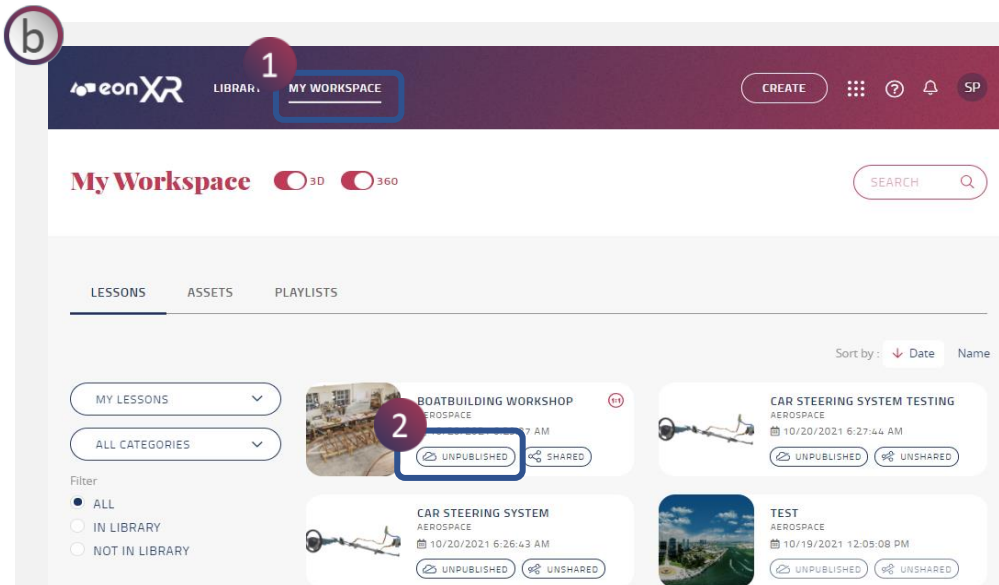
- If you are a student at that institute, then you must submit for publication to their Admin/Teacher of the institute and only they can publish student lessons
- If you are an Admin/Teacher, then you can directly publish/unpublished the lesson



### ➤ Way – 1

Steps to Publish/Unpublished Lesson:

1. Select the lesson created, Click on the 3 dots
2. Click on Show/Hide Lesson option from the dropdown
3. Click "Continue" to Show/Hide the lesson from the Library



## Show in Lesson Library

### CONFIRM SHOW THE FOLLOWING LESSON?

- Motor (Lesson ID: 258427)

**NOTE:** You may not be able to show certain lessons if you have insufficient permissions.

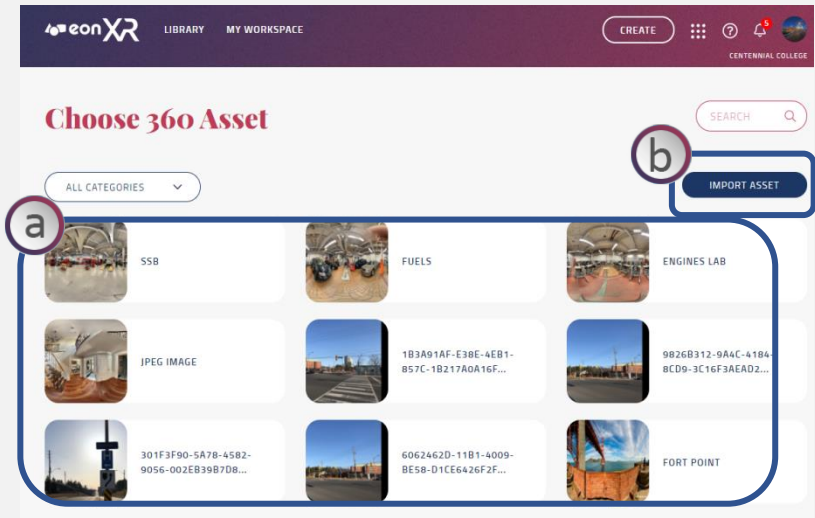
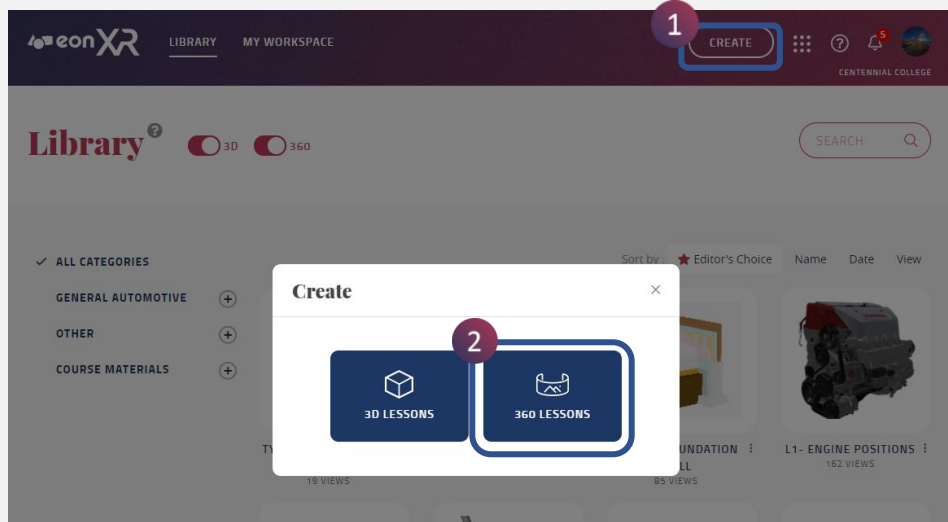


### b) Way - 2

Steps to Publish/Unpublished Lesson:

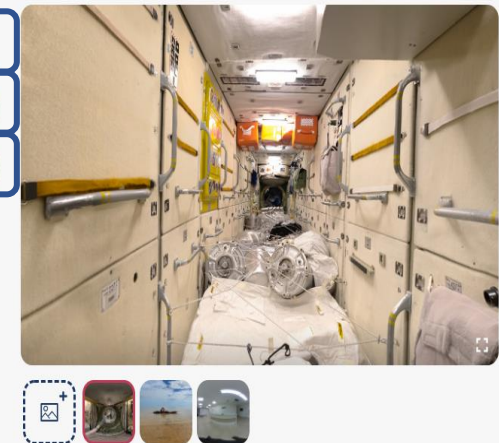
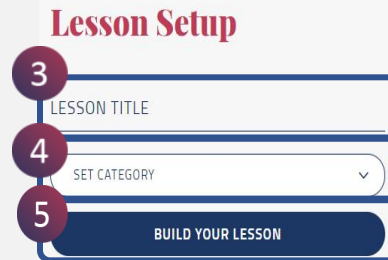
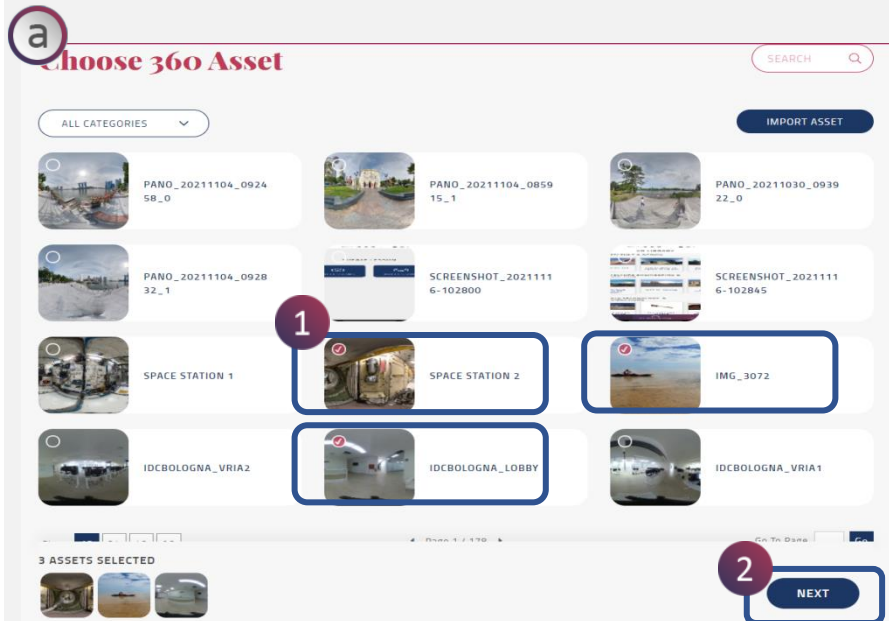
1. Click on My Workspace
2. Select the cloud (Published/Unpublished) button
3. Click 'Continue' or 'Cancel' to Publish/Unpublish the lesson

## 9. HOW DO I CREATE A 360 LESSON?



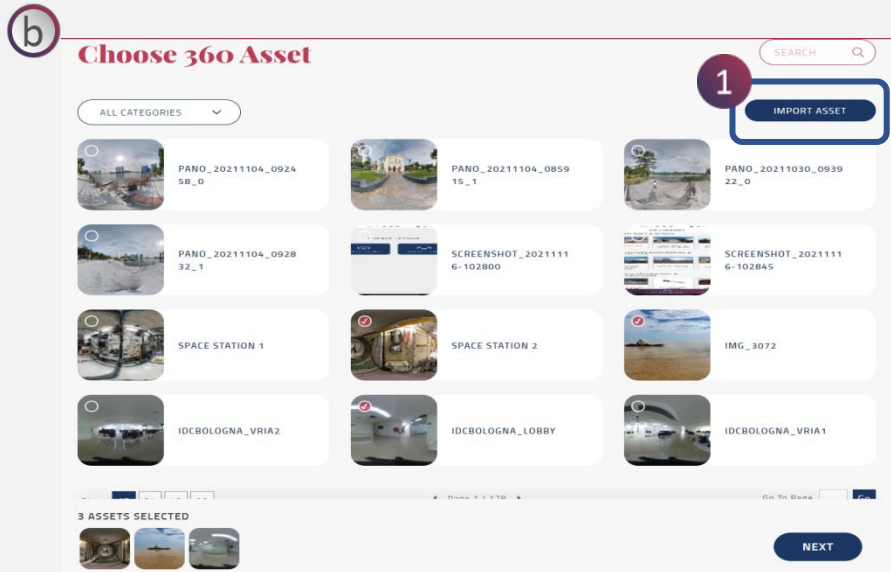
### To create a 360 lesson:

1. Click on the Create Lesson button
2. Select 360 Lesson
  - a. Browse all the 360 asset available in the platform
  - b. Import the 360 image of JPEG/PNG from google or any other platform

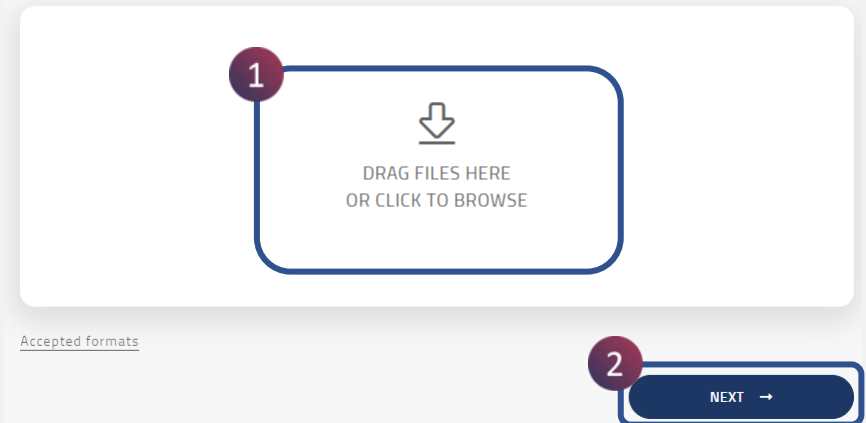


### To Browse 360 Asset:

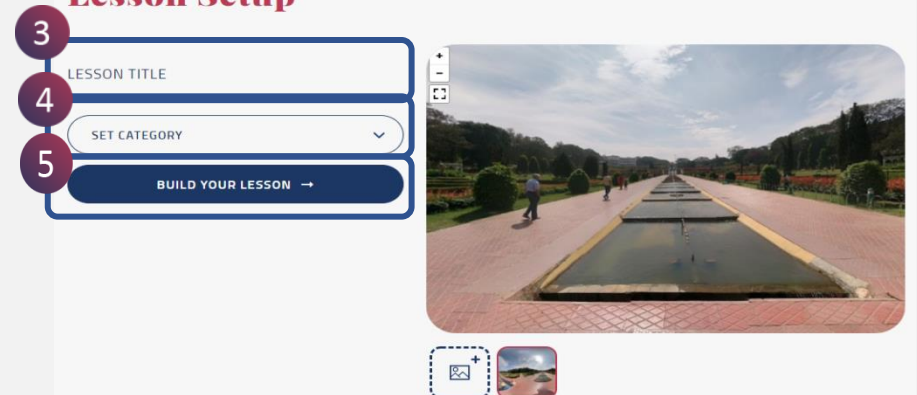
1. Browse and click on any of the 360 assets available in the platform,
2. Click Next
3. Add Lesson Title
4. Set the category
5. Build the lesson



## Import 360 Assets



## Lesson Setup



### To Browse 360 Asset:

1. Import the 360 image of JPEG/PNG from google or any other platform
2. Click Next
3. Add Lesson Title
4. Set the category
5. Build the lesson

## 10. CAN I SORT THE AVAILABLE LESSONS IN LIBRARY PAGE?



The screenshot shows the eonXR Library interface. At the top, there's a navigation bar with 'eonXR', 'LIBRARY', and 'MY WORKSPACE'. A 'CREATE' button and several icons are on the right. Below the navigation bar, the 'Library' title is followed by 3D and 360 degree view toggles and a search bar. On the left, a sidebar lists categories: ALL CATEGORIES (checked), K12 SECONDARY EDUCATION, HIGHER EDUCATION, TVET & CTE, AEROSPACE & TRANSPORTATION, and ENERGY. The main area displays four lesson cards: 'BRAIN SUPEROLATERAL SURFACE - LOBES' (23 VIEWS), 'FACTORY' (73 VIEWS), 'SCIENCE LAB' (54 VIEWS), and 'FERRY PASAJEROS SPANISH' (108 VIEWS). Above the cards, a 'Sort by' dropdown menu is open, showing four options: 'Editor's Choice' (marked with a star and circled 1), 'Name' (circled 2), 'Date' (circled 3), and 'View' (circled 4).

You can sort the lesson in library page by Selecting the below options:

1. Editor's Choice
2. Date
3. Views
4. Name

## 11. HOW CAN I CHANGE THE LANGUAGE OF EON-XR PLATFORM?



Currently you are in XR Library.

**Swaroop I**

1 waroopi@eonreality.com

**MANAGE YOUR ACCOUNT**

---

ADMIN

DOWNLOADS

SWITCH INSTITUTION

---

LOGOUT

### Manage Your Account

ACCOUNT SETTINGS

AVATAR

2 PASSWORD

**LANGUAGE**

3 CHANGE YOUR LANGUAGE

LANGUAGE

English (English)

عربي (Arabic)

中文(简) (Chinese Simplified)

**English (English)**

Français (French)

Deutsch (German)

עברית (Hebrew)

Italiano (Italian)

日本語 (Japanese)

Português (Portuguese)

Español (Spanish)

Tiếng Việt (Vietnamese)

## 12. WHERE CAN I FIND THE ASSET CREATED BY ME?



eonXR LIBRARY MY WORKSPACE

CREATE ? [User Avatar]

My Workspace 3D 360

SEARCH

LESSONS ASSETS PLAYLISTS

Sort by: Date Name

MY ASSETS

ALL CATEGORIES

Filter

- ALL
- IN LIBRARY
- NOT IN LIBRARY

LIGAMENTS\_OF\_THE\_FEMA...  
TERRESTRIAL LIFE  
10/19/2021 7:12:00 AM  
UNPUBLISHED

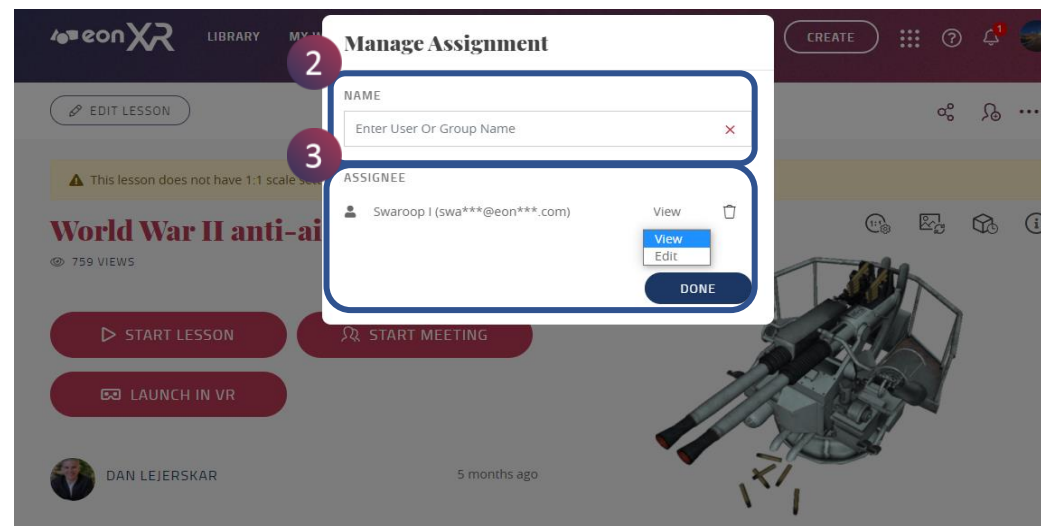
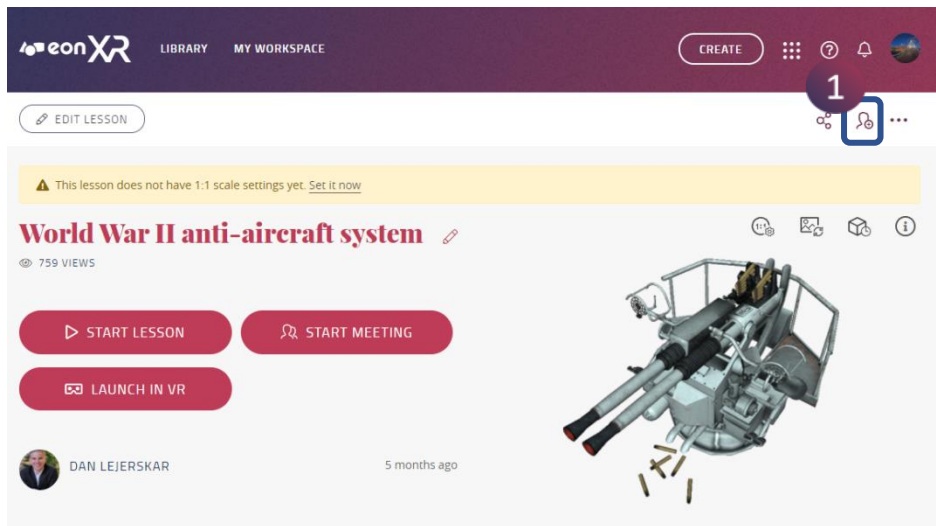
MUSEUM  
LANDMARKS  
9/15/2021 7:40:32 AM  
UNPUBLISHED

ROOM  
LANDMARKS  
9/15/2021 7:40:32 AM  
UNPUBLISHED

PATHWAY  
LANDMARKS  
9/15/2021 7:40:32 AM  
UNPUBLISHED

1. Go to My Workspace
2. Select "Asset" Category
3. From dropdown select My Assets

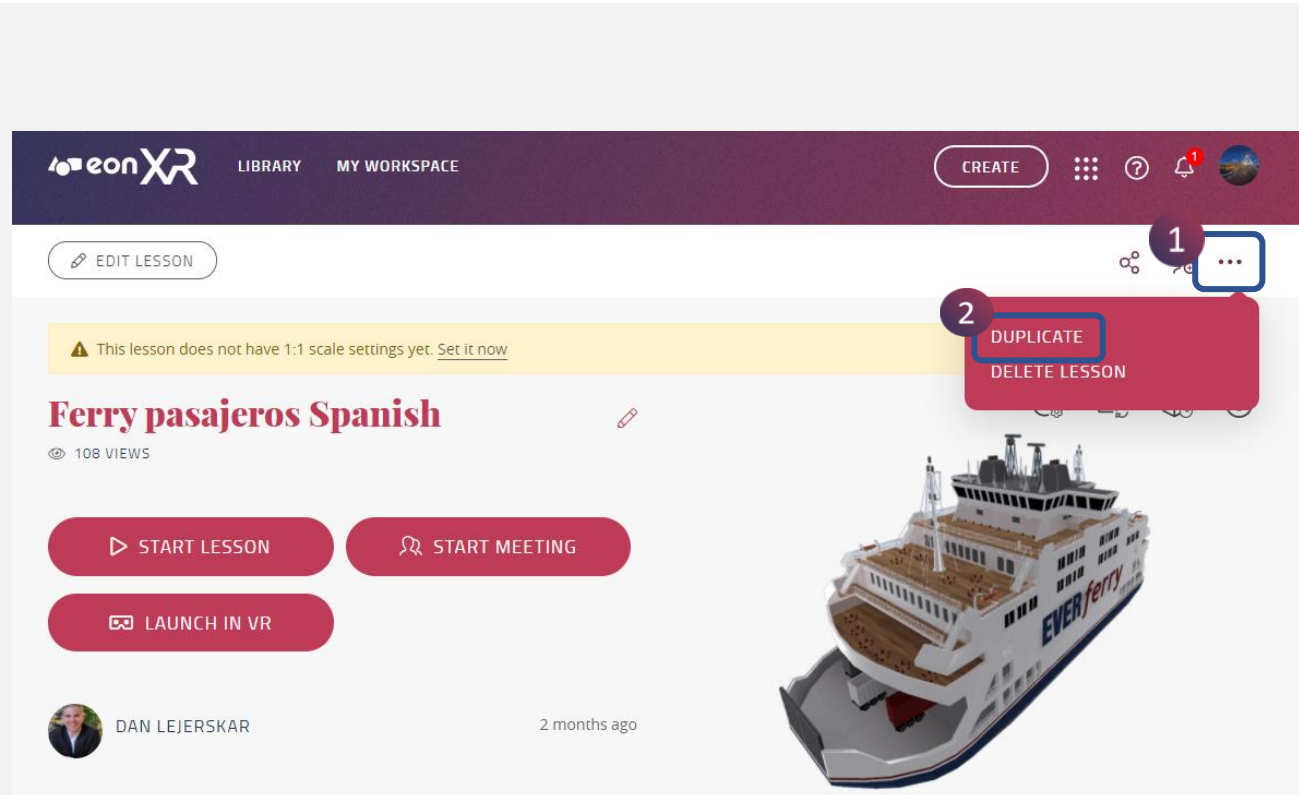
## 13. HOW CAN I ASSIGN LESSONS TO OTHERS?



**You can assign a lesson by the following steps:**

1. Select any lesson, Click on the Assign lesson icon
2. Lessons can be either shared to a single user or can be assigned to a group of users within the institute
3. User have option to either provide Viewer permission to the other user or can give editor permission to them and then click Done

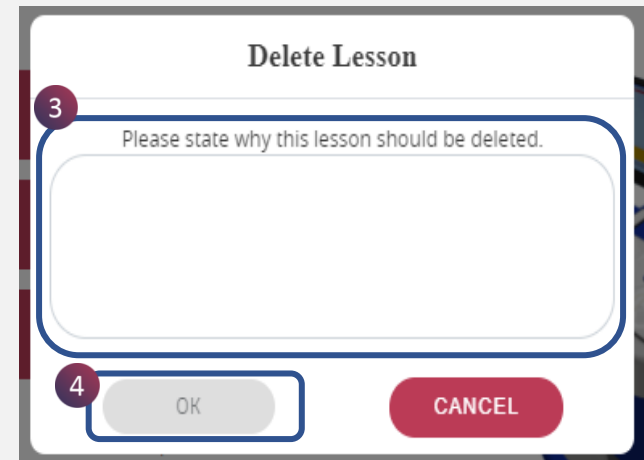
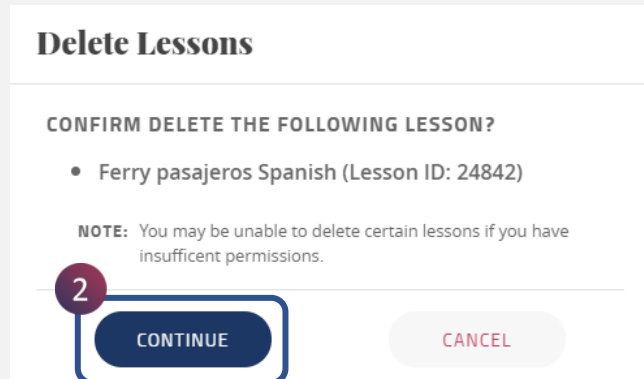
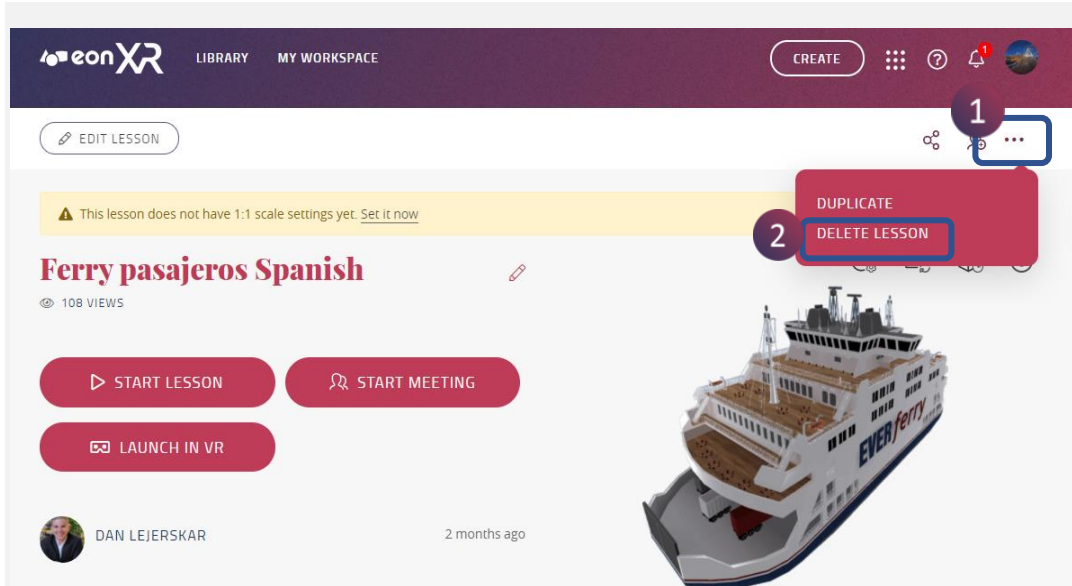
## 14. CAN I MAKE A COPY OF A LESSON/DUPLICATE?



Yes, You can duplicate a lesson.

1. Select any Lesson, Click on the 3 dots on the top right corner
2. From dropdown select the 'Duplicate' option

## 15. HOW CAN I DELETE A LESSON?



You can delete a lesson by the following Steps:

1. Select the 3 dots from the top right corner
2. Click Delete Lesson, and select 'Continue'
3. Provide the reason for deletion of the lesson
4. Select "OK"

## 16. CAN I UPDATE THE ALREADY EXISTING THUMBNAIL?



The screenshot shows the eonXR interface. On the left, the 'Motor' lesson is displayed with a 3D model of a motor. The top right corner has a 'CREATE' button and a 'SP' button. Below the lesson title, there are buttons for 'START LESSON', 'START MEETING', and 'LAUNCH IN VR'. The user 'SHILPA PATTANAIAK' is listed as the creator, with a timestamp of '4 hours ago'. On the right, a detailed view of the thumbnail update process is shown. It features two side-by-side preview windows. The left window shows the motor model with a 'TAKE SNAPSHOT' button below it, labeled with a '2'. The right window shows the same model with an 'UPDATE THUMBNAIL' button below it, labeled with a '3'. A '1' is placed above the thumbnail icon in the top right corner of the lesson view.

You can update the thumbnail by clicking on the Update Thumbnail button.

Steps to follow:

1. Click on the lesson created, on the top right corner click on the thumbnail icon and update the thumbnail, Select the appropriate angle of the thumbnail to be taken
2. Click on "Take Snapshot(Adjust the way user wants)"
3. Upload the thumbnail



## 17. HOW CAN I ADD/EDIT/MOVE THE ANNOTATION?

You can add, edit and move annotation

### a. Steps to Add Annotations:

1. Left click for a few seconds on the component of the 3D model to add an annotation
2. Label button appears, click/tap on it to edit it
3. Edit the required text to add the annotation name
4. Click/Tap on tick mark to save the annotation

### b. Steps to Edit Annotations:

1. Click/Tap on the annotation name to make edits
2. Click/Tap on the pencil icon to make the required changes in the annotation name
3. Once the changes have been made, click/tap on the annotation to exit the edit mode

### c. Steps to Move Annotations:

1. Click/Tap on the annotation name
2. Click/Tap on the move icon to place the annotation
3. Gently move the button accordingly to the desired location within the component of the 3D model
4. Once placed, click/tap on the tick mark to save the changes



## 18. HOW TO ADD ACTIVITIES TO AN ANNOTATION?

You can add activities to an annotation by the following steps:

1. Click/Tap on the annotation name
2. Click/Tap on the plus button to add activities
3. Choose relevant activities and add accordingly
4. Else you can add it in general by just click/tap on the red plus button



## 19. HOW CAN I DELETE THE ANNOTATION?

You can delete annotation

### a. Steps to Delete Annotations:

1. Click/Tap on the annotation name
2. Click/Tap on the delete icon image.png to remove the annotation
3. Delete confirmation window appears, click on DELETE to remove the annotation

Video Link: <https://drive.google.com/file/d/1icgXPvVIU4MN1wiHmqEO6Aoa4b1cdVuN/view?usp=sharing>

## 20. HOW TO RE-ARRANGE LESSONS IN PLAYLIST?



LIBRARY
MY WORKSPACE

CREATE
?

Slayer

CONTENT - 4 LESSONS

1
BRITISH MUSEUM
NO GRADE
0 VIEWS

1
TYNDALL EFFECT
NO GRADE
0 VIEWS

3
LIVER AND GALLBLADDER
NO GRADE
0 VIEWS

4
TACTICAL HELMET
NO GRADE
0 VIEWS

PLAY LESSON

You can re-arrange lessons in playlist by the following Step:

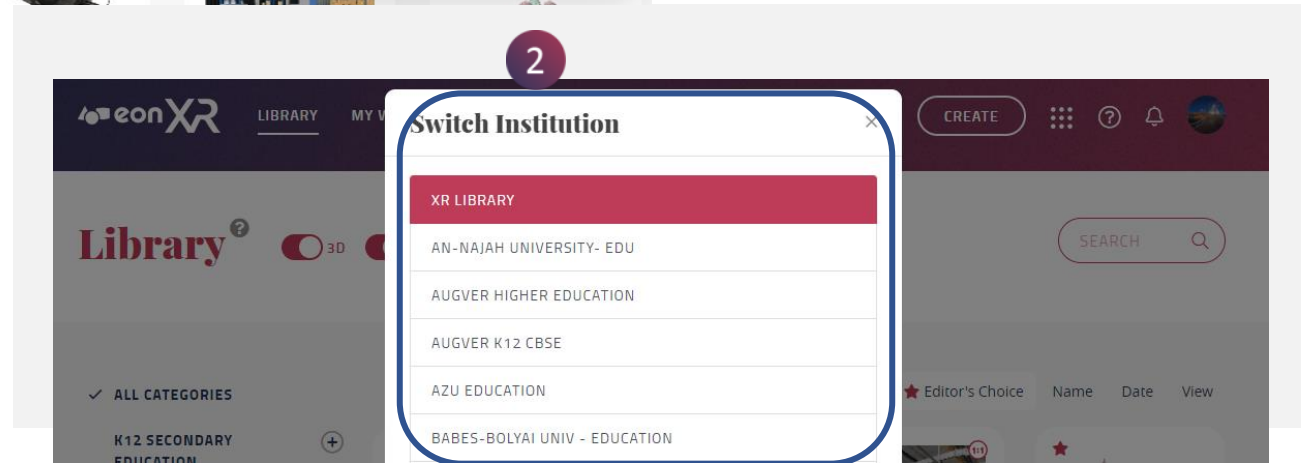
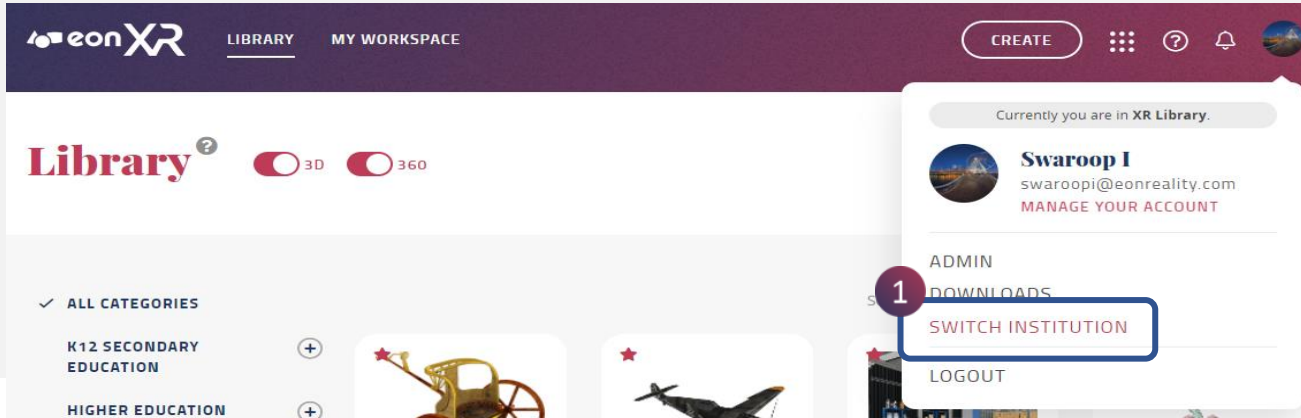
- Select the marked dragger and move up or down to move the lessons in the needed hierarchy.



## 21. DOES LAUNCH IN VR OPTION NOT SUPPORTIVE IN EON-XR VERSION 9.3?

Currently the 'Launch in VR option' is not available for the lessons created after EON-XR v9.0, this feature will be working for all the lessons in the upcoming JUNE release of EON-XR.

## 22. HOW TO CHANGE/SWITCH INSTITUTES?



User's can switch between institutions by:

1. Clicking on the Profile Menu icon on the top right corner and selecting the option 'Switch Institution'.
2. Select on the institution to switch/change.

## 23. WHERE CAN WE FIND THE STATISTICS OF THE LESSON?



EDIT LESSON

Oil filter and box

2 VIEWS

START LESSON

START MEETING

LAUNCH IN VR

LAUNCH IN ICATCHER

SWAROOP I

2 days ago

OVERVIEW

ABOUT

STATISTICS

AUDIT RECORDS

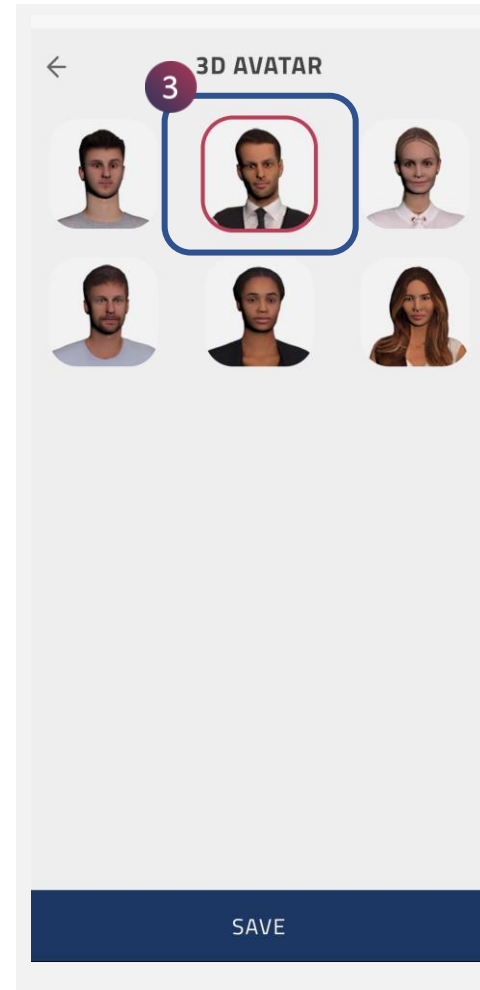
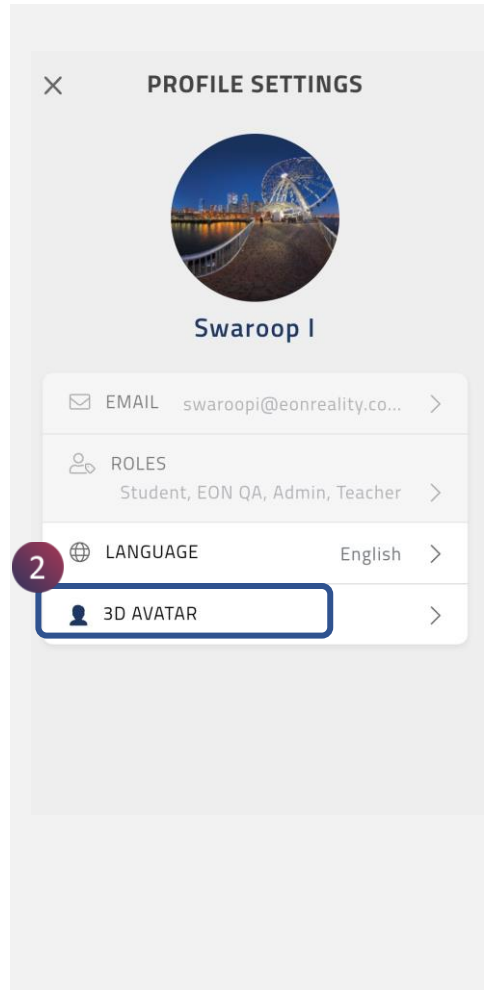
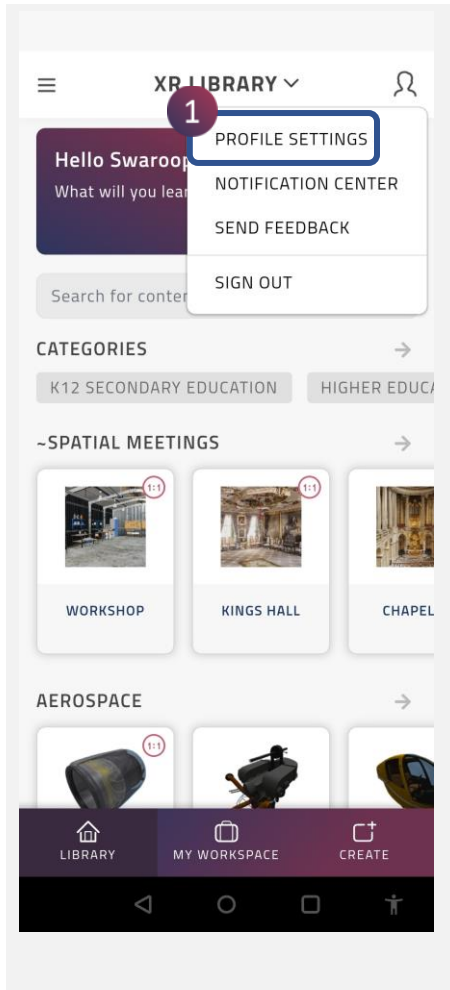
LESSON STATISTICS

EXPORT CSV

DATE	NAME	ATTEMPT	TIME SPENT	SCORE	STATUS
1/28/2022, 9:21:09 AM	Swaroop I	2	00:20	N/A	Complete
1/27/2022, 10:51:02 AM	Swaroop I	1	N/A	N/A	Incomplete

Statistics of any lesson can be viewed in the lesson details page as shown in the image.

## 24. HOW TO CHANGE THE 3D AVATAR?



1. Click on the 'Profile Settings' on the EON-XR Application.
2. Select the '3D Avatar' icon.
3. Choose the desired icon and SAVE the avatar.

## 25. HOW CAN A USER REQUEST FOR MARKETPLACE CREDITS?



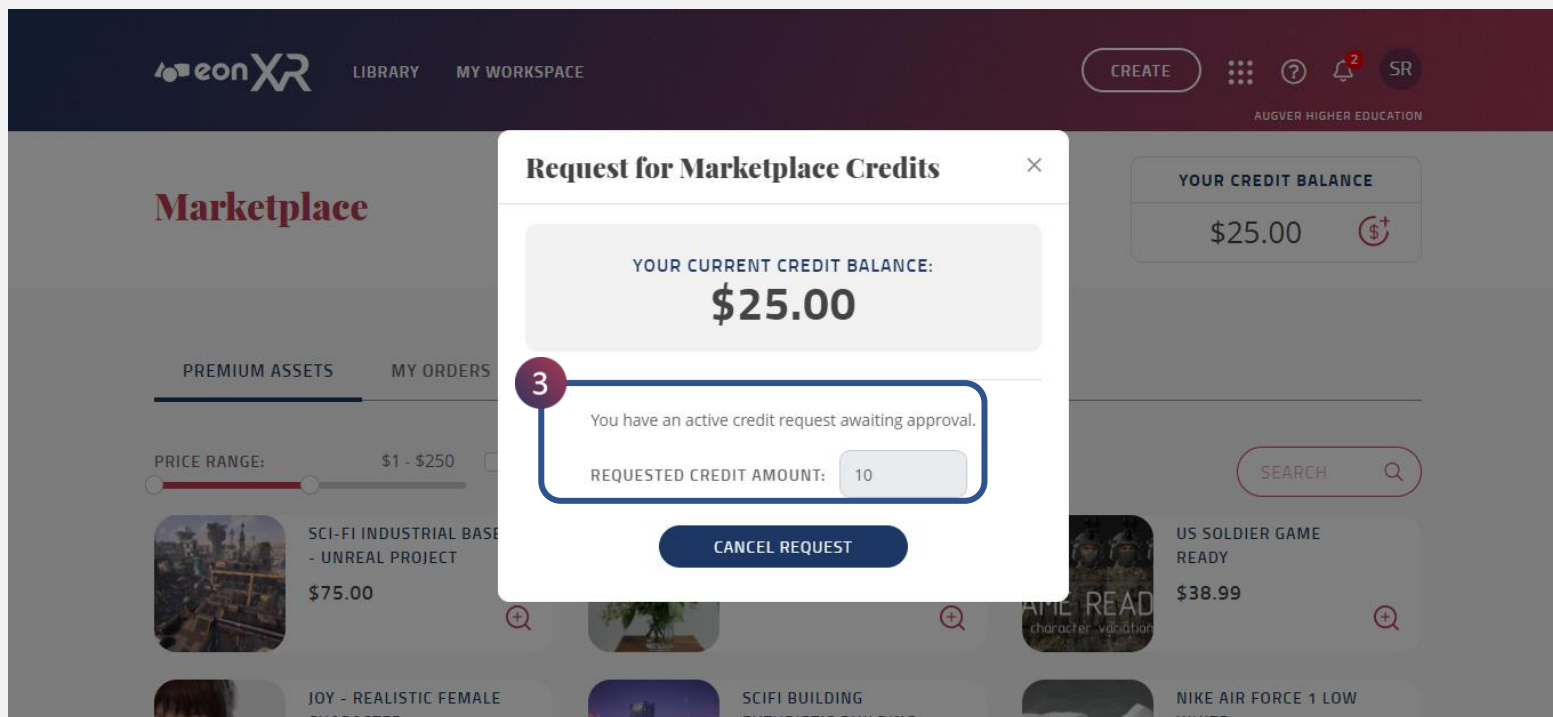
1. User's can request for marketplace credits to their Lead Admin's by selecting the '\$' symbol.

The screenshot displays the eonXR Marketplace interface. At the top, the navigation bar includes the eonXR logo, 'LIBRARY', 'MY WORKSPACE', a 'CREATE' button, and icons for a grid, help, notifications, and a profile. The main heading 'Marketplace' is prominently displayed. Below it, there are tabs for 'PREMIUM ASSETS', 'MY ORDERS', and 'MY CREDITS'. A price range filter is set to '\$1 - \$250' with a 'FREE' checkbox. A search bar is located on the right. A central overlay menu, highlighted with a red circle and the number '1', contains four options: 'MARKETPLACE' (with an XR icon), 'JOIN MEETING' (with a meeting icon), 'IMPORT 3D ASSET' (with a cube icon), and 'IMPORT 360 IMAGE' (with a camera icon). To the right of this menu, a 'CREDIT BALANCE' section shows a balance of '10' and a red circle with a '\$' symbol and a plus sign, also highlighted with a red circle and the number '1'. Below the navigation bar, three asset cards are visible: 'SCI-FI INDUSTRIAL BASE - UNREAL PROJECT' for \$75.00, 'CORPORATE SET OF VASE' for \$4.00, and 'US SOLDIER GAME READY' for \$38.99. Each card features a thumbnail image and a red circle with a plus sign in the bottom right corner.

2. After selecting the '\$' symbol, enter the requested credit amount as shown below and submit.

The screenshot displays the eonXR Marketplace interface. At the top, the navigation bar includes the eonXR logo, 'LIBRARY', 'MY WORKSPACE', a 'CREATE' button, and icons for a grid, help, notifications, and a profile. The main header area shows 'Marketplace' on the left and 'YOUR CREDIT BALANCE' on the right, which currently stands at \$30.00 with a '\$+' icon. Below the header, there are tabs for 'PREMIUM ASSETS' and 'MY ORDERS'. A 'PRICE RANGE' slider is set to '\$1 - \$250'. A list of assets is visible, including 'SCI-FI INDUSTRIAL BASE - UNREAL PROJECT' for \$75.00, 'JOY - REALISTIC FEMALE CHARACTER' for \$31.50, 'US SOLDIER GAME READY' for \$38.99, and 'NIKE AIR FORCE 1 LOW WHITE' for \$10.50. A modal titled 'Request for Marketplace Credits' is centered on the screen. It shows the current credit balance of \$30.00 and a message: 'You currently do not have any active credit request.' Below this, there is a field for 'REQUESTED CREDIT AMOUNT' with the value '10' entered. A blue 'SUBMIT REQUEST' button is at the bottom of the modal. A red circle with the number '2' highlights the input field.

3. After submitting the request, the user needs to wait for the Lead Admin's approval or if necessary, user can cancel the credit amount request.



4. The Lead Admin will receive the notification of credit request from the user, based on the request the lead admin can either approve or deny the credit request.

DASHBOARD
USERS
GROUPS
ROLES
MARKETPLACE
REPORTS
SETTINGS

## Marketplace Admin

INSTITUTION CREDIT BALANCE  
**\$109.00**

PENDING CREDIT REQUESTS  
**2**

REQUEST FOR MORE CREDITS

USER REQUESTS
CREDIT REPORT
INSTITUTION REQUESTS
ALLOCATE CREDITS
CLAWBACK CREDITS

All Credit Requests
Search

REQUEST DATE	REQUESTED BY	CREDIT AMOUNT	STATUS	LAST MODIFIED	ACTION
02 Feb 2022, 03:25PM	<b>SRIDHAR REDDY</b> (UserID: 21724)	<b>\$10.00</b> from <b>INSTITUTION</b> to <b>SRIDHAR REDDY</b> (UserID: 21724)	PENDING	02 Feb 2022, 03:25PM	✓ ✕
25 Aug 2021, 12:35PM	<b>SANGITA DAS</b> (UserID: 20883)	<b>\$5.00</b> from <b>INSTITUTION</b> to <b>SHIVA PRASAD</b> (UserID: 18511)	APPROVED	25 Aug 2021, 12:35PM	
11 Aug 2021, 09:53AM	<b>BHAVIYA HS</b> (UserID: 21768)	<b>\$10.00</b> from <b>INSTITUTION</b> to <b>BHAVIYA HS</b> (UserID: 21768)	APPROVED	25 Aug 2021, 12:33PM	
11 Aug 2021, 09:27AM	<b>VISHAL DHOR</b> (UserID: 21768)	<b>\$5.00</b> from <b>INSTITUTION</b> to <b>VISHAL DHOR</b> (UserID: 21768)	REJECTED	25 Aug 2021, 12:33PM	

## 26. As an 'Admin' how to check the activities of the institute?



**Dashboard**

YEAR: 2022 MONTH: March SEARCH

**LICENSES**

Used (Blue) | Balanced (Grey)

License Type	Used	Balanced
Virtual Trainer	~10,000	~10,000
Spatial-Meeting	~10,000	~10,000
EON-XR	~40,000	~160,000
Merged XR	~10,000	~10,000
AR Assist	~10,000	~10,000

**TIME SPENT**  
RESULTS: MARCH 2022

**420.8<sup>H</sup>**  
TOTAL TIME SPENT ON ALL LESSONS  
↓ 24.8%

**7.6<sup>MIN</sup>**  
AVERAGE TIME SPENT PER LESSON  
↓ 49.1%

**XR CHAMPION TOP USERS**  
RESULTS: MARCH 2022

NO	NAME	ROLE	LESSONS CONSUMED
1	Jon Greene	Teacher	98
2	Shouq Alsh	Public Role (Freemium)	91

**LESSON COMPLETION SCORE**  
RESULTS: MARCH 2022

**26.71%**  
Completed

Completed (Blue) | Incomplete (Grey)

Login to the platform > Select Admin from the Profile Menu > Choose 'Dashboard' (Here we can see all the activities performed in the Institute)

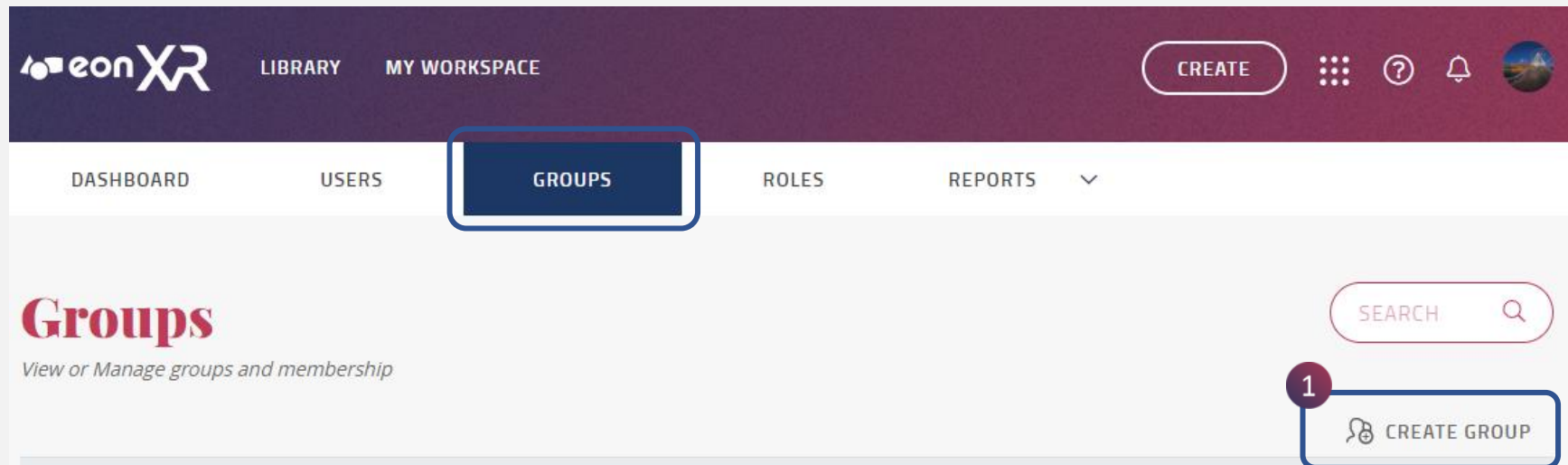
## 27. How to create group for users?



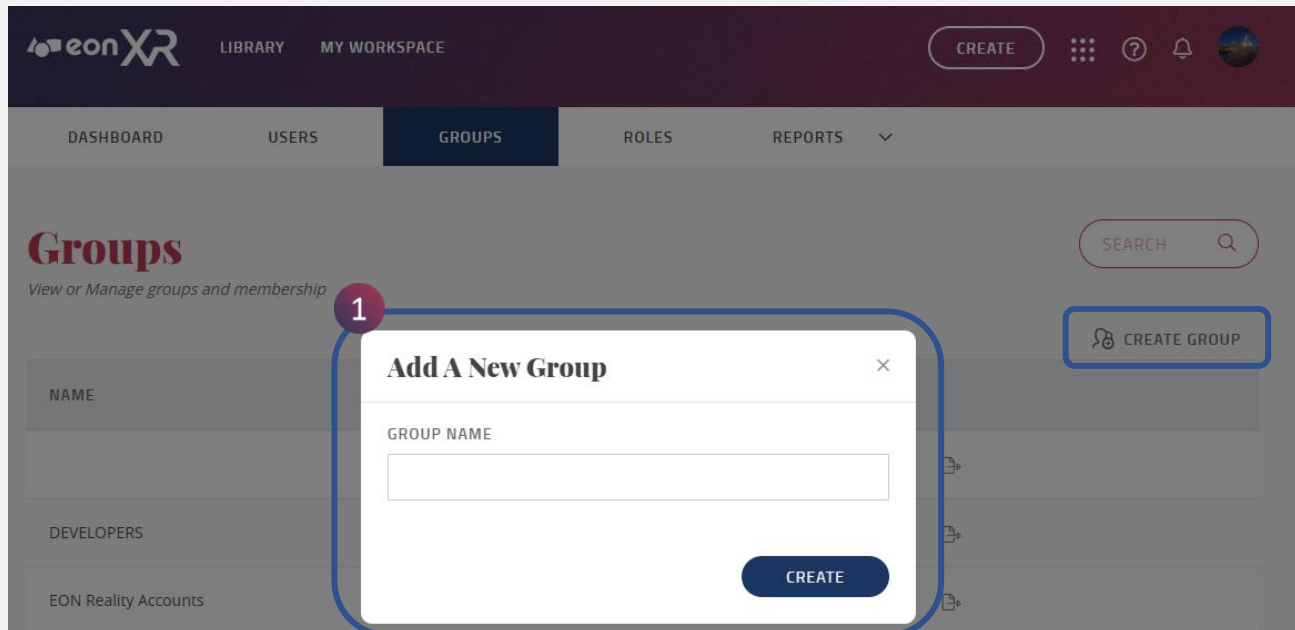
As an 'Admin' Groups can be created for set of 'Students', 'Teachers' etc.

Steps to create the Group:

Login to the platform > Choose 'Admin' from the Profile Menu > Select Groups Tab > Create Group



Once 'Create Group' is selected > Provide the group name and select 'CREATE'





Once the group is created, then the required users can be added to this group by clicking on the 'Add Members'

eonXR

LIBRARY

MY WORKSPACE

CREATE

?

DASHBOARD

USERS

GROUPS

ROLES

REPORTS

STUDENTS

SEARCH

1

ADD MEMBER

Any

NAME	ROLE	ACTION
------	------	--------

Show

10

20

40

80

Page 1 / 1

Go To Page

1

Go