

Sphinx Online

versions 4.29 and higher

Super-admin documentation

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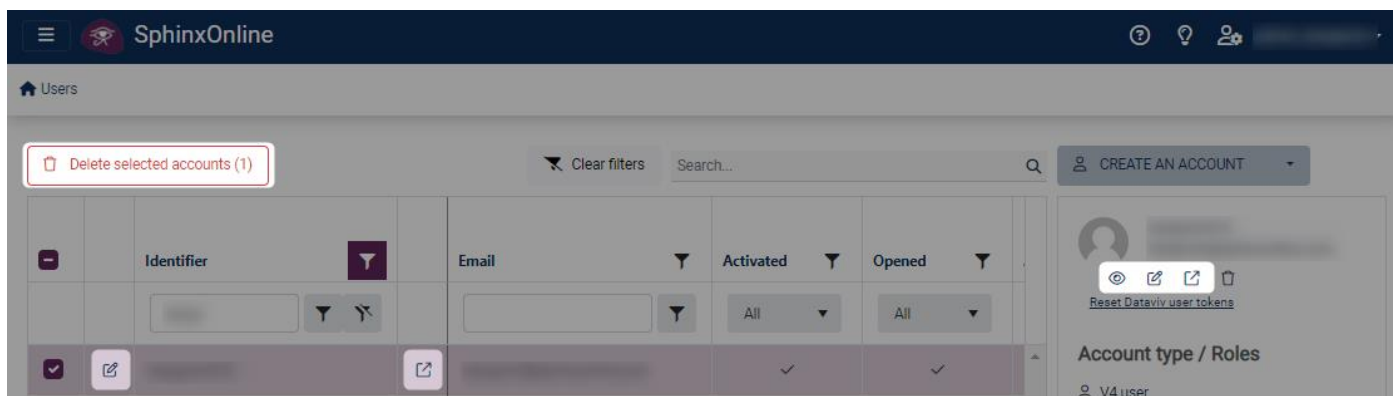
Introduction

The login page for administrators and users is the same: https://url_plateforme

Main view

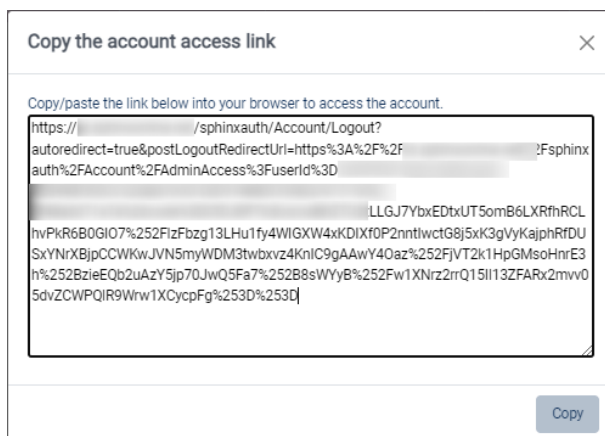
Edit/Delete/Consult an account

Click on the corresponding icons to delete, edit or connect to an account.



Accessing an account from the administration interface

To access a user account from admin, click on the icon, which will open a window with a temporary access link to copy/paste (**link valid for one minute**).



Note: Opening this link in the same browser will terminate your administrator session and connect you to the relevant user account.

If you wish to keep your administrator session, simply open the temporary access link in a different browser or in a new private browser window.

For further information, [Consult an account](#), [Login to user account](#), [Delete one or several accounts](#).

Account search

Several column headings allow you to search or filter the list of accounts.

		▼ Clear filters Search...						Answers		Emails	
<input type="checkbox"/>	Identifiant	Email	Activated	Opened	Administra...	Expiration date	Achetées	Restantes	Achetés	Restants	
	<input type="text" value="amine"/> ▼ ↕	<input type="text"/> ▼	Tous ▼	Tous ▼	Tous ▼	month/d... ▼					
<input type="checkbox"/>	✉ Amine	✉ AKelboussi@lesphinx.eu	✓	✓		8/1/27	∞		400	398	
<input type="checkbox"/>	✉ admin_amine	✉ AKelboussi@lesphinx.eu	✓	✓	✓		∞		0		

Management

Changes to password management in version 4.14

When an account is created, the administrator no longer enters the account password.

An e-mail containing an account activation link is sent automatically. This link is used to validate the e-mail address and set the account password. It is valid for 96 hours only.

The administrator can resend the activation e-mail if it has expired.

A password is only valid for 6 months. When it is changed, it must be different from the five previous passwords used.

Creating user accounts

There are three ways to create a user account.

Create an account manually, create accounts by file import and from access keys. For further information, see:

https://infos.lesphinx.eu/DOC/Sphinxonline/en/Content/Prise_en_main/Creer_un_utilisateur.htm

Note: Account creation using access keys is only available to simple administrators.


Administrators

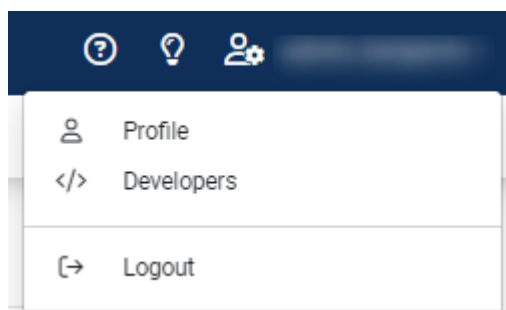
Administrator accounts have no user account functionality.

Administrator accounts only see the accounts they have created, and only have access to user account management and survey display functionalities (restricted to their accounts).

My account (profile)

This section lets you edit your account (e-mail address, password, profile, two-step authentication, etc.).

To access it, click on the icon  at the top right of your screen, then on Profile.



Pour plus d'informations :

https://infos.lesphinx.eu/DOC/Sphinxonline/en/Content/Prise_en_main/Gerer_mon_compte.htm

System configuration

System configuration

[Edit configuration](#)

[Versions](#)

[News management](#)

Edit configuration

This tab lets you edit the online conf.xml file. This type of operation is normally carried out by or on the advice of a Sphinx technician.

Versions

Accesses a page summarizing the versions of the various components used.

<https://www.sphinxonline.com/config/update.htm>

News management

Allows you to configure the news displayed on the login screen (only the most recent is shown).

News is overwritten with each minor update.

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Tools

Tools

[Published survey recovery](#)

[Restore a deleted project](#)

[Restore Dataviv views](#)

[Copy surveys between accounts](#)

Published survey recovery

This option lets you download a published survey (an archive is created each time you synchronize).

Sens	Type	Action
Download	Replace	Overwriting local responses
	Merge	Merge with local responses
Publish	Reinit	Backup created on local server + server
	Replace	Replace online responses
	Merge	Merge online and local responses

The password for the downloaded archive is "**sphinx**".

Each archive contains a "local" folder and a "server" folder, respectively containing the files for each version.

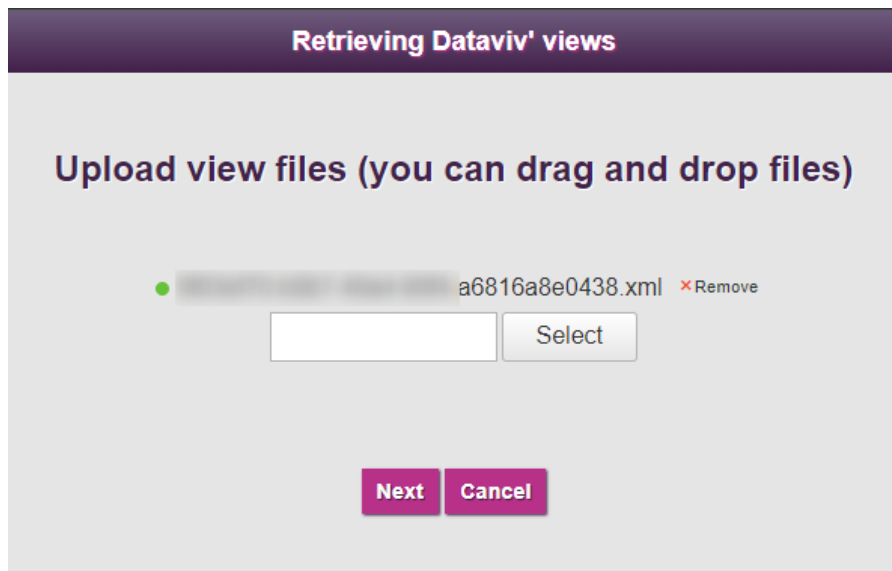
When restoring, it's important to consult the person who made the request to determine the type of action to be taken: reset, replace or merge data.

Restore Dataviv' views

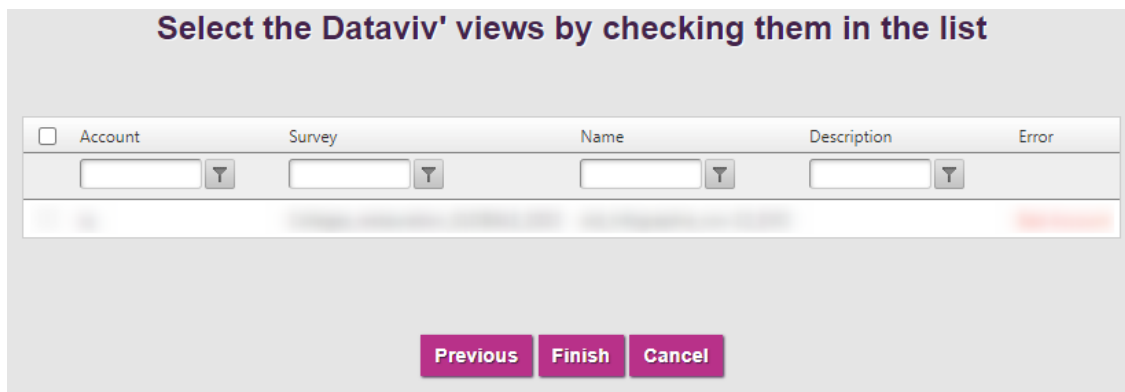
This option allows you to restore deleted Dataviv' views for a survey.

After retrieving a backup of the deleted views (.xml files in the @boards folder),

Simply click on **Select** to upload them, then click on **Next**.



Sélectionnez les vues à restaurer et cliquez sur **Terminer**, (*Les vues déjà existantes ne seront pas réimportées*).



Copy survey between accounts *(also available for simple administrators)*

This option lets you import surveys from a local source or remote server, or copy a survey from one account to another.

Two options are available:

- Import a survey (.zip archive)
- Copy a survey from another account

For further information:

https://infos.lesphinx.eu/DOC/Sphinxonline/en/Content/Prise_en_main/Gerer_comptes_utilisateurs/Copier_des_enquetes.htm

Server monitoring

Server monitoring

[Consumption on the server](#)

[Data entry logs](#)

Consumption on the server

Provides access to the following items:

- Survey server: requests on survey server application
- Emailing : Tracking of e-mail distributions
- Surveys : cumulative number of records for platform surveys

Data entry logs

Access to SurveyServer logs (Declic Survey, Sphinx IQ2, Sphinx iQ3)

Informations

Information

[Download backups, logs and configurations](#)

[Service status](#)

Download backups, logs and configurations

This tab lets you download a zip containing the surveys of accounts deleted from the "Backups" section.

From the "**Download backups, logs and configurations**" section, you can also download an archive containing:

- Application logs
- IIS access logs
- The main configuration files: conf.xml, eureka.ini and comptes.ini

Service status

Platform

Miscellaneous real-time activity information:

- Number of sessions currently open
- Number of clicks since application launch
- The table showing the list of Sphinx iQ2 / IQ3 or Declic surveys currently open for input

Dataserver

Lists, by account, the investigations currently open in the application:

- **Snapshot** : Provides a partial real-time snapshot of information in memory
- **Lexica** : clears system variables `_LC`, `_ST` and forces recalculation of lemmatization
- **Close / Release** : closes the survey in memory to force reloading