



FACES in the Cloud

User & Administration Guide

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FACES User and Administration Guide

User Guide

This part of the documentation will focus on end user operation and equip you to train new users how to interface with your DRM system.

Setup

1. Upon account creation by a FACES staff member, the primary administrator will receive an email with the title "Welcome to FACES Composites!". This email will contain their username (which will be their email address), a temporary password, a link to the application, and instructions informing them that they'll be asked to input a new password.



Your username is jeremy.smitherman+le2@caylent.com and temporary password is fa,BLLj9

Please use these credentials to log in at <https://e.facialcomposites.com>. Upon your first login you'll be asked to create a new password.

FACES

FACES™

Email

Password

New Password

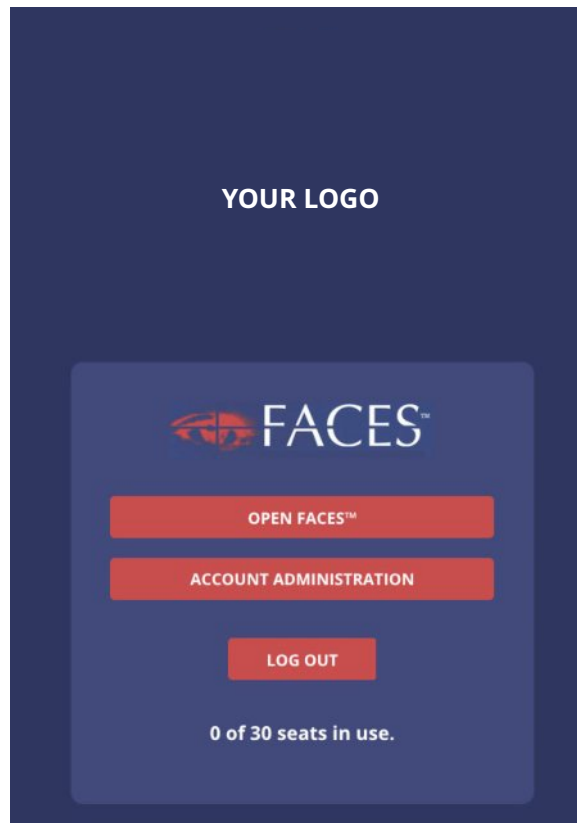
New password must have:

- a minimum 8 characters
- at least one uppercase letter
- at least one lowercase letter
- at least one number
- at least one special character

SET NEW PASSWORD

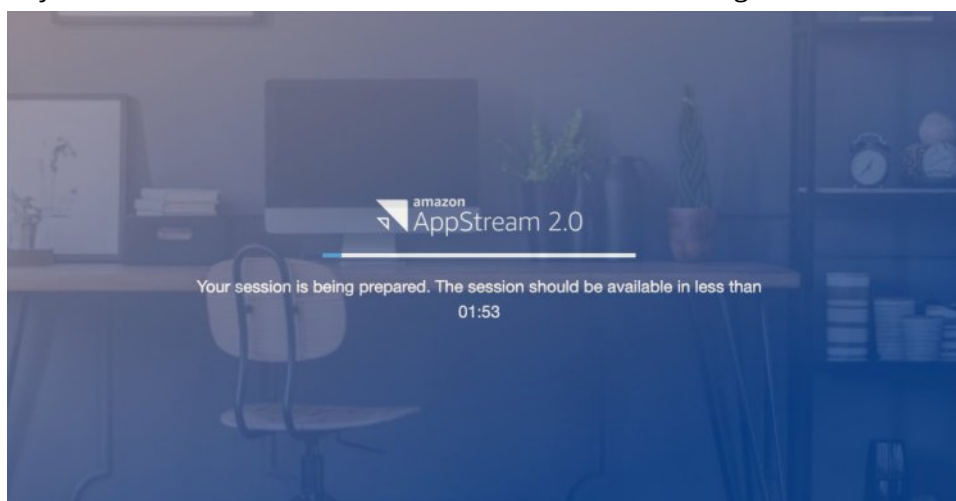
[Log in with another account](#)

2. After setting a new password, the user will be asked to log in again, and they'll be taken to the main menu. Regular users will be shown the number of seats that are available, and be presented with a button that will allow them to start a FACES Appstream session. If the user is an administrator they'll also be presented with the Account Administration button which will allow them to add/remove users, and change settings for the account. The primary email used to create the account will automatically be an administrator.

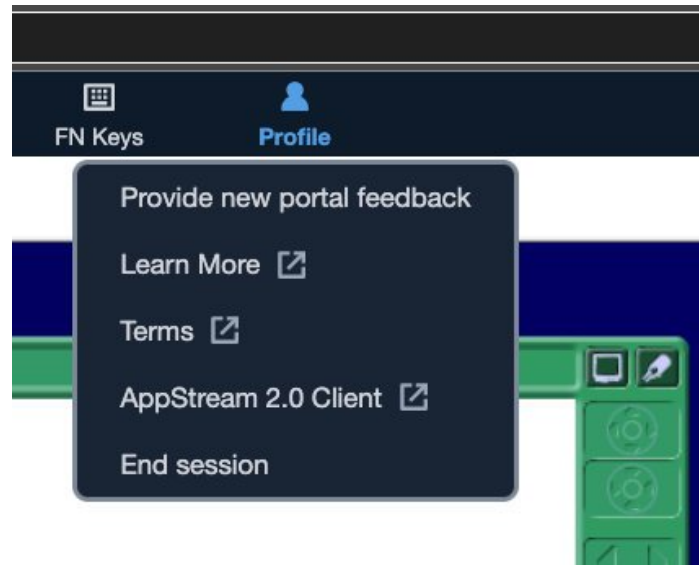


Usage

1. Users can start a FACES session by clicking the "OPEN FACES" button. If the user is starting a brand new session they'll see a loading screen for up to 2 minutes (usually around 45 seconds) before they are entered into their session. If they are reconnecting to an existing session, they will be immediately reconnected to it, and reclaim their same seat used to generate this session.

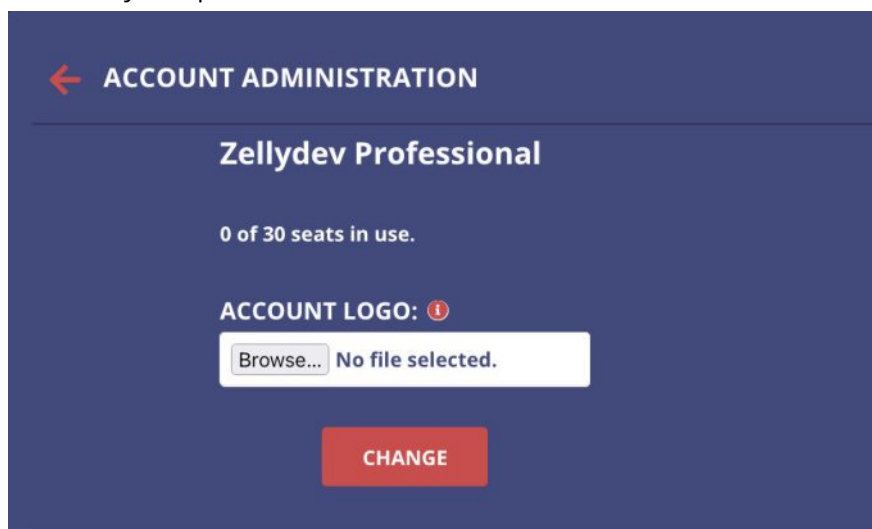


2. Users should be instructed to use the Profile > End Session menu option to ensure that their seat is quickly relinquished for the next user. If the user simply closes the tab, or leaves the application idle, it may take up to 15 minutes for their seat to become available again. After logging out, it may take up to 2 minutes for their seat to become available again

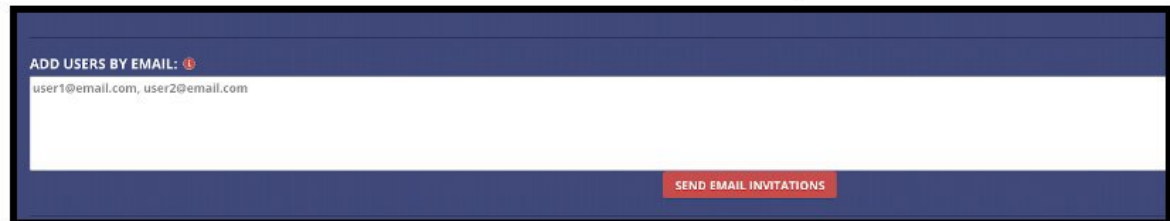


Account Administration

1. Users that are administrators can click the “Account Administration” button to manage their account. The initial user created when an account is created is automatically an administrator.
2. Account administrators can change the logo that appears on their screen when they are logged in by clicking the “Browse” button under “ACCOUNT LOGO”, selecting a png file, and clicking “CHANGE”. png files are the only files accepted, and for best results use a square image that is 300 by 300 pixels in size or less



3. To add authorized users, type or paste a comma-delimited list of users in the "ADD USERS BY EMAIL" text area, then click "SEND EMAIL INVITATIONS". The invited users will be sent an email with instructions on how to set up their account.



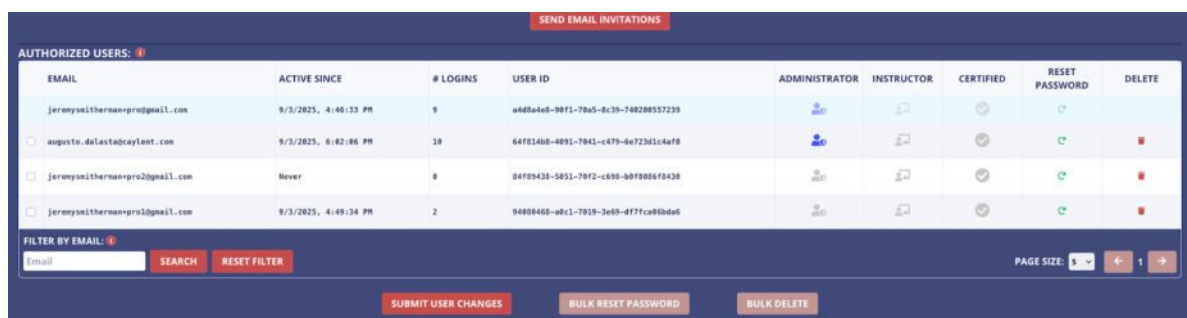
ADD USERS BY EMAIL: ⓘ

user1@email.com, user2@email.com

SEND EMAIL INVITATIONS

4. Users can be made administrators or flagged as certified, or instructors in the AUTHORIZED USERS table. Users that are made administrators will have access to this portion of the application, and will be allowed to make the same changes as the initial administrator. Users can also have their password reset from this table. This will send the user an email with instructions on resetting their password. Finally users can be removed from the account by clicking the delete icon, and then confirming. Note the search field only accepts a full, single email address.

There are checkboxes on the left side of the table, selecting users in this manner will enable the "BULK DELETE" and "BULK RESET PASSWORD" buttons, which will do the described action for all selected users.



SEND EMAIL INVITATIONS

AUTHORIZED USERS: ⓘ

EMAIL	ACTIVE SINCE	# LOGINS	USER ID	ADMINISTRATOR	INSTRUCTOR	CERTIFIED	RESET PASSWORD	DELETE
jeremysmithermanpro@gmail.com	9/3/2025, 4:46:33 PM	9	a4d8a4e8-98f1-7ba5-8c35-768280557239					
☐ auguste.dalasta@calyent.com	9/3/2025, 6:02:06 PM	10	64f814b8-4891-7041-c479-6e72361c4af0					
☐ jeremysmithermanpro2@gmail.com	Never	0	84f89438-5851-70f2-c696-b0f806f0438					
☐ jeremysmithermanpro1@gmail.com	9/3/2025, 4:49:34 PM	2	94808468-0dc1-7019-3e69-df7fca80da6					

FILTER BY EMAIL: ⓘ

Email

PAGE SIZE

Administration Guide

This part of the documentation will describe the FACES administration aspect of the application available only to users that are flagged as “staff”, and describe the AWS services in use and how you can solve common problems.

Account Creation

1. Fill out the information in the CREATE ACCOUNT form and click CREATE NEW ACCOUNT. This will create the account in the database, and send a welcome email to the user named in the PRIMARY USER EMAIL field. This is a special account, and it cannot be changed. If you make an error here, simply start over. The ACCOUNT NAME will be the display name of the account, and the account ID is generated based off of it. TOTAL SEATS are the number of seats available for simultaneous consumption. Each user with an active session consumes 1 seat. The expiration date is the length of the term of the account. After this date no one from the account, including the primary account administrator, will be allowed to login. Stack is the edition of FACES this account will use

← FACES™ ADMINISTRATION

CREATE ACCOUNT

PRIMARY USER EMAIL: ⓘ

ACCOUNT NAME: ⓘ

TOTAL SEATS: ⓘ

EXPIRATION DATE: ⓘ

STACK: ⓘ

CREATE NEW ACCOUNT

2. Staff members can edit or delete account information for accounts in the MANAGE ACCOUNTS table. This is an important feature because it allows you to change the number of seats an account may have, and extend the expiration date for an account when they renew.

MANAGE ACCOUNTS

ACCOUNT NAME	ACCOUNT ID	ADMIN EMAIL	TOTAL SEATS	DATE CREATED	EXPIRATION DATE	EXPIRED?	EDIT	DELETE
Zellydev Professional	zellydev-professional	jeremysmitherman+pro@gmail.com	30	2025-09-03T21:45:29.458110+00:00	2025-11-25	🟢	✎	🗑
FACES Staff	faces-staff	greg@octaria.com	1	2025-09-04T17:21:58.471336+00:00	9999-01-01	🟢	✎	🗑

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- Staff members can manage all users in any account. This is useful if an administrator manages to lock themselves out of their account, or to tag instructors for an account after completing training. Note the search field only accepts a full, single email.

EMAIL	ACCOUNT ID	ACTIVE SINCE	# LOGINS	USER ID	ADMINISTRATOR	INSTRUCTOR	CERTIFIED	RESET PASSWORD	DELETE
peter@facescomposites.com	faces-staff	9/4/2025, 3:28:11 PM	3	14c89428-b861-7086-95ed-b7b792fba61e					
greg@pectaria.com	faces-staff	9/4/2025, 1:28:54 PM	3	6488c4f8-7651-7086-b729-19a688b187d7					
augusto.dalastajcylent.com	zellydes-professional	9/3/2025, 6:02:06 PM	10	64f81468-a891-7041-c479-6e723d1cda70					
jeremysmithernapro2@gmail.com	zellydes-professional	Never	0	84f89438-5851-7072-c095-b0f8886f8438					
jeremysmithernapro1@gmail.com	zellydes-professional	9/3/2025, 4:49:34 PM	2	94888468-adc1-7019-3a69-ef7fca08dad6					

FILTER BY EMAIL: SEARCH RESET FILTER PAGE SIZE: 5 1

SUBMIT USER CHANGES BULK RESET PASSWORD BULK DELETE

Infrastrucrure

DynamoDB

DynamoDB is the primary account store for the application. It stores all of the account information, reservations, and usage statistics.

When a user starts a session, the AWS SDK doesn't report that session in use until it is created after the potential 2 minute waiting period. To prevent user stampedes, a reservation table is present that adds a row the moment a user clicks "OPEN FACES". This row is cleaned up on a schedule. Seats in use are calculated by "Active Sessions" + "Rows in reservation table for given account". A side effect of this is that if the user's session starts faster than expected, the system will show 2 seats in use until the scheduled task removes the user's reservation row. The AWS SDK also takes some time to register that a session has ended, this can be up to around 30 seconds. A side effect of this is that a user may not immediately see their seat released once ending their session

AppStream

AppStream provides the remote session for users to run the FACES Windows application. When users are created in the DRM system, an Appstream user is also created for them in the Appstream user pool. This allows them to have a custom file system, and lets a user reattach to a session immediately if they are disconnected. Appstream also manages the fleets that run the FACES application. If you run into issues where users are being told that "No resources are currently available" when trying to OPEN FACES, adjust the minimum, desired, and maximum capacities in response to demand. This is as much art as science, and may take some time to nail down.

Lambda Functions

All of the backend functionality is provided by Lambda functions. All of the functions are prefixed with "faces-drm-" to differentiate them from other functions. They are invoked by the Faces DRM API Gateway.

API Gateway

The API gateway responds to requests from the application frontend, and routes them to the Lambda handlers.

Cloudfront

The cloudfront distribution serves the frontend of the application from an S3 bucket. It is pointed to by A and/or CNAME records in Route53.

Frontend Deployment

To deploy the frontend

1. Ensure you have the latest version of Node and the AWS CLI available
2. Checkout the code from the faces-iac-phase2 github repository.
3. Navigate to the "src/faces" directory and run "npm run build". This will create a folder named "build" with your ready to deploy application.
4. Upload the contents of "build" to the faces-drm-production s3 bucket. This is most easily done with the aws cli via "aws s3 sync build/ s3://faces-drm-production --delete"
5. Invalidate the Cloudfront distribution with `aws cloudfront create-invalidation --distribution-id E1U3TTXW98K9ZL --paths "/*"`



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