

audiebant

Audiebant Control Portal: What You Need to Know

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1) What's Happening

We're moving from the existing User and Admin portals to a new, unified Control portal.

Control brings everything into one place, making it easier to manage your system, users, and communications.

2) Key Dates

Launch: 22–23 May

Fully live: Tuesday 26 May

Downtime: None expected

3) Accessing Control

Will my login details change?

No, your existing credentials will remain the same.

If you have multiple logins, they'll be prioritised in this order:

Apps (excluding Urgent Announcements) → Admin → User

Will there be a new URL?

Yes, a new URL will be introduced. Existing links will automatically redirect.

Will the old portal still be available?

No, once Control is live, existing portals will no longer be accessible.

4) What Happens to My Data

Schedules

All existing schedules will transfer automatically.

Audio

All audio files will transfer automatically.

Roles & Permissions

These will transfer as they are, with additional flexibility available in Control.

5) What's New

General Announcements

Send non-urgent communications through a dedicated channel.

Geofencing

Target announcements based on location.

Enhanced Urgent Announcements

You can now send urgent communications via:

- SMS
- Email
- Voice calls

Calendar View

See all scheduled audio activity in one place.

Audiescreen V2

An updated version with greater personalisation.

6) What's Improved

Control has been redesigned to provide a simpler, more intuitive user experience across the platform.

Key improvements include:

Improved Navigation & Layout

The overall layout has been streamlined, making it easier to find what you need and complete tasks more efficiently.

More Granular Permissions

User access can now be tailored in greater detail, allowing you to control exactly what each user can see and do within the system — a key improvement based on client feedback.

Audio Centre (Unified Library)

All audio is now managed in one place, removing the need to navigate multiple pages.

Audio remains organised by type but is accessible from a single, central location.

Pre-recorded Audio Library

You can now upload and manage pre-recorded announcements directly within Control.

This removes the need to switch between portals and significantly reduces the steps required.

And more

These are some of the most noticeable improvements, alongside a range of smaller enhancements designed to streamline day-to-day use.

7) What's Staying the Same

To ensure continuity, the following will remain available:

Applications

- Audiesafe remains available
- Lone Worker and First Responder apps remain available

Scheduling & Playlists

- Schedules and playlists remain unchanged in how they function
- These will be presented in an improved, more intuitive view within Control

Urgent Announcements

- Urgent Announcements remains available, now with additional capabilities
- Translations remain available, allowing urgent announcements to be played in configured preferred languages

8) Integrations

Single Sign-On (SSO)

SSO will be available across both the Control portal and mobile applications from launch (22–23 May).

Further setup details will be shared if required.

9) What You Need to Do

Before launch:

No immediate action is required.

You may wish to familiarise yourself with Control ahead of launch by accessing the Help Centre within your existing portals, where Control-related materials are available.

After launch:

- Access Control via the new URL
- Review user permissions if needed
- Familiarise yourself with updated features

SSO users:

If you are already using Single Sign-On, this will remain enabled — no further action is required.

We will communicate clearly if any actions are required ahead of or following launch.

10) Need Help?

Technical Support: helpdesk@audiebant.co.uk

Training & Learning: training@audiebant.co.uk

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