



USER GUIDE – SECURE CLOUD VIDEO ADMIN PORTAL

Version 1.0

Chapter 1 – Introduction

Features of Secure Cloud Video Admin Portal

Secure Cloud Video Admin Portal is a web based software application used to monitor your Secure Cloud Video customers & customers' cameras in a centralized location. By utilizing Secure Cloud Video's Admin Portal on any web browser, it is possible to manage multiple customers on multiple networks, monitor camera health status, test connections, add/manage customer site features and add/edit cameras, among other operations. Secure Cloud Video Admin Portal has the following features.

The screenshot shows the Admin Portal interface with a sidebar on the left and a main content area. The sidebar includes: Manage Customers, Manage Cameras, Billing History, Edit Admin Profile, Admin Settings, and Logout. The main content area displays a table of customer data with columns: Customer ID, Dealer, Username ID, Plan, Cameras In use, Cameras limit, Email ID, and Register Date ID. A 'Create User' button is visible in the top right corner.

Callout boxes highlight the following features:

- Manage, Edit & Create New Customers. Add, Edit & Manage Customer Cameras.** (Points to the Manage Customers sidebar item)
- Manage all customer cameras from one location, to include health check status and connection test.** (Points to the Manage Cameras sidebar item)
- View subscription plan quantities and export plan data via Excel.** (Points to the Billing History sidebar item)
- Manage Camera health, check notifications, edit dealer settings, change dealer logo and mobile app colors.** (Points to the Admin Settings sidebar item)
- Manage profile credentials and reset admin portal password.** (Points to the Edit Admin Profile sidebar item)

Customer ID	Dealer	Username ID	Plan	Cameras In use	Cameras limit	Email ID	Register Date ID
Pat SMith	Charlotte TESTING	pgjurktest	7 Day	0	5	name@iip.com	2017-02-01 12:22:07
Allan Johns	N/A	ajohnstest010617	90 Day	2	16	name@iip.com	2017-01-06 14:02:37
TestCo2	SkySwitch	testco2	30 Day	0	1	name@iip.com	2016-10-31 09:56:39
Teste	Infmaster informatica	fabio@infmaster.pt	7 Day	1	6	name@iip.com	2016-09-08 07:58:39
Test	Mandarin s.p.a	testmandarin	4 hours retention	1	1	name@iip.com	2016-08-18 11:12:25
QA-HCVTest	QAHCVTTest	QAHCVTTest	7 Day	0	5	name@iip.com	2016-05-04 12:12:30
hcvadminintest	N/A	hcvadminintest	7 Day	0	4	name@iip.com	2016-05-04 11:27:32
alientestreseller	HCV_Dealer_QA	alientestreseller	4 hours retention	0	1	name@iip.com	2016-05-02 17:48:14
Alan dealer test	Alan dealer test	alendeuler	14 Day	0	7	name@iip.com	2016-05-02 13:58:22
Ryan McFee	N/A	QA_HCV_Test	7 Day	1	2	name@iip.com	2016-03-23 12:29:03
Test	N/A	Andretest2	7 Day	0	4	name@iip.com	2016-03-22 12:43:58
Test User Dealer Demo1	Demo1	dealerdemo1user1	4 hours retention	0	3	name@iip.com	2016-02-18 08:42:25

Manage Customers

All customers in your partner portal are displayed in the Manage Customers section. We allow you to search your customer database, add or edit customer profile and add or edit customer cameras. Layout of the cameras once customer is selected, such as Customer, user name, Camera Name, Camera Type, Camera Health Check Status can be viewed at any time. In addition, existing customer cameras can be edited or deleted from the account, along with the ability to add new cameras to that specific customer account. Other tabs within the Customer Profile include Camera Label, Plan / Payment, Media History and Customer Users, can all be managed from the Manage Customers section.

Manage Cameras

All customer cameras in your partner portal are displayed in the Manage Cameras section. We allow you to search all cameras attached to your customers' accounts, add/edit/delete cameras, check the health status of each camera and perform troubleshooting for each and any camera. Billing History View shows a summary of your customer base, their plans, and export your billing history. This section provides you with a quick summary of all your sold subscription plans and the camera quantities of those plans. The export billing feature allows you to view detailed information for each of those plans, showing creation dates, user names, camera counts, and other important information.

Edit Admin Profile

Edit admin dealer profile settings which include Admin Name, Password Change, Email Address, Rep Firm and Time Zone.

Admin Settings

Edit dealer settings which are displayed within the customer portals dealer contact section. The information inputted in these fields is how the customer identifies your company's contact information. This information includes your company, support email, address, website, and zip/postal code. This also includes the management of your dealer logo displayed to your customers and the colors of your generic mobile application.

Support Help Desk

Secure Cloud Video provides you the ability, as the dealer, to search our help articles or contact us directly. Call 844-567-6667 or email us at support@securecloudvideo.com

Camera Health Check (CHC)

Secure Cloud Video provides Camera Health Checks (CHC) alerts that automate alerts which checks the status of your camera, ensuring they are online and functioning.

1. What does CHC do?

- When enabled, CHC will periodically run a network test on your camera to ensure it can be accessed
- The test is like the Network Test that's run when you first added your camera to Secure Cloud Video
- If there's a test failure, you will be notified by email notification, which is setup in your admin settings tab.
- After a camera fails a test, the user will also be notified when it passes the next test

2. You can setup dealer email notifications in the [Admin Settings] Main Menu.

Basic Camera Knowledge – Supported Cameras

Secure Cloud Video is an open platform cloud surveillance software company. There aren't any limitations as to what brand of IP cameras you can add or which brand of analog camera your customers already have installed. We provide you the flexibility to add which ever camera fits your customer's best needs. With that said, it's best to understand the different types of integrations we provide you.

	STANDARD	PREMIUM	PREMIUM PnP
Camera Brands	NEC	VIVOTEK, HANWHA	HANWHA
Cloud Auto Setup	User configures storage, event and video settings.	✓	✓
PnP Network Setup	Port Forwarding	Port Forwarding	✓
Description	<p>There are 2 main things you are looking for in your camera specifications:</p> <ol style="list-style-type: none"> 1. FTP - Secure Cloud Video uses the FTP to transmit the video or images. Check that your camera supports FTP of either images or video. 2. A stream, either RTSP or MJPEG. You can then add a camera in Secure Cloud Video 	Premium setup experience allows camera to be configured for the cloud directly through Secure Cloud Video.	Premium setup experience in addition to "plug and play" network setup with no port forwarding.

Plug & Play: Hanwha (Samsung)

Premium Plug and Play cameras allow you to add cameras to the service without the need to port forward. These cameras have all the same features and capabilities as Premium cameras within our interface. Hanwha cameras are configured automatically from Secure Cloud Video mobile apps.

Hanwha Security (Samsung)

Secure Cloud Video offers full support for Hanwha Security Cameras, with auto discovery and bulk camera adds. Once you connected your Hanwha Security Camera, press Add Camera and select Hanwha (mobile app only). The app will scan the network for all the Hanwha cameras and then ask you which ones you would like to add. There is no limit to how many cameras you can add at one time.

Collapse and Expand Main Menu

To maximize on the amount of viewing space you have for customers and cameras, Secure Cloud Video implemented a collapse and expand button on the main menu. Click to  collapse and  to expand.

Logout

Secure Cloud Video allows dealer users to logout with the click of a button from the main menu on any page. Click the [Logout]  Logout button on the left side main menu.

Chapter 2 – Manage Customers

This chapter describes how to perform the following basic operations that include creating and deleting users/customers, adding and deleting cameras, changing password, managing labels, managing guest users, editing subscription plans and accessing cameras directly.

Add/Delete Customers & Guest Users

This feature allows you to manage your customers and your customers guest users.

Add Customer

1. Click the [Manage Customers] tab on the left side main menu, and then click the blue [Create User] button at the top right hand corner. 
 - The screen that appears will display input fields for the customer you wish to create. Enter in all the appropriate information, select the subscription plan and the number of cameras you wish to add on this specific customer account.
2. Click the blue [Save changes] button.

NOTES

- When you click [Save changes], your subscription billing starts for the number of cameras you selected and plan. If you are not ready for billing to start, do not setup your customer.

Delete Customer

1. Click the [Manage Customers] tab on the left side main menu, and then click on the customer you wish to delete.

The Customer Profile will appear with a list of all the management tabs including the list of all cameras attached to the customer account in question.

2. Scroll to the bottom of the Customer Profile page and click the red [Delete Account] button. 

3. A DELETE ACCOUNT pop up will appear and the background will grey out. Click the red [OK, I got it. Delete this account] button. 

Delete this account]

NOTE

- Once you delete a customer account, we will not be able to recover the information.

Add/Edit/Delete Guest User

Guest users have limited privileges and can ONLY view live footage, view recorded video and download recorded video. They can ONLY view the cameras that have been assigned to them by the ADMIN customer user. For more information on labels, visit the Label Section of this chapter.

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

2. Click the [Guest Users] tab, then select the function you wish to perform.

- a. Add Guest User – Click the blue [Add Guest User] button at the bottom of the Guest User tab. 

NOTE

- If you are adding a guest user for the 1st time, you need to make sure you created your labels for that customer. You can NOT add a guest user without assigning a label with cameras attached to that label. See “Create Labels” Section.

ADD USER ? ✕

Email *

Name *

Labels *

Grant access to selected labels

Cancel Save

- b. Edit Guest User – Click the blue edit  button to the right of the guest user you would like to edit.
- c. Delete Guest User – Click the blue trash can  to the right of the guest user you would like to delete.

Add/Edit/Delete Cameras

Secure Cloud Video allows each dealer to add, edit and manage their customer cameras all from the admin dealer portal. Dealers should NEVER need to request a user's password to access the customer portal.

Add Camera

1. If you are adding cameras to an existing customer, you must first add a supported camera subscription. See Plan / Payment – Subscriptions section of this Chapter.

Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

2. The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

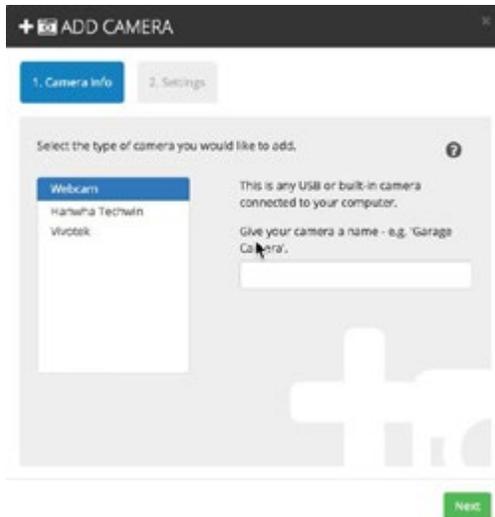
The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



3. Scroll to the bottom of the page and click the [Add Camera+] button.

Add Camera +

The ADD CAMERA window will appear as an overlay and the background will grey out. This is the window where you select your camera type and go through the camera add process. You can find more details on how to add your specific camera at Secure Cloud Video Support page.



4. Select the camera and go through the steps on adding that type of camera. For more information on how to add specific cameras, visit the Secure Cloud Video Support page, give us a call at 844-567-6667 or email us at support@securecloudvideo.com.

Edit Camera

Secure Cloud Video allows dealers to edit cameras from two different sections within the Admin Portal. This article provides information on how to edit cameras from the [Manage Customers] tab. If you are trying to find instructions on how to edit cameras from the [Manage Cameras] tab, please visit CHAPTER 3 of this User Guide.

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

2. The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



3. Below the [Cameras] tab you will find a list of cameras. Each camera will have a blue down arrow ▼, click the blue down arrow and select [Edit].

The EDIT CAMERA window will appear with the background greyed out. This window will allow you to edit the settings for the selected camera.

Note

- The settings you change will immediately be reflected in your customer's portal in which you have selected the camera edit. This camera edit window is an identical replication of what the admin customer uses.

4. After you made the appropriate changes, click the green [Save] button.

Delete Camera

Secure Cloud Video allows dealers to delete cameras from two different sections within the admin portal. This article provides information on how to delete cameras from the [Manage Customers] tab. If you are trying to find instructions on how to delete cameras from the [Manage Cameras] tab, please visit CHAPTER 3 of this User Guide.

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

- The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



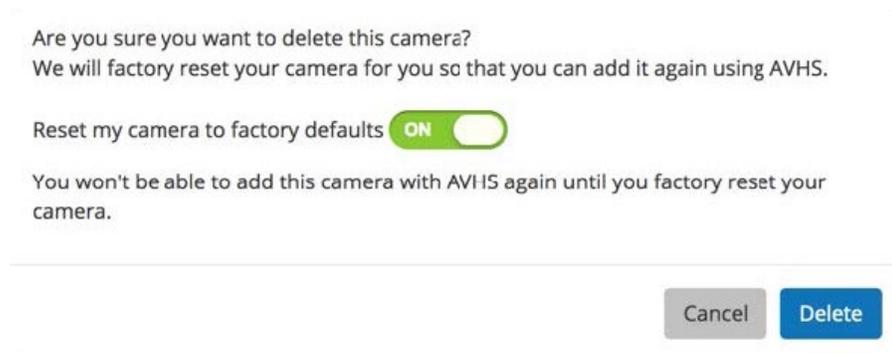
- Below the [Cameras] tab you will find a list of cameras. Each camera will have a blue down arrow ▼, click the blue down arrow ▼ and select [Delete].

The DELETE CAMERA window will appear with the background grayed out. This window will allow you to delete the selected camera.

NOTE

- Different camera types might have different options when deleting cameras.

Example – Some cameras allow you to factory reset the camera to its original state, while other cameras just ask you if you are sure you would like to delete the camera. Make sure to read the pop up per camera.



- Select the options you wish to perform while your camera is deleting from the customer account and then click the blue [Delete] button.

Add/Edit/Delete Camera Labels

Secure Cloud Video allows each dealer to add, edit and manage their customer camera labels, all from the Admin Dealer portal. The label feature provides a functional way to group and sort cameras. Labels also allow Admin users to restrict specific cameras to specific guest users. Dealers should NEVER need to request a user's password to access the customer portal.

Add Camera Labels

Adding camera labels is great for sorting or grouping cameras. It's particularly useful when you have a larger number of cameras across multiple locations and you want to keep them organized. You can also RESTRICT access to cameras based on labels, by assigning labels to specific guest users.

- Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

- The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



3. Scroll to the bottom of the page and click the blue [Manage Cameras Labels] button.



The MANAGE CAMERAS LABELS window will appear as an overlay and the background will grey out. This is the window where you type in the label name and click add. You can find more details on how to add your specific camera at Secure Cloud Video Support page.

4. In the [Create a label] input section, type the label name you wish to create and click [Add].

NOTE

- Labels allow you to group and sort cameras. In addition to grouping, labels allow you to assign specified cameras to guest users.

Example: If you have multiple locations with multiple managers, you can assign each manager their specific cameras. This ensures they will not have visibility into each other's store cameras.

5. Once you created the label, you must assign cameras to that specific label.

NOTE

- You can assign as many cameras as you want to any label.

6. Click [Close] to close out the MANAGE LABEL window, when finished.

Edit/Delete Camera Labels

Secure Cloud Video allows dealers and users to edit existing labels. If you need to rename or add/delete cameras from a specific label, follow these instructions.

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

2. The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



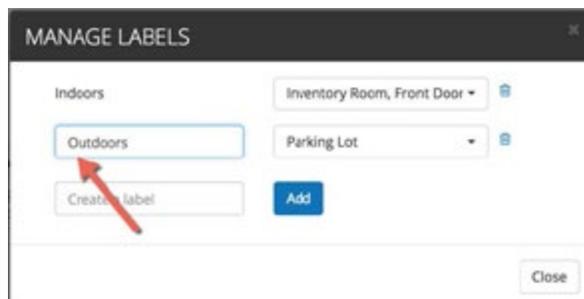
3. Scroll to the bottom of the page and click the blue [Manage Cameras Labels] button.



The MANAGE CAMERAS LABELS window will appear as an overlay and the background will grey out. You can find more details on how to add your specific camera at Secure Cloud Video Support page.

4. To edit label names, click the name of the label you would like to edit. The text cursor will appear and allow you to edit the name.

You may also de-select and/or select additional cameras for each label. Click the drop-down arrow to the right of the camera label and deselect and/or select the cameras.



- To Delete label names, click the blue trash can to the right of the drop-down menu.

NOTE

- Once you delete a label, you can NOT retrieve it. It's gone forever and any guest users associated to that label, will no longer have visibility to the cameras attached to the label in question. You will be required to assign a new label(s) to the guest user(s).

Edit Plan / Payment – Subscriptions

Secure Cloud Video allows dealers to edit plans and supported cameras counts. If your customer wants to upgrade/downgrade to different retention plans, follow these instructions.

NOTE

- The subscription plans are for the entire customer account. You can NOT apply different plans for individual cameras.

Edit Plan

- Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

- Select the [Plan / Payment] tab 

- Click the drop-down link  and select the plan you would like to assign to the customers entire account.

NOTE

- The subscription plans are for the entire customer account. You can NOT apply different plans for individual cameras.

Add Camera Subscriptions – Supported Cameras

Edited Camera counts are reflected on your billing statement immediately.

- Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

- Select the [Plan / Payment] tab 

- Click inside the [Supported cameras] text box to change the camera quantity to the desired count.


Media History

Media history allows the dealer to ensure the customer's camera(s) is recording. Although Secure Cloud Video does not allow for dealers to view the customers recorded video, we do allow the dealer to ensure the camera is functioning properly. This tab should be used only to validate that the camera(s) is recording properly in the customer account.

- Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

2. Select the [Media History] tab.

Camera Name	Date Created	Length
Parking Lot	2017-02-10 04:03:19	33
Parking Lot	2017-02-10 03:52:14	33
Parking Lot	2017-02-10 03:55:40	33
Parking Lot	2017-02-10 03:55:10	33
Parking Lot	2017-02-10 03:55:37	33
Parking Lot	2017-02-10 03:55:00	33
Parking Lot	2017-02-10 03:53:16	33
Parking Lot	2017-02-10 03:52:43	33
Parking Lot	2017-02-10 03:49:10	33
Parking Lot	2017-02-10 03:47:30	33

Customer Password Reset

Secure Cloud Video allows the dealers the ability to reset their customer passwords in the event that customer passwords were lost or forgotten.

Password Reset

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.
2. The [Customer Profile] will appear and in the [Email] column, click the blue [Password Reset] link under the customer’s email address.



Direct Camera Access

Secure Cloud Video provides all dealers to directly login to the customer’s camera UI with the click of the [Device Access] link. This feature allows you to remotely adjust any or all the settings in the camera. Secure Cloud Video only provides access to everyday used settings. Contrast, WDR, Brightness, and other similar settings are accessed through the [Device access] link.

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

2. The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



3. In the [Device Access] column you will see a blue device MAC/Serial click-able link.



Test Connection

Secure Cloud Video provides you the ability to test the camera connection in the event your customer's camera(s) has a camera connection issue. This [Test Connection] feature will deliver different messages, based on the camera setup process you used. Port forward cameras will deliver a RTSP, HTTP and User name/Password status.

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

2. The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



3. In the last column to the right, under [Network Actions], click on the [Test Connection] button for any camera you would like to test.

A window will appear displaying the [Test Connection] Results.

Camera Health Check (CHC)

Secure Cloud Video allows dealers to be notified when a camera is not online or the bandwidth to that camera is disrupted. This features ensures your cameras are online and functioning properly. Secure Cloud Video offers CHC support in two locations of the admin portal. This article explains the functionality from the [Manage Cameras] tab.

If you would like to learn how CHC functions in the [Manage Cameras] tab, please visit [Camera Health Check (CHC) in Chapter 3.

1. Click the [Manage Customer] tab on the left side main menu, and then click on the customer you would like to edit.

The Customer Profile will appear with a list of all the management tabs, [Cameras], [Plan/Payment], [Media History], [Guest Users], including a list of all cameras attached to the customer account in question.

2. The [Cameras] tab should be the default tab selected, if you are not on the [Cameras] tab, select it.



3. To turn on [Admin Alerts] make sure the toggle under the [Camera Health Check] column is switched to the Green [ON] .
4. To Turn off [Admin Alerts] Make sure the toggle under the [Camera Health Check] column is switched to the Red [OFF] .

NOTE

- The [Camera Health Check] [Status] column displays what state the camera connection is in. If the camera is showing a green [PASSED] , then the camera connection is in good status. If the camera is showing a red [Camera Connection] , then the camera is offline and needs to be tested or attended to.

Search Customers

Secure Cloud Video allows dealers the ability to search within the [Manage Customers] main menu tab for specific user names, email address or customer names. This feature will assist in identifying known issues quickly and efficiently.

1. Click the [Manage Customers] tab on the left side main menu.
2. Mouse over the search input field at the top left hand side of the screen and click the Search Box to

start typing your desired search characters. 

The list below will populate to match any of the key text you entered in the search box.

Show Customer Entries

Secure Cloud Video allows dealers to display up to 100 entries on one single screen, just by clicking a drop-down box to the preferred number of entries per page.

1. Click the [Manage Customers] tab on the left side main menu.
2. Click the [Show entries] box in the top left hand section of this view and select the preferred number of entries you wish to display.



Chapter 3 – Manage Cameras

Secure Cloud Video allows dealers to manage ALL their customer's camera(s) from one view, eliminating the need to access specific customer accounts. This view provides direct access to camera UI pages, Camera Health Check Status, Customer Accounts, User Names, Camera Types, Test Connections and Camera Names.

Search Cameras

Secure Cloud Video allows dealers the ability to search within the [Manage Cameras] main menu tab for specific cameras, customers, or MAC/serial numbers. This feature will assist in identifying known issues, quickly and efficiently.

1. Click the [Manage Cameras] tab on the left side main menu, and then click on the customer you would like to edit.

The [Manage Cameras] list will appear with a fully populated list of the total number of cameras on your Secure Cloud Video Dealer Platform.

2. Mouse over the search input field at the top left hand side of the screen and click the Search Box to

start typing your desired search characters. 

The list below will populate to match any of the key text you entered in the search box.

Show Camera Entries

Secure Cloud Video allows dealers to display up to 100 entries on one single screen, just by clicking a drop-down box to the preferred number of entries per page.

1. Click the [Manage Cameras] tab on the left side main menu.

The [Manage Cameras] list will appear with a fully populated list of the total number of cameras on your Secure Cloud Video Dealer Platform.

2. Click the  box in the top right hand section of this view and select the preferred number of entries you wish to display.

Edit/Delete Cameras

Secure Cloud Video allows dealers to edit and delete cameras from a single view for all customers. This feature allows for quick and easy access to any camera across multiple customer platforms.

Edit Camera

Secure Cloud Video allows dealers to edit cameras from two different sections within the admin portal. This article provides information on how to edit cameras from the [Manage Cameras] tab. If you are trying to find instructions on how to edit cameras from the [Manage Customers] tab, please visit the CHAPTER 2 section of this User Guide.

1. Click the [Manage Cameras] tab on the left side main menu.

A list of all the cameras on your entire dealer platform from all your customers will display in the list below.

2. In the Camera list, you will find a list of every camera on your platform. Each camera will have a blue down arrow , click the blue down arrow and select [Edit].

The EDIT CAMERA window will appear with the background greyed out. This window will allow you to edit the settings for the selected camera.

NOTE

- The settings you change will immediately be reflected in your customer's portal in which you have selected the camera edit. This camera edit window is an identical replication of what the admin customer uses.

3. After you made the appropriate changes, click the green [Save]  button.

Delete Camera

Secure Cloud Video allows dealers to delete cameras from two different sections within the admin portal. This article provides information on how to delete cameras from the [Manage Cameras] tab. If you are trying to find instructions on how to delete cameras from the [Manage Customers] tab, please visit the CHAPTER 2 section of this User Guide.

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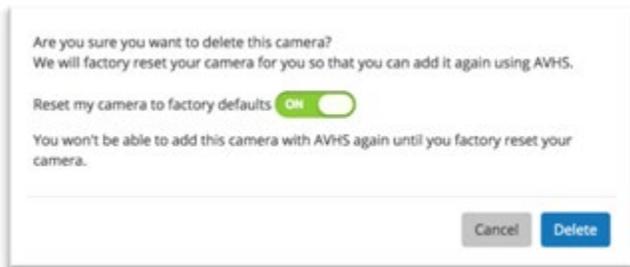
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The DELETE CAMERA window will appear with the background grayed out. This window will allow you to delete the selected camera.

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- Different camera types might have different options when deleting cameras.
Example – Some cameras allow you to factory reset the camera to its original state, while other cameras just ask you if you are sure you would like to delete the camera. Make sure to read the pop up per camera.



3. Select the options you wish to perform while your camera is deleting from the customer account and then click the blue [Delete]  button.

Camera Health Check (CHC)

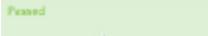
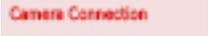
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1. Click the [Manage Cameras] tab on the left side main menu.

A list of all the cameras on your entire dealer platform from all your customers will display in the list below.

2. To turn on [Admin Alerts] make sure the toggle under the [Camera Health Check] column is switched to the Green [ON] .
3. To turn off [Admin Alerts] make sure the toggle under the [Camera Health Check] column is switched to the Red [OFF] .

NOTE

- The [Camera Health Check] [Status] column displays what state the camera connection is in.
If the camera is showing a green [PASSED] , then the camera connection is in good status. If the camera is showing a red [Camera Connection] , then the camera is offline and needs to be tested or attended to.

Direct Camera Access

Secure Cloud Video provides all dealers to directly login to the customer's camera(s) UI with the click of the [Device Access] link. This feature allows you to remotely adjust any or all the settings in the camera. Secure Cloud Video only provides access to everyday used settings. Contrast, WDR, Brightness, and other similar settings are accessed through the [Device access] link.

1. Click the [Manage Cameras] tab on the left side main menu.

A list of all the cameras on your entire dealer platform from all your customers will display in the list below.

2. In the [Device Access] column you will see a blue device MAC/Serial click-able link.



Test Connection

Secure Cloud Video provides you the ability to test the camera connection in the event your customer's camera(s) has a camera connection issue. The [Test Connection] feature will deliver different messages based on the camera setup process you used. Port forward cameras will deliver a RTSP, HTTP and User name/Password status.

1. Click the [Manage Cameras] tab on the left side main menu.

A list of all the cameras on your entire dealer platform from all your customers will display in the list below.

2. In the last column to the right, under [Network Actions], click on the [Test Connection] button for any camera you would like to test.

A window will appear displaying the [Test Connection] results.

Chapter 4 – Billing History

Secure Cloud Video dealers can view a summary of all your customer base, their plans, and the ability to export your billing history via spreadsheet. This feature will assist you in billing your customers appropriately.

Billing Summary

1. Click the [Billing History] tab on the left side main menu.

All your subscriptions will appear on the screen in a summary format.

Export Billing History

1. Click the [Billing History] tab on the left side main menu.

2. Click the blue [Export] button in the top right hand corner. 

Chapter 5 – Edit Admin Profile

Secure Cloud Video provides dealers the ability to edit their admin profile settings. With this feature, you can edit the following:

- Name
- Password
- Email Address
- Rep Firm
- Time zone

Edit Admin Profile

1. Click the [Edit Admin Profile] tab on the left side main menu.
2. Click the text box you wish to edit, start typing the new profile settings and then press the blue [Save]

 , after you have made all your changes.

NOTE

- When you change the time zone in your [Edit Admin Profile], this will ONLY change your time zone for the Admin Portal user that you are logged in with.

Chapter 6 – Admin Settings

Secure Cloud Video provides [Admin Settings] which are displayed to all dealer customers in the Upgrade section of their portal. This feature allows dealers to provide the appropriate contact information, dealer logos, mobile app colors and dealer Camera Health Check notification email addresses.

Edit Company Details

Company details are extremely important, as this is the contact information which is provided to the dealer's customers. Your customer will see this information when they click the Upgrade button in their customer portal, specifically when they would like to purchase more camera subscriptions or when they need to contact you directly for support.

Company Details

1. Click the [Admin Settings] tab on the left side main menu.
2. Click the blue [Company Details] edit icon   towards the upper left hand corner of the screen.
3. Select the input text box you wish to edit. Once you have finished all edits, press the blue [Save]  button.

Company Logo & App Color – Site and Mobile App Settings

ONLY VIP DEALERS [Site and Mobile App Settings] allows dealers to manage their company logos and IOS/Android mobile application colors from within the Hosted Cloud Video (HCV) mobile app. We recommend instructing your customer(s) to work with their in-house marketing departments to fulfill the white label requirements. If your customer(s) do not have an in-house marketing or graphic design department, we recommend hiring a freelance artist.

Two Different logo sizes are required for white-label branding:

1. Mobile Logo – Your logo must match these requirements:
 - PNG format
 - 528px x 228px canvas size
 - The image must be made to fit entire canvas size even if logo has different aspect ratio
 - Transparent background and icon recommended
2. Web Logo – Your logo must match these requirements:
 - PNG format
 - 300px x 70px canvas size
 - The image must be made to fit entire canvas size even if logo has different aspect ratio
 - Transparent background with no outline is recommended
 - The logo must be visible on a white background

Mobile App Theme Color

1. Click the [Admin Settings] tab on the left side main menu.
2. Click the blue [Company Details] edit icon   towards the upper left hand corner of the screen.
3. Click the box to the left of [Reset to Default Color] and select the color you wish to choose for your customer's mobile app. If you wish to reset colors to the default color, select [Reset to Default Color].
4. Select the input text box you wish to edit and once you have finished all edits, press the blue [Save]  button.

Add/Delete Camera Health Check Notification List

Secure Cloud Video provides the ability for the dealer to be notified when a camera health check alert goes off. There is no limit to the amount of email addresses you can add for notifications.

Add Email

1. Click the [Admin Settings] tab on the left side main menu.
2. Select the input text box at the bottom of the screen and enter the email address to which you would like the camera health check notifications sent to.
3. Click the blue [Add Email] button to add new email address for camera health check alerts. 

Delete Email

1. Click the [Admin Settings] tab on the left side main menu.
2. Click the blue [Trash Can]  to the right of the email address you wish to delete. A pop up will appear and ask you “Are you sure you want to remove this email from alerts?”, click ok.