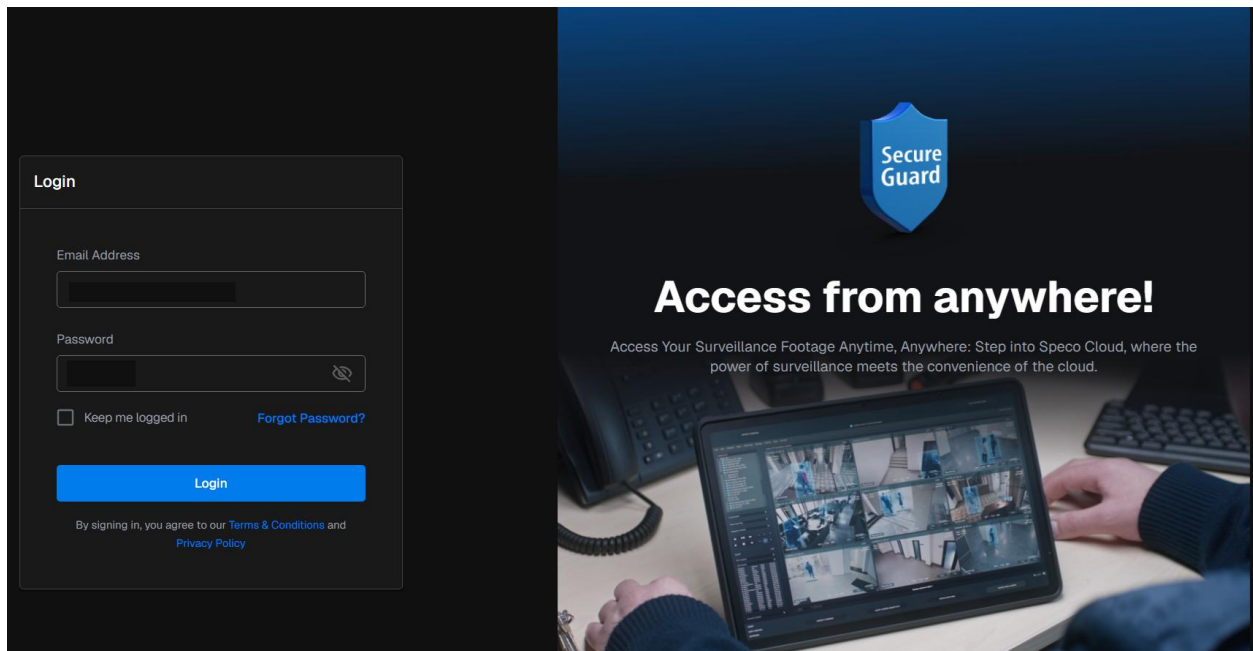


SECUREGUARD® CLOUD

Dealer User Guide

A simple guide to configuring customer accounts, viewing cameras, checking site health, finding video, and managing layouts in the SecureGuard® Cloud web portal.

IN THIS GUIDE Configure customer accounts • View live cameras • Check site status • Add a site • Play back video • Review events • Build layouts



SecureGuard® Cloud Web Interface

01 Get started

Login to the web portal and get started.

1

Set your password. Once you are a registered dealer, you will receive an email to set your password.

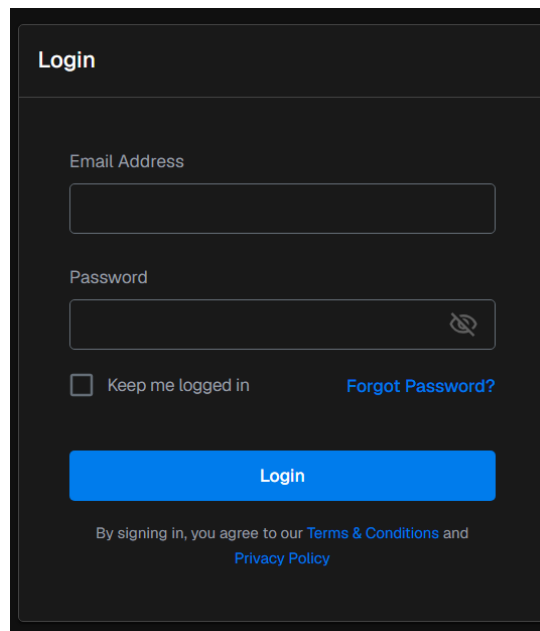
2

Open SecureGuard® Cloud Portal. Go to the provided URL from the welcome email.

3

Sign in. Enter the email address and password associated with your SecureGuard® Cloud account, then tap Login.

BEFORE YOU BEGIN You need an active SecureGuard® Cloud account. If you do not know your credentials, contact your system administrator.



The screenshot shows a dark-themed login interface. At the top, the word "Login" is displayed in white. Below it, there are two input fields: "Email Address" and "Password". The "Email Address" field is a simple white rectangle. The "Password" field is a white rectangle with a small eye icon on the right side to toggle visibility. Below the password field, there is a checkbox labeled "Keep me logged in" and a link labeled "Forgot Password?". At the bottom of the form, there is a large blue button labeled "Login". Below the button, there is a line of text: "By signing in, you agree to our [Terms & Conditions](#) and [Privacy Policy](#)".

Enter your cloud account credentials on the Login Account screen.

02 Create customer accounts

Set up and configure customer accounts and site tree structure for management of multi-site applications.

1

Create an account. From **Dashboard** page, select the **Create** button towards the top-left corner. Then select **Create Account**.

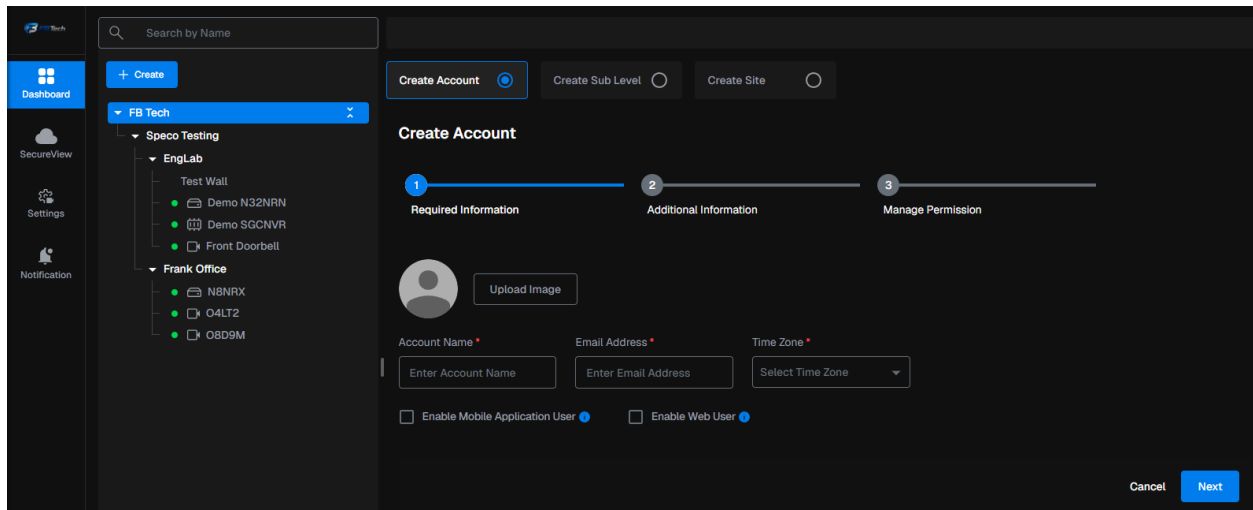
2

Enter account details. The email address will be the main owner of the Account.

3

Enable user access. Select **Enable Mobile Application User** and **Enable Web User** options if you wish to allow the Account User to login to the Mobile and Web platforms.

The **Upload Image** option will allow you to set a profile image.



Account details

- 4 Enter account owner details. Enter Account owner's **Contact Details** and **Address Information**.
- 5 Enable **Cloud Storage** and select a **Plan** if you wish to record and upload to the cloud.
- 6 Next, set the **Site Permissions** and **Notification Settings**.

QUICK TIP Hover your mouse over the  icons for additional information.

Create Account
Create Sub Level
Create Site

Create Account

1

2

3

Required Information
Additional Information
Manage Permission

Contact Details

Primary Contact Person

Phone Number

Enter Primary Contact Person

Enter Phone Number

Address Information

Address

Address Line 2

Country

Enter Address

Enter Address Line 2

Country

State

City

Zipcode

State

City

Enter Zipcode

Cloud Storage

Cloud Storage

Site Permission

Select Site Permission

Notification Settings

Enable Event Logging

Previous

Cancel
Next

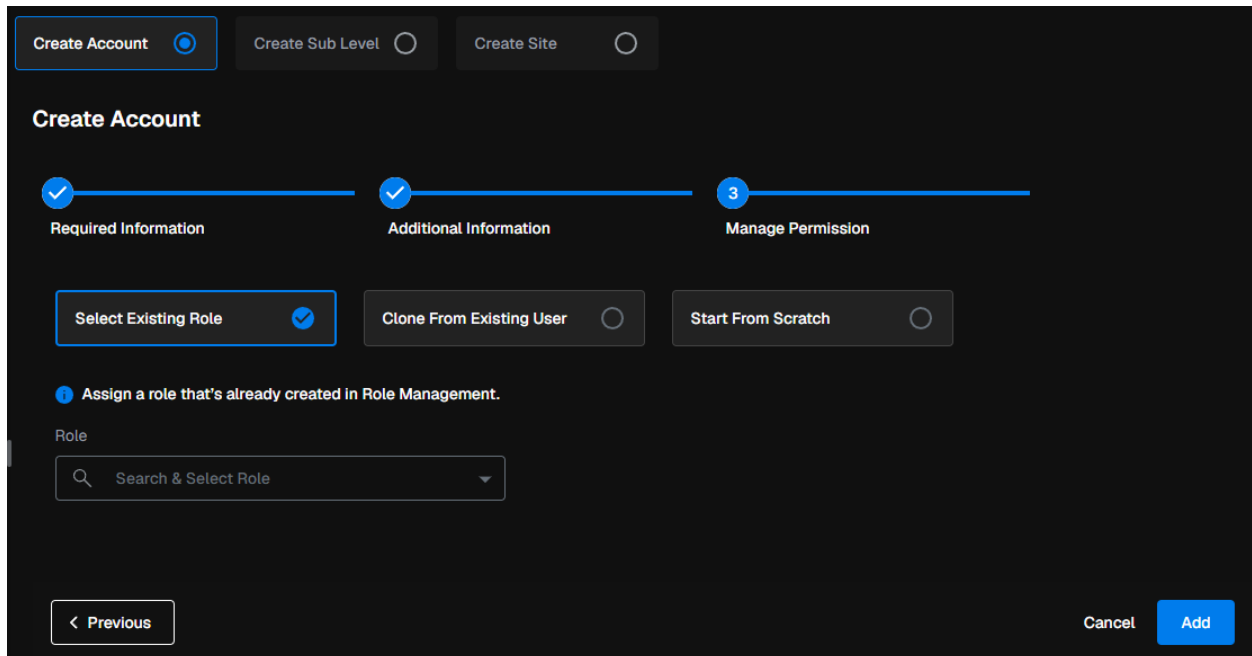
Account owner details

03 Roles and Permissions

User permissions on the web portal are tightly controlled through Roles and Permissions.

- 1 **Manage Permissions.** Select the appropriate **Role and Permissions**.
- 2 **Select Existing Role** allows you to assign the Account to an existing Permission Role that was previously made from the *Roles and Permissions* section.
- 3 **Clone From Existing User** allows you to select an existing user, and copy the permissions assigned to that user.
- 4 **Start From Scratch** will allow you to create a new permission entirely unique to the user. This opens the full permission list and allows you to select each individual permission for this user.
- 5 Click **Add** when done to create the Account. You will see it appear on the *Site Tree*.

QUICK TIP You can create role templates from Roles and Permissions prior to creating an account.



Create Account

1 ☒ Required Information

2 ☒ Additional Information

3 ☒ Manage Permission

Select Existing Role ☒ **Clone From Existing User** ☐ **Start From Scratch** ☐

Assign a role that's already created in Role Management.

Role

Search & Select Role

[< Previous](#) [Cancel](#) [Add](#)

Account owner permission

04 Adding sites

Site is an IP camera, NVR, DVR or a Bridge.

- 1 Create a Site.** From **Dashboard** page, select the **Create** button towards the top-left corner. Then select **Create Site**.
- 2 Enter Site details.** Enter the device type, connection type and login credentials.
- 3 Set Site location.** Specify which account or sublevel this site belongs to.
- 4 Dashboard and Notifications.** Enable these options to monitor health status and receive notifications.

QUICK TIP When selecting **IP Address** and **DDNS** connection type, port forwarding may be required.

All recorders support **QR CODE - NAT 2.0**

IP Cameras firmware version **5.1.X** supports the **QR CODE - NAT 1.0**

IP Cameras firmware version **5.2.X** or newer, supports **QR CODE - NAT 2.0**

Create Sub Level
Create Site

Create Site

Device Type *

Blue Series Recorder/Camera

Connection Type *

QR CODE - NAT 2.0

QR Code *

Customer E-mail

Admin Login *

Admin Password *

Name

Model

Channel Count

MAC Address

User Defined Fields (Keywords / Tags)

Type a keyword and press Enter or comma

Select Site Location

Account *

Select Account

Dashboard

Email Notification

Cancel
Create Site

Adding sites

05 Cloud Streaming and Recording

Enable cloud streaming to view live and playback via SecureView.

1

Enable streaming. On the Dashboard, select a site from the Site Tree. Toggle Cloud Streaming for the desired channel.

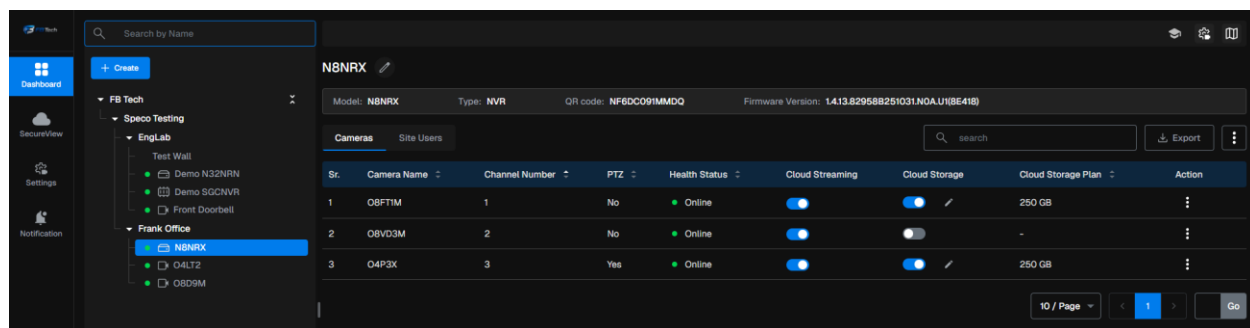
2

Enable recording. Toggle Cloud Recording for the desired channel.

3

Set recording plan. Depending on the settings of the Account that the site is assigned to, you will have to select a *Storage Size Plan* or *Retention Plan*. Select the desired plan for the channel.

LICENSING FEES Cloud streaming and storage fees will apply as soon as these toggles are enabled.

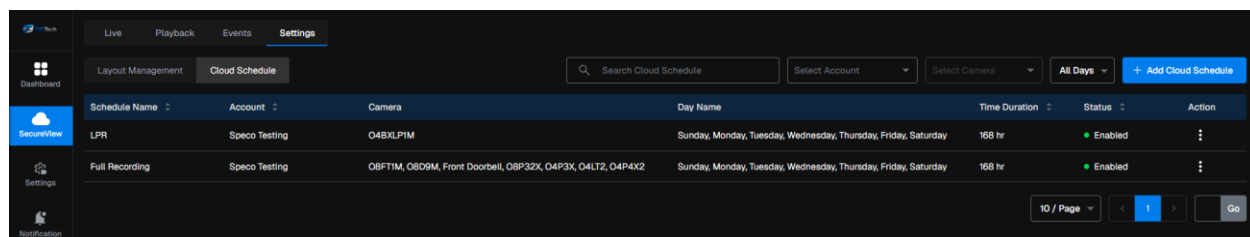


1. Enable Cloud Streaming and Storage

4

Set recording schedule. If a channel is configured for **Cloud Storage**, before the channel starts recording to the cloud, it first needs to be assigned to a **Cloud Schedule**.

To assign a channel to a Cloud Schedule, first go to the **SecureView** page, then open the **Settings** section and make sure the **Cloud Schedule** option is selected. On this page, select the **Add Cloud Schedule** option.



2. Saved Schedules

06 Cloud Recording Schedule

Enable cloud recording schedule when storage plan is based on TB Storage Size.

1

Enable Schedule. Ensure **Enable Schedule** is selected at the top. Give the Cloud Schedule a **Schedule Name**. Select the **Account** you wish to use cameras from, then select the cameras you wish to add to the schedule.

2

Retention plan. If an Account was selected that is using a Retention plan, you can now select **Save Schedule**. Cameras using a **Retention Plan** will always record 24/7 using the Main Stream.

3

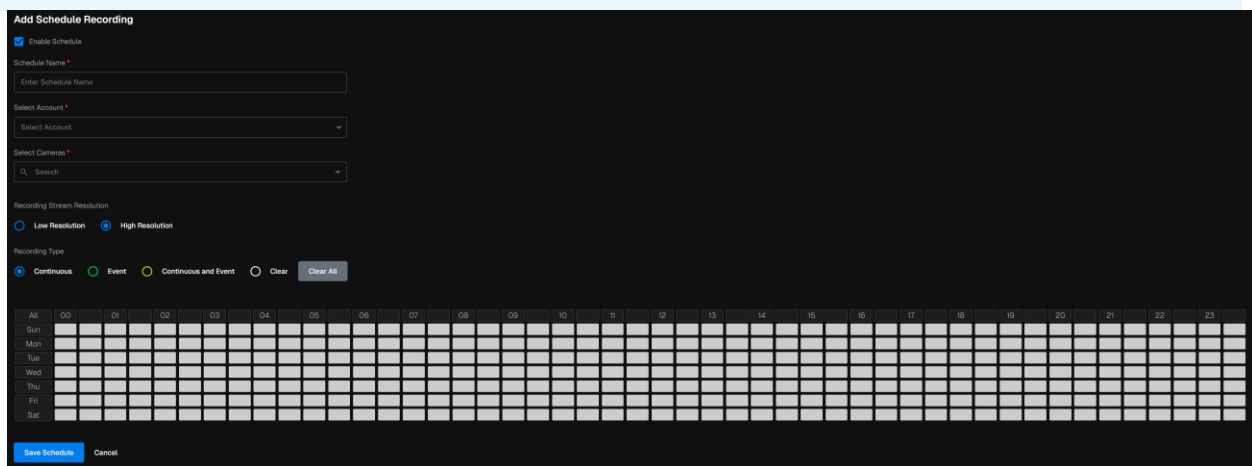
Storage size plan. If an Account was selected that is using a **Storage Size plan**, you will need to select the **Recording Stream Resolution** and **Recording Type**.

4

Creating the schedule. Select the times you wish to be recording to the cloud. The columns represent the time of day, shown at the top. The rows represent the days of the week, shown on the left. Each cell represents a 30-minute interval. More than one Recording Type can be selected. Clicking the first cell in each row/column will auto-fill the selected row/column.

Click **Save Schedule** when you are done.

NOTE Retention plan is always recording 24/7, storage size plan allows for custom record schedule.



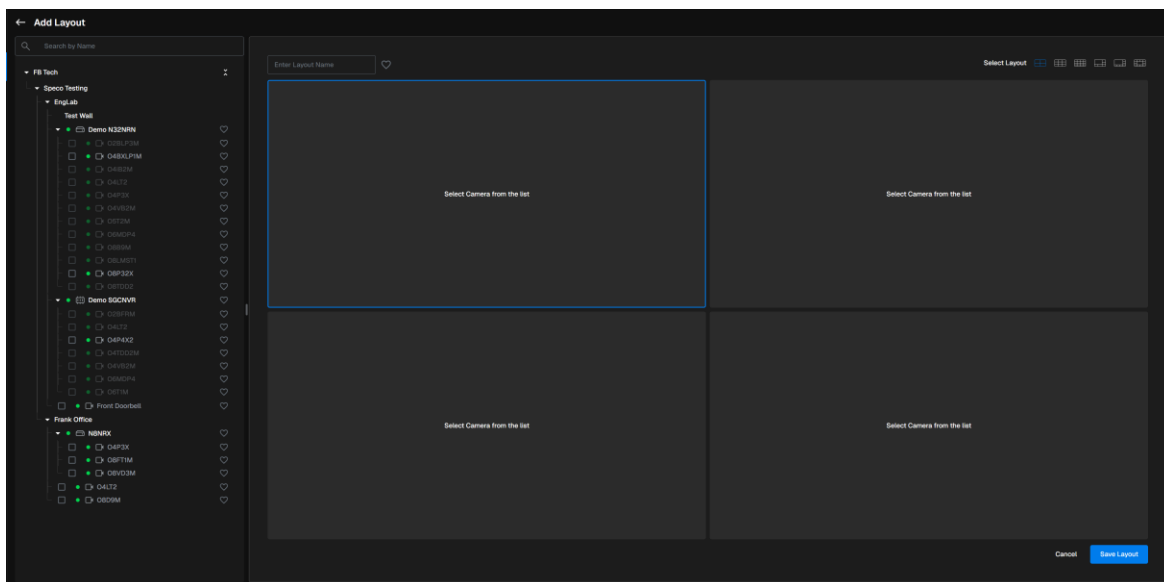
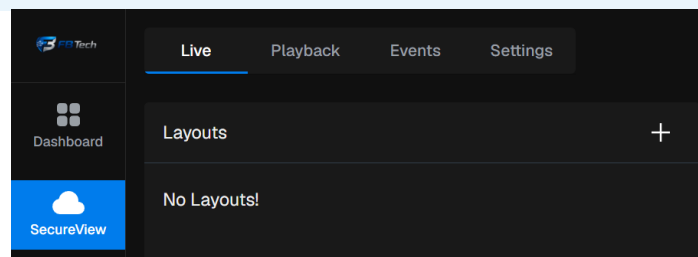
1. Set Cloud Recording Schedule

07 Layouts

Create reusable camera grids so your most important live views are ready when you open SecureView.

- 1 **Open Layout Management.** From SecureView Live, click on + Layouts to create a new Layout.
- 2 **Edit an existing layout.** From Settings, tap Layout Management. Tap the options icon : beside a layout to edit or delete it.
- 3 **Create a layout.** Tap Add, enter a name, select a grid type, and assign a camera to each grid square.
- 4 **Save and favorite.** Tap Save. Tap the heart icon to make a layout your favorite; it will appear first in SecureView.

CLOUD STREAMING Cameras that do not have cloud streaming enabled will appear grayed out and cannot be added to the layout.



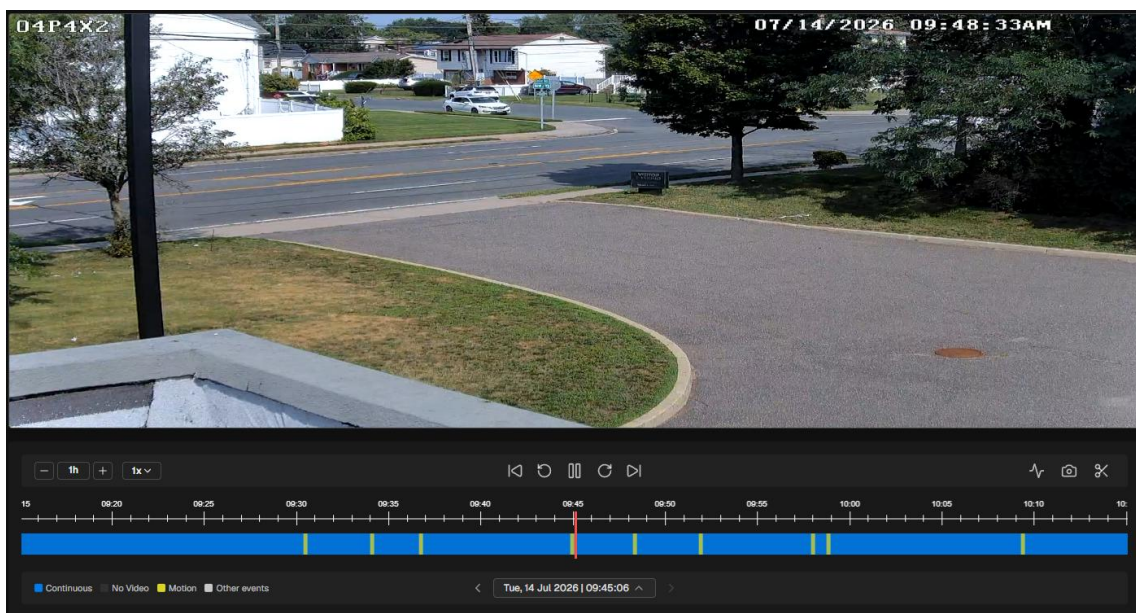
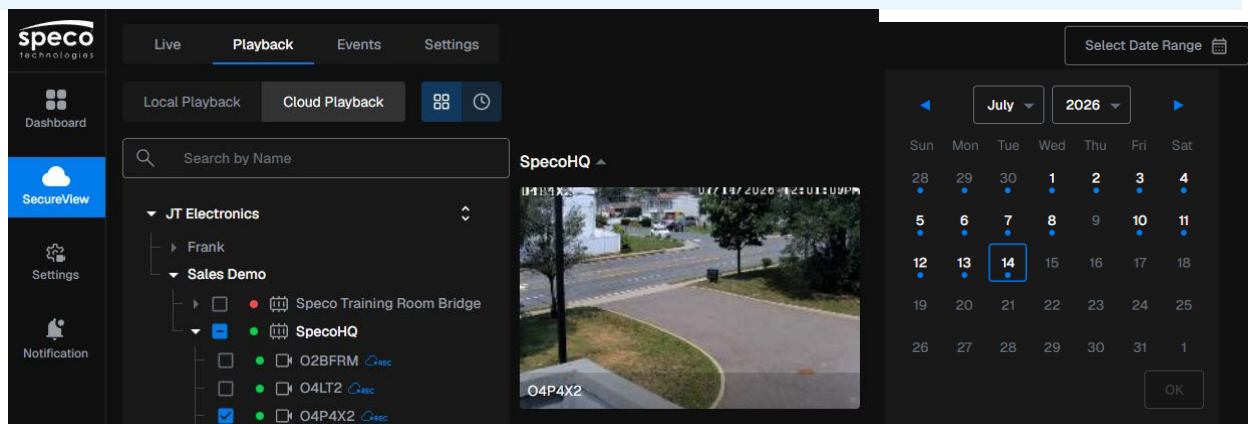
Create Layouts

08 Play back recorded video

Use Playback to review video stored locally on a device or saved in the cloud.

- 1 **Choose the source.** Select Local Playback for video on an NVR hard drive or camera SD card. Select Cloud Playback for video saved to SecureGuard® Cloud.
- 2 **Select video.** Choose the Site and Channel, then select a date with the calendar icon.
- 3 **Find the moment.** Select a time and move along the timeline to navigate the recording.
- 4 **Save a clip.** Use the export control to save the portion of video you need.

PLAYBACK OPTIONS Try both EZ Search and Timeline. The best option depends on whether you know the event or the approximate time.



Playback Video

09 Review recorded events

Events helps you find motion, line-crossing, and other recorded analytic events without scanning an entire timeline.

1

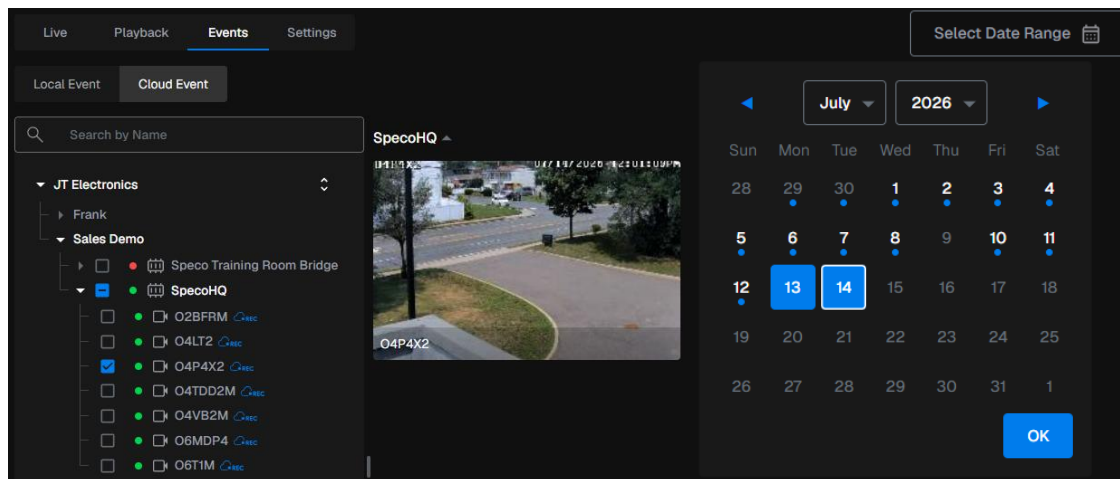
Choose the source. Select Local Event for events stored on an NVR or camera SD card. Select Cloud Event for events saved to the cloud.

2

Set your filters. Choose the Site, Channel, and date. Use available event-type filters to narrow the results.

3

Open an event. Tap an event thumbnail to play it, navigate with the timeline, or export a clip.



Playback Events

10 Dashboard

The Dashboard summarizes the current status of every customer accounts and sites monitored on SecureGuard® Cloud.

1

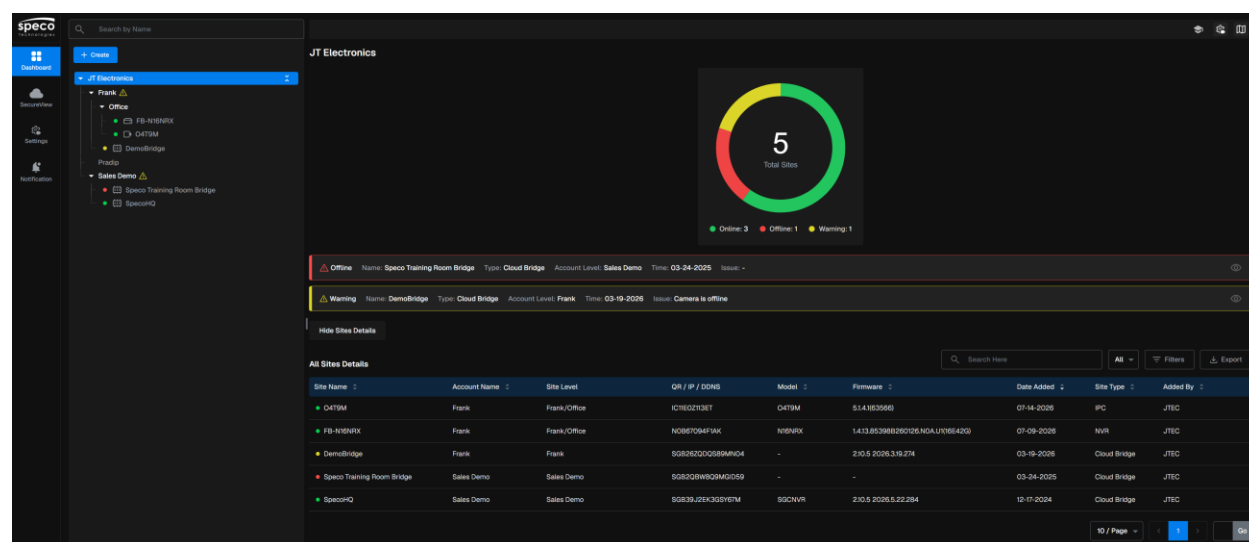
Review the status color. Green means Online, yellow means Attention Required, and red means Offline.

2

Open a site. Tap a site name to view more details.

3

Check a channel. From the site details, select a channel to see additional device information.



Dashboard – site and channel health

YOU'RE READY Use SecureView for daily live viewing, Dashboard for site health, and Playback or Events when you need to investigate recorded video.