myDW User Guide

Channel Partner Organization

DWM_myDW_2.0.80
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Table of Contents

Introduction to myDW

Welcome to the myDW Channel Partner User Guide!

The purpose of this document is to provide a comprehensive document designed to help you navigate all aspects of the myDW Health Monitoring Service.

Inside, you will find detailed instructions on how to make the most of your myDW experience including:

- Signing up and logging in to myDW
- Navigating the myDW Dashboard
- Exploring menu settings
- Utilizing all myDW features

About myDW

myDW is a cloud–based health monitoring service for all things Digital Watchdog, including standalone recorders and DW Spectrum Servers. myDW accommodates multi–tiered businesses with its hierarchical structure and user group permission customization.

This platform allows End Users, System Installers, and security companies to actively monitor the health of their installations, receive alerts if something goes wrong, and generate various reports with the data received.

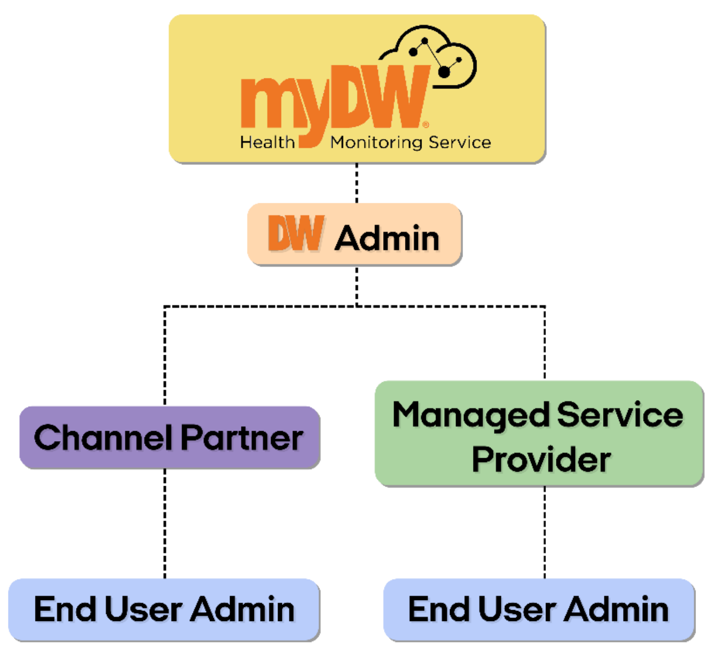
Organizations and User Terminology

Channel Partner Organizations

- Channel Partners are defined as system integrators, resellers, and security installers who are enrolled in the Digital Watchdog Channel Partner Program.
- Channel Partners enjoy several benefits. Such as enhanced margins and discounts on DW products.
- Channel Partners can offer myDW health monitoring as an additional paid service to their customers.
- Allow technicians to easily monitor the health of their customers' systems and can access any of their customers' Organizations at any time.

End User Organizations

- End Users are defined as any businesses or individuals who have purchased DW products from DW Channel Partners.
- End User Organizations gain access to myDW through their installer via email invite or by signing up for the free trial.
- Can have cameras and recorders attached to the Organization.

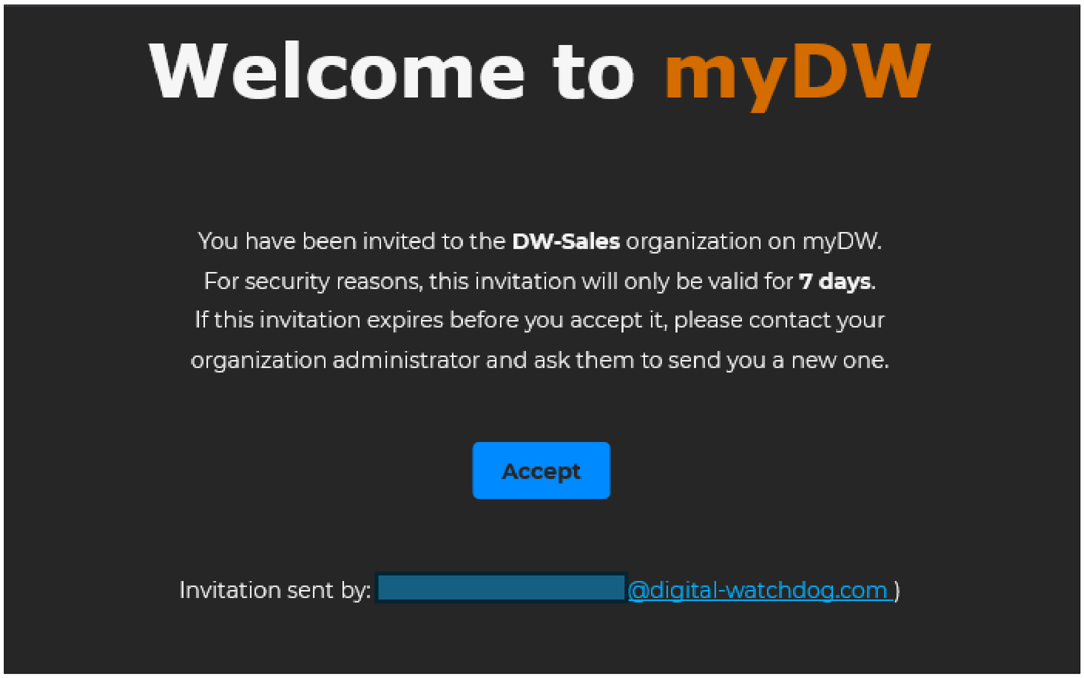


Part 1: Sign Up and Login for myDW

Section 1.1 – Sign Up Process

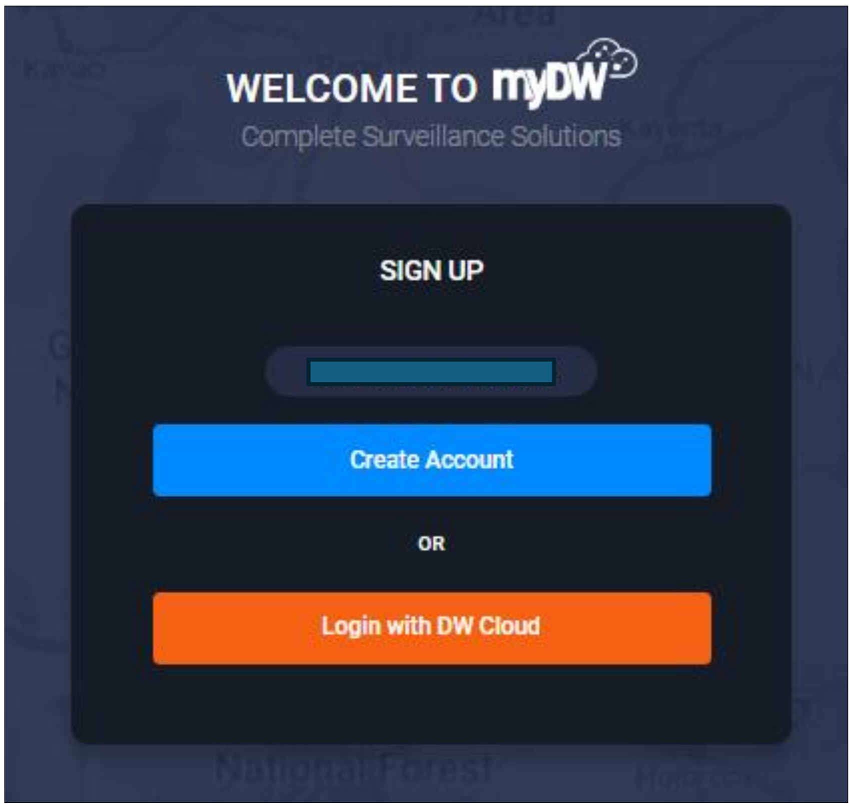
To sign up for myDW, you must first be invited through an email. In this email, you will receive an invitation to the Organization from the Organization Administrator.

The invitation will be valid for up to 7–days once sent. If the invitation expires, you must contact your Organization Administrator to send a new invitation.



After receiving the invitation email, click the “Accept” button. Complete the following steps to create a new myDW Channel Partner Organization Administrator account:

1. There will be two options available on the resulting screen.
    - **Create Account** – Click to create a new myDW account.
    - **Login with DW Cloud** – Click to log in using an existing DW Cloud Account. The email and contact information used for the DW Cloud account will be implemented.



2. Click on “Create Account” to be directed to the “Sign Up” page. Here, you can input your information to create a myDW account.

   Complete the following details to create your myDW account:

   - **First Name** – Enter the legal first name of the user
   - **Last Name** – Enter the legal last name of the user
   - **Password** – Passwords should use at least 8–characters, contain at least two variations of lowercase, uppercase, numbers, or non–roman symbols (!@#$).
   - **Confirm Password** – Reenter your password.
   - **Phone Number** – (Optional) Used for mobile notifications.

   If you enter a phone number, click on the “Send Code” and you will be sent a text message (U.S and Canada numbers only) containing a 6–digit, two–factor authentication (2FA) code to verify the number.

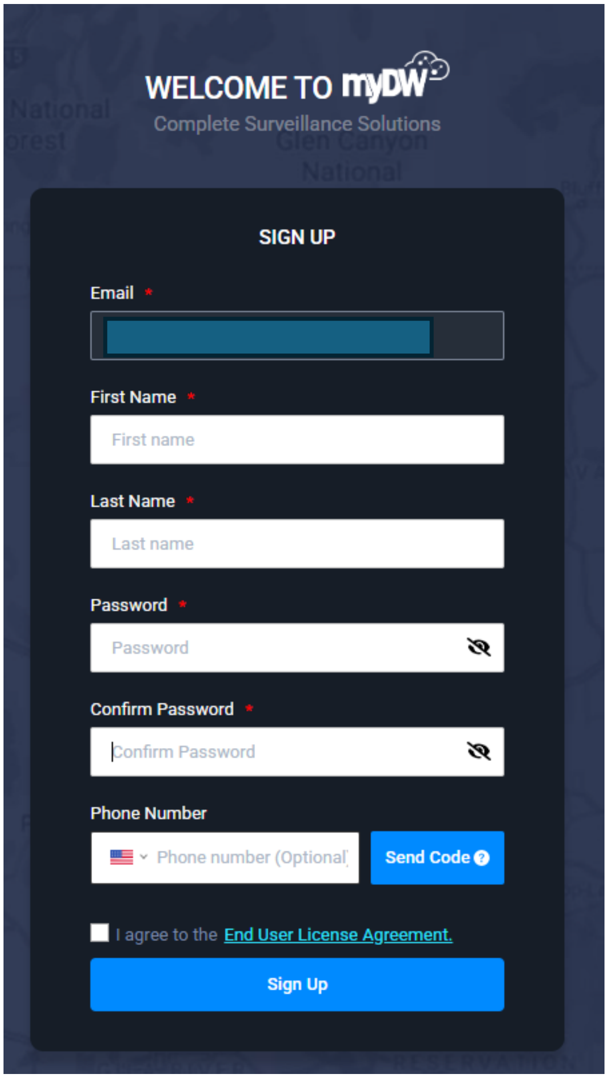
   Once you have received the 2FA code, enter the code in the field and click on the “Verify” button. If you did not receive a code or want to get a new 2FA code, you can click on the “Resend Code” to be sent a new 2FA code.

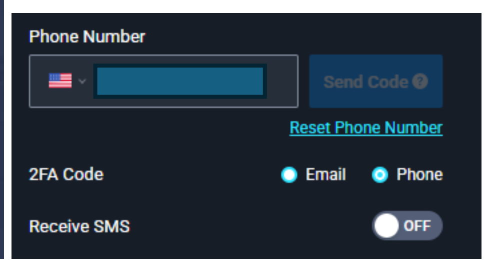
   Once the phone number has been verified, additional options appear allowing you to choose how to receive 2FA codes during login (email or phone) and enable Receive SMS.

3. If you are not entering a phone number, skip this step, select the checkbox, and agree to the End User License Agreement. To learn more about our End User License Agreement, you can click on the hyperlink provided.

   Once complete, click on the “Sign Up” button to proceed to the next step.

4. A confirmation page appears stating, “Your account has been successfully activated in the Organization” Select “Login” to continue to login page.

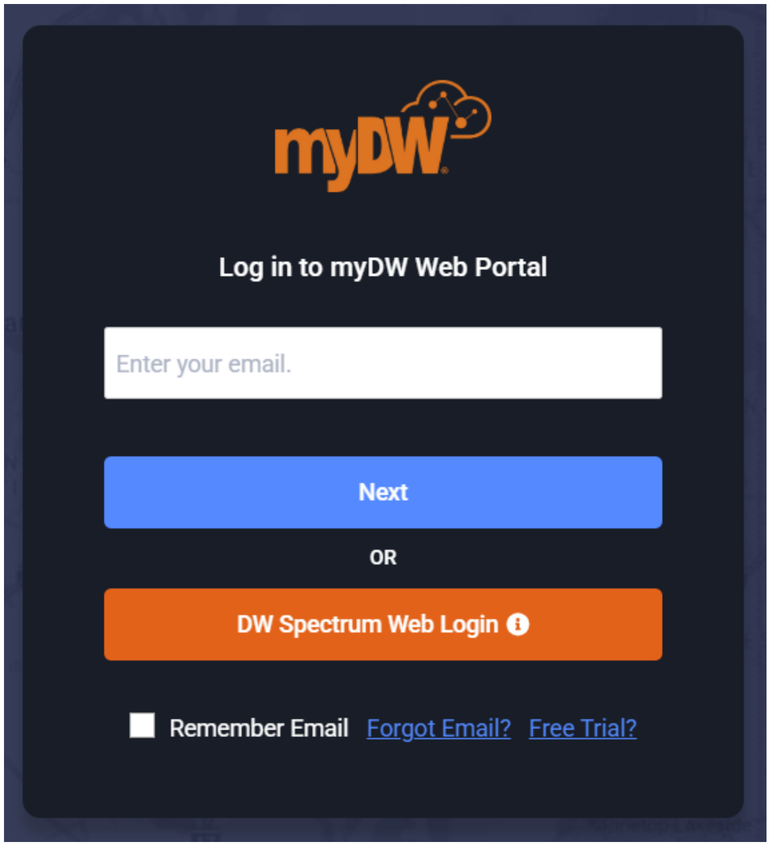




Section 1.2 – Login Process

1) On the "Login" page, you will have two options lo log in to myDW:
   - Fill out the prompted email field and click on the "Next" button to proceed logging into myDW.
     - Check the "Remember Email" box if you would like myDW to remember your email.
   - Alternatively, click on the "DW Spectrum Web Login" button to log in using a DW Cloud account instead.

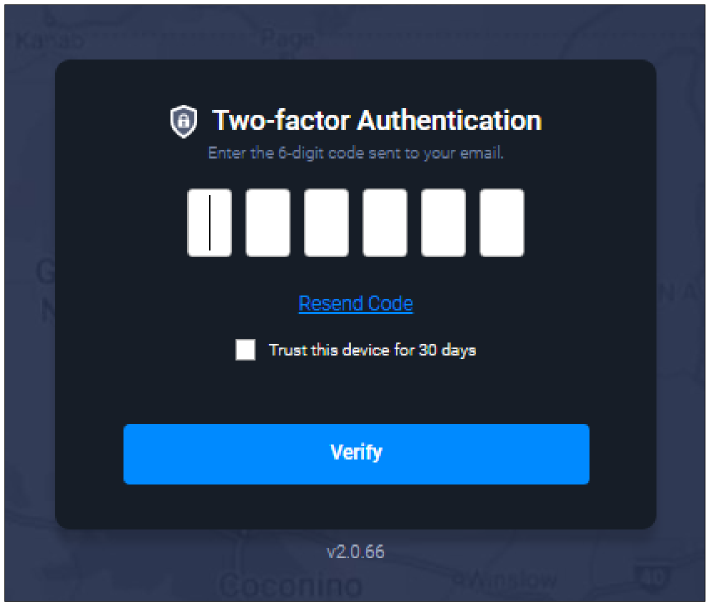
   Enter your password then click the "Login" button to proceed.



2) You will be prompted with a Two–Factor Authorization (2FA) challenge to log in to your myDW account. A 6–digit code will be sent to your preferred method set during sign up or in your profile settings.

3) Check the "Trust this device for 30 days" checkbox to have myDW recognize your device for up to 30–days before being prompted to verify your login again.

   If you did not receive a code or want to get a new 2FA code, you can click on "Resend Code" this will allow you to select email or phone.



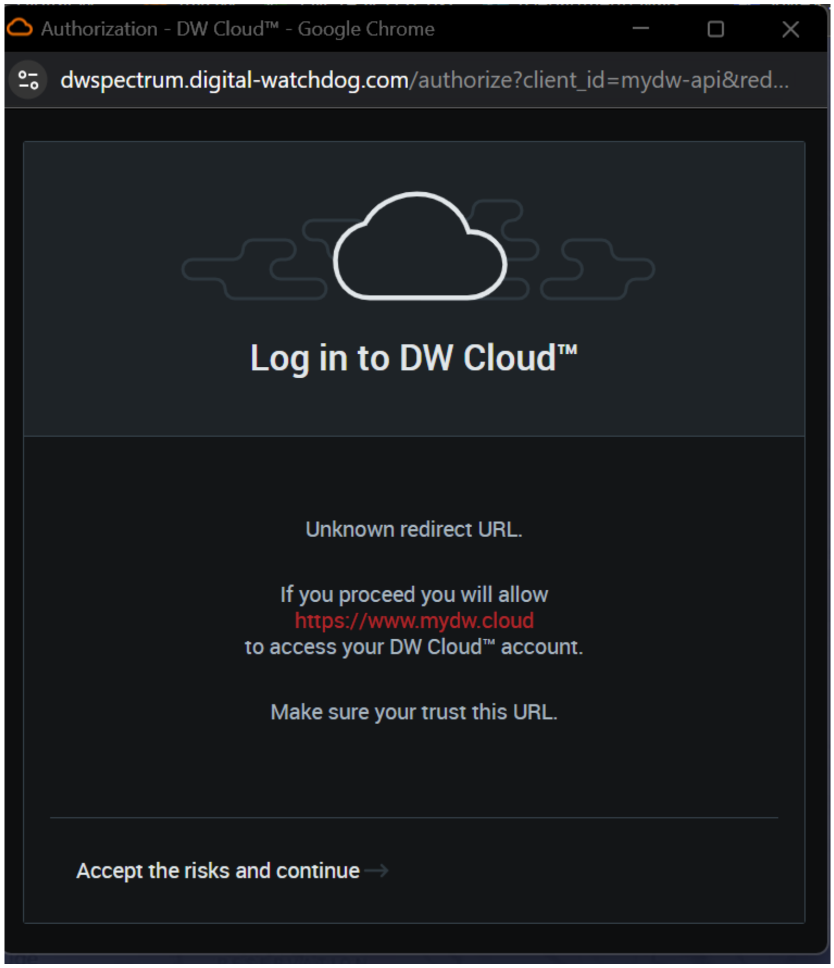
4) Click the "Verify" button to authenticate and log into myDW.

   After a successful login, you will be directed to the starting page configured in your profile settings (the dashboard map by default).

NOTE: If you are registered with multiple Organizations, you will be logged into the Organization from your most recent session.

DW Spectrum Web Login

After clicking on the DW Spectrum Web Login, User will be promoted with the following warning message. Click "Accept the risks and continue" to proceed.

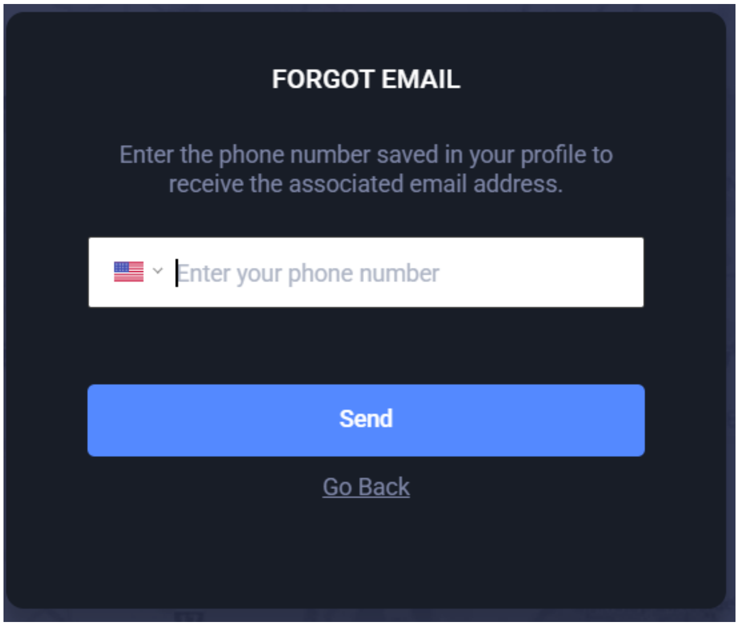


Enter your DW Cloud email address, select "**Next**" and enter your password. After a successful login, you will be directed to the starting page configured in your profile settings (the dashboard map by default).

NOTE: If you are registered with multiple Organizations, you will be logged into the Organization from your most recent session.

Forgotten Email

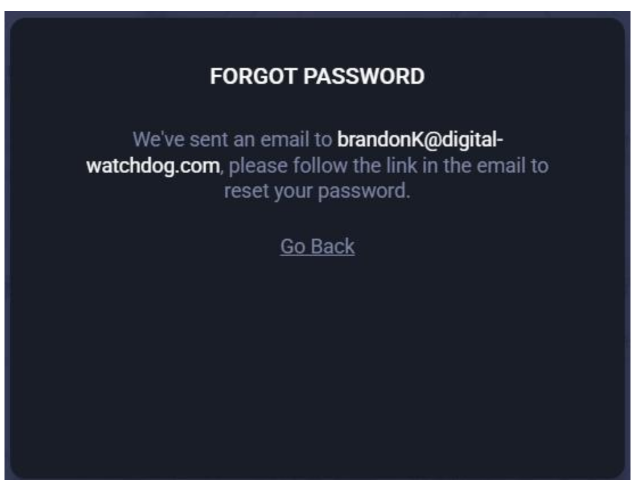
If you have forgotten the email used to log into myDW, click the "**Forgot Email**" link and enter the phone number saved in your profile settings to receive the associated email address via text message. Select "**Send**", then check your device for the text message.



Forgotten Password

If you have forgotten the password used to log into myDW, first enter your email address and select "**Next**", then click the **Forgot Password** link. Enter your email address again to submit the request.

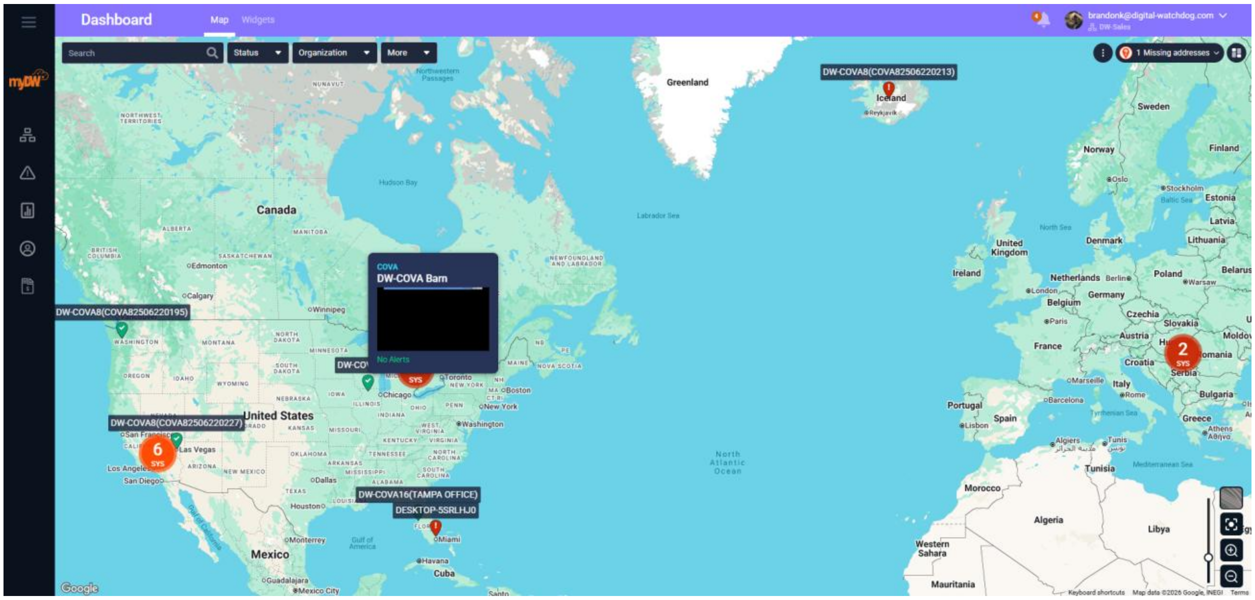
A password reset email will be sent. Follow the link in the email to reset your password.



Part 2: Dashboard

Upon logging into myDW, the Dashboard will display and provide an interactive user interface through which users can monitor recorder health, view cameras, and manage recorder sites for standalone VMAX recorders, COVA recorders, and DW Spectrum Sites.

Click on the myDW logo icon in the left panel to return to the Dashboard at any time.



Section 2.1 – Dashboard Map

The "Map" tab displays all recorders and systems connected to your myDW Organization.

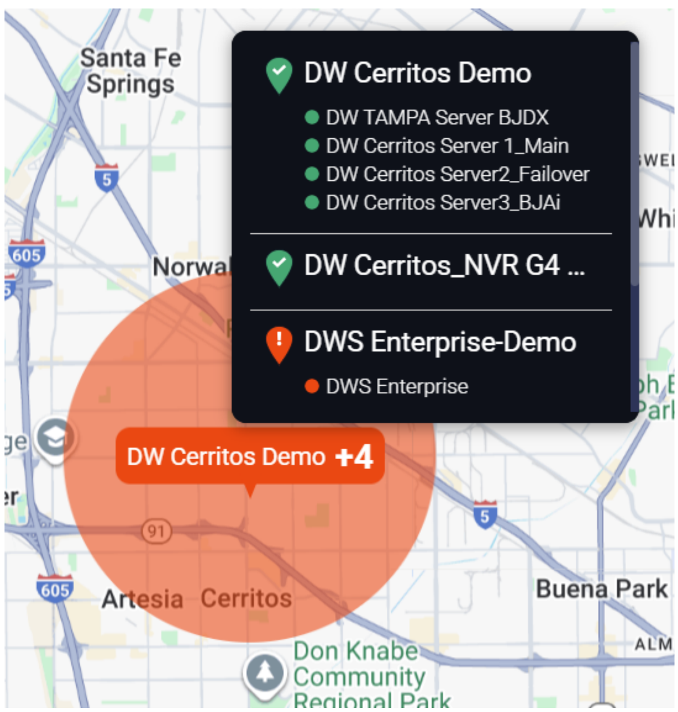
To navigate around the map, click–and–drag the map with the mouse.

To zoom in or out, use the scroll wheel on your mouse or click the zoom in/out buttons (+/–) located in the bottom–right corner of the map.

- When using the scroll wheel to zoom in/out, the map will center on the position of the mouse cursor.
- When using the zoom in/out buttons, the map will center on the current positioning of the map.

Recorders without registered addresses can be viewed and addressed in the "Missing Addresses" section.

When multiple Organization sites are in the same, nearby location, they will be combined and display on the map as a cluster. You can zoom in to refine and display sites individually on the map.



Map Tools Tab

In the "Maps" tab, the available tools allow users to analyze and interact with registered DW systems. These tools enhance your ability to look at everything in your system and make informed decisions based on information provided by myDW.

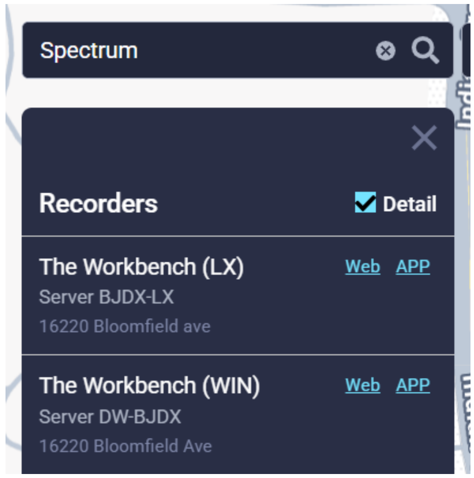
As a Channel Partner, you can monitor customer systems and Organizations, using a geographical map for visible and easy selection.

- **Search Bar** – Search for registered sites and Organizations by name or tag.
- **Status** – Filter devices by system health status.
- **Organizations** – Use the "Organizations" drop–down to filter between the Organizations displayed on the map.
    - **Checkbox** – Use the checkbox to select an Organization to be displayed on the map.
    - **Clear** – Click "Clear" to reset the Organization search results.
- **More** – Filter by recorder type (VMAX, COVA, Spectrum) and/or alert type (System, Disk, Video).
- **Missing Address** – This drop–down appears when a registered site is missing an address. Click the drop–down to select and resolve the missing information so that it may display on the Dashboard Map.
- **Options (3 dots)** – Select to filter by "Only Recorders in View" and/or "Only Assigned Alerts" on the map.
- **Apps Icon** – Select to filter active alerts or warnings by system, disk, or video. A drop–down menu lists all available systems. Hovering over a system centers the map on its location and displays additional alert details.

Search Bar

Recorders can be searched by name, address, or recorder type including VMAX recorders, DW Spectrum Sites, and COVA recorders. Select a device from the search results to view Alerts and System information.

NOTE: To cancel a search, click the X to clear and end the search.

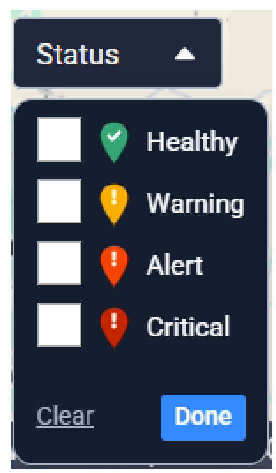


Status Alert Filter

Alerts for Organizations can be visibly monitored on the map.

Each site will be highlighted on the map depending on status including:

- **Healthy (Green)** – Indicates that the site is operating normally.
- **Warning (Yellow)** – Indicates that the site is experiencing an alert by has not met the set threshold. In this state, the warning is displayed in "*Widgets*".
- **Alert (Orange)** – Indicates that an Alert was triggered.
- **Critical (Red)** – Indicates a critical error has occurred.



Section 2.2 – Widgets

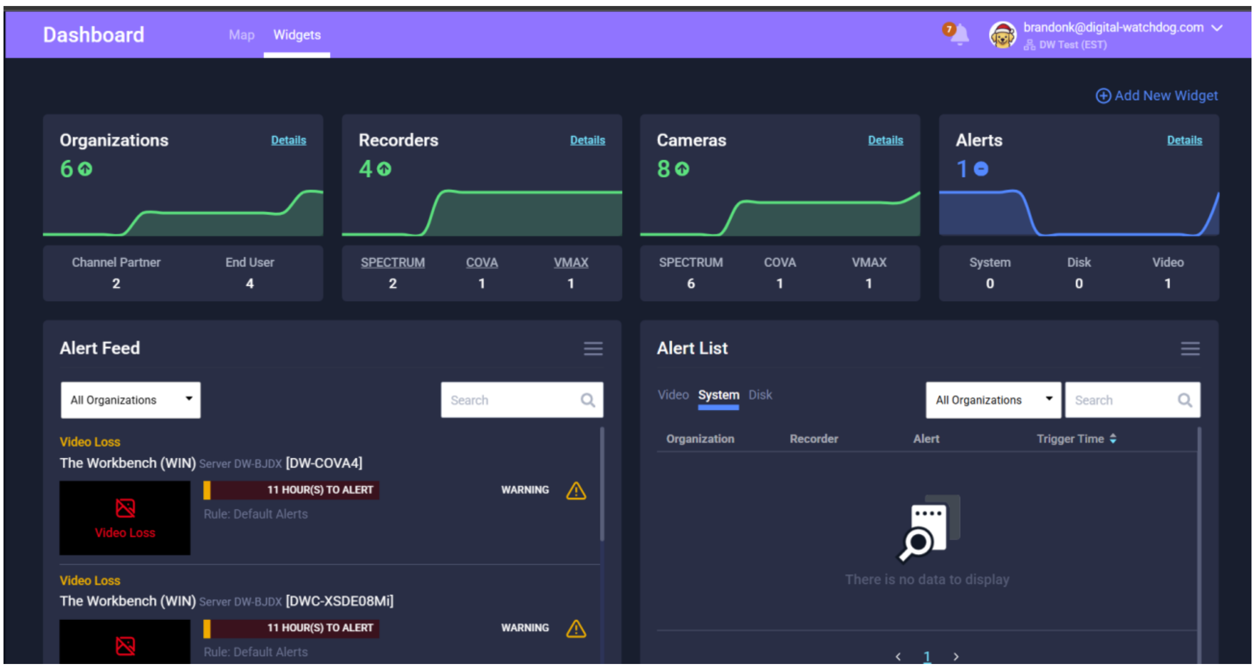
In the “Widgets” tab, monitoring tools provide valuable insight into your Organization that can be used to identify trends, improve response time, and enhance overall performance.

Each widget displays a variety of data including:

- **Organizations** (CP and EU) – Displays a count of the number of registered Channel Partners and End User Organizations.
- **Recorders** – Displays a count of recorders monitored by the myDW Organization. Recorder link – opens a breakdown of recorders by type or channel. VMAX and COVA are separated by channel count and display quantity, camera count, and active alerts, while DW Spectrum Sites are grouped by edition (Professional or Enterprise).
- **Cameras** – Displays a count of cameras monitored by the myDW Organization. by registered Spectrum, COVA, and VMAX sites.
- **Alerts** – Displays a count of active/ongoing system and device alerts in myDW.
- **Alert Feed** – Lists active/ongoing alerts within the myDW Organization.
- **Alert List** – Lists active/ongoing alert details.
- **Alert History** – Lists past system and recorder alerts.
- **CVV Detections** – Lists channel view verification alerts.
- **Inventory** – Displays a breakdown of myDW Organization assets.
- **Login History** – Displays the history and patterns for logins to the myDW Organization.
- **Cloud Storage** – Displays remaining myDW Video Share online storage.

Widget Management

- To add new widgets, click on "+Add New Widget" in the top–right corner of the widget tile.
- To change the position of widgets, click–and–drag the top of the widget tile to the desired area on the screen.
- To change the size of widgets, click–and–drag the bottom–right corner of the widget tile to the desired size.
- To refresh widgets with current information, use the refresh button located in the top–right corner of the widget tile.
- To close a widget, click the close button located in the top–right corner of the widget tile.



Active Count Widget

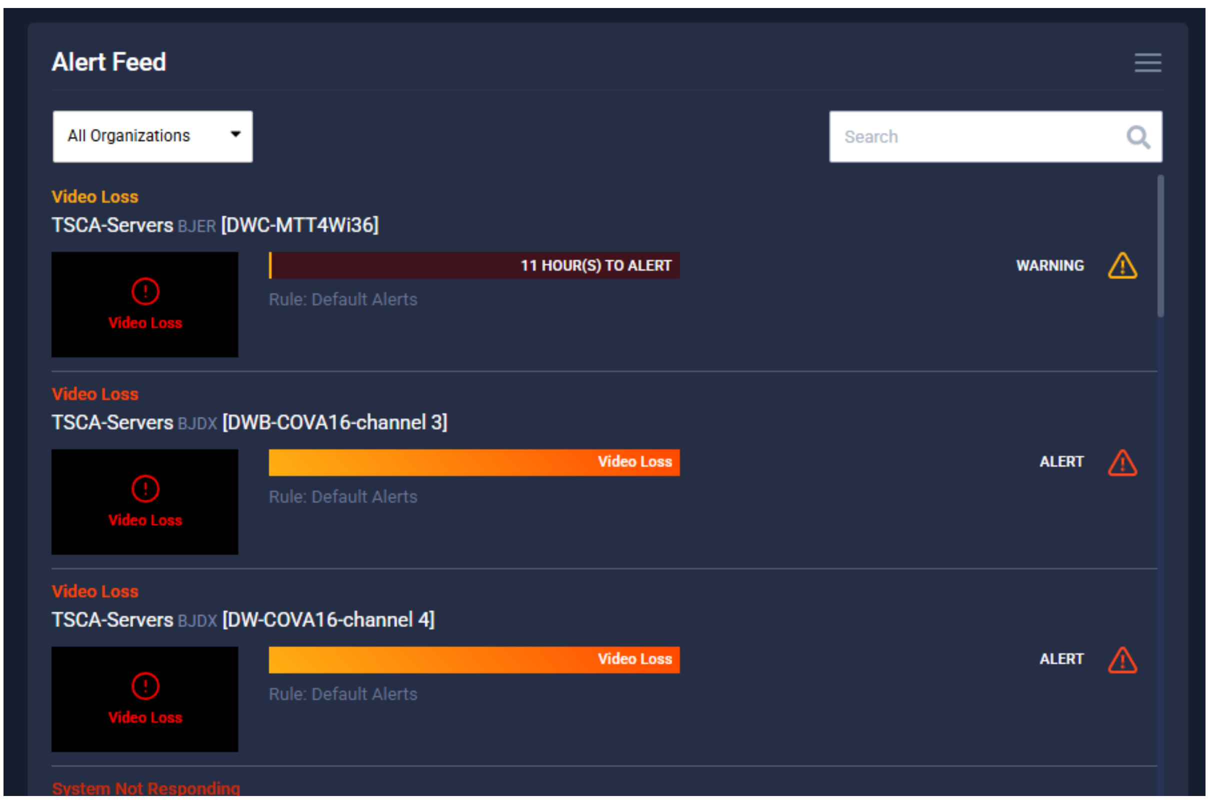
The "Active Count" widget allows users to track and visualize trends in the number of Organizations, Recorders, Cameras, and Alerts within an Organization.

Alerts are categorized into three recorder–specific categories including "System", "Disk", and "Video". The chart dynamically updates to display the active alert information in your Organization in a visual format.

Alert Feed Widget

The "Alert Feed" widget allows users to see a list of alerts and information including the type of alert, a thumbnail preview, name of device, status bar, rule information, and status of alert. With this information you can identify issues and execute a swift and timely response to alerts.

- **Status Bar** – Displays the progression of alerts if there is a rule configured with a time requirement. For example, a rule named "System Not Responding 30 minutes" can be configured to show when a device goes offline. After 10 minutes, it will enter a warning state. After 30 minutes have passed, the status will update to an "Alert" and/or "Critical" status (depending on the configuration).
- **Search Bar** – Use to search for past alerts. To search, type in the name of the device and filter out other devices. By providing detailed information and real–time updates, the Alerts widget serves as an essential tool for monitoring device statuses and managing alerts efficiently.

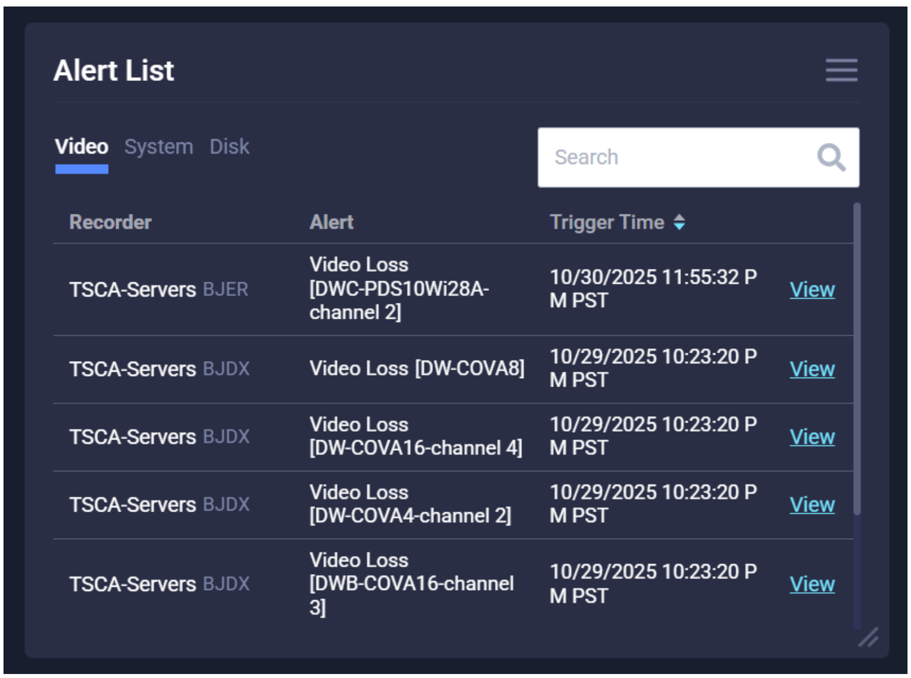


Alert List Widget

The "Alert List" widget provides a visual log of alerts from registered recorders, divided into three alert categories: Video, System, and Disk.

- **Video** – Lists the video related alerts (e.g., video loss).
- **System** – Lists system related alerts (e.g., system not responding)
- **Disk** – Lists storage related alerts (e.g., storage full)

Each tab is organized into columns that provide the recorder name, alert type, trigger time, and a link to view the alert.

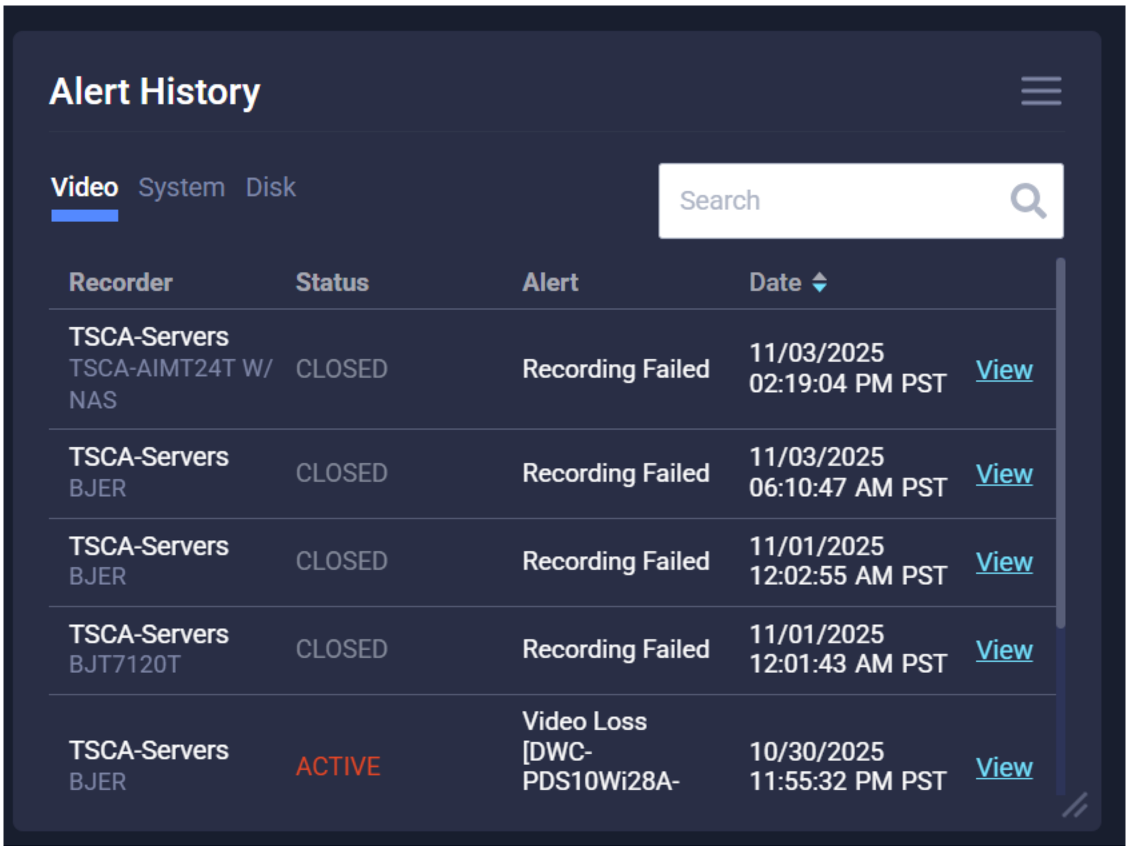


Alert History Widget

The "Alert History" widget provides a visual log of current and past alerts from registered recorders, divided into three categories: Video, System, and Disk.

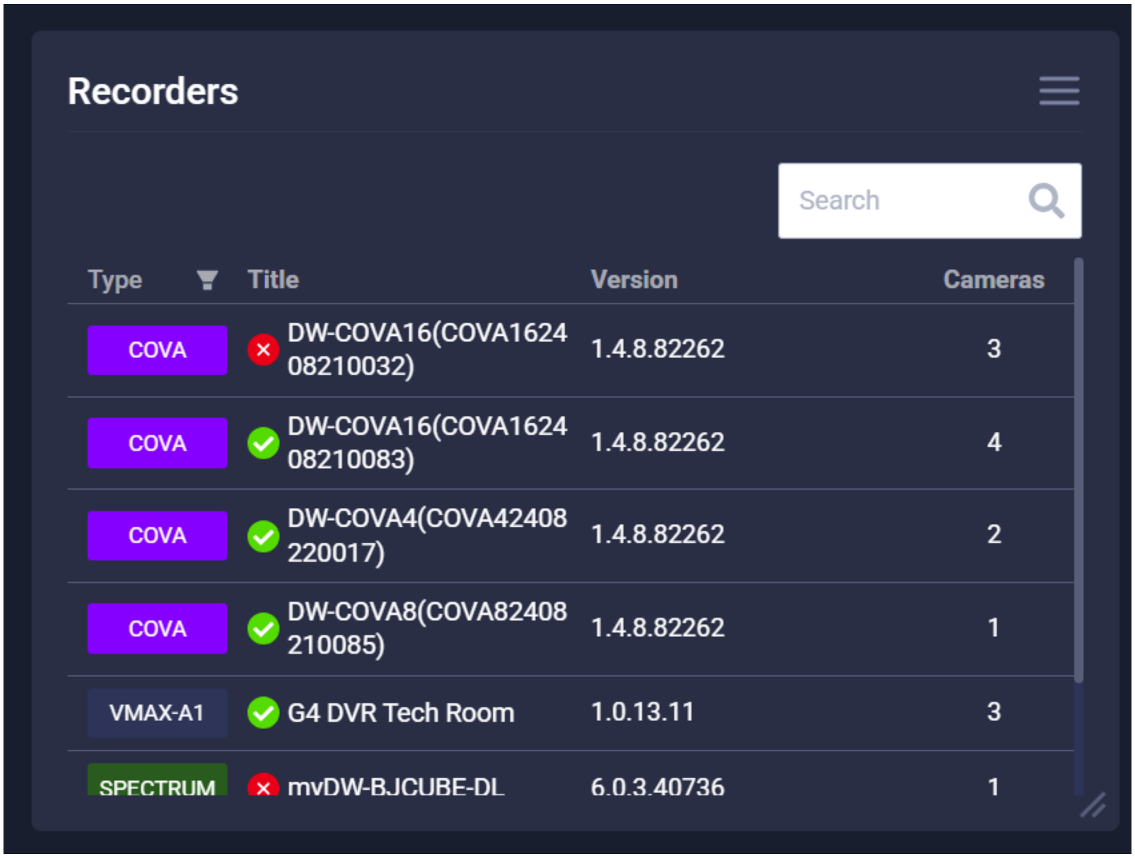
- **Video** – Lists the video related alerts (e.g., video loss).
- **System** – Lists system related alerts (e.g., system not responding)
- **Disk** – Lists storage related alerts (e.g., storage full)

Each column displays information such as the recorder name, alert status (Active, Closed, or Assigned), alert type, date of alert, and a link to view the alert.



Recorders Widget

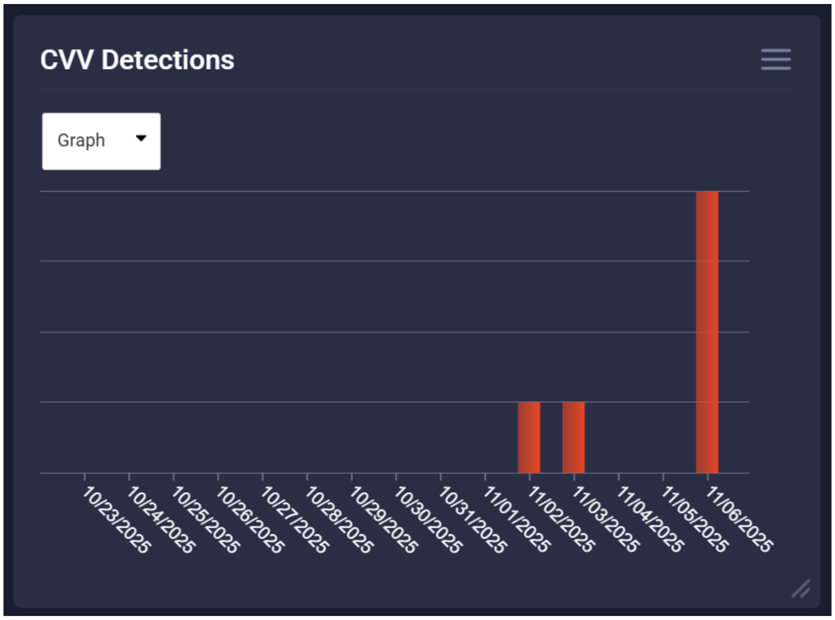
The "Recorders" widget displays a list of the recorders registered to the myDW Organization. Columns provide details about each recorder including the recorder type (Spectrum, VMAX A1, VMAX IP, or COVA), site name/title, firmware version, and the number of connected cameras.

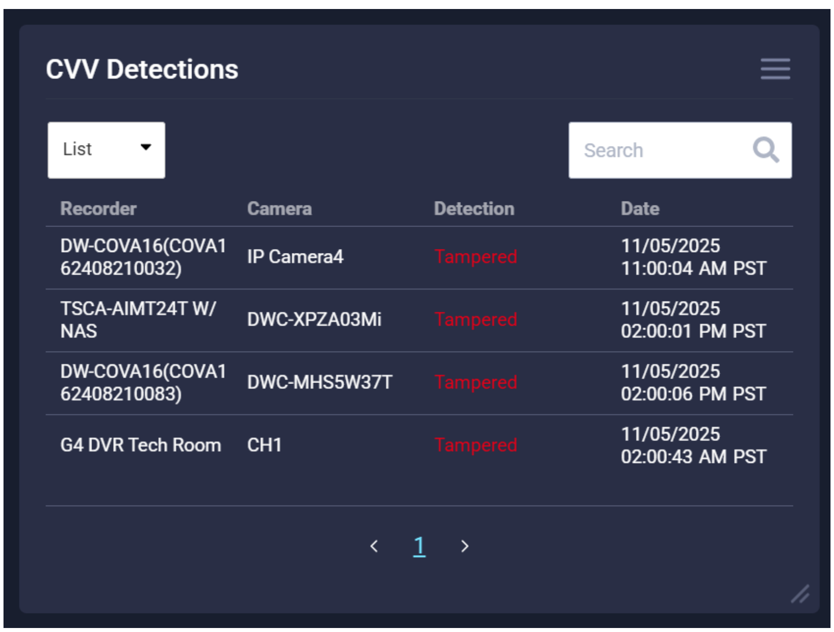


CVV Detections Widget

The “CVV Detections” widget displays a log of CVV events in either a graph or list format.

- **Graph** – View that shows the number of CVV alerts recorded within a selected range of previous days.
- **List** – View that provides detailed information about CVV events including the recorder name, camera, detection type, and timestamp.

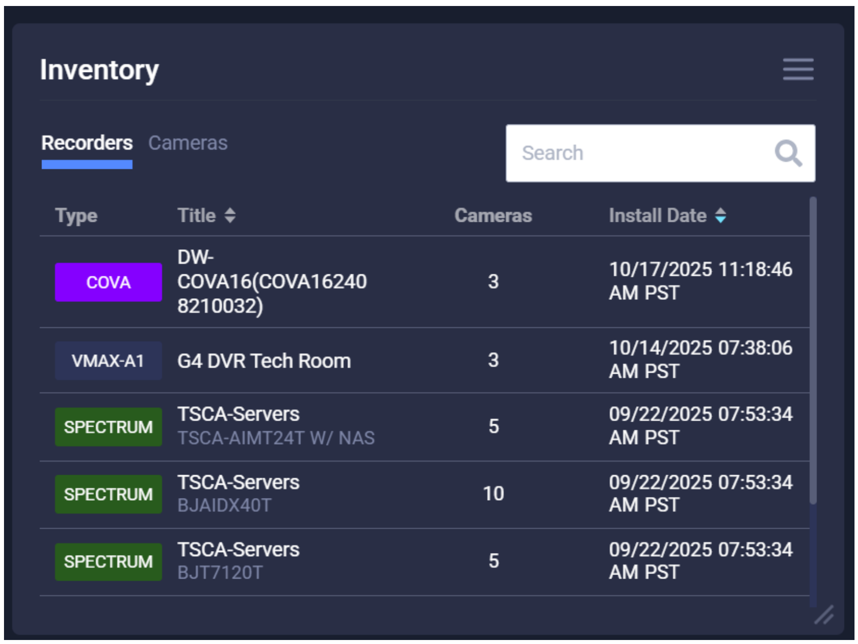




Inventory Widget

The "Inventory" widget provides a list of all recorder and camera assets that are registered to the myDW Organization. This list is divided into Recorders and Cameras.

- **Recorders** – Displays details such as the recorder type, title, number of connected cameras, and installation date.
- **Cameras** – Lists information including the associated recorder, camera name, manufacturer, and model.



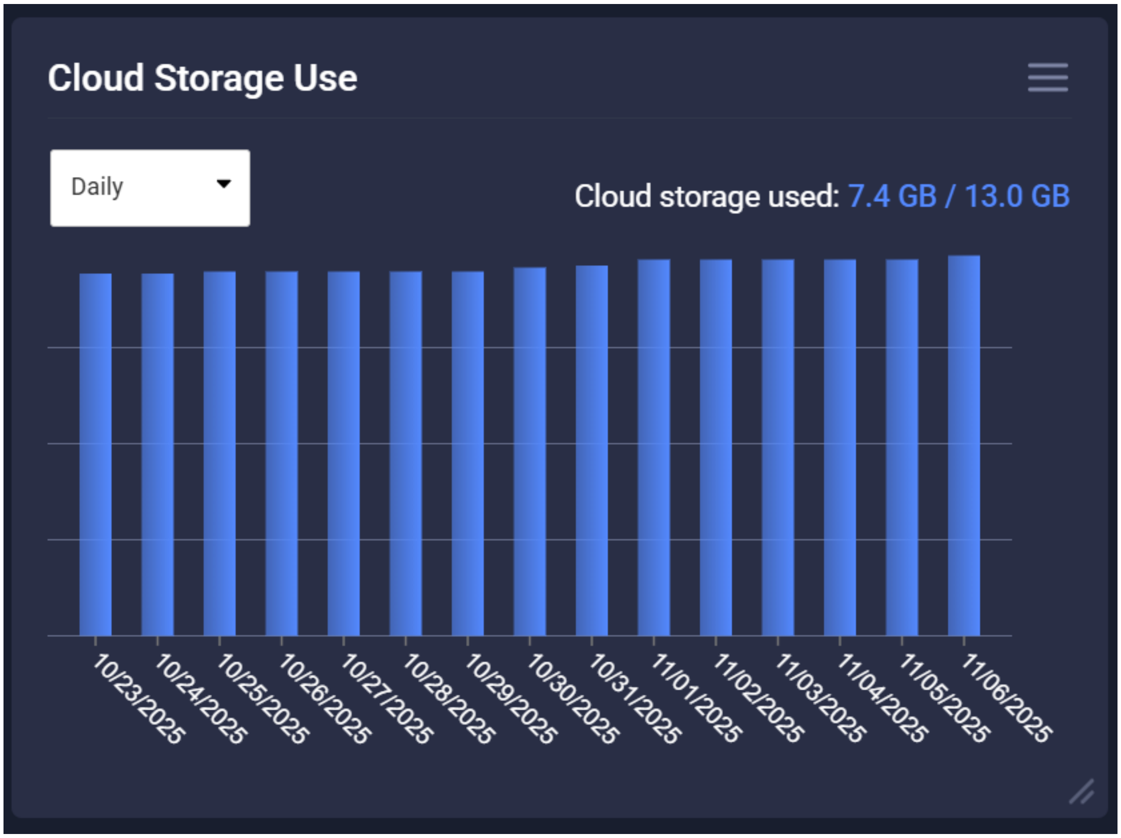
Login History Widget

The "Login History" widget provides a log of myDW user logins including their username, user group, and time of login.

Cloud Storage Use Widget

The "Cloud Storage" widget displays the amount of remaining cloud storage and how much it is used each day. Data can be filtered to show All Organizations or by individual Organizations, viewed on a daily or weekly basis.

Users can filter the widget's information by using the drop–down to switch between viewing Daily and Weekly usage reports.

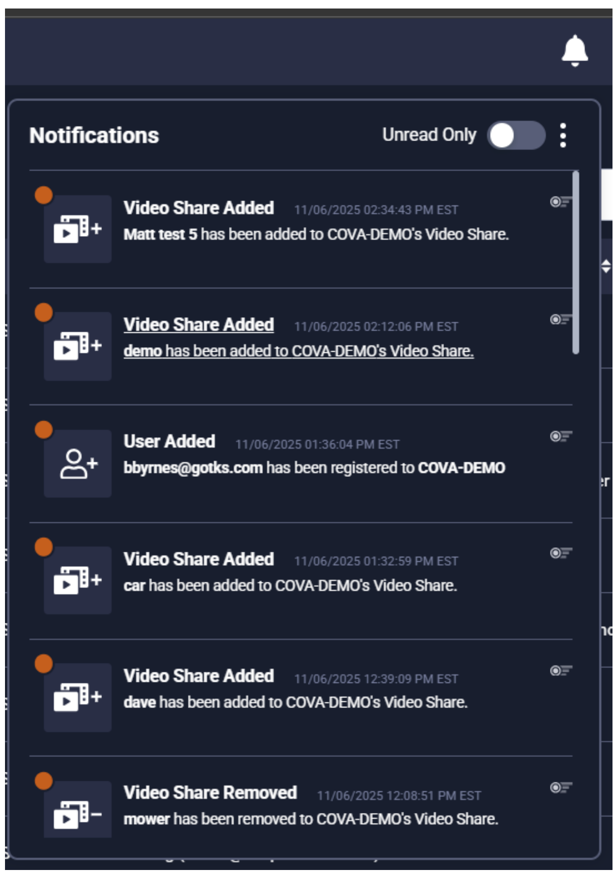


Section 2.3 – User Notification List

Notifications (Bell Icon) – Click on the bell icon (🔔) in the top–right of the Dashboard to display a record of notifications for all users and the date and time of each event.

Notifications can be filtered by using the "Unread Only" slider status. Such notifications can include:

- Added or removed recorders
- Missing address for registered recorders
- Added or removed users
- Added or removed reports
- Added or removed video share uploads
- Added or removed cameras
- Comments on a video share
- Alerts assigned
- Organization settings updates or changes



Part 3: User Drop–down Menu

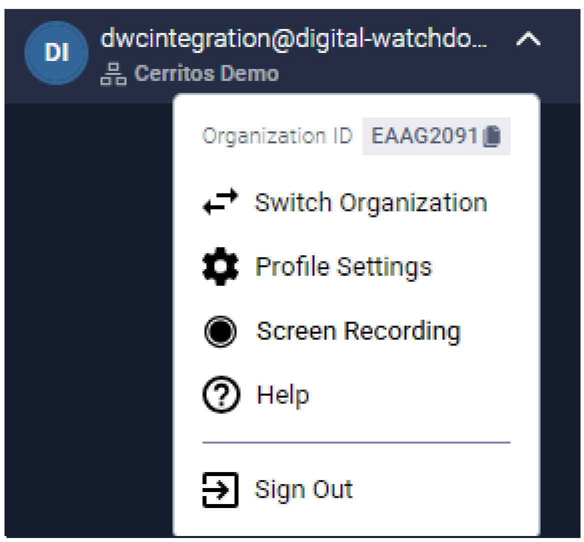
All myDW users will have access to a user drop–down menu.

The user drop–down menu includes:

- **Organization ID** – Lists the unique, 8–digit identifier of the Organization. Note: CP/SUB Organization cannot register a recorder with this ID.

  NOTE: Only EU Organization Administrators can register recorders to a myDW End User Organization using the Organization ID.

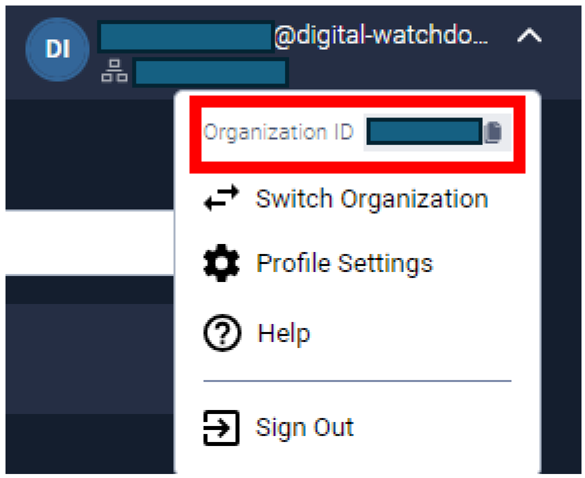
- **Switch Organization** – Click to change myDW Organizations. Note: Must be a registered user for Organization to be displayed.
- **Profile Settings** – Click to adjust myDW user settings.
- **Screen Recording** – Click to begin recording the browser tab, window, or the entire screen. The maximum recording time is five (5) minutes. Do not resize the window during screen recording. Click the Stop Recording button to end the recording and to select the share location.
- **Help** – Click to open the virtual myDW help guide.
- **Sign Out** – Click to log out of myDW.



Section 3.1 – Organization ID

The "Organization ID" is an 8–character key identifier that uniquely represents the Organization. This ID is required to add recorders to the myDW Organization.

NOTE: Only EU Organization Administrators can register recorders to a myDW End User Organization using the Organization ID.

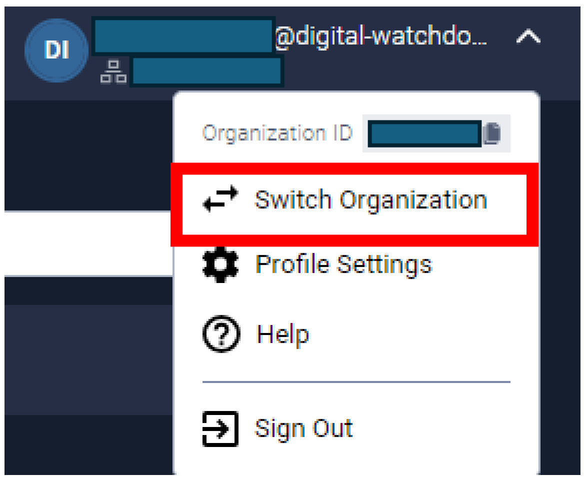


Section 3.2 – Switch Organization

Users can switch between multiple Organizations using the Switch Organization feature. This allows users to manage multiple Organizations at once.

NOTE: The Switch Organization is only available for users with access to multiple Organizations.

To switch Organizations, click on the drop–down menu in the top–right corner and select "Switch Organization". You will be prompted with a pop–up window that lists the Organizations you are associated with.

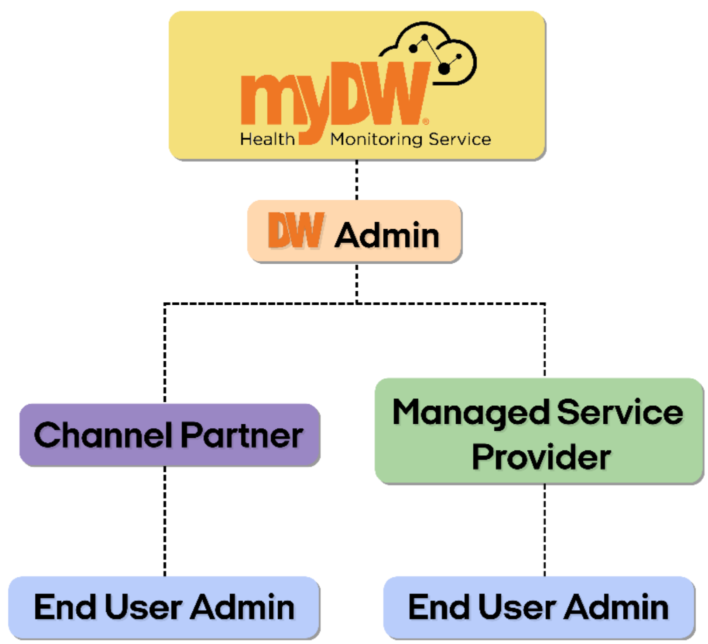


Organization Hierarchy

Organizations are arranged into the following hierarchy:

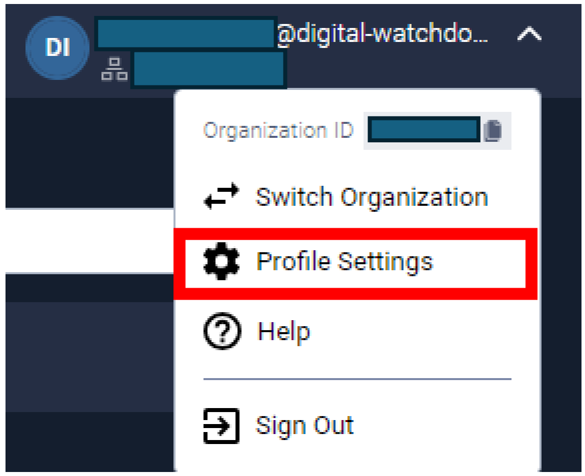
- **Channel Partners (CP)** – Digital Watchdog dealers, distributors, and partners who can create and managed myDW Organizations.
- **Sub Channel Partners** – users who can create and manage myDW Organizations under the supervision of a Channel Partner.
- **End Users (EU)** – users who manage and operate systems from within an Organization.

You can search for a specific Organization using the search bar, located in the pop–up window. Once you have found the desired Organization, Select an Organization from the search results to change Organizations.



Section 3.3 – Profile Settings

Users can access their profile settings through the drop–down menu in the top right corner. This allows users to add personal information and customize their profile for their own needs.



My Profile Tab

In the "My Profile" tab, users can modify their personal information including:

- **Email** – Email that is associated with the account. This cannot be modified.
- **Password** – Current password used for the account. This can be changed by clicking the "Change" button right of the password field. Once selected, a pop–up window will appear requesting your current password, new password, and to confirm your new password by typing it in again. Once all fields are filled out click the "OK" button to save and change password.

  Phone – Current phone number that is associated with the account. This is optional, but if filled out will be used for push notifications if enabled. To change the phone number, click on the "Change" button right of the phone number field. Once selected, a pop–up window will appear displaying the current phone number and a field to enter the new phone number. Once filled out, select the "OK" button to save and change the phone number.

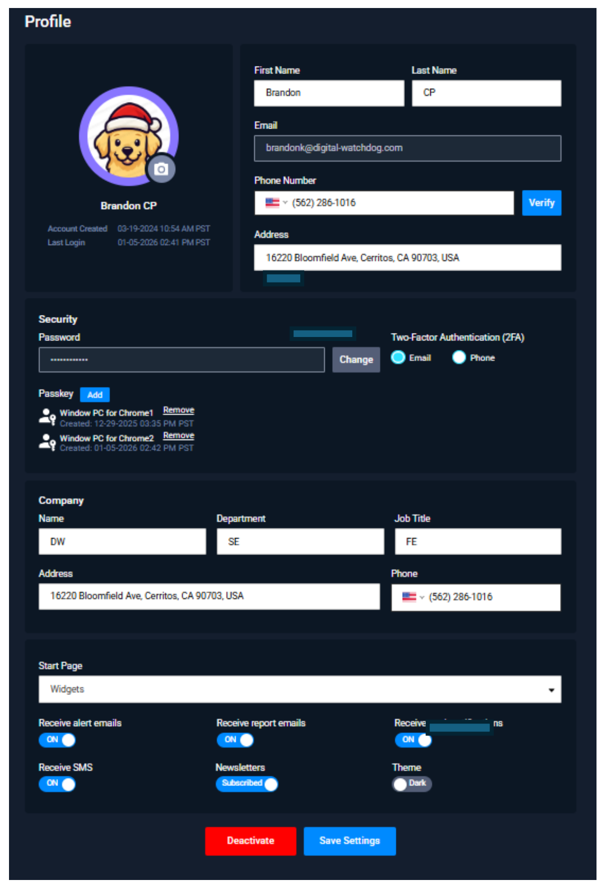
NOTE: Phone number must be verified before being added to myDW.

IMPORTANT: Enabling push notifications may result in data usage. Standard data rates may apply based on your mobile carrier plan.

- **Address –** Optional field to save the user's address.
- **Profile Image Option** – Shows user level and profile image. Users can customize their profile image. There are certain requirements for pictures to be used:
  - Supported File Types: JPEG and PNG
  - Maximum File size: 2 MB

  The options for the profile image can be accessed by clicking on the camera icon on screen. The options include:
  - Upload Photo: Allows the user to browse their device to upload a new photo
  - Remove Photo: Deletes the current profile image
- **Account Created** – Shows the date and time the account has been created. This cannot be modified
- **Last Login** – Shows the date and time the last login was for this account. This cannot be modified.
- **Profile Name** – Users can enter their full name for the account. This is required.
- **Company Name** – Users can enter the company name for the account

- **User Address** – Users can enter their address
- **Company Address** – Users can enter their company address for the account
- **Start Page** – Users can change their preferred start page when they login. They can choose from: Map, Widgets, States, and Organization Lists
- **Two–Factor Authentication (2FA)** – Select the method for receiving your verification code.
- **Passkey** – Add or remove passkeys. Up to three passkeys can be saved per user account.
- **Receive Alert Emails** – Enable or disable the delivery of email alerts.
- **Receive Report Emails** – Enable or disable the delivery of report emails
- **Receive Push Notifications** – Enable or disable the delivery of push notifications
- **Receive SMS** – Enable or disable the delivery of SMS.
- **Newsletters** – Users can choose toggle whether to be subscribed or not
- **Company Phone Number** – Users can add a company phone number; US only.
- **Theme** – Users can toggle between light/dark mode



Once the profile has been filled out, you can save this information by clicking on the "Save Settings" button. myDW will notify you if your information has been updated successfully.

To deactivate your profile, click the "Deactivate" button. A pop–up window will appear to confirm that you want to deactivate your profile.

To confirm, enter your password in the password field and then click the "OK" button.

IMPORTANT: If a profile is deactivated, that profile will be removed from every myDW Organization.

My Organization Tab

In the "My Organization" tab, users can manage and update the following Organization information:

- **Name** – Users can modify the name of the Organization. This is a required field.
- **Time Zone** – Users can set the primary time zone for the Organization. This time zone will be used for all alerts, reports, videos, and user invites.
- **Date Format** – Users can set the main date format for the Organization. This format will be used for all alerts, reports, videos, and user invites.
- **Time Format** – Users can set the main time format for the Organization. This format will be used for all alerts, reports, videos, and user invites.
- **Company Name** – Users can enter the company name of the Organization.
- **Company Address** – Users can enter the company address of the Organization.
- **Organization ID** – Users can view the permanent, unique ID associated with the Organization. This ID is also used to register any recorders. This is static and cannot be changed.
- **Additional Account ID** – Enter any additional ID information here. If this Organization has a DW CPP (Channel Partner Program) number provided to them, you may enter that number here so that you can view it on myDW. If you are not sure what the number is, please contact your accounting administrator or Digital Watchdog.
- **Owner** – Select the user who owns the myDW Organization.

  NOTE: The owner profile cannot be deleted.

- **Two–Factor Authentication (2FA)** – Users can toggle ON/OFF to require Two–Factor Authentication when logging in.

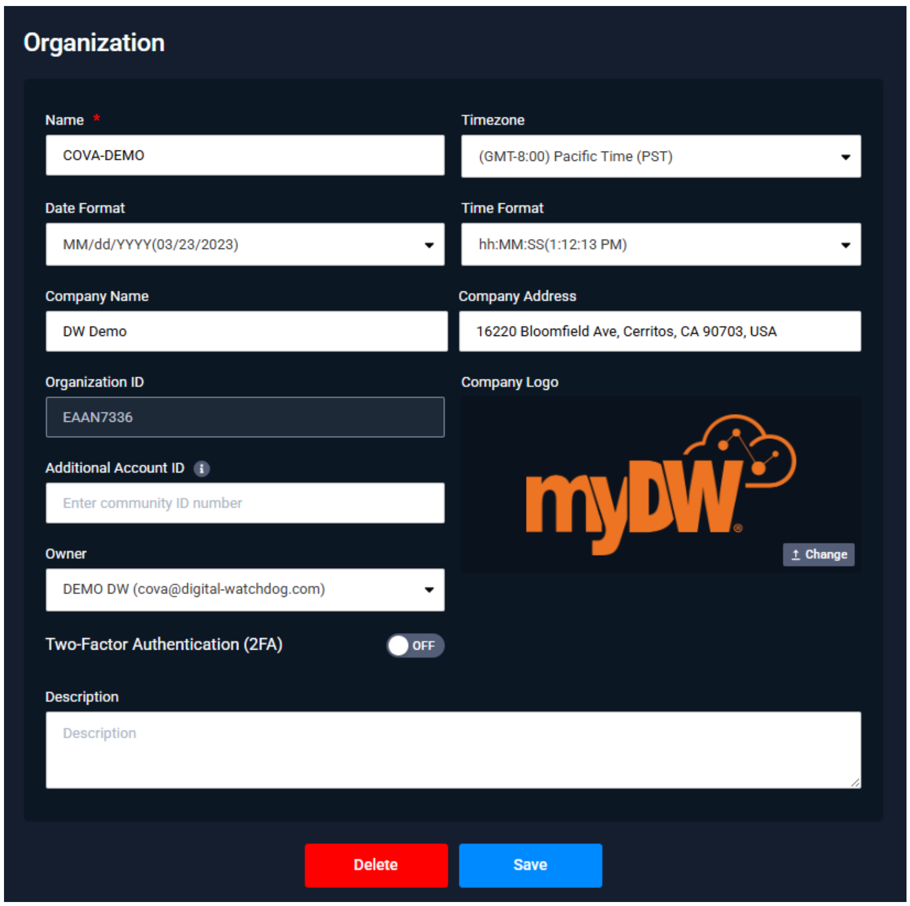
  NOTE: Enabling or disabling this setting will apply to all users within the Organization.

- **Company Logo** – Users can upload their own logo to be displayed on the left–hand side of myDW. To upload click the "Change" button located on the bottom right corner of the section and browse your local storage for the photo you would like to upload. Once selected, select "Open" to upload it to myDW.
- **Description** – Users can add a description to the Organization about their company/Organization as well as any additional information they would like to have.

Once the form has been updated, click the "Save" button located on the bottom right–hand side. myDW will notify you when your information has been updated successfully.

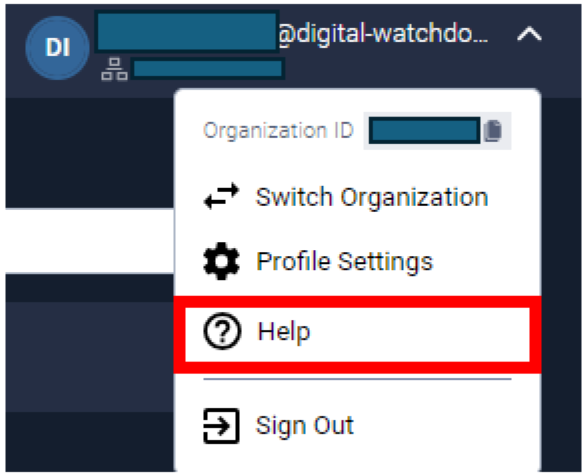
To delete the Organization, click the "Delete" button. This will prompt a pop–up window to appear asking you if you are sure you want to remove this Organization. To confirm, enter your password in the password field and then hit the "OK" button.

IMPORTANT: Once a myDW Organization has been deleted, you will no longer be able to access the Organization. Organizations with a recorder cannot be deleted.



Section 3.3 – Help

Users can access the Help page from the drop–down menu in the top–right corner of the myDW Dashboard.



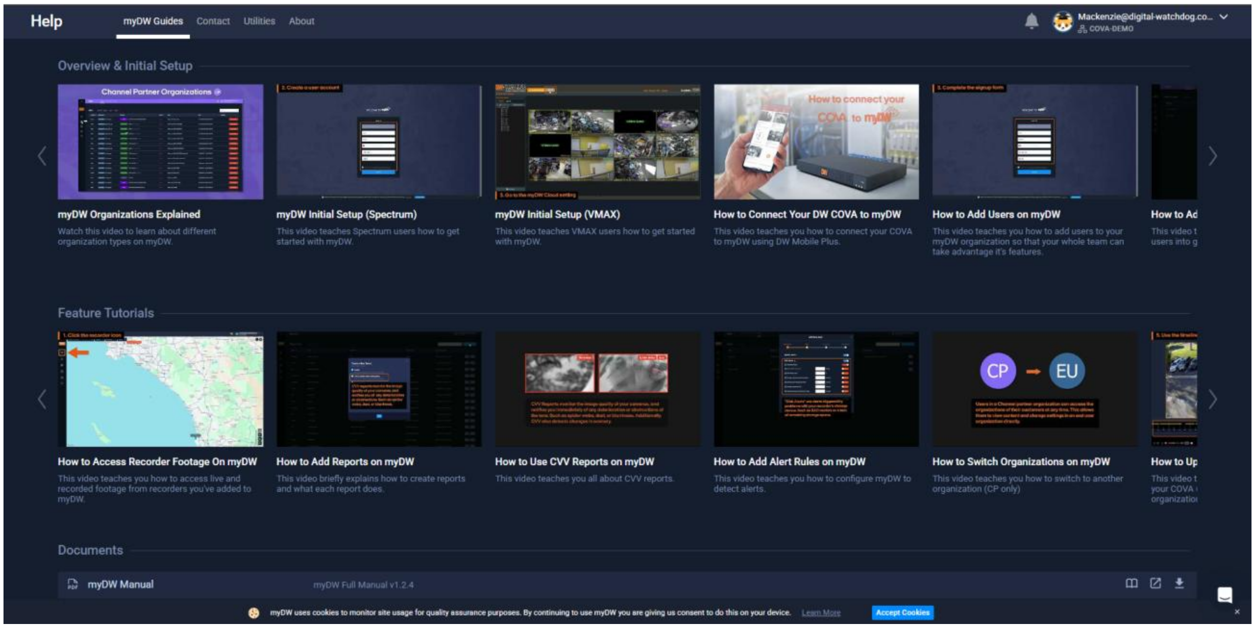
The Help page can help users find answers to any questions they might have about myDW. It includes insightful information and resources that can help users navigate including:

- **DWAIN** – DW Chatbot support that can answer basic user questions about myDW.
- **myDW Guides** – Provides different Video Guides that can help users start and guide them through myDW.
- **Feature Tutorials** – Provides in–depth instructional videos that provide different How to Guides for myDW features.
- **Documents** – This section allows you to view or download the myDW and COVA manuals. Options available include Open in Modal, Open in New Tab, or Download.
- **Contact** – This tab displays contact information provided by the CP Organization.

NOTE: The page is updated based on information manually entered by the Channel Partner (CP). Possible fields include Sites, Phone Numbers, Emails, and Custom Utilities.

myDW Guides Tab

Provides video tutorials and support documents to assist with initial Organization setup and feature navigation.



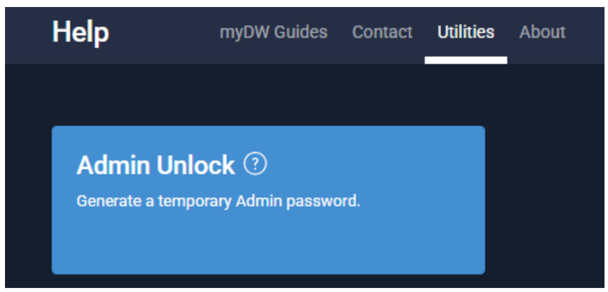
Contact Tab

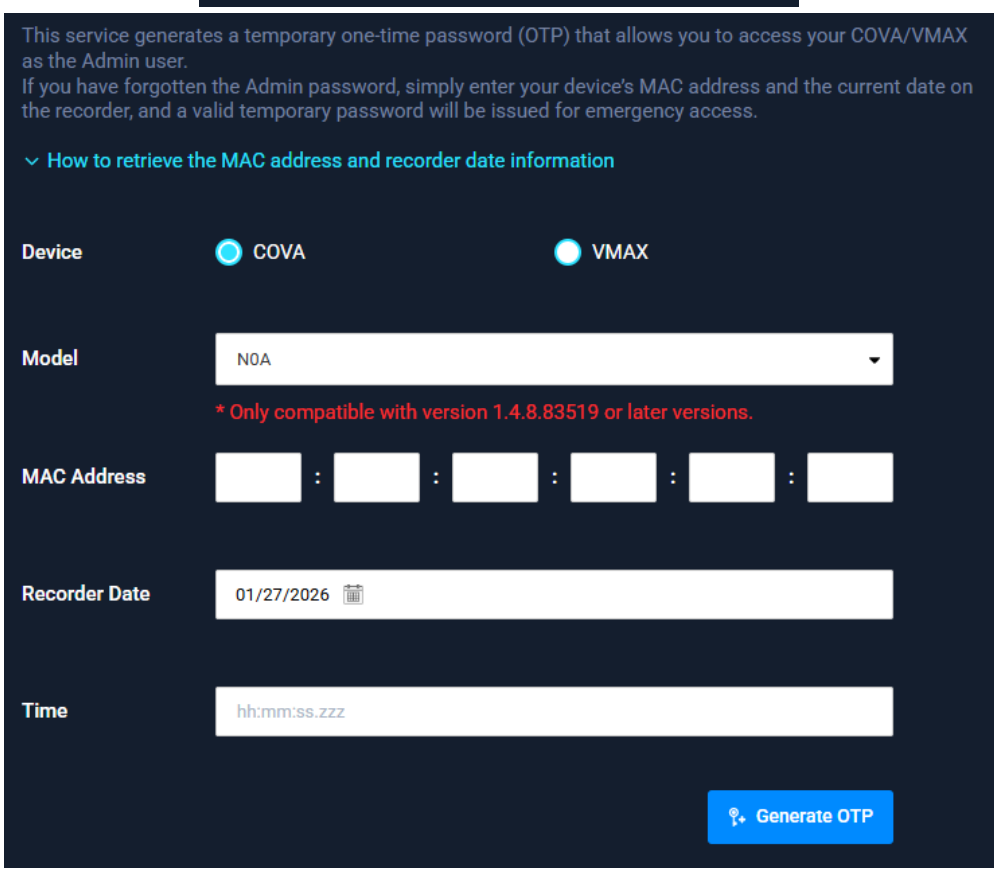
Provides the contact information as provided by the Channel Partner Organization's Administrator. These details must be configured through the CP Organization Administrator's account.

Utilities Tab

This service generates a temporary one–time password (OTP) that allows you to access your COVA/VMAX as the Admin user.
If you have forgotten the Admin password, simply enter your device's MAC address and the current date on the recorder, and a valid temporary password will be issued for emergency access.

- **COVA Requirements** – You must provide the Model (channel count), MAC address, current recorder date and time information of the COVA recorder.
- VMAX Requirements: You must provide the MAC Address and current date of the VMAX recorder.

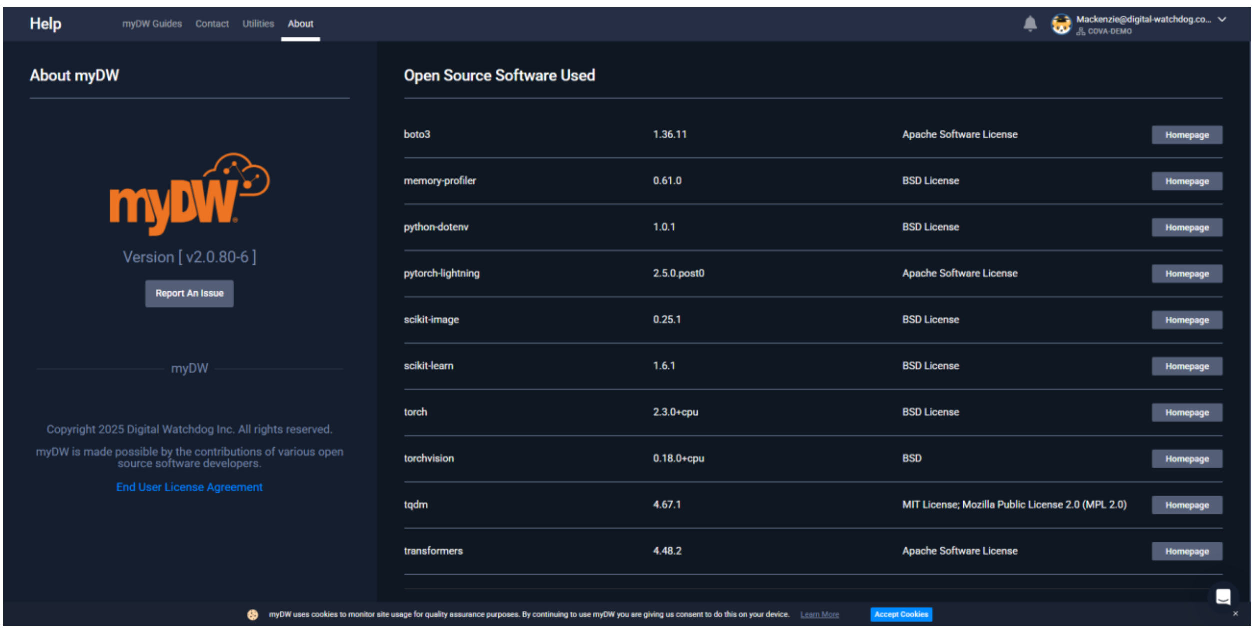




About Tab

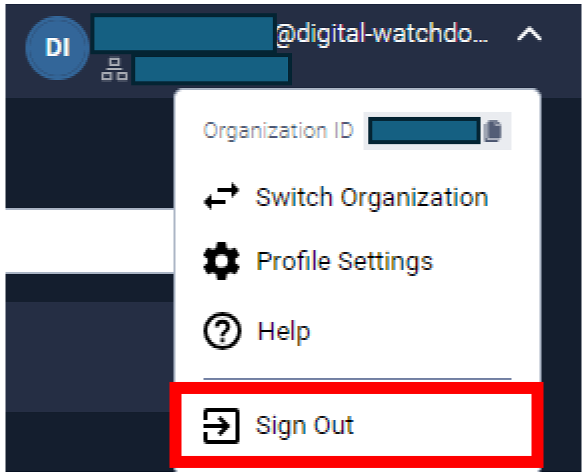
Provides detailed information about myDW including:

- **About myDW** – Displays the current version of myDW and Terms of Service.
- **Report an Issue** – Click this button to report any serious issues or bugs with myDW.
- **End User License Agreement** – Click this link to view the EULA for myDW users.
- **Open–Source Software Used** – Lists the open–source software used to create myDW including:
  - Name of developer software
  - Version of developer software
  - License of developer software
  - Homepage Button – When clicked, a new browser tab will open to the download location of the selected developer software.



Section 3.4 – Sign Out

To sign out of myDW, click open the user drop–down menu and select "Sign Out".

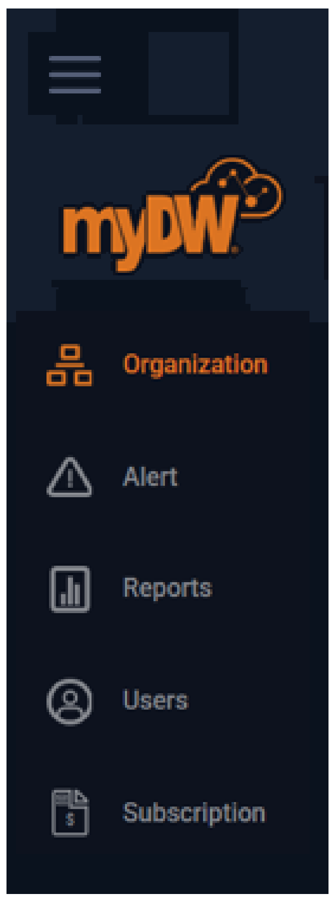


Part 4: myDW Main Menu

In the left panel of the Dashboard, click the Main Menu icon (≡), located in the top–left corner of the screen to expand the Main Menu. To minimize the Main Menu, click the collapse icon (<<).

The featured menus and Organization configuration tools include:

- **Company Logo** – Click the icon to return to the Dashboard Map. Administrators can upload logo images by navigating to *Profile Settings > My Organization*.
- **Organization** – Lists affiliated End User Organizations and Sub–Channel Partner Organizations.
- **Alert** – Lists site (recorder/camera) alerts from within an Organization.
- **Reports** – View and manage system and health reports for sites.
- **Users** – Manage myDW user profiles.
- **Subscription** – Manage myDW Subscription and activate license keys.



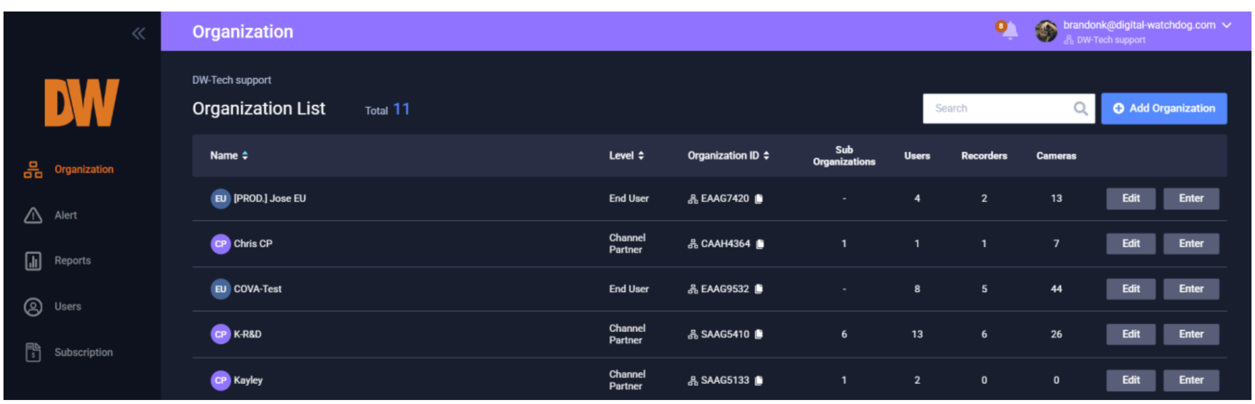
Section 4.1 – Organization Menu

The Organization menu displays all affiliated End User Organizations, Sub–Channel Partner Organizations, recorders, and cameras registered under the Channel Partner. As a Channel Partner, you can create and manage affiliated Organizations. Organization IDs can be provided to End User Administrators to be used when the End User registers VMAX G4, COVA, or DW Spectrum recorders and sites to myDW.

Organization List

The "Organization List" shows the Sub–Channel Partner Organizations and End User Organizations associated with the current CP Organization.

- **Name** – Shows the name of the Organization.
- **Level** – Shows the level of the Organization.
- **Organization ID** – Shows the Organization ID for the Organization.
- **Sub Organizations** – Shows the number of Sub Organizations. This option is not available for EU Organizations.
- **Recorders** – Shows the number of recorders associated for that Organization.
- **Users** – Shows the total number of users associated for that Organization.
- **Cameras** – Shows the number of cameras registered to the Organization.
- **Edit** – Can click to see general information about the Organization. You can also modify settings and details about the Organization.
- **Enter** – Click to prompt an overview of the selected Organization.



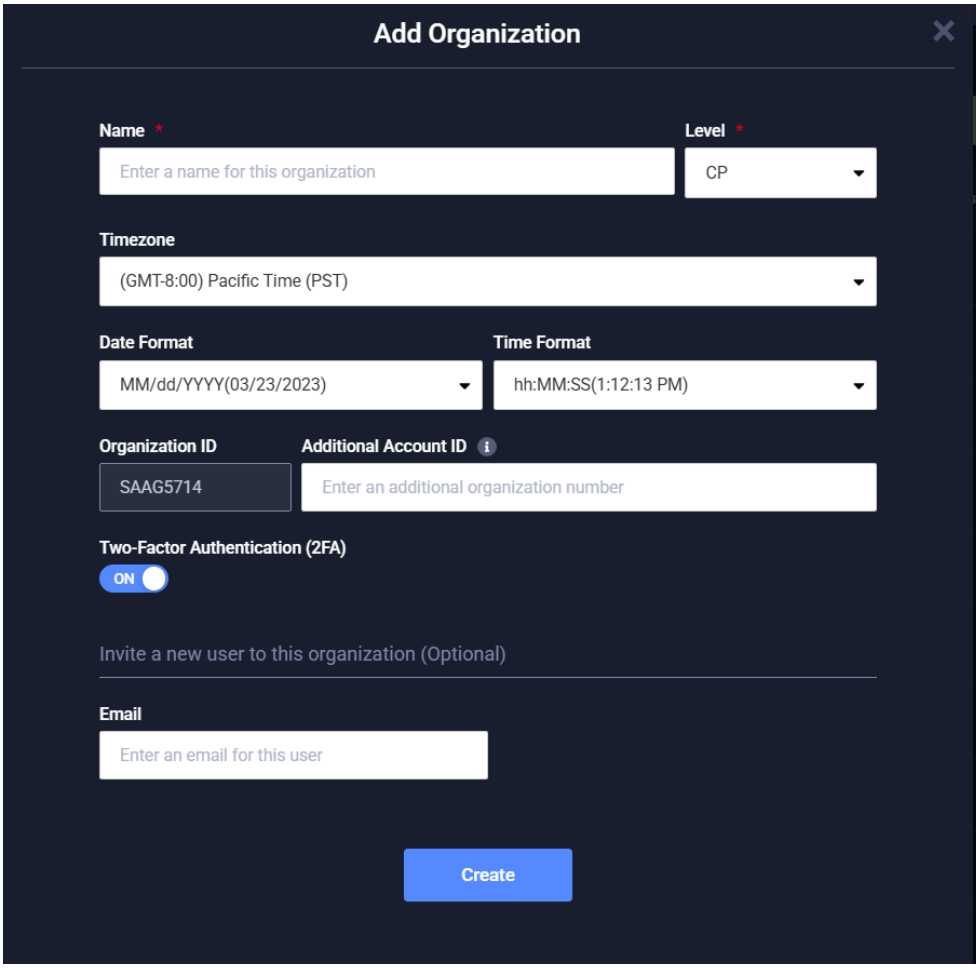
Creating a New Organization

To create a new Organization, click on the "+Add Organization" button in the top right of the "Organization List".

In the pop–up window, complete the creation form including:

- **Name** – Enter a name for the Organization. This is required.
- **Level** – Shows the level of the Organization being made.
- **Time Zone** – Can set the time zone the Organization will be using. To choose a time zone, click on the drop–down menu and choose the time zone appropriate for your Organization.
- **Date Format** – Can set the date format that your Organization will be using. To choose a date format, click on the drop–down menu and choose the date format appropriate for your Organization.
- **Time Format** – Can set the time format that your Organization will be using. To choose a time format, click on the drop–down menu and choose the time format appropriate for your Organization.
- **Organization ID** – A unique 8–character key that is associated with your Organization. This cannot be changed.
- **Additional Account ID** – Enter any additional ID information here. If this Organization is part of the DW Channel Partner Program (CPP), enter the CPP number to list the information in myDW. If you are not sure what the CPP number is, please contact your Accounting Administrator or Digital Watchdog representative.
- **Two–Factor Authentication (2FA)** – Users can toggle on/off to require Two–Factor Authentication when logging in.
- **Email** – (Optional) Enter an email address to invite a new user to the Organization being created. If this user is added during creation, they will automatically become the Organization Owner upon accepting the invitation. They cannot be removed unless ownership is first transferred in the Organization settings, located under the Profile tab.

After completing the Add Organization form, click the "Create" button to save the new myDW Organization.



Editing an Existing Organization

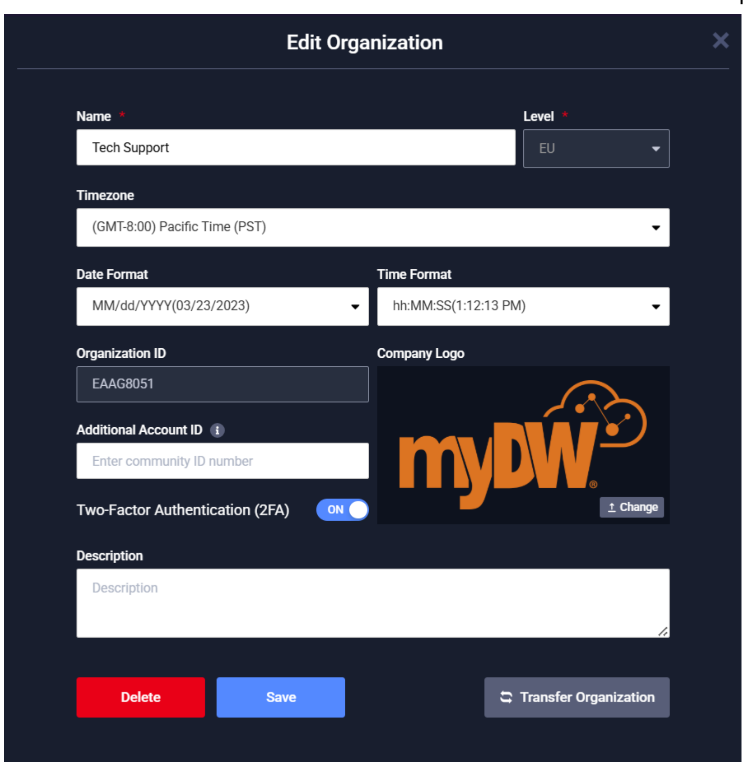
Click the "Edit" button to change existing Organization information including:

- **Name** – Shows the name of the Organization. Can be edited. This is required.
- **Level** – Shows the level of the Organization. Cannot be edited. This is required.
- **Time Zone** – Shows the time zone that the Organization is using as its standard time. This can be modified by using the drop–down menu provided and clicking the preferred time zone.
- **Date Format** – set the date format that the Organization is using (MM/DD/YY, DD/MM/YY, etc.).
- **Time Format** – Shows the time format that the Organization is using. This can be modified by using the drop–down menu provided and clicking the preferred time format.

- **Organization ID** – Shows the unique, 8–character key that is associated with the Organization. Cannot be edited.
- **Additional Account ID** – Shows any additional account ID information that is associated with the Organization. If an Organization has an additional ID number provided by a third party (such as Customer ID, CPP ID, group ID, etc.), you may enter that number so you may view it in myDW.
- **Two–Factor Authentication** – Users can toggle on/off to require Two–Factor Authentication when logging in. This option is applied to the entire Organization level.
- **Company Logo** – Users can upload their own logo that can be displayed at the top of the Main Menu. To upload, click the "Change" and browse your computer's local storage for the image you would like to upload. Once selected, click "Open" to upload it to myDW.
- **Description** – Users can add a description to the Organization of their company/Organization as well as any additional information they would like to include.

To save changes, click the "Save" button at the bottom of the pop–up window. myDW will notify you when the Organization has been updated successfully.

To delete an Organization, click the "Delete" button. Enter your password in the "Password" field and click the "OK" button to confirm the deletion request.

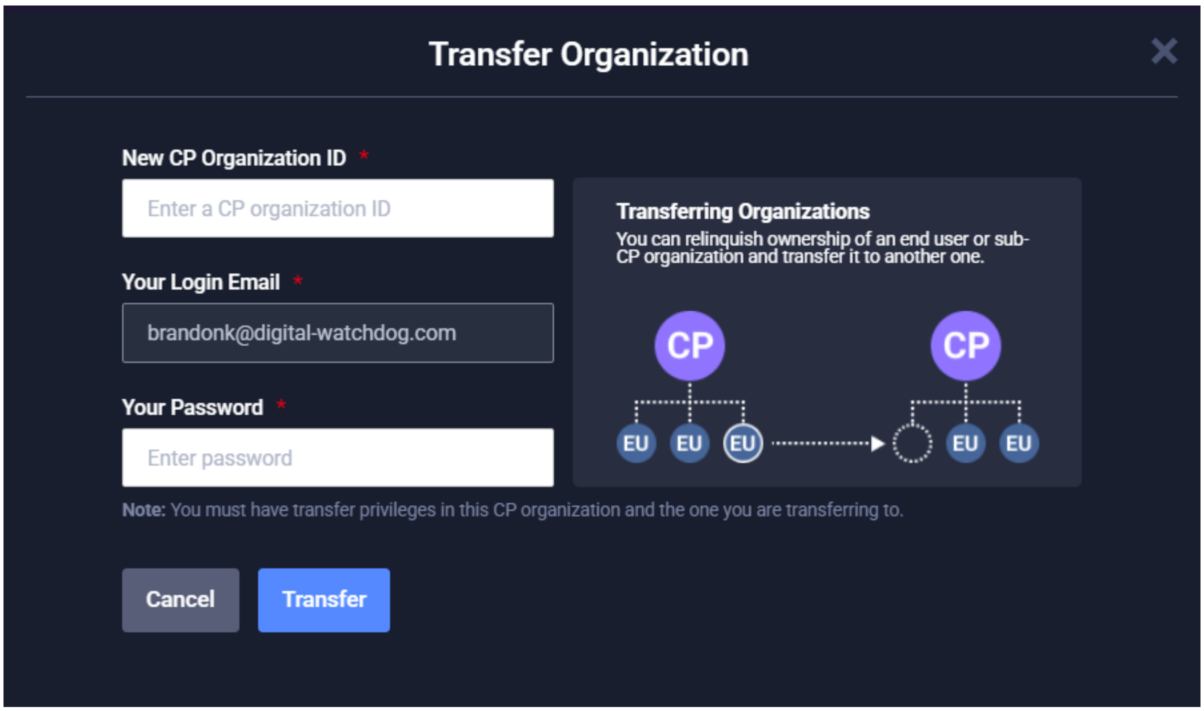


Organization Transfer

The “Organization Transfer” feature allows the Channel Partner to relinquish ownership of an End User Organization or Sub–Channel Partner Organization and transfer it to a different Channel Partner’s Organization.

The following information is required to complete the transfer:

- **New CP Organization ID** – Enter the new Channel Partner Organization that will be assuming the ownership.
- **Your Login Email** – This field will be automatically filled with the email address associated with your myDW account.
- **Your Password** – Enter your myDW account password to authorize the transfer.



Section 4.2 – Alert Menu

The "Alert" menu displays all alerts from EU/Sub–CP Organizations associated with the Channel Partner Organization. With this feature you can see current alerts, the alert history registered recorders, and create custom alert rules.

Alerts Tab

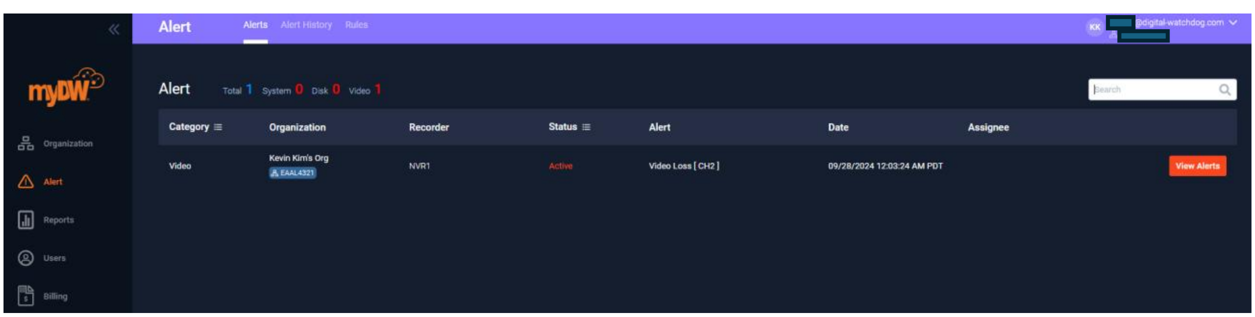
In the "Alerts" tab, you can see a list view of all the alerts across all End User Organizations associated with the Channel Partner Organization.

At the top of the page, you can see the total number of alerts as well as the different categories of alerts and the number of occurrences for each.

You can use the search bar located at the top right of the "Alerts" tab to search for specific alerts using key words.

The Alerts list is organized by:

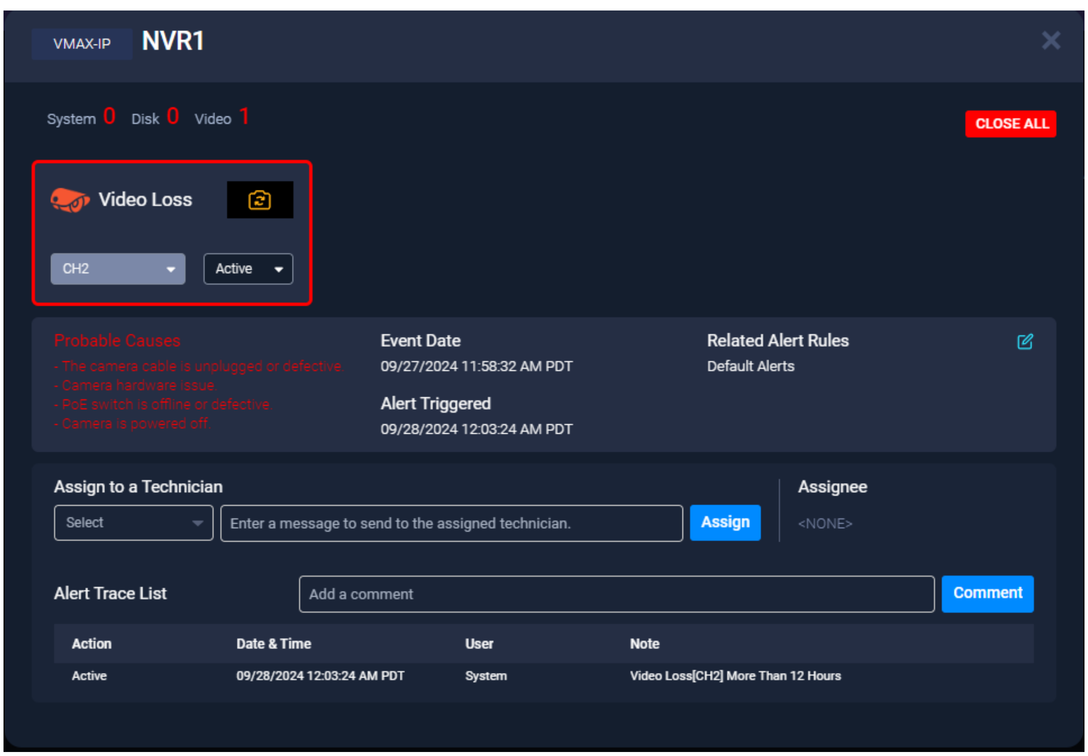
- **Category** – Shows the type of alert.
    - System – system related alerts such as power loss, reboot, etc.
    - Disk – storage related alerts such as full storage, bad sectors, etc.
    - Video – video stream related alerts such as video loss.
- **Recorder** – Name of the recorder.
- **Status** – Shows the alert status of the recorder. You can see if they are active or have been assigned or closed.
- **Alert** – Shows the name of the Alert as well as camera channel.
- **Date** – Shows the date of when the alert was made.
- **Assignee** – Shows who has been assigned the alert.
- **View Alerts** – Click to view detailed information about an alert.



View Alerts Feature

When using the "View Alert" feature, myDW provides various pieces of information about alerts, including:

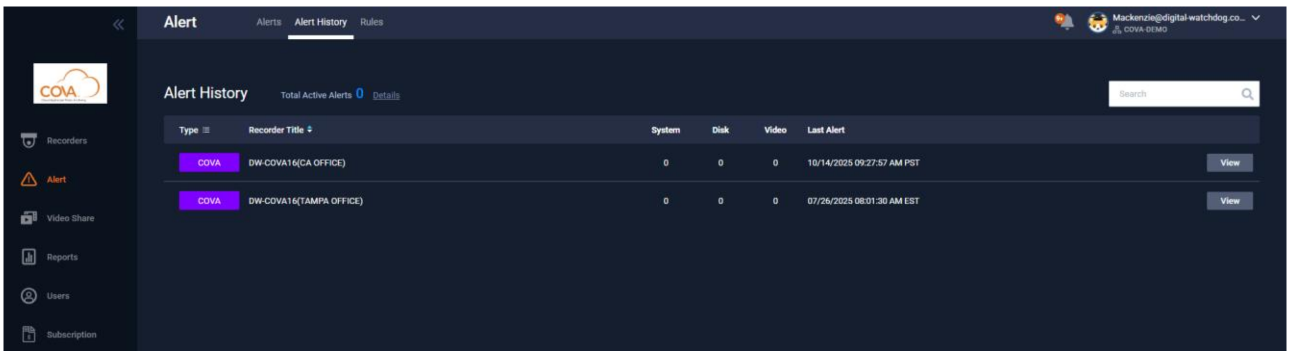
- **Alert Type** – In the red box, you will be given the type of the alert, the related camera channel, and the option to close the alert once resolved.
- **Probable Causes** – lists the most likely cause of the alert.
- **Event Date** – The date and time that the event occurred.
- **Alert Triggered** – The date and time the alert triggered based on the alert rule.
- **Related Alert Rules** – Displays all rules that meet the condition for the alert.
- **Assign to a Technician** – Assign the alert to a specific user. Click the "Select" drop–down button to choose a user and enter a message to be sent with the alert. Once ready click the "Assign" button to email the assignment to the user.
- **Assignee** – Once assigned, the assigned user will be displayed in the assignee section, on the right. By clicking the email button next to their name, you can send a message to the assignee via email at any time.
- **Alert Trace List** – You can view the logs for this alert here.
- **Comment** – Can add any additional comments or notes for this alert and will be inputted into the Alert Trace List.



Alert History Tab

In the “Alert History” tab, as a Channel Partner you can view currently active alerts and the Alert History for each device.

- **Type** – Shows the type of recorder (Spectrum, COVA, VMAX–IP, VMAX–A1).
- **Recorder Title** – Shows the title of the recorder.
- **System** – Shows the number of currently active system alerts.
- **Disk** – Shows the number of currently active disk alerts.
- **Video** – Shows the number of currently active video alerts.
- **Last Alert** – Shows the date and time of the last alert made.
- **View** – Shows an alert history that displays information on the alerts that occurred on that recorder.

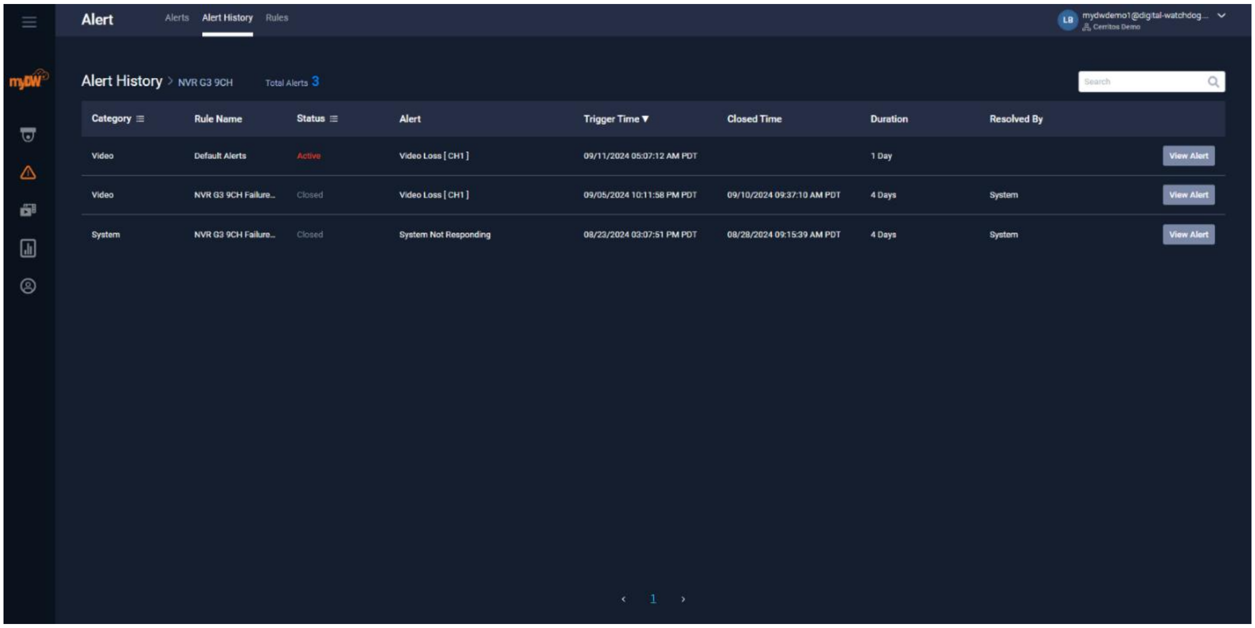


While viewing an individual recorder’s alert history, you will see an alert list for the recorder.

The Alert History is organized into the following columns:

- **Category** – lists the type of alert.
    - System – system related alerts such as power loss, reboot, etc.
    - Disk – storage related alerts such as full storage, bad sectors, etc.
    - Video – video stream related alerts such as video loss.
- **Rule name** – Shows the name of the rule that triggered the alert.
- **Status** – Shows the alert status of the recorder. You can see if they are active or have been assigned or closed.
- **Alert** – Shows the name of the Alert.
- **Trigger Time** – Shows the time of when the alert was triggered.

- **Closed Time** – Shows the time of when the alert was closed.
- **Duration** – Shows how long the alert has been active.
- **Resolved By** – Shows the name of the person who resolved the alert.
- **View Alert** – Click to view more detailed information about an alert.

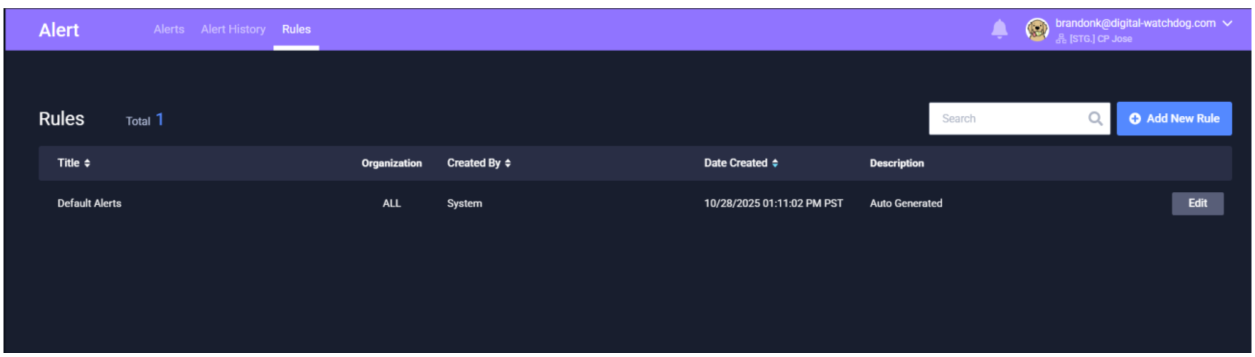


Rules Tab

As a Channel Partner, you can add and modify alert rules that can be used to notify you when specific circumstances occur. In the "Rules" tab, alert rules are listed for EU Organizations and key details for each rule including:

- **Title** – Shows the title of the rule.
- **Organization** – Shows the Organizations with the rule applied.
- **Created By** – Shows the name of who created the rule.
- **Date Created** – Shows the date and time the rule was created.
- **Description** – Shows a brief description of what the rule does.
- **Edit** – Click to view rules details and edit any rule.

To view more information about the alert rule, click on the alert in the list or click on the "Edit" button. This will prompt a pop–up window titled "View Alert Rule" displaying different sections about the alert rule configuration.



Adding a New Rule

To add an Alert Rule, start by clicking the "Add New Rule" button in the upper right corner of the Rules tab. You will then be prompted with a new pop–up window called "Add New Rule". This window will have four sections:

- Recorders – Select the registered recorders that will be associated with the rule.
- Rule – Set the conditions for the alert rule.
- Recipients – Select the user(s) who will receive the notification(s).
- Preferences – Enter a name and/or description for the rule.

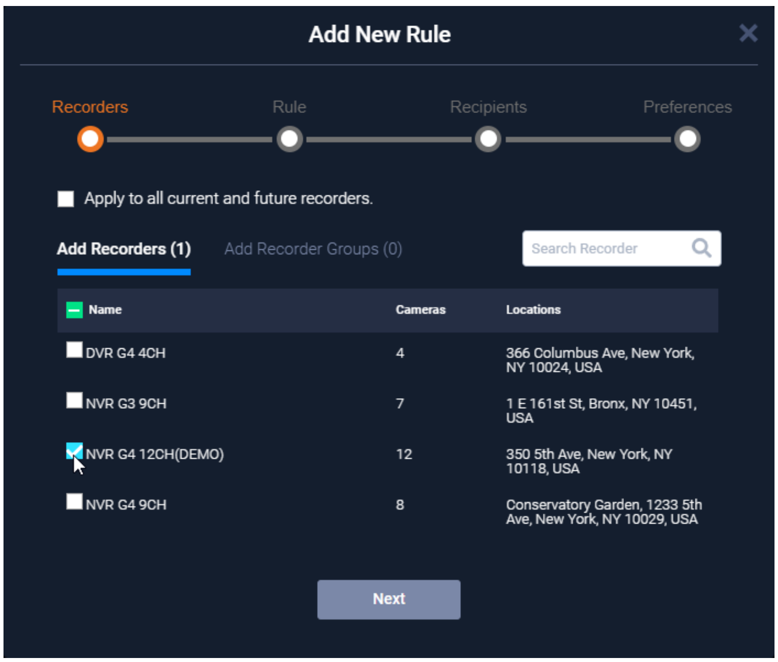
New Rule – Recorders Section

In the "Recorders" section of the rule setup, you can select Recorder(s) to which the rule will be applied to. You can find individual Recorders by using the Add Recorders list in the pop–up window.

To search for a specific Recorder, you can either scroll through the list, or you can use the search bar provided to look for the name of the Recorder. You can also add Recorder Groups by selecting the Add Recorder Groups tab in the pop–up window.

To select an option, check off the checkmark box on the left of the Recorder's name.

If you choose "Apply to all current and future recorders". The rule will be applied to all existing recorders as well as any recorders that are added to the Organization in the future.

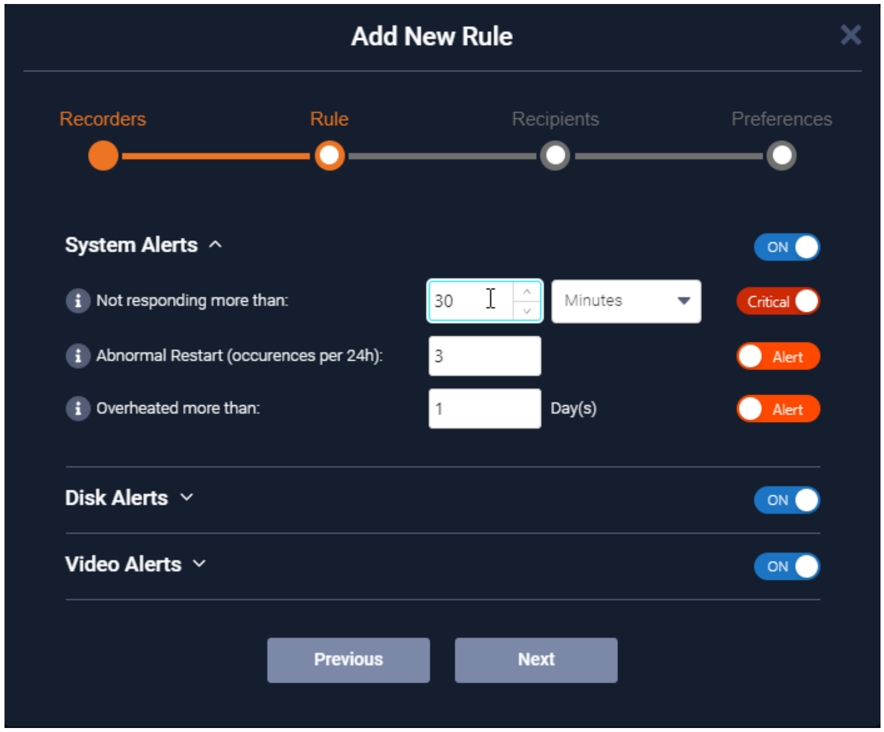


New Rule – Rule Section

In the "Rule" section, you can set the conditions for each alert and whether it should be classified as "Alert" or "Critical" when a specific alert occurs. To view more information on what each alert means you can hover over the information icon (ℹ). You also have the option to toggle alerts ON/OFF to focus or expand your rule. The types of alerts that myDW provide are:

- **System Alerts**
  - **Not Responding more than** – Triggered when the recorder remains offline for the specified period.
  - **Abnormal Restart (occurrences per 24h)** – Triggered when a device reboots abnormally the specified number of times within a 24–hour period.
  - **Overheated more than** – for VMAX only; Triggered when the system temperature exceeds 158° F (70° C).
- **Disk Alerts**
  - **Hardware failure** – VMAX only; Disk error or HDD smart error detected.
  - **Overheated more than** – VMAX only; Triggered when disk temperature exceeds 158° F (70° C).
  - **BAD Sector Over** – VMAX only; Triggered when a percentage of bad sectors exceeds a specific value.
  - **Storage status checked more than** – (Spectrum only) Triggered when one or more storage devices are being scanned by the media server for longer than the specified time.
  - **Reindexing is taking more than** – (Spectrum only) Triggered when the recorder is reindexing one or more storage devices for longer than the specified time.
  - **Storage space near full** – (Spectrum only) Triggered when free disk space falls below 20 GB and remains below this level longer than the specified time.
  - **Reserved space not clearing for over** – (Spectrum only) Triggered when the reserved space on the disk exceeds 110% of the free space and this condition persists for the specified time.
- **Video Alerts**
  - **Lost connection to camera for more than** – Triggered when the video loss or offline condition of the camera connected to the recorder lasts for the specified time.

- **Recording Failed** – Triggered if the recording software is suspected of malfunctioning.



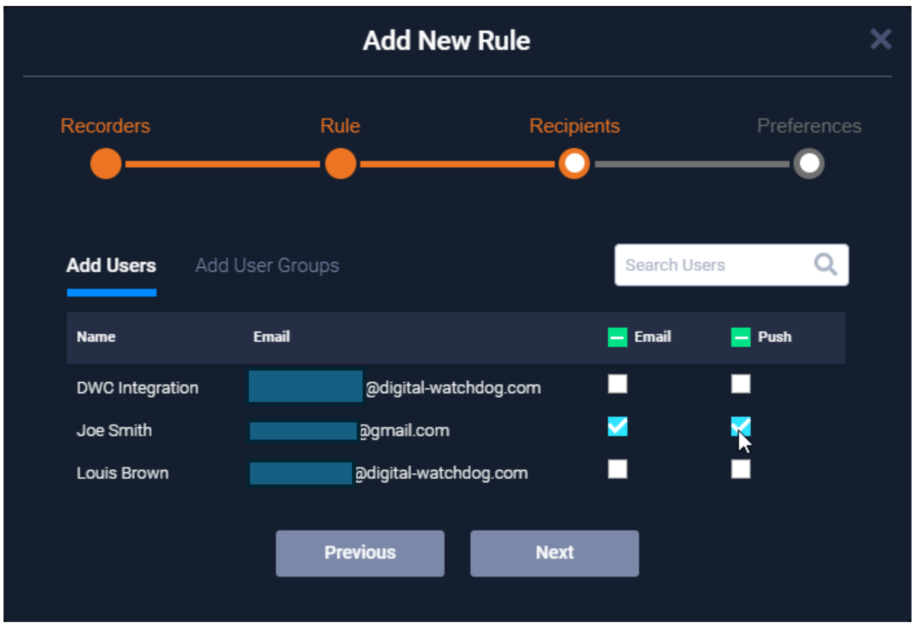
New Rule – Recipients Section

In the "Recipients" section, you can select user(s) who will receive an email or push notification when a rule is triggered.

To add a specific user, use the "Add Users" tab and find specific users to add by either looking through the list provided or searching with the search bar provided. For every user you have the option to either send an email or send a push notification or you can do both.

Use the checkboxes to select which users will receive the notifications.

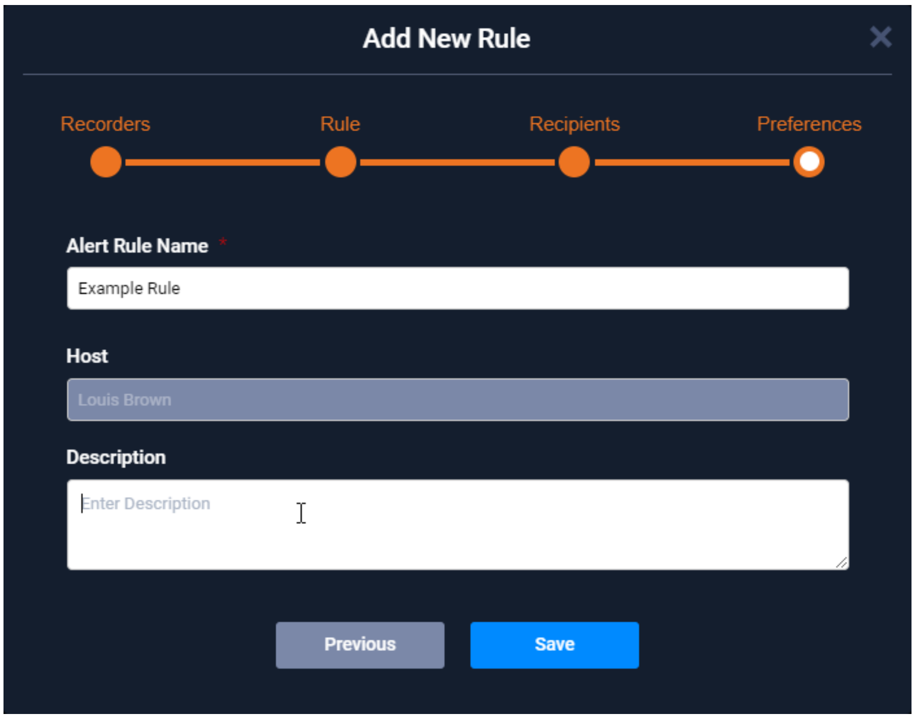
- **Email** – Checking this box will select users who will receive notifications via email.
- **Push** – Checking this box will select users who will receive notifications via mobile app.



New Rule – Preferences Section

In the "Preferences" section, you can enter an Alert Rule Name and a description of the rule. Once you are finished, you can click the "Save" button to save the Rule.

- **Alert Rule Name** – (Mandatory) Enter a custom title for the rule.
- **Host** – This field will be automatically filled with the name of the user who created the rule.
- **Description** – (Optional) Enter a brief description of the rule.



Section 4.3 – Reports Menu

With the Reports feature, myDW can use data supplied by your Organization to create reports that can be used to identify trends, optimize operations, and enhance overall performance.

As a Channel Partner, you will be able to centralize into one list the Health Reports and Inventory Reports made by all the End User Organizations associated with your CP Organization.

Reports List

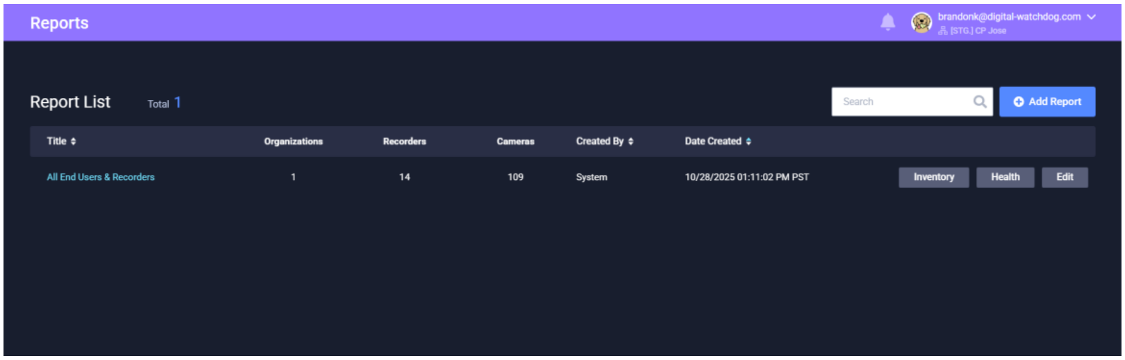
The Reports List displays a summary of Health Reports and Inventory Reports for your Organization. The list is organized into columns to help highlight key points of each report including:

- **Title** – Shows the title of the report.
- **Organization** – Shows a count of EU Organizations used in the report.
- **Recorders** – Shows a count of recorders used in the report.
- **Cameras** – Shows a count of cameras used in the report.
- **Created By** – Shows the user who created the report.
- **Date Created** – Shows the date and time the report was created.
- **Edit** – Use to edit basic information in the report.

Report options available for Channel Partners includes:

- **Inventory Report** – This report shows you a full inventory of all recorders and devices connected to your Organization. When selecting the report from the report list, it will bring up an inventory of all the recorders and devices connected to your Organization.
- **Health Report** – This report presents an overview of the health of the Organization. When selecting the report from the report list, it will bring up a report on the health of the whole Organization. At the top of the report, you can see a "Healthy" counter counting the total healthy recorders in your Organization. There is also an "Alert" counter counting the total amount of alerts in your Organization. Next to it there is also "Details" that when you hover over it with your cursor, you can see the number of health problems by categories. At

the top right of the report there is a search bar where you can filter through different recorders by using keywords to find specific recorders.



Creating a Health Report

To create a Health Report, click "Add Report" and select the "Health" option.

The "Add Report" window will display, divided into three sections:

- Recorders
- Notification
- Preferences

Health Report – Recorders

In the "Recorders" section, determine which registered recorders to include in the Health Report.

Add Recorders Tab

Select recorders to add to the report.

- **Name** – Shows the name of the recorder.
- **Cameras** – Show the number of cameras attached to the recorder.
- **Locations** – Shows the address of the recorder.

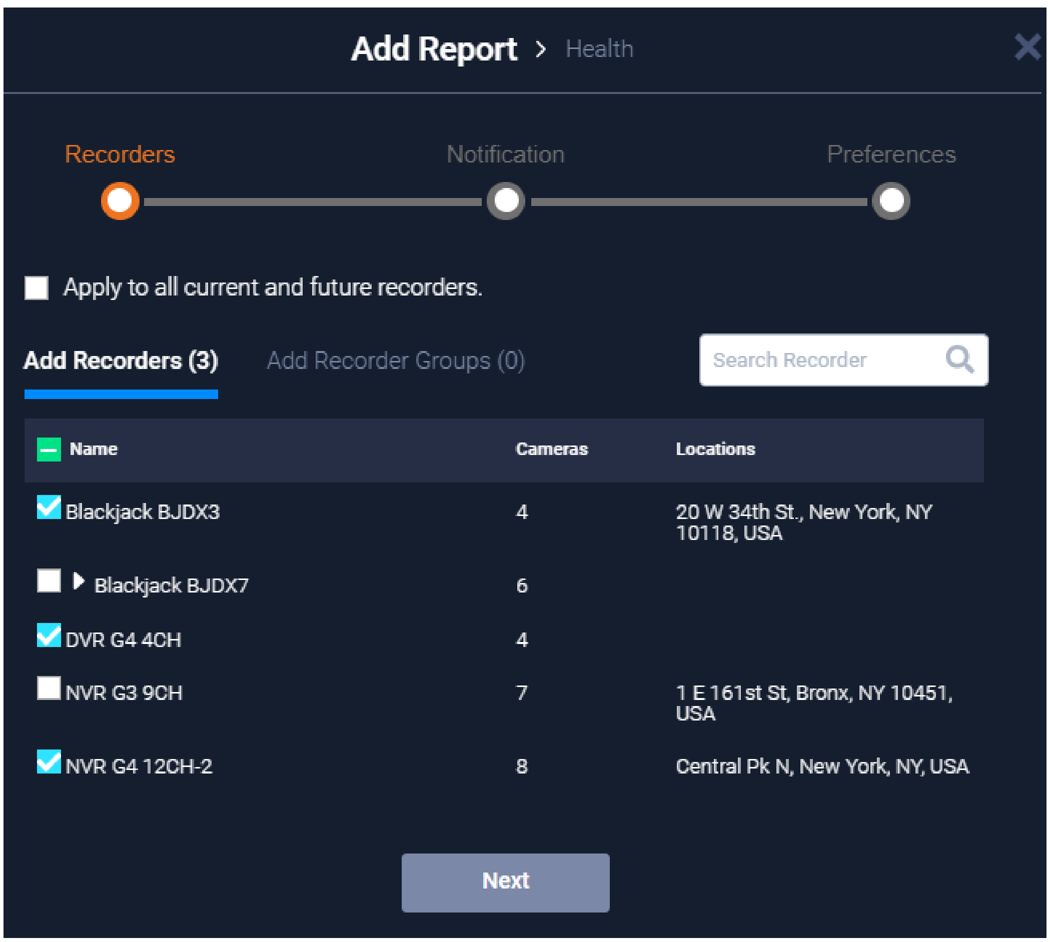
Add Recorder Groups Tab

Select any recorder groups to add to the report.

- **Name** – Shows the name of the recorder group.
- **Recorders** – Shows the number of recorders attached to the recorder group.
- **Description** – Shows a brief description of the recorder group.

Select the recorder(s) to add to the report. To select all recorders, you can select the topmost checkmark box next to the "Name" column.

Enable "Apply to all current and future recorders to apply the rule to all existing recorders as well as any recorders that are added to the Organization in the future. Once you have selected the recorders for the report click on the "Next" button to proceed to the next section.

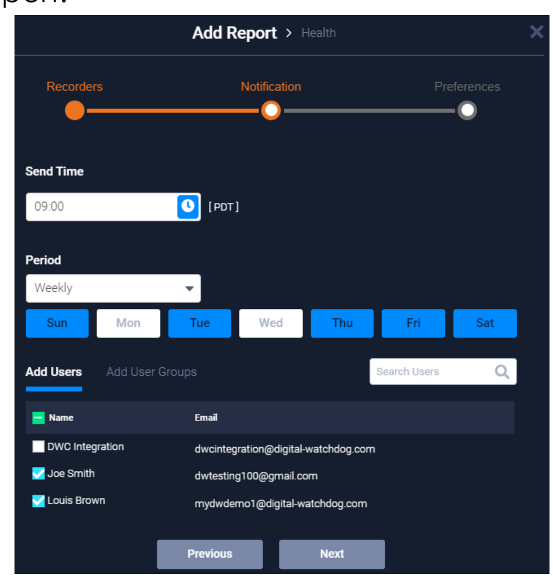


Health Report – Notification

In the "Notification" section you can set up what day and time the reports are generated and sent. The fields that need to be configured are:

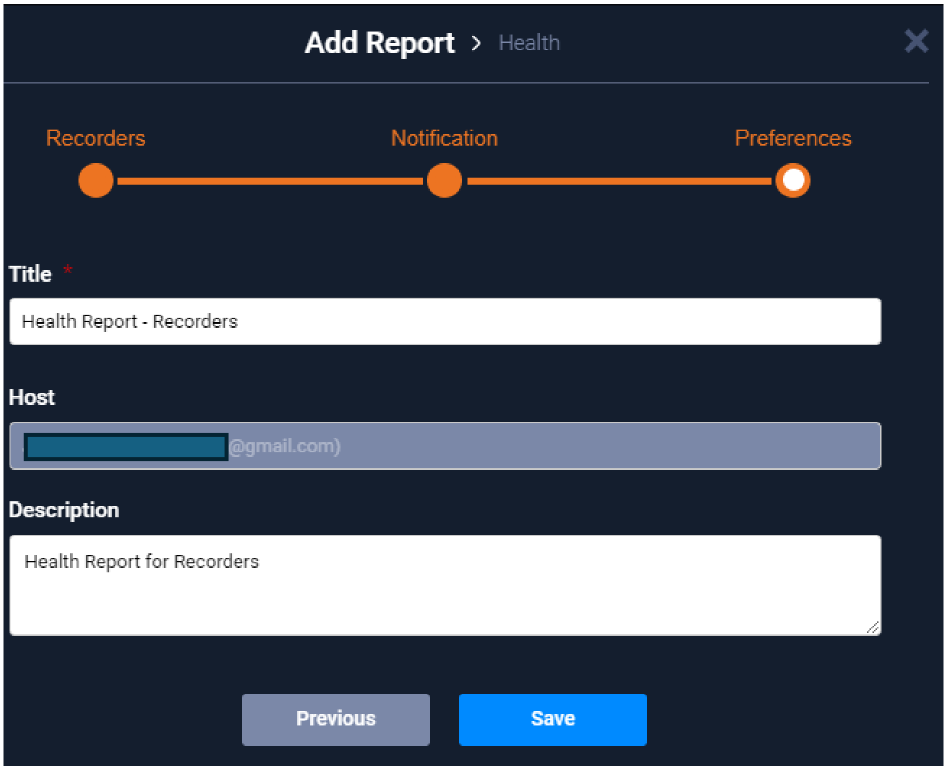
- **Send time** – Can set a specific time to generate and send reports. Time is set to PDT, Pacific Daylight Time, 24–hour clock system. and can be chosen from 30–minute intervals. To set time you can click the clock icon in the search bar. You then get a drop–down menu showing you the time intervals that can be set for your report. You can either scroll to find the specific time or write into the search bar to filter and find the specific time.
- **Period** – Able to change the notification period between Weekly and Monthly. You can also select different days of the week to send the report. To toggle ON/OFF a specific day, click on the day itself. If it is blue that means it is on. If it is white, then that means it is off. If you would like to make it daily you can choose Weekly and then toggle every day in the week on.
- **Add User** – In the "Add Users" tab you can select from one–to–many users to send the report to.
    - o Checkmark box: Use to select user recipients of the report.
    - o Name: Shows the name of the user
    - o Email: Shows the email address of the user
- **Add User Groups** – Select different user groups to send the reports to. Checkmark box: Use to select user groups to receive the report.
    - o Name: Shows the name of the user group.
    - o Description: Shows a brief description of the user group.

  To add a specific user/user group, check off the checkmark box corresponding to the user/user group.



Health Report – Preferences

Within the "Preferences" section, you can enter a title and a description for the report. The "Title" field is required. Once filled out, click on the "Save" button to add the report to the report list. It will now appear within the report list.



Creating an Inventory Report

To create an Inventory Report, click "Add Report" and select the "Inventory" option.

The Add Reports window will display, organized into three sections:

- Recorders
- Notification
- Preferences

Inventory Report – Recorders

With the "Recorders" section you can add different recorders to the report. You can add recorders individually by either looking at the "Add Recorders" tab or you can also use the search bar to filter through the recorders to find a specific recorder. In the "Add Recorder" tab there are columns that highlight key details that pertain to the recorder. These are:

- Checkmark box: Can check off if you want to add recorder to report.
- Name: Shows the name of the recorder.
- Cameras: Show the number of cameras attached to the recorder.
- Locations: Shows the address of the recorder.

Add Recorders

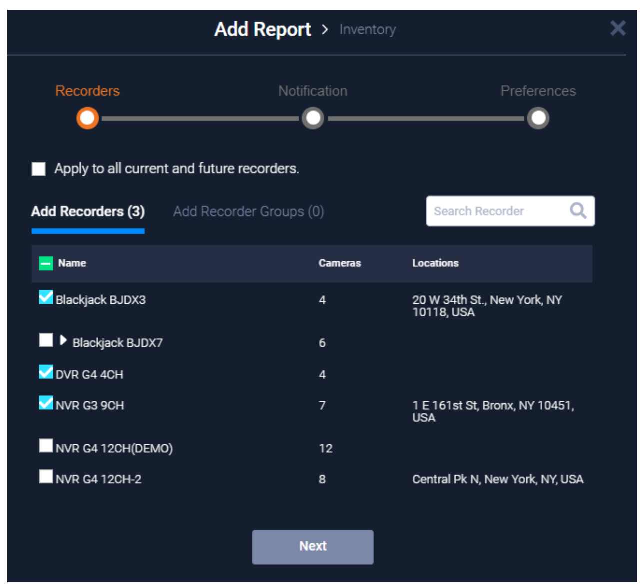
To add recorder groups to the report, you can select the "Add Recorder Groups" tab and select recorder groups to add to the report.

In the "Add Recorder Groups" tab there are columns that highlight key details that pertain to the recorder group. These are:

- Checkmark box: Can check off if you want to add recorder to report.
- Name: Shows the name of the recorder group.
- Recorders: Shows the number of recorders attached to the recorder group.
- Description: Shows a brief description of the recorder group.

Once found, select the recorder by checking off the checkmark box next to the name of the recorder to add the recorder to the report. To select all recorders, you can select the topmost checkmark box next to the "Name" column.

You can select the "Apply to all current and future recorders." The selection will be applied to all existing recorders as well as any recorders that are added to the Organization in the future. Once you have selected the recorders for the report click on the "Next" button to proceed to the next section.



Inventory Report – Notification

With the "Notification" section you can set up what day and time the reports are generated and sent. The fields that need to be configured are:

- **Send time:** Can set a specific time to generate and send reports. Time is set to PDT, Pacific Daylight Time, 24–hour clock system. and can be chosen from 30–minute intervals. To set time you can click the clock icon in the search bar. You then get a drop–down menu showing you the time intervals that can be set for your report. You can either scroll to find the specific time or write into the search bar to filter and find the specific time.
- **Period:** Able to change the notification period between Weekly and Monthly. You can also select different days of the week to send the report. To toggle ON/OFF a specific day, click on the day itself. If it is blue that means it is on. If it is white, then that means it is off. If you would like to make it daily you can choose Weekly and then toggle every day in the week on.
- **Add User/Add User Groups:** There are two tabs, "Add Users" and "Add User Groups". In the "Add Users" tab you can select from one–to–many users to send the report to. There are columns that highlight key details that pertain to the users. This includes:
    - Checkmark box: Can check off if you want a user to receive the report.
    - Name: Shows the name of the user
    - Email: Shows the email address of the user

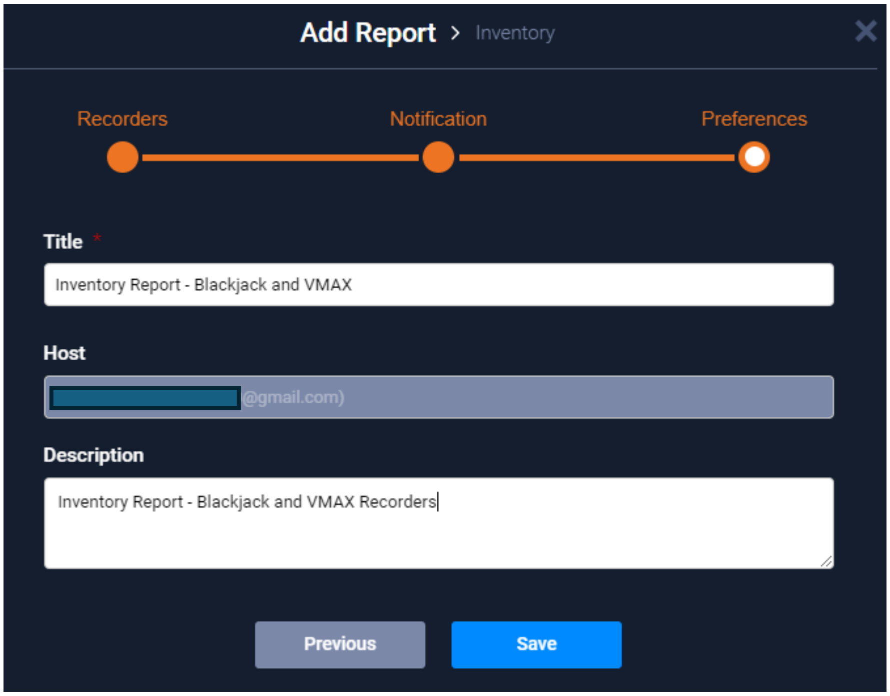
  In the "Add User Groups" tab you can select different user groups to send the reports to. There are columns that highlight key details that pertain to the user groups. This includes:

    - Checkmark box: check this box if you want a user group to receive the reports.
    - Name: Shows the name of the user group.
    - Description: Shows a brief description of the user group.

  To add a specific user/user group, check off the checkmark box corresponding to the user/user group.

Inventory Report – Preferences

With the "Preferences" section, you can enter a title and a description for the report. The "Title" field is required. Once filled out, click on the "Save" button to add the report to the report list. It will now appear within the report list.



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Section 4.4 – Users Menu

In the Users menu, Organization Administrators can add users, manage users, and assign user permissions.

When arriving at the Users page, you will see two tabs on top: “Users” and “Users Groups”.

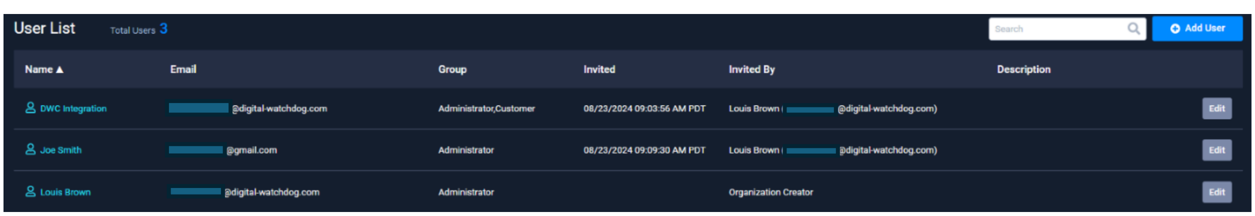
Users Tab

In the “Users” tab, you can see a “User List” displaying all the users associated with the Organization. At the top of the user list there is “Total Users” that keeps the total count of users associated with the Organization. At the top right of the user list there is a search bar you can use to search for a specific user and a “+ Add User” button that allows you to add new users to your Organization. With the search bar you can search for users with keywords.

User List

The “User List” has columns that highlight key details pertaining to every user. This includes:

- **Name** – Shows the username of the user.
- **Email** – Shows the email address of the user.
- **Group** – Shows permission level assigned to the user.
- **Invited** – Shows the date and time the user was invited to join the Organization.
- **Invited By** – Shows the name of the member who invited the user.
- **Description** – Shows custom notes and additional details about the user
- **Edit** – Can click to edit information about the user.



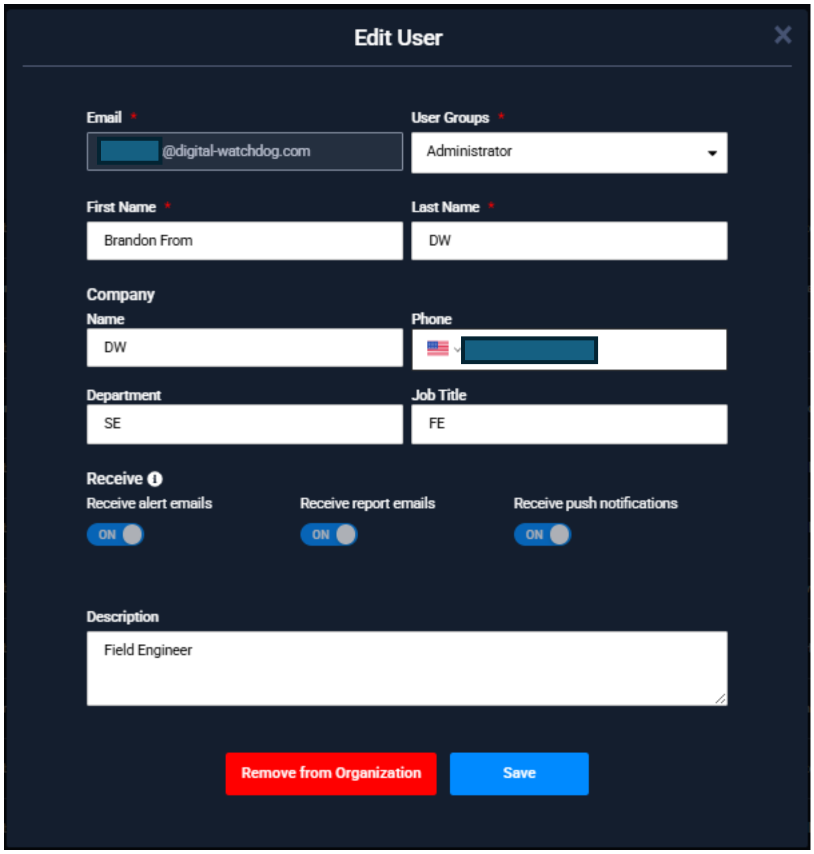
Edit User

To edit a user, click on the "Edit" button associated with the appropriate user.

Once clicked, a popup window will appear titled "Edit User". Here, you can view, manage and update select user information. This includes:

- **Email** – Shows the user's email address. This is a required field. This cannot be updated.
- **User Groups** – Shows the permission level assigned by user group to the user. This is a required field. This can be updated by adding/removing different user groups.
- **First Name** – Field to enter the user's first name. Changes can only be made through the user's own account or in their profile settings.
- **Last Name** – Field to enter the user's last name. Changes can only be made through the user's own account or in their profile settings.
- **Company Name** – Field to input the company name. Changes can only be made through the user's own account or in their profile settings.
- **Company Phone** – Field to input the company phone number. Changes can only be made through the user's own account or in their profile settings.
- **Department** – Field to input the department name. This can be updated.
- **Job Title** – Field to enter job title. This can be updated by the user's own account or in their profile settings.
- **Description** – Field to add custom notes and additional details about the user. This can be updated.
- **Receive Alert Emails** – Option to receive any alert emails assigned to the user. This can be toggled ON/OFF. Changes can only be made through the user's own account.
- **Receive Report Emails** – Option to receive any report emails assigned to the user. This can be toggled ON/OFF. Changes can only be made through the user's own account.
- **Receive Push Notifications** – Option to receive any push notifications assigned for the user. This can be toggled ON/OFF. Changes can only be made through the user's own account.

You can remove a user from the Organization by clicking the "Remove from Org" button located at the bottom of the window. To save any changes and updates, click the "Save" button located at the bottom of the window.

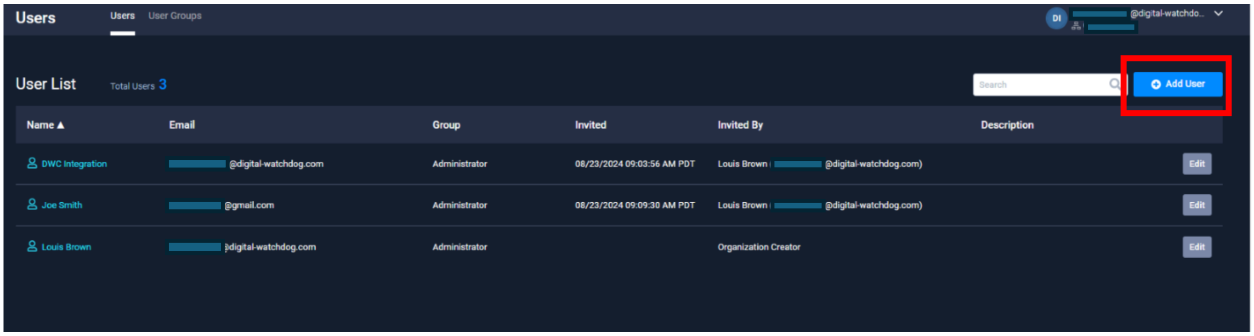


Resend

If a user has not accepted their invitation, the Administrator or Manager can resend the invitation email.

Add User

To add a user, click on the "+Add User" button located at the top right corner of the "User List".



Once clicked, you will be prompted with a popup window titled "Add User" with multiple fields and options to fill out and choose from. These include:

- **Email (ID)** – Enter the user's email address in this field. This is required.
- **User Groups** – Drop–down menu that allows you to choose different permission levels based on the user group. This is required.
- **First Name** – Enter the first name of the user.
- **Last Name** – Enter the Last Name for the user.
- **Description** – Enter any custom notes or additional details about the user.

Once finished, click the "Save" button to save the information and send an invitation to be added to the Organization. Afterwards, myDW will notify you if the user has been registered successfully and will appear on the user list.

User Groups Tab

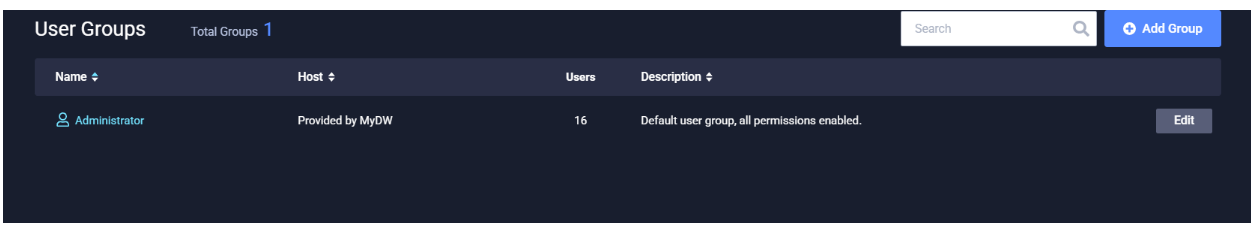
In the "User Groups" tab, you can create, manage, and delete user groups. User groups allow you to designate permission levels to the users within the user groups. In the "User Groups" tab you have a "User Groups" list that allows you to see all the user groups in the Organization.

At the top of the "User Groups" list, there is "Total Groups" that displays the count of the total amount of user groups that exist in the Organization. At the top right side of the list there is a search bar you can use to find specific user groups and a "+Add Group" button to create custom user groups with custom permission levels.

The "User Groups" list has columns that highlight key details pertaining to every user group. This includes:

- **Name** – Shows the name of the user group.
- **Host** – Shows the name of who created the user group.
- **Users** – Shows the total number of users who have been assigned to this user group.
- **Description** – Shows a brief description of the user group.
- **Edit** – Can click to edit and update the information of the user group.

By default, Channel Partners automatically create the "Administrator" user group. myDW Administrators have all permissions enabled by default.



Add Group

To add a user group, click the "+Add Group" button located at the top right of the "User Groups" list in the "User Groups tab. Once clicked, a pop–up window will appear titled "Add User Group". Here, there are four sections to complete to create a user group.

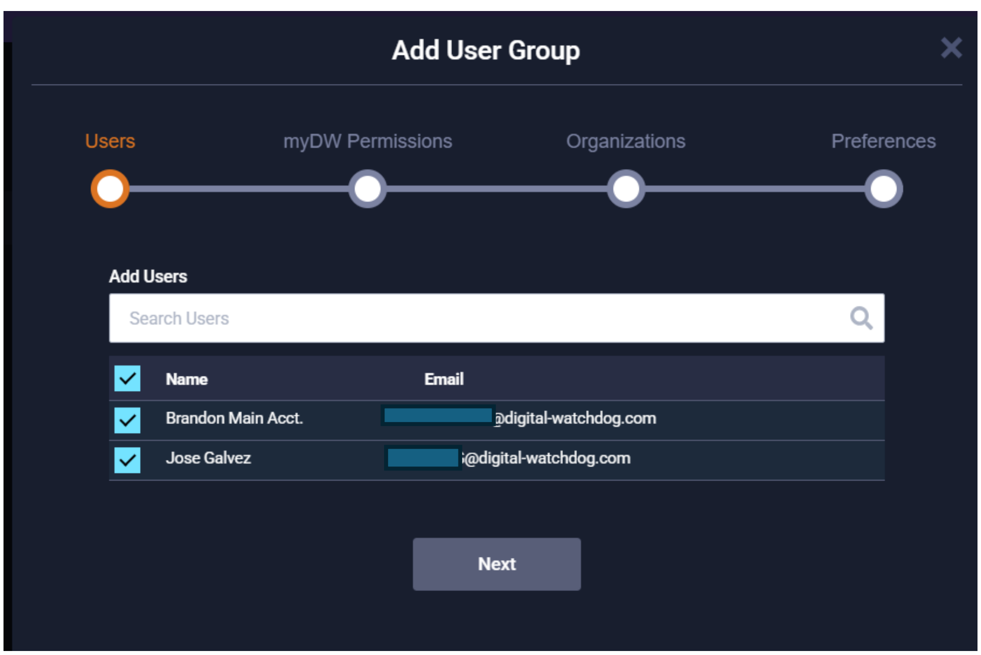
User Group – Users

In the "Users" section, you can add users to the user group once it is created. To find a user you can use the user list provided in the section below. The list includes columns that highlight key details pertaining to adding a user to the user group. This includes:

- **Checkmark** – select the users to include in the group.
- **Name** – Shows the name of the user.
- **Email** – Shows the email address of the user.

There is also a search bar to search for a specific user using key words such as their username or email address.

To add an individual user, you can check off the checkmark box in the user row. You can add multiple users to the user group by checking off multiple checkmark boxes. To add all users, check off the checkmark box located at the top left of the user list next to the "Name" column title. Once finished, click the "Next" button to proceed to the next section.



User Group – myDW Permissions

In the "myDW Permissions" section, you can customize permissions for the user group. Arriving to this section, the option of "Administrator" is already checked off allowing the user group to have all user permissions and grant administrator user permissions.

If you would like to customize the user permissions, then deselect the "Administrator" option. This will then show you all available permissions you can select from and customize the user permissions for the user group. The options for user permissions include:

User Management Permissions

- **Manage Users and Groups** – Enables the group with the ability to create, edit and delete myDW users.
- **View Users and Groups** – Enables the group with the ability to view existing myDW user profiles and user groups.

Alert Permissions

- **Manage Alert Rules** – Enables the group with the ability to create, edit and delete Alert Rules.
- **View Alerts** – Enables the group with the ability to view alert notifications and related logs.

Recorder Permissions

- **Manage Recorders and Groups** – Enables the group with the ability to add, configure and delete recorders and recorder groups.
- **View Recorders and Groups** – Enables the group with the ability to view recorder and recorder group information.

Report Permissions

- **Manage Report Rules** – Enables the group with the ability to create, edit and delete Report Rules.
- **View Reports** – Enables the group with the ability to view reports in myDW.

Subscription Permissions

- **Manage Subscription** – Enables the group with the ability to manage the associated EU Organizations' myDW subscriptions.

Once you have selected the user permissions you would like to have applied to the user group, click on the "Next" button to proceed to the next section.

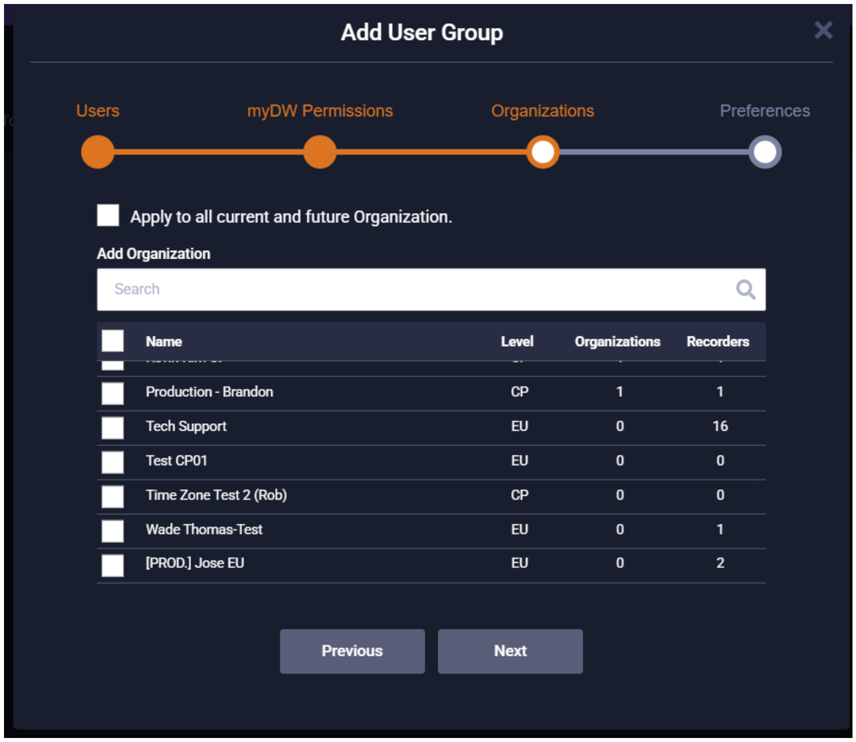
User Group – Organizations

In the "Organizations" section, you can choose and select which Organizations a user group has access to. You can choose which Organizations can be added through the "Add Organizations" list in the section. This list has columns that highlight key details pertaining to the Organizations available including:

- **Checkmark box** – Able to check off/on to remove/add Organizations to the user group.
- **Name** – Shows the name of the Organization
- **Level** – Shows the level of the Organization.
    - EU = End User Organization
    - CP = Channel Partner Organization.
- **Organizations** – Shows how many Organizations are associated with the Organization in the row.
- **Recorders** – Shows how many recorders are associated with the Organization.
- **Search** – Use the search bar to find a specific Organization by searching for terms including a name, level, affiliated Organization count, or recorder count.

To add an Organization, use the checkmark box to select an individual or multiple Organizations for the user group.

Use the "Apply to all current and future Organization" option to adding all existing Organizations and automatically add future Organizations to the group.



User Group – Preferences

In the "Preferences" section, you can set a name and description for the user group.

- **Group Name** – enter a name for the user group. This field is required.
- **Description** – enter additional notes and information about the user group. Optional.

Once you are finished, click the "Save" button to save the user group and add it to the "User Groups" list. myDW will notify you if the user group has been created successfully.

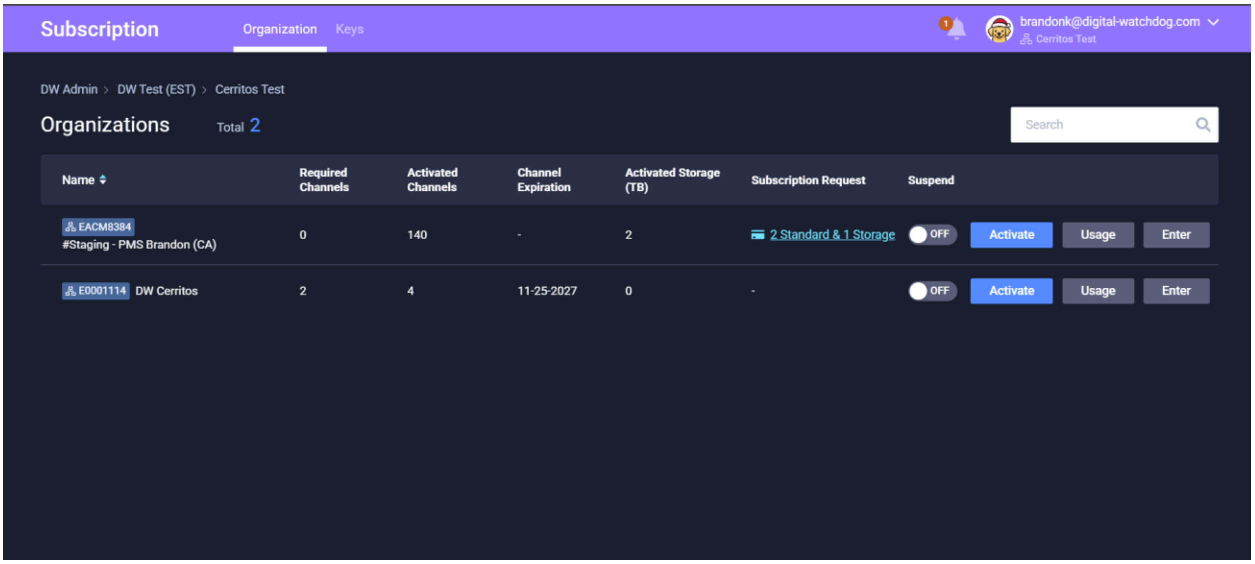
Section 4.5 – Subscription Menu

In the "Subscription" menu, see customer Organizations associated with your Channel Partner Organization and subscriptions related to the Organization.

Organizations Tab

In the "Subscription" menu, the "Organizations" tab lists all Sub–Channel Partner Organizations and End User Organizations associated with your Channel Partner Organization. The list contains columns that highlight key details pertaining to the customer Organization and billing including:

- **Name** – Shows the name of the Organization with Org ID and color to differentiate between CP(Purple) and EU(Blue).
- **Required Channels** – Displays the number of total cameras registered to the recorders on the Organization.
- **Activated Channels** – Displays the number of Activated Channel keys.
- Unified Channel Expiration – Displays the Co–Termination expiration date of all standard channel subscription keys.
- **Activated Storage** – Displays the total amount of activated Storage (TB) on the Organization.
- **Subscription Request** – Displays the EU Organizations subscription requests for Standard and Storage keys. Click the link to approve the request.
- **Activate** – Clicking this option opens the Activate Subscription Key menu, which provides the Channel Partner admin to directly apply license to End User Organization.
- **Usage** – Clicking this option opens the Organization Subscription page, which provides detailed information about the Organization's subscription. The content displayed on this page will vary depending on whether the Organization belongs to a Sub–Channel Partner or End User.
- **Enter** – When clicked, you will enter the customer Organization and see Organization specific information and features.

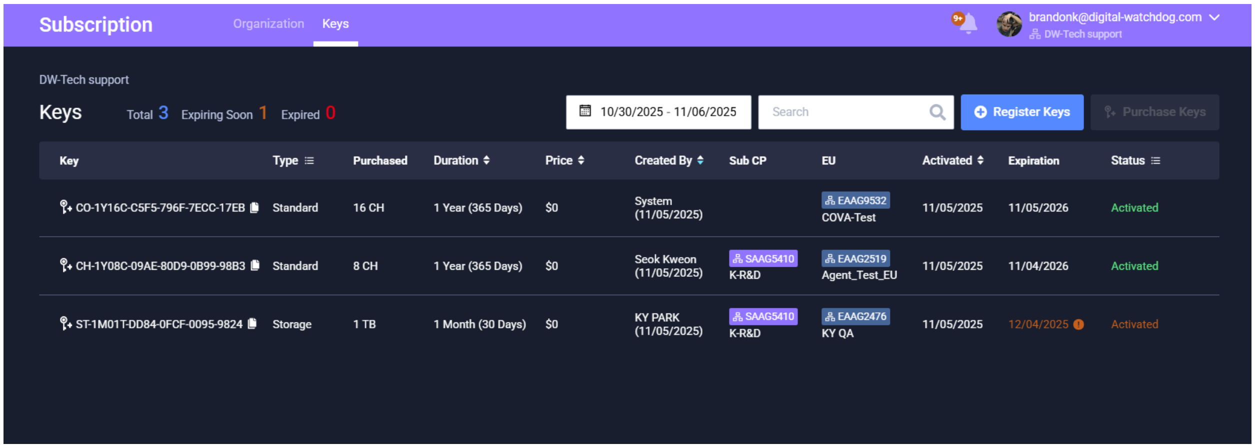


Subscription Keys Tab

The Channel Partner user can manage and register Subscription Keys for their Sub–Channel and/or End User Organizations. This page will display the total key count, how many subscriptions expire soon, and a count of expired keys.

- **Date Range** – use to filter the list results by expiration date.
- **Search** – enter tags (license type, creator, Sub–CP or EU, activation date, etc.) to filter the Subscription Keys List.
- **Register Keys** – click to enter and register a Subscription License Key.
- **Keys** – column that lists the subscription key,
- **Type** – column that lists the type of myDW subscription (Standard, Storage).
- **Purchased** – column that lists the channel count or storage capacity of the subscription.
- **Duration** – column that lists the validity period of the subscription key.
- **Price** – column that lists the monetary value of the subscription.
- **Created By** – column that lists the user who generated the license key.
- **Sub CP** – column that lists the Sub–Channel Partner who activated the key.
- **EU** – column that lists the End User who activated the key.
- **Activated** – column that lists the date when the license key was activated.
- **Expiration** – column that lists the expiration date of the subscription. The Unified expiration date is determined through a "co–termination" model.

- **Status** – column that lists the status of the subscription (Activated, Expired, etc.).



Subscription Key Registration

Upon request, subscription keys are generated by the DW Admin user and are provided to the Channel Partner Organization Administrator.

To register a key, the Channel Partner Administrator can click the" "+ Register Keys" button, either upload the subscription key file or manually enter the key, then click "Register" to continue.

Once registered, the Subscription Key is saved under the Channel Partner account and must be activated by the End User Organization Administrator.

NOTE: Keys cannot be unregistered once added and are permanently linked to the Channel Partner account.