



El Segundo Police Department

Training Section

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TRAINING BULLETIN

Training Subject: Implementation of Body Worn Camera (BWC) Program

Date Distributed: January 19, 2016

OVERVIEW:

Body worn cameras (BWC) are being assigned to each individual officer through his or her immediate supervisor. This training bulletin is designed to provide guidelines on how to operate your BWC, from charging the device to where to position it on your uniform. Please refer to the Quick Start Guide supplied with your BWC should questions remain regarding the functionality of the device. In the event your BWC is damaged or is in need of repair, please notify your immediate supervisor.

POLICY REVIEW:

The attached policy outlines the procedures set forth by the Department pertaining to the manner in which a BWC should be utilized. Generally speaking, personnel shall record all citizen contacts while conducting law enforcement duties. Exceptions for activating the BWC are further outlined in the policy. Your BWC shall be used for department related or city related activities only. Please familiarize yourself with the policy before utilizing your BWC in the field.

OPERATING AND DEPLOYING THE BWC:

A. Charge the Battery

Before initial use, the camera must be fully charged. The maximum charge time is approximately 3 hours.

1. Connect the charging USB cable to a 110v wall outlet.
2. Connect the small USB end to the bottom of the camera. A red LED light is visible while charging. The LED light will turn off when fully charged.
3. Your BWC has a standby time of 72 hours; therefore, we recommend you fully charge the device at least once every 3 days.

B. Recording Video

Start recording

1. Slide the lens cover down.
2. LED light will blink while recording.
3. The device stores up to 3 hours of video footage. Note: The camera does not have a built-in infrared (IR) feature for use in low-light conditions.

Stop recording

1. Slide the lens cover up.
2. LED light will turn off.

C. Downloading Video

1. Using the supplied download cable, connect all 3 ends of the cable.
Both large USB ends must be connected to the computer.
2. Turn the camera on by sliding down the lens cover.
3. Login to the L3 software program and click on "Media Reader."
4. Click on "Read & Upload."
5. Click "Yes" when asked if the videos will be assigned to you. To assign videos to another officer, click "No" and select a name from the list provided. Note: When assigning videos to another officer, all videos from the device will be assigned to that officer.
6. Enter a reason for uploading your videos, such as "Upload to Server." Any reason will suffice. Note: It may take several minutes for your videos to upload.
7. All video footages from the BWC will be automatically deleted after uploading.
7. Tag your videos in the normal fashion.

D. Wearing the BWC

1. The camera must be worn in the vertical orientation. The clip retaining screw must be loosened to rotate the clip. Failure to loosen the screw will cause damage.
2. Using a Phillips screwdriver, loosen the clip retaining screw.
3. Rotate the clip.
4. Tighten the clip retaining screw.
5. The ideal position to attach the camera is level with the sternum, but it will vary depending on the user. See below photo.



E. Reset Button

1. If the camera fails to function correctly, it may need to be reset. The reset button is under a small round hole next to the USB port on the bottom of the camera. Gently insert the end of a paperclip into the hole and hold down the button for 1 second. Videos on the camera will not be deleted.

**EL SEGUNDO POLICE DEPARTMENT
GENERAL ORDER MANUAL REVISION**

TO: All Personnel
From: Mitch Tavera, Chief of Police

Chief of Police

Subject: Body Worn Camera (BWC) Devices

THIS ORDER SUPERSEDES THE GOM REVISION DATED: New
EFFECTIVE DATE: December 2, 2015

The following is a change to our policy with *bold/italic* reflecting the new policy and ~~double strikethrough~~ reflecting the previous language. Please take the time to familiarize yourself with the new policy.

**VOLUME 2
Management Rules and Regulations**

**CHAPTER 100
General Rules and Regulations**

***Purpose:** The purpose of this new policy is to inform Department personnel of the responsibilities and procedures for the use and operation of the Body Worn Camera Devices.*

142 BODY WORN CAMERA DEVICES

142.05 INTRODUCTION. *The Department has authorized only the Viewu Body Worn Camera device for use by all Officers and enforcement personnel. Through this program, it is the intent of the Department to enhance public relations, criminal prosecutions and internal training while at the same time limit civil liability and assist in resolving citizen complaints.*

142.07 OBJECTIVES. *Body worn camera video provides additional information regarding an investigation or enforcement contact. Body worn video however provides a limited perspective of the encounter and must be considered with all other available evidence including witness statements, officer interviews, and forensic evidence when evaluating the appropriateness of an officer's actions. The Department has adopted the use of BWC to:*

- A. Accurately document events in arrests and critical incidents.*
- B. Collect evidence for use in criminal investigations and prosecutions.*
- C. Assist Officers with completing reports and providing testimony in court.*
- D. Record critical incident circumstances for investigations, internal reviews, and officer training.*

142.10 TRAINING REQUIRED. *Personnel assigned a BWC must complete Department approved training covering the proper deployment, use and maintenance of the devices before deploying in the field.*

142.12 PROCEDURES FOR USE. *Unless justifying circumstances exists, personnel shall record all citizen contacts while conducting law enforcement duties.*

- A. In the event an officer is unable to activate his BWC prior to initiating any of these activities, the BWC shall be activated as soon as it is practical and safe to do so. The reason(s) for non-activation, delayed activation or interruption shall be documented in the incident report. If no report is generated, the reasons shall be entered in the Comments Field of the incident in the Computer Aided Dispatch (CAD) System.*
- B. The BWC shall continue recording until the contact has concluded. If the enforcement or investigative activity resumes, the officer shall re-activate the BWC and continue recording.*
- C. Officer Safety and the safety of the public shall be the primary considerations when contacting citizens, not the ability to record an event. Officers shall not provide narration unless the officers is providing context related to a crime being captured by a BWC recording.*
- D. Officers shall not duplicate, edit, alter, erase, or otherwise modify any BWC recording.*
- E. Officers shall wear the BWC above the midline of the torso, in a position designed to produce an effective recording.*
- F. Officers shall immediately report any malfunction, or loss of the BWC to the on-duty supervisor.*

142.15 EXCEPTIONS FOR ACTIVATION. *Officers are not required to record encounters under the following circumstances:*

- A. A witness, informant or victim refuses to provide a statement if recorded and the encounter is non-confrontational.*
- B. While in a health care facility for the sole purpose of waiting for an arrestee to be medically cleared.*
- C. In locations where individuals have a reasonable expectation of privacy, such as a residence, restroom, or locker room they may decline to be recorded unless the incident involves an arrest or search of the locale or individual. The request to stop recording an event should be recorded.*
- D. If in the officer's judgment, the BWC would interfere with the ability to conduct a thorough investigation, or may be inappropriate because of the victim's physical condition, emotional state, age or other sensitive circumstances (rape, or other form of sexual assault).*

142.20 NOTICE TO MEMBERS OF THE PUBLIC. *When appropriate, Officers may inform civilians they are being recorded as part of the contact. Officers are not required to obtain consent prior to activating their BWC when the officer is lawfully in the location where the recording takes place. In locations where individuals have a reasonable expectation of privacy such as a residence, they may decline to be recorded unless the recording is of an arrest, search, or other enforcement action.*

142.22 DEPARTMENT APPROVED EQUIPMENT. *Personnel shall not use any other non-Department issued video or audio equipment to record enforcement or investigative activities involving members of the public. Personnel may however, use digital recording devices other than the assigned BWC device to record interviews when conducting Use of Force interviews or Administrative Investigations.*

142.50 STORAGE AND DOCUMENTATION. *Officers shall securely upload the BWC recordings daily, unless circumstances make it impractical. All recorded victim, witness and suspect*

statements, as well as any other evidence recorded shall be identified as such in the corresponding report for future reference. Submitted reports are still required to capture the totality of the event.

142.60 REVIEW OF VIDEO RECORDINGS. *To help ensure accuracy in police reports, employees are encouraged to review recordings prior to preparing reports or providing courtroom testimony. Video may also be reviewed in the following situations:*

- A. With supervisory approval, an employee may review another employee's recording provided both employees were involved in the same incident in question.*
- B. In cases involving a significant Use of Force such as an officer involved shooting, the officer and/or their attorney will be afforded an opportunity to review the video prior to the interview or after the interview. In cases where the officer elects to view the video immediately after their interview, the officer shall be given an opportunity to provide a supplemental statement to investigators.*
- C. Recordings from BWC devices may be shown for training purposes upon disposition of the criminal case. Such use of video shall first be approved by the Bureau Commander and only after notice has been provided to the involved Officers in the incident/video.*

NOTE: Depending on the circumstances, a supervisor may restrict the officers' ability to access and view the video. These situations may include, but are not limited to OIS investigations, Use of Force applications, and vehicle pursuits.

143.00 SUPERVISOR RESPONSIBILITIES.

- A. Supervisors who are informed or otherwise become aware of malfunctioning equipment shall ensure that a repair order is completed by the employee.*
- B. Supervisors shall conduct periodic reviews of officers' videos to assess officer performance, assure the equipment is properly functioning, and to determine officers are using the equipment as described by policy.*
- C. The supervisor, upon arrival at the scene of an OIS may take possession of any involved officers' BWC device and complete the upload process.*
- D. When deemed necessary to maintain viewing control, supervisors shall re-assign a video recording to "Secure Viewing" to prohibit officers from viewing the video once the video has been uploaded from the BWC device to the station computer server. A video may be removed from "Secure Viewing" status at the direction of the Bureau or Division Commander.*

148.70. PUBLIC RELEASE OF VIDEO

- A. The release of BWC video requested through a public records request will be subject to the same statutory exemptions from disclosure as any other departmental records.*
- B. Video releases to law enforcement agencies will be at no cost.*



VIEVU Solution User Guide

Introduction

VIEVU Solution is the next generation fully-hosted cloud evidence management system. This guide describes how to operate the VIEVU Solution. Additional support material is available at www.viewu.com/support

Contact Us

If you need assistance or have any questions, please visit www.viewu.com/support, contact us by phone at 888-285-4548 or email support@viewu.com.

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VIDEOS

Download

DOWNLOAD VIDEO FROM CAMERA (WITHOUT MULTI-DOCK)

- ▶ **Connect camera** to download cable.
- ▶ Turn camera **On**.
- ▶ Click **Download** button.
- ▶ Select **Download Videos from Camera**. VIEVU Solution Connector will open. The download process will automatically start.
- ▶ When finished **Close** the VIEVU Solution Connector.

Tips



- VIEVU Solution Connector must be installed on the computer.
- Do not turn off or disconnect camera while downloading.

DOWNLOAD VIDEO FROM CAMERA (WITH MULTI-DOCK)

- ▶ **Insert camera** into Multi-Dock.
- ▶ Turn camera **On**. The download process will automatically start. You do not need to be logged into the VIEVU Solution website to download.

Tips



- VIEVU Solution Connector must be installed on the computer connected to the Multi-Dock and the Multi-Dock turned On in the settings menu.

ADD VIDEO FROM COMPUTER

- ▶ Click **Download** button.
- ▶ Select **Add Video From Computer**.
- ▶ Browse and select the video file to upload. Click **Open**. The upload process will automatically start.
- ▶ Enter any **Metadata**.
- ▶ When the video upload is finished. Click **Save**.
- ▶ Click **OK** on the confirmation window.

Search

SEARCH BY CRITERIA


- ▶ Click a **Criteria** on the left.
- ▶ Type in a **Search** criteria.
- ▶ Click **+** next to the result (if required). The search criteria will move to the combined search box below the search button.
- ▶ Click **Search**. The videos matching the search criteria will be displayed.

Tips



- Complex searches can be created by selecting multiple search criteria before clicking the Search button.
- To search for all videos, leave the search criteria empty and click the Search button

EXPORT SEARCH RESULTS

- ▶ Complete a **Search**.
- ▶ Click  in the search results section.
- ▶ Click **Yes**.


Tips



- The export is in CSV format which can be opened with Excel.


Video Details

VIEW VIDEO


- ▶ Complete a **Search**.
- ▶ Click on a **Video** in the search results section. The video playback window will open.
- ▶ Click .

Tips



- Video playback in the browser might not be immediately available after upload. If you have Make Copy security you can use the Make Copy function to view the video instead.
- Volume can be changed by moving the volume slider.
- Video can be made fullscreen by clicking . Exit fullscreen by clicking ESC key on keyboard.

EDIT METADATA



- ▶ Complete a **Search**.
- ▶ Click on a **Video** in the search results section.
- ▶ Click .
- ▶ **Edit** the metadata.
- ▶ Click **Save**.

Tips




- To change the user the video is assigned to, click the user name on the top right.

PRINT SCREENSHOT

- ▶ Complete a **Search**.
- ▶ Click on a **Video** in the search results section.
- ▶ Begin video **playback**
- ▶ Click  at the correct point in time.
- ▶ Click . A print window will open. Select your printer and click **Print**.

SHARE VIDEO


- ▶ Complete a **Search**.
- ▶ Click on a **Video** in the search results section.
- ▶ Click 
- ▶ **Input** a time to expire access.
- ▶ Click **Share**.
- ▶ Click **Copy to Clipboard**. The link can be pasted into any program such as an email.

Tips




- If Copy to Clipboard does not work, Java is not installed on the computer. Instead manually select and copy the link.

DOWNLOAD A COPY OF THE VIDEO

- ▶ Complete a **Search**.
- ▶ Click on a **Video** in the search results section.
- ▶ Click 
- ▶ Input a reason for making the copy. Click **Ok**.
- ▶ Click **Yes**.

DOWNLOAD AUDIT LOG


- ▶ Complete a **Search**.
- ▶ Click on a **Video** in the search results section.
- ▶ Click 
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

DELETE VIDEO

- ▶ Complete a **Search**.
- ▶ Click on a **Video** in the search results section.
- ▶ Click 
- ▶ Input a reason for deleting the video. Click **Ok**.
- ▶ Click **Yes**.

CASES

Add Case

ADD CASE

- ▶ Click **Add Case** button.
- ▶ **Input** information.
- ▶ Click **Save**.

Tips



- To change the user the case is assigned to, click the user name on the top right.
- The case will be assigned a number in the format YYYY-XXXXXX

Search

SEARCH BY CRITERIA


- ▶ Click a **Criteria** on the left.
- ▶ Type in a **Search** criteria.
- ▶ Click **+** next to the result (if required). The search criteria will move to the combined search box below the search button.
- ▶ Click **Search**. The cases matching the search criteria will be displayed.

Tips



- Complex searches can be created by selecting multiple search criteria before clicking the Search button.
- To search for all cases, leave the search criteria empty and click the Search button

EXPORT CASES

- ▶ Complete a **Search**.
- ▶ Click  in the search results section.
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

Case Details

VIEW CASE

- ▶ Complete a **Search**.
- ▶ Click on a **Case**. The case information window will open.

VIEW CASE ATTACHED FILES

- ▶ Complete a **Search**.
- ▶ Click on a **Case**. The case information window will open.
- ▶ Click on the **File**. If the file is a video, a video playback window will open. If the file is a picture or other document a window will open. Certain file types may require clicking Open before they can be viewed.

Tips



- When viewing a video, click on the file name at the top to view the video metadata.

DELETE ATTACHED FILE


- ▶ Complete a **Search**.
- ▶ Click on a **Case**. The case information window will open.
- ▶ Click **X** in the top right corner of the file.
- ▶ Input a reason for deleting the file. Click **Ok**.

Tips




- Clicking the X on a video will permanently delete it. If you wish to remove the video from the case but not to delete it, remove the case number from the metadata of the video on the videos page.

ADD FILE TO CASE

- ▶ Complete a **Search**.
- ▶ Click on a **Case**. The case information window will open.
- ▶ Click 
- ▶ Select the type of file. Click **Ok**.
- ▶ Navigate and select the file to upload. Click **Open**.
- ▶ The file will begin uploading. When complete click **Save**.

EDIT CASE DETAILS


- ▶ Complete a **Search**.
- ▶ Click on a **Case**. The case information window will open.
- ▶ Click 
- ▶ **Edit** the details.
- ▶ Click **Save**.

Tips



- To change the user the case is assigned to, click the user name on the top right.


DELETE CASE

- ▶ Complete a **Search**.
- ▶ Click on a **Case**. The case information window will open.
- ▶ Click 
- ▶ Input a reason for deleting the case. Click **Ok**.
- ▶ Click **Yes**.

Cameras

Assign Camera

ASSIGN CAMERA

- ▶ **Connect camera** to download cable.
- ▶ Turn camera **On**.
- ▶ Click **Assign Camera**. VIEVU Solution Connector will open. The assigning process will automatically start.
- ▶ Type in a **Name** and click 
- ▶ Click **+** next to the correct user.
- ▶ Click **Assign**.

Attention



- VIEVU Solution Connector must be installed on the computer.
- Do not turn off or disconnect camera while assigning.
- All cameras must be assigned before recording videos or they will be prevented from downloading. Contact VIEVU for assistance if this occurs.

Search

SEARCH BY CRITERIA

- ▶ Click a **Criteria** on the left.
- ▶ Type in a **Search** criteria.
- ▶ Click **+** next to the result (if required). The search criteria will move to the combined search box below the search button.
- ▶ Click **Search**. The cameras matching the search criteria will be displayed.


Tips




- Complex searches can be created by selecting multiple search criteria before clicking the Search button.
- To search for all cameras, leave the search criteria empty and click the Search button

Cameras

EDIT CAMERA ASSIGNMENT

- ▶ Complete a **Search**.
- ▶ Click  next to the camera.
- ▶ Click the **User Name** on the right.
- ▶ Type in a **Name** and click 
- ▶ Click **+** button next to the correct user.
- ▶ Click **Save**.

REMOVE CAMERA


- ▶ Complete a **Search**.
- ▶ Click  next to the camera.
- ▶ Click **Yes**.

Tips



- Removing a camera will prevent it from downloading. Only remove a camera after all videos have been downloaded.

EXPORT CAMERAS

- ▶ Complete a **Search**.
- ▶ Click  in the search results section.
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

USERS

Add User

ADD USER

- ▶ Click **Add User** on the left.
- ▶ Type in a **Name, Login, Email Address**, select a **Security Role** and **Location**. Additionally, you can upload a **Photo** and add an **ID**.
- ▶ Click **Save**.

Tips



- The Security Role and Location must be created before a user can be added.

Search

SEARCH BY CRITERIA

- ▶ Click a **Criteria** on the left.
- ▶ Type in a **Search** criteria.
- ▶ Click **+** next to the result (if required). The search criteria will move to the combined search box below the search button.
- ▶ Click **Search**. The users matching the search criteria will be displayed.


Tips



- Complex searches can be created by selecting multiple search criteria before clicking the Search button.
- To search for all users, leave the search criteria empty and click the Search button.

Users

EDIT USER INFORMATION

- ▶ Complete a **Search**.
- ▶ Click  next to the user.
- ▶ Make any changes and click **Save**.


RESET SECURITY QUESTIONS

- ▶ Complete a **Search**.
- ▶ Click  next to the user.
- ▶ Click **Reset Security Questions**.
- ▶ Click **Yes**. The user will be asked to select new security questions when they login.

RESET USER PASSWORD

- ▶ Complete a **Search**.
- ▶ Click  next to the user.
- ▶ Click **Reset Password**.
- ▶ Click **Yes**. The user will receive an email with a link to reset their password.

LOCK/UNLOCK USER

- ▶ Complete a **Search**.
- ▶ Click  next to the user.
- ▶ **Slide Toggle** to Locked/Unlocked.
- ▶ Click **Save**.

Tips



- A user will become locked if they input their password incorrectly 5 times.

REMOVE USER


- ▶ Complete a **Search**.
- ▶ Click .
- ▶ Click **Yes**.

Tips

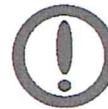


- Removing a user WILL NOT remove any video assigned to them.

EXPORT USERS

- ▶ Complete a **Search**.
- ▶ Click .
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

ROLES

Add Role

ADD ROLE

- ▶ Click **Add Role** on the left.
- ▶ Type in a **Name** and **Toggle** the security options.
- ▶ Click **Save**.

Search

SEARCH BY CRITERIA

- ▶ Click a **Criteria** on the left.
- ▶ Type in a **Search** criteria.
- ▶ Click **+** next to the result (if required). The search criteria will move to the combined search box below the search button.
- ▶ Click **Search**. The events matching the search criteria will be displayed.


Tips



- Complex searches can be created by selecting multiple search criteria before clicking the Search button.
- To search for all master log events, leave the search criteria empty and click the Search button

Roles

EDIT ROLE

- ▶ Complete a **Search**.
- ▶ Click  next to the role.
- ▶ Make any changes and click **Save**.

REMOVE ROLE


- ▶ Complete a **Search**.
- ▶ Click  next to the role.
- ▶ Click **Yes**.

Tips



- You cannot remove a role if there is a user currently assigned to it.

EXPORT ROLES

- ▶ Complete a **Search**.
- ▶ Click  in the search results section.
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

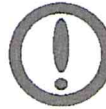
MASTER LOG

Search

SEARCH BY CRITERIA


- ▶ Click a **Criteria** on the left.
- ▶ Type in a **Search** criteria.
- ▶ Click **+** next to the result (if required). The search criteria will move to the combined search box below the search button.
- ▶ Click **Search**. The events matching the search criteria will be displayed.

Tips



- Complex searches can be created by selecting multiple search criteria before clicking the Search button.
- To search for all master log events, leave the search criteria empty and click the Search button

EXPORT MASTER LOG EVENTS

- ▶ Complete a **Search**.
- ▶ Click  in the search results section.
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

SETTINGS

Camera

CAMERA SETTINGS

- ▶ Click **Camera** on the left.
- ▶ **Adjust** settings.
- ▶ Click **Save**.

Tips



- The settings on the camera will be automatically updated the next time they download.

Date & Time

DATE & TIME SETTINGS

- ▶ Click **Date & Time** on the left.
- ▶ **Adjust** settings.
- ▶ Click **Save**.

Tips



- The camera's Date/Time will match the system time. The camera will be automatically updated the next time they download.

Categories & Retention

ADD CATEGORY


- ▶ Click **Categories & Retention** on the left.
- ▶ Click **+** on the top right.
- ▶ Input a **Name** and **Retention Value** (in days).
- ▶ Click **Save**.

Tips




- Video will be automatically deleted based on the retention value.

EDIT CATEGORY OR RETENTION

- ▶ Click **Categories & Retention** on the left.
- ▶ Click  next to the category.
- ▶ Change **Name** and/or **Retention**.
- ▶ Click **Save**.

REMOVE CATEGORY

- ▶ Click **Categories & Retention** on the left.
- ▶ Click  next to the category.
- ▶ Click **Yes**.

Tips



- You cannot remove a category if there is a video currently assigned to it.

EXPORT CATEGORIES

- ▶ Click **Categories & Retention** on the left.
- ▶ Click .
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

Logo

ADD LOGO

- ▶ Click **Logo** on the left.
- ▶ Click **+** on the right.
- ▶ Browse to the file and click **Open**.
- ▶ Click **Save**.

Tips



- Logo is displayed on the login page and at the top of every page.
- Use an image with a transparent background for the best appearance.

DELETE LOGO

- ▶ Click **Logo** on the left.
- ▶ Click **X** on the top right.
- ▶ Click **Yes**.

Locations

ADD LOCATION

- ▶ Click **Locations** on the left.
- ▶ Click **+** on the top right.
- ▶ Input an **Office Location**.
- ▶ Click **Save**.

Tips




- Locations can be used as a video security option to make security management easier and more effective.

EDIT LOCATION

- ▶ Click **Locations** on the left.
- ▶ Click  next to the location.
- ▶ Change **Name**.
- ▶ Click **Save**.

REMOVE LOCATION

- ▶ Click **Locations** on the left.
- ▶ Click  next to the location.
- ▶ Click **Yes**.

Tips



- You cannot remove a location if there is a user currently assigned to it.

EXPORT LOCATIONS

- ▶ Click **Locations** on the left.
- ▶ Click .
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

Restrict IP

ADD IP RESTRICTION

- ▶ Click **Restrict IP** on the left.
- ▶ Click **+** on the top right.
- ▶ Input the **IP Address** range.
- ▶ Click **Save**.

Tips




- If an IP restriction is added, only computers with that public IP address will be able to access the system. Care must be taken to ensure that the IP address entered is correct or you may be locked out of the system. Contact VIEVU if you have any questions.

EDIT RESTRICTION

- ▶ Click **Restrict IP** on the left.
- ▶ Click  next to the IP address range.
- ▶ Change **IP Address**.
- ▶ Click **Save**.

REMOVE RESTRICTION

- ▶ Click **Restrict IP** on the left.
- ▶ Click  next to the restriction.
- ▶ Click **Yes**.

Tips



- If there are no restrictions, all IP addresses can connect to the system.

EXPORT RESTRICTIONS

- ▶ Click **Restrict IP** on the left.
- ▶ Click .
- ▶ Click **Yes**.

Tips



- The export is in CSV format which can be opened with Excel.

Access Token

RETRIEVE ACCESS TOKEN

- ▶ Click **Access Token** on the left.
- ▶ Click **Copy to Clipboard**. The token can now be pasted into programs such as the VIEVU Solution Connector for enabling the Multi-Dock.

Tips



- The Access Token allows for a secure connection from software without a User Login such as with the Multi-Dock.
- If Copy to Clipboard does not work, Java is not installed on the computer. Instead manually select and copy the link.

RESET ACCESS TOKEN

- ▶ Click **Access Token** on the left.
- ▶ Click .
- ▶ Click **Yes**.

Tips



- Resetting the Access Token will prevent all software that uses the token from connecting.

Software & Documentation

VIEW SOFTWARE & DOCUMENTATION

- ▶ Click **Software & Documentation** on the left.
- ▶ Click on an **Item**.

USER MENU

Preferences

RESET PASSWORD

- ▶ Click **Your Name** on the top right.
- ▶ Click **Preferences**.
- ▶ Click **Password** on left.
- ▶ Complete the **Current**, **New** and **Confirm Password** fields.
- ▶ Click **Change Password**.

RESET SECURITY QUESTIONS

- ▶ Click **Your Name** on the top right.
- ▶ Click **Preferences**.
- ▶ Click **Password** on left.
- ▶ Click **Reset Security Questions**.
- ▶ Click **Yes**. The user will be asked to select new security questions when they login.

VIEW SUPPORT DOCUMENTATION

- ▶ Click **Your Name** on the top right.
- ▶ Click **Preferences**.
- ▶ Click **Support** on left.
- ▶ Click on an **Item**.

Log Out

LOG OUT

- ▶ Click **Your Name** on the top right.
- ▶ Click **Log out**.