USER GUIDE

SureCam View
SureCam View Pro

SURECAM

WELCOME TO SURECAM

You have now joined an increasing number of fleet operators who truly understand the power and benefits that connected fleet video technology can bring to your business - reduced operational and fleet insurance costs plus active fleet risk management.

You would not have chosen SureCam unless you were convinced that the product and the relative benefits match your desire to be a profitable and responsible fleet operator.

This guide will take you through and allow you to understand the backbone of all the vehicle camera, tracking and fleet risk management technology that you have chosen.

We look forward to working in partnership with you.

CUSTOMER SUCCESS

Phone: 0845 7548 5447
Email: customerserviceuk@surecam.com

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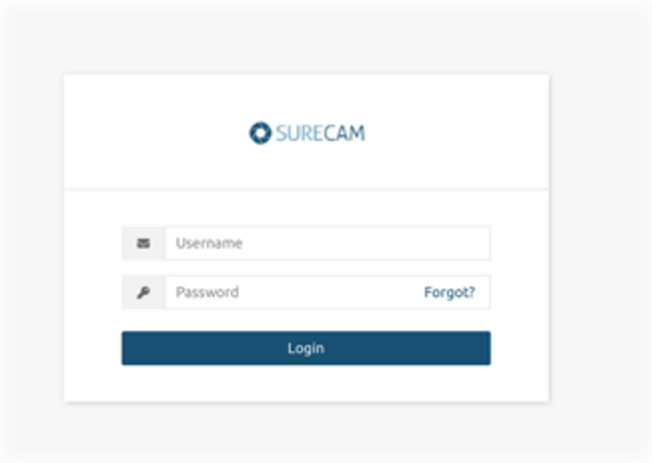
LOGGING IN

To log into the platform, use this link:

https://track.surecam.com

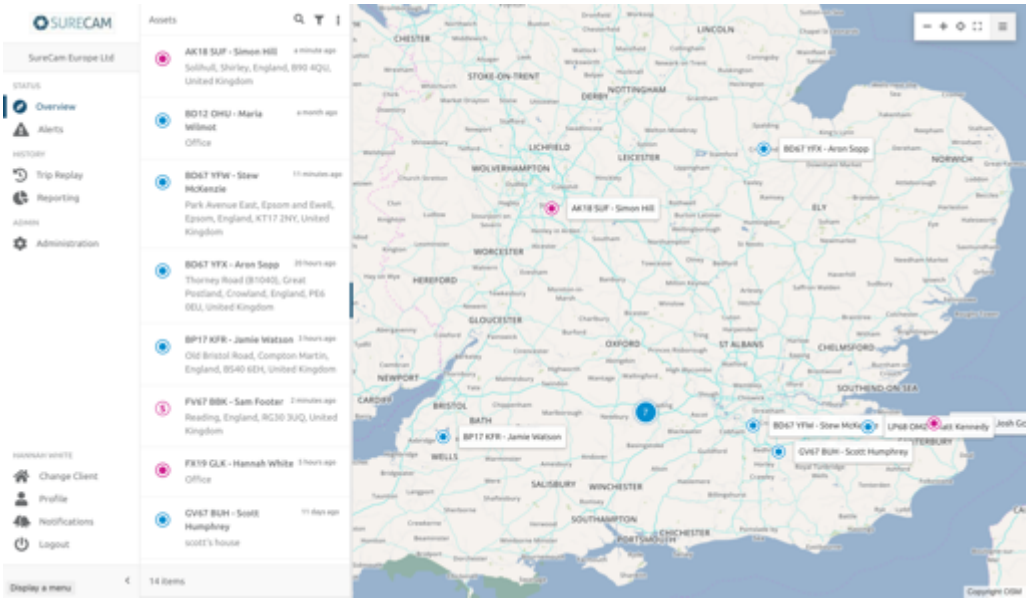
By this point you will have already been provided with a ‘Username’ and ‘Password’. Please enter the approved details in the following boxes and click ‘Login’:



OVERVIEW HOMEPAGE

You have now entered the SureCam View Overview Homepage.

The Overview screen is the first screen you see and provides you with the real-time logistical data of your Vehicle Assets with a ‘Streets’, ‘Hybrid’ or ‘Satellite’ view.



The map view shows the current, live location of each vehicle in your fleet.

OVERVIEW PAGE FUNCTIONS: MAP TOOLS

How to Use the Map Tools

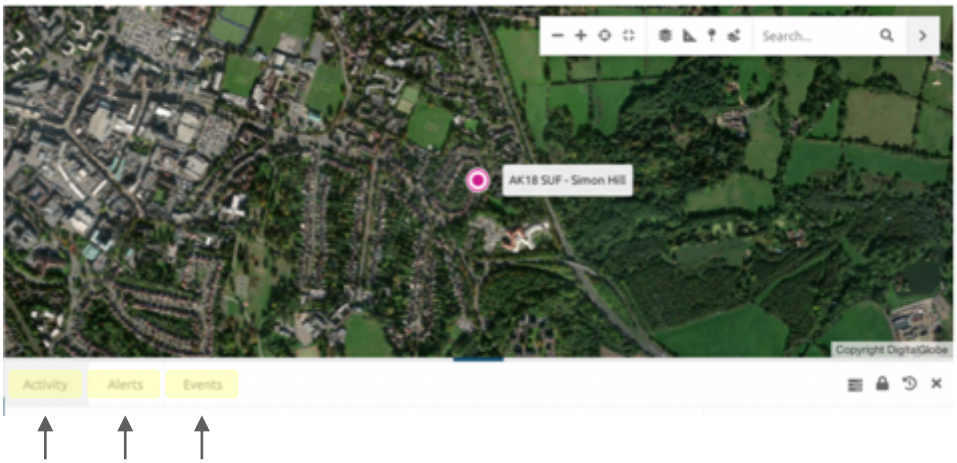
At the top right corner of your map view you will see the Map Tools Menu. Select the four corners icon to expand it.

Map Tool Icons Functions

− +	Zoom in or out with these settings
	Selecting this will reset your zoom level
	This will make the map full screen
	Where you can choose your map layer
	Allows you to draw points for measurements
	Drop this on the map for information of that point
	Zone and Route creation/editing and deletion
Search...	Ability to search a vehicle/postcode etc. for ease

OVERVIEW PAGE: DRILLING DOWN INTO VEHICLE DATA

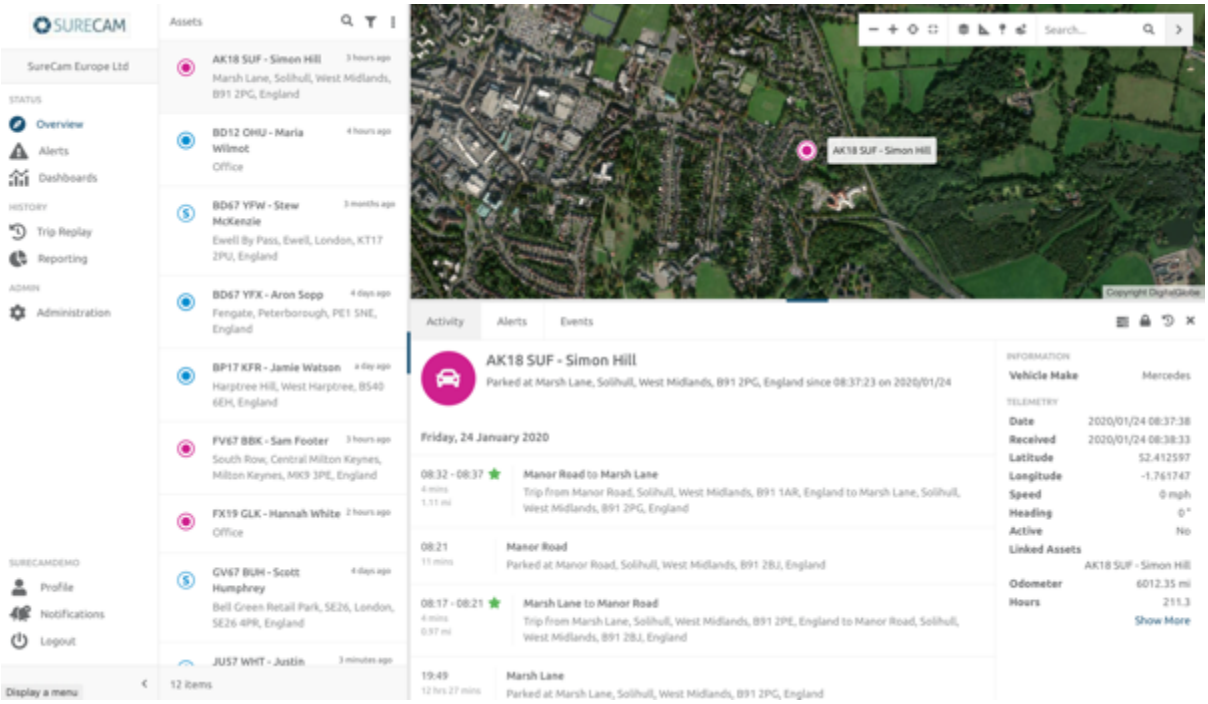
When viewing an asset from the Overview page, there are three tabs that house data tied to the vehicle you are viewing: Activity, Alerts and Events.



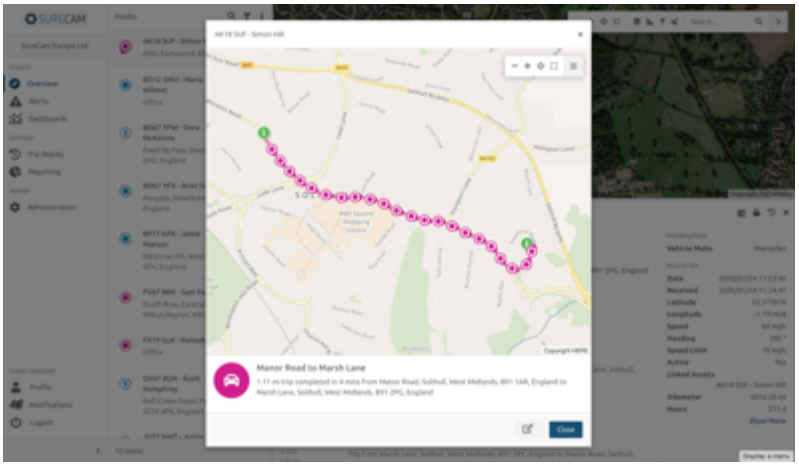
A wide range of vehicle data can be accessed directly from the tabs.

VEHICLE ACTIVITY

You can review a round up of trip activity for any vehicle in your fleet. To do this, click on the specific vehicle of interest from within the 'Assets' list available on the Overview screen. This will focus the map view on that selection, showing the location along with the current tip and recent trip activity listed in the 'Activity' tab.



To drill down to an individual trip, select the trip of interest from the list of 'Activity' and it will open a new window with breadcrumb level trip details.



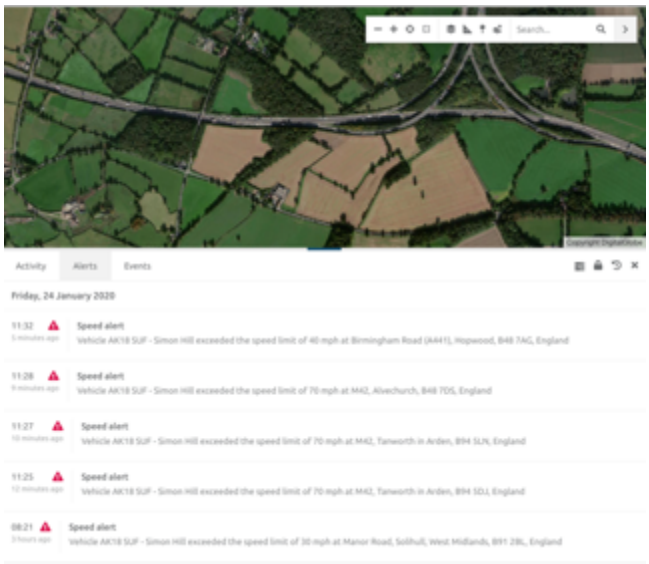
VEHICLE ALERTS

From the Overview tab, you can drill down directly into individual vehicle alerts. To do this, click on the specific vehicle of interest from within the 'Assets' list available on the Overview page. Click on the 'Alerts' tab to see a listing of alerts triggered by your vehicle of interest

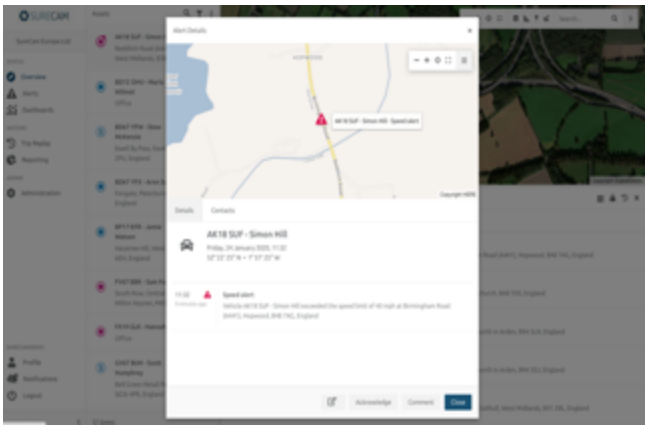
Standard Alert Setup:

- Low alert for harsh acceleration
- Low alert for harsh braking
- High alert for when a vehicle creates a video
- High alert when a vehicle exceeds the speed limit by 10MPH

View of List of Vehicle Alerts:

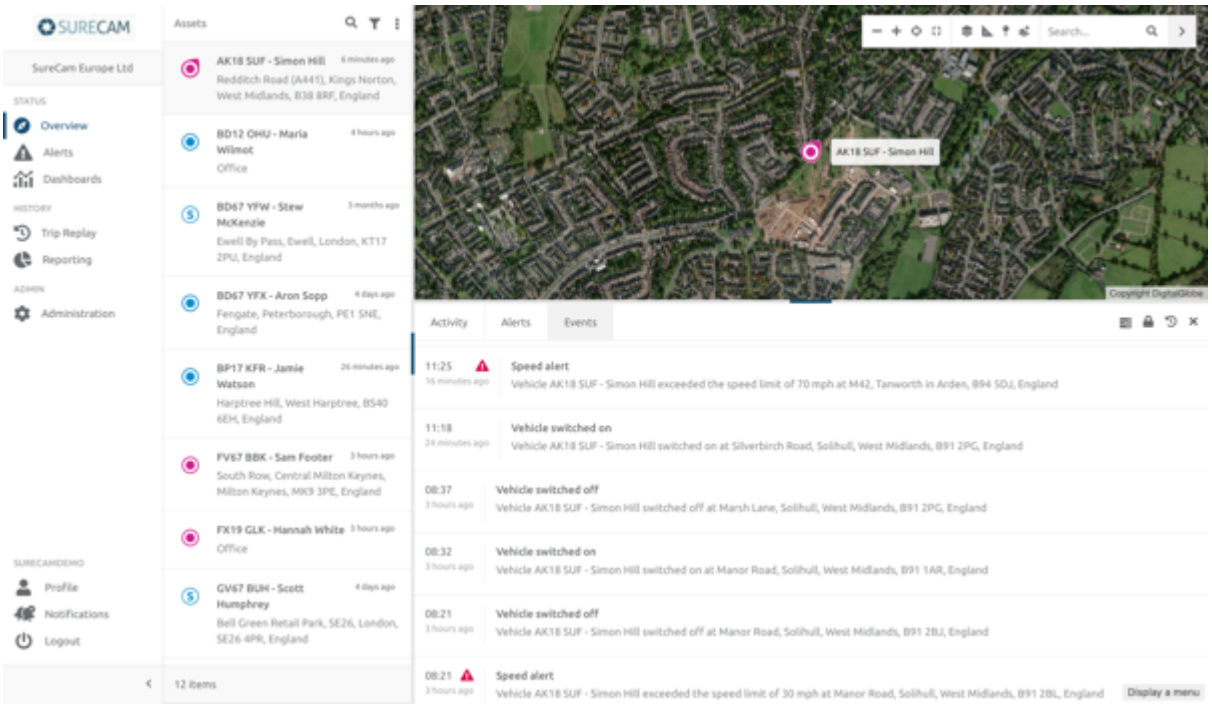


Individual Alert View After Selecting Alert:



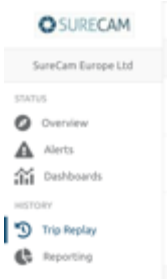
VEHICLE EVENTS

The Events tab will list all the triggered events for the vehicle including Vehicle On, Vehicle Off, and speeding events..



SIDE NAVIGATION OVERVIEW

SureCam View/View Pro is designed to get you to your datapoints of interest in as few clicks as possible. Fleet level navigation takes place using the side navigation menu



Available within SureCam View: Overview, Alerts, Trip Replay, Reporting

Available within SureCam View Pro: Overview, Alerts, Dashboards, Trip Replay, Reporting.

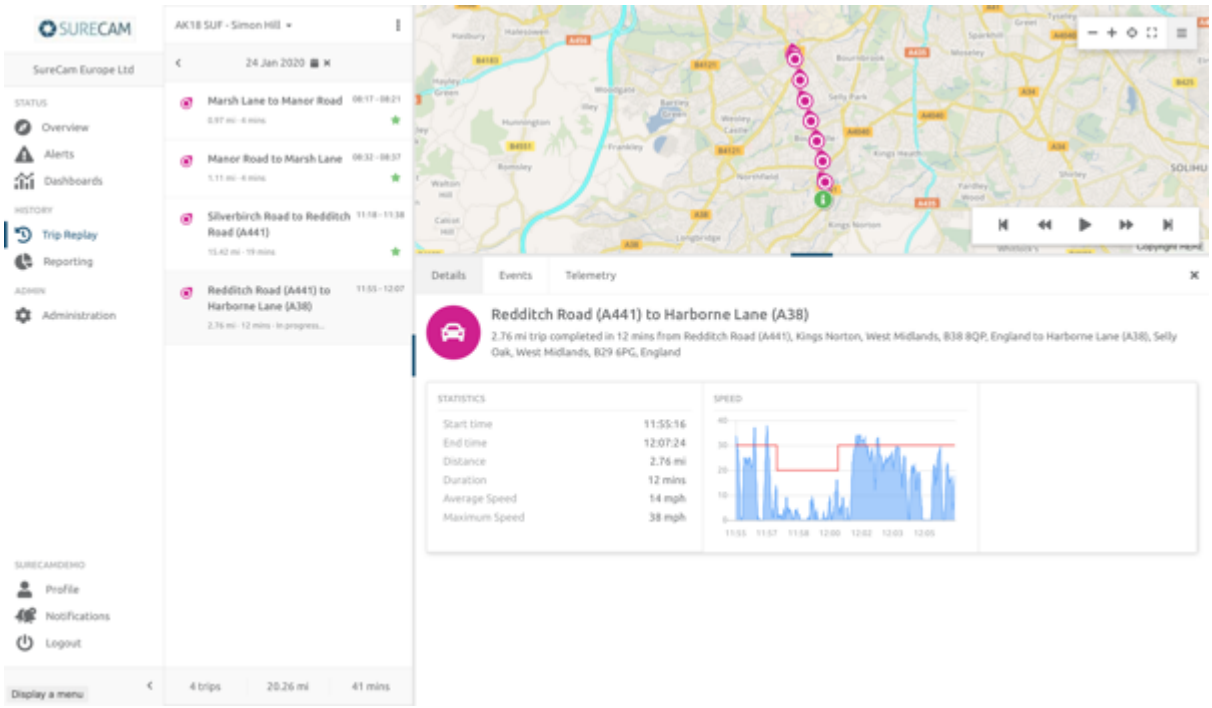
SIDE NAVIGATION OVERVIEW: ALERTS

Selecting Alerts from the side navigation menu, you will access a view of all alerts that have been recorded across your fleet.

You can select the specific Alert Type of interest to list all alerts received of that type across your fleet, e.g., selecting 'Acceleration':

SIDE NAVIGATION OVERVIEW: TRIP REPLAY

Selecting Trip Replay from the side navigation, you will be able to drill down into trip details identified by a point in time.

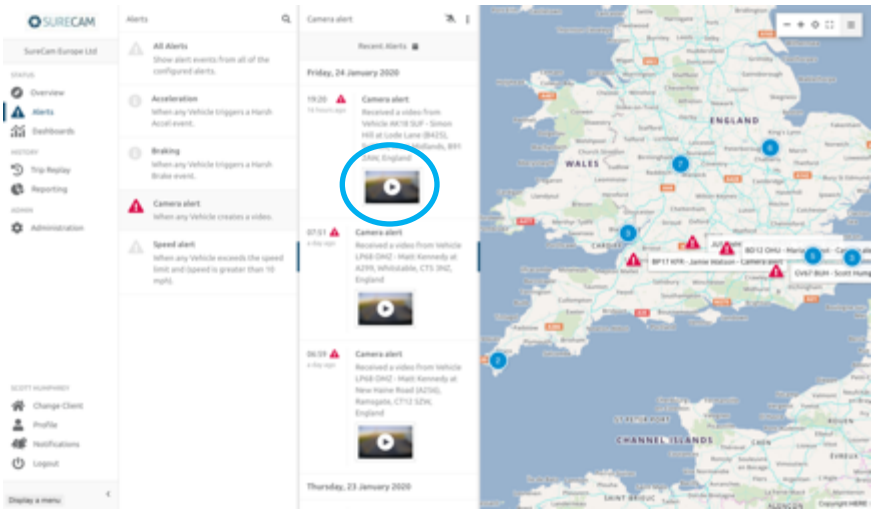


By working your way through the recent trips, selecting the asset/vehicle and date of interest will narrow the list to all trips for the vehicle on that date.

Clicking on a trip will display it in a breadcrumb map format, along with detailing such items as Duration, Distance, Timing, etc.

VIEWING VIDEO

You can find a list of all triggered High Incidents and Button Press videos within the 'Alerts' section of the 'Status' pane in the Side Navigation Menu. When viewing alerts in this section, select 'Camera Alert'. From here, you can click on the videos of interest by selecting the desired date and scrolling through your options.



Click on the play symbol within the listing of 'Camera Alerts' to open a window to view the captured footage.

How to Download Video

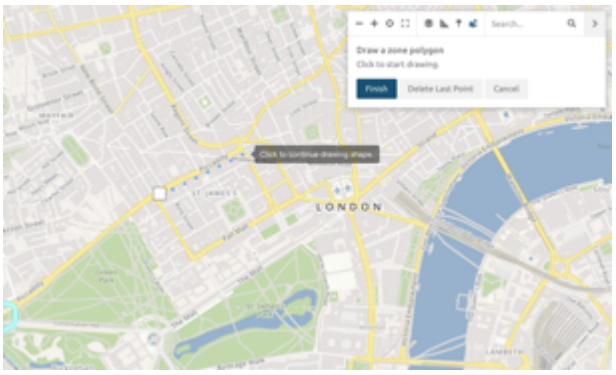
If you hover over a video, in the bottom right corner of the footage itself 'Download' will appear. Click on the 'Download' button to save this footage directly onto your PC/device.

DEFINED ZONES

Zones represent geographical areas of interest to your company that you would like to generate reports and alerts from. Zones can be created directly on the map within the Overview screen.

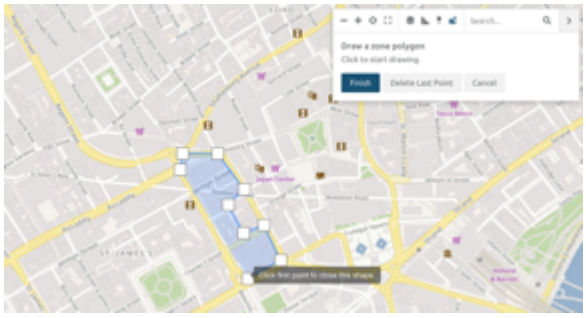
How to Create a Zone

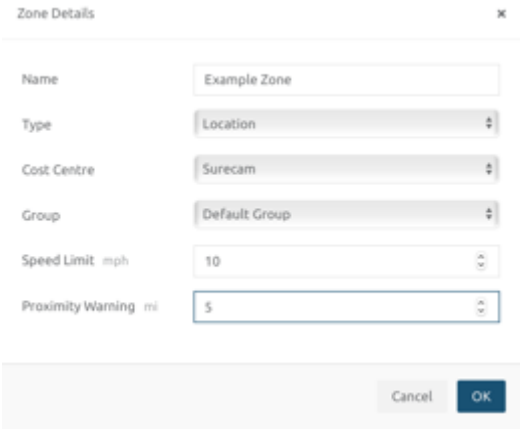
To create a Zone, open the toolbar on the map and choose ‘Draw a zone polygon’ under the ‘Add layer’ option. This now changes the mouse into the cursor. Click on the map to add the first point of the polygon:



Click on the map at the desired points until satisfied with the shape. If a point is added in the wrong place, simply click ‘Delete Last Point’ and continue.

When finished, click on the first point to complete the creation. A pop up will appear. Fill in the relevant details to save the newly created zone.



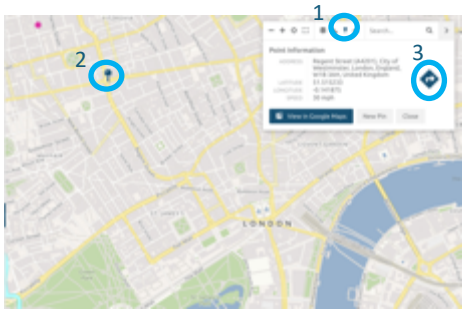


DEFINED ROUTES

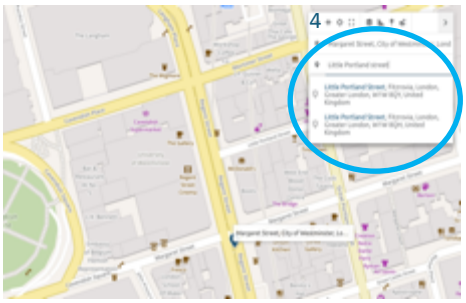
The platform supports the creation of Routes, directly within the map on the Overview or Trip Replay sections.

There are two ways to create Routes, the first is by using the pin tool on the toolbar of the map and the other is from an address search entered.

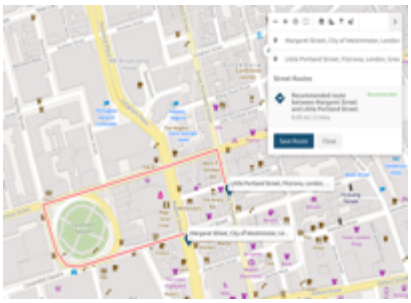
How to Create a Route Using the Pin Tool:



1. Select the pinpoint from the menu
2. Drop the pinpoint in the desired location on the map
3. Select the “To” arrow from the menu

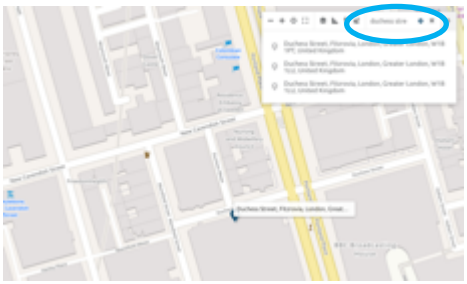


4. Enter the address for the second location



5. The recommended route will appear
6. Select “Save Route” to complete your route

How to use option 2, searching the address:



1. Using the Search field, enter your starting location

2. Select the “To” arrow from the menu

3. Now enter your second location in the “Search” field and the recommended route will appear
4. Select “Save Route” to complete your route

REPORTING

A list of accessible reports is available from the "Reporting" section of the Side Navigation Menu. Through the reporting functionality, you can report on all assets / vehicles within a fleet, report on vehicles within a defined Cost Centre or even on individual selected assets.

SureCam View users have access to: Alert Report, Event Report, Trip Report, Stop Report

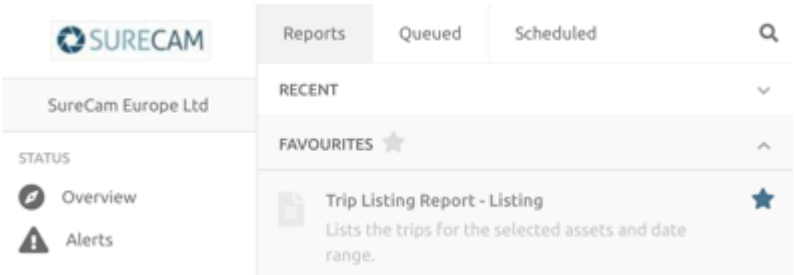
SureCam View Pro users have access to: Alert Report, Event Report, Trip Report, Stop Report, Rating Report, Location Report, Speed Report, Zone Report, Analytics Report Pro Suite

Definition:

- Alert Report – Analyze and report on the tracking alerts that matter most to your fleet, including Maximum-Speed-Limit, Harsh Driving, Camera Alerts, Zone Breaches, and Route Deviations.
- Event Report – Report on fleet activity including ignition starts, Zone activity, and maximum-speed-limit occurrences.
- Trip Report – View a round-up of the trip activity made by selected vehicles within a given date and time range.
- Stop Report - View a round-up of any stops made by selected vehicles within a given date and time range.
- Rating Report (Pro) – Analyze the performance of your overall fleet, defined groups and individual drivers using harsh driving, speeding, distance and duration data to provide a rating score.
- Location Report (Pro) – Get a snapshot listing of the current location of all your vehicles.
- Speed Reporting (Pro) – Report on posted speed limit violations within the overall fleet, defined groups and by individual vehicles.
- Zone Reporting (Pro) – Report on the time spent and distance covered in a Zone by vehicles or zone.
- Analytics Report Pro Suite - Create visualizations of your fleet data used to populate your custom configured dashboards.

Additional content within this module:

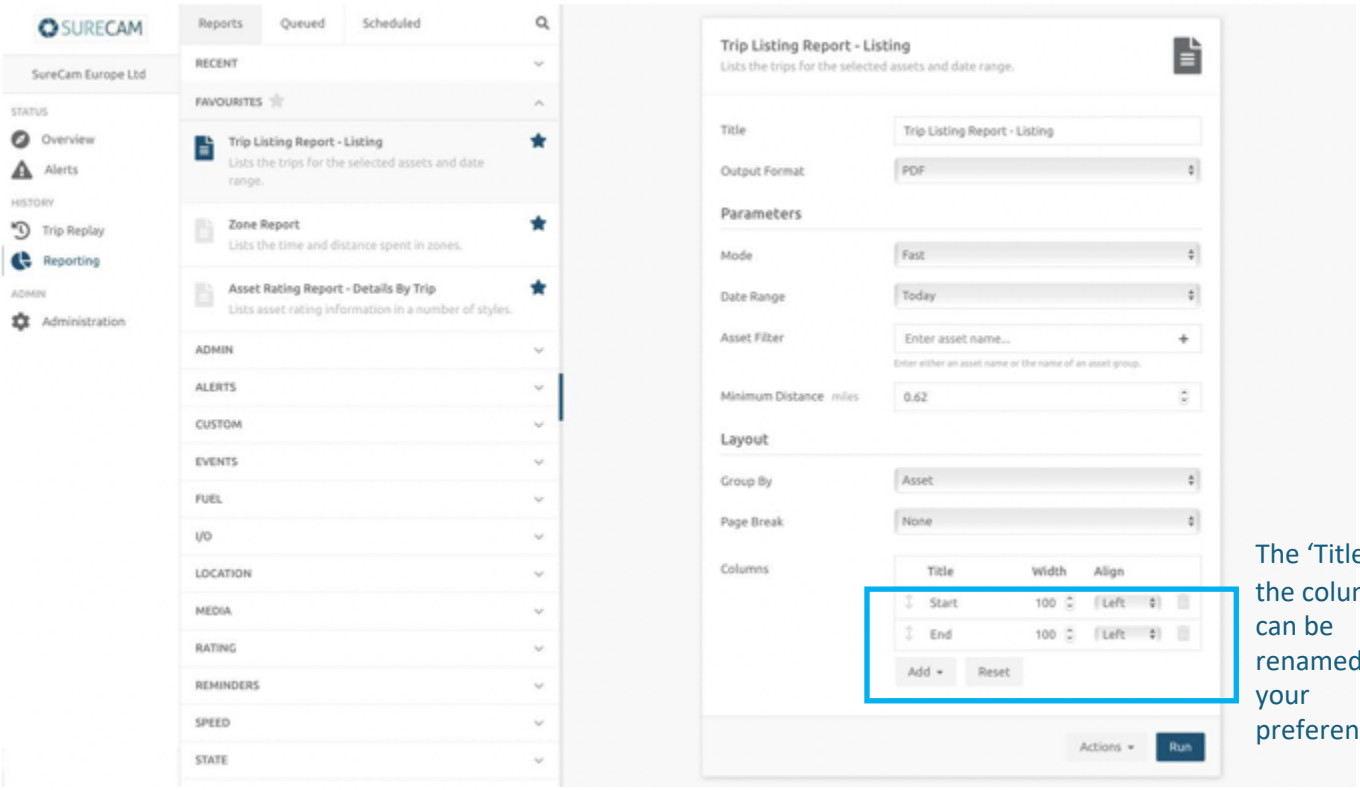
- View queued or recently ran reports
- Schedule reports to run at your desired frequency and be sent to defined recipients
- Designate your top reports as "Favorites



REPORT CUSTOMIZATION

How to Generate Reports

Once you have chosen your desired report, click to open and select your preferences. Click “Run” when done to populate your report.



The ‘Title’ of the columns can be renamed for your preference

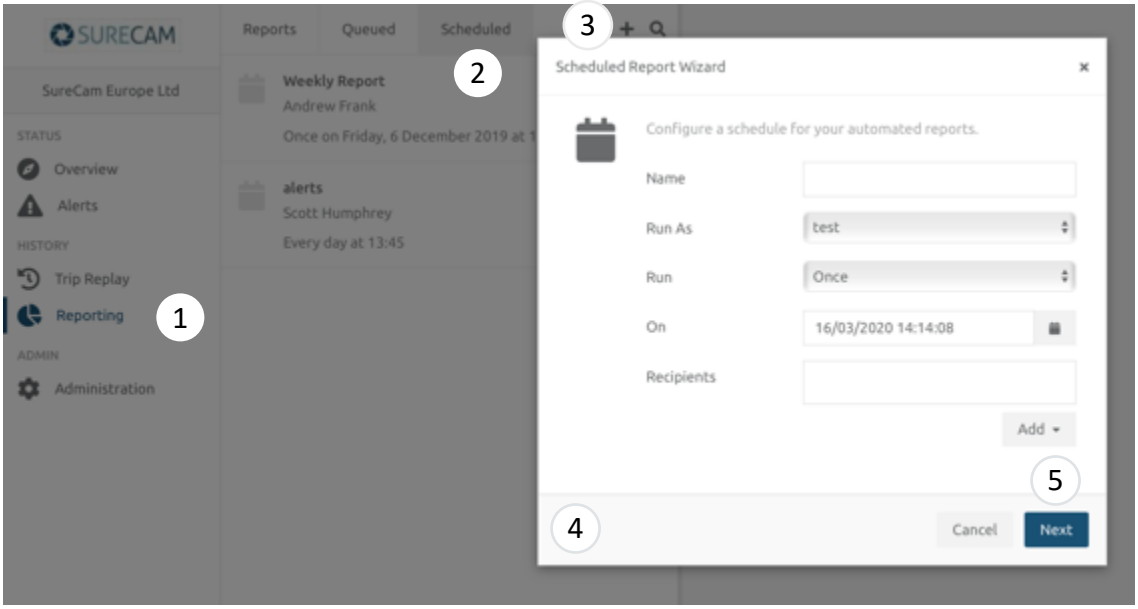
The following options can be selected to customize your report:

Output Format – Choice of PDF, CSV, CSV (Formatted) and XML
Mode – Make no selection here
Date Range – Predefined options for quick reporting with the flexibility to customize
Asset Filter – Typable field, where you can search for a specific asset, alternatively by typing ‘Any Vehicle’ or ‘Any Vehicle in Cost Centre *Name*, you can narrow the report to the relevant assets
Minimum Distance – Reported in miles, this field is editable to filter the data results
Page Break – Default ‘None’ alternative option of ‘Group’
Columns – By selecting ‘Add’ or clicking the Delete icon, you can add and remove data from the report
Format – Choose between ‘Listing’ or ‘Summary’ to select your desired amount of data/format
Group By – Select your preferred view of data by grouping by ‘Asset’ or ‘Date’

SCHEDULING REPORTS

How to Schedule a Report

1. Navigate to the Reporting module from the Side Navigation Menu.
2. Click on the “Scheduled” tab
3. Click the “+” button
4. Fill in the Scheduled Report Wizard as prompted to create a unique schedule
5. Click “Next” to create the schedule as an available schedule within your list



How to Add a Report to a Schedule

1. Choose the report you would like to add to the schedule and complete the parameters for that report
2. When you have chosen all the relevant report parameters, click “OK” to have the report appear in the schedule
3. To add another report, click the “+” button on the right-hand side of Reports and complete the procedure as outlined above.

ADDITIONAL SUPPORT

The SureCam View and Surecam View Pro platform has a variety of features and functionality that make it a robust tracking tool for your business.

For further assistance and support, please contact our Customer Success team:

Customer Success North America:
Phone: 855 870 7205
Email: support@surecam.com

Customer Success Europe:
Phone: 0845 7548 5447
Email: customerserviceuk@surecam.com