Getting started with OnCloud

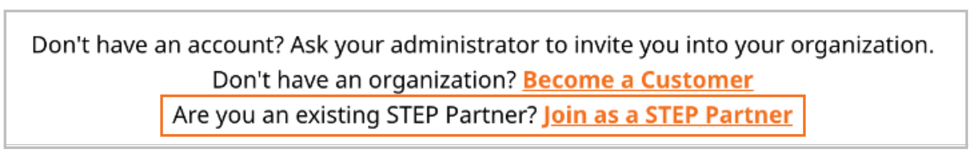
The following provides information and resources for getting started with OnCloud including setting up OnCloud Organizations, procuring and managing licenses, installing cameras and managing accounts.

Setting up OnCloud Organizations

OnCloud provides STEP Partners with the ability to set up and manage their Customer OnCloud installations directly from the OnCloud Partner Portal. From the Portal, Partners can create and manage their OnCloud STEP Partner Organization, create and access Customer accounts and assign technicians to specific Customer Organizations.

Creating your OnCloud STEP Partner Account and Organization

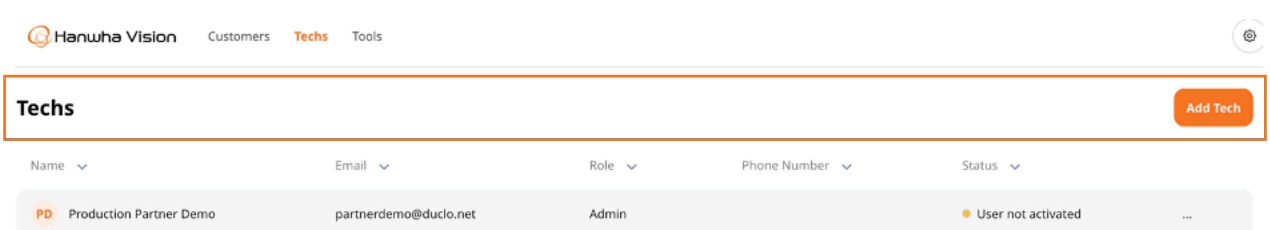
To create a STEP Partner Organization, access the login page:



NOTE: You must be an existing STEP Partner, with a valid STEP Partner code to create a Partner Organization in OnCloud.

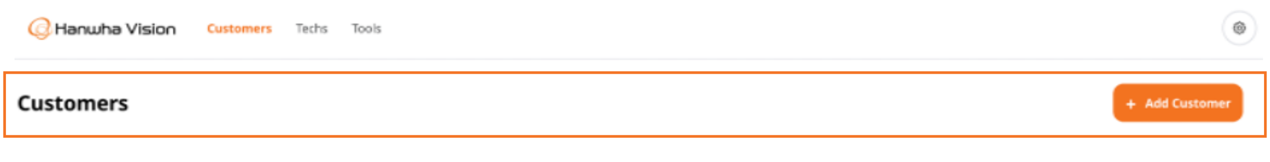
Detailed steps for creating your OnCloud STEP Partner Account and Organization can be found **here**.

After you have set up your OnCloud STEP Partner Organization, you can add your team of technicians to your Partner Organization by selecting the Techs tab at the top of the screen.



Managing Customer Organizations and Technicians

Now that the Partner Organization has been set up and technicians have been added, you are ready to set up your Customers Organizations. Create Customer Organizations by clicking the "**Add Customer**" button in the upper right-hand side of the Partner Portal home page.



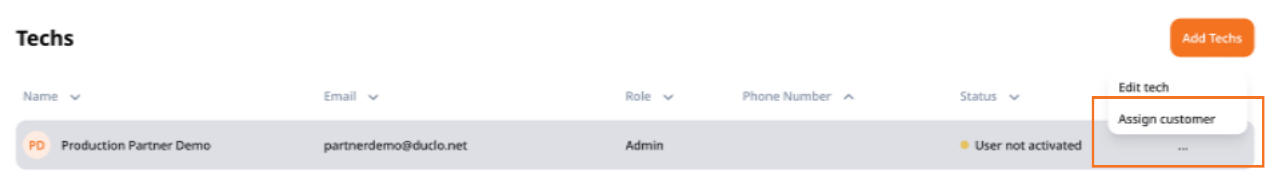
To complete set up of a Customer Organization, and for information on setting up two-factor authentication and single sign on, please refer to this article.

After completing the Organization setup, your Customer Organization is available on the main page of your OnCloud Partner Portal. You can access your Customer Organizations by double-clicking on the Customer record.

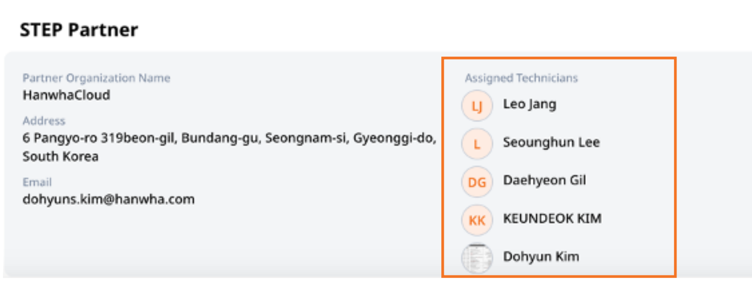
Assigning Technicians to a Customer Organization

Once the Customer Organization is created, you may assign one or more of your Technicians so that they may have access to the Organization. Assigned technicians have full access to set up and manage an Organization. By default, the only account that has access to the newly created Customer Organization is the "admin" account that first created the Organization. To add additional technicians to the Customer Organization, follow these steps:

1. On the technician record, select "…" at the end of the record and then select "**Assign Customer**".
2. Once selected, choose the Customer Organization(s) to which you would like to assign the Technician.



You can view which Technicians have access to the Organization by navigating to the Customer Dashboard and scrolling to the bottom:

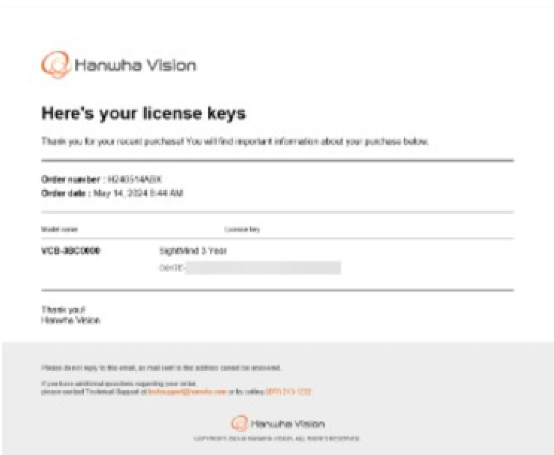


More information with step-by-step guides and videos on setting up and managing Customer Organizations, can be found **here**.

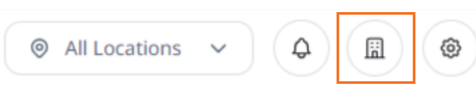
Purchasing and activating OnCloud Licenses

To purchase a license, STEP Partners can either place an order with a Hanwha Vision Distributor or purchase online with instant delivery through SalesHub in the STEP Partner portal. Instructions for purchasing a license through SalesHub can be found here. The 30-Day free trial license is procured through SalesHub by emailing Inside Sales (insidesales@hanwha.com). Make sure to include the SKU (VCV-EOS0000301) and license quantity in the email.

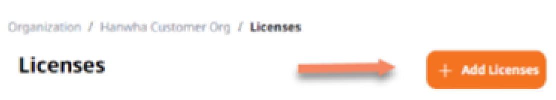
Once the license is purchased, an email with the list of license keys will be sent to the provided email contact.



After receiving your license keys, and access the Organization Dashboard by clicking the building icon in the top right navigation bar.



In the license section, click "**Manage**" and then "**Add Licenses**". To complete the process of licensing your Camera, follow the step-by-step instructions in this article.



Hanwha Vision

Managing Cameras

Installation

To get started, please refer to the list of supported cameras here to confirm the camera model is compatible with OnCloud. Ensure the camera is updated with the latest Camera firmware which can be downloaded from the camera product page or using the **Wisenet Device Manager**.

Once the Camera is updated to the latest firmware, install the Hanwha CloudConnector App. The CloudConnector is an application that allows the camera to connect to and communicate with OnCloud. The latest CloudConnector firmware can be found **here**. Choose the correct CloudConnector which supports the Series of Camera you are connecting to OnCloud.

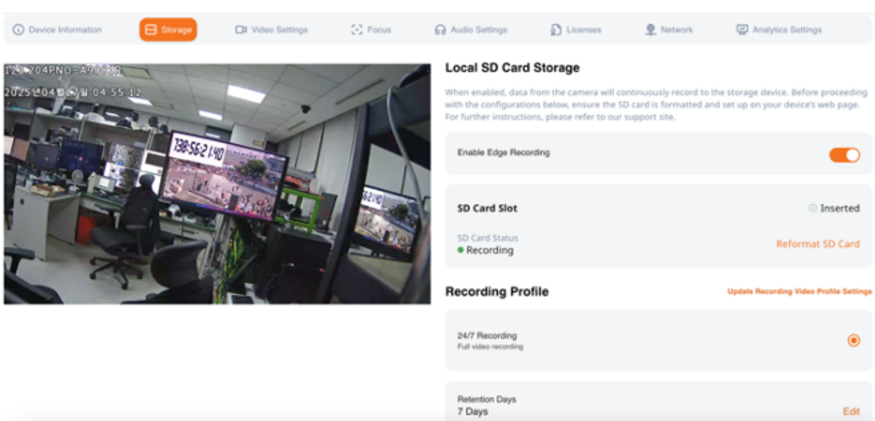
In order to connect, OnCloud requires your network configuration to support the following protocols: HTTP; MQTT, WEBRTC; RTP and SRTP; DTLS; RTSP. For a complete list of network requirements, please refer to **this article**.

Detailed instructions for onboarding a Camera for use with OnCloud can be found **here**. Cameras can be installed using your browser or the OnCloud mobile app. You may also use Hanwha Device manager to "**bulk add**" devices. Detailed instructions for bulk adding Hanwha Cameras are available **here**.

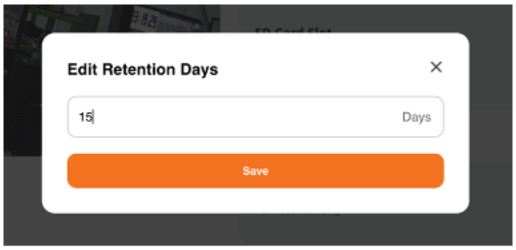
Setting up your Camera to record video on the MicroSD Card

To get started, first purchase the OnCloud certified MicroSD card that best meets your needs for your desired recording retention. Insert the Card into the Camera MicroSD Card slot(s) and format the card. OnCloud supports single and multi-slot recording. Formatting the card can be done either directly through the Camera Local UI or using the format option in OnCloud.

Log into OnCloud and access the settings page of the Camera, then select the Storage tab.



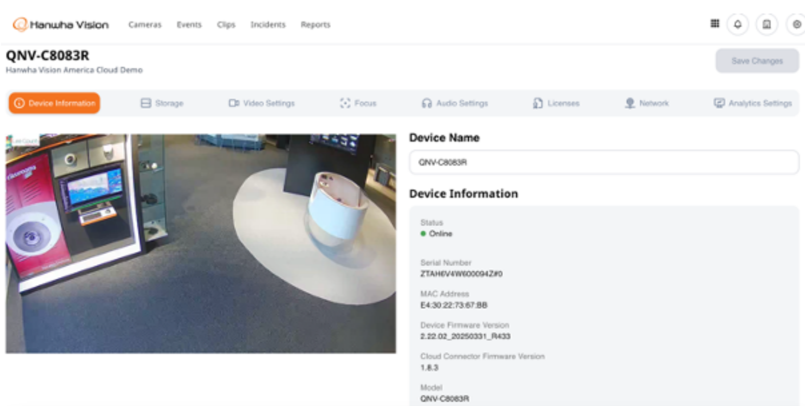
Make sure the MicroSD Card shows as "**Inserted**" with a green checkmark. This indicates that the Card is ready for recording. Set the number of SQ retention days. This will establish the minimum number of days of standard quality video stored on MicroSD Card.



Set "**Enable Edge Recording**" to enabled. Once enabled, the Camera will start recording video to the MicroSD Card and retain video based on the specified retention days. Recording status will change to "**Recording**". For more information on setting up Edge recording, click here.

Device Management

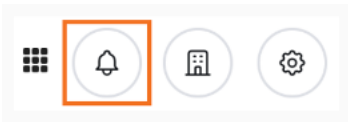
OnCloud is designed to let you manage your Camera from anywhere using a browser or the OnCloud mobile app. You can adjust Camera settings, configure Analytics, update firmware as well as set up and receive Camera Health alerts to be notified when an OnCloud device requires attention.



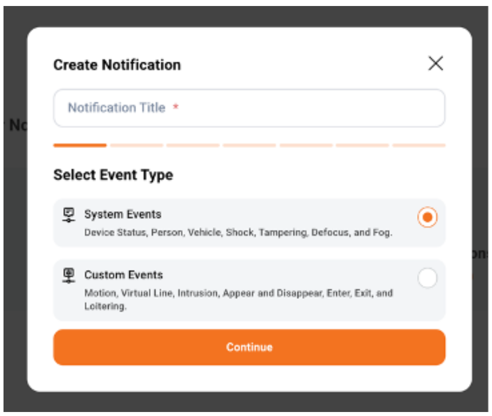
OnCloud supports configuration of the most often used Camera settings and provides important information about your Camera including status, network information and bandwidth usage. In addition, you can proxy directly into the Camera's local web page to configure less often managed settings. Click here for detailed information on managing Camera settings using OnCloud.

Setting up Device Health Alerts

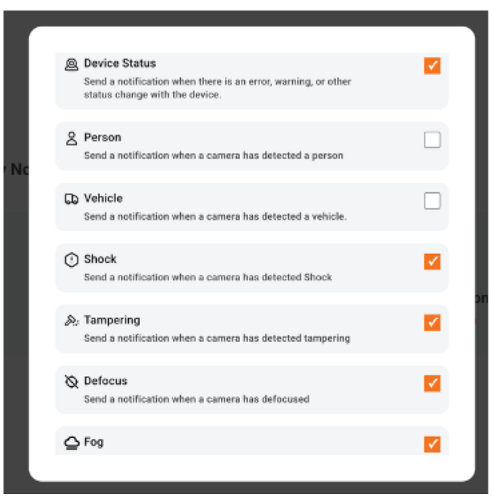
Administrators can be alerted when a Camera goes offline/online or for specific events such as fog, shock, defocus and tampering. To set up Camera event notifications, first select the notification icon at the top right corner of any OnCloud page:



This takes you to the Notifications screen, which shows all notifications that you have received. Click "**Notification Settings**" followed by "**Setup a New Notification**".



Enter a Title for the notification, select "**System Events**" and "**Continue**".



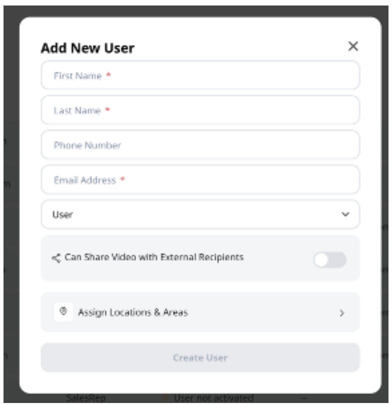
Check the Camera events for which you want to be notified and continue setting up the notification by following the step-by-step instructions in [this article].

Hanwha Vision

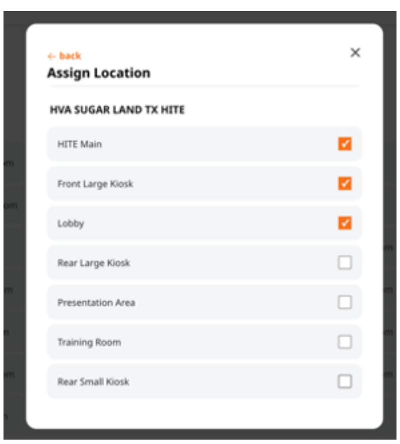
User Account Management

Accounts

To create and manage user accounts, access the Organization Dashboard and select "**Manage**" and then select "**Add User**". Enter the user's information, assign a role and enable or disable the user's ability to share video clips with users external to their OnCloud organization. Email address is used to uniquely identify the account and will be used by the User to log into OnCloud.



If a role other than "**Admin**" is assigned to the user, then an option to "**Assign Locations & Areas**" is made available. This allows administrators to restrict access to Camera's that are grouped within a specific Location or Area. By default, a user has access to all Locations and areas of the Organization. Using the below example, the user is restricted to accessing only those Cameras that are assigned to the Areas "**HITE Main**", "**Front Large Kiosk**" and "**Lobby**" within the "**HVA SUGAR LAND TX HITE**" Location.



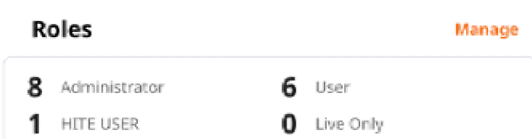
Once saved, an email will be sent to the User's email address. The email guides the user through the process of setting their password and logging into OnCloud. Once the process is complete, the account record status moves from "**Pending Activation**" to "**Active**".

Roles

OnCloud includes 2 roles by default: An "**Admin**" role and a "**User**" role. The below table describes the functions within OnCloud that can be performed by each role.

	Admin	User
Manage Organization	YES	NO
Manage Devices	YES	NO
Manage Accounts	YES	NO
Create Incidents	YES	YES
Contribute to Incidents	YES	YES
Manage Clips	YES	YES
View Archive Footage	YES	YES
View Live	YES	YES
Search Video Footage	YES	YES
View Camera Metrics	YES	YES

OnCloud offers the flexibility for Admins to create custom roles which allows for more granular management of user access within the system. To create a custom role, access the Organization Dashboard and select "**Manage**" in the roles section of the Dashboard.



Follow the step-by-step instructions in [this article] to complete set up of the custom role. Once created, the custom role may be assigned to both existing and new OnCloud user accounts.

Resources

For more OnCloud knowledge articles, how-to-videos and downloads, access the OnCloud Help Center.

Get the OnCloud App

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Available on the App Store