



BigBrother



Watch-it

cloud
user manual



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Watch-it cloud user manual

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1 Introduction

This user manual will give you a comprehensive tour of the Watch-it cloud features. Our most recent product offers a collection of characteristics that allow enhanced remote monitoring for your location: a general overview of all locations, watching instant footage that is taken live, right from that specific moment in time as well as historic informations such as video alerts.

Watch-it cloud is compatible with the desktop version of Google Chrome, Microsoft Edge and Apple Safari. For remote management of the sites from a mobile device use Watch-it mobile.

1.1 Main sections

Below is a short overview of where to find certain features and a short description about them:

The screenshot shows the Watch-it application interface. At the top, there is a header bar with the following elements: 'Watch-it Robert Gal 01-03-2023 06:01', 'Network', 'Cameras', 'Alerts', and a user profile icon. Below the header, there are four callout boxes with blue borders and blue lines pointing to the corresponding menu items in the header:

- Network**: Whether you want to have a quick overview on the locations, control certain functions or access Watch-it core application
- Cameras**: A collection of cameras from all locations in allowing you to oversee real-time activity of multiple locations
- Alerts (actively selected)**: Suitable for checking the footprint that the customers leave in your locations: the transactions they make, loyalty, movement on sites
- User Settings**: A dropdown menu containing: Robert Gal, English, Settings, Theme, and Logout.

1.2 User and system settings

This quick access menu allows you to change basic settings of the application

- **Username:** it displays the user that is currently logged into the application
- **Language:** you can change the display language of the application from the list of available languages (currently available languages are English, Dutch and German, with support for more languages coming in the future)
- **Theme:** change between light theme (which is the default theme when you first log in) or dark theme

Language and theme settings are synced to the user account and will be remembered if you log in from a different device.


2 Login

When accessing Watch-it cloud you will be redirected to Watch-it Identity Service webpage. Enter your username and password credentials in the input fields and then click on the 'Login' button.

Watch-it
cloud

Username

Password


Login

Need help? support.bigbrother.nl
P: +31 (0)318 66 66 90 | E: support@bigbrother.nl

If multi-factor authentication is set up on your account you will need to enter your one-time code from the authenticator app you've set up.

Watch-it
cloud

Username:

 Restart login

One-time code

Login

If you have not set up multi-factor authentication yet, follow the steps from section **2.1 Setting up multi-factor Authentication**

2.1 Setting up multi-factor Authentication

Multi-factor authentication is a way of confirming your identity when you try to sign in to Watch-it cloud.

If multi-factor authentication was requested for your user account, after a successful login using the username and password provided by BigBrother, you will be automatically redirected to a new page where you will be asked to enroll a mobile device.

1. Install one of the following applications available on both App Store and Play Store:
 - Google Authenticator
 - Microsoft Authenticator
 - FreeOTP

2. Open the application and scan the QR code on the screen. Watch-it Identity Service will be added to your account

3. Enter the 6 digit one-time code into Watch-it cloud

NOTE: If you are using Microsoft Authenticator or FreeOTP, you will need to tap on Watch-it cloud services to get the one-time code.


4. Enter a device name. It is recommended to use an easy to recognize device name in the case that you will be using multiple devices to authenticate from.

OPTIONAL: If you want to sign out from other devices where you were previously signed in make sure the "Sign out from other devices" option is checked.

6. Click "Submit".

You will be signed in and redirected to Watch-it cloud. If you are not able to proceed make sure that the one-time code has not expired during the enrollment process.

Watch-it cloud

1. Install one of the following applications on your mobile:
 - Google Authenticator
 - Microsoft Authenticator
 - FreeOTP
2. Open the application and scan the barcode:

Unable to scan?
3. Enter the one-time code provided by the application and click Submit to finish the setup.

Provide a Device Name to help you manage your OTP devices.

One-time code *

Device Name

 Sign out from other devices

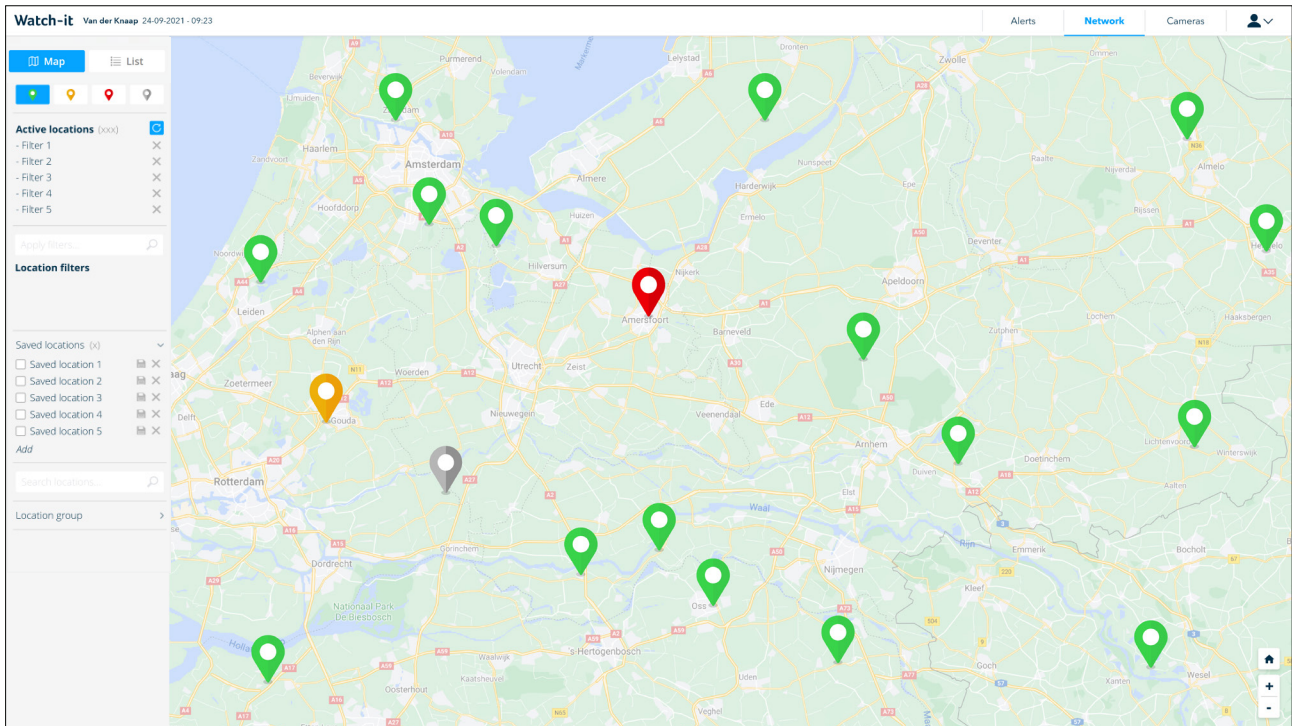
2.2 Incorrect credentials

If the credentials are not found or incorrect and the login is not successful, the username and password fields are underlined with a red line.





If you forgot your credentials, or need to set up a new device for multi-factor authentication, get in touch with us through support.bigbrother.nl/en/

3 Network

Logging into Watch-it cloud for the first will open on the 'Network' tab displaying a map or list with pins to indicate the status of your locations. This status depends on the level of integration and purchased optional functionality per site, as well as the user-specific settings of pin colours. See 'Settings' for more details.



The color of the pins by default indicate the following:

-  The location is in good shape, there are no problems
-  The location cannot be access through Watch-it cloud
-  There are problems on the location or active warnings.
-  The location could not be reached in the last hour or has critical alerts

The color reflections of the pins can be changed in the settings.

If multiple locations are in the same general area those will be grouped until the map is zoomed in or the group is clicked on, in which case the map will zoom in to a close view. The color of the group indicates the same as mentioned above, prioritizing higher severity.

When a location is currently selected and the details pane is open, the pin will be highlighted on the map.

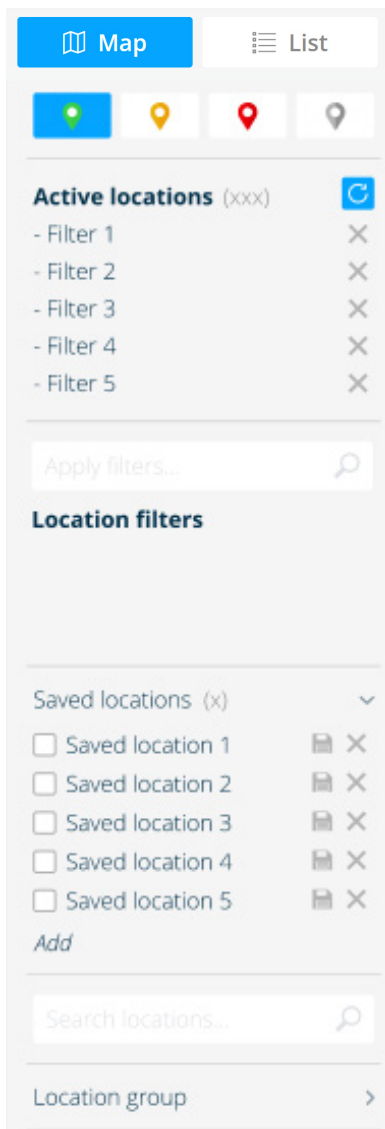
3.1 Searching for locations

If you have multiple locations under management there are multiple ways to search for one or multiple specific locations:

- Select the desired locations from the menu on the left side of the screen.
- Use the locations filter: on the side menu type in the name of the location that you are searching for and press 'Enter'.
- Use the map zoom in to a location and click on its pin/

If you used a filter to find a location, the map will zoom in and update the pins accordingly to show only the locations selected.

3.2 Side menu



Change Network view

Select between a map view or a list view

Pins

Filter locations based on their status.

Active locations

Locations that are currently displayed on the map

Locations filter

In case you are searching for a specific location, typing its name in the search bar will filter from the available locations while the map will zoom in on the location

Saved locations

Save location groups from the list below for quick filtering. Click on the 'Add' button to save the currently selected locations, or click on that has been previously saved to display the filtered locations.

Search locations

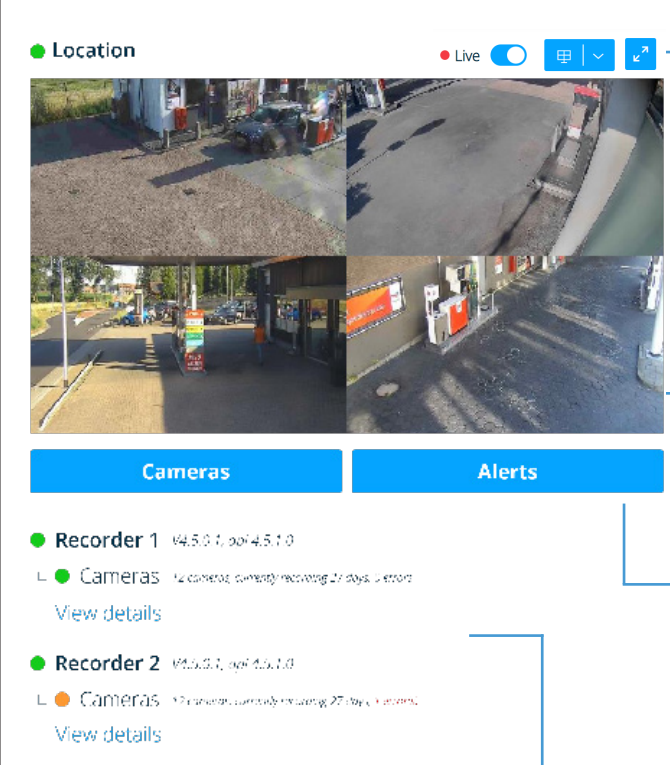
Search through the available locations by typing its name in the search bar.

Locations list

A list of all locations the user currently has access to. Selecting one or more locations will only show those locations on the map

3.2 Location details

Whether you want to see detailed information about the status of the location, control various devices, or access the recorder remotely, click on the pin of a location and menu will open up on the right side of the screen



Layouts and live cameras

Turn on / off live cameras, and select one of the saved layouts on Watch-it core

Cameras

Show a quick overview of the location through live cameras

Shortcuts

Quick access to other parts of the application with the location already selected.

System Status

Check if the recording system is functioning correctly on location

For more details please refer to chapter **3.3.1 System Status**

Site status

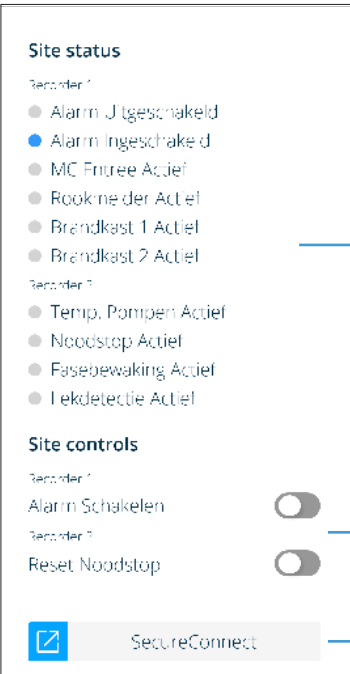
Site status allows the user to check if I/O boxes are active on location and if they are outputting a signal.

Site controls

You can take control of the site using the toggle buttons available. Toggling the slider will toggle the I/O box's output

Remote access

If you need to remotely access either live or historic footage you can remotely connect to any of the recorders on the location.




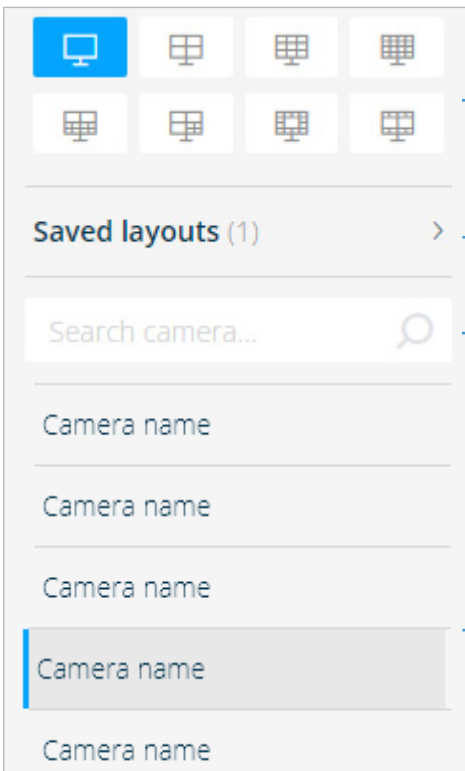


Remote access to recorders through ways other than "SecureConnect" use Citrix and as such, users will need to have Citrix Workspace App installed on their device to use those features.

3.3.1 Live Cameras

Live camera playback is only available on recorders running the latest version of Watch-it core. Locations using older versions of Watch-it will refresh with a still image every 5 seconds.

To open the live page of the location on Watch-it cloud, click the  button in the Location details pane. For live camera feed make sure that Live toggle is turned on.



Video format

Click on the icon to select the display of the cameras video format: 1 / 4 / 9 / 16, or different layouts with 8 / 10 / 11 cameras

Saved layouts

Click on the dropdown arrow to open the already saved layouts or to save a new one.

Select the preferred layout by clicking on the checkbox beside. Click on 'Add' to create a new saved layout. For more details, check section 3.2.

Search

Type any camera name that you want to target in the search box. The results will appear as soon as you start typing.

Camera list

Drag one camera at a time and drop it into the preferred layout.

Steps to successfully watch the live video footage:

1. Select the cameras video layout (1 / 4 / 9 / 8 / 11 / 16 screens on the layout).
2. Drag and drop the camera from the list displayed on the left side bar in the desired layout.
3. Repeat until you have managed to identify the needed footage.
4. Enable/disable the camera name whenever needed.
5. If the selected camera is a dome, use the controls from the bottom-right corner to manually move it to the desired angle (left/right/top/bottom/center) or by using the arrows on the keyboard or zoom in/out (+/-).

Save a new layout

Click on the 'Add' link to define a new layout. A popup will open and you can fill in the field with a preferred name and then click on the 'Save' button.

The saved layout is consisted of a collection of preferred cameras that you can watch whenever you need to investigate more thoroughly a certain event. The aim of this feature is to save the time invested in looking for the right combination of cameras that emphasizes the event over and over again. For example, you can select:

- all the cameras that are related to carwash
- all the cameras that target a specific pump
- all the cameras that watch the garbage bins

Live controls

Live controls allows the user to control the output of the I/O box modules on site, see in real time the status of the location and take control of dome cameras

Site status

- Technical room door
- Door to Carwash
- Entrance door
- Emergency Stop

Site controls

- Unlock door
- Emergency Stop
- Toggle lights

Site Status

Site status allows the user to check if I/O boxes are active on location and if they are outputting a signal. The default status light color may indicate:

- Green: active
- Grey: inactive

The status light colors can be customized by a BigBrother engineer

Site controls

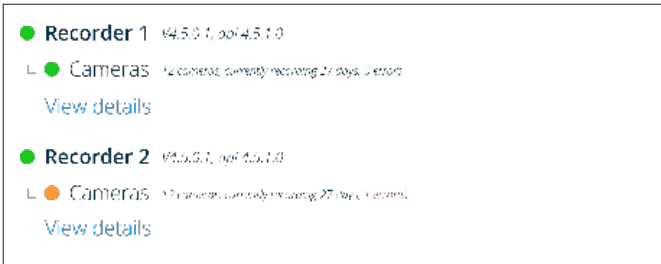
You can take control of the site using the toggle buttons available. Toggling the slider will toggle the I/O box's output

- The output of the I/O box is on.
- The output of the I/O box is off.

If enabled from System Settings, some site controls will show a prompt to confirm the action, elimination accidental activation of the I/O box output.

3.3.2 System Status

The “System status” section in the details pane of a location represents the status of the recorders, cameras and connected devices present on site.



- The recorder and attached devices are in good working condition
- The location is not connected to Watch-it cloud.
In case of cameras or devices: no information could be retrieved from the location.
- Guard-it reported that there are problems on the location (e.g. one or more cameras not working) or a recorder could not be reached in the last 2 hours.
- The recorder could not be reached for more than 2 hours or all cameras are not recording.

Clicking the “View details” button under one of the recorders will show the current Guard-it status in a new window.

Last heartbeat

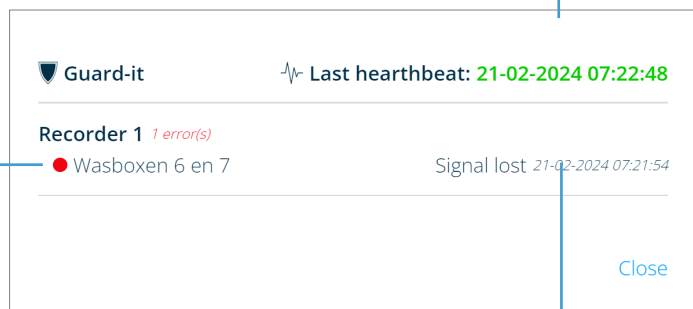
Date and time of when was the recorder last seen online. If the recorder is unreachable it turns red.

Device list

It shows a list of cameras and devices that have problems or no connections.

Error message

If there are devices or cameras with problems, it shows the error message of the particular device and when it was last reported

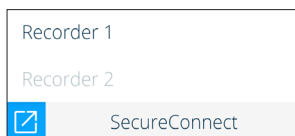


3.4 SecureConnect

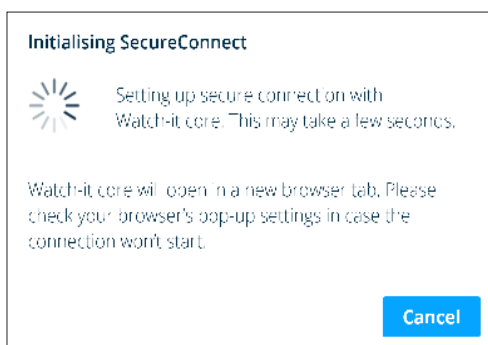
SecureConnect is a technology developed by BigBrother, designed to replace Citrix for connecting to your locations conveniently through Watch-it cloud directly from your web browser.

Please note that SecureConnect is compatible only with recorders running Watch-it core version 5.0 or later. If you need to access recorders running older versions of Watch-it, you will need to have Citrix installed on your local machine.

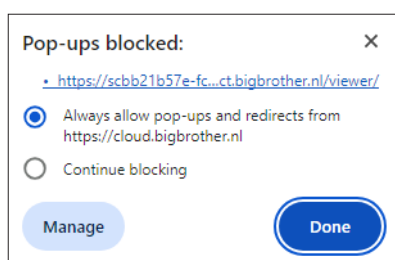
To establish a connection to any available location, begin by logging in to Watch-it cloud. Next, select the desired location in the Network page. In the location details panel, you will find the "SecureConnect" button. Click on it and choose the recorder from the provided list. If a recorder is unavailable, the button will appear greyed out.



The selected location will automatically open in a new tab.



When using SecureConnect for the first time, you need to allow the Watch-it cloud website to open new tabs. In your browser, select the option to always allow pop-ups from Watch-it cloud, then click "Done" to confirm.



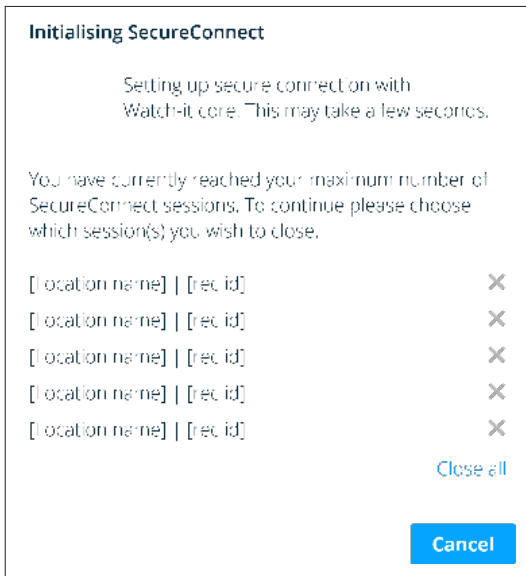
If Watch-it core doesn't open automatically in a new tab or if your browser isn't set up to allow new tabs from Watch-it cloud, follow these steps: Click the "Copy URL" button, open a new tab in your browser, and paste the link of the recorder into the address bar.

To exit, simply close the tab in which Watch-it core is open.

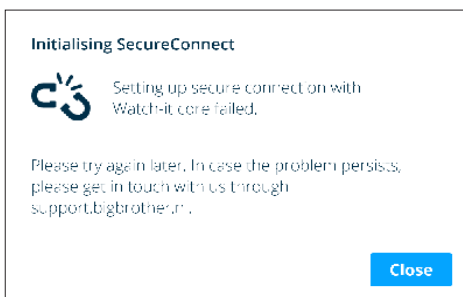
You can open a maximum of 3 locations in a 5 minute time. If you want to open a fourth location you will be prompted to close the connection to any of the 3 previously opened locations.

To close a connection, click on the close icon **×** located to the right of the location's name. If you wish to close all connections simultaneously, click the "Close all" button at the bottom of the pop-up window.

Please note that connections to the recorders will automatically close after five minutes of closing the tab.

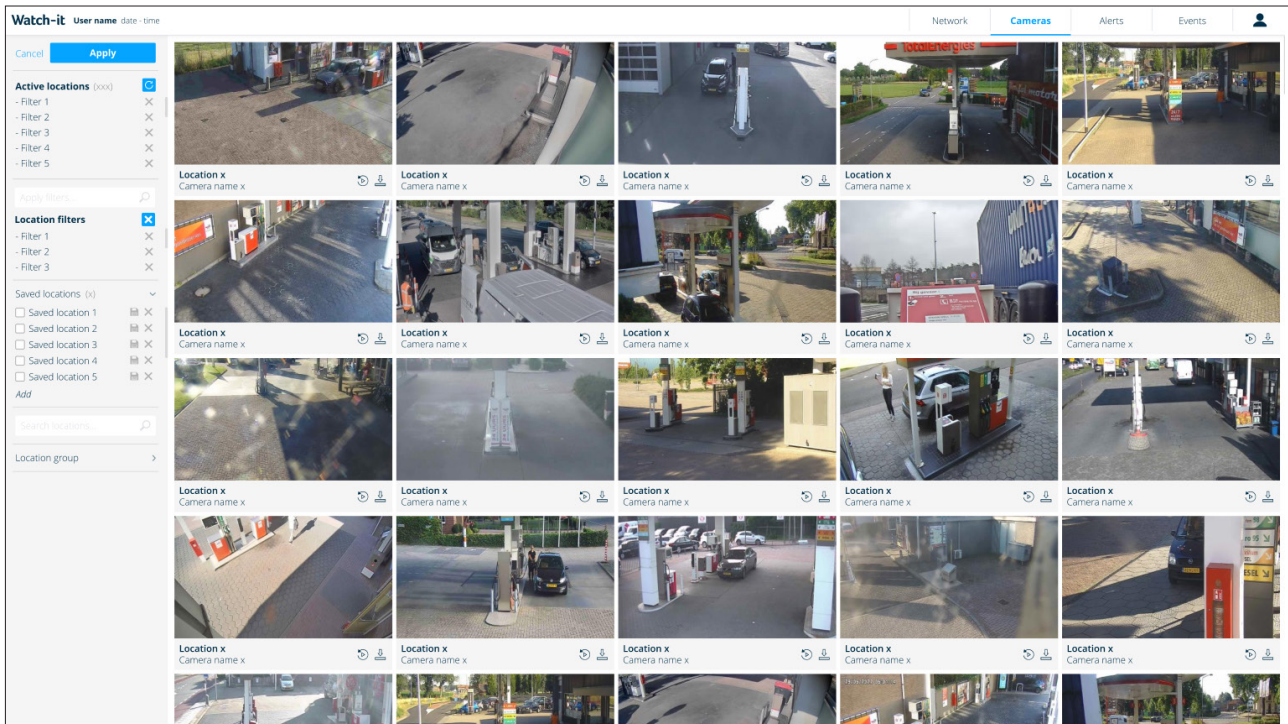


If the connection to the location fails, please try again after a few minutes. If the problem persists, please contact our Support department through support.bigbrother.nl.



4 Cameras


The cameras sections allow you to see a static image from all of the location in a collective way. The cameras shown are not a live video feed, as default the images shown are from the moment you access the page. You can change the time and day of the shown images in the side menu.



In case you've filtered a location in the Network page previously, when you access the Cameras section the same filters will be applied. The filter here allows you to filter on camera names. To change your locations, click 'Active locations' on top and change the selected locations.

To have a closer look at one of the camera, click on the desired camera and it will open up in full screen view. Further functionalities include downloading a single picture (.JPEG) or a report of pictures (.PDF).



To return to the cameras overview and close the camera view that is in full screen either click on  button in the top right of the screen or the background.

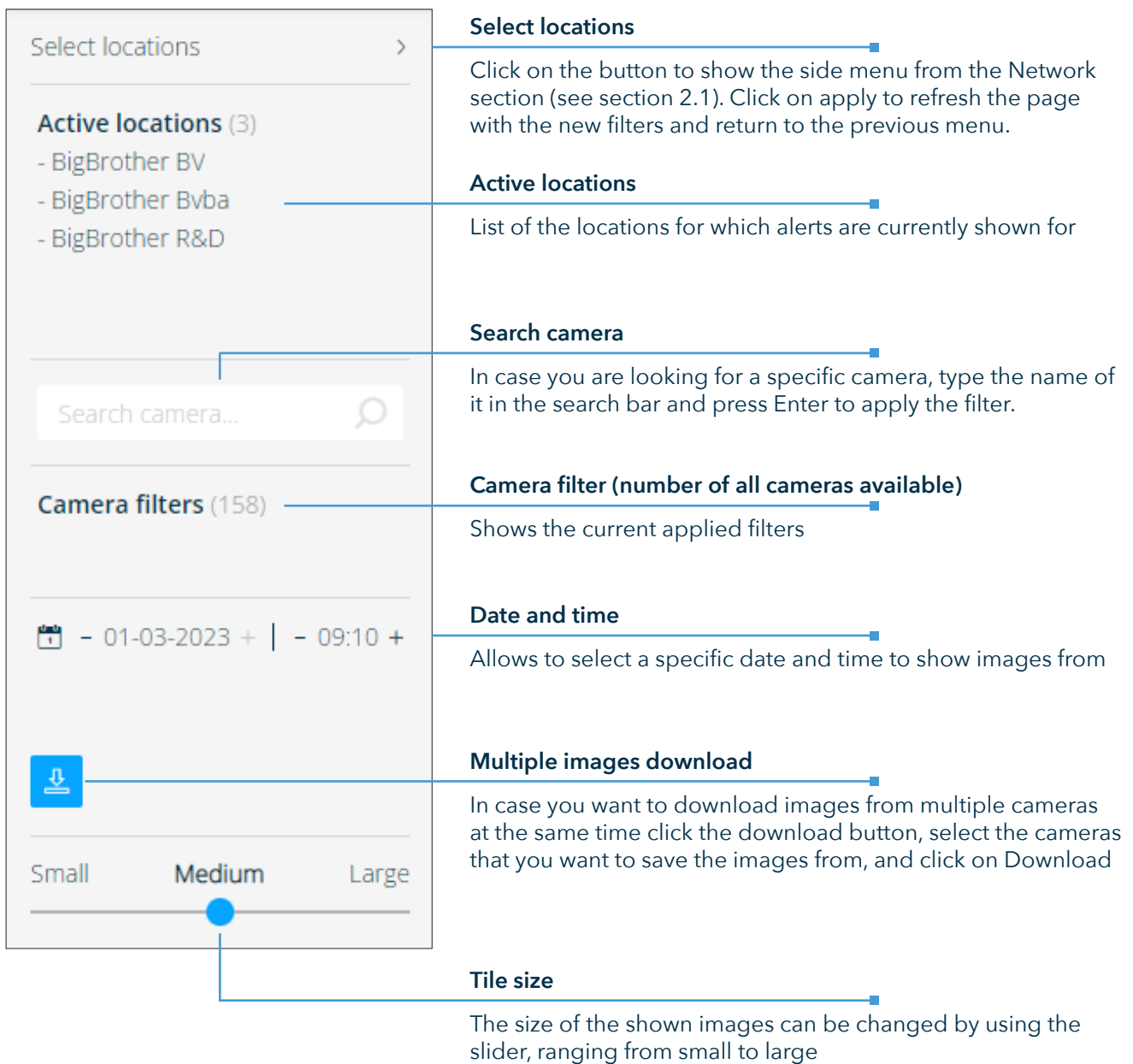
4.1 Export images

In the Cameras section you have the ability to save the images onto your device.

The saved snapshots are named automatically using the camera name

There are multiple ways to export image(s):

- To export a singular image click on the download icon available at any of the cameras and it will automatically download the snapshot of the camera. Alternatively if you have a camera opened in full screen view in the bottom right of the camera you have the option to save the image currently open
- To export multiple images at the same time click on the download button in the sidebar (see section 3.2), select the cameras you want to save the images from on the main page and click download. Exporting multiple images will save those images in a PDF report. This process can take longer depending on the number of cameras selected.



The image shows a sidebar menu titled "Select locations" with several sections and a callout box explaining each. The sections are:

- Select locations**: A button to show the side menu from the Network section (see section 2.1). Click on apply to refresh the page with the new filters and return to the previous menu.
- Active locations**: List of the locations for which alerts are currently shown for. The list includes: - BigBrother BV, - BigBrother Bvba, - BigBrother R&D.
- Search camera**: A search bar with the placeholder text "Search camera...". In case you are looking for a specific camera, type the name of it in the search bar and press Enter to apply the filter.
- Camera filter (number of all cameras available)**: Shows the current applied filters. The current filter is "Camera filters (158)".
- Date and time**: Allows to select a specific date and time to show images from. The current selection is "01-03-2023 + | - 09:10 +".
- Multiple images download**: A blue button with a download icon. In case you want to download images from multiple cameras at the same time click the download button, select the cameras that you want to save the images from, and click on Download.
- Tile size**: A slider with three positions: "Small", "Medium", and "Large". The size of the shown images can be changed by using the slider, ranging from small to large.

5 Alerts

The Alerts section allows you to view select alerts from your locations.

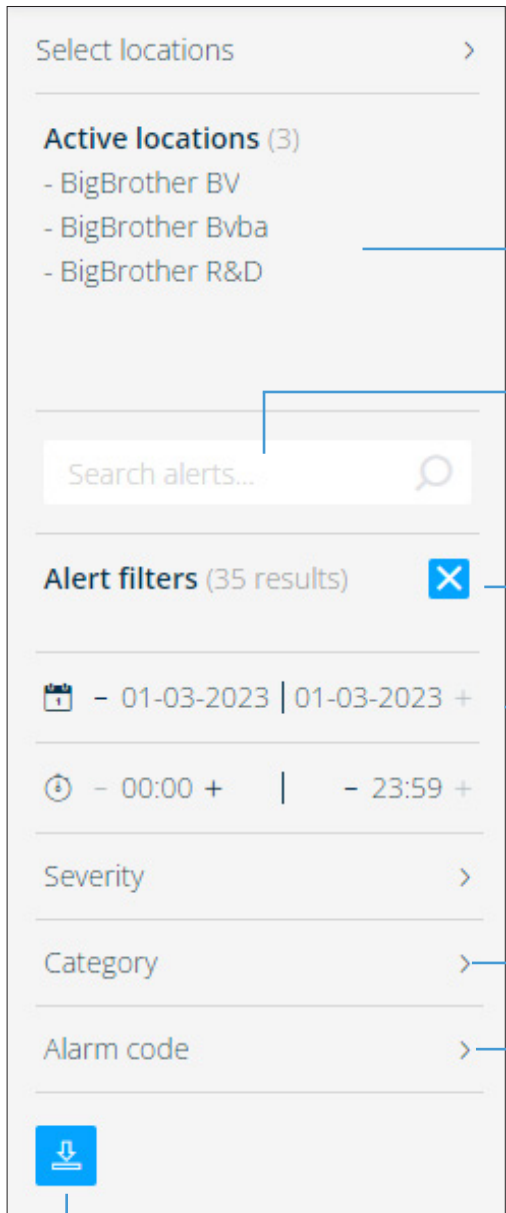
Watch-it Van der Knaap 24-09-2021 - 09:23											Alerts	Network	Cameras	👤
Severity	Date / Time	Country	Location	Alarm code	Category	State	Duration	Value	Description					
🔴	09-02-2021 / 10:00 CET	NLD	Shell West-end	-	Forecourt	-	-	XD-285-D	Blacklisted car detected					
🔴	08-02-2021 / 16:21 CET	NLD	Shell TH Hoogkamp maar dan la...	RD-1308	HOSE	Active	7 hour(s)	-	Fire button pressed					
🔵	08-02-2021 / 13:56 CET	NLD	Shell Express Velp	RD-0004	Peripheral	Closed	4 min	Wim	Door opened					
🟡	08-02-2021 / 13:56 CET	NLD	Shell Kempe	-	Forecourt	-	-	PL-329-D	Blacklisted car detected					
🟡	08-02-2021 / 13:56 CET	NLD	Shell Tilburg	RD-5147	Peripheral	Active	3 day(s)	-	Carwash error detected					
🟡	08-02-2021 / 13:56 CET	NLD	Shell Apeldoorn Europaweg	RD-1463	Video alert	Active	4 hour(s)	-	Loitering					
🟡	07-02-2021 / 08:03 CET	NLD	Shell Express Oosterhout	-	Forecourt	-	-	XD-285-D	Blacklisted car detected					
🔵	07-02-2021 / 16:21 CET	NLD	Shell Tataelaar	RD-1308	HOSE	Active	1361 min	-	Fire button pressed					
🔵	07-02-2021 / 13:56 CET	NLD	Shell Barneveld	RD-0004	Peripheral	Active	51 min	-	Door opened					
🟡	07-02-2021 / 13:56 CET	NLD	Shell Express Apeldoorn	-	Forecourt	-	-	PL-329-D	Blacklisted car detected					
🟡	07-02-2021 / 13:56 CET	NLD	Shell Zevenbergen	RD-5147	Peripheral	Active	1361 min	-	Carwash error detected					
🟡	07-02-2021 / 13:56 CET	NLD	Shell Express Zutphen	RD-1463	Video alert	Active	1361 min	-	Loitering					
🟡	06-02-2021 / 08:03 CET	NLD	Shell Druten	-	Forecourt	-	-	XD-285-D	Blacklisted car detected					
🔵	06-02-2021 / 16:21 CET	NLD	Shell Express Elst	RD-1308	HOSE	Active	1 min	-	Fire button pressed					
🔵	06-02-2021 / 13:56 CET	NLD	Shell Vorden	RD-0004	Peripheral	Active	23 min	-	Door opened					
🟡	06-02-2021 / 13:56 CET	NLD	Shell Reede	-	Forecourt	-	-	PL-329-D	Blacklisted car detected					
🟡	06-02-2021 / 13:56 CET	NLD	Shell Express Wijchen	RD-5147	Peripheral	Active	1361 min	-	Carwash error detected					
🟡	06-02-2021 / 13:56 CET	NLD	Shell Express Doetichem Oost	RD-1463	Video alert	Active	1361 min	-	Loitering					
🟡	05-02-2021 / 08:03 CET	NLD	Shell Nijkerk	-	Forecourt	-	-	XD-285-D	Blacklisted car detected					
🔴	05-02-2021 / 16:21 CET	NLD	Shell Express Tiel	RD-1308	HOSE	-	-	-	Fire button pressed					
🔵	05-02-2021 / 13:56 CET	NLD	Shell Vanenburg	RD-0004	Peripheral	-	-	-	Door opened					
🟡	05-02-2021 / 13:56 CET	NLD	Shell Express Amersfoort	-	Forecourt	-	-	PL-329-D	Blacklisted car detected					
🟡	05-02-2021 / 13:56 CET	NLD	Shell Etten	RD-5147	Peripheral	Active	39 min	-	Carwash error detected					
🟡	05-02-2021 / 13:56 CET	NLD	Shell Nabuurs	RD-1463	Video alert	Active	18 min	-	Loitering					
🟡	03-02-2021 / 08:03 CET	NLD	Shell Express Maasbergen	-	Forecourt	-	-	XD-285-D	Blacklisted car detected					
🔴	03-02-2021 / 16:21 CET	NLD	Shell Grootstal	RD-1308	HOSE	Active	1361 min	-	Fire button pressed					

The alerts are sorted newest from top, and the severity of the alert is represented by the color of the alert icon as follows:



Multiple alerts from the same type will be grouped together to have a better overview on multiple locations at the same time. To display grouped alerts click on the dropdown arrow available on the left side of a given alert. The dropdown list will show alerts of the same type (e.g. location, alarm code, category). To close the group simply click the dropdown icon again.

The order of the columns are customizable by clicking the gear icon in the top left of the table. Drag and drop the columns to their desired order. After customizing save the layout by clicking the save icon in the top left of the table.



Select locations
Click on the button to show the side menu from the Network section (see section 2.1). Click on apply to refresh the page with the new filters and return to the previous menu.

Active locations
List of the locations for which alerts are currently shown for

Search alerts
In case you are looking for an alert that contains the given text in its description, type the text you are looking for in the search bar and press Enter to apply the filter.

Alerts filter (number of alerts)
Shows the current applied filters

Date and time
Allows to select a specific date and time frame to show alerts from

Severity
In case you want to look at alerts with specific severity use this filter

Category
Filter alerts based on the category of the alert (e.g. video alerts)

Alarm code
Filter alerts based on the alarm code (e.g. video alerts)


Generate report
If you want to export multiple alerts click on the download icon, select the desired alerts and click download to generate a PDF report

5.1 Detailed view

The detailed view allows you to oversee current or historical events on locations and make critical decisions in case of emergency. To see detailed information about the alert click on a specific alert to open the detailed view pane.

Besides the general information already available in the general table view of the Alerts section, the detailed view also show the camera linked to the event, the ability to change the camera for a better perspective and historical data about the same event (e.g. when did it trigger in the past)

Shell Tilburg



Severity:
▲

Date / Time
08-02-2021 / 13:56 CET

Country
NLD

Alarm code
RD-5147

Category
Peripheral


State
Active

Value
Active

Discription
Carwash error detected

Alert history (last 2 months)

08-02-2021 / 13:56 CET
07-02-2021 / 13:56 CET
06-02-2021 / 13:56 CET
05-02-2021 / 13:56 CET



Change camera

In case you need to see the events surrounding the alert you are able to change the camera by clicking the icon and selecting another camera from the dropdown list.

Camera

Displays a snapshot from the moment the alert was triggered on the location.

Alert history

Shows a list containing the date and time when the same alert was triggered in the configured period.

Alert information

Shows the information of the alert, as already available in the general overview.

Export

Download, send or print the information of the alert

5.2 Export

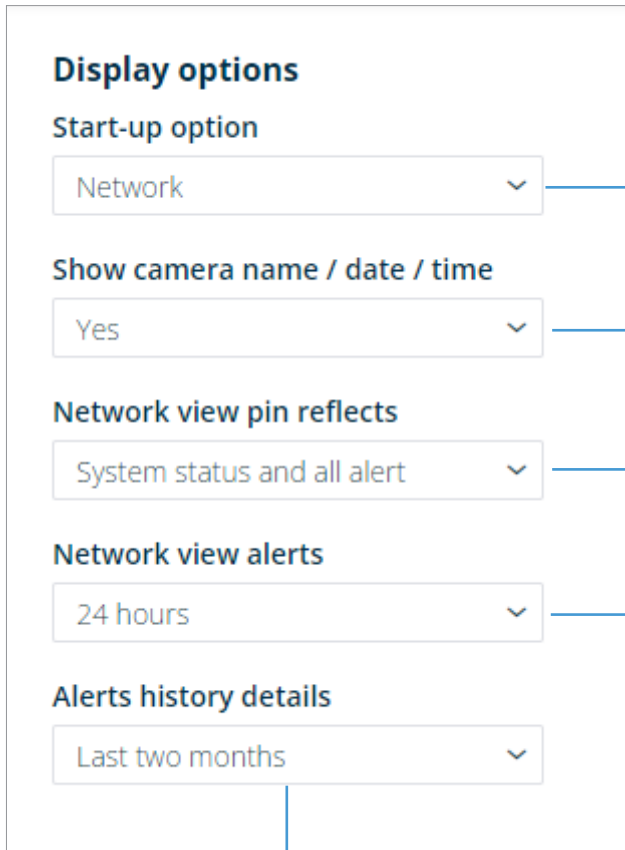
Each alert can be individually exported by opening an alert into detailed view and selecting one of the export options from the bottom right of the pane. There are four ways for you to export and share alerts:

- **Print:** this option automatically downloads the alert(s) on the recorder on location and print it using a printer connected to the recorder
- **Mail:** it will open a prompt asking for the recipient and a message. In case you need to send the alert(s) to multiple people, click the 'Add email address' and fill in with the required information.
- **Secure Link:** it will create a link that can be sent and used to open the report. The recipients of the secure link need to have access to Watch-it cloud to be able to open it.
- **Download:** it directly downloads the report the computer the application is opened on and allows you to share the report by any preferred means.

Multiple alerts can only be downloaded by clicking the export button in the side menu. Select the alerts that you want to download and click 'Download'. The application will prompt you to select the type of file you want to download: PDF or CSV. It is important to note that only PDF files will contain the image of the alert.

6 Settings

To access the Settings menu open the user menu by clicking on the  icon in the top right of the page and select the Settings option



Start-up option

Change the page that is first shown when you open the application

Available options are:

- Network
- Cameras
- Alerts

Default: Network

Show camera name / date / time

Enabling this option will print the camera information on the images that are showed throughout the application

Default: No

Network view pin reflects

Change the behavior of the pins in the Network view.

Available options are:

- Only system status
- System and primary alerts
- System status, primary and integrated alerts
- System status and all alerts

Default: System status and all alerts

Network view alerts

Change the period to show alerts from in the Network view.

Available options are:

- 4 hours
- 24 hours
- 48 hours
- 1 month

Default: 24 hours

Alerts history details

Change the period to show alerts history from in the Alerts view

Available options are:

- Last month
- Last two months
- Last four months

Default: Last two months



PETROL STATIONS

Watch-it is intuitive and really fast. This reduces the time required to manage the petrol station while improving quality.



FUEL RETAILERS

Watch-it, the standard in the protection of petrol stations, increases operational excellence at the lowest total cost of ownership.



SECURITY & SAFETY

Watch-it identifies dangerous situations, eliminates risks and actively provides indicators of danger or fraud.