Verkada

Managing Verkada

GUIDE FOR ADMINS ON VIDEO SECURITY INSTALLATION

Foreword

In this training guide, we outline key steps to become successful with Verkada.

We look forward to partnering with you and making security a shared responsibility.

Table of Contents

Before Installation

What's Required

In order to install your Verkada camera, you will need to have:

Verkada Camera(s)
During setup, you can install a single camera or an entire order.

Ethernet Cable
A CAT5 or CAT6 Ethernet cable is necessary to connect your camera.

PoE-Enabled Switch
Cameras are powered and connected over an Ethernet connection.

Active Internet Connection
In order to activate and use cameras, there needs to be internet connectivity.

Computer and/or Smartphone
Verkada set up is done through our web-based Command platform.
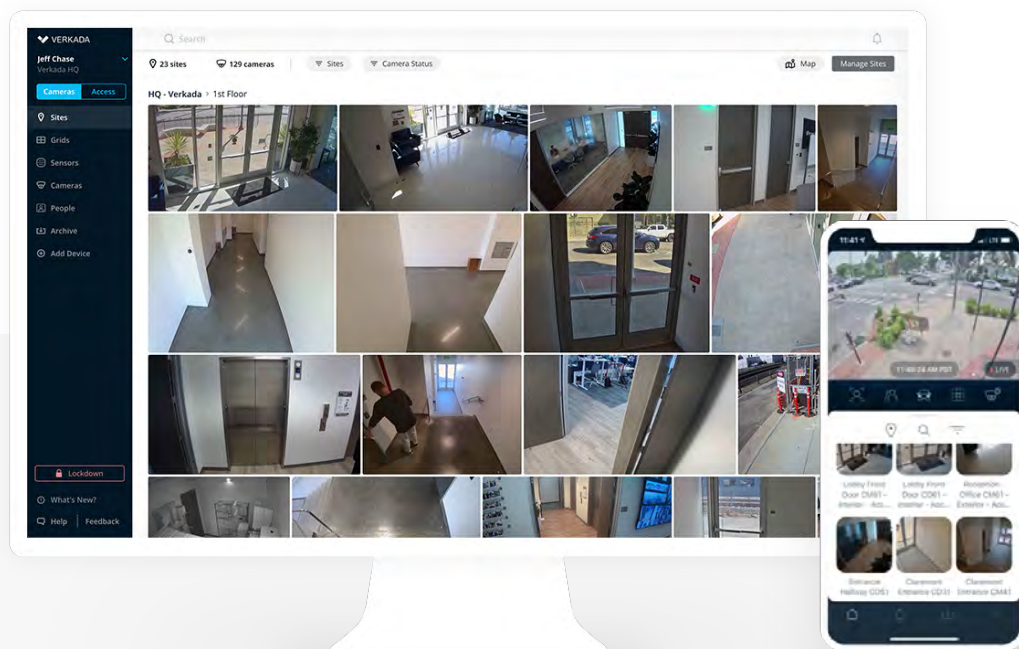
Looking for a camera install guide?

Visit verkada.com/docs or scan the QR code for camera install guides.

1 Getting Started With Command

Choosing Your Install Device

Verkada cameras can be set up and managed from any computer, smartphone or tablet. In addition to Verkada's browser-based experience, we also offer a best-in-class mobile app.

Create Your Account

Before getting started, administrators will need to create a Verkada account:

1. Visit command.verkada.com/register

2. Choose 'Create Account' below the login screen

3. Fill in the information (work email recommended)

4. Click 'Create Account'

1 Getting Started With Command

STEP 2

Add Your Devices

Depending on your installation, there are a few ways to add your camera to your organization. In order to add a camera, you will need an order number, serial number or product QR code.

ACTIVATION OPTIONS

A

Add a Device

Add devices by serial number or QR code.

B

Add an Entire Order Number

Add all the devices in a single order.

C

Site

Set the site or subsite of your camera(s).

D

Location

Set the geographical location of your camera(s).

E

Update Firmware

Choose to update your camera(s) to the latest firmware or defer to later.

1 Getting Started With Command

Plug In Your Camera

Using a CAT5 or CAT6 Ethernet cable, connect your Verkada camera to your PoE-enabled switch which should be connected back to the network.

FAQs

Do I need to configure my camera?
Verkada cameras are designed to automatically configure to your network. There is no need to set up VPNs or open port forwards to access your Verkada cameras both locally or remotely.

What happens if I defer the firmware update?
While deferring the update will allow you to access your camera feeds instantly, it will prevent you from enabling certain new features. Whenever possible, we recommend updating during install.

Have additional questions?

Visit help.verkada.com or scan the QR code for more help content.

2 Completing Camera Setup

Camera Settings

From a camera's page, administators can access the settings by clicking on the ⓘ .

Auto Focus
Choose between balanced or custom auto focus options.

Privacy
Choose the privacy setting you prefer for a specific camera.

Motion Notifications
Set zones based on time, day of the week and people/vehicles for motion-based alerts.

Crowd Notifications
Enable alerts for when cameras detect a certain number of people/vehicles in frame.
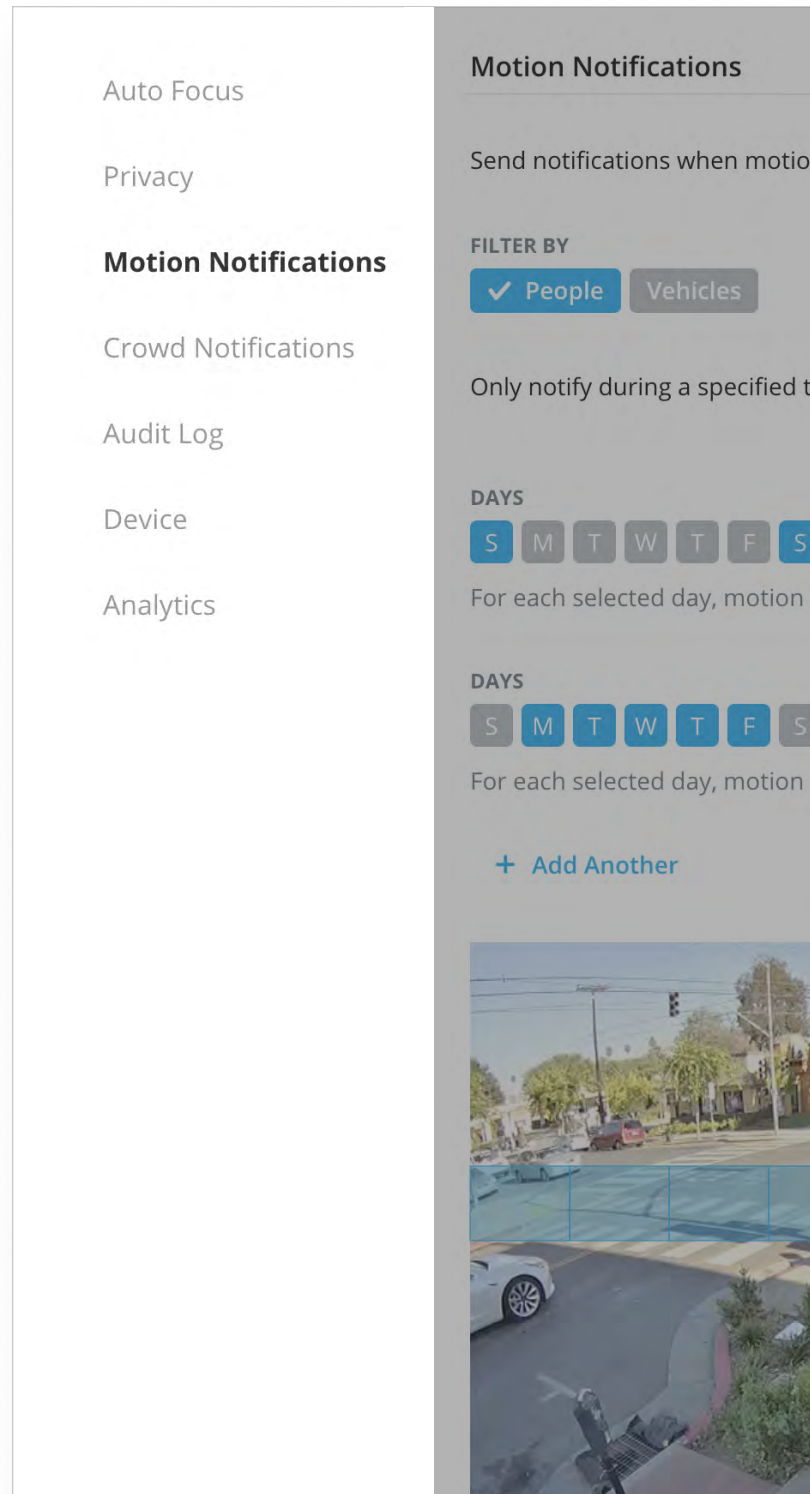
Audit Logs
Access in–depth details on user activity taking place within a camera.

Device
Manage settings for the camera, including enabling audio.

Analytics
Enable advanced features for Verkada's People and Vehicle Analytics.

Auto Focus

Privacy

Motion Notifications

Crowd Notifications

Audit Log

Device

Analytics

Motion Notifications

Send notifications when motio

FILTER BY

✔ People   Vehicles

Only notify during a specified t

DAYS
S M T W T F S
For each selected day, motion

DAYS
S M T W T F S
For each selected day, motion

+ Add Another

Please note that menu items may vary, depending on the level of access granted by your site admin.

3 Setting Up Your Organization

Organization Menu

After adding your cameras, you will want to configure your organization. This can include settings, adding users and editing your profile. To access the menu, click on the area at the top left of the Command page.

ORGANIZATION

Settings
On the Settings page, admins can edit their organization-wide permissions. This includes setting global rules around analytics, archiving, cloud backup and streaming quality.
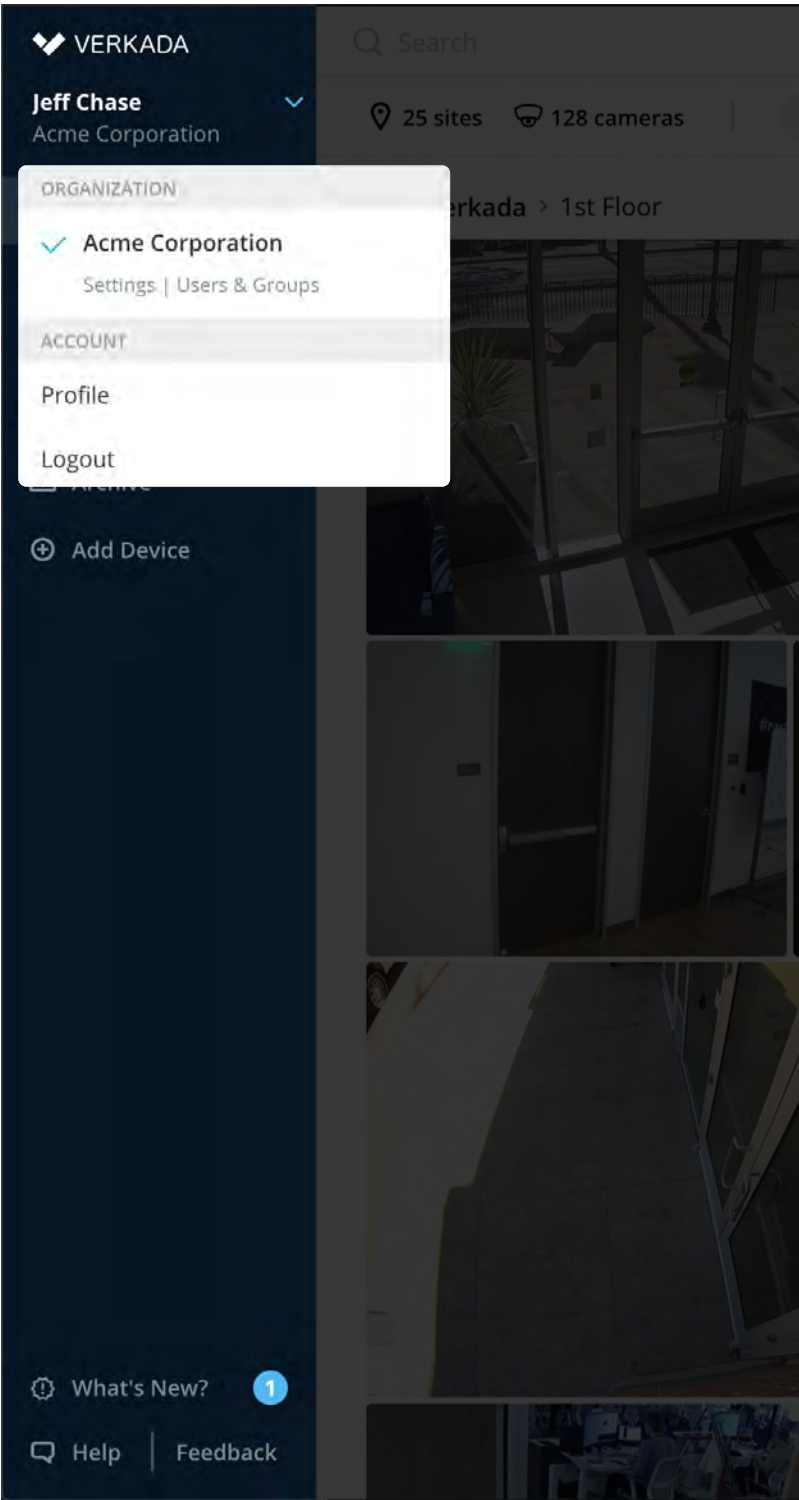
Users & Groups
From the Users & Groups page, admins can add and manage users across their organization. Users can also be added to groups for simplified user permissioning.
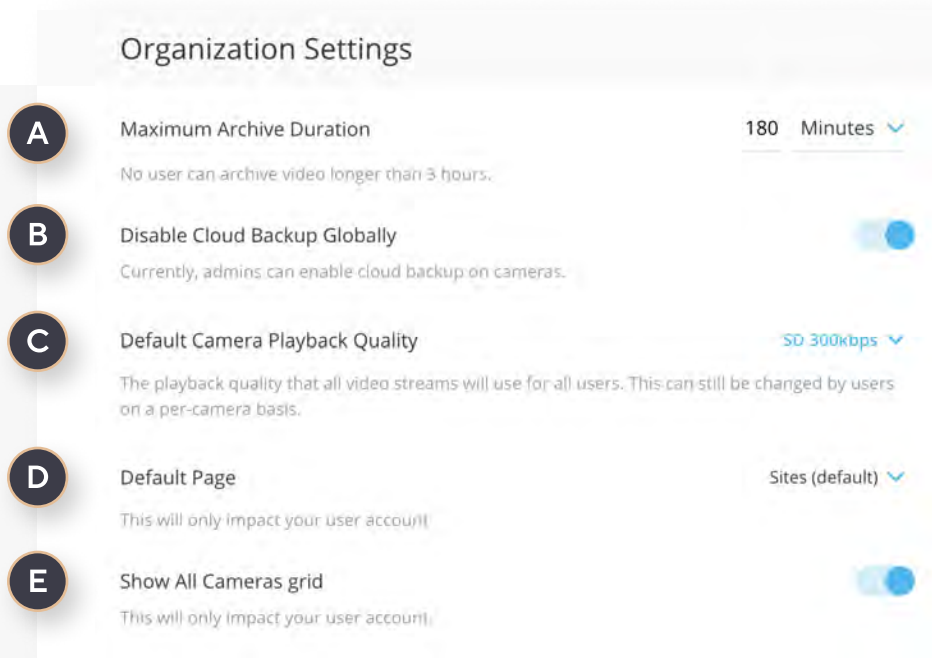
ACCOUNT

Profile
From the Profile page, users can change their name, password and enable two factor authentication.

3 Setting Up Your Organization

Organization Settings

After clicking on Settings from the organization menu, admins can set permissions for a range of org-wide features.

A

Maximum Archive Duration
The max length videos can be archived.

B

Disable Cloud Backup Globally
Whether or not cameras can backup to the cloud.

C

Default Camera Playback Quality
The default streaming quality of cameras.

D

Default Page*
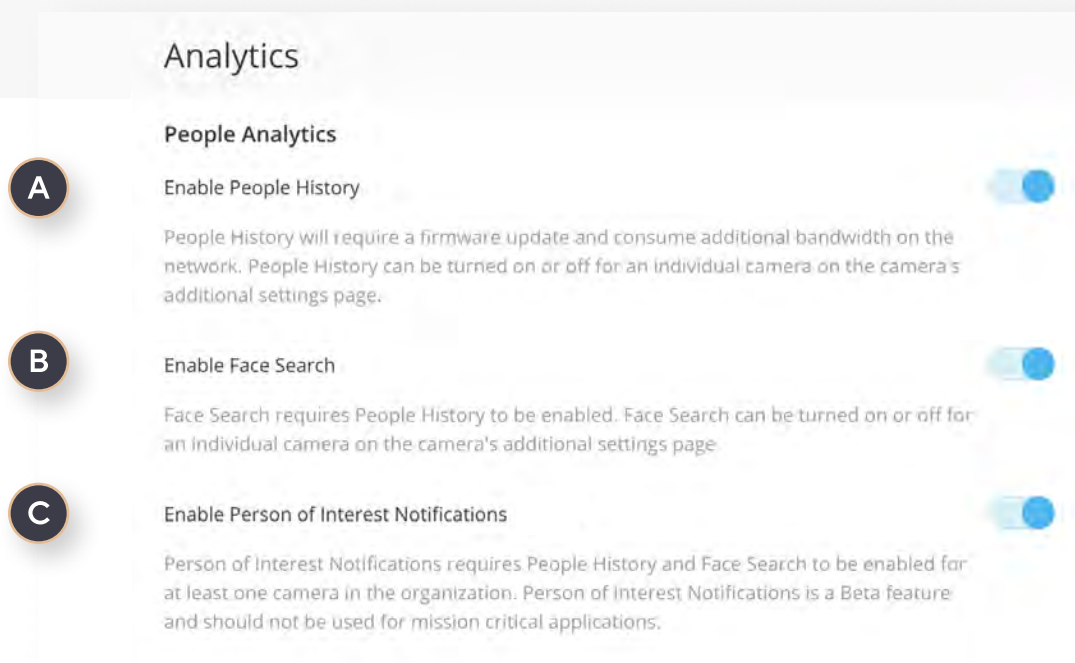The first page a user sees when opening Command.

E

Show All Cameras Grid*
Enables the 'All Cameras' grid option within Grids.

*
These settings can be changed by individual users to their preference.

3 Setting Up Your Organization

Analytics Settings

Advanced features powered by Verkada's People Analytics have to be enabled by an admin. Once enabled at the organization level, admins can then enable People Analytics on individual cameras.

A

Enable People History
Enables admins to turn on People History for individual cameras.

B

Enable Face Search
Enables permissioned users to search for users by an existing or uploaded face.

C

Enable Person of Interest Notifications
Allows users to receive proactive alerts on predetermined people of interest based on a face match.

3 Setting Up Your Organization

Contact Book

Your Contact Book is where you can easily host all important external contacts. This makes it easier to share links to live and historical footage with those who may need access but shouldn't be part of your organization.

FAQs

How many organization admins can I have?

There is no limit to the number of organization admins you can have. However, organization admins have permission to do everything across your Command account, so use your discretion in assigning this role.

How do I rename my organization?

To rename your organization from the default or created name, navigate to the settings page and scroll to the bottom. Click on 'Manage Organizations' and then click the pencil icon next to your organization.

Have additional questions?

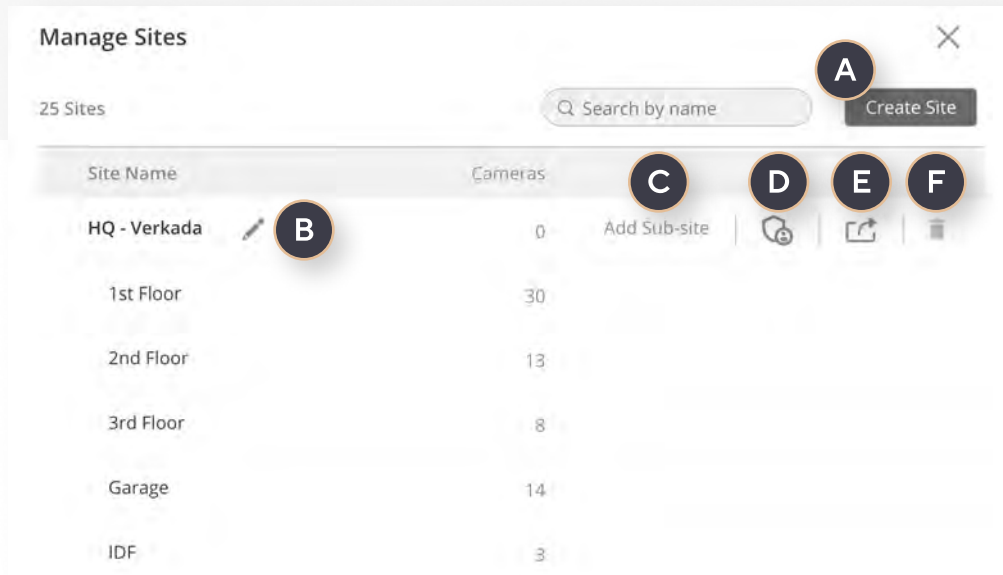Visit help.verkada.com or scan the QR code for more help content.

4 Sites & Floor Plans

Creating Sites & Sub-Sites

Sites and sub-sites are an easy way to organize cameras across your organization. Admins are free to use sites and sub-sites as needed, which typically include separating cameras by buildings and floors. This could also be applied to region or types of locations, such as IDF closets.

From the Sites page, admins can click on 'Manage Sites' to create, edit and share sites and sub-sites across their organization.

A	B	C
Create Site	**Edit Site Name**	**Add Sub-Site**
Adds a new site to your organization.	Changes the name of a site or sub-site.	Adds a sub-site to a site in your organization.

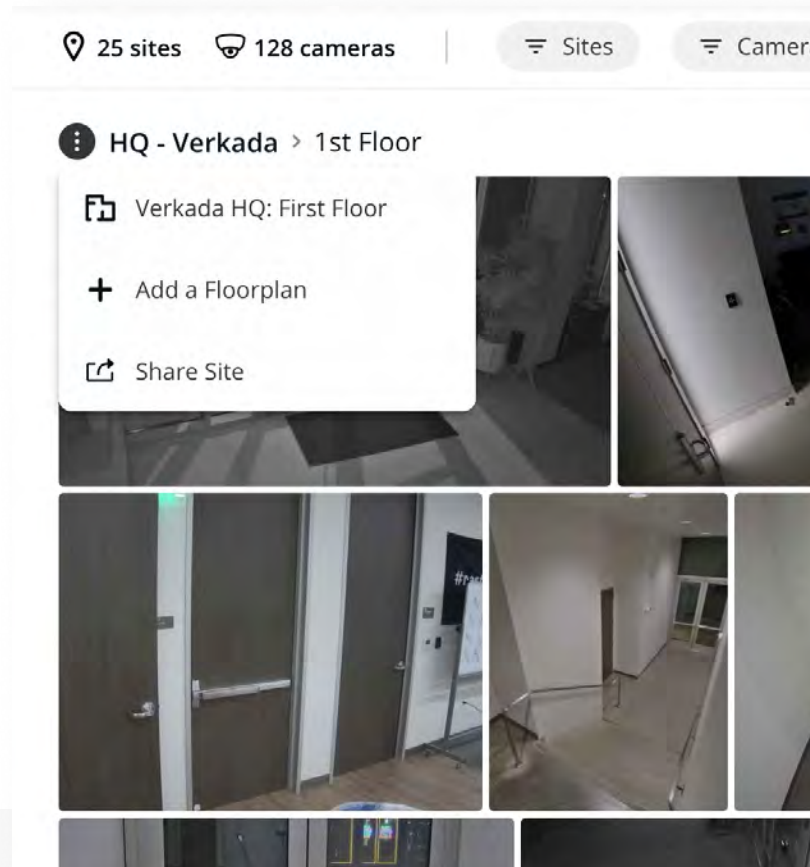| D	E	F
Edit Permissions	**Share Site**	**Delete Site**
Quick access to edit users and groups for a site.	Starts link-sharing for all cameras in a site or sub-site.	Removes a site from your organization.

4 Sites & Floor Plans

Adding Floor Plans

Floor Plans allow users to see their cameras in context to their buildings. A floor plan can be uploaded for every site and sub-site with cameras placed where they would be in relation to the floor plan.

To add a floor plan:

1. Have a SVG or PDF file of your floor plan

2. Click on the ⋮ to the left of a site/sub-site name

3. From the dropdown, select Add a Floorplan

4. Follow the prompts of the Floorplan tool

FAQs

Do I need an actual floor plan to use Floor Plans?
Administators can use any image for their floor plan. While a drawing to scale is ideal for best results, you can use anything from a satellite screen grab to a hand drawn illustration.

Have additional questions?

Visit help.verkada.com or scan the QR code for more help content.

5 Managing & Adding Users

Command User Roles

Verkada provides role-based access for setting permissions across your organization. Each user type inherits all the permissions of roles that proceed them.

Organization Admin

- ✓ Set user and group permissions
- ✓ Add, delete, modify user access
- ✓ Rename organization
- ✓ Delete organization
- ✓ Create new sites and sub-sites
- ✓ Create floor plans
- ✓ Set archive duration
- ✓ Enable cloud backup
- ✓ Default camera playback quality

Site Admin

- ✓ Add, create and delete user & group permisions for a site/sub-site
- ✓ Add cameras to the organization
- ✓ Change a site/sub-site name
- ✓ Create and delete a site/sub-site
- ✓ Set camera focus and optical zoom
- ✓ Share live and historical links
- ✓ Manage cloud backup
- ✓ Create motion alerts
- ✓ Enable audio
- ✓ Reboot cameras
- ✓ Name cameras
- ✓ Set camera orientation
- ✓ Move camera to a different site
- ✓ Delete cameras from a site
- ✓ Configure notifications

Site Viewer

- ✓ View historical video
- ✓ Perform motion searches
- ✓ View camera settings
- ✓ View camera stats
- ✓ Take feed snapshots
- ✓ Archive and download video
- ✓ Configure personal notifications
- ✓ View organization notifications

Live Viewer

- ✓ Access to Command organization
- ✓ Set personal 2FA settings
- ✓ View individual camera live streams
- ✓ Utilize digital zoom
- ✓ Create and view grids
- ✓ View floor plans

5 Managing & Adding Users

Adding Users

To add a new user, admins will provide an email address which the user will use to log into their Command account.

Additionally, at this time, admins can make each user an Organization Admin or assign a user to a Group.

Add User

Enter User Email

Email

☐ Make Organization Admin

☐ Assign to Groups (Optional)

Cancel   Add User

Creating Groups

From the Users & Groups page, admins can create groups to efficiently manage users and permissions across their organization.

Once a group has been created, admins can then set group-wide permissions for each site and sub-site. Once new users are added and assigned to a group, they will inherit all the role settings.

Site Access

Site	Role
HQ - Verkada	Site Viewer ∨
⊢ 1st Floor	Site Viewer ∨
⊢ 2nd Floor	Site Viewer ∨
⊢ 3rd Floor	Site Viewer ∨
⊢ Garage	Site Viewer ∨
⊢ IDF	Site Viewer ∨
∟ Sensor	Site Viewer ∨
⊢ IT	Site Viewer ∨
⊢ Kitchen	Site Viewer ∨
⊢ Outdoor	Site Admin ∨
∟ Shipping	Site Viewer ∨
Kaiser	No Access ∨
London - Verkada	Site Admin ∨
⊢ London Exterior	Site Admin ∨
⊢ London Kitchen/Communal	Site Admin ∨
∟ London Office	Site Admin ∨
Main Entrance	No Access ∨