

Fundamentals

Site User Manual





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Preface

User Fundamentals

To get started with Verkada, your site administrator must first give you access to camera(s) across your organization.

Creating Your Account

Once permissions are granted, you'll receive an email from Verkada, which will prompt you to create an account at command.verkada.com/register.

You can also create your account through Verkada's mobile app, available on both the App and Google Play store.

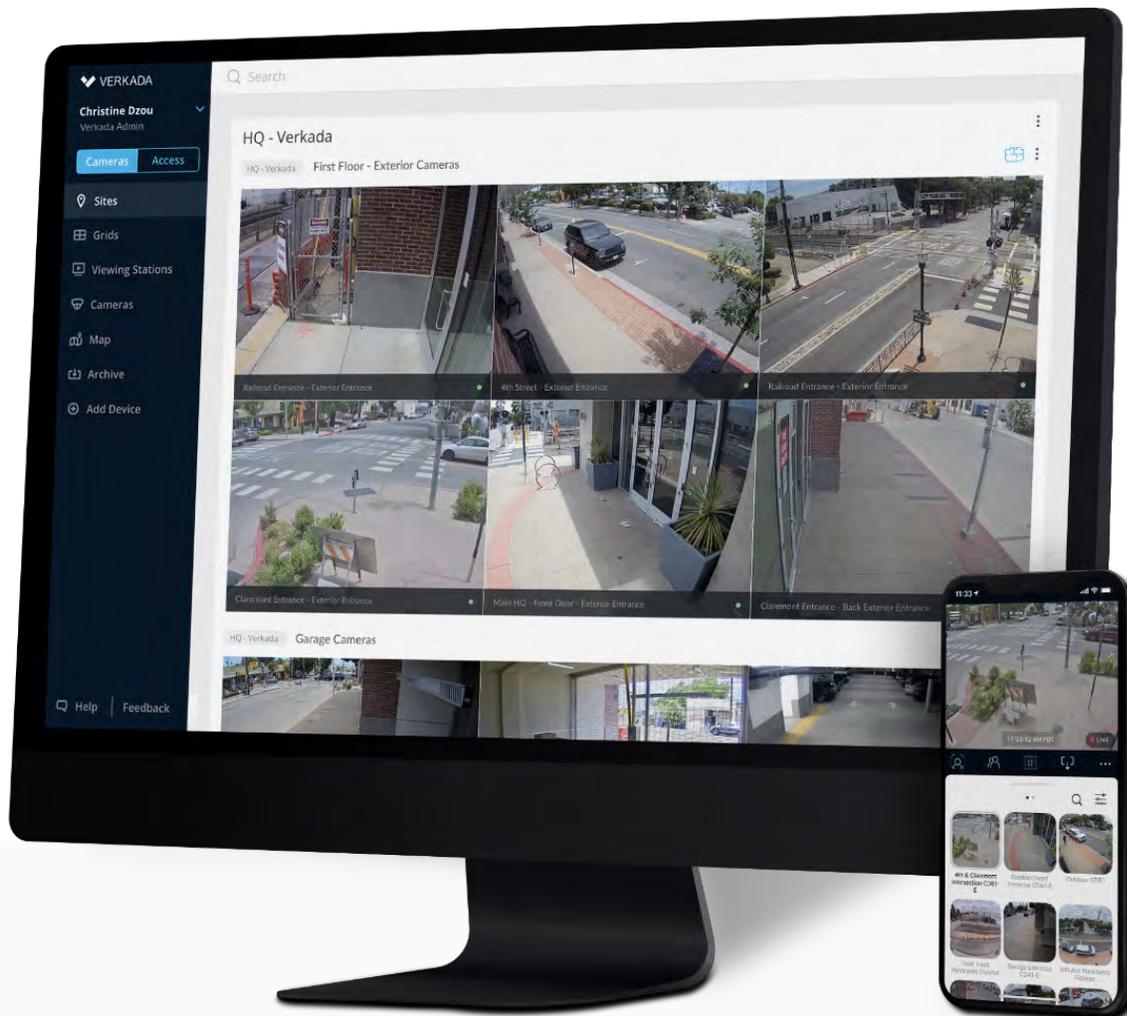
Please note that the availability of features listed in this guide may vary, depending on the level of access granted to you by your site admin.



Introduction

About Command

Command, Verkada’s web-based platform, enables secure, remote access to all sites from any browser or device, making it virtually effortless to manage physical security at scale.



Key Benefits

- 24/7, Remote Access
- Automatic Software Updates
- Regular Security Enhancements
- Live Chat Support
- New Feature Notifications
- 2FA & SAML/SSO Integrations



Overview

Command Menu

Before diving into how to use Command, here's an overview of the menu you'll see upon logging in.

 **Sites**
See thumbnail images of all cameras you have access to.

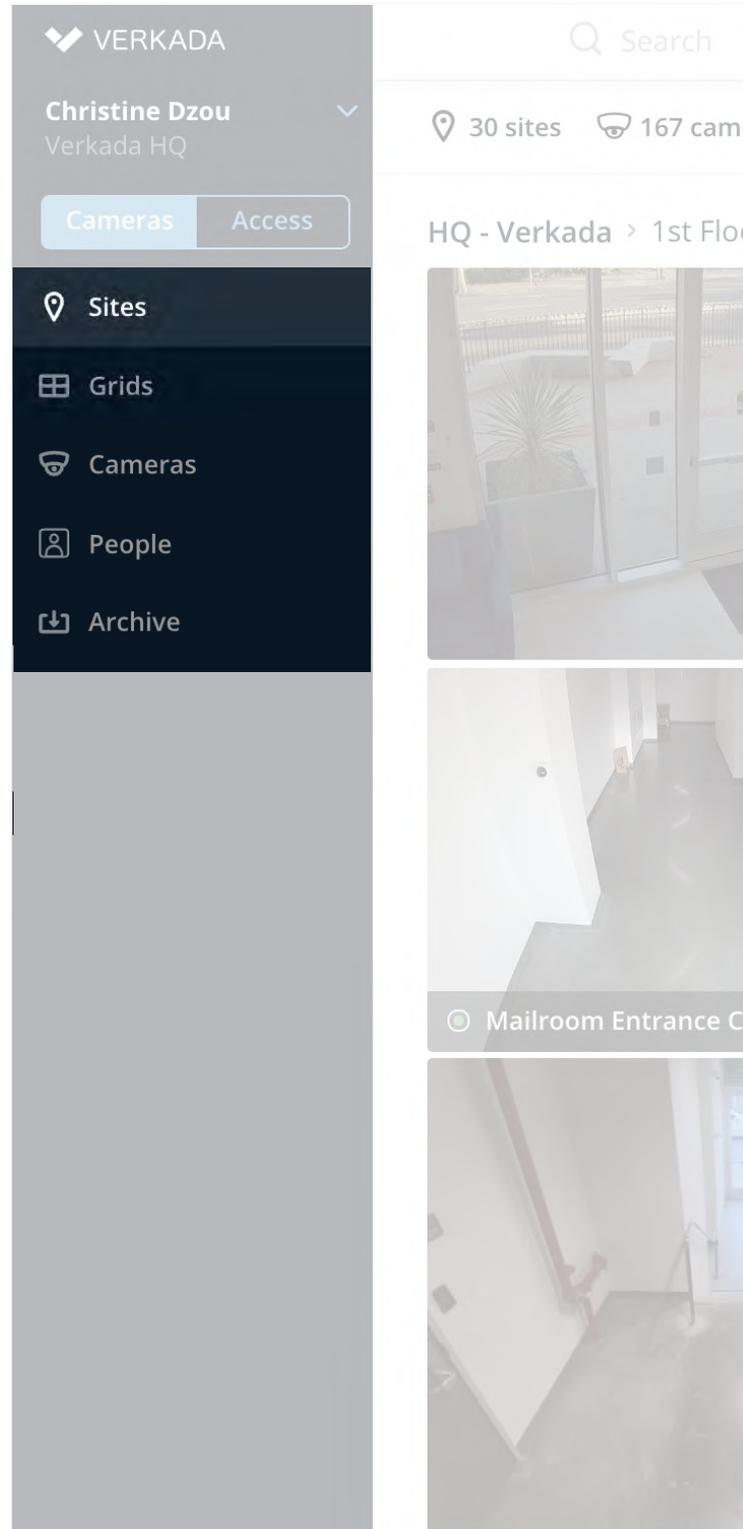
 **Grids**
Set grids that display up to 9 cameras on a single screen.

 **Cameras**
Find key camera details, including model and location.

 **People**
See detected faces that have appeared across your sites.

 **Archive**
View and edit saved clips in this central archive repository.

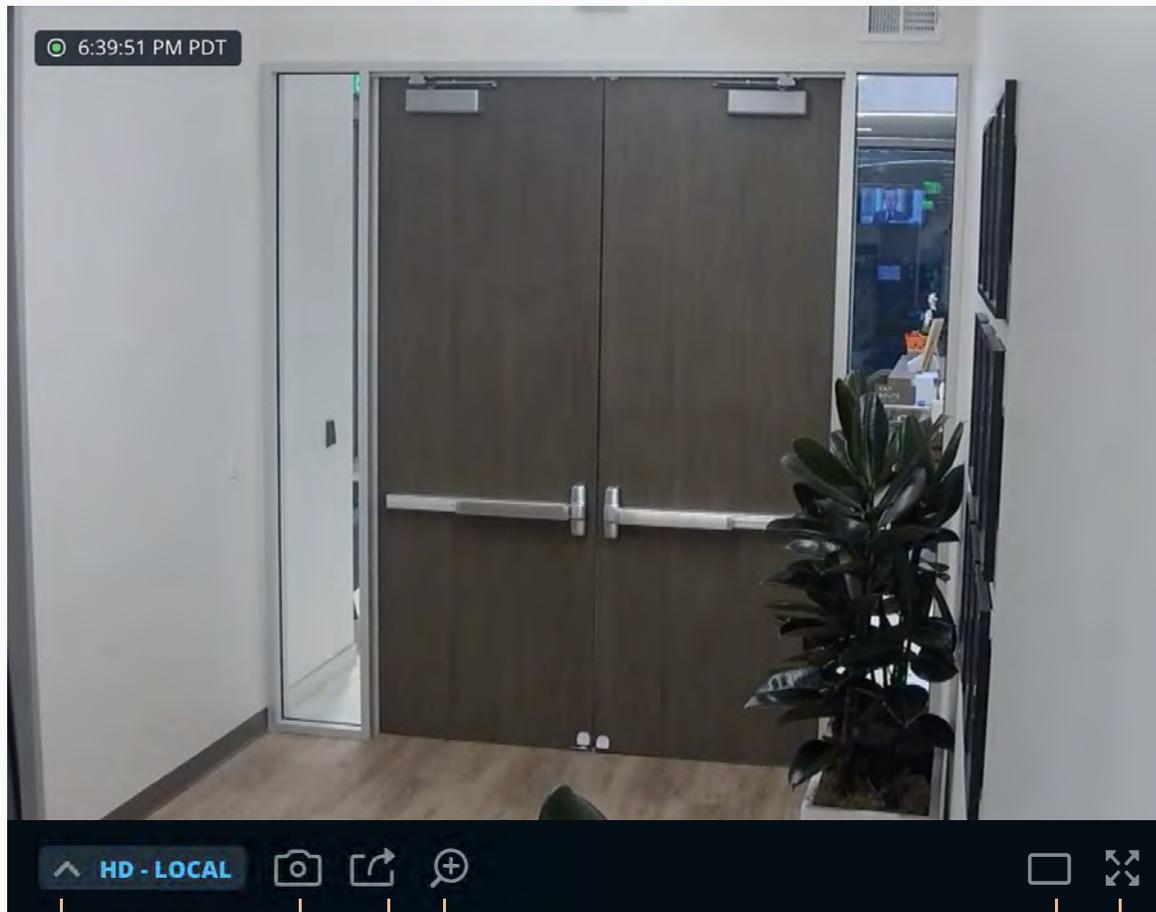
Please be advised that your menu may vary depending on your access level. For additional Command permissions, contact your site admin.



Getting Started

Camera Controls

To view live or historical footage of a specific camera, click any camera tile to expand to full frame. Upon doing so, you'll see a menu below the field of view.



Video Quality

Screen Shot

Live Link

Digital Zoom

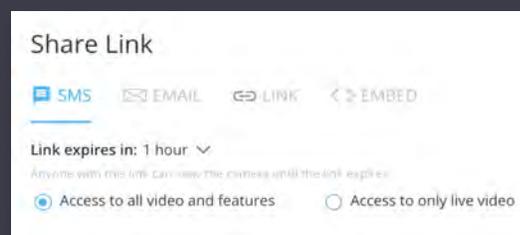
Full View

Full Screen

FEATURE SPOTLIGHT

Verkada Live Link

Live links give users the ability to quickly share temporary access to live camera feeds, reducing incident response time.



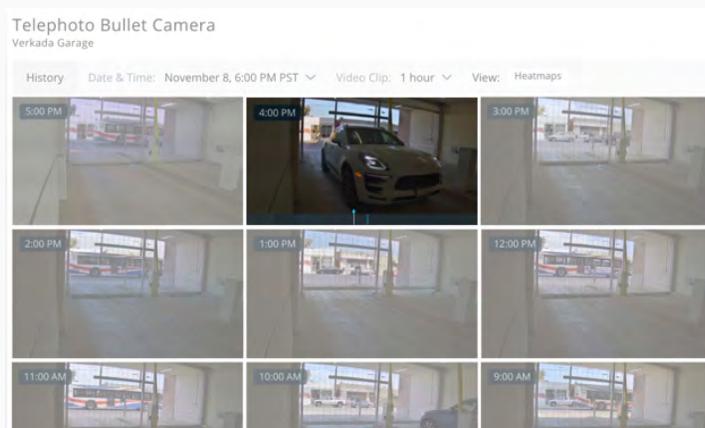
Key Features

View Live and Historical Footage

Whether you're monitoring cameras at a high-level or looking to pull clips of a specific incident, Verkada makes it effortless to get the clarity and insight that you need with key features such as:

- Video Clip Playback
- Multi-Camera Playback
- Digital Zoom
- Video Scrubbing

Video Clip Playback



Review thumbnails of footage recorded over a 24 hour period.

1. Click dropdown next to 'Video Clip' and select duration of clip to review
2. Move cursor over video clip to see playback of thumbnails
3. Click on thumbnail to play full scene

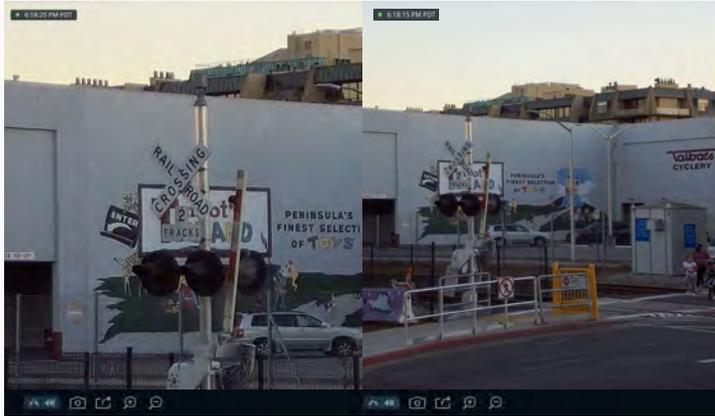
Multi-Camera Playback



Play historical footage of multiple cameras simultaneously.

1. Open any camera in Command
2. Set to desired time of interest
3. Click the  icon at the top right frame to add additional cameras

Digital Zoom



Digital zoom crops and expands the view to get a closer look at what's happening

1. For live camera feeds, select  icon at bottom of the control bar
2. For historical footage, the  icon is at the top of the video player

Video Scrubbing



See key events frame-by-frame by scrubbing through historical video footage.

1. Choose historical thumbnail under main frame of camera you're investigating
2. Click and drag your mouse, or scroll with trackpad to playback threaded thumbnails

MOBILE SPOTLIGHT

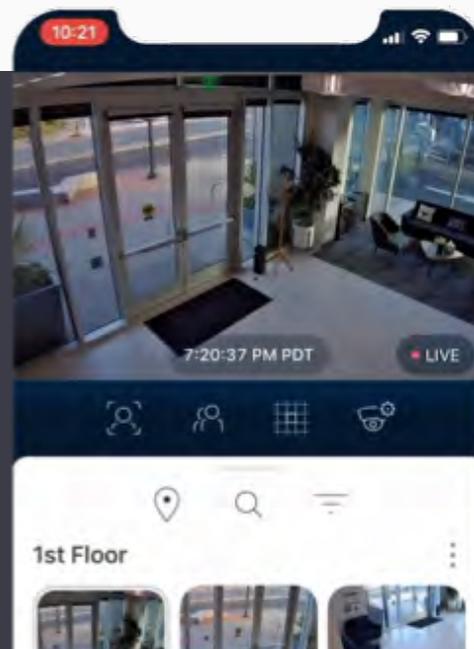
Verkada Mobile App

Gain all the powerful features you'd expect from Verkada, right at your fingertips.

Verkada's top-rated mobile app is available on the Apple App and Google Play Store.



Watch Mobile Demo
(2-Min)



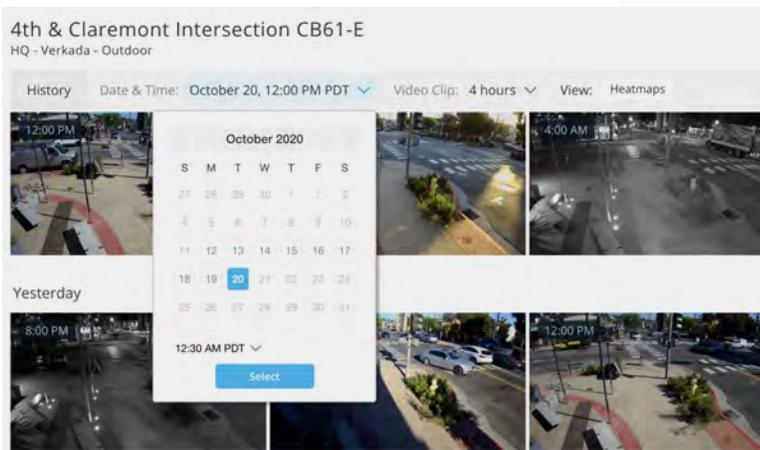
Key Features

Find Key Incidents

Quickly respond to incidents by isolate key events with search filters such as:

- Date & Time
- Motion Search
- Vehicle Search
- Face Search

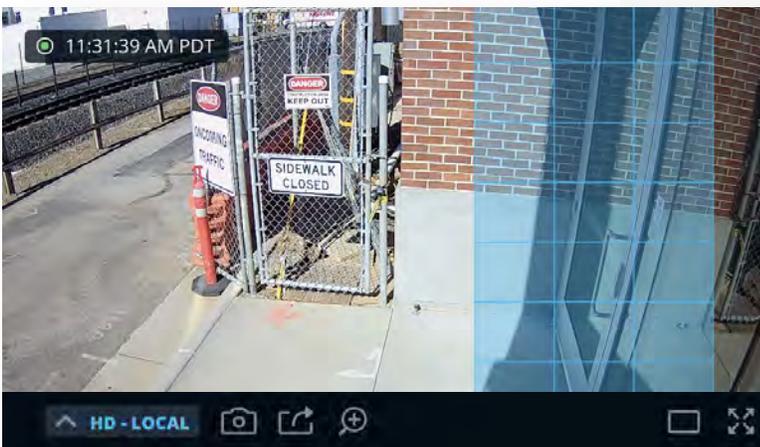
Date & Time



Select date and time to narrow down search to desired period of interest.

1. Select camera on Command
2. Click 'Date & Time' dropdown
3. Choose desired range, click 'Select' and immediately get results

Motion Search

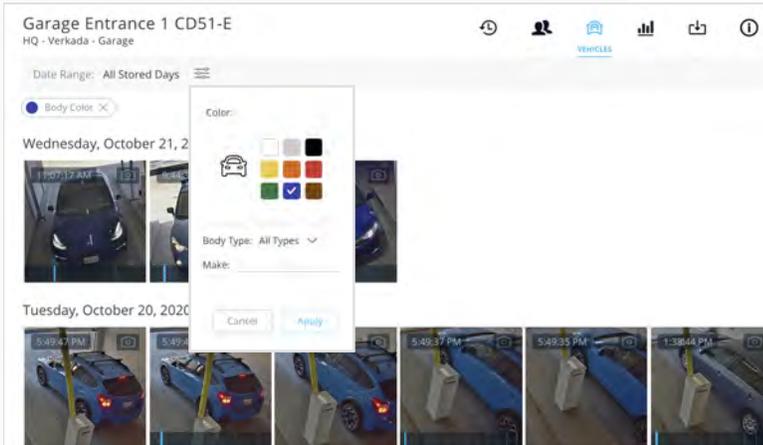


Highlight grid in frame to isolate motion that has appeared in that specified area.

1. Drag your cursor across region of frame you'd like to investigate
2. To intelligently filter through motion events, select 'People' or 'Vehicles'



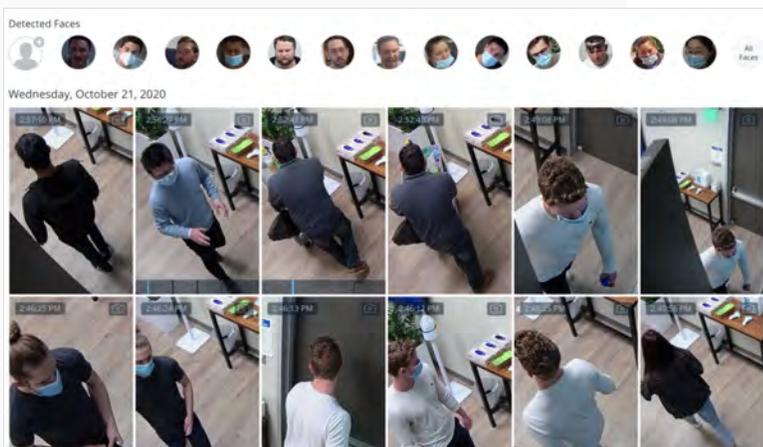
Vehicle Search



Highlight grid in frame to isolate motion that has appeared in that specified area.

1. Drag your cursor across region of frame you'd like to investigate
2. To intelligently filter through motion events, select 'People' or 'Vehicles'

Face Search



See all faces and access footage of detected individuals across cameras.

1. Click  icon to see all faces
2. Select face to pull every footage of every appearance in frame
3. To search for footage across all cameras, select 'Search all cameras'

FEATURE SPOTLIGHT

Face Upload

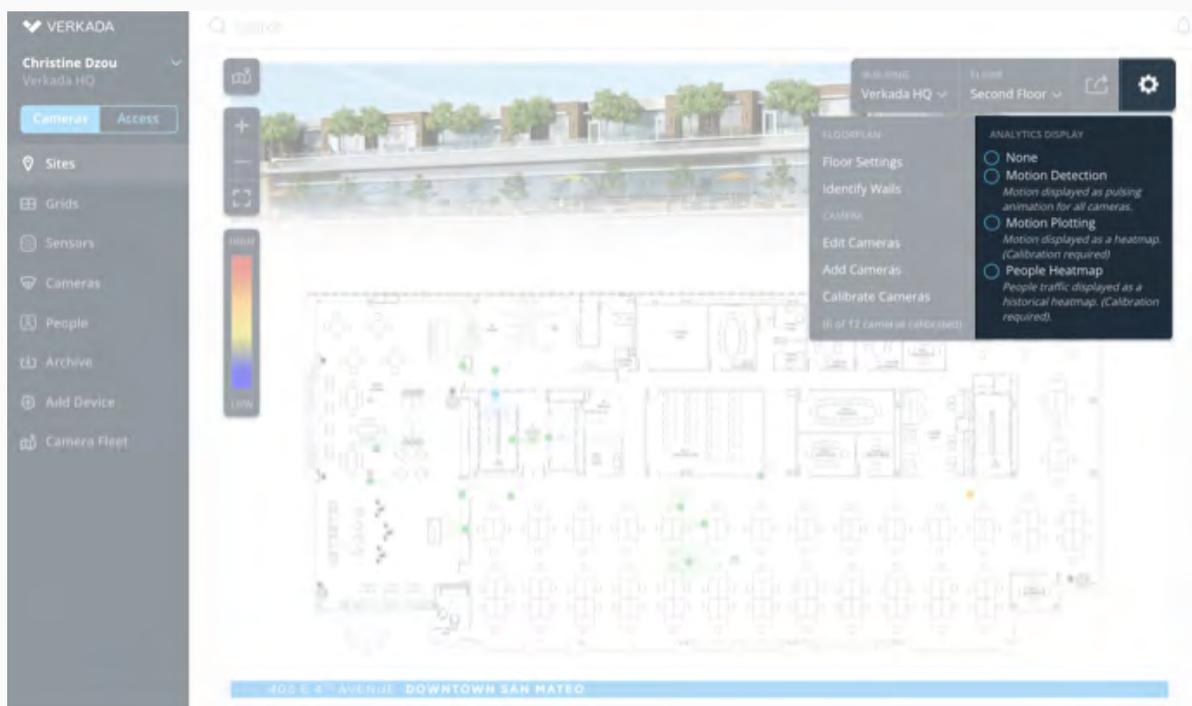
If you'd like to find footage of a specific individual or person of interest, upload an image to run a search across camera(s).



Using Floorplans

Accessing Floorplan Analytics

Verkada Floorplans offer three analytics displays: Motion Detection, Motion Plotting and People Heatmap. With Floorplans analytics, get greater insights into activity across your space.



Floorplan Analytics

Motion Detection

Track real-time motion through a camera's pulsating field of view.

Motion Plotting

A live heatmap of motion activity as it occurs across sites.

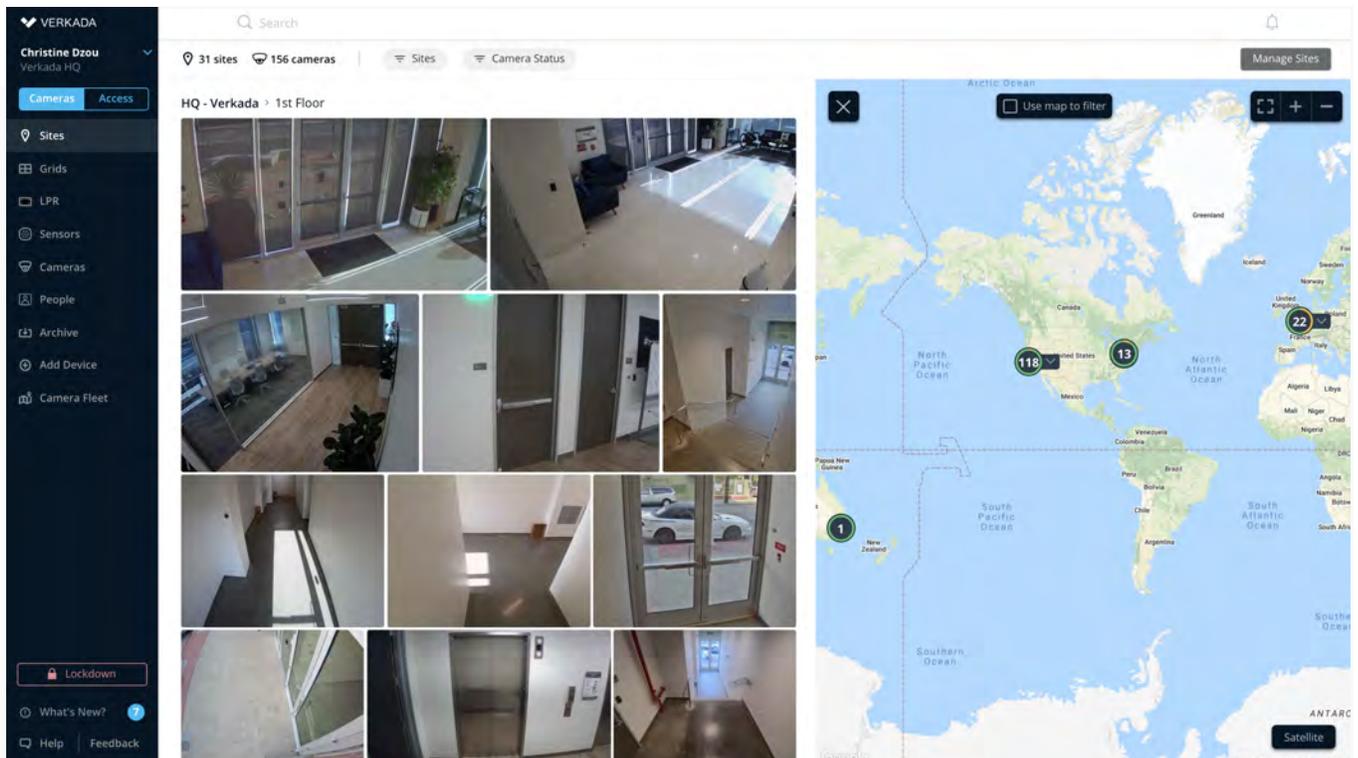
People Heatmap

A historical representation of people-based activity.

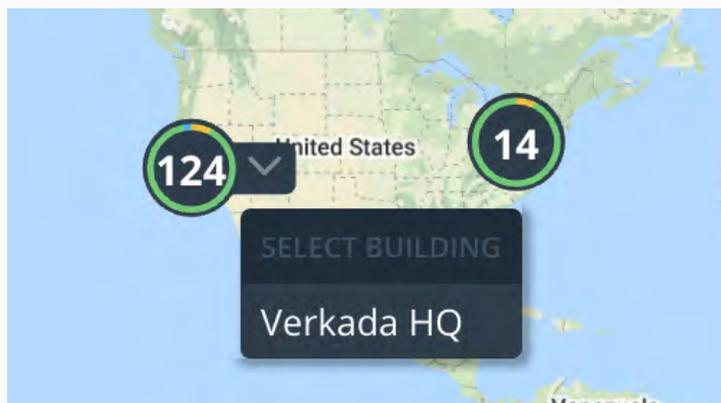
Overview

Command Floorplans

Floorplans are a great way to plan and visualize your Verkada system. They can also be useful for a myriad of reasons, from historical activity hotspots to real-time motion detection.



Accessing Floorplans



To get to floorplans, select the 'Sites' tab on the main Command menu.

1. Select  located at the top right corner of Command
2. Once map view appears, click the dropdown arrow to select building

Overview

Command Archives

Your Command cloud license includes unlimited storage for archived video clips.

Creating Archives

1. Select the “Archive” tab on menu
2. Enter duration of clip to archive
3. Add notes and set access permissions

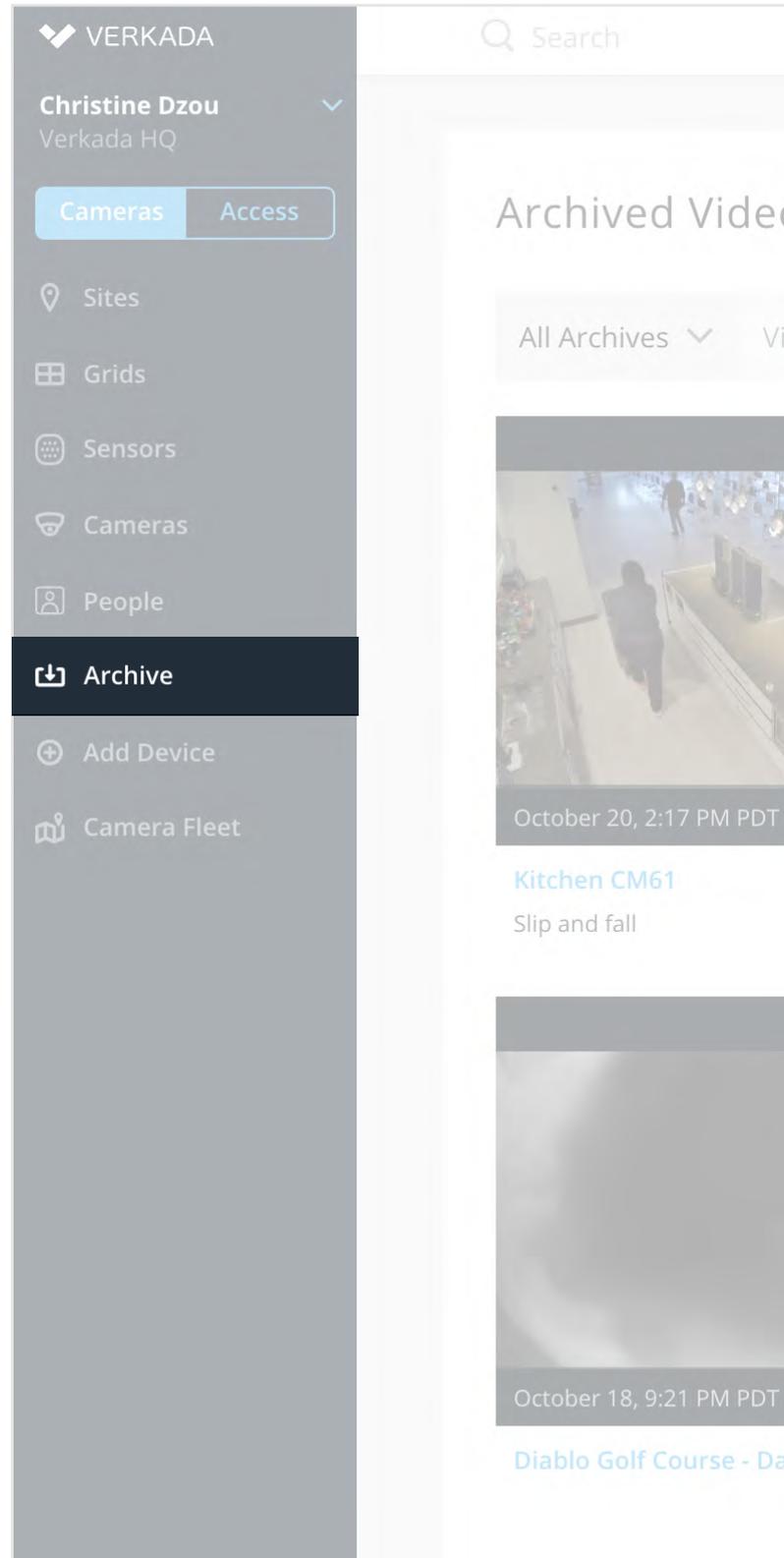
Viewing Archives

Once the archive is complete, you can access it, alongside other publicly shared clips under the “Archive” tab.

Managing Archives

Select the “All Archives” drop down to filter through clips by:

1. Private or organization archives
2. Date archived or date of footage
3. Camera Name



Command Archives

Save & Share Footage

Once a historical clip has been archived, you can choose to download it as an MP4 to store externally as needed.

Archives can only be downloaded from Command, however you can share the archived clip via SMS, email or link.

Share Link

[SMS](#) [EMAIL](#) [LINK](#)

Link expires in: 1 hour ▼
Anyone with this link can view this archive until the link expires.

Access to view and download video Access to view archived video only

Share with contacts:

Share with other recipients:

[+ Add Recipient](#)

[Manage Links](#) Cancel

