

SECUREWATCH CAMERA APP

OPERATING • SECUREWATCH APP



SecureWatch

SecureWatch is a system that utilizes the use of imaging devices to capture images, scenarios, and snapshots of agents and other staffs working outside the company building.

This is to ensure that we can properly and strictly enforce our staffs to follow the company rules, compliances, handling, and security.

Overview

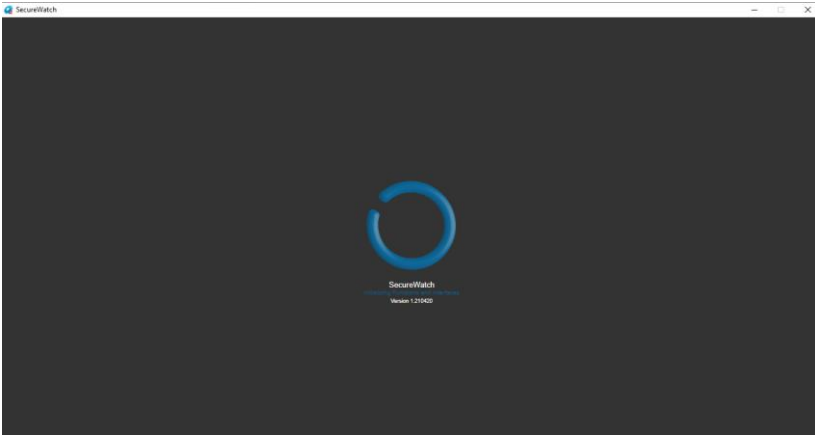
This is a guide on how to operate the SecureWatch Camera Application. It Includes all the processes and basic stuffs a user must know.

TBPO Security Suite©
2021 Transparent BPO

Operating the SecureWatch Camera App

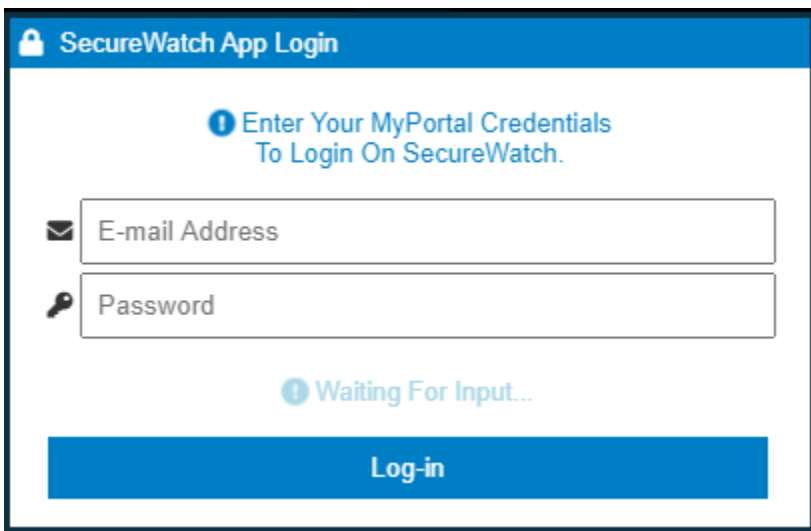
First is to Plug-in Two Working Cameras, one pointing to your face and one pointing on the desk.

After launching the app you will see a loading screen:



Which means that the App is initiating the resources and loading the components.

After the loading completes, you will be re-directed to the log-in page (if not logged-in)

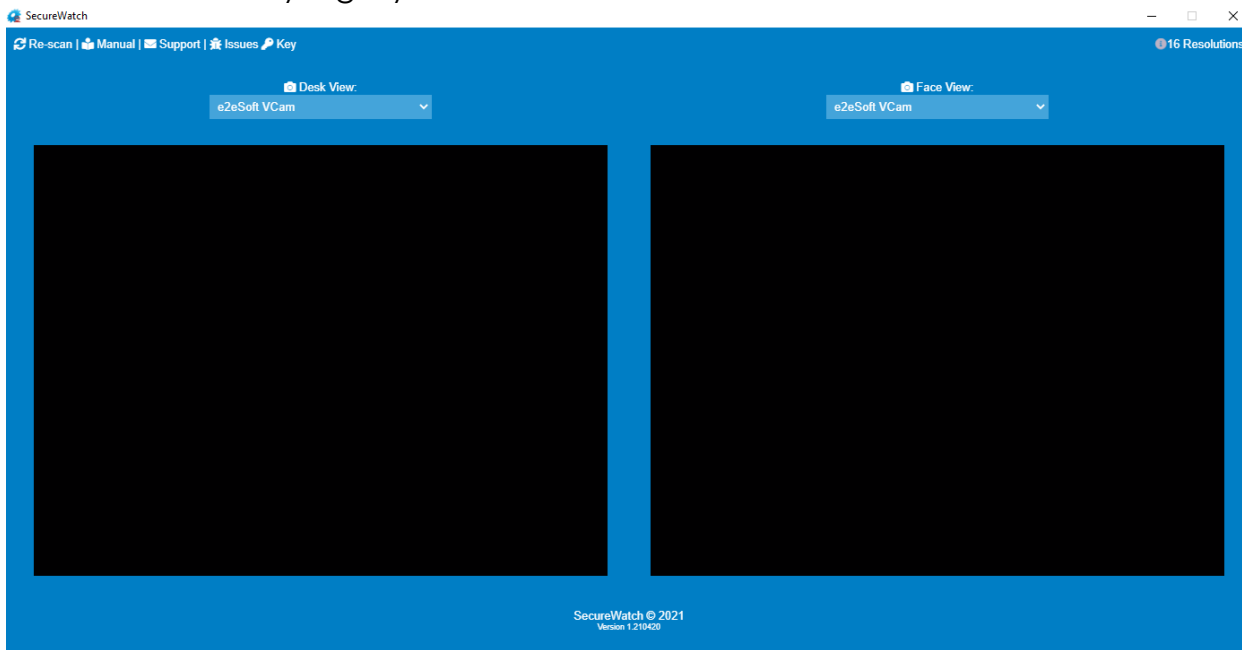
A screenshot of the SecureWatch App Login page. The page has a blue header with a lock icon and the text "SecureWatch App Login". Below the header, there is a blue information icon followed by the text "Enter Your MyPortal Credentials To Login On SecureWatch.". There are two input fields: "E-mail Address" with an envelope icon and "Password" with a key icon. Below the input fields, there is a blue information icon followed by the text "Waiting For Input...". At the bottom, there is a large blue button with the text "Log-in".

You will need to input your MyPortal (<https://myportal.tbpo.net>) Credentials in here (You will only need to do this once, except when you got deactivated).

There are 3 failures on logging-in (If this happens please contact or let your supervisor know)

1. If your Location on MyPortal is not set to WFH or Work From Home
2. If either your password or e-mail is incorrect.
3. If you are put on a Deactivated status.

After a successfully login you should see a similar screen like this



You will need to setup the Cameras according to their proper views.

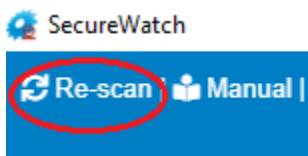
For the Desk View/Camera you should make sure that it is properly showing your desk.

And for the Face View/Camera you should make sure that it shows your whole face and the background behind you.

You will also need to select the correct camera for each view (see below)



If your cameras are not detect or if you just have plugged them on the computer, you will need to do a Re-scan. (if there are still issues detecting both cameras please let your supervisor know)

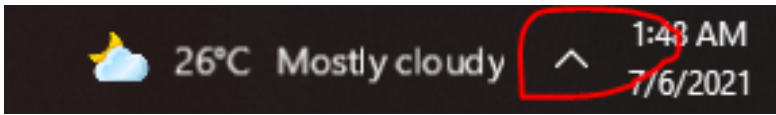


Once everything is good, you can now minimize or close the window.

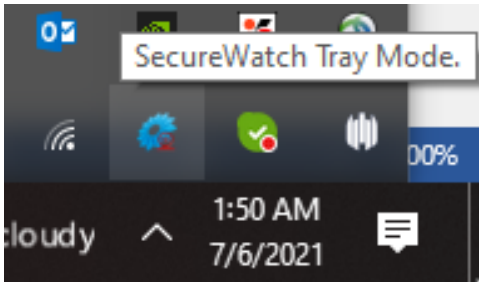


Minimizing or closing the window will not really close the application, the application will only stay hidden and will continuously capture the images. You can re-open the app to check your current camera views by accessing it on the windows tray.

Click on the Up Arrow

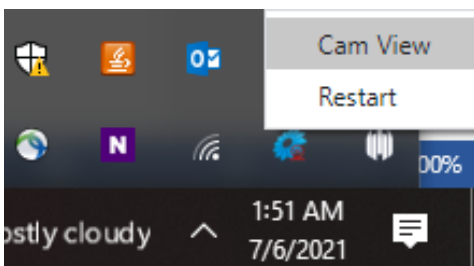


Then Right Click on the SecureWatch App's Icon

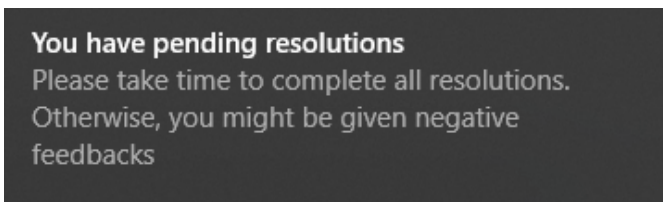


This will give you two options:

1. To Re-launch the Window via Cam View
2. Or To Restart the App via Restart



There are times when a windows notification pops-out, these notifications needs addressing ASAP as most of them are issues that might give you a negative feedback or failed grades.



There are 3 types of notifications the app is going to pop-out (pops-out as a windows notification and/or pops-out inside the app) if there is an issue.

1. Camera issues – if the app is not detecting two working cameras installed.
2. Unable to Connect to SecureWatch Server – if you have connectivity issues.
3. Resolution or Issue Notices – if you have a possibly failing snapshot.

For issues #1 and #2 you will just need to let your supervisor know if this occurs.

For issue #3 you will need to resolve the issue by re-opening the window/app and going on the resolution checklist (found on the upper right part of the App's window)



The number indicates the Issues you need to resolve ASAP.

A screenshot of a "Resolution Checklist" window. The window has a blue header with the title "Resolution Checklist" and a close button. Below the header is a table with four columns: a checkmark column, a "Date:" column, a "To Resolve:" column, and a "Notes:" column. There are two rows of data. The first row has a checked checkbox, the date "2021-06-15 11:20:10", the text "No images (Face)", and a text box containing "I just plugged the camera in.". The second row has a checked checkbox, the date "2021-06-15 11:20:10", the text "No images (Desk)", and an empty text box with a yellow border. A vertical scrollbar is visible on the right side of the table.

✓	Date:	To Resolve:	Notes:
<input checked="" type="checkbox"/>	2021-06-15 11:20:10	No images (Face)	I just plugged the camera in.
<input checked="" type="checkbox"/>	2021-06-15 11:20:10	No images (Desk)	

You will need to Check on the checkbox and add resolution notes if you have resolved all the issue. Once done, you can now submit the resolutions for the issues.

Submit

Doing this, will resolve the issue and won't pop-out again.

That's it for the SecureWatch Camera Application.