

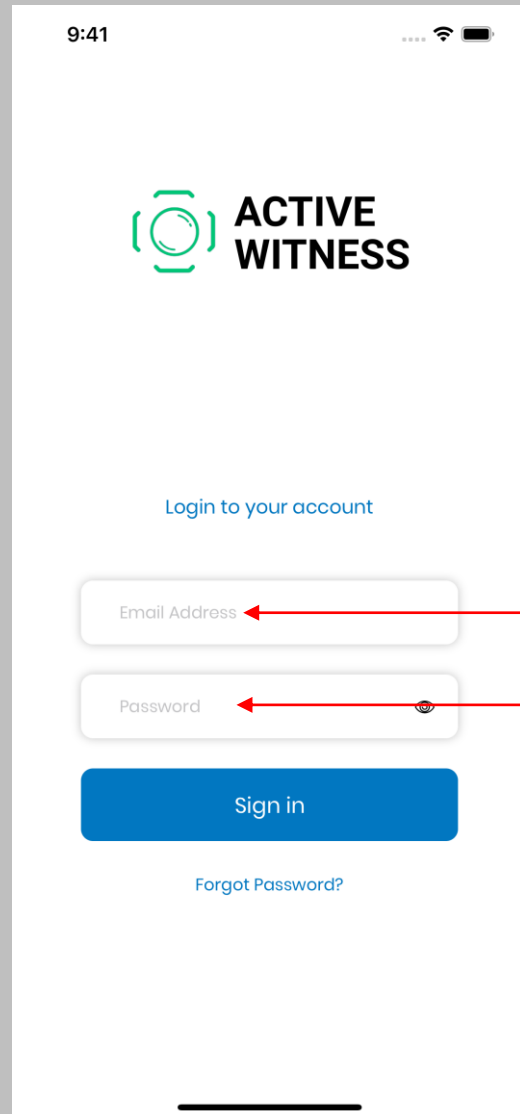
# ACTIVE WITNESS

Mobile App Walkthrough

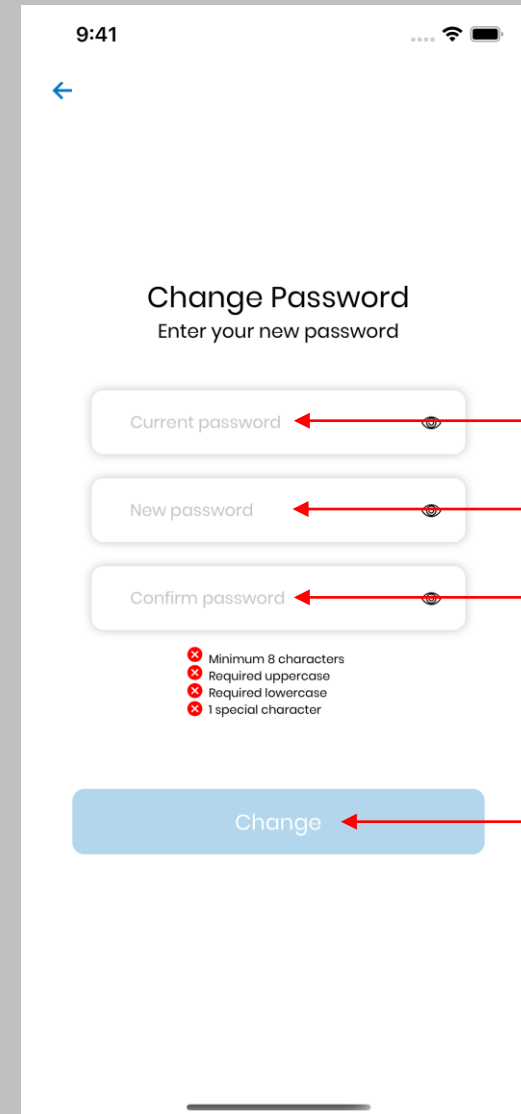
# Index

How to log in.....	3
Forgot your password.....	4
Home Screen Navigation.....	5
How to Add a New Facility.....	7
How to Add a New Zone.....	8
How to Add a New Sensor.....	10
How to Add a New User.....	12
How to View Access Approvals & Logs.....	15
Additional Support Information.....	17

# Let's get started! How to log in

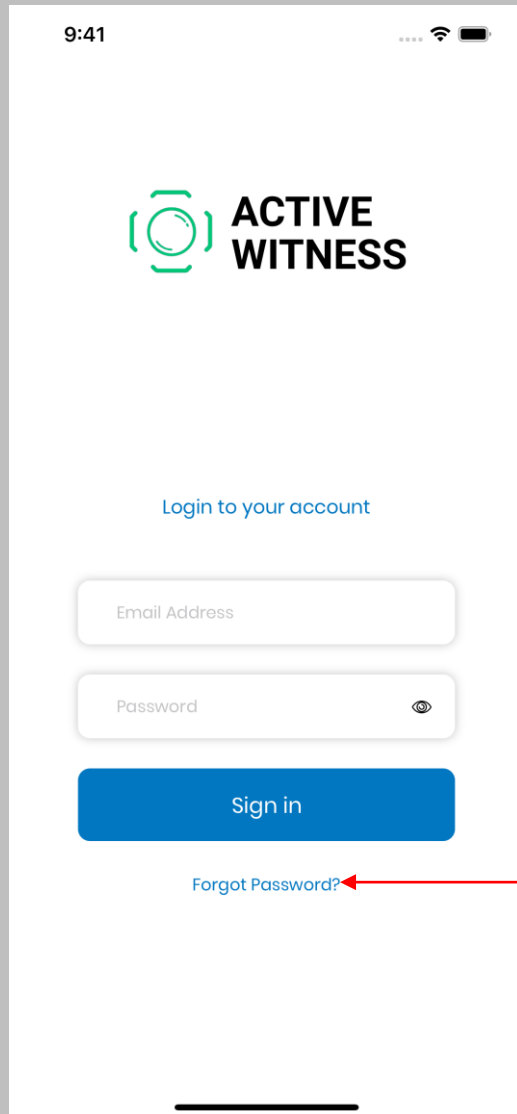


- 1) Type email address assigned to Superuser.
- 2) Enter the temporary password sent to you by Active Witness.

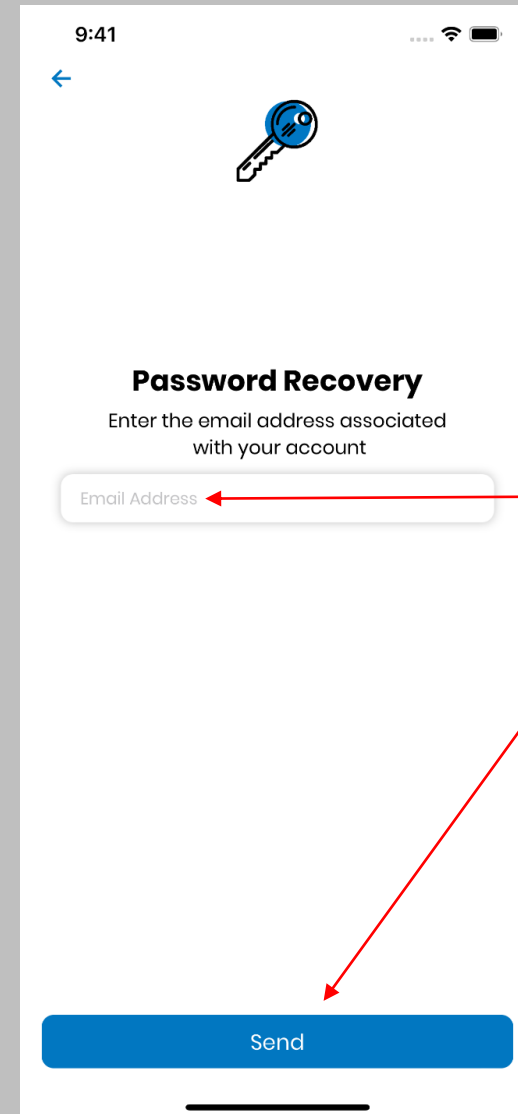


- 3) Type in temporary password
- 4) Type in new password
- 5) Confirm new password
- 6) Press the 'Change' icon

# Forgot your password?



1) Press 'Forgot Password?'

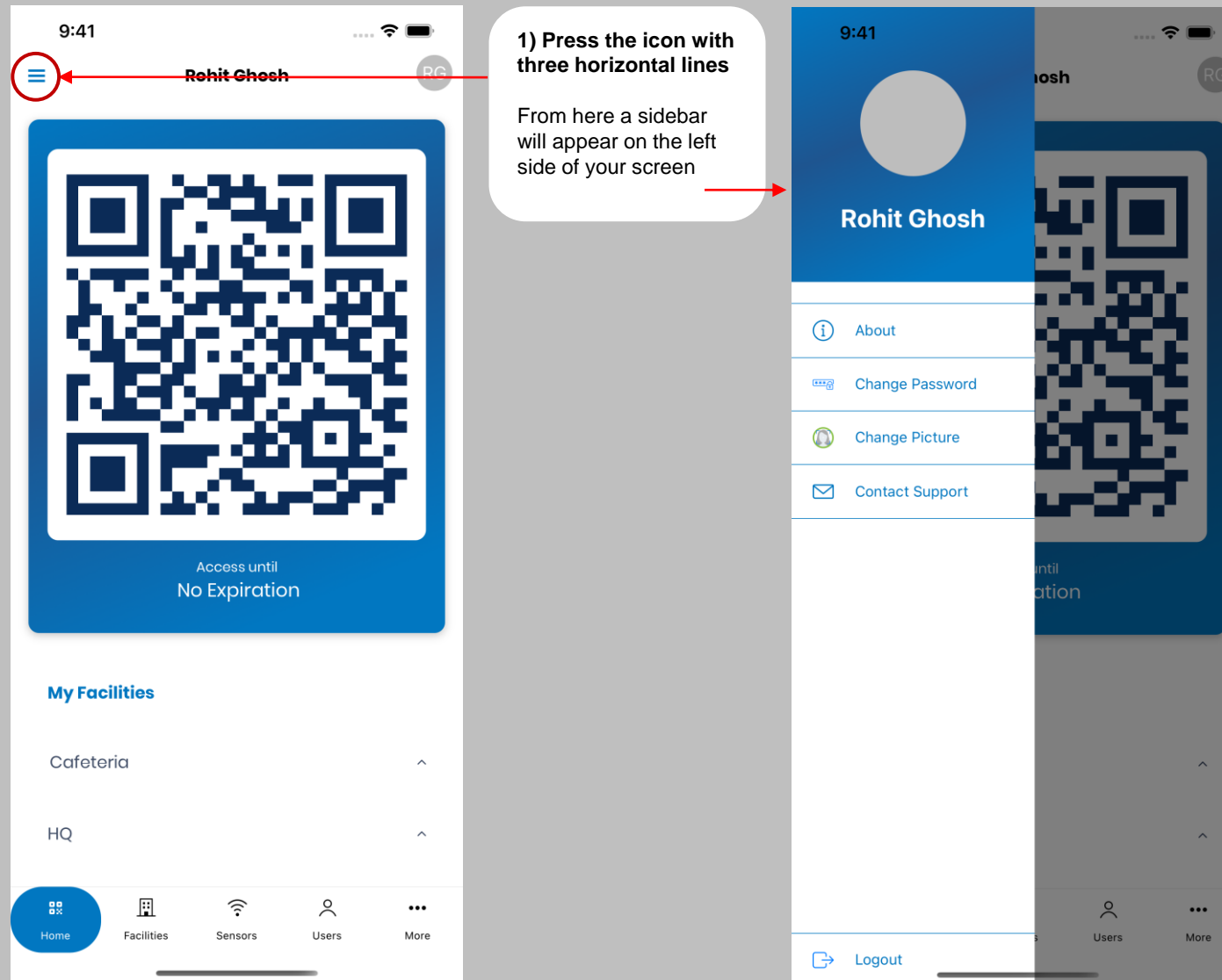


2) Enter email that was assigned to the Superuser

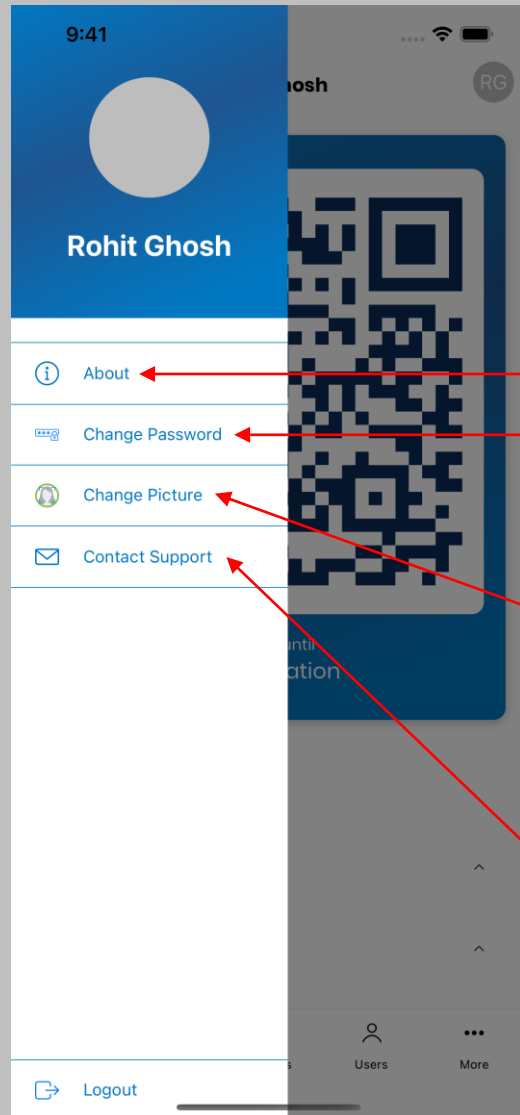
3) Press the 'Send' icon

4) Check your inbox for emails sent from Active Witness.  
Make sure you check your spam folder if you do not see the email within a couple of minutes.

# Home screen navigation explained part 1



# Home screen navigation explained part 2

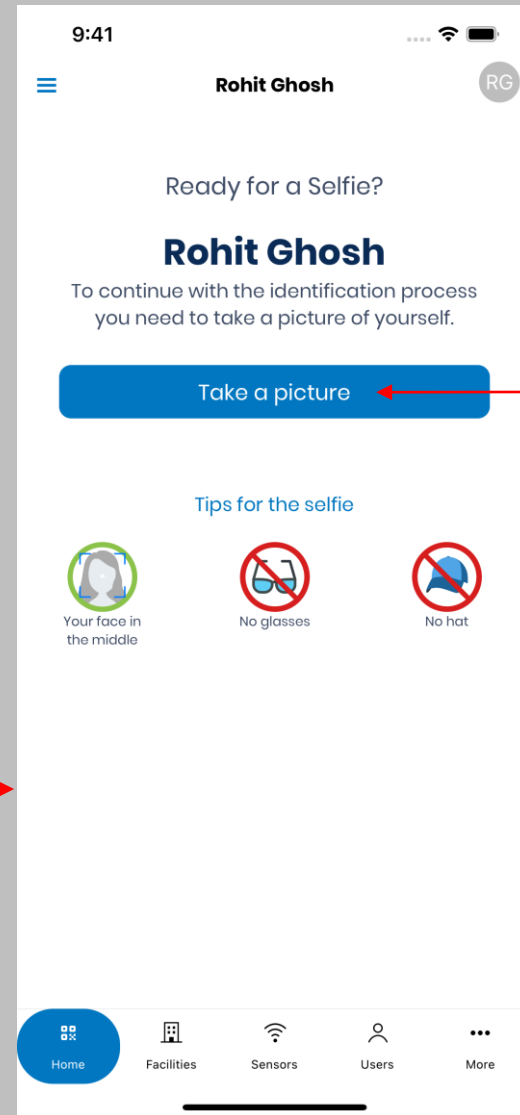


**About:**  
This button will let you know what software version you are currently using.

**Change Password:**  
This will bring you back to the change password screen

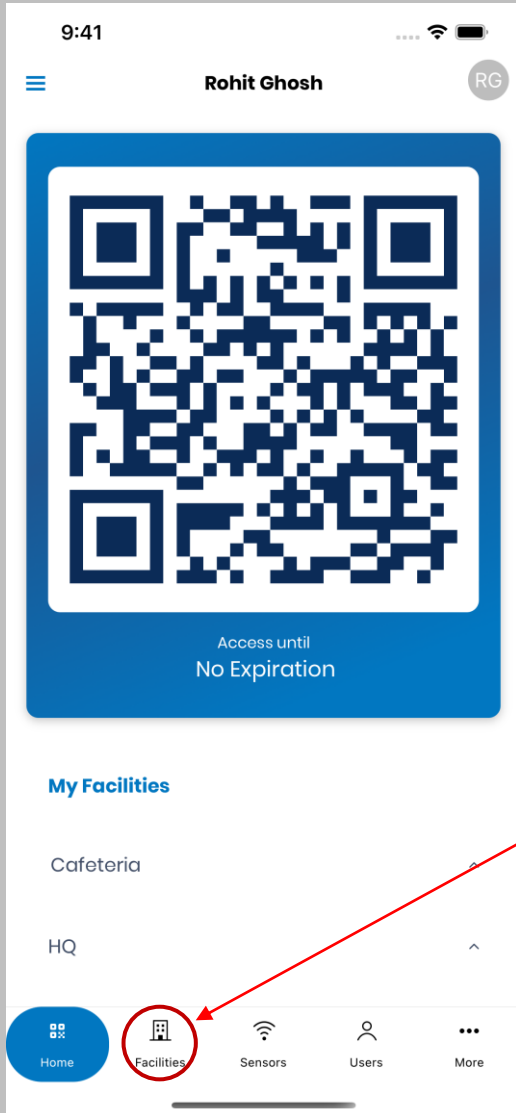
**Change Picture:**  
This will bring you to the page on the right. From here you can remotely upload your selfie for Facial Verification.

**Contact Support:**  
This will bring you to the page on the right. From here you can remotely upload your selfie for Facial Verification.



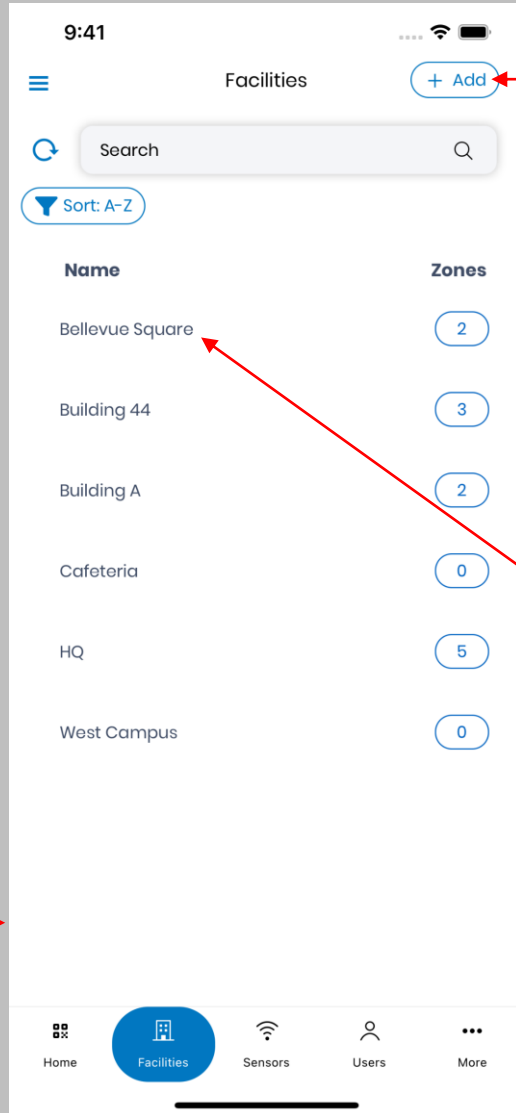
**Take a picture:**  
This will take you to a screen where you can upload a picture of yourself to enable multi-factor authentication. Please ensure you take the photo head on with sufficient lighting and a plain background. You must also refrain from wearing glasses or hats.

# How to add a new Facility



**1) Press the Facilities button.**

This will bring you to the page on the right, titled 'Facilities'. This screen allows you to access the total list of facilities under administration.



**2) Press '+ Add'**

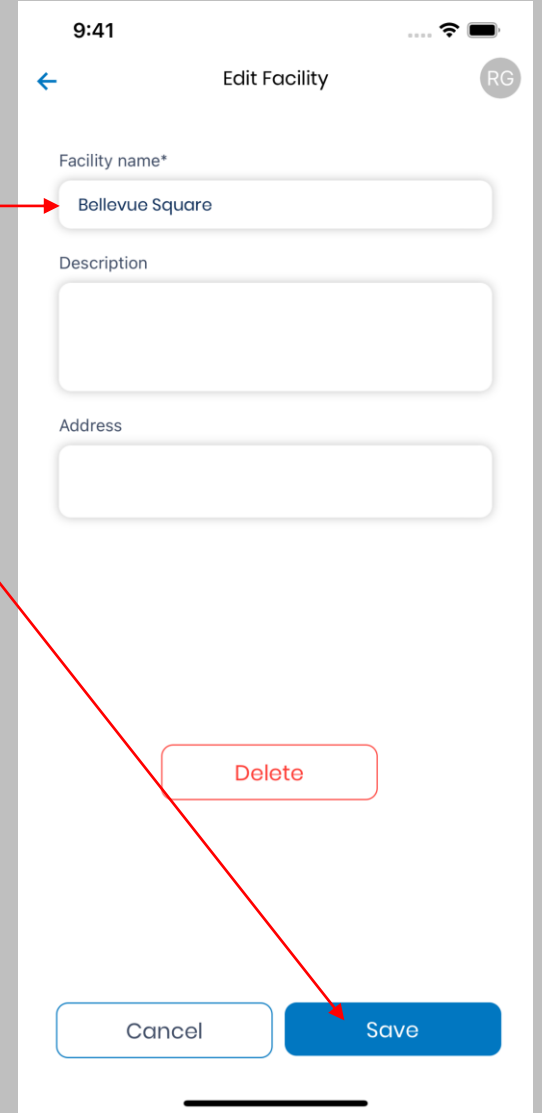
From here you will be brought to the screen on the right.

**3) Type the name of your facility here.**

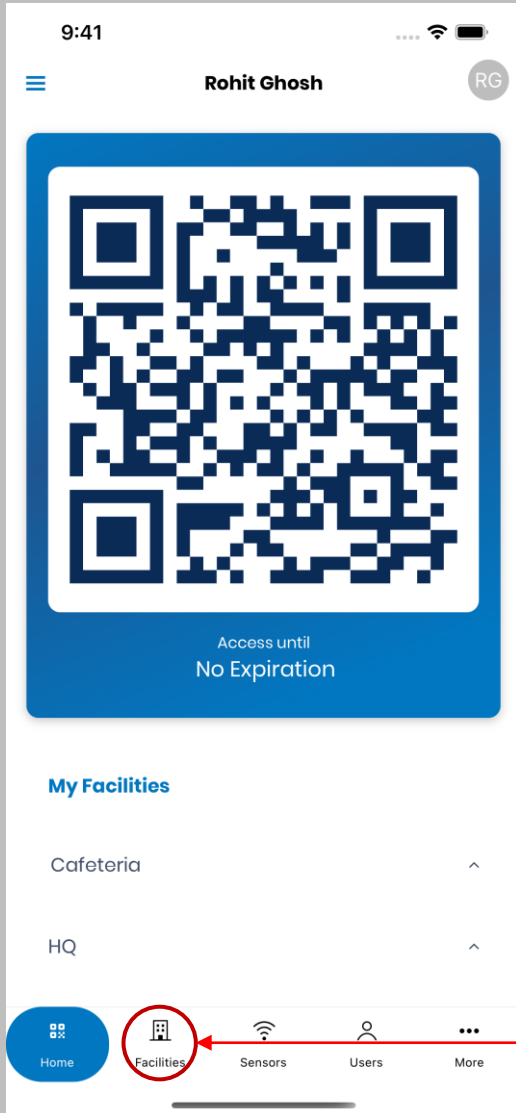
You can also insert other information including a 'Description' and 'Address' to keep organized.

**4) Hit Save.**

Once saved, your facility should appear in the list under the 'Facilities' tab.

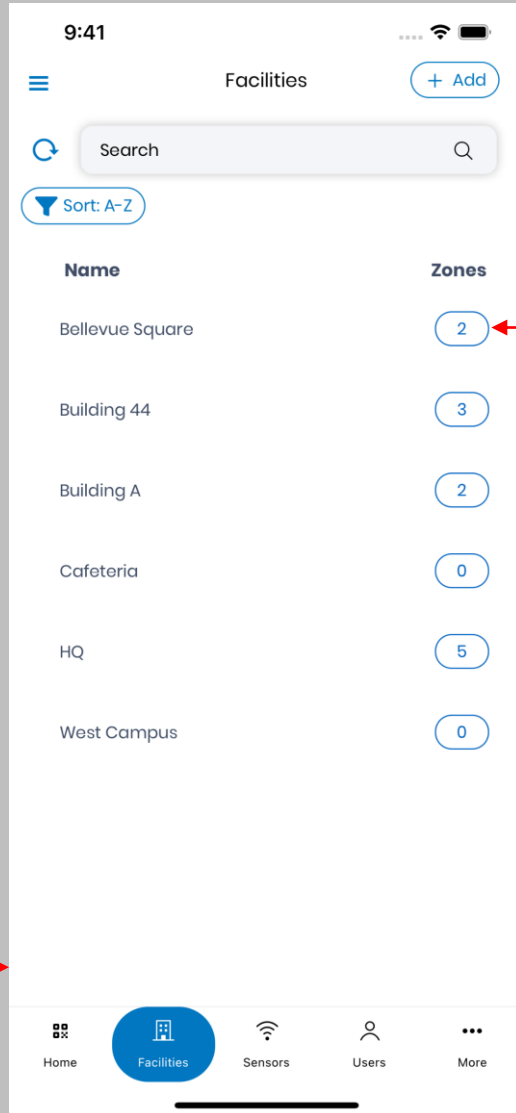


# How to add a new Zone part 1



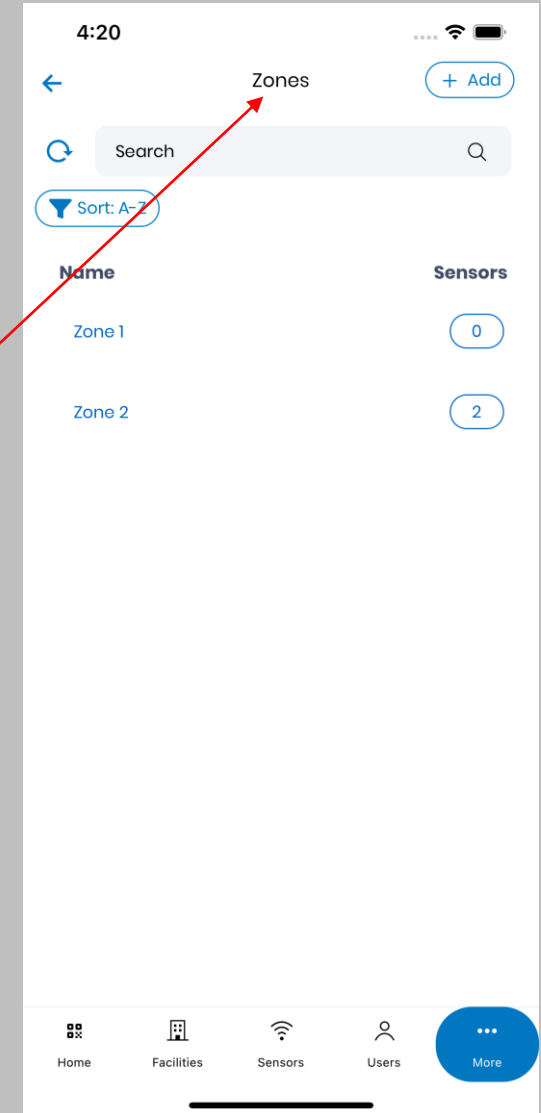
**1) From the 'Home' screen, press the 'Facilities' button.**

This will bring you to the page on the right. This screen allows you to access the total list of facilities under administration.



**2) Press the circle under 'Zones' that corresponds to your facility you want to edit.**

This will bring you to the 'Zones' tab. The number inside this circle is the total number of 'Zones' already saved to this Facility.





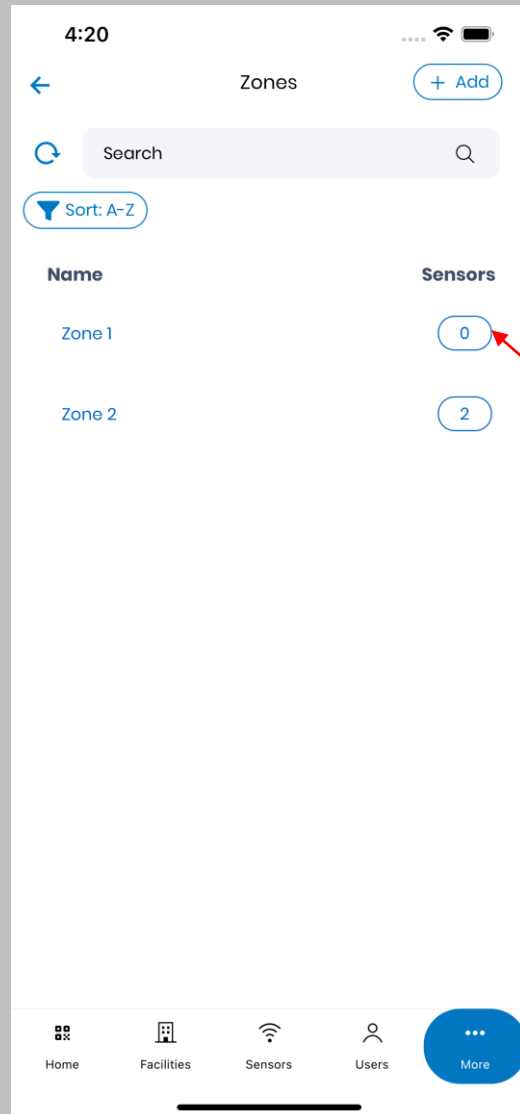
# How to add a new Zone part 2

**3) Press the '+Add' icon at the top of the 'Zones' tab.**  
This will bring you to the page on the right where you can enter Zone information.

**4) Type your desired 'Zone name'**  
You can also name other 'Zone' information into the 'Description' section.

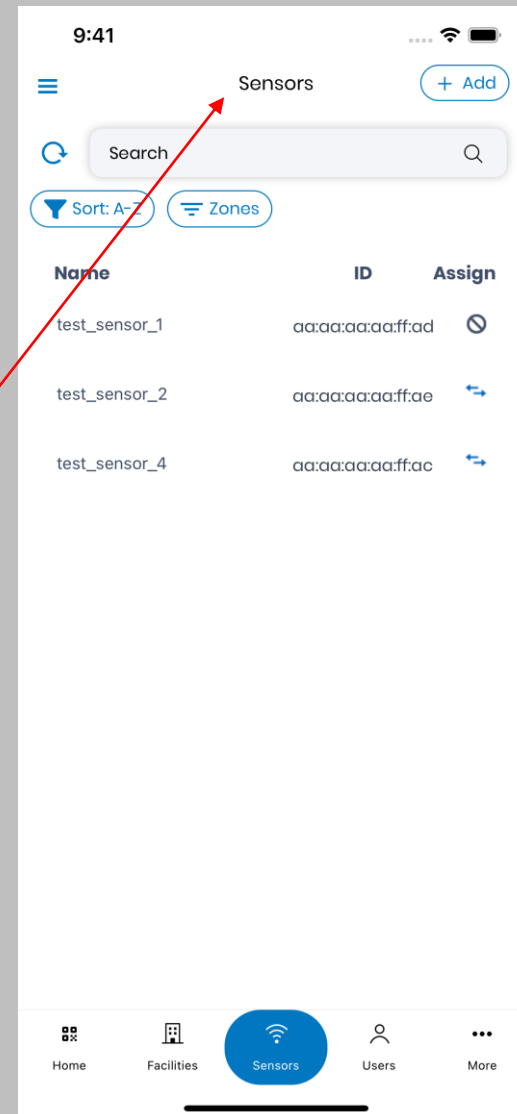
**5) Press 'Save'**  
Once saved, your new 'Zone' will appear in the list within the 'Zones' tab.

# How to add a new Sensor part 1

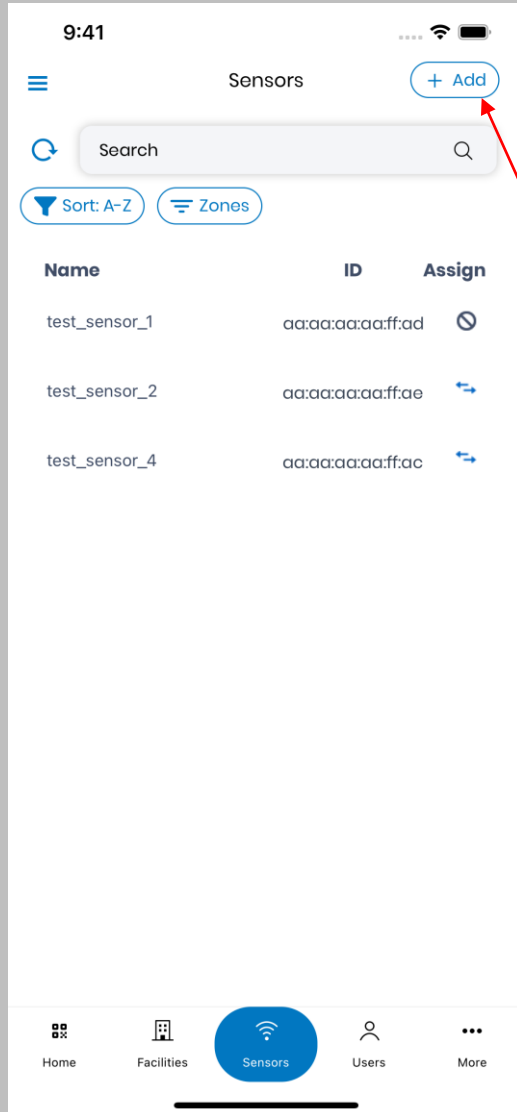


**1) Press the circular button, under 'Sensors' that corresponds to the 'Zone' that you want the Sensor assigned to.**

This will bring you to the page on the right, titled 'Sensors'. This tab will allow you to see all of the sensors you have assigned to that Zone.



# How to add a new Sensor part 2



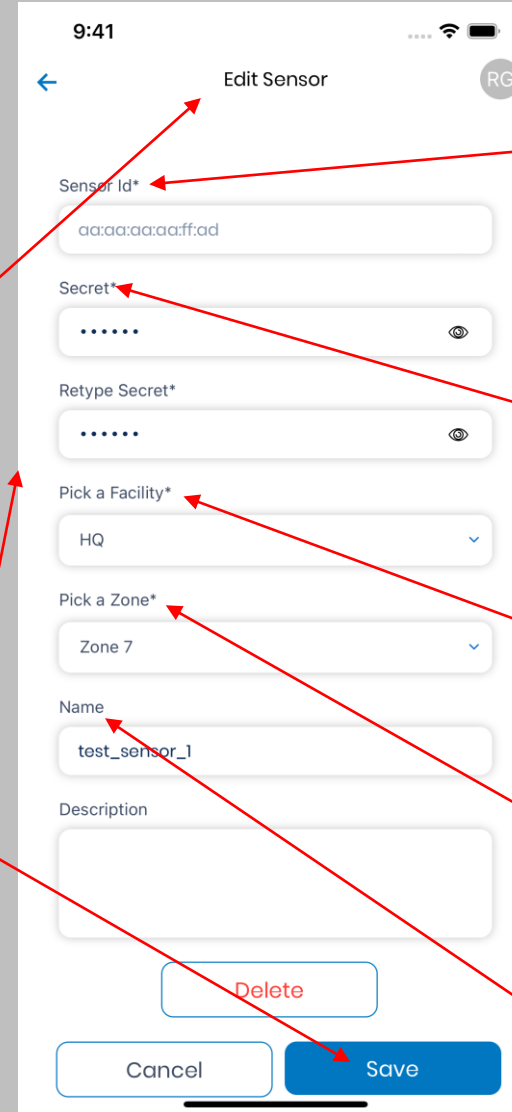
**1) Press the circular '+ Add' icon from the 'Sensors' tab.**

This will bring you to the page on the right, titled 'Edit Sensor'.

**2) Add your sensor information into the required fields.**

See descriptions of the different on the right of this slide.

**3) Press the 'Save' icon**



**Sensor Id:**  
This is the MAC address assigned to your Sima sensor. This Id number can be found on the back of your Sima device and on the box that you received it in.

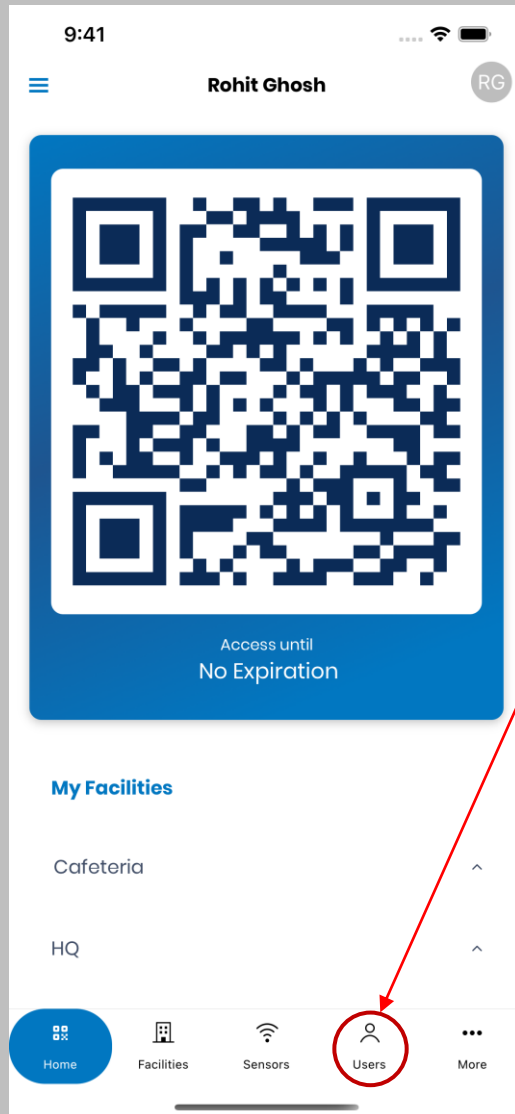
**Secret:**  
This code will be provided to you directly by Active Witness support team. You must also repeat this code into the next field.

**Pick a Facility:**  
This is a dropdown list where you can select from all your active Facilities.

**Pick a Zone:**  
This is a dropdown list where you assign the sensor to a Zone within this facility.

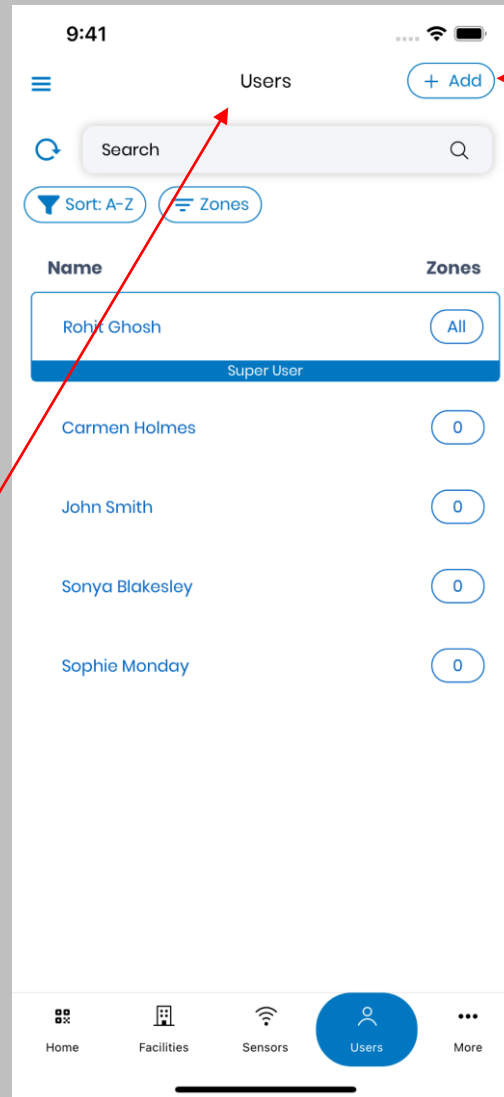
**Name & Description:**  
These two fields are to help you better organize and label your sensors. Example: 'Main Office'.

# How to add a new User part 1



**1) Press the 'Users' icon at the bottom of the 'Home' screen.**

This will bring you to the page on the right, titled 'Users'. From this tab, you will be able to see all users under administration by the Superuser of this account.

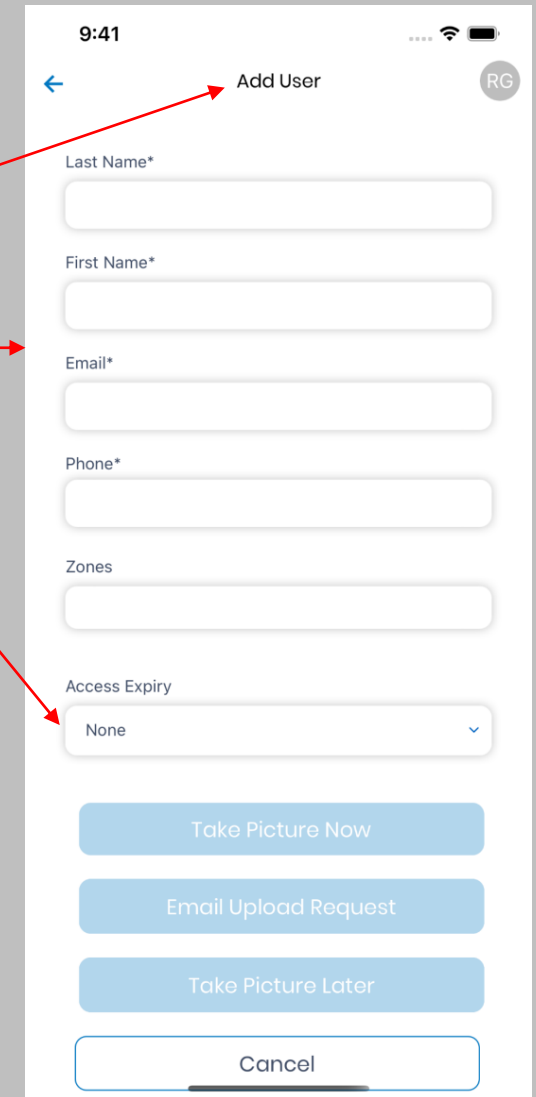


**2) Press the '+ Add' icon at the top right of the 'Users' tab.**

This will bring you to the page on the right, titled 'Add User'.

**3) Fill out all the \*required\* fields in the 'Add User' tab.**

Additionally, you have the option to set Access Expiry, which allows you to set an expiry date of the access credential.



# How to add a new User part 2

9:41 Add User RG

Last Name\*

First Name\*

Email\*

Phone\*

Zones

Access Expiry

None

Take Picture Now

Email Upload Request

Take Picture Later

Cancel

**4) Select the 'Zones' dropdown.**

This will bring you to the screen on the right. From here you can assign facility access based on Facilities and Zones.

9:41 Add Zone RG

Facilities

HQ

Zones

Zone 7

Cancel Add

**5) Press 'Add' to save the selection.**

This will bring you back to the 'Add User' tab.

9:41 Add User RG

Last Name\*

First Name\*

Email\*

Phone\*

Zones

Access Expiry

None

Take Picture Now

Email Upload Request

Take Picture Later

Cancel

# How to add a new User part 3

9:41

← Add User RG

Last Name\*

First Name\*

Email\*

Phone\*

Zones

Access Expiry

None

Take Picture Now

Email Upload Request

Take Picture Later

Cancel

6) From here you have three options.

- **'Take Picture'** to upload a picture of the user on the Superuser's mobile device.

- **'Email Upload Request'** to request the new user to upload their own photo remotely.

- **'Take Picture Later'** to skip this step and go ahead without uploading the user's photo. In order to enable MFA a photo must be uploaded before the New User's access will be granted.

9:41

Users + Add

Search

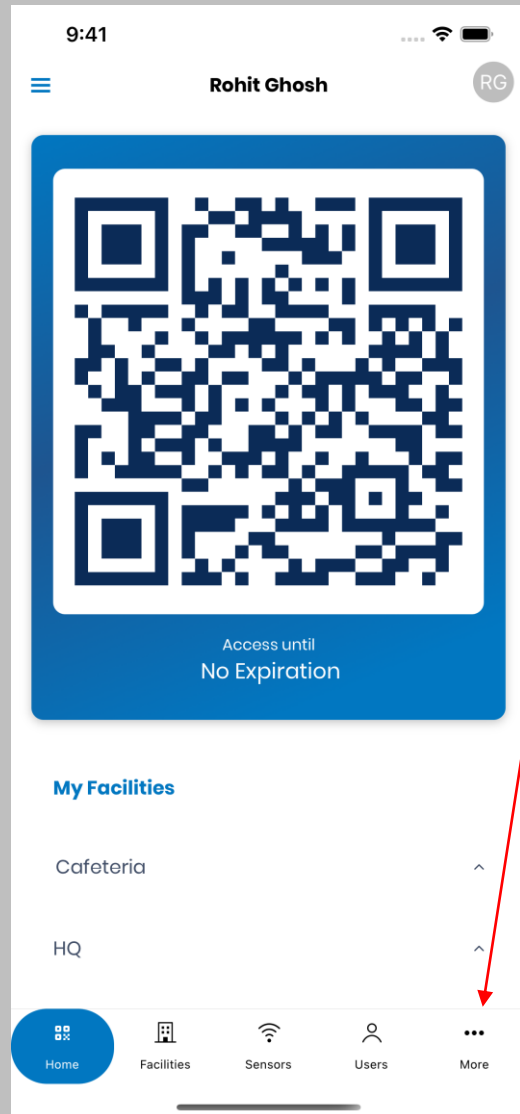
Sort: A-Z Zones

Name	Zones
Rohit Ghosh	All
Super User	
Carmen Holmes	0
John Smith	0
Sonya Blakesley	0
Sophie Monday	0

Home Facilities Sensors Users More

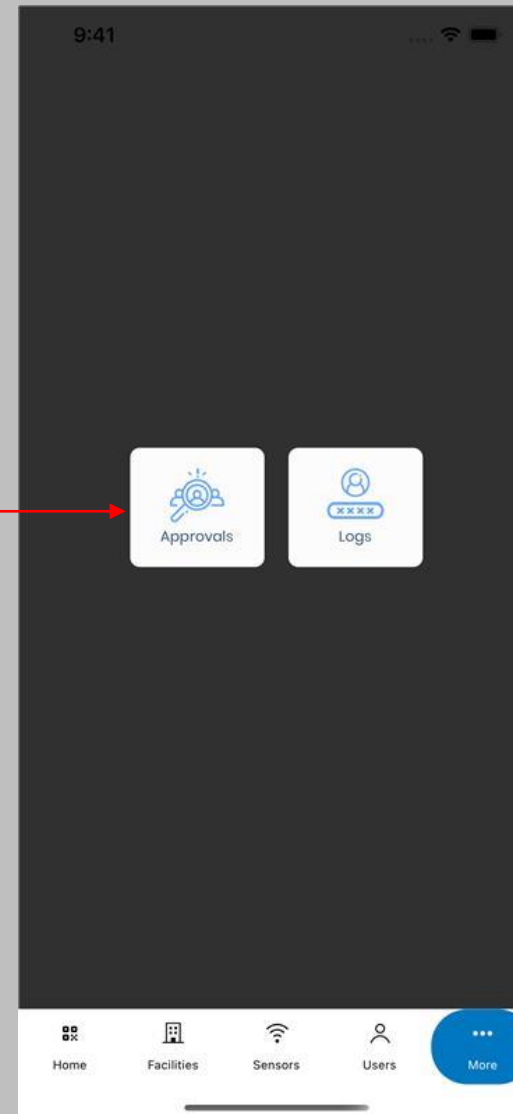
Once you have completed step 6, your new User should be added and saved to the system. The User should also have received an email with a QR-Code and login credentials to the Active Witness App.

# How to view access approvals & logs part 1

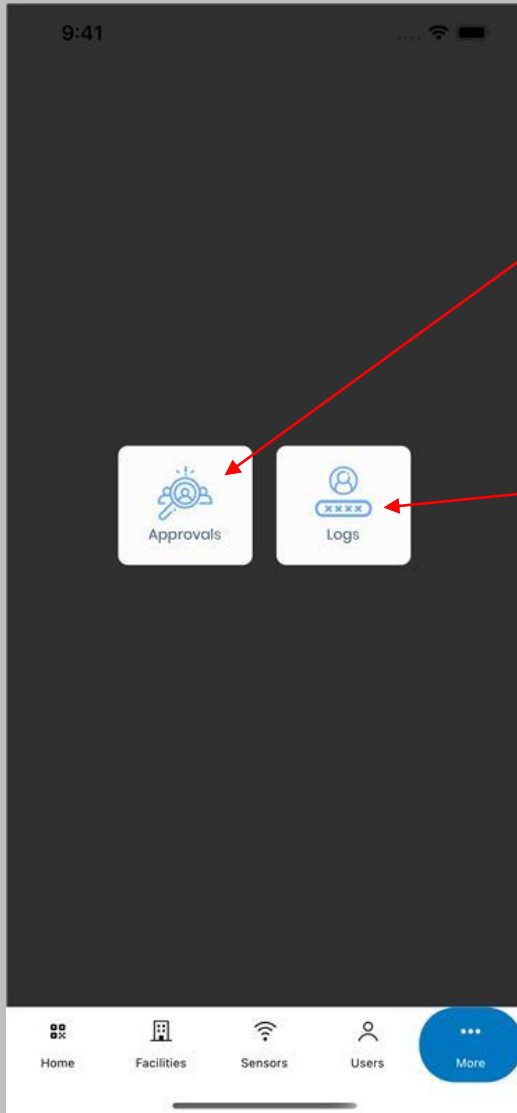


1) Press the '...' icon titled 'More' at the bottom of the Home screen.

This will bring you to the page on the right. From here you can view 'Approvals' and 'Logs'

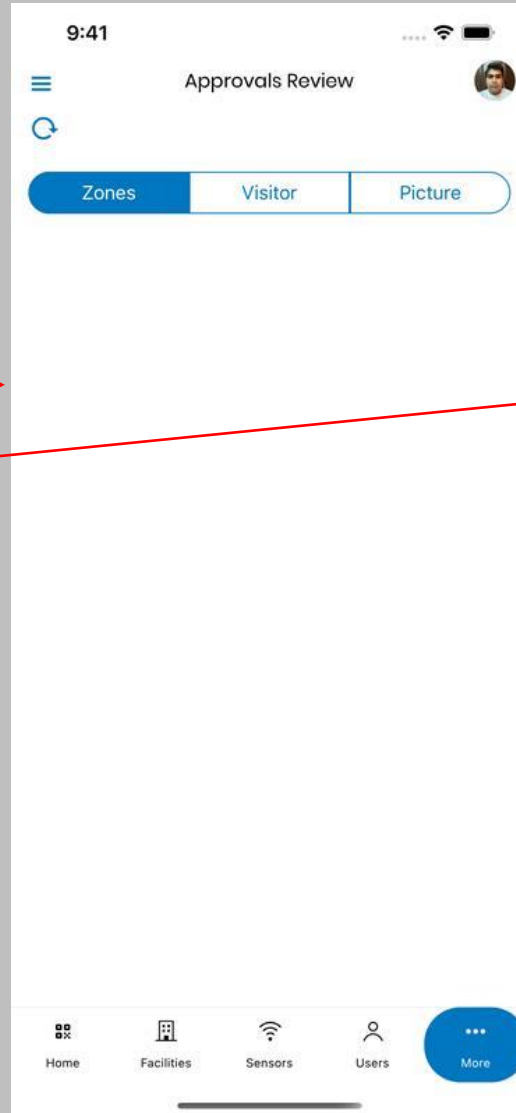


# How to view access approvals & logs part 2



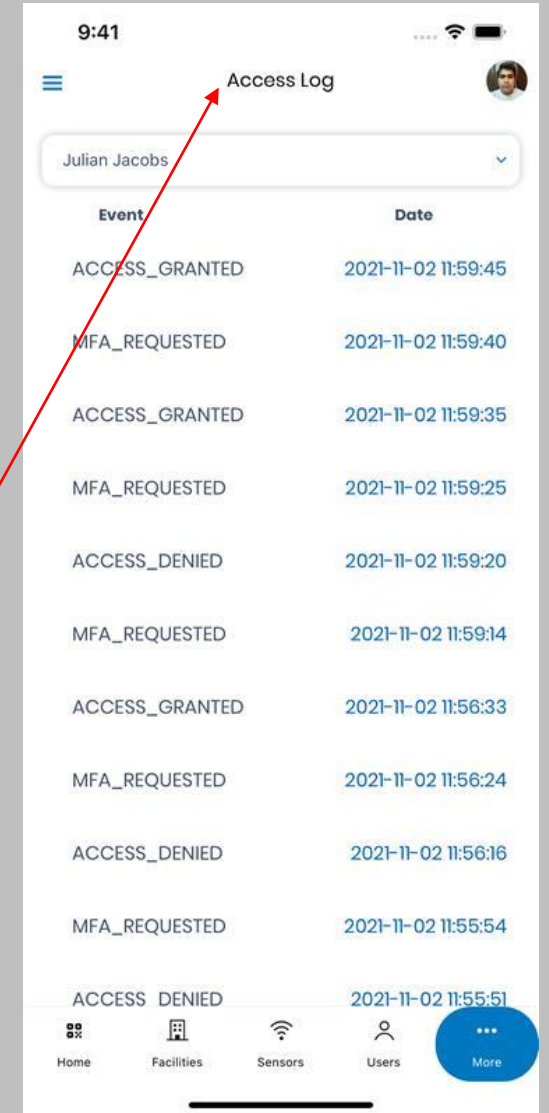
## 2) Press the 'Approvals' icon

This will bring you to the page on the right, from here you can access your facility approvals which can be filtered by 'Zones' or 'Visitors'. You can also view user photo's that have been uploaded to the system.



## 3) Press the 'Logs' icon

This will bring you to the 'Access Log' page. This page will allow you to view the Access Logs of all users of your facility.





# You're all set up!

## Have more questions?

Email us directly at [Support@ActiveWitness.com](mailto:Support@ActiveWitness.com)  
or contact your regional sales rep directly.

You can also visit our help center by clicking [here](#)

For more resources visit our other pages

