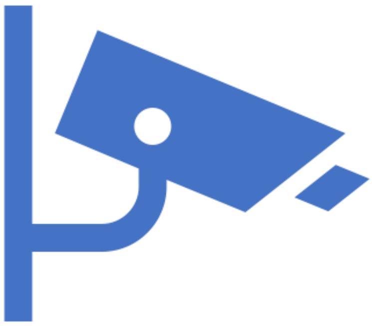


CCTV User Training Pack

Release date: 16/05/2024.

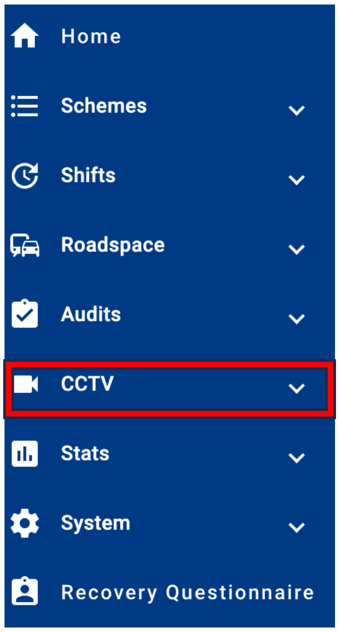
Author: Brenden Morrell

Accessing the System and finding CCTV

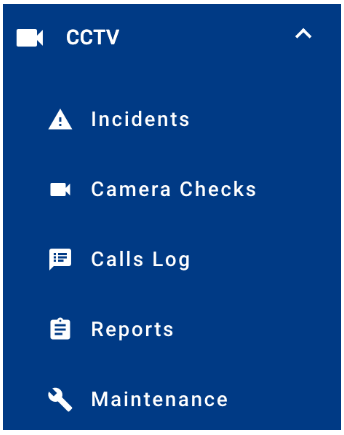
1. Log into the application using the following link:

https://costain.tm.ishango.co.uk/

2. From the left menu on the left select the CCTV dropdown



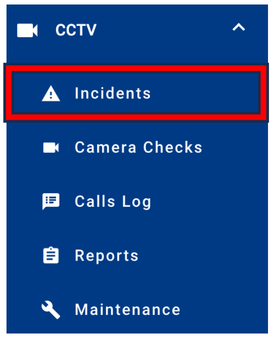
3. This will reveal the CCTV areas within the application. With an account that has CCTV operator permissions these areas will all be accessible with the acceptation of the maintenance field that is configured by admin users



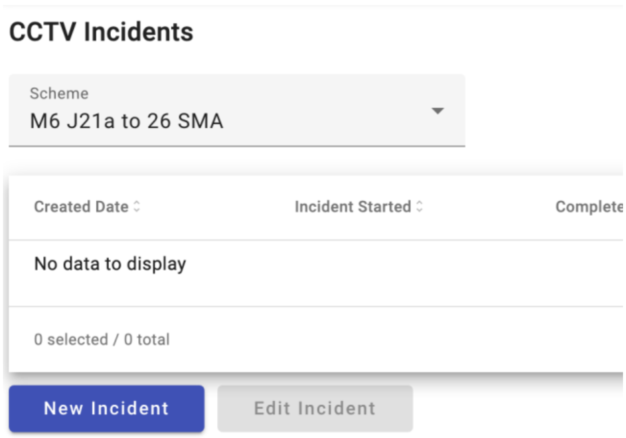
4. If a 'This account does not have required permissions' message is displayed, please contact support@ishango.co.uk or a system admin as this means the CCTV role needs to be allocated to your account.

Recording Incidents

1. Select the incidents section under CCTV.



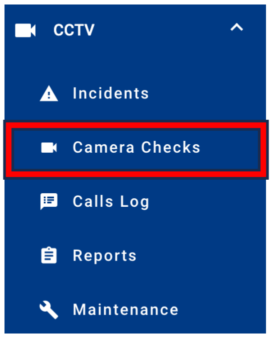
2. Select a scheme via the dropdown at the top of the page.
3. If editing an incident form, select one from the list and then select the edit incident button. This will show the form as it was last saved.
4. For recording new incidents select the ‘New incident’ button as on the below



5. The incident recording form will display requiring details of the incident, infirming authorities, recovery detail, investigation detail and diary notes.
6. The following options will allow you to save progress, show any missing fields on the incident form and complete the incident from (all mandatory fields will need to be completed for this button to be available)

Completing Camera checks

Select the



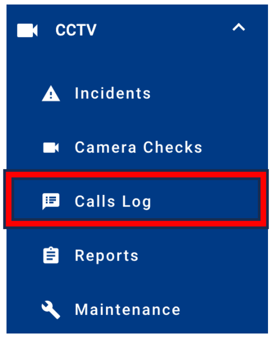
1. Open the camera checks section.
2. The number of cameras setup on the scheme by the admin will be displayed in the camera check section.
3. A reminder may display to prompt the completion of the camera checks when using the system as. CCTV operator
4. For each camera select Yes/No for the questions given

5. If no is selected for one of the questions this will allow the operator to enter the detail of the specific issue. The details noted on the fault will be reported when the camera reports are generated. Select save to complete.

6. Once all cameras have been checked use the ‘Complete check’ button to finish the camera checks

Calls Log

1. Select the Calls log option under the CCTV section.



2. A call form will be displayed.
3. Enter the required fields to complete the call form.
4. Once all fields have been completed use the 'Save to record' button to complete the record
5. Saved call forms will be visible at the bottom of this page.