

CCTV User Training Pack

Release date: 16/05/2024.

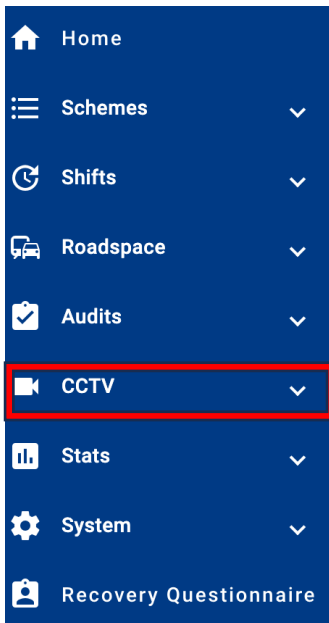
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Accessing the System and finding CCTV

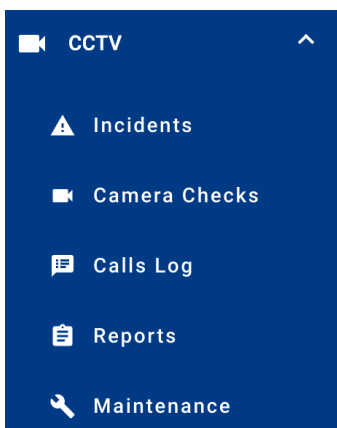
1. Log into the application using the following link:

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

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



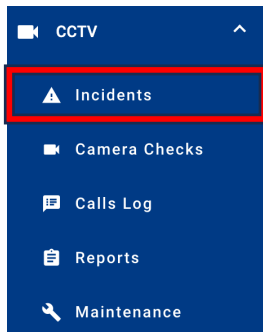
3. This will reveal the CCTV areas within the application. With an account that has CCTV operator permissions these areas will all be accessible with the acceptance of the maintenance field that is configured by admin users



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.

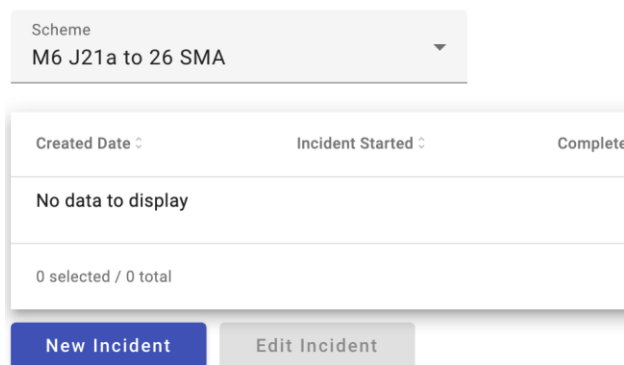
Recording Incidents

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

CCTV Incidents

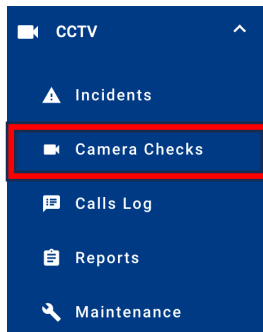
A screenshot of the 'CCTV Incidents' form. At the top, there is a dropdown menu labeled 'Scheme' with the selected value 'M6 J21a to 26 SMA'. Below this is a table with three columns: 'Created Date', 'Incident Started', and 'Complete'. The table is currently empty, displaying 'No data to display'. Below the table, there is a status indicator '0 selected / 0 total'. At the bottom of the form, there are two buttons: 'New Incident' (in blue) and 'Edit Incident' (in grey).

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)

A screenshot of four buttons from the incident form. From left to right: a blue button labeled 'Save', a white button with a grey border labeled 'Show Missing', a grey button labeled 'Complete', and a white button with a grey border labeled 'Cancel'.

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

A screenshot of the camera check interface. At the top, there are two buttons: 'Complete Check' (grey) and 'Report Issue with Camera' (red). Below is a table with five columns: 'Camera Number', 'Camera On', 'Pan/Tilt', 'Zoom', and 'Road Clear'. The first row is for 'Camera 1'. Under 'Camera On', 'Pan/Tilt', 'Zoom', and 'Road Clear', there are 'Yes' and 'No' radio button options. The 'Yes' buttons are highlighted in pink.

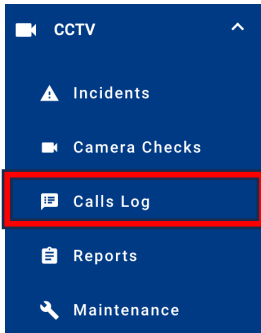
5. If no is selected for one of the questions this will allow the operator to enter the detail of the specific issue. The details noted on the fault will be reported when the camera reports are generated. Select save to complete.

A screenshot of the 'Camera Fault' report form. The form has a title 'Camera Fault' and a toggle switch for 'Report Issue'. Below the toggle are four input fields: 'Camera Number with Fault*' (a dropdown menu), 'Reported to Whom?*', 'Company Reported To*', and 'Comments*' (a text area with a slash icon). At the bottom of the form are two buttons: 'Cancel' (red) and 'Save' (blue).

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.

A screenshot of a call form with the following fields: 'Call From:' containing 'Role*' (a dropdown menu) and 'Name*'; 'Call To:' containing 'Name*', 'Incident Report Number*', and 'Collar Number*'; 'Report / Action' containing 'Report or Action*'; and a 'Save Call Record' button at the bottom.