

Initial Account Setup Guide

1. Introduction

The GoCam admin account provides Geotab resellers the ability to manage customers and their SmartWitness devices. It also allows customers to add, edit, or create reports for devices. It's a tool that gives resellers complete access to their customers' devices and gives access to the customer's database.

2. Documents required before registration

- [SLA](#)
- [Reseller Agreement](#)
- [W9](#)
- [CRT-61](#)
- [Personnel Worksheet](#)
- [Credit Application](#) (required for credit terms)

Send all completed documents to your designated account manager. If you are unsure who your account manager is, please send to gocam@smartwitness.com

3. Registration

For registration, please first complete [this form](#). Once you are added into the system, you will be emailed login info to access GoCam. SmartWitness suggests using a general company email address rather than an individual's email address for accessibility purposes.

For example: info@abctrucking.com

*Please note this process can take up to 48 hours

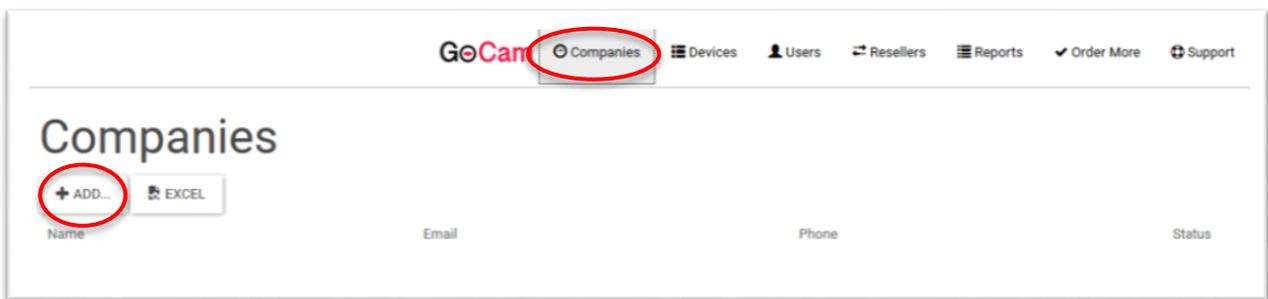
Once the form is received, a member of tech-support will send login credentials.

*Please note: Due to security purposes the password can only be reset by SmartWitness tech-support.

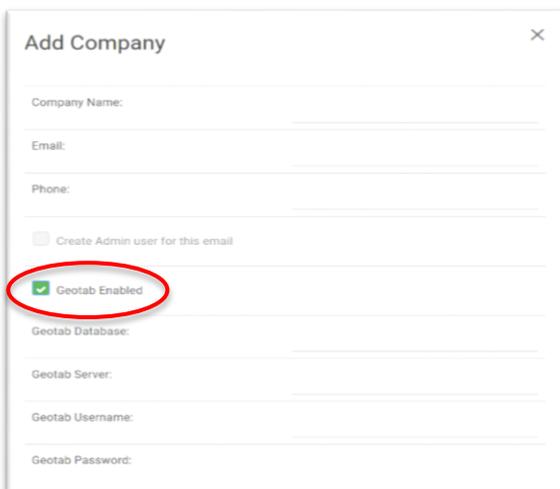
4. Login to GoCam Admin Portal: <https://gocamadmin.smartwitness.com>

5. Setup customers under companies tab

*Please note: Companies must be created before SmartWitness devices can be shipped to customers

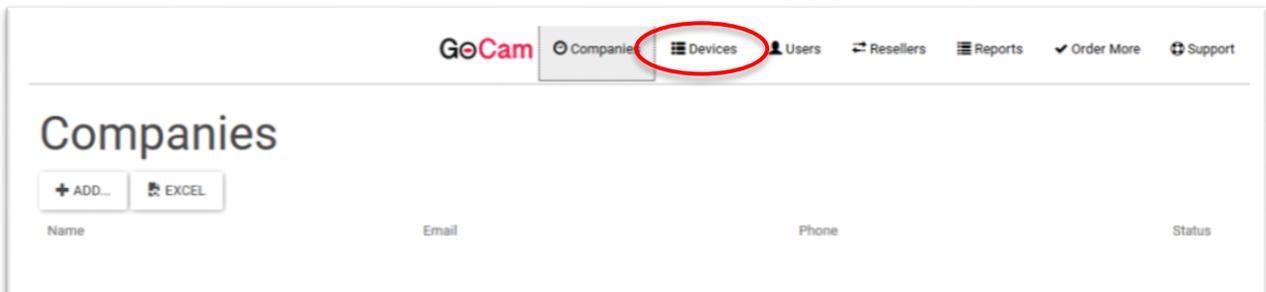


- Step 1: Click on the **Companies** tab
- Step 2: Click on **ADD**
- Step 3: Fill in the information as requested.
Click **Geotab Enabled** if the customer has Geotab GO devices
 - Geotab server is always *my.geotab.com*

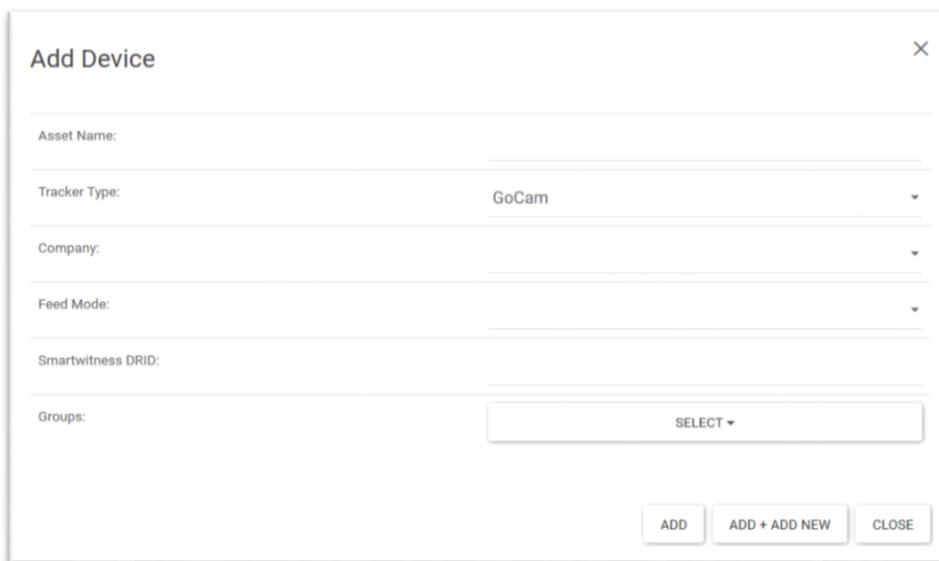


← Enter Geotab database ID information for customer here

6. Add Customer Devices

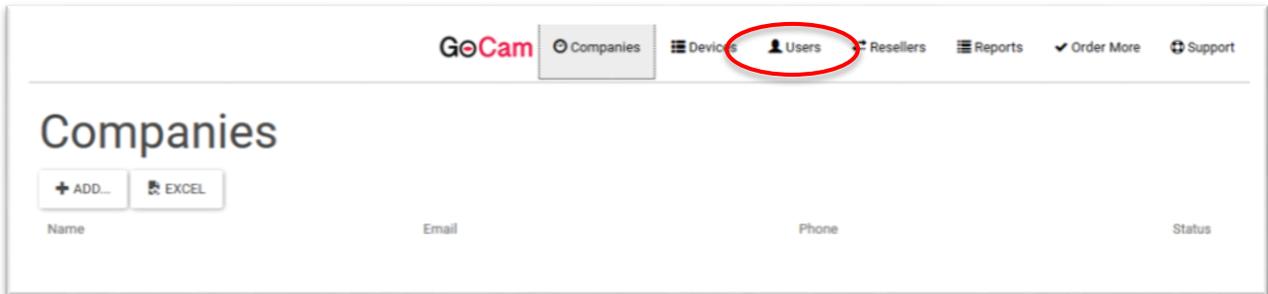


- Step 1: Click on **Devices**
- Step 2: Click **Add** or **Import**
 - The import feature allows you to input multiple devices at once

A screenshot of the 'Add Device' form in the GoCam web application. The form has a title 'Add Device' and a close button (X) in the top right corner. It contains several input fields: 'Asset Name:', 'Tracker Type:' (with a dropdown menu showing 'GoCam'), 'Company:' (with a dropdown menu), 'Feed Mode:' (with a dropdown menu), 'Smartwitness DRID:', and 'Groups:' (with a dropdown menu showing 'SELECT'). At the bottom of the form, there are three buttons: 'ADD', 'ADD + ADD NEW', and 'CLOSE'.

- Step 3: Fill in the device information
 - Tracker type = **GoCam**
 - Feed mode = **Database** if client *only* has SmartWitness cameras
 - Feed mode = **Geotab** if client has SmartWitness cameras and GO devices
- Step 4: Assign the device to the customer

7. Add users for each customer (company)

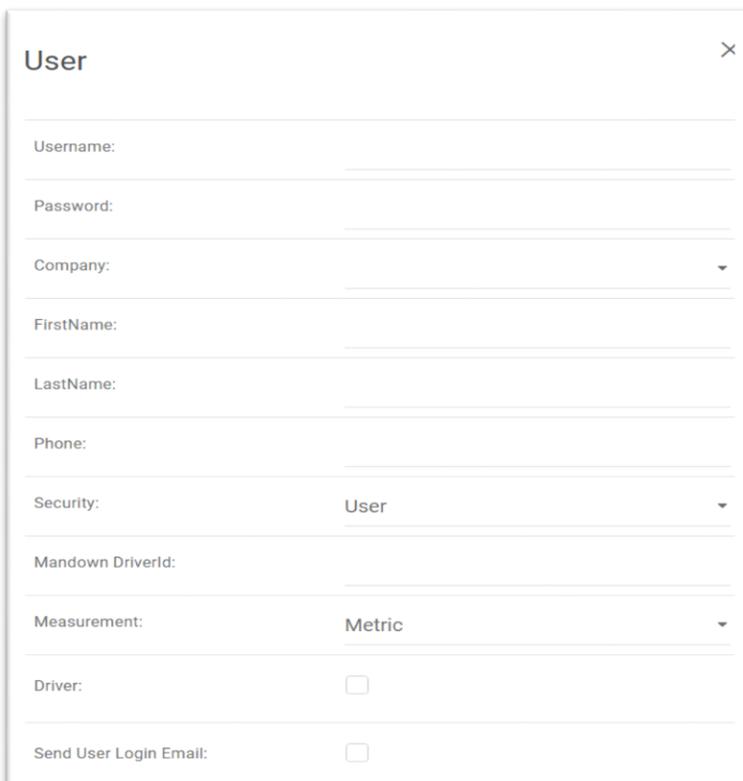


Step 1: Click on the **Users** tab

Step 2: Click on **Add**

Step 3: Fill in the info required and assign the user to the respective company/customer

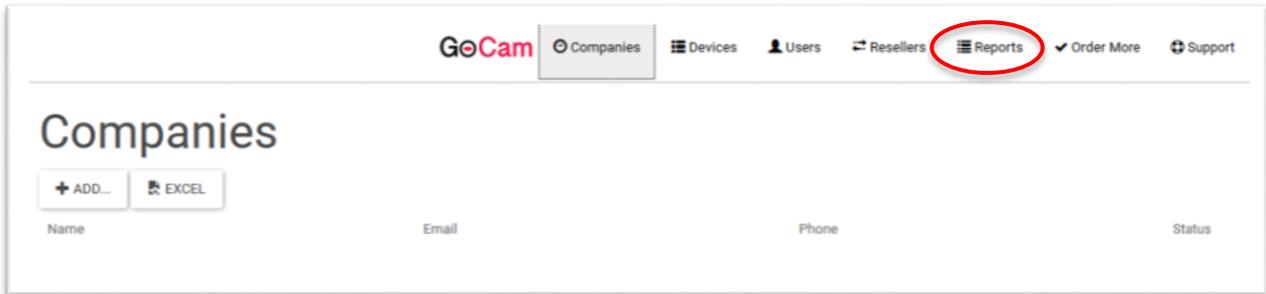
Step 4: Check the box labeled **“send user login email”** to send the user a notification email with their login information.



The screenshot shows the 'User' form in the GoCam web interface. The form has a title 'User' and a close button 'X'. The form fields are:

- Username:
- Password:
- Company:
- FirstName:
- LastName:
- Phone:
- Security:
- Mandown DriverId:
- Measurement:
- Driver:
- Send User Login Email:

8. Create reports

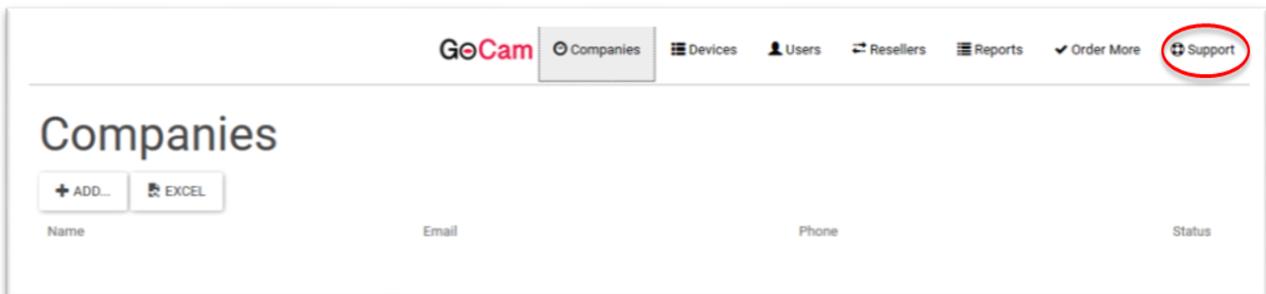


Step 1: Click on the **Reports** tab

Step 2: Choose the desired tab

Step 3: Click **Excel** to produce the report

9. Contact support through the respective tab



Link for additional information:

Geotab Marketplace:

<https://marketplace.geotab.com/full-section/solutions/smartwitness>

SmartWitness Support Page: <https://support.smartwitness.com/support/home>

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