



Admin Guide

Outline

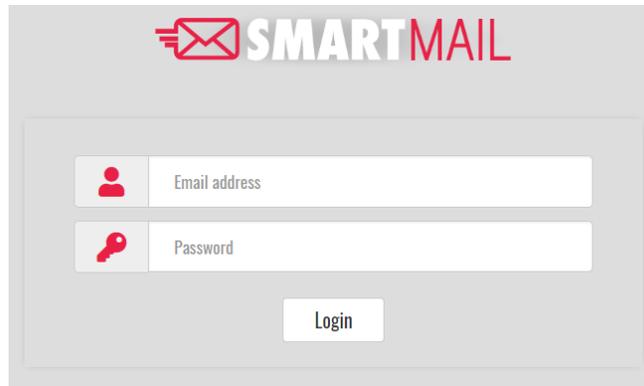
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1. Introduction

SmartWitness has established a new solution that facilitates data transmission in order to provide fleet's managers with an ability to easily monitor their devices. SmartMail is considered to be a practicable video management platform that allows users to simply view and address all the safety critical events. Safety-critical events will be emailed instantly to fleet's managers and any other authorized recipients. Additionally, authorized Admins will be given access to a web application to view all events from their vehicle fleet and deal with them accordingly. The following guide will walk through the SmartMail Admin experience.

a. Portal Login

- Open the following URL to launch SmartMail in your browser:
www.smartmail2.com
- Use the provided account credentials to login. You may need to contact SmartWitness or your reseller for login details.

The image shows a screenshot of the SmartMail Admin Login interface. At the top, there is a logo consisting of a red envelope icon with three horizontal lines to its left, followed by the text "SMARTMAIL" in a bold, sans-serif font. Below the logo is a login form with a light gray background. The form contains two input fields: the first is labeled "Email address" and has a red person icon to its left; the second is labeled "Password" and has a red key icon to its left. Below these two fields is a white "Login" button with a gray border.

Admin Login

2. Portal Overview

a. Home

A dashboard that will list all the registered events within at the glance graphical presentation of different statistics such as Active Today, Critical Events, To Review and Completed. Home tab provides an ability to review events up to the past 30 days, and it provides a simple way to access events in order to review and manage the occurred events.

Client	Event type	Event time	Vehicle
	Shock	2018-09-14 10:00:28	10
	Shock	2018-09-14 09:48:39	29
	SevereShock	2018-09-14 08:44:26	32
	Shock	2018-09-14 08:38:08	27
	SevereShock	2018-09-14 08:19:48	29
	SevereShock	2018-09-14 08:10:18	10
	SevereShock	2018-09-14 08:09:17	10
	Shock	2018-09-14 07:20:51	27
	Shock	2018-09-14 04:30:15	9
	Shock	2018-09-14 03:42:20	29
	Shock	2018-09-14 03:21:34	32
	SevereShock	2018-09-14 02:25:22	32
	Shock	2018-09-14 02:16:06	32

Portal Home

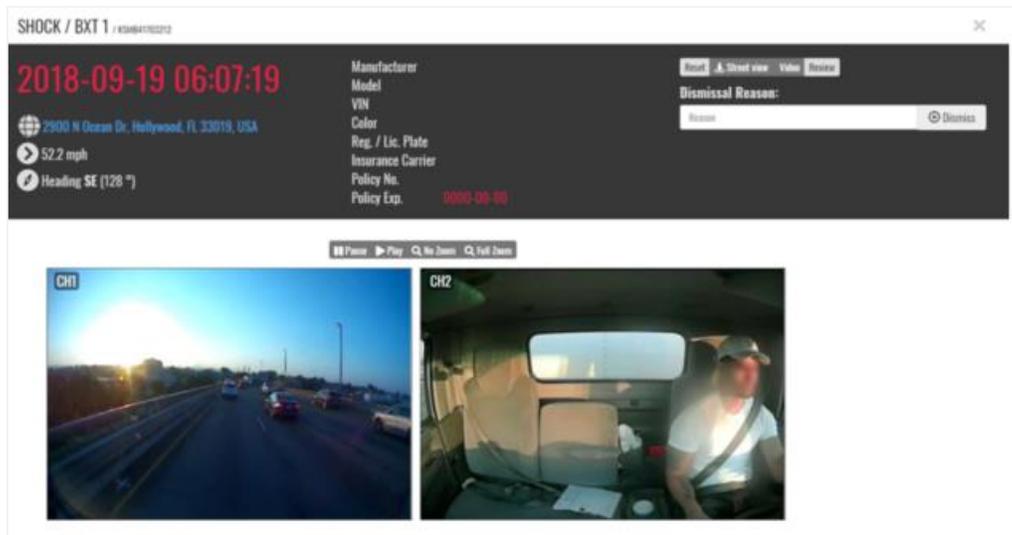
SmartMail home gateway summarizes certain measures as follows:

- **Active Today:** lists the current active devices up to time of view.
- **Critical Events:** lists Panic, Shock & Severe Shock events.
- **To Review:** lists all the events that are marked as "Review".
- **Completed:** lists all the events that were reviewed and checked.

ACTIVE TODAY	CRITICAL EVENTS	TO REVIEW	COMPLETED
9	9	0	0

NOTE: If the incident analysis is urgent, the SD card can be retrieved from the device and reviewed on a PC. (SmartWitness Analysis software is available for free download at support.smartwitness.com).

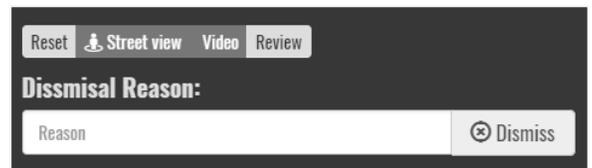
All the listed events are executable, where a summary window will open up that holds a low resolution video preview of an event. Admins have the ability of dismissing events with a reason note attached or request a 20 seconds full HD footage.



Event Summary

SmartMail provides the ability to retrieve the original footage.

- Click on **Video** tab.
- If the device is offline, requests will be queued until the next time the device comes online.



Events can be marked as **Dismissed** by specifying a dismissal reason, or they can be marked as **Reviewed** after adding comments. This helps in filtering out the events and allocate them easily.



- Dismissed events will be allocated under **Dismissed** tab.
- Reviewed events will be allocated under **Reviewed** tab.

To dismiss an event:

- Select an event.
- Type a provide a reason.
- Click on **Dismiss** tab.

Dismissal Reason:

Reason

All dismissed events will be accessible through **Dismissed** tab.

The dashboard shows the following statistics:

- ACTIVE TODAY: 3
- CRITICAL EVENTS: 2
- TO REVIEW: 0
- COMPLETED: 0

Navigation: New Events, Reviewed, Completed, Dismissed (selected), Today, 7 days, 30 days

Client	Event type	Event time	Vehicle
SHOCK / CRX	PanicButton	2018-09-10 11:10:08	CP4
SHOCK / CRX	PanicButton	2018-09-10 11:05:22	CP1
SHOCK / CRX	Brake	2018-09-10 11:05:09	CP2

Dismissed Events

To review an event:

- Select an event.
- Click on **Review** tab.
- A new tab will open-up for specifying comments.

SHOCK / CRX

2018-09-10 11:22:56 1018 Lunt Ave, Schaumburg, IL 60193, USA 0.0 mph

Write a comment:

Comment

Event actions:

Reason

Review - Comments

All reviewed events will be accessible through **Reviewed** tab.

The SMARTMAIL dashboard features a top navigation bar with 'Home', 'Vehicles', and 'Reports' on the left, and 'Settings', 'Admin', and a user profile on the right. Below the navigation bar are four summary cards: 'ACTIVE TODAY' (0), 'CRITICAL EVENTS' (2), 'TO REVIEW' (0), and 'COMPLETED' (0). A filter bar below these cards shows 'New Events', 'Reviewed' (selected), 'Completed', and 'Dismissed'. On the right of the filter bar are time range options: 'Today', '7 days', and '30 days'. A table below the filter bar displays reviewed events.

Client	Event type	Event time	Vehicle
SHOCK	Shock	2018-09-10 11:22:56	CRX
SHOCK	Shock	2018-09-10 11:03:28	CP2

Reviewed Events

SmartMail provides a satellite view of the event's location.

- o Select an event.
- o Click on **Street View** tab. 
- o A satellite image will show up.

The event details page for 'SHOCK / CRX / 0014E71C35B7' displays the event time '2018-09-10 11:22:56' in large red text. Below the time are location details: '1018 Lunt Ave, Schaumburg, IL 60193, USA', '0.0 mph', and 'Heading N (0 °)'. To the right, a list of vehicle details includes Manufacturer, Model, VIN, Color, Reg. / Lic. Plate, Insurance Carrier, Policy No., and Policy Exp. (0000-00-00). A 'Test' alert is shown with the user 'mwcdemo Admin / 2018-09-17 10:41:44'. A 'Street view' tab is selected, showing a street view image of the location. The street view image shows a street named 'LUNT AVE' with a building on the left and a parking lot on the right. The Google logo is visible in the bottom left corner of the street view image.

b. Vehicles

Vehicles feature summarizes all the devices with their corresponding current status and last contact time. Through Vehicles gateway, users can get a full HD video, view media history, device log and remotely SD card(s) format option.

Client	Name	DRID	Last contact	Status	Since
	Hino 388	KSMB01700438	2018-09-17 15:12:25	ONLINE	
	Hino 593	KSMB01700573	2018-09-17 15:25:08	ONLINE	
	Penske #183684	KSMB01700445	2018-09-17 15:34:09	ONLINE	
	FLB-003	KSMB01700580	2018-09-17 10:32:07	OFFLINE	Since 05:44:17
	FLT - B	KSMB01700088	2018-09-17 02:16:41	OFFLINE	Since 13:53:54
	FLT - C	KSMB01700572	2018-09-17 05:18:08	OFFLINE	Since 10:52:27
	FLT - OF	KSMB01700575	2018-09-08 18:37:31	OFFLINE	Since 21:33:04
	Hino 068	KSMB01700929	2018-09-17 15:18:15	OFFLINE	Since 00:52:20
	Hino 101	KSMB01700726	2018-09-17 13:17:21	OFFLINE	Since 02:53:14
	Hino 374	KSMB01700576	2018-09-13 19:22:13	OFFLINE	
	KWT - A	KSMB01700064	2018-09-06 21:25:32	OFFLINE	Since 25:45:03

Vehicle Summary

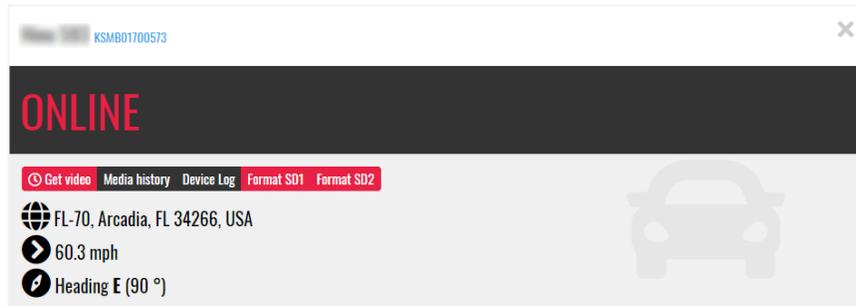
Vehicl gateway shows graphical icons which summarizes the current condition of all the devices.

- **Check Settings:** an executable icon that lists all the devices that did not report driving behavior events for 7 days and more.
- **Check Device:** an executable icon which lists all the devices that stopped reporting data to SmartMail portal without accomplishing the proper device shutting down process.
- **Media Error:** an executable tab that lists devices with SD card issue.
 - This feature allows users to remotely format the defective SD card by selecting the SD card number.

Name	DRID	Last contact	Format
	T1MA51600105	2018-09-17 14:35:22	SD1 SD2
	T1MA51600214	2018-09-17 11:34:08	SD1 SD2

All the listed vehicles are clickable which facilitates user's interaction with the highlighted device.

- Select the desired device in order to view it.
- Vehicle's summary window will open-up which provides device DRID, current status, location, speed and heading direction.



Vehicle Summary

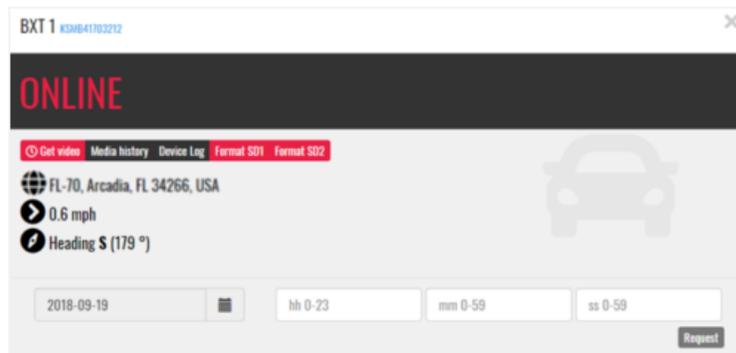
This feature provides different executable tabs which helps users to request full HD video of a certain time and date stamp, retrieve a media history, device logs and format the faulty SD card remotely.



- Get Video:

SmartMail portal allow users to request videos within certain date and time stamp as follows:

- Click on **Get Video** tab.
- Adjust the desired date & time.
- The video will be viewed under the **Media History** tab. It can be viewed from **Reports/Camera** too.
- All the requests footages will be labeled as "User Request". Otherwise, it will be labeled as "Auto Upload".



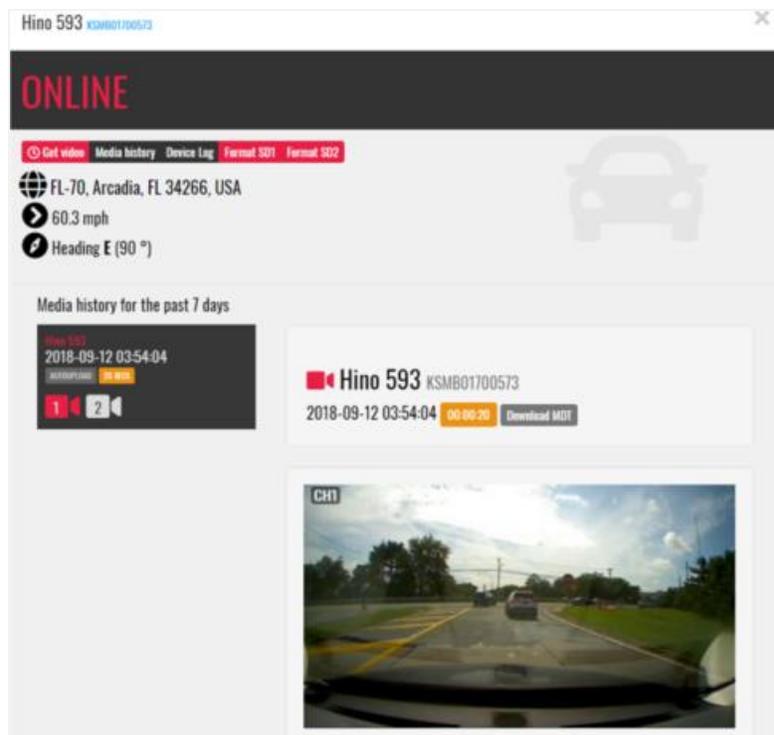
Get Video Feature

NOTE:

- ❖ **Once the Admin clicks on Request tab the following message will show up for an accurate Admin request: “Video request has been successfully submitted”.**
 - ❖ **The device will respond to the video request only if it’s online, otherwise the request will be queued until it connects. It will take maximum of 10 minutes to receive the requested footage.**
- **Media History:**

Media History feature lists a summary of all the received video requests for a quick review for the past 7 days.

 - Click on **Media History** tab.
 - A list of all media requests will be provided.
 - Select the desired footage.
 - Choose camera to retrieve the footage (Only with multiple camera systems).



Media History Feature

- Device Log:
 - Summarizes all the detected events by the camera with the corresponding headings, speed and time stamp.
 - Click on **Device Log** tab.

Hino 101 KSM0700726

ONLINE

Get video Media history **Device Log** Format SD1 Format SD2

FL-70, Arcadia, FL 34266, USA

60.3 mph

Heading E (90 °)

Event	Heading	Speed (mph)	Time
Shock	Heading NW (322 °)	20.5	2018-09-19 14:24:29
Shock	Heading W (270 °)	33.6	2018-09-19 14:13:42
Shock	Heading NW (312 °)	0.6	2018-09-19 14:09:30
Shock	Heading E (90 °)	34.8	2018-09-19 13:10:46
Shock	Heading SE (153 °)	33.6	2018-09-19 12:49:51
IgnitionOn	Heading W (277 °)	1.2	2018-09-19 12:45:52
IgnitionOff	Heading E (97 °)	1.9	2018-09-19 12:36:23
DeviceInitialized	Heading NE (34 °)	0.0	2018-09-19 12:35:16
IgnitionOn	Heading N (0 °)	0.0	2018-09-19 12:33:56

Device Logs

- Format SD1/SD2:
 - SD card format feature indicates the defective SD card and provides the user with an ability to format the SD card remotely in order to insure camera's functionalities.

c. Reports

I. Camera

Admin can view all the occurred events, and video request as follows:

- Click on **Reports** tab.
- All the retrieved HD footages will be listed with the corresponding date and time stamp.
 - The footage can be downloaded as MP4 or MDT file version.

NOTE: MDT files are accessible only via the software analysis tool that is being provided from SmartWitness for free.

The screenshot displays the 'Reports - Camera' interface in the SmartWitness application. The top navigation bar includes 'Home', 'Vehicles', 'Reports', 'SMART MAIL', 'Settings', 'Admin', and a user profile icon. The main content area is titled 'Media history' and features a filter dropdown set to 'Nothing selected', date range filters for 'From 2018-09-24' and 'To 2018-10-01', and a 'Get Media' button. A list of media items is shown on the left, each with a device ID, timestamp, and playback controls. The selected item is a video from '71 Express' (KSMB31800636) recorded on 2018-10-01 at 11:50:21, with a duration of 00:00:20 and a 'Download MDT' button. The video player shows a first-person view from a vehicle's dashboard, driving on a road under a bridge. The video title is 'CH1'. The player controls at the bottom show a progress bar at 0:00 / 0:20, along with volume, full screen, and settings icons. The footer contains the SmartWitness logo, 'Powered by Smart API | © 2018 SmartWitness Ltd', and 'Metrics: Miles | Timezone: GMT -05:00'.

Reports - Camera

II. Event History

This feature will list all the events that occurred for a certain selected vehicle within a predefined range and a filtering mechanism.

Graphical statistics will be presented upon the specified date range.

Event history

Vehicle: 11 | From: 2018-08-27 | To: 2018-10-01

Shock
 AlarmIn
 Panic Button
 Severe Shock

29 shock
 0 alarm in
 0 panic button
 0 severe shock

Device name	Event Type	Speed (mph)	Event Time
11	SHOCK	1.9	2018-09-29 09:11:03
11	SHOCK	3.1	2018-09-28 14:46:24
11	SHOCK	6.8	2018-09-27 12:06:14
11	SHOCK	1.9	2018-09-27 11:32:53
11	SHOCK	1.9	2018-09-26 14:35:14
11	SHOCK	5.6	2018-09-26 12:02:30
11	SHOCK	3.1	2018-09-26 08:35:54
11	SHOCK	3.7	2018-09-26 08:13:41
11	SHOCK	1.9	2018-09-25 16:02:03
11	SHOCK	6.2	2018-09-25 09:34:20
11	SHOCK	3.1	2018-09-24 12:30:19
11	SHOCK	0.6	2018-09-24 10:45:12
11	SHOCK	11.2	2018-09-24 10:22:44

SHOCK / 11 / KSMB31801799

2018-09-28 14:46:24

Jackie Robinson Pkwy, Brooklyn, NY 11208, USA
 3.1 mph
 Heading NW (313 °)

Manufacturer
 Model
 VIN
 Color
 Reg. / Lic. Plate
 Insurance Carrier
 Policy No.
 Policy Exp. 0000-00-00

Dismissal Reason: Reason [Dismiss]

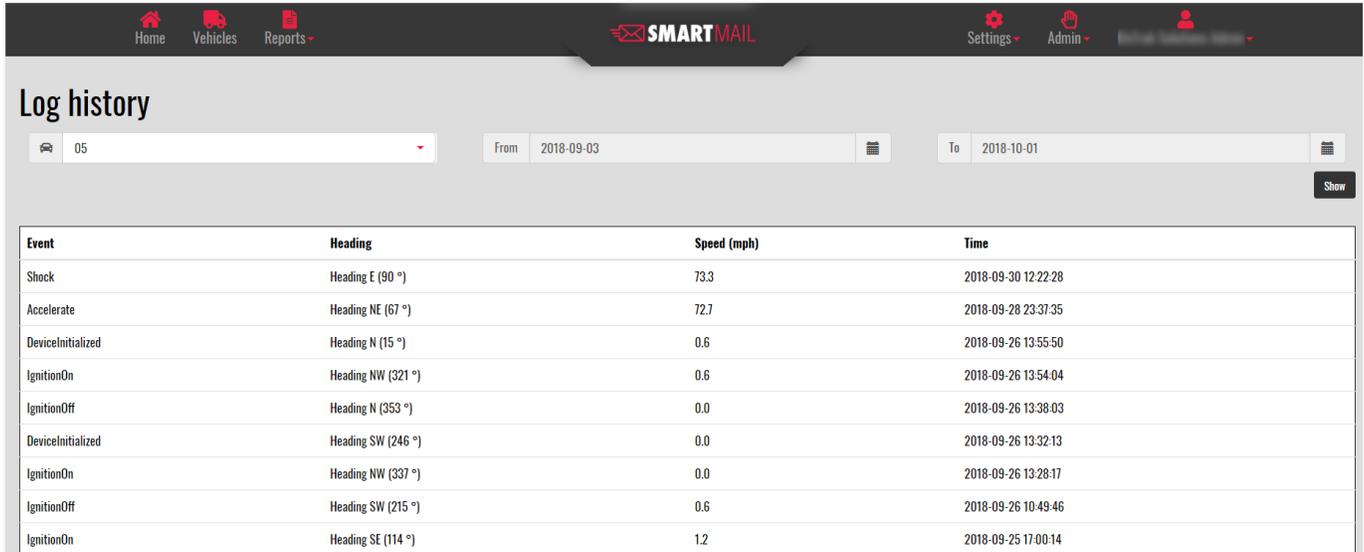
CH1 CH2

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 Metrics: Miles | Timezone: GMT -05:00

Event History

III. Log History

This feature will provide a list of a certain camera history within a predefined date range, that shows all the dedicated events such as (ignition ON/OFF, device ON/OFF and G-sensor events).

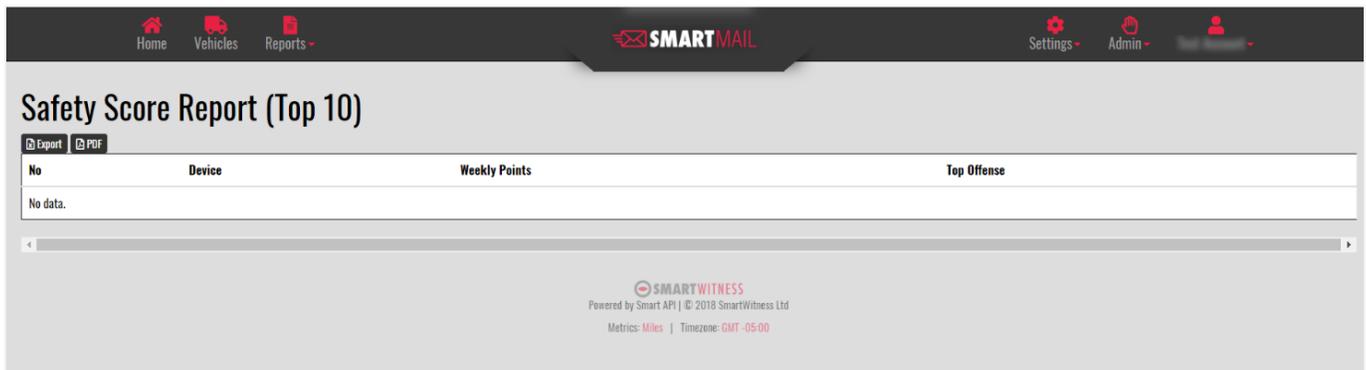


Event	Heading	Speed (mph)	Time
Shock	Heading E (90 °)	73.3	2018-09-30 12:22:28
Accelerate	Heading NE (67 °)	72.7	2018-09-28 23:37:35
DeviceInitialized	Heading N (15 °)	0.6	2018-09-26 13:55:50
IgnitionOn	Heading NW (321 °)	0.6	2018-09-26 13:54:04
IgnitionOff	Heading N (353 °)	0.0	2018-09-26 13:38:03
DeviceInitialized	Heading SW (246 °)	0.0	2018-09-26 13:32:13
IgnitionOn	Heading NW (337 °)	0.0	2018-09-26 13:28:17
IgnitionOff	Heading SW (215 °)	0.6	2018-09-26 10:49:46
IgnitionOn	Heading SE (114 °)	1.2	2018-09-25 17:00:14

Log History

IV. Safety Score

In order to enhance the driving behavior, safety score feature allows users to review the registered events and tag them with a predefined reason.



No	Device	Weekly Points	Top Offense
No data.			

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Metrics: Miles | Timezone: GMT -05:00

Safety Score

d. Portal Management - Settings

i. Devices

Devices tab will list a summary of all the assigned devices within a certain fleet.

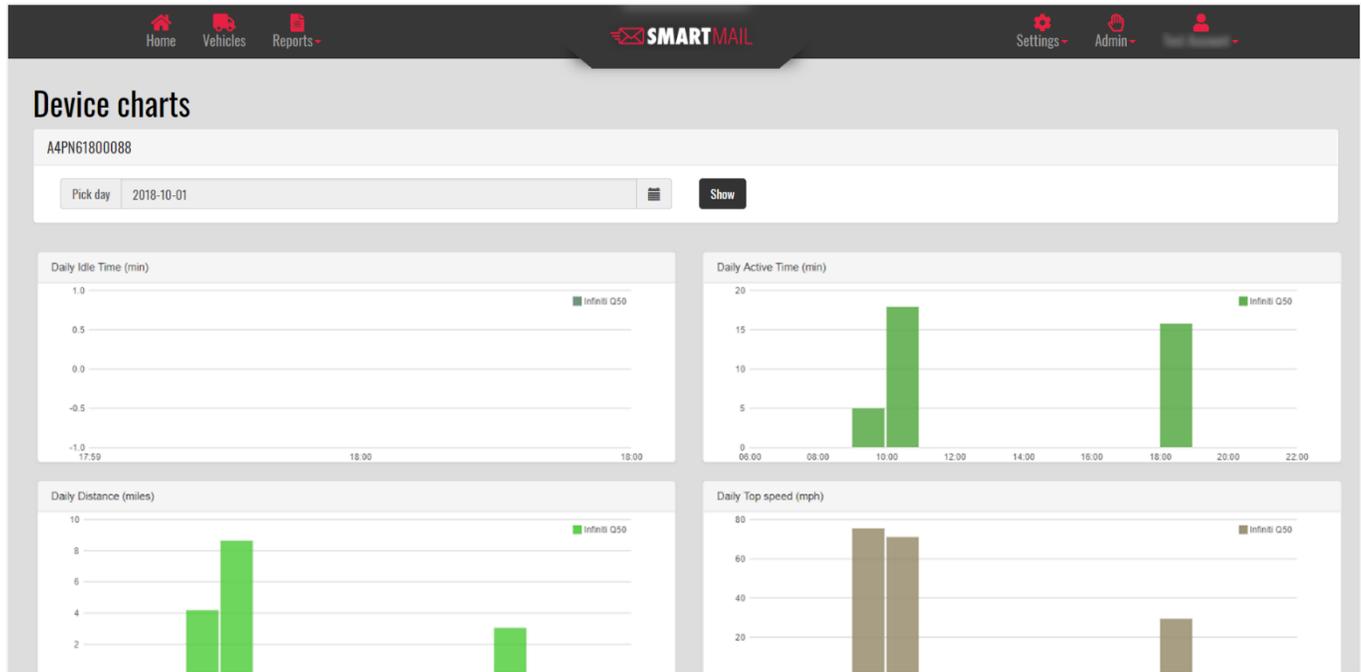
Admin can view charts for daily activities, edit device information and adjust the PM settings as follows.

#	Client	Name	DRID	Serial number	Model	Fleet	Status	
1	Test	Jeep	T1MA51600985	T1SS51600095	CP1	SmartMail Demo Account	Installed	ACTIVE   
2	Test	Larry Demo	K2MBX1401230	b2yxl1401382	KP1	SmartMail Demo Account	Installed	ACTIVE   
3	Test	C65620082380	T1MCX1500027	T1CSX1500003	CP1	SmartMail Demo Account	Installed	ACTIVE   
4	Test	SWBG bench	T4MA91700217	M4TD91700015	CP4		Assigned	ACTIVE   
5	Test	SW CP4	T4MC51700167	M4BS51700091	CP4		Installed	ACTIVE   
6	Test	A4PN61800088	F4MP61800040	A4PN61800088	CP2		Installed	ACTIVE   
7	Test		T1MCX1500010	T1CSX1500018	CP1		Installed	ACTIVE   

Settings Management - Devices

Admin can view at the glance graphical charts as follows:

- o Click on **Show Charts** tab.
- o Select the desired day to view.



Device Charts

Admin can edit the device information as follows:

- Click on **Edit Device** tab.
- The following window will open up.



Edit Device

Admin can manage vehicle's service and PM as follows:

- Click on **Device PM** tab.
- The following window will open up.



Device PM

ii. Fleets

Admin can view a list of all the fleets created under his portal, and create new fleet to assign devices into, or edit an already existed fleet as follows.

#	Name	Devices	Users	Created on	Status	
1	SmartMail Demo Account	6	24	2017-04-06 22:19:40	ACTIVE	Edit
2	TESTING	0	0	2018-03-12 14:32:36	ACTIVE	Edit

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Metrics: Miles | Timezone: GMT-05:00

Settings Management - Fleets

iii. Alerts

Admin can view a summary list of all the assigned alerts as follows:

- Click on **Alerts** tab.

#	Name	Events	Users	Devices	Fleets	Created on	Status	
1	Jeeb Alerts	Shock	TEST ACCOUNT	LEXUS GX470		2018-03-13 18:52:44	INACTIVE	Edit
2	Panic Alert	PanicButton			SMARTMAIL DEMO ACCOUNT	2017-04-06 22:28:52	ACTIVE	Edit
3	All	IgnitionOn, Shock, PanicButton	SW SALES		SMARTMAIL DEMO ACCOUNT	2017-05-05 18:09:05	ACTIVE	Edit
4	High G-Force Event	Shock	SMARTWITNESS TEST			2017-05-16 21:43:25	ACTIVE	Edit
5	DemoBox	IgnitionOn, Shock, PanicButton	SMARTWITNESS TEST			2017-05-16 22:07:06	ACTIVE	Edit
6	DemoBox1	IgnitionOn	SMARTWITNESS TEST			2017-05-16 22:09:33	ACTIVE	Edit
7	Larr Demo	PanicButton	LARRY CHIN	LARRY DEMO		2017-06-21 13:42:31	ACTIVE	Edit
8	SmartMail Panic	PanicButton	MARC LONSON	INFINITI Q50		2017-07-10 16:41:49	ACTIVE	Edit
9	Locusgps Alert	Shock, PanicButton	TEST ACCOUNT		SMARTMAIL DEMO ACCOUNT	2017-08-31 17:42:39	ACTIVE	Edit
10	Jeep Alerts	Shock, PanicButton, SevereShock	ANDREA MIRSCHER	JEEP		2017-09-21 09:40:35	ACTIVE	Edit

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Metrics: Miles | Timezone: GMT-05:00

Settings Management - Alerts

Admin can edit or create new alerts and assign them to certain users and devices as follows.

- Click on **New Alert** tab.
- The following window will open up, the Admin can adjust the alerts for certain devices and users.

New Alert setup

Alerts

Test Account

Timezone America/Los_Angeles

4 items selected

Weekday Mo Tu We Th Fr Sa Su

Ignition On

OR

Shock

Panic Button

AlarmIn

Severe Shock

Video delivery

Save

Alert Setup

iv. Safety Score

This feature facilitates event management and filtering mechanism. Users can create a safety score trigger upon their wish, and provide a score value that ranges between (0~10) which indicates the overall impact of the event.

To create safety scores:

- Select **Safety Score** from Settings tab.
- The following window will open up.
- Click on **Add New Scoring type** tab.

Home Vehicles Reports SMARTMAIL Settings Admin Profile

Safety Score Settings

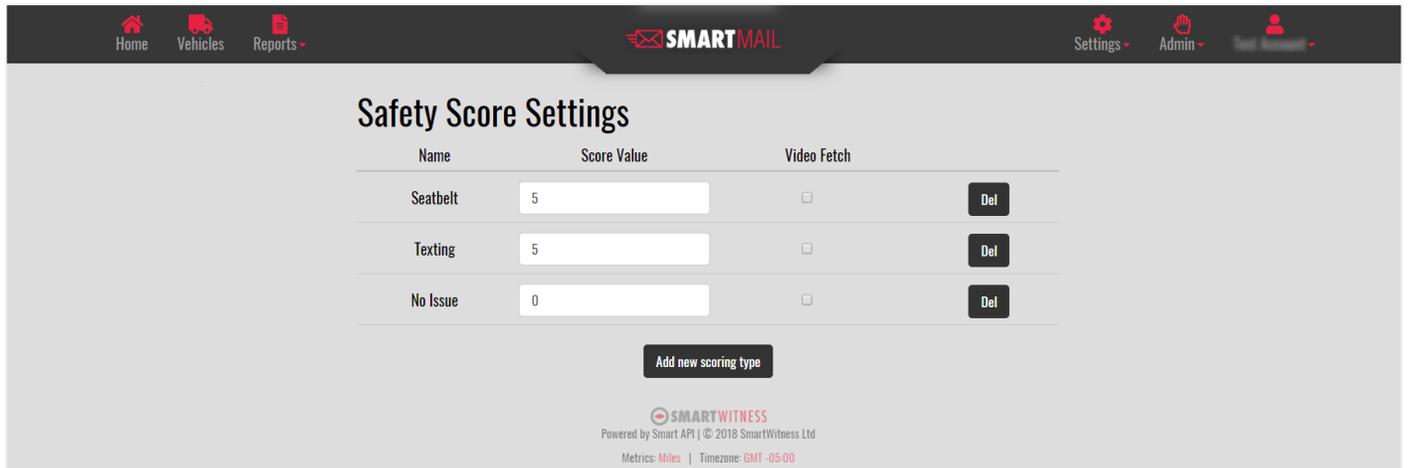
Name	Score Value	Video Fetch
------	-------------	-------------

Add new scoring type

SMARTWITNESS
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Metrics: Miles | Timezone: GMT -05:00

Safety Scoring

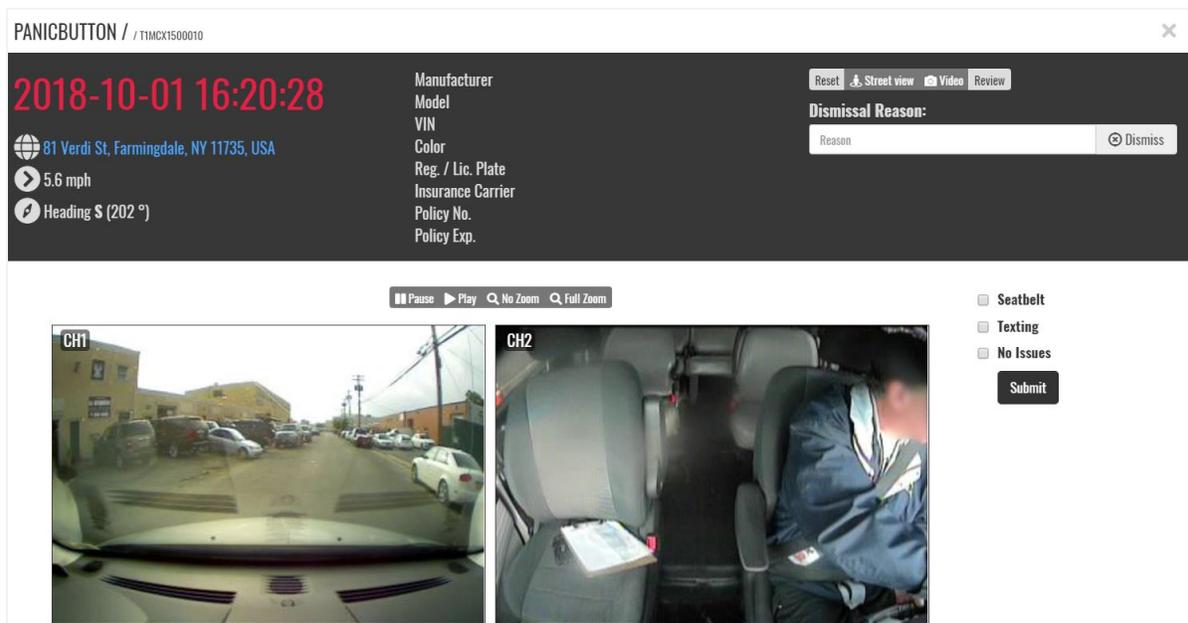
- Specify the type name, provide a score value.
- If **Video Fetch** feature is enabled, this indicates that the corresponding full HD footage will be requested automatically.



Safety Types

Once the safety types are being created and saved, they will start populating on all the regretted events on SmartMail portal.

This will help the user to easily manage events by enabling the desired safety type after reviewing the footages.



Safety Examples

To generate safety score summary:

- Select the event that needs to be reviewed for safety proposes.
- Choose one/multiple of the **Safety Types** that are listed within the event.
- Click on **Submit** tab.

- Events will be listed at **Reviewed** tab in order to be reviewed by authorized employees to enhance the overall driving behavior.

e. Admin Privileges

i. Users

Admin can view, edit and add new users and assign them within certain fleet and devices as follows:

- Select **Users** from **Admin** tab.
- The following window will open up that list the user's contact information.

#	First name	Last name	Email	Role	
1	Test	Account	123@smartmail.com	Manager	
2	TestUser	Test User	123123@smartmail.com	User	
3	Test	Test	123@smartmail.com	Manager	
4	TestUser	Test	123@smartmail.com	User	
5	Test	Test	123@smartmail.com	User	

Admin Privileges - Users

Admin can modify an already existed user by clicking on **Edit Device** tab, or add new user as follows.

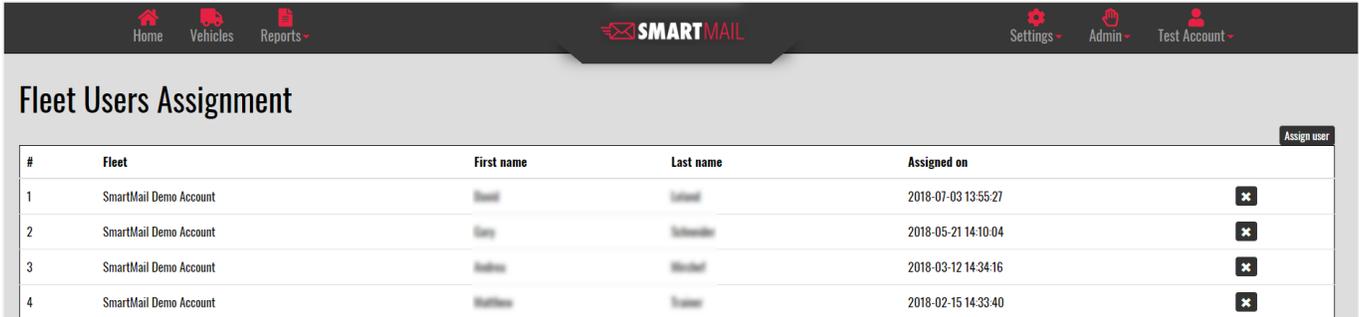
- Click on **New User** tab.
- The following window will open up.
- Fill the requirements and specify the user role and permissions.

New User

ii. Fleet Users

Admin can view a list of all the assigned users into certain fleets, or assign recently created user to an existed fleet.

- Select **Fleet Users** from **Admin** tab.
- The following window will open up.



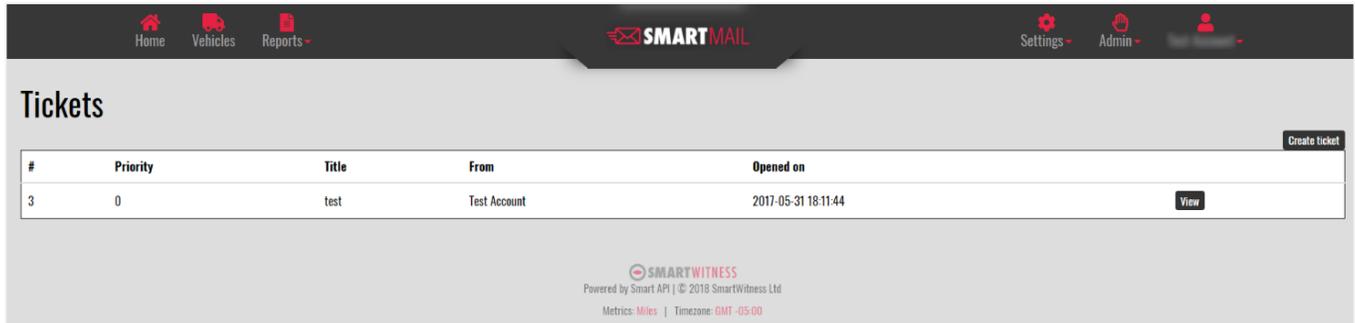
#	Fleet	First name	Last name	Assigned on	
1	SmartMail Demo Account	David	Johnson	2018-07-03 13:55:27	View
2	SmartMail Demo Account	Greg	Schneider	2018-05-21 14:10:04	View
3	SmartMail Demo Account	Andrew	Ward	2018-03-12 14:34:16	View
4	SmartMail Demo Account	Matthew	Travis	2018-02-15 14:33:40	View

Admin Privileges – Fleet Users

iii. Support - Tickets

Admin can issue tickets regarding if technical support is needed as follows:

- Select **Tickets** from **Admin** tab.
- The following window will open up.



#	Priority	Title	From	Opened on	
3	0	test	Test Account	2017-05-31 18:11:44	View

Admin Privileges - Tickets Support

Admin can create new ticket by clicking on **Create Ticket** tab.

Open a ticket

title Network Loss

Comment: TEST Message

Priority Normal

Test Account

SmartMail Demo Account

Save

New Ticket

3. Email Alert Sample

Users will receive an email alert notification as shown below.

- The subject of the email will indicate the vehicle/device name, event type and time & date stamp.
- The email message will include more detailed information.

Hyundai Santa Fe > PanicButton > 2017-06-18 00:03:22

Vehicle ID	Hyundai Santa Fe
Driver ID	
Event Type	PanicButton
Event Local Time	2017-06-18 00:03:22
Event Time GMT	2017-06-18 05:03:22
URL	View Event

Email Alert Notification

- The included URL will present 6 seconds (3 seconds pre/3 seconds post) low resolution footage of the occurred event at 1 FPS.
- The Admin can click on **Log in** tab to access the main portal to view and download the full HD footage.

PANICBUTTON

🕒 2017-06-18 00:03:22 (2017-06-18 05:03:22 GMT)

📍 2379 Bode Rd, Schaumburg, IL 60194, USA

🚗 31.1 mph

🧭 Heading W (266 °)

⏸ Pause ▶ Play



Event Preview

