Verra Mobility LIVE
Quick Start Guide

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Proprietary & Confidential

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Disclaimer: *The information provided in this User Guide does not, and is not intended to, constitute legal advice; instead, all information, content, and materials provided in this User Guide are for general informational purposes only. The User is responsible for knowing the applicable laws when using Verra Mobility LIVE services.*

Verra Mobility LIVE Overview

Verra Mobility LIVE (or "VM LIVE") provides two services: the ability to request and download video footage which has been recorded in the last 30 days (also called "historical video"), and the ability to stream live video directly from roadside systems. Additionally, a self-service web interface is provided allowing you to access these services from your computer or mobile device at any time.

The roadside systems delivered with your program (and their individual components) determine if VM LIVE services are available. There are two configurations of VM LIVE systems:

Light　　　　Supports only 24/7 historical video requests for the prior 30 days.

Standard　　Supports both 24/7 historical video requests and live video streaming.

There are some camera systems that have a legacy video recording device (DVR) that does not currently support VM LIVE services. These roadside camera systems, which do not support any VM LIVE services, will not appear in the VM LIVE web interface. If you have known roadside systems (Site IDs) that do not appear in the dropdown selection menu on the **Video Requests** page, then they do not support VM LIVE services due to the lack of historical video or they have the unsupported video recording device (DVR).

Consult with your Verra Mobility Account Manager for more information about your systems.

Web Interface Technical Specifications

- The VM LIVE web interface is integrated into the **AXSIS™ Smart Mobility Platform**.
- AXSIS, and therefore the VM LIVE web interface, may be accessed on any web-enabled device (e.g. desktop computer, laptop, smartphone, etc.).
- Existing AXSIS users will retain their current User ID and Password. The appropriate permissions will be applied to your profile.
  - For user management (new users, changes, questions, etc.), please contact your Verra Mobility Client Support Specialist.
  - A valid email address must be associated with your AXSIS User Profile to successfully submit video requests.

## Verra Mobility LIVE – Full User Guide

The following content is provided as a "quick start" guide, focusing on immediately relevant uses of VM LIVE tools. For more detailed instructions, such as reporting or mobile access, please refer to the full *Verra Mobility LIVE User Guide*.

Live Video (Streaming)

Use this tool to view live video from applicable roadside systems via "the cloud," accessing footage directly via the internet without any need to install specific applications on your device. Connections via the cloud route an external secondary modem on-site to obtain encrypted footage in preparation for streaming to the web interface.

Note: This process creates a small delay; therefore, footage you are viewing may be approximately ten (10) seconds behind real time (depending on bandwidth).

1. Begin by logging in to the **AXSIS™ Smart Mobility Platform**.

2. At the top of the home screen, hover on **Verra Mobility LIVE**.

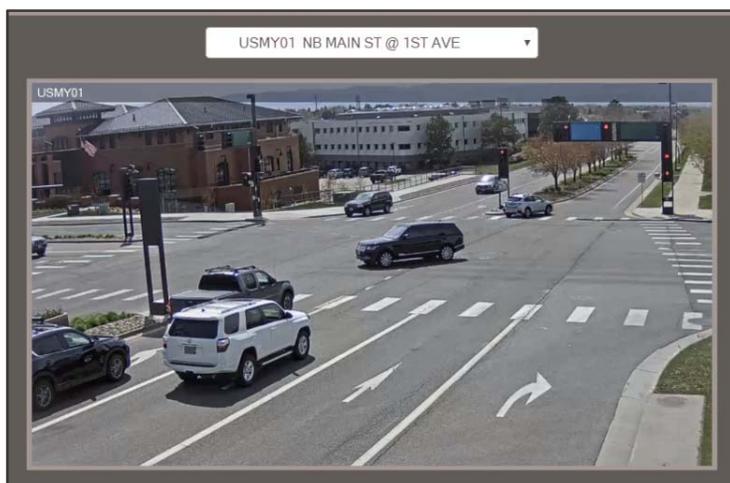3. Select **Live Video** from the drop-down list.
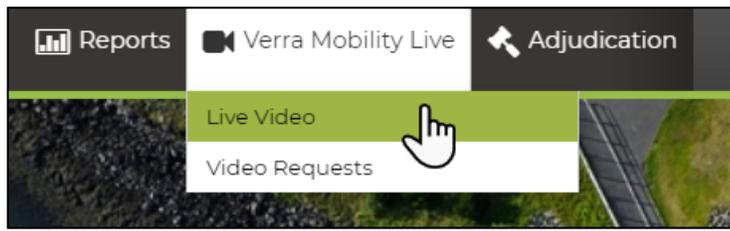
Note: If this is your first time accessing VM LIVE (or any time the Terms of Use are updated), you must review and accept the presented terms before continuing.

4. Once the **Live Video** page opens, use the drop-down list to choose the desired **Camera Site** for streaming.
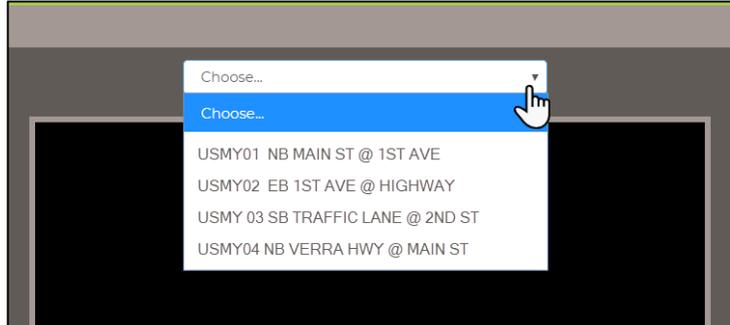
5. Enjoy your streaming experience. The stream will continue for approximately nine-and-a-half minutes (9 minutes and 30 seconds), at which point you will be prompted to either continue watching or end the stream.

6. At any time, you may use the drop-down list at the top of the page to choose a different camera. Doing so also resets the timer.
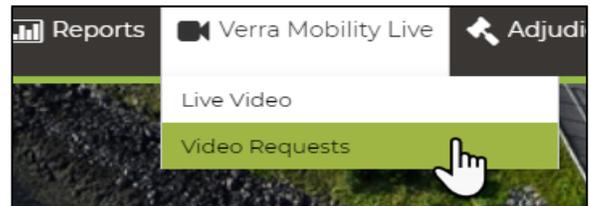
Video Requests

The **Video Requests** screen shows the status of all video requests created by all users in your program and allows you to submit new requests for video.

1. Begin by logging in to the **AXSIS™ Smart Mobility Platform**.

2. At the top of the home screen, hover on **Verra Mobility LIVE**.

3. Select **Video Requests** from the drop-down list.

Note: If this is your first time accessing VM LIVE (or any time the Terms of Use are updated), you must review and accept the presented terms before continuing.

4. Existing requests will be listed in chronological order (newest first).

Location	Requested On	Video Date	Start Time	Stop Time	Status	Download Expires
▶ USMY01 NB MAIN ST @ 1ST AVE	05/07/2020 02:18:02 PM	04/22/2020	06:00:00 PM	06:30:00 PM	Pending	
▶ USMY03 EB 1ST AVE @ MAIN ST	05/06/2020 05:27:42 PM	04/21/2020	01:00:00 PM	01:05:00 PM	Sent to Support	
▶ USMY01 NB MAIN ST @ 1ST AVE	05/06/2020 05:27:08 PM	04/07/2020	01:00:00 AM	01:05:00 AM	Download	05/20/2020 05:43:02 PM
▶ USMY05 SB TRAFFIC LANE @ HIGH SCHOOL BLVD	05/06/2020 05:26:38 PM	04/30/2020	08:00:00 AM	08:10:00 AM	Download	05/20/2020 05:55:05 PM

| Type of Investigation	High Priority	Reason for High Priority
Other	NO	

5. Each request will be assigned a status. Click on the status for additional information.

    *   **PENDING**: The request was successfully submitted and is in process. Processing speed varies based on available bandwidth at the associated site.

    *   **DOWNLOAD**: Retrieval was successful and video files may now be downloaded. Click on the status to initiate the download.

        o   Files are only kept for fourteen (14) days from the time of fulfillment and may no longer be available after this period due to the thirty day retention window.

    *   **SENT TO SUPPORT**: A technical issue has occurred and an automated incident ticket has been sent to the Verra Command Center, who will work to resolve the incident within forty-eight (48) hours. Check back here for status updates.

        o   If VCC is able to retrieve the video, the status will be updated to DOWNLOAD and video files will be available here.

        o   If the request cannot be fulfilled, the status will be updated to UNDELIVERABLE.

    *   **UNDELIVERABLE**: The request cannot be completed. Click on the status to view the reason.

Create a New Request

1. On the **Video Requests** screen, click the **Create New Request** button in the upper right-hand corner.
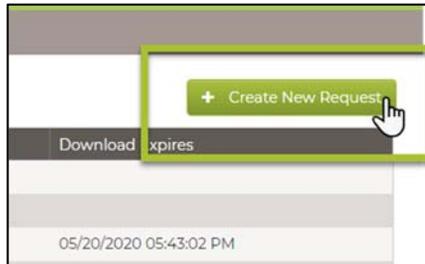
2. Fill out the **Video Requests** form.
   a. Choose the desired **Location**. Keep in mind that if requesting video from multiple locations, a separate request must be sent for each item.
   b. Select the **Type of Investigation**. Use your best judgment in determining the appropriate response.
   c. Use the calendar tool under **Video Date** to specify the desired day. Remember that requests cannot be submitted for dates over thirty (30) days ago.
   d. Set the **Start** and **End Time** as needed. Videos are requested in increments of five (5) minutes and cannot exceed durations longer than thirty (30) minutes. In the event you attempt to submit a longer request than is permitted, you may receive an error on submission.
   e. If this is an urgent request, check mark **High Priority** and provide an explanation.

3. Click the **Submit** button at the bottom of the form to complete the request.

4. A new entry is added to the **Video Requests** list with a status of "Pending" and can be monitored as needed until completed.