

Eagle Eye Application Note - AN017

Emergency Incident Real Time Video Sharing with Eagle Eye First Responder Share

2022-05-31 Revision 1.0

Target Audience

This Application Note is intended for end users and specifically system administrators of the Eagle Eye Cloud VMS. Those that play a role in administering the system and are tasked with preparing for the unfortunate event of an emergency incident at their location which would require first responders will benefit from reviewing this document and learning how to take advantage of Eagle Eye VMS's First Responder Share.

Introduction

As unfortunate as they may be, incidents can occur that require an immediate on-site response and the deployment of first responders. Whether it be police, local security, or others that might benefit from gaining temporary access to select camera views quickly in an emergency. When First Responders arrive at a potentially dangerous situation like an active shooter, they need to have as much information and visibility as possible to most effectively respond and address the situation. Anything that can be done to provide advanced notice or a view of what awaits them within or outside your location is incredibly beneficial.

This is why Eagle Eye Networks has developed First Responder Share functionality within the VMS to assist in these difficult and dangerous situations and to help ensure the safety of all involved.

Read further to learn how it works, why it is so important to proactively plan and how to configure and implement it in advance.

Background

Planning ahead to reduce response times and provide better real-time data to First Responders arriving on-scene for incidents involving threatening behavior is paramount when it comes to the safety and security of employees and property. Eagle Eye Networks provides a way to plan ahead for unfortunate and potentially deadly situations like these and to help those responding expeditiously react when something like this occurs.

For example, in an active shooter situation, First Responders arriving on-scene may not know specifically what is happening inside of a location, school, or place of business. This lack of visibility and the unknown can cause a delayed response by those responders arriving first. Not having real-time visibility can have a massive impact when every second matters in an emergency situation. Knowing whether an intruder is armed, waiting behind a door, or has hostages is paramount. Having this information will best assist First Responders in their tactical response and create the best chance of keeping themselves and others safe.

First Responder Share is available for all Editions of the Eagle Eye VMS and is included with a VMS subscription at no additional cost.

Functionality and Configuration

Once logged into the Eagle Eye Cloud VMS, go to Account Settings as outlined in the screenshot below.

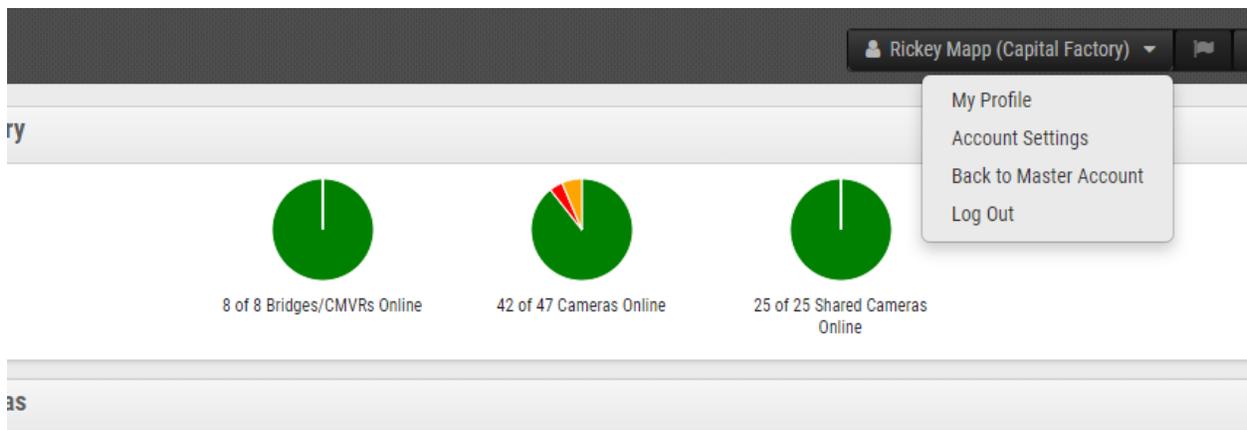


Image 1: The drop down menu where Account Settings is accessed to setup First Responder Share

Once in Account Settings, go to the Responders tab and select the cameras that will be shared in the event that First Responders need to be activated and respond to the location.

To begin, nominate a First Responder and populate their email address, first and last name, and organization. Add multiple responders if necessary. This eliminates the risk presented by having one person as the single point of failure if they happen to be away or unavailable at the time of the incident.

Once the data has been input, click Save changes.

The screenshot shows the 'Account Settings // Hood Home (00041941)' interface. The 'Responders' tab is active. It features two columns: 'Available Cameras' and 'Responder Cameras'. The 'Available Cameras' column has a search bar and an empty list. The 'Responder Cameras' column has a search bar and a list containing 'New Camera 2' and 'Parking'. Below these columns are 'Add All' and 'Remove All' buttons. A nomination form includes fields for 'Email' (with a placeholder '*Responder Nominee Email'), 'First Name', 'Last Name', and 'Organization', followed by a 'Nominate' button. At the bottom, there is a 'First Responders List' table with columns for 'Email', 'First Name', 'Last Name', 'Organization', 'Active', and 'Actions'. The table is currently empty. At the bottom right, there are 'Cancel' and 'Save changes' buttons.

Image 2: Drag and drop the available cameras to Responder Cameras to provide future access when First Responder Share is activated

Once changes have been saved, an email titled, “[End User’s Name] with [Site Name] wants to share their security cameras in an emergency” will be sent to the Responders nominated as shown below.

Dear Responder,

Rickey Mapp with Hood Home has a security camera system hosted by Eagle Eye Networks. Rickey Mapp has indicated that you are First Responder and wants to share cameras with you during emergency situations. You will be able to view real time and historic footage of the cameras.

There is no cost or obligation to be an Eagle Eye Networks First Responder and obtain access to cameras. Cameras will be shared with you when Rickey Mapp activates First Responder Sharing.

To accept the nomination as a first responder please click the ACCEPT NOMINATION button.

[Accept Nomination](#)

Regards,

The Eagle Eye Networks Team



Image 3: Example email to the First Responders nominated

When the Responder clicks Accept Nomination, they will be taken to the screen below.



New to Eagle Eye Networks? Sign up

Account Name	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text" value="mapp2000+responderesting@gmail.com"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>

Passwords should be at least 10 characters

Image 4: Eagle Eye Networks Cloud VMS First Responder Share Sign up screen

The Responder can then populate their data and sign up. Once signed up, the Responder will get another email titled, "Thank you for creating an account with Eagle Eye Networks." They will then be asked to confirm their email address for security purposes.

Thank you for creating an account with Eagle Eye Networks Σ Inbox x

support@eagleeyenetworks.com

 to mapp2000+responder ▾

Thank you for creating an account with Eagle Eye Networks.

Please confirm your email by clicking the CONFIRM EMAIL button.

[Confirm Email](#)

Once you have confirmed your email you will be able to access your account.

Regards,

The Eagle Eye Networks Team



Image 5: First Responder confirmation email received after signing up

The Responder will then be directed to accept the Terms and Conditions as shown below.



Agreement for Services

Eagle Eye Networks Agreement for Services

ABOUT THIS AGREEMENT AND OUR SERVICES

Eagle Eye Products and Services will be provided to you on the terms and conditions set forth in this Agreement (the "Agreement") by Eagle Eye Networks, Inc., one of its subsidiaries, affiliates, or a reseller or a distributor of Eagle Eye Networks Products and Services. By downloading or using The Eagle Eye Networks PRODUCTS AND SERVICES, YOU ARE AGREEING ON BEHALF OF THE ENTITY USING THE Eagle Eye Networks PRODUCTS AND SERVICES THAT YOU WILL BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT AND THAT YOU HAVE THE AUTHORITY TO BIND THE ENTITY.

We may change our prices for the Eagle Eye Products and Services, and/or the terms and conditions of this Agreement in the future. Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement on our website. If you find the changes unacceptable, you

[Decline](#) [Accept](#)

Image 6: Example Agreement for Services screen

After accepting the Agreement for Services, the Responder is taken into the Dashboard of the VMS and will immediately see the cameras they were provided access to as can be seen in the example below.

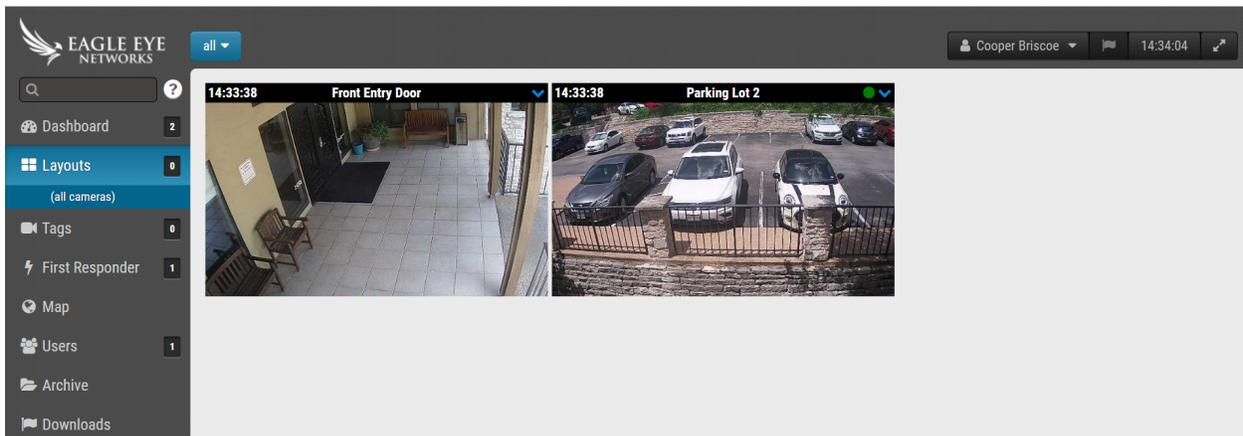


Image 7: First Responder Share Dashboard view

Note the First Responder menu item with the lightning bolt on the menu to the left of the Dashboard. The Responder has now gone through all steps required to be prepared for a future incident that they need to respond to.

From the perspective of the end user of the Eagle Eye VMS, an update to the Account Settings menu will be seen after Responders have been nominated. It will now have an option to “Activate Responder Share” when needed in the future, as shown below.

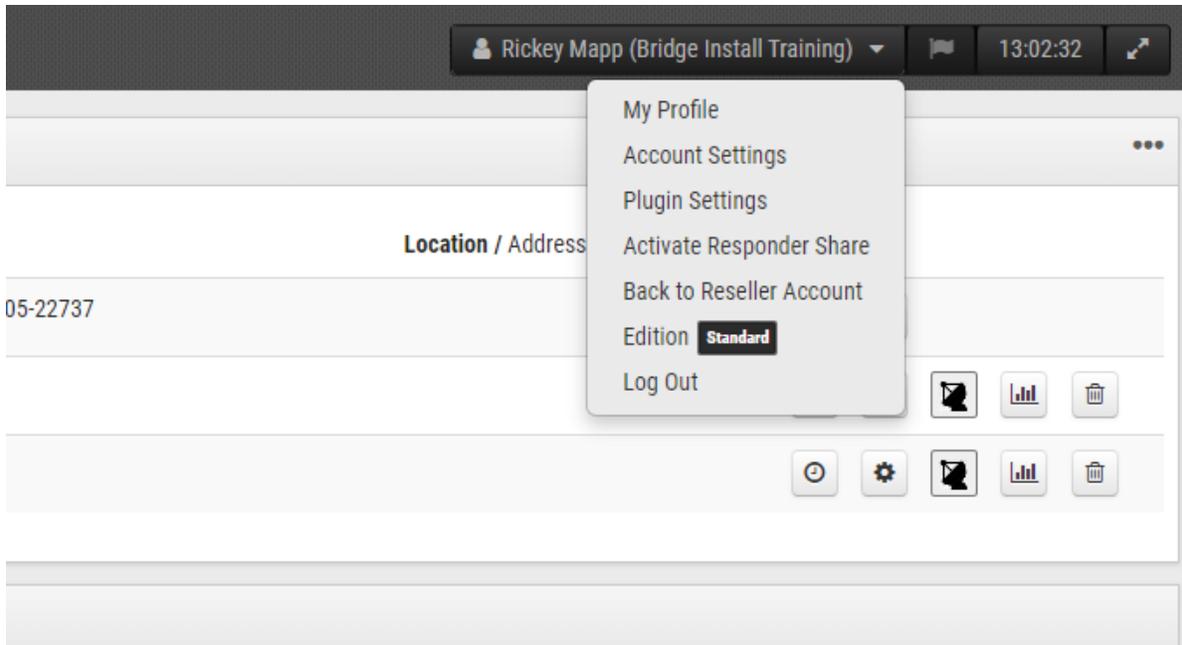


Image 8: Updated menu which now shows the option to Activate Responder Share

Note that the Activate Responder Share button appears at the bottom of the Dashboard view as a red button within the Eagle Eye Viewer App as shown below.

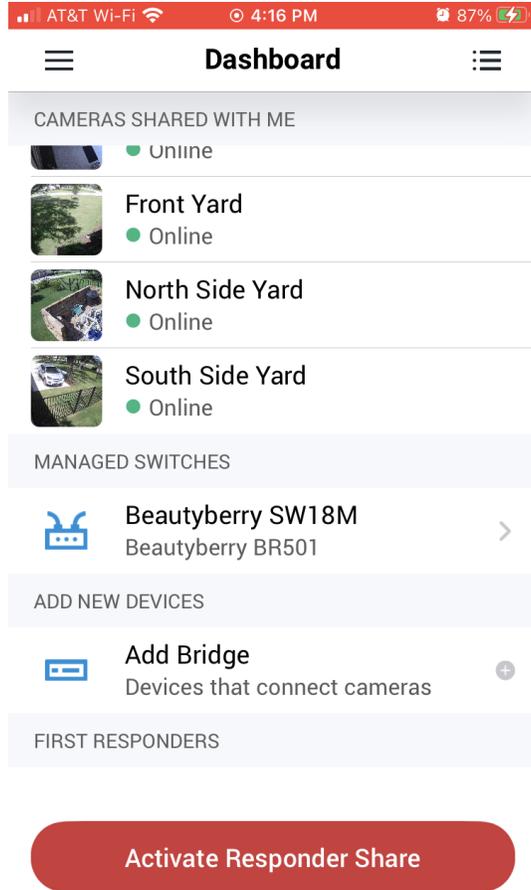


Image 9: Location of the Activate Responder Share button through the Eagle Eye Viewer App

In the event of an emergency, select Activate Responder Share, the Responder(s) nominated will receive an email from responders@eagleeyenetworks.com titled, "Eagle Eye Networks First Responder Camera Sharing at [Site Name] Initiated."

Responders are encouraged to add the email address above to their address book or whitelist to ensure that the email doesn't end up in a spam folder.

This email will include a snapshot of the latest image for each of the cameras that was shared with the First Responder. There is a link within the email to "view the incident here" and clicking on this link will launch the Eagle Eye VMS Dashboard showing both cameras and a live view preview. A single click on the camera will enhance the resolution for the First Responder and give them the best live view.

The Eagle Eye Networks First Responder Camera Sharing has been activated for CF3 Capital Factory West.

Here are the latest images we have available:

Name	Latest Image
Front Entry Door (Eagle Eye HQ)	 <p data-bbox="1094 636 1344 661">2022-05-31 16:47:05 CDT</p>
Parking Lot 2 (Eagle Eye HQ)	 <p data-bbox="1094 873 1344 898">2022-05-31 16:46:33 CDT</p>

You can view the incident [here](#)

Regards,

The Eagle Eye Networks Team



Image 10: Example Activate Responder Share email that is sent to first responders

Deactivate access for the First Responder at any time by selecting Deactivate Responder Share, as shown below.

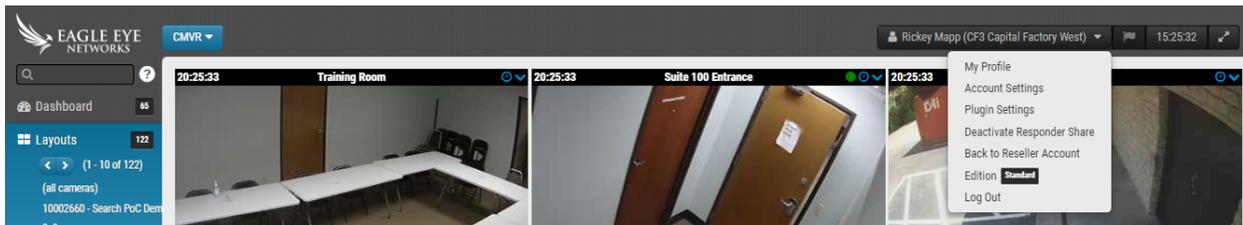


Image 11: The drop down menu where you can Deactivate Responder Share