Eagle Eye Application Note - AN040

How to Setup Custom Reseller Branding of the Cloud VMS

2023-03-03   Revision 1.00

Target Audience

This Application Note is for Resellers looking to enhance the Eagle Eye Cloud VMS by adding their own company logos and contact information, which are then displayed for end customers within the VMS.

Introduction

The Eagle Eye Cloud VMS can be customized by Resellers to show company branding to end customers that login to the VMS. This customization includes company logos on the login page and navigation panel as well as a custom support email address and phone number. Resellers can also choose to set a customized login page URL (as a subdomain of een.com), containing the company name, for their customers. This helps increase brand awareness and enables the Reseller to provide better customer support.
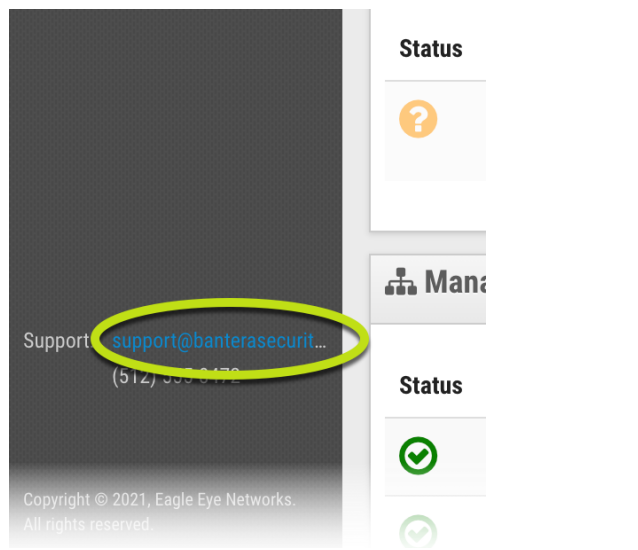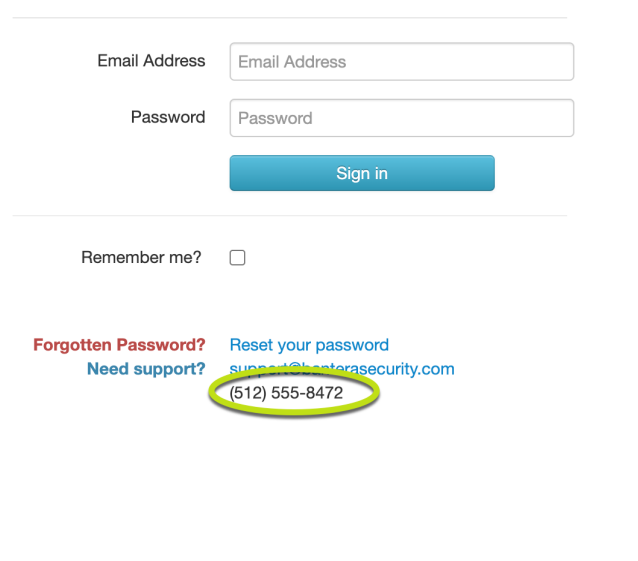
Branding Prerequisites

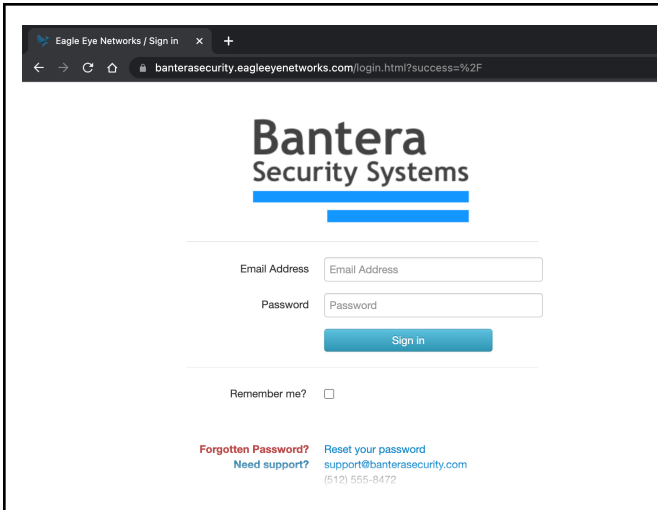To use the Reseller Branding feature, you need the following:
- High-resolution small logo that meets the following requirements:
  - PNG format
  - Dimensions: 160x52 pixels
  - Transparent background
- High-resolution large logo that meets the following requirements:
  - PNG format
  - Dimensions: 460x184 pixels
  - White background

● A Reseller account in the Eagle Eye Cloud VMS with access to the Branding Settings. If you cannot see the Branding Settings (following the instructions outlined below), please contact a support representative to have them enabled.
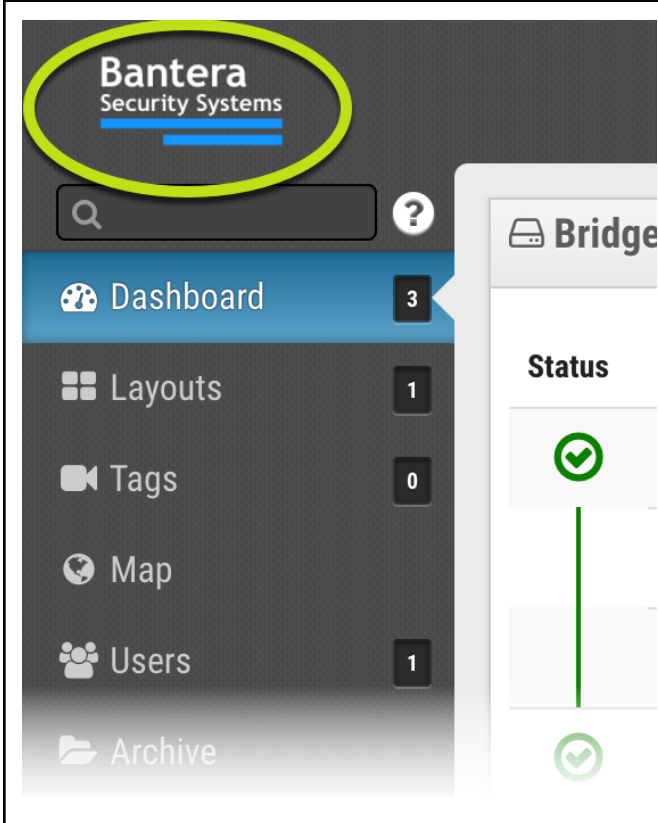
Functionality

The following options are available for you to configure the Eagle Eye Cloud VMS to provide a branded experience for your customers. Please note that Reseller Branding is only provided within and for the web interface and does not update branding within the Eagle Eye Viewer App.

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Support support@banterasecurit...
(512) 555-8472

Status
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Support Email – Enter the email address your customers should contact for support. This will be displayed at the bottom of the navigation panel and on the login page.

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Email Address   [Email Address]

Password   [Password]

[Sign in]

Remember me? ☐

Forgotten Password?   Reset your password
Need support?   support@banterasecurity.com
(512) 555-8472

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Support Phone – Enter the phone number your customers should use to contact support. This will be displayed at the bottom of the navigation panel and on the login page.

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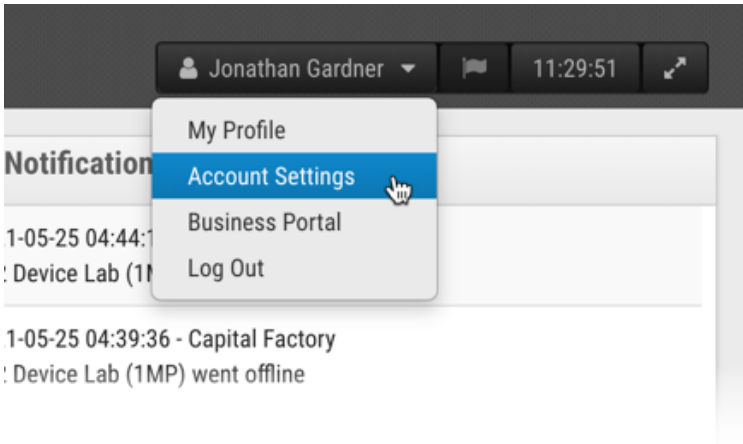|	
	Subdomain – Use this field to generate a unique URL for your customers to access your custom branded VMS. Because this leads directly to your custom login page, this field must be unique. If you receive an error message saying that the subdomain is already in use, you will need to choose something different because what you have chosen is unavailable.
	Small Logo – Upload a small version of your company logo. This will be displayed in the primary UI of the VMS, above the navigation panel.

Large Logo – Upload a large version of your company logo. This will be shown on the login page of the VMS. If the image you upload does not meet the image requirements outlined in the Prerequisites section, the VMS will attempt to alter the image so that it fits in the available space. To ensure optimal image quality, please follow the requirements.

Configuration

If Reseller Branding is enabled, it's easy to make changes. If this menu is not available, please contact Technical Support.

1. Log in to your Eagle Eye Networks Reseller account in the VMS (through the web interface).
2. Click the drop-down arrow next to your name and select Account Settings.

3. In the Reseller Account Settings window that has opened, select the Branding tab if it is not showing by default. If you do not see the Branding tab, please contact Support.

4. Configure the settings to add your company branding to the Eagle Eye Cloud VMS.
5. After everything is configured, click Save Changes.
6. If your changes are not showing immediately, refresh the page to see the updates.
7. The next time your customers log in to the VMS, company branding will be displayed.