

Eagle Eye Application Note - AN084

Reseller Delegation

2026-03-04 Revision 1.0

Target Audience

This application note is for Enterprise users of the Brivo Eagle Eye VMS to help them manage multiple sites and resellers. If an Enterprise user has multiple sites, each serviced by different resellers, and they only want to grant specific sites access to specific resellers, this can be solved with Reseller Delegation.

Figure 1 shows the entire Reseller Delegation process.

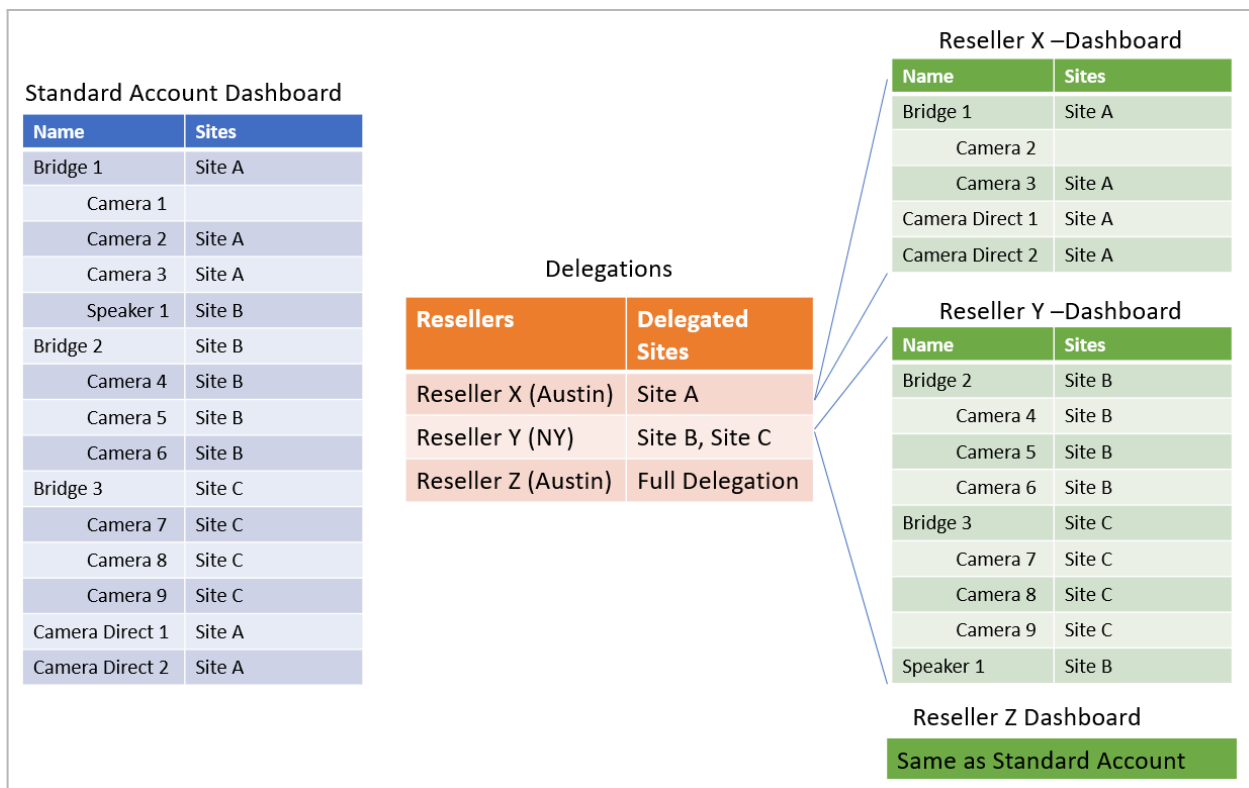


Figure 1: Reseller Delegation Process

Prerequisites

Reseller delegations have the following prerequisites:

1. Enterprise Edition Brivo Eagle Eye VMS Account
2. Devices associated with the account must be properly segregated into sites.
3. The account should be a [Top Level Account](#), meaning the account shouldn't be under a reseller.
4. All cameras must be linked to a single account. Delegation cannot be performed across multiple accounts.
5. You must have the Reseller ID for the resellers you want to delegate the account to.

Note: Reseller branding is not supported.

Introduction

Follow the instructions in this section to enable Enterprise customers to delegate one or more sites to one or more resellers. The delegated reseller will get access to specific sites, mostly to set up the devices.

Delegation Levels

We have two levels of delegation available:

Full Delegation: With full delegation, the reseller gains access to all sites and devices in the account and operates as a traditional reseller.

The only limitation is that the reseller cannot modify the Account Settings—e.g., disable billing or set up two-factor authentication.

Limited Delegation: With Limited Delegation, the Enterprise customer chooses which specific sites a delegated reseller can access. The reseller's access is then restricted to only those selected sites and the devices within them. Resellers can manage and modify device settings in delegated sites, including adding or removing devices. They can add devices to any of their existing sites or create new ones. Multiple resellers can access a single site. Site delegation is not mandatory for every location, and some sites may have no resellers with this delegation.

The limited delegated reseller has the following access

- Add/edit devices
- Access to only delegated sites and their floorplans
- Add new sites

Limited Delegation resellers do not have access to the following:

- Archives
- Downloads

- Users
- Audit Logs
- Account Settings

How do I enable Reseller Delegation?

To enable Reseller Delegation, do the following:

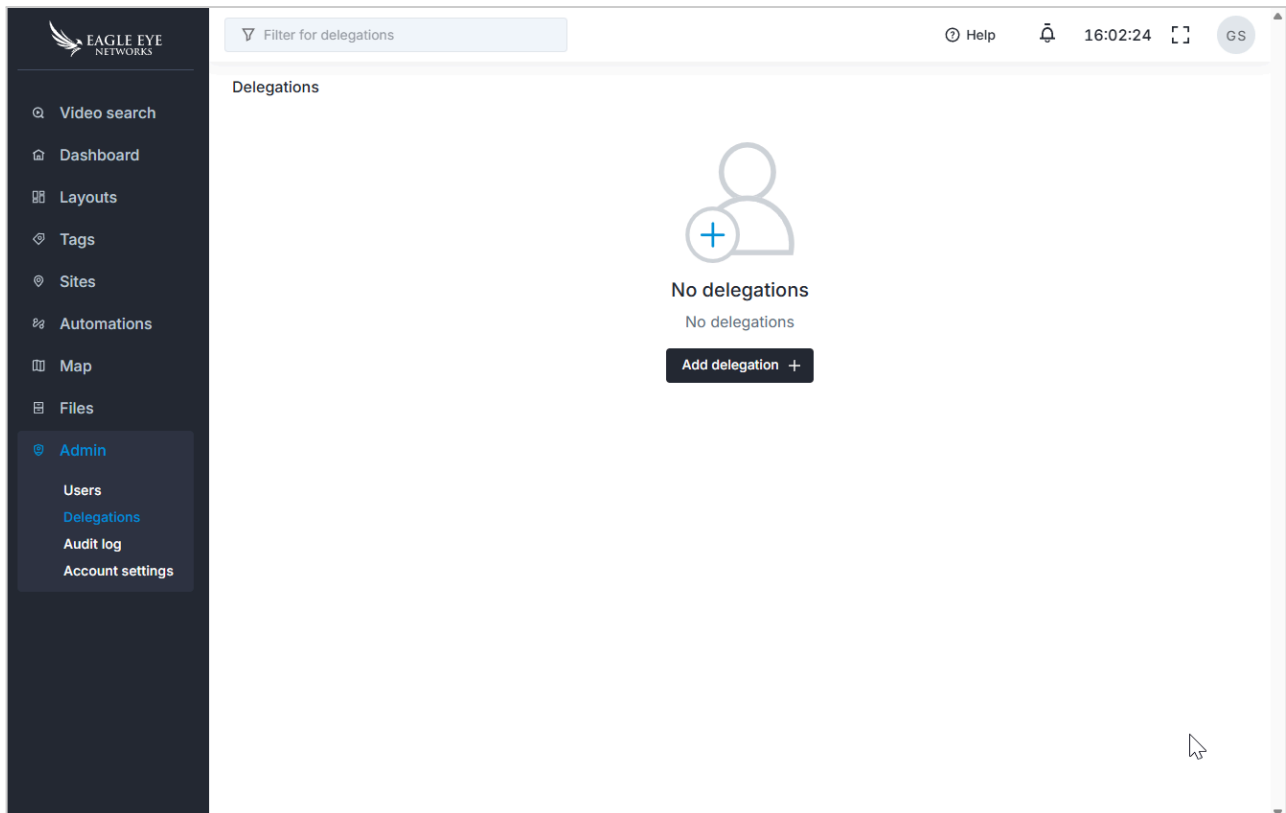
1. Contact customer support/SE, and they can check and verify that the prerequisites are met.
2. Once prerequisites are met, Reseller delegation will be enabled for the Account, and you can start delegating sites to different resellers.

Navigating the User Interface

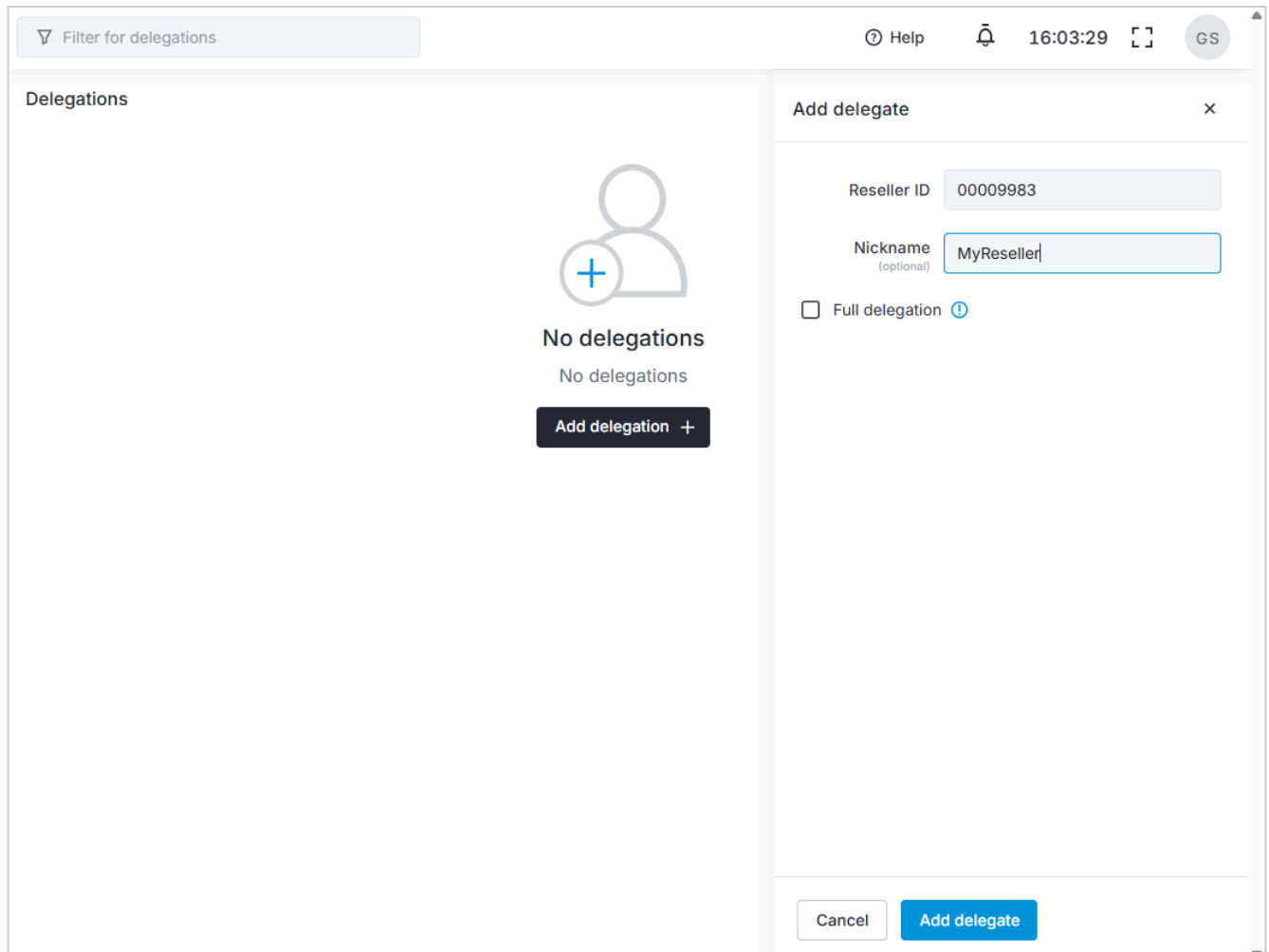
Use the instructions in this section to set up reseller delegation.


Customer Accounts

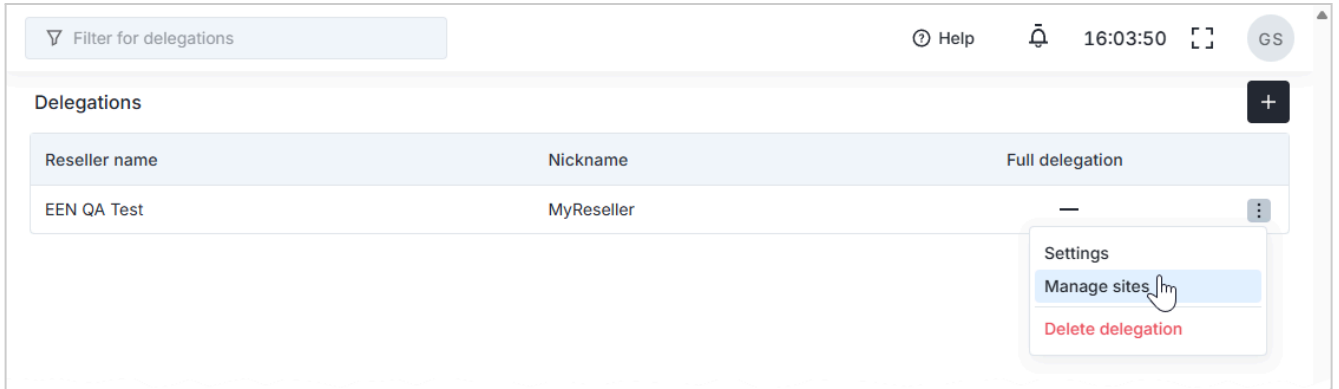
1. Make sure the account is a top-level account (please contact support@een.com if you cannot verify this)
2. Navigate to **Admin** → **Delegation** and click **Add Delegation**.



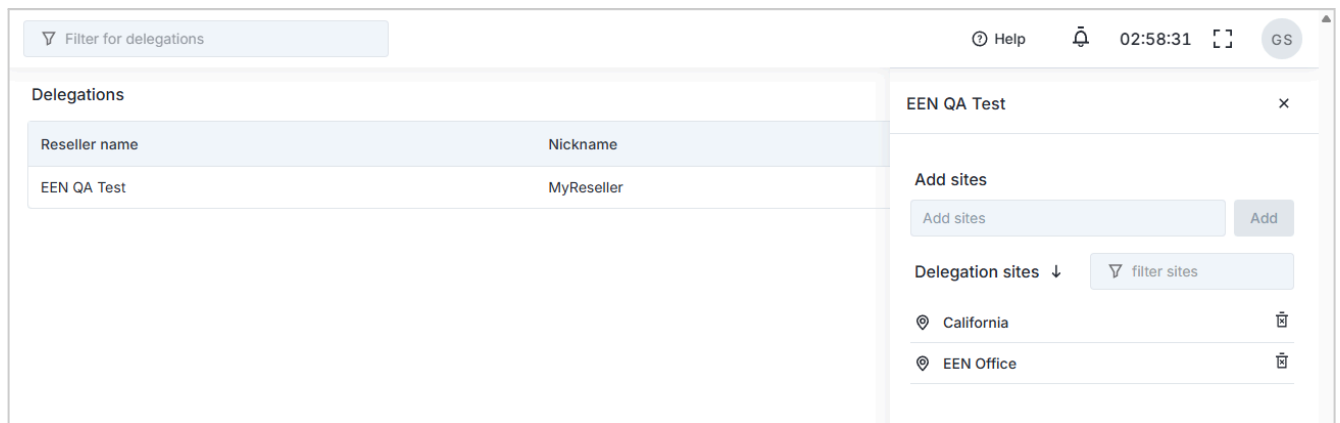
3. Get the reseller ID to whom you want to delegate the sites. Enter the ID and assign a nickname to the reseller.



4. Check the **Full Delegation** box to grant the reseller access to all Sites. Check [this](#) for details. Click **Add Delegate**. The reseller will be added.
5. This is the final step for fully delegated accounts. Still, if you have added the reseller as a Limited Reseller—i.e., you did not check the Full Delegation checkbox), you must delegate sites to the reseller.
6. Click the three-dots icon  on that reseller's name and select **Manage Sites**.



7. Search for the sites you want to delegate to this reseller. If you cannot see the Site in the list, use the search box. Click **Add** to delegate the sites; the reseller now has access to the delegated sites.



Reseller Account

If you are a reseller who was delegated some of the sites from a customer:

1. After the Enterprise user has delegated the site or sites, the reseller can view the account in the list of their end-user accounts. The reseller will be able to identify the

Status	Account Name	Edition	Bridges/CMVRs	Cameras	Avg. Retention	Users	Last Login	Actions
✓	My Other Account	Professional		1	30	2	2025-09-01 16:33:00	👁️ ⚙️ 🗑️
✓	Reseller Delegation Account	Delegated Enterprise	3	9	24	159	2025-09-04 10:32:32	👁️ 🗑️

delegated account by the word 'Delegated' next to the Account Name.

2. The reseller can switch into the user account and will only get access to the sites that are delegated to the reseller

The screenshot shows the 'All Sites' view in the Eagle Eye Networks application. The left sidebar contains navigation options: Video search, Dashboard, Layouts, Tags, and Sites (highlighted). The main content area has a search bar 'Filter for sites', a title 'All Sites', and utility icons for Help, notifications, time (03:56:00), and a user profile 'GS'. Below the title is a table listing all sites.

Name	Address	City	Region	ZIP code	Country	Cameras	Bridges	
California	123 Hwy 22	San Diego	West Coast	90872	United Stat...	0	0	⋮
EEN Office	—	—	—	—	—	1	0	⋮
New York	101 Broad St	New York	East Coast	10022	United Stat...	4	1	⋮
Texas	3001 Bee Cave Road	Austin	Central	78746	United Stat...	2	1	⋮

The screenshot shows the 'Delegated Sites Only' view in the Eagle Eye Networks application. The left sidebar contains navigation options: Video search, Dashboard, Layouts, Tags, Sites (highlighted), All sites, and Floor plans. The main content area has a search bar 'Filter for sites', a title 'Delegated Sites Only', and utility icons for Help, notifications, time (03:55:12), and a user profile 'GS'. Below the title is a table listing only the sites accessible to the user.

Name	Address	City	Region	ZIP code	Country	Cameras	Bridges	
California	123 Hwy 22	San Diego	West Coast	90872	United States	0	0	⋮
EEN Office	—	—	—	—	—	1	0	⋮
Texas	3001 Bee Cave Road	Austin	Central	78746	United States	2	1	⋮

3. Resellers have limited access to the end-user account as described above.

Appendix

Frequently Asked Questions

What is Full Delegation?

Full Delegation grants a reseller access to all sites and devices within the account, similar to a traditional reseller. The only limitation is that the reseller cannot modify account settings, such as billing and two-factor authentication.

What is Limited Delegation?

Limited Delegation allows you to specify which sites a reseller can access. Their access is restricted to only those selected sites and their associated devices.

What can a reseller do with Limited Delegation?

A limited delegated reseller can add/edit devices, access only the delegated sites and their floor plans, and add new sites.

What can a reseller NOT do with Limited Delegation?

A limited delegated reseller cannot,

- Add users
- View audit logs
- Change account settings.

What Editions are needed to use Reseller Delegation?

You will need the Enterprise edition.

Can I use this in my existing Account?

Yes, but you need to convert your existing end-user account to a Top-level account. Only then will you be able to use Account Delegation.

I have a customer who already has split their reseller into multiple accounts. Can I use this for them?

No, this can currently only be used by an end user with a single account covering all its cameras. For existing accounts, we will need to merge them into a single account for this to work.

Will Reseller Delegation work in the Classic Interface?

Assigning delegates is only available in the Enhanced interface, but once sites are delegated, the restriction also applies in the classic interface.

If the sites are in different geographic regions and must be connected to different data centers for compliance, how will that work?

If you have an end-user account that has accounts in multiple regions, the solution is to use Account Switcher along with Reseller Delegation.

