Homeowner Associations Client Portal User Guide

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 The European Union's WEEE directive requires that products sold into EU countries must have the crossed out trash bin label on the product (or the package in some cases).

As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste.

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Contact Us

For inquiries, see https://www.motorolasolutions.com/en_us/support.html **> License Plate Recognition (Vigilant)** or contact our 24 hours support staff at:

- Tel: 925-398-2079

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- Email: vigilantsupport@motorolasolutions.com

Read Me First

Notations Used in This Manual

Throughout the text in this publication, you notice the use of **Warning**, **Caution**, and **Notice**. These notations are used to emphasize that safety hazards exist, and the care that must be taken or observed.

WARNING: An operational procedure, practice, or condition, and so on, which may result in injury or death if not carefully observed.

CAUTION: An operational procedure, practice, or condition, and so on, which may result in damage to the equipment if not carefully observed.

NOTE: An operational procedure, practice, or condition, and so on, which is essential to emphasize.

Special Notations

The following special notations are used throughout the text to highlight certain information or items:

Table 1: Special Notations

Example	Description
Menu key or **Camera** button	Bold words indicate a name of a key, button, or soft menu item.
The display shows `Settings Applied`.	Typewriter words indicate the MMI strings or messages displayed.
`<required ID>`	The courier, bold, italic, and angle brackets indicate user input.
Setup→Settings→All Settings	Bold words with the arrow in between indicate the navigation structure in the menu items.

Chapter 1

Logging In to Vigilant ClientPortal

Procedure:

1 Open a web browser and go to the Vigilant ClientPortal webpage.

2 Perform one of the following:

  • If you are logging on as a Site Manager, enter the **Site Manager** *<UserName>* and *<Password>* and click **Sign In**.

  • If you are logging on as a regular user, enter a *<UserName>* and *<Password>* provided by the **Site Manager** and click **Sign In**.

Figure 1: Vigilant Client Portal Login Window

Chapter 2

Searching for License Plates

Procedure:

1 Navigate to **PlateSearch→License Plate Query**.

2 To search by using the license plate, perform one of the following actions:

  • If you are a Site Manager, search the set of the detections that user has access to by selecting a user from the **Username** drop down menu.

  • If you are a regular user, proceed to step 3.

3 To search for a specific license plate detected by any camera system, perform one of the following actions:

  • Enter the plate number into the **Search Plate** field.

  • Enter the plate number into the **Plate Number** field.

  • To search for all license plates, leave the fields blank.

4 Click **Search**.

Figure 2: License Plate Query

5 To view a list of **Data Source Filters**, select **More Options**.

Figure 3: Data Source Filters
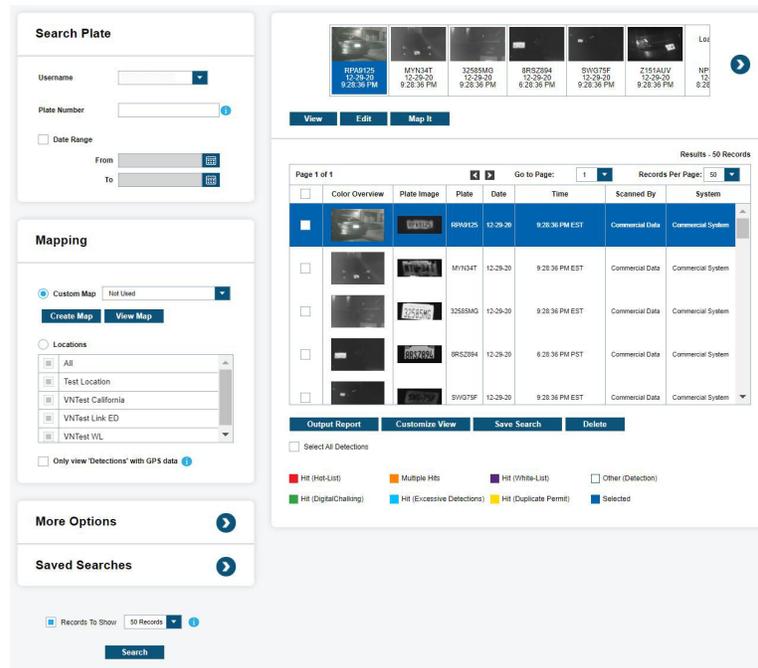

6 To restrict the source of search results use the specific sites, systems, Hot List hits, and other parameters filter.

7 For more information about each filter, click the information icon.

Chapter 3

Viewing License Plate Query Search Results

Figure 4: Search Results View

Procedure:

1 To view a larger version of the **Color Overview** image of the vehicle, hover over the license plate number in the **Plate** column.

2 To add or remove fields from the search results if desired, click **Customize View**.

- To add a field, click the field in the **Available Fields** list and click **Add**.

- To remove a field, click the field from the **Fields to Include** list and click **Remove**.

> 📝 **NOTE:** These selections also affect the fields included in **Output Reports**.

3 Perform one of the following actions:

- To save the current search for later viewing, click **Save Search**.

- To view past search results, click **Saved Search**.

- To open the Detection Record Detail, click **View**.

- To view a map of the location of the capturing camera along with scan details for the record selected in the search results, click **Map It**.

- To select the desired file type for a downloadable report, click **Output Report**.

- To add the record to a Hot List, click **Add Hot**.

  NOTE: Adding records to a Hot List requires a Site Manager username and password.

Chapter 4

Shielded Lists

A Shielded List is a whitelist of license plates that are not stored by Vigilant ClientPortal when detected.

Site Managers control access to the Shielded List for their site. Anyone with the Shielded List URL, Site Name, and Passcode can add a license plate to the Shielded List.

Homeowner Associations (HOA) residents can request that their license plates be included in this list with the Resident Privacy Opt-In Page.

4.1

Configuring a Shielded List

NOTE: This section is only applicable for Site Managers.

Procedure:

1 To set up the access to the Resident Privacy Opt-In Page, go to **PlateSearch→Site Management→My Site**.

2 Click **Set Passcode**.

Figure 5: Set Passcode

3 Create a password to restrict access to the public Resident Privacy Opt-In Page and click **Save**.

4 Copy the Site Name and the Shielded List URL.

5 Provide the Site Name, Shielded List URL, and Passcode to HOA residents that wish to add license plates to the Shielded List.

4.2

Checking Shielded List Records

📝 **NOTE:** This section is only applicable for Site Managers.

Procedure:

1 To check for Shielded List Records, go to **PlateSearch**→**White List Management**→**Shielded List Search Records**.

2 Enter **Name**, **Plate**, or check the **Date Range** check box and select a date range to search for specific entries on the Shielded List of the site. Leave blank to search for all records.

Figure 6: Search Shielded List

3 Click **Search**.

4 To **Edit**, or **Delete** Shielded List records in the search, click the checkbox next to an entry and perform one of the following actions:

• To edit the information, click **Edit**.

Figure 7: Edit Shielded List

• To delete the Shielded List record, click **Delete**.

4.3
Sharing Data Records with Police Departments

There are three ways to share license plate detection data with local law enforcement.

Procedure:

Perform one of the following actions to share data records.

Option	Actions
Sharing with a Vigilant Support request	Contact Vigilant Support (vigilantsupport@motorolasolutions.com), and place a data sharing request with a support representative.
Sharing from an Output Report	a From the home screen, click **License Place Query**. b Click **More Options**. c Deselect **Records to Show** and select **Date/Time Range**. d Click **Search**. e Click on the **Records Per Page** drop-down menu, and set it to *<500>*. Select the **Select all** check box. f Click **Output Report**, and select a desired file type. g Click **Execute**. h Email the downloaded report to a Vigilant person in charge at a local police department.
Sharing from Vigilant ClientPortal	a From the home screen, click **Data Sharing**. b To share stolen vehicle alerts with participating law enforcement agencies, select the **NICB Data Sharing** check box. c To share license plate data with all available law enforcement agencies, select the **All** check box Individual agencies can also be selected. d Click **Update**.

4.4
Opting in to a Resident Privacy White List

Prerequisites: To add a license plate to a Shielded List, open a web browser and go to the **Resident Privacy Opt-In Page** webpage at https://clientportal.vigilantsolutions.com/ShieldedList/Login.aspx

Procedure:

1 Enter the Site Name and the Passcode provided by the Site Manager.

2 Click **Login**.

3 Enter a Name, Email, Address, and the License Plate number to be excluded from storage into their respective fields.

4 Perform one of the following actions:

- To remove all existing records for the provided license plate, select **Yes**.

- To only remove future captures of the designated license plate, select **No**.

5 To select the amount of time to elapse before the provided license plate record data is expunged from the Vigilant ClientPortal database, use the drop-down menu.

6 Click **OK**.

Chapter 5

Standalone Cameras

A standalone camera is one that is not used with a fixed camera system.

Fixed camera systems use an on-site server with additional utility for sending configuration information to Vigilant ClientPortal like GPS coordinates, timezone, and OCR region. Standalone cameras must have this information set manually.

> **NOTE:** This section is only applicable to Agency Managers.

5.1
Adding a New Standalone Camera

Procedure:

1 To add a new standalone camera, go to **PlateSearch→Site Management→Standalone Cameras**.

2 Click **New**.

3 Fill out the fields with the required information about the camera.

Figure 8: Camera Information

Table 2: Camera Information Description

Field	Description
Camera Name	Use the following location descriptive format for the camera name: Direction of travel (N/B or S/B), Street Name @ Cross Street , (Entrance or Exit) , Serial Number (last 4 digits). For example: • 'S/B Dawson @ Hampden (entrance) Serial #1158' • 'N/B Dawson @ Hampden (exit) Serial #1486'
Serial #	The camera's serial number. This is used to send data from the camera to the Vigilant ClientPortal.
Location	Locations are used for Whitelisting and are created in **White-List Management→Locations**.
Address	Set by clicking the Pin icon and searching for the address of the camera.
OCR Region	The U.S. State that the camera resides in.
Time Zone	The Time Zone the camera resides in.
Occupancy Access	Denotes the camera as monitoring an occupancy entrance or exit of the zone.

Field	Description
Parking Enforcement	Settings for monitoring parking occupancy.

4 Click **OK**.

When the camera is created, an account ID and token are automatically created.

5.2
Setting an Existing Camera Name and Location

Procedure:

1 To set the camera name, click **Edit**.

2 Set the camera name in the **Camera Name** field.

Figure 9: Camera Information

3 To set the location of the camera, click the **Pin** icon.

Figure 10: Camera Location Information

4   Enter the address of the camera into the Search bar and click **Search**. The Latitude and Longitude fields will automatically populate for valid addresses.

> **NOTE:** Alternatively, the Latitude and Longitude fields can manually be populated without an address.

5   Click **Update**→**OK**.