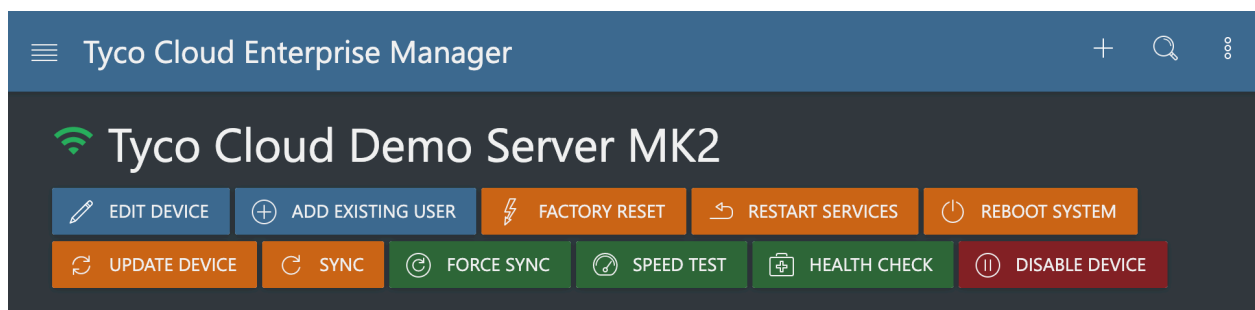# Cloudvue Technical Brief

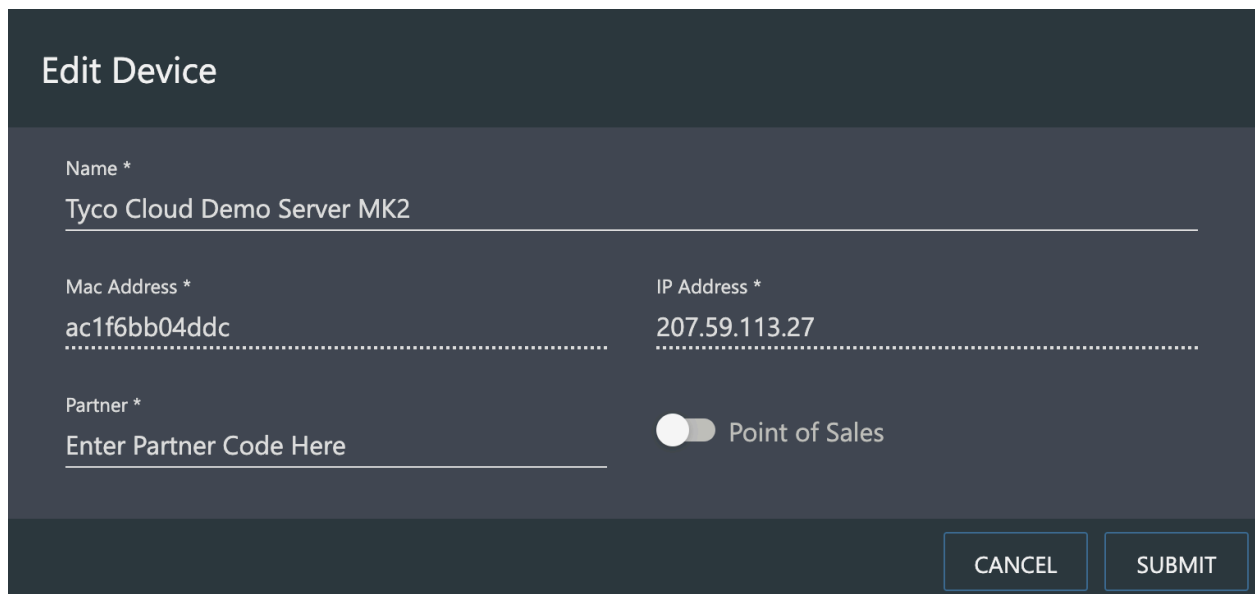## Understanding and Using Partner Codes

Partner codes are the way in which Cloudvue can group devices (Cloud Cameras and Cloudvue Gateways) under certain owners or a managers.

Add a Partner Code to a Device

Log into Cloudvue Enterprise Manager and find the selected device:

Click on EDIT DEVICE and enter the partner code then click on SUBMIT:

At this point, any user who is an administrator or manager of that Partner Code will have access to manage those devices as well as run reports.
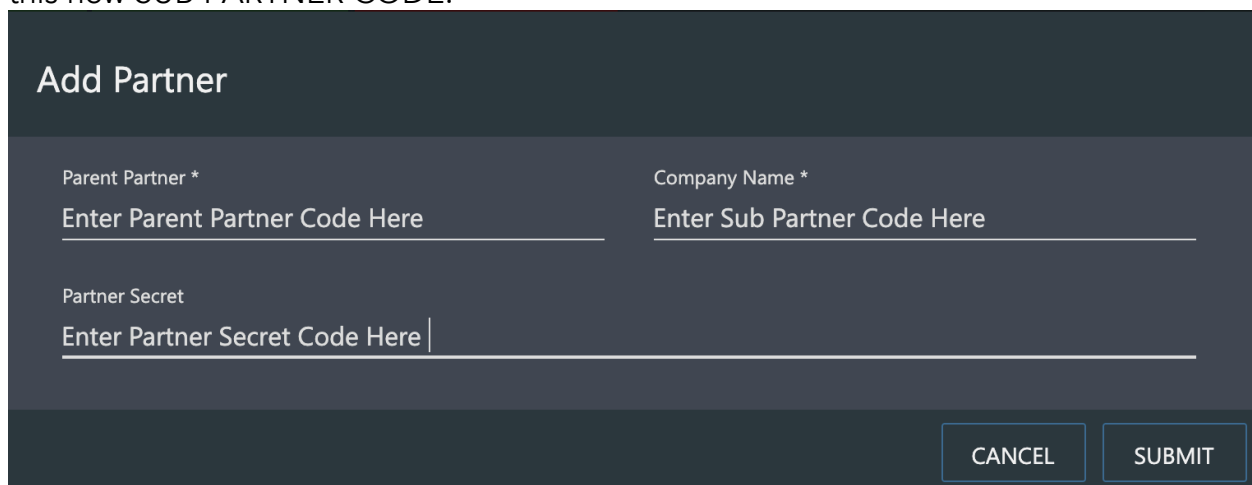
Add a Sub Partner Code to the System

In certain circumstances, a Sub Partner Code is required. For example, a partner code might be XYZ Company and there is a need for sub partner codes for a group of locations which might be based on a geographic area such as East, West, North and South. So an administrator with XYZ company will be able to manage all the devices, whereas an administrator with XYZ Company who is only given permission to work with devices registered with the West sub partner code, would only be able to manage and run reports on those devices.

Click on the + sign in the menu, then select ADD PARTNER:
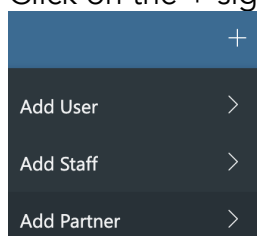
Enter the existing PARENT PARTNER CODE in the appropriate field. Enter the new SUB PARTNER CODE (some people use a Company or Company Division Name here) in the appropriate field. Optionally, if you enter a PARTNER SECRET CODE, this will require anyone who creates a user with access to that code to have this secret code to do so. This prevents the creation of unauthorized administrators. Click SUBMIT to add this new SUB PARTNER CODE.
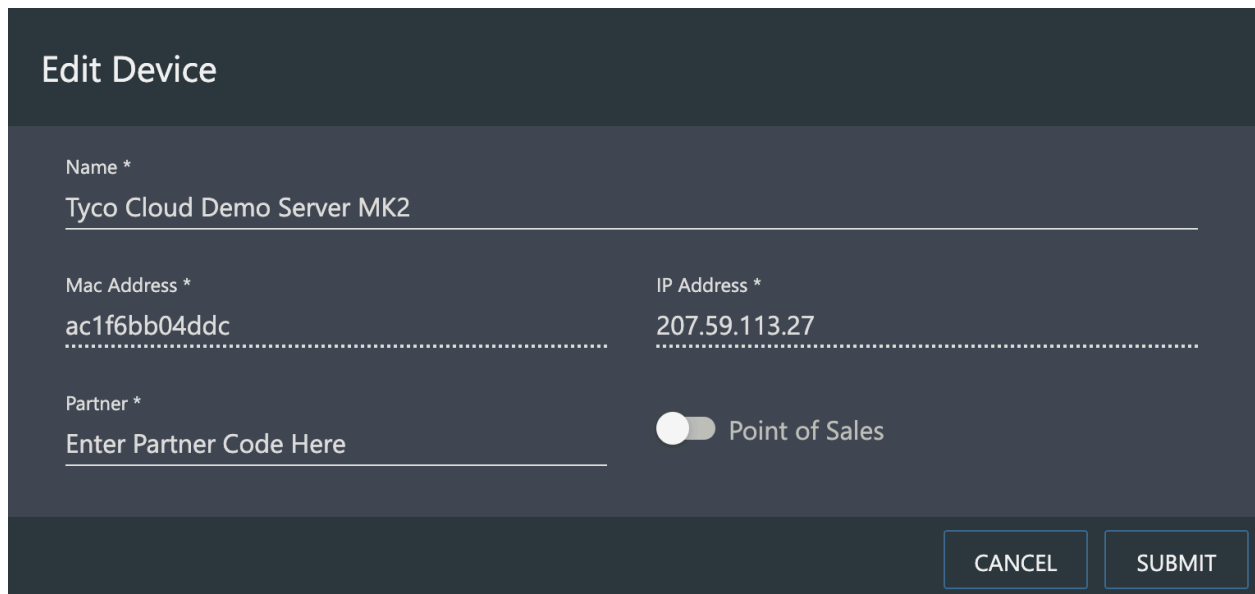

Note that you can create unlimited Partner and Sub Partner Code levels. For example, you can have XYZ Company, Geographic Region, and Group levels of partner and sub partner codes.

Add a Sub Partner Code to a Device

Log into Tyco Cloud Enterprise Manager and find the selected
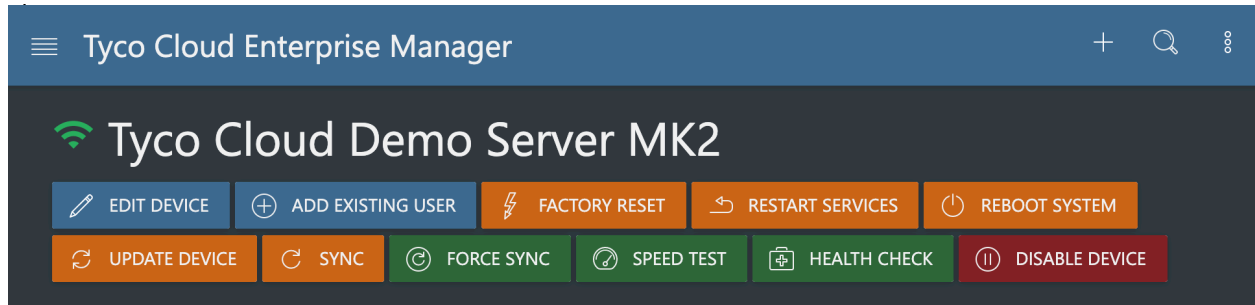
Click on EDIT DEVICE and enter the sub partner code then click on SUBMIT:

At this point, any user who is an administrator or manager of that Sub Partner Code will have access to manage those devices as well as run reports.

Add Staff to Manage Partner Code Devices

Click on the + sign in the menu, then select ADD STAFF:
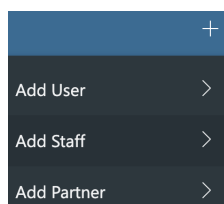
Enter the FIRST and LAST NAME of the staff as well as EMAIL and MOBILE PHONE number. Enter and confirm the staff's PASSWORD.

Select a ROLE for this staff user. Here are the available roles and their associated permission:

<u>Global Admin</u>

Full administrative access
Can create Staff users of equal or lower role
Can create Sub Partner Codes
Can Create Users
Release Management on per device basis

<u>Partner Admin</u>

Can Create Users
Cannot create Staff users
Cannot create Partner Codes
Can Create Users
Release Management on per device basis

<u>Support Specialist</u>

Cannot create Staff users
Cannot create new Partners
Cannot create Users
No access to Enable/Disable Device, Factory Reset
Have access to tunneling
Release Management on per device basis
Read-only access to Subscriptions
No access to Subscription Reports
No other permissions available

<u>Report Analyst</u>
Subscription Reports
Read-only access to Subscriptions
No other permissions available

GLOBAL ADMIN has complete control of all devices with that PARTNER CODE or any SUB PARTNER CODE. PARTNER ADMIN has ability to add PARTNER CODES and STAFF. REPORT ANALYST can only run reports on devices and subscriptions. SUPPORT SPECIALIST has no ability to create users or staff for any device, but full permissions

Global Admin

Partner Admin

Report Analyst

Support Specialist

Enter the Partner Code (or Sub Partner Code):

Add Staff

First Name *

Last Name *

Email *

Phone Number

Password *

Confirm Password *

Role *

Partner *

☐ Reset Password and accept EULA/TOS

☐ Two Factor Authentication

CANCEL   SUBMIT

For added security, check TWO FACTOR AUTHENTICATION, this will require password and mobile phone supplied code for access.

Select RESET PASSWORD and ACCEPT END USER LICENSE AGREEMENT AND TERMS OF SERVICE to force the new Staff User to change their password and accept terms.