Before you begin

Onboarding takes about 30 minutes of your time, and your facility can be live within two business days. No site visit, no survey, no new hardware is required.

HOW ONBOARDING WORKS

1 Facility Details

We gather the basic details of your facility: name, address, timezone, opening hours, and an onboarding footage date (a normal operating day of the camera footage you'll provide us). Paste a public link, such as the facility's own website or its Google Maps listing, and our AI Assist fills in most of it for you to check and correct. Nothing is saved until you finish this step.

2 Floor Plan

We learn the layout of your facility and your regions of interest on each floor: a store, a department, an aisle, an entrance. Upload a plan of each floor, or link to the facility's public directory map - AI Assist can often read it and propose the regions for you to review, adjust or redraw in the Floor Plan Editor. No floor plan? If your facility is simple enough, we can skip this step and attempt to create one for you.

3 Video Source

We need footage from the onboarding footage date you set in the first step, to place your cameras on your floor plan and validate the result. Upload the files yourself (we'll create the cameras from their file names), or connect directly to your VMS or cloud storage, which needs read-only credentials and an exported camera list. Either way works, and you can switch later.

> Then once you submit, our team will take it and get your facility fully onboarded.

The steps that need something from you have a Help button by their heading, covering what we can work with and what to send if you're not sure.