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Setup your first site

Updated 23 September 2026

After you complete the first two steps of the Account Setup Wizard (Welcome → Your profile), GC Surge opens the Site & Device step automatically. This is where you connect your first camera location to the platform.

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The Account Setup Wizard

The wizard guides new Super Admins through three steps before the platform is ready for operations:

STEP	WHAT HAPPENS
1 — Welcome	Introduction to GC Surge and what the wizard covers.
2 — Your profile	Add your display name and photo so teammates recognize you.
3 — Site & Device	Connect your first site and cameras. This is covered below.

You can click Skip for now on the Site & Device step and add your first site later from Configuration . Your account and profile settings are saved regardless.

Step 1 of 3 — What would you like to do?

GC Surge asks how you want to add your first site. Four options are available:

OPTION	BEST FOR
Add a site and deviceSet up a new location and connect its first device.	Setting up one site at a time. GC Surge walks you through the connection details step by step.
Add a device to an existing sitePick one of your sites and add a device to it.	Adding another device once at least one site exists. On a brand-new account

Add multiple sites and devices Several sites or many devices at once using flash bulk import.

Large deployments where you have camera details ready in a spreadsheet.

Add demo cameras Load sample cameras instantly so you can explore GC Surge without setting up hardware.

Trying out GC Surge before connecting any real camera hardware.

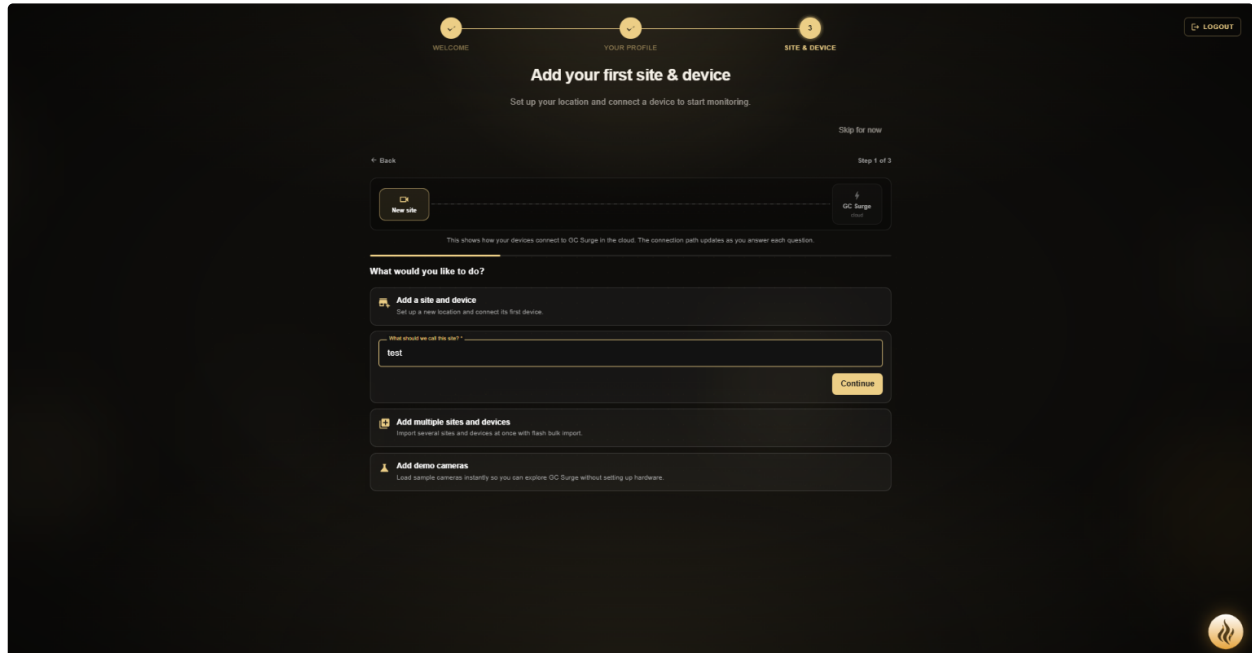


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Option A — Add a site and device

1. Select **Add a site and device** . Enter a name for the site in the **What should we call this site?** field and click **Continue** .

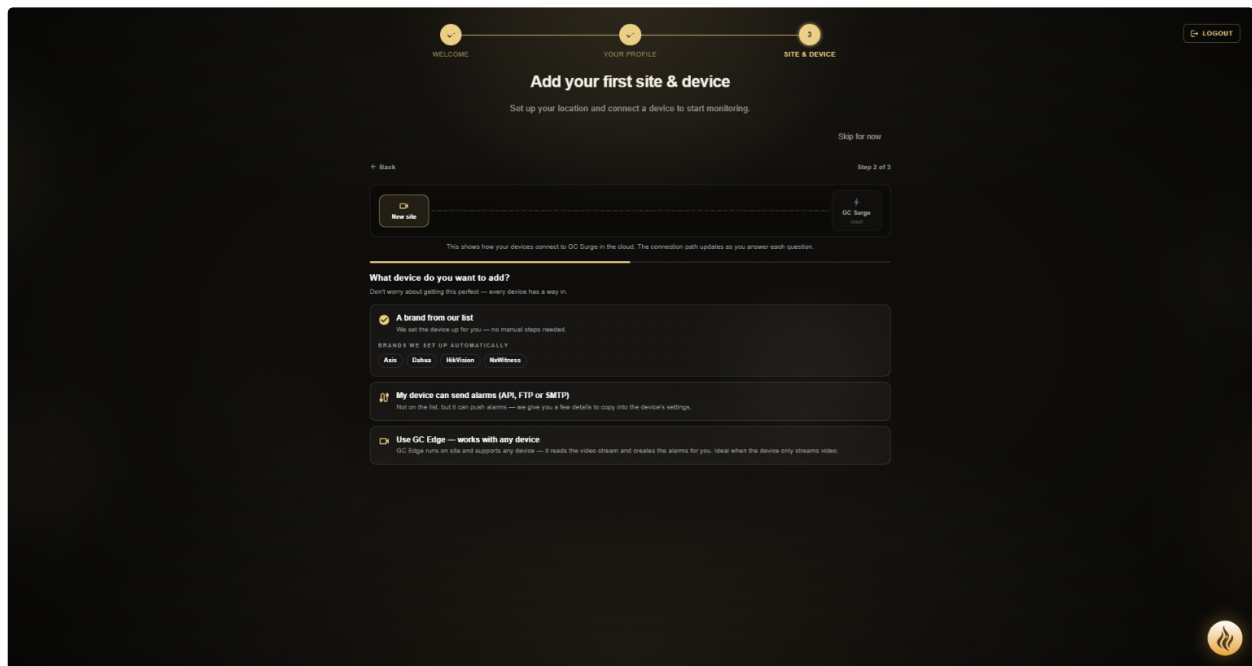


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1. What device do you want to add? — three options appear: A brand from our list — GC Surge sets the device up automatically. Supported brands: AXIS, Dahua, Hikvision, NX Witness. (Hanwha and SpykeBox cameras — select NX Witness.) My device can send alarms (API, FTP or SMTP) — for devices not on the list that can push alarms. GC Surge gives you the details to enter into the device settings. Use GC Edge — works with any device — GC Edge runs on site and reads the video stream directly. Ideal when the device only streams video. Select A brand from our list for supported brands.
2. Can GC Surge reach your devices directly? — two options: Yes — public IPs or port forwarding — devices are reachable from the internet (public IP, DDNS, or forwarded ports). GC Surge connects directly and configures everything automatically. No — private network only — devices are on a LAN or VPN with no public access. A Local Agent is required on-site. Select Yes for the public IP path.
3. Fill in the device details: Device name — a label to identify this device within the site. Device IP or hostname — the public or local IP address of your device. Device brand — select your brand from the dropdown (e.g. AXIS, Dahua, Hikvision, NX Witness). HTTP/S port — typically 80. Enable the HTTPS (secure) toggle if your device uses a secure connection. Username and Password — your device's login credentials.

4. Click **Add site & device** . GC Surge connects directly and configures your device automatically. A confirmation appears: *“Your device is connected and GC Surge is configuring it. Head to the Alarm Center — your first alarm appears there automatically once it’s triggered.”* Click **Go to Alarm center** or **Add another site** .

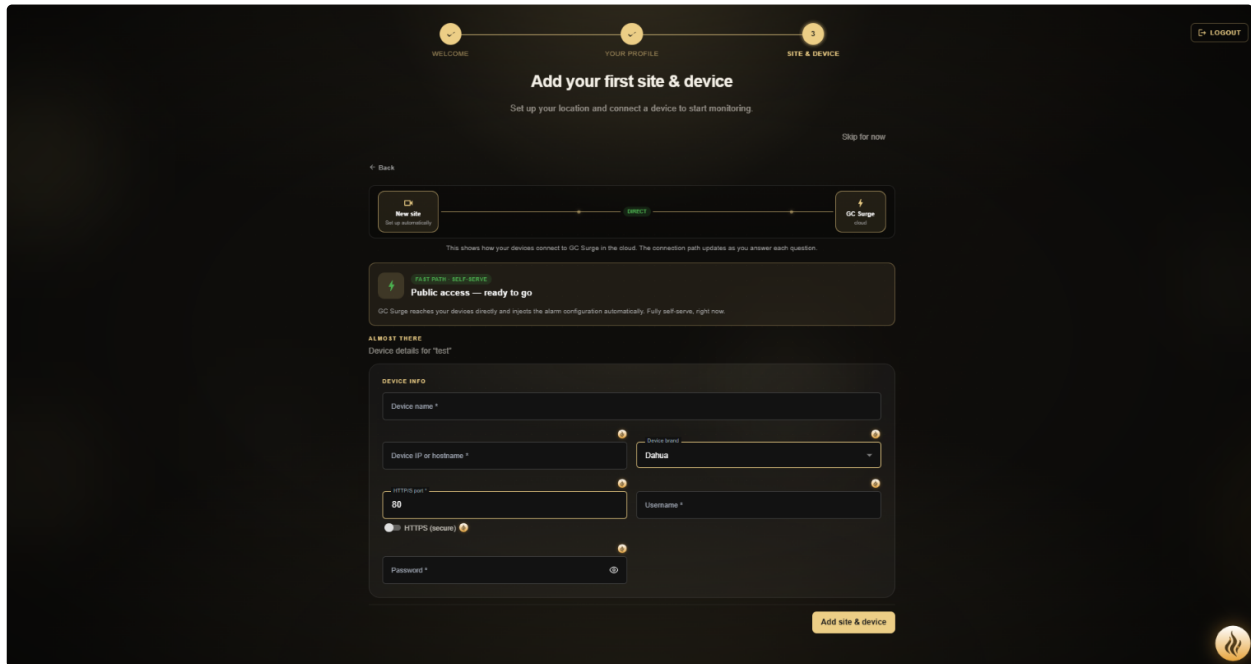


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For the full step-by-step per network mode and all field definitions, see [Setting Up Sites](#).

Option B — Add multiple sites and devices

Select **Add multiple sites and devices** to open the spreadsheet import flow. You prepare a template file with all your sites and devices, upload it, and GC Surge creates them all at once.

1. Click **Download file** (the “Need a starter template?” link) to get the correct column layout.
2. Fill in one row per camera: **Site Name** , **Camera Name** , **IP Address** , **HTTP Port** , **RTSP Port** , **User Name** , **Password** , **Camera Brand** , **Site Owner Email** , **Contact Phone** , **Contact Name** , and **HTTPS**.
3. Upload the completed file (.xlsx or .xls). GC Surge validates each row before creating any site.
4. Review the results. Fix any failed rows and re-upload until the import is complete.

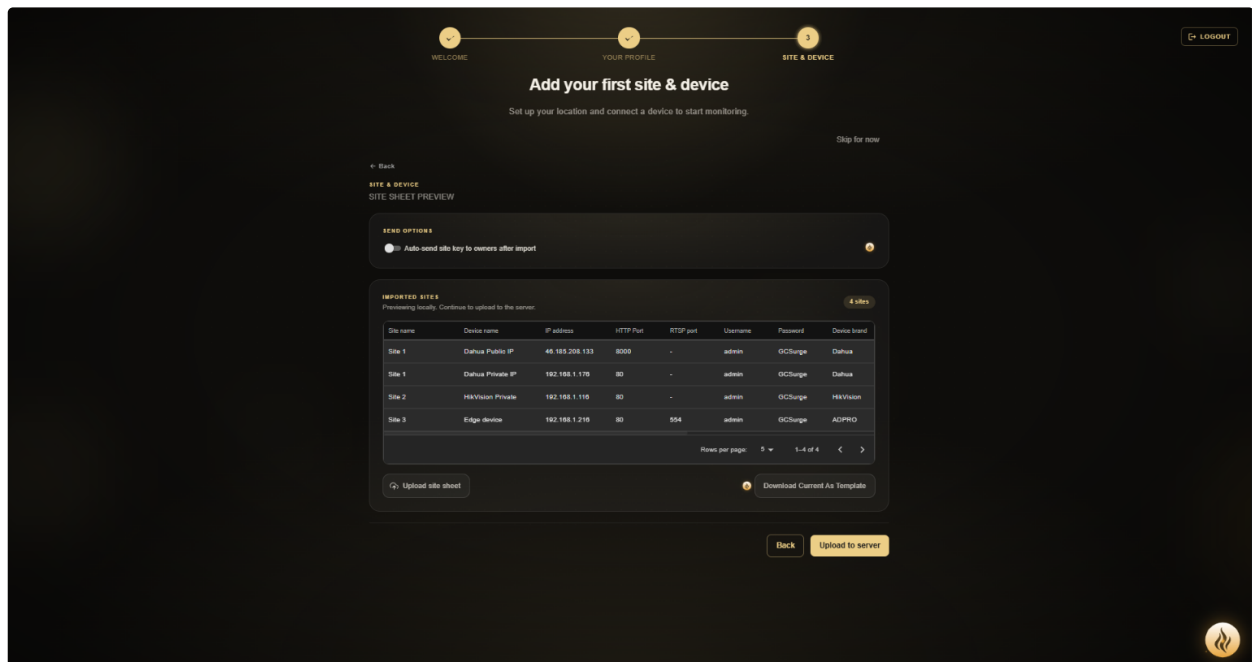


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For the full column reference, validation rules, and bulk Private/VPN configuration, see [Bulk Spreadsheet Import](#).

Option C — Add demo cameras

Select **Add demo cameras** to load sample cameras instantly so you can explore GC Surge without setting up hardware — ideal for trying the platform before connecting real devices. For more on demo data, see [Add a device](#).

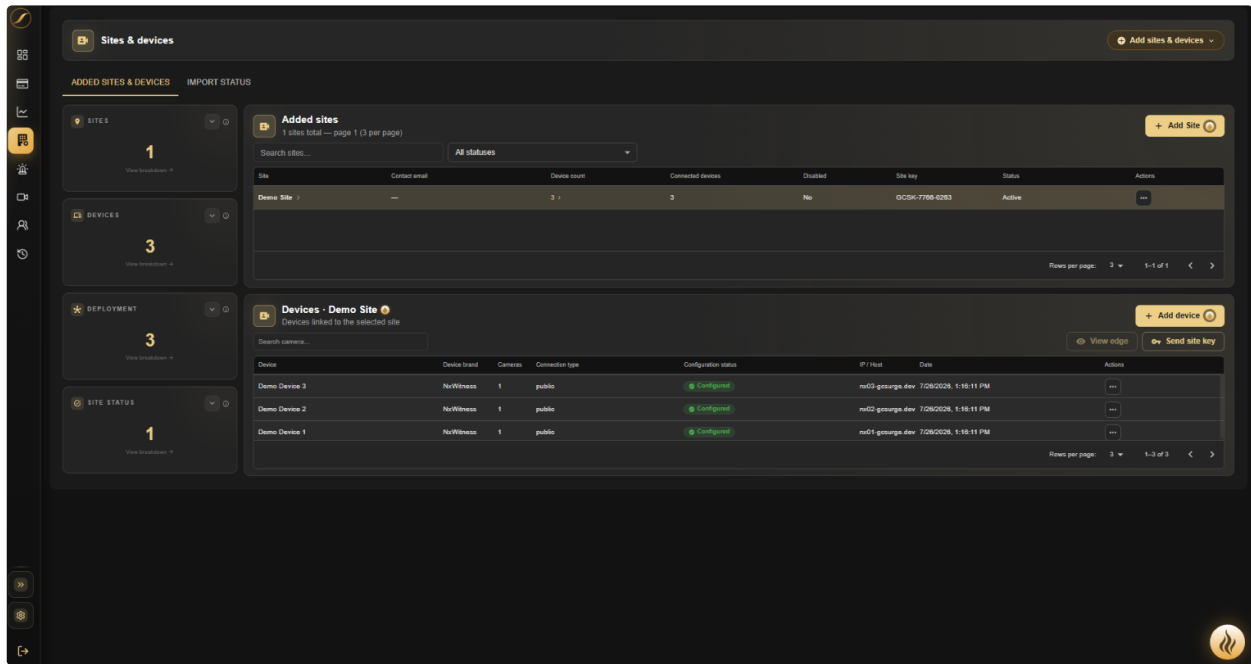


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After your first site is added

Once the wizard finishes, GC Surge takes you to the Home Dashboard . Your site appears in Configuration and will start showing data as cameras send their first events.

Confirm everything is working:

1. In Configuration , confirm the site appears in Added sites (Status: Active), then open its devices — each device's Configuration status shows Configured , Pending , or Reassigned .
2. In Video Search , confirm events from the new site begin appearing within a few minutes of camera activity.
3. In the Home Dashboard , confirm KPI metrics start updating for the new site.

For Private/VPN and Edge sites, a field activation step is required before alarms can flow. See [Local Agent — Field Activation](#).