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Accept Your Invitation as an Operator

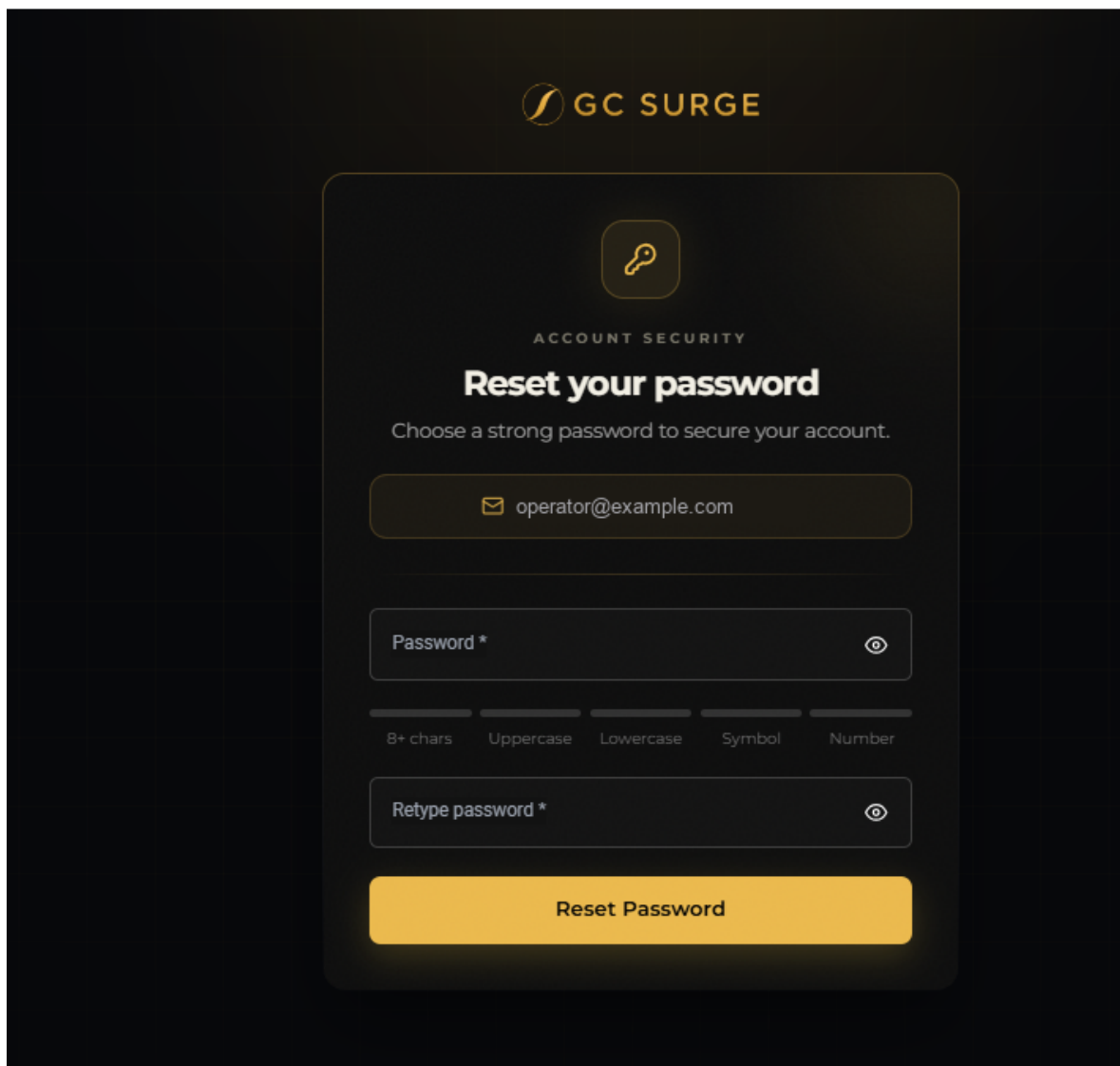
Updated 8 October 2026

experience — not included in the PDF

When a Super Admin invites you to GC Surge, you receive an email to activate your account. Follow these steps to set your password, complete onboarding, and reach the Alarm Center — your main workspace as an Operator. Covers: Set Your Password, Complete Onboarding, Your First View in Alarm Center.

Step 1 — Set your password

1. Check your inbox for an email from noreply@nxgen.io (NXGEN Technology AG.) with the subject “You’ve been invited to GC Surge” .
2. Open the email and click [Set Password & Verify Email](#) . This opens the password setup page.
3. On the [Reset your password](#) page, enter your new password in the [Password](#) field and again in [Retype password](#) . Your password must meet all five criteria shown below the field:
 - 8+ characters-
 - Uppercase letter (A–Z)
 - Lowercase letter (a–z)
 - Symbol (e.g. !@#\$\$%^&*)
 - Number (0–9)
4. Click [Reset Password](#) .
5. After clicking [Reset Password](#), you are redirected directly to the Account Setup Wizard — no separate sign-in or confirmation screen appears.



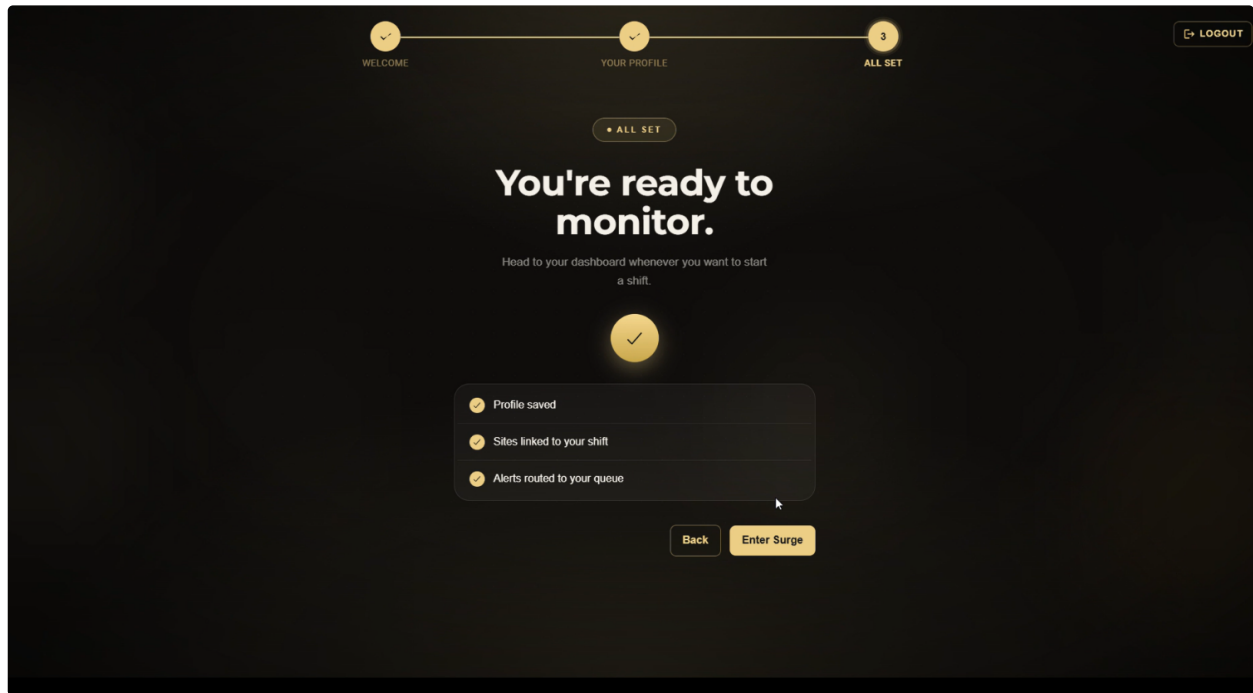
Screenshot 2026-06-30 125209.png

Step 2 — Complete onboarding

The first time you sign in, a 3-step setup wizard guides you through account activation.

1. **Welcome** A summary of your Operator role is shown, including the four things you will do in GC Surge: access assigned sites and camera feeds, respond to alarms in real time, track performance and streaks, and coordinate with your team. Choose your preferred language, then click **Get started** .
2. **Your profile** Confirm your display name — this is how teammates will see you in the app. Optionally add a photo, or keep the initials avatar. Click **Continue** .

3. Your sites Review the locations you will be monitoring, then click Continue .
4. All set A confirmation screen shows that your profile is saved, your sites are linked to your shift, and alerts are routed to your queue. Click Enter Surge .



Screenshot 2026-06-28 112759.png

Your First View in GC Surge

After onboarding you land on the Alarm Center . Click **Start Shift** in the top-right corner to go on duty.

The **QUEUED SITES ASSIGNED TO YOU** panel lists sites linked to your shift. Sites with open alarms appear in the **Sites Unassigned to Operators** table — click **Assign to me** in the **Actions** column to claim the site and open ZenMode. For the full shift workflow — including how to pick up new sites from the unattended queue — see [New Operator Quick Start](#).

For future logins, go to the GC Surge login page, enter your email address and password, and click Sign In.