

Disclaimer

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First-Time Login & Access

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Overview

This page walks through accessing GCXONE for the first time: account registration, verification, password setup, and initial login. Complete each step in sequence to activate your account and access the platform.

Note: There are two ways to access GCXONE for the first time:

- Self-registration (new users create their own account)
- Administrator-created accounts (users receive a temporary password)

Follow the steps below based on your account setup. Some steps may not apply depending on whether your account was self-registered or created by an administrator.

Account Registration & Activation

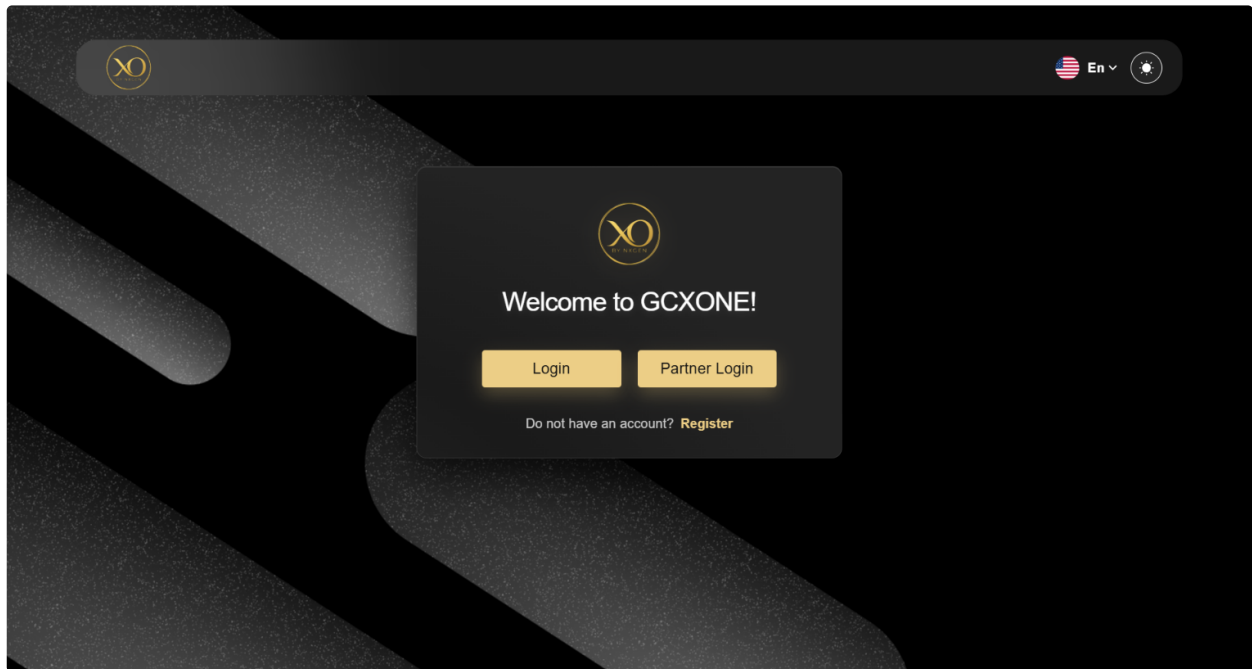
Alternative Access Method : If your account was created by your administrator, you will receive a temporary password via email instead of registering manually. In this case, proceed directly to the login steps below.

Access the Registration Portal

Navigate to the GCXONE Portal (<https://gcx.nxgen.cloud/>) using a supported web browser (Chrome, Edge, or Firefox).

Upon accessing the portal, the following elements are displayed:

- A professional login interface
- A prominent Register button for new users



1

Select **Register** to begin the onboarding process.

Complete the Sign-Up Process

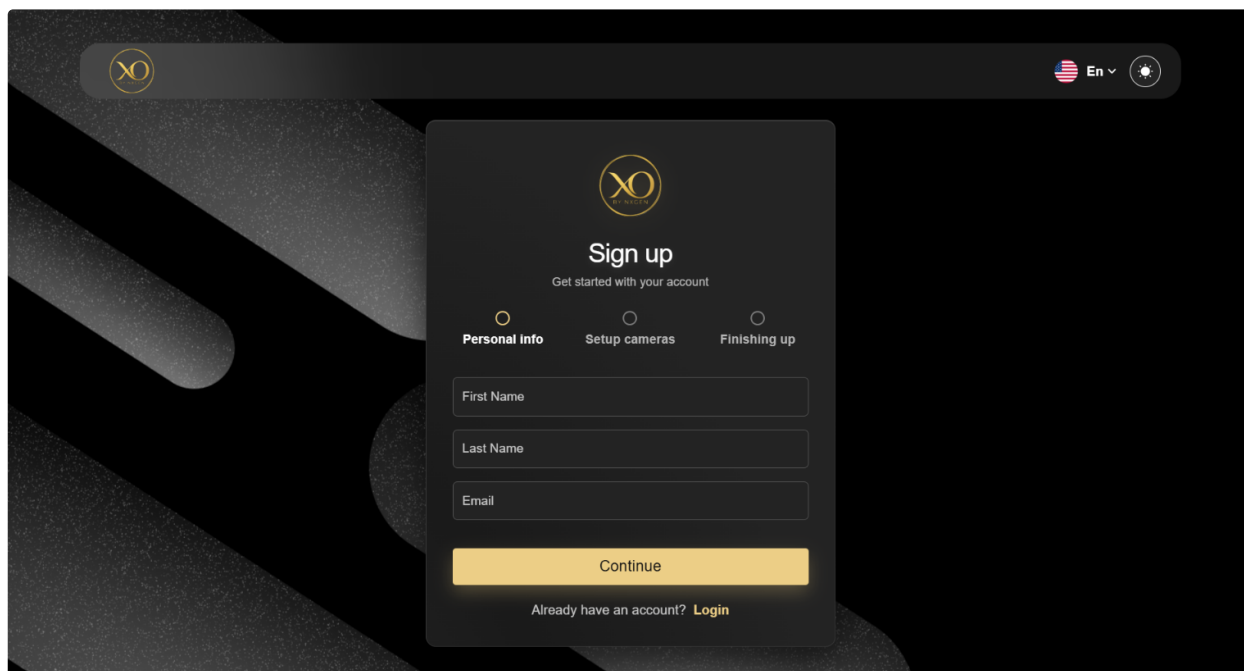
The onboarding follows a guided three-stage wizard: Personal Info → Setup Cameras → Finishing Up

Each stage must be completed before proceeding.

Stage 1: Personal Information

Enter the following details:

- **First Name** — Account holder's first name
- **Last Name** — Account holder's last name.
- **Email** — A valid business email address



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Select Continue to proceed.

Stage 2: Setup Cameras

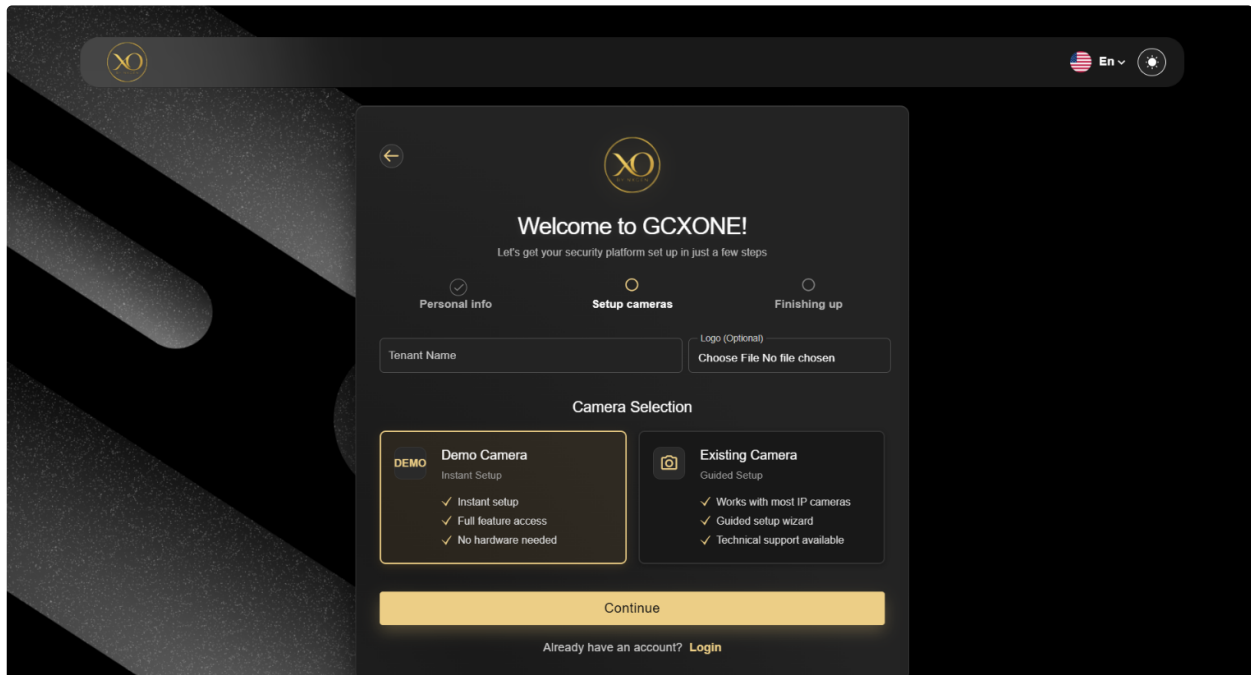
Configure your tenant environment and select a deployment type.

Tenant Configuration:

- Tenant Name — Enter the official name for the tenant environment
- Logo (Optional) — Upload a company logo for branding

Camera Selection — choose the option that aligns with your environment:

OPTION	DESCRIPTION
Demo Camera	Instant platform access; full feature availability; no hardware required
Existing Camera	Compatible with most IP cameras; guided setup wizard; technical support available



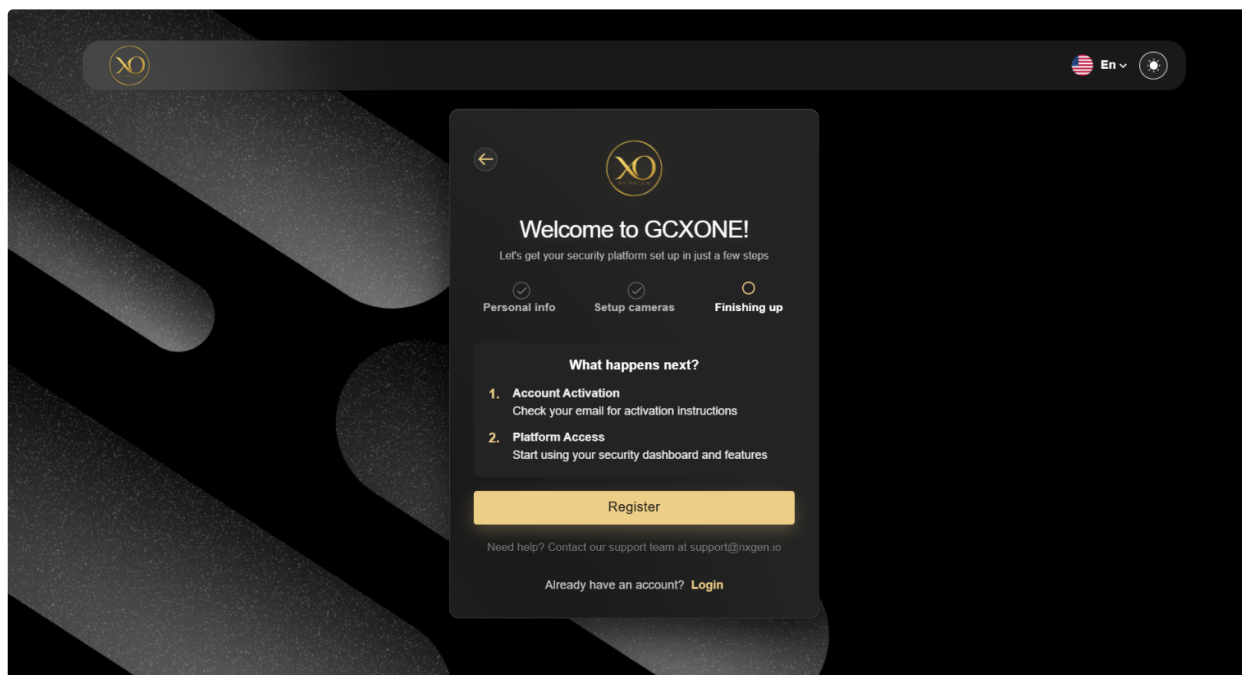
welcome

Select Continue to proceed.

Stage 3: Finishing Up

The final stage summarizes the activation process.

- Account Activation — Check your email for activation instructions
- Platform Access — Access the dashboard after activation is completed



register

Select **Register** to finalize the registration.

Account Verification & Password Setup

Email Verification

After completing registration, a verification email is sent from: support@nxgen.io

Open the email and select **Confirm my account** to activate your account.

Ensure emails from nxgen.io are not blocked by spam filters.

If the verification email is not received:

- Check spam or junk folders
- Add nxgen.io to your email whitelist
- Verify that corporate firewall policies are not blocking automated emails
- Contact your IT department if filtering is suspected

Password Creation

After confirming your account, you will be redirected to the secure password setup page hosted by Auth0.

Password Requirements:

- Minimum 8 characters
- At least 3 of the following: lowercase letters, uppercase letters, numbers, special characters (e.g. !@#\$%^&*)

Re-enter the password to confirm and select Reset password .

Login Process

The following steps apply to all users after account setup is completed (either through self-registration or administrator invitation).

Initial Login

Return to the GCXONE portal and sign in using your newly created credentials.

If you received a temporary password from your administrator, use it to sign in. You will be prompted to create a new password on first login.

Note Each user logs in with assigned credentials. Access is controlled based on role configuration — users only see features and entities relevant to their permissions.

Dashboard Overview

After successful authentication, you are redirected to the GCXONE Dashboard — the central operational interface of the platform.

The dashboard displays :

- Total Alarms — overall alarm count across all sites

- Alarms Passed — alarms processed and forwarded
- Alarms Filtered Out — false alarms suppressed by NOVA99x
- Unhealthy Cameras — devices flagged by HealthCheck
- Checked Cameras / Healthy Cameras — camera health summary
- Connection Failure — devices with connectivity issues
- Real vs False Alarms — pie chart showing alarm accuracy ratio

Additional interface elements :

- Left-side navigation menu for core modules
- Global search bar for quick navigation
- Top-right controls: language selection, notifications, dark/light mode, and account options
- Customer and site filters for scoped views
- Time range selector for historical data

The dashboard adapts based on your role — operators see alarm widgets, managers see KPIs, and technicians see device health.

Note Profile Review — After logging in, review your user profile and ensure that your contact information and notification preferences are correctly configured.

Login Troubleshooting

If you did not receive a temporary password:

- Check your spam or junk folder
- Contact your administrator to resend the invitation

If your temporary password has expired:

- Request a new password from your administrator



If your account is locked after multiple failed login attempts:

- Wait 15 minutes before trying again
- Contact support if the issue persists