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Operator Quick Start

Updated 16 August 2026

What Operator Quick Start Covers

This guide helps you get up and running with GCXONE as an operator. By the end, you will be able to log in, orient yourself on the main dashboard, and begin monitoring your assigned sites.

Why It Matters

A correctly configured starting point ensures operators begin every session with the right role, the right timezone, and full access to their assigned sites — avoiding missed alarms or wasted time troubleshooting access issues.

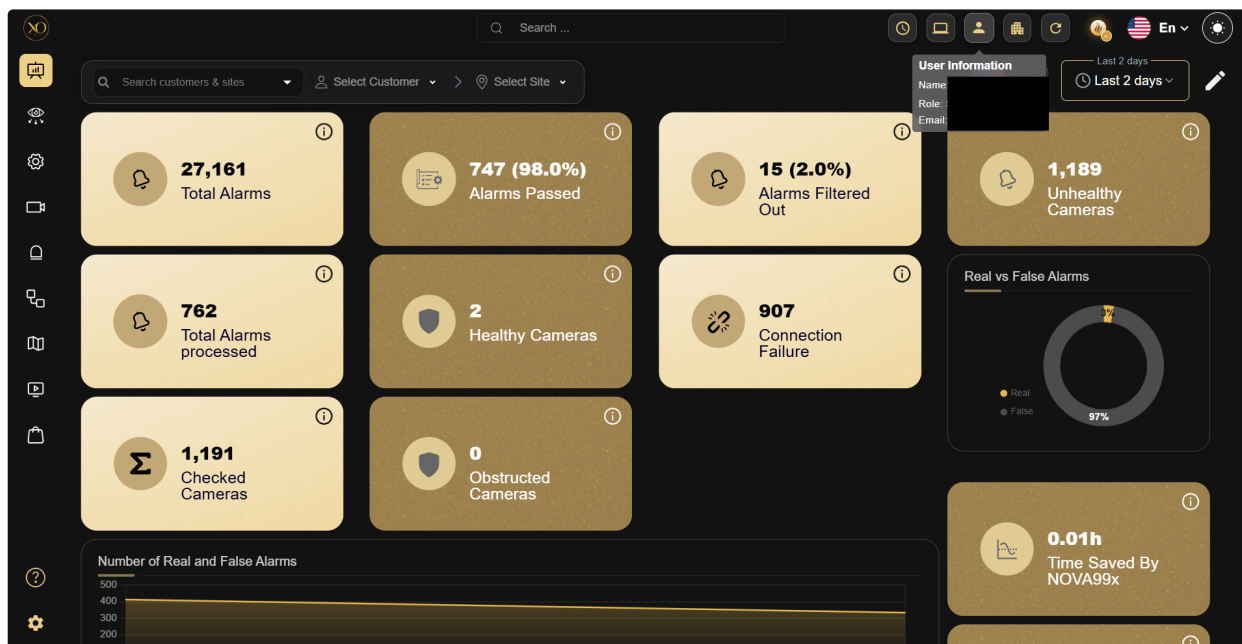
How It Works

Before You Begin

- You have received your GCXONE login credentials from your administrator.
- You are accessing GCXONE from a supported browser (Chrome recommended).
- Your administrator has assigned you the Operator role.

Step 1: Log In and Verify Your Account

1. Open GCXONE in your browser.
2. Enter your credentials and log in.
3. Locate the user information icon in the top-right corner of the dashboard.
4. Confirm that your role and email are correct. If not, contact your administrator before proceeding.

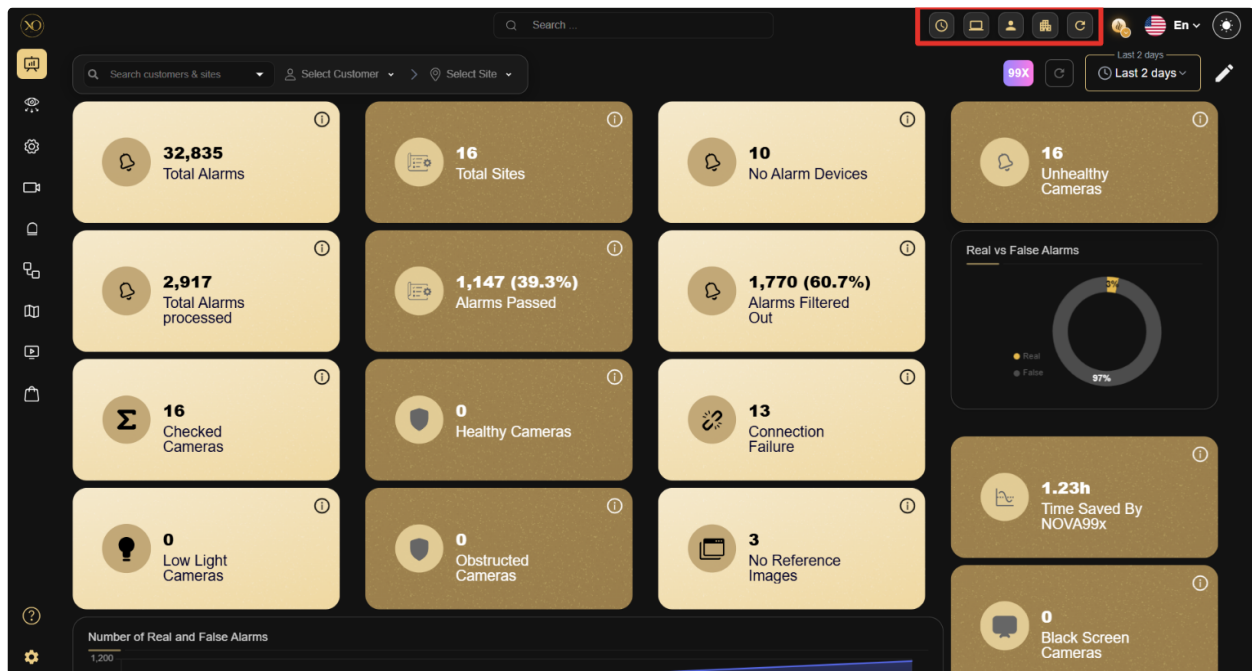


The operator dashboard with the User Information panel open from the toolbar, over tiles for total alarms, alarms passed, filtered alarms and unhealthy cameras.

Step 2: Check System Status

On the top bar, verify the following indicators before you begin:

- Time Zone — Confirm it matches your operational Timezone.
- Local Mode Status.
- Local Client Restart .

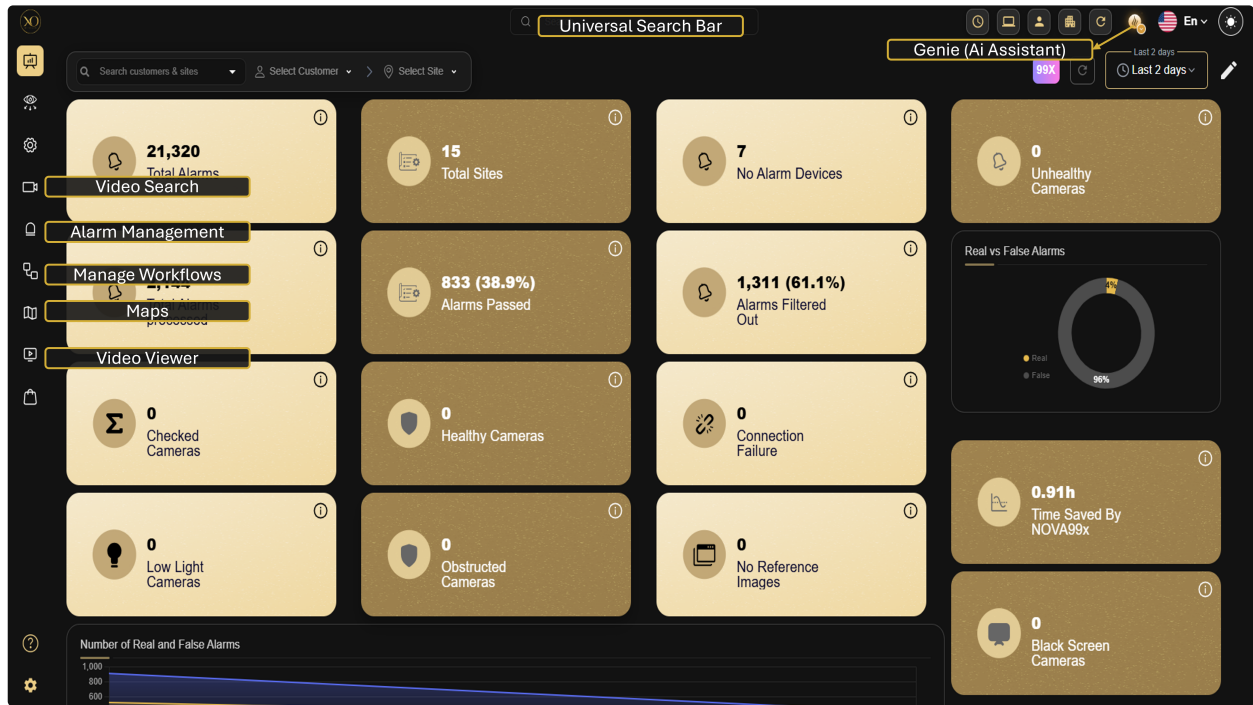


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Step 3: Know Your Dashboard

The main dashboard contains these key areas:

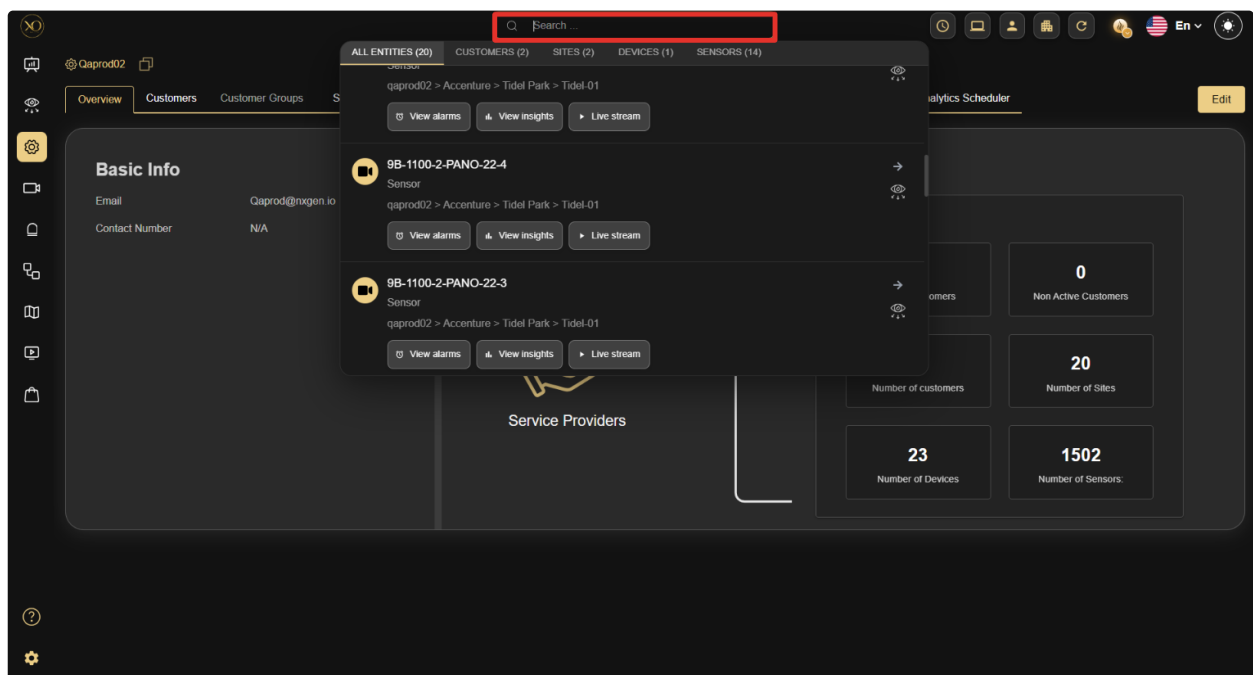
- **Universal Search Bar** — Search for any customer, site, device, or sensor instantly
- **Video Search** — Your primary workspace for reviewing alarms and events
- **Video Viewer** — Live monitoring of multiple cameras simultaneously
- **Map** — Visual overview of site and sensor locations
- **Talos / Workflows** — Alarm management and escalation workflows, where your organization uses the Talos integration
- **Genie (AI Assistant)** — Get instant answers without navigating the dashboard



Gcxone

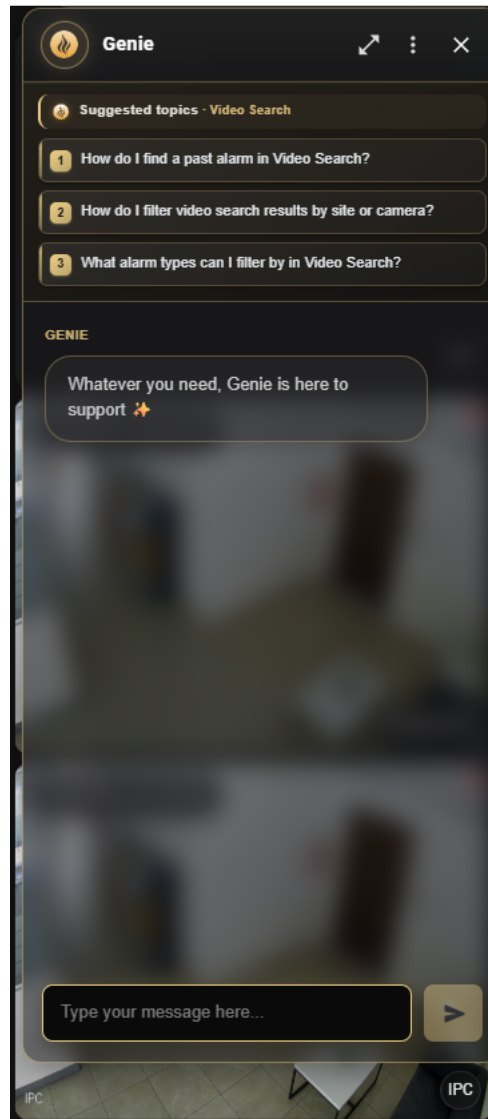
Step 4: Use the Universal Search Bar

1. Click the Universal Search Bar at the top of the dashboard.
2. Type a customer name, site, device, or sensor name.
3. Select from the results to jump to a live stream or view active alarms for that sensor.



Step 5: Meet Genie – Your AI Assistant

Genie is the built-in AI assistant. Ask questions like "How many alarms did we receive yesterday?", request help with VPN requests, device setup guidance, or troubleshooting.



Genie panel open showing the Suggested topics list of ready-made questions above the greeting message.

Key Capabilities

AREA	PURPOSE
Universal Search Bar	Find any entity instantly without navigating menus
Video Search	Review and act on alarms
Video Viewer	Monitor multiple cameras live simultaneously

Map	Visual overview of all site and sensor locations
Talos / Workflows	Manage alarm workflows and escalations where used
Genie (AI Assistant)	Get instant answers and take actions by typing

Real-World Use Cases

- A new operator logs in for the first time, verifies their role and email, and confirms the timezone before touching any alarm
- An operator uses the Universal Search Bar to jump directly to a specific site's camera instead of navigating through menus.
- An operator asks Genie "How many alarms did we receive yesterday?" instead of pulling a manual report.

Best Practices

- Always verify your role and email at the start of every session.
- Use the Universal Search Bar instead of navigating menus to save time.
- Ask Genie before submitting a support ticket — it resolves most common questions