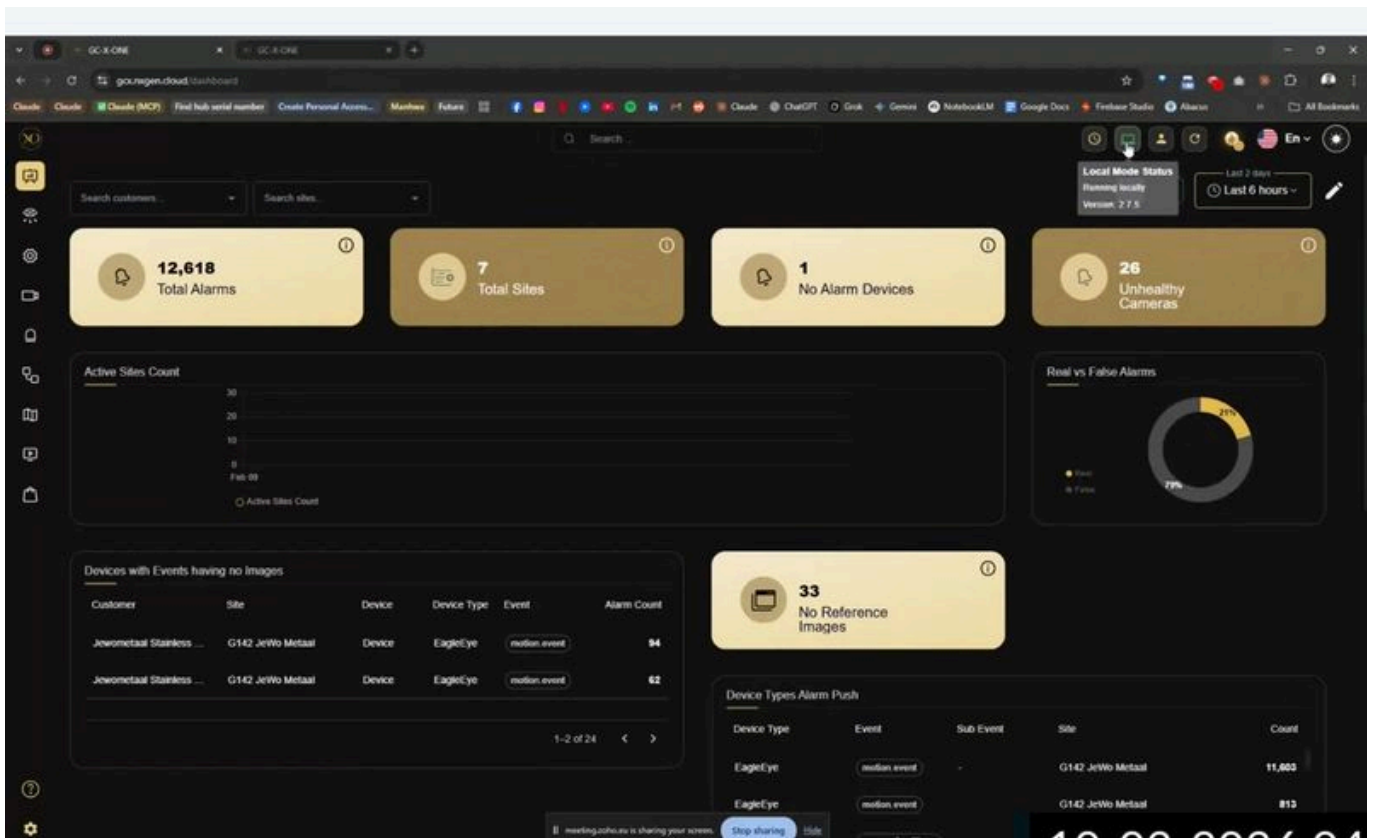




# Admin Guide

## What the Admin Guide Covers

The GCXONE dashboard is the central hub for monitoring your security infrastructure. When you log in, the dashboard immediately surfaces the most operationally relevant information: alarm volumes, site health, and camera status.



## Why It Matters

The dashboard gives administrators immediate visibility into alarm volumes, site health, and camera status the moment they log in — without navigating through multiple screens.

## How It Works

### # Dashboard KPI Cards

Four KPI cards appear across the top of the dashboard. Each card covers a critical metric for the time range selected (default: Last 2 days, adjustable).

- **Total Alarms** — the total number of alarm events generated across all monitored sites.
- **Total Sites** — the count of sites currently configured under your service provider account.
- **No Alarm Devices** — devices that are active but have not generated any alarms in the selected period. High counts here may indicate connectivity or sensor issues.
- **Unhealthy Cameras** — cameras that failed their most recent HealthCheck. This count links directly to the HealthCheck module.

## # Dashboard Charts

Below the KPI cards, the dashboard displays four charts:

- **Active Sites Count** — A line chart showing how many sites were actively streaming or reporting alarms over the selected period.
- **Real vs False Alarms** — A donut chart showing the ratio of verified real alarms to false positives filtered by the platform. In a typical deployment, 75–80% of events are automatically filtered as false.
- **Devices with Events Having no Images** — A table listing devices that triggered events but failed to attach an image. This points to cameras that need reference image calibration or streaming configuration review.
- **Device Types Alarm Push** — A breakdown of alarm volume by device type and event type, useful for identifying which integrations are generating the most noise.

## # Left Navigation Sidebar

The sidebar provides access to all major platform modules. The icons from top to bottom are:

- **Dashboard** — the KPI overview page.
- **Alarms** — the alarm event queue and Talos workflow management.
- **Sites** — site-level overview and health status.
- **Device Explorer** — live video viewer with hierarchical site/camera tree.
- **Map** — satellite map view with camera and sensor placement.
- **Reports** — HealthCheck and other reporting modules.
- **Configuration** — admin settings for customers, sites, devices, sensors.
- **Settings (gear icon, bottom)** — roles, users, tags, and account settings.

## # Top Bar Controls

- **Search** — global search across all entities (sites, devices, sensors). Results show breadcrumb paths and quick-action buttons.
- **Local Mode Status indicator** — shows whether you are running cloud mode or local fallback, and the client version.
- **Date range filter** — adjusts the time window for all dashboard metrics.
- **Language selector** — switches the UI language.
- **User profile / notifications icon.**

## Key Capabilities

## # Navigating to Settings

To access administrative settings, click the gear icon at the bottom of the left navigation sidebar. From Settings you can manage:

- **General** — organisation-level preferences.
- **User Profile** — your own account details.
- **Roles** — define and configure role-based access.
- **Users** — invite and manage user accounts.
- **Reports** — scheduled and on-demand report settings.
- **Tags Management** — manage camera tag folders.
- **Switch Tenant** — move between service provider tenants if you manage multiple.

## Real-World Use Cases

- An admin logs in at the start of the shift and checks the four KPI cards — spots an elevated Unhealthy Cameras count and opens the HealthCheck module immediately.
- A service provider managing multiple tenants uses Switch Tenant to move between client environments without logging out.
- An operator uses the global Search (Ctrl+K) to locate a specific site within seconds instead of navigating manually.
- An admin adjusts the Date range filter to the last 7 days to review alarm trends before a monthly customer review.

## Best Practices

- Check all four KPI cards at the start of every shift — any non-zero Unhealthy Cameras count needs immediate investigation.
- Use the Date range filter consistently — always align it to your reporting period before reviewing metrics.
- Use global Search for fast entity lookup rather than navigating manually through the sidebar.
- Keep Settings organised — review Roles and Users regularly to ensure access remains accurate as teams change.

